



SERVICE ANNOUNCEMENT

TO: Datacard Service and Authorized Service Channels
FROM: Bonnie Lervik (Service Marketing)
DATE: March 2, 2011
SUBJECT: Datacard Desktop Printer Go Green Firmware Update

Introduction

Datacard Group recently announced that the RFID tags used in all Datacard® Certified Supplies with Intelligent Supplies Technology™ are entering their end-of-life/obsolescence phase. A new RFID technology has already been introduced in the supplies for the new Datacard® SD260™, Datacard® SD360™ and Datacard® CD800™ card printers, and these new tags will be rolled out in all of the Datacard supply products. These new supplies will use Earth-friendly biodegradable cores and will provide more reliable and secure supplies performance.

The Go Green Upgrade is the key to taking advantage of these great new supplies. It is a free, easy-to-do firmware update that must be performed on all Datacard printers (except the SD260, SD360 and CD800 printers) by the end of 2011. This document contains technical information on the desktop card printer firmware update and should be shared with appropriate service personnel who support the Datacard card printers.

Information for the servicing channels is contained in this document, including the following topics:

- Products Affected
- How to Obtain the Updated Firmware
- Potential Error Situations and Remedies
- Escalation Process
- Service Inventory
- Frequently Asked Questions

Products Affected

The Datacard printers that will need to be updated are:

- Datacard® SP25 card printer and Datacard® SP25 Plus card printer
- Datacard® SP35 card printer and Datacard® SP35 Plus card printer
- Datacard® SP55 card printer and Datacard® SP55 Plus card printer
- Datacard® SP55 kiosk card printer
- Datacard® SP60 card printer
- Datacard® SP75 card printer and Datacard® SP75 Plus card printer
- Datacard® CP40™ card printer and Datacard® CP40™ Plus card printer
- Datacard® CP60™ card printer and Datacard® CP60™ Plus card printer
- Datacard® CP80™ card printer and Datacard® CP80™ Plus card printer
- Datacard® FP65™ financial card printer
- Datacard® FP65i™ financial card printer



The update utility has been developed so the end-user can install the firmware update on their system. Information about the Go Green upgrade program, designed for the end-user, is located on www.datacard.com. Documents located on this site provide the end-user with valuable information about the need for the upgrade, how to perform the upgrade and frequently asked questions. Servicing channels may at their discretion, perform the update for their customers.

The firmware update utility contains all the files needed to update any of the listed printers that are not running deviated (custom) firmware. Once the update is complete, the Datacard printer will work with supplies that carry the new proprietary RFID tag and will continue to use the older supplies. End-users will be able to use any existing supplies in their inventory after the update is complete.

In the near future, all appropriate Datacard desktop printers will be manufactured with the new firmware. As illustrated below, all new printers with updated firmware will have a “Go Green” label on them to indicate that it has updated firmware. The date that Datacard Group will start to ship printers with new firmware is not known at this time. More information on the transition to new firmware will be provided by mid April.



How to Obtain the Updated Firmware

The updated firmware is available either as a download or may be obtained on a CD. There are update processes for three typical end-user operating environments. The instructions guide the end-user through the update process for the following operating environments:

- Microsoft® Windows® operating systems
- Datacard® OpenCard
- Datacard® Open Platform

Download Process:

The firmware utility and instructions are available as a download from a unique landing page on www.datacard.com. To download the firmware utility, simply follow the applicable instructions that are provided on www.datacard.com/GoGreen. There is a tutorial video available showing the firmware update and other documents to help you with this process.

CD Upgrade Kit Ordering Process

In some situations it may not be possible to download the firmware utility, so it may also be ordered from Datacard Group. The CD contains the Windows-based operating system update utility and may be used for all Datacard printers listed on the first page of this document that are connected to a Windows OS based PC. Please place an order for the quantity of CDs that you require.

Part Number	Description	Price
504231-001	Go Green Upgrade CD	\$ 0



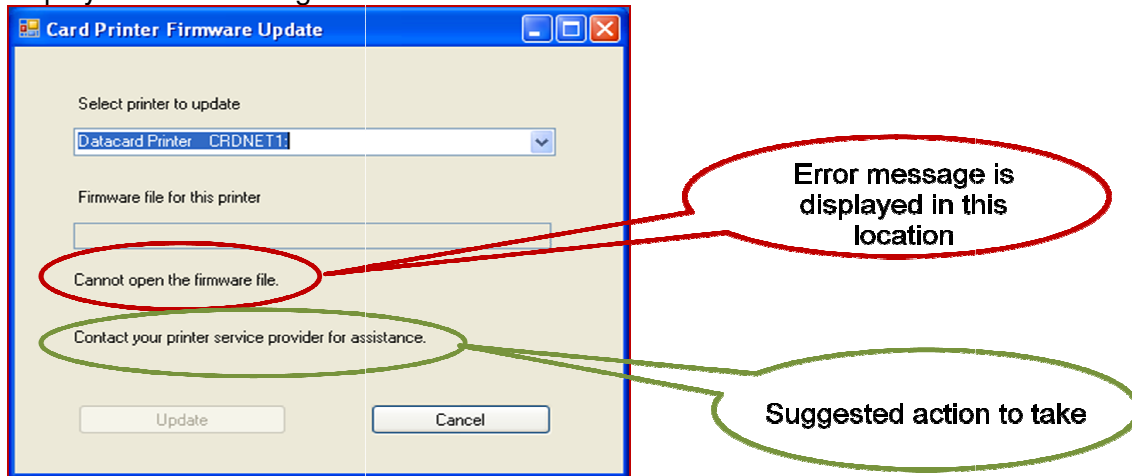
Potential Error Situations and Remedies

While the printer firmware is being updated, there is always the potential for an error situation. While this is not expected to occur often, it is important to know the probable cause and recommended steps to correct. In each of the four error situations shown below, the end-user is directed to their printer service provider for assistance. The table below shows the known situations, potential cause and steps to remedy. A typical screen shot that will be displayed on the PC is also shown.

	Error Message	Potential Cause	Remedial Steps
1	Cannot open the firmware file	There is a problem with the update utility.	Download a new version of the update utility. If the update utility was obtained from a CD, reload the utility on the PC. If the problem still exists in either situation, escalate using the process outlined in the next section
2	Cannot send the firmware file	There is a problem with the update utility.	Download a new version of the update utility. If the update utility was obtained from a CD, reload the utility on the PC. If the problem still exists in either situation, escalate using the process outlined in the next section
3	The printer did not send the update status within the time allowed	A communications time-out with the printer has occurred.	Check the connections between the PC and printer and try to update the firmware again. If the second attempt fails, escalate using the process outlined in the next section
4	The printer is not responding	There is a problem with communications that is likely to be driver related.	<p>Uninstall and reinstall the driver. Then perform the firmware update. See instructions below. If the second attempt fails, escalate using the process outlined in the next section.</p> <p><u>To uninstall the driver:</u> The printer is deleted from the Printers folder in the control panel. Go to Start > Programs > Datacard Card Printers > Uninstall Driver Software. Once the uninstall is complete a message pops up informing the user that the uninstall is complete.</p> <p><u>Perform firmware update:</u> The user should start the driver using the installation instructions. This can be done from the original CD or by downloading the latest driver from datacard.com (or their reseller's website if available). Installation of the driver requires they start the program, accept the EULA and plug the printer in when the program gives these instructions.</p>



Example of displayed error messages:



If the utility fails to launch/open, please power cycle the PC and re-execute the utility. If the utility fails to launch a second time, please download (or reload) a new version of the update utility and perform the update.

In some rare situations such as a power interruption during the update process, the main logic board may need to be replaced. If this should occur, please use your inventory of spare parts to correct the issue, remembering that your current inventory of boards will also require the update once installed in the printer. Datacard will ship a no-charge replacement for the failed logic board. Freight, import duties and applicable taxes will not be covered. Please contact Datacard Customer Support at one of the numbers shown below and request a replacement board. Use the promotion code **RFID** in order to get a replacement board.

- US: 1-800-328-3996
- Outside US: +1-952-988-2316

Escalation Process

Should the end-user experience a problem with the firmware update process, they are directed to the following escalation procedure:

- Contact their local internal technical support
- Contact their printer service provider
- If the end-user does not know their service provider and if they are located in the United States, Canada or Latin America/Caribbean, a link is provided to a website to help them locate their nearest service provider.
- In all cases if the end-user does not know their local service provider they may contact their Datacard regional service operations

As a Datacard service provider, if you are not able to resolve the end-user's issue, please contact Datacard directly, either by email or by telephone. A special email address has been established for questions on the Go Green Firmware Update. This email address will be monitored so a prompt reply can be provided. Please send questions to: gogreen@datacard.com. If you wish to contact Datacard by telephone, please use the appropriate number shown below:

- Americas: +1 800 328 3996 or +1 925 988 2316
- Europe, Middle East and Africa: +44 1489555627
- Asia Pacific: +852 2866 2613



Shown below are the escalation directions being given to the end-user through a variety of communication vehicles, including: www.datacard.com/GoGreen, FAQs, and other collateral that the end-user may access.

Get Help Here

We designed the firmware update for Datacard® desktop card printers to install quickly and very easily. Despite that, you may still have questions. If so, here are the people to contact:

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 Datacard Authorized Reseller

Datacard resellers have the latest information on the Go Green Update program – so contact them if you have additional questions. Not sure who your nearest reseller is? Find a reseller in the United States, Canada or Latin America/Caribbean at: [\[link\] http://www.datacard.com/contact_us/pp_redirect.ihtml](http://www.datacard.com/contact_us/pp_redirect.ihtml)

Outside of North America, contact Datacard directly (See below.)

3. Contact Datacard directly

Americas: +1 800 328 3996 or +1 925 988 2316

Europe, Middle East and Africa: +44 1489555627

Asia Pacific: +852 2866 2613

Service Inventory

Any main logic boards currently in spare parts inventory will also need the firmware update. To update the board, please install it in a printer and use the update utility to perform the update.

All main logic boards shipped from Datacard as spare parts as of April 4, 2011 will contain the firmware update. Please refer to the Tech Tip on PartnerPage^(sm) for a list of main logic boards and the revision level that contains the new firmware.

Frequently Asked Questions

Question: My customer has a Rapid Replacement contract with Datacard Group. Will replacement printer shipped through this process contain the firmware update?

Answer: Yes, as of April 4, 2011 all desktop printers that are shipped as part of the Rapid Replacement depot option will contain the firmware update



Question: When will printers shipped from Datacard Group contain the firmware update?

Answer: The date that Datacard will start to ship printers with new firmware is not known at this time. More information on the transition to new firmware will be provided by mid April.

Question: My customer's system is under warranty, may I return it to Datacard Group for the firmware update?

Answer: No, the firmware update is not a defect in workmanship and is not covered by the warranty. Please assist your customer in updating the firmware.

Question: How do I know if the printer currently has deviated (custom) firmware installed? How do I get information on how to upgrade the printer?

Answer: The firmware utility will recognize if the existing firmware is custom and will alert the end-user. The driver will display the current version of the firmware installed on the printer as shown below. The printer is running a deviated (or custom) version of firmware if the "Printer Firmware Version" matches one of the versions shown in the table below. Update utilities will be available for these deviated (custom) printer firmware versions by the end of May 2011.



Deviated (custom) Printer Firmware Versions			
4.45	8.16.002	13.22	14.36
5.51.001	8.17.000	13.22.002	14.46.000
5.53.001	8.19.000	13.28.000	14.47.000
5.74.001	9.13.000	13.29.000	14.49.000
5.75.003	9.13.0_1.80	13.31.000	14.51.000
5.78.000	11.19.000	13.35.000	14.54.000
7.13.000	12.22.001	13.30.003	16.10.000
8.15.000	12.28.000	14.30.001	

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