

Brother HL-2370DW Printer Firmware Update Guide

Summary

This document outlines the procedure for updating the Brother Model HL-7230DW printer firmware. The firmware should be updated to the latest version prior to each season, especially when the printer uses a wired or wireless ethernet connection for security purposes.

Note: Updating the firmware is not required if the printer operates solely via USB connection to a Chromebook. The update process can be performed using a Chromebook and the Printer Web Administration Page in the Chrome browser.

The following conditions must be met before initiating a printer firmware update:

1.	A private router is available and connected to the internet
2.	A Chromebook is connected to the router (wired or wirelessly)
3.	The printer is connected to the same router (wired or wirelessly)
4.	The printer IP address is known (Standard IP: 192.168.234.50)
5.	The printer administrator login password is available

Note: The printer IP address and administrator password can be obtained by printing the network configuration report from the printer control panel.

Step by Step Procedure

1.	Turn on the printer and connect to the AARP Router using a static IP address (standard: 192.168.234.50)
2.	Turn on the Chromebook and connect to the AARP Router
3.	Open a new Chrome browser tab
4.	In the address bar, enter the Printer IP Address (e.g. 192.168.234.50)
5.	Enter the printer administrator page login password
6.	Navigate to the “ Administrator ” tab, then select the “Firmware Update” tab
7.	Note the current Firmware Version and Click “ Check for new firmware ” button
8.	If new firmware is available, click the “ Update ” button
9.	The system will automatically update the printer firmware. A “ Please wait ” message is displayed

NOTE: This update may take a few minutes. Don't turn off your machine during the update or it may cause some serious issues! Wait until the update is complete. The LCD on the printer control panel will indicate when it is completed. The administration page will be logged out

10.	Log back into the printer web administration page
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After logging in again into the printer Administration page, the new firmware version will be displayed, and a message indicates that the “Firmware update has been completed”.

Troubleshooting Tips

If you get an error while updating the firmware, the first step is to check that you have an internet connection. You can print without internet connection, but you won't be able to update the firmware without it.

If the printer prints correctly and you are sure you have an internet connection through that network, but the printer still does not let you update the firmware, it's most likely that the printer network configuration

is not set correctly. This can happen if the printer wasn't set up using the recommended setup instructions (See [PO2 BrotherHL-L2370DW Network Printer Setup Guide for Chromebooks](#). For instance, if you changed some network parameters using the little keypad control panels instead of using the printer web admin page as recommended, not all the necessary network parameters may be set correctly.

To check the printer network configuration, first print the network configuration report and compare it to a working printer report (See for instance Appendices A and B in the [PO2 Brother HL-L2370DW Network Printer Setup Guide for Chromebooks](#) document for examples of wired and wireless printer configuration reports. By comparing the working with the non-working printer reports, you may be able to identify which parameters are incorrect and fix them.

Failed to connect.

Check that the router's IP address is entered in the '**Gateway**' and '**Primary DNS Server IP Address**' fields on the printer's web page.

1.	Open your browser, go to the printer's web page and Login
2.	Click on the Network tab and then the Wired or Wireless subtab, depending on how your printer is connected to your TaxAide router
3.	In the ' Gateway ' field, enter the router's IP address (for a TaxAide router this should be 192.168.234.1)
4.	Click the ' Advanced Settings ' link
5.	In the ' Primary DNS Server IP Address ' field, enter the router's IP address (for a TaxAide router this should be 192.168.234.1)

You should now be able to go to the Administrator tab and update the firmware without encountering error messages.

Check your internet connection and see that you are not accessing it through a proxy server.

Check to make sure that the Proxy Server has not been "enabled".

This can be checked directly from the error message by clicking "**Proxy**>>" and if the "**Enabled**" button is selected in the "**Status**" area, select the "**Disabled**" button, and click "**Submit**" at the bottom of the page.

You should now be able to go to the Administrator tab and update the firmware without encountering error messages.

If after thorough inspection of these and of the other parameters in the print configuration report, you can't find any error, you may want to reset the printer to factory default and set it up following the instructions in the setup guide **P02 Brother HL-L2370DW Network Printer Setup Guide for Chromebooks**. Following these instructions from a clean factory reset you should be able to update the firmware.

For further detailed information see [P08 Brother Printer Firmware Update Procedure](#)