

ColorQube 8700 / 8900

Release Notes

8700/8900 391,535 Error



Release Date: June 2012

Software Release Details

Purpose

This release provides the following:



This upgrade corrects a problem that could allow the printer to generate a **391,535 Right Jetstack Over-temperature Detected Error**.

ColorQube devices with serial numbers less than the following need to be updated:

- 8900XM : DA4101968
- 8900_ASM : 3271289927
- 8700_X, XM : DA3002799
- 8700_AS : 3270515779

These devices should be flashed with the file *8X00_91-535HeadNVMfix.dlm* and will take about 2 minutes to update. This DLM modifies the head NVM settings.

Note: The machine will provide output when the upgrade is complete in the form of a printed document.

Printer with serial numbers greater than those listed above already have the correction.

Installation Instructions

Read before beginning the firmware update :

* Do not interrupt system once download is in process. Interruptions or loss of power may corrupt the engine firmware and render the system temporary unusable. (Service repair may be required to return the system to a working condition.)

* Some of the device's settings may be changed from their present value back to the factory default values by the firmware update. It is recommended customers save the configuration page and use it as a reference to restore the device's settings after the firmware update is complete.

To print the configuration page:

1. Press the Machine Status button on the device control panel.
2. Press the Information Pages button.
3. Select Configuration Report and press Print.

Note: The firmware versions currently installed are displayed on the left column on the first page, under the Software Versions heading.

Updating the FW over a network connection

To download a file to the device using CentreWare Internet Services (Windows and Mac):

NOTE: CWIS can only be accessed if the device is connected to a network that utilizes the TCP/IP protocol. The device must also contain a valid IP Address.

1. From a computer, open an Internet web browser.
2. Enter the Phaser device's IP Address in the Address field, and then press Enter.
3. Click on the Properties tab. You may be prompted to login. Default account = 'admin', password = '1111'.
4. Click General Setup | Machine Software | Manual Upgrade in the list of options on the left side of the window.
5. Depending on the browser being used, click the Browse button, and then browse to and select the firmware download file.
6. Click the Install Software button to send the file to the device.

The browser will display a dialog once the file has been transferred to the device. A progress indicator is displayed on the front panel. Upon completion, the device will reboot.