

# EPSON Product Support Bulletin

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Reference:	TE09-0218 Rev. A	Total Pages:	5
Product(s):	Epson P-2000 Multimedia Storage Viewer		
Subject:	New Firmware Release version 02.52		

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This bulletin was created to inform you of a firmware update that provides upgrades to the P-2000.

## **Description of Change:**

The firmware has been updated to version **02.52**.

## **Reason:**

The firmware corrects the following symptoms when using certain high-speed Lexar Compact Flash (CF) memory cards such as the Professional 133x or the Platinum II 80x speed:

1. Card cannot be recognized
2. Unable to display thumbnails
3. Thumbnails appear but do not display correctly
4. Thumbnails display but there is no image

**Note:** Although this firmware update provides support for higher speed Lexar memory cards, some cards may not be supported.

## **P-2000 Firmware Update Instructions:**

**Note:** Before starting the firmware update process, confirm that there are no files on the Memory Card.

To download and install the new firmware file, you will need the following:

- Windows-based PC or Macintosh computer with Internet access
- Operating Systems: Windows 98/ME/2000/XP/Vista/7
- Operating Systems: Mac OS 10.2.8 to 10.6.x
- Memory Card Reader/Writer
- **128MB** or higher formatted Compact Flash or SD memory card (there must be no data on the card)
- P-2000 battery installed (fully-charged battery recommended)
- AC Adapter – the firmware update should be performed with the unit powered by its AC power adapter.

### **Firmware Update Procedure:**

Download the file **epson13819.exe** for Windows or **epson13820.dmg** (Mac OS X) for Macintosh from the Epson website.

To verify the firmware version, power on the unit, select Settings in the Home Menu and press the OK button. The firmware version is located in the lower right-hand corner of the screen, as shown below.

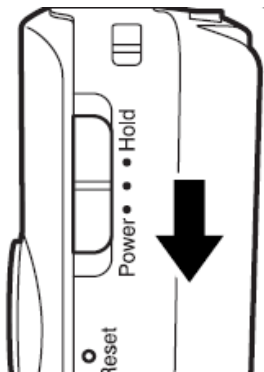


### **Steps:**

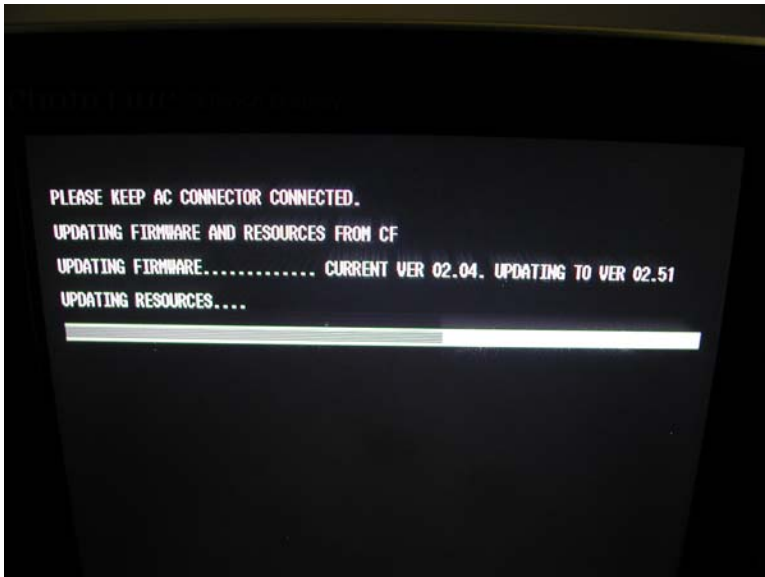
1. Install a **blank** memory card into a Memory Card Reader/Writer and copy the "PSVFIRM1" folder (including all the files in the folder) to the root directory of your memory card.
2. Verify that the battery is installed in the P-2000
3. Connect the AC adapter to the P-2000, **but do not power on the unit.**
4. After the firmware file has been downloaded to your memory card, insert the CompactFlash or SD memory card into the P-2000 as shown below.



5. Press and hold down the “OK” button while sliding the “POWER” switch as shown below.



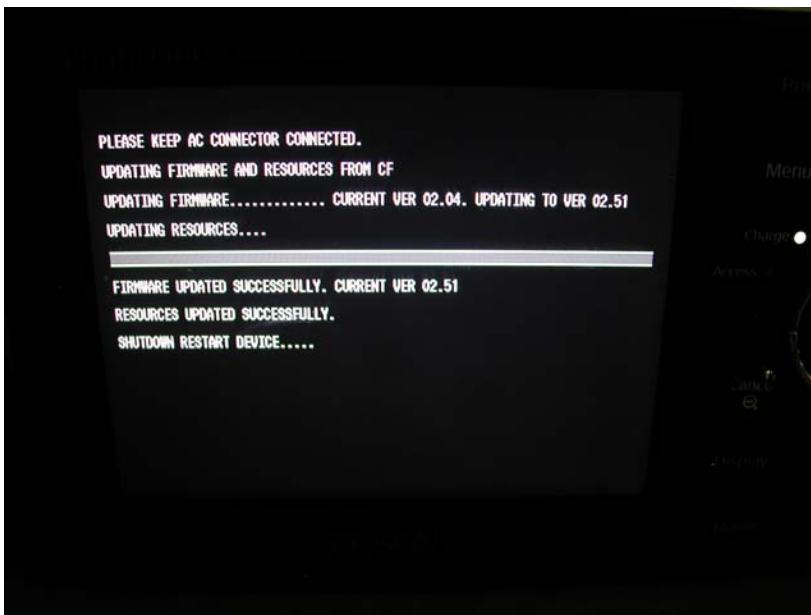
Release the Power switch and continue holding down the OK button until the message below appears on the screen. **Note:** If you do not see this screen, power off the unit and start the firmware process again.



During the update process, the message screen will display the current firmware and updated firmware versions. Then the message “Updating Resources” will appear.

**Important:** Do not remove the battery or disconnect the AC adapter during the firmware update process.

6. The firmware process is completed when you see the message “Resources Updated Successfully” displayed on the screen.



7. When you see the message “Shutdown Restart Device”, power off the unit and remove the CompactFlash or SD memory card.

8. When you power on the unit, you will be prompted to select the language and set the date and time.
9. To confirm the new firmware version, select Settings in the Home Menu. The firmware version is located on the lower right side of the screen. It should say **02.52**.



Ver. 02.52

**Note:** Above screen shot is an example only.