

# Updating Your Zenmuse XT Thermal Camera

## About

DJI is always seeking to improve the performance and stability of our aerial imaging systems. The new Matrice 200 Series helps enterprises to unlock the commercial applications of drone technology in any industry. While boosting performance capacity and reliability, this new platform is incompatible with some previous versions of our gimbals, such as the Zenmuse XT thermal camera.

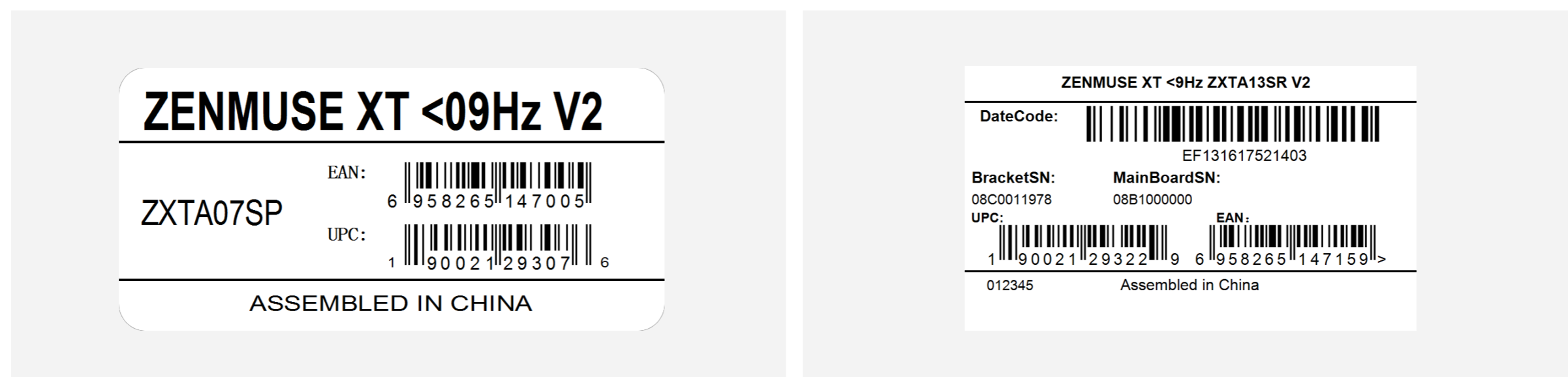


To ensure that our customers can continue to use their XT camera with the new Matrice 200 Series platform, we've established a simple updating process to restore compatibility without damaging or removing any of the camera's features.

## Identifying if Your Zenmuse XT Thermal Camera Needs an Update

Check the original packaging that came with your XT camera. If the packaging label includes "V2," the XT camera has already been updated. All that is required to make this camera compatible with the M200 Series is to purchase a gimbal adapter, which you can purchase from an authorized DJI Enterprise reseller ([list of resellers here](#)).

Examples:



## Identifying by Serial Number

If you don't have the original packaging that came with your XT camera, you can contact DJI's technical support team and provide your XT camera's serial number to find out if an update is necessary.

- Log onto the DJI Support website for more contact information: <http://www.dji.com/cn/support#after>
- Email: [support@dji.com](mailto:support@dji.com)
- Online: <http://www.dji.com/service/repair>

Phone:

<b>CHINA</b> +86 4007000303 Mon-Sun 9:00AM-12:30PM; 2:00PM-9:00PM (UTC+8)	<b>MACAU CHINA</b> +853 6262 1485 Mon-Sun 9:00AM-12:30PM; 2:00PM-9:00PM (UTC+8)	<b>TAIWAN</b> +886 2 8723 0819 Mon-Sun 9:00AM-12:30PM; 2:00PM-9:00PM (UTC+8)
<b>UNITED STATES &amp; CANADA</b> +1 (818) 235 0789 Mon-Fri 9:00AM - 5:00PM (UTC-7)	<b>NETHERLANDS</b> +31 20 654 5202 Mon-Fri 10:00AM - 7:00PM (UTC+1)	<b>HONG KONG CHINA</b> +852 3060 6038 Mon-Sun 9:00AM-12:30PM; 2:00PM-9:00PM (UTC+8)
<b>UNITED KINGDOM</b> +44 2076603037 Mon-Fri 9:00AM - 6:00PM (UTC+0)	<b>GERMANY</b> +49 (0) 9771-177 3000 Mon-Fri 9:00AM - 3:00PM (UTC+1)	

## Sending Your XT Camera for an Update

The update process will be completed by the DJI Service Center. Ship your XT camera to our nearest repair center, following the directions below for your corresponding XT camera model (9 Hz and 30 Hz). After receiving your camera, the DJI Service Center will send a payment request, and once payment is processed they will update and ship your XT camera back to you.



## FAQs and Pricing

### Do we need to pay for this process? How much will it cost?

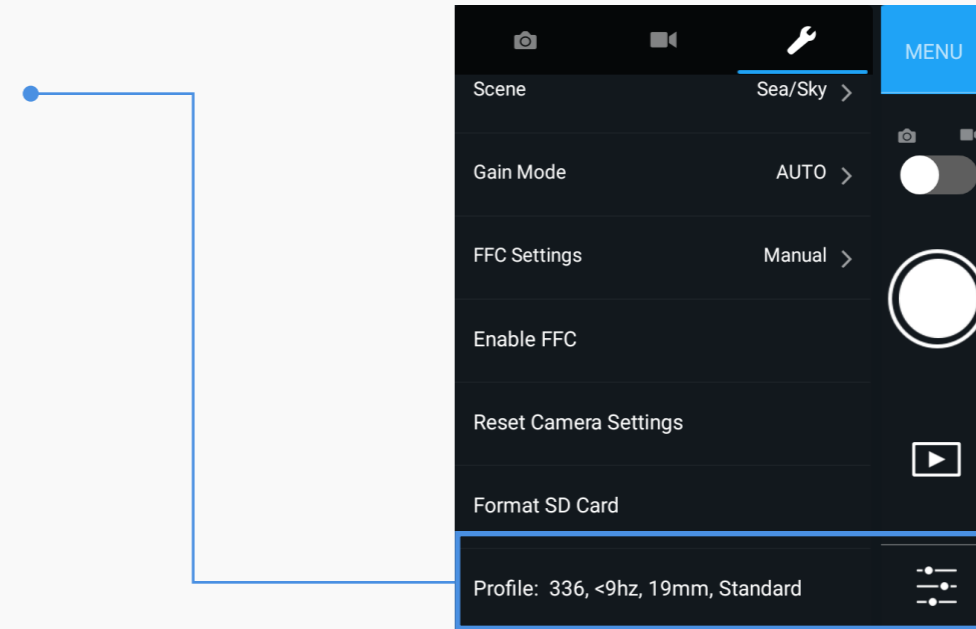
The base cost for each region is below:

AUD: \$506	USD: \$384	JPY: ¥48,570
HKD: \$1,465	EUR: €367	GBP: £ 197

This does not include transportation fees to ship the camera to a nearby DJI Service Center, clearance fees, and repair fees in cases where the gimbal is already broken. The DJI Service Center will send you an email with the final quote.

### Not Sure Which Model You Own?

The Zenmuse XT has two camera types: 9 Hz and 30 Hz. To identify your camera type, open the DJI GO app with your XT camera mounted onto a DJI drone. Enter Live View mode, select MENU and view the camera profile on the bottom right of the screen.



### What do I need to send to the DJI Service Center?

Please note that the Zenmuse XT 9 Hz and 30 Hz products are subject to the U.S. Export Administration Regulations (15 CFR §5730-774) and may be subject to other applicable export control laws and regulations. It is your obligation to comply with the law. Information presented on this page is not legal opinion or legal advice.

Please ship all components of the XT camera in its packaging to a nearby DJI Service Center. If sending a 30 Hz model, please contact the DJI Service Center first, as this will require more detailed instructions, including completing and sending a Prior Consignee Statement ([link to download a sample here](#)) along with your XT camera.

### Once received from the DJI Service Center, is my Zenmuse XT camera immediately compatible with the M200 Series?

No. You also need to purchase an adapter to mount your XT camera onto your M200 Series drone. Please contact a local authorized DJI reseller to purchase an adapter ([list of resellers here](#)).

### Can I use the updated XT camera with other DJI platforms?

Yes. This update will make the XT camera compatible with the M200 Series, but it will not affect compatibility with older DJI platforms. For example, your updated XT camera will still support the M100, M600, M600 Pro, and Inspire 1 drones.

### My XT camera has been updated, and I have the adapter. Is there anything else I need to do before using the camera with my M200 Series drone?

Yes. Download the latest firmware for the XT camera before you use it ([link to the download page](#)). Note: If you have not updated your XT camera, or are unsure if you have, do not update the camera's firmware to this version, as it may cause issues.

### After upgrading my Zenmuse XT camera, can I use the DJI GO 4 app with my M200 Series drone?

Once the Zenmuse XT camera is upgraded to be compatible with the M200 Series you will need to use the new DJI Pilot app instead of DJI GO 4. Please note the DJI Pilot app currently only supports Android tablets. Please download the software here ([link to download page](#)).

### How can I verify that my XT camera has been updated?

Open the DJI GO app with your XT camera mounted onto a DJI drone. Enter the live camera view, select MENU, and view the camera profile on the bottom right of the screen. In the camera profile, you will notice the addition of "V2" to indicate your XT camera has been updated.

