

Section 4

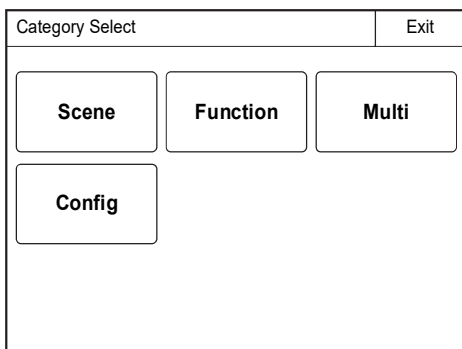
Service Mode

Overview

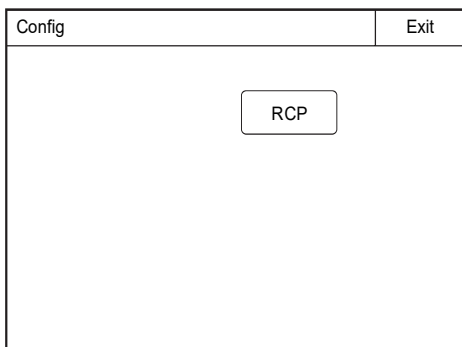
This unit has service mode useful for maintenance and adjustment. Various settings can be checked and modified using the service mode.

4-1. Activating the Service Mode

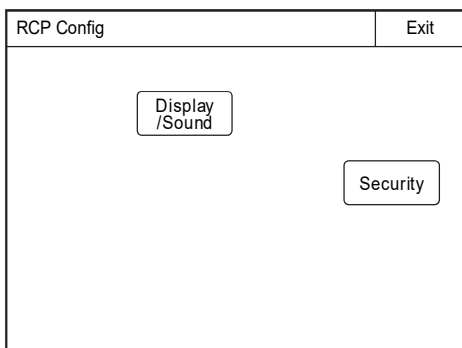
1. Press the [MENU] button on the unit to display the Category Select menu.



2. Press [Config] on the screen to display the Config menu.



3. Press [RCP] to display the RCP Config menu.



4. Press [Security] to display the Security menu.

Security	Exit
<div style="text-align: right; margin-right: 50px;">Engineer Mode</div> <div style="text-align: right; margin-right: 50px;">○</div>	

5. Press the blank area under [Engineer Mode] (enclosed by dotted line in above figure) for five seconds to display the Code No. input screen.

Security	Exit
<div style="border: 1px solid black; padding: 10px;"><div style="display: flex; justify-content: space-between;">Service Mode<div><div>7</div><div>8</div><div>9</div><div>4</div><div>5</div><div>6</div><div>1</div><div>2</div><div>3</div><div>0</div></div></div><div style="margin-top: 10px;">Code No: <input style="width: 100px;" type="text"/></div><div style="display: flex; justify-content: space-around; margin-top: 10px;"><div>OK</div><div>Cancel</div></div></div>	

6. Enter Code No. <05127900> and press [OK] to enter the service mode.

Security	Service Mode	Exit
<div style="display: flex; justify-content: space-around; margin-top: 20px;"><div>Page Permission</div><div>Item Permission</div><div>Engineer Protect</div></div> <div style="display: flex; justify-content: space-around; margin-top: 40px;"><div>ALL Preset</div><div>Engineer Mode</div></div> <div style="text-align: right; margin-right: 50px; margin-top: 10px;">Service Mode</div>		

4-2. Updating the Firmware

Note

- For how to obtain the data file for update, contact your local Sony Sales Office/Service Center.
- Do not turn off the power during firmware update.

Required Equipment/Tools

- USB memory (commercially available)
- Data file for update

Procedure

1. Create the following directory in the USB memory.
¥MSSONY¥PRO¥CAMERA¥RCP35XX
2. Copy the data file for update to this created directory.
3. Connect the USB memory with the update program written to the USB terminal of this unit.
4. Display the RCP Config menu in the service mode. (Refer to Section 4-1)

RCP Config	Service	Exit	
Customize	Display /Sound	Mode	VR Setting
Date /Time	Network	Information	Security
Firmware Update	Switch Setting	RCP ID Set	
VR Adjusting		Backup	

5. Press [Firmware Update] to display the Firmware Update menu.

Firmware Update	Service	Exit
Update		

6. Press [Update] to display the confirmation screen.

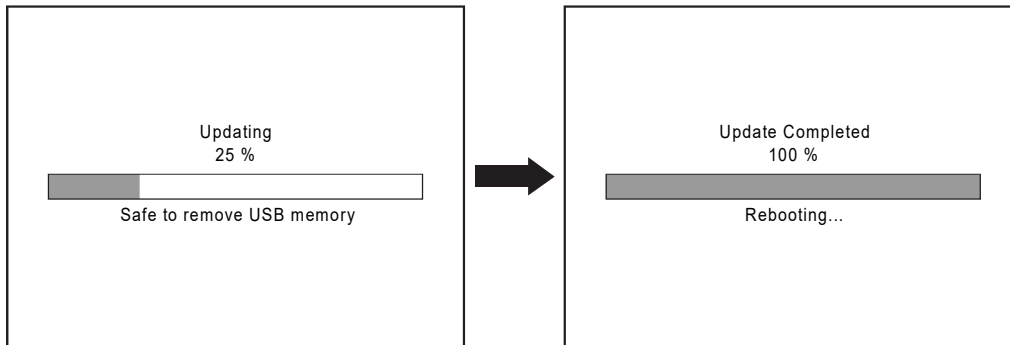
Firmware Update	Service	Exit
<div>Ver.1.00 → Ver.X.XX Do you really want to update?</div> <div>YesNo</div>		

7. Press [Yes] to perform update of the main program.

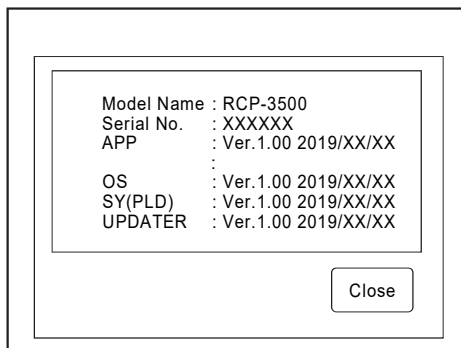
Tip

A progress bar appears while the program is being updated.

The LCD screen is turned off and on several times during the update. Do not turn off the unit and wait until the update complete screen appears. When the progress bar reaches 100%, the unit restarts.



8. Confirm on the screen below that the update has been successfully completed.



9. Press [Close] to finish the update.

Version check after completion of update

Perform the following procedure to check the program version after the update is completed.

Procedure

1. Press [Engineer Mode] from the Security menu to enter the engineer mode. (Refer to Section 4-1)
2. Display the RCP Config menu in the engineer mode.

RCP Config	Engineer Mode	Exit
Customize	Display /Sound	Mode
	VR Setting	
Date /Time	Network	Infor- mation
	Security	
		Backup

3. Press [Information] to display the Information menu.

Information	Engineer Mode	Exit
Version	Network info	

4. Press [Version] to display the Version Info. screen.

Version info	Exit
<div>Model Name : RCP-3500 Serial No. : XXXXXX APP : Ver.1.00 2019/XX/XX : OS : Ver.1.00 2019/XX/XX SY(PLD) : Ver.1.00 2019/XX/XX UPDATER : Ver.1.00 2019/XX/XX OPTION : ©2019 Sony Imaging Product & Solutions Inc.</div>	

Tip

- If entire information is not displayed in the screen, turn the left-end rotary encoder under the LCD to scroll the display.
- The PLD version is displayed in the Information menu of service mode.

Forced update of the main program

Forced update is an emergency means of update. In case this unit malfunctions due to power-off during update of the main program or other reasons, the main program can be reset by forced update.

Procedure

1. Connect the USB memory with the update program written to the USB terminal of this unit.
2. Turn on the power while pressing the [PARA] button, [MASTER] button, and the SCENE FILE [STORE] button simultaneously.

Note

Keep pressing these three buttons until the update display appears on the LCD screen. The update starts automatically.

3. Confirm that the dialog box indicating completion of the forced update appears.
4. Press [Close] to finish the update.