



# Product Update Announcement

**From:** REI Technical Services

**Date:** 11/16/2017

**Subject:** HD Series DVR Required Firmware Upgrade

**Distribution:** REI DVR Customers and Dealers

## Affected Product

P/N REI	Description
710331	HD800
710422	HD420
710423	HD420W
710425	HD800W

### Issue:

To assure continued product performance, the MAIN firmware on all HD420 and HD800 DVRs must be updated to version 03.00.00 or later.

Version 03.00.00 firmware addresses an issue which will cause the DVR to report HDD FAIL and stop recording when any issue is detected with the HDD module. This firmware will reduce the occurrence of HDD FAIL and minimize the associated video loss associated with this issue.

The MCU firmware is not required for this update.

### Materials Required:

The following materials and equipment are required to perform the firmware update:

- 1 (or more) blank (preferred) USB FLASH drives
- REI HD series DVR IR remote control
- Handheld/portable video monitor (Composite/NTSC video) with RCA video cable or PC with network cable (PC's NIC needs to be on IP 192.168.0.100)
- MAIN firmware update file, version 03.00.00 or later (file name: BW\_HDxxx\_030000.BWF)

Note: All firmware files are model specific, and must be obtained separately for the HD420 or HD800 DVRs. Substitute the model name of the DVR(s) to be updated in the file names above (HD420 or HD800 for HDxxx in the sample file names above)

Please contact REI Technical Support (1-877-726-4617 or [Technicalsupport@radioeng.com](mailto:Technicalsupport@radioeng.com)) for instructions on how to obtain the firmware update files for your DVR(s).

**Instructions:****I. Determine Existing Firmware Versions:**

Before continuing with the firmware update process, the existing DVR firmware version should be determined. To determine the firmware versions of the existing firmware, perform the following steps:

**A. With hand held monitor:**

1. Activate the DVR by turning on the vehicle ignition (typical).
2. Assure DVR is fully initialized and operating.
3. Connect handheld video monitor to video output jack (VID jack) on front of the DVR using an appropriate cable (RCA). Turn on monitor to observe live video feed from the DVR.
4. Press the OSD button on the remote control repeatedly until the "installer's mode" page appears over the live video feed.
5. Note the MAIN firmware version in the upper left corner of the screen (FW: xx.xx.xx)
6. If the MAIN firmware version code is LESS THAN 03.00.00, complete the steps in Section II Update MAIN Firmware, below.

**B. With Laptop and Network cable:**

1. Activate the DVR by turning on the vehicle ignition (typical).
2. Assure DVR is fully initialized and operating.
3. Connect Laptop to DVR using network cable.
4. Using Internet Explorer connect to site 192.168.0.200 (default) or other configured IP address of the DVR. (Active X controls must be enabled).
5. Log into DVR. User name: admin, Password: 11111111
6. Click on Status tab to obtain current firmware versions. Follow steps 6 and 7 above to determine if firmware update is needed.

## II. Update Main Firmware:

### A. To update the DVR MAIN firmware using hand held monitor and remote, perform the following steps:

1. Prepare a blank (preferred) USB FLASH drive for use in the update process.
2. Copy the firmware update file for version 03.00.00 or later of the MAIN firmware (BW\_HDx00\_030000.BWF or later) onto the USB drive.
3. Activate the DVR by turning on the vehicle ignition (typical).
4. Assure DVR is fully initialized and operating.
5. Insert USB drive containing firmware upgrade file (03.00.00 or later firmware) into DVR front USB port.
6. The update process should begin automatically. The ALM and FLT indicators on the front of the DVR will flash in unison during the update process.
7. Wait for update to complete, and DVR to reboot.
8. Update is COMPLETE.

### B. Using Laptop and network Cable:

1. Activate the DVR by turning on the vehicle ignition (typical).
2. Assure DVR is fully initialized and operating.
3. Connect Laptop to DVR using network cable.
4. Using Internet Explorer connect to site 192.168.0.200 (default) or other configured IP address of the DVR. (Active X controls must be enabled).
5. Log into DVR. User name: admin, Password: 11111111
6. Click on system tab then Import / Export Config
7. Browse to the firmware file's location (hard drive or Flash drive) to select the firmware file.
8. Click on the UPGRADE FIRMWARE button to install new firmware.

## III. Verify firmware update.

1. Use the relevant instructions in Section I above to verify the correct firmware has been uploaded.