INOGENI SHARE2U / CAM300
Firmware upgrade procedure from v1.x to v2.x

⚠️ **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.

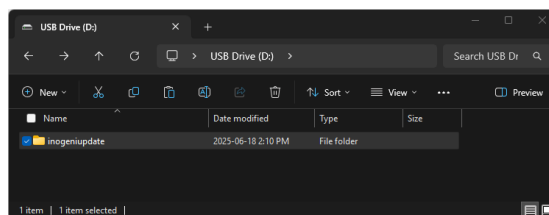**Here are the prerequisites to successfully upgrade your unit from v1.x to v2.x firmware.**

- **Only SHARE2U / CAM300 manufactured after March 2021**
- Device serial number format:

    SHARE2U: SU[A][BBB][CCCC] — [BBB] must be 111 or higher

    o Examples: SUS1110001, SUM1110023

    CAM300: KC[A][BBB][CCCC] — [BBB] must be 111 or higher

    o 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 to obtain this package.
- INOGENI Maestro V2.3.0 https://inogeni.com/maestro-device-controller
- Must use the appropriate firmware:

    o SHARE2U Firmware 2.x.x https://inogeni.com/share2u-release2

    o CAM300 firmware 2.x.x https://inogeni.com/cam300-release2

- Connect your SHARE2U / CAM300 LAN to the same network or directly to your computer.
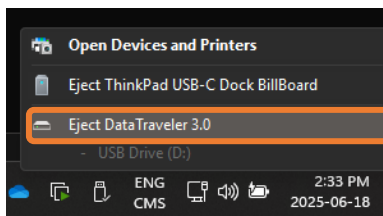
UPGRADE PROCEDURE

Here is the procedure for upgrading your unit.

1. **Prepare USB Drive**:

    o Extract the firmware package (**inogeniupdate_V2_X_Y.zip** compressed file) on your computer.

    o Browse to the extracted archive.

    o Copy the "**inogeniupdate**" folder to the root of your FAT32 formatted USB drive.

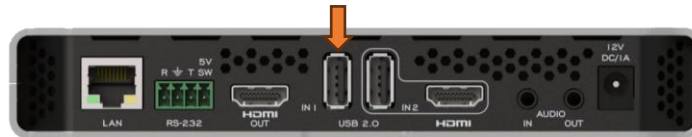   o Eject safely the USB drive from your computer and disconnect it.

2. **Power Down Device**:

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

3. **Connect USB Drive**:

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

4. **Power Up Device**:

   o   Connect power to your SHARE2U unit.

   o   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**:

   o   The upgrade process can take up to 5 minutes.

   o   Wait until the front LEDs are flashing continuously.

6. **Finalize CPU Update**:

   o   When the LEDs are flashing continuously, disconnect the USB drive.

   o   Power cycle your unit.

7. **USB controller / Video processor Update**:

   o   Connect your device to your computer using a USB-B to USB-A cable.

   o   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).

   o   Navigate to SYSTEM tab >> UPDATE section and browse for the firmware ZIP file

   o   Click on UPDATE button.

    o   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.