



## QSC Business Music Solutions **Technical Notes**

### QSC MP-M Series Mixers

### Firmware update using the pinhole reset

It may happen sometimes that the version of MP Install that in use is newer than the firmware installed on the mixer. When this happens, it may be necessary to update the firmware on the MP-M mixer in order to allow it to connect with the MP Install App.

Symptoms that may indicate a firmware update is needed:

- The MP-M mixer is not discoverable in MP Install and you do not know the firmware installed on it.
- The MP-M mixer is discoverable but MP Install crashes or freezes when you enter the password.
- MP Install loops the message **You are connected to MPM-xxx. Enter Password.** after you have already entered the password.

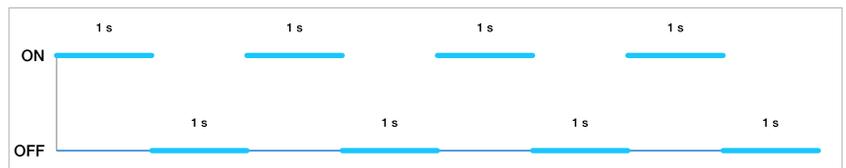
With the following procedure you can update the firmware on the mixer using the pinhole reset on the rear panel of the mixer.

#### Equipment / Software Needed:

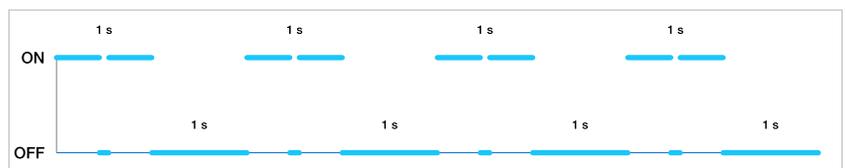
- Paper clip or similar tool
- USB thumb drive formatted to FAT32, 1 GB or larger
- MP-M firmware version 1.1 or higher (or Internet connection to download firmware)
- PC running Windows 7 or Windows 10
- Ethernet cable to connect between mixer and computer after update
- MP Install version 1.1 or higher

#### Firmware update procedure using the pinhole reset

1. If you don't already have it, download the MP-M Firmware 1.1 compressed (zipped) file from [www.qsc.com](http://www.qsc.com) to the computer and extract (unzip) it to a local folder. The extracted file will have the extension **.mpminstall** as its filename extension.
2. Copy the extracted **.mpminstall** firmware file *to the root directory* of the thumb drive and eject it from the PC.
3. Shut off power to the MP-M mixer (unplug the power cord or use a switched outlet).
4. Insert the thumb drive into the USB port on the front panel of the MP-M mixer.
5. Insert the paper clip in the pinhole and press. You should hear or feel the button click. Continue pressing while you restore power to turn the mixer back on.
6. After about 30 seconds the STATUS LED will flash on and off repeatedly—approximately 1 second on, 1 second off (Figure 1). Then you can release the pinhole reset.
7. Wait 1 minute 30 seconds. The STATUS LED will double flash, pause, double flash, pause, (Figure 2) and repeat this pattern indefinitely. This indicates that the the update has completed.
8. Shut off power to the mixer and remove the thumb drive from its front panel.
9. Restore power to the mixer again to reboot.



– Figure 1 –

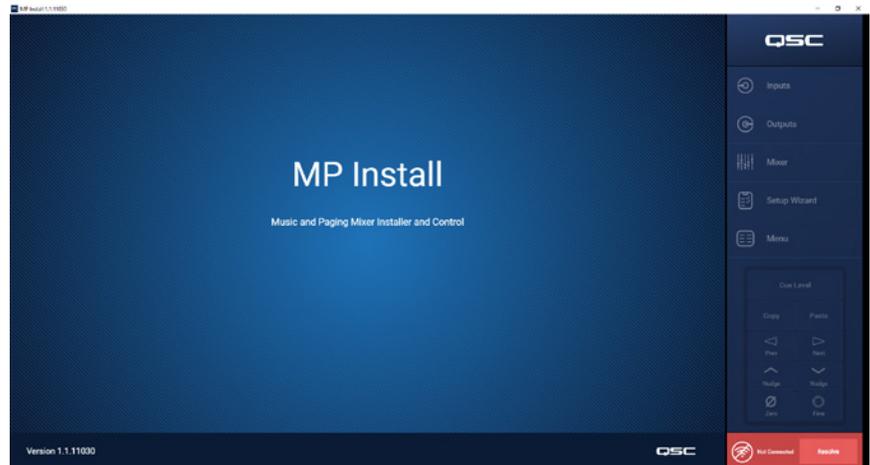


– Figure 2 –

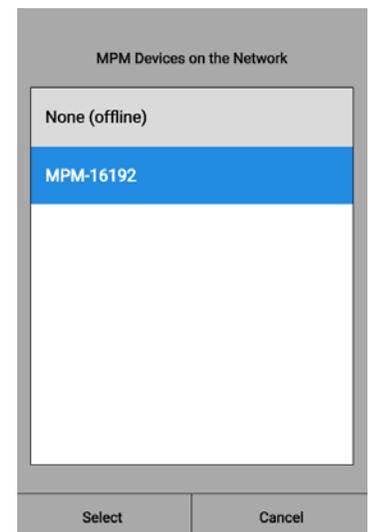
### Establishing connection with the updated mixer

Even after a firmware update, the MP-M Series mixer will retain its prior network settings. If you are unsure of the mixer's network settings, please see the QSC MP-M Series Mixers technical note, *Network setup and troubleshooting*. Use following instructions if the mixer still has its factory default network settings.

1. Connect the Ethernet port on the mixer to the network interface on the PC.
2. Set the IP address of the PC's network interface card (NIC) to accommodate a Link Local connection.
3. Open **MP-M Install** (version 1.1 or higher). See Figure 3.
4. The software has not connected with an MP-M mixer, so a warning in red appears in the the lower right corner of the window. Click **Resolve** to find discoverable MP-M mixers.
5. If there are any MP-M mixers on the network, they will appear in a list (Figure 4). Click **MPM-xxxx** (where xxxx is a random number that the MP-M mixer assigns to itself).
6. Log in with the password (Figure 5).



– Figure 3 –



– Figure 4 –



– Figure 5 –