

Oncam C-Series Camera

Camera Configuration Tool User Manual

The screenshot displays the Oncam Camera Configuration Tool interface. At the top, there is a navigation bar with icons for Login All, Configuration, Firmware, Address, Reset, Reboot, and User ID. Below the navigation bar is a table listing camera configurations. The table has columns for Snapshot, Friendly Name, IP Address, Model, MAC ID, Firmware, Actions, and Status. Below the table, there is a large image of two Oncam C-Series cameras. A message above the cameras reads: "Can't find a camera? Using Link Local?".

SNAPSHOT	FRIENDLY NAME	IP ADDRESS	MODEL	MAC ID	FIRMWARE	ACTIONS	STATUS	
<input checked="" type="checkbox"/>		C-12 Outdoor	192.168.0.114	C-12_Outdoor	00:00:00:00:00:00	C-12_1.1.0	Configure Logout	✓
<input checked="" type="checkbox"/>		C-12 Indoor	192.168.0.149	C-12_Indoor	00:00:00:00:00:00	C-12_1.1.0	Configure Logout	✓
<input checked="" type="checkbox"/>		C-12 Indoor	192.168.0.130	C-12_Indoor	00:00:00:00:00:00	C-12_1.1.0	Configure Logout	✓
<input checked="" type="checkbox"/>		C-12 Outdoor	192.168.0.90	C-12_Outdoor	00:00:00:00:00:00	C-12_1.1.0	Configure Logout	✓
<input checked="" type="checkbox"/>		C-12 Indoor	192.168.0.119	C-12_Indoor	00:00:00:00:00:00	C-12_1.1.0	Configure Logout	✓
<input checked="" type="checkbox"/>		C-12 Outdoor	192.168.0.155	C-12_Outdoor	00:00:00:00:00:00	C-12_1.1.0	Configure Logout	✓

INSTRUCTION MANUAL – CCT - 006-0064-0547 - Rev 4

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1. Legal and Warnings



Please Read before Installation

Read through the guide carefully before installing the product. Keep this guide for future reference. If you need further support during installation, please visit:

<https://www.oncamgrandeye.com/>

1.1 Legal Considerations

The use of video surveillance may be regulated by local laws that vary from country to country. Please check the laws in your local region before using this product for surveillance purposes.

1.1.1 Intellectual Property Rights

Oncam has intellectual property rights relating to the technology embodied in the product described in this document. These intellectual property rights may include one or more of the Oncam patents or pending patent applications in the US and other countries. This product contains licensed third-party software.

1.1.2 Liability Notice

Every care has been taken in the preparation of this and the accompanying installation documentation.

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For product and service liabilities please refer to our standard terms and conditions. <https://www.oncamgrandeye.com/terms-and-conditions/>

1.1.3 Trademarks and Third-Party Trademarks

“ONCAM” and the “ONCAM logo” are trademarks, and in some cases registered or protected trademarks, of Oncam Global Limited and/or Oncam Global, Inc., including under registration in the UK, India and in the U.S. Patent and Trademark Office.

The names of other companies, organizations, products or services mentioned in this manual are the trademarks of their respective owners.

1.1.4 Copyright

© Copyright 2022 ONVU Technologies AG. All rights reserved. Oncam is a trading name of ONVU Technologies AG.

1.1.5 Contact Information

For our contact details please go to: <https://www.oncamgrandeye.com/contact-us/>

1.1.6 Support

If you require any technical assistance, please contact your Oncam reseller. If your questions cannot be answered immediately, your reseller will forward your queries through the appropriate channels to ensure a rapid response. If you are connected to the Internet, you can go to:

<https://support.oncamgrandeye.com/>

Here you can:

- Download user documentation and software updates.
- Find answers to resolved problems in the FAQ database, search by product, category, or phrase.

To contact us via email, please use support@oncamgrandeye.com.

Include the following in your email:

- A detailed description of the problem
- Camera model numbers
- Relevant configuration information

1.1.7 End User License Agreement (EULA)

By copying, installing or using all or any portion of the software you accept all the terms and conditions of the End User License Agreement (EULA). You will be asked to accept this as part of the installation process. For the full EULA related to the C-Series Camera Configuration Tool, please go to <https://www.oncamgrandeye.com/resource/c-series-camera-configuration-tool-eula>

2. Introduction

The Oncam C-Series range of cameras are the most powerful compact cameras from Oncam to date.

The benefits of a high performance, powerful camera can only be achieved when users are equipped with the right tools to harness them and this is where the C-Series really comes into its own. Thanks to a wide range of onboard technologies developed by the Oncam team, combined with an intuitive user interface and seamless ONVIF implementation, users have the freedom to configure and tailor their camera to best serve their installation environment.

This document describes how to use the C-Series Camera Configuration Tool (CCT) with its sleek user interface to manage of the C-Series camera range. It will enable you to discover, update and control single or multiple cameras simultaneously with ease, saving time and resource.

3. Application Installation

3.1 Installation steps

3.1.1 Download application

Download the C-Series Camera Configuration Tool (CCT) from:

<https://www.oncamgrandeye.com/resources/c-series-camera-config-tool/>



Please ensure you meet the minimum system.

Minimum system requirements:

Operating System: Windows 10 64bit
Processor: Intel Celeron or greater; GHz processor or faster
Memory: 4 GB RAM or greater
Disk space: 2 GB or more free hard drive space

Unzip the file OCCT_4.1.10 zip to your preferred folder location

Open and read the Instruction.md file

3.1.2 CCT Application Installation

Return to unzipped installation package (OCCT_4.1.10), Double click Setup > Oncam C-Series Camera Configuration Tool Application and install the file: **OCCT_4.1.10.exe**



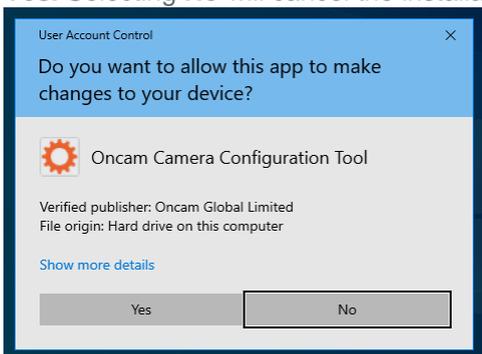
Pre-installation environment: This application requires Webview2 Runtime. If this is not already installed on your PC, version 86.0.622.11 will automatically be installed as part of the installation process.

Follow the on-screen instructions to install the application, as shown below.

Set Up Wizard will be shown, if Webview2 runtime is required this will be installed as part of the installation process. Click **Install**

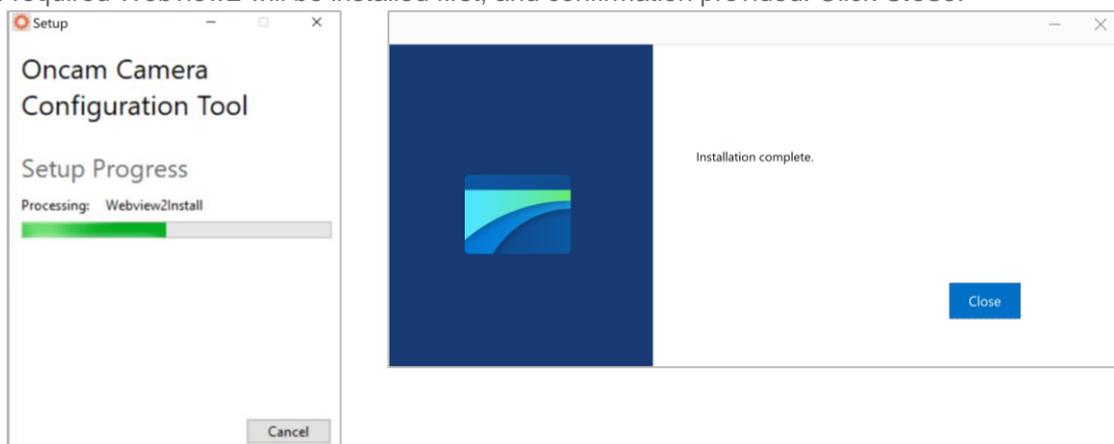


Permission will be requested for the app to make changes to your device. If you agree select **Yes**. Selecting **No** will cancel the installation.



Note that if the application is ran by a standard user, admin credentials will be required to continue the installation.

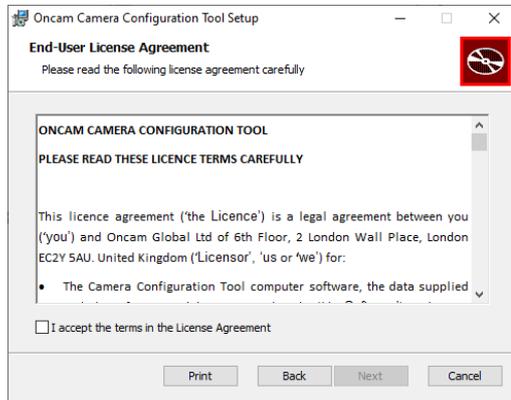
If required Webview2 will be installed first, and confirmation provided. Click **Close**.



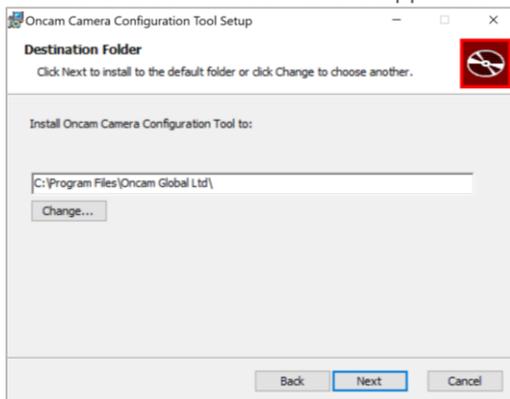
The Camera Configuration Tool Set Up Wizard will be shown, click **Next**.



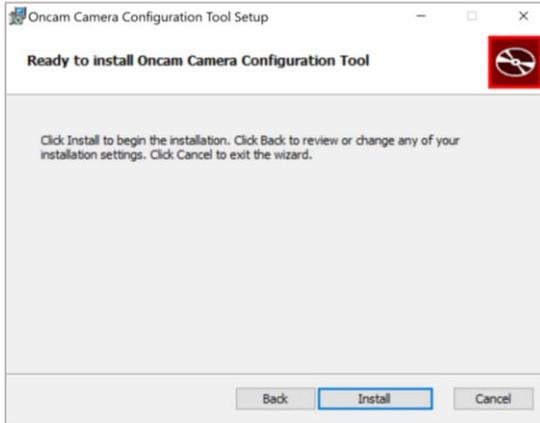
Carefully read and review the License Agreement. If you accept the terms, select: **I Accept...** then click **Next**



Select the folder location for the application or accept the default, then click **Next**

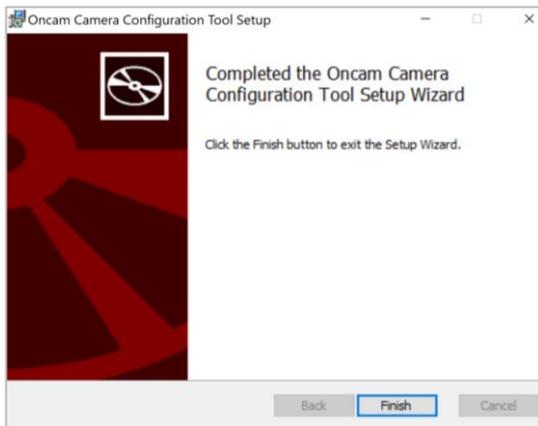


The Camera Configuration Tool application is now ready to install. Click **Install**.

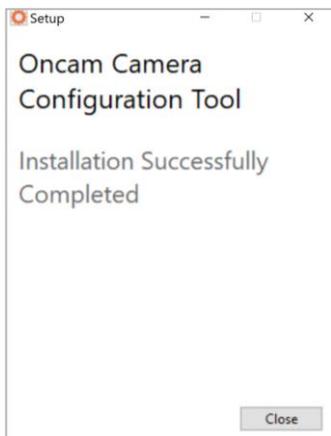


Once ready to run the installation click **Next**

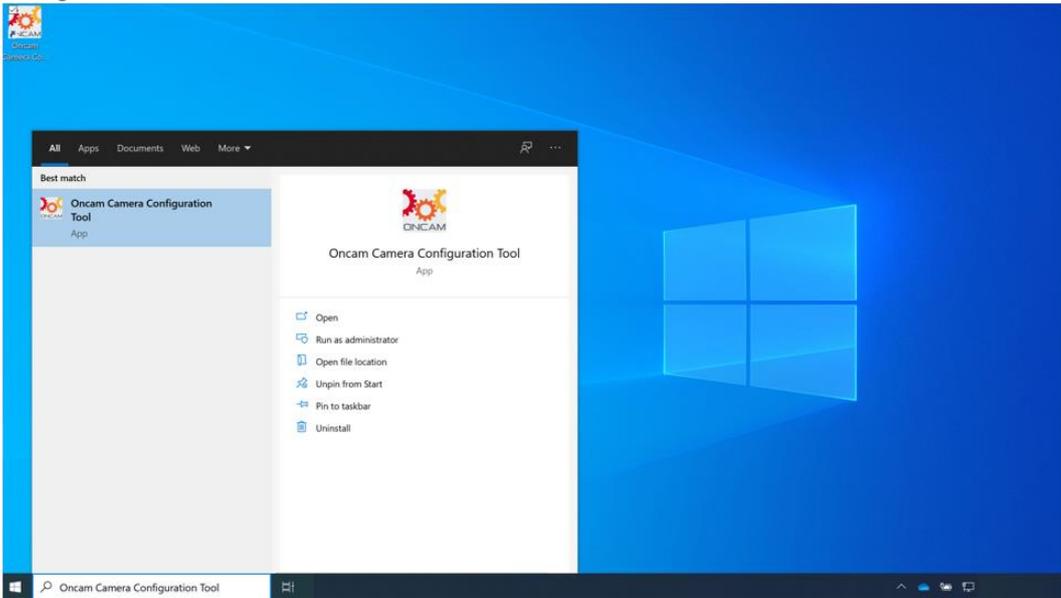
Application will install. The screen below will be shown when installation is complete, select **Finish**



Confirmation of successful install will now be displayed. Click **Close**.



To Open the application, click on the shortcut on your desktop or type Oncam Camera Configuration Tool in the start menu.



Run as administrator: This application cannot run with elevated privileges. A standard user can run the application without elevation.

3.1.3 HTTPS support

HTTPS is recommended as the securest way to access the camera as it encrypts traffic between the client and the camera, to ensure communication remains secure end to end. When using HTTPS to access the camera the Oncam Root Certificate will need to be installed to your client workstation to enable discovery and connection via the Oncam CCT.

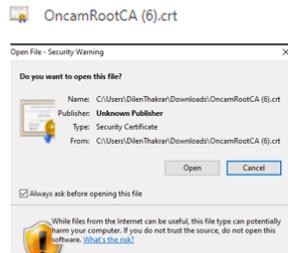


Once installed, this Root CA will allow you to connect securely to all C-Series cameras.

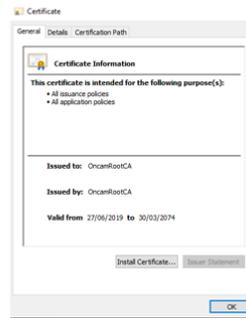
To Install this, return to unzipped installation package (OCCT_4.1.10), Double click Setup > HTTPS Support and install the file: **OncamRootCA.crt**

Follow the on-screen instructions to install the application, as shown below.

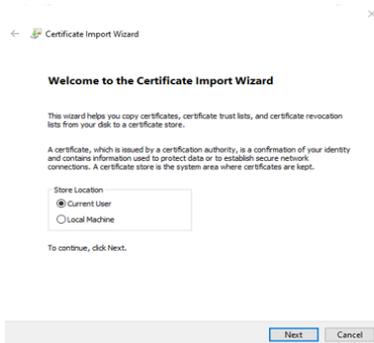
1 Double click on the downloaded .crt file. Accept the security warning by selecting **Open**



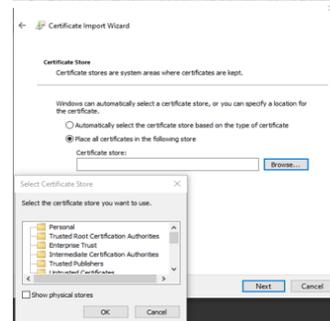
2 A popup window is displayed with the Certificate Information, select **Install certificate...**, another Pop up window will be shown.



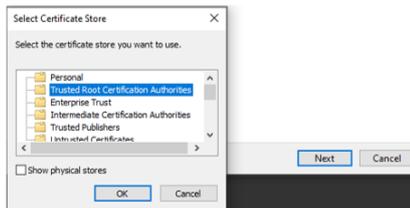
3 Certificate Import wizard will be displayed, select **Current User** and click **Next**



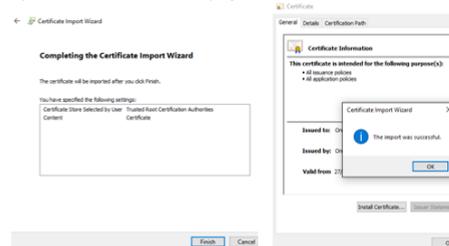
4 From the Certificate store presented, select **Place all certificates in the following store** and click **browse**



5 Select **Trusted Root Certification Authorities**, click **OK** and then **Next**



6 Check and confirm your settings. Select **Finish**. Click **Yes** if a security warning message is displayed. A confirmation of the successfully imported certificate will be displayed



You can now connect to the camera over HTTPS without encountering a security warning.

HTTPS enables RTP, WebRTC video and all data to be encrypted.

HTTP is enabled by default as it is required by some discovery tools. For secure access it is recommended to turn off HTTP and communicate with the camera over HTTPS only.

To turn off HTTP via the Camera Web Interface go to **Device > Security > Client Connectivity > Connection**.

4. Camera Discovery

4.1 Discovery Tools

To access the camera for the first time, you will need to discover the IP address of the camera.

This can be discovered using your ONVIF compatible VMS (for a list of supported VMS partners please go to <https://www.oncamgrandeye.com>, the Oncam C-Series Camera Configuration Tool described in this manual or an IP Address scanning tool.

4.2 IP Address Allocation

4.2.1 IP Address

The IP Address can be assigned to the camera in three different ways as described in the sections below. When the camera is configured with DHCP it responds using the DHCP provided address; if configured with a Static IP address, it responds with the Static address, and it responds with its Link Local address if DHCP is not reachable, or the Static IP address is in a different subnet to the discovering device.

4.2.1.1 DHCP

The factory default configuration of the camera is DHCP.

If a DHCP server is present, the camera will be allocated an IP Address, a Gateway address and DNS addresses, if these are available for discovery and connected to the camera.



When on DHCP, the camera also self-allocates a Link Local address - see Link Local.

4.2.1.2 Link Local

By default, the camera will self-allocate a random Link Local address. When a DHCP server is not found, this address can be used to communicate with the camera over HTTP / HTTPS and RTSP. The Link Local address is also used by the camera to respond if the Static IP address configured does not match the current network. If this is the case, the camera responds over a Link Local.

To communicate with a camera on a Link Local address, the PC must also have a Link Local address allocated. This can be done manually if needed in all PC operating systems. This can also be done within the Oncam CCT by clicking on the Link Local toggle switch to turn the feature on. (See 4.3.1 Discovery)



The Link Local address is always accessible over HTTP / HTTPS and RTSP, and a previously assigned address is reused on the camera where possible. However, during boot up if the previous Link Local address is detected to be in use by another device, the camera will select the next available random Link Local address.

4.2.1.3 Static IP

The camera can be configured with a manual Static IP Address. This will also require the Gateway to be set to allow communication with the outside network, and DNS addresses to resolve DNS names if required. On first time setup, the camera will need to be discovered using DHCP or Link Local as described above. The Primary Administrator will need to create login

credentials, log-into the camera and set up the Static IP Address. This can be configured in the Camera Web Interface; **Network > Network Configuration** or using the Camera Configuration Tool please see section 8 Assign IP Addresses.

 If the camera is configured with a Static IP Address on a different subnet than the local network, either use the camera's Link Local address, which will be provided in discovery, or simply force a Physical Reset to Factory Defaults (See *Oncam C-Series Installation & User Manual - Section 5.8.3.3) Reset to Factory Defaults*)

4.3 Camera Configuration Tool - Discovery

4.3.1 Discovery

Open the Camera Configuration Tool on a PC that is on the same network as the cameras. As soon as the App is initiated it will discover the Oncam C-Series cameras on your network and display key information including the Friendly name, Model number, MAC Address and most importantly the IP Address of the camera.

If no C-Series cameras populate in the discovery pane or not all cameras are displayed, left click the Link Local toggle switch to turn on Link Local discovery. Permission will be requested for the app to make changes to your device. If you agree, select **Yes**. Selecting **No** will cancel the process.

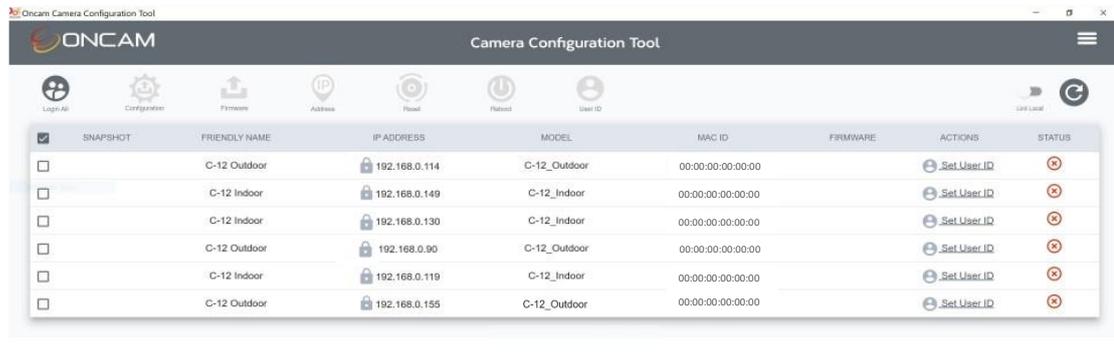


Note that if the application is run by a standard user, admin credentials will be required to continue the installation.

The switch should change from light grey to orange when Link Local discovery is enabled. To update the list, select **Refresh Discovery icon**  in the top right-hand corner.

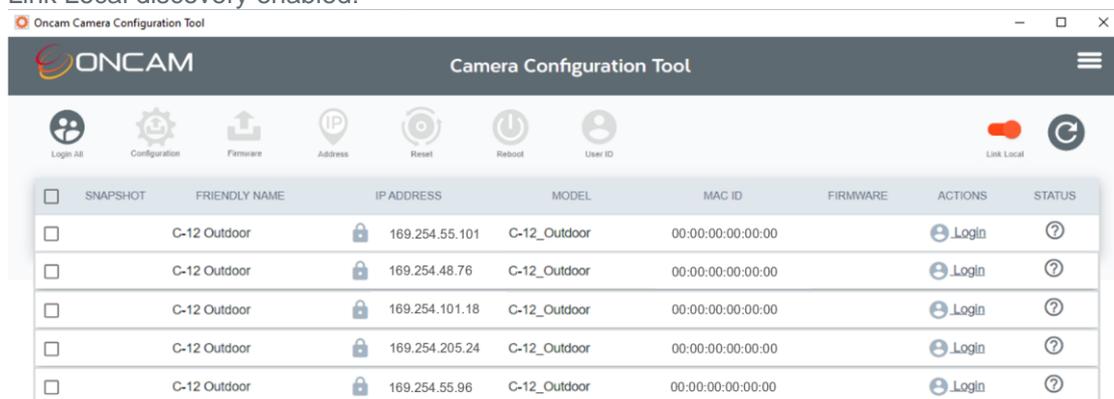
 The discovered camera list is displayed on initiation of the Camera Configuration Tool, and then only when the Refresh discovery icon is manually selected.

DHCP discovery:



SNAPSHOT	FRIENDLY NAME	IP ADDRESS	MODEL	MAC ID	FIRMWARE	ACTIONS	STATUS
<input checked="" type="checkbox"/>	C-12 Outdoor	192.168.0.114	C-12_Outdoor	00:00:00:00:00:00		Set User ID	
<input type="checkbox"/>	C-12 Indoor	192.168.0.149	C-12_Indoor	00:00:00:00:00:00		Set User ID	
<input type="checkbox"/>	C-12 Indoor	192.168.0.130	C-12_Indoor	00:00:00:00:00:00		Set User ID	
<input type="checkbox"/>	C-12 Outdoor	192.168.0.90	C-12_Outdoor	00:00:00:00:00:00		Set User ID	
<input type="checkbox"/>	C-12 Indoor	192.168.0.119	C-12_Indoor	00:00:00:00:00:00		Set User ID	
<input type="checkbox"/>	C-12 Outdoor	192.168.0.155	C-12_Outdoor	00:00:00:00:00:00		Set User ID	

Link Local discovery enabled:



SNAPSHOT	FRIENDLY NAME	IP ADDRESS	MODEL	MAC ID	FIRMWARE	ACTIONS	STATUS
<input type="checkbox"/>	C-12 Outdoor	169.254.55.101	C-12_Outdoor	00:00:00:00:00:00		Login	?
<input type="checkbox"/>	C-12 Outdoor	169.254.48.76	C-12_Outdoor	00:00:00:00:00:00		Login	?
<input type="checkbox"/>	C-12 Outdoor	169.254.101.18	C-12_Outdoor	00:00:00:00:00:00		Login	?
<input type="checkbox"/>	C-12 Outdoor	169.254.205.24	C-12_Outdoor	00:00:00:00:00:00		Login	?
<input type="checkbox"/>	C-12 Outdoor	169.254.55.96	C-12_Outdoor	00:00:00:00:00:00		Login	?

5. Set Primary Administrator Username and Password

5.1 Connecting to the Camera – First Time Access

Once you have discovered the IP Address of the camera, you will need to set the Primary Administrator Username and Password before you can access the camera. This can be done via the Camera Web Interface (See Oncam C-Series Installation and User Manual section 4.2.1.1). and the Camera Configuration Tool.

5.2 Camera Configuration Tool – Set Password

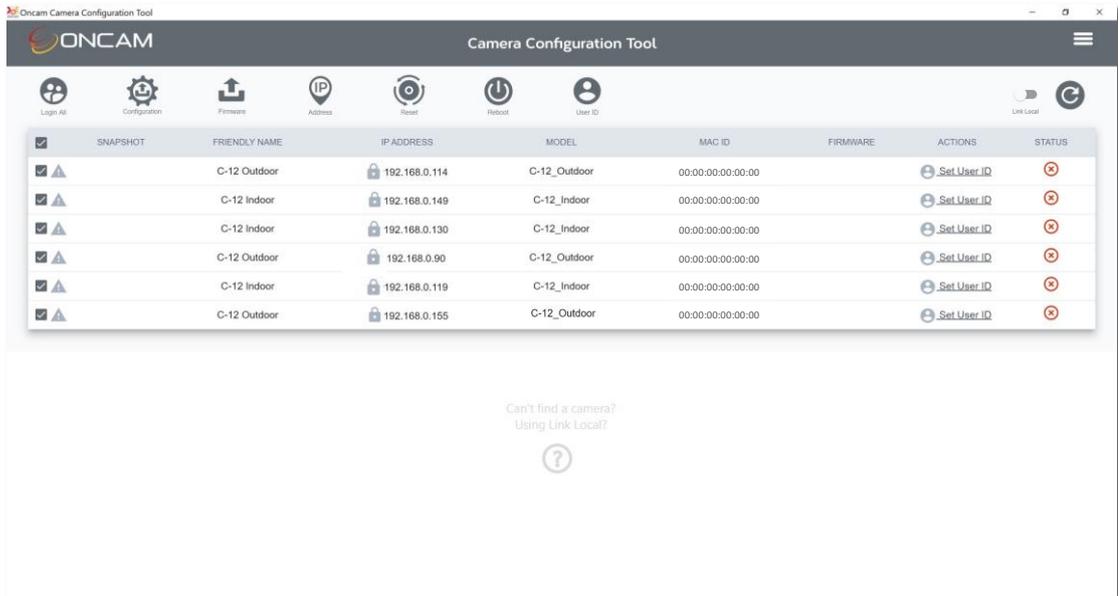
5.2.1 Single or multiple Cameras

The Camera Configuration Tool can be used to create the Primary Administrator username and password for first time use of the camera. Using this powerful tool, the same login details can be created for multiple cameras at the same time, saving valuable time and resource during installation.

5.2.1.1 Setting username and password

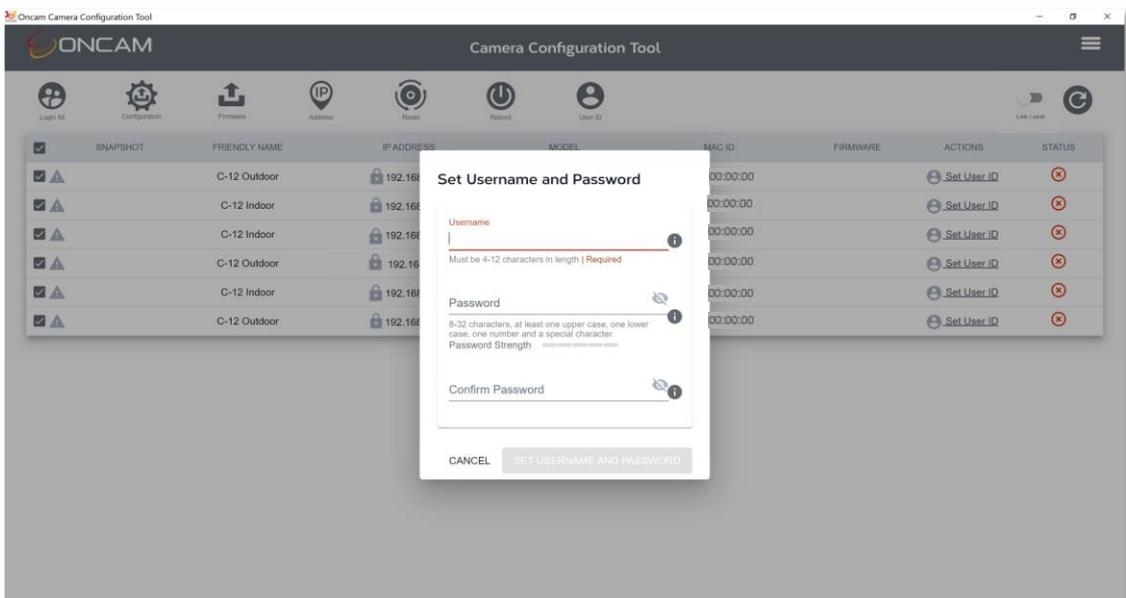
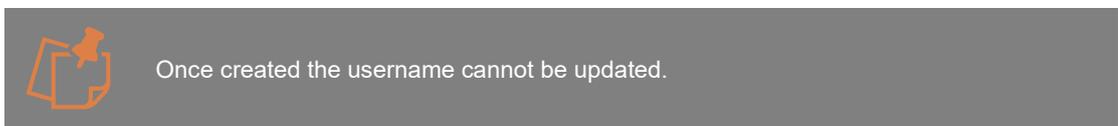
After the C-Series cameras have been discovered, any cameras that require login credentials to be created will display **Set User ID** under the **ACTIONS** column. Click the check box next to each camera you want to create credentials for and select the **User ID** option from the top menu. For enhanced security, default username and passwords are not supported. Users will

be required to set a secure password, which will need to meet the minimum requirements below. Please follow these steps to set up your login credentials.



5.2.1.1.1 Username

Set an easily identifiable and memorable username for the Primary Administrator. The name must be a between 4-12 characters in length. The username can consist of uppercase letters (A-Z), lowercase letters (a-z) and numbers (0-9). Special characters are not supported.



5.2.1.1.2 Password

It is important to always set and use a secure password to access the camera, therefore the camera enforces strong password criteria for all user accounts as specified below:

- Minimum of 8 characters and a maximum of 32.
- The password requires at least one uppercase letter (A-Z), one lowercase letter (a-z), one number (0-9) and one special character. The following special characters are supported (~!@#\$\$%^&* -+=\|(){}[]:;'.?/). Three or more repetitive (e.g. aaa, 111) or sequential (e.g. abc, 123) characters are not supported.



For enhanced security repetitive or sequential characters (e.g. 'aaa', '123', 'abc' or '321') are no longer supported when creating a new password. For existing installations where repetitive or sequential characters have been setup using Firmware prior to V2.x, these will still be supported, however any new users created will need to follow the new security criteria for password setting.

5.2.1.1.3 Strength Indicator

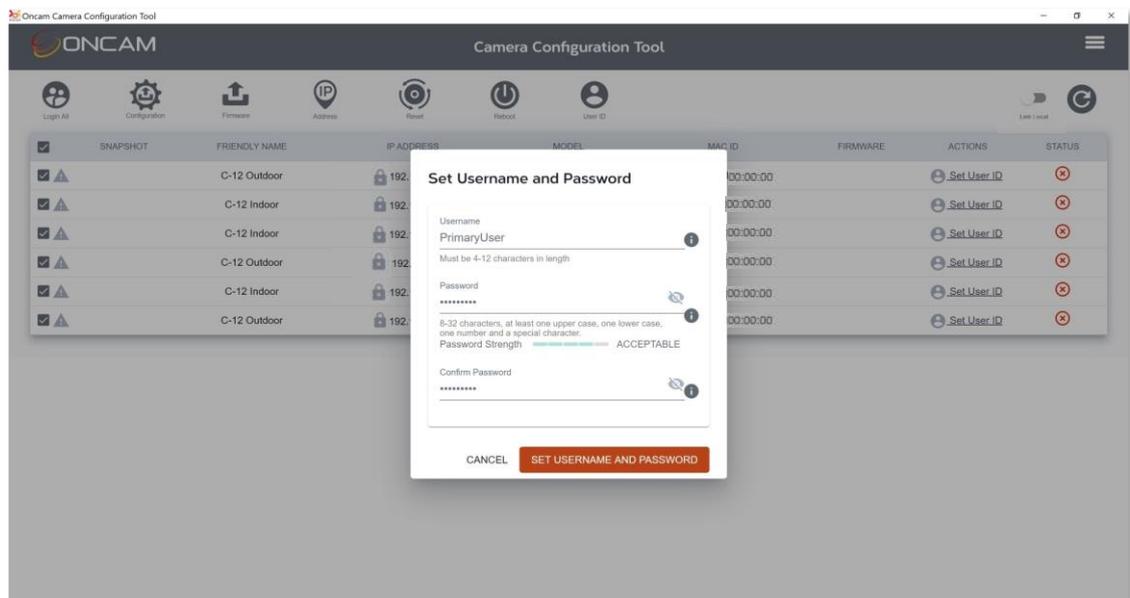
For guidance, the strength of the password combination is displayed below the password. Use the combination of upper and lower case alphabetic, numeric, and special characters until the password strength is strong enough.

5.2.1.1.4 Confirm Password

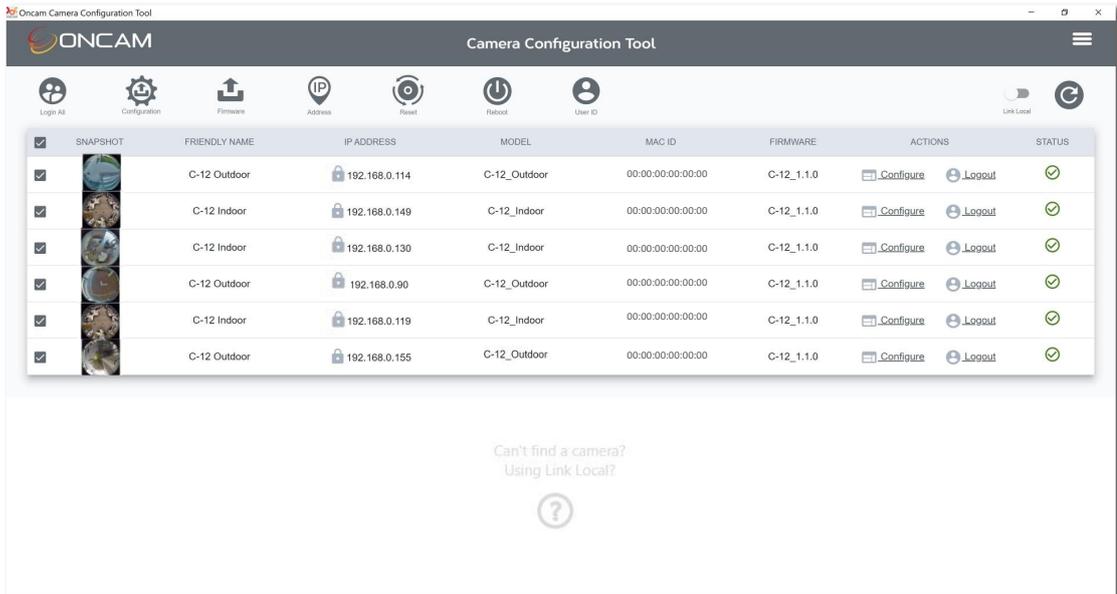
Please retype your password to confirm it has been correctly entered, if the passwords do not match a notification will appear.

5.2.1.1.5 Set Password Confirmation

Click **Set Username and Password**, the credentials will be saved, and you will be taken back to the main Camera Configuration Tool discovery page.



The **Logout** option will now be displayed under the **ACTIONS** column for the selected cameras



 Set Username & Password can only be set from the CCT as part of first-time camera access. If you wish to update user credentials, select the configure option under the ACTIONS column for the camera and update the password in the user section of the Camera Web Interface. Usernames cannot be updated.

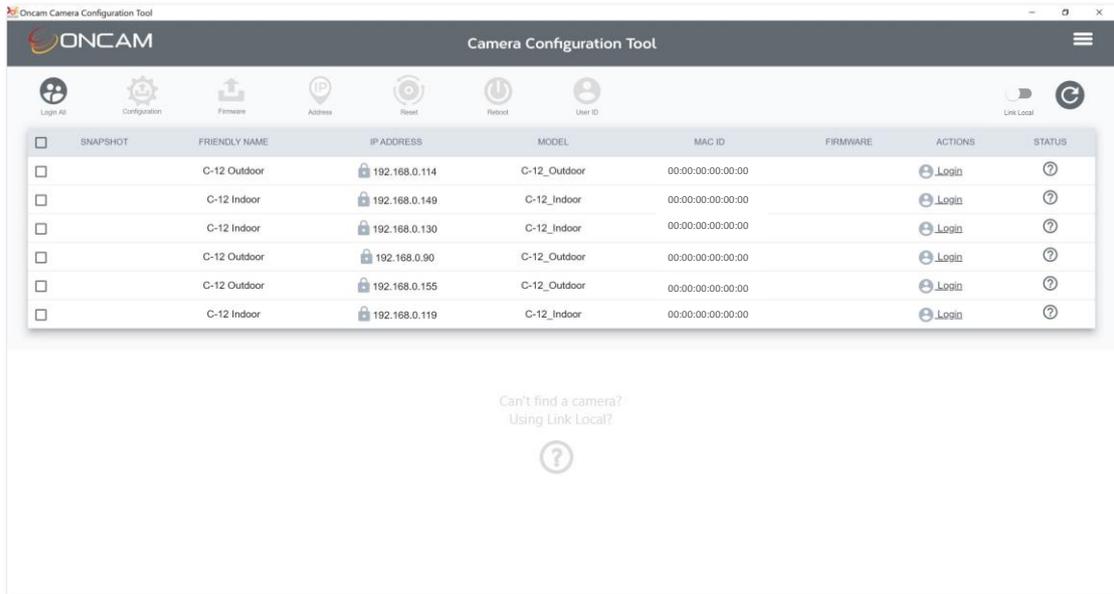
6. Accessing the Camera

Using the login credentials created, the camera is now ready to be configured using your compatible VMS, the Camera Web Interface or the C-Series Camera Configuration tool.

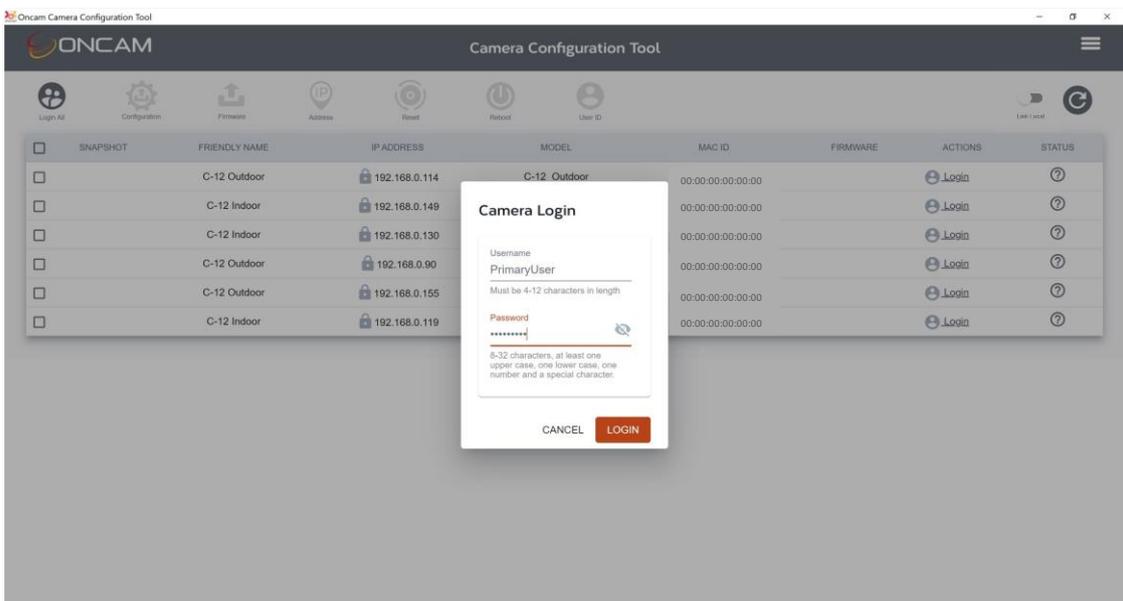
6.1 Login

Unless you have just set the username and password for the camera, following discovery you will need to login to the cameras you would like to access. The ? symbol in the **STATUS** column indicates that login is required as also described under the **ACTIONS** column.

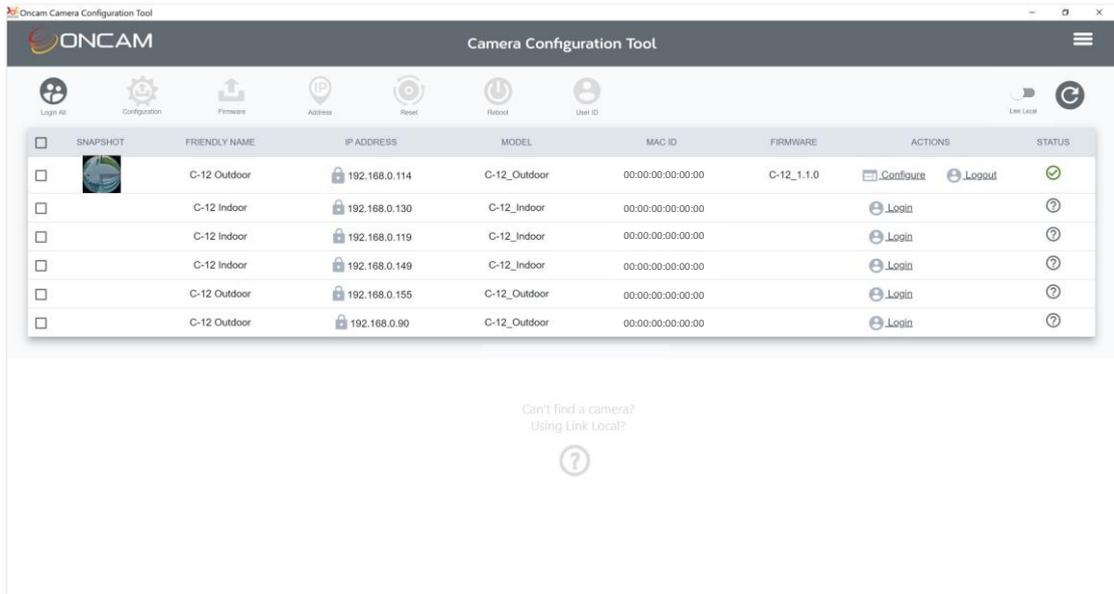
6.1.1 Single camera Login



To login to an individual camera select Login in the **ACTIONS** column and enter the username and password for that camera.



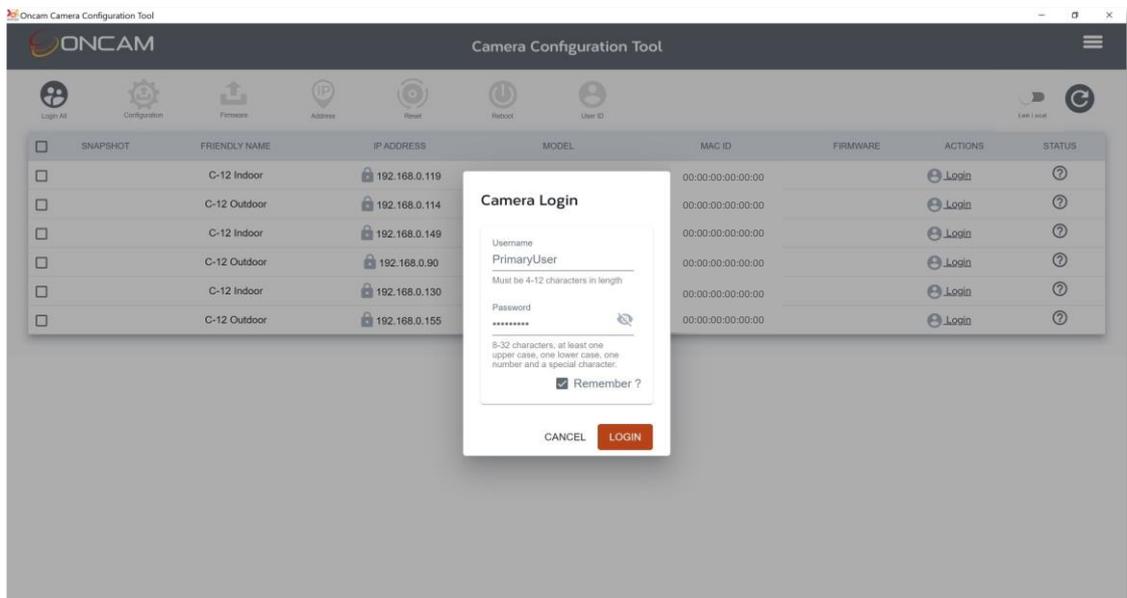
You will be taken back to the dashboard screen and the camera will show as logged in.



If you press the **Refresh Discovery** button, or close and reopen the Camera Configuration Tool, you will need to re-enter the username and password in order to connect to each camera.

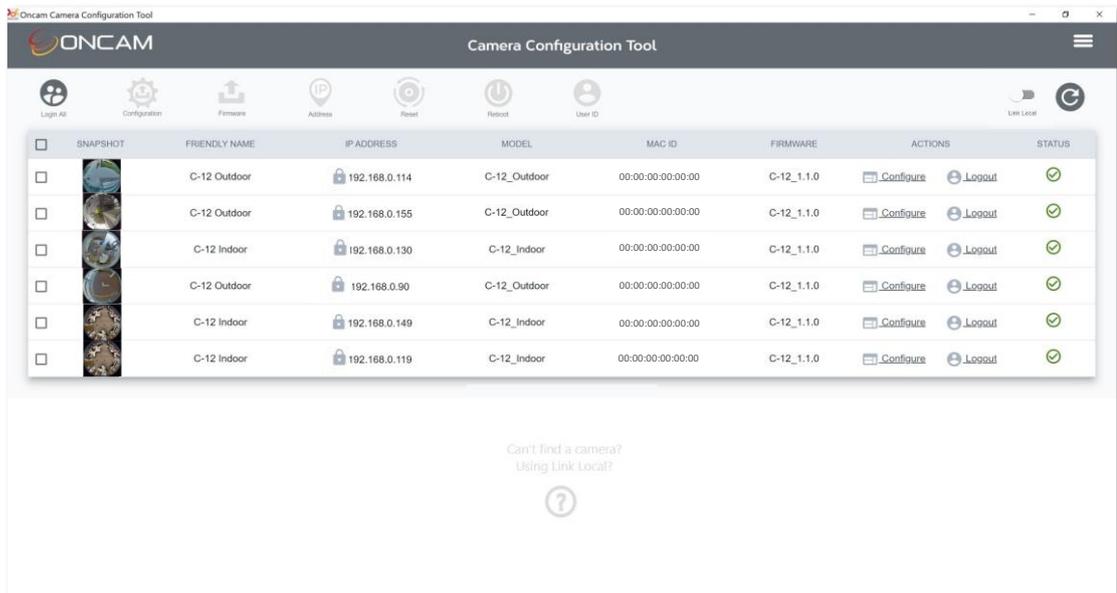
6.1.2 Multiple Camera Login

If you have multiple cameras with the same Login credentials, you can use the **Login All** button located on the top left hand corner.



By selecting the **Remember** button the camera(s) will be logged into automatically even if you refresh or close and reopen the CCT application. If at any point you want to stop this automatic login you can deselect the Bin icon next to **Remember**. This will be displayed the next time you select this button, this will remove the automatic login feature.

All cameras with the same credentials are logged into.



7. Camera Configuration

7.1 Dashboard – Camera Web Interface

Once you have created your Primary Administrator username and password, you can use these credentials to set up and configure the camera in one of the following ways:

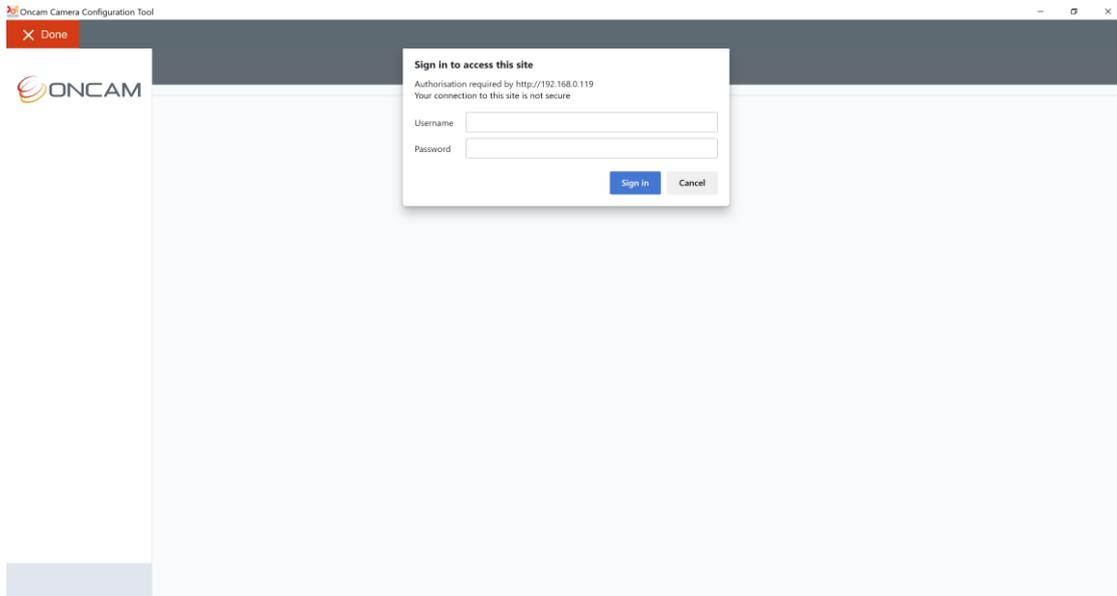
1. ONVIF commands using your compatible VMS
2. The Camera Web Interface
3. The Camera Configuration Tool (opens Camera Web Interface within the tool)

To access the Camera Web Interface, type the IP address of the camera into a compatible web browser (please check the camera data sheet for latest supported browsers versions) and enter your username and password.

7.2 Dashboard – Camera Configuration Tool

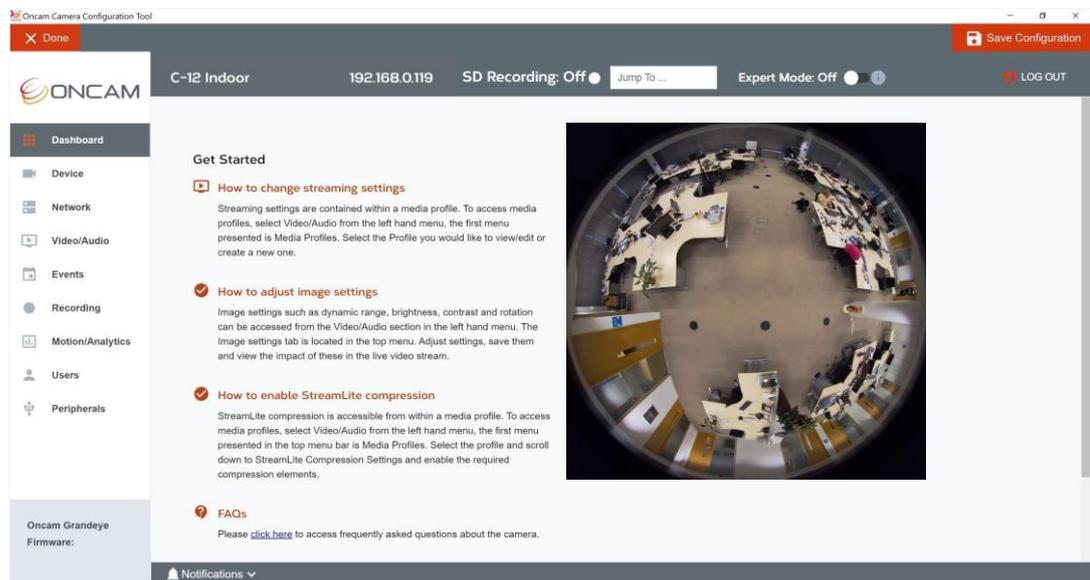
The Camera Web Interface can also be accessed via the Camera Configuration Tool. Once you have logged into your camera click **Configure** under **ACTIONS** column next to the camera and this will open up the Camera Web Interface from within the Configuration Tool.

If the camera firmware is V1.0.2 you will need to reauthenticate to access the Camera Web Interface, for cameras with firmware V1.1.0 and above reauthentication is not required:



You will be presented with the main camera dashboard. From this page you can access all camera configuration settings, test the live stream, and set up the camera based on your requirements.

Only Administrator level users will have access to camera settings, users setup with operator level privileges will only be able to view the dashboard page and the live stream. Users with user level privileges will only be able to view the dashboard page but not view the live stream.



For full details and guidance on how to configure your camera (See Oncam C-Series Installation and User Manual section 5).

Please remember to save your changes as you progress through the configuration sections.

Once all changes have been made, select **Done** in the top left-hand corner to return to the CCT dashboard.

8. Saved Configuration

Once all changes have been made, before selecting done you can choose to save the configuration and apply it to other similar cameras for quicker and easier installation.

Selecting this option will overwrite the current camera settings on applicable cameras. Only the same camera type saved configuration file can be applied, for example an Indoor C-12 saved configuration file can only be applied to other Indoor C-12 cameras, similarly an Outdoor C-12 saved configuration file is required to update other Outdoor C-12 cameras.

The cameras must all be on the same firmware.

All camera details except static IP address (if set) on the saved configuration file will be applied to the selected cameras.

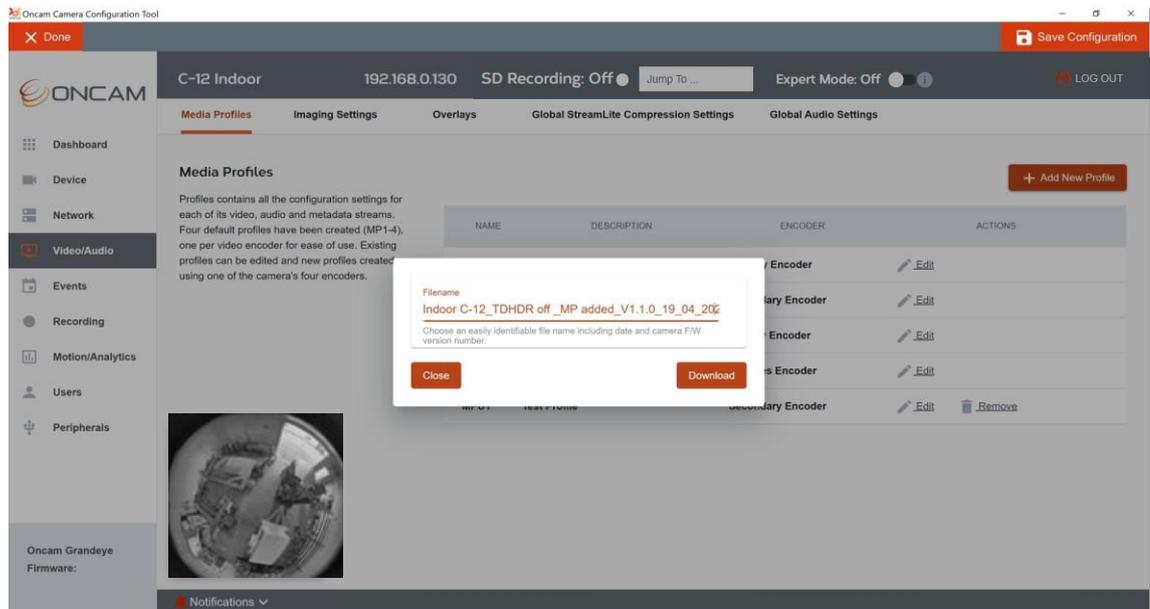


When a saved configuration is applied to a camera, if the destination camera has an existing SD card with recordings and Recording Configurations then these will not be overwritten by the saved recording configurations in order to ensure the recordings on this card are still accessible. If the destination SD card has no recordings or configuration the saved recording configurations will be copied to the SD card but the Recording Jobs set to idle, these will need to be activated. Always check the Recording Configuration settings and status after a saved configuration is applied.

8.1 Apply a Saved Configuration - Example

The indoor camera below has had two updates made to the configuration, a Media Profile has been created call “Test Profile” (MPU1) and TrueDetail HDR has been switched off.

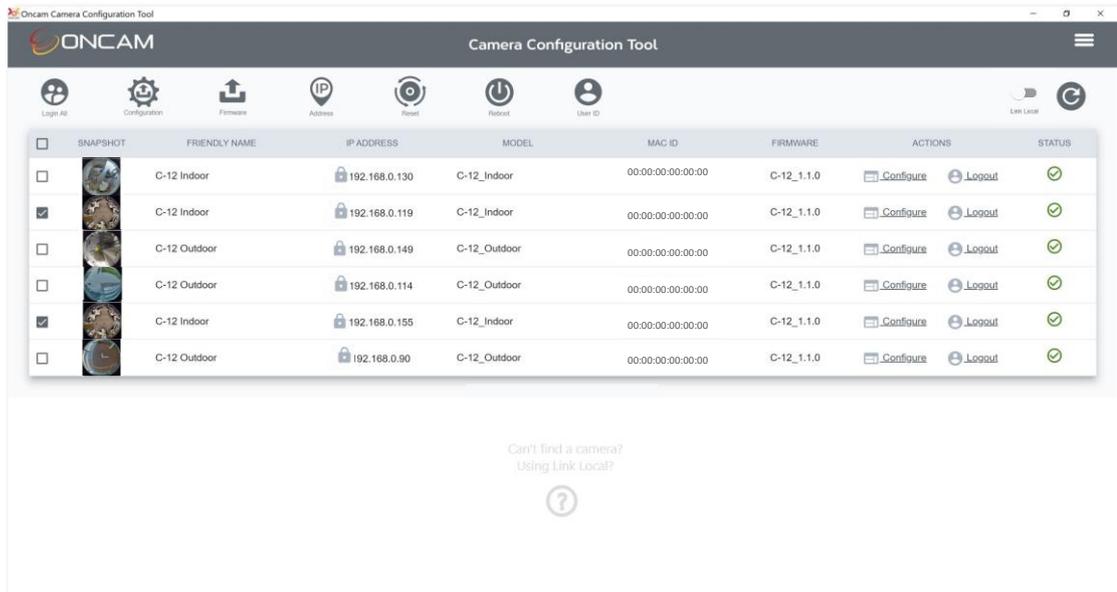
Click **Save Configuration** button in the top right-hand corner and give the file a name that will make it easy to recognize, include details like model reference, main changes, F/W version, and date.



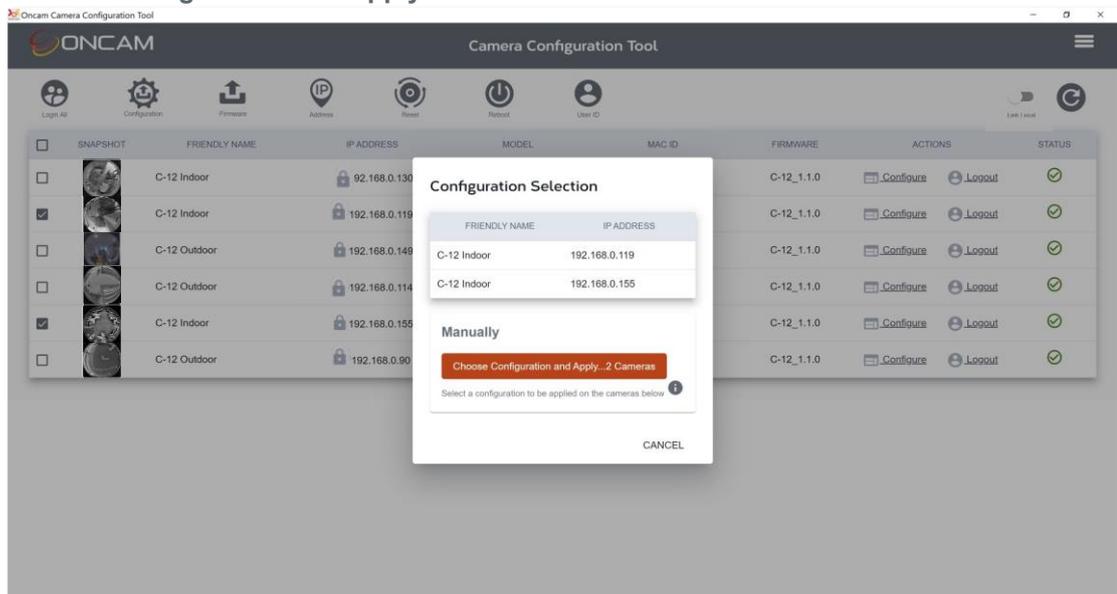
The file will be downloaded to your downloads folder. Move the file to an easy to access area or folder. Return to CCT and click **Done**.

From the main CCT dashboard select the cameras you would like to apply the configuration too; ensure they are the same type as the Saved Configuration file e.g., indoor or outdoor, C-12 or C-08

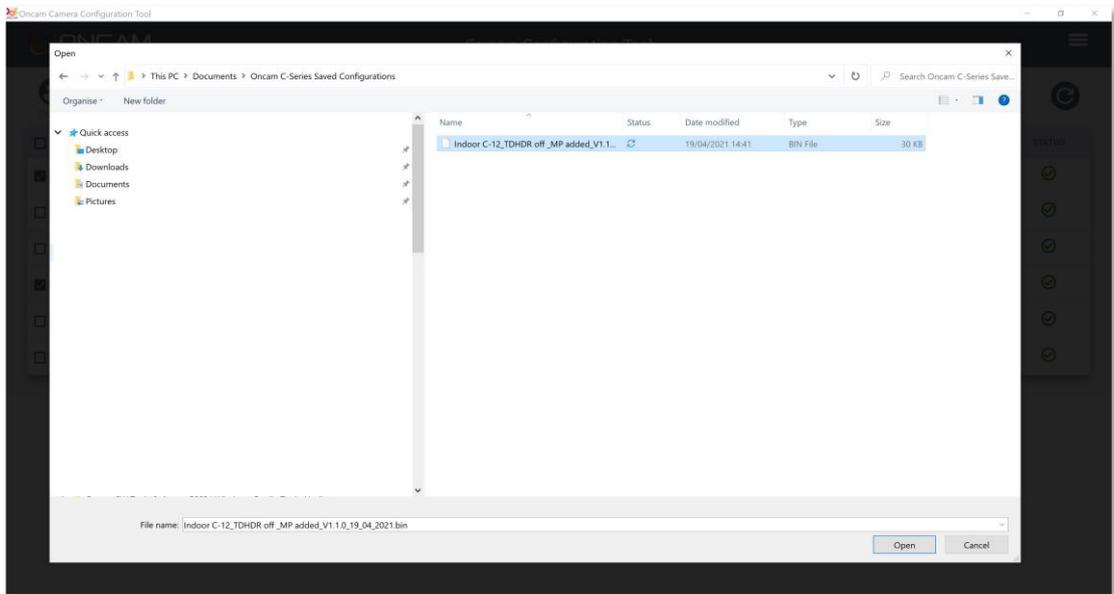
In this example we have saved an C-12 indoor configuration so we will select C-12 indoor cameras.



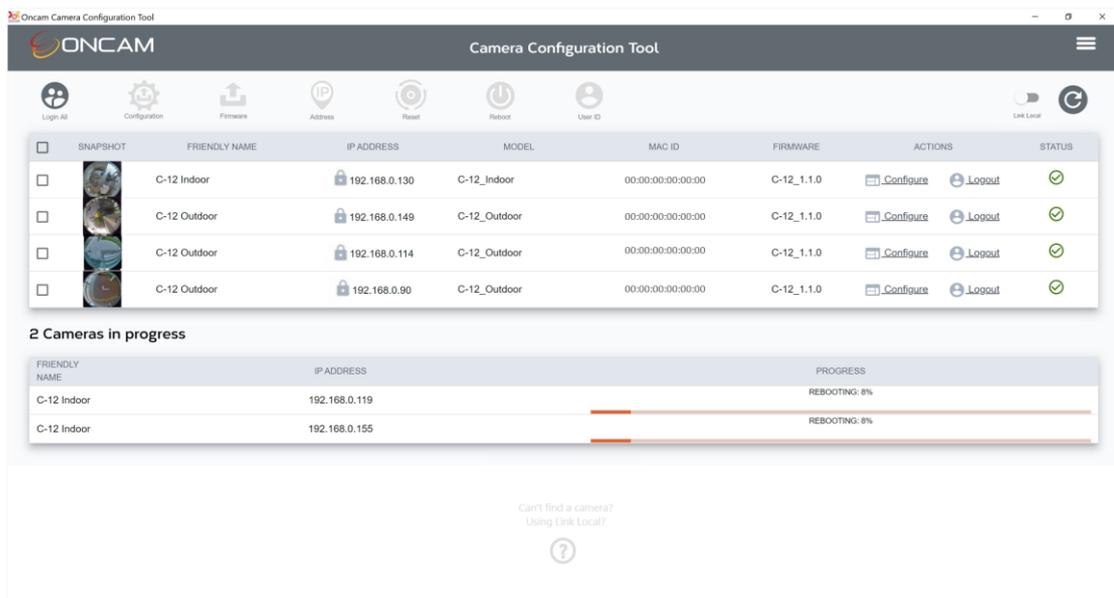
Select **Configuration** from the top menu. The following confirmation pop-up will be shown, check the selected cameras to be updated are correctly displayed then select the red button **Choose Configuration and Apply...**



Navigate to the location where you have store the Saved Configuration file and select it.

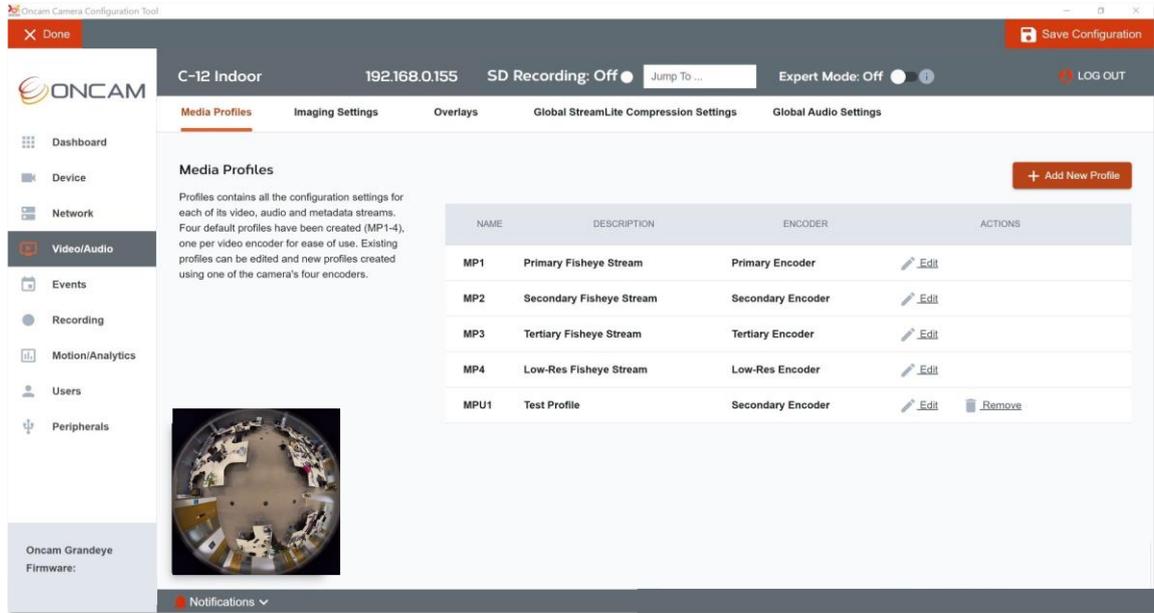


The configuration file will be uploaded to the selected cameras and the cameras will be rebooted.

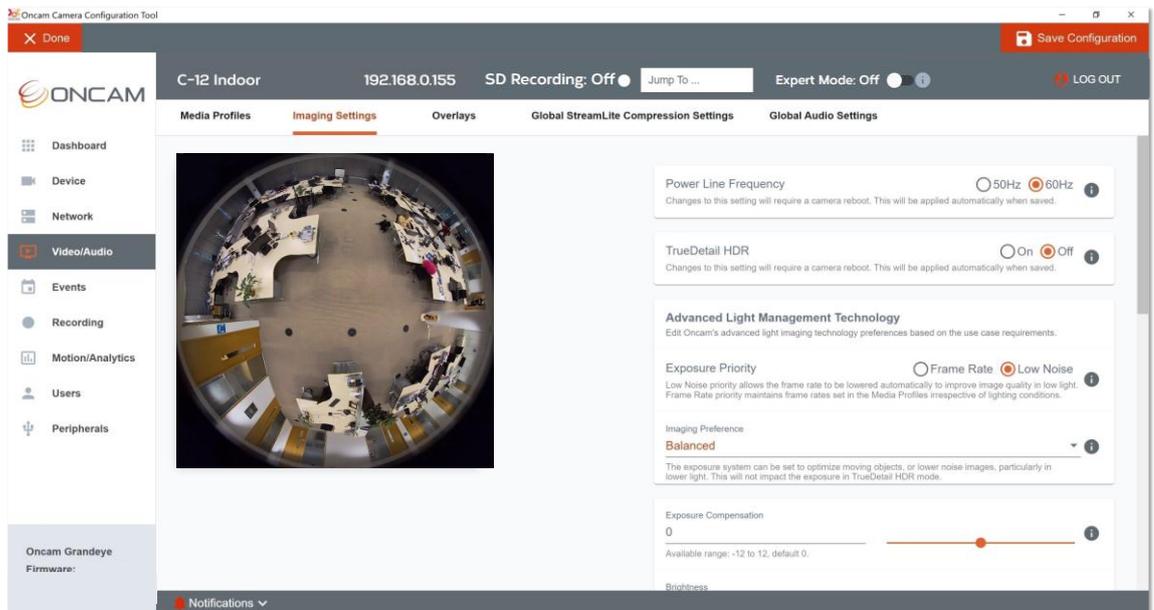


Once the cameras have been rebooted, select one of them and check the configuration changes have been applied.

Test Profile added:



True Detail HDR switched off:



9. Assign Static IP Addresses

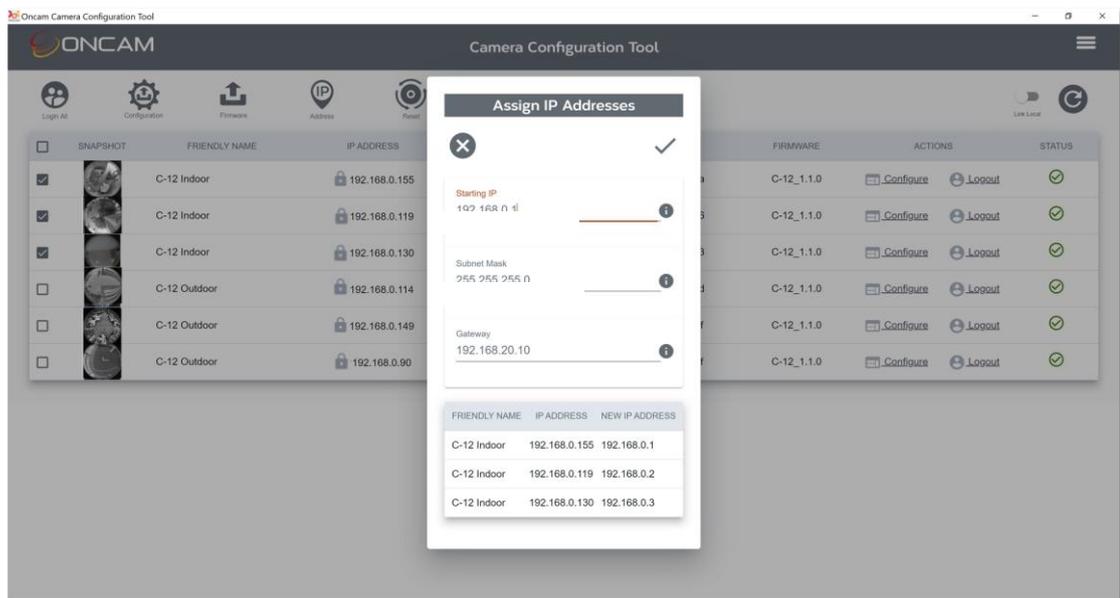
The camera can be configured with a manual Static IP Address. This will also require the Gateway to be set to allow communication with the outside network, and DNS addresses to resolve DNS names if required. On first time setup, the camera will need to be discovered using DHCP (CCT, VMS or IP scanner) or Link Local (VMS or IP Scanner) (see section 4.2.1.)

The Static IP Address can then be set as follows to one or multiple cameras using the CCT.

Login to the cameras that require a Static IP Address assigned.

Select the cameras that require a Static IP Addresses using the check box (single or multiple cameras can be selected) next to each camera. Select the **IP Address** button on the top menu bar.

The following **Assign IP Addresses** pop-up will be shown displaying the selected cameras, check all cameras that require a Static IP are captured correctly on the list.



Enter the starting Static IP Address – ensure the selected addresses are not already in use by other devices on the network.

Enter the Subnet Mask

Enter the Gateway address

Select the **Tick** icon to apply

Sequential Static IP Addresses will then be applied to each selected camera in order listed.

The pop-up will close and return to the CCT dashboard, the discovery will be automatically refreshed, and the cameras will display the allocated Static IP Addresses in the discovery list.

10. Firmware update

10.1 Check Camera Firmware Version

To take advantage of the camera's latest product and security features it is important to ensure you have the latest firmware installed.

The Camera Web Interface displays the currently installed firmware version on the bottom left of every page, as well as on the Device Information and Firmware tabs of the Device page.

The Camera Configuration Tool displays the firmware version for each camera in the Firmware column.

Visit <https://www.oncamgrandeye.com> to check the latest firmware available for the camera.

If a newer version of the firmware is available, check that your NVR/VMS version supports this latest firmware and download the file. The firmware can be updated in two ways:

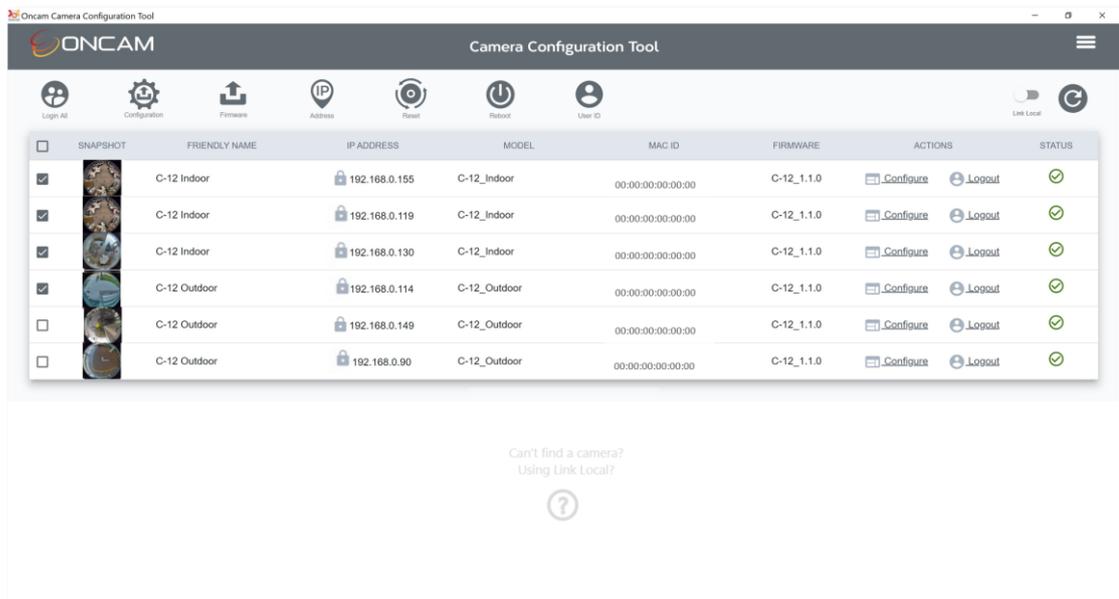
1. The Camera Web Interface (single camera)
2. The Camera Configuration Tool (single or multiple cameras)

10.2 Camera Configuration Tool - Firmware Update

10.2.1 Firmware update process

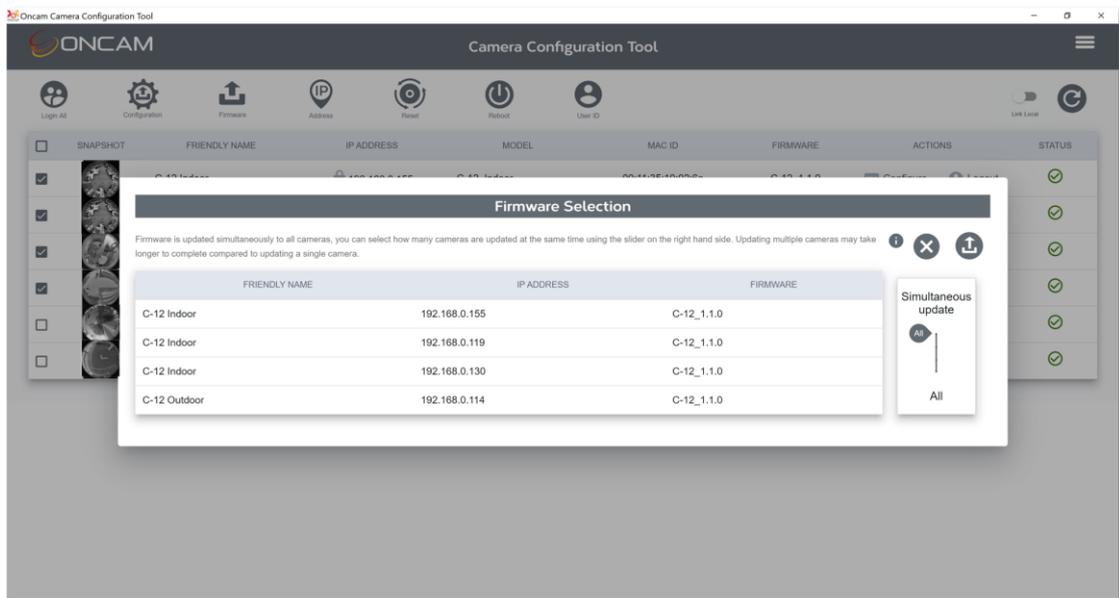
Login to the cameras that require updating.

Select the cameras that require updating using the check box (single or multiple cameras can be selected) next to each camera.

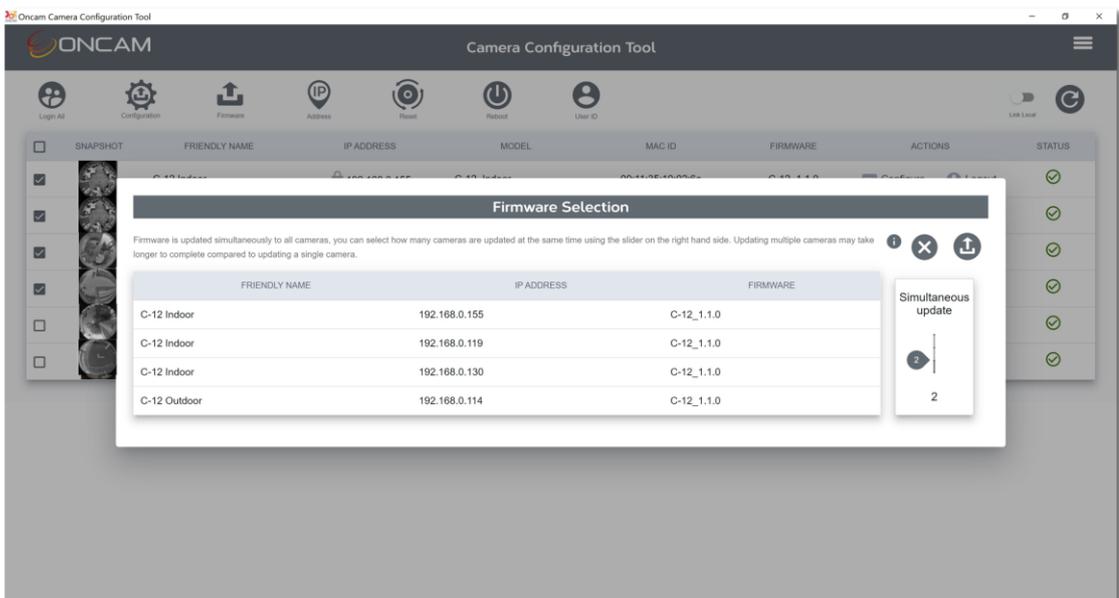


Select the **Firmware** button in the top menu bar.

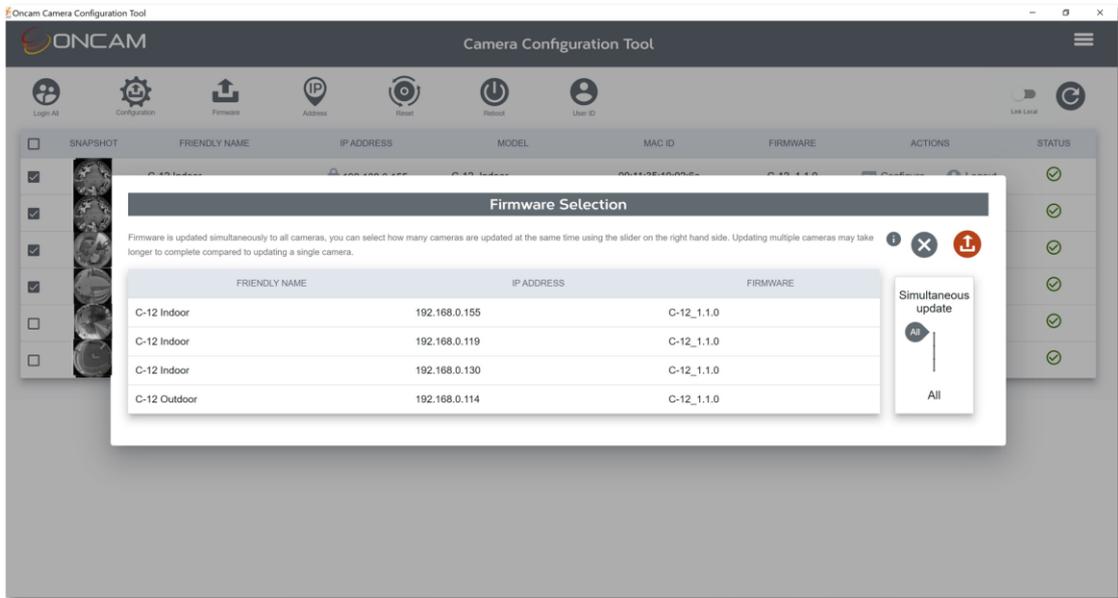
The following **Firmware Selection** pop-up will be shown displaying the selected cameras and their current firmware version, check all cameras that require a firmware update are captured correctly on the list.



Here you can set the number of cameras to be upgraded simultaneously, by default **All** is selected, so in this instance 4 cameras will all be upgraded at the same time. If you only wanted to upgrade 2 cameras at a time (due to network bandwidth limitations for instance), then you can use the slider on the right-hand side to set this to simultaneously update only 2 cameras at a time as shown below.

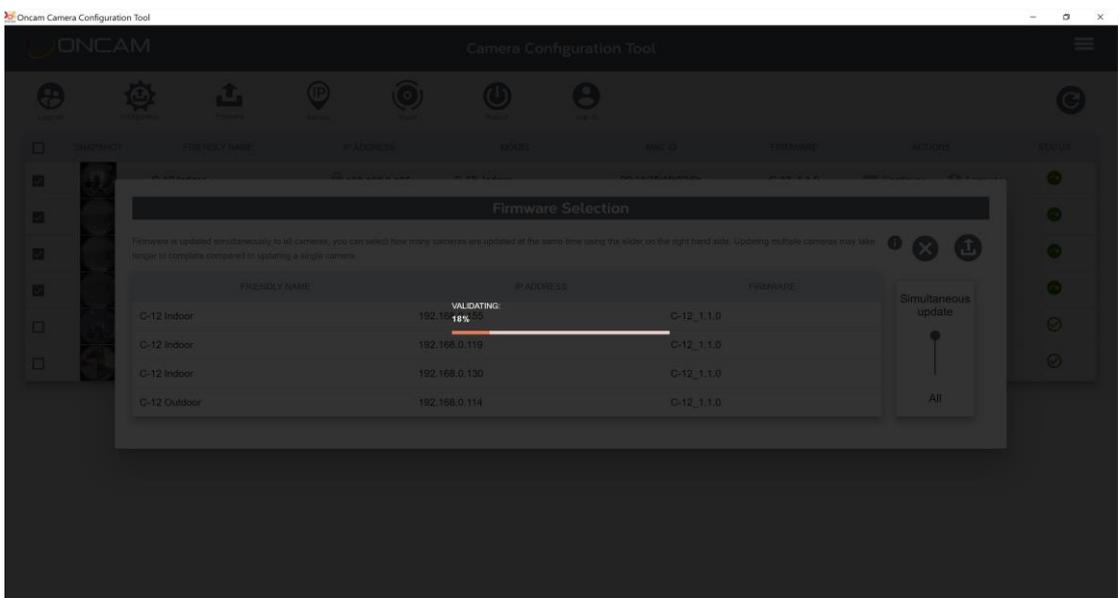


In this example we will upgrade all 4 cameras at once and therefore set the **Simultaneous Update** to **All**. Select the **Upload** button in the top right-hand corner of the pop-up, it will be highlighted in red when you hover over it.

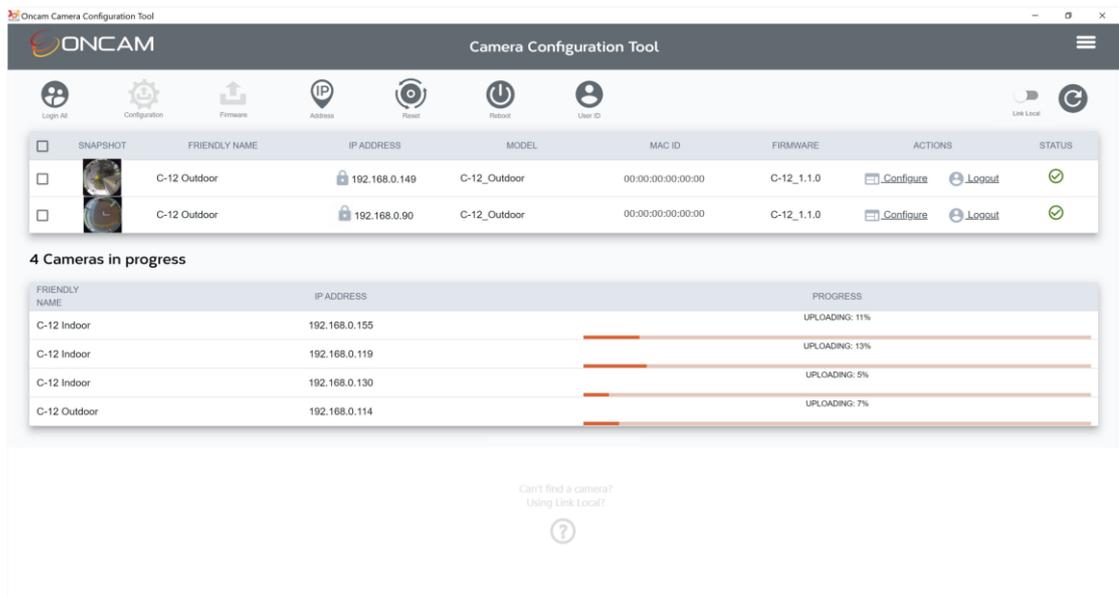


Navigate to the location where the new firmware .bin file is saved. Select the file and the update process will begin.

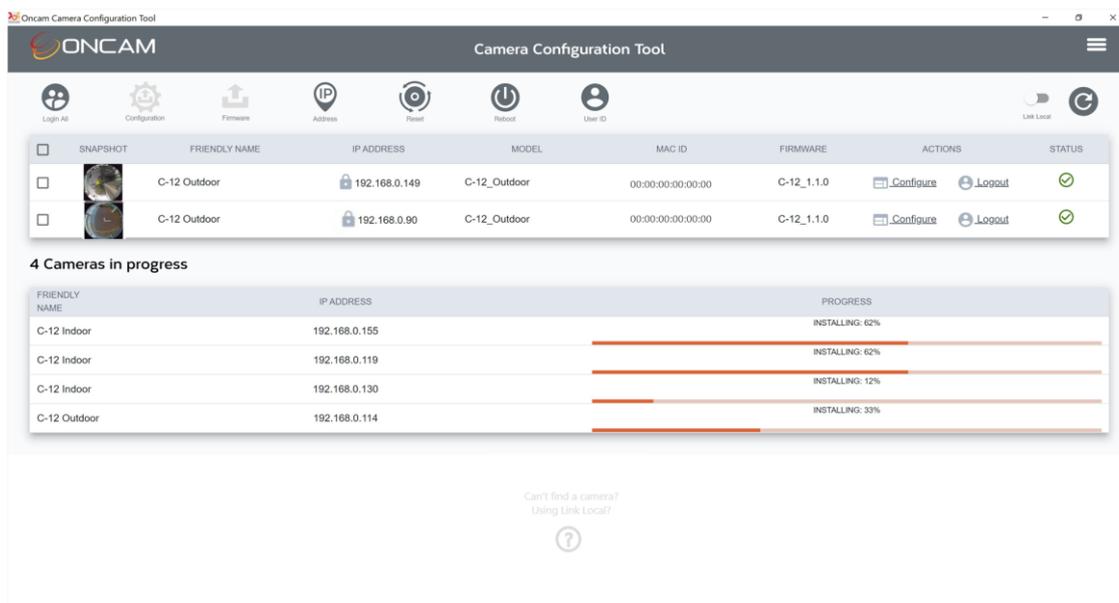
The firmware will initially be validated to check it is suitable and signed by Oncam prior to being uploaded to the cameras.



Once validated, the pop-up will close, and you will return to the CCT dashboard. The cameras to be updated will be displayed in **Cameras in progress** section of the dashboard. The new firmware will begin to be uploaded to each camera.



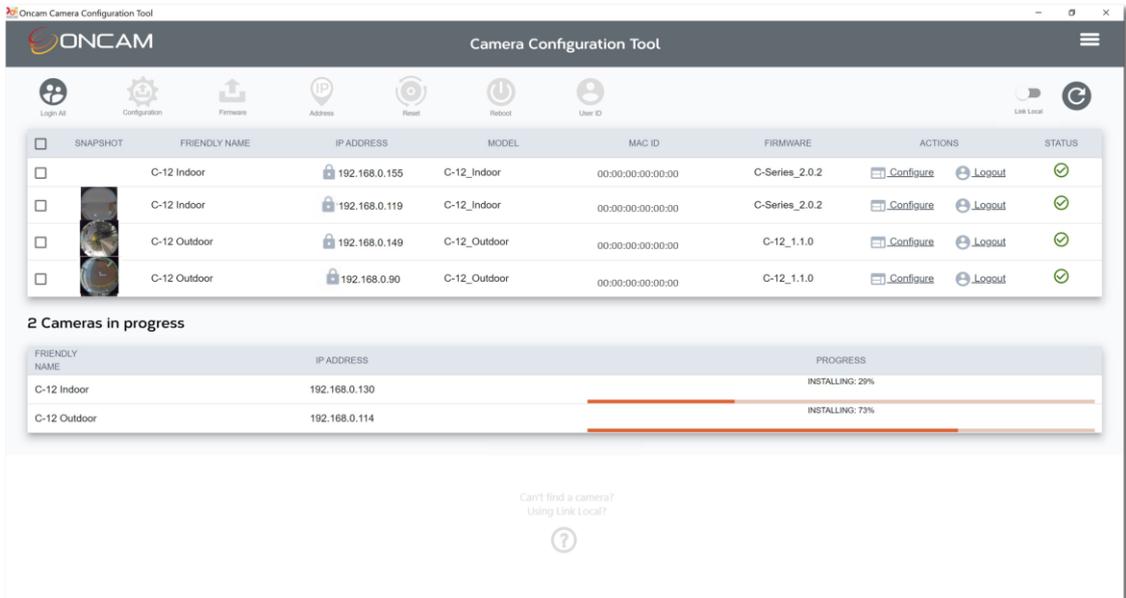
Following the upload stage, the new firmware will be installed on each camera. During each stage, progress bars will be displayed for each camera. Dependent on your network bandwidth cameras may update at different speeds.



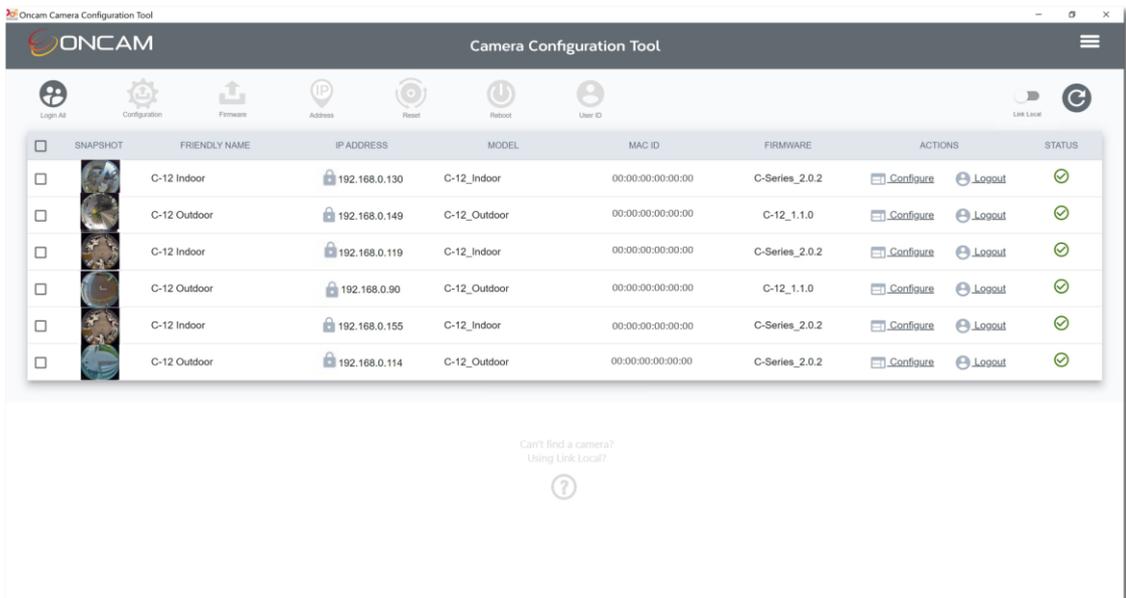
 Once a Firmware Update process has started on one or more cameras, another Firmware Update process cannot be initiated from the CCT until the first process has finished.

Once the installing stage is complete each camera will be rebooted. Please note with version 4.1.10 of the CCT rather than **rebooting** the message displayed onscreen will be **installing** again, this is a known text error that will be fixed in the next version.

Once the camera has been rebooted it will move to the discovery list section of the Dashboard.



Once all cameras have been updated, they will be displayed in the discovery section of the dashboard. You may need to click the refresh button if any snapshot images are missing or if the status looks incorrect.



The upgrade time for each camera will vary based on network speed and traffic.

To confirm the new firmware version has been applied, check the firmware version number displayed in the discovery table under **Firmware**.

All camera settings will be retained after the firmware update process.

11. Reboot

From time to time the camera may need to be restarted (for instance when a significant configuration change is made or when there are changes to external systems affecting the camera).

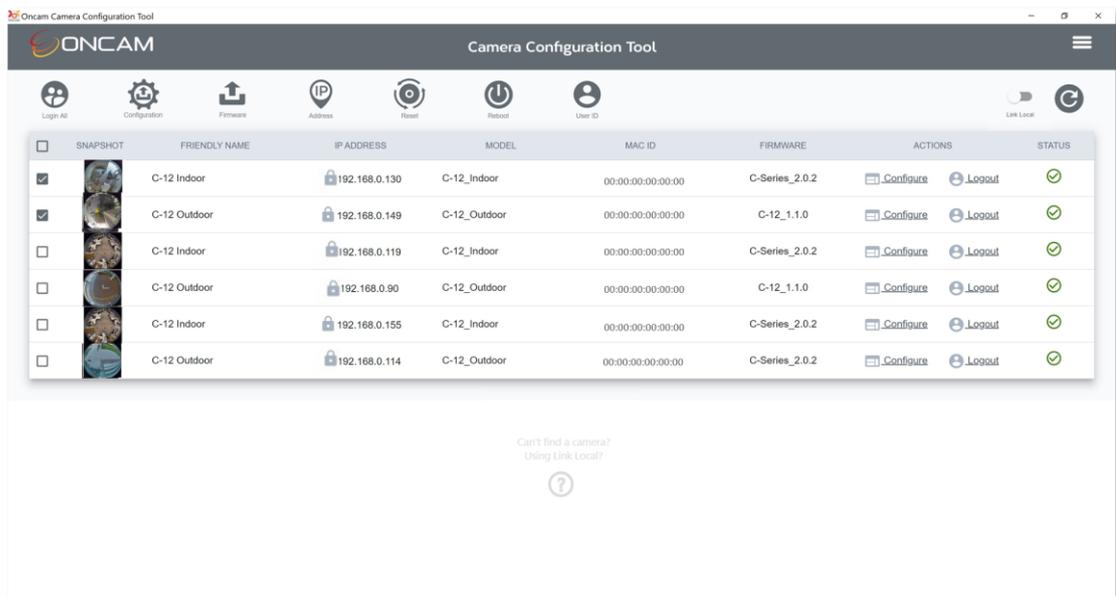
The camera can be rebooted in two ways:

1. Via Software Tools – Camera Web Interface (See Oncam C-Series Installation and User Manual section 5.8.3.2) and Camera Configuration Tool (See below)
2. Via physical button press (See Oncam C-Series Installation and User Manual section 5.8.3.2)

11.1 Camera Configuration Tool - Reboot

Login to the cameras that require rebooting.

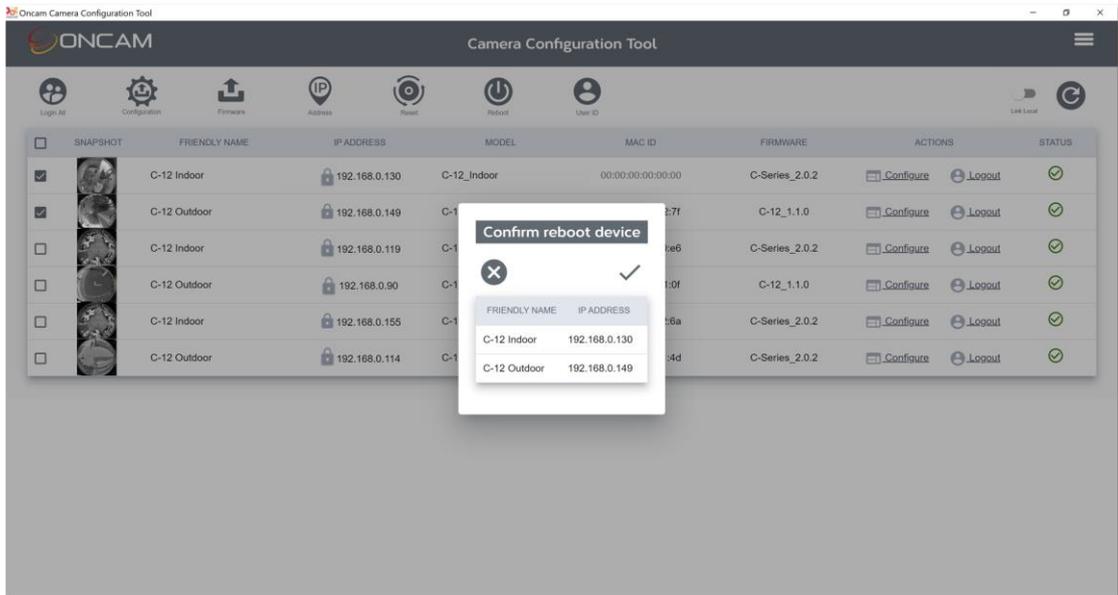
Select the cameras that require rebooting using the check box (single or multiple cameras can be selected) next to each camera.



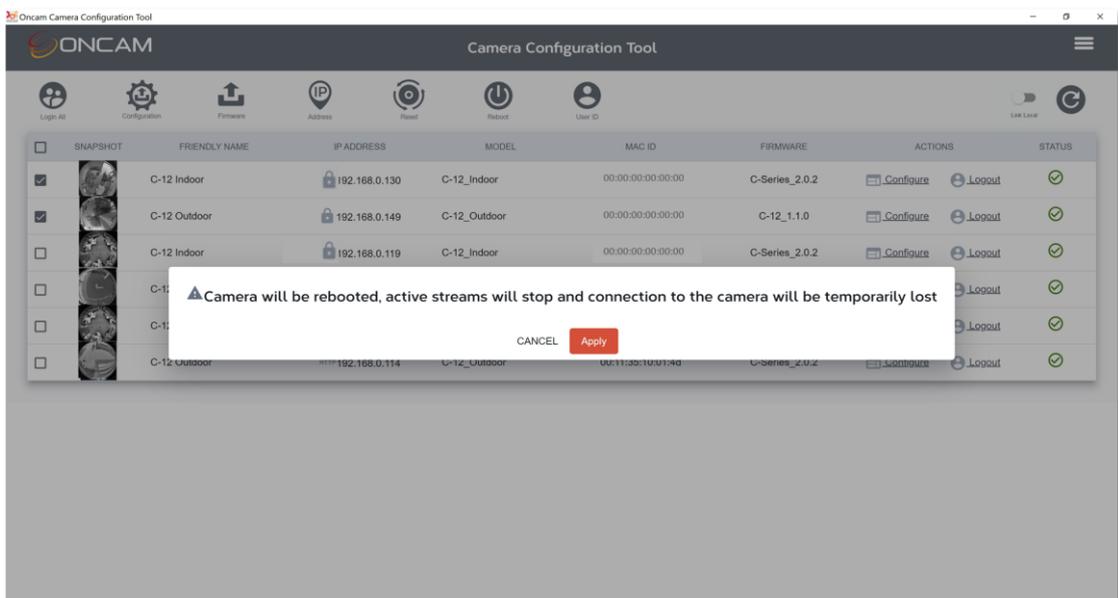
Select the **Reboot** button in the top menu bar.

The following **Reboot Confirmation** pop-up will be shown displaying the selected cameras, check all cameras that require a reboot are captured correctly on the list.

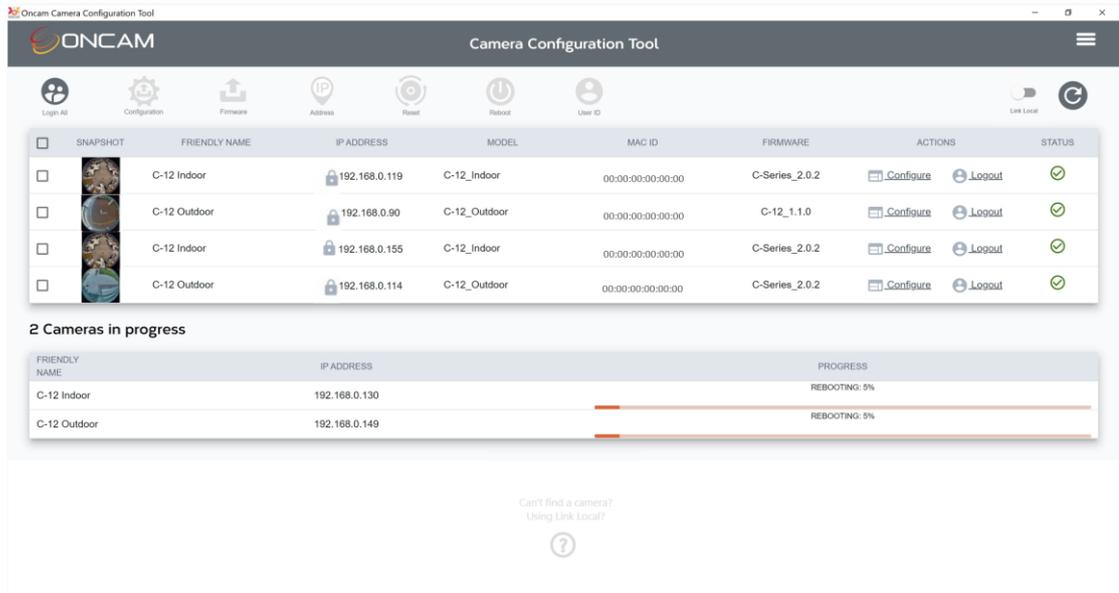
Select the **Tick** icon to apply.



A warning will be shown to advise that all active streams will be stopped and restarted due to the reboot process. If you would like to proceed, click **Apply**.



The pop-up will close, and you will return to the CCT dashboard. The cameras will be listed in the **Cameras in progress** section of the dashboard. Individual progress bars will be displayed on screen while the cameras are rebooted.



Once rebooted the cameras will be displayed in the discovery list section of the dashboard.

12. Reset to Factory Defaults

The camera may require a reset to factory defaults if unknown configuration changes have been made and you want to start from a default state.



This option will overwrite existing settings therefore careful consideration is required before applying it.

Three levels of reset to factory defaults are supported:

1. All Settings.
2. All Settings except the IP Settings - Essential IP settings are retained- IP Address, Subnet Mask, Gateway, DNS, NTP, HTTP and HTTPS ports.
3. User accounts only - all other settings will remain.

The camera can be reset to factory defaults in two ways:

1. Via Software Tools – Camera Web Interface (See Oncam C-Series Installation and User Manual section 5.8.3.3) and Camera Configuration Tool (See below)
2. Via Physical Button Press (See Oncam C-Series Installation and User Manual section 5.8.3.3)

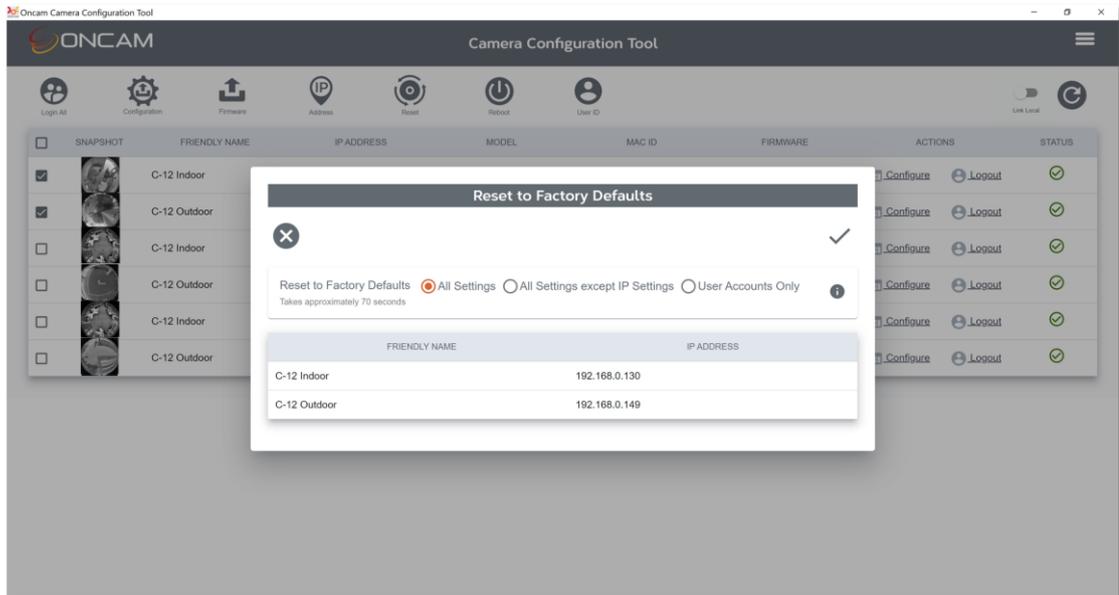
12.1 Camera Configuration Tool - Reset

Login to the cameras that require a reset.

Select the cameras that require resetting using the check box (single or multiple cameras can be selected) next to each camera.

Select the **Reset** button in the top menu bar.

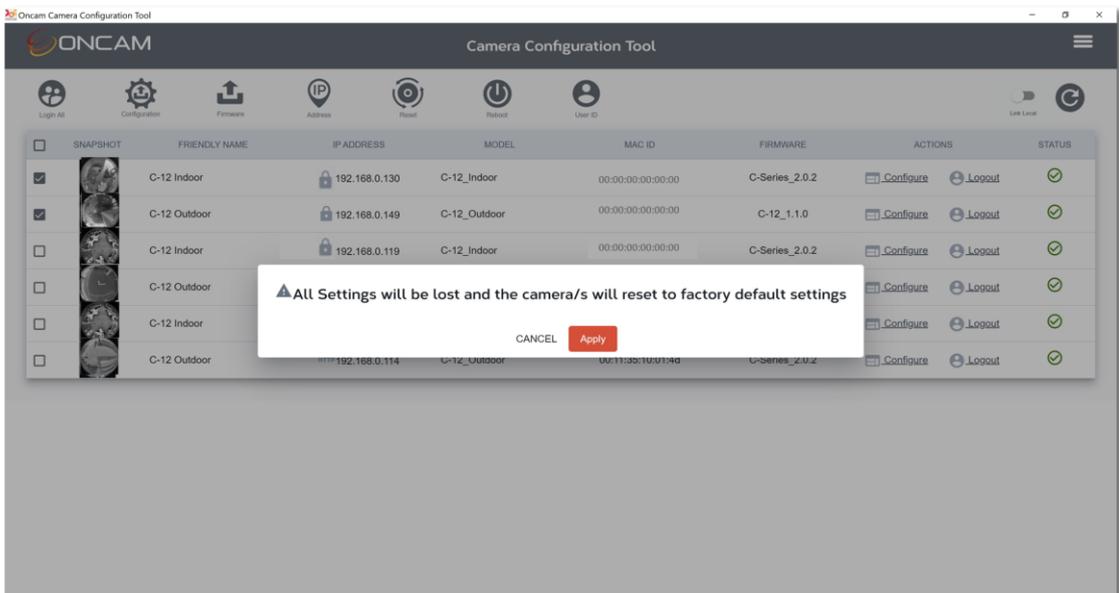
The following **Reset to Factory Defaults** pop-up will be shown displaying the selected cameras, check all cameras that require a reset are captured correctly on the list.



Select the preferred reset option.

Select the **Tick** icon to apply.

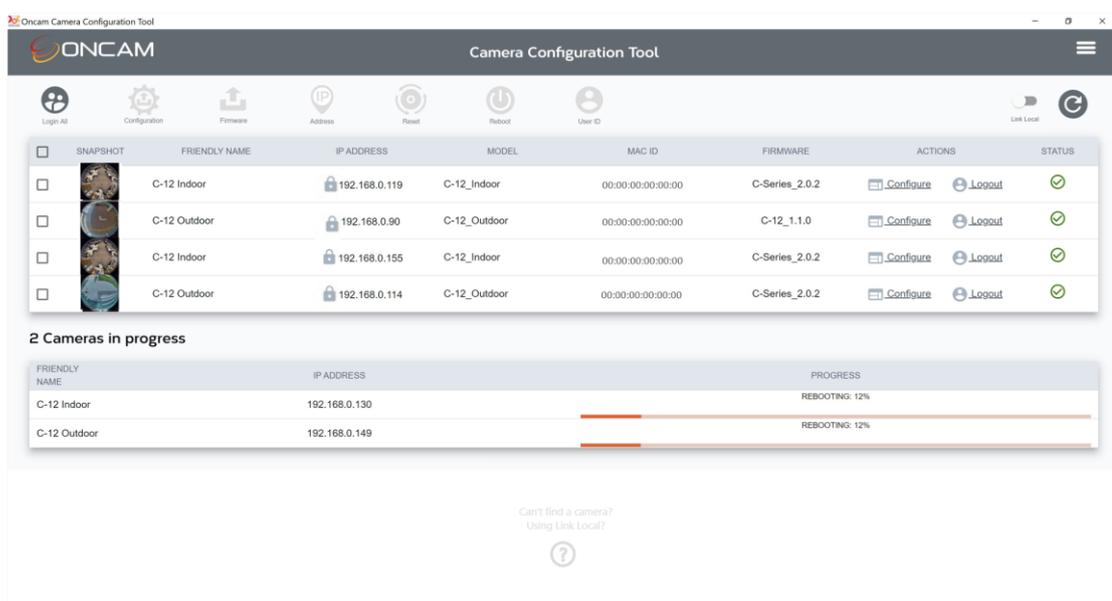
A warning will be shown to advise that camera settings will be overwritten due to the reset process. If would like to proceed, click **Apply**.



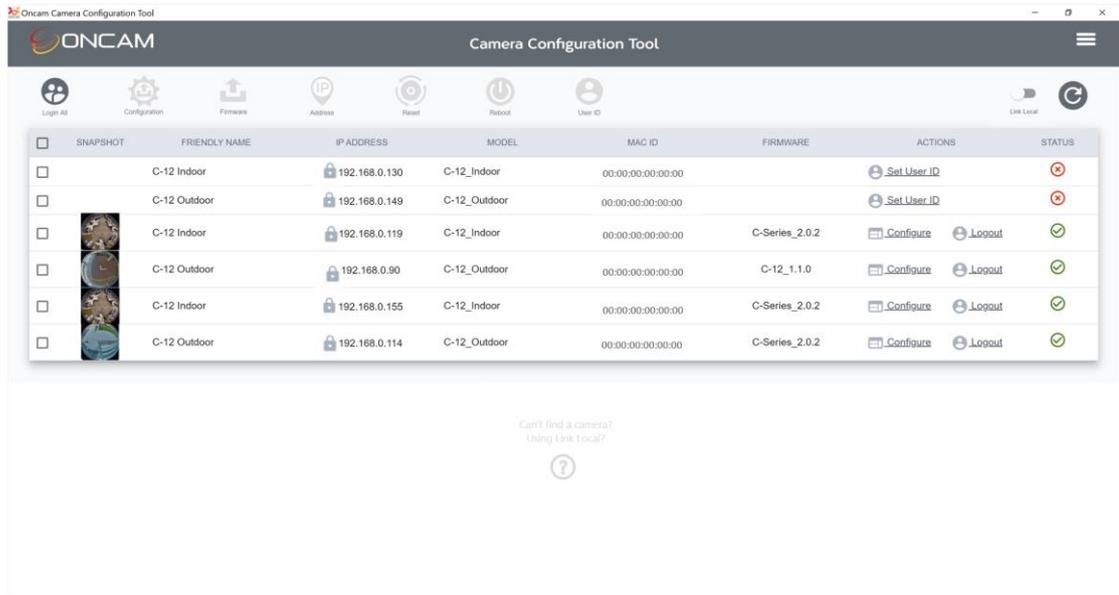
Camera: This option will overwrite current cameras settings.

 MicroSD Card: If the camera is Reset to Factory Defaults and has a microSD card, recorded files and Recording Configuration data will not be deleted from the microSD card. The Recording Configurations will be copied to the camera once the camera restarts, however the Recording Configurations will be changed to an inactive state and will need to be activated to restart local recording on the microSD card. The previous recorded data is still searchable and can be downloaded. To delete it, the Recording Configuration needs to be deleted. In the Camera Web Interface, go to Recording > Recording Configuration and select **Delete** button next to the recording configuration in the summary table.

The pop-up will close, and you will return to the CCT dashboard. The cameras will be listed in the **Cameras in progress** section of the dashboard. Individual progress bars will be displayed on screen while the reset takes effect.



Once the reset process is complete, the cameras will be displayed in the discovered list. As the cameras have been Reset to Factory defaults, the primary administrator username and password will need to be set for the selected cameras, therefore **Set User ID** will be shown in the **ACTIONS** column for the reset cameras.



13. Support

If you require any technical assistance, please contact your Oncam reseller. If your questions cannot be answered immediately, your reseller will forward your queries through the appropriate channels to ensure a rapid response. If you are connected to the Internet, you can go to:

<https://support.oncamgrandeye.com/>

Here you can:

- Download user documentation and software updates.
- Find answers to resolved problems in the FAQ database, search by product, category, or phrase.

To contact us via email, please use support@oncamgrandeye.com.

Include the following in your email:

- A detailed description of the problem
- Camera model numbers
- Relevant configuration information

As part of the support follow up process, the team may need to ask for your camera details (MAC Address & Serial number) to provide you with the time limited Advanced Support License to produce and send advanced logs to our team. This information can be obtained from the device and maintenance tab in the Camera Web Interface or if you have more than one camera an easy way to produce and share the camera details with us is using the Camera Configuration Tool to select the cameras using the check box and click the hamburger menu in the top right-hand corner and select **Camera list**. This will download a file you can send to Oncam that will include the necessary camera details needed to generate the support licenses for you. The version number of the CCT is also displayed in this hamburger menu.

