UPDATING THE WPS-1 DEVICE TO V1.1 FIRMWARE

Items Needed

To update your WPS-1 firmware, you need the following items:

- SD card with at least 200MB of free space.
- Computer with an SD card slot (or an adapter) and internet access.
- A working WPS-1 system that includes both the WPS-1 device and a working DNP printer (loaded with ribbon and paper).

ATTENTION:

This update is only for WPS-1 v1.01 devices. Do not load the update on a device that is already running v1.1
If a test print is printed after you power ON your WPS-1 device, you are already running v1.1.
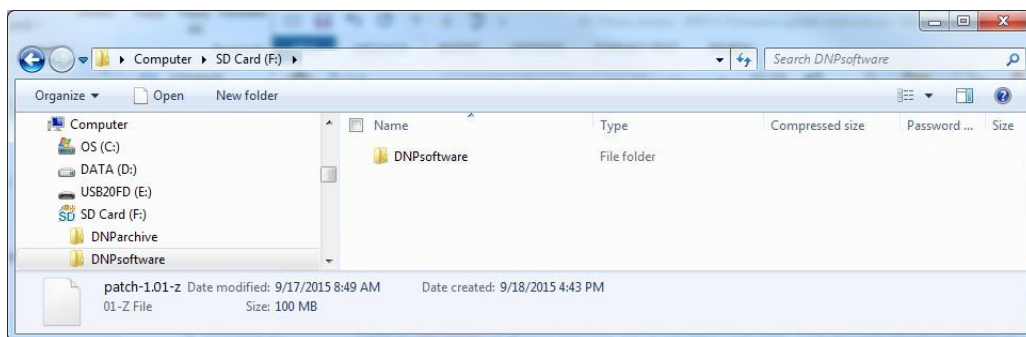
Downloading the Update File

Before installing the update, you must download the update file to your computer and save it to your SD card.

1. The update file can be found at the following web address:
   http://dnpphoto.com/Support/Downloads/DriversTools.aspx
2. Click the **OK** button to accept the download terms and agreements.
3. Scroll to WPS-1 Firmware section, and click on the **WPS 1.1 Software Update** link to download the install package.
4. The ZIP file automatically downloads to your computer. You may need to confirm or accept the download.
5. Open, or extract, the install package to your computer.
6. Insert your SD card in your computer's media reader slot.
7. Copy the folder named DNPsoftware onto your SD card (see the image below). The folder contains a patch file named: `patch-1.01-z`

NOTE:

You must leave the name of the folder exactly as it is written in the ZIP file. Do not change any wording or capitalization.

Updating the WPS-1 Device

1. Power OFF your WPS-1 device by unplugging the power cord from the back of the device.
2. Unplug the printer USB cable from the back of your WPS-1 device.
3. Locate the SD slot on the side of your WPS-1 device.
4. Insert the SD card into the media slot on your WPS-1 device.
5. Power ON your WPS-1 device by plugging the power cord back into the device.

NOTE:

Do not plug the printer in at this time.

6. Wait at least three minutes for the device to boot and perform the software update.
7. Power the device OFF again.
8. Wait at least 30 seconds, and then reattach the printer USB cable to the port labeled USB-1 on your WPS-1 device.

ATTENTION:

Do not remove the SD card from the WPS-1 device.

9. Power the device ON again.
10. Wait at least three minutes for the device to boot properly.
11. After the WPS-1 device initializes, a test print will print from your DNP printer if the firmware has been updated.
12. To remove the SD card, power the WPS-1 OFF, remove the card, and then power the device back ON. Once the test print is printed again, you can continue to use your WPS-1 device as you normally would.
13. If you do not receive a test print, the firmware was not updated. Check the following items before contacting technical support:
    a. - Check the SD card to see if the patch is still on the SD card. If so, try to install the patch again.
    b. - Verify the patch is located in the \DNPsoftware folder on the SD card. The correct location path for the file is \DNPsoftware\patch-1.01-z. The update patch should not be located in the Root directory. If your patch is not in the DNPsoftware folder, move the file to the proper location and try to patch the system again.
14. If none of the above suggestions fixes your issue, contact DNP support for more assistance.

Contact DNP Technical Support

If you are still experiencing issues, contact DNP IAM using one of the following methods:

United States Phone: 1-855-367-7604 or (724) 696-8957

Latin America Phone: 1-855-367-8008 or (724) 696-8958

Email: dnpsupport@dnp.imgcomm.com

Weekday Hours: Monday-Friday 9am EST – 6pm EST

Weekend Hours: Saturday and Sunday Closed