**Firmware Updates**

Every now and then, you may be prompted to update the firmware of your printer.

If your printer is working, we strongly recommend that you do not update the firmware. In fact, we suggest that you disable notification on available updates for the firmware.

Most of the time, new upgrade firmware is there to resolve printer issues or bugs in the chip or software that may have been discovered since the printer left the factory.  So if your printer is functioning, there is no need for you to update.

The reason we strongly recommend against updating the firmware on a functioning printer is this. The manufacturers update is also a way for the computer on the other end to have a look at what is in your printer.

If they find chip coding from a cartridge that is not a genuine, then the coding for that chip will be disabled for that machine and the cartridge will no longer function in the printer.

If your compatible/generic cartridge suddenly stops working, please write down the error message displayed by your printer and let us know when you call in.