



Lexmark™

# **Firmware Update Guide**

---

# Contents

- Change history..... 3**
- Overview..... 4**
- Updating the firmware..... 5**
  - Updating the firmware using Virtual Solution Center..... 5
  - Updating the firmware using a USB flash drive..... 6
  - Updating the firmware using the Embedded Web Server..... 6
  - Updating the firmware using FTP..... 7
- Troubleshooting..... 8**
  - Firmware is not updated properly..... 8
- Notices..... 9**
- Index..... 10**

# Change history

## 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](https://support.lexmark.com), and that it is saved to your USB 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 Virtual Solution Center

### For registered users

**Note:** The following steps are applicable only to registered users. For guest users, see [“For guest users” on page 6](#).

- 1 Open a web browser, and then type **vsc.lexmark.com**.
- 2 Type your user name and password.
- 3 Click **Login**.
- 4 From the Deployment section, click **Update Firmware**.
- 5 In the "Available customer locations" list, click  beside the customer name.
- 6 Select a location.

**Notes:**

- If the list is blank, then customers or locations are not added. For more information, see the *Virtual Solution Center User's Guide*.
- You can select only one location for a deployment.

- 7 Click **Step 2**.
- 8 Type the IP address or host name of a printer, or import a list of printers.

**Notes:**

- To remove a printer, select the printer, and then click .
- To remove all printers, click .
- To refresh the status of the printers, select one or more printers, and then click .

- 9 Select the printers.

- 10 Click .

## For guest users

- 1 Open a web browser, and then type **vsc.lexmark.com/public**.
- 2 From the web portal, click **Update Firmware > Discover my devices**.

### Notes:

- You can also type the IP address or host name of a printer, or import a list of printers.
- To remove a printer, select the printer, and then click .
- To remove all printers, click .
- To refresh the status of the printers, select one or more printers, and then click .

- 3 Click .

The printer automatically reboots after the firmware update.

## Updating the firmware using a USB flash drive

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

**Note:** A printer that is in Invalid Engine Code mode cannot be updated from a USB 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.
- 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 Browse to the .fls firmware file.
- 5 Update the firmware.

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](https://support.lexmark.com).

# Notices

## Edition notice

April 2018

**The following paragraph does not apply to any country where such provisions are inconsistent with local law:** LEXMARK INTERNATIONAL, INC., PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions; therefore, this statement may not apply to you.

This publication could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in later editions. Improvements or changes in the products or the programs described may be made at any time.

References in this publication to products, programs, or services do not imply that the manufacturer intends to make these available in all countries in which it operates. Any reference to a product, program, or service is not intended to state or imply that only that product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any existing intellectual property right may be used instead. Evaluation and verification of operation in conjunction with other products, programs, or services, except those expressly designated by the manufacturer, are the user's responsibility.

For Lexmark technical support, visit <http://support.lexmark.com>.

For information on supplies and downloads, visit [www.lexmark.com](http://www.lexmark.com).

© 2018 Lexmark International, Inc.

All rights reserved.

## GOVERNMENT END USERS

The Software Program and any related documentation are "Commercial Items," as that term is defined in 48 C.F.R. 2.101, "Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. 12.212 or 48 C.F.R. 227.7202, as applicable. Consistent with 48 C.F.R. 12.212 or 48 C.F.R. 227.7202-1 through 227.7207-4, as applicable, the Commercial Computer Software and Commercial Software Documentation are licensed to the U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein.

## Trademarks

Lexmark and the Lexmark logo are trademarks or registered trademarks of Lexmark International, Inc. in the United States and/or other countries.

All other trademarks are the property of their respective owners.

# Index

## C

change history 3

## F

firmware

- updating using a USB flash drive 6

- updating using FTP 7

- updating using the Embedded Web Server 6

- updating using Virtual Solution Center 5

firmware is not updated properly 8

## O

overview 4

## T

troubleshooting

- firmware is not updated properly 8

## U

updating firmware using a USB flash drive 6

updating firmware using FTP 7

updating firmware using the Embedded Web Server 6

updating firmware using Virtual Solution Center 5