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**From:** David Johnstone [mailto:dpj27@cam.ac.uk]  
**Sent:** 15 March 2012 13:27  
**To:** brent@prime-digital.com  
**Subject:** RE: Quote for two new IP cameras for Bike area

Thanks very much Brent, that's much appreciated, I'll see how it goes over the next few weeks, and hopefully that will sort them.  
In the meantime I'll have a look and see what else I want to replace and send you over a PO.

The email you sent out with the list of cameras and their various characteristics is very handy as well.

Thanks again for your work and support over this year, it's been very refreshing to finally find a company that values support, and properly understands a client's problems, rather than trying to sell them whatever solution they happen to be familiar with. Despite our few teething problems with the Luxriot system, it's amazing value, so much better to use than Milestone that we had previously, supports a wider range of camera, in fact the only bad thing to say about it is that no-one's ever heard of it! If you ever need a reference site in Cambridge be more than happy to assist.

Best Regards  
Dave

**From:** Brent (Prime) [mailto:brent@prime-digital.com]  
**Sent:** 15 March 2012 12:54  
**To:** 'David Johnstone'  
**Cc:** 'Marius'; James@prime-digital.com  
**Subject:** RE: Quote for two new IP cameras for Bike area

Hi Dave,

Thank you for letting us know about this intermittent video loss problem with these two cameras. We have remotely accessed them both and found that the firmware required upgrading. This upgrade has been done remotely, this morning, and should resolve the problem.

Can you monitor both cameras closely for the couple of weeks and let me know if you still have any problems.

Kind Regards

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