

Davicom Version 5.56d Upgrade Instructions

UPGRADE PROCEDURE

DavLink 5.56 software (previously called MacComm) and Davicom firmware 5.56 are available for download from the Davicom website. DavLink 5.56 is backwards compatible with all earlier firmware versions and must be installed first. Please note that the word MAC has been removed from new Davicom nomenclature.

Firmware upgrading has been simplified, and now involves a single step to upgrade from version 5.50.

However, if upgrading from lower versions, two or more steps may be required, as detailed in the procedure below.

IMPORTANT: *DO NOT USE v5.5x firmware to upgrade SuperMAC units. It will cause corruption and loss of all configuration data in the master and slave units. Contact Davicom for instructions regarding SuperMAC support.*

PREPARATION FOR UPGRADE

- 1. Log into www.davicom.com with your username and password. If you do not have one, register on the Davicom website. You will be sent notification of access within 1 working day.
- 2. Go to the Support section "Software & Firmware / DV-Series Units", and download the installation files for DavLink, the Davicom Firmware & Utilities, and importantly, this Upgrade Instructions document.

INSTALL DAVLINK 5.56_x

- 1. Double-click *DavLink556_x.exe* to run the file you downloaded, and follow the installation instructions. If requested, uninstall all older versions of DavLink (or MacComm) you may have on your computer.
- 2. The DavLink install key should be picked up automatically. Contact Davicom if you need a new key.

FOLLOW THE FIRMWARE UPGRADE PROCEDURE BELOW

Firmware files will be installed in C:\Program Files (x86)\Davicom\Davicom\Firmware folders as shown in the example screenshots for version 5.56_x.

The complete upgrade process will take 20-45 minutes(depends if Local or IP connection), and you must wait until the unit's activity LED resumes normal blinking before reconnecting to transfer the next firmware file. This may take several minutes each time. **POWER MUST NOT BE TURNED OFF** during the firmware write process.

Upgrade Procedure Steps

- 1. Double-click *DavFWandUtil556.x.exe* and follow the installation instructions.
- 2. If requested, uninstall all previous versions of Firmware and Utilities you may have on your computer.
- 3. Use DavLink 5.56 to connect locally to your unit, and go to *Unit Utility/Configuration Transfer*.
- 4. Click *Download (Unit to PC)* to save your current configuration file for later conversion with the *DavicomConfigManager556_23415.exe* program (Utilities folder).

- 5. After the configuration file is saved, check the unit's firmware version as indicated in step 6.
- 6. Click the *Unit/Site Views* icon, and then select the *Information* button to see the f/w version number.

- 7a. If the firmware version is *5.10.3, or lower*, click the *Unit Utility* icon, then click the *Firmware Upgrade* button and skip ahead to step 8.
- 7b. If the firmware version is between **5.10.4 and 5.48.x**, skip ahead to step 10.
- 7c. If the firmware version is **5.50.x, or higher**, skip ahead to step 15.

- 8. Browse to the *5104* folder, select the *MacFW5104.hex* file, and then click *Start* to upload the file to the unit. After the file has been transferred, you will be disconnected for the firmware write process.

- 9 Wait until the unit reboots, then upload the *MacFW5104.hex* file a second time. The older loader program / file system update is a two-step process. If unable to reconnect, see step 13 to try and resolve the problem. If still unable to connect, contact Davicom Support for help. Otherwise, after 2nd reboot continue to step 10.
- 10 For firmware between 5.10.4 and 5.48, click the *Unit Utility* icon, then click the *Firmware Upgrade* button.
- 11 Browse to the *Bridge_Firmware* folder, select the hex file in the folder (*DavFW556_x.hex*), and click *Start*.

*When the installer program advises that a bridge version will be installed, accept the installation. After the Davicom unit reboots, repeat, if necessary, the upload of the same firmware hex file until the Firmware Version number shown after the reboot is **5.56.prev-ver**. Note that “**prev-ver**” is the previous firmware version’s build number as shown in Figure 3, the example for 5.48 to 5.56. Up to three upload repeats may be required depending on the initial firmware version.*

*Note that even though the build number shown in the example screenshot for “**prev-ver**” is 14197, it may be 91E for versions prior to 5.48. Also, no SNMP version information will be shown for the DV-Micro because this unit does not support SNMP.*

- 12. After the firmware file has been transferred, you will be disconnected for the firmware write process. Wait until the unit’s activity indicator resumes normal blinking, and then reconnect.
- 13. If you connected locally using a USB cable and are unable to reconnect, disconnect and reconnect the USB cable. If still unable to reconnect, turn off the power, disconnect all cables, and remove the RAM battery for at least one minute to reset the unit to default user-access values (SUPER01/SSSSSSSS). If you cannot reconnect after trying the reset to default values, or with the manual method below, contact Davicom Support for help.

NOTE: If initial firmware was v5.44 or higher, a manual Factory Reset can be used to restore default user-access values if unable to connect using DavLink.

- 1.-Power down the Davicom, press in and hold the LOCAL button on the front of the unit.**
- 2. Power up the Davicom while holding in the LOCAL button.**
- 3.-When all LEDs on the unit blink rapidly 3 times (20-30 seconds), release the LOCAL button.**
- 4.-You have a 5-7 second window to release the button, so two or three attempts may be required.**

- 14. After the unit restarts, reconnect, and then click the *Firmware Upgrade* button.
- 15. Browse to the 5.56_x folder containing the **.dav** file for your unit (*Micro*, or *Mini-208-216*).
- 16. Click *Start* to upload the correct firmware file (*FW-MICRO-EN-556_x.dav*, or *FW-EN-556_x.dav*). When the firmware upgrade is complete, reconnect to confirm that all version numbers are identical as shown in the example of Figure 4. If unable to reconnect, see step 13 for information to resolve the problem. If still unable to connect, contact Davicom Support for help
- 17. Figure 3 shows that the final bridge for an upgrade from 5.48.x to 5.56.x is installed, i.e. **5.56.prev-ver** shows **5.56-14197**, and thus the unit is ready to accept the **.dav** file. Figure 4 shows that all version numbers are identical after the upgrade to version 5.56.18631.
- 18. You may now convert your saved cfg file to the current firmware version and reload it in the Davicom unit.
- 19. **NOTE:** It is not necessary to convert your cfg file if you were upgrading to a newer firmware build, for example from version 5.56.16884 to version 5.56.23415. See Figures 5 and 6.

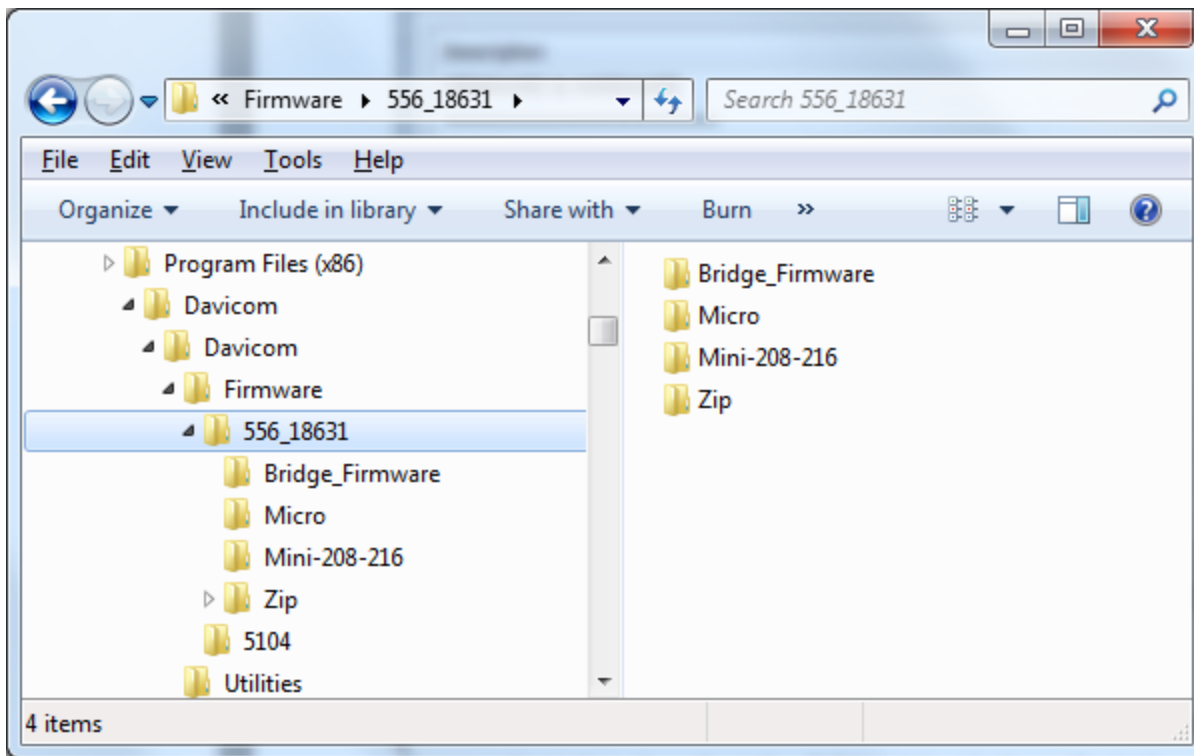


Figure 1: Davicom v5.56_x Firmware Folders

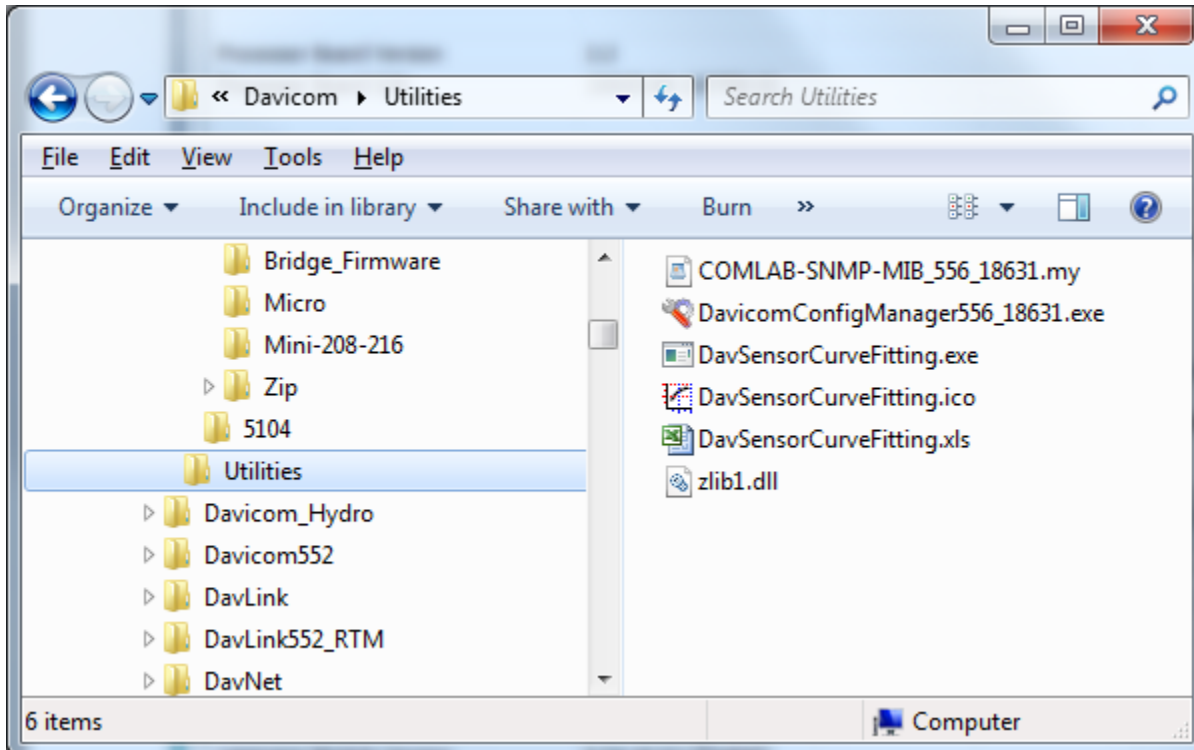


Figure 2: Davicom v5.56_x Utilities Folder

Davicom Unit Information for Upgrade from 5.48 to 5.56

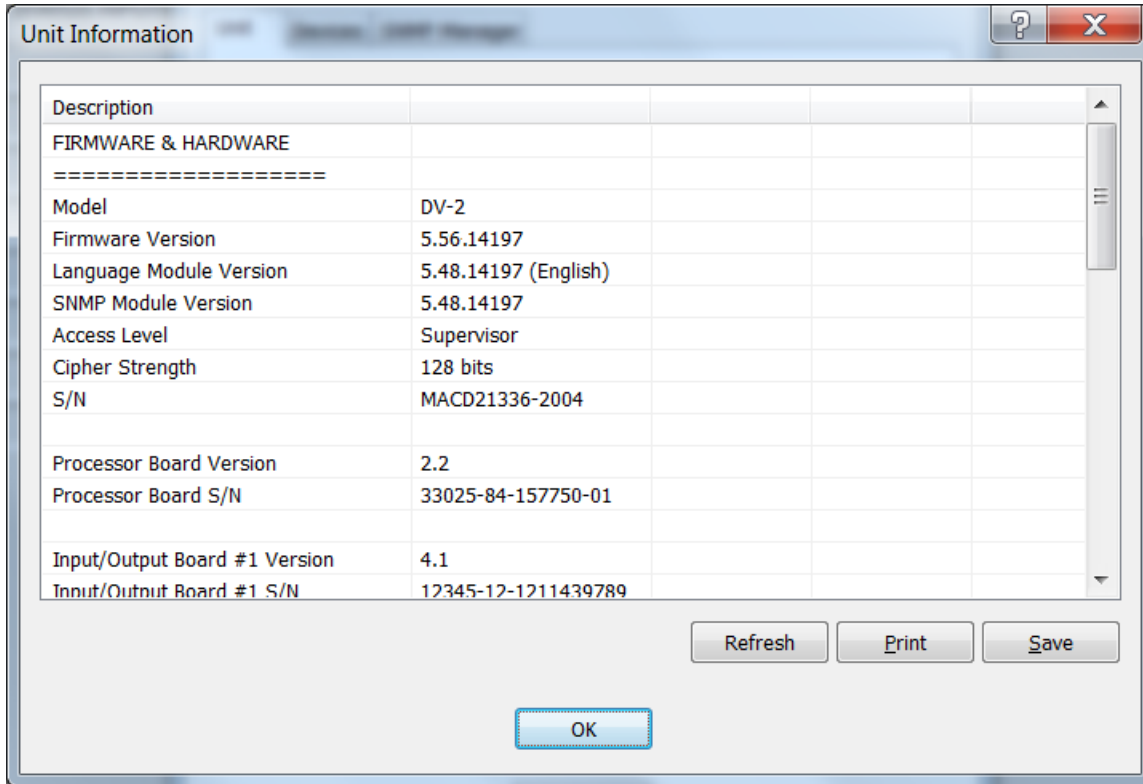


Figure 3: Showing 5.56 bridge firmware is installed, thus unit ready for upload of .dav file.

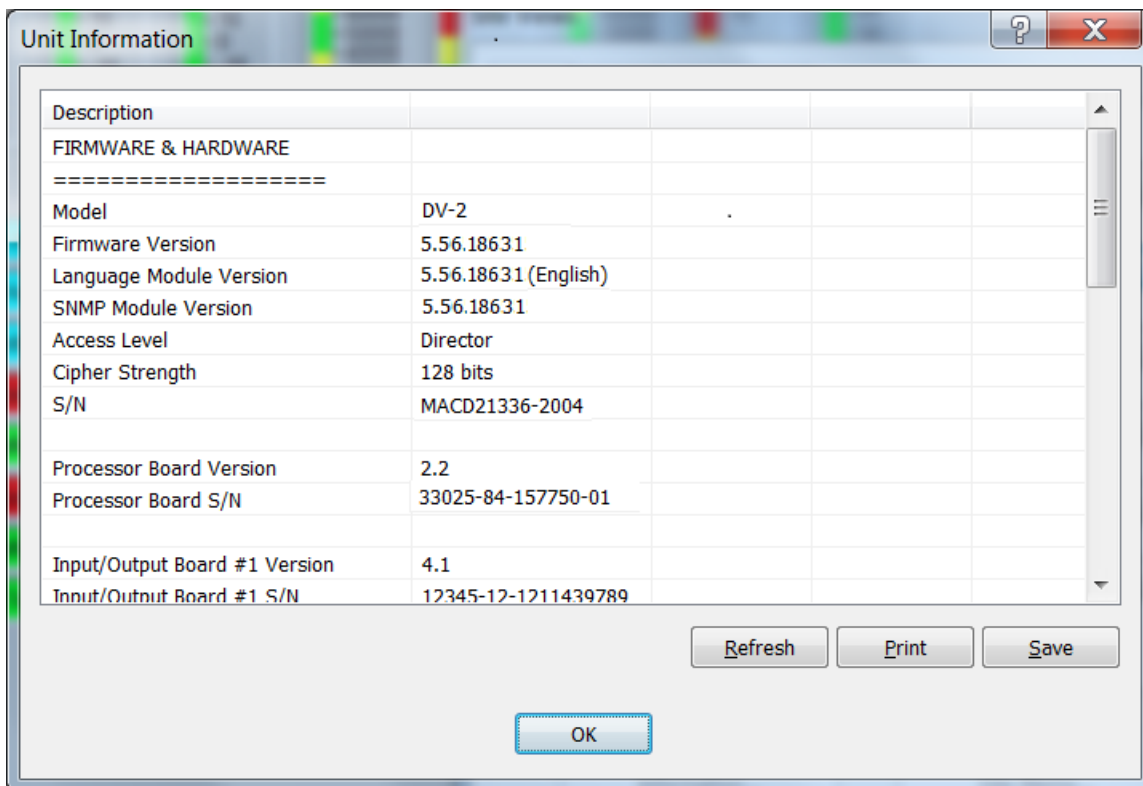


Figure 4: All version numbers now identical, thus firmware 5.56.18631 upgrade is complete

Davicom Unit Information for Upgrade from 5.56.16884 to 5.56.23415

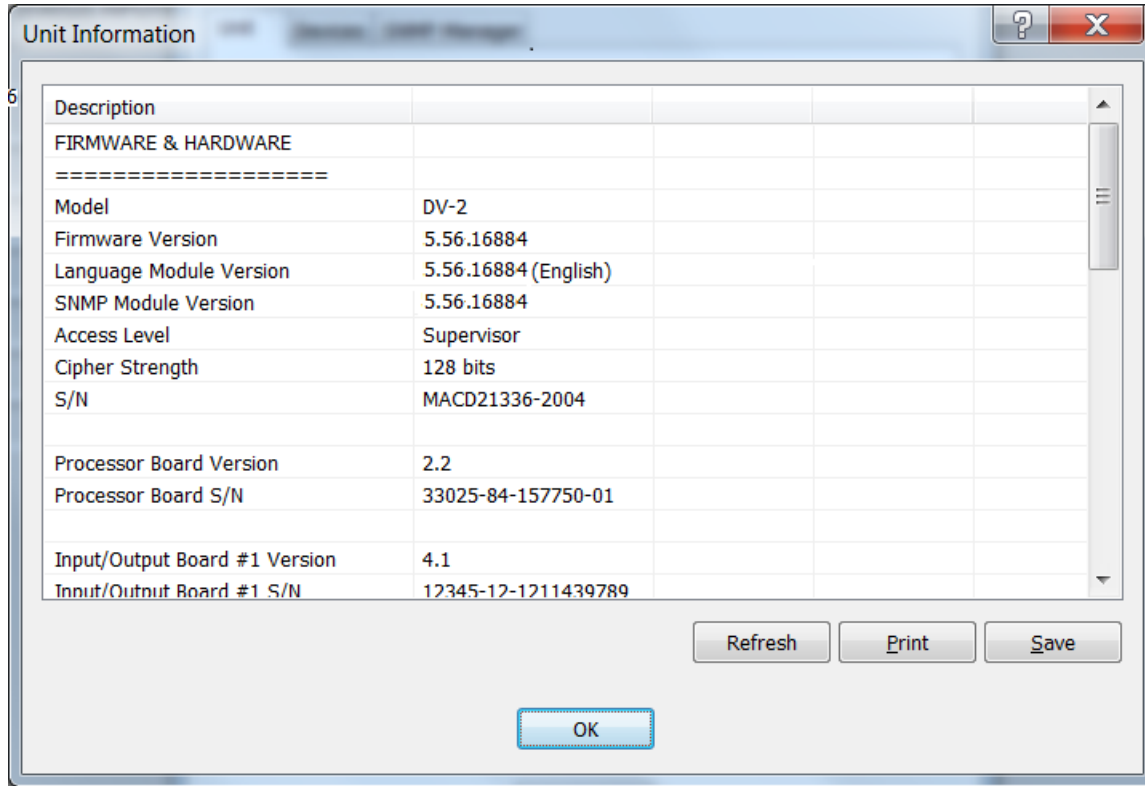


Figure 5: Showing original firmware version before 5.56_23415.dav is uploaded.

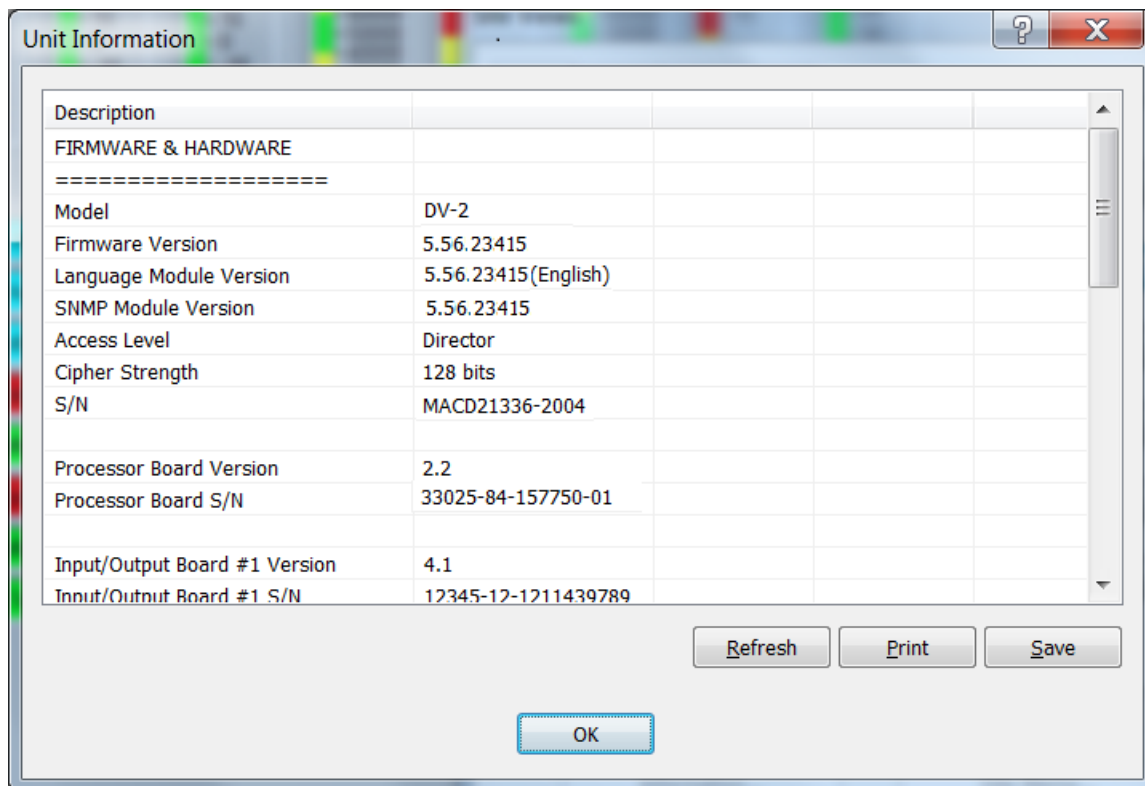


Figure 6: New version numbers for completed upgrade to firmware 5.56.23415