

## READ ME FIRST - Release Notes for Mac OS X Driver for DNP photo printers

### Version info:

DNP printer driver release v5.1.2 (build 533)

Release - 2020-01

See the Revision History section for a list of driver feature enhancements.

### Supported Mac OS:

This release is intended to support printing from Mac OS-X 10.15, 10.14, and 10.13

This driver has not been tested for operation on earlier OS X versions, it may operate with some limitations thru OS 10.10

### Key Update Feature:

Add support for DNP QW410 printer.

### Overview:

This DNP printer driver release is a General Release for the all DNP current photo Printers DP-QW410, DS-620, DS-620A, DS-820, DS-820A, DS40\*, DS80\*, DS80DX\*, RX1\*, and RX1HS printers.

It is a qualified full release for the QW410, DS620, DS620A & DS820, DS820A and RX1HS only when these models have or are updated to a firmware version that supports iSerial functionality and iSerial is enabled. This remains a Beta and function limited release for all older non-iSerial enabled DNP printers that may be support limited: DS40, DS80, DS80DX, and older RX1, and the initial production of the DS620 and DS620A printers, see detail noted below.

Note: On older vintage DS-620 DS-620A and RX1 printers they must have the firmware updated or already capable of iSerial support and the support must be enabled for proper operation with multiple printers on a Mac computer. Use the DNP iSerial utility program to enable it iSerial on your printer. See below for further details.

### Supported Printers of the Mac driver:

The Mac driver package supports the following DNP photo printer models: Newly supported in this release, QW410 4.5inch printer.

DS-620A, DS-620, DS-RX1, DS-RX1HS and DS-40; these are 6 inch printers.

DS-820 and DS-820A are newly added; and DS-80, are 8 inch printers.

DS-80DX (DS-80D + TU-80). The so-called Duplex is an 8 inch printer capable to print both single sided and double-sided photo pages on roll and cut-sheet media sets.

### iSerial USB support in DNP Printers iSerial Utility:

For proper operation of DNP photo printers on the Mac OS-X platform the iSerial functions of the printer should be enabled. DNP offers a

software utility app to enable the iSerial function of the DNP printer. The app is used to verify and change the state of iSerial function and can set on or off as desired. This tool is available for download on the DNP website; it currently supports the DS-620 and DS-620A printers with firmware v 1.10 or greater, and RX1 when updated with firmware v 2.4 or greater.

NOTE: Newer production builds of the DNP DS-620A and DS-620 and RX1HS printers provide support the iSerial function from the factory. Older vintage printers of these model types can have their firmware updated to support iSerial functionality. DNP may release updated printer firmware with iSerial support for other DNP photo printer models in the future.

Operation Note: Printers with iSerial disabled or printers that do not have iSerial functionality and therefore not enabled may experience some mis-operation, most notably only one DNP printer can be connected at a time to a Mac. This is detailed elsewhere in this file. Other known limitations and issues noted below.

#### Licensing:

By installing this driver you agree to DNP Imagingcomm America limitation of liability as stated in the End User License Agreement (EULA) and further acknowledge this is beta software in certain aspects except as noted herein.

#### Installation Steps for the Driver:

1 - If necessary, run the provided uninstaller to remove any previous versions of the driver. See steps below.

Note: Uninstall the previous v5.xx version driver is recommended but not required prior to installing this newer v5.xx driver if the previous was properly working.

Uninstall is required for any version older than v5.xx or any misbehaving DNP driver.

2 - Disconnect the Printer from the USB port.

3 - Double-click the DNP DS Printer Driver DMG package and follow the instructions. This will run the new driver installer. Follow the screen instructions to install the driver.

#### After Driver Installation:

1. Plug the printer into the USB port and turn it on.

2. Wait.

The printer should be added automatically in about a minute. Do NOT use the '+' sign to add the printer. In this case, you may have another instance of the DNP printer in your printer list.

3. IMPORTANT Set the print output size for you printer media combination.  
Note: The OS default print size is Letter size and will not print.

4. The driver install script will setup the default DNP ICC color profiles.

If desired, Change the ICC profile to another to suit your taste in color output using the OS ColorSync app.

Un-Installing the driver:

Should you choose to completely remove the DNP printer driver from the computer, perform the following steps:

1.. Disconnect the printer from the computer.

2.. Run the UN-Install program provided in the driver package. Follow the screen instructions.

Note: The uninstall program included in the package will remove all DNP printers and driver files for all users of the Mac.

Operation Note: Individual DNP printers can be removed without disturbing the others by using the Apple System Preferences: Printers & Scanners settings page of the OS.

Revision History DNP Mac Printer Driver:

\*\* Added driver features for v 5.1.2 - January 2020:

- Add QW410 printer support
  - The QW410 supports Decurl function control

\*\* Added driver features for v 5.0.14 - April 2018:

- For DS-620 - Fine Matte finish is added to the standard Glossy, Matte, and Luster finish selections.

Note: Printer firmware version v 1.52 required.

- For RX1HS Print cut sizes are added, v2.06 firmware required
  - 6x6 for 6x8 print media
  - 5x5 for 5x7 print media
- For DS-40 Print cut sizes are added, v1.61 firmware required
  - 6x6 for 6x8 print media
- Mac OS supported 10.13, 10.12, and 10.11
- The Mac driver Uninstaller has been updated and signed for use with Mac OS-X thru 10.13 High Sierra

\*\* Added driver features for v 5.0.4x - Nov 2016:

- Support for the DS-820 printers
- Hi-Density Printing function, provided higher D-max
- Print Pack media selections for DS-820:
  - o Pure Premium and
  - o Standard Density
- New Additional Surface Finish types are added:
  - o For DS-620 and DS620A
    - Luster finish is added to Glossy and Matte finish selection.
  - o For DS-820 and DS820A
    - Luster and Fine Matte finish are added to Glossy and Matte finish.

- Support for the new Print Media Size print pack: A4
- New Print Pack Media Size A4 (Far East area)
- Printer Error Retry Control; On / Off
- Printer Status Information
  - o Printer Model Name
  - o Printer Firmware version
  - o Media Type loaded, both size and grade

\*\* Added driver features for v 5.0.26 - Oct 2015:

- Multi Language support message support
  - Metric and Imperial print sizes - auto selected by Mac settings
  - Additional Cuts and Templates are available for certain printers.
  - The driver fully supports iSerial printer identification functions; enabling the iSerial function in DNP printers supporting the function may be necessary using the separate DNP app.
  - Printers where iSerial can be enabled are the DS620 after update to firmware v1.21 or greater; and the RX1 updated with firmware v 2.x04 or greater. Newer printers may have this firmware factory installed and iSerial already enabled.
  - The 2" cut modes are available for all printers on supported media sizes.
  - Some functions and media sizes are available in only in certain regions.
- Support for 6x9 media is added for the DS620 printer (only available in Eastern Hemisphere sales regions)
- Support for Ribbon Rewind function for DS620 and DS820; (only available in Eastern Hemisphere sales regions)
- Local Language support is added for select areas.

-- Version specific operation items:

For DS-40

- The 2" cut strips feature is available from firmware version 1.4 and above, hardware mod may be required for reliable operation of the cutter mechanism.
- Print Retry from recoverable error support available for firmware 1.3 and above

For DS-620:

- Support of 6x9 media is available with firmware version 1.10 and above.
- DS-620 updated from v1.0 to v1.34 or later require the iSerial to be enabled using the separate utility app. Download it from the DNP website.

For RX1HS

- Support for iSerial available on RX1HS Fw v 2.04 and above.
- RX1 updated from v1.x to v2.x firmware and older RX1HS printers require the iSerial to be enabled using the separate utility app. Download it from the DNP website.

KNOWN OPERATIONAL ISSUES:

Printing presets may not properly save all the setting. Check the settings for each print job.

The QW410 media supply will only display SD media is loaded even if the PD media is loaded.

White borders for some print sizes are not functional in this version. Use a photo editing app to create white borders in the image if desired.

Printer pooling is not supported from OS 10.9.4 unless iSerial is enabled in the printer.

Cut sizes produced with the DS-80 Duplex may end with an error condition; power cycle the printer twice to clear the error.

#### iSerial Function Info:

The Mac system will exhibit certain operation anomalies with Mac OS 10.9.4 and above OS when the iSerial function is not enabled or not available in the DNP printer. Enabling the iSerial function of the DNP printer will correct these known issues. The issues which may be exhibited are as follows:

1. Printer may show as offline but it is still functional.

Your printer may show as 'Offline' in Mac OS. However, even though Mac OS reports that the printer is offline, as long as there aren't any error lights on the printer, the user is still able to print. Simply print from the Print dialog like normal and your images will be printed. Enable the iSerial function to correct this condition.

2. The computer does not support multiple printers of the same make and model. OS-X 10.9.4 and above.

#### Issue and Fix

For DNP printers without iSerial USB functionality, only connect one printer of a single model to the computer at any time. While multiple printer queues will be created for each attached printer, the system cannot differentiate between two or more printers of the same model and will send all print jobs to only one printer.

Fix - Enable the iSerial function to correct this condition.

With iSerial enabled, having multiple printers and-or different DNP models connected simultaneously will be supported e.g. DS620(A) and DS-820(A) RX1HS, QW410.

#### Other Known Limitations:

Due to the design of Mac OS

- The image preview in the printer panel will not reflect any color adjustments you make within the driver.

- The printer will always default to the US Letter system default print size rather than a printer media size. Make sure you confirm the proper paper size before you hit the print button.

- This driver is confirmed to work on OS 10.15, OS 10.14 and OS 10.13 except as noted. The driver may work with some limitations on older OS versions thru 10.10, but basic features should work.

- The 2 inch cut is not supported on 4x6 multi-pages on 6x8 media.

- If you wish to print 4up 2x6 on a single 6x8 panel, please print as a 6x8 image.

- When using the Multi-cut function, the image canvas will be cut to the sizes of the multi-cut. The application software is responsible to perform the image layout on the full canvas size for the multi-cut to be effective.

Certain Mac computers have exhibited slow job spooling (>45 seconds for a print job to begin). It has been reported that performing HDD diagnostic scan and repair may correct this condition.

#### Frequently Asked Questions:

Read the Frequently Asked Questions document available on the DNP support for more information about the driver behavior on certain Mac OS version.

If you have more questions about this driver or using your DNP IAM printers, contact DNP support:

Support contacts for DNP customers in North and South America:  
DNP IAM Technical Support at 1-855-367-7604 or (724) 696-8957.

#### Notes:

\* Some DNP printers support iSerial functionality, others do not. iSerial functionality is required when connecting multiple DNP printer to a Mac OS-X.

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

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

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