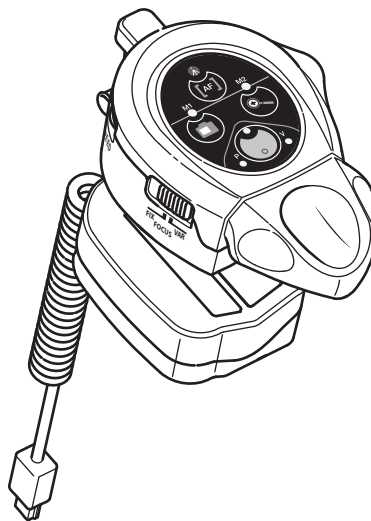




Manfrotto

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Firmware Update procedure

Manfrotto MVR911ECCN

Requirements

In order to update the firmware, you will need:

1. a PC running the “Manfrotto Firmware Update GUI” software, and having a USB port available
2. a standard mini USB cable (not supplied) to connect the remote control and computer.
The cable must be mini-B male to A male.

Description

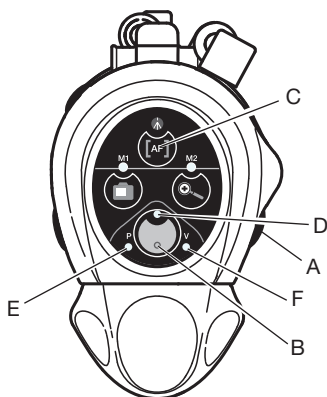
This document describes the firmware update procedure for the Manfrotto MVR911ECCN remote control.

Download

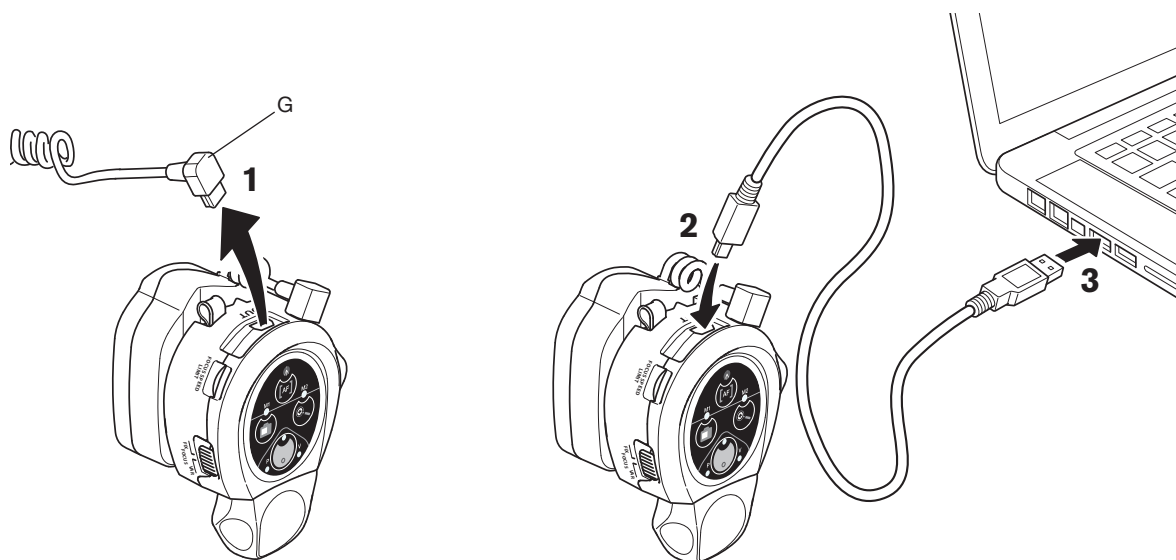
Visit www.manfrotto.com and find the relevant update file (*.upg) for your device. Download the file to your PC, ready for step 4.

Update Procedure

1. Turn the Remote Control on in Update Mode, as follows:
 - confirm the remote is switched off (A)
 - press and hold buttons (B) & (C)
 - turn on the product and wait until LEDs (D), (E) & (F) start blinking
 - release the buttons

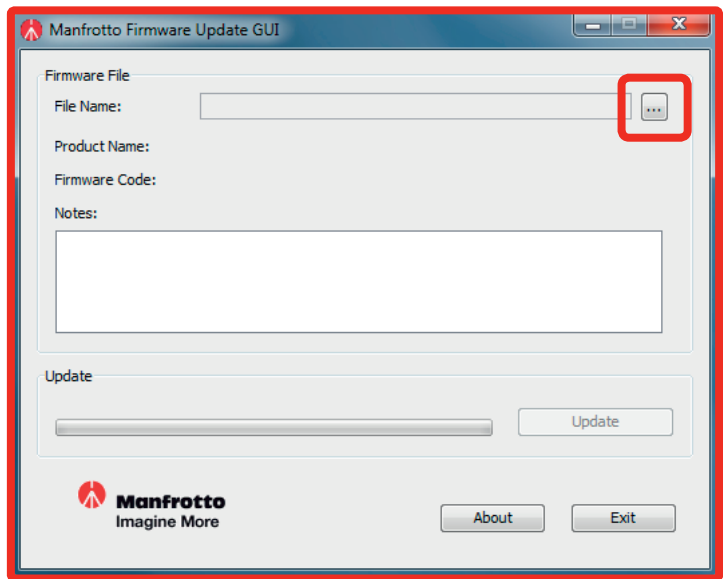


2. connect the remote to the PC using the USB cable, as follows:
 - unplug the camera USB cable (G) from the remote's central connector
 - plug the standard mini USB cable into the remote (OUT mini USB slot)
 - finally, connect the standard mini USB cable to a free USB port on the PC

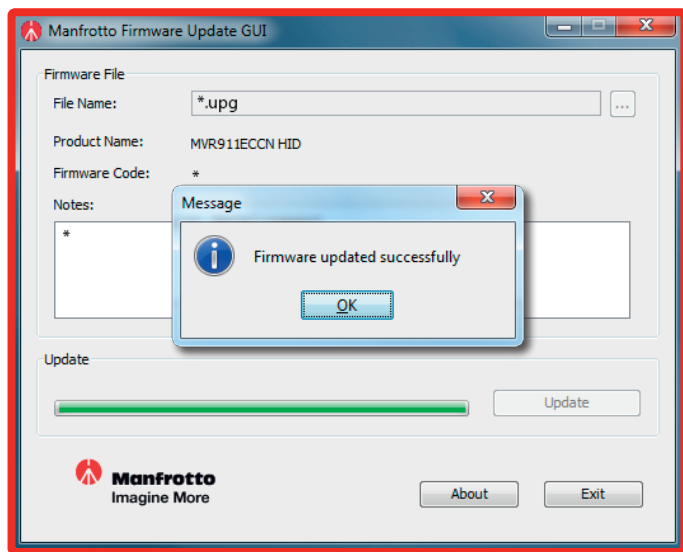
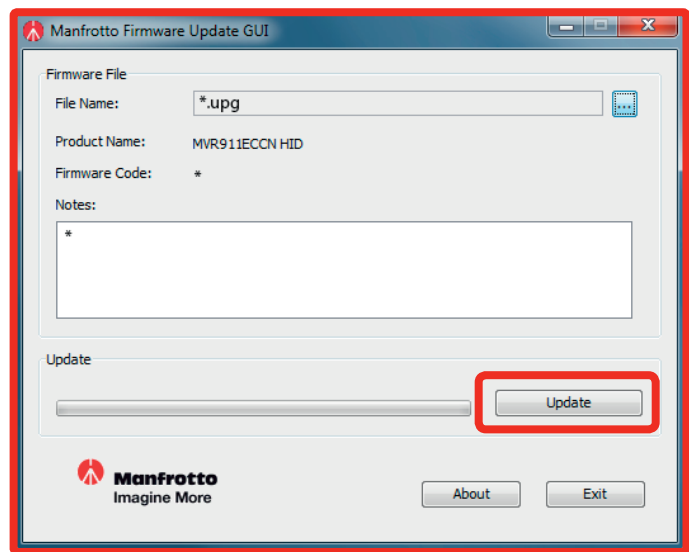


The first time you connect the remote to your PC, the operating system will notify you that a new device has been found: the PC should proceed to find and install the remote control's drivers automatically, without requiring specific actions on your part. Wait until the PC has identified the device correctly and confirmed that it is ready for use.

3. run the Manfrotto Firmware Update GUI software on the PC
4. click the "...” button (highlighted in red below) to navigate to the update file (*.upg) you saved on your PC.



5. click the "Update" button to start the procedure (this button is enabled only after the *.upg update file has been loaded, and only if a compatible remote control unit is properly connected to the PC)



When the update file has been successfully applied and the procedure has finished, a confirmation dialog box will appear.

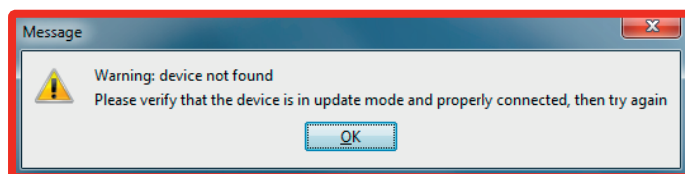
6. disconnect the remote control from the PC, then turn it off.

Please note:

After performing firmware updates, it is advisable to check proper functioning of the remote. In the event of any malfunction or irregularity, try repeating the update procedure.

Troubleshooting

The interface may display informational messages, warnings or error dialog boxes (see example below):



A list of possible messages and their explanation follows.

Message	Description	Possible solutions
Firmware updated successfully	Normal and correct confirmation message at the end of the update procedure	
Warning: device not found Please verify that the device is in update mode and properly connected, then try again	After loading the update file, the program couldn't find a compatible remote control unit connected to the PC	Check the following points, then try again: <ul style="list-style-type: none">• Is the USB connection cable properly inserted? If not, remove and reinsert it, ensuring it's fully inserted• Is the remote in "update mode"? If not, or if you're unsure, turn the device off, disconnect it from the computer, then turn it on in "update mode" before reconnecting it to the PC• Is the update file the right one for the remote? If not, download the correct file from the Manfrotto web site
Warning: Firmware update failed Please try again	A communication error took place during the update sequence	Restart the update procedure from the beginning, after checking that: <ul style="list-style-type: none">• the connection cable is properly inserted• the batteries are well-charged
Error: UPG file corrupted Get a new UPG file and try again	The update file didn't pass the verification test	Try downloading a new update file from the web site
Error: UPG file not supported Please update the GUI program to the latest version and try again	The UPG file seems to have an unrecognized version	Try downloading and installing the latest version of the "Manfrotto Firmware Update GUI" from the web site
Error: missing library Try re-installing the update GUI program on your computer	Some required libraries or components of the "Manfrotto Firmware Update GUI" software seem to be missing	First uninstall the program, then try installing it again
Error: unexpected exception while programming Please try again	One or more unexpected errors have happened while downloading the firmware to the remote	Try repeating the update procedure from the start