

## Upgrade Guidance for HD cameras

Suitable for FI9821P V2, FI9826P V2, FI9831P V2

**Attention: After upgrading, please clear the cache of your browser, then it updates plugin when log-in next time.**

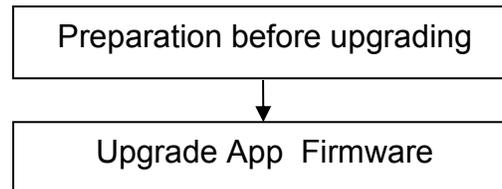
This firmware is for HD cameras, FI9821P V2, FI9826P V2, FI9831P V2.

Please check your camera model on the bottom sticker. Updating with the wrong firmware could severely damage and/or break your camera. Please make sure the firmware is correct.

**Note:**

System firmware 1.5.2.11, App firmware 2.x.1.12 or 2.x.1.125 **can** upgrade to this version;

Upgrading procedure (let's take FI9831P V2 for example to finish the upgrading):



**Preparation before upgrading:**

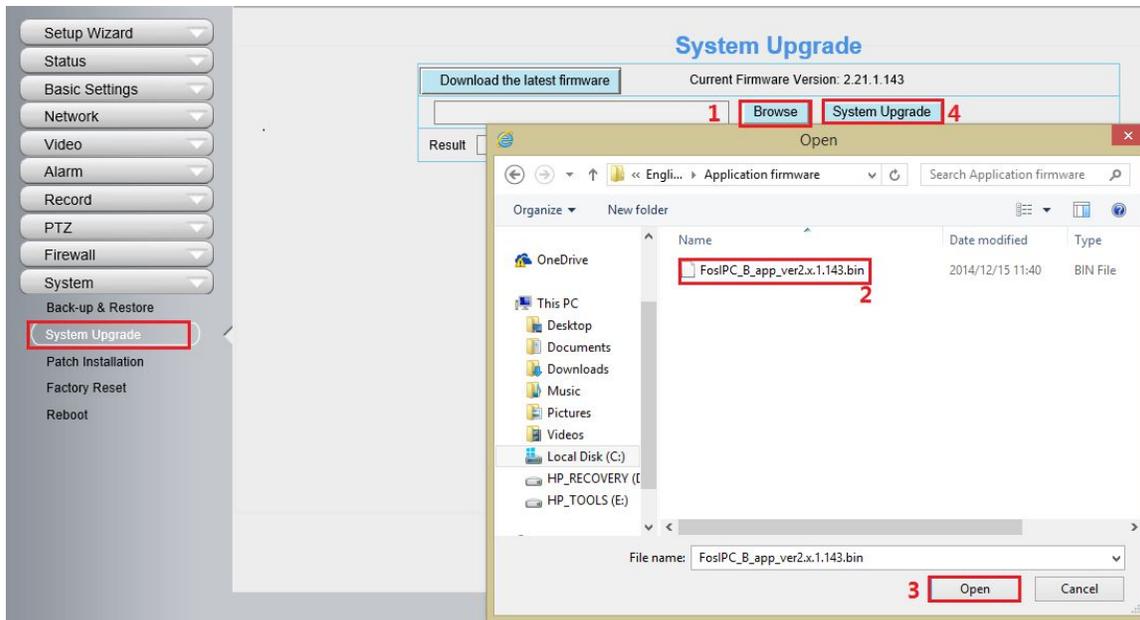
1. Please restart your camera before the upgrading;
2. Connect camera to router with an Ethernet cable before upgrading;
3. DO NOT upgrade firmware via wireless;
4. DO NOT upgrade firmware over internet, just finish it in LAN;
5. Keep power on during the upgrading;
6. Logging your camera as administrator first, upgrade firmware on web page.

**Operation 1:** Upgrade the app firmware version.

**Step 1:** Login again, go to **Settings** → **System** → **System Upgrade**.

Click **Browse** → choose **FosIPC\_B\_app\_ver2.x.1.143.bin** → click

**Open** → Click **System Upgrade**.



**Step 2: “Upgrading, do not power off ... Xs”** pop up, camera IP will disappear from the IP Camera Tool. Then camera will reboot itself, **DO NOT** power off the camera, please wait till the camera IP reappear in the IP Camera Tool.



**Operation 2:** Login again to check the **System Firmware Version, Application Firmware Version** and **Plug-In Version**.

Device Information	
Camera Model	FI9831P V2
Camera Name	FI9831PV2
Camera ID	0ABC00C31C02
Camera Time	2014/12/15 09:50:55
System Firmware Version	1.5.2.11
Application Firmware Version	2.21.1.143
Plug-In Version	3.1.010

**Congratulations**, your camera successfully upgraded to the latest firmware!

**Note:**

1. You'd better re-install the plug-in, in case it did not upgraded.
2. The correct firmware version after upgrade:

System Firmware Version	1.5.2.11
Application Firmware Version	2.21.1.143
Plug-In Version	3.1.010

**Attention:** After upgrading, please clear the cache of your browser, then it updates plugin when log-in next time.

**End**

--- by Foscam Technical Support Team