

Update HP Latest Firmware

Dear Customers,

HP released several firmware upgrades on 12th October, 2016. After testing and comparison, we found that both our old chip (V3 or V1) and new chip (V4) products can work normally with the latest firmware version.

Please check the affected printers from the list below.

HP 950/951 Series

Printer Model	Old Firmware Version	Can our products be recognized by old firmware?		Latest Firmware Version	Can our products be recognized by latest firmware?	
		V3	V4		V3	V4
HP Officejet Pro 8616	1547AR	No	Yes	1640BR	Yes	Yes
HP Officejet Pro 8610	1547AR	No	Yes	1640BR	Yes	Yes
HP Officejet Pro 8620	1432AR	No	Yes	1640BR	Yes	Yes
HP Officejet Pro 8625	1547AR	No	Yes	1640BR	Yes	Yes
HP Officejet Pro 8630	1416AR	No	Yes	1640BR	Yes	Yes
HP Officejet Pro 8640	1416AR	No	Yes	1640BR	Yes	Yes
HP Officejet Pro 8660	1547AR	No	Yes	1640CR	Yes	Yes

HP 934/935 Series

Printer Model	Old Firmware Version	Can our products be recognized by old firmware?		Latest Firmware Version	Can our products be recognized by latest firmware?	
		V1	V4		V1	V4
HP Officejet Pro 6230	1544AR	No	Yes	1640AR	Yes	Yes
HP Officejet Pro 6812	1610AR	No	Yes	1640AR	Yes	Yes
HP Officejet Pro 6835	1610AR	No	Yes	1640AR	Yes	Yes
HP Officejet Pro 6830	1610AR	No	Yes	1640AR	Yes	Yes

HP 970/971 Series

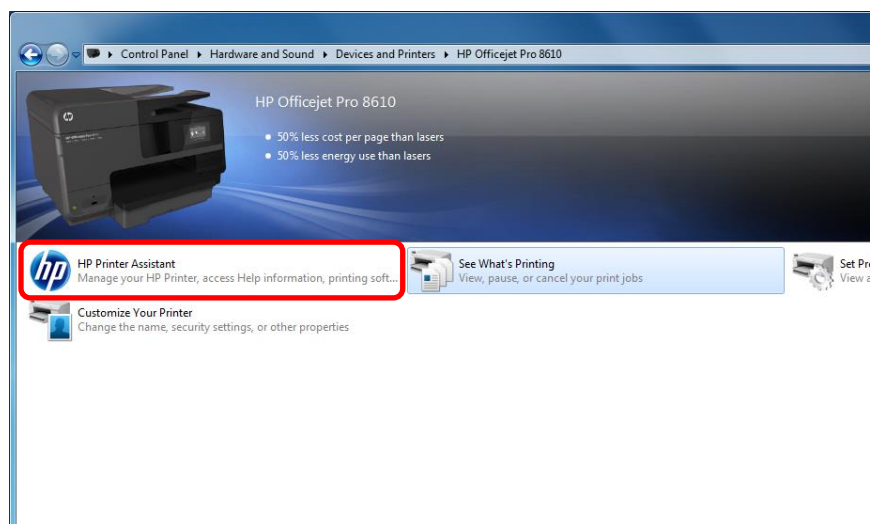
Printer Model	Old Firmware Version	Can our products be recognized by old firmware?		Latest Firmware Version	Can our products be recognized by latest firmware?	
		V3	V4		V3	V4
HP Officejet Pro X576dw	1544AR	No	Yes	1640AR	Yes	Yes
HP Officejet Pro X476 Series	1610AR	No	Yes	1640AR	Yes	Yes
HP Officejet Pro X551 Series	1610AR	No	Yes	1640AR	Yes	Yes
HP Officejet Pro X451 Series	1610AR	No	Yes	1640AR	Yes	Yes

Follow these steps to upgrade HP firmware if your printer is on the printer list above.

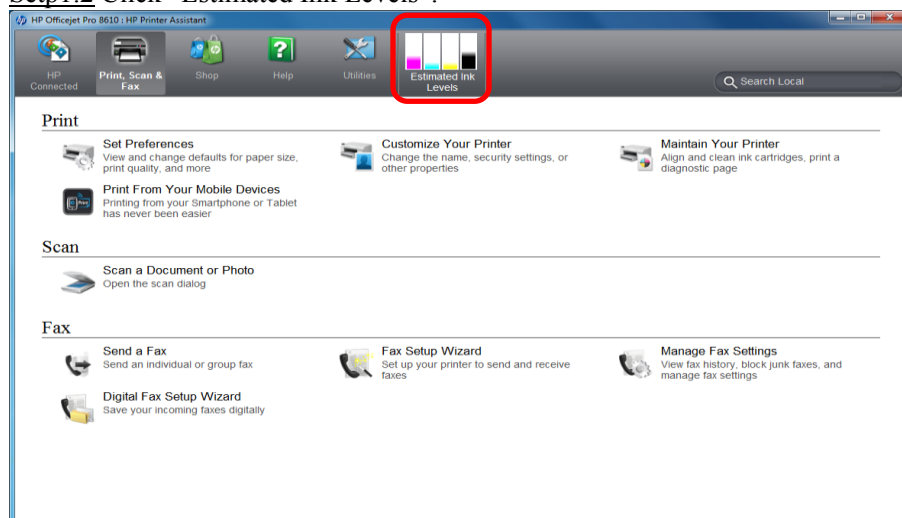
Taking HP Officejet Pro 8610 as an example

Step 1 Check the firmware version.

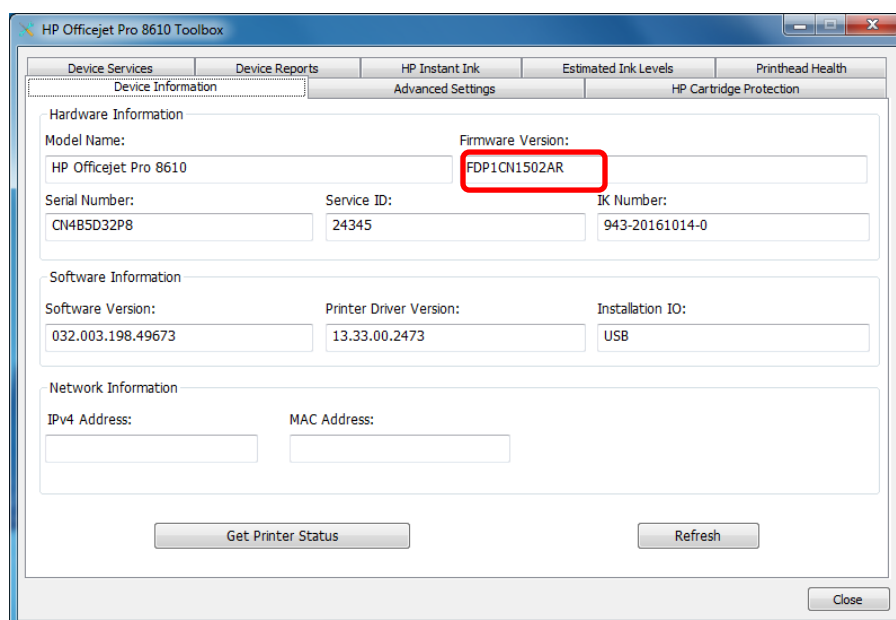
Step 1.1 Go to “Devices and Printers”, double click your printer to open the following interface, and double click “HP Printer Assistant”, then go to next screen.



Step 1.2 Click “Estimated Ink Levels”.



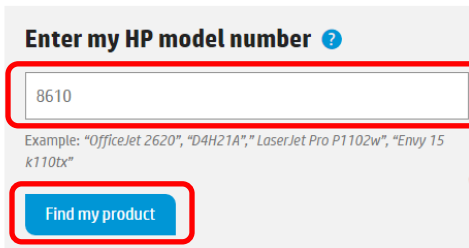
Step 1.3 Click the tab “Device Information”, and check the firmware version.



Step 2 Download and upgrade new firmware.

Step 2.1 Go to HP Software and Driver Download Center, <http://support.hp.com/ca-en/drivers>

Enter your printer model number, and click button “Find my product”.



Enter my HP model number ?

Example: "OfficeJet 2620", "D4H21A", "LaserJet Pro P1102w", "Envy 15 k110tx"

Step 2.2 Click your printer under the searching result.

1 Identify > 2 Download and Install > 3 Finish

Results for "8610" (3)

[Choose a different product](#)

Matching products for Canada (3)

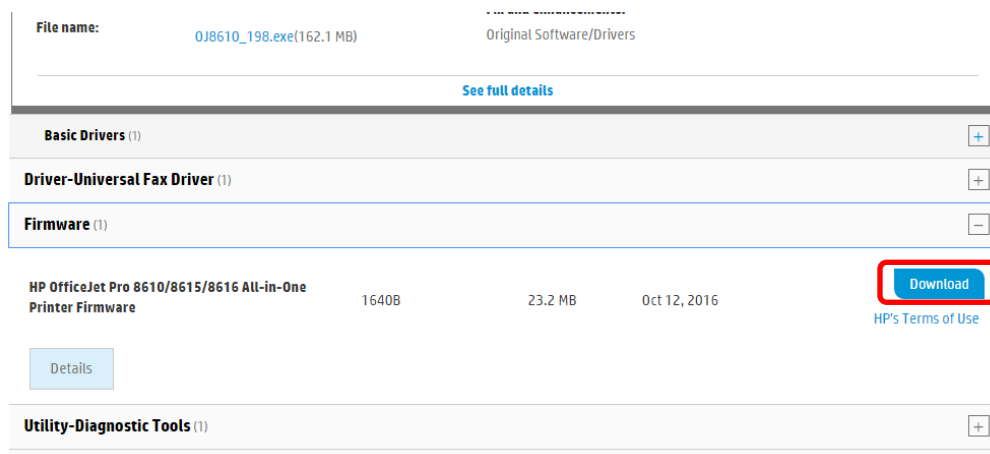
Printers and Multifunction (3)

[HP Officejet Pro 8610 e-All-in-One Printer](#)

[HP Officejet Pro 8615 e-All-in-One Printer](#)

[HP Officejet Pro 8616 e-All-in-One Printer](#)

Step 2.3 Scroll down the page to “Firmware”, and click button “Download”.



File name: [OJ8610_198.exe\(162.1 MB\)](#) Original Software/Drivers

[See full details](#)

Basic Drivers (1) +

Driver-Universal Fax Driver (1) +

Firmware (1) -

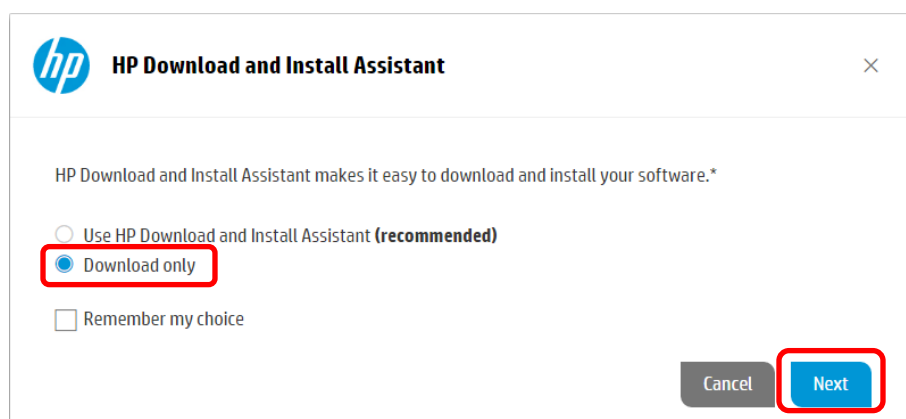
Product Name	Version	Size	Release Date	Action
HP OfficeJet Pro 8610/8615/8616 All-in-One Printer Firmware	16408	23.2 MB	Oct 12, 2016	Download

[HP's Terms of Use](#)

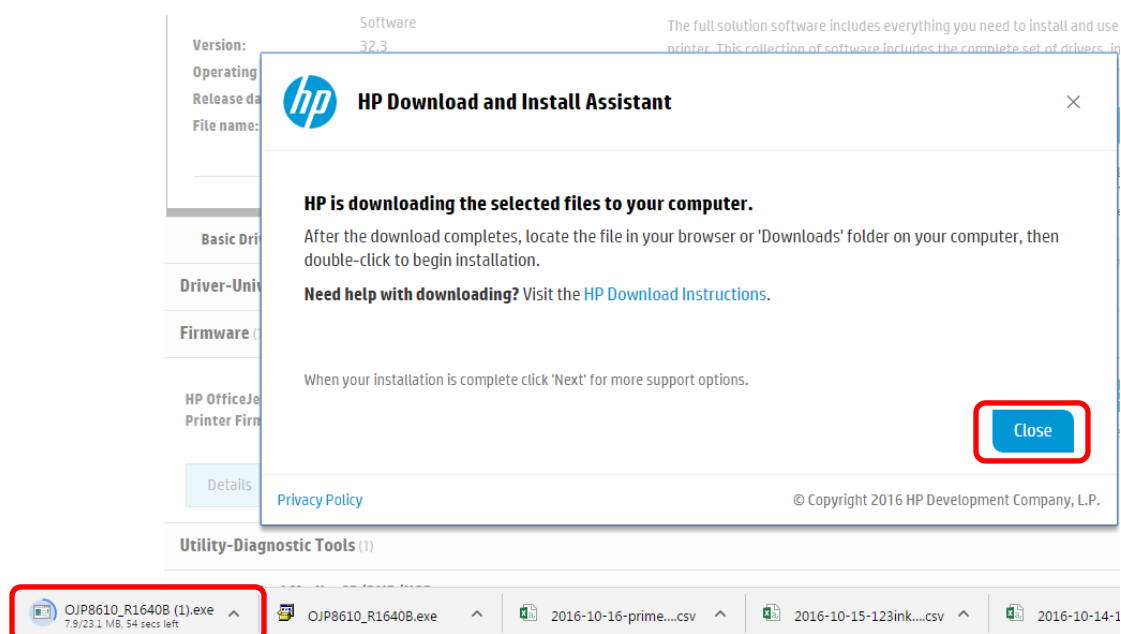
[Details](#)

Utility-Diagnostic Tools (1) +

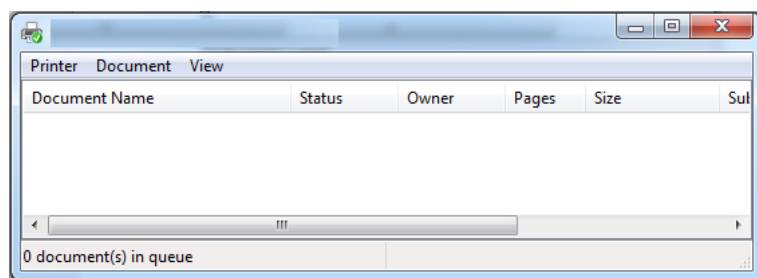
Step 2.4 Choose “Download only”, and click button “Next”.



Step 2.5 Confirm the download process, and click button “Close”.

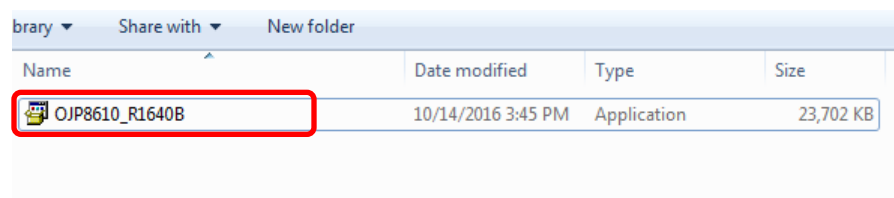


Step 2.6 Cancel all print jobs and let the printer be ready status.

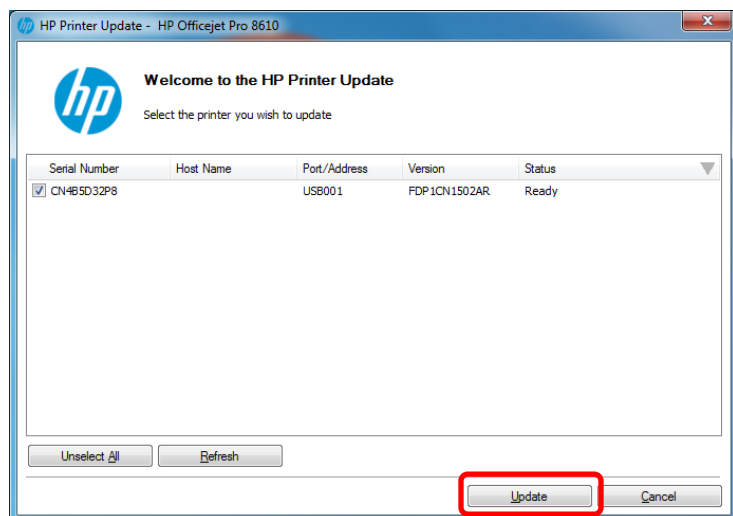


Be sure no any jobs in the print spool.

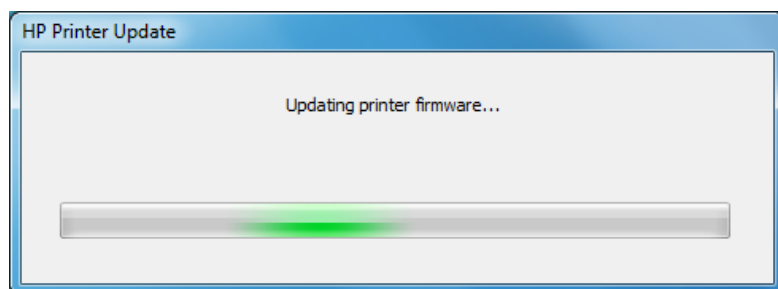
Step 2.7 Double click downloaded file from download file folder, to install the new firmware. The installation process will connect your printer to PC.



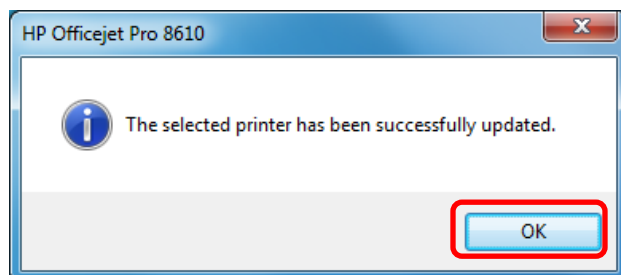
Step 2.8 Check on your printer, and click button “Update” to start upgrade.



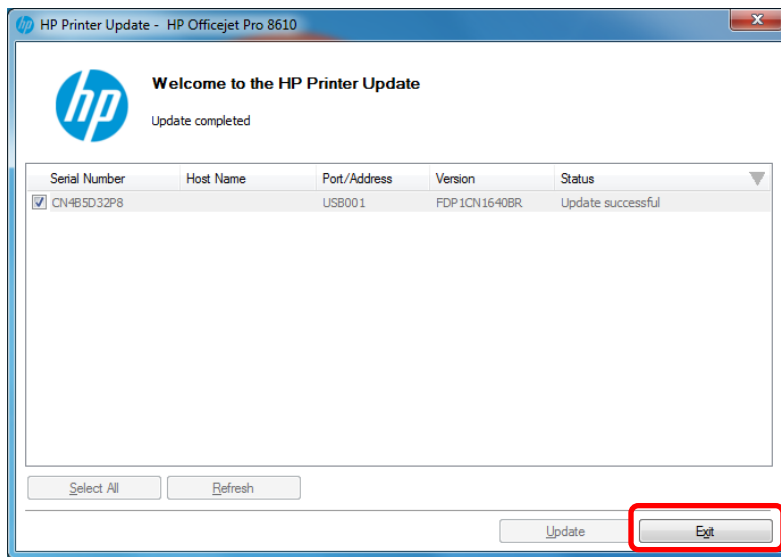
Please be careful that you can't print any documents and keep waiting during upgrade process.



Step 2.9 Click button “OK” to finish installation.



Step 2.10 Click button “Exit” to quit installation.



Step 3 Repeat “Step 1” to check the new firmware version.

