



Autotracking Upgrade PTZ Form

AIDA RETURN CENTER

1278 Center Court Dr. Covina CA. 91724

Tel: (909) 333-7421

Request Date: _____

| Model | Serial Number |
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Auto-Tracking PTZ Form Information:

To give ensure you have the correct PTZ model eligible for upgrade, we ask that you fill out this form!

There will be two given scenarios based off your serial number:

Scenario 1: Your current firmware has met the software requirements for a field-upgrade. You will be sent a firmware download link for the firmware based on your camera, with instructions on how to install the latest upgrade onto your camera. There will be no further action needed.

Scenario 2: Your firmware must be upgraded at a AIDA authorized dealer or repair center. We apologize for any inconvenience this may cause in your workflow, but rest assured all further upgrades will be field-upgradeable. This scenario will only affect a small portion of early PTZ's shipped.

If you have any questions on the procedure, please feel free to reach out to support@aidaimaging.com, or give us a call during our normal working hours. Remember that the firmware is for auto-tracking purposes only! If you do not wish or have the need to use these features, then there is no rush to upgrade. If you do want free future updates however, this firmware will eventually need to be installed!