COBY®

MP822

2.8" Touchscreen Video MP3 Player

FIRMWARE UPDATE

Please wait……

This is a system firmware update. This update will fix the "Please wait…" message and restore the MP3 player back to the factory settings.

Blank Screen or No Power

This is a system firmware update. This update will fix the "Blank" screen or "No Power" and restore the MP3 player back to the factory settings.

Important- This procedure will delete all contents on the MP3 player.

Firmware Update Procedure

Install the driver for the MP3 player.

Step 1- Download the firmware fix file "MP822 Firmware Update" and save it on your
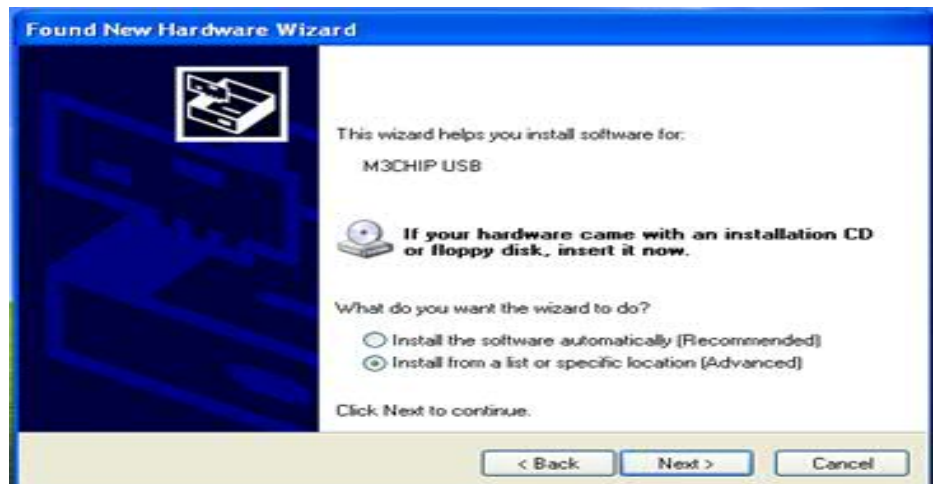"*desktop*".

Step 2- Make sure the MP3 player is turned off. If the mp3 player is stuck on "Please
wait", insert a pin on the bottom of the mp3 player where it reads "Reset".

Step 3- Press and hold the "MENU" button and connect the MP3 player to the Computer.

Step 4 – Release the
"MENU" button when the
new hardware wizard
finds the MP3 player.
Select *"Yes, this time
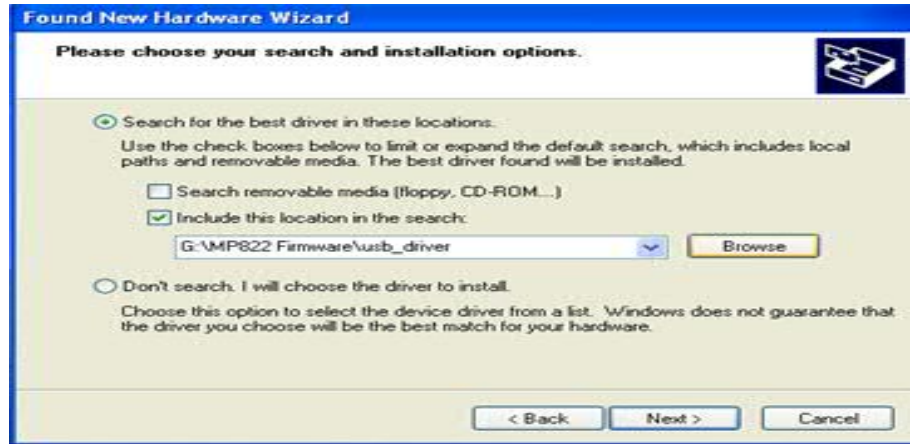only"* and click *"Next"* to
continue.

Step 5-
The driver files are
located on your desktop in
the "MP822 Firmware
Update" folder. Therefore,
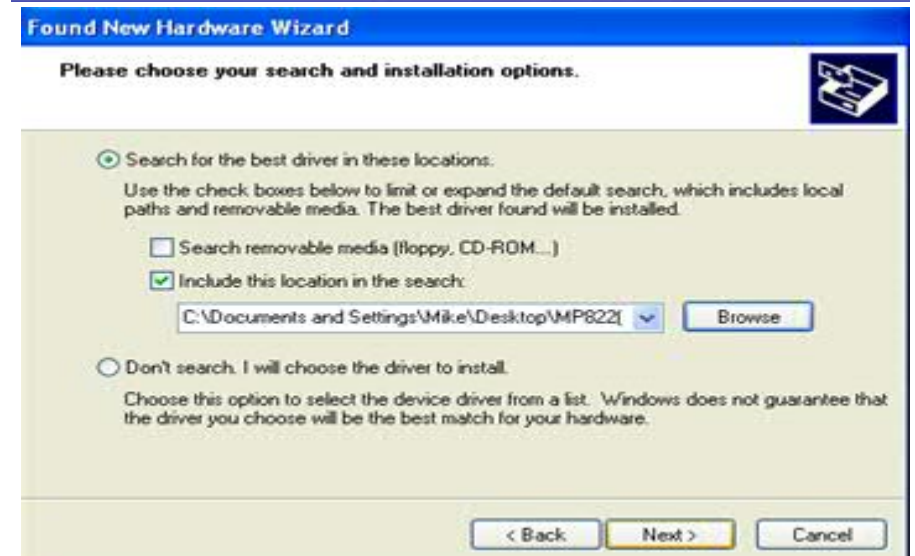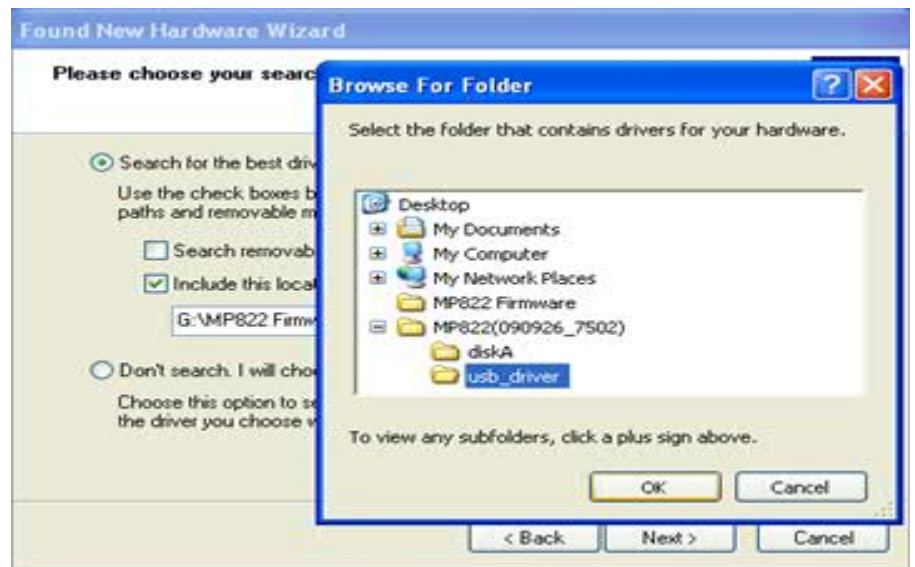select *"Install from a list
or specific location"* and
click *"next"*.

Step 6-
We need to browse to the folder that is located on your desktop. Select *"Include this location in the search"* and click *"Browse"*.
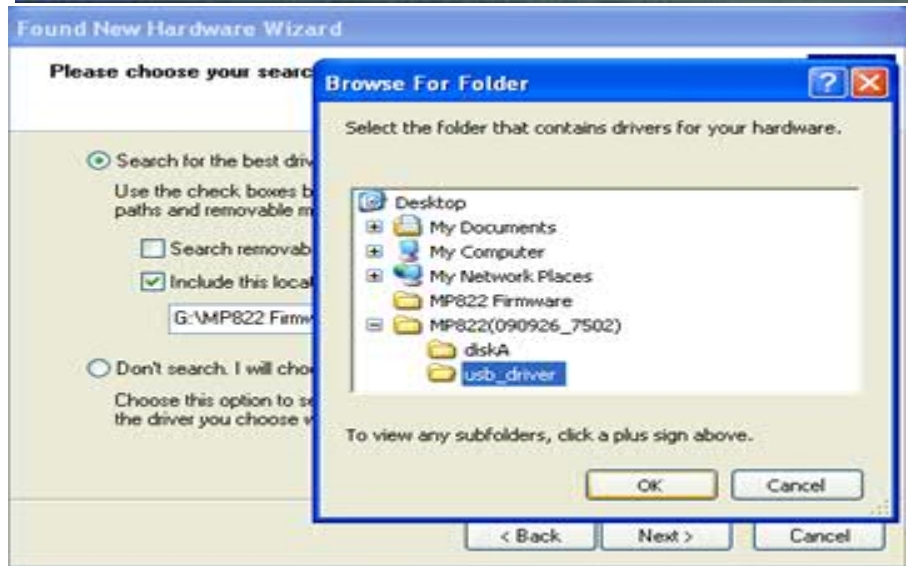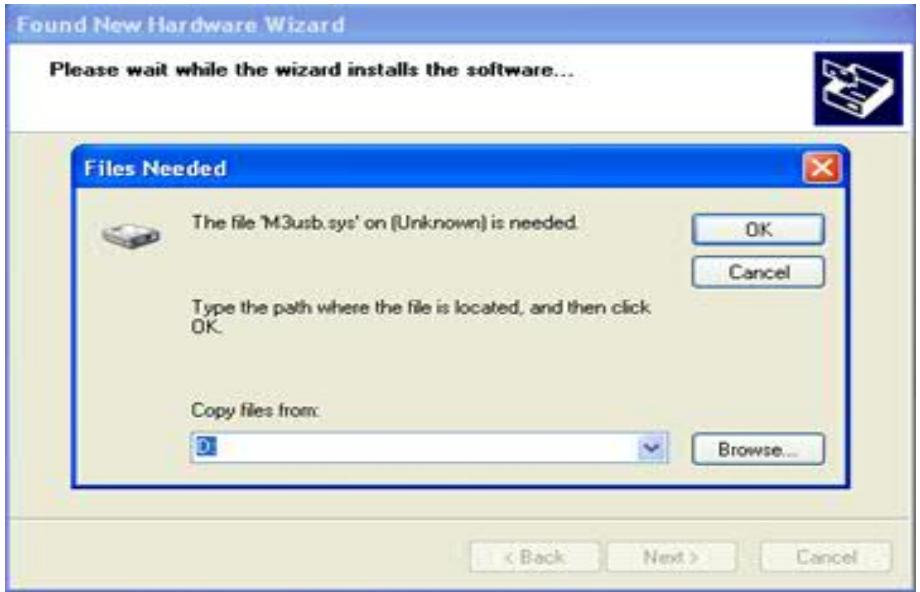

Step 7-
Browse to the "MP822 Firmware Update" folder on your desktop and select the sub folder *"usb_driver"*.
Click *"OK"* and *"Next"*.

Step 8-
You will be prompt for the M3usb.sys file.

The M3usb.sys file is located in the "usb_driver" folder.

Click *"Browse"*. Browse to the "MP822 Firmware Update" folder on your desktop, go in the "usb_driver" folder and select the *"m3usb"* file. Click *"Open"* and *"OK"*

Step 9 –
After the drivers has been installed, you will receive the "completing the found new hardware wizard" message,
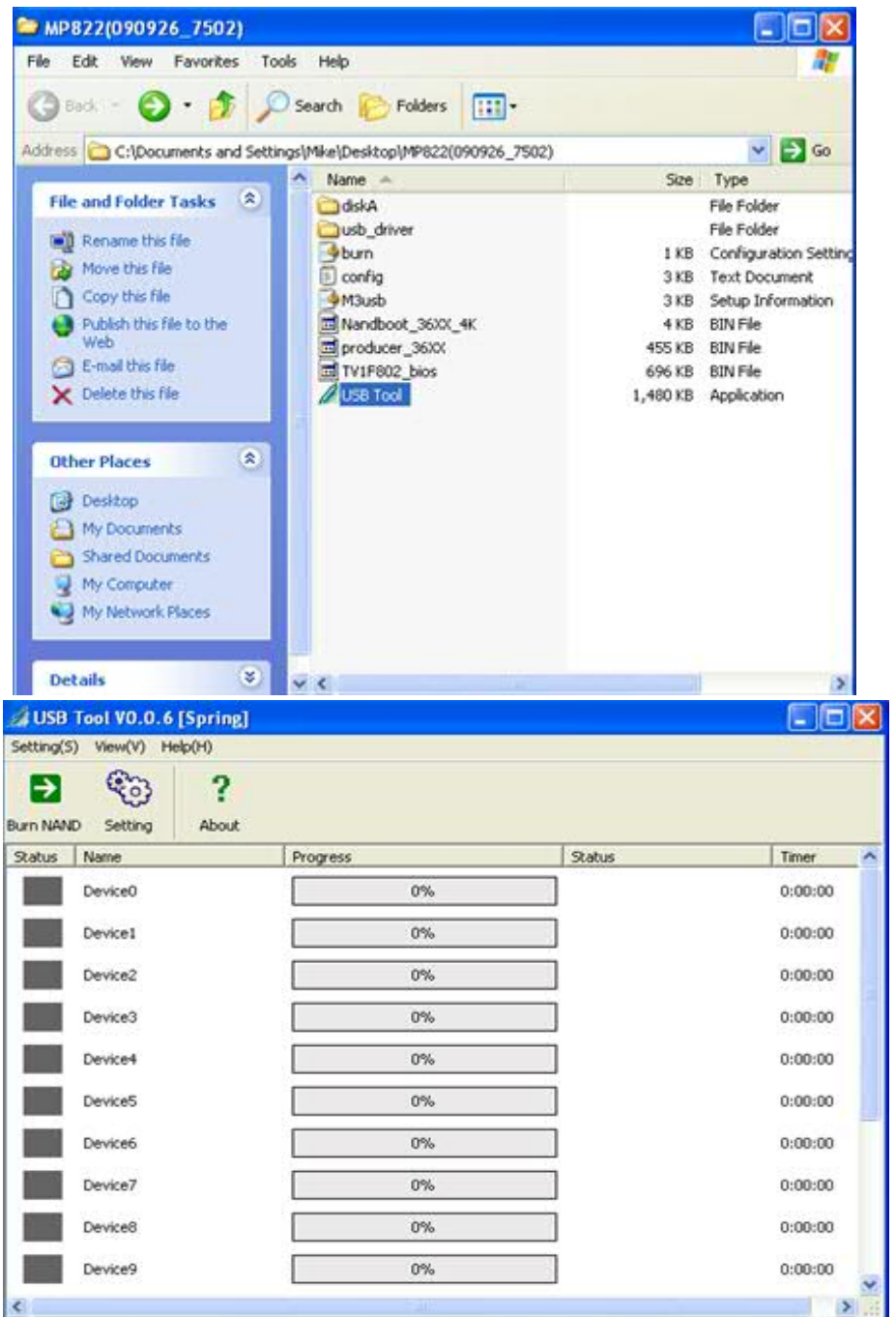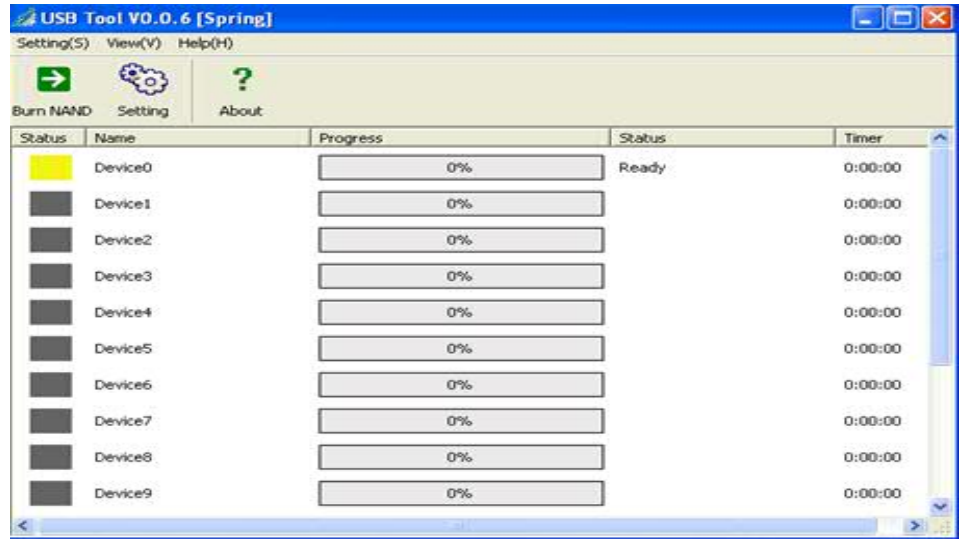
Run the Firmware Tool

Step 10-
Unplug the MP3 player
from the computer.

Step 11-
Go into the "MP822
Firmware Update" folder
and double click on the
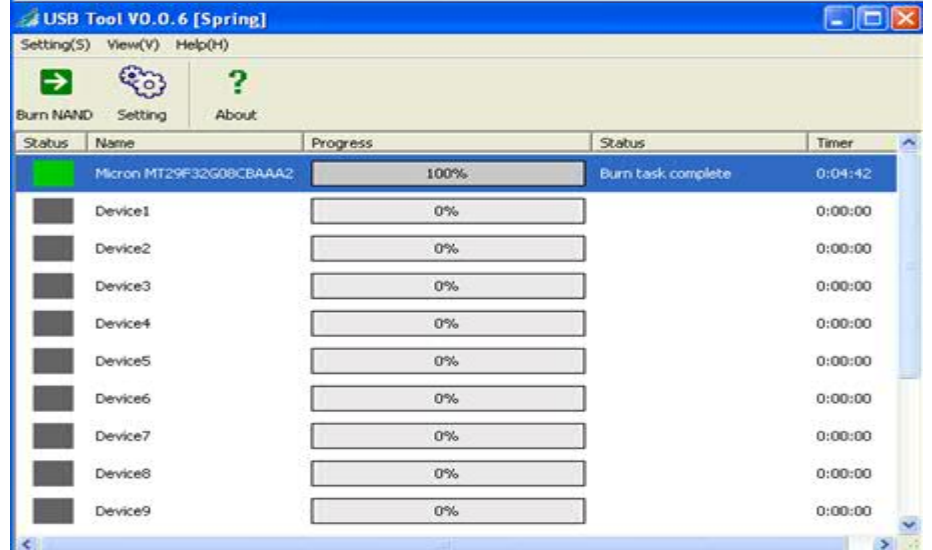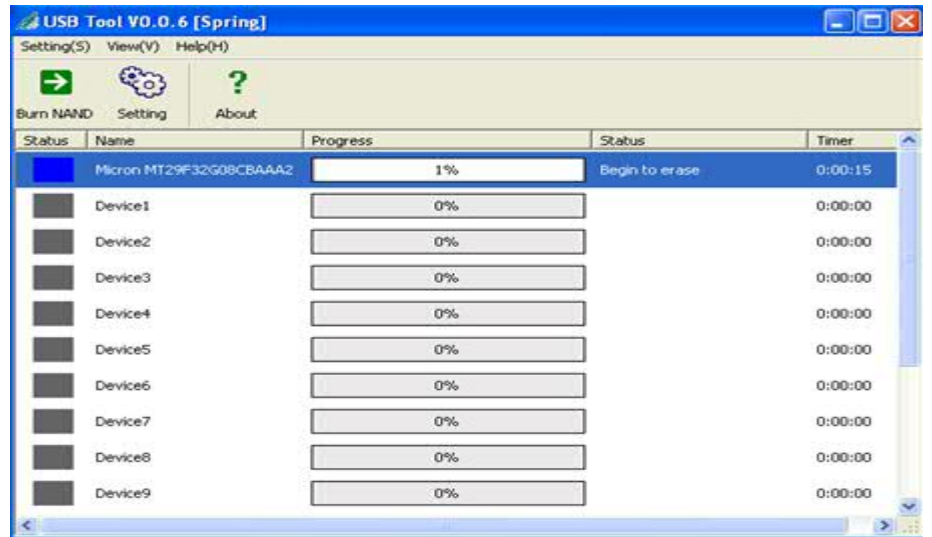*"USB tool"*.

The USB Tool will
launch.

Step 12-
Press and hold the *"MENU"* button and connect the MP3 player to the Computer. The USB Tool will recognize the MP3 player (device 0) by changing the left hand status box to the color "yellow".

Step 13-
To start the firmware fix, click *"Burn NAND"*.

This process will take 4-5 minutes. The status will give you a message indicating that the *"Burn Task Completed"*.

Step 14-
Unplug the MP3 player from the computer.
Now turn the mp3 player on and it will prompt you to calibrate.

In the top left hand corner you will see a green box with a red cross going through it, click on this box with your finger or the stylus. The box will then appear on the right top hand corner and then the left lower hand corner. Keep clicking on the box. Once the calibration has been completed, the mp3 player menus will appear. **Done.**

If you have a problem with this device, Please read the troubleshooting guide on the user manual or visit us on the web at www.cobyusa.com for Frequently Ask Questions (FAQs). If these resources do not resolve the problem, then contact Technical Support

Phone: 1-800-727-3592
Weekdays 8:00AM - 9:00PM EST
Saturday 9:00AM - 5:30PM EST