

## Updating Printer Firmware Preparation

We've gotten a lot of calls from those of you who've just bought new printers to use with the MyBusiness app, and we learned that your new printers have old firmware that needs to be updated.

Here's how to do that:

To prepare for the download, make sure both your phone and printer are plugged in and that your printer is connected to your phone through Bluetooth.

Updating your firmware may take an hour or even more, so before you start, change this setting on your mobile device:

- Go to iPhone/iPad settings
- Select Display & Brightness
- Select Auto-Lock
- Select Never

This will prevent your mobile device from going to sleep during the download. After the firmware update, you may want to change your auto-lock settings back to their previous state to preserve battery life.

If you want to see the steps that follow as a video, tap on this link:

<https://vimeo.com/user35484153/review/369601178/52d15a6fef>

Otherwise, follow the steps below.

## Updating Printer Firmware

1. From your home screen, tap on the hamburger menu at the upper right. Then tap on "Settings."
2. From the settings screen, tap on "Check Firmware."
3. If you see a "Download Firmware" button, tap on that. The download can take over an hour, so be sure not to navigate away from this window.
4. Once the download is complete, you'll see a screen showing the buttons, "Redownload Firmware" and "Next." Tap "Next."
5. Then tap on the "Update Firmware" button.
6. You will see the screen with the "Update Firmware" button during the entire process. Be sure not to close it. The firmware update will take over an hour, and this screen will not change.
7. When the firmware update is done, your printer will print a page, which means the update was successful. Now you're ready to use the MyBusiness app as you normally do.