

## Overview

This document explains how to update the firmware of AG-MSU10.  
MacOS 10.6(SnowLeopard), MacOS 10.5(Leopard)

## Preparation

Please prepare or make sure before begin.

### How to update the USB driver version

1. Download the latest USB software driver (free) from the following website.  
<http://pro-av.panasonic.net/> -> Service & Support > Download > P2 > Mac P2 Driver
2. Update the driver with the following procedure.
  - 2-1. Shutdown the Computer -> Connect & power ON the AG-MSU10 -> Re-start the computer.
  - 2-2. Extract the driver package and then save "Setup.exe" to any location.
  - 2-3. Execute the "Setup.exe".
  - 2-4. Select "AG-MSU10 (MSU) USB driver" when product selection dialogue is appeared, then click "OK" button.
  - 2-5. Click "Install" button when a message "Please connect AG-MSU10..." is displayed.
  - 2-6. Click "Continue Anyway" button on the "Hardware installation" dialogue.
  - 2-7. Click "Finish" button on the "InstallShield Wizard Completed" dialogue.

## Firmware update procedure

### Note

- \* Only single AG-MSU10 can be updated at a time, do NOT connect two or more units simultaneously for updating.
- \* Updating may take four to five minutes.

### Procedure

Download the latest firmware from the following website.

<http://pro-av.panasonic.net/> -> Service & Support > Download > P2 > Software for P2 Products

1. Shutdown the Computer -> Connect the AG-MSU10 -> Power ON the AG-MSU10 -> Re-start the computer.
2. Log-in to the system with an account that has an “**Administrator**” right.
3. Use the supplied USB cable (USB 2.0) to connect a PC to the USB device connector.
4. Hold down the [F1] button and the [POWER] button for 1 second or longer to turn the unit on.
5. Extract “MSU10UpdateTo310.app” from the firmware package .
6. Execute the “MSU10UpdateTo310.app”.(Fig 1)
7. Click “Execute” button and wait until the “Upgrade complete”. (Fig 2, Fig 3 ).

Fig 1

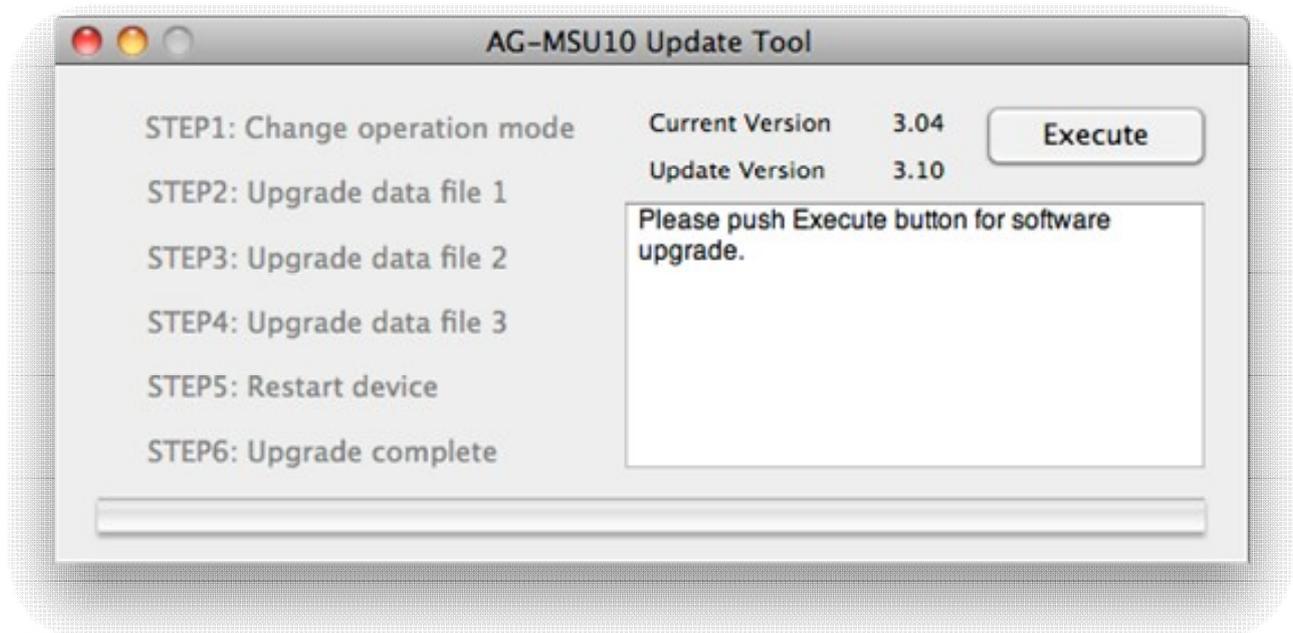


Fig 2

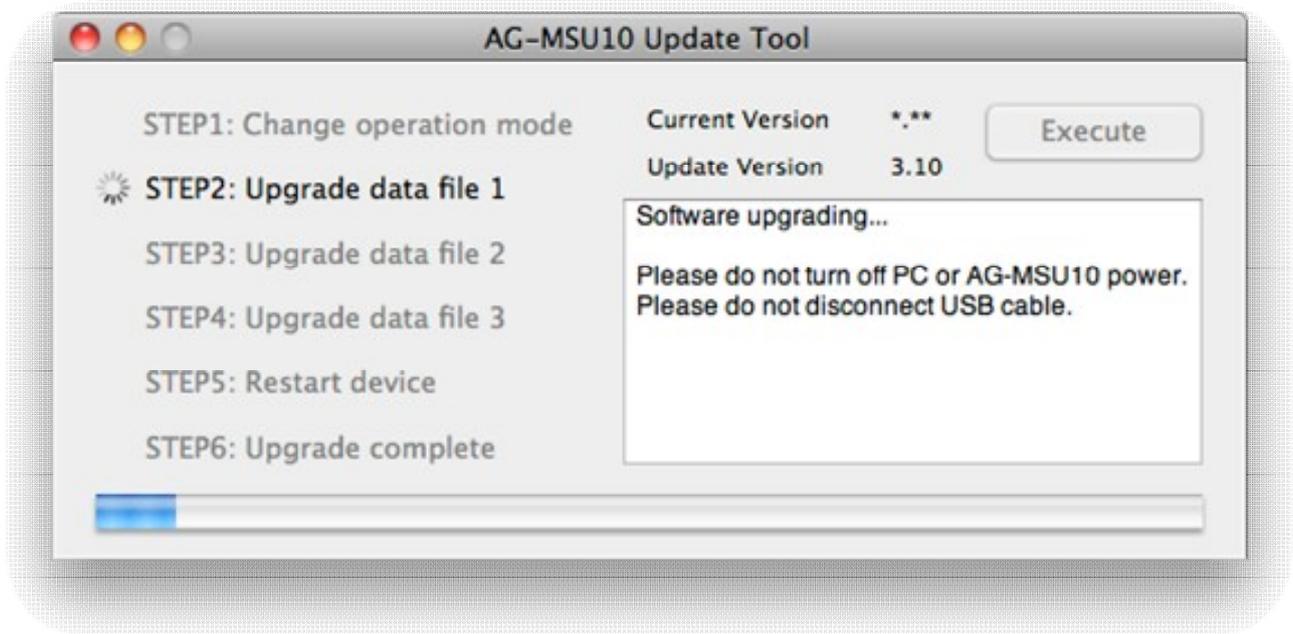
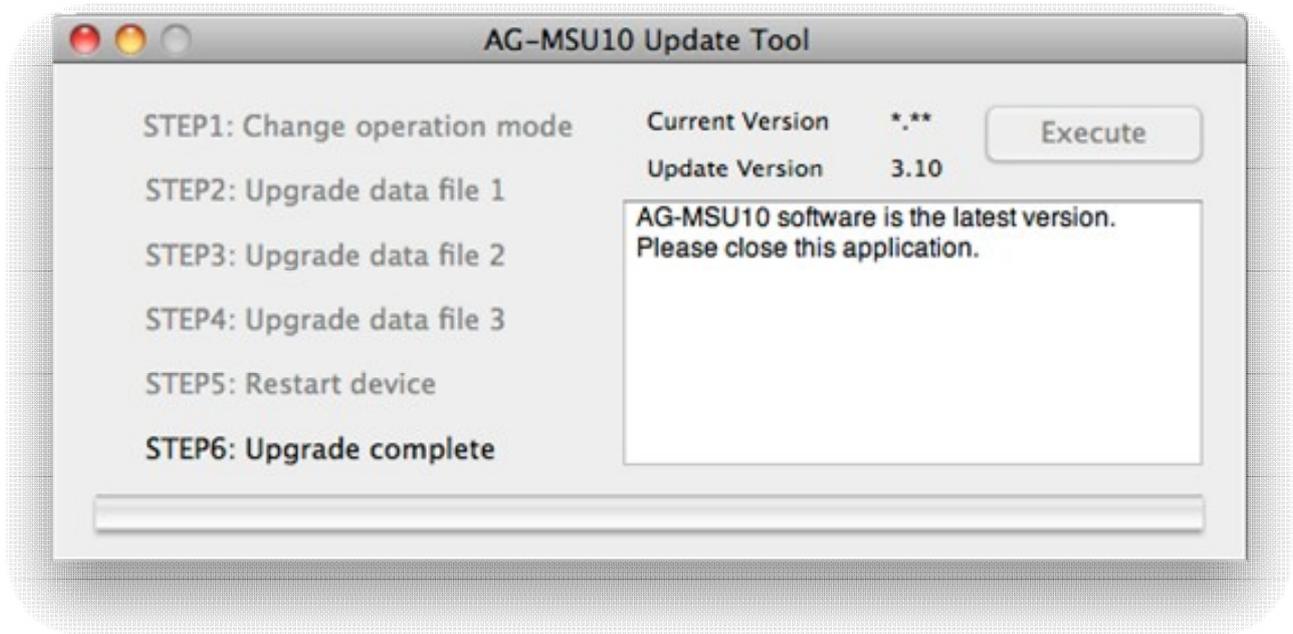


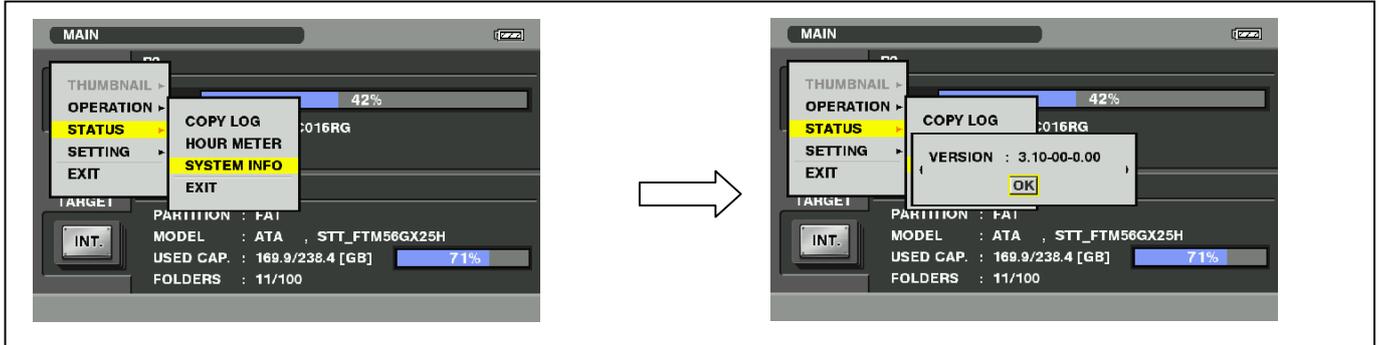
Fig 3



## How to confirm if the updating is already done?

Press the MENU button of AG-MSU10 to display the menu. Use the CURSOR buttons to select the following.

Menu -> STATUS -> SYSTEM INFO



## How to recover if “Error message” displayed

Update tool stops the process and show a message when problem is detected.

### Message examples

- Cannot communicate with AG-MSU10. Cancel operation.
- Error occurred during software upgrade. Cancel operation.
- File data transfer failed. Cancel operation.
- File data upgrade failed. Cancel operation.

### Recovery procedure after the process stopped

1. Quit the update tool (click  button).
2. Shutdown the computer -> Power OFF the AG-MSU10 -> Power ON the AG-MSU10 -> Re-start the computer.
3. Execute “MSU10UpdateTo310.app”.
4. Make sure that the operating system has recognized the AG-MSU10 connection, then click “Execute” button.