SECURITY & PERFORMANCE

IN FOCUS

DATACARD InFocus

Firmware Update Instructions

Contents

Datacard®

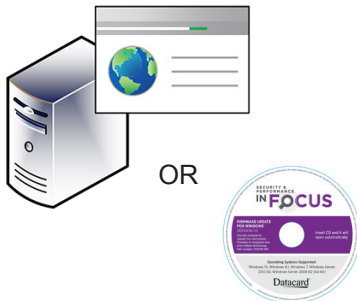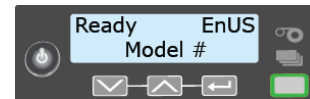SECURITY & PERFORMANCE
IN F O **CUS**

What You Need

1

SD, CD, or CE Series Card Printer: Connected to the PC or network and powered on.
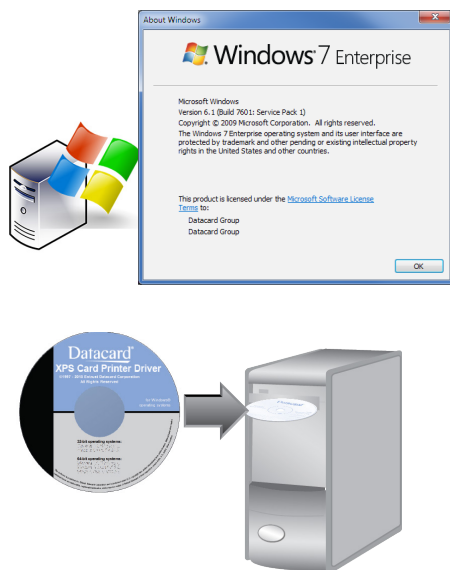
1. Make sure that all system components are connected properly

2. Press the Power button to power on the printer.

3. The User button on the printer glows green, and **Ready** displays on the LCD panel when the system is ready.

2

Firmware Update Software

*   Download
*   CD

3

**PC Running a Supported Operating System and the Optional Card Printer Driver**

*   Windows 10, 32- or 64-bit
*   Windows 8.1, 32- or 64-bit
*   Windows 7, 32- or 64-bit
*   Windows Server 2012 R2, 64-bit
*   Windows Server 2008 R2, 64-bit

USB-connected printers require the XPS Card Printer Driver to be installed on your computer. Install the driver, if necessary. The printer driver is optional for network-connected printers.

Attention: Printers Currently Running Firmware Version D3.XX.X.X

Printers running firmware versions older than D3.16.3-6 require a two-step process to update to firmware version D3.17.1.
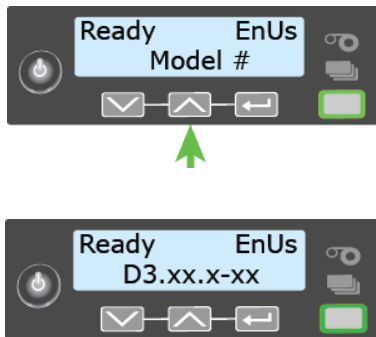
Identify the firmware version currently installed on your system.

Press the up arrow while the printer displays **Ready** on the LCD panel.

The firmware version displays on line 2 of the LCD.

- If your firmware version is D3.16.3-6, continue with "Update the Firmware from a Website Download" on page 4 or "Update the Firmware Using the InFocus CD" on page 7.

- If your firmware version is not D3.16.3-6, you must do the following:

  1. Update your firmware to D3.16.3-6.

  2. Perform a second update to D3.17.1.

  Each update follows the procedures described in "Update the Firmware from a Website Download" on page 4 or "Update the Firmware Using the InFocus CD" on page 7.
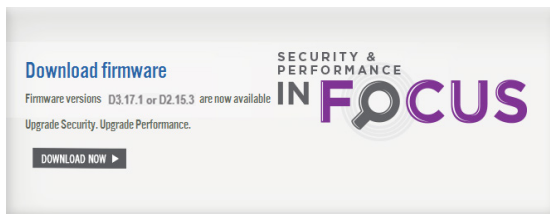
Update the Firmware from a Website Download

1

Go to:

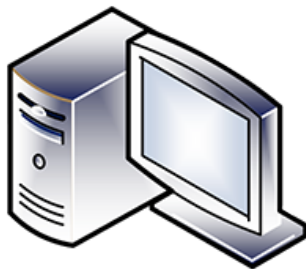www.datacard.com/InFocus

2

Click **Download Now**.

Complete the information form. Make sure that you enter your printer model and serial number.

Click **Submit**.

3

Click **Download Now** and save the firmware update file:

- To your computer, or
- To a removable media, such as a CD or flash drive.

Note: If you need to update to D3.16.3-6 first, select the D3.16.3 firmware update file and continue with the update.
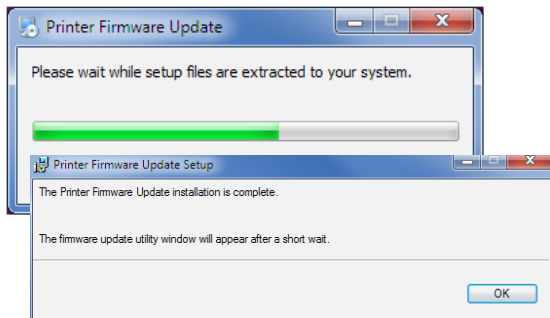
The firmware update file downloads:

- **Datacard_Card_Printer_Firmware_D3.16.3.6.EXE**

or

- **Datacard_Card_Printer_Firmware_D3.17.1.x.EXE**

or

- **Datacard_Card_Printer_Firmware_D2.15.3.x.EXE**
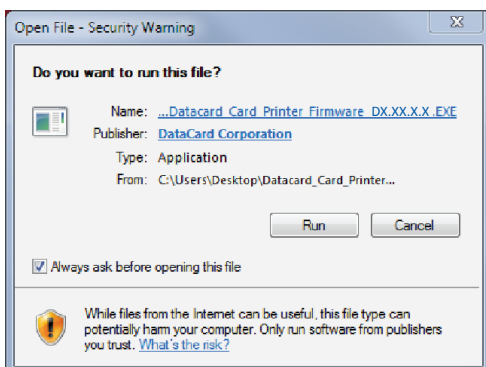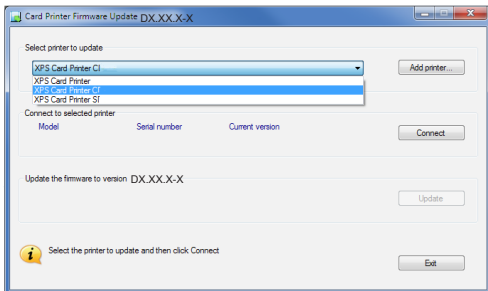
4

Double-click the saved firmware .EXE file to start the Firmware Update installer.

If the Security Warning dialog box displays, click **Run** to continue.

5 Wait while the setup files are copied to your system.
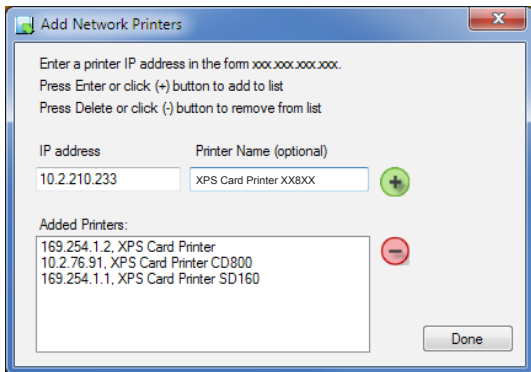
Click **OK** to continue.

OR

6 Select the printer to update.

- If the Card Printer Driver is installed, select the name of the printer you want to update from the list of installed printers.
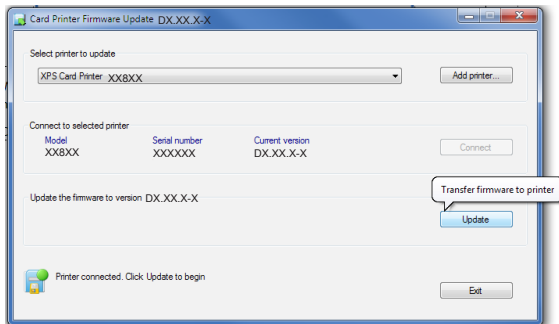
OR

- If the Card Printer Driver is not installed, enter the IP address for each network-connected printer that you plan to update.
    1. Click **Add printer**.
    2. In the Add Network Printers dialog, enter the printer's IP address and a printer name (optional).
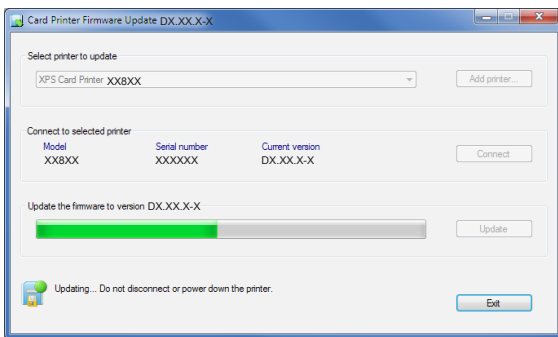   3. Click ⊕ or press **Enter** to add the printer.
    4. Click **Done**.
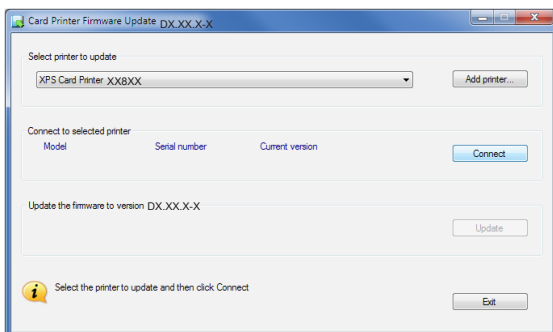

7 Click **Connect**.

8 Click **Update**.

9 Wait while the PC transfers the firmware update files to the printer.

The message **Updating…** displays while the PC sends the updated file to the printer.

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

- If power to the printer is interrupted, the firmware stays at the current version. Restart the Firmware Update program to update to the newer version.
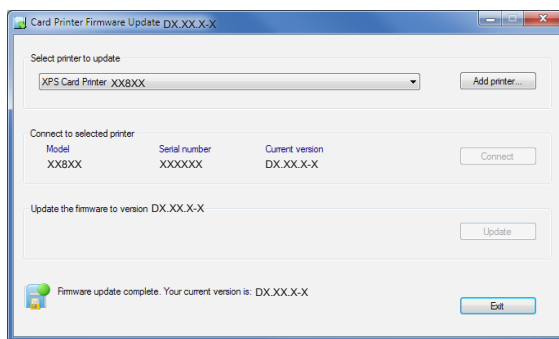
10 When the firmware has finished transferring, the printer restarts, indicating a successful update.

- If you have additional printers to update to this firmware version, repeat steps 6 through 9 for each printer.

- If you do not need to update additional printers to this firmware version, click **Exit** to close the update program.

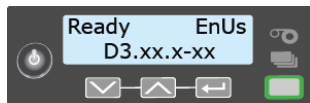- If you updated to D3.16.3-6, repeat steps 3 though 9 to download and install D3.17.1.
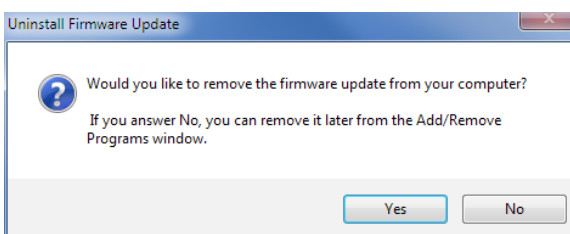
11 The Firmware Update program asks if you want to uninstall the update software from the PC. Click **Yes** to remove the software. Click **No** to remove it later using the Windows Control Panel.

Update the Firmware Using the InFocus CD

1
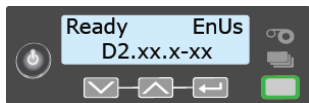
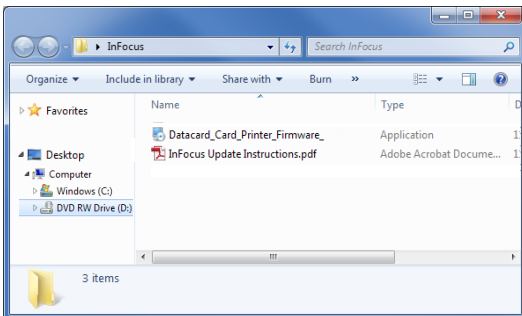Identify the firmware version currently installed on your printer.

Press the up arrow to display the firmware version on the LCD panel.

Ready   EnUs
D2.xx.x-xx

OR

Ready   EnUs
D3.xx.x-xx

2

Insert the appropriate InFocus CD into the CD drive of your PC.

Printers running D3.XX.X.X: If your firmware version is older than D3.16.3-6, make sure that you update to D3.16.3-6 first.

3

Open the CD folder to see the contents of the CD. Select the firmware update file:

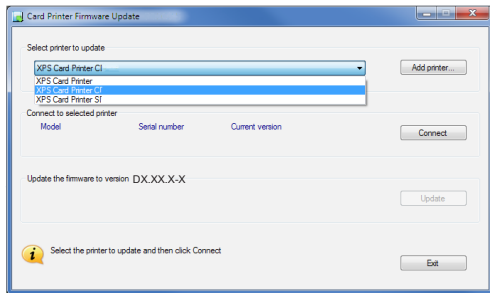- **Datacard_Card_Printer_Firmware_D3.16.3.6.EXE**

or

- **Datacard_Card_Printer_Firmware_D3.17.1.x.EXE**

or

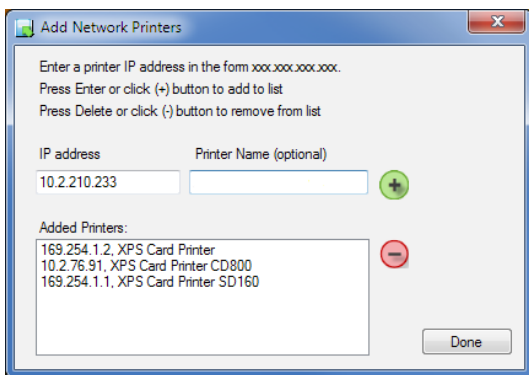- **Datacard_Card_Printer_Firmware_D2.15.3.x.EXE**
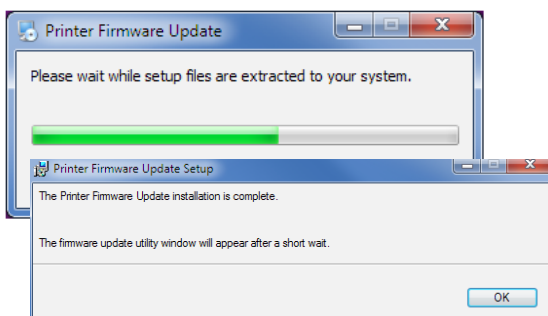
4

Wait while the setup files are copied to your system.

Click **OK** to continue.

OR

5 Select the printer to update.

- If the Card Printer Driver is installed, select the name of the printer you want to update from the list of installed printers.

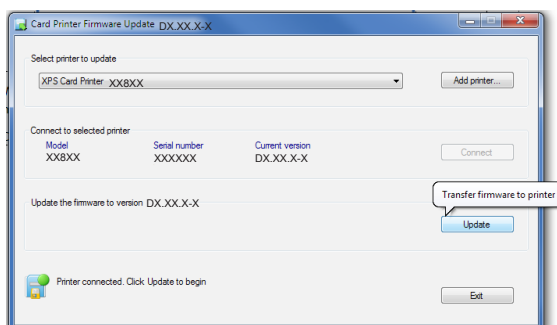OR

- If the Card Printer Driver is not installed, enter the IP address for each network-connected printer that you plan to update.
    a. Click **Add printer**.
    b. In the Add Network Printers dialog, enter the printer's IP address and a printer name (optional).
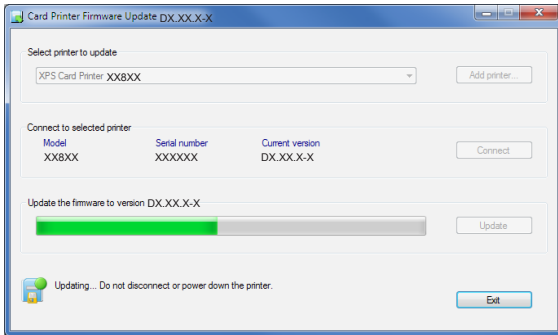   c. Click ⊕ or press **Enter** to add the printer.
    d. Click **Done**.
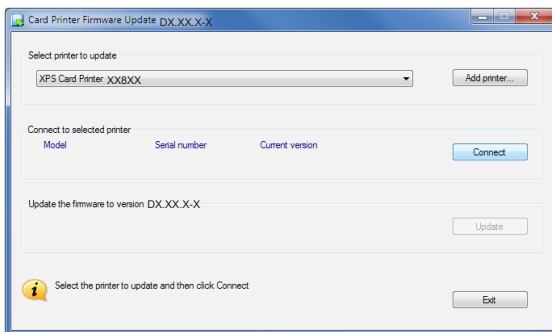

6 Click **Connect**.

7 Click **Update**.

8

Wait while the PC transfers the firmware update files to the printer.

The message **Updating…** displays while the PC sends the updated file to the printer.

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

- If power to the printer is interrupted, the firmware stays at the current version. Restart the Firmware Update program to update to the newer version.
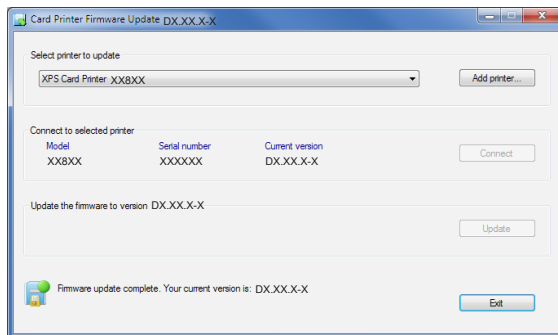
9

When the firmware has finished transferring, the printer restarts, indicating a successful update.

- If you have additional printers to update to this firmware version, repeat steps 5 through 8 for each printer.

- If you do not need to update additional printers to this firmware version, click **Exit** to close the update program.

- If you updated to D3.16.3-6, repeat steps 2 though 8 to install D3.17.1.
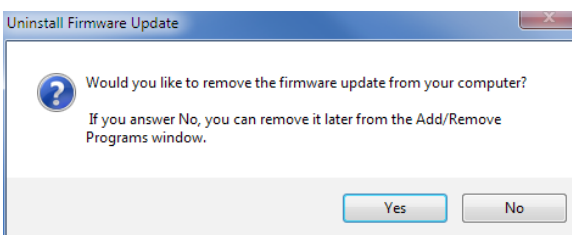
10

The Firmware Update program asks if you want to uninstall the update software from the PC. Click **Yes** to remove the software. Click **No** to remove it later using the Windows Control Panel.

If You Need Assistance

We designed the firmware update for Datacard® desktop card printers to install quickly and easily. If you have questions, contact one of the following:

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 Entrust Datacard Authorized Reseller**

    Entrust Datacard resellers have the latest information on the InFocus Upgrade program. Contact them if you have additional questions. Not sure who your nearest reseller is? If you are in the United States, find out at: https://www.datacard.com/infocus-contact-us.

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

3. **Contact Entrust Datacard directly**

Americas	+1 800 328 3996 or +1 952 988 2316
Europe, Middle East and Africa	+44 1489 555 600
Asia Pacific	+852 28210126