

Philips Flat TV software upgrade

Introduction

Philips offers software upgrade capability for your TV using portable memory or USB mass storage compliant devices (e.g. USB memory stick, compact flash card...)

After you have completed a software upgrade, your TV will typically perform better.

What improvements are made depends on the upgrade software you are using as well as the software your TV contained before the upgrade.

You can execute the software upgrade procedure yourself.

Be aware that the content of this document is addressing technical or software skilled users.

Preparing a portable memory for software upgrade

For the procedure you will require:

- A personal computer with web browsing capability.
- An archive utility that supports the ZIP-format (e.g. WinZip for Windows or Stuffit for Mac OS).
- A preferably empty memory card or USB memory stick.
Supported types: CompactFlash Card Type I & II, IBM Microdrive, Memory Stick, SecureDigital Card / Mini SD Card, SmartMedia Card, MultiMedia Card.

Note: Only FAT/DOS-formatted portable memory is supported.

New software can be obtained from your dealer or can simply be downloaded from the www.philips.com/support website:

- 1 Go to www.philips.com/support using your web browser.
- 2 Follow the procedure to find the information and the software related to your set type.
- 3 Select the latest software upgrade image and download it to your PC.

Copy the latest TV software from your PC to the portable memory:

- 4 A software upgrade image consists of a Zip archive that contains the files that need to be copied to the portable memory.
Decompress the **complete archive** (including the directory structure PHILIPS\HETV\...) to the portable memory. The root directory of the portable memory should contain a directory "PHILIPS" containing a sub-directory "HETV" which will hold several files.

Note: Only use software upgrades that can be found on the www.philips.com/support web site.

Verifying the version of the TV software

Before starting the software upgrade procedure, it is advised to check what the current TV software is. The current TV software version can be seen in the Customer Service Menu.

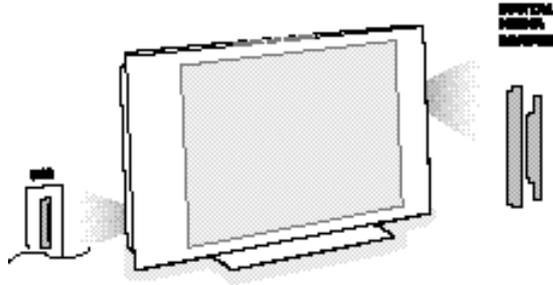
To activate the Customer Service Menu quickly enter the code 1-2-3-6-5-4 on the remote control while the TV is on and the menu is not activated.

Example: TL31E-1.1_07281 is displayed.
The software version is 1.1.

CUSTOMER SERVICE MENU 1	
1	SW Version TL31E-1.1_07281
2	Set Type 32PF9956/12
3	Production Code AG1A0405000001
4	Code 1 00 00 00 00 00
5	Code 2 00 00 00 00 00
6	Volume 32
7	Brightness 37
8	Contrast 80
9	Colour 53
10	Hue 1

Software upgrade procedure

- 1 Power off your TV and remove all inserted memory cards or connected USB devices.
- 2 Insert the portable memory that contains the downloaded software upgrade:
In case of a memory card insert the card in one of the card slots at the right side of the TV.
In case of a USB memory stick connect it to the USB connector at the left side of the TV.



- 3 Switch on your TV with the power switch  at the right side of the TV.
- 4 At startup the TV will scan the memory card until it finds the update content. The TV will automatically go to the upgrade mode. After a few seconds it will display the status of the upgrade procedure.

Warnings:

- You are not allowed to remove the memory card during the software upgrade procedure!
- In case of a power drop during the upgrade procedure, don't remove the portable memory from the TV. The TV will continue the upgrade as soon as the power comes back.

```
current software version      TV type
┌──────────────────────────┬──────────┴──────────────────────────┐
Software Download Application V1.0
SW Version  : TL31E-1.0_07281
HW Id       : 32PF9956/12
Upgrade busy ...

┌──────────────────────────┬──────────┴──────────────────────────┐
Loading... Done
Validating... Done
Programming...

usb0/philips/hetv/TL31E-1.1_07895
(1)

SW Version: TL31E-1.1_07895
Release TL31E-1.1_07895 for First Spin.
Generated 28/07/2004 15:30 ROM TL31E-1.1_07895
new software version
└──────────────────────────┘
```

- 5 When the software upgrade is completed you should see one of the following screens.

If the upgrade was successful.

```
Software Download Application V1.0
SW Version : TL31E-1.0_07281
HW Id      : 3ZPF9956/1Z
Upgrade busy ...

Loading... Done
Validating... Done
Programming... Done

usb0/philips/hetv/TL31E-1_1_07895
(1)

OK!
Operation Successful!
Remove all inserted media and restart the set
manually
```

If an error occurred during the upgrade you should retry the procedure or contact your dealer.

```
Software Download Application V1.0
SW Version : TL31E-1.0_07281
HW Id      : 3ZPF9956/1Z
Upgrade busy ...

Loading... Done
Validating... Done
Programming...

usb0/philips/hetv/TL31E-1_1_07895
(1)

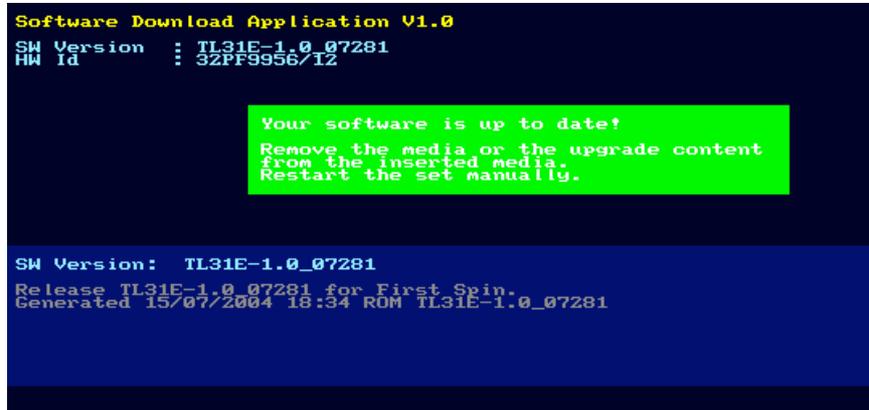
ERROR!
Programming Error, write error.
Retry the procedure or contact
your dealer.
```

- 6 When the software upgrade was successful, remove the portable memory and restart your TV with the power switch  at the right side of the TV. Your TV will start up with the new software.

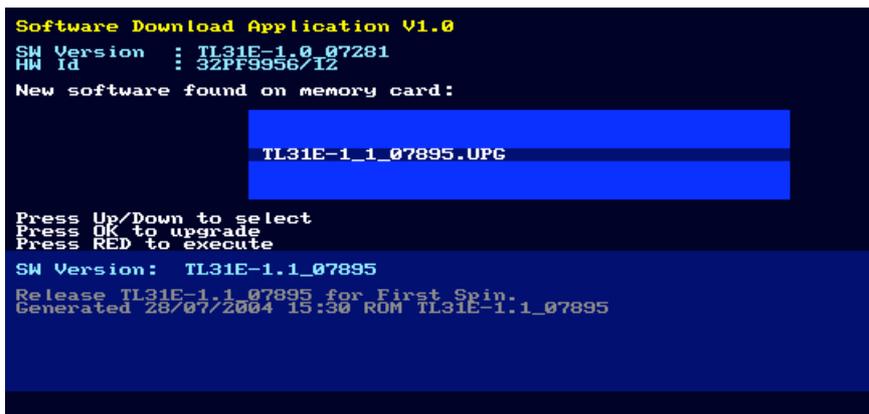
Note: Once the upgrade is finished use your PC to remove the TV software from your portable memory by deleting the "PHILIPS" directory and all its contents.

Notes

- If the software version of the upgrade was identical to the current one the TV will still go to the upgrade mode but the upgrade itself will not start automatically. A green message box will inform you if the TV software is up to date.

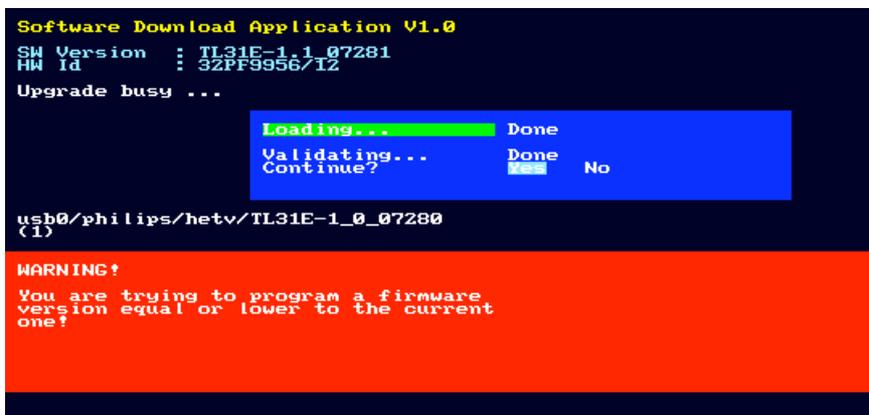


- You can still overrule the warning manually by pressing any remote key. You will see a file selection box. Select the software upgrade file and press the **OK** key to start the TV software upgrade.



- If you try to upgrade to software equal or lower than the current version, a confirmation will be asked just after the validation phase. Press the cursor left/right to select **Yes** or **No** and press the **OK** key to confirm.

Note: Downgrading to older software should only be done in case of real necessity.



Software History

v1.6 (09531)

Corrections

- Problem : On certain channels a vertical picture jump can occur.
Correction : Changes have been done so that the set is not reacting on any commands which can influence the picture behaviour.

v1.5 (08861)

Corrections

- Problem : On moving panoramic scenes and slow moving faces, picture quality is less.
Correction : There is a significant improvement of the picture quality for moving panoramic scenes and slow moving faces.
- Problem : Bad video detection for some HDMI receivers.
Correction : TV does now perform a better detection.

v1.4 (08221)

Corrections

- Problem : TV was having problems with DRCS images in Teletext.
Correction : TV does now show all images even after being on the same page for a long time.
- Problem : TV was having problems with detecting USB devices of the type Lexar.
Correction : TV does now perform a better detection.

v1.3 (08171)

Improvements

- Content Browser will now render a preview thumbnail of JPEG images that don't contain an EXIF thumbnail.
- Improved support for simultaneous use of up to four memory cards or USB devices.
- Changes to the "channel surf 9" User Interface.
- Several improvements to the TextGuide review page to make it more usable and reliable.
- Improved picture quality on MacroVision-protected NTSC DVDs.
- The image is now shifted up 16 lines in "subtitle shift" of "auto-screen-fit" mode.

Corrections

Picture

- Problem: TV may switch to another preset in case of poor signal.
Correction: No preset change will occur anymore.
- Problem: Green picture on signal from VCR when doing fast-forward.
Correction: The TV will now show the best picture possible with the VCR signal.
- Problem: Distorted picture on signal from a PAL VCR playing an NTSC tape.
Correction: PAL 60Hz signals will now always be considered to have a colour-frequency of 4.43 MHz, correcting these signals.
- Problem: Unable to do vertical shift in "Auto format" view mode with WSS (Wide Screen Signal) transmission.
Correction: Vertical shift is now possible in this case.
- Problem: When returning from Picture/Teletext mode, vertical shift is not restored correctly.
Correction: Vertical shift will now be reapplied after returning from Picture/Teletext mode.

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- Problem: Wide Screen Signal detection is not working on external inputs most of the time.
Correction: Now also on external inputs WSS detection will work correctly.
 - Problem: A still image from a VCR will be unstable.
Correction: The image should now be stable, however with possible colour-loss.

Audio

- Problem: Incorrect SPDIF audio in combination with a Philips HDRW720.
Correction: Audio will now be correct and uninterrupted.

OSD / Menu / Locks

- Problem: After switching "off" the centre input again, the message "centre input active" still appears when pressing Volume +/-.
Correction: De-activation of centre input is now correctly reflected in the OSD.
- Problem: Under some conditions after a preset change, the OSD would still show the program title from the previous preset.
Correction: Now the correct program title will be displayed.
- Problem: In the "Manual Install" menu, sometimes no message appears when selecting "Store".
Correction: Message will now be displayed until you leave the "Store" mode.
- Problem: Entering a frequency lower than 46 MHz in "Manual Installation" mode, and then starting a search, the TV will start searching from the previous frequency.
Correction: Search now correctly starts from the selected frequency.
- Problem: The external audio output remains muted after a lock has been active.
Correction: After removing the lock, audio is now audible again on these outputs.
- Problem: To make a preset unfavourite, you have to select this option twice.
Correction: Now once selecting it on a favourite preset will make it unfavourite.

Content Browser

- Problem: ID3v1 information is not shown if an MP3 file also contains ID3v2 information.
Correction: The ID3v1 information will now be displayed correctly.
- Problem: Content Browser sometimes hangs after repeatedly inserting and removing a memory card or USB device.
Correction: Content Browser will no longer be blocked, but you may need to activate it manually (via the remote control).
- Problem: TV restarts if an album or playlist contains a filename longer than 255 characters.
Correction: The filename is now handled correctly.

TextGuide

- Problem: When selecting "Watch" on any reminder, the TV always switches to the preset of the first reminder in the list.
Correction: Now the TV switches to the preset of the selected reminder.
- Problem: Cycling through TextGuide sub-pages with the left arrow, may not work and will display the message "no TV programming possible".
Correction: Cycling will now work with both left and right arrow keys.
- Problem: When a reminder is activated while in Teletext, sometimes the preset changes, but Teletext remains on-screen.
Correction: When a reminder is activated, Teletext will be exited and the message will be displayed.
- Problem: If any reminders are set, after a power-loss the TV will change to the preset of the first reminder.
Correction: Reminders will only change the preset when they are activated.
- Problem: The "On" timer and reminders are not working after power-loss.
Correction: They now work correctly when power is re-applied.

Others

- Problem: A channel between 45.250 MHz and 46.250 MHz could be missed during "Automatic installation".
Correction: Automatic installation now correctly finds this channel as well.
- Problem: TV reboots on the signal from a specific type of VCR with specific tape.

- Correction: The TV is now robust against badly formed data packets as found in this signal.
 - Problem: TV doesn't start when a Philips DVDR1000 is connected.
 - Correction: Now the TV will work correctly in combination with a Philips DVDR1000.
- Other changes:
- Last played folder removed from Content Browser as it only offered very limited functionality.

v1.2 (08161)

First public release.