


## Print Head Firmware Upgrade Procedure

 **NOTE:** Upgrading print head firmware removes all logos and custom fonts from the print head, and installs the standard fonts appropriate for the print head type. Print head setup is also lost. After upgrading the print head, rerun Print Head Setup; and use the File Manager utility on the controller or the InkJet Demo software to reinstall your logos and custom fonts, or to remove unused fonts.

**NOTE:** Field upgrades for valve-type print heads are not possible.

**NOTE:** Upgrade no more than one print head at a time, and ensure the print head is not connected to a controller.

1. Contact your service provider for the upgrade file.
2. When you receive the file, save it on your PC's hard drive and ensure that the file extension is ".exe". (If the file was emailed, the file extension may have been changed to get past e-mail filters.)
3. Connect the print head to be upgraded to the PC's serial port (as shown below), and then apply power to the print head.
4. On the PC, open the folder containing the upgrade program file. Double-click on the program file, follow the on-screen instructions, and wait for the upgrade procedure to finish.
5. Remove power from the print head before disconnecting the serial cable.

