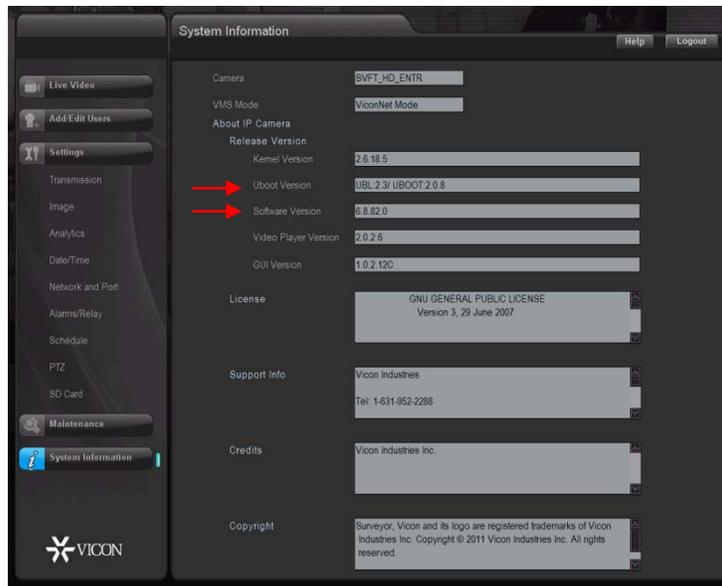




Surveyor HD Upgrade

It is strongly recommended that all Surveyor HD customers upgrade their PTZ domes to this latest version of firmware, 6.8.82, with UBoot 2.1.1. Included in the updated version of 6.8.82 is a new UBoot Version 2.1.1. UBoot Version 2.1.1 prevents the loss of IP/MAC Address and/or System Parameters that could occur in rare instances of a loss of power during the initial seconds of a power-up cycle. 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.

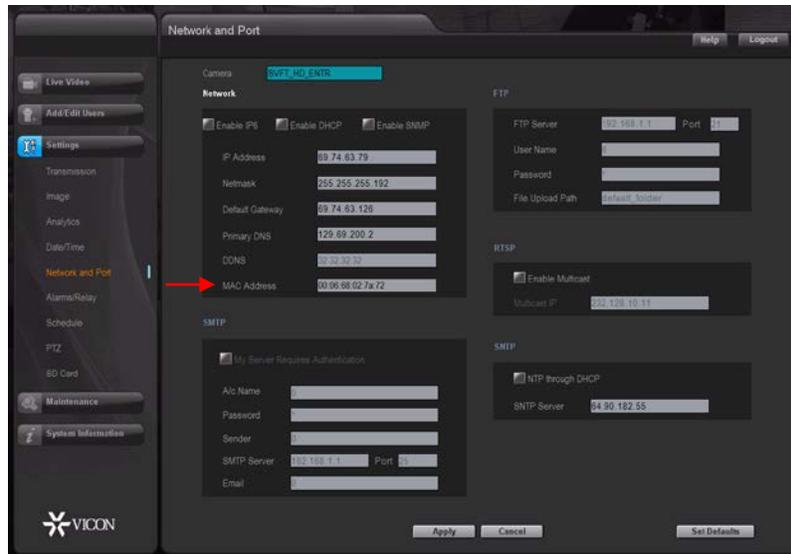


If the software version is 0.7.4.12 or lower, proceed to the 7.4.12 upgrade portion of this document. If the software version is 6.8.82.0 or higher, examine the UBoot Version field; if the UBoot version is not 2.1.1, proceed to the UBoot Version Upgrade portion of this document.

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Prior to performing the upgrade, the current MAC Address for the unit should be checked. The MAC Address can be found on the Network and Port page. If the MAC Address is set to aa:d0:b7:bd:f8:f8 then the unit has been set to the default MAC Address. Contact Customer Service and arrange for a replacement unit to be shipped to you.

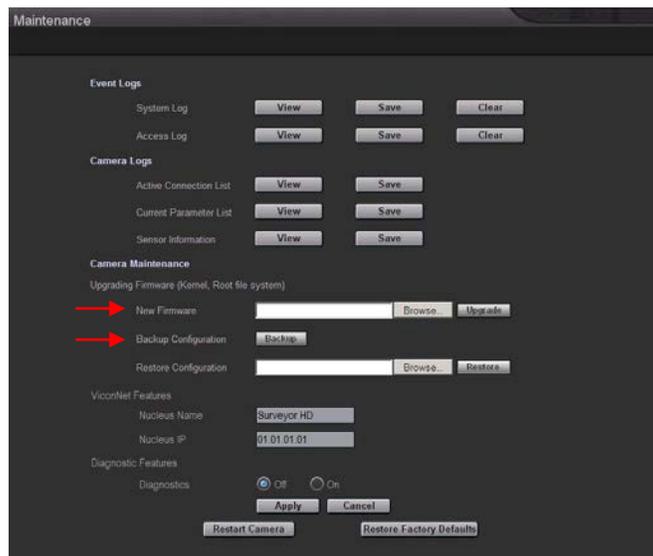


Surveyor HD 0.7.4.12 Upgrade

When the Surveyor HD Camera Dome is being upgraded from 0.7.4.12 firmware to 6.8.82.0, a two step upgrade must be performed.

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, go to the Maintenance screen of the camera dome. The following will display.



2. From the New Firmware field, select Browse and go to the location where the fsimage.ulmage.megapixel.tiev.m file has been downloaded. Click the Upgrade button. This will bring the unit up to 0.8.0.0.
3. Restart the camera. When the camera comes up, make sure the splash screen indicates 0.8.0.0; if it does not, repeat the process.
4. 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.*
 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.*
5. Return to the Maintenance screen. Follow the same process to select the UpdateFile.image file.

Note: *Defaults are set in the dome after this update process.*

6. Restart the dome. When the camera comes up, the splash screen should indicate 6.8.8X.0.
7. If settings have been backed up, they can now be restored. From this point, a backup can be done through the camera browser or ViconNet.

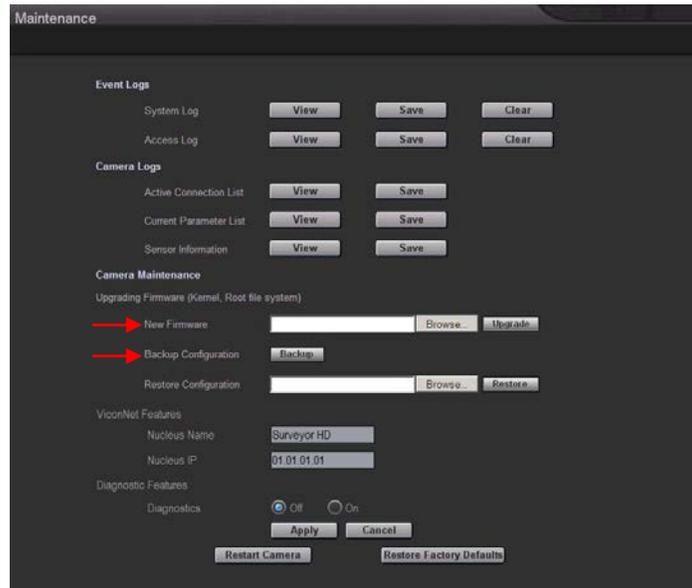
Note: *Release 6.8.82.0 contains a new ActiveX dll, which should automatically download after the new release is installed and the camera's Web Browser is accessed. If no video is displayed in the Web Browser after the upgrade, there are two ways to correct this. Close Windows Explorer and delete the file GoDBATL.dll in the C:/Windows directory. Restart the camera's Web Browser. A prompt to download the activeX dll should appear. As an alternative, before connection to the camera, go to Manage Add-Ons and select GFFMPEG class (the name of this file is ViconVideoplayer.dll); click Remove. The browser will prompt to download the new file the next time the camera is connected. The browser does not need to be restarted.*

Since the ActiveX dll is different between the two different versions, all Surveyor HDs should be loaded to the latest version of software; otherwise some browsers will be able to display video while others will not.

Surveyor HD 6.8.82.0 UBoot Version Upgrade

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

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



2. From the New Firmware field, select Browse and go to the location where the UBoot 2.1.1.image file has been downloaded. Click the Upgrade button.
3. Restart the camera. When the camera comes up, make sure the splash screen indicates 6.8.82.0; then proceed to the System Information page and check the UBoot Version. If the version is not 2.1.1 then repeat the process.

