

Xerox WorkCentre® 3210/3220

Firmware Upgrade Instructions using CentreWare® Internet Services (CWIS)

This method utilizes a network connection from a computer to the machine to perform the Firmware Upgrade. This is the preferred method of upgrading the firmware because it is the easiest to perform. An IP network address of the machine is required along with the System Administrator password.


Firmware Upgrade

The Firmware Upgrade feature provides the customer with the means to upgrade the machine firmware without requiring the attendance of a Customer Service Representative. The machine firmware can easily be upgraded via the network using CentreWare Internet Services. All configured network settings and installed options will be retained by the machine after the upgrade procedure.

It should be noted that the upgrade procedure will delete any current jobs in the machine print queue and prevent further jobs from printing until the upgrade has completed. If you wish to preserve these jobs, allow them to complete before upgrading your firmware. The WorkCentre 3210/3220 will be unavailable during the upgrade process. Any jobs sent to the machine during the upgrade will be lost.

Information Checklist

Before you start the upgrade procedure ensure you have the following items:

1. Obtain the firmware upgrade file. The latest firmware can be downloaded from the WorkCentre 3210/3220 Drivers and Downloads page at the web site: <http://www.support.xerox.com>. Type your product name (3210 or 3220) in the search field then select the "Drivers & Downloads" link.
2. Download the firmware file to a local or network drive. Insure you download the version that states "*for upgrading firmware over the network using CentreWare Internet Services (CWIS)*". You will be able to delete the file after completing the upgrade procedure.
3. Insure your device is configured and communicating over the network. TCP/IP and HTTP protocols must be enabled and correctly configured on the device. Obtain the TCP/IP address of the machine you want to upgrade the firmware by printing a configuration report.
 - a. Press the **[Menu]**  button, located at the top of the Control Panel. Press the **[right arrow]** button twice. The "**3. System Setup**" section will be displayed. Select the **[OK]** button.
 - b. Press the **[right arrow]** button three times. The "**Report**" section will be displayed. Select the **[OK]** button.
 - c. Press the **[right arrow]** button once. The "**Configuration**" section will be displayed. Select the **[OK]** button.
 - d. The "**Print?**" message will be displayed with "**Yes**" as the default. Select the **[OK]** button. The **Configuration Report page** will now be printed. The "**Firmware Version**" and "**IP Address**" are shown on the printed report.
4. Identify a PC on your network with Internet access which you will use to access CentreWare Internet Services. Insure the upgrade file is accessible from this PC.
5. You will need the WorkCentre 3210/3220 System Administrator login name & password to upgrade the machine's firmware. Insure you have this information prior to performing the upgrade.

Perform the Firmware Upgrade at Your Workstation

1. Open an Internet web browser and type in the WorkCentre 3210/3220 Internet Protocol (IP) address (i.e. “**http://12.34.56.789**”) for the machine you wish to upgrade. This will open the CentreWare Internet Services page for that WorkCentre 3210/3220.
2. Select the [**Print**] button.
3. Select [**File Download**] under the Print options (left side of screen).
4. You will be prompted to enter the System Administrator's login (name & password). Enter the appropriate **User Name** and **Password**. The System Administrator login default's are; User name: **admin**, Password: **1111**
5. Within the “**File Download**” screen, select “**Browse**” to access the location on your computer where you have placed the firmware file (with “.hd” extension). Select the file and click on the **Open** button.
6. Select the blue button below the filename window to begin the file download to the printer.
7. A popup window will be displayed showing the file download status. Once the firmware file has been downloaded to the machine, you will get a “**The file was successfully sent to the printer**” message in this popup window. Select [**OK**] to close the window. This message indicates the firmware file itself has been transferred to the printer. The actual upgrade process will then begin at the machine and will temporarily disable the WorkCentre functionality. This will take approximately 3 minutes.
8. Once the firmware installation has begun, the web browser will become inactive and you will not be able to access the machine via this method until the upgrade has completed. The installation progress can be monitored from the Local UI on the machine. A message on machine Local UI will state “**Erase**” then “**Program**” while the firmware is being installed. **Do not power off the machine while the machine is upgrading the firmware**. Once the upgrade is complete, the machine will display a “**Ready to copy**” message on the Local UI.
9. To confirm the new firmware is installed, select the [**Properties**] tab on the *CentreWare Internet Services* web browser window. The new firmware version will be listed under the “**Version Information**” section titled “**Operating System**”.
10. You can now close the *CentreWare Internet Services* window.

You have now completed all steps in performing a firmware upgrade.