

WorkCentre® 3550 Software Upgrade Process

Overview

The Software Upgrade feature allows the customer to upgrade the machine software as requested by a Xerox Customer Support Center Representative, without needing a Customer Service Representative to be present.

When should I upgrade the software?

Xerox is continually seeking to improve their products and a software revision may become available to improve functionality on the machine. The most recent software for your machine is typically posted on the Xerox.com website.

How do I enable the device to accept software upgrades?

To enable software upgrades on the device.

1. Access the device through CentreWare Internet Services.
2. Go to Properties → Security → Upgrade Management
3. Check the Enable box.
4. A pop up will display "Your Selections have been modified successfully."

[Default state for Software Upgrade = disabled. The 'Enabled' check box is empty.]

How do I upgrade the software?

NOTE: Upgrading software 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 software. All configured network settings and installed options will be retained by the machine after the Software Upgrade process.

There are 2 methods for upgrading the software on the machine:

1. Manual upgrade over a network connection using CentreWare Internet Services (via a web browser).
2. Manual upgrade directly at the machine with a USB flash drive connected to the USB port on the front of the machine.

1. Manual Upgrade using CentreWare Internet Services

If your machine is connected to the network, it is possible to upgrade the software through CentreWare Internet Services. The machine will need to be configured for TCP/IP and HTTP.

Determining whether your machine has a network connection

1. Press the **<Machine Status>** button on the Control Panel.
2. Press the **Up/Down** arrow buttons to highlight **[Information Pages]** and press **<OK>**.

3. Press the **Up/Down** arrow buttons to highlight [**Configuration Page**] and press **<OK>**.
4. The **Print** message displays, press the **Left/Right** arrow buttons to highlight [**Yes**] and press **<OK>**.
Configuration Report will print and machine will go back to ready mode.
5. Reference the printed report. Look under the **Network Setup** Section, **TCP/IP Settings**. Verify there is an IP address listed and **TCP/IP Enabled = Enabled**. If so, then the machine has a valid network connection

2. Manual Upgrade using a USB flash drive

You may also upgrade your machine by connecting a USB flash drive to the USB port at the front of the machine. This method is typically utilized if your machine does not have a network connection or if a local machine upgrade is preferred.

Manual upgrade using a USB flash drive

This section provides instructions to upgrade machine software via a Software Upgrade file stored on a USB flash drive.

Information Checklist

Before starting the procedure, please ensure that the following items are available and/or the tasks have been performed:

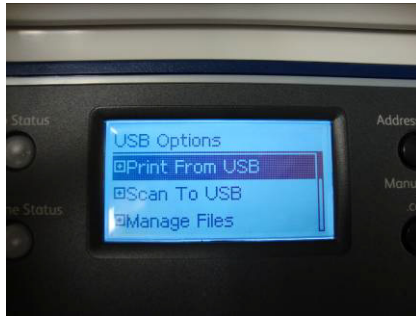
1. The Software Upgrade file is obtained from the Xerox web site:
<http://www.support.xerox.com/>, for "Enter product name or number" enter **3550**, select search, select "Drivers and Downloads" to access the file. The file will have an **[.hd]** extension.
IMPORTANT: It is important to obtain the correct upgrade file for your particular model of machine. Insure you have loaded the software file on your USB thumb drive prior to starting the upgrade procedure.
2. If you are performing the upgrade on a networked (connected printer) machine, ensure that the machine is online before continuing.

Procedure

1. Plug in the USB flash drive into the USB port at the front of the machine.



2. Press the **Up/Down** arrow buttons to highlight **Print from USB** and press **<OK>**. Your machine automatically detects the device and reads data stored on it.



3. Press the **Up/Down** arrow buttons until the Upgrade **[.hd]** file you want is highlighted (see example below) and press **<OK>**.



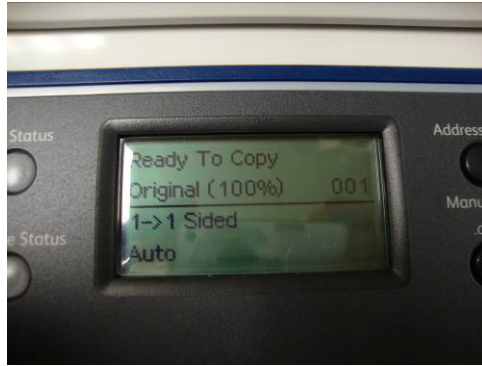
If you see **+** in the front of a folder name, there are one or more files or folders in the selected folder.

If you selected a folder, press the **Up/Down** arrow buttons until the file you want is highlighted and press **<OK>**.

4. The User Interface will indicate the status of the upgrade...



5. Once the upgrade is complete, you can remove the USB flashdrive. The machine will return to ready mode briefly, then reboot once, and return again to ready mode.



Note: A Configuration Report will be printed after the machine has rebooted successfully. You can confirm the new software version from the printed report under **Device Setup** section under **System Software Version** listing.

Manual upgrade using Internet Services

This section provides instructions to upgrade machine software over the network via **Xerox CentreWare Internet Services (CWIS)**.

Information Checklist

Before starting the procedure, please ensure that the following items are available and / or the tasks have been performed:

1. The Software Upgrade file is obtained from the Xerox web site: <http://www.support.xerox.com/>, for “Enter product name or number” enter **3550**, select search, select “Drivers and Downloads” to access the file. The file will have an **[.hd]** extension.

IMPORTANT: It is important to obtain the correct upgrade file for your particular model of machine.

2. If you are performing the upgrade on a network connected machine, ensure that the machine is online before continuing. TCP/IP and HTTP protocols must be enabled on the machine so that the machine web browser can be accessed. Obtain the *IP address* of the machine you want to upgrade.

Procedure

1. Open the web browser from your Workstation.
2. Enter the *IP Address* of the machine in the Address bar and select **[Enter]**.
3. Click on the **[Print]** icon. The **Print Help Pages** page displays.
4. In the **Print** area, click on the **[File Download]** link. The **File Download** page displays.

5. In the **File Download** area:

- a. Click **[Browse]**.
- b. Locate and select the software upgrade **[.hd]** file obtained earlier.
- c. Click **[Open]**.

6. Click on the blue button to send the file to the machine.

The file will be sent to the printer and will disable the printing functionality. The web browser will become inactive and you will not be able to access the machine via this method until the upgrade has completed and the machine has rebooted. The upgrade should take no longer than 30 minutes. Once the machine has completed the upgrade it will reboot automatically.

Note: A Configuration Report will be printed after the machine has rebooted successfully. You can confirm the new software version from the printed report under **Device Setup** section under **System Software Version** listing.