Updating Firmware

Table of contents:

There are multiple options to update firmware on your printer (USB, network, flash drive, MarkVision Professional). The instructions for these options are listed below.
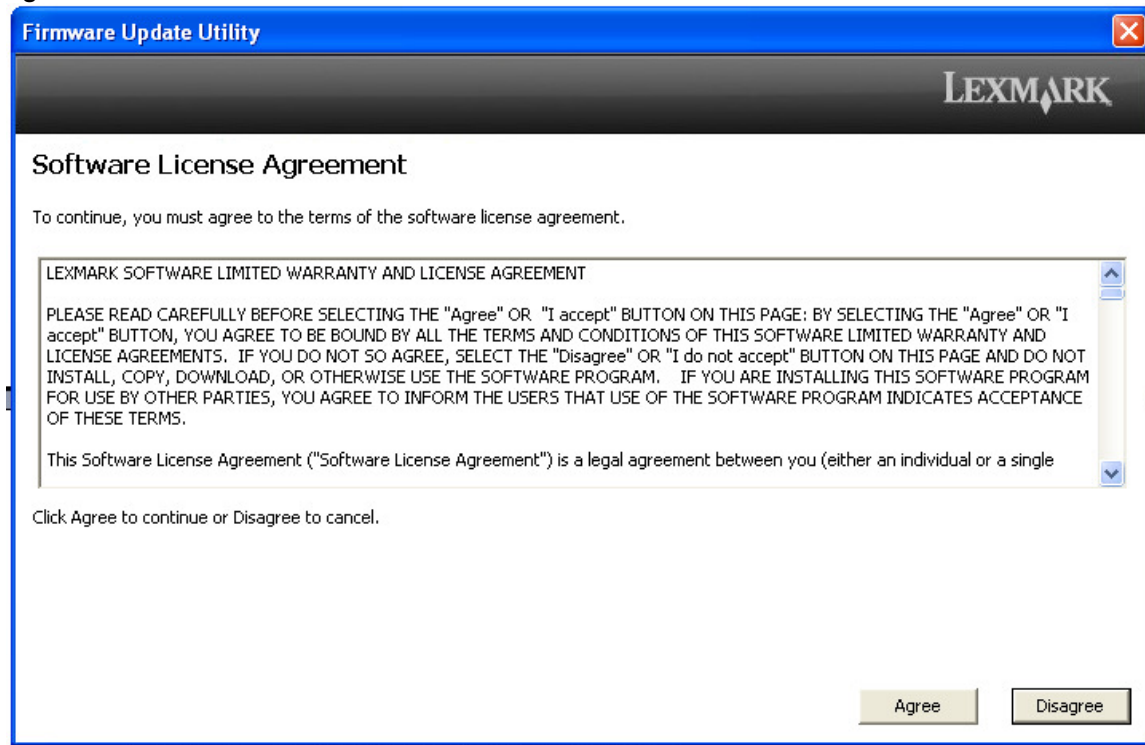
Note: Before updating any firmware it is important to verify that you are not using special code on your device. SPR (Special Product Request) firmware changes are often not included in official releases and updating may cause the device to lose this type of special functionality.

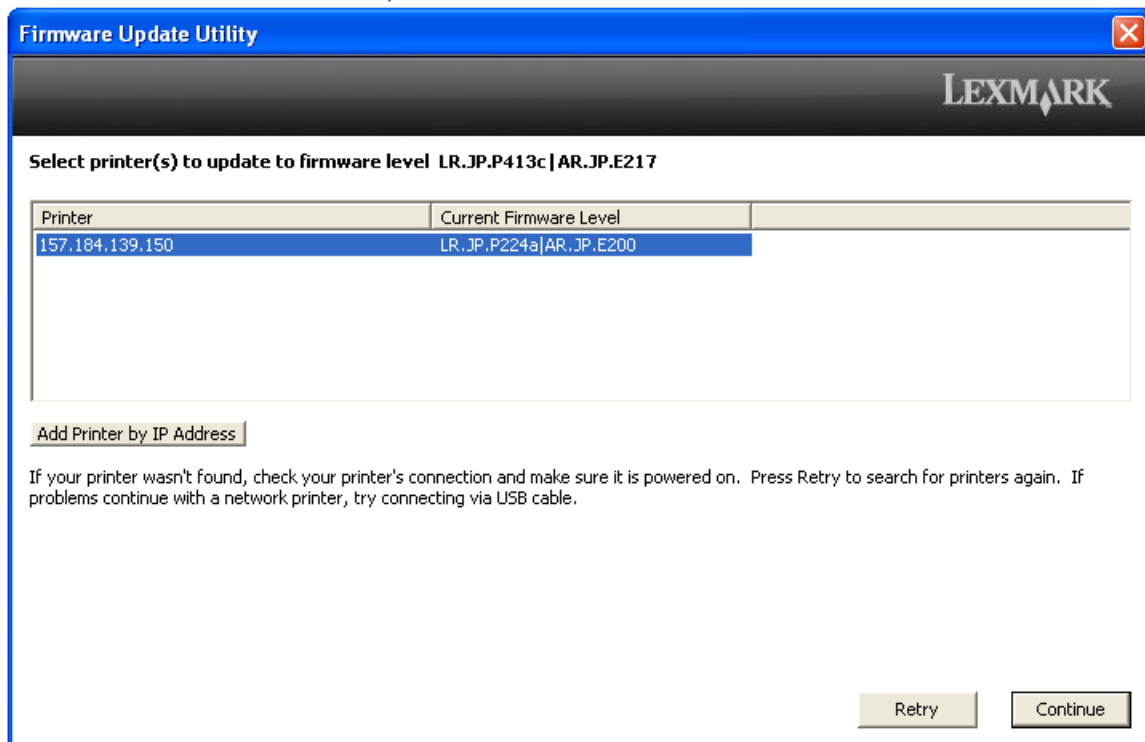## A. Using a _Windows_ host computer to update the firmware over USB or Network (_preferred method_)

1. Download and run the application **Lexmark_Firmware_Update_Utility** to the host PC (this file can be found in the firmware download **zip** package posted on support.lexmark.com for your specific product.)

2. After Clicking Continue on the previous screen above, read through the License Agreement, select **Agree.**

Firmware Update Utility

LEXMARK

Software License Agreement

To continue, you must agree to the terms of the software license agreement.

LEXMARK SOFTWARE LIMITED WARRANTY AND LICENSE AGREEMENT

PLEASE READ CAREFULLY BEFORE SELECTING THE "Agree" OR "I accept" BUTTON ON THIS PAGE: BY SELECTING THE "Agree" OR "I accept" BUTTON, YOU AGREE TO BE BOUND BY ALL THE TERMS AND CONDITIONS OF THIS SOFTWARE LIMITED WARRANTY AND LICENSE AGREEMENTS. IF YOU DO NOT SO AGREE, SELECT THE "Disagree" OR "I do not accept" BUTTON ON THIS PAGE AND DO NOT INSTALL, COPY, DOWNLOAD, OR OTHERWISE USE THE SOFTWARE PROGRAM. IF YOU ARE INSTALLING THIS SOFTWARE PROGRAM FOR USE BY OTHER PARTIES, YOU AGREE TO INFORM THE USERS THAT USE OF THE SOFTWARE PROGRAM INDICATES ACCEPTANCE OF THESE TERMS.

This Software License Agreement ("Software License Agreement") is a legal agreement between you (either an individual or a single

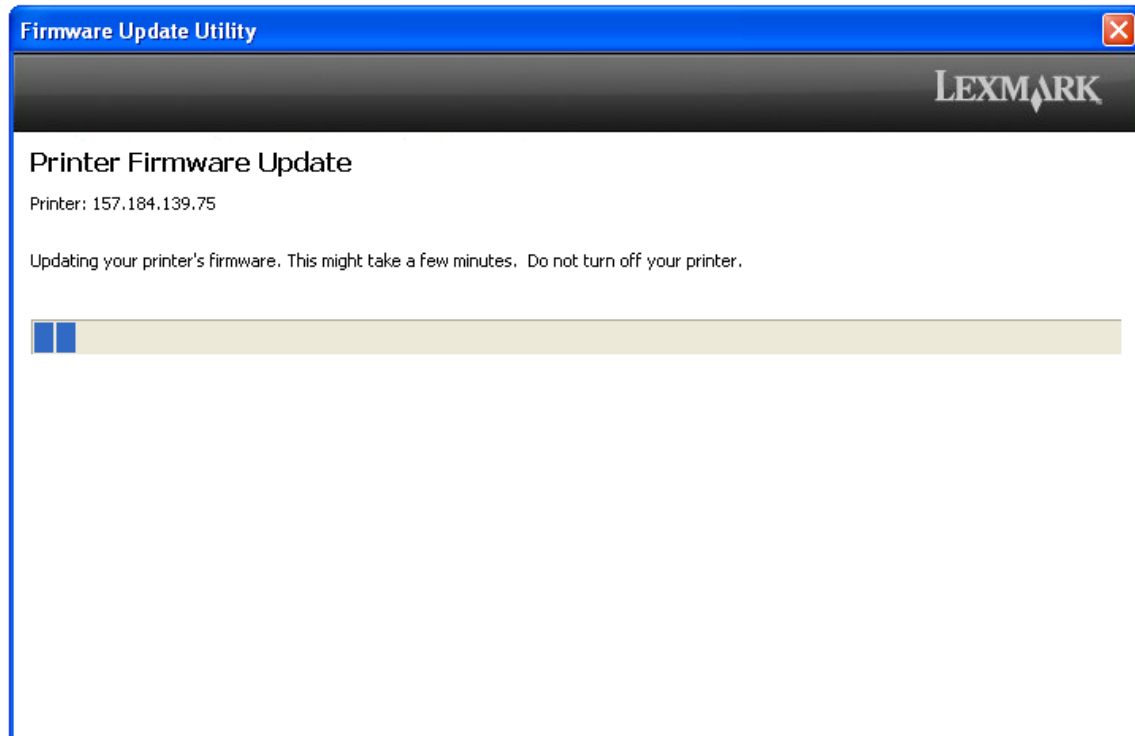Click Agree to continue or Disagree to cancel.

| Agree | Disagree |

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3. The utility will search for attached devices on which to perform the firmware update. Select the Device you want to update in the list or manually enter the IP Address of those devices by using the appropriate button. Once the device is selected, click **Continue**.
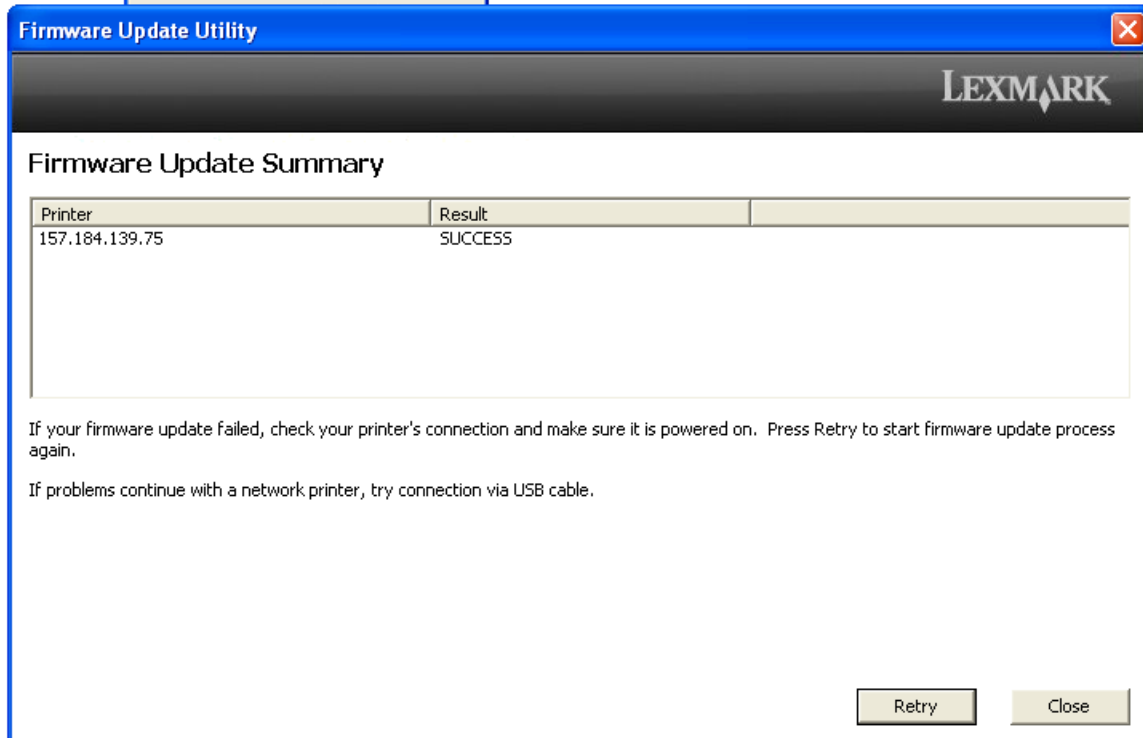
Firmware Update Utility

LEXMARK

Select printer(s) to update to firmware level LR.JP.P413c|AR.JP.E217

Printer	Current Firmware Level	
157.184.139.150	LR.JP.P224a|AR.JP.E200	

Add Printer by IP Address

If your printer wasn't found, check your printer's connection and make sure it is powered on. Press Retry to search for printers again. If problems continue with a network printer, try connecting via USB cable.

| Retry | Continue |

4. The utility status bar will continue to run until the firmware is updated.
Warning: Do not turn the printer off until the update is complete.

Firmware Update Utility

LEXMARK

Printer Firmware Update

Printer: 157.184.139.75

Updating your printer's firmware. This might take a few minutes. Do not turn off your printer.

5. When the firmware is updated, the utility will post "Firmware Update Summary." Click **Retry** if the update failed and needs to be performed again. Click **Close** if the update was successful.

Firmware Update Utility

LEXMARK

Firmware Update Summary

Printer	Result	
157.184.139.75	SUCCESS	

If your firmware update failed, check your printer's connection and make sure it is powered on. Press Retry to start firmware update process again.

If problems continue with a network printer, try connection via USB cable.

Retry   Close

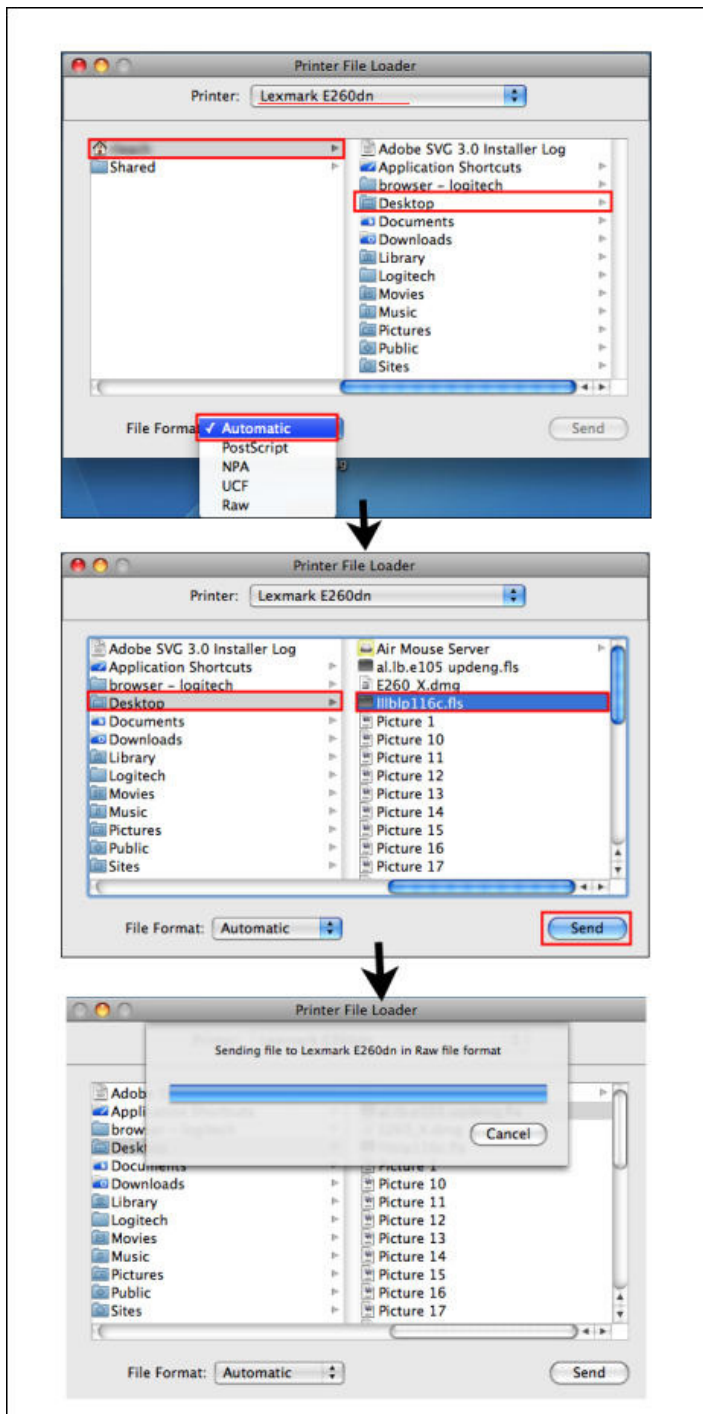## B. Using a <u>Mac</u> host computer to update the firmware over USB

Note: This procedure uses the program PrinterFileLoader.dmg. Printer File Loader is a utility that can also be used to update firmware from a Mac host computer via USB. To use the Printer File Loader utility, the printer must be installed on the host computer so a USB virtual printer port can be established on the host computer. The virtual printer port is needed so the host computer can communicate with the printer.

Note: The driver must be installed before Printer File Loader will recognize the printer.

1. Download and unzip the firmware **zip** package from support.lexmark.com for your specific product.

2. Make sure the printer is attached over USB and **Ready** or **Invalid Engine Code** displays on the operator panel.

3. Verify your USB connection to the printer, and make sure the printer is recognized by the USB host controller.

4. Open the PrinterFileLoader.dmg file.

5. Follow the Printer File Loader Installer wizard.

6. Open the Printer File Loader.   See images below for an illustration of this firmware update process.

7. Next to Printer, confirm that the correct printer is listed. If not, click on ( ) to select your printer from the list.

8. Click on the parent firmware file directory.

9. Browse for the firmware flash file (***.fls)** for your specific product.

10. Click **Send** and observe the progress bar to completion.
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 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. The USBFlash.exe and PrinterFileLoader.dmg files do not need to be copied to the flash drive.

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

Note: Verify the **Enable Drive** and **Update Code** settings are enabled. These settings are in the **Flash Drive** menu under the **Settings** Menu in the Administrative menus.

To update the printer firmware, perform the following steps:

1. Insert the flash drive into the USB port located on the operator panel. USB Menu: Print from USB displays.
Note: If Print from USB doesn't display by default, use the ◀ or ▶ buttons to navigate to the Print from USB command.

2. Press the ✔ button to access the flash drive's directory structure displays.

3. Use the ◀ or ▶ buttons to navigate to the ***.fls** firmware file.

4. Press the ✔ button. Program Device: Yes displays.

5. Press the ✔ button. 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: Print from USB.

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

D. Updating the firmware using MarkVision Professional (MVP)

To update firmware using MVP, download the firmware files to the host PC (these files can be found in the **zip** package).

1. On the main MVP screen you will see a list of IP addresses associated to the printers MVP is monitoring. Select the address (or addresses) of print servers that you would like to update

2. From the "Actions" drop down menu select "Firmware Download (Print Server)" task OR from the MVP Home screen, select the Firmware Download (Print Server) task from the All Tasks list.

3. Click New File to add the ***.fls** firmware file to the MVP list of downloadable firmware files.

4. Click Start to begin the upgrade process.

Warning: The print server may be damaged if it is turned off or reset during a firmware flash. Use the Scheduling task to perform flash operations at night, on holidays, or at other times when printer traffic is very light.

E. 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.

F. 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**.

G. 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.

H. 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.