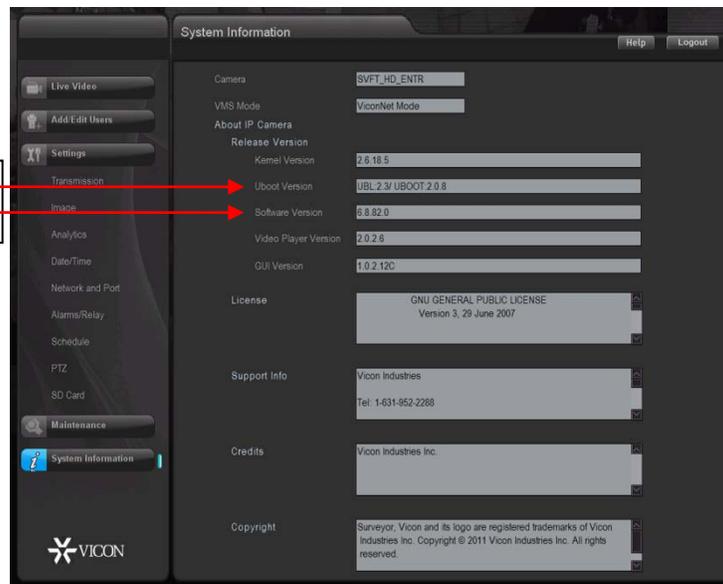




Surveyor HD Upgrade

It is strongly recommended that all Surveyor HD customers upgrade their Surveyor HD PTZ domes (SN118X/SN220X) to this latest version of firmware, 6.8.227. This update fixes problems reported from the field and testing, and improves overall system performance and stability. Read through these instructions completely before doing the upgrade.

In order to determine which version of firmware your Surveyor® HD is equipped with, log in to the camera's Web Browser and go to the System Information page.



Check the Uboot Version to make sure a version number is specified in this field. If it is blank, contact Vicon Technical Support and they will guide you through the upgrade process.

Note: Even if you haven't had any problems with your dome, Vicon strongly recommends updating its firmware to address underlying issues that could lead to future malfunctions. Please be aware that the updating process does pose a slight risk of triggering such malfunctions, including the possibility of a critical failure. Please call Vicon Technical Support for immediate help if your Surveyor HD becomes unresponsive during the update process.

Note: If you have multiple domes, you cannot do a "batch" update. However, up to three (3) browsers can be opened simultaneously and updated individually.

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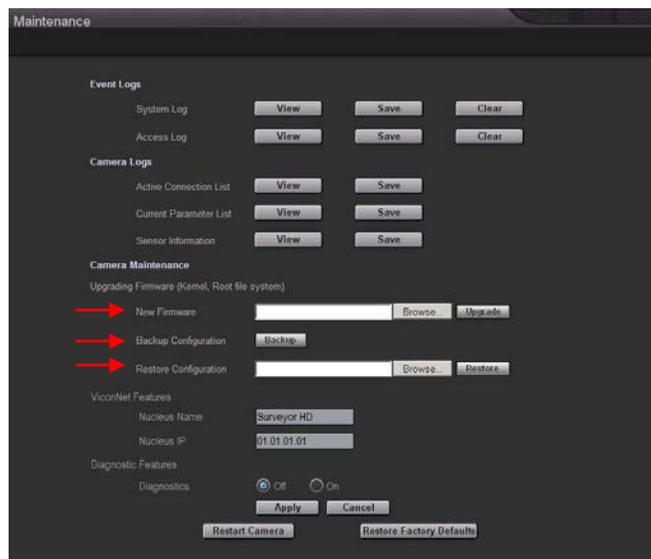
TEL: 631-952-2288 FAX: 631-951-2288 TOLL FREE: 800-645-9116
24-Hour Technical Support: 800-34-VICON (800-348-4266)
UK: 44/(0) 1489-566300 WEB: www.vicon-security.com

Surveyor HD Upgrade

When the Surveyor HD Camera Dome is being upgraded to 6.8.227 firmware follow the procedure below.

From Vicon's website, www.vicon-security.com, click the Support tab; select Technical Support, Software Downloads, Surveyor HD software. The latest firmware will be provided for download.

1. After the firmware has been downloaded, unzip the file and go to the Maintenance screen of the camera dome. The following will display.



2. To save any configuration settings done through the browser, go to the Maintenance screen and click on Backup.

Notes:

1. The browser file name, sysenv.cfg, is the same for each unit. Be careful to restore the proper file for the correct unit.
 2. The browser works differently in Windows® XP and Windows 7. In XP, a pop-up dialog box displays; click Save on the dialog box and enter a file name and directory location for the file. Click Save. In Windows 7, the dialog box may pop up hidden behind the browser. From this dialog box, select Save As to select a file name and location; selecting Save will store the file in a default user location with a default name. The default location is specified by the browser, i.e., Internet Explorer, Firefox, etc.
 3. After the settings are restored, a message may display that the Configuration Upgrade Failed before the dome rebooted. In most cases, the configuration did not fail.
3. From the New Firmware field, select Browse and go to the location where the UpdateFile.image file has been unzipped. Click the Upgrade button. The message "Updating firmware. Please wait ..." appears. After approximately 2 minutes, a dialog box will display indicating the firmware update was completed. After acknowledging this dialog box, a camera restart is performed and the message "The camera is restarting. Please wait 120 seconds" is displayed.

Note: The Reboot process after installation has a 2 minute countdown. An error message will appear after the normal time to install (2 minutes) has passed, due to the firmware update. Wait an additional 4 minutes after the "Fail" error message (you will NOT receive a prompt that the installation is complete) and then reopen/refresh the browser. Please allow this process to complete and do not cycle power to the dome.

4. Refresh the browser. When the camera comes up, the splash screen should indicate 6.8.227.0.
5. If settings have been backed up, they can now be restored; go to the Maintenance screen and select Restore. Browse to the location where the "sysenv.cfg" file was saved in Step 2. From this point, a backup can be done through the camera browser or ViconNet.

Note: *Defaults are set in the dome after this update process if the configuration is not backed up and restored.*