

# Firmware Update Procedure

User Guide

FUJIFILM Business Innovation Regional Technical Support

September 2021

## Revision History

This document includes FUJIFILM product (s). The distributor of the product (s) is FUJIFILM Business Innovation Corp.

Document Version: 1.0 (September 2021).

## Preface

Thank you for selecting a FUJIFILM product (hereafter referred to as “the device”).

This guide was developed to provide our Customers the ability to upgrade device firmware with clear and step by step instructions and without the need to wait for service personnel. In this guide you will learn the procedure for upgrading FUJIFILM product firmware over a network.

The guide assumes that you are familiar with a personal computer and knowledgeable of computer networks. When you need additional information, refer to the manuals provided with the personal computer, operating system, and network products. After reading this guide, be sure to keep it handy for quick reference. It will be useful in case you forget how to perform operations or if a problem occurs with the device.

For more information on how to copy, print, scan, and fax, refer to the Reference Guide. For information about optional components for the Print feature, refer to the guide provided with each optional component.

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## Introduction

This documents applies to the FUJIFILM products indicated below:

- Apeos C7070/C6570/C5570/C4570/C3570/C3070
- Apeos C8180/C7580/C6580
- ApeosPro C810/C750/C650

## Purpose

The purpose of this Customer Tip is to provide instructions to upgrade the firmware of FUJIFILM devices using the Firmware Update Tool.

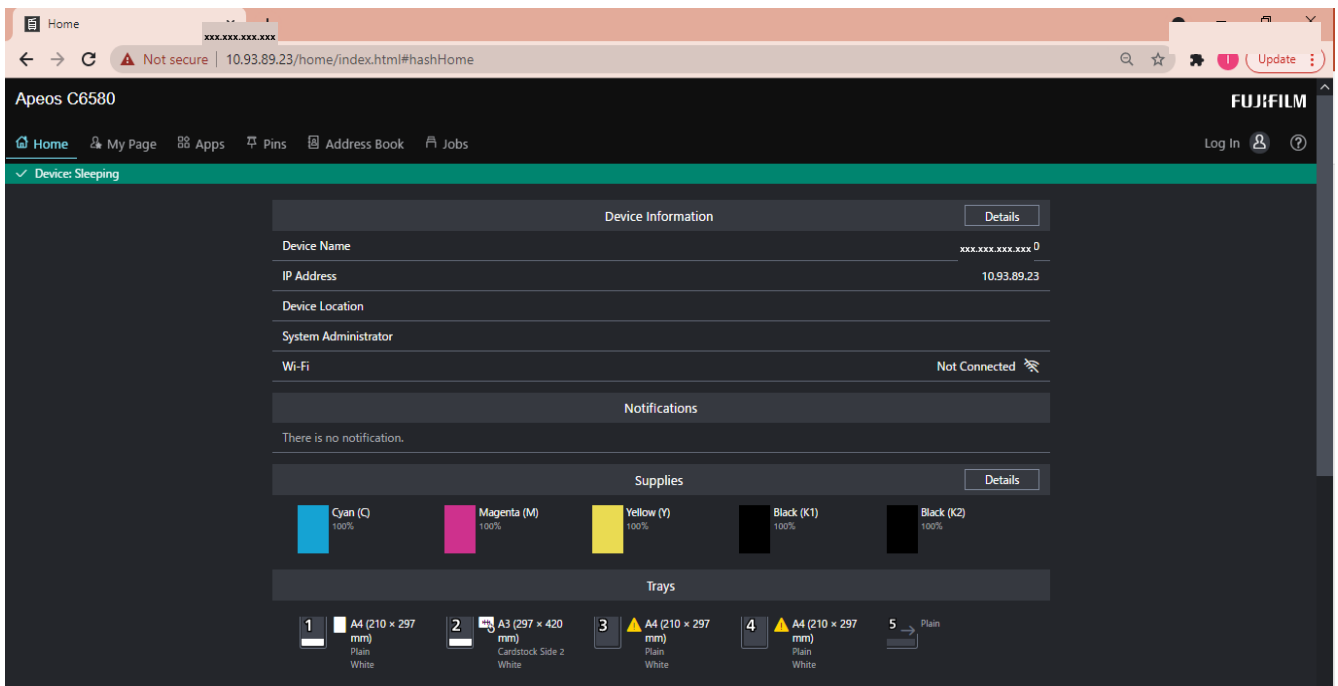
## Precautions

This Firmware Update Tool will work on Windows OS only. The device must not be switched off during this process. Please ensure you obtain the correct device IP address and device model via the Control Panel. The firmware update process will take approximately 30 minutes to complete.

## Procedure

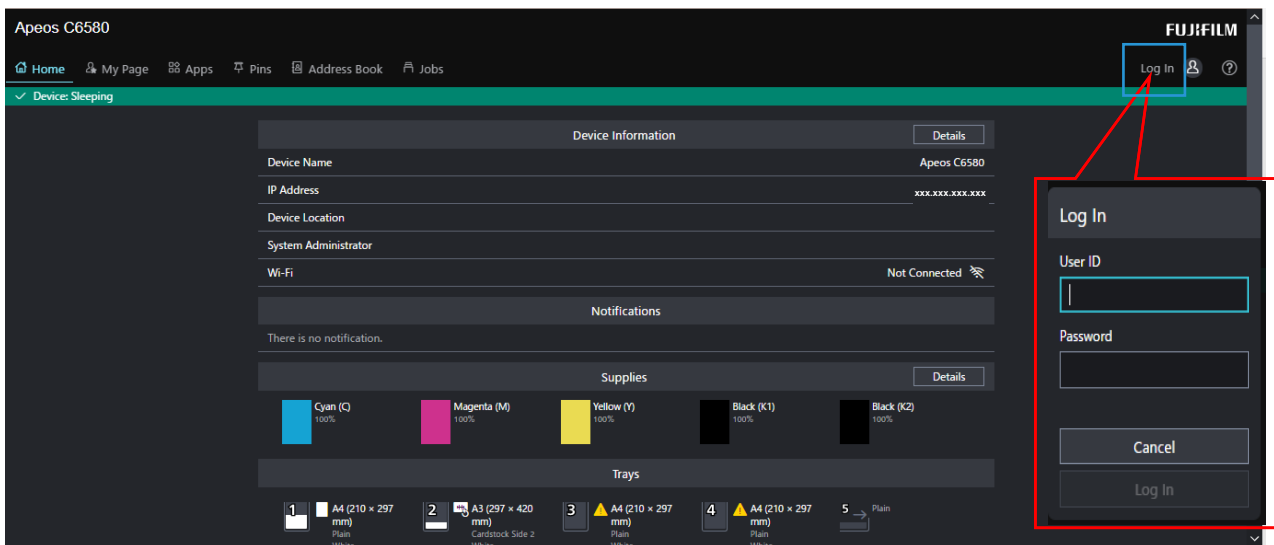
Update the printer firmware for printers connected to a Windows OS computer.

1. Make sure that the device is on and connected to the computer through your local network or USB cable. See *device User Guide for details regarding connecting to your device*.
2. To obtain the correct model and device IP address, print the Configuration report via the Control Panel. The IP address is needed to connect to the device from the Internet Services webpage.
3. Once you have the device's IP address, open an Internet browser on your computer and type the device IP address in the address bar, then press **Enter**. The Internet Services page (web interface) of the device will open.

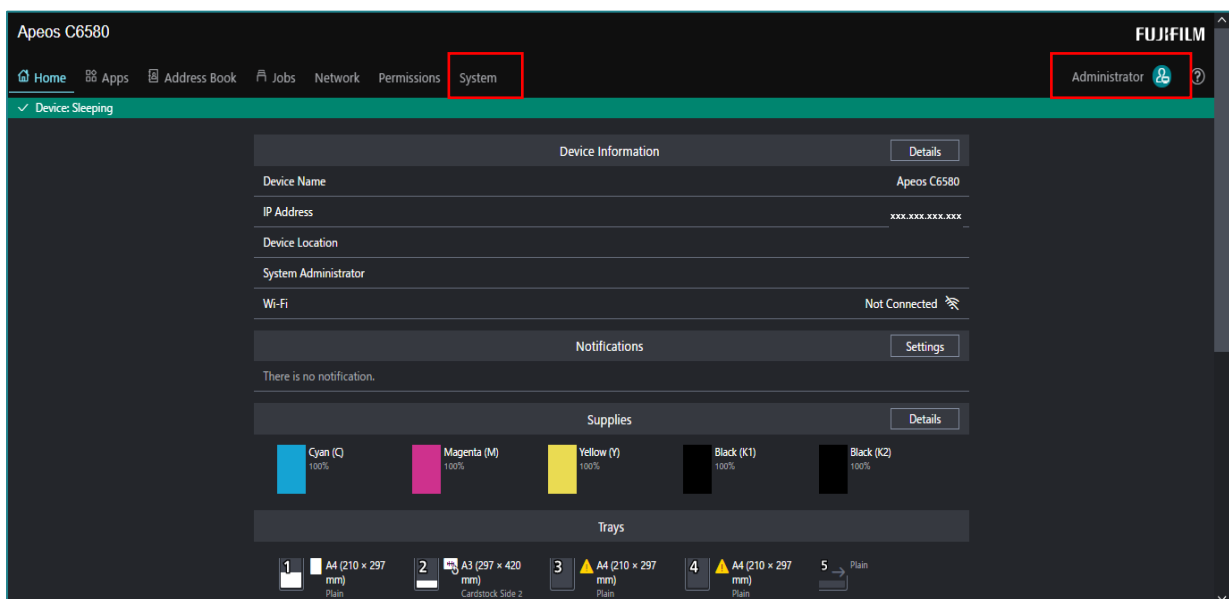


- Click **Log In** on the upper right corner of the page, type the **System Administrator ID** and **password**, then click **Log In**.

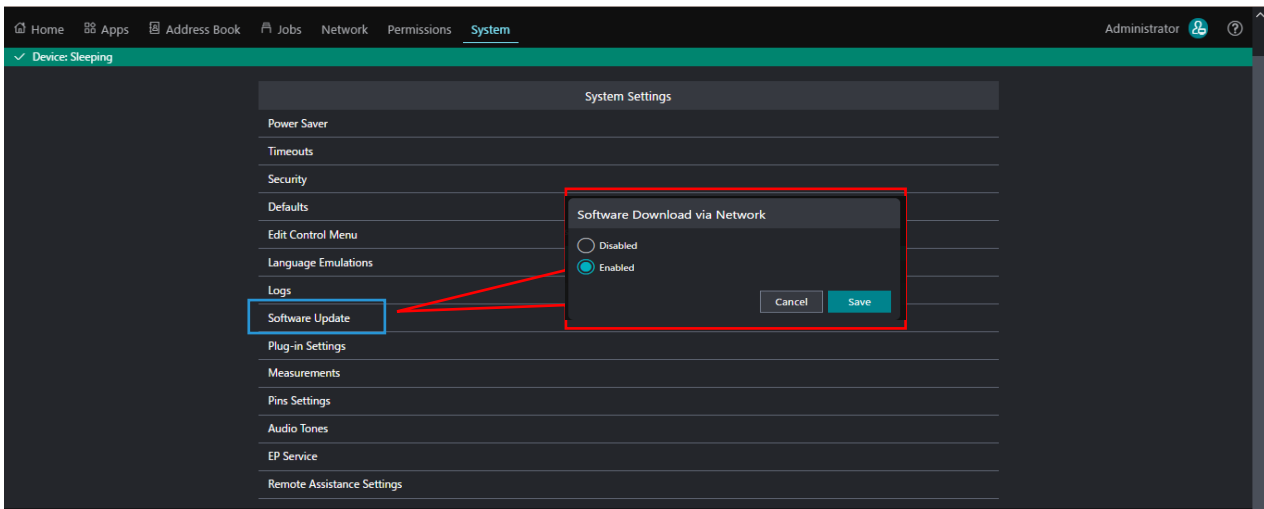
**NOTE:** The default *System Administrator User ID* is: **11111** and the default *System Administrator Passcode* is: **x-admin**. You may change the System Administrator ID and password on the device panel for security purposes. If the default details are changed and details misplaced, please contact our Customer Contact Centre for support.



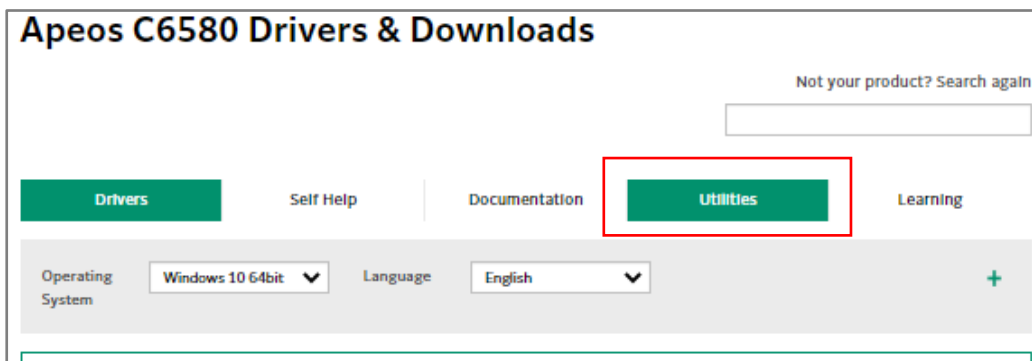
- Once logged in as System Administrator, it will indicate on the upper right corner of the printer's web interface. Click, **System** on the left-hand side of the Internet Services page.



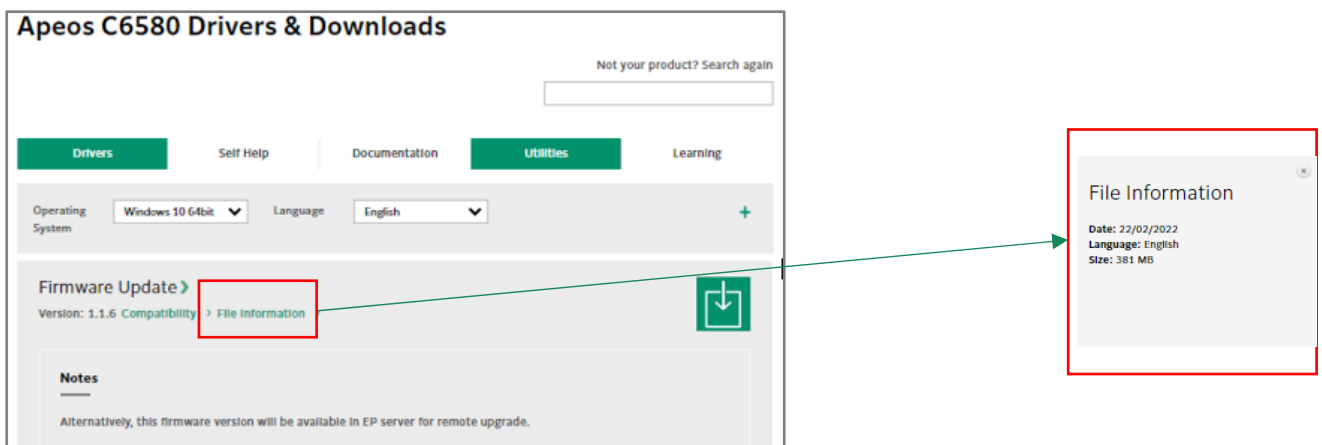
- Click, **Software Update** from the list and ensure that the Software Update status is set to **Enabled**. Click on *Software Download via Network* and set it to **Enabled**. Click Save to make the changes.



- Open another Internet browser and go to [Online Support – Support and Drivers](#), and select your location.
- Enter product name or number on the **Search Field** and click **Search**.
- Click the **Utilities** tab.



- From the Utilities tab, scroll down and look for the latest **Firmware Update**.

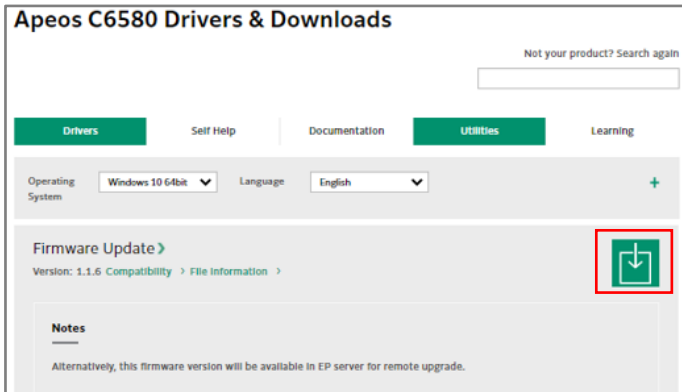


**Note:** Click on *File Information* to verify the version.

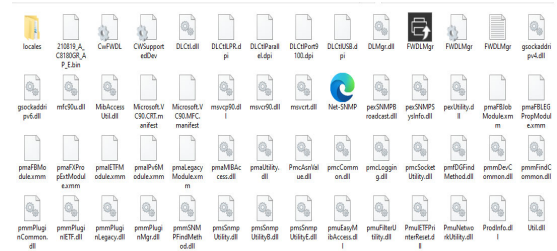
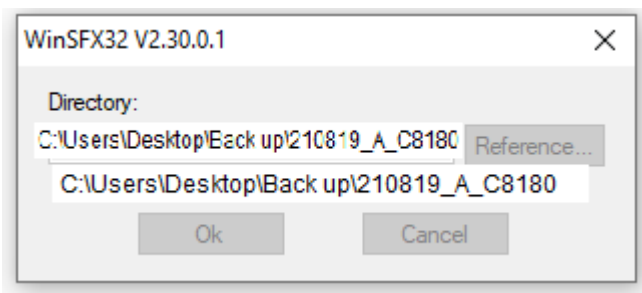
**FUJIFILM**

FUJIFILM Business Innovation Corp.

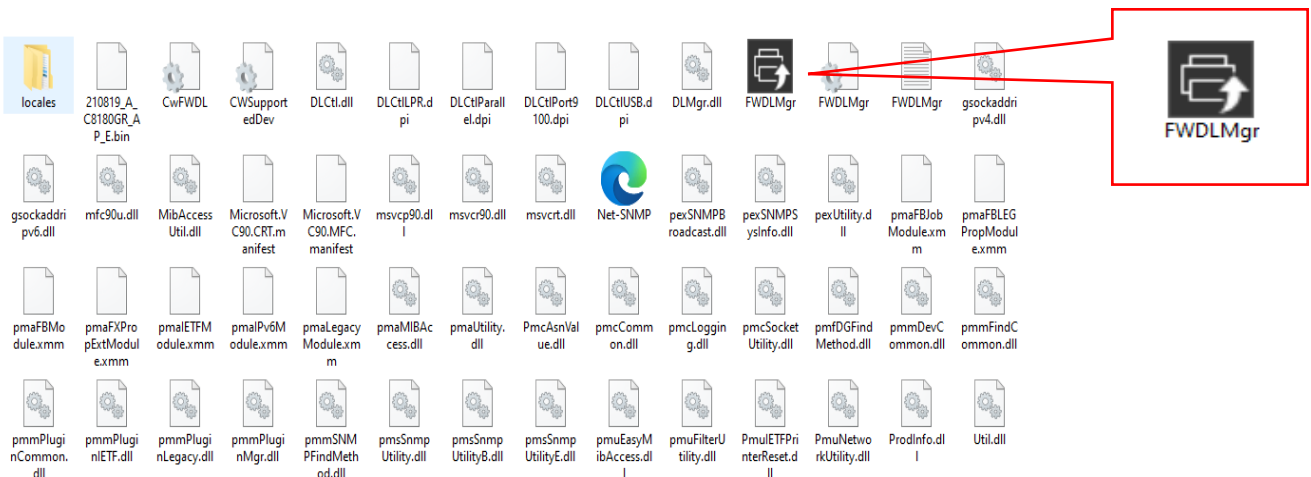
11. Click the **Download** icon.



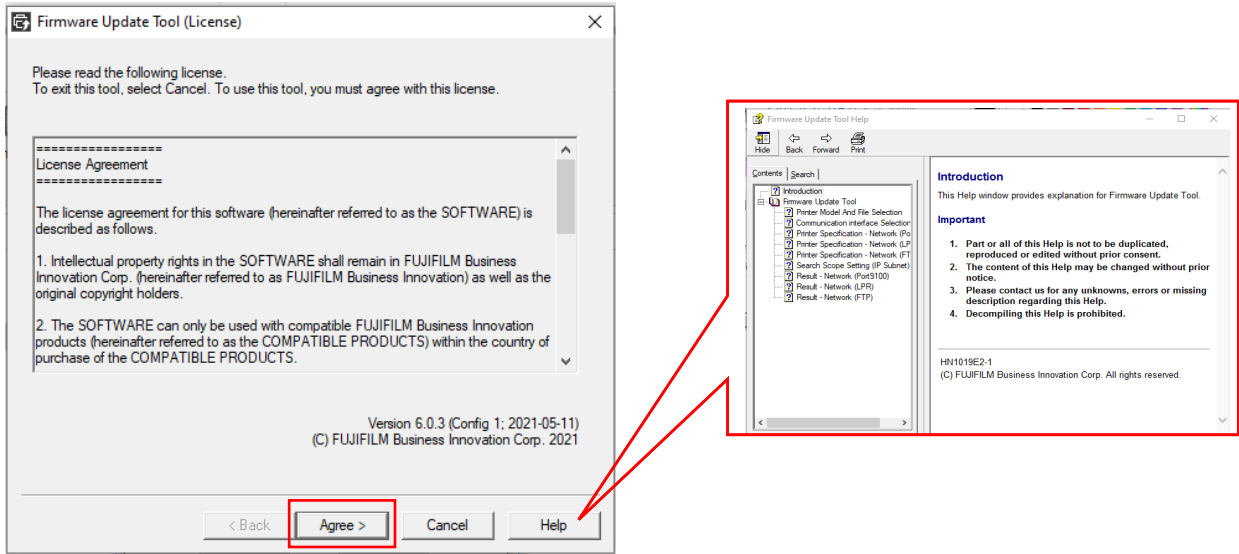
12. Open the location where the file was downloaded to, and run the **WinSFX.exe** file, the compressed file will automatically extract all required resources to perform firmware update, including the Firmware Update Tool which will be launched after the data is decompressed.



13. If the Firmware Update Tool does not open automatically, you can open it manually, from the location where the files were extracted. Find the **Firmware Update Tool (FWDLMgr)** and double-click on it.

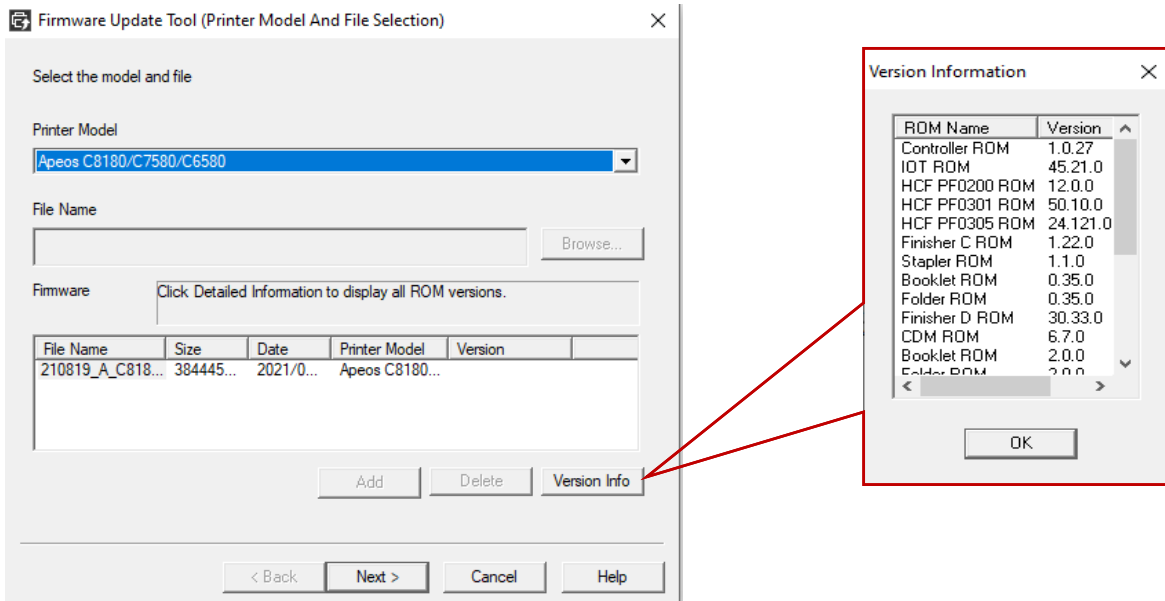


14. Read the License Agreement carefully and click **Agree** to proceed.

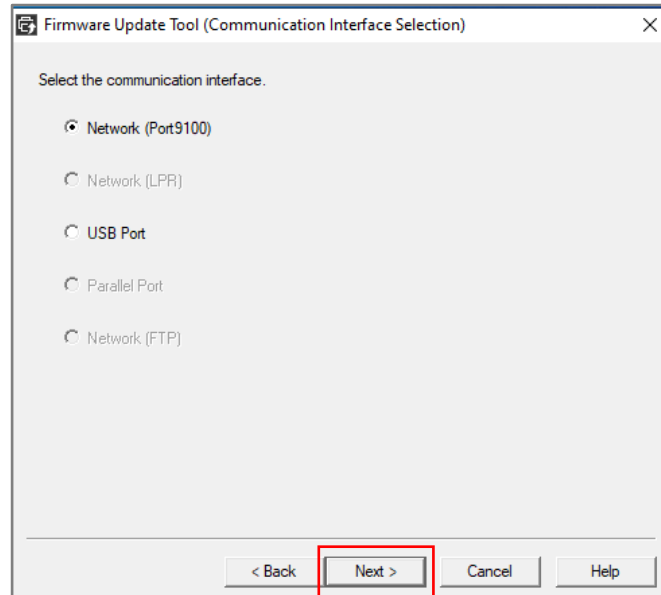


*Note: Click on **Help** for more information about the Firmware Update Tool.*

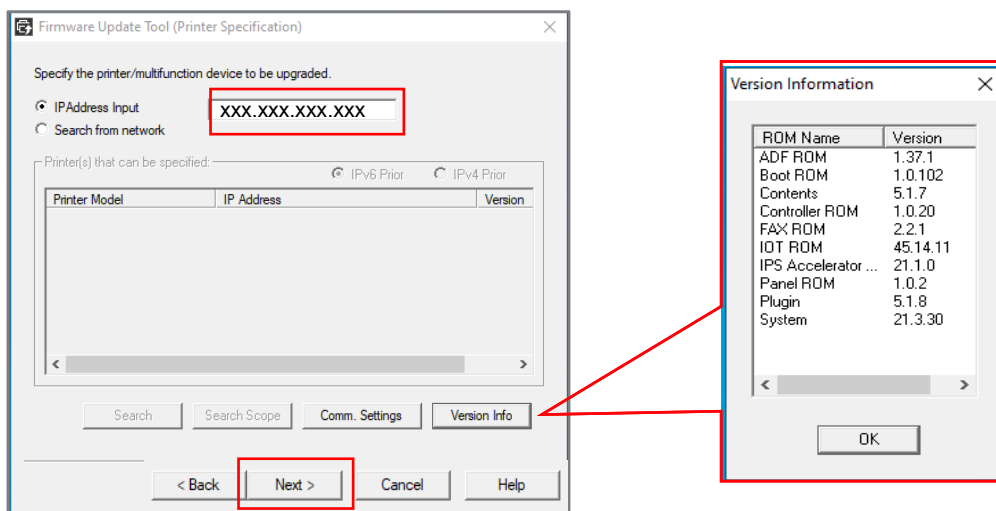
15. Only the device Models included in the file will be available to be selected. The device will also verify and confirm it during update process. Users can check and verify the Version Information included in the firmware package by clicking on Version Info.



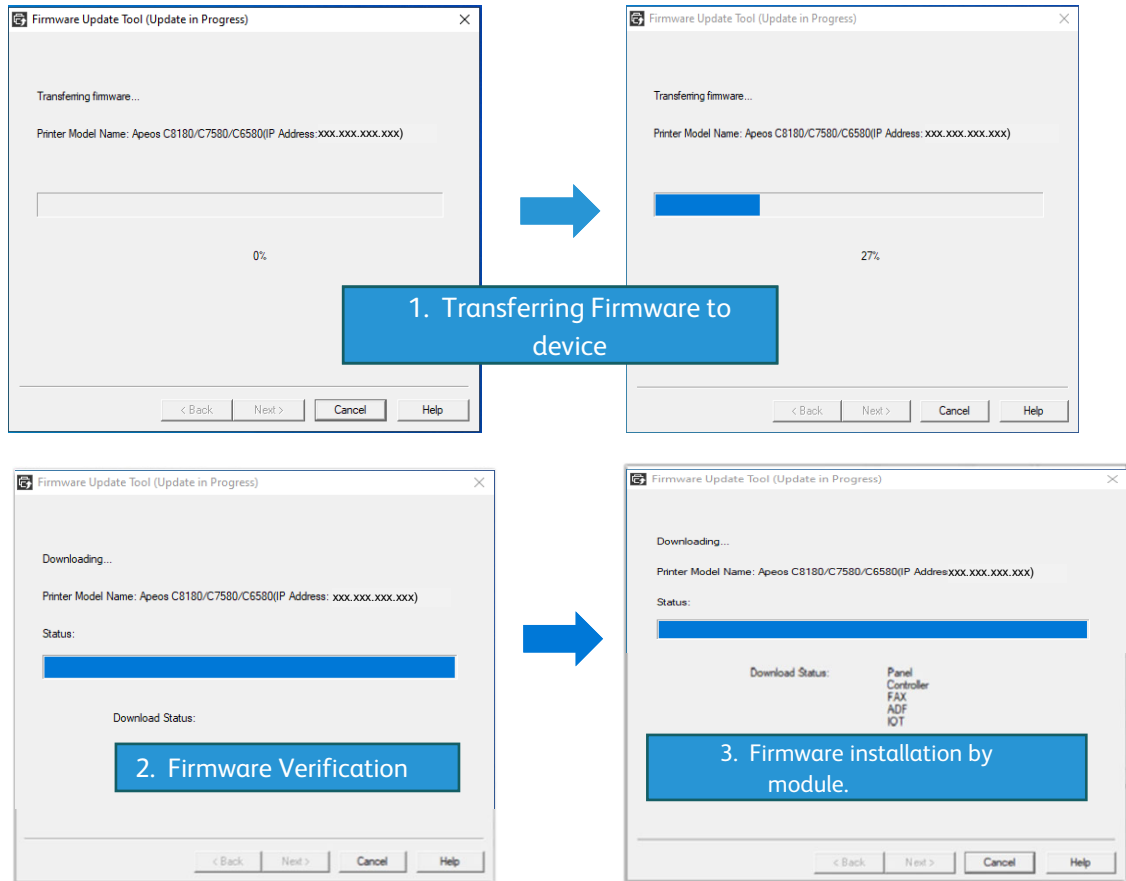
16. Multiple options for communicating with device can be selected. Network mode can discover applicable devices. Firmware file can also be written to USB thumb drive or via USB connection to the device. **Choose the appropriate communication interface** (*Network [Port9100], or USB port*) then click **Next**.



17. If Network was selected in the previous step, select the option **IP Address Input** and key in the device's **IP address** from the **device Configuration Sheet**. Applicable devices can be discovered on the user's network or specifically targeted by IP Address. Once communication is established with the target device, the current firmware version can be viewed. Click **Next** to continue.



18. The firmware file will begin to transfer via the chosen method of communication with the device. Users can see the progress and status of the firmware update

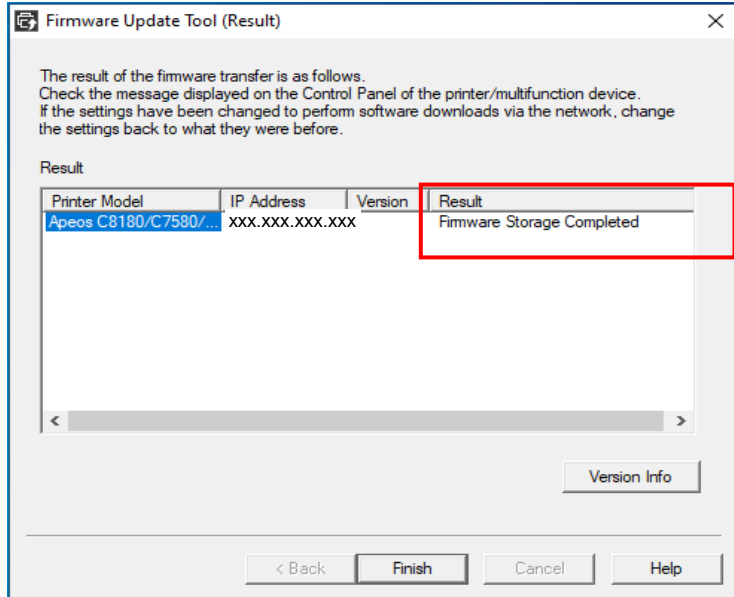


19. Please ensure the device remains ON (and must not be switched off) until the update is completed.

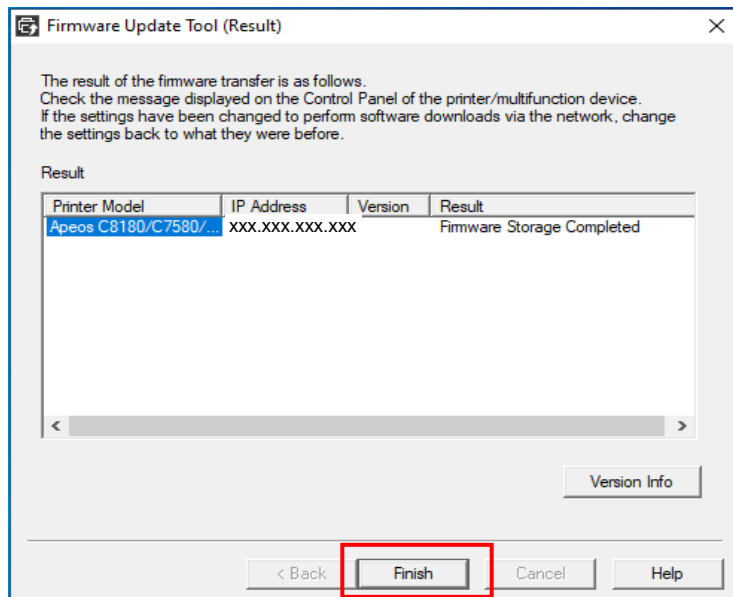
**CAUTION:** The firmware update process will take approximately 15 minutes to complete. Do NOT turn off the device until the update is complete.

20. Once the Firmware update process is complete, the Firmware Update Tool will provide the outcome of the update in the Result window and the firmware will automatically be applied to the FUJIFILM device. The device will reboot once the firmware upgrade process is complete.

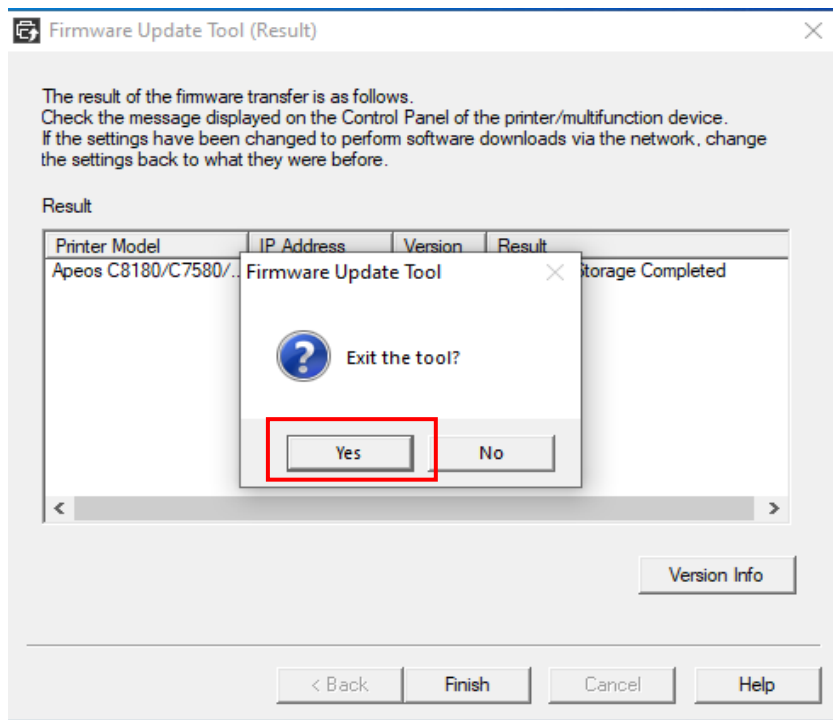
Results Window: **Update completed.**



21. Click **Finish**.

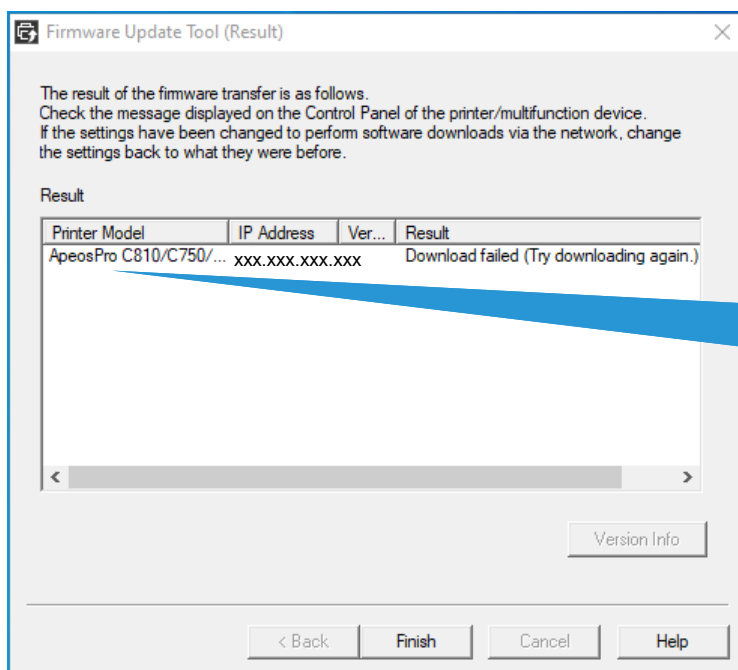
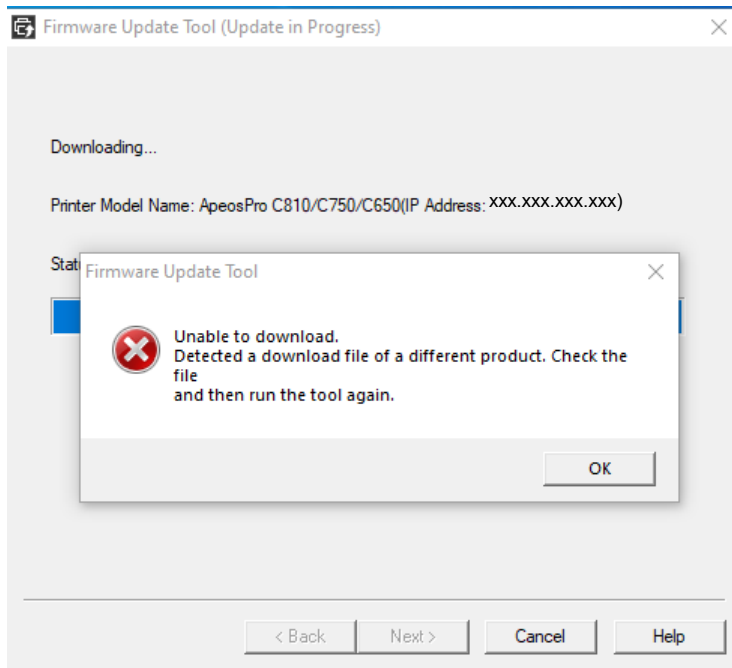


22. To exit the tool, click **Yes**. The Firmware update for your device is completed and the device will be ready for use. If failure occurs, the tool will share the possible cause, mismatch, etc.



**Note:** During the upgrade process, the device will store first the original copy of the new firmware version then distribute the included modules to their respective storage ROMs.

As part of this process the device will check the integrity of the firmware file and if any verification logic fails, the errors below are examples of codes that may be displayed on the UI Panel. In addition, the **Firmware Update Tool will also provide an error if the incorrect model is selected or different product version is used.**



ApeosPro C810/C750/C650  
Incorrect Model Selected

## Firmware Update Procedure

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Contact

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FUJIFILM Asia Pacific Regional Technical Support

<https://support-fb.fujifilm.com/>

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