

## Updating XPS Card Printer Firmware

Use the XPS Card Printer Firmware software and these instructions to change the firmware in the card printer. This tool is designed for specific printer firmware releases. See the website for details about the printers, drivers and operating systems supported by this software.

These instructions contain the following information:

- What You Need
- Update the Printer Firmware
- Trademark and Copyright Information

### What You Need

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

- **PC with the printer driver installed and functioning.**  
The version of the driver must support the printer you want to update.
- **Card printer**, connected to the PC with the card printer driver installed and ready to print cards.
  - Connect one USB printer at a time when performing a firmware update.
  - Make sure that “Ready” is displayed on the front panel and the User button glows green.



- **Firmware Update**

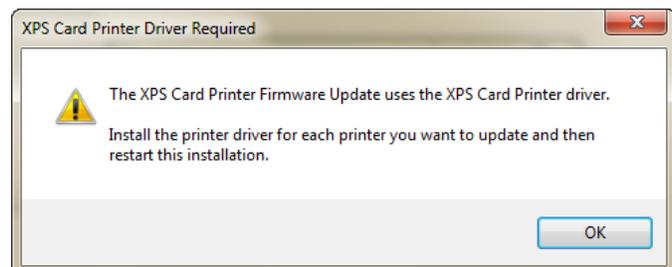
Download the Firmware software for your printer model from the website or get it from your service provider. Save the Firmware software (XPS Card Printer Firmware 2.11.43.0.exe) in a location where you can find it such as on the Windows desktop.

- **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 will default to the original firmware.

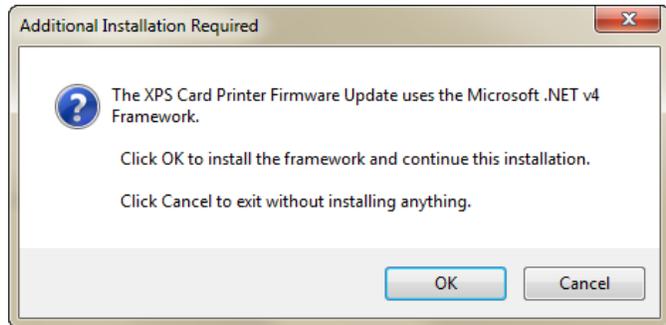
### To Update the Printer Firmware

1. Start the Firmware Update installer:
  - a. Double click the XPS Card Printer Firmware 2.11.43.0.exe file.
  - b. Possible messages you may see during installation:

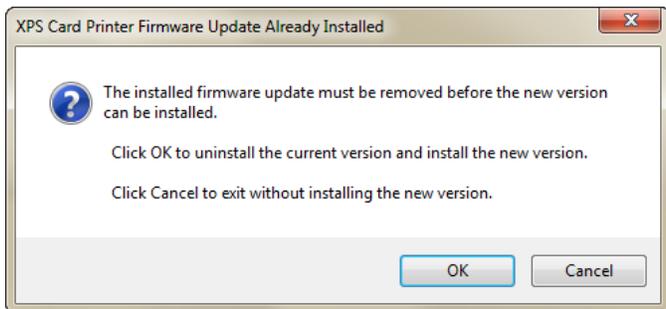
If the card printer driver is not installed, a Windows message will appear and the Firmware Update program will not start.



Microsoft .NET v4 Framework must be present on the PC to use the XPS Card Printer Firmware software. The software checks the operating system for the file and installs it if needed.

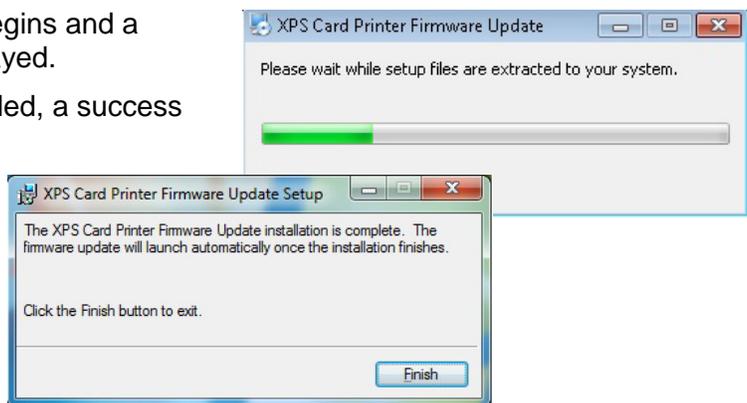


Previous versions of the XPS Card Printer Firmware software must be removed before a newer version can be used. The software will prompt you to remove previous versions if they are installed.



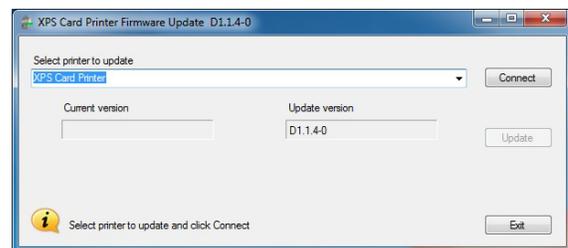
The XPS Card Printer Firmware software is designed for specific printers and drivers. Be certain that you are using the proper update for the printer installed. See the website for details about the printers, drivers, and operating systems supported by the XPS Card Printer Firmware software.

- c. The software installation begins and a progress message is displayed.
  - d. When the software is installed, a success message appears.
2. Start the Firmware Update software by clicking the Finish button.



3. Choose the Card Printer to update from the list of printers shown in the Select printer to update list.
4. Click the Connect button. Connecting to printer ... will appear.

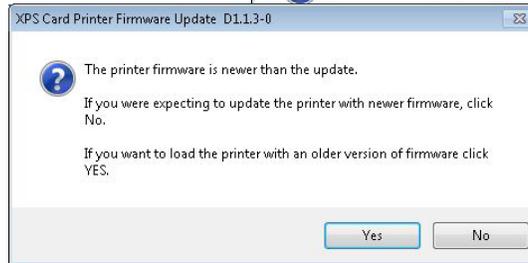
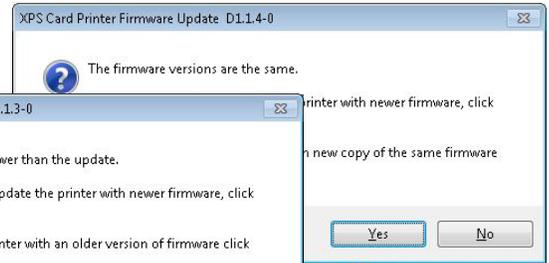
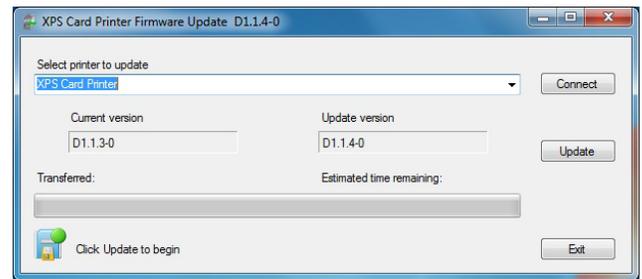
A transferred bar will be displayed and the Update button will become available.



5. Click the Update button.

The Firmware Update software compares the current firmware version to the update version.

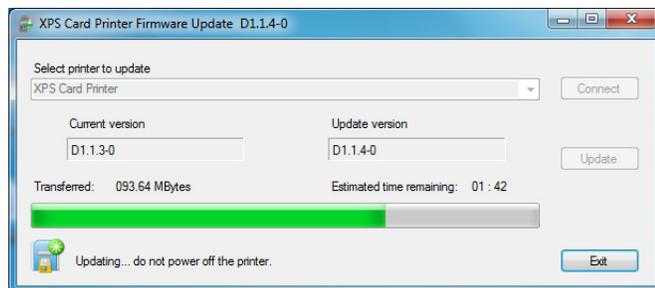
- If the update version is newer than the current version, the update will proceed.
- If the update version is the same as the current version, the software will display a message. Click Yes or No to proceed.
- If the update version is lower than the current version, a different message is displayed. Yes or No to proceed.



6. Wait while the PC sends the update file 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 printer has reset.

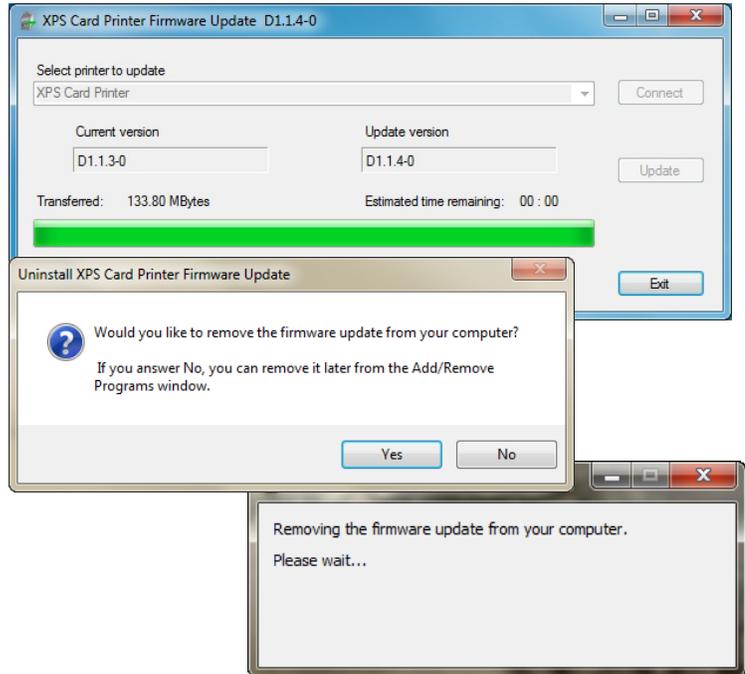


**Important:**

- 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, the firmware will stay at current version. The Firmware Update software must be restarted to update to the newer version.
- The printer does not provide information to the PC while the firmware is being transferred. However, the printer beeps and the User button light flashes green while the transfer is occurring.
- 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 the same sounds as when you power on the printer.
- If you have a USB connection to the printer, the firmware update utility might fail to find the printer after it is updated because the printer address has changed. You can ignore this error. The printer firmware has been updated correctly.

7. Click Exit in the XPS Card Printer Firmware software and you will be prompted to remove the XPS Card Printer Firmware software from the PC. If Yes is clicked, a message will appear until the software is removed.

8. Your printer is ready to print cards.



## **Copyright and Trademark Information**

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