

**To Valued Customers:**

May 2015  
Hakko Electronics Co., Ltd.

## **Defect report: V9 series software defect**

We regret to inform you that there is a defect in V9 software as below.  
Following are the details of the problem for your perusal.  
Please have a read through it and upgrade the software of your V9 units.

### **1. Problem**

Below problems may occur if you run your V9 over 24 hours without powering off and after a lapse of about 22 days:

- 1) Some characters displayed on the V9 turn into garbled.
- 2) The V9 restarts without intention.
- 3) The V9 screens freeze.

### **2. Cause of the problem**

This problem is caused by a defect in V9's software.

### **3. Scope of the product and versions**

Applicable model: All V9 series  
OS Versions: From the version 1.00 (manufactured on May 1, 2014)  
to the version 1.80 (shipped on April 27, 2015)

### **4. Schedule to fix the problem**

V9's OS and system program will be fixed as follows:

V9 unit OS Ver.1.80>> **Ver.1.90**  
**Shipments starting from May 7, 2015 and later.**

V9 system Program Ver.1.100>> **Ver.1.110**  
**Shipments starting from May 7, 2015 and later.**

V-SFT Ver.6.0.9.0>> **Ver.6.0.10.0**  
**Shipments starting from May 7, 2015 and later.**

Upgrade version of V-SFT will be available to download from our website on/about May 8, 2015.

### **5. Request to the customers**

Please download the latest version of V-SFT from our website and upgrade the programs of the V9 unit.

For the details on the upgrade procedure, please refer to attached document "V9 Series OS Update Procedure".

## V9 Series OS Update Procedure

### Preface

V9 runs on its own OS (operating system) and System program.

“OS” means V9’s dedicated operating system and “System program” means V9’s system program on this documentation.

This documentation explains how to update V9 series OS.

### Requirements for OS update

- Storage device : SD card or USB memory (Maximum 32 GB, file system: FAT, FAT32)
- Configuration software : V-SFT Ver. 6.0.2.0 or later
- PC with writing capability into a storage device

### Cautions on OS update (Please read it carefully)

- Please back up your screen program or other data (SRAM data, etc.) for any possible accident leading to data loss.
- Once OS is updated, V9’s System program is automatically updated as well.
- It takes about 2 minutes for OS update, please **do not turn off the V9 unit or remove a storage device from the V9 unit during OS update.**
- The priority is given to an SD card for OS update if both an SD card and a USB memory are inserted into the V9 unit.

### Manual / Automatic update

OS update has 2 ways (Manual and Automatic) as below.

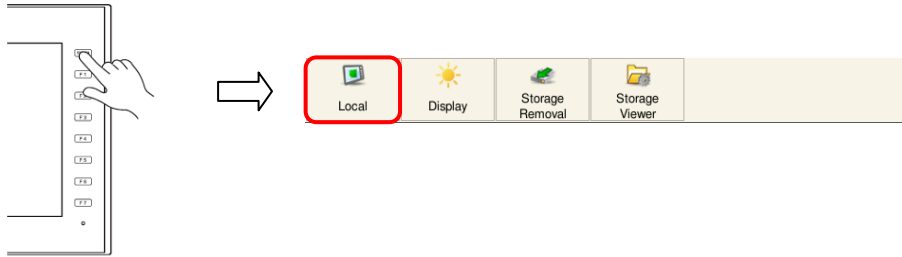
Manual / Automatic	Transfer items				Reference page
	OS	Screen program	System program	Font, I/F driver, etc.	
Manual Update	YES	NO	YES	NO	P.3~
Automatic Update <sup>*1</sup>	YES	YES	YES	YES	P.7~

<sup>\*1</sup> When Automatic update is performed, the existing screen program (including I/F driver, font, etc.) in the V9 unit will be overwritten.

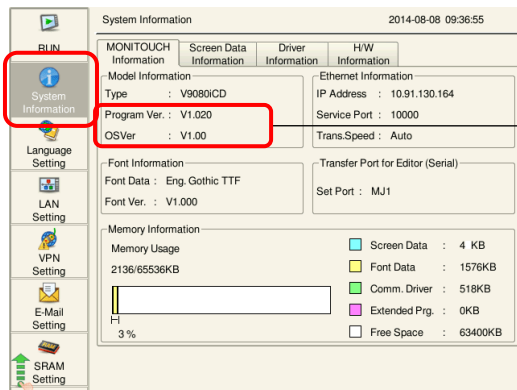
## OS / System program version check

OS and System program version can be checked on V9 Local mode screen.

- 1) [System menu] bar is displayed by pressing [SYSTEM] button, then press [Local] button.



- 2) Current System program version and OS version can be checked on [System information] after switch to Local mode screen.

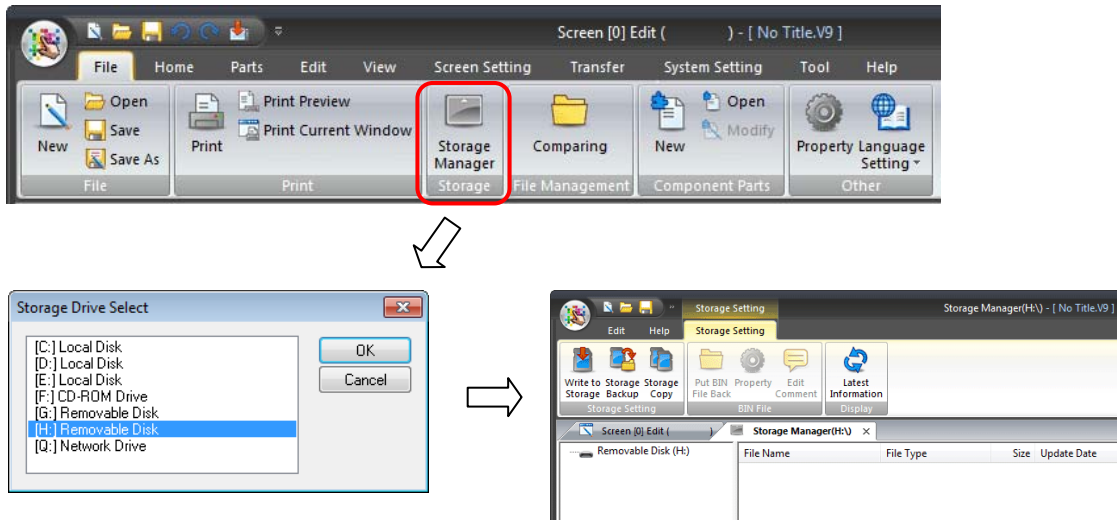


Program Ver. : System program version  
OSVer : OS version

## Manual update

### 1. Write OS data into a storage device from PC

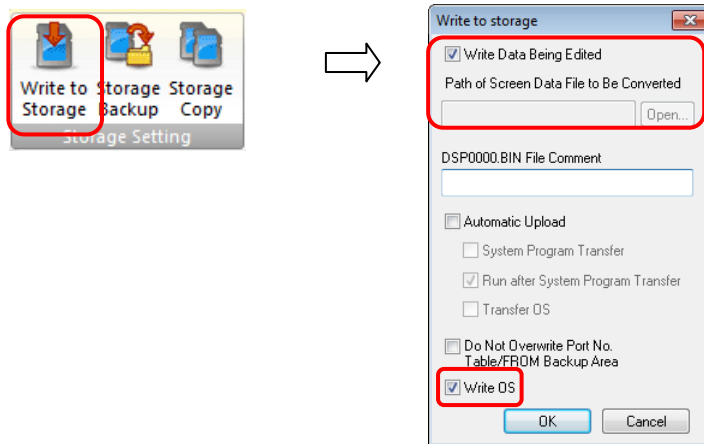
- 1) Launch V-SFT Ver. 6.
- 2) Go to the [File] menu >> Click [Storage Manager]. The [Storage Drive Select] dialog box pops up. Select the drive where a storage device is inserted and click [OK]. Storage Manager<sup>\*1</sup> starts running.



<sup>\*1</sup>What is Storage Manager?

Storage Manager writes V9 screen program into a storage device, and imports data from the storage device for conversion into other file formats. Please refer to V9 series Reference Manual 2 for more information.

- 3) Go to the [Storage Setting] menu >> Click [Write to Storage]. The [Write to storage] dialog box pops up. Set the items as below.

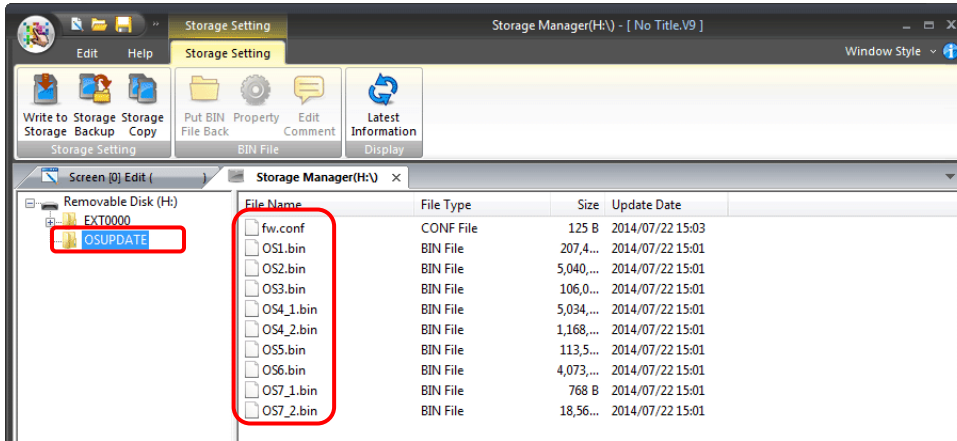


Item	Details
Write Data Being Edited <sup>*1</sup>	Write the screen program that is opened (being edited) in V-SFT.
Path of Screen Data File to Be converted <sup>*1</sup>	Select the screen program for writing to a storage device from the [Open] button. [Screen Data File (*.V9)].
Write OS	Check the box if [Manual update] is preferred, instead of [Automatic update].

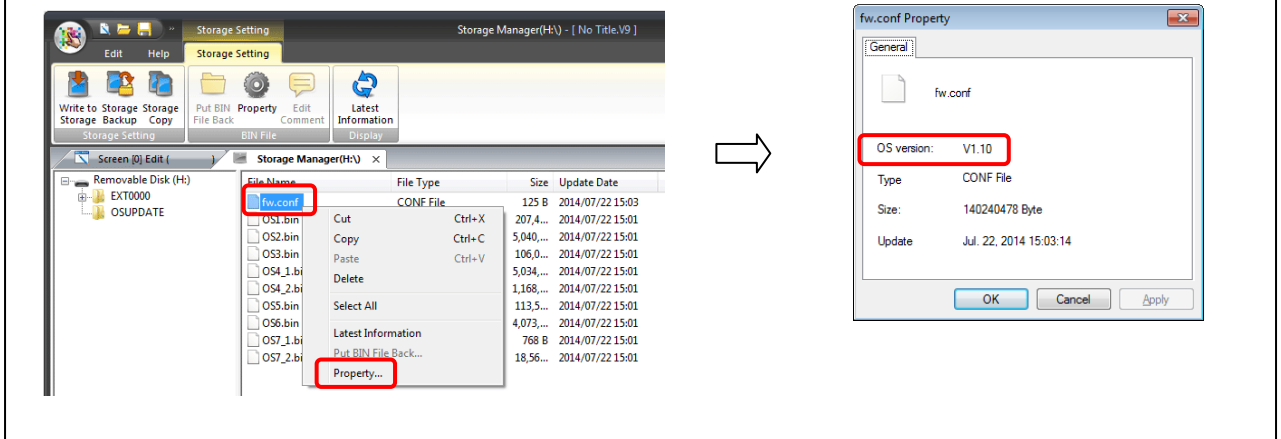
<sup>\*1</sup> Screen program is necessary to write OS data into a storage device.

4) Click [OK] after the above setting is completed.

The following files are created inside the [OSUPDATE] folder.



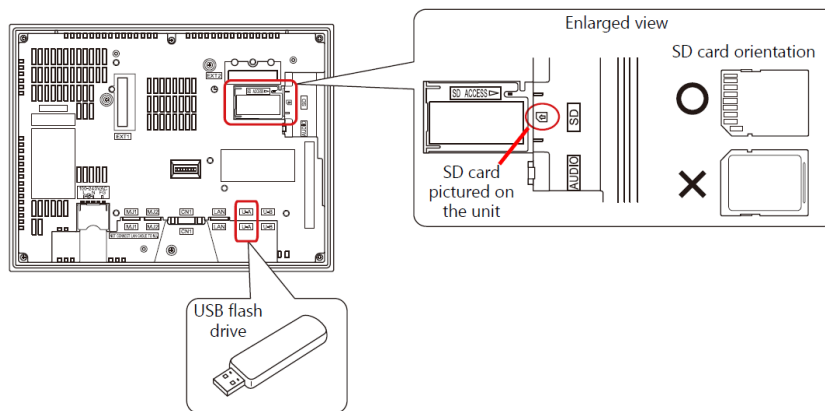
Right-click [fw.conf] file >> Select [Property] to check the OS version.



## 2. Insert a storage device into V9

- 1) Turn off the V9 unit.
- 2) Insert a storage device into the V9 unit.

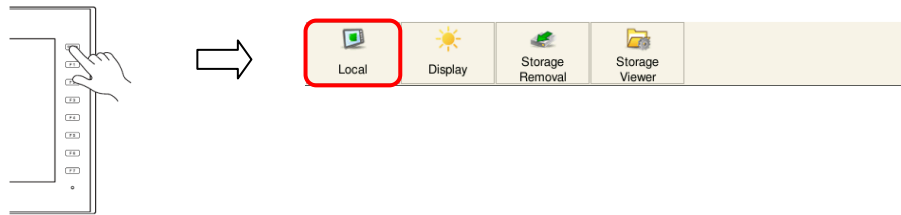
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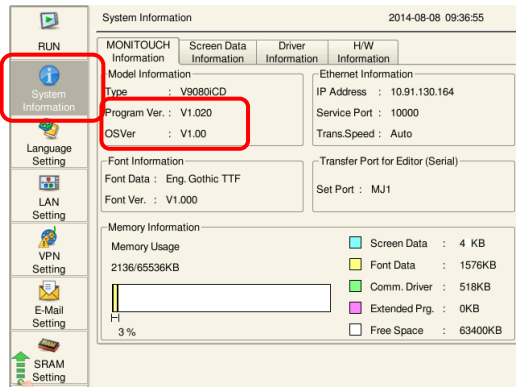
- 3) Turn on the V9 unit.

### 3. OS update by V9 operation

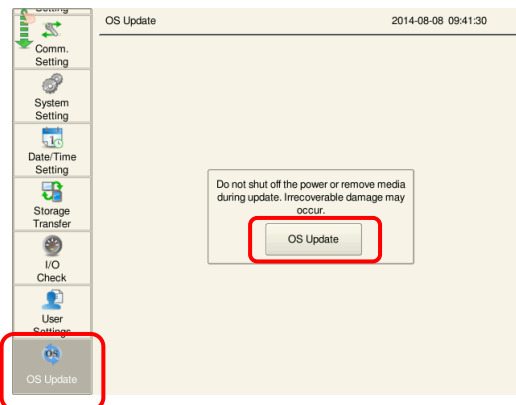
- 1) [System menu] bar is displayed by pressing [SYSTEM] button, and press [Local] button.



- 2) Check [Program Ver.] for current System program version and [OSVer] for OS version on [System Information].

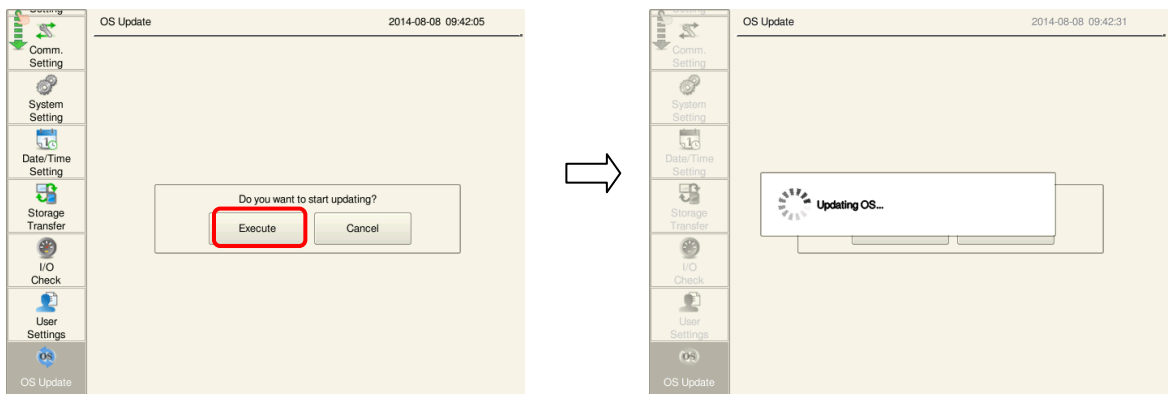
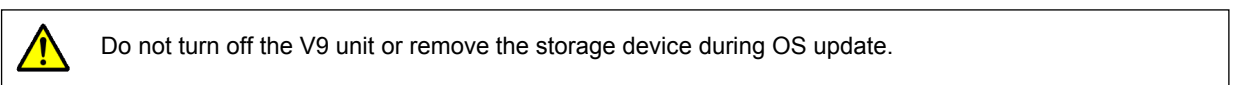


- 3) Press [OS Update] button on [OS Update] menu <sup>\*1</sup>

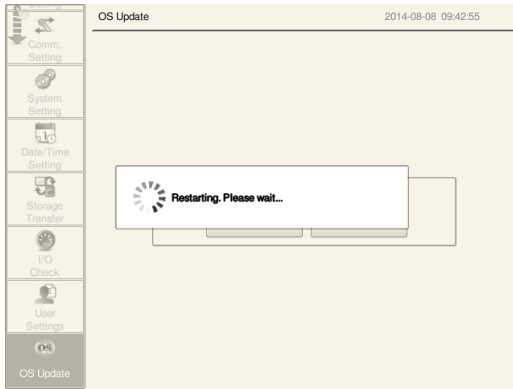


<sup>\*1</sup> The [OS Update] menu is shown at the bottom of the menu only when a storage device with OSUPDATE folder is inserted.

- 4) The following message is displayed. Press [Execute] button and OS update starts.



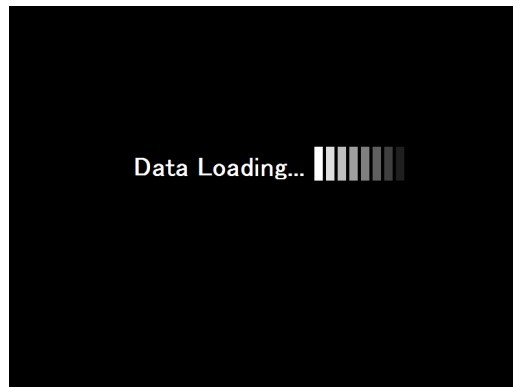
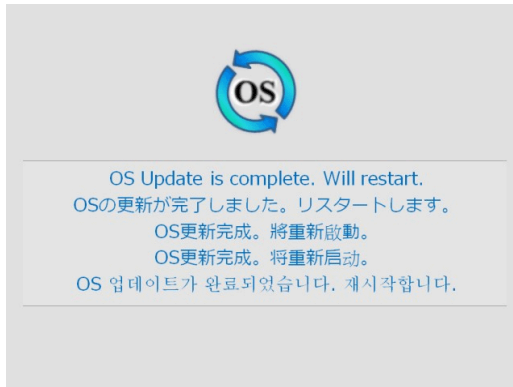
5) The V9 restarts and the screen display becomes black for 5 seconds.



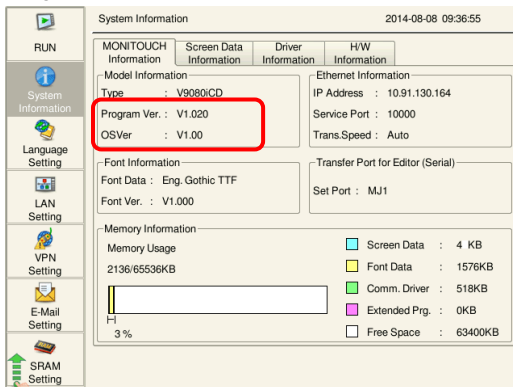
6) The message below is displayed during OS update.



7) If OS update is properly completed, the screen below pops up, and the V9 restarts automatically.



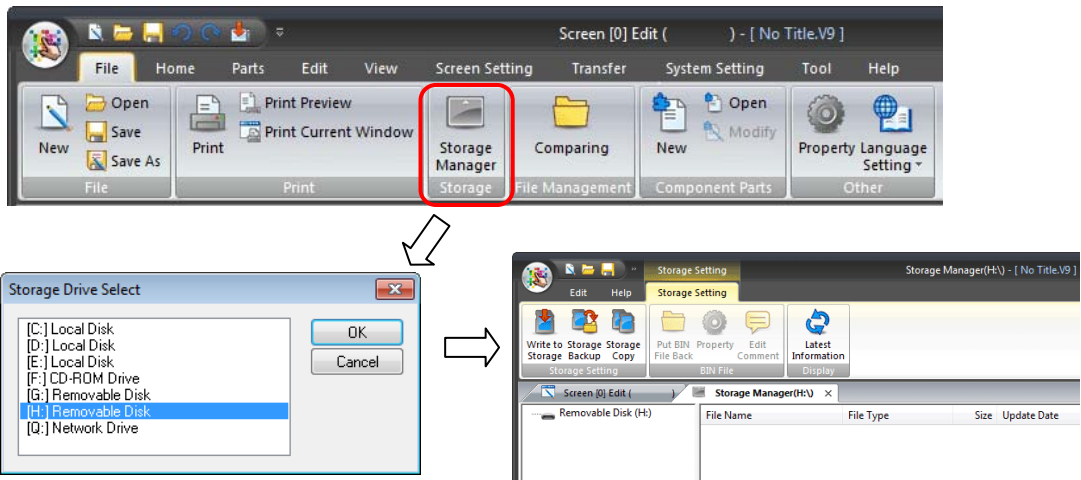
8) Switch back to Local mode screen by pressing [SYSTEM] button from [System menu] bar, and confirm System program version and OS version is updated.



# Automatic update

## 1. Write OS data into storage from PC

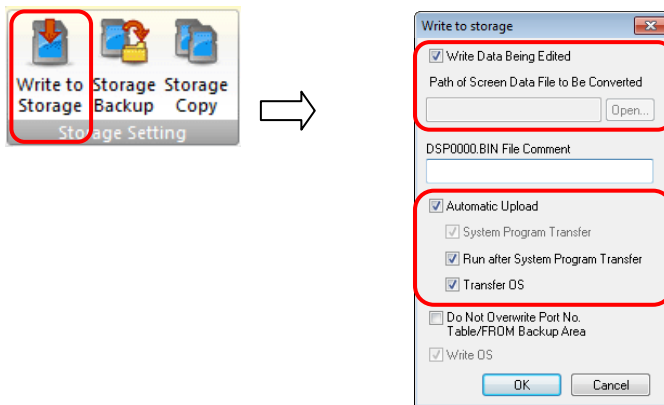
- 1) Launch V-SFT Ver. 6.
- 2) Go to the [File] menu >>> Click [Storage Manager]. The [Storage Drive Select] dialog box pops up. Select the drive where a storage device is inserted and click [OK]. Storage Manager<sup>\*1</sup> starts running.



<sup>\*1</sup> What is Storage Manager?

Storage Manager writes V9 screen program into a storage device, and imports data from the storage device for conversion into other file formats. Please refer to V9 series Reference Manual (2) for more information.

- 3) Go to [Storage Setting] >>> Click [Write to Storage]. The [Write to storage] dialog box pops up. Set the items below.



Item	Details
Write Data Being Edited <sup>*1</sup>	Write the screen program that is opened (being edited) in V-SFT.
Path of Screen Data File to Be converted <sup>*1</sup>	Select the screen program for writing to the storage device from the [Open] button. [Screen Data File (*.V9)].
Automatic Upload	File for Automatic Upload is created.
Transfer OS	Check the box if both screen program and OS transfer is preferred. System program is also transferred.

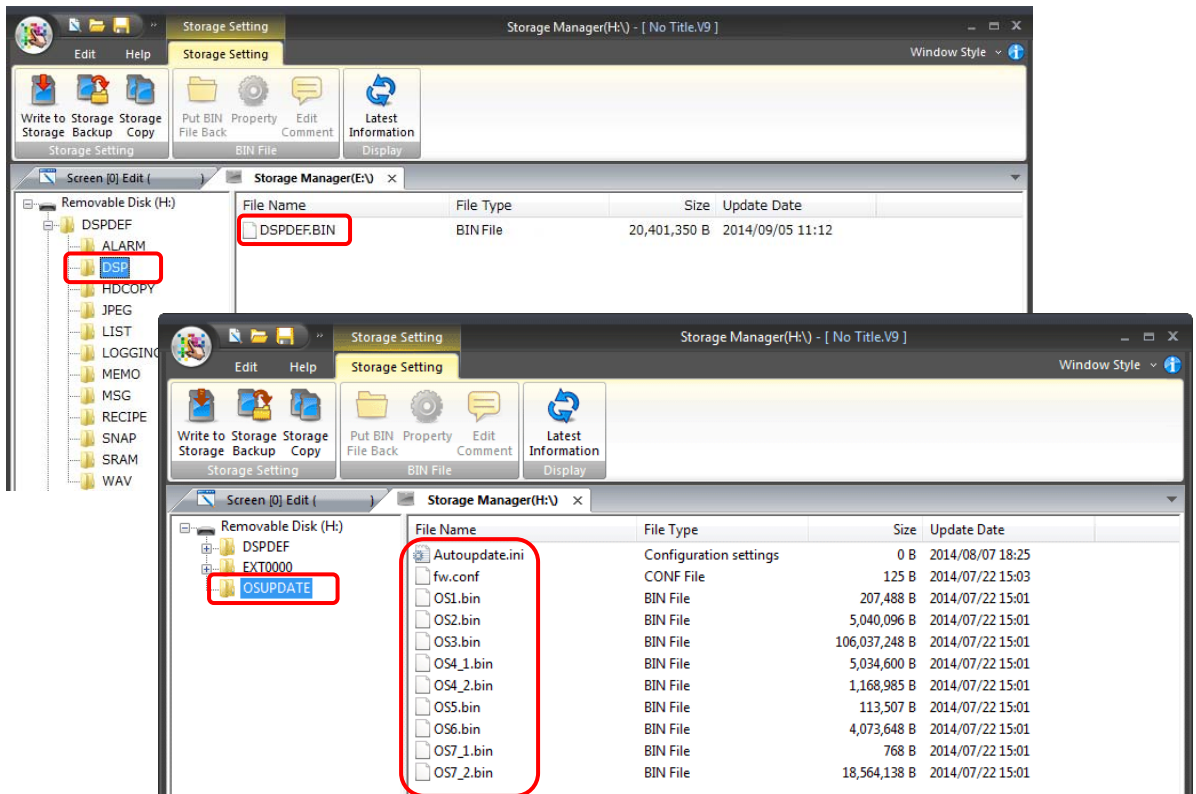
<sup>\*1</sup> Screen program is necessary to write OS data into a storage device.



4) Click [OK] after the above setting is completed.

[DSPDEF] >>> [DSPDEF.BIN] is created inside [DSP] folder. The [DSPDEF.BIN] file includes screen program / System program / Font / I/F driver, etc.

The following files are created inside the [OSUPDATE] folder.



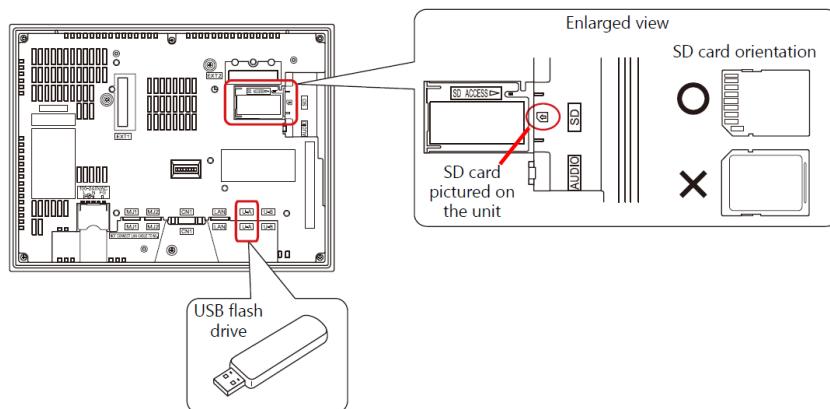
\* If Automatic OS update is selected, [Autoupdate.ini] file is created inside the [OSUPDATE] folder.

\* OS version can be checked on [fw.conf] file's property. Please refer to page 4 for more information.

## 2. Insert a storage device into V9

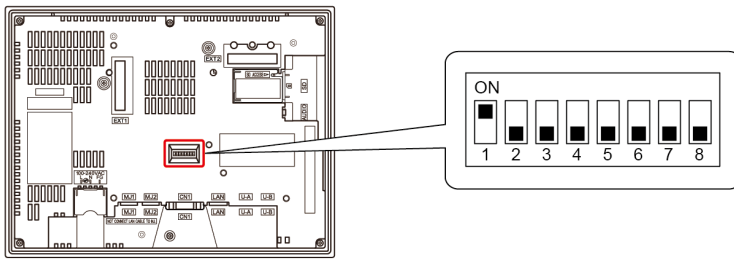
- 1) Turn off the V9 unit.
- 2) Insert a storage device into the V9 unit.

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### 3. DIP switch setting

Turn on DIP switch 1 on the V9 unit.



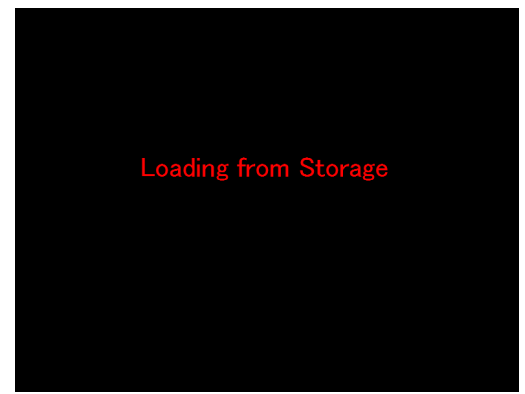
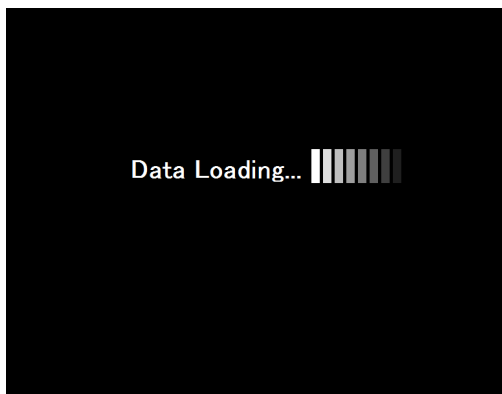
### 4. Execute automatic update

(1) Turn on the V9 unit. The message [Data Loading...] is displayed.

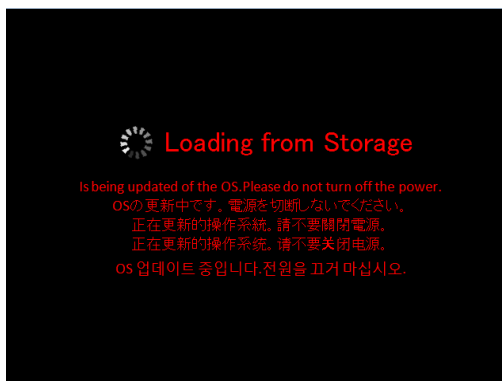
\* The message [Loading from Storage] after [Data Loading...] may be displayed in some cases.



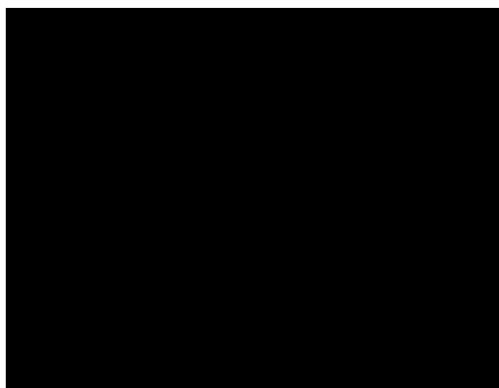
Do not turn off the V9 unit or remove the storage device during OS update.



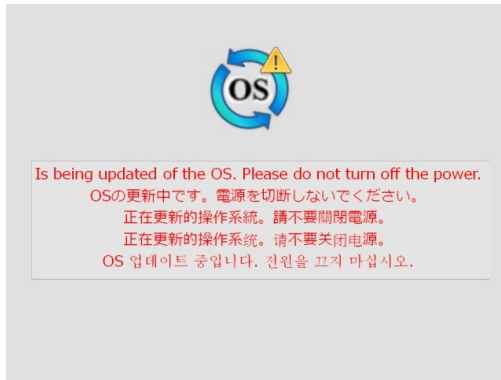
(2) The following message is displayed.



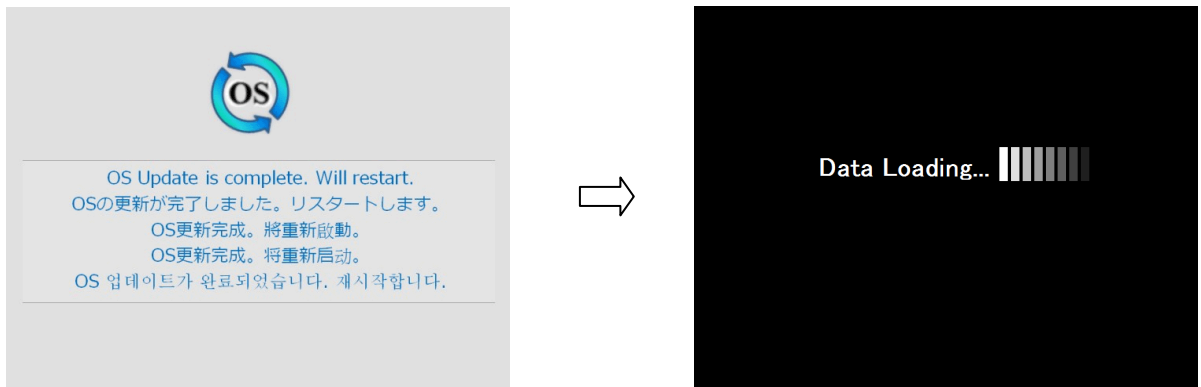
(3) The screen display becomes black for 5 seconds.



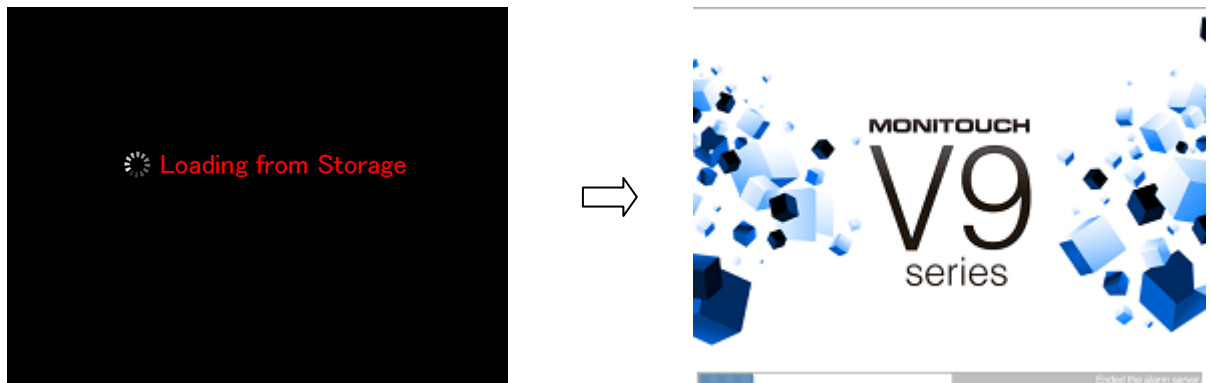
(4) The message below is displayed during OS update.



(5) If OS update is properly completed, the screen below pops up, and the V9 restarts automatically.



(6) The message [Loading from Storage] is displayed, and screen program is transferred from a storage device into the V9 unit. RUN mode starts after the screen program transfer.



(7) Switch to Local mode screen, and check [Program Ver.] for current Program version and [OSver] for OS version on [System information].

#### <Notes>

- One storage device stores one [DSPDEF] file for Automatic screen upload.
- If the V9 is turned on with DIP switch 1 on and a storage device removed after automatic upload, V9 shows a message [Insert Storage in V9] and V9 cannot start correctly. If V9 is turned on with DIP switch 1 on and the storage device inserted, the automatic update repeats. Please make sure to turn off DIP switch 1 after the automatic upload.