

CP-M15E Firmware Update Tool

Legal Notices

- 1) By downloading this software utility tool, you agreed not to distribute the software or any of the file(s) contained within the software.
- 2) You may not use the software other than what is intended for, as described in this document.
- 3) You may not alter, reverse engineer, decompile or reverse-assemble the software.
- 4) Performing any of the above actions will void and forfeit the product warranty of the printer.

Requirement

Model: CP-M15E
System: PC with Windows 7/8/10 (32-bit/64-bit)
Cable: USB high speed type (USB 2.0 certified or later)
USB Port Driver: USB Printing Support

*Microsoft Windows® is either registered trademark of Microsoft Corporation.

Precautions

1. The printer must be functional and in 'READY' but 'IDLE' mode.
2. The software will not work if the printer is in a state of error.
3. Do not turn OFF the printer while the software is running.
4. Do not disconnect the USB cable while the software is running.

If #2, #3, or #4 occurs, printer data will be corrupted and may result to non-functional, non-operational printer.

Failure to follow above instructions during the update resulting in a non-operational printer will not covered under the warranty.

Preparation

- Install print paper roll and ink ribbon in the printer.
 - Make sure the printer is in READY mode and do not have any error (ALARM LED, PAPER/RIBBON LED, DOOR LED are off state).
- Firmware update will not function if the software detects an error with the printer.
- If you have more than one printer, you can only update one printer at a time.

Printer update procedure

1. Power ON the printer.
2. Connect the printer to your PC using the USB cable.
3. Please double click the "DLCPM15_VerXXX.exe" file.

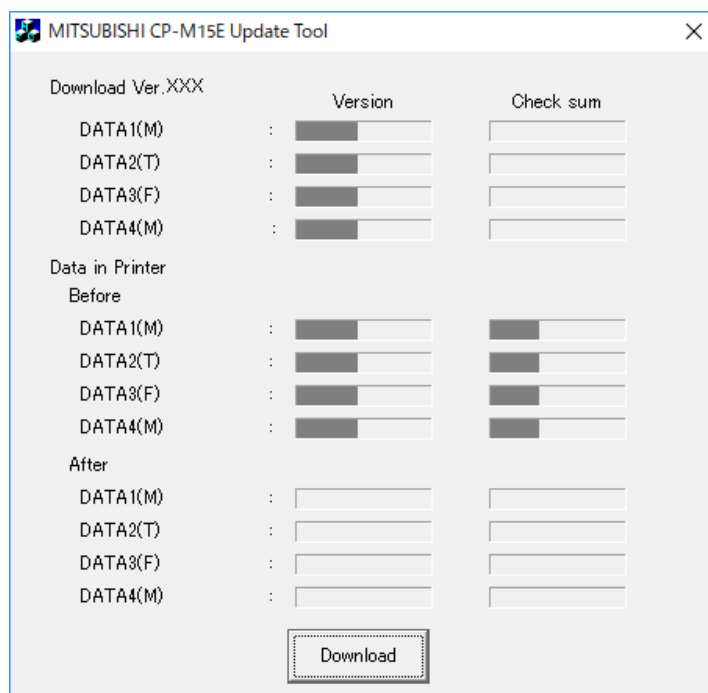
The tool will start and check the information of the connected printer.

*XXX : Tool Version

4. After checking the printer connection and information, the dialog box as illustrated in Fig.1 will be displayed.

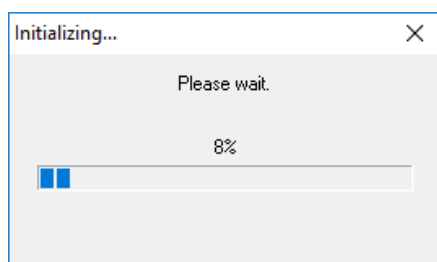
Click “Download” to initiate the firmware update.

Do not disconnect or power off the printer during this update process.

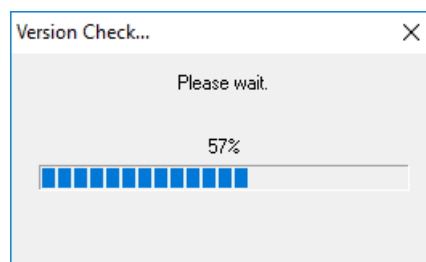


<Fig.1>

The information of the connected printer is then checked again, and the dialog boxes as shown below in Fig.2 and Fig.3 will be displayed consecutively.



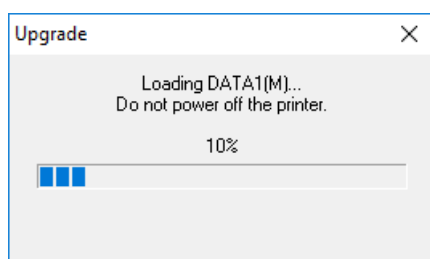
<Fig.2>



<Fig.3>

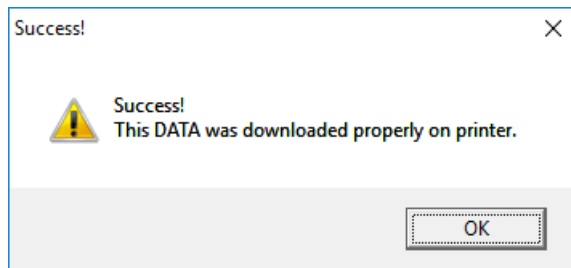
5. While updating, the dialog box below in Fig.4 will appear to show the progress status.

Do not disconnect or power off the printer during this process.



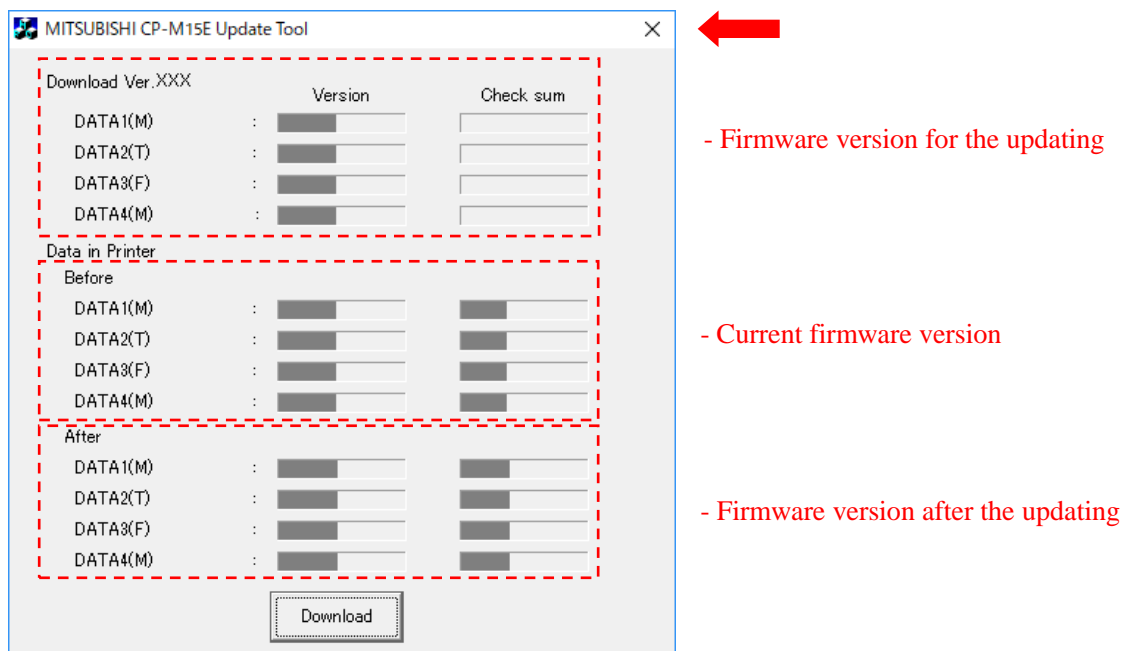
<Fig.4>

6. The firmware update is complete when the dialog box below in Fig 5 appears. Click “OK” to complete the update process.



<Fig.5>

7. The final confirmation dialog box (Fig.6) will be displayed with information about original and updated firmware. You will find the version and checksum information in this dialog box for your reference. Please save this information for future reference.



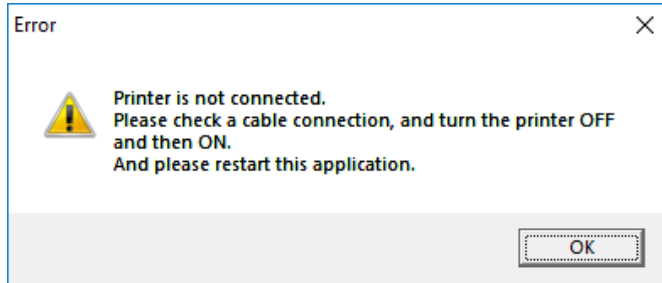
<Fig.6>

Trouble-Shooting and Errors

-Case: Target printer is not connected

If the target printer is not connected, a dialog box (fig. 7) will appear.

Check to make sure the printer is properly connected and restart the application.

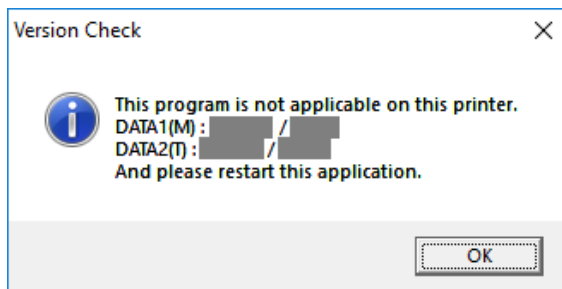


<Fig.7>

-Case: The firmware is not applicable

If the firmware is not applicable on the printer or the combination of the printer and Firmware Update Tool is wrong, a dialog box as shown below in Fig.8 will appear.

Make sure the printer is the correct model listed in the requirement and restart the application.

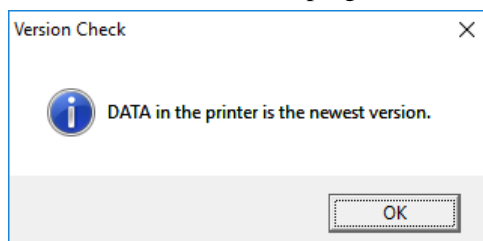


<Fig.8>

-Case: The latest firmware is in the printer

If the printer already has the latest firmware, the dialog box in Fig.9 will appear.

Simply press "OK" and wait for the progress bar dialog box to disappear. No further action required.



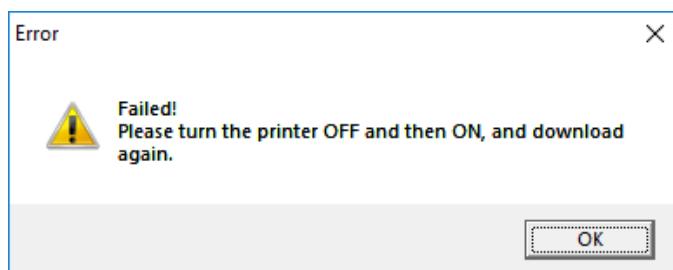
<Fig.9>

-Case: Failed to update or Update failure

If the update failed, the dialog in Fig.10 will appear.

Please follow instructions given in the dialog box and restart from step 4 of the update procedure.

If the update failed again, please contact to your local Mitsubishi Electric Technical Support.



<Fig.10>