

## How to update firmware on a DVR/NVR

**Warning:** You need to log in to your DVR and do “Reset to Factory Default” before you start upgrading the firmware. Log in to DVR “Main Menu” → Settings → Systems → Default (All setting options within the Default menu screen must be checked mark) then click Apply.

1. Download the firmware to your USB drive. The extracted file name should look like HDxxxxxxxxx.bin (file extension .bin)
2. Unplug the network cable from the DVR/NVR. Insert the USB drive to USB port of the DVR. In a few seconds, a message window will pop up.



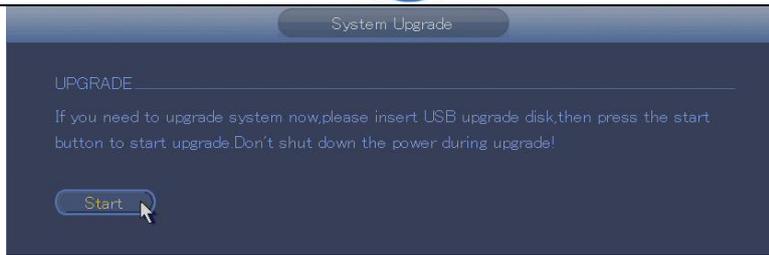
3. Click “System Upgrade”



4. If you are not currently logged in to the DVR, it may prompt you to enter your login credentials.



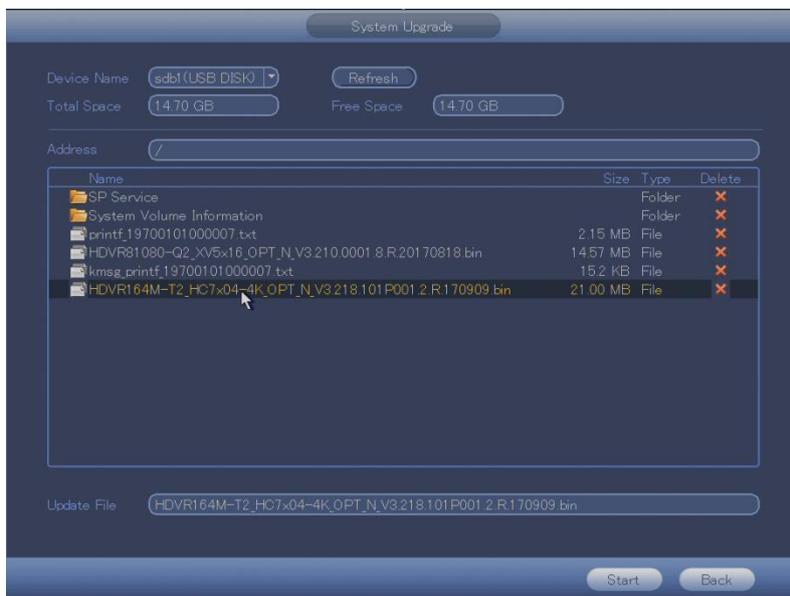
5. System upgrade will show up on your screen, click “Start” to begin the process.



6. System Upgrade menu will show up on your screen as shown below. Click your mouse over the correct firmware file specific for your DVR model, then click Start button when you're ready.

**WARNING! Failure to follow the following will cause permanent damage to your DVR/NVR\*:**

- a. Do not stop or interrupt the firmware upgrade process.
- b. Do not move or pull the USB drive until the firmware upgrade is finished.
- c. Do not turn OFF the power to the DVR/NVR.

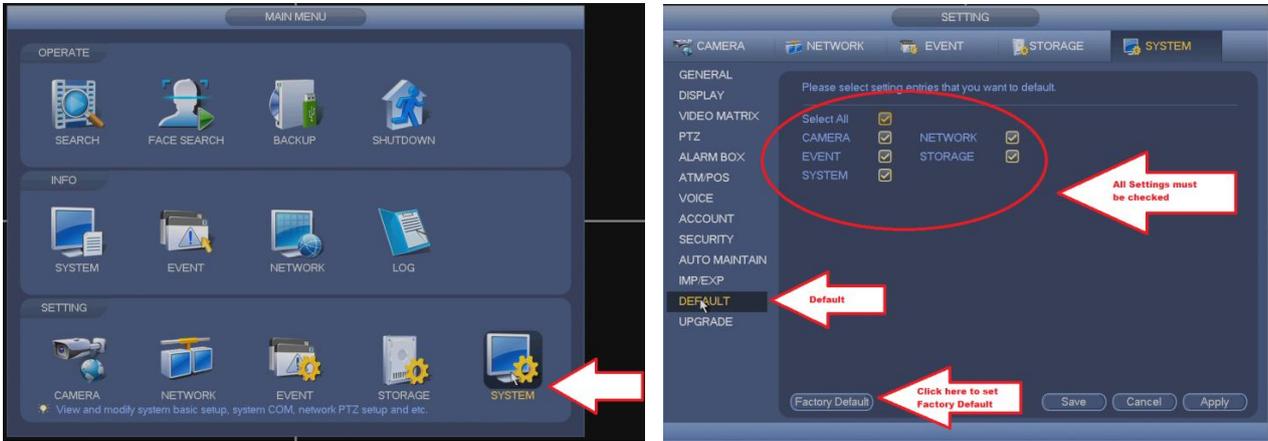


Wait until the firmware process is done. The DVR/NVR will automatically reboot its power when the upgrade is completed.

7. Log in using "admin" user name and enter your existing password.



**8. Go to Setting -> System -> Default**



Click OK to proceed with the "Reset to Factory settings"

**Device Initialization**

After the "Reset to Factory Default", the DVR/NVR will run through initialization process prompting the user to enter initial configuration settings or user preference.

1. Enter your new "admin" account password. Use password that has 8-10 characters with a combination of upper case/lower case letters, numbers and special characters such as !-\$.
  - A. Re-enter your new password at "Confirm Password" box to verify your new password matches.
  - B. Click Next button to continue...

User: admin

Password:

Use a password that has 8 to 32 characters, it can be a combination of letter(s), number(s) and symbol(s) with at least two kinds of them. (please do not use special symbols like ' " ; : & )

Confirm Password:

Prompt Question:

Next



Click “Shift” button to convert letters to CAPS (upper) case or lower case. Answering the “Prompt Question” is optional.

**2. Optional: Draw your Unlock Pattern to unlock DVR or click “Skip” for the next setup window.**

Device Initialization

1 Enter Password   2 Unlock Pattern   3 Password Protection

Please draw the unlock pattern.

Back   Skip

**3. Uncheck email address and Security questions. (This feature is not ready yet)**

Device Initialization

1 Enter Password   2 Unlock Pattern   3 Password Protection

Email Address  To reset password, please input properly or update in time

Security Questions

Question 1:  What is your favorite children's book?  
Answer:

Question 2:  What was the first name of your first boss?  
Answer:

Question 3:  What is the name of your favorite fruit?  
Answer:

Save

**4. Check mark at “Auto check for updates”.**



5. Enter Optiview serial number at “Device Name” box. Optiview serial number sticker is found at the back panel or bottom of the case of the DVR/NVR. Click Next button to continue..



6. Enter DVR/NVR network address (IP address). If you are not sure what network address to assign, click “DHCP” then click Next button to continue...



7. Check “enable” to activate P2P feature, otherwise, uncheck it and click next button to continue..

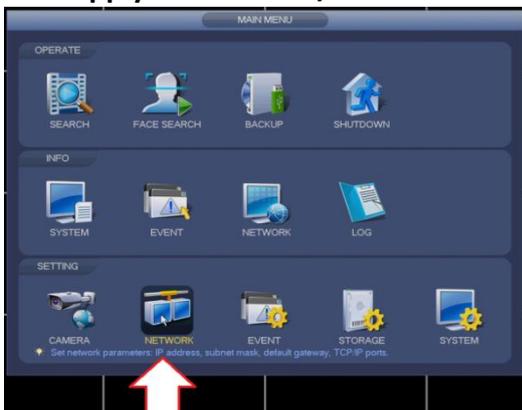


Click OK to finish the Device Initialization process

8. Delete the 888888 user account name. From Main Menu → Settings → System → Accounts



9. Change all the default network connection ports of the DVR/NVR. **This is one of the most important steps after upgrading the firmware of your DVR/NVR system.** At Network menu, click "Connection" and change all the default ports. You may follow the recommended ports as shown. Click Apply & Save. DVR/NVR will reboot its power to activate the new connection ports.

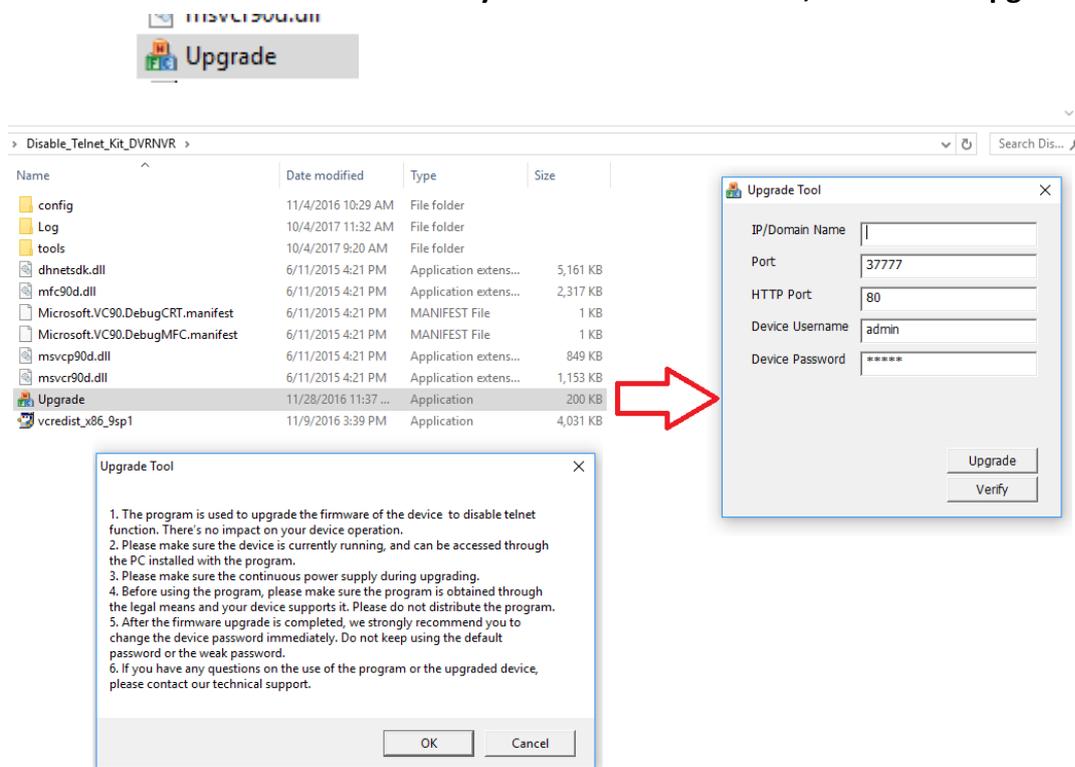


**10. You may have to reconfigure your router or modem to allow you to view your cameras remotely using public IP address assigned by your Internet Service Provider. You can enable P2P feature to skip dealing with configuring the router or firewall and still able to view cameras remotely. Go to [OptiviewUSA.com](http://OptiviewUSA.com) to find information how to use P2P on a mobile app. Consult the manufacturer’s manual for your private firewall or router for port forwarding. Optiview provides tutorials for basic networking, including port forwarding among many others. [Click here to view tutorials](#). Contact your IT personnel, your Internet Service Provider or the manufacturer’s website of your private router, modem or firewall for any technical support on their devices.**

**11. For all older DVR system where no available firmware, Disable the “Telnet” function on your DVR/NVR system.**

**a. Go to [OptiviewUSA.com](http://OptiviewUSA.com) → Firmware Update web page to download the tool for this task and extract it to your PC.**

**b. From the folder where you extracted the files, run the “Upgrade” application →**



**\*Disclaimer Statement:**

The information and files contained in this web page is exclusively for authorized dealers of Optiview USA only. The information and files is provided by Optiview USA. You assume the full responsibility of strictly following the instructions on how to load the firmware on your equipment.