ARMOR
INDUSTRY FOR PEOPLE

HP NEW FIRMWARE UPDATE – HP 903, 953 (Standard & XL)

On March 17th, some HP series printers have been updated. Printers models are the following:

- **HP officejet pro 6800, 6900 series produced after July 2016** compatible with **HP903** (standard & XL)
- **HP officejet pro 7700, 8200, 8700 series produced after July 2016** compatible with **HP953** (standard & XL).

What happen exactly:

If the firmware update has been done, the following situation will occur:

- The compatible cartridges used in the printer can work normally.
- If installing a new cartridge, it will not be recognized. Message « cartridge has problem, please take out and re-install the cartridge» appears, the printer stops working.

Depending on settings, the end user can also do the update manually.

Recommendation and new version availability:

Our recommendation is to inform end-users to turn off the automatic firmware updates on their HP printers.

We will switch to the new version as soon as ready. New cartridges with V9 versions will be soon available.

Quality risk:

As cartridges already in the printers are not concerned, the quantity of issues should start slowly, and it will accelerate. For now, we are not able to know how this acceleration will be.

Our quality team will continue to monitor the claims to see the evolution.

We will come back to you with more information as soon as we know more.

The Armor Office Printing team