

## Overview

This document explains how to update the firmware of AG-MSU10.

## Preparation

Please prepare or make sure before begin.

### How to update the USB driver version

1. Download the latest USB software driver (free) from the following website.

<http://pro-av.panasonic.net/> -> Service & Support > Download > P2 > Windows P2 Driver

2. Update the driver with the following procedure.

2-1. Shutdown the Computer -> Connect & power ON the AG-MSU10 -> Re-start the computer.

2-2. Extract the driver package and then save "Setup.exe" to any location.

2-3. Execute the "Setup.exe".

2-4. Select "AG-MSU10 (MSU) USB driver" when product selection dialogue is appeared, then click "OK" button (fig.1 in the next page).

2-5. Click "Install" button when a message "Please connect AG-MSU10..." is displayed (fig.2 in the next page).

2-6. Click "Continue Anyway" button on the "Hardware installation" dialogue (fig.3 in the next page).

2-7. Click "Finish" button on the "InstallShield Wizard Completed" dialogue.

# AG-MSU10 firmware update manual for Windows

fig 1.

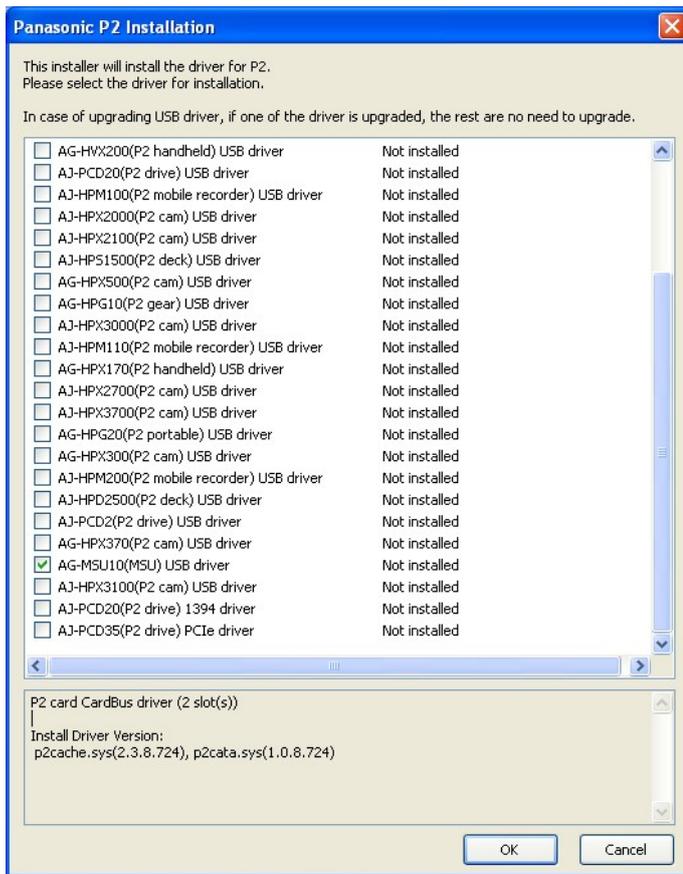
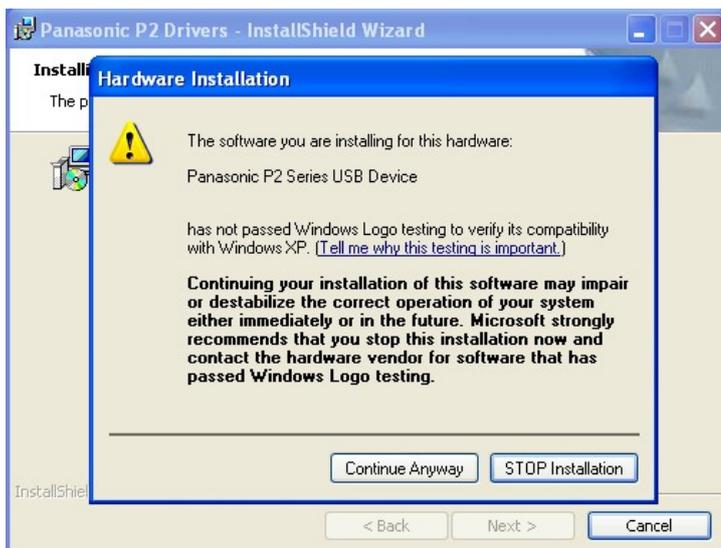


fig 2.



fig 3.



## Firmware update procedure

### Note

- \* Only single AG-MSU10 can be updated at a time, do NOT connect two or more units simultaneously for updating.
- \* Updating may take four to five minutes.

### Procedure

Download the latest firmware from the following website.

<http://pro-av.panasonic.net/> -> Service & Support > Download > P2 > Software for P2 Products

1. Shutdown the Computer -> Connect the AG-MSU10 -> Power ON the AG-MSU10 -> Re-start the computer.
2. Log-in to the system with an account that has an **“Administrator”** right.
3. Use the supplied USB cable (USB 2.0) to connect a PC to the USB device connector.
4. Hold down the [F1] button and the [POWER] button for 1 second or longer to turn the unit on.
5. Extract “MSU10UpdateTo310.exe” from the firmware package .
6. Execute the “MSU10UpdateTo310.exe”. (Fig 4)  
(For Windows Vista or Windows 7) Click “Allow” button when the “User Assess Control” caution window is appeared.
7. Click “Execute” button and wait until the “Upgrade complete”. (Fig 5 ,Fig.6).

Fig.4

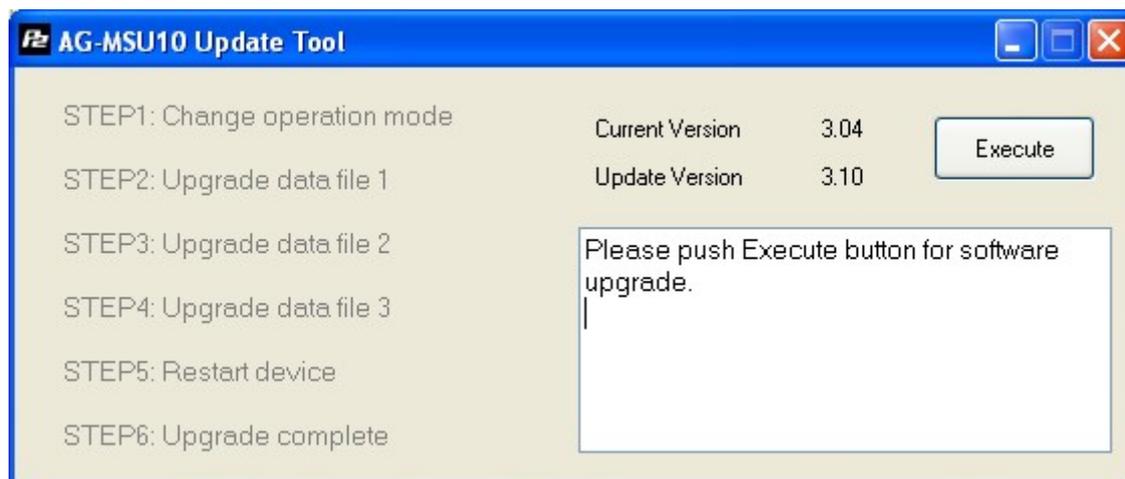


Fig. 5

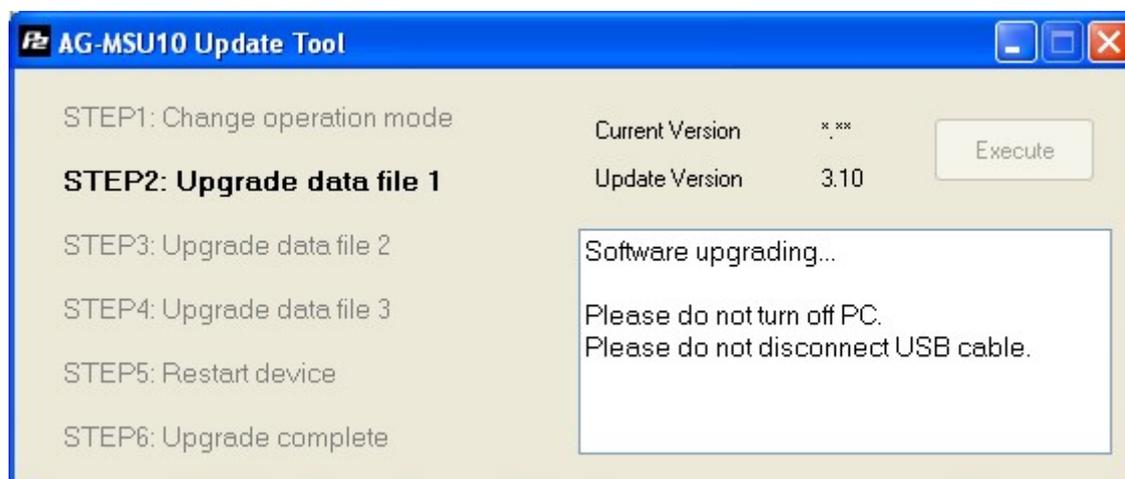
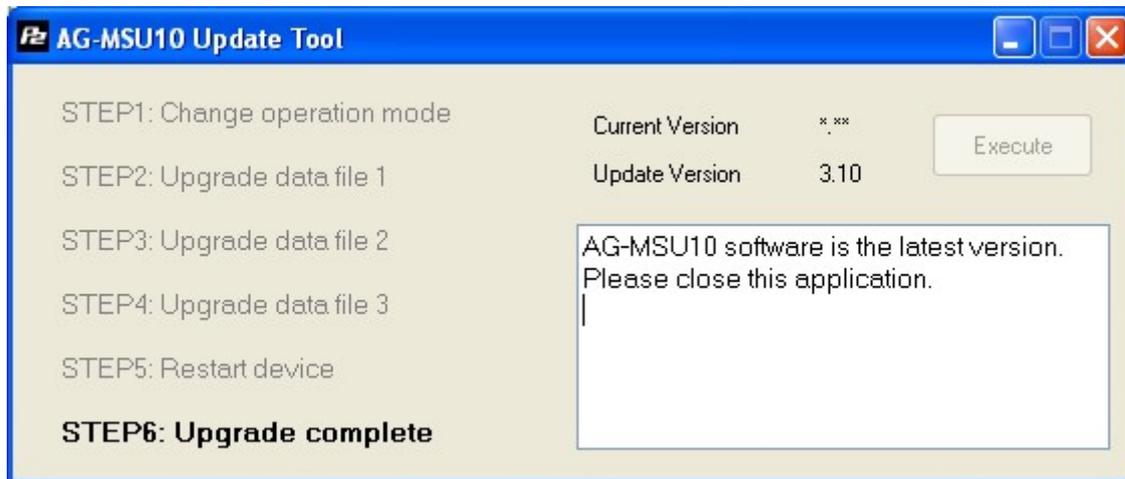


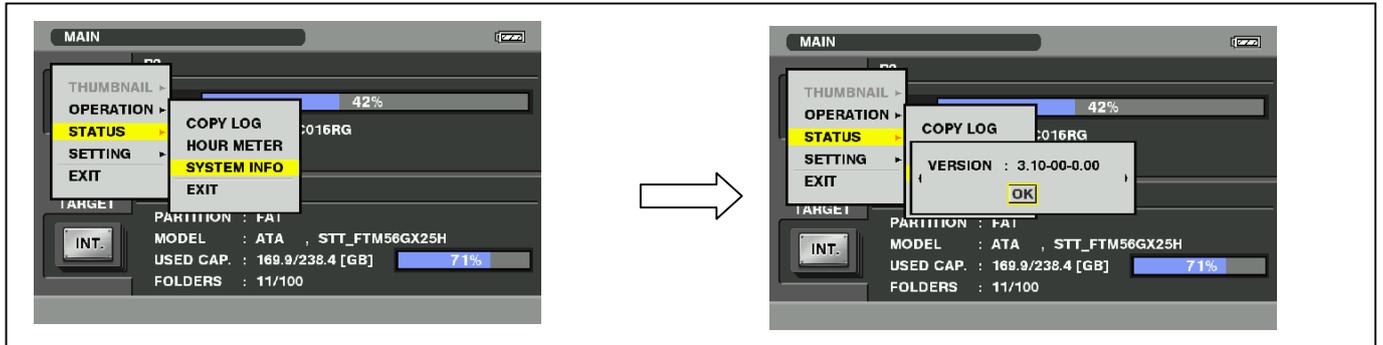
Fig. 6



## How to confirm if the updating is already done?

Press the MENU button of AG-MSU10 to display the menu. Use the CURSOR buttons to select the following.

Menu -> STATUS -> SYSTEM INFO



## How to recover if “Error message” displayed

Update tool stops the process and show a message when problem is detected.

### Message examples

- Cannot communicate with AG-MSU10. Cancel operation.
- Error occurred during software upgrade. Cancel operation.
- File data transfer failed. Cancel operation.
- File data upgrade failed. Cancel operation.

### Recovery procedure after the process stopped

1. Quit the update tool (click  button).
2. Shutdown the computer -> Power OFF the AG-MSU10 -> Power ON the AG-MSU10 -> Re-start the computer.
3. Execute “MSU10UpdateTo310.exe”.
4. Make sure that the operating system has recognized the AG-MSU10 connection, then click “Execute” button.