

Upgrade Guidance for FI9831W

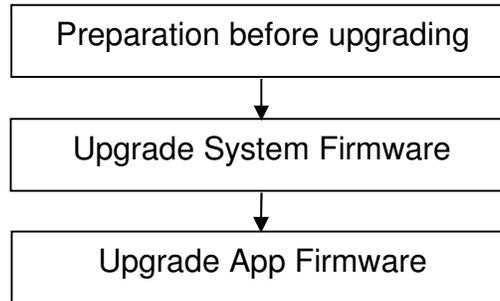
This firmware is for camera FI9831W, you can check camera model on the bottom sticker.

Note:

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

System firmware 1.4.1.5, App firmware 1.11.1.12 **can** upgrade to this version. If you are having the system firmware version 1.4.1.5, app firmware version 1.11.1.11, please upgrade to 1.11.1.12 first.

Upgrading procedure:



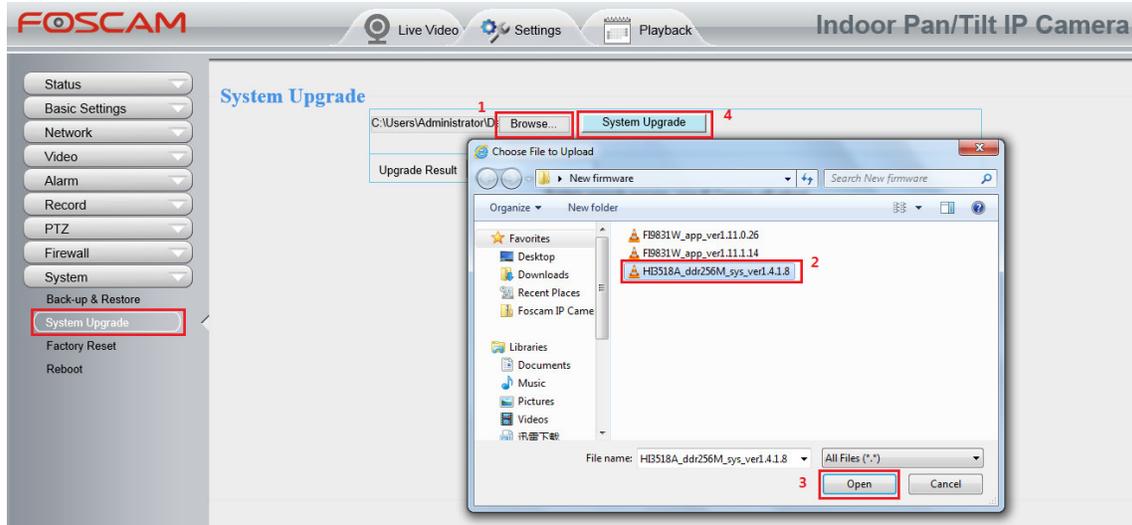
Preparation before upgrading:

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.

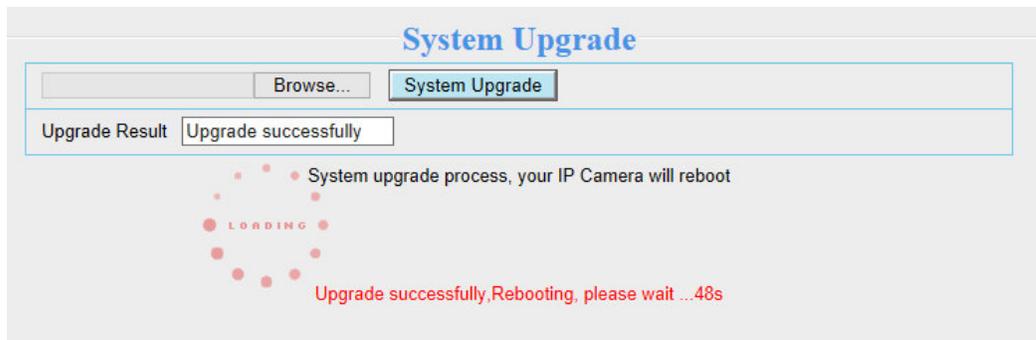
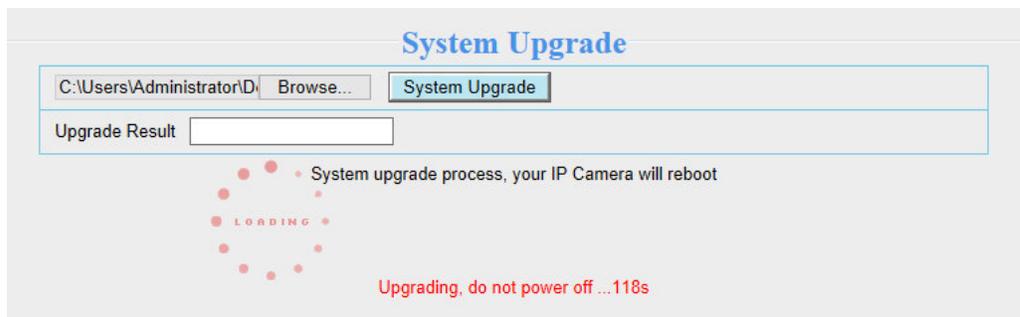
Operation 1: Upgrade the system firmware version.

Step 1: Click **Settings** → **System** → **System Upgrade**.

Click **Browse** → choose **HI3518A_ddr256M_sys_ver1.4.1.8.bin** → click **Open** → Click **System Upgrade**.

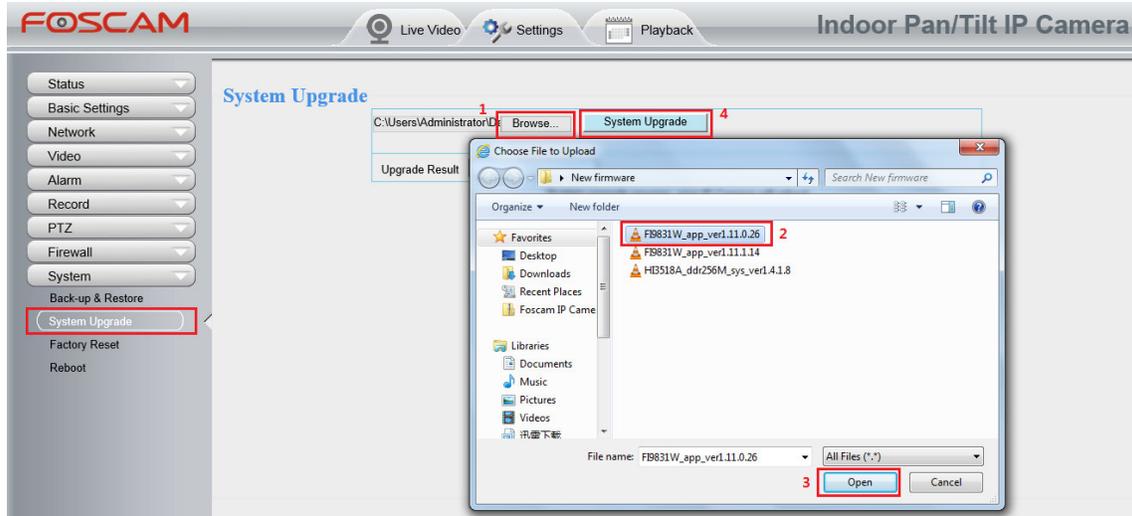


Step 2: “Upgrading, do not power off ... Xs” pop up, camera IP will disappear from the IP Camera Tool. Then camera will reboot itself, **DO NOT** power off the camera, please wait till the camera IP reappear in the IP Camera Tool.

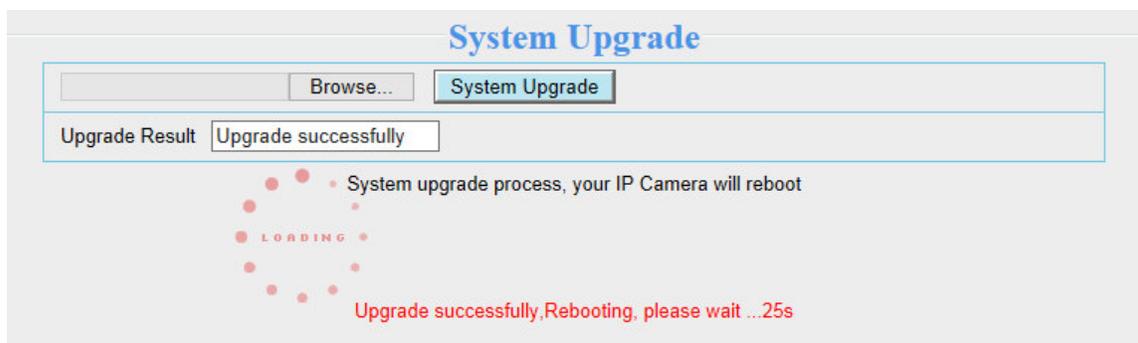
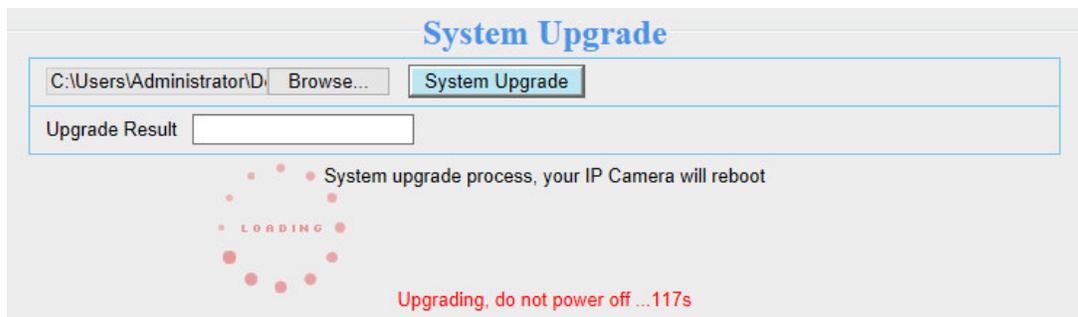


Operation 2: Upgrade the transitional app firmware version.

Step 1: Login again, go to **Settings** → **System** → **System Upgrade**. Click **Browse** → choose **FI9831W_app_ver1.11.0.26.bin** → click **Open** → Click **System Upgrade**.

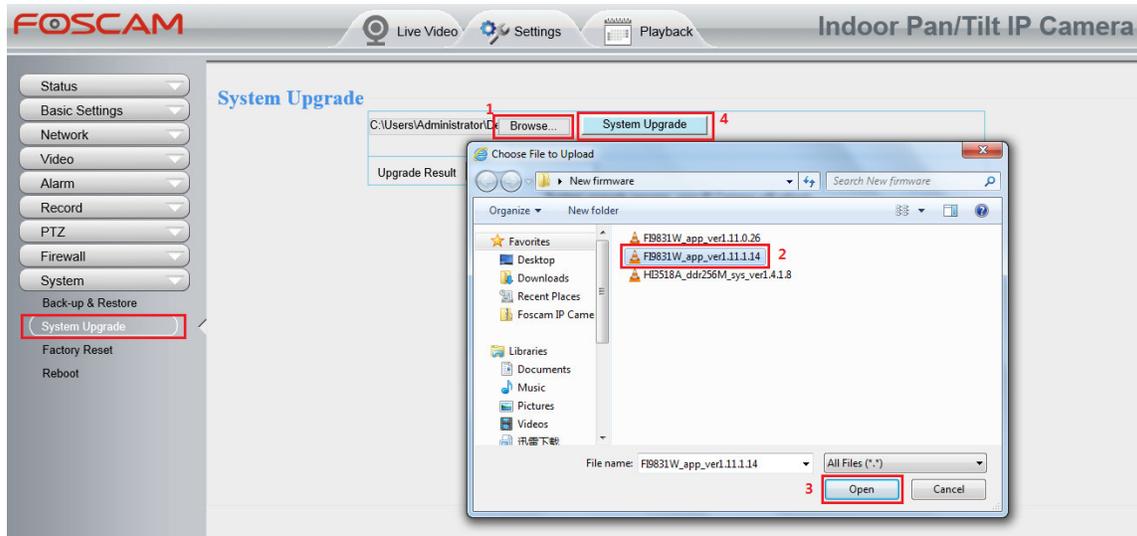


Step 2: “Upgrading, do not power off ... Xs” pop up, camera IP will disappear from the IP Camera Tool. **Then camera will reboot itself, DO NOT power off the camera, please wait till the camera IP reappear in the IP Camera Tool.**

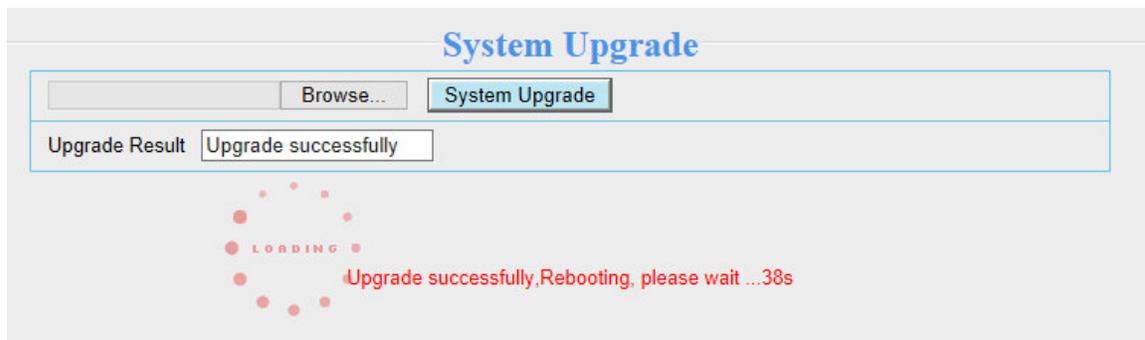
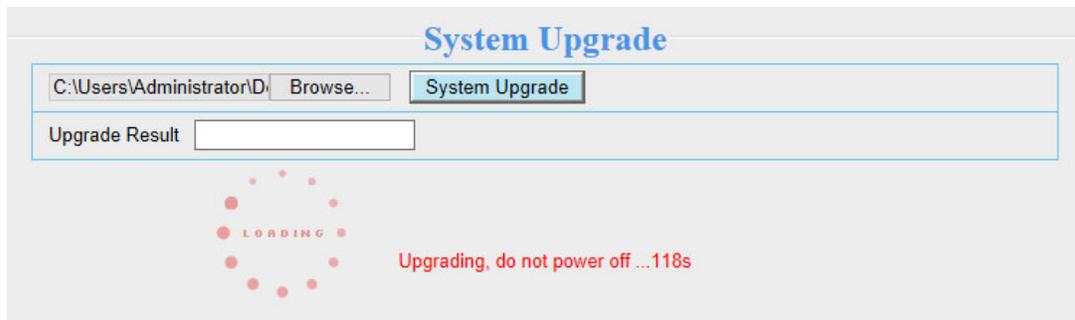


Operation 3: Upgrade the final app firmware version.

Step 1: Login again, go to **Settings** → **System** → **System Upgrade**.
Click **Browse** → choose **F9831W_app_ver1.11.1.14.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 4: Login again to check the **System Firmware Version, Application Firmware Version** and **Plug-In Version**.

Device Information

Refresh

Camera Model	FI9831W
Camera Name	FI9831W
Camera ID	00626E4A7FF0
Camera Time	2013/12/23 11:25:31
System Firmware Version	1.4.1.8
Application Firmware Version	1.11.1.14
Plug-In Version	2.0.1.7

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	1.4.1.8
Application Firmware Version	1.11.1.14
Plug-In Version	2.0.1.7

End

--- by Foscam Technical Support Team