

Firmware Update Install Guide

For Shadow, Pro, Hybrid, HD, & IP Series DVRs

1. FORMAT USB FLASH DRIVE

Format a USB flash drive (Greater than 1GB, Less than 32GB) to FAT32 file system. Please note that formatting the flash drive will erase all content currently stored on the flash drive. Alternatively, you can format the USB device at a computer but formatting it at the DVR is the recommended way for a successful firmware update.

1.1. To format the USB flash drive using a Shadow, Newer Pro Series, or HD DVR units please access the disk menu (setup menu -> general menu -> disk menu -> check/USB tab -> USB format option).

1.2. To format the USB flash drive using a Contender DVR please access the HDD setup menu (menu button -> system menu -> HDD setup -> USB format).

1.3. To format the USB flash drive using an Older Pro DVR please access the install menu (menu -> system menu -> system manager -> USB format).

2. DOWNLOAD LATEST FIRMWARE

After you have formatted the USB flash drive insert it in your computer and visit the support page at clintonelectronics.com to download the latest firmware update for your DVR.

2.1. Either save the firmware update directly to your USB flash drive or save it to a different area of your computer then copy, cut and paste, or drag it onto the USB flash drive.

2.2. Please do not open the firmware update or modify it in any way as this will make it unreadable to the DVR.

2.3. After you have moved the firmware update onto the USB flash drive then safely remove the USB flash drive from your computer and take it back to the DVR.

2.4. Insert the USB flash drive into the top USB slot then restart the DVR through the menu system of the DVR.

2.4.1. To restart a Shadow, New Pro Series, or HD DVR units please access the shutdown menu (setup menu -> general menu -> shutdown menu -> restart option).

2.4.2. To restart a Contender DVR please access the reboot menu (menu button -> system menu -> reboot option)

2.4.3. To restart an Older Pro Series DVR please access the shutdown menu (menu -> system menu -> shutdown menu -> restart option).

3. UPDATE INSTALL

After the DVR restarts you will see an onscreen prompt to install the firmware update. You will need to confirm the firmware installation by manually selecting that option on the screen.

3.1. The DVR will now start installing the firmware update (approximately 4-7 minutes) after which you will receive an onscreen prompt that it is okay to remove media. It is now okay to remove the USB flash drive from the DVR.

3.2. The DVR will now perform a mandatory restart on its own. After the mandatory restart some DVR units will perform a Disk Check. Disk Check time varies depending on the amount of data you have on your hard drive(s). Please do not interrupt the disk check in any way because doing so can corrupt your data.

3.3. To confirm that your firmware update has been successfully installed on a Shadow, Newer Pro Series, and HD DVR units please access the version menu (status menu -> version menu) there you will find your firmware version listed to the right of DVR program.

3.4. To confirm your firmware update has been successfully installed on a Contender DVR please access the version menu (menu button -> version menu) there you will find your firmware version listed to the right of DVR program.

3.5. To confirm your firmware update has been successfully installed on an Older Pro Series DVR please access the version menu (menu -> version menu) there you will find your firmware version listed to the right of DVR program.