



Error msg: so open error uai

This error means the operating system in the device is not current.

Please follow steps to make **Firmware Update**:

Restart machine > Press and hold F button after machine screen on.

Look for **MON version**: write down MON version

> **Remote download**

> **New download**

> **TCP**

> **216.238.144.195 > green button (enter)**

> **remote port is 8582 > green button (enter)**

> **enable DHCP** (1 for yes)

(To get the '.' for TCP, hit button 1, then hit Alpha key 5 times)

> **Terminal ID:**

If it is on Monitor 3.19 use TID **30030013**, which will put it on Monitor version 3.37.
Then, do above step

If it is on Monitor 3.37 use TID **30030012**
Then, do above step

Then use TID **30030098** for the final firmware update