

Sarix Professional 3 Series

This document describes operational issues for the initial launch of the new Sarix Professional 3 Series cameras. Review each section to determine if an upgrade is warranted for your installation. For additional information on the unit (including the latest updates to documentation, product specifications, and software downloads), visit the Pelco Web site at www.pelco.com.

NOTE: For technical issues, contact Pelco Product Support at 1-800-289-9100 (USA and Canada) or +1-559-292-1981 (international).

Upgrading Firmware from Device Utility

1. Install Device Utility 2.3 or later, if it is not already installed.
 - a. Download Device Utility 2 from www.pelco.com.
 - b. Run the DU2 installer.
2. Open Device Utility and log on with administrator credentials.
3. Refresh your device lists, if necessary, to identify the cameras you want to upgrade.
4. Select the cameras you want to upgrade.
5. Click the Update Firmware icon or right-click an individual camera and select Update Firmware.
6. Select the firmware file and click Open. The Perform Update dialog appears.
7. Click OK to accept the update.

The camera will install the updated firmware and then restart. The update process takes approximately 15 minutes to complete.

Upgrading Firmware from Pelco Utilities

1. Open Pelco Utilities and log on. If upgrading cameras on an Endura® network, you must log on with administrative privileges to upgrade camera firmware.
2. Select the camera you want to upgrade in the System Attributes tab. (You can select multiple cameras by pressing and holding the CTRL or SHIFT keys while selecting cameras.) The camera appears in the right pane.
3. Click the Software Packages tab.
4. Click Add, locate the firmware file, and click Open.
5. Return to the System Attributes tab and select the camera to which you added firmware in previous steps.
6. Right-click the camera, select Device Macros, and then select Update in the right pane.

The camera will install the updated firmware and then restart. The firmware update process takes several minutes to complete.

Upgrading Firmware From Camera Web Interface

1. Use Internet Explorer to access the camera via its IP address.
2. Click on the Login link in the upper right corner of the page and then enter credentials for the administrator.
3. Click Settings and then navigate to the Firmware page under the System menu.

4. Click Browse to select the firmware file and then click Upload.

The camera will install the updated firmware and then restart. The firmware update process typically takes up to 5 minutes to complete.

02.30 Release

Improvements and Features

- Added support for the Sarix Pro 3 Series Wedge camera.

Major Fixes

- Corrected an issue causing overexposed video and exposure fluctuations in cameras when transitioning to night mode.
- Corrected an issue causing the 3X WDR to create dark imagery if a bright light source was in view.
- Corrected a problem with potential iris oscillation as illumination levels decrease and causing the lens to move out of focus.
- Corrected a problem with the brightness setting not being retained after a camera reboot.
- Corrected an issue causing exported H265 video in Genetec to have green portions and sometimes flicker between grey and green.
- Corrected an issue preventing camera tampering events from displaying in Genetec.
- Corrected a problem with manual exposure not allowing shutter speeds down to 1/4th.
- Corrected an issue during creation of a user, in which the password field does not indicate what special characters are allowed.
- Corrected a problem with the WDR image getting gradually brighter over a long period of time.
- Corrected an issue causing differing 3X WDR loss of fine detail and low color saturation.
- Corrected an issue with zoom sliders on the Live page and Focus page not agreeing on position.
- Corrected an issue with the 5 MP dome exposure page incorrectly displaying iCS lens options. These are only for the box camera.
- Corrected a problem with increasing Zoom level causing Motion Detection to Trigger an Event.
- Corrected an issue with the SD card not present, in which an event was not showing up in VideoXpert.
- Corrected an issue causing the WDR image on 3 MP cameras to appear overexposed or not as well rendered compared to the 5 MP and 2 MP cameras.

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