

## Disable HP Printer Firmware Update via HP Smart App

HP Smart App is an application that allows you to print, scan, and share with your printer. It can achieve cloud printing anywhere and anytime.

1. Install the HP Smart App on your phone or computer.
2. Enable the printer's WIFI function ("Setup" – "Network Setup" – "Wireless Settings" – "Wireless" – "On").
3. Connect your printer to a WIFI network.
4. Connect your phone or computer to the **SAME** WIFI network.
5. Open the HP Smart App and log in. (If you are the first time using this app, you need to create an HP account to make all printer functions work.)
6. Add your printer in the HP Smart App.
7. Click "Estimated Supply Levels" on the home screen of the HP Smart App.
8. Click "Advanced Settings" – "Security" – "Administrator Settings" (You may click "Administration" directly after clicking on "System" for some printers).
9. Scroll down to find "Printer Updates".
10. Uncheck "Install updates automatically" and click "Apply" (You may uncheck "All Firmware Updates" & "Only Web-downloaded Firmware Updates" for some printers).

## Disable HP Printer Firmware Update via IP Address

An IP address is a special address to identify a device on the internet or a local network. IP stands for "Internet Protocol", which is to govern the format of data sent via the internet or local network.

1. [Find your printer's IP address](#) on network summary report ( "Setup" – "Reports" – "Network Summary")
2. Open your web browser and input the printer's IP address.
3. Then you will come to the printer web server page.
4. Click "Settings" or "System" on the menu.
5. Click "Security" and "Administrator Settings" (You may click "Administration" directly after clicking on "System" for some printers).
6. Scroll down to find "Printer Updates".
7. Uncheck "Install updates automatically" and click "Apply" (You may uncheck "All Firmware Updates" & "Only Web-downloaded Firmware Updates" for some printers).

## Disable HP Printer Firmware Update via Printer's Service Mode

The printer's Service Mode helps to reset maintenance counts and various other troubleshooting and reset tasks.

1. Press "Return" four times on the printer control panel.
2. Enter the "Support Menu".
3. Press "OK" to get to "Support".
4. The firmware version is displayed on the printer screen.
5. Find the "Enable/Disable Menu".
6. Find "Firmware Update" by pressing the Up and Down arrows.
7. Press the "OK" button.
8. "Disabled. Press OK to enable it." is displayed.