

3D Professional Printers

Customer Information Bulletin



Advisory



Upgrade / Repair / Retrofit



Safety Alert

Purpose: Solution for a hung machine after a software update. There have been a few reports of the ProJet 1200 hanging during the reboot after a firmware update.

ProJet® 1200

Machine hanging after firmware update

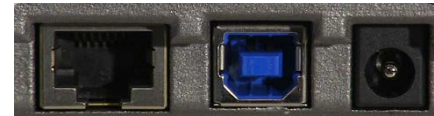
If the machine hangs during a reboot after updating the firmware with the cartridge in the machine do the following:

1. Unplug the power cord.
2. Unplug the network or USB cable.
3. Remove cartridge.



NOTE: Store cartridge in a dark place.

4. Power on by plugging in power cord **only**.
5. Wait for the system to completely boot up. LCD screen will display "Printer Ready No Network".
6. Plug in USB or Network Cable.
7. Install firmware update via the "Check for Updates" button on the "Help" menu.
8. Machine will reboot after the firmware updates. LCD screen will display "Printer Ready with the IP address" when connected via LAN and "Printer Ready, USB Connected" when using USB.
9. Install Cartridge. The LCD screen should show the material type.



1. Unplug power and USB/Network Cable.



5. System booted up without network connected



7. Check for Updates



8. Printer ready USB Connected ready to install cartridge



8. Printer ready connected to network ready to install cartridge



9. Material type installed in printer