



Firmware Update Instructions

BirdDog P400

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)

What you will need

- 1 x P400 Firmware update .zip file (this contains all the files you need to update your camera).
- 1 x BirdDog P400 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.

Procedure

STEP 1. NDI® FIRMWARE UPDATE

- a. Log into the WebUI. The default password is 'birddog'.
- b. Navigate to the SYSTEM menu and select SYSTEM UPDATE.
- c. From the displayed popup window, 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.

- d. After the process reports as complete, please allow 2 minutes for the camera to reboot and then refresh your browser.
- e. 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.

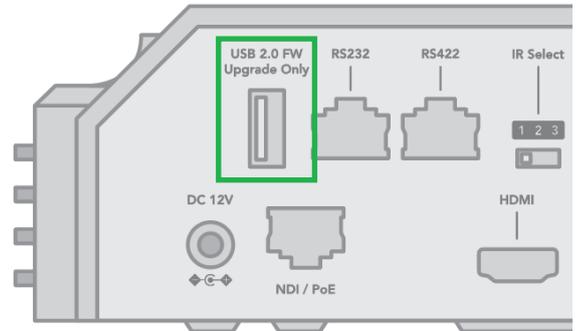
[Formatting your USB drive](#)

To check how your flash drive is formatted, insert the flash drive into a Windows PC, open My



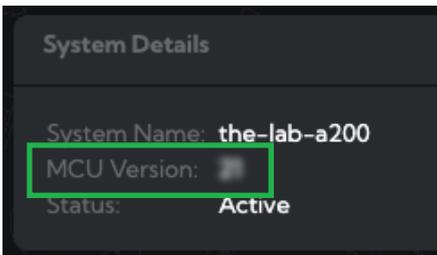
Computer and right-click on the flash drive. In most cases, this is the D: or E: drive. Select Properties from the pop-up menu. The file system (FAT32) should be specified near the top of the Properties window.

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

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