



May 27, 2010

HXR-NX5U NXCAM CAMCORDER FIRMWARE VERSION 2.0 SOFTWARE UPDATE

A minor software issue has been discovered affecting the HXR-NX5U when used in conjunction with the optional HXR-FMU128. A "Buffer Overflow" message will be displayed in the viewfinder and the unit will fail to record content as required. Although this issue has been identified in only a very small number of units, Sony takes all technical issues seriously and, as a precaution, is offering a software update for all existing camcorders within a specific serial number range. Units with serial numbers higher than 111585 are not affected.

Note: this "Buffer Overflow" message may also occur when defective or incorrect type SD or Memory Stick cards are used. This software update will not address the use of defective or incorrect type SD or Memory Stick cards.

Applicable North American serial number range: 110001 - 111585

It is strongly recommended that units within this range be updated from Version 1.0 firmware to Version 2.0 firmware.

Software Download:

Sony has prepared a user-installable software update to Version 2.0 firmware:

- PC is required with a USB connection (no need to open camera body)
- Installation time is approximately two minutes

Note: This firmware update will reset the camera software to factory default with the exception of Clip Names. Users should note the current saved settings prior to installing the update so that Clock, Menu and Picture Profile settings can be reset to the previously saved configuration.

Users requiring technical assistance with this update should contact the Sony Product Operational Support Center (POSC) at 800-833-6817 (M-F, 8:00 am - 8:00 pm ET, excluding Holidays).

Users wishing to have the Version 2.0 firmware update performed by Sony should contact their regional Sony Professional Service facility for more information:

Sony Service Center
Sony Electronics Inc.
123 W. Tryon Ave.
Teaneck, NJ 07666
Phone: 201-833-5300
E-mail: TeaneckService@am.sony.com

Sony Service Center
Sony Electronics Inc.
2706 Media Center Dr., Ste. 130
Los Angeles, CA 90065
Phone: 323-352-5000
E-mail: LAService@am.sony.com

Use of the HXR-FMU128 prior to installation of Version 2.0 firmware:

Power on the HXR-NX5U and confirm the power lamp of the attached HXR-FMU128 is lit before beginning recording. If the HXR-FMU128 power lamp is not lit, remove the battery from the camcorder and reinstall it again to the camcorder.

Sony thanks you for your continued trust in our commitment to excellence and as your manufacturer of choice when investing in high quality professional video tools.

[Click here](#) to download the Version 2.0 firmware update software and detailed instructions. Please make sure to read the instructions carefully before installing.

Juan Martinez
Senior Product Manager