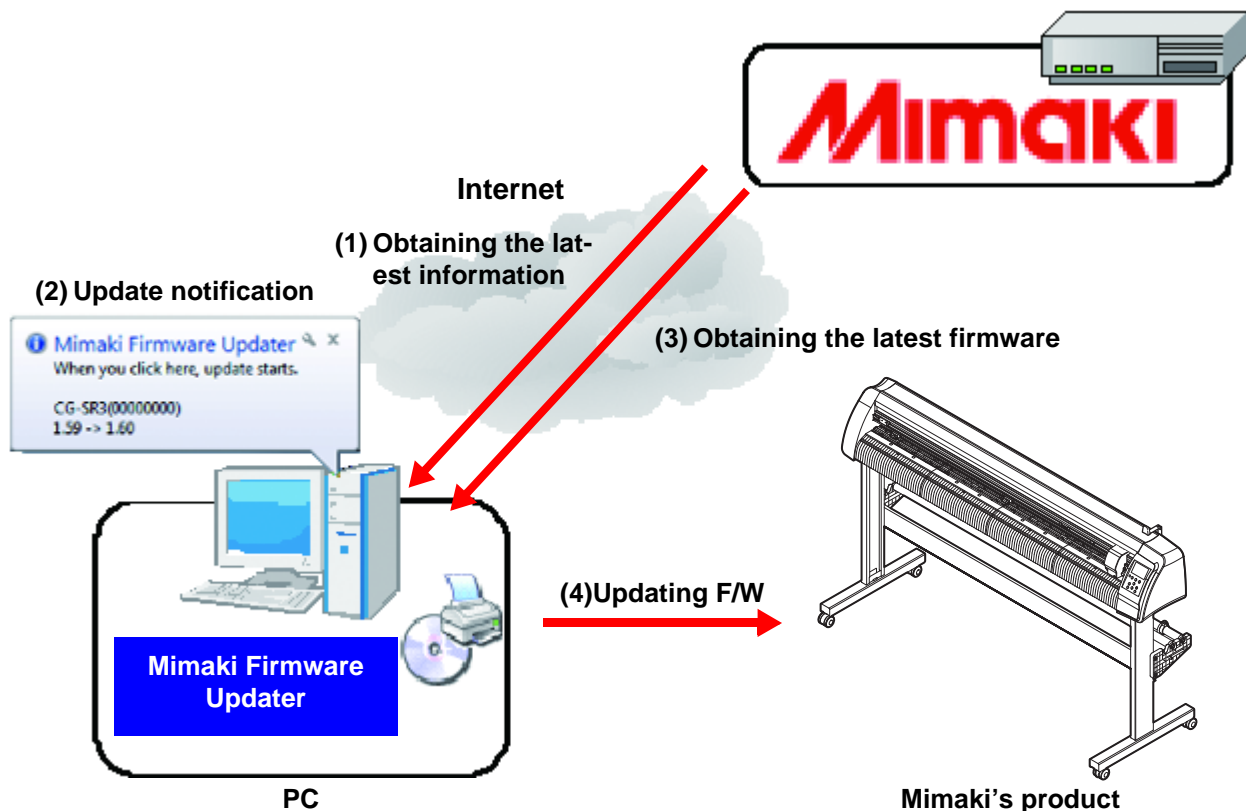


Firmware Version Update Guide (Windows)

This guide explains the using method of the tool to update the firmware version of your Mimaki's product, "Mimaki Firmware Updater".

1. Outline of Mimaki Firmware Updater



Mimaki Firmware Updater is the software that downloads the most recent firmware for the Mimaki products connected to PC from Web server, and updates the firmware.

Also, if there is a newer version of this program itself when it accesses the Internet, the program itself is updated.

2. Using environment

To install and start Mimaki Firmware Updater, the conditions below is required:

Environment	
OS	Windows 8.1(32/64bit) / Windows 10(32/64bit)/Windows11
Monitor	1024 x 768 pixels, or higher resolution is required
Plotter	CG-SRIII Series, CG-AR Series
Connecting	USB connection *1、LAN connection

*1. Operating computer must be connected to the Internet. Updated information and Firmware are available by connecting to the internet and downloading from Web server. Therefore, the computer connecting to the Internet is required.

3. Installing Mimaki Firmware Updater

Double-click the installer (setup. exe) to start it.
Following the screen to be displayed, perform the installing work.

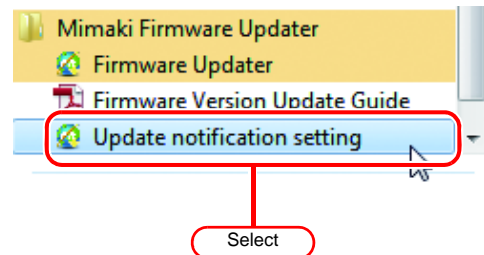
4. Operating method

Registering Mimaki's product

Register the Mimaki's product of which you want to receive the update notification automatically.

1 Turn ON the power supply of the Mimaki's product to register and connect it with the USB cable or Ethernet cable.

2 Select [Start] - [Mimaki Firmware Updater] - [Update notification setting] menu to start [Update notification setting].

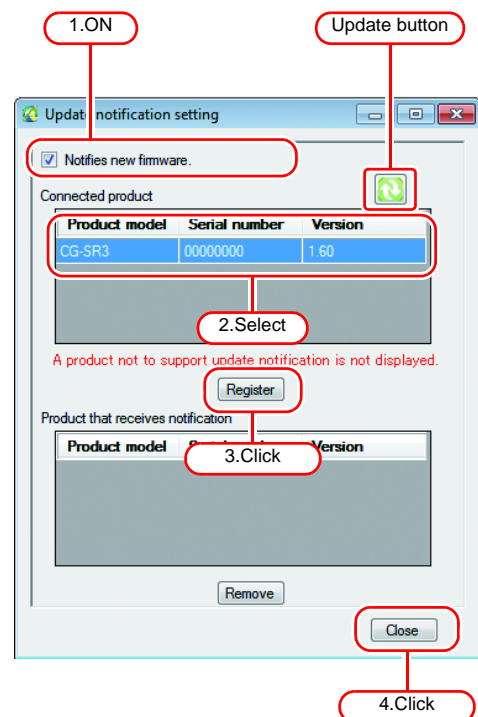


3 Register the product of which you want to receive the update notification.

- Among the connected Mimaki's products, the product that supports the update notification function is displayed in the list.
- Check the checkbox of [Notifies new firmware.] and select the product to register from the [Connected product] list. After you click the [Register] button, check that it is added in the [Product that receives notification] list and click the [Close] button.
- The registration work of the Mimaki's product is completed. When there is update information, the notification is displayed on the task bar.



- If you newly connect a Mimaki's product with the [Update notification setting] dialog opened, click the update button of upper right on the screen to obtain the latest information.



About Connection Settings

If [Auto Detect] is ON

- Devices connected to the PC are automatically detected and displayed in a list.

If [IP address] is ON

- The product's IP address is directly designated. Use if the product cannot be found using automatic detection. Check the product manual for how to check the product IP address.

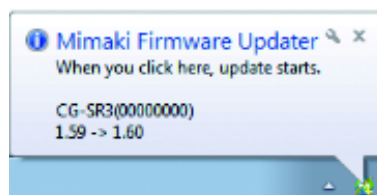
If you switched connection settings, click the Update button on the upper right side and acquire the latest information.

Update notification

When there is the firmware update information, the notification is displayed on the task bar.

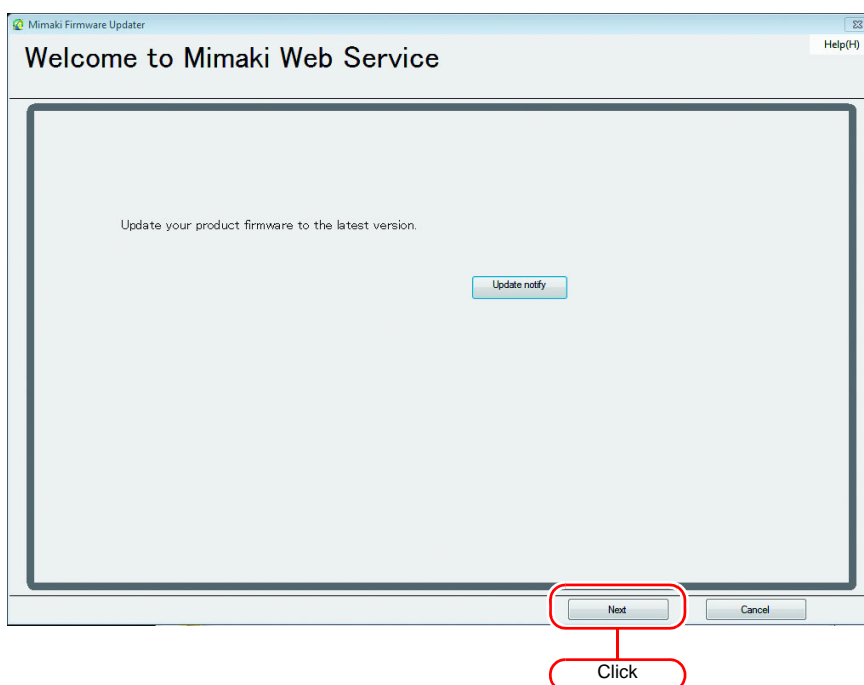
1 Click the pop-up.

- The [Mimaki Firmware Updater] dialog is displayed.

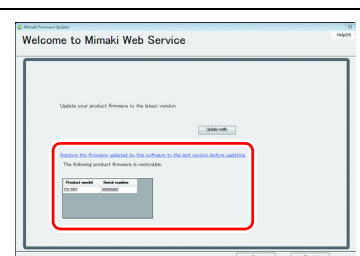


Updating firmware version

Click the [Next] button on the dialog and update the firmware version by following the displayed contents on the screen.



- If you have already updated the firmware more than once, the screen on the right is displayed. When you click, you can restore the updated firmware to the status before update. (Refer to P.4)



Restoring firmware version

You can restore the firmware updated with Mimaki Firmware Updater to the status before update.

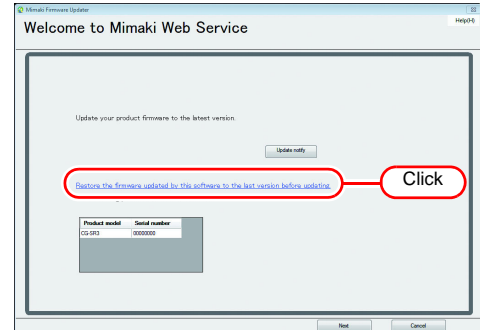


- When you restore the version, the version is returned to the latest one.
- If you have updated the firmware version several times, you can restore the version to the latest one only.

Click “Restore the firmware updated by this software to the last version before updating.” and restore the firmware version by following the displayed contents on the screen.



- This menu is displayed when you have updated the firmware more than once.



5. Countermeasures against error message

This chapter explains the contents of the error messages displayed in the pop up menu at firmware updater and its countermeasures.

Error Message	When occurred	Solution
The product is unavailable for update. Restart the product and move the clamp lever to the rear. Select "YES", and then it will try to update again. Select "NO", and then it will get back to "Display of firmware information".	When updating firmware	Operate the machine following the message. Then, select [Yes] or [No] and retry. If recurred, contact our service or distributor in your district.
An error occurred when obtaining the parameter. Restart the product and move the clamp lever to the rear. Select "YES", and then it will obtain the parameter again. Select "NO", and then it will return to the previous screen.	When obtaining update data	
An error has been detected during searching firmware information.	When searching the firmware	Check the connection of the network and retry. If recurred, contact our service or distributor in your district.
The version of firmware which transmitted to the machine does not correspond with the version of firmware installed on the machine.	When obtaining machine information	Retry the operation that the error message appears. If recurred, contact our service or distributor in your district.
The file cannot be accessed.	When obtaining update data When obtaining machine information When updating firmware When updating parameter	
A transmitting error has been detected. Check the connection of the PC and the machine.	When updating firmware When updating parameter	
A data receiving error has been detected.	When obtaining update data When obtaining machine information	
PRM file is incorrect.	When obtaining update data When obtaining machine information When updating parameter	
A checksum error has been detected.	When obtaining update data When obtaining machine information	
The firmware cannot be downloaded from Web server, by an error.	When obtaining update data	
Received data is incorrect.	When obtaining update data When obtaining machine information	

Error Message	When occurred	Solution
<p>An error has been detected during loading parameters from the machine. Please restart the machine, then push [REMOTE] key of operation panel after straighten the print preparation of the machine. Select "YES", then it will try to load parameters again. Select "NO", then it will get back to the previous step, and Download update data again.</p>	<p>When obtaining update data</p>	<p>Operate the machine following the message. Then, select [Yes] or [No] and retry. If recurred, contact our service or distributor in your district.</p>
<p>A port open error has been detected. Check the connection of the PC and the machine.</p>	<p>When obtaining update data When obtaining machine information When updating firmware</p>	<p>Check the connection of the machine and check the machine status is the same as the guide. Then retry the step that the error message appears. If recurred, contact our service or distributor in your district.</p>
<p>The firmware cannot be transmitted to the machine, by an error.</p>	<p>When updating firmware</p>	
<p>An error has been detected during parameter sending. Restart the machine and prepare the parameter update.</p>	<p>When updating parameter</p>	
<p>The request failed with HTTP status 407:Proxy Authentication Required.</p>	<p>When confirming update program</p>	<p>It fails to authentication when connecting proxy server. Check the account setting.</p>
<p>An invalid IP address was specified.</p>	<p>When confirming update program</p>	<p>The proxy server setting may have an error. Check the proxy server setting.</p>
<p>Cannot connect to the network. Please check the network setting.</p>	<p>When confirming update program When confirming update firmware</p>	<p>Check it is connected to the network, and retry the step that the error message appears. If recurred, contact our service or distributor in your district.</p>
<p>The Product is not exist. XXX</p>	<p>When obtaining product information</p>	<p>Could not connect to the product with the designated IP address. Check that there is no mistake in the IP address.</p>