



To: Digital Watchdog® Customers

Date: March 8, 2016

Re: How to Update VMAX IP Plus™ Firmware Between 2.1MP and 5MP Camera Versions

Digital Watchdog's new VMAX IP Plus NVRs support 2.1MP, 3MP and 5MP cameras. The models supporting 5MP cameras are the 9- and 16-channel models.

When using the special 5MP firmware, the NVR's number of supported channels is reduced.

- › **VMAX IP Plus 9-Channel NVR (4-Channels PoE Plus 5 Bonus Channels):** when using the 5MP firmware, the NVR will support a total of four channels, regardless of the camera's resolution.
- › **VMAX IP Plus 16-Channel NVR (8-Channels PoE Plus 8 Bonus Channels):** when using the 5MP firmware, the NVR will support a total of nine channels, regardless of the camera's resolution.
- › **VMAX IP Plus 16-Channel PoE NVR:** when using the 5MP firmware, the NVR will support a total of nine channels, regardless of the camera's resolution.

Following are the basic instructions for how to update the NVR's firmware to the 5MP version.

NOTE: The instructions refer only to the first time making the transition between the 2.1MP and 5MP firmware. Once the first update is completed, any future updates do not require the following steps as long as the firmware version remains the same.

For examples:

- › Updating an NVR currently running 2.1MP firmware to a newer 2.1MP firmware – DOES NOT require the following steps.
- › Updating an NVR currently running 2.1MP firmware to a newer 5MP supporting firmware – See the following steps.
- › Updating an NVR currently running 5MP firmware to a newer 5MP supporting firmware – DOES NOT require the following steps.
- › Updating an NVR currently running 5MP firmware to a newer 2.1MP supporting firmware – See the following steps.

IMPORTANT: The 2.1MP and 5MP firmware version must be the same version number for the initial transition between 2.1MP and 5MP firmware.

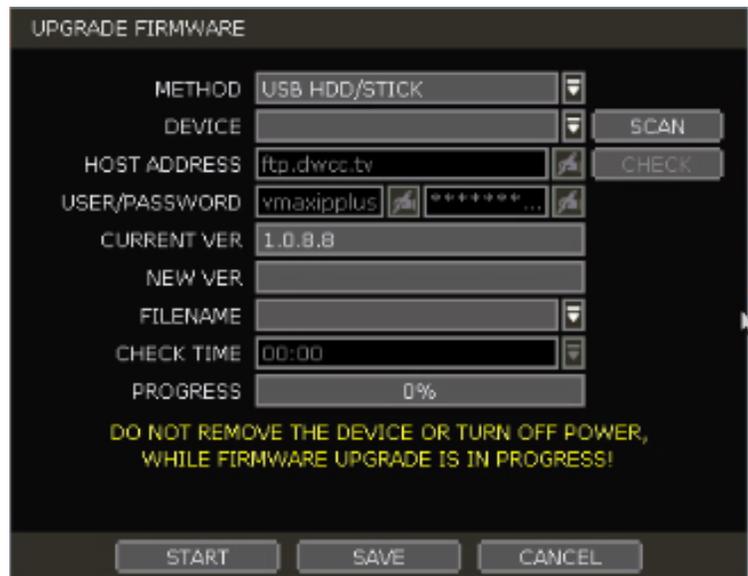
To change the firmware from 2.1MP to 5MP Versions:

1. Download the latest 5MP firmware from our website.
2. Extract the file from the zip folder.
3. Rename the file:
 - a. For 9-Channel NVRs
 - i. Change file name from HN-6304_vX.X.X.X.bin to HN-6209_vX.X.X.X.bin
 - ii. Copy the file to a USB drive
 - b. For 16-Channel, 8-PoE NVRs
 - i. Change file name from HN-6309_vX.X.X.X.bin to HN-6216_vX.X.X.X.bin
 - ii. Copy the file to a USB drive
 - c. For 16-Channel, 16-PoE NVRs
 - i. Change file name from HN-6409_vX.X.X.X.bin to HN-6316_vX.X.X.X.bin
 - ii. Copy the file to a USB drive
4. Go to the NVR and plug the USB drive into one of the available USB ports.
5. Right-click anywhere on the screen and select 'MENU'.
6. Go to the 'SYSTEM' sub-menu and select the Information tab.



7. Click on the 'UPGRADE' button to open the firmware upgrade screen.

8. Make sure “USB HDD/STICK” is selected and press SCAN to locate your USB drive in the system.
9. The NVR will automatically show you the files found within the USB drive and the firmware version compared to the current one. Select the appropriate file and press ‘START’ to begin the upgrade process. Once the process begins, do not remove the USB drive or turn the system off. Once the upgrade is complete, the NVR will reboot.



To change the firmware from 5MP to 2.1MP Versions:

1. Download the latest 2.1MP firmware from our website.
2. Extract the file from the zip folder.
3. Rename the file:
 - a. For 9-Channel NVRs
 - i. Change the file name from HN-6209_vX.X.X.X.bin to HN-6304_vX.X.X.X.bin
 - ii. Copy the file to a USB drive
 - b. For 16-Channel, 8-PoE NVRs
 - i. Change the file name from HN-6216_vX.X.X.X.bin to HN-6309_vX.X.X.X.bin
 - ii. Copy the file to a USB drive
 - c. For 16-Channel, 16-PoE NVRs
 - i. Change the file name from HN-6316_vX.X.X.X.bin to HN-6409_vX.X.X.X.bin
 - ii. Copy the file to a USB drive
4. Go to the NVR and plug the USB drive into one of the available USB ports.
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