Vaddio HD-18 Camera Firmware Update Instructions

NOTE: There are three separate files for camera operation. They are labeled Motor, Camera/Control and Video.
Please refer to the appropriate section in these instructions for the file you will be updating.

Requirements:

- RS232 adapter (Vaddio part# 998-1001-232)

- PC with serial connection or USB to Serial Adapter

- Latest version of Vaddio Loader program from *Vaddio Support* website
http://support.vaddio.com/resources#cat_3 (Scroll down to Vaddio Loader at bottom of page)

- Ethernet cable

- Camera software

1: Download and save software here: http://support.vaddio.com/resources#cat_3 (Scroll down to Software Updates – choose appropriate software file for the update needed)
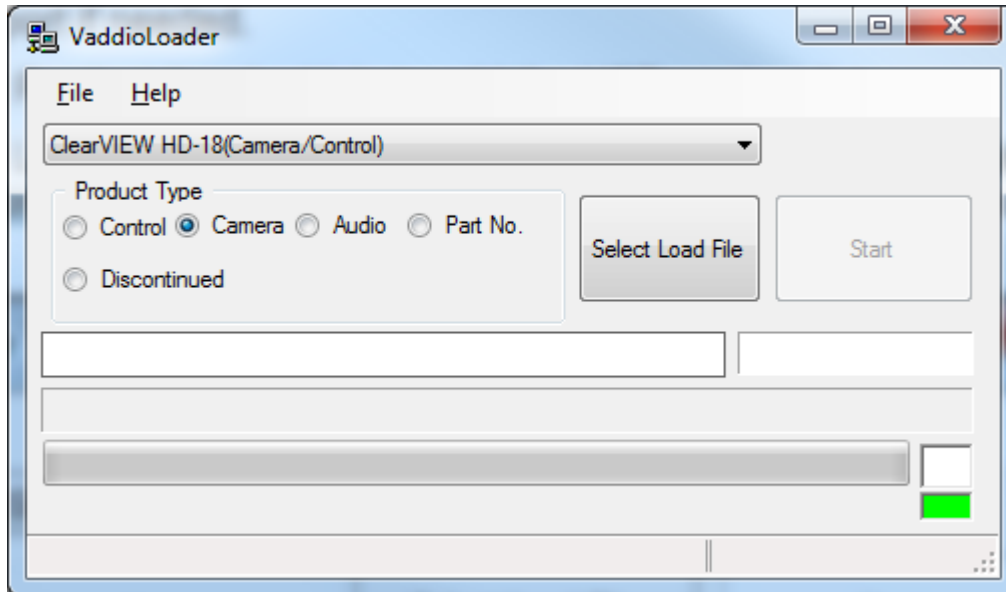
2: Download and install latest Vaddio loader software *here*: http://support.vaddio.com/resources#cat_3 - (Scroll down to Vaddio Loader at bottom of page) NOTE: If you have a previous version of Vaddio Loader installed, go to Control Panel and un-install previous version.

3: Make sure you know which PC com port is used with your serial connection and open Vaddio Loader. Select the proper com port if prompted.
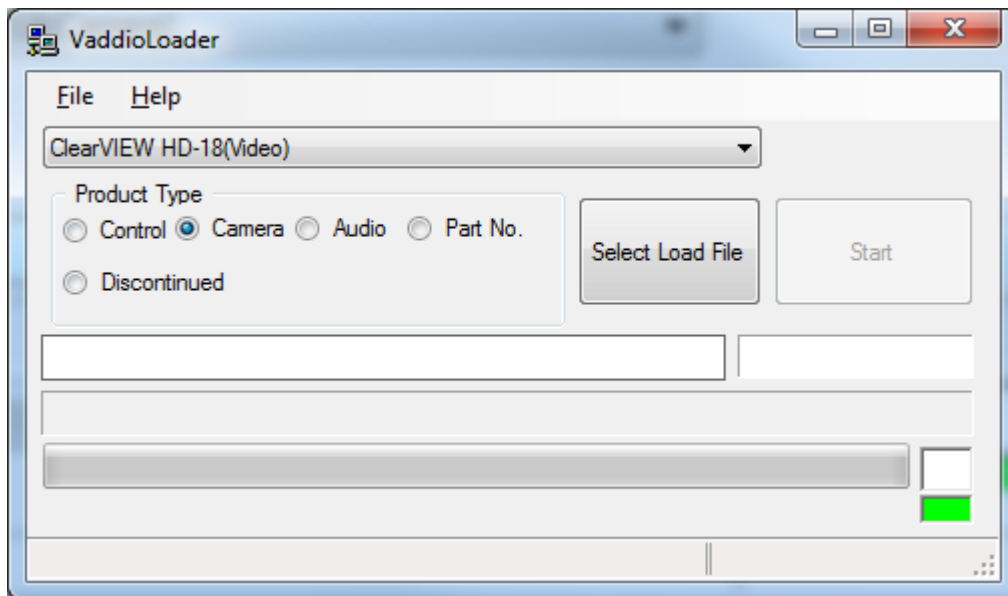
For HD-18 Camera/Control update:

- Note dip switch and rotary switch settings on camera prior to upgrade. Rotate HD Video Select rotary switch to "A" setting and place Camera Settings dip sw 3 up and 10 down and reboot camera. Camera is now in bootloader mode and red tally light will be on in front of camera.
- Connect a cat5 cable from the RS232 port to the RJ-45 end of the RJ45 to DE-9 adapter (part number 998-1001-232) The DE9 end will connect to the serial port or USB/serial adapter on the computer.
- Open the Vaddio Loader and select Camera under Product Type and choose ClearVIEW HD-18 (Camera/Control) from the drop down menu. (NOTE: Make sure Camera file is selected not motor or video)

- Click Select Load File and browse to location where camera hex file was saved on local machine and select Start.
- After the update has completed successfully return the rotary switch and dip switches to their original positions. Re-boot the camera.
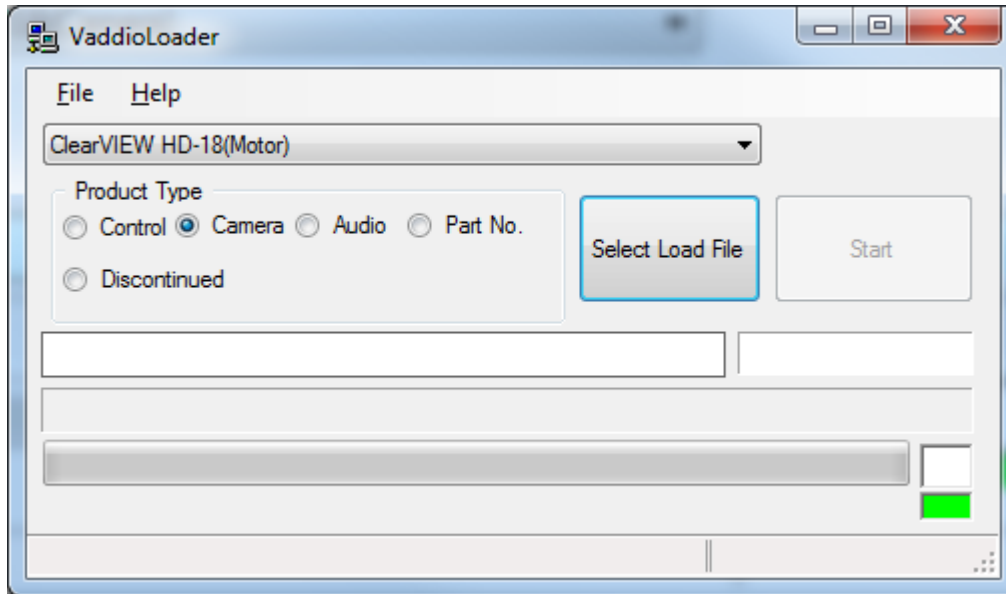- DONE

For HD-18 Video update:

- Note dip switch and rotary switch settings on camera prior to upgrade.
- Power camera with normal settings and with power still on, set dip 10 to the down position and turn rotary dial to "C" position.
- Connect a cat5 cable from the RS232 port to the RJ-45 end of the RJ45 to DE-9 adapter (part number 998-1001-232) The DE9 end will connect to the serial port or USB/serial adapter on the computer.
- Open the Vaddio Loader and select Camera under Product Type and choose ClearVIEW HD-18 (Video) from the drop down menu. (NOTE: Make sure Video file is selected not motor or Camera/Control)

- Click Select Load File and browse to location where the .flash file was saved on local machine and select Start.
- After the update has completed successfully return the rotary switch and dip switches to their original positions. Re-boot the camera.
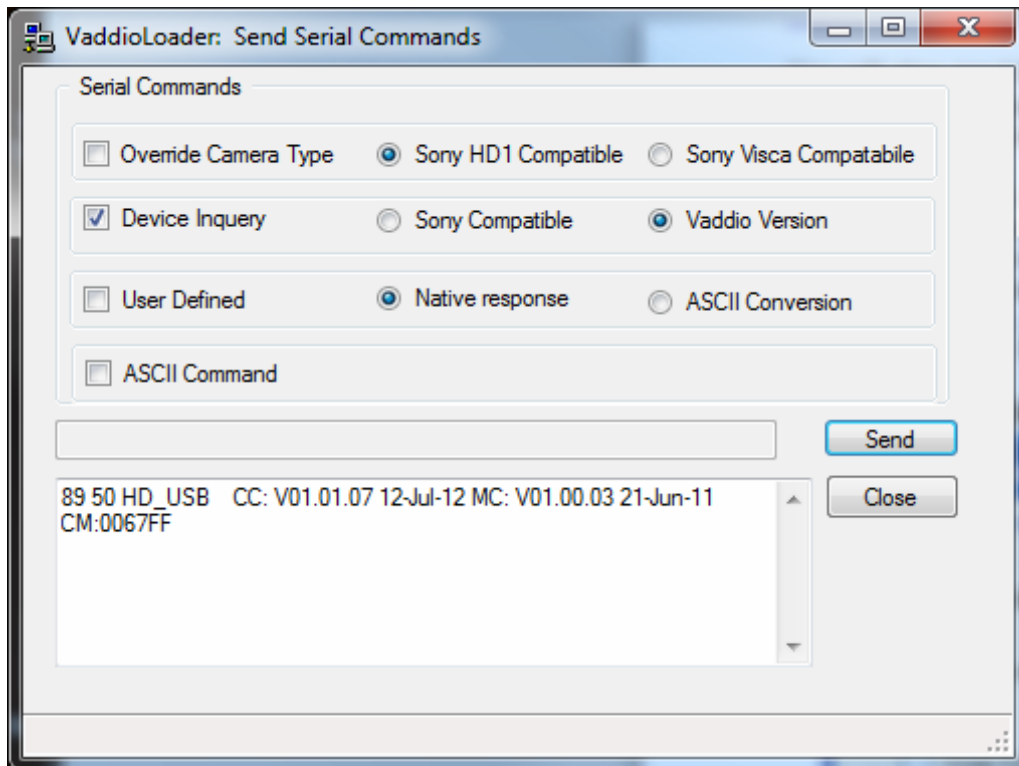- DONE

For HD-18 Motor update:

- Note dip switch and rotary switch settings on camera prior to upgrade. Rotate HD Video Select rotary switch to "B" setting and place Camera Settings dip sw 3 up and 10 down and reboot camera. Camera is now in bootloader mode and red tally light will be on in front of camera.
- Connect a cat5 cable from the RS232 port to the RJ-45 end of the RJ45 to DE-9 adapter (part number 998-1001-232) The DE9 end will connect to the serial port or USB/serial adapter on the computer.
- Open the Vaddio Loader and select Camera under Product Type and choose ClearVIEW HD-18 (Motor) from the drop down menu. (NOTE: Make sure Motor file is selected not Camera/Control or video)

- Click Select Load File and browse to location where Motor .hex file was saved on local machine and select Start.
- After the update has completed successfully return the rotary switch and dip switches to their original positions. Re-boot the camera.
- DONE

Troubleshooting:

- If HEX on website opens instead of downloading, right click on file and select 'Save Target As'.
- If your product is not listed in the Vaddio Loader drop down menu, verify you have Reset Products in the Help Menu.
- To verify Vaddio Loader communications with the camera, connect to the RS232 port and click on File and select Serial Commands in Vaddio Loader. Select Device Inquiry and Vaddio Version and hit send. A valid response is an example below. This is a USB camera response from the lower rs232 port.

If you have any questions call Tech Support at Vaddio. 763.971.4400.
If the update procedure is interrupted for any reason the product may need to be returned to Vaddio for
updating. If the update does not seem to run DO NOT TURN OFF THE PRODUCT OR UNPLUG IT. CALL TECH SUPPORT IMMEDIATELY.