

## Customer Technical Support Documentation

# 9550 Software Upgrade Instructions

To obtain optimal performance from the 9550 printer we recommended upgrading its operating system software to version 7.0 or higher concurrent with installation of this printhead.

- Download the latest operating system software from [www.videojet.com/9950-firmware](http://www.videojet.com/9950-firmware).
- Note that updating the operating system software will not affect any existing print jobs saved in memory or change any machine settings.
- Updating using a USB memory stick is the easiest method.

## Clarity Update

Service Pack (SP) releases can only be installed on a printer that already has the base version of the software, e.g. updating from r04 to r05 SP2 would first require updating to r05 before installing r05sp2.

There are two different methods available for updating Clarity controller software.

- [Update via USB Memory Stick](#)
- [Update via Clarity Configuration Manager](#)

## Update via USB Key

### On the PC

1. Insert the USB memory stick that is usually used to transfer jobs to the printer.
2. Create a folder on the root of the USB memory stick named **clarityupdate**.
3. Copy all update files (.CAB files) into the clarityupdate folder.
4. Safely eject the USB stick from the PC.

### On the Printer

5. With the printer powered on, insert the memory stick into the printer's USB port (not the CSB port). After a few seconds a message should appear on the printer's display indicating that new software updates are available.

### Disclaimer

The contents of this document and any linked documents are provided as a convenience to you. When working with a product, always consult the product user manual and follow the product safety precautions and recommendations, including using Personal Protective Equipment when necessary. If you have any questions or are not experienced in using or servicing the Videojet equipment this document references, contact Videojet for assistance.

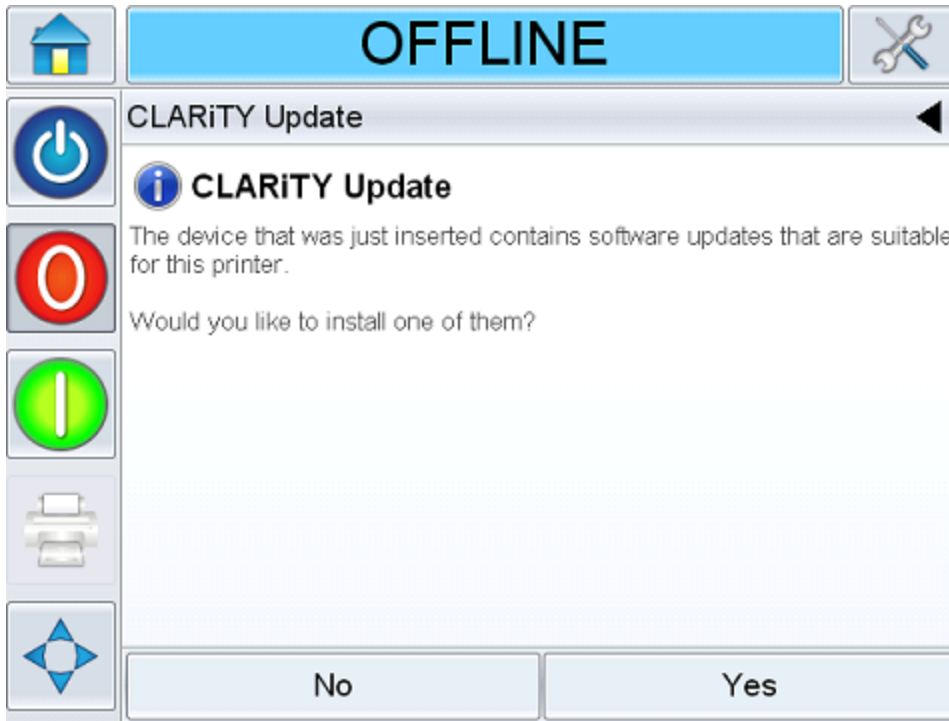
## Note: Updating Master/Slave Clusters

If updating a Master/Slave cluster, ensure that all printers are communicating properly, and insert the USB stick into the Master printer. The Master printer will automatically send the updates to any attached Slaves.

- Follow the onscreen prompts to guide you through the rest of the update process.

## Note: Troubleshooting

If the update screen does not appear automatically after inserting the thumb drive, navigate to **Tools | Setup | Control | Clarity Update** to begin the process.



- Allow all slaves (if any) to complete the update before continuing.
- Remove the USB memory stick once the update has completed.
- Reboot the printer.

If prompted to enter print roller and ribbon roller diameters, leave these values at their defaults.

- Repeat steps 5 - 10 for any other service packs that may also need to be installed.

## Update via Clarity Configuration Manager

**Note:** Serial links are not recommended for Clarity updates as the size of the update files leads to long transmission times via serial connections.

- Start the **Clarity Configuration Utility** on your PC.
- Connect to the printer you wish to update.
- Ensure that the Clarity Configuration Utility has a valid connection to the printer. The printer icon will turn green and Active Connection will display in the status pane.
- Right click on the name of the printer you wish to update and select **Clarity Update** from the context menu.
- Navigate to and select the update file on your hard drive. The Clarity Update process will continue automatically.

6. Allow the update to complete.
7. Go to **Tools | Diagnostics | Control | Versions** in the printer's Clarity interface and check that all of the software versions match those expected.