Card Printer Firmware Update

Use the Firmware Update program and these instructions to update the firmware in your printer.

Before You Begin

The Firmware Update program is designed for specific printer firmware releases. Make sure that you use the correct version for each installed printer. Refer to the Entrust Datacard website for details about the printers, drivers, and operating systems supported by this program.

USB-connected printers must have the Card Printer Driver installed before you start the firmware update.

What You Need

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

- **Card printer.** Connect the printer to the PC or to the network.

  Make sure that all system components, such as a laminator or embosser, are connected properly and powered on. The USER button on the printer glows green, and **Ready** displays on the front panel when the system is ready.
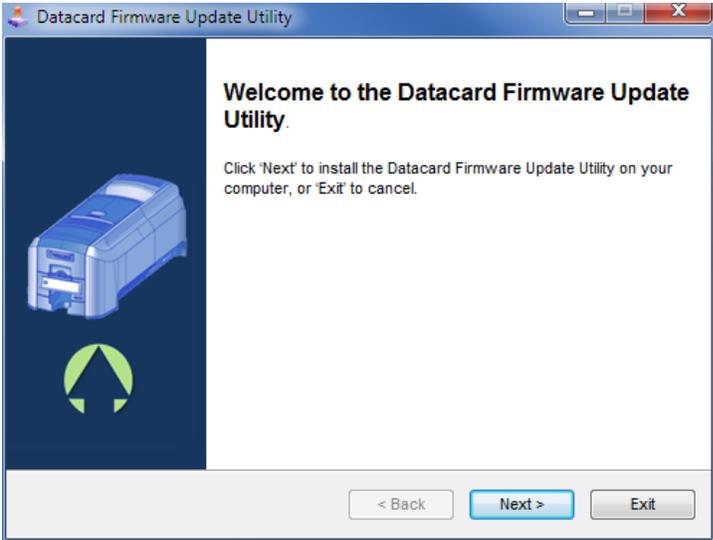

  Connecting the printer to the PC via USB requires the Card Printer Driver. Installing the Card Printer Driver is optional for network-connected printers.
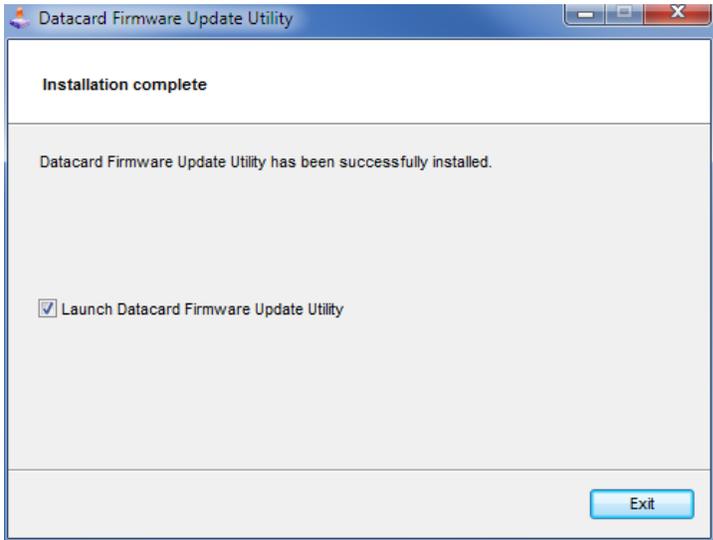
- **Firmware Update Program.** Download the appropriate firmware update program from the Entrust Datacard website. Contact your service provider for assistance, if needed.

- **Continuous electrical power to the printer.** If power to the printer is interrupted before the new firmware completely replaces the old firmware, the printer defaults to the original firmware.

Install the Update Utility

1. Browse to the location on your computer where the downloaded program was saved. Double-click the **FirmwareUpdate_xx.xx.x-x.exe** file to start the Firmware Update installer:
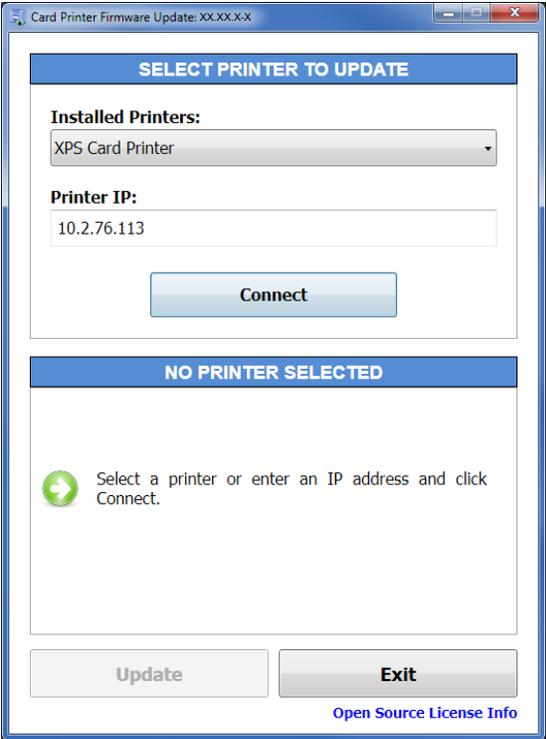

2. Click **Next** to install the Firmware Update Utility.

   A progress message displays as the files are installed.

3. When the installation completes, click **Exit** to close the installer window and launch the Firmware Update Utility.
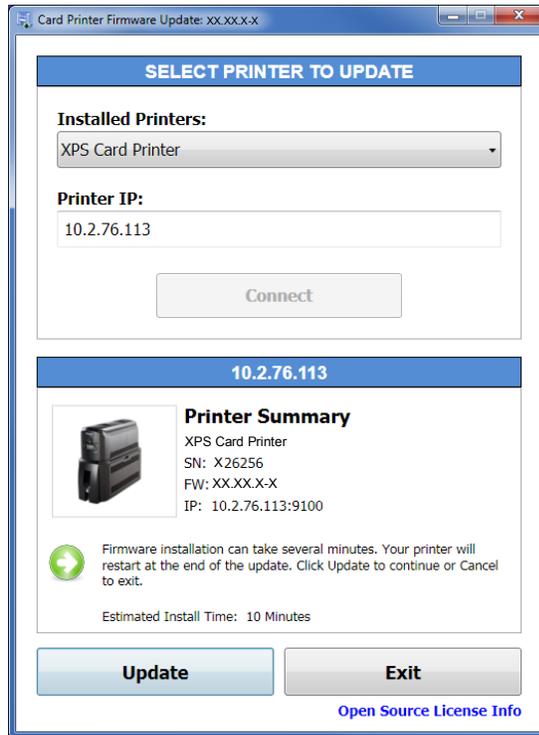
Update the Firmware

1. Select the printer to update from the Firmware Update window.

   ■ If the Card Printer Driver is installed on your computer, select the printer you want to update from the list of installed printers.

   ■ If the Card Printer Driver is not installed, enter the IP address of the printer you want to update.
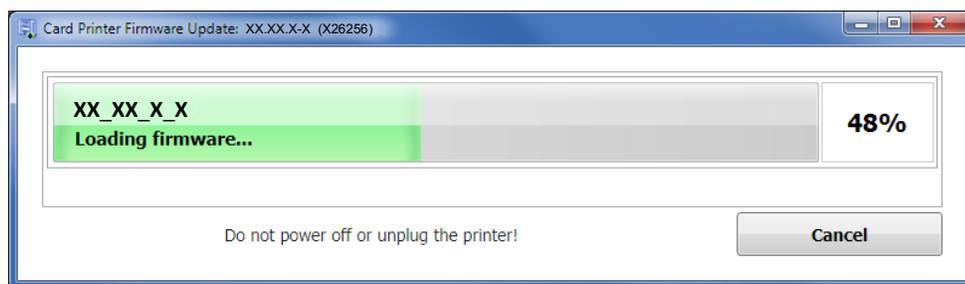
2. Click **Connect**.

   When the Firmware Update Utility connects to the printer, information about the printer displays (such as the printer model, serial number, and current firmware version) and the **Update** button becomes active.

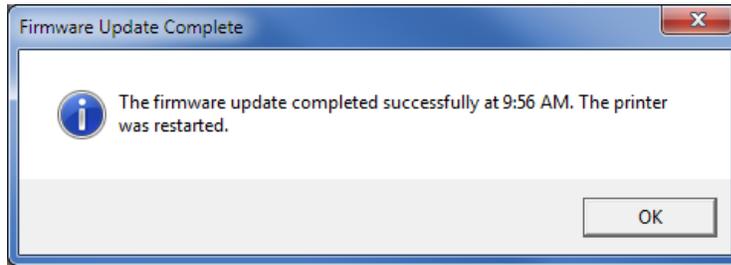3. Click **Update** to install the firmware on the printer.

   A progress bar displays as the firmware is transferred 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 update completes and the printer has restarted.
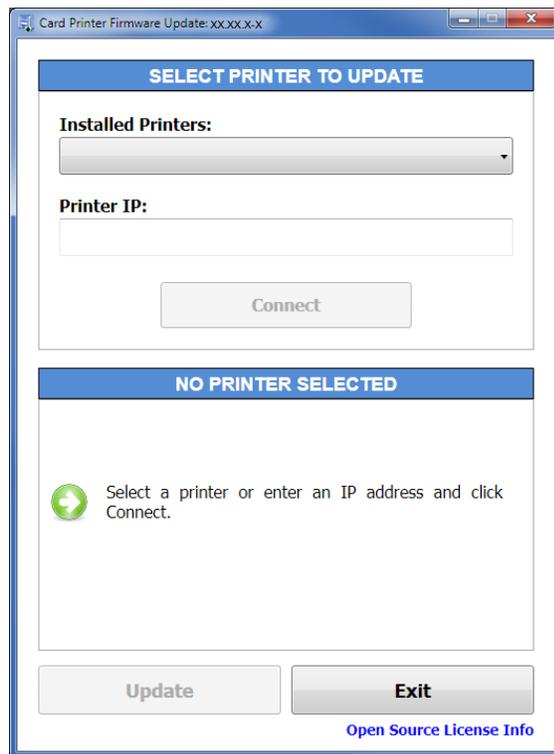
   As the firmware is updating, the printer's front panel displays the message *Downloading Firmware* and the percentage complete. The USER button light glows green.

When the firmware has transferred successfully, the printer powers off and restarts to complete the update.
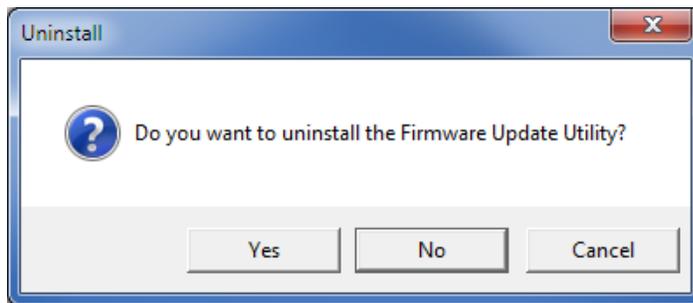

4. Click **OK** to close the update complete message.

The Firmware Update Utility window displays again, allowing you to specify another printer to update. Repeat step 1 through step 3 to update additional printers.
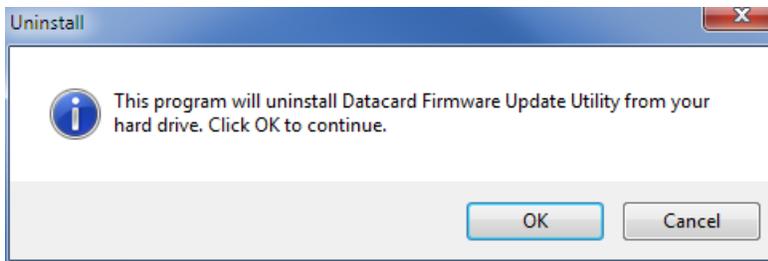

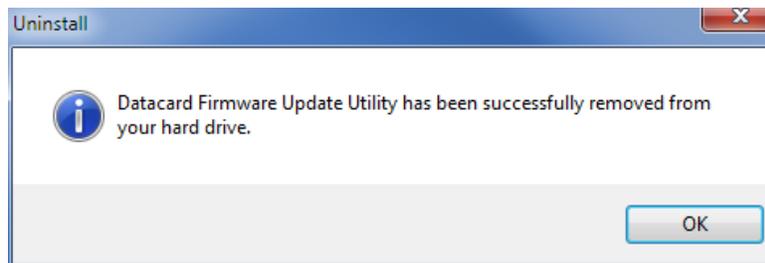When you finish updating your printers, click **Exit**.

5. Click **Yes** on the Uninstall window to uninstall the Firmware Update Utility from the computer. Click **No** to remove it later using the Windows Control Panel.

6. Click **OK** to confirm the uninstall.

A completion message displays when the Firmware Update Utility has been uninstalled from the computer.

Click **OK** to close the window.

The printer is ready to print cards with the updated firmware.

If message 222, Firmware version mismatch, displays after the firmware update, restart the printer to complete the update.