

AW-HE60 Firmware Upgrade Procedure

Please be sure to read this first.

The update of AW-HE60 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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- (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 (HE** 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.
- This software is available for Windows and Mac.

Preparation For Updating

○ Supported OS

Microsoft Windows7

Microsoft Windows8

Microsoft Windows8.1

Mac OS X 10.7 Lion

Mac OS X 10.8 Mountain Lion

Mac OS X 10.9 Mavericks

○ Applicable Cameras

AW-HE50 (AW-HEF5)

AW-HE55

AW-HE60

AW-HE120

AW-HE130

○ Preparing the devices

- Remote camera unit
- PC that can be connected with remote cameras via local area network
- LAN cables and a switching hub for making local area connection
- PC that can be connected to Internet

Install the Integrated Camera Update Tool

Please download this tool from the website.

This tool needs to be installed into PC before updating.

- **For Windows** **Execute "setup.exe" file to install Integrated Camera Update Tool into PC.**
- **For Mac** **Execute the application software.**

[Note]

When a new version of this tool is released, please be sure to uninstall the old version before installing the new one. If the old version is still installed, the new one can not be installed.

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/>

AW-HE60S or AW-HE60H

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]

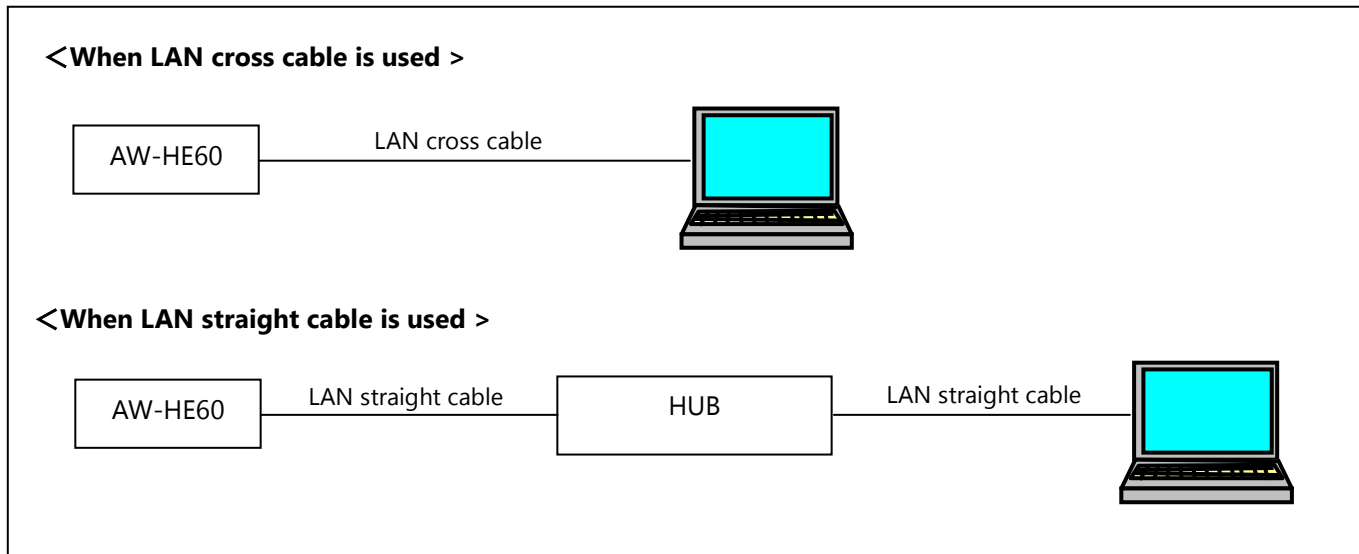
Spaces and double-byte characters can not be used for save directory.

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

Connection

When updating is performed using this tool, local area connection is required. Please refer to Operating Instructions of each model to find out about how to connect the devices via local area network.

< Connection AW-HE60 to PC >



The LAN cross cable is used when connecting a personal computer directly to the unit's LAN connector for IP control, and 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-HE60	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

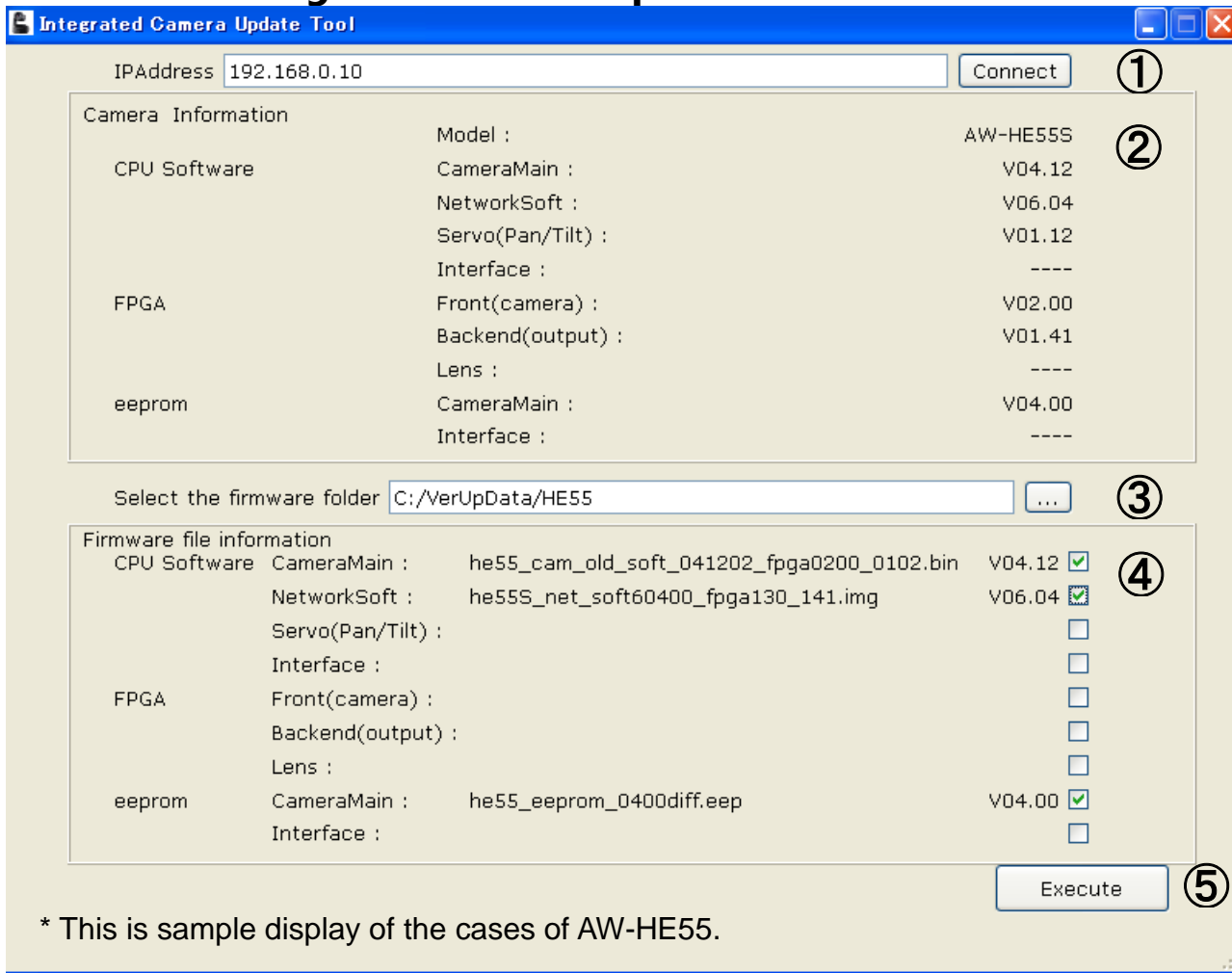
Range of private addresses: 192.168.0.1 to 192.168.0.254

[Note]

When this tool is used, please do not start up other web browsers.

Also, please do not launch two or more Integrated Camera Update Tools at the same time.

How To Use Integrated Camera Update Tool



- ①IP Address Enter the IP address of remote camera.
- ②Camera Infomation Camera information about remote camera is shown.
- ③Select the firmware folder Select the update folder.
- ④Firmware file information Information about update file is shown.
- ⑤Execute Updating gets started.

Model	Model No. of remote camera
CPU Software	
CameraMain	Version No. for camera module
NetworkSoft	Version No. for network module
Servo(Pan/Tilt)	Version No. for Pan/Tilt module
Interface	Version No. for interface module
FPGA	
Front(camera)	FPGA version No. for camera module
Backend(output)	FPGA version No. for output module
Lens	FPGA version No. for lens module
eeprom	
CameraMain	EEPROM version No. for camera module
Interface	EEPROM version No. for interface module

[Note] Depending on the model, some version No. may be shown as "----".

Update Procedure

1. Start up this tool.

When this tool is used, please do not start up other web browsers.

Also, please do not launch two or more Integrated Camera Update Tools at the same time.

2. ① In "IP Address" box, enter the IP address of remote camera that needs updating.

If you do not know its IP address, please use "Easy IP Setup Tool" to make sure of it.

Please refer to Operating Instructions of each model to find out about how to use "Easy IP Setup Tool".

3. Press "Connect" button.

② Software version numbers in this camera will be shown at "Camera Information" area.

4. ③ Click the browse button next to "Select the firmware folder" box to specify the downloaded folder that contains update file.

[Note]

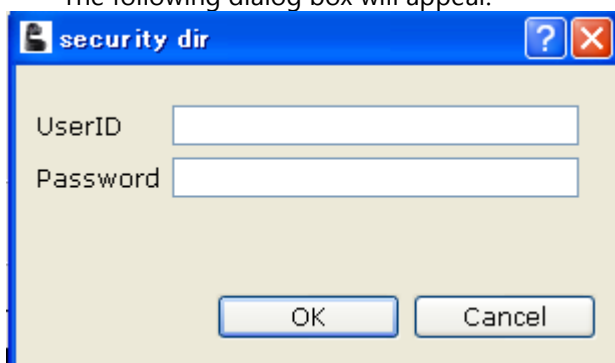
By clicking the browse button, program folder (application folder) may be shown. Please move to the update folder that has been prepared at "Preparing the update file".

④At "Firmware file information" area, names and version numbers of update files required for selected remote camera will be shown.

Files to be updated can be selected using checkboxes at the right ends, but please do not remove check marks because all the files shown at the area need to be updated.

5. ⑤ Press "Execute" button.

The following dialog box will appear.



6. Enter User ID and Password that are set for the remote camera.

Initial User ID and Password are as follows.

User ID: admin

Password: 12345

7. Press "OK" button to start updating.

[Note]

- After pressing "OK" button, it may take some time before progress bar starts working to indicate that the update process is in progress.
- The process may move on to the next step before the bar reaches 100%
- Please perform the update process using PC in the same subnet as camera unit.
- While updating, please do not turn off the camera unit. (Until the completion dialog box appears.)
- Please do not perform any operations at all until the update process is completed.

 **Errors****Action for an error that has occurred**

If the error message is shown, please perform the update again from the beginning.

No Connect Camera	Camera is not recognized by this tool. Enter the IP address so that camera information will be shown.
CameraErr	Camera is not connected or IP address is wrong.
UpdateErr	Update process is not completed. Update process may have failed to be completed and timed out. Press "Connect" button to get camera information, and then try to perform the update process again. At that time, be careful not to remove check marks from the required files to update all of them again.

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 7 to 16) is the procedure for the case that web browser has to be used due to circumstances, e.g. when the updating tool can not be installed.

1. Preparation

< Required PC environment >

<CPU> Intel Core2 DUO 2.4 GHz or faster recommended

<MEMORY> 512 MB or more,

When using Windows 7: 1 GB [32 bits] or 2 GB [64 bits] or more

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

<Image display function> Resolution: 1024 768 pixels or more, Color generation: True Color 24 bits or more

<Supported OS and Web browser>

Windows 7 Professional 32/64-bit (*1) , IE 8.0 (*2), IE9.0(*2)

Windows XP (*3) Home Edition SP3/ Professional Edition SP3 , IE 8.0(*2)

*1) This cannot be used in the Windows XP compatibility mode.

*2) This cannot be used with the 64-bit version of IE 8.0.

*3) The Windows XP Professional x64 Edition is not supported.

< Copy to file for update >

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

Click next to "Service and Support" tab. <http://pro-av.panasonic.net/en/>

AW-HE60S or AW-HE60H

4. Copy the file "*****.zip" to hard disk of your PC and extract the file.

The folder contains the following three software programs for upgrading.

Do not change these filenames.(The software version is entered in the [***] part.)

Ensure that both software programs are upgraded without fail.

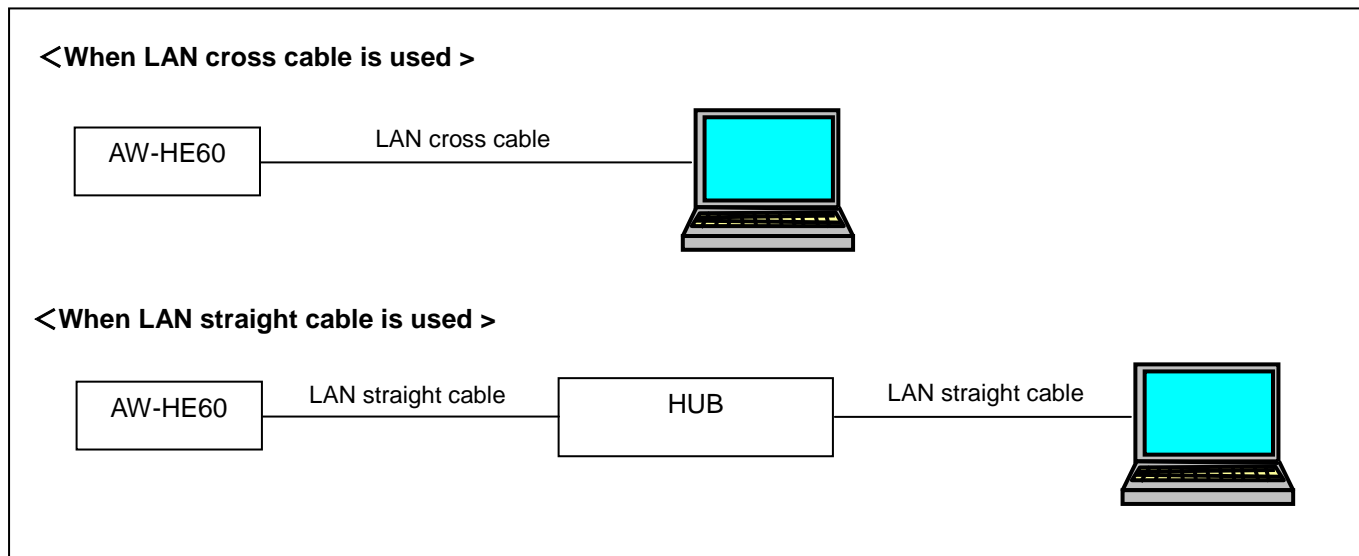
AW-HE60H

File Name	Firmware
VSI5640*.bin	CPU Software / Camera Main PLD / Camera
VSI5642*.img	CPU Software / Network PLD / Output
VSI5641*.eep	EEPROM

AW-HE60S

File Name	Firmware
VSI5640*.bin	CPU Software / Camera Main PLD / Camera
VSI5643*.img	CPU Software / Network PLD / Output
VSI5641*.eep	EEPROM

< Connection AW-HE60 to PC >



The LAN cross cable is used when connecting a personal computer directly to the unit's LAN connector for IP control, and 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-HE60	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-HE60 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-HE60, 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-HE60 depending on a customer's employment may have been changed.

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

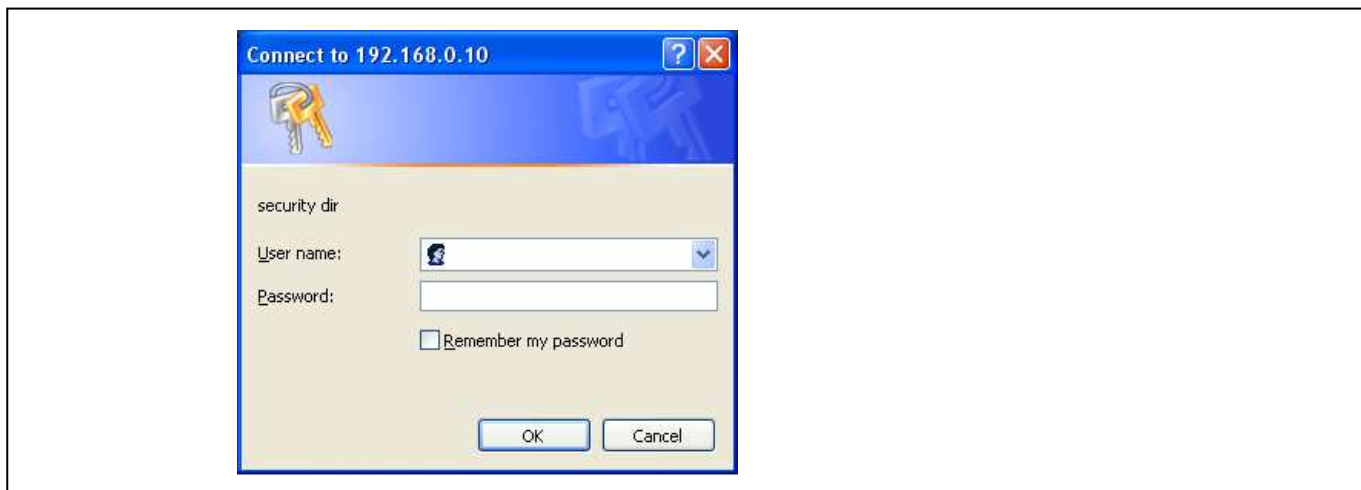


4. Clicking **Setup** button, the following screen is displayed. Click **OK** button on the screen, setup menu is displayed.



NOTE:

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



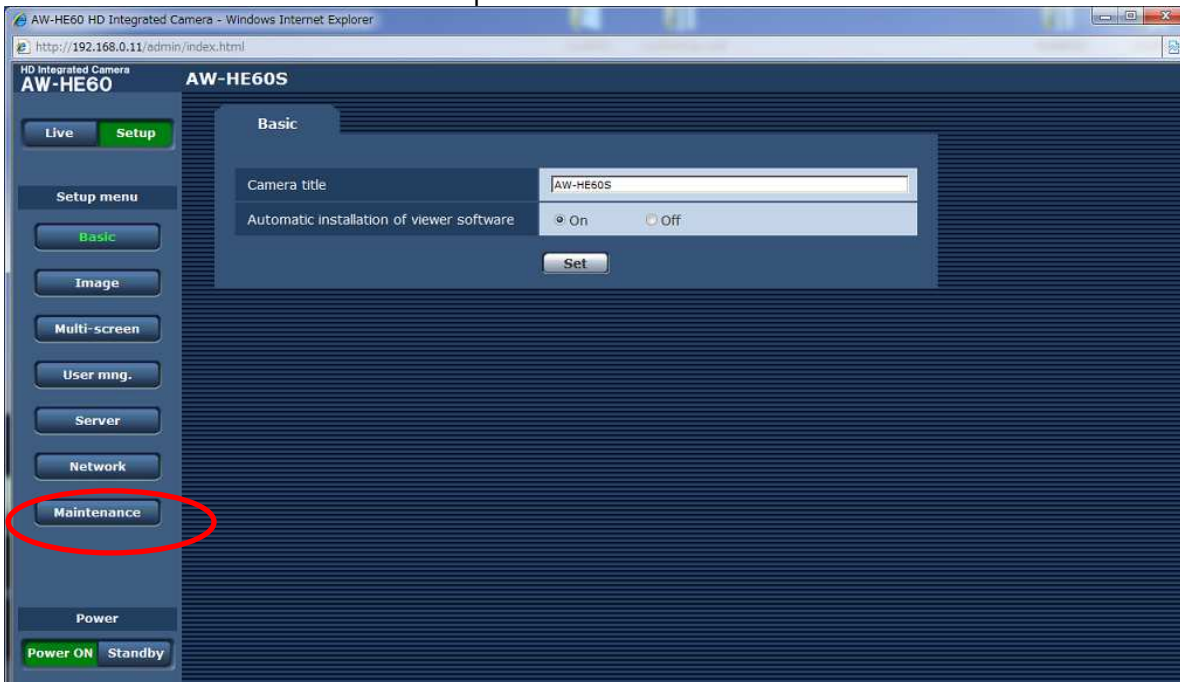
Input the following default values. Clicking OK button after inputting values, the message screen shown in step 4 is displayed.

User name	admin
Password	12345

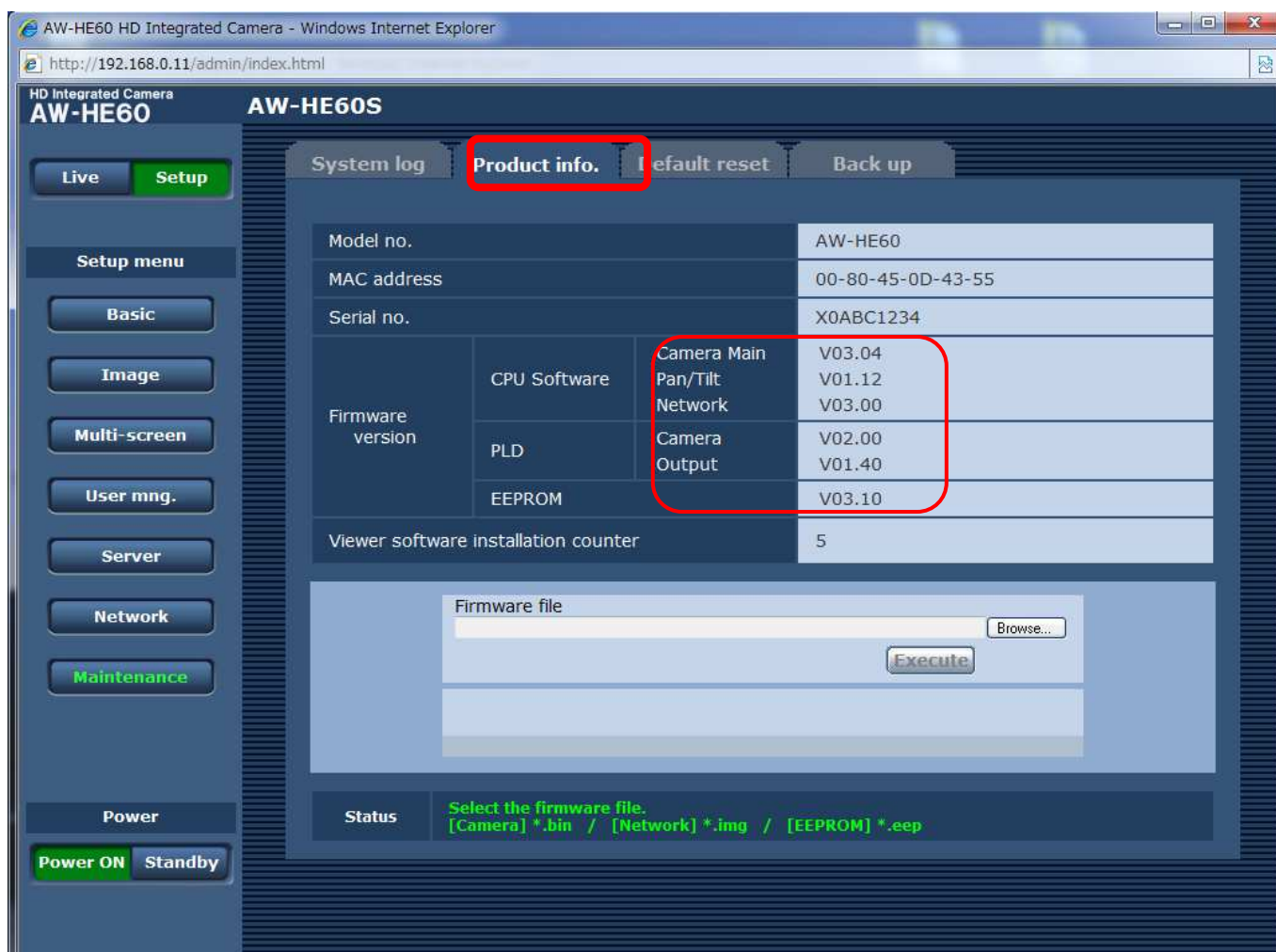
NOTE: The user name and password which are set as AW-HE60 depending on a customer's employment may have been changed. In that case, a confirmation is required.

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

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



6. The **Maintenance** setting screen is displayed. Clicking **Product info.** tab, Update screen is displayed. The version of firmware can be confirmed.



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

Select the software program (*.bin, *.img, *.eep) whose version is to be upgraded.

AW-HE60H

Firmware		File Name	Remark
CPU Software	Camera Main	VSI5640*.bin	
	Pan/Tilt	-	
	Network	VSI5642*.img	
PLD	Camera	(VSI5640*.bin)	This item and the item "CPU Software / Camera Main" is updated together.
	Output	(VSI5642*.img)	This item and the item "CPU Software / Network" is updated together.
EEPROM	Frontend	VSI5641*.eep	

AW-HE60S

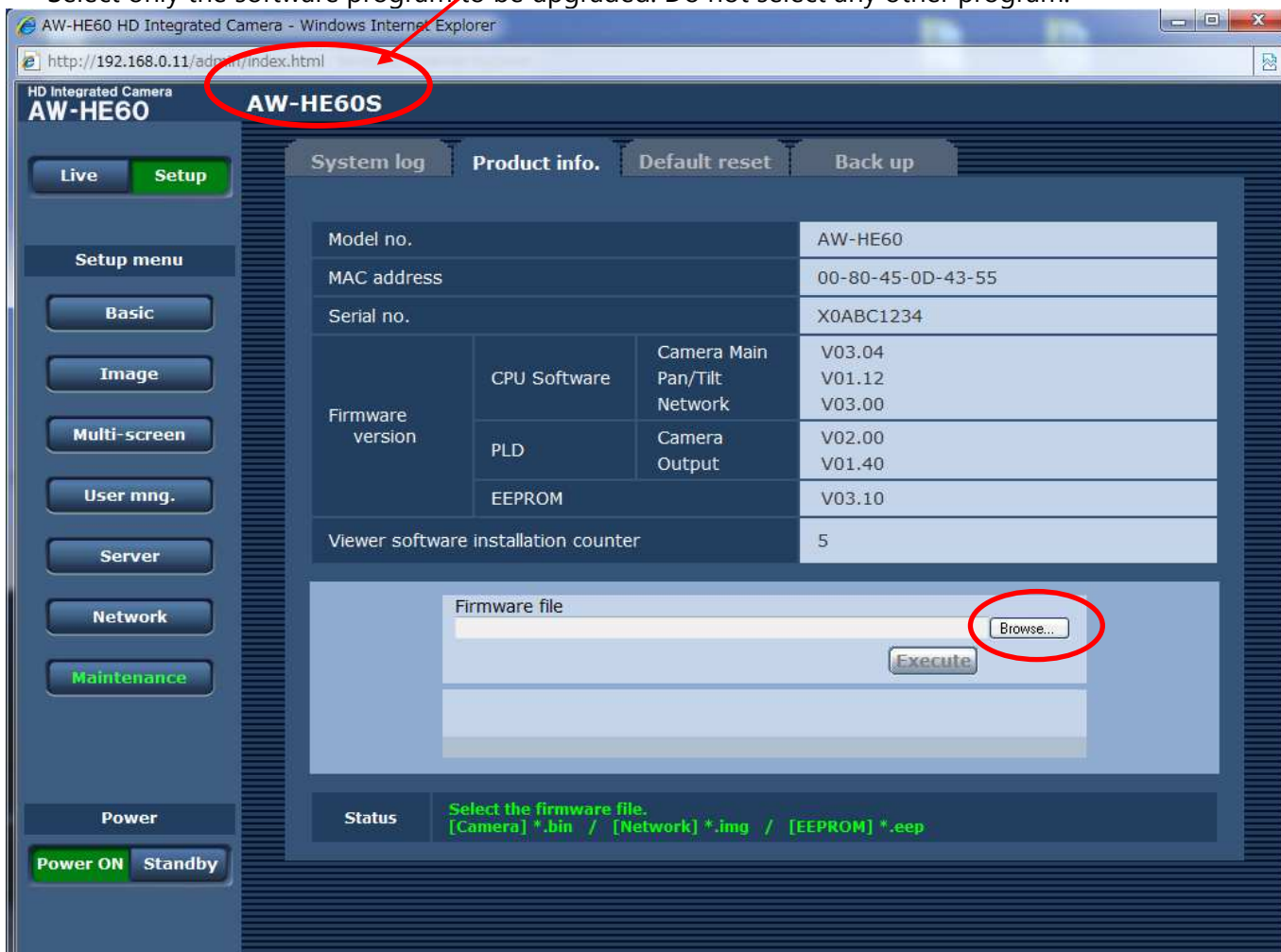
Firmware		File Name	Remark
CPU Software	Camera Main	VSI5640*.bin	
	Pan/Tilt	-	
	Network	VSI5643*.img	
PLD	Camera	(VSI5640*.bin)	This item and the item "CPU Software / Camera Main" is updated together.
	Output	(VSI5643*.img)	This item and the item "CPU Software / Network" is updated together.
EEPROM	Frontend	VSI5641*.eep	

NOTE: Each software of an update procedure is the same. In this manual, the screen at the time of selecting CPU Software / Camera Main is described.

There is the difference in Network software between HDMI model (AW-HE60H) and SDI model (AW-HE60S). Please do not make a mistake in selecting. Model type of your AW-HE60 camera is displayed at the upper part of Web setting screen.

The file and folder names must not include any spaces or full-size characters.

Select only the software program to be upgraded: Do not select any other program.



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

7. Click **Execute** button.

The screenshot shows the 'Product info.' tab of the AW-HE60 web interface. The 'Execute' button is circled in red. A callout box contains the following text:

It will take **around 14 minutes** to complete the update .
 Please wait and do not operate the browser during this process .
 [Step 1/2] around 35 seconds [Step 2/2] around 13 minutes

The status bar at the bottom of the interface reads: **Status** Press "Execute" button to start update .

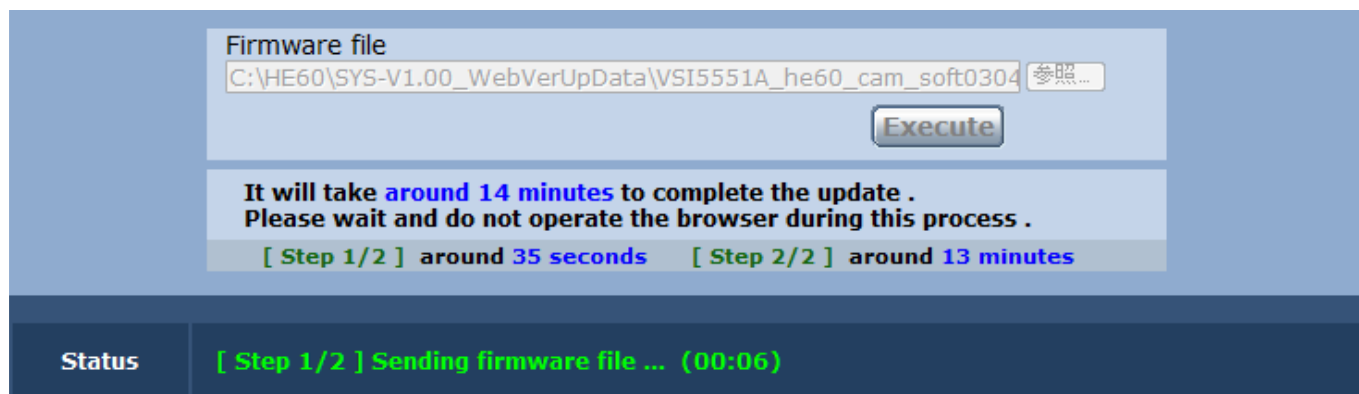
The time which the updating takes is displayed.

8. Click **Execute** button. The following message is displayed.

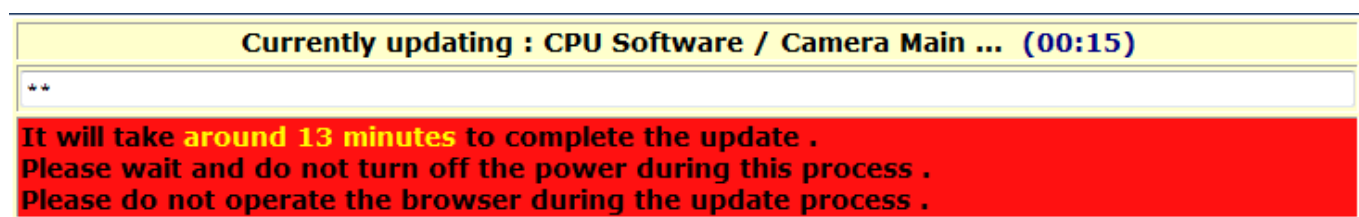


Supplement Update Procedure (the procedure for the case that WEB browser has to be used)

9. Clicking OK button, the update starts. The following display is the status during sending firmware file data from PC to AW-HE60.



10. When sending the file is completed, the display is changed to the following screen. (In the example of the following figure, CPU Software of Camera Main is been updating.)



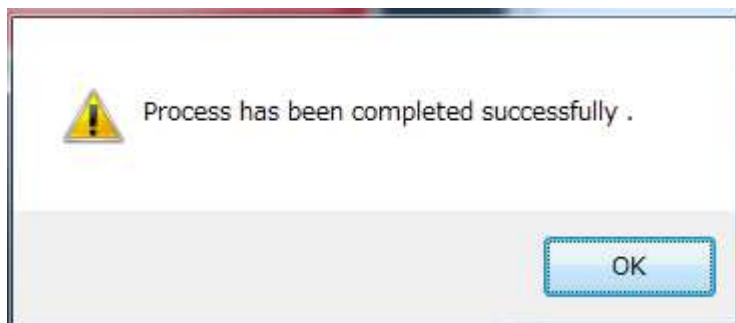
NOTE:

The power of the camera automatically OFF and ON (The update is continuing). The update is not completed. While the software program is being upgraded, do not perform any operations whatsoever until the progress bar display is cleared.

If any of the following operations are performed, the software program will fail to be upgraded, making it impossible for the AW-HE60 to start up properly.

- X When a screen other than the [Upgrade] screen and progress bar is accessed**
- X When the Web browser which displays the [Upgrade] screen and progress bar is closed**
- X When the network connection between the personal computer and AW-HE60 is cut off**
- X When the power of the personal computer or AW-HE60 is turned off**

11. The progress bar disappears when the update is completed, and the following message is displayed. Clicking OK button, WEB Live screen of step 3 is displayed.

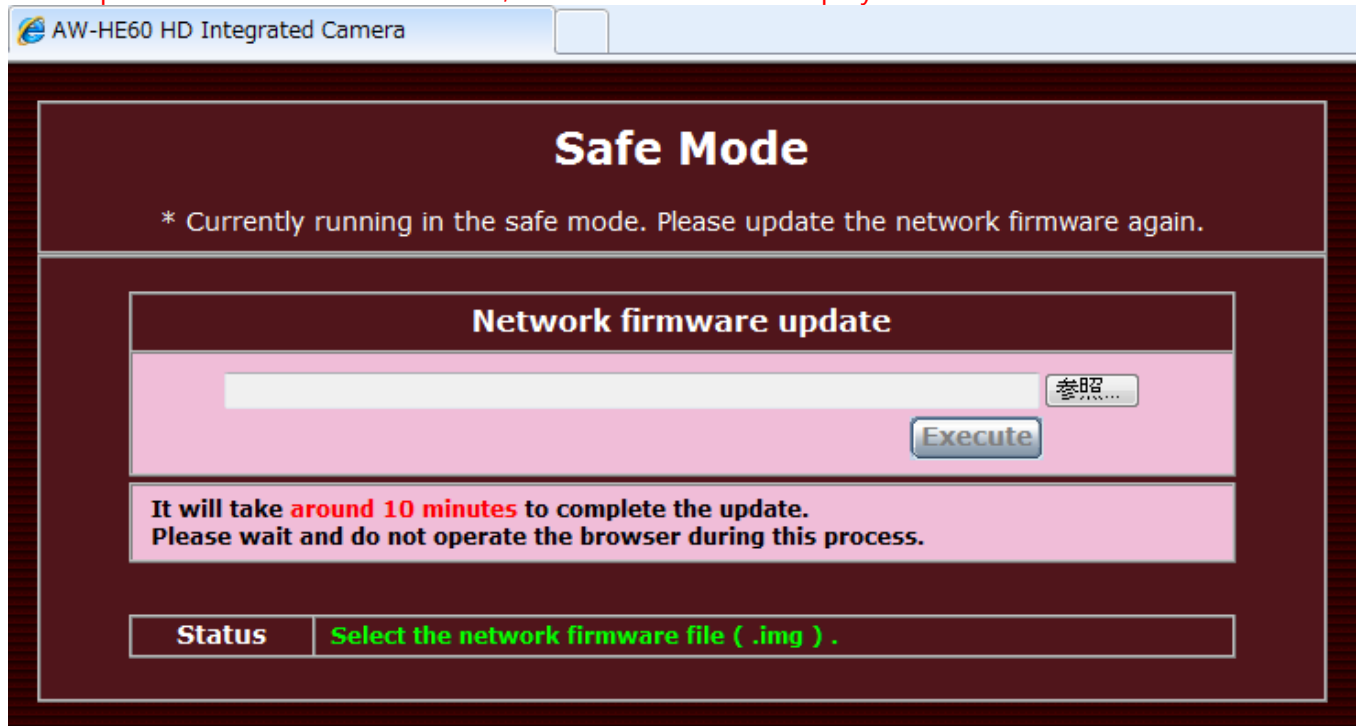


Repeat the procedure to update every software program that needs updating.

Failure in updating

If the update of Camera Main and EEPROM software fails, please update again.

If the update of Network software fails, Safe Mode screen is displayed as follows.



Select the file of Network software and perform the update again.

Click Browse button to open the file selection screen.

Click Execute button to start the update. Please refer to the procedure from Step9.

3. Confirm update

The version of firmware can be confirmed. Please refer to next page Step 1 to 6.

(Setup -> Maintenance -> Product Info.)

The AW-HE60H and AW-HE60S each have their own software program for upgrading the Network version.

If the versions are upgraded in the wrong combination, the following warning message will appear on the video output monitor every time the AW-HE60 starts up.

When the software program designed for the AW-HE60S has been upgraded in the AW-HE60H:

Network Firmware Error!

Please check Network Firmware Version for HDMI Model.

When the software program designed for the AW-HE60H has been upgraded in the AW-HE60S:

Network Firmware Error!

Please check Network Firmware Version for SDI Model.

When the versions are upgraded in the wrong, download and upgrade again using the correct combination.