README DNP DS820 Printer v4.31 Firmware Update Utility for Mac OS

2023-01

General Information:

This firmware update utility will install v1.21 firmware onto the DS-820 or DS-820A photo printer. Installing this firmware will add certain functionality to the printer. See the list of feature improvements listed below under firmware revision history.

Installing the most current firmware version will include all improvements of the previous firmware updates. Installing each of the incremental updates are not necessary.

Supported Mac OS
The firmware update utility for Mac supports versions Mac OS-13 Ventura, OS-12 Monterey and OS-11 Catalina. It may operate on previous Mac OS, but older OS is not supported.

Important Note:

The v1.2x firmware for DS820 is backwards compatible. It is supported in all current and older gen DS820 printers. However, the new v4 generation DS820 printers starting in late 2022 cannot accept older v1.0x firmware versions,

The Newer 820 printers are identified by Serial Number prefix "DB8C"xxxxxxxx.

The previous older gen DS820 printers up to late 2022 have a SN prefix "D28C"xxxxxxxx and can accept the v1.2x firmware or the older v1.0x firmware.

Brief Operation Information for the Update Utility:

To use this firmware update, please review the detailed install instructions that accompany the update utility or download it from the DNP web site.

Ensure the printer is Idle and has print media loaded.

After unzipping (ZIP) the files save the contents to your computer desktop or folder.

Review the update installation information, then run the update application file.

Summary of directions:

1- Confirm your DS820A printer is connected and powered on.

3- Select the folder with the correct version of the update tool, double click correct folder.

4- Double click the Firmware Update file DS820_v121…

5- Follow the directions of the application as prompted. Wait until the process has completed. There are two parts of the update that will occur automatically.

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NOTE: The LEDs on the printer will flash while the firmware is being updated.

The printer will "beep" several times during this process.

Once started, DO NOT interrupt the process.

A Dialog box will appear indicating completion.

-The entire process will take about a minute to complete.

When the update begins, a NOTICE window will appear, informing you of certain criteria concerning the installation of the firmware onto the target printer. In particular, the notice points out the one-way nature of the update.

NOTE: The LEDs on the printer will flash while the firmware is being updated.

The printer will "beep" several times during this process.

IMPORTANT CAUTION NOTE:

DO NOT interrupt the firmware update process once it starts; doing so could damage the printer.

DO NOT turn off or disconnect the printer or PC during this process. DO NOT unplug the data cable, or open the printer front door, or interrupt the update process in any way. The printer may be permanently damaged requiring costly repair.

NOTICE:

This firmware installation CAN NOT be reversed or uninstalled.

The firmware may be installed onto a DS-DS-820 or DS-820A printer that is less than or equal to the firmware version in the update utility. Once updated with this firmware update package, a lower version firmware cannot be installed.

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The DS820 mainboard will transition to a new FPGA in late 2022 and will us FW version 1.2x going forward. The predecessor DS820 printers up to this transition can accept v1.0x firmware and the new v1.2x firmware. The newer ones can only accept v1.2x or greater firmware.

DS-820 Firmware Revision History

Feature Functionality Improvements:

DS-820 v1.21 - 2022-11

- Provides backwards compatibility. Supports both new and old design printer mainboard chip sets.

- Optimizes the printer initialization routine to minimize media consumption at print pack reloading.

- Maintains the compatibility of the previous vintage DS820 printers with newer generation DS820 printers.

 DS-820 v1.08 - 2021-05

- Corrects intermittent ribbon initialization issues with DS820 SD media.

DS-820 v1.07 - 2020-09

Update security descriptors of DNP DS printer firmware utility for Mac OS 10.15

- The firmware version is unchanged.

DS820 v1.07 – 2020-06

- Improves ribbon panel detection for aging printers. Renews the sensor data during paper initialization.

DS820 v1.05 - 2016-10

- Fine tuning of the density for 300dpi printing with PP media.

- Improve thermal transfer performance to prevent intermittent ribbon sticking in the overlap area during continuous panorama printing.

- Change the counter behavior when panoramic print is interrupted.

Each counter in the case of the interruption will not be changed.

- Added low-temperature warning at print start for panoramic print.

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- The color control files CWD for 300dpi of PP media is tuned for improved printout (Other CWDs changed only the version number).

Notes:

* Some new features and print sizes require the complementary printer driver update to enable the function.

** Print media pack sizes are limited to certain sales regions, check with your local reseller.

Release Notes for iSerial USB functionality (for certain DNP DS20 vintage printers):

Operational and usability improvements of the printer on Windows and Mac platform computers can be achieved with the addition of iSerial USB functionality. Specifically, connecting multiple DNP printers to a Mac OS computer. After the firmware is installed on certain older DNP DS620 printers, the iSerial function must be enabled using a separate utility available from the DNP web site.

With iSerial Function Enabled the following improvements occur:

- For Windows, with iSerial enabled the driver iteration DS-620 Copy 1, DS-620 Copy 2, etc are eliminated when the printer is reconnected to a different USB port. After the first reconnect after the FW update, it will automatically reconnect to any USB port on the PC the DS-620 was previously connected without creating another driver copy iteration.

- For the Mac Platform, with iSerial enabled this printer feature will allow multiple DNP DS printers to be connected to the Mac. All connected DNP DS printers must have iSerial enabled for proper operation in a multi printer environment.
Note, the DS40 and DS80 printer do not support iSerial functionality.

NOTICE: The separate iSerial Enable Tool must be run to turn on, enabling the iSerial functionality for DS-620 printers and DS-620A printers produced prior to 2016-01. All DS-820 and DS-820A printers are factory enabled onward from SN: DS6X59007831.

Other Resources:

To find the firmware version of the DS-820 printer, check the Printer Info Tab of the DNP printer driver preferences. Or download the DNP Printer Info Tool app that support all DNP photo printers from the DNP website: http://www.dnpphoto.com/Support/Downloads

Windows and Mac Print Center Drivers, Printer and Driver Documentation, as well as product literature may also be downloaded from the DNP website.

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