

AW-UE4 Firmware Update Procedure

Please be sure to read this first.

The update of AW-UE4 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.

It is recommended that the current settings should be noted down in advance.

◆[Disclaimer of warranty]

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- (7) LOSS OF REGISTERED DATA CAUSED BY ANY FAILURE.
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◆[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.

Preparation for Updating

Supported OS Windows 10

Preparing the update file

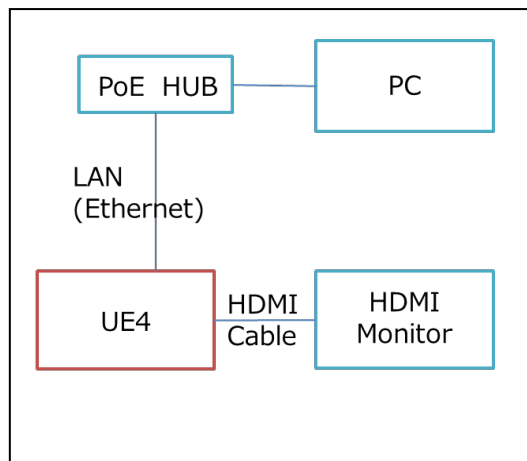
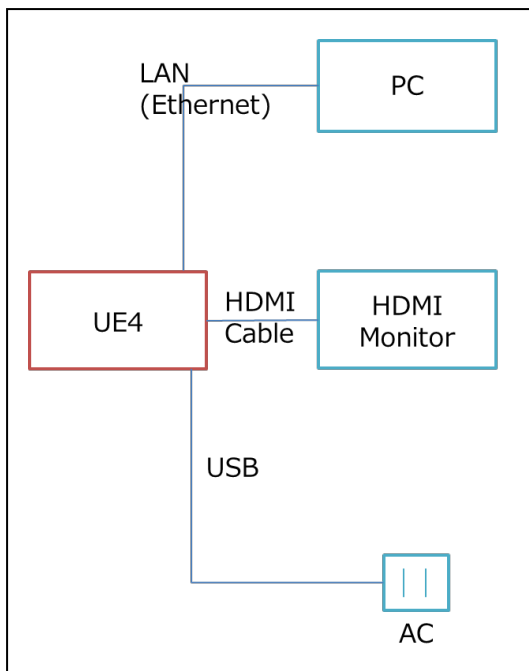
1. Download the latest software to the hard disk of your PC from “Support” web site.
Click next to “Service and Support” tab. <https://pro-av.panasonic.net/en/>
Software Download : AW-UE4
2. Copy the file “*****.zip” to hard disk of your PC and extract the file (update.isp).
[Note]
Spaces and double-byte characters cannot be used for save directory.
Please do not change unzipped folder’s name and files inside it.

Preparing the Easy IP Setup software

1. Download the latest software to the hard disk of your PC from “Support” web site.
Click next to “Service and Support” tab. <https://pro-av.panasonic.net/en/>
Software Download : Easy IP setup software
2. Copy the file to hard disk of your PC and extract the file.
Double-click [EasyIPSetup.exe] in the folder to start the Setup Software.

Preparing the network setting

Setup the network setting by using Easy IP Setup Software.



Power supply: PoE or USB(AC)
(You can confirm the HDMI Output.)

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-UE4	192. 168. 0. 10
PC	192. 168. 0. 100

Update procedure

Use the PC on the same subnet as the camera to upgrade the software version.

Before using the version upgrading software, be absolutely sure to check the precautions to be observed, and follow the instructions.

Procedure

1. At first, **turn off the power of the camera once before performing the update.**

Turn on the power again, enter the camera IP address you configured on the Easy IP Setup Software in the address bar of the web browser.

Example URL : <http://192.168.0.10/>

IPv4 address entry example: (http://URL registered with IPv4 address) <http://192.168.0.10/>

IPv6 address entry example: (http://[URL registered with IPv6 address]) [http://\[2001:db8::10\]/](http://[2001:db8::10]/)

2. “Administrator registration” screen appears.

Set the “User name” and “Password”. Example: User name: admin, Password:12345

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Administrator registration

Add user

User name

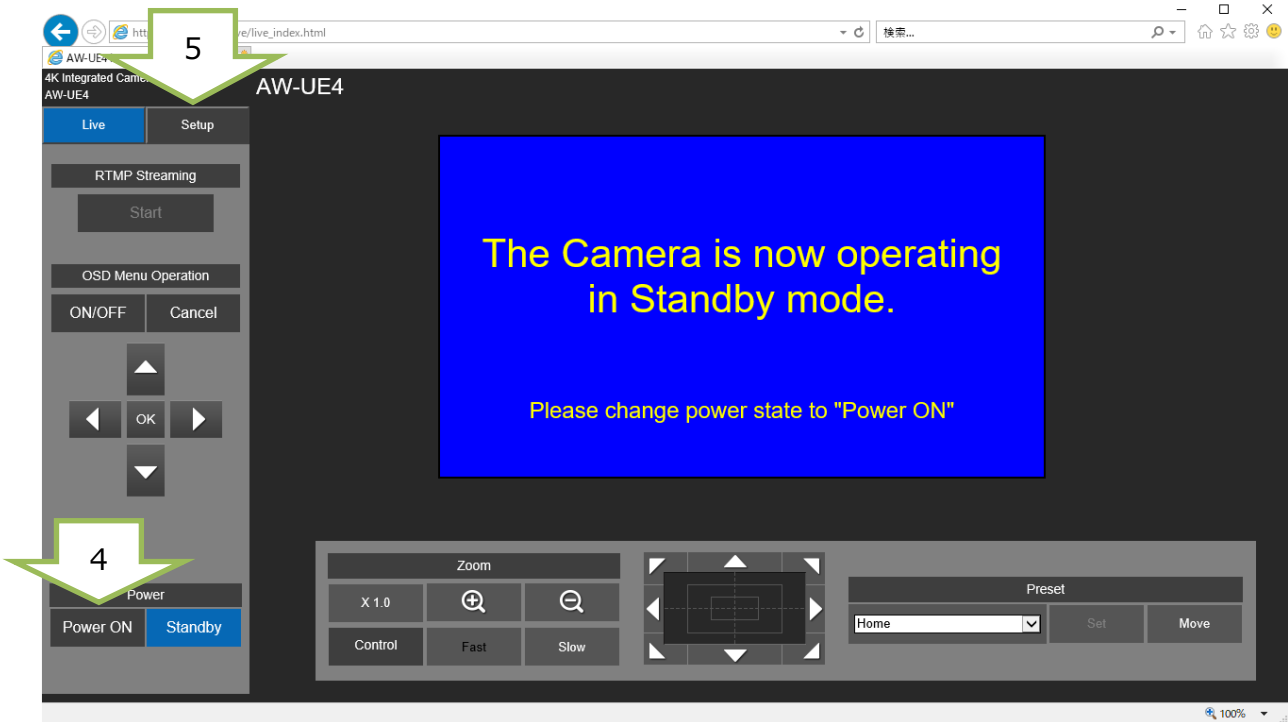
Password

Retype password

Note

- . 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.
 - 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.

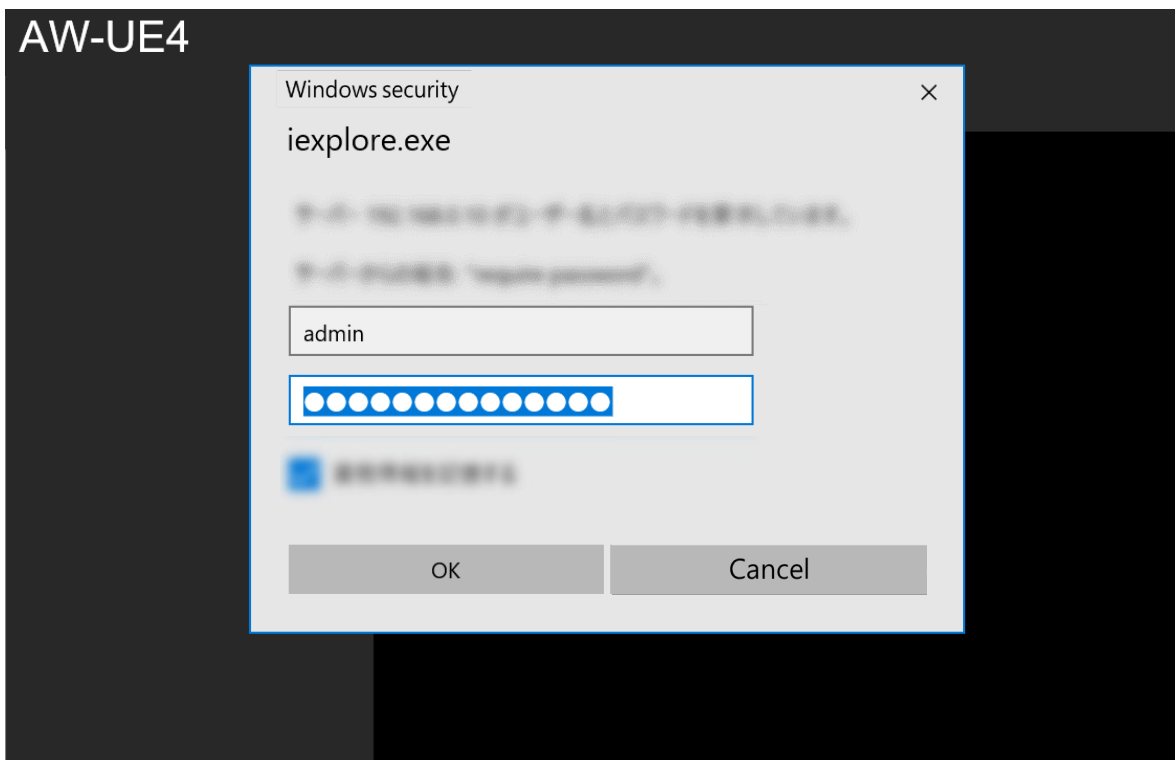
3. Warning screen will be shown. Click the [continue] button.
4. [Live] screen appears on standby mode. Click [Power ON].



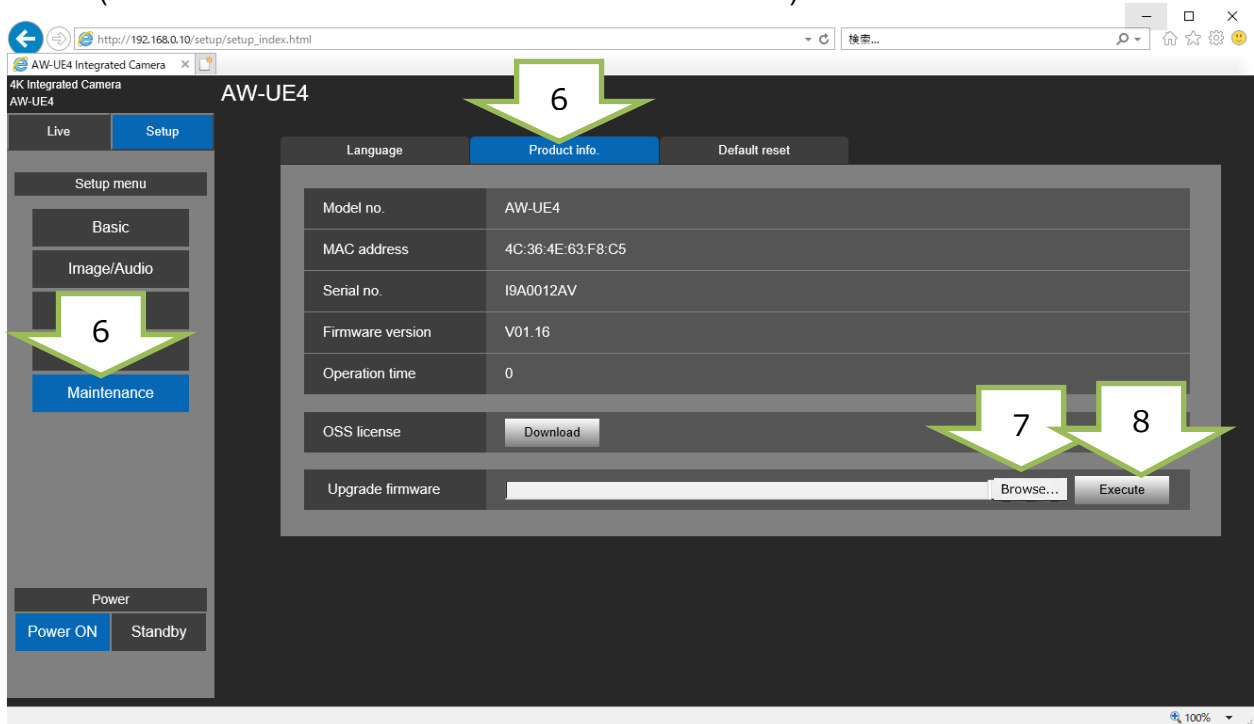
[Note] During Standby mode, the [Setup] button is disabled, and you cannot switch to the [Setup] screen.

5. Click [Setup] button.

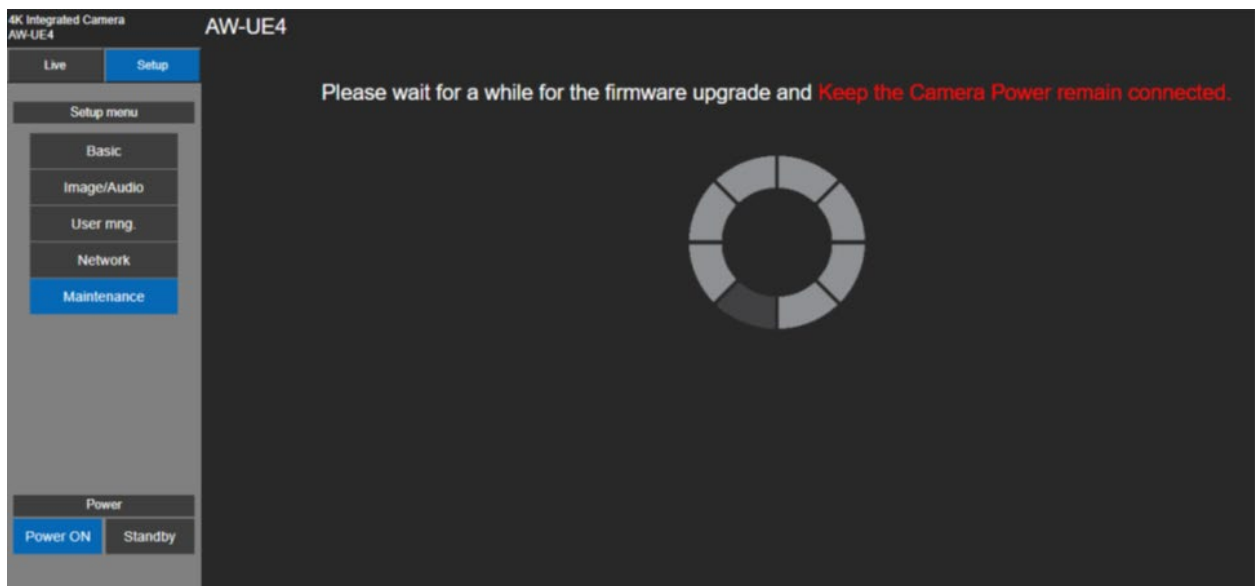
If the “require password” screen appears, input the password.



6. Click [Maintenance] button and select [Product Info] tab.
(You can confirm the firmware version on this screen.)



7. Click [Browse] button and specify the downloaded “update.isp” file.
(The [Execute] button will be enabled when the software is selected.)
8. Click the [Execute] button to start the firmware update.

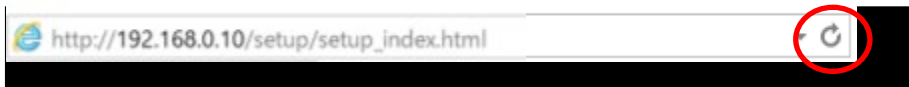


Software update takes approx. 1min.

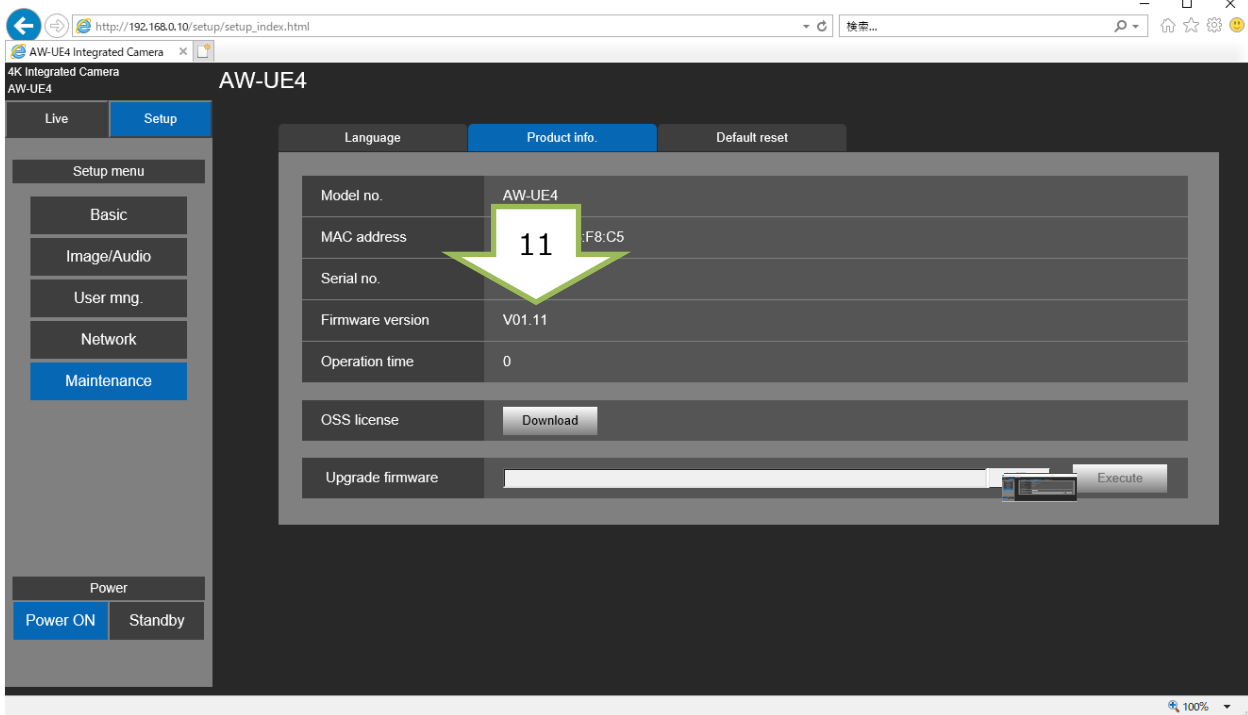
Do not power down or disconnect the LAN cable between the PC and Camera while updating.

While a software version is being upgraded, do not attempt to execute any other operations until the version has been upgraded.

9. When updating processes are completed, the camera will reboot automatically.
(The LED of camera is turned green light.)
10. Access the camera IP address again as operating the reload button of the browser.



11. Confirm that the version has been updated. [Setup] > [Maintenance] > [Product Info.]



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In rare cases, the update may not finish even after 3 minutes or more, and it may remain in an updating state.



If the camera does not restart automatically after the LED stops flashing red or if the LED stays lit red, disconnect the PoE or the AC cable so that the camera restarts.

The update is completed if the following conditions are met.

1. The LED of camera has been turned green light.
2. The version has been updated.



If the above conditions are not met, please update the firmware to the same version again.

- 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.