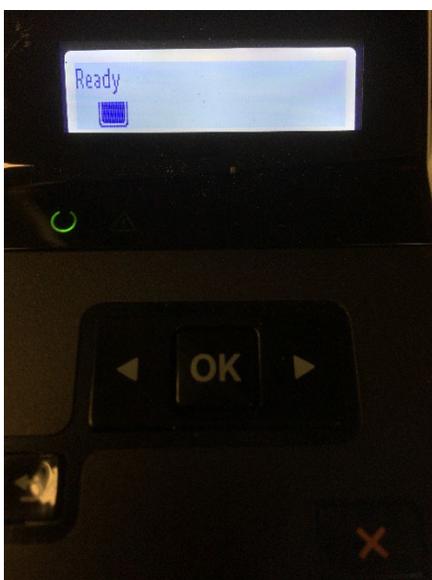


# Firmware Upgrade for HP LaserJet Series

HP LaserJet Pro M404, MFP M428

## Confirm Firmware Version

Below shows how to confirm the firmware version by printing a 'Printer Status Report'.

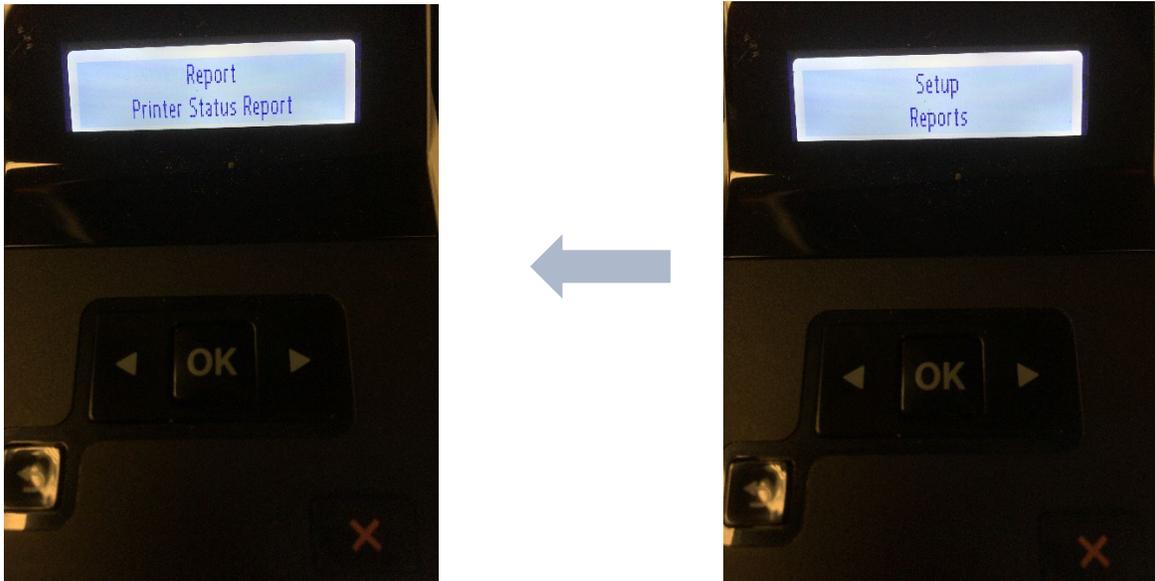


**[www.scc-inc.com](http://www.scc-inc.com)**

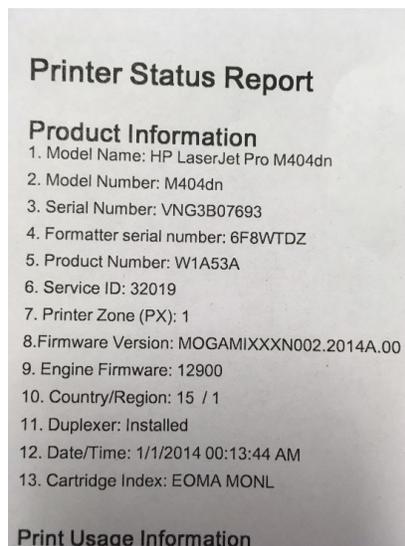
Static Control Components, Inc.

US/Canada: 800 488 2426 • International: +1 919 774 3808 • Email: [info@scc-inc.com](mailto:info@scc-inc.com)

3010 Lee Avenue • PO Box 152 • Sanford, NC 27331 • United States



Press OK → Scroll to Setup & press OK → Scroll to Reports & press OK → Scroll to Printer Status Report & press OK



Confirm that the firmware version is not 002\_2208A. If the firmware version reads 002\_2208A then your printer already has the new firmware installed and may cause the "Supply Problem" error.

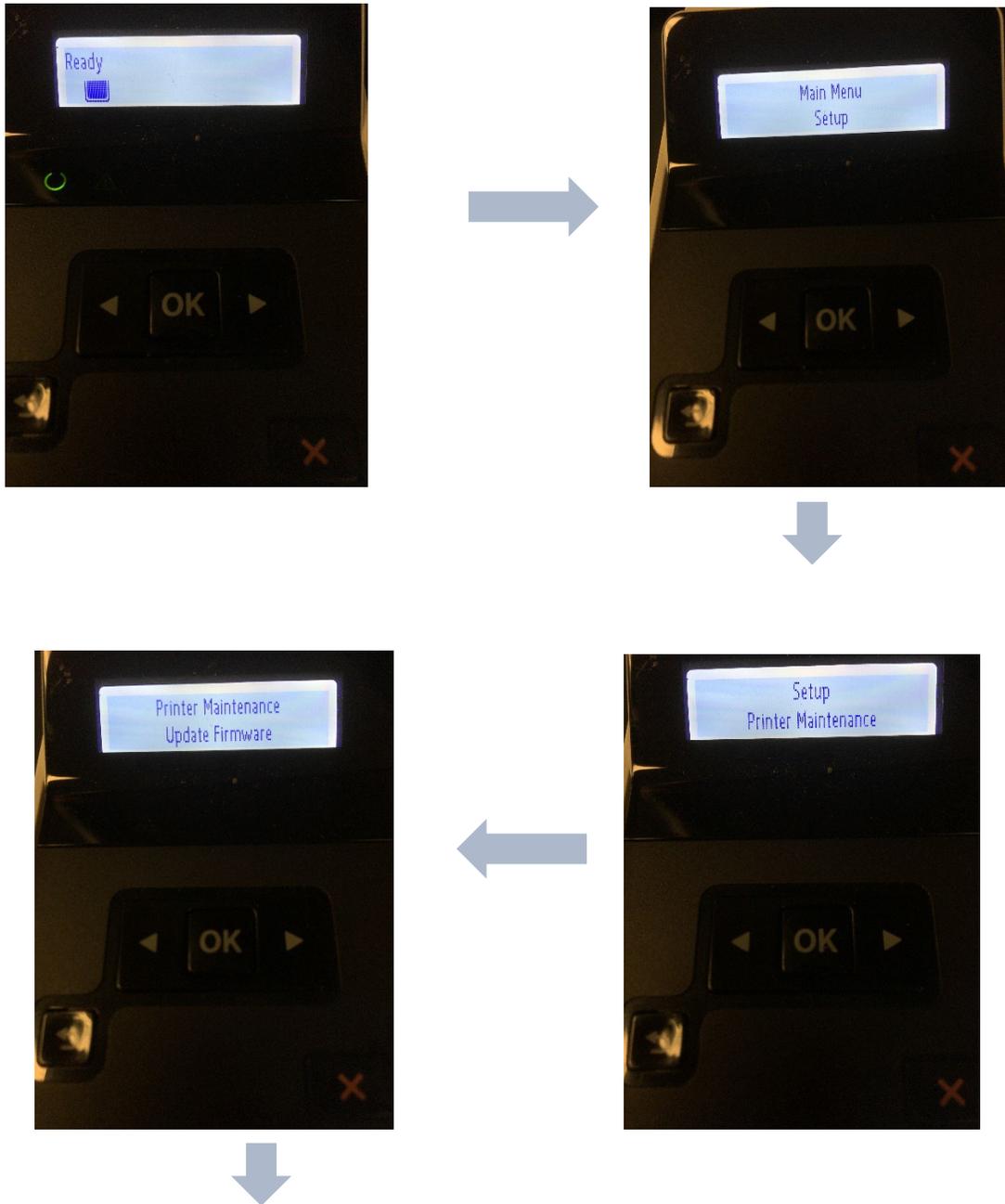
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## Disable Automatic Firmware Updates

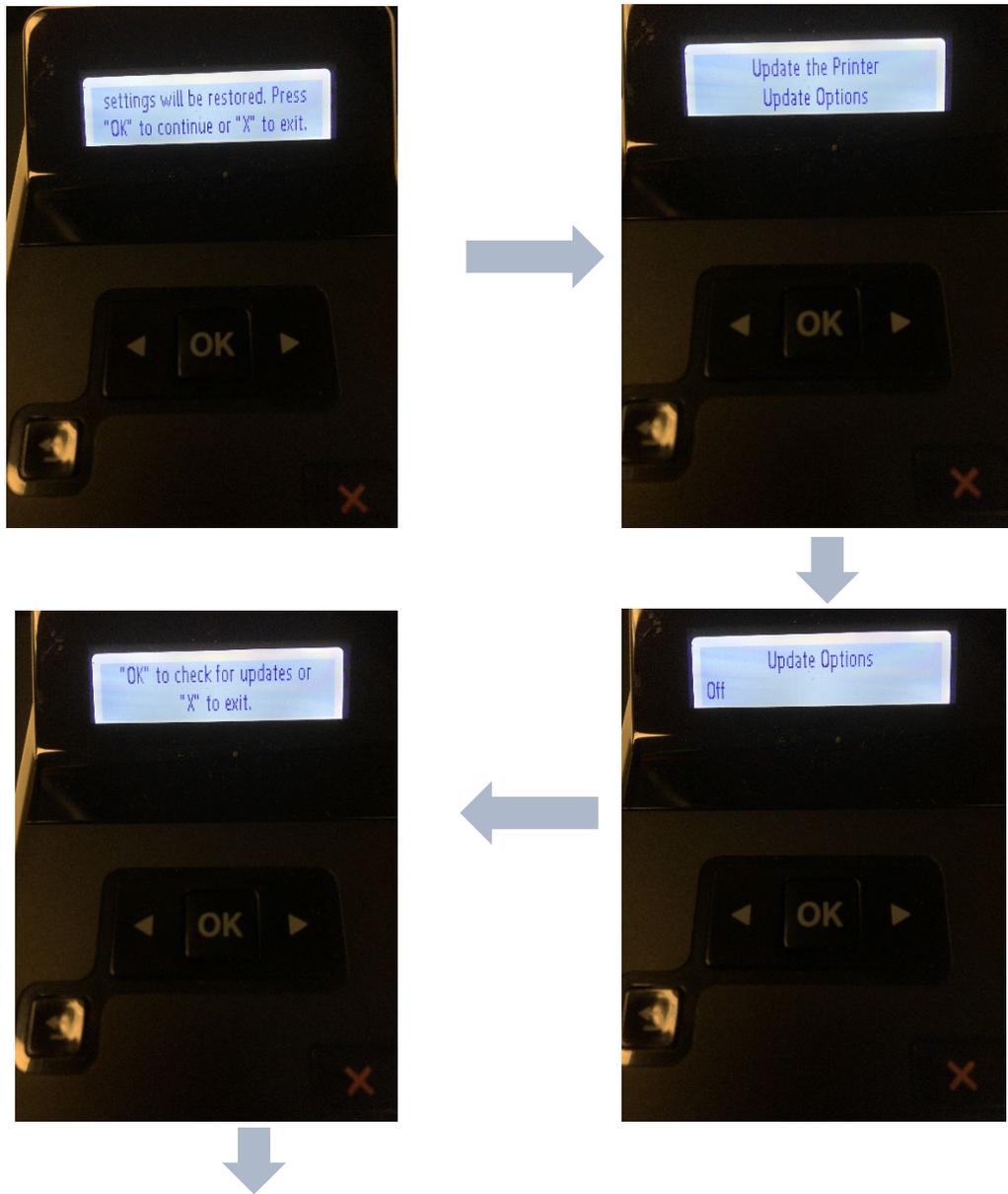


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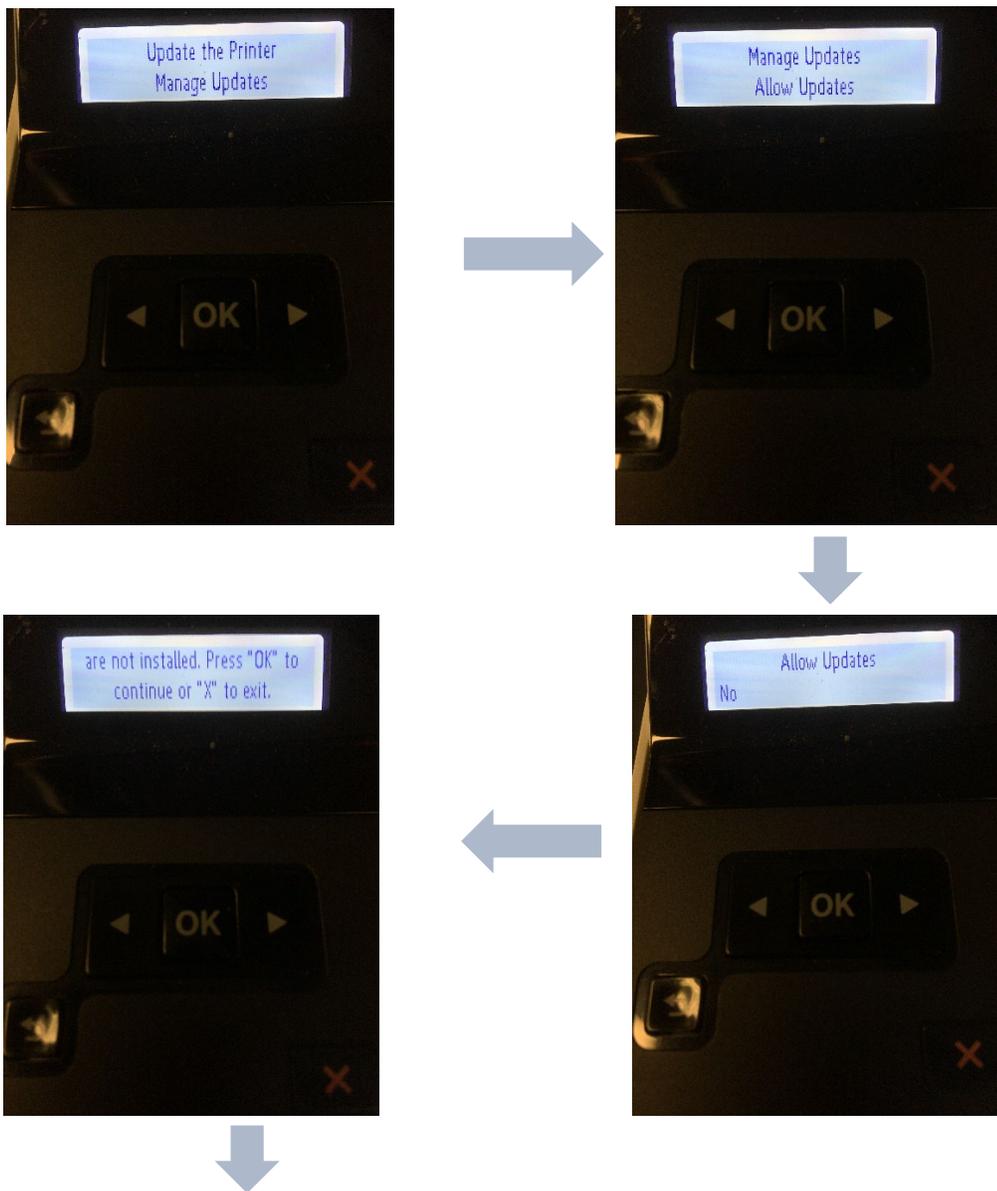


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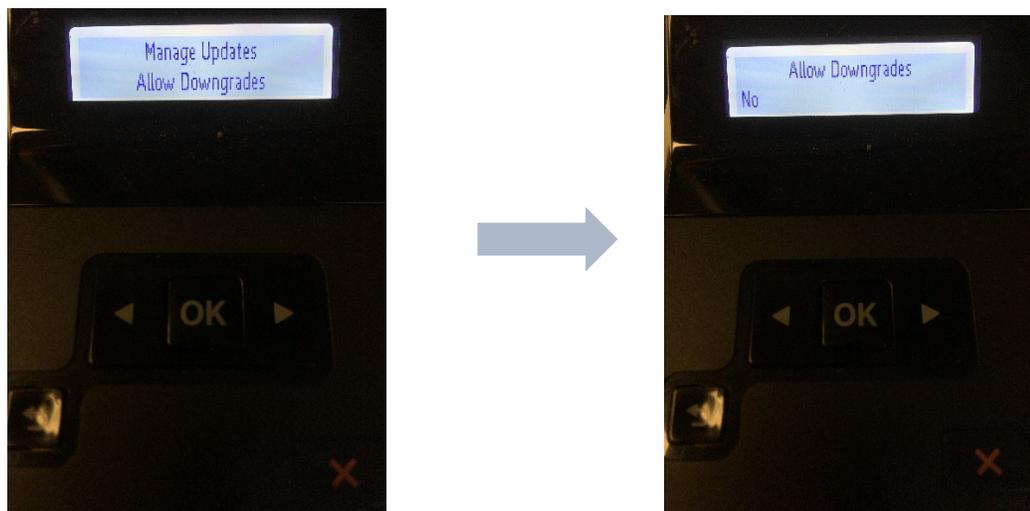


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Press OK → Scroll to Setup & press OK → Scroll to Printer Maintenance & press OK → Scroll to Update Firmware & press OK → Press OK to continue → Scroll to Update Options & press OK → Scroll to Off & press OK → Press X → Scroll to Manage Options & press OK → Scroll to Allow Updates & press OK → Scroll to No & press OK → Press OK to continue → Scroll to Allow Downgrades & press OK → Scroll to No & press OK.

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