



707 SW Washington St #1410, Portland, OR 97205
503-290-0110 (phone) — 503-290-0111 (fax) — www.ipcopper.com

Firmware Upgrade Request Form

Use this form to request a standard firmware upgrade for your IPCopper product(s) (if one is available). After IPCopper receives and processes this form, you will receive a separate firmware upgrade authorization via email. IPCopper will determine whether there would be any costs for the firmware upgrade. Firmware upgrades are typically provided at no cost, though in some circumstances charges may apply. If you request the firmware upgrade(s) to be physically mailed to you there would be a fee of at least \$35.00 for domestic shipping and handling for each firmware upgrade.

Please fill in your unit details below and indicate how you would like to receive the new firmware.

Model No.: _____ S/N: _____

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Model No.: _____ S/N: _____

Deliver the new firmware via:

- Email. The new firmware would be sent via email as an encrypted zip to the original purchaser's email address.* The password would be provided over the phone.
- US Mail. The new firmware would be sent on a USB stick via USPS First Class Mail to the original purchaser's shipping address.*

* For security reasons and due to the possibly sensitive nature of the information stored on a customer's unit, IPCopper sends firmware upgrades to the original purchaser, to ensure that the actual owner of the IPCopper unit is the one requesting and receiving the new firmware.

Documentation establishing ownership of the IPCopper unit(s), such as a copy of an invoice or receipt showing the purchase date, may be required.

Signed: _____ Date: _____

Company: _____

Email: _____

Phone Number: _____

Please fax the completed firmware upgrade request form to IPCopper, Inc. at 503-290-0111 or email to support@ipcopper.com. You may also mail this request form to: IPCopper, Inc., 7180 SW Fir Loop #100, Portland, OR 97223.