PROCEDURE FOR UPDATING TM-m10 FIRMWARE TO v1.60

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

C31CE74022 C31CE74032 C31CE74021 C31CE74031

With Soft Versions 1.51 and below. Instructions for checking your firmware version are located 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.

FIRMWARE VERIFICATION

In order to determine the current firmware version, you will need to print a printer self-test sheet using the procedure described below.

- 1. Power off the printer.
- 2. Press and hold the Feed button, while at the same time turning on the printer. Release the Feed button when the self-test sheet starts printing.
- 3. Verify the "Printer Firmware Version" on the status sheet (highlighted in red below):

Printer Firmware V 1.50 ESC/POS	ersion	
Main : 1.50 Network : 01.30		
SERIAL No. ECCN032735		
Interface Ethernet MAC Address Soft Version IP Address Subnet Mask Default Gatewa	: 01.30 : (NON : (NON	E) E)
USB		
Resident Character Alphanumeric		•
Maintenance Inform Thermal Head Autocutter	ation :	0.015 km 458 cuts
Select Modes by pr Continue SELF-TE Mode Selection	ST: Les	s than 1 second

- 4. If the "Printer Firmware Version" is **1.51 or below,** the update needs to be installed.
- 5. If the version is 1.60 or later, this update is not needed.

REQUIREMENTS

- Update file: "TM-m10 Firmware_Updater_Ver.1.60.exe"
- Windows PC

HARDWARE SETUP

This update can be performed via USB or Ethernet. If using Ethernet, ensure your PC is connected to the same network as the printer that will be updated. The printer should be set to DHCP, 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

Extract the "TM-m10 Firmware_Updater_Ver.1.60.exe" to a folder of your choice. When
extracting is completed, verify that the following file is present inside the folder:

 "TM-m10 Firmware_Updater_Ver.1.60.exe"

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

- 2. Double-click the "TM-m10 Firmware_Updater_Ver.1.60.exe" file.
- 3. Depending on your computer configuration, the following window may appear (Fig.1). Select "Yes" as highlighted in red below.

User Account Control	×	
Do you want to allow this app to make changes to your device?		
TM-m10 Firmware	Updater Ver.1.60	
Verified publisher: SEIKO EPSON CORPORATION File origin: Hard drive on this computer		
Show more details		
Yes	No	
Fig. 1		

4. A License Agreement window will appear (Fig. 2). Carefully review the License Agreement and select "I accept the terms in the license agreement", then click "Next" as

highlighted in red below.

TM-m10 Firmware Updater Ver.1.60				
License Agreement				
Please read the following license agreement carefully.				
				•
SEIKO EPSON CORPORATION SOFTWARE LICENSE AGREEMI	ENT			î
IMPORTANT! READ THIS SOFTWARE LICENSE AGREEMENT CAREFULLY. The computer software product, fontware, typefaces and/or data, including any accompanying explanatory written materials (the "Software") should only be installed or used by the Licensee ("you") on the condition you agree with SEIKO EPSON CORPORATION ("EPSON") to the terms and conditions set forth in this Agreement. By installing or using the Software, you are representing to agree all the terms and conditions set forth in this Agreement. You should read this Agreement carefully before installing or using the Software. If you do not agree with the terms and conditions of this Agreement, you are not permitted to install or use the Software.			~	
 I accept the terms in the license agreement I do not accept the terms in the license agreement 				
	<back< th=""><th>Next></th><th>Cancel</th><td></td></back<>	Next>	Cancel	

<u>Fig. 2</u>

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

Notes o	n Firmware Updates
<u>.</u>	 Close all other applications. Disconnect any cables that are not being used for the update from the computer. Note the following points as they could cause the device to malfunction while updating. + Do not turn off the device. + Do not disconnect the connection cable or the power cable.
	[



6. Review information contained in Fig. 4. Click "Next" when ready (highlighted in red below).

	Open S	ource License

<u>Fig. 4</u>

7. The following window will appear (Fig.5). Click the "NET" button if your printer is connected with Ethernet, or "USB" if you're using a USB connection (highlighted in red below). Ethernet is used in this example, but the steps are the same for a USB connection.

TM-m10 Firmware Updater Ver.1.6 Selecting the connection met Connect the device you want to Select the communication port,	hod and comm update, select th	ne communicat	ion metho	d, and then clic	k "Search port".	
TM-m10_1.60efx	СОМ	USB	NET]	Search	port
	Port Name		Model	Name	Version	
	COM1		Model	name	Version	
	Baud Rate	9600bps				
	Daug Nate	accorbs		Baud Rate Up		
	Parity Check	No Parity	-			
	Print 1	l est		Z Commu	unication Test	
		< <u>B</u> ack		<u>N</u> ext >	Cancel	

<u>Fig. 5</u>

8. Select your printer on the right side of the window (Fig.6, highlighted in red - a). Click the "Communication Test" button (highlighted in red - b).

If no printers appear in this window, turn off your firewall and antivirus software and press the "Search port" button (highlighted in red - c), to try again.

TM-m10 Firmware Updater Ver.1.60 Selecting the connection method and communication port Connect the device you want to update, select the communication method, and then click "Search port". Select the communication port, and then click "Communication Test". TM-m10_1.60 efx COM USB NET Communication Test TM-m10/1.60 ESC/POS Fithernet I/F Fithernet				
Connect the device you want to update, select the communication method, and then click "Search port". Select the communication port, and then click "Communication Test". TM-m10_1.60 ESC/POS TM-m10/1.60 ESC/POS Ethernet L/F TM Device Port Name Model Name Version TM Device Add Port Add Print Test Communication Test Communication Test Communication Test	TM-m10 Firmware Updater Ver.1.6	0		
Connect the device you want to update, select the communication method, and then click "Search port". Select the communication port, and then click "Communication Test". TM-m10_1.60 ESC/POS TM-m10/1.60 ESC/POS Ethernet L/F TM Device Port Name Model Name Version TM Device Add Port Add Print Test Communication Test Communication Test Communication Test	Coloria de constitue de			
Select the communication port, and then click "Communication Test".	-			-1. UC110
COM USB NET Communication Test				ck search poit .
Image: TM-m10_1.60 efx COM USB NET Search port Image: TM-m10/1.60 ESC/POS Port Name Model Name Version Image: TM-m10/1.60 ESC/POS Image: TM-m10/1.60 ESC/POS Image: TM-m10/1.60 ESC/POS Image: TM-m10/1.60 ESC/POS Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metric Life Image: TM-metricLife Image: TM-metric Life <th>Colock the Communication policy.</th> <td></td> <td>1000.</td> <td></td>	Colock the Communication policy.		1000.	
TM-m10/1.60 ESC/POS ■ Ethernet I/F ■ 192.168.1.15 ■ TM Device Add Port Add ■ Print Test 	TM-m10 160 of v		NET	
Fethernet I/F Port Name Model Name Version TM Device Add Port Add Port Add Port Add Port Add Port Add Port Add Back Next > Cancel		COM USB	NET	Search port
TM Device TM Device TM Device Add Port Add b Print Test Communication Test Cancel		Port Name	Model Name	Version
Add Port Add Print Test Communication Test				Version
Add Port Add Print Test		9 192.100.1.10 a	TM Device	
Image: Print Test Image: Description Test ✓ Back Mext > Cancel 				
Image: Print Test Image: Description Test ✓ Back Mext > Cancel 				
Image: Print Test Image: Description Test ✓ Back Mext > Cancel 				
Image: Print Test Image: Description Test ✓ Back Mext > Cancel 				
Image: Print Test Image: Description Test ✓ Back Mext > Cancel 				
Image: Print Test Image: Description Test ✓ Back Mext > Cancel 		Add Part	0 d d	
Print Test Communication Test A Back Next > Cancel			. Muu	
A Back Next > Cancel				Ь
A Back Next > Cancel				
< Back Next > Cancel		Print Test	Commu	unication Test
< Back Next > Cancel	,			
		< Back	Next >	
			<u> </u>	

<u>Fig. 6</u>

9. A confirmation window will appear (Fig.7). Click the "OK" button as highlighted in red below.





10. Press the now active "Next >" button, as highlighted in Fig.8 below.

TM-m10 Firmware Updater Ver.1.6 Selecting the connection met Connect the device you want to Select the communication port,	hod and communication p) update, select the communica	tion method, and then cli	ck "Search port".
TM-m10_1.60.efx	COM USB	NET	Search port
I III IIII IIII IIIIIIIIIIIIIIIIIIIII	Port Name	Model Name	Version
	ි 192.168.1.15 ම	TM-m10	1.50 ESC/POS
	Add Port	. Add	
	Print Test	Zer Comm	unication Test
	< <u>B</u> ack	<u>N</u> ext >	Cancel



11. The window will display a summary of the firmware update (Fig.9). Press the "Start >" button as indicated below.

Click "Start" to start the update. Do not turn off the device until th TM-m10_1.60 ef x TM-m10/1.60 ESC/POS Ethernet I/F 192.168.1.15 TM-m10 D → Firmware Version TM-m10 Printer Information	e update is complete Model Name Port Name File Name	e. TM-m10(1.50 ESC/POS) 192.168.1.15 TM-m10_1.60.efx(TM-m10/1.60 ESC/POS)	
		< <u>B</u> ackCancel	

<u>Fig. 9</u>

12. A final confirmation window will appear (Fig.10). Please click the "Yes" button when ready (highlighted in red below).

TM-m10	Firmware Updater Ver.1.60	×
2	The firmware of TM-m10 will be updated to version 1.60 ESC/POS.	
	Are you sure you want to update it?	
	Note the following points as they could cause the device to malfunction while updating. - Do not turn off the device.	
	 Do not disconnect the connection cable or the power cable. Do not close this application. 	
		1
	<u>Y</u> es <u>N</u> o	

<u>Fig. 10</u>

13. The firmware update will begin. The status bar (Fig.11, highlighted in red) will indicate progress.

TM-m10 Firmware Updater Ver.1.6 The firmware update will be e Click "Start" to start the update. Do not turn off the device until t	executed.		
TM-m10_1.60 efx TM-m10/1.60 ESC/POS Ethernet L/F 192.168.1.15 TM-m10 E-gr Firmware Version E-gr Printer Information	Model Name Port Name File Name File transmission (TM-m10(1.50 ESC/POS) 192.168.1.15 TM-m10_1.60.efx(TM-m10/1.6 41.7% 	30 ESC/POS)
	Now Updating	(00:00:03)	45.0%
	<	<u>B</u> ack <u>S</u> tart >	Cancel

<u>Fig. 11</u>

14. When the firmware update is complete, the window will look like Fig. 12. Click the "Finish" button to exit the utility (highlighted in red below).

TM-m10 Firmware Updater Ver.1.60	
	Completion of firmware update.
	Firmware was successfully updated.
	The firmware of TM-m10 is updated to version 1.60 ESC/POS.
	Please click the "Finish" button to close this application.
	< Back Einish Cancel

<u>Fig. 12</u>

15. Follow the steps from section "FIRMWARE VERIFICATION" above, to print out the selftest sheet. Verify that the firmware versions are same as below in Fig.13.

TM-m10		1.1
Printer Firmware V 1.60 ESC/POS	ersion	-
Main : 1.60 Network : 01.60		
SERIAL No. ECCN032735		
Interface Ethernet MAC Address Soft Version IP Address Subnet Mask Default Gatewa	: 01.6 : (NON : (NON	0 E) E)
USB		
Resident Character Alphanumeric		
Maintenance Inform	ation	
Thermal Head	:	0.015 km
Autocutter	:	456 cuts
Select Modes by pr	essing	Feed button.
Continue SELF-TE		
Mode Selection	.10	econd or more

<u>Fig. 13</u>

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).