

**About SG Series Firmware Updates**  
**(Windows)**

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# 1. About Firmware Updates

Updates allow SG Series models to receive the latest firmware.

## 2. Operating Environment and Other Requirements

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### Operating Environment

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If the machine is connected to computers by network peer-to-peer or directly via a single USB cable, successful updates are guaranteed.

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### Supported Operating Systems

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- Windows XP
- Windows XP (x64)
- Windows Vista
- Windows Vista (x64)
- Windows 7
- Windows 7 (x64)
- Windows 8
- Windows 8 (x64)
- Windows Server 2003
- Windows Server 2003 (x64)
- Windows Server 2008
- Windows Server 2008 (x64)
- Microsoft Windows Server 2008 R2 (x64)
- Microsoft Windows Server 2012 (x64)

You must login as an administrator or as a user with administrator privileges.

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### About Printer Drivers

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Printing is possible provided the printer's driver is installed.



### 3. Update Cautions

This section describes several things you must check for to ensure successful updates.

You must read this section before performing updates.

\* For more details about cautions, refer to "ReadMe.txt".

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#### Caution 1.

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To update the firmware to version 2.0.0 or later, the current firmware must be version 1.9.0.

If the current firmware is earlier than version 1.9.0, update it first to version 1.9.0, and then to version 2.0.0 or later.

To check the firmware version, print the configuration page.

[▼/Menu] ► [List/Test Print] ► [Config. Page]

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#### Caution 2.

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Before performing updates, check your computer's power options: make sure [Put the computer to sleep] is set to "Never".

To check your computer's Power Options under Windows 7 (procedures for other operating systems will differ):

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

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#### Caution 3.

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During updates, make sure the machine's power is not turned off and the network or USB cable remains connected. Also, during updates, do not print any jobs or run applications that use the printer driver, Status Monitor, or SmartDeviceMonitor.

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#### Caution 4.

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If the machine's power is turned off or the USB or network cable is disconnected during updates, the update will fail and must be performed again.

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#### Caution 5.

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During updates, do not put the computer into [Put the computer to sleep] manually.



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**Caution 6.**

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If you want to use the SmartDeviceMonitor port to update the firmware over a network, be sure to uncheck the [Use Extended Features] check box of SmartDeviceMonitor for Client.

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**Caution 7.**

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Bidirectional communication is not available if you are running SmartDeviceMonitor port under a 64-bit operating system. If you are using a 64-bit operating system, see "Bidirectional-Disabled", and perform the update procedure.



## **4. Disclaimer**

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.



## 5. Firmware Update Operating Instructions

These instructions explain how to update the firmware of the machine.

Before you start the update, make sure of the following:

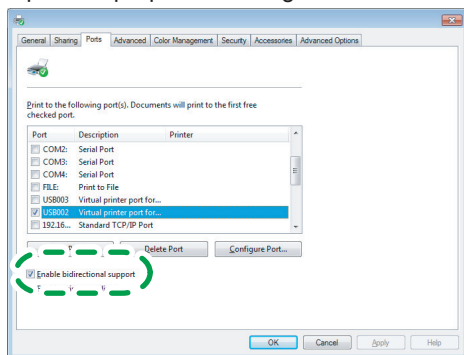
- The machine is in standby mode.
- No applications are running on the computer.
- The machine is connected to the computer with a USB cable or via network peer-to-peer.

The following procedure uses Windows 7 screenshots and is based on the SG3110DN model.

### Note

Depending on the printer driver and its settings, update procedures might vary.

Open the properties dialog box for the machine in use and check the port status.



- If "bidirectional" support has been enabled in the printer properties dialog box:  
Update the firmware by following the update procedure shown in section 5.1.
  - If "bidirectional" support in the printer properties dialog box has been disabled:  
Update the firmware by following the update procedure shown in section 5.2.
- \* We recommend you enable bidirectional support.



# Bidirectional-Enabled

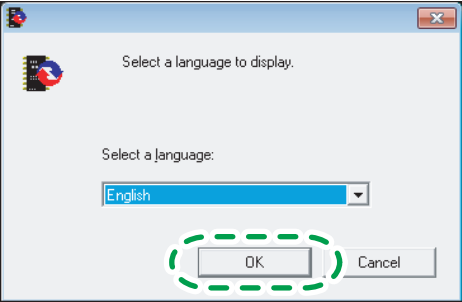
This section explains how to update the bidirectional-enabled printer driver.

- 1. Double-click [Product Name\_VX.XX\_g\_upd.exe] to start the update.

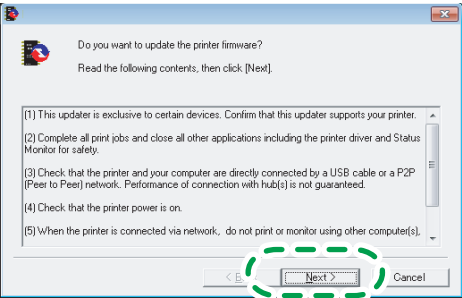
**Note**

Product Name represents the machine name; VX.XX, the version.

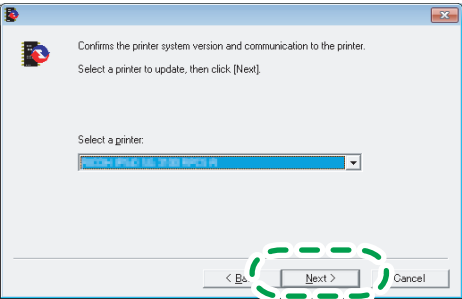
- 2. Select [English], and then click [OK].



- 3. The following screen appears. Check the displayed details, and then click [Next >].



- 4. Select the machine name, and then click [Next >].

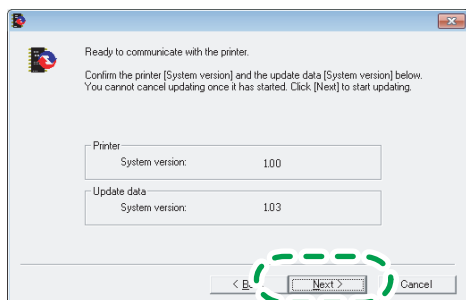




5. Check that the system version for [Update data] is later than the system version for [Printer], and then click [Next >].

**Note**

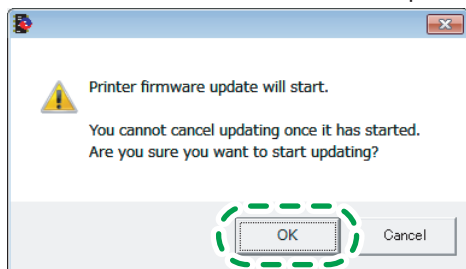
The following screen is an example. The versions that actually appear may be different.



6. Click [OK].

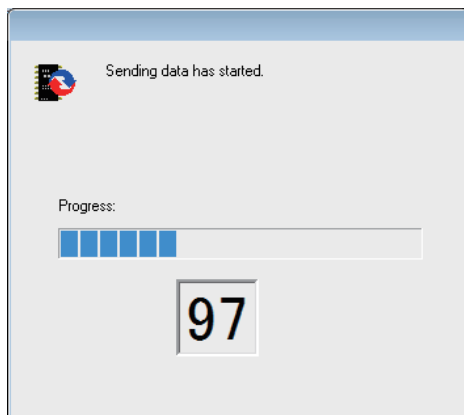
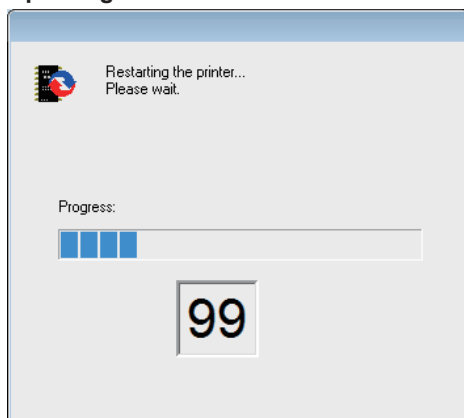
**Note**

Do not switch the machine off while updating.





## 7. Updating starts.



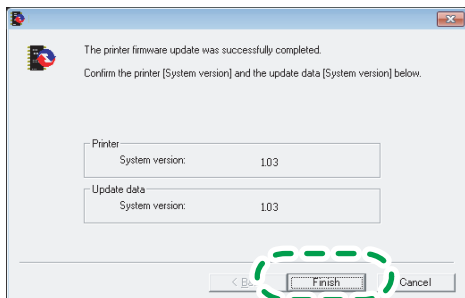
## 8. The machine is switched back on automatically.



**9. After updating, check the version, and then click [Finish].**

**Note**

The following screen is an example. The versions that actually appear may be different.



**10. Updating is complete.**



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## Bidirectional-Disabled

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This section explains how to update the bidirectional-disabled printer driver.

To update the firmware when bidirectional communication is disabled, see p.3 "Update Cautions", and then check the following:

- You must be able to view the machine's control panel.  
The procedure requires you to check the machine's status on the control panel. Make sure you are able to view the machine's control panel when updating the firmware.
- Check the current firmware version and the firmware version you want to install.  
Take care to install only firmware versions that are later than the version that is already installed.

[How to check the current firmware version]

1. Press the [▼/Menu] key.
2. Press the [▲] or [▼/Menu] key to display [List/Test Print], and then press the [#Enter] key.
3. Press the [▲] or [▼/Menu] key to display [Config. Page], and then press the [#Enter] key.
4. The System Summary is printed.
5. Check the version number under "System Version".

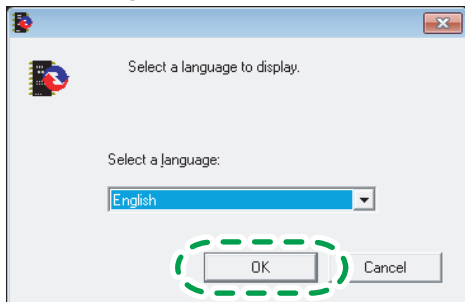
1. **Double-click [Product Name\_VX.XX\_g\_upd.exe] to start the update.**



**Note**

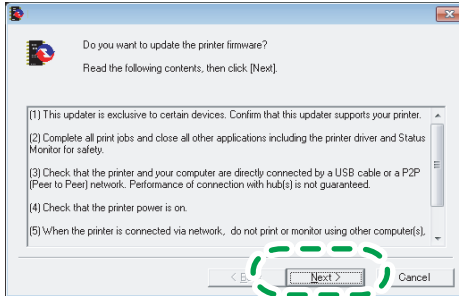
Product Name represents the machine name; VX.XX, the version.

2. **Select [English], and then click [OK].**

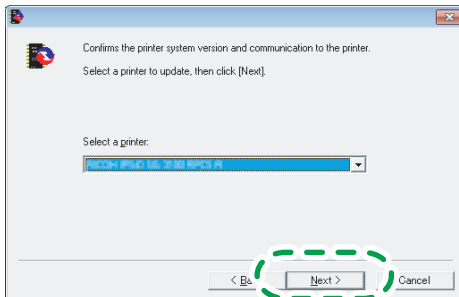




3. The following screen appears. Check the displayed details, and then click [Next >].

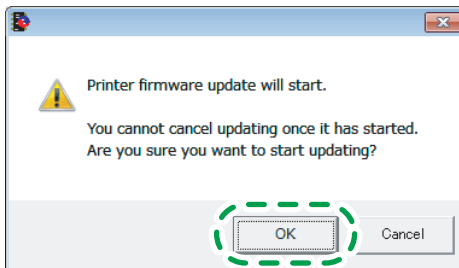


4. Select the machine name, and then click [Next >].



5. After checking the following, click [OK].

- A functional machine has been selected.
  - The machine is not offline.
  - The machine is available and not currently inactive.
  - There are no remaining print jobs displayed on the task bar.
- \* Check the control panel for the next step.



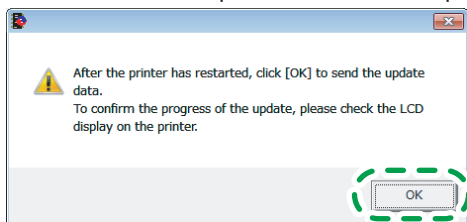


6. Check that the message "Waiting for Data" is displayed on the machine's control panel.

Waiting for Data  
>> \_\_\_\_\_

7. Click [OK].

\* Check the control panel for the next step.



8. Updating starts.

Check the update progress displayed on the LCD of the machine's control panel. When the "Ready" message appears, the machine is ready to print.

Ready  
|■| |■| |■| |■| |■|

The progress of the update is displayed on the LCD of the machine's control panel in the following order.

Updating...  
> \_\_\_\_\_



Waiting for Data  
>> \_\_\_\_\_



Receiving Data  
>>> \_\_\_\_\_



Extracting data  
>>> \_\_\_\_\_



Overwriting  
>>> \_\_\_\_\_



Verifying  
>>>>>>>>>> \_\_\_\_\_





Update complete  
Power Off->On



Ready  
■ | ■ | ■ | ■ | ■

**9. After the update, check that the new firmware version is displayed.**

Use the following procedure to check the version of your machine.

1. Press the [▼/Menu] key.
2. Press the [▲] or [▼/Menu] key to display [List/Test Print], and then press the [#Enter] key.
3. Press the [▲] or [▼/Menu] key to display [Config. Page], and then press the [#Enter] key.
4. The System Summary is printed.
5. Check the version number under "System Version".

**10. The update is complete.**



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  - Microsoft® Windows® XP Professional
  - Microsoft® Windows® XP Media Center Edition
  - Microsoft® Windows® XP Tablet PC Edition
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  - Microsoft® Windows Vista® Home Basic
  - Microsoft® Windows Vista® Home Premium
  - Microsoft® Windows Vista® Business
  - Microsoft® Windows Vista® Ultimate
  - Microsoft® Windows Vista® Enterprise
- The product names of Windows 7 are as follows:
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  - Microsoft® Windows® 7 Professional
  - Microsoft® Windows® 7 Enterprise
  - Microsoft® Windows® 7 Ultimate
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  - Microsoft® Windows Server® 2003 Enterprise Edition
  - Microsoft® Windows Server® 2003 Web Edition
  - Microsoft® Windows Server® 2003 Datacenter Edition
- The product names of Windows Server 2008 are as follows:
  - Microsoft® Windows Server® 2008 Standard
  - Microsoft® Windows Server® 2008 Enterprise
  - Microsoft® Windows Server® 2008 Datacenter



- The product names of Windows Server 2008 R2 are as follows:  
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