



Philips LCD TV 42PFL5604H 107 cm (42") Full HD 1080p digital TV with Pixel Plus HD
42PFL5604H/12
Q543.3ELA

Service information

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Reference no.: GSC_72752

Symptom

Service SSB does not contain main TV software.

Cure

INFO:

Due to a changed manufacturing process, new **Service SSB's can be delivered** to the warehouse **without main TV software** loaded.

Below find the steps to follow when such an SSB is received.

INSTRUCTIONS:

When a picture is available:

- 1) Mount the Service SSB into the TV set. After start-up, normally the download application will appear on the screen (see figure 1).
- 2) Download the latest main software (FUS) from the www.p4c.philips.com website.
- 3) Create a folder "upgrades" in the root of a USB stick (size > 50 MB) and save the "autorun.upg" file in this "upgrades" folder. Note: It is possible to rename this file, e.g. "Q549_SW_version.upg", this in case there are more than one "autorun.upg" files on your USB stick.
- 4) Plug the prepared USB stick into the TV set, and select the "autorun" file in the displayed browser on the screen (see figure 2).
- 5) Now the main TV software will be loaded automatically, supported by a progress bar.
- 6) Set the correct "display code" via "062598-HOME-xxx", where "xxx" is the 3-digit display panel code (see sticker on the side/bottom of the cabinet).

When NO picture is available:

Due to a possible wrong display option code in the received Service SSB (NVM), no picture can be available at start-up and thus no download application will be visible. Here you can proceed and finalise step by step to load the main TV software via the UART logging on the PC (for visual feedback).

Way of working :

- 1) Start-up the TV set, equipped with the Service SSB, and enable the UART logging on the PC (see attached "Logging" file for the settings).
- 2) The TV set will start-up automatically in the download application if main TV software is not loaded (see figure 3 on how the printouts in the UART logging should look like).
- 3) Plug the prepared USB stick into the TV set, press cursor "Right" to enter the list, and navigate to the "autorun" file in the UART logging printout via the cursor keys on the remote control. When the correct file is selected, press "OK" (see figure 4).
- 4) Press cursor "Down" and "OK" to start the flashing of the main TV software. Printouts like: "L: 1-100% , V: 1-100% and P: 1-100%" should be visible now in the UART logging.
- 5) Wait until the message "Operation successful!" is displayed and remove all inserted media. Restart the TV set (see figure 5).
- 6) Set the correct "display code" via "062598-HOME-xxx", where "xxx" is the 3-digit display panel code (see sticker on the side/bottom of the cabinet).

REMARKS:

Repaired SSB's on stock will obviously contain already main TV software and therefore only the latest main SW update is required.

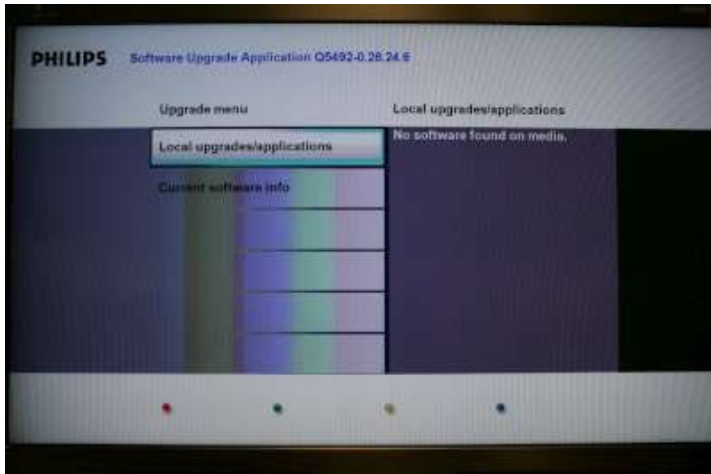


Fig. 1. Download application

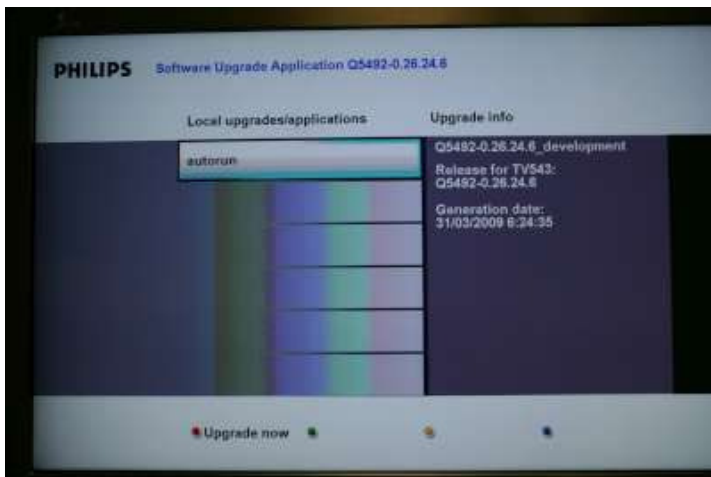


Fig. 2. Select autorun file

```

SCC 72752 - HyperTerminal
File Edit View Ctrl Transfer Help
[Icons]

file or directory
00 <5>~000005074 insmod: /lib/modules: No such file or directory
00 <5>~000005075 insmod: fidi_sio.ko: no module by that name found
00 <5>~000005076 insmod: /lib/modules/2.6.18_pro500-pnx8xxx-TV520-001: No such f
file or directory
00 <5>~000005077 insmod: /lib/modules: No such file or directory
00 <5>~000005079 insmod: fuse.ko: no module by that name found
00 <5>~000005133 Using screen option 196, name LCD LCD WUF SBM2 42"> 00000513
1 >>~*CoosNet** -> Ethernet device name eth0
00 <5> 000005131 >>~*CoosNet** => Pump CheckNetworkStartup execution
00 <5> 000005132 >>~*CoosNet** -> 1. inetN_OnInitializationDone().
00 <5> 000005133 >>~*CoosNet** => Starting up Wired Network.
00 <5> 000005146 >>~*CoosNet** => IFCNF1G down
00 <5> 000005172 >>~*CoosNet** -> 4. inetN_OnNetworkInterfaceConfigStatusChanged
(): status = StatusWaiting
00 <5> 000005199 >>~*CoosNet** => 10. inetN_OnNetworkInterfaceConfigStatusChange
d(): status = StatusWaiting.
00 <5>~000006274 cesupm : RejectedIpVersion -75730857
#1*DWL UART ready#000 <5>~000006277 cesupm : RejectedInternetSwId
00 <5>~000006287 Initial Sw Version:
00 <5>~000006288 ReadCehvData done, ConfigOK: TRUE
00 <5>~000006290 ReadCehvData done, ConfigOK: TRUE

00 <5>~000006291 cesipldr: turnOn InternetSWUpgradeSupported not supported
00 <5>~000006293 in wrap rcx Enable
00 <5>~000006294 start_r_init
00 <5>~000006295 Startup m_InitDoneBlank: 1, m_InitDoneMain: 1
00 <5>~000006432 gfp_xpr: 8405000
00 <5>~000006433 malloc 968261640
00 <5>~000006435 $18.0
00 <5>~000006590 RetrieveUpgrades src 0
00 <5>~000006591 cesupm retrieve upgrades 0
00 <5>~000006592 Go!!!!!!!
00 <5>~000006593 USB RetrieveRequestCount : 1
00 <5>~000006595 OAD RetrieveRequestCount : 2
00 <5>~000006596 HandleNextRetrieveRequest for oad
00 <5>~000006597 oadupkgN_OnPackagesInfo( 0 )
00 <5>~000006599 HandleNextRetrieveRequest for internet
00 <5>~000006600 cesupm: cedcpupkgN_OnPackagesInfo(0)
00 <5>~000006602 HandleNextRetrieveRequest for USB
00 <5>~000006603 cesupm: icesupkgN_OnPackagesInfo(1)
00 <5>~000006605 cesupm : OnUpgrades true
00 <5>~000006606 In OnUpgrades : count 0
00 <5>~000006607 No upg files found!
00 <5>~000006608 UpgradeStatus1169 0
00 <5>~000006610 upgrd_GetUpgradesCount 0
*****
_

```

Fig. 3. Logging status after start-up **without** USB connected

```

00 <5>~000079115 OAD RetrieveRequestCount : 2
00 <5>~000079116 HandleNextRetrieveRequest for oad
00 <5>~000079118 oadupkgN_OnPackagesInfo( 0 )
00 <5>~000079120 HandleNextRetrieveRequest for internet
00 <5>~000079121 cesupm: cedcpupkgN_OnPackagesInfo(0)
00 <5>~000079123 HandleNextRetrieveRequest for USB
00 <5>~000079129 cesupm: icesupkgN_OnPackagesInfo(1)
00 <5>~000079130 cesupm: icesupkgN_OnPackageFilesInfo(1)
00 <5>~000079133 MSG_FILESINFO_RECEIVED STATE_READING_FILES_INFO
00 <5>~000079144 InfCheck 0 HeaderSize 760 Headervalid 1 Flashable 1 Executable
0
00 <5>~000079145 cesupm : OnUpgrades true
00 <5>~000079146 In OnUpgrades : count 1
00 <5>~000079147 upgrd_GetUpgradeFlags1(0) 0xe1
00 <5>~000079149 1 upgs found on USB. Press right to enter the list.
00 <5>~000079150 UpgradeStatus1169 0
00 <5>~000079151 upgrd_GetUpgradesCount 1
*****00 <5>~000116378 autorun <--- Upgrade now
*****00 <5>~000189401 ProgramPackage
00 <5>~000189402 ProgramPackage is flashable 32258620 83886080
00 <5>~000189404 Software is equal or older,
00 <5>~000189405 - press OK to stop
00 <5>~000189406 - press down + OK to continue
*****
_

```

Fig. 4. Select the autorun file in the logging

```

00 <5>~000082811 P: 75%
00 <5>~000083331 P: 76%
00 <5>~000083851 P: 78%
00 <5>~000084381 P: 80%
00 <5>~000084911 P: 81%
00 <5>~000085431 P: 82%
00 <5>~000085961 P: 83%
00 <5>~000086481 P: 84%
00 <5>~000087001 P: 87%
00 <5>~000087521 P: 88%
00 <5>~000088051 P: 89%
00 <5>~000088581 P: 90%
00 <5>~000089101 P: 91%
00 <5>~000089621 P: 92%
00 <5>~000090151 P: 94%
00 <5>~000090682 P: 95%
00 <5>~000091201 P: 96%
00 <5>~000091722 P: 98%
00 <5>~000092159 m_JffsMounted = 0
00 <5>~000092160 Totalsize flashed: 42848697, TotalProgramSize: 42848697
00 <5>~000092179 Completed !!
00 <5>~000092336 Operation Successful! Remove all inserted media and restart the
TV set.
*****

```

Fig. 5. Logging status of the SW programming progress

HISTORY:

24-APR-'09: Minor text adaptations. Added Q549.5E LA chassis to the relations.

27-APR-'09: Added Q543.1 E LA, Q543.3 E LA, Q548.1 E LA. and Q543.2 E LA chassis to the relations.

Attachments

File name	File size	File date	Language
GSC_72752_Logging_v1-0.pdf	75KB	2009-04-24	-