

# PRODUCT BULLETIN

<b>Date</b>	14/05/2024		
<b>PRODUCTS AFFECTED</b>			
<b>Part Number</b>	114-256B	DS-PDP15P-EG2-WB(B)	Older than V1.4.5 build240323
	114-257	DS-PDC15-EG2-WB(B)	Older than V1.4.5 build240323
	114-261	DS-PDMC-EG2-WB(B)	Older than V1.4.5 build240323
	114-274	DS-PDMCK-EG2-WB(B)	Older than V1.4.4 build240327
	114-252	DS-PT1-WB(B)	Older than V1.4.3 build240328
<b>Description</b>	Various AX PRO Wireless devices		
<b>ISSUE</b>	Some devices may not enter sleep mode resulting in faster than expected battery drain.		
<b>DETAIL</b>	Remedy by firmware update.		
<b>REMEDY</b>	Upgrade the device/s firmware via Hik-Connect app or web browser as per the following pages.		

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## How to update AX Pro detector and Peripheral via Hik-Connect app

### Function Explanation

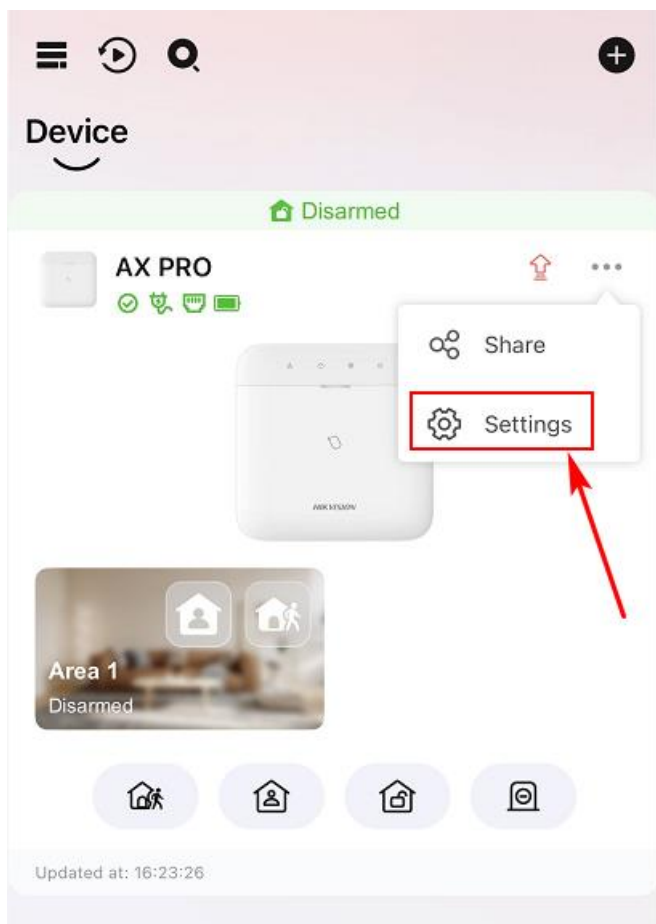
Following the steps as shown in this document, user can upgrade Ax Pro detector and peripheral via Hik-connect app.

### Device information

Device type	Model	Version
Axpro panel	DS-PWA96-M-WB	V1.2.9 build 240412
Wireless PIR detector	DS-PDP15P-EG2-WB	NA
Hik-connect mobile app		

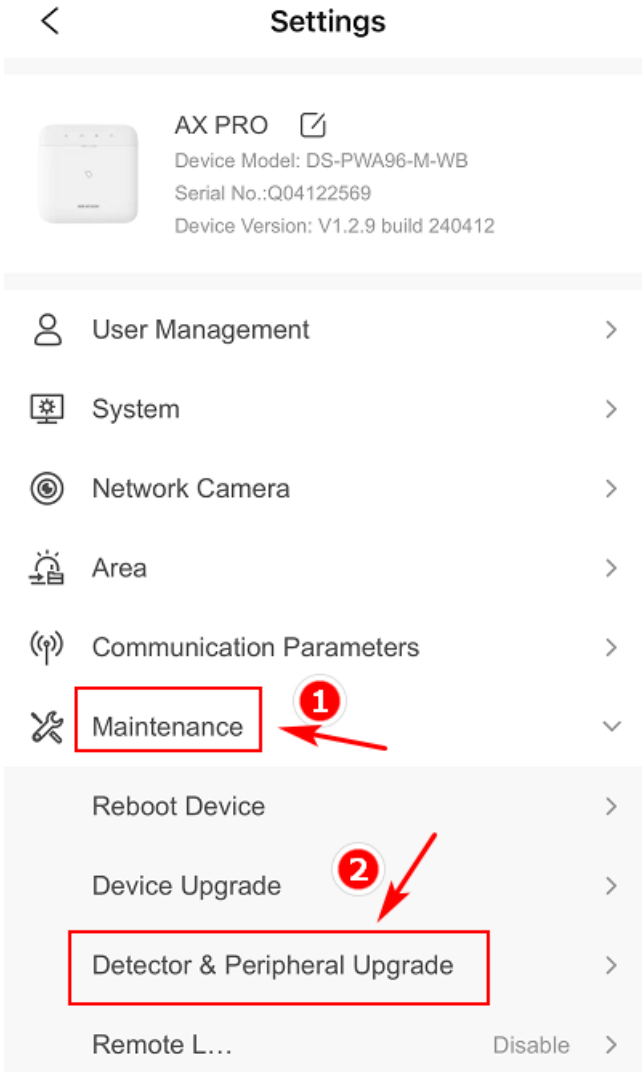
### Configuration

Step 1: Add Ax Pro panel to Hik-Connect app, then click 'Settings'.

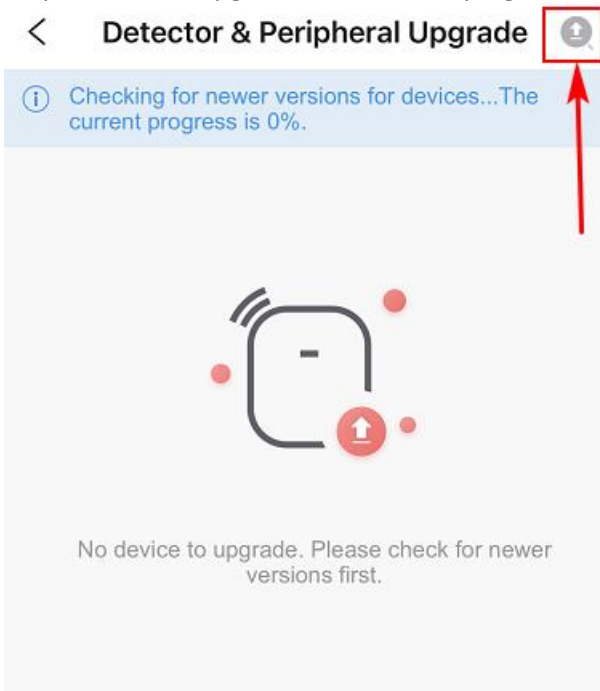


Step 2: Click 'Maintenance', then select 'Detectors & Peripheral Upgrade':

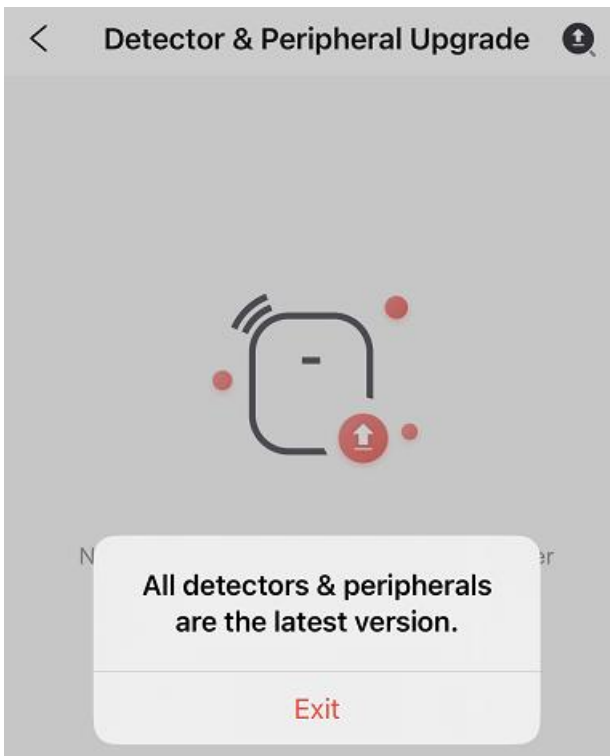




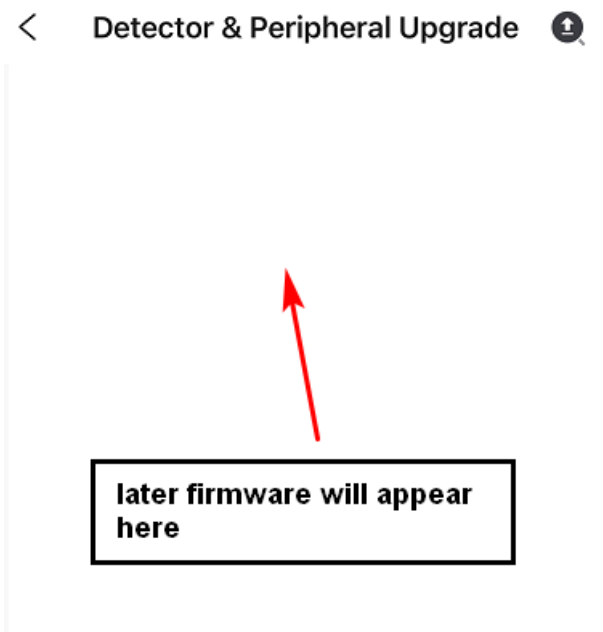
Step 3: click the upgrade icon at the top right corner, then it will start to search the available later firmware automatically.



Step 4: If there is no later firmware, the message pops up like below:



Step 5: if there is later firmware available, it will appear and click 'Upgrade' to continue.



# How to update AX Pro detector and Peripheral via the web browser

## Function Explanation

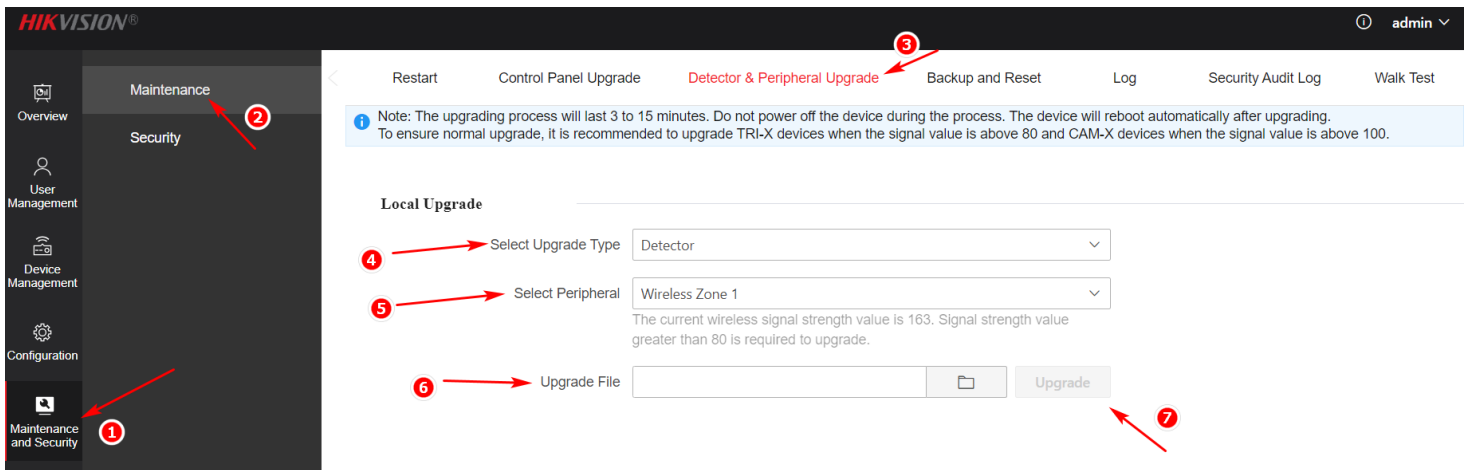
Following the steps as shown in this document, user can upgrade Ax Pro detector and peripheral via web browser.

## Device information

Device type	Model	Version
Axpro panel	DS-PWA96-M-WB	V1.2.9 build 240412
Wireless PIR detector	DS-PDP15P-EG2-WB	NA

## Configuration

Log in Axpro panel via web browser, then go to ‘Maintenance and Security’ – ‘Maintenance’ – ‘Detector & Peripheral Upgrade’ – select upgrade type – select peripheral – upload firmware – click ‘Upgrade’.



The screenshot shows the HIKVISION web interface with the following steps highlighted by red arrows and numbers:

- Click on 'Maintenance and Security' in the left sidebar.
- Click on 'Maintenance' in the top navigation bar.
- Click on 'Detector & Peripheral Upgrade' in the top navigation bar.
- Select 'Detector' in the 'Select Upgrade Type' dropdown menu.
- Select 'Wireless Zone 1' in the 'Select Peripheral' dropdown menu. A note below indicates: "The current wireless signal strength value is 163. Signal strength value greater than 80 is required to upgrade."
- Click on the 'Upgrade File' button to upload the firmware.
- Click on the 'Upgrade' button to start the process.

A note at the top of the interface states: "Note: The upgrading process will last 3 to 15 minutes. Do not power off the device during the process. The device will reboot automatically after upgrading. To ensure normal upgrade, it is recommended to upgrade TRI-X devices when the signal value is above 80 and CAM-X devices when the signal value is above 100."

