

October 2020

### Phase One iXG – Firmware Update 3.11

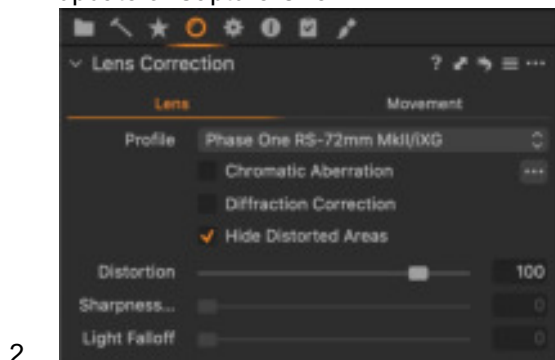
Dear Phase One Customer,

This is a feature and service update which adds the following:

1. Improved performance of the focusing mechanism, now optimized for the different lens and extension tube configurations.

#### Known Issues:

When using the new Phase One 72mm MkII lens, the Lens tool in Capture One does not automatically pick the correct profile for the lens. For best result and for accurate measuring of resolution across the frame, please ensure that **Phase One RS-72mm/iXG** is selected and that the Distortion slider is set to **100**. You can then create a Preset or a Style that include this adjustment and select them in the Next Capture Adjustment tool. We expect this to be resolved in a future update of Capture One.



2.

#### Firmware and feature updates

- We periodically issue firmware and software update that bring new features and functionality and often improve performance and fix known issues.
- When launching Capture One and connecting your camera it will advise you should there be a new version of either software or firmware available for download. Make sure you register your camera when you connect it to Capture One for the first time.
- The Phase One Firmware Updater application can be found on <https://www.phaseone.com/en/SupportMain/Camera-Firmware/iXG.aspx>
- To find out which firmware version is installed on your iXG, go to the Camera Settings Tool in Capture One and scroll down to About.
- The tool also shows information about the lens being used



## Updating the firmware on iXG camera system

The Firmware Updater does not in itself contain any firmware - it will check online and fetch the latest relevant firmware packages for your device. It is also possible to update using special firmware packages (.fwr file) by direct drag and drop to the application or by double clicking on the .fwr file.



When you start the Firmware Updater application it will detect the digital back or the camera attached.

When you select the device in the left side column, the firmware popup and the updater window will change accordingly.

Symbol explanation:

*Component is already up-to-date*



*Component will be updated*



*Component will be downgraded*



*Certain components (marked "--") cannot be updated, and so will not have an icon.*



## Installation

### Mac

Open the zip file and copy the FWUpdater application to your Applications folder. Double-click the icon to start the FWUpdater app.



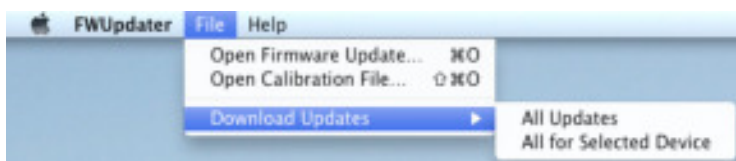
### Windows

Open the zip file and run the FWUpdater.msi installer, following the steps described. When installation completes, run the program from *Start->Phase One->Firmware Updater*.

## Working Offline

If you need to update and/or downgrade your Camera or Digital Back whilst disconnected from the Internet you can use the **File->Download Updates** menu.

This lets you save all the available versions of the Firmware locally, so that when your computer is disconnected from the Internet they will all be available.



You can find the downloaded Firmware release files in the following folder:

**Mac:** ~/Library/Application Support/Phase One/Firmware Updater/Firmware Cache/

**Win7:** C:\ProgramData\Phase One\FWUpdater\FirmwareCache\

**Win8.1:** C:\ProgramData\Phase One\FirmwareUpdater\Cache

**Win10:** C:\ProgramData\Phase One\FirmwareUpdater\Cache

### Online Method for Updating Firmware

The online method for updating firmware assumes that you have a computer with Internet access and your iXG camera in the same location. The camera is connected to the computer and the Firmware Updater application updates the firmware on the camera.

#### Before starting, ensure that:

The camera is connected to the power supply.

Capture One IS NOT running on the computer

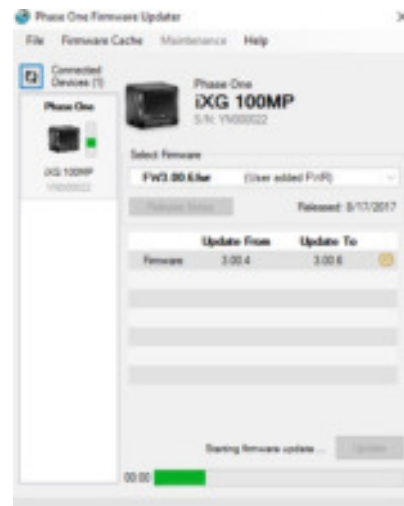
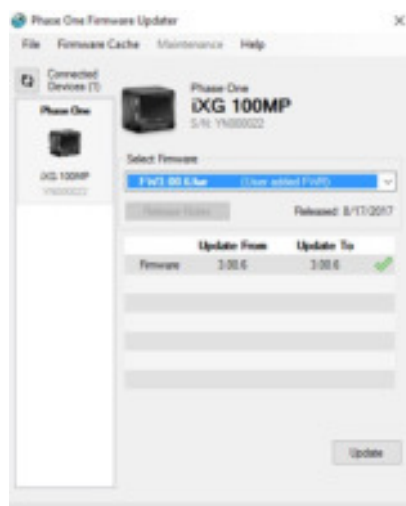
Your computer has the Firmware Updater application installed and the computer is connected to the Internet.

To update the iXG firmware:

1. Connect the camera to the computer with a USB 3.0
2. Start the Firmware Updater application.
3. The Firmware Updater automatically checks online for a new version of firmware and displays a download button if your camera requires an update.
4. From the Select Firmware drop-down menu, select the firmware that you want to update.
5. If displayed, click Download to download the firmware. The firmware is saved locally.
6. After downloading the new firmware, the Release Notes button is no longer grayed out.
7. Click the Release Notes button to download the release notes for the newest firmware.
8. To update the camera to the latest firmware, click Update. The firmware is written to the camera and a gear icon is displayed next to the MAIN component and a progress bar displays the progress of the update.

Upon a successful completion of the update, the MAIN component is marked with a green check mark icon.

If the update fails, disconnect the USB 3.0 cable, reconnect it and repeat the procedure described above.



### Updating Camera Firmware — Offline Method

Before starting, ensure that:

You have downloaded the firmware cache files using the method in “Downloading Firmware Files for Offline Updating” on page 4

The camera is powered off and is disconnected from the power supply.

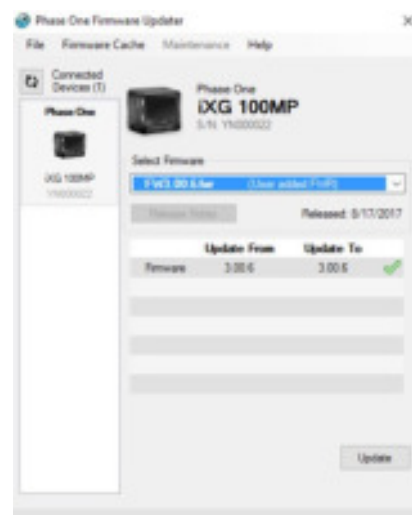
Capture One is NOT running on the computer

To update the iXG camera firmware:

1. Connect the camera to your computer with a USB 3.0 cable.
2. Start the Firmware Updater application.
3. To update the camera to the latest firmware, click Update. The firmware is written to the camera and a gear icon is displayed next to the MAIN component and a progress bar displays the progress of the update.

Upon a successful completion of the update, the MAIN component is marked with a green check mark icon.

If the update fails, disconnect the USB 3.0 cable and reconnect it again, and repeat the procedure described above.



### Installing Camera Firmware Manually

The firmware in your camera can be updated manually. This method enables you to update the camera in the field or when you may not have an Internet connection.

Before starting, ensure that:

You have downloaded the camera firmware file from the Downloads section of industrial.phaseone.com website.

The camera is powered off and is disconnected from the power supply.

Capture One is NOT running on the computer

To update the iXG camera firmware:

1. Connect the camera to your computer with a USB 3.0 cable.
2. Start the Firmware Updater application.
3. Drag the .fwr file and drop anywhere on the Firmware Updater application window. The words User Added FWR appear in the select Firmware drop-down menu.
3. Click Update. The firmware is written to the camera and a gear icon is displayed next to the MAIN component and a progress bar displays the progress of the update.

Upon a successful completion of the update, the MAIN component is marked with a green check mark icon.

If the update fails, disconnect the USB 3.0 cable and reconnect it again, and repeat the procedure described above.



*All the best from the Phase One CH Team*