

IDW520 Version 1.2 Console Update Instructions

May 2022



Overview

This software update is intended for DNP IDW520 system processor consoles. It support both FlashAir and EZ.Share wireless SD card configurations. The update will retain all the previous settings of the console wherever possible.

This software update is optional. It provides new features, functionality improvements, as well as certain fixes and under the hood reliability enhancements that are detailed in the separate Release Notes doc.

Update Warning.

It is required to clear the image queue of the IDW520 processor console in preparation to performing the update. Also turn off the camera while performing the update. IDW consoles prior to v1.1.x may experience software load issues if the image queue is not cleared in preparation to the update.

Methods of Updating the IDW520 Console

There are two methods to update the IDW console:

1. Local update via USB,
2. Remote update via network connection. Refer to the user guide for online update.

Performing IDW520 version update - General Instructions

1. Power UP the IDW520 and iD Printer.
2. Power Down the iD CAMERA
Note: it's important to leave the camera turned OFF throughout the update process.
 - a. The camera can disturb the update process if it is on anytime during the update.
 - b. Optionally, remove the SD Wi-Fi card from the camera during the update.
 - c. Use this time during the update to plug in and recharge the camera.
3. Access the IDW520 Maintenance Menu.
4. Press the button: CLEAR IMAGE QUEUE
 - a. Prompt appears, touch YES to clear the queue
5. Remain in the Maintenance mode.
6. Insert the USB device with the IDW update file into the IDW console port.
 - a. See: Preparing the USB Memory device below
7. Press the button: INSTALL LOCAL UPDATE
8. Follow the prompts to complete the installation.
- 9.

Downloading the Update and Preparing the USB Memory device

NOTE: The USB device that's used for this update procedure should be empty of all files and images.

1. Access the DNP website SUPPORT / DOWNLOADS
2. Navigate to the IDW520 page <http://dnpphoto.com/en-us/IDW520-Drivers-and-Firmware>
3. Download the IDW520 v1.2 Update to your local PC.
 - a. The download size is under 1GB and includes the update file, and updated user guide
4. Access the Downloads folder (or folder where you stored the downloaded files)

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5. Double click the downloaded Zip file and click in the Extract All button.
6. Access the un-zipped folder containing the update files and documents.
7. Copy the unzipped file “IDW520_1.2.43.msi” to the Root Folder of the USB device
 - a. The update process cannot utilize the compressed zipped file to perform the update.
 - b. The update file must be located in the root, topmost folder of the USB device, not in a sub-folder.
8. Begin or continue the IDW update procedure.

User Manuals v1.2 are found on the website, and within the IDW520 console under the Help button. The IDW520 Help Menu ‘How-To’ videos show common operations; print pack reload startup, taking a photo, repairing the SD WiFi cad etc.

DNP Support

For support with the IDW520, contact DNP Support <http://dnpphoto.com/en-us/Support/Contact-DNP>
Phone: 1-855-367-7604 or +1-980-777-1178 – or via Email: dnpsupport@dnpphoto.com

Known Limitation – v1.2.xx

This update will disable FlashAir DPOF transfers when the console is connected to an ethernet connection. To avoid this limitation, disconnect the ethernet cable when not actively using it for online system update or remote troubleshooting with DNP support services.

Release Notes

See separate document for list of improvements and fixes.

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