

# How to update Scanner Firmware

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**These instructions explain how to update the scanner's firmware.**

**Please read them carefully, especially [Before updating the Scanner Firmware] section.**

## **[Before updating the Scanner Firmware]**

- A. Make sure that the Software (CD-ROM or DVD-ROM) which was included with your Scanner is installed onto your PC. Refer to "Install software" in the scanner's manual.
- B. Test the scanner's connection by scanning 2 or 3 times prior to updating the firmware.
- C. Disconnect any other Panasonic USB connected scanner from the PC, except the scanner being updated.
- D. Shut down any other unrelated applications.

### **CAUTION:**

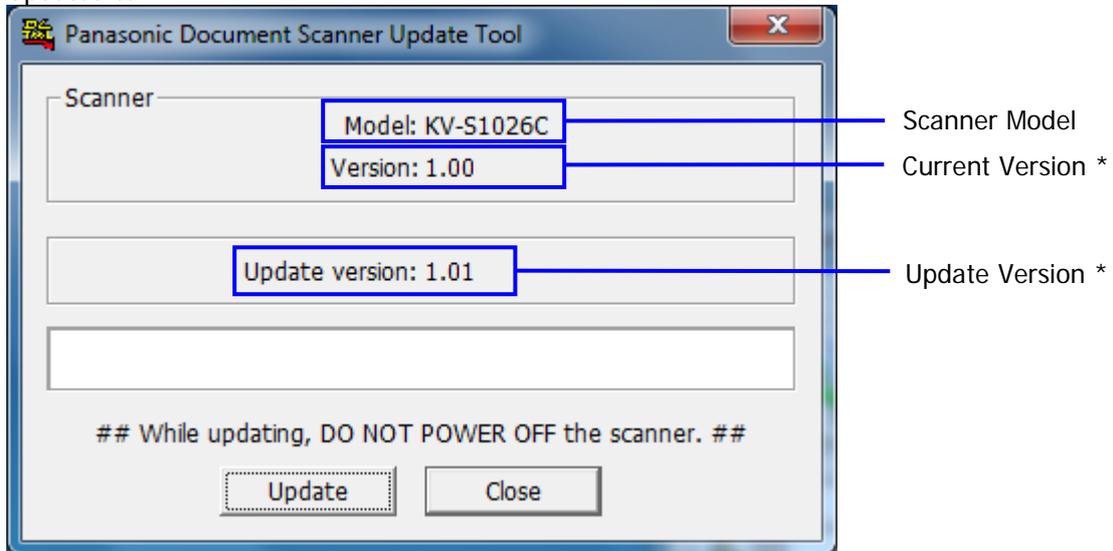
- \*Do not touch the scanner while the firmware is updating.
- \*Do not turn the scanner OFF, while the firmware is updating.
- \*Perform updates over a USB connection for both the network model and the USB model.

## [How to update]

1. Download the appropriate DL Tool (DITool\_xxxxx\_X.XX.exe) for the scanner you intend to update from the Panasonic.net site.
2. Execute the Update Tool (DITool\_xxxxx\_X.XX.exe)  
xxxxx: Model Name、X.XX: Version  
e.g.) DITool\_1015C\_1026C\_1.01.exe --> Model Name: KV-S1015C/KV-S1026C    Version: 1.01



3. The [Panasonic Document Scanner Update Tool] dialog box appears, and displays the currently connected scanner's Model, with its Current firmware version and the firmware version it will be Updated to.



\* Depending on the model, the version, updated version, and LCD firmware version are displayed as follows.

Example) 1.00 (LCD: 1.02)

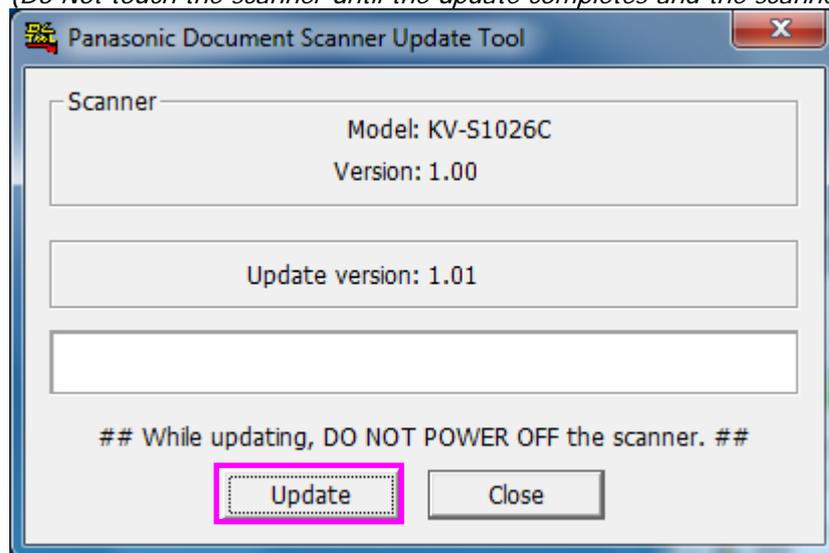
1.00: Main unit firmware version

1.02: Firmware version for LCD display

4. Click [Update]

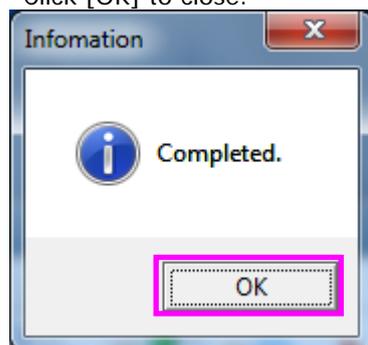
The firmware update process begins.

*(Do Not touch the scanner until the update completes and the scanner reboots.)*



5. When the update is finished, the completed [Information] dialog box appears. \*

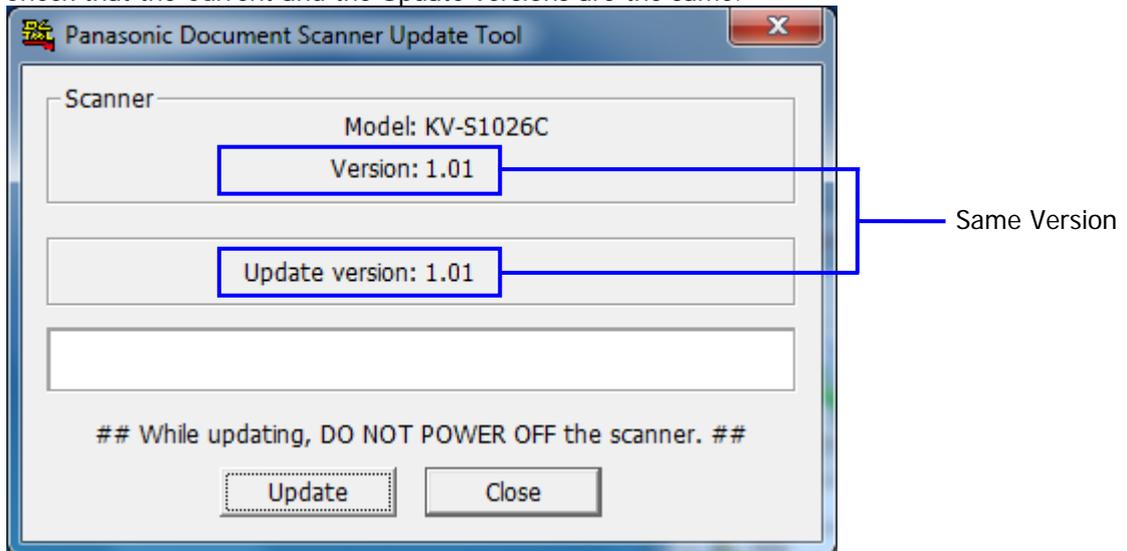
Click [OK] to close.



\* Depending on the model, clicking the [OK] button closes the update tool.

Before clicking the [OK] button, check that the current version and the update version are the same.

6. Check that the Current and the Update versions are the same.



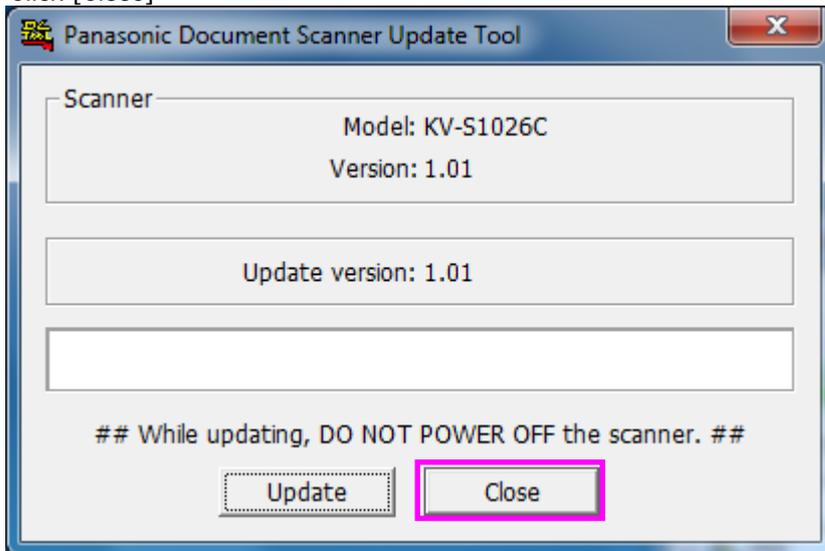
\* Depending on the model, the version, updated version, and LCD firmware version are displayed as follows.

Example) 1.00 (LCD: 1.02)

1.00: Main unit firmware version

1.02: Firmware version for LCD display

7. Click [Close]



**[When the following Message is displayed]**

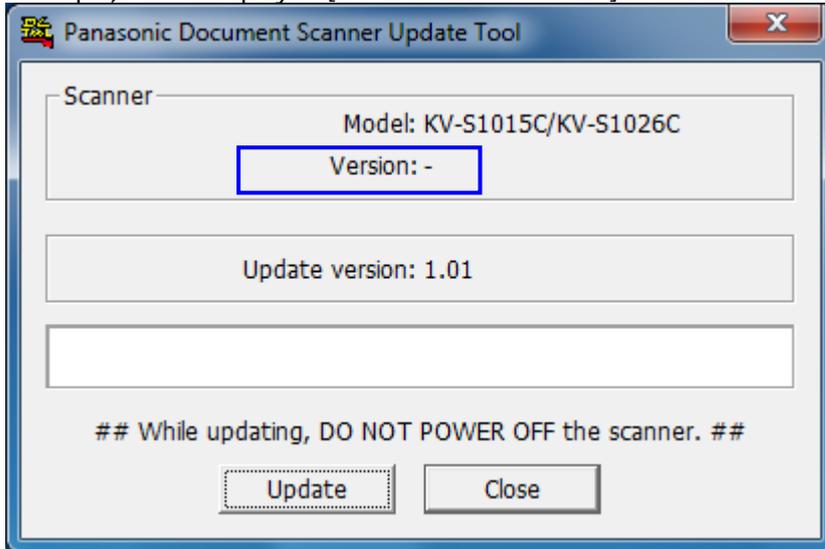
Message	Possible Cause	Remedy
It is not possible to install a firmware version which is the same or lower level than the current version.	The firmware you want to install is the same or lower level than the current version.	You don't need to install the firmware.
Could not find the scanner !	The scanner is not turned ON.	Turn the scanner ON.
	The scanner is not connected to the computer correctly.	Ensure the USB cable is connected correctly.
	The required Scanner Software is not installed.	Install the Software (CD-ROM or DVD-ROM) which was included with your Scanner onto your PC.
	Using an incorrect scanner's model update tool.	Ensure to use the correct scanner model's update tool.
This file cannot be used with the current scanner !	The update tool being used is for a different scanner model.	Use the update tool for update tool for current scanner model.

## [When the firmware update fails]

The update will fail if the scanner is turned OFF while the firmware is updating. An Error LED turns ON, and there will be no error message indication in the User Utility. Scanning cannot be done while in this state. Try to update again by following the steps below.

1. Turn the Scanner ON.
2. Execute the Update Tool (DITool\_xxxx\_X.XX.exe).

Example) Model displayed [KV-S1015C/KV-S1026C]. The Version will be displayed as [-].



\* When the firmware update of the KV-S1015C fails, the scanner will be recognized as KV-S1026C. Retry the update again. The scanner will be correctly recognized as a KV-S1015C after the firmware is successfully updated.

3. To update, follow from Step #4 of the **[How to update]** instructions above.