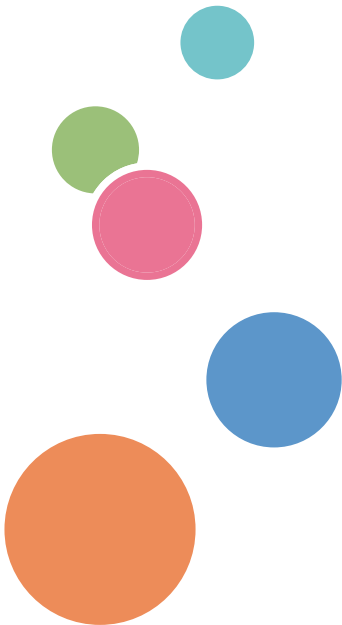


# SP C360/C361 series



**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

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# 1. Firmware Update Guide

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## Overview

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

If your model is SP C361SFNw, you can also update the firmware using Application Site installed on the machine.

# Environmental Requirements

1

## **Updating with Web Image Monitor:**

This method uses a web browser.

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

## **Updating with Application Site (for SP C361 SFNw):**

This method uses Web Browser NX.

Set up the TCP/IP protocol of the machine 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

## 1

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### Updating with Web Image Monitor

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Before starting updates, make sure of the following:

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

The following procedure uses Windows 7 screenshots:

### Downloading firmware

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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 with Web Image Monitor


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1. **Check the IP address of the machine.**

**If the computer is connected to the machine using a LAN**

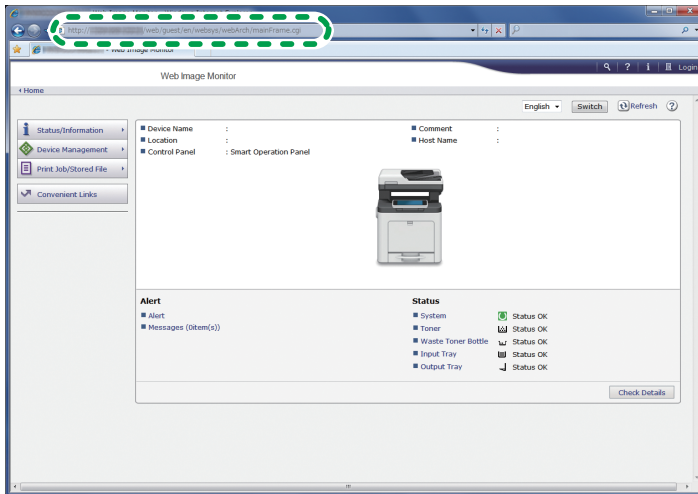
1. Press [].
2. Press [Machine Features].
3. Press [System Settings].
4. Press [Interface Settings].
5. Press [Network].
6. Press [Machine IPv4 Address].

**If the computer is connected to the machine via Wi-Fi Direct**

1. Press [].
2. Press [Machine Features].
3. Press [System Settings].

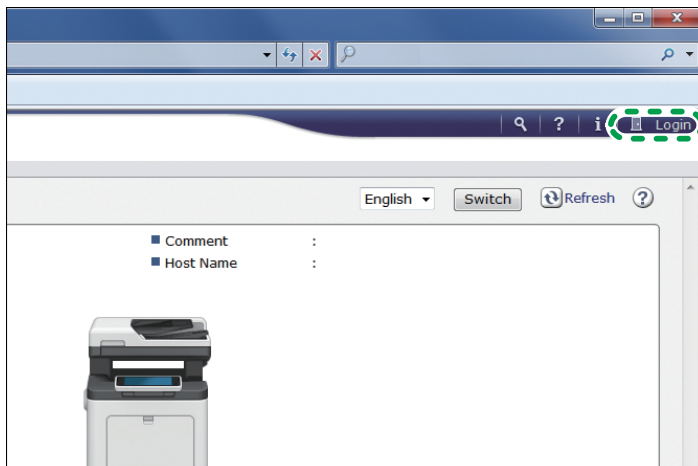


4. Press [Interface Settings].
  5. Press [Wireless LAN].
  6. Press [Wireless LAN: Easy Setup / Direct Connection].
  7. Press [Direct Connection Settings].
  8. Check the IP address displayed in [IPv4 Address].
2. Open a web browser on the computer.
  3. Enter "http://(the machine's IP address or host name)/" in the address bar.



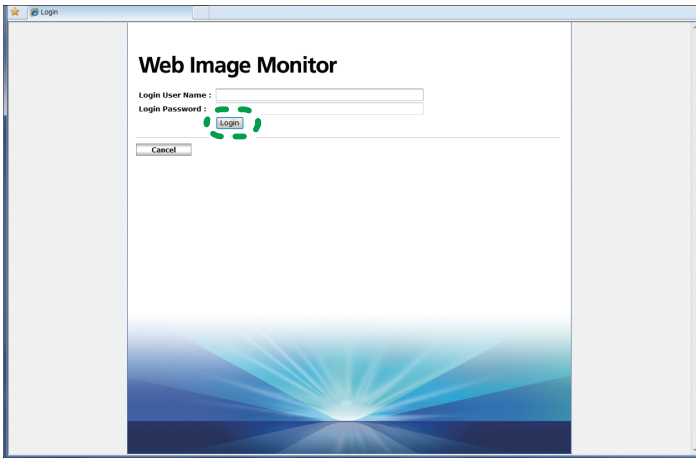
DUP080

4. Click [Login].



DUP081

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

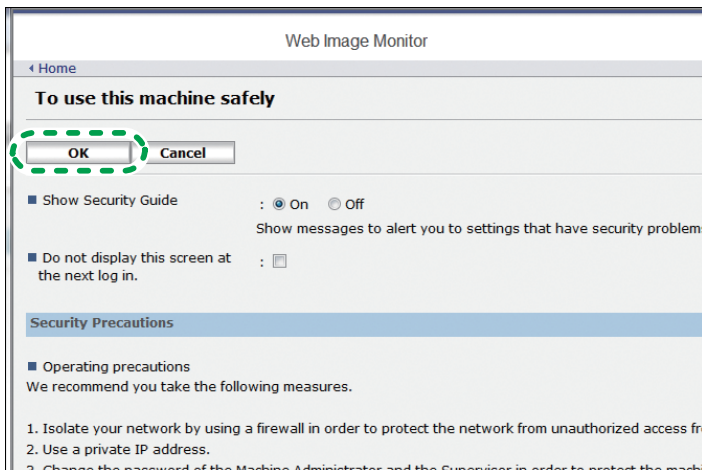


DUP067

**Note**

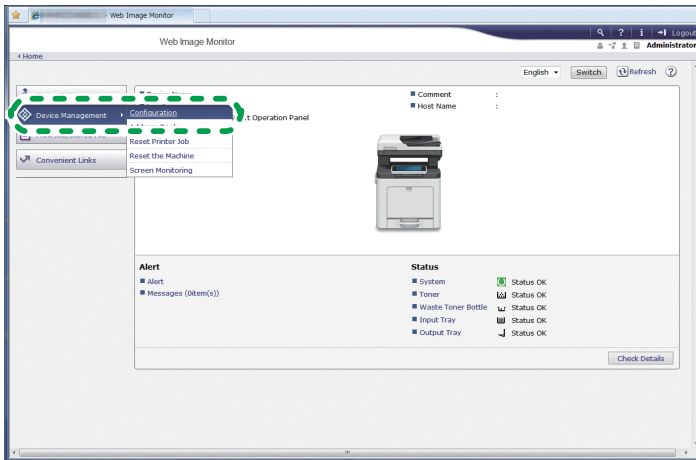
- The procedure may differ depending on the web browser used.

6. If the following screen is displayed, click [OK]. Otherwise, proceed to Step 8.



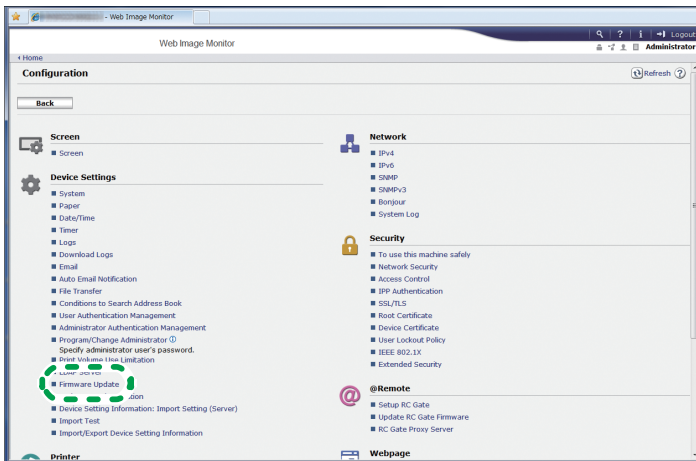
DUP068

7. Click [Device Management] ▶ [Configuration].



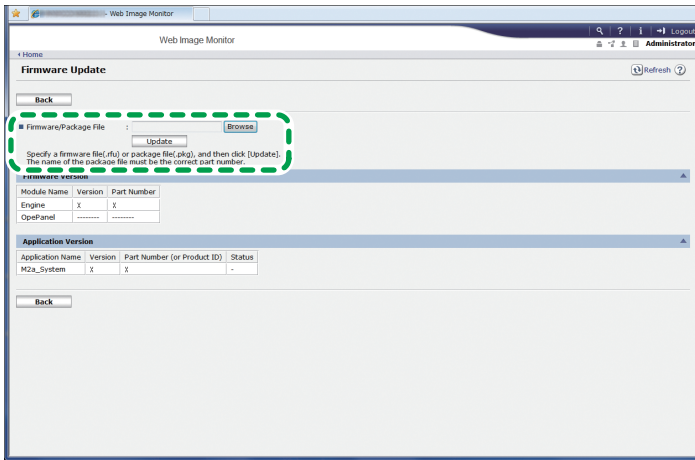
DUP082

8. Click [Firmware Update].



DUP083

9. Click [Browse] to specify a firmware file (.rfu) or a package file (.pkg).



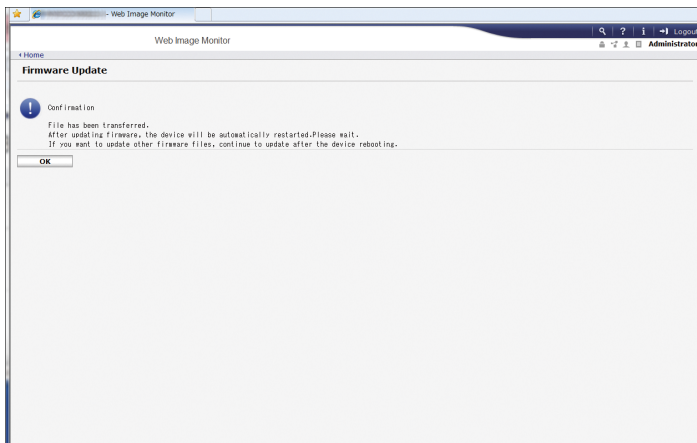
DUP084

10. 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 machine during the update.



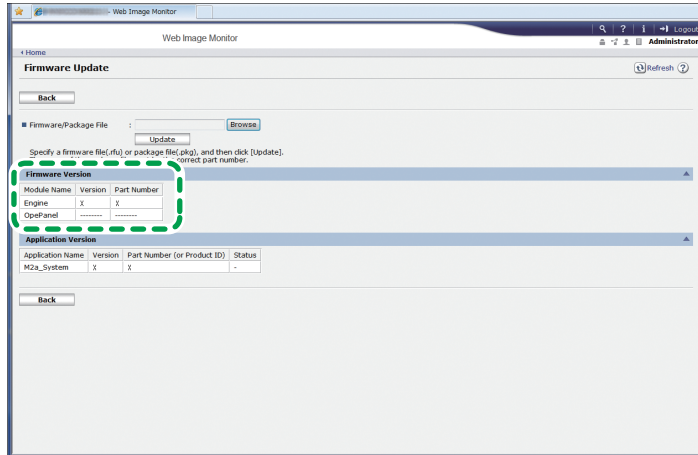
11. Click [OK].

During the update, the message "Updating firmware..." and a progress bar are displayed on the screen of the machine.

When the firmware update is completed, the machine restarts automatically, and the [Firmware Update] screen is resumed.

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

## 12. Check the firmware version.



DUP085

### 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, press [OK], and retry from Step 8.

## Updating with Application Site (for SP C361 SFNw)

### Note

- For details about the procedure for installing a new application, see "How to Use the Application Site (for SP C361 SFNw)", Other Applications.

### Changing the preset time for the firmware update or executing the firmware update immediately

You can change the preset time for updating firmware or execute the firmware update immediately.

- Press [Home] (🏠) at the bottom of the screen in the center.
- Press (⌨️).

3. Press the [APPS] tab.
4. Press the [Application Site] icon.
5. Press [Admin. Menu] in the upper right corner of the application list screen.
6. Press the [Managed Items] tab.
7. Press [Update Firmware].
8. Change the preset update time or execute the update immediately.

**To change the preset update time:**

1. Press [Change Time].
2. Specify the waiting time for the machine to start the firmware update.
3. Press [Update].

**To execute the update immediately:**



1. Press [Imm. Execu.].
2. Press [Execute].

After the firmware is updated, the machine restarts automatically.

## Updating the firmware when installing an application

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You may be asked to update the firmware when installing a new application.

1. Press [Home]  at the bottom of the screen in the center.
2. Press .
3. Press the [APPS] tab.
4. Press the [Application Site] icon.
5. Select the application to be installed.
6. Press [Install].

**To change the preset update time:**

1. Press [Change Time].
2. Specify the waiting time for the machine to start the firmware update.
3. Press [Update].

**To execute the update immediately:**

1. Press [Imm. Execu.].
2. Press [Execute].

After the firmware is updated, the machine restarts automatically.

# Troubleshooting

## Error messages

1

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

# Trademarks

1

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MEMO

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MEMO



