



MP300 PRINTER

Firmware Update Instruction Manual

This manual will guide you through downloading the latest MP300 firmware from Panduit website and updating the firmware of your MP300.

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 or alkaline batteries.

1. Preparation

Check if your MP300 needs firmware update

Follow the procedure below to check whether your MP300 needs firmware update or not.

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

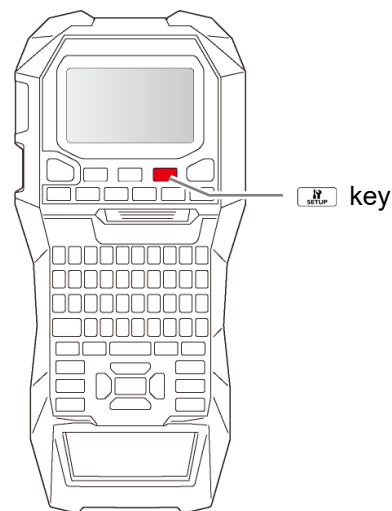
How to check

1. **While powered on, press** .

The preference screen will appear.

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

If the version is 1710 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)

Download the Firmware Updater




Download “UpdaterMP300_V1720.exe” from the Panduit website and save it to your desktop.

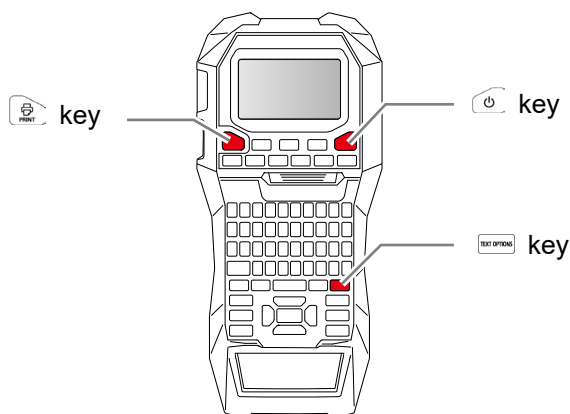
<https://www.panduit.com/en/support/download-center/identification-software-firmware-and-printers.html>

2. Firmware Update Procedure

Follow the procedure below to update the firmware of your MP300.

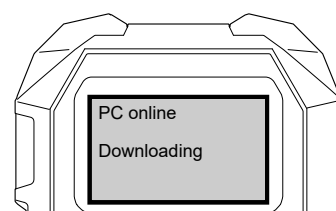
1. Put the MP300 into “update” mode

While powered off, press and hold  and , then press  to turn on the printer in the “update” mode.



How to confirm that the printer has entered the update mode

A message “Downloading” appears when the printer is in the update mode.



2. Update the firmware

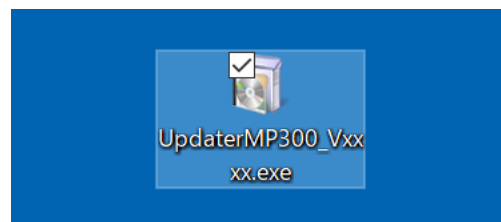
CAUTION

- 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.**

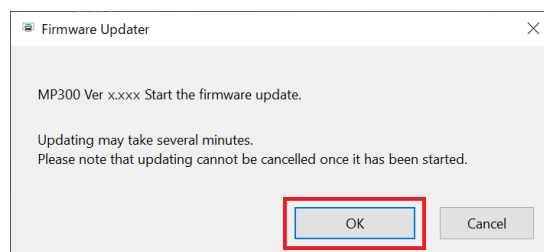
2. **Double-click “UpdaterMP300_V1720.exe” you previously saved to your desktop.**

>> [Download the Firmware Updater](#)



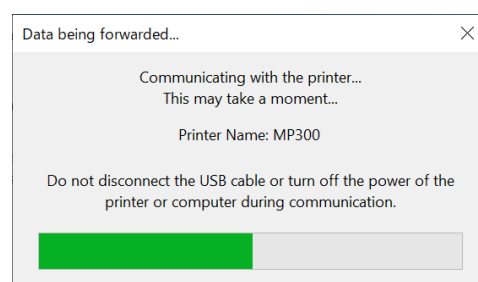
3. **Click [OK].**

Firmware update is started.

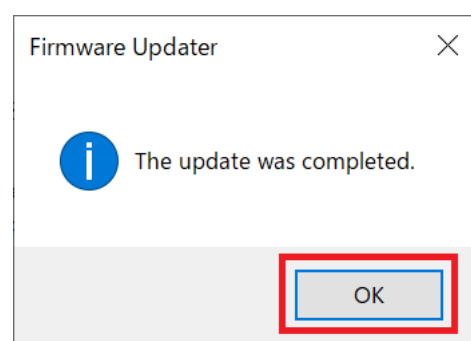


4. **A screen to show that the update is in progress is displayed during the update.**

It takes about 5 to 10 minutes to complete the update, however, it may take longer depending on the computer environment.




5. **Click [OK].**

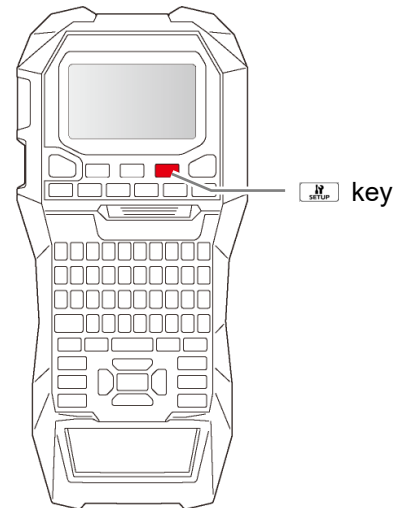


The firmware update is now complete.

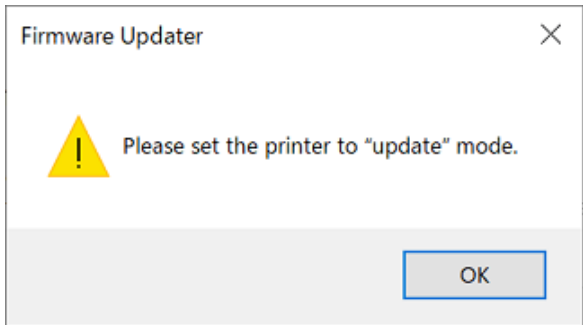
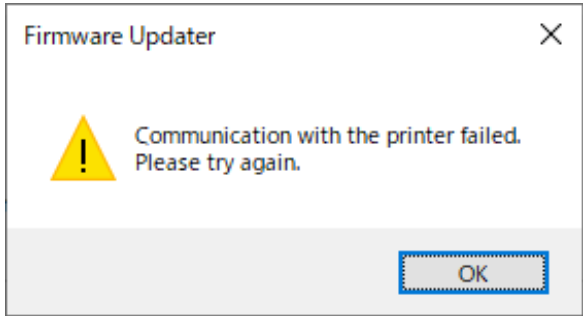
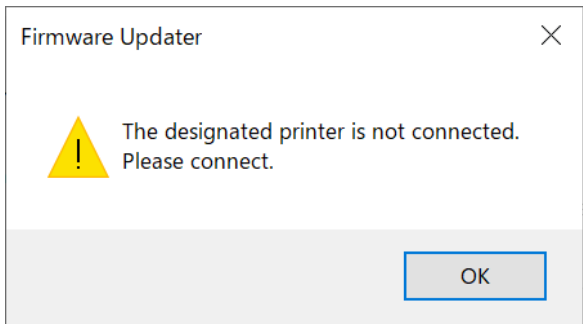
You can use the printer immediately after completion of the update.

How to confirm if the update was completed successfully

1. **Disconnect the USB cable from the printer.**
2. **Press .**
The preference screen will appear.
3. **Select [Version]. The firmware version is displayed.**
If the version is “1720”, the update has successfully completed.



Troubleshoot Update Errors

Error Messages	Troubleshooting
 A screenshot of a 'Firmware Updater' dialog box. It has a title bar with a close button (X). Inside, there is a yellow warning triangle icon followed by the text 'Please set the printer to "update" mode.' At the bottom right, there is an 'OK' button.	<p>Check if the printer is in the "update" mode.</p> <p>>> Put the MP300 into "update" mode</p>
 A screenshot of a 'Firmware Updater' dialog box. It has a title bar with a close button (X). Inside, there is a yellow warning triangle icon followed by the text 'Communication with the printer failed. Please try again.' At the bottom right, there is an 'OK' button.	<p>Check if the USB cable is firmly connected to the printer and the computer. Then retry the update.</p> <p>>> Update the firmware</p>
 A screenshot of a 'Firmware Updater' dialog box. It has a title bar with a close button (X). Inside, there is a yellow warning triangle icon followed by the text 'The designated printer is not connected. Please connect.' At the bottom right, there is an 'OK' button.	<p>MP300 is not connected. Put your MP300 into "update" mode, and then connect it to the computer.</p>

Document Revision History

Revision	Description of Change	Date	Rev. By	Approved by	ECN#
AA	Initial Release Firmware Updater Manual	3-23-2020	JSUN	JW, RGB, RCMC	078211/00
AB	Release Firmware Updater 1.2	8-18-2020	JSUN	RCMC, RGB,	078211/01
AC	Revision was using 1.*. Release Firmware Updater 1.310	1-11-2021	JSUN	ALP, JADE, BRJO	078211/02
AD	Release Firmware Updater 1.400	8-2-2021	JSUN	ALP, JADE, BRJO	078211/03
AE	Release Firmware Updater 1.500	3-29-2022	JSUN	ALP, JADE, BRJO	078211/04
AF	Release Firmware Updater 1.600	10-27-2022	RYKA	JSUN	078211/05
AG	Release Firmware Updater 1.700	12-01-2023	RYKA	JSUN	078211/06
AH	Release Firmware Updater 1.710	1-25-2024	JSUN	BRJO	078211/07
AI	Release Firmware Updater 1.720	3-02-2026	MBRA	RCMC	078211/08