AG-HPX370 series
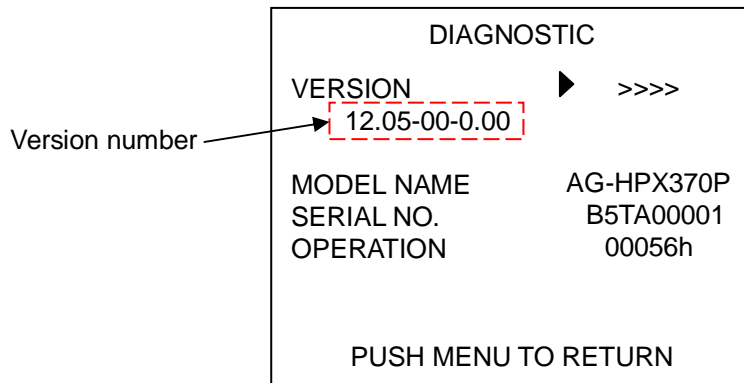# Software (Firmware) update procedure

1. Version Information

1-1. Confirm the version number
The version number of software is displayed in DIAGNOSTIC menu screen of setting menu.
1. Turn the power on.
2. Press **MENU** button to display the setting menu.
3. Use **JOG dial** button to select the DIAGNOSTIC menu and press **JOG dial** button to open the DIAGNOSTIC menu.

MENU button

JOG DIAL button

4. The version number is displayed under item VERSION.

Version number

```
                    DIAGNOSTIC

VERSION             ▶     >>>>
        12.05-00-0.00

MODEL NAME          AG-HPX370P
SERIAL NO.          B5TA00001
OPERATION           00056h


            PUSH MENU TO RETURN
```

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2. Preparation

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. SD memory card (more than 64MB memory card) is required.
2. Insert an SD memory card into the P2 equipment and format it.

    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-HPX370 with firmware not compatible with microP2, please use an SD card formatted on this AG-HPX370 or P2 equipment which is not compatible with microP2.
  The SD card formatted on microP2 equipment can not be used for the update for non-microP2 equipment.

NOTE: SD Card needs to be formatted by P2 equipment. SD card formatted by PC standard formatter will not work.

< Copy of Image data for update >

1. Download the file **"VSI*****.zip"** from the support desk.
    http://pro-av.panasonic.net/en/
2. Copy the file **"VSI*****.zip"** to hard disk of your PC and extract the file.
3. Insert a formatted SD memory card into the card slot of PC.Copy the folder **"PRIVATE"** to SD memory card. The downloaded image data (upgrade file: **VSI*****.img**) is included in folder **"PRIVATE"**.

NOTE: Do not change the construction of folder and file name. The folder construction shown in the following and top of directory should be **"PRIVATE"**.
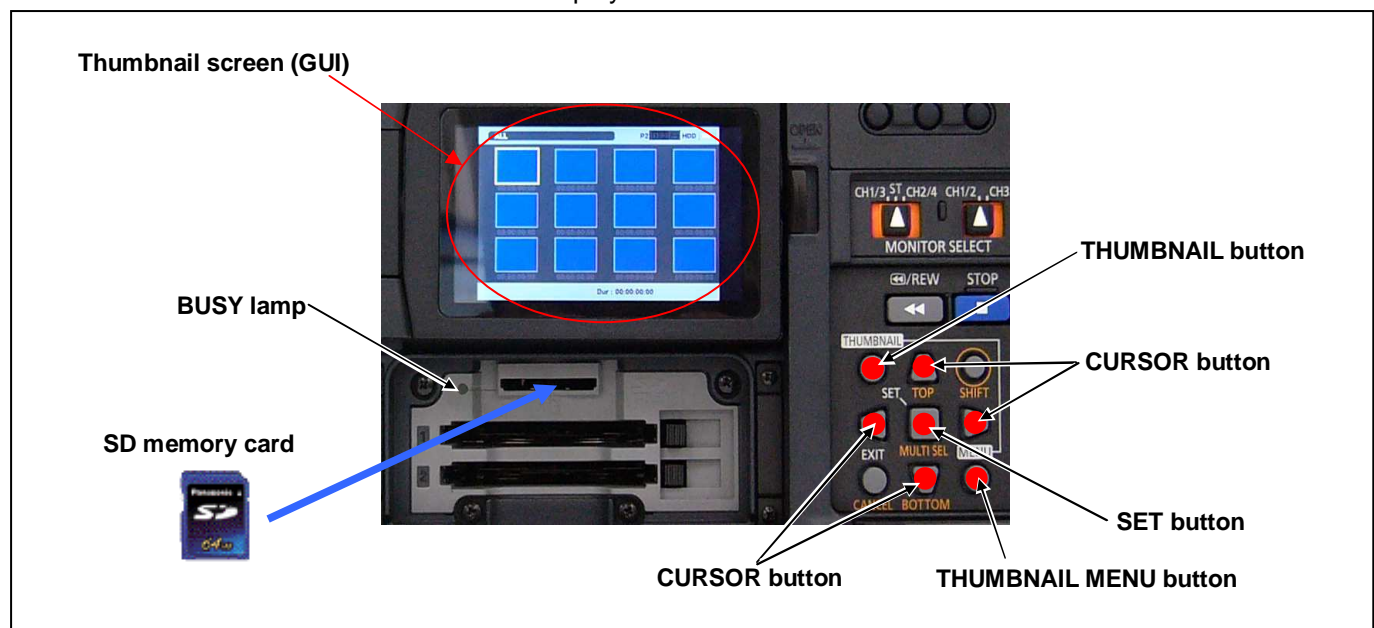   **Folder: PRIVATE \ MEIGROUP \ PAVCN \ SBG \ P2SD \ FW **
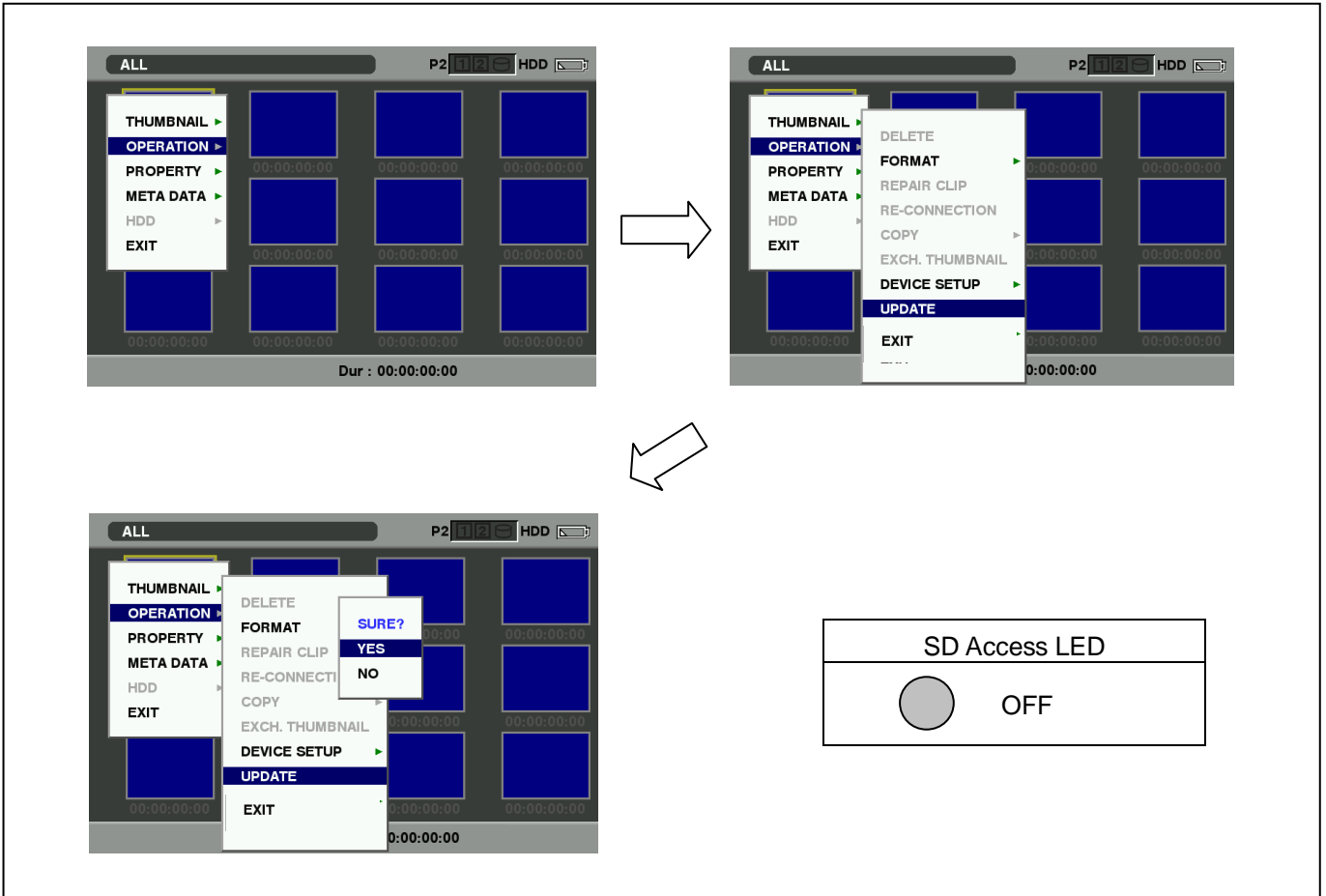   **File Name: VSI*****.img**

< External Power >

It is best to power the unit from the external power supply. This will prevent the unit from shutting off during updating.
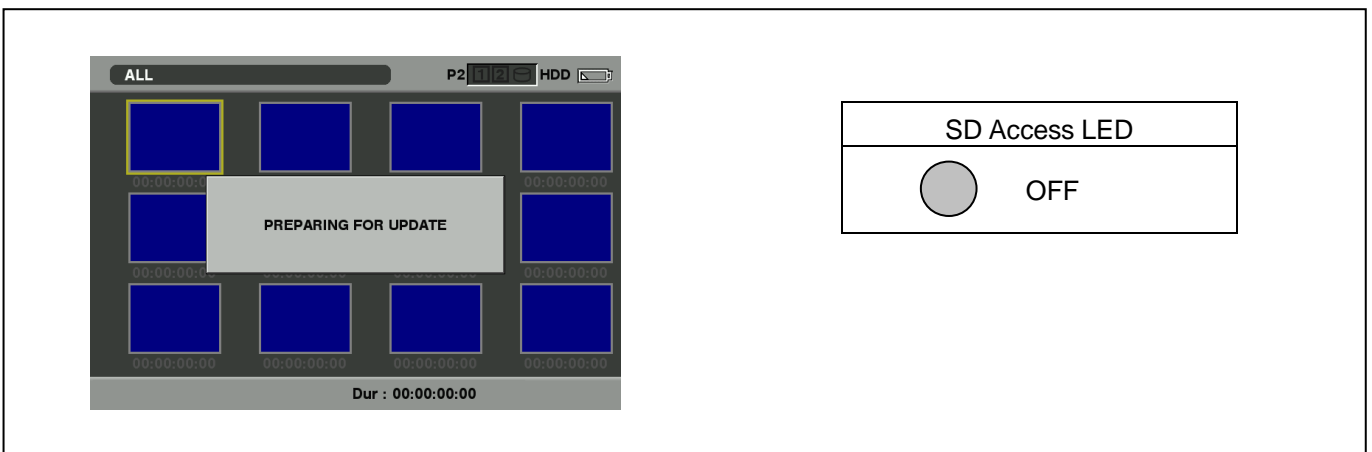
3. Updated procedure

1. Turn the power on. Press the **THUMBNAIL** button to thumbnail display screen mode.
2. Insert a formatted SD memory card into the SD card slots of this unit.
3. Press the **THUMBNAIL MENU** button to display the menu on thumbnail screen.

Use the **CURSOR** button to select the item **"OPERATION"** and press **SET** button to open the OPERATION menu.

4. Select the item **"UPDATE"** on the menu and press the **SET** button (If the update SD memory card does not insert into the unit, item **"UPDATE"** does not appeared.). The confirmation menu of the execution is displayed. If update is executed, select the item **"YES"** and press **SET** button. In this time, **BUSY lamp(SD Access LED)** is turned off.
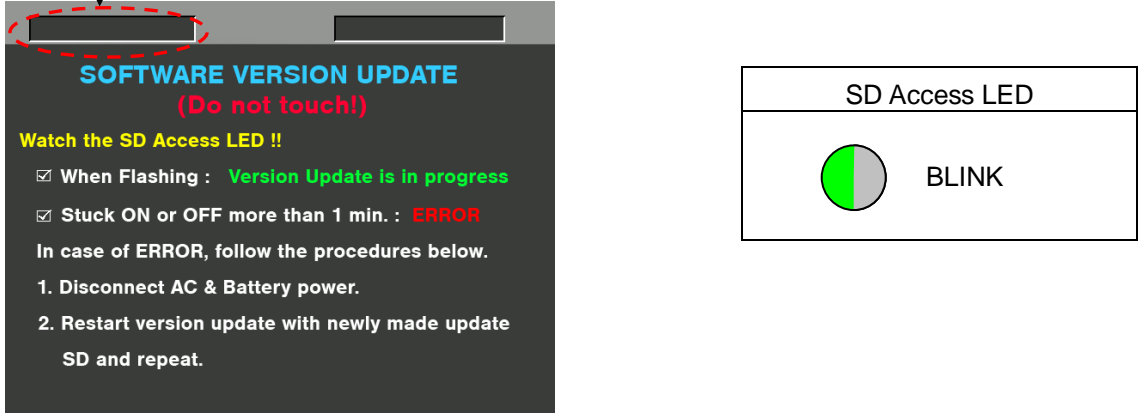

5. Update program is started and the message **"PREPARING FOR UPDATE"** appears on screen. In this timing, it is doing preparation such as the confirmation of the data of the updating. In this time, **BUSY lamp(SD Access LED)** is turned off.

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6. When shifting to the update process of the flash and microcomputer, following screen is displayed. During updating software, **BUSY lamp (SD Access LED)** is blink.
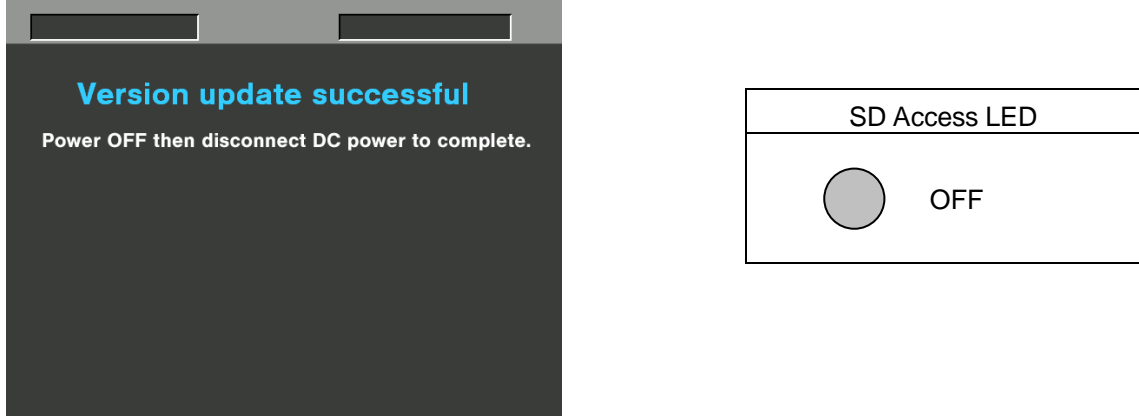
The name of firmware in the update is displayed.

SOFTWARE VERSION UPDATE
(Do not touch!)

Watch the SD Access LED !!

☑ **When Flashing :   Version Update is in progress**

☑ **Stuck ON or OFF more than 1 min. :   ERROR**

In case of ERROR, follow the procedures below.

1. Disconnect AC & Battery power.

2. Restart version update with newly made update
   SD and repeat.

SD Access LED

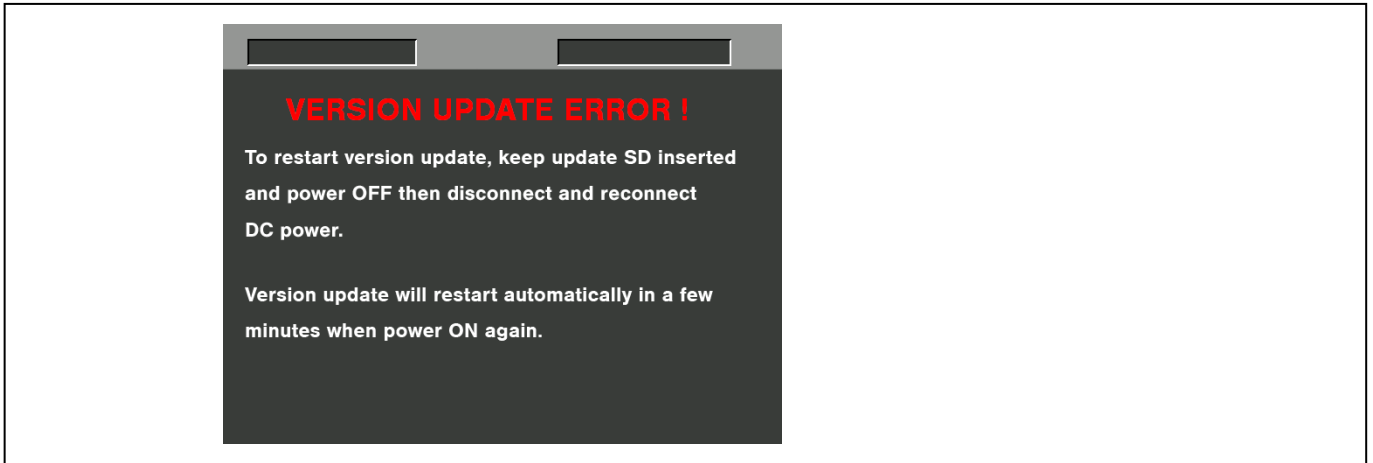BLINK

◆ Software update takes **approx. 10 to 30min**.

NOTE: When the **BUSY lamp (SD Access LED)** remains being lit for more than 1 minute, updating is not completed normally even if the screen indicated as above. Turn the power of recorder to OFF and pull out the DC cable. Perform version update again with a newly made SD memory card for updating from the first step.

7. In updating succeed, following screen is displayed. In this time, **BUSY lamp (SD Access LED)** is turned off.

Version update successful

Power OFF then disconnect DC power to complete.

SD Access LED

OFF

NOTE: If the update is not successful, an error message will appear as follows.

VERSION UPDATE ERROR !

To restart version update, keep update SD inserted
and power OFF then disconnect and reconnect
DC power.

Version update will restart automatically in a few
minutes when power ON again.

◆ When the power supply is shut off on the way of updating, or when updating does not start, or when the above error occurs, turn the power OFF and ON. Then perform writing again.

8. In updating succeed, remove the SD memory card and turn the power of camera recorder to OFF and pull out the DC cable. Then turn the power of camera recorder to ON to restart. This procedure is required to work the camera recorder normally.

NOTE: ● Power OFF/ON by the power SW of camera recorder does not work just after updating the software. Please shut OFF the power supply (AC Adapter).
● The power OFF and ON of camera recorder is required for updating data renewal.

4. Confirm update

Please check the firmware version on the MENU according to the item "1.Version information".

You can use "P2 Status Logger" application software for making sure the software update is done correctly.
To use "P2 Status Logger", please connect the unit to a PC with the USB 2.0 cable.
The PC is needed to be connected to the internet while running "P2 Status Logger".
Please refer to the operating instruction manual for "P2 Status Logger" for the detail information.
<P2 Status Logger > https://eww.pass.panasonic.co.jp/pro-av/support/cs/ap_dl/index_e.htm

You need to be a member of "P2 Asset Support System" to download the "P2 Status Logger" software.
If you haven't been a member of "P2 Asset Support System" yet, please go to the URL below and make a registration.
<P2 Asset Support System> http://panasonic.biz/sav/pass_e