

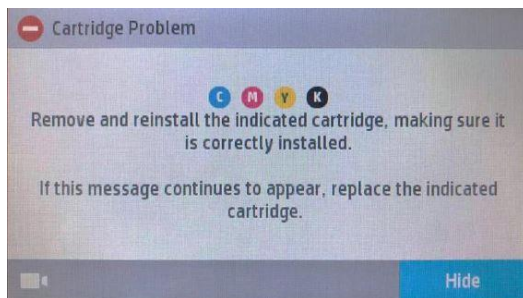
## HP Firmware Update Notice for Printers that Use 972 Cartridges

HP released a wireless firmware update on April 9<sup>th</sup> that may interrupt your use of compatible HP 972 cartridges. Updating to this latest firmware version may prompt a cartridge problem message on your printer's display, preventing you from using compatible cartridges.

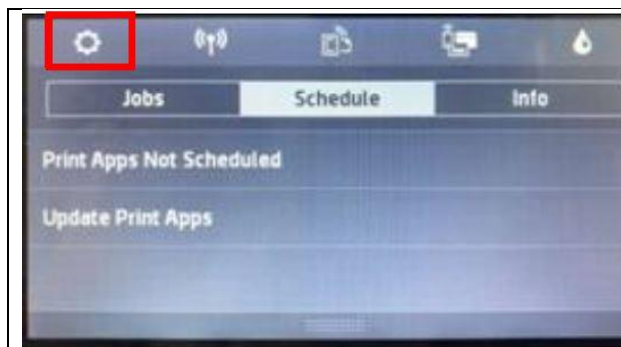
Customers that want to continue using compatible cartridges may choose to avoid this update\*.

In this guide, we show you how to disable the automatic firmware updates on your printer so you can print without interruption.

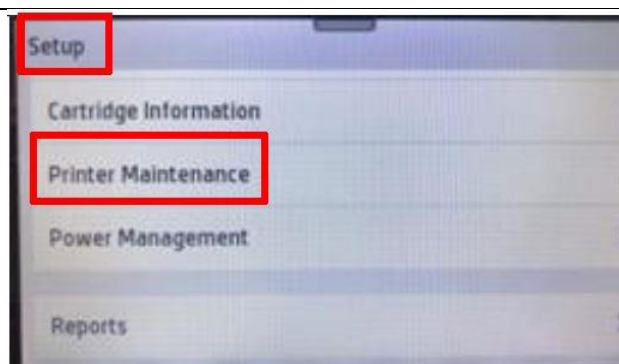
*This message may appear on your printer's display screen if you've installed this firmware update, preventing you from using compatible cartridges:*



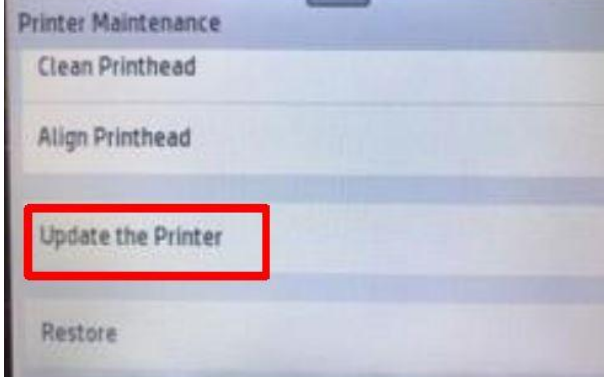
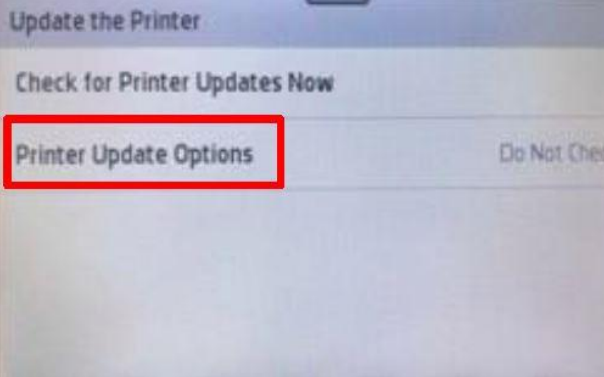
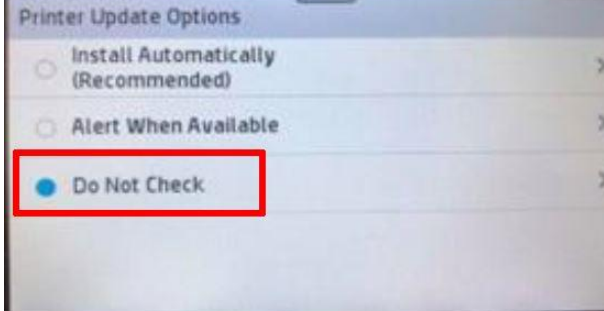
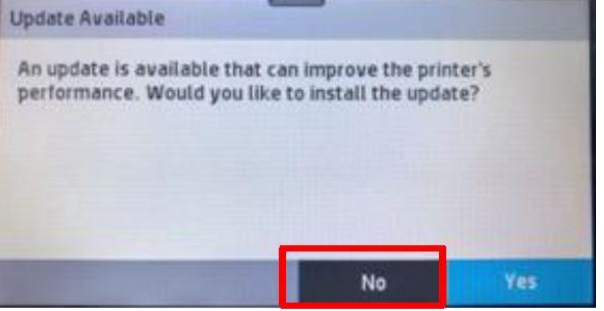
### How to Disable Firmware Updates on Your HP Printer



**Step 1:** On the printer control panel, swipe down to open the dashboard, then select the setup icon.



**Step 2:** Swipe up on the display, then select "Printer Maintenance"

	
<p><b>Step 3:</b> Swipe up on the display and then select “Update the Printer”</p>	<p><b>Step 4:</b> Touch “Printer Update Options”</p>
	
<p><b>Step 5:</b> Select “Do Not Check”</p>	<p><b>Step 6:</b> Select “No” to turn off Printer Updates</p>

If you have any questions about the new firmware update, the disabling process, or if you've already updated and are experiencing issues, please contact us! Our friendly customer service team is available 6 days a week and we are happy to help!

Phone: [888.321.2552](tel:888.321.2552)

[Email](#)

[Live Chat](#)

Our call center hours are Monday-Friday, 6:00 a.m.-6:00 p.m. PST and Saturday, 7:00 a.m. – 4:00 p.m. PST.

\*Turning off updates may affect other functionality. Please see your printer support page for more details.