

Adobe Flash Player EOL Impact Notice

Firmware Update (s): As of 12/31/2020 Adobe will no longer support Flash Player. BZBGear's support team has developed a Firmware update for our PTZ cameras utilizing HTML5, replacing Flash Player for image preview in web browsers.

Firmware Instructions: Download the correct Firmware update for your model of camera. The model number is located on the bottom of the camera. Save the file to an easily accessible folder on your computer.

Model Series: BG-LVPTZ, BG-UPTZ, BG-UPTZ-ND, BG-ND, BG-4K, BG-4KND, BG-BFS, BG-B20

Video Link to Firmware Update: N/A

- 1) Make sure your camera is powered on and connected to your network. Alternatively, you can connect the camera directly to your computer's LAN/RJ45 port using a CAT5/6 cable if networking the camera is not an option or requirement. Watch our "How to Network a PTZ Camera" video for instructions when connecting directly to a PC.

Link: https://www.youtube.com/watch?v=gLEHw_Ggjbc&t=6s

- 2) Download the proper Firmware File from BZBGear's support page. Save the file to your computer in a folder location easily accessible.
- 3) Open a Browser, Chrome or Firefox. Type in the IP address of the camera. The Default IP address is 192.168.5.163.
- 4) Next, go to System Configure, select Update and Choose File, click Upgrade.
- 5) Browse to the downloaded firmware file on your computer. Select the file and update the camera. This will take just a minute or two.
- 6) Select "Reboot" camera for new Firmware to take effect.
- 7) Once the camera has rebooted, open up a supported browser (Chrome or Firefox) and enter the IP address of your Camera to preview the image.

Model Series: BG-VPTZ-HSU3

Video Link to Firmware Update:

<https://www.youtube.com/watch?v=B5e6XU66hQU&t=19s>

- 1) Make sure the camera is powered on and connected to your network. Alternatively, you can connect the camera directly to your computer's LAN/RJ45 port using a CAT5/6 cable if networking the camera is not an option or requirement. Watch our "How to Network a PTZ Camera" video for instructions when connecting directly to a PC.

Link: <https://www.youtube.com/watch?v=MDwecmf16k0&t=13s>

- 2) Download the proper firmware file from BZBGear's support page. Save the file to your computer in an easily accessible folder location.
- 3) Open a supported browser (Chrome or Firefox). Type in the IP address of the camera. The Default IP address if not changed previously is 192.168.1.162.
- 4) Next, go to "System" and then select the tab "Maintain".
- 5) Browse to the downloaded firmware file on your computer. Select the file and update the camera. This will take just a minute or two.
- 6) Select "Reboot" camera for new Firmware to take effect.
- 7) Once the camera has rebooted, open a supported browser (Chrome or Firefox) and enter the IP address of your Camera to preview the image.