

GATEKEEPER

Upgrading the Firmware for the DVRs

Periodically Gatekeeper Systems may release new firmware updates for your device which will improve performance and reliability.

In order to update your device, please download the correct firmware update compatible with your device. If you need assistance, please contact Gatekeeper Systems and ask for Technical Support.

Once you have obtained the appropriate firmware update file, copy this file to a USB flash drive.

Please Note: If you are using the Finger Mouse/LCD combination to navigate, you will require a Gatekeeper Systems USB Hub to allow two devices to share the one USB port. Please follow the insertion process noted on the Gatekeeper Systems USB Hub.

1. Using a Monitor:

Items Needed:

- USB Stick
- Monitor or ICD
- Remote

USB Stick:

Create a folder on the USB Stick called Upgrade. The firmware file will need to be extracted to that folder. Use 7-Zip to extract the *.RAR file that was received.

From DVR: *Navigate to: Main Menu* → *Setup* → *Maintenance* → *Upgrade*

Upgrading firmware to the DVR:

Select **Upgrade** beside Device upgrade. Once upgrade is selected, it will search the USB stick for the firmware file. See Fig 1.1 – DVR

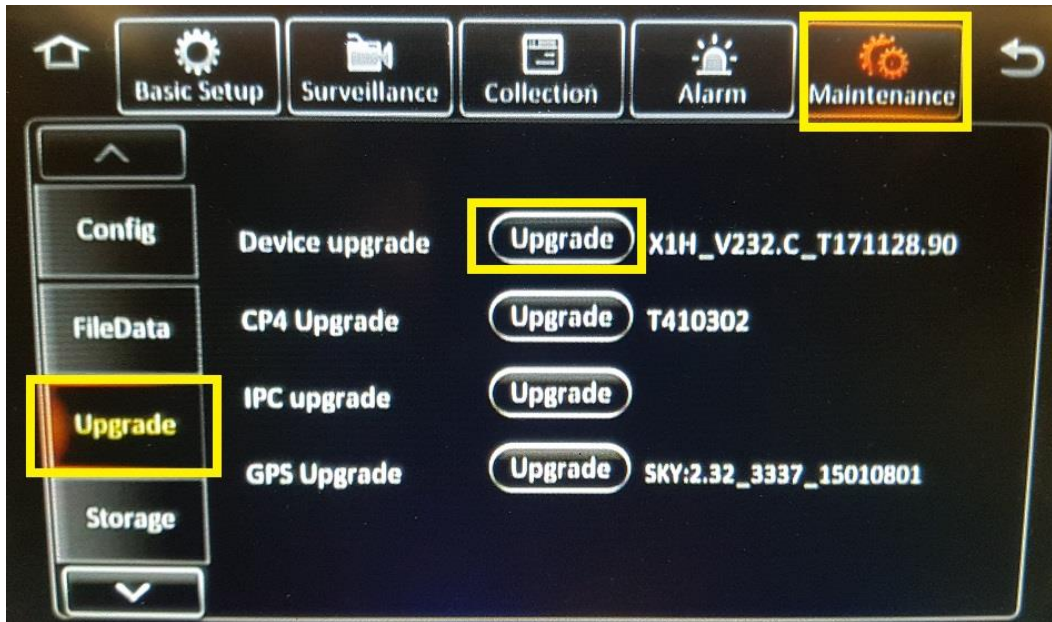


Fig 1.1 – DVR

Once the file is found on the USB stick the "Are you sure to upgrade?" msg will launch. Select Ok to start the upgrade.

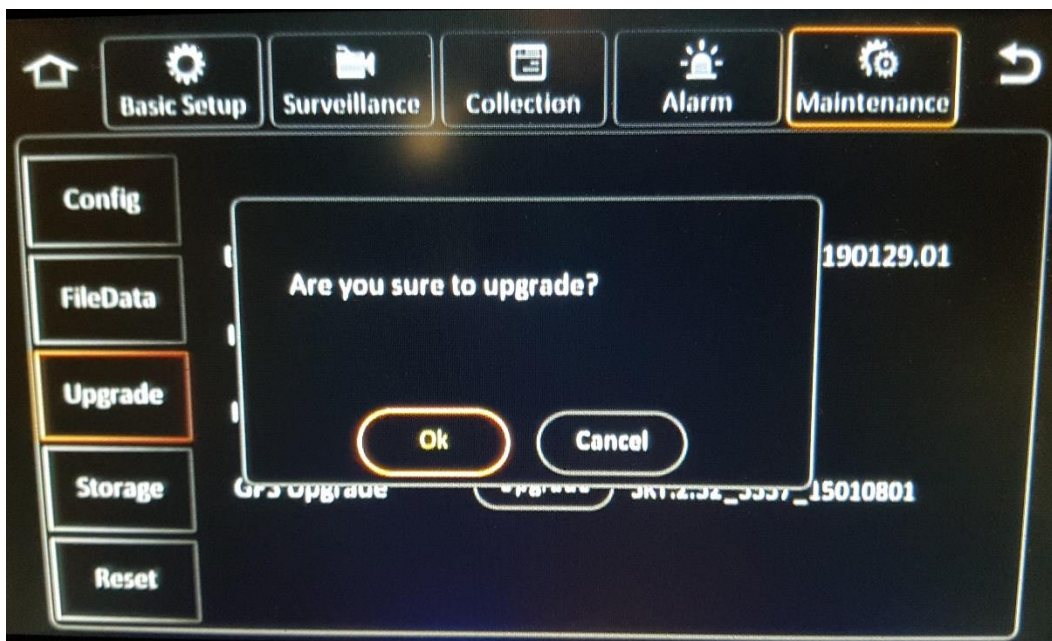


Fig 1.2 – DVR

Upgrade is in process now, as per instructions on the screen. Please Note: Do not turn off power supply at any time during the upgrade process.

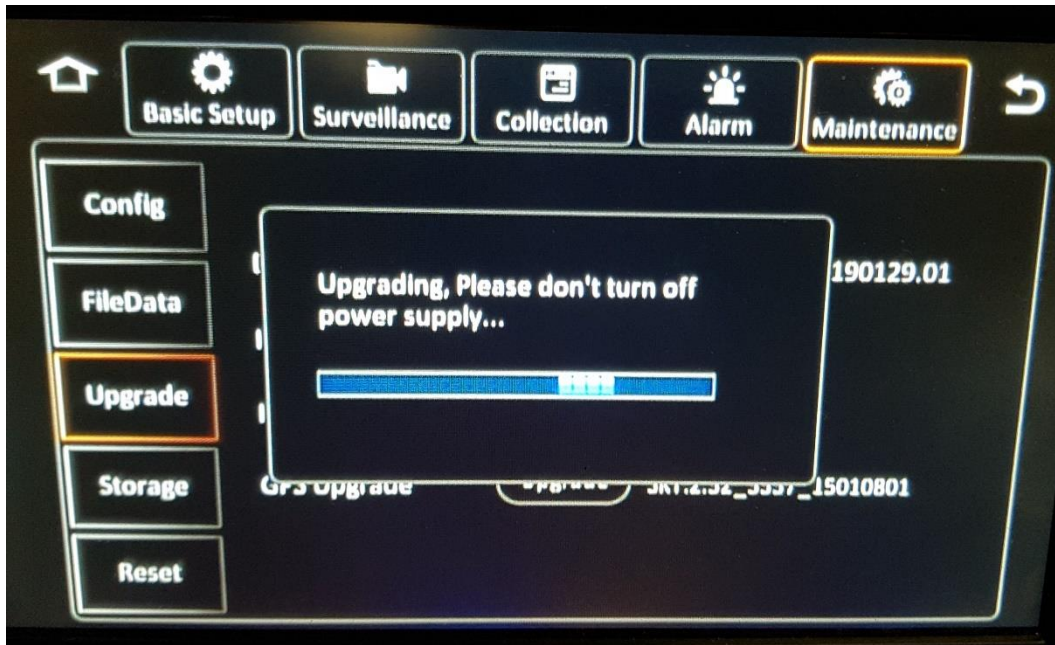


Fig 1.3 – DVR

Once the upgrade is complete the system will reboot.

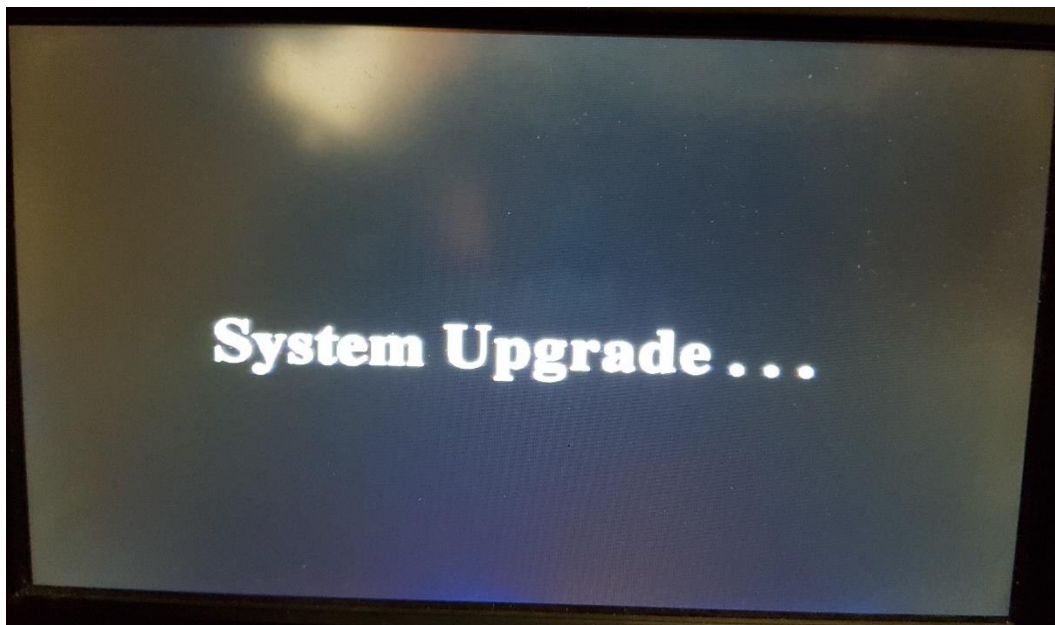


Fig 1.4 – DVR

After the DVR reboots, click ok, the upgrade is now complete.

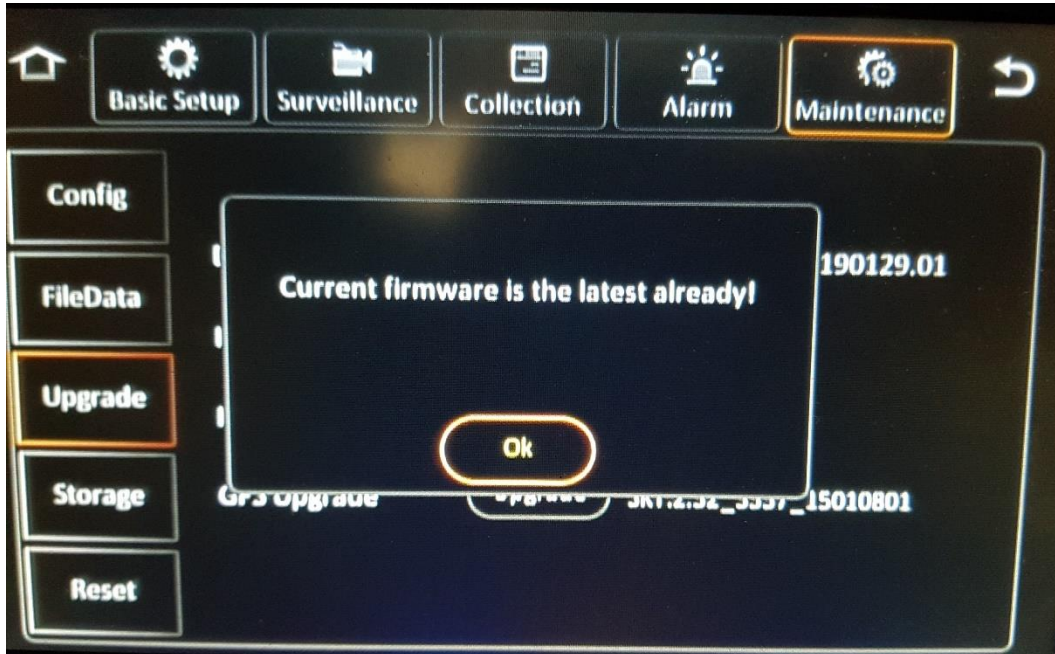


Fig 1.5 – DVR

The firmware version should now be the same as the file name on the USB Stick.

2. Using G4Connect:

Items Needed:

- Dongle
- Android Tablet or Phone



Fig 1.1 – Dongle

From DVR: **Navigate to: Main Menu** → **Common** → **Version Info**

Upgrading the firmware to the DVR.

There should be a SD Card in the dongle, from a computer transfer the Firmware provided into a folder called Upgrade. Place the SD Card back into the dongle before plugging it into the DVR.

Plug the Dongle into the DVR>Navigate to Version Info> Select  button

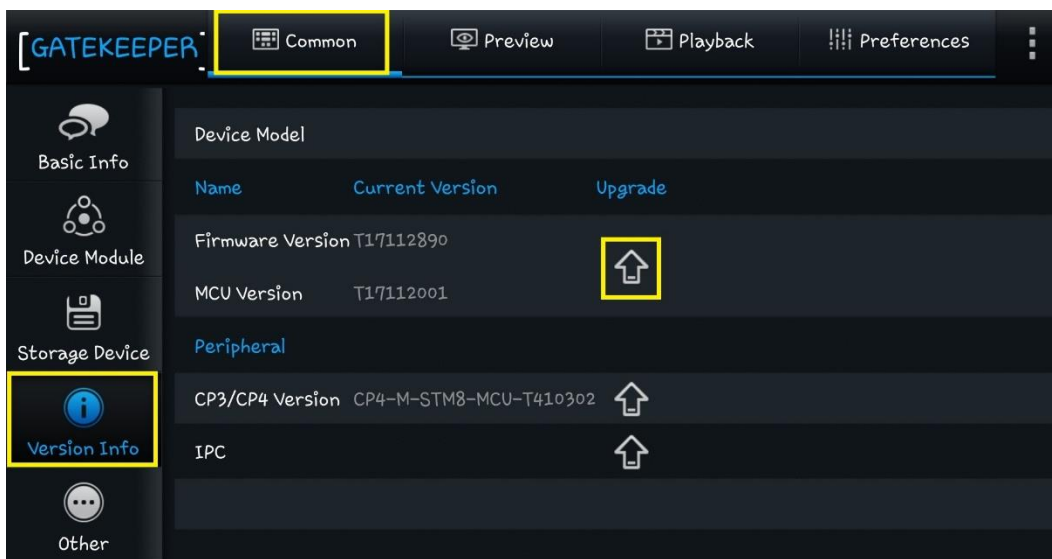


Fig 1.1 – G4Connect

Once the file it found on the USB stick the “Are you sure to upgrade?” msg will launch. Select Ok to start the upgrade.

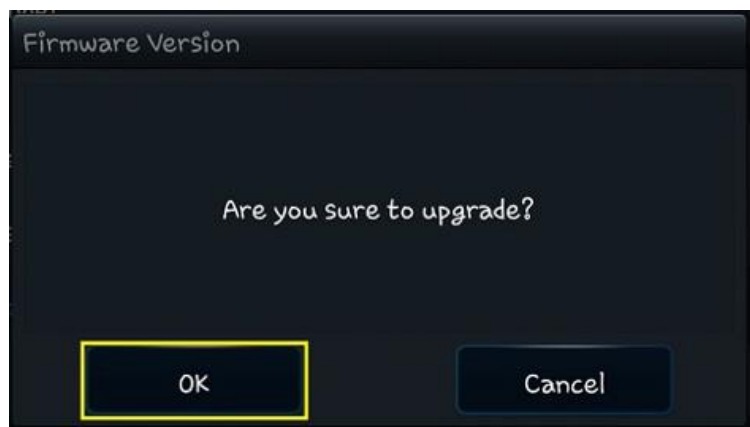


Fig 1.2 – G4Connect

Upgrade is now in process, don't turn off power supply and make sure the bus is left on during the upgrade.

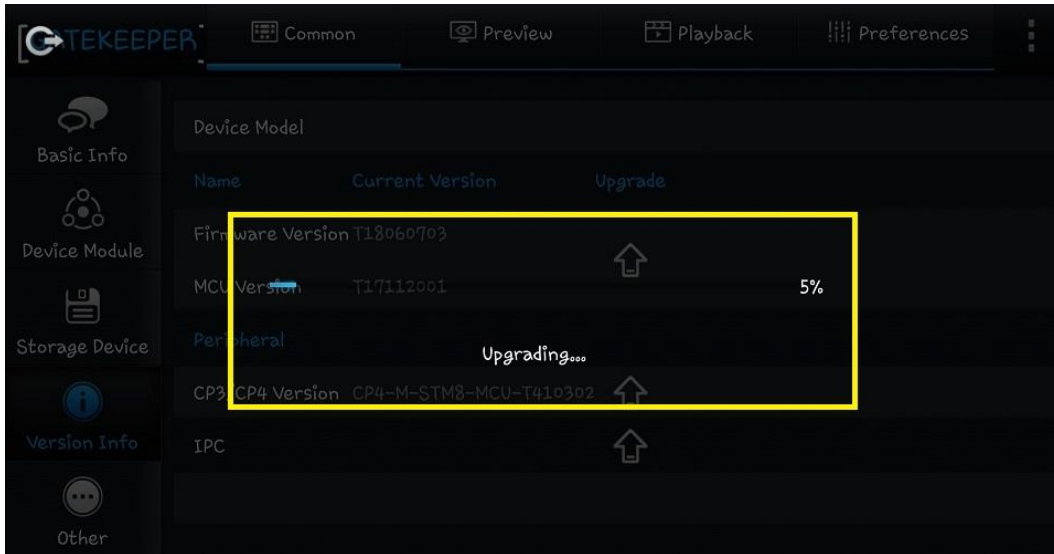


Fig 1.3 – G4Connect

The process will begin and the DVR will reboot $\frac{3}{4}$ of the way through the upgrade. When "Execution successful" screen launches the DVR will be upgraded.

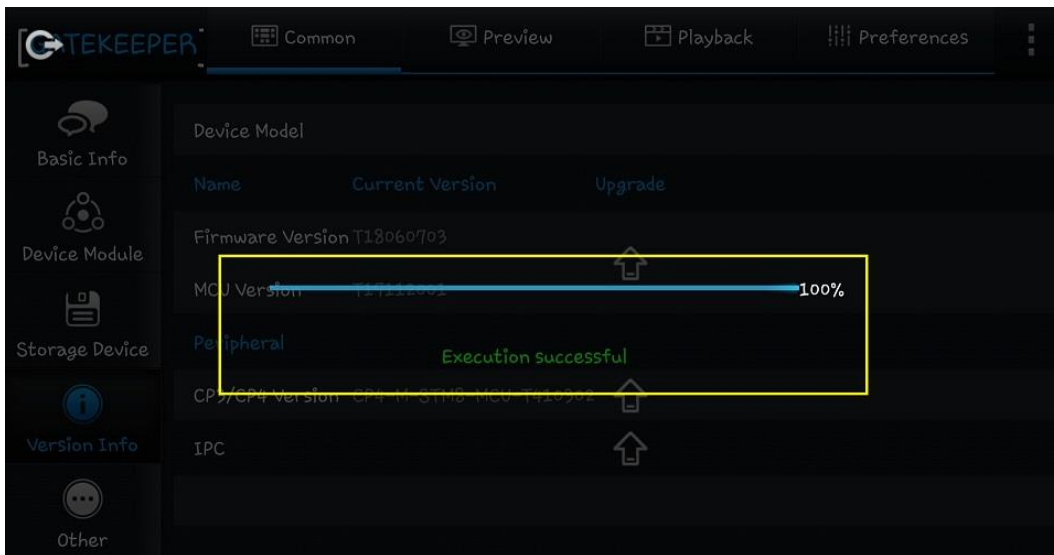


Fig 1.4 – G4Connect

Log out of G4Connect> Login> Common> Version Info, the firmware version should now be the same as the file name on the SD Card.

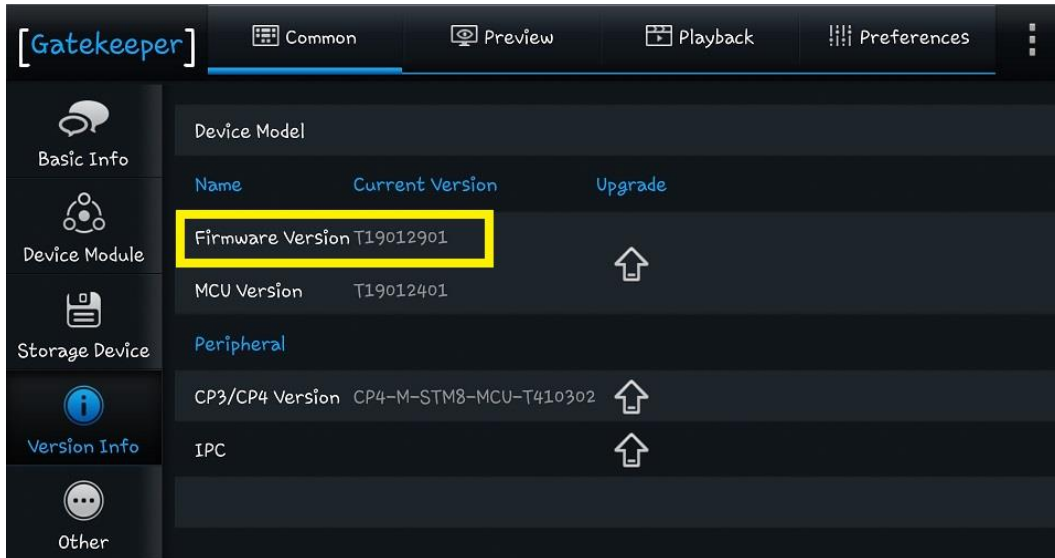


Fig 1.5 – G4Connect