ROBIN

TELECOM DEVELOPMENT

# Manual

# Software Update v3

Software version 1 or 2

Manual version: 1.0.0
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## About this manual

This manual describes how to upgrade the software version of the Robin SmartView (Robin SV) or the Robin Compact SIP (Robin SIP) from version 1 or version 2 to software version 3.

This manual applies to Robin SmartView and Robin Compact SIP devices with part no.: C01050 - C01057, C02050 - C02057, C01060 - C01067.

If you have any questions after reading this manual, please contact us at:

- website: www.robin.nl
- support website: support.robin.nl
- e-mail: info@robin.nl
- phone: + 31 72 534 64 26

# 1 Software version 3

## 1.1 What's new in software version 3?

*High Definition Video*

The Robin SmartView (SV) is equipped with a high quality video camera. Software version 3 improves the video quality even further.

- The video resolution is increased to HD (high-Definition) resolution. The image will be more detailed and crisp.
- Widescreen support. Choose between the standard (4x3) aspect ratio or the widescreen (16x9) aspect ratio.
- Improved framerate. Choose between two framerate settings. The framerate at normal light circumstances will be ±15 frames per second for the 'Quality' setting and ±25 frames per second for the 'Performance' setting.

With the release of software version 3, the H.263 (1998) protocol is no longer supported.

***! Note: If you use the H.263 (1998) protocol in the current software version we discourage upgrading to software version 3! Once the upgraded to software version 3 you can't downgrade to software version 1 or 2 and thus loose the support for H.263 (1998). !***

*Improved schedules*

With the release of software version 3 the schedule function is improved. It's not only applicable for telephone related schedules as it was in the previous software versions, but it can also be used for the build-in 'events' mechanism of the Robin.
For example 'motion detection'; During office hours disabled, but enabled after office hours so it can double as a surveillance camera.

*RTSP support*

*The Real Time Streaming Protocol (RTSP) is used to transport video (H.264) and audio (G.711 uLaw) from the Robin SmartView to an external Video Management System.*

***! Note: Not all Video Management Systems support audio in the RTSP stream. !***

*802.1x*

The Robin SV and the Robin SIP running software version 3 both support the IEEE 802.1x security standard. It uses Port-based Network Access Control (PNAC) access to secured networks.

*Hosted Video Recording*

The video images together with the audio can be recorded and send over the internet to our secured datacenter, located in Amsterdam, the Netherlands. As a customer of this service you'll receive a unique login name and password on our Recording4All portal. You can use it to access your stored video 24/7 from anywhere in the world.

The hosted Video Recording service is a monthly paid service. All data is stored redundant with a retention period of 28 days. For more information regarding the hosted Video Recording service, please contact us at: sales@robin.nl

*Go-to-Robin*

The 'Go to Robin' feature enables remote access to the Robin device. It will make the Robin accessibly for the Robin Telecom support department in case of problems. This feature is activated on initiative of the user only. It will only work after contact with the support department of Robin Telecom.
For this feature it's necessary that the Robin is connected to the internet.

# 2 The update steps

The update to software version 3 is different for a Robin running software version 1 than for a Robin running software version 2.

The scheme below shows the steps to follow:

| Current versie: | Version after update: | Note: |
|---|---|---|
| v1.0.0-xxxx | v1.0.0-3421 | Updates all version 1 (except v1.0.0-3421) to the latest v1 |
| v1.0.0-3421 | v2.0.0-3686 | Updates v1.0.0-3421 to the latest v2 |
| v2.0.0-xxxx | v2.0.0-3686 | Updates all version 2 (except v2.0.0-3686) to the latest v2 |
| v2.0.0-3686 | v3.0.1 | Updates v2.0.0-3686 to v3.0.1 |

***! Notex: Follow the procedure described in chapter three for every single upgrade step. Repeat the procedure until you reach software version 3. !***

**Summarized:**

*Current software version 1?*
- Update the current software version 1 to the latest software version 1
- Update from the latest software version 1 to the latest software version 2
- Update from the latest software version 2 to software version 3

The update procedure should therefore be followed three times!

*Current software version 2?*
- Update the current software version 2 to the latest software version 2
- Update from the latest software version 2 to software version 3

The update procedure should therefore be followed two times!

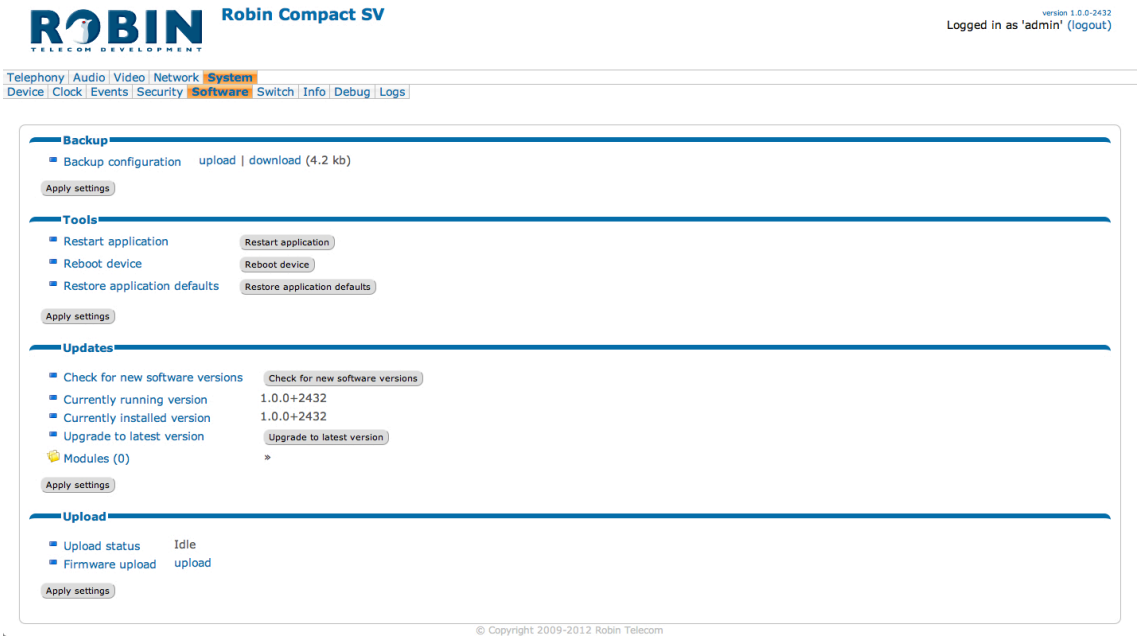
# 3 How to update the Robin

The Robin devices are equipped with a build-in update mechanism.
See menu: -System-Software-.

To update a Robin you'll need to follow three steps:

1. Check if a new software version is available
2. Update to the new software version
3. Restart the Robin

The menu -System-Software-:



### 3.1 Check if a new software version is available

***! Note: The Robin can only be updated if it can access the internet. !***

To check for new software versions, click on: ‘Check for new software versions’.

The Robin will check over the internet if a new software version is available.
When a new software version is found it will show the version at: “Newest available version”.




### 3.2 Update to the new software version

To start the software update, click on: ‘Upgrade to latest version’.
The Robin will download and install the software. The procedure can take up to ten minutes, depending on the available internet speed. After successful installation, the ‘Restart’ button appears.

### 3.3 Restart the Robin

As soon as the ‘Restart’ button appears, the update is finished. Click on the ‘Restart’ button to restart the Robin. This can take up to 2 minutes.

Repeat the steps from this chapter until software version 3 is installed.