

Upgrading the 380IPEN cameras

After upgrading the .TAR file, please follow these instructions:

- The new 5.1.3.1 FW upgrade requires using a **“Factory tool”** it is provided including instructions in the file you have downloaded.
- Important to remember is to **choose the correct “FAC”** file and applying it to the correct camera.
- There are 2 “FAC” files. **V1** and **V2**.
- In order to know if your camera is V1 or V2, please take a look on your camera serial number:

If it includes V1, you should apply the V1 FAC file.

If it includes V2, you should apply the V2 FAC file.

Example from the web page of the camera:

Config Home ▶ System ▶ Basic Information	
Device Name	DMA-380IPEN-28-V3
Product Model	DMA-380IPEN-28-V3
Brand	Provision ISR
Software Version	5.1.2.0(43720)
Software Build Date	2023-03-20
ONVIF Version	22.06
S/N	512018QAT V1 23220100
MAC	84:11:c2:cd:73:22
Device ID	I73220V12A22
Additional info	Look Over
Privacy Statement	Look Over

Example from the SN sticker of the camera:



Best Regards,

Provision-ISR Technical Team.