

BG-ADAMO

Firmware Update Instructions

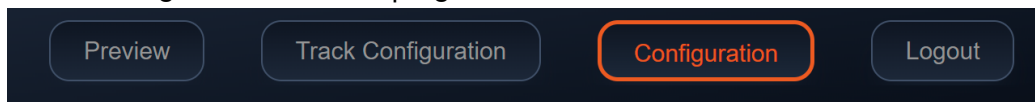


Camera Safety Precautions - PLEASE READ BEFORE UPDATING

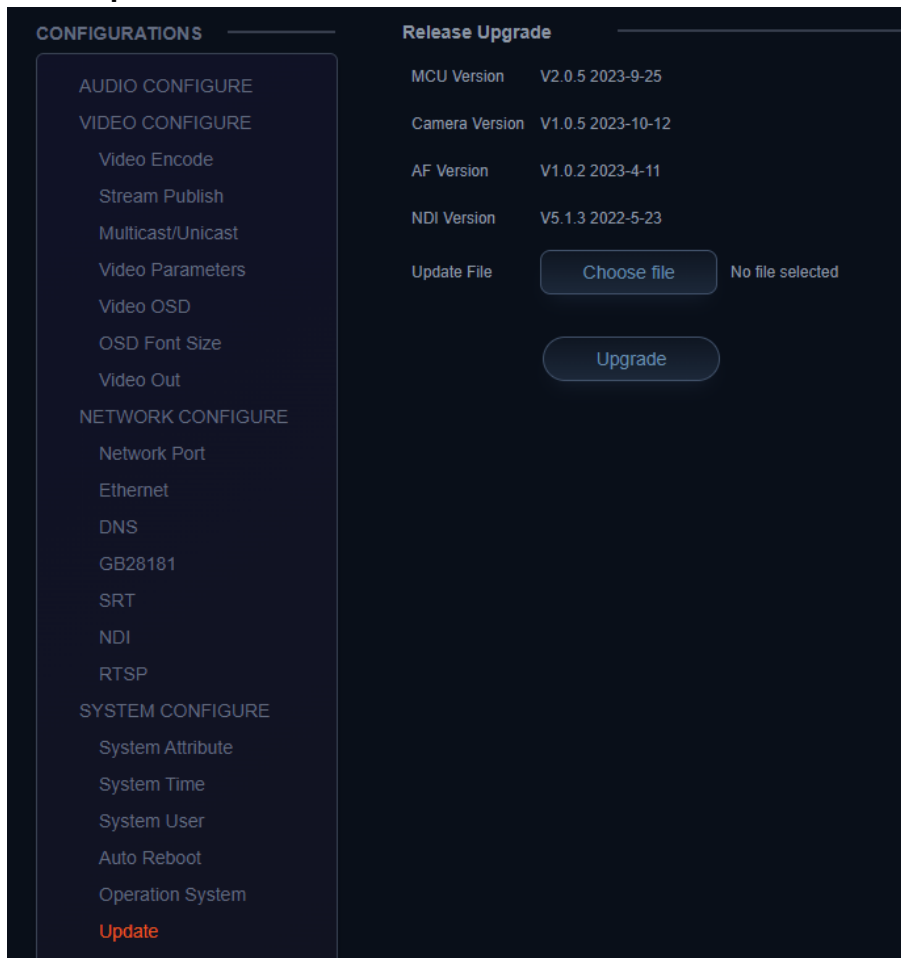
- **Do NOT install NDI or Dante firmware on standard BG-ADAMO cameras.** These firmware versions are not compatible and may cause **permanent damage** to the camera.
- **Always perform a factory reset after completing a firmware update.** Skipping this step may result in unstable operation or unexpected behavior.
- **When multiple BG-ADAMO cameras share the same IP address, power on only one camera at a time during firmware updates.** Failure to do so may cause firmware to be applied to the wrong device, potentially rendering cameras inoperable.

Firmware Update

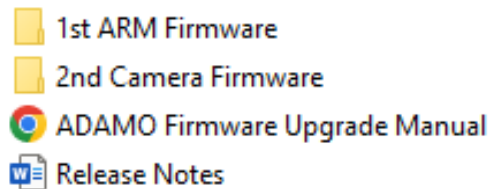
1. Locate the “Adamo Firmware” .zip file on your computer.
 - a. You will need a program like WinRAR to open the file.
2. Extract the files from the folder to your computer.
3. Navigate to the IP Address of your camera using your preferred web browser.
 - a. See the Network Connection section of this manual for instructions on how to connect to the camera.
4. Log into the camera using admin credentials (Username: admin // Password: admin).
5. Click “Configuration” in the top right corner of the screen.



- Click “**Update**” on the left-hand side.



- Click the “Choose File” and it will open a file browser. Navigate to the extracted files from step two.
- There are 2 files for a complete firmware upgrade that need to be installed: ARM Firmware and Camera Firmware, they need to be installed in the order shown below.



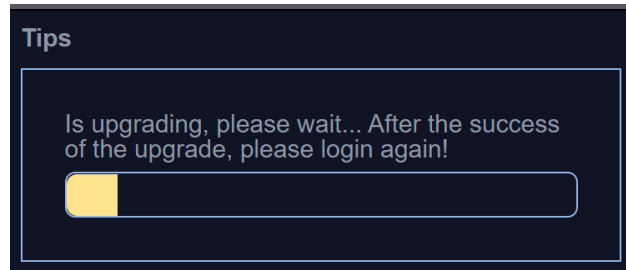
a.

- Select and open the “**ARM Firmware**” file

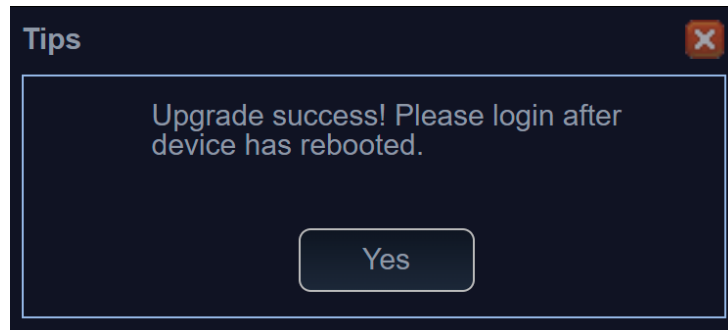
☐ Name

☐ BG4K_ARM_V2.0.5_20230925.mrg

- ii. Click the upgrade button and wait for installation to complete



- iii. The bar will fill several times as the upgrade is performed.



- iv.
- v. Once updated, the camera will reboot on its own.

- b. Next, click “Choose File” again and select the “**Camera Firmware**” folder.

- i. Select your camera from the list and open the file. Make sure to select the correct zoom level that matches your camera. Also make sure if you have a NDI camera, that you are using the NDI FW.
- ii. Click “Upgrade” and wait for the installation to finish as shown in the previous steps.

9. Once all files are upgraded log back into the camera interface to factory restore the camera by navigating to Configuration > System Configure: Default > Click “Restore factory defaults”

- a. You can also factory restore the camera using the remote by pressing:
 - i. **【*】+【#】+【6】**: Restore factory defaults

Network Connection

- **Direct Connection:** Connect the camera directly to the computer using an ethernet cable.
- **Internet Connection mode:** Connect the camera and computer to a router or switch and access via the local area network (LAN).

The computer must be on the same subnet as the camera to connect successfully. The device will not be accessible otherwise. The camera's **default IP address is 192.168.5.163**, therefore the computer must be connected to the 192.168.5.x subnet.

1. To connect to the camera, open the Local Area Connection Properties on the computer.
2. For Windows 10 users right-click on the internet connection in the lower right hand corner of the desktop. Select "Open Network & Internet Settings".
3. Select "**Change Adapter Options**"
4. Right-click on your connection (Wi-Fi or Ethernet) and select "**Properties**".
5. Select "**Internet Protocol Version 4 (TCP/IPv4)**" and click "**Properties**"
6. Click on the bubble for "**Use the following IP address**"
7. In the IP address field, enter a non-conflicting IP address on the same subnet as the camera. In the example below uses 192.168.5.200

Internet Protocol Version 4 (TCP/IPv4) Properties

General

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

☐ Obtain an IP address automatically

☒ Use the following IP address:

IP address: 192 . 168 . 5 . 200

Subnet mask: 255 . 255 . 255 . 0

Default gateway: 192 . 168 . 5 . 1

☐ Obtain DNS server address automatically

☒ Use the following DNS server addresses:

Preferred DNS server: . . .

Alternate DNS server: . . .

☐ Validate settings upon exit

Advanced...

OK Cancel

8. In the **Subnet mask** field enter 255.255.255.0
9. In the **Default gateway** field type 192.168.5.1
10. Leave the DNS fields blank.
11. Click "**OK**" to apply the settings.
12. Open your web browser and navigate to the default IP address 192.168.5.163

13. Log into the camera using the default credentials
 - a. Username: admin
 - b. Password: admin
14. Configure the camera as needed.

Tech Support

Have technical questions? We may have answered them already!

Please visit BZBGear's support page (bzbgear.com/support) for helpful information and tips regarding our products. Here you will find our Knowledge Base (bzbgear.com/knowledge-base) with detailed tutorials, quick start guides, and step-by-step troubleshooting instructions. Or explore our YouTube channel, BZB TV (youtube.com/c/BZBTVchannel), for help setting up, configuring, and other helpful how-to videos about our gear.

Need more in-depth support? Connect with one of our technical specialists directly:

Phone

1.888.499.9906

Email

support@bzbgear.com

Live Chat

bzbgear.com

Warranty

BZBGear Pro AV products and cameras come with a three-year warranty. An extended two-year warranty is available for our cameras upon registration for a total of five years.

For complete warranty information, please visit bzbgear.com/warranty.

For questions, please call 1.888.499.9906 or email support@bzbgear.com.

Mission Statement

BZBGear is a breakthrough manufacturer of high-quality, innovative audiovisual equipment ranging from AVoIP, professional broadcasting, conferencing, home theater, to live streaming solutions. We pride ourselves on unparalleled customer support and services. Our team offers system design consultation, and highly reviewed technical support for all the products in our catalog. BZBGear delivers quality products designed with users in mind.

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