e-CamView firmware update

Firmware

Update

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1.0 Introduction

Recently there has been a major adjustment in our e-CamView cameras. We have removed the ActiveX plugin due to this removal the video streams can now be viewed in the following browsers: Internet Explorer, Microsoft Edge, Chrome, Safari, Firefox. Further we have fixed the following bugs with e-mail providers like ziggo, Gmail and outlook.com. We added the STARTTLS protocol to support other e-mail providers using the STARTTLS protocol.

To be able to use these features the Firmware needs to be updated to the latest version available on our website for your e-CamView camera. Further you will need to install/update the e-CamView APP on your Smartphone/Tablet.

2.0 Update Firmware

This installation manual guides you through the installation process of the e-CamView camera firmware. Use the following steps to correctly install the firmware.

Download the firmware.

1. Go to our website www.eminent-online.com
2. Select the search field and enter the model number of your Eminent e-CamView camera example: EM6230.
3. Click “**Drivers/Software**”.
4. Download the firmware from the support section.
5. Extract the downloaded file.

Firmware Update using your PC

Before you start updating the Firmware please make sure the camera is connected to your network via an Ethernet cable to prevent possible interruption in your WiFi network. Make sure the e-CamView software is installed on your PC. If not please install it first from the CD delivered with your camera or download the latest version from the website.

Login to the web interface.

1. Double click the 'e-CamView' shortcut placed on your desktop.
   (This program has to be installed on your desktop for more information please check the full manual).
2. From the software interface click "**Camera list**"
3. Click "**Open search tools**"
4. Click "**Searching**"
5. Write down the "IP address" and "port number (default 81)" of the camera you wish to update.
6. Open the web browser.
7. Type in the address bar: http://IP_address_of_the_camera**:81** and press enter.
8. Click "**Sign in**" from the option "For IE, Firefox, Google, Safari Browser"
9. Press the button "**Options**".
10. Click "**System Settings**"
11. Click "**System Maintenance**"
12. From the option "**System Upgrade**" Click "**Browse**"
13. Now browse to the folder containing the downloaded firmware file .pkg and click "**Open**"
14. Click "**OK**" a status bar will appear to indicate the progress of the firmware upgrade.
15. When the Update is successful the e-Camview IP camera will automatically reboot.

Please note: do not power off the camera during the upgrade procedure. The firmware upgrade process can take up to 10 minutes.
Please note: After updating the firmware the password of the camera is changed to "ipcam" instead of the password mentioned on the ID-card or bottom label of the IP camera.

2.1 How to access the camera again after the update using the APP:

- Press "**Edit**"
- Select the camera you updated
- Change the password to: ipcam
- Press "**Apply**"

2.2 How to change the default password to a password of my choosing using the APP:

- Press the settings button from the camera you wish to configure
- Select "**User settings**"
- Change the password for the admin user to the password you wish to use for the camera.
- Press "**Done**"
- Repeat the steps "2.1 How to access the camera again after the update using the APP:" for the new password

3.0 Release notes:

Version V7.4.9.2.1-20151102(03719-21-B2-VD5) (18-11-2015)

New features:

- Exchanged the ActiveX plugin to make the video stream available for more web browsers: Internet Explorer, Microsoft Edge, Chrome, Safari, Firefox.

Improvements:

- Bug fix Outlook.com mail server
- Bug fix Gmail.com mail server
- Bug fix Ziggo.nl mail server

Technical adjustments:

- Added STARTTLS to the E-mail settings
- Added a RTSP stream: rtsp://IP_adres:554/11
- Added a RTSP security On/Off option (default this option is enabled and uses the same credentials used to login to the web interface)

Please note: After updating the firmware you will need to clear your web browsers cache memory to be able to use the new video plug-in in the web browser. The instructions for clearing your cache varies from browser to browser.

4.0 Frequently Asked Questions and other related information

The latest Frequently asked questions for your product can be found on the support page of your product. Eminent will update these pages frequently to assure you have the most recent information. Visit www.eminent-online.com for more information about your product.

5.0 Service and support

This users manual has been carefully written by Eminent's technical experts. If you have problems installing or using the product, please fill out the support form at the website www.eminent-online.com/support.

You can also contact us by phone. Please check www.eminent-online.com/support for the helpdesk phone number and opening hours.

6.0 Warning and points of attention

Due to laws, directives and regulations set out by the European parliament, some (wireless) devices could be subject to limitations concerning its use in certain European member states. In certain European member states the use of such devices could be prohibited. Contact your (local) government for more information about this limitations.

Always follow up the instructions in the manual*, especially where it concerns devices which need to be assembled.

Warning: In most cases this concerns an electronic device. Wrong/improper use may lead to (severe) injuries!

Repairing of the device should be done by qualified Eminent staff. The warranty immediately voids when products have undergone self repair and/or by misuse. For extended warranty conditions, please visit our website at www.eminent-online.com/warranty.

**Tip: Eminent manuals are written with great care. However, due to new technological developments it can happen that a printed manual does not longer contain the most recent information.*
If you are experiencing any problems with the printed manual or you cannot find what you are looking for, please always check our website www.eminent-online.com first for the newest updated manual.

Also, you will find frequently asked questions in the FAQ section. It is highly recommended to consult the FAQ section. Very often the answer to your questions will be found here.

7.0 Warranty conditions

The five-year Eminent warranty applies to all Eminent products, unless mentioned otherwise before or during the moment of purchase. After buying a second-hand Eminent product the remaining period of warranty is measured from the moment of purchase by the product's initial owner. Eminent warranty applies to all Eminent products and parts, indissolubly connected or mounted to the product it concerns. Power supply adapters, batteries, antennas and all other products not directly integrated in or connected to the main product or products of which, without reasonable doubt, can be assumed that wear and tear during use will show a different pattern than the main product, are not covered by the Eminent warranty. Products are not covered by the Eminent warranty when exposed to incorrect/improper use, external influences or when opening the service parts of the product by parties other than Eminent. Eminent may use refurbished materials for repair or replacement of your defective product. Eminent cannot be held responsible for changes in network settings by internet providers. We cannot guarantee that the Eminent networking product will keep working when settings are changed by the internet providers. Eminent cannot guarantee the working of web services, apps and other third party content that is available through Eminent products. Eminent products with an internal hard disk have a limited warranty period of two years on the hard disk. Eminent could not be held responsible for any data lost. Please make sure that if the product stores data on a hard drive or other memory source, you will make a copy before you return the product for repair.

When my product gets defective

Should you encounter a product rendered defective for reasons other than described above: Please contact your point of purchase for taking care of your defective product.

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