AG-HPX250 / HPX255 series
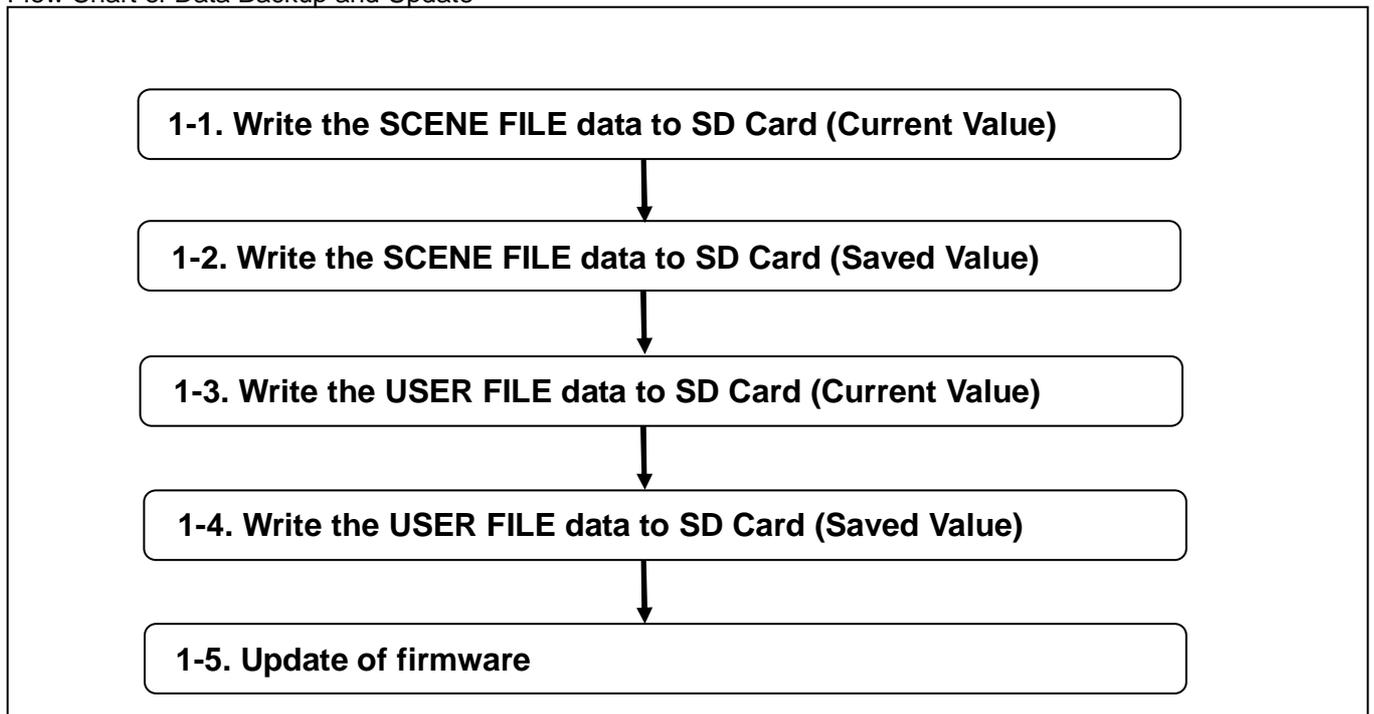# Software (Firmware) update procedure

Before Updating Software
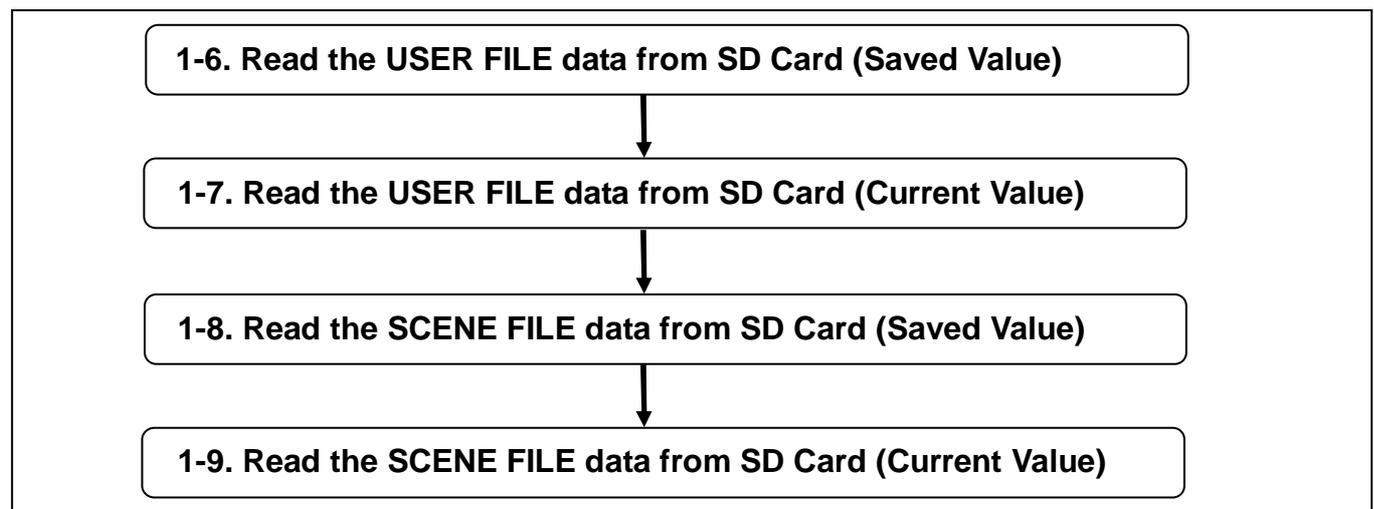
- Backup your setting data -

If AG-HPX250 / HPX255 is updated, all the setting data in SCENE FILE and USER FILE will return to initial factory settings.

Please back up your setting data onto an SD memory card before updating, if necessary.

Flow Chart of Data Backup and Update

```
┌──────────────────────────────────────────────────────────────┐
│                                                                │
│   ┌────────────────────────────────────────────────────────┐  │
│   │ 1-1. Write the SCENE FILE data to SD Card (Current Value)│  │
│   └────────────────────────────────────────────────────────┘  │
│                            │                                   │
│                            ▼                                   │
│   ┌────────────────────────────────────────────────────────┐  │
│   │ 1-2. Write the SCENE FILE data to SD Card (Saved Value)  │  │
│   └────────────────────────────────────────────────────────┘  │
│                            │                                   │
│                            ▼                                   │
│   ┌────────────────────────────────────────────────────────┐  │
│   │ 1-3. Write the USER FILE data to SD Card (Current Value) │  │
│   └────────────────────────────────────────────────────────┘  │
│                            │                                   │
│                            ▼                                   │
│   ┌────────────────────────────────────────────────────────┐  │
│   │ 1-4. Write the USER FILE data to SD Card (Saved Value)   │  │
│   └────────────────────────────────────────────────────────┘  │
│                            │                                   │
│                            ▼                                   │
│   ┌────────────────────────────────────────────────────────┐  │
│   │ 1-5. Update of firmware                                  │  │
│   └────────────────────────────────────────────────────────┘  │
│                                                                │
└──────────────────────────────────────────────────────────────┘
```

Restore the data to equipment, if necessary.

```
┌──────────────────────────────────────────────────────────────┐
│                                                                │
│   ┌────────────────────────────────────────────────────────┐  │
│   │ 1-6. Read the USER FILE data from SD Card (Saved Value)  │  │
│   └────────────────────────────────────────────────────────┘  │
│                            │                                   │
│                            ▼                                   │
│   ┌────────────────────────────────────────────────────────┐  │
│   │ 1-7. Read the USER FILE data from SD Card (Current Value)│  │
│   └────────────────────────────────────────────────────────┘  │
│                            │                                   │
│                            ▼                                   │
│   ┌────────────────────────────────────────────────────────┐  │
│   │ 1-8. Read the SCENE FILE data from SD Card (Saved Value) │  │
│   └────────────────────────────────────────────────────────┘  │
│                            │                                   │
│                            ▼                                   │
│   ┌────────────────────────────────────────────────────────┐  │
│   │ 1-9. Read the SCENE FILE data from SD Card (Current Value)│ │
│   └────────────────────────────────────────────────────────┘  │
│                                                                │
└──────────────────────────────────────────────────────────────┘
```

Please refer to the Operation Instructions. (MENU: SCENE FILE / USER FILE > LOAD/SAVE or READ/WRITE)
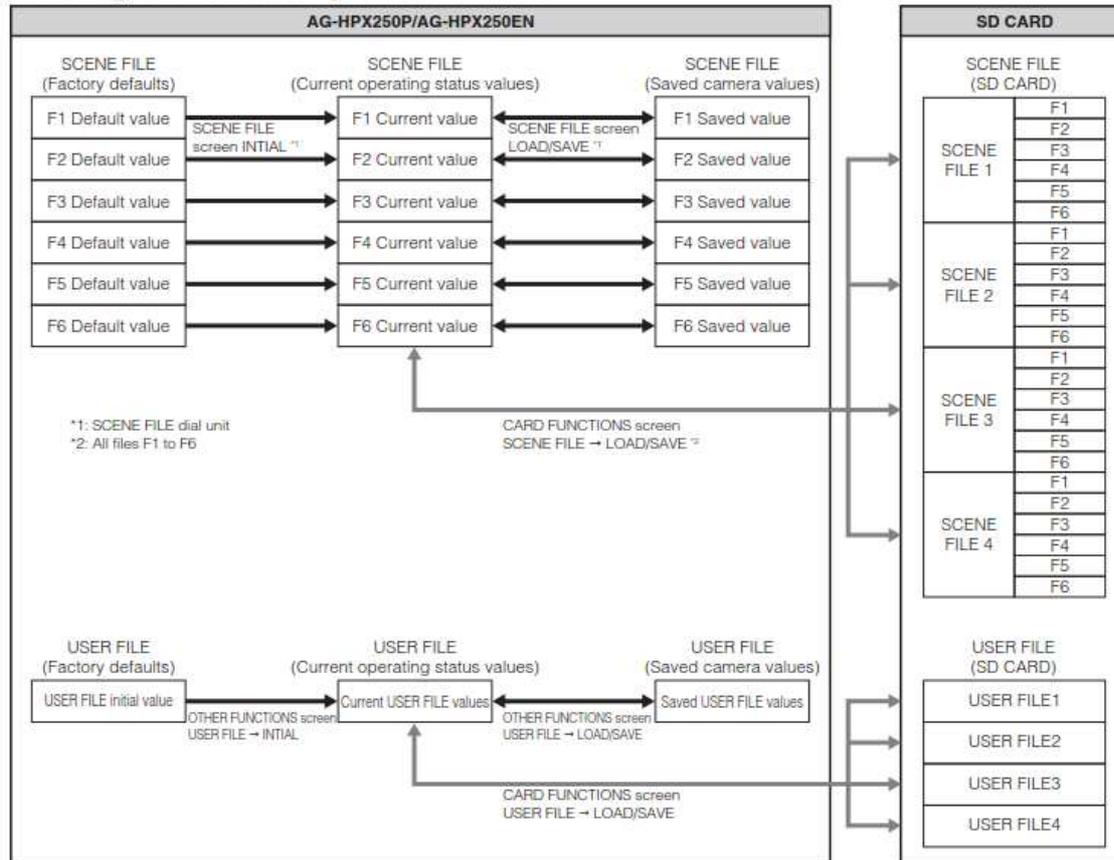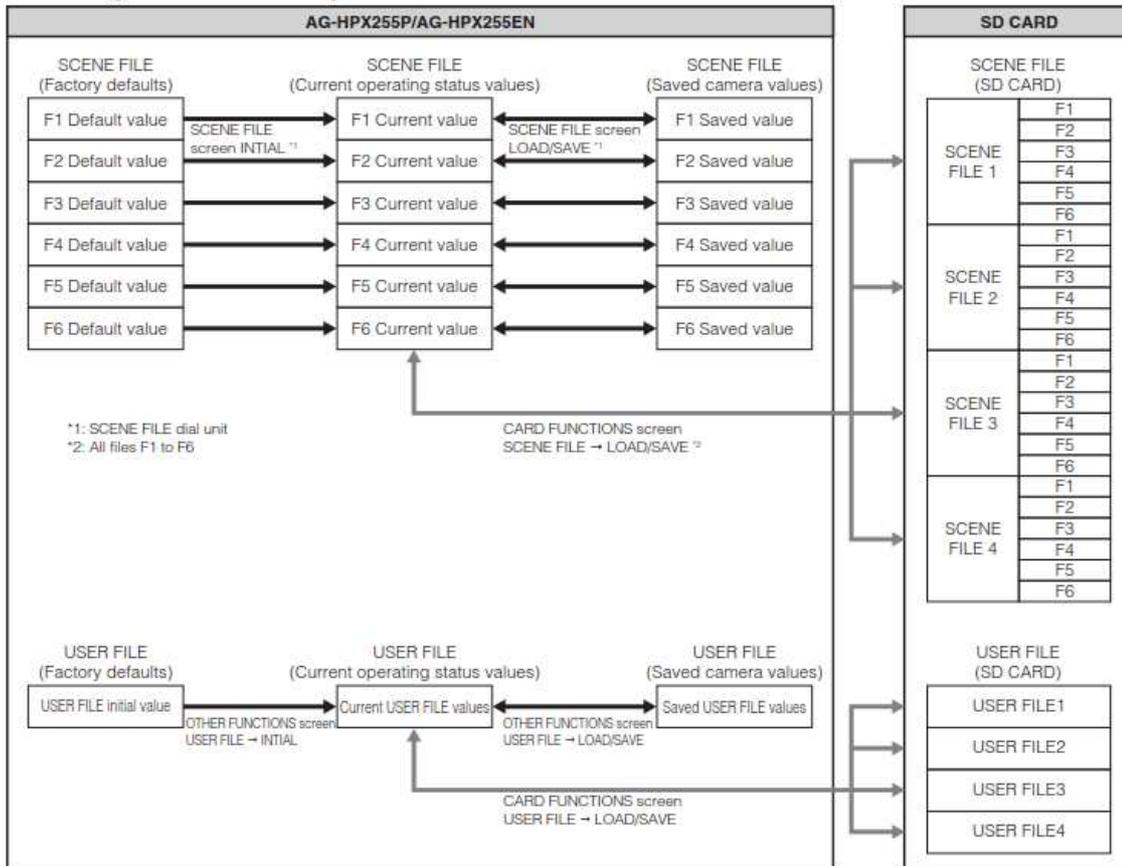
Configuration of setup data files

This camera makes it possible to save a scene file to each of the F1 to F6 positions on the SCENE FILE dial.

Use of an SD memory card makes it possible to save up to four of the F1 to F6 files on an SD card for later retrieval.

The setting menu values can be stored as a user file in the camera-recorder and up to four files can be stored on the SD memory card.

The setting data files are configured as shown below.

- **Running the menu option MENU INIT in the OTHER FUNCTIONS screen returns all current operating status values and saved camera-recorder values in the F1 to F6 scene files as well as in the user file to their factory defaults. This function does not return the TIMEZONE setting to its factory default.**
- **SCENE FILE and USER FILE settings cannot be operated when recordings can be compiled to a previous clip in one-clip recording mode (i.e., when "1✳CLIP" is displayed). After closing the menu, push the Operation lever in the ▼ direction (STOP) for approximately 2 seconds, and try once more after ending clip linking.**

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Firmware update procedure on AG-HPX250 / AG-HPX255 series

1. How to check firmware version

1. Switch ON the power of the AG-HPX250 / HPX255 camera recorder.
2. Press **MENU** button > choose "**11.DIAGNOSTIC**" to display the current version.

2. Preparation

Prepare following equipment and a firmware file prior to update.

Name	Qty	Remark
SD memory card	1	64MB or larger
Firmware package (VSI****.zip)	1	Can be downloaded at: AG-HPX250 https://eww.pass.panasonic.co.jp/pro-av/support/content/download/EN/ep2main/soft/upghpx250_e.htm AG-HPX255 https://eww.pass.panasonic.co.jp/pro-av/support/content/download/EN/ep2main/soft/upghpx255_e.htm
AC adaptor	1	
PC/Mac	1	Use for downloading, unzipping, copying firmware package

⚠️ **Important: Please read before performing update:**

● Update work may take long time (minimum 10 to 20 minutes), use secure power supply (AC adaptor), unexpected shutdown while in update may cause an unrecoverable failure.

● Do Not eject SD memory card while update is in progress (while access LED blinks), interrupting communication between SD card and equipment may cause unrecoverable failure.

Access LED

SD card slot

3.Updating firmware

[Preparation]

1. Insert an SD memory card into the SD card slot in the AG-HPX250 / HPX255 then switch to "THUMBNAIL" mode

   (turn the power SW once).

2. Format the SD card (MENU > OPERATION > FORMAT > SD CARD : YES)

   Updating P2 equipment *1)   : Use an SD card formatted on P2 equipment
   Updating microP2 equipment *2)   : Use an SD card formatted on microP2 equipment.

   *1) P2 equipment refers to the equipment which hasn't been performed the update for microP2.
   *2) mciroP2 equipment refers to the equipment which has already been performed the update for microP2.

NOTE:
   When you update an AG-HPX250 / AG-HPX255 with firmware not compatible with microP2, please use an SD card
   formatted on this AG-HPX250 / AG-HPX255 or P2 equipment which is not compatible with microP2.
   AG-HPX250   earlier than Ver. 17.40-00-0.00
   AG-HPX255   earlier than Ver. 17.18-00-0.00
   The SD card formatted on microP2 equipment can not be used for the update for non-microP2 equipment.

3. Visit Panasonic professional video support website below and download "vsi*****.zip" firmware package.
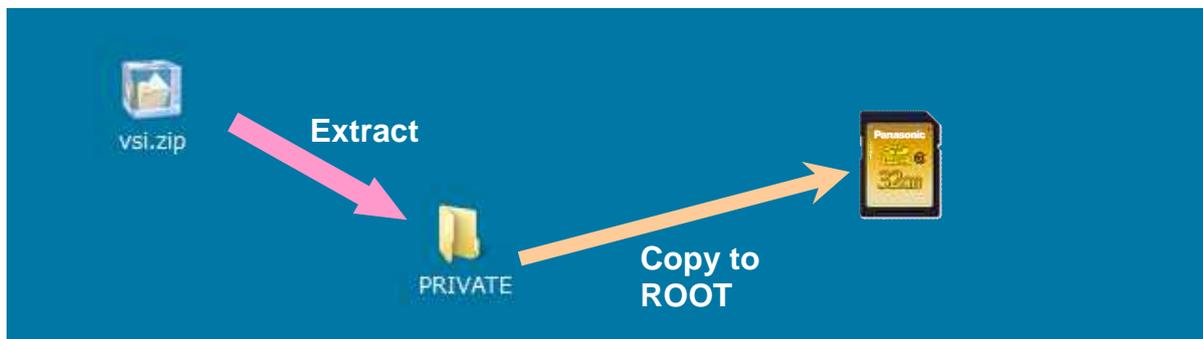
   AG-HPX250
   https://eww.pass.panasonic.co.jp/pro-av/support/content/download/EN/ep2main/soft/upghpx250_e.htm
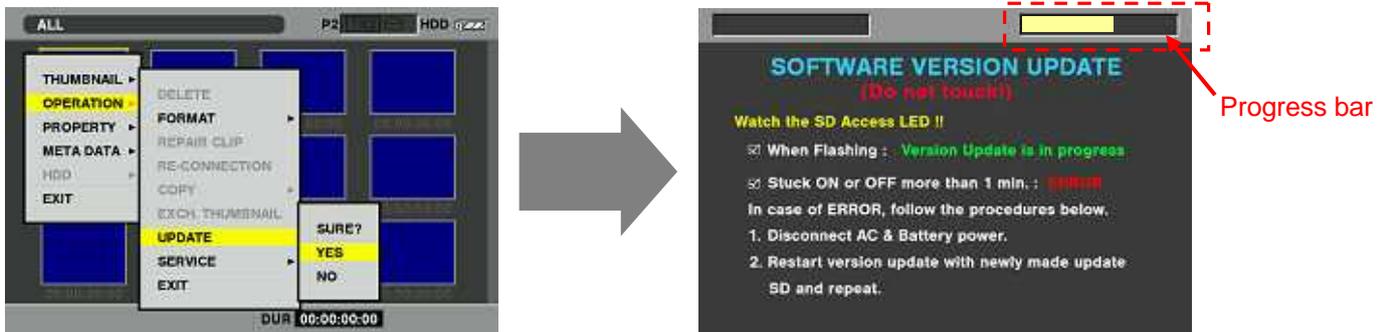   AG-HPX255
   https://eww.pass.panasonic.co.jp/pro-av/support/content/download/EN/ep2main/soft/upghpx255_e.htm

4. Extract the ZIP package (you will see "PRIVATE" folder on the top).

5. Mount the formatted SD card to the computer then copy the "PRIVATE" folder to the SD card.

[Perform update]

6. Insert the SD card ("PRIVATE" folder copied) into the SD card slot in the AG-HPX250 / HPX255.

7. Switch to THUMBNAIL mode then, perform update. (MENU > OPERATION > UPDATE : YES)

Progress bar

8. When progress bar reaches at 100%, "Version update successful" is displayed.

9. Switch OFF the power then remove power source from the unit to complete update work.