

# AK-HC3900 Firmware update procedure

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## 1. Version display method

The version of system in camera

1. Connect the View Finder AK-HVF100.  
In case of no AK-HVF100, connect HD SDI 2 output to the monitor for displaying the Camera menu.
2. Press MENU button. Select the item of menu with Jog Dial button.

Each software version can be confirmed at item "VERSION" in DIAGNOSTIC menu.

MAIN MENU (2/2) > DIAGNOSTIC > VERSION

Name	Remark
SYSTEM	The version of the Camera system
CAM FPGA	The FPGA version of the Camera
AVIO FPGA	The version of AVIO FPGA
CPU FPGA	The FPGA version of the CPU
CAM MAIN	The software version of the Camera

\* If SYSTEM is 26.AD-000-00.00, it is an IP Migration version.

Follow the procedure in 2nd Step to update the firmware to the final version.

## 2. Update procedure

### CAUTION : Before Updating Software

Do not power down or pull card while upgrading. If the program quits during loading, the data will be erased or part writing condition and the restart is not made.

#### < Preparation for SD memory card >

1. Buffer memory size in SD memory card more than 4GB (SDXC, SDHC).
2. Be sure to format SD memory card on the camera recorder.

**NOTE:** SD card formatted by PC standard formatter will not work.

#### < Download two types of update files >

1. Accept the software usage agreement and download the IP Migration version file and the update file “**DP91000465A.zip**” and “**DV91000551\*.zip**” for the AK-HC3900 from the following support web site.  
[https://pro-av.panasonic.net/en/Support/PASS\(Service Support website\)](https://pro-av.panasonic.net/en/Support/PASS(Service%20Support%20website))
2. Copy the file “**DP91000465A.zip**” and “**DV91000551\*.zip**” to hard disk of your PC and extract the files.

### [ Two-steps update ]

#### < 1<sup>st</sup> Step: Installed to IP Migration version with DP91000465A >

1. Insert the formatted SD memory card into the PC's card slot.
2. Copy the folder “**PRIVATE**” and file “**UPDATE.HDC**” of unzipped **DP91000465A** to the root directory (top level of the directory structure) of the SD memory card.

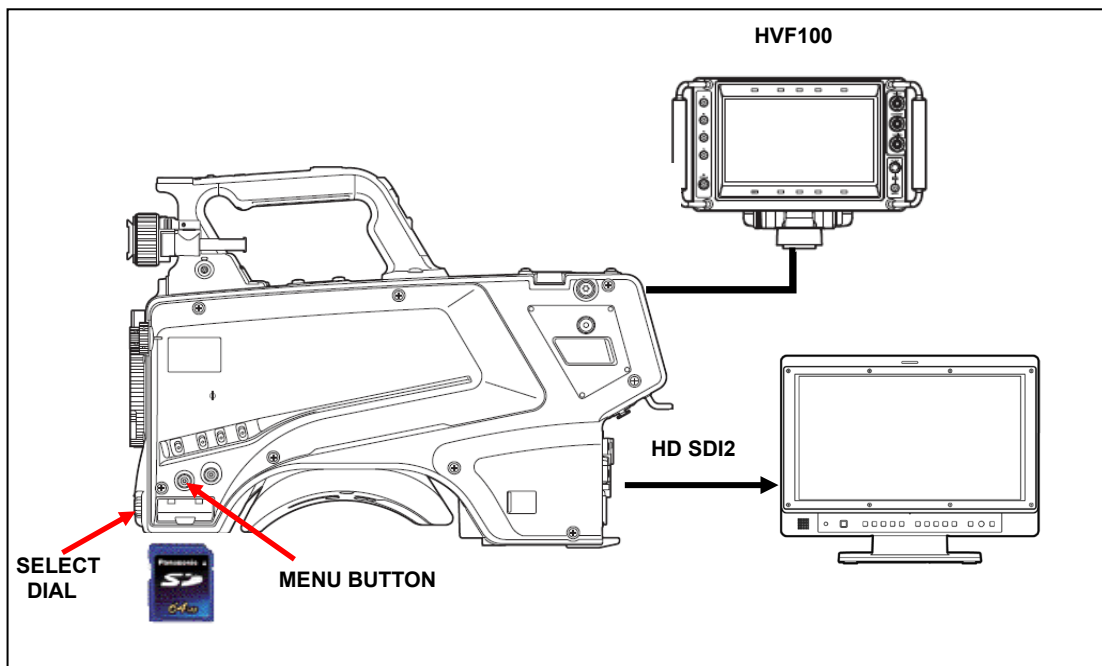
**Folder :** PRIVATE¥MEIGROUP¥PAVCN¥SBG¥SYSCAM¥FW¥HC3900\_\*

**File :** UPDATE.HDC

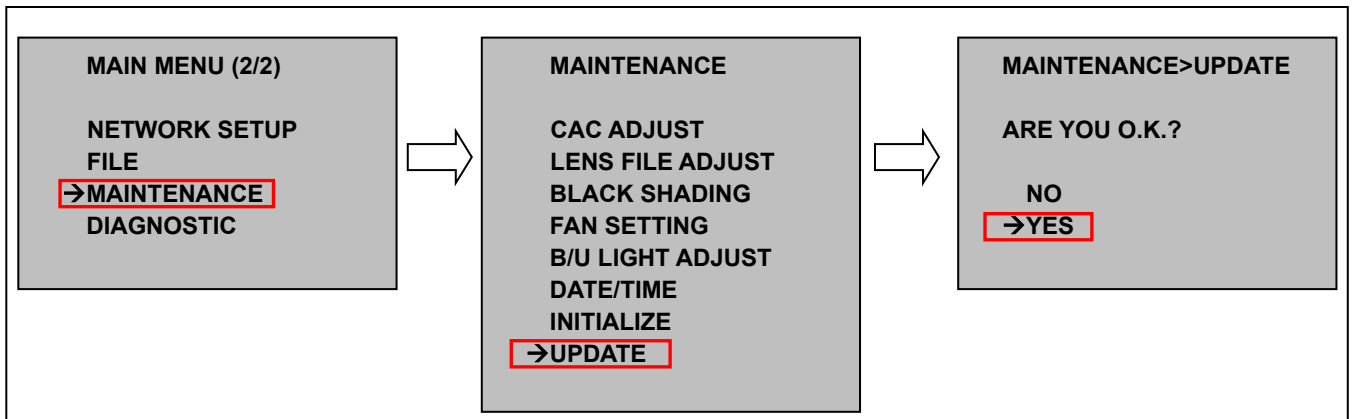
Update file for CPU and FPGA is under PRIVATE folder.(HC3900.enc).

Other update file is “UPDATE.HDC”.

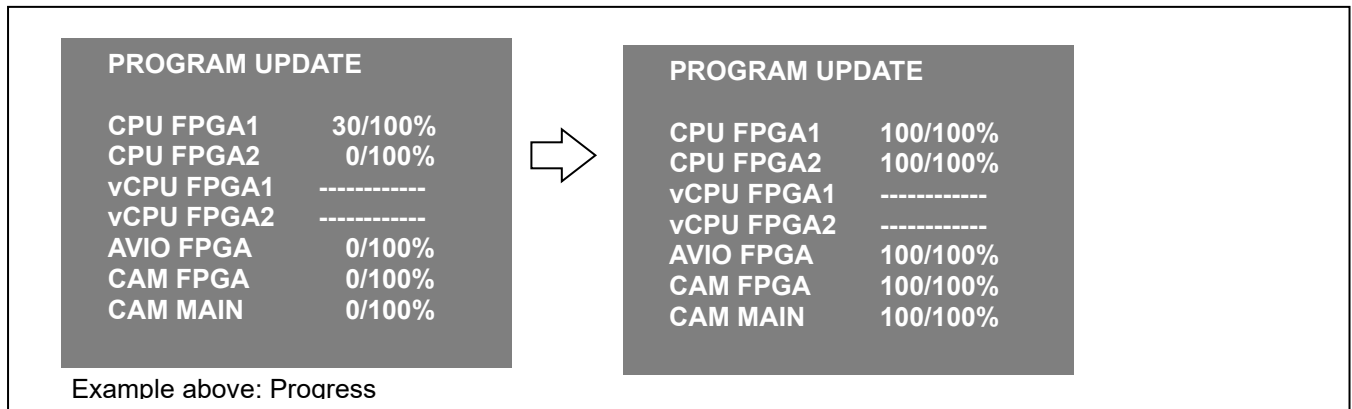
3. Connect the View Finder AK-HVF100. In case of no AK-HVF100, connect HD SDI 2 output to the monitor for displaying the Camera menu.
4. Insert the SD memory card for IP Migration version into the SD memory card slot.
5. Press the MENU button.



- Select and press the SELECT dial button to open following menu screen.  
 "MAIN MENU2/2" -> "MAINTENANCE" -> "UPDATE"  
 The update confirmation screen opens.



- Select "YES", and press the SELECT dial button, update program is started, and following message is displayed.



◆ Software update takes approx. 10min. Do not power down while updating.

- Once the update is complete, it will restart automatically. Installation to IP Migration version is complete.  
 (IP Migration version SYSTEM:26.AD-000-00.00)  
 Next, update the firmware in the same way.


**< 2<sup>nd</sup> Step: Firmware Update with DV91000551\* >**

- Remove the SD memory card from camera and insert it into the card slot of your PC.
- Delete the file PRIVATE folder and UPDATE.HDC file for IP Migration in the SD memory card used in 1st Step.
- Copy the folder "PRIVATE" of unzipped DV91000551\* on your PC to the root directory (top level of the directory structure) of the SD memory card.

**Folder : PRIVATE¥MEIGROUP¥PAVCN¥SBG¥SYSCAM¥FW¥HC3900\_\***  
 "UPDATE.HDC" does not exist.

- Insert the SD memory card for Firmware update into the SD memory card slot.
- Press the MENU button.
- Select and press the SELECT dial button to open following menu screen.  
 "MAIN MENU2/2" -> "MAINTENANCE" -> "UPDATE"  
 The update confirmation screen opens.

15. Select "YES", and press the SELECT dial button, update program is started, and following message is displayed.

<table border="1"> <thead> <tr> <th colspan="2">PROGRAM UPDATE</th> </tr> </thead> <tbody> <tr> <td>CPU BOOT0</td> <td>50/100%</td> </tr> <tr> <td>CPU FPGA2</td> <td>0/100%</td> </tr> <tr> <td>vCPU FPGA1</td> <td>-----</td> </tr> <tr> <td>vCPU FPGA2</td> <td>-----</td> </tr> <tr> <td>AVIO FPGA</td> <td>-----</td> </tr> <tr> <td>CAM FPGA</td> <td>-----</td> </tr> <tr> <td>CAM MAIN</td> <td>-----</td> </tr> <tr> <td>CPU BOOT1</td> <td>0/100%</td> </tr> </tbody> </table>	PROGRAM UPDATE		CPU BOOT0	50/100%	CPU FPGA2	0/100%	vCPU FPGA1	-----	vCPU FPGA2	-----	AVIO FPGA	-----	CAM FPGA	-----	CAM MAIN	-----	CPU BOOT1	0/100%		<table border="1"> <thead> <tr> <th colspan="2">PROGRAM UPDATE</th> </tr> </thead> <tbody> <tr> <td>CPU BOOT0</td> <td>100/100%</td> </tr> <tr> <td>CPU FPGA2</td> <td>100/100%</td> </tr> <tr> <td>vCPU FPGA1</td> <td>-----</td> </tr> <tr> <td>vCPU FPGA2</td> <td>-----</td> </tr> <tr> <td>AVIO FPGA</td> <td>-----</td> </tr> <tr> <td>CAM FPGA</td> <td>-----</td> </tr> <tr> <td>CAM MAIN</td> <td>-----</td> </tr> <tr> <td>CPU BOOT1</td> <td>100/100%</td> </tr> </tbody> </table>	PROGRAM UPDATE		CPU BOOT0	100/100%	CPU FPGA2	100/100%	vCPU FPGA1	-----	vCPU FPGA2	-----	AVIO FPGA	-----	CAM FPGA	-----	CAM MAIN	-----	CPU BOOT1	100/100%
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Example above: Progress

◆ Software update takes approx. 10min. Do not power down while updating.

16. When the update is completed, the message the camera will re-boot automatically.  
The firmware update is now complete.

### 3. Confirm the version number is renewed.

Follow the procedure of "1.Version display method", confirm the version number is renewed.

If it succeeded to update, the update file in the SD memory card is not need anymore.

If the version update fails, turn the power to ON again after inserting SD card in which the update file is saved.