



# PTZOptics SuperJoy 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**

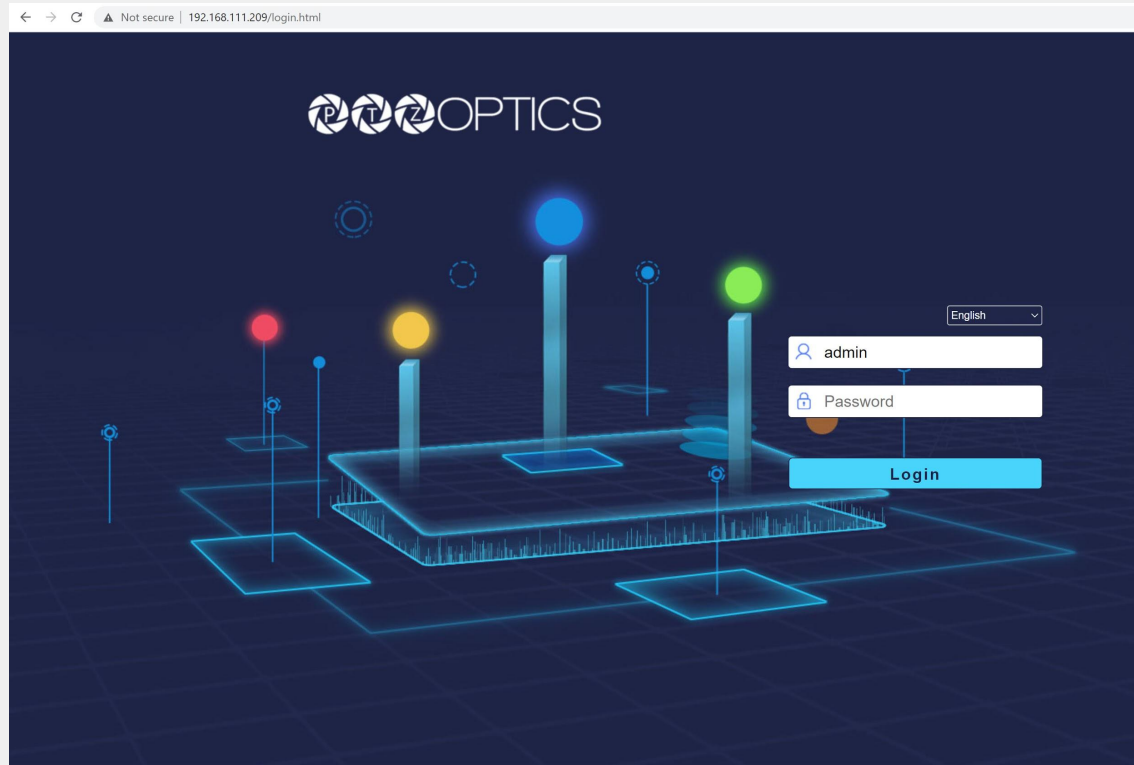


# Web Interface Upgrade Instructions (Option 1)

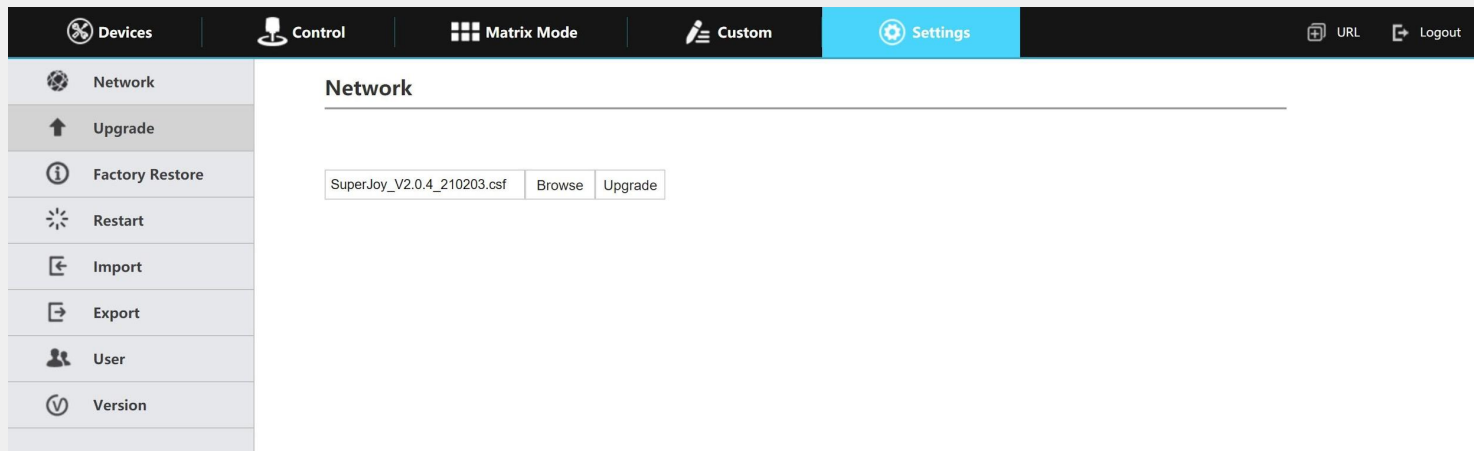
If you experience any issues during this process,  
Or have further questions, please contact  
PTZOptics support for further assistance.

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

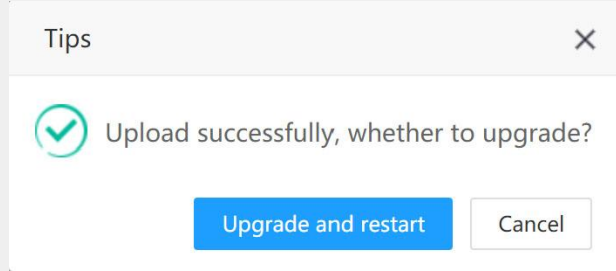
<https://help.ptzoptics.com/support/login>



Type in the SuperJoy'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.



Restart your SuperJoy to finish applying the firmware update.

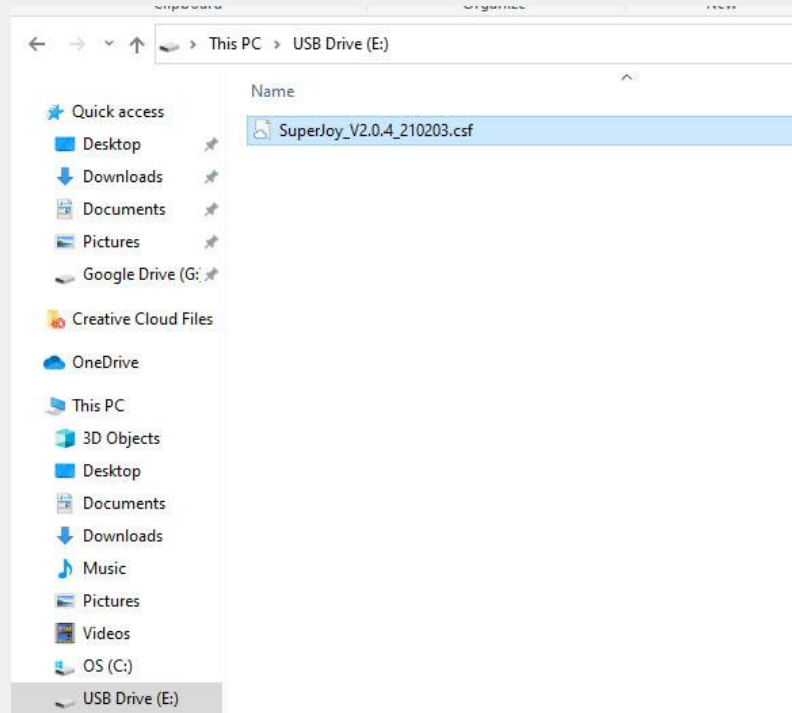


## USB Upgrade Instructions (Option 2)

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

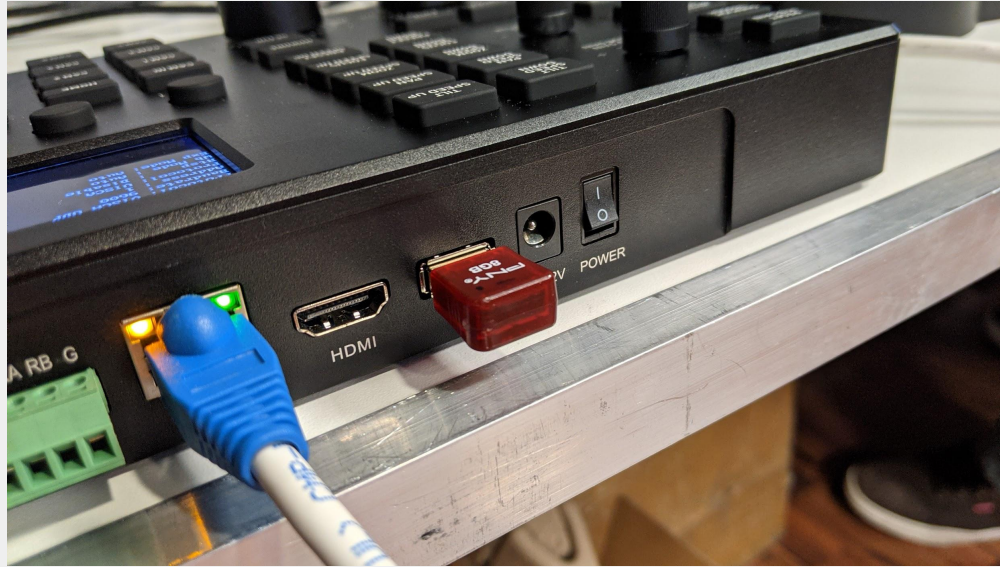
[support@ptzoptics.com](mailto:support@ptzoptics.com)

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



Connect an empty USB drive to your computer with at least 1GB of storage. Then copy the firmware upgrade file to the USB drive.





Connect the USB drive to the SuperJoy's USB connection on the back of the unit.



Move down to “Upgrade Firmware (USB)” and press the “Enter” button. The SuperJoy will ask you to confirm and restart, press the “Enter” button again to confirm.



# CONGRATULATIONS!

You have now successfully upgraded your PTZOptics SuperJoy 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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<https://help.ptzoptics.com/support/login>