

Firmware Update for the CR500™ Instant Issuance System

Use the Card Printer Firmware Update program and these instructions to update the firmware in the CR500™ Instant Issuance System.

Before You Begin

The Card Printer Firmware Update program is designed for specific printer firmware releases. Make sure that you use the correct version for each installed printer. Refer to the Entrust Datacard website for details about the printers and operating systems supported by this program.

- If your firmware version is older than U1.32.2-5, the printer requires a two-step process to update to the most current firmware. Use the instructions in [“Update the Printer Firmware”](#) on [page 2](#) to do the following:
 - a. Update the firmware to Version U1.32.2-5
 - b. Perform a second update to Version U1.33.x-x
- If your firmware is already at U1.33.x-x, you can update to a newer version by following the instructions in [“Update the Printer Firmware”](#) on [page 2](#).



The printer firmware cannot be downgraded to a previous version after the firmware update to U1.32.2-5 completes. We recommend that you plan to update the printer firmware on a non-production system and verify that your software continues to function properly before updating multiple systems.

What You Need

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

- **CR500 Instant Issuance System.** Connect the printer to the network.
- **Firmware Update Programs.** Use the enclosed CD, or download the appropriate firmware update program files. Contact your service provider for assistance, if needed. The following firmware files are available:
 - Datacard_Card_Printer_Firmware_U1.32.2.5.exe
 - Datacard_Card_Printer_Firmware_U1.33.x.x.exe, where *x* indicates a version of U1.33.x
- **Continuous electrical power to the printer.** The printer must remain powered on for the firmware update to complete. If power to the printer is interrupted before the new firmware file completely replaces the old file, the printer defaults to the original firmware.


Update the Printer Firmware

The update procedure is the same for all firmware updates. Select the correct firmware update file for your printer:

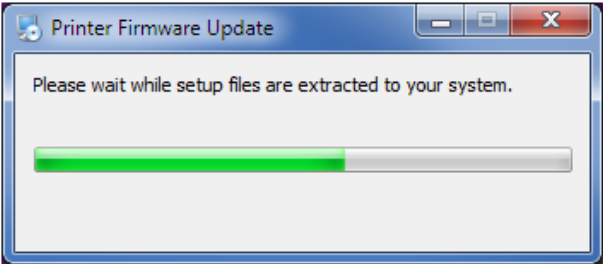
- Datacard_Card_Printer_Firmware_U1.32.2.5.exe
- And/Or
- Datacard_Card_Printer_Firmware_U1.33.x.x.exe

Do the following to run the firmware update program.

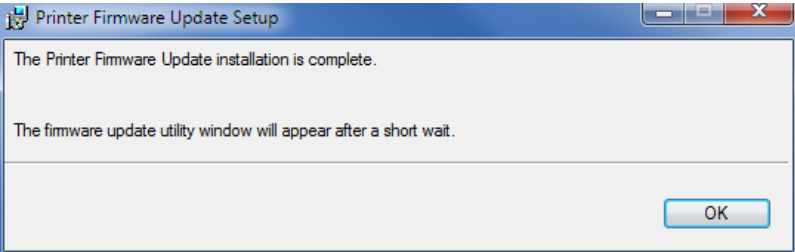
1. Double-click the firmware .exe file to start the Firmware Update installer:
Datacard_Card_Printer_Firmware_xx.xx.x.x.exe

 Click **Yes** on the User Account Control dialog box, if it displays.

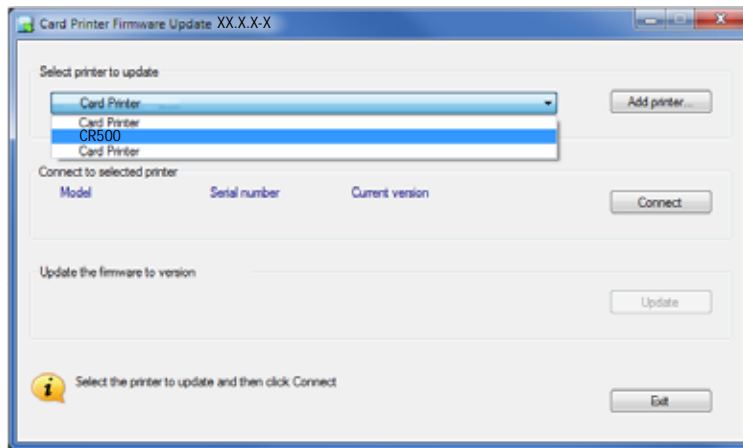
2. Wait while the installation files are prepared and copied to your system.



3. A message displays when the setup files are installed. Click **OK** to continue.

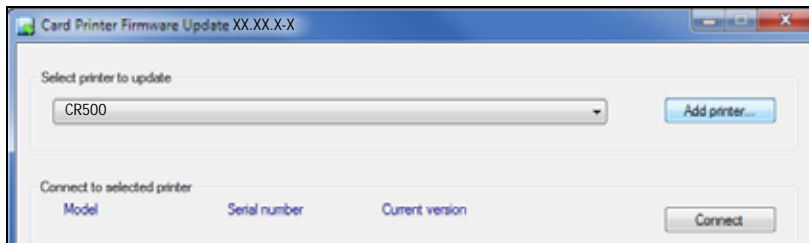


4. Select the printer to update.

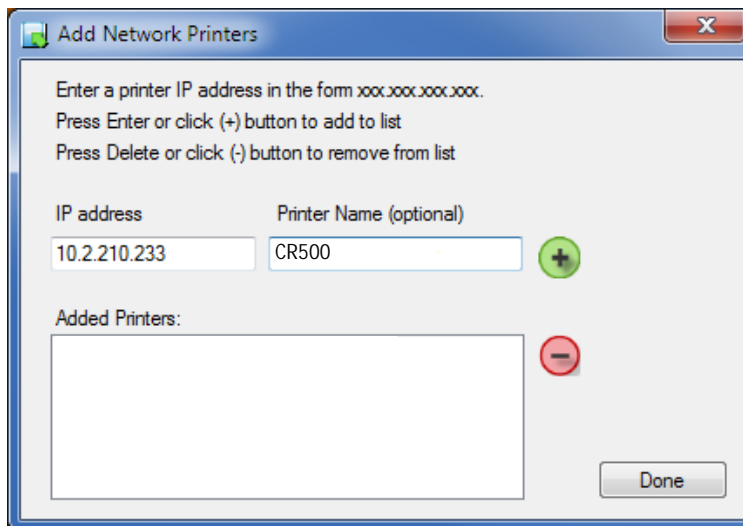



You can add additional printers by entering the IP address for each network-connected printer you plan to update.



- a. Click **Add Printer** to display the **Add Network Printers** dialog box.



- b. Enter the printer's IP address and a printer name (optional).

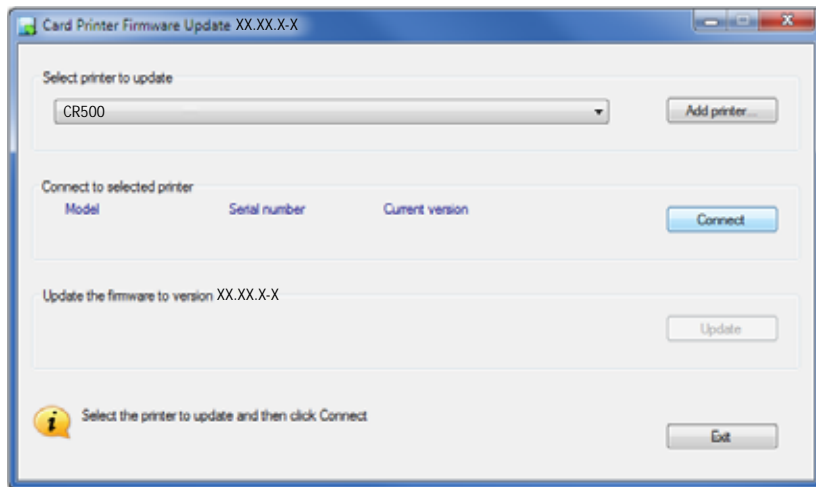


c. Click  or press **Enter** to add the printer.

 To remove a printer, select the printer from the Added Printers list and click .

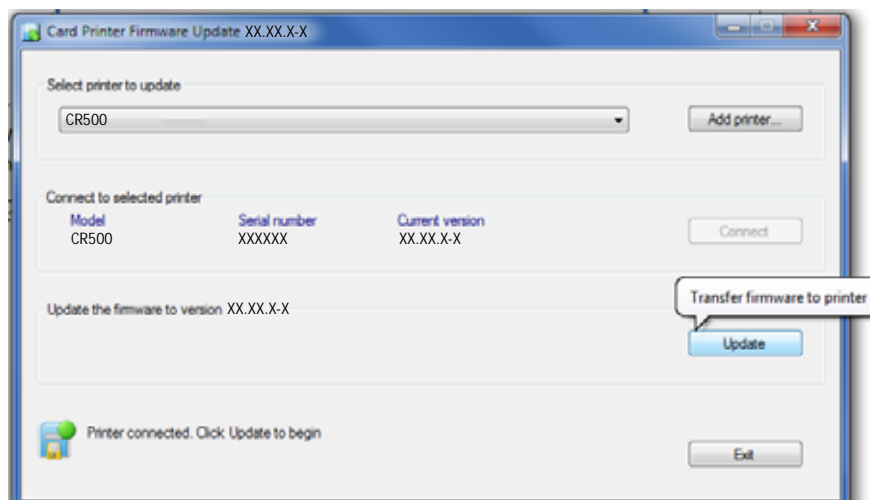
d. Click **Done**.

5. With the printer selected, click **Connect**.

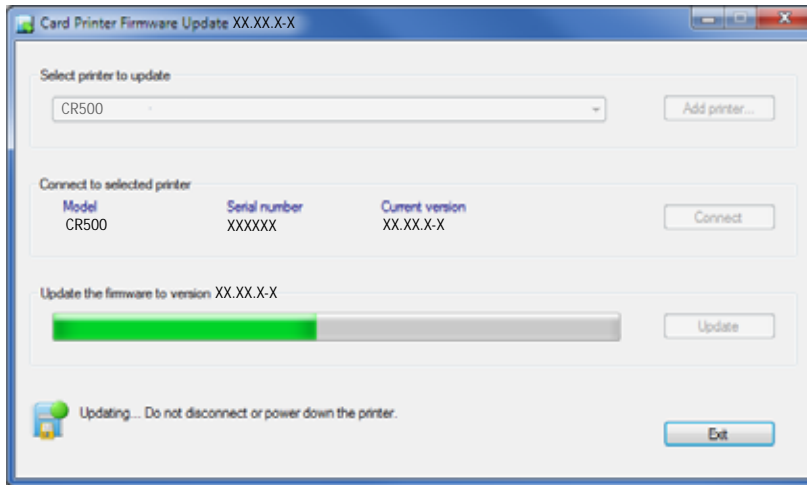


When the Firmware Update program connects to the printer, the printer model, serial number, and current firmware version display, and the **Update** button becomes active.

6. Click **Update** to transfer the firmware update file to the printer.



The PC sends the update file to the printer. The message *Updating...* displays as the firmware update file is transferred to the printer.

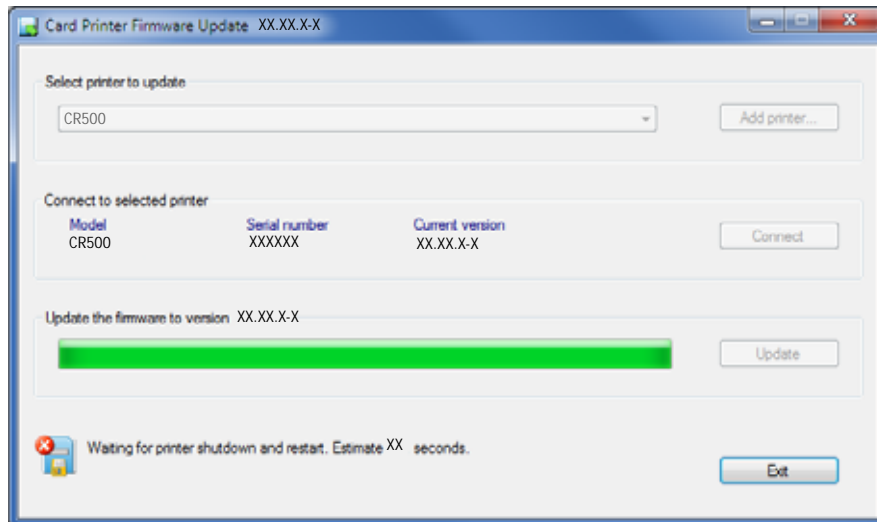


Caution: Do not power off the printer during the update process. If you need to power off the printer, wait until the update completes and the printer has restarted.

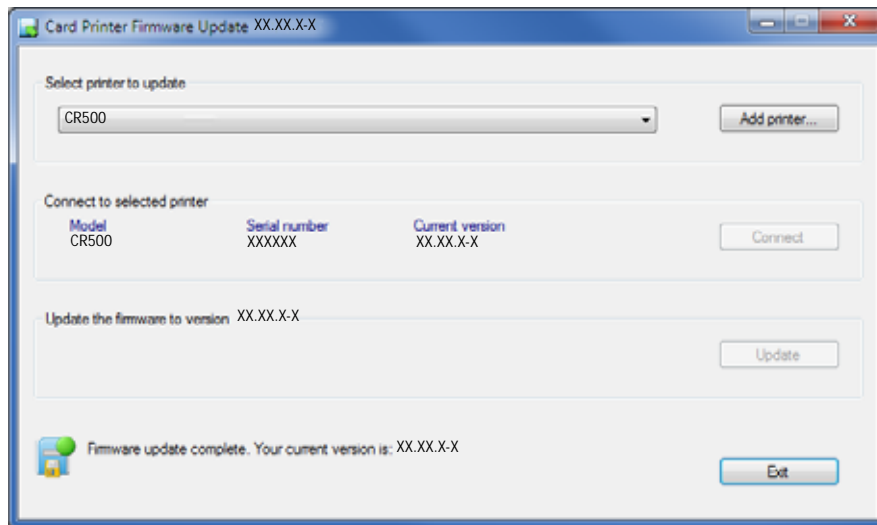


If power to the printer is interrupted during the firmware update process—for example, due to a power failure or a disconnected power cable—the firmware remains at the current version. Restart the Firmware Update program to update to the newer version.

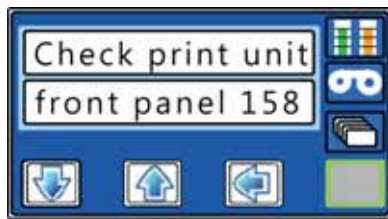
When the firmware has finished transferring, the printer powers off and then restarts, indicating a successful update.



The updated firmware version displays in the Current Version field and on the printer's front panel.

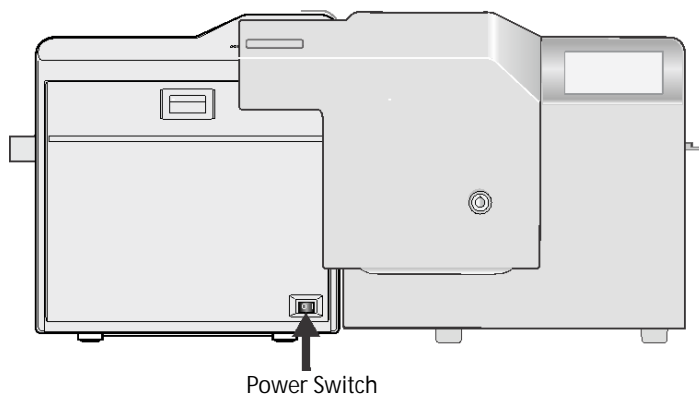


7. After the firmware update completes and the printer restarts, message **158 Check print unit front panel** displays on the printer touch screen panel.



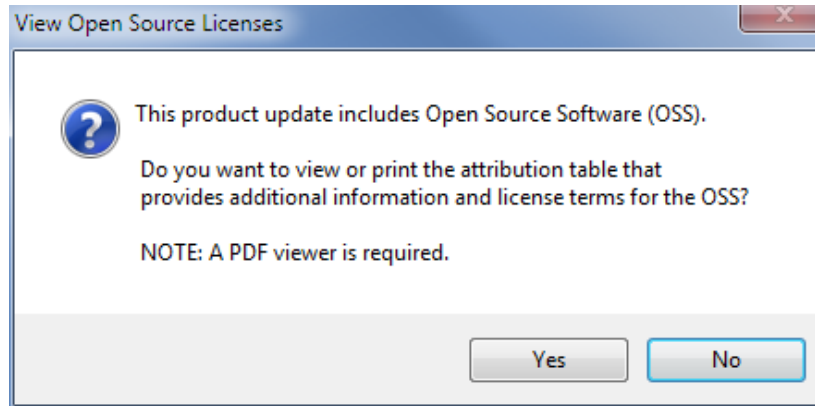
The print unit front panel displays the message **Download> Please Power Off**.


8. Press the power switch to power off the printer. Wait until the printer powers off completely and the touch screen panel goes blank (approximately 10 seconds), then power on the printer again.




If you need to update additional printers to the same firmware version, repeat [step 4](#) through [step 8](#) for each printer.

9. Click **Exit** to close the update program. The following message may display for some firmware versions:



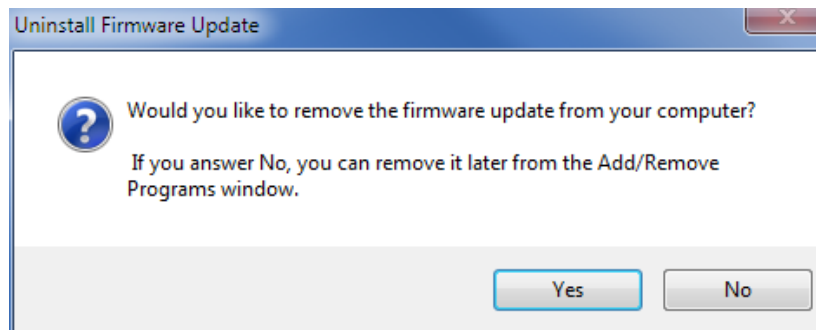
-  Entrust Datacard is required by law to provide the names and license information for open source software (OSS) used in our products.

Click **Yes** to view the Open Source Software attribution table PDF file for the firmware. You also can print the document when you open it for viewing. Click **No** to finish uninstalling the update program.

-  • The attribution table PDF also is placed in the temp folder on the computer, allowing you to view it at a later time.

 - If necessary, you can run the firmware update program again and exit without updating a printer, allowing you to select to view the attribution table PDF.

10. When prompted to uninstall the Firmware Update program from the PC, click **Yes** to remove it now, or **No** to remove it later using the Windows Control Panel.



A message displays as the program is removed.

Next Steps

- If you just updated the printer to U1.32.2-5, repeat the process described in [“Update the Printer Firmware”](#) on [page 2](#) to update the printer to U1.33.x-x.
- If you completed a firmware update to U1.33.x-x, the CR500 instant issuance system is ready to print cards with the updated firmware.

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