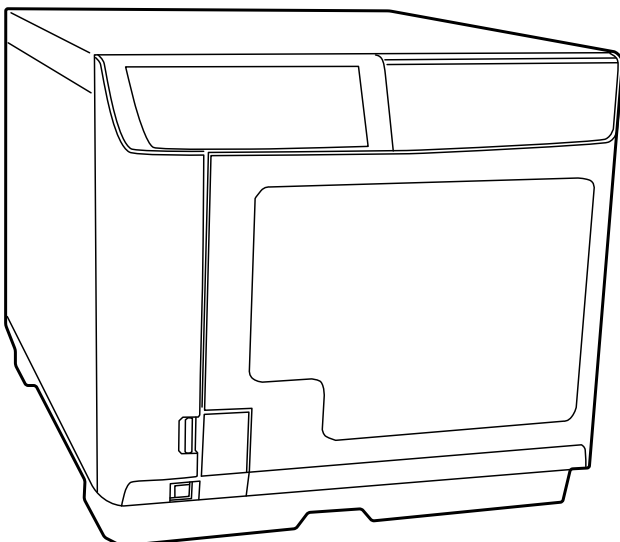


EPSON



Firmware Update Tool

User's Guide



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Indicates information with which you must comply when using this product. Ignoring this information and mishandling the product may cause it to fail or malfunction.

Notes

Indicates an additional explanation or information we want you to know.

Screens Appearing in this Guide

The Windows screens appearing in this guide are Windows Vista screens with the PP-100.

About this Software

Disc producer Firmware Update Tool enables you to update the firmware of the autoloader and printer in the publisher to the latest version.

Software Operating Requirements

The minimum hardware and software requirements for using this software are shown below.

OS (Operating system)	<ul style="list-style-type: none">• Windows 11<ul style="list-style-type: none">* Home/ Pro/ Enterprise• Windows 10 (32/64bit)<ul style="list-style-type: none">* Home/ Pro/ Enterprise• Windows 7 (32bit/64bit, SP1 or later)<ul style="list-style-type: none">* Home Premium/Professional/Enterprise/Ultimate• Windows Server 2022<ul style="list-style-type: none">* Essentials/Standard• Windows Server 2019<ul style="list-style-type: none">* Essentials/Standard• Windows Server 2016<ul style="list-style-type: none">* Essentials/Standard• Windows Server 2012 R2<ul style="list-style-type: none">* Essentials/Standard• Windows Server 2012<ul style="list-style-type: none">* Essentials/Standard
CPU/Memory	CPU and memory must meet the system requirements of each OS.
Interfaces	<p>USB 2.0/3.0</p> <ul style="list-style-type: none">• Compatible with USB 2.0/3.0 standard• Ensures Hi-Speed USB performance

How to Update the Firmware

Follow the steps below to update the firmware.



- You cannot update the firmware of more than one publisher at the same time. Connect one publisher to the PC.
- You cannot update the firmware when the publisher is operating or in the error status. Wait for the operation to be completed or release the error before updating the firmware.

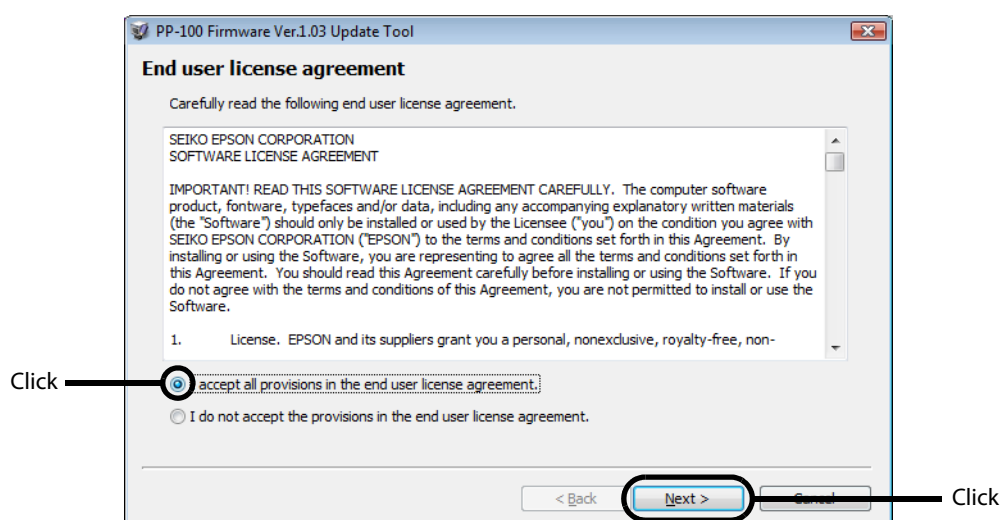
- 1 Connect the publisher to the PC via the USB cable included with the publisher.
- 2 Exit all application running.
- 3 Push the power button of the publisher to turn it on.
The power LED (green) flashes, and stays on.

Notes If **Found New Hardware** window or **Found New Hardware Wizard** appears, click **Cancel**.

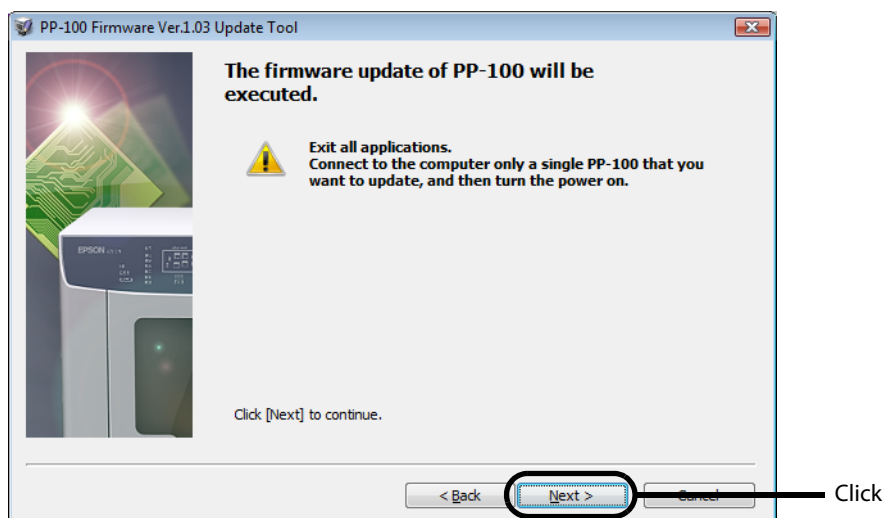
- 4 Double-click on executable file (.exe).
The software starts.

Notes When **User Account Control screen** is displayed, click **Allow**. When asked for an administrator password, enter the password to proceed with operation.

- 5 Carefully read the license agreement, and if you agree, select **I accept the terms of the license agreement**, and click **Next**.

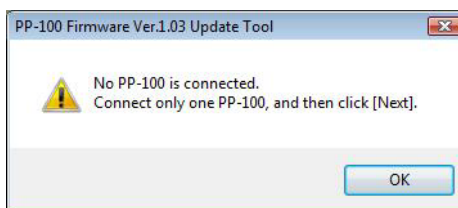


6 Click Next.

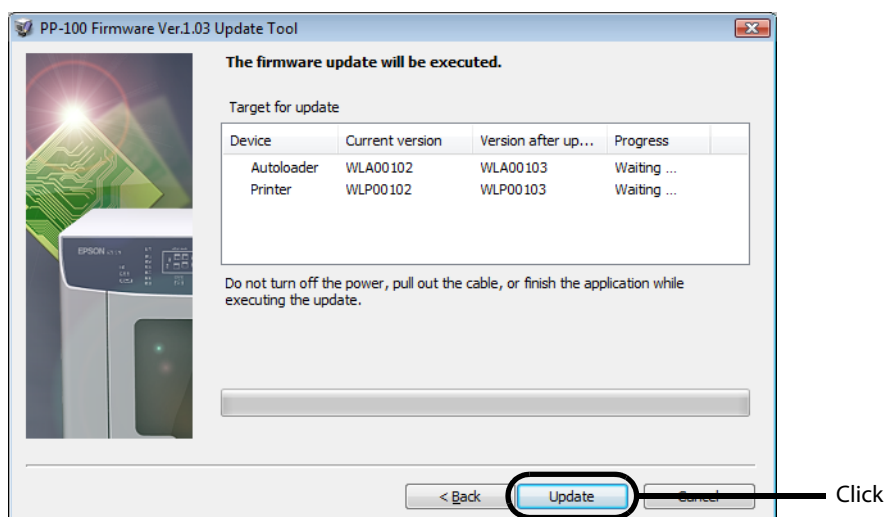


It may take some time for the PC to recognize the publisher right after the publisher is turned on. In that case, the message dialogue below appears. Click **OK** and wait for a while before clicking **Next** again.

Notes



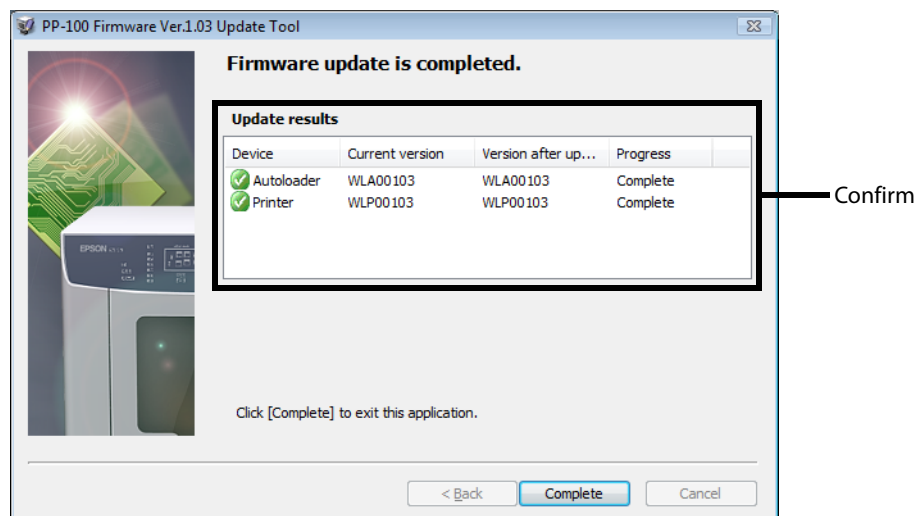
7 Click Update.



- During the update, never turn off the power of the publisher or disconnect the USB cable connecting the publisher to the PC.
- During the update, never exit the software.

8 Confirm the update results.

If the update has been completed correctly, "Complete" will be displayed for **Progress**.



Notes

If the update is not completed correctly, follow the instructions in the message displayed.

9 Click **Complete**.

The firmware update is now done.

Notes

When install or uninstall ends, "Program Compatibility Assistant" screen may be displayed. This does not affect the operation, so click the "This program installed correctly" message.

Troubleshooting

When updating is not possible due to some trouble, an error message appears. Follow the instructions in the message or in the questions and answers shown below.

Q1. I don't know how to exit TD Bridge.

A1. Follow the instruction below.

While TD Bridge is running, the firmware update is not possible. Right-Click on the TD Bridge icon on the task tray, and click on [Exit] to exit TD Bridge.



Q2. "Unable to communicate with PP-XXX." or "Unable to find the PP-XXX firmware version." is displayed.

A2. The PC cannot recognize the publisher.

Make sure that the publisher is connected to the PC correctly, the publisher is turned on, and the publisher is not in any error status. If any error has occurred, release it.

Q3. "An error occurred while running the update." is displayed.

A3. The communication with the publisher may have become impossible during the update.

Make sure that the publisher is connected to the PC correctly, the publisher is turned on, and the publisher is not in any error status. If any error has occurred, release it, turn off and on the publisher, and then execute the update again.

Q4. "Failed to acquire information after updating." is displayed.

A4. The communication with the publisher may have become impossible right after the update.

Make sure that the publisher is connected to the PC correctly, the publisher is turned on, and the publisher is not in any error status. If any error has occurred, release it.

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