



DTC400/DTC300/DTC300M Card Printer/Encoders - Firmware Upgrade Document (Rev. 1.3)



Part Number: L000575

DTC400/DTC300/DTC300M Card Printer/Encoders - Firmware Upgrade Document
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The revision number for this document will be updated to reflect changes, corrections, updates and enhancements to this document.

Revision Control Number	Date	Document Title
Revision 1.3	1 October 2004	DTC400/DTC300/DTC300M Card Printer/Encoders - Firmware Upgrade Document (Rev. 1.3)

These reference documents were thoroughly reviewed to provide Fargo with professional and international standards, requirements, guidelines and models for our technical, training and user documentation. At all times, the *Copyright Protection Notice* for each document was adhered to within our Fargo documentation process. This reference to other documents does not imply that Fargo is an ISO-certified company at this time.

- ANSI/ISO/ASQ Q9001-2000 American National Standard, (sub-title) Quality Management Systems - Requirements (published by the American Society of Quality, Quality Press, P.O. Box 3005, Milwaukee, Wisconsin 53201-3005)
- The ASQ ISO 9000:2000 Handbook (editors, Charles A. Cianfrani, Joseph J. Tsiakals and John E. West; Second Edition; published by the American Society of Quality, Quality Press, 600 N. Plankinton Avenue, Milwaukee, Wisconsin 53203)
- Juran's Quality Handbook (editors, Joseph M. Juran and A. Blanton Godfrey; Fifth Edition, McGraw-Hill)

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Firmware Upgrade Instructions



Introduction

The DTC400/DTC300/DTC300M Card Printer/Encoders - Firmware Upgrade Document (Rev. 1.3) provides step-by-step procedures for upgrading the Firmware on these Printers.

Requirements

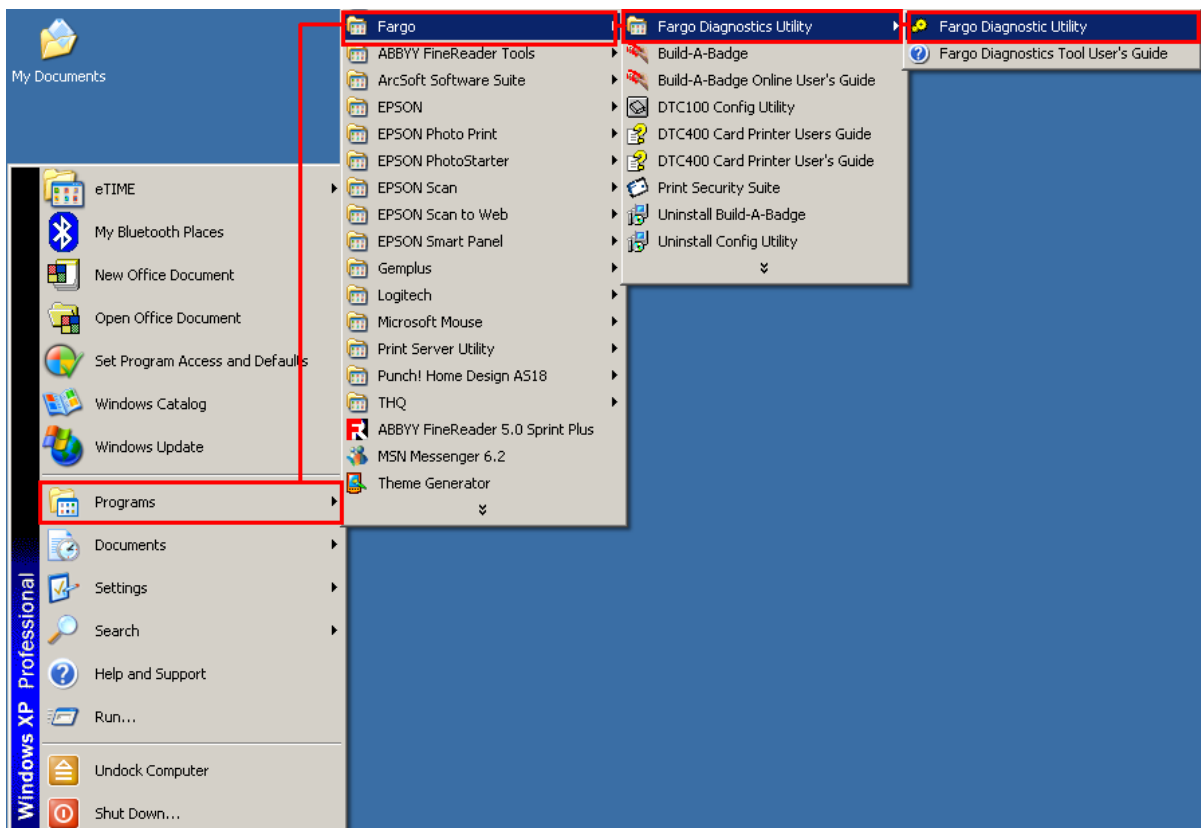
- Windows 32 bit Operating System (XP/2000)
- Internet Access

Safety Messages (review carefully)

Symbol	Critical Procedures for Safety purposes
Danger: 	<p>Failure to follow these installation guidelines can result in death or serious injury.</p> <p>Information that raises potential safety issues is indicated by a warning symbol (as shown to the below).</p> <ul style="list-style-type: none"> • To prevent personal injury, refer to the following safety messages before performing an operation preceded by this symbol. • To prevent personal injury, always remove the power cord prior to performing repair procedures, unless otherwise specified. • To prevent personal injury, make sure only qualified personnel perform these procedures.
Caution: 	<p>This device is electrostatically sensitive. It may be damaged if exposed to static electricity discharges.</p> <p>Information that raises potential electrostatic safety issues is indicated by a warning symbol (as shown to the below).</p> <ul style="list-style-type: none"> • To prevent equipment or media damage, refer to the following safety messages before performing an operation preceded by this symbol. • To prevent equipment or media damage, observe all established Electrostatic Discharge (ESD) procedures while handling cables in or near the Circuit Board and Printhead Assemblies. • To prevent equipment or media damage, always wear an appropriate personal grounding device (e.g., a high quality wrist strap grounded to avoid potential damage). • To prevent equipment or media damage, always remove the Ribbon and Cards from the Printer before making any repairs, unless otherwise specified. • To prevent equipment or media damage, take jewelry off of fingers and hands, as well as thoroughly clean hands to remove oil and debris before working on the Printer.

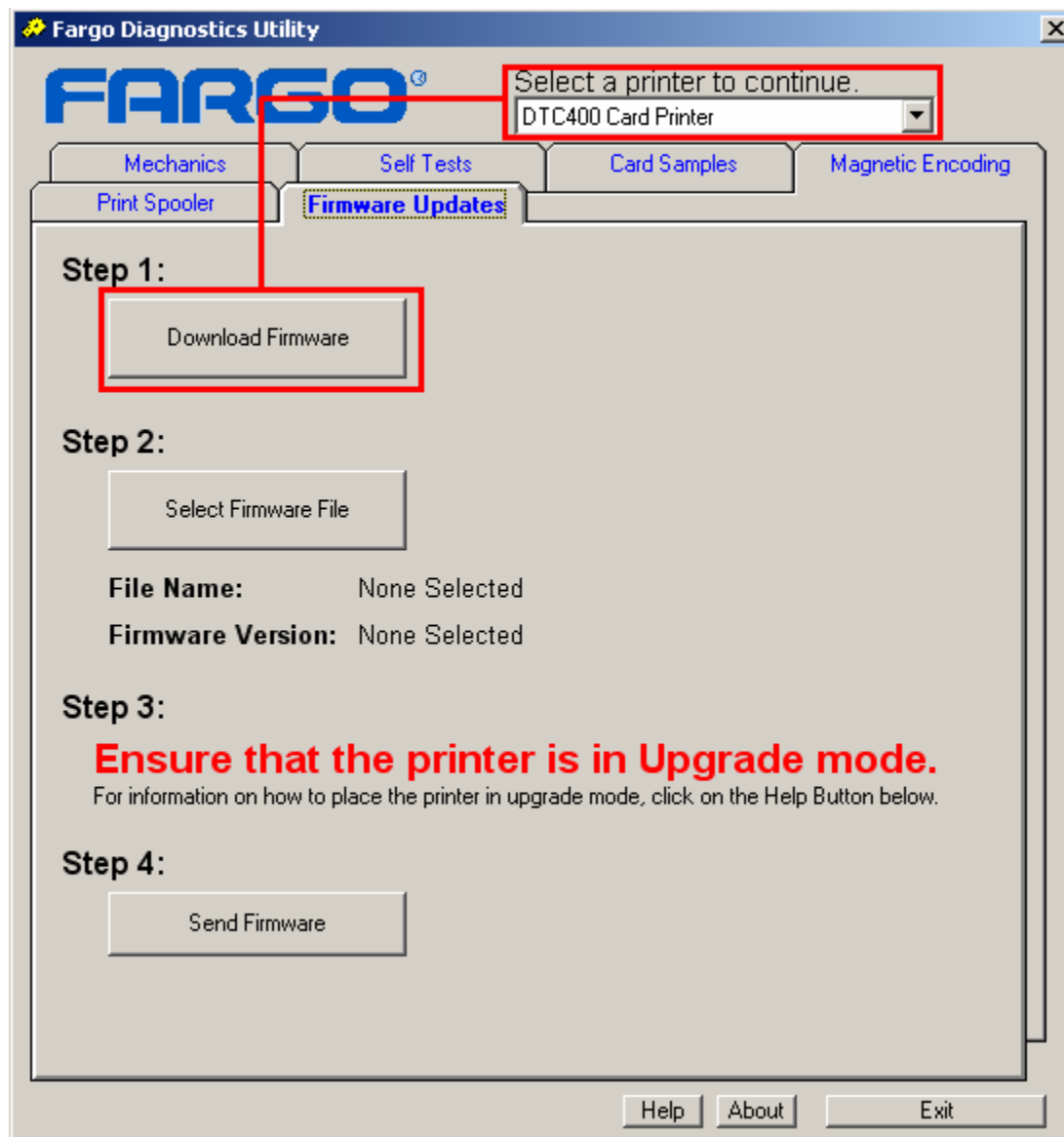
Downloading Firmware

Step	Procedure
1	<p>Open the Fargo Diagnostic Utility (located in the Programs folder), as shown below.</p> <ul style="list-style-type: none"> Click on the Start icon on the desktop. Select the Programs folder. Select the Fargo folder. Click on the Diagnostic Utility, as shown below.



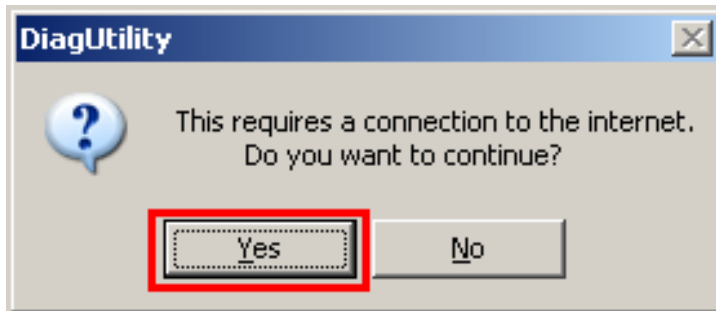
Downloading Firmware (continued)

Step	Procedure
2	Use the Select a printer to continue dropdown menu to select the Printer. a. Click on the Download Firmware button under Step 1: , as shown below.



Downloading Firmware (continued)

Step	Procedure
3	<p>a. Check that the Computer has an active internet connection.</p> <p>b. Click on the Yes button, as shown below.</p>



Downloading Firmware (continued)

Step	Procedure
4	<p>This will launch the Fargo Support page</p> <ul style="list-style-type: none"> Click on the Firmware selection box. Using the drop down menu select the Printer. Click on the Go button, as shown below.

Address  http://www.fargosupport.com/

FARGO® FARGO Web Sites: 

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Tech Support: Home

This Web site is designed to support you and your FARGO Card Printer. Download printer drivers, printer firmware, user's guides and troubleshooting information. Or find an [Authorized Service Provider](#) in your area. If you don't find what you need, please [contact us](#) and we'll get back to you right away.

Tech Support: Search

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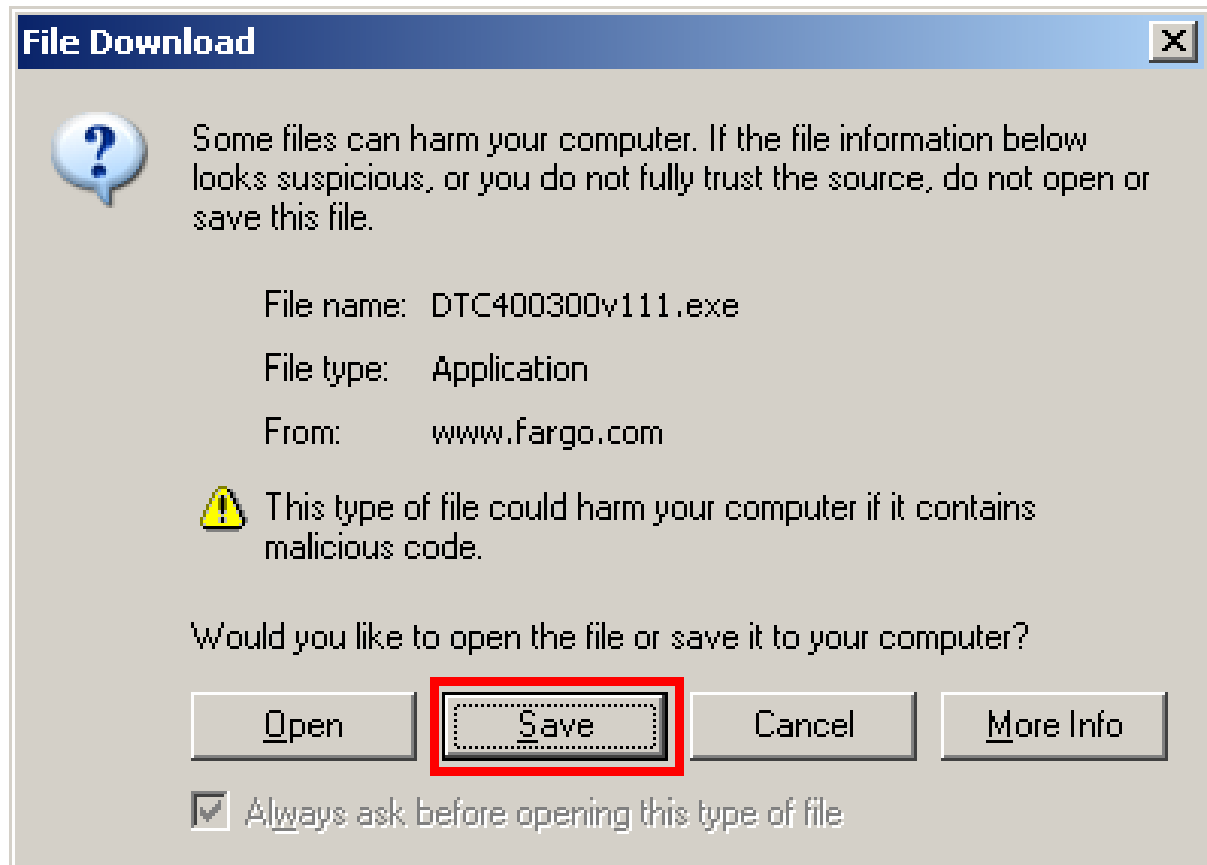
Downloading Firmware (continued)

Step	Procedure
5	Click on the Printer name under Printer Firmware to begin the download, as shown below.

Printer Firmware	Version #	Date of Release	File Size (bytes)
DTC400 Firmware	V1.1.1	10/21/2004	124 KB

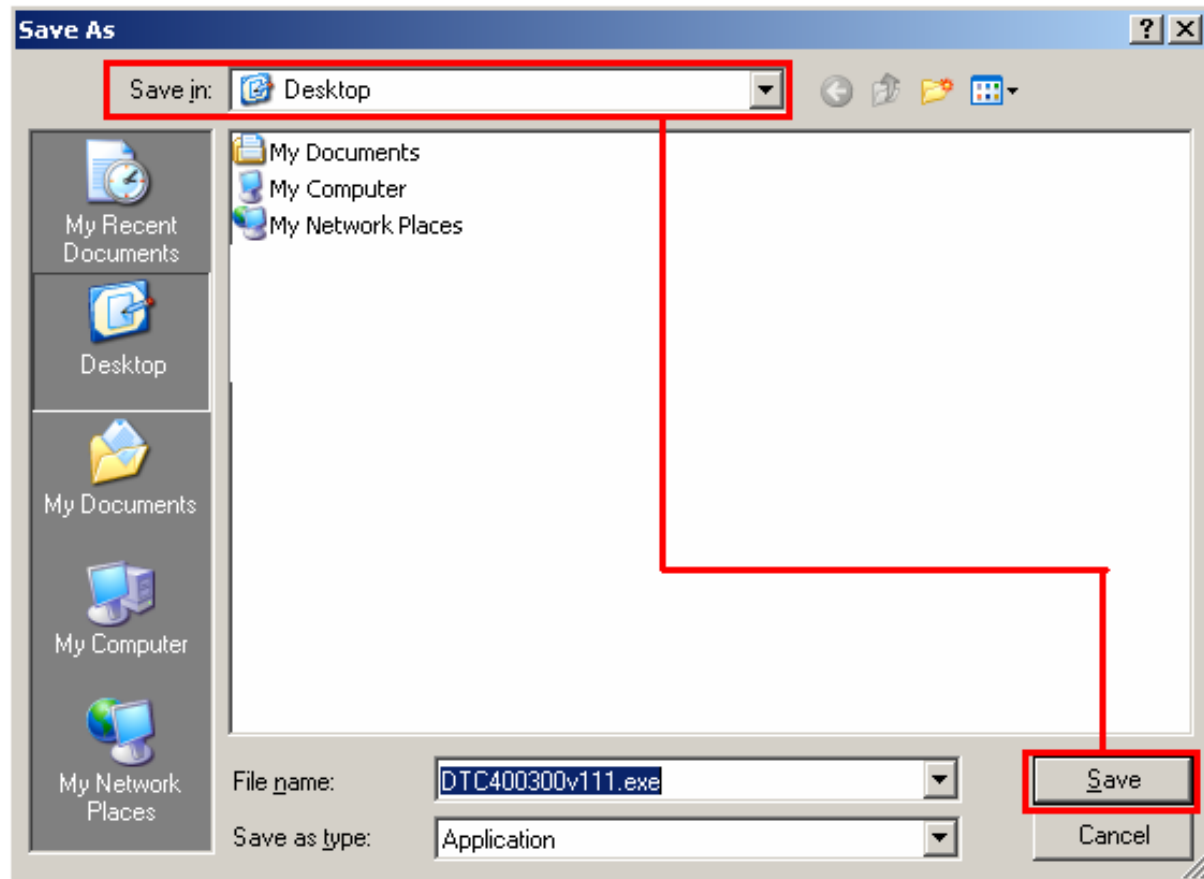
Downloading Firmware (continued)

Step	Procedure
6	Click on the Save button to save the file, as shown below.



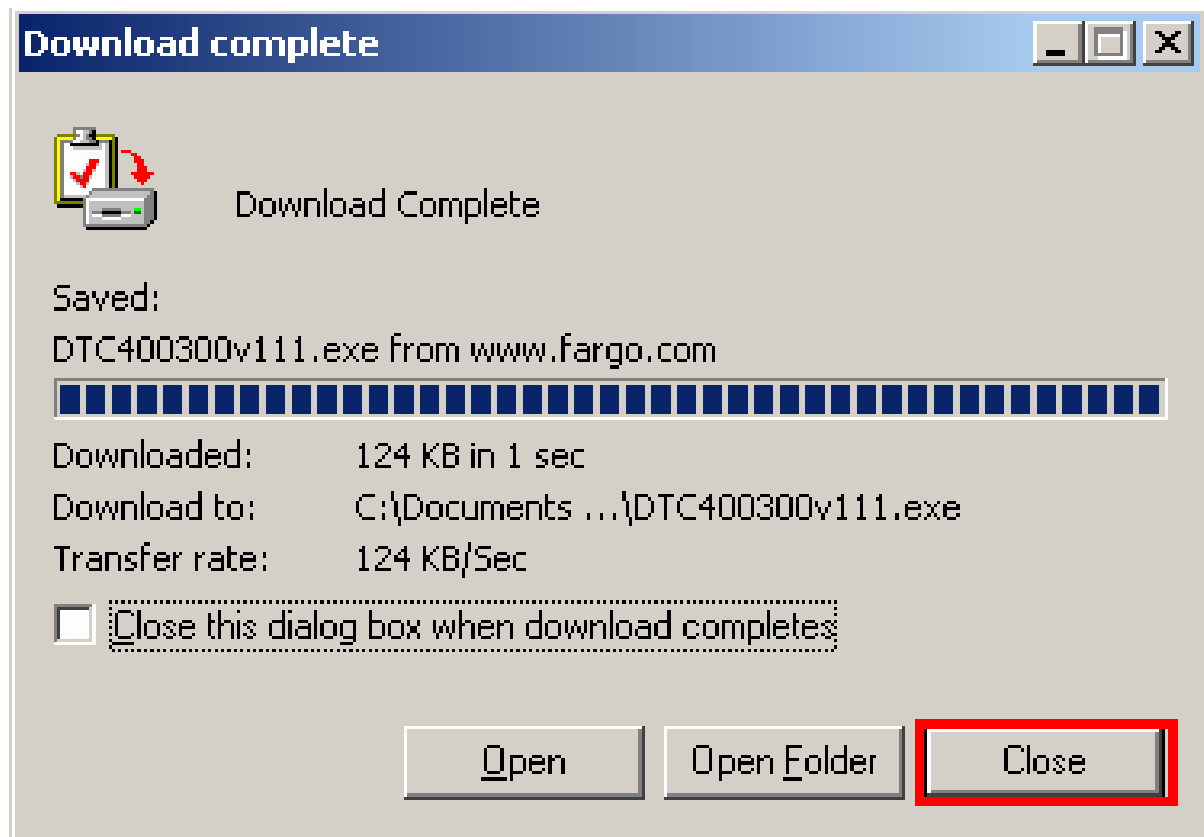
Downloading Firmware (continued)

Step	Procedure
7	Click on the Save button to save the file to the computer's Desktop, as shown below.



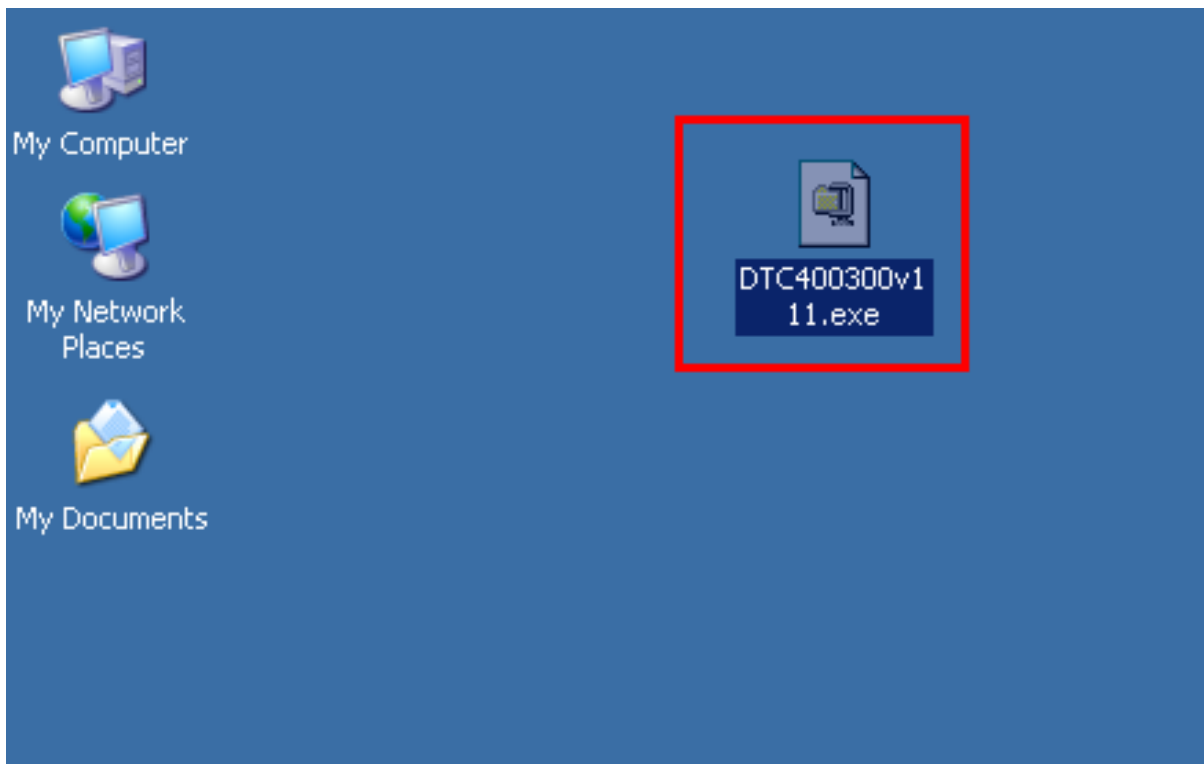
Downloading Firmware (continued)

Step	Procedure
8	Click on the Close button to close this dialog when the download is completed, as shown below.



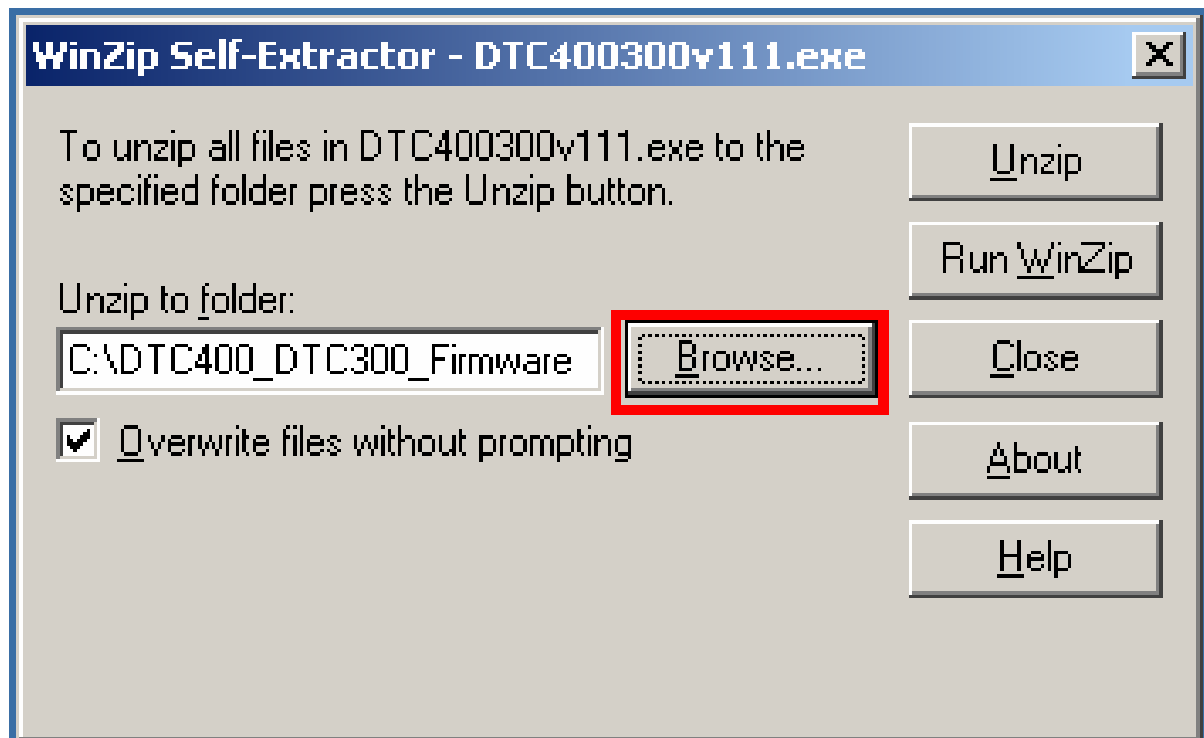
Downloading Firmware (continued)

Step	Procedure
9	From the computer's desktop, double click on the Firmware .exe file to un-zip it, as shown below.



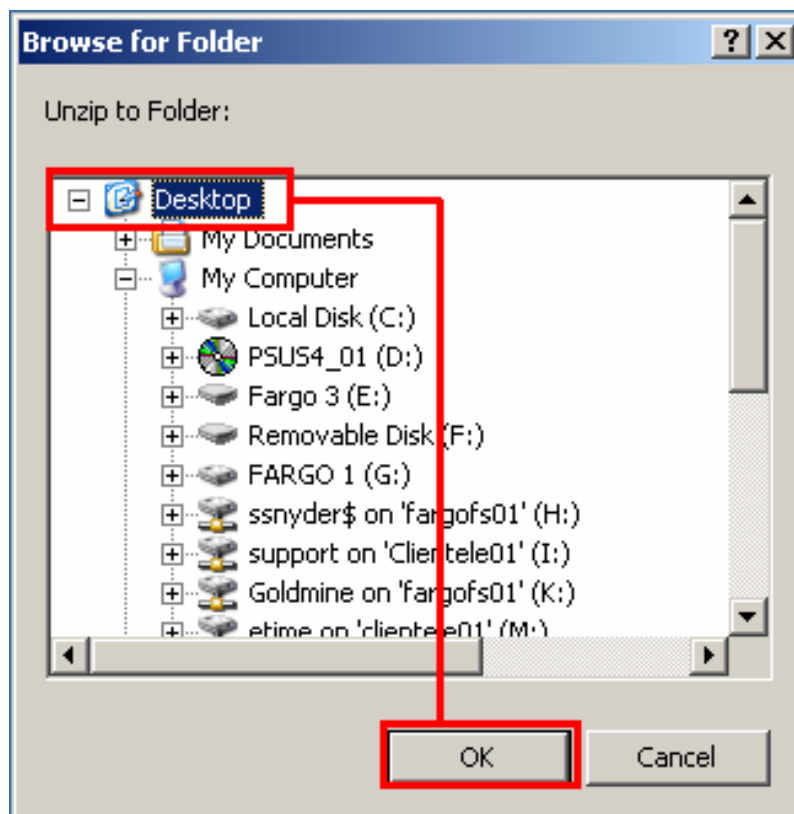
Downloading Firmware (continued)

Step	Procedure
10	Click on the Browse button on the WinZip Self-Extractor window, as shown below.



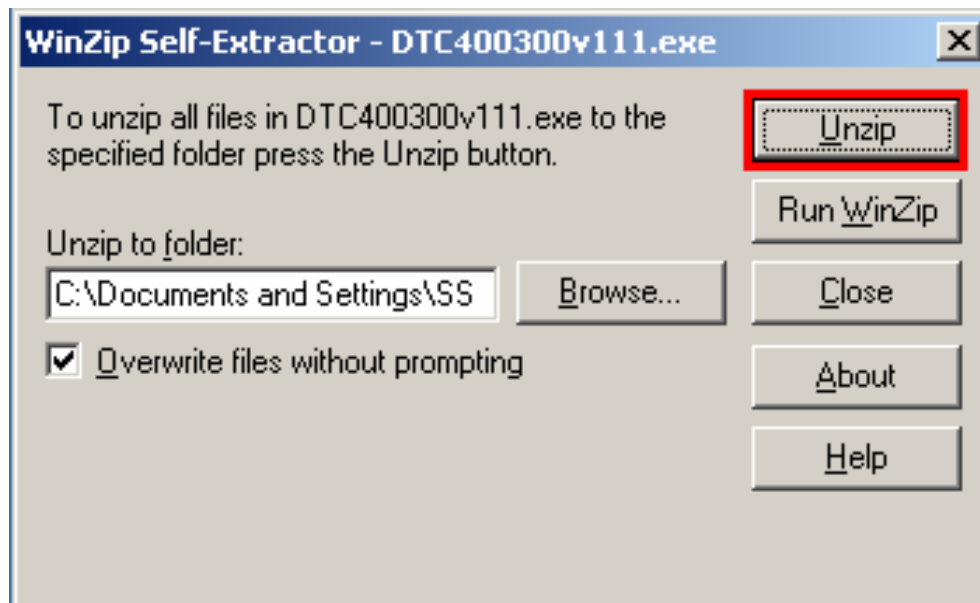
Downloading Firmware (continued)

Step	Procedure
11	Select the Desktop, then click on the OK button in the Browse for Folder dialog, as shown below.



Downloading Firmware (continued)

Step	Procedure
12	Click on the Unzip button in the WinZip Self-Extractor window to unzip designated files, as shown below



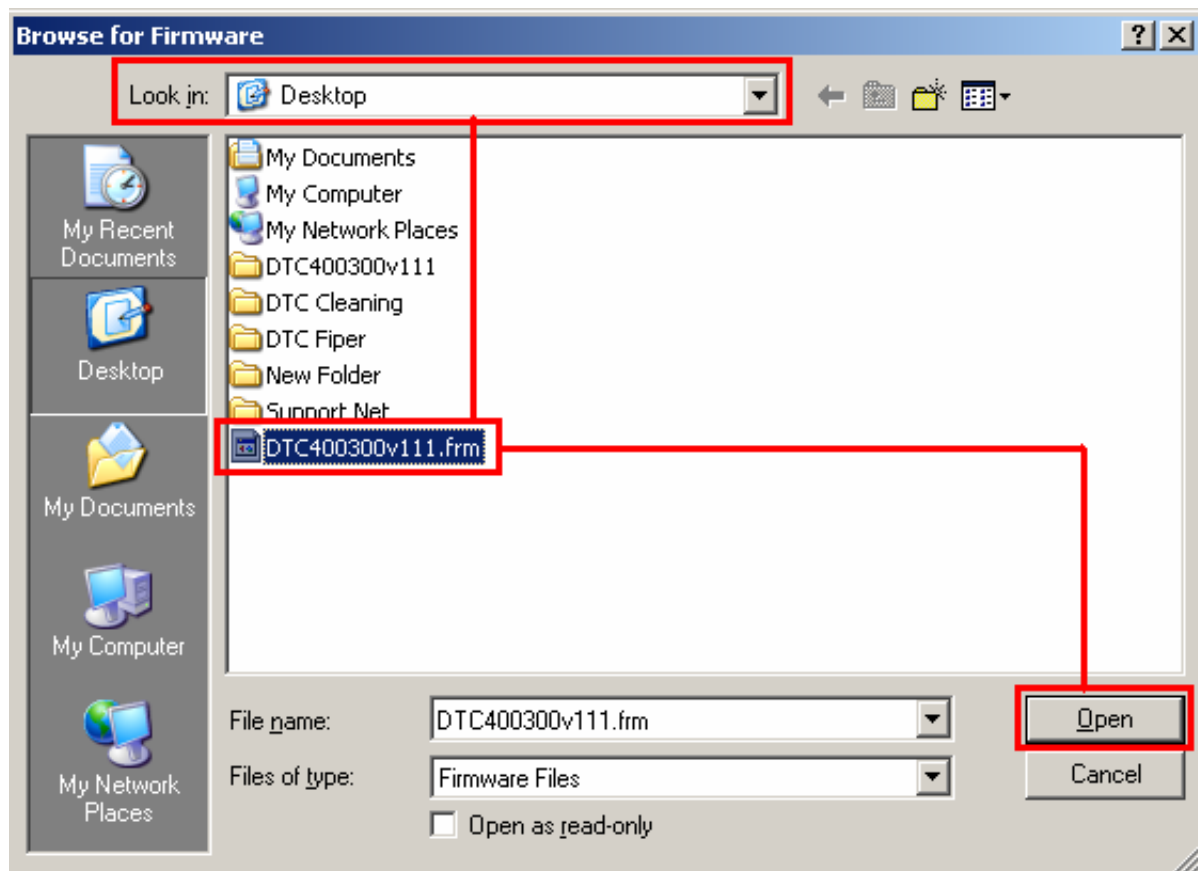
Downloading Firmware (continued)

Step	Procedure
13	Click on the Select Firmware File button under Step 2: in the Fargo Diagnostic Utility window, as shown below.




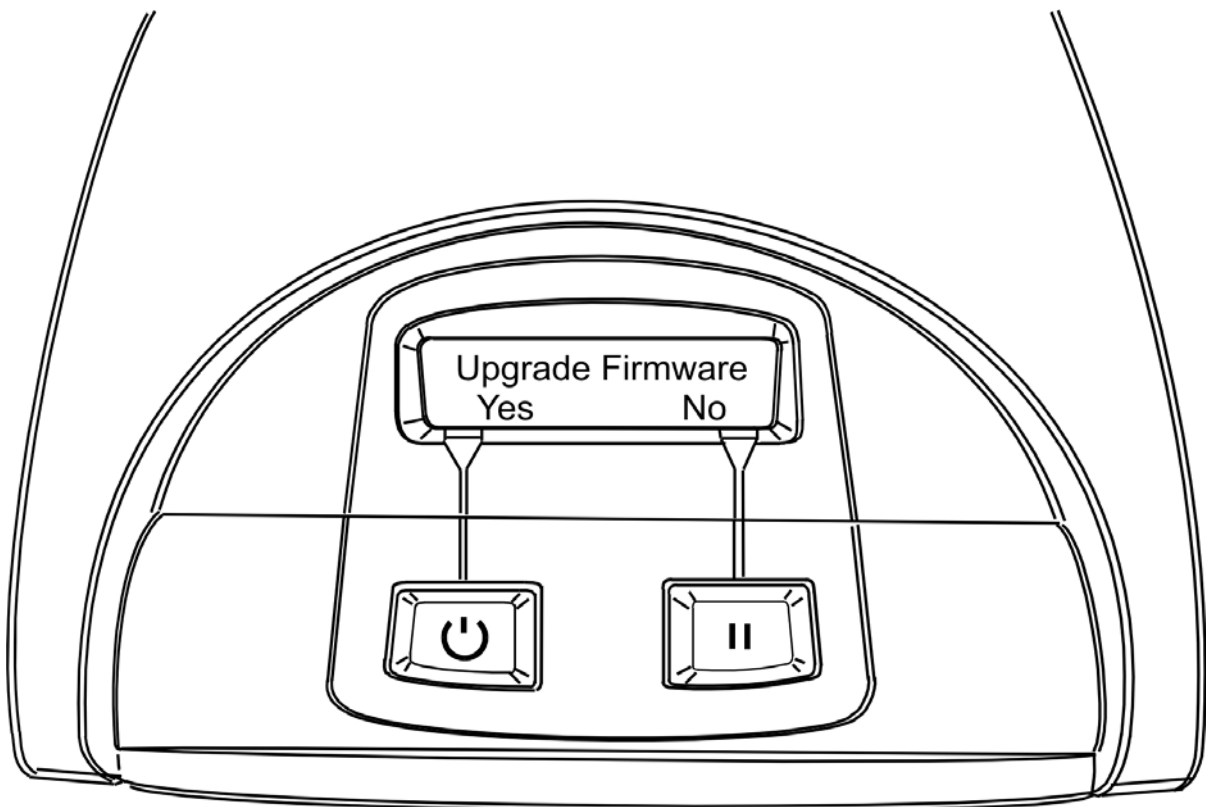
Downloading Firmware (continued)

Step	Procedure
14	<ul style="list-style-type: none">• Select the Desktop dropdown menu.• Click on the .frm file.• Click on the Open button, as shown below.
15	This completes the Downloading Firmware procedure.



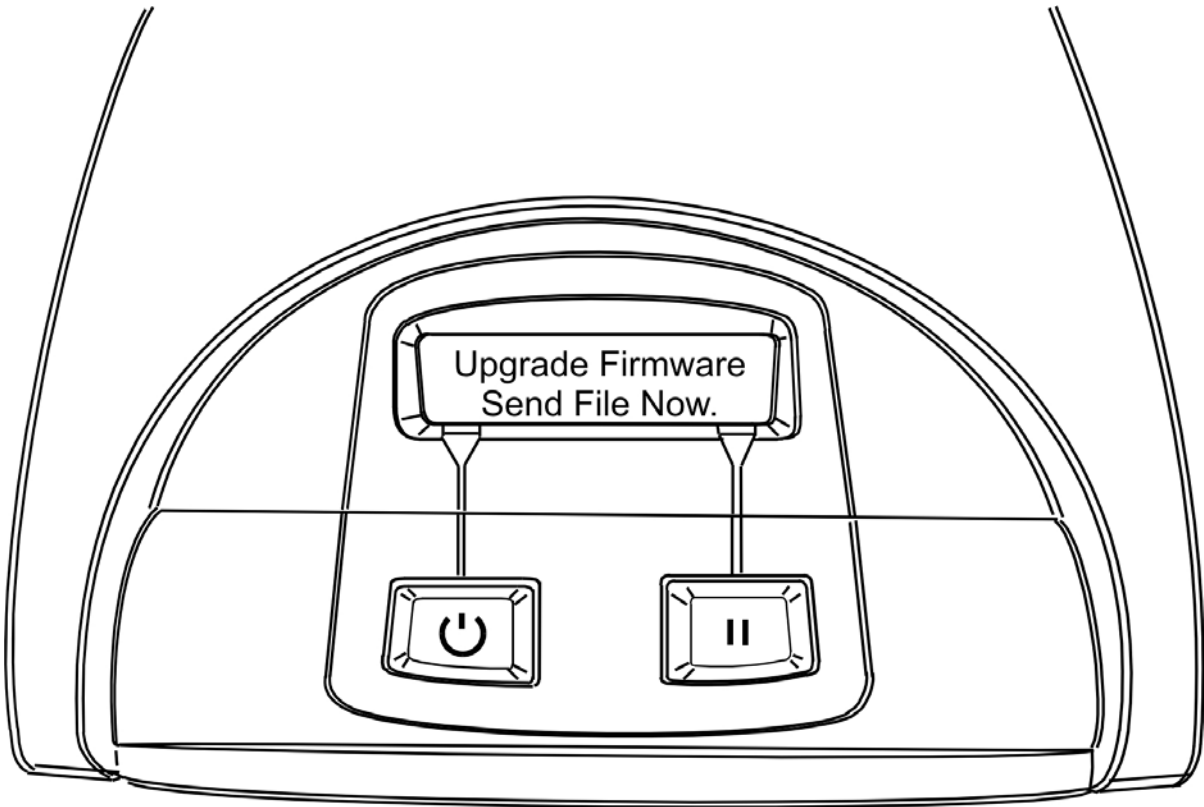
Placing the Printer in the Firmware Upgrade Mode

Step	Procedure
1	 Caution: Turn off the Printer and unplug the power cord from the Printer.
2	Press and hold down the Power and Pause buttons on the Printer, as shown below.
3	Continue to hold down both the Power and Pause buttons as the power is reapplied, hold the buttons down for two (2) seconds after the power has been restored and then release. (Note: The LCD display should now show the Upgrade Firmware message, as shown below).
4	Press the Yes button on the LCD to continue with the Firmware Upgrade.



Placing the Printer in the Firmware Upgrade Mode (continued)

Step	Procedure
2	Ensure that the Printer LCD displays this message: as shown below Upgrade Firmware Send File Now.



Sending the Firmware File

Step	Procedure
1	Ensure that the Printer LCD displays this message: Upgrade Firmware Send File Now
2	From the Fargo Diagnostic Tool click on the Send Firmware button, as shown below.



Sending the Firmware File (continued)

Step	Procedure
3	Upon successful completion of the Firmware Update, the Printer will restart.
4	The procedure is now completed.