

Ref: TT0048
V1.0

MDR - IP Camera Not Working with MDR 641

Related Products - MDR 641 & IP Cameras

We have had some issues reported to our Technical Support Team regarding IP Cameras not working with an MDR 641 installation. After investigation we have found that this is due to an older firmware version being installed on the MDR. The solution would be to upgrade the MDR 641 firmware to the latest version.

The latest firmware can be found and downloaded from the [Product Support Area - Software and Firmware Downloads](#) section of the Brigade website.

Instructions for upgrading the MDR 641 firmware can be found in the [Product Manual](#), page 43, subsection 5.5.3.

The firmware can be upgraded manually or automatically using a USB flash drive.

FMW/MCU Upgrade is used to upgrade firmware and MCU (Microcontroller) version. Firmware contains MCU version (combined package) for an easier upgrade. Please check Brigade's website regularly for updates. Upgrades require a USB bus-powered hub. Firmware upgrades take approximately 5 minutes to upload. Firmware is OSD (on-screen display) related software and directly affects the user interface.

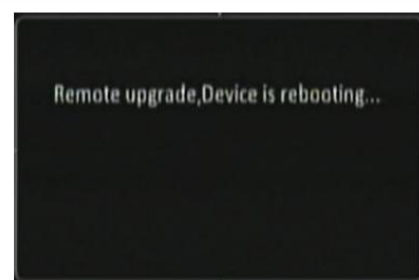
MCU version is software related to MDR hardware functions.

Create a folder named **upgrade** in the root directory of your USB flash drive. Copy firmware files (combined FMW and MCU). Plug the USB flash drive into USB bus-powered hub which is then connected to the front of the MDR. Click upgrade to start the upgrade process, see *Upgrading Progress Figure 141*. After the upgrade, the MDR will restart and display *System Upgrade Figure 142*. Check if the firmware/MCU version has been upgraded successfully by checking system information.

Automatic upgrades can also be carried out. To complete this type of upgrade, create a folder named **autoupgrade** in the root directory of your USB flash drive. Plug the USB flash drive into USB bus-powered hub which is then connected to the front of the MDR. The process will begin a few seconds after. Make sure the MDR is on when you plug in the flash drive. If it does see a different firmware, then you will be shown *Autoupgrade Figure 143*. If the firmware version is the same version installed on the MDR then no upgrade will occur.



Upgrade Figure 140



Autoupgrade Figure 143

Where to find this and other Tech Tips on the website

