

Updating Firmware

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There are multiple options to update firmware on your printer (USB, network, flash drive). The instructions for these options are listed below.

Note: Before updating any firmware it is important to verify that you are not using special code on your device. SPR (Special Product Request) firmware changes are often not included in official releases and updating may cause the device to lose this type of special functionality.

A. Updating the firmware using a USB flash drive

If a USB thumb drive/flash drive is available, it can be used to update the printer firmware.

To do so, unzip the **zip** package for your specific product and the firmware files to the flash drive.

Note: A printer that is in Invalid Code mode cannot be updated from a USB flash drive.

To update the printer firmware, perform the following steps:

1. Insert the flash drive into the USB port located on the operator panel. The device should auto detect the USB drive and launch the USB Menu.

Note: If the USB Menu doesn't display by default, select the USB Drive option on the homescreen.

2. Navigate to and select the *.fls firmware file located on the USB drive.

3. Select the Update Code option. The printer will start the update process. Various status and progress messages will display on the operator panel.

Warning: DO NOT TURN THE PRINTER OFF or unplug the flash drive until the update is complete. When the update is complete, the printer will automatically reboot and return to USB Menu.

6. Once **USB Menu** displays, remove the flash drive. Printer will return to **Ready**.

B. Updating the firmware using a networked computer and using the printer's internal Web server

To update firmware over the printer's webpage, download the firmware files to the host PC (these files can be found in the **zip** package downloaded from support.lexmark.com).

Note: You will need the IP address of the printer on the network. This can be obtained from the Network Settings page found under **Network Setup** menu under **Reports**, in the **Administrative** menu. You can also navigate to **Menu > Network/Ports > Network Menu > Network Setup > TCP/IP > IP Address**.

To update the printer's firmware, perform the follow steps:

1. Confirm the printer displays **Ready**.

2. On a computer attached to a network, open a Web browser.

3. Enter the printers IP address in the Web browsers address bar.

4. Press **Enter**. The printer's homepage opens.

5. Click **Settings**. The settings page opens.

6. Click the **Update Firmware** link. The update firmware page opens.

7. Click the **Browse** button. A file browser will open.

8. Browse to appropriate *.fls file.

9. Click **Open**.

10. Click **Submit**. Various status and progress messages will appear on the operator panel. The printer will reboot. The webpage will post File Transfer Complete. The HTTP session will terminate.

Warning: Do not turn the printer off until the update is complete. When the firmware update is completed, the printer will automatically reboot and return to a Ready state.

C. Updating the firmware using a networked computer and FTP

To update firmware over FTP, download the firmware files to the host PC (these files can be found in the **zip** package downloaded from support.lexmark.com).

Note: To update the printer using FTP, you should have an understanding of how to use an FTP client.

Note: You will need the IP address of the printer on the network. This can be obtained from the Network Settings page found under **Network Setup** menu under **Reports**, in the **Administrative** menu. You can also navigate to **Menu > Network/Ports > Network Menu > Network Setup > TCP/IP > IP Address**.

To update the printer's firmware, perform the follow steps:

- 1.** Confirm the printer displays **Ready**.
 - 2.** On a computer attached to a network, open an FTP client.
 - 3.** Using the FTP client, navigate to the directory containing the firmware files.
 - 4.** Open an FTP session with printer's IP address.
 - 5.** Use a Put command to send the appropriate *.fls file to the printer.
- The printer will start the update process. Various status and progress messages will display on the operator panel. The FTP session will terminate.
- Warning:** DO NOT TURN THE PRINTER OFF until the update is complete. When the update is completed, the printer will automatically reboot and return to **Ready**.

D. Troubleshooting

If the device does not appear to be updated correctly please try the following before contacting the Lexmark Technical Support Center for assistance:

- 1.** Verify that the firmware revisions are not updated by printing out the menu settings pages and comparing them to the revisions in this document.
- 2.** Verify that the firmware package you are trying to use is correct for the device you are trying to update. (i.e. One would use the T654 package to update a T654 printer, etc.)
- 3.** Power off the device and back on and then try to update the device again.

E. LEXMARK TECHNICAL SUPPORT AND ELECTRONIC SERVICES

For technical assistance contact the Lexmark Customer Support Center at 1-800-LEXMARK weekdays from 9 a.m. to 9 p.m. EST or on Saturday from 12 p.m. to 6 p.m. EST.

Lexmark's public webpage is located at <http://www.lexmark.com/> and provides access to product information, print drivers, firmware updates, and utility program updates.