



DATACARD® Firmware Update Instructions

Firmware Update Application
for Windows® Operating Systems

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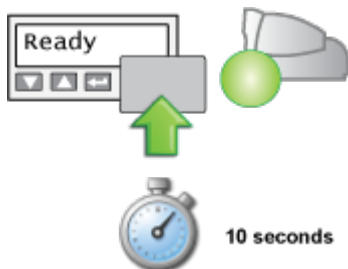
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What You Need

1



Card Printer, powered on and ready to print cards.

The green light on the printer is steady green.



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



Firmware Update Program

- Download
- CD-ROM
- Service provider

3



PC Running a Supported Operating System with the Printer Driver Installed


- Windows® 7, 32- and 64-bit
- Windows Server® 2008, 32- and 64-bit
- Windows Vista®, 32- and 64-bit
- Windows Server 2003, 32-bit
- Windows XP, 32-bit
- Windows 2000 (Service Pack 4 required)
- Windows NT 4.0 (Service Pack 6 required)

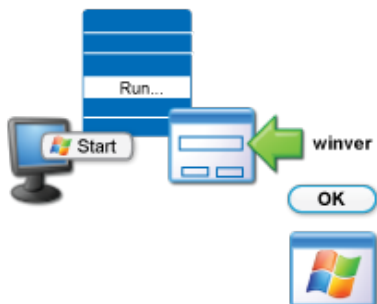


What Operating System is Installed on My PC?

1. Click **Start**, and then click **Run**.
2. In the box, type **winver**, and then click **OK**.

The window that appears shows which operating system your computer is using.

Windows 7 Tip: Access the Run command by pressing the Windows logo key  + R





Update Firmware from the Go Green Upgrade CD

1



Insert the Go Green Upgrade CD into your CD drive.

2



Select the name of the card printer to update from the list of printers in the **Current Printer** dropdown list.

A message will be displayed in the window if the printer selected requires a two-step process.

3



Click the **Update** button.

Note: Some printers require a two-step update process. Follow the prompts to complete the update. Printers that require a two-step process will restart two times during the course of the update.

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.

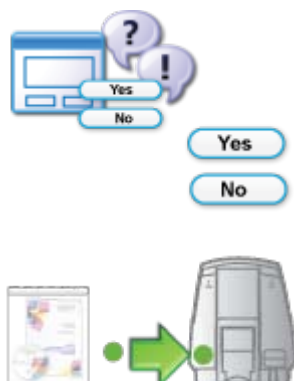
5



When the firmware update process is finished, the printer will restart, indicating a successful update.

- Verify that the message, "**The firmware update is successful**" is displayed.
- Click the **Close** button or select another printer from the Current Printer dropdown list and repeat Steps 2-6 to update additional printers.

6



The firmware update will prompt you to remove the firmware application software from your PC.

- Choose **Yes** if you are done with the Firmware Update Application.
- Click **No** if you have more printers to update. Access the Firmware Update Application from the desktop icon to update additional printers.
- Place the GoGreen label included with this upgrade kit on the lower left corner of the printer as shown.



Update Firmware from Web Site Download

1



Use your internet browser to go to
www.datacard.com/gogreen

2



Enter the information in the required fields.

What Operating System is Installed on My PC?

1. Click **Start**, and then click **Run**.
2. In the box, type **winver**, and then click OK.

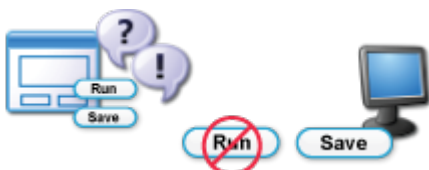
The window that appears shows which operating system your computer is using.

3



Click the **Download** button on the File Download dialog box.

4



Click **Save** when prompted to Run or Save the file.

- Save the file to your desktop, **or**
- Save the file to removable media such as a CD or memory stick.

5



Click **Run** to start the Firmware Update Application.

6



Click **Run** on the Download Complete dialog box to proceed.

7



Click **Run** on the security warning dialog box to proceed.



8



Select the name of the card printer to update from the list of printers in the **Current Printer** dropdown list.

A message will be displayed in the window if the printer selected requires a two-step process.

9



Click the **Update** button.

Note: Some printers require a two-step update process. Follow the prompts to complete the update. Printers that require a two-step process will restart two times during the course of the update.

10



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.

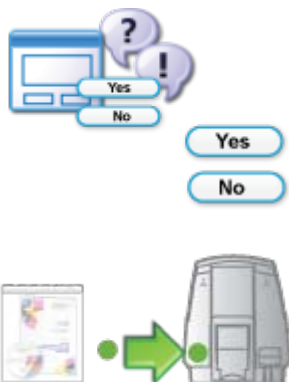
11



When the firmware update process is finished, the printer will restart, indicating a successful update.

- Verify that the message, "**The firmware update is successful**" is displayed.
- Click the **Close** button or select another printer from the Current Printer dropdown list and repeat Steps 8-11 to update additional printers.

12



The firmware update will prompt you to remove the firmware application software from your PC.

- Choose **Yes** if you are done with the Firmware Update Application.
- Click **No** if you have more printers to update. Access the Firmware Update Application from the desktop icon to update additional printers.
- Place the GoGreen sticker included with the upgrade kit on the lower left corner of the printer as shown.



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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