

README DNP DS820(A) Printer Firmware v1.22 Update Utility – for Mac OS

General Information:

This firmware update utility will install v1.22 firmware onto the DS820 or DS820A 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.

NOTICE:

This firmware installation CAN NOT be reversed or uninstalled.

The firmware may be installed onto a 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.

The DS820 mainboard will transition to a new FPGA in late 2022 and will use FW version 4.xx going forward. The predecessor DS820 made up to this transition can accept v1.x firmware and the new v4.x firmware. The newer ones cannot run v1.xx firmware. The v4.31 firmware will support both the current

Supported OS

This firmware update utility has been verified to operation on supported Mac OS versions: OS15 Sequoia, OS14 Sonoma, and OS13 Ventura.

This utility may operate on previous Mac OS version, but the older OS versions are not supported.

Brief Overview - 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.

Preparation:

Ensure the printer is Idle, ready, and has print media loaded.

After unzipping (ZIP) or opening the disc image file (DMG) copy or save the contents to your computer desktop. Review the update installation information, then run the update application file.

Summary of steps:

1 Confirm your DNP printer is connected and powered on and ready.

The utility cannot operate with an error light / error condition.

NOTE: If you are updating more than one DNP printer, it's important to have only one printer connected at a time.

2 Confirm the printer is loaded with print media and Ready.

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

Unzip the file set on your PC before using the utility.

4 Double click the Firmware Update executable file

5 Follow the directions of the application as prompted.

Refer to the complete user guide for the update for more information.

NOTE: the routine has two main segments, DO NOT interrupt until the update is complete.

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

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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. The firmware cannot be rolled back to a lower version.

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

- The printer will "beep" several times during this process.
- The computer display will show the update progress.
- There are two parts to the update which will occur automatically.
- Wait until the update process has completed.
- DO NOT interrupt the process.
- A Dialog box will appear indicating completion.

IMPORTANT CAUTION NOTE:

DO NOT turn off or disconnect the printer or PC during this process once it starts.

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-820 or DS820A printer that is less than or equal to the firmware version in the update utility. The firmware cannot be installed on a printer with newer, (higher version number) firmware. Once updated with this firmware update package, a lower version firmware cannot be installed on the printer.

Notes:

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

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

Revision History

DS820 v1.22 – 2025-05

- The Print Retry functionality is corrected to avoid unexpected behavior (such as misalignment of the print) which may occur during retry printing in certain conditions: a paper jam, ribbon error, or paper size setting error. With print retry enabled in these cases the print job encountering these conditions will not be retried, the print buffer is cleared, and the next print job is handled when the condition clears.

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DS820 v1.21 – 2022-12

- Supports both new and old design printer mainboard chip sets, providing backward compatibility.
- 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.

DS820 v1.08 – 2021-05

- Improves ribbon panel detection and printer initialization for better performance with all media types.

2020-09

Update the Mac OS security descriptors for the Firmware Utility for Mac OS 10.15 and greater

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

Release Notes for iSerial USB functionality (legacy printers):

Operational and usability improvements of certain DNP photo printers on Windows and Mac platform computers can be achieved with the addition of iSerial USB functionality. After the firmware is installed, the iSerial function must be enabled using a separate utility available from the DNP web site. The DS820 has this iSerial support by default. Certain older vintage of 820 and RX1 printers may require a firmware update and the iSerial function to be enabled to achieve the desired operability.

With iSerial Function Enabled the following operation improvements occur:

- For the Mac Platform, enabling the iSerial feature will allow multiple DS-620, DS820, or RX1HS printers to be connected to the Mac OS. All connected DNP DS printers must have iSerial enabled for proper operation in a multi printer environment on the Mac.
- For Windows, with iSerial enabled the driver iterations DS-820 Copy 1, DS-820 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-820 was previously connected without creating another driver copy iteration.

Other Resources:

Windows and Mac Drivers, Printer and Driver Documentation, as well as product literature may be downloaded from the DNP website. <https://dnpphoto.com/en-us/>

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