

# PROCEDURE FOR TM-P20 FIRMWARE TO v1.18

## 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

C31CE14012 (P20)

**With Soft Versions 1.14 and below. Instructions for checking your firmware version are located below.**

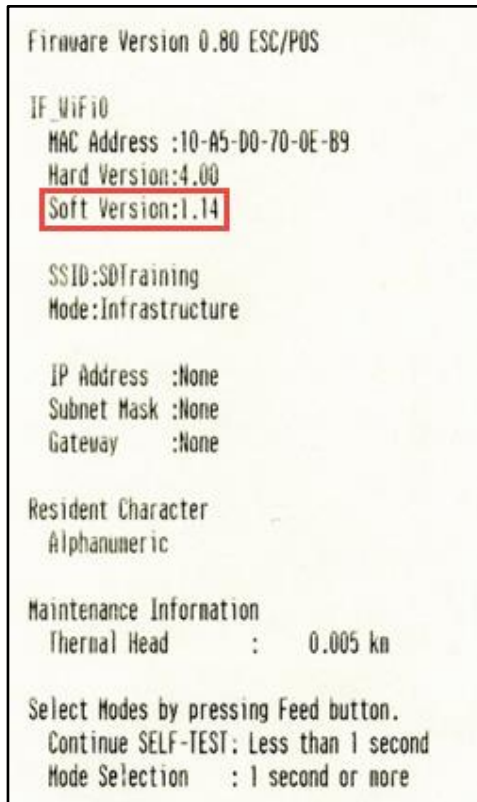
## IMPORTANT NOTES

- 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 "Soft Version" on the status sheet (highlighted in red below):



4. If the “Soft Version” is **1.14 or below**, the update needs to be installed.
5. If the version is 1.18 or later, this update is not needed.

## REQUIREMENTS

- Update file: “TM-P20\_Network\_Firmware\_Updater\_Ver.1.18.exe”
- Windows PC

## HARDWARE SETUP

This update can be performed via USB or Wi-Fi. If using Wi-Fi, 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).

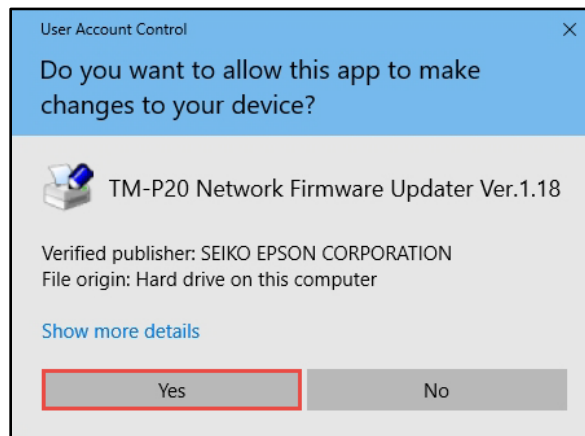
## UPDATE PROCEDURE

1. Extract the “TM-P20\_Network\_Firmware\_Updater\_Ver.1.18.exe” to a folder of your choice. When extracting is completed, verify that the following file is present inside the folder:
  - “TM-P20\_Network\_Firmware\_Updater\_Ver.1.18.exe”

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

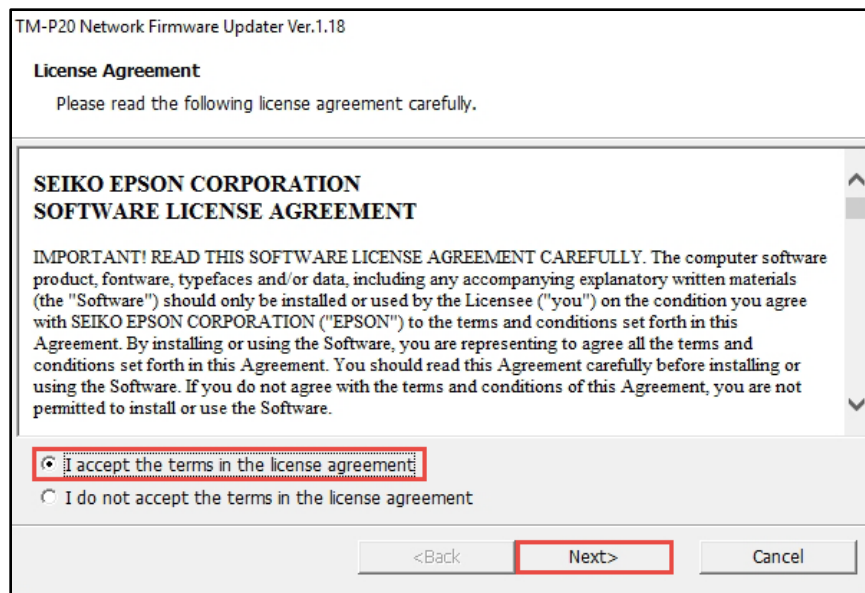
2. Double-click the “TM-P20\_Network\_Firmware\_Updater\_Ver.1.18.exe” file.

- Depending on your computer configuration, the following window may appear (Fig.1). Select “Yes” as highlighted in red below.



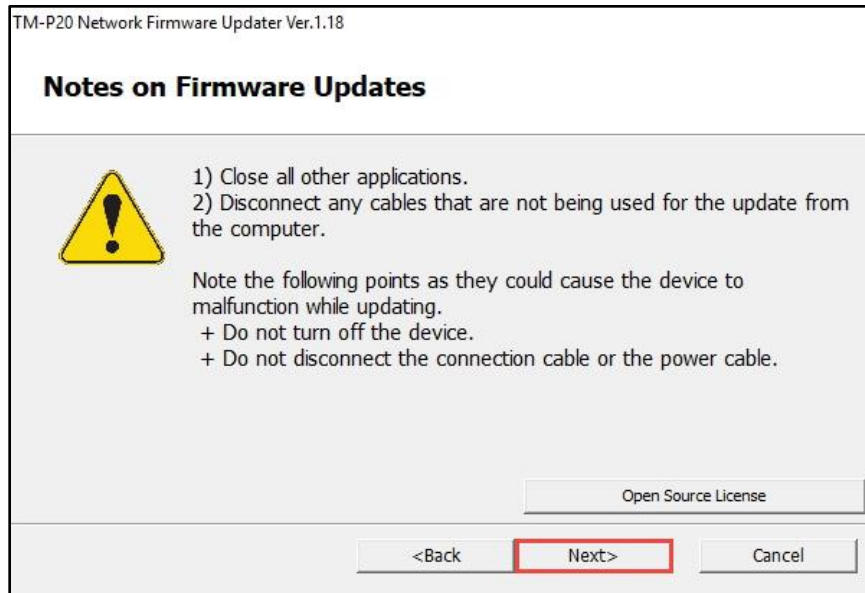
*Fig. 1*

- 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.



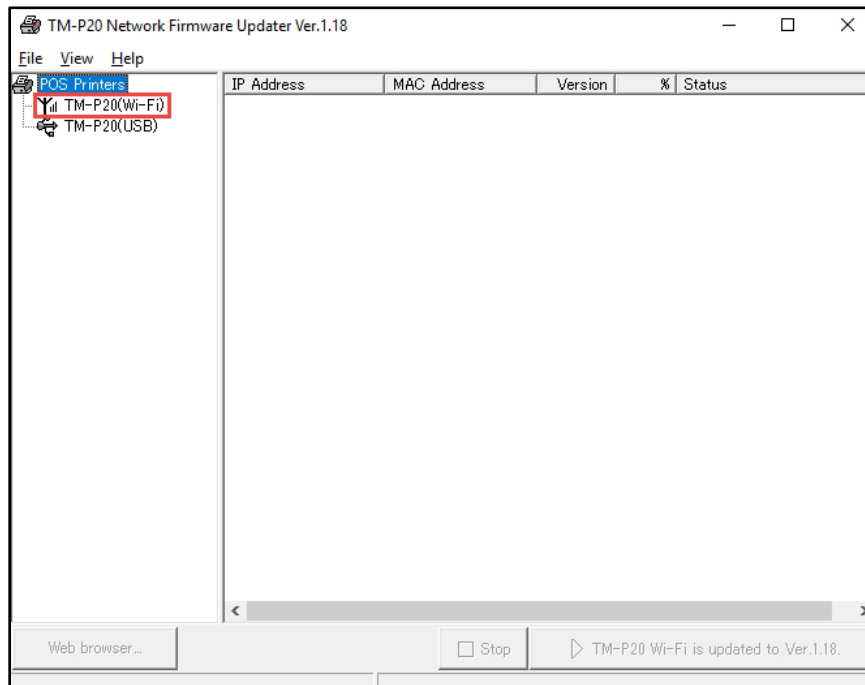
*Fig. 2*

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



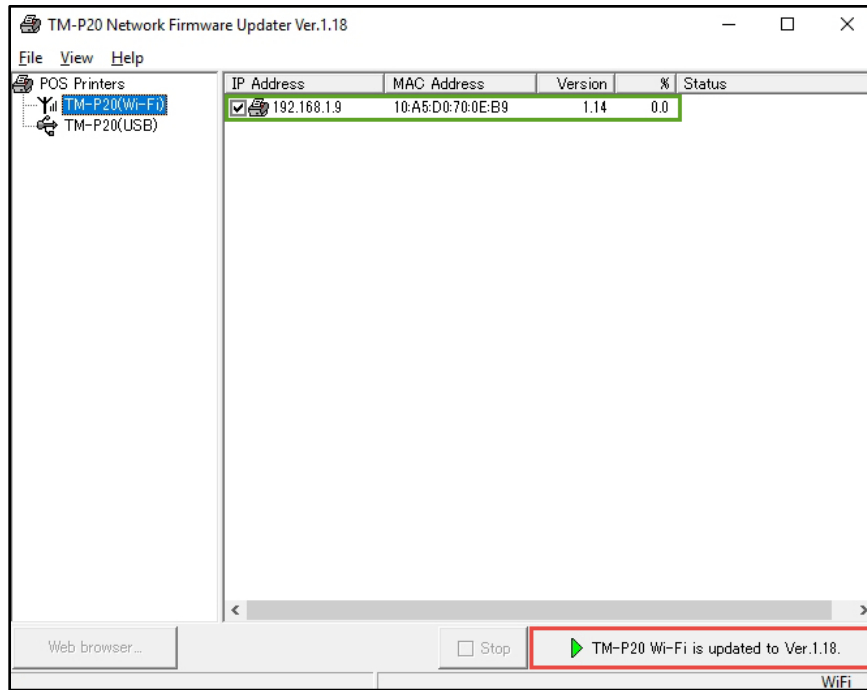
*Fig. 3*

6. The following window will appear (Fig.4). Select the TM-P20(Wi-Fi) option (highlighted in red below) or the TM-P20(USB). If no printers appear in this window, turn off your firewall, and antivirus software, then refresh the page by pressing the F5 key on your keyboard. Wi-Fi is used in this example, but the steps are the same for a USB connection.



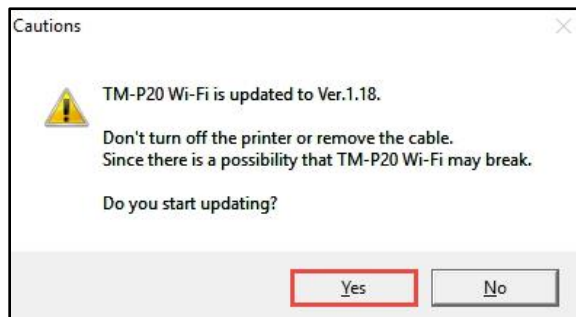
*Fig. 4*

7. Once one or more printers appear, check the box next to the printers you want to update (example a selected printer is shown in Fig.5, highlighted in green). Click the "TM-P20 Wi-Fi is updated to Ver.1.18." button (highlighted in red below).



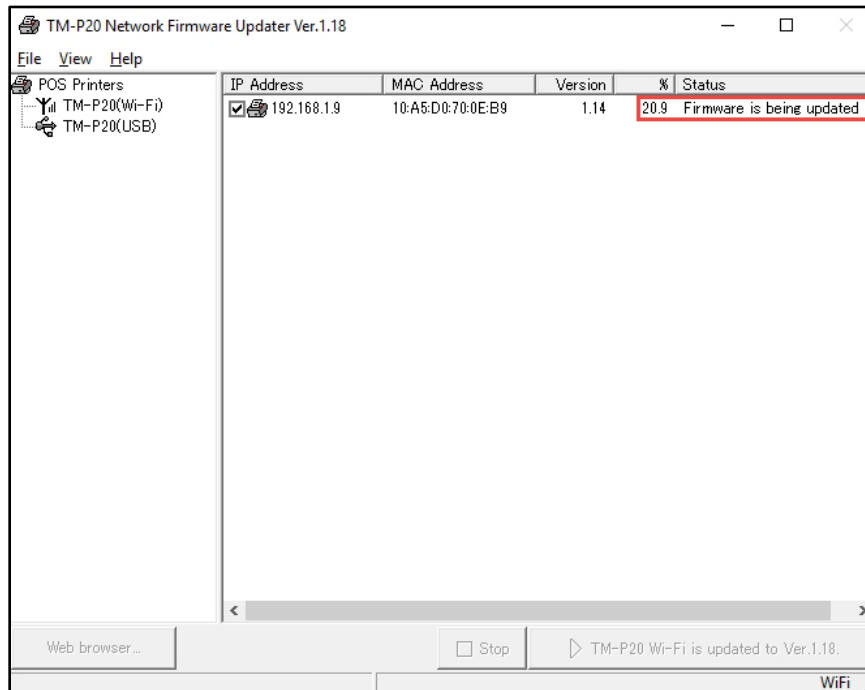
*Fig. 5*

8. A confirmation window will appear (Fig.6). Click the “Yes” button as highlighted in red below.



*Fig. 6*

9. After a few seconds, the window will look like the one in Fig.7 below. The percentage column will change, and status will read “Firmware Data Sending”.



*Fig. 7*

10. The printer will print the following sheet (Fig.8).



*Fig. 8*

11. When the update is finished, the printer will print out the sheet shown in Fig.9. Confirm the “Soft Version” on the print out (highlighted in red below). It should read “1.18”. If you’ve selected multiple printers in step 7 above, the next selected printer will start updating automatically.

```
... Dynamic Status Sheet ...

802.11 Interface
MAC Address :10-A5-00-70-0E-B9
Hard Version :4.00
Soft Version :1.18
Driver Version :14.66.9

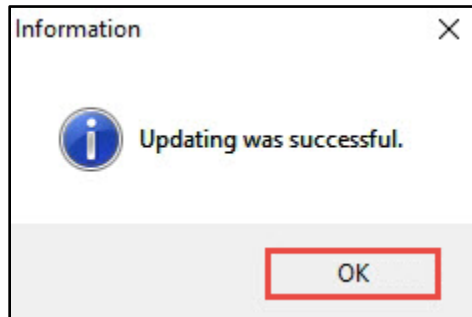
Wireless Status
SSID :SDTraining
Network Mode :Infrastructure
Conn Standard :Auto
Encryption Type :WPA-PSK(AES)
Link Status :Disconnect
Channel :Unknown
Transmission Rate:Unknown
Access Point :Unknown
Signal Level :Unknown
Roaming :Disable
AP Density :Low

TCP/IP Status
Acquiring :Auto
IP Address :None
Subnet Mask :None
Default Gateway :None

Other Status
TimeServer Status:Invalid
Stored Date/Time:2012/01/01 00:00:00
```

*Fig. 9*

12. Once all the selected printers finish updating, the utility on the PC will display the window in Fig.10. Click "OK", highlighted in red below.



*Fig. 10*

13. 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).