



## IDW520 Version 1.5 Console Update Instructions

March 2025

### Overview

This software update is intended for DNP IDW520 system processor consoles. It supports both the EZ Share and older FlashAir 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 reliability enhancements under the hood. For information on the software operation refer to the IDW520 User Guide v1.5 available for download on the DNP website.

### Update Warning

***Turn off the camera while performing the update. It is required to clear the image queue of the IDW520 processor console in preparation to 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. The system operation of older IDW520 consoles (prior to 2023) may be slower than newer IDW consoles after the update. These older consoles are identified by having only one blue USB v3.0 port on the side near power button.***

***The legacy IDW500 consoles are not supported by this update.***

### Methods of Updating the IDW520 Console

#### Updating the IDW console:

1. Local update via USB
  - a Remote update via network connection is no longer available.

#### 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.



## 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 v1.5 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)
5. UnZip the download file to access the files it contains. See below

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6. Un-Zip the download file. Double click the downloaded Zip file and click the Extract All button.
7. Access the un-zipped folder containing the update files and documents.
8. Copy the unzipped file "IDW520\_1.5.11.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 in the root topmost folder of the USB device, not in a sub-folder.
9. Begin or continue the IDW update procedure.

User Guides and Manuals for IDW520 v1.5 are found on the website, and the full User Guide for the IDW520 system is found 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 card, etc.

## Release Notes

### Features Added in v1.5

- An improved image is added to the USB export fileset for use with US Passport online renewal.
- Removed the online update function. IDW version updates via local USB are supported.

### Features Added in v1.4

- The new View Mode allows for easier thumbnail viewing in the Image Galley for image selection. The Normal 4-across view can be changed to zoom or enlarge the image thumbnails to 3-across or even larger 2-across viewing. The view mode setting is sticky from session to session.

- Black and White mode buttons are added.

This mode button will toggle between Color and B&W for images individually on the Home screen and on the Edit mode screen, there is also a system setting to change primary mode.

### Features Added in v1.3

- The new PixPro AZ255 camera is introduced as the successor to the previous iD cameras. The PixPro iD camera is backwards compatible with the older IDW system versions, supporting both FlashAir and ez-



Share WiFi SD cards in both the DPOF image transfer mode and Auto-Transfer mode.

The AZ also has a programmed Print button in playback mode that is under the continuous shoot button, like the Lumix FZ80 function button.

- Auto Image Transfer from camera to the IDW console. The existing systems being updated will retain the previous settings and remain in the manual image selection on the camera, known as DPOF mode. To change modes, contact DNP tech support.
- When in Auto-Transfer mode, a new setting will allow for Auto Image Processing as soon as the images are received. It can be enabled in the IDW settings menu.
- The Clear Image Queue button will delete all current and old images from the IDW console.

Known Limitation – v1.3.xx

The IDW console may not chime the first time the camera connects.

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.

### **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@dnp.imgcomm.com](mailto:dnpsupport@dnp.imgcomm.com)