



Firmware Update Instructions

BirdDog P100

This document provides instructions on updating the camera firmware.

It is important to know the overall firmware structure of the camera. There are 2 separate locations that require firmware to be updated in order for the camera to operate in all conditions.

- MCU (Master Control Unit)
- NDI® Firmware

Updating your camera is a 2 step process. Please follow these instructions in this specific order to update the camera.

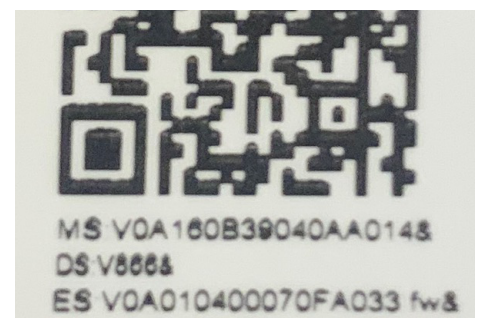
What you will need

- 1 x P100 firmware update .zip file (this contains all the files you need to update your camera).
- 1 x BirdDog P100 Camera.
- 1 x Windows PC or Laptop with a spare USB-A port running Windows 10.
- 1 x USB flash drive formatted as FAT32 on a Windows computer. Guidance on formatting the drive follows below.

Procedure

There are two different hardware versions of the P100. To identify which version you have:

1. View the square QR code label on the base of the camera. You might need to either take a photo with your phone and zoom in to read, or scan the image. Take note of the first long number that begins with "MS". For example, in the image to the right, the number is "MS VOA 160B39040AA014&". The important letters to note are the "AA" toward the end of the number. Your P100 will have either the letters "AA" or "AD".
2. If you have an AA version, use the firmware located in the AA folder. If you have an AD version, use firmware from the AD folder.





Step 1. MCU Update

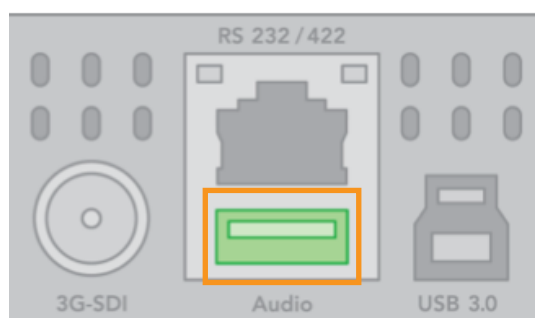
If your flash drive is not formatted as FAT32, format it using a Windows 10 computer. The following video provides instructions on this. The process should only take a few minutes.

Formatting your USB drive

To check how your flash drive is formatted, insert the flash drive into a Windows computer, open **My Computer** and right-click on the flash drive. In most cases, this is the D: or E: drive. Select **Properties** from the pop-up menu. The file system (FAT32) should be specified near the top of the **Properties** window.

Note: While most USB flash drives smaller than 8Gb in capacity are compatible, some flash drives do not perform updates correctly. The Patriot Supersonic Boost XT flash drive has been successfully tested and can be purchased from Amazon [here](#).

- On your Windows PC, navigate to the **STEP 1** folder, this will contain a single .bin file.
 - Insert your FAT32 formatted flash drive into your Windows PC.
 - Copy the .bin file from the **STEP 1** folder to the top level folder of the flash drive.
 - Right-click on and eject the flash drive in **My Computer**.
 - Remove the flash drive from your Windows PC and insert it into the camera USB port.
 - Remove all power to the camera, i.e., Ethernet cable (if using PoE) and/or power adaptor (if used for power), wait for 10 seconds, and return power to the camera with the flash drive connected.
 - Once the camera has finished boot up (it will pan fully left and then back to centre), power down and re-connect all usual cables to the camera.
 - To confirm the update, you'll need to check the software version number on the On Screen Display (OSD). In order to see the OSD, you'll need to view the camera's video output, either via NDI (e.g. using NDI Studio Monitor – part of the free NDI Tools available at www.ndi.tv/tools) or using a monitor connected via HDMI or SDI.
- Using the WebUI, navigate to the PTZ menu, OSD tab. Click the OSD ON/OFF button. You can then use the OSD control buttons to navigate to the OSD System menu. The OSD is also accessible via the camera remote control by pressing the MENU button. Check the long SV number at the bottom of the list.
- For both AA and AD versions, this number should end in AA047. If this is correct, then the update was successful.
 - The MCU update is now complete. Proceed to the next step.



STEP 2. NDI® Firmware Update

- Navigate to the camera Web UI. This is done by opening a web browser (Chrome or Firefox preferred) and typing in the IP address of the camera. By default, the camera is set to DHCP mode, which means it will automatically acquire an IP address from your network infrastructure. If your network does not have a DHCP server present, then the camera will fall back to 192.168.100.100. Please ensure your network adapter on your computer is set to the same subnet as the camera.



- b. Log into the Web UI. The default password is 'birddog'.
- c. Navigate to the SYSTEM menu and select the SYSTEM UPDATE tab. Click the CHOOSE FILE button.
- d. Click on **Choose File**, navigate to the folder named **STEP 2**, select the contained .fw file and click **Update** button.

NOTE: This process will take up to 5 minutes and will require the camera to reboot. DO NOT power off the unit while this process completes.

- e. After the process reports as complete, please allow 2 minutes for the camera to reboot and then refresh your browser.
- f. If you wish to use the Web UI, you'll need to log in again.
- g. The update process is now complete.

SUPPORT RESOURCES

BirdDog are committed to your success with our products and we have a team of global support engineers ready to help you. Should you need further assistance, please do not hesitate to reach out.

Email us at help@BirdDog.tv

This is a high priority email address and is received by support, engineering and management. We are here to help!