

# HuddleCamHD Webcam Firmware Upgrade Instructions

Updated on December 4th, 2019

Please read through the entire procedure and if you are uncertain of any of these steps, contact HuddleCamHD prior to beginning the update process.

484-593-2247 (Option 2 for support)

*Note that failure to follow these instructions in entirety can result in a non-operational camera that may not be covered by warranty.  
Double-check you have the correct firmware for the camera you are currently working on  
Backup from and restore to the exact same camera and do not share backup files between cameras*

[support@huddlecamed.com](mailto:support@huddlecamed.com)

<https://help.huddlecamed.com>



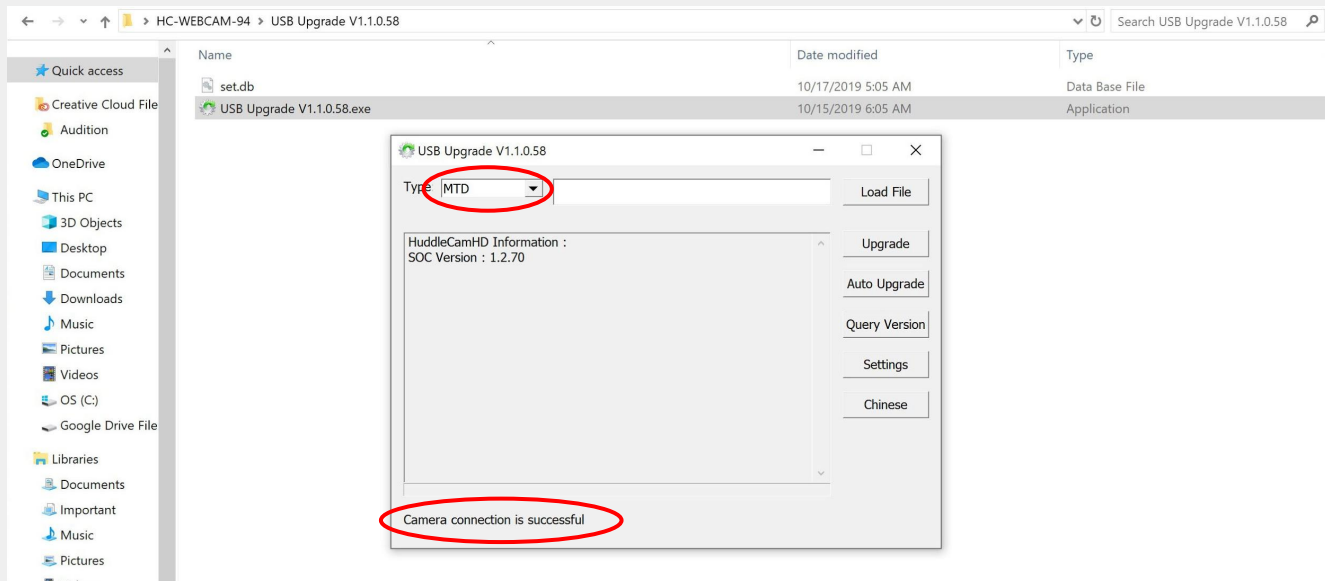
# USB Upgrade Instructions

If you experience any issues during this process, or have further questions, please contact HuddleCamHD support for further assistance.

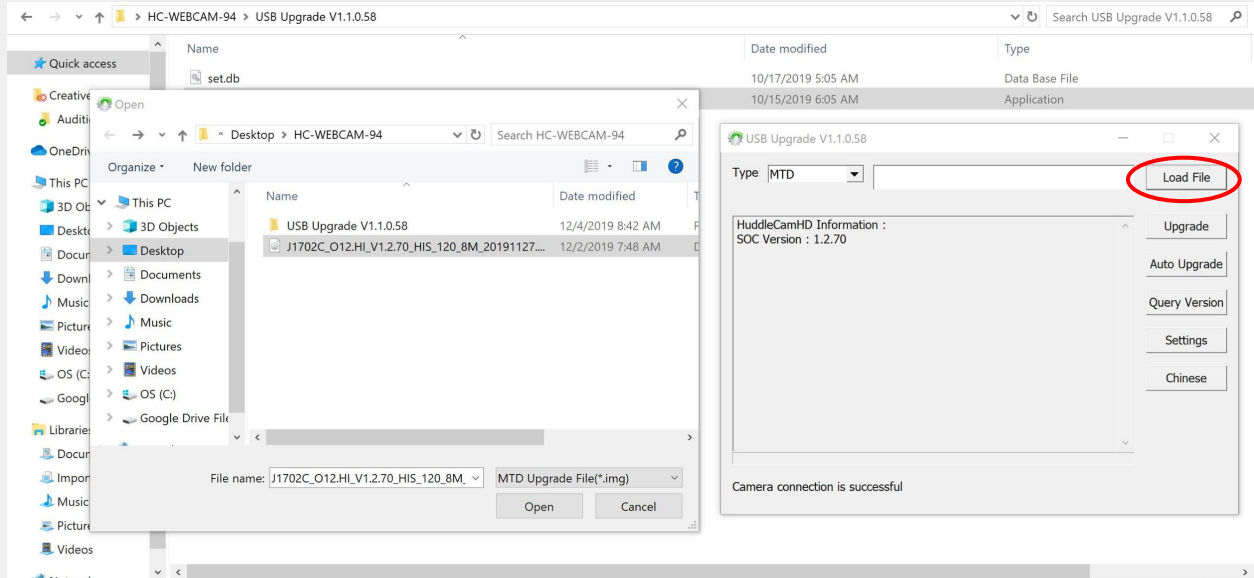
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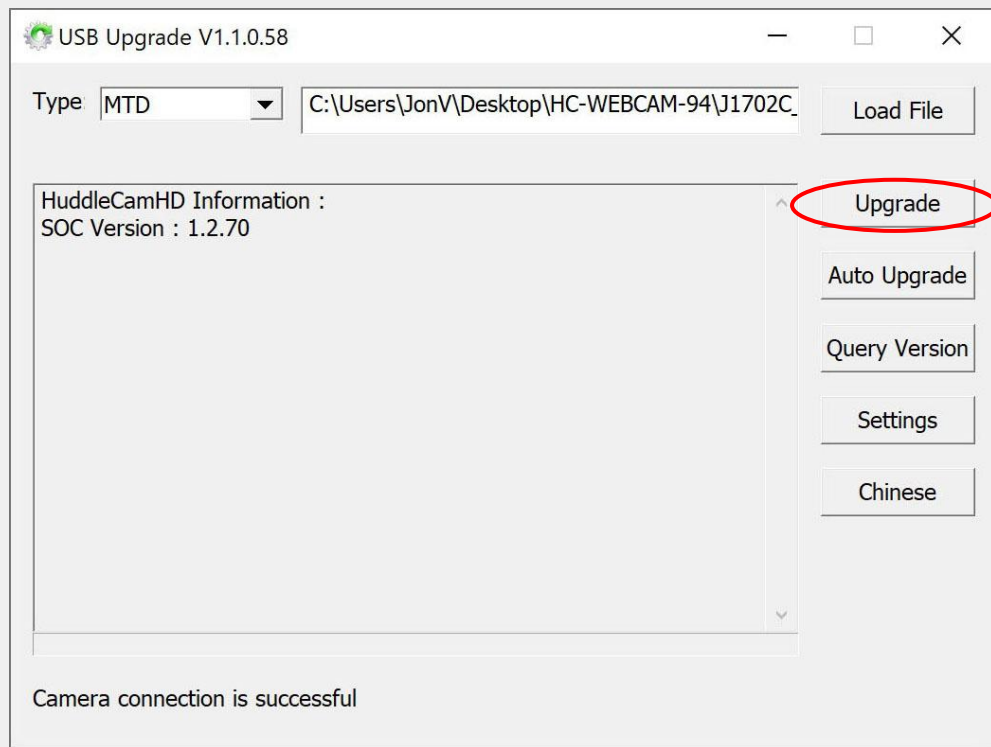
<https://help.huddlecamed.com>



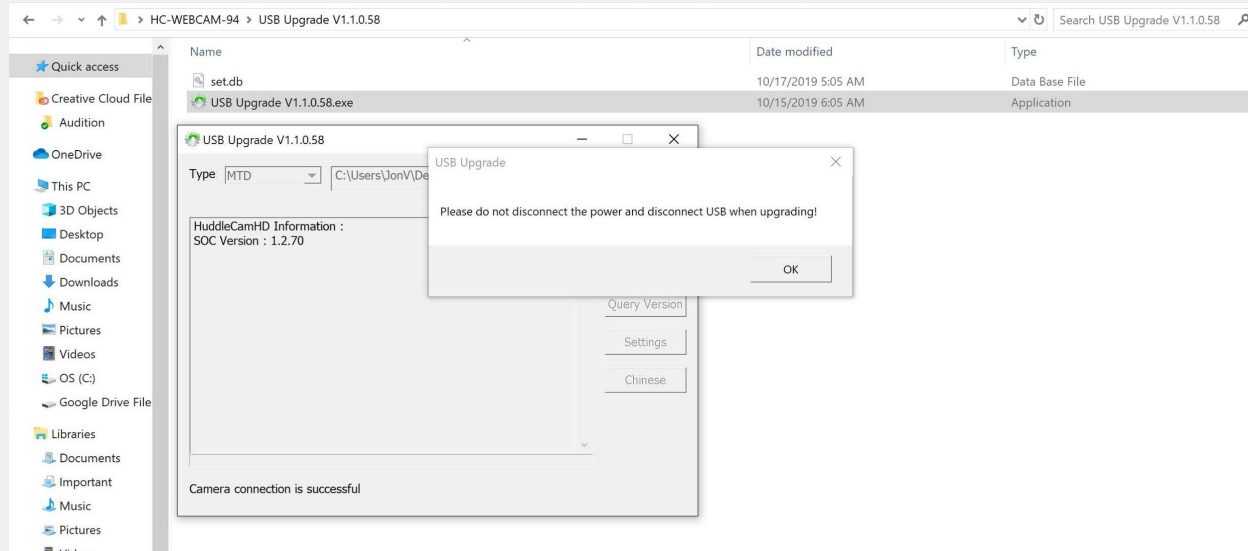
Connect your HuddleCamHD Webcam to an available USB2 or 3 port on your PC.  
Click the “Type” dropdown and select “**MTD**”.



After clicking “**Load File**”, a file explorer will open.  
Locate your firmware file and click “**Open**”.

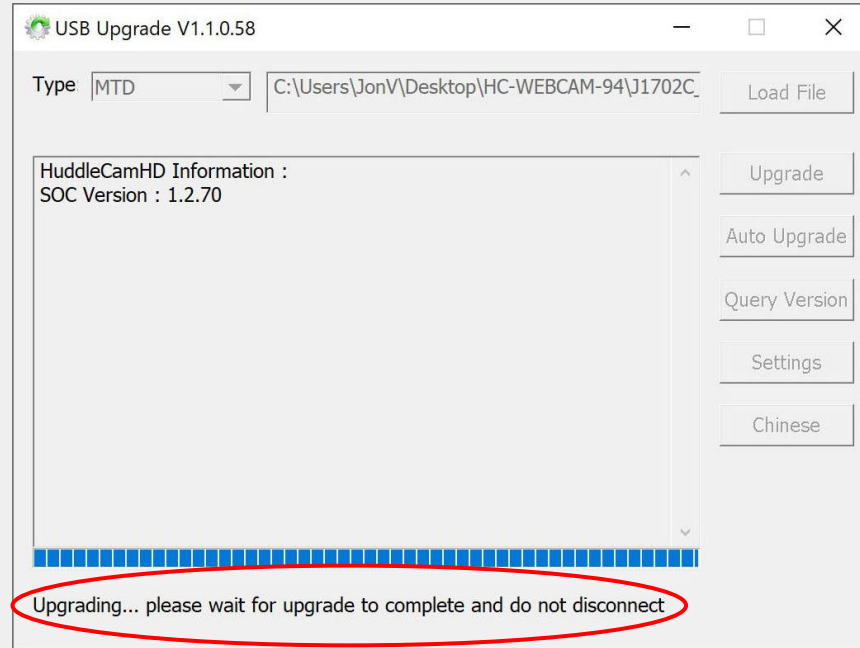


After loading the file to the upgrade software, click **“Upgrade”** to continue.



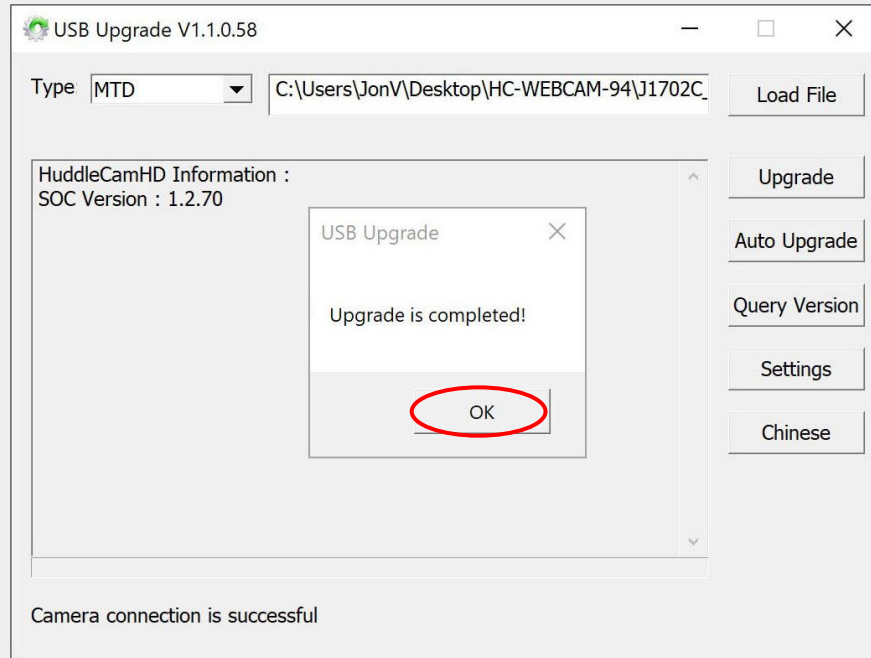
Upon clicking upgrade, you will be greeted with a warning message.

*Note: This window will not display at first as it shows up behind the upgrade software. Move the upgrade software to display this window.*



You will now see the status message change to **“Upgrading... please wait for upgrade to complete and do not disconnect”**

Please wait for the upgrade to finish. The process usually takes about 5 minutes.



Upon completion, a new window will pop up displaying: **“Upgrade is completed!”**  
Click **“OK”** to close the window.





# CONGRATULATIONS!

You have now successfully upgraded your HuddleCamHD webcam to the latest and greatest firmware.

If you experience any issues during this process, or have further questions, please contact HuddleCamHD support for further assistance.

*484-593-2247 (Option 2 for support)*

[support@huddlecamed.com](mailto:support@huddlecamed.com)

<https://help.ptzoptics.com>