

## README DNP DS820A Printer Firmware v1.22 Update Utility for Windows

### **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 list 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.

### **Supported OS**

This firmware update utility supports Windows 7/10/11

### **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 step:**

1. Confirm your DNP printer is connected and powered on and ready.  
The utility cannot operate with an error light/error condition.
2. Confirm the printer is loaded with print media and Ready.
3. Select the folder that matches your operating system, either 32bit or 64bit (hint - most operating systems Windows 7 or later are 64bit)
4. Double click the Firmware Update executable file,  
DS820\_0122x86\_Direct or DS820\_0122x64\_Direct\_r1.  
You should see only one executable file, the name will depend on the folder that was opened.
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.

### **IMPORTANT CAUTION NOTE:**

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

DO NOT try to make a print or change media during this process.

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### **Firmware Update Revision History**

#### v1.22 release 2025-05

- Bug fixed function when print retry is enabled

#### v1.21 release 2022-11

- Countermeasure for error that occurs when initializing a specific brand-new ribbon
- Supports both new and old design printer mainboard chip sets, providing backward compatibility

#### V1.09 release 2022-03

- Minor hardware behavior improvements, no new features with this release

#### v1.08 release 2021-03

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

#### v1.05 release 2016-10

- Fine tuning of the density for 300dpi printing with PP Pure Premium print 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 interruption will not be changed.
- Added low-temperature warning at print start for panoramic print

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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. However, 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 DS620, 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 DS820 Copy 1, DS820 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 DS820 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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