



Software upgrade procedure for

XxHFL4010x/12 – HeartLine 2k15 range
XxHFL5009x/12 – Mediasuite 2k14 range
XxHFL5010x/12 – Mediasuite 2k15 range
XxHFL7009x/12 –Signature 2k14-5 range

GENERAL INFORMATION

The following procedure is for Philips 2014 and 2015 HeartLine, MediaSuite and Signature Hospitality TV range:

XxHFL4010x/12 – HeartLine 2k15 range

XxHFL5009x/12 – Mediasuite 2k14 range

XxHFL5010x/12 – Mediasuite 2k15 range

XxHFL7009x/12 –Signature 2k14-5 range

(xx=reflecting the TV screen size in inches and end x=N or D is the option model)

Philips Hospitality TVs can be used as:

Stand-alone TV set

Please always upgrade to the latest software version at time of installation. Latest software version can easily be found on the official Philips website www.philips.com/support entering your model number.

This software is intended for both RF – as IP installations. For system setups please always consult the system vendor.

System TV set

(In combination with set-top boxes from different system vendors)

Please ALWAYS consult the system vendor.

Note:

Philips is working closely with system vendors to create software releases dedicated to each system to ensure compatibility and interoperability. Always obtain the TV software upgrade file only from the system vendor. The latest software release available on Philips website may not be certified (yet) with the used system. If you use a not-certified version you may incur incompatibility and interoperability issues for which Philips is not liable

Check the Current Software version

The CSM contains data about the TV software, serial number and other details. The menu can be accessed using a standard remote control or using the master remote control.

1. Using the standard remote control: press the following key sequence "1,2,3,6,5,4"
2. For older platforms, using the green master remote control (22AV8753D): Press the RECALL button on the remote to activate the CSM menu.

Note:

Activation of the CSM is only possible if there is no (user) menu on the screen.

Important items to check:

On the 1st page CSM 1:

Set Type
Production number/code

On the 2nd page CSM2:

Current Main Software
NVM-version

On the 3rd page:

Indication if the BDS key is loaded (N = No, Y = Yes).

CSM content can be saved on USB flash drive by following the procedure:

1. Insert the USB flash drive in the side connector.
2. Enter the CSM using the master remote or the key sequence.
3. The CSM content will be automatically saved on USB flash as a text file
4. File name example: "**CSM_32HFL5010D12_01234567891234.txt**"
Where **32HFL5010D/12** is the TV model number
Where **01234567891234** is the TV serial number

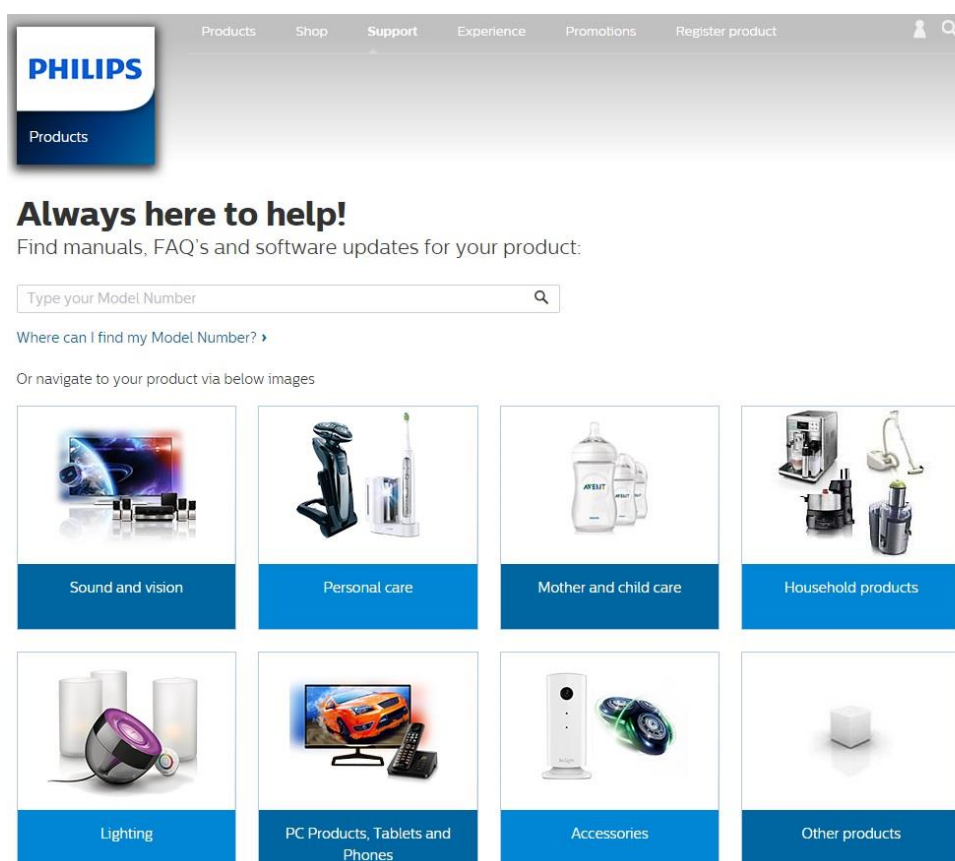
Note:

Multiple CSM files can be saved on the USB flash drive by repeating the procedure mentioned above on every TV set.

PREPARATION FOR STANDALONE UPGRADE

The USB drive used for software upgrade must be formatted as FAT32 and preferably empty to avoid and accidental upload of wrong setting and software. It recommended first to upgrade the TV and afterwards to perform the installation.

Download the latest standalone software version via <http://www.philips.com/support> (enter your model number which will redirect you to the latest software version)



The software version available on the website is archived and requires an unzipping program to be installed on the PC. Popular programs for extracting the content from an archive are: WinZip, WinRAR, 7-Zip.

If you are using MacOS or Linux search for the equivalent of the programs mentioned above.

Unzip the archive on your local drive and copy the file Autorun.upg in the root of your USB flash drive.

The path to file should be x:/Autorun.upg, where x is depending of the drive letter being assigned by your operating system)

Note:

The zip file is protected with a password indicated at the end of these instructions just to make sure that all instructions have been read.

UPGRADE A TV SET OUT OF BOX

1. Take the set out of the box and leave it unplugged.
2. Plug in the USB key and connect the TV to the mains.
3. Wait until the upgrade starts.
4. When the upgrade is finished remove the USB key and restart the TV.
5. Check the software version on the second page of the CSM menu (123654)

UPGRADE AN ALREADY INSTALLED TV SET

1. Switch ON the TV and wait until the OSD message had disappear from the screen.
2. Insert the USB flash drive in the side connector.
3. The update wizard will automatically appear with the question if you want to upgrade. Select the **[Update]** button and press **"OK"** to continue.
4. On the next page select [Start] and press the **"OK"** button to start the software update.
5. Wait until the process finishes, do not unplug the power cord. After around 2min the update will be complete and **"Restart"** button will appear on the screen.
6. Remove the USB flash drive and press **"OK"** to restart the TV set and finish the update procedure.
7. After restart the TV will display the switch ON channel.
8. Check the software version on the second page of the CSM menu (123654)