



Tuesday, May 02, 2023

AXIS Firmware Update Available Version 3.1.3.20230428

A new firmware update for the AXIS Service Interface is available for AXIS users. Here are the new features and improvements included in this release.

- Corrected an issue that can occur during AXIS firmware installation

Disconnecting the power supply during firmware installation can cause AXIS to enter an undesirable state. After downloading and updating AXIS firmware, AXIS must be rebooted to install the firmware. During installation, and while the AXIS PWR LED is yellow, it's critical that the AXIS remains powered-on until the LED is green. To avoid problems when upgrading to this version of firmware, please do not unplug AXIS while the PWR LED is yellow.

To update your AXIS Service Interface with the latest firmware, follow these steps:

- Visit www.altec.com/axis and select DOWNLOADS from the menu
- Download and save the firmware file (ending in 3.1.3.20230428) to a convenient location on your computer or mobile device
- Power your AXIS device
- Connect your computer or mobile device to AXIS and navigate to the Login page
- Select "Update Firmware" from the Guest Menu
- Browse to and select the locally saved firmware file (ending in 3.1.3.302320428) and follow instructions on the device

For additional support, please contact the AXIS support team at axis.support@altec.com.

Sincerely,
The AXIS Support Team