AG-HPX500 series
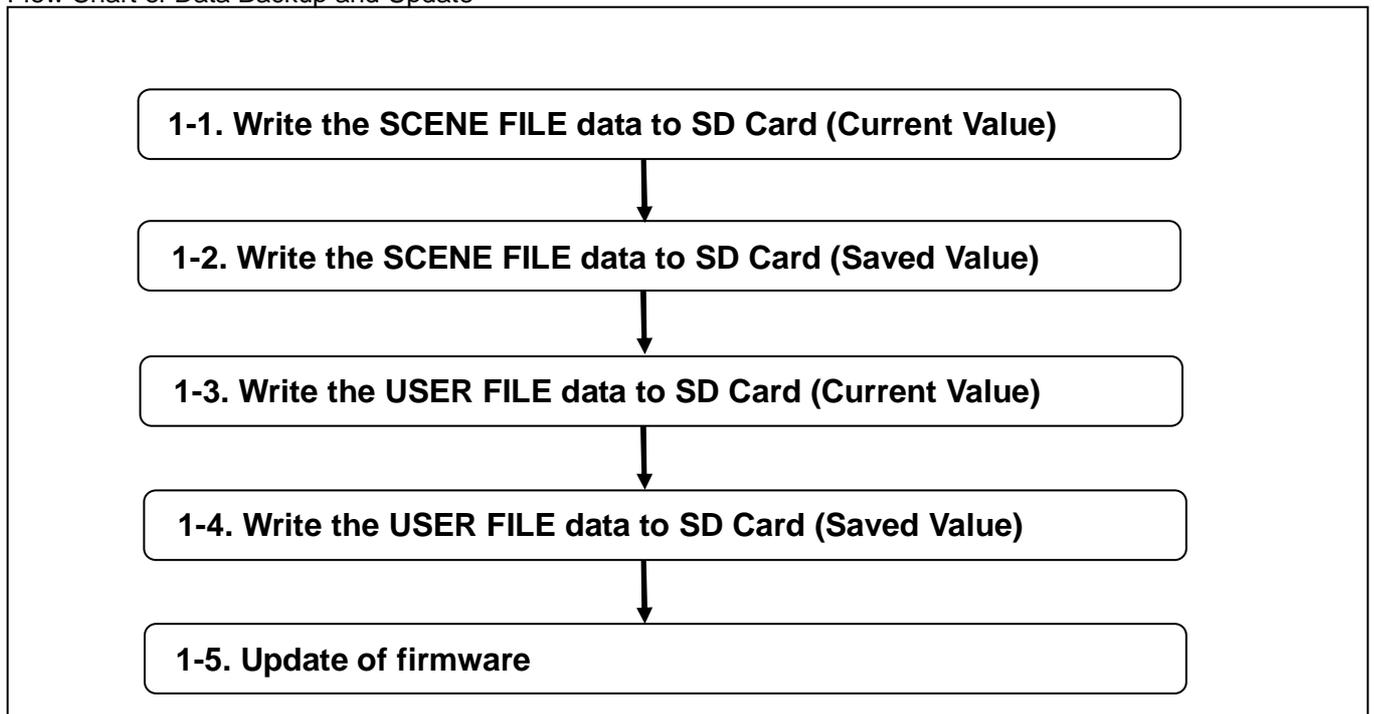# Software (Firmware) update procedure

Before Updating Software

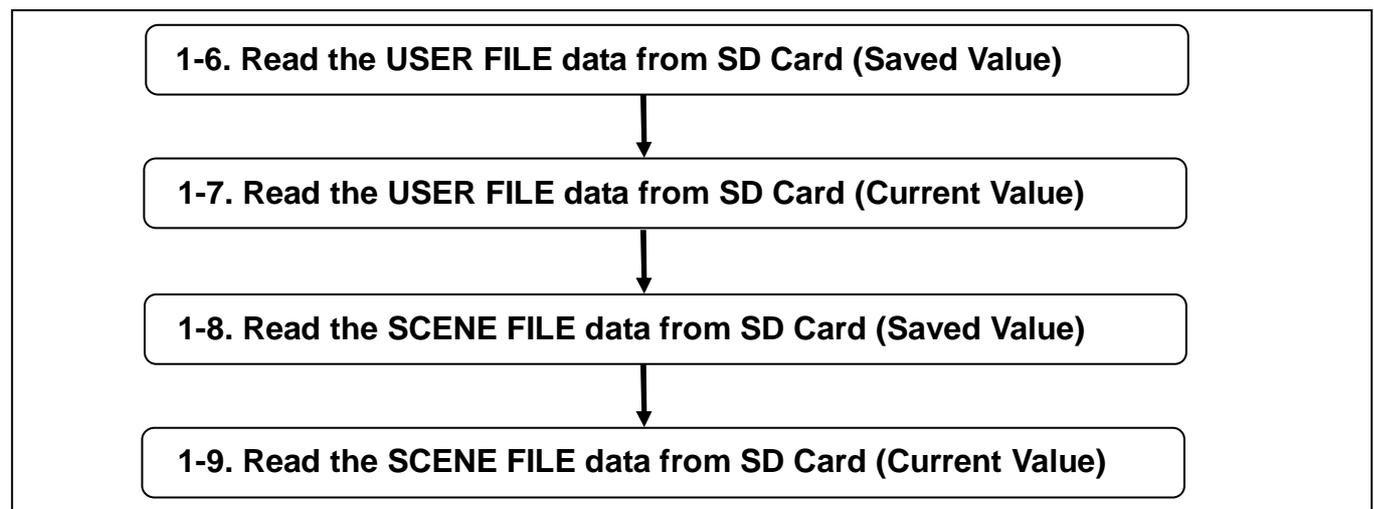## - Backup your setting data -

If AG-HPX500 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)

↓

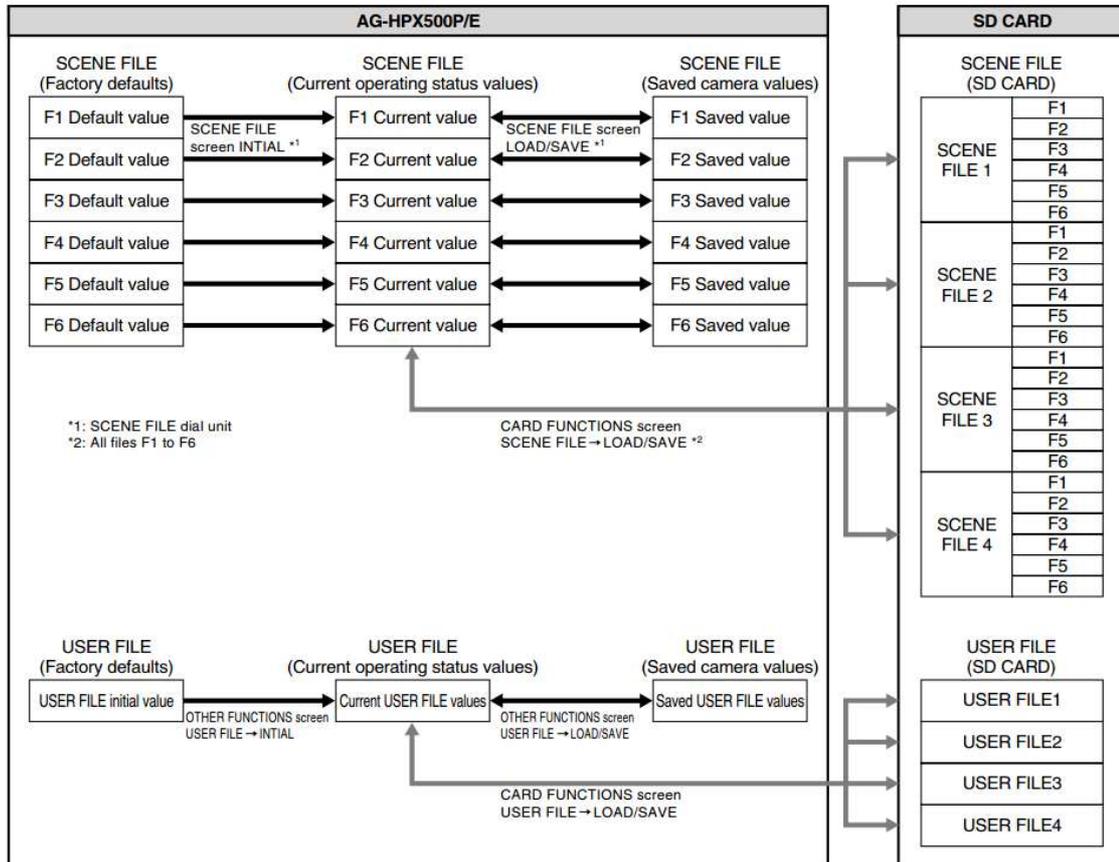**1-9. Read the SCENE FILE data from SD Card (Current Value)**

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 and up to four files can be stored on the SD memory card.
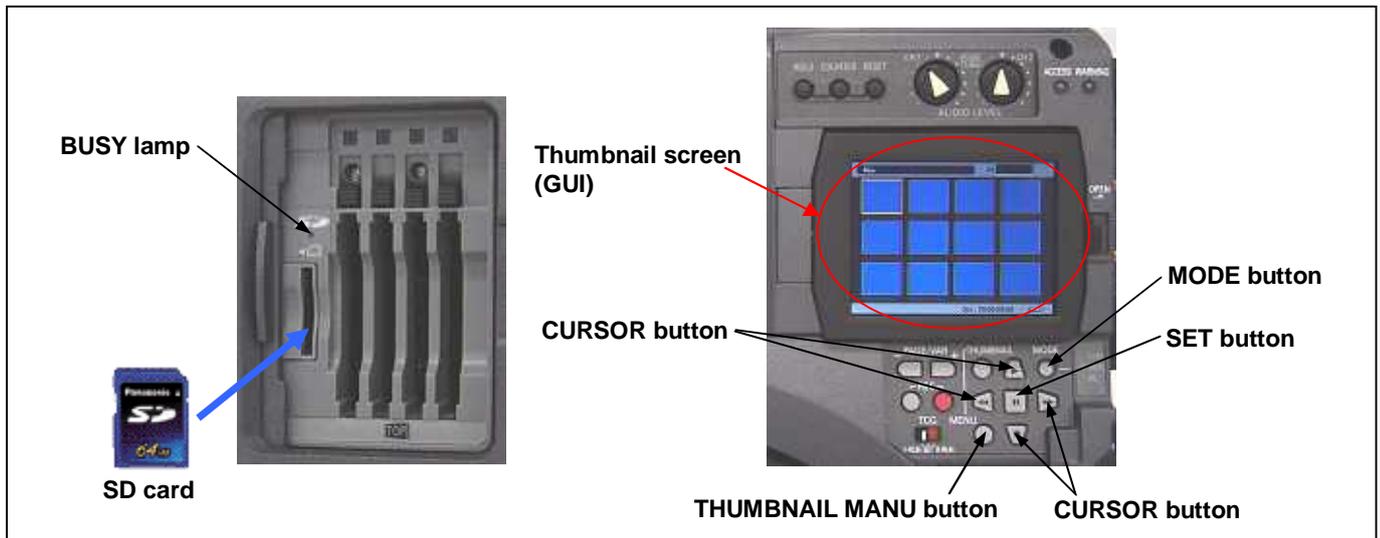The setting data files are configured as shown below.

Panasonic Corporation

AG-HPX500/AG-HPX502
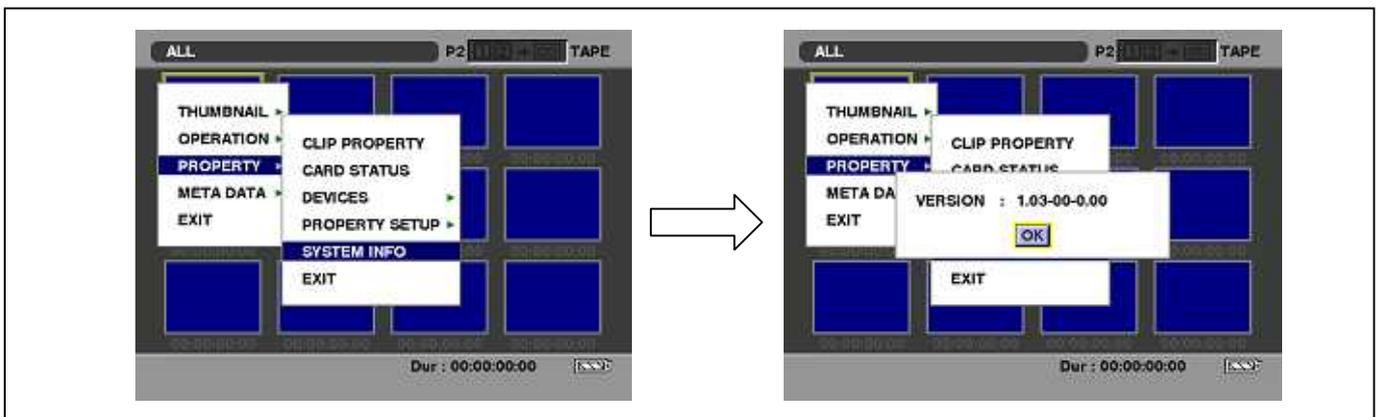# Driver Software (Firmware) update procedure

1. Version information
Please confirm the version number of the AG-HPX500/AG-HPX502 Driver Software (firmware) according to the following procedures..
1.   Set the camera recorder to MCR mode.
2.   While the thumbnail screen is displayed, press the **MENU button** to display the menu.

3.   Select the item **"PROPERTY"** on the menu and press the **SET button[||]**.
4.   Next, select the item **"SYSTEM INFO"** on the menu and press the **SET button[||]** to display the version.

5.   Press the SET button[||] and next the MENU button to escape from the menu.

2. Update with an SD Card
2-1. Summary
1. Copy the update file of the Driver Software (Firmware) to an SD card.
2. Software can be updated using this SD card.

CAUTION: Read Before Updating Software
● **Do not turn the power off nor pull out the SD card while updating.** If doing so, updating is quitted on the way of erasing or writing the data. The camera recorder will not start up normally.
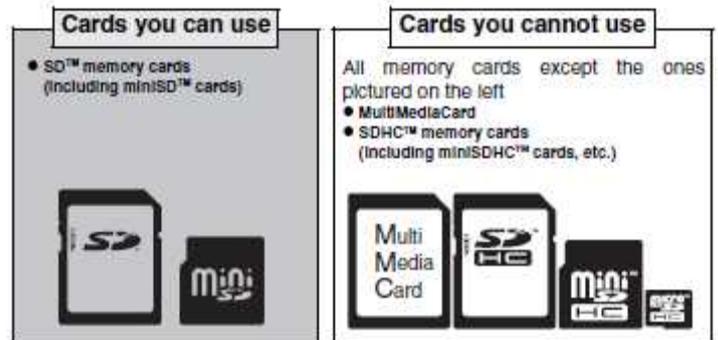
2-2. Preparation
< Preparation of SD Card >
1. An SD Card (more than 64MB) is required.

Multi Media Card and **SDHC™memory cards** cannot be used.
If you intend to use a miniSD™ card in this unit, be sure to install the adapter specially designed for miniSD™ cards. (The unit will not work properly if only the miniSD™card adapter is installed. Make sure that the card has been installed in the adapter before using it.)
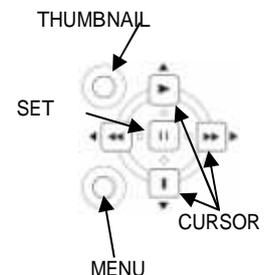Use of Panasonic's SD™ memory cards and miniSD™ cards is recommended.

Cards you can use	Cards you cannot use
● SD™ memory cards (including miniSD™ cards)	All memory cards except the ones pictured on the left ● MultiMediaCard ● SDHC™ memory cards (including miniSDHC™ cards, etc.)

2. Insert an SD card into the AG-HPX500/AG-HPX502 and format it.
NOTE: Cautions in formatting SD memory cards
> • **SD memory cards used in the AG-HPX500/AG-HPX502 requires to be conformed to SD™ standards. Be sure to format SD cards with AG-HPX500/AG-HPX502.**

Formatting an SD card with the AG-HPX500/AG-HPX502

1 Open the cover, and insert the card while making sure it is oriented in the proper direction as shown in the right figure. Close the cover.

2 Turn the POWER switch to ON.

3 Press the mode button to change the mode to MCR mode.
  Press the MENU button.

4 On the menu OPERATION, select FORMAT and then SD CARD.

• Select EXIT to cancel the formatting.

5 Select YES on the confirmation screen.

• The SD memory card is formatted.

6 Open the cover, and confirm that the access lamp is not lit.

7 Press the card further into the unit, grasp the card, and then remove. Close the cover.

< Preparation of SD card for updating>
Copy the update file of Driver Software to the SD card as follows.
1. Download the Driver Software file **"VSI*****.zip"** from the P2 support desk.
2. Copy the file **"VSI*****.zip"** to the hard disk of your PC and extract the file.
3. Insert a formatted SD card into the card slot of PC.
4. Copy **the whole folder "PRIVATE"** in the extracted folder to the SD card.
   NOTE: Do not change the construction of folder and the file name.
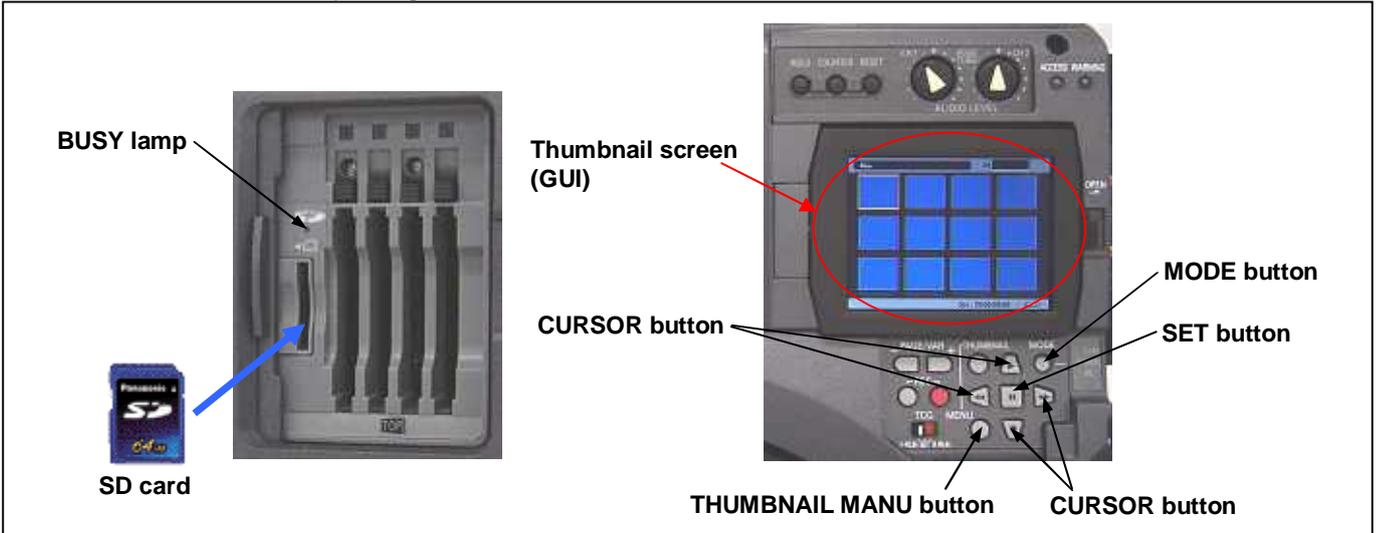
NOTE: External Power
It is best to power the unit from the external power supply. This will prevent the unit from shutting off during updating.

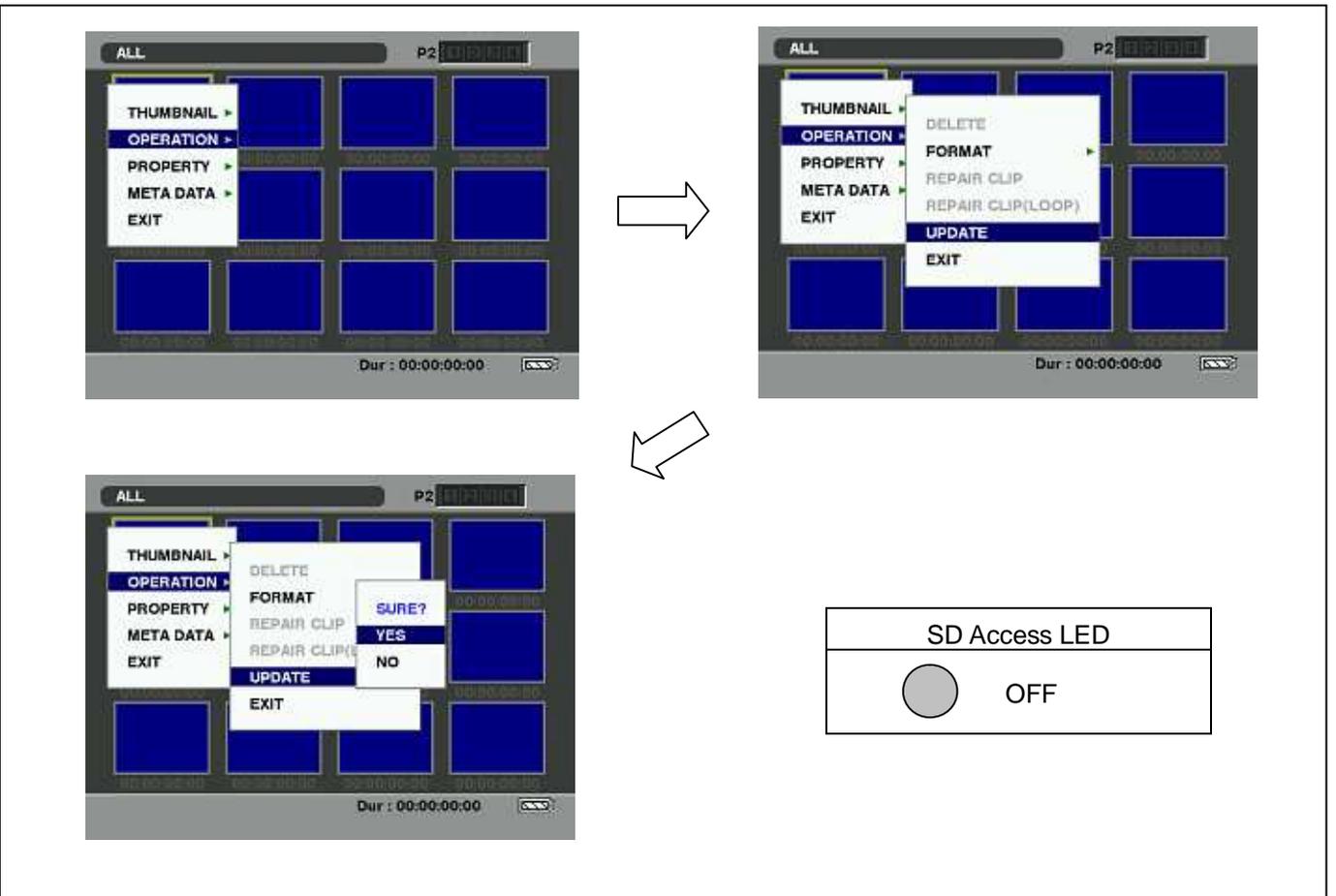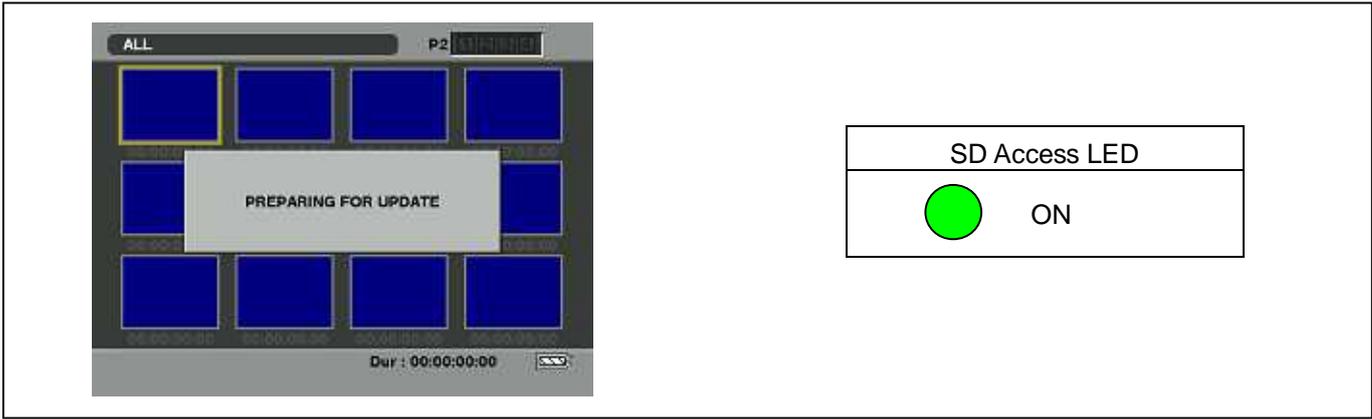## 2-3. Update procedures
1. Turn power on.

Panasonic Corporation

2. Press the **MODE button** to set the mode to MCR.
3. Insert the SD card for updating into the SD card slot of the camera recorder.

BUSY lamp

Thumbnail screen (GUI)

MODE button

SET button

CURSOR button

SD card

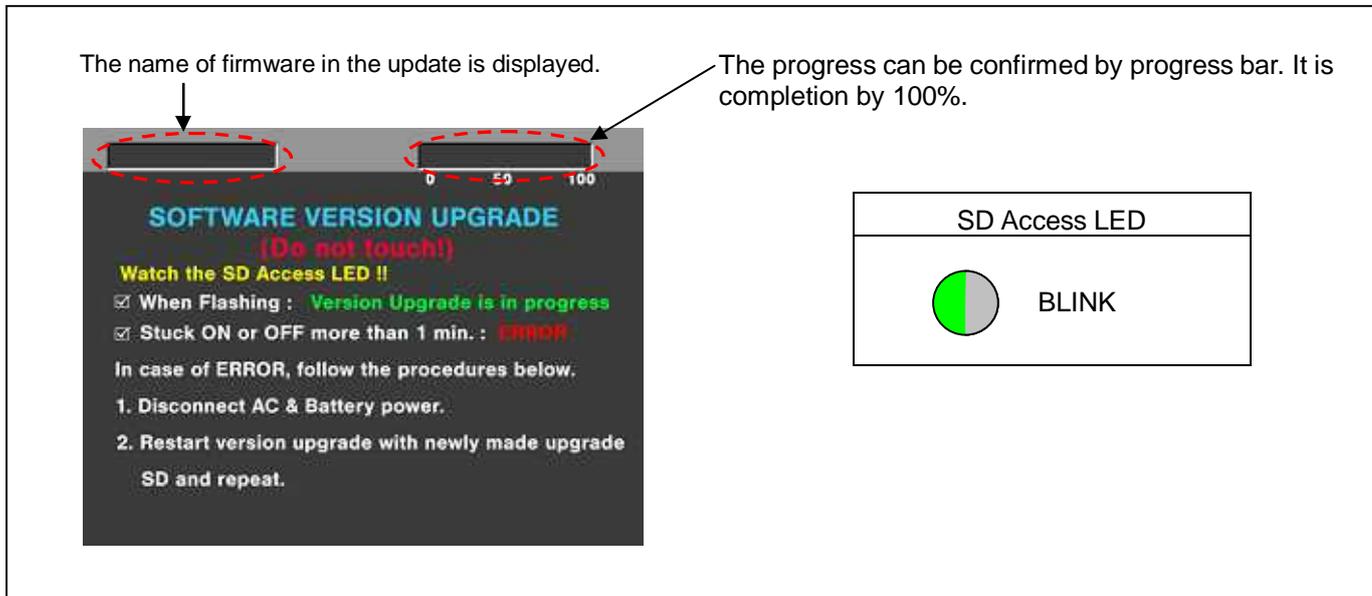**THUMBNAIL MANU button** **CURSOR button**

4. Press the **MENU button** to display the menu. Use the **CURSOR buttons** to select the item **"OPERATION"** and press **SET button[||]** to open the OPERATION menu.
5. Select the item **"UPDATE"** on the menu and press the **SET button[||]** (when the SD card for updating is not inserted into the unit, the item **"UPDATE"** does not appear). The confirmation message of execution is displayed. When executing update, select the item **"YES"** and press the **SET button[||]**. In this time, **BUSY lamp(SD Access LED)** is turned off.

SD Access LED

OFF

6. Update processing starts and the message **"PREPARING FOR UPDATE"** appears on the screen. At this moment preparation for updating is proceeding. In this time, **BUSY lamp (SD Access LED)** is light.
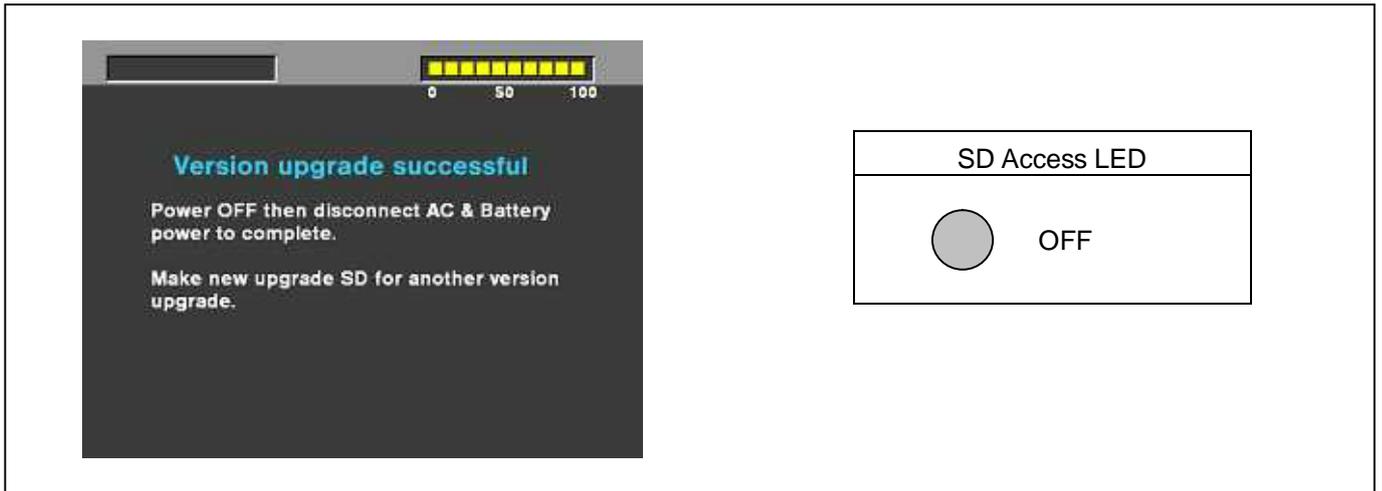
Panasonic Corporation

SD Access LED
ON

7. When shifting to the update process ,following screen is displayed. During updating software, **BUSY lamp (SD Access LED)** is blink.

The name of firmware in the update is displayed.

The progress can be confirmed by progress bar. It is completion by 100%.

SOFTWARE VERSION UPGRADE
(Do not touch!)
Watch the SD Access LED !!
☑ When Flashing : Version Upgrade 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 upgrade with newly made upgrade
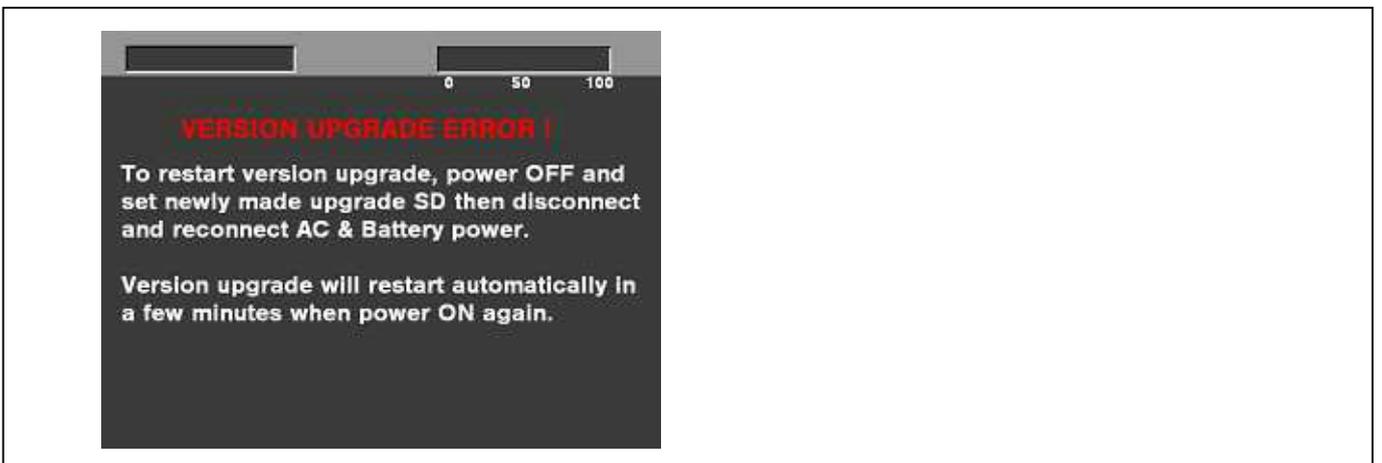   SD and repeat.

SD Access LED
BLINK

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

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 camera 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.

Panasonic Corporation

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

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

◆ 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.

9. 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.

10. Confirm that update has been completed normally by displaying the firmware version according to the item **"1. Version information"**.

Panasonic Corporation