



# VIPER: How to Upgrade Firmware via Smart Manager Discovery Tool



## 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 enhancements.

For VIPER H4 units with Old GUI/Menu see separate procedure.

## Procedure

- There are various methods to upgrade the units
  - Via Smart-Manger Discovery Tool
  - Via Viper-Central [see separate document]
  - Via USB memory stick [see separate document]
- It is advised to make a note and document **all essential** NVR or DVR configuration!
- Configuration can be exported to USB memory stick see steps below.
  - Insert USB in NVR/DVR
  - Login to NVR or DVR as "Admin" and enter the Main menu, go to **SYSTEM > CONFIG**.
  - Edit file name if required. Click Export
- You will/may need to manually re-enter on completion depending on the update! Full details are in "Firmware Release Notes"
  - Consider the following;

IP address, mask etc of WAN and PoE interfaces if applicable	Camera Titles	A note of which camera is assigned to each NVR Channel if applicable
User accounts/passwords	Recording schedule, FPS etc	PTZ Configurations if applicable

- Download firmware from [www.vista-cctv.com](http://www.vista-cctv.com) - go to **SUPPORT > DOWNLOADS > VISTA**.
- Then select links to **IP or Analogue > VIPER > Viper Firmware > Select Type-Model**.
- Download zip file for your relevant NVR or DVR, i.e. 4, 8, 16, 32-channel.
- Unzip the downloaded files and save to a location on a PC / Laptop. For example, **F:\Viper\_Hdal\_Firmware**
- On the PC / Laptop **Start SmartManager utility** (Start > All programs > SmartManager > SmartManager).
- The main window will display, after a short while any network devices connected to the network will be displayed in the list. (Fig 1)
- Select **VIPER** that requires firmware Update (Fig 2)

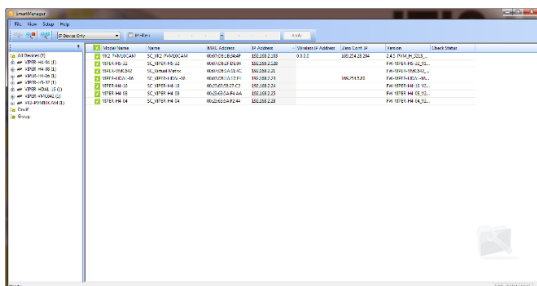


Fig 1

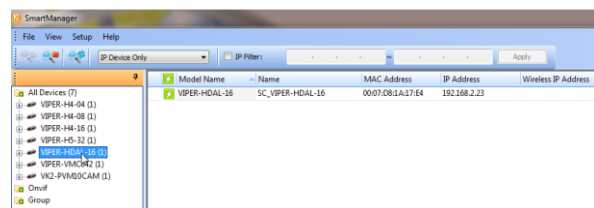


Fig 2

- Right click and select **Upgrade Firmware...** (Fig 3) Firmware Update message is displayed click **OK**
- Browse to where Firmware was saved on PC in previous step, then select file, then click open. (Fig 4)
- Firmware process will begin (Fig 5)
- Once update has completed will say **Success** click close the unit will then reboot. (Fig 6)

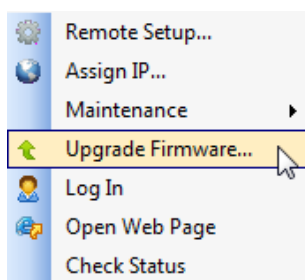


Fig 3

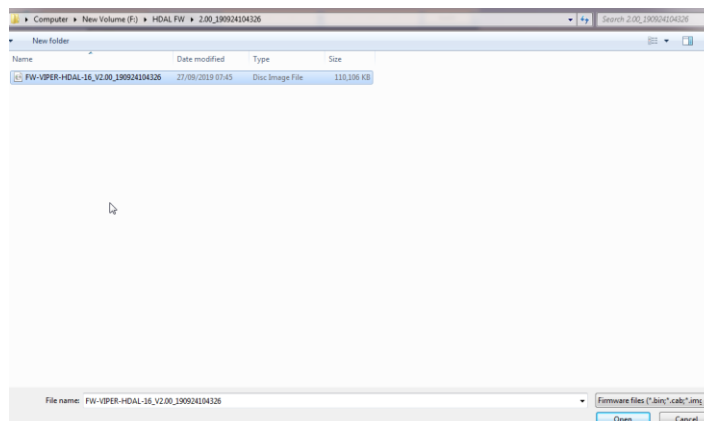


Fig 4

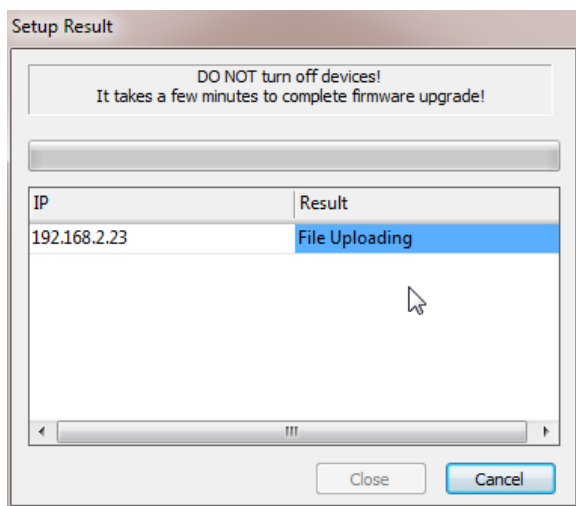


Fig 5

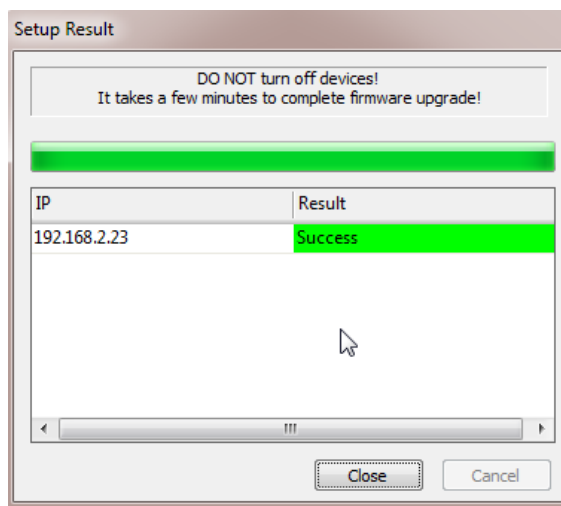


Fig 6

Once NVR or DVR has rebooted, login, using the "Admin" ID and Password. [Default ID = admin and Password = admin]

To complete the upgrade, you will need to now check/manually re-enter the configuration details that you were advised to make a note of at the start of the procedure, depending on the firmware (see release notes)

#### KEEP PREVIOUS RECORDING CONSISTENCY!

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

Simply reassign cameras to the correct channel if needed.

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

This completes the procedure.