

# HP Laser MFP 300 series

## Firmware Readme

### Product Name(s):

- HP Laser MFP 323d
- HP Laser MFP 323sdn

This document contains information for the firmware revision number:

Firmware Version: V3.82.01.03

### Description

- Who needs this firmware?
- Determining the current version level of your firmware

### Enhancements and Fixes provided with this firmware revision

### Enhancements and Fixes provided with the previous revision(s)

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### Legal Statements

- Trademark Notices
- OPEN-SOURCE SOFTWARE LICENSE AGREEMENTS (In English)
- License and Copyright

## Description

This Readme file provides specific installation instructions and other information you should know before you perform a firmware update for your HP Laser Series printer or MFP. Installation instructions are provided for Single and Multiple Printer Updates.

This document provides specific update, installation and troubleshooting information. For additional information on the device features, refer to the online user guide.

### Who needs this firmware?

Similar to HP Inc. providing improved software for your HP Laser Printer or MFP, HP Inc. provides firmware updates for your printer periodically through its supported lifecycle. A firmware update may be necessary if it is determined that you may benefit from the resolution of any issue that is documented below. These updates are available on the HP support web site.

### Determining the current version level of your firmware

On the printed Configuration page look in the section marked "Software Versions" for the Firmware Version. Firmware Version will look something like this:

System Firmware Version: V3.82.01.03

## **Enhancements and Fixes provided with this Firmware Version**

The following new functionality or features are provided by this firmware release:

Firmware Version: V3.82.01.03

### **ENHANCEMENT:**

Base:

- EP Quality Improvement
- Support SDK solution

Security/Authentication:

- Enhanced security issues

### **FIXES:**

Base:

- Bug fix for AirPrint status
  - The string "HP Inc." is showing before the printer's model name in Airprint driver.
- Bug fix for Smart App status

- Ready status is always displayed on HP Smart while out of paper event occurred during printing.
  - Ready status is still display on HP Smart after the toner is removed for the Printer.
  - "Ready" status shows on HP Smart Home and Printer Status screen even an incompatible ink cartridge is inserted.
  - Device is restarting continuously after disabling the IPv6 option and performing a manual restart.
- Bug fix for Mobile scanning status
- The incorrect "Not supported" shows on Network Information page when adding a Network connected printer.
  - The page keeps showing "scanning" and no scan result is returned.
  - Unexpected error message appears after canceling print job in Print UI.
  - Feature Unavailable dialog was not displayed if user tap printer scan tile on main page for SFP printer that unsupported scan.
  - "Error" status is showing in WJA when the printer is at the sleep mode.
  - The "Wireless" with "Not connected" status shows on the Network Information page after adding the printer that does not support Wi-Fi.

#### Security/Authentication:

- No New Updates

## How to upgrade the firmware

#### Notes:

- When using a Network or USB connection, the HP print driver software must be installed prior to using this utility.
- The HP printer must be on and in a READY state as shown by the display on the control panel and remain powered on during the entire firmware update process.
- Depending on the processor speed of your PC, the firmware update process may complete on the printer before the update status progress bar in the flash firmware update utility on the PC screen completes, this is normal.
- Once the update process has started, do not use your PC for any other activity until the process is complete.
- Inform others connected to the machine, both network, and USB, to refrain from using the printer during the update period.
- Do not power cycle the machine or the PC until the firmware update process is complete.

## **How to upgrade the firmware through the embedded web server (EWS)**

Power ON the machine and check the IP address.

Download the firmware file from [hp.com/support](http://hp.com/support) to the PC desktop.

Turn the printer off and then back on to clear the main printer's memory.

1. Open an Internet Explorer browser and Enter the printer IP address in the URL line.
2. Click '**Login**'.
3. Login Pop up will appear and type admin account.  
. Default user name: admin, password:
4. Click the '**Maintenance**' tab.
5. Click the '**Upgrade Wizard**'.
6. The 'Firmware Upgrade Wizard' window will popup. Click the '**Browse**' button.
7. Select the firmware downloaded in your PC and click the '**open**'.
8. Click '**Next**'.
9. The firmware verification process will start. Please wait...
10. After verification, click the '**Next**'.

### Note

DO NOT power cycle the machine or the PC during this process or the machine may become unstable and or unusable without further attention from HP. The flash firmware update can take up to 5minutes to complete. Please be patient.

11. The firmware uploading will start.
12. After a few minutes, the programming will start.
13. After Programming, the printer will reboot automatically. The firmware upgrade procedure complete.
14. Login to printer EWS and check the firmware version.

## **How to upgrade the firmware through usblist2.exe**

### Notes

- Power ON the machine and connect the printer with a USB cable.
- Download the firmware file from [hp.com/support](http://hp.com/support) to the PC desktop.

1. Make sure that the machine is connected to the PC with a USB cable.

2. Drag the **SWUPGRADE\_ON.PRN** file and drop down it on the **usblist2.exe** in the firmware folder downloaded.

3. Drag the **firmware file(\*\*\*.hd)** and drop down it on the usblist2.exe.

Note

DO NOT power cycle the machine or the PC during this process or the machine may become unstable and or unusable without further attention from HP. The flash firmware update can take up to 5minutes to complete. Please be patient.

4. Firmware upgrade status gets the display on the LCD screen.

Note

DO NOT UNPLUG THE PRINTER.

5. The printer automatically will reboot once the firmware update is complete.

Print the configuration report to confirm the firmware version.

### **System Requirements**

The Firmware upgrade process requires a network or USB port connection.

### **Additional Information**

Refer to your printer's user guide for additional methods of obtaining software and support information, such as printer driver distribution centers other online services, fax services, and other online support.

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