

# Mac Firmware Updater

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## Overview

The Mac Firmware Updater is an application which will update the firmware and color control data on your DS-Series printers. This updater is specific for Mac operating systems.

## Updating Your DS Printer's Firmware

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

1. Connect and turn on you DS-Series Printer.

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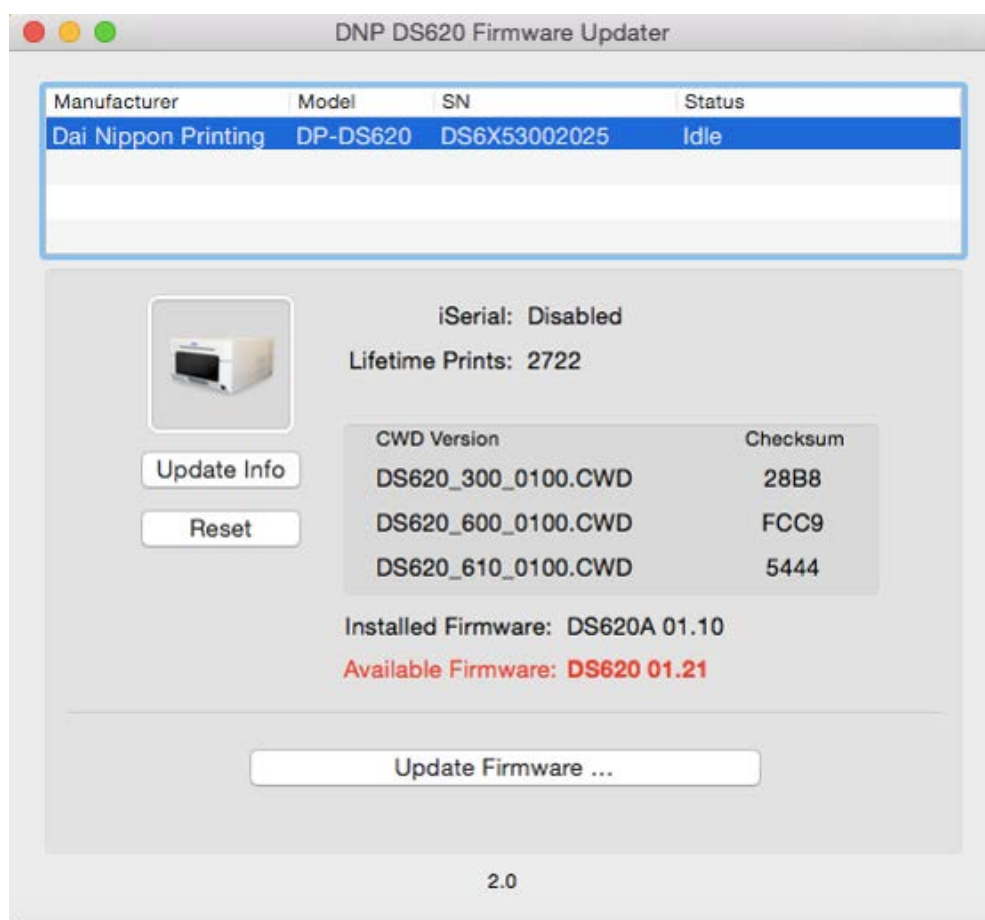
**NOTE:** Your DS-Series Printer must be powered on and in an Idle state, meaning your printer must not display any error messages.

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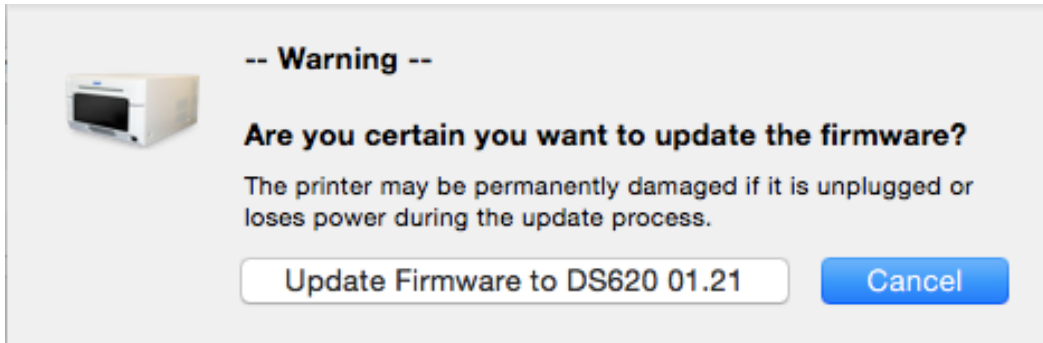
2. From your browser, navigate to the following site: <http://dnpphoto.com/Support/Downloads/Drivers-Tools>
3. Navigate to the location where you downloaded the file. Double-click the downloaded file.

4. In the next window, you will see the following information:

Field/Button Name	Description
<b>Model</b>	The model of the connected printer (i.e., DS40, DS620, RX-1, etc.)
<b>SN</b>	Your connected printer's serial number.
<b>Printer Status</b>	The state in which your printer is (i.e., Idle = Ready to Print, Error = error with attached printer; not ready to print.)
<b>iSerial</b>	Displays whether the iSerial Tool is enabled and running.
<b>Lifetime Prints</b>	Total prints that have been produced by this device in this device's 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 newest firmware available 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 installs the last firmware version.



5. To update the firmware on your DS-Series printer, click the **Update Firmware** button.
6. When the **Warning** dialog box is displayed, click the **Update Firmware to...** button.

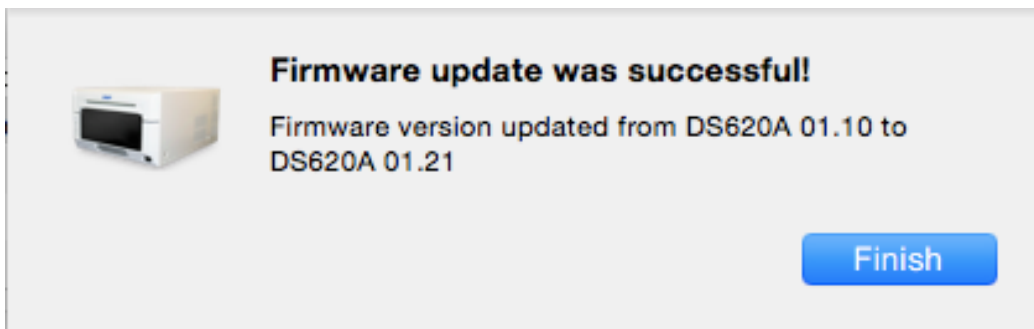



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While running the update, if you click the **Reset** button on the initial screen, the firmware update is restarted.

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




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**NOTE:** If your attached printer was NOT in an Idle state, you 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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8. 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.
9. 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.

## Contact DNP IAM Technical Support

If you are still experiencing issues, contact DNP IAM using one of the following methods:

**Phone:** 1-855-367-7604

**Email:** dnpsupport@dnp.imgcomm.com

**Weekday Hours:** Monday-Friday 9am EST – 6pm EST

**Weekend Hours:** Saturday and Sunday Closed