Regarding CF500 Series firmware upgrading

HP has pushed new firmware to printers used with CF500 series cartridges in Nov 2th through **WiFi and wired network**, causing the replacement chips to be unrecognized by the corresponding upgraded printer and it reports **"Supply problem"**. To reduce the impact of the firmware upgrade, compatible chip supplier recommend to operate as below instructions in printer.

1. Find Firmware Datecode

Select "System Setup" on the Setup Menu and click "Firmware Datecode".

If the firmware version isn't 20201021, you can disable "Check Automatically" and "Allow Updates" to avoid upgrade.

a) Click "LaserJet Update"	b) Choose "Manage Updates"
c) Choose "Check Automatically" and "Allow Updates"	d) Choose "No"

If the printer's firmware version has been the latest 20201021, you are recommended to downgrade the firmware.
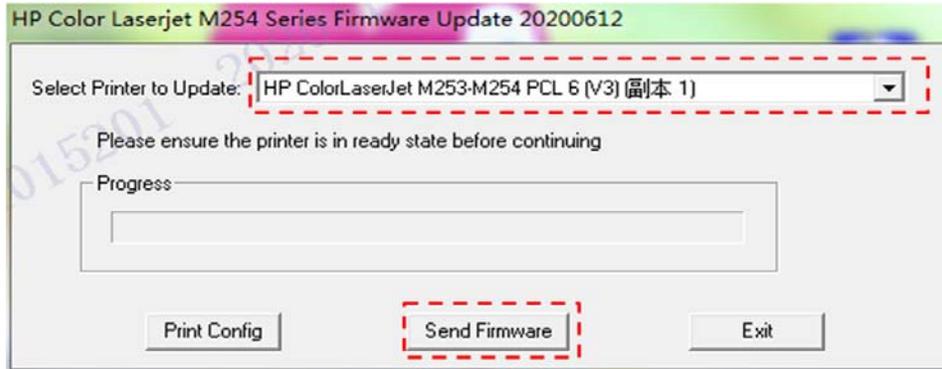
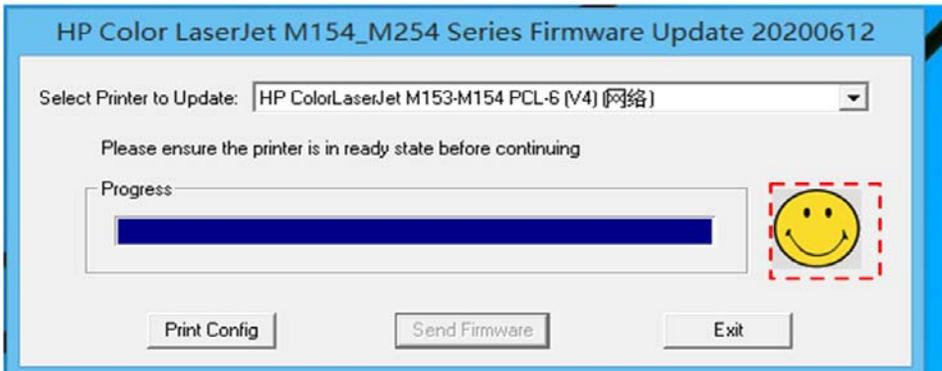Choose "Manage Updates"→Select"Allow Downgrade"→Click "Yes"

Download the old firmware from HP® Offiicial Site

Send firmware after choosing the matched printer.

Firmware will be downgraded in five minutes.

*Please save the firmware file as it may be upated to the latest version 20201021.
*Please connect the printer via USB for downgrading.

4. Disable "Check Automatically" and "Allow Updates" after Downgrading

After downgrading the firmware version, please remember to disable "Check Automatically" and "Allow Updates" by following Step 1 & 2.