

## **AW-HE40 / HE65 Firmware Update Procedure**

**Please be sure to read this first.**

The update of AW-HE40/ HE65 camera is performed via a network from Web setting screen on PC.

There might be accidents in the process of updating such as changing the camera 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 ]

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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.
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- (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.

## Introduction (Integrated Camera Update Tool )

- This tool is the software for updating firmware of Integrated Cameras (HE40/HE65 Series).
- If this software is installed into PC and then the camera that needs updating is connected via network with this PC, the camera can be updated simply by loading the update files.

## Preparation For Updating

### ○ Supported OS

Microsoft Windows7

Microsoft Windows8.1

Microsoft Windows10

## Preparing the update file

1. Download the latest software to the hard disk of your PC from "Support" web site.  
Click next to "Service and Support" tab. <http://pro-av.panasonic.net/en/>

Software Download

AW-HE40S / AW-HE40H

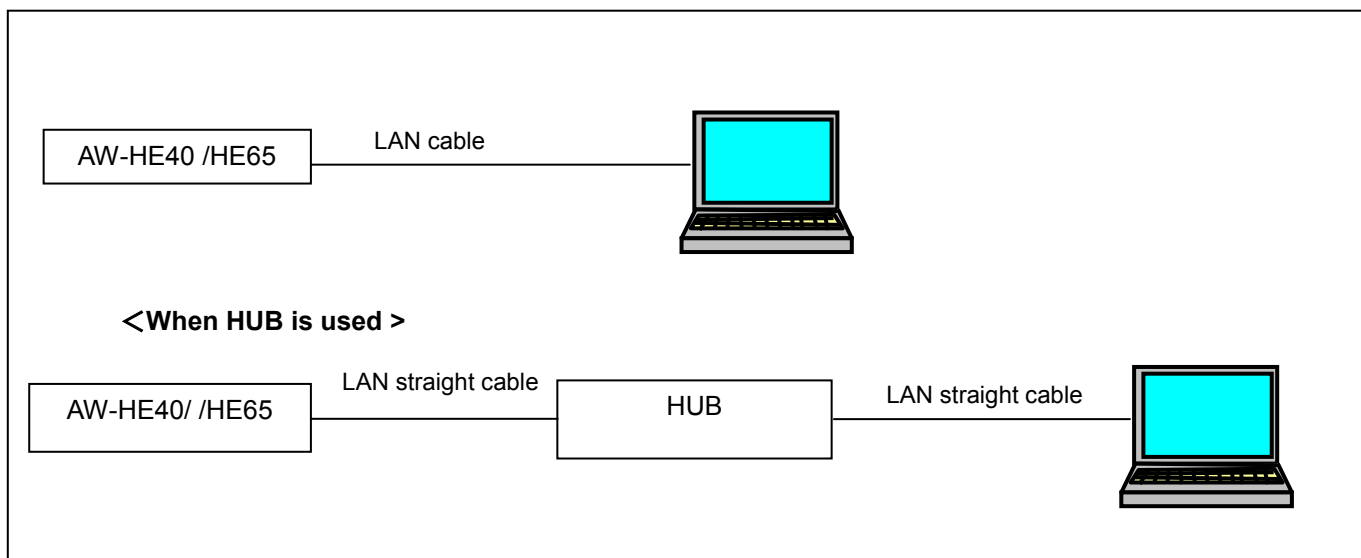
AW-HE65S / AW-HE65H

2. Copy the file "\*\*\*\*\*.zip" to hard disk of your PC and extract the file.  
The folder contains the following three software programs for upgrading.

[Note]

Spaces and double-byte characters cannot be used for save directory.

Please do not change unzipped folder's name and files inside it.

**<Connection AW-HE40/ HE65 to PC >**

The LAN straight cable is used when making the connection through a switching hub.

Select an IP address for the personal computer within the private address range while ensuring that it is different from the address of the unit. Set the subnet mask to the same address as the unit.

Example

AW-HE40 /HE65	192.168.0.10
PC	192.168.0.100

**Unit's IP address and subnet mask (factory settings)**

**IP address** : 192.168.0.10

**Subnet mask** : 255.255.255.0

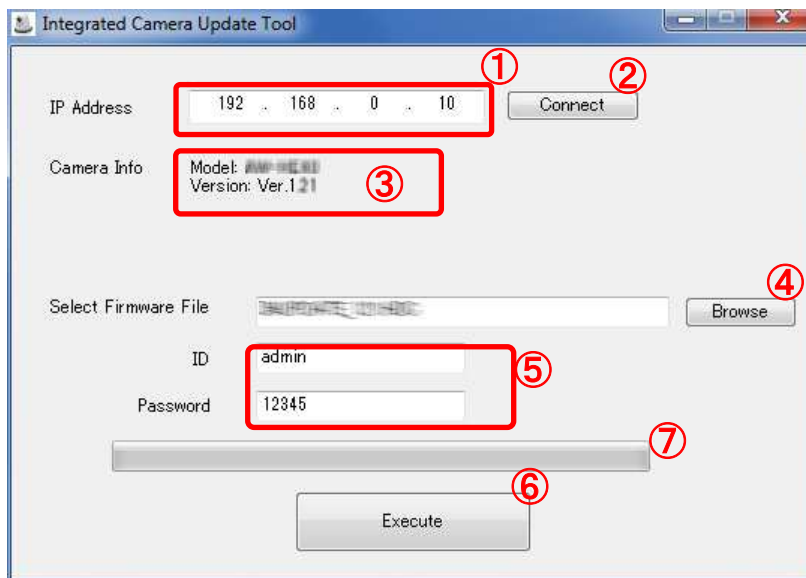
**Range of private addresses:** 192.168.0.1 to 192.168.0.254

## Integrated Camera Update Tool

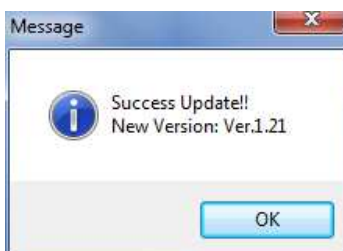
- Before executing, make sure of the remote camera's IP address using Easy IP Setup Software, etc.
- Also, turn on the remote camera. While executing, do not turn off the remote camera.
- Depending on the PC and network environment in use, it may take approximately 5 - 30 minutes.
- When "OK" on the "Success" or "Fail" screen is clicked, the instruction to reboot will be issued to the remote camera.

### Update Procedure

1. Starting up Integrated Camera Update Tool  
Do not start up other web browsers when this tool is used.  
Also, do not open two or more operation screens of this tool at the same time.

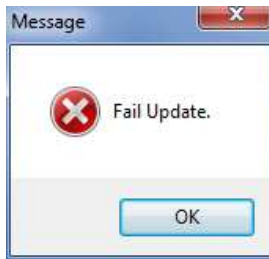


2. Entering IP address and acquiring information of remote camera  
Enter the remote camera's IP address in the (1) and click "Connect" (2).  
If the communication is correctly done with the remote camera, its model number and current version number will be displayed at the (3).
3. Selecting firmware and entering ID & Password  
Click "Browse" (4) to select the firmware file to be updated.  
Then enter ID & Password as necessary (5).
4. Execution  
When "Execute" (6) is clicked, the firmware will start to be transferred from PC to the remote camera.  
And, after this transfer is completed, the remote camera will automatically update its own firmware.  
While transferring or updating, the progress bar (7) will work.
5. When the firmware update is completed, "Success" screen will be shown. When you push "OK" button, the remote camera will reboot automatically.



## Errors

If it is NOT completed, "Fail" screen will be shown.



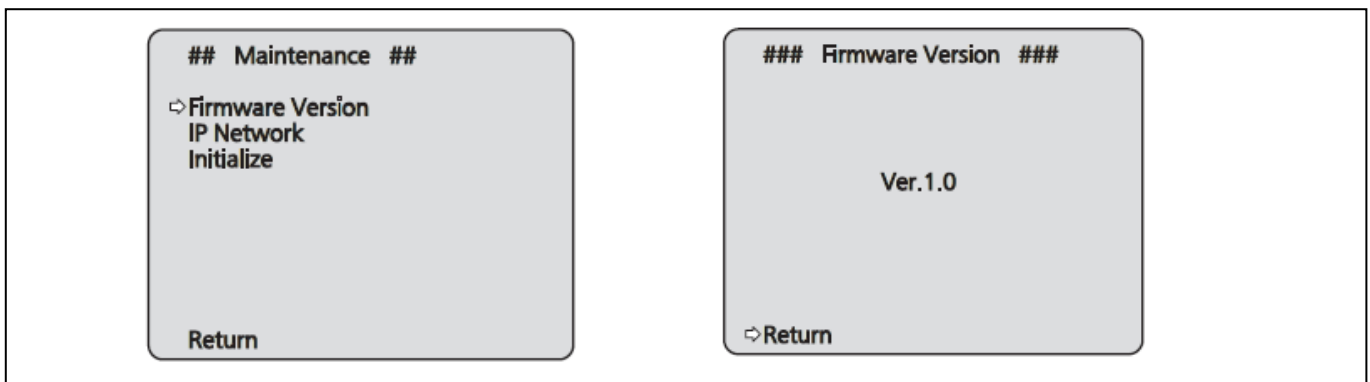
When you push "OK" button, the remote camera will reboot automatically.  
Execute update again.

## Confirm update

[ WEB setting menu ] Product info. screen (Setup → Maintenance → Product info.)

The version of firmware is also displayed in Firmware Version of camera menu.

[ Camera menu ] Firmware Version screen (Top Menu → Maintenance → Firmware Version)





**Please refer to the operating instructions and the following pages for Mac.**

**That is all for update procedure.**

**In normal cases, it is recommended to use this updating tool "Integrated Camera Update Tool".**

**It can automatically detect required update files and complete the update process by one operation.**

**Below (from page 6 to 13) is the procedure for the case that web browser.**

## 1. Preparation

### < Required PC environment >

<CPU> Intel Core2 DUO 2.4 GHz or faster recommended

<MEMORY> 1GB or more

2GB or more for 64-bit editions of Windows 8.1/Windows 8/Windows 7

<Network function> 10Base-T or 100Base-TX port 1

<Image display function> Resolution: 1024 x 768 pixels or more,

Color generation: True Color 24-bit or more

<Supported OS and Web browser>

Windows 8.1 Pro 64-bit/32-bit \*1

Windows Internet Explorer 11.0 \*1\*3

Windows 8 Pro 64-bit/32-bit \*1

Windows Internet Explorer 10.0 \*1\*3

Windows 7 Professional SP1 64-bit/32-bit \*2

Windows Internet Explorer 11.0/10.0/9.0/8.0 \*3

\*1) Use the desk top version of Internet Explorer. (Internet Explorer for Windows UI is not supported.)

\*2) Windows XP compatibility mode is not supported.

\*3) The 64-bit version of Internet Explorer is not supported.

### < Copy of file for update >

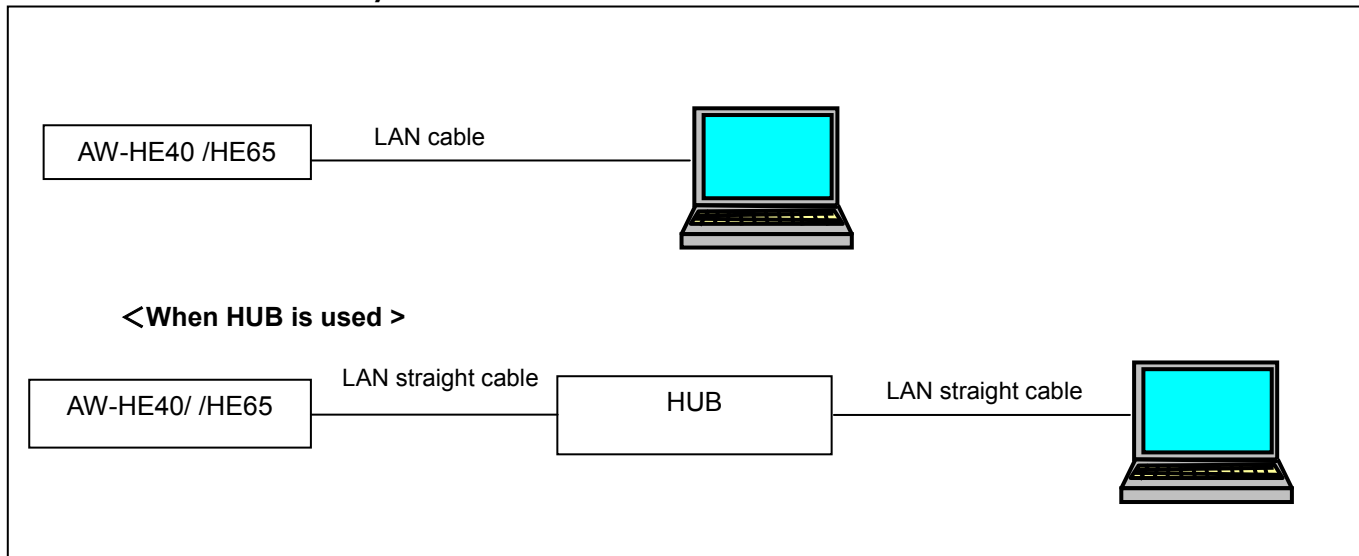
1. Download the file for the update from "Support " web site.

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. &lt; Connection AW-HE40/ HE65 to PC &gt;



The LAN straight cable is used when making the connection through a switching hub.

Select an IP address for the personal computer within the private address range while ensuring that it is different from the address of the unit. Set the subnet mask to the same address as the unit.

Example

AW-HE40 /HE65	192.168.0.10
PC	192.168.0.100

**Unit's IP address and subnet mask (factory settings)**

**IP address : 192.168.0.10**

**Subnet mask : 255.255.255.0**

**Range of private addresses: 192.168.0.1 to 192.168.0.254**

## 2. Update procedure

The update of AW-HE40 /HE65 camera is performed via a network from Web setting screen on PC. There might be accidents in the process of updating such as changing the camera 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.**

1. Turn on the AW-HE40 /HE65, Check PC connecting a local network.

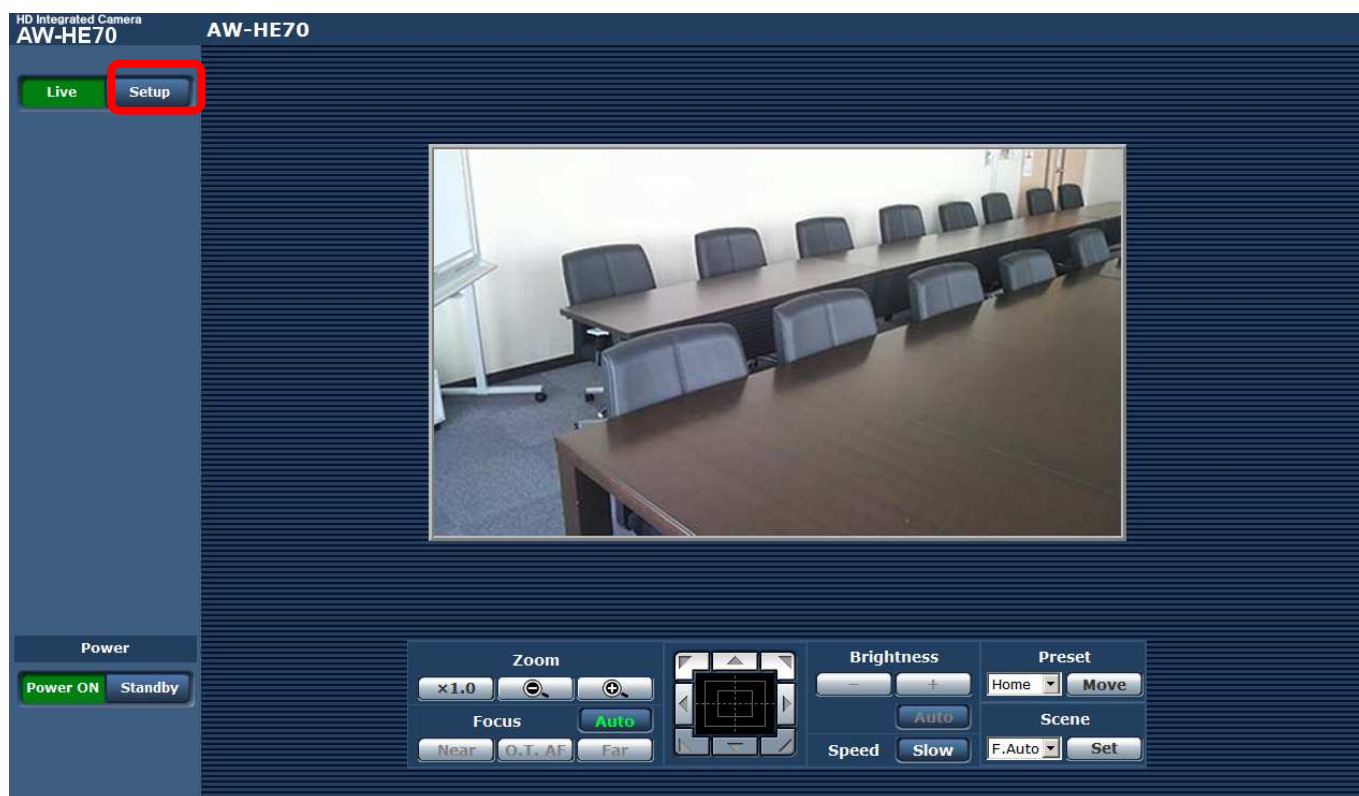


2. Start the Web browser, and access following URL.

**http://192.168.0.10**

**Note:** The IP address set as AW-HE40 /HE65 depending on a customer's employment may have been changed. Please check the IP address on a Network screen of Web setting screen (Refer to "Network screen" of operation instructions (Operation and Settings)).

3. The following Web setting screen is displayed. Click Setup button.



4. Clicking **Setup** button, the following screen is displayed. Click **OK** button on the screen, setup menu is displayed.



**NOTE:**

When the Setup button is clicked for the first time, the following login screen is displayed.

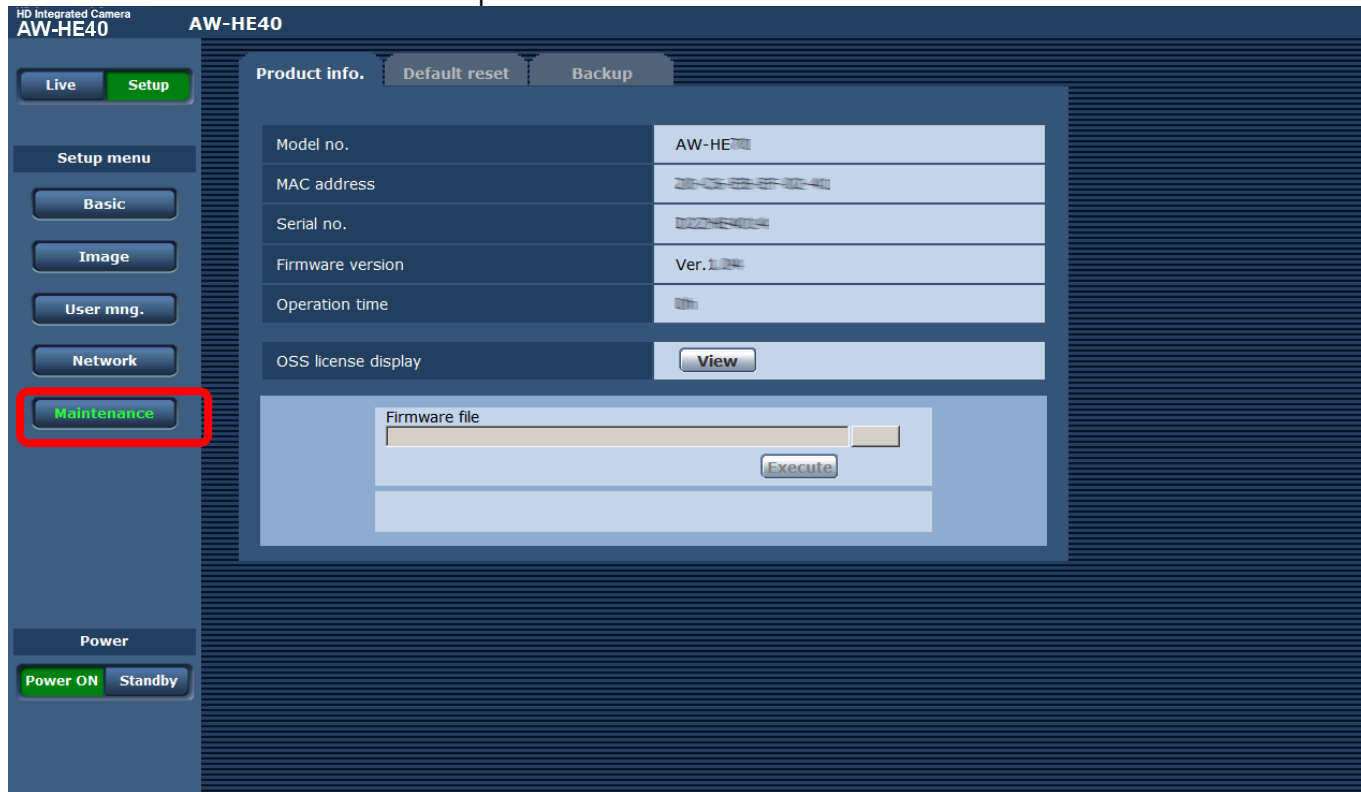


Input the following default values. Clicking OK button after inputting values, the message screen shown in step 4 is displayed.

User name	admin
Password	12345

**NOTE:** The user name and password which are set as AW-HE40 /HE65 depending on a customer's employment may have been changed. In that case, a confirmation is required.

5. Select the "Maintenance" in Setup menu. Click **Maintenance** button.



6. The **Maintenance** setting screen is displayed. Clicking **Product info. tab**, Product info. screen is displayed.

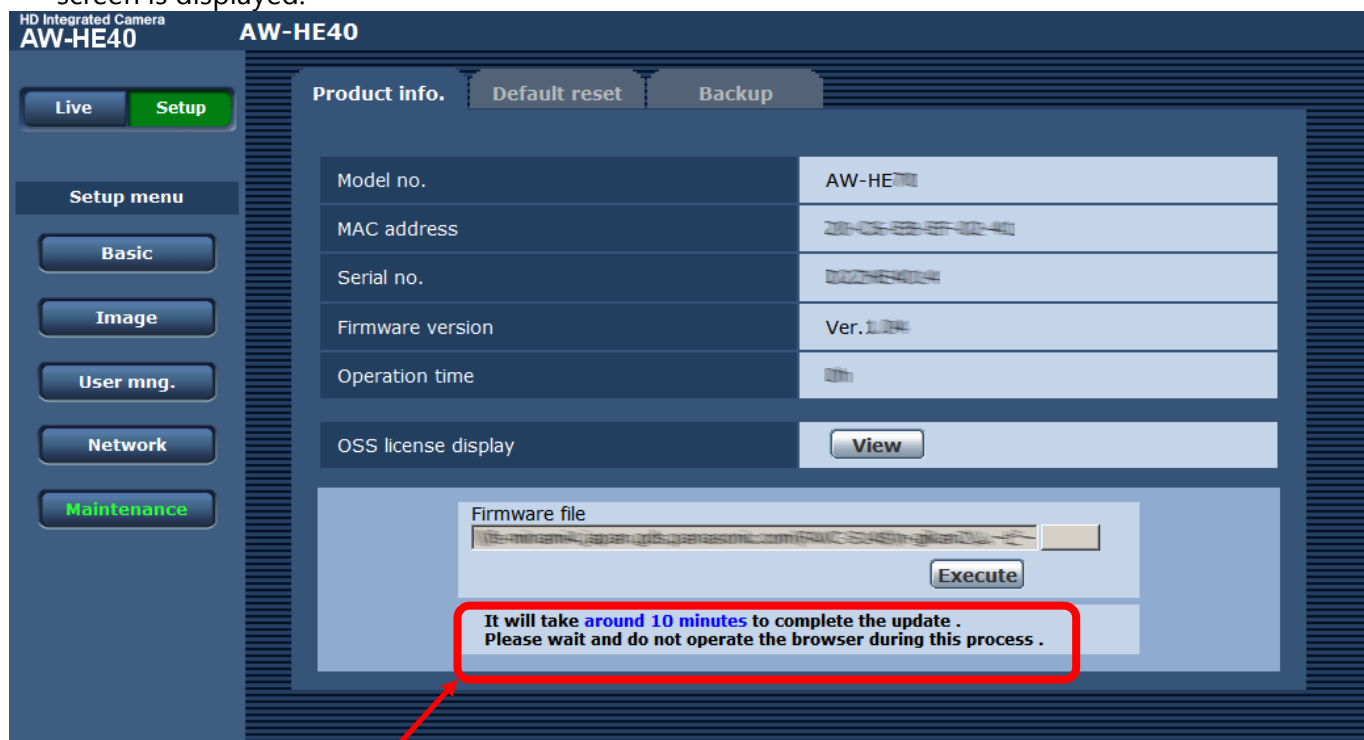
7. The version of firmware can be confirmed.

Clicking **Browse** button, "Choose file" dialog is appeared. Select firmware for update and click "Open" button.



Supplement Update Procedure ( the procedure for the case that WEB browser has to be used)

8. Select firmware for update on **“Choose file”** dialog screen and clicking **“Open”** button, the following screen is displayed.

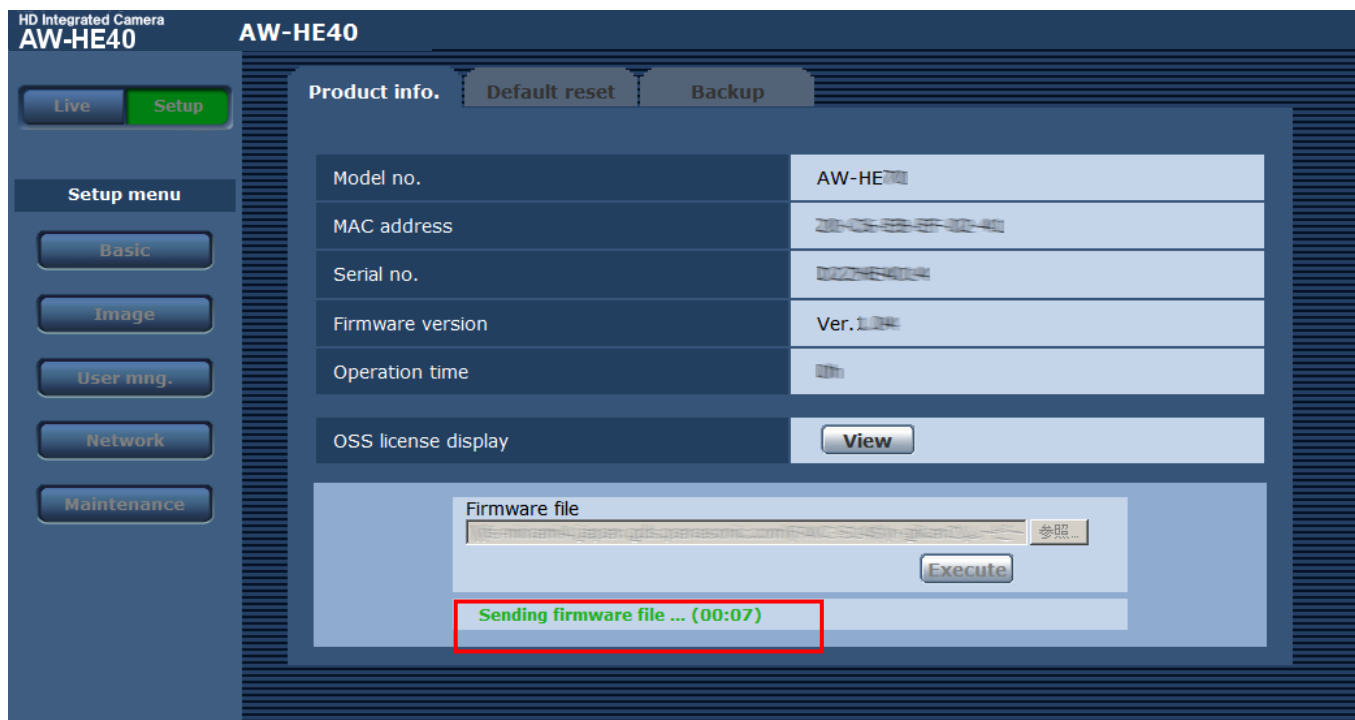


The time which update takes is displayed.

9. Click **Execute button**. Confirmation screen is displayed for execution of update.



10. Clicking OK button on the confirmation screen of execution of update, the following message is displayed on the status column (Step1/2). The firmware is transferred to AW-HE40 /HE65 from PC.



11. After completion of transferred and confirmation, update is started.

The progress condition of update is displayed.

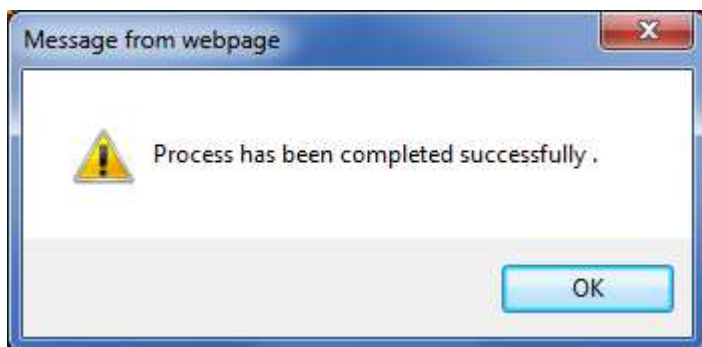
The screenshot shows the 'Setup' menu of the AW-HE40 camera. A yellow status bar at the bottom of the main content area displays 'Now Updating ... (00:22)'. Below this, a red warning box contains the text: '\*\*\* It will take around 10 minutes to complete the update . Please wait and do not turn off the power during this process . Please do not operate the browser during the update process .'. A red arrow points from the text above to the yellow status bar.

**NOTE:**  
The STATUS DISPLAY LAMP is green flashing during update, but it is not malfunction.

The diagram shows a rectangular panel with 'POWER' on the left and 'STANDBY' on the right. A green bar is positioned between the two labels, indicating the current power state.

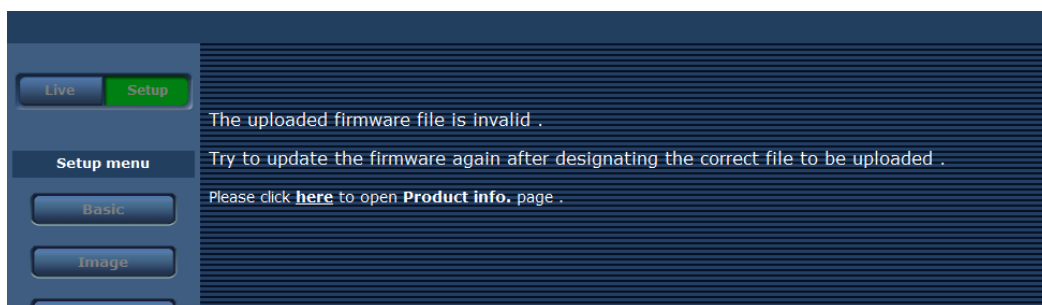
**NOTE:**  
The power of the camera automatically OFF and ON (The update is continuing). The update is not completed. Do not close the WEB setting screen, and do not turn off the power by mistake after the camera reboot.

12. The following completion message is displayed, when the update is completed. Clicking OK button, the Control screen of Web setting screen is displayed.



### Failure in updating

If firmware version is not changed or the following screen is displayed, execute the update again. Please refer to the procedure from step 6.



### 3. Confirm update

Please check according to the item "step 7".

[ WEB setting menu ] Product info. screen (Setup → Maintenance → Product info.)

The version of firmware is also displayed in Firmware Version of camera menu.

[ Camera menu ] Firmware Version screen (Top Menu → Maintenance → Firmware Version)

