123 inkjets Printing Guides

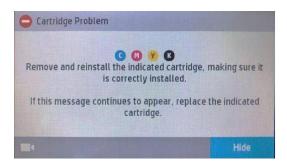
HP Firmware Update Notice for Printers that Use 972 Cartridges

HP released a wireless firmware update for on April 9th that may interrupt your use of compatible HP 972 cartridges. Updating to this latest firmware version may prompt a cartridge problem message on your printer's display, preventing you from using compatible cartridges.

Customers that want to continue using compatible cartridges may choose to avoid this update*.

In this guide, we show you how to disable the automatic firmware updates on your printer so you can print without interruption.

This message may appear on your printer's display screen if you've installed this firmware update, preventing you from using compatible cartridges:



How to Disable Firmware Updates on Your HP Printer

•	ia el	è n 6	Setup
Jobs	Schedule	Info	Cartridge Information
Print Apps Not Sci	heduled		Printer Maintenance
Update Print Apps			Power Management
	1000 AT 1140		Reports
Step 1: On the printer control panel, swipe down to open the dashboard, then select the setup icon.			Step 2: Swipe up on the display, then select "Printer Maintenance"

Printer Maintenance	Update the Printer	
Clean Printhead	Check for Printer Updates Now	
Align Printhead	Printer Update Options Do Not Che	
Update the Printer		
Restore		
Step 3: Swipe up on the display and then select "Update the Printer"	Step 4: Touch "Printer Update Options"	
Printer Update Options	Update Available	
(Recommended)	An update is available that can improve the printer's performance. Would you like to install the update?	
Alert When Available	performance, would you like to alstant the update:	
Do Not Check		
	No Yes	
Step 5: Select "Do Not Check"	Step 6: Select "No" to turn off Printer Updates	

If you have any questions about the new firmware update, the disabling process, or if you've already updated and are experiencing issues, please contact us! Our friendly customer service team is available 6 days a week and we are happy to help!

Phone: 888.465.7765

Email

Live Chat

Our call center hours are Monday-Friday, 6:00 a.m.-6:00 p.m. PST and Saturday, 7:00 a.m. – 4:00 p.m. PST.

*Turning off updates may affect other functionality. Please see your printer's support page for more details.