

Please Read and Review this entire process before attempting a firmware upgrade.

Prior to starting the upgrade process you will need the following:

1. Current IP address of your ValueJet printer.
2. .jfl file for main firmware update
3. .mfl file for updating the heater firmware
4. Mutoh Service Assistant
5. Cross over cable (If not running through network)

Note: If you already have an established IP address you most likely will not have to change it to perform this process.

Current firmware for ValueJet Printers are located here.

<http://ftp.mutoh.com/#/Printer%20Information%20and%20Manuals/>

Open the folder of the printer model being updated and then open the Firmware folder. Download the most current .jfl file for the main firmware and the .mfl file for the heater control firmware if applicable.

(Saving the firmware to the same folder as the Mutoh Service Assistant will keep all your files together, making them easier to locate.)

Download the Mutoh Service Assistant to your computer desktop from here.

<http://ftp.mutoh.com/#/Printer%20Information%20and%20Manuals/MSA/>

For most VJ models it is recommended to use the latest version of MSA. For some older models when a problem is encountered during connection to the printer, the Mutoh MEA v1.09 No Printer Detect can be tried.

Prior to running the MSA you must place the printer in board manager mode. This can be accomplished by turning off your printer, then while the machine is turned off press and hold the "left arrow key" and push the power button one time and continue holding the left arrow key until "board manager mode" is displayed on the screen and then you can release the left arrow key. Once you release the left arrow key you should see "waiting for command" on the screen of the printer and the machine should be ready. (If an IP address is displayed then you are using an IP address other than the factory default and you will have to press the enter key to select that IP address, waiting for command should come up on the screen after pressing the enter key on the IP address)

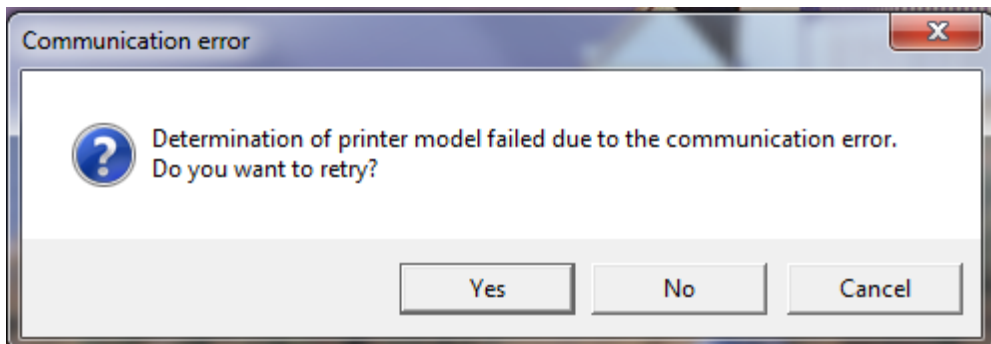
Unzip the MSA and save it to a desired location, then open the folder and run the MSA by double clicking on the icon



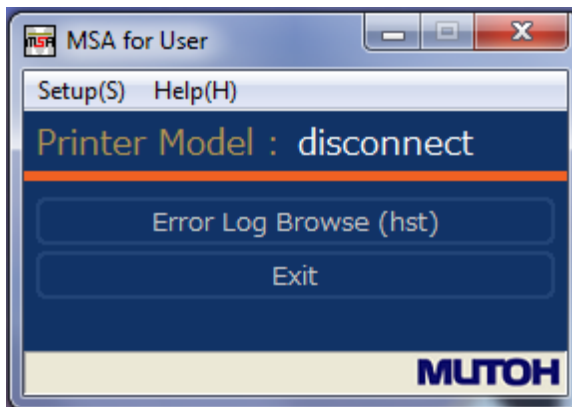
MUTOH Service Assistance
MUTOH

Once you double click on the MSA it will go and look for the printer using the factory default IP address (Default IP address: 192.168.1.253)

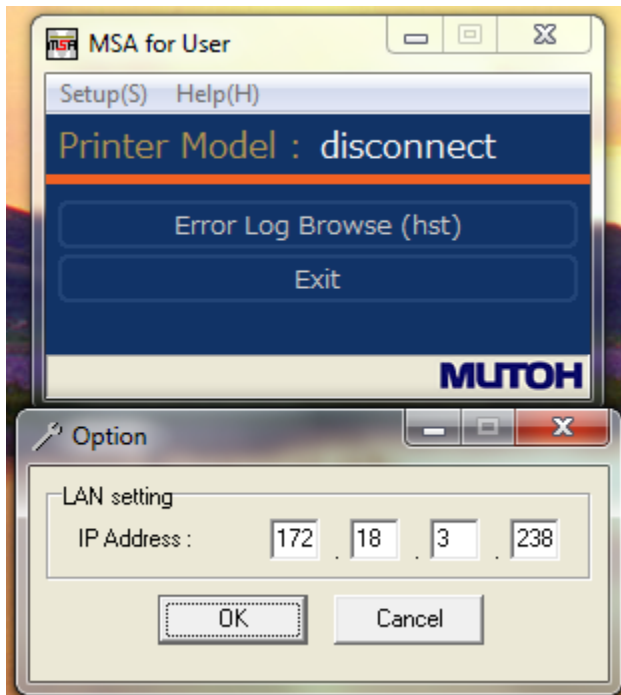
Note: All MSA programs come with the default IP address inputted so if you are running a different IP address MSA will not find your printer and the below will be displayed.



To change the IP address select "No" for the communication window and then you will see the below screen come up.

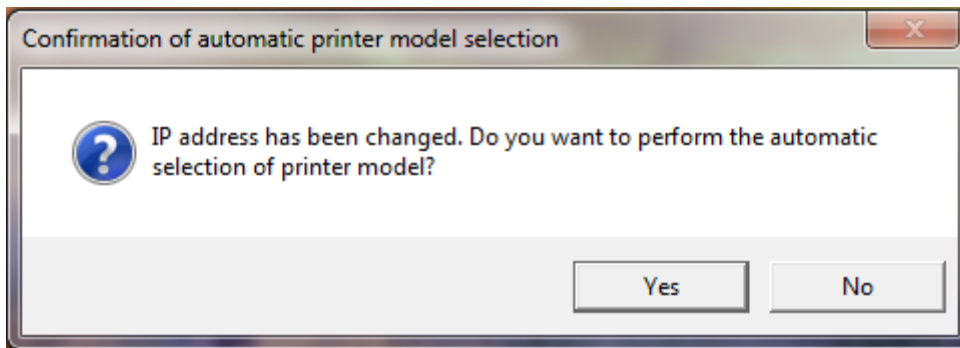


Once this screen appears click on "setup" in the top left corner of the screen and then click on "option" and the below screen should appear.



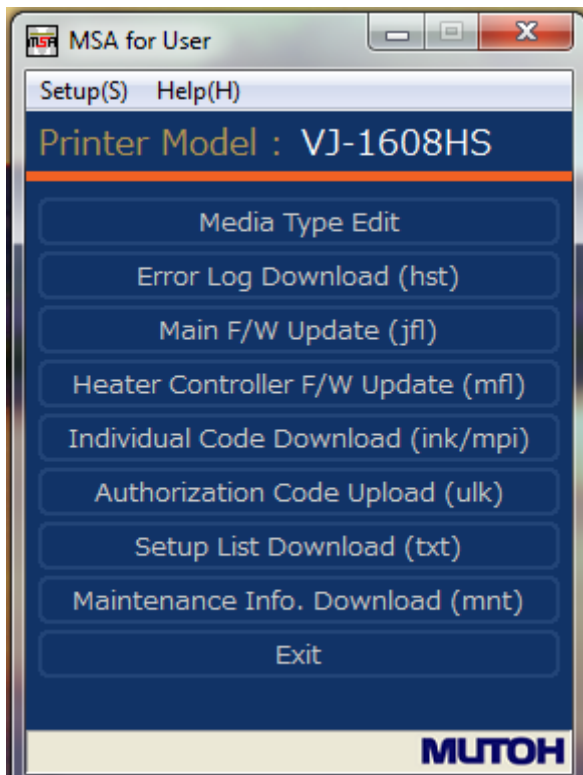
Change the IP address to the IP address of the printer in the LAN setting window and press "OK". (IP address displayed is for example only)

Once you press "OK" the below window will appear and you will want to select "Yes"



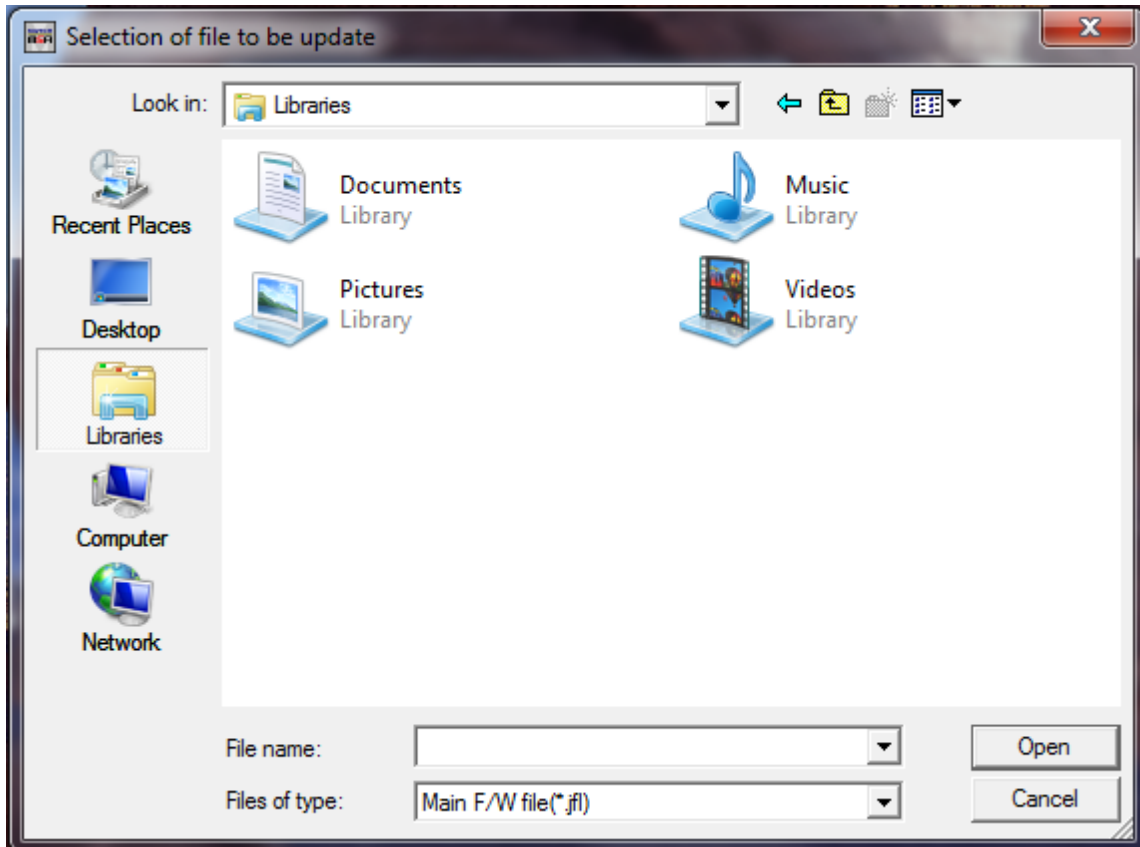
The MSA should then find the printer and you will see the below screen appear.

Note: If MSA does not find your printer then you may need to either disable Windows firewall or give an exception in Windows firewall for MSA, this is primarily for Windows Vista, 7 and 8. For procedure to turn off Microsoft Windows firewall please use the following link: <http://www.mutoh.com/kb/entry/103/> (Please note that it is a good idea to turn back on your firewall when done performing upgrade)



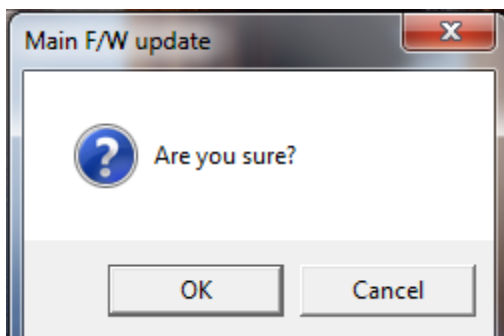
Note: Printer model "VJ-1608HS" is for example, your model should appear in its place)

The previous screen shot is the user home screen of the MSA, once you are here you can select "Main F/W Update (jfl)" and you should be prompted with the below window to select the main firmware you wish to send.

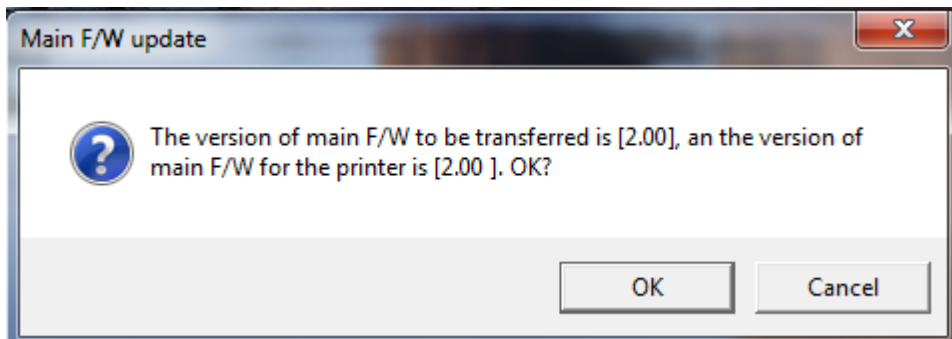


Browse to the location where you saved your main firmware (jfl file) and highlight it and select "Open"

The MSA will prompt you if you are sure you want to send the file, select "OK"



The MSA will then display the current version of firmware on the printer and the firmware you wish to send and again press "OK" (Firmware versions displayed below are example only, versions will vary)



Note: If an incompatible firmware version for your model is sent the MSA will give you an incompatible error message.

At this time the firmware should be loading to your printer, please do not shut off the machine or MSA throughout this process as damage can occur if interrupted. When the install is finished the machine will beep three times at a steady pace and the machine will display "XXXXXXX bytes received"

You can now install the heater control firmware (mfl file) by clicking on "Heater Control F/W Update (mfl)" on the user home screen of the MSA and follow these same steps to install the heater control firmware making sure to not interrupt the process at any given time during the installation. The machine again will beep three times and "XXXXXXX bytes received" will be displayed when finished.

Once finished it is OK to power down the unit. When powering back on in normal print mode the main firmware version will display on the screen as confirmation that the firmware was updated.