

Procedure For USB Firmware Upgrade

(For HP MDTV's (MD5020, MD5820, MD5880, MD6580) Rev. 03/17/06

As of this firmware revision, one set of firmware will upgrade all types and sizes of HP MDTV's to run properly.

Be sure to READ ALL the INSTRUCTIONS before attempting to load firmware.

If you are downloading from the HP website, please download the zip files onto your PC, then unzip the files. Load all 15 files onto your USB memory stick (USB stick must be greater than 20mb and equal to or less than **512mb**. Memory sticks greater than 512mb may encounter problems since this is a USB 1.0 port).

Upgrading to New Firmware with USB Memory Stick

- Turn TV OFF.
- Remove cableCARD
- Remove all input cables (HDMI, VGA, Component, etc.)
- **Unplug TV AC cord for 10 seconds.** This is done to put the TV into a known state.
- Insert USB stick drive into USB port. NOTE: USB drive can take up to 20 seconds before it starts loading.
- **Plug AC cord back in. DO NOT TURN TV ON! Turning TV on during upgrade process will corrupt files in the TV!**



- Firmware loads automatically. This upgrade process is indicated by three LED's on the front panel that flash sequentially from Left to Right. The process will take about 30 minutes. Sometimes the sequential flashing will stop momentarily, but should re-start automatically.



- Firmware loading is completed successfully when center blue LED flashes repeatedly ON and OFF (without any red lights).
- **Do not pull USB drive out of port until the FW loading process has completed. Unplugging USB stick may damage TV!**
- **Note:** If sequential flashing of red-blue-red LED lights continue for more than 60 minutes, REMOVE USB drive and restart process by starting at "Unplug TV AC cord for 10 seconds."
- **Wait 15 seconds.**
- Remove USB drive from TV.
- **Unplug TV AC cord. Wait 10 seconds.**

- Plug AC cord back in.

After USB Process Completion

- Turn-ON TV. The firmware update screen should appear and indicate that your new firmware was loaded with “Success”. Check for the correct firmware version. If a message displays “NOT UPGRADE” – this indicates the file(s) did not have to be upgraded. If everything has updated correctly, follow the on screen display instructions to return the TV to normal use.

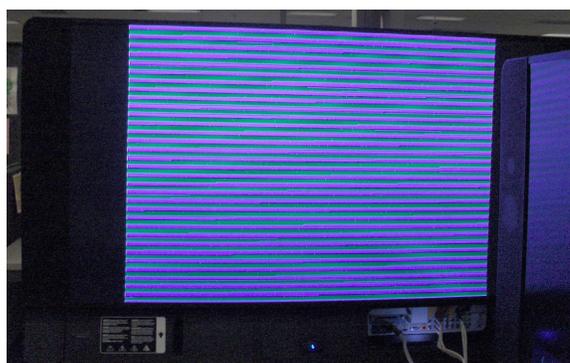


- NOTE: If you are using a cable or antenna direct input, after a firmware upgrade you will need to redo a Cable Scan to automatically find cable channels since all settings return to Factory settings during the firmware upgrade. This is done by using the Set-up mode in Settings.

Firmware Upgrade Troubleshooting (D36 the latest and final firmware revision) :

Horizontal banding or Half screen banding with HDMI inputs only:

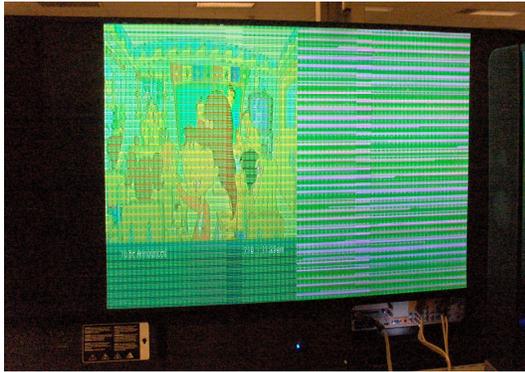
Issue: Condition #1 – turning on the TV after upgrading the firmware should display the files that were upgraded (Firmware Upgrade Complete screen), however the screen may appear for a split second before the horizontal banding appears (HDMI cable connected to TV).



Resolution: Remove the HDMI cable and reinsert it to the other HDMI port. The image should appear. You can then reinsert it back to the other port. The firmware needs to resynchronize the connection with the HDMI ports after the upgrade. This will only need to be done once.

Issue: Condition #2 - – turning on the TV after upgrading the firmware displays the files that were upgraded (Firmware Upgrade Complete screen), however changing the channels from HD to SD results in an image with banding either in full screen mode or half screen mode.

Resolution: Remove the HDMI cable and reinsert it to the other HDMI port. The image should appear. You can then reinsert it back to the other port. The firmware needs to resynchronize the connection with the HDMI ports after the upgrade. This will only need to be done once.



Set Top Box(STB) Troubleshooting after D36 Upgrade:

Issue: Image flickers when changing from HDTV to SDTV to DTV to SDTV channels. Sometimes the TV is able to lock onto the channel, other times it continuously flickers between channel changes.

Resolution: STB needs to be reconfigured properly:

Comcast/Motorola (STB): to prevent flickering between HD and SD channels):

1. Turn off the STB.
2. Press the STB Menu button. See the attached picture "Figure 1".
3. Press the STB down-arrow button twice to reach the 4:3 Override setting.
4. Press the STB right-arrow button to change 4:3 override to OFF. See the attached picture "Figure 2".
5. Turn off the STB.
6. Turn on the STB.

Figure 1

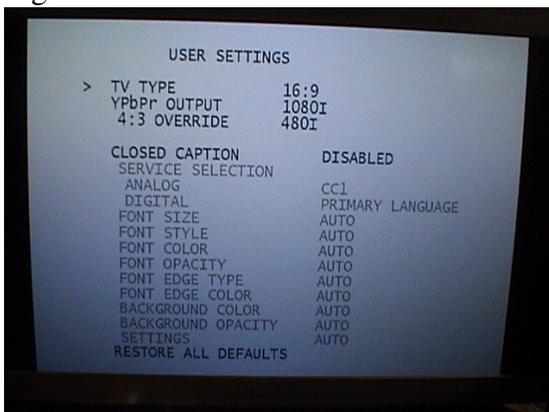


Figure 2



Scientific Atlanta STB:

On a Scientific Atlanta Explorer HD (STB):

Try the following procedure (per the attached manual, page 14):

1. Turn the STB on.
2. Press the STB Settings button twice to access the General Settings menu.
3. In the Picture Format mode, choose Fixed.
4. Accept the changes. Exit the menu.

The following may allow some sort of control specifically for a Scientific Atlantic Explorer 8000HD:

1. Turn on the TV.
2. Turn off the 8000HD.
3. Press the INFO and GUIDE buttons on the front of the 8000HD simultaneously.
4. Follow the instructions on the TV screen, to see if the output can be set to a fixed 1080i or 720p.
5. Press the CBL and POWER keys on the remote control, and the 8000HD will turn on.