



# PTZOptics PT-JOY-G4 Firmware Upgrade Instructions

Updated on February 4th, 2021

**Please read through the entire procedure and if you are uncertain of any of these steps, contact PTZOptics prior to beginning the update process.**

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

<https://help.ptzoptics.com/support/login>

# PREREQUISITES

*Read this entire document before starting*

- **PTZOptics firmware file**
- **Windows or Mac on same LAN**
- **Live Network w/ DHCP**

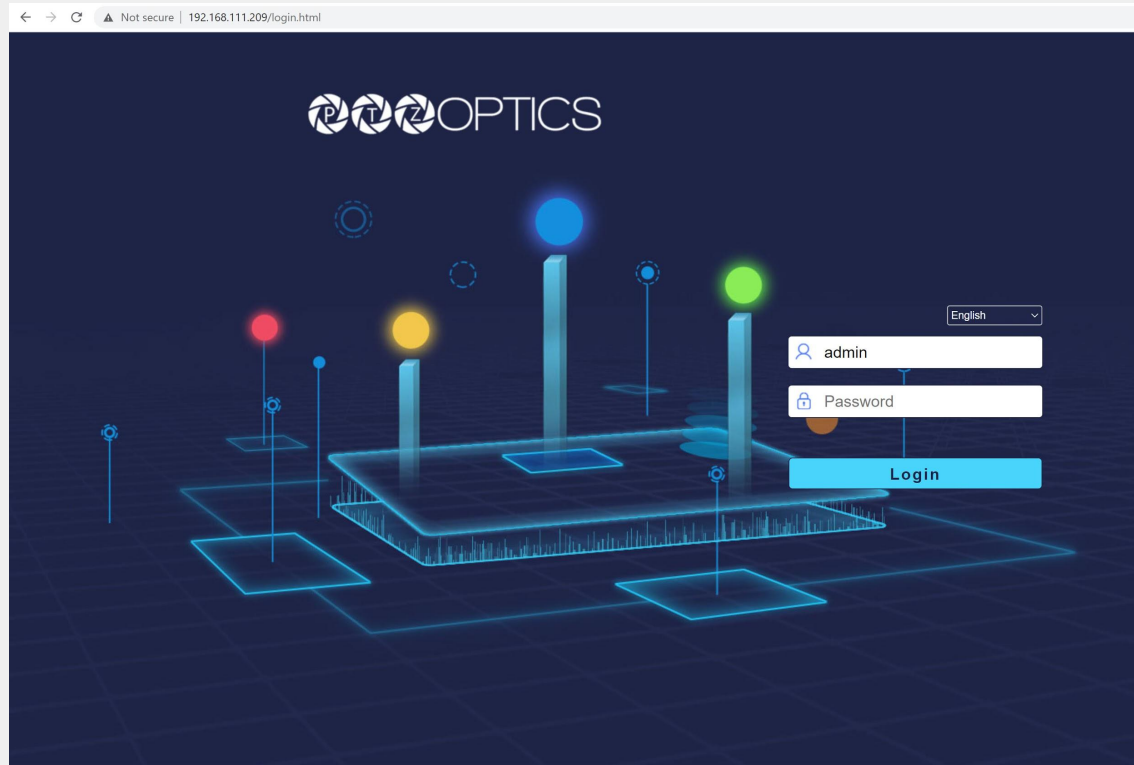


# Web Interface Upgrade Instructions

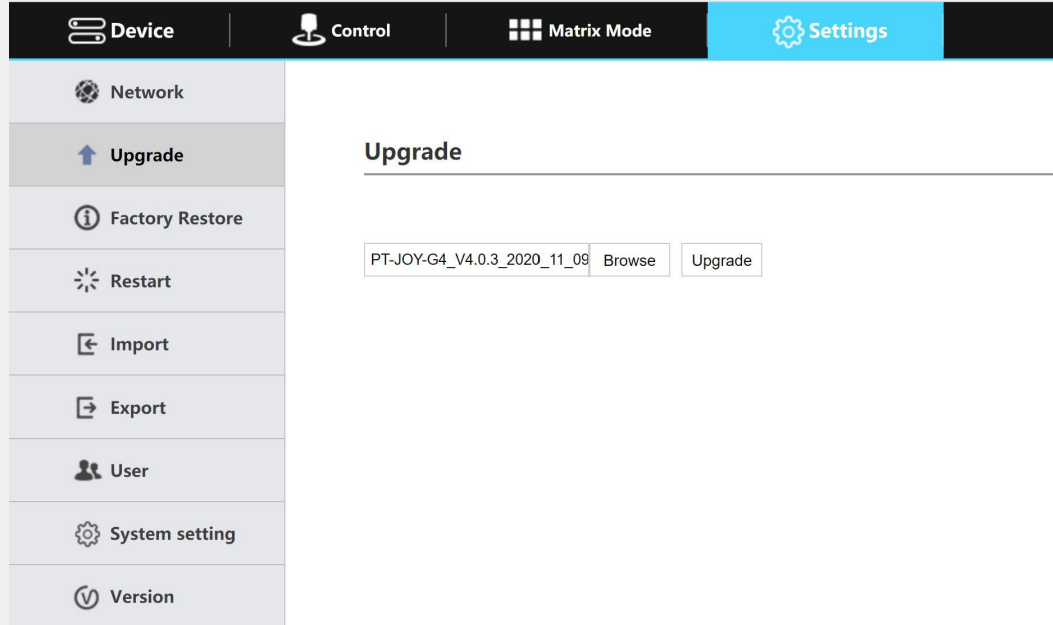
If you experience any issues during this process,  
Or have further questions, please contact  
PTZOptics support for further assistance.

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

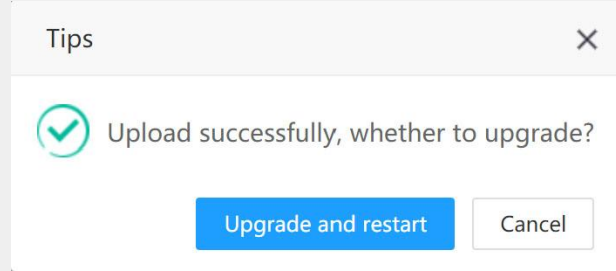
<https://help.ptzoptics.com/support/login>



Type in the PT-JOY-G4's IP address into a web browser and log into the Web Interface.  
The default username is "admin" and there is no password.



Click “Settings” from the top menu, then select “Upgrade” from the Settings menu. Browse your computer for the firmware file and click “Apply”.



Restart your PT-JOY-G4 to finish applying the firmware update.



# CONGRATULATIONS!

You have now successfully upgraded your PTZOptics PT-JOY-G4 to the latest and greatest firmware.

If you experience any issues during this process, or have further questions, please contact PTZOptics support for further assistance.

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