



EIM C Firmware Fix

Symptoms

Error message displayed in clinical mode saying "The software was unable to connect to the scanner. Check network settings and network cable. Imaging functionality disabled"

SW upgrade fail when upgrading imaging firmware.

Instructions

Please find attached firmware package (.mfu file). This fix will enable you to run the actual firmware upgrade again.

IMPORTANT! It is extremely important that you run the normal firmware upgrade (ManusFirmwareUpgrade_1_7_12.mfu) after you have imported attached file.

Procedure for installing "PSU2a_1_21_Bootmode_2022-06-01-17-04-55.mfu"

1. Please restart system, enter maintenance mode, open internet explorer and enter MANUS site (10.0.0.3)
2. In MANUS main-Menu press the "Update-Firmware" button.
3. Browse for and select the file "PSU2a_1_21_Bootmode_2022-06-01-17-04-55.mfu"
4. Press "Enter" and wait while the firmware is being upgraded.

Even if the explorer window loose contact with the MANUS site during upgrade, please let the system stay untouched and powered for at least 10 minutes before restarting the system.

When above has been completed, please try to run "ManusFirmwareUpgrade_1_7_12" again.

IMPORTANT: After the upgrade is complete, always remove power from system. Wait at least 1 minute before plugging the power cord back in.