

## Firmware Update Guide

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

- Multifunctional Printer: SP 330SN/330SFN/3710SF
- Printer: SP 330DN/3710DN

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 website.

### ❖ About the firmware package

The firmware packages on our website 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.

### ❖ Disclaimer

The supplier shall not be liable to the customer for any consequential, incidental or indirect damages (including, but not limited to, damages for loss of profits, business interruption or loss of business information, and the like) caused by failure of this software or loss of documents or data, nor for any other damages arising out of the use of this software, even if the customer has been advised of the possibility of such damages.

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## Before Updating the Firmware

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Check your operating environment before beginning the update.

### ❖ Compatible Operating Systems

Your computer must be running one of the following operating systems: Windows Vista (32/64 bit)/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, or OS X 10.10 or later.

### ❖ Backing up the machine's settings

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 and fax destinations or a configuration page using a web browser or the machine's control panel. For details, see the manuals provided with the machine.

## ❖ Connection

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.

- 1** On the [Start] menu, click [Settings].
- 2** Click [System].
- 3** Click [Power & sleep].
- 4** Make sure [Sleep] is set to "Never".

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## Updating the Firmware

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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, or perform fax transmissions, 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).

❖ **SP 330SFN/3710SF**

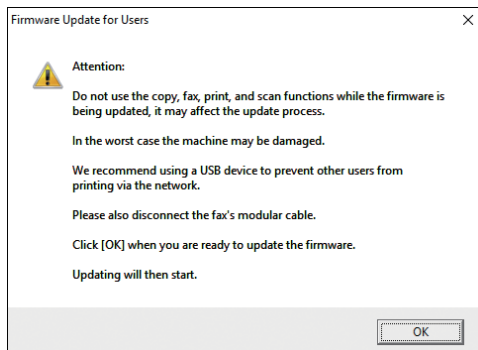
- A. Turn on the machine.
- B. Press **[Setting]** on the machine's control panel.
- C. Press **[Print List/Report]**.
- D. Press **[Configuration Page]**.
- E. Press **[Yes]**.

❖ **SP 330SN/330DN/3710DN**

- A. Turn on the machine.
- B. Press the **[User Tools]** key (SP 330SN) or the **[Menu]** key (SP 330DN/3710DN).
- C. Press the **[▲]** or **[▼]** keys to select **[Print List/Report]**, and then press the **[OK]** key.
- D. Press the **[▲]** or **[▼]** keys to select **[Configuration Page]**, and then press the **[OK]** key twice.

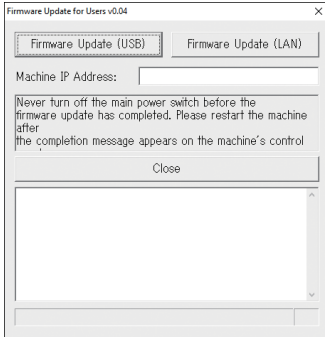
**3** Double-click the **[FwUpdateTool.exe]** (Windows) or **[Firmware Update Tool]** (OS X) icon to launch the firmware update tool.

A dialog box with cautionary statements appears.



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

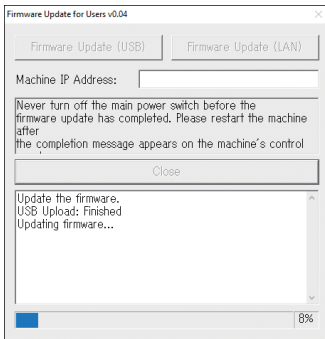
The firmware update tool opens.



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

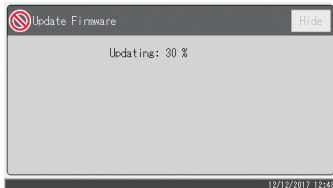
**5** For a USB connection, click [Firmware Update (USB)]. For a network connection, enter the machine's IP address in [Machine IP Address], and then click [Firmware Update (LAN)].

When connecting via USB, an IP address is unnecessary.



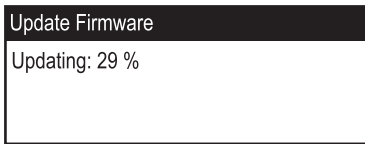
**6** Check the machine's control panel for messages and the update's current percentage of completion.

❖ SP 330SFN/3710SF



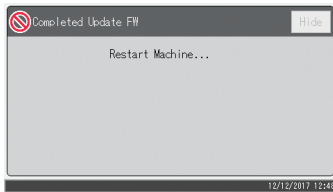
❖ **SP 330SN/330DN/3710DN**

The Alert indicator lights up.



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

❖ **SP 330SFN/3710SF**



❖ **SP 330SN/330DN/3710DN**



Click **[Close]** to close the update tool.

The machine restarts following a firmware update.

- 8** Wait until the machine restarts.

The machine performs initialization after restarting.

❖ **SP 330SFN/3710SF**

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

❖ **SP 330SN/330DN/3710DN**

"Warming up..." appears on the machine's control panel.

- 9** Wait until the Home screen (SP 330SFN/3710SF) or "Ready" (SP 330SN/330DN/3710DN) appears on the machine's control panel.

If the Home screen (SP 330SFN/3710SF) or "Ready" (SP 330SN/330DN/3710DN) does not appear on the machine's control panel after one minute, the update is not complete. If this happens, see page 7 "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 the configuration page, see page 2 "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 User's Guide.

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## Troubleshooting

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This section provides solutions to common update-related problems.

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### If initialization does not end following a firmware update

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If the Home screen (SP 330SFN/3710SF) or “Ready” (SP 330SN/330DN/3710DN) 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 1 “Before Updating the Firmware” carefully again, and then use the following procedure to recover from the failure and complete the update.

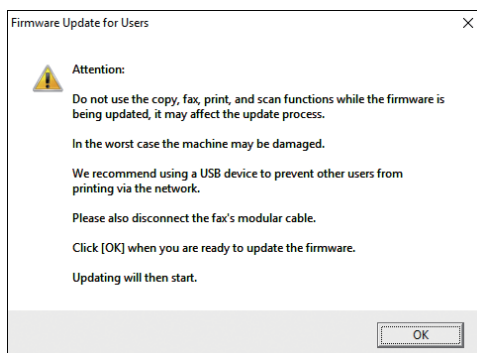
#### ★ Important

- 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.

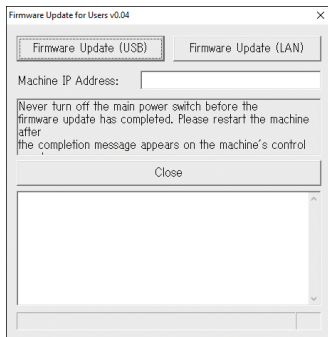
**2** After confirming that “blank page” or “Initializing...” has been shown on the machine’s control panel for more than one minute, double-click the [FwUpdateTool.exe] (Windows) or [Firmware Update Tool] (OS X) icon to launch the firmware update tool.

A dialog box with cautionary statements appears.



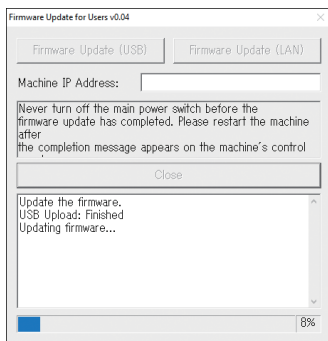
**3** Read the cautionary statements carefully, and then click [OK].

The firmware update tool opens.



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

**4** Click [Firmware Update (USB)].



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

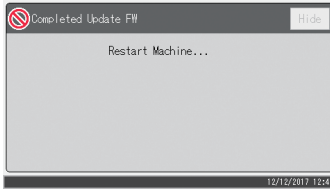
Wait until the Home screen (SP 330SFN/3710SF) or “Ready” (SP 330SN/330DN/3710DN) appears on the machine’s control panel.

**5** When the Home screen (SP 330SFN/3710SF) or “Ready” (SP 330SN/330DN/3710DN) appeared, click [Firmware Update (USB)] again.



- 6** Wait until the update completion message appears on the machine's control panel.

❖ **SP 330SFN/3710SF**



❖ **SP 330SN/330DN/3710DN**



Click **[Close]** to close the update tool.

- 7** Wait until the machine restarts.

The machine performs initialization after restarting.

❖ **SP 330SFN/3710SF**

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

❖ **SP 330SN/330DN/3710DN**

"Warming up..." appears on the machine's control panel.

- 8** Wait until the Home screen (SP 330SFN/3710SF) or "Ready" (SP 330SN/330DN/3710DN) appears on the machine's control panel.

- 9** 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 the configuration page, see page 2 "Updating the Firmware".

- 10** 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 User's Guide.

## 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
Cannot open the firmware update file. Please check the file.	The firmware file (*.brn) or setting file (*.ini) is not stored in the same folder as the update tool. (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. 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.
The connection with the machine has been broken. \n***Please check the machine's control panel to see if updating the firmware has already completed. If the firmware update has completed then re-start the machine.***	The firmware update tool is no longer able to acquire update progress from the machine because the connection between the machine and computer has been terminated.	Disconnecting the machine from the computer should not interrupt any ongoing update. Check the machine's control panel to see if the update has completed.
The downloaded file is damaged. \nUsing the copy, fax, print, and scan functions while updating the firmware may damage the file.	The <b>[Firmware Update (USB)]</b> or <b>[Firmware Update (LAN)]</b> button was clicked while the machine was faxing, printing, scanning, or copying.	Wait for the current job to finish, disconnect any unnecessary cables from the machine, and then try again.
	The firmware file is damaged.	Download the firmware package from our website again.
LAN Upload: Failed	The network cable was disconnected immediately after the <b>[Firmware Update (LAN)]</b> 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.
LAN Upload: Finished	The firmware has been transferred to the machine successfully.	Follow the instructions in this manual to complete the update.
The machine is busy.	The machine is being operated through the control panel.	Cancel any operations being performed through the control panel. Put the machine into standby mode, and then perform the update again.

Message	Causes	Solutions
The machine is busy.	<ul style="list-style-type: none"> <li>• There is an unsent fax in the machine's memory.</li> <li>• There is a received fax waiting to be printed.</li> </ul>	<ul style="list-style-type: none"> <li>• Send or delete the unsent fax, and then try again.</li> <li>• Print the received fax, and then try again.</li> </ul>
	The <b>[Firmware Update (USB)]</b> or <b>[Firmware Update (LAN)]</b> button was clicked when the update was already in progress.	Clicking the <b>[Firmware Update (USB)]</b> or <b>[Firmware Update (LAN)]</b> button during the update process does not interfere with any ongoing update. Ignore this error message and complete the update using the procedure shown in this manual.
The machine is not ready.	The USB cable is not connected.	Make sure the USB connection between the machine and computer is secure. If this message persists, try another USB cable.
	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.	Turn the machine's power off, wait a moment, and then turn it back on again. Then perform the update again. If this message reappears after you turn the power back on, see the manuals provided with the machine.
	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.
The models are not the same.	The machine you were trying to update was not the correct model for the firmware you have downloaded from our website.	The firmware packages on our website 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.
USB Upload: Failed	The USB cable was disconnected immediately after the <b>[Firmware Update (USB)]</b> 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: Finished	The firmware has been transferred to the machine successfully.	Follow the instructions in this manual to complete the update.

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## Control Panel Display

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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.

Display	Likely cause	Solution
The Home screen (SP 330SFN/3710SF) or "Ready" (SP 330SN/330DN/3710DN) 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 7 "If initialization does not end following a firmware update" and use the procedure shown there to recover from the failure and complete the update. If the recovery fails and the indicators continue to flash alternately, contact your sales or service representative.

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## Control Panel Indicator Patterns (SP 330SN/330DN/3710DN)

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The indicators of the control panel show the machine's status during and after firmware updates. If an update fails or does not complete normally, refer to the following table to resolve the problem.

Indicator pattern	Likely cause	Solution
The Alert and Data in indicators light up simultaneously.	If the Alert and Data in indicators light up simultaneously after you turn the machine's power back on following a firmware update, the update did not complete due to a power failure or similar interruption.	See page 7 "If initialization does not end following a firmware update" and use the procedure shown there to recover from the failure and complete the update. If the recovery fails and the indicators continue to flash alternately, contact your sales or service representative.

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- Microsoft® Windows Vista® Home Premium
- Microsoft® Windows Vista® Home Basic
- Microsoft® Windows Vista® Enterprise

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- Microsoft® Windows® 7 Home Basic
- 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:

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- Microsoft® Windows® 8.1 Pro
- Microsoft® Windows® 8.1 Enterprise

The product names of Windows 10 are as follows:

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- Microsoft® Windows® 10 Pro
- Microsoft® Windows® 10 Enterprise
- Microsoft® Windows® 10 Education

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- Microsoft® Windows Server® 2008 R2 Standard
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- Microsoft® Windows Server® 2012 R2 Standard

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