

How To Update The VMS Application – Sync System

You must have a Wi-Fi internet or hotspot connection

Before updating the controller, you must ensure the date and time are set correctly. Swipe up on the controller home screen, select the settings menu and scroll down to the bottom. There will be a selection for date and time, select that menu and ensure both the date and time are set correctly.

- If the controller is connected to the VMS board, you must turn off the ethernet connection before updating. Scroll up on the controller home screen and select the settings menu.
- Select ethernet from the menu and ensure that it is turned off via the button on the top right.
- Return to the settings menu and select the WLAN menu.
- Turn WLAN on and select the Wifi internet (or hotspot) connection you wish to use.
- Once connected, proceed to the VMS application. You will have to wait for the countdown timer to reach 0 as there is no connection to the VMS.
- Proceed to the settings menu on the left-hand side, the password will be 12345678 OR 369254.
- In the settings menu, you will see a circular arrow symbol and the current software version, select this and you will then be prompted to update the VMS application.
- While installing, the controller may ask to scan the application, this is normal, scan the application and proceed with the installation.
- Once the installation is complete, the VMS application will relaunch.
- You must now disconnect from the wifi connection and turn the ethernet settings back on.
- Proceed to the settings menu of the controller, turn WLAN off and turn the ethernet back on.

NOTE

When turning the ethernet back on, you must select ethernet configuration from the menu, make sure this is set to DHCP

- You can now relaunch the VMS application.

NOTE

If the VMS application is not reconnecting when launched, hold the home button on the right-hand side of the controller and swipe the screen to close to application. Return to the settings menu and resave the ethernet configuration to DHCP, then relaunch the VMS application.