MP350 Digital Music Player

Firmware Update Instructions

(Please be sure to back up your files before updating the firmware)

(If you already have FW install program, please uninstall it first, than newly install latest Firmware.)

Note:

a. This procedure will initialize the player, and will restore settings to default values. For the safety of your data, please copy your music, videos, recordings, or other files to a computer.

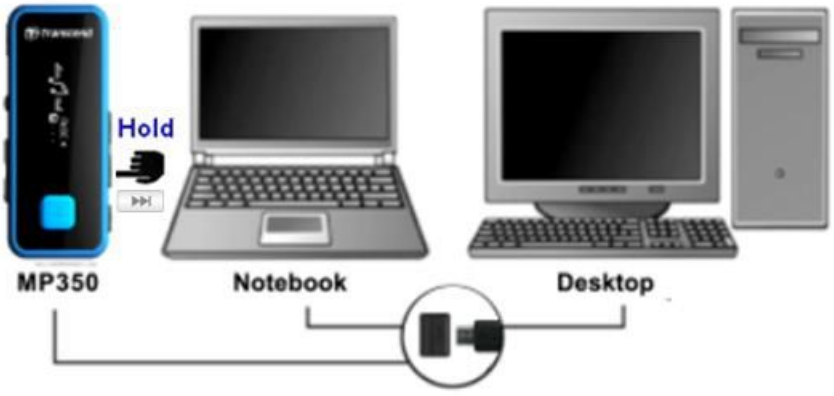
b. Please remove any other USB device (excluding : mouse, key board) on your PC to ensure Firmware Upgrade successfully.

c. DO NOT disconnect the power until the Firmware Upgrade is complete.

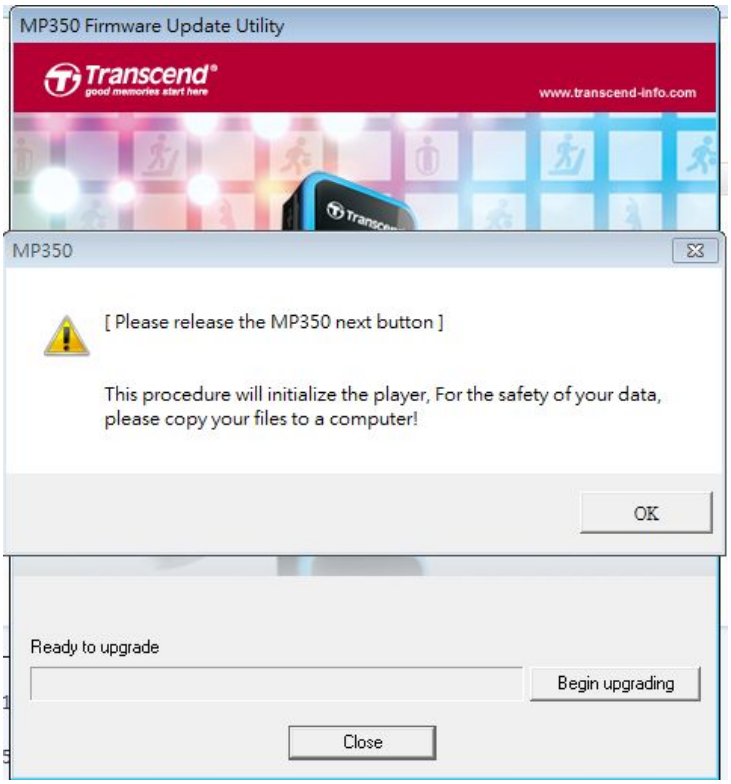
Upgrade Procedure:

1. Please turn off your MP350.

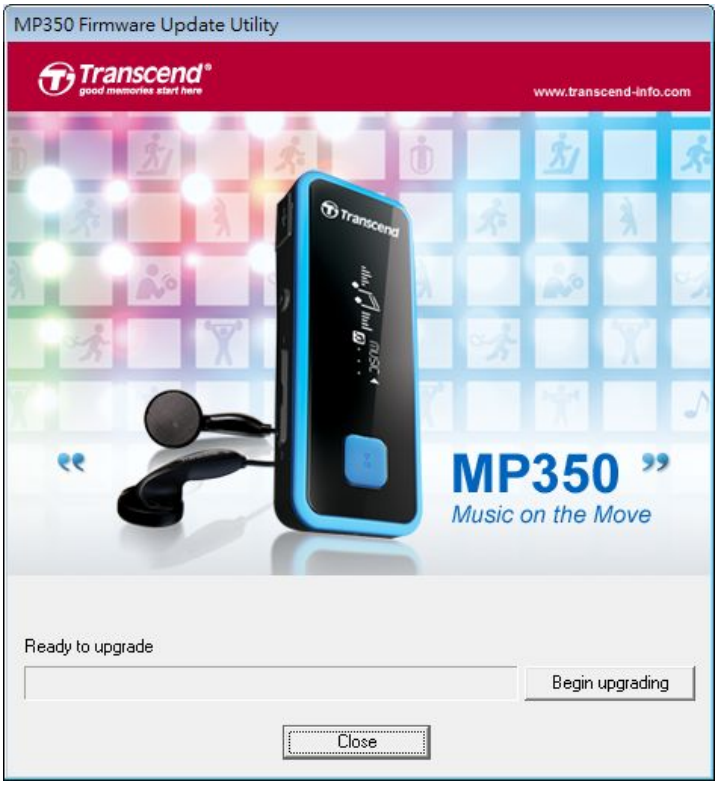
2. Hold the MP350 "Next"  button and connect with your computer. Extract the .ZIP file and then execute "MP350 Firmware Update Utility.exe" on the executable file.



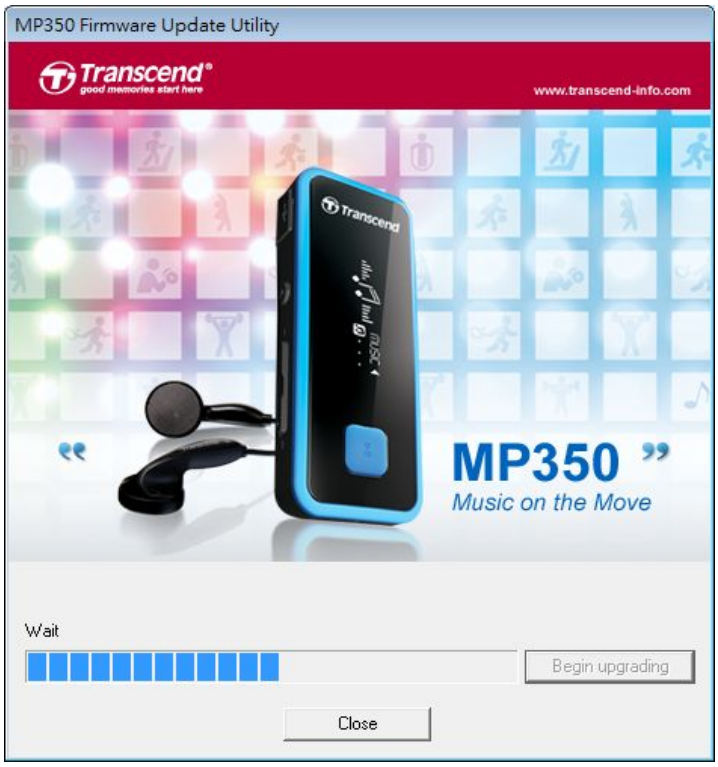
3. After checking the files in MP350 have been backup and releasing the MP350 “Next” button, click the “OK” button.



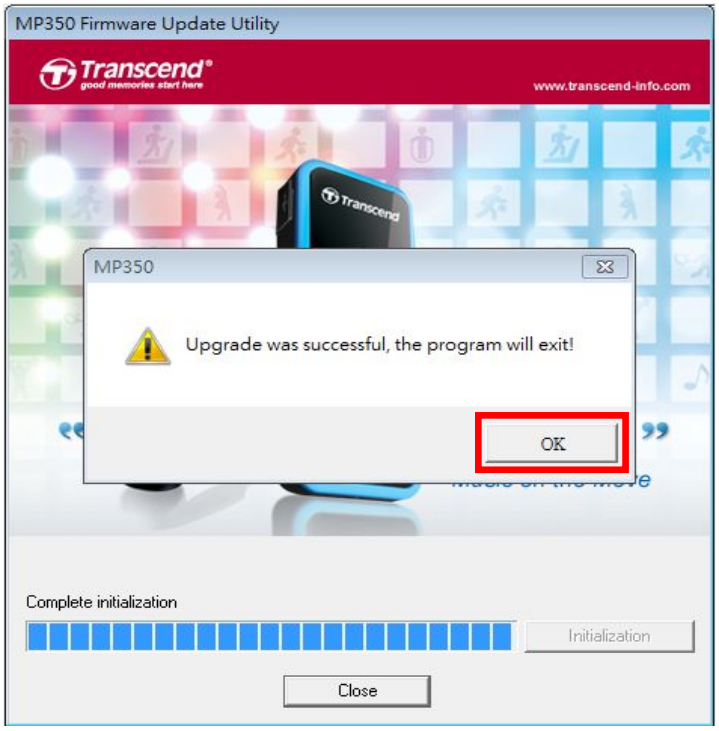
4. After several seconds, click the “Begin upgrading” button to begin updating the firmware version of your MP350.



5. After MP350 restart and MP350 connecting with your computer, it will automatically be initialized.



6. Once the firmware update has successfully completed, a “Upgrade was successful, the program will exit! ” message will be displayed in the window. Please click the “OK” button to close the “MP350 Firmware Update Utility”.



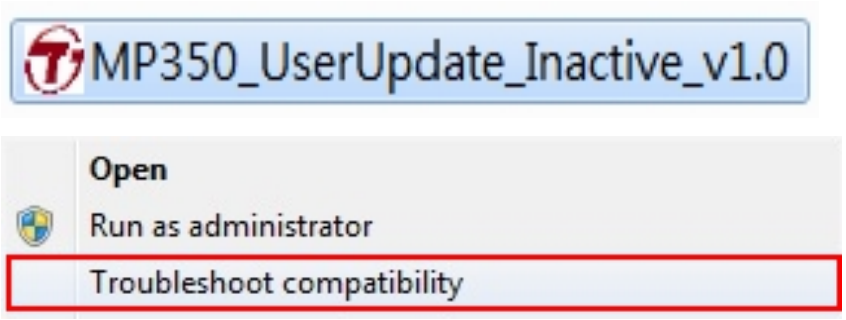
7. Always disconnect the MP350 from a computer by selecting and following the instructions for the “Safely Remove Hardware” icon that can be found on the Windows® Toolbar at the bottom of the computer screen.

Troubleshooting

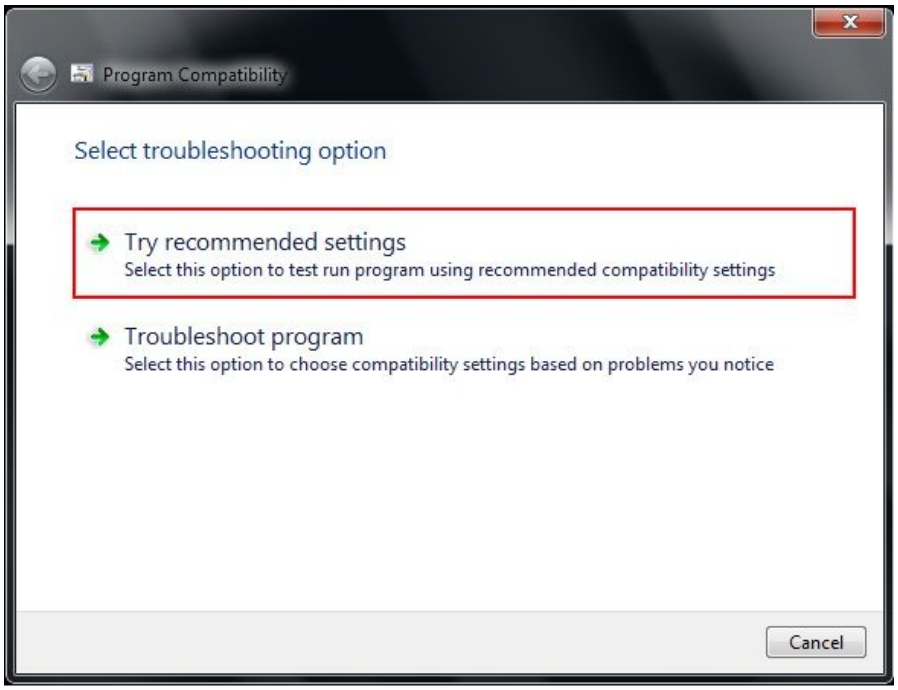
Windows 8 cannot execute “MP350 Firmware Update Utility.exe”

In the Windows 8 environment, open to "troubleshoot compatibility" and follow the instructions on the screen.

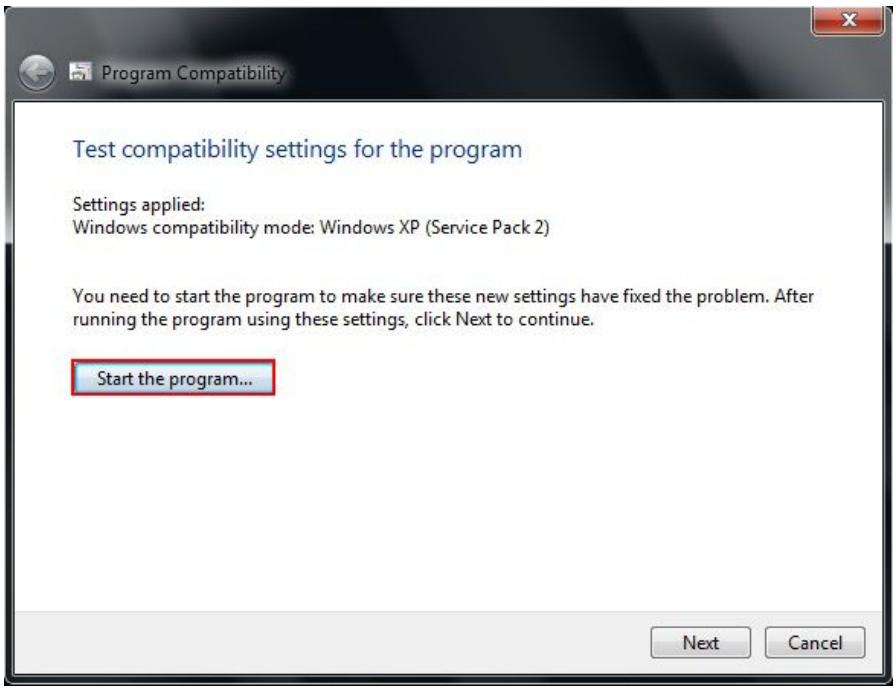
1. Click the right button on the mouse and choose "Troubleshoot compatibility".



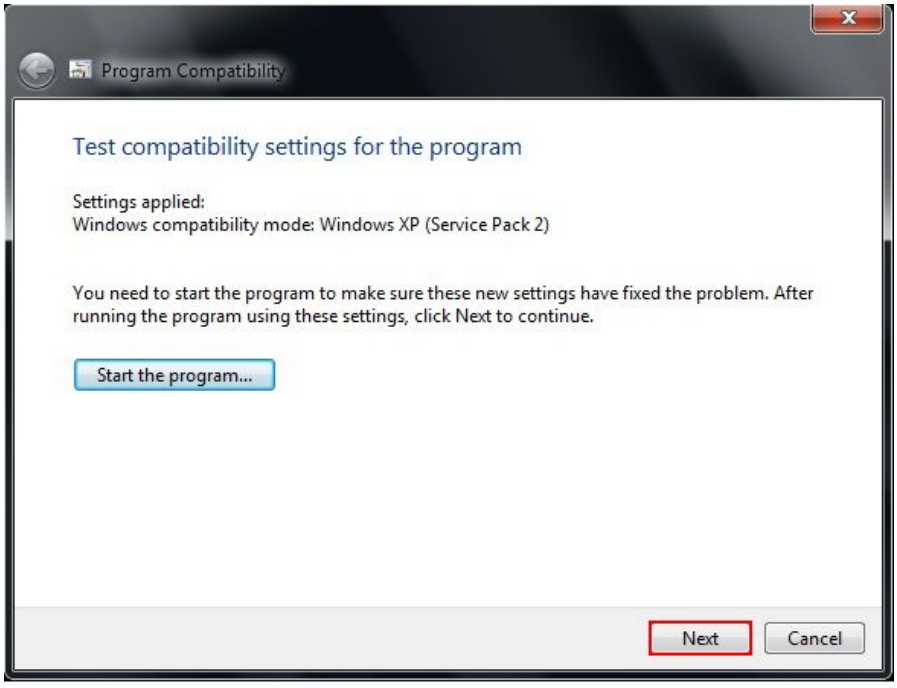
2. Click the “Try recommended settings” button.



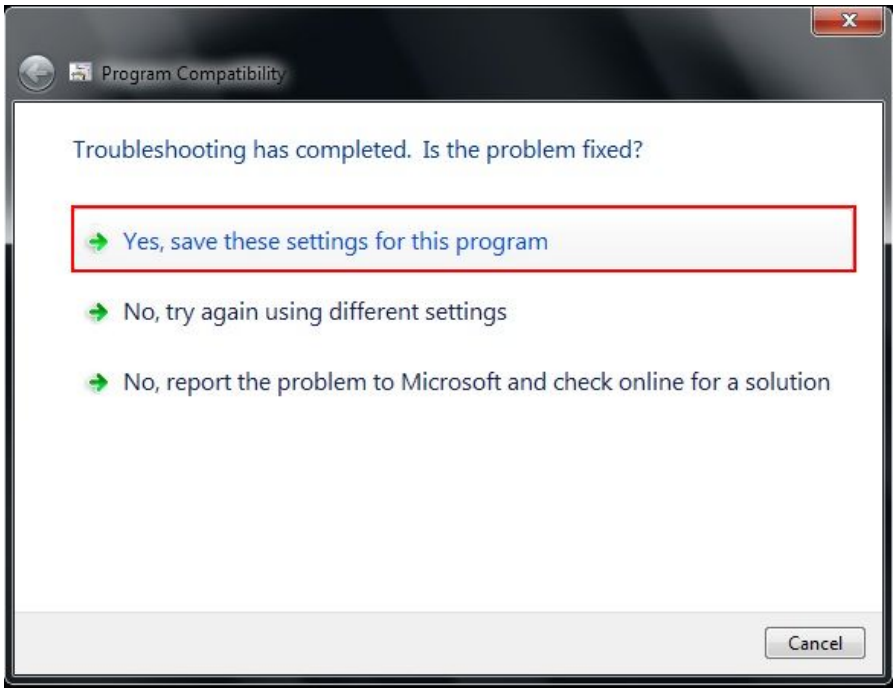
3. Click the “Start the program” button.



4. Click the “Next” button.



5. Click the “Yes, save these settings for this program” button.



6. Click the “Close the troubleshooter” button.

