

# BG-UPTZ

## Firmware Update Instructions

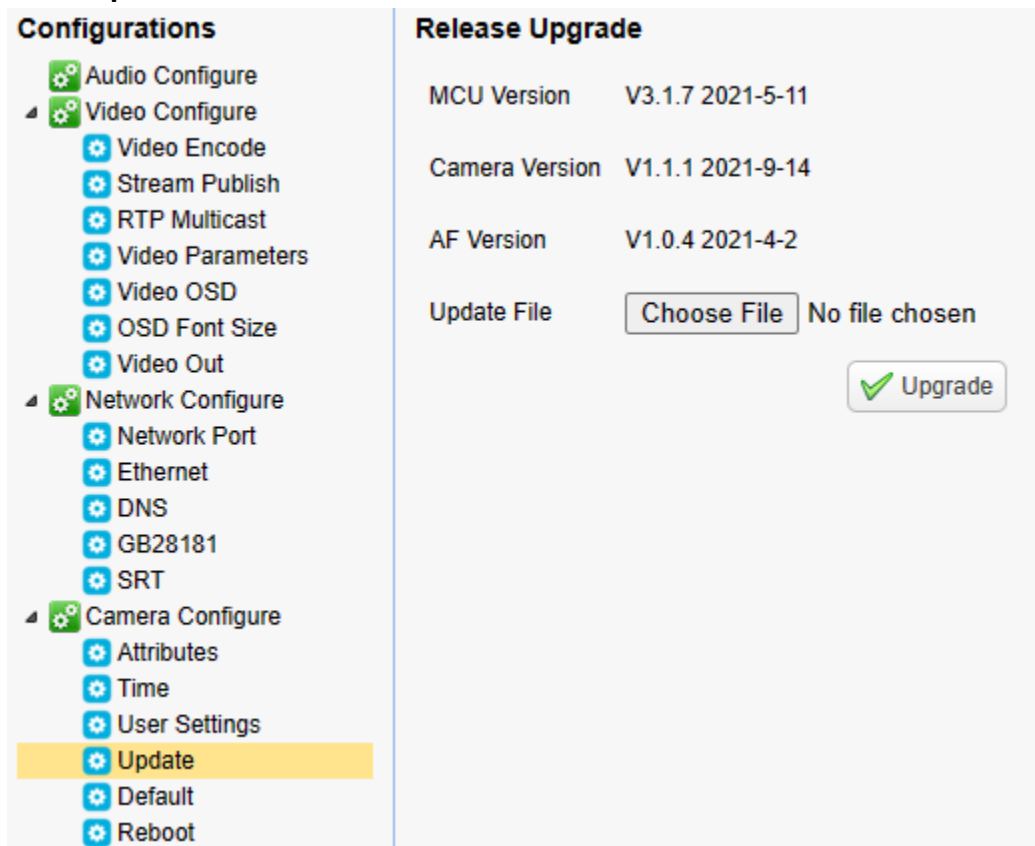


## Firmware Update

1. Download the “BG-UPTZ” .zip file
2. Locate the “UPTZ Firmware” .zip file on your computer.
  - a. You will need a program like WinRAR to open the file. Download [here](#) if needed.
3. Extract the files from the folder to your computer.
4. Navigate to the IP Address of your camera using your preferred web browser.
  - a. See the Network Connection section of this manual for instructions on how to connect to the camera.
5. Log into the camera using admin credentials.
6. Click “Configuration” in the top right corner of the screen.



7. Click “**Update**” on the left-hand side:



8. Click the “Choose File” and it will open a file browser. Navigate to the extracted files from step two.

9. There are 2 files for the firmware upgrade that need to be installed (***the second file name might be slightly different depending on the zoom level of your camera***)

 UV570\_U3\_ARM\_V3.1.7\_20210511.mrg

 UV570U3\_BZB\_TN30X\_V1.1.1\_R\_20210914\_AF\_V1.0.4\_R\_20210402.mrg

- a. Select and open the following “ARM” file first.

 UV570\_U3\_ARM\_V3.1.7\_20210511.mrg

- b. Click the upgrade button and wait for installation to complete.

- c. The camera will reboot automatically.

10. Close the current browser tab and open a new one to log back into the camera and perform steps 6-9 again to install the second firmware file.

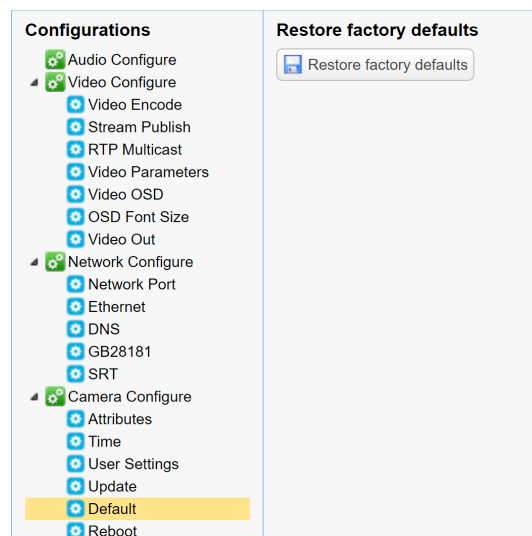
 UV570U3\_BZB\_TN30X\_V1.1.1\_R\_20210914\_AF\_V1.0.4\_R\_20210402.mrg

- a. Once complete, the camera will reboot automatically again.

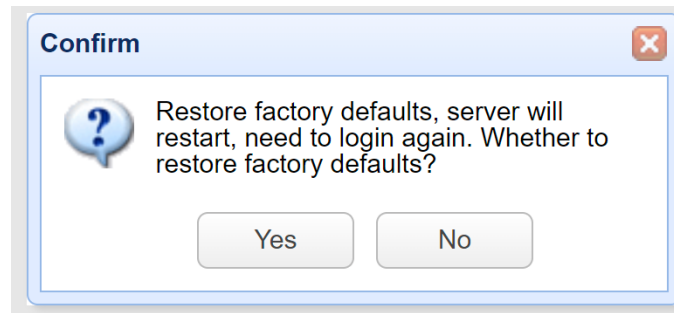
11. It is necessary to factory reset the camera to complete the firmware upgrade.

- a. Before continuing, take note of the camera's current Ethernet settings, Video parameters, and any other setting if needed.

12. Log back into the camera and navigate back to the Configuration page and select “Default” from the left hand menu.



13. Select “Restore factory defaults”



- a.
- b. Select “Yes”
- c. The camera will reboot and restore factory settings

(NOTE: DHCP will be turned off and IP address will be restored to the Static default address 192.168.5.163)

14. Configure your computer using the section below to be able to talk to the camera’s default IP address and reconfigure previous settings as needed.

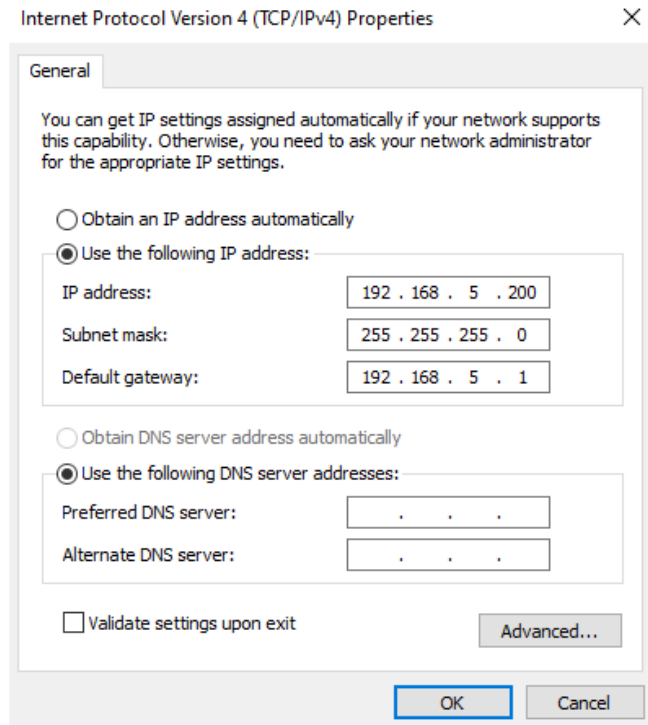
## Network Connection

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- **Direct Connection:** Connect the camera directly to the computer using an ethernet cable.
- **Internet Connection mode:** Connect the camera and computer to a router or switch and access via the local area network (LAN).

The computer must be on the same subnet as the camera to connect successfully. The device will not be accessible otherwise. The camera’s **default IP address is 192.168.5.163**, therefore the computer must be connected to the 192.168.5.x subnet.

1. To connect to the camera, open the Local Area Connection Properties on the computer.
2. For Windows 10 users right-click on the internet connection in the lower right hand corner of the desktop. Select “Open Network & Internet Settings”.
3. Select “**Change Adapter Options**”
4. Right-click on your connection (Wi-Fi or Ethernet) and select “**Properties**”.
5. Select “**Internet Protocol Version 4 (TCP/IPv4)**” and click “**Properties**”
6. Click on the bubble for “**Use the following IP address**”
7. In the IP address field, enter a non-conflicting IP address on the same subnet as the camera. In the example below uses 192.168.5.200



8. In the **Subnet mask** field enter 255.255.255.0
9. In the **Default gateway** field type 192.168.5.1
10. Leave the DNS fields blank.
11. Click "**OK**" to apply the settings.
12. Open your web browser and navigate to the default IP address 192.168.5.163
13. Log into the camera using the default credentials
  - a. Username: admin
  - b. Password: admin
14. Configure the camera as needed.

## Tech Support

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Have technical questions? We may have answered them already!

Please visit BZBGear's support page ([bzbgear.com/support](http://bzbgear.com/support)) for helpful information and tips regarding our products. Here you will find our Knowledge Base ([bzbgear.com/knowledge-base](http://bzbgear.com/knowledge-base)) with detailed tutorials, quick start guides, and step-by-step troubleshooting instructions. Or explore our YouTube channel, BZB TV ([youtube.com/c/BZBTVchannel](http://youtube.com/c/BZBTVchannel)), for help setting up, configuring, and other helpful how-to videos about our gear.

Need more in-depth support? Connect with one of our technical specialists directly:

<b><u>Phone</u></b>	<b><u>Email</u></b>	<b><u>Live Chat</u></b>
1.888.499.9906	<a href="mailto:support@bzbgear.com">support@bzbgear.com</a>	<a href="http://bzbgear.com">bzbgear.com</a>

## Warranty

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BZBGear Pro AV products and cameras come with a three-year warranty. An extended two-year warranty is available for our cameras upon registration for a total of five years.

For complete warranty information, please visit [bzbgear.com/warranty](http://bzbgear.com/warranty).

For questions, please call 1.888.499.9906 or email [support@bzbgear.com](mailto:support@bzbgear.com).

## Mission Statement

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BZBGear is a breakthrough manufacturer of high-quality, innovative audiovisual equipment ranging from AVoIP, professional broadcasting, conferencing, home theater, to live streaming solutions. We pride ourselves on unparalleled customer support and services. Our team offers system design consultation, and highly reviewed technical support for all the products in our catalog. BZBGear delivers quality products designed with users in mind.

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