VIPER: How to Upgrade the Firmware via USB Method

# 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.

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

# PROCEDURE

* There are various methods to upgrade the units
	+ Via USB memory stick
	+ Via Viper-Central [see separate document]
	+ Via Smart Manger [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. 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
 | * Camera Titles
 | * A note of which camera is assigned to each NVR Channel
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| * User accounts\passwords
 | * Recording schedule, FPS etc
 | * PTZ Configuration if applicable
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* 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 the ROOT of a USB memory stick.
* Insert memory stick into USB port of VIPER NVR or DVR.
* It is advisable to save the units Configuration [This can be imported if required to save manually re-entering the configuration, but this is dependent on the update]
	+ Login to NVR or DVR as "Admin" and enter the Main menu, go to **SYSTEM > CONFIG.**
	+ Edit file name if required. Click Export
* Login to NVR or DVR as "Admin" and enter the Main menu, go to **SYSTEM > F/W Upgrade.**
	+ The current and new firmware versions should be shown.
	+ Click on **UPGRADE.**
	+ Wait for the unit to reboot, this takes a few minutes.

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 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.