

June 2025

Firmware Update for V2020-WIR-360 and V2032-WIR-360 Multi-Sensor Cameras

General Description

Vicon has released updated firmware for the cameras listed below.

The accompanying PRONTO Device Manager Software V2.23 is available on Vicon’s website.

These cameras and firmware versions have been tested and validated with Vicon’s Valerus VMS.

Camera	Product Code	Older Firmware	Newest Firmware
V2020-WIR-360 V2032-WIR-360	10517-20 10517-25	fw_camC6P_01.00.0074	fw_camC6P_01.00.0081

Vicon Production

The latest firmware and discovery tool are available on Vicon’s website. A link is provided in the installation section of this document. Manufacturing will start using the new firmware for new camera production.

Updating is recommended for those who are impacted by the bugs fixed, as noted below.

Please review the installation instructions described at the end of this document.

Fixed Issues

Bounding boxes

Bounding boxes are better synchronized with the actual video.

Museum Search

The Museum Search feature in the camera now automatically switches to ViconNet mode when connected to a ViconNet system.

Sensor going offline

Corrected an issue to prevent a random sensor from occasionally going offline.

Installing the Updated Firmware

The latest firmware is available on Vicon’s website from the Software Downloads page. A link is provided below.

<http://www.vicon-security.com/software-downloads-library/vicon-camera-software/>

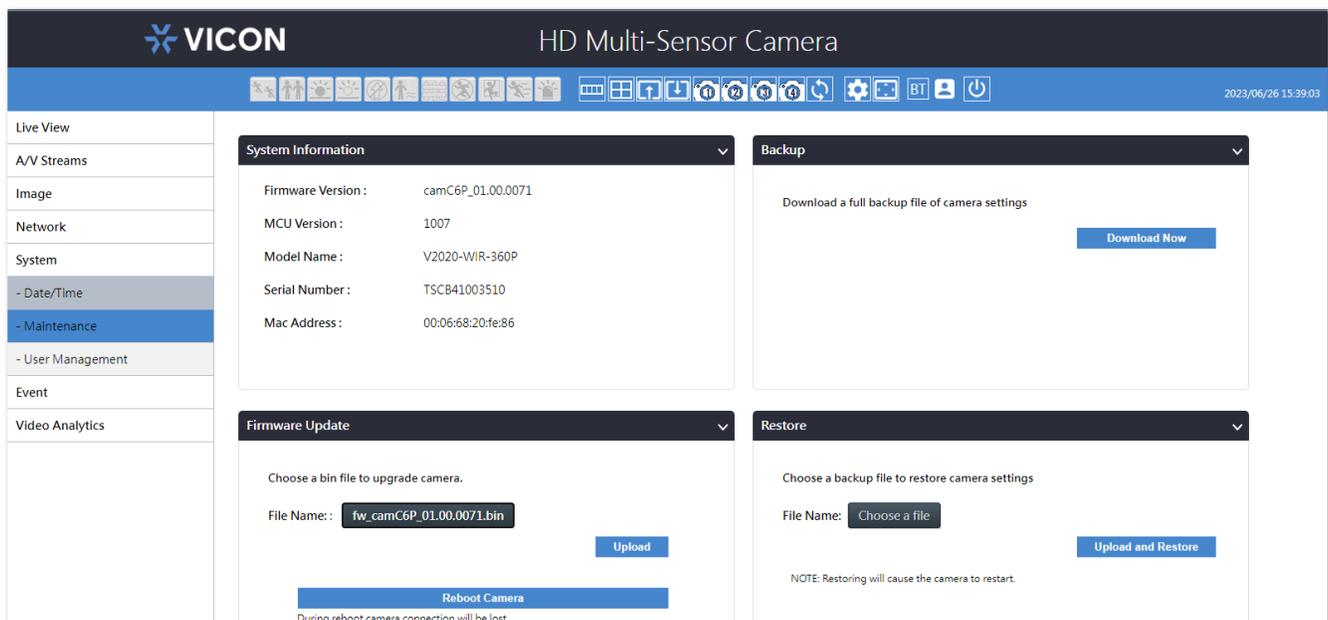
Download the firmware to your PC. Unzip the file.

There are two options to install the new firmware in the camera:

- Using web interface of the camera, uploading the firmware directly into the device.
- With PRONTO Device Manager Software that can be installed on a PC.

Camera Web Interface

In the camera web interface, under Setup > System > Maintenance, press “Choose a File” under “Firmware Upgrade” and select the downloaded firmware file. Then press “Upload” to start the update. The camera will install the update and reboot with the new firmware version:



Using PRONTO Device Manager Software

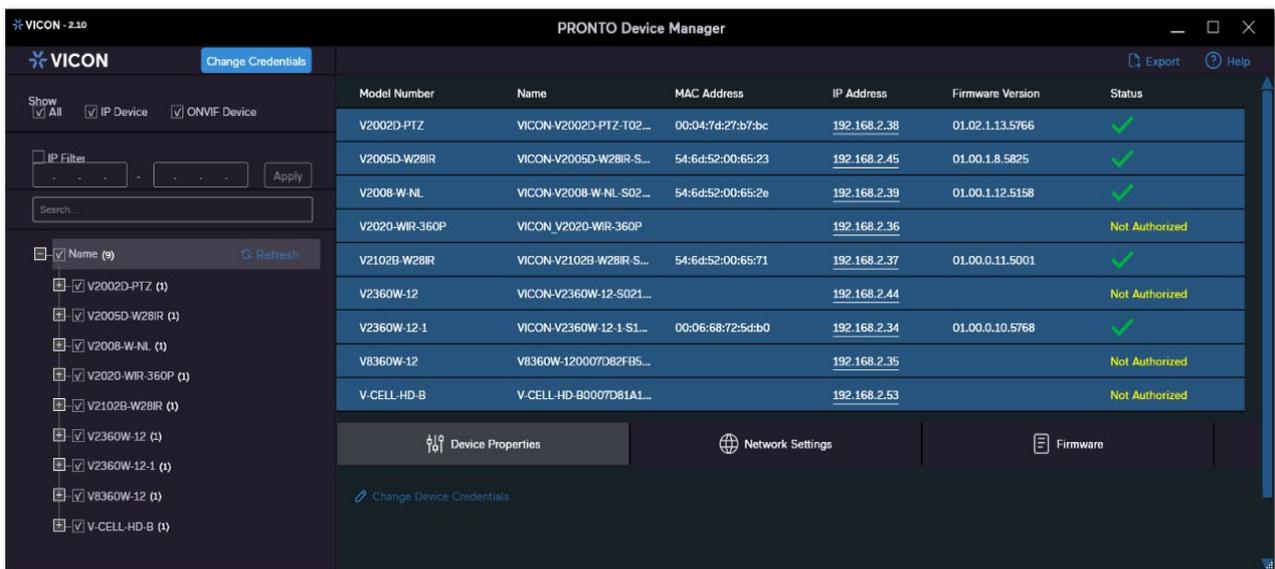
PRONTO is Vicon's device manager tool that can be used to discover all Vicon cameras in a network. This standalone single discovery tool running on a PC, allows users to discover cameras in the network, configure network parameters and update camera firmware (single camera, or in batch)

Pronto Device manager can be downloaded from Vicon's website:

<https://www.vicon-security.com/software-downloads-library/pronto-device-manager-software/>

Pronto Device manager user guide can be found here:

https://20754163.fs1.hubspotusercontent-na1.net/hubfs/20754163/Product%20Resources/Vicon%20Pronto%20Device%20Manager_User%20Guide-02.pdf

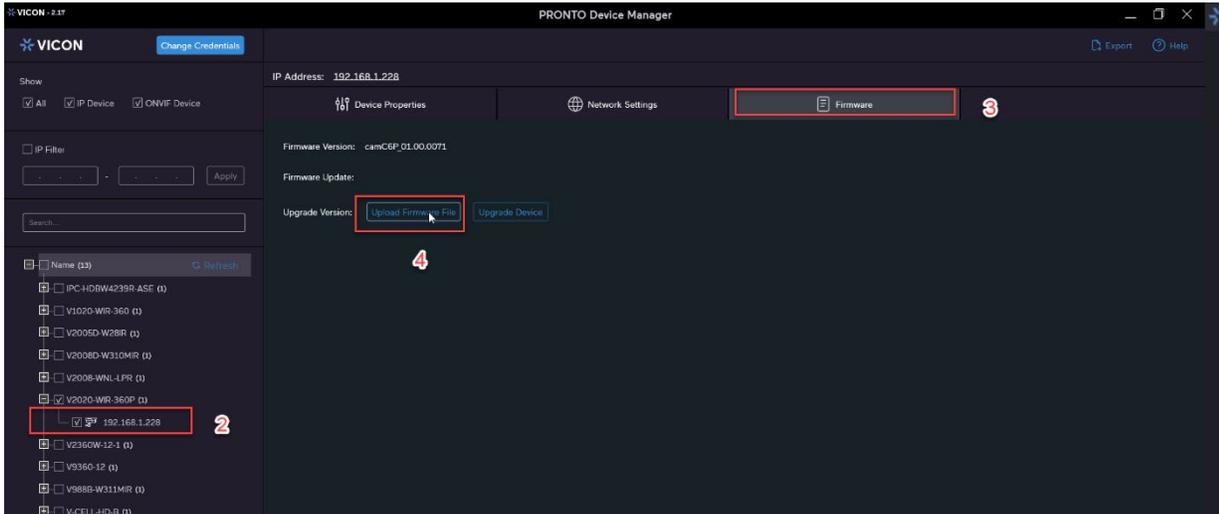


To update firmware on one or more cameras:

- Scan the network and find the camera model that needs a firmware update.
- Enter valid credentials for the camera that needs a firmware update.
- Select camera(s). (More cameras can be selected that use the same firmware file.)
- Press the "Upload Firmware File" button; load the new firmware into Pronto.
- Press "Upgrade Device" and select the new firmware file just loaded into Pronto.
- Press Apply. The new firmware is now uploaded to the selected camera(s).
- Allow some time for the camera(s) to reboot after the firmware is uploaded.
- Press "Refresh" and verify the camera(s) are now listed with the new firmware version.

Procedure for Adding New Firmware to the Firmware Library:

1. Download the file from the website, unzip it, and save it on your device.
2. In PRONTO, select the multi-sensor from the devices on the left.
3. Navigate to the Firmware tab.
4. Click "Upload Firmware File".



5. Select the firmware to add and click Open; once uploaded, it is available in the library to update the relevant cameras.