

## Firmware Update Procedure

Digital Cinema Camera

# *EOS C500* *EOS C500 PL*



This document explains the procedure and cautionary notes for updating (overwriting) the firmware of the EOS C500 / C500 PL Digital Cinema Camera.

\*Firmware is software installed to control the equipment. It is the firmware that handles many of the camera's operations, such as shooting or image processing.

### **IMPORTANT: Precautions for updating the firmware**

If the firmware update is not performed correctly, **the camera may stop working.**

Please be sure to carefully read the important points below, and perform operations in accordance with the following operating procedure.

- All camera settings will be reset when you perform the firmware update.
- It is not possible to revert the firmware back to a previous version after you have performed the firmware update.
- Please be absolutely sure NOT to operate the camera buttons or remove the camera's power source during the firmware update. **Doing so may cause the camera to malfunction.**

## Step 1: Prepare items required for the update

To start with, please prepare the following items.

- ☐ EOS C500 or EOS C500 PL
- ☐ Computer (Windows or Mac OS)

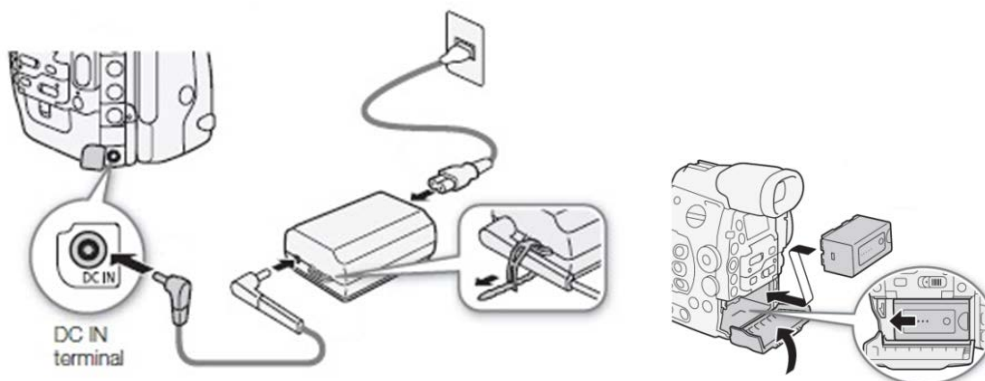
Windows: 10, 8.1, 8, 7 SP1 / Mac OS: OS X 10.7 to 10.11

- ☐ Memory card (64 MB or higher capacity SD / SDHC commercially available memory card)
- ☐ Memory card reader/writer (commercially available SD card reader or SD card slot built into the computer)
- ☐ BP-955 battery pack (supplied with the camera)
- ☐ CA-940 / CA-940N / CA-941 compact power adapter (supplied with the camera)

## Step 2: Check the current firmware version

Check whether or not the update applies to the camera's current firmware version.

1. Connect the compact power adapter to the camera, and insert the battery pack into the camera.



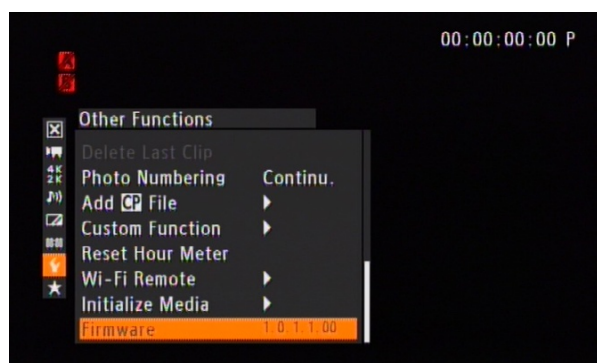
2. Slide the POWER switch to CAMERA.



3. Press the MENU, and open the [Firmware] submenu.

[  Other Functions ] > [Firmware]

- The current camera firmware version will appear on the screen.



**If the version number is 1.0.7.1.00:**

⇒ Firmware update is not required (the firmware has already been updated).

**If the version number is 1.0.6.1.00 or earlier:**

⇒ The firmware can be updated by following the procedure from Step 3 onwards.

4. Press the MENU, and slide the POWER switch to OFF.


## Step 3: Prepare an SD card to use for the firmware update

As preparation before the update, first initialize an SD card, and then use a computer to copy the downloaded update data to the SD card.

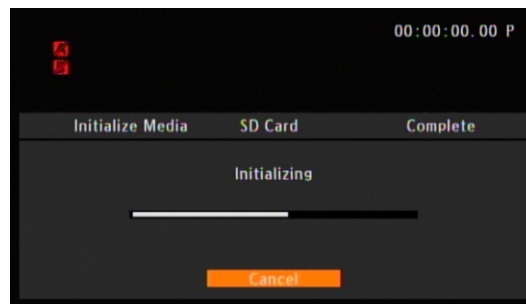
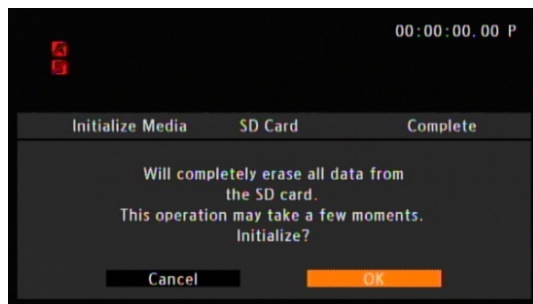
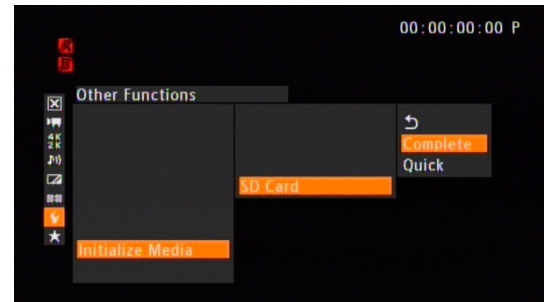
### Caution

When you initialize the SD card, all of the data saved on it will be erased. Please save any important data on the SD card to your computer or somewhere else before initializing the SD card. In addition, if you perform the firmware update with data remaining on the SD card, it could cause the camera to malfunction. Make sure you initialize the SD card before performing the update.

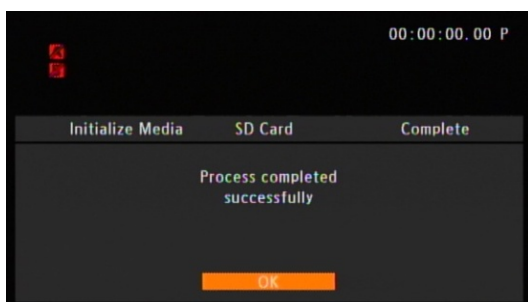
### Initialize the SD card with the camera

1. Insert the SD card into the camera's SD card slot.
2. Slide the power switch to CAMERA.
3. Press the MENU, and open the [Initialize Media] submenu.  
[  Other Functions] > [Initialize Media]
4. Select [SD Card] and then press SET.
5. Select [Complete] (complete initialization) and then press SET.
6. Select [OK] and then press SET.

- If you are using the [Complete] initialization option, press SET twice to cancel the operation while it is in progress. You can use the SD card but all data will be erased.



7. When the confirmation message appears, press SET.
  - The SD card is initialized and all the data it contains is erased.



8. Press the MENU, and slide the power switch to OFF, and then remove the SD card from the camera.

## Copy the firmware update data to the SD card

Use a computer to copy the firmware update data to the SD card initialized on the camera. For computer operations, please refer to the procedure below corresponding to your computer's OS (Windows or Mac OS).

### For Windows:

1. Insert the initialized SD card into a card reader or the computer's SD card slot.
  - A [CANON] icon will be displayed in [Devices with Removable Storage] under [Computer].
2. To copy the data, drag & drop the [VIG7.FIM] update data in the downloaded [c500-v1071-win] folder to the [CANON] icon.

#### Caution

Please be sure to copy the update data to the root directory of the [CANON] SD card.

3. After copying the data, open the folder by double-clicking the [CANON] icon.
  - If the [VIG7.FIM] file (the firmware update data) is there, the copying process is complete.

### For Mac OS:

1. Insert the initialized SD card into a card reader or the computer's SD card slot.
  - A [CANON] icon will be displayed on the desktop.
2. To copy the data, drag & drop the [VIG7.FIM] update data from the downloaded [c500-v1071-mac] icon to the [CANON] icon.

#### Caution

Please be sure to copy the update data to the root directory of the [CANON] SD card.

3. After copying the data, open the folder by double-clicking the [CANON] icon.
  - If the [VIG7.FIM] file (the firmware update data) is there, the copying process is complete.

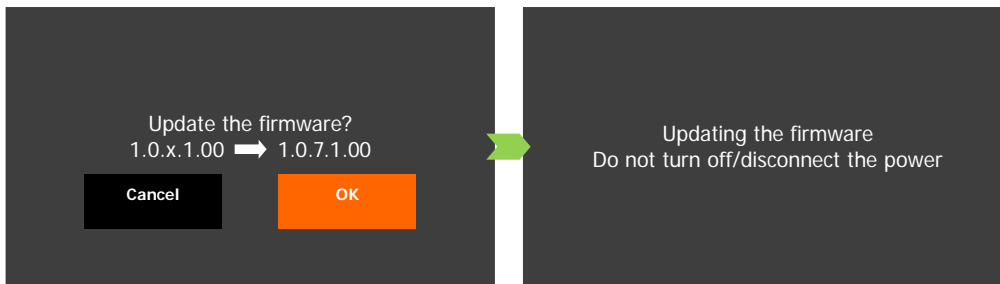
## Step 4: Update the camera to the new firmware

1. After inserting the charged battery pack into the camera, connect the camera to the power outlet using the compact power adapter (refer to Step 2-1).
2. Insert the SD card prepared in Step 3 into the camera's SD card slot.
3. Slide the POWER switch to CAMERA.
4. Press the MENU, open the [Firmware] submenu, and then press SET.

[  Other Functions ] > [Firmware]

- The firmware update confirmation screen will be displayed.

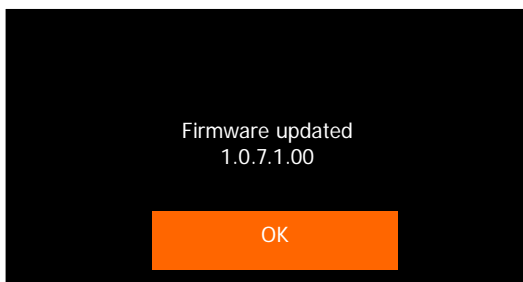
5. When you select [OK] and then press the joystick, the firmware update will start.



**Caution**

The firmware update takes approximately **5 minutes** to complete. During the update, please do not turn off the camera or operate any of its controls. Doing so may cause the camera to malfunction.

- After the update ends, the camera will restart automatically, and a firmware update completion screen will be displayed.



6. When you press the joystick, all settings will be reset and the [Date/Time] screen will appear. Set the date/time.
7. Perform Step 2, and check that the firmware version has changed to [1.0.7.1.00].
8. Slide the POWER switch to OFF, and then remove the SD card.

**This completes the firmware update.**

**Caution**

- Make sure to initialize the SD card used for the firmware update before using it again (refer to Step 3). In addition, please delete the downloaded firmware your computer.
- If the firmware update does not finish normally, or if the camera no longer starts normally, please contact our camera repair center.