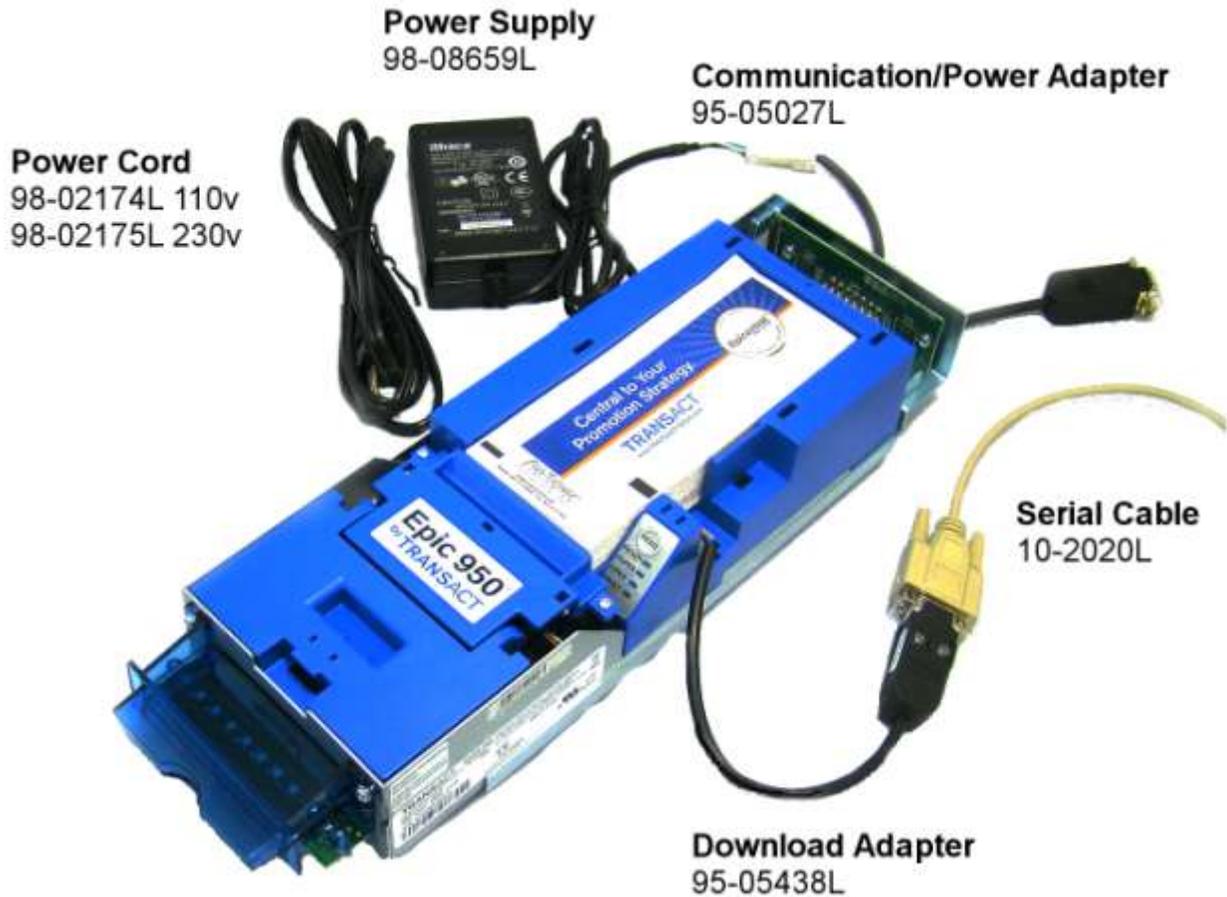# EPIC 950 FIRMWARE DOWNLOAD PROCEDURES

The following describes the procedure for downloading firmware to the Epic 950 printers. If needed, the specific OEM firmware .cbt file can be obtained separately by contacting your Sales or Technical Support representative at 1-877-748-4222.

Please note: YOU ARE SOLELY RESPONSIBLE FOR DETERMINING THE CORRECT FIRMWARE, AND TRANSACT PROVIDES NO LICENSE OR GUARANTEE, EXPRESSED OR IMPLIED, THAT THE FIRMWARE YOU SPECIFY IS APPROPRIATE TO YOUR ENVIRONMENT. TRANSACT STRONGLY RECOMMENDS THAT YOU DETERMINE THE APPROPRIATE FIRMWARE BY CONTACTING YOUR ORIGINAL EQUIPMENT MANUFACTURER AND/OR ANY REGULATORY AGENCIES AS MAY APPLY AND ENFORCE STANDARDS AGAINST YOUR BUSINESS.

EPIC 950 FIRMWARE DOWNLOAD PROCEDURES

PRINTER SETUP:

Connect the power supply, cables and adapters from the kit to the printer as shown below.

ENTER DOWNLOAD MODE

1.) Unrack the inner chassis from the outer chassis slightly.
2.) Open the cover.
3.) Press and HOLD the Feed button as you APPLY power by plugging in the power cord to the power supply.
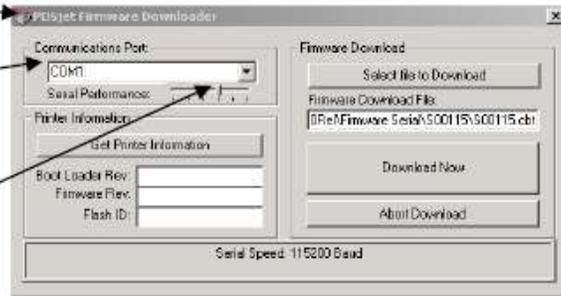4.) The READY LED should be blinking and the FAULT LED should be on steady.

FIRMWARE DOWNLOADER PROGRAM

START DOWNLOADER PROGRAM

Right click on Icon
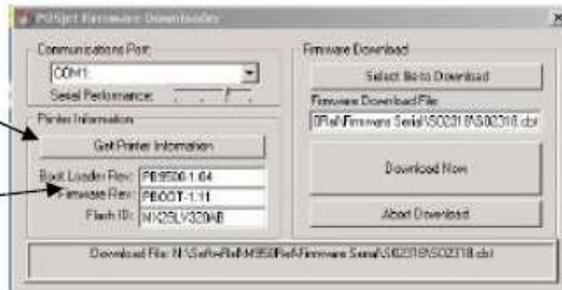Click Xon/Xoff(serial) to put a check mark
next to this option

Select Comm port

Move slider on serial performance
to speed 115200 Baud

Click Get Printer Information

The program will communicate
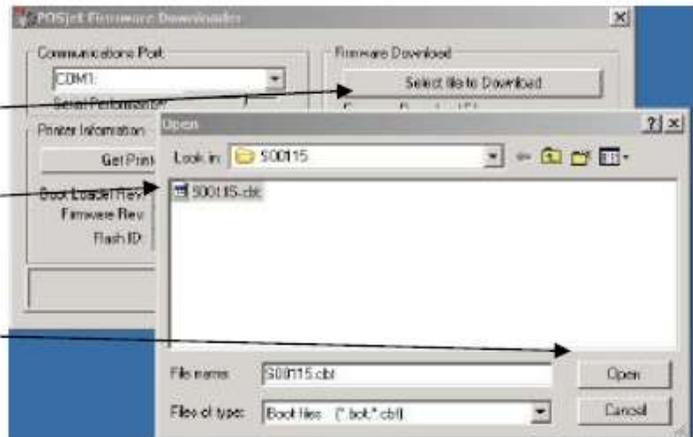with the printer and display the
printer firmware information

Click Select file to download
bar.

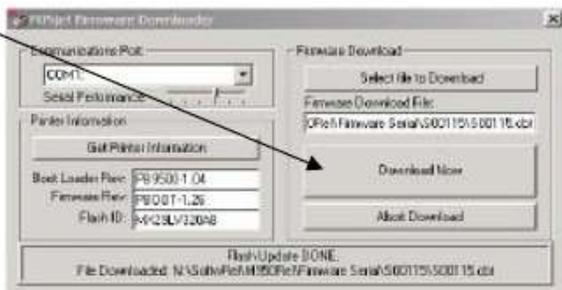Highlight .cbt file

Click OPEN

Click Download Now

During the download the process the
LED's flash in different patterns

After the program displays Flash
Update Done

Wait until you see no activity on the
control panel Led's.

When the printer has completely
finished the download you will see only
the ready light blinking.

Power down – Close the printer - Power up - Load Ticket – Press and Hold Feed Button
TEST TICKET PRINTS – Verify Firmware