

# Firmware Update

***Please note that Pioneer firmware and software downloads shall apply to specific Pioneer models and are for use within specific countries only. Therefore, kindly select your Country of Residence to ensure proper download. Pioneer will not be liable for any malfunction to your Pioneer product resulting from downloading of an incorrect / inappropriate firmware and or software***

## **WARNING!!**

**The update process can take anywhere from 15 to 20 minutes. DO NOT unplug the power cable and DO NOT press the "STANDBY/ON" button until the disc tray will open and the message "DOWNLOAD OK" will appear on the front panel display for a few seconds after the firmware update has finished. Doing so may result in your player becoming unresponsive and will then need repairs.**

System Firmware Update Instructions for Models BDP-320 and BDP-LX52

A. Check the current firmware version of the player:

You can also use the remote control.

1. Press the "STANDBY/ON" button to switch the unit on.
2. If the player starts to play a disc, press the "STOP" button and wait until the Pioneer logo is displayed on your TV.
3. Press the "Home Menu" button.
4. Select "Update Information".
5. The firmware version of your player will be displayed in the bottom of the TV screen.

If the version number is 3.71 or higher, it is not necessary to update the firmware.  
If the version number is less than 3.71, it is necessary to update the firmware.  
Please continue to Step B.

B. Download the firmware ZIP file named "BDP\_320\_LX52\_Ver371.zip" from the website to a folder on your computer.

C. Create the firmware update disc:

NOTE:

- Use a brand new CD-R/-RW disc to burn the firmware update. The player may not be able to correctly read a dirty disc or a disc with scratches.

Items needed to create the firmware update disc:

- A CD-R/-RW drive

- CD-R/-RW creation (writing) software

- One blank CD-R or CD-RW disc

CD-R Disc: You can only use a blank CD-R disc

CD-RW Disc: You can only use a blank CD-RW disc. If the disc has been used, the contents must be erased before copying the firmware files to it

- Supported OS: Windows: 98, 98SE, Me, 2000, XP, Vista, MacOS

\* No other OS is supported.

\* Certain conditions or PC settings may prevent you from being able to correctly create the update disc.

\* For information about burning or adding files to a CD-R/-RW, refer to the instruction manual for your disc creation software, or ask the manufacturer of the disc creation software or manufacturer of the PC for further assistance.

1. Place a CD-R or CD-RW disc in the drive.

2. Double click the ZIP file named "BDP\_320\_LX52\_Ver371.zip" to open it.

3. Double click the zipped ISO file named "BDP\_320\_LX52\_Ver371.iso".

The CD creation writing software on your computer should automatically open. After the software opens, it should already be set to burn an image file. If not, please make this the setting in your software. If your software does not open automatically, then please go to step 4, otherwise skip to step 5.

4. If your software does not open automatically, then extract and save the zipped file named "BDP\_320\_LX52\_Ver371.iso" to a folder on your computer. Open your creation writing software, and set it to burn an image file.

5. Make sure the ISO file "BDP\_320\_LX52\_Ver371.iso" is selected as the source file then copy/burn the file to the disc.

D. After the disc is completed, confirm the following 2 files are on the disc:

NOTE:

- If the correct files are not copied to the disc, your player will not recognize it as an update disc and you will not be able to carry out the update.

DLfile.pkg 97.8Mbyte (102,563,920byte)

DLdiscidentifier.TXT 94bytes

- Confirm the file named DLfile.pkg is the correct size.

You can check the file size by selecting the file then press the right mouse button and choosing "Properties". If the file name and size do not match the ones listed above, then perform steps B and C again using a new blank disc.

E. Update the player system firmware:

NOTE:

- Use the front panel buttons to carry out all actions. DO NOT use the remote control buttons.
- The update process can take anywhere from 15 to 20 minutes.
- The disc tray will open at the end of update process, so if you have your player in an enclosed space (i.e. an entertainment center), be sure to allow enough space for the disc tray to open without bumping anything.
- DO NOT touch the disc tray or the disc until the update has finished.
- If you have any problem during the update process, please refer to the firmware update FAQ included in this document or you can call Pioneer Customer Support Center.

1. Press the "STANDBY/ON" button to switch the unit on.
2. Press the "OPEN/CLOSE" button to open the disc tray.
3. Place the UPDATE disc you created on the disc tray.
4. Press the "OPEN/CLOSE" button on the front panel to close the tray.  
"DISC-DWLD" will appear on the front panel display of the player.

**WARNING!!**

DO NOT turn off the player's power, unplug the power cord, press in the disc tray, or operate any remote controls until the unit switches into standby mode as described in step 6. Doing so may render the product inoperable.

5. After a few minutes the messages (DOWNLOAD, WRT KRNL, WRT SYS1, WRT SYS2, WRT DRV, WRT FLC etc.) will appear on the front panel display of the player.
6. The disc tray will open and the message "DOWNLOAD OK" will appear on the front panel display for a few seconds after the firmware update has finished. The unit automatically switches into standby with the disc tray remaining open and the lights on the front panel will be off.
7. Remove the UPDATE disc from the disc tray.
8. Press the "STANDBY/ON" button to switch the unit on.
9. Check the firmware version (see step A).

If the version has not been upgraded to 3.71 then confirm that the files on the disc are the correct ones as described in step D and perform the update again in step E. If the version is 3.71 then the firmware update was successful. The player is now ready for use.

## Firmware Update FAQ

Q: What should I do if a "WRT FAILED" message is displayed on the front panel display?

A: Remove the UPDATE disc from the disc tray. Press the "STANDBY/ON" on the player's front panel to turn off the power. If the power cannot be turned off, press and hold the "STANDBY/ON" button on the player's front panel for over 5 seconds and the power will turn off. Turn the power on and confirm the player's firmware version is older than the firmware update disc. A firmware update disc with an older or the same version will not update the player's firmware. Confirm the firmware update file is the correct one for your model and try the firmware update again. If the player does not power on or the update doesn't continue, it is necessary to repair the player. In such an event, call Pioneer Customer Support Center.

Q: What do I do if the power cord is unplugged or a black out occurs during the update?

A: If the disc tray is open, be sure to put the firmware UPDATE disc on the tray and power on the player. The update process should resume in a few minutes. If the tray is closed, just power on the player. The update process should resume in a few minutes. If the update does not resume, the player will need repairs. In such an event, call Pioneer Customer Support Center.

Q: What do I do if the "DISC-DWLD" message does not appear on the front panel display as described in step 4 of section E?

A: There is a problem with the update disc you created. Try downloading the firmware files again, create another firmware update disc, and follow step E. Update the player's system firmware.

Q: What do I do if over 30 minutes have passed and the player has not switched to standby mode?

A: Press and hold the "STANDBY/ON" button for over 5 seconds to put the player in standby mode. If the player does not switch to standby mode, unplug the power cord then plug the power cord back in. Turn the power back on with the update disc still inside the player or if the tray is open with disc still in it. The disc should load and the update process should resume. If the update does not resume, the player will need repairs. In such an event, call Pioneer Customer Support Center.

Q: After the firmware update the player operates abnormally and/or won't play certain Blu-ray, DVD, or CD discs. What should I do?

A: Try restoring all the settings to the factory default settings.

Use only the buttons on the player's front panel and follow these steps:

1. Make sure that the player is turned on and no disc is in the tray. "NO DISC" should be displayed on the front panel display.
2. Press and hold the "STOP" and then the "STANDBY/ON" buttons until the player turns off. Release the buttons.
3. Wait for a few seconds, turn the player on, and try again.

If the player does not operate normally, call Pioneer Customer Support Center.

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