

Supercircuits IP Camera Firmware Update to Resolve Password Reset Functionality:

Issue:

- Unable to reset passwords for customers with Supercircuits IP cameras (IPC)
- The “Forgot Password” functionality was not showing up in the previous version
- The date associated with the camera was not visible, but required for password resets.

Fix:

- Firmware upgrade is required and is now available from our website
- OR the user can perform a cloud firmware upgrade that updates this functionality.
 - NOTE: Firmware upgrades via cloud require internet access and registering a P2P account.
- Once upgraded, a “Forgot Password” link will appear in the web browser login page of the IP camera. Click on this link and the date on the IP camera will appear as well as other relevant information for resetting the password.



How to Update the IPC Firmware:

Cloud P2P Updating:

- Can be performed from the mobile app, the local interface, web browser, and from Guard Tools via local network.
- If the IP camera is added to a Supercircuits recorder, adding that recorder to the P2P account will allow the IP camera to upgrade via the cloud from the recorder.
- If the IP camera has not been added to Supercircuits recorder, P2P can be enabled from the camera web interface and then you can perform an online upgrade.
- Enable P2P
 - Using a web browser, log into the IP camera and got to Setup > Network > P2P. Enable P2P by clicking the ON radio button and then click SAVE.
 - Then go to System > Maintenance and look for Cloud Upgrade option and select Detect

- Upgrading via the mobile app
 - If you have already enabled P2P for the camera you do not need to login into the camera web page but can choose cloud updates for that camera through the mobile app; go to the Devices menu, find the camera you want to update and there will be a red dot 'indicator' that lets you know a firmware update is available. Select the camera and choose P2P Upgrade to get the latest firmware.

Upgrading Using the Downloaded File:

- Downloading the latest firmware:
 - Firmware is available online for cameras that do not have P2P enabled.
 - Go to the following link for Supercircuits firmware:
 - <https://www.supercircuits.com/resources/learn/firmware/supercircuits-camera-firmware>
 - Find your camera model to download the proper file. Save the file as a .zip file on your computer. You use this file in the steps below.
- Updating Using Guard Tools:

The IP Camera must be powered on and connected to the local network. Upgrading can be performed from Guard Tools following these steps:

 - Choose the UPGRADE tab on the left
 - Select the camera that needs to be updated (check box) and then choose LOGIN and enter your password to the camera.
 - Once logged in successfully, make sure you are upgrading from Local Upgrade option.
 - Choose the BROWSE button to locate the .zip file containing new firmware and then complete the process.
 - You can download the Guard Tools software at this link:
 - <https://www.supercircuits.com/resources/learn/firmware/guard-station-software>
- Logging Into the Camera Using a Web Browser

Navigate to the SETUP > SYSTEM > MAINTENANCE. Next to the local upgrade option, browse to find the .zip file that you downloaded of the new firmware.
- Accessing the Camera through the Recorder: if you have Supercircuits camera plug and play connected to a Supercircuits recorder you can access the camera through the recorder.
 - Login to the recorder and go to SETUP > CAMERA and then find the camera you want to upgrade. Click on the ACCESS link to go to get connected to that camera. This will automatically open up a new page and you will then login to the camera. Then follow the same steps as noted above when upgrading via web browser.

FIRMWARE DOWNLOAD LINK:

<https://www.supercircuits.com/resources/learn/firmware/supercircuits-camera-firmware>

Please contact our Technical Support for further assistance.
877-995-2288