CamLine Pro firmware update

Firmware

Update

Cam Line Pro firmware update

Table of contents

1.0 Update Firmware

This installation manual guides you through the installation process of the CamLine Pro camera firmware. Following the steps in order to correctly install the firmware.

Note Read This First.
Please make sure you have the correct firmware for your cameras model and revision number. If you use the wrong firmware you will damage the cameras software and it will no longer work.

How to determine the model number and revision number.

Check the bottom label of your camera it will mention the model number followed by the revision number for example EM63XX R1. If there is not a mentioning of R1 you will have the R0 and in this case please *DO NOT* proceed with this firmware.

1.1 Download the firmware.

- Go to our website www.support.eminent-online.com
- Select the search field and enter the model number of your Eminent CamLine Pro camera example: EM6325 Download Firmware.
- Select from the list the most recent firmware for your product (Please also check if your product has a revision number R1 this will be also printed on the label of your product).
- Download the firmware from the support section.
- Extract the downloaded file.

1.2 Migration tool

The migration tool is developed to make the update of your Camera as smooth as possible. With the tool you will be able to search for your Cameras, reset the camera to factory settings, copy and reprogram your cameras UID to the camera and reboot your camera.

The migration tool is configured with the default password for the CamLine Pro cameras. This password is: ipcam.
Every time the tool requests to enter the password, you will have to modify this password to the new password for the camera you wish to configure/update.

Hint: You can choose to reset the camera settings to factory defaults, if you reset the camera to factory defaults, the password will be reset to the default password: ipcam. You will no longer have to retype the password while using the migration tool.

If the camera is reset to factory defaults, all changes made to the camera will be reset to factory defaults as well.

1.3 Copy/backup your camera's UID using the Migration tool.

- Open the provided migration tool on a Windows PC in the same network as the camera(s).
- Select from the Camera list the camera you wish to update and press "**Get ID information**"
- The ID of the camera is now displayed in the field "UID".
- Copy the UID and paste it temporarily into a text document. You will need it later when the update is completed.

1.4 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. This to prevent possible interruption in your WiFi network.

Please note: After updating the firmware, the settings of the camera will be reset to the factory default settings incl. the WiFi settings, 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.

From the migration tool double click on the camera from the list to open the web interface of the camera.

Login to the web interface (browser).

- You will be prompted to enter the credentials of the camera.
- Use by default the username "admin". Check the ID/Password card for the password (in case of a restore to factory defaults the default password is "ipcam").
- Click "**Sign in**" from the option "For IE, Firefox, Google, Safari Browser".
- Press the button "**Options**".
- Click "**System Settings**".
- Click "**System Maintenance**".
- From the option "**System Upgrade**": Click "**Browse**".
- Now browse to the folder containing the downloaded firmware file .pkg and click "**Open**".
- Click "**OK**". A status bar will appear to indicate the progress of the firmware update.
- When the update is successful, the CamLine Pro IP camera will automatically reboot.

⚠️ *Please note: Do not power off the camera during the upgrade procedure. The firmware update process can take up to 10 minutes.*

⚠️ *Please note: After updating the firmware the settings of the camera will be reset to the factory default settings incl. the WiFi settings. 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.*

1.5 Re-program the UID of the camera.

- After the update is done, close the web browser and go back to the Migration tool.
- Paste the UID copied from chapter 1.3 back into the UID field.
- Press "**Set new ID**".
- A pop-up will be displayed to enter account and password. By default this is "admin" and the password of the camera "ipcam"
- Now press "**OK**".
- A second pop-up will be displayed notifying "Set OK" now press "**OK**".
- For the UID to be applied the camera needs to be rebooted press "**Reboot**".
- A pop-up will be displayed press "**OK**".
- A pop-up will be displayed to enter account and password. By default this is "admin" and the password of the camera "ipcam"
- Now press "**OK**".
- And press again "**OK**".

2.0 How to access the camera again after the update using the app:

- Open the CamLine Pro app.
- Press ⬤ in the camera window you've just updated.
- Press ⚙.
- Change the password to: ipcam.
- Press the "back" arrow.

2.1 How to change the default password using the app:

- Open the CamLine Pro app.
- Press ⬤ in the camera window you've just updated.
- Press ⚙.
- Select "**Advanced settings**".
- Select "**Camera password**".
- First, enter the old password.
- Change the password to the password you wish to use for the camera and confirm the password in the fields "**New**" and "**Confirm**".
- Press "**OK**".

⚠ *Please note: Repeat the steps "2.0 How to access the camera again after the update using the app:" for the new password.*

3.0 Release notes:

New features:
- Change the WiFi Smart config to work with CamLine Pro 2

Improvements:
- Removed UPNP to improve the security.
- Removed the users: user and guest to improve the security.

⚠ *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.support.eminent-online.com.

You can also contact us by phone. Please check www.support.eminent-online.com 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.