

Technical Service Notification

This service notification provides information to Veeder-Root service network and technicians regarding EMR4 C06 Software Release.



1.0 Purpose

This Technical Service Notification (TSN) will provide upgrade instructions for C06 software. C06 software has the following changes:

- The IB's pulse output combined pulse information from Display Head 1 and Display Head 2 thus doubling the pulse output. For customers with remote displays the volume display would be a sum of the two display heads.
- IB Comm Failure resulted from trying to request the config from a second DH when it wasn't connected
- Negative dispense values causing the pulse output to stop counting
- Improvements with pulse output timing to smooth the visual incrementing on remote displays.

Software can be download at: <https://www.veeder.com/us/emr4-electronic-meter-register-software-download-form>

2.0 Upgrade Procedure

Veeder-Root recommends you backup the EMR4 system before you perform this upgrade using the PC setup tool. With this upgrade the totalizer, K factor, and system setup will be erased. We suggest writing down the totalizer and K factor for each display head in case there are any issues when uploading the setup after the software upgrade is complete.

For EMR4 systems with C05 software or single display head systems with BFD use Appendix A
For dual head EMR4 systems with BFD use Appendix B

To determine the system software version, reboot the EMR4, during the bootup process the software version is displayed.

3.0 Further Information

For questions or to receive copies of available documentation, please contact technical support at technicalsupport@veeder.com.

Appendix A:

C05 or Single Head BFD Upgrade Instructions:

Put the Display Head 1 into C&C mode

- Remove the rear left bolt
- Remote display unscrew the C&C switch cover and press the switch
- Once EMR4 reboots take the Display head out of C&C mode



Repeat procedure for Display Head 2 if required.

Appendix B

Dual Head BFD Upgrade Instructions:

Power off the EMR4 and open the IB box and disconnect Display Head 2. Power up the EMR4.

Put Display Head 1 into C&C mode

- Remove the rear left bolt
- Remote display unscrew the C&C switch cover and press the switch

Follow the sequence below to upgrade the software

Power off the EMR4 and disconnect Display Head 1 and reconnect Display Head 2. Power up the EMR.



Put Display Head 2 into C&C mode

- Remove the rear left bolt
- Remote display unscrew the C&C switch cover and press the switch
- Change the Head address to Display head 1



Follow the Sequence to upgrade the Display Head 2



Program the Display Head back to Address 2



Power off the EMR4 and reconnect Display Head 1. Power up the EMR4