

## Updating Luma Firmware

You have three different methods by which you can update your firmware.

### Upgrade via OvrC

As of version 3.1.2 (build 151205), you can update Luma recorders through your OvrC account. This is by far the easiest way. Log in, select the customer's account, and look for the update icon on the right side of the device list.

Tap on it and a pop-up opens to show you the current firmware, the new firmware to be updated and the release notes that summarize the improvements. Select continue and the process begins. That's all there is to it!

**Be sure to forewarn your customers that an update is taking place.** Also, if the process is interrupted (for example, due to a network connection issue), simply wait a few minutes and try again.

### Upgrading over the Internet

From the live view, click the Settings icon. Go to the Configuration page, then select Maintenance.

The **Remote Upgrade** section lets you upgrade your system to the latest firmware without having to be physically at your device.

You must first download the new firmware to your computer from the product page. Once you have downloaded the firmware to your local computer, click **Browse** and navigate to it (DVR files have a .dav extension, while NVR files have a .mav extension). Once you have selected the firmware update file, its path shows in the text box. Be sure to select the proper file; nothing prevents you from upgrading to an older file.

Click **Upgrade**. While you are upgrading, the system locks you out of navigating the configuration menus. You can track the update status of the upgrade to the right of the status label. Once the upgrade reaches 100%, the recorder reboots itself (you should see the word *Rebooting* appear near the center of your screen). When it finishes rebooting, it unlocks the configuration menus and you can resume operations.

During an upgrade, if you click on either the log or live page, the upgrade aborts and the system returns to normal operation without the upgrade. If the upgrade hangs for some reason, the upgrade gets safely aborted but the system does not automatically unlock the configuration page. Just click over to the log or live page to resume operations.

### Updating Luma Firmware with the Local Interface

From the live view, click the Settings icon, then select Maintenance. Within the maintenance window, click on the Upgrade page. You can use either a flash drive or an FTP link to upgrade.

#### Local Upgrade Tab

Use this option if you are upgrading from a flash drive that has the new firmware.

Plug the USB drive with the new firmware into a USB port of the recorder, then press **Refresh**. The drive should show up next to Device Name, with the contents of the drive displayed in the table (DVR files have a .dav extension, while NVR files have a .mav extension).

Click on the appropriate firmware file, then click **Upgrade** to begin the operation. The system reboots when it is completed.

#### FTP Tab

Use this option to upgrade by retrieving the new firmware over your network.

Enter the FTP server address in the area provided, then press **Enter** at the bottom of the virtual keypad.

Click on the appropriate firmware file, then click **Upgrade** to begin. The system reboots when it is completed.