

# Customer Information Bulletin



**CIB00154, Rev A**  
**Date:** 10/31/2019

## Subject:

**ProX 800, ProX 950**

Upgrade your ProX 800/950 and receive improved productivity and service.

## Issue:

3D Systems is excited to announce Print 3D Pro 1.0.442 and SLA Controller 1.2.6640 for ProX 800/950. This latest software upgrades the printer's operating system to Windows 10, and provides key new features and enhancements that ensure security, improve reliability, and allow access to proactive service with 3D Connect.

With 3D Connect Service, your system will automatically send alerts to 3D Systems' service teams for immediate review in resolving printer-defined conditions or exceptions. Upon customer approval, instant diagnostics are enabled to solve problems remotely, pre-order parts, and schedule on-site services as required.

## Solution:

Upgrades to this new software upgrade and 3D Connect Service are complimentary for printers with an active warranty or service maintenance contract. Your 3D Systems service professional will work with you to set up a time to perform installation of the new software and 3D Connect Service.

### Learn More:

- Details about this software upgrade can be found using the links below.
  - [ProX 800 Customer Support Documentation](#)
  - [ProX 950 Customer Support Documentation](#)
- More information about 3D Connect Service [can be found here](#).

We are excited to bring this new software upgrade to you.

[Contact your local service representative](#) to schedule an appointment to install this upgrade.

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