



HuddleCamHD HC-EPTZ-NDI Firmware Upgrade Instructions

Updated on March 26th, 2021

Please read through the entire procedure and if you are uncertain of any of these steps, contact HuddleCamHD prior to beginning the update process.

484-593-2247 (Option 2 for support)

*Note that failure to follow these instructions in entirety can result in a non-operational camera that may not be covered by warranty.
Double-check you have the correct firmware for the camera you are currently working on
Backup from and restore to the exact same camera and do not share backup files between cameras*

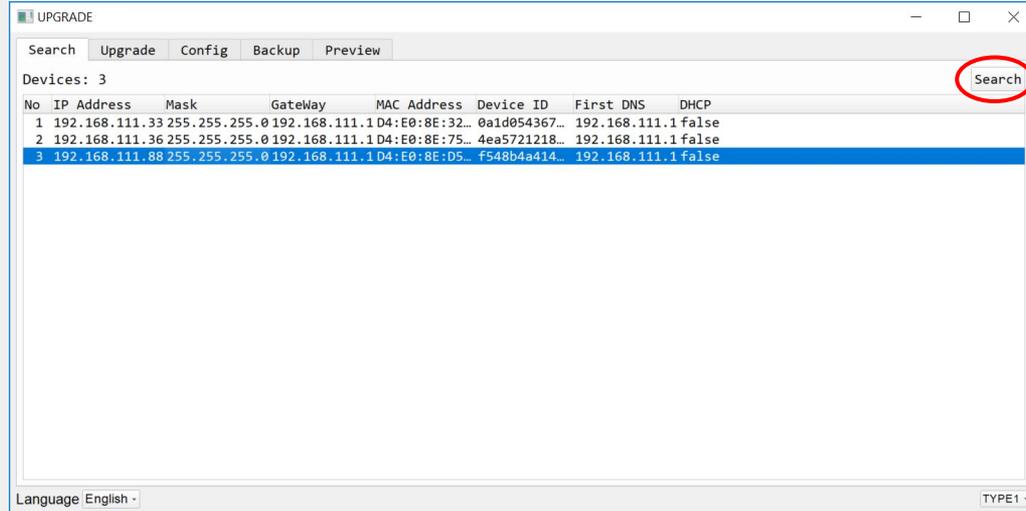
support@huddlecamed.com

<https://help.ptzoptics.com>

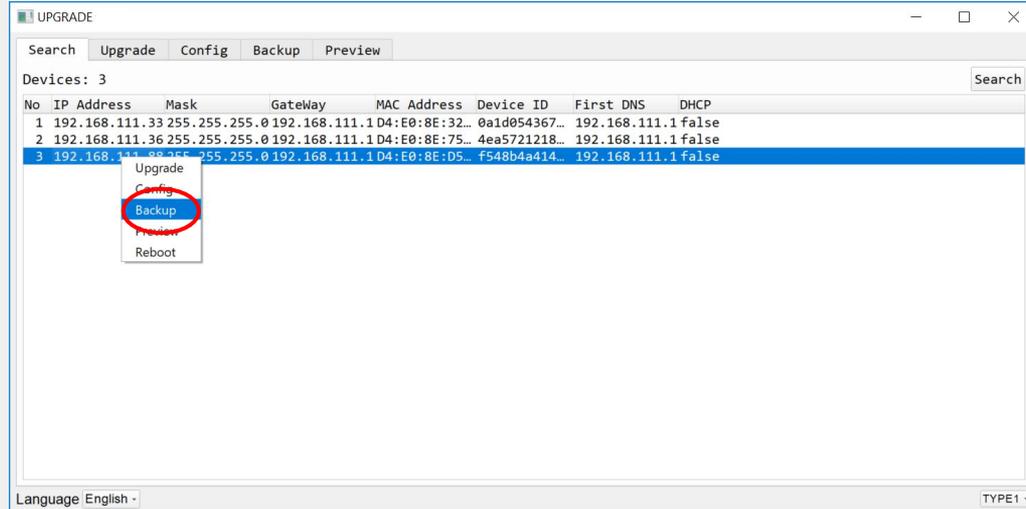
PREREQUISITES

Read this entire document before starting

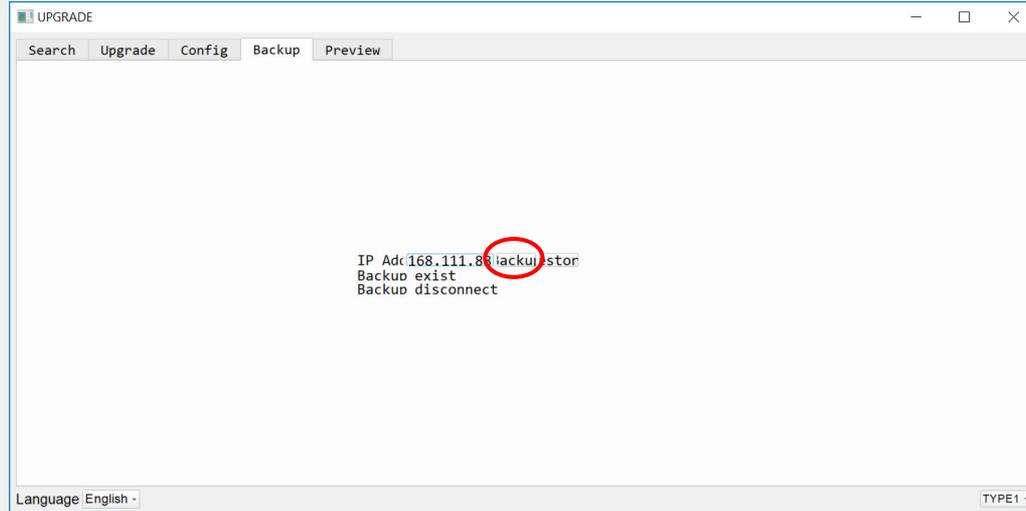
- **HuddleCamHD firmware file**
- **Upgrade Tool 2.8C**
Older versions of the tool will cause licensing failures
- **PTZOptics G2 / ZCam camera**
- **Windows PC**
- **Live Network w/ DHCP**



Launch the “Upgrade Tool v2.8C”.
Select your network connection type from the “Interface” dropdown then click “Search”.



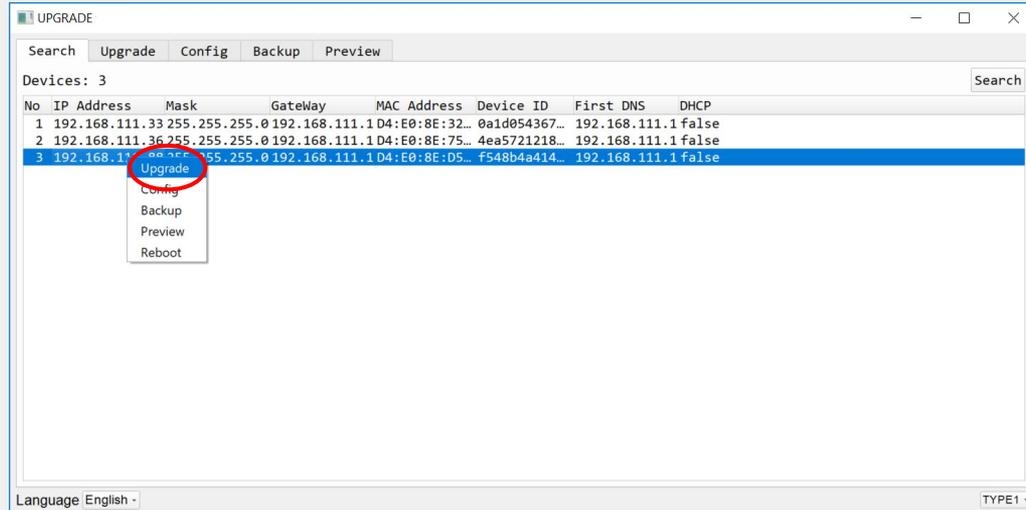
Right-click on the discovered camera you want to upgrade and select “**Backup**”.
Backup from and restore to the exact same camera and do not share backup files between cameras.



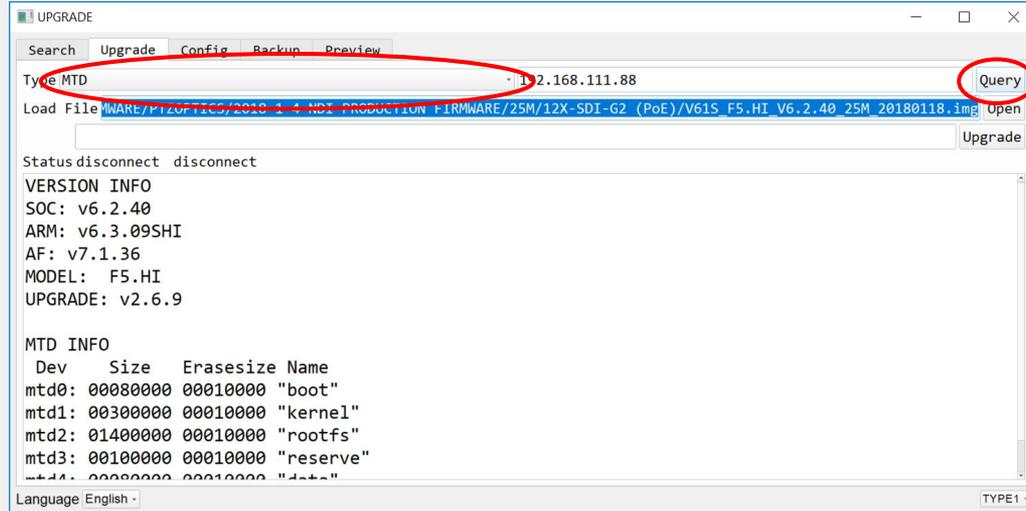
Click on the “**Backup**” button and wait for the camera to notify you of success.

(Note that this process can take a few minutes to complete)

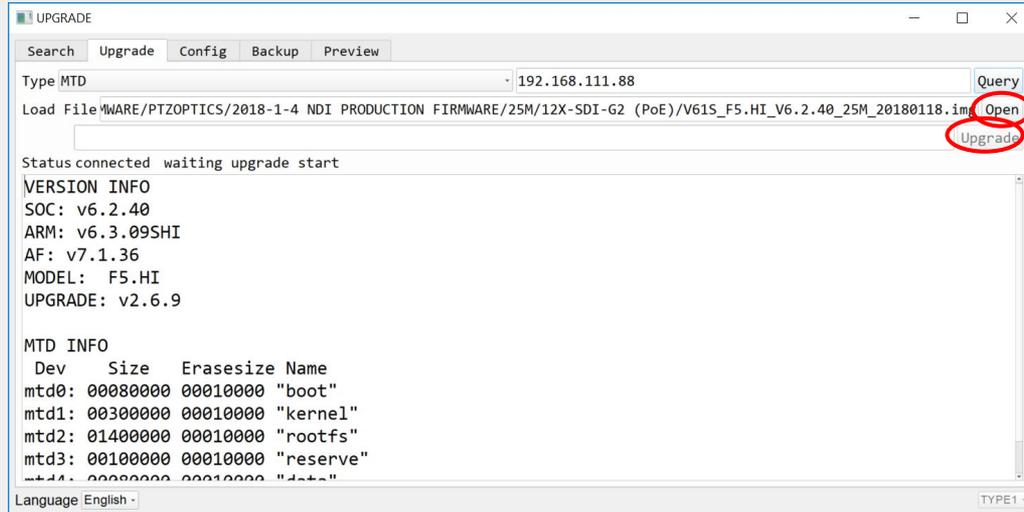
You will be prompted to browse your computer and name the backup file. Place this file in a location you will be able to find later.



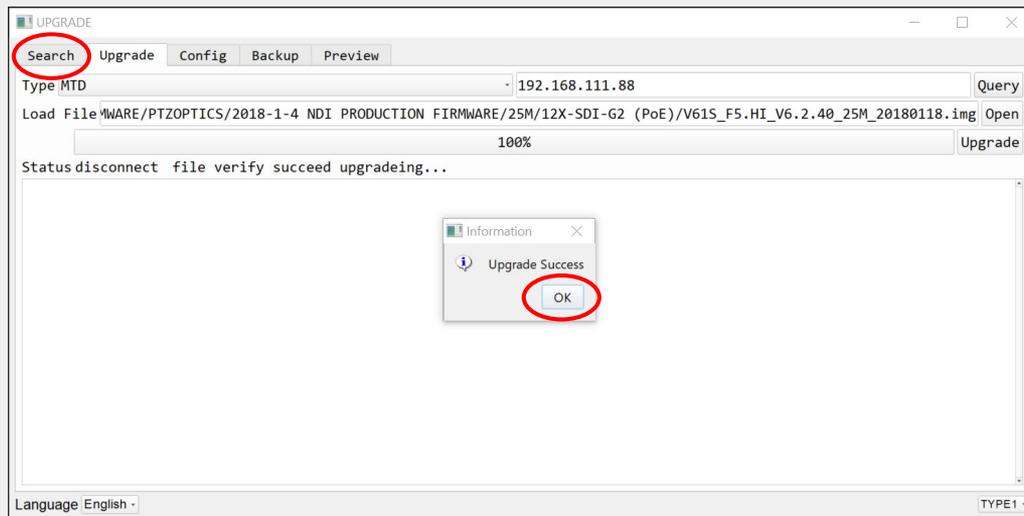
Once the Backup procedure is completed, return to the “Search” Interface and right click the camera you just backed up. Select “Upgrade” to apply the firmware file.



Select the “Type” dropdown and select “MTD”.
Click the “Query” button to fill in the device information section to ensure the camera is properly connected.



Click the “Open” button and browse your computer for the camera’s firmware file.
Once found, click the “Upgrade” button to begin the firmware upgrade process.

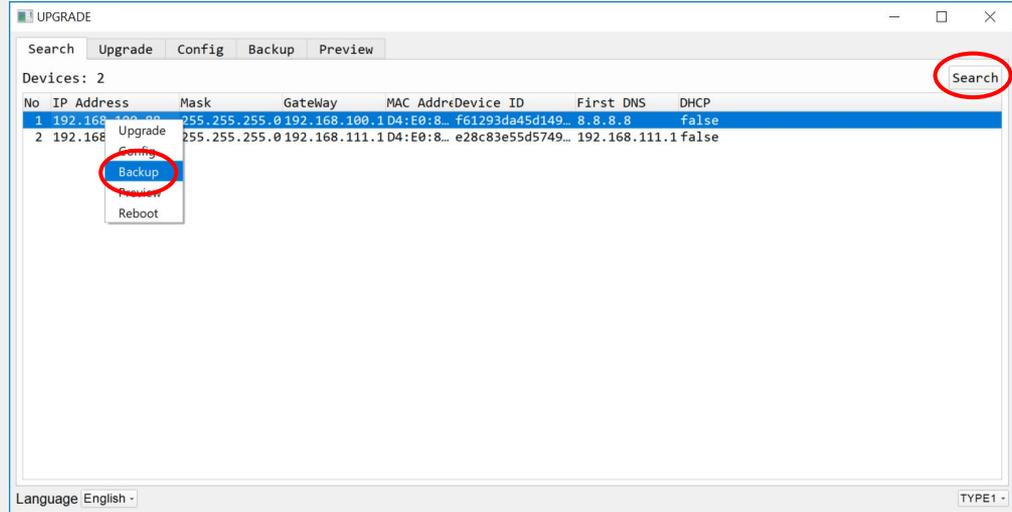


The camera will progress to 85%, then 98%, then will complete. The camera will power cycle twice before completion.

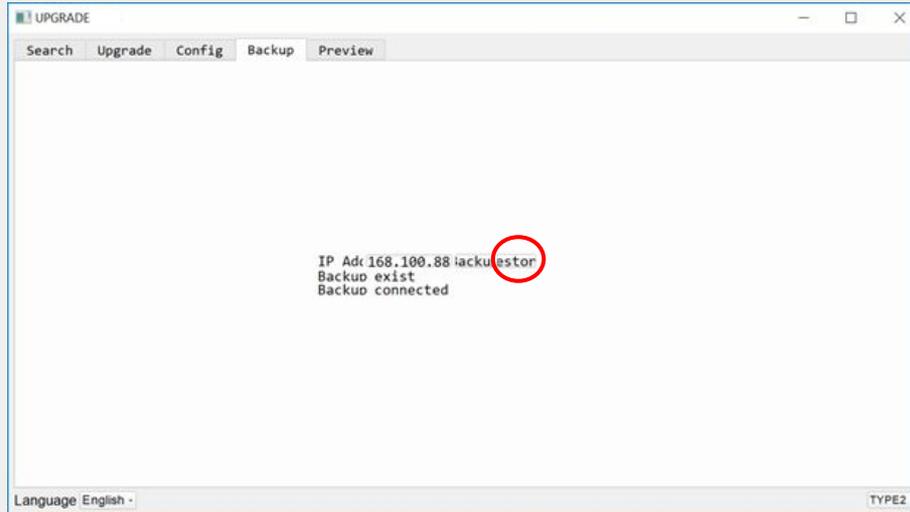
Once finished you will be greeted by an “Upgrade Success” notification.

Click on the “OK” button and navigate back to the “Search” tab.

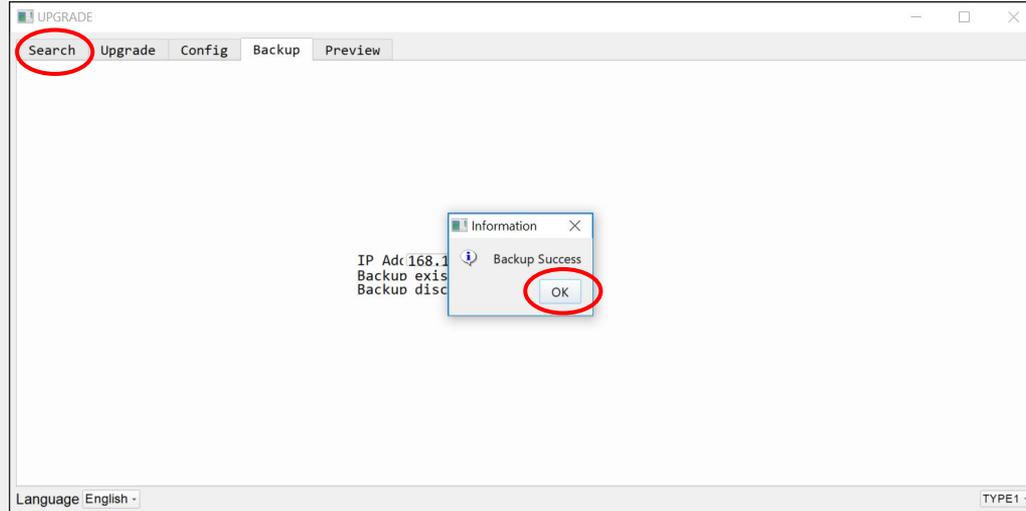
(Note that your camera is currently set back to a factory default mode)



Right-click on the discovered camera you just upgraded and select “**Backup**”.



From the “Backup” tab, click the “**Restore**” button and a browser window will open, prompting you to locate the backup file that was made earlier. Once located, apply the file to the camera and wait for completion.



Once completed, you will be greeted by a “Backup Success” message as the camera reboots.



CONGRATULATIONS!

You have now successfully upgraded your HuddleCamHD camera to the latest and greatest firmware.

If you experience any issues during this process, or have further questions, please contact HuddleCamHD support for further assistance.

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