

# Updating the Printer Software

## Overview

The Software Upgrade feature allows the customer to upgrade the machine software as requested by a Xerox Customer Support Center Representative, without needing a Customer Service Representative to be present.

## When should I upgrade the software?

You can update your printer when Xerox releases a new version of printer software or firmware, you can update your printer to incorporate the new fixes and improvements.

## How do I upgrade the software?

**NOTE:** Upgrading software will delete any current jobs in the machine print queue and prevent further jobs from printing until the upgrade has completed. If you wish to preserve these jobs, allow them to complete before upgrading your software. All configured network settings and installed options will be retained by the machine after the Software Upgrade process.

## Updating the Software

### Before you begin:

- Determine the current software version of your printer. See the **Related Content** for additional information.
- Download the latest software update file in **.dlm** format from the Drivers and Downloads page for your specific device.

### To determine the currently installed software version:

- In CentreWare IS, click **Properties > General Setup > Configuration**.
- Scroll down to **Software** to verify the software version.

### To Enable Upgrades

1. Access CentreWare Internet Services (CWIS). See the **Related Content** for additional information.
2. Click **Properties > Maintenance**.
3. Click **Upgrade Management**.
4. For Software Upgrade, next to Upgrades and Cloning, select **Enabled**.

### To Update the Software Using a USB Flash Drive

1. Copy the software **.dlm** file to your USB Flash drive.
2. Insert your USB Flash drive in a USB port on the printer.
3. Select **Print from USB**.
4. Select the file, then select **OK**.
5. When the process is complete, the printer restarts automatically. To verify that the software has updated, check the Configuration Report.

### To Install Software Upgrades in CentreWare Internet Services

1. Access CentreWare Internet Services (CWIS). See the **Related Content** for additional information.
2. Click **Properties > Maintenance**.

3. Click **Firmware Upgrade**.
4. To locate and select the firmware upgrade file in **.dlm** format, click **Browse** or **Choose File**.
5. Click **Open**.
6. Click **Install Software**.
7. To verify that the software has updated, check the Configuration Report.

**NOTE:** Software installation begins several minutes after you submit the software to the printer. CentreWare Internet Services is unavailable while the software is installing.