



# QT426: How to Upgrade to Firmware 3.2.0

[Click Here to Download Firmware \(/app/answers/detail/a\\_id/1845#\)](/app/answers/detail/a_id/1845#)

**A Blank USB Flash Drive Must be Connected to your Computer and is Required to Update your DVR/NVR**  
[CLICK HERE IF YOU ARE RUNNING WINDOWS 7](http://qsee.custhelp.com/app/answers/detail/a_id/2559) ([http://qsee.custhelp.com/app/answers/detail/a\\_id/2559](http://qsee.custhelp.com/app/answers/detail/a_id/2559))  
[CLICK HERE IF YOU ARE RUNNING WINDOWS 8 or 10](http://qsee.custhelp.com/app/answers/detail/a_id/2558) ([http://qsee.custhelp.com/app/answers/detail/a\\_id/2558](http://qsee.custhelp.com/app/answers/detail/a_id/2558))  
[CLICK HERE IF YOU ARE RUNNING MAC OS X](http://qsee.custhelp.com/app/answers/detail/a_id/2560) ([http://qsee.custhelp.com/app/answers/detail/a\\_id/2560](http://qsee.custhelp.com/app/answers/detail/a_id/2560))

## STEP 1

Depending on the web browser you are using, the firmware download will either begin automatically, or prompt you.

Google Chrome: [Click the ".zip" file](#)

Mozilla Firefox: [Click OK](#)

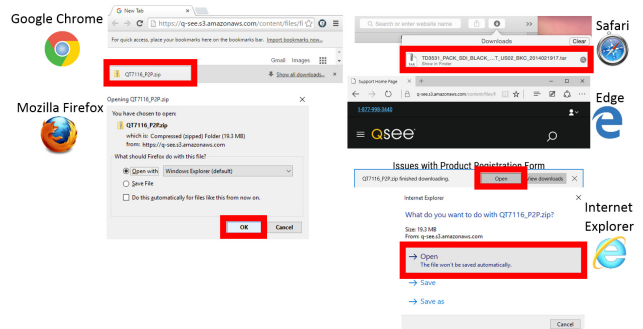
Safari: [Double click the download](#)

Edge: [Click Open](#)

Internet Explorer: [Click Open](#)

If you have not already done so, connect a BLANK USB Flash Drive to your computer.

*(picture 1)*

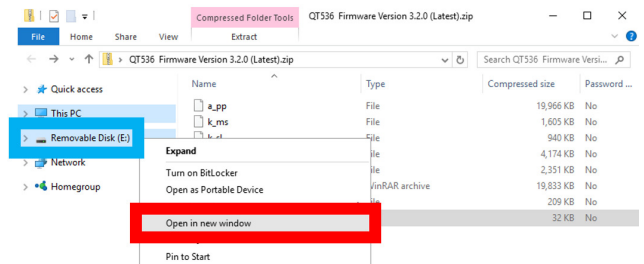


(/app/answers/detail/a\_id/1845#img-1306)

## PICTURE 1

## STEP 2

Right-Click the USB Flash Drive attached to your computer.  
Click **Open in new window**  
(picture 2)

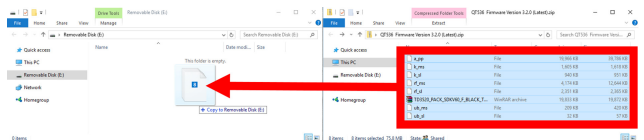


(/app/answers/detail/a\_id/1845#img-1307)

**PICTURE 2**

### STEP 3

Drag all of the **Firmware Files** onto the **USB Flash Drive**.  
(picture 3)



(/app/answers/detail/a\_id/1845#img-1308)

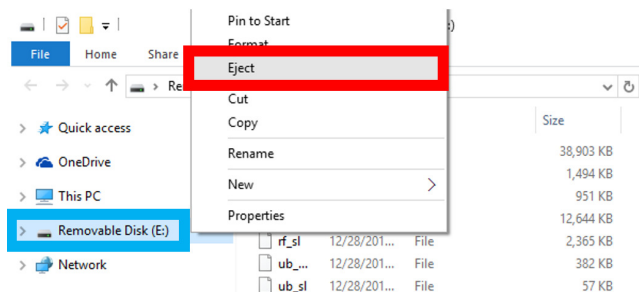
**PICTURE 3**

### STEP 4

Right-Click the USB Flash Drive  
Click **Eject**

Disconnect the USB Flash Drive from your computer.

(picture 4)



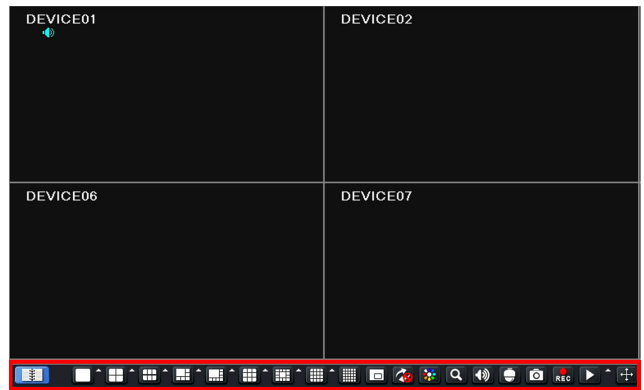
(/app/answers/detail/a\_id/1845#img-1309)

**PICTURE 4**

### STEP 5

**Connect the USB Flash Drive to the Front USB port on your DVR/NVR**

Right-Click to bring up the **“Menu Bar”**.  
(picture 5)



(/app/answers/detail/a\_id/1845#img-1310)

**PICTURE 5**

## STEP 6

Left click the "Menu Button" to access the Main Menu.

*(picture 6)*



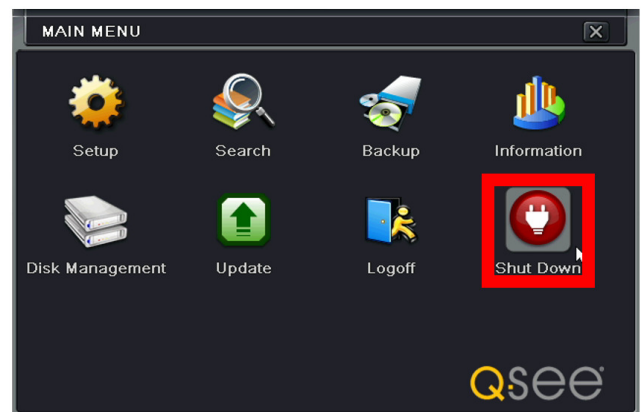
(/app/answers/detail/a\_id/1845#img-1311)

**PICTURE 6**

## STEP 7

Click Shutdown

*(picture 7)*



(/app/answers/detail/a\_id/1845#img-1312)

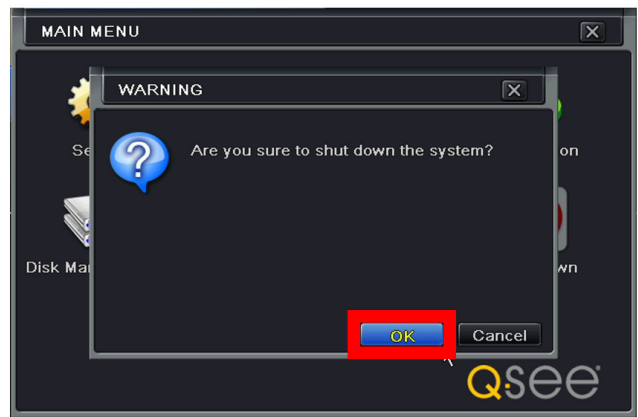
**PICTURE 7**

## STEP 8

**A Warning Message will appear.**

Click **OK**

*(picture 8)*



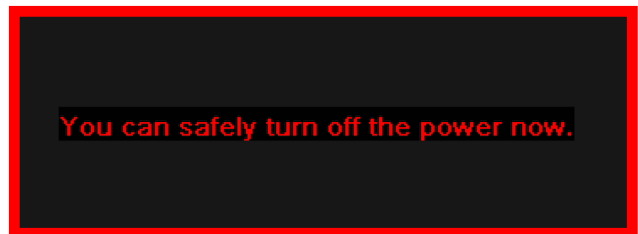
(/app/answers/detail/a\_id/1845#img-1313)

**PICTURE 8**

## STEP 9

Wait until the message, "**You can safely turn off the power now**" to appear on the screen.

Disconnect the power supply from your system.



(/app/answers/detail/a\_id/1845#img-1314)

**PICTURE 9**

**Allow the system to remain disconnected from power at least 20 seconds before proceeding.**

*(picture 9)*

## STEP 10

**Plug the power supply back into your DVR/NVR**

The **Q-See Logo** and "**system initializing...**" will display for 5-20 minutes and reboot automatically once completed.



(/app/answers/detail/a\_id/1845#img-1315)

**PICTURE 10**

If the Q-See Logo does not appear, and the screen remains blank, this is normal. Wait 5-20 minutes for the firmware to be applied.

**DO NOT DISCONNECT POWER FROM THE SYSTEM UNLESS NO PROGRESS HAS BEEN MADE AFTER 30 MINUTES.**

If the Q-See Logo appears for less than 5 minutes, the flash drive was not prepared correctly.

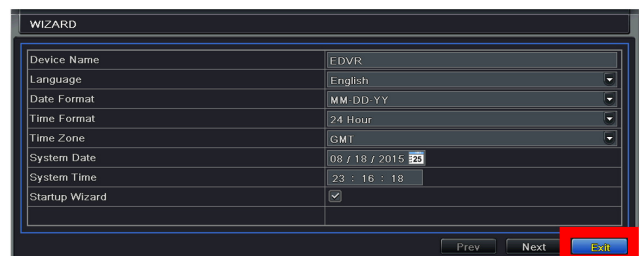
*(picture 10)*

## STEP 11

Once the update has been applied, the system will show the Startup Wizard.

Click **Exit** to skip the wizard.

*(picture 11)*



[\(/app/answers/detail/a\\_id/1845#img-1316\)](/app/answers/detail/a_id/1845#img-1316)

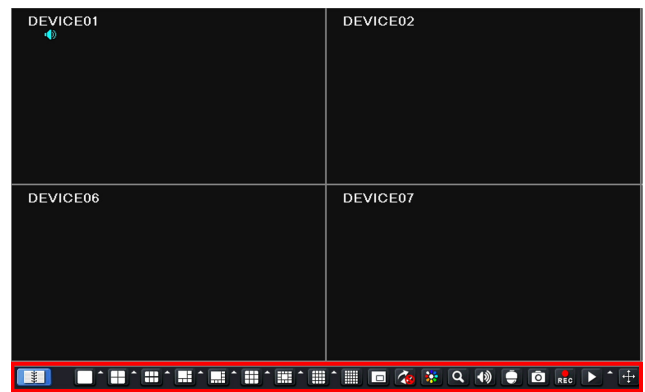
## PICTURE 11

## STEP 12

Leave the USB Flash Drive connected to the Front USB port on your DVR/NVR

Right-Click to bring up the "Menu Bar".

(picture 12)



(/app/answers/detail/a\_id/1845#img-1317)

**PICTURE 12**

## STEP 13

Left Click the "Menu Button" to access the Main Menu.

(picture 13)



(/app/answers/detail/a\_id/1845#img-1318)

**PICTURE 13**

## STEP 14

Click Upgrade

(picture 14)



(/app/answers/detail/a\_id/1845#img-1319)

**PICTURE 14**

## STEP 15

**The USB Flash Drive will be detected along with the firmware file.**

Click the "Firmware File" so it appears highlighted.

Be sure the file you select has a name in ALL CAPS.

*(picture 15)*



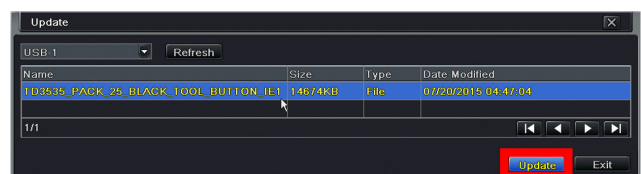
(/app/answers/detail/a\_id/1845#img-1320)

**PICTURE 15**

## STEP 16

Click **Update**

*(picture 16)*



(/app/answers/detail/a\_id/1845#img-1321)

**PICTURE 16**

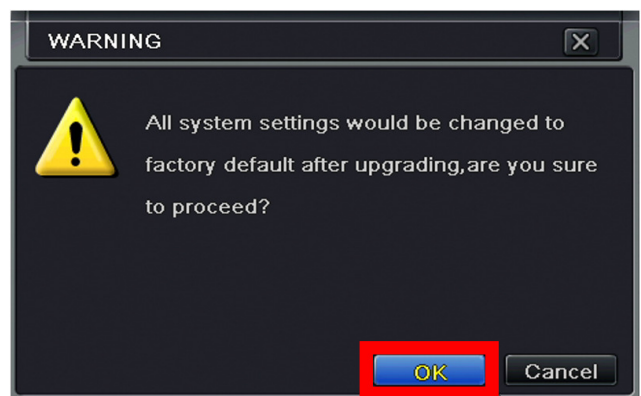
## STEP 17

**A Warning Message will appear informing you all settings will be changed back to factory defaults.**

Click **OK**

Any recordings on your hard drive will be unaffected by the update.

*(picture 17)*



(/app/answers/detail/a\_id/1845#img-1322)

**PICTURE 17**

## STEP 18

**Reboot is required to upgrade firmware. It takes about 1 min, with blank screen**

(/app/answers/detail/a\_id/1845#img-1323)

A message will appear informing you a  
**Reboot is required.**

Be patient, the system will  
reboot automatically while  
the update is applied.

*(picture 18)*

## STEP 19

The **Q-See Logo** and "**system  
initializing...**" will display for 5-10  
minutes and reboot automatically once  
completed.

**DO NOT DISCONNECT  
POWER FROM THE SYSTEM  
UNLESS NO PROGRESS  
HAS BEEN MADE AFTER 20  
MINUTES.**

**If the Q-See Logo does not  
appear, and the screen  
remains blank, this is  
normal. Wait 5-10 minutes  
for the firmware to be  
applied.**

*(picture 19)*

## STEP 20

**Once the update has been applied, the  
system will show the Startup Wizard.**  
Click **Exit** to skip the wizard.

## PICTURE 18

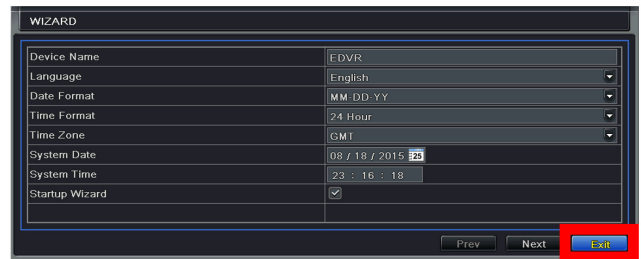


(/app/answers/detail/a\_id/1845#img-1324)

## PICTURE 19



(picture 20)



(/app/answers/detail/a\_id/1845#img-1325)

## PICTURE 20

### PRODUCTS

[ANALOG \(//WWW.Q-SEE.COM/ANALOG\)](http://WWW.Q-SEE.COM/ANALOG)

[BNC HD \(//WWW.Q-SEE.COM/BNC-HD\)](http://WWW.Q-SEE.COM/BNC-HD)

[SDI HD \(//WWW.Q-SEE.COM/SDI-HD\)](http://WWW.Q-SEE.COM/SDI-HD)

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<a href="https://www.facebook.com/q-see">.FACEBOOK.CO</a>	<a href="https://twitter.com/q-see">TER.COM/Q_SE</a>	<a href="https://www.youtube.com/user/q-see">M/USER/QSEE</a>
<a href="https://www.facebook.com/q-see">M/QSEE)</a>	<a href="https://twitter.com/q-see">E)</a>	<a href="https://www.youtube.com/user/q-see">SECURITY)</a>

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