



Professional
Display
Solutions

Software upgrade procedure

xxBFL2114-2214

xxHFL5014(W)-6014U-5114(U,W)-6114U-
5214(U,W)-6214U



PPDS is a part of TPV Technology
Brand licensee of Royal Philips

Software upgrade procedure

- Philips Pro 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 RF and IP installations. For IP installations as system setups please always consult the system vendor.

- ✓ System TV set

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.

For any technical questions, please visit www.philips.com/pds/support

Check the current software version

The CSM menu 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.

Software version name will have following format:

TPM181HE_R.x05.001.158.000

with x = 0 -> Android N software

with x = 1 -> Android P software

with x = 2 -> Android Q software

Preparation for standalone upgrade



- ✓ The USB drive used for software upgrade must be formatted as FAT32 and preferably empty to avoid an accidental upload of wrong settings and software. It is 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 and select 'get support for this product' 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.
- ✓ Unzip the archive on your local drive and copy the file 'autorun.upg' in the root of your USB flash drive. The path to the file should be x:/Autorun.upg, where x is depending on the drive letter being assigned by your operating system

For any technical questions, please visit www.philips.com/pds/support

Upgrade new TV out of the box



- ✓ Take the TV out of the box and leave it unplugged.
- ✓ Plug in the USB key containing the `autorun.upg` and connect the TV to the mains.
- ✓ The tv will startup in `Instant initial cloning` and automatically detect the software.
- ✓ When the upgrade is finished, the tv will restart in IIC indicating the new software version on the screen.

Note: Using IIC, the tv will search for both software and clone file on the usb, RF/IP network. Having both available on the usb, both will be flashed automatically, one after the other.

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Upgrade an already installed TV

- ✓ Switch ON the TV and wait until the OSD message had disappear from the screen.
- ✓ Insert the USB flash drive containing the `autorun.upg` into the usb port of the tv.
- ✓ The update wizard will automatically appear and download of the software will automatically start,.
- ✓ Confirm to start the software update.
- ✓ Wait until the process finishes, do not unplug the power cord during the upgrade process. Tv will automatically restart once software upgrade has been completed. After around 2min the update will be complete and “Restart” button will appear on the screen.
- ✓ Now you can remove the USB flash drive again.

Note: You can check the software version on the second page of the CSM menu (123654)

For any technical questions, please visit www.philips.com/pds/support



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