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Connection loss between Illustra Pro i825 Fisheye & i625 2MP PTZ cameras and Exacq recorders

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Product	Model	Software
Exacq recorders	All models	All versions
i825 illustra Pro Fisheye	All models	V1.0.6 and below
i625 illustra Pro 2MP PTZ	All models	V2.1.2 and below

Issue

Under certain conditions, illustra Pro i625 and/or i825 cameras that are connected to an Exacq recorder may not maintain a stable video stream.

Video loss may occur if communication between the cameras and recorder is disrupted. Communications disruption is more likely to occur if there is heavy network congestion, or if the recorder has a high volume of video throughput from multiple cameras. In such cases, the camera cannot re-establish a connection with the recorder unless the power is recycled.

Solution

Temporary Solution

Recycle power to the camera to re-establish communication between the camera and the Exacq recorder.

Note: This is a short-term solution. It is advisable to follow the permanent solution below.

Permanent Solution

Upgrade the camera firmware to resolve this issue.

- Upgrade the i825 illustra Pro Fisheye to version **1.0.7**.
- Upgrade the i625 illustra Pro 2MP PTZ to version **2.1.4**.



PROCEDURE

Note: You must disconnect the camera from the Exacq recorder before you upgrade the camera firmware. You can delete the camera from the recorder, or you can disable the camera.

1. Go to www.illustracameras.com
2. Navigate to the product page for your camera.
3. Select **Downloads**, and then select **Firmware**.
4. Select the firmware package to download.

Note: The download process varies, depending on your browser type.

5. Use illustra Connect, or use your camera's web interface to upgrade the camera firmware.
6. Reconnect the camera to the Exacq recorder.

Note: If you deleted the camera from the recorder, you must add the camera again. If you disabled the camera, re-enable it.

7. Check the camera's live and recorded video streams.

Continuous Improvement Statement

As with all processes defined by the American Dynamics Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the e-mail address listed below.

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