Firmware Installation Instructions

Overview

The purpose of this document is to define the procedures on installing device firmware via the device's Embedded Web Server and USB.

Supported Products:

Xerox® B410 Printers

Xerox® C410 Printers

Installation Instructions
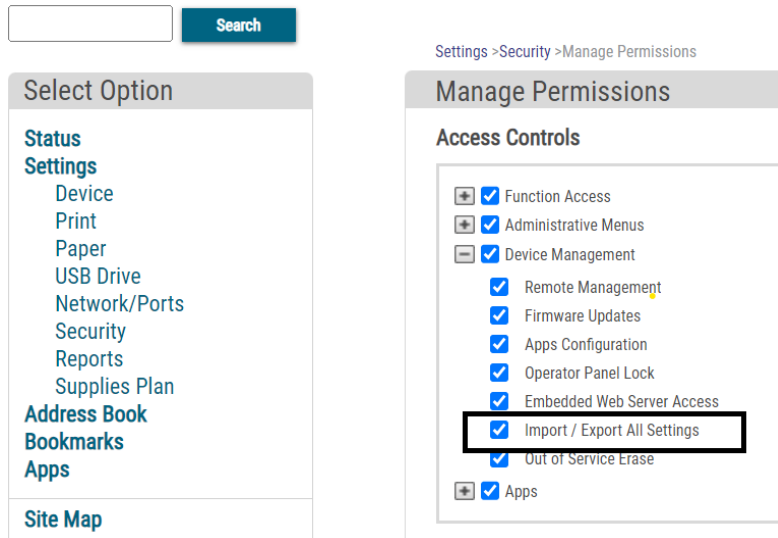
Upgrade Instructions

<u>**Caution :**</u>

- EC3.5 upgrade depends on how (or if) the "Admin" account has been setup in the device.
- If the Admin account was setup in the device using the Install Wizard, then the device would have changed settings that will prevent upgrading the device directly to EC3.5 version. In this case, please install the Bridge version first and then upgrade to the EC3.5 230.xxx (or higher) version.
- Note: If you try upgrading the device to EC3.5 directly without the Bridge version, you will get an "Upload Failed [0]" error. Device will restart and come up with the original version in the device.
- If the Admin account is NOT setup in the device using Install Wizard, then the device can be directly upgraded to EC3.5 230.xxx version.

<u>Note:</u>

To install EC3.5, Import/ Export All Settings must be enabled.

- From EWS go to Settings→ Security → Manage Permissions→ Access Controls → Device Management -> "Import/ Export All Settings"

- From LUI go to Settings→ Security → Login Methods → Manage Permissions → Device Management -> "Import/ Export All Settings"

Downgrade Instructions:

- Devices at Firmware level XXXXX.230.XXX or higher cannot be downgraded. If you attempt to downgrade you will receive a "Cannot Downgrade Error" message.

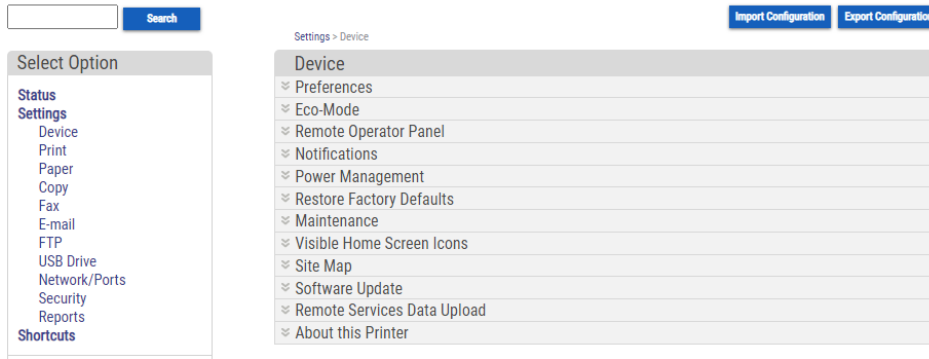Upgrade can be done using the below 2 methods.

Method 1:

Manual upgrade using Internet Services
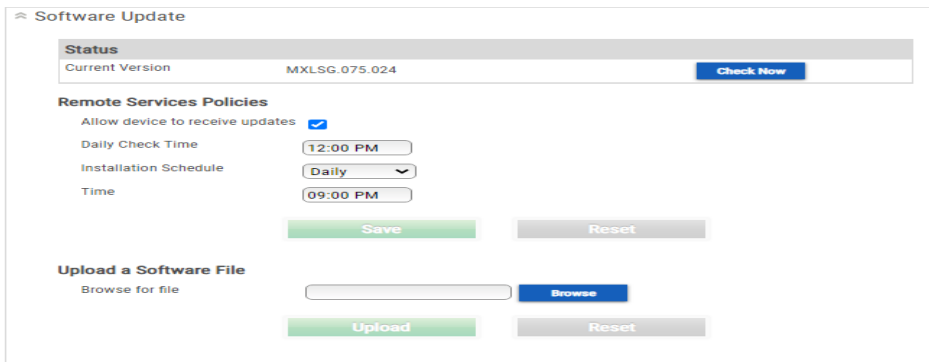This section provides instructions to upgrade machine software over the network via Embedded Web Server.

Upgrade Steps:

- From a Web browser, enter the Xerox® device's IP address to access the device's Embedded Web Server. When prompted, login as Admin.

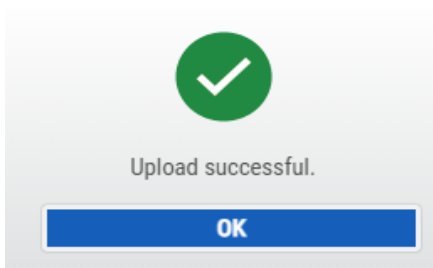- Go to Settings → Device → Software Update → Upload a Software File.

- Press [Browse] to locate the software file.

- Press [Upload]

- Device prompts the below popup where "xxx" shows the current version in the device and "yyy" shows the new version for which device will upgrade

- Press [Start]. Once the firmware upload is successful, below prompt displays.

Note: Software Installation will begin several minutes after the software file has been submitted to the machine. The installation progress can be monitored from the Local UI.

Method 2:
Upgrade Using USB:

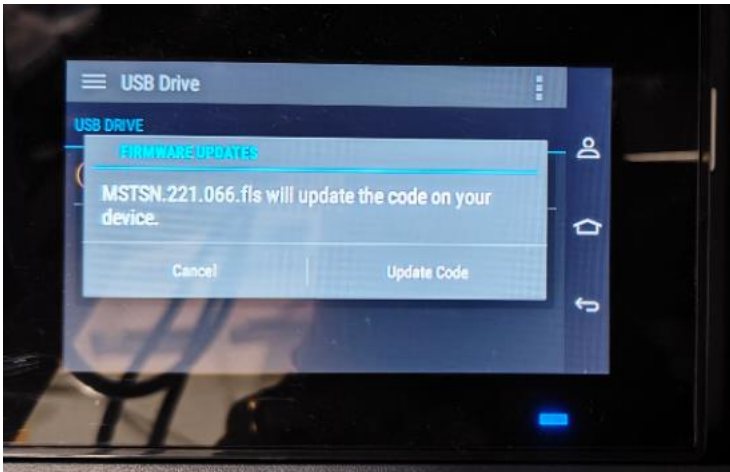If your device is equipped with a front USB port the firmware can be updated through that port.

- Prepare the USB drive by formatting and wiping the drive

- Load the firmware onto the USB drive

- Insert the USB drive into the Front USB port of the device

- Once the USB is inserted, device displays with below options.

- On clicking the three dots, below options will be displayed.

- Click "Update Code" option. The file should begin transferring to the target device.

Note: Please do not power off the device until the firmware update is complete. This process could take several minutes to complete. Once the firmware update is completed, device comes up with new firmware.