## Updating the vCamDrain firmware by USB thumb drive

Use this firmware update method if a problem connecting to the vCamDrain wireless reel or a tablet/smartphone is unavailable. Otherwise, connect to the vCamDrain and use the vCam Mobile Controller (VMC) to update the firmware.

This update method requires a USB thumb drive*. We recommend using a thumb drive with a flashing indicator to better monitor the update process.

1. Go to the Vivax-Metrotech website at www.vivax-metrotech.com.
2. Go to the vCam Drain webpage and click on **DOWNLOADS**.
3. In the Downloads section, go to and click on **FIRMWARE**.
4. Save the download drain_ota.zip file onto a USB thumb drive. This file can be the only file on the USB thumb drive during the update.
5. Plug the USB drive into the vCam Drain Reel.
6. Power on the drain reel.
7. Wait for the Wi-Fi LED to turn on. (The LED on the Wi-Fi button)
8. Press and hold the Wi-Fi button for twenty seconds.
9. The Wi-Fi LED will flash while the update is running.
10. Watch the reel's power light. It will go off during the reboot and return to solid when the update is complete.

Connect to the vCamDrain after the update and go to **SETTINGS**, then **ABOUT** to check that the update was successful. The number shown for the vCamDrain Firmware Version should be the same as the **.bin** file name you just installed.

**Note** that the product firmware version will only show if the app is connected to the product.



**System Information**

| | |
|---|---|
| vCamDrain Serial Number: | 11301190002 |
| vCamDrain Firmware Version: | 6.38 |
| App version: | 1.6 (19) |

**Support**

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**The About Screen**

## Technical Support

### 1. Troubleshooting the USB drive

If the app does not recognize the USB drive with the firmware update file, check the below items.

- Check the type of USB drive being used is the correct specification. The vCamDrain can recognize USB removable drives up to 128GB in size.
- Check that the firmware update file is correctly copied to the USB drive. The update file with the **.bin** extension must be on the root drive of the USB drive. It cannot be a zip file or another folder on the USB drive.

### 2. Getting email technical support

The About screen contains important information needed when calling for technical support. It shows the connected unit's firmware version, VMC app version and serial number.

This area also has email support and general email options, which will work if you have an email account in the iOS or Android default email client.

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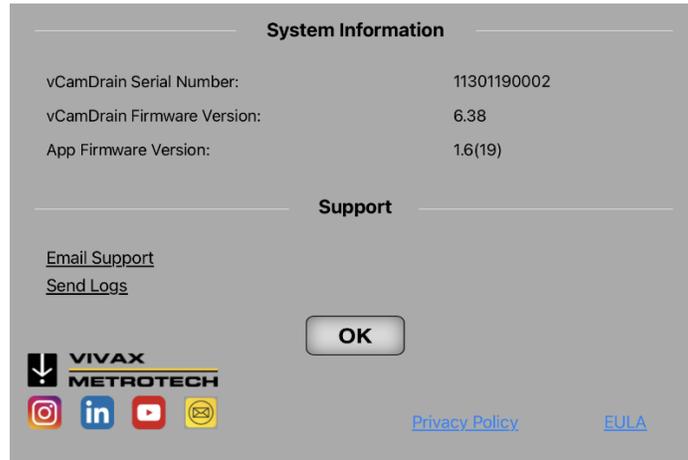
**The About Screen Information Box**

## 3. Sending Logs

In the **ABOUT** screen, you can email us the logs inside your vCamDrain reel using the Send Logs option. Logs are recorded to troubleshoot problems with the app. If you should call for technical support, we may ask that you email us a copy of your app's logs using the "Send Logs" feature. Please include your contact information when you send the logs.

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