HP LASERJET MFP M726xx SERIES

Firmware Readme

Product Name(s):

- HP LaserJet MFP M72625dn
- HP LaserJet MFP M72630dn
- Model Number(s): 2ZN49A • 2ZN50A

This document contains information for the firmware revision number:
Firmware Version: V3.82.21.00

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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 update, 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, embedded JetDirect (if applicable), 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 level of your firmware

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

1. Go to the printer's or MFP's control panel.
2. Select the **Machine Setup** menu.
3. Select the **Others** option.
4. Select the **Report** option.
5. Select the **System** option.
6. Select the **Configuration** option.
7. Select the **Print**.

On the printed Configuration page look in the section marked "Software Versions" for the Firmware Version. Firmware Version will look something like this:

System Firmware Version: V3.82.XX.YY

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: V3.82.21.00

ENHANCEMENT:

Base:

- ASIC supporting enhancement

Security/Authentication:

- No New Updates

FIXES:

Base:

- No New Updates

Security/Authentication:

- No New Updates

Installation Instructions

NOTE: Please be aware that an update in some circumstances may require 5 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 or MFP's control panel.
2. Select the **Machine Setup** menu.
3. Select the **Others** option.
4. Select the **Report** option.
5. Select the **System** option.
6. Select the **Configuration** option.
7. Select the **Print**.

On the printed Configuration page look in the section marked "Software Versions" for the Firmware Version. Firmware Version will look something like this:

System Firmware Version: V3.82.XX.YY

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 depend 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: (control panel is at a Ready screen)

After uncompressing the file you will see a xxxxxxx.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 xxxxxxx.hd.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 have a driver or full software solution installed and disconnect all other USB printers from the PC.

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

1. Make sure the printer is connected to the computer via a USB cable and can successfully copy or print.
2. Turn the printer off.
3. Press and hold the Stop button on the device control panel.

4. Turn the printer on, keeping the Stop button pressed in until the control panel displays the following message: **Download mode, press stop or cancel key.**
5. Press the Stop button again to enter Emergency Mode. **A Wait Image** messages displays on the control panel.
6. On your computer, navigate to the folder containing the files downloaded from HP.com.
7. Select the *.hd firmware file and drag and drop it onto the usblist2.exe file. The firmware update will start automatically on the printer.
8. Once completed, the firmware update will reboot the printer automatically.
9. 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 M72625/M72630 Series Support:

URL for Firmware downloads: www.hp.com/support/ljm72600mfp

URL for Support: http://www.hp.com/go/support

URL for Access HP: http://www.hp.com
FTP address: ftp.hp.com
Login: anonymous
Password: your Internet email address

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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