



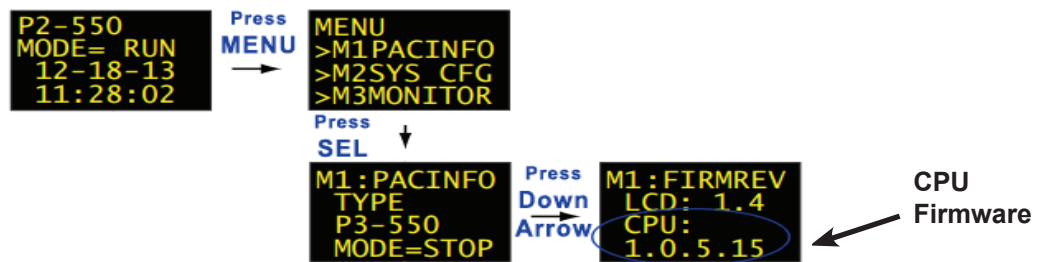
Product Advisory

Product Family:	Productivity2000	Number:	PA-P2K-004
Part Numbers:	P2-550, P2-START	Date Issued:	3/7/16
Subject:	POTENTIAL SAFETY CONCERNS when exposed to unusually high levels of electrostatic discharge	Revision:	Original

Important Notice

If you purchased a P2-550 CPU between April 22, 2015 and February 29, 2016 with a firmware revision of v1.2.1.15 or earlier, we strongly recommend that you upgrade the CPU firmware. The firmware revision can easily be identified on the CPU's OLED display as follows:

From the OLED keypad, press **MENU > SEL > Down Arrow** to navigate to the screen that displays the firmware version. In this example the firmware version is v1.0.5.15 and should be upgraded.



Description of Problem

When the P2-550 CPU is exposed to unusually high levels of electrostatic discharge, levels much greater than required to meet CE certification, you may experience unresponsive I/O modules, without indicating an error on the CPU. In this unlikely condition, the input and output modules are not recognized and outputs may remain in their last known state.

Until now this problem has only been reproduced in a lab environment and has not been reported by any customers in the field.

Solution for Problem

We have a revised firmware update that triggers a critical error and resets each I/O module in these situations. We recommend that you upgrade your P2-550 firmware following these simple steps:

Firmware Upgrade Process:

The most recent shipping firmware revision can always be found on our web site under: **Downloads > Firmware > Firmware Binaries**, or at this link:

<http://support.automationdirect.com/firmware/binaries.html>

1. Download the appropriate firmware file from the link listed above. We recommend the All-in-One: P2-All_In_One_20160229.adfw, which contains the P2-550 CPU firmware revision v1.2.1.21.
2. Connect the ProductivitySuite programming software to the CPU via USB or Ethernet.
3. Once connected, select **CPU > Check/Upgrade Firmware**.
4. Next browse to the location where you have downloaded the firmware file.
5. Once the firmware file has been selected you should see a list of modules available for upgrade.
6. Highlight the P2-550 you are connected to and select the Upgrade button on the bottom of the page. **NOTE:** If this button is grayed out, check to see that your CPU's Run/Stop switch is in the Stop position

Technical Assistance

If you have any questions regarding this Product Advisory, please contact us at 770-844-4200 for further assistance.