

Firmware Update Procedure

4K Camcorder

XC10



This document explains the procedure and cautionary notes for updating (overwriting) the firmware of the XC10 4K camcorder.

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

IMPORTANT: Precautions for updating the firmware

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

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

- All camcorder settings will be reset formatted 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 camcorder buttons or remove the camcorder's power source during the firmware update. **Doing so may cause the camcorder to malfunction.**

Step 1: Prepare items required for the update

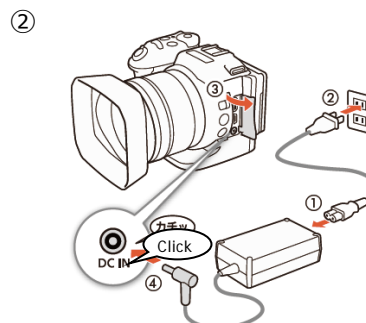
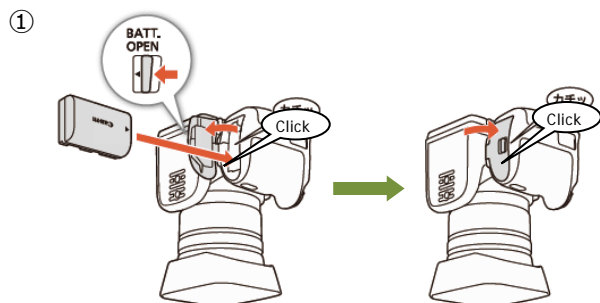
To start with, please prepare the following items.


- ☐ XC10 camcorder
- ☐ Computer (Windows: 10, 8.1, 8, 7 SP1 / Mac OS: 10.7 to 10.12)
- ☐ Memory card (32 MB or higher capacity SD / SDHC / SDXC commercially available memory card)
- ☐ Memory card reader/writer (commercially available SD card reader or SD card slot built into the computer)
- ☐ LP-E6N battery pack (supplied with the camcorder)
- ☐ CA-570 compact power adapter (supplied with the camcorder)

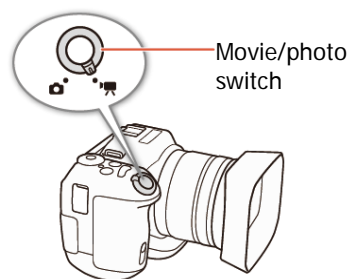
Step 2: Check the current firmware version


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

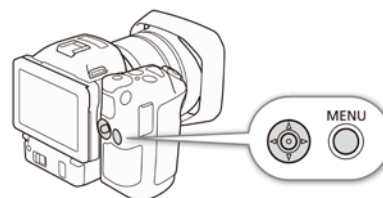
1. After inserting the battery pack into the camcorder (①), connect the camcorder to the power outlet (②) using the compact power adapter.



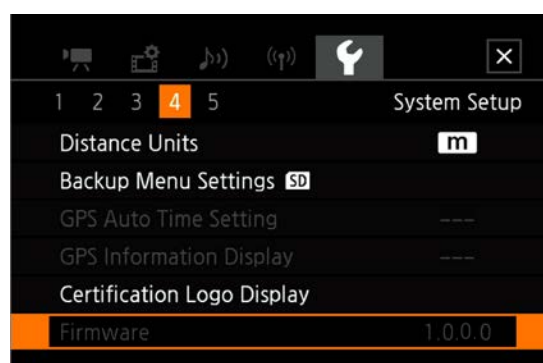
2. After setting the movie/photo switch to , press the ON/OFF button to turn on the camcorder.



3. After pressing the MENU button, touch  [System Setup] > [4 (or 5)].



- The firmware version number will be displayed next to the [Firmware] menu item.



If the version number is 1.0.3.0:

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

If the version number is 1.0.2.0 or earlier:

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

4. Press the ON/OFF button to turn off the camcorder.

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

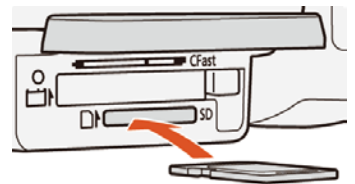
As preparation before the update, first initialize an SD card, and then use a computer to copy the downloaded update data to the SD card.




Caution

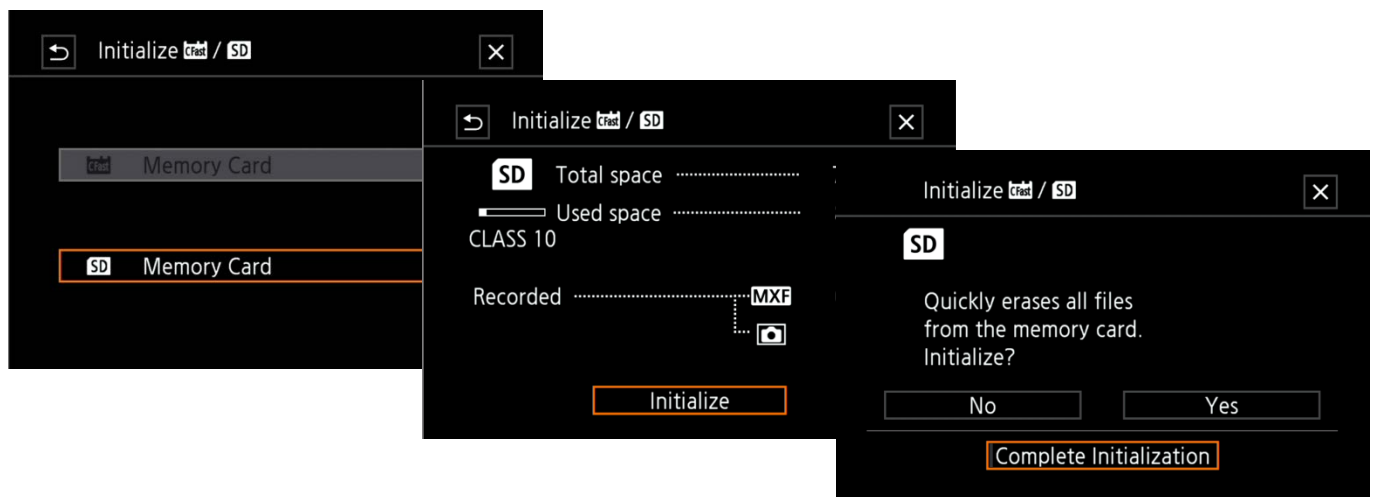
When you initialize the SD card, all of the data saved on it will be erased. Please save any important data on the SD card to your computer or somewhere else before initializing the SD card. In addition, if you perform the firmware update with data remaining on the SD card, it could cause the camcorder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

Initialize the SD card with the camcorder

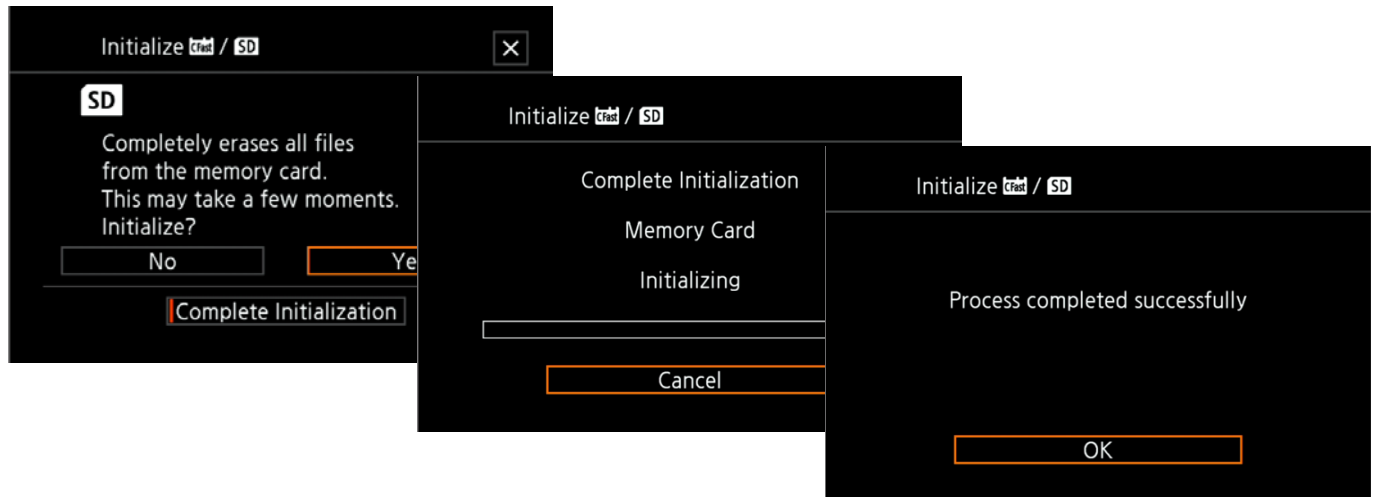
1. Insert the SD card into the camcorder's SD card slot, and close the card cover.



2. After setting the movie/photo switch to , press the ON/OFF button to turn on the camcorder.
3. After pressing the MENU button, touch [ Recording Setup] > [1] > [Initialize], and then touch [ SD Memory Card] > [Initialize] > [Complete Initialization].



- When you touch [Yes], complete initialization of the SD card will start. When the confirmation screen appears, touch [OK].



- Press the ON/OFF button to turn off the camcorder, and then remove the SD card.

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 camcorder. For computer operations, please refer to the procedure below corresponding to your computer's OS (Windows or Mac OS).

For Windows:

- 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].
- To copy the data, drag & drop the [VLA3.FIM] update data in the downloaded [xc10-v1030-win] folder to the [CANON] icon.

Caution

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

- After copying the data, open the folder by double-clicking the [CANON] icon.
 - If the [VLA3.FIM] file (the firmware update data) is there, the copying process is complete.

For Mac OS:



- 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.
- To copy the data, drag & drop the [VLA3.FIM] update data from the downloaded [xc10-v1030-mac] icon to the [CANON] icon.

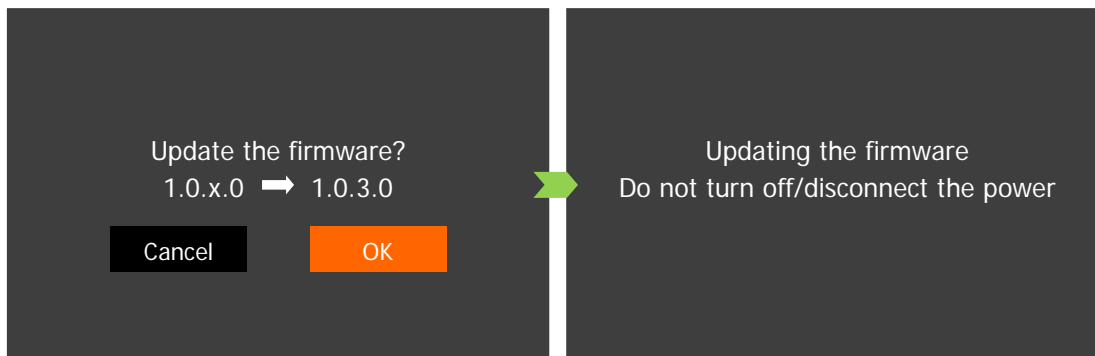
Caution

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 [VLA3.FIM] file (the firmware update data) is there, the copying process is complete.

Step 4: Update the camcorder to the new firmware

1. After inserting the charged battery pack into the camcorder, connect the camcorder 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 camcorder's SD card slot.
3. After setting the movie/photo switch to , press the ON/OFF button to turn on the camcorder.
4. After pressing the MENU button, touch [ System Setup] > [4 (or 5)] > [Firmware].
 - The firmware update confirmation screen will be displayed.
5. When you touch [OK], the firmware update will start.



Caution

The firmware update takes **approximately 10 minutes** to complete. During the update, please do not turn off the camcorder or operate any of its controls. Doing so may cause the camcorder to malfunction.

6. After the update ends, 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 [**1.0.3.0**].
8. Press the ON/OFF button to turn off the camcorder, 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 from your computer.
- If the firmware update does not finish normally, or if the camcorder no longer starts normally, please contact our camera repair center.