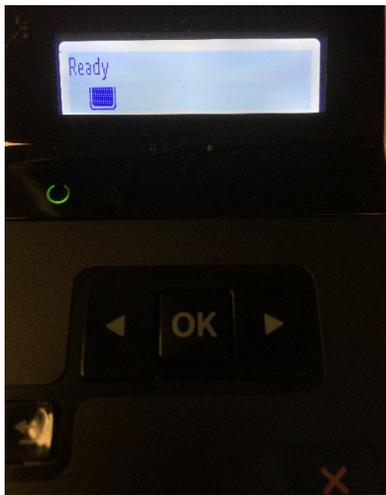


Firmware Upgrade for HP LaserJet Series

HP LaserJet Pro M404, MFP M428

Confirm Firmware Version

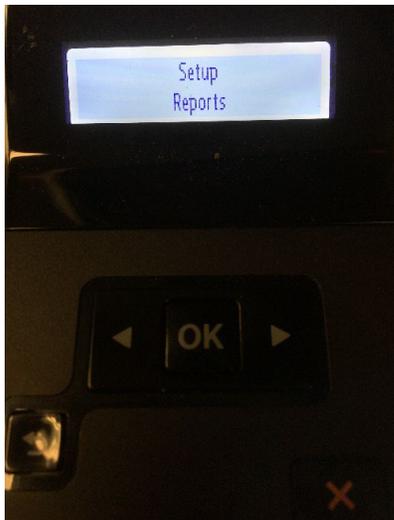
Below shows how to confirm the firmware version by printing a 'Printer Status Report'.



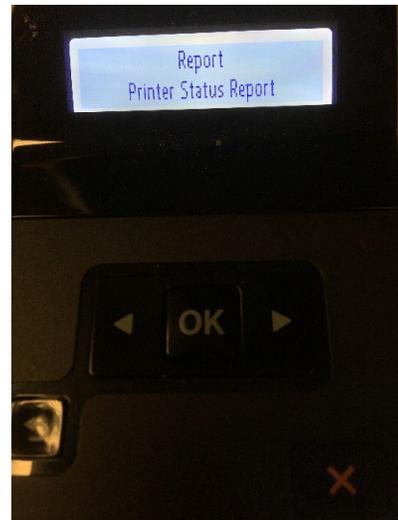
1. Press OK to start process.



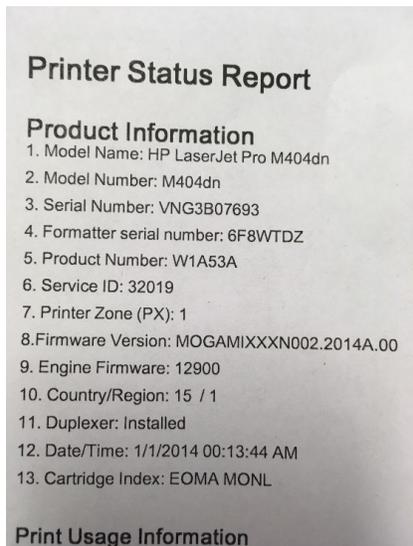
2. Scroll to Setup and press OK



3. Scroll to Reports and press OK

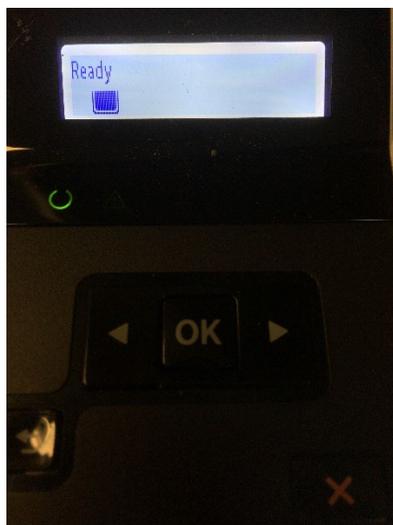


4. Scroll to Printer Status Report and press OK

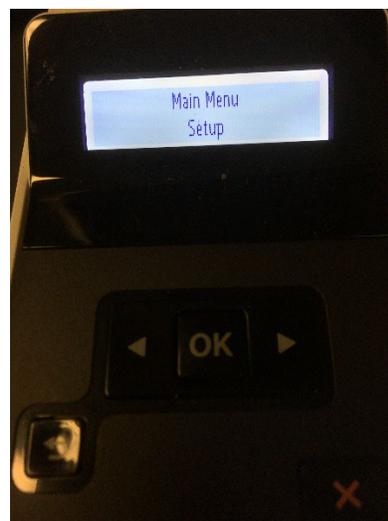


5. Confirm that the firmware version is not 002_2208A. If the firmware version reads 002_2208A then your printer already has the new firmware installed and may cause the “Supply Problem” error.

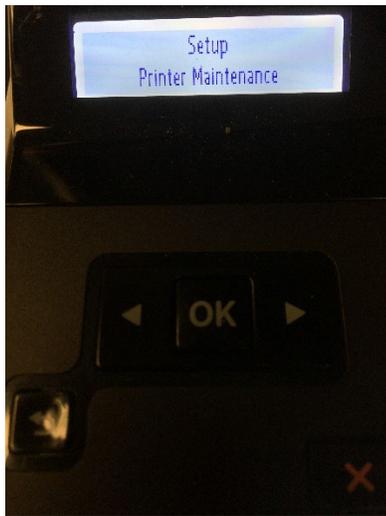
Disable Automatic Firmware Updates



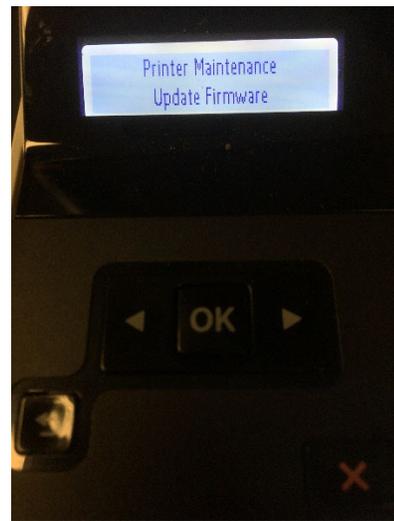
1. Press OK to start process.



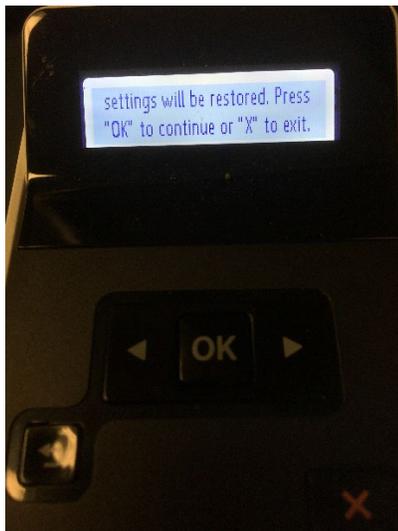
2. Scroll to Setup and press OK



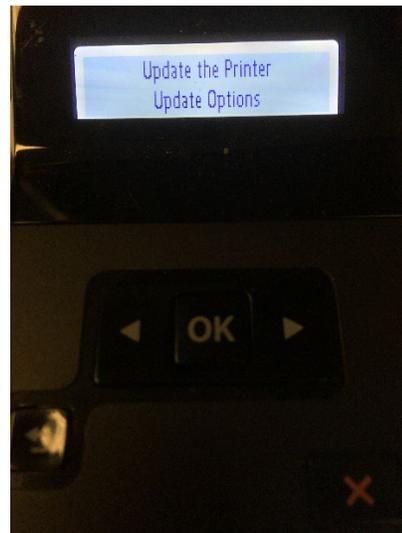
3. Scroll to Printer Maintenance & press OK



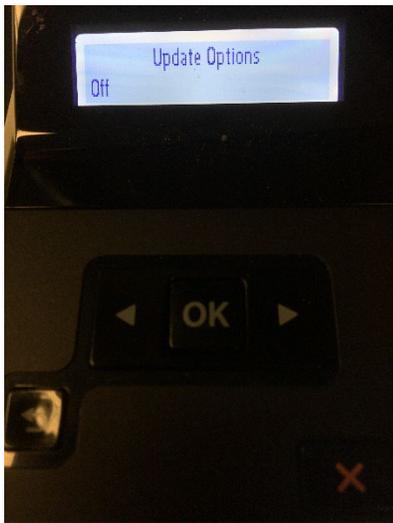
4. Scroll to Update Firmware & press OK



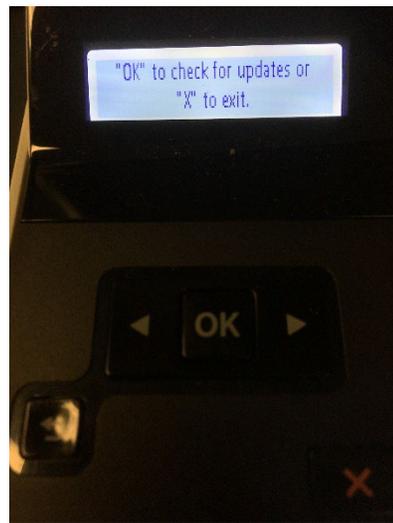
5. Press OK to continue



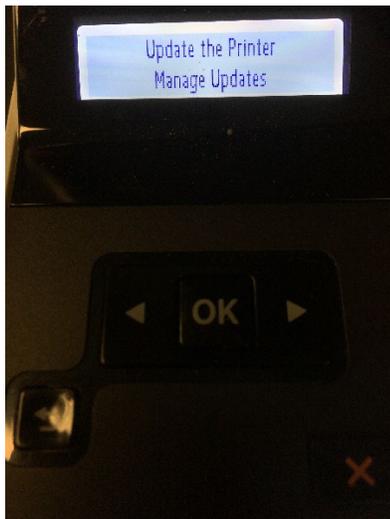
6. Scroll to Update Options & press OK



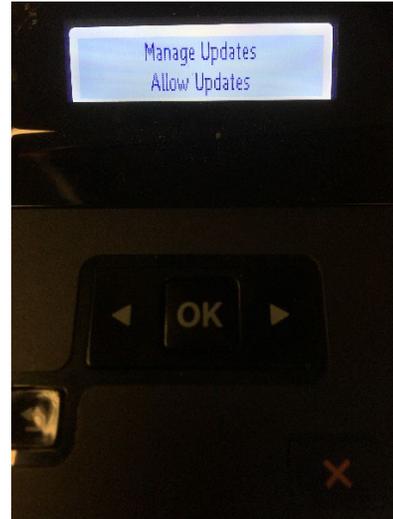
7. Scroll to Off and press OK



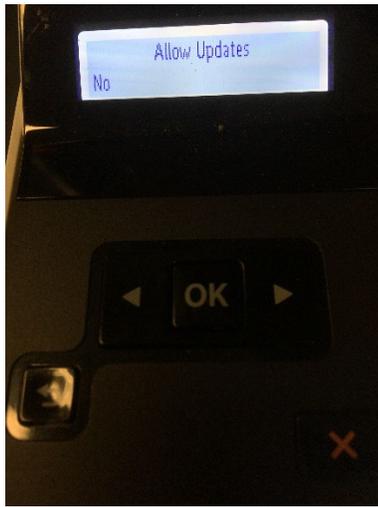
8. Press X



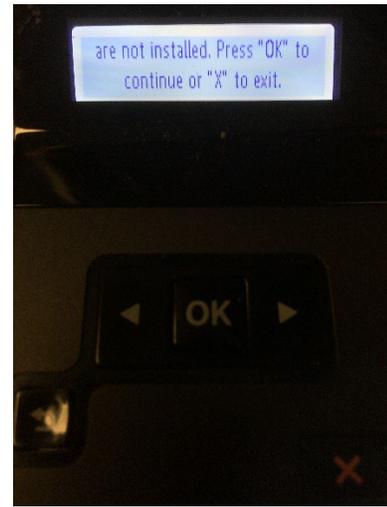
9. Scroll to Manage Options & press OK



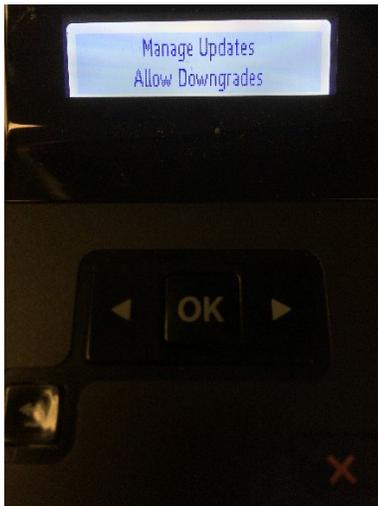
10. Scroll to Allow Updates & press OK



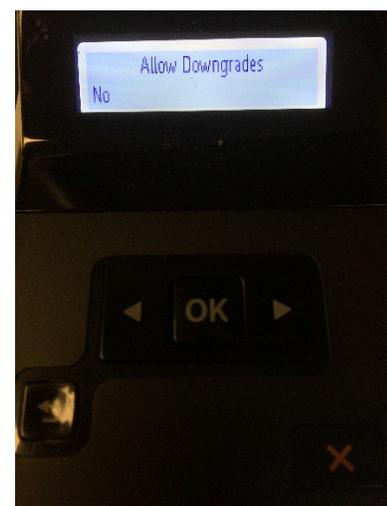
11. Scroll to No & press OK



12. Press OK to continue



13. Scroll to Allow Downgrades & press OK



14. Scroll to No & press OK