User Support Tool Operation Guide

User's Guide

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Checking Before Updating the Firmware

Checking Before Updating the Firmware 2

Checking Before Updating the Firmware

4508-000

Before updating the firmware, follow the procedure below to check the status of the machine and to prepare the machine for the update.

IMPORTANT

- A critical error may occur if another PC or application communicates with the machine (for example, when printing is performed) while the firmware is being updated. In addition, do not turn OFF the machine or disconnect the interface cable (USB or LAN cable) while the firmware is being updated. If a critical error does occur (the machine is turned ON but does not start up, etc.), the machine will need to be repaired.

NOTE

- When updating the firmware, you can use a USB connection or wireless/wired LAN connection. However, it is recommended that you use a USB connection, as it is not affected by other PCs.
- Disconnect the LAN cable when using a USB connection.
- Disconnect the USB cable when using a LAN connection.
- If you are using the fax function of the machine, disconnect the telephone cord.
- When connecting with a USB cable, make sure that the machine is set to support the USB port which connects a PC and the machine. For details on the settings, refer to the "e-Manual" or "User's Guide" supplied with the machine.
- When connecting with a USB cable, do not connect the cable via a USB hub, as this may cause a connection error.

When using the machine in a wireless LAN environment:

- The firmware can be updated via wireless LAN. However, the update may not be complete because of signal quality, etc.
- When changing the connection environment, you need to perform the following procedures. For details on the procedures, refer to the "e-Manual" or "User's Guide" supplied with the machine.
  - When updating using a LAN cable, switch to the wired LAN connection setting before updating.
  - When updating using a USB cable, enable the setting for using the USB port of the machine.

Exporting or Printing the Address Book

Before updating the firmware, make sure to back up the address book. For details on the backup methods, refer to the "e-Manual" or "User's Guide" supplied with the machine.

- If you are using a USB connection and a dedicated exporting tool is available in your machine, you can export information of the address book lists using the tool. If the tool is not available, print the address book lists.
- If you are using a LAN connection, you can export information of the address book lists using the Remote UI.

IMPORTANT

- If the firmware update fails, information of the address book registered in the machine may be lost.

Checking the Machine Status and Preparation

1 Make Sure That the Processing/Data Indicator Is Off

- Make sure that the Processing/Data indicator on the operation panel of the machine is off. If the indicator is lit up or blinking, wait until the printer finishes all of its jobs.

2 Make Sure That the Error Indicator Is Off

- Make sure that the Error indicator on the operation panel is off. If the indicator is lit up or blinking, check the error message on the display of the machine, and refer to the "e-Manual" or "User's Guide" supplied with the machine to resolve the error.

3 Remove All Cables That Are Unnecessary for the Firmware Update

- Turn OFF the machine and disconnect all the cables, including the power cord. Next, connect the power cord to the machine, turn ON the machine, and wait until the machine returns to standby mode.

4 Connect the PC and the Machine

- Restart the PC. After the PC restarts, connect the PC and the machine using a USB cable or LAN cable.
- For details on how to connect the USB cable or LAN cable, refer to the "e-Manual" or "User's Guide" supplied with the machine.

IMPORTANT

- If you are using Windows and the [Found New Hardware Wizard] screen appears, close the screen, and then start the User Support Tool.

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Updating/Checking

4508-001

When updating the firmware, switch the machine to download mode, start the User Support Tool, and then select the machine to update. Depending on your model, switching the machine to download mode may not be required. For details, refer to the "e-Manual" or "User's Guide" supplied with the machine.

IMPORTANT

To avoid critical errors while updating the firmware:

- Do not turn OFF the machine.
- Do not disconnect the USB cable or LAN cable.
- Do not send a print job to the machine from another PC or application*
  * When updating the firmware with a network connection, make sure that other users do not attempt to print from the machine.
- Do not set the sleep setting on your PC*
  * If your PC enters the sleep mode, the firmware may not be updated correctly.

NOTE

- You must log on to the PC as a user with Administrator privileges to update the firmware.
- Close all running applications on the PC before running the User Support Tool.
- If the [User Account Control] dialog box appears when the firmware is updated, click [Yes] or [Continue].
- Before performing the firmware update, check that the IP address is correct and that the LAN cable is properly connected. For details on how to check the IP address and how to connect the LAN cable, refer to the "e-Manual" or "User's Guide" supplied with the machine.
- It takes about ten minutes to complete the firmware update with a USB connection. With a LAN connection, it may take more than ten minutes depending on the amount of network traffic.

Switching the Machine to Download Mode

4508-002

Download mode is the status where the machine is on standby for the firmware update. Switch the machine to download mode.

NOTE

- When updating the firmware via USB connection, make sure to connect the machine and the PC with a USB cable before switching the machine to download mode.

Starting the User Support Tool and Updating the Firmware (Windows)

4508-003

1 Double-click the User Support Tool ([XXXXX.exe]).

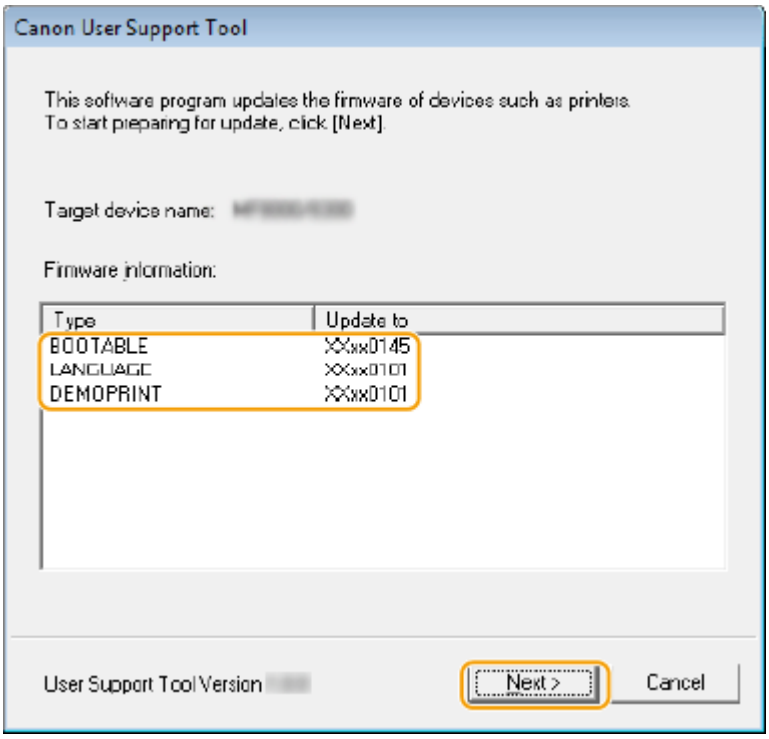
- XXXXX varies depending on the firmware version.

NOTE:

- An error message is displayed if you try to run the User Support Tool on an unsupported operating system. To run the User Support Tool, an operating system that supports the User Support Tool is required. (Refer to the "e-Manual" or "User's Guide" supplied with the machine.)

2 Check the version of the new firmware. Write down the name and version number of the new firmware, and then click [Next].

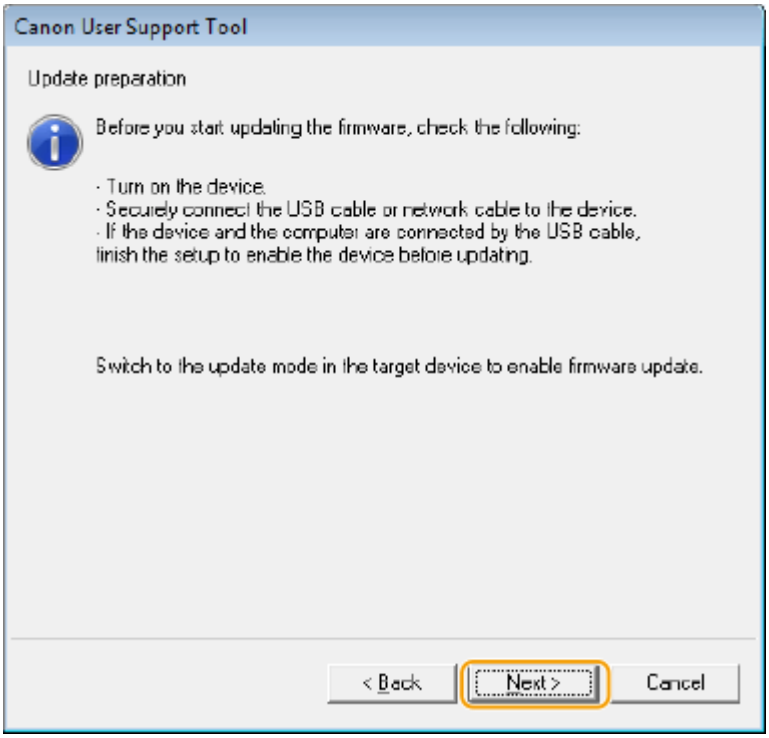
- Check the firmware to be updated. (The actual names and numbers displayed on the screen may vary.)



NOTE:

- Make sure to write down the name and version number of the new firmware before clicking [Next]. Use this note to check the version after the update is complete.

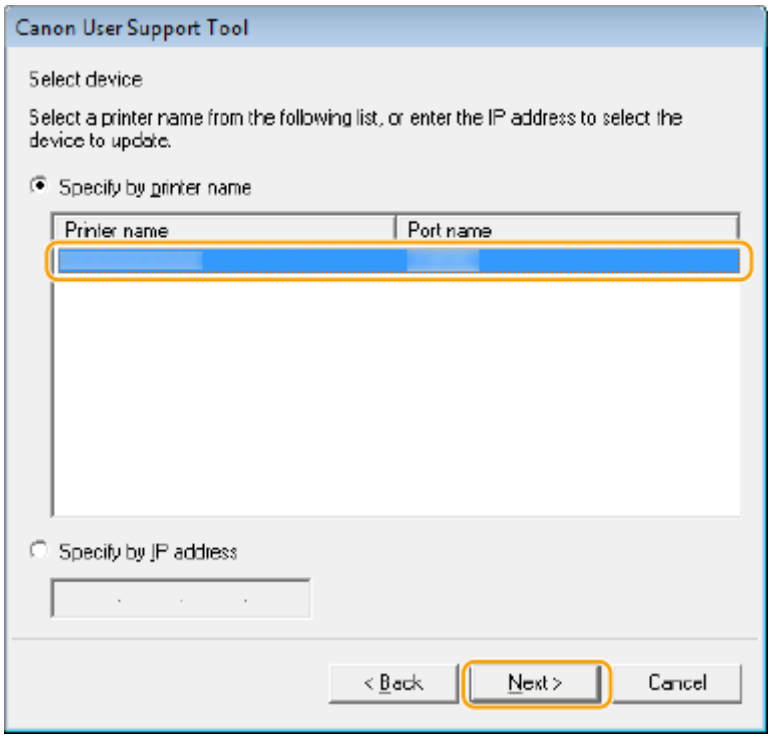
3 Click [Next].



4 Choose the machine to update, and then click [Next].

USB Connection

- Select the machine for the firmware update.

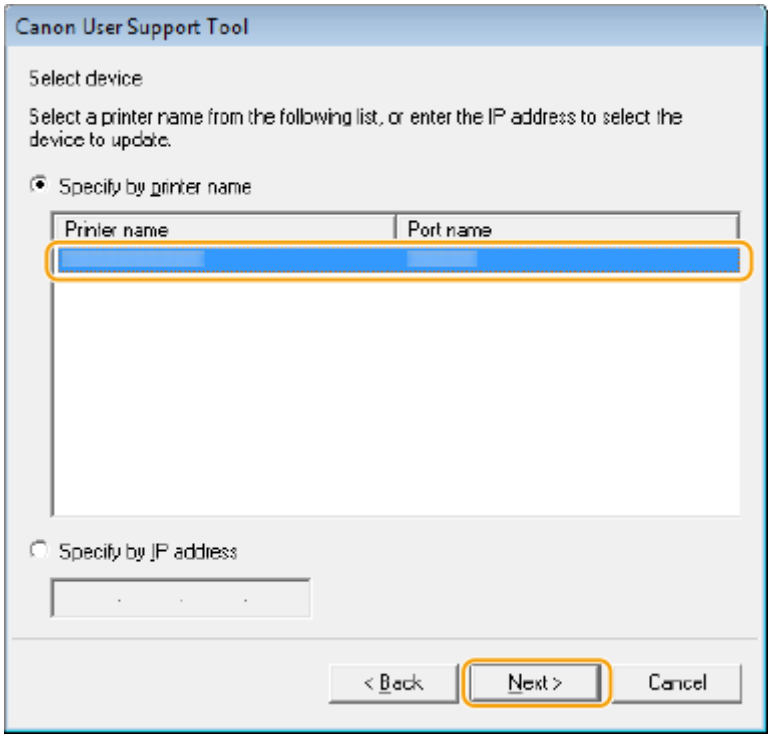


NOTE:

- Depending on your environment, [(USB connected device)] is displayed in the [Printer name].

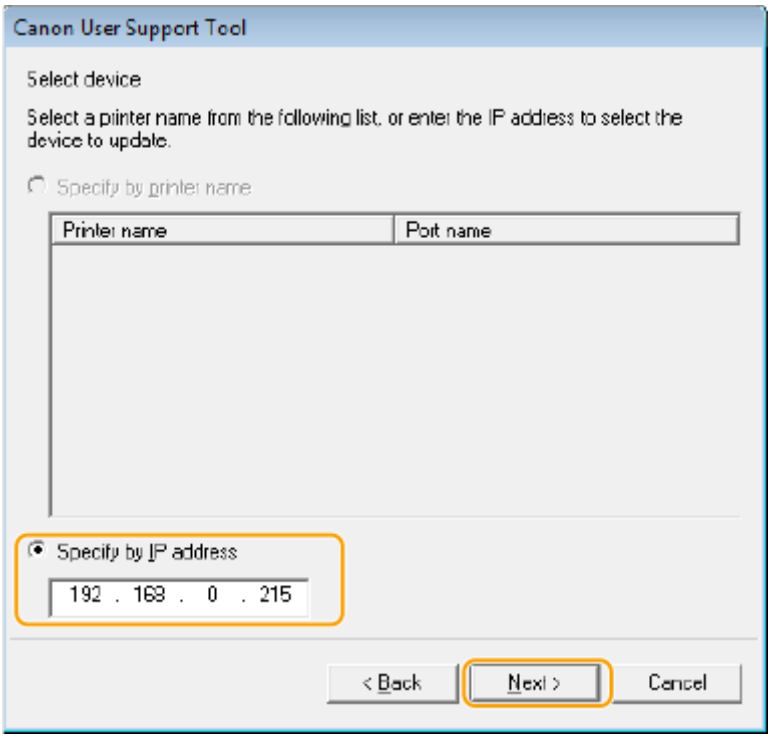
LAN Connection

- Select the machine for the firmware update.



When the Machine Is Connected with a LAN Cable but the Name of the Machine Is Not Displayed on the Screen

- Manually enter the IP address of the machine.

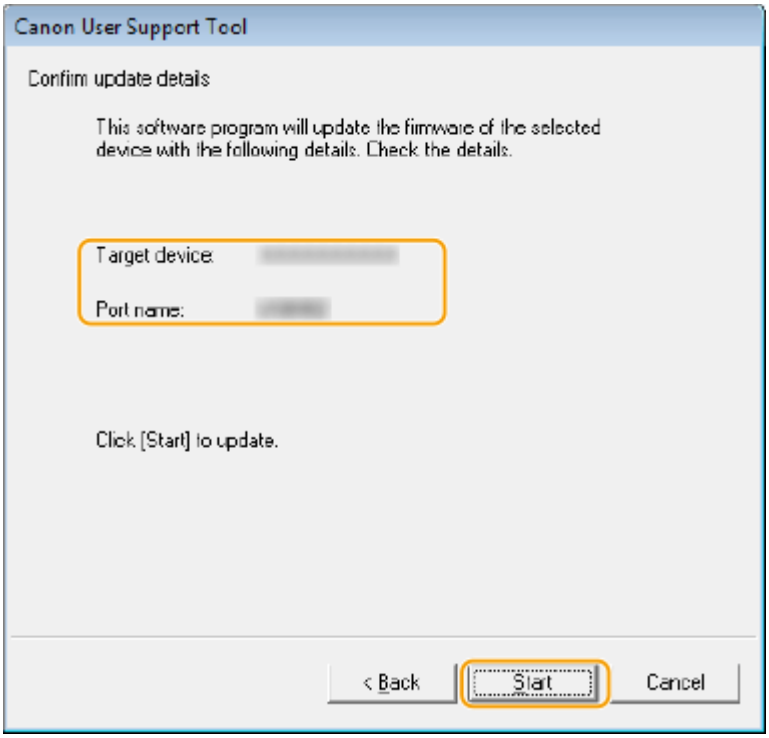


NOTE:

- The IP address specified for this machine is displayed in the display of the operation panel.

5 Check the contents of the update, and then click [Start].

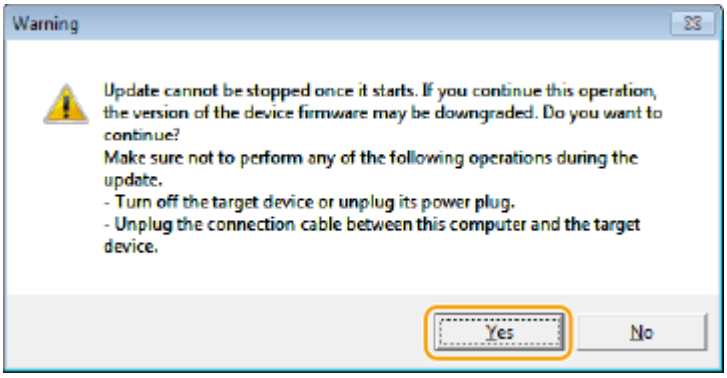
- Check the model of the machine for the firmware update.



NOTE:

- You cannot update the firmware of multiple machines at the same time. If you want to update the firmware of multiple machines, update them one by one.
- If the machine for which you want to update the firmware is not displayed, refer to " **Checking Before Updating the Firmware(P. 2)** " and check that the settings are correct.

6 Click [Yes] and the firmware update starts.



NOTE:

Refer to " Troubleshooting(P. 19) " if any of the following occurs:

- The USB cable or LAN cable becomes disconnected during the firmware update.
- An error message is displayed.
- Blank paper is output.
- Unknown data is printed.

7 When the update completion screen is displayed, click [OK].

➠ The machine restarts.

- Depending on your model, press the Stop key of the machine to restart. Check the message on the display of the operation panel.
- Do not turn OFF the power of the machine until the restart is complete.

» **Next, Checking the Firmware Version of the Machine(P. 17)**

Starting the User Support Tool and Updating the Firmware (Mac)

4508-004

1 Double-click the User Support Tool ([XXXXX.app]).

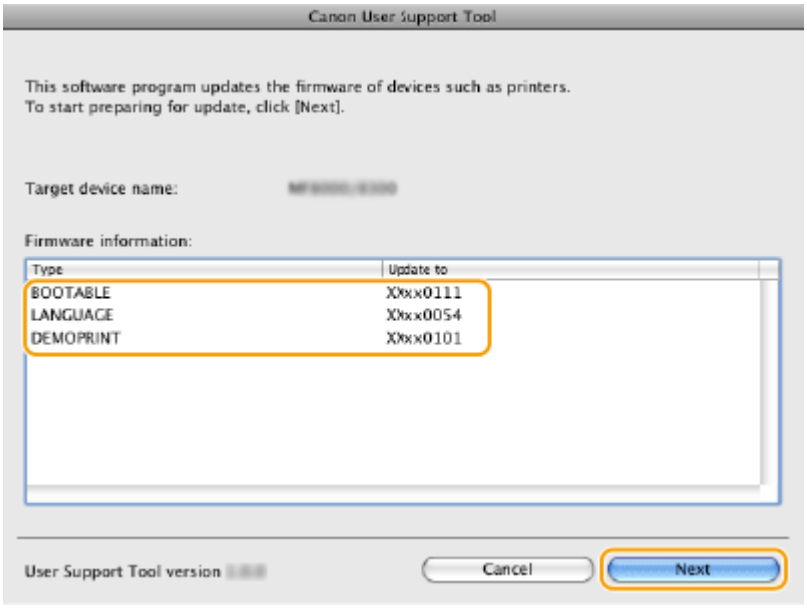
- XXXXX varies depending on the firmware version.

NOTE:

- An error message is displayed if you try to run the User Support Tool on an unsupported operating system. To run the User Support Tool, an operating system that supports the User Support Tool is required. (Refer to the "e-Manual" or "User's Guide" supplied with the machine.)

2 Check the version of the new firmware. Write down the name and version number of the new firmware, and then click [Next].

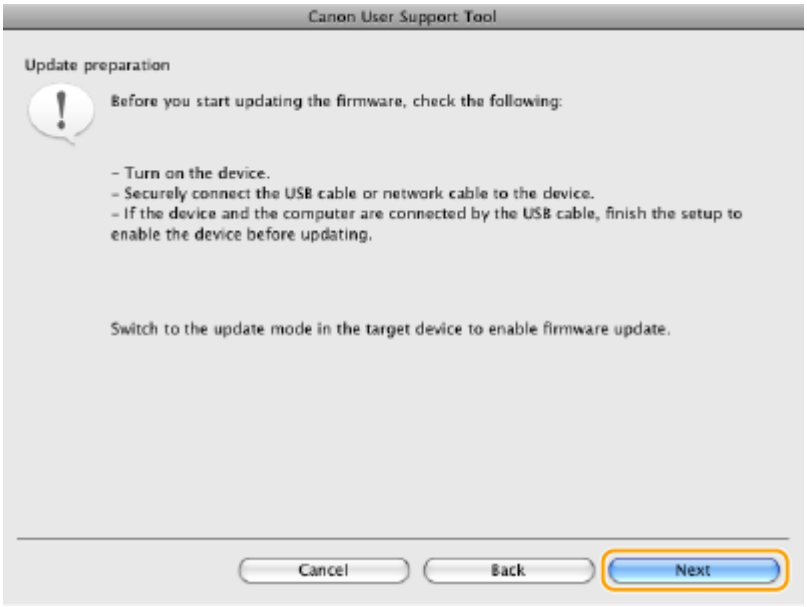
- Check the firmware to be updated. (The actual names and numbers displayed on the screen may vary.)



NOTE:

- Make sure to write down the name and version number of the new firmware before clicking [Next]. Use this note to check the version after the update is complete.

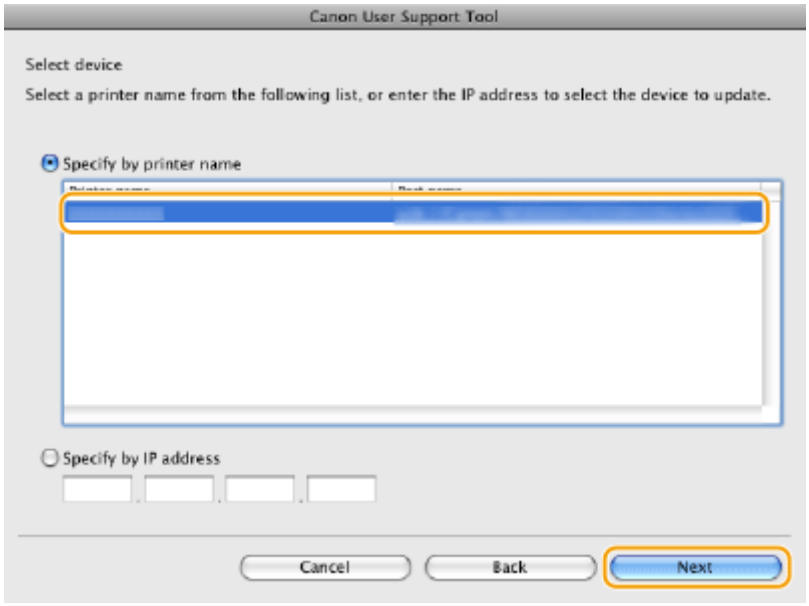
3 Click [Next].



4 Choose the machine to update, and then click [Next].

USB Connection

- Select the machine for the firmware update.

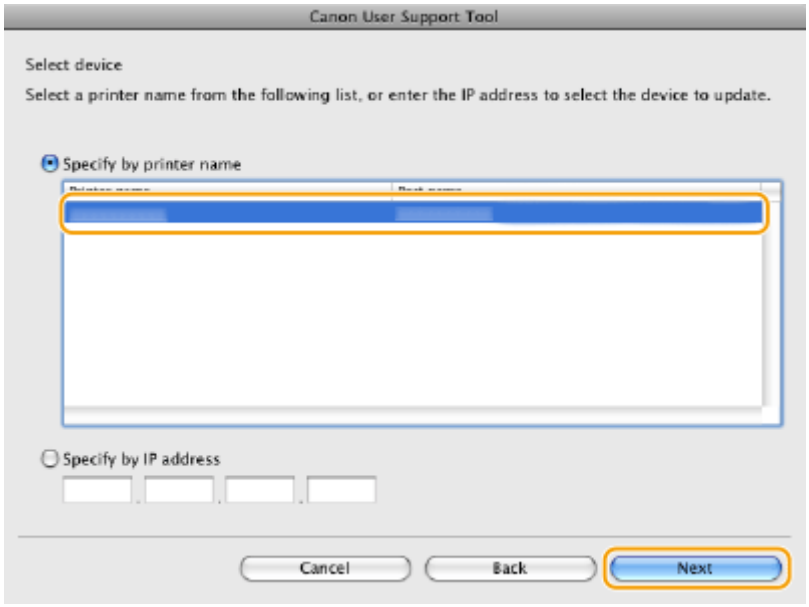


NOTE:

- Depending on your environment, [(USB connected device)] is displayed in the [Printer name].

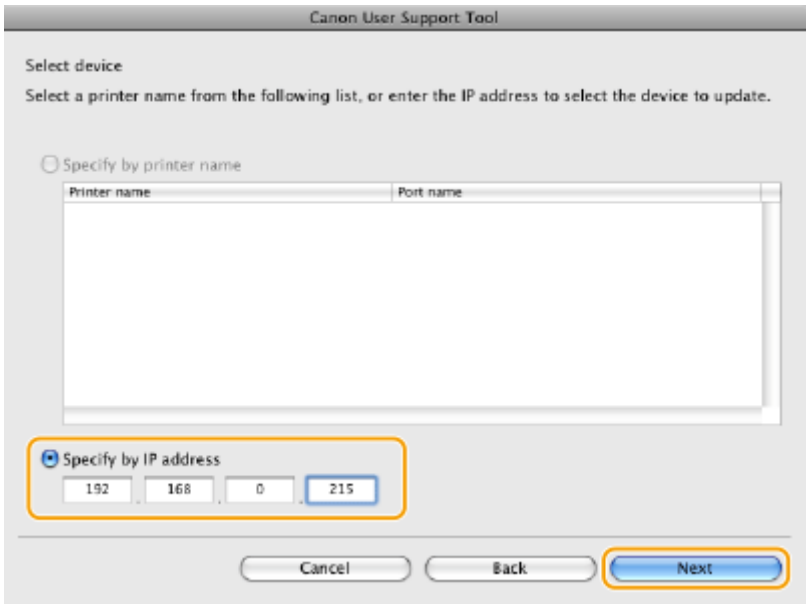
LAN Connection

- Select the machine for the firmware update.



When the Machine Is Connected with a LAN Cable but the Name of the Machine Is Not Displayed on the Screen

- Manually enter the IP address of the machine.

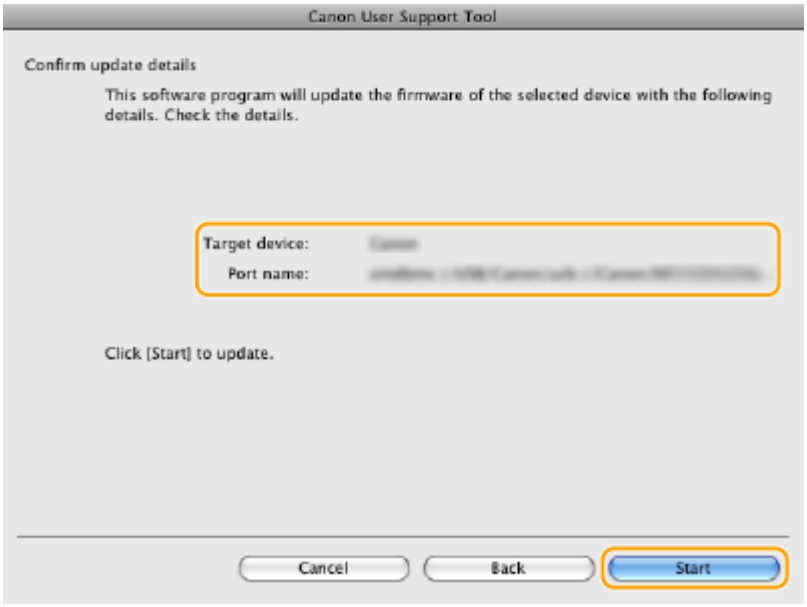


NOTE:

- The IP address specified for this machine is displayed in the display of the operation panel.

5 Check the contents of the update, and then click [Start].

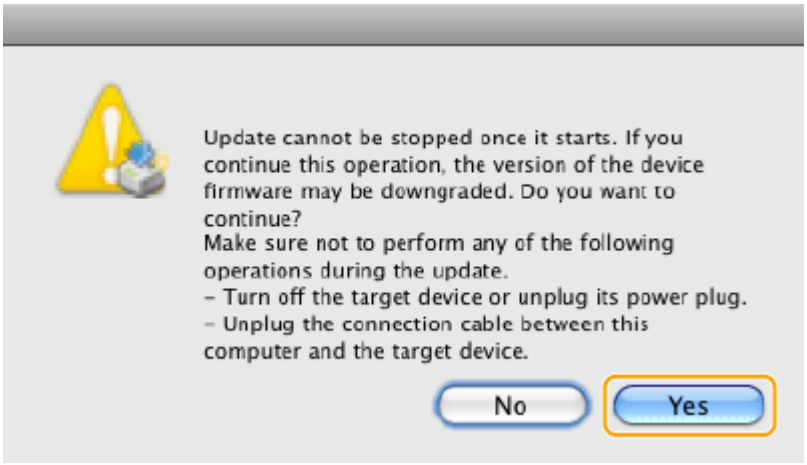
- Check the model of the machine for the firmware update.



NOTE:

- You cannot update the firmware of multiple machines at the same time. If you want to update the firmware of multiple machines, update them one by one.
- If the machine for which you want to update the firmware is not displayed, refer to " **Checking Before Updating the Firmware(P. 2)** " and check that the settings are correct.

6 Click [Yes] and the firmware update starts.



NOTE:

Refer to " Troubleshooting(P. 19) " if any of the following occurs:

- The USB cable or LAN cable becomes disconnected during the firmware update.
- An error message is displayed.
- Blank paper is output.
- Unknown data is printed.

7 When the update completion screen is displayed, click [OK].

➠ The machine restarts.

- Depending on your model, press the Stop key of the machine to restart. Check the message on the display of the operation panel.

- Do not turn OFF the power of the machine until the restart is complete.

Next, Checking the Firmware Version of the Machine(P. 17)

Checking the Firmware Version of the Machine

4508-005

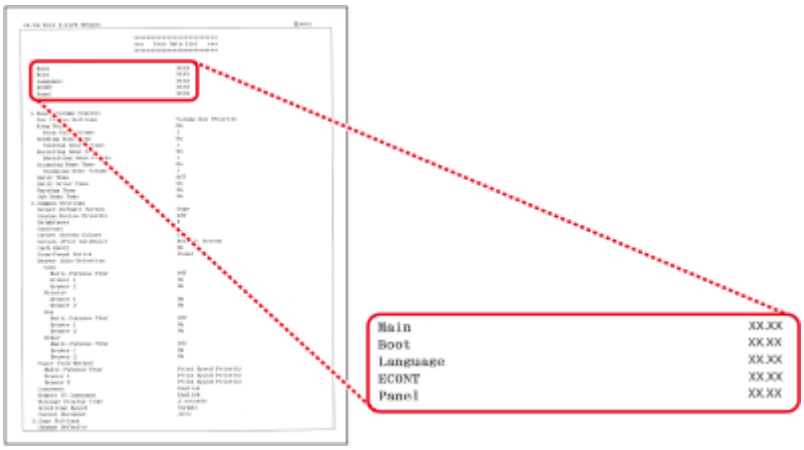
You can check the firmware version of the machine by printing the report and list. Check that the version information matches the content on the note written down during the firmware update. For details on how to print, refer to the "e-Manual" or "User's Guide" supplied with the machine.

NOTE

- The firmware version of the machine can be checked on the operation panel of the machine.

■ Example of a User Data List:

The list shown here is a sample. The content of the list may vary depending on the model.



Depending on the machine you are using, the version on the user list that you write down may be matched as follows.

Firmware type	Updated version
BOOTABLE_xxx (xxx indicates alphabets)	MAIN
DCON	ECONT

Troubleshooting

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Troubleshooting

4508-006

When a problem occurs, check this chapter for troubleshooting.

■ Common Issues

The following section describes how to handle any issue you encounter during the firmware update.
Common Issues(P. 20)

■ An Error Message Is Displayed

The following section describes what to do if an error message is displayed.
An Error Message Is Displayed(P. 21)

Common Issues

4508-007

If you encounter an issue during the firmware update, check the following items to resolve it.

The USB Cable or LAN Cable Became Disconnected While the Firmware Was Being Updated

An error message is displayed on the PC when the USB cable or LAN cable becomes disconnected while the firmware is being updated.

- Press the [OK] key and turn OFF the machine, and then follow the procedure in " **Switching the Machine to Download Mode(P. 6)** " to update the firmware again.

Blank Paper Is Output or Unknown Data Is Printed After Starting the Firmware Update

The firmware update was started without switching the machine to download mode.

- Refer to " **Switching the Machine to Download Mode(P. 6)** " and switch the machine to download mode.

The Firmware Update Does Not Complete via Wireless LAN

The locations where the machine and wireless LAN router or access point are installed do not meet the following requirements:

- The machine is within 50 m* of the wireless LAN router or access point.
- There are no blocking objects, such as a wall, between the machine and wireless LAN router or access point.
- There is no microwave oven, fridge, etc. nearby.

* The distance varies depending on the transmission speed or the environmental conditions.

- Install the machine and wireless LAN router or access point in locations that meet these requirements, and update the firmware again.
- Connect with a USB cable, and then try updating the firmware again.

An Error Message Is Displayed

4508-008

When an error occurs while running the User Support Tool, the following messages appear. See the following to find out what to do for each error message.

Could not properly overwrite the firmware in the device. Try to update the firmware again.

Could not write the firmware to the machine correctly.

- Try updating the firmware again.

Could not verify the firmware data. Try to update the firmware again.

The machine could not communicate with the User Support Tool correctly.

- Try updating the firmware again.

Update was canceled because there was no response from the device, the device is active, or other users are updating. Check the device status, and then try to update the firmware again.

The firmware could not be updated because the machine was performing an operation such as printing.

- Wait for all jobs to finish, check that the Processing/Data indicator is turned off, and then try updating the firmware again.

The firmware could not be updated because another user was updating the firmware.

- Multiple users cannot update the firmware at the same time. Only one person can update one machine at a time.

The firmware could not be updated because the machine was not in download mode.

- Refer to " **Switching the Machine to Download Mode(P. 6)** " to switch the machine to download mode, and then try updating the firmware again.

Update was canceled because a fax transmission occurred during the update. Try to update the firmware again.

The firmware could not be updated because the machine was performing an operation such as receiving a fax.

- Wait for all jobs to finish, and check that the Processing/Data indicator is turned off.
  Next, disconnect the telephone cord, and then try updating the firmware again.

Could not update the firmware. For details, refer to the display panel of the device.

The firmware could not be read properly.

- Try updating the firmware again.

Could not update the firmware. The USB or network cable may be disconnected or the device may be turned off.

The machine is turned OFF.

- Turn ON the machine, and then try updating the firmware again.

The subnets of the PC and the machine are different (when using a LAN connection). If the subnets are different, a write timeout error may occur, causing the firmware update to fail.

- Try updating the firmware again in an environment where the PC and the machine are in the same subnet.

The manually entered IP address is incorrect.

- Check and reenter the correct IP address.

The USB cable or LAN cable is disconnected.

- Check that the USB cable or LAN cable is properly connected to the machine.

The selected device is not compatible. Select a different device, and then try to update the firmware again.

A machine not compatible with the firmware update was selected.

- Select a machine that is compatible with the firmware update, and then try updating the firmware again.

Could not properly read the firmware. Try to update the firmware again.

The firmware could not be read properly.

- Try updating the firmware again.

An error occurred in this computer. Restart your computer, and then try to update the firmware again.

An error occurred in your PC.

- Restart the PC, and then try updating the firmware again.

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Appendix

4508-009

This chapter contains information on how to use the manual, display settings, copyright information, and other important information for customers. Please read this chapter as necessary.

How to Use the Manual(P. 26)
Notice(P. 27)

How to Use the Manual

4508-00A

This section describes the icons and setting items used in this manual.

Icons

In this manual, the following icons are placed for matters to be followed in operating the machine and operation instructions.

IMPORTANT Important matters and limitations in operating the machine are described. Make sure to read them in order to avoid any issues, malfunctions, and physical damage caused by incorrect operations.

NOTE References and supplemental explanations are described.

Setting Items

In this manual, indicators and buttons on the PC are written as follows:

Type	Written Example
Buttons, etc. on the PC	[Yes] [Next]

PC Screen

Depending on your model and OS, the content displayed on the screens in this manual may partly vary from those displayed on your screen. Also, the content displayed on the firmware screens may vary due to upgrading of the version.

Notice

4508-00E

■ System Requirements

For details on the system environment required for the User Support Tool, refer to the "e-Manual" or "User's Guide" supplied with the machine.

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