DNP
Photo Imaging

UPGRADING TO IDW500 V3.1 USING A USB DRIVE

Upgrading your system to version 3.1 provides new functionality to the IDW500 ID Printing System, including:

- Improved print quality
- Auto-printing functionality
- An SD card recovery utility
- Improvements to the image gallery

For additional information about the new features as well as helpful tips on operating your system, see our website www.dnpphoto.com.

Before You Begin

This software version upgrade is compatible with both v2.0 and v3.0 systems. The upgrade should take less than 12 minutes, and only requires a USB drive with the loaded files. You can use any USB drive that is formatted for FAT32, however a 3.0 drive is recommended.

Before beginning the update, make sure that the system is in a fully functional state. There should be no errors or warnings and the system should be ready to take ID photos. Do not perform the update if any errors exist or the printer doesn't have the proper media loaded.

There are two sections to the update process:

1. A new system image is installed, and a backup image is made.
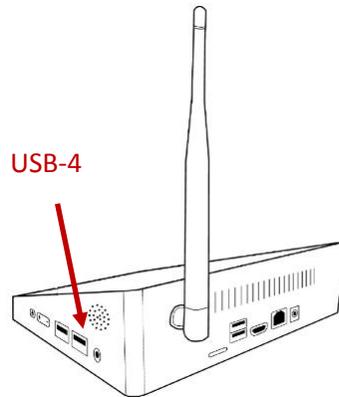2. The IDW500 software application upgrade is installed.

Both portions of the update must be completed before the system can be used again.

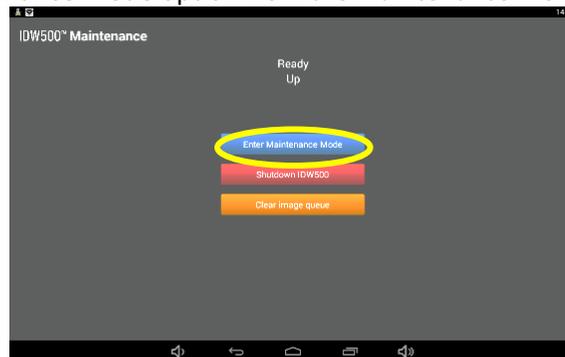### Downloading the Upgrade to a USB drive

1. From the DNP website, download the upgrade file. This will download a ZIP file to your system.
2. Find the download location and unzip the file.
3. Remove any files from the USB drive.
4. Verify that the USB drive is in FAT32 format (not NTFS).
5. Copy the two folders from the ZIP file to the top level of the USB drive.
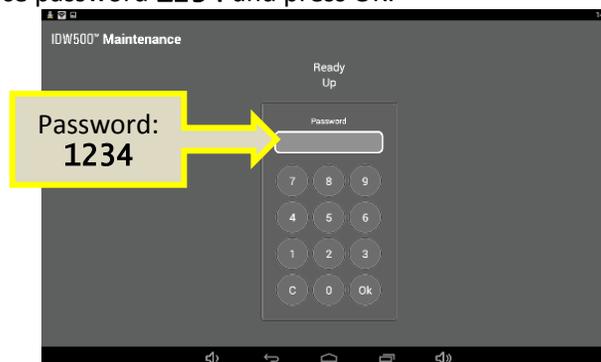
Rev: 12.19.2017

Updating the Console Image

1. If it is not already, power ON the IDW500 system console. Hold down the power button for at least 5 seconds. When you see the red light or the software screen appears, release the power button.
2. Make sure that no errors are shown.
3. Press the **Gear** icon at the bottom of the screen to open the admin menu.
4. Insert the USB stick in the **right-side rear** port (USB-4 port).
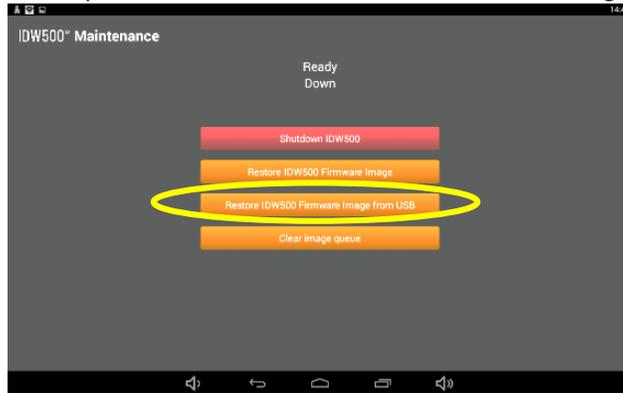
USB-4

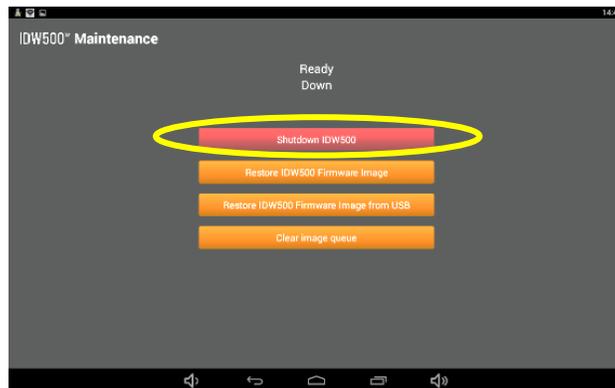5. Select the **Enter Maintenance Mode** option from the maintenance menu.

6. Enter the maintenance password **1234** and press OK.

Password:
1234

7. When the maintenance mode menu appears, select the **Restore IDW500 Firmware Image** from USB option. **DO NOT** select this option until the USB drive is inserted in the right-side rear USB port.
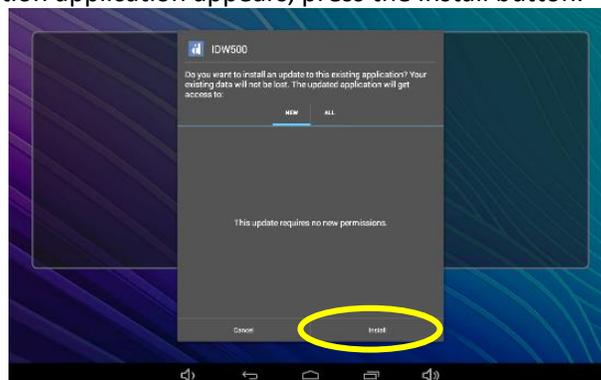

8. The image restoration and backup files are installed. This can take between 3-7 minutes.
9. When the installation is done, the maintenance mode menu reappears. Press the **Shutdown IDW500** option.

Updating the IDW500 Software

1. Make sure the USB drive is still inserted in the **USB-4** port.
2. Power ON the IDW500 console.
3. When the IDW500 installation application appears, press the Install button.

4. As the upgrade processes, the screen will show a timer and may flash. Do not interrupt the upgrade process.

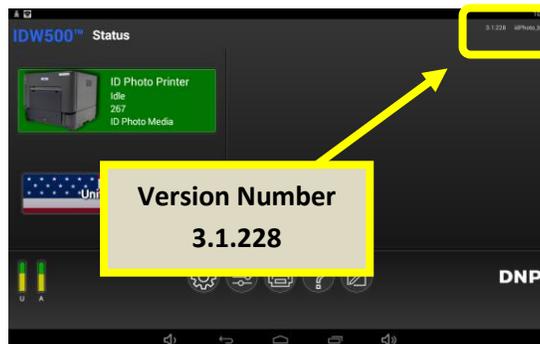5. When the update is complete, the IDW500 home screen appears.

6. This completes the IDW500 upgrade process.

After You're Done

1. Verify that the POST (Power-On Self Test) print prints properly and shows VER: 3.1l as the version number.

2. On the IDW500 console home screen, verify that the version umber listed is 3.1.228.

3. Take a photo and transfer the image to the system. Verify that the image prints properly and that the software is working properly.

DNP Technical Support Contact

If you need help during the update process, call toll free: 1-855-367-7604 or +1-980-777-1178 ~

or email: dnpsupport@dnp.imgcomm.com