

Firmware Upgrade Process



Please follow each step to upgrade the firmware of your HuddleCamHD camera.
Please note that a Windows PC is required for completing the upgrade process.

Required for Upgrade

- Windows PC with ~30Mb of available storage
- USB cable for connecting
- 5-10 minutes to complete the upgrade

Firmware Files

Firmware files with a *.img extension are upgraded using the CyControl software.

Cypress Suite download:

https://cdn2.hubspot.net/hubfs/418770/Software/CySuiteUSB3_B572.msi

Firmware files with a *.hex extension are upgraded using the HuddleCamHD Debugger software.

HuddleCamHD Debugger Tool download:

https://huddlecamed.com/wp-content/uploads/2014/04/HuddleCam-Camera-Upgrade-File.exe_.zip

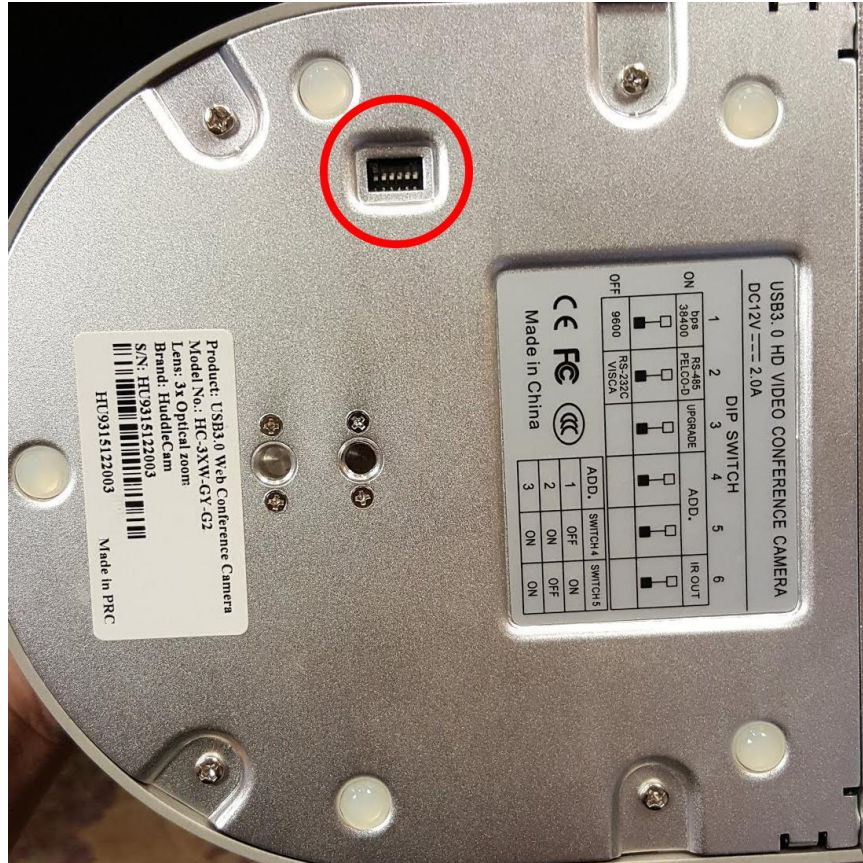
Firmware files with a *.bin extensions are upgraded using the NK Upgrade software.

NK Upgrade Software download:


<https://f.hubspotusercontent20.net/hubfs/418770/Software/NK%20Upgrade.zip>


Step 1:

In order to apply the firmware upgrade to your camera, you will first need to put it into the “Firmware Upgrade” state. To do so, flip the camera over and locate the dip switches on the bottom of the camera.



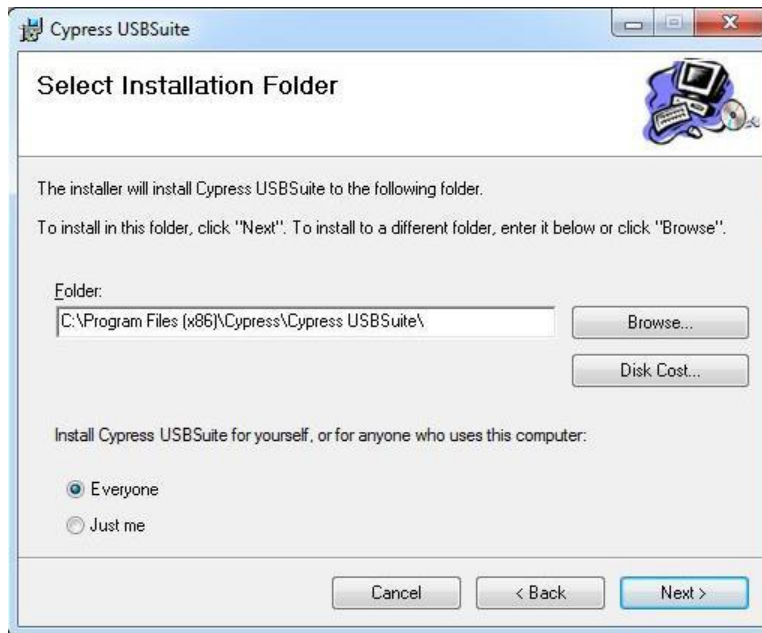
The 3rd dipswitch from the left must be flipped “On”, then the camera must be power cycled. Once boot up has been completed, move on to the firmware instructions for your firmware file.

 While in “Firmware Upgrade Mode”, the video feed will be disabled. To re-enable the video feed, disable Firmware Upgrade Mode and power cycle.

 If your camera does not have the dip switches on the bottom, you may skip this step and move onto the corresponding firmware update instructions.

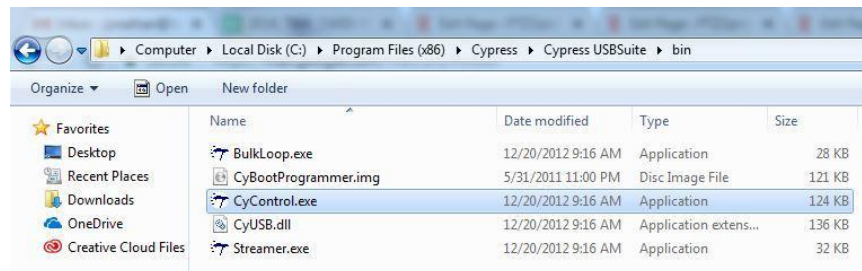
*.img Files Using CyPress Suite Control

Download the CyPress Suite Control software and follow the setup wizard.

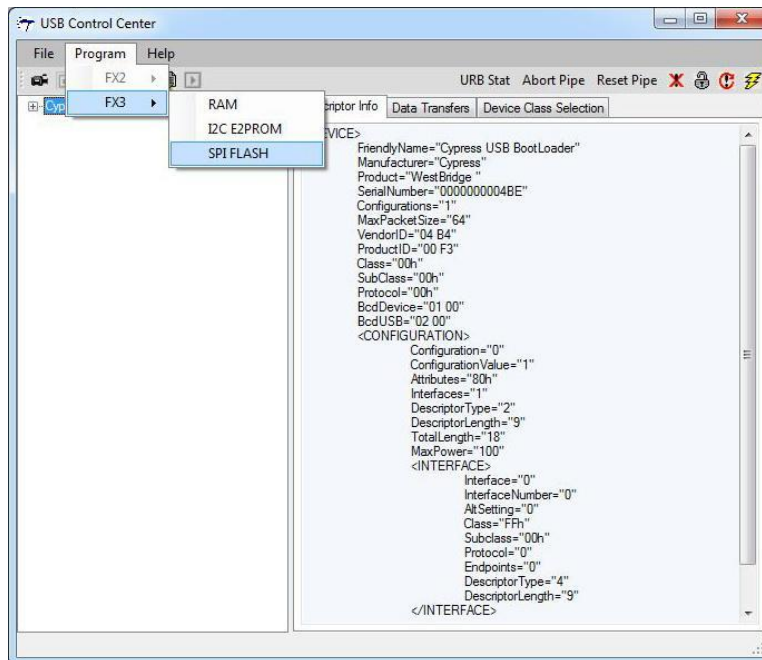


Go to the CyControl.exe software and open it to begin updating the firmware.

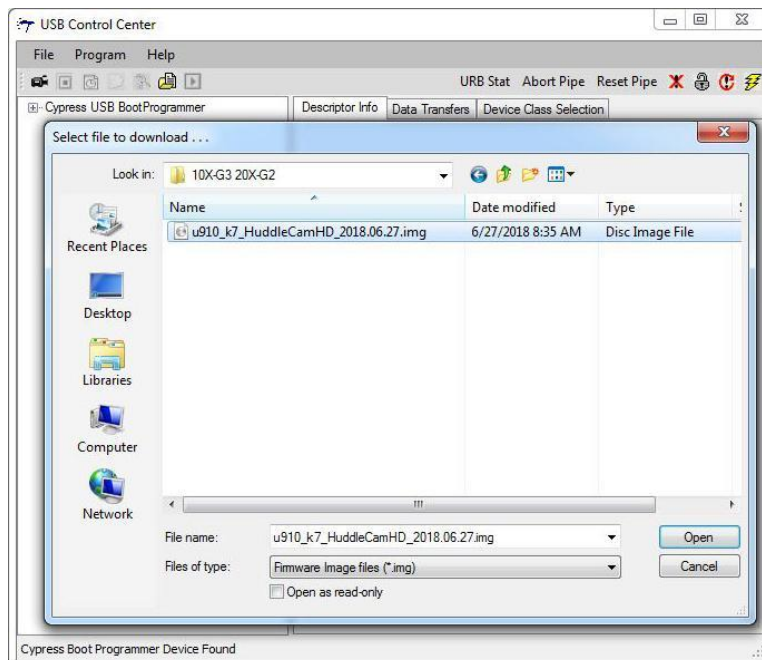
By default, the location is: C:\Program Files (x86)\Cypress\Cypress USBSuite\bin



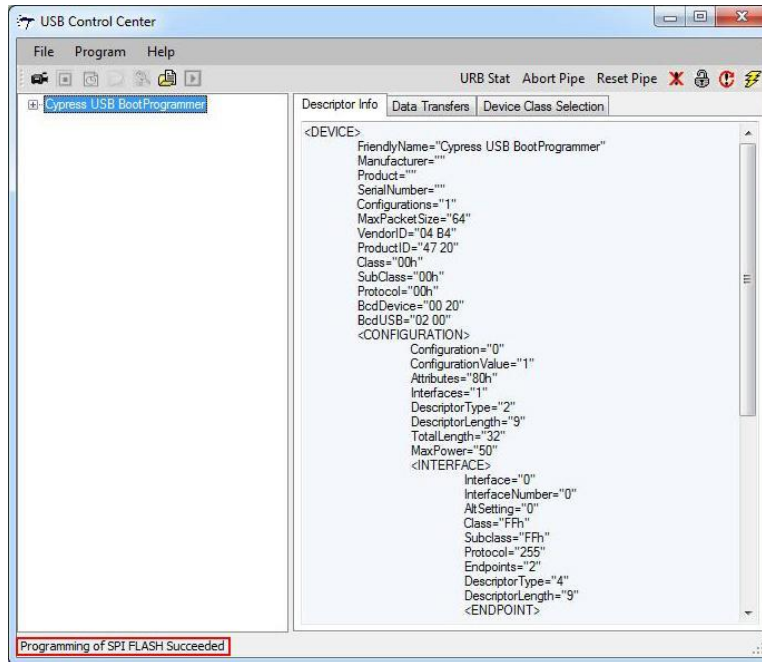
Next, Click “Program” from the toolbar. Hover over “FX3” then select “SPI FLASH”, as shown below.



From here, browse your PC and locate the firmware file. The upgrading process may take a few minutes. Do not disconnect the camera during this time.



When the upgrade is complete, you will be greeted with the message “Programming of SPI Flash Succeeded” in the bottom left corner, as shown below.



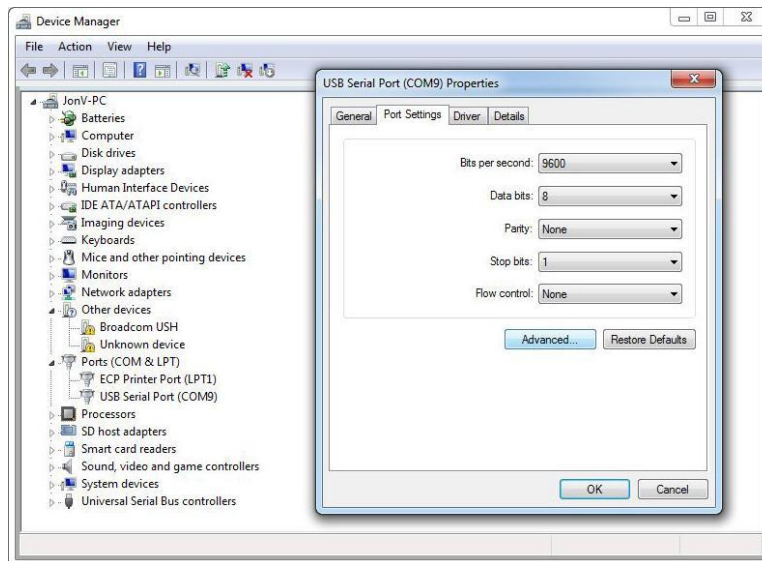
Congratulations! You have successfully firmware upgraded the camera with the latest and greatest *.img file.

*.Hex Files Using the HuddleCamHD Debugger Tool

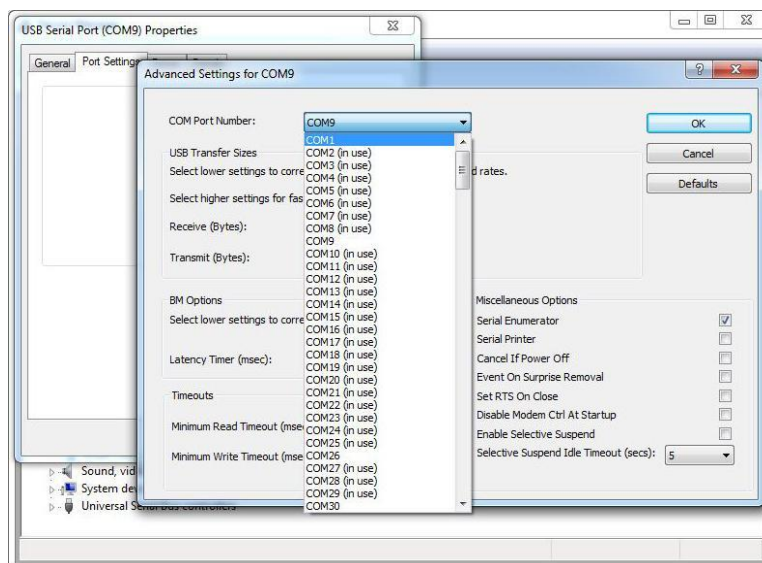
Download the HuddleCamHD Debugger Tool and follow the setup wizard. A shortcut to the Debugger tool will be added to your desktop.

The Debugger Tool utilized COM Ports 1 - 4 for connectivity. To ensure your camera is set up to properly communicate with the Debugger Tool, follow the steps below.

Before opening the Debugger Tool, open Device Manager and open “Ports (COM & LPT)”. Right-click “USB Serial Port” and select properties. Click the “Port Settings” tab on the top of the properties window.

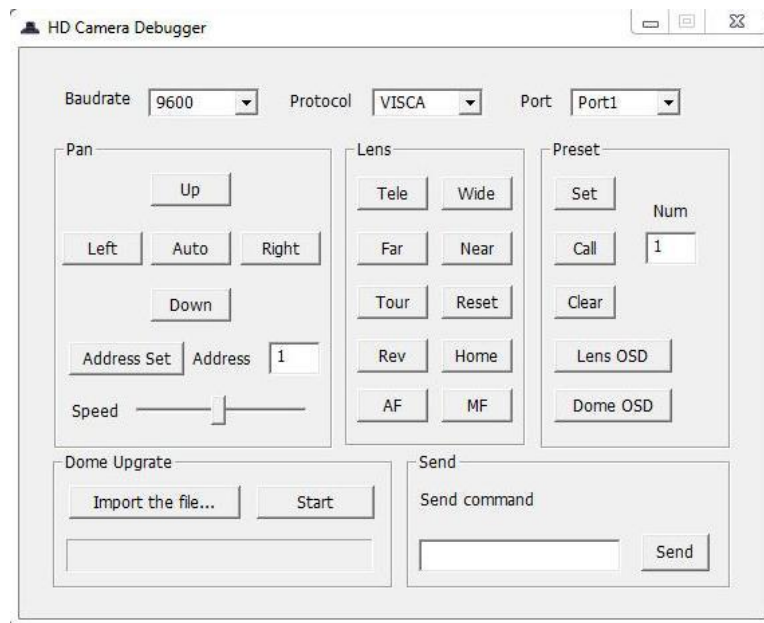


Click the “Advanced” button highlighted above to adjust the COM Port number. Click the “COM Port Number” dropdown to select 1, 2, 3, or 4. If one of these COM Ports are already in use, you may have to power cycle your PC in order to overwrite the connection.

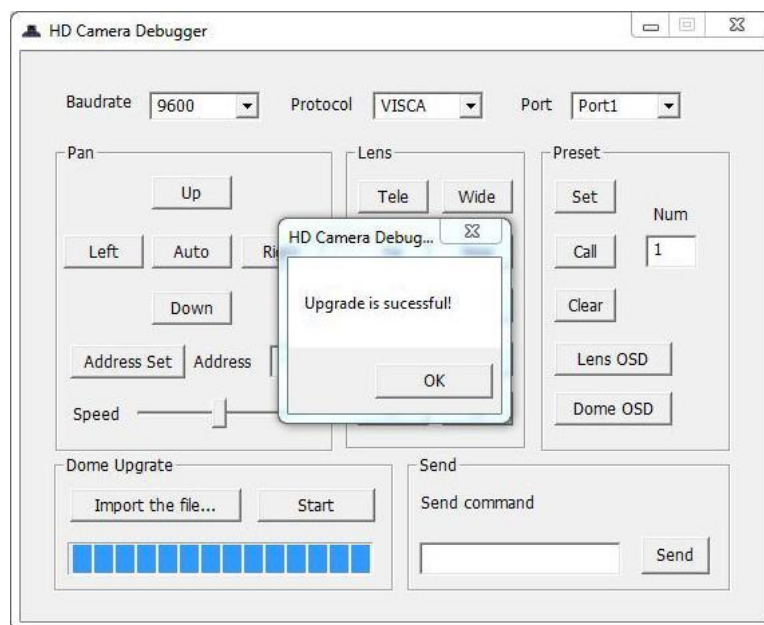


You can now connect your camera to the Debugger Tool.

From your desktop, open the Debugger Tool. The tool will automatically attempt to connect to Port 1. If this is not the COM Port the camera is utilizing, select that from the Port dropdown at the top right.



Click “Import the file...” from the bottom left corner of the Debugger Tool. Locate the *.hex firmware file and apply it to the camera.



Congratulations! You have successfully firmware upgraded the camera with the latest and greatest *.hex file.

*.Bin Files Using the NK Upgrade Tool

Download the NK Upgrade Tool. This tool does not require you to install it to your PC.

The first time you open this tool, Microsoft Defender will warn you that it is not recognized. To bypass this window, click the “More info” text, then click “Run Anyway”, as shown below.

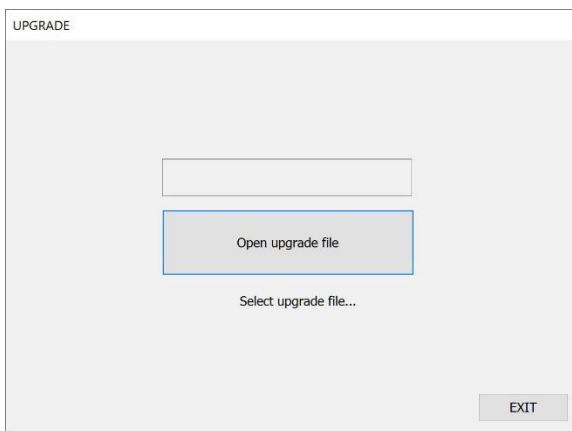


Microsoft Defender img. 1

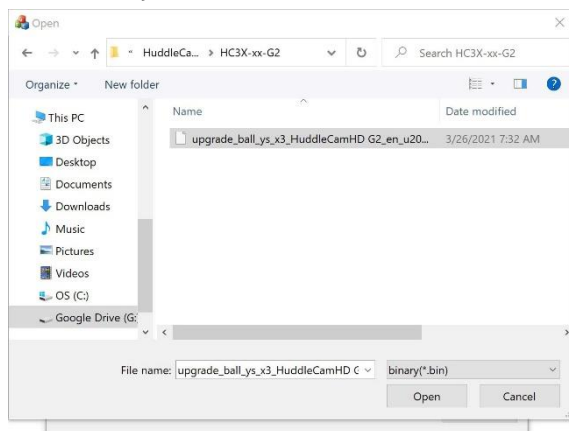


Microsoft Defender img. 2

From the Main Interface, click the center button to browse your PC for the *.bin firmware file.

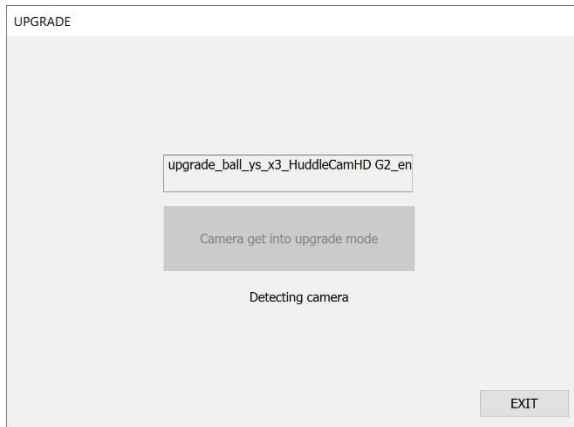


Open file browser

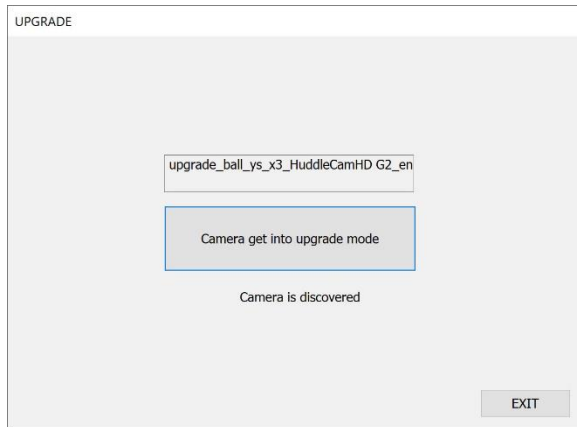


Select Firmware file

After selecting the firmware file, the NK Upgrade tool will detect the camera and confirm that the firmware file is appropriate for the camera.

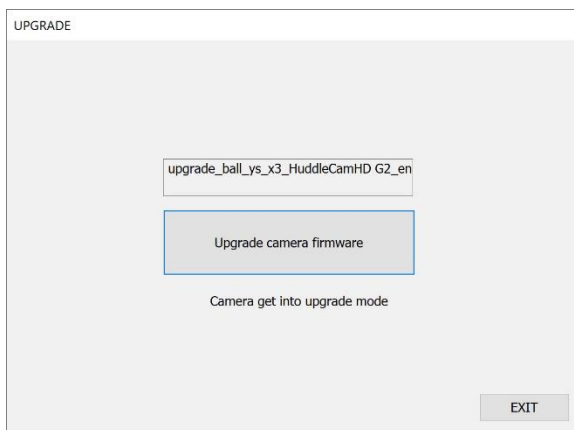


Detecting camera

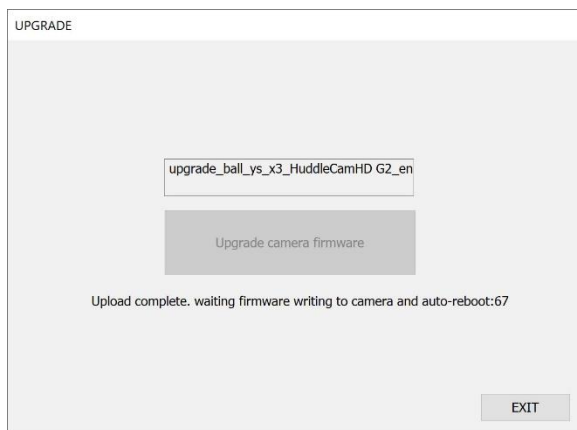


Put camera in Upgrade Mode

Once the NK Upgrade Tool confirms the firmware file is appropriate for the camera, click the “Upgrade Camera Firmware” button to continue.



Apply firmware upgrade?



Applying firmware

The Tool will begin to count down to let you know how long the upgrade process will take. Once completed, the camera will restart, and the NK Upgrade Tool will return to the “Put camera in Upgrade Mode” interface.

Congratulations! You have successfully firmware upgraded the camera with the latest and greatest *.bin file.

To close the NK Upgrade Tool, click the “Exit” button in the bottom right corner.

[Troubleshooting:](#)

If you run into issues along the way, feel free to reach out to our support team by calling 484-593-2247 or submitting a ticket at help.huddlecamed.com