

IMPORTANT NOTE for BDP3492/12

Before upgrading the firmware to the latest version (v2.36)

- Check the current firmware version of your device first.
- Follow the below instructions step by step. Otherwise firmware upgrade would fail and the device may be permanently damaged.

If the current firmware version is v2.21 or below:

1. Upgrade the device to v2.34 through USB first:
 - i) Unzip the download file and there are 2 zip files inside.
 - ii) Choose the zip file v2.34 and unzip it in USB. Do not rename the UPG folder. Follow the upgrade procedure mentioned in later pages.
 - iii) Double check that firmware version is now v2.34.
2. **After** upgrading to v2.34, upgrade the set to v2.36 through USB:
 - i) Unzip the download file and there are 2 zip files inside.
 - ii) Choose the zip file v2.36 and unzip it in USB. Do not rename the UPG folder. Follow the upgrade procedure mentioned in later pages.
 - iii) Double check that firmware version is now v2.36.

If the current firmware version is later than v2.21:

1. Upgrade the set to v2.36 through USB.
 - i) Unzip the download file and there are 2 zip files inside.
 - ii) Choose the zip file v2.36 and unzip it in USB. Do not rename the UPG folder. Follow the upgrade procedure mentioned in later pages.
 - iii) Double check that firmware version is now v2.36.

Introduction:

Philips strives to continually bring you the best experience from our products. To obtain the optimal playback and latest features, you are highly recommended to upgrade the firmware of your player.

Preparation for firmware upgrade:

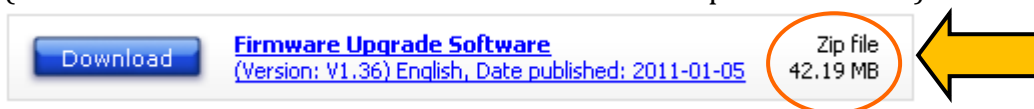
For upgrade via internet network:

- Get your product connected to internet via LAN cable or wireless internet network.

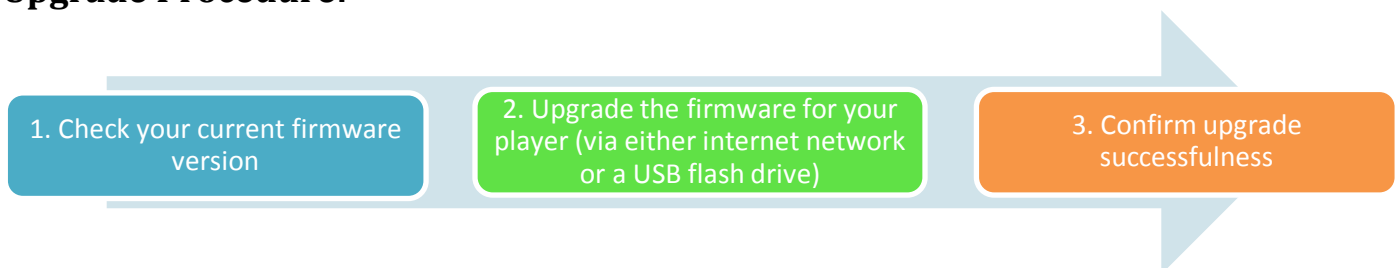
For upgrade via a USB flash drive:

- A PC with an archive utility that supports the ZIP-format (e.g. WinZip for Windows).
- A USB flash device with enough free space to hold the firmware file. An empty one is advised to avoid a crash among files.

(You can check the size of the firmware file at the top of the screen.)



Upgrade Procedure:



Step 1: Check your current firmware version

1. Turn on the player.
2. Press the <HOME>  button on the remote control, select [Setup]  > [Advanced] > [Version Info] in the TV on-screen menu.
3. The firmware version will be displayed on the TV screen.
4. Compare the firmware version displayed to the latest version. If the existing firmware in your player is of an earlier version than the new release, please proceed to **Step 2**.

Otherwise, the latest firmware is installed and hence an upgrade is not needed.

Step 2: Upgrade the firmware for your player

You can upgrade your firmware via either internet network or a USB flash drive.

Upgrade firmware via internet network

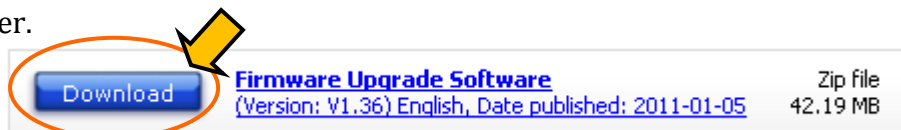
1. Set up the internet connection through a LAN cable or a router.
2. Turn on your player.
3. **Make sure there is NO DISC in the tray.**
4. Press the <HOME>  button on the remote control, select [Setup]  > [Advanced] > [Software Update] > [Network] in the TV on-screen menu.
5. You will be prompted to start upgrading process if an upgrade media is detected.

6. Follow the instructions on the TV screen to confirm upgrade operation.
7. Once firmware upgrade is complete, your player will automatically turn off to standby mode.

Upgrade firmware via USB

1. Download firmware.

Click on the Download icon at the top of the screen to download the new firmware package to your computer.



2. Transfer firmware to a USB flash drive.

Warning: DO NOT remove the USB flash device during the firmware upgrade procedure. If an error occurs during the upgrade, retry the procedure. If you need further assistance, please call your local Philips Consumer Care Center or use our Live Chat function.

- i. Extract the firmware upgrade folder from the downloaded firmware package.
Note: Please DO NOT rename either the folder name or the file name in the folder to avoid an upgrade corruption.
- ii. Copy the extracted folder with the firmware file to the root directory in the USB flash drive.

3. Upgrade the firmware to the player

Warning: DO NOT press any buttons or interrupt the main supply during the upgrading process, otherwise the product may become defective.

- i. Turn on the Blu-ray player.
- ii. **Make sure there is no disc in the tray**
- iii. Insert the USB flash drive into the USB slot
- iv. Press the <HOME>  button on the remote control, select [Setup]  > [Advanced] > [Software Update]> [USB] in the TV on-screen menu.
- v. The Blu-ray player will search for the upgrade files in your USB flash drive. Once the files have been recognized, you will be prompted to start an upgrade.
- vi. To proceed with the upgrade, select [**Start**] and press <OK> on the remote control. You can cancel the upgrade at this point by selecting [**Cancel**] displayed in the TV on-screen menu and press <OK> on the remote control.
- vii. Upon the completion of the upgrade, the product will automatically turn off after 5 seconds. Remove your USB and turn on the Blu-ray player again. It will then be ready with the new firmware installed.

Step 3: Confirm upgrade successfulness

1. Go over **Step 1 Check your current firmware version** to verify if the new firmware is correctly upgraded.
2. If the latest firmware has not been installed, repeat '**Step 2 Upgrade the firmware for your player**' and '**Step 3 Confirm upgrade successfulness**'.

3. Perform a factory reset on the player:
 - From the menu, select **[Setup] > [Advanced] > [Restore default settings]**.