

AW-UE20 / AW-HE20 Firmware Update Procedure

Please be sure to read this first.

The update of AW-UE20 / AW-HE20 is performed via a network from Web setting screen on PC. There might be accidents in the process of updating such as changing the settings and others by mistake.

Please perform the update after taking every situation into careful consideration.

The settings for the RTMP Server URL and Stream key settings are not retained, so please make a note of these settings before updating.

When updating from Ver.1.04, it may not end normally. The recovery processing has been added in Ver.1.22 or later to avoid this phenomenon.

If the update does not end normally, please unplug and plug in the power cable and restart.

After restarting, the recovery process will be executed. (Recovery time required 7-8 minutes)

*After the required time has passed, if the STATUS LED turns green, the process is complete.

◆[Disclaimer of warranty]

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- (3) UNAUTHORIZED DISASSEMBLE, REPAIR OR MODIFICATION OF THE PRODUCT BY THE USER.
- (4) INCONVENIENCE OR ANY LOSS ARISING WHEN IMAGES ARE NOT DISPLAYED, DUE TO ANY REASON OR CAUSE INCLUDING ANY FAILURE OR PROBLEM OF THE PRODUCT.
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- (6) ANY INCONVENIENCE, DAMAGES OR LOSSES RESULTING FROM ACCIDENTS CAUSED BY AN INADEQUATE INSTALLATION METHOD OR ANY FACTORS OTHER THAN A DEFECT IN THE PRODUCT ITSELF.
- (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.

Preparing the update file

1. Download the latest software to the hard disk of your PC from web site.

https://eww.pass.panasonic.co.jp/pro-av/support/content/download/EN/ep2main/soft/ue20_note_e.htm

2. Extract the downloaded **zip file** to hard disk of your PC.

File name update.isp

[NOTE]

Spaces and double-byte characters cannot be used for the save directory.

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

EasyIPSetupToolPlus (Easy IP Setup Software)

Please refer to the Operating Instructions of AW-UE20 / AW-HE20 for details. "EasyIPSetupToolPlus" is described as "Easy IP Setup Software" on the Operating Instructions of AW-UE20 / AW-HE20.

If you are using a Mac, update using a web browser.

[Supported OS] Windows 11, Windows 10

1. Download the application file from the following web site.

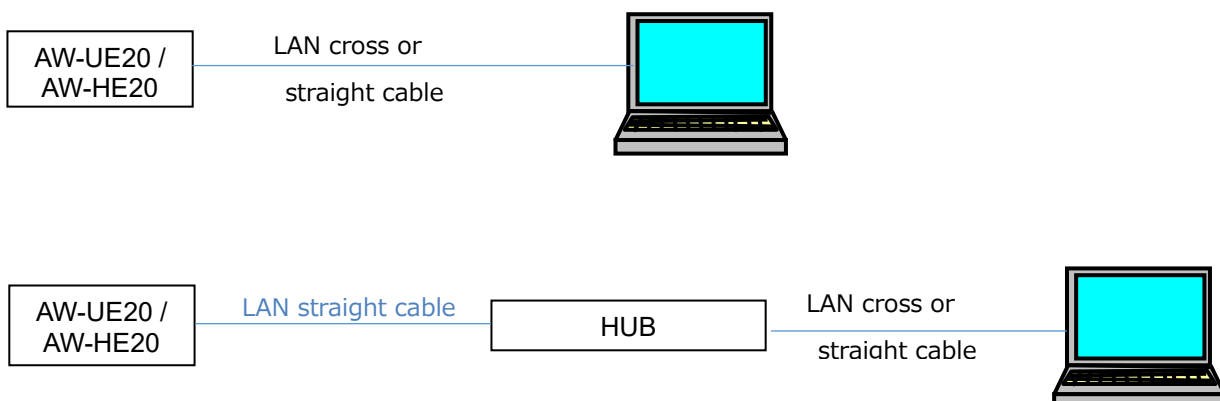
https://eww.pass.panasonic.co.jp/pro-av/support/content/download/EN/ep2main/easyIPplus_e.htm

2. Extract the downloaded zip file, double-click [EasyIPSetupToolPlus.exe] in the folder [DV91000536*] to start "EasyIPSetupToolPlus".

Preparing the network setting

Setup the network setting by using "EasyIPSetupToolPlus". [Network Setting] or [Auto IP]

LAN network example



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-UE20 / AW-HE20 192. 168. 0. 10

PC 192. 168. 0. 100

Setting Initial Account

In the initial state, you need to set up an initial account.

By using “EasyIPSetupToolPlus”

Menu button [Administrator Registration]

Please refer to the EasyIPSetupToolPlus Operation Manual for details.

By using WEB Browser

1. Start your web browser and enter the IP address of the PTZ camera in the URL area.

Example : 192.168.0.10

2. Enter the User name and Password to the Administrator registration screen.

Example User name: admin, Password:12345



Administrator registration

Add user	
User name	<input type="text"/>
Password	<input type="password"/>
Retype password	<input type="password"/>
<input type="button" value="Set"/>	
<p>Note</p> <ul style="list-style-type: none"> · User name can be set from 1 to 32 characters. · Password can be set from 4 to 32 characters.(8 or more characters recommended) · Distinguish between upper and lower cases. · For the password, it is recommend to use three or more types of characters from the following. <ul style="list-style-type: none"> -upper case alphabetic -lower case alphabetic -numbers -symbols(#%+ =, - ^/ @. ~) · Set the password which does not include the user name. · It is recommended to change the password periodically. 	

Update procedure

The settings for the RTMP Server URL and Stream key settings are not retained, so please make a note of these settings before updating.

When updating from Ver.1.04, it may not end normally. The recovery processing has been added in Ver.1.22 or later to avoid this phenomenon.

If the update does not end normally, please unplug and plug in the power cable and restart.

After restarting, the recovery process will be executed. (Recovery time required 7-8 minutes)

*After the required time has passed, if the STATUS LED turns green, the process is complete.

By using "EasyIPSetupToolPlus"

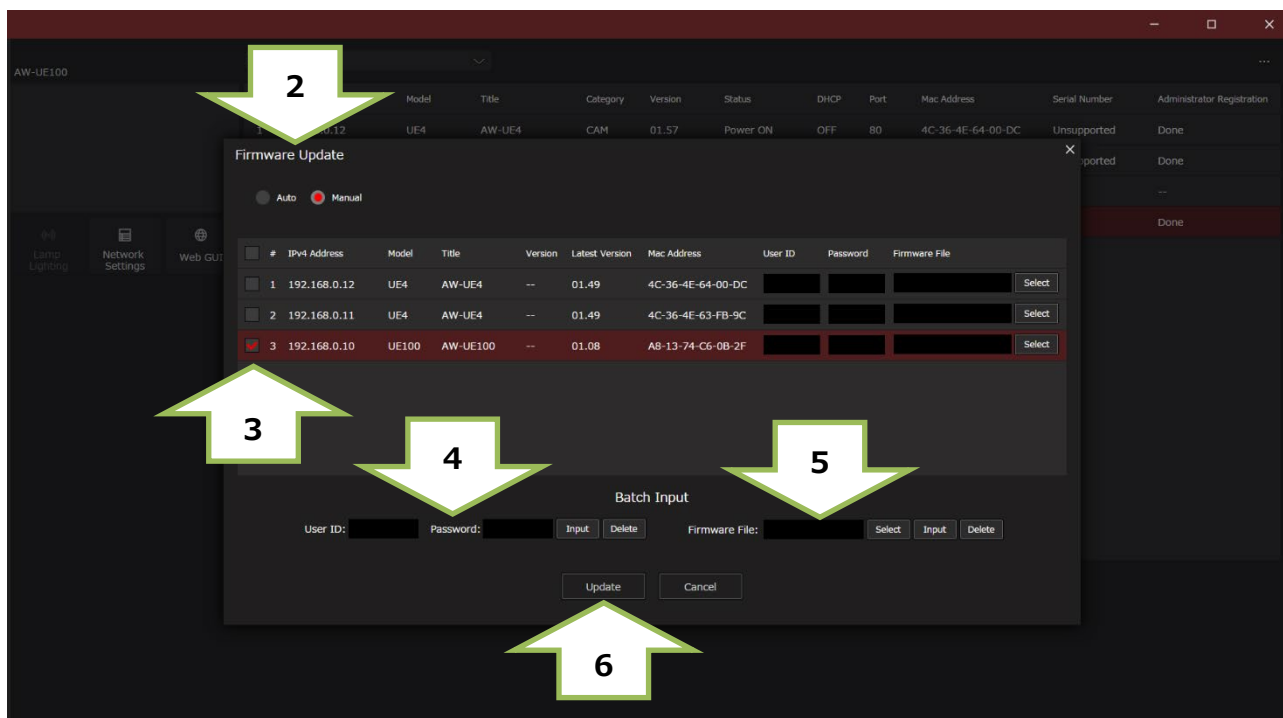
A list of cameras on the network is displayed. You can confirm the camera version here.

1. [Firmware Update]

The screenshot displays the 'All Network' section of the EasyIPSetupToolPlus interface. It features a table with the following columns: #, IPv4 Address, Model, Title, Category, Version, Status, DHCP, Port, Mac Address, Serial Number, and Administrator Registration. The table contains four entries:

#	IPv4 Address	Model	Title	Category	Version	Status	DHCP	Port	Mac Address	Serial Number	Administrator Registration
1	192.168.0.12	UE4	AW-UE4	CAM	01.57	Power ON	OFF	80	4C-36-4E-64-00-DC	Unsupported	Done
2	192.168.0.11	UE4	AW-UE4	CAM	01.57	Power ON	OFF	80	4C-36-4E-63-FB-9C	--	Done
3	192.168.0.15	GA-ASW8T...	--	Other	--	--	--	--	00-50-40-35-81-36	--	--
4	192.168.0.10	UE100	AW-UE100	CAM	01.10	Standby	OFF	80	A8-13-74-C6-0B-2F	HOTBA0042	Done

At the bottom of the interface, there is a navigation bar with four buttons: Search, AutoIP, Administrator Registration, and Firmware Update. A green arrow with the number 1 points to the 'Firmware Update' button.



2. [Auto]

If your PC is connected to the internet, the application will identify PTZ cameras that need to be upgraded. In addition, all operations from the download of the firmware file to the version upgrade of the PTZ camera are performed by applications.

[Manual]

You can update using the firmware file downloaded and prepared in advance.

3. Mark the left column of the displayed camera IP address list and select the camera you want to update.

4. [User ID: Password:]

Enter the ID and PW set as the initial account. And push the Input button.

5. [Firmware File:]

In manual mode, specify the downloaded firmware file. And push the Input button.

6. [Update] Push the button to start the update.

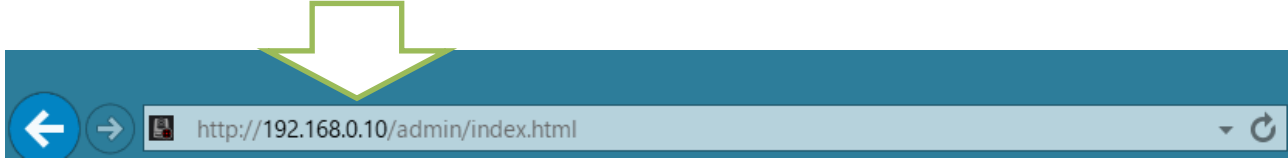
Please refer to the EasyIPSetupToolPlus Operation Manual for details.

By using WEB Browser

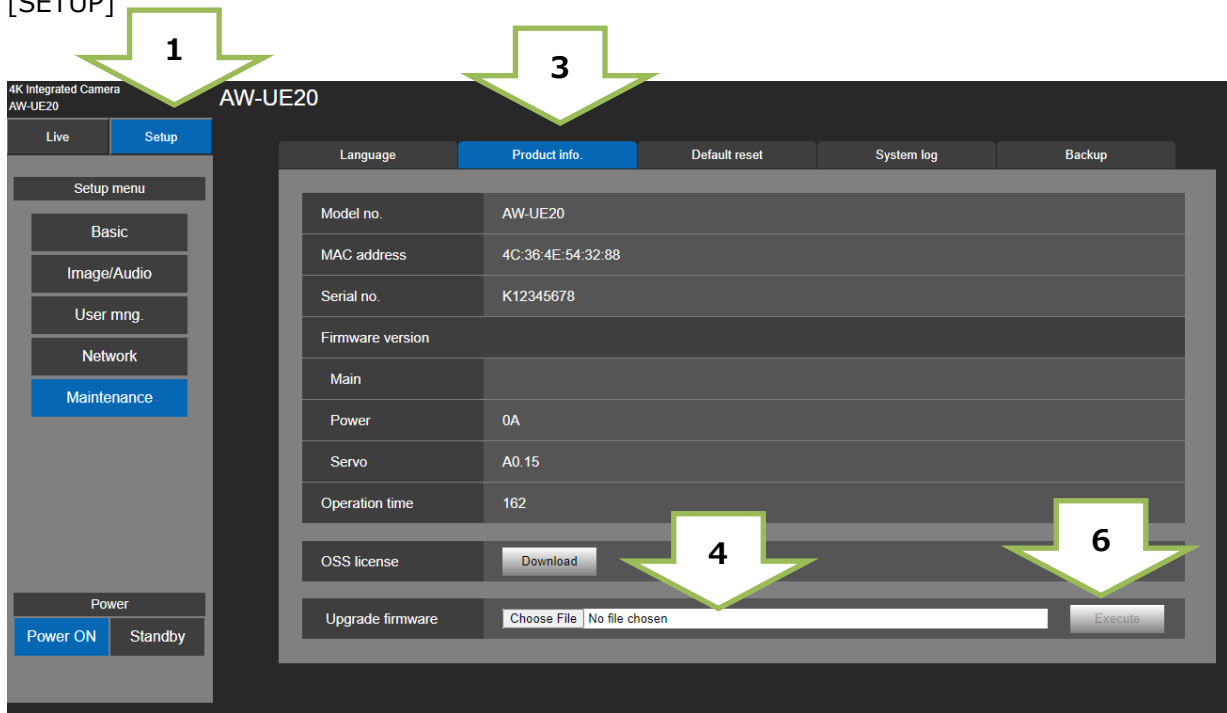
The settings for the RTMP Server URL and Stream key settings are not retained, so please make a note of these settings before updating.

1. Start your web browser and enter the IP address of the PTZ camera in the URL area.

Example : 192.168.0.10

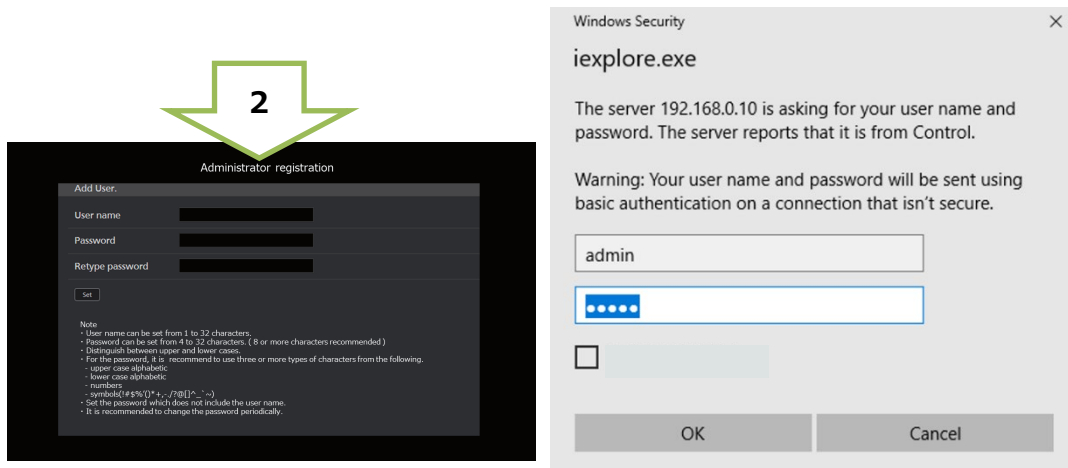


1. [SETUP]

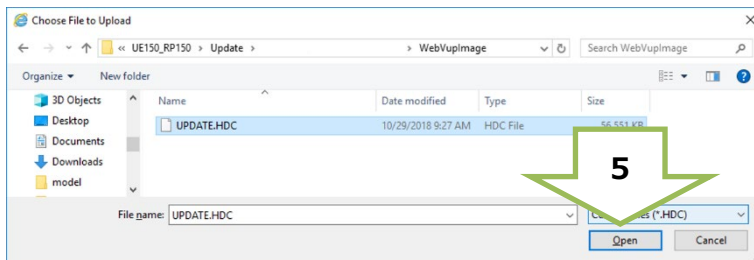


2. Enter the ID and PW set as the initial account.

Example : User name: admin, Password:12345



3. [Maintenance] [Product Info.] You can confirm the camera version here.
4. [Upgrade firmware] [Choose File]
5. The following screen for selecting a file is displayed. Specify the downloaded firmware file "UPDATE.HDC" and click the [Open] button.



6. [Execute] Push the button and push the [OK] button on the confirmation screen to start the update.

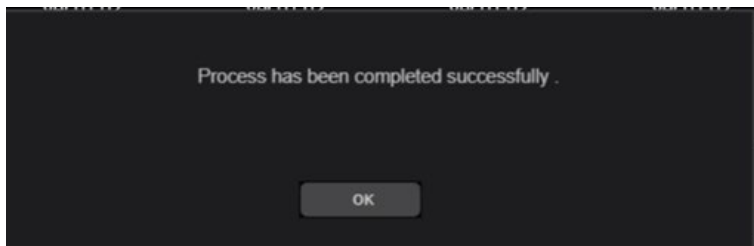
Firmware update takes approx.10 min.

Do not power down or disconnect the LAN cable between the PC and Camera while updating.

Do not perform any other operations until the version is upgraded.

7. An update completion message will be displayed. "Process has been completed successfully."

Even if you see a success message, please note the following:



NOTE

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If the update does not end normally, please unplug and plug in the power cable and restart.

After restarting, the recovery process will be executed. (Recovery time required 7-8 minutes)

After the required time has passed, if the STATUS LED turns green, the process is complete.

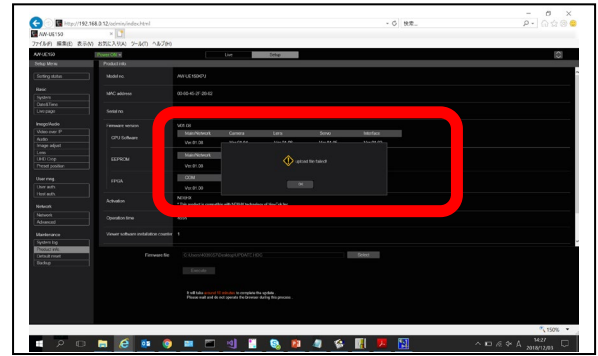
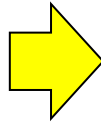
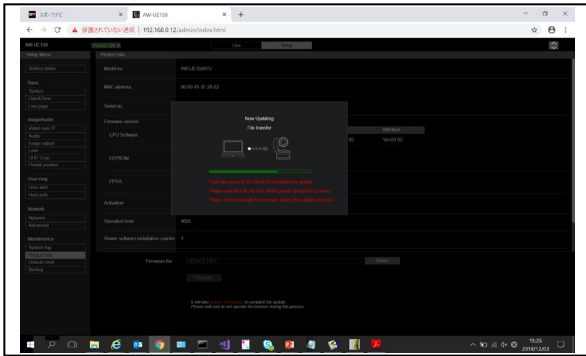
*For example, it stops working after displaying the message "Update completed....".

8. The update is completed by the above procedure. Press [OK] to restart the camera.

The update was not completed

If you disconnected the LAN cable or the power supply during the update, please try again.

[<!>Update is failed]



- Please reconfirm the network settings, circumstances, ID and password.
- If [Power ON] or [Standby] is selected too quickly, the status selected and the display shown may not correspond. In a case like this, press the [F5] key on the keyboard of the PC to restore the correct status display.