

WC4260 Firmware Release Installation Instructions

> 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. There are two methods of upgrading the machine firmware.

1. Load USB thumb drive with firmware, then upgrade via machine USB port.
2. Upgrade via the network and web browser interface using CentreWare Internet Services (CWIS).

See detailed firmware installation instructions that follow for both methods.

IMPORTANT: When upgrading from version 30.100.15.000 all documents in Mailboxes and the actual Mailboxes will be deleted, and all Alert Notification settings will be unchecked and setting information will be deleted!

Please use the "4260 - Software Upgrade Supplemental Procedure" (below) to print documents from Mailboxes, capture Mailbox and Alert Notification information prior to software upgrade. Mailboxes and Alert Notification information must be manually re-entered after the software upgrade.

The upgrade will take approximately twenty-five minutes.

> Information Checklist

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

1. Obtain the firmware upgrade file. You can obtain the latest SPAR release file for your machine from https://www.xrqgsn.com/admin/user/spar_release.ihtml with the SPAR Release code of: **WC4260Spar**.
2. Download the upgrade file to a local or network drive. You will be able to delete the file after completing the upgrade procedure. Note: The firmware file ends with the extension ".hd". If the firmware file was bundled within the downloaded ".zip" file, it must be extracted from the ".zip" file.
3. Chose the desired upgrade method and follow the instructions listed in that section for the desired upgrade method.

See detailed firmware installation instructions that follow for both methods and to save and restore the information that will be lost during the upgrade.

Mailboxes & Alert Notification settings

SAVE / RESTORE Procedure

4260 - Software Upgrade – Supplemental procedure.
Software Upgrade from 30.100.15.000 to Latest Release

Important:

During the software upgrade all documents in Mailboxes and the actual Mailboxes will be deleted, and all Alert Notification settings will be unchecked and information will be deleted.

Follow this procedure to print documents from Mailboxes, capture Mailbox and Alert Notification information prior to the software upgrade, and to re-enter Mailboxes and Alert Notification information after the software upgrade.

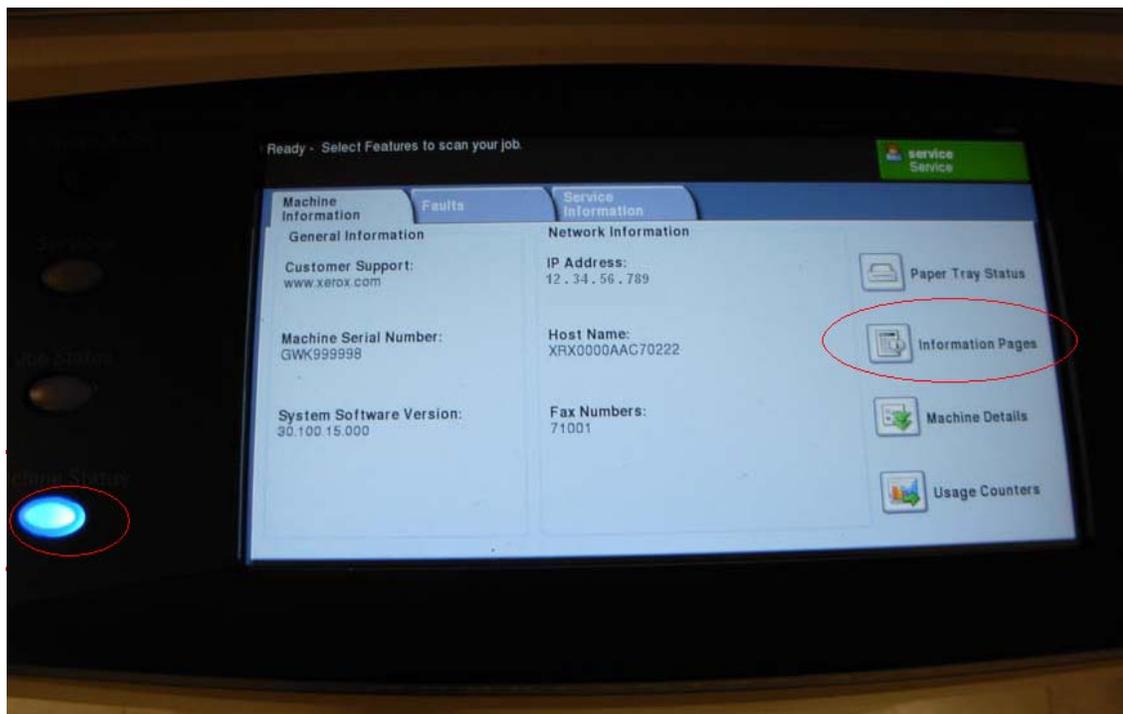
1. Print System Configuration and Fax Phone Book
2. Print files from Mailboxes
3. Record Alert Notification settings
4. Setup Mailbox
5. Setup Alert Notification

Before Upgrade

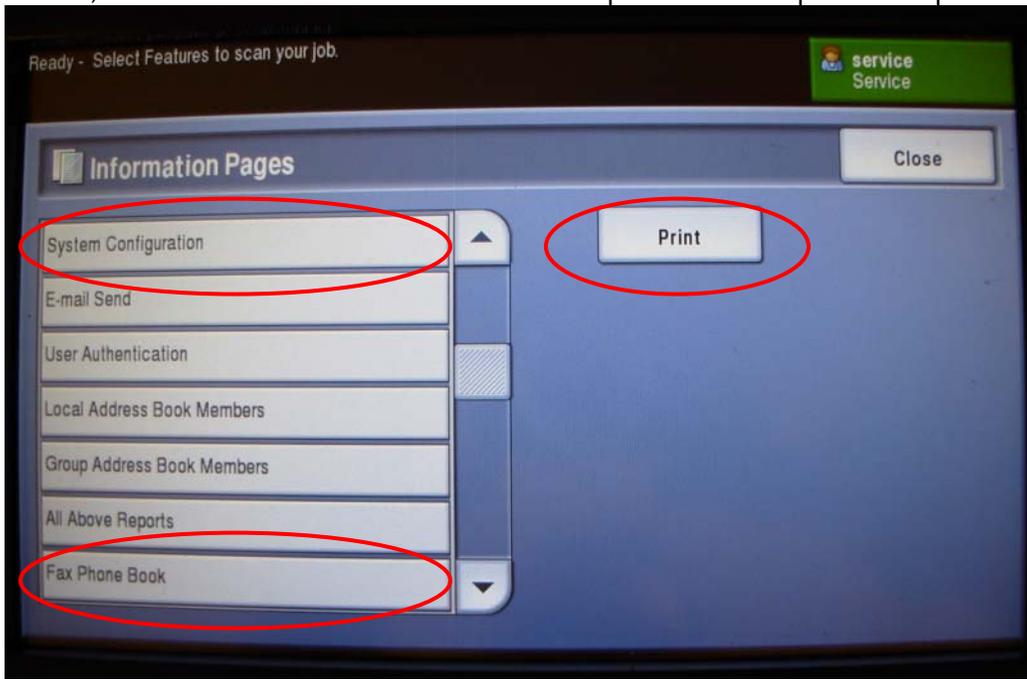
Step 1. Print a report of the System Configuration and Fax Phone Book:

Note: The Fax Phone Book report will list all mailboxes; use this list to manually input the mailboxes after the software upgrade.

- a) Press **Machine Status** button.
- b) Select **Information Pages** on the User Interface



- c) Select **System Configuration** and **Print**
- d) Scroll down and Select **Fax Phone Book** and **Print**
- e) Save the print out of the System Configuration to be use later in Step 3 for machine IP address, and Fax Phone book to be use later in Step 4 of the "Setup Mailbox" procedure.



Fax Phone Book

Date & Time : MAR-24-2009 02:54PM TUE
 Fax Number : 71001
 Fax Name : pdt service
 Model Name : WorkCentre 4260

1.Speed Dial List

No.	Name	Fax Number
000	pdtd fax 01	8524668
001	pdtd fax 02	9874563
002	pdtd fax 03	236876

2.Group Dial List

No.	Name	Fax Number
000	pdtd grp 01	Loc. No. 000 002
001	pdtd grp 02	Loc. No. 001 002

Mailbox

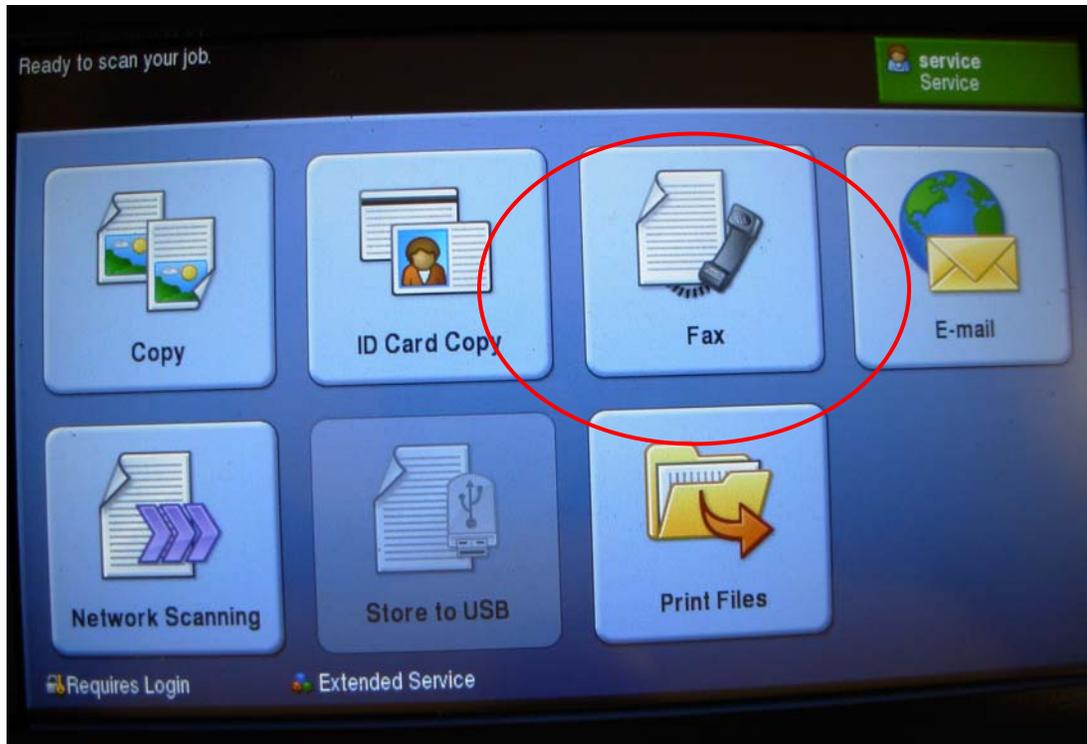
No.	Mailbox Name	Mailbox Number	Notification
001	pdtd serv001	001	On
002	pdtd serv002	002	On
003	pdtd serv003	003	On

Fax Phone Book with Mailbox list

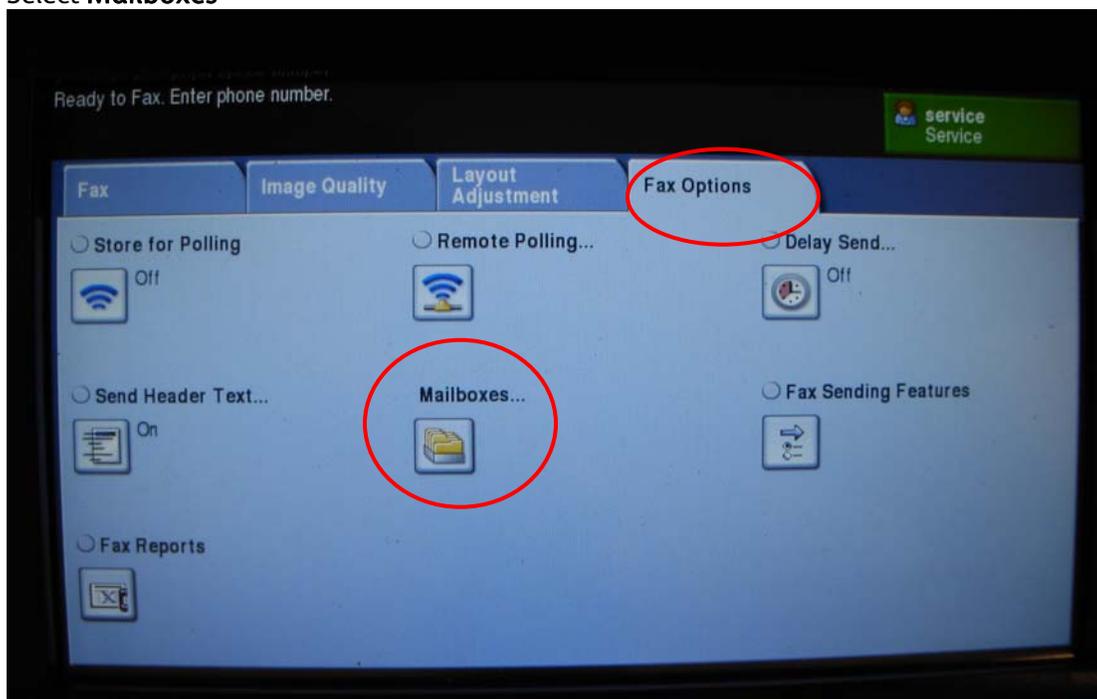
Step 2. Print files from Mailboxes:

Print all files from Mailboxes prior to the software upgrade because any files stored in these mailboxes will be deleted during the upgrade procedure.

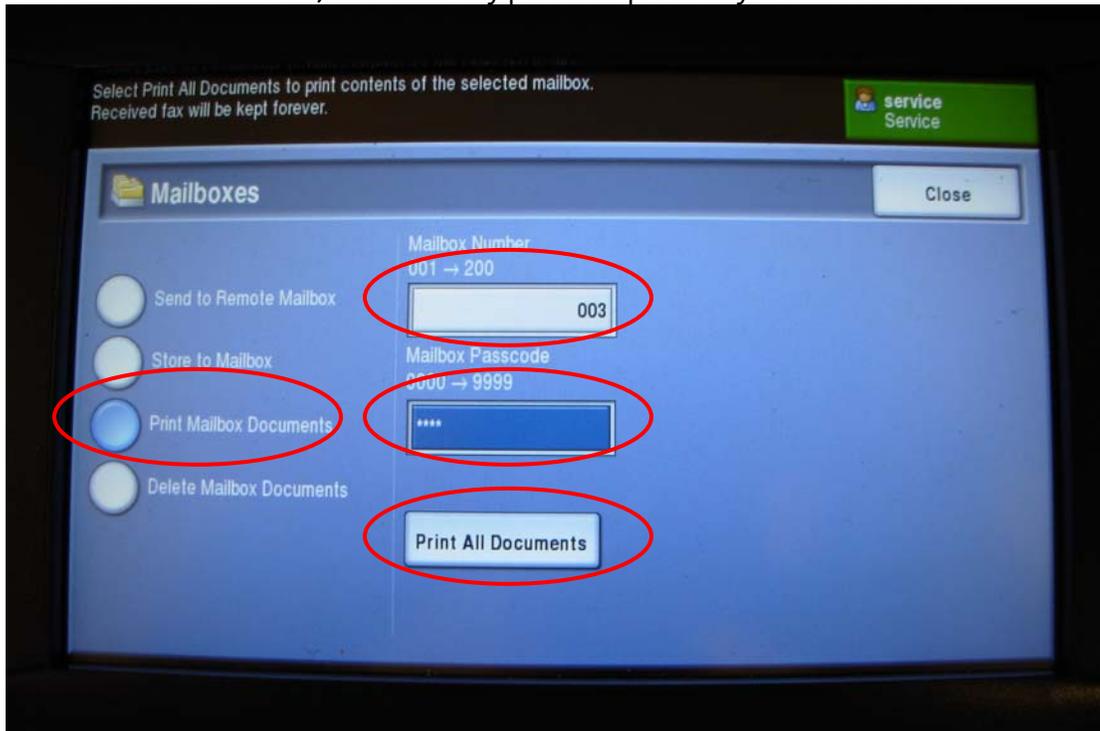
- a) Press **Services Home** button
- b) Select **Fax**



- c) Select **Fax Options** tab
- d) Select **Mailboxes**



- e) Select **Print Mailbox Documents**
- f) Select **Mailbox Number**, and enter the mailbox numbers from the printed list in Step 1
Note: It is not necessary to perform the next step if no passcode was created for that mailbox
- g) Select **Mailbox Passcode**, and enter any passcode previously created for that mailbox.



- h) Select **Print All Documents** or press the **Start** button to print documents stored in the selected mailbox
Note: repeat steps (f) through (h) to print all documents from additional mailboxes on the printed list.
- i) Select **Close** after printing all mailbox documents

Step 3. **Alert Notification:**

Record or capture all Alert Notification settings and email addresses prior to software upgrade.

Accessing the machine using CenterWare Internet Service (CWIS):

Access the WORKCENTER 4260 via CenterWare Internet Service (CWIS) by inputting the machine IP address in your web browser, e.g. <http://123.456.78.90>.

Note: The machine IP address can be found on the System Configuration page (printed in Step 1), under Network Setup, TCP/IP Setting

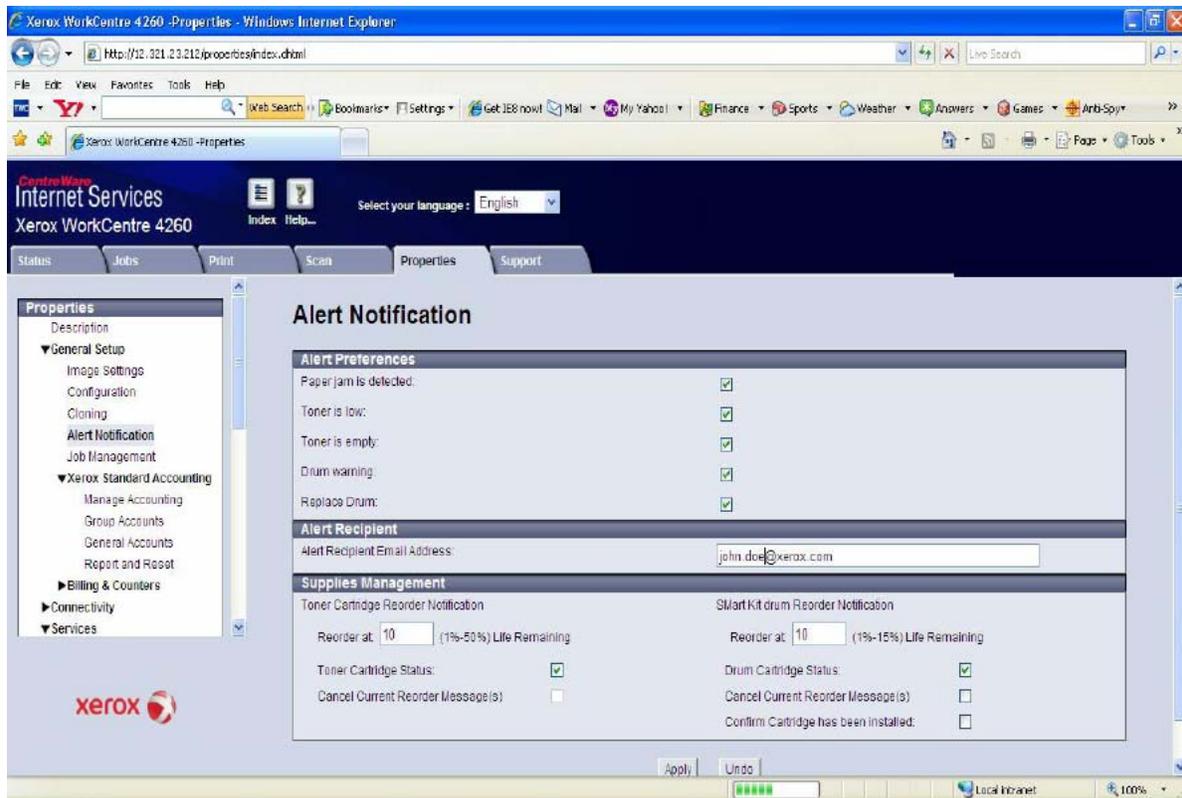


Address

- Access the WORKCENTER 4260 via CenterWare Internet Service (CWIS)
- Select **Properties** tab
- Select **General Setup**
- Select **Alert Notification**
- Record all Alert Notification Preferences settings and email addresses of Alert Recipient.

Note: The email address will have to be inputted in Step 5 exactly as it appears after the software upgrade. There is no space between Email addresses, eg.

John.doe@xerox.com;jane.doe@xerox.com.



The screenshot shows the Xerox WorkCentre 4260 Properties page in Internet Explorer. The browser address bar shows the URL <http://12.321.23.212/properties/index.shtml>. The page title is "Xerox WorkCentre 4260 - Properties". The main content area is titled "Alert Notification" and contains the following sections:

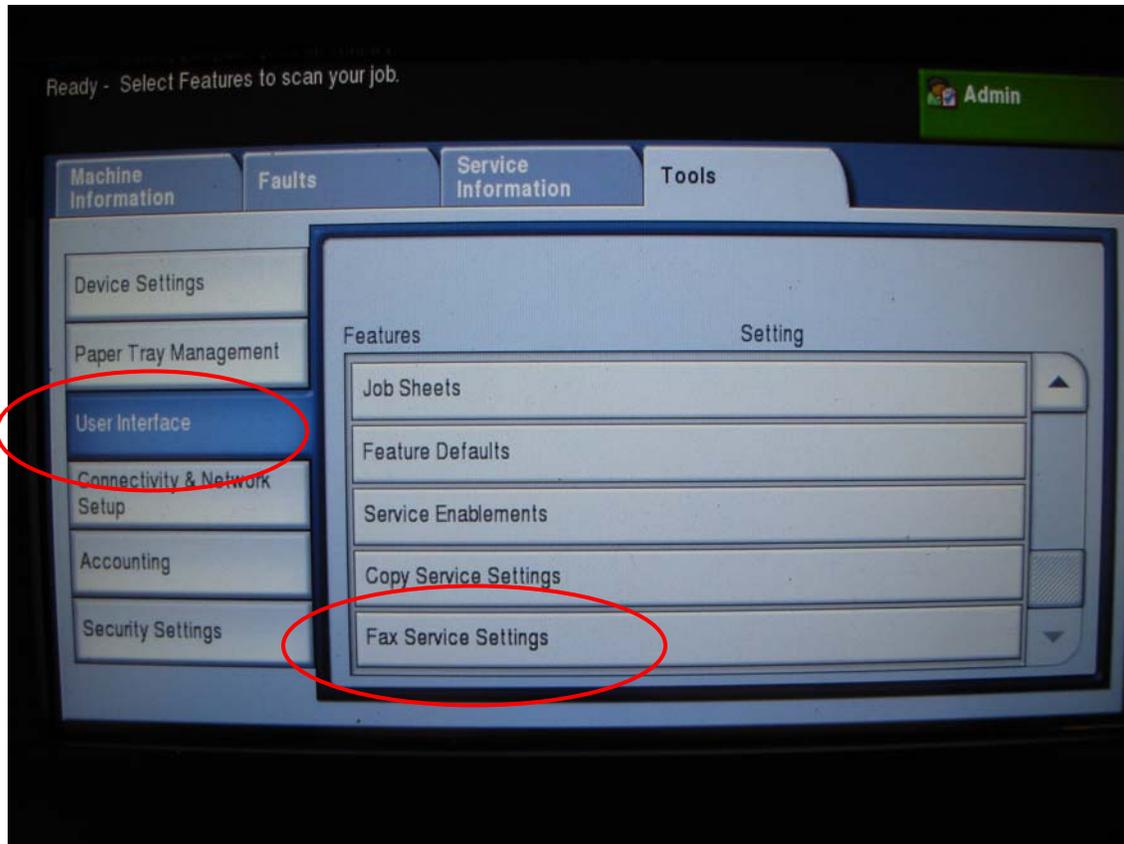
- Alert Preferences**
 - Paper jam is detected:
 - Toner is low:
 - Toner is empty:
 - Drum warning:
 - Replace Drum:
- Alert Recipient**
 - Alert Recipient Email Address:
- Supplies Management**
 - Toner Cartridge Reorder Notification**
 - Reorder at: (1%-50%) Life Remaining
 - Toner Cartridge Status:
 - Cancel Current Reorder Message(s):
 - Smart Kit drum Reorder Notification**
 - Reorder at: (1%-15%) Life Remaining
 - Drum Cartridge Status:
 - Cancel Current Reorder Message(s):
 - Confirm Cartridge has been installed:

The Xerox logo is visible in the bottom left corner of the page. The browser status bar shows "Local Intranet" and "100%" zoom.

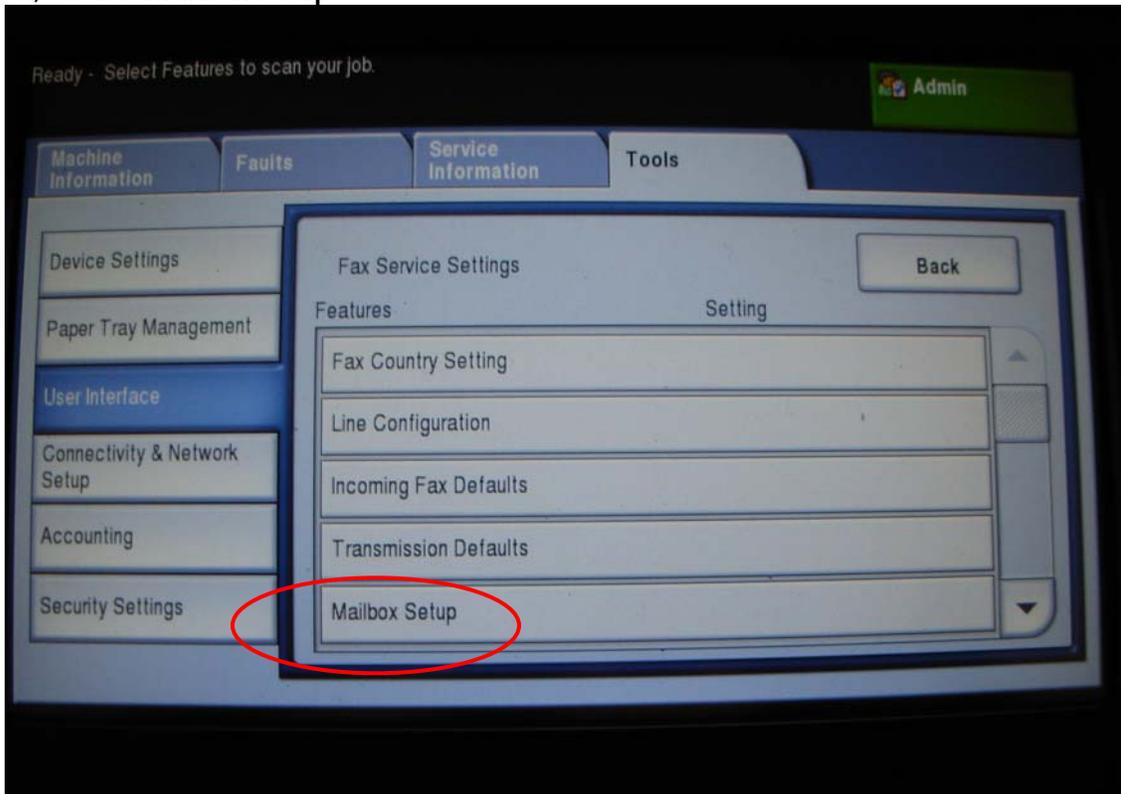
After Software Upgrade:

Step 4. **Mailbox setup:** The Fax Phone Book print out form Step 1 will be needed to setup the mailboxes.

- a) Press the **Log In/Out** button on the machine to enter the Tools Pathway.
- b) Enter the Administrator's *Password*. The default is **1111**.
- c) Select **Enter**.
- d) Press **Machine Status** button.
- e) Select **Tools** tab
- f) Select **User Interface**.
- g) Scroll down and Select **Fax Service Settings**

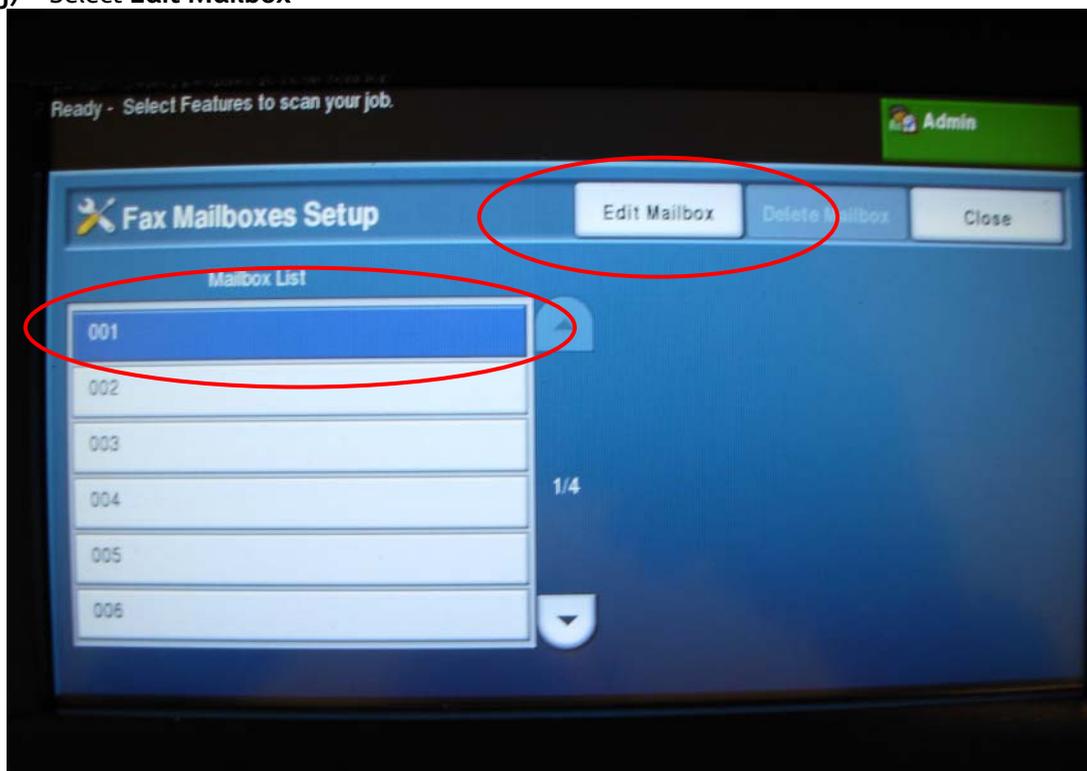


h) Select **Mailbox Setup**

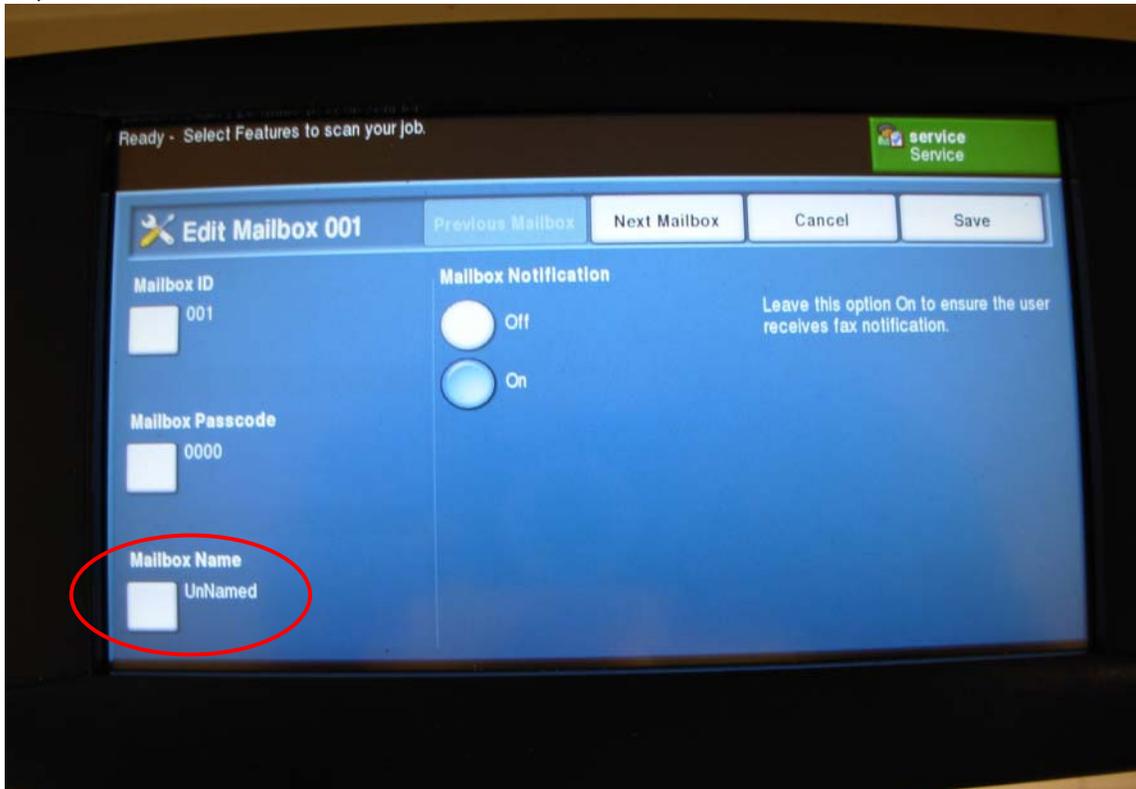


i) Select a mailbox from the Mailbox List, starting with 001

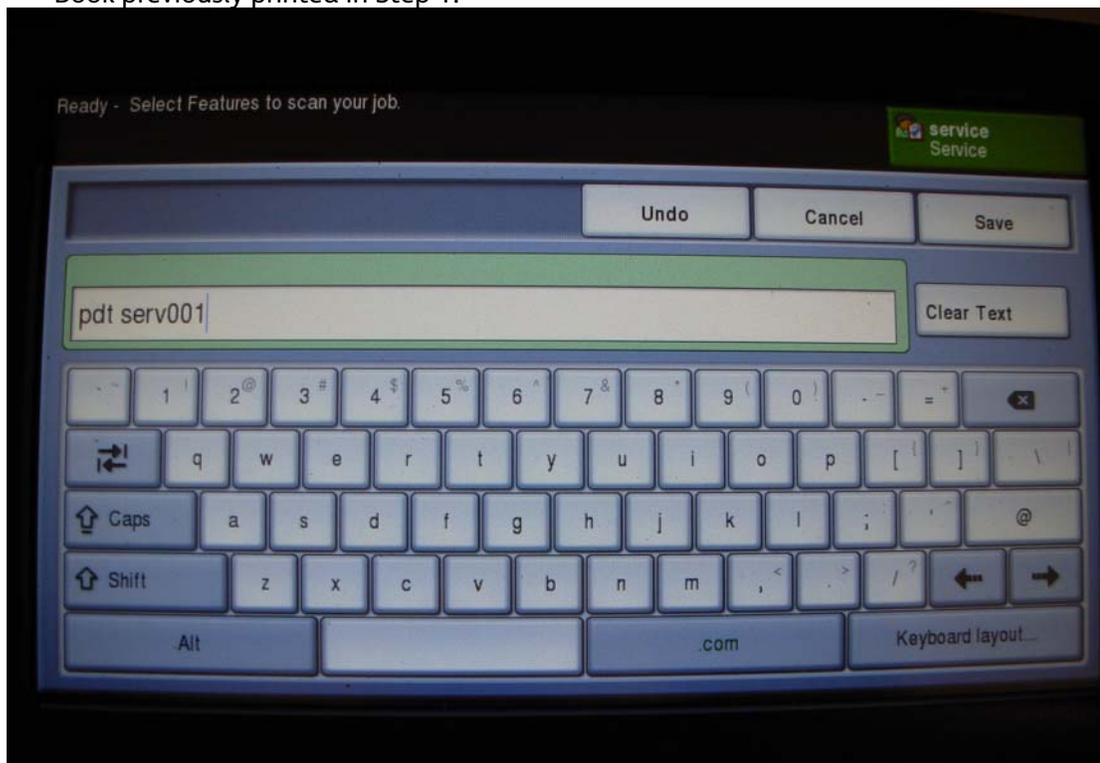
j) Select **Edit Mailbox**



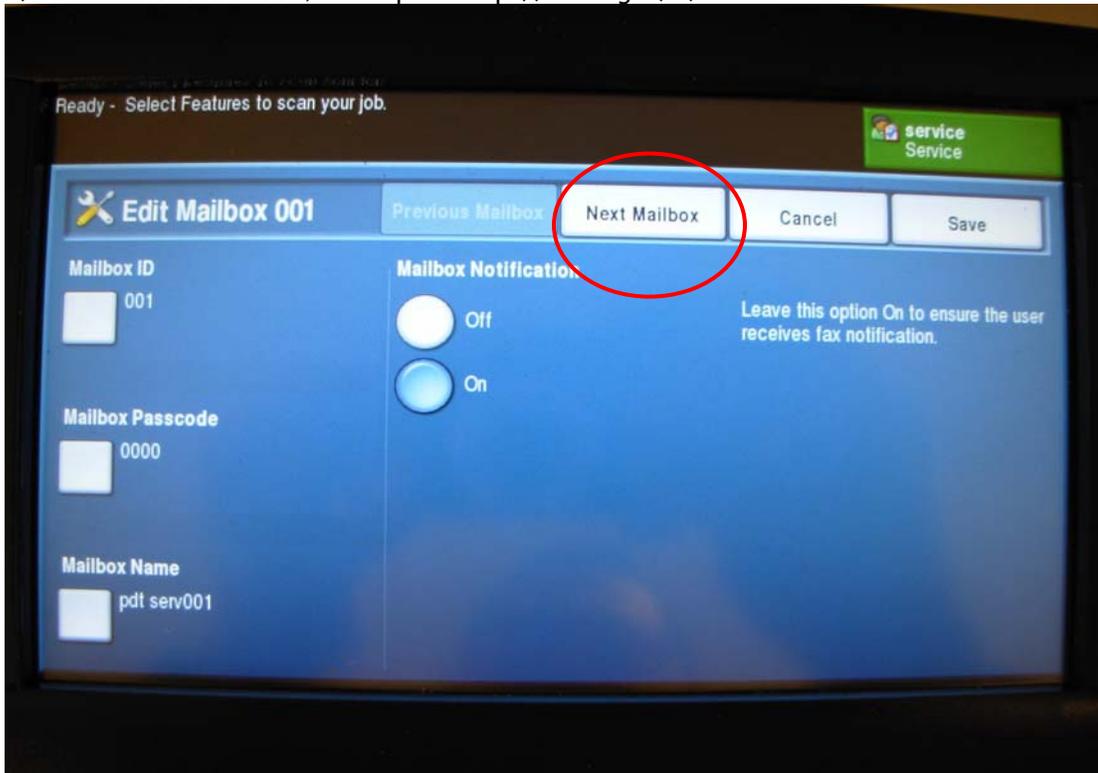
k) Select Mailbox Name



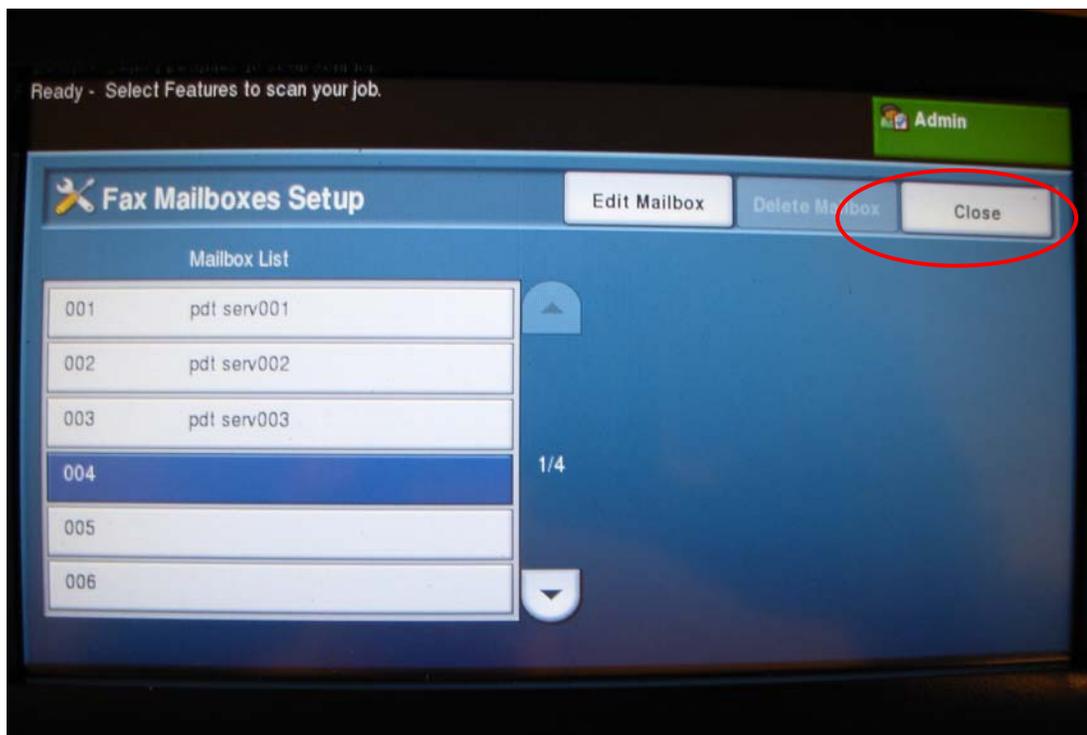
l) Use the User Interface keyboard to enter the mailbox names from the list on Fax Phone Book previously printed in Step 1.



- m) Select **Save**
- n) Select **Next Mailbox**, and repeat step (i) through (m) to enter additional mailboxes.



- o) Select **Save**
- p) Select **Close**, to complete mailbox entry procedure



- q) Press **Log In/Out** Button
- r) Select **Confirm**, to exit Tools mode

Step 5. Setup Alert Notification:

Note: 1) Several new options are added to Alert Notification after the software upgrade. Make appropriate selections with the added options.

2) There is no space between Email addresses, eg. John.doe@xerox.com;jane.doe@xerox.com.

- a) Access the WORKCENTER 4260 via CenterWare Internet Service (CWIS)
- b) Select **Properties** tab
- c) Select **General Setup**
- d) Select **Alert Notification**
- e) Select all appropriate Alert Notification Preferences recorded earlier from Step 3.
- f) Enter email addresses of Alert Recipient recorded earlier from Step 3.
- g) Scroll to the bottom of the web page and select **Apply** after all entries are made

The screenshot shows the Xerox WorkCentre 4260 Properties page in Internet Explorer. The browser address bar shows the URL: http://12.321.23.214/properties/index.shtml. The page title is "Xerox WorkCentre 4260 - Properties". The navigation tabs include Status, Jobs, Print, Scan, Properties, and Support. The Properties tab is selected, and the "Alert Notification" sub-tab is highlighted in the left sidebar. The main content area is titled "Alert Notification" and contains the following sections:

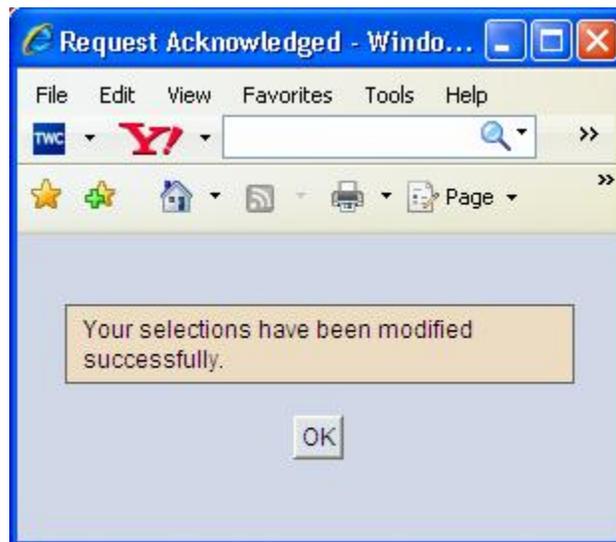
- Alert Preferences:** A table of checkboxes for various alerts:

Paper jam is detected:	<input checked="" type="checkbox"/>	Billing meter reads reported:	<input checked="" type="checkbox"/>
Toner is low:	<input checked="" type="checkbox"/>	SMart eSolutions enrollment is cancelled:	<input checked="" type="checkbox"/>
Toner is empty:	<input checked="" type="checkbox"/>	SMart eSolutions communication error has occurred:	<input checked="" type="checkbox"/>
Drum warning:	<input checked="" type="checkbox"/>		
Replace drum:	<input checked="" type="checkbox"/>		
- Alert Recipient:** A text input field containing the email addresses: John.doe@xerox.com;jane.doe@xerox.com. A note below the field reads: "Note: Enter multiple recipient addresses separated by semi-colon(;)."
- Supplies Management:** Two sections for reorder notifications:
 - Toner Cartridge Reorder Notification: Reorder at: 10 (1%-50%) Life Remaining
 - SMart Kit Drum Reorder Notification: Reorder at: 10 (1%-15%) Life Remaining

- h) In the new pop-up window enter user name “**admin**” (default)
- i) Enter password “**1111**” (default)
- j) Select **OK**



- k) Select **OK** on Request Acknowledged window
This completes the Mailbox and Alert Notification setup after the software upgrade.



WC4260 Firmware Upgrade

CentreWare Internet Services (CWIS) Procedure

[WC4260 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 WC4260 machine 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. You can obtain the latest formally released file for your machine from the www.xerox.com web site under the 4260 support page, section **Firmware & Machine Upgrades**:
http://www.support.xerox.com/go/results.asp?Xtype=download&prodID=WC4260&Xlang=en_US&Xcntry=USA
2. Download the upgrade file to a local or network drive. 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 **[Machine Status]** button, located on the left side of the Control Panel. A new screen will be displayed with tabs. By default, the contents for the Machine Information tab will be displayed.
 - b. Select **[Print Reports]**. The Print Reports screen will be displayed.
 - c. Select **[System Configuration]**, and then select **[Print Reports]**. The Machine Configuration Report will print.
 - d. Select **[Close]** to return to the main default screen.
 - e. The TCP/IP address of the machine is shown on the Machine Configuration Report under the section **Network Setup > TCP/IP Settings > IP Address**.

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 WC4260 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 WC4260 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 WC4260 machine.
2. Select the [**Properties**] tab.
3. Select [**Maintenance**] under the Properties selections.
4. Select [**Firmware Upgrade**] under the Maintenance selection.
5. You will be prompted to enter the System Administrator's login (name & password). Enter the appropriate **User Name** and **Password**. The WC4260 System Administrator login default's are; User name: **admin**, Password: **1111**
6. Select the [**Browse**] button in the Firmware Upgrade box and locate the WC4260 firmware file on your PC to upgrade the machine.
7. Select the [**Install Software**] button to begin the upgrade process. **Confirm** the upgrade.
8. A popup window will appear. Once the firmware file has been downloaded to the machine, you will get an "End of Download" message in this popup window. Select [**OK**] to close the window. This message indicates the firmware file itself has been transferred to the WC4260. The actual upgrade process will then begin at the machine and will temporarily disable the printing functionality. This will take approximately 25 minutes.
9. 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. ***Do not power off the machine while the machine is upgrading the firmware.*** Once the upgrade is complete, the machine will reboot and print a system configuration page confirming the new firmware level.

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

WC4260 Firmware Upgrade

Local USB Port Procedure

WC4260 Firmware Upgrade via USB port

1. Obtain the Firmware file. From a web browser enter: www.support.xerox.com enter the product name **4260**, then select the **Drivers & Downloads** section. Select the appropriate firmware version and download the file to your workstation.
2. Place Firmware file on a USB Thumb Drive. Insure you have the actual firmware file extracted from the “.zip” folder. This file will always end with the extension “.hd”
3. Follow the step by step instructions for installing firmware file on the next pages.

*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 WC4260 machine will be unavailable during the upgrade process. Any jobs sent to the machine during the upgrade will be lost.

Firmware Upgrading

**Insert USB
Thumbdrive
into Front
USB Port**



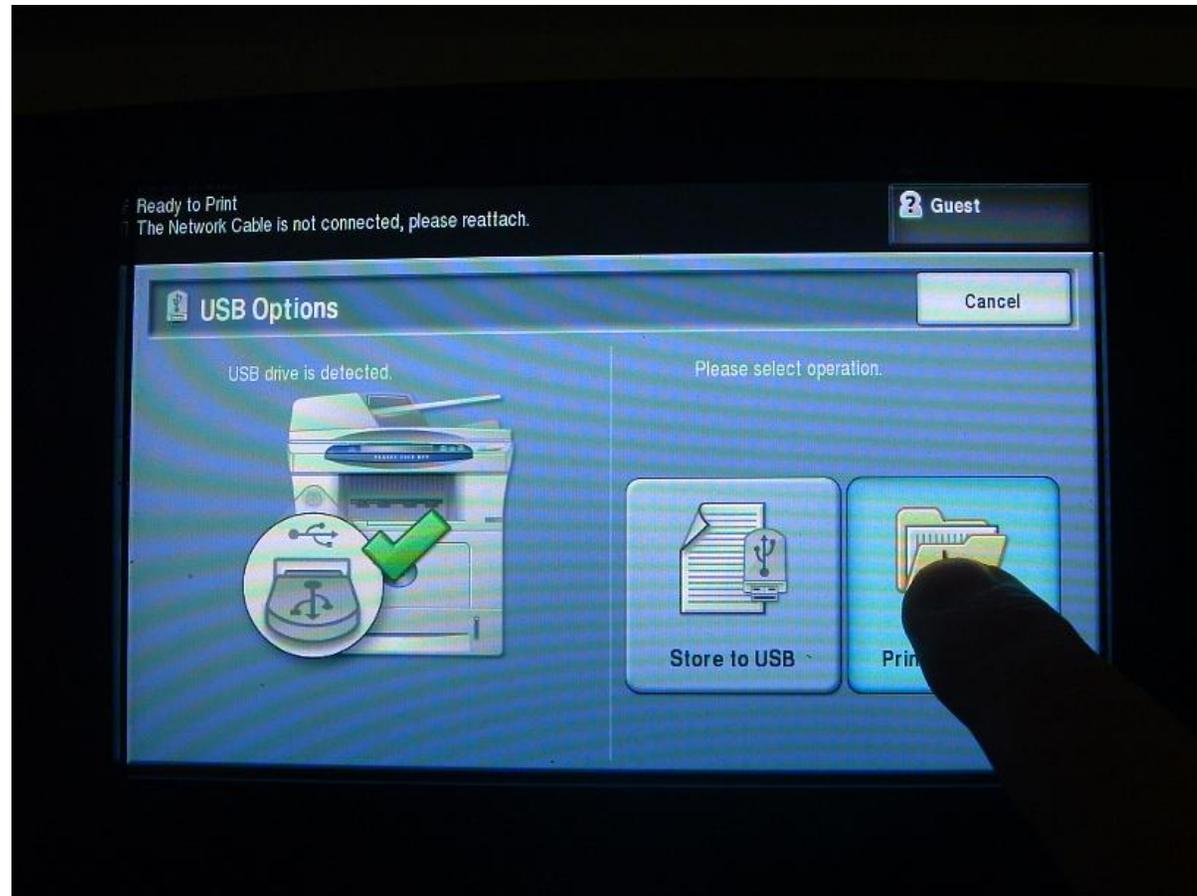
Firmware Upgrading

This is the first screen displayed on the UI.



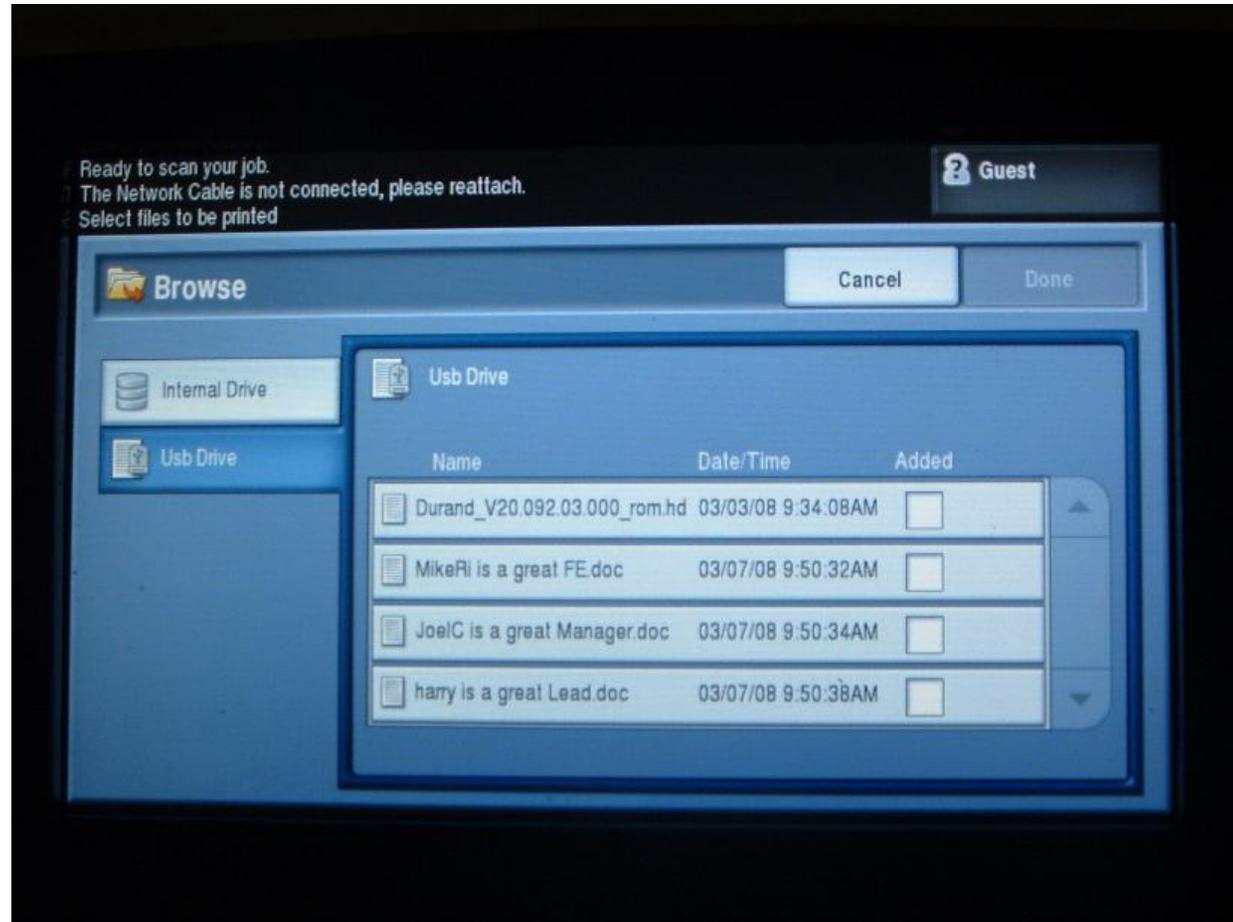
Firmware Upgrading

Select Print to USB



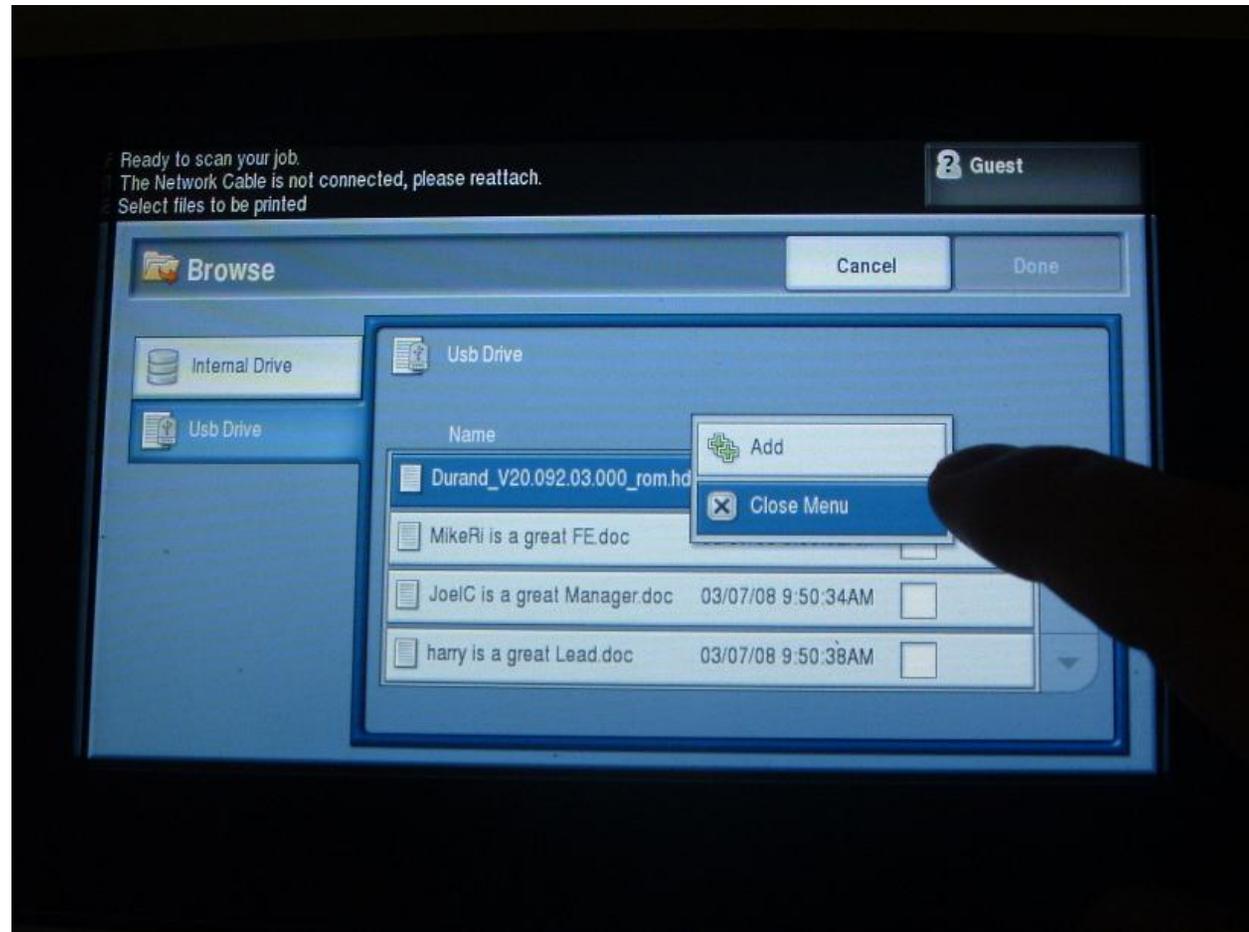
Firmware Upgrading

All files on the Thumbdrive are displayed. Select the **.hd** file only, ignoring all other files.



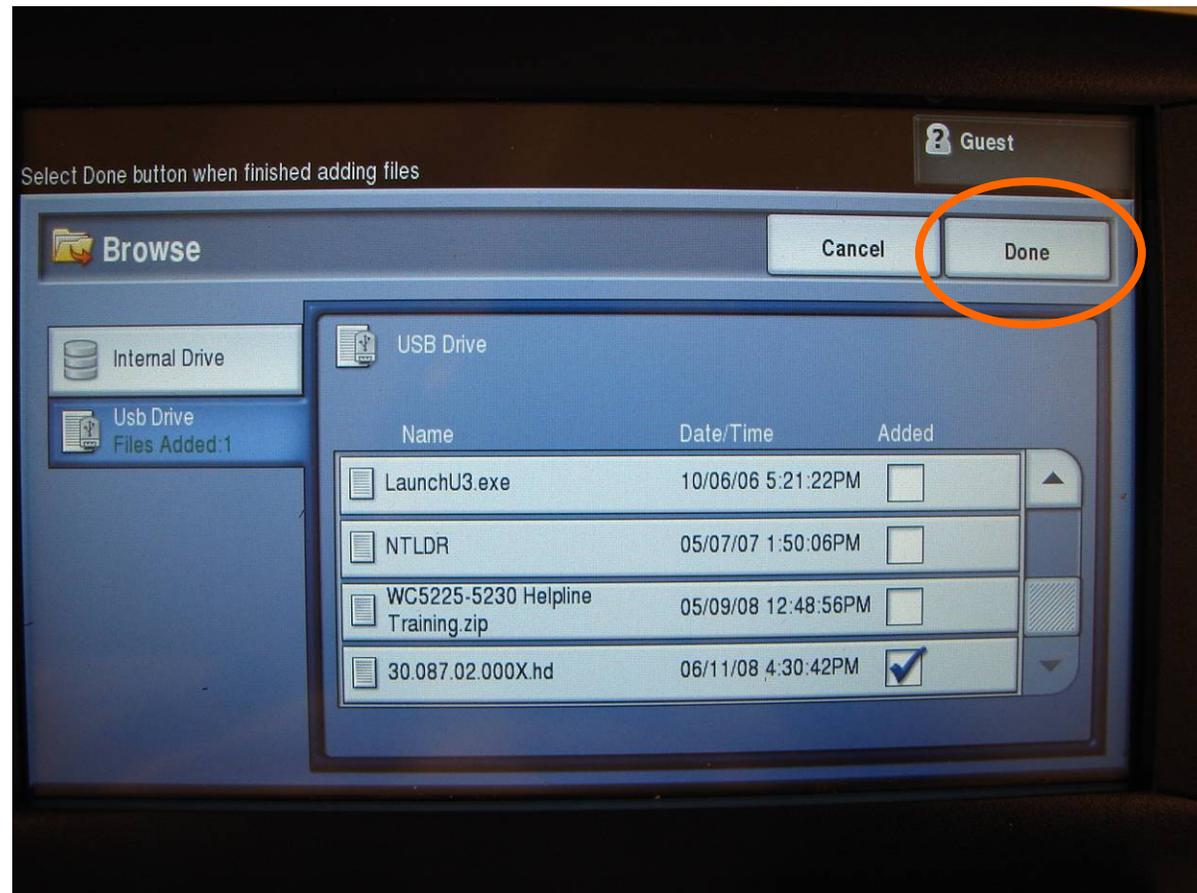
Firmware Upgrading

Highlight the FW File, select Add.



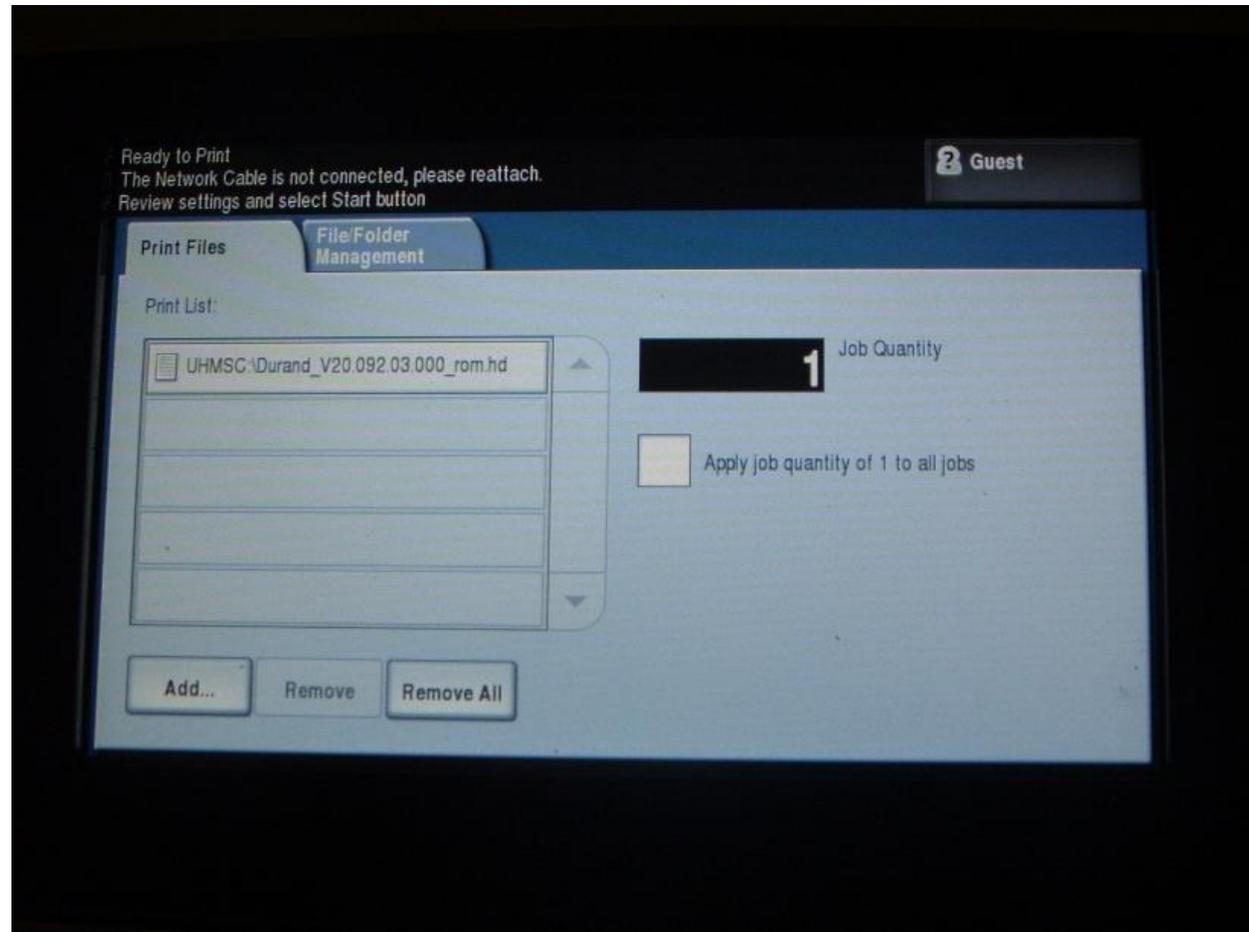
Firmware Upgrading

Select Done.



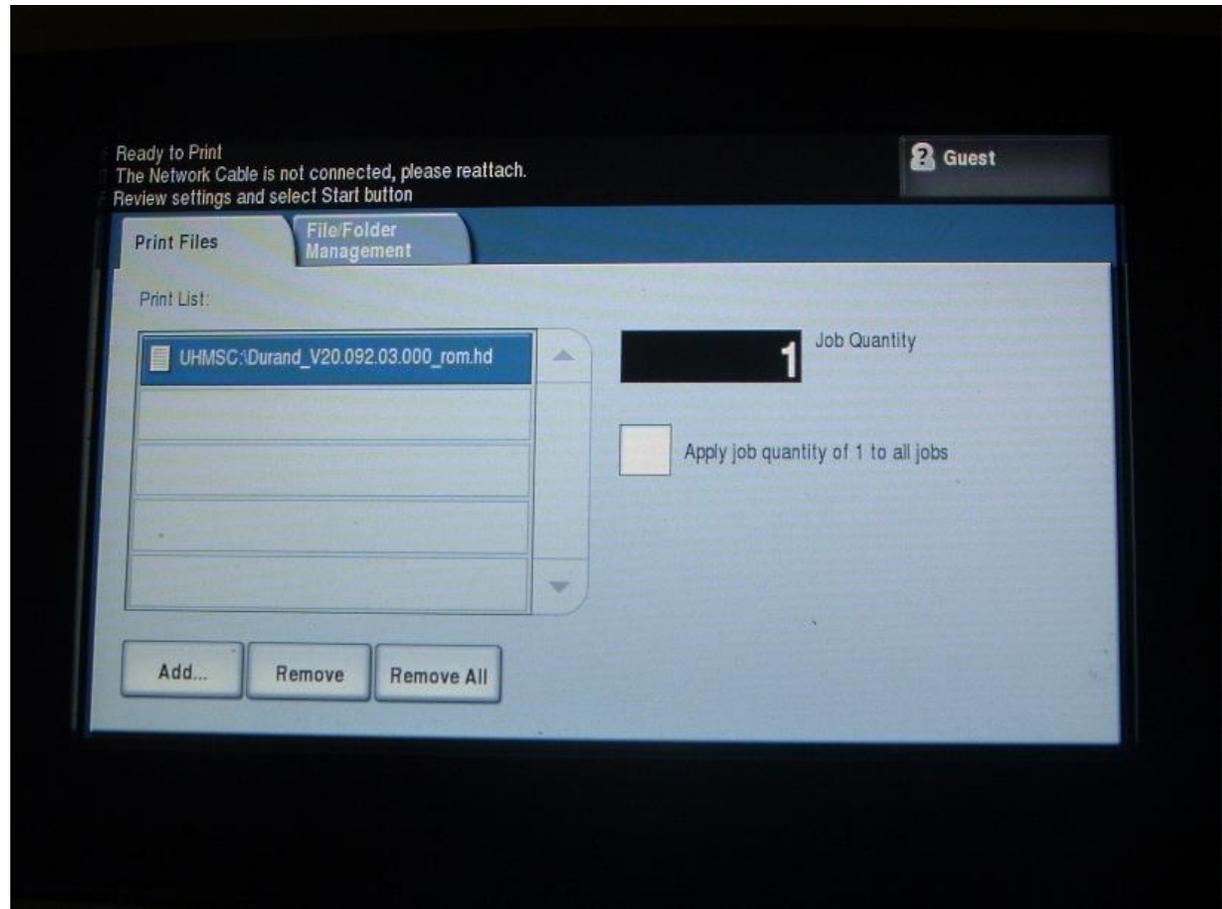
Firmware Upgrading

Next screen.



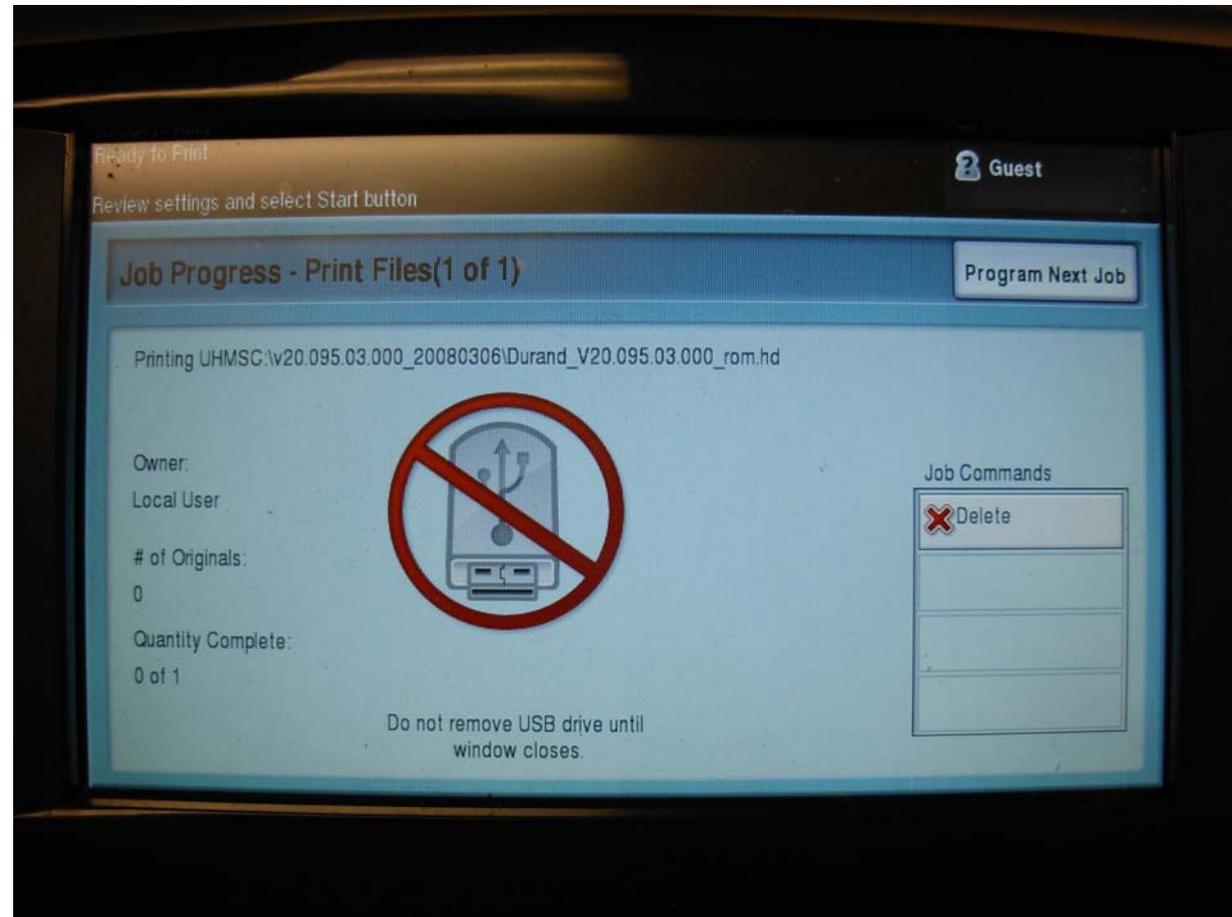
Firmware Upgrading

Highlight the .hd file, then press the green Start Button on the Control Panel



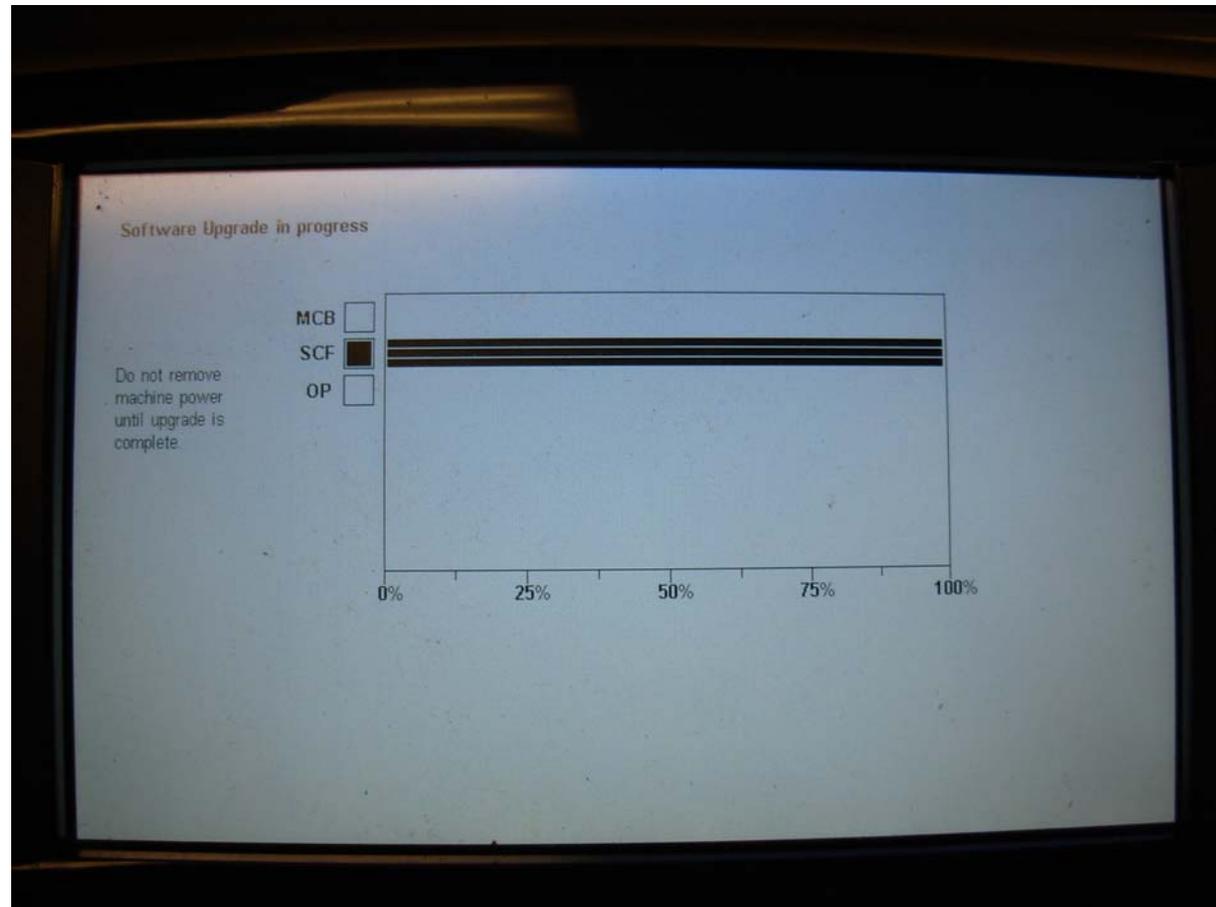
Firmware Upgrading

This screen will flash
for a few moments



Firmware Upgrading

The UI will then go into the “gas gauge” screen showing the progress of the firmware writing. It is now safe to remove the Thumbdrive. It will take approx. 25 minutes to finish writing.



Firmware Upgrading

At the completion of the writing portion, the machine will reboot.