

How to Turn Off Epson firmware updates

Updating your Epson printer 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 updating their firmware*.

Disabling Epson Firmware Updates

There are two very similar but slightly different ways to turn off automatic firmware updates. One of these two methods will work for most Epson printers.

Option 1:

We put together a video that demonstrates how to disable firmware updates on your Epson WF-2860 printer. Although we use the WorkForce WF-2860 in the video, these instructions will work for most Epson printers.

Watch the video here: <https://www.youtube.com/watch?v=QJc31Vk5AVA>

Here are also the step-by-step instructions written out.

*If you are using Windows, you can disable automatic updates by opening up the Epson Software Updater on your desktop.

1. Search for "**Epson Software Updater**" on the Windows search bar and open up the program
2. Select your printer model from the drop-down menu and then select "**Auto Update Settings**"

Select printer model from the drop down menu

Epson Software Updater

New software is available in the table below.

EPSON

EPSON WF-3730 Series

Essential Product Updates

Software	Status	Version	Size
<input checked="" type="checkbox"/> Scanner Driver	New	6.4.9.0	26.39 MB

Other useful software

Software	Status	Version	Size
<input checked="" type="checkbox"/> Event Manager	Update	3.11.21	18.02 MB
<input checked="" type="checkbox"/> FAX Utility	Update	2.56.00	26.34 MB
<input checked="" type="checkbox"/> Epson Connect	New	1.01	0.22 MB
<input type="checkbox"/> EPSON Scan PDF Extension	New	1.03.02	1.63 MB
<input type="checkbox"/> E-Web Print	New	1.23.00	8.75 MB

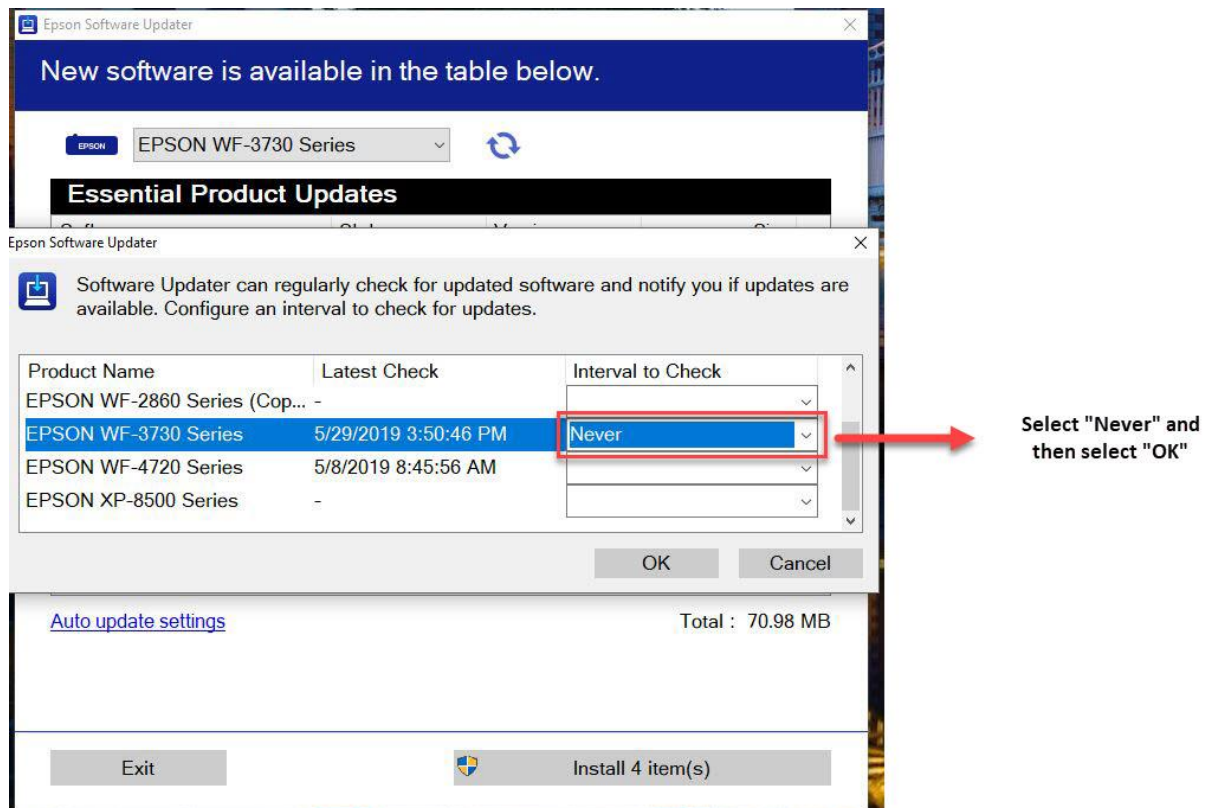
Auto update settings

Total : 70.98 MB

Exit

Install 4 item(s)

3. Select **"Never"** under the **"Interval to Check"** menu. To save your settings and exit, select **"OK"**.



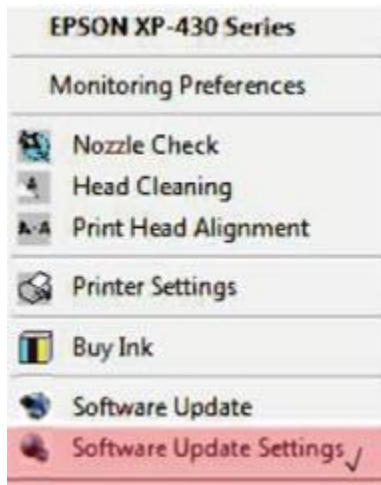
Option 2:

Here are the alternative set of instructions on how to disable automatic firmware updates on an Epson printer:

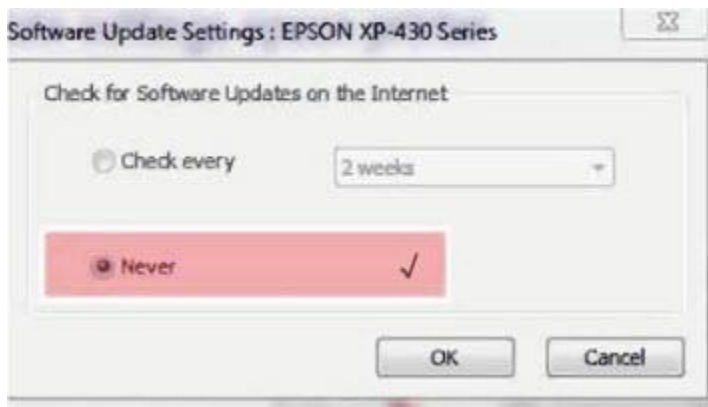
1. On your Windows Taskbar, right click on the Epson printer icon.



2. Right click on the printer icon and select "**Software Update Settings**" from the list.



3. Select the "**Never**" option and then click **OK**.



Reverting Firmware

In some cases, you can undo an update by reverting the firmware. Reverting the firmware may allow your printer to work with the previous version of your printer firmware before the update occurred. Learn how [here](#).

If you have any questions about firmware updates, 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 support page for more details.