Product Information Bulletin

**Release**

**Features**

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**X**

### From: NDI Product Management

### Date: January 29, 2015

### Subject: SafeCom HP Firmware Compatibility

## Bulletin Purpose

This announcement isto inform partners of a compatibility issue between SafeCom Go for HP FutureSmart and the latest HP FutureSmart firmware that was released by HP on January 12, 2015.

## Overview

Architectural changes to the latest HP FutureSmart firmware, released by HP on January 12, 2015, have introduced intermittent issues with the SafeCom Go for HP FutureSmart client. These issues can cause a device to display a message that says “Awaiting tracking data” which stays on screen for 7-10 minutes causing users to reboot the device.

A fix for this issue is being developed, however a target date is not available at this time. An updated bulletin will be distributed as soon as a delivery date is available. HP is aware of the issue, and Nuance is working with the HP team to ensure the future fix is implemented correctly and approved by HP.

## Recommendation

At this time, it is recommended that customers using SafeCom Go for HP FutureSmart not upgrade their firmware until an update to the SafeCom solution can be provided.

Customers who have already upgraded firmware, or have received a device from their supplier with this firmware installed, should consider downgrading their devices to the previous version to avoid issues.

## Devices Affected

The affected FutureSmart firmware version is 23.4. The following specific devices and device firmware versions are affected.

|  |  |
| --- | --- |
| **Device** | **Firmware** |
| LaserJet |  LJ 700 M712  | 2304061\_439476 |
| LaserJet |  OJC X585 MFP  | 2304061\_439464 |
| LaserJet |  CLJ Flow M880 MFP  | 2304061\_439467 |
| LaserJet |  CLJ 800 M855  | 2304061\_439481 |
| LaserJet |  CLJ CM4540 MFP  | 2304061\_439459 |
| LaserJet |  CLJ M680 MFP  | 2304061\_439468 |
| LaserJet |  LJ 500 M525 / Flow M525c  | 2304061\_439466 |
| LaserJet |  LJ 700 M725 MFP  | 2304061\_439475 |
| LaserJet |  LJ 800 M830 MFP  | 2304061\_439469 |
| LaserJet |  CLJ CP5525  | 2304061\_439461 |
| LaserJet |  LJ 500 Color M551  | 2304061\_439479 |
| LaserJet |  LJ 600 M601/M602/M603  | 2304061\_439480 |
| LaserJet |  LJ M4555 MFP  | 2304061\_439463 |
| LaserJet |  LJ Flow M630 MFP  | 2304061\_439458 |
| LaserJet |  LJ 500 Color M575 / Flow M575c MFP  | 2304061\_439478 |
| Digital Sender |  SJ 8500  | 2304061\_439465 |
| LaserJet |  OJC X555  | 2304061\_439470 |
| LaserJet |  CLJ M651  | 2304061\_439471 |
| LaserJet |  CLJ 700 M775 MFP  | 2304061\_439477 |
| LaserJet |  LJ 700 M750  | 2304061\_439474 |
| LaserJet |  LJ 800 M806  | 2304061\_439473 |

## Contact Information

If you have any questions please contact your alliance team member.