




EP Firmware Update Procedure

User Guide

Fuji Xerox Asia Pacific Customer Technical Support

September 2020



Revision History

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29 th September 2020	Initial version created.	Vishal Kumar

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Preface

Thank you for selecting a Fuji Xerox product (hereafter referred to as “the machine”).

This guide was developed to provide our Customers the ability to upgrade machine 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 device firmware via the EP Service.

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 machine.

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

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1. Introduction

This document applies to the Fuji Xerox products indicated below:

- ApeosPort-IV Series
- DocuCentre-IV Series
- ApeosPort-V Series
- DocuCentre-V Series
- ApeosPort-VI Series
- DocuCentre-VI Series
- Versant Series
 - 80 Press, 180 Press, 2100 Press, 3100 Press
- B9xxx Series:
 - B9100, B9110, B9125, B9136
- Color Series:
 - Color 550, Color 560, Color 570, Color C60, Color C70, Color C75 Press, Color J75 Press,
- D Series:
 - D95, D110, D125, D136
- DocuPrint (limited models):
 - DocuPrint 3105, DocuPrint 5005, DocuPrint CM505 da, DocuPrint CM415, DocuPrint, DocuPrint M465
- DocuColor 1450GA
- PrimeLink Series:
 - C9070, C9065

2. Purpose

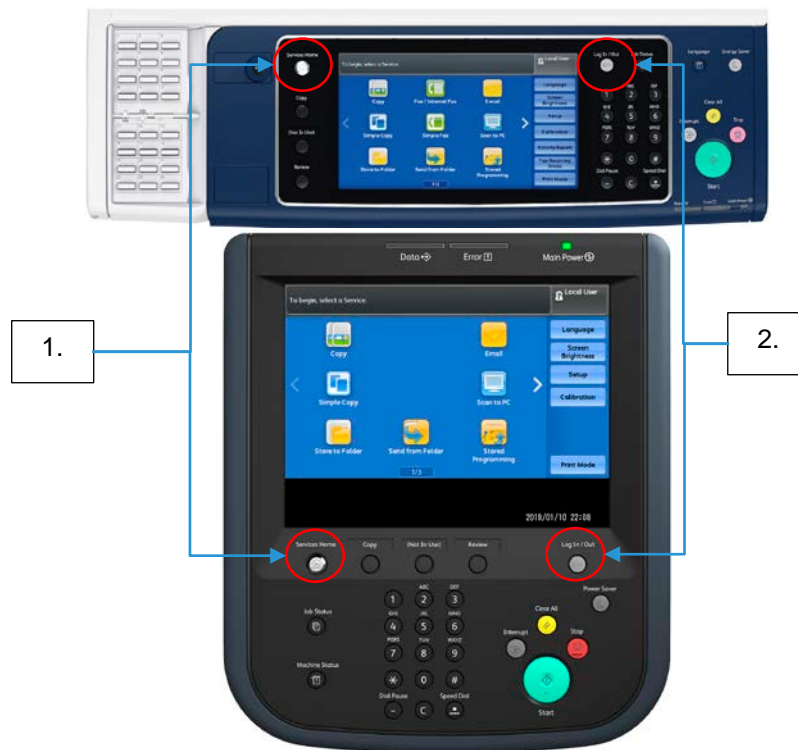
The purpose of this Customer Tip is to advise how to upgrade the firmware of the Fuji Xerox device via the EP Service.

3. Precautions

The prerequisites for this Customer Tip are that the Fuji Xerox device is registered to the EP Service and successfully communicating. This procedure must be completed via the Control Panel of the device only. The firmware upgrade process will take approximately 30minutes to complete. The device will be unavailable during this time. The device must not be switched off during this process. Saved documents and settings will not be changed.

4. Procedure

1. Press the silver [Services Home] button on the Control Panel.
2. Press the [Login/Out] button on the Control Panel.

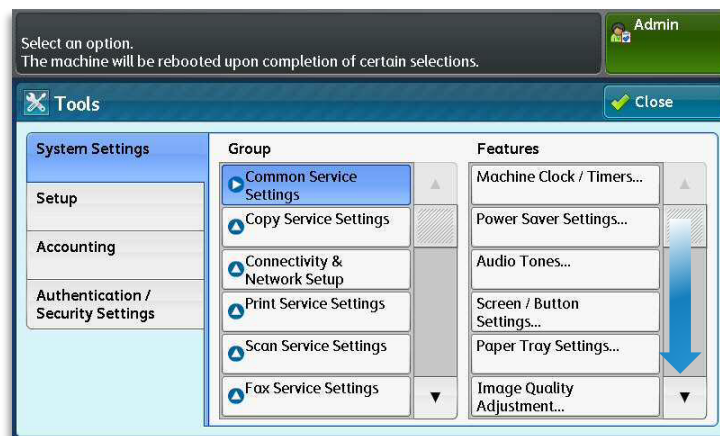


3. Enter the System Administrator's User ID and then select [Enter] on the Touch Screen. If 'Enter' is unavailable, select [Next] and then enter the System Administrator's Passcode then select [Enter].

NOTE: The default System Administrator User ID is: 11111 and the default System Administrator Passcode is: x-admin.

The screenshot shows the 'Log in as System Administrator' screen. It features a text input field for 'Admin's Login ID:' with a numeric keypad overlay. The keypad includes buttons for digits 0-9, a decimal point, a backspace key, and a 'More Characters' key. There are also 'Cancel' and 'Enter' buttons at the top right.

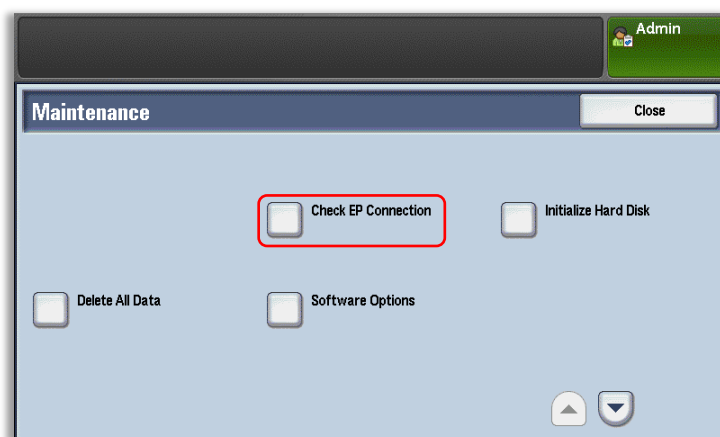
4. Select [Tools] from the right of the 'Services Home' screen.



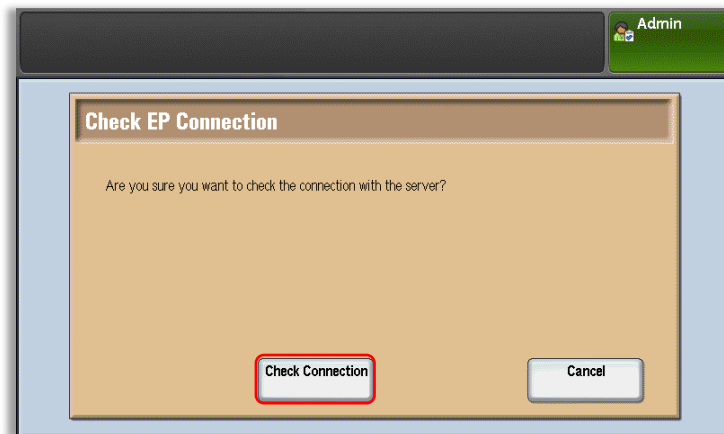
5. Select [Maintenance] from the 'Features' column.

NOTE: If the button [Software Upgrade] is available, skip to step 12.

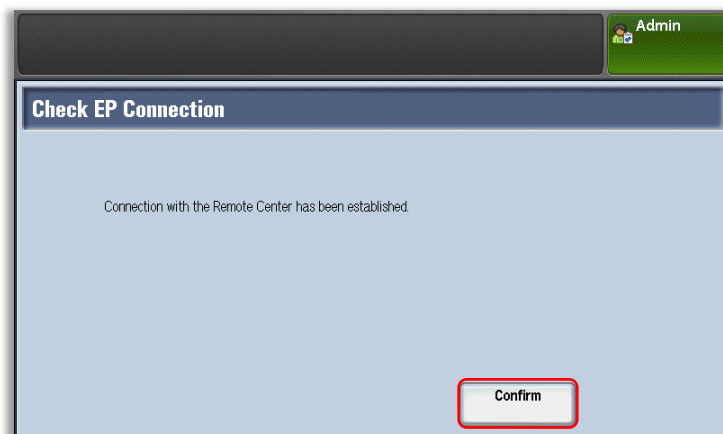
6. Select [Check EP Connection].



7. Select [Check Connection].



8. Wait for the message 'Connection with the Remote Center has been established' and press [Confirm].

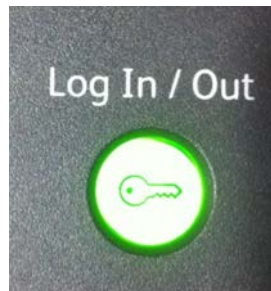


NOTE: If any other message is displayed, then select [Cancel] and then select [Close] repeatedly to exit the 'Tools' menu.

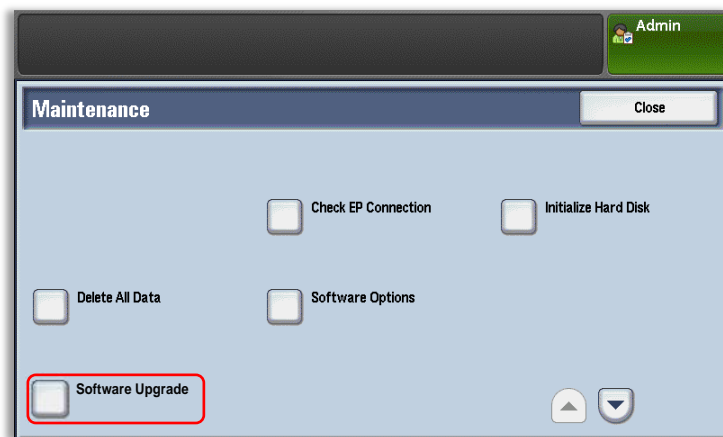
If you encounter an error message at this stage, please contact us for further assistance.

9. Repeatedly press close to exit the 'Tools' menu.

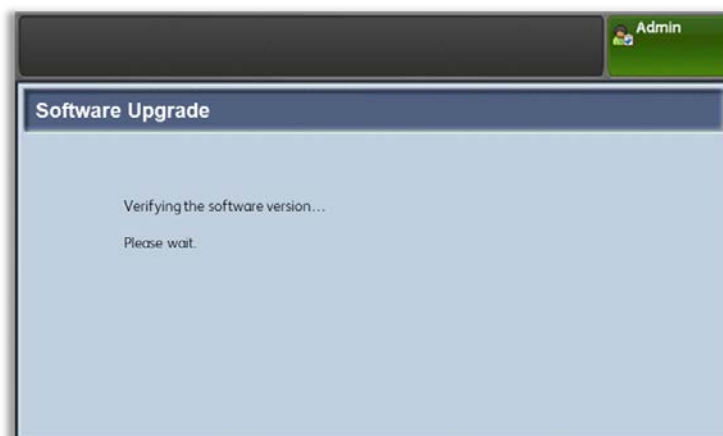
10. Press the green [Admin] button at the top right corner of the display, and then select [Logout].



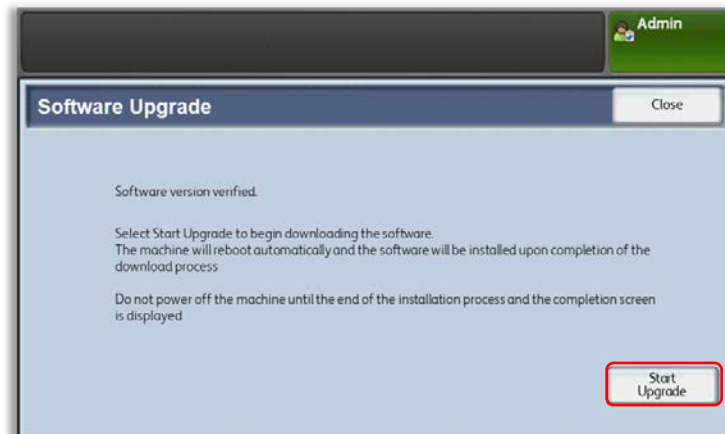
11. Repeat steps 1 to 5 to login as admin and then proceed to the next step.
12. Select [Software Upgrade].



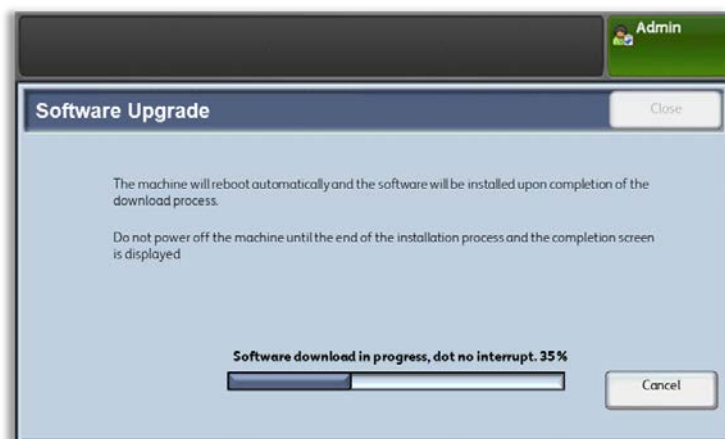
13. Wait for the Fuji Xerox device to communicate with the EP Server.



14. Select [Start Upgrade]. DO NOT SWITCH OFF THE DEVICE DURING THE FIRMWARE UPGRADE




NOTE: If 'Unable to retrieve the Software Version' is displayed, then press [Cancel] and exit the 'Tools' menu by repeatedly pressing [Close] at the top right of screen.



15. The software download will begin, and a download progress bar will be shown.

NOTE: The download may be cancelled at any time to return the device to normal service. Any download progress will be discarded.

16. Once the download is complete, the firmware will be automatically applied to the Fuji Xerox device and the following messages will be displayed on the User Interface.

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

Automatic Software Update in progress...

Do not switch off power.
電源を切らないでください。
전원을 끄지 마십시오

不要关闭电源。
不要關閉電源。
กรุณาอย่าปิด

Automatic Software Update in progress...

TRANSFERRING

Do not switch off power.
電源を切らないでください。
전원을 끄지 마십시오

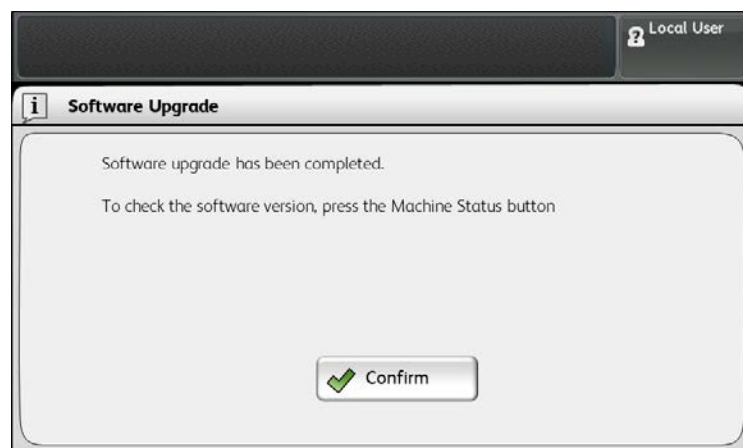
不要关闭电源。
不要關閉電源。
กรุณาอย่าปิด

Automatic Software Update in progress...

PROCESSING

Do not switch off power.
電源を切らないでください。
전원을 끄지 마십시오

不要关闭电源。
不要關閉電源。
กรุณาอย่าปิด



NOTE: The screen displayed in will timeout after approx. 30sec and the Device will automatically reboot. Pressing [Confirm] will initiate the reboot immediately

17. Once the process is fully complete, the Fuji Xerox device will automatically reboot and display the normal screen and be ready for use.

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