

WorkCentre M20/M20i Firmware Installation Guide

Note: You can upgrade directly from any previous version.

Print the Connect Page and System Data Reports

1. On the M20/M20i, select **Machine Status** button.
2. Scroll to **Reports** and select **Enter**.
3. Scroll to **Connect Page** and select **Enter**. The Connect Page will print.
4. Repeat above steps to print the System Data report. The System Data report will print.

Upgrading M20/M20i Network Firmware

Important Note: This release includes the v2.22 (M20i) of the Network firmware version. **The Network Firmware must be at version 2.22 (M20i) BEFORE performing the upgrade.**

If the Network Firmware version listed on the current Connect page is V2.22 (M20i), you do not need to perform a Network Firmware upgrade, and you can proceed to the **Upgrading M20/M20i Machine Firmware** section.

Note: If you have not already done so – Unzip the file (M20_XXX_release.zip) and extract the files to a convenient location on your workstation.

Power off the M20i and then power it back on. Locate the Network Firmware Version on the Connect page report. If it is not V2.22 (M20i), perform the following steps:

1. Turn off any pop-up blocker you may have running on your system.
2. Open your internet browser and enter the IP address of the WorkCentre as noted from the System Data List. The CentreWare Internet Services Web UI will be displayed.
3. Select the **Maintenance** tab. You will be prompted for a **User ID** and **Password**. The factory defaults are:
User Name: admin **Password:** 1111
4. Select **Firmware Upgrade**.
5. Select the **Network Firmware Download** radio button.
6. Browse to the location where you unzipped the firmware upgrade files. Choose the file **M20i_Vxxx.axf**.
7. Select **Upgrade**. A message will display to confirm the upgrade, click **OK**. A pop-up will display Upgrade in Progress. Click **OK**.
8. The WorkCentre M20/M20i will display a **Program Upgrade Please Wait...** message on the User Interface. After a few minutes the WorkCentre M20/M20i will reboot. **Do not proceed until the M20 reboots.**
9. Print the Connect Page report from the Report menu to confirm the software version is now at the latest version.

Upgrading M20/M20i Machine Firmware

1. Open your internet browser and enter the IP address of the WorkCentre as noted from the *System Data List*. The CentreWare Internet Services Web UI will be displayed.

2. Select the **Maintenance** tab. You will be prompted for a **User ID** and **Password**. The factory defaults are:
User Name: admin **Password:** 1111
3. Select **Firmware Upgrade**.
4. Select the **Machine Firmware Download** radio button.
5. Browse to the location where you unzipped the firmware upgrade files. Choose the file **WCM20I_Vxxx_smd.hd**
6. Select **Upgrade**. A message will display confirming the upgrade, click **OK**. A pop-up will display End of download. Click **OK**.
7. The WorkCentre M20/M20i will display a *Program Upgrade Please Wait...* message on the User Interface.
8. After a few minutes the WorkCentre M20/M20i will reboot. Do not proceed until M20 reboots
9. Repeat above steps, but choose file **WCM20I_Vxxx_kit-emul.hd** in step 5.
10. Repeat above steps, but choose file **WCM20I_Vxxx_psiii.hd** in step 5.
11. After a few minutes the WorkCentre M20/M20i will reboot.
12. Print the System Data report and confirm the Firmware Version upgraded to the latest version.

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