



## Technical Support Document

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# Upgrading VDR Series Firmware

From time to time new software and firmware for the Vicon VDR Series digital recorder range is released to improve features or to correct any malfunctions that have arisen since the last release. It is generally not necessary to upgrade unless you have been advised to do so by a member of the Vicon technical support team.

It is essential that only the correct firmware and software for your particular model is installed on to the VDR or damage may occur. Firstly check to see what version is already installed on your device.

You can do this from the main menu and System info.

Firmware and software are available to download from here:

Firmware: [http://www.vicon-support.co.uk/technical.htm#VDR\\_Series\\_Firmware](http://www.vicon-support.co.uk/technical.htm#VDR_Series_Firmware)

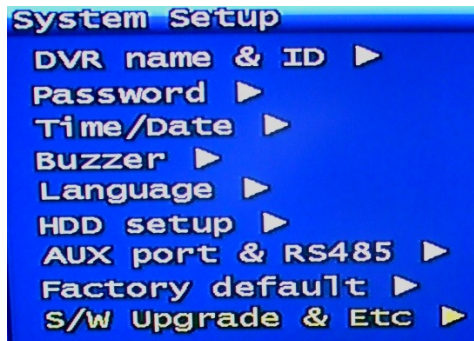
Software: <http://www.vicon-support.co.uk/software.htm>

Download the Firmware (RAMDisk and Kernel) and unzip if required. Copy the files to the root directory of a USB pen drive. Do not put the files into a folder or it will not work.

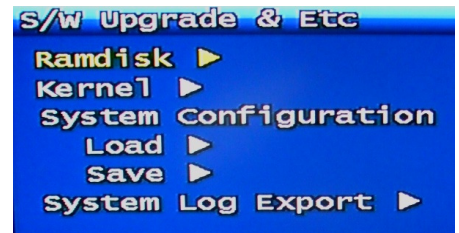
Plug the pen drive into the VDR and follow the instructions below.



Press the Menu button and select System Setup



Select S/W Upgrade



Select Ramdisk and browse to the location of your USB pen drive. Once complete the unit will reboot. Proceed to the Kernel and repeat.

Do not attempt the above if you are unsure of the reliability of the mains supply.

If the upgrade process is interrupted you may not be able to recover the unit.

Next you should install the latest version of Remote Viewing Software (RAMS) on to an appropriate PC.

Please note that older versions of RAMS for the VDR-2 and VDR-3 series may not work with Windows Vista or Windows 7.

**Please ensure that you check and adjust the VDR clock settings before you finish.**

If you are unsure of any part of the above document please ask BEFORE upgrading.