Firmware Update Procedures

PTC-280NDI

This document provides procedures for updating the PTC-280NDI 4K PTZ Camera. The firmware update of the PTC-280NDI can be done by using the firmware update tool or a USB flash drive.

Updating the PTC-280NDI 4K NDI PTZ Camera Firmware

What items you should prepare before updating the firmware

- The latest PTC-280NDI firmware update zip file x1.
  The latest firmware zip file can be downloaded from the PTC-280NDI product page of the Datavideo official website https://www.datavideo.com/product/PTC-280NDI. After the downloaded firmware zip file is unzipped, you can see one firmware file and the firmware update tool "upgrade.exe" in "upgrade v2.9" file folder.
  - **VX12D_A5.D_V9.0.1250_31.5M_20230612**
  - **Firmware upgrade tool: "upgrade.exe" in "upgrade v2.9" file folder**
- PTC-280NDI x 1
- 12V power adapter x 1
- Laptop or PC x 1
- RJ-45 Ethernet cable x 1
- Router x 1
- USB 2.0 or USB 3.x USB flash drive x 1 (For firmware update by USB flash drive only).

This document describes how to perform firmware update on a **Windows** computer.

System Connection Diagram

Firmware Update by Firmware Update Tool

DCIN 12V Power

RJ-45
Ethernet Cable

RJ-45
Ethernet Cable

Firmware Update by a USB Flash Drive

DC 12V Power

Checking the Firmware Version

● **By the PTC-280NDI Web UI**

1. Please connect a DC 12V power adapter to the PTC-280NDI.

2. Please connect an RJ-45 Ethernet cable from the PTC-280NDI to your router.

3. Please connect an RJ-45 Ethernet cable from your PC or laptop to your router.

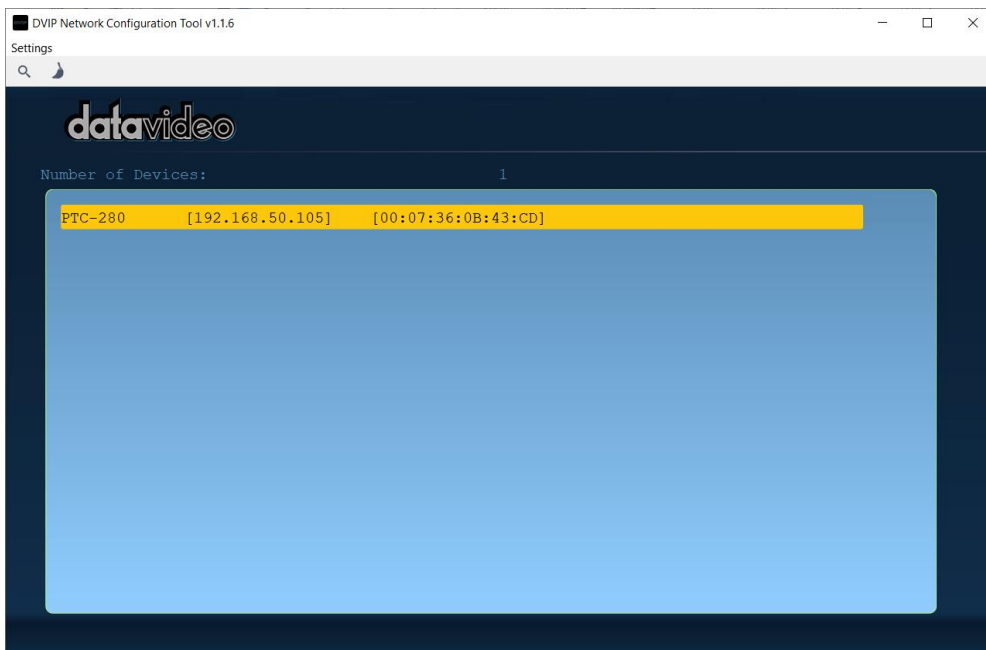4. Due to that the default IP mode of the PTC-280NDI is the DHCP mode. So, please remember to set the network of your PC or laptop in DHCP mode

4. Please check that your PTC-280NDI's IP address by using Datavideo DVIP Configuration Tool. The DVIP Configuration Tool can be downloaded from PTC-280NDI's product page https://www.datavideo.com/product/PTC-280NDI.

5. Please use the DVIP Configuration Tool to obtain the IP address of your PTC-280NDI. In this example, the PTC-280NDI's DHCP IP address is "192.168.50.105". Please enter the IP address into the address bar of your web browser to open the PTC-280NDI web UI.

5. After the PTC-280NDI web UI is shown, please enter the default username/password.

Default Username: **admin**

Default Password: **admin**

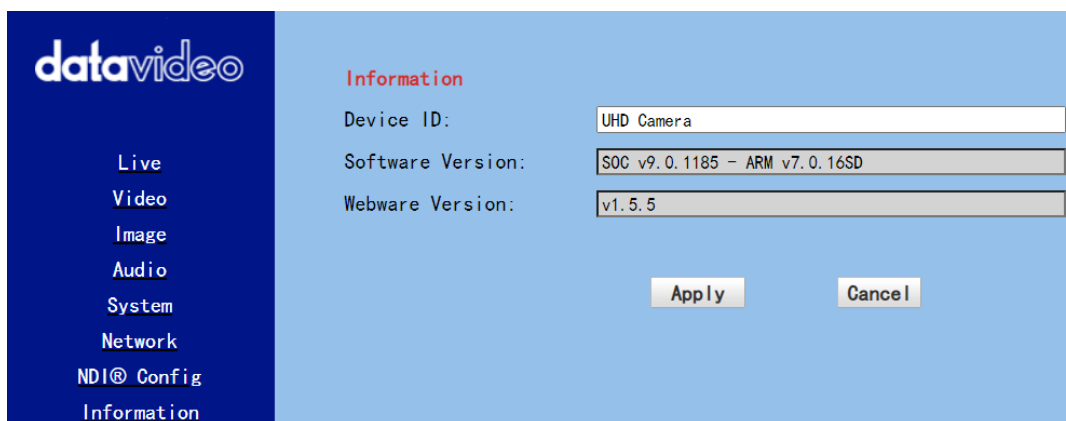After that, please press the "Login" button for logging into the PTC-280NDI web UI.

6. Please press the "information" option and then you can see the current firmware version of the PTC-280NDI.
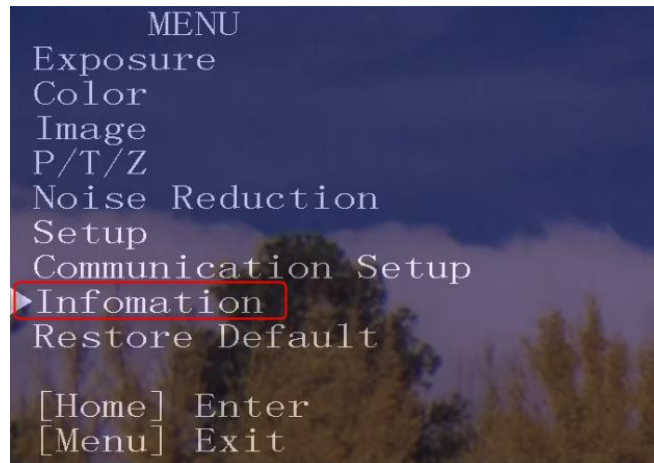
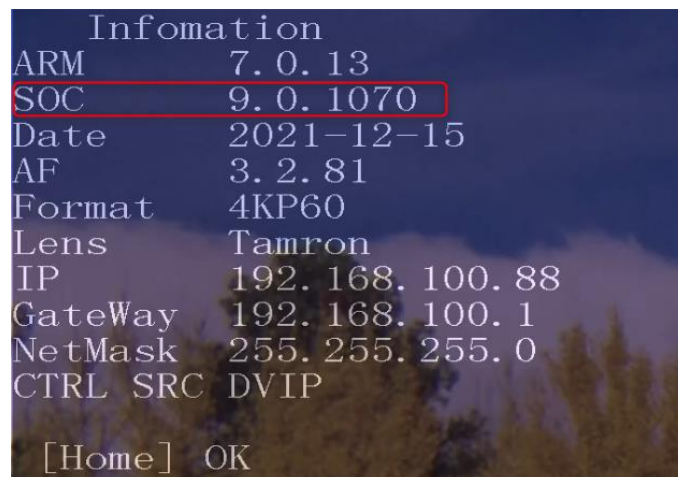

● **By the PTC-280NDI Camera OSD Menu**

1. Please press the "MENU" button of the PTC-280NDI remote controller.

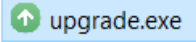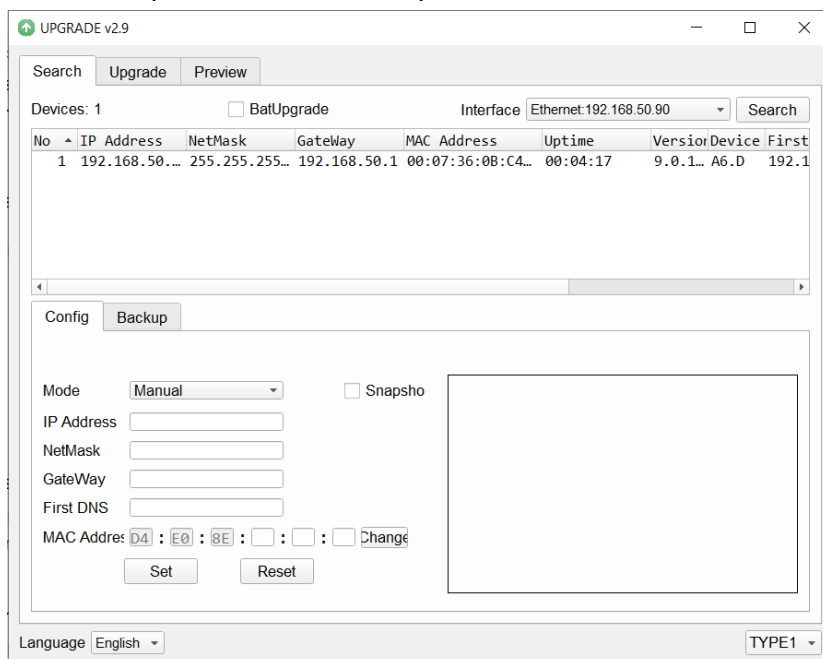2. After the camera OSD menu is shown, please select the "Information" option by the down-arrow

button .

3. After the "Information" option is selected, please press the "Home" button of the remote controller and then you can see that the current firmware version is shown in the "SOC" option.
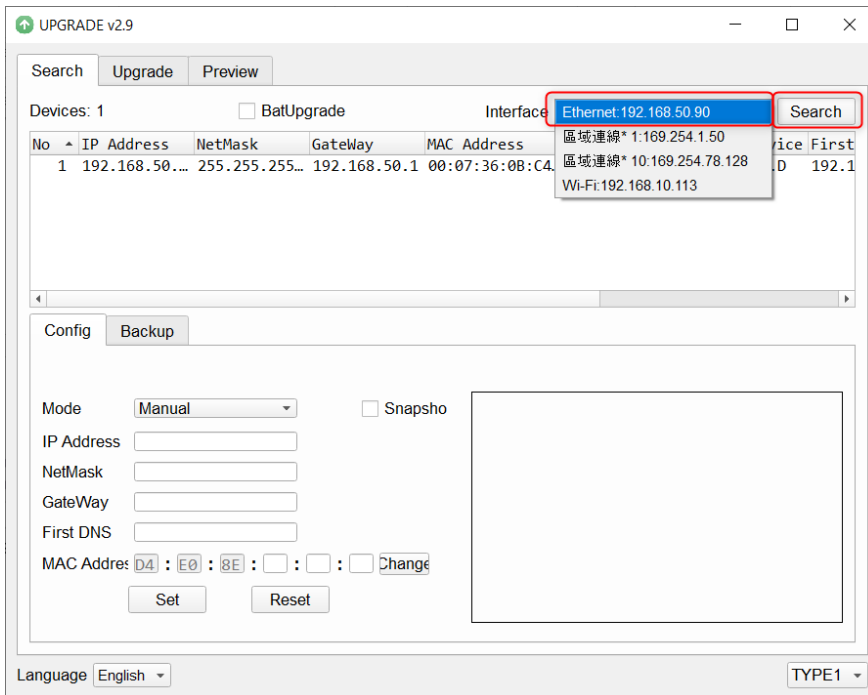
Updating the Firmware
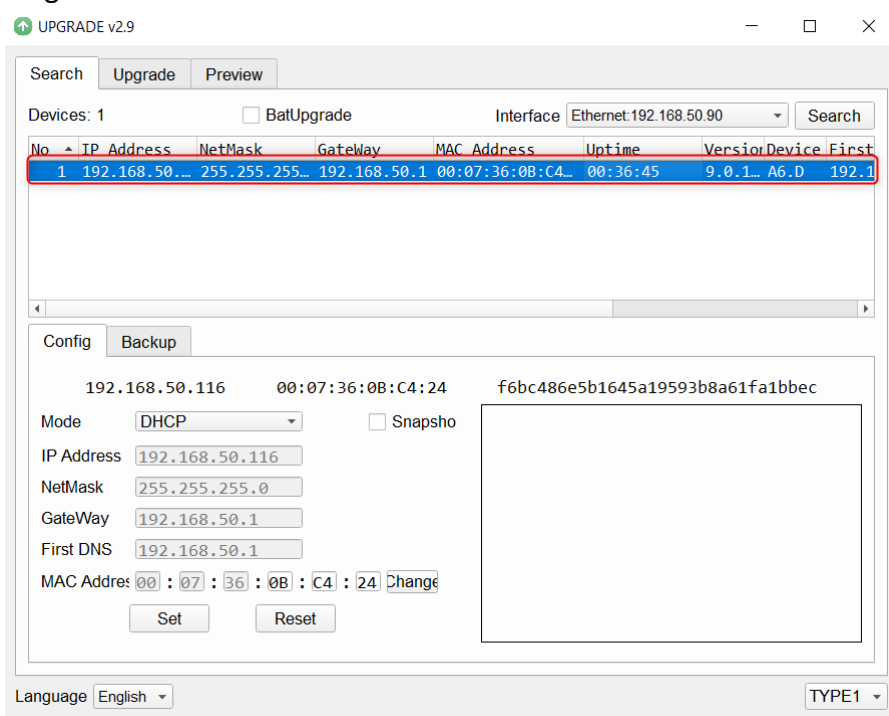
Updating the Firmware by the Firmware Update Tool

1. Please make sure that the 12V DC power cable is connected to the PTC-280NDI.

2. Please make sure that the latest downloaded firmware and firmware update tool are saved and unzipped in the hard drive of your laptop or PC.

3. Please make sure that the network settings of your PTC-280NDI and your PC or laptop are set in DHCP mode.

4. Please connect an RJ-45 Ethernet cable from the RJ-45 Ethernet interface of your PC or laptop to an RJ-45 Ethernet interface of your router.

5. Please connect another RJ-45 Ethernet cable from the "DVIP" port which is located on the rear panel of your PTC-280NDI to an RJ-45 Ethernet interface of your router.

6. Please double-click the "upgrade.exe" ⬆ upgrade.exe in the "upgrade v2.9" file folder to open the

firmware update tool and then you can see the main interface of the firmware upgrade tool.

7. Please select your Ethernet card and then press "Search" to find your PTC-280NDI.
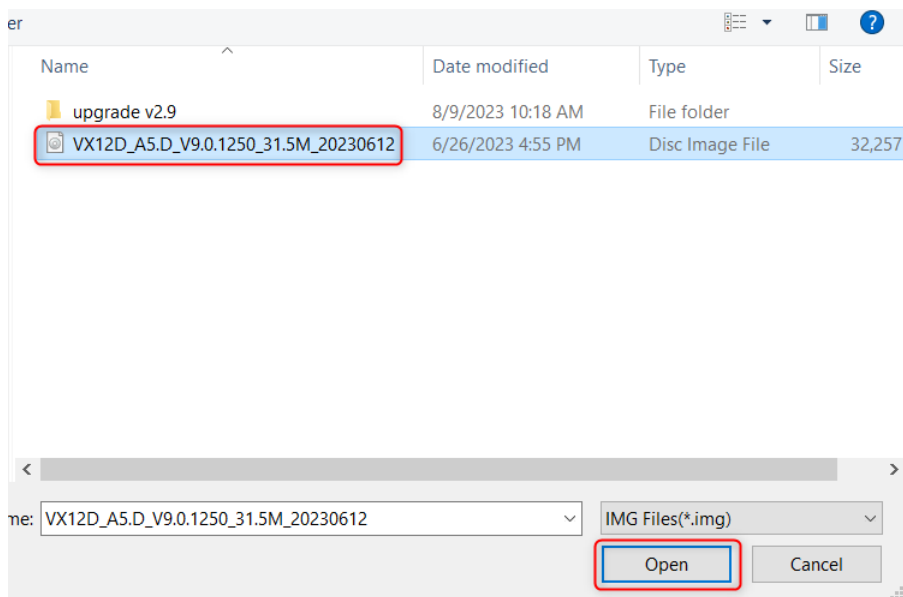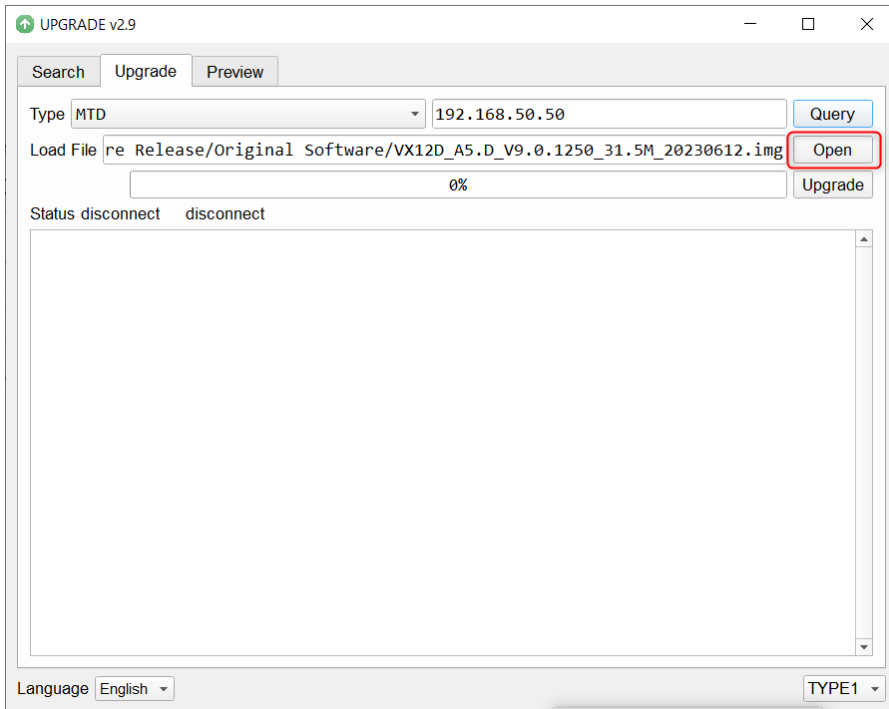

5. After the PTC-280NDI is found, please double-click the device directly which is shown in the following diagram.
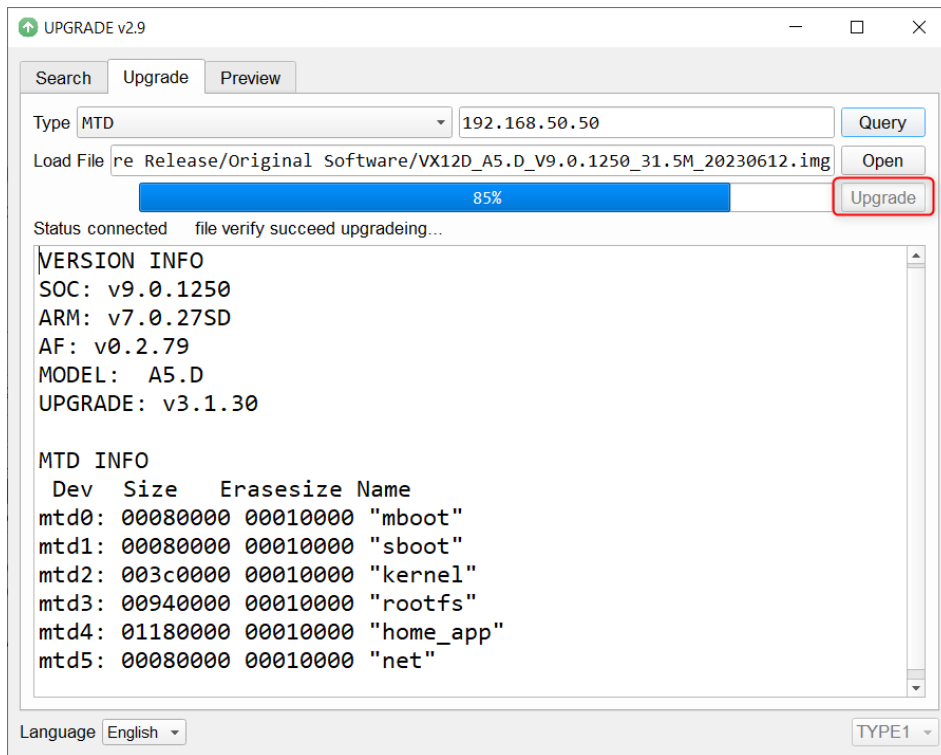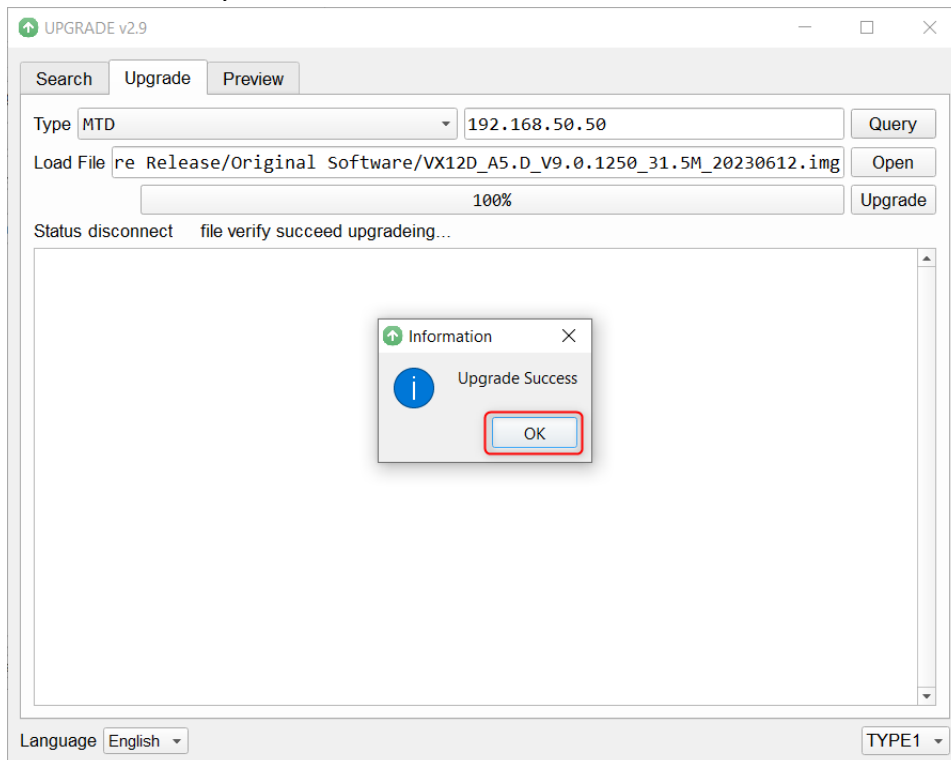
6. And then you can see the "Upgrade" interface. Please press the "Open" button to select the latest PTC-280NDI firmware.

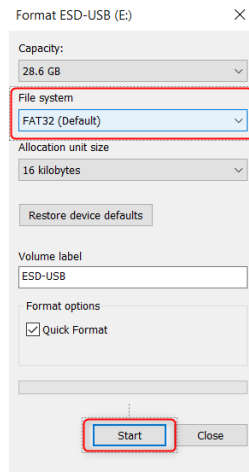7. Please press the "Upgrade" button to start the firmware update procedure.

8. Once the PTC-280NDI is rebooted and the progress bar reaches 100%, the firmware update procedure is done successfully.

Updating the Firmware by a USB Flash Drive

1. At first, please format your USB flash drive in FAT32 format.

2. Please download the latest PTC-280NDI firmware file from Datavideo official website's PTC-280NDI product page " https://www.datavideo.com/product/PTC-280NDI" and then save it to the hard disk of your laptop.

3. Please unzip the downloaded firmware file and then save the latest firmware file "VX12D_A5.D_Vx.x.xxxx_31.5M_yyyymmdd" into the root directory of your USB flash drive.

VX12D_A5.D_V9.0.1250_31.5M_20230612

4. Please insert your USB flash drive with the latest firmware file into the "F/W UPGRADE ONLY" USB interface which is located on the rear panel of the PTC-280NDI.
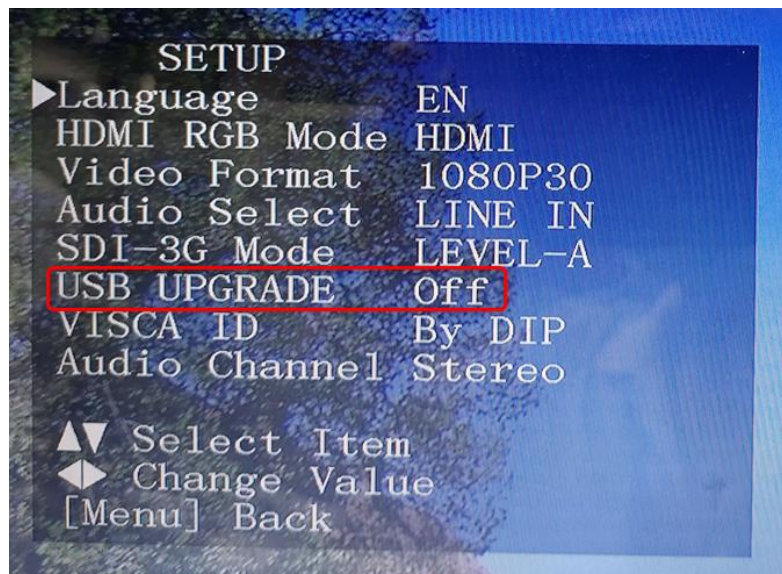
5. Please press the "MENU" button from the PTC-280NDI remote controller to open the OSD menu.

6. Please press the "down-arrow" button to move to the "Setup" option in the OSD menu.

7. After the "Setup" option is selected, please press the "Home" button from the PTC-280NDI remote controller to enter the "Setup" page.

8. Please press the "down-arrow" button from the PTC-280NDI remote controller to move to the "USB UPGRADE" option in the "Setup" page.

9. Please press the "left-arrow" or "right-arrow" button of the remote controller to set the "USB UPGRADE" option as "ON". After that, please press the "Home" button from the PTC-280NDI remote controller for confirmation and then the PTC-280NDI will start the firmware update procedure automatically. During the
firmware update procedure, the warning "Updating! Please Wait!" will be shown by the external monitor. When the firmware update procedure is finished, the PTC-280NDI will reboot automatically. The whole firmware update procedure is done successfully.

SETUP
Language   EN
HDMI RGB Mode   HDMI
Video Format   1080P30
Audio Select   LINE IN
SDI-3G Mode   LEVEL-A
►USB UPGRADE   On
VISCA ID   By DIP
Audio Channel   Stereo
▲▼ Select Item
◄► Change Value
[Menu] Back
[Home] OK

Upgrading! Please Wait!