

How to Use  
imagePROGRAF Firmware Update Tool  
(Version 24.00 or later) (Windows)

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## 1. Introduction

### 1.1 imagePROGRAF Firmware Update Tool Features

The imagePROGRAF Firmware Update Tool (hereinafter Firmware Update Tool) is a software for performing firmware updates on your printer.

With Firmware Update Tool Version 24.00 or later, you can update the printer by getting the latest firmware data via the Internet. You can also use the software on systems that are not connected to the Internet by specifying firmware that you have downloaded from the Canon website.

### 1.2 Firmware Update Tool Editions and the Supported Operating Systems

There are three editions of Firmware Update Tool depending on the supported operating systems. Use the Firmware Update Tool for the operating system on your computer.

#### ■ Windows 32-bit edition

- Microsoft Windows 8.1
- Microsoft Windows 8
- Microsoft Windows 7
- Microsoft Windows Server 2008
- Microsoft Windows Vista
- Microsoft Windows Server 2003 R2
- Microsoft Windows Server 2003
- Microsoft Windows XP

#### ■ Windows 64-bit edition

- Microsoft Windows 8.1
- Microsoft Windows Server 2012 R2
- Microsoft Windows 8
- Microsoft Windows Server 2012
- Microsoft Windows 7
- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2008
- Microsoft Windows Vista
- Microsoft Windows Server 2003 R2
- Microsoft Windows Server 2003

#### ■ Mac OS edition

- Mac OS X v10.6.8 to OS X v10.9

### 1.3 Precautions for Use

The following limitations apply to the use of this program. Before using the program, make sure that you understand these limitations.

- Do not try to use the printer while the firmware version update program is running. If a print job is executing, cancel the print job or wait for the job to finish before you execute the version update program.
- Never switch off the target printer while the firmware version update program is running.
- Before you start the firmware version update program, close any other applications that are running.
- Save this program onto the hard disk of the computer and run it from the hard disk.
- If the firmware version update fails while writing to the flash ROM, you may not be able to start the printer. If this happens, contact your dealer where you purchased the printer.

## 2. How to Use Firmware Update Tool (for Windows)

Update the firmware by following the explanation below.

### 2.1 Downloading Firmware Update Tool

Download the Firmware Update Tool for the operating system on your computer from the Canon website.

#### <Note>

- You do not need to download the firmware from the Canon website. (The firmware is downloaded automatically by the Firmware Update Tool.)

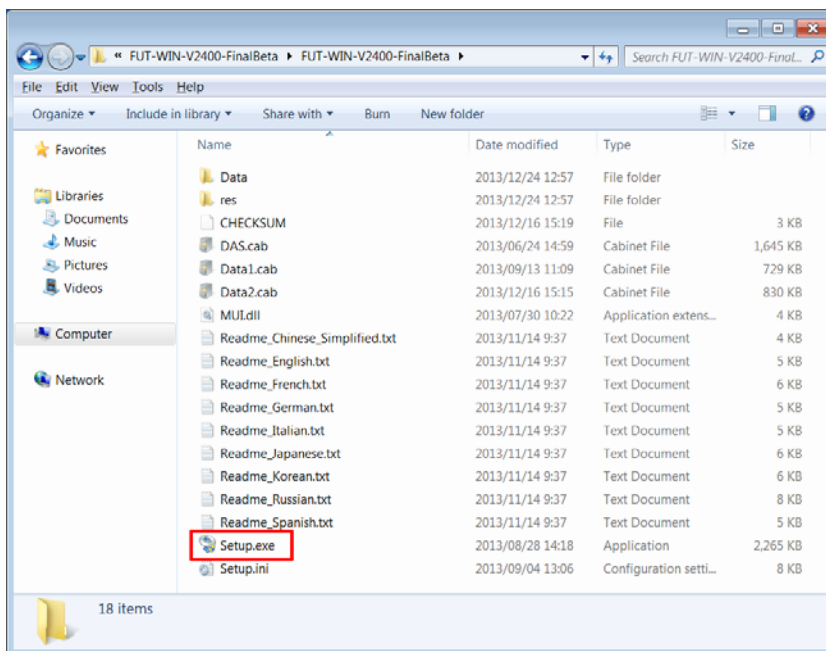
### 2.2 Firmware Update Tool Installation Procedure

Install the Firmware Update Tool.

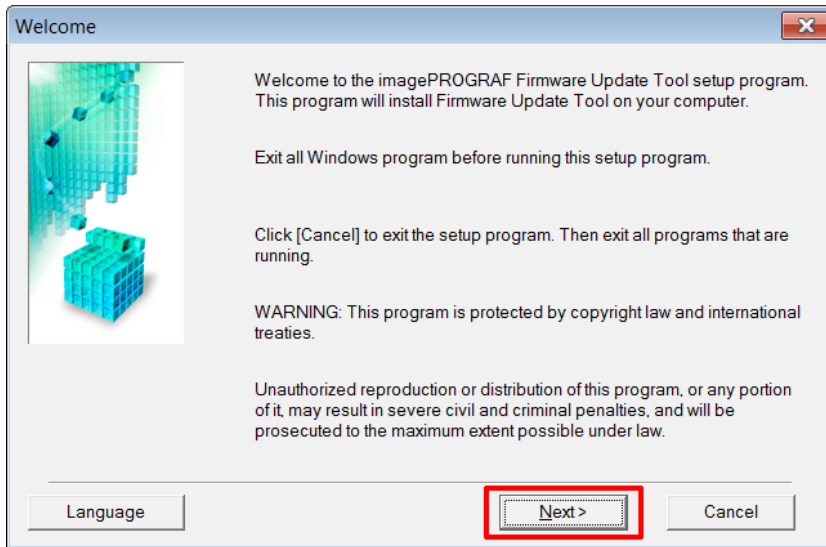
#### <Note>

- Exit all other running programs before performing the installation.

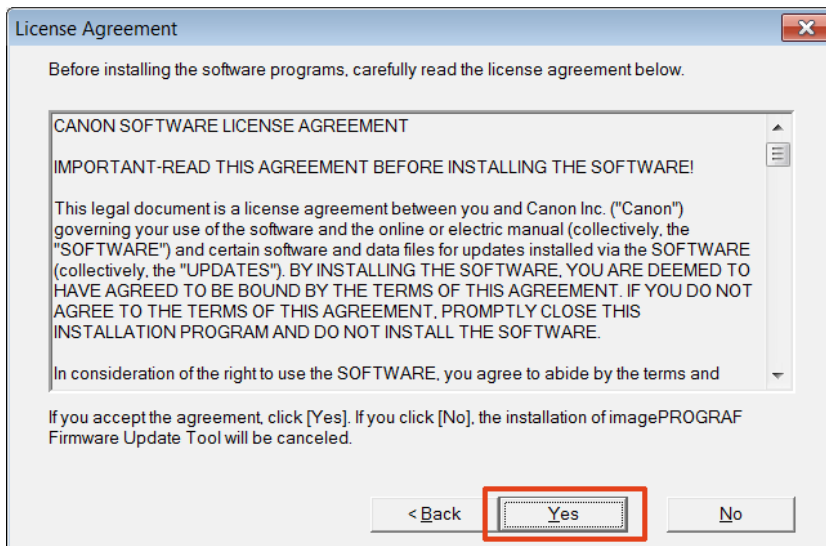
1. Double-click [Setup.exe] to start the installer.



2. Click the [Next] button.



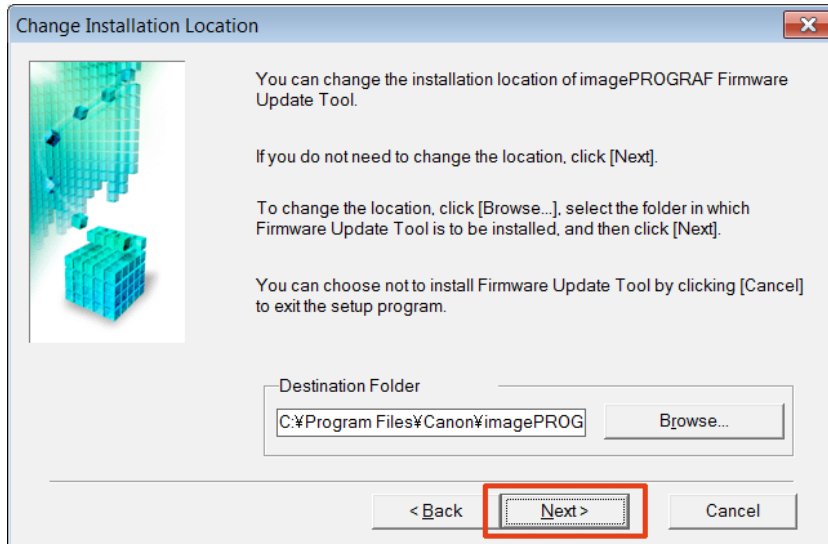
3. Read the [License Agreement] and click the [Yes] button if you agree.



4. If required, click the [Browse] button and select the installation folder. Click the [Next] button.

**<Note>**

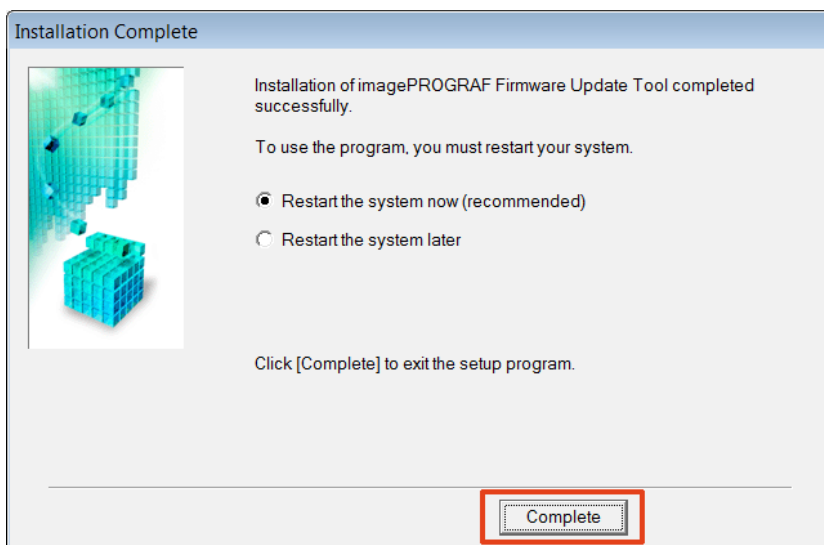
- The default installation folder is:  
C:\Program Files\Canon\imagePROGRAF Firmware Update Tool



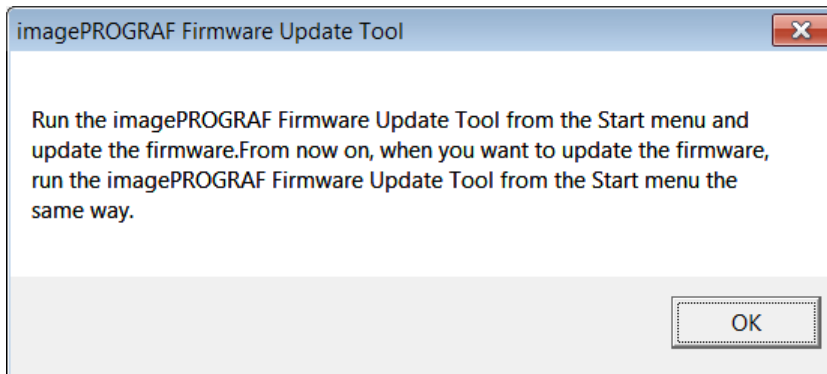
5. The necessary files are copied to your computer and the finished screen is displayed. Select whether to restart the computer immediately or to restart the computer later, and click the [Complete] button.

**<Note>**

- If you select [Restart the system later], you must restart your computer before updating the firmware.



6. When the following screen is displayed, click the [OK] button.



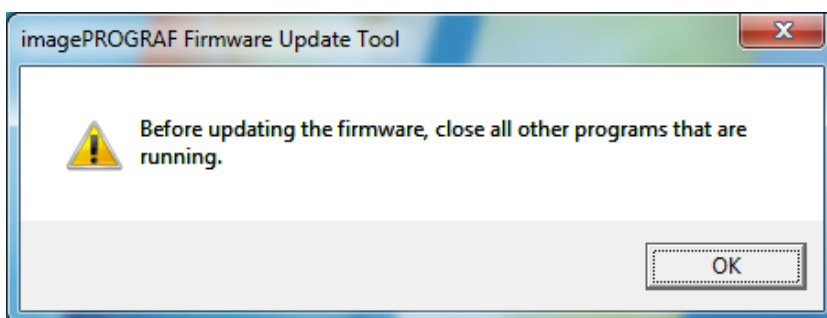
Installing the Firmware Update Tool has finished.

### 2-3. Firmware Update Procedure

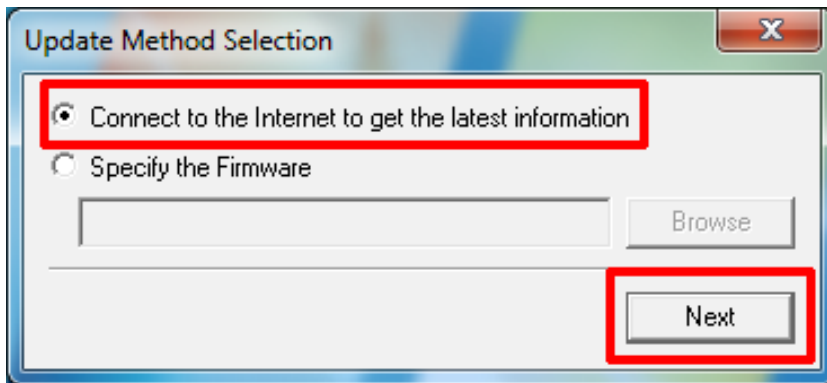
Update the firmware using the Firmware Update Tool.

1. Connect the printer and computer via either the USB or network interfaces and put the printer in the online state in advance.
2. Exit all other running programs.
3. From the Windows [Start] menu, select [Programs] > [imagePROGRAF Firmware Update Tool] > [imagePROGRAF Firmware Update Tool].  
The Firmware Update Tool starts.

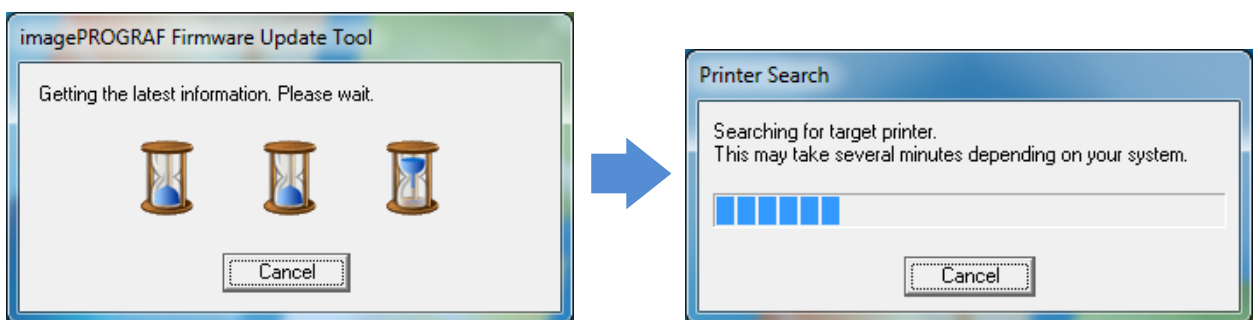
4. Click the [OK] button.



5. Select [Connect to the Internet to get the latest information] and click the [Next] button.



6. Once the latest firmware information is obtained via the Internet, a printer search is performed.

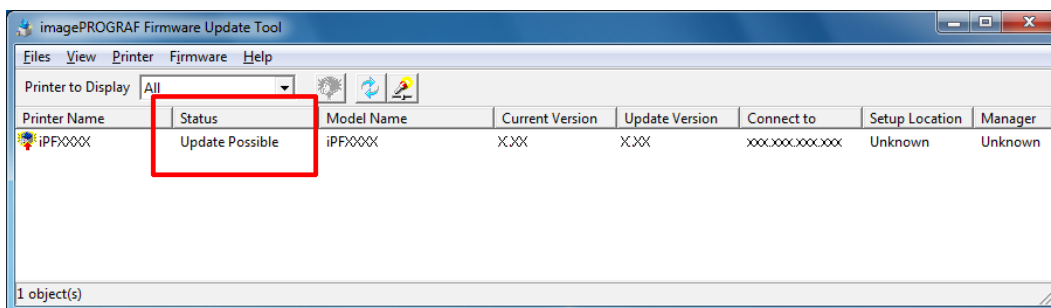


7. A list of printers that were found is displayed.

[Update Possible] is displayed in the [Status] field of printers where a newer firmware is available.

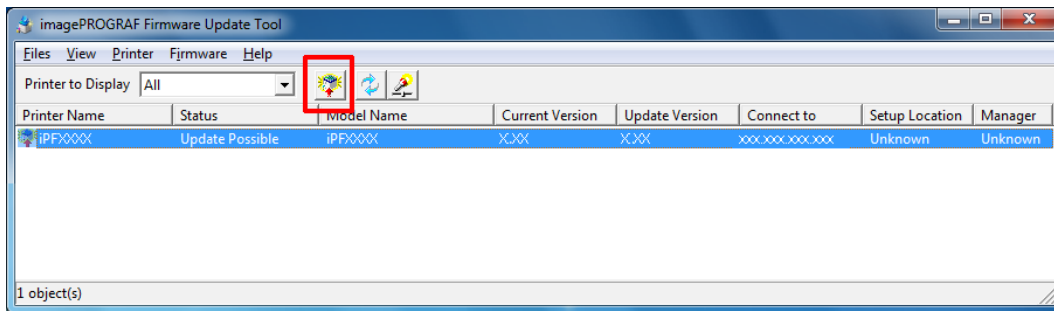
**<Note>**

- You cannot overwrite the same version or downgrade versions.

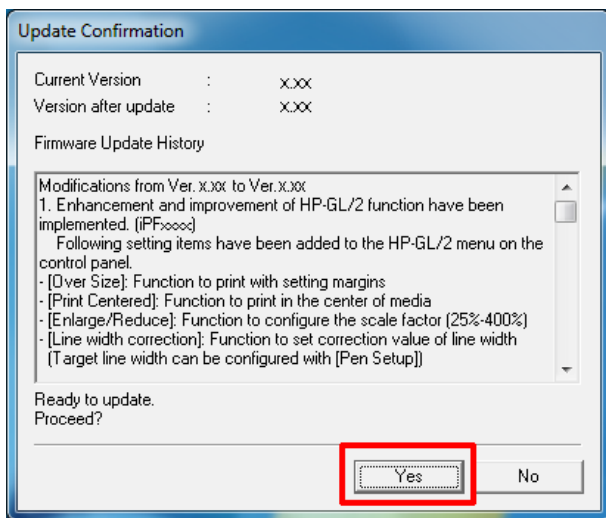




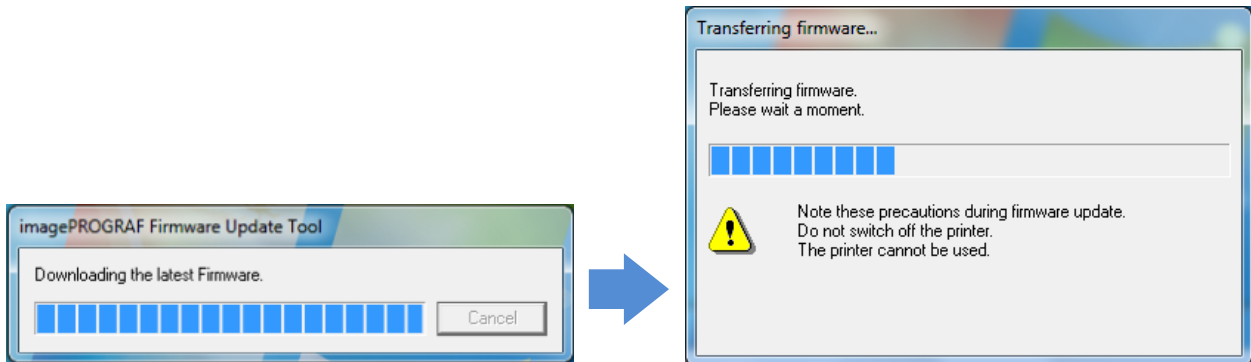
8. Click the printer to update the firmware of to select it, and then click the [Start Update] icon .



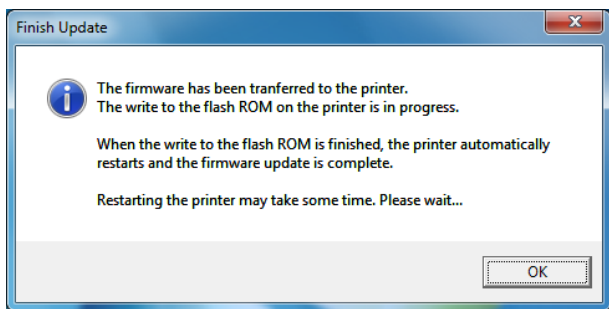
9. The [Update Confirmation] window is displayed. Confirm the details and click the [Yes] button.



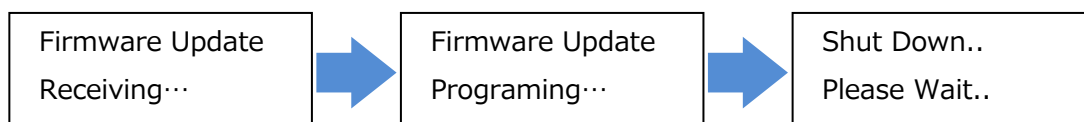
10. The latest firmware is downloaded via the Internet and the firmware is then transferred to the printer.



11. When transferring the firmware has finished, the following message is displayed. Click the [OK] button.



12. When the firmware is transferred, a message like the following is displayed on the printer Control Panel and the firmware is automatically overwritten. After the firmware has been overwritten, the printer restarts.



Once the printer has restarted, the firmware update is finished. Exit the Firmware Update Tool that is running on your computer.

#### 2-4. If the Update Does Not Complete With the Given Procedure

If you are unable to perform an update without successfully, refer to the following explanations.

If you are unable to get the latest data via the Internet

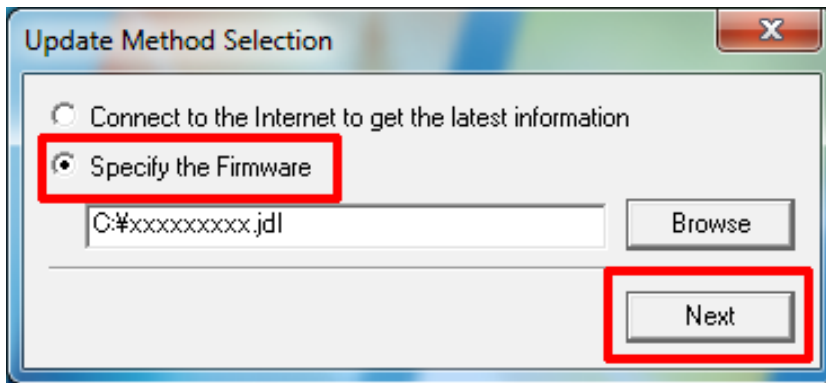
If you are unable to get the latest data via the Internet, you will need to download and update the firmware manually. Perform the update using the following procedure.

1. Open a web browser and access the Canon website from a computer that can connect to the Internet.
2. Download the firmware corresponding to the printer you want to update from the Canon website.
3. Copy the downloaded firmware to the computer where the Firmware Update Tool is installed.

#### <Note>

- If you downloaded the firmware on the computer where Firmware Update Tool is installed, you do not need to move the firmware to another computer.

4. Start the Firmware Update Tool and select [Specify the Firmware] on the following screen.
5. Click the [Browse] button and specify the firmware you downloaded.
6. Click the [Next] button to proceed to the printer search screen. The rest of the steps are the same as the normal update procedure (see "2-3. Firmware Update Procedure").



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If the search is unable to find your printer

If the printer search fails, check that the interface cable is connected correctly and restart your printer and computer.

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If you were unable to update the firmware

- An update is not needed in the following situations.
  - If the version of the firmware you are attempting to write is the same as the printer firmware
  - If the version of the firmware you are attempting to write is older than the printer firmware
- Check that the interface cable is connected correctly, restart your printer and computer, and then try performing the update again.

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#### ■ Notices

- The computer screens shown in this manual may differ depending on your model and system environment.
- The content of this manual is subject to change without notice.