

Update the TV software

Philips is continually improving its products. To ensure your TV is up-to-date with the latest features and fixes, we strongly recommend you update the TV with the latest software. Get software updates from your dealer or www.philips.com/support.

What you need

Before updating the TV software, ensure you have the following:

- An empty USB flash drive with **256MB** of free space. The USB flash drive must be FAT or DOS-formatted, and have its write protection disabled. Do not use a USB hard drive for the software update.
- A PC with Internet access.
- An archive utility that supports the ZIP file format (for example, WinZip® for Microsoft® Windows® or StuffIt® for Macintosh®).

Step 1: Check the current TV software version

Before updating the TV software, check the current software version of your TV. If the software version of your TV is the same as the latest update file found on www.philips.com/support, it is not necessary to update the TV software.

- 1 Press **▲** on the TV remote control.
- 2 Select **[Setup] > [Software settings] > [Current software info]**, then press **OK**. The version of the current software is displayed.

Step 2: Download the latest software



Caution

- Do not install a lower version of software than the current version installed on your product. Philips cannot be held liable or be made responsible for problems caused by a software downgrade.

- 1 Insert the USB flash drive into a USB port on your PC.
- 2 From your PC, navigate to www.philips.com/support.
- 3 Find your product and locate the software and drivers available for your TV set.
 - ↳ The software is available as a zip file.
- 4 If the software version is higher than the version on your TV, click the software update link.
- 5 Accept the license agreement and save the ZIP file to the USB flash drive.
- 6 Using the archive utility, extract 'autorun.upg' to the root directory of the USB flash drive.
- 7 Disconnect the USB flash drive from the PC.

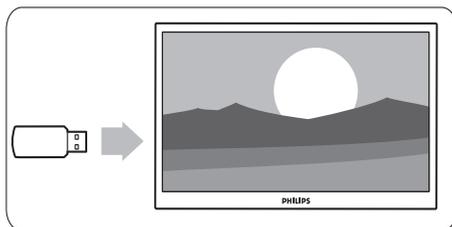
Step 3: Update the TV software



Warning

- Do not switch off the TV or remove the USB flash drive during the software update.
- If a power failure occurs during the update, do not remove the USB flash drive from the TV. The TV will continue the update as soon as power is restored.
- If an error occurs during the update, retry the procedure. If the error reoccurs, contact Philips Consumer Care.

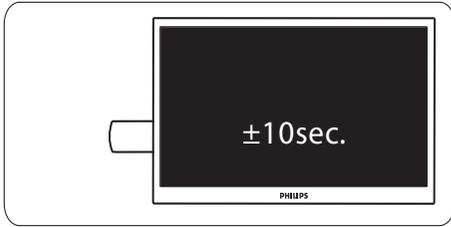
- 1 Switch on the TV and connect the USB flash drive containing the software update to the USB connector on the TV.



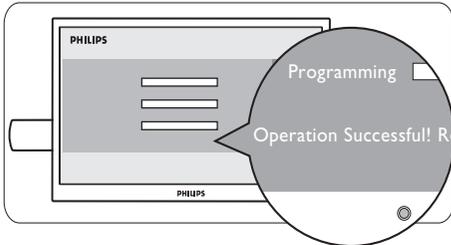
2 The TV switches off and the screen stays black for 10 seconds.

 Note

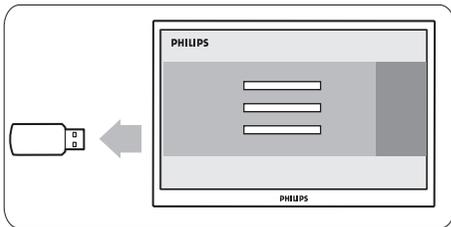
- Do not use the remote control.
- Do not remove the USB flash drive from the TV.
- Do not use the power switch on the TV.



3 The software update starts automatically. Please wait for the update to finish.
↳ This is indicated on the screen by a notification message.



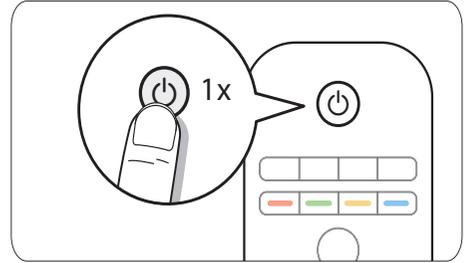
4 Disconnect the USB flash drive from the TV.



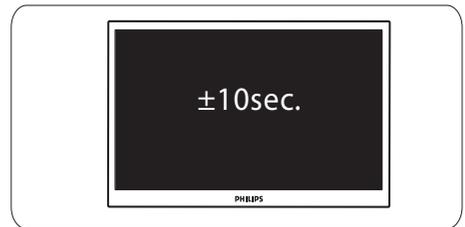
5 Press  on the remote control.

 Note

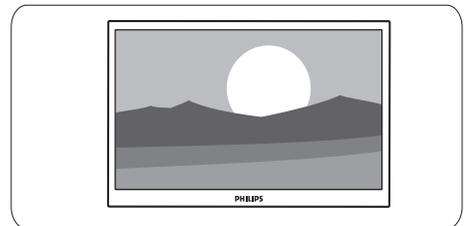
- Do not press  twice or use the power switch on the TV.



6 The TV switches off and the screen stays black for 10 seconds. Please wait.



7 The TV switches back on again. The TV software is now up-to-date.



 Note

- To prevent accidental updates to the TV software, delete the 'autorun.upg' file from the USB flash drive.

Software history

Main modifications

Each release contains:

- All solutions identified in earlier versions
- Improved connectivity to improve compatibility with other external devices
- As Philips pursues to continuously improve their products, it is possible that the channels/preset list is affected after upgrading to a newer software version. Therefore we recommend to re-install the channels/presets after completing the software upgrade procedure.

Q522E_0.64.79.0

- Add the option in the TV menu to switch off the automatic channel updates feature during standby.

Q522E_0.64.78.0

- TV keeps rebooting itself when watching TV channel. (Only applicable to country, UK).
- Audio loss when changing channel on external set-top box through HDMI connection.

Q522E_0.64.76.0

- To include the 8-Day Electronic Program Guide (EPG) for country, Spain.
- Audio drop-out and/or noise heard when connected to certain Home Theater System through SPDIF connection.
- Random signal lost for 1-2 seconds when viewing HD digital channels or 1080i video content through HDMI connection.
- "MPEG artifact Reduction" mode is reset to OFF mode in AV mode.
- Not able to tune to analogue channel(s) with frequency above 800MHz.

Q522E_0.64.75.0

- Cannot view pay channels/services with maturity rating from service provider LA7.
- Missing digital channels after channel installation and/or losing signal after the TV changes the channel. (Only applicable to country, Spain)

Q522E_0.64.72.0

- TV does not respond to the remote control or the local control buttons after the TV wake-up from standby in the next day. (Applicable for countries with only analogue transmission.)

Q522E_0.64.71.0

- No audio from the TV when the Humax Set-Top-Box is connected through the HDMI connection.
- Half teletext page was displayed occasionally.

- Previously stored digital channels were deleted after TV performs installation update

Q522E_0.64.70.1

- Contrast variation seen on the screen when sudden change in picture brightness level when Dynamic contrast feature is switched OFF.

Q522E_0.64.69.1

- Increase the audio bass preset level.

Q522E_0.64.69.0

- In Norway, when the TV performs channel installation in antenna mode, the Swedish channels are arranged before the Norway channels, which are shown in the channel list.
- The TV cannot change the maturity rating for channels/services from "YouSee" Denmark.
- Analogue channels are noisy when the TV changes the channel from Digital to Analogue.

Q522E_0.64.67.3

- OPTION key to enlarge teletext page has been replaced with the picture format key.
- DVB-C introduction for Sweden and Denmark.
- No scheduled TV programs are displayed on the EPG (Electronic Program Guide).
- Only one channel is stored when performing manual installation in cable.
- The audio does not change when the audio language is changed from English to French for a digital channel.

Q522E_0.64.60.4

- "No Program Available" displayed on the screen when viewing pay channels/services.
- TV restarts when switching between pay channels/services.
- TV restarts during first time/virgin mode installation.
- TV restarts while navigating through the song list in the content browser.
- Garbage characters seen on the EPG (Electronic Program Guide) screen.
- Solved channels not viewable from Canal+ decoder in France for customers who are previously on software version 64.40.0.

Q522E_0.64.50.9

- TV cannot recognize the Niagra CAM card in Switzerland.
- TV restarts auto-installation again when TV completed auto-installation without antenna connection.

- Picture is vertically stretched in DVB-T channels.
- TV cannot store DVB-T channels on Bitche channel in Eastern Europe.
- After channel installation, 1 DVB-T channel is found missing in Brandenburg, Germany.
- Light guide will not startup when the TV is set to turn on with the „On Timer“ features.
- Brightness and contrast variation even when the features 'active control', 'light sensor' and 'dynamic contrast' settings are turned OFF.
- Picture and audio loss on HDMI inputs when the video resolution on the external device changes from 1080p to 480p.

Q522E_0.64.50.6

- Implementation of new product ranges.

Q522E_0.64.40.0

- To add DVB-C functionality for Finland.

Q522E_0.64.30.5

- Disabled Hue setting for non-NTSC signal. It should only be enabled in NTSC signal.
- Solves HDMI picture distortion/loss issue after changing format in some DVD players.

Q522E_0.64.30.1

- Removes artifact when Active Control function is switched off.
- Solves issue of picture perception difference between when user adjusting picture setting and normal viewing.
- Sudden contrast variation seen on the screen when the lighting conditions in the room or picture brightness level changes when light sensor feature is switched ON.

Q522E_0.64.28.1

- Solves MHEG dual screen vertical line problem.