

Solution: What can I do if my WBOX device got bricked?

This article aims to provide troubleshooting steps to users if their WBOX device got bricked.

- The device cannot be accessed anymore while/after performing the firmware update.
- The device failed to start up.
- The device suddenly stopped working and stuck on WBOX logo.

The above issues can be caused by:

- The device lost some configuration files
- The device server is not running when it tried to start up

In order to resolve the issue, you may need to upload the latest firmware into the device.

Troubleshooting Steps:

1. On your computer, open the IP Search Tool. Checked if the tool can still find the device. If the tool can still find the IP address of the device, proceed with updating the firmware.
2. If the IP Search Tool cannot find the IP address of the device, but you still remember the IP address of the device, try to ping the specific IP address. If IP address can still be pinged, proceed with updating the firmware.
3. If the device cannot be detected by the IP Search Tool and you don't remember the IP address of the device, please try to ping the temporary IP address as listed below.
 - **IP Camera** – 192.168.0.120 or 192.168.1.64
 - **NVR** – 192.168.0.121 or 192.0.0.64
 - 169.254.10.121 is the temporary IP address if the computer is connected through POE port of the NVR.

If the IP address can still be pinged, proceed with updating the firmware.

IMPORTANT NOTES:

- Please ensure that the computer has the same IP range as the IP addresses listed above. For example, before you ping 192.168.1.64, set the computer's IP address to 192.168.1.x.
- It is highly recommended to connect the device directly to the computer to avoid any IP conflict.
- After pinging timeout and the device can be pinged again, immediately click '**Add**' and then '**Update**' on the Update Tool. Please ensure to uncheck '**add online device**'.

For **Hybrid DVR**, save the USB Boot firmware file on a USB flash drive. Insert the USB flash drive into the USB port of the DVR and then power on the DVR. The update will run automatically once the DVR is powered on.

If the solution given above did not help resolving the issue, please contact ADI/reseller for warranty claims.