Upgrade recording devices

Drivers and firmware

A device driver is software that allows communication between your operating system and the recording device. Noldus IT tests MediaRecorder with the latest device drivers and does not support older drivers. When you upgrade MediaRecorder, usually you must also upgrade device drivers.

Firmware is software that is present in the recording device. Not all recording devices have firmware. Noldus tests MediaRecorder with the latest firmware and does not support older firmware, unless stated otherwise. When you upgrade MediaRecorder, you may also need to upgrade device firmware.

Upgrade device drivers

1. Uninstall the old drivers with Windows Programs and Features. To do so, open the Control Panel and select **Programs and Features**. Locate the driver of your recording device and click **Uninstall**.
   See the section your recording device for details on the driver names.
2. Install the new camera drivers.
   See the section on your recording device how to do so.

Upgrade firmware

Check the website of the manufacturer of the recording device whether new firmware is available. If this is the case, install the new firmware.

Revision #2
Created 2023-11-29 16:05:44 UTC
Updated 2023-12-04 13:48:36 UTC