HP DesignJet T120 Printer and T520 Printer Series

Firmware upgrade

 A new firmware has been developed for Revision C printers, to manage the new electronics.

You will find two firmware versions available on the HP support site. Depending on the printer revision (Rev A or Rev B/C) you will need to use one version or the other.

IMPORTANT: The firmware upgrade process will be cancelled if the wrong firmware version is used. The firmware update process will not be completed, and the printer will continue to work with the firmware already installed.

If the firmware upgrade is successful, the front panel will display a "**Successful installation**" message.

Follow the tips below to choose the right firmware for your unit:

1. How to check the firmware that I need to use in my device?

Check the Product number on the label located at the back of the printer.

1. Units with a Product number that has an **A** as the last digit, as shown in the image below. (*Example: CQ890A, CQ891A, CQ893A.)*

   If your printer is meeting the above criteria, the correct firmware version to be used is the following.

2. Units with Product number that have a **B** or **C** as the last digit. (*Example: CQ890B, CQ891B, CQ893B, CQ890C, CQ891C, CQ893C.)*

   If your printer is meeting the above criteria, the correct firmware version to be used is the following.

2. Where to find the right firmware for your unit?

- HP Designjet T120 Printer: https://support.hp.com/us-en/drivers/selfservice/hp-designjet-t120-printer/5263073

- HP Designjet T520 Printer Series: https://support.hp.com/us-en/drivers/selfservice/hp-designjet-t520-printer-series/5263079

3. How to update the firmware of units

There are two options to upgrade the firmware:

Using Embedded Web Server (Internet connection is required)

1. Select the **Web Services** tab and then **Printer Updates > Firmware Updates**.
2. Press **Check** now to check whether new firmware is available.
3. If new firmware is available, some information about the new firmware is displayed, and you are given the opportunity to download and install it.

Using HP Printer Utility (.ful2 file)

1. Save the .ful file from the download page:

   www.hp.com/go/t120/firmware

   www.hp.com/go/t520/firmware

2. Make sure the **.ful** file has been correctly downloaded.
3. Verify the **checksum** file.
4. Make sure there are no empty spaces in the firmware file name, otherwise the firmware update will fail and the message **Invalid file** or **not enough space** will be displayed on the Front Panel. In this case, rename the file without whitespaces.
5. Open HP Designjet Utility and select your printer.
6. Select the **ADMIN** tab.
7. Click on **Select File...** button to point to the newer firmware file (**.ful**).
8. Click on the **Upload File** button and follow the instructions.