

RICOH

RICOH PJ X3340N/WX3340N/X4240N/WX4240N Firmware Update Guide

This guide explains how to update the firmware for RICOH PJ X3340N/WX3340N/X4240N/WX4240N. You can download the latest firmware from our Web site. There are two types of firmware; the RICOH PJ X3340N/X4240N firmware and the RICOH PJ WX3340N/WX4240N firmware. Use the firmware that is supported by your projector.

For detailed information about the projector's components and menu screens, see "Operating Instructions".

Disclaimer

The manufacturer 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.

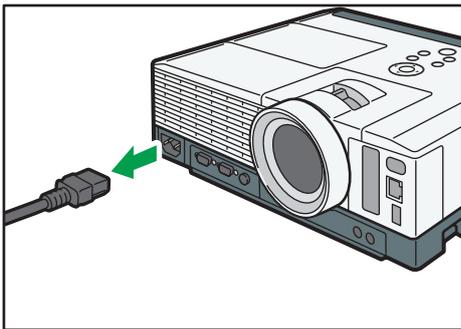
Updating the Firmware

★ Important

- Install the firmware that is supported by your projector.
- Do not use the projector while updating the firmware. Doing so may cause the update to fail.
- Store sfw and sfw2 files for the latest firmware in the root directory of a USB memory device. Do not store firmware files of different versions in the root directory.

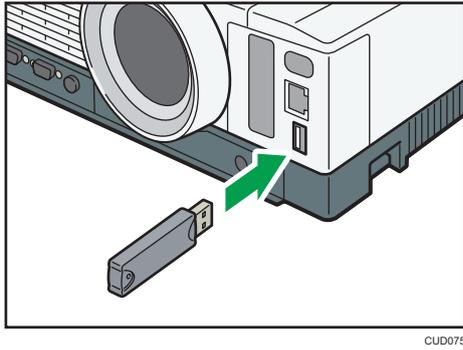
1. Copy the downloaded sfw and sfw2 files for the firmware to the root directory of a USB memory device.

2. Unplug the power cord from the AC In socket of the projector.



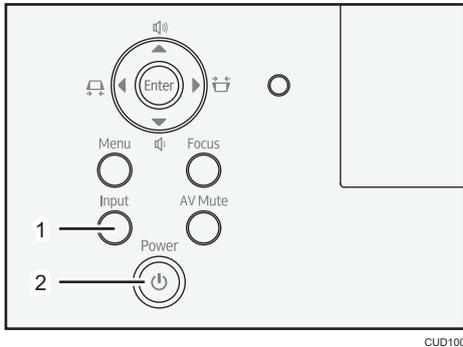
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3. Insert the USB memory device into the USB port on the projector.



4. Make sure that the power plug is plugged into a power outlet.

5. While pressing the [Power] button and the [Input] button, plug the power cord into the AC In socket of the projector.



1. [Input] button
2. [Power] button

The projector starts updating the firmware.

6. Release your fingers from the buttons.

During the firmware update, the [Power] button, lamp indicator, and temp indicator flash. The pattern of flashing changes according to the progress of the firmware update.

When the update completes, the [Power] button, lamp indicator, and temp indicator each light up for a few seconds. Then the projector is in standby mode or power on mode.

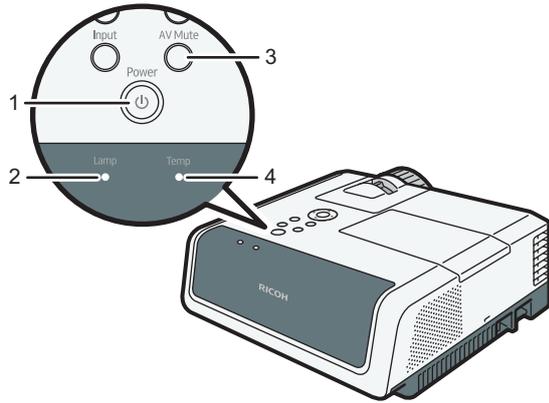
7. After the projector completes the firmware update, confirm the firmware version of the projector.

Note

- The firmware update may take up to 30 minutes.
- You can confirm the firmware version on the menu screens of the projector. Check if the firmware version displayed on the menu screens is the same version as the downloaded firmware.
 - Main FW Version: Display Status menu
 - Network/USB Func. Firmware Version, Energy Saving IO Firmware Version: Network/USB Settings menu ⇒ Network Settings ⇒ Display Status

Troubleshooting

If the firmware cannot be updated properly, check the following;



1. [Power] button
2. Lamp indicator
3. [AV Mute] button
4. Temp indicator

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Status	Solutions
<p>After the [Power] button and the [AV Mute] button flash for about 5 seconds, the projector is in either standby mode or power on mode.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  </div> <div style="text-align: center;"> <p>Lamp</p> <input type="radio"/> </div> <div style="text-align: center;"> <p>Temp</p> <input type="radio"/> </div> </div> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 10px;"> <div style="text-align: center;">  </div> <div style="text-align: center;"> <p>Lamp</p> <input type="radio"/> </div> <div style="text-align: center;"> <p>Temp</p> <input type="radio"/> </div> </div>	<p>The projector cannot find sfw or sfw2 files for the firmware update.</p> <ul style="list-style-type: none"> • Make sure that the firmware files are stored in the root directory of the USB memory device. • A firmware file which is not supported by the projector is stored in the root directory of the USB memory device. Download the firmware that is supported by your projector. • The USB memory device was removed while the data was being read. Do not remove the USB memory device during the update. • If firmware files of different versions are stored in the root directory of the USB memory device, delete the unnecessary files. • The downloaded firmware file may be corrupted. Download the firmware file again.
<p>The [Power] button and the [AV Mute] button flash alternately for more than 30 minutes.</p> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 10px;"> <div style="text-align: center;">  </div> <div style="text-align: center;"> <p>AV Mute</p>  </div> </div>	<p>The projector cannot detect the USB memory device.</p> <ul style="list-style-type: none"> • Make sure that the USB memory device is connected correctly. Turn the projector off, and then remove the USB memory device. Repeat the updating procedure from step 2. • Use a USB memory device supported by the projector. Turn the projector off, and then remove the USB memory device. Repeat the updating procedure from step 2.
<p>The [Power] button, lamp indicator, and temp indicator flash simultaneously.</p> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 10px;"> <div style="text-align: center;">  </div> <div style="text-align: center;"> <p>Lamp</p>  </div> <div style="text-align: center;"> <p>Temp</p>  </div> </div>	<p>The projector failed to update the firmware.</p> <ul style="list-style-type: none"> • Turn the projector off, and then repeat the updating procedure from step 2. If you cannot update the firmware even though you retried the updating procedure, contact your service representative.

Status	Solutions
<p>When you start projecting, the message "Updating the firmware will be continued. Keep the USB memory for the firmware update connected and press [OK]." is displayed on the screen.</p>	<p>The projector has not completed the firmware update.</p> <ul style="list-style-type: none"> • Make sure that the connected USB memory device is the one that contains the firmware files. Then, press [OK] to continue the firmware update. • If the message is displayed again, remove the USB memory device. Make sure that the sfw and sfw2 files of the version for the firmware update are stored in the root directory of the USB memory device. Connect the USB memory device again, and then press [OK] to continue the firmware update.

Note

- "⏏" means the indicator is flashing.