

## ANT-37500-Firmware Recovery Guide V 3.0.11 Firmware or later



### 16 Channel Decoder - 4K & 1080P Multi-Display Decoder



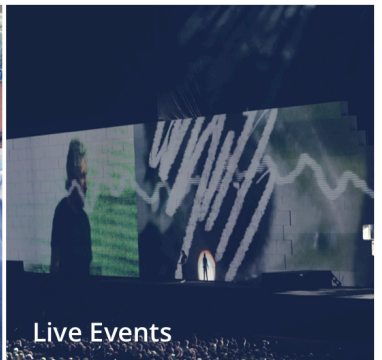
CCTV & Security



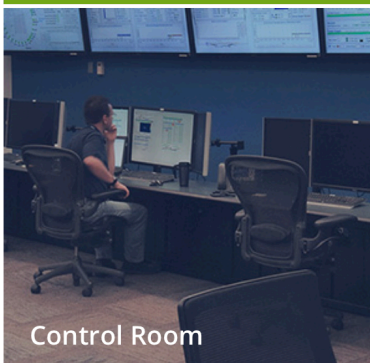
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# ANT-37500 Multi Display Decoder

A small multi channel decoder that can decode and display up to 16 cameras on a screen at one time. 128 cameras can be registered and displayed in a sequence. Remote controls allow operators to choose a display mode . Options are any camera full screen 2x2 3x3 or 4x4 modes. Cameras up to 4K can be displayed in full screen or 1080P in 2x2 or 720P in 3x3 or 480P in 4x4 .

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# ANT-37500 Firmware Recovery Methods and Factory Reset.

## 1.0 Firmware recovery and upgrade. Overview

The ANT-37500 has 3 basic methods to UPGRADE working firmware but only 1 of these can be used to recover a non responsive box (corrupt firmware).

**Method 1:** Micro SD Card (used to restore-upgrade corrupt or working FW)

**Method 2:** USB Stick ( upgrade working FW only)

**Method 3:** Web browser ( upgrade working Firmware only)

**Note:** Some of these methods may reset the MAC address to a randomised MAC and lose the original MAC address . This original MAC is noted on the base of the unit on a label. Please keep this for warranty purposes and to avoid MAC conflicts.

**MAC Reload:** Antrica provides a script that allows the original MAC address to be reloaded in case of loss of original MAC. Contact [support@antrica.com](mailto:support@antrica.com)

## 2.0 Factory Reset to default factory settings

The ANT-37500 can be reset to Factory defaults in one of 4 ways. This will also reset the IP address to **192.168.0.222** and **may reset the MAC address to a randomly generated MAC** (see methods for details)

**Method A:** Web page factory reset method . Will reset all settings , IP address but keeps the MAC address

**Method B:** Button on front of unit Factory Reset . This method resets all settings and defaults IP address but does not change The MAC address.

**Method C:** Re-flash the firmware using the USB method . This will only work if the unit is functioning and will restore the device to factory default settings & factory IP address but will not lose the original MAC address .

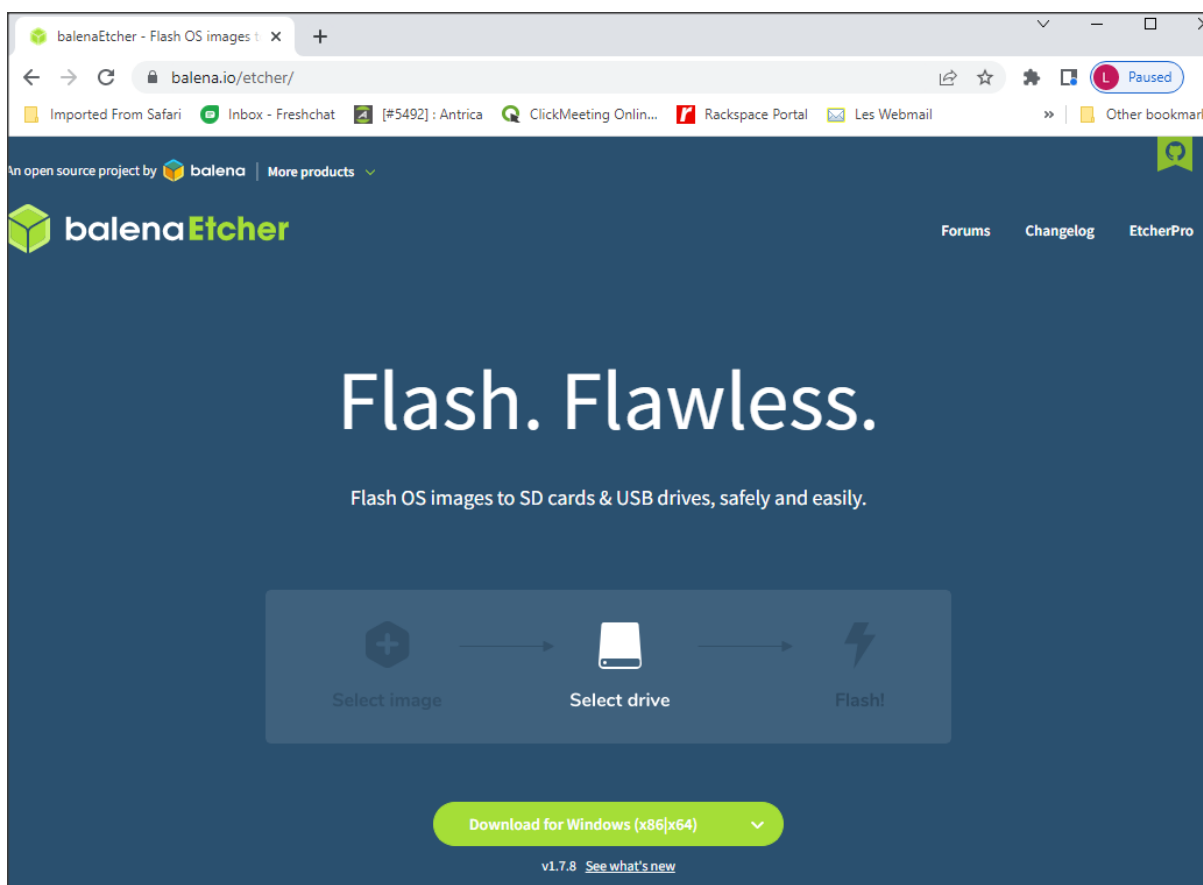
**Method D:** Re-flash the firmware using the Micro SD card method . This will work if the unit is functioning or not functioning (corrupted firmware) and will restore the device to factory default settings and factory IP address. However this will lose the original MAC address and replace this with a random MAC.

## 3.0 How to program the Micro SD card and USB with latest or original firmware

Both USB and Micro SD cards require a LINUX file system to be loaded prior to upgrading or recovering the ANT-37500 Firmware. This is a very easy process but does require the use of a program called **BALENA ETCHER**. Etcher is a simple utility to load the firmware file to the SD card or USB stick and to format these memory devices correctly

### 3.1 Download Balena Etcher

First please visit [www.balena.io/etcher](http://www.balena.io/etcher) and download the program for Windows , Apple OSX or Linux depending on your PC or Laptop OS.

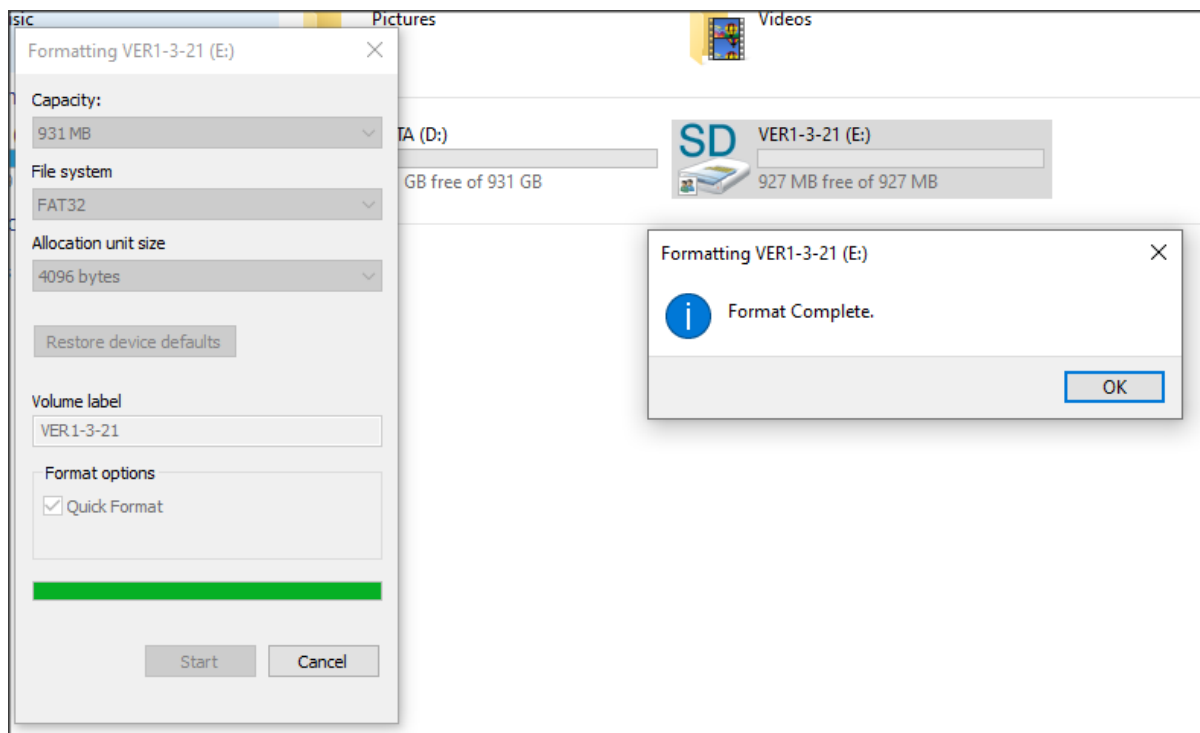


## 3.2 Format your Micro SD card or USB

Insert the Micro SD card (using an SD card adapter) or USB drive into the PC.

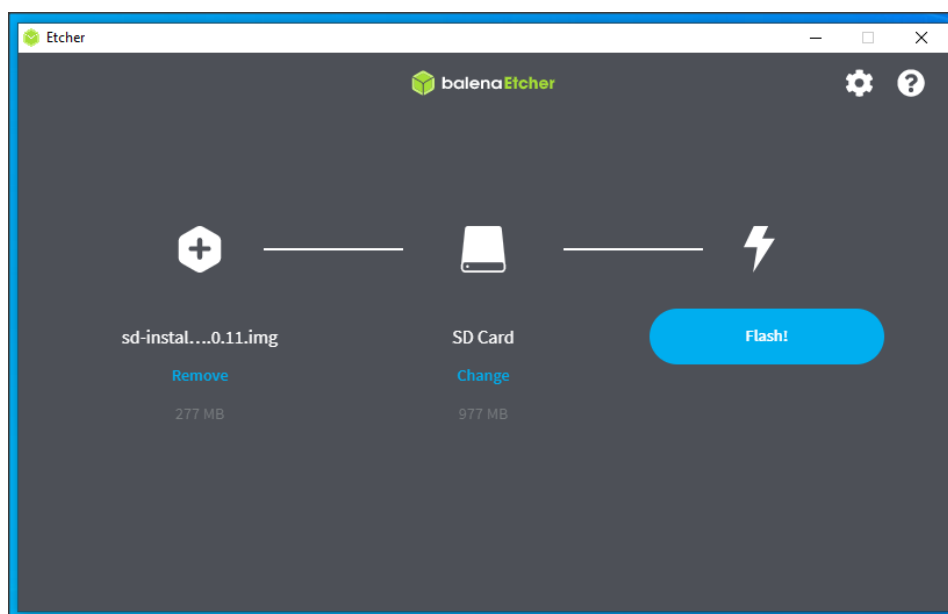
Format the drive as a new FAT32 drive. In windows a right click on the drive letter in folder view and select Format.

**Note ! Windows sets a 32GB limit on formatting in FAT32, use 32GB or lower.**

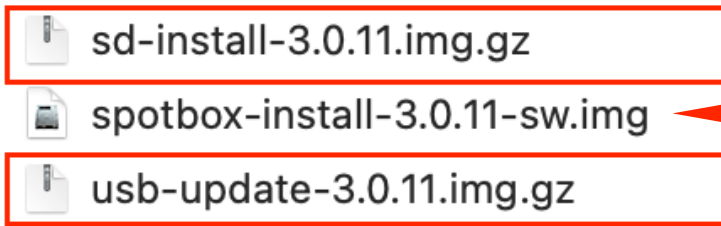


## 3.3 Use Balena Etcher- load ANT-37500 Firmware

Open the Balena Etcher application and you will see a 3 step user interface



A) Select .gz file (you will select either USB or SD card versions of our firmware)



Use for Web Browser  
Upgrades only

B) Select the drive (SD card or USB)

C) Flash the file to the drive

That's all there is to it , follow onscreen instructions until the process is done

## 4.0 Load the firmware from Micro SD or USB into the internal flash of the ANT-37500

Please insert the Micro SD card or USB memory stick into the appropriate socket of the ANT-37500. Please Note! The Micro SD card will recover corrupted firmware whilst the USB will only upgrade the Firmware on a working device.

**NOTE! Use SD card to upgrade V3.0.10 or older FW versions.**

### 4.1 Micro SD Card method

Insert the micro SD card into the socket

TAKE CARE TO INSERT HORIZONTALLY UNTIL A GENTLE SPRING

RESISTANCE IS FELT. INCORRECT INSERTION MAY RESULT IN THE SD CARD BEING JAMMED IN THE CASE. **Note orientation of Micro SD card gold pins up !**



Once inserted correctly the micro SD card will lock in place , a further push on the SD card using you nail or other tool will unlock and eject it.

Connect the unit to an HDMI monitor and power up.

You will see the small Antrica logo on a black screen followed by large logo on white screen followed by **“Upgrading Firmware”** message.

When asked remove the Micro SD card and the system will reboot to factory default and display the firmware version , IP address and MAC address. (V 3.0.11 or later)

**Default IP is 192.168.0.222 user is admin password is admin**

## 4.2 USB Memory stick Firmware upgrade

**This method ONLY works if the unit is running FW 3.0.11 or newer Firmware and the unit is still functioning normally.**

Insert the USB stick into a USB port

Power cycle the unit and look out for a Blue LED coming ON.

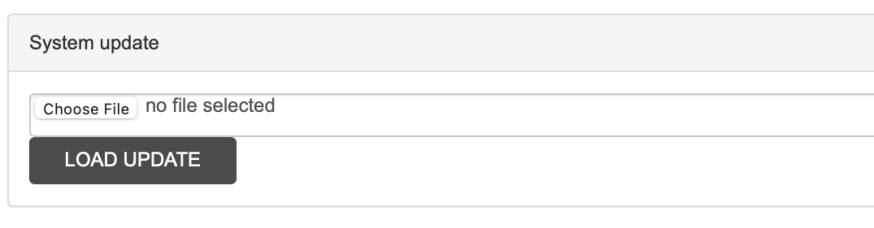
When the Blue LED flashes press and hold the rest button (above the micro SD card slot) until the blue LED changes RED...now let go of the button.

The unit will now upgrade the firmware from the USB stick, you will see a message UPDATING FIRMWARE followed by REBOOTING SYSTEM.

This method is the same in Principle as upgrading firmware via the web interface in the SYSTEM tab except you need a different Firmware file for Web based upgrades

## 4.3 WEB based firmware upgrade

This method requires a log in to the device web page and in the **System tab** and under **System Update** select the **.img** file followed by **Load update**. The device will upgrade the firmware but keep settings where possible . In some cases after firmware upgrades a function or settings may not work correctly. It is advisable to do a factory reset in these cases. (If a function is firmware version dependant)



The screenshot shows a web interface for system updates. At the top, there is a header 'System update'. Below it is a file selection area with a 'Choose File' button and the text 'no file selected'. At the bottom of this area is a dark button labeled 'LOAD UPDATE'.

Please visit our website [www.antrica.com](http://www.antrica.com) and browse to the product page (e.g ANT-37500) where you can find a **DOWNLOADS SECTION** :

Or in the main web page there is a **DOWNLOADS** section to find:

application notes

Full User manuals

FAQs

Firmware

Other useful information

More help Open up a Technical Support Ticket from the support page.

**Contact: [support@antrica.com](mailto:support@antrica.com)**

**Call : +44 1628 626098 x3**