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 Name
  TM-m10

Printer Firmware Version
  1.50 ESC/POS

  Main    : 1.50
  Network : 01.30

SERIAL No.
  ECCN032735

Interface
  Ethernet
    MAC Address    : 64-EB-8C-B2-40-00
    Soft Version   : 01.30
    IP Address     : (NONE)
    Subnet Mask    : (NONE)
    Default Gateway: (NONE)

  USB

Resident Character
  Alphanumeric

Maintenance Information
  Thermal Head    :     0.015 km
  Autocutter      :       458 cuts

Select Modes by pressing Feed button.
  Continue SELF-TEST: Less than 1 second
  Mode Selection   : 1 second or more
```

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

1. 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.
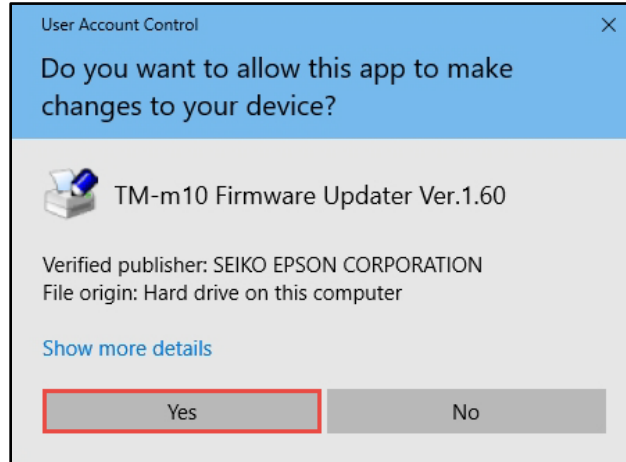

Fig. 1

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.
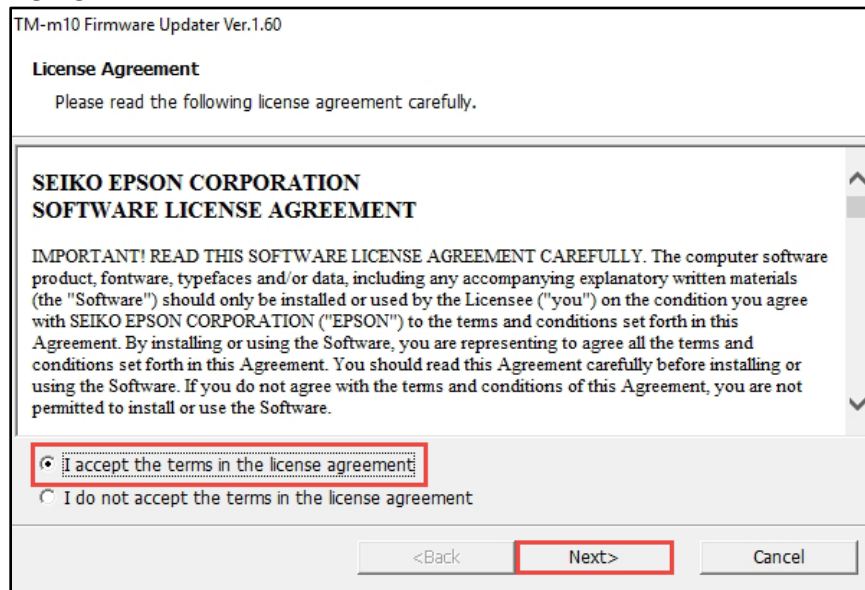

Fig. 2

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

Fig. 3

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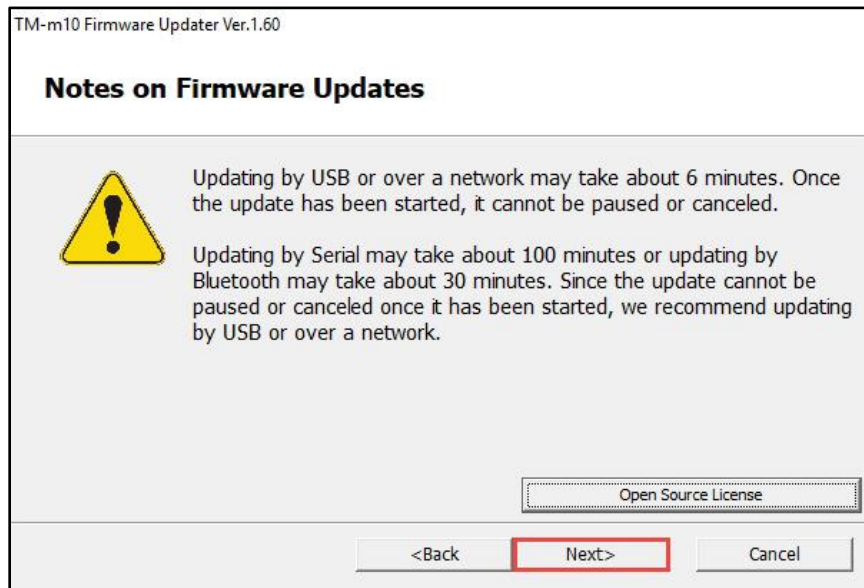
Fig. 4

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.
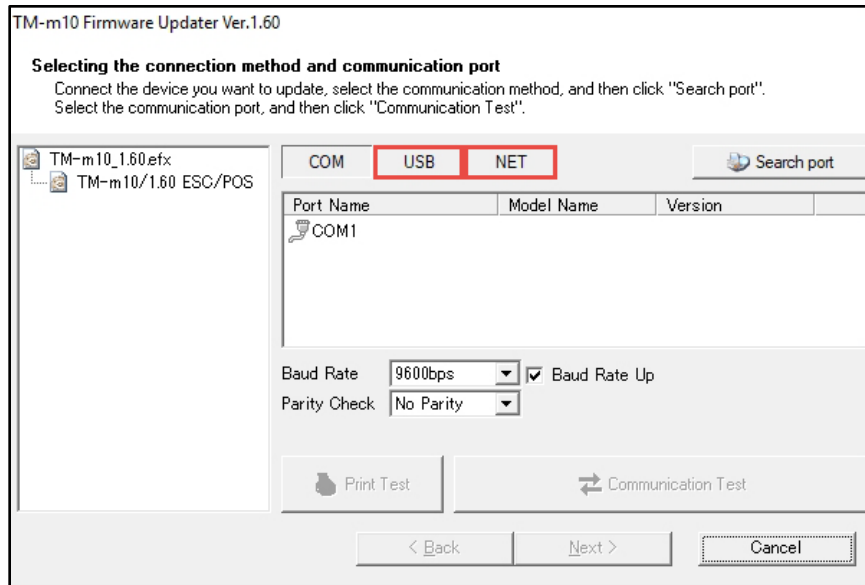
Fig. 5

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.
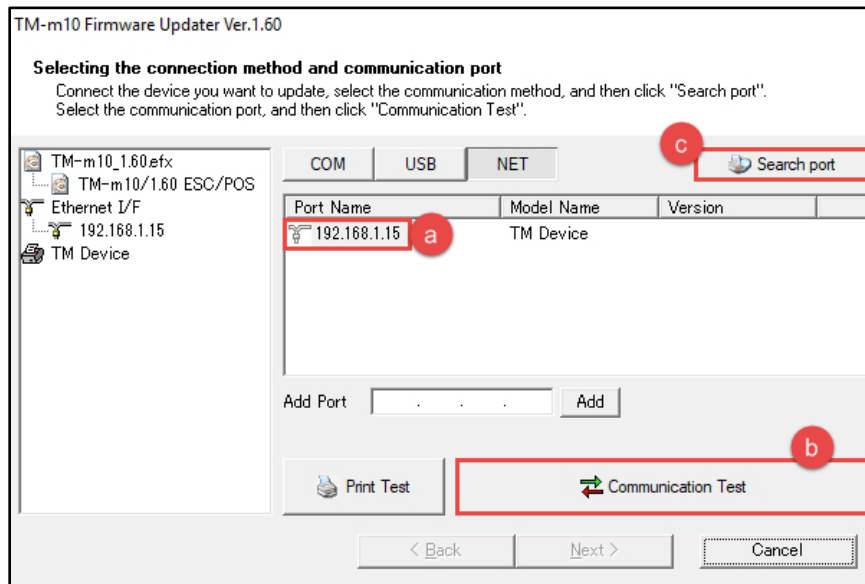
Fig. 6

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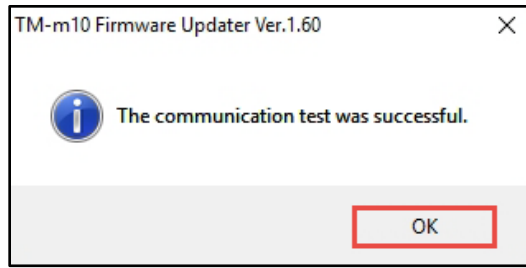
Fig. 7

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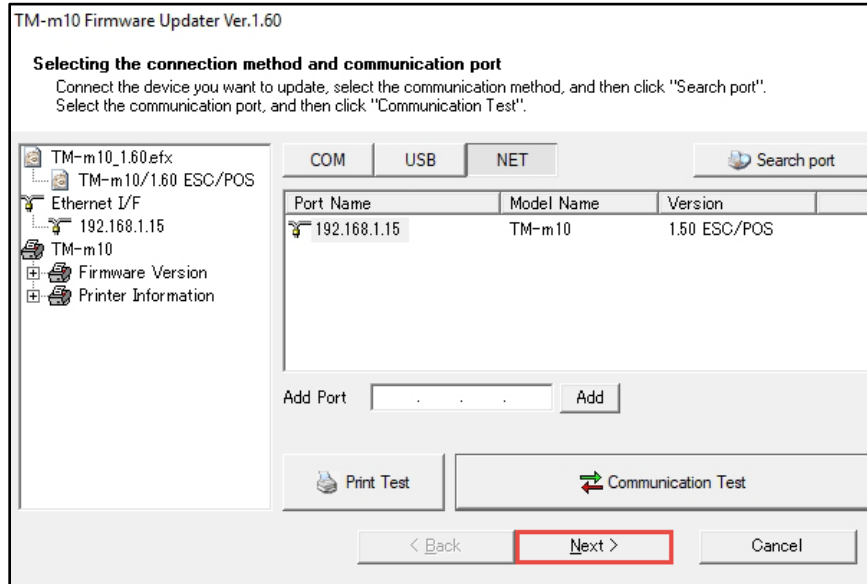
Fig. 8

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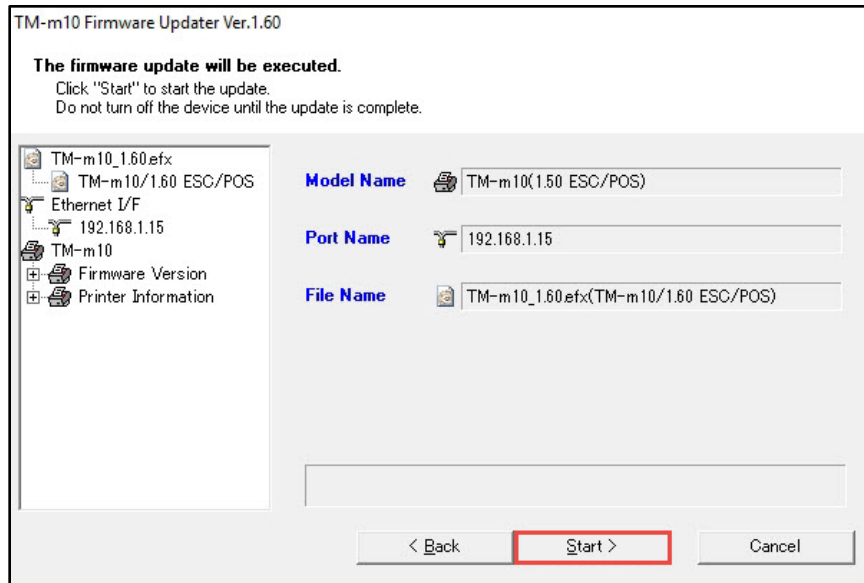
Fig. 9

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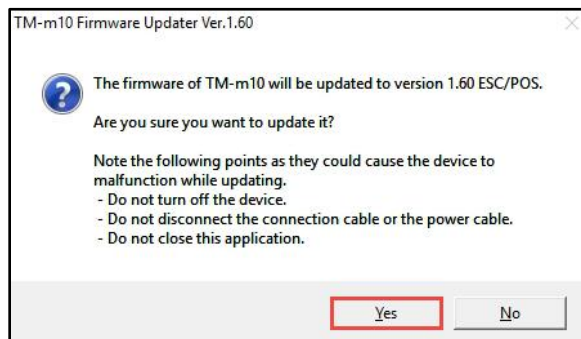

Fig. 10

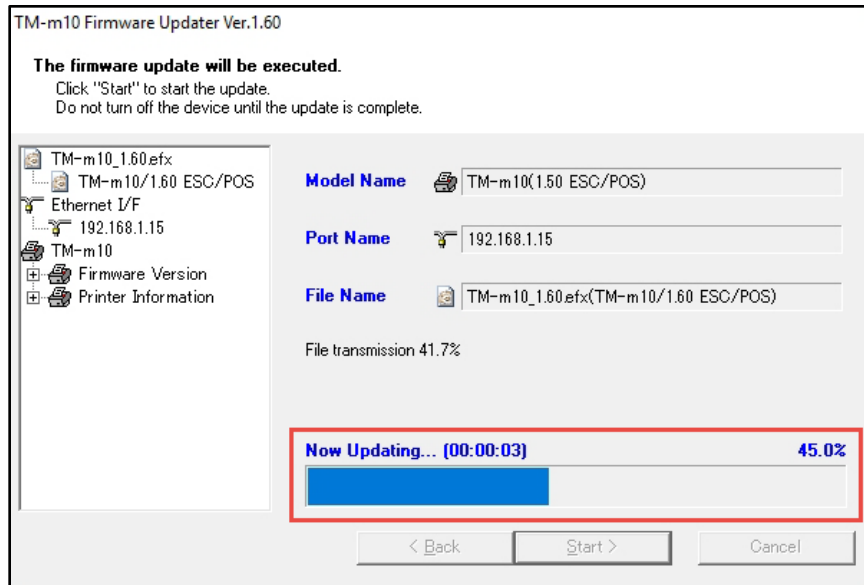13. The firmware update will begin. The status bar (Fig.11, highlighted in red) will indicate progress.

Fig. 11

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).
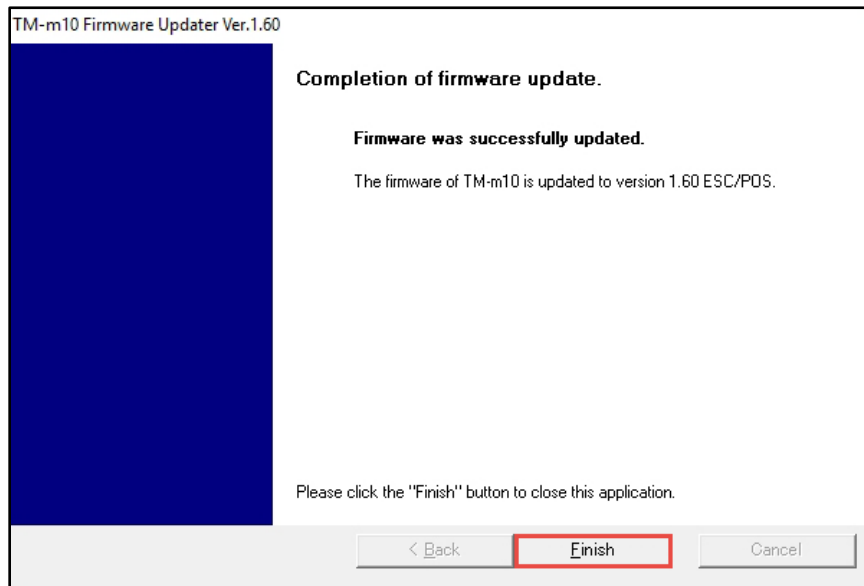

Fig. 12

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.13.

Fig. 13

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).