PANDUIT®

MP500 PRINTER

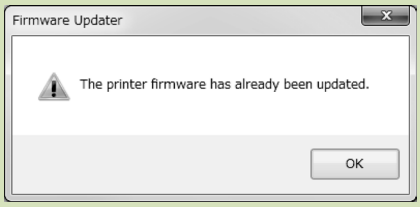
Firmware Update Instruction Manual

This manual guides you through downloading the latest MP500 firmware from Panduit website and updating the firmware of your MP500.

1. Preparation

MEMO

You can know the need to update your MP500 firmware after you start the update. If the firmware is the latest one, a pop-up window shown right appears to notify you that the update is not needed.



Check the OS version of your computer

Make sure your OS version is one of the following.

- Windows 7 (32bit/64bit)
- Windows 8 (32bit/64bit)
- Windows 8.1 (32bit/64bit)
- Windows 10 (32bit/64bit)
- Windows 11 (64bit)

Download the Firmware Updater

Download “MP500-Firmware.zip” from Panduit website and unzip it to your desktop.

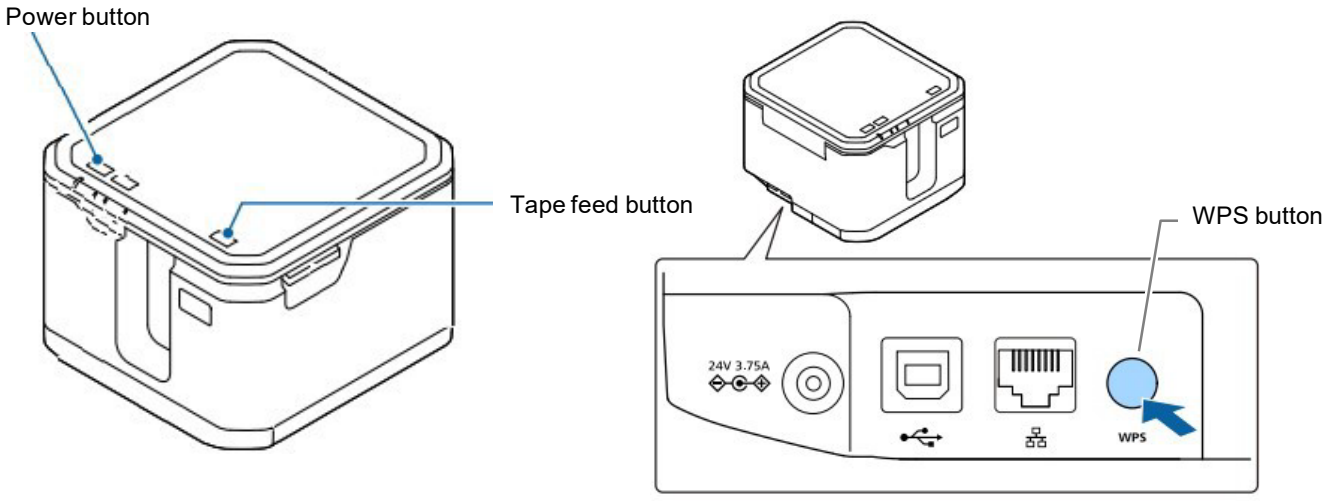
https://www.panduit.com/content/dam/panduit/en/website/support/download-center/zip/MP500-Firmware.zip

2. Firmware Update Procedure

Follow the procedure below to update the firmware of your MP500.

1. Put the MP500 into “update” mode

Hold down the tape feed button and the WPS button, and press the power button to turn the printer on in the update mode.



How to confirm that the printer has entered in the update mode

If the error lamp does not start to flash when you open the top cover, the printer is in the update mode.

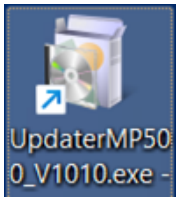
2. Update the firmware

⚠CAUTION

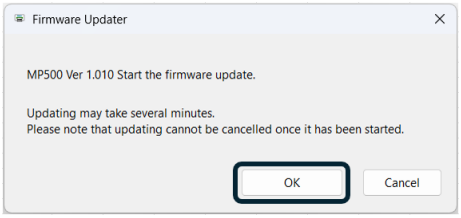
- Only one printer can be updated at a time. Do not connect two or more printers to the computer via USB.
- During the update, do not turn the printer off or disconnect the USB cable.

1. **Connect the printer to the computer with a USB cable.**

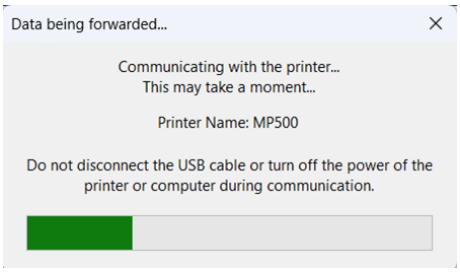
2. **Double-click “UpdaterMP500_V1010.exe” you previously saved to your desktop.**
   >> Download the Firmware Updater



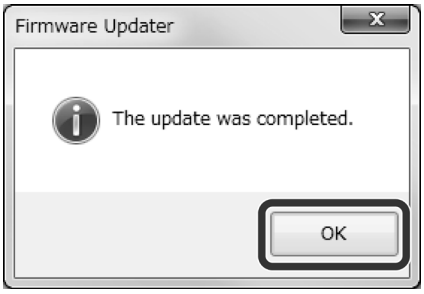
3. **Click [OK].**
   Firmware update is started.



4. **A screen to show that the update is in progress is displayed during the update.**
   It takes about 3 minutes to complete the update, however, it may take longer depending on the computer environment.



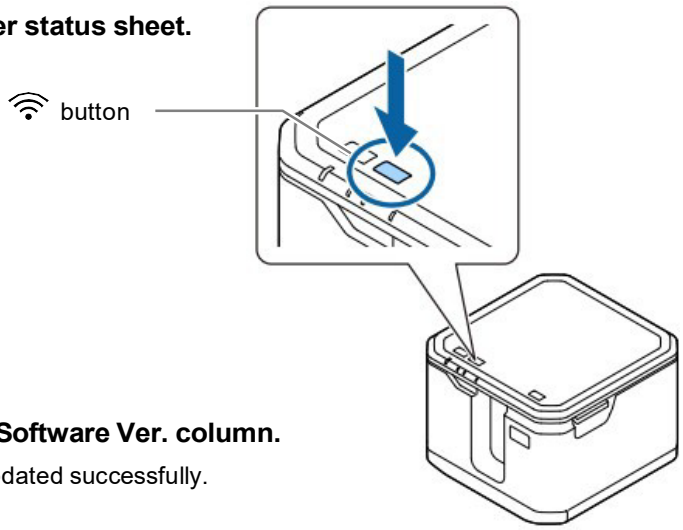
5. **Click [OK].**



The firmware update is now complete.
You can use the printer immediately after completion of the update.

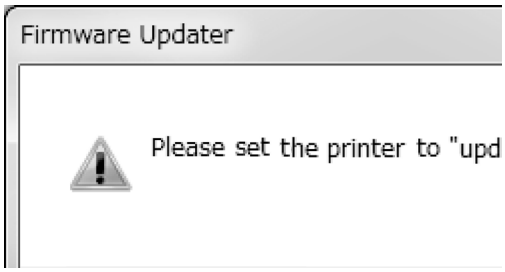
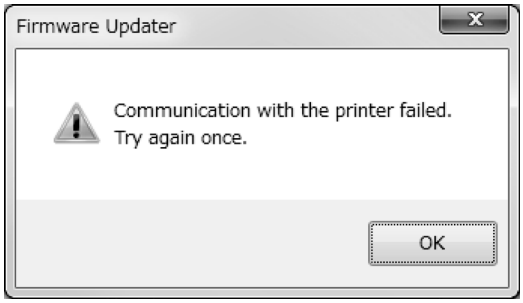
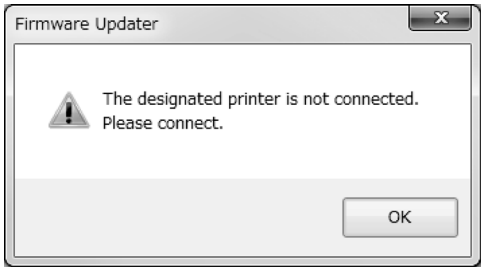
How to confirm if the update was completed successfully

1. **Hold down the button to print a printer status sheet.**



2. **Check the firmware version shown in the Software Ver. column.**
   If the version is “1.010”, the firmware has been updated successfully.

Troubleshoot Update Errors

Error Messages	Troubleshooting
	Check if the printer is in the “update” mode. **>> Put the MP500 into “update” mode**
	Check if the USB cable is firmly connected to the printer and the computer. Then retry the update. **>> Update the firmware**
	MP500 is not connected. Put your MP500 into “update” mode and then connect it to the computer.