



PTZ Camera V2.820.0000010.0.R. 250808

Release Notes



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1 Release Notes

1.1 Overview

Product name	PTZ Camera
Version	V2.820.0000010.0.R.250808
Software package information	DH_SD-Hugo-Rapid_MultiLang_PN_Stream2-Normal_V2.820.0000010.0.R.250808.zip
OS requirement	None
Release date	September 5 2025

1.2 New Features

No.	Feature Description
1	Supports SD card check.
2	Optimized image quality for daytime scenes.

1.3 Fixed Bugs

No.	Fixed Bugs
1	Enhanced security.
2	Fixed a low-probability issue where devices could go offline after being in sleep mode for an extended period.

1.4 Compatibility

1.4.1 Program

None.

1.4.2 Browser

- IE: IE11 or later.
- Google Chrome: 65 or later.
- Firefox: 65 or later.
- Safari: 12 or later.

1.4.3 Third-party Access

1. CGI: Not Supported.
2. ONVIF: Not Supported.

1.5 Software Environment

Category	Model	Version
ConfigTool	ConfigTool	V5.001.9700002.0.R.20240930

1.6 Pending Issues

None.

2 Update Guide

2.1 Introduction

This section introduces how to update the PTZ camera to the latest version. 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 the update, 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

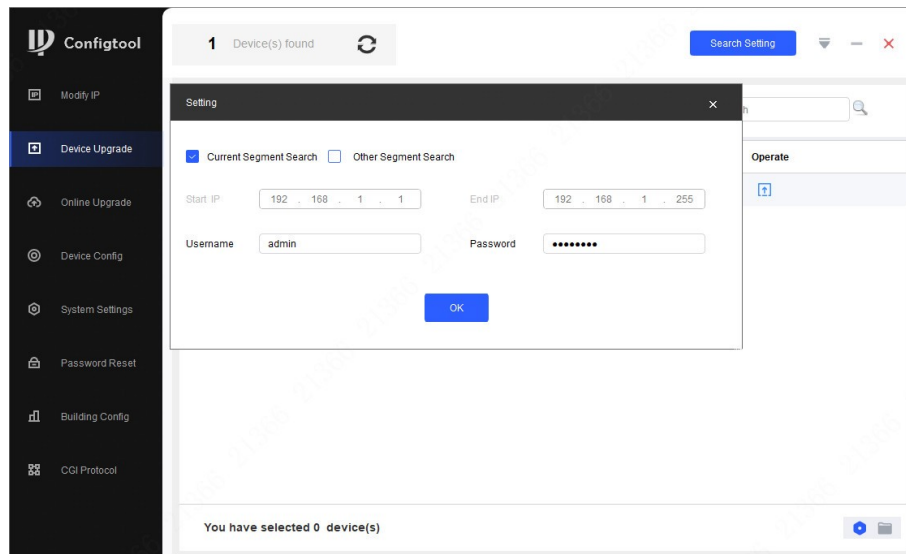
2.3.1.1 Updating One by One

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

Step 1 Open ConfigTool, and then select **Device Upgrade**.

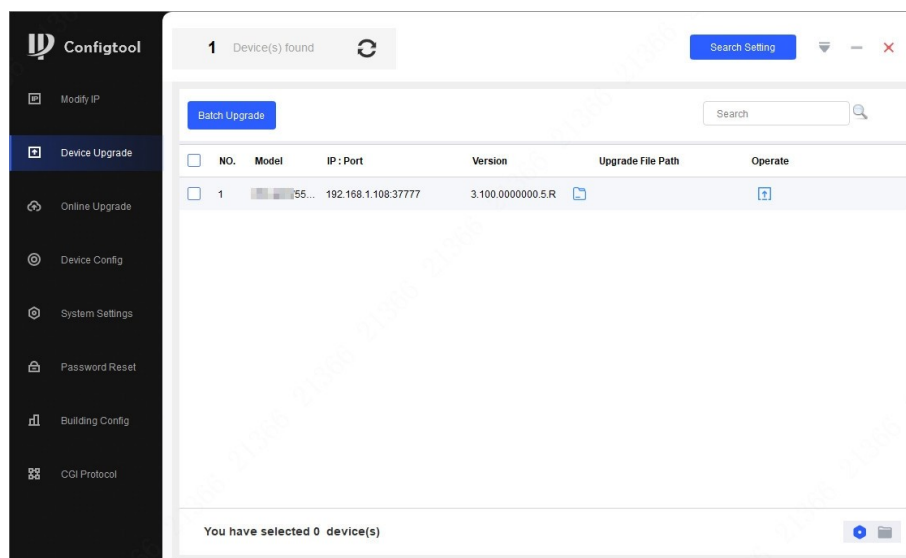
Step 2 Click **Search Setting** to set the search conditions.

Figure 2-1 Set search conditions



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.

Step 5 Click  to start to update the system.

The device automatically restarts after the update is complete.



If the system update fails, check the prompt on the ConfigTool to see the reason.

Step 6 After the device restarts, check the system version.

If the version is the same as the software version of the update package, it means the update is successful.

2.3.1.2 Updating in Batches

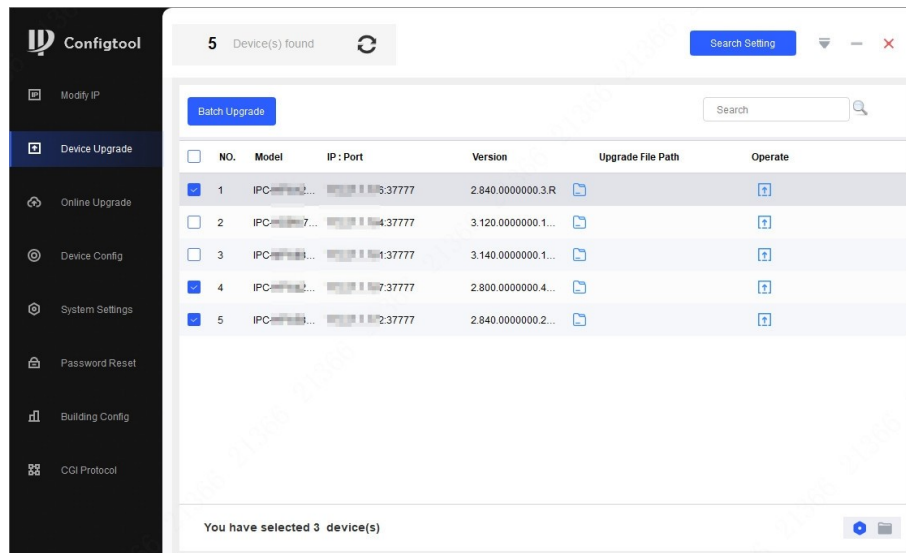
Use this method when you need to update multiple devices to the same software version.

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 PTZ camera password, and then click **OK**.

Figure 2-3 View search result



Step 4 Select the devices to be updated, and then click **Batch Upgrade**.



The selected devices must be updated to the same software version.

Step 5 Click **Browse** to select the update package.

Step 6 Click **OK** to start to update the system.

The device automatically restarts after the update is complete.



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 the update.
- Restart ConfigTool, and log in to this tool again to update the device.
- We recommend you use the latest version of ConfigTool.

Step 7 After the device restarts, check the system version.

If the version is the same as the software version of the update package, it means the update is successful.

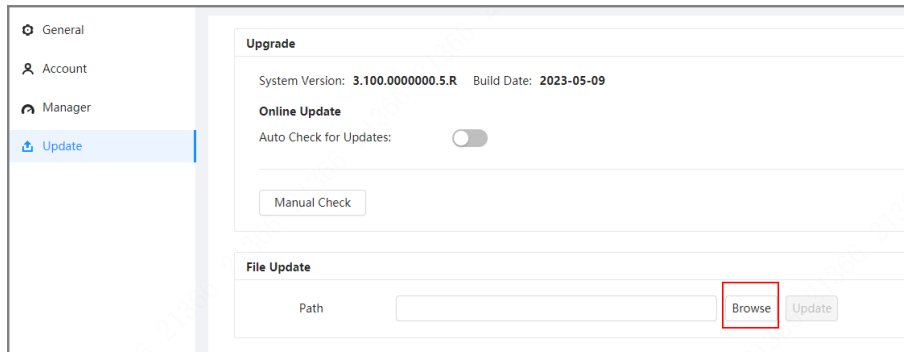
2.3.2 Updating through the Webpage

Procedure

Step 1 Log in to the webpage of the device.

Step 2 Select **Settings** > **Maintenance Center** > **Update** to enter the system update page.

Figure 2-4 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.

Check the program version. If the version is the same as the software version of the update package, it means the update is successful.

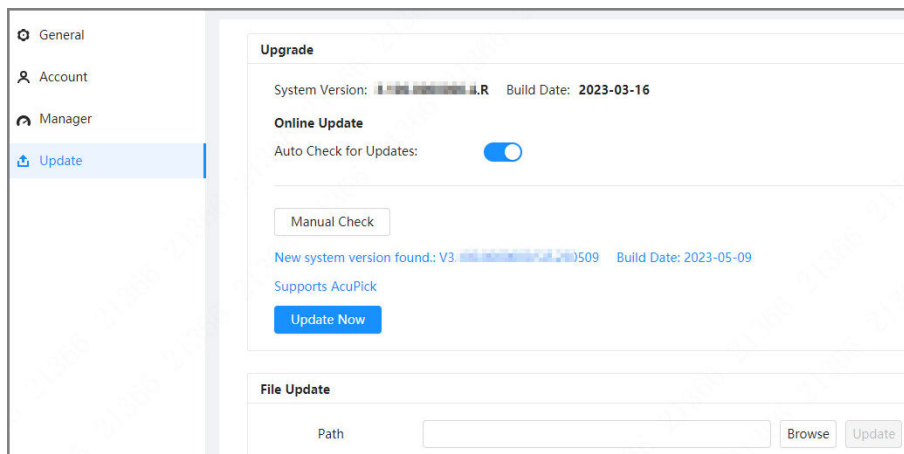
2.3.3 Cloud Update through the Webpage

Procedure

Step 1 Log in to the webpage of the device.

Step 2 Select **Settings** > **Maintenance Center** > **Update** to enter the system update page.

Figure 2-5 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.

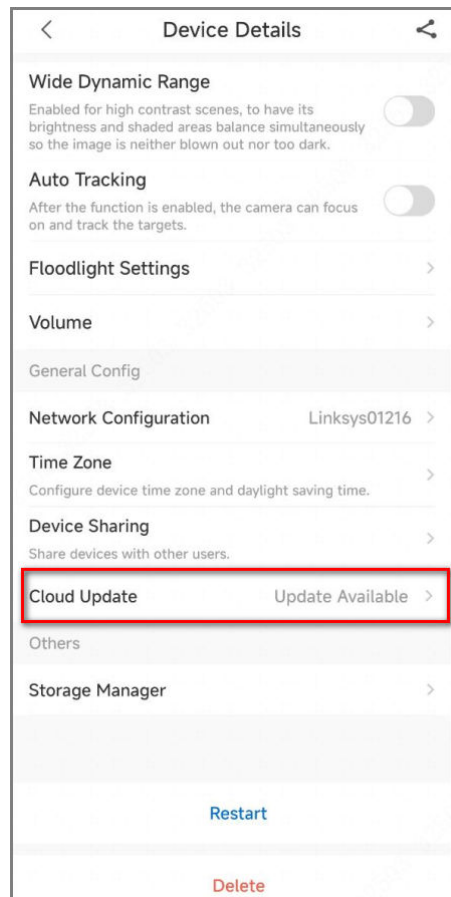
Check the program version. If the version is the same as the software version of the update package, it means the update is successful.

2.3.4 Cloud Update through DMSS

Procedure

- Step 1 Log in to DMSS app.
- Step 2 Select the device that you want to update. Tap the device to enter the **Device Details** screen.
- Step 3 Tap **Device Program Version** to enter the update screen.

Figure 2-6 Update screen



- Step 4 Tap **Update** to start updating the system.
- Do not cut off the power supply during the update process, and ensure that the network connection is normal.
- The device automatically restarts and connects to the router when the update is complete.
- Step 5 Check the program version after the device restarts. If the version is the same as the software version of the update package, it means 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.

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