

## FIRMWARE UPDATE POLICY

1. This document outlines important information about the firmware update procedure of AREC and RADA products. Please read it carefully before updating your device.
2. This document may be revised in the future to reflect changes. You can verify the document version by checking its date of issue. The latest version is always available at [www.a-dena.com](http://www.a-dena.com).
3. Firmware updates for AREC and RADA devices are provided free of charge for as long as the product remains in production. Products that are no longer manufactured (considered EOL) may receive free firmware updates to fix critical issues or security concerns.
4. AREC and RADA devices are shipped as complete products, their firmware updates are optional. You can check whether a firmware update is needed in your case by reading the update's release notes.
5. Firmware updates and Release notes can be downloaded from the Firmware & Applications page at a-dena.com website: <https://www.a-dena.com/firmware-applications>.
6. Firmware updates do not have scheduled release dates. When they are released, it is done for one or more of the following reasons:
  - a. Improvement or delivery of updated security measures.
  - b. Bug fixing.
  - c. Introduction of new functions.
7. Firmware release date can be checked at the Firmware & Applications page at a-dena.com website: <https://www.a-dena.com/firmware-applications>.
8. Firmware updates that can be installed on your device depend on its hardware version. On every device this can be checked via the device's serial number. On Media Stations you can also check the device's MCU version.
9. All firmware updates produced for AREC and RADA devices undergo extensive testing before official release, and so it is safe to update your device. However, it is always recommended to export the current configuration of your device before updating its firmware.
10. If you need to rollback the firmware version, you can request the previous version at [www.a-dena.com](http://www.a-dena.com) via chat or Contact us form, or via e-mail: [info@a-dena.com](mailto:info@a-dena.com).

11. AREC Media Stations support firmware updates through their web interface, USB flash drives, and AREC software. Network cameras are updated through the web interface. Other devices and components have specific updating procedures that will be shared by ADENA Limited specialists when such updates become available.
12. Certain firmware updates (generation updates) require resetting the device to factory default settings. For example,
  - a. Update from Firmware version 2.9 to 2.11,
  - b. Update with major bug fixes.
  - c. Firmware downgrades.

If you are not sure, whether reset is needed, you can contact ADENA Limited specialists at [www.a-dena.com](http://www.a-dena.com) via chat or Contact us form, or via e-mail: [info@a-dena.com](mailto:info@a-dena.com).

13. If you encounter an issue with a firmware update, you can report it to ADENA Limited specialists at [www.a-dena.com](http://www.a-dena.com) via chat or Contact us form, or via e-mail: [info@a-dena.com](mailto:info@a-dena.com). In case you need to report an issue with a Media Station, please also export its logs via the web interface.

If you have any questions or require assistance, please contact ADENA Limited specialists at [www.a-dena.com](http://www.a-dena.com) via chat or Contact us form, or via e-mail: [info@a-dena.com](mailto:info@a-dena.com).