

Update software

Together with the best features and support, update your product with the latest software.

Check software version

1. Launch Philips “HCWeSet” app on your mobile device.
 - Make sure that you connect this product to the network.
2. Go to the App home page.
3. Tap  to access the menu options.
4. Select “My Speakers”.
 - The connected devices are listed.
5. Then select “About”.
 - The software version number together with other product information is displayed.



Note

- With this product connected to the network, when software update is detected, the orange LED on this product lights up.
- The upgrade time may take around 3 minutes.

Update software via Internet

1. Launch Philips “HCWeSet” app on your mobile device.
 - Make sure that you connect this product to the network.
2. Go to the App home page.
3. Tap  to access the menu options.
4. Select “My Speakers”.
 - The connected devices are listed.
5. Select the name of this product, then select “Software Update” > “Network”.
6. Follow the on-screen instructions to complete the update.
 - During upgrade, “UPG XX” (upgrade) is displayed on the display panel, and “XX” indicates a percentage of upgrade completion.
 - If the update is complete, this product automatically turns off and on again.
 - If the update fails, “ERROR”(error) is displayed on the display panel, then this product automatically turns off and on again, and prompts you to re-trigger the upgrade.

Update software via USB

What you need

- A USB storage device that is formatted with FAT16, FAT32 or NTFS.
1. Check the latest software version on www.philips.com/support.
 - Search for your model and click on "Software and drivers".
 2. Download the software into a USB storage device.
 - a. Unzip the downloaded file, and make sure that the unzipped folder is named "UPG".
 - b. Put the "UPG" file in the root directory.
 3. Connect the USB storage device to the  (USB) connector on this product.
 4. Launch Philips "HCWeSet" app on your mobile device.
 - Make sure that you connect this product to the network.
 5. Go to the App home page.
 6. Tap  to access the menu options.
 7. Select "My Speakers".
 - The connected devices are listed.
 8. Select the name of this product, then select "Software Update" > "USB".
 9. Follow the on-screen instructions to complete the update.
 - During upgrade, "UPG XX" (upgrade) is displayed on the display panel, and "XX" indicates a percentage of upgrade completion.
 - If the update is complete, this product automatically turns off and on again.
 - If the update fails, "ERROR" (error) is displayed on the display panel, then this product automatically turns off and on again, and prompts you to re-trigger the upgrade.

Caution

- Do not turn off the power or remove the USB storage device when the software update is in progress because you might damage this player.

Alternative Software Update Instruction (HTL5160B/12)

Scenario

When you want to upgrade the software of the sound bar, but you cannot establish the network between the sound bar and your smart device, for examples, no wireless router provide, the smart device is not workable or bad wireless connection quality, you may try to upgrade the software manually with the following steps.

Upgrade the software by remote control

1. Prepare a USB storage device that is formatted with FAT16, FAT32 or NTFS.
2. Check the latest software version on www.philips.com/support.
3. Search for your model and click on "Software and drivers".
4. Download the software into a USB storage device.
 - a) Unzip the downloaded file and make sure that the unzipped folder is named "UPG".
 - b) Put the "UPG" file in the root directory.
5. Connect the USB storage device to the (USB) connector on this product.
6. Press the remote control keys with the following sequence:
 - Press the "HDMI ARC" button to enter the HDMI ARC mode.
 - Press MUTE  X 2 times → Volume "+" X 1 time, the action must be completed within 6 seconds.
 - Press and hold the "SURR" button  until "UPG" shows on the product display.
 - Then the software upgrade is progressing, you may see the "UPG" is shown on the display in the meantime.
 - When the software upgrade completed, the product would be auto re-started.