



Firmware Installation Instructions

Supported Products:

Phaser 3610, 6020, 6022, 6500, 6600

WorkCentre 3615, 6025, 6027, 6505, 6605

Note: Some menu items will vary slightly depending on the product. Please consult the user guide for your product if you have any questions.

Caution: Many settings may be reset to default values. *** **Please print a configuration page before updating to retain a copy of your current network settings.**

Note: For security reasons the setting for “Software Download” is disabled by default and the printer will not allow any FW updates to be processed.

The “Software Download” setting must be set to “Enable” before the printer can accept a firmware update. If the printer displays the error “Error 016-746 Prohibition Error” when the firmware is sent, then the “Software Download” setting is set to “Disable”.

To change the Software Download setting to “Enable” in CentreWare Internet Services:

- Go to Properties > Security > Secure Settings > Software Download > Enable

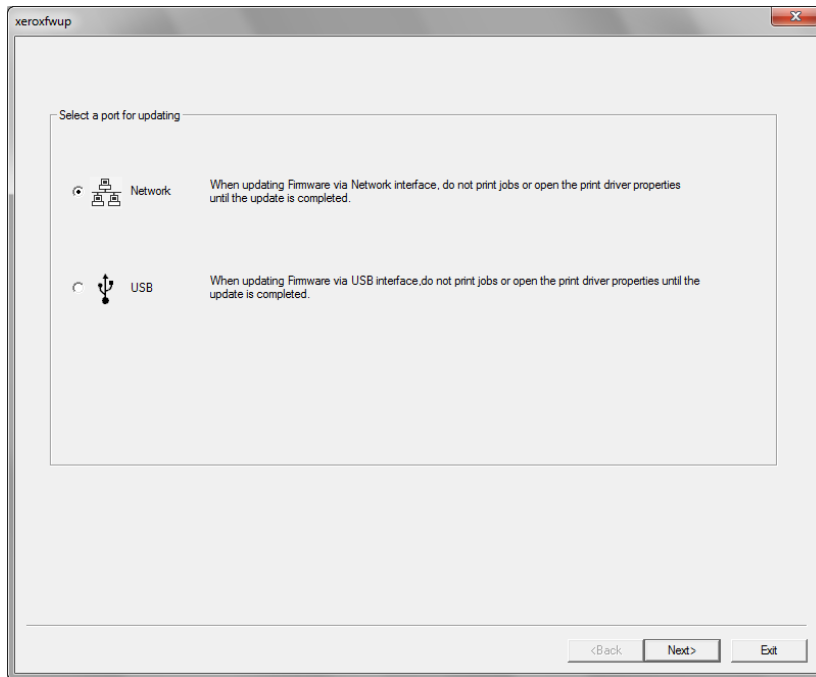
To change the Software Download setting to “Enable” from the front panel:

- Go to Machine Status > Tools > Admin Settings > Secure Settings > Software Download > Enable

Upgrading firmware from Windows Operating Systems

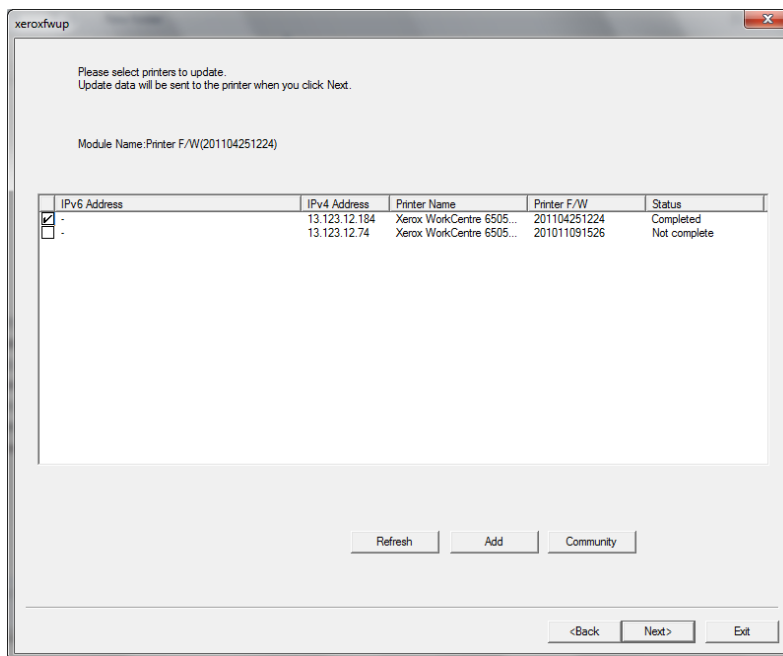
Caution: Do Not Reboot or Turn Off the printer during the firmware update process. The printer will automatically reboot when finished downloading the firmware.

1. Make sure the printer is powered on and connected over network or USB.
2. On the printer, print a Configuration Page or Printer Settings Report to document the current printer settings.
3. On the computer, unzip the firmware file and double-click on the **.exe** firmware update icon
4. The **xeroxfwup** window with the connection options is displayed. Two connections are available for updating the firmware, Network and USB. When updating devices that only have USB connections, only the USB connection option will be displayed. Select your connection and press **Next**

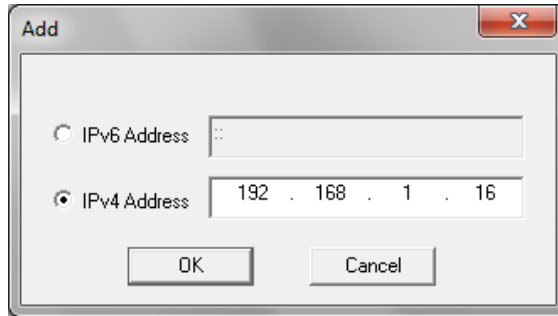


- **For Network connection:**

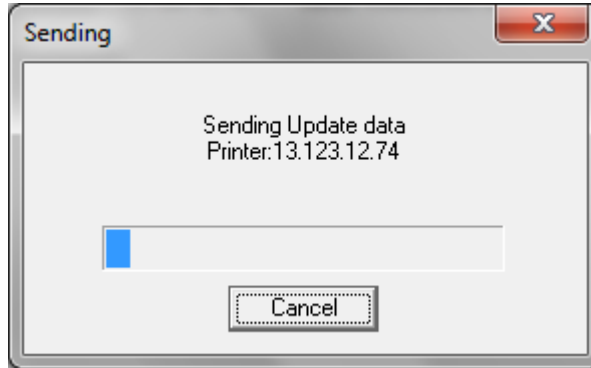
- If your printer IP address is listed, check the checkbox next to your printer. Click the **Next** button.



- If your printer IP address is not listed, click the **Add** button.
- Enter your printer IP address and click the **OK** button.



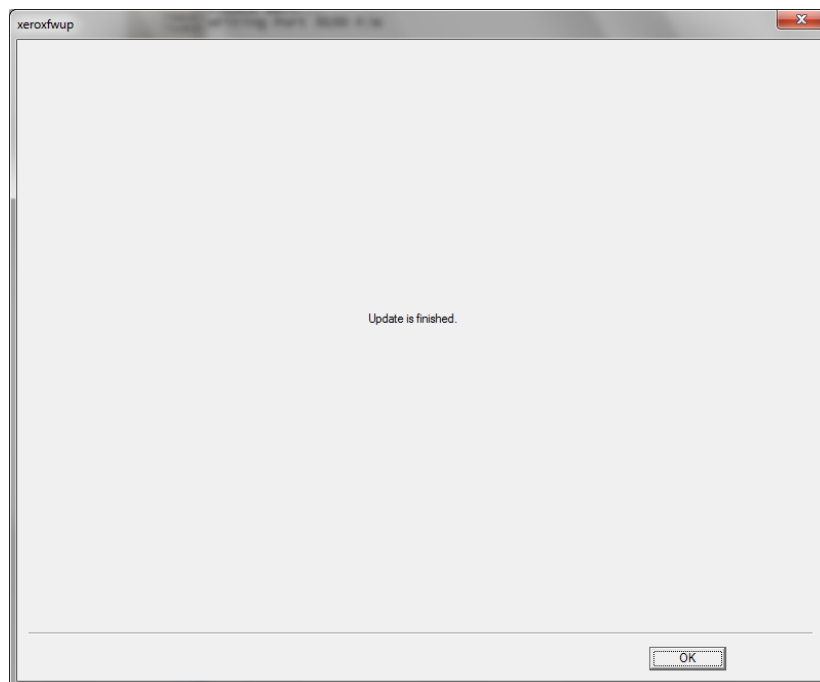
- Check the checkbox next to your printer IP address and click the **Next** button to send the firmware to your printer.



- The following messages will be displayed on your printer. These messages may vary slightly depending on the printer model, and whether you are upgrading the controller or engine firmware.

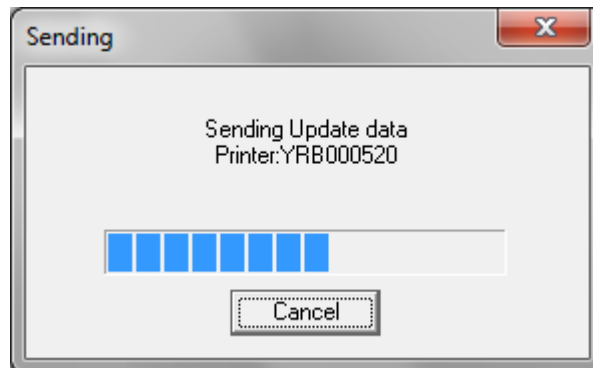
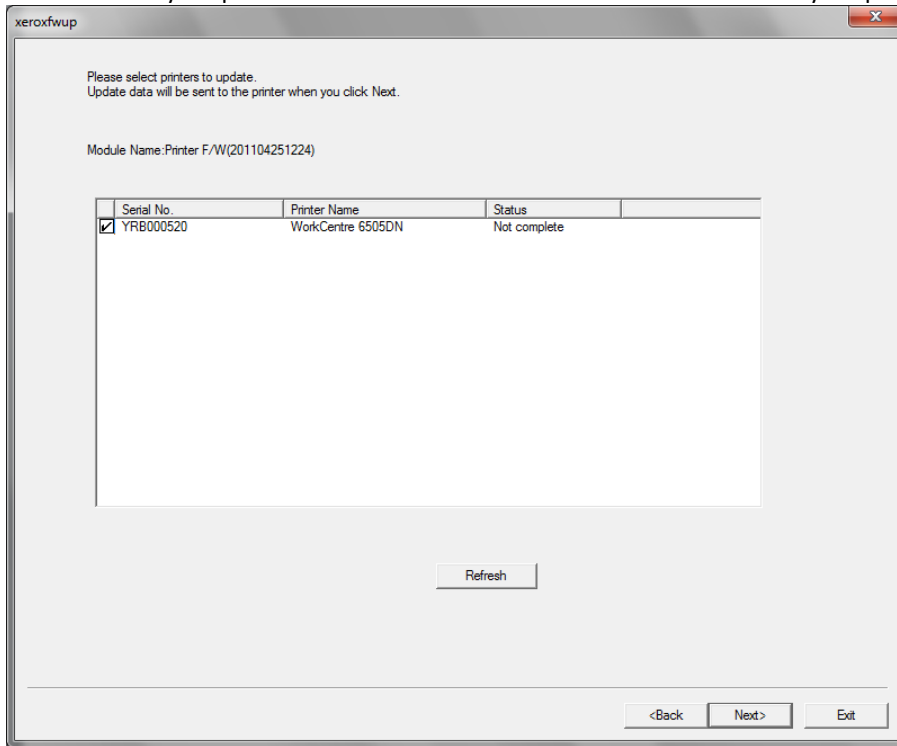
Receiving Data
Port 9100
Please Wait...
Writing Port 9100 F/W

- The printer will reboot after the firmware is updated. Print a Configuration Page or Printer Settings Report to verify the updated firmware version.
- After the firmware upgrade is complete, click the **OK** button to exit the firmware upgrade tool.



• **For USB connection:**

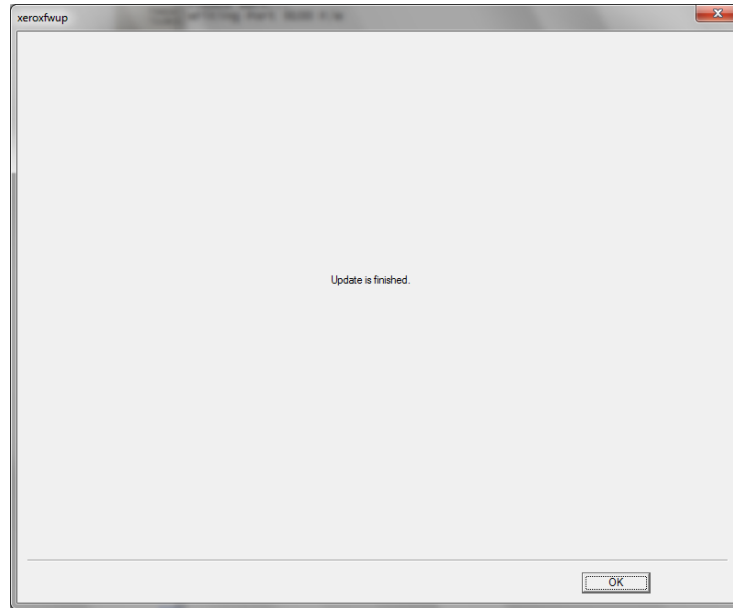
- Check the checkbox next to your printer. Click the **Next** button to send the firmware to your printer.



- The following messages will be displayed on your printer. These messages may vary slightly depending on the printer model, and whether you are upgrading the controller or engine firmware.

Receiving Data
USB
Please Wait...
Writing USB F/W

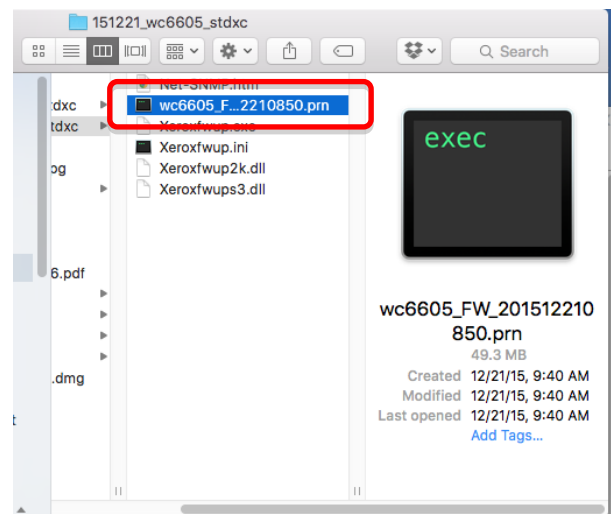
- The printer will reboot after the firmware is updated. Print a Configuration Page or Printer Settings Report to verify the updated firmware version.
- After the firmware upgrade is complete, click the **OK** button to exit the firmware upgrade tool.

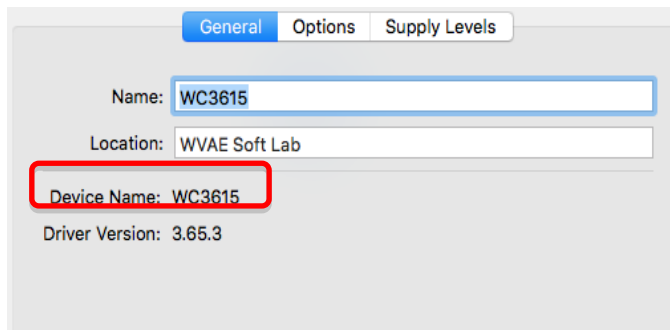


Upgrading firmware from Macintosh Operating Systems

There is not a utility for loading firmware on the Macintosh OS like the one for Windows OS. It is possible to pull the firmware file out of the Windows utility and submit it to the printer from a Mac. The following steps will go through that process.

1. Unzip the firmware file and look for a file with a “.prn” extension
2. Drag this file on to the desktop.
3. Open terminal window (Applications >Utilities >Terminal).
4. Depending on your connection to the device follow the appropriate instructions below.
 - a. For USB connection type the following command: `cat <filename.prn> |lp`
 - b. For a network connected device type the following command: `lp -d <Device Name> <filename>`
 - i. The device name can be found by going in to “System Preferences > Printers & Scanners”. Select the target printer and click on “Options & Supplies...”.





Note: For either submission method it may be necessary to type the full path to the filename. For example “/users/<username>/Desktop/<filename.prn>”. This can be avoided by just dragging the file from the desktop directly on to the terminal window.

