

Canon Digital Cinema Camera Firmware Update Procedure

EOS C500/EOS C500 PL



Firmware is software installed to control the equipment. Using the firmware, the camera can perform many operations, such as shooting or processing the image. The following is an explanation of how to update your camera to the new firmware.

Please note that, the following items are required to perform this update, so please have them ready in advance.

- 1) Computer
- 2) Commercially available SD memory card (64 MB or more) or SDHC/SDXC memory card
- 3) Commercially available SD card reader/writer or SD card slot built into the computer

Customers who do not have the above items are advised to contact our customer support center.

Make sure you have read the precautions and procedures below carefully before updating the firmware.

IMPORTANT: Observe the following precautions when updating the firmware

- When updating the firmware, make sure to use a battery pack and power the camera using the supplied compact power adapter.
- Before updating the firmware, initialize the SD card in the camera. When you initialize the SD card, any data written on it will be erased. Therefore please be sure to save a copy of any important data on your computer or some other media prior to initializing it.
- While updating the firmware, make absolutely sure not to turn the camera off or to operate its buttons or controls. Doing so could cause camera malfunctions.
- After the firmware update is completed, all of the camera settings are reset to their default values.
- After the firmware update is completed, it is not possible to revert back to a previous version.
- If the firmware update does not finish normally, or if the camera no longer starts normally, please contact our customer support center.

Step 1: Make Preparations

The following items are required for this firmware update.

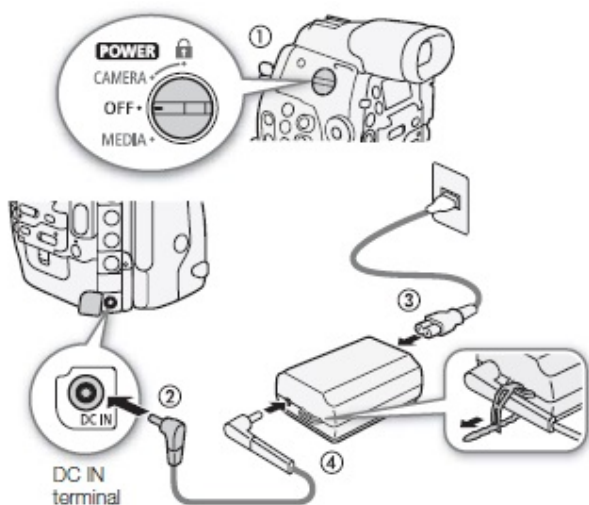
1.	Camera	EOS C500 or EOS C500 PL
2.	Computer	OS: Computer running either Windows or Mac OS X ^(**1)
3.	Memory card	A 64 MB or higher-capacity SD memory card or an SDHC/SDXC memory card (both commercially available)
4.	Memory card reader/writer	An SD card reader/writer (commercially available) or an SD card slot built into the computer
5.	Battery Pack	The battery pack (BP-955) that comes with the camera
6.	Compact Power Adapter	The compact power adapter (CA-940/940N/941) and DC cable (DC-940) ^(**2) that come with the camera

^(**1) OS Requirements: Windows 8.1, Windows 8, Windows 7 SP1 or Mac OS X (10.7-10.9)

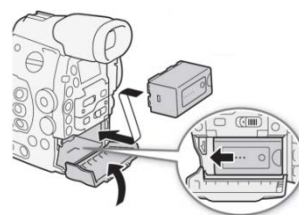
^(**2) Only when compact power adapter CA-940 is used

Step 2: Check the firmware version on your camera

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



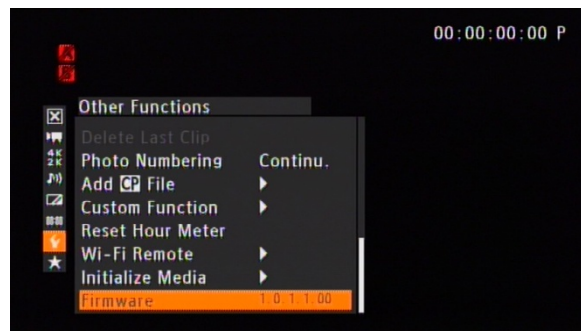
- (1) Hold down the button on the POWER switch and move it to OFF.
- (2) Connect the DC cable to the DC IN terminal on the camera.
- (3) Connect the power cord to the compact power adapter and plug it into a power outlet.
- (4) Connect the DC cable to the compact power adapter. (This is not required for CA-940N/941, because the DC cable is directly connected.)
- (5) Insert the battery pack.



2. Slide the POWER switch to CAMERA.
3. Press the MENU, and open the [Firmware] submenu.
[Other Functions] -> [Firmware]

Firmware Version 1.0.5.1.00 is for cameras with Firmware up to Version 1.0.4.1.00. If the camera's firmware is already Version 1.0.5.1.00, it is not necessary to update the firmware.

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




Step 3: Prepare an SD card for the firmware update

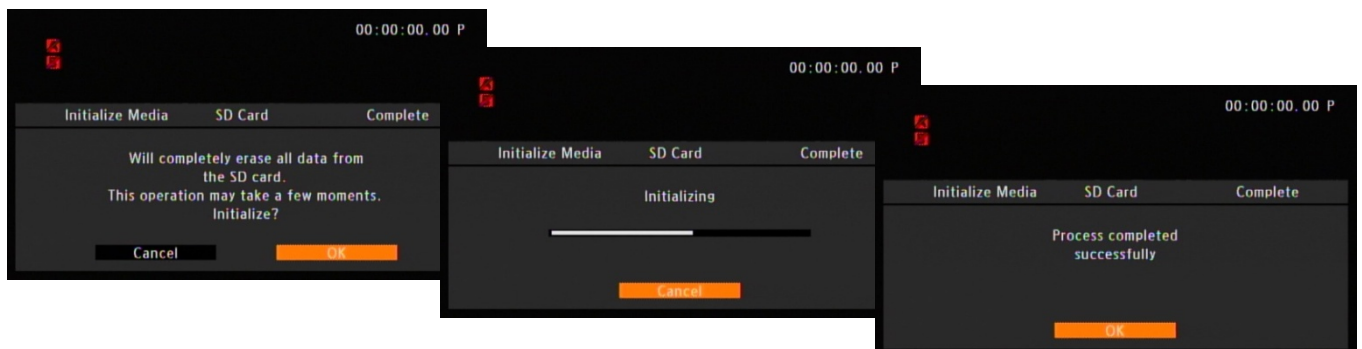
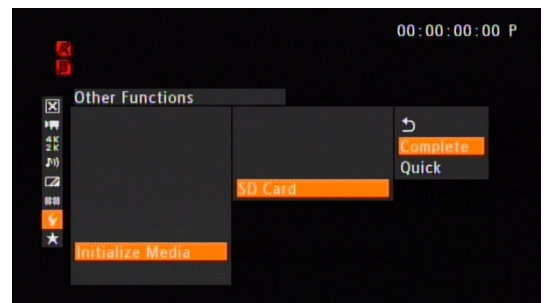
First, insert an SD card into the camera and initialize it. This section will explain how to use your computer and an SD card reader/writer (or an SD card slot built into the computer) to copy the new firmware to the initialized SD card.

Caution

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

Insert the SD card into the camera and initialize it.

1. Insert the SD card into SD card slot on the camera.
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] and then press SET.
6. Select the [OK] and then press the SET. The initialization will start, and after a short while, the process will be completed and a confirmation screen will appear. Press SET.



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

Next you will use a computer to copy the firmware to the SD card that was completely initialized in the camera. Make sure to perform the procedure that corresponds to your computer's operating system (Windows or Mac OS).

For Windows

1. Insert the completely initialized SD card into an SD card reader/writer (or an SD card slot built into the computer).
2. If you click on the **Computer** icon, a removable disk icon labeled **CANON** appears.
3. Drag the firmware update data **VIG5.FIM** from the **c500-v1051-win** folder created previously to the **CANON** icon.

Caution

Please be sure to copy the firmware to the root directory of the SD card.

4. After copying the data, double-click the **CANON** icon. If you see the file **VIG5.FIM**, the copying process

is completed.

For Mac OS

1. Insert the completely initialized SD card into an SD card reader/writer (or an SD card slot built into the computer), and an icon labeled **CANON** will appear on the computer's desktop.
2. Drag the firmware update data **VIG5.FIM** from the **c500-v1051-mac** icon created previously to the **CANON** icon on the desktop.

Caution

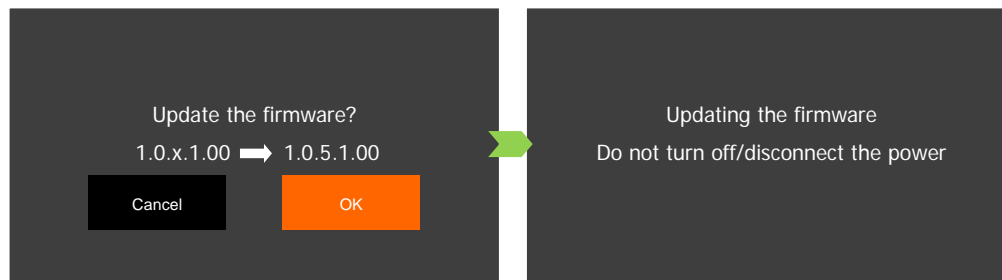
Please be sure to copy the firmware to the root directory of the SD card.

3. After copying the data, double-click the **CANON** icon. If you see the file **VIG5.FIM**, the copying process is completed.

Step 4: Update the camera to the new firmware

This section explains how to operate the camera.

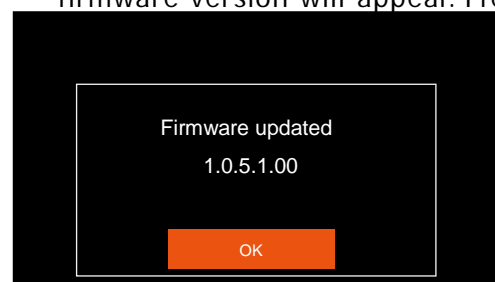
1. Connect the compact power adapter and DC cable ^{(*)3} to the camera, and insert the battery pack into the camera. (Refer to the Step2-1)
^{(*)3} Only when compact power adapter CA-940 is used
2. Insert the SD card that contains the firmware update data into the SD card slot of the camera.
3. Slide the POWER switch to CAMERA.
4. Press the MENU, and in the submenu of [Other Functions], select [Firmware], and then press SET.
5. When the firmware update confirmation screen appears, select [OK] and then press SET button to start the firmware update. After a short while (approximately 5 minutes.), the firmware will be updated.



Caution

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

6. After the update ends, the camera will automatically restart, and a screen that shows the new firmware version will appear. Press SET.



7. All of the settings will be reset, and the [Date/Time] screen will appear. Set the date and time.
8. Turn off the camera, and then remove the SD card.
9. Perform the steps in **“Step 2: Check the firmware version on your camera”**, to confirm that the firmware version has changed.

The firmware update is complete.

Caution

After the firmware update is completed, make sure to follow steps 1 to 7 of **“Step 3: Prepare an SD card for the firmware update”** completely initialize the SD card that was used to copy the firmware before using the SD card. Also, make sure to delete the firmware you downloaded from your computer.