



## PTZ-NDI-X FW Upgrade Guide

Version: 11.16.20

**Disclaimer:** Please pay close attention to the guide, and read all the steps. It is a two step process. IF it is not completed, damage will be done to the camera. Only use the original or a recommended power supply / PoE+ switch, and ensure that the update process is not interrupted at any moment. Failure to follow these steps may result in irreversible damage to the camera which will void all warranty on the product.

IF you are unsure of a step or how to proceed, please message our support staff at:

[support@aidaimaging.com](mailto:support@aidaimaging.com)

Or give us a call during our normal business hours of 8AM-5PM, Monday to Friday (PST.)

We will be more than happy to assist you.

**Thank you for choosing AIDA Imaging as your Imaging solution!**

## What you need:

- AIDA NDI Series Camera
- RS232-Mini Din cable (included in box)
- RS232-USB cable (not included)\*
- Network / Ethernet cable for web UI
- Windows PC (apple not supported)
- mcuispSTM program\*\*
- Latest Firmware (hex and bin files)

\*RS232-USB cables can be found at your electronics stores, or Amazon. Please see next page for what it looks like:

\*\*The mcuISP program and firmware come in the same file off our download page. (Mac products not supported. PC Required.)

RS232-USB cable:



RS232-Minidin cable included in the box:



\*Please make sure you downloaded the correct zoom model for your PTZ. The FW updates have different procedures.

## NDI DISCLAIMER:

During the upgrade, your camera should not lose its ability to transmit NDI. However, the following procedure can still possibly cause a loss of NDI transmission. If this problem were to arise, please contact our support via email and we will get back to you as soon as possible. Please remember that we are only available from 8AM-5PM P.S.T, Mon-Fri.

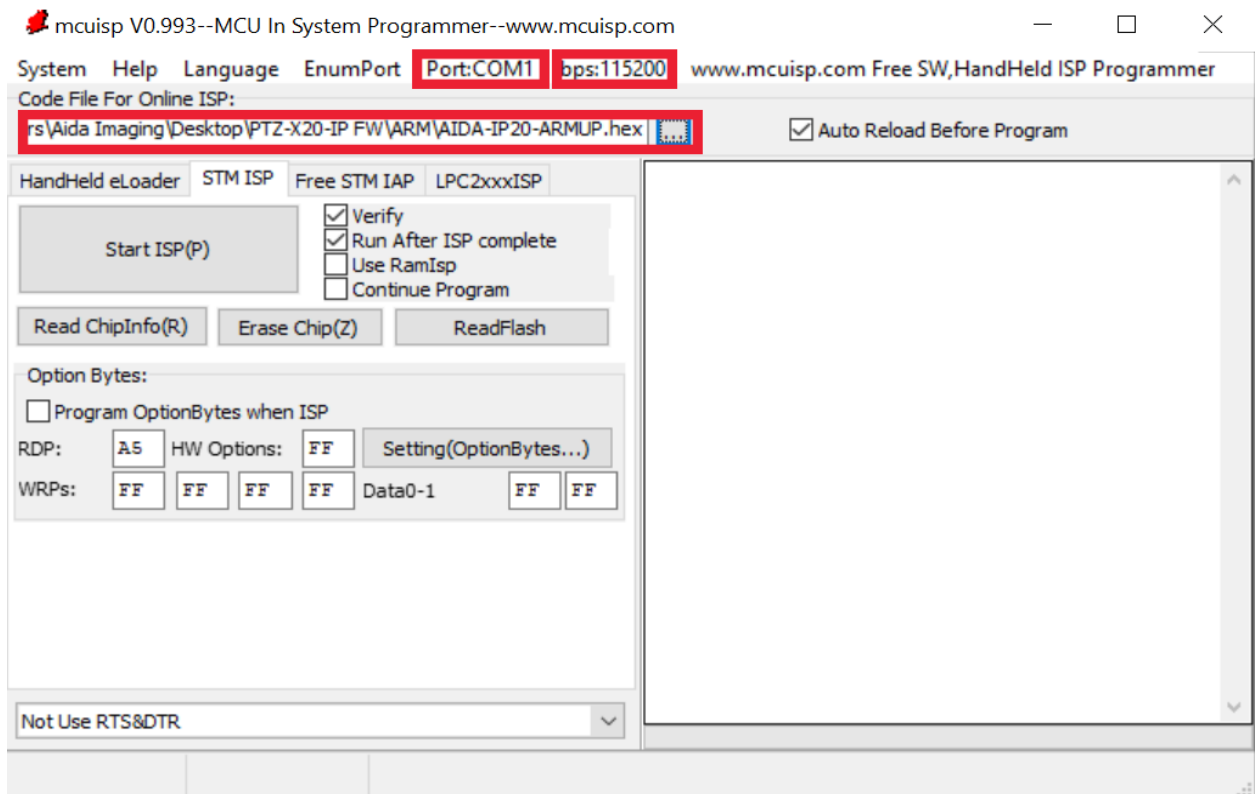
## Step 1: Arm Upgrade

1. Please unplug the power from camera and flip the PTZ upside down. You are looking for a set of dipswitches labeled 1-6. You will flip switches 1 and 2 off.

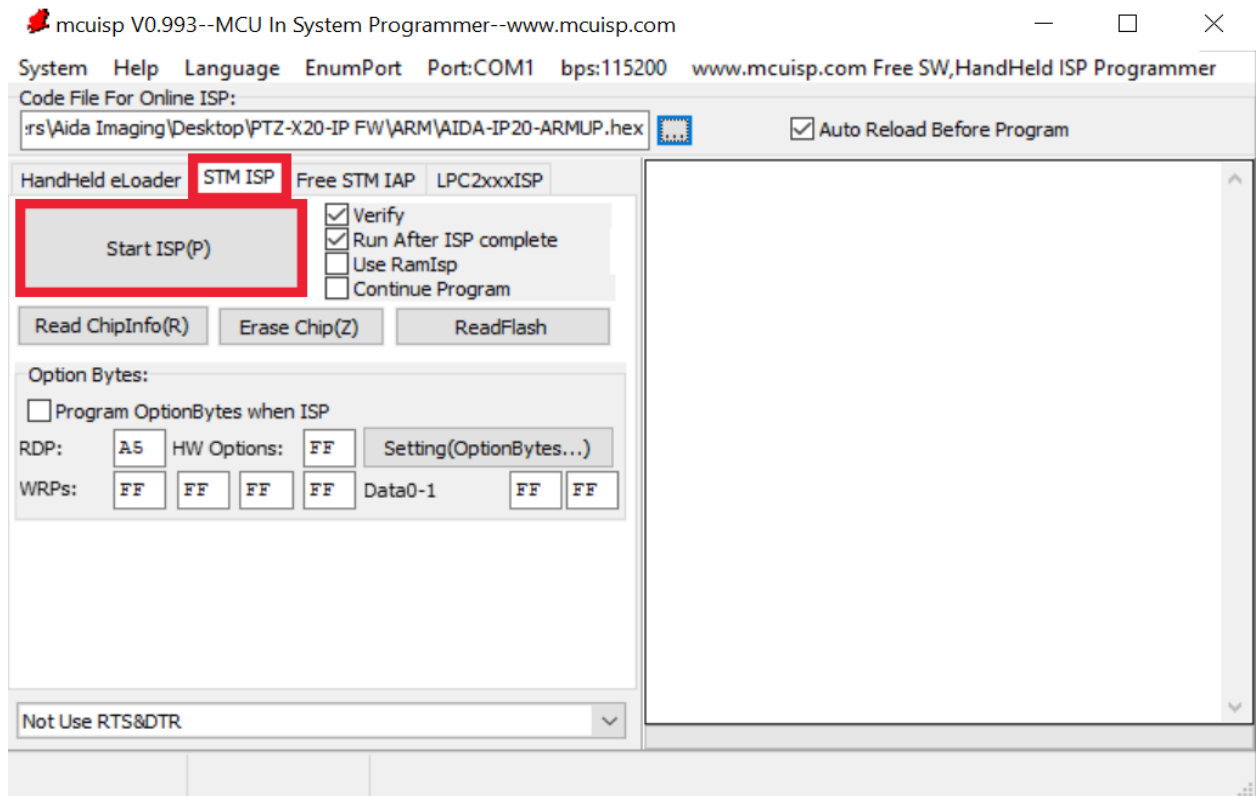


2. Take your RS232-USB adapter, and connect it to the RS232-Mini Din cable. From there, please connect the USB portion to the PC, and the Mini Din portion to the IN RS232 port on the camera.
3. Next, plug in the cameras power source.
4. Open the software mcuispSTM

5. Set the camera COM number to the corresponding camera. It usually shows up as “Free Prolific USB-to-Serial Comm Port.” (results may vary) Next, set the baud rate to 115200. Next, set the firmware file to “AIDA-NDIXX-ARMUP.” It will look like this:



6. Make sure STM ISP header is chosen, and click start ISP.



7. Wait for the “Mission Complete sign message on the right. Please wait for the 30 seconds before unplugging the camera.
8. Once the camera is unplugged, change the switches in part 1 back to ON. Then you may power on the camera once more.

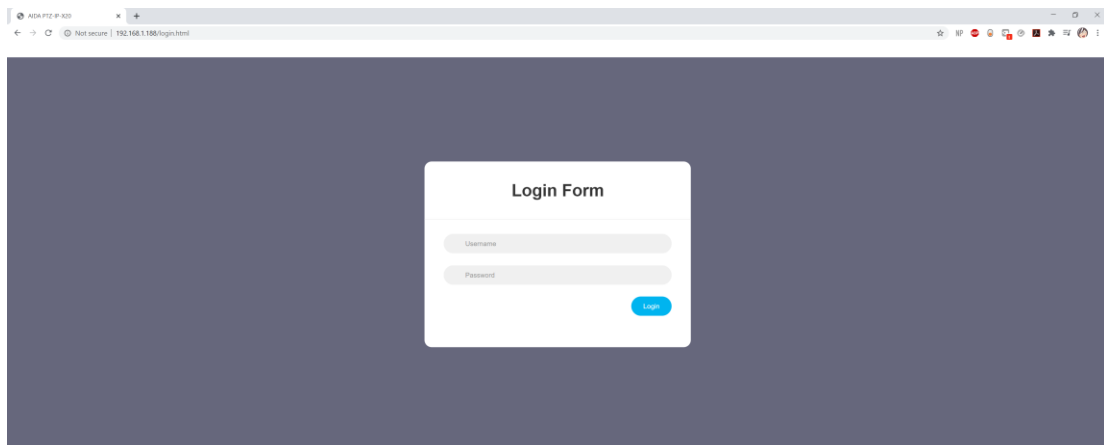


## Step 2: IP / NDI ISP Update

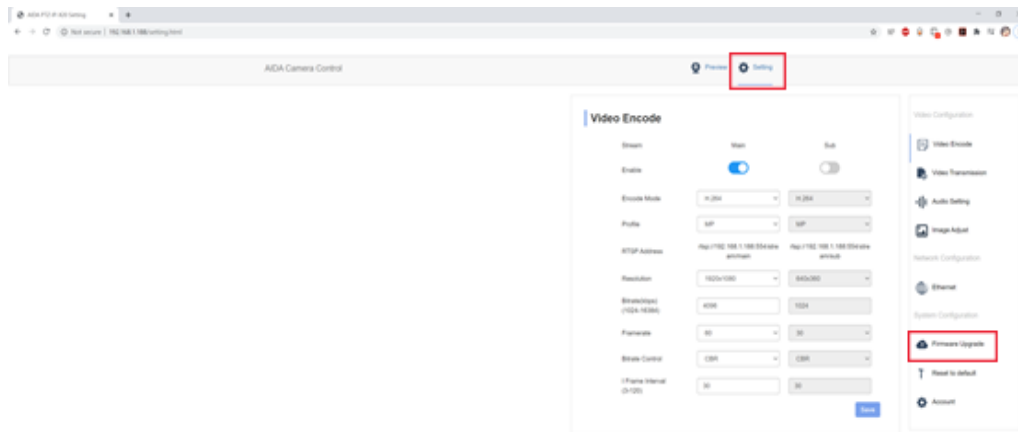
\*Do not proceed if you did not complete part 1.

1. You will start by entering the web UI. Please make sure the PTZ and PC are either hardlined or on the same network. The default IP for the web address is 192.168.1.188. Default password is admin/admin

\*Note that if you are unable to access the cameras network, the camera's ip address may not be on the same network or is changed. You can find it by accessing the menu using the remote control that came with the controller and go to the network tab.



2. Next, you will head to the top right tab under settings.



3. Next, you will click select file and look for the AIDA-NDIxx-ISP.bin

4. Once found, wait for the upload box to appear. Then click upload.

5. Do not leave or exit the page. A prompt should pop up with a status bar.

6. Once complete, allow the camera to reboot on its own. You should be brought back to the login form if done correctly.

If you want to check if the FW update worked, go to the OSD menu and check the app version. If it has changed, then you have successfully update the FW.

Latest Versions:

X12 – V200

X20 – V904

After this, the firmware has been successfully updated!

To stay current on all our camera firmwares, consider subscribing to our newsletter for important updates on everything AIDA related!

[AIDA Imaging Newsletter Subscribe Form](#)

Again, if you have any questions about this process, please message or call our support staff at:

[support@aidaimaging.com](mailto:support@aidaimaging.com)

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