

## Upgrade Guidance for HD cameras

Suitable for FI9821W V2.1, FI9821EP, FI9821P V2, FI9826P V2, FI9831P V2

**Attention: After upgrading, please clear the cache of your browser, then it updates plugin when log-in next time.**

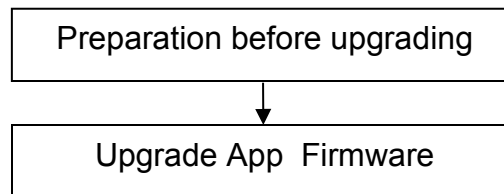
This firmware is for HD cameras, FI9821W V2.1, FI9821EP, FI9821P V2, FI9826P V2, FI9831P V2.

Please check your camera model on the bottom sticker. Updating with the wrong firmware could severely damage and/or break your camera. Please make sure the firmware is correct.

**Note:**

System firmware 1.5.2.11, App firmware 2.x.1.12 or 2.x.1.125 or 2.x.1.127 **can** upgrade to this version;

Upgrading procedure (let's take FI9831P V2 for example to finish the upgrading):



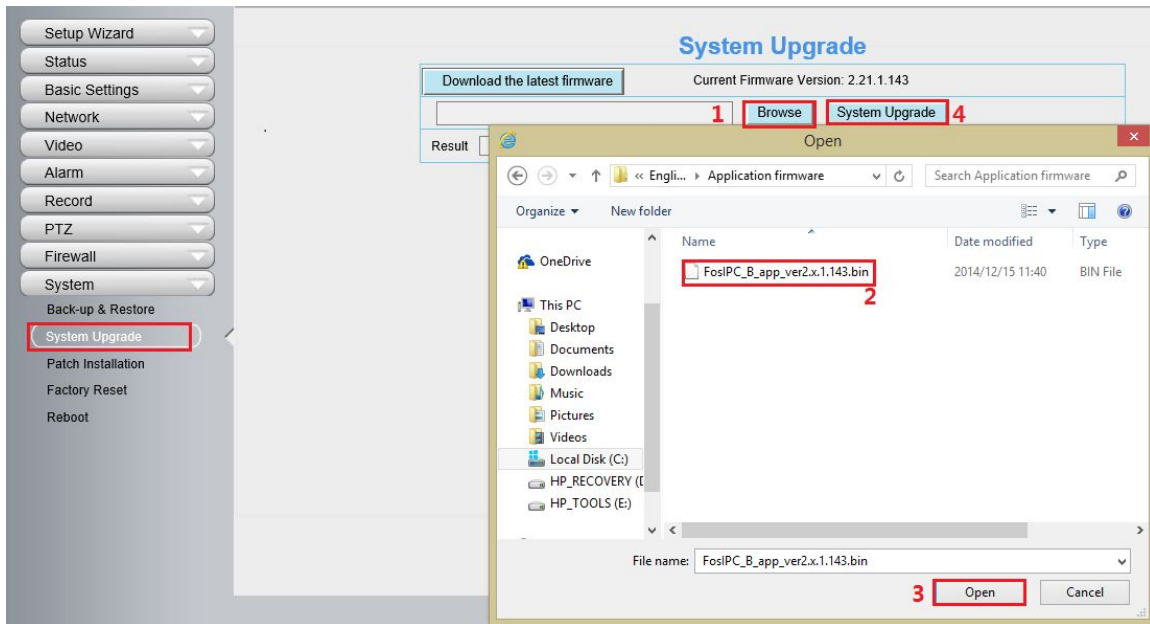
**Preparation before upgrading:**

1. Please restart your camera before the upgrading;
2. Connect camera to router with an Ethernet cable before upgrading;
3. DO NOT upgrade firmware via wireless;
4. DO NOT upgrade firmware over internet, just finish it in LAN;
5. Keep power on during the upgrading;
6. Logging your camera as administrator first, upgrade firmware on web page.

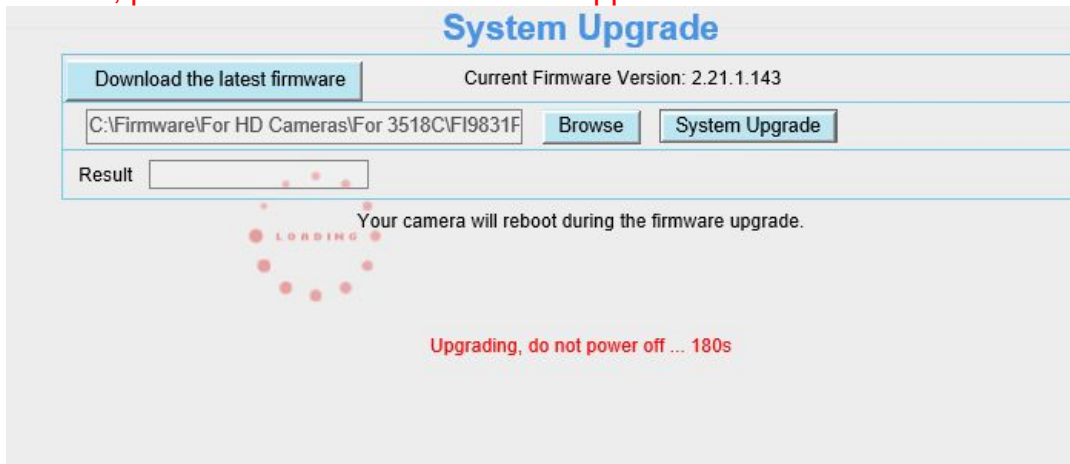
**Operation 1:** Upgrade the app firmware version.

**Step 1:** Login again, go to **Settings → System → System Upgrade**.


Click **Browse** → choose **FosIPC\_B\_app\_ver2.x.1.143.bin** → click **Open** → Click **System Upgrade**.



**Step 2: “Upgrading, do not power off ... Xs” pop up, camera IP will disappear from the IP Camera Tool. Then camera will reboot itself, DO NOT power off the camera, please wait till the camera IP reappear in the IP Camera Tool.**



**Operation 2:** Login again to check the **System Firmware Version, Application Firmware Version** and **Plug-In Version**.

Device Information	
 Refresh	
Camera Model	FI9831P V2
Camera Name	FI9831PV2
Camera ID	0ABC00C31C02
Camera Time	2014/12/15 09:50:55
System Firmware Version	1.5.2.11
Application Firmware Version	2.21.1.143
Plug-In Version	3.1.010

**Congratulations**, your camera successfully upgraded to the latest firmware!

**Note:**

1. You'd better re-install the plug-in, in case it did not upgraded.
2. The correct firmware version after upgrade:

System Firmware Version	1.5.2.11
Application Firmware Version	2.21.1.143
Plug-In Version	3.1.010

**Attention:** After upgrading, please clear the cache of your browser, then it updates plugin when log-in next time.

**End**

--- by Foscam Technical Support Team