We know you are excited to get your hands on the new 960H DVR firmware (as you should be), but there are some important things you need to know first.

1. Ensure you have created a backup of the DVRs configuration before updating the firmware.

2. Once you update the firmware you will lose the multi spot output on the DVR.

3. After loading the firmware you will be required to format the hard drive and all footage that you want must be backed up and exported from the DVR before updating the firmware.

How to update the 960H DVR Firmware

☐ Ensure you have the latest firmware files from the Ness website.
☐ Ensure you have a formatted USB stick.
☐ You understand that you will lose the multi spot output after updating the firmware.
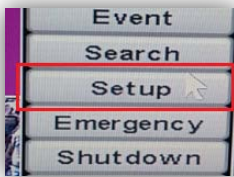
HOW TO UPDATE THE FIRMWARE

Step 1:
Load the firmware file onto the root of a USB and plug it into the DVR.

Step 2:
On the DVR right mouse click on one of the cameras and click **Setup.**

Step 3:
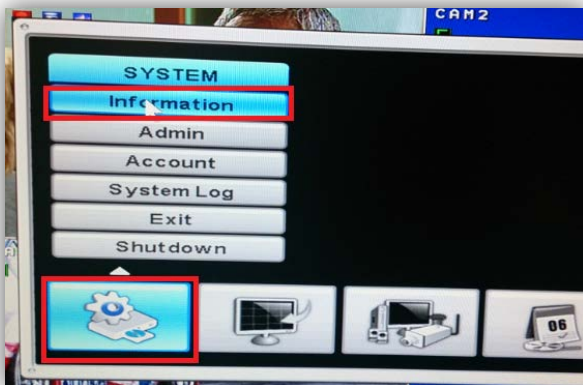When prompt to enter in the username and password enter in:
Username = **admin**
Password = **1111**
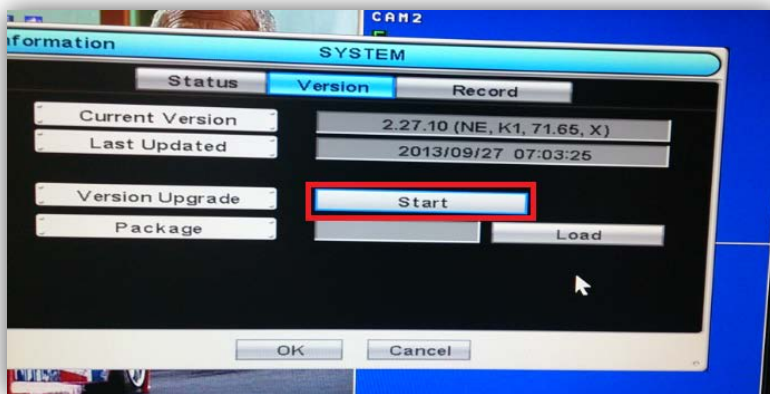(Unless the password has been changed)

Step 4:
Click on the first icon along the bottom of the screen and then click on **Information** from the list.

Step 5:
Click the **load** button.

Step 6:
Click the **Start** button and the firmware should begin to update.
Do not remove the USB while it is updating.

RESOURCES

Should you have any questions or run into issues, here are some resources that may be of assistance:

National Technical Support:
1300 551 991
Monday – Friday (8:30AM – 5:00PM)

Email:
customerservice@ness.com.au

Ness Forum:
www.nesscorporation.com/nessforum

Ness YouTube Channel:
www.youtube.com/nesscorporation