

## Service Bulletin for Firmware Installation

### Procedure Description

This document describes firmware installation for the following Ioline machines:

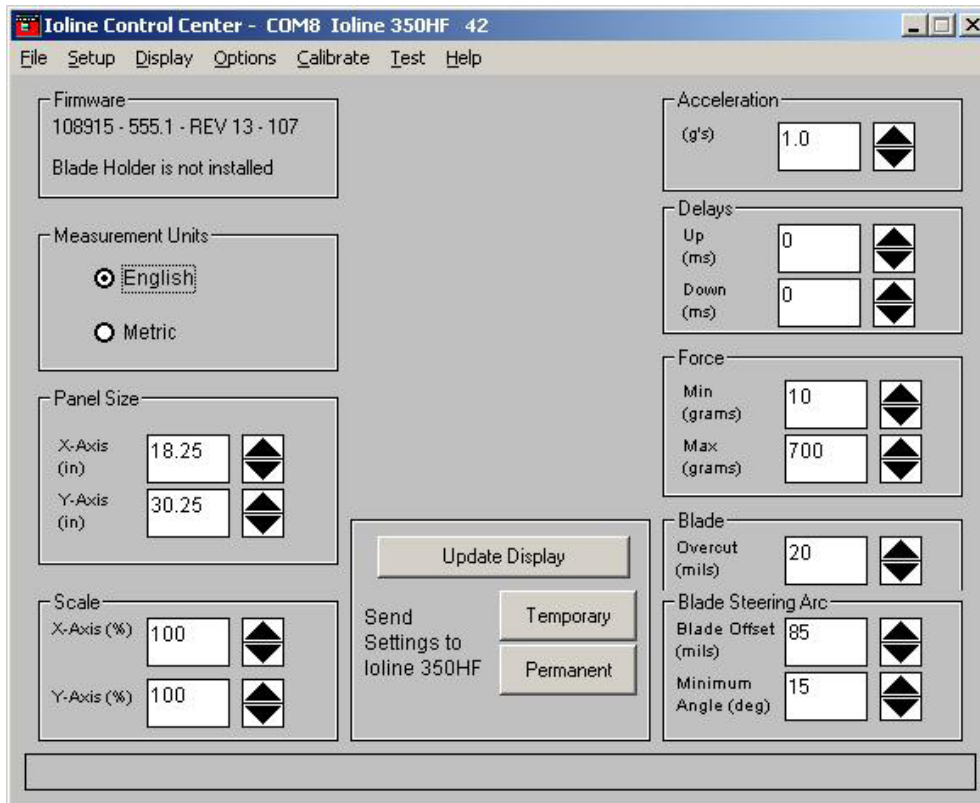
CrystalPress	600Ae
I/S-Smartrac	600AeX
200/300 System	28Ae/StylistAe
350HF	Studio A

### Start the Control Center

**Note:** This procedure has assumes that:

- A) you received or downloaded a firmware file from Ioline and can find it on a local hard drive
- B) the latest version of the Ioline Control Center is installed (available at [ioline.com](http://ioline.com))
- C) the Ioline product is connected by USB or Serial cable and working normally.

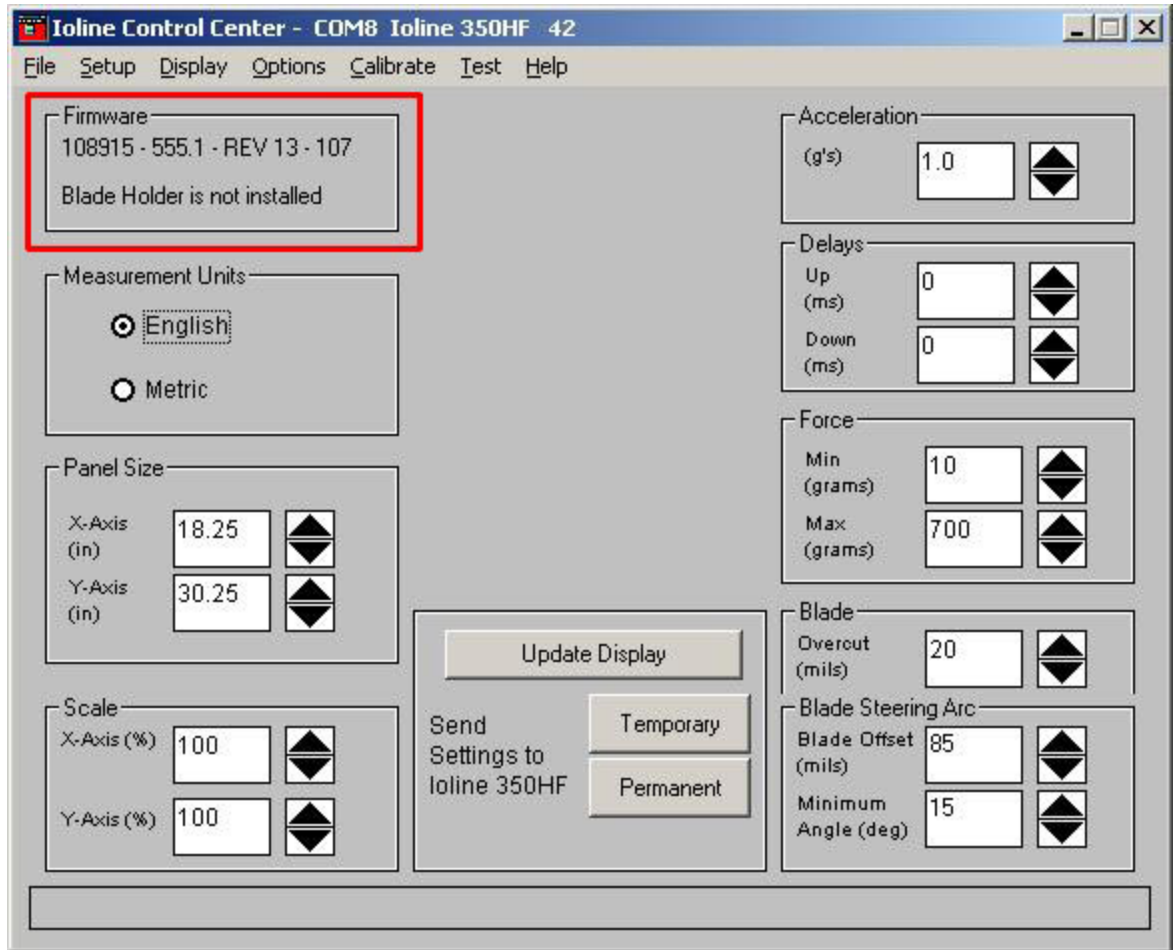
- 1) Power the Cutter/Plotter/Printer on.
- 2) If the keypad light is **Red**, press "Set Origin" or "Reset" on the keypad until the light turns **Green**.
- 3) Make sure no other programs are open or running, and start the Ioline Control Center.  
**(Start>Programs>Ioline>Control Center.)**



## Checking the Firmware

**IMPORTANT:** Check current installed version before installing new firmware.

- 1) Look in the Firmware window in the upper left corner.



- 2) **IMPORTANT:** Compare the part number (108915 in the above example) and revision (13 above) with the number that is shown in the name of firmware file received from Ioline. The first six numbers in the file name are the PN and the last two are the revision. Example: 10891514.bin

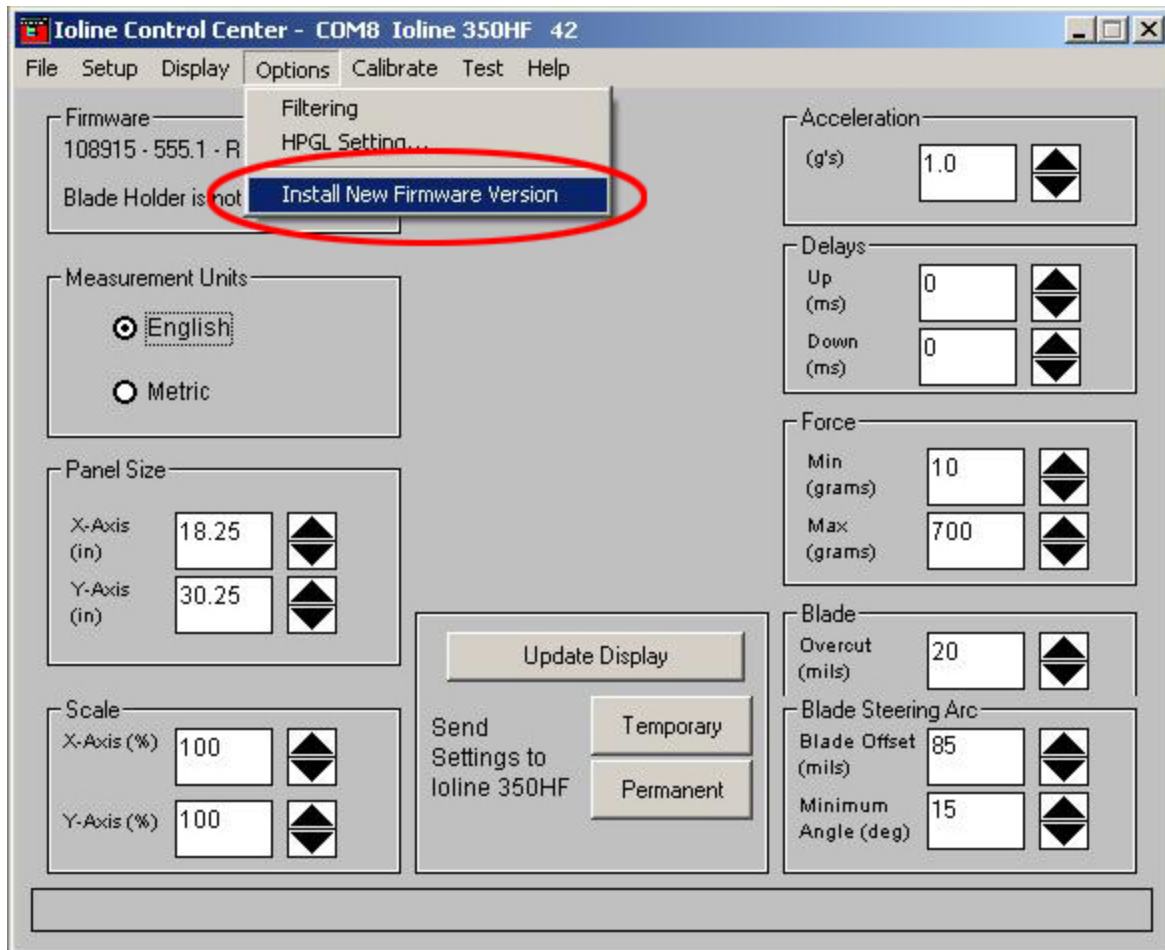
**108915** is the Ioline Part Number

**14** is the revision i.e. revision 14 of the firmware.

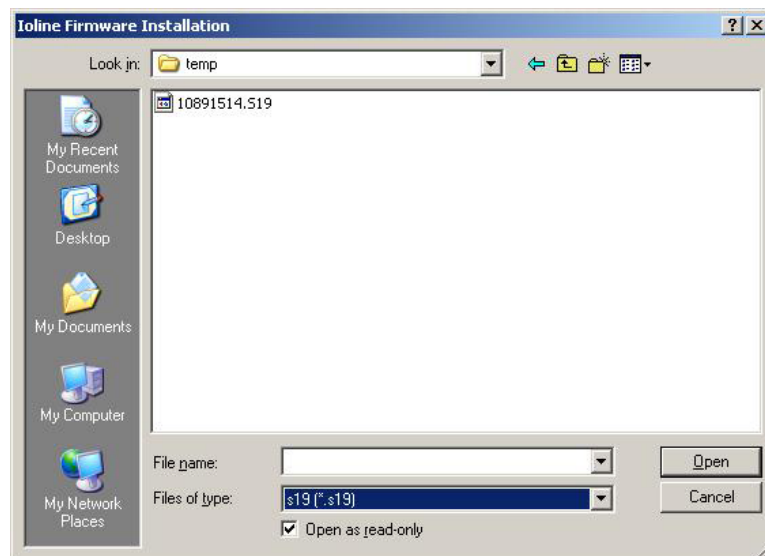
If the part number does not match the one displayed in the **ROM Version** window OR if the revision of firmware file is less than the one displayed in the **Firmware** window, contact Ioline customer service before performing the update. Proceed to the next step if the part numbers match AND if the revision of the file is greater than the one displayed.

## Installing Firmware

- 1) Click on the **Options** menu.
- 2) Click on **Install New Firmware Version**.

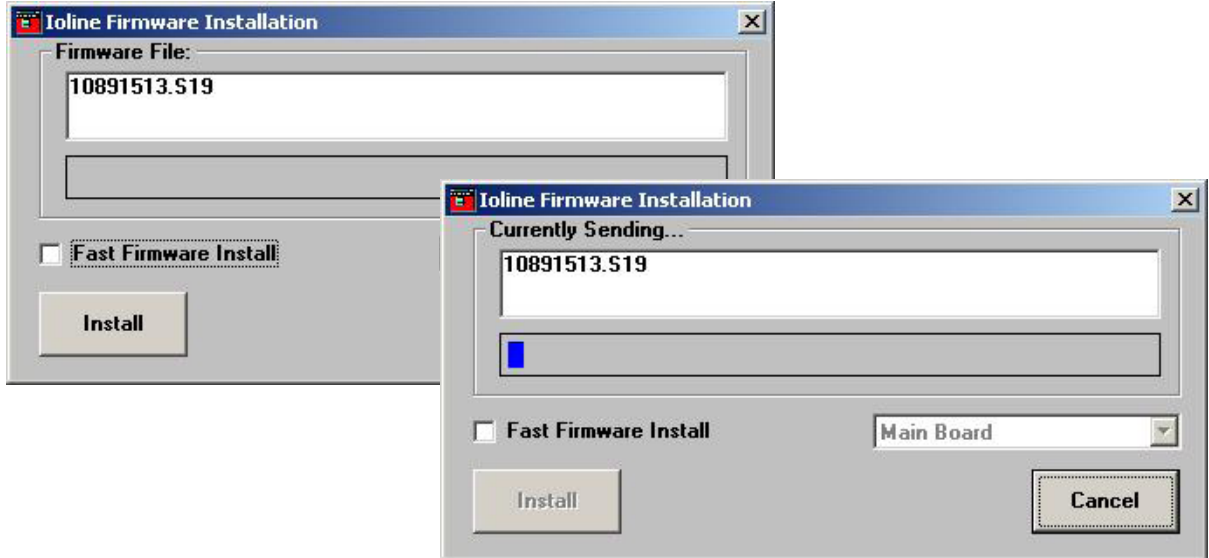


- 3) A File Browser window will appear. Open the folder where the firmware file is stored then double click on it.

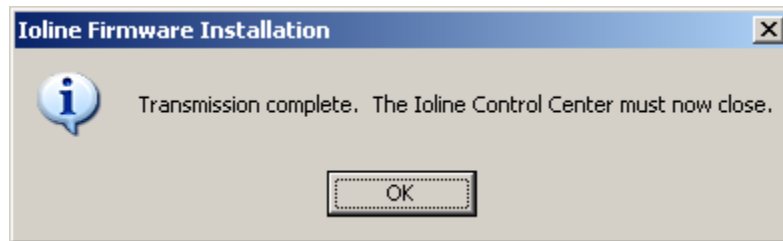


- 4) The **Ioline Firmware Installation** window will appear. Check the box next to **Fast Firmware Install** if the machine is connected by USB cable or a serial cable shorter than 15 feet. If there is no Fast Firmware check box, press and hold the CTRL+SHIFT keys when clicking the Install button.
- 5) Click **Install** to begin upgrading the firmware. The progress bar will fill with a blue line as the firmware is installed.

**IMPORTANT:** DO NOT UNPLUG OR POWER OFF THE MACHINE DURING THIS PROCESS.



- 6) When this window appears, click **OK** and the Control Center will close.



- 6) Turn the Cutter/Plotter/Printer **OFF**.

## Reset the Machine

- 1) Press and hold the UP arrow on the keypad of the machine.
- 2) Keep the button pressed, and turn the power **ON**.
- 3) When the Carriage starts to move to the left, release the UP arrow key.
- 4) Wait for the carriage and other components to stop moving and the **Red** or **Green** light to illuminate on the keypad (light above the Start/Stop or Reset button).
- 5) Reenter the calibration information following the directions in the user guide that was installed with your machine or download a new copy from the Support section of **www.ioline.com**.

Contact **Ioline Customer Service** for help if there are problems:

Ioline Customer Service  
 14140 NE 200th Street  
 Woodinville, WA 98072  
 PH: 1.425.398.8282 • FX: 1.425.398.8383  
 Mon-Fri: 7am to 5pm (Pacific Standard Time USA)  
 support@ioline.com  
 www.ioline.com