How to update the firmware on your UCam247 camera

Check the model of camera you have and then download using the links below to your PC/Mac. Save the firmware file to your desktop – DO NOT try and open it – just download it for now. The label on the back of the camera or the cable will indicate the right model number for your camera.

Indoor Cameras

UCam247i (NC308W-IR)
UCam247i-HD (NC308W-IR-720p)
UCam247i-1080HD (NC308W-IR-1080p)
UCam247i-1080HDPlus (NC308SW-1080p) [New version only with SW in the model name]

Outdoor Cameras

UCam247-HDO1080 (NC328W-IR-1080p)
UCam247-HDO1080Plus (NC328SW-1080p) [New version only with SW in the model name]

NB: If you have an outdoor 720p camera please email support@ucam247.com as there are two versions of this camera so the firmware for your camera will be sent to you when you get in touch.

To update the cameras firmware follow the instructions below

Please read through the instructions fully before starting the firmware update and ensure that you follow all the steps in the correct order and ensure you ONLY carry out a firmware update when you are on the same local network as the camera.

We recommend the update is performed using Firefox or Chrome.

It is important that you take your time with the update and follow all the steps including the waiting times.

1) Launch the *UCam247Live* app on your iPhone, iPad or Android device and tap the left arrow to the right of your camera entry and then tap the **Edit Settings** icon . Now go to **Advanced Settings > About Device** and make a note of the IP address (e.g. the setup wizard will display this as 192.168.x.x or 10.0.x.x etc.).

2) Now type the IP address (e.g. if it is 192.168.0.5) into the address bar of your web browser as http://192.168.0.5 and hit return.

3) You should now be at the camera's web interface. Click **Setting** and enter your login when prompted (Default username and password being **admin** and **admin**). But if you changed the password you need to enter that password.

4) Go to **Task > Task Management** and turn off ALL Tasks by unticking all the boxes under the Enable column – see screenshot example below. Click **Apply**.

Task Management

No.	Enable	Schedule	Task
1	☐	Always ⌄	Email alarm sending
2	☐	Always ⌄	Email periodic sending
3	☐	Always ⌄	FTP alarm sending
4	☐	Always ⌄	FTP periodic sending
5	☐	Always ⌄	HTTP alarm sending
6	☐	Always ⌄	HTTP periodic sending
7	☐	Always ⌄	Snapshot to storage on alarm
8	☐	Always ⌄	Snapshot to storage periodically
9	☐	Always ⌄	Record to storage on alarm
10	☐	Always ⌄	Record to storage continuously
11	☐	Always ⌄	Send files in storage to FTP server
12	☐	Always ⌄	Push notification
13	☐	Always ⌄	Snapshot HTTP alarm sending
14	☐	Always ⌄	Snapshot HTTP periodic sending

Apply

5) Go to **Tools > Firmware Upgrade**

6) **Click Continue > Browse** *(and locate the firmware from your desktop or wherever you have download it to on your computer)* > **Upgrade**

7) At this point WAIT for the screen to refresh automatically NB: don't click away from this screen once you have click Upgrade or the update will fail and you may corrupt the software in your camera rendering it unusable and the Warranty will become void

8) After a **few minutes** the update will finish automatically and you should simply follow the steps then shown on screen to complete the update install.

9) Once the camera has been rebooted you can now go back to **Task > Task Management** and turn on the Tasks you need again. Click **Apply**.

You should now be able to verify you have the latest firmware installed by clicking the **System** tab in the Setting section of the camera's web interface.

You can now use the camera as before.

Note: If the camera does not reappear in your browser after the reboot in Step 9 do the following:

a) Disconnect the power to the camera and after a couple of minutes reconnect the power and leave the camera a couple of minutes to reboot fully. Then check to see if you can access the camera again either in your web browser or the app on your phone/tablet.

b) If the above has not worked then you will need to power off the camera and connect the camera to your router with an ethernet cable. Now reconnect the power and after a couple of minutes check if you can see the camera via the mobile app. If you can you should check the WiFi settings to ensure they are still intact after the firmware update.

If not, simply follow one of the guides below to get it working again over WiFi :

http://www.ucam247.com/knowledge-base/49

http://static.ucam247.com/upload/files/UCam247_-_Enable_WiFi_Guide_-_iPhone_method.pdf

http://static.ucam247.com/upload/files/UCam247_-_Enable_WiFi_Guide.pdf