

HP LASERJET MFP
M437/M438/M439/M440/M442/M443/M42523/M42525/M42623/M42625 SERIES

Firmware Release Note

Product Name(s):

- HP LaserJet MFP M437n, M437dn, M437nda
- HP LaserJet MFP M438n, M438dn, M438nda
- HP LaserJet MFP M439n, M439dn, M439nda
- HP LaserJet MFP M440n, M440dn, M440nda
- HP LaserJet MFP M442dn
- HP LaserJet MFP M443nda
- HP LaserJet MFP M42523n, M42523dn
- HP LaserJet MFP M42525n, M42525dn
- HP LaserJet MFP M42623n, M42623dn
- HP LaserJet MFP M42625n, M42625dn
- **Model Number(s):** 7ZB19A • 7ZB20A • 7ZB21A • 7ZB22A • 7ZB23A • 7ZB24A
• 7ZB25A • 7ZB26A • 7ZB27A • 7ZB28A • 8AF43A • 8AF44A • 8AF45A • 8AF46A
• 8AF47A • 8AF48A • 8AF49A • 8AF50A • 8AF51A • 8AF52A • 8AF71A • 8AF72A

This document contains information for the firmware version:
Firmware Version: V3.82.01.21

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Description

This Readme file provides specific installation instructions and other information you should know before you perform a firmware update for your HP LaserJet Series printer or MFP. Installation instructions are provided for Single and Multiple Printer Updates.

This document provides specific updates, installation and troubleshooting information. For additional information on the device features, refer to the online user guide found on the Windows Printing System Installer CD-ROM that came with your printer or at hp.com.

What is included in a Firmware bundle?

The HP LaserJet printer firmware update file available from the HP web site contains firmware for the printer, HP paper handling accessories used with the device in one convenient download file. When the Remote Firmware Upgrade file is sent to the HP LaserJet Printer or MFP firmware for the engine and all connected accessories are upgraded.

Who needs this firmware?

Similar to HP Inc. providing improved software for your HP LaserJet Printer or MFP, HP Inc. provides firmware updates for your printer periodically through its supported lifecycle. A firmware update may be necessary if it is determined that you may benefit from the resolution of any issue that is documented below. These updates are available on the HP support web site.

Determining the current version of your firmware

To determine the current version of firmware installed on the device:

Go to the printer's or MFP's control panel.

1. Go to the printer's control panel.
2. Press the Menu Button.
3. Select the **System Setup** menu.
4. Select the **Report** option.
5. Select the **Configuration** option.
6. Select the **Yes**.

On the printed Configuration page look in the section marked "Device Information" for the Firmware Version. The Firmware Version will look like this:

Firmware Version: V3.82.01.21

IMPORTANT NOTE:

This firmware file requires an interactive update method. You CANNOT update these Product(s)/Model(s) using the traditional FTP, LPR or Port 9100 methods of upgrading. Please use one of the following methods listed below to update the firmware of this device.

Enhancements and Fixes provided with this Firmware Version

The following new functionality or features are provided by this firmware release:

Firmware Version: V3.82.01.21

ENHANCEMENT:

Base:

- Enhanced system stability after idle or sleep mode, preventing device unresponsiveness.
- Improved SWS (Embedded Web Server) page loading performance.
- Updated Embedded Controller RTOS from VxWorks to ThreadX to enhance overall system stability.

Security/Authentication:

- No New Updates

FIXES:

Base:

- Improved HP MFP Scan reliability, including scan icon inactive issue and scan failure during driver installation.
- Resolved issue where device settings were unexpectedly restored to factory defaults after reboot.

Security/Authentication:

- No New Updates

MD5 Checksum

- hd file: 9f2b60ab572ba4524ef7f6a4097ab959

Enhancements and Fixes provided with this previous revision

The following new functionality or features are provided by this firmware release:

Firmware Version: V3.82.01.19

ENHANCEMENT:

Base:

- No New Updates

Security/Authentication:

- No New Updates

FIXES:

Base:

- Resolved an issue where the printer automatically reset to factory settings after rebooting.
- Fixed an issue where an error occurred during driver installation, causing the HP MFP Scan function to stop working.
- Fixed an issue where a test page error appeared during driver installation.
- Fix the issue where the Usage Count resets when the TR Count is reset.

Security/Authentication:

- No New Updates

Enhancements and Fixes provided with this previous revision

The following new functionality or features are provided by this firmware release:

Firmware Version: V3.82.01.15

ENHANCEMENT:

Base:

- No New Update

Security/Authentication:

- No New Update

FIXES:

Base:

- The issue of Scan to SMB of folder path in Chinese

Security/Authentication:

- No New Update

Enhancements and Fixes provided with this previous revision

The following new functionality or features are provided by this firmware release:

Firmware Version: V3.82.01.13

ENHANCEMENT:

Base:

- Add Adjust Background item in Copy/Scan default setting.

Security/Authentication:

- No New Update

FIXES:

Base:

- The issue of Scan to SMB of folder path in Chinese

Security/Authentication:

- No New Update

Enhancements and Fixes provided with this previous revision

The following new functionality or features are provided by this firmware release:

Firmware Version: V3.82.01.12

ENHANCEMENT:

Base:

- Hungarian language addition
- Moving of Network option (like IP address) under Admin rights
- Selection Back to back after selection of address in scan to email / folder
- App/SW/FW list updated

Security/Authentication:

- No New Update

FIXES:

Base:

- Fixed automatic restart when a large number of SMB scanning jobs
- Fixed Scan to Email is not working for Flatbed supported devices.

Security/Authentication:

- No New Update

Enhancements and Fixes provided with this previous revision

The following new functionality or features are provided by this firmware release:

Firmware Version: V3.82.01.07

ENHANCEMENT:

Base:

- CIS changed
- Demo page updated

Security/Authentication:

- No New Update

FIXES:

Base:

- No New Update

Security/Authentication:

- No New Update

Enhancements and Fixes provided with this previous revision

The following new functionality or features are provided by this firmware release:

Firmware Version: V3.82.01.06

ENHANCEMENT:

Base:

- includes a Quartz Firmware for Supporting Taiwan Language

Security/Authentication:

- No New Update

FIXES:

Base:

- Fixed the issue of the device network configuration is getting RESET automatically

Security/Authentication:

- No New Update

Enhancements and Fixes provided with this previous revision

The following new functionality or features are provided by this firmware release:

Firmware Version: V3.82.01.05

ENHANCEMENT:

Base:

- It includes a Quartz Firmware upgrade with USB Box

Security/Authentication:

- No New Update

FIXES:

Base:

- Fix Drum/Toner warning appeared after recovering from abnormal condition
- Fix Open heat error appeared due to the contamination on the Thermistor
- [22ppm model only] Fix the printed images short of the vertical length compared to specification.
- Fix Usage count is not updated in the exported standard accounting list report

Security/Authentication:

- No New Update

Enhancements and Fixes provided with this previous revision

The following new functionality or features are provided by this firmware release:

Firmware Version: V3.82.01.03

ENHANCEMENT:

Base:

- It includes a Tech-menu service function (OPC Cleaning mode) to deal with the OPC corruption due to the continued use of high-talc media.

Security/Authentication:

- No New Update

FIXES:

Base:

- Fix the problem that the OPC Cleaning mode sometimes caused paper jam.
- Fix the problem that the machine generates an early OPC life ending message in some corner cases.

- Fix the problem that the Standard Accounting counts the 600dpi scan page wrongly via “EDC Scan” application.
- Fix the problem that “Quota insufficient” error message always displays with the Standard Accounting feature even if there is enough quota left.

Security/Authentication:

- No New Update

Installation Instructions

NOTE: Please be aware that an update in some circumstances may require 1 minutes or more to complete and do not turn off the printer and your computer until firmware update finishes.

You can send the firmware update to a device at any time; the device will wait for all I/O channels to become idle before cycling power.

Please print a configuration page prior to performing any firmware update. To print the configuration page:

1. Go to the printer's control panel.
2. Press the Menu Button.
3. Select the **System Setup** menu.
4. Select the **Report** option.
5. Select the **Configuration** option.
6. Select the **Yes**.

On the printed Configuration page look in the section marked "Device Information" for the Firmware Version. The Firmware Version will look like this:

Firmware Version: V3.82.01.18

The elapsed time for an update depends on the I/O transfer time as well as the time that it takes for the printer to reinitialize. The I/O transfer time depends on the speed of the host computer sending the update and the I/O method (USB or network).

The re-initialization time will depend on the specific hardware configuration of the printer, such as the number of EIO devices installed, the presence of external paper handling devices, and the amount of memory installed. Finally, any print jobs ahead of the firmware job in the queue will be printed before the update is processed.

NOTE: When the update process has completed the LaserJet will need to be rebooted. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

Additional information to know

The firmware file will be in the following file format “xxxxxxx.hd” where “xxx” indicates the firmware file name and the “.hd” is the files extension.

This file requires an interactive update method. You cannot update the printer using the traditional FTP, LPR or Port 9100 methods of upgrading. Please use one of the following methods listed below to update the firmware of this device.

How to perform firmware upgrades

Embedded Web Server: (Update the firmware for a network-connected printer)

After uncompressing the file, you will see a xxxxxxxx.hd file.

1. Print a configuration page to obtain your printer's IP address or host name.
2. Open an Internet Browser Window.
3. Enter the IP address in the URL line. The EWS opens.
4. If the Web browser displays a There is a problem with this website's security certificate message when attempting to open the EWS, click Continue to this website (not recommended).
5. downgrading Firmware you will be prompted to select the Rollback option.

NOTE: Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

6. Select **Sign In** in the upper-right corner of the EWS page.
7. Enter your Username and Password.

NOTE: If you have not yet created a password for the EWS, enter the default credentials of admin for both the Username and the Password.

8. Select the **Maintenance** tab and then select the **Upgrade Wizard** button.
-

NOTE: If you did not sign in to the EWS, this button will not be available.

9. Select **Browse** and browse to the location where you extracted the files.
 10. Select the firmware file *_DS.hd and click **Open**.
 11. Select **Next** and then wait for the wizard to verify the firmware.
 12. When prompted, check the firmware version, select **Next**, and then wait for the firmware to upload to the printer.
 13. Wait for the firmware programming process to complete and for the printer to restart.
-

NOTE: If This process will take several minutes. Do not close the browser window or interrupt communication until the HP Embedded Web Server (EWS) displays the confirmation page.

14. Follow any remaining on-screen instructions to complete the installation.
15. Once the printer or MFP is back online, print a Configuration Page and verify that the new firmware has been installed.

USB: Update the firmware for a USB connected printer (Windows XP/Vista/7/8/8.1/10)

NOTE: In order to use this method, you must disconnect all other USB printers from the PC.

After uncompressing the file you will see a xxxxxxxx.hd file.

1. Make sure the printer is connected to the computer via a USB cable and can successfully copy or print, and it is in "Ready" status.
2. Press Menu, #, 1, 0, 0, 4, 3, 6, 1, 6, Menu in sequence.
3. When Tech Menu displays, press the OK button.
4. Select the Service Functions, F/W Upgrade and On.
5. Select the *_DS.hd file and drag and drop it onto the usblast2.exe file.
6. The firmware update will happen, and the device will reboot the printer automatically.
7. Print a configuration page to verify the installed firmware version after the update process.

System Requirements

The Firmware upgrade process requires a network or USB port connection.

Technical Assistance

Some of the services below are provided for the United States only. Similar services to those listed below are available in other countries. See your printer's user guide or call your local authorized HP dealer.

Customer Support

See your printer's user guide or call your local authorized HP dealer.

Internet

An anonymous FTP library service is available worldwide for around-the-clock access to drivers and technical support information for HP peripheral and computer products.

Please note that paths may change without notice. Access the Internet or FTP address and use the menus to locate the software or support of your choice.

URL for HP LaserJet MFP M440 Series Support:

URL for Firmware downloads: <https://support.hp.com/us-en/drivers/hp-laserjet-mfp-m440-series/31072317>

URL for Support:

<http://www.hp.com/go/support>

URL for Access HP: <http://www.hp.com>

Additional Information

Refer to your printer's user guide for additional methods of obtaining software and support information, such as printer driver distribution centers, other online services, fax services, and other online support.

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