

## How to upgrade the TV software

**IMPORTANT:** After you have downloaded the new software, double click on the zip-file and copy ALL the autorun file(s) to the root directory of the USB memory device.

### Introduction

Philips continuously tries to improve its products and it wants you to profit of that even after your purchase. Therefore it allows you to upgrade your TV software using a USB memory device (not supplied). You can execute the software upgrade procedure yourself.

### Preparing a USB portable memory for software upgrade

What do you need ?

- An archive utility that supports the ZIP-format (e.g. WinZip for Windows or Stuffit for Mac OS).
- A USB portable memory with min. 64 Mb free space.

New software can be downloaded from the [www.philips.com/support](http://www.philips.com/support) website.

1. Click on the **Download arrow** in the upper left corner of your screen.
2. Save the latest software upgrade file to your computer.
3. Double click on the zip-file in order to see the content.
4. Copy the autorun file or both autorun files (if there are two) to the root directory of the USB memory device.

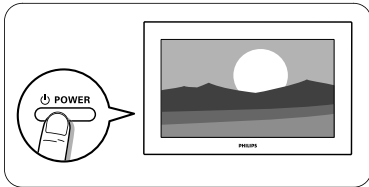
**Note:** Only use software upgrades that can be found on the [www.philips.com/support](http://www.philips.com/support) web site.

## How to upgrade the TV software (continued)

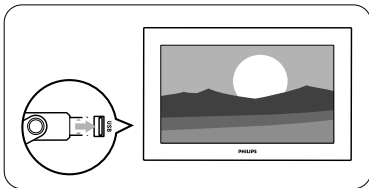
### Television upgrade

**Warning:**

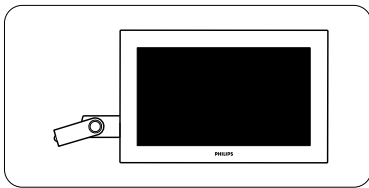
- You are not allowed to remove the USB portable memory during the software upgrade procedure;
- In case of a power drop during the upgrade procedure, don't remove the USB portable memory from the TV. The TV will continue the upgrade as soon as the power comes back;
- If an error occurs during the upgrade you should retry the procedure or if you need further assistance or in case of problems, please call your local Philips Customer Centre. See Philips Consumer Care on the [www.philips.com/support](http://www.philips.com/support) website.



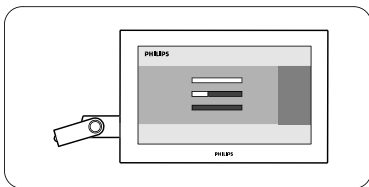
1. Switch the TV on.



2. Insert the USB memory stick in the USB slot of the TV.

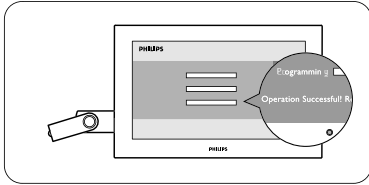


3. The TV switches off.  
The screen stays black for about 10 seconds.  
Please, wait and do not use the power switch on the TV.

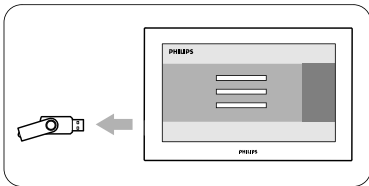


4. The upgrade process starts automatically.  
Please wait.

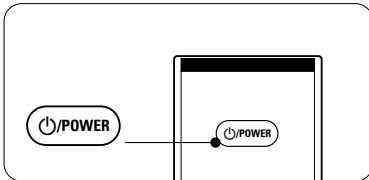
## How to upgrade the TV software (continued)



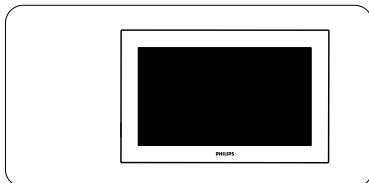
5. The upgrade is finished when the message "Operation successful" appears on the screen.



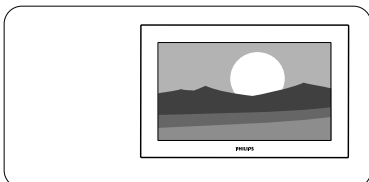
6. Remove the USB memory stick from the TV.



7. Press **POWER** on the remote control.  
Do not press more than once.  
Do not use the power switch on the TV.



8. The TV switches off.  
The screen stays black for about 10 seconds.  
Please, wait.



9. The TV switches back on again.  
The upgrade is done.

10. Once the upgrade is finished use your PC to remove the TV software from your USB portable memory.

## **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.

### **Latest software released for Q522E cluster : version Q522E 0.64.79.0**

#### **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 on 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.
- To resolve DVBT channels on Bitche cable in France not being able to be stored.
- 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.

### **Latest software released for Q582E cluster : version Q582E 0.64.79.0**

#### **Q582E\_0.64.79.0**

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

#### **Q582E\_0.64.78.1**

- 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.

#### **Q582E\_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.
- "MPEG artifact Reduction" mode is reset to OFF mode in AV mode.
- Not able to tune to analogue channel(s) with frequency above 800MHz.

#### **Q582E\_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)

#### **Q582E\_0.64.72.0**

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

#### **Q582E\_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.

#### **Q582E\_0.64.70.1**

- Analogue channels are noisy when the TV changes the channel from Digital to Analogue.

#### **Q582E\_0.64.69.1**

- Increase the audio bass preset level.

#### **Q582E\_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.

#### **Q582E\_0.64.67.3**

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

#### **Q582E\_0.64.60.5**

- 'No Program Available' displayed on the screen when viewing pay channels/services.
- Garbage characters seen on the EPG (Electronic Program Guide) screen.
- TV restarts while navigating through song list in the content browser.
- TV restarts when switching between pay channels/services.

#### **Q582E\_0.64.50.5**

- Solved channels not viewable from Canal+ decoder in France for customers who are previously on software version 64.40.0.

#### **Q582E\_0.64.40.0**

- DVB-C introduction for Finland only.

#### **Q582E\_0.64.30.5**

- To resolve DVBT channels on Bitche cable in France not being able to be stored.
- To resolve Russian OSD overlapping for the text "HDMI side" in the source menu string when language is selected as Russian.
- To support filenames in Russian characters in the USB Content Browser screens.
- To resolve missing channels in Brandenburg, Germany.
- To resolve Light Guide LED blinking when TV wakes up from standby with Ambilight feature turned on.
- To resolve video loss but audio is heard when toggling smart settings repeatedly.
- To resolve Sleep Timer not working after initial installation.
- To resolve issue of TV restarting when user presses remote control DOWN key repeatedly in Reset Smart setting" menu.
- To resolve one-touch play feature not working between other HDMI CEC compliant devices.

#### **Q582E\_0.64.30.1**

- To resolve the TV remote receiver (LED) blinking when the remote control buttons are pressed when the TV is turned off.
- To resolve brightness fluctuation when the menu is displayed on the screen.

#### **Q582E\_0.64.28.0**

- Resolved Light Strip's light intensity operation. (for Ambilight models only)