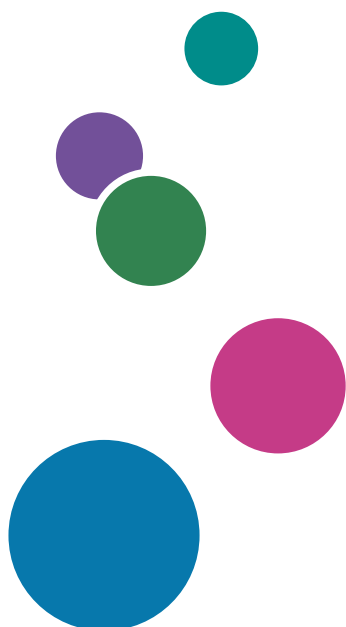


# MP 2014 series



## Firmware Update Guide



For safe and correct use, be sure to read the "Safety Information" before using the machine.



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## 1. Update the Firmware

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# 1. Update the Firmware

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Updates allow the machine to receive the latest firmware.

## Getting Started

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This manual explains how to update the firmware of the following machine:

- Multifunctional Printer: MP 2014/2014D/2014AD

This guide uses Windows 10 procedures for its examples. Procedures and screens might vary depending on the operating system you are using.

You can download the firmware update package from our Web site.

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### About the Firmware Package

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The firmware packages on our Web site are each designed to be used for a specific model, and cannot be used for any other model.

Confirm the model of your machine, and download the appropriate firmware package for your model.

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### Disclaimer

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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 software, losses of documents or data, or the use or non-use of this software and operation manuals provided with it.

# Before Updating the Firmware

Check your operating environment before beginning the update.

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## Compatible Operating Systems

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Your computer must be running one of the following operating systems:

Windows 7(32/64 bit)/8.1(32/64 bit)/10(32/64 bit)/Server 2008/Server 2008 R2/Server 2012/Server 2012 R2/Server 2016

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## Backing Up the Machine's Settings

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After the firmware update, the machine's settings may return to their factory defaults.

Before you reconnect the machine for the update, we recommend that you back up the machine's settings by accessing the machine using a Web browser from a computer connected via a network.

Also, you can print out lists of scan destinations or a configuration page using a Web browser or the machine's control panel. For details, see the manuals provided with the machine.

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## Connection

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Connect your computer and the machine through a network or directly by USB.

### Important

- Make sure your computer is securely connected to the machine with the USB or network cable that you will be using for the firmware update.
- We recommend that you update the firmware via USB. If you update the firmware over the network, the machine may receive data over the network such as a print job during the updates, which can interfere with the update process.
- If you are updating the firmware via USB, the printer driver for USB connection must be installed on your computer beforehand. However, if you are updating via a network, no printer driver is necessary.
- Disconnect any other cables that are not necessary for the firmware update, such as a telephone cable, from the machine.

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## Computer Settings

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Make sure that your computer does not enter standby or hibernation mode during the update process.

## Windows 10

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1. On the [Start] menu, click [Control Panel].
2. Click [Hardware and Sound].
3. Click [Change when the computer sleeps].
4. Make sure [Put the computer to sleep] is set to "Never".

# Updating the Firmware

Use the following procedure to update the firmware. Be sure to print the configuration page both before and after the update. Comparing pre- and post-update configuration pages allows you to check whether or not the update was successful.

Follow the procedure carefully.

## ★ Important

- When using a computer running on a Windows operating system, you must have an account that has Manage Printers permission. Log on as an Administrators group member to acquire this permission.
- Do not operate the machine using the control panel, access the machine using Web Image Monitor, printing, or TWAIN scanning during the update process.
- The update may take a while to complete. Do not turn off the power during the update. Turn off the power only when an update completion message appears on the machine's control panel.
- Never disconnect the cable you are using for the updates during the update process.

**1. Connect your computer securely to the machine with the USB or network cable that you will be using for the firmware update. Disconnect any other non-essential cables.**

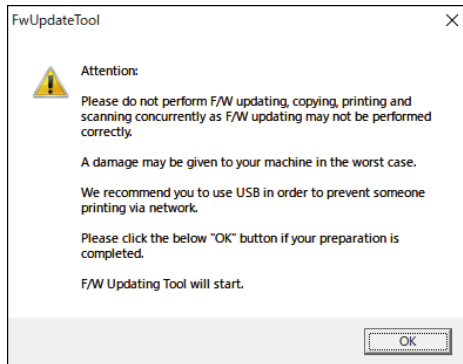
**2. Print the configuration page.**

Use the following procedure to print the configuration page. Take note of the current firmware version (shown under "Firmware Version" on the configuration page).

1. Turn on the printer.
2. Press the [User Tools] key.
3. Press the [▲] or [▼] keys to select [Print List/Report], and then press the [OK] key.
4. Press the [▲] or [▼] keys to select [Configuration Page], and then press the [OK] key.
5. Press the [Yes] key.

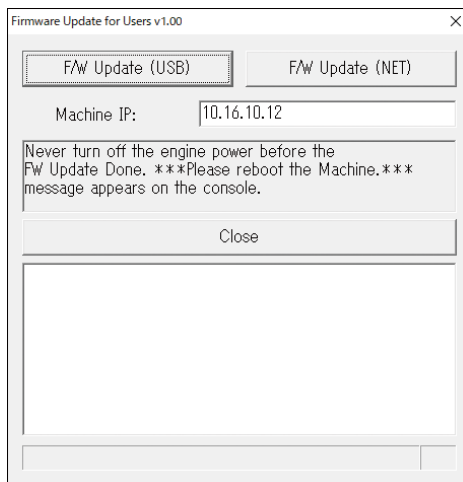
**3. Double-click the [FwUpdateTool.exe] icon to launch the firmware update tool.**

A dialog box with cautionary statements appears.



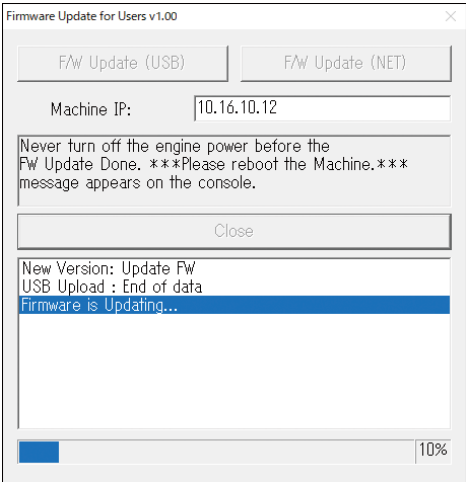
4. Read the cautionary statements carefully, and then click [OK].

The firmware update tool opens.



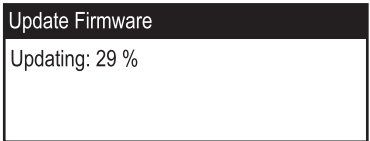
Do not close the update tool unless you are instructed to do so.

5. For a USB connection, click [F/W Update (USB)]. For a network connection, enter the machine's IP address in [Machine IP:], and then click [F/W Update (NET)].



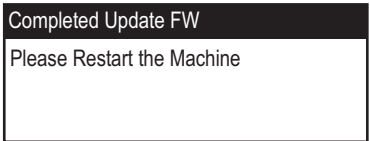
6. Check the machine's control panel for messages and the update's current percentage of completion.

The Alert indicator lights up.



7. Wait until the update completion message appears on the machine's control panel.

The Alert indicator starts flashing.



Click [Close] to close the update tool.

8. Turn off the power of the machine, and then turn it back on.

After you turn the power back on, the machine performs initialization.

"Please wait." appears on the machine's control panel.

9. Wait until "Ready" appears on the machine's control panel.

If "Ready" does not appear on the machine's control panel after one minute, the update is not complete. In this case, see page 10 "If Initialization Does not end Following a Firmware Update".

**10. Print the configuration page again.**

Confirm that the firmware has been updated by checking its version (shown under "Firmware Version" on the configuration page). For details about how to print, see page 4 "Before Updating the Firmware".

**11. Reconnect the cables as they were before the update.****↓ Note**

- In addition to printing a configuration page, you can check the machine's firmware version by accessing the machine using a Web browser. For details, see "Checking the System Information" in Operating Instructions.

# Troubleshooting

This section provides solutions to common update-related problems.

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## If Initialization Does not end Following a Firmware Update

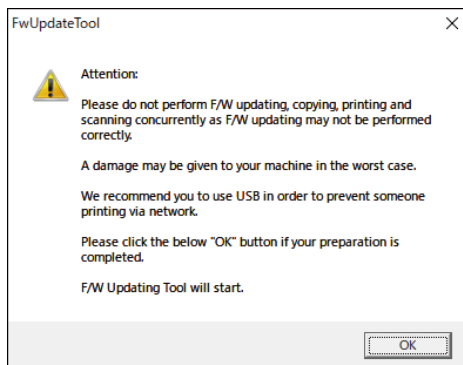
If "Ready" does not appear on the machine's control panel after one minute following a firmware update, a power failure or similar interruption prevented the update from completing.

If this happens, read page 4 "Before Updating the Firmware" carefully again, and then use the following procedure to recover from the failure and complete the update.

### ★ Important

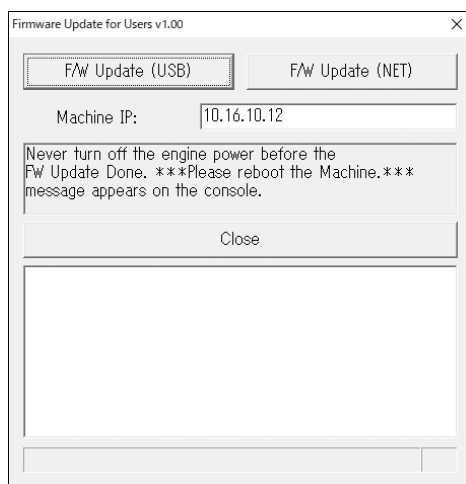
- To be recovered following a failed update, the machine must be connected to a computer by USB.
  - When using a computer running on a Windows operating system, you must have an account that has Manage Printers permission. Log on as an Administrators group member to acquire this permission.
1. If you performed the update through a network connection, disconnect the network cable, and then connect the machine to your computer using a USB cable.
  2. After confirming that "Initializing" has been shown on the machine's control panel for more than one minute, double-click the [FwUpdateTool.exe] icon to launch the firmware update tool.

A dialog box with cautionary statements appears.



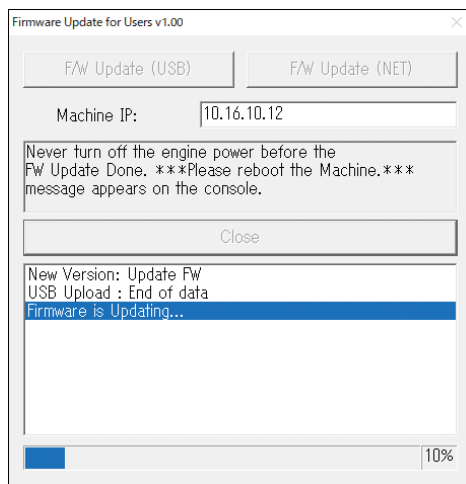
3. Read the cautionary statements carefully, and then click [OK].

The firmware update tool opens.



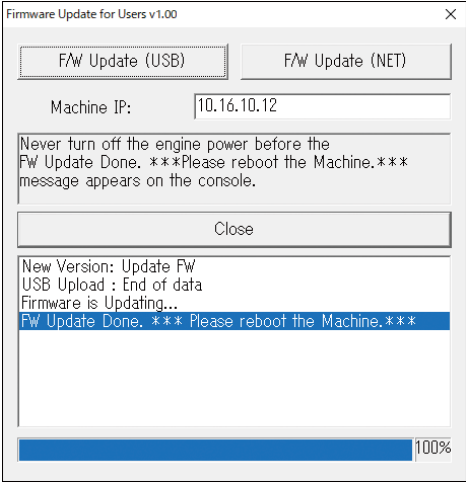
Do not close the update tool unless you are instructed to do so.

#### 4. Click [F/W Update (USB)].



Make sure that you keep the power of the machine turned on.

5. Wait until "FW Update Done. \*\*\* Please reboot the Machine. \*\*\*" appears in the firmware update tool window.



Click [Close] to close the update tool.

6. Turn off the power of the machine, and then turn it back on.

After you turn the power back on, the machine performs initialization.

"Please wait." appears on the machine's control panel.

7. Wait until "Ready" appears on the machine's control panel.

If "Ready" does not appear on the machine's control panel after one minute, the update is not complete.

If this happens, see page 10 "If Initialization Does not end Following a Firmware Update".

8. Print the configuration page.

Confirm that the firmware has been updated by checking its version (shown under "Firmware Version" on the configuration page). For details about how to print, see page 4 "Before Updating the Firmware".

9. Reconnect the cables as they were before the update.

**Note**

- In addition to printing a configuration page, you can check the machine's firmware version by accessing the machine using a Web browser. For details, see "Checking the System Information" in Operating Instructions.

## Firmware Update Tool Messages

The following table lists the firmware update tool messages that can appear during a firmware update, and explains the likely causes of those messages and what action to take when they appear.

(Messages are alphabetically ordered.)

| Message                                                                              | Causes                                                                                                                                                                                                                   | Solutions                                                                                                                                                                           |
|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Can't open ROM file. Please check ROM file.                                          | The firmware file (*.brn) or setting file (*.ini) is not stored in the same folder as the update tool.<br><br>(Note that the setting file only exists when you are using a computer running a Windows operating system.) | Make sure that the firmware file (*.brn) and setting file (*.ini) are stored in the same folder as the update tool.<br><br>Also, make sure that you do not modify the setting file. |
|                                                                                      | The path to the location of the update tool is too long.                                                                                                                                                                 | Make sure that the path to the update tool is not too long. For convenience, save the update tool in a subfolder directly under your computer's C: drive.                           |
| Connecting...                                                                        | Your computer is searching the network for the machine.                                                                                                                                                                  | Wait a while until the machine is found.                                                                                                                                            |
| Downloaded file is broken!<br>Do NOT use print, scan and copy function at same time. | The [F/W Update (USB)] or [F/W Update (NET)] button was clicked while the machine was printing, scanning, or copying.                                                                                                    | Wait for the current job to finish, disconnect any unnecessary cables from the machine, and then tray again.                                                                        |
|                                                                                      | The firmware file is damaged.                                                                                                                                                                                            | Download the firmware package from our Web site again.                                                                                                                              |
| FW Update Done. ***<br>Please reboot the Machine.<br>***                             | The update process was already finished.                                                                                                                                                                                 | Follow the instructions in this manual to complete the update.                                                                                                                      |

| Message               | Causes                                                                                                   | Solutions                                                                                                                                                                                                                                    |
|-----------------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Machine is busy.      | The machine is being operated through the control panel.                                                 | <p>Cancel any operations being performed through the control panel.</p> <p>Put the machine into standby mode, and then perform the update again.</p>                                                                                         |
|                       | The [F/W Update (USB)] or [F/W Update (NET)] button was clicked when the update was already in progress. | <p>Clicking the [F/W Update (USB)] or [F/W Update (NET)] button during the update process does not interfere with any ongoing update.</p> <p>Ignore this error message and complete the update using the procedure shown in this manual.</p> |
| Machine is not ready. | The USB cable is not connected.                                                                          | <p>Make sure the USB connection between the machine and computer is secure.</p> <p>If this message persists, try another USB cable.</p>                                                                                                      |
|                       | The USB printer driver is not installed in your computer.                                                | Install the USB printer driver in your computer.                                                                                                                                                                                             |
|                       | The machine is turned off or an error has occurred.                                                      | <p>Turn the machine's power off, wait a moment, and then turn it back on again. Then perform the update again.</p> <p>If this message reappears after you turn the power back on, see the manuals provided with the machine.</p>             |
|                       | The IP address specified for either the machine or your computer is invalid.                             | Check that both IP addresses are valid.                                                                                                                                                                                                      |
|                       | The machine is not connected to the network properly.                                                    | Check that the machine is properly connected to the network.                                                                                                                                                                                 |

| Message                                                                                       | Causes                                                                                                                  | Solutions                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Machine loses communication.<br>*** Please check FW Update Done. Then reboot the Machine. *** | The connection between the machine and your computer has been terminated.                                               | Wait until the update completion message appears on the machine's control panel. Then, turn off the power of the machine, and then turn it back on.                                                                                      |
| Net Upload : End of data                                                                      | The firmware has been transferred to the machine successfully.                                                          | Follow the instructions in this manual to complete the update.                                                                                                                                                                           |
| Net Upload : FAIL                                                                             | The network cable was disconnected immediately after the [F/W Update (NET)] button was clicked.                         | Turn the machine's power off, wait a moment, and then turn it back on again. Disconnect any unnecessary cables from the machine, and then try again.                                                                                     |
| USB Upload : End of data                                                                      | The firmware has been transferred to the machine successfully.                                                          | Follow the instructions in this manual to complete the update.                                                                                                                                                                           |
| USB Upload : FAIL                                                                             | The USB cable was disconnected immediately after the [F/W Update (USB)] button was clicked.                             | Turn the machine's power off, wait a moment, and then turn it back on again. Disconnect any unnecessary cables from the machine, and then try again.                                                                                     |
| Wrong Model.                                                                                  | The machine you were trying to update was not the correct model for the firmware you have downloaded from our Web site. | The firmware packages on our Web site are each designed to be used for a specific model, and cannot be used for any other model.<br><br>Confirm the model of your machine, and download the appropriate firmware package for your model. |

## Control Panel Indicator Patterns

The following table lists the control panel display that can appear if an error occurred during a firmware update, and explains the likely causes of the display and what action to take when they appear.

1

| Display                                                                                    | Likely cause                                                                  | Solution                                                                                                                                                                                                                                                                                     |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| "Ready" does not appear on the control panel after one minute following a firmware update. | A power failure or similar interruption prevented the update from completing. | See page 10 "If Initialization Does not end Following a Firmware Update" and use the procedure shown there to recover from the failure and complete the update.<br><br>If the recovery fails and the indicators continue to flash alternately, contact your sales or service representative. |

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The proper names of the Windows operating systems are as follows:

- The product names of Windows 7 are as follows:
  - Microsoft® Windows® 7 Starter
  - Microsoft® Windows® 7 Home Premium
  - Microsoft® Windows® 7 Professional
  - Microsoft® Windows® 7 Ultimate
  - Microsoft® Windows® 7 Enterprise
- The product names of Windows 8.1 are as follows:
  - Microsoft® Windows® 8.1
  - Microsoft® Windows® 8.1 Pro
  - Microsoft® Windows® 8.1 Enterprise
- The product names of Windows 10 are as follows:
  - Microsoft® Windows® 10 Home
  - Microsoft® Windows® 10 Pro
  - Microsoft® Windows® 10 Enterprise
  - Microsoft® Windows® 10 Education
- The product names of Windows Server 2008 are as follows:
  - Microsoft® Windows Server® 2008 Foundation
  - Microsoft® Windows Server® 2008 Standard
  - Microsoft® Windows Server® 2008 Enterprise
  - Microsoft® Windows Server® 2008 Datacenter
  - Microsoft® Windows Server® 2008 for Itanium-based Systems
  - Microsoft® Windows® Web Server 2008
  - Microsoft® Windows® HPC Server 2008
- The product names of Windows Server 2008 R2 are as follows:
  - Microsoft® Windows Server® 2008 R2 Foundation
  - Microsoft® Windows Server® 2008 R2 Standard
  - Microsoft® Windows Server® 2008 R2 Enterprise

Microsoft® Windows Server® 2008 R2 Datacenter

Microsoft® Windows Server® 2008 R2 for Itanium-based Systems

Microsoft® Windows® Web Server R2 2008

Microsoft® Windows® HPC Server R2 2008

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Microsoft® Windows Server® 2012 Foundation

Microsoft® Windows Server® 2012 Essentials

Microsoft® Windows Server® 2012 Standard

Microsoft® Windows Server® 2012 Datacenter

- The product names of Windows Server 2012 R2 are as follows:

Microsoft® Windows Server® 2012 R2 Foundation

Microsoft® Windows Server® 2012 R2 Essentials

Microsoft® Windows Server® 2012 R2 Standard

- The product names of Windows Server 2016 are as follows:

Microsoft® Windows Server® 2016 Datacenter

Microsoft® Windows Server® 2016 Standard

Microsoft® Windows Server® 2016 Essentials

Microsoft® Windows Server® 2016 MultiPoint® Premium Server

Microsoft® Hyper-V® Server 2016

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