



# INOGENI SHARE2U / CAM300

## Firmware upgrade procedure from v1.x to v2.x

### PREREQUISITES PRIOR TO THE UPGRADE



**Device configuration will be lost after the upgrade.**

Please backup important information like network configuration and user settings.  
You cannot revert to the original firmware after this operation.

Here are the prerequisites to successfully upgrade your unit from v1.x to v2.x firmware.

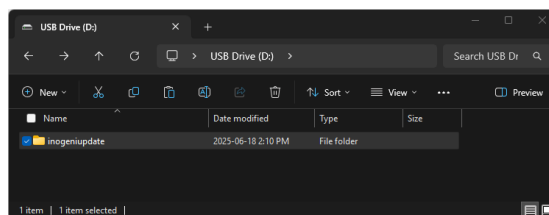
- **Only SHARE2U / CAM300 manufactured after March 2021**
- Device serial number format:
  - SHARE2U: SU[A][BBB][CCCC] — [BBB] must be 111 or higher
    - Examples: SUS1110001, SUM1110023
  - CAM300: KC[A][BBB][CCCC] — [BBB] must be 111 or higher
    - Examples: KCS1110001, KCM1110023
- USB drive formatted to **FAT32** with at least **1GB free space**
- Upgrade package “**inogeniupdate\_V2\_X\_Y.zip**”. Contact [support@inogeni.com](mailto:support@inogeni.com) to obtain this package.
- INOGENI Maestro V2.3.0 <https://inogeni.com/maestro-device-controller>
- Must use the appropriate firmware:
  - SHARE2U Firmware 2.x.x <https://inogeni.com/share2u-release2>
  - CAM300 firmware 2.x.x <https://inogeni.com/cam300-release2>
- Connect your SHARE2U / CAM300 LAN to the same network or directly to your computer.

### UPGRADE PROCEDURE

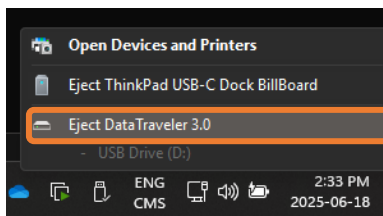
Here is the procedure for upgrading your unit.

#### 1. Prepare USB Drive:

- Extract the firmware package (**inogeniupdate\_V2\_X\_Y.zip** compressed file) on your computer.
- Browse to the extracted archive.
- Copy the “**inogeniupdate**” folder to the root of your FAT32 formatted USB drive.



- Eject safely the USB drive from your computer and disconnect it.

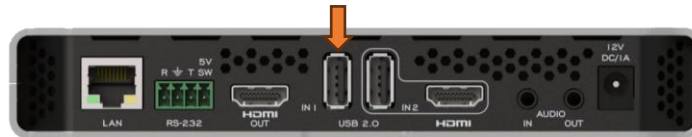


## 2. Power Down Device:

- Unplug the power and the cameras connected to your SHARE2U unit.

## 3. Connect USB Drive:

- Plug the USB drive into one of the USB camera input ports of your device.



## 4. Power Up Device:

- Connect power to your SHARE2U unit.
- After a few seconds, all front LEDs will light up, indicating the upgrade process has started.



**Do not disconnect power during this process to avoid bricking your unit.**



## 5. Wait for Completion:

- The upgrade process can take up to 5 minutes.
- Wait until the front LEDs are flashing continuously.

## 6. Finalize CPU Update:

- When the LEDs are flashing continuously, disconnect the USB drive.
- Power cycle your unit.

## 7. USB controller / Video processor Update:

- Connect your device to your computer using a USB-B to USB-A cable.
- Open the [INOGENI Maestro v2.3.0](#) software to update both the USB Controller and Video Processor firmwares with the official firmware package (ZIP file).
- Navigate to SYSTEM tab >> UPDATE section and browse for the firmware ZIP file
- Click on UPDATE button.

## DETECTED DEVICES

SHARE2U	INOGENI SHARE2U
Connection	USB
Serial number	SUS2370019

### INOGENI SHARE2U

1

2

#### GENERAL

Firmware version	2.0.18
USB Controller version	2.31
Video processor version	2.6
OS version	2.0.12
MAC address	F8:DC:7A:7B:10:A4
IP address	192.168.0.113
Serial number	SUS2370019

#### INPUTS

USB 1	1280x720 MJPEG 30Hz
USB 2	No video
HDMI 1	No video

#### OUTPUTS

USB	No video
HDMI	1920x1080p @ 59.99

REBOOT DEVICE

STATUS

SETTINGS

SYSTEM

RESOURCES

#### UPDATE

Download the latest firmware packages <https://inogeni.com/support/software-tools/>

##### Manual firmware update

Choose the firmware package

Firmware version name

##### Factory default

##### Logs

**Maestro** version - v2.2.0  
Please check [INOGENI's website](#) for latest version.

- Let the update finish until the software says it is completed.



**Your device is now updated to the latest firmware!**  
You can now use the INOGENI Maestro v2.3.0 to monitor and configure your unit.