

October 2017

## V94XX Series Camera Firmware

### General Description

Vicon has released the firmware for production for the cameras listed below. The accompanying IPCConfig discovery tool has been updated to version 20170929. It is important to note these cameras have been tested for the Valerus VMS. When Certification for ViconNet is completed notification will be provided accordingly.

Camera	Older Firmware	Newest Firmware
V942D-W312MIR V942D-W310MIR-XW V942D-W310MIR-XS V944D-W312MIR	N/A	V4.00.11.201709201133
V942B-W312MIR V942B-W310MIR-XW V942B-W310MIR-XS V944B-W312MIR	N/A	V4.00.11.201709201133

### Vicon Production

The latest firmware and discovery tool are available on Vicon's website. A link is provided in the installation section of this document. Manufacturing will switch over to the new firmware for new camera production and update all existing inventory.

### Known Issues

#### Stream 2 Issue

4MP cameras - Stream two provides a maximum resolution of 720 X 480 via ONVIF.

#### Web Server Access

On rare occasion the Web server in cameras installed on an open network may close unexpectedly preventing access through the Browser. Video streaming is not affected. Reset power to the camera.

#### Video Freeze after Playback

In some cases after playing back video from the SD card in the Browser, the video may freeze. Refresh the Browser page to restart the video stream.

### Invalid Gateway

When configuring a camera for the 1<sup>st</sup> time, if a Default Gateway IP is not entered, a different Gateway IP may be set by the camera. Reenter the proper Default Gateway IP and select the **Modify IP** button to correct this.

### VMD Regions

When setting multiple VMD regions, events are not reported as separate regions in Valerus and any motion in any area will generate a VMD event from the camera.

### Image Stabilization

Image stabilization cannot be enabled via Onvif. Set this function using the camera's web page.

### Express NVR/DVR Support

The V940 series cameras are not supported by the HDEpress NVRs.

### Auto Aperture Control

When exposure is changed from Auto or Manual from the VMS, the user will need to access the camera's web page through the Browser to set Auto Aperture **ON** if required.

### Video Motion Detection Alarms

When Motion Detection is set, the camera keeps sending a "motion ON" event. Depending on the VMS (Valerus can handle this with no issues), this may show as multiple events instead of the same one.

### Corridor Mode

The Corridor mode is disabled and cannot be set at this time.

### Audio Support with SD

Audio cannot be recorded or played back from the SD card.

### Microphone Support on Milestone

Recording via a Microphone is not available using the Milestone VMS.

### Event Support on Genetec

Events are not supported using the Genetec VMS.

### Auto Discovery on Milestone

Auto Discovery is not supported in the Milestone VMS. Cameras must be added manually.

### Audio Playback

Audio Playback does not stream properly (UDP & TCP) in ViconNet.

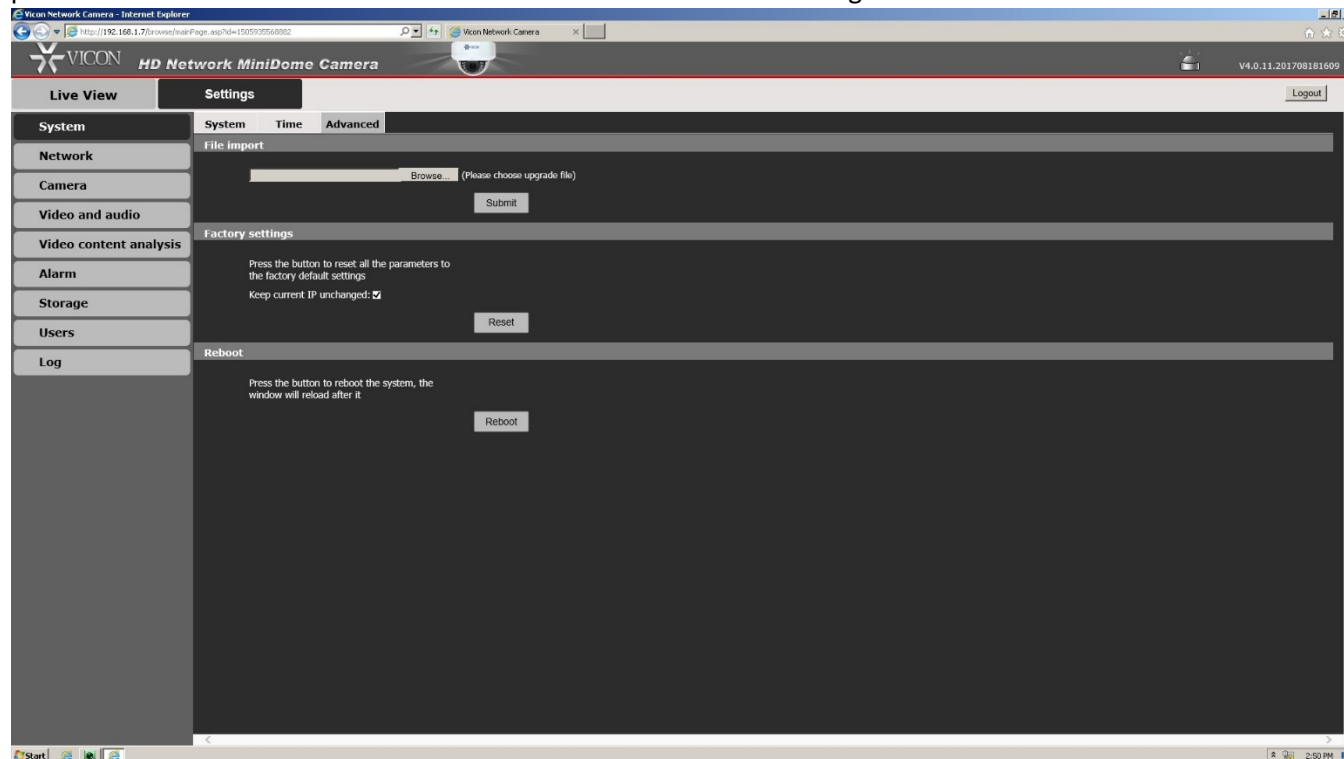
## Installing the Updated Firmware

The latest firmware is available on Vicon's website from the Software Downloads tab: a link is provided below.

<http://www.vicon-security.com/software-downloads-library/vicon-camera-software/>

Download the firmware to your PC. Note: You must use Internet Explorer version 10 or later. Go to the camera's **Settings** page and open the **Advanced** Tab. Go to the **File Import** section and use the **Browse** button to locate the firmware on your PC.

**Caution:** You must select the **ZIP file**. Press the **Submit** button. During the upgrade process do not turn off power to the camera. Wait at least 5 minutes and access the camera again.



The new firmware should be installed. This can be checked by verifying the firmware version loaded in the upper right corner of the **Settings** page. Upgrading the firmware can also be done using the IPCCfg utility without browsing to the camera and for batch upgrades.