

Firmware update instructions

Overview

Thank you for purchasing a Lexmark product, by updating the firmware, you will be able to explore new features that are added to your printer and have an enhanced user experience.

Please note this procedure should only be performed if Lexmark Technical Support has recommended a firmware update. Recommendations will be made by a technician if a printer function or printing anomaly is known to be corrected by updating the printer firmware.

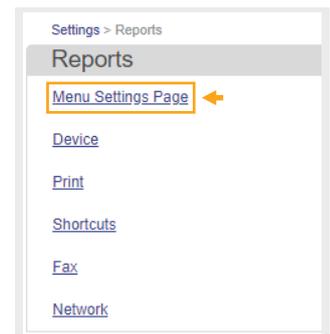
How to check the firmware code level of the printer

To identify your current firmware code, try either of the following options:

Option 1

Print the Menu Settings Page (MSP):

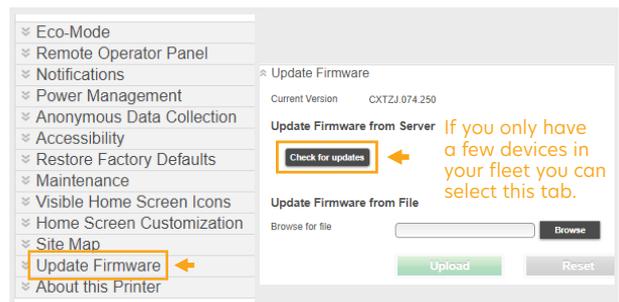
1. On the printer control panel, press **Menu** or **Settings**.
2. Press **Reports**.
3. Press **Menu Settings Page** to print.
4. Look for the **Device Information** section on the print outs.
5. Look for **Base** or **Engine**.



Option 2

If the printer is connected to the network, you may check its firmware code through the Embedded Web Server (EWS):

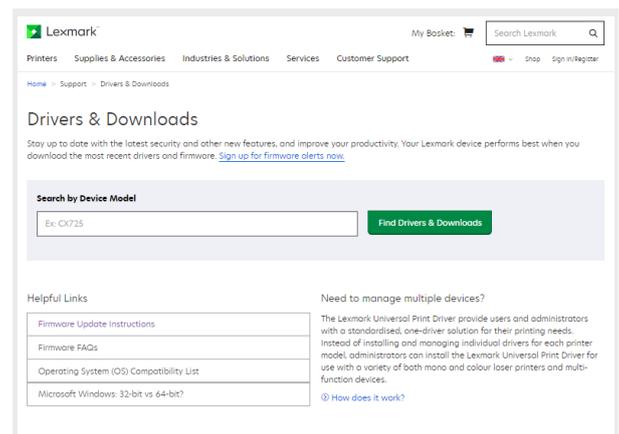
1. Open a browser (e.g., Internet Explorer, Mozilla Firefox, Google Chrome, etc.) and enter the printer's **IP address**.
2. Click **Reports**.
3. Click **Device** and/or **Device Information**.
4. Look for **Base** or **Engine**.



Screen shot above from Lexmark model with firmware version 7+

How to download firmware

- ▶ Go to the Drivers & Downloads page https://www.lexmark.com/en_au/support/download-search.html
- ▶ Enter the printer model name and then select **Find Drivers & Downloads**.
- ▶ Using the table filters, sort by **Type: Firmware**.
- ▶ When you select the firmware, a pop up window will appear with a EULA -- the download will not start until you have read and agree to the terms.



How to update firmware

1. Once you have the latest firmware downloaded, extract the zip file and locate the firmware flash (.fls) file.
2. Printer must be in a Ready state or set the printer to Invalid Engine Code state. **Note:** Contact Lexmark Technical Support on how to set the printer to Invalid Engine Code.
3. Make sure that NO other option cards are installed in the device, as these options often require specific firmware to operate properly. To do this, print a Menu Settings page and look for these options listed under Installed Features or Installed Options. **Note:** Failure to ignore this step will cause the update to fail, and it can potentially lead an unrecoverable error.
4. Determine whether your printer is connected via local (USB cable) or network (Ethernet or wireless) and make sure both computer and printer are communicating properly.
5. Choose firmware update method.
 - ▶ USB Flash Drive or Thumb Drive.
 - ▶ Using a computer.

How to Update Firmware

Note: Do not update the firmware if you are unsure about the presence of special code or code that is specific to a Downloadable Language Emulator (DLE). A strong recommendation is to contact [Lexmark Technical Support](#) and seek the advice of a trained technician if unsure whether updating firmware is right for you.

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 1. USB Flash Drive or Thumb Drive.
 2. Using a computer.

Computer Operating System ↕	Printer Connection Type ↕	Firmware Update Method ↕
Linux	Network	Embedded Web Server (EWS) File Transfer Protocol (FTP)
Mac	Local	Mac OS Terminal
Mac	Network	Embedded Web Server (EWS) File Transfer Protocol (FTP)
Windows	Local	USBUtil (DOS-based) and/or USB Flash Utility (GUI-based)
Windows	Network	Embedded Web Server (EWS) File Transfer Protocol (FTP)

Firmware update method USB Flash Drive or Thumb Drive

For all Lexmark models 2010+ MFP / SFP Series

1. Insert USB flash drive. (FAT32 format)
Note: Newer versions of firmware on certain models may support NTFS format of the flash drive.
2. Go to the Home Screen of the control panel.
3. Go to **USB Drive**.
Note: On some smaller screen devices, after going to "USB Drive" the user will see a "Scan from USB" and "Print from USB" option. Select "Print from USB" before proceeding to Step 4 below.
4. Find and select the firmware update file (*.fls file).
5. Select Update Code.
Note: Do not turn off the printer while the update is going on.
6. Upon successful completion of the firmware update, the device will automatically reboot.

Note: For models prior to 2010 please refer to our website:

https://www.lexmark.com/en_au/support/firmware-update-instructions.html

Firmware update method Using a computer

For **Computer operating system, Printer connection type and Firmware update method**, refer to our website:

https://www.lexmark.com/en_au/support/firmware-update-instructions.html

Want more information?

Lexmark Customer Support Service and Warranty

Email: austserv@lexmark.com

In Australia: **1300 362 192**

In New Zealand: **0800 539 627**

Drivers & Downloads

https://www.lexmark.com/en_au/support/download-search.html

Firmware update instructions

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