



Roland Printer Firmware

Updating the Firmware on a Roland Printer

What is Firmware?

Firmware is a term used to denote a small, fixed program that is used by an electronic device to provide functionality. In short, it is the set of instructions that allow a device to perform the specific tasks for which it was designed. While some Firmware is installed on ROM's (Read Only Memory), the Roland Printer installs Firmware in "Flash Memory", which allows it to be updated periodically. Flash Memory is non-volatile memory (memory that retains data even if the device is powered off) that can be erased and reprogrammed when needed.

So what does all this mean? Simply that the Roland printer, through periodic Firmware updates, can be "reprogrammed" in order to continually improve its functionality. It is important to check for new versions of Firmware at www.rolanddga.com from time to time.

Updating a Roland Printer Firmware Using the Updater Application

In order to install a new Firmware update on a Roland printer, visit www.rolanddga.com and download the latest Firmware version. Once at the site click on the green "Color Products" banner. On the Color Products Main Page, run the cursor over the word "Support" at the top of the page and select "Support Wizard" for the list of choices. In the Support Wizard, select the "Product Family" and specific printer model needed. Then click "Search". The Firmware updates are located in the "Technical Downloads" section of the Search Results. Click on the desired application and save it locally. Since it is a simple ".exe" file, it is not necessary to install the application.

Performing the Firmware Update

Step 1

Turn on the Main Power Switch of the printer. The Sub Power (power button on front of printer) should remain off.

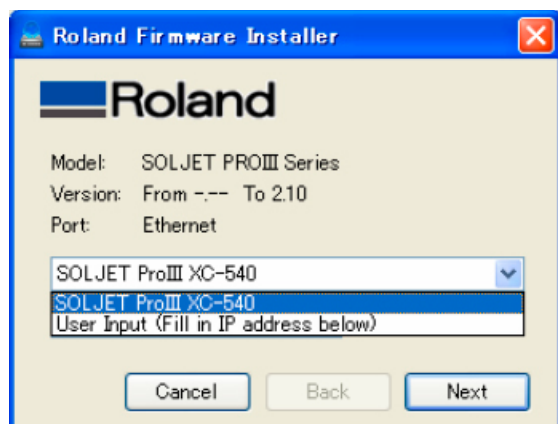
Step 2

Confirm that the computer and the printer are connected via the appropriate cable (Ethernet or USB on the SP-300/V).

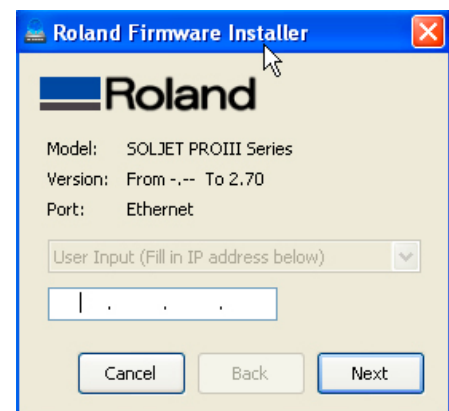
Step 3

Double click on the Firmware Installer application that was downloaded from www.rolanddga.com. The Roland Firmware Installer Dialog Box will appear. If Roland VersaWorks has been installed on the same computer as the Firmware Installer, the printer Model (XC-540, VP-300, etc) should automatically be listed in the dialog box. If the target printer is not automatically listed, select "User Input" and enter the IP address of the printer. Refer to the User's Manual for instructions on setting up or determining the IP address of a Roland printer.

Tech Note: Go to Step 4 if Firmware is being installed on an SP-300 or SP-300V printer. Otherwise skip over to **Step 5**.



Roland VersaWorks installed. Printer automatically detected by Firmware Installer Application.



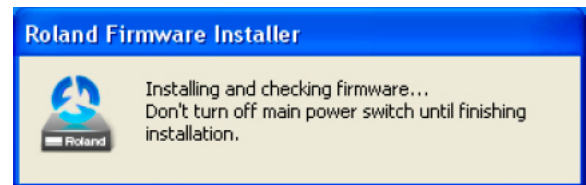
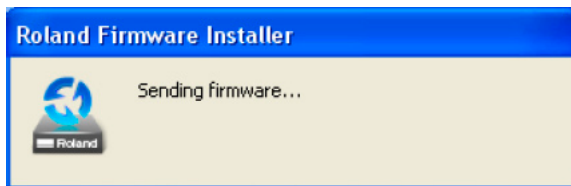
User input of IP address required.

Step 4

The Firmware Updater Application for the SP-300 and SP-300V printer are preset to USB. The printer should be automatically detected. If not, check to see if the proper Windows driver is installed (if needed).

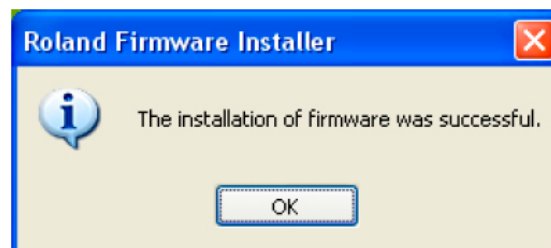
Step 5

Click on the "Next" button. Confirm that the proper printer model/version is listed in the dialog, and click the "Install" button. Clicking the Back button will return you to the User Settings dialog box, and Cancel will quit out of the application. Once Install is selected, the Firmware update process will initiate.



Do not turn off the power to the printer during the update process!

A dialog box will indicate when the Firmware has been successfully installed. Close the application and turn on the printer Sub Power. Depending on the printer model, the Firmware Version will be listed on the LCD readout during startup, or located in the System Info menu of the user mode.

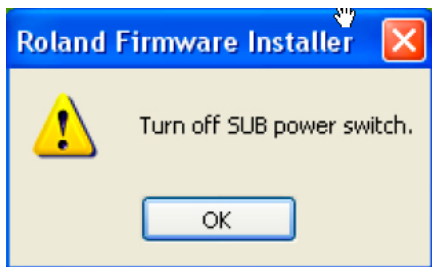
Update Successful!**Caution**

If the Main power to the printer is switched off during the Firmware updating procedure, the printer may display a "SUM Error" when power is restored. Contact a Certified Roland Technician for assistance.

Common Error Messages and Prompts



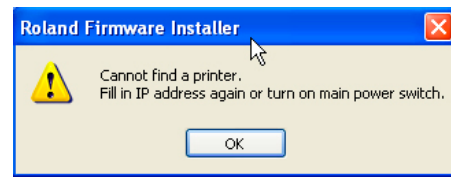
If the installer detects that the printer already has the version of firmware installed, it will display the above prompt. No upgrade is necessary.



This prompt indicates that the Sub power is still turned on. Switch off the Sub power, keeping the Main power switched on.



The "Failed to Send" and "Failed to Install" dialogs occur typically if there is a problem with the firmware itself, or the power is turned off during updating. Cycle the power of the printer and attempt updating again.



If the update application cannot communicate with the printer, check IP address, make sure printer and computer are connected properly and the printer's Main power is on. This error can also occur if the update application is for a different model printer than the connected model.



This prompt indicates that the firmware update application targets a different model printer than the one it is communicating with. Download the application for the proper printer model.



This error will occur if the updater application attempts to update a printer while another version of the updater is running.

Tech Note: If the New Device Wizard after the installation of the Firmware, delete the original USB printer driver and install a new one.