

Firmware Update Procedures

HS-4000/SE-4000/SE-4000MU

This document provides procedures for updating the HS-4000 4K 8-Channel Digital Video Switcher, SE-4000 4K 8-Channel Portable Video Streaming Studio and SE-4000MU 4K 8-Channel Rack Mountable Digital Video Switcher.

Note: Please make sure that your switcher is in a cooling state before updating the firmware in order to prevent the firmware update failure due to that the temperature is too high during the firmware update process.

Updating the HS-4000 4K 8-Channel Portable Video Streaming Studio & SE-4000/SE-4000MU 4K 8-Channel Digital Video Switcher

Firmware(CTL SW v3.0.9 & MU SW v2.0.1.6)

What items you should prepare before updating the firmware

- The latest HS-4000 firmware update zip file x 1 or the latest SE-4000 or SE-4000MU firmware update zip file x 1.

The latest HS-4000 firmware zip file can be downloaded from the HS-4000 product page of the Datavideo official website <https://www.datavideo.com/product/HS-4000>. The latest SE-4000 firmware file can be downloaded from the SE-4000 product page of the Datavideo website <https://www.datavideo.com/product/SE-4000>. The latest SE-4000MU firmware zip file can be downloaded from the SE-4000MU product page of the Datavideo official website <https://www.datavideo.com/product/SE-4000MU>. Because the SE-4000, HS-4000 and SE-4000MU use the same firmware file. This document will use the HS-4000 firmware file as an example.

After the downloaded firmware zip file is unzipped, you can see that there is one zip file and two firmware update tools including “sehs4000_upgrader_v2.0.3.exe” and “sehs4000_upgrader_v2.0.3_win7_8.exe”.

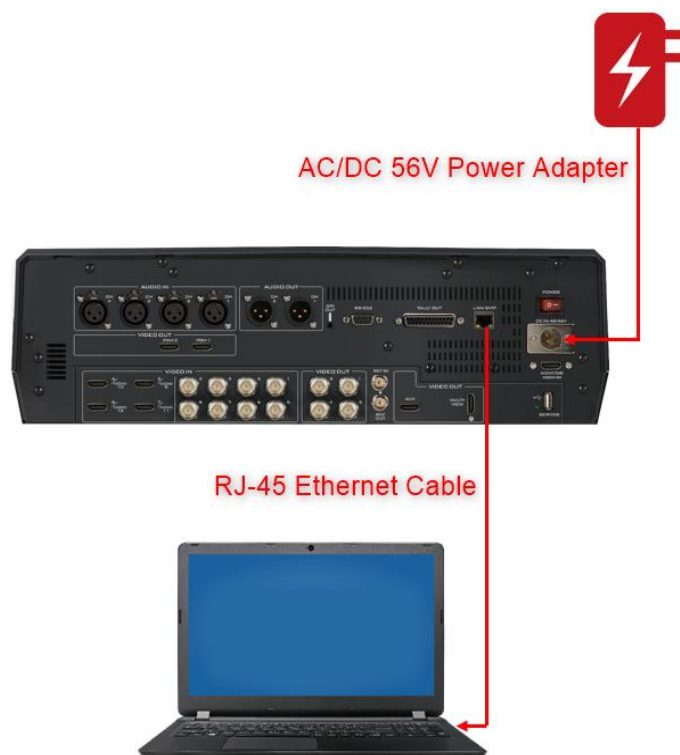
- **se4000_MU_v2.0.1.6_CTL_v3.0.9.zip:** This is the firmware zip file for updating the HS-4000 & SE-4000 main unit & CTL.
- **sehs4000_upgrader_v2.0.3.exe:** This is the firmware update tool for Windows 10 OS or above.
- **sehs4000_upgrader_v2.0.3_win7_8.exe:** This is the firmware update tool for Windows 7 or Windows 8 OS.

- HS-4000 x 1 or SE-4000 x 1 or SE-4000MU x 1
- AC/DC 56V power adapter x 1 (for HS-4000 only)
- DCIN 12V power adapter x2 (for SE-4000 main unit and control panel or SE-4000MU and VisionControl 100)
- RJ-45 Ethernet Cable x 3 (for SE-4000 or SE-4000MU update by connecting through router)
- RJ-45 Ethernet Cable x 1 (for HS-4000 firmware update by connecting directly)
- RJ-45 Ethernet Cable x2 (for HS-4000 firmware update by connecting through router)
- Router x 1
- Laptop or PC x 1

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

System Connection Diagram

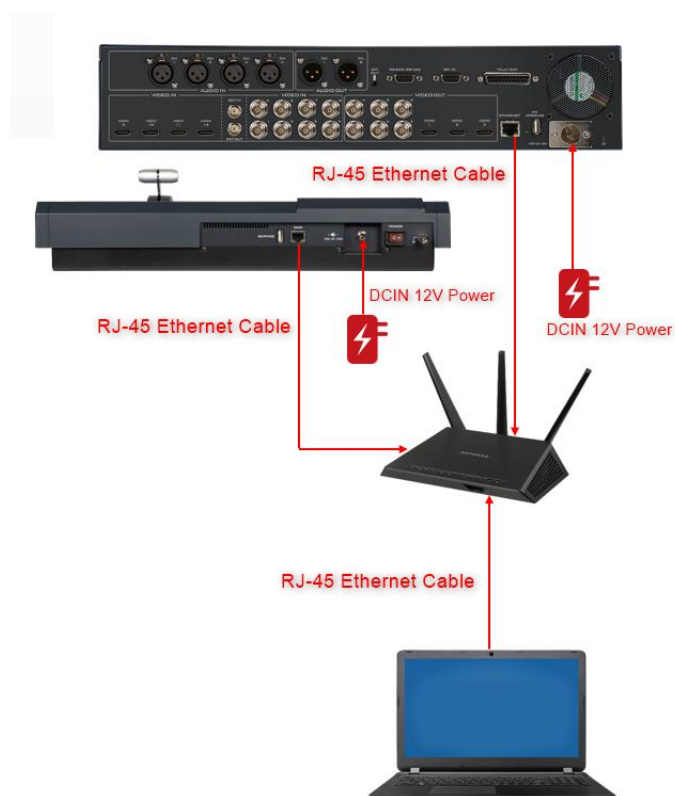
Updating HS-4000 Main Unit & CTL by connecting to laptop directly



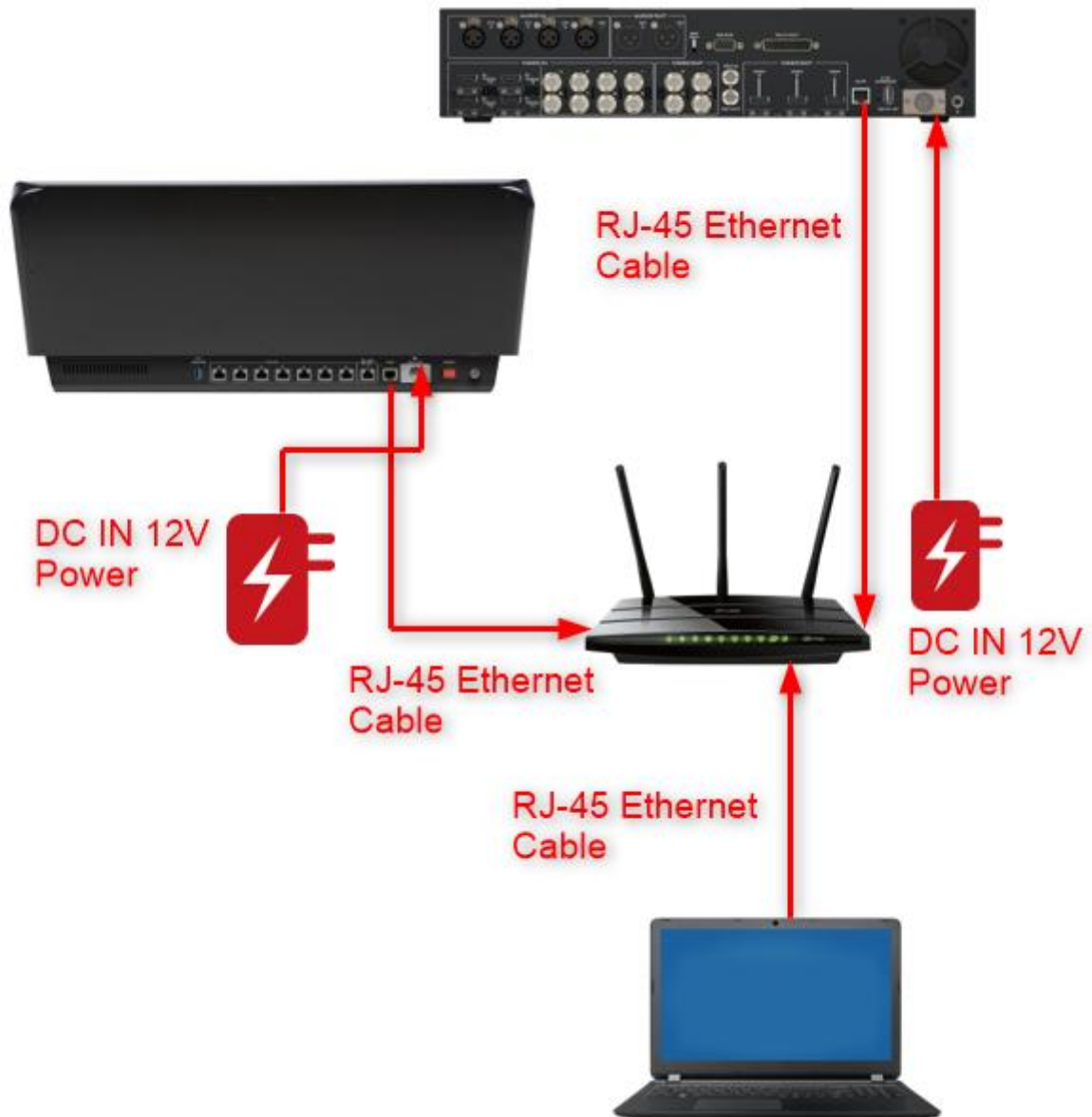
Updating HS-4000 Main Unit & CTL by connecting to a router (by static IP address or by DHCP)



Updating SE-4000 Main Unit & CTL by connecting to a router (by static IP address or by DHCP)



Updating SE-4000MU Main Unit & CTL by connecting to a router (by static IP address or by DHCP)



[Checking the Firmware Version](#)

Page5

[Updating the Firmware-HS-4000 CTL & MU\(by
Direct Connection\)](#)

Page 9

[Updating the Firmware-HS-4000 CTL & MU\(by
static IP address or by DHCP\)](#)

Page 13

[Updating the Firmware-SE-4000 CTL & MU\(by
static IP address or by DHCP\)](#)

Page 26

Checking the Firmware Version

● For HS-4000

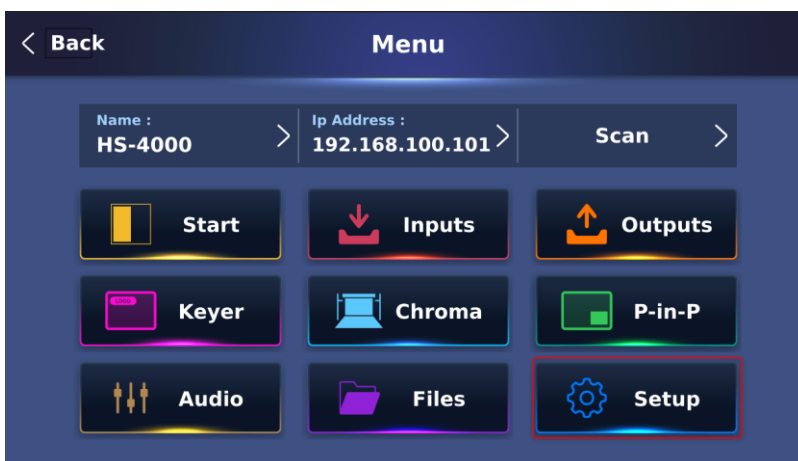
1. Please connect a 4 pin XLR AC/DC 56V power adapter to the HS-4000 main unit.
2. Please press the power buttons of the HS-4000 main unit to turn on the power.
3. After turning on the power, you can see the main interface of the HS-4000 control panel which is shown in the following diagram.



4. Please press the “gear” icon which is located on the top-right corner of the screen to enter the “Menu” page.



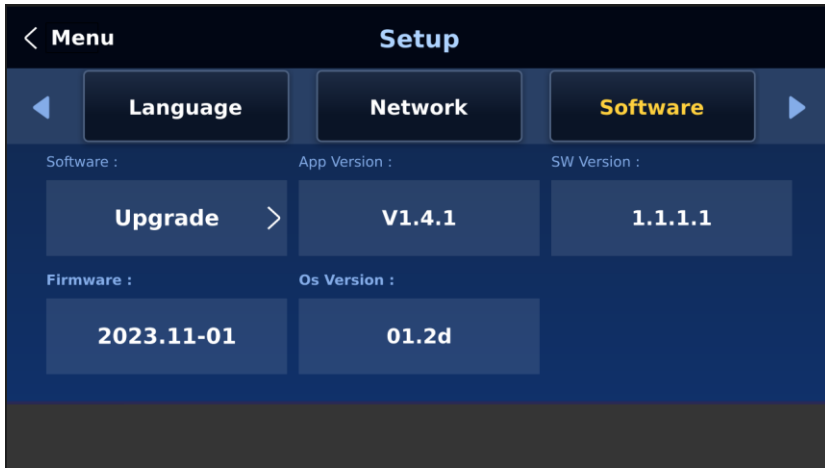
5. Please press the “Setup” button.



6. After entering the “Setup” page, please press the “Software” button.

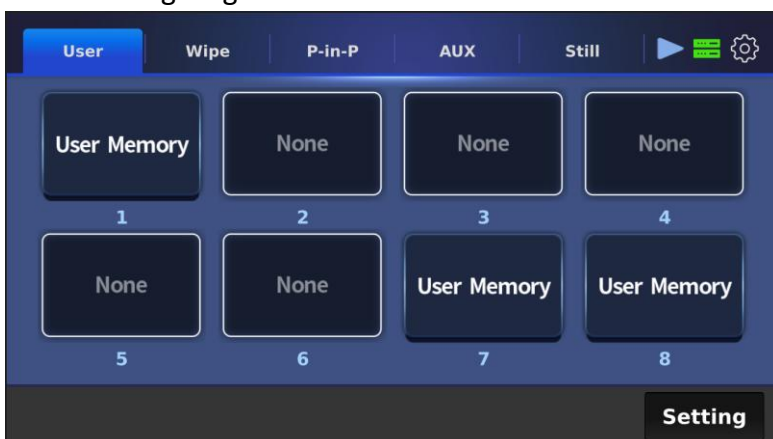


7. And then you can see the current “App Version”, “SW Version”, “Firmware” and “Os Version” from “Setup>Software” page which is shown in the following diagram.



● For SE-4000

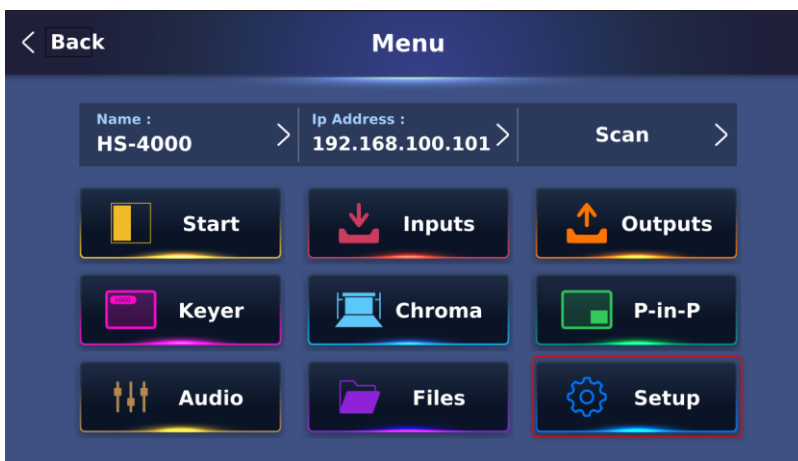
1. Please connect a 4 pin XLR DCIN 12V power adapter to the DCIN 12V interface which is located on the rear panel of the SE-4000 main unit.
2. Please connect a DCIN 12V power adapter to the power interface which is located on the rear panel of the SE-4000 control panel.
3. Please use an RJ-45 Ethernet cable to connect from the DVIP interface which is located on the rear panel of the SE-4000 main unit to the DVIP interface which is located on the rear panel of the SE-4000 control panel.
4. Please press the power button which is located on the front panel of the SE-4000 main unit. After that, please press the power switch which is located on the rear panel of the SE-4000 control panel.
5. After turning on the power, you can see the main interface of the SE-4000 control panel which is shown in the following diagram.



6. Please press the “gear” icon which is located on the top-right corner of the screen to enter the “Menu” page.



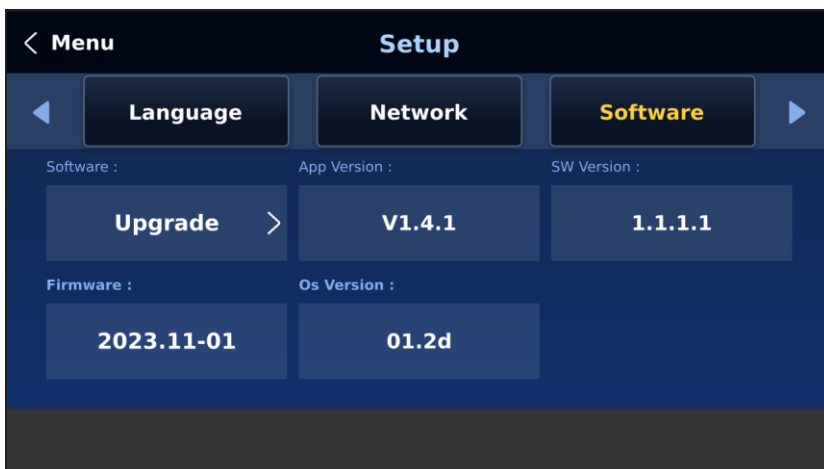
7. Please press the “Setup” button.



8. After entering the “Setup” page, please press the “Software” button.

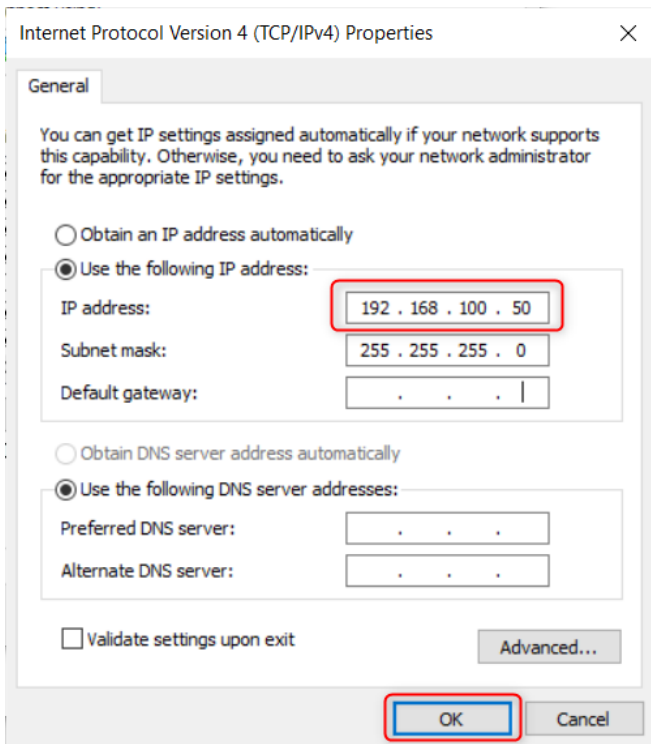


9. And then you can see the current “App Version”, “SW Version”, “Firmware” and “Os Version” from “Setup>Software” page which is shown in the following diagram.



Updating the Firmware-HS-4000 CTL & MU(by Direct Connection)

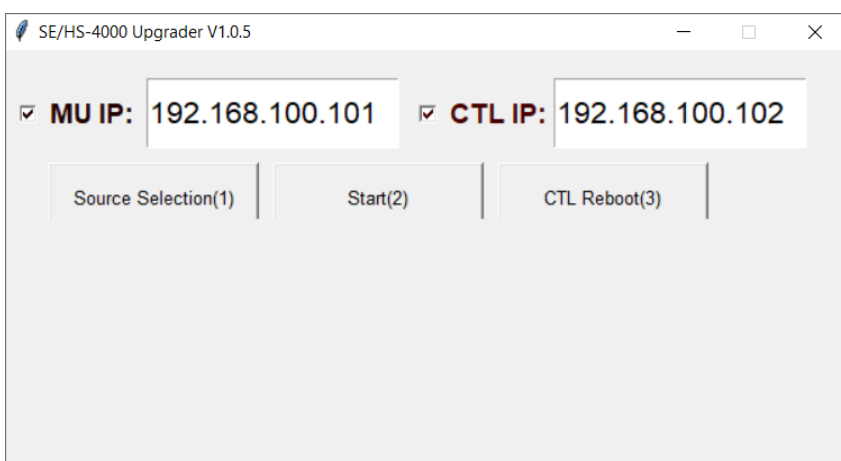
1. Please make sure the latest HS-4000 firmware is downloaded from Datavideo official website's HS-4000 product page <https://www.datavideo.com/product/HS-4000>. In this section, we will take the firmware file "SE_HS4000_MU_v1.1.1.3_CTL_v1.4.4" and firmware upgrade tool "v1.0.5" as an example.
2. Please make sure that your HS-4000 is connected correctly according to the diagram in **"System Connection Diagram>Updating HS-4000 Main Unit & CTL by connecting to laptop directly"**
3. Please unzip the downloaded latest firmware file "SE_HS4000_MU_v1.1.1.3_CTL_v1.4.4 Firmware Update".
4. After that, you can see that there is one firmware zip files "se4000_MU_v1.1.1.3_CTL_v1.4.4.zip", which is the combined firmware file of the HS-4000 main unit and CTL. Moreover, you can see two firmware update tool including "sehs4000_upgrader_v1.0.5.exe" and "sehs4000_upgrader_v1.0.5_win7_8.exe".
The "sehs4000_upgrader_v1.0.5.exe" is for Windows 10 or above.
The "sehs4000_upgrader_v1.0.5_win7_8.exe" is for Windows 7 or Windows 8. Please select the correct firmware update tool according to your operating system.
5. Please set your laptop in "Static IP" mode and the IP address must be set as "192.168.100.xxx". Because the factory default of the HS-4000 is "Static IP" mode and the default static IP address for the HS-4000 main unit is "192.168.100.101", the default static IP address for the HS-4000 CTL is "192.168.100.102". We will take "192.168.100.50" as an example.



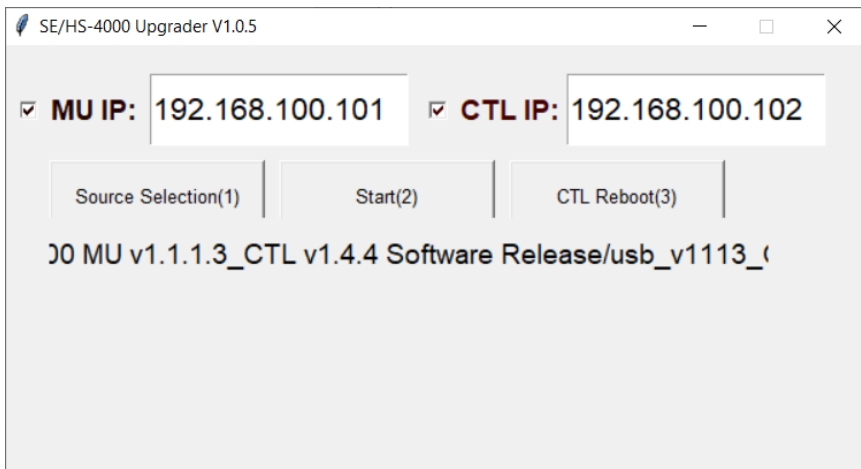
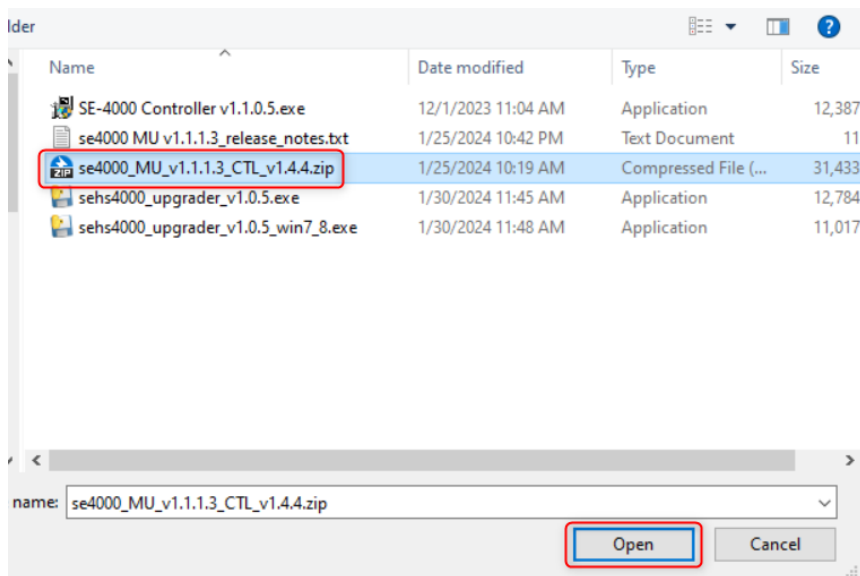
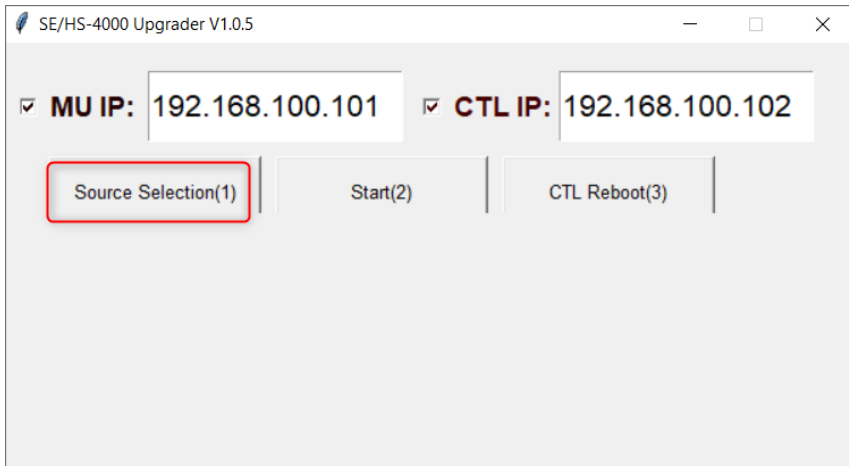
4. Please double-click the firmware update tool “**sehs4000_upgrader_v1.0.5.exe**” to open it.

 [sehs4000_upgrader_v1.0.5.exe](#)

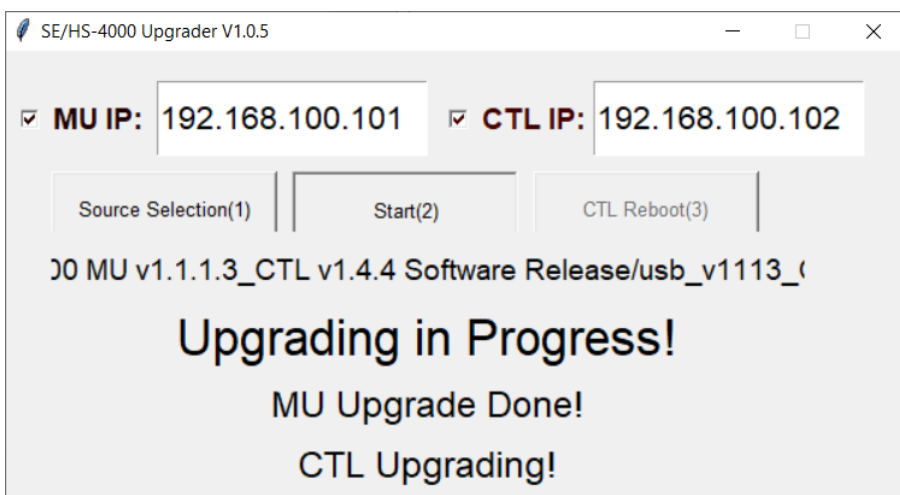
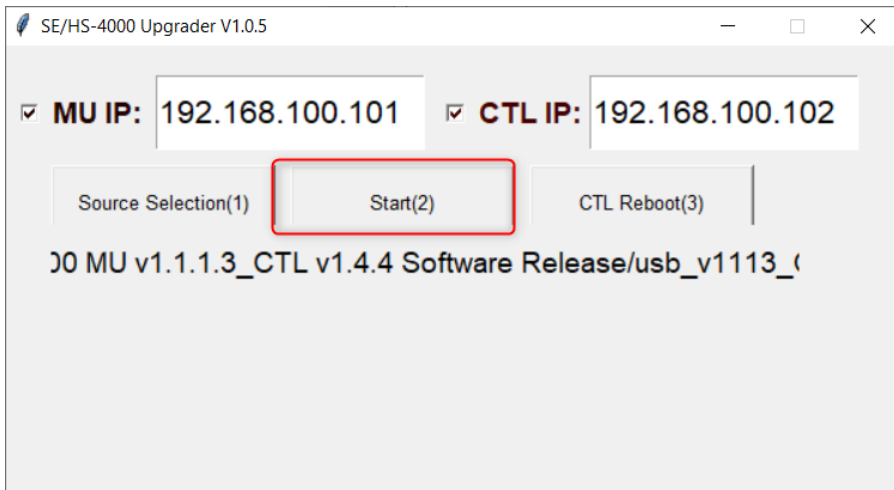
5. You can see the main interface of the firmware update tool which is shown in the following diagram. The default static IP address of the HS-4000 MU is “192.168.100.101” and the default static IP address of the HS-4000 CTL is “192.168.100.102”.



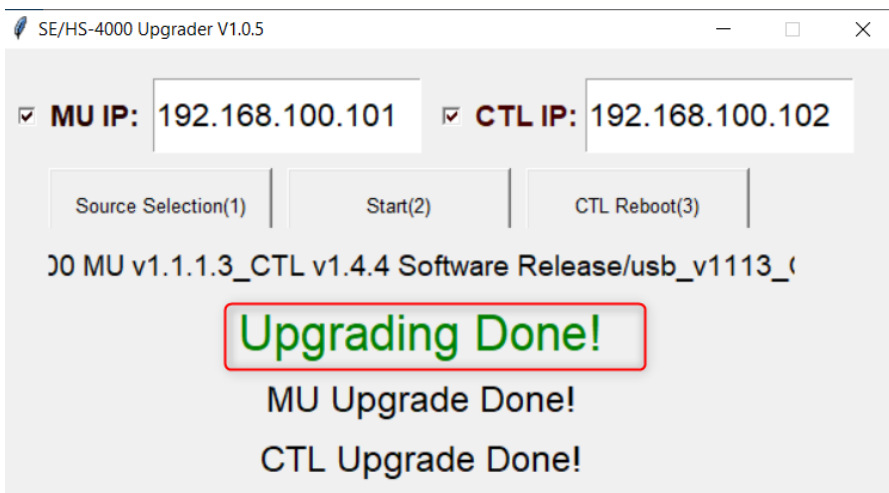
6. Please press the "Source Selection" button to select the HS-4000 MU & CTL firmware zip file
"se4000_MU_v1.1.1.3_CTL_v1.4.4.zip".



7. Please press the “Start” button and then the firmware update procedure will be started automatically which is shown in the following diagram.



8. Once the “Upgrading Done” reminder is shown which is shown in the following diagram, the HS-4000 will reboot automatically and then the whole firmware update procedure is done successfully.

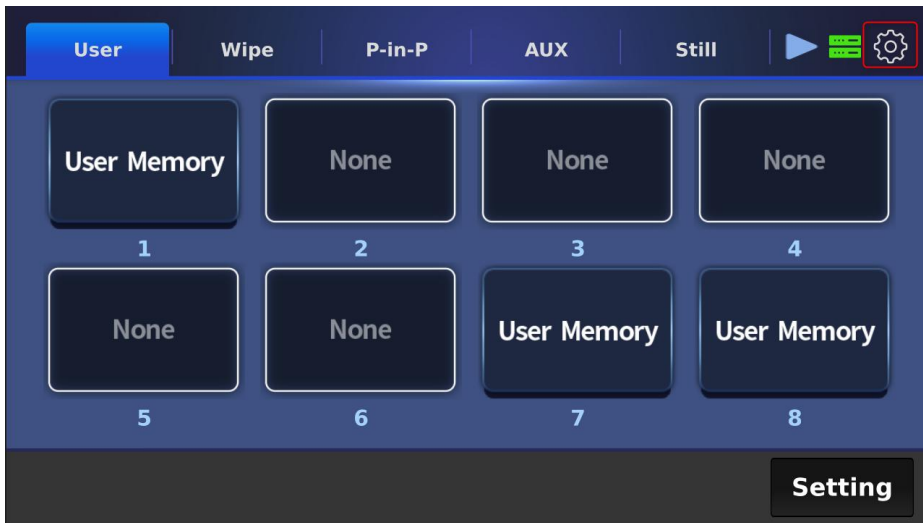


Updating the Firmware-HS-4000 CTL & MU(by static IP address or by DHCP)

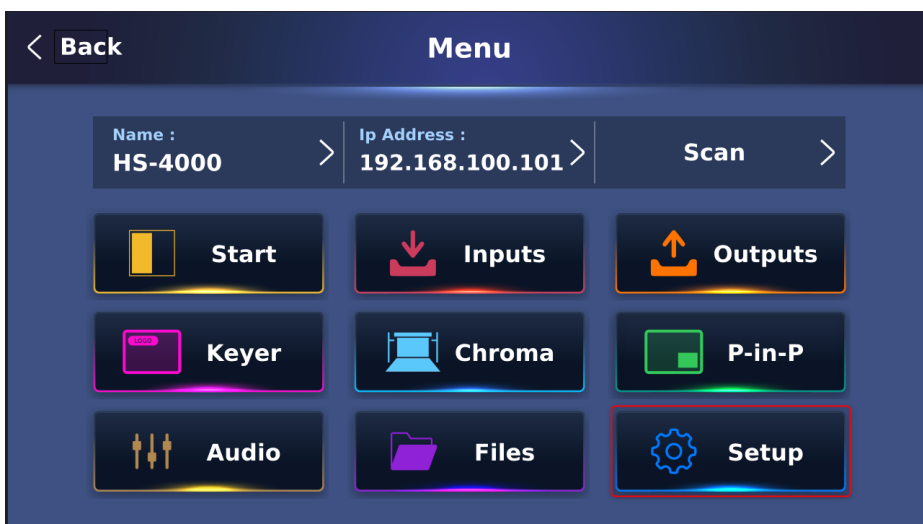
1. Please make sure the latest HS-4000 firmware is downloaded from Datavideo official website's HS-4000 product page <https://www.datavideo.com/product/HS-4000> . In this section, we will take the firmware file "SE_HS4000_MU_v1.1.1.3_CTL_v1.4.4" and firmware upgrade tool "v1.0.5" as an example.
2. Please make sure that your HS-4000 is connected correctly according to the diagram in "**System Connection Diagram>Updating HS-4000 Main Unit & CTL by static IP address or by DHCP**".
3. Please unzip the downloaded latest firmware file "SE_HS4000_MU_v1.1.1.3_CTL_v1.4.4 Firmware Update".
4. After that, you can see that there is one firmware zip files "se4000_MU_v1.1.1.3_CTL_v1.4.4.zip", which is the combined firmware file of the HS-4000 main unit and CTL. Moreover, you can see two firmware update tool including "sehs4000_upgrader_v1.0.5.exe" and "hs4000_upgrader_v1.0.5_win78.exe".
The "hs4000_upgrader_v1.0.5.exe" is for Windows 10 or above.
The "sehs4000_upgrader_v1.0.5_win7_8.exe" is for Windows 7 or Windows 8. Please select the correct firmware update tool according to your operating system.

● For Static IP Mode

- Please turn on the power of your HS-4000 and then you can see the initial screen which is shown in the following diagram. Please tap the "gear" icon.



➤ After that, please tap the “Setup” button.



➤ Please press the “Network” button which is shown in the following diagram.



- You can see the “Network” interface, please confirm that the “HS-4000 DHCP” and “HS-4000 CTL DHCP” are turned “OFF”. Moreover, please confirm that the “HS-4000 IP Address” is “192.168.100.101” and the “CTL IP Address” is “192.168.100.102”.

Menu **Setup**

Language **Network** Software

HS-4000 DHCP : ☐ OFF HS-4000 IP Address : 192.168.100.101 > HS-4000 Network Mask : 255.255.255.0

CTL DHCP : ☐ OFF CTL IP Address : 192.168.100.102 > CTL Network Mask : 255.255.255.0

Network Def **Save**

- Please set your laptop or PC in “Static IP” mode and the static IP address must be within the same LAN with the HS-4000. In this section, we will use “192.168.100.35” as an example.

Internet Protocol Version 4 (TCP/IPv4) Properties

General

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

☐ Obtain an IP address automatically

☒ Use the following IP address:

IP address: 192 . 168 . 100 . 35

Subnet mask: 255 . 255 . 255 . 0

Default gateway:

☐ Obtain DNS server address automatically

☒ Use the following DNS server addresses:

Preferred DNS server:

Alternate DNS server:

☐ Validate settings upon exit

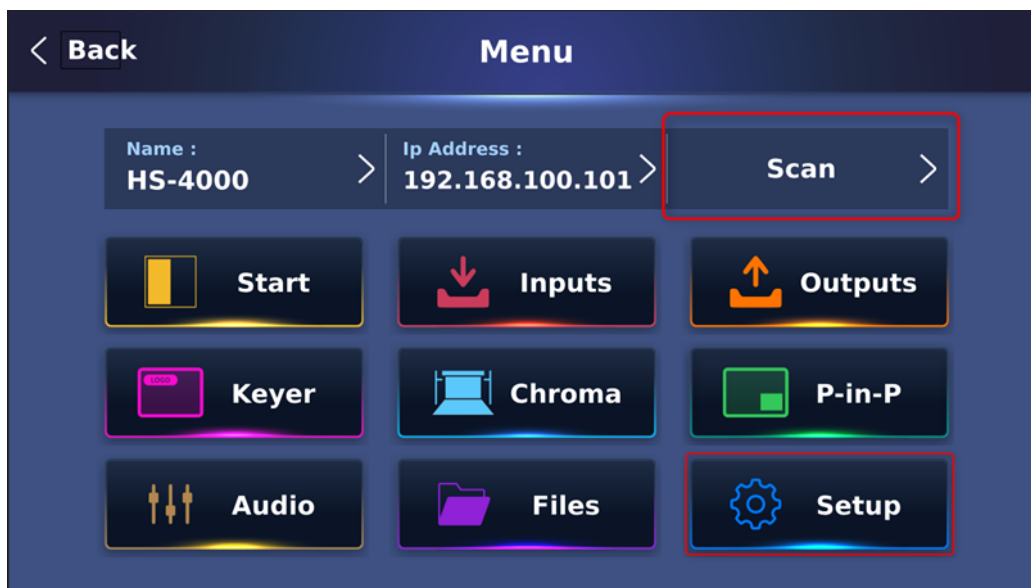
Advanced...

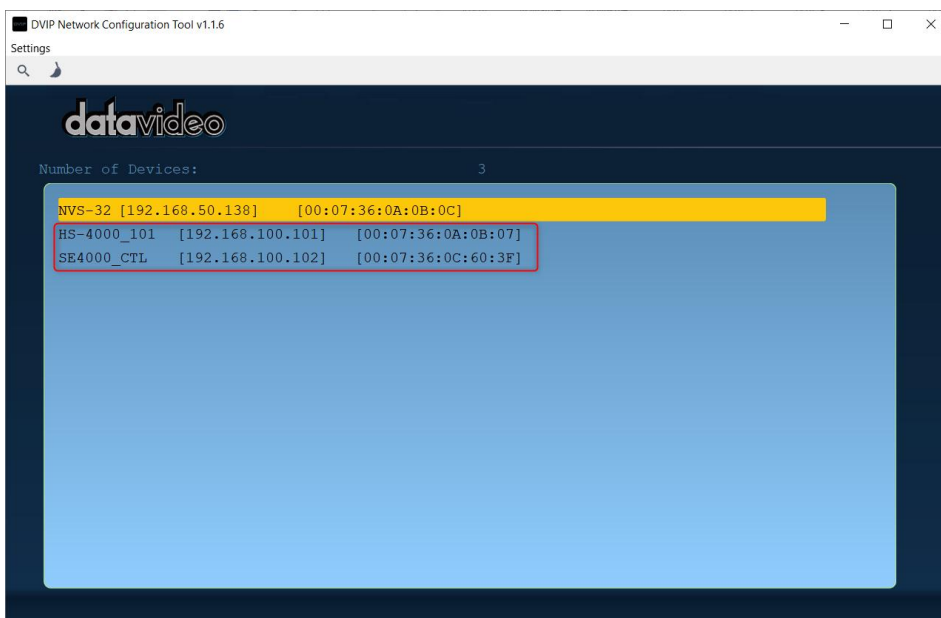
OK Cancel

- Please download the “DVIP Network Configuration Tool” from Datavideo official website’s HS-4000 product page <https://www.datavideo.com/product/HS-4000>
- Please use the “DVIP Network Configuration Tool” to confirm that your laptop or PC, your HS-4000 main unit and HS-4000 CTL are set in the same LAN.

Note1: If the detected MU & CTL IP addresses are not in the same LAN, please use the tip of a ball pen to press at the small hole which is located next to the USB interface on the rear panel of the HS-4000 or SE-4000’s main unit for about 5-10 seconds, and then the static IP address of the HS-4000 or SE-4000’s main unit will be resumed to the factory default “192.168.100.101”.

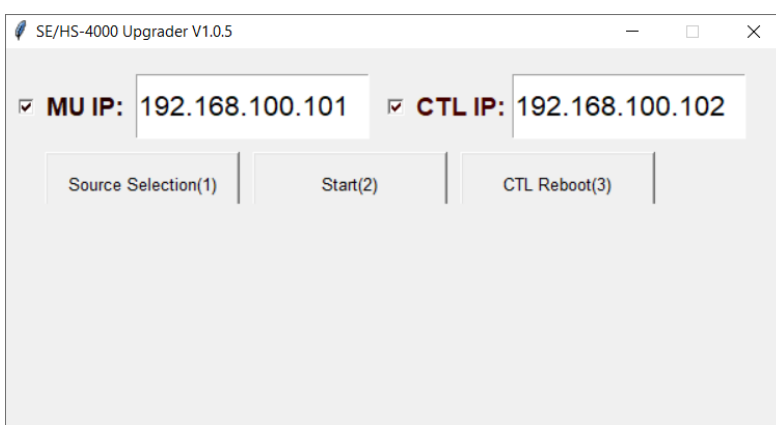
Note2: Once the SE-4000 or HS-4000 is switched between the Static or DHCP mode, please remember to press the “Scan” button from “Menu>Scan” to rescan the MU & CTL IP addresses after rebooting the SE-4000 or HS-4000 in order to make sure that the SE-4000 or HS-4000’s MU & CTL IP addresses are set in the same LAN.



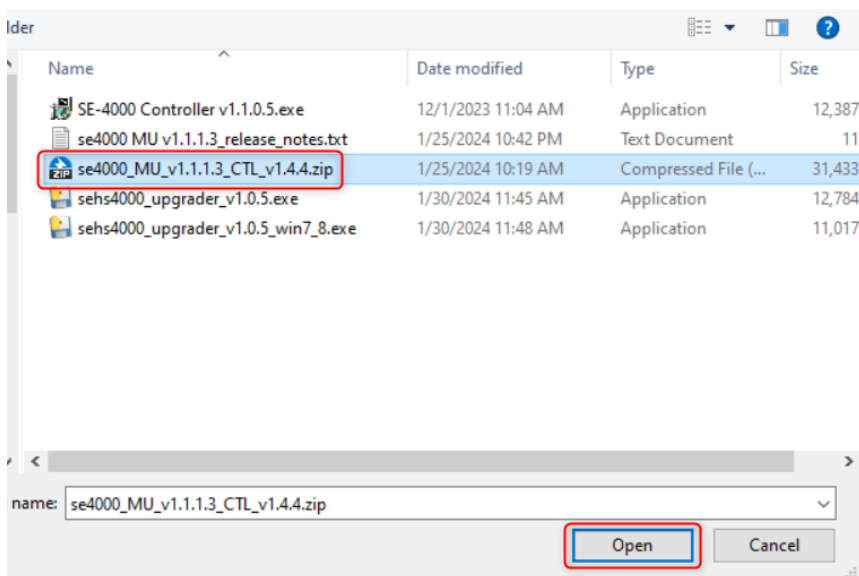
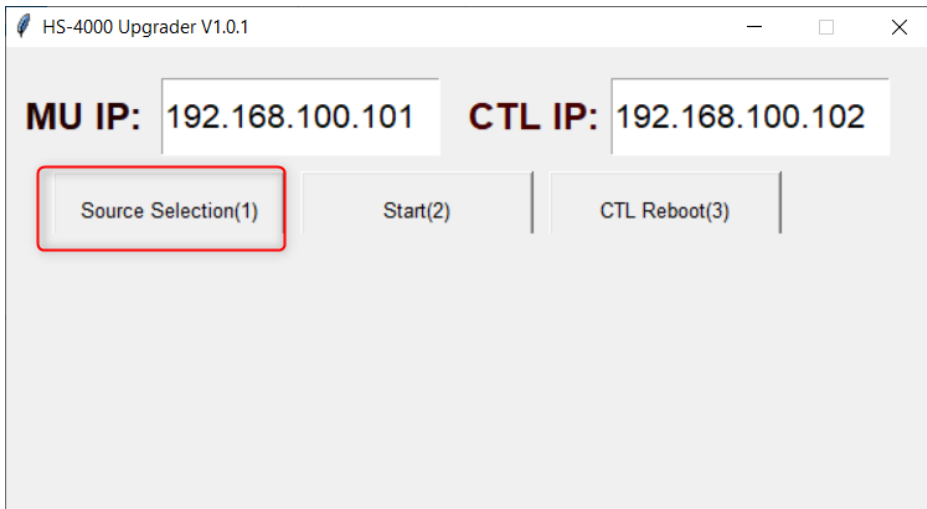


➤ Please open the HS-4000 firmware update tool “**sehs4000_upgrader_v1.0.5.exe**”

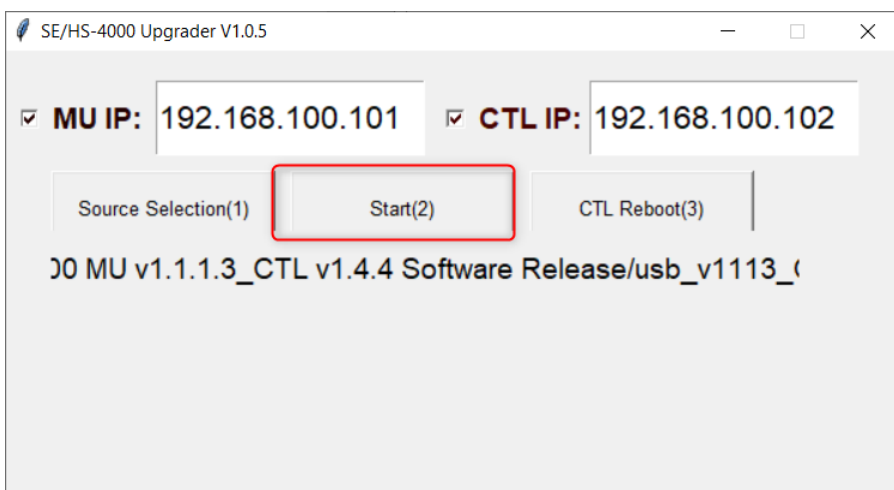
 [sehs4000_upgrader_v1.0.5.exe](#)

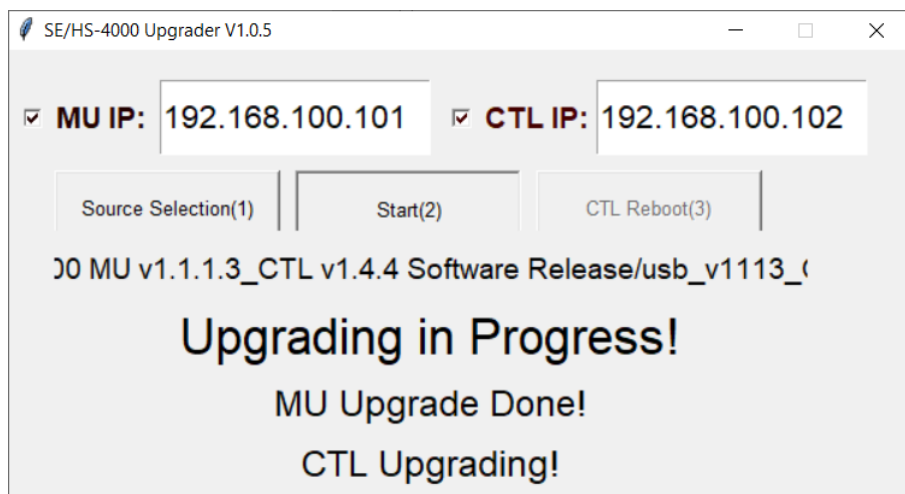


- Please press the “Source Selection” to select the latest HS-4000 MU & CTL firmware file “se4000_MU_v1.1.1.3_CTL_v1.4.4.zip” from your laptop or PC.

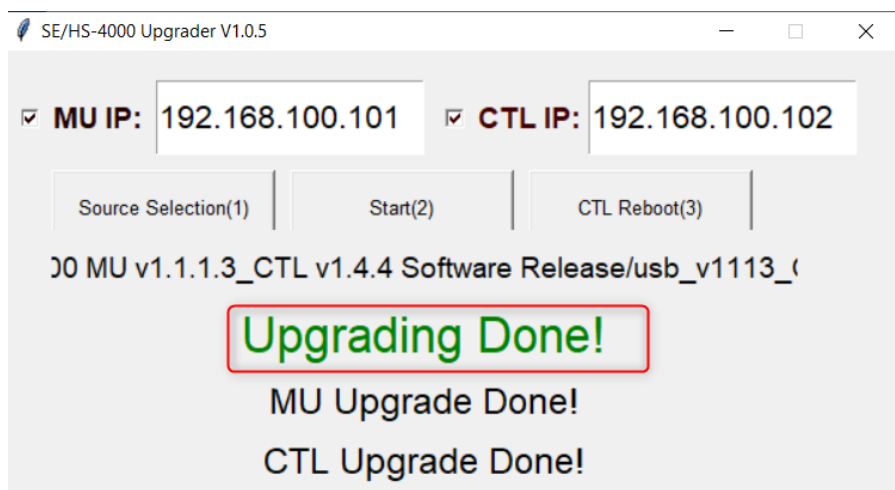


- Once the firmware file is selected, please press “Start” and then the firmware update procedure will be started automatically.



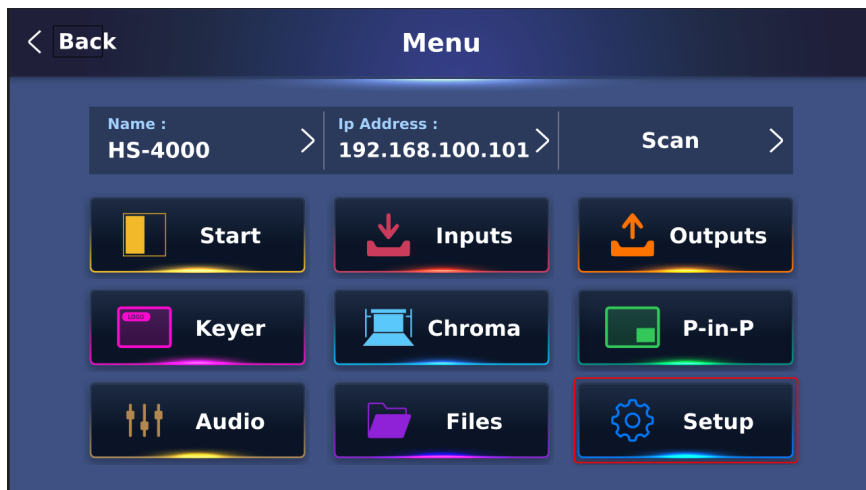


- When the “Upgrading Done!” reminder is shown, the HS-4000 will reboot automatically, and the whole firmware update procedure is done successfully.

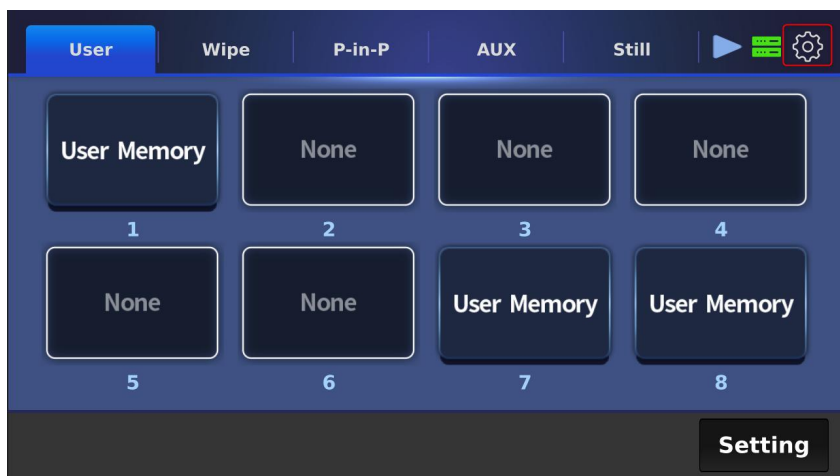


● For DHCP Mode

- Please turn on the power of your HS-4000 and then you can see the initial screen which is shown in the following diagram. Please tap the “gear” icon.



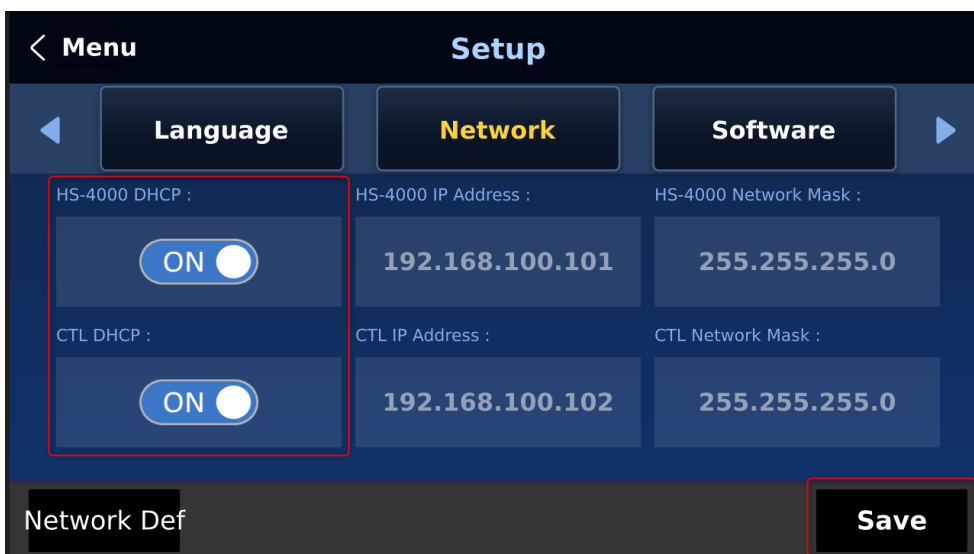
- After that, please tap the “Setup” button.



➤ Please press the “Network” button which is shown in the following diagram.



➤ You can see the “Network” interface, please confirm that the “HS-4000 DHCP” and “HS-4000 CTL DHCP” are turned “ON”. After that, please press the “Save” button.



➤ Please reboot your HS-4000 and then you can see that your HS-4000 is set in DHCP mode.

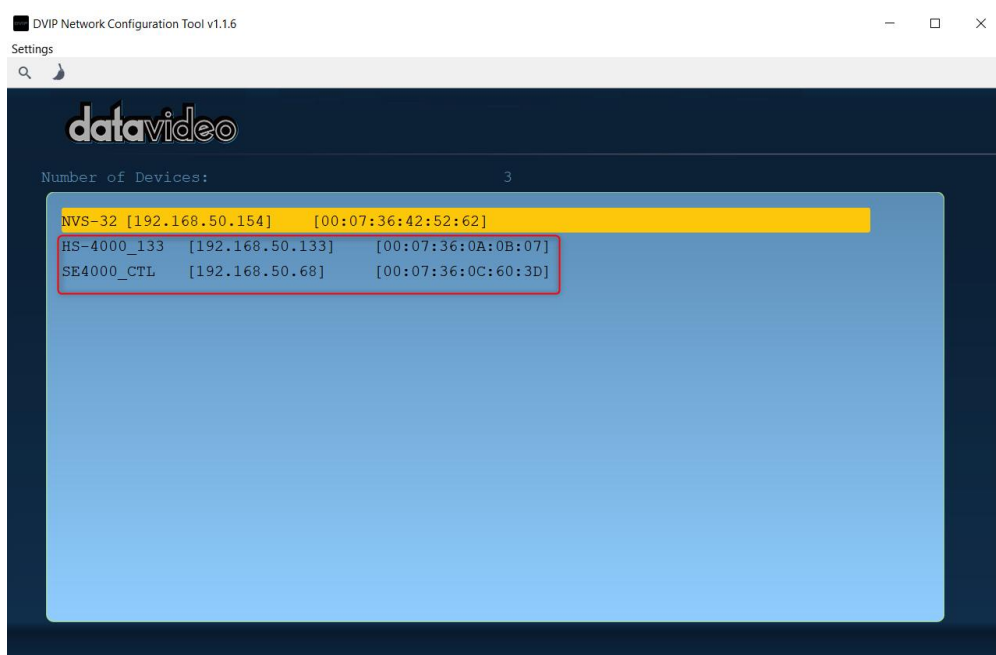
The screenshot shows the 'Setup' menu with three tabs: 'Language', 'Network' (selected), and 'Software'. Under the 'Network' tab, there are two sections: 'HS-4000 DHCP' and 'CTL DHCP'. Both sections have a toggle switch set to 'ON'. The 'HS-4000 DHCP' section also shows 'HS-4000 IP Address' as 192.168.100.101 and 'HS-4000 Network Mask' as 255.255.255.0. The 'CTL DHCP' section shows 'CTL IP Address' as empty and 'CTL Network Mask' as 255.255.255.0. At the bottom, there is a 'Network Def' label and a 'Save' button.

➤ Please set your laptop or PC in DHCP mode.

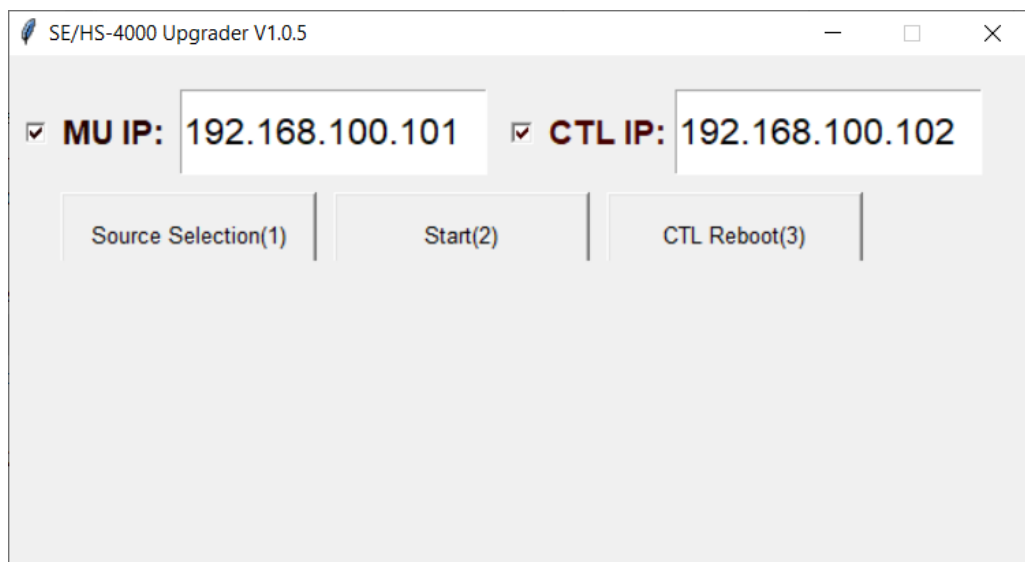
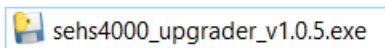
The screenshot shows the 'Internet Protocol Version 4 (TCP/IPv4) Properties' dialog box. The 'General' tab is selected. It contains instructions about automatic IP assignment. The 'Obtain an IP address automatically' radio button is selected and highlighted with a red box. Below it, the 'Obtain DNS server address automatically' radio button is also selected. At the bottom, there are 'OK' and 'Cancel' buttons.

➤ Please download the “DVIP Network Configuration Tool” from Datavideo official website’s HS-4000 product page <https://www.datavideo.com/product/HS-4000>

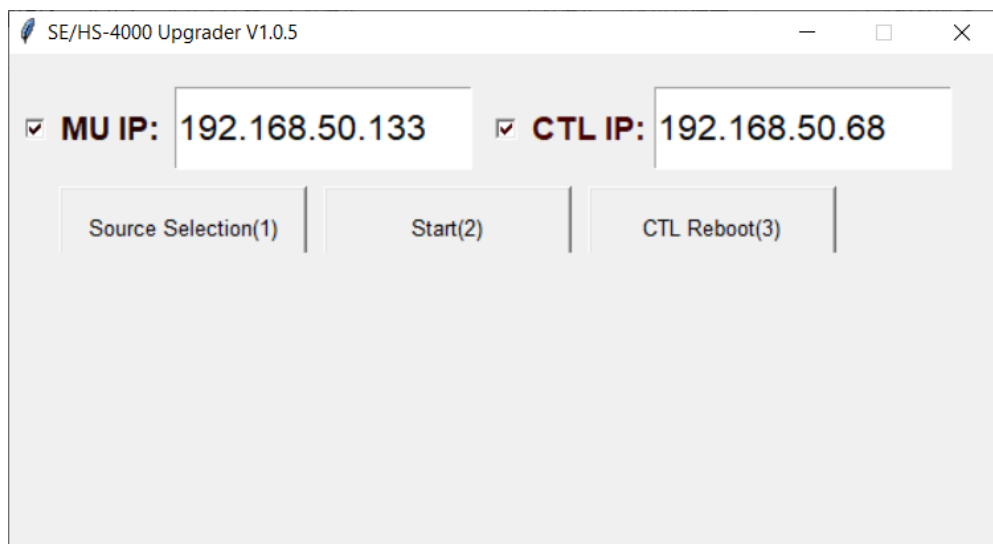
- Please use the “DVIP Network Configuration Tool” to confirm that your laptop or PC, your HS-4000 main unit and HS-4000 CTL are set in the same LAN.



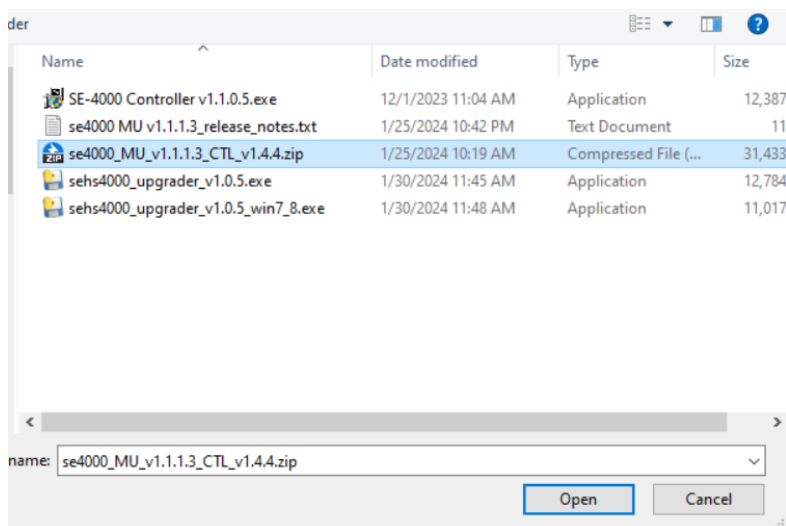
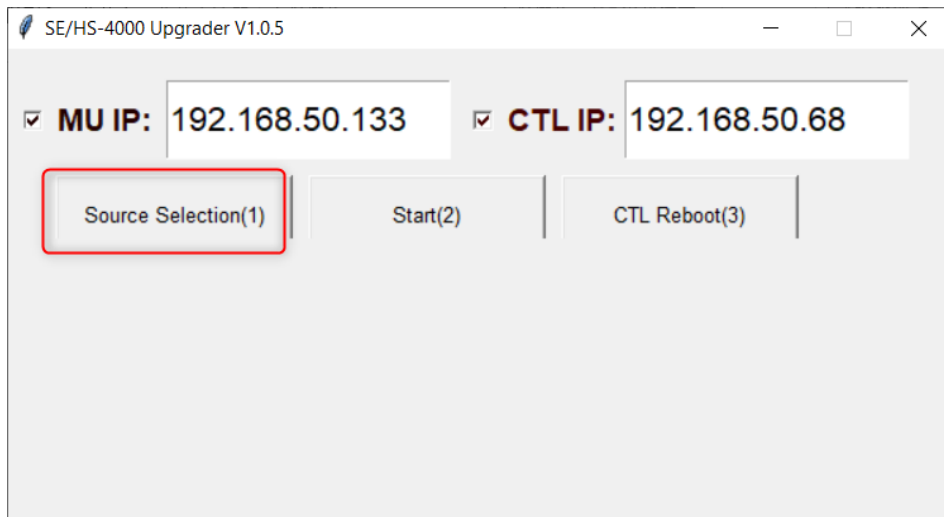
- Please open the HS-4000 firmware update tool “sehs4000_upgrader_v1.0.5.exe”



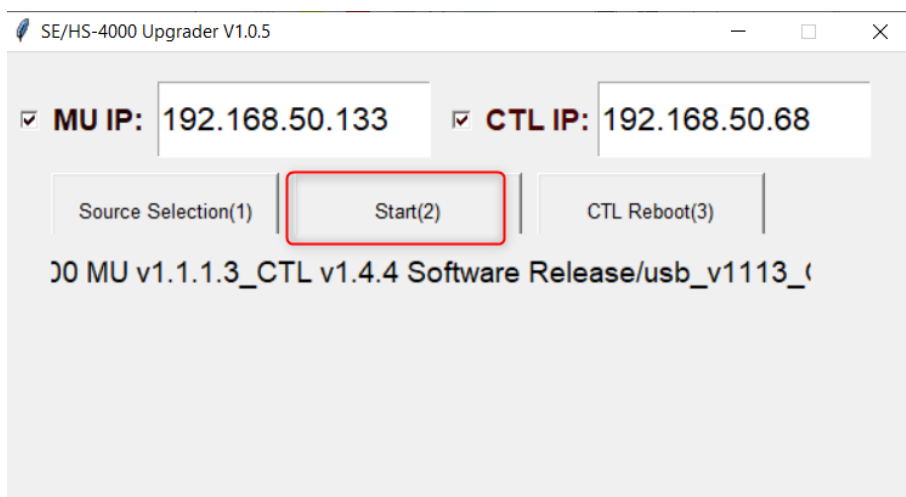
- Please modify the MU IP and CTL IP to the DHCP IP addresses which are detected by your DVIP Configuration Tool. In this example, the MU IP address is “192.168.50.133” and the CTL IP is “192.168.50.68”.



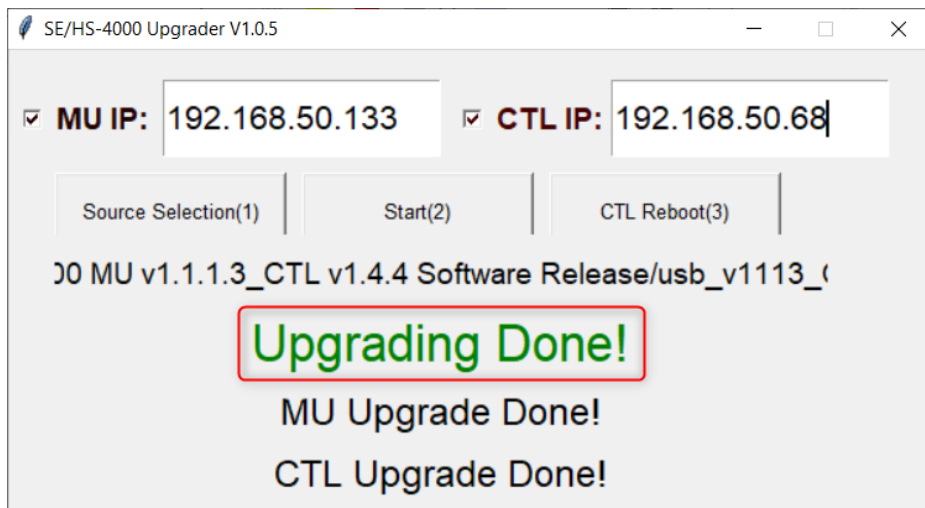
- Please press the “Source Selection” to select the latest HS-4000 MU &CTL firmware file “se4000_MU_v1.1.1.3_CTL_v1.4.4.zip” from your laptop or PC.



- Once the firmware file is selected, please press “Start” and then the firmware update procedure will be started automatically.



- When the “Upgrading Done!” reminder is shown, the HS-4000 will reboot automatically, and the whole firmware update procedure is done successfully.



Updating the Firmware-SE-4000 CTL & MU or SE-4000MU(by static IP address or by DHCP)

1. Please make sure the latest SE-4000 or SE-4000MU firmware is downloaded from Datavideo official website's SE-4000 product page <https://www.datavideo.com/product/SE-4000> or SE-4000MU product page <https://www.datavideo.com/product/SE-4000MU> . In this section, we will take the firmware file “SE_HS4000_MU_v1.1.1.3_CTL_v1.4.4” and firmware upgrade tool “v1.0.5” as an example.
2. Please make sure that your SE-4000 and SE-4000's control panel or SE-4000MU are connected correctly according to the diagram in “**System Connection Diagram> Updating SE-4000 Main Unit & CTL by connecting to a router (by static IP address or by DHCP) or Updating SE-4000MU Main Unit & CTL by connecting to a router (by static IP address or by DHCP)**”
3. Please unzip the downloaded latest firmware file “SE_HS4000_MU_v1.1.1.3_CTL_v1.4.4 Firmware Update”. Note: The SE-4000 and HS-4000 use the same firmware file.
4. After that, you can see that there is one firmware zip files “se4000_MU_v1.1.1.3_CTL_v1.4.4.zip”, which is the combined firmware file of the SE-4000 main unit and CTL. Moreover, you can see two firmware update

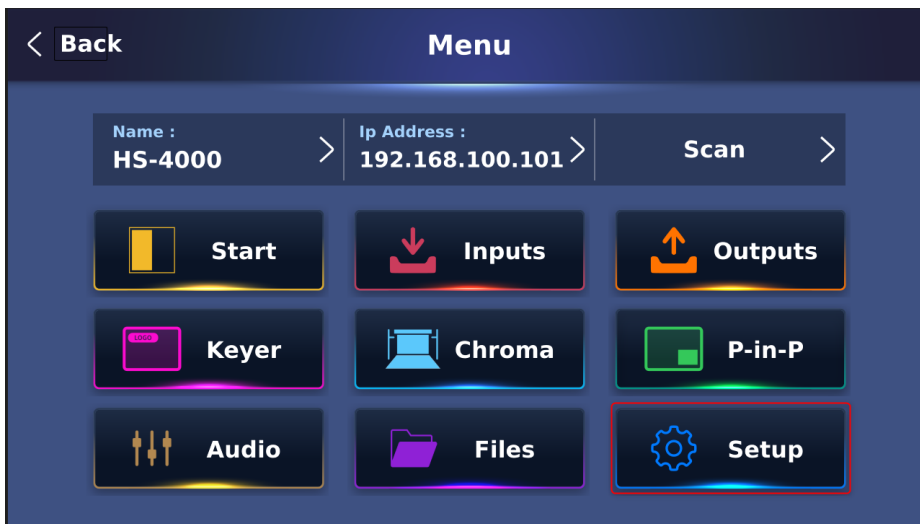
tool including “sehs4000_upgrader_v1.0.5.exe” and “sehs4000_upgrader_v1.0.5_win7_8.exe”.

The “sehs4000_upgrader_v1.0.5.exe” is for Windows 10 or above.

The “sehs4000_upgrader_v1.0.5_win7_8.exe” is for Windows 7 or Windows 8. Please select the correct firmware update tool according to your operating system.

● For Static IP Mode

- Please turn on the power of your SE-4000 and then you can see the initial screen which is shown in the following diagram. Please tap the “gear” icon. The user interface of the SE-4000 or SE-4000MU is the same as the HS-4000. We will take HS-4000 as an example in this section.



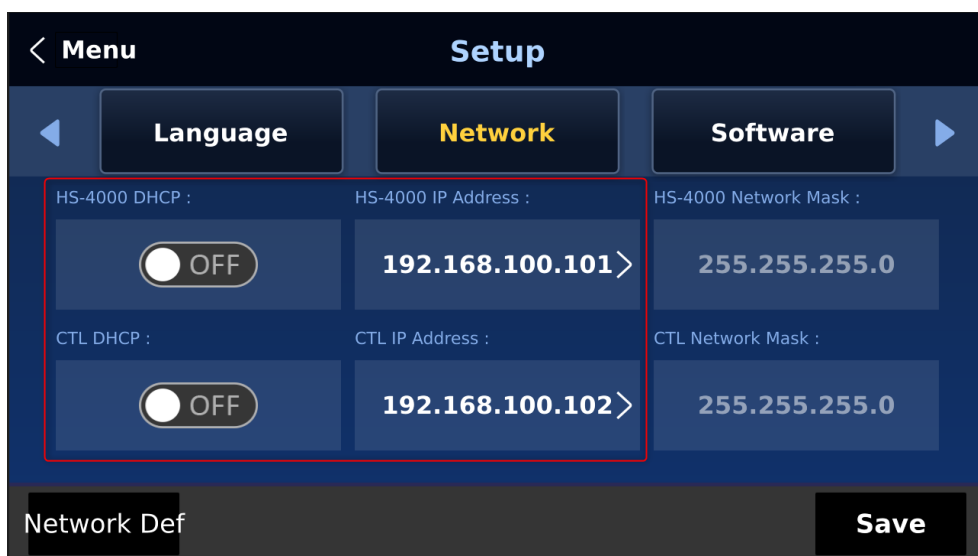
- After that, please tap the “Setup” button.



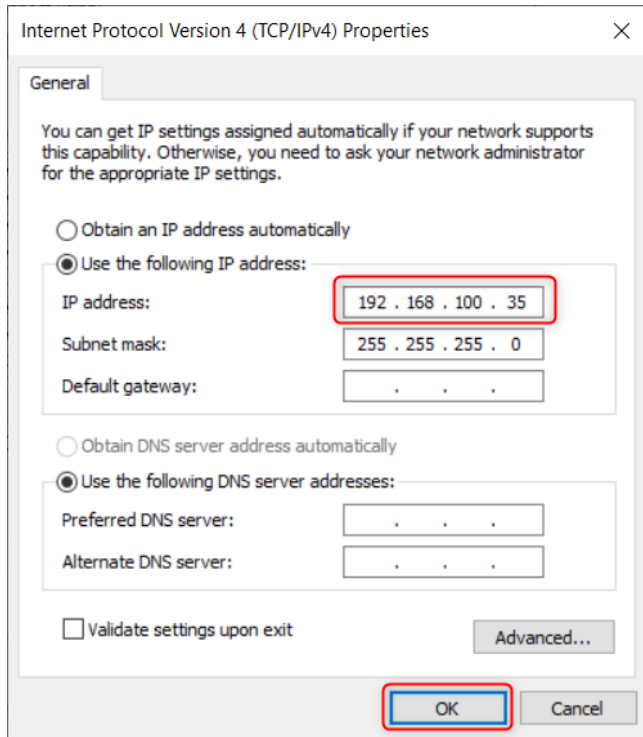
➤ Please press the “Network” button which is shown in the following diagram.



➤ You can see the “Network” interface, please confirm that the “HS-4000 DHCP” and “HS-4000 CTL DHCP” are turned “OFF”. Moreover, please confirm that the “HS-4000 IP Address” is “192.168.100.101” and the “CTL IP Address” is “192.168.100.102”.



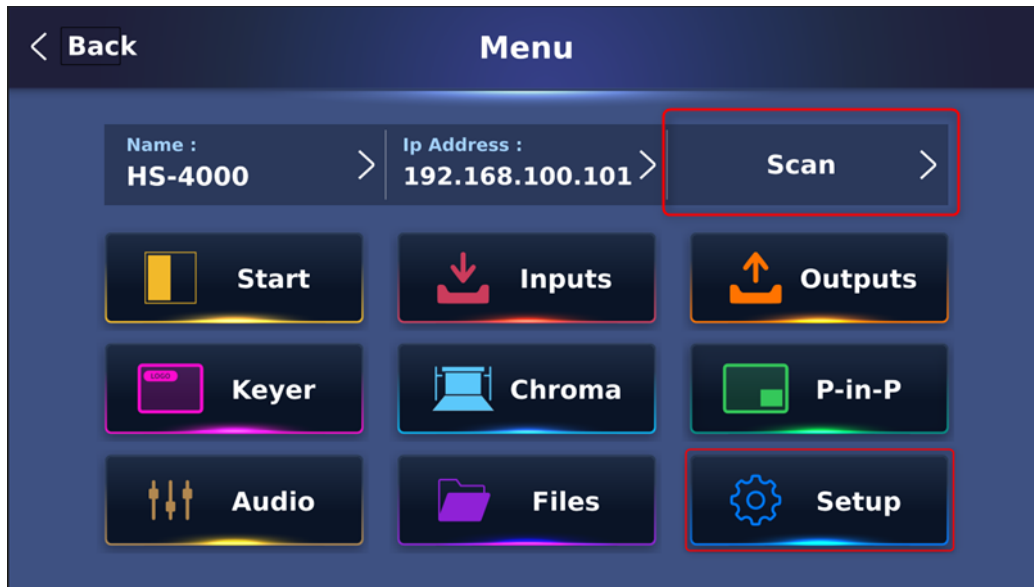
- Please set your laptop or PC in “Static IP” mode and the static IP address must be within the same LAN with the HS-4000. In this section, we will use “192.168.100.35” as an example.

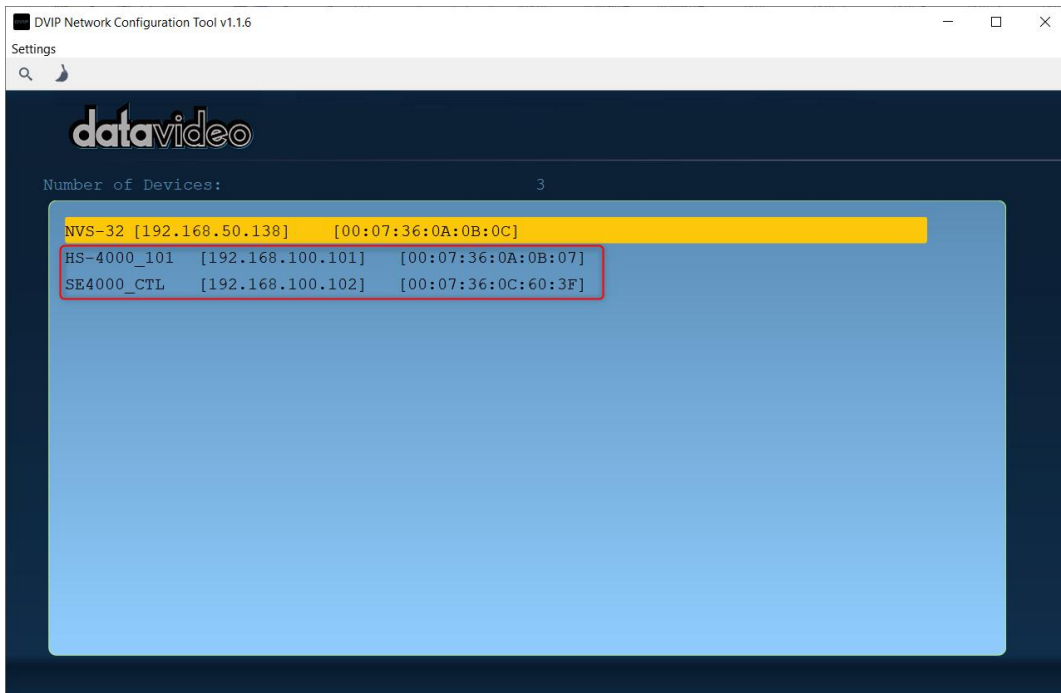


- Please download the “DVIP Network Configuration Tool” from Datavideo official website’s HS-4000 product page <https://www.datavideo.com/product/HS-4000>
- Please use the “DVIP Network Configuration Tool” to confirm that your laptop or PC, your HS-4000 main unit and HS-4000 CTL are set in the same LAN.

Note1: If the detected MU & CTL IP addresses are not in the same LAN, please use the tip of a ball pen to press at the small hole which is located next to the USB interface on the rear panel of the HS-4000, SE-4000 or SE-4000MU’s main unit for about 5-10 seconds, and then the static IP address of the HS-4000 or SE-4000 or SE-4000MU’s main unit will be resumed to the factory default “192.168.100.101”.

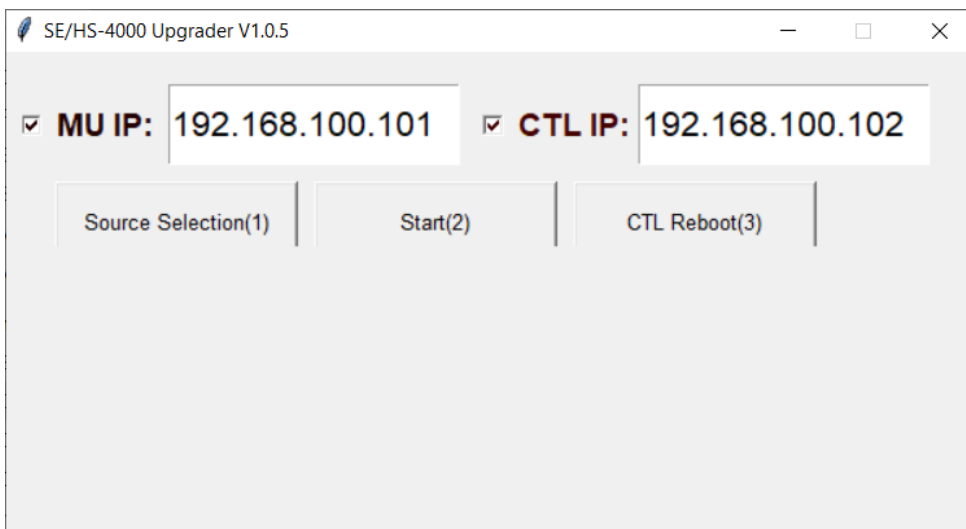
Note2: Once the SE-4000 or HS-4000 or SE-4000MU is switched between the Static or DHCP mode, please remember to press the “Scan” button from “Menu>Scan” to rescan the MU & CTL IP addresses after rebooting the SE-4000 or HS-4000 or SE-4000MU in order to make sure that the SE-4000 or HS-4000 or SE-4000MU’s MU & CTL IP addresses are set in the same LAN.



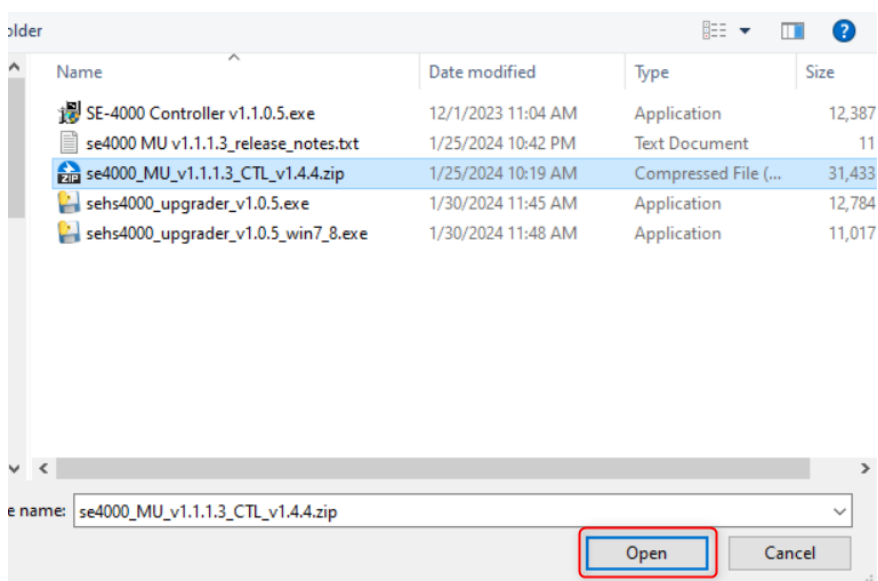
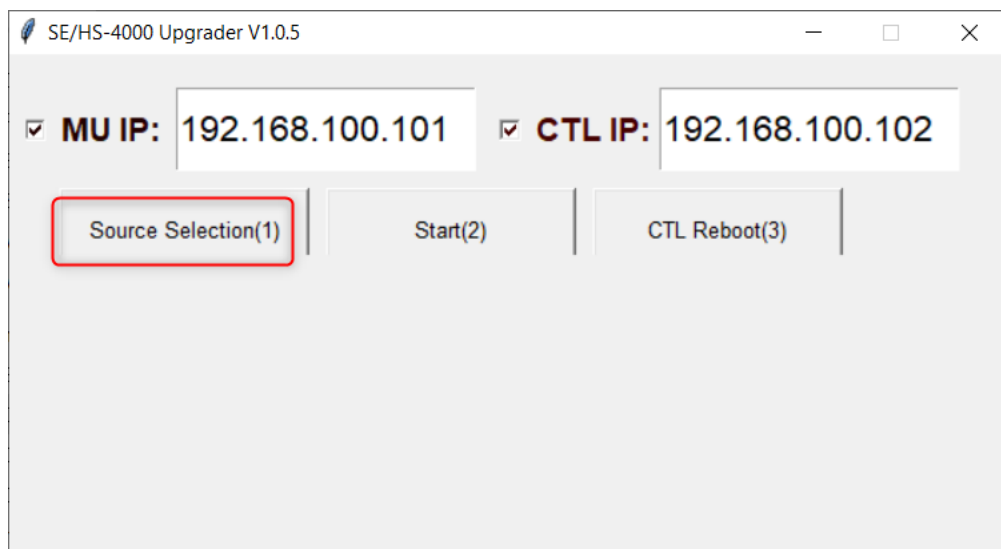


- Please open the HS-4000 firmware update tool “sehs4000_upgrader_v1.0.5.exe”

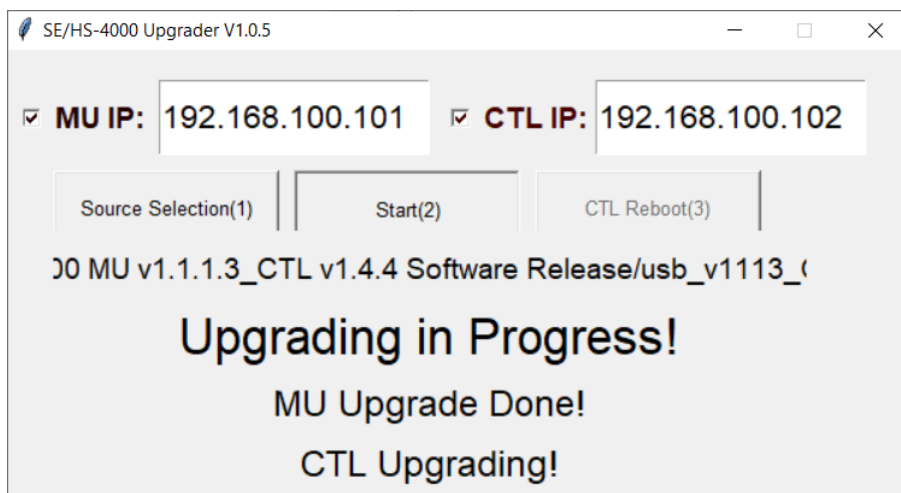
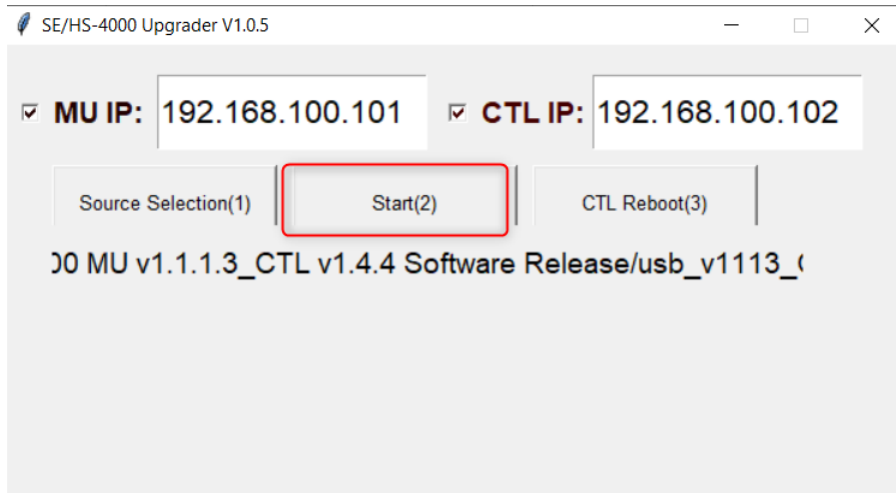
 [sehs4000_upgrader_v1.0.5.exe](#)



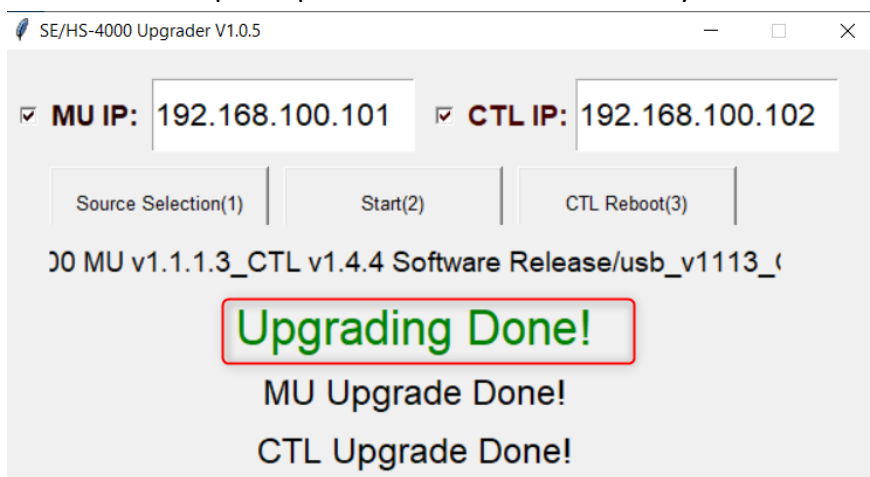
- Please press the “Source Selection” to select the latest HS-4000 MU & CTL firmware file “se4000_MU_v1.1.1.3_CTL_v1.4.4.zip” from your laptop or PC.



- Once the firmware file is selected, please press “Start” and then the firmware update procedure will be started automatically.



- When the “Upgrading Done!” reminder is shown, the HS-4000 will reboot automatically, and the whole firmware update procedure is done successfully.

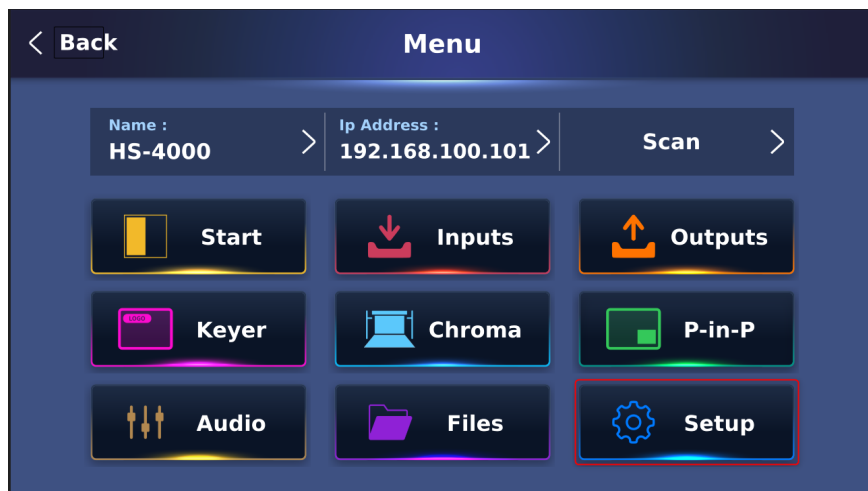


● For DHCP Mode

- Please turn on the power of your HS-4000 and then you can see the initial screen which is shown in the following diagram. Please tap the “gear” icon. The user interface of the SE-4000 or SE-4000MU is the same as the HS-4000. We will take HS-4000 as an example in this section.



- After that, please tap the “Setup” button.



- Please press the “Network” button which is shown in the following diagram.



- You can see the “Network” interface, please confirm that the “HS-4000 DHCP” and “HS-4000 CTL DHCP” are turned “ON”. After that, please press the “Save” button.

< Menu Setup

Language Network Software

HS-4000 DHCP : ☒ ON

HS-4000 IP Address : 192.168.100.101

HS-4000 Network Mask : 255.255.255.0

CTL DHCP : ☒ ON

CTL IP Address : 192.168.100.102

CTL Network Mask : 255.255.255.0

Network Def **Save**

- Please reboot your HS-4000 and then you can see that your HS-4000 is set in DHCP mode.

< Menu Setup

Language Network Software

HS-4000 DHCP : ☐ ON

HS-4000 IP Address : 192.168.100.101

HS-4000 Network Mask : 255.255.255.0

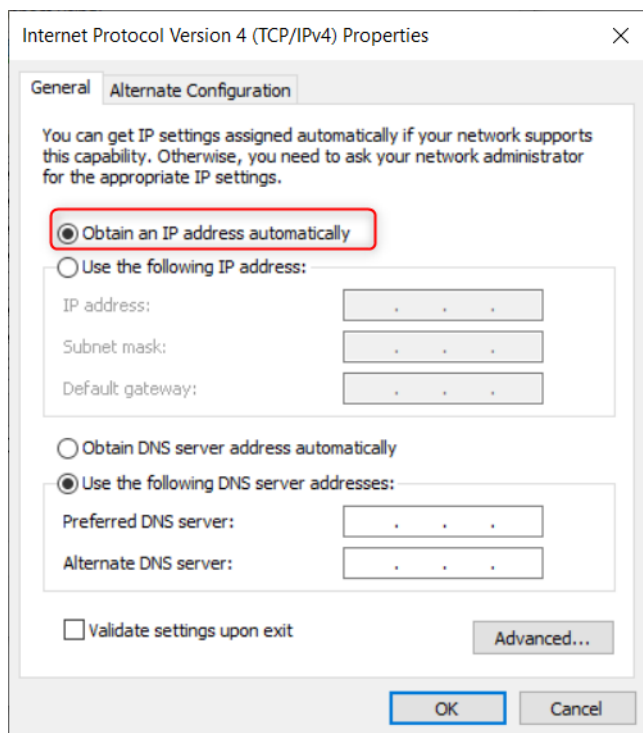
CTL DHCP : ☒ ON

CTL IP Address :

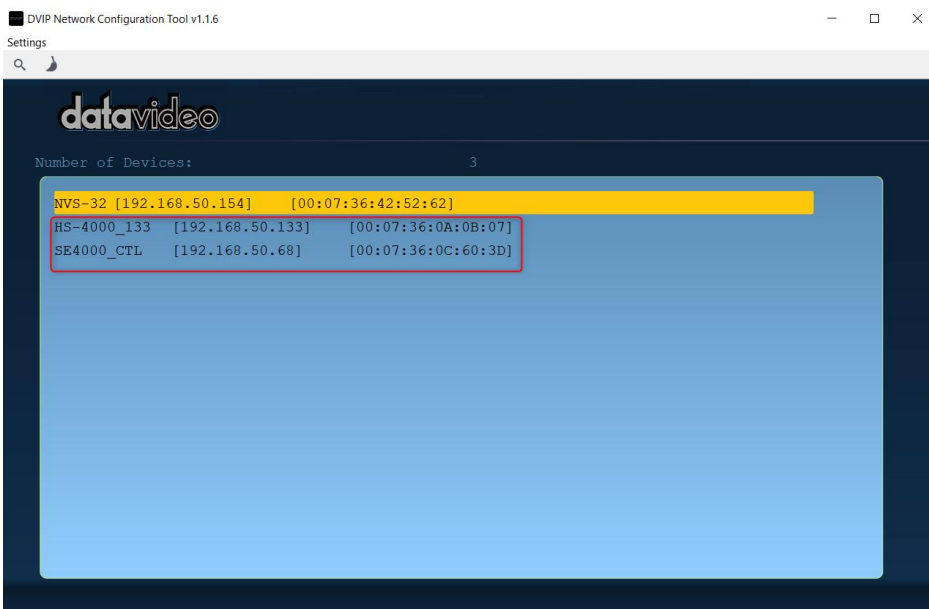
CTL Network Mask : 255.255.255.0

Network Def **Save**

- Please set your laptop or PC in DHCP mode.

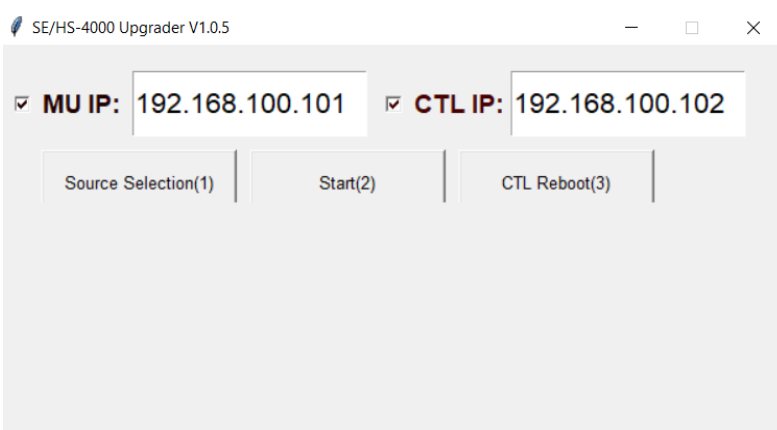


- Please download the “DVIP Network Configuration Tool” from Datavideo official website’s HS-4000 product page <https://www.datavideo.com/product/HS-4000>
- Please use the “DVIP Network Configuration Tool” to confirm that your laptop or PC, your HS-4000 main unit and HS-4000 CTL are set in the same LAN.

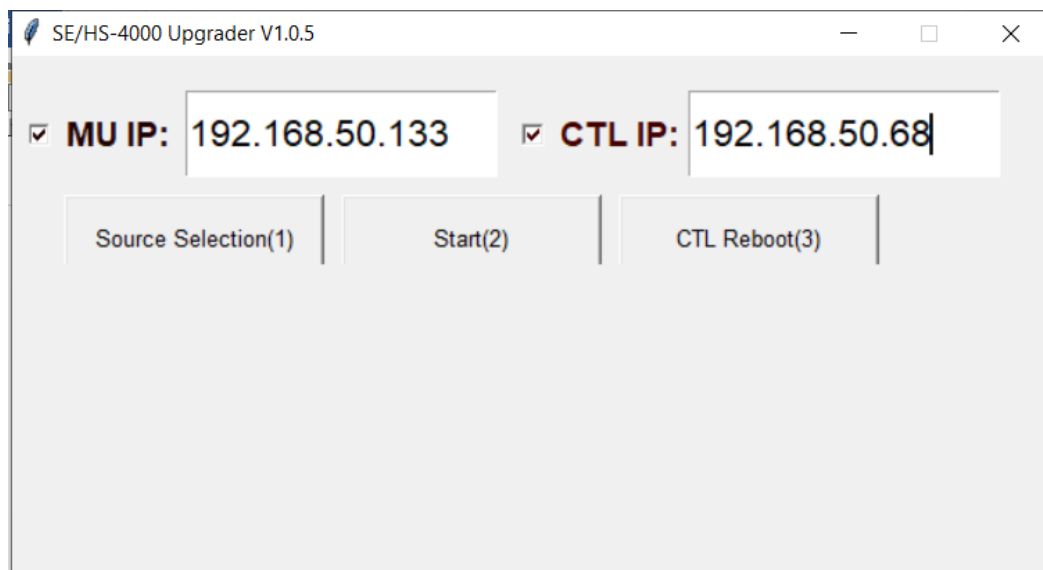


➤ Please open the HS-4000 firmware update tool “**hs4000_upgrader_v1.0.5.exe**”

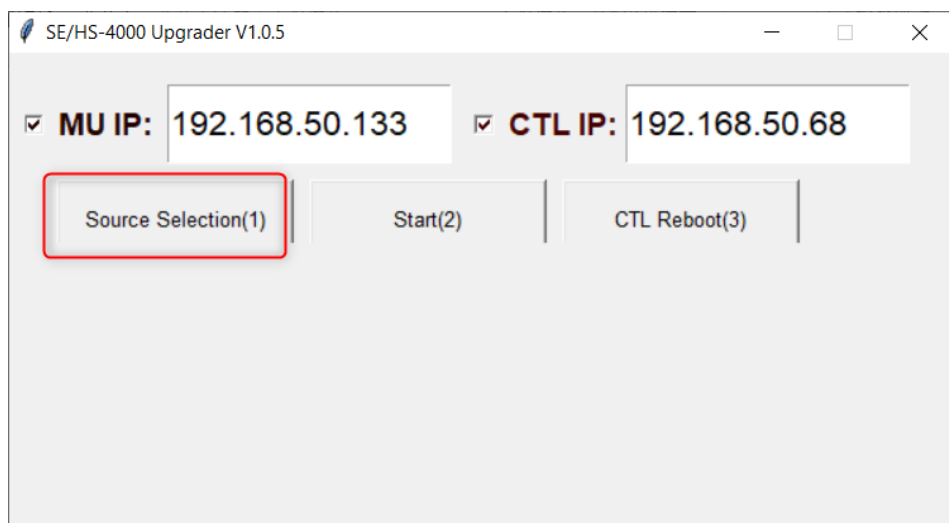
 sehs4000_upgrader_v1.0.5.exe

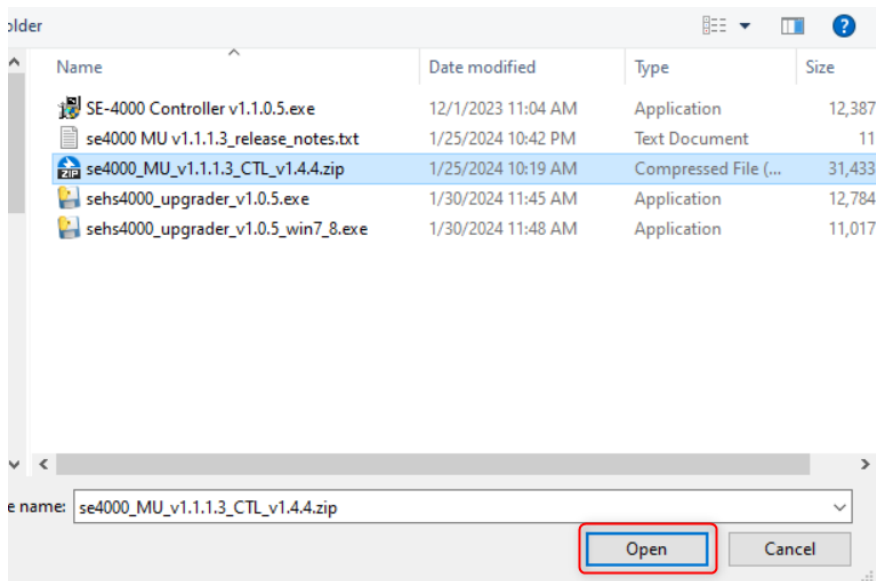


- Please modify the MU IP and CTL IP to the DHCP IP addresses which are detected by your DVIP Configuration Tool. In this example, the MU IP address is “192.168.50.133” and the CTL IP is “192.168.50.68”.

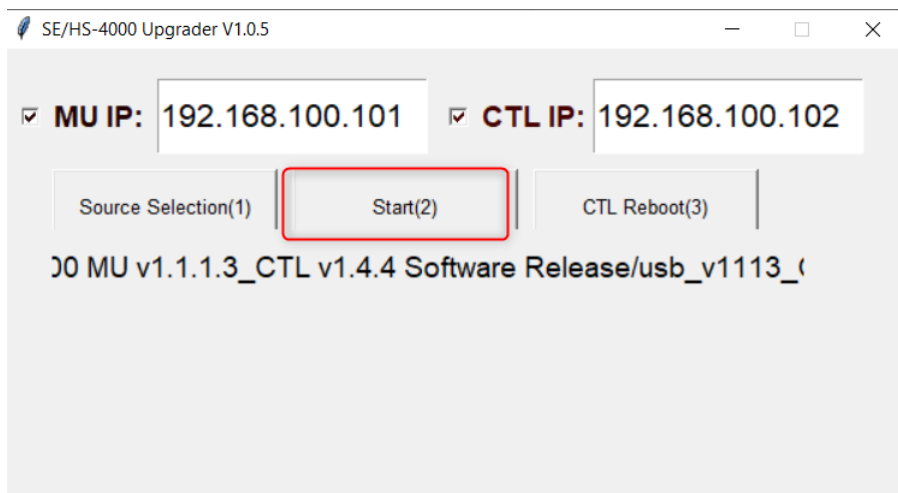


- Please press the “Source Selection” to select the latest HS-4000 MU &CTL firmware file “se4000_MU_v1.1.1.3_CTL_v1.4.4.zip” from your laptop or PC.





- Once the firmware file is selected, please press “Start” and then the firmware update procedure will be started automatically.



- When the “Upgrading Done!” reminder is shown, the HS-4000 will reboot automatically, and the whole firmware update procedure is done successfully.

