DatacardGroup

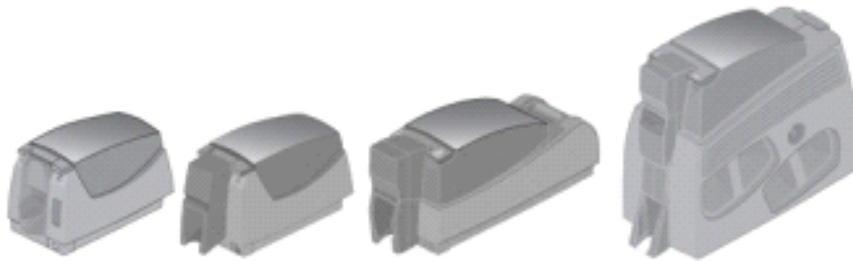SECURE ID AND CARD PERSONALIZATION SOLUTIONS

Updating Card Printer Firmware

Use the Firmware Update program, a firmware update file, and these instructions to update the firmware in the card printer. These tools are designed for specific printer firmware releases. See the website for details about the printers, drivers, and operating systems supported by the firmware updates program and firmware.

What You Need

Before you begin the firmware update, have the following ready:

- **PC with the printer driver installed and functioning.** The version of the driver must support the printer you want to update.

- **Card printer.** Connect the printer to the PC that has the card printer driver installed and is ready to print cards.

    – To check the status of the printer, open the Printer Toolbox. Make sure that the Status page displays the message **Printer responding normally**. The printer must be directly connected to the PC, using either a USB connection or a direct network connection.

    – If your printer uses the OpenCard option, use the LCD panel to set the data format to the driver data format (not OpenCard). Connect the printer to a PC with the driver installed.

    – You cannot update firmware from a shared printer, by selecting a printer pool, or when using the unidirectional driver.

- **Firmware Update program.** The program file has a name similar to FirmwareUpdateXxx.exe. Download the program for the appropriate version of your operating system from the website, or obtain it from your service provider.

- **Firmware file.** The firmware file has an extension of .fls. It is used with the Firmware Update program to update the printer firmware. Download the file for your printer type from the printer website, or obtain it from your service provider.

    Place the Firmware Update program (FirmwareUpdate.exe) and the .fls firmware file in the same folder on the PC, or on the Windows desktop.

- **Continuous electrical power to the printer.** If power to the printer is interrupted before the new firmware file completely replaces the old file, the printer might require service. Perform the firmware update at a time and location with stable electrical power.

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To Update the Printer Firmware

1. Start the Firmware Update program by doing one of the following:

   - If the program is on the desktop, double-click the icon on the PC desktop.
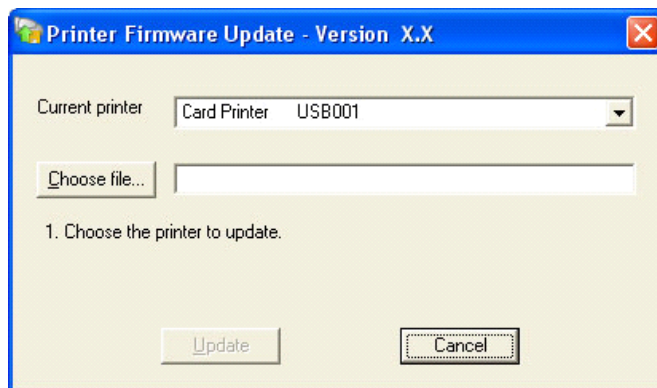

   OR

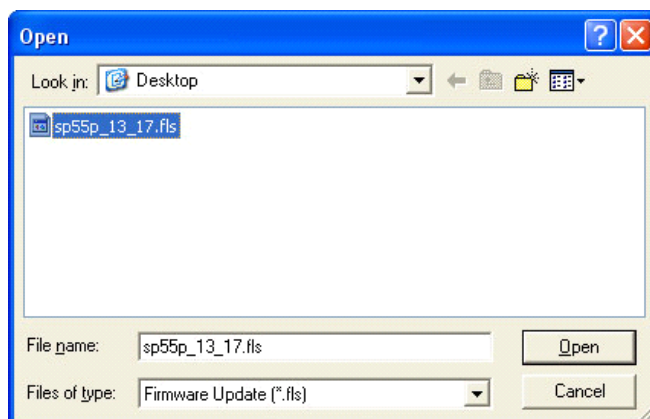   - In Windows Explorer or My Computer, browse to the location of the file and double-click to launch it.

   If the card printer driver is not installed, if the incorrect utility for the operating system is used, or if an unsupported card printer driver is installed, a Windows message displays and the Firmware Update program does not start.

   The Firmware Update program is designed for specific printers, driver releases, and operating systems. See the website for details about the printers and operating systems supported by the Firmware Update program.
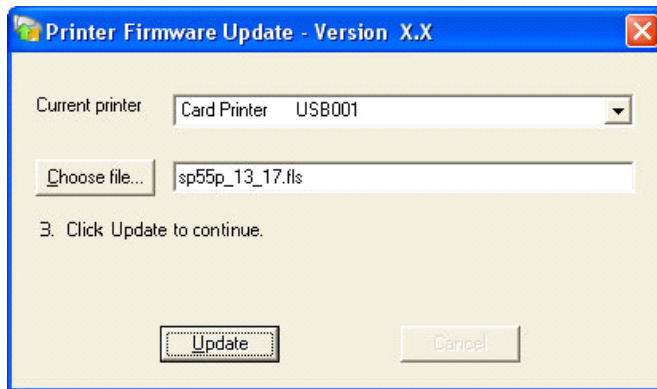
2. In the Firmware Update dialog box, click the drop-down arrow to display the **Current printer** list.

3. Select the card printer to update from the list of supported printers.

4. Click **Choose file…** to browse for the .fls file.

5. Select the .fls file to use and then click **Open**.

6. Click **Update** to start the update.

7. Wait while the PC sends the update file to the printer.

   Warning:

   Do not power off the printer during the update process. If you need to power off the printer, wait until the printer has reset.

   Important:

   If the printer is interrupted during the firmware update process (for example, if there is a power failure or if the power cord is disconnected), contact your service provider for assistance.

   - The printer does not provide information to the PC while the firmware is being transferred. However, the printer beeps and the Ready light flashes green while the transfer is occurring.

   - It might take several minutes to transfer the new firmware file to the printer. If you are updating firmware in several types of printers, expect each printer type to require a different amount of time.

   - When the firmware update process has completed, the printer will restart, indicating a successful update. You should hear the same sounds as when you power on the printer.

8. In the Firmware Update program, verify that the message **The firmware was updated successfully** displays and then click **Close**.

   Your printer is ready to print cards. You may need to power the printer off, and then back on, to re-establish communication.

   If the message **Unable to obtain update status** appears, verify that the firmware update was successful by checking the firmware version in the Printer Toolbox.

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