Firmware Update Procedure for PTC-280

1.Introduction

There are two ways for updating the PTC-280 firmware.

1. Firmware update can be performed by saving the downloaded latest firmware file into the hard disk of your laptop or PC and then update the firmware by using the upgrade tool.

2. The firmware can also be updated by saving the latest downloaded firmware into a USB flash drive and then insert it into the F/W UPGRADE ONLY interface which is located on the rear panel of the PTC-280.

Moreover, this software update procedure applies to the following product.

Product Model	PTC-280
Product Name	4K PTZ Camera

There is one firmware file with the file name: **VX12D_A5.D_V9.0.1049_31.5M_20211208**

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

Screen images from the Windows 10 operating system are used in this document as an example. Images used in this document may differ from the actual screens.
For details on Windows and computer operations, please refer to the instruction manual of your computer.

2. Preparation

2.1 System Requirements

A computer that meets the following requirements is necessary to perform the Software update procedure.

Laptop	A normal laptop is needed.

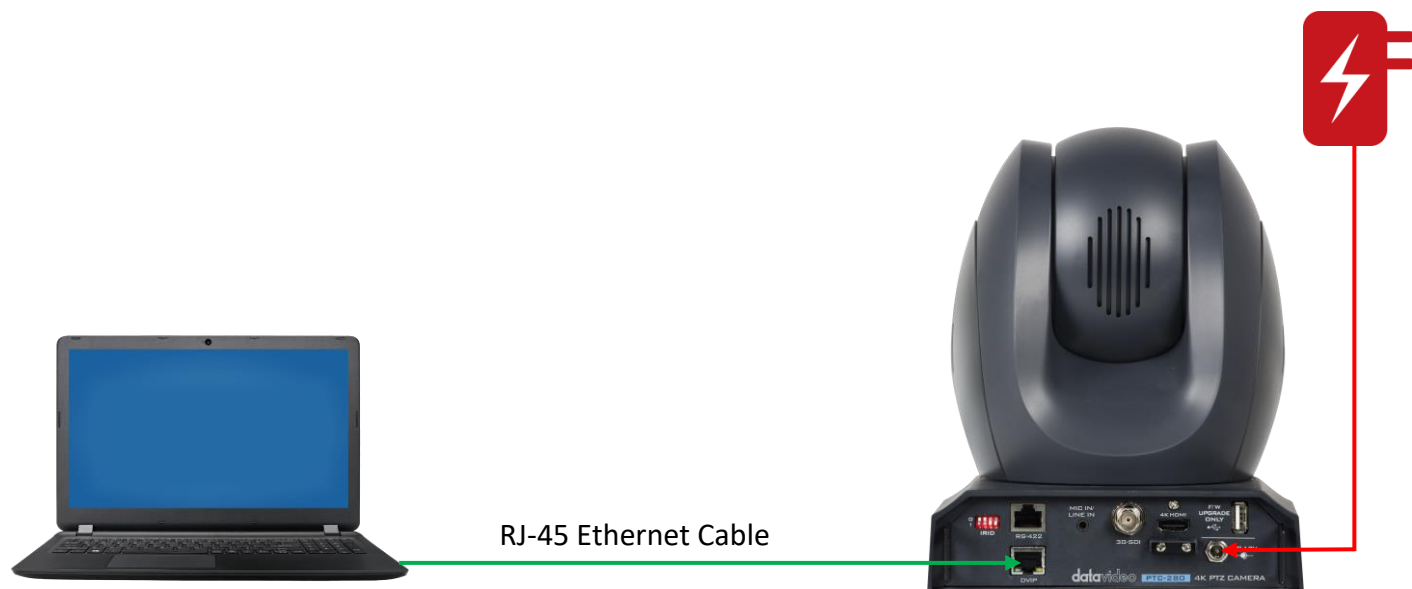Operation is not guaranteed on all computers that meet the above requirements

2.2 Software Update Preparation

The following items are required to perform this Software update. Please prepare these items in advance before performing the update.

For updating by using the firmware update tool	
PTC-280 x1	The PTC-280 is needed for updating the firmware.
Laptop or PC x 1	The laptop or the PC is used for saving and updating the firmware.
12V Power Adapter x 1	The 12V power adapter for the PTC-280.
Latest firmware ●VX12D_A5.D_V9.0.1049_31.5M_20211208	The latest firmware file for the PTC-280. ●VX12D_A5.D_V9.0.1049_31.5M_20211208
Ethernet Cable x 1	This Ethernet cable is used to connect from the PTC-280 to your laptop or PC.
For updating by using a USB flash drive	
PTC-280 x1	The PTC-280 is needed for updating the firmware.
USB 2.0 or USB 3.x flash drive x 1	The USB flash drive is used to save and update the firmware.
Laptop or PC x 1	The laptop or the PC is used for saving and updating the firmware.
Latest firmware ●VX12D_A5.D_V9.0.1049_31.5M_20211208	The latest firmware file for the PTC-280. ●VX12D_A5.D_V9.0.1049_31.5M_20211208
Ethernet cable x 1 or Wi-Fi connection	The Ethernet cable or the Wi-Fi connection is used to connect from your laptop or PC to the public network to download the latest firmware.

2.3 System Connection Diagram

Firmware Update by the Firmware Update Tool

RJ-45 Ethernet Cable

Firmware Update by a USB Flash Drive

2.4 Checking the Software Version

- **By the PTC-280 Web UI**

2.4.1. Please connect a DC 12V power adapter.

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

2.4.2 Please connect an RJ-45 Ethernet cable.

Please connect an RJ-45 Ethernet cable from the PTC-280 to your laptop.

2.4.3 Please set the IP address of your laptop to be within the same LAN as the PTC-280.

The default static IP address of the PTC-280 is "192.168.100.88". Please set the IP address of your laptop to be within the same LAN as the PTC-280. After that, please press the "OK" button.

2.4.4 Please open your web browser and then enter the PTC-280 default IP address into the address bar.

Please open your web browser and then enter the PTC-280 default IP address "192.168.100.88" into the address bar.
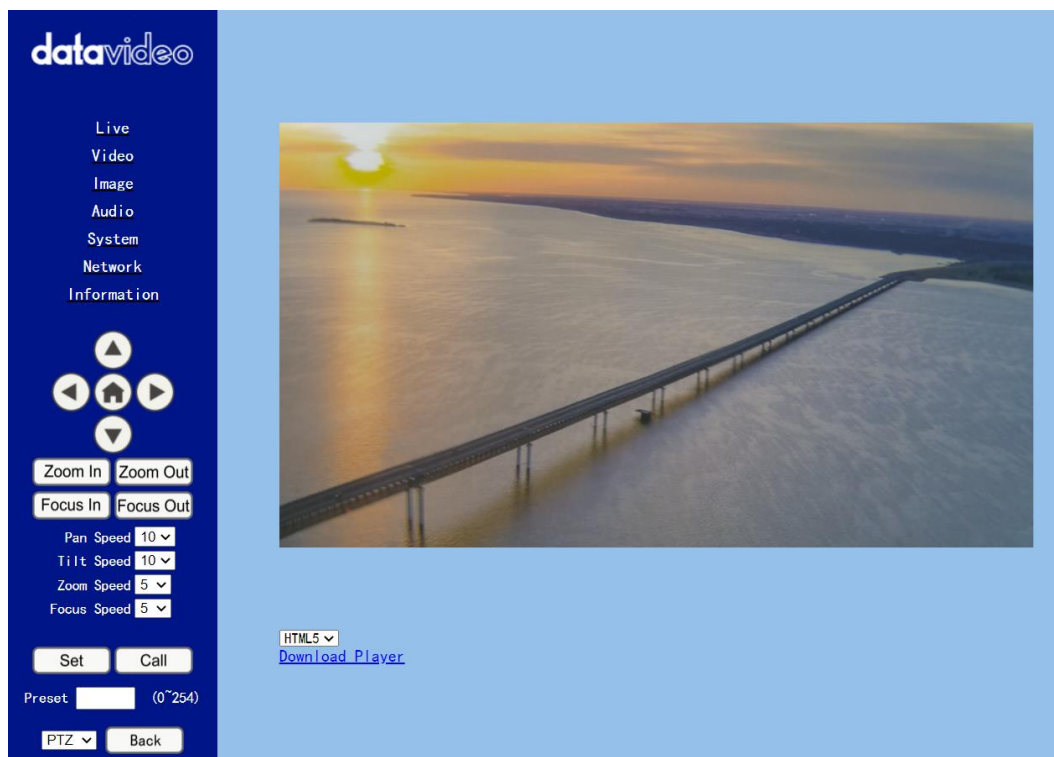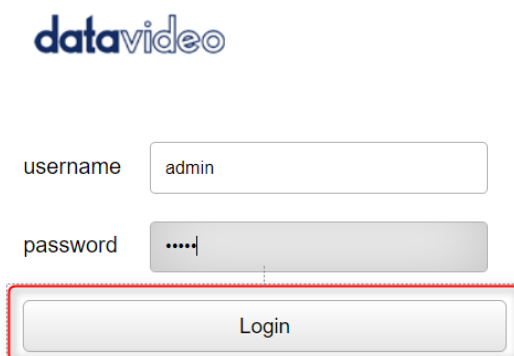
2.4.5 The PTC-280 web UI will be shown. Please enter the "Username" and "Password".

After the PTC-280 web UI is shown, please enter the default username/password.
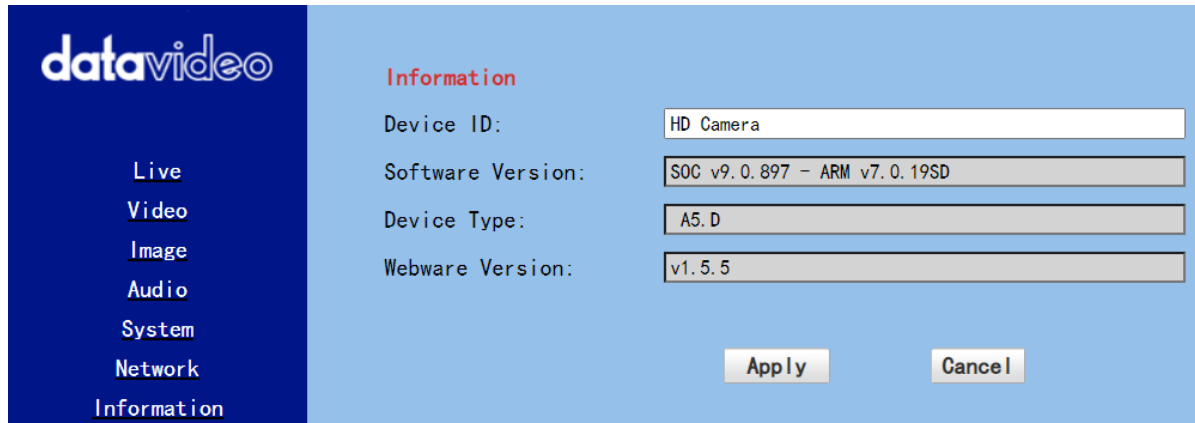
Default Username: **admin**

Default Password: **admin**

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

2.4.6 Please press the "information" option.

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

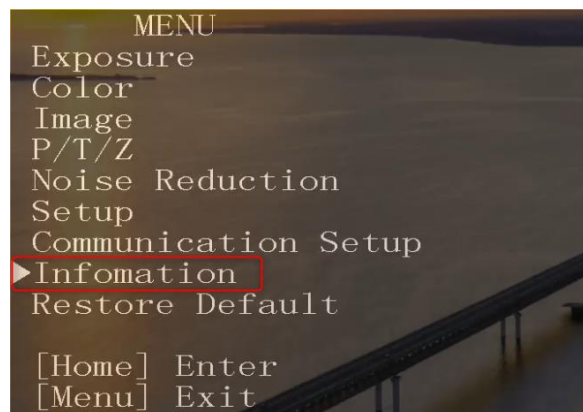
● **By the PTC-280 Camera OSD Menu**

2.4.7 Please press the "MENU" button.

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

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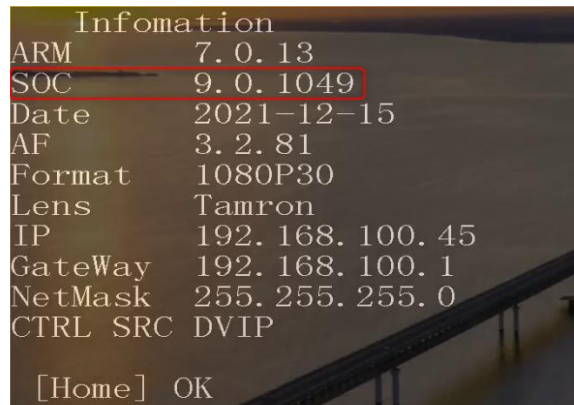
After the camera OSD menu is shown, please select the "Information" option by the down-arrow

button .

2.4.9 After the "Information" option is selected, please press the "Home" button of the remote controller.

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.
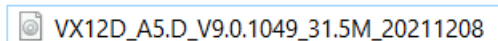

2.5 Preparing the Firmware
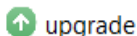
2.5.1. Download the Firmware

PTC-280 Product Page from the Datavideo website:

● PTC-280: https://www.datavideo.com/product/PTC-280

The file name for the downloaded firmware zip file is "**PTC-280_VX12D_A5.D_V9.0.1049_31.5M_20211208 Firmware Update**". Please unzip it and then you can see that there is a zip file which is shown in the following.

Moreover, you can also see that there is a zip file "upgrade v2.8", which is the firmware update tool. Please unzip it and then you can see the "upgrade.exe" file in upgrade v2.8 file folder.

3. Update

3.1 Updating the Software

● **By the firmware update tool**

3.1.1. Please make sure that the 12V DC power cable is connected.

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

3.1.2. Please make sure that the latest downloaded firmware and firmware update tool are saved and unzipped.

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.

3.1.3. Please connect an RJ-45 Ethernet cable from your laptop to your PTC-280

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

3.1.4. Please make sure that the IP addresses of your laptop and the PTC-280 are set correctly.
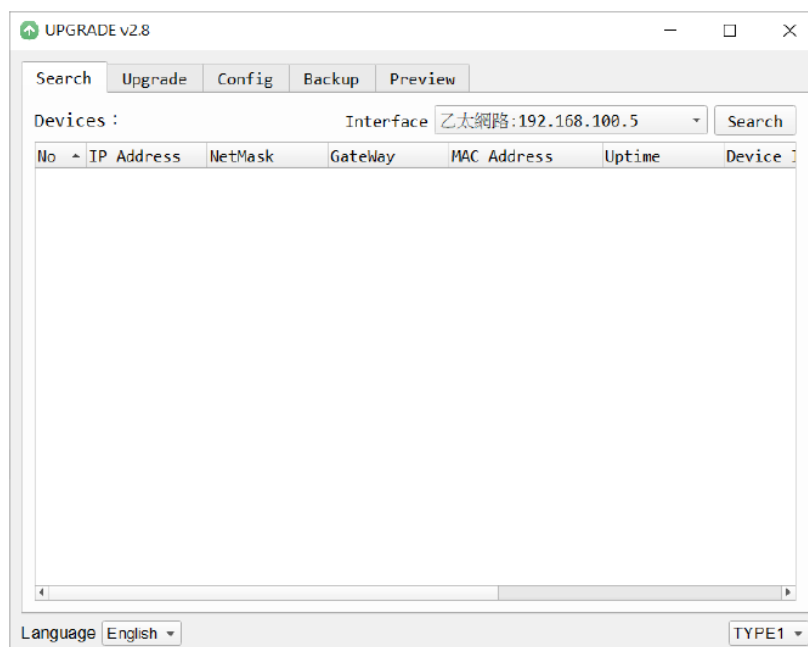
Please make sure that the IP addresses of your laptop and the PTC-280 are set within the same LAN.

3.1.5. Please double-click the firmware update tool.

Please double-click the firmware update tool ⬆ upgrade .

3.1.6. The main interface of the firmware update tool is shown.

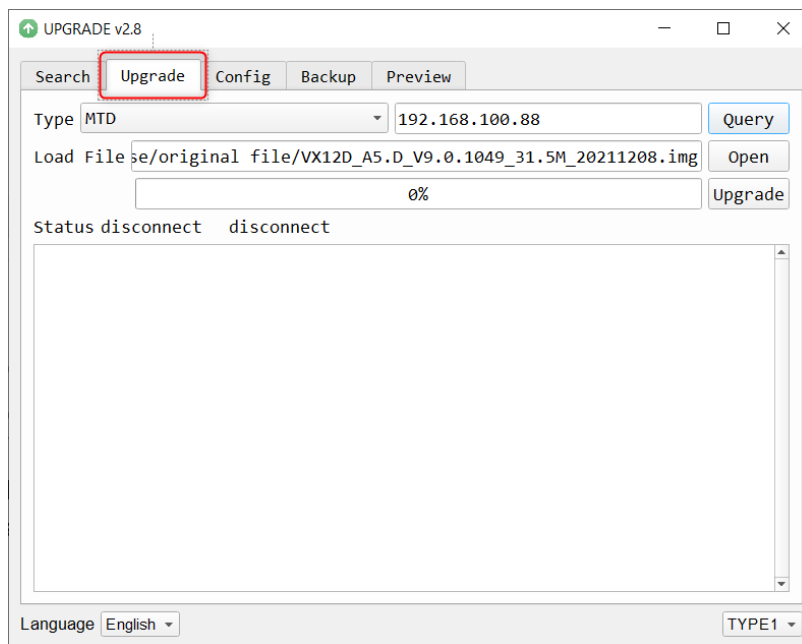The main interface of the firmware update tool is shown in the following diagram.

3.1.7. Please select the LAN IP address.

Please select the LAN IP address which is set by your laptop from the "Interface" drop-down menu.
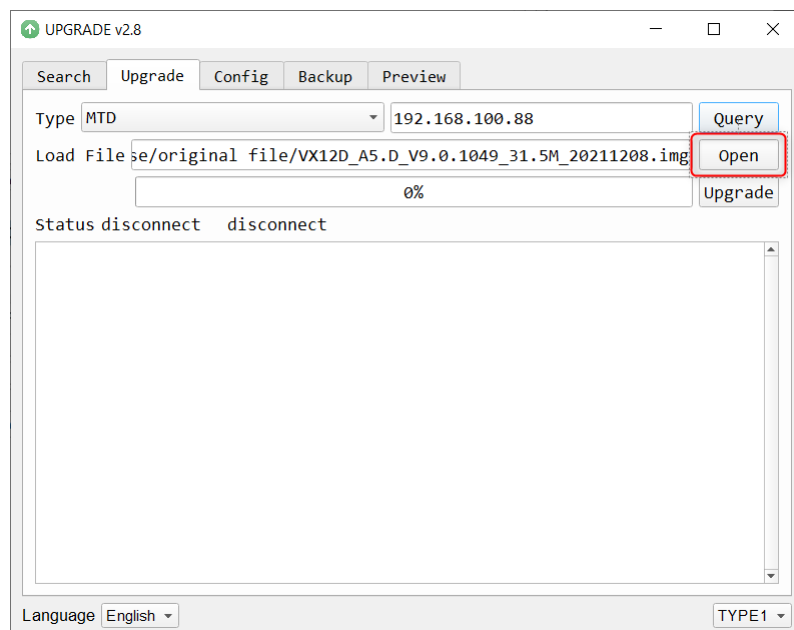
Interface Ethernet:192.168.100.5

3.1.8. Please select the "Upgrade" option.

Please select the "Upgrade" option and then you can see the interface which is shown in the following diagram.
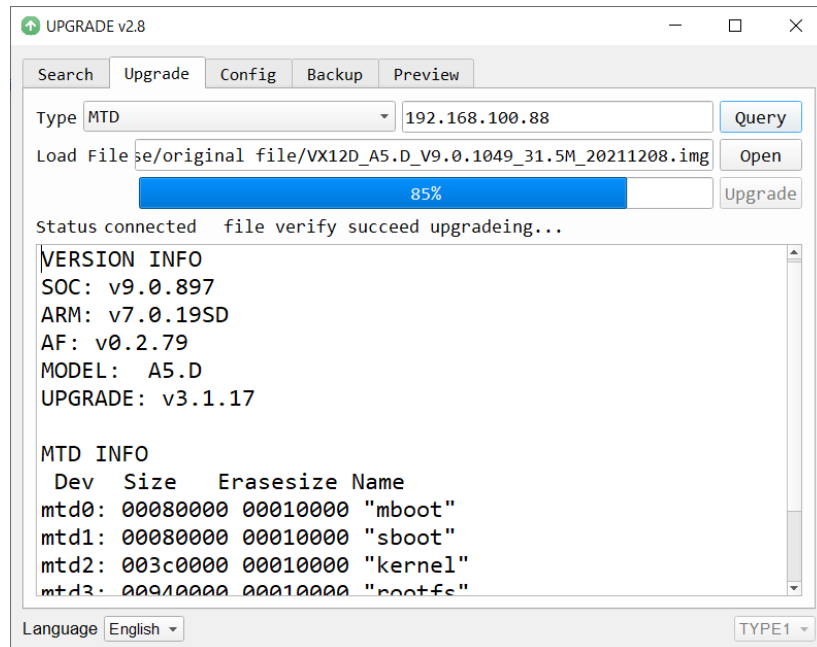

3.1.9. Please click the "Open" button.

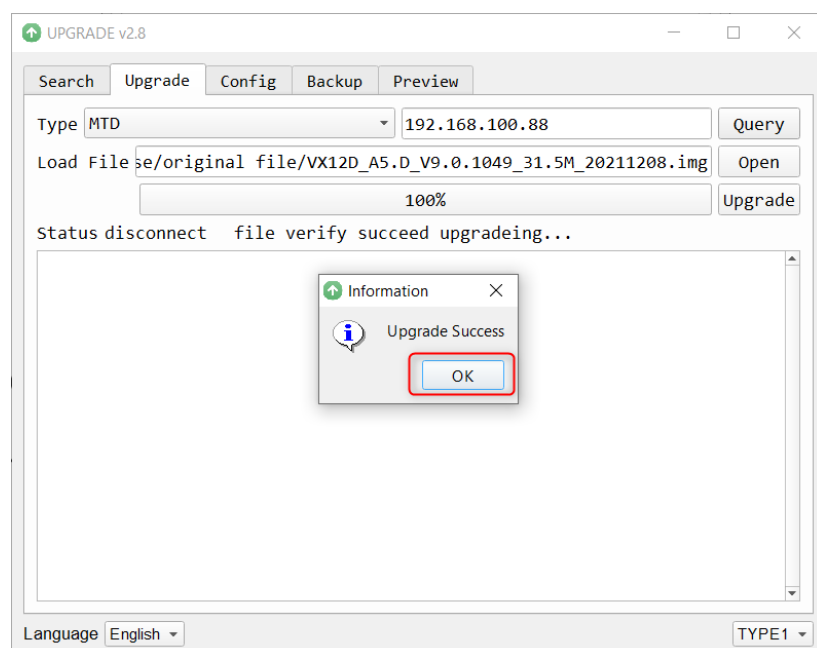Please click the "Open" button and then select the downloaded latest firmware.

3.1.10. Please click the "Upgrade" button for starting the firmware upgrading.

Please click the "Upgrade" button for starting the firmware upgrading. At this time, the external connected monitor will show the wording" Upgrading! Please Wait! ".

3.1.11. After the firmware upgrading is finished, the PTC-280 camera will reboot automatically, please click the "OK" button.
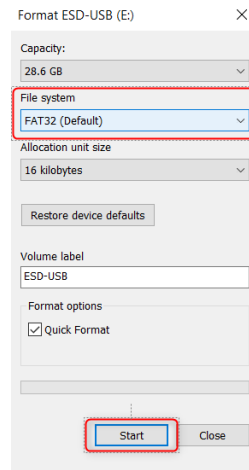
After the firmware upgrading is finished, the PTC-280 camera will reboot automatically, please click the "OK" button and then the firmware upgrade procedure is completed

● **By a USB Flash Drive**

3.1.12. At first, please format your USB flash drive.

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

3.1.13. Please download the latest PTC-280 firmware file from Datavideo official website's PTC-280 product page https://www.datavideo.com/product/PTC-280.

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

3.1.14. Please unzip the downloaded firmware file.

Please unzip the downloaded firmware file and then save the latest firmware file "VX12D_A5.D_Vx.x.xxx_31.5M_yyyymmdd.img" into the root directory of your USB flash drive.

VX12D_A5.D_V9.0.1049_31.5M_20211208

3.1.15. Please insert your USB flash drive with the latest firmware file into the "F/W UPGRADE ONLY" USB interface.

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-280.

3.1.16. Please press the "MENU" button from the PTC-280 remote controller.

Please press the "MENU" button ![MENU] from the PTC-280 remote controller to open the OSD menu.
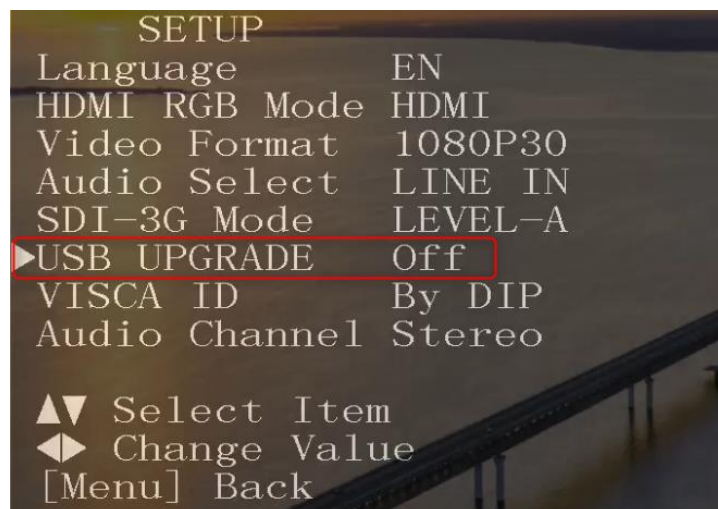
3.1.17. Please press the "down-arrow" button.

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

3.1.18. After the "Setup" option is selected, please press the "Home" button.

After the "Setup" option is selected, please press the "Home" button ![HOME] from the PTC-280 remote controller to enter the "Setup" page.
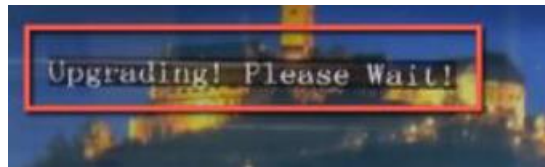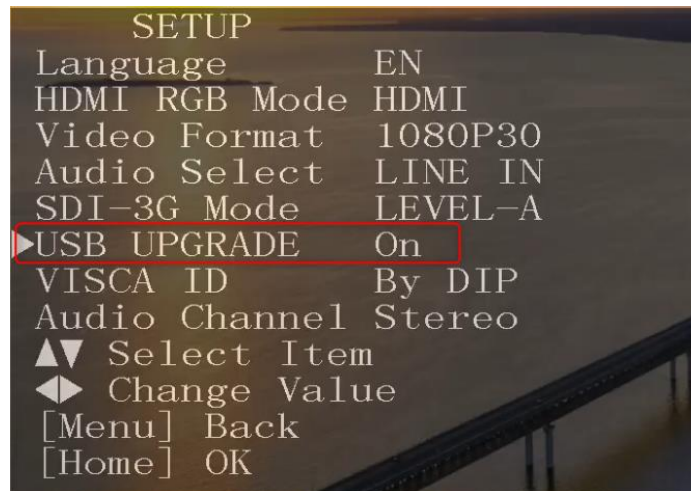
3.1.19. Please press the "down-arrow" button from the PTC-280 remote controller.

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

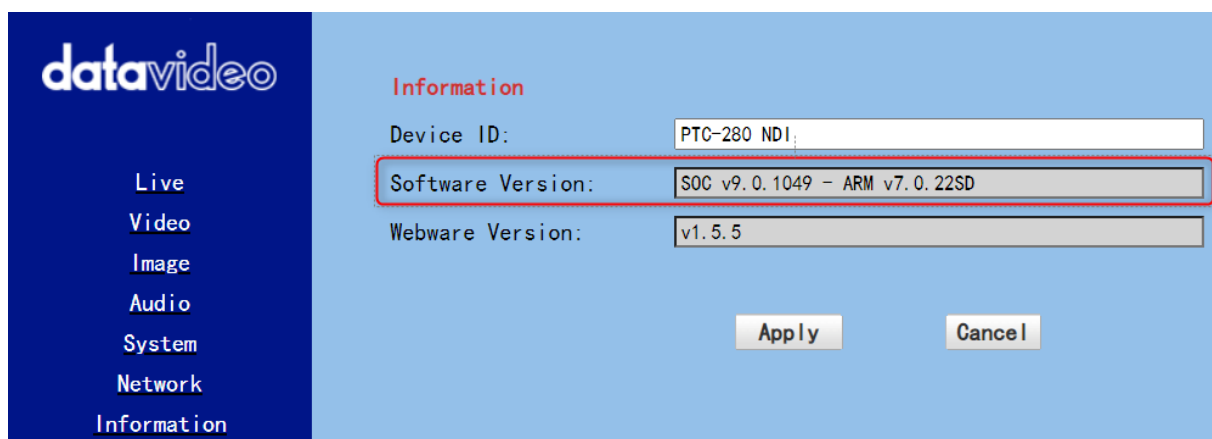## 3.1.20. Please press the "left-arrow" or "right-arrow" button to set the "USB UPGRADE" option as "ON".

Please press the "left-arrow" ![left-arrow] or "right-arrow" ![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-280 remote controller for confirmation and then the PTC-280 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-280 will reboot automatically. The whole firmware update procedure is done successfully.

3.2 Check the Updated firmware version

3.2.1. After the firmware update is done, you can log into the PTC-280 web UI to check the updated firmware version.

After the firmware update is done, you can log into the PTC-280 web UI to check the updated firmware version which is shown in the following diagram.

You can also press the "MENU" button of the PTC-280 remote controller to open the PTC-280 OSD menu. After that, please use the down-arrow button to select the "Information" option. And then press the "Home" button of the PTC-280 remote controller. Finally, you can see the updated firmware version number.