



DATACARD® Firmware Update Instructions

Firmware Update Application
for Open Card

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Introduction

The Card Printer Firmware Update package is designed for specific printer and driver releases. Use the table below to help you determine the file to download. The download zip file includes the file2prn utility, a firmware file matched to the printer and serial number, and these instructions.

The instructions contain the following information:

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Open Card Update Information

Use this package for SP55 or CP60 printers that have and use the Open Card option. The serial label, located under the top cover on the left side of the printer includes the printer serial number.



This package supports the following firmware and printer combinations:

Model	Serial Number Range	Use Update Package
SP55 Plus	90000 and above	OC33.36.zip
CP60 Plus		
FP65		OC35.31.zip
FP65i		
SP55	70001 to 89999	OC28.26.zip
CP60		
SP55	69999 and below	OC25.84.zip
SP60		
CP60		

If the PC uses a Windows operating system and the printer driver is installed, use the Firmware Update Package for Windows available on datacard.com. If the printer uses the Open Platform Driver, download the firmware update package for open platform from datacard.com.

This method of updating firmware bypasses the safeguards included in the Windows Firmware Update program. You are completely responsible for choosing the correct update package for your printer.

What You Need

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

1. **Card printer**, powered on and ready to print cards.
 - The printer light is steady green.
 - The printer LCD panel shows “Ready.”



It may be necessary to manually set the printer to Ready.

Press and hold the User button for ten seconds or until you hear a second set of tones.

The LCD panel (if equipped) will display “Ready” and the light on the printer glows steady green.

2. **Computer with the file2prn utility on it and a network connection to the printer.**
3. **Downloaded Firmware Update Package for Open Card.** Available for download from the Web site or from your service provider.

To download the file:

- a. Click the file to download.
 - b. Choose Save when prompted to Run or Save this file.
 - c. Choose a location in which to save the file --on the PC or removable media such as a memory stick or CD.
4. **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.



Update the Firmware

- 1 Unzip the downloaded file to a location on the PC. The file2prn utility and the firmware file, with .fls extension, should be in the same folder.
- 2 Using the printer LCD menu, choose Configuration > Data Format > Smart Driver.
- 3 Choose Apply/Restart to restart the printer.
- 4 Using the printer LCD menu, obtain the printer IP address (in the form 192.168.1.101) and record it.
- 5 From a DOS prompt or Telnet session, enter the command to send the firmware file. The format is:
 - file2prn <filename.fls> <IP Address>

Where <filename.fls> is the name of the firmware file and <IP Address> is the printer IP address recorded in Step 4.

Wait while the PC sends the update file to the printer. The printer beeps and the ready light flashes green while the transfer is occurring.

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.

If power to the printer stops during the update, contact your service provider for assistance.

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

- 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 is finished, the printer will restart, indicating a successful update. You should hear tones as you power on the printer.
- 6 Using the printer LCD menu system, choose Configuration > Data Format > Open Card.
 - 7 Choose Apply/Restart to restart the printer.
 - 8 Your printer is ready to print cards.



Get Help Here

We designed the firmware update for Datacard® desktop card printers to install quickly and very easily. Despite that, you may still have questions. If so, here are the people to contact:

1. Your internal technical support staff

If you are not directly responsible for the technical maintenance of your Datacard printer, talk to the people who are. They know your ID card issuance systems best.

2. Your local Datacard® Authorized Reseller

Datacard resellers have the latest information on the Go Green Upgrade program – so contact them if you have additional questions. Not sure who your nearest reseller is? If you are in the United States, find out at: <http://www.datacard.com/gogreen-contact-us>

If outside the US, please contact Datacard directly (See below.)

3. Contact Datacard® directly

Americas: +1 800 328 3996 or +1 952 988 2316

Europe, Middle East and Africa: +44 1489555627

Asia Pacific: +852 2866 2613

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