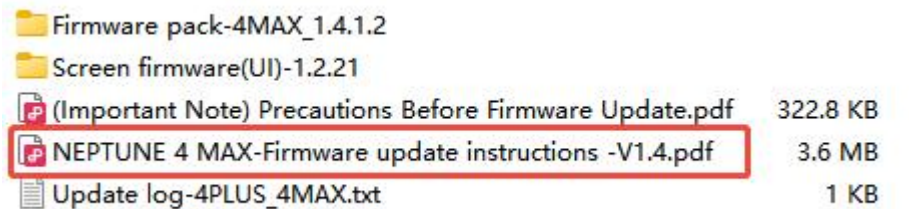


## Firmware update precautions

Currently, the Neptune4 series has two firmware versions, starting with 1.1.x.x /1.2.x.x, and 1.3.x.x / 1.4.x.x respectively. These two firmware versions are not compatible. Installing the wrong firmware will cause the printer to fail to start up. Therefore, please make sure you have the correct version of the machine before updating the firmware.

How to recover a corrupted firmware?

If you have already installed incompatible firmware, you will need to reflash the image file or directly replace the new eMMC (For the tutorial on refreshing the image file, refer to page 8 of the firmware update instructions document).



The method for distinguishing which version of the firmware to use:

The old model requires a 1.1.x.x, 1.2.x.x firmware update.

The new one requires a 1.3.x.x, 1.4.x.x firmware update;

You can tell if your machine is old or new in two ways:

1. Check the trace code in the lower left corner of the machine base. If the model number is followed by a "+", it indicates a new model; otherwise, it's an old model. Refer to the image below for details.

New version

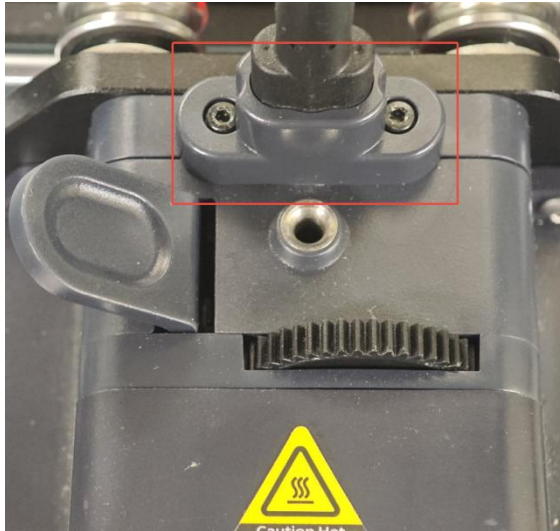


Old version



2. By observing the appearance of the machine, the ports on the print head that are of TYPE-C type are for the new model, while those with the horn-shaped connectors are for the old model. For more details, please refer to the following picture.

New version



Old version

