

Important Notice

Nov 23 , 2009

Supported Browser

Before you upgrade the new firmware, please make sure the IE version is suitable.

Version 3.09.14 and earlier are working on **IE 6.0 SP2 and IE 7.0 only**, not support IE 8.0 or other browser.

Version 3.10.22 can work on IE 8.0.

Compatible Version

Channel version v3.11.13 is only working on System Version v2.06.00.

After the channel v3.11.13 upgrading is done, please must upgrade the System Version v2.06.00. Here is the Channel and System version compatible table.

Channel Version (A1D-220-Vx.xx.xx)	System Version (A8D-R2N-Vx.xx.xx)		
	v2.06.00	v2.05.02	v2.04.01
3.08.08	●	●	●
3.09.14	●	●	Not Support
3.10.22	●	●	Not Support
3.11.13	●	Not Support	Not Support

If you upgrade from 3.08.08 or earlier, do not upgrade directly to 3.11.13. Please complete upgrade to 3.09.14 first, then upgrade to 3.11.13.

Firmware Before Upgrading	Upgrade Path
3.08.08 or earlier	First upgrade to 3.09.14 → then upgrade to 3.11.13. Warning: Do not upgrade directly to 3.11.13. Device will show error message "Firmware Version Mismatch", and upgrade will be not complete.
3.09.14 / 3.10.22	Upgrade to 3.11.13 directly

How to upgrade the multi-channel server?

Please follow the Upgrading Procedure below to upgrade firmware, otherwise, some channels might be lost after firmware upgrade. If you meet this problem, please reboot the device manually. If the problem is not solved, simply downgrade the system firmware to previous version and then follow the upgrade procedure to upgrade the firmware again.

- **STEP1:** If you upgrade from channel version 3.08.08 or earlier , do not upgrade directly to v3.11.13, please complete upgrade to v3.09.14 first.
- **STEP2:** Then upgrade to **Channel firmware V3.11.13**.
- **STEP3:** After the channel upgrading is done, then please must upgrade the **System firmware V2.06.00**.
- **STEP4:** Use the IP Utility to upgrade Profile

Click [Here](#) to download the **System FW v2.06.00** and **Channel FW v3.11.13**.
Click [Here](#) to download the **IP Utility 3.5.20** directly.

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