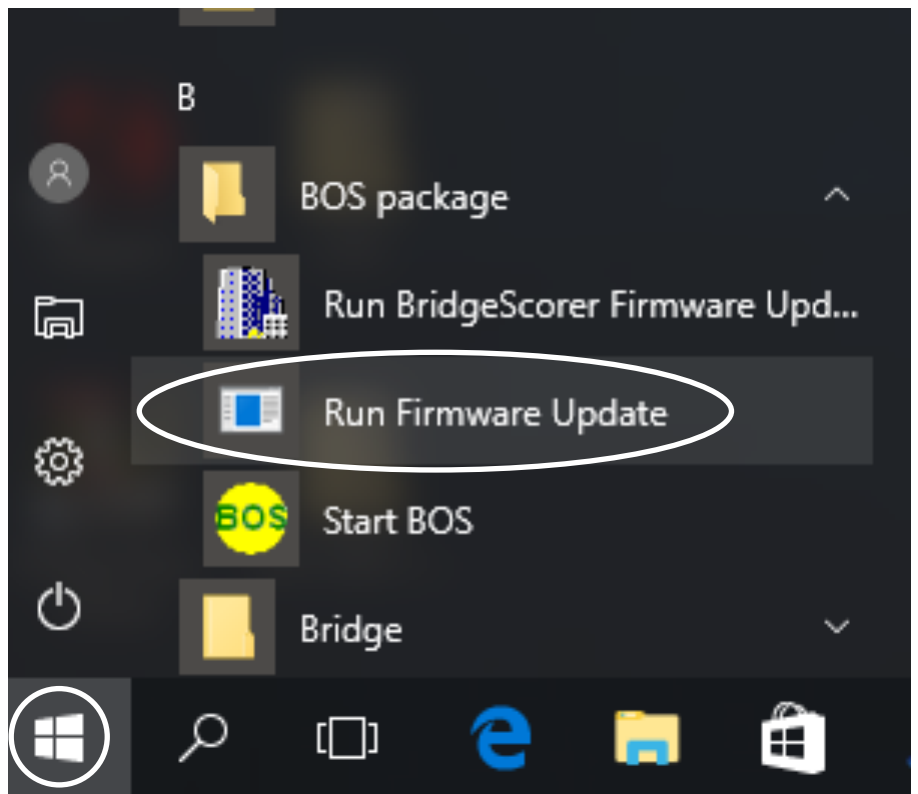


Firmware update of PRIM Duplimate Mk V & BridgeSorter

You should only upgrade your machine when told so by the Help Desk (support). And you must be careful to follow the instructions in the [Help file](#) to the dot. (Copy of the Help page attached for convenience.)

You can find the upgrade utility via “All programs” in Windows’ START under “B” as in BOS. Click on “Run Firmware Update” to launch the program.

NOTE that the BOS program and all its components must be closed when you start the Firmware Update program (otherwise the upgrade will finish with a Failure message). Restart the PC if you cannot find out what blocks the installation.



LOCATING THE SOURCE FILE

The source file containing the firmware is a hex file with the name XXdupfirm where “XX” is a number. A dupfirm file is put in the BOS/DupSoft folder at installation. We suggest that you sort in Name order to make sure that you select the dupfirm.hex file with the highest number in case there would be several dupfirm files.

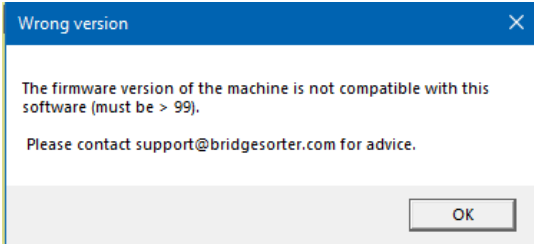
RESETTING SETTINGS

New versions might contain other settings than what you are used to. It might be necessary to adjust the speed setting in the dialog that you reach via *SYSTEM/Owner & hardware* and the small “Settings” button AFTER installation.

Upgrader

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You shall only use the firmware upgrader when told so by the support team. This is so because firmware versions above 99 require them prim type of hardware.

You will get a link from support containing the new firmware. Choose that file and then click "Update".

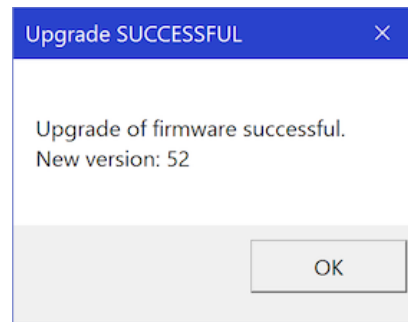
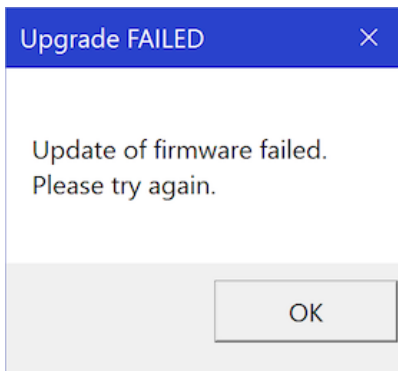
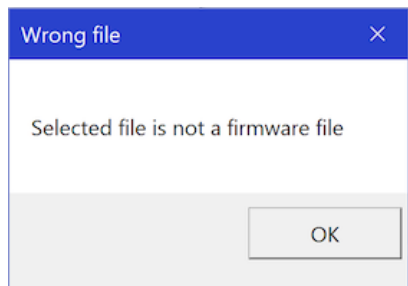
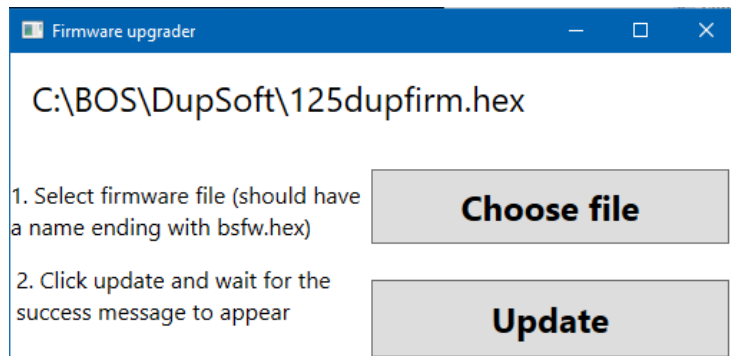
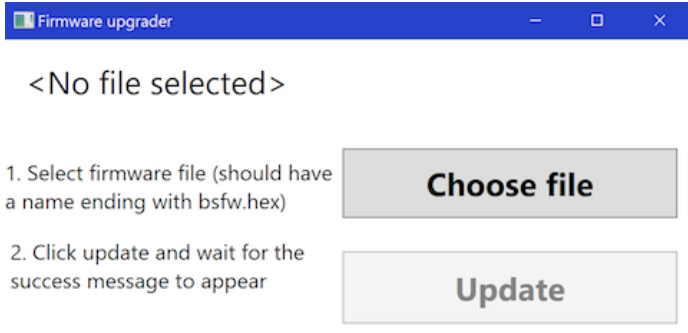
IMPORTANT NOTE 1

Both BOS and DupSoft - and its dependables must be closed. Restart PC before upgrade if you have problems with this.

IMPORTANT NOTE 2

You must wait for the upgrade utility to confirm that the upgrade was successful before you close the upgrader.

You will be notified if you happen to choose the wrong file type, or if the upgrade failed for some other reason; in which case you have to try again.



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