

# Update HP Latest Firmware

Dear Customers,

HP released several firmware upgrades on 12<sup>th</sup> October, 2016. After testing and comparison, we found that both our old chip (V3 or V1) and new chip (V4) products can work normally with the latest firmware version.

Please check the affected printers from the list below.

## HP 950/951 Series

Printer Model	Old Firmware Version	Can our products be recognized by old firmware?		Latest Firmware Version	Can our products be recognized by latest firmware?	
		V3	V4	ver sion	V3	V4
HP Officejet Pro 8616	1547AR	No	Yes	1640BR	Yes	Yes
HP Officejet Pro 8610	1547AR	No	Yes	1640BR	Yes	Yes
HP Officejet Pro 8620	1432AR	No	Yes	1640BR	Yes	Yes
HP Officejet Pro 8625	1547AR	No	Yes	1640BR	Yes	Yes
HP Officejet Pro 8630	1416AR	No	Yes	1640BR	Yes	Yes
HP Officejet Pro 8640	1416AR	No	Yes	1640BR	Yes	Yes
HP Officejet Pro 8660	1547AR	No	Yes	1640CR	Yes	Yes

## HP 934/935 Series

Printer Model	Old Firmware Version	Can our products be recognized by old firmware?		Latest Firmware Version	Can our products be recognized by latest firmware?	
		V1	V4	, er stoll	V1	V4
HP Officejet Pro 6230	1544AR	No	Yes	1640AR	Yes	Yes
HP Officejet Pro 6812	1610AR	No	Yes	1640AR	Yes	Yes
HP Officejet Pro 6835	1610AR	No	Yes	1640AR	Yes	Yes
HP Officejet Pro 6830	1610AR	No	Yes	1640AR	Yes	Yes



#### HP 970/971 Series

Printer Model	Old Firmware Version	Can our products be recognized by old firmware?		Latest Firmware Version	Can our products be recognized by latest firmware?	
	, et stolt	V3	V4	v er stoll	V3	V4
HP Officejet Pro X576dw	1544AR	No	Yes	1640AR	Yes	Yes
HP Officejet Pro X476 Series	1610AR	No	Yes	1640AR	Yes	Yes
HP Officejet Pro X551 Series	1610AR	No	Yes	1640AR	Yes	Yes
HP Officejet Pro X451 Series	1610AR	No	Yes	1640AR	Yes	Yes

Follow these steps to upgrade HP firmware if your printer is on the printer list above.

Taking HP Officejet Pro 8610 as an example

# **<u>Step 1</u>** Check the firmware version.

<u>Step 1.1</u> Go to "Devices and Printers", double click your printer to open the following interface, and double click "HP Printer Assistant", then go to next screen.

Control Pan	el <ul> <li>Hardware and Sound</li> <li>Devices and</li> </ul>	Printers + HP Officejet Pro 8610	
	HP Officejet Pro 8610	)	
69	<ul> <li>50% less cost per page 1</li> <li>50% less energy use that</li> </ul>	than lasers n lasers	
			Service and
HP Printer Assistant Manage your HP Prin	iter, access Help information, printing soft.	See What's Printing View, pause, or cancel your print jobs	Set Pre
Customize Your Print Change the name, se	t <b>er</b> curity settings, or other properties		



# Setp1.2 Click "Estimated Ink Levels".

40 HP Officejet Pro	8610 : HP Printer Assistant					• ×
HP Connected	Print, Scan & Shop H	elp Utilities	Estimated Ink Levels	-	Q Search Local	
Print						
<b>F</b> _0	Set Preferences View and change defaults for paper s print quality, and more	ize, 🔤	Customize Your Printer Change the name, security settings, o other properties	5	Maintain Your Printer Align and clean ink cartridges, print a diagnostic page	
	Print From Your Mobile Devices Printing from your Smartphone or Ta has never been easier	blet				
Scan						
>	Scan a Document or Photo Open the scan dialog					
Fax						
9	Send a Fax Send an individual or group fax		Fax Setup Wizard Set up your printer to send and receiv faxes	•	Manage Fax Settings View fax history, block junk faxes, and manage fax settings	
<b></b>	Digital Fax Setup Wizard Save your incoming faxes digitally					
2						

<u>Step 1.3</u> Click the tab "Device Information", and check the firmware version.

		1		
Device Services	Device Reports	HP Instant Ink	Estimated Ink Levels	Printhead Health
Device Informa	ion	Advanced Settings	HP Cart	ridge Protection
Hardware Information				
Model Name:		Firmware	Version:	
HP Officejet Pro 8610		FDP1CN1	1502AR	
Serial Number:	Serv	ice ID:	IK Number:	
CN4B5D32P8	243	345	943-20161014-0	
Network Information				
IPv4 Address:	MAC Addr	ess:		
	Get Printer Status		Refres	h



## Step 2 Download and upgrade new firmware.

<u>Step 2.1</u> Go to HP Software and Driver Download Center, <u>http://support.hp.com/ca-en/drivers</u> Enter your printer model number, and click button "Find my product".

Enter my HP model number 📀					
8610					
Example: "OfficeJet 2620", "D4H21A"," LaserJet Pro P1102w", "Envy 15 k110tx"					
Find my product					

Step 2.2 Click your printer under the searching result.



Step 2.3 Scroll down the page to "Firmware", and click button "Download".

File name:	0J8610_198.exe(162.1	MB)	Original Software/Driv		
			See full details		
Basic Drivers (1)					+
Driver-Universal Fa	x Driver (1)				+
Firmware (1)					_
HP OfficeJet Pro 8610 Printer Firmware	0/8615/8616 All-in-One	1640B	23.2 MB	Oct 12, 2016	<b>Download</b> HP's Terms of Use
Utility-Diagnostic T	<b>cools</b> (1)				+



Step 2.4 Choose "Download only", and click button "Next".

HP Download and Install Assistant	×
HP Download and Install Assistant makes it easy to download and install your software.*	
<ul> <li>Use HP Download and Install Assistant (recommended)</li> <li>Download only</li> </ul>	
Remember my choice	
Cancel	Next

Step 2.5 Confirm the download process, and click button "Close".

Version:	Software 32.3	The full solution software includes everything you need to install and use printer. This collection of software includes the complete set of drivers, in
Operating Release da File name:	HP Download and In	stall Assistant ×
	HP is downloading the select	ed files to your computer.
Basic Dri	After the download completes, lo double-click to begin installation	cate the file in your browser or 'Downloads' folder on your computer, then
Driver-Univ	Need help with downloading? Vi	sit the HP Download Instructions.
Firmware (		
HP OfficeJe Printer Firn	When your installation is complete cli	:k'Next' for more support options.
Details	Privacy Policy	© Copyright 2016 HP Development Company, L.P.
Utility-Dia	gnostic Tools (1)	
OJP8610_R1640B (1).exe 7.9/23.1 MB, 54 secs left	ØJP8610_R1640B.exe ^ 4	2016-10-16-primecsv ^ 🔹 2016-10-15-123inkcsv ^ 🔹 2016-10-14-1

Step 2.6 Cancel all print jobs and let the printer be ready status.

					x	
Printer Document View						
Document Name	Status	Owner	Pages	Size	Sut	Be sure no any jobs in the print spool.
•					۱.	
0 document(s) in queue						



Step 2.7 Double click downloaded file from download file folder, to install the new firmware. The installation process will connect your printer to PC.

brary 🔻 Share with 💌 New folder			
Name	Date modified	Туре	Size
🚰 OJP8610_R1640B	10/14/2016 3:45 PM	Application	23,702 KB

Step 2.8 Check on your printer, and click button "Update" to start upgrade.

P Printer Update	- HP Officejet Pro 8610 Welcome to the HI Select the printer you wish	P Printer Update	e		X
Serial Number	Host Name	Port/Address	Version	Status	V
		USB001	FDP 1CN 1502AR	Ready	
Unselect <u>A</u> I	<u>R</u> efresh	]			
				<u>U</u> pdate	<u>C</u> ancel

Please be careful that you can't print any documents and keep waiting during upgrade process.

HP Printer Update		
	Updating printer firmware	

Step 2.9 Click button "OK" to finish installation.





Step 2.10 Click button "Exit" to quit installation.

D HP Printer Update	- HP Officejet Pro 861	0			×
	Welcome to the H	IP Printer Update	e		
Serial Number	Host Name	Port/Address	Version	Status	▼
CN485D32P8		USB001	FDP 1CN 1640BR	Update successful	
Select All	Befresh				
				Update	Exit

# <u>Step 3</u> Repeat "Step 1" to check the new firmware version.

Device Services	Device Reports	HP Instant	t Ink	Estin	nated Ink Levels	Printhead Health	
Device Informa	tion	Advanced S	dvanced Settings HP Ca		HP Cart	rtridge Protection	
-Hardware Information-							
Model Name:			Firmware Ve	ersion:	_		
HP Officejet Pro 8610			FDP1CN164	40BR			
Serial Number:	Ser	vice ID:			IK Number:		
CN485D32P8	24	345			943-20161014-0		