PROCEDURE FOR UPDATING TM-i FIRMWARE TO v4.44

REASON FOR THIS UPDATE

Epson has learned of a firmware vulnerability (CVE-2017-6443) impacting certain Epson Ethernet and wireless POS products, including Epson POS printers and interface cards used in those printers. The vulnerability may compromise the security of printer web browsers.

Please note: updating the firmware, will not change the functionality of the product.

THESE INSTRUCTIONS APPLY TO THE FOLLOWING SKU'S

T88V-i (All Models)
T70-i (All Models)
T20II-i (All Models)
U220-i (All Models)

With Firmware Versions 4.44 and below. Instructions for checking your firmware version are described below.

IMPORTANT NOTES

- Do not turn off the printer or computer while the update is in progress. This may result in damage to your unit.
- Before performing the update, carefully review the instructions below.
- Please check your current firmware version to verify if your device needs this update.
- In case of connectivity problems, you may need to disable your firewall and antivirus software.

VERIFYING INTERFACE TYPE

Visually inspect the back of the unit. If your interface has a VGA Port, this update file is correct. If it does not, please go to https://epson.com/support/security and download the correct one.
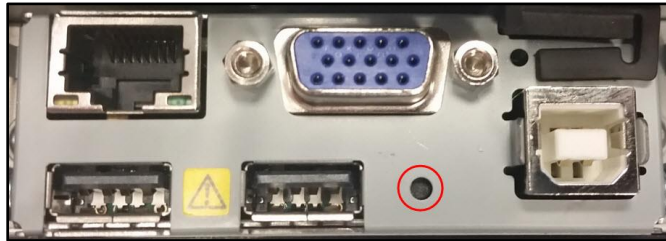

FIRMWARE VERIFICATION

In order to determine the current firmware version, you will need to print a dynamic status sheet using the procedure described below.

1. Power on the printer. Wait approximately 15 seconds for the printer to boot. The printer is fully booted once the power light on the front panel of your printer remains solid green.

2. Using a pen or similar object, push, and hold the reset button on the interface card, in the back of the printer (circled in red below), for approximately 5 seconds, then release it. When the button is released, dynamic status sheet starts printing.

3. Verify the "Firmware" version on the status sheet (highlighted in red below):

4. If the "Firmware" version is **4.43 or below,** the update needs to be installed.
5. If the version is 4.44 or later, this update is not needed.
6. Please take note of the IP Address, Subnet Mask, and Default Gateway (highlighted in green above). You will need this information to perform the update.

REQUIREMENTS

- Update file: "TMiFW444C4UpdateToolPackage"
- Windows PC

HARDWARE SETUP:

Ensure your PC is connected to the same network, as the printer that will be updated. The printer should be set to a static IP address of your choice, however in some cases it might revert to the default settings of IP: 192.168.192.168 and Subnet Mask: 255.255.255.0. If this is the case, set the network settings of the PC to communicate with the above IP address (i.e. IP: 192.168.192.167, Subnet Mask: 255.255.255.0).

UPDATE PROCEDURE

1. Extract the "TMiFW444C4UpdateToolPackage.exe" to a folder of your choice. When extracting is completed, verify that the following file is present inside the folder:
   - "TMiFW444C4UpdateTool.exe"

   Note: *by default, the instructions will extract to: <System Drive>\Epson Firmware Update (example: C:\Epson Firmware Update)*

2. Before continuing, make sure your printer is on a static IP address. This information is located on the status sheet that was printed to verify the firmware version. In the example above, the printer IP Address, Subnet Mask, and Default Gateway are highlighted in green.
3. Double-click the "TMiFW444C4UpdateTool.exe" file.
4. Depending on your computer configuration, the following window may appear (Fig.1). Select "Yes" as highlighted in red below.
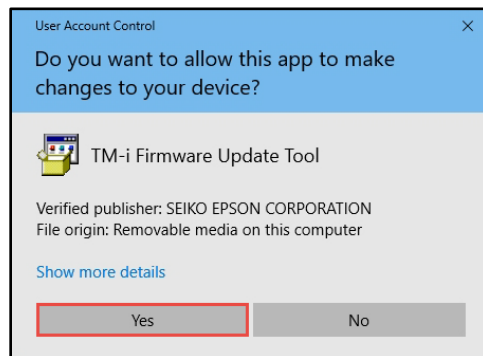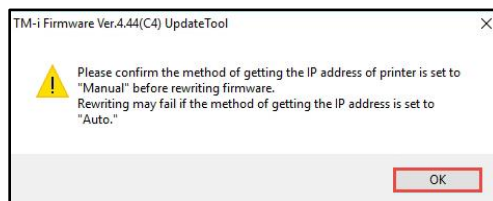

Fig. 1

5. A License Agreement window will appear (Fig.2). Carefully review the License Agreement and select "I accept all provisions in the end user license agreement", then click "Next" as highlighted in red below.
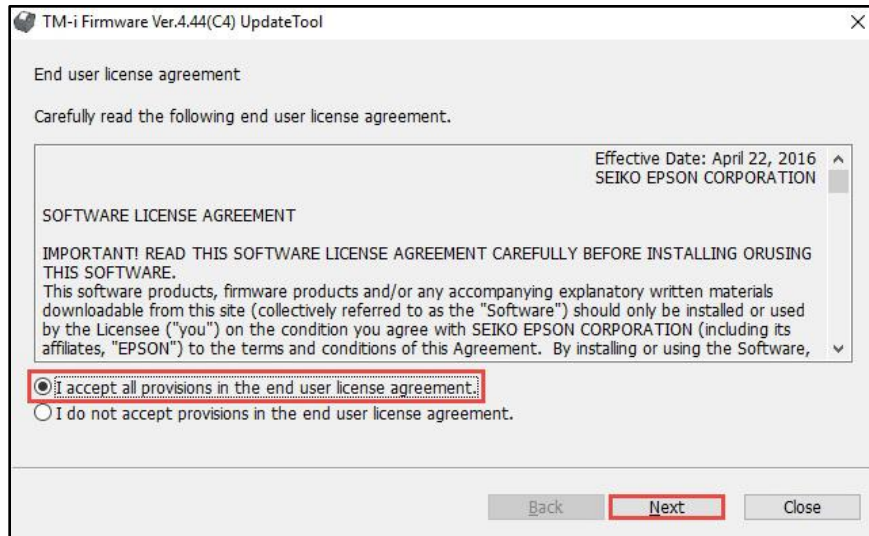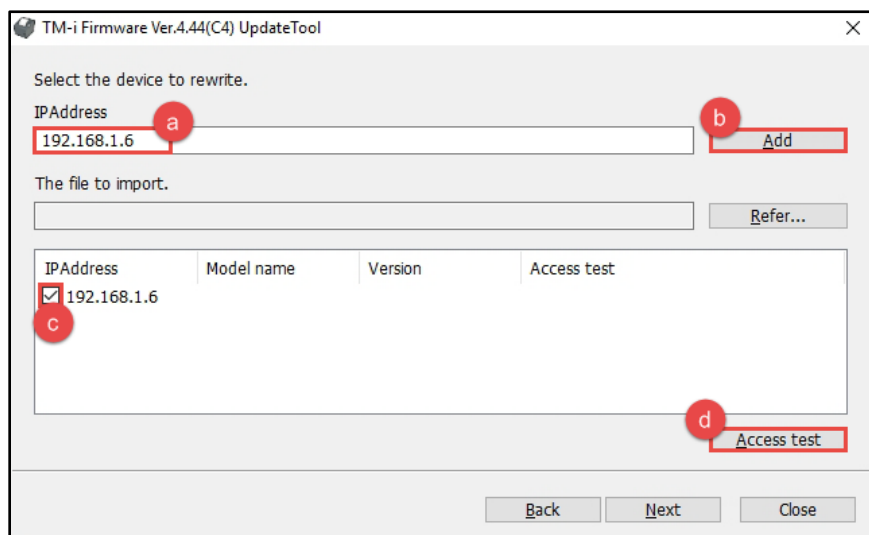
Fig. 2

6. In the next window (Fig.3), review the information and click "OK" (highlighted in red below) when ready.


Fig. 3

7. In the next window (Fig. 4), type in the IP Address in the field (a), then click the "Add" button (b). The IP Address will automatically become selected (c). If you have multiple printers to update, repeat steps "a" and "b" for each printer. Click the "Access test" button (d) when ready.
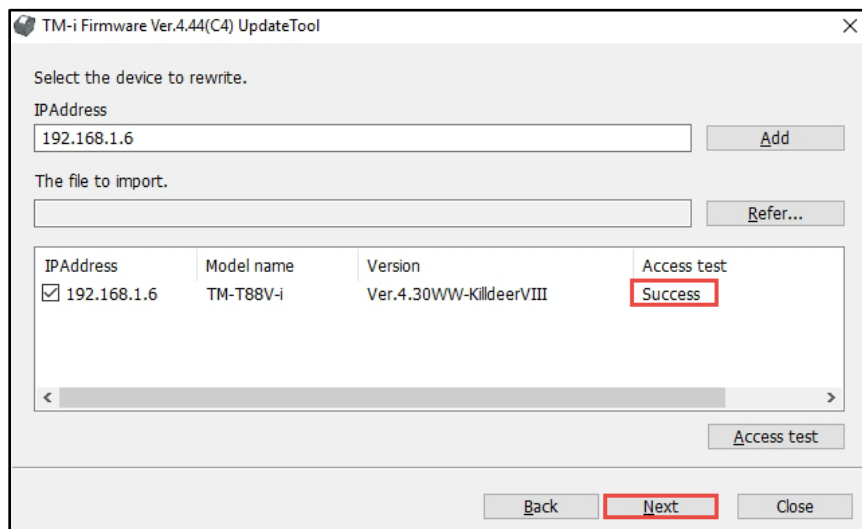

Fig. 4

8. A confirmation window should appear as shown in Fig.5. Click the "OK" button (highlighted in red below).
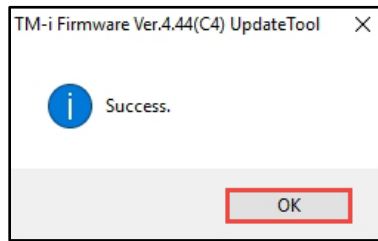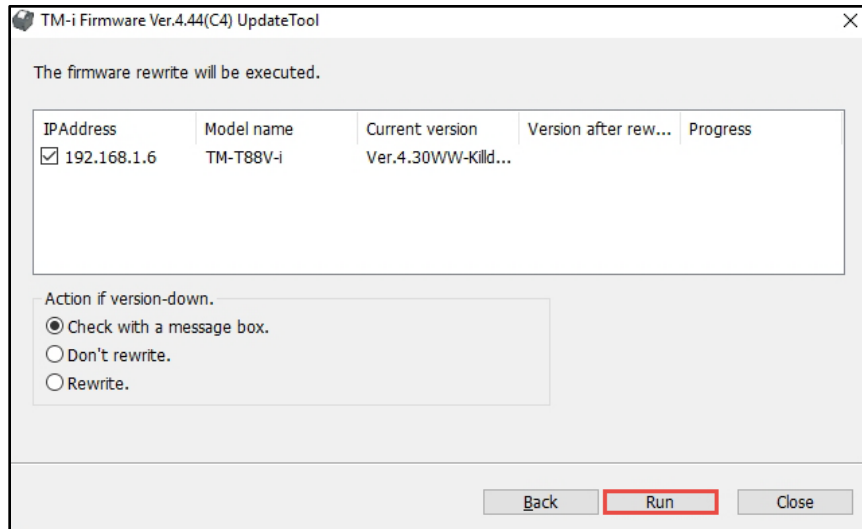

Fig. 5

9. In the main utility window (Fig.6), click the "Next" button (**Note:** In this example a TM-T88V-i was used, but the steps are the same for all the printers on the list above).
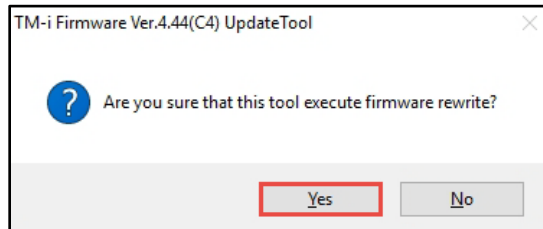

Fig. 6

10. A brief summary of the update will be displayed. Click the "Run" button to start the update (Fig.7, highlighted in red).
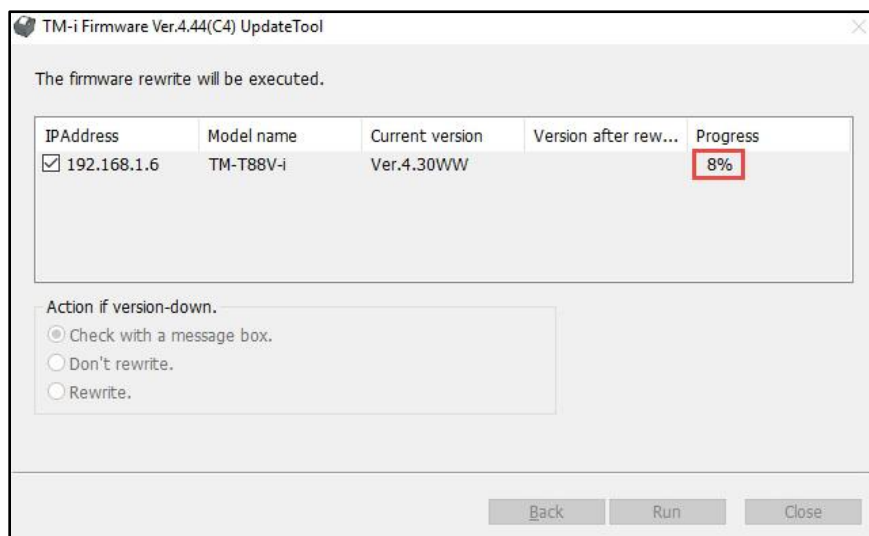
Fig. 7

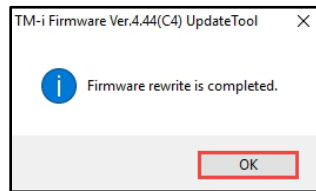11. Click the "Yes" button, as highlighted in Fig.8 below.

Fig. 8

12. The firmware update will begin. Fig.9, highlighted in red, indicates progress.
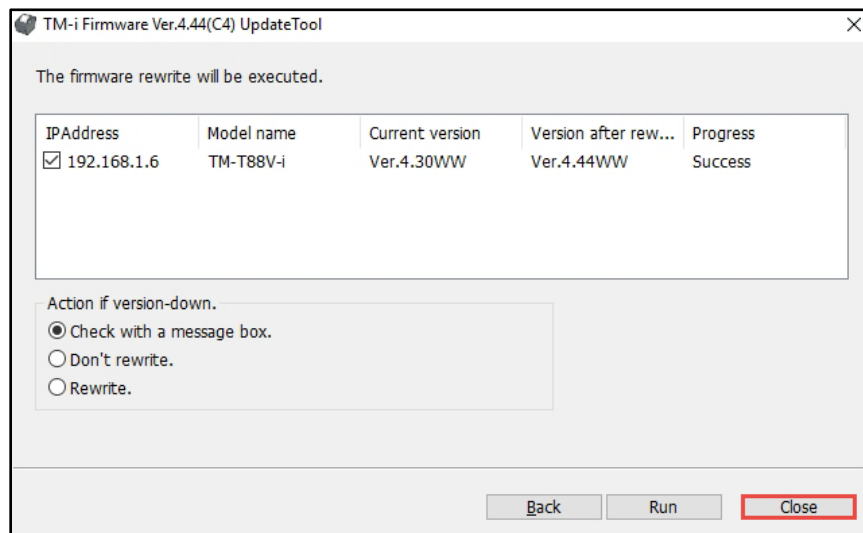

Fig. 9

13. Once the update is completed, a confirmation window will appear (Fig.10). Click the "OK" button (highlighted in red).

Fig. 10

14. In the following window (Fig.11), click the "Close" button, highlighted in red, to exit the utility.

Fig. 6

15. Follow the steps from section "FIRMWARE VERIFICATION" above, to print out the self-test sheet. Verify that the firmware versions are same as below in Fig.12.

```
****************************
       EPSON Status Sheet
****************************

<General Information>
Firmware
  4.44HW r6285.5

ePOS-Device
  2.60
Model
  TM-T88V-i
Time
  24-Jul-2017 15:40:35
  GMT+00:00
Administrator Name
  -
Location/Person
  -

<Wired>
MAC Address
  00:26:AB:C9:77:7C
Link Speed & Duplex
  Auto Negotiate

<Wired TCP/IP>
Get IP Address
  Auto
Set using Automatic Private IP Addressing
(APIPA)
  Disable
IP Address
  192.168.1.6
Subnet Mask
  255.255.255.0
Default Gateway
  192.168.1.1
Acquire DNS Server Address Automatically
  Enable
DNS Server Address
  192.168.1.1

<Wireless>
MAC Address
  -
Hardware Version
  -
Software Version
  -
Communication Standard
  802.11b/g
Network Mode
  Infrastructure
SSID
  EpsonNet
Wireless LAN Frequency Region
  -
Ad-Hoc Channel
  1
Authentication Method
  Open System
Security Mode
  None
```

Fig. 7

16. The update is completed.

GETTING ASSISTANCE:

If you have any questions or require assistance with this procedure, please call our technical support at 800-442-4521 (US/Canada).