

# **User Guide**

## **Digital Photo Printer Firmware Update Utility for Mac OS-X**

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## Notices and Acknowledgments

### Acknowledgments

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## **Safety Precautions**

Before you use the DNP photo printer, carefully read the User's manual to ensure that you use the printer correctly. Be aware that the content complies with the standards at the time the User's manual creation related to safety, including usage and safety precautions.

## Overview or the Firmware Update

The DNP photo printer Firmware Updater for OS-X is an application which will update the firmware and color control data on your DS Series printers in the Mac OS-X environment. This printer firmware updater is provided for use only with the Mac OS-X operating systems specified. The firmware update utility has not been verified to operate on other MAC OS versions.

Supported Mac OS: 13 Ventura, OS-12, and OS-11; it may operate on older OS unsupported. These instructions are generic for all the covered printers; however, the utility apps are separate for each print and each firmware version. Carefully select the update package appropriate for your printer.

Supported DNP printers for this guide: DS-620, DS-620A, DS-820, DS-820A, DS-RX1, DS-RX1HS, QW-410, and legacy printers, DS-40, DS-80, DS-80DX.

The firmware updater will change certain features and functions of the printer. Refer to the README file for each printer to see the primary changes of the individual firmware versions.

In some cases, there is more than one version of firmware available to use for the printer model.

Using the most recent version will provide the most up-to-date functionality.

See the special note for DS-RX1 printer firmware versions.

Firmware updates are cumulative; that is, the latest version will include all previous version improvements. There's no need to install each incremental versions, just the most recent version. The updates are numbered with increasing version numbers for easy identification.

In most cases, you cannot go backwards with firmware version updates. In other words, you cannot install a lower version in place of a higher version currently in the printer.

## Caution regarding update of a first-generation DS-RX1 printer

For the DS-RX1 photo printer, updating a printer that currently has v1.x firmware to the newer v2.x firmware will require the use of HS type print media from that point forward. Please use up any stock of old non-HS media before updating the printer firmware. Any unused non-HS media will not be usable in the DS-RX1 printer upgraded to v2.x firmware.

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**NOTE:** The printer's firmware cannot be downgraded or rolled back to a lower version.

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## Terms and Definitions for the FW Update Utility

Field/Button Name	Description
<b>Model</b>	The model name of the connected printer (i.e., DS620A, DS820A, DS40, DS620, DS-RX-1, DS-RX1HS, etc.)
<b>SN</b>	The Serial Number of your connected printer.
<b>Printer Status</b>	The current state of the connected printer (i.e., Idle = Ready to Print, Error = error with attached printer; not ready to print.)
<b>iSerial</b>	Displays whether the iSerial function of the printer is enabled.
<b>Lifetime Prints</b>	Total prints that have been produced by this device in its lifetime.
<b>CWD Version</b>	Color Control Data Version
<b>CWD Checksum</b>	Checksum value for the current CWD Version.
<b>Installed Firmware</b>	Displays the current firmware installed on the connected printer.
<b>Available Firmware</b>	Displays the firmware version payload in the utility for updating your printer.
<b>Update Info button</b>	This button refreshes the initial screen, and the attached printer is queried to verify the printer is in an idle or error state.
<b>Reset button</b>	This button restarts the firmware update.
<b>Update Firmware button</b>	This button starts the process to install of the firmware update utility. <b>NOTICE: DO NOT INTERRUPT THE UPDATE PROCESS!</b>

## Getting Started

### Downloading the printer firmware

From your browser, navigate to the following site link on the DNP IAM support web site:

<http://dnpphoto.com/Support/Downloads/Drivers-Tools>

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#### IMPORTANT REQUIREMENT:

Your DS-Series Printer must be powered on and in an **IDLE** state, meaning that your printer must have only the green Power / Ready light illuminated, and not display any error messages. Also, you must ensure that it will not be accessed by any other program while the firmware updater is in operation.

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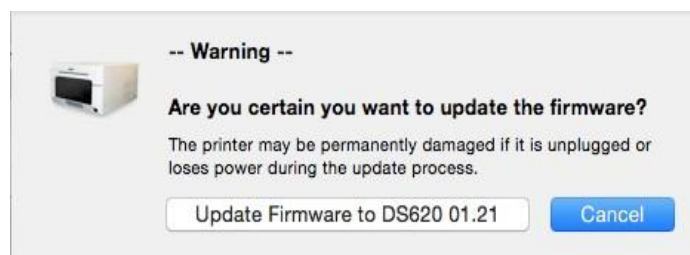
## Updating Your DS Printer's Firmware

Use the following steps to update your DS Printer's firmware:

1. Connect and turn on your DS-Series Printer.
2. Download the firmware to be installed to your Mac computer.
3. Navigate to the location where you downloaded the file.
4. Double-click on the downloaded DMG file to open the Disc Image file.
5. Click on the new virtual disc icon to open its contents in a new Finder window.
  - a. The Folder with the firmware and related information files will be visible.
6. Copy the Firmware Update folder from the disk image to your desktop.
7. Open the desktop folder and review the information in the README file.
8. To begin the update, click on the icon for the Firmware Update utility.
9. Refer to the Update Utility Home page. In the window you will see the current status and firmware version information for your printer:
10. To start the firmware update on your DS-Series printer, click the **Update Firmware** button.
11. When the **Warning** dialog box is displayed, click the **Update Firmware to...** button.

**DO NOT INTERRUPT THE UPDATE PROCESS ONCE IT HAS STARTED.**

**Hint:** The process will take less than one minute to complete. The lights on the front of the printer will blink several times. When the process is completed, only the green Power/Ready light will remain illuminated and the utility will indicate completion.



12. If the update was successful, the following dialog box is displayed. Click the **Finish** button.



13. When finished, close the virtual disc on the desktop.

- a Either drag it to your trash can; or
- b Control-click (right-click) the virtual disc and choose Eject from the contextual pop-up menu.

## Troubleshooting

When the update utility does not detect the printer:

- Check the USB cable is connected securely to the print port and to the PC USB port.  
Remove any USB hub or USB extender cables from the USB link.
- Connect only one DNP photo printer to the computer. See related info on iSerial below.

If the update utility will not run, check the printer for error conditions, e.g., drawer open, ribbon empty, etc. The update utility will not operate unless the printer is loaded and in the Ready condition, i.e., green Power/Ready light is illuminated and other lights are dark/out.



## Tech Tips

The firmware update takes about a minute to complete.

- The printer will flash its lights and beep to indicate its progress thru the update.
- The utility window will also change throughout the update to show progress.

When updating multiple printers, connect only one printer at a time to perform the update.

If your connected printer is already running the latest firmware release, upon clicking the **Update Firmware** button, a message is displayed, stating that a firmware update is not needed.

By clicking the **Update Info** button, the initial screen is refreshed and the attached printer is queried to verify the printer is in an idle or error state.

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**NOTE:** If your attached printer was NOT in an IDLE state, you will receive a message stating that there is a printer error that needs to be corrected.

Printer errors may include low media or the printer cover is open. If this is the case, correct the error, i.e., replace your printer's media or close the printer cover, and then click the **Proceed** button on the **Error** dialog box.

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Update your printer to enable the iSerial functionality. DNP provides a separate utility to check and enable the feature for certain printers.

- The iSerial feature will allow newer version of the Mac OS to properly detect and control multiple DNP printers on one Mac PC. Otherwise only one printer at a time is supported.
- For Windows PC users, the printers are more readily detected and identified by the Windows OS. See the information supplied with the iSerial utility for more details.
- iSerial feature is available from certain firmware version of the DS620 and DS-RX1 printers. Newer DS620, DS820 and DS-RX1HS printers have the iSerial function factory enabled.
- The iSerial Utility, printer drivers and other useful tools can be found here: ○  
<http://dnpphoto.com/Support/Downloads/Drivers-Tools>
- User Manuals for DNP print products and accessories can be found here:
- <http://dnpphoto.com/en-us/Support/Downloads/Manuals>

## Contact DNP IAM Technical Support

Primary contact for support of your DNP product is your DNP photo products reseller where the product was purchased. In the event you require additional support, contact DNP IAM Technical Support using one of the following methods:

**Phone:** 1-855-367-7604 toll free in USA and Canada

**Email:** [dnpsupport@dnf.imgcomm.com](mailto:dnpsupport@dnf.imgcomm.com)

Support Contacts web page: <http://dnpphoto.com/en-us/Support/Contact-DNP>