

WV-CU980 software update procedure

This manual describes the software update procedures for WV-CU980 (hereafter also referred to as this product).

Use the i-PRO Configuration Tool to update the software.

First, read 'Installing the i-PRO Configuration Tool' on page 3 of this manual, and install the Configuration Tool on your PC. Also, connect this product and the PC to the network.

Note

- In this manual, 'This product software' is called 'software' or 'firmware'.
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WV-CU980 side operation

Operation procedure

- 1** Insert the power supply plug of the AC adapter into a power socket while simultaneously

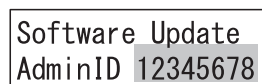
pressing  +  + 

The administrator ID input screen is displayed.



- 2** Enter the administrator ID using the numeric buttons

The administrator ID that has been input is displayed on the screen.



- 3** Press 

The password input screen is displayed.



- 4** Enter the administrator password using the numeric buttons



- 5** Press 

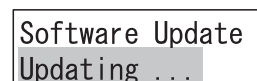
When a wrong administrator ID or password has been input, the blinking message 'Invalid' will be displayed for a few seconds, and then the display returns to the administrator ID input screen. Input again the correct administrator ID and password. If the admin ID and password are entered correctly, the software reception waiting screen will be displayed.



- 6** Use the i-PRO Configuration Tool to update the software of this product

Run 'Software Update by i-PRO Configuration Tool' on page 4 of this manual.

The software receiving screen is displayed.



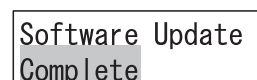
Note

- Software update may take up to 1 minute while the software receiving screen remains displayed.
 - Do not turn off the power of this product or perform other operations while updating the software.
 - If an error occurs in communication with the i-PRO Configuration Tool, the software receiving screen may not be displayed and the software update failure (download error) screen (described later) may be displayed.
 - Contact your dealer for further information about the firmware update.
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When the software update is completed, the software update completion screen is displayed.

<Software update completed normally>

Software update complete (normal) screen is displayed.



The next time you turn on this product, the updated software will start.

<Error occurs while updating the software>

If any of the following errors occur, the software update failure (download error) screen will be displayed.

Software Update Download Error

- Error in communication between this product and the i-PRO Configuration Tool
 - Check the communication environment between this product and the i-PRO Configuration Tool, and then update the software again
- Software sent from the i-PRO Configuration Tool to this product is not genuine software
 - Check if the software specified by the i-PRO Configuration Tool is genuine software for this product, and then update the software again

The next time you turn on this product, the pre-update software will start.

If any of the following errors occur, the software update failure (write error) screen will be displayed

Software Update Write Error

- Error while writing the software received from the i-PRO setting tool to the memory of this product
 - Please update the software again

The next time you turn on the power of this product, the software shipped with this product will start.

Note

- The launched software version will be displayed on the display for a few seconds when the power is turned on. For details, see 'Switching ON the Power' (→ page 15) in the Operating Instructions for this product.
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❏ Turn off the power

Remove the power supply plug from the power supply socket.

i-PRO Configuration Tool

Installation of i-PRO Configuration Tool

With a web browser, access the following Panasonic Support Website and go to the download page.

https://security.panasonic.com/training_support/design_tools/iCT/

Follow the procedure described on the download page to download and install the i-PRO Configuration Tool (V1.3 or higher) on your PC.

Note

- The downloaded data includes the instruction manual of the i-PRO Configuration Tool (i-PRO Configuration Tool.pdf). Please read here for the required PC specifications and the basic operation method of the i-PRO Configuration Tool.
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- From here, we will explain using the screen of the i-PRO Configuration Tool (some parts may differ from the actual screen).

Launch i-PRO Configuration Tool

Start the i-PRO Configuration Tool.

The 'Register new user' screen is displayed.

Register a new user information to launch this tool.

Username

Password (8 to 32 characters)*

Retype password to confirm.

☐ Show the entered characters for Password as it is.

*For the password, use three or more types of characters from upper case, lower case, numbers, and symbols.
*Set the password which does not include the user name.

Store Administrator name and Password so as not to forget.

☒ When this check box is turned on, it is possible to check whether this tool version and the connected devices are the latest by connecting to the Internet.

Log in

Register the 'Username' and 'Password' only at the first startup after installation.

Click the [Log in] button.

Note

- The 'Register new user' screen opens only at the first startup after installation, and the 'Log in' screen opens from the second time onward.

Log in

Username

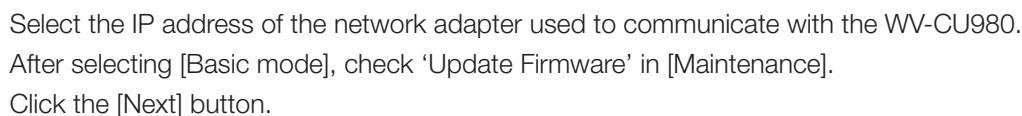
Password

☐ Show the entered characters for Password as it is.

☒ When this check box is turned on, it is possible to check whether this tool version and the connected devices are the latest by connecting to the Internet.

Log in

When you log in, the 'Select Menu' screen is displayed.




Detection Results

The following devices were newly detected.
Please get the further setting information of the target devices by [Start] button.

IP address	Model	Camera title	MAC Address	Serial No.	Version	HTTP(S)
192.168.1.101	IPC-HFW1234	IPC-HFW1234	08:00:27:00:00:00	1234567890	1.0.0	192.168.1.101
192.168.1.102	IPC-HFW1234	IPC-HFW1234	08:00:27:00:00:01	1234567891	1.0.0	192.168.1.102
192.168.1.103	IPC-HFW1234	IPC-HFW1234	08:00:27:00:00:02	1234567892	1.0.0	192.168.1.103
192.168.1.104	IPC-HFW1234	IPC-HFW1234	08:00:27:00:00:03	1234567893	1.0.0	192.168.1.104
192.168.1.105	IPC-HFW1234	IPC-HFW1234	08:00:27:00:00:04	1234567894	1.0.0	192.168.1.105
192.168.1.106	IPC-HFW1234	IPC-HFW1234	08:00:27:00:00:05	1234567895	1.0.0	192.168.1.106
192.168.1.107	IPC-HFW1234	IPC-HFW1234	08:00:27:00:00:06	1234567896	1.0.0	192.168.1.107
192.168.1.108	IPC-HFW1234	IPC-HFW1234	08:00:27:00:00:07	1234567897	1.0.0	192.168.1.108
192.168.1.109	IPC-HFW1234	IPC-HFW1234	08:00:27:00:00:08	1234567898	1.0.0	192.168.1.109
192.168.1.110	IPC-HFW1234	IPC-HFW1234	08:00:27:00:00:09	1234567899	1.0.0	192.168.1.110

Total : 8

Input Username and Password to access the devices.

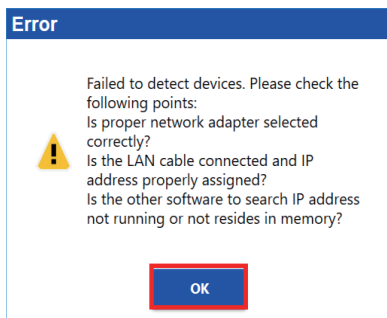

 Camera


 Recorder


 Others

☐ Show the entered characters for Password as it is.
 ☒ Use this settings next time

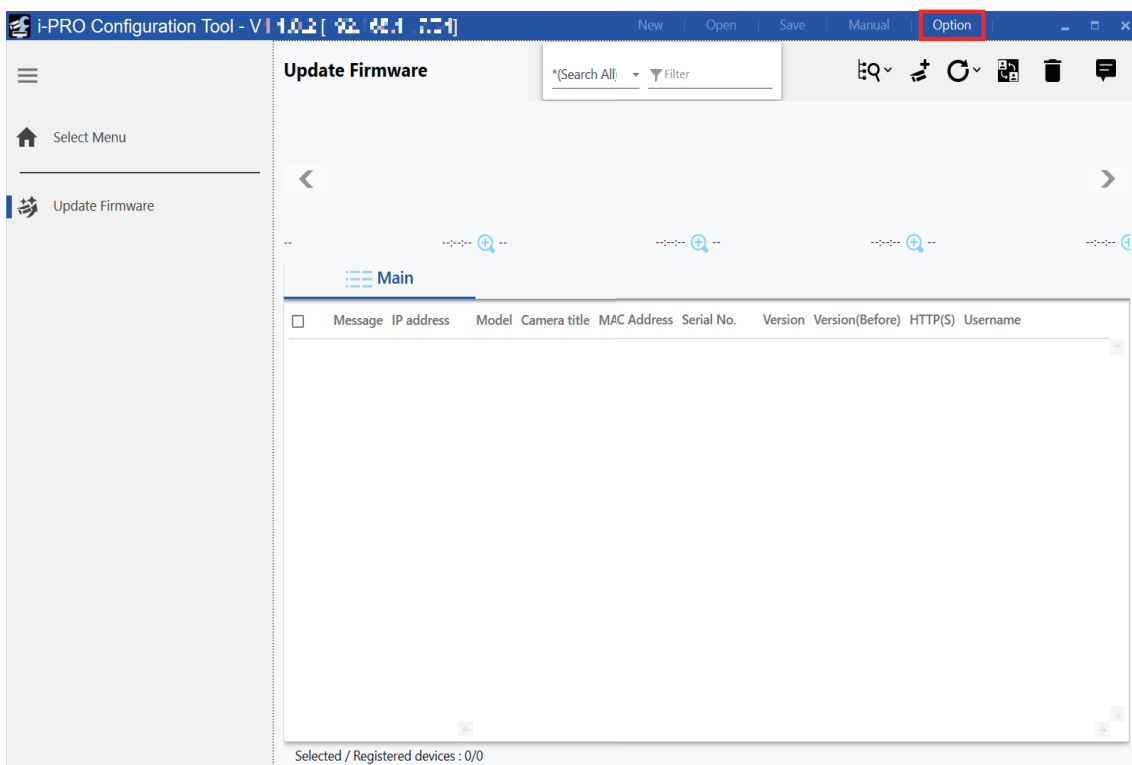
If the following 'Error' screen is displayed, click the [OK] button.



Note

- Where WV-CU980 does not detect the connection with the device, the above error screen may be displayed even if the PC and WV-CU980 are connected correctly.
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Click the [Option] on the 'Title bar'.



The [Option] screen is displayed.

Option

Select Menu
Communication
Save in
General
Log in
Number catch setting
Version information

Communication

Number of Operations
Select the number of concurrent communication with the devices. When the network bandwidth is narrow, it is recommended to reduce the value and execute.
4

Detection Period
Enter period time for detecting devices.
If some devices are failed to detect, please extend Search time, and then try again.
2 sec (1-30)

PING before Access Devices
☒ To confirm availability of the devices by sending PING command prior to sequential communication.
(Please turn this checkbox off when using on a network where the PING command is prohibited.)

Network Adapter Configuration
Select the network adapter used to communicate with the devices.
☐ Display including wireless network adapters.
Realtek USB 3.0 to Gigabit Ethernet Adapter

Update Firmware
☐ Download Configuration files and Logs before and after firmware update.
☒ Enable the WV-CU980 firmware update operation.

OK

Select the [Communication].

Click 'Enable the WV-CU980 firmware update operation.' in 'Update Firmware'.

Click the [OK] button.

Select the 'Update Firmware'.

i-PRO Configuration Tool - V1.0.2

New Open Save Manual Option

Select Menu
Update Firmware

Update Firmware

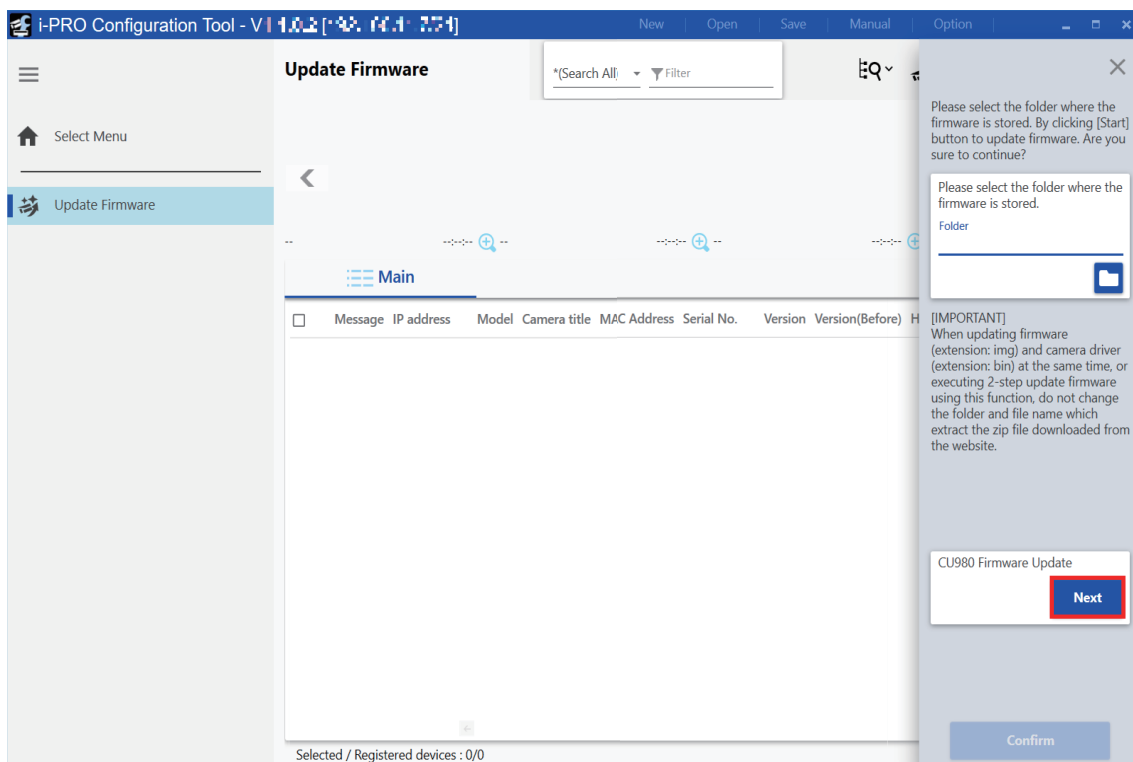
*(Search All) Filter

Main

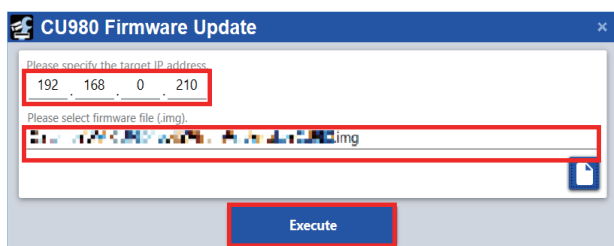
Message	IP address	Model	Camera title	MAC Address	Serial No.	Version	Version(Before)	HTTP(S)	Username
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Selected / Registered devices : 0/0

Click the [Next] button from 'CU980 Firmware Update'.



The 'CU980 Firmware Update' screen is displayed.



Enter the IP address of WV-CU980.

Select the WV-CU980 firmware (*.img) downloaded from the Panasonic Support website below.

https://security.panasonic.com/training_support/documentation_database/

Note

- Search for 'WV-CU980' in the [Model Number] field on the above site, and download the firmware from [Firmware] on the product page.
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Click the [Execute] button.

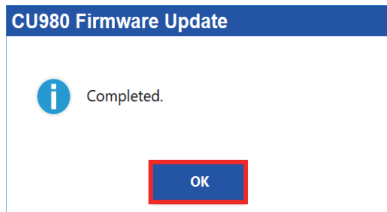
IMPORTANT

- Before clicking the [Execute] button, check that the software reception waiting screen (page 1 **5** in this manual) is displayed on the WV-CU980 display.
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Note

- For details on how to check the IP address of WV-CU980, refer to 'Network Settings' (page 27) in the WV-CU980 Operating Instructions.
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After the updating screen is displayed for up to 1 minute, the update completion screen is displayed.
Click the [OK] button.



If the update fails, the following error screen will be displayed.

Click the [OK] button to turn off the error screen.

Check if the PC and WV-CU980 are connected correctly, and if the IP address etc. are set correctly, and then update the firmware again.

