Firmware Update Procedures

PTC-285/PTC-285T/PTC-285G

This document provides procedures for updating the PTC-285 4K Tracking PTZ Camera, PTC-285T 4K HDBaseT Tracking PTZ Camera and PTC-285G 4K 12x 12G Tracking PTZ Camera. The PTC-285, PTC-285T and PTC-285G use the same firmware. This document will take the PTC-285T as an example.

Updating the PTC-285/PTC-285T/PTC-285G Camera Firmware(V1.2.05)

What items you should prepare before updating the firmware

- The latest PTC-285, PTC-285T or PTC-285G firmware update zip file x1(PTC-285, PTC-285T and PTC-285G use the same firmware).

For PTC-285

The latest firmware zip file can be downloaded from the PTC-285 product page https://www.datavideo.com/product/PTC-285 of the Datavideo official website.

For PTC-285T

The latest firmware zip file can be downloaded from the PTC-285T product page https://www.datavideo.com/product/PTC-285T of the Datavideo official website.

For PTC-285G

The latest firmware zip file can be downloaded from the PTC-285G product page https://www.datavideo.com/product/PTC-285G of the Datavideo official website.

After the downloaded firmware zip file is unzipped, you can see one firmware file and one file folder with the firmware upgrade tool.

- **Camera firmware file**: “VX12DBA_A7.D_V1.2.05_24M_20260812.img”.
- **Firmware update tool:** “upgrade.exe” in the upgrade v2.9 file folder.

For PTC-285 & PTC-285G

- PTC-285 or PTC-285G camera x 1
- 12V power adapter x 1
- Laptop or PC x 1 (When updating by web UI)
- USB Flash Drive x 1 (When updating by the USB flash drive)
- Monitor x 1
- Ethernet Cable x 1
- HDMI Cable x 1

For PTC-285T

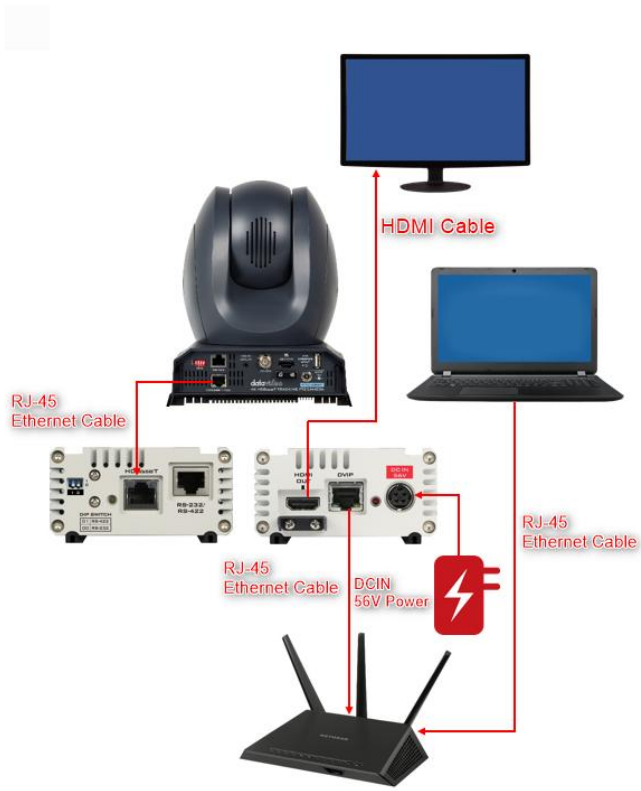
- PTC-285T camera x 1
- HBT-16 4K HDBaseT Receiver Box x 1
- 56V power adapter x 1 for the HBT-16
- Laptop or PC x 1(When updating by web UI)
- USB Flash Drive x 1 (When updating by the USB flash drive)
- Ethernet Cable x 2
- HDMI Cable x 1
- Monitor x 1

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

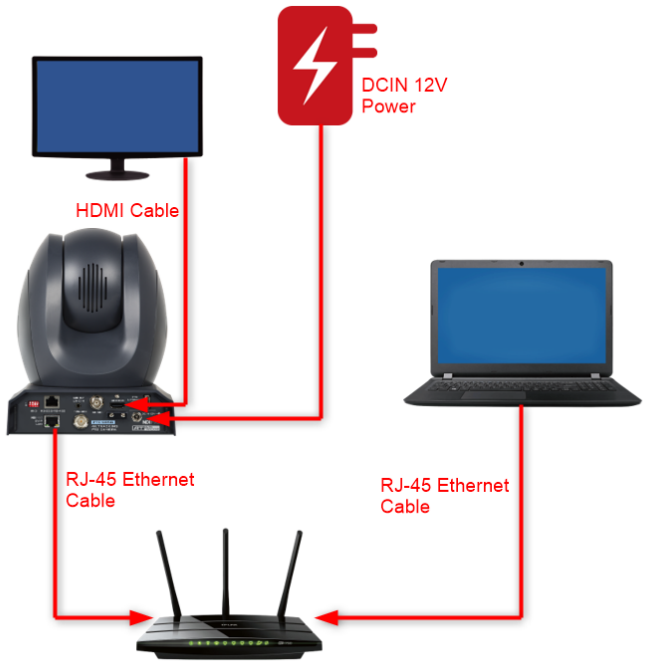
System Connection Diagram

For PTC-285 (Firmware Update by PTC-285 Series Web UI or FW Update Tool)

For PTC-285T(Firmware Update by PTC-285 Series Web UI or FW Update Tool)



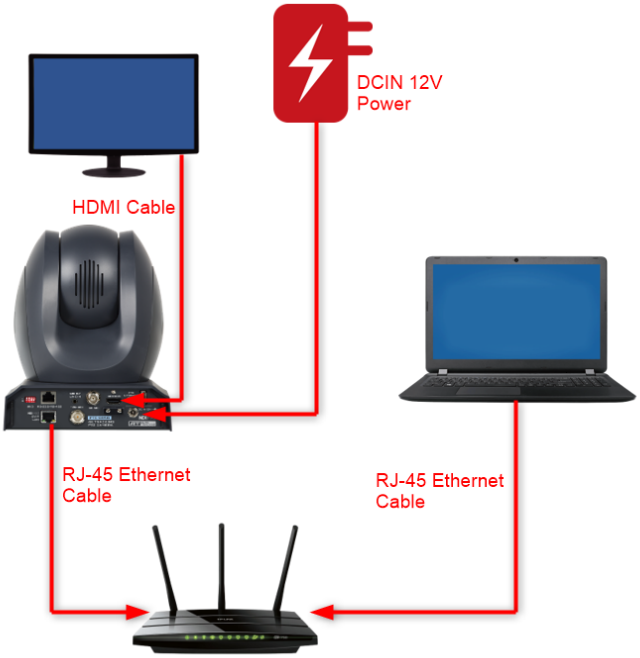
For PTC-285G(Firmware Update by PTC-285 Series Web UI or FW Update Tool)



For PTC-285 (Firmware Update by USB Flash Drive)

For PTC-285T(Firmware Update by USB Flash Drive)

For PTC-285G(Firmware Update by USB Flash Drive)



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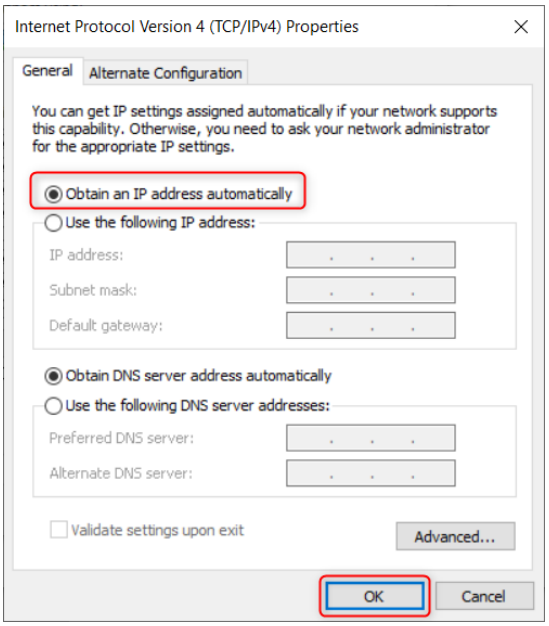
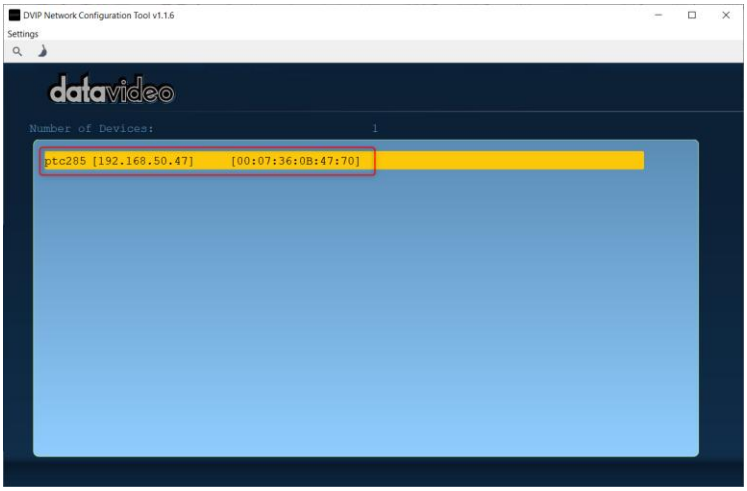
Checking the Firmware Version

1. Please connect your PTC-285, PTC-285T or PTC-285G according to the diagram in the System Connection Diagram.
2. The factory default for the PTC-285, PTC-285T or PTC-285G is in DHCP mode. So, please make sure that your laptop or PC is set in DHCP mode. In this document, we will use the PTC-285T as an example.



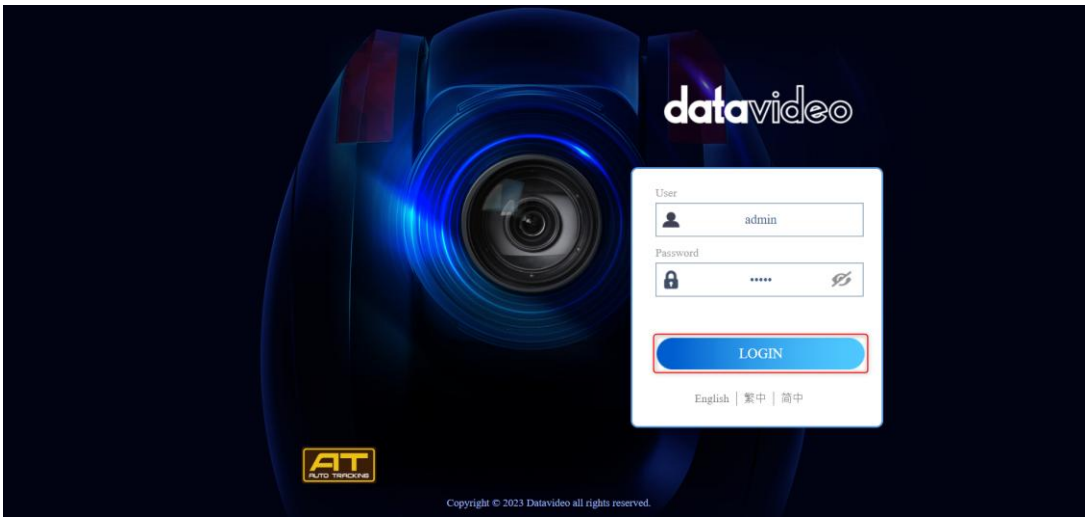
3. Please download Datavideo DVIP Network Configuration Tool from the product page of Datavideo official website https://www.datavideo.com/product/PTC-285. After that, please use the DVIP Network Configuration Tool to find the DHCP IP address of your PTC-285, PTC-285T or PTC-285G. In this example, the DHCP IP address is 192.168.50.47.



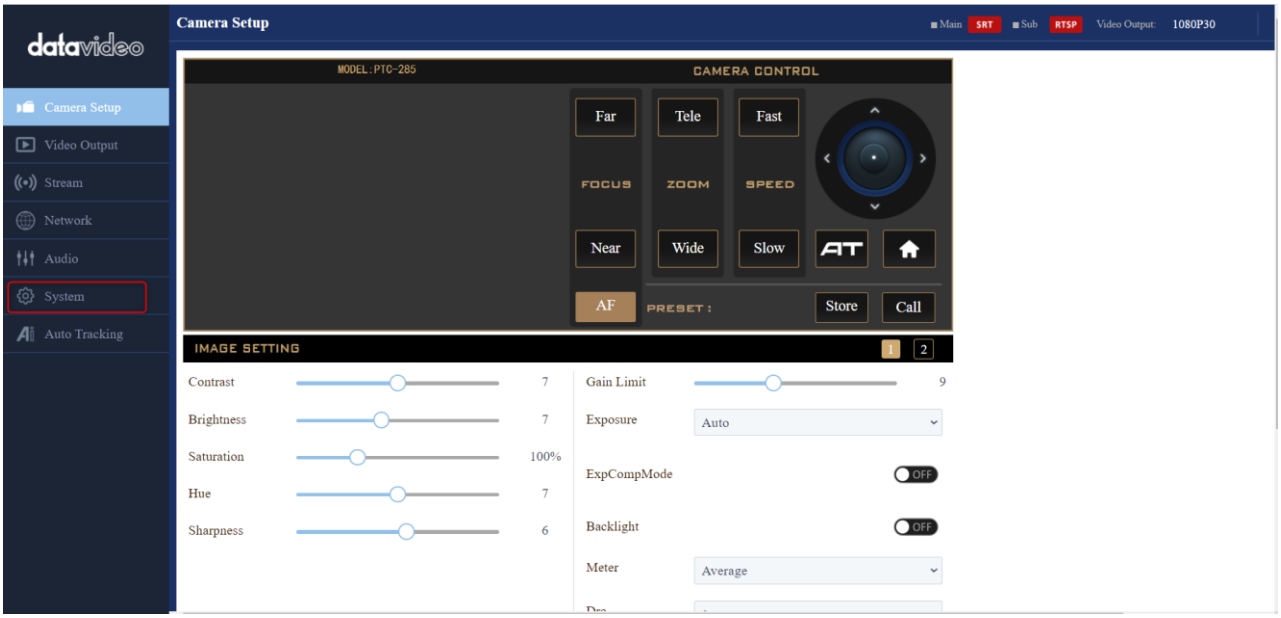
4. Please enter the detected DHCP IP address of your PTC-285, PTC-285T or PTC-285G into the address bar of your web browser to open the PTC-285, PTC-285T or PTC-285G's web UI(**Note: This new version Web UI is available from the firmware version v1.1.40 or above**). After that, please enter the default "User Name" and "Password" to enter the web UI.

User Name: admin

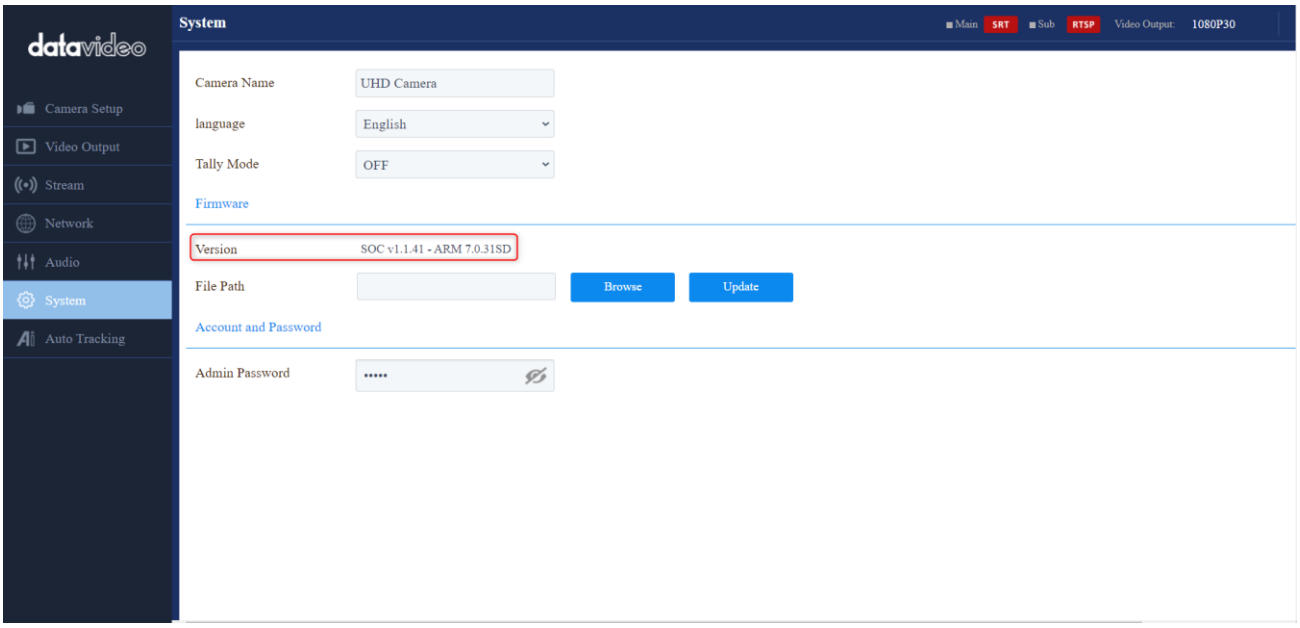
Password: admin



5. After that, you can see the main interface of the PTC-285, PTC-285T or PTC-285G's web UI which is shown in the following diagram. Please click the "System" option.



6. After entering into the "System" page, you can see the current firmware version which is shown in the following diagram.



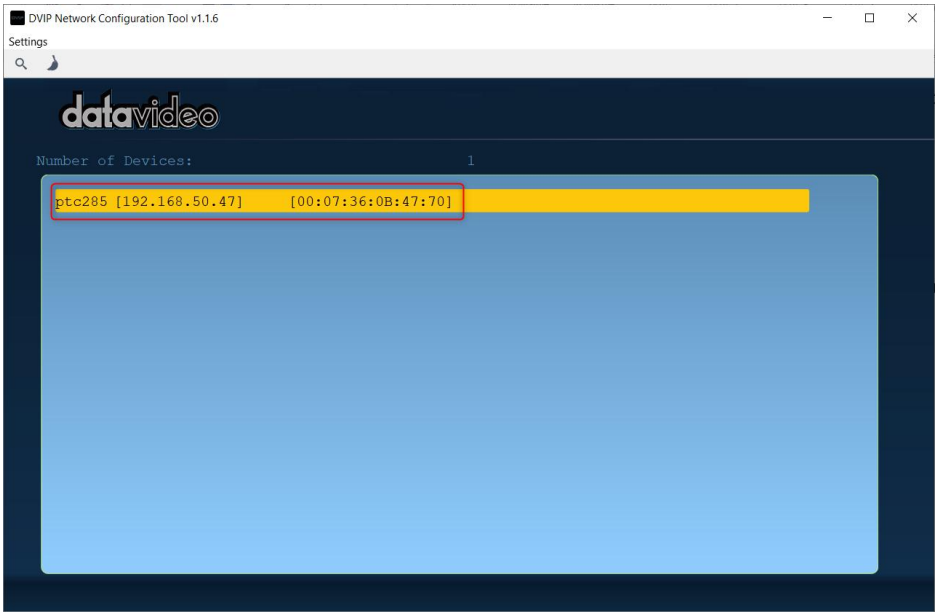
Note: For the PTC-285 series camera which the firmware version is before v.1.1.40, please use the firmware update tool or USB flash drive to update the firmware. For the PTC-285 series camera which the firmware version is v1.1.40 or later(v1.1.40 is included), you can use the Web UI, USB flash drive or the firmware update tool to do the firmware update.

Updating the Firmware-By PTC-285 Series Web UI

1. Before updating the firmware, please make sure that your PTC-285, PTC-285T or PTC-285G is connected correctly according to the System Connection Diagram

2. Please make sure that the current firmware version of your PTC-285, PTC-285T or PTC-285G is **v.1.1.40 or above.**

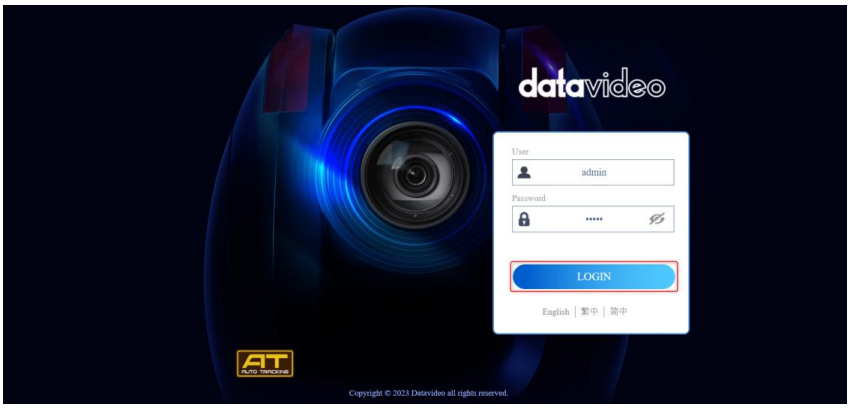
3. Please use the DVIP Network Configuration Tool to find the DHCP IP address of your PTC-285, PTC-285T or PTC-285G. The DVIP Configuration Tool can be downloaded from the product pages of the PTC-285 series cameras from Datavideo official website.



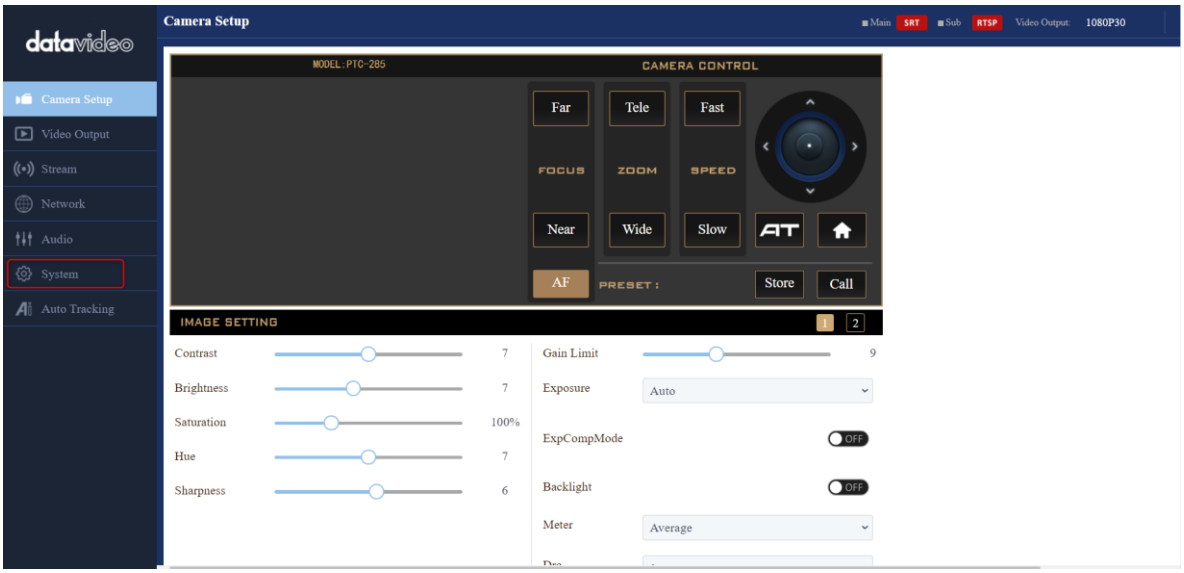
4. Please enter the detected DHCP IP address of your PTC-285, PTC-285T or PTC-285G into the address bar of your web browser to open the PTC-285, PTC-285T or PTC-285G 's web UI(**Note: This new version Web UI is available from the firmware version v1.1.40 or above**). After that, please enter the default "User Name" and "Password" to enter the web UI.

User Name: admin

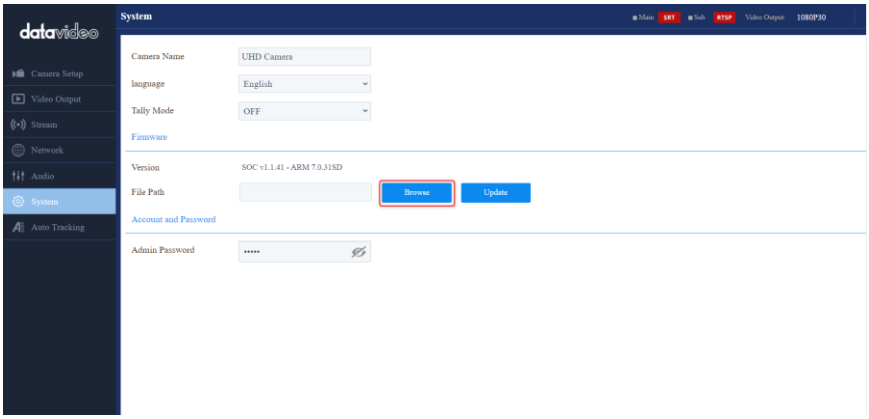
Password: admin

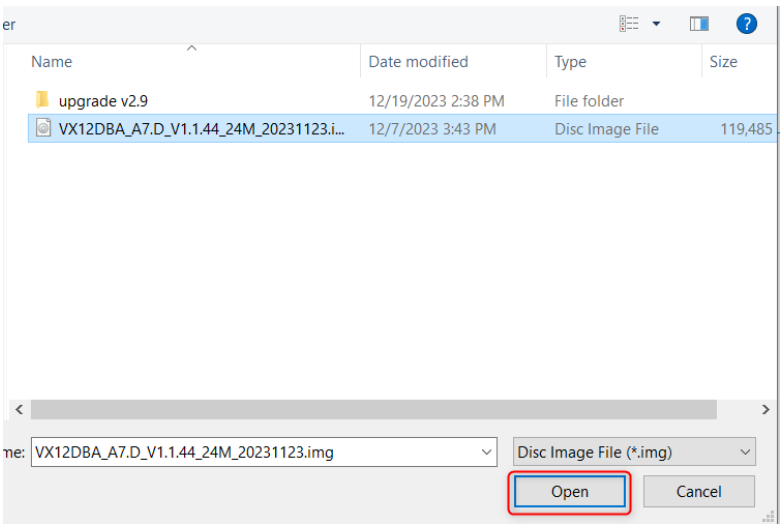


5. You can see the main interface of the PTC-285 series Web UI which is shown in the following diagram. Please click the “System” option.

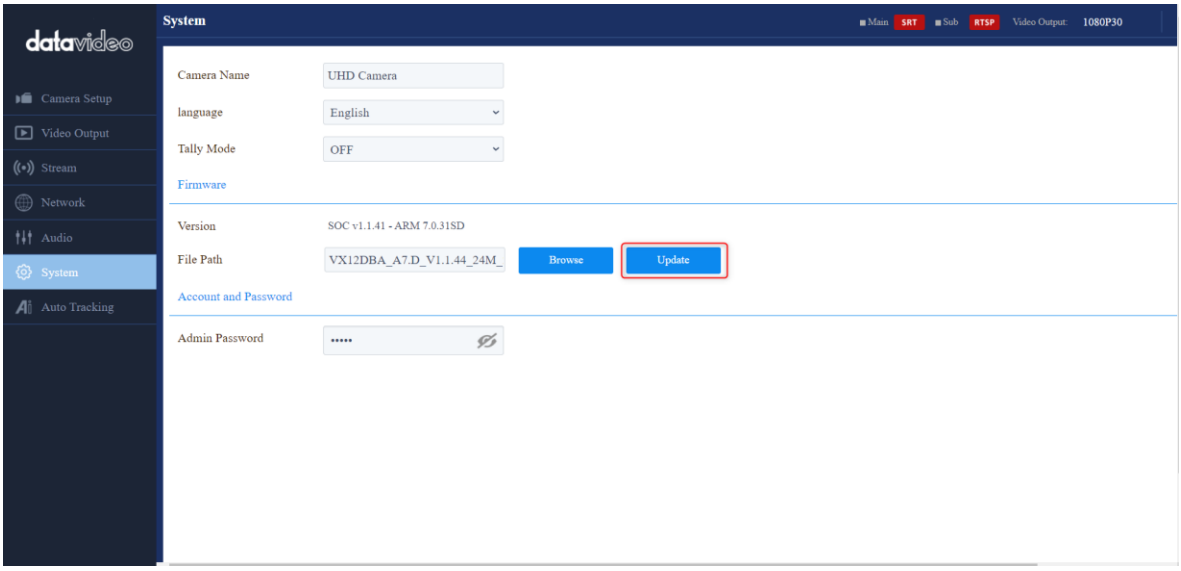


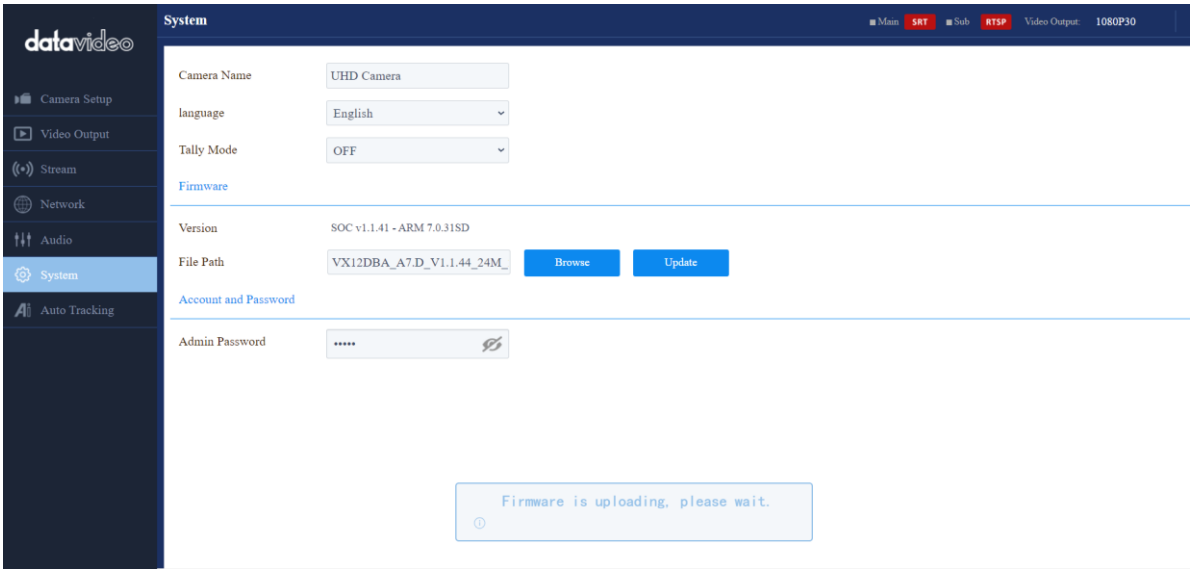
6. After entering the “System” page, please click the “Browse” button to select the latest downloaded and unzipped firmware from your laptop or PC which is shown in the following diagram. We will use the firmware version v.1.1.44 as an example in this section.



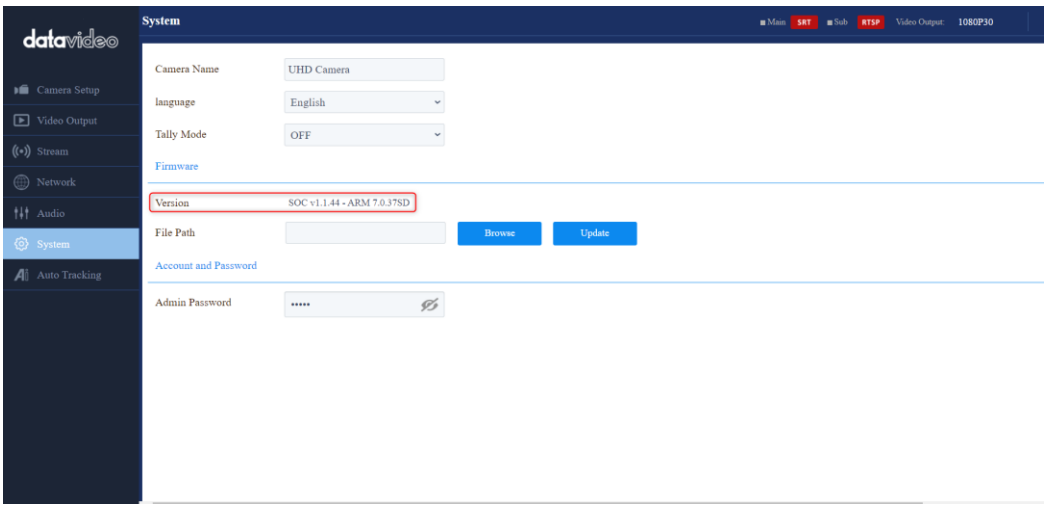


7. After the latest firmware is selected, please click the “Update” button, and then the firmware update procedure will be started automatically.





8. After the firmware update procedure is done, the PTC-285 series camera will reboot automatically, and then the whole firmware update procedure is done successfully. After logging into the Web UI>System, you can see that the new firmware version is shown in the following diagram.

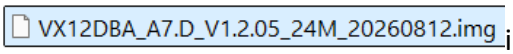


Updating the Firmware-By USB Flash Drive

1. Please make sure your PTC-285, PTC-285T or PTC-285G is connected correctly according to the System Connection Diagram (Firmware Update by USB Flash Drive).

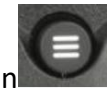
2. Please make sure the latest PTC-285, PTC-285T or PTC-285G firmware is downloaded from its product page from Datavideo official website.

3. Please format your USB flash drive as the FAT32 format.

4. Please unzip the downloaded firmware file and then save the firmware file "VX12DBA_A7.D_V1.2.05_24M_20260812.img" 

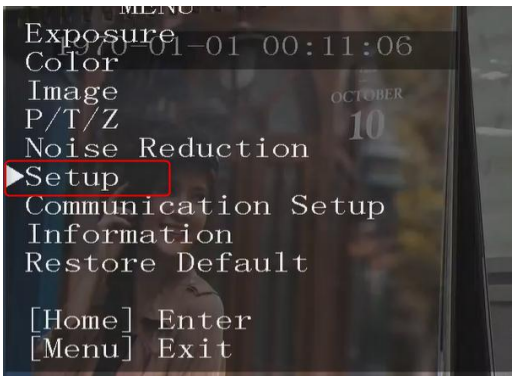
into the root directory of your USB flash drive.

5. Please insert the 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-285, PTC-285T or PTC-285G.

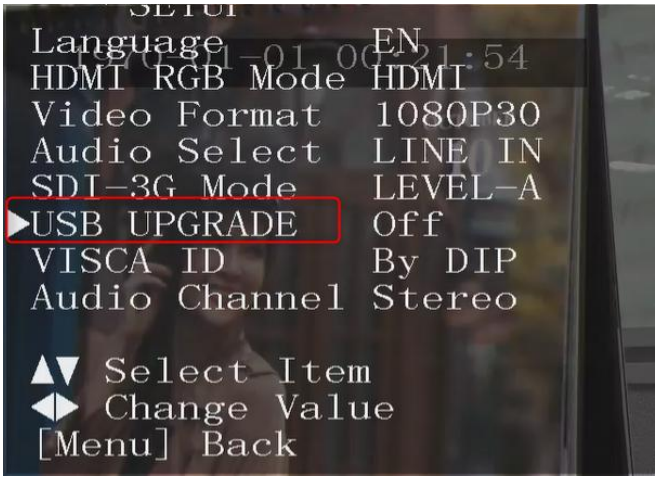
6. Please press the "MENU" button  from the PTC-285, PTC-285T or PTC-285G's remote controller to open the camera OSD menu.

7. Please use the "Micro Joystick" of the PTC-285, PTC-285T or PTC-285G's remote controller to move to the "Setup" option.

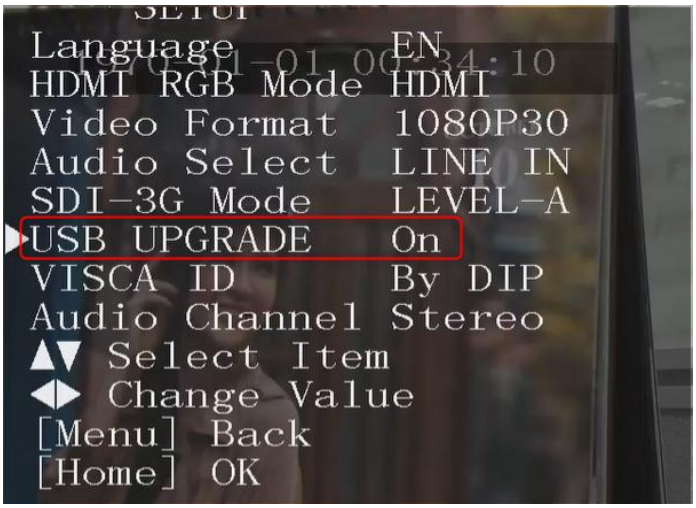
8. After the "Setup" option is selected, please press the "Micro Joystick" to enter the "Setup" page.



9. Please use the “Micro Joystick” of the PTC-285, PTC-285T or PTC-285G’s remote controller to move to the “USB UPGRADE” option in the “Setup” page.



10. Please move the “Micro Joystick” of the PTC-285, PTC-285T or PTC-285G’s remote controller to the left or right side to turn the “USB UPGRADE” option to “ON”. After that, please press the “Micro Joystick” to confirm the selection, and then the firmware update procedure will be started automatically. During the update procedure, the “**Updating! Please Wait!**” reminder will be shown on the external screen. When the firmware update is done, the PTC-285, PTC-285T or PTC-285G will reboot automatically and the firmware update is done successfully.



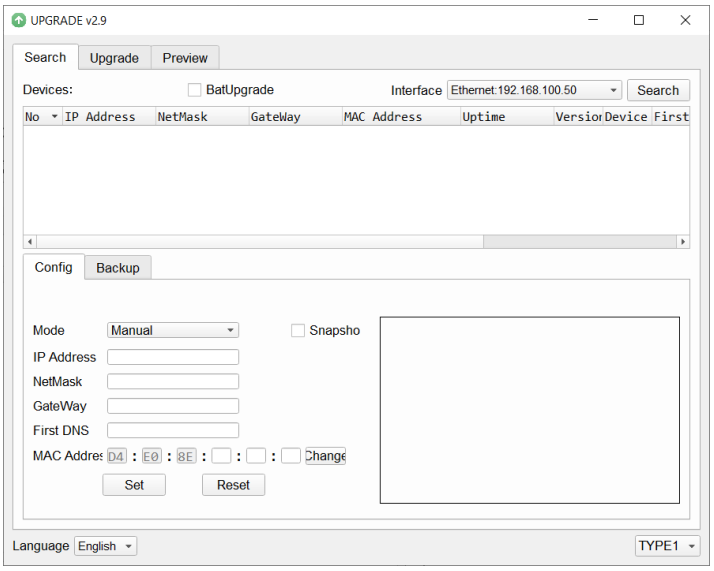
Note: No image will be shown on the external screen during a period of time of the firmware update procedure, please do not turn off the camera at this time. After the firmware update is done successfully, the camera will reboot automatically.

Updating the Firmware-By Firmware Update Tool

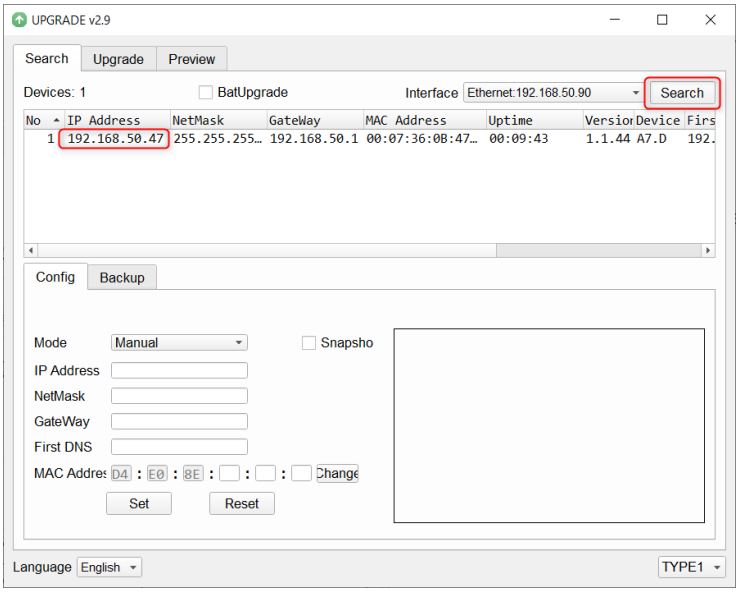
1. Before updating the firmware, please make sure that your PTC-285, PTC-285T or PTC-285G is connected correctly according to the System Connection Diagram

2. Please unzip the download firmware file and then please enter the “upgrade v2.9” file folder upgrade v2.9 to see the firmware update tool “upgrade.exe” upgrade.exe.

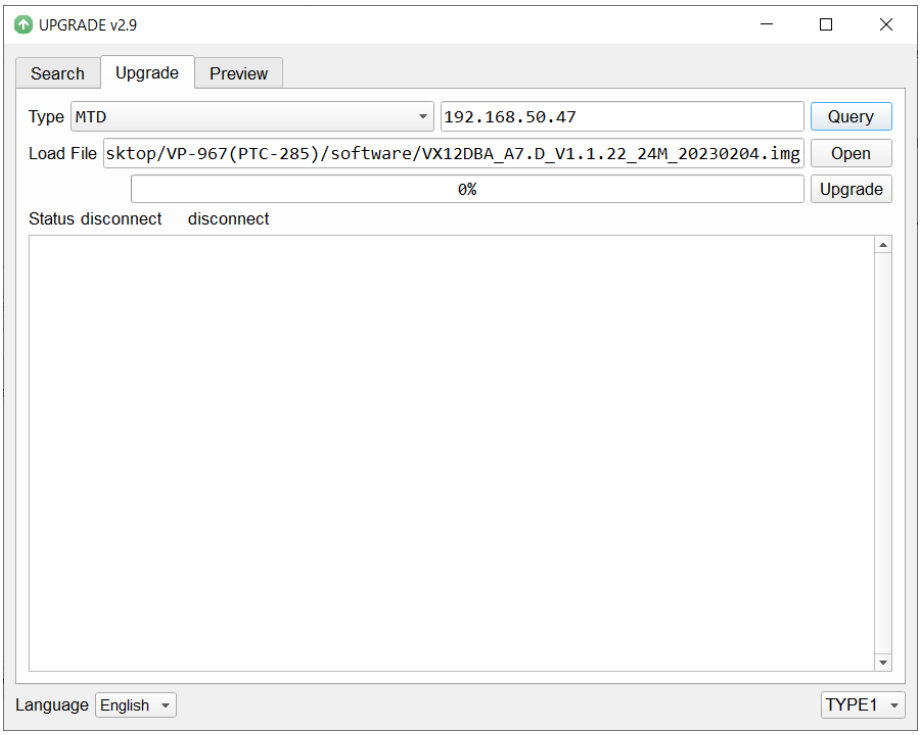
3. Please double-click the “upgrade.exe” to open it, and then you can see its interface which is shown in the following diagram.



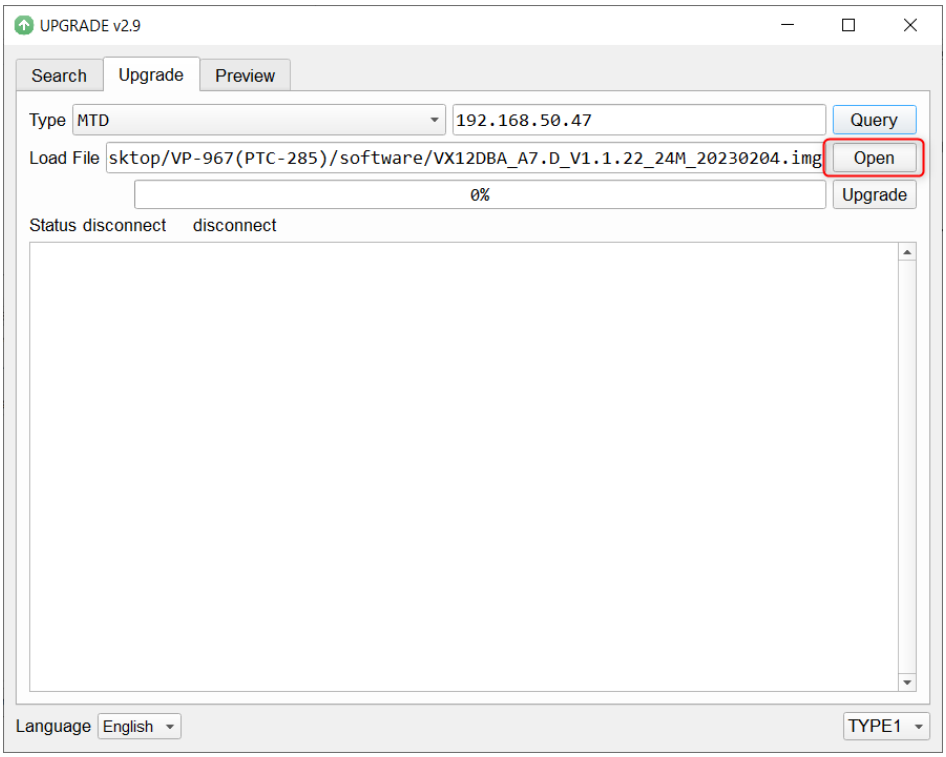
4. Please press the “Search” button to find the IP address of the connected camera. In this example, the IP address is “192.168.50.47” which is shown in the following diagram.

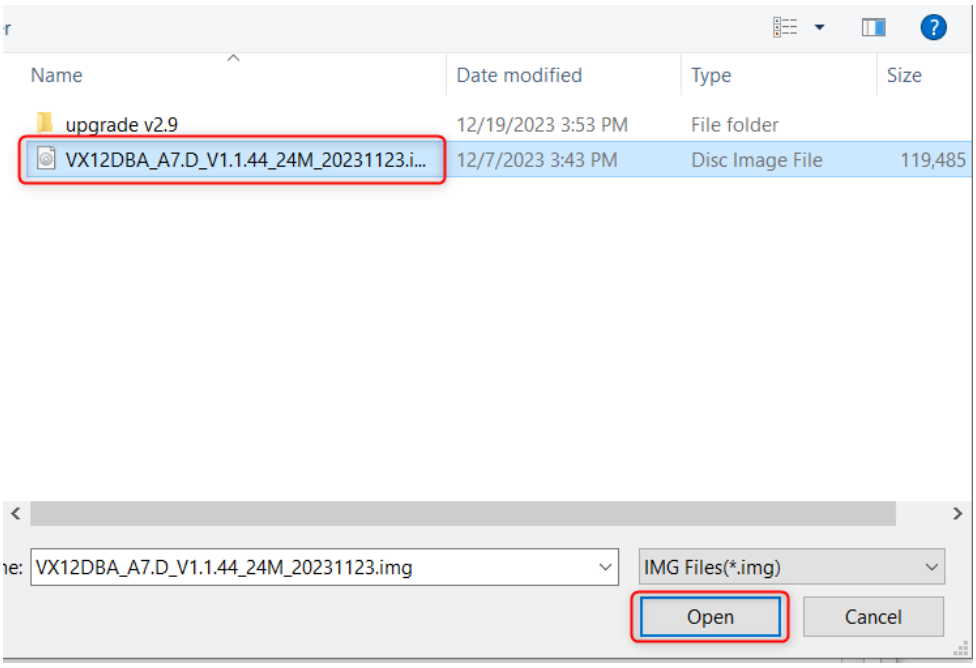


5. Please double-click the detected DHCP IP address. In this example, it is “192.168.50.47”, and then you can see the interface which is shown in the following diagram.

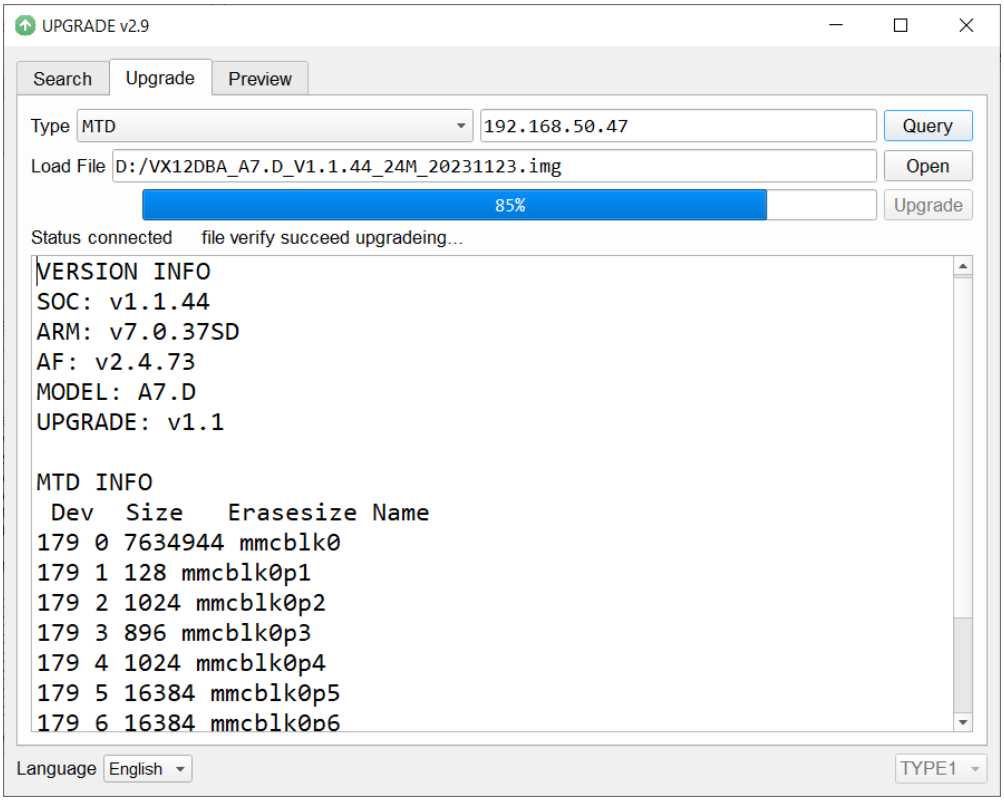
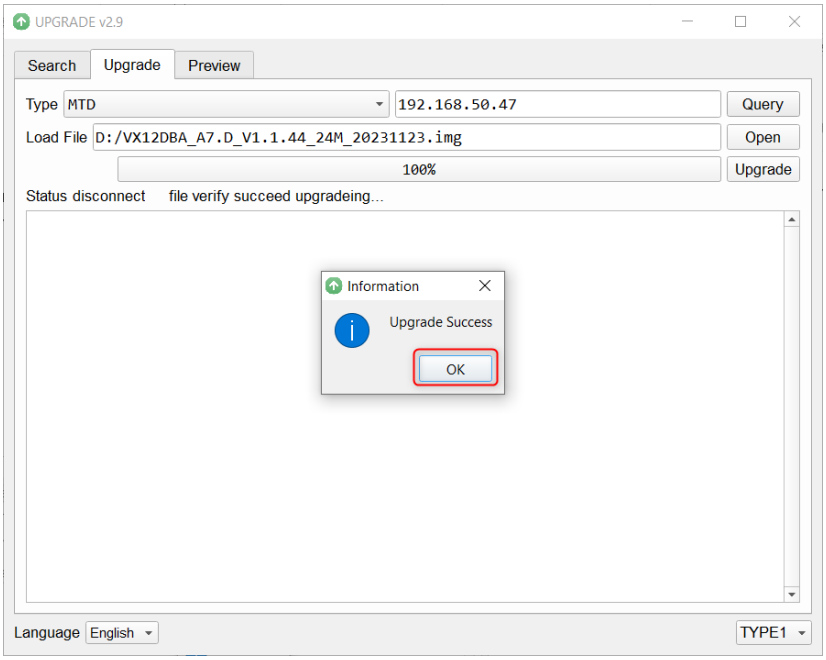


6. Please click the “Open” button to select your downloaded latest firmware file. We will use the firmware version v.1.1.44 as an example in this section.





7. Please click the “Upgrade” button to start the firmware update procedure. At this time, there is a reminder “**Updating! Please Wait!**” which will be shown on the external monitor.



8. After the firmware is successfully updated, the PTC-285, PTC-285T or PTC-285G will reboot automatically. Please wait until the progress bar reaches 100%, and then please press the “OK” button. The PTC-285, PTC-285T or PTC-285G camera is now successfully updated.