MP550 PRINTER

Firmware Update Instruction Manual

This manual guides you through downloading the latest MP550 Series firmware from Panduit website and updating the firmware of your MP550 Series.

Important!

- Settings are erased due to the update.
- During the update, be sure to use the AC adapter to supply the power to the printer instead of using the lithium-ion battery.

1. Preparation

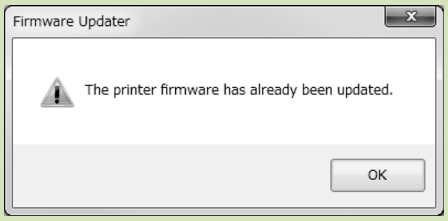
Check if your MP550 Series needs firmware update

Follow the procedure below to check whether your MP550 Series needs firmware update or not.

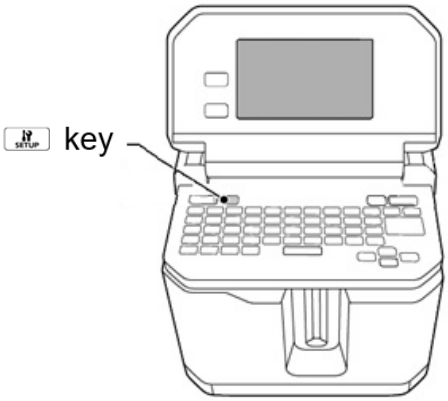
The firmware update is not necessary if the version is the latest one.

MEMO

You can know the need to update your MP550 Series 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.



How to check



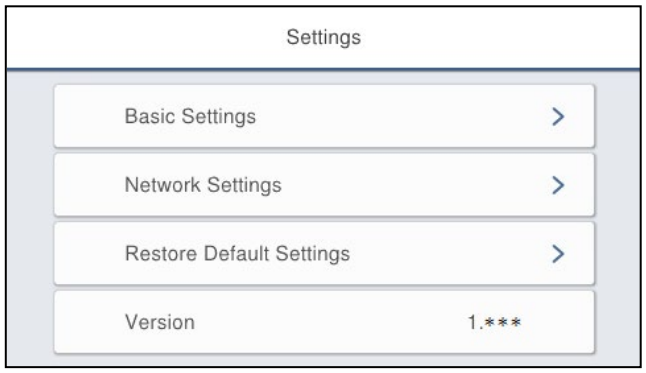
1. **Press** [SETUP]

   Menu screen appears.

2. **Select the [Settings] menu to check the firmware version.**

   If the version is 1.010 or lower,

   the firmware is old and needs to be updated.



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 “MP550-Firmware.zip” from Panduit website and unzip it to your desktop:

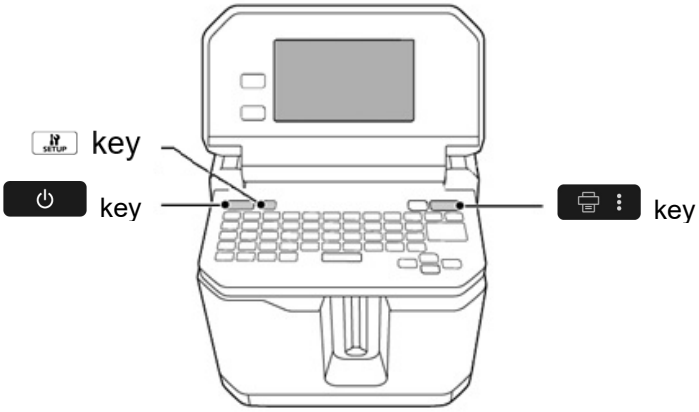
https://www.panduit.com/content/dam/panduit/en/website/support/download-center/zip/MP550-Firmware.zip

2. Firmware Update Procedure

Follow the procedure below to update the firmware of your MP550 Series.

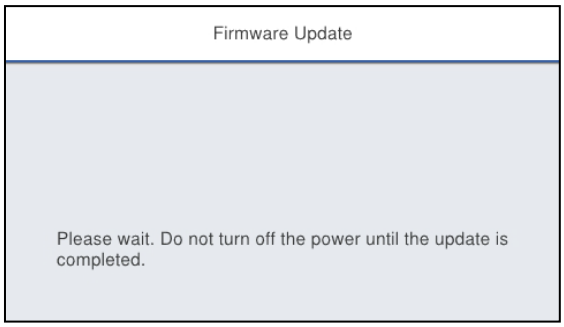
1. Put the MP550 Series into “update” mode

Press and hold [ ] and [SETUP], then press [ ] to turn on the printer in the “update” mode.



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

A title “Firmware Update” appears when the printer is in the update mode.



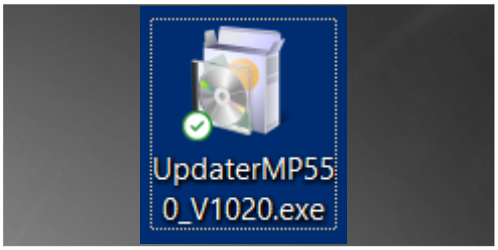
2. Update the firmware

⚠CAUTION

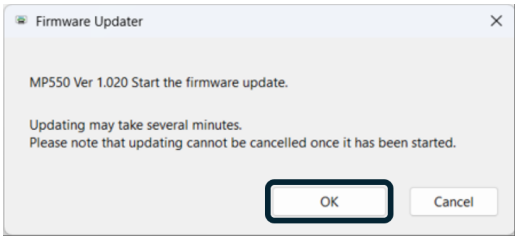
- Only one printer can be updated at a time. Do not connect two or more printers to the computer via USB.
- During the update, do not turn the printer off or disconnect the USB cable.

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

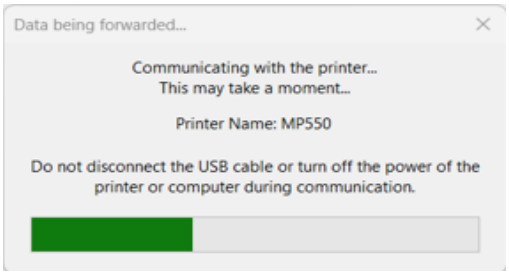
2. **Double-click “UpdaterMP550_V1020.exe” you previously saved to your desktop.**
   >> Download the Firmware Updater



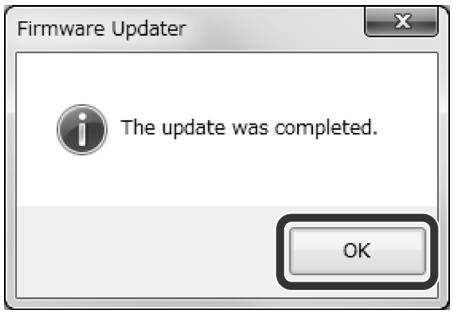
3. **Click [OK].**
   Firmware update is started.



4. **A screen to show that the update is in progress is displayed during the update.**
   It takes about 5 to 10 minutes to complete the update, however, it may take longer depending on the computer environment.



5. **Click [OK].**



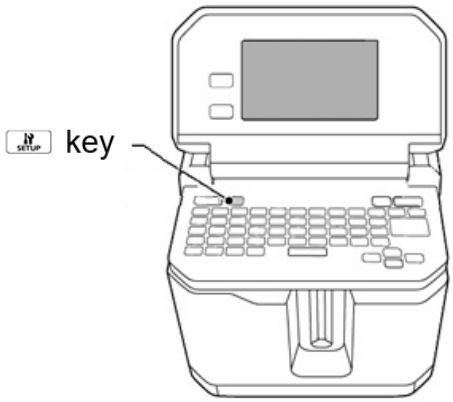
The firmware update is now complete.
You can use the printer immediately after completion of the update.

How to confirm if the update was completed successfully

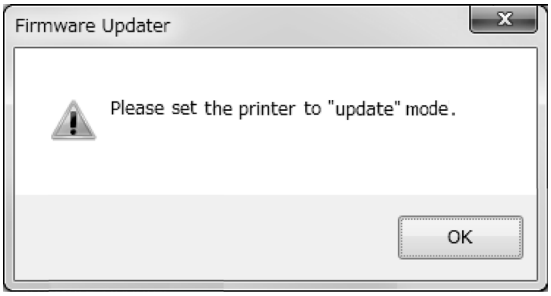
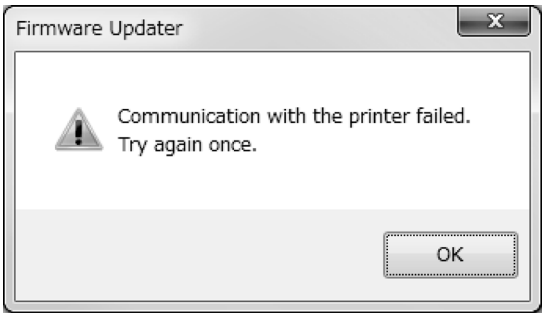
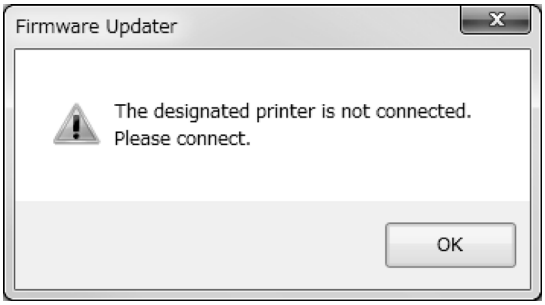
1. **Disconnect the USB cable from the printer.**

2. **Press SETUP.**
   Menu screen appears.

3. **Select [Settings]. The firmware version is displayed.**
   If the version is “1.020”, the update has successfully completed.



Troubleshoot Update Errors

Error Messages	Troubleshooting
	Check if the printer is in the “update” mode. **>> Put the MP550 Series into “update” mode**
	Check if the USB cable is firmly connected to the printer and the computer. Then retry the update. **>> Update the firmware**
	MP550 Series is not connected. Put your MP550 Series into “update” mode, and then connect it to the computer.