Upgrade Guidance for HD cameras

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, FI9818W V2, FI9831W, FI9826W, FI9821P, FI9831P, FI9826P, FI9805W, FI9804W, FI9804P, FI9805E, FI9805P, FI9805EP.
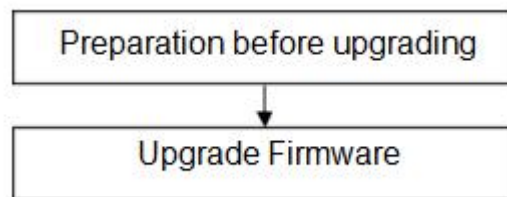Please check your camera model on the bottom sticker. Updating with the wrong firmware could severely damage and/or break your camera.

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 or   2.x.1.119 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 or above first.

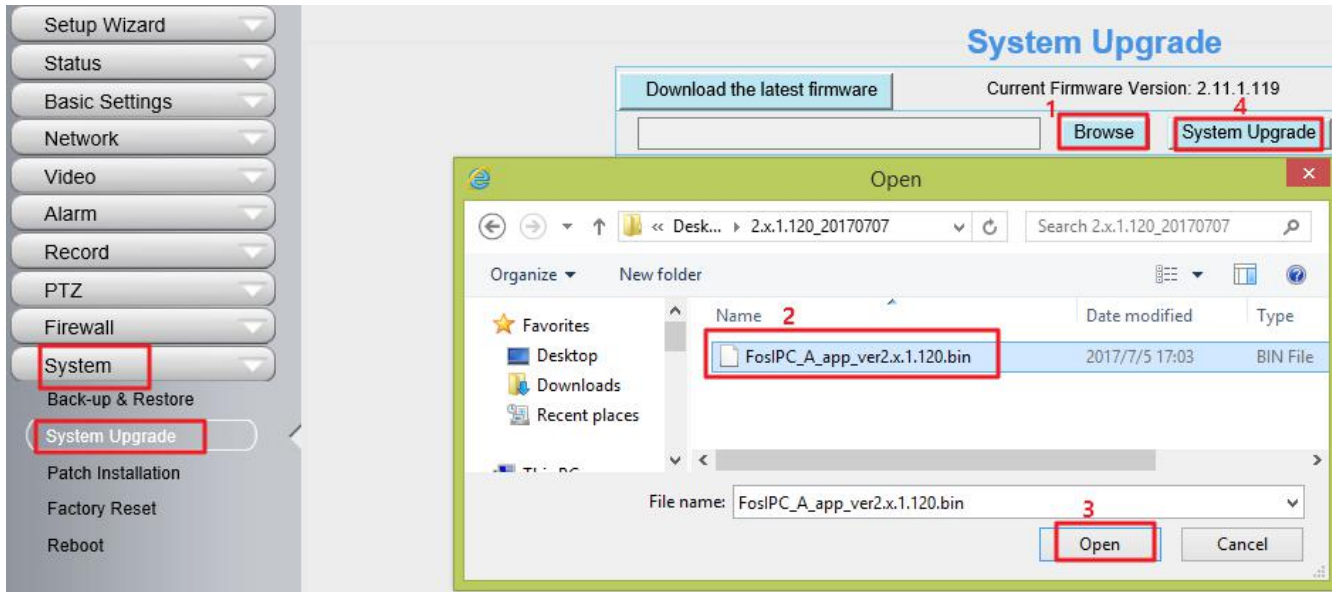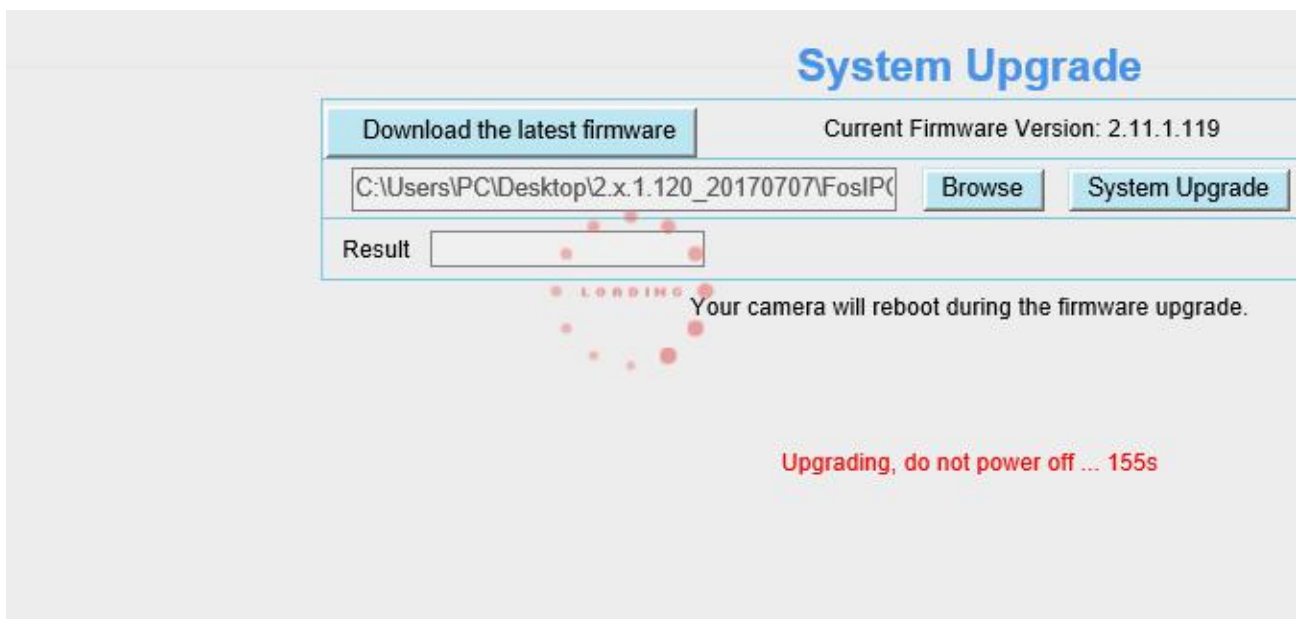**Upgrading procedure**

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. Unplug the SD card before upgrading;
7. Logging your camera as administrator first, upgrade firmware on web page.

Step 1: Login your camera, go to **Settings   System   System Upgrade.**
Click **Browse**   choose **FosIPC_A_app_ver2.x.1.120.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 or Equipment Search Tool.

Step 3: 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	2017/07/10 10:53:54	
System Firmware Version	1.4.1.10	
Application Firmware Version	2.11.1.120	
Plug-In Version	3.3.0.31	

Congratulations, your camera successfully upgraded to the latest firmware!

Note: You'd better re-install the plug-in, in case it did not upgrade.

End

by Foscam Technical Support Team