



PTZ Camera

V2.820.1 ATA000.0.R.240726

Release Notes



ZHEJIANG DAHUA VISION TECHNOLOGY CO., LTD.

Table of Contents

1 Release Notes.....	1
1.1 Overview	1
1.2 New Features	1
1.3 Fixed Bugs.....	1
1.4 Compatibility.....	1
1.4.1 Program	1
1.4.2 Browser	1
1.4.3 Third-party Access	2
1.5 Software Environment	2
1.6 Pending Issues.....	2
2 Update Guide.....	3
2.1 Introduction	3
2.2 Preparation	3
2.3 Instructions.....	3
2.3.1 Updating by ConfigTool	3
2.3.1.1 Updating One by One.....	3
2.3.1.2 Updating in Batches	5
2.3.2 Updating through the Webpage.....	6
2.3.3 Cloud Update through the Webpage.....	6
2.3.4 Cloud Update through DMSS.....	7
2.4 Checking for Update Success	7

1 Release Notes

1.1 Overview

Product Name	PTZ Camera
Version	V2.820.1ATA000.0.R.240726
Software package information	DH_SD-Gram_MultiLang_PN_Stream3-Lingjing_V2.820.1ATA000.0.R.240726.zip
OS requirement	None
Release date	Jul 31, 2024

1.2 New Features

No.	Feature Description
1	
2	
3	

1.3 Fixed Bugs

No.	Bug Description
1	Audio play was stuck.
2	
3	

1.4 Compatibility

1.4.1 Program

None.

1.4.2 Browser

- IE: 9 and later versions.
- Google Chrome: 41 and later versions.
- Firefox: 50 and later versions.
- Safari: 10 and later versions.

1.4.3 Third-party Access

- CGI: V2.91.3.12
- ONVIF testing tool version: V23.06
- ONVIF: Supports Profile G, S, T
- MILESTONE: Milestone XProtect Corporate 2023R3, device pack 13.0a

1.5 Software Environment

Category	Model	Version
Platform	DSS pro	V8.003.0000000.0.R.20230421
	ICC-B8900	V5.000.0000012.5.R.20221209
	DSS-C9100	V3.007.0000000.0.R.210330

1.6 Pending Issues

No.	Issue Description	Possible Result	How to Fix
1			
2			

2 Update Guide

2.1 Introduction

This document provides multiple update methods. You can update the device to the latest version according to the update guide. The update methods include updating by ConfigTool and DMSS app, through local update package, and cloud update on the webpage.

2.2 Preparation

Before the update, please ensure that the following conditions are met.

- Update by ConfigTool: The device can work normally; the computer is installed with ConfigTool; the device is on the same network as the computer; the update package is ready.
- Update by local package: The device can work normally; the device is on the same network as the computer that is used to log in to the webpage; the update package is ready.
- Cloud update on the webpage: The device can work normally, and the device is on the same network as the computer that is used to log in to the webpage.
- Update by DMSS app: The device can work normally; the mobile phone is installed with DMSS app; the device is added to DMSS app.



- Decompress the program package before updating, otherwise the tool might not find the bin file to be updated.
- Check whether the device model and program version are correct before the update.

2.3 Instructions

2.3.1 Updating by ConfigTool

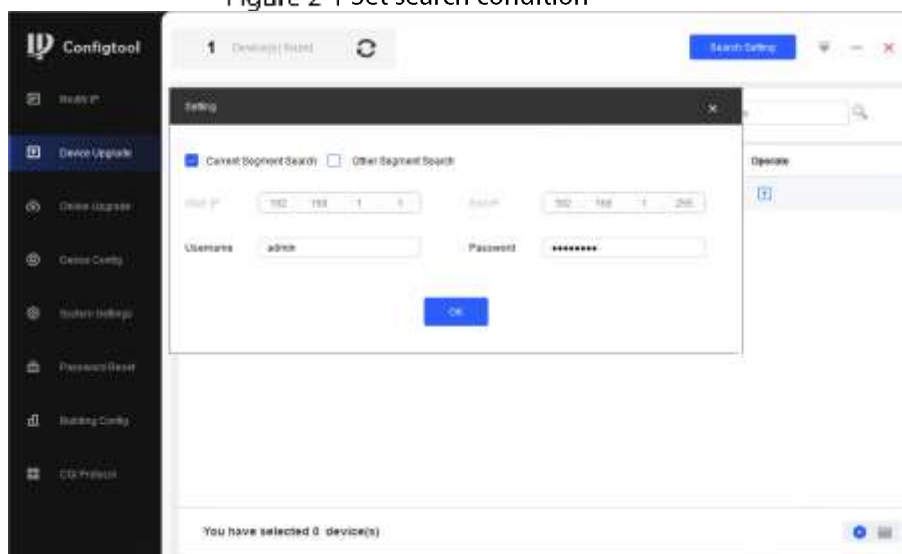
2.3.1.1 Updating One by One

Use this update method when you need to update a single device.

Procedure

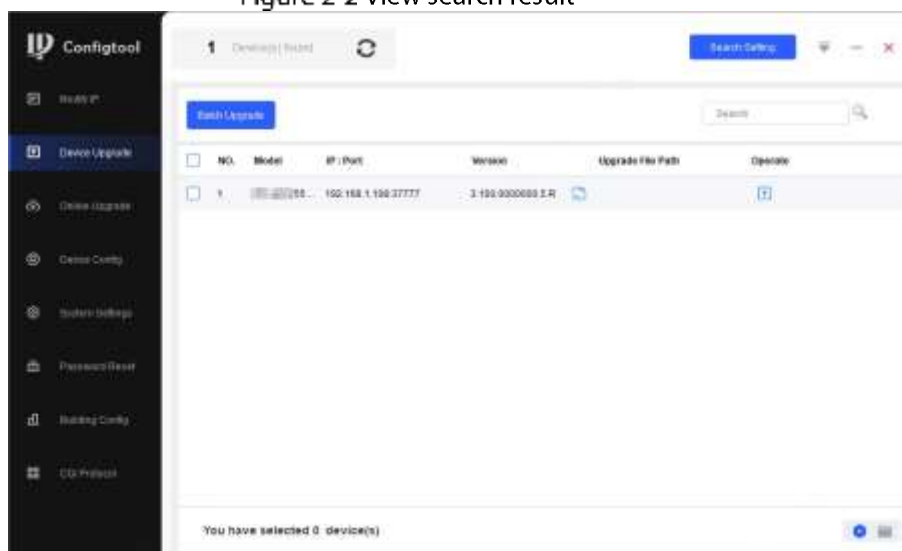
- Step 1 Open ConfigTool, and then select **Device Upgrade**.
- Step 2 Click **Search Setting** to set the search conditions.

Figure 2-1 Set search condition



Step 3 Select **Current Segment Search**, change the password to the PTZ camera password, and then click **OK**.

Figure 2-2 View search result



Step 4 Click  next to the device to be updated, and then select the update file.



The update file is a bin file.

Step 5 Click  to start to update the system.

The device automatically restarts after the update is complete.

Step 6 Check the system version after the device restarts.

If the system version is consistent with the version of the update package, the update is successful.



If the device update fails, update again in the following ways.

- Check whether the update file is correct; if the update file is incorrect, change the file to the correct one before update.
- Restart ConfigTool, and log in to this tool again to update the device.
- We recommend you use the latest version of ConfigTool.

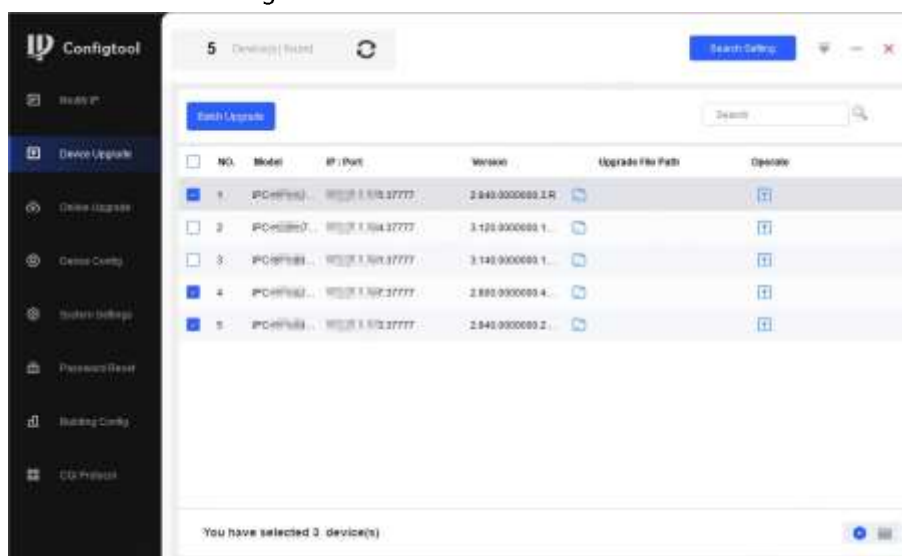
2.3.1.2 Updating in Batches

Use this method when you need to update multiple devices to the same software version.

Procedure

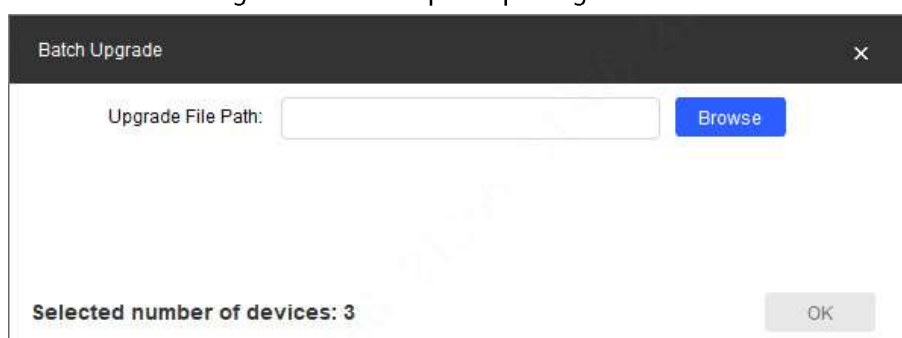
- Step 1** Open ConfigTool, and then select **Device Upgrade**.
- Step 2** Click **Search Setting** to set the search conditions.
- Step 3** Select **Current Segment Search**, change the password to the IPC password, and then click **OK**.

Figure 2-3 View search result



- Step 4** Select the device to be updated, and then click **Batch Upgrade**.
- Step 5** Click **Browse** to select the update package.

Figure 2-4 Select update package



- Step 6** Click **OK** to start to update the system.
The device automatically restarts after the update is complete.
- Step 7** Check the system version after the device restarts.
If the system version is consistent with the version of the update package, the update is successful.



If the device update fails, update again in the following ways.

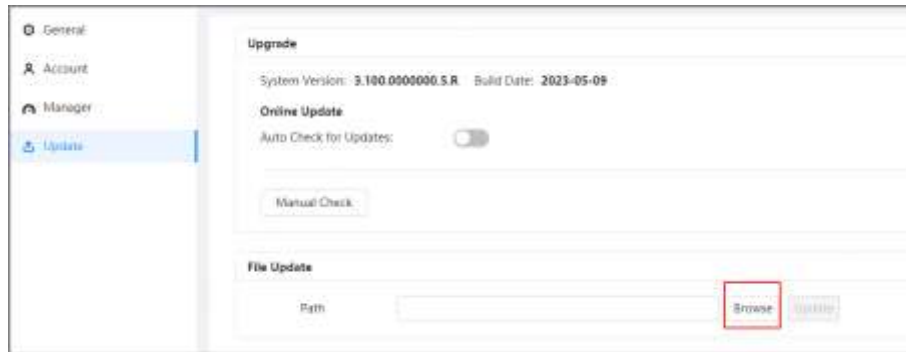
- Check whether the update file is correct; if the update file is incorrect, change the file to the correct one before update.
- Restart ConfigTool, and log in to this tool again to update the device.
- We recommend you use the latest version of ConfigTool.

2.3.2 Updating through the Webpage

Procedure

- Step 1 Log in to the webpage of the device.
- Step 2 Select **Setting** > **Maintenance Center** > **Update** to enter the system update page.

Figure 2-3 System update

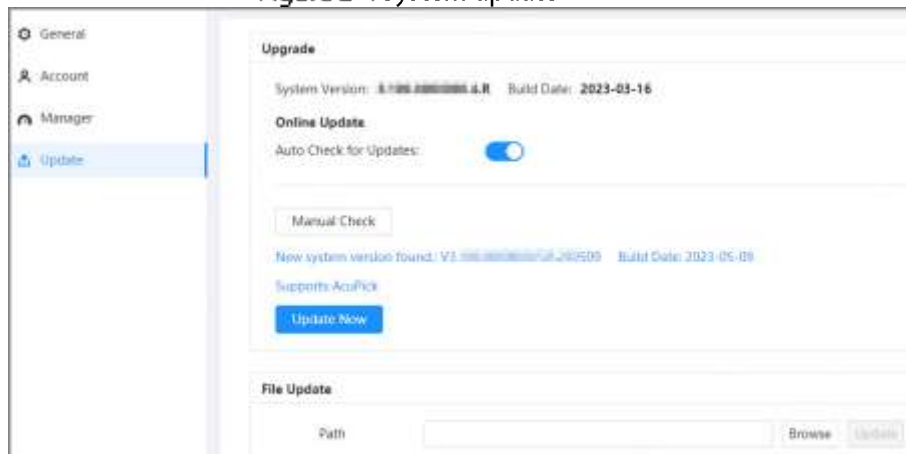


- Step 3 Click **Browse**, select the bin file, and then click **Update**.
Do not cut off the power supply during the update process. The device automatically restarts when the update is complete.
- Step 4 After the restart, you are redirected to the login page for you to log in to the device again.
- Step 5 Check the system version after login.
If the system version is consistent with the version of the update package, the update is successful.

2.3.3 Cloud Update through the Webpage

- Step 1 Log in to the webpage of the device.
- Step 2 Select **Setting** > **Maintenance Center** > **Update** to enter the system update page.

Figure 2-4 System update



- Step 3 Click **Manual Check**.
Select Auto-check for updates, and when a new version is available, the device automatically detects it.
- Step 4 If a new version is available, click **Update Now**. The system downloads the version file and starts the update process.
- Step 5 After the restart, you are redirected to the login page for you to log in to the device again.
- Step 6 Check the system version after login.
If the system version is consistent with the version of the update package, the update is successful.

2.3.4 Cloud Update through DMSS

- Step 1 Log in to DMSS app.
- Step 2 Select **Device Details**.
- Step 3 Tap **Cloud Update** to go to the update page.

Figure 2-5 Update screen



- Step 4 Tap **Update**.
Do not disconnect power supply or network from the device during update.
After being updated successfully, the device will restart and connect to router .
- Step 5 Check the system version after restart.
If the system version is consistent with the version of the update package, the update is successful.

2.4 Checking for Update Success

No matter which method is used, log in to the system again after the update is complete to check whether the version is correct.

ENABLING A SAFER SOCIETY AND SMARTER LIVING