



# Firmware Update Instructions

## BirdDog P4K

This document provides instructions on updating the camera's entire firmware set.

There are 2 separate locations that require firmware to be updated.

- NDI® Firmware
- MCU (Master Control Unit)

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 P4K Firmware update .zip file (this contains all the files you need to update your camera).
- 1 x BirdDog P4K Camera.
- 1 x Windows PC or Laptop with a spare USB-A port.
- 1 x USB flash drive formatted as FAT32 on a Windows PC. Guidance on formatting the drive follows below.

## Procedure

### STEP 1. NDI® FIRMWARE UPDATE

- a. Navigate to the camera BirdUI. 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.
- b. 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.
- c. Log into the WebUI. The default password is 'birddog'.
- d. Navigate to the SYSTEM menu and select SYSTEM UPDATE.
- e. Click on CHOOSE FILE, navigate to the folder named STEP 1, select the contained .fw file and click UPDATE.

**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.

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



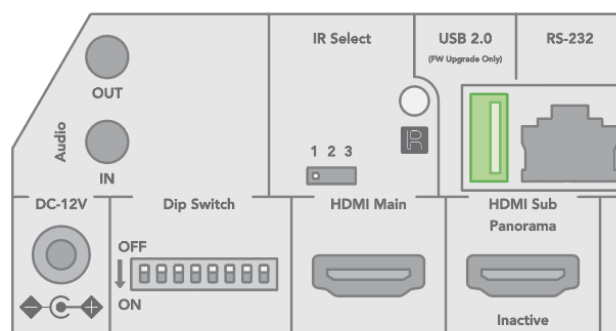
## STEP 2. MCU Update

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

### Formatting your USB drive

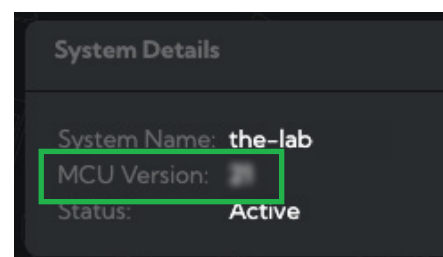
To check how your flash drive is formatted, insert the flash drive into a Windows PC, open My Computer and right-click on the flash drive. In most cases, this is the D: or E: drive. Select Properties from the pop-up menu. The file system (FAT32) should be specified near the top of the Properties window.

- On your Windows PC, navigate to the folder named STEP 2. This will contain a single .bin file.
- Insert your FAT32 formatted flash drive into your Windows PC.
- Copy the .bin file from the STEP 2 folder to the top level folder of the flash drive.
- Right-click on the flash drive in My Computer and eject the flash drive.
- Remove the flash drive from your Windows PC and insert it into the camera's 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.



## Confirming the update

To confirm the update, log in to the camera BirdUI and view the System Details on the Dashboard. Check that the MCU Version matches the number listed in the release notes for your camera.



## 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](mailto:help@birddog.tv)

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