

# Canon Digital Video Camcorder Firmware Update Procedure

## VIXIA HF R32/HF R30

## LEGRIA HF R38/HF R37/HF R36

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

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

### **IMPORTANT: Observe the following precautions when updating the firmware**

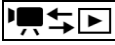
- When updating the firmware, make sure to use a battery pack and power the camcorder using the supplied compact power adapter.
- Before updating the firmware, initialize the SD memory card in the camcorder. When you initialize the SD memory card, any data written on it will be erased, so please be sure to save a copy of any important data on your computer or somewhere other than the card, prior to initializing it.
- While updating the firmware, make absolutely sure not to turn the camcorder off or to operate its buttons or controls. Doing so could cause camcorder malfunctions.
- After the firmware update is completed, all of the camcorder 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 camcorder no longer starts normally, please contact a canon service center.

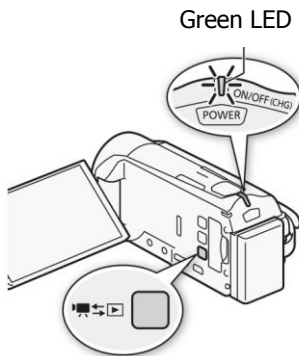
### **Step 1: Make Preparations**

The following things are required to perform this camcorder firmware update. Please have these items ready in advance. Customers who do not have items 2, 3, or 4 listed below are advised to contact a Canon Service Center.

1.	Camcorder	Model covered by the update
2.	Computer	OS: Computer running Windows 7, Windows Vista (Service Pack 1/2) or Mac OS X (10.5-10.7)
3.	SD memory card reader	SD memory card reader (commercially available) or a computer with an SD card slot
4.	SD Memory Card	A 32 MB or higher-capacity SD memory card or an SDHC/SDXC memory card (both commercially available)
5.	Battery pack	The battery pack (BP-709) that comes with the camcorder.
6.	Compact Power Adapter	The compact power adapter (CA-110 or CA110E) and power cord that come with the camcorder

## Step 2: Check the firmware version on your camcorder

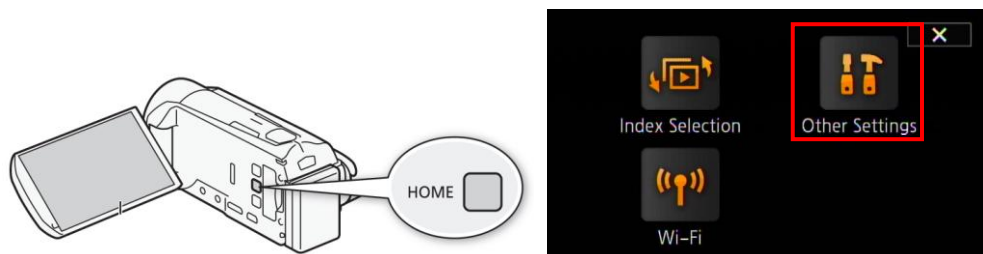
1. Turn the camcorder ON.
2. Press the  (camera/play) button and set the camcorder to playback mode.




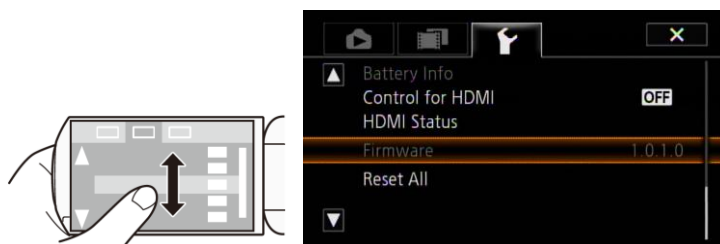
3. Touch  >  (memory card)] tab >  Photos] to open the  Photos] index screen.




4. Press the  button, and then touch the  **Other Settings**] on the camcorder's LCD screen.



5. Touch  and then drag your finger up/down to display the version number for [**Firmware**] (font color is gray). If the version number is [1.0.1.0] or less, continue with the operation below.



6. Touch the  icon on the camcorder's LCD screen to close the Other Settings and turn the camcorder OFF.

### Step 3: Prepare an SD memory card for the firmware update

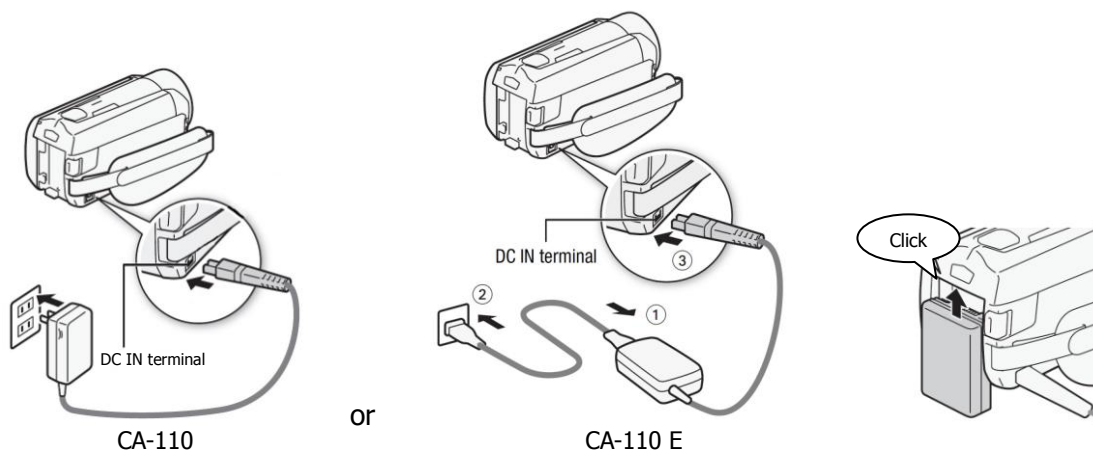
First, insert an SD memory card into the camcorder and initialize it. This section will explain how to use your computer and an SD memory card writer to copy the new firmware to the initialized SD memory card.

#### Caution

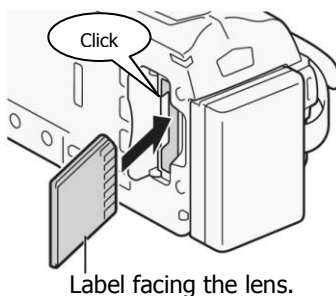
**When you initialize the SD memory card, all of the data saved on it will be erased, so please save any important data on your computer or somewhere else before initializing the card. If you perform the firmware update with data remaining on the SD memory card, it could cause the camcorder to malfunction.**

Insert an SD memory card into the camcorder and initialize it.

1. Insert the compact power adapter and connect the battery pack to the camcorder. Connect the compact power adapter to the power outlet.

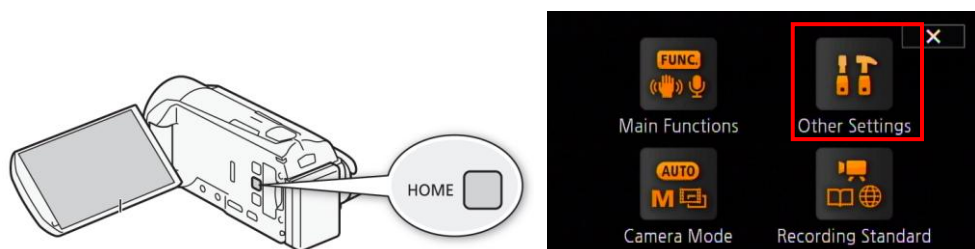



2. Insert the SD memory card into memory card slot on the camcorder.

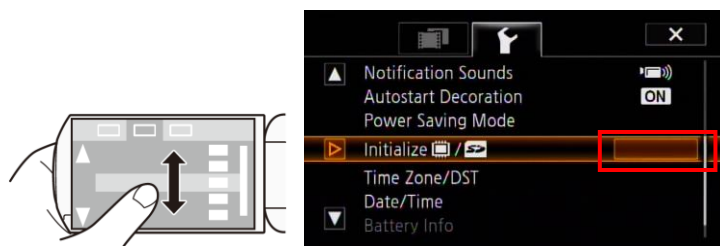


3. Turn the camcorder ON.

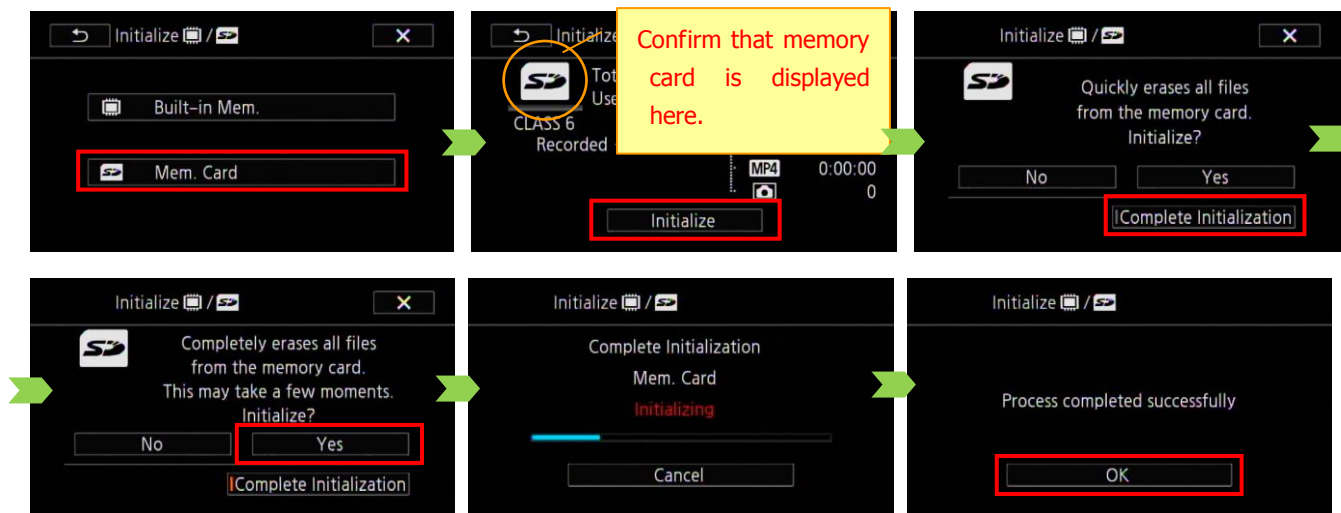
4. Press the **HOME** button, and then touch the [**Other Settings**] on the camcorder's LCD screen.




5. In the  tab, drag the screen down to **[Initialize]**, and then touch it.



6. Touch the LCD screen in the order shown below to completely initialize the SD memory card. and after a short while, the process will be completed and the following screen will appear. Touch **[OK]**.



7. Touch  to close the menu.
8. Turn the camcorder off, and then remove the SD memory card from the camcorder.

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

### For Windows

1. Insert the initialized SD memory card into the SD card reader/writer.
2. Click on the Computer icon (or My Computer in Windows XP). A removable disk icon labeled CANON appear.
3. Drag the firmware update data **VIB1.FIM** from the **hfr3x-v1110-win** folder created in to the CANON icon.

### Caution

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

4. After copying the data, double-click the CANON icon, and if the firmware update data **VIB1.FIM** is there, the copying process is completed.

### For Mac OS

1. Insert the initialized SD memory card into the SD card reader/writer.

2. An icon labeled CANON will appear on the computer's desktop.
3. Drag the firmware update data **VIB1.FIM** from the **hfr3x-v1110-mac** icon created in to the CANON icon on the desktop.

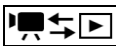




### Caution

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

4. After copying the data, double-click the CANON icon on the desktop. If the firmware update data **VIB1.FIM** is there, the copying process is completed.

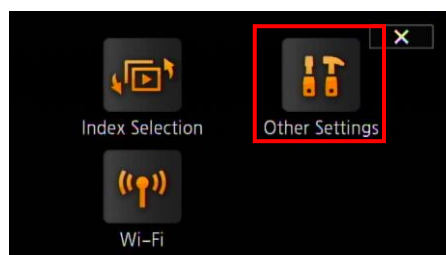
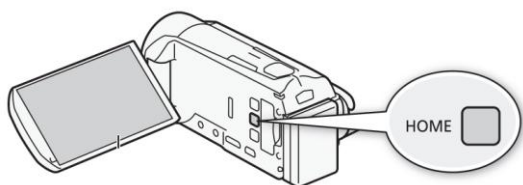
## Step 4: Update the camcorder to the new firmware

This section explains how to operate the camcorder.

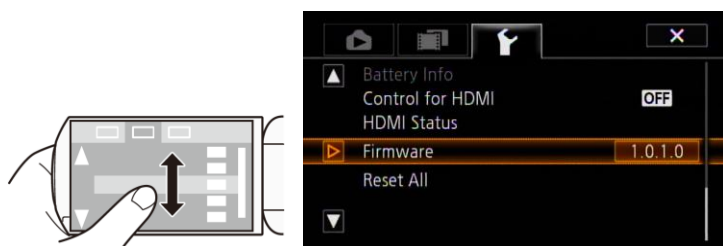
1. Insert the compact power adapter and connect the battery pack to the camcorder. Connect the compact power adapter to the power outlet.
2. Insert the SD memory card that has the firmware update data on it into the memory card slot on the camcorder.
3. Turn the camcorder ON.
4. Press the  (Camera/Play) button and set the camcorder to playback mode.
5. Touch  >  (memory card)] tab >  Photos] to open the  Photos] index screen.



6. Press the **HOME** button, and then touch the  **Other Settings** on the camcorder's LCD screen.



7. In the  tab, drag the screen so that **[Firmware]** is displayed. (font color is white)



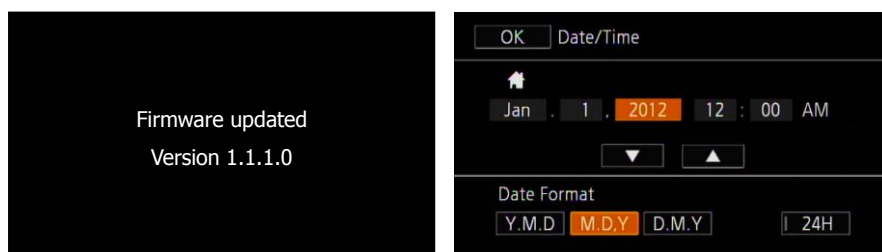
8. Touch the [**Firmware**] version number to display the firmware update confirmation screen. Touch [**OK**] to start the firmware update. After a short while, the firmware will be overwritten with the new version. (The update takes approximately 5 minutes.)



### Caution

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

9. After the update ends, the camcorder will automatically restart, and a screen that shows the new firmware version will appear for about four seconds. All of the settings will be reset, and the time and date screen will appear. Set the date and time.



10. Turn off the camcorder, and then remove the SD memory card.
11. Operate the camcorder as described in Step 2, "**Check the firmware version on your camcorder**", to confirm that the firmware version has changed.

This completes the firmware update.

### Caution

**After the firmware update is completed, make sure to follow Step 3 to completely initialize the SD memory card that was used to copy the firmware before using the memory card. Also, please delete the firmware you downloaded from your computer.**