BrandPost **TECH TIP**

How to disable HP automatic firmware update

These instructions are suitable for HP printers using compatible ink cartridges

The default setting for your printer is usually checked for automatic firmware updates. This means that your printer will automatically install firmware updates without prompting when they become available.

Once the firmware update is completed, the next time you install a non original cartridge, your printer may display a cartridge problem. This is to prevent you from using non original cartridges.
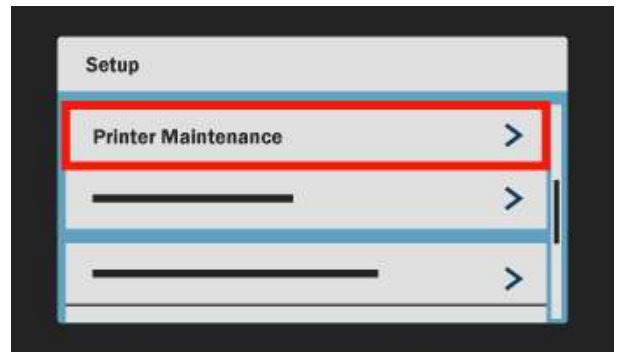
If your printer works fine with third party cartridges and you want to continue using them, we recommend that you turn off the "Printer Update" function in your printer.
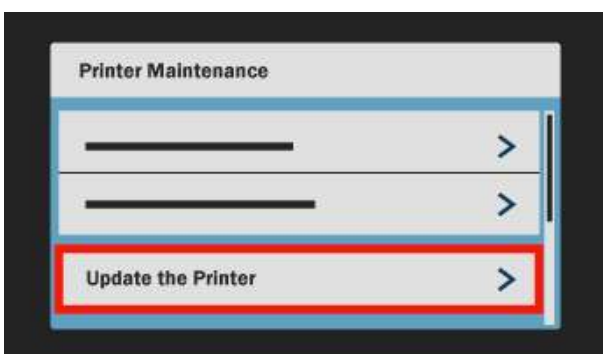
Please follow the instructions below:
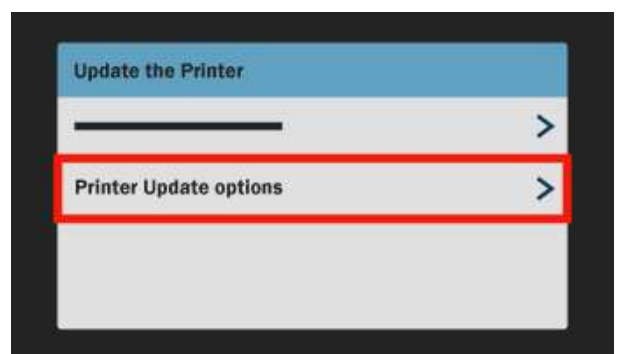
Step 1: Swipe down and then select the setup icon.
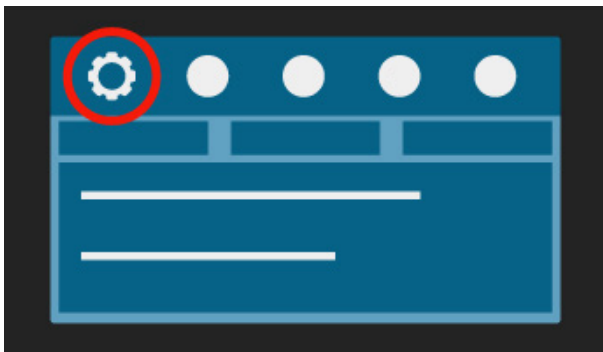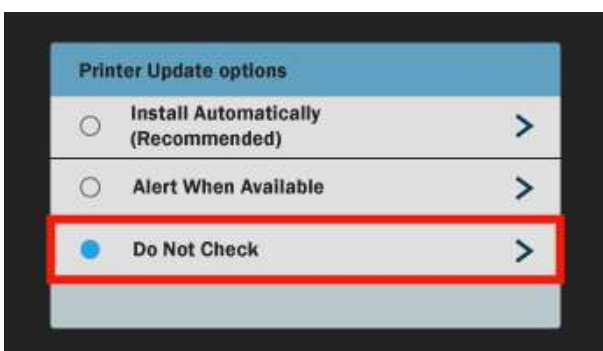

Step 2: Select "Printer Maintenance"

Setup

Printer Maintenance >

Step 3: Select "Update the Printer"

Printer Maintenance

Update the Printer >

Step 4: Select " Printer Update Options"

Update the Printer

Printer Update options >

Step 5: Select "Do Not Check"

Printer Update options

○ Install Automatically (Recommended) >
○ Alert When Available >
● Do Not Check >

Step 6: Select " No" to turn off printer updates

It is strongly recommended that you allow the printer to periodically check for updates. Web Services will be disabled and other services will not work properly if required printer updates are not installed.
Do you want to turn on Printer updates?

No   Yes

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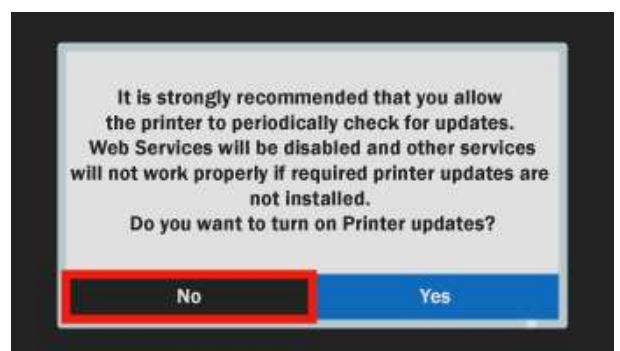
How to get around HP Firmware Block

1. From the home screen, press the unlit "Return" icon three times very quickly.
The display screen will change to show "Support Menu"
2. Press "Support Menu"
3. Use the up / down arrows to select "Reset Menu" & press "OK".
4. You can select either of two choices: "Partial Reset" or "Semi-Full Reset" – use this one to clear the admin lock and return the printer to its out-of-box settings. Selecting this will turn the printer off, so you'll need to turn it on again.