

C2417x MAIN FIRMWARE RELEASE NOTES

Ishida Uni-9 Series – with Support for the Epson ColorWorks Printer

Ishida WIL Acro II Printer

Procedure to Install Uni-9 & WIL-Acro II Firmware

Refer to the *Uni-9 Setup Manual* for complete information.

1. Copy the scale firmware folder "Soft" onto an empty USB memory stick.
 - The "Soft" folder itself must not be zipped even if some files in the folder are.
 - The "Soft" folder must be the only data on the USB memory stick.
2. Power up the scale and press the green **ENTER** button at the Date/Time confirm screen.
3. Uni-9:
 - a. Raise the touchscreen and lower the access panel next to the power switch.
- WIL Acro II:
 - a. Remove the upper left side cover.
4. Insert the USB memory stick into any of the four USB ports.
 - No other USB devices should be connected.
5. Press the **RETURN ARROW** key (upper right) to enter the Main menu.
6. Press the **LOGIN** key (lower left).
7. Enter **495344** and press the **PLU** key to access hidden menu steps.
8. Press the **ADJUST** menu button.
9. Select **DOWNLOAD**.
10. Press the firmware version to be installed. It will be highlighted in yellow.
11. Press **EXEC** to confirm the selection.
12. Press **EXEC** to begin the firmware download.
13. The screen will show the firmware download progress. The download will take several minutes to complete.
14. When the Re-Boot Check message 15029-0002 is displayed, the firmware download is complete. The scale will automatically reboot.
15. Press the green **ENTER** button at the Date/Time confirm screen.
16. Press the **RETURN ARROW** key (upper right) to enter the Main menu. Then press the **LOGIN** key (lower left).
17. Enter **495344** and press the **PLU** key to access hidden menu steps.
18. Press the **ADJUST** menu button, then select **MEMORY CLEAR**.
19. Press **CLEAR** to ensure there is no unintended data resulting from the new firmware.
20. Press **EXEC** to confirm the memory clear.
21. Press the **RETURN ARROW** key (upper right) after the result of **OK** is displayed.
22. From the **ADJUST** menu select **DOWNLOAD**.
23. Press the **SUB APP** tab.
24. Press the program to be installed. It will be highlighted in yellow. Select only one Sub App program at a time.
25. Press **EXEC** to confirm the selection. Press **EXEC** to begin the firmware download.
26. The screen will show the firmware download progress. The download will take several minutes to complete.
27. When the Re-Boot Check message 15029-0002 is displayed the firmware, download is complete. The scale will automatically reboot.
28. Press the green **ENTER** button at the Date/Time confirm screen.
29. Press the **RETURN ARROW** key (upper right) to enter the Main menu.
30. Press the **LOGIN** key (lower left).
31. Enter **495344** and press the **PLU** key to access hidden menu steps.
32. Repeat steps 22 ~ 28 to load the remaining Sub App programs.
33. Remove the USB memory stick.

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Note: Refer to the *2020 Nutrition Details and Conversion Procedure* instructions as needed.
The document is located under "Technical Bulletins" on the [Ishida ScaleLink Pro 5](#) page
of the Rice Lake web site

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Ishida Uni-9 Series – with Support for the Epson ColorWorks Printer

Ishida WIL Acro II Printer

Version C2417U

Release Date: January 2025

Use with SLP-5 2.62 or later ([strongly recommended](#) for compatibility)

Related Programs	<u>P-1100B CPU</u>	<u>P-1100D/E CPU</u>
Main:	C2418U	C2418U
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J1050A
BIOS:	J0825	J0825
FPGA App.:	J0820C (J0824)	J0973C (J0972A)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310B (J0974A)

NOTES:

- After downloading the Main program, download the Printer Sub App and FPGA Sub App programs one at a time as needed.
- Do not select "STOP" when exiting the WiFi setting screen when the "SX" option is selected. This will cause the settings displayed on the screen to differ from the actual card settings.
- After changing the color printer connection method or IP address the Uni-9 must be rebooted to activate the change [Setup menu → Machine No. → Outside Printer].
- When using VNC+SSH with the P-1100B board, OS Patch Z1760A must be installed.



Caution

Memory initialization may be required when upgrading to this firmware version. Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2417G** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.2749.1]

The following lists the main changes from the previous version (C2417T)

- Modified the security warning message (image 997) to maintain the original ratio and not expand/contract to fill the entire screen. The full screen size is 748 wide x 428 high (pixels).

Version C2417T

Release Date: December 2024

Use with SLP-5 2.62 or later ([strongly recommended](#) for compatibility)

Related Programs	<u>P-1100B CPU</u>	<u>P-1100D/E CPU</u>
Main:	C2418T	C2418T
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J1050A
BIOS:	J0825	J0825
FPGA App.:	J0820C (J0824)	J0973C (J0972A)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310B (J0974A)

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NOTES:

- a) After downloading the Main program, download the Printer Sub App and FPGA Sub App programs one at a time as needed.
- b) Do not select "STOP" when exiting the WiFi setting screen when the "SX" option is selected. This will cause the settings displayed on the screen to differ from the actual card settings.
- c) After changing the color printer connection method or IP address the Uni-9 must be rebooted to activate the change [Setup menu → Machine No. → Outside Printer]
- d) When using VNC+SSH with the P-1100B board, OS Patch Z1760A must be installed.



Caution

Memory initialization may be required when upgrading to this firmware version. Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2417G** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.2749.1]

The following lists the main changes from the previous version (C2417S)

1. Added support for P-1100E CPU board.
2. Removed the maximum size limitation for the logo images printed on a label. The previous maximum was 4 MB.
3. Added the option to display a security warning message when entering the menus using display image 997. Press **OK** to continue to the menus.
4. Enabled preset key 76: PLU No. in Self-Serve mode. The key displays the PLU number; it does not call a list of PLUs when pressed as it does in standard mode.
5. Added support for VNC+SSH secure remote connection. The setting is in the Setup menu → Machine No. → Global Sv. tab.
 - a. The scale must be powered off after setting Remote Operation as ENABLE VNC+SSH to recognize the change.
 - b. An operating system patch must be Z1760A must be installed to support the secure connection.
 - c. Two Windows software programs are used to configure the connection and then connect to the machine: *Tera Term* and *UltraVNC*.
 - d. Refer to the **TB_Remote_VNC_Connection_With_SSH_TB20201207** technical bulletin for complete details.
6. Updated the Sub Apps downloading process. There was no issue with this firmware but the process was modified for uniformity.
7. Modified Self-Serve mode to prevent access to the menus when a PLU is called. Pressing the Total Price window six times is only available with no PLU called.
8. Modified operation of WEIGHT CHECK function key to display label format 998 after a weight is placed on the sale and has stabilized. See C2417N for additional details regarding the WEIGHT CHECK function key.
9. Modified operation in Self-Serve mode to return to the main screen automatically.
 - a. After a PLU is called the scale returns to the main screen based on the SELF PRESET TIMER regardless of weight on the platter. If a transaction is completed and the weight removed before the timer expires the scale returns to the main screen. The time is entered in seconds; the default is zero which disables this feature. (Setup menu → Operation Settings → Timer tab).

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- b. The scale returns to the main screen four seconds after pressing the WEIGHT CHECK function key.
- c. The scale returns to the main screen four seconds after displaying a label preview.

Version C2417S

Release Date: August 2024

Use with SLP-5 **2.62** or later ([strongly recommended](#) for compatibility)

Related Programs	<u>P-1100B CPU</u>	<u>P-1100D CPU</u>
Main:	C2418S	C2418S
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J1050A
BIOS:	J0825	J0825
FPGA App.:	J0820C (J0824)	J0973B (J0972A)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310B (J0974A)

NOTES:

- a) After downloading the Main program, download the Printer Sub App and FPGA Sub App programs one at a time as needed.
- b) Do not select "STOP" when exiting the WiFi setting screen when the "SX" option is selected. This will cause the settings displayed on the screen to differ from the actual card settings.
- c) After changing the color printer connection method or IP address the Uni-9 must be rebooted to activate the change [Setup menu → Machine No. → Outside Printer]



Caution

Memory initialization may be required when upgrading to this firmware version. Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2417G** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.2749.1]

The following lists the main changes from the previous version (C2417R)

- 1. Modified the PLU preset key to display four lines of description when auto-populated by Top Seller Update or preset programming at the scale. The lines are limited to the first 16 characters. There is no word wrap to the next line. Any characters on a line beyond 16 will be cut off. Set the key width and character size accordingly.
- 2. Fixed a bug where the scale would lock up if the PLU description contained a "%" symbol, the PLU description was displayed using function key 431: PLU Name, and the scale was configured for self-serve mode.

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Version C2417R

Release Date: December 2023

Use with SLP-5 **2.62** or later ([strongly recommended](#) for compatibility)

<u>Related Programs</u>	<u>P-1100B CPU</u>	<u>P-1100D CPU</u>
Main:	C2418R	C2418R
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J1050A
BIOS:	J0825	J0825
FPGA App.:	J0820C (J0824)	J0973B (J0972A)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310B (J0974A)

NOTES:

- After downloading the Main program, download the Printer Sub App and FPGA Sub App programs one at a time as needed.
- Do not select "STOP" when exiting the WiFi setting screen when the "SX" option is selected. This will cause the settings displayed on the screen to differ from the actual card settings.
- After changing the color printer connection method or IP address the Uni-9 must be rebooted to activate the change [Setup menu → Machine No. → Outside Printer]



Caution

Memory initialization may be required when upgrading to this firmware version. Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2417G** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.2749.1]

The following lists the main changes from the previous version (C2417P)

- Added the "WPA2 PSK TKIP" encryption option. (Setup menu → Machine No. → WiFi tab)

Version C2417P

Release Date: July 14, 2023

Use with SLP-5 **2.40t** or later ([strongly recommended](#) for compatibility)

<u>Related Programs</u>	<u>P-1100B CPU</u>	<u>P-1100D CPU</u>
Main:	C2418P	C2418P
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J1050A
BIOS:	J0825	J0825
FPGA App.:	J0820C (J0824)	J0973B (J0972A)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310B (J0974A)

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NOTES:

- After downloading the Main program, download the Printer Sub App and FPGA Sub App programs one at a time as needed.
- Do not select "STOP" when exiting the WiFi setting screen when the "SX" option is selected. This will cause the settings displayed on the screen to differ from the actual card settings.
- After changing the color printer connection method or IP address the Uni-9 must be rebooted to activate the change [Setup menu → Machine No. → Outside Printer]



Caution

Memory initialization may be required when upgrading to this firmware version. Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2417G** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.2749.1]

The following lists the main changes from the previous version (C2417N)

- Modified the fan speed to fix an issue where the fan in some Uni-9 S version scales was too loud due to variations in the components.
- Added support for French titles on the nutrition programming screens.

Version C2417N

Release Date: April 6, 2023

Use with SLP-5 **2.40t** or later ([strongly recommended](#) for compatibility)

<u>Related Programs</u>	<u>P-1100B CPU</u>	<u>P-1100D CPU</u>
Main:	C2418N	C2418N
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J1050A
BIOS:	J0825	J0825
FPGA App.:	J0820C (J0824)	J0973B (J0972A)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310A (J0974A)

NOTES:

- After downloading the Main program, download the Printer Sub App and FPGA Sub App programs one at a time as needed.
- Do not select "STOP" when exiting the WiFi setting screen when the "SX" option is selected. This will cause the settings displayed on the screen to differ from the actual card settings.
- After changing the color printer connection method or IP address the Uni-9 must be rebooted to activate the change [Setup menu → Machine No. → Outside Printer]

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Caution

Memory initialization may be required when upgrading to this firmware version. Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2417G** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.2749.1]

The following lists the main changes from the previous version (C2417M)

1. Added a Weight Check function key (473). This key is only available in Self-Serve mode and must be added to the main screen.
2. Modified the method of displaying the QR code in Self-Serve mode.
 - a. Display the weight value in a QR code. This can be used by a picker to verify the weight.
 - b. Switch the display page by touching the function key when item is not called up.
 - c. An error occurs if the function key is pressed and the value is "0" (zero).
 - d. Label format 998 is used to display the label preview. Add the QR code field to format 998 and link it to the specified custom barcode. Use the "WEIGHT (USA)" field in the custom barcode.
 - e. Refer to the display method listed in C2417A. After the image is displayed, it follows the configuration at "AUTO PLU 0 CALL AFTER DISP. LABEL". (Setup menu → Operation Setting → Self tab)
YES - Return to home screen after 4 sec. if there is no weight on a scale.
NO - Return to home screen only after touching the Return key.

Version C2417M

Release Date: March 11, 2023

Use with SLP-5 **2.40t** or later ([strongly recommended](#) for compatibility)

Related Programs	<i>P-1100B CPU</i>	<i>P-1100D CPU</i>
Main:	C2418M	C2418M
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J1050A
BIOS:	J0825	J0825
FPGA App.:	J0820C (J0824)	J0973B (J0972A)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310A (J0974A)

NOTES:

- a) After downloading the Main program, download the Printer Sub App and FPGA Sub App programs one at a time as needed.
- b) Do not select "STOP" when exiting the WiFi setting screen when the "SX" option is selected. This will cause the settings displayed on the screen to differ from the actual card settings.
- c) After changing the color printer connection method or IP address the Uni-9 must be rebooted to activate the change [Setup menu → Machine No. → Outside Printer]

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Caution

Memory initialization may be required when upgrading to this firmware version. Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2417G** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.2749.1]

The following lists the main changes from the previous version (C2417L)

1. Added support for the new "D" revision of the P-1100 CPU board. This board uses different sub-app firmware as noted in the "Related Programs" section above due to different components on the board. Only the sub-apps supported by each CPU board version are listed to avoid confusion and to prevent loading incompatible firmware.

Version C2417L

Release Date: September 20, 2022

Use with SLP-5 **2.40t** or later (strongly recommended for compatibility)

Related Programs

Main: **C2418L**
Scale Driver: J0994 (J0835)
OS: J0829C or later
BIOS: J0825
FPGA App.: J0820C (J0824)
Scale: J0776E or later
Printer App: C1964C or later (J0827)

NOTES:

- a) After downloading the Main program, download the Printer Sub App and FPGA Sub App programs one at a time as needed.
- b) Do not select "STOP" when exiting the WiFi setting screen when the "SX" option is selected. This will cause the settings displayed on the screen to differ from the actual card settings.
- c) After changing the color printer connection method or IP address the Uni-9 must be rebooted to activate the change [Setup menu → Machine No. → Outside Printer]



Caution

Memory initialization may be required when upgrading to this firmware version. Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2417G** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.2749.1]

The following lists the main changes from the previous version (C2417K)

1. Reduce the time it takes to display the PLU list when there are a large number of PLUs. The list display is optimized for the following cases:
 - a. PLU List (Program menu → PLU)
 - b. Function key → 1: PLU (Program menu → Preset keys)
 - c. Operation mode → Search function key (preset key 76: PLU No.)

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2. Added the option to collect the production transaction file as a batch file.
 - a. The batch file can only be collected when PROD. TRAN. SEND is set as "NO SEND". (Setup menu → Machine No. → PC Com tab). An error occurs if the setting is "SEND".
 - b. Delete sent data from the scale's internal memory after sending transaction data.
 - c. Transaction data are cleared during a Memory Clear (Adjust menu → Memory Clear) and when Totals are cleared (Total menu → Total Clear).

Version C2417K

Release Date: March 25, 2022

Use with SLP-5 **2.40t** or later (strongly recommended for compatibility)

Related Programs

Main: **C2418K**
Scale Driver: J0994 (J0835)
OS: J0829C or later
BIOS: J0825
FPGA App.: J0820C (J0824)
Scale: J0776E or later
Printer App: C1964C or later (J0827)

NOTES:

- a) After downloading the Main program, download the Printer Sub App and FPGA Sub App programs one at a time as needed.
- b) Do not select "STOP" when exiting the WiFi setting screen when the "SX" option is selected. This will cause the settings displayed on the screen to differ from the actual card settings.
- c) After changing the color printer connection method or IP address the Uni-9 must be rebooted to activate the change [Setup menu → Machine No. → Outside Printer]



Caution

Memory initialization may be required when upgrading to this firmware version. Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2417G** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.2749.1]

The following lists the main changes from the previous version (C2417J)

1. Fixed a bug where sending Display Images in Data Distribution caused the scale to reboot. This was a result of the change to 4-digit images leaving unsupported formatting in the default images.
2. Fixed a bug where the new SX-590 wireless card would not connect when using 64 characters in HEX format.

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Version C2417J

Release Date: March 8, 2022

Use with SLP-5 **2.40t** or later ([strongly recommended](#) for compatibility)

Related Programs

Main: **C2418J**
Scale Driver: J0994 (J0835)
OS: J0829C or later
BIOS: J0825
FPGA App.: J0820C (J0824)
Scale: J0776E or later
Printer App: C1964C or later (J0827)

NOTES:

- After downloading the Main program, download the Printer Sub App and FPGA Sub App programs one at a time as needed.
- Do not select "STOP" when exiting the WiFi setting screen when the "SX" option is selected. This will cause the settings displayed on the screen to differ from the actual card settings.
- After changing the color printer connection method or IP address the Uni-9 must be rebooted to activate the change [Setup menu → Machine No. → Outside Printer]



Caution

Memory initialization may be required when upgrading to this firmware version. Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2417G** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.2749.1]

The following lists the main changes from the previous version (C2417H)

- Fixed a bug where the scale would lock up when loading 4-digit logo images.

Version C2417H

Release Date: February 27, 2022

Use with SLP-5 **2.40t** or later ([strongly recommended](#) for compatibility)

Related Programs	<u>P-1100B CPU</u>	<u>P-1100C CPU</u>
Main:	C2418H	C2418H
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J0995 or later
BIOS:	J0825	J0825
FPGA App.:	J0820C (J0824)	J0973B (J0824)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310 or later (J0827)

NOTES:

- After downloading the Main program, download the Printer Sub App and FPGA Sub App programs one at a time as needed.

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- b) Do not select "STOP" when exiting the WiFi setting screen when the "SX" option is selected. This will cause the settings displayed on the screen to differ from the actual card settings.
- c) After changing the color printer connection method or IP address the Uni-9 must be rebooted to activate the change [Setup menu → Machine No. → Outside Printer]



Caution

Memory initialization is required when upgrading to this firmware version.

Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2417G** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.2749.1]

The following lists the main changes from the previous version (C2417G)

1. Added support for the Silex SX-590 wireless card in addition to the Lantronix WiPort.
 - a. The "DEVICE" setting was added to the WiFi setting screen (Setup menu → Machine No.). The options are "WiPort" (default) and "SX".
 - b. The SX-590 card supports the following encryption. Unsupported encryption types are shaded out on the WiFi screen.
 - WEP128
 - WPA PSK (personal) TKIP
 - WPA2 PSK (personal) CCMP
 - c. The Uni-9 will automatically reboot after entering the settings for the SX-590 card and exiting.
 - d. The SX-590 supports both the 2.4 GHZ and 5 GHZ frequency band, unlike the WiPort that supports only 2.4 GHZ.
 - e. The SX-590 supports 802.11a/b/g/n/ac (1x1) compared to the WiPort that only works with 802.11 b/g.
 - f. For identification purposes, scales with the Silex SX-590 installed from the factory use a white antenna.
2. Modified logo images to support up to 4-digits from 3-digits.
 - a. Modified File Save / Load to work with 4-digit logo image numbers. 3-digit logo images are not recognized and cannot be imported. The file name must be modified as follows: IMAGE997.bmp → IMAGE**0997**.bmp.
 - b. ScaleLink Pro 5 must be set to enable 4-digit logo image numbers. SLP-5 can be used to the images from 3-digits to 4-digit. Disable "Support sending 3 digit-logo files" to receive 3-digit logos, enable "Support sending 3 digit-logo files", and send the logo images (Setup Utility → General → General #2 tab → Support sending 3 digit-logo files).
 - c. Renamed the default logo image files to 4-digit numbers. Example: IMAGE001.bmp → IMAGE**0001**.bmp.
 - d. Expanded the number of logo digits for Image1, Image2, and SH Image in the PLU file. Note that Image3 is used for color images printed by the Epson printer and remains as 3-digits.
 - e. Expanded the number of logo digits in the label format at the scale:
 - Field "IMAGENO dig.1-2" for the leading 1st and 2nd digits.
 - Field "IMAGENO dig.3-4" for the 3rd and 4th digits.
3. Added Pack Time (Clock Time) [code 10D] to the list of items available in Custom Barcode.

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4. Added support for three true type fonts:
 - 22: Montserrat-Regular <TTF>
 - 23: Montserrat-Bold <TTF>
 - 24: D-DIN-Condensed Regular <TTF>

Version C2417G

Release Date: May 11, 2021

Use with SLP-5 **2.40t** or later ([strongly recommended](#) for compatibility)

Related Programs	<u>P-1100B CPU</u>	<u>P-1100C CPU</u>
Main:	C2418G	C2418G
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J0995 or later
BIOS:	J0825	J0825
FPGA App.:	J0820C (J0824)	J0973B (J0824)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310 or later (J0827)

NOTES:

- a) After downloading the Main program, download the Printer Sub App and FPGA Sub App programs one at a time as needed.
- b) After changing the color printer connection method or IP address the Uni-9 must be rebooted to activate the change [Setup menu → Machine No. → Outside Printer]



Caution

Memory initialization may be required when upgrading to this firmware version. Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2249J** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.1921.6]

The following lists the main changes from the previous version (C2417F)

1. Modified communication with the color printer to allow label data to be sent to the printer while the current label is printing, i.e. press the Print button. Note that if more than one label is sent, an error message is displayed.

Version C2417F

Release Date: December 21, 2020

Use with SLP-5 **2.40t** or later ([strongly recommended](#) for compatibility)

Related Programs	<u>P-1100B CPU</u>	<u>P-1100C CPU</u>
Main:	C2418F	C2418F
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J0995 or later
BIOS:	J0825	J0825

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FPGA App.:	J0820C (J0824)	J0973B (J0824)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310 or later (J0827)

NOTE: After downloading the Main program download the Printer Sub App and FPGA Sub App programs one at a time as needed.



Caution

Memory initialization is required when upgrading to this firmware version.

Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2417E** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.1921.6]

The following lists the main changes from the previous version (C2417E)

- Added a preset function key to select if the attached color printer is used or not. Preset key ID is 467: COLOR PRN. The selection toggles on/off. When the Uni-9 is powered on the setting reverts to the default: On.
ON – Use the color printer to print based on the configuration settings. [Setup menu → Machine No. → Outside Printer tab → Pattern Setting] (default)
OFF – Do not use a color printer to print but use the main Uni-9 printer.
- Added a setting to control the printing order at the color printer: COLOR IMAGE STACKING ORDER [Setup menu → Machine No. → Outside Printer tab]. This specifies if the color image or the scale data prints first.
BACK – Print the color image first as a background, then print the scale data label image information such as PLU, Price, etc. on top. (default)
FRONT – Print the scale data label image information such as PLU, Price, etc. first, then print the color image on top. **Note:** if the image is not transparent it can obscure the scale data label image.
- Fixed a bug where the Top Seller function did not recognize and accumulate a PLU transaction if the Department number in the PLU was set to a value other than zero.
- Fixed a bug where only the first event listed in the Scheduler would execute.

Version C2417E

Release Date: November 2, 2020

Use with SLP-5 **2.40t** or later ([strongly recommended](#) for compatibility)

Related Programs	<u>P-1100B CPU</u>	<u>P-1100C CPU</u>
Main:	C2418E	C2418E
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J0995 or later
BIOS:	J0825	J0825
FPGA App.:	J0820C (J0824)	J0973B (J0824)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310 or later (J0827)

C2417x MAIN FIRMWARE RELEASE NOTES

Ishida Uni-9 Series – with Support for the Epson ColorWorks Printer

Ishida WIL Acro II Printer

NOTE: After downloading the Main program download the Printer Sub App and FPGA Sub App programs one at a time as needed.



Caution

Memory initialization may be required when upgrading to this firmware version. Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2249J** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.1921.5]

The following lists the main changes from the previous version (C2417D)

1. Modified the color printing operation to maintain the increased print speed at the Epson ColorWorks printer and also support for transparent image processing.

Version C2417D

Release Date: September 10, 2020

Use with SLP-5 **2.40t** or later ([strongly recommended](#) for compatibility)

Related Programs	<i>P-1100B CPU</i>	<i>P-1100C CPU</i>
Main:	C2418D	C2418D
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J0995 or later
BIOS:	J0825	J0825
FPGA App.:	J0820C (J0824)	J0973B (J0824)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310 or later (J0827)

NOTE: After downloading the Main program download the Printer Sub App and FPGA Sub App programs one at a time as needed.



Caution

Memory initialization may be required when upgrading to this firmware version. Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2249J** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.1921.5]

The following lists the main changes from the previous version (C2417C)

1. Increased the print speed at the Epson ColorWorks printer by eliminating support for transparent image processing during printing. Take care to not overlay the label image data with the color image as it would be obscured.

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Version C2417C

Release Date: August 25, 2020

Use with SLP-5 **2.40t** or later (strongly recommended for compatibility)

<u>Related Programs</u>	<u>P-1100B CPU</u>	<u>P-1100C CPU</u>
Main:	C2418C	C2418C
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J0995 or later
BIOS:	J0825	J0825
FPGA App.:	J0820C (J0824)	J0973B (J0824)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310 or later (J0827)

NOTE: After downloading the Main program download the Printer Sub App and FPGA Sub App programs one at a time as needed.



Caution

Memory initialization is required when upgrading to this firmware version.

Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2417B** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.1921.5]

The following lists the main changes from the previous version (C2417B)

1. Fixed a bug where the label preview image was corrupted.
2. Added support for two true type fonts:
 - 20: SALVO SANS <TTF>
 - 21: SALVO SERIF <TTF>
3. Added support for two Epson ColorWorks printer models CW-6000 series (4 inch) / CW-6500 series (8 inch).
 - a. The Uni-9 connection to the Epson printer is configured as follows:
 - i. Connect the printer by either a USB or Ethernet cable.
 - ii. Enable the Outside Printer connection [Adjust menu → Machine Type → select the model highlighted in green]. Press SET and EXEC to save the changes. The Uni-9 will reboot.
 - iii. The Epson printer is now connected as Printer 2.
 - iv. Setup the communication for External Printer No.1 as needed [Setup menu → Machine No. → Outside Prn tab]. This section only refers to external printers so line two is shaded out.
 - v. Press the PATTERN SETTING button as set LABEL as "Printer 2".
 - b. Only.PNG file format images are supported for printing color images.
 - c. The maximum color image file size loaded directly from a USB is 4.6 MB. If a larger file is sent, the color image will not print.
 - d. The maximum .PNG file that can be received by the Uni-9 from a PC is 2.3 MB.
 - e. Image 3 in the PLU file is changed from a monochrome .BMP logo to a color image.
 - f. A color image assigned to Image 3 is used as the trigger to print labels at the Epson printer. When Image 3 is set as zero (no image) the label is printed by the Uni-9.

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- g. If a color image is assigned to the PLU in operation mode using the IMAGE 3 preset function key, the label is printed at the Epson printer.
- h. Multiple fixed price labels can be printed at the Epson printer by entering the label quantity followed by the Print key. This is the same operation as printing at the Uni-9.
- i. Do not attempt to print multiple labels in rapid succession in Auto Print mode. This will cause the color printer to stop printing and require a reboot.
- j. The color image always prints from the upper left corner. Therefore, be sure to match the label format, label, and color image size accordingly.
- k. The Epson ColorWorks prints are 300 dpi resolution. The image size can be calculated by the following formula for both width and height. Note that images are generally provided by the end user.
$$\text{____ mm} \div 0.0846666 \text{ mm/dot} = \text{____ pixels}$$

Example: 0.75 inch (19 mm) square image → 224 pixels square
- l. If the Epson printer cannot print a label for any of the following reasons, error 11114 occurs: "Outside Printer Error. Please Check Outside Printer Status."
 - No label
 - No ink
 - Waiting a label to be removed
 - Cover is open
 - Pause
 - No communication
- m. The communication timeout period between the Uni-9 and the Epson printer is fixed at five seconds.
- n. The color images sent to the Epson printer must be stored in the Uni-9's internal memory – not on a USB or SD memory card.
- o. The color images used for Image 3 are saved on a USB with the same file name format as the display images: IMGSV***.png.
- p. The 2nd Label Print option is not supported when printing to the Epson printer.
- q. Labels printed at the Check Label mode (Program menu) are printed at the Uni-9. It is not possible to print Check Labels at the Epson Printer.
- r. The Epson printer must be configured for the labels being used. This includes the label width, label length and label gap.

Version C2417B

Release Date: May 18, 2020

Use with SLP-5 **2.40t** or later ([strongly recommended](#) for compatibility)

Related Programs	<u>P-1100B CPU</u>	<u>P-1100C CPU</u>
Main:	C2418B	C2418B
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J0995 or later
BIOS:	J0825	J0825
FPGA App.:	J0820C (J0824)	J0973B (J0824)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310 or later (J0827)

C2417x MAIN FIRMWARE RELEASE NOTES

Ishida Uni-9 Series – with Support for the Epson ColorWorks Printer

Ishida WIL Acro II Printer

NOTE: After downloading the Main program download the Printer Sub App and FPGA Sub App programs one at a time as needed.



Caution

Memory initialization may be required when upgrading to this firmware version. Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2417** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.1921.4]

The following lists the main changes from the previous version (C2417A)

1. Add support for QR Code in the custom barcode [Print ID: 77]. The QR Code can then be added to label format 999 to display as part of the PLU label preview during Self-Service mode. See C2417 for details regarding the label preview.
 - a. The data included in the QR Code is specified in a custom barcode [Setup menu → Custom Barcode]
 - b. Add the QR Code field to a label format using the following parameters. These are settings entered at the Uni-9. Default values are after setting Unit Type as 37 and Print ID as 77.

Field	Details	Default	Typical
UNIT TYPE	QR CODE: REFERENCE	37	37
PRINT ID	CUSTOM BARCODE (QR): REFERENCE	77	77
X-AXIS	Able to set to X direction width by 0.1mm	0	100
Y-AXIS	Able to set to Y direction height by 0.1mm	0	400
PRINT FLAG	FF: Data top 0:NUM 1: E-NUM 2: BIN 3: KANJI	FF	FF
QR RATE	Able to set 1-09(dot/cell)	3	5
QR MODEL	00: MODEL1 01: MODEL2 02: MICRO QR	01	01
CORRUPT	00:7% 01:15% 02:25% 03:30%	01	01
CODE RANGE	Able to set 0-999 by 0.1mm (1 width)	100	200
CUSTOM	CUSTOM BARCODE Master No.(0-99)	0	1

Notes:

- QR RATE is the magnification. The default value 3 is small, 4 or 5 work better.
- CODE RANGE is the maximum size allowed. The QR Code will print larger based on the amount of data in the code. If the code is larger than the maximum size, error 0713-0119 "Too Many Characters. Failed in [Custom Barcode (QR)]" occurs.
- Normal data can be included in the QR Code such as prices, dates, barcode, etc. Fixed text such as a web page address can also be included using the 001 PRE PRINT option. Pre Print is limited to 15 characters. For a web page address, split the text across multiple Pre Print fields as needed.

C2417x MAIN FIRMWARE RELEASE NOTES

Ishida Uni-9 Series – with Support for the Epson ColorWorks Printer

Ishida WIL Acro II Printer

Version C2417A

Release Date: April 9, 2020

Use with SLP-5 **2.40t** or later ([strongly recommended](#) for compatibility)

Related Programs	<u>P-1100B CPU</u>	<u>P-1100C CPU</u>
Main:	C2418A	C2418A
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J0995 or later
BIOS:	J0825	J0825
FPGA App.:	J0820C (J0824)	J0973B (J0824)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310 or later (J0827)

NOTE: After downloading the Main program download the Printer Sub App and FPGA Sub App programs one at a time as needed.



Caution

Memory initialization is required when upgrading to this firmware version.

Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2417** or an earlier version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary:

Master Data Clear (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.1921.4]

The following lists the main changes from the previous version (C2417)

1. Added an option for clearing the PLU's label preview during Self-Service mode. See C2417 for details regarding the label preview.
 - a. The setting AUTO PLU0 CALL AFTER DISP. LABEL has been added [Setup menu → Operation Settings → Self tab]
NO – The display will remain at the label preview indefinitely. (default)
YES – If the Return button is not pressed within four seconds the scale returns to the main operation screen – clearing the PLU. If the PLU is a Weighed item and weight is on the platter the display will remain at the label preview until four seconds after the weight is removed.

Version C2417

Release Date: July 11, 2019

Use with SLP-5 **2.40t** or later ([strongly recommended](#) for compatibility)

Related Programs	<u>P-1100B CPU</u>	<u>P-1100C CPU</u>
Main:	C2418	C2418
Scale Driver:	J0994 (J0835)	J0994 (J0835)
OS:	J0829C or later	J0995 or later
BIOS:	J0825	J0825
FPGA App.:	J0820C (J0824)	J0973B (J0824)
Scale:	J0776E or later	J0776E or later
Printer App:	C1964C or later (J0827)	C2310 or later (J0827)

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NOTE: After downloading the Main program download the Printer Sub App and FPGA Sub App programs one at a time as needed.



Caution

Memory initialization is required when upgrading to this firmware version. Use SLP-5 Maintenance Utility and SLP-5 to backup the scale before upgrading from firmware **C2249J**, **C2339F** or any other version. Due to significant changes in the memory structure, after firmware installation a standard memory clear will be necessary: **Master Data Clear** (Adjust menu → Memory Clear) & **System Data Init.** (Setup menu → File Save/Load → Scale Init. tab). [8.6.1921.3]

The following lists the main changes from the previous version (C2249J)

1. C2417 is based on Uni-9 C2339G firmware.
2. C2417 supports the 2020 Nutrition data format.
3. C2417 currently only supports Self-Service mode [Setup menu → Sales Mode]
4. Modified the PLU NAME preset function key to display a label preview when pressed if the scale is in Self-Service mode (preset key ID 431).
 - a. Label format 999 is used for the label preview.
 - b. If the Return button is not pressed within four seconds the scale returns to the main operation screen – clearing the PLU. If the PLU is a Weighed item and weight is on the platter the display will remain at the label preview.
 - c. If label format 999 contains a custom barcode the actual data is displayed in the barcode.
5. Changed the number of days for saving communication log to three days. This is three previous days plus the current day. With the previous 30 day storage it was possible the internal memory was filled causing issues with receiving PLU and other downloaded data.



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230 W. Coleman St. • Rice Lake, WI 54868 • USA
U.S. 800-472-6703 • Canada/Mexico 800-321-6703 • International 715-234-9171 • Europe +31 (0)26 472 1319

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