

# RICOH

## RICOH PJ X3351N/WX3351N/X4241N/WX4241N Firmware Update Guide

This guide explains how to update the firmware for RICOH PJ X3351N/WX3351N/X4241N/WX4241N.

You can download the latest firmware from our Web site. There are two types of firmware; the RICOH PJ X3351N/X4241N firmware and the RICOH PJ WX3351N/WX4241N firmware. Use the firmware that is supported by your projector.

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

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### Disclaimer

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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 software, losses of documents or data, or the use or non-use of this software and operation manuals provided with it.

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### Updating the Firmware

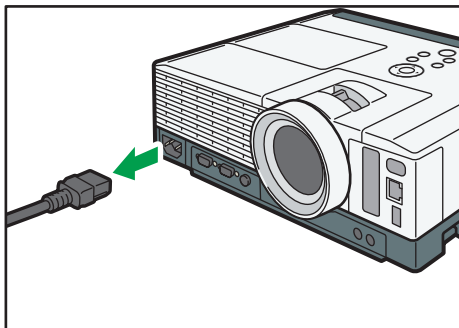
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#### ★ Important

- 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 the latest firmware file (.sfw) in the root directory of a USB memory device. Do not store any other firmware files in the root directory.
- The USB memory devices must support USB 2.0.
- The projector supports FAT16 or FAT32 format USB memory devices. Other forms of USB memory devices are not compatible.
- USB memory devices with passwords cannot be used.

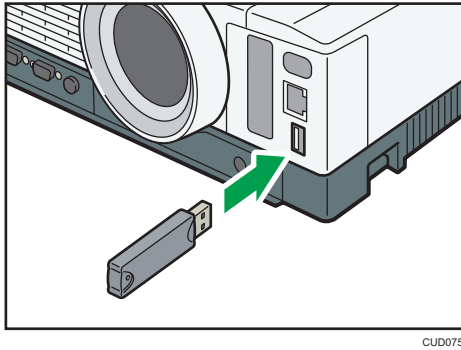
**1. Copy the downloaded firmware file that has the .sfw extension to the root directory of a USB memory device.**

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



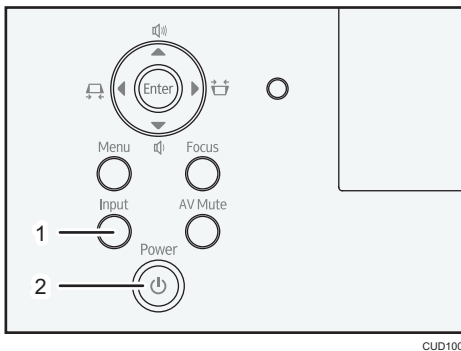
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**3. Insert the USB memory device into the USB port on the projector.**



**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.

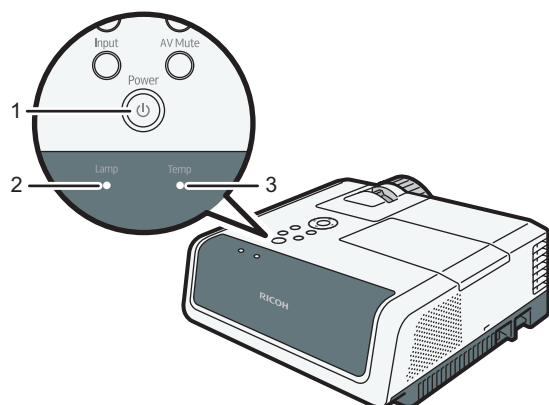
**7. When the installation is complete, confirm the firmware version of the projector.**

**Note**

- The firmware update may take up to 30 minutes.
- If the projector fails to update the firmware, it automatically restarts. For details about the solutions for if the firmware update fails, see page 3 "Troubleshooting".
- 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 : Network/USB Settings menu ⇒ Network Settings or USB Settings ⇒ Display Status

## Troubleshooting

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















1. [Power] button
2. Lamp indicator
3. Temp indicator

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### ◆ Indicators and Troubleshooting

"" means the indicator is flashing.

Status	Solutions
<p>After the [Power] button and lamp indicator flash for about 5 seconds, the projector is in either standby mode or power on mode.</p> <div>  <div> <div>Lamp</div>  <div>Temp</div>  </div> </div> <div>  <div> <div>Lamp</div>  <div>Temp</div>  </div> </div>	<p>The projector cannot find the firmware (.sfw) file for the update.</p> <ul style="list-style-type: none"> <li>• Make sure that the firmware files are stored in the root directory of the USB memory device.</li> <li>• 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.</li> <li>• The USB memory device was removed while the data was being read. Do not remove the USB memory device during the update.</li> <li>• If any other firmware files are stored in the root directory of the USB memory device, delete the unnecessary files.</li> <li>• The downloaded firmware file may be corrupted. Download the firmware file again.</li> </ul>
<p>The [Power] button and lamp indicator flash alternately for more than 30 minutes.</p> <div>  <div> <div>Lamp</div>  <div>Temp</div>  </div> </div>	<p>The projector cannot detect the USB memory device.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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 1.</li> </ul>
<p>The [Power] button, lamp indicator, and temp indicator flash simultaneously.</p> <div>  <div> <div>Lamp</div>  <div>Temp</div>  </div> </div>	<p>The projector failed to update the firmware.</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>

