

# LW-PX900

## Firmware Update Instruction Manual

This manual guides you through downloading the latest LW-PX900 firmware from the Epson LabelWorks website, and updating the firmware of your LW-PX900.

### Important!

- Settings is erased due to the update.
- During the update, be sure to use the AC adapter to supply the power to the printer instead of using the lithium-ion battery or alkaline batteries.

## 1. Preparation

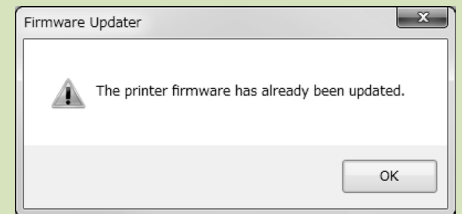
### Check if your LW-PX900 needs firmware update

Follow the procedure below to check whether your LW-PX900 needs firmware update or not.

The firmware update is not necessary if the version is the latest one.

### MEMO

You can know the need to update your LW-PX900 firmware after you start the update. If the firmware is the latest one, a pop-up window shown right appears to notify you that the update is not needed.



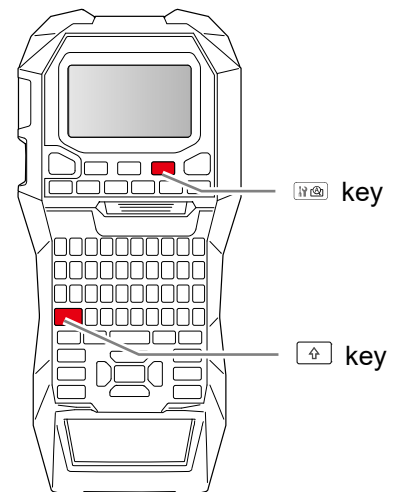
### How to check

1. Press  + .

Preference screen appears.

2. Select the [Version] menu to check the firmware version.

If the version is 280A or lower, or if the [Version] menu does not exist, the firmware is old and needs to be updated.



## Check the OS version of your computer

Make sure your OS version is one of the following.

- Windows 7 (32bit/64bit)
- Windows 8 (32bit/64bit)
- Windows 8.1 (32bit/64bit)
- Windows 10 (32bit/64bit)
- Windows 11 (64bit)

## Download the Firmware Updater

Download “UpdaterLWPX900V290A.exe” from the Epson LabelWorks website and save it to your desktop.

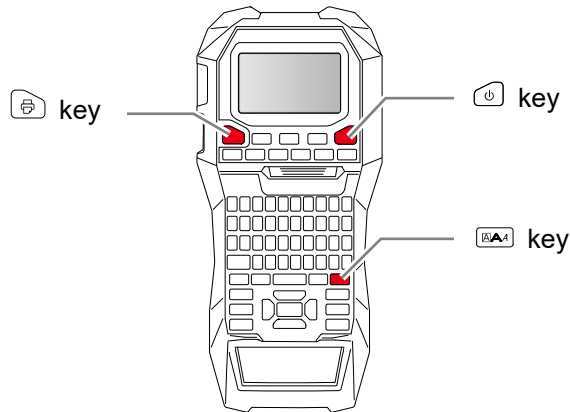
<https://labelworks.epson.com/epson-labelworks-lw-px900-firmware>

## 2. Firmware Update Procedure

Follow the procedure below to update the firmware of your LW-PX900.

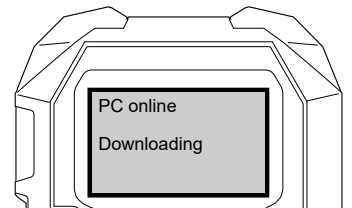
### 1. Put the LW-PX900 into “update” mode

Press and hold  and , then press  to turn on the printer in the “update” mode.



### How to confirm that the printer has entered in the update mode

A message “Downloading” appears when the printer is in the update mode.



### 2. Update the firmware

#### CAUTION

- Only one printer can be updated at a time. Do not connect two or more printers to the computer via USB.
- During the update, do not turn the printer off or disconnect the USB cable.

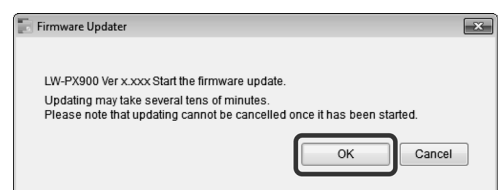
1. Connect the printer to the computer with a USB cable.

2. Double-click “UpdaterLWPX900V290A.exe” you previously saved to your desktop.

>> [Download the Firmware Updater](#)

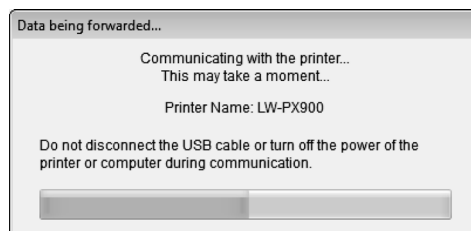
3. Click [OK].

Firmware update is started.

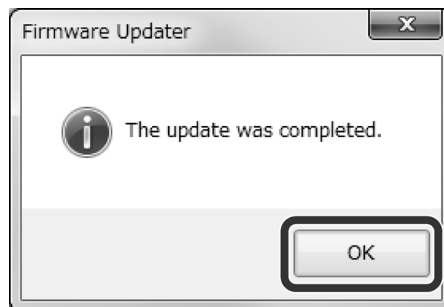


**4. A screen to show that the update is in progress is displayed during the update.**

It takes about 5 to 10 minutes to complete the update, however, it may take longer depending on the computer environment.



**5. Click [OK].**



The firmware update is now complete.

You can use the printer immediately after completion of the update.

**How to confirm if the update was completed successfully**

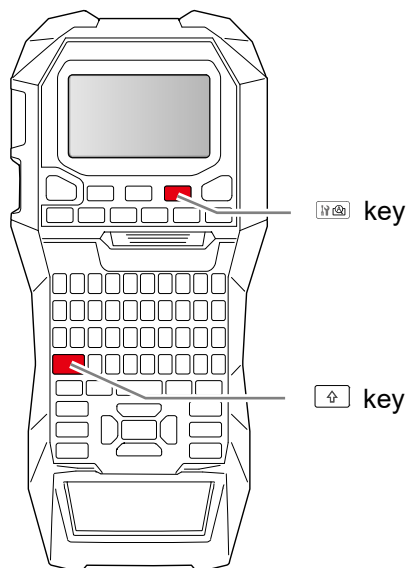
**1. Disconnect the USB cable from the printer.**

**2. Press  + .**

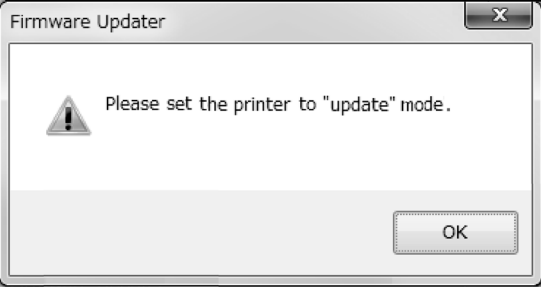
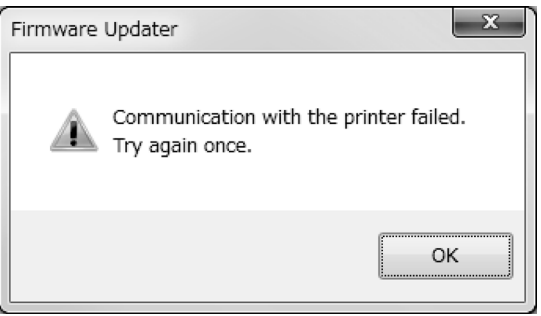
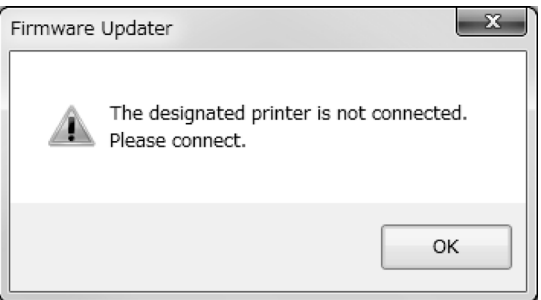
Preference screen appears.

**3. Select [Version]. The firmware version is displayed.**

If the version is "290A", the update has successfully completed.



## Troubleshoot Update Errors

Error Messages	Troubleshooting
 <p>The screenshot shows a dialog box titled "Firmware Updater" with a close button (X) in the top right corner. On the left is a warning icon (exclamation mark in a triangle). The text reads: "Please set the printer to 'update' mode." At the bottom right is an "OK" button.</p>	<p>Check if the printer is in the "update" mode. &gt;&gt; <b>Put the LW-PX900 into "update" mode</b></p>
 <p>The screenshot shows a dialog box titled "Firmware Updater" with a close button (X) in the top right corner. On the left is a warning icon (exclamation mark in a triangle). The text reads: "Communication with the printer failed. Try again once." At the bottom right is an "OK" button.</p>	<p>Check if the USB cable is firmly connected to the printer and the computer. Then retry the update. &gt;&gt; <b>Update the firmware</b></p>
 <p>The screenshot shows a dialog box titled "Firmware Updater" with a close button (X) in the top right corner. On the left is a warning icon (exclamation mark in a triangle). The text reads: "The designated printer is not connected. Please connect." At the bottom right is an "OK" button.</p>	<p>LW-PX900 is not connected. Put your LW-PX900 into "update" mode, and then connect it to the computer.</p>