

What is the printer firmware?

Firmware is the internal software that makes the printer function. It is essential control program that contains instructions on how the device should operate. Devices with "Smart" technology include firmware that may need occasional updates

How often should I update my firmware?

Entrust Datacard recommends checking for printer updates a minimum of twice a year – check with your IT security protocols. Firmware releases typically involve a combination of security improvements, performance enhancements, resolution to issues and new user features. Entrust Datacard offers a solution to help with firmware upgrades in the Adaptive Issuance™ Remote Monitoring and Management application (RMM), will alert you of new firmware and allow scheduled firmware upgrades as needed.

How do I know what firmware I need?

Our website provides utilities to identify the correct firmware version needed for your printer.

Where do I go to get the firmware update?

Entrust Datacard™ printer firmware updates can be found at: <https://www.entrustdatacard.com/infocus>
The site has a firmware instruction guide that you can review or print to follow along during the upgrade process. If you should need any help, the instruction guide includes contact information for assistance.

How long does it take to update firmware?

The file download may take about 2 minutes depending on your network speed.
The actual firmware update process for the printer is typically about 5 – 20 minutes depending on the computer processor.

Do I need to update the firmware to use Regional Ribbons?

Printers shipped since August 2016 already include firmware features for regional ribbon capability.
Printers shipped before August 2016 must have firmware updates as follows:

- D2 Firmware: D2.15.3xx or higher
- D3 Firmware: D3.16.3xx or higher

Is my printer regionalized when I update the firmware?

No, the printer firmware updates the printer with the latest feature set including regional ribbon capabilities. To regionalize your printer you must load a regional ribbon in the printer.

Are new firmware releases compatible with Entrust Datacard™ software?

Yes, our firmware releases are always tested with our software to ensure compatibility.

When I update my firmware, should I also update the printer driver?

Yes, like the firmware, we do provide regular updates to the driver. For the latest printer driver details, visit: <https://www.entrustdatacard.com/resource-center/drivers-and-downloads>