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

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

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 C361SFNw):

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

Updating with Web Image Monitor

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

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

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].

1

- 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.

Home							
				English •	Switch	Refresh	?
Status/Information	Device Name :		Comment	1			-
Statusymoniation	Location :		Host Name	-			
Device Management	Control Panel : Smart	t Operation Panel					
Print Job/Stored File +							
Convenient Links							
	Alert		Status				
	= Alert		System	Status OK			
	Messages (0item(s))		Toner	Status OK			
			Waste Toner Bottle	₩ Status OK			
			Input Tray	🔟 Status OK			
			Output Tray	J Status OK			
						Check Detail	8

4. Click [Login].



DUP081

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

VVeb Image IVIONITOr	
Cancel	
M	

• 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.

Web Image Monitor		
Iteme		
To use this machine saf	fely	
OK Cancel		
Show Security Guide	: On Off	
	Show messages to alert you to settings that have security problems	
Do not display this screen at the next log in.	: 🖻	
Security Precautions		
Operating precautions		
We recommend you take the follo	wing measures.	
1. Isolate your network by using	a firewall in order to protect the network from unauthorized access fro	
2. Use a private IP address.		
3 Change the password of the M	lachine Administrator and the Supervisor in order to protect the machi	
	DUP068	

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

	Web Image Monitor			Q ≙	1 →J 1 ± □ Admini
lome					
			English 💌	Switch	@Refresh
	- Participation - C	Comment	8		
Device Management	Configuration	Host Name	1		
	Reset Printer Job				
Convenient Links	Reset the Machine				
and a second second	Screen Monitoring				
	Alast	Etatur			
		Status			
	Messages (0item(s))	= System	Status OK		
		Waste Toner Bottle	ter Status OK		
		Input Tray	Status OK		
		Cutput Tray	J Status OK		
					Check Details

DUP082

8. Click [Firmware Update].

	Web Image Monitor			🚔 🖓 🚊 🛛 Administr
ome				
onfi	guration			🔁 Refresh 🤅
Ba	:k			
_	Screen		Network	
đ.	-		- 10. 1	
	Screen		= 19-4	
	Davisa Cattings		E DADO	
1	bevice settings		E SMMD-2	
r	System System		Bonieur	
	III Paper		Control on	
	Date/Time		= System Log	
	Timer		Security	
	E Logs		security	
	Download Logs	_	To use this machine safely	
	II Email		Network Security	
	Auto Email Notification		Access Control	
	File Transfer		IPP Authentication	
	Conditions to Search Address Book		SSL/TLS	
	User Authentication Management		Root Certificate	
	Administrator Authentication Management		Device Certificate	
	Sparify administrator user's password		User Lockout Policy	
	Print Volume Use Limitation		IEEE 802.1X	
			 Excelled Security 	
	Firmware Update	-	@Pamota	
1	Aion Aion	(0)	(premore	
	Device Setting Information: Import Setting (Server)	6	Setup RC Gate	
	Import Test		Update RC Gate Firmware	
	Import/Export Device Setting Information		RC Gate Proxy Server	

DUP083

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

C Web Image Monitor	
Web Image Monitor	Q, ? i →J Logou
Firmware Update	PRefresh ?
Back Firmare Podogo File : Browsa Updata Specify a firmware file(.n/u) or podogos file(.jed), and then rick (buddate). The name of the address file filmut bit the correct and rundware.	
Firmware version	A
Module Name Version Part Number Engine X X OpePanel	
Application Version	<u>۸</u>
Application Name Version Part Number (or Product ID) Status M2a_System X X -	
Back	

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.

- Web Image Monitor	
Web Image Monitor	Q, ? i →1 Logo ≜ √2 ± ⊟ Administrat
Firmware Update	
Confirmation	
File has been transferred. After updating firmware, the device will be automatically restarted.Please wait.	
If you want to update other firmware files, continue to update after the device rebooting.	
ok	

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.

DUP085

12. Check the firmware version.

Web Image Monitor	9, ? 1 ≠1 Log
Home	
Firmware Update	• Refresh
Back	
Firmware/Package File : Browse Update Specify a firmware (Rej.rful) or package file(_rku), and then cick (Update), orrect part number.	
Firmware Version	
Module Name Version Part Number	
Engine X X	
OpePanel	
Application Version	
Application Name Version Part Number (or Product ID) Status	
M2a_System X X -	
Back	

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 C361SFNw)

🖖 Note

• For details about the procedure for installing a new application, see "How to Use the Application Site (for SP C361SFNw)", 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.

- 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. 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

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

Error message	Description
Failed to update the firmware. Please retry later.	Firmware update is not possible because of a machine failure.
Could not update the firmware because the device was processing. 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. Specify the correct file.	An invalid file has been uploaded.

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Microsoft[®] Windows[®] 7 Professional

Microsoft[®] Windows[®] 7 Ultimate

Microsoft[®] Windows[®] 7 Enterprise

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