# Viper-H4 H264 NVR Firmware Upgrade (New GUI & Mobile)

## INTRODUCTION

New features and support are added to the Viper range regularly and you are recommended to upgrade and maintain your Viper to the latest firmware in order to benefit from these enhancments.

The latest Viper H4 feature is a new GUI and menu system to ease setup and support, as well as add increasing mobile device application support. Follow the procedure to upgrade your Viper H4 and enjoy the new GUI.

## SPECIAL NOTE – UPGRADING OLDER V1.20 H4 VIPER NVRS

The previous H4 GUI will show as firmware version V1.20.xxx. In order to upgrade to the new GUI (V2.15_ 170714125033 ), please take special note of the details below!

- All NVR configuration will be defaulted! Make a note of essential details to re-enter once completed.
- Any previous configuration back-up to USB device will not import back into version 2.15.
- You cannot upgrade "direct" to the latest 2.15 firmware - must upgrade to **V2.14_170314211428** first.
- Once upgraded, NVR will default to Panic Mode Recording. Simply turn off and set your record schedule.
- All previous video recordings will be maintained

## PROCEDURE

1. Make a note and document all essential NVR configuration! You will need to manually re-enter on completion! Consider the following;

   - IP address, mask etc of WAN and PoE interfaces
   - Camera Titles
   - A note of which camera is assigned to each NVR Channel

   - User accounts\passwords
   - Recording schedule, FPS etc

2. Download firmware from **www.vista-cctv.com** - go to **SUPPORT > DOWNLOADS > VISTA**
3. Then select links to **IP > VIPER > UPGRADE to New GUI**
4. Download both the intermediate V2.14 and final V2.15 files for your relevant NVR, i.e. 4, 8 or 16-channel.
5. Unzip the downloaded files and save both to the ROOT of a USB memory stick.

6.   Insert memory stick into USB port of VIPER NVR
7.   Login to NVR as Admin and enter the Main menu, go to **SYSTEM > CONFIG**
8.   The current V1.20 and intermediate V2.14 firmware versions should be shown.
9.   Click on **UPGRADE**
10.  Wait for the unit to reboot and default, takes a few minutes.

Once NVR rebooted, login, but now using the defaulted ID = admin and Password = admin

Now continue the procedure to upgrade to the final V2.15;

11.  Right-click anywhere on screen and select the menu options **SETUP**
12.  Next select menu options **SYSTEM > F/W UPDATE** - should show version = V2.15_ 170714125033
13.  Click on **UPGRADE**


Updating will take a couple of minutes, wait for the NVR to reboot, then log in with admin\ admin once again.

The NVR will be in an initial Panic Mode Recording mode (fig 1.). Simply follow the below to disable;

14.  Bottom Task Bar – right-most icon (Red Record Circle); click and select Stop Panic Record.
15.  Now right-click anywhere on screen, select **SETUP** menu
16.  Now click menu tabs **RECORD > STREAM > PANIC** and finally untick **Panic Record** option (fig 2.)


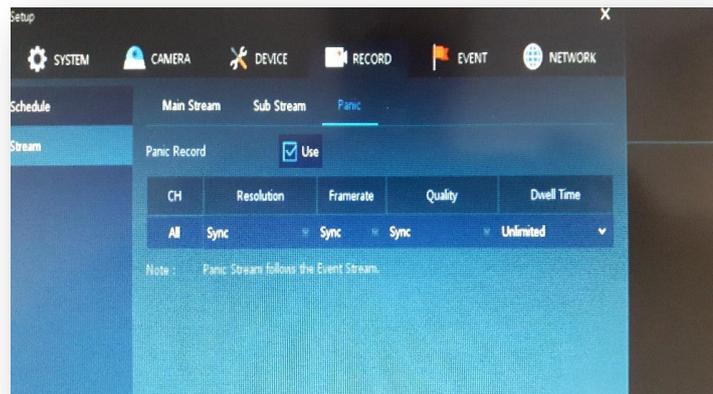
*Fig1. Panic Record Icon*



*Fig 2.Turn off Panic Mode*

To complete the upgrade, you will need to now manually re-enter the configuration details that you were advised to make a note of at the start of the procedure.


**KEEP PREVIOUS RECORDING CONSISTENCY!**

Your previous recordings will be intact. However, ensure that each IP camera is re-assigned back to the very same NVR Channel number as before the upgrade – to keep playback consistency!

Simply reassign cameras to the correct channel via the below screen example.


*Note: for IP cameras on the PoE interface via DHCP – each camera may have been allocated a different IP address!*


This completes the procedure.