



Datacard[®] Firmware Update Frequently Asked Questions for Desktop Printer Users

To view the firmware update procedure and documented instructions, watch the tutorial video at www.datacard.com/gogreen.

The information below answers frequently asked questions that you may have regarding this firmware update. The questions have been categorized in a What, Why, When, How and Other format. We hope this helps you with the update process and invite you to contact your Datacard Group service representative or your Datacard Authorized Reseller if you have any questions not covered below.

WHAT:

What does this mean?

Datacard[®] printers and desktop supplies are going green! We've updated our Intelligent Supplies Technology™ to enhance the performance of your supplies. In order for the new supplies to work in your existing Datacard desktop printer, you will simply need to update your firmware. This document will help answer questions you may have with the process.

What do I need to know about my printer before I start installing the new firmware?

The utility is capable of detecting the printer model and installing the appropriate firmware for your printer. The firmware utility comes in an executable format.

What if I don't want to upgrade firmware on my own?

We designed the firmware update for the 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 Authorized 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 www.datacard.com/gogreen. If outside the US, please contact Datacard Group 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



WHY:

Why do I need to do this update?

The current RFID tags used in all Datacard® Certified Supplies with Intelligent Supplies Technology™, for desktop printers which tell the printer you have the right supplies, are entering their end-of-life/obsolescence phase. We have already introduced the new RFID technology in our supplies for the *new* SD and CD Series desktop card printers, and we will continue to roll out these new tags in all of our other supply products.

WHEN:

When do I need to do this firmware update?

Your desktop printer must be updated before the end of 2011, but we highly recommend that you update now and Go Green!

When will the new supplies be released?

The new supplies that will work with your updated printer are already released. Use your normal ordering channel to start ordering new supplies today. (Please use the supplies part number transition sheet, which you can download at www.datacard.com/gogreen, to verify the new supply part numbers before ordering.)

When will my existing (or “older”) supplies stop working?

They will not stop working. Updated printers will be able to use both the new supplies and older supplies until your current inventories are exhausted.

HOW:

How do I update my printer?

Simply follow the instructions that are provided to you on the Datacard Web site – www.datacard.com/gogreen – or contract your Datacard Group service representative or your Datacard Authorized Reseller for assistance.

How do the new supplies differ from the “old” supplies?

In addition to the new up-to-date technology, the new supplies are eco-friendly because Datacard's *blue* core with platinum flecks® is made with EcoPure® additive and is now biodegradable. You will notice that the new supply box has an EcoPure logo.

How long does it take for the firmware update to be completed?

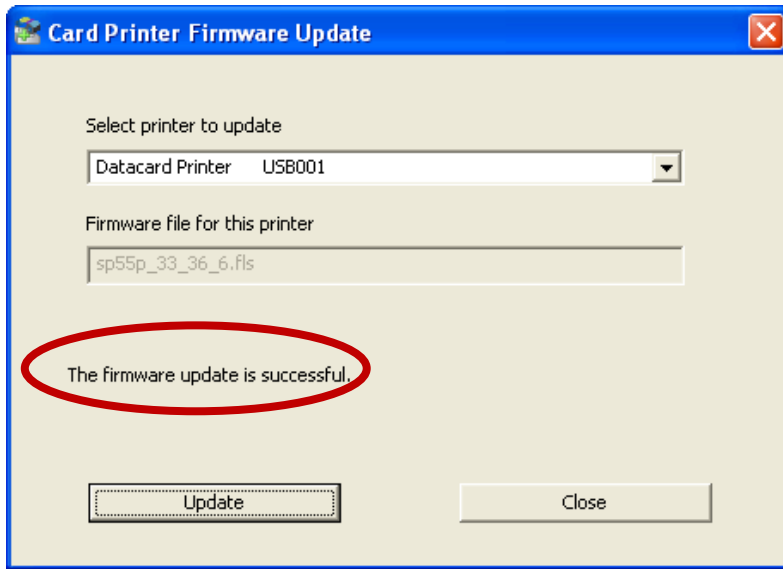
If you follow the simple instructions at www.datacard.com/gogreen, the whole firmware update process takes just a few minutes.

How many languages does the new firmware update support?

The utility firmware upgrade supports the following languages: Arabic, Chinese (Simplified), Chinese (Traditional), Czech, English, French, German, Italian, Japanese, Korean, Polish, Portuguese (Brazil) and Russian.

How will I know when the firmware update has been successfully completed?

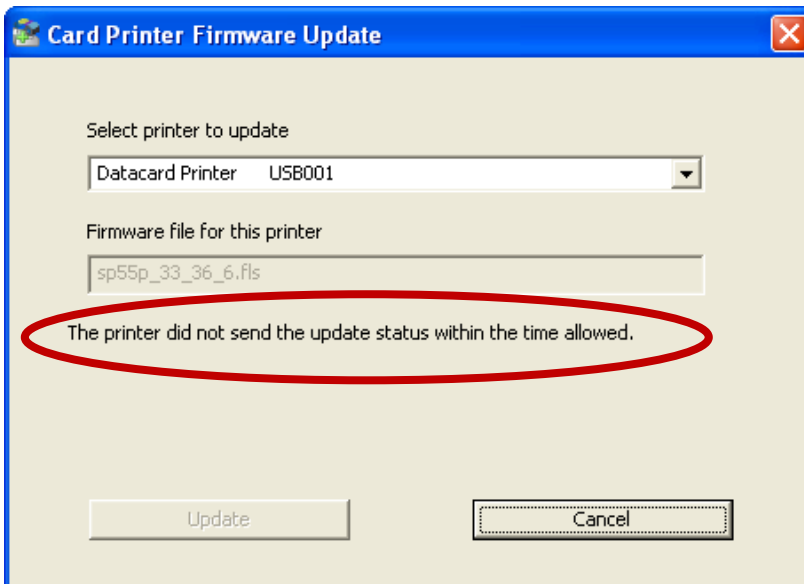
The printer will reset and a new power-up tone sequence will alert the user that the new firmware is installed properly. You will also see a line of text that states: “The firmware update is successful.” (See snapshot below.)



How will I know if the firmware update has NOT been successful?

The printer will not reset and you will receive an error message similar to the below snapshot. Note that the message may change depending on the type of error. Some of the simple problems may include: Driver not communicating with the printer, or USB cable no longer connected. (Snapshot below displays this scenario.)

If you continue to get an error message, contact your Datacard Group service representative or your Datacard Authorized Reseller for assistance.



Do I have to be logged in as an administrator to update the firmware in my printer?

No, you do not need to be logged in as an administrator. However, we do RECOMMEND this.



OTHER:

Can I still order the “old” supplies after I upgrade my printer?

Yes, but there is no need to order old supplies after the update. You can switch to new supplies immediately after you update your printer. Going forward, use the new part numbers to order the new supplies. Please use the supplies part number transition sheet, which you can download at www.datacard.com/gogreen, to verify the new supply part numbers before ordering.

Can I install the new ribbon without first updating the firmware on my printer?

No, the printer will not recognize the new ribbon and you will get the following error messages:

- | | |
|----------|---|
| PR 01738 | The printer cannot identify the ribbon installed.
An unsupported print ribbon has been installed in the printer. |
| PR 01739 | The wrong ribbon is loaded in the printer.
The printer cannot use an unsupported print ribbon. |

Do I need Internet access to do this update?

You do not need Internet access to do this update. The update can also be done by using a CD. Contact your Datacard Authorized Reseller or a Datacard Group service representative and ask for the “Datacard firmware update” CD (part number 504231-001).

For which printer models is this update required?

- Datacard® SP25 card printer and Datacard® SP25 Plus card printer
- Datacard® SP35 card printer and Datacard® SP35 Plus card printer
- Datacard® SP55 card printer and Datacard® SP55 Plus card printer
- Datacard® SP55 kiosk card printer
- Datacard® SP60 card printer
- Datacard® SP75 card printer and Datacard® SP75 Plus card printer
- Datacard® CP40™ card printer and Datacard® CP40™ Plus card printer
- Datacard® CP60™ card printer and Datacard® CP60™ Plus card printer
- Datacard® CP80™ card printer and Datacard® CP80™ Plus card printer
- Datacard® FP65™ financial card printer
- Datacard® FP65i™ financial card printer

Does my printer driver need to be updated as well?

No, you do not need to change your printer driver to install the new firmware. The firmware update does not affect the printer driver in your system.

What happen if the power goes out during the firmware update process?

If power is interrupted while the printer is programming, the printer may become corrupt and non-bootable. Therefore, be sure power is reliable during the update process to ensure the integrity of the printer.

How do I know the new printer(s) I ordered has received the updated firmware?

New printers with updated firmware will have a “Go Green” label on them to indicate that it has been updated with the new firmware.



If my printer is still under warranty, may I return it to my Datacard Authorized Reseller or directly to Datacard Group to update the firmware?

No, the firmware update is not a defect in workmanship and is not covered by the warranty. We designed the firmware update for the Datacard® desktop card printers to install quickly and easily, but if you still need help, please contact your Datacard Group service representative or your Datacard Authorized Reseller.

What if I still have questions?

If you still require assistance, please contact:

1. Your internal technical support staff

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