

Article Number 000005892

Procedure

Upgrading a Printer with MagicLoader

Notice

MagicLoader software is ©2011-2016 by Videojet Technologies Inc.; permission for use only by Videojet customers. All rights reserved.

1. Download MagicLoader as directed by support.
 2. [Prepare a USB memory stick \(no larger than 4Gb\).](#)
 3. [Upgrade the Printer.](#)
 4. [Calibrate the EHT.](#)
-

Note: Special Application Software (SARs) & MagicLoader

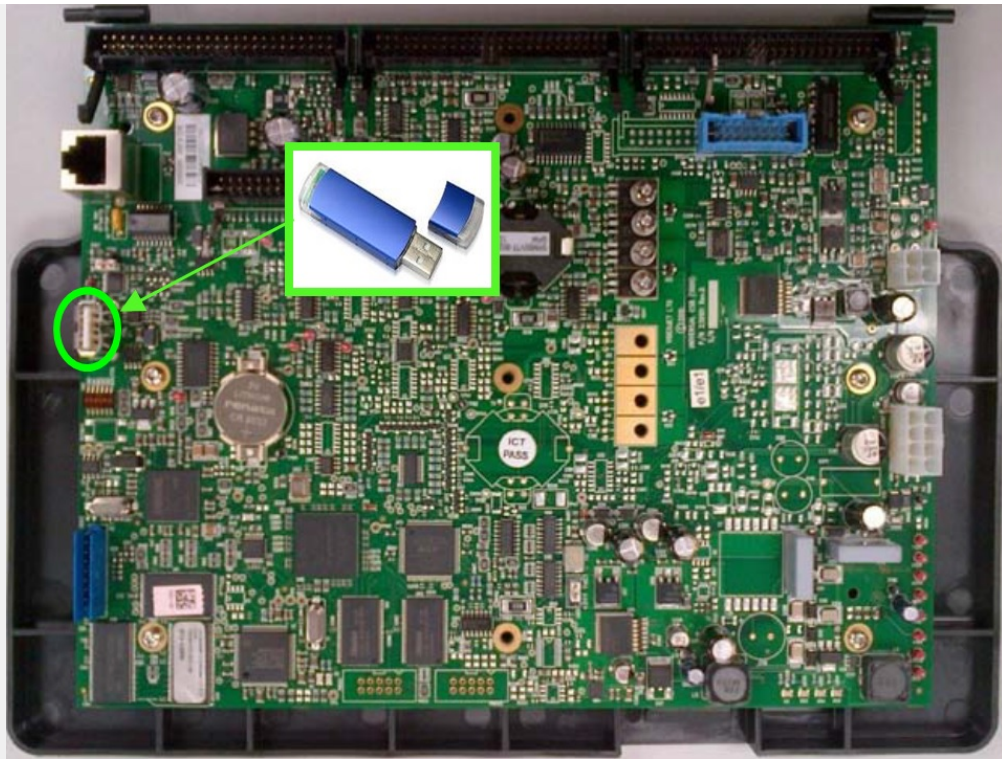
- Check if your printer has a special application software installed (see [Check Software Version on a 1000 Series Printer](#)) indicated by the prefix SAR on the version number.
 - If an SAR is present, stop and contact the SAR department at sar@videojet.com to request the latest version of the SAR printer software.
 - Requests will be processed within 1 business day. In most cases, the SAR files will be sent upon request, however, in cases where the SAR needs to be updated the SAR team will schedule the work and notify you when it is completed.
-

Prepare a USB Memory Stick

1. Format the USB memory stick to FAT32.
2. Unzip MagicLoader to the formatted (blank) USB memory stick.
3. Inspect the root directory of the USB stick.
 1. Confirm the MagicLoader folder is in the root directory.
 2. Confirm the CalypsoEOLTest file is in the root directory.
 3. Confirm that ONLY files unzipped from MagicLoader are on the USB stick.
4. Properly undock the USB Stick from the computer.

Upgrade the Printer

1. Verify that the ink cartridge is properly installed.
2. Verify that the on screen display indicates greater than zero ink available in the cartridge.
3. Power the printer OFF. If printer is a 1710, also unplug the printer from power.
4. Ensure the printhead sleeve is fitted to the printhead.
5. Open the electronics cabinet and lower the CSB tray.
6. Install the prepared USB memory stick to the USB on the CSB.



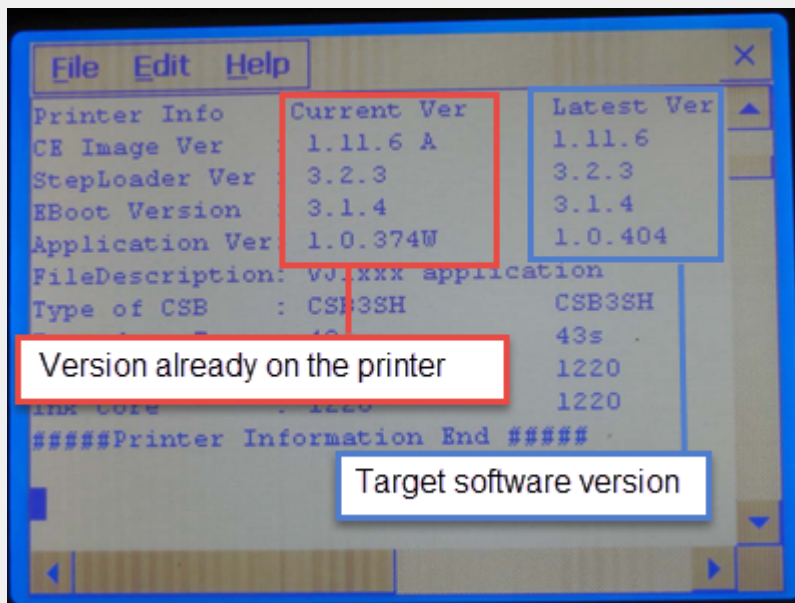
7. Plug the printer into power (if unplugged) and then power the printer ON.



Warning

Do not power the printer down while upgrading software!

8. Wait a few moments for the information screen to appear in the printer display. Verify that the Printer Information screen shows the target software version in the **Latest Ver** column.

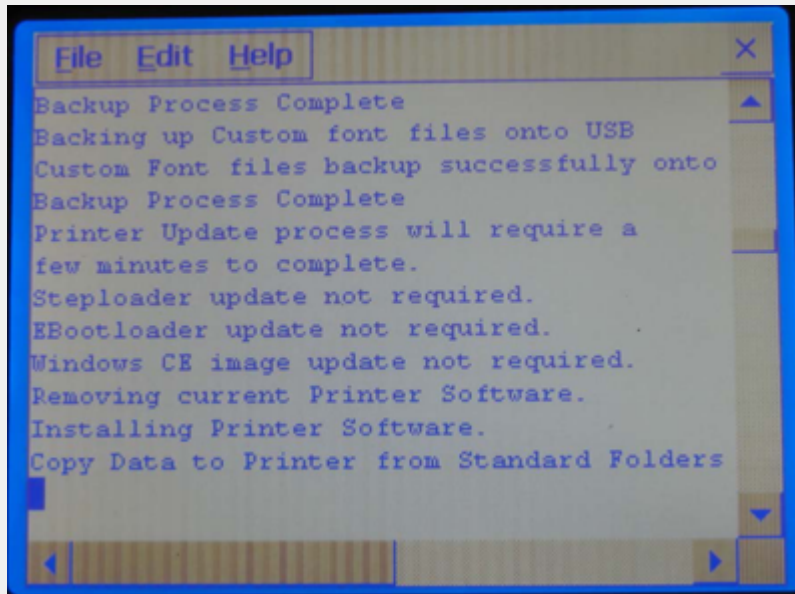


9. Allow the upgrade to continue. If Magic Loader encounters an exception condition, it will stop the upgrade. If an exception condition prevents the printer from upgrading contact Videojet technical support for assistance.

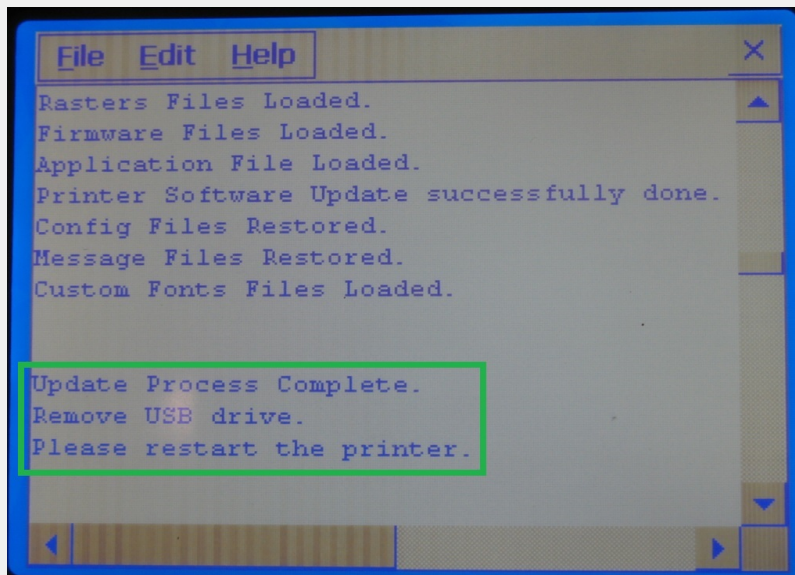


Warning

Do not power the printer down while upgrading software!



10. Wait for the Update Process Complete message.



11. Power the printer OFF.
12. Remove the USB memory stick.
13. Power the printer ON.

Note: If you forget to remove the USB memory stick before rebooting, wait for the upgrade process to complete again. DO NOT interrupt the upgrade process by removing the memory stick or by powering off the printer even if the upgrade has completed once already.

14. Check the current software version to confirm the update applied. (See [Check Software Version on a 1000 Series Printer](#))
15. Calibrate the EHT. (See [Calibrate the EHT](#))

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Version 4

Article Number 000006294

Procedure

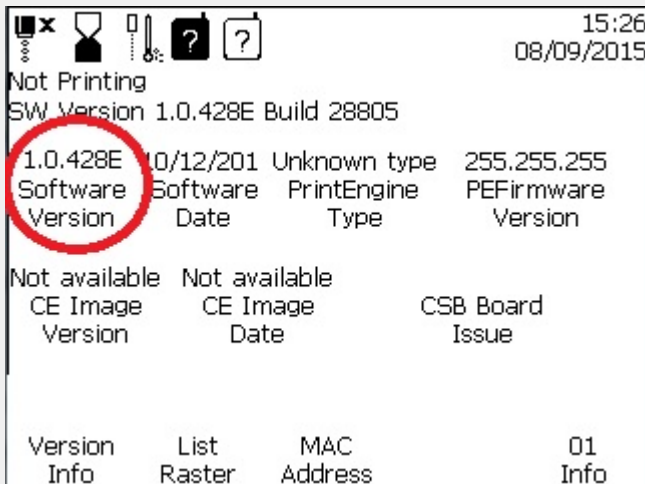
Check Software Version on a 1000 Series Printer

When prompted, login as level two or higher. The default level 2 password is 2222.

- [Excel Interface](#)
- [Willett Interface](#)
- [50 Series/Clarity Interface](#)

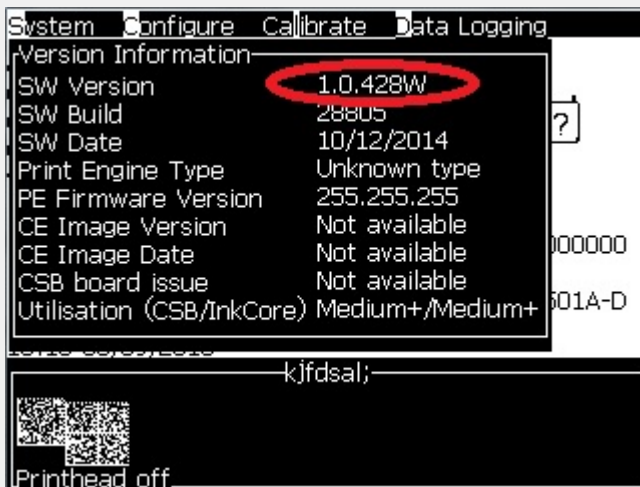
Excel Interface

Select 04 Edit | System Set-up | 04 System | Version Info.



Willett Interface

Select Data Logging | Version Info.



50/60 Series Clarity Interface

Select Tools | Diagnostics | Control | Versions.



The screenshot shows a software interface titled "SHUTDOWN" with a navigation menu on the left and a main content area. The navigation menu includes icons for Home, Diagnostics, Control, and Versions. The main content area displays a list of software components and their versions. The "Software Part Number" field is highlighted with a blue box and contains the value "404755 r05 SP12".

SHUTDOWN	
Tools→Diagnostics→Control→Versions	
Software Part Number	404755 r05 SP12
CLARiTY	4.03.00 (17276-38216)
CLARiTY Boot Loader	1.00.00 (0031)
Operating System Version	6.00.00 (0047)
Operating System Build Date	2013-08-07 10:32:45
Printer Software Version	1.0.439W
Printer Software Build	30286
Printer Software Date	07/05/2015

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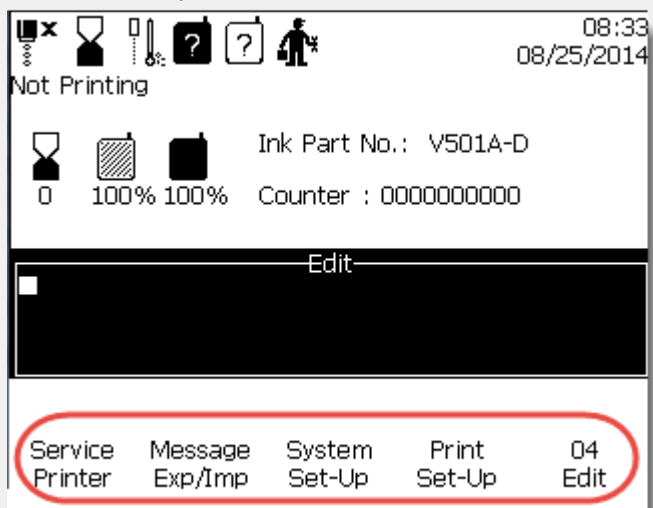
Version 2

Article Number 000003098

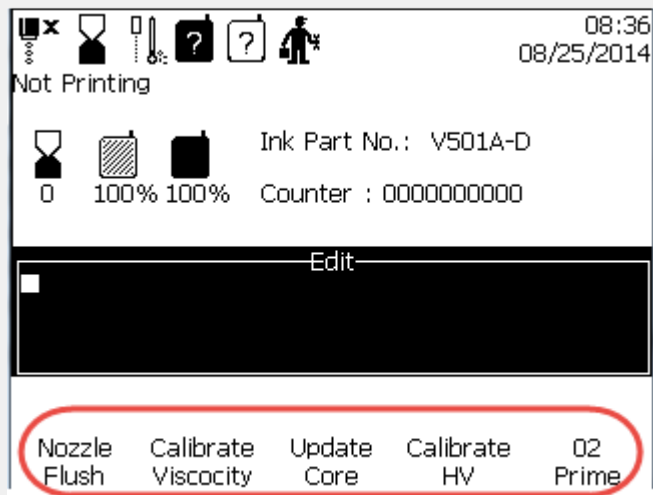
Procedure

Excel Interface

1. Turn off the ink stream.
2. Ensure the head is clean and dry.
3. Press **F1** to log into **Level 2**.
4. Press **F5** until you select the **04 Edit** menu



5. Press **F1** to select **Service Printer** and press **F5** until you select **03 Service**.
6. Press **F1** to select **Auto Prime** and press **F5** until you select **02 Prime**.
7. Press **F4** to select **Calibrate HV**.



8. Allow the procedure to finish. The high voltage is now calibrated.

Willett Interface

1. Turn off the ink stream.
2. Ensure the head is clean and dry.

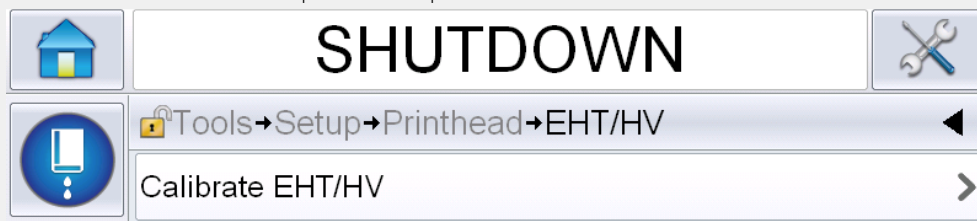
3. Log into Level 2.
4. Select Calibrate | **Calibrate EHT** from the main menu.



5. Allow the procedure to finish. The high voltage is now calibrated.

50 Series Interface

1. Turn off the ink stream.
2. Ensure the head is clean and dry.
3. Press the **Tools** icon and select **Setup**.
4. Press **Level 2**.
5. Use the keypad to enter your Level 2 password and press **OK**.
6. Press to select Printhead | EHT/HV | **Calibrate EHT/HV**.



7. Press **Yes** to proceed if prompted to check the printhead.
8. Allow the procedure to finish. The high voltage is now calibrated.

Procedure Continued

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