

Upgrade Guidance for HD cameras

Suitable for FI9821W V2, FI9831W, FI9826W, FI9821P, FI9831P, FI9826P, FI9805W, FI9804W, FI9804P, FI9805E, FI9805P, FI9828W, FI9828P, FI9821E, FI9805EP.

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

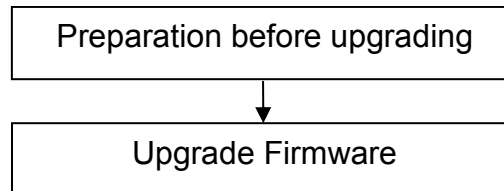
This firmware is for HD cameras, FI9821W V2, FI9831W, FI9826W, FI9821P, FI9831P, FI9826P, FI9805W, FI9804W, FI9804P, FI9805E, FI9805P, FI9828W, FI9828P, FI9821E, FI9805EP.

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

Note:

1. System firmware 1.4.1.9 or 1.4.1.10, App firmware 2.x.2.8 or 2.x.4.8 or 2.x.1.10 or 2.x.1.116 or 2.x.1.118 **can** upgrade to this version.
2. If you are not having the above firmware version, please upgrade to **1.4.1.10/2.x.1.118** first, which can be downloaded from <http://www.foscam.com/down3.aspx>.

Upgrading procedure (let's take FI9821W V2 for example to finish the upgrading):

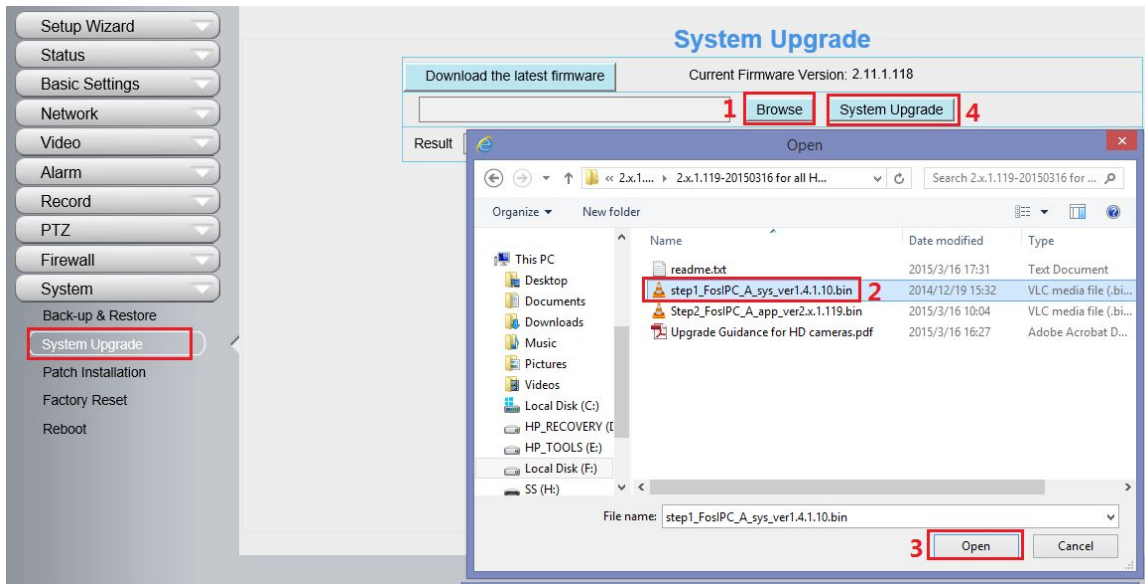


Preparation before upgrading:

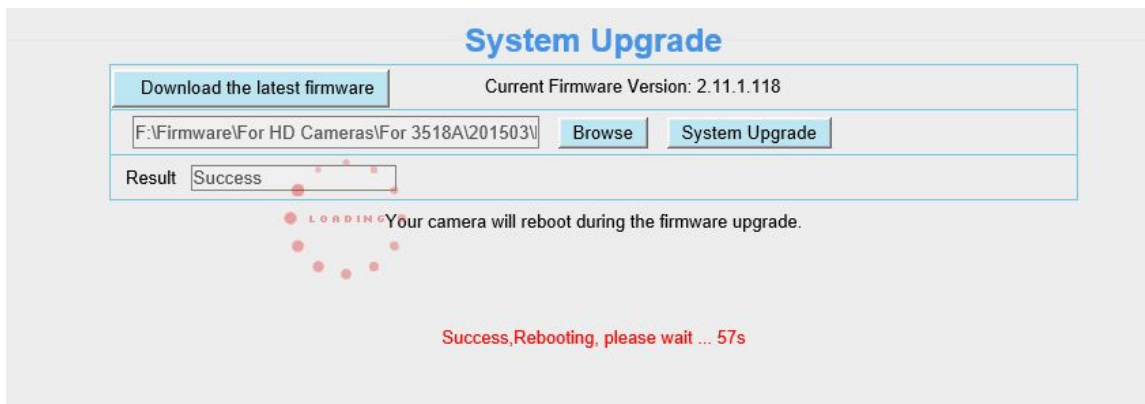
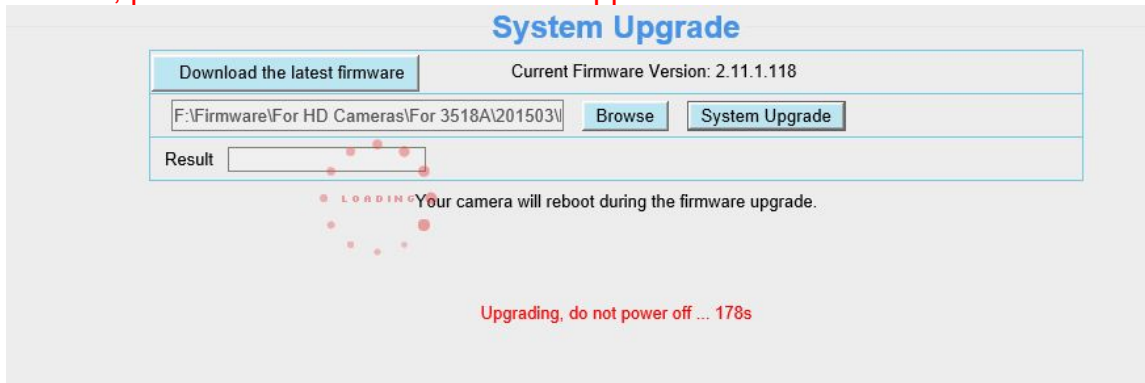
1. Please restart your camera before the upgrading;
2. Connect camera to router with an Ethernet cable before upgrading;
3. DO NOT upgrade firmware via wireless;
4. DO NOT upgrade firmware over internet, just finish it in LAN;
5. Keep power on during the upgrading;
6. Unplug the SD card before upgrading;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

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

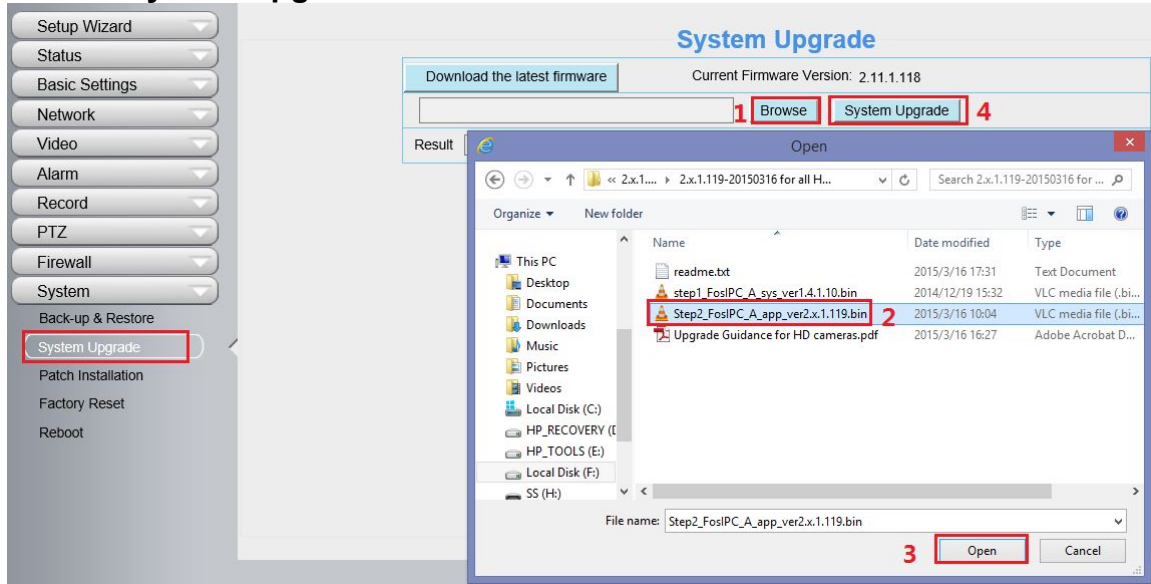
Click **Browse** → choose **Step1_FosIPC_A_sys_ver1.4.1.10.bin** → click **Open** → Click **System Upgrade**.



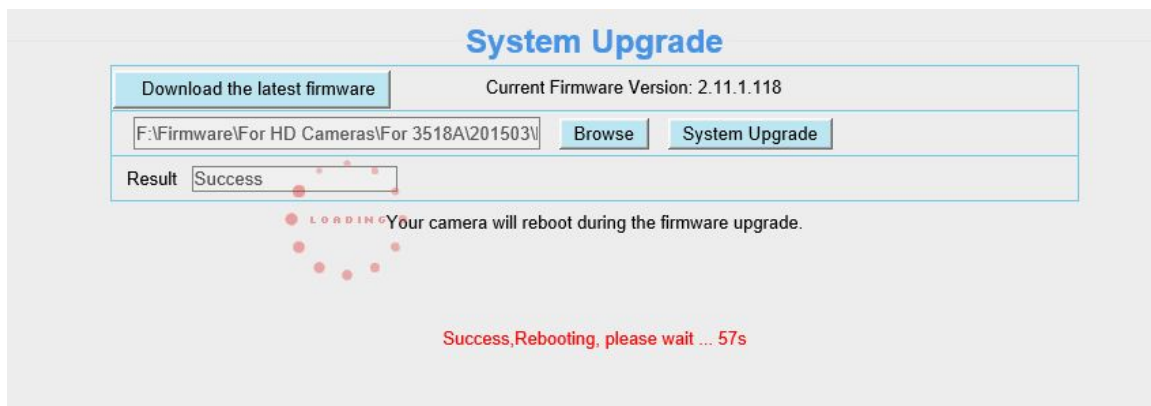
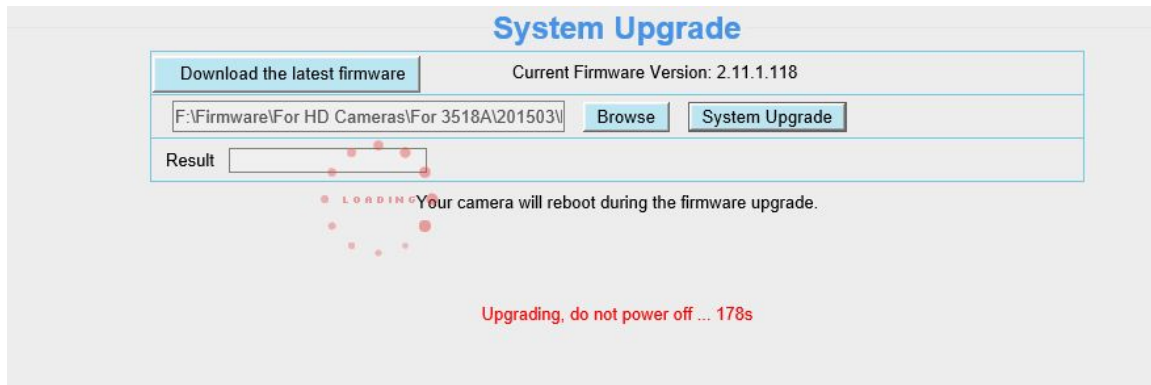
Step 2: “Upgrading, do not power off ... Xs” pop up, camera IP will disappear from the IP Camera Tool. Then camera will reboot itself, **DO NOT** power off the camera, please wait till the camera IP reappear in the IP Camera Tool.



Step 3: Login again, go to **Settings → System → System Upgrade**.
Click **Browse** → choose **Step2_FosIPC_A_app_ver2.x.1.119.bin** → click **Open** → Click **System Upgrade**.



Step 4: “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.



Step 5: Login again to check the **System Firmware Version**, **Application Firmware Version** and **Plug-In Version**.

Device Information	
Refresh	
Camera Model	FI9821W V2
Camera Name	FI9821W
Camera ID	C4D6553A78F7
Camera Time	2015/03/16 06:15:22
System Firmware Version	1.4.1.10
Application Firmware Version	2.11.1.119
Plug-In Version	3.1.0.9

Congratulations, your camera successfully upgraded to the latest firmware!

Note:

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

System Firmware Version	1.4.1.10
Application Firmware Version	2.11.1.119
Plug-In Version	3.1.0.9

End

--- by Foscam Technical Support Team