

Firmware Download Instructions

Background

There are two types of firmware; bootloader firmware for 'BL1' and the main firmware that contains another bootloader called 'BL2'. Printout a Configuration ticket to see what firmware is currently loaded in your printer by holding the FEED button for five seconds.

The Epic Edge offers two methods to update printer firmware. Using the same Downloader utility as you would with the Epic 950 printer or using a Micro SD Card. You must use the Micro SD card option when updating Bootloader 'BL1' firmware.

Bootloader BL1

Bootloader 'BL1' is a safety fallback in case something goes wrong when updating the main firmware. Use extreme caution when updating this bootloader firmware as you would when updating the BIOS on your computer. The main firmware will be erased when updating this bootloader so this step should be done first when you plan on updating both types of firmware.

Main Firmware

In a gaming environment the main firmware should be based on the firmware version approved by the game manufacture for use in your jurisdiction. The Configuration ticket will show the main firmware version, its compiled-on date and a firmware CRC. The latter can be compared with the CRC shown in the firmware released document included with the firmware file.

Known Issues

Paper Low – Main firmware compiled before **2019-01-16** could fail to detect paper low due to excessive ambient light reaching the paper tray. Normally paper low status triggers when there are two tickets remaining providing a proactive warning to replenish before the last ticket is consumed.

Bricking – This issue is resolved in bootloader revision **1-16** for both 'BL1' and 'BL2'. There a potential of making a brick out of the printer if accidentally flashed with Epic 950 firmware. This could happen when updating firmware using the Downloader utility when Epic 950 firmware was last selected and the "Download Now" button is pressed before selecting Epic Edge firmware.

IGT Firmware – There's a minimum bootloader 'BL1' requirement to use revision **1-12** or greater when using IGT main firmware.

LED Status Flash Patterns

docs.google.com – click this hyperlink so see an animation of the various LED flash patterns referenced below. Microsoft no longer allows playing animated gifs embedded in documents.

Micro SD Card

When using the Micro SD option, the only file that should be on the card is the firmware you wish to flash the printer with. This should be either <reflashboot.bin> & <reflashboot.dat> when updating the bootloader 'BL1' or the main firmware file that has a .cbt file extension when updating the main firmware.

The Micro SD card slot is located behind the feed button panel on the side of the printer. Look for the cutout where the metal meets the plastic. There's also a recessed Reset button hole located just behind the Micro SD card slot. You can use this button verses power cycling.

Amazon sales a Micro SD Card Adapter that makes them easier to handle with more surface area to add a firmware version label.



[Search Amazon](#)
This item: CY Micro SD TF
Memory Card Kit Male to
Female Extension Adapter
Extender Test Tools PCBA

How to update the Bootloader BL1

1. The printer should be powered on with paper loaded like normal with **Ready_On**.
2. Remove the plastic dip-switch cover and set #8 towards the outside of the printer.
3. Close it up and press the recessed Reset button to power cycle the printer.
4. Copy the two reflashboot .bin & .dat files on a MicroSD Card.
5. Insert the MicroSD Card and the firmware update will begin.
6. Recheck dip-switch and power cycle if you get flash pattern **Chase1_On**.
7. Remove the MicroSD Card when you see the flash pattern **Outside_Alt**.
8. Wait until you see the flash pattern **Chase1_Off**
9. Reverse the dip-switch change made in step 2 above.
10. Continue to update the main printer firmware. Press the recessed Reset button after step 3 below when using the MicroSD Card method to flash the main printer firmware.

How to update printer firmware using a MicroSD Card

1. The printer should be powered on with paper loaded like normal with **Ready_On**.
2. Copy the firmware file with .cbt extension on a MicroSD Card.
3. Insert the MicroSD Card and the firmware update will begin.
4. Remove the MicroSD Card when you see this flash pattern **Outside_Alt**.
5. The printer will reset and apply any pending updates.
6. The printer will print a configuration ticket showing the update.

How to update printer firmware using the Downloader Utility

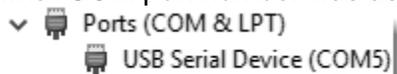
See “How to setup the Downloader Utility” below if new install or first time using with the Edge.

1. The printer should be powered on with paper loaded like normal with **Ready_On**.
2. Plug in a normal USB cable into the Service port located behind the Feed button.
3. The printer will automatically enter a service mode indicated with **Chase1_On**.
4. Run the Downloader Utility and “Select file to Download”. Choose an Epic Edge firmware file (starts with ‘E’ and ends with a .cbt file extension).
5. You can confirm communications by clicking the “Get Printer Information” button.
6. Click the Download Now button to start the download process.
7. Unplug the USB cable when you see this flash pattern **Outside_Alt**.
8. The printer will reset and apply any pending updates.
9. The printer will print a configuration ticket showing the update.

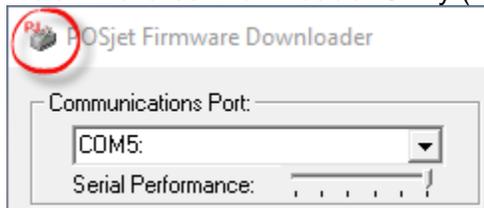
How to setup the Downloader Utility

[Downloader](#) – click this Dropbox link to access the Download Utility and USB Driver files.

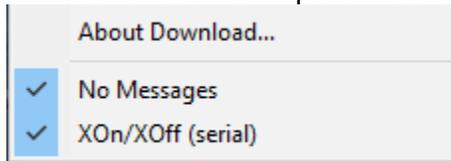
1. The printer should be powered on with paper loaded like normal with **Ready_On**.
2. Plug in a normal USB cable into the Service port located behind the Feed button.
3. The printer will automatically enter a service mode indicated with **Chase1_On**.
4. Open Device Manager to see if Windows installed the USB drivers and if so, what COM port number was assigned.



5. Expand the “Ports (COM & LPT)” tree and you should see a device titled “USB Serial Device (COMx)” where ‘x’ is the assigned COM port number.
6. Install the “USB CDC Driver v1.0.0.0” if you do not see this device located here.
7. Install the latest Downloader Utility (2.21.2.0 - Windows Vista, 7, 8, 8.1, and 10).



8. Run the utility and choose or manually enter the assigned COM port number.
9. Slide the “Serial Performance” all the way to the right.
10. Click the Icon at the top left corner to show more options.



11. You can check the Downloader Utility’s version by clicking “About Download...”.
12. Make sure you have “xOn/Xoff (serial)” check marked.
13. Confirm communications by clicking the “Get Printer Information” button.