Introduction

This document describes the procedure for upgrading the PXW-X500 to the latest version.
First save the upgrade data to an SD card, and then use the menu to perform the upgrade.

For details on using menus, refer to the operating instructions manual.

Before Upgrading

Note

The procedure varies depending on the current version of the camcorder. Upgrade the version as described in "Upgrade Procedure" (page 2).

V1.xx/V2.xx/V3.xx

First upgrade the camcorder to V4.00, and then upgrade to the latest version.

V4.00 or later

Upgrade the camcorder to the latest version.

Getting Started

Notes on Performing Upgrade

- For details about obtaining the upgrade files, contact your Sony dealer.
- Be sure to use the AC adaptor (AC-DN10 or AC-DN2B) when performing the upgrade. If a battery is attached at the same time, upgrading is still supported if the AC power supply is interrupted.
- Disconnect connected devices (such as USB wireless LAN module (IFU-WLM3), SDI, HDMI, microphone, viewfinder, and lens) and eject any media in the SxS memory card slots before upgrading.
- Upgrading of the camcorder and network function are not possible if the streaming function is enabled. First, disable the streaming function by setting the following menu settings to Off.
  – Maintenance >Streaming >Setting
  – Maintenance >Network Client Mode >Setting
- Check the operation of the camcorder before using the camcorder after upgrading.

For details about using the camcorder, refer to the operating instructions manual.

About the Required SD Cards

Prepare an SD card for each step shown in the following table, and use each card only in the corresponding procedure.

Current version	SD card slot	SD card
V1.xx/V2.xx/V3.xx	UTILITY SD card slot	Configuration data SD card
All versions	UTILITY SD card slot	Camcorder upgrade SD card
All versions	PROXY SD card slot	Network function upgrade SD card

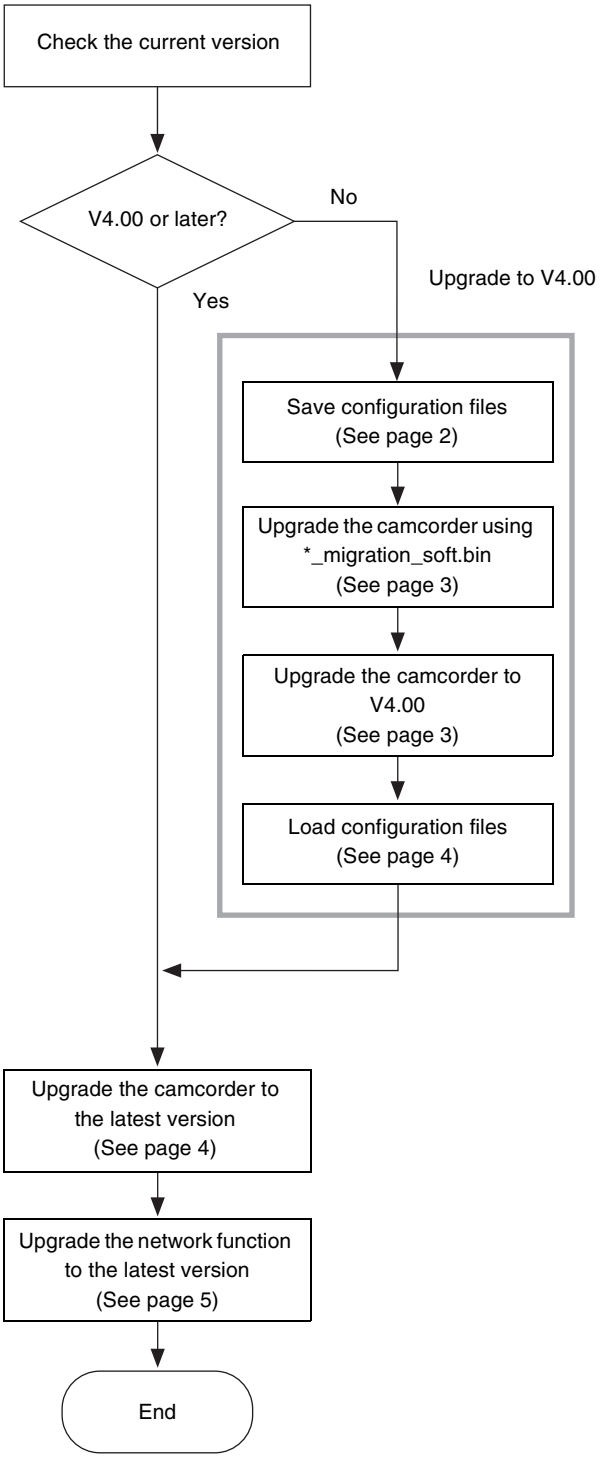
Notes

- For details about supported SD cards, refer to the operating instructions manual.
- Always use SD cards that are formatted using the format function of the camcorder.
- When copying an upgrade file to an SD card, copy the file directly to the card without creating any folders. Do not copy multiple files (with .bin file name extension) to the same SD card.

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Upgrade Procedure

Upgrade the version using the following flow diagram.



Upgrading

Checking the Current Version

Use the following procedure to check the current version.

1 Select Maintenance >Version in the setup menu, and check the version displayed in Number.

Notes

- If the current version is V1.xx/V2.xx/V3.xx, proceed to "Saving Configuration Files" (page 2).
- If the current version is V4.00 or later, proceed to "Upgrading the Camcorder to the Latest Version" (page 4).

Saving Configuration Files

Use the following procedure to save the configuration data (ALL files, scene files, lens files) of the camcorder to an SD card.

SD card: Configuration data SD card

Note

The following steps are not required if the current version is V4.00 or later.

1 Turn on the camcorder, and insert the SD card in the UTILITY SD card slot.

2 Select Operation >Format Media >SD Card(Utility) in the setup menu to format the SD card.

3 Save the ALL files.

3-1 Select File >All File >Save SD Card in the setup menu.
A screen for selecting an ALL file save destination appears.

3-2 Select a destination.

3-3 Select [Execute].

4 Save the scene files.

4-1 Select File >Scene File >Save SD Card in the setup menu.
A scene file save destination screen appears.

4-2 Select a destination.

4-3 Select [Execute].

5 Save the lens files.

5-1 Select File >Lens File >Save SD Card in the setup menu.
A lens file save destination screen appears.

5-2 Select a destination.

5-3 Select [Execute].

Upgrading the Camcorder using *_migration_soft.bin

Use the following procedure to upgrade the updater on the camcorder.

Version upgrade file:
PXW-X500_2016-06-20_12-47-34_migration_soft.bin
SD card: Camcorder upgrade SD card
Time required: Approx. 34 minutes

Note

The following steps are not required if the current version is V4.00 or later.

1 Download the ZIP file from the upgrade file download site to your computer, and extract all files.

2 Attach an AC adapter to the camcorder, connect it to an AC power supply, and turn on the camcorder.

3 Insert the SD card in the UTILITY SD card slot, and select Operation >Format Media >SD Card(Utility) in the setup menu to format the SD card.

4 Eject the SD card from the camcorder and load it on your computer, then copy the version upgrade file (.bin file name extension) extracted in step **1** to the root directory of the SD card.

Note

Do not save any files other than the upgrade file above on the SD card. The version upgrade will not be performed correctly if there any other files are on the SD card.

5 Insert the SD card in the UTILITY SD card slot, select Maintenance >Version >Version Up in the setup menu, and select [Execute].

An upgrade confirmation screen appears.
Please use the AC adapter
Version Upgrade

6 Select [Execute] twice.

The upgrade begins, the REC indicator flashes, and a message appears.
Version Upgrade
Elapsed Time xx:xx:xx
Executing... xx%
(xx:xx:xx elapsed time format, xx% progress rate)

Notes

- The camcorder will automatically restart during the upgrade process, and the upgrade continues. Do not turn off the power.
- Do not operate the camcorder during the upgrade. Doing so could interrupt the upgrade process, and cause a malfunction.
- If the upgrade fails, the REC indicator flashes at 4 times per second.
- If an error occurs, see “Resolving Errors” (page 6).
- If the upgrade process has not completed after the specified required time has elapsed, disconnect and reconnect the AC adapter. The upgrade begins again.

When the upgrade ends, a completion message appears.
Updater program was upgraded.
New firmware should be installed.

7 Eject the SD card, and turn the camcorder off.

Upgrading the Camcorder to V4.00

Use the following procedure to upgrade the camcorder to V4.00.

Version upgrade file:
PXW-X500_V400_11_2016-07-27_10-00-03__firmware_SSB.bin
SD card: Camcorder upgrade SD card
Time required: Approx. 35 minutes

Note

The following steps are not required if the current version is V4.00 or later.

1 Download the ZIP file from the upgrade file download site to your computer, and extract all files.

2 Attach an AC adapter to the camcorder, connect it to an AC power supply, and turn on the camcorder.

3 Insert the SD card in the UTILITY SD card slot, and select Operation >Format Media >SD Card(Utility) in the setup menu to format the SD card.

4 Eject the SD card from the camcorder and load it on your computer, then copy the version upgrade file (.bin file name extension) extracted in step **1** to the root directory of the SD card.

Note

Do not save any files other than the upgrade file above on the SD card. The version upgrade will not be performed correctly if there any other files are on the SD card.

5 Insert the SD card in the UTILITY SD card slot, select Maintenance >Version >Version Up in the setup menu, and select [Execute].

An upgrade confirmation screen appears.
Please use the AC adapter
Version Upgrade

6 Select [Execute] twice.

The upgrade begins, the REC indicator flashes, and a message appears.
Version Upgrade
Elapsed Time xx:xx:xx
Executing... xx%
(xx:xx:xx elapsed time format, xx% progress rate)

Notes

- The camcorder will automatically restart during the upgrade process, and the upgrade continues. Do not turn off the power.
- Do not operate the camcorder during the upgrade. Doing so could interrupt the upgrade process, and cause a malfunction.
- If the upgrade fails, the REC indicator flashes at 4 times per second.
  If an error occurs, see “Resolving Errors” (page 6).
- If the upgrade process has not completed after the specified required time has elapsed, disconnect and reconnect the AC adapter. The upgrade begins again.

When the upgrade ends, the REC indicator is lit, and a message appears.
Version Upgrade
Done

7 Select Maintenance >Version in the setup menu, and check that the version displayed in Number is V4.00.

8 Eject the SD card, and turn the camcorder off.

Loading Configuration Files

Use the following procedure to load the configuration data (ALL files, scene files, lens files) saved on an SD card into the camcorder.

SD card: Configuration data SD card

Note

The following steps are not required if the current version is V4.00 or later.

1 Turn on the camcorder, and insert the SD card on which the configuration files are saved in the UTILITY SD card slot.

2 Load the ALL files.

2-1 Select File >All File >Load SD Card in the setup menu.
The ALL file list appears.

2-2 Select the saved files.

2-3 Select [Execute].

3 Load the scene files.

3-1 Select File >Scene File >Load SD Card in the setup menu.
The scene file list appears.

3-2 Select the saved files.

3-3 Select [Execute].

4 Load the lens files.

4-1 Select File >Lens File >Save SD Card in the setup menu.
The lens file list appears.

4-2 Select the saved files.

4-3 Select [Execute].

Upgrading the Camcorder to the Latest Version

Use the following procedure to upgrade the camcorder to the latest version.

Version upgrade file: Version upgrade file:
PXW-X500_*_Vxxx_*_firmware_SSB.bin
(*: Character string, Vxxx: Version)
SD card: Camcorder upgrade SD card
Time required: Approx. 34 minutes

1 Download the ZIP file from the upgrade file download site to your computer, and extract all files.

2 Attach an AC adapter to the camcorder, connect it to an AC power supply, and turn on the camcorder.

3 Insert the SD card in the UTILITY SD card slot, and select Operation >Format Media >SD Card(Utility) in the setup menu to format the SD card.

4 Eject the SD card from the camcorder and load it on your computer, then copy the version upgrade file (.bin file name extension) extracted in step **1** to the root directory of the SD card.

Note

Do not save any files other than the upgrade file above on the SD card. The version upgrade will not be performed correctly if there any other files are on the SD card.

5 Insert the SD card in the UTILITY SD card slot, select Maintenance >Version >Version Up in the setup menu, and select [Execute].

An upgrade confirmation screen appears.
Please use the AC adapter
Version Upgrade

6 Select [Execute] twice.

The upgrade begins, the REC indicator flashes, and a message appears.
Version Upgrade
Elapsed Time xx:xx:xx
Executing... xx%
(xx:xx:xx elapsed time format, xx% progress rate)

Notes

- The camcorder will automatically restart during the upgrade process, and the upgrade continues. Do not turn off the power.
- Do not operate the camcorder during the upgrade. Doing so could interrupt the upgrade process, and cause a malfunction.
- If the upgrade fails, the REC indicator flashes at 4 times per second.
  If an error occurs, see "Resolving Errors" (page 6).
- If the upgrade process has not completed after the specified required time has elapsed, disconnect and reconnect the AC adapter. The upgrade begins again.

When the upgrade ends, the REC indicator is lit, and a message appears.
Version Upgrade
Done

7 Select Maintenance >Version in the setup menu, and check that the version displayed in Number is the latest version.

8 Eject the SD card, and turn the camcorder off.

Upgrading the Network Function to the Latest Version

Use the following procedure to upgrade the network function of the camcorder to the latest version.

Version upgrade file:
WA_firmware_x.xx_yyyy.f.bin
(x.xx: Version, yyyy: Number)
SD card: Network function upgrade SD card
Time required: Approx. 5 minutes

Note

The version upgrade may fail if a large number of jobs in the transfer list (Job List) of the file transfer function remain. In this case, first remove the files from the transfer list and then perform the upgrade. For details about how to delete, refer to "Job List" in "Shooting" – "Web Menu" –"Monitoring File Transfers" in the operating instructions manual.
If you cannot remove the files from the transfer list, perform a reset using Maintenance >Network Reset in the setup menu. In this case, the network settings must be reconfigured. For details about reconfiguring, refer to "Shooting" in the operating instructions manual.

1 Check the current version of the network function.

1-1 Set Operation >Proxy Recording Mode >Setting in the setup menu to On, and wait about 45 seconds.

1-2 Select Maintenance >Version in the setup menu, and check the version displayed in Net-Func Version Number.

Note

The following steps are not required if already upgraded to the latest version.

2 Download the ZIP file from the upgrade file download site to your computer, and extract all files.

3 Attach an AC adapter to the camcorder, connect it to an AC power supply, and turn on the camcorder.

4 Insert the SD card in the PROXY SD card slot, and select Operation >Format Media >SD Card(Proxy) in the setup menu to format the SD card.

5 Eject the SD card from the camcorder and load it on your computer, then copy the version upgrade file (.bin file name extension) extracted in step **2** to the root directory of the SD card.

Note

Do not save any files other than the upgrade file above on the SD card. The version upgrade will not be performed correctly if there any other files are on the SD card.

6 Insert the SD card in the PROXY SD card slot, select Maintenance >Version >Net-Func Ver. Up in the setup menu, and select [Execute].

An upgrade confirmation screen appears.
Please use the AC adapter
Version Upgrade

7 Select [Execute].

The upgrade begins, and the following message appears.
Version Upgrade
Elapsed Time xx:xx:xx
Executing... xx%
(xx:xx:xx elapsed time format, xx% progress rate)

Note

Do not operate the camcorder during the upgrade. Doing so could interrupt the upgrade process, and cause a malfunction.

When the upgrade ends, the following message appears.

Version Upgrade
OK
Turn Power Off

8 Turn the camcorder off, and eject the SD card.

Note

Ejecting the SD card while the camcorder is turned on may display a warning message (E91-1C0) in rare cases. Restart the camcorder to clear the message.

9 Turn the camcorder on.

10 Wait about 45 seconds, select Maintenance >Version in the setup menu, and check that the version displayed in Net-Func Version Number is the latest version.

11 Turn the camcorder off.

Resolving Errors

Use the following method to resolve errors if an error occurs.

Note

If the upgrade is still unsuccessful after attempting to resolve the error, contact your Sony dealer.

If the upgrade data is not found

If the version upgrade file is not detected, the following message appears.

Version Upgrade No File

Check the upgrade file on the SD card, and then try upgrading again.

Problem	Solution
Version upgrade file is not at the top level on the SD card. (File is in a folder.)	Copy the file to the top level on the SD card.
The file is for a different device.	Copy the correct file to the SD card.
The ZIP file has not been uncompressed.	Uncompress the ZIP file, and copy the file (.bin file name extension) to the SD card.

If the upgrade was interrupted

If an error occurs with the version upgrade file, the following message appears.

Version Upgrade
NG: Cannot Read
Power Off

Copy the correct file to the SD card, restart the camcorder, and then try upgrading again.

If the upgrade failed

If the upgrade fails, the following message appears.

Version Upgrade Error!

If upgrading the camcorder, disconnect and reconnect the AC power supply, and perform the upgrade again.
If upgrading the network function, check the upgrade procedure, and perform the upgrade again.