

Firmware Update Procedure

Digital Cinema Camera

EOS C500 Mark II *EOS C300 Mark III*

This document explains the procedure and cautionary notes for updating (overwriting) the firmware of the EOS C500 Mark II / EOS C300 Mark III Digital Cinema Camera.

IMPORTANT: Precautions for updating the firmware

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

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

- All camera settings will be reset 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 refrain from loading menu settings generated using the most recent firmware version to a product running an old firmware version, as doing so may affect camera operations.
- Please be absolutely sure NOT to operate the camera buttons or remove the camera's power source during the firmware update. **Doing so may cause the camera to malfunction.**

Step 1: Prepare items required for the update

To start with, please prepare the following items.

- ☐ Camera Body
- ☐ Computer (Windows: 11, 10, 8.1 / macOS: 12, 11, 10.15, 10.14)
- ☐ Memory card (512 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)
- ☐ BP-A60 Battery Pack (supplied with the camera)
- ☐ AC adapter (commercially available, DC IN 12V terminal): 4-pin XLR plug (female connector), 12 V DC (acceptable range: 11.5 V to 20 V DC), 10 A (acceptable maximum load current))

Step 2: Check the current firmware version

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

1. Set the POWER switch to CAMERA to turn on the camera.
2. Select MENU> [System Setup] > [Firmware]> [Camera]
 - The current camera firmware version will appear on the screen.
3. Turn off the camera.

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 camera to malfunction. Make sure you initialize the SD card before performing the update.

Initialize the SD card with the camera

1. Insert the SD card into the camera's **SD card slot**, and close the card compartment cover.
2. Set the POWER switch to CAMERA to turn on the camera.
3. Select MENU > [Recording/Media Setup] > [Initialize Media]
4. Select [SD Card].
5. Select [OK].
 - The SD card is initialized and all the data it contains is erased.
6. When the confirmation message appears, press SET.
7. Turn off the camera.

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 camera.

1. Insert the initialized SD card into a card reader or the computer's SD card slot.
 - **Windows** : A [CANON] icon will be displayed in [Devices with Removable Storage] under [Computer].
 - **macOS** : A [CANON] icon will be displayed on the desktop.
2. Copy the downloaded firmware file (***.FIR) to card's root directory.

Caution

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

Step 4: Update the camera to the new firmware

1. Insert the SD card prepared in Step 3 into the camera's **SD card slot**.
2. Set the POWER switch to CAMERA to turn on the camera.
3. Select MENU> [System Setup] > [Firmware]> [Camera], and then press SET.
 - The firmware update confirmation screen will be displayed.
4. When you select [OK] and then press SET, the firmware update will start.

Caution

Please use a fully charged, dedicated battery pack, or a dedicated AC adapter kit to power the camera.

The firmware update takes **approximately 8 minutes** to complete. During the update, please do not turn off the camera or operate any of its controls. Doing so may cause the camera to malfunction.

- After the update ends, the camera will restart automatically, and a firmware update completion screen will be displayed.
5. When you select [OK], all settings will be reset and the [Date/Time] screen will appear. Set the date/time.

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 your computer.

If the firmware update does not finish normally, or if the camera no longer starts normally, please contact our camera repair center.