

How to Update the Firmware

You may need to update the firmware of the multi-function device in order to use Canon Mobile Scanning for Business.

If you are using the device model that is required to be updated, a message prompting you to update is displayed when using Canon Mobile Scanning for Business.

There are two methods for updating the firmware.

Check the following table and use the method that corresponds to the device model you are using.

Device Name	Update Firmware	
	Via Internet	Via PC
MF4800 Series	N/A	Available
MF4700 Series	N/A	Available
MF5900 Series	N/A	Available
D1300 Series	N/A	Available
MF6100 Series	Available	Available
MF8200C Series	Available	Available
MF8500C Series	Available	Available

NOTE

For imageRUNNER ADVANCE series, you do not need to update the firmware.

Updating Via the Internet

Download the firmware to the multi-function device you are using via the Internet without using a PC (Windows/Mac), and then update the firmware.

- ❑ The multi-function device needs to be connected to the Internet.
- ❑ Depending on the device model, updating via the Internet may not be supported.

Updating Via a PC (Windows/Mac)

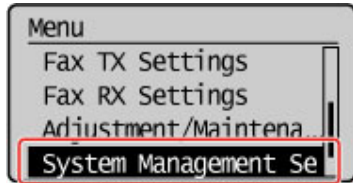
Download the firmware to a PC (Windows/Mac) from the Canon website, and then update the firmware.

- ❑ The multi-function device and PC need to be connected by LAN or USB.

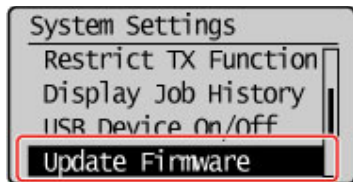
Updating Via the Internet

Download and update the firmware via the Internet from the multi-function device you are using.

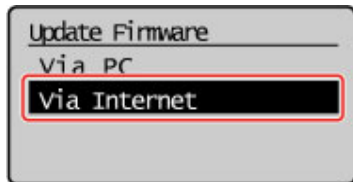
1. From the menu on the operation panel, select [System Management Settings] → press [OK].



2. Select [Update Firmware] → press [OK].



3. Select [Via Internet] → press [OK].



4. Update the firmware according to the instructions on the screen.

The firmware update is complete.

Start Canon Mobile Scanning for Business and use the multi-function device whose firmware has been updated.

Updating Via a PC (Windows/Mac)

Download the firmware to a PC (Windows/Mac) from the Canon website, and then update the firmware.

Download the Firmware

Go to the Service & Support Center

www.usa.canon.com/cusa/support/consumer

At Drivers & Software enter your Model Name and select Go

Under Drivers & Software select Firmware

Select the Firmware to download

At EULA page, select I Agree – Begin Download button

Enter the serial number of the multi-function device

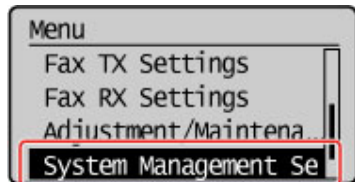
<p>NOTE</p> <ul style="list-style-type: none">□ The serial number is the eight digit number in the label on the rear panel of the multi-function device.

NOTE

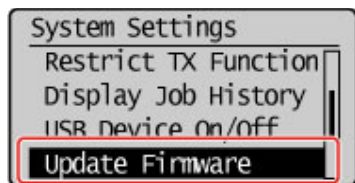
- If you cannot find the serial number, refer to the manuals provided with the multi-function device. You can find the relevant topics by searching "serial number."

Switching the Multi-Function Device to Download Mode

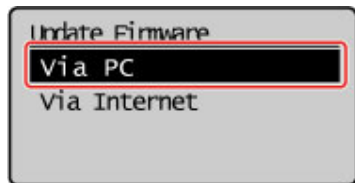
1. From the menu on the operation panel, select [System Management Settings] → press [OK].



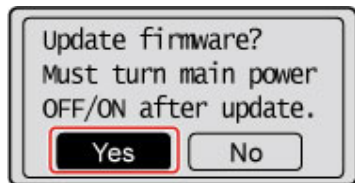
2. Select [Update Firmware] → press [OK].



3. Select [Via PC] → press [OK].



4. In the "Update firmware?" message, press [Yes].



The operation proceeds to download mode.

For LAN connections:

```
***DOWNLOAD MODE***  
NETWORK AVAILABLE  
IP ADDRESS:  
192. 168. 0. 215  
PRESS STOP KEY TO EXIT
```

For USB connections:

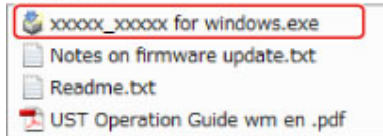
```
***DOWNLOAD MODE***  
USB AVAILABLE  
  
PRESS STOP KEY TO EXIT
```

If you are connected by a LAN, write down the IP address displayed in the panel. You will need to enter it when performing the next operation from the PC (Windows/Mac).

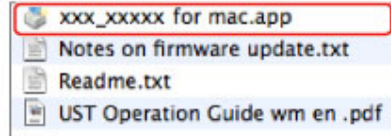
Starting the User Support Tool and Updating the Firmware

1. Decompress the downloaded firmware file on the PC (Windows/Mac).
2. Double-click the User Support Tool file in the decompressed folder.

Windows:

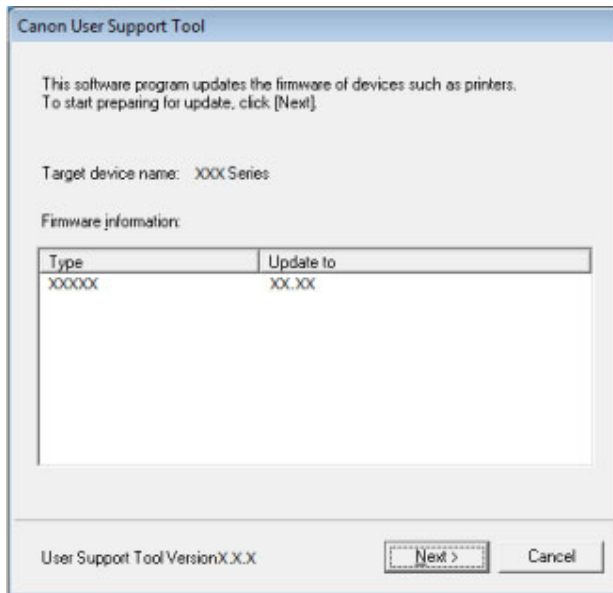


Mac:



The User Support Tool starts.

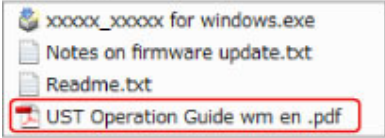
3. Update the firmware according to the instructions on the screen.



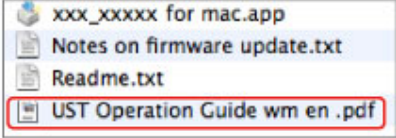
NOTE

□ For more information about the operation procedure, refer to the "User Support Tool Operation Guide" in the compressed folder.

Windows:



Mac:



□ If the multi-function device you are using is connected by LAN, you will need to enter an IP address in [IP Address] during the User Support Tool operation. Enter the IP address displayed in step 4 of "Switching the Multi-Function Device to Download Mode."

Restarting the Multi-Function Device

After the writing of the firmware from the User Support Tool has been completed, press the [Stop] key on the control panel of the multi-function device.

The multi-function device restarts.

The firmware update is complete.

Start Canon Mobile Scanning for Business and use the multi-function device whose firmware has been updated.