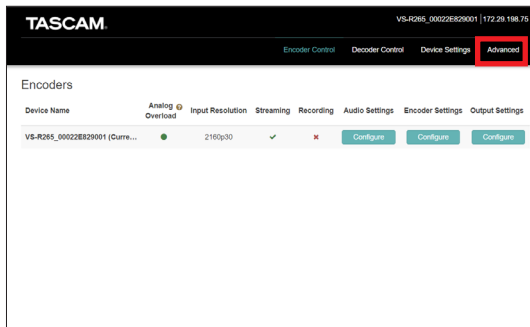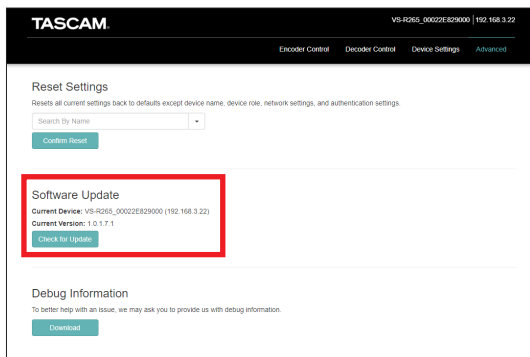# TASCAM

VS-R264 / VS-R265

Checking the software version.

1. Open the Streaming Dashboard screen in the Google Chrome web browser to show the Encoder Control screen.

2. Select the Advanced tab to open the Advanced screen.

3. Check the Current Version under Software Update on the screen.

Before updating

Always follow the procedures below when updating to Ver2.0.2.26.1. Failure to follow these procedures could result in making the unit unstartable.

Procedures for updating from versions 1.0.0.7.1, 1.0.1.7.1, 1.0.2.7.1 and 1.1.0.7.1

If the unit is using one of the above versions, the procedures below must be followed to update it.

Step 1: Update to Ver1.1.0.11.1 using an SD card
Step 2: Update to Ver2.0.1.25.1 using an SD card or via the Internet
Step 3: Update to Ver2.0.2.26.1 using an SD card or USB flash drive

   Note: Updates in steps 1 and 3 cannot be conducted via the Internet.

Procedures for updating from versions other than 1.0.0.7.1, 1.0.1.7.1, 1.0.2.7.1 or 1.1.0.7.1

If the unit is using a version other than one of the above, the procedures below must be followed to update it.

Step 1: Update to Ver2.0.1.25.1 using an SD card or via the Internet
Step 2: Update to Ver2.0.2.26.1 using an SD card or USB flash drive

   Note: The update in step 2 cannot be conducted via the Internet.

ATTENTION

   Be careful because updating from Ver1.x.x to Ver2.0.1.25.1 will restore all settings, including network settings, to their default values.

NOTE

   Follow the instructions in" Procedures for updating from external storage" to update to Ver2.0.1.25.1 later.
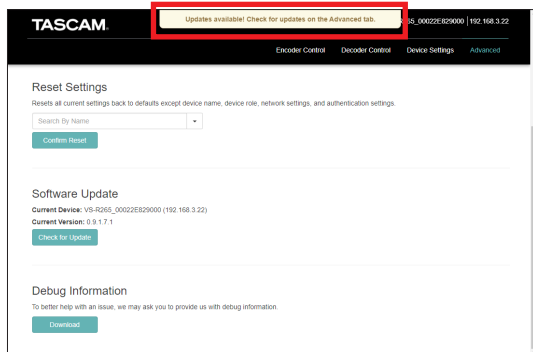
When operating on a network that does not have a DHCP server, the IP address will automatically be set to "192.168.1.100" after updating.
For this reason, it will stop being recognized by the current network, so change the IP addresses of this unit and computer to the" 192.168.1.x" network group before updating.
When a DHCP server is present and operating with" Automatic (DHCP)" for network settings, update without making any changes beforehand.

Software update procedures

Procedures for updating from a server (to Ver2.0.1.25.1)

1. When new software is available, a message like the one shown below will appear on the Streaming Dashboard screen to encourage updating.

2. Update the VS-R264/VSR265 software.

Current Device and Current Version show the name and software version of the selected VS-R264/VS-R265.

To update the software of the selected VS-R264/VS-R265, click the [Check for Update] button.

NOTE

Depending on the size of the update file, connecting an SD card to complete the update might be requested.

Procedures for updating from external storage

Depending on network conditions, connecting to the update server or downloading the update file might not be possible. In this case, follow the procedures below to update using external storage.

NOTE

If Ver1.0.0.7.1, Ver1.0.1.7.1, Ver1.0.2.7.1 or Ver1.1.0.7.1 is being used, download "Main unit software Ver1.1.0.11.1" and use an SD card to update the unit to Ver1.1.0.11.1 without fail.

Before updating to the latest version from Ver1.1.0.11.1, the unit must first be updated to Ver2.0.1.25.1.

Download "Main unit software V2.0.1.25.1" and use an SD card to conduct the update.

Then, download the latest software and follow the procedures below to update the unit.

1. Download the latest software from the TEAC Global Site (https://teac-global.com/).

Decompress the downloaded file if it is in ZIP format or another compressed file type.
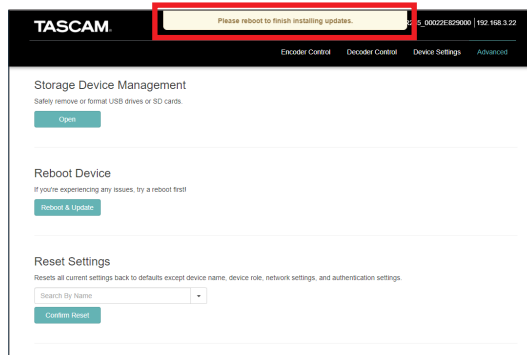
ATTENTION

After update files are decompressed, versions for the VS-R264 and VS-R265 will have the same file names, but their contents are different.

Be careful with these files because updating with files for the wrong model could cause malfunction or operation trouble.

2. After decompressing, copy the folders and files to the top level directory on the external storage.

3. Connect the external storage to the unit and refresh the Streaming Dashboard screen.

When this is done, if the software version of the unit and the file version on the external storage are different, the following message will appear to prompt updating.
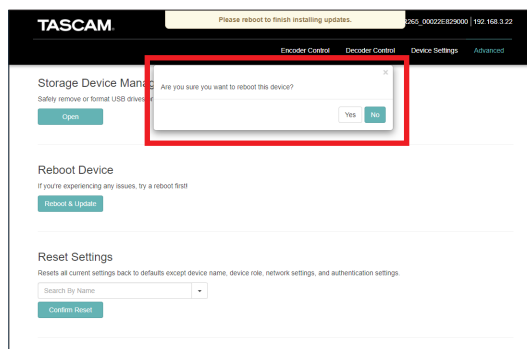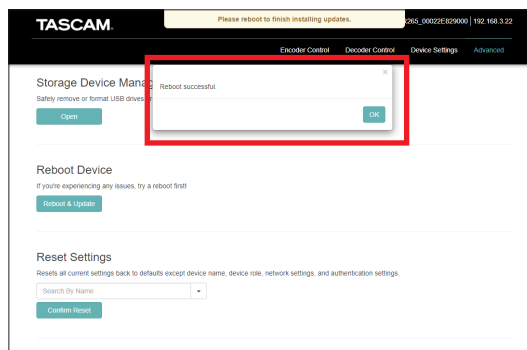
- "Please reboot to finish installing updates."

ATTENTION

Since the requirement is that the update version be different from the software version of the unit, reverting to a version older than the current one is possible. Be careful not to revert to an older version mistakenly.

4. Press the Reboot & Update button under Reboot Device on the screen to open a "Are you sure you want to reboot this device?" pop-up.

5. Press the Yes button to execute the update.

6. The procedure is complete when "Reboot successful." appears in a pop-up.

This completes updating of the unit.

ATTENTION

An SD card that has been used once for updating cannot be used as is to update again.

The contents of the updated files are changed, so the SD card must be erased and the files copied to it again each time when updating multiple VS-R units.