InfoPrint 4247 L03 - Firmware Download Instruction

4247 –L03 firmware (code) resides in flash memory. Throughout the printer's life cycle firmware changes may be made to address issues discovered in the lab, or by customers in the field. Normally it's not necessary to upgrade your printer, but if needed upgrading your printer's firmware is easy to do. 4247 Base and Interface code can be installed through either the printer's Parallel or Ethernet ports in a one file download operation.

Loading code though the Parallel Port.

Follow these instructions to load code through the parallel port using any computer with DOS or DOS Windows. The instructions assume that you are nearby the printer and can access the operator panel.

1) For Windows computers install a 'Generic/Text Only' print driver.
   In Windows click Start -> Control Panel -> Printer and Faxes -> Add printer and choose the following settings.
   - Local or Network = Local printer attached to this computer
   - Port = LPT1
   - Manufacturer = Generic   Printer = Generic / Text Only
   - Name your printer =>Generic /Text Only
   - Default printer = Yes
   - Printer Sharing => Do not share
   - Test Page => No

2) Printout the printer configuration menus to ensure original settings can be restored at the end of this procedure. Note: Loading new code won't change any of the printer's network interface settings (IP, subnet mask, gateway addresses), but other user defined configuration settings can be reset to factory default values.
   - Load forms in the front tractor
   - Press the ON LINE key to take the printer OFF LINE.
   - Press the PROGRAM key and the printer displays PRINT OUT? NO
   - Press the → key and PRINT OUT? YES displays while the PROGRAM SETUP PRINTOUT prints
   - Press the ↓ key until CONFIG MENU NO displays
   - Press the → key and CONFIG MENU YES displays
   - Press the ↓ key once and PRINT OUT? NO displays
   - Press the → key and PRINT OUT? YES displays while the CONFIGURATION SETUP prints

3) Power off the printer

4) Connect a standard parallel cable between your computer's LPT1 port and the printer.

5) Press and hold the printer LF (line feed) and MACRO keys and power on the printer.

6) Release the keys after RELEASE KEYS displays and WAITING CODE will display with all LEDs flashing

7) In a DOS window type: copy *drive:\directory\filename.img* lpt1: /b <enter>
   For example…copy c:\temp\4247-L03_0007.img lpt1 /b

8) While the printer code is being received RECEIVING CODE displays

9) While the printer code is being updated ERASING SECT.XX followed by WRITING SECT.XX displays

10) After the code update completes is verified CODE OK displays before the printer automatically reboots and STARTING UP displays

11) Printout the printer configuration menus again. Compare this printout to one the earlier one, and restore any original menu settings changed by the firmware upgrade. Note: The new code version level also prints out.

Loading code though the Ethernet Port.

Follow these instructions to FTP printer code to a network attached printer The instructions assume that you are nearby the printer and can access the operator panel.
1) Printout the printer configuration menus to ensure original settings can be restored at the end of this procedure. Note: Loading new code won't change any of the printer's network interface settings (IP, subnet mask, gateway addresses), but other user defined configuration settings can be reset to factory default values.
   - Load forms in the front tractor
   - Press the ON LINE key to take the printer OFF LINE.
   - Press the PROGRAM key and the printer displays PRINT OUT? NO
   - Press the → key and PRINT OUT? YES displays while the PROGRAM SETUP PRINTOUT prints
   - Press the ↓ key until CONFIG MENU NO displays
   - Press the → key and CONFIG MENU YES displays
   - Press the ↓ key once and PRINT OUT? NO displays
   - Press the → key and PRINT OUT? YES displays while the CONFIGURATION SETUP prints
   - Press the PROGRAM key and STORE? QUIT displays
   - Press the PROGRAM key again and ON LINE M1 displays

2) Make sure the binary file is in the same directory that you will launch the FTP service from.

3) Verify the printer can be contacted over the network.
   In a DOS window type **ping xxx.xxx.xxx.xxx** <enter> where xxx.xxx.xxx.xxx is the printer IP address. If your computer does not receive ping replies from the printer, contact your network administrator for help, or connect your computer directly to the printer with an Ethernet LAN cross-over cable.

4) Open the FTP connection to the printer.
   In a DOS window type **ftp xxx.xxx.xxx.xxx** <enter> where xxx.xxx.xxx.xxx is the printer IP address.

5) Type **root** for user login <enter>
   Type password (default=**root**) for password <enter>
   Type the commands: **ha** <enter> **bin** <enter> **cd firmware** <enter>

6) Start the file transfer by typing: **put filename.img** where filename.img is the name of the code file.
   For example: put 4247-L03_0007.img

7) When the file is successfully transferred the following host message appears: .**File has been submitted**.

8) Close the FTP connection by typing the command: **bye** <enter>. After the session is closed the file update will start and the printer displays

9) While the printer code is being received RECEIVING CODE displays

10) While the printer code is being updated `ERASING SECT.XX` followed by `WRITING SECT.XX` displays

11) After the code update completes is verified `CODE OK` displays before the printer automatically reboots and `STARTING UP` displays

12) Printout the printer configuration menus again. Compare this printout to one the first one, and restore any original menu settings changed by the firmware upgrade.   Note: The new code version level also prints out.

Error Messages

Message: COMPU9360 #
Cause: If "WATING CODE" never displays and "RECEIVING CODE" momentarily displays before "COMPU9360 #" displays a print file may be ahead of the code file in the "Generic/Text only" print driver output queue. Another possible cause is having multiple print drivers assigned to the same port. If the download code file is piped through a print driver picked up by ob is nother driver is grabbing the code img file instead of the

Recovery:

Message: **INVALID CODE**
Cause: Binary code file is corrupt or incompatible.
Recovery: Open the Windows (Generic /Text only) print driver queue, cancel all pending print documents, and try again. If the error repeats the code file may corrupted or incompatible with this printer.