

# Software upgrade/downgrade instructions

For Philips 2k10 PrimeSuite range:

22HFL4372D/10, 26HFL4372D/10, 32HFL4372D/10, 42HFL4372D/10

## GENERAL INFORMATION

Philips Hospitality TVs can be used as:

### ➤ *Stand-alone TV set*

Please always upgrade to the latest software version that can be downloaded from the internet.

### ➤ *System TV set*

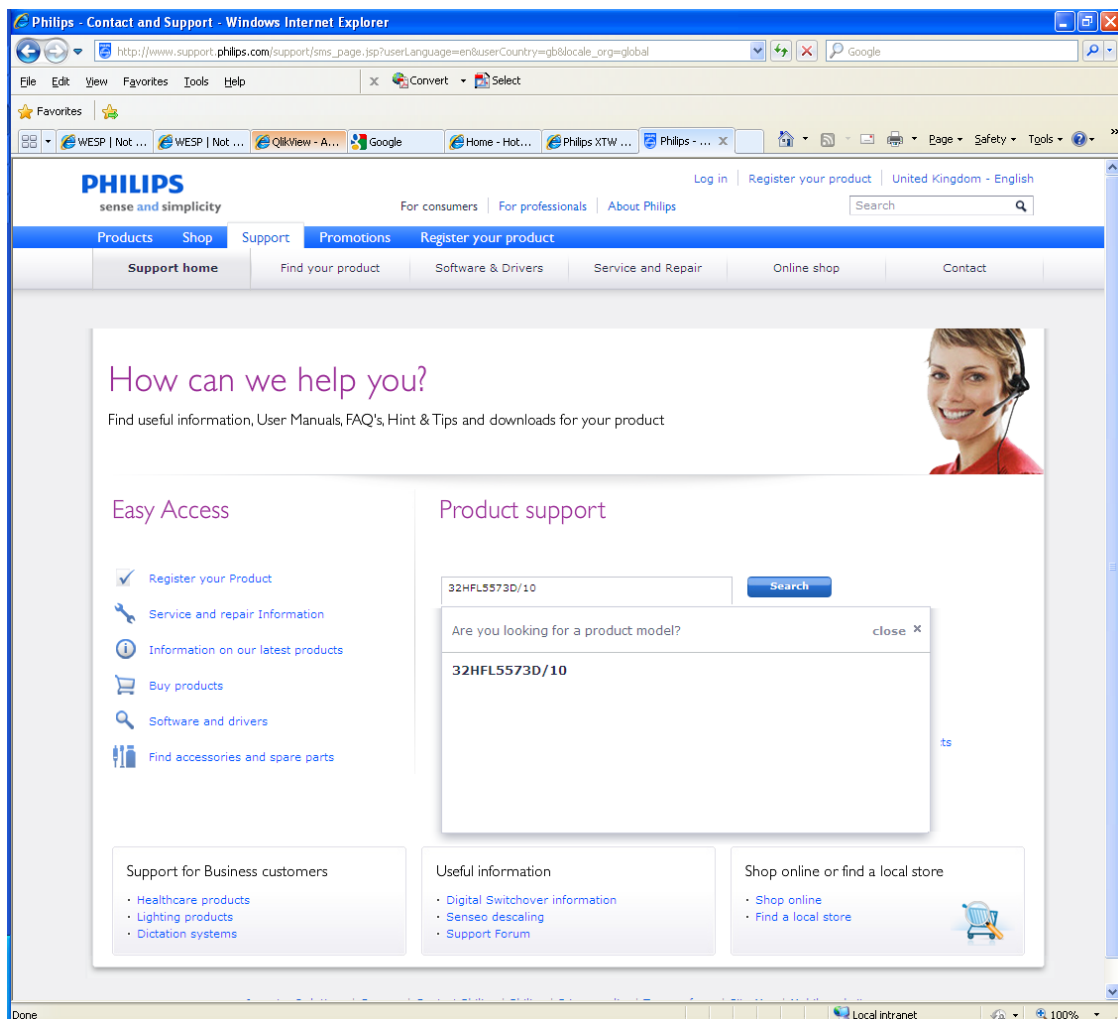
(in combination with set-top boxes from different system vendors)

**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

## PREPARATION FOR STANDALONE UPGRADE

- Download the latest standalone software version via [www.philips.com/support](http://www.philips.com/support) (search for the model number to get the right software version)
- Unzip the downloaded file in the root of an empty USB key (FAT32 formatted).  
Note: The zip file is protected with a password indicated at the end of these instructions.
- Unzipping the file creates a directory called “upgrades” which contains a file called **autorun.upg** (x:/upgrades/autorun.upg, where x is depending of the drive letter being assigned by your operating system)



## UPGRADE A TV SET OUT OF BOX

### ➤ **Preferred upgrade procedure**

(only works if you are upgrading to a higher software version):

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.

### ➤ **Alternative upgrade procedure**

(must be used in case you want to downgrade to an earlier version or if you want to reload the same software version):

1. Take the set out of the box and leave it unplugged.
2. Take the remote control and the batteries out of the box and install the batteries in the remote control.
3. Point the remote control to the TV, press [OK] and keep pressing the [OK] button.
4. While pressing the [OK] button connect the TV to the power.
5. Keep pressing the [OK] button until the red LED starts blinking.
6. Release the [OK] button and wait. TV will start in the SW upgrade screen.
7. Plug the USB key and wait until the upgrade starts.
8. When the upgrade is finished remove the USB key and restart the TV.

Note: when having an earlier or equal software version on the USB key, this process is not automatically triggered. Software should be selected with arrow keys and [OK] button.

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## **UPGRADE AN ALREADY INSTALLED TV SET**

1. Unplug the set from the mains.
2. Point the remote control to the TV, press [OK] and keep pressing the [OK] button.
3. While pressing the [OK] button connect the TV to the power.
4. Keep pressing the [OK] button until the red LED starts blinking.
5. Release the [OK] button and wait. TV will start in the software upgrade screen.
6. Plug the USB key and wait until the upgrade starts.
7. When the upgrade is finished remove the USB key and restart the TV.

Note: when having an earlier or equal software version on the USB key, this process is not automatically triggered. Software should be selected with arrow keys and [OK] button.

## **CREATE CLONING FILE FOR UPGRADING MULTIPLE SETS**

1. Once TV is restarted enter PBS menu  
(key the sequence when using a guest remote: 319753 MUTE or use the green/yellow master remote and press menu).
2. Select "PBS Setup"->"Factory reset". TV will go to standby and the PBS mode settings will be lost. The channel list will remain.
3. Restart TV, enter PBS mode again and reconfigure the TV according to your use case and create a new cloning file.
4. Store the settings. TV will go to standby.
5. Restart TV.
6. Upgrade all the TV sets to the same software version and re-use the newly created cloning file to configure all sets.

**PASSWORD TO UNZIP THE SOFTWARE FILE: 2926-130501**