



Lexmark™

Firmware Update Guide

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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, 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.

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