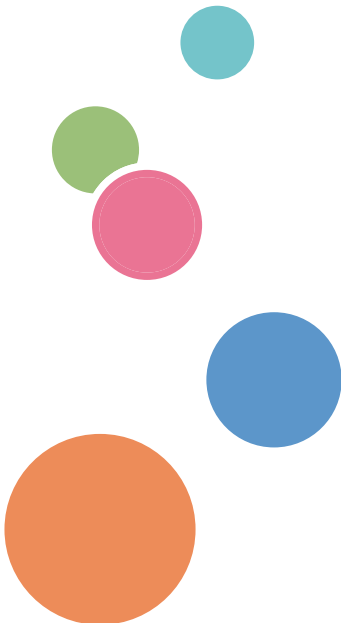


SP C360_{DNw}



Operating Instructions

Firmware Update Guide



For safe and correct use, be sure to read the Safety Information in Read This First before using the machine.

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1. Firmware Update Guide

Overview

You can update the firmware of the printer using Web Image Monitor from a computer connected to the printer via a wired or wireless LAN or Wi-Fi Direct.

Environmental Requirements

1

A Web browser is required.

Set up the TCP/IP protocol of the computer and the printer to use a web browser.

Disclaimer

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this machine, losses of the registered data, or the use or non-use of this product and operation manuals provided with it.

The manufacturer is not liable for any damages resulting from use or misuse of this software.

Nor is the manufacturer liable for any damages resulting from use or misuse of this software with third parties.

Documents or data might be erased due to your operational errors or malfunctions of the machine.

Contents of this manual are subject to change without prior notice.

Updating Firmware

Before starting updates, make sure of the following:

- The printer is turned on.
- No applications are running on the computer.

The following procedure uses Windows 7 screenshots:

Downloading firmware

Before starting the firmware update, download the firmware to your local computer from the RICOH website.

1. **Open a web browser.**
2. **Access the "Support & Downloads" page on the RICOH website.**

The following is the URL of the "Support & Downloads" page:

<http://www.ricoh.com/support/>

3. **Click [Downloads], and then select your region.**

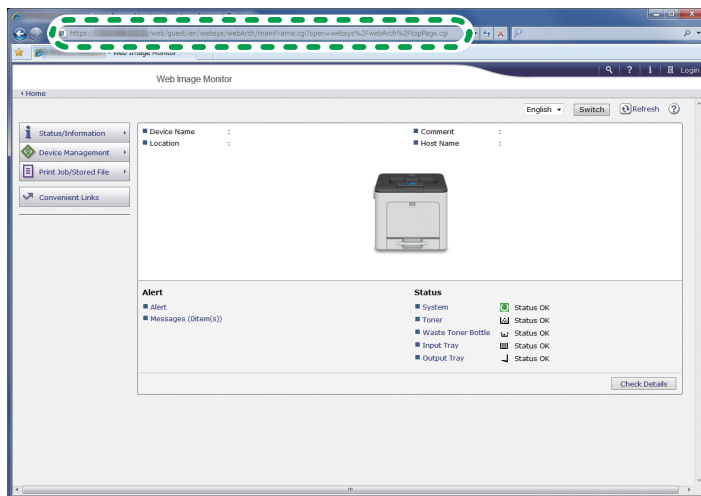
Perform the subsequent procedure depending on your region.

Updating the firmware

1. **Open a web browser.**
2. **Enter "http://(the printer's IP address or host name)/" in the address bar.**

When entering an IPv4 address, do not begin segments with zeros. For example: If the address is "192.168.001.010", you must enter it as "192.168.1.10" to connect to the printer.

Enter the IPv6 address with brackets before and after, like this: [2001:db8::9abc].



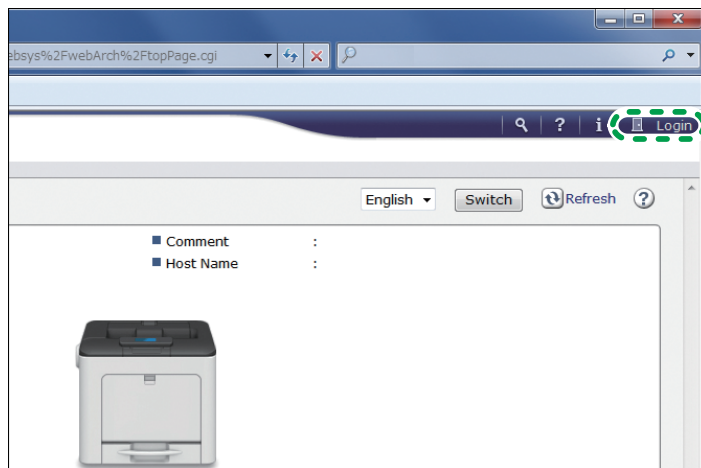
DUP065

To check the IP address of the printer, press the [Menu] key, and then select [Host Interface].

If the printer is connected to a LAN, select [Network] ► [Machine IPv4 Address], and then press [IP Add.] to view the IP address.

If the printer is connected via Wi-Fi Direct, press [Direct Connection] ► [IPv4 Address].

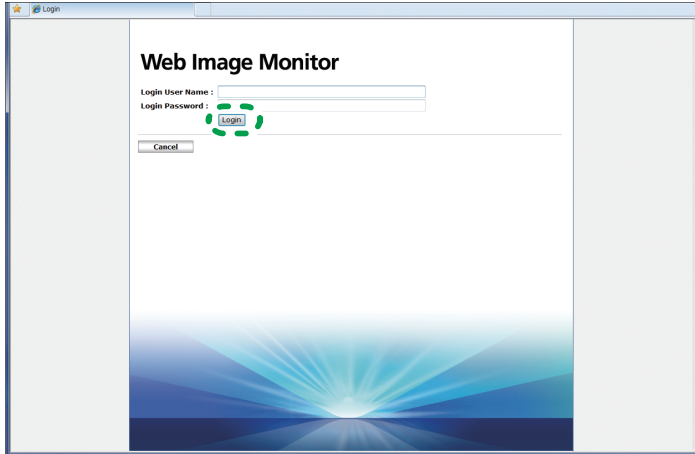
3. Click [Login].



DUP066

4. Enter the Login User Name and Login Password, and then click [Login].

For details about the default login user name and login password for the administrator, see Notes for Using This Machine Safety.

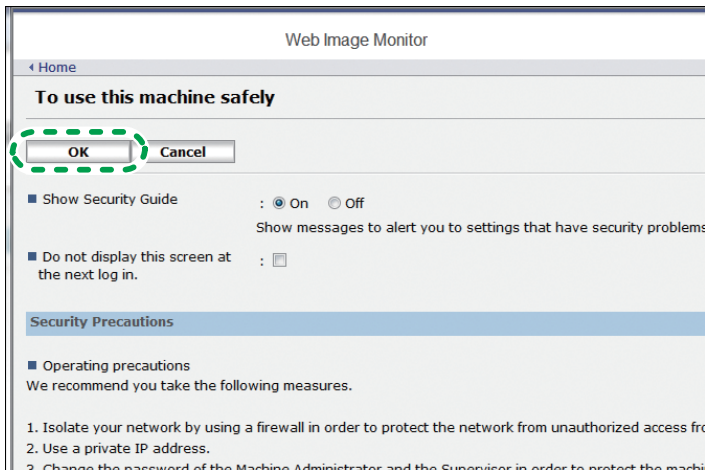


DUP067

Note

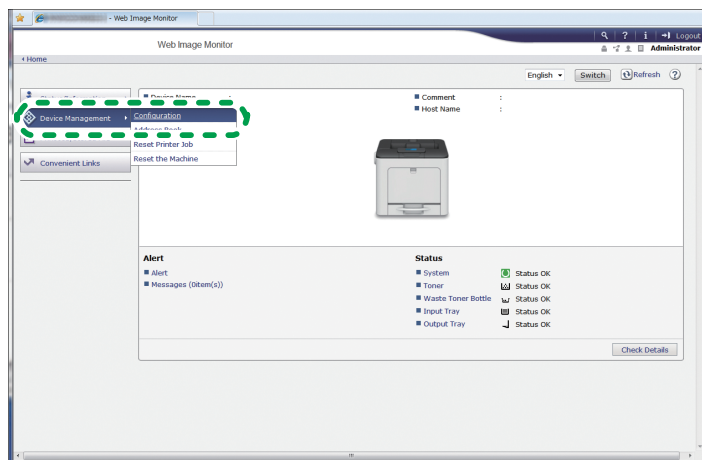
- The procedure may differ depending on the web browser used.

5. If the following screen is displayed, click [OK]. Otherwise, proceed to Step 7.



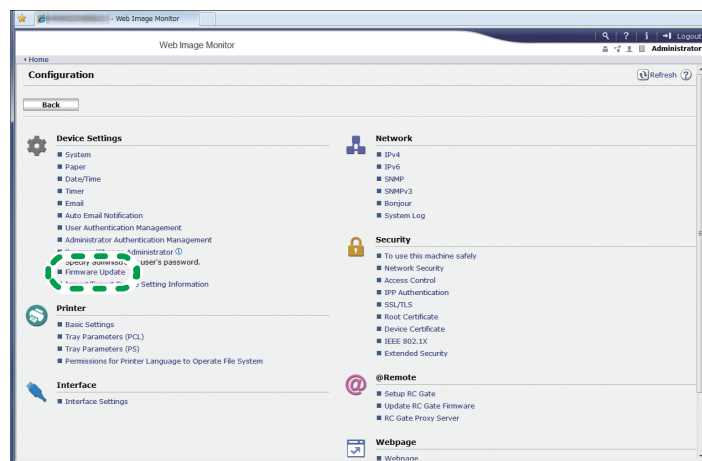
DUP068

6. Point to [Device Management], and then click [Configuration].



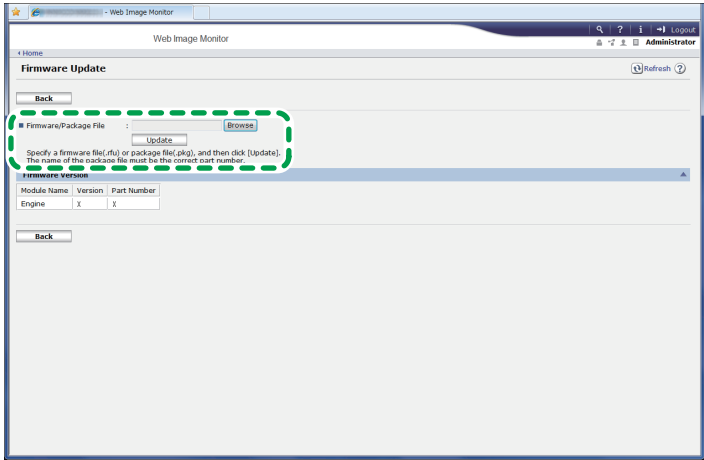
DUP069

7. Click [Firmware Update] under "Device Settings".



DUP070

8. Click [Browse], and then select a firmware file (.rfu).



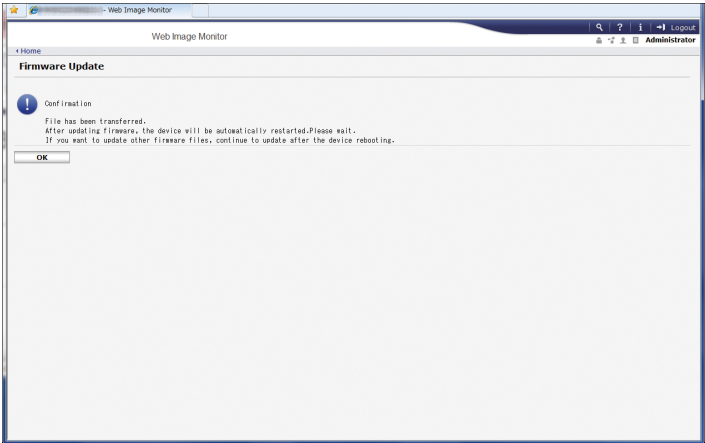
DUP071

9. Click [Update].

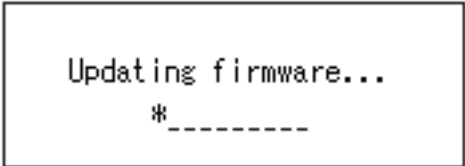
Firmware update starts.

After the file is transferred, the following screen is displayed.

Updating the firmware takes time. Be sure not to operate the web browser, computer, or the printer during the update.



The status of the updating process is displayed on the printer's display.



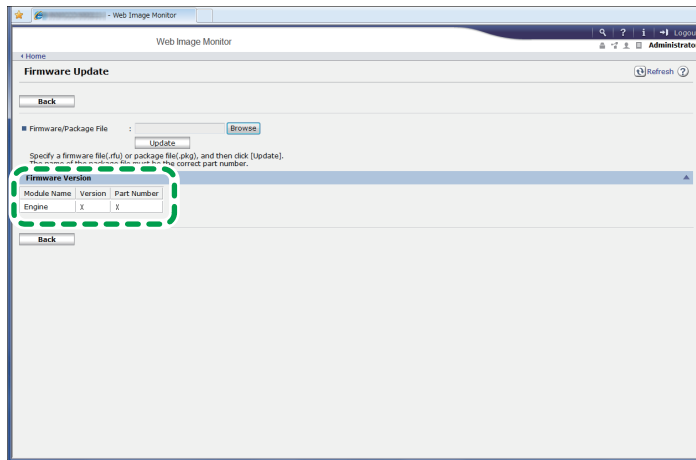
When the firmware update is completed, the printer restarts automatically. It may take a while for the printer to restart.

10. Click [OK].

The [Firmware Update] screen is resumed.

When DHCP is enabled, the IP address of the printer will be updated and Web Image Monitor may not restart. In this case, check the IP address of the printer using the control panel and enter it manually in the address bar of the web browser manually.

11. Check the firmware version.



DUP073

If the update fails

If the update fails, the following message appears on the screen.

"Failed to update the firmware.
Please retry later."

If this is the case, click [OK], and retry from Step 7.

Troubleshooting

1

Error messages

Error message	Description
Failed to update the firmware. Please retry later.	Firmware update is not possible because of a printer failure.
Could not update the firmware because the device was processing. Retry the update after the device finishes processing.	The printer is in use and updating the firmware is not possible.
Invalid firmware file or package file. Specify the correct file.	An invalid file has been uploaded.

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