

## Critical Firmware Release Notification: Eye-Sight V4 Boot Issue

Dear Valued Customer,

Following our [April 01, 2025 announcement](#), we're pleased to inform you that a firmware update **is now available** to resolve the identified boot issue in select Eye-Sight V4 models.

### Affected Models:

- 2MP Eye-Sight V4 (320IPEN-V4)
- 4MP Eye-Sight V4 (340IPEN-V4)

### Required Actions

To ensure continued product reliability, we kindly ask for your cooperation:

- 1. Download the latest firmware** from our website: [www.provision-isr.com](http://www.provision-isr.com)
- 2. Update all existing inventory** of the affected models before deployment.
- 3. Report any unit** that fails to boot during the update process to your Provision-ISR sales manager for reimbursement.

We sincerely apologize for any inconvenience and appreciate your continued support. For any questions or assistance, our support team is at your service.

Best regards,  
Provision-ISR Product Team