

AW-HE2 Firmware Update Procedure

Please be sure to read this first.

There might be accidents in the process of updating such as changing the unit settings and others by mistake. Please perform the update after taking every situation into careful consideration.

It is recommended that the current settings should be noted down in advance.

◆[Disclaimer of warranty]

IN NO EVENT SHALL Panasonic Corporation BE LIABLE TO ANY PARTY OR ANY PERSON, EXCEPT FOR REPLACEMENT OR REASONABLE MAINTENANCE OF THE PRODUCT, FOR THE CASES, INCLUDING BUT NOT LIMITED TO BELOW:

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- (2) PERSONAL INJURY OR ANY DAMAGE CAUSED BY INAPPROPRIATE USE OR NEGLIGENT OPERATION OF THE USER;
- (3) UNAUTHORIZED DISASSEMBLE, REPAIR OR MODIFICATION OF THE PRODUCT BY THE USER;
- (4) INCONVENIENCE OR ANY LOSS ARISING WHEN IMAGES ARE NOT DISPLAYED, DUE TO ANY REASON OR CAUSE INCLUDING ANY FAILURE OR PROBLEM OF THE PRODUCT;
- (5) ANY PROBLEM, CONSEQUENTIAL INCONVENIENCE, OR LOSS OR DAMAGE, ARISING OUT OF THE SYSTEM COMBINED BY THE DEVICES OF THIRD PARTY;
- (6) ANY INCONVENIENCE, DAMAGES OR LOSSES RESULTING FROM ACCIDENTS CAUSED BY AN INADEQUATE INSTALLATION METHOD OR ANY FACTORS OTHER THAN A DEFECT IN THE PRODUCT ITSELF;
- (7) LOSS OF REGISTERED DATA CAUSED BY ANY FAILURE;
- (8) ANY DAMAGE OR CLAIMS DUE TO LOSS OR LEAKAGE OF IMAGE DATA OR SETTING DATA SAVED ON THIS UNIT OR ON A MEMORY CARD OR COMPUTER.

◆[Network security]

As connected to a network, your attention is called to the following security risks.

- (1) Leakage or disclosure of information transmitted via this unit
- (2) Unauthorized use of this unit by a third person with malicious intent
- (3) Interference or stoppage of this unit by a third person with malicious intent

It is your responsibility to take sufficient network security measures such as those described below to protect yourself against the above risks.

+ Use this unit in a network secured by a firewall, etc.

+ If this unit is used in a system with a computer connected, make sure that checks for and removal of computer viruses and malicious programs are implemented regularly.

+ Do not install the unit in a location where the unit, cables, and other parts may be easily damaged.

1. Preparation

< microSD memory card >

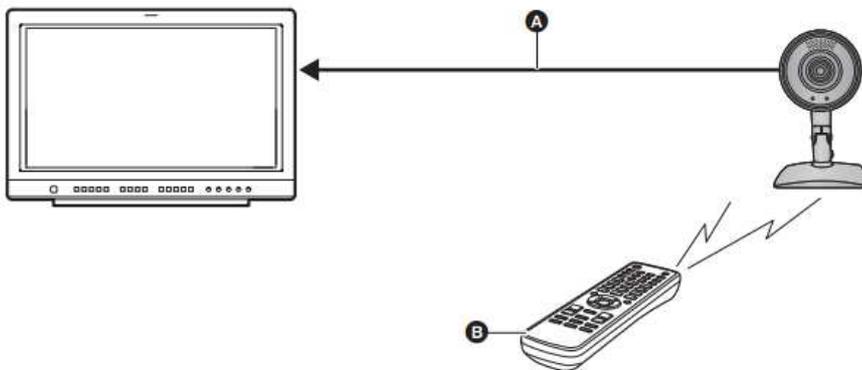
1. microSD memory card (512MB to 32GB memory card) is required. Use only microSD memory cards that comply with the SD or SDHC specifications.
2. It is strongly recommended that the cards should be formatted FAT16 or FAT32 using SD Formatter. http://www.sdcard.org/downloads/formatter_3/

< Copy the update file >

1. Download the file for the update from "Support" web site.
Click next to "Service and Support" tab. <http://pro-av.panasonic.net/en/>
2. Copy the file "*****.zip" to hard disk of your PC and extract the file.
3. Insert the microSD memory card into the PC's card slot. Then copy the extracted update file "UPDATE.HDC" to the root directory(*1) of the card.
(*1): Root directory = top-level directory of the file structure.

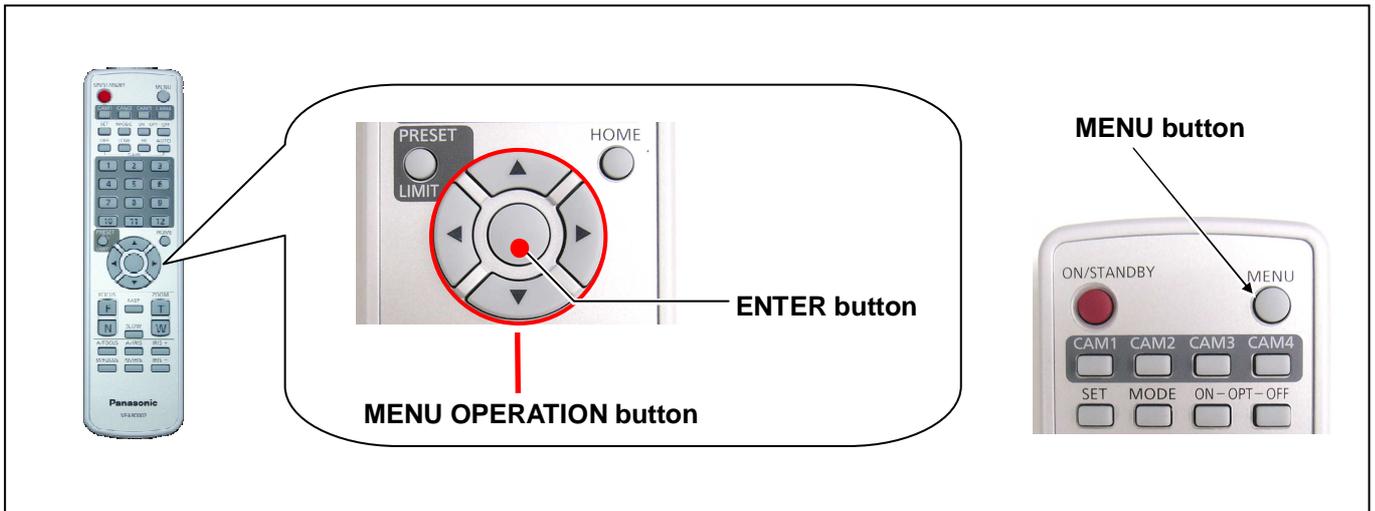
< AW-RM50G Wireless Remote Controller (Optional) > Connections with an HD monitor

- A** HDMI cable:
An HDMI video/audio signal is output.
- B** Wireless remote controller (optional)



2. Version Information

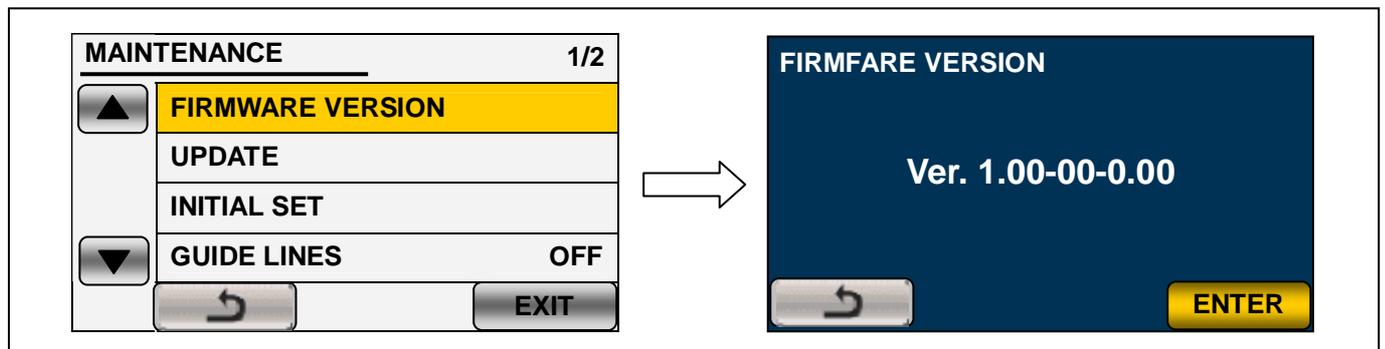
The menu screen displayed on the HDMI output monitor. And menu operation is performed using the wireless remote controller. The following buttons are used for service menu operation.



<CAMERA menu>

The version of system in this camera is displayed in MAINTENANCE menu screen of CAMERA menu.

1. Turn the power on. And usually press CAM1 button.
2. Press and hold the **MENU** button for **2 seconds** to display the CAMERA menu.
3. Select the “**MAINTENANCE**” and press the **ENTER** button to open the MAINTENANCE menu screen.
4. Select the item “**FIRMWARE VERSION**” and press **ENTER** button to display the version of system in this camera.



3. Update procedure

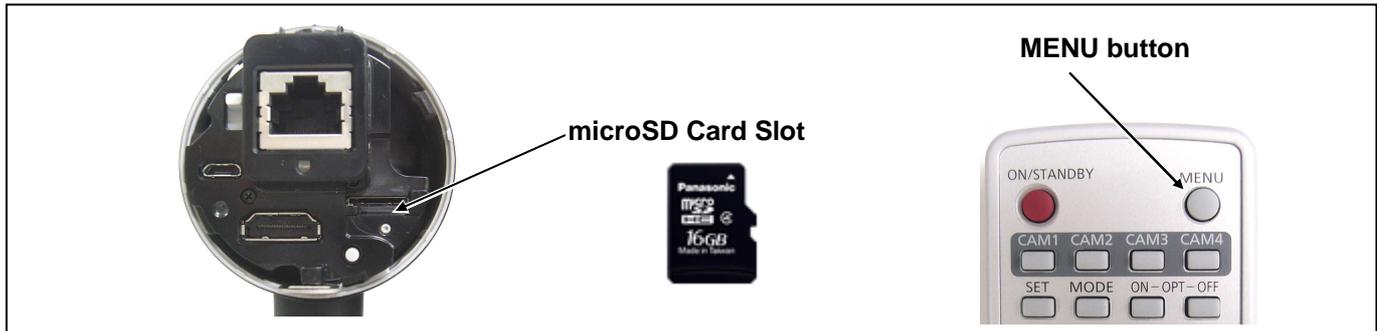
CAUTION: Before Updating Software

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

Note: In addition to an AC adaptor, the power supply by a USB is also possible for update.

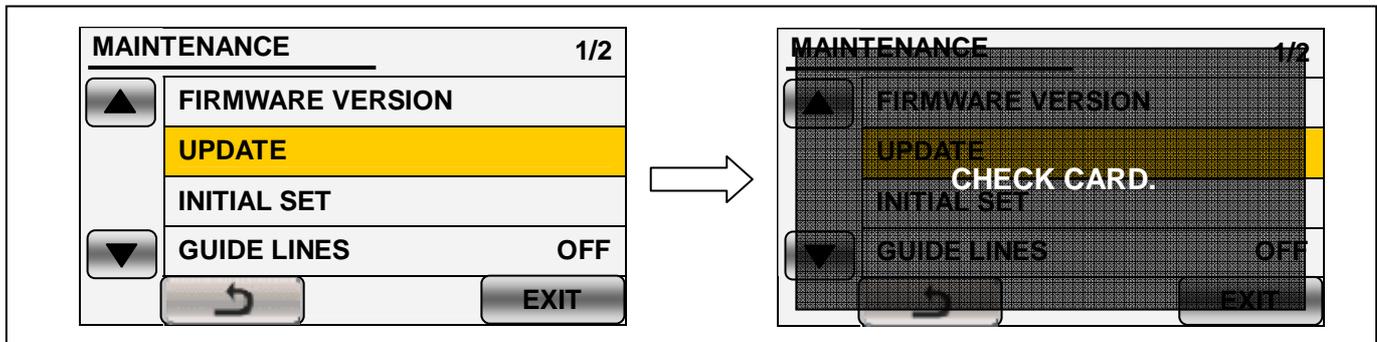
<CAMERA Menu>

1. Turn the power on.
2. Press and hold the **MENU** button for 2 seconds to display the CAMERA menu.
3. Select the “**MAINTENANCE**” and press the **ENTER** button to open the MAINTENANCE menu screen.
4. Insert the microSD memory card into the card slot.

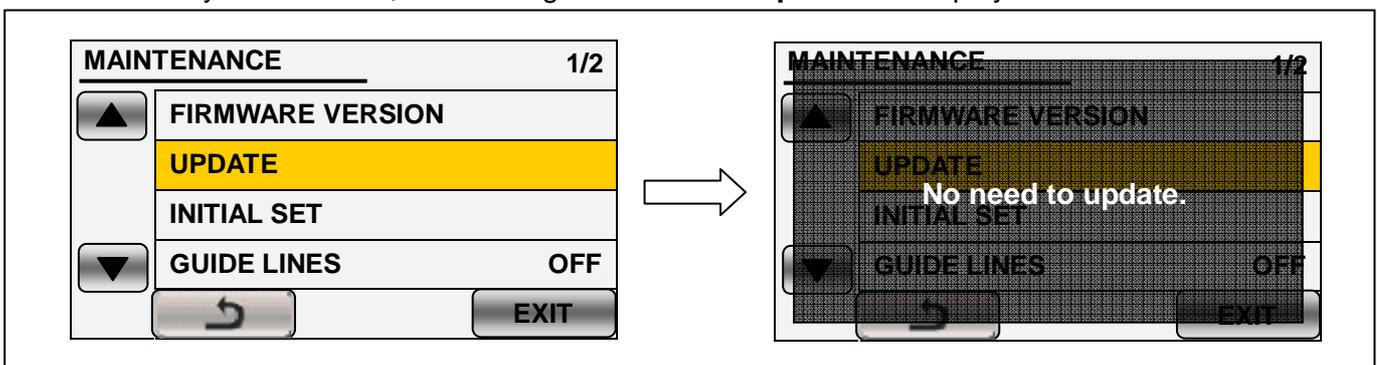


5. Select the item “**UPDATE**” on the MAINTENANCE menu screen and press **ENTER** button.

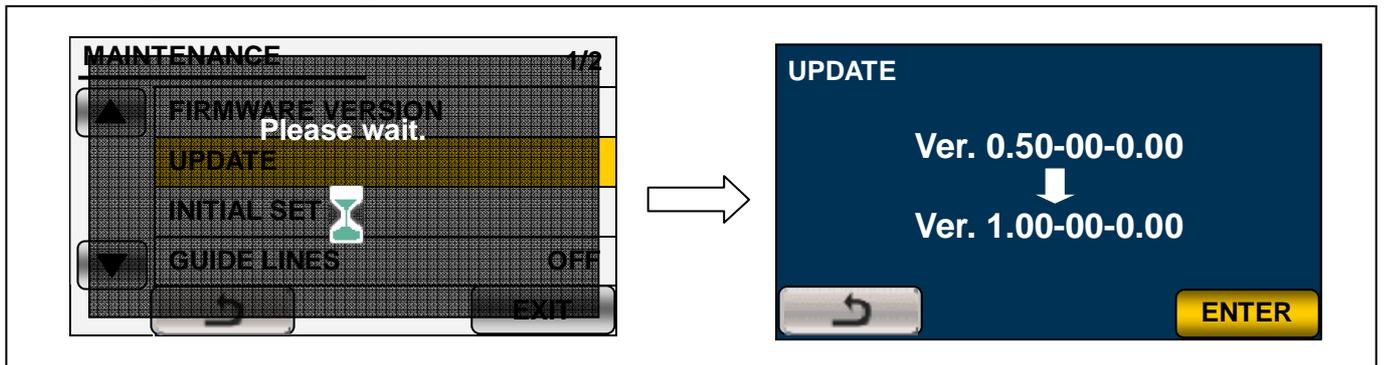
NOTE: When the update file is not recognized on microSD memory card, the message “**CHECK CARD.**” is displayed as follows. Please confirm whether the update file is correctly written on the microSD memory card.



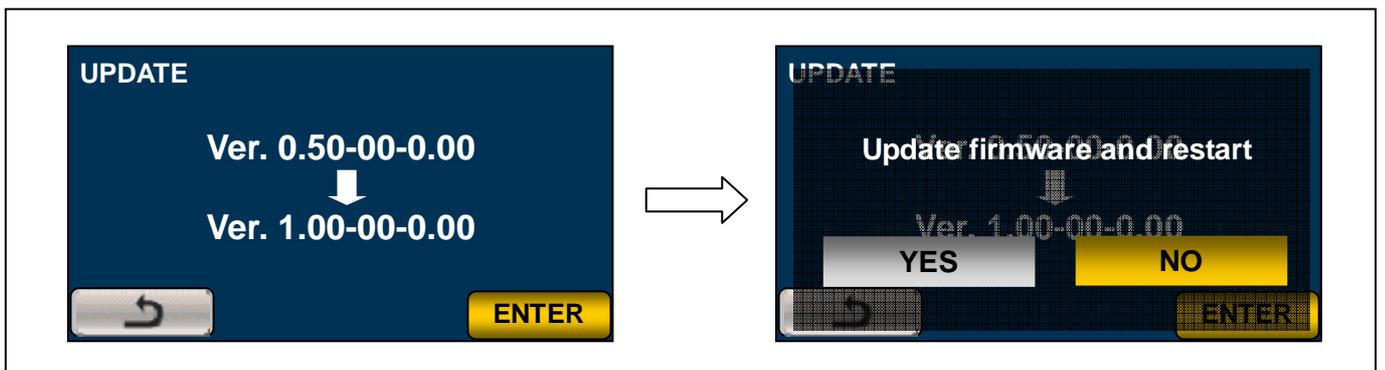
NOTE: When the version is the same or when the version of the update file on the microSD memory card is lower, the message “**No need to update.**” is displayed.



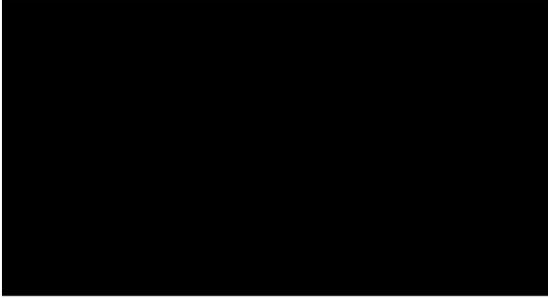
6. It takes a few seconds to check the file. While checking it, the message **“Please wait.”** is displayed. If the update can be executed, the versions of the camera and the update file on the microSD memory card are displayed.



7. Press **ENTER** button.
8. The update confirmation screen is displayed. When **“YES”** is selected, the update process will start. (Select **“YES”** and press **ENTER** button.). When **“NO”** is selected, the screen will return to the MAINTENANCE menu screen.



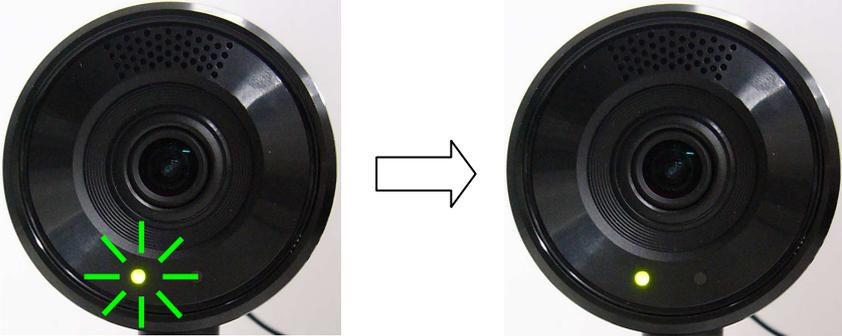
9. The monitor screen darkens (HDMI output is stop) when shifting to the update processing, and the **Status display lamp** goes flash. During updating software, **Status display lamp** is flash.



The message does not display on the screen.

During updating software, **Status display lamp** is flash.

In updating succeed, **Status display lamp** lights.



◆ Software update takes approx. 30 seconds to 1min. Do not power down while updating.

10. When the update is completed, the power automatically turns OFF / ON and the message “**Update is completed.**” is displayed. After the power is ON again, **Status display lamp** is ON.
11. Select the “**OK**” button (Press the **ENTER** button.). The normal mode screen is displayed.



12. Confirm that the version number is renewed for your confirmation update was correctly done follow the item “**2 Version Information**”.

NOTE:

The firmware version can be confirmed on the top screen in the Service Mode menu as well as on the Maintenance screen of Web Setting screen.

Please refer to Operation Instructions (Operations and Settings) for using Web Setting screen.

< How to recover from irregular situations while updating >

Card Plug-Out and Power Interruption troubles

Process	Trouble	Indication	How to recover
While reading data from microSD memory Card	Card Plug-Out	Error Message (CHECK CARD)	Insert the microSD memory card and restart from selection of "UPDATE"
	Power interruption	At the power-on, the camera starts up normally.	Restart from selection of "UPDATE"
Updating (Update of FlashROM Data)	Card Plug-Out	Plug-Out is ignored and update is continued.	Wait for a while until update is finished.
	Power interruption	At the power-on, the camera starts up in UPDATE mode. (no message)	Update is continued. Wait for a while until update is finished.

