



## **Software upgrade procedure for**

XxHFL2869x/12 – Studio 2k18 range

V.1.38.26.0

## GENERAL INFORMATION

The following procedure concerns the Philips 2018 Studio Pro TV range:

XxHFL2869x/12 – Studio 2k18 range

(xx=reflecting the TV screen size in inches and end x=P or T is the option model)

## CHECK THE CURRENT SOFTWARE VERSION

The customer service menu (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.

Using the standard remote control: press the following key sequence “Home 1,2,3,6,5,4”

## UPGRADING THE SOFTWARE

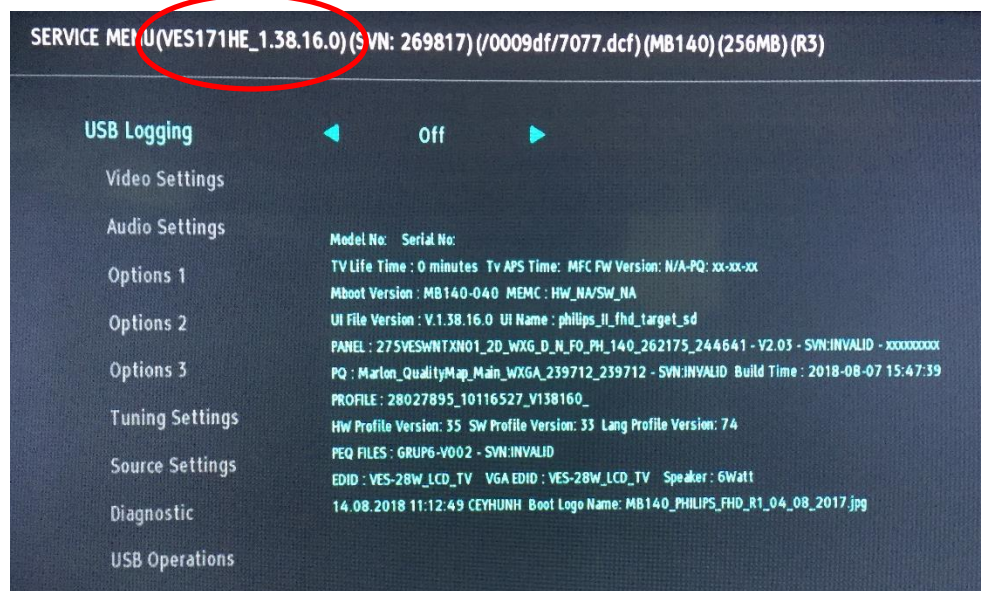
Into the CSM menu, software version number is available on top of the screen and will have following format:

VES171HE\_**x**.38.y.z

In case x = **0** -> Your tv is running development software and will need an **upgrade TWICE**

In case x = **1** -> Your tv is running production software and will need an **upgrade ONCE**

y.z being the version number





**WARNING: The sequence bellow needs to be followed in exact steps!**

**Using the wrong software first can lead to a bricked tv and a service repair!**

### **Upgrade TV running v0.35.5.0 or v.0.38.3.0 towards latest version v1.38.26.0**

1. Place the VES171HE\_upgrade.bin software located in the folder `STEP 1 - Development Software` in the root of a formatted FAT32 usb device
2. Connect the usb device towards the tv
3. Press `HOME1505` and confirm the upgrade
4. Wait till the tv has been upgraded and automatically restarts
5. Format the usb device into FAT32 format
6. Place the VES171HE\_upgrade.bin software located in the folder `STEP 2 - Production Software` in the root of a formatted FAT32 usb device
7. Connect the usb device towards the tv
8. Press `HOME1505` and confirm the upgrade
9. Wait till the tv has been upgraded and automatically restarts
10. Check the version into the CSM by pressing Home123654 -> expected v1.38.26.0

### **Upgrade TV running v.1.38.x.x towards latest version v.1.38.26.0**

1. Place the VES171HE\_upgrade.bin software located in the folder `STEP 2 - Production Software` in the root of a formatted FAT32 usb device
2. Connect the usb device towards the tv
3. Press `HOME1505` and confirm the upgrade
4. Wait till the tv has been upgraded and automatically restarts
5. Check the version into the CSM by pressing Home123654 -> expected v1.38.26.0

## LATEST SOFTWARE

Latest software as well as installation manuals for every Philips platform can always be downloaded from the official website <http://www.philips.com/support>

(Enter your complete model number, select you model and select the support page which will redirect you to the latest software version)

The screenshot shows the Philips support website. At the top is a navigation bar with links: Products, Shop, Support, Experience, Promotions, and Register product. A search icon is on the right. Below the navigation bar is a large blue box with the Philips logo and the word 'Products'. Below this is the heading 'Always here to help!' followed by the text 'Find manuals, FAQ's and software updates for your product:'. There is a search bar with the placeholder text 'Type your Model Number' and a magnifying glass icon. Below the search bar is a link 'Where can I find my Model Number? >'. Below this is the text 'Or navigate to your product via below images'. There are eight product category tiles arranged in a 2x4 grid. Each tile has an image of products and a blue label at the bottom. The categories are: Sound and vision (television), Personal care (shaver and toothbrush), Mother and child care (baby bottles), Household products (coffee machine, blender, and other kitchen appliances), Lighting (LED light bulbs), PC Products, Tablets and Phones (laptop and tablet), Accessories (headphones and mouse), and Other products (a small white cube).

PHILIPS

Products

### Always here to help!

Find manuals, FAQ's and software updates for your product:

Type your Model Number

[Where can I find my Model Number? >](#)

Or navigate to your product via below images

- Sound and vision
- Personal care
- Mother and child care
- Household products
- Lighting
- PC Products, Tablets and Phones
- Accessories
- Other products