Updating IP Intercom Firmware

Introduction

This tech guide will step you though the steps to do a firmware update on the HikVision door Station or HikVision Room Station.

Notes

Keep note what settings are stored in the door station or Room station as you will need to re-add and configure the device once the firmware has been loaded.

1.1 Updating the firmware

1.   Plug in the door Station or Room station into the HikVision Video Distribution PoE switch.

Note: The door station or room station needs to be plugged into any of the first 6 ports.

If updating the 104-825S then you will need to use a seprate power supply and it can't be plugged into the PoE ports on the HikVision Video Distribution PoE switch.
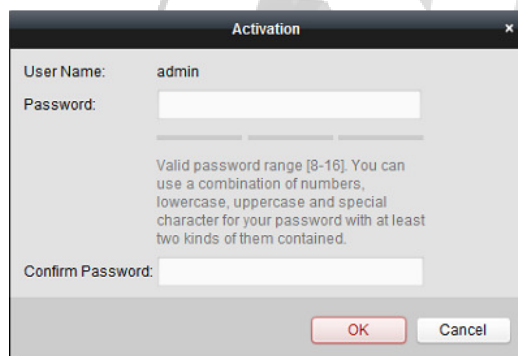

2.   Select 'HikVision Device' from the left menu.
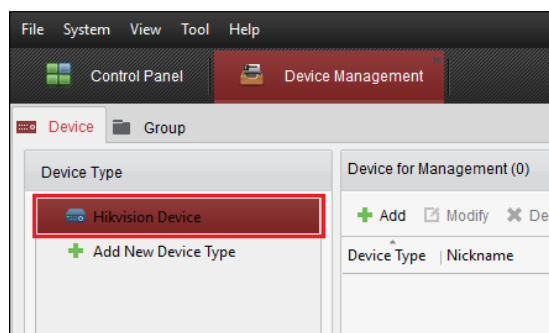
3. Select your Door / room station from the bottom section and then click 'Activate'.

4. When prompted, enter in a password for this device. This can be anything you want. You can use the same password as you use to login to iVMS which will make it easy to remember.

5. Click on the door / room station from the bottom section and click on 'Modify NetInfo'
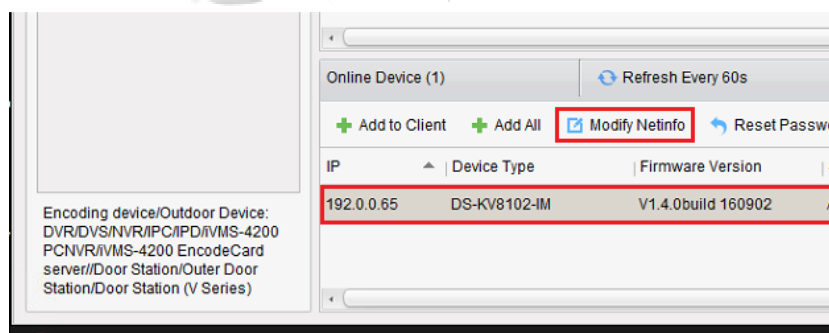
6. Enter in a IP address that hasn't already been used on your computer network, and then enter in the password at the bottom which you used to activate it. Then click on OK.

7. Select the door / room station from the list up the top you want to do the firmware update for and click on 'Remote Configuration' from along the top.

7. Select 'System' > 'System Maintenance' from the left menu.

8. Click on the button left of the Upgrade button, and browse for the firmware file. Then click on Upgrade.

Firmware files are part of the bundle download file from the Ness website. Please make sure you choose the correct files based on the device you are updating.
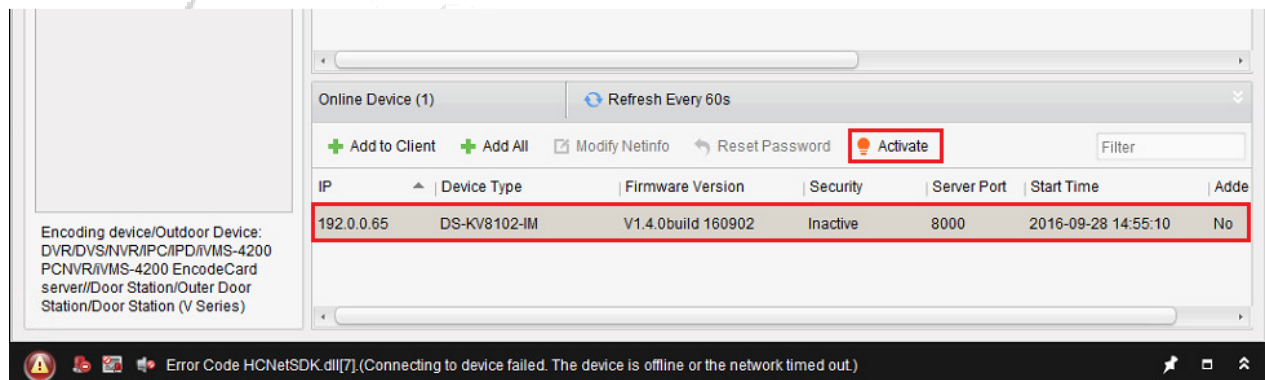
9. Firmware will take approx 1-2 minutes to load into your device.

10. Once the firmware update is complete, you need to click on OK. The door/room station will now reboot.
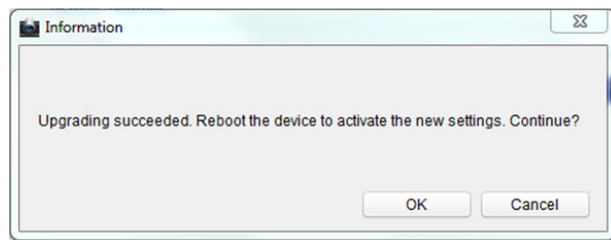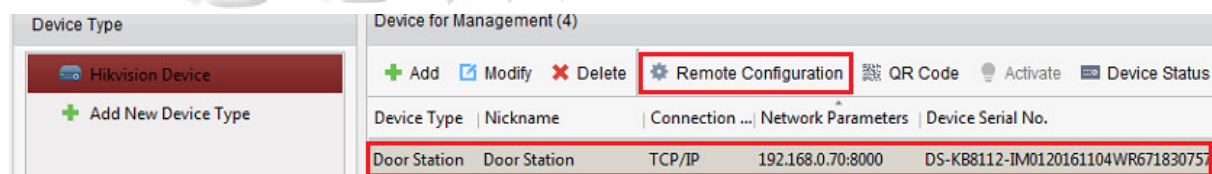

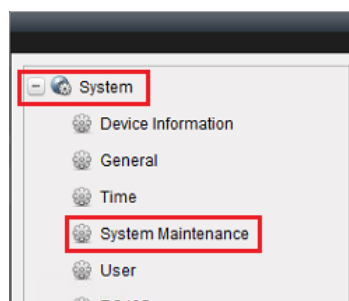11. Once the device has rebooted you need to activate it again.

Select your Door / room station from the bottom section and then click 'Activate'.
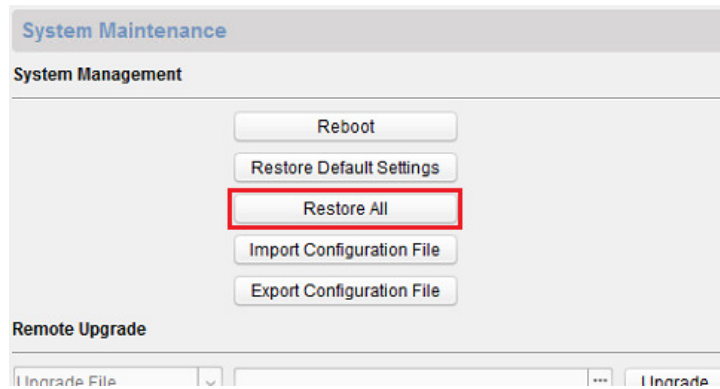

12. Select the door / room station from the list up the top and click on 'Remote Configuration' from along the top.

13. Select 'System' > 'System Maintenance' from the left menu.

14. Click on Restore all. Now you need to follow the setup guide to setup the door / room station.

Additional Information:

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