

HP Firmware Updates for 903/953/912/963 Cartridge Ranges and How to Disable Automatic Updates



Unfortunately, we're aware that HP are sending out a new firmware update for printers using the **HP 953/953XL, 903/903XL, 912/912XL and 963/963XL** ink cartridges.

The firmware updates generally do not bring any new features to your printer and is instead **designed to restrict or prevent the use of third party compatible cartridges.**

If you have received an update or your cartridges have suddenly stopped being recognised (it is likely that you'll see a message similar to 'Cartridges Missing or Damaged'), then you will be limited to using Genuine/OEM ink in the short term until new compatibles are available.

It is imperative, if you wish to continue using third party compatible cartridges on an ongoing basis without disruption, that you disable automatic updates from occurring on your printer.

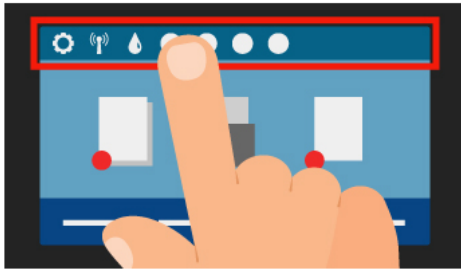
Please find instructions on how to do this on the following pages and don't hesitate to get in touch with us if you think this may have occurred on your printer.

support@inkredible.co.uk

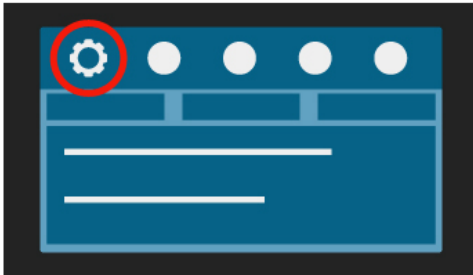
Disabling automatic HP firmware updates via the printer's control panel

Please follow the instructions below:

1. Click on the dark blue bar at the top

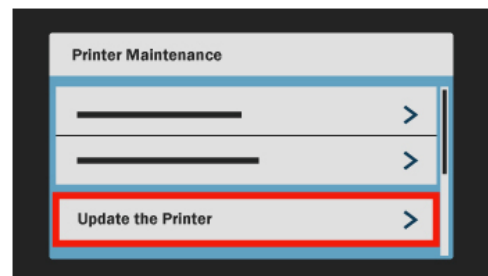
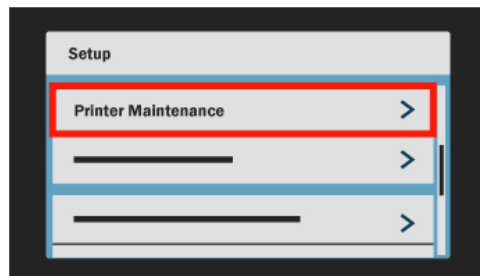


2. new menu appears. Click on **Setup** at the top left of the menu.

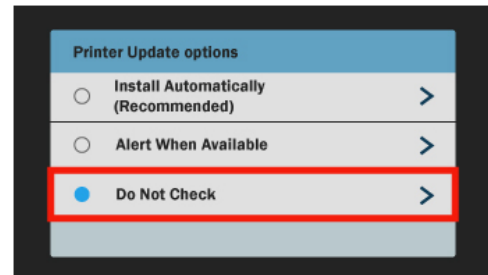
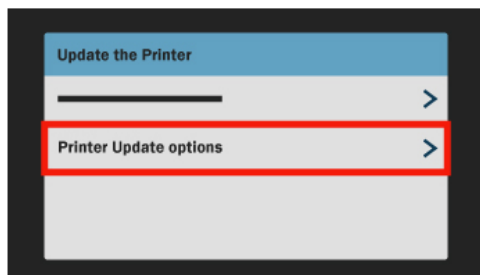


3. The configuration menu will open. Scroll down to **Printer Maintenance**.

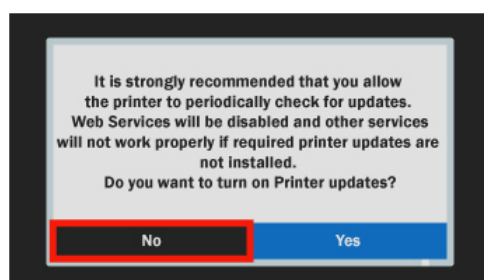
4. Click on **Printer Maintenance** and then on **Update the Printer**.



5. Choose **Printer Update** options and then **Do Not Check**.



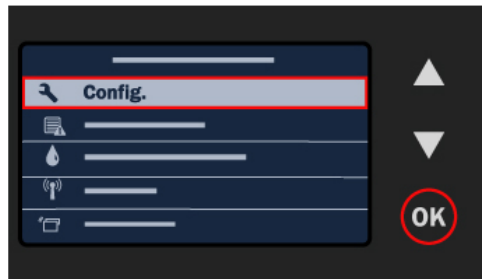
6. Press **NO** when asked if you want to turn on Printer Updates.



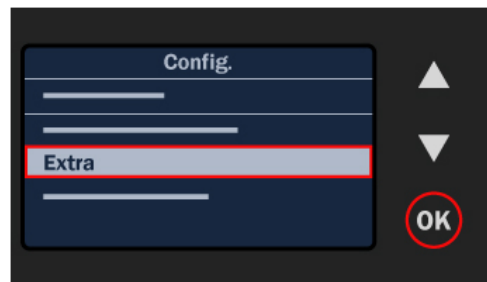
Disabling automatic HP firmware updates via the printer's control panel (Alternative Instructions)

Please follow the instructions below:

1. Select **Config** from the menu.

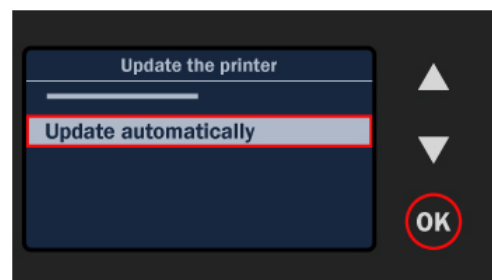
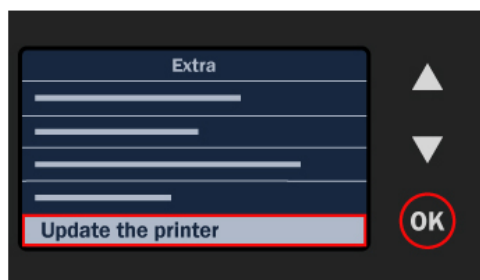


2. The configuration menu will open. Scroll down to **Extra** and press OK.

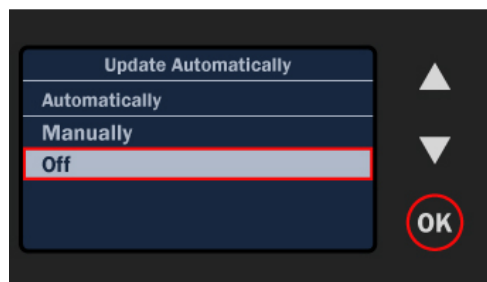


3. On the following screen, scroll down to **Update the printer** and press OK.

4. Select **Update automatically** and press OK.



5. Scroll down to **off** and press OK.



6. You'll see the following screen.

