



Firmware Update Guide

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Change history

December 2021

- Added support for updating the firmware from the server.
- Removed support for Virtual Solution Center.

April 2018

- Initial document release.

Overview

Update the printer firmware to enhance security and improve performance.

This document provides instructions on how to update the printer firmware.

Updating the firmware

Before you begin, make sure that:

- You have downloaded the latest printer firmware from support.lexmark.com, and that it is saved to your flash drive or computer.

Note: To deploy the printer firmware, extract the .fls firmware file from the ZIP package.

- You are not using a special code on your printer to avoid losing this functionality.

Warning—Potential Damage: Make sure that all printers receiving firmware updates are turned on during the entire firmware update process. Turning off a printer during a firmware update could severely damage it.

Updating the firmware using a flash drive

Before you begin, make sure that the flash drive is formatted to FAT32.

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

- 1 From the printer control panel, insert the flash drive into the USB port.

Note: If the USB menu does not appear, then from the home screen, tap **USB Drive**.

- 2 From the USB menu, navigate to the .fls firmware file.

- 3 Update the firmware.

The printer automatically reboots after the firmware update.

Updating the firmware using the Embedded Web Server

- 1 Obtain the printer IP address. Depending on your printer model, do one of the following:
 - Locate the IP address on the printer home screen.
 - View the IP address in the Network Overview section or in the TCP/IP section of the Network/Ports menu.
 - Print the network setup page from the Reports menu.
- 2 Open a web browser, and then type the printer IP address in the address field.
- 3 From the Embedded Web Server, depending on your printer model, do either of the following:
 - Click **Settings > Device > Update Firmware**.
 - Click **Settings > Update Firmware**.
- 4 Do either of the following:
 - Update the firmware from the server.
 - Note:** This setting is available only in some printer models.
 - Browse to the FLS firmware file, and then click **Upload**.

The printer automatically reboots after the firmware update.

Updating the firmware using FTP

Before you begin, make sure that:

- An FTP client is installed on your computer.
- You have a working knowledge on using FTP clients.
- You have the printer IP address.

1 From your computer, run the command prompt as an administrator.

2 In the command prompt, type **ftp y**, where **y** is the printer IP address.

3 When prompted for login credentials, do either of the following:

- Click **Enter**.
- Enter your credentials, and then click **Enter**.

4 Type **put yy**, where **yy** is the .fls firmware file name and directory where it is saved.

Note: If the UNC path contains a space, then add quotation marks before and after the UNC path.

The printer automatically reboots after the firmware update.

Troubleshooting

Firmware is not updated properly

Try one or more of the following:

Make sure that the printer is in Ready mode

Make sure that you have downloaded the correct firmware package for your printer model

Restart the printer

Turn off the printer, wait for about 10 seconds, and then turn on the printer.

Update the printer firmware again

Contact customer support

In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, go to support.lexmark.com.

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December 2021

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