

SECURITY &
PERFORMANCE

IN **F**OCUS

Entrust™ InFocus Firmware Update Instructions

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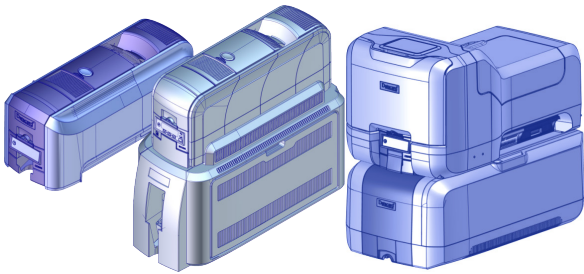
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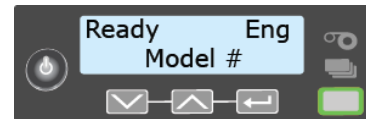
What You Need



1

SD, CD, or CE Series Card Printer: Connected to the PC or network and powered on.

1. Make sure that all system components are connected properly
2. Press the Power button to power on the printer.
3. The User button on the printer glows green, and **Ready** displays on the LCD panel when the system is ready.



2

Firmware Update Software

Download the firmware update file. Refer to [“Update the Firmware”](#) on page 4.



3

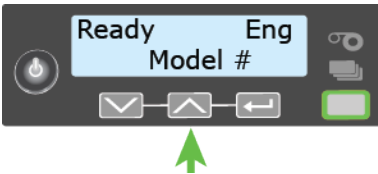
PC Running a Supported Operating System and the Optional Card Printer Driver

- Windows 10, 32- or 64-bit
- Windows 8.1, 32- or 64-bit
- Windows 7, 32- or 64-bit
- Windows Server 2012 R2, 64-bit
- Windows Server 2008 R2, 64-bit



USB-connected printers require the XPS Card Printer Driver to be installed on your computer. Install the driver, if necessary. The printer driver is optional for network-connected printers.

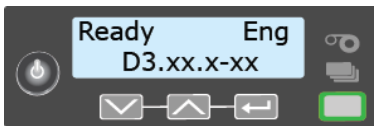
Identify Your Firmware Version



1

Press the up arrow while the printer displays **Ready** on the LCD panel.

The firmware version displays on line 2 of the LCD.



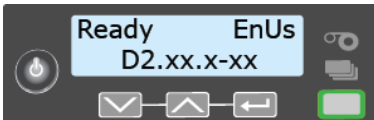
2

If your firmware version begins with D3, update the firmware to D3.17.5 or newer.

- Printers running firmware versions older than D3.16.3-6 require a two-step process to update to firmware version D3.17.5 or newer.
 1. Update your firmware to D3.16.3.
 2. Perform a second update to D3.17.5 or newer.
- Printers running firmware versions newer than D3.16.3 can update directly to D3.17.5 or newer.

OR

If your firmware version begins with D2, update the firmware to D2.15.3.



3

Continue with [“Update the Firmware”](#) on page 4.

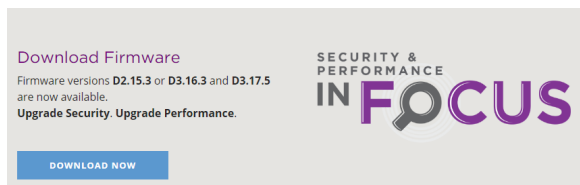
Update the Firmware



1

Go to:

<https://trustedcare.entrust.com/login>

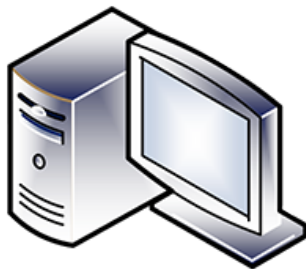


2

Click **Download Now**.

Complete the information form. Your printer model and serial number determine the firmware version or versions that you need.

Click **Submit**.

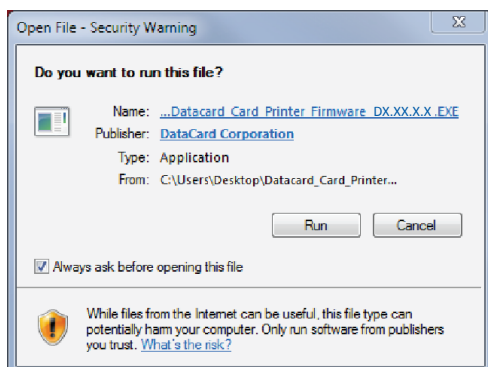


3

Compare your printer firmware version with the files shown on the website. Download the appropriate firmware update file or files for your printer.

Note: If your current firmware version is older than D3.16.3, download the D3.16.3 firmware update file first and complete the update. Then, download the D3.17.5 update file and complete the second update.

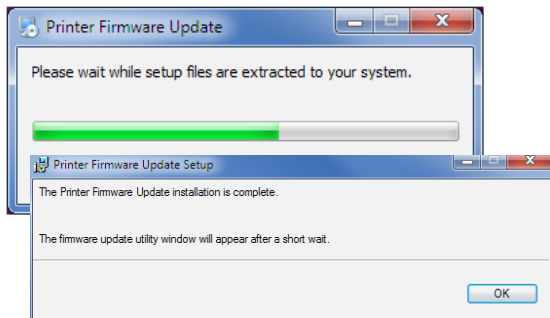
Click **Download Now** to save the firmware update file to your computer.



4

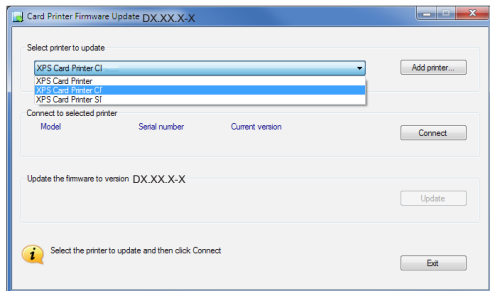
Double-click the downloaded firmware .EXE file to start the Firmware Update installer.

If the Security Warning dialog box displays, click **Run** to continue.



5

Wait while the setup files are copied to your system. Click **OK** to continue.

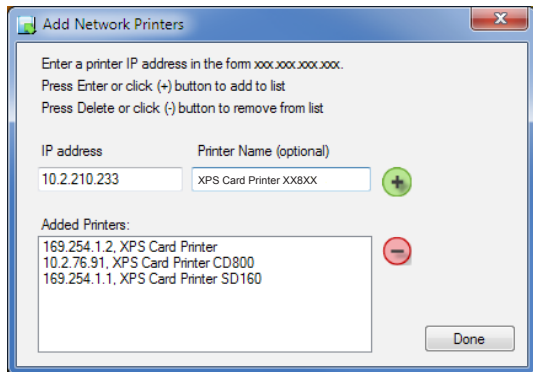


6

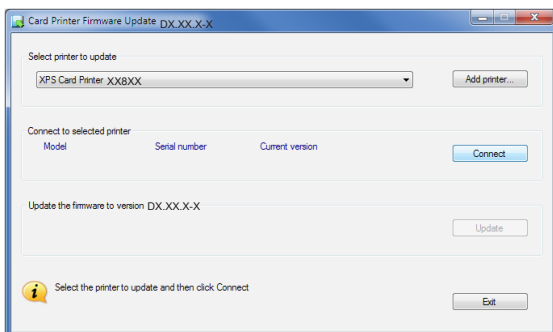
Select the printer to update.

- If the Card Printer Driver is installed, select the name of the printer you want to update from the list of installed printers.

OR

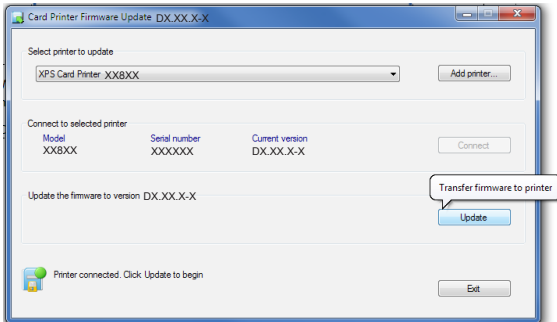


- If the Card Printer Driver is not installed, enter the IP address for each network-connected printer that you plan to update.
 1. Click **Add printer**.
 2. In the Add Network Printers dialog, enter the printer's IP address and a printer name (optional).
 3. Click **+** or press **Enter** to add the printer.
 4. Click **Done**.



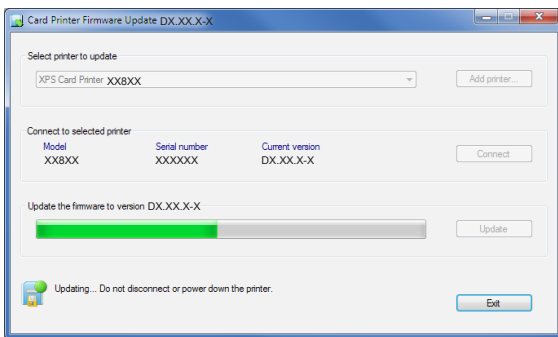
7

Click **Connect**.



8

Click **Update**.

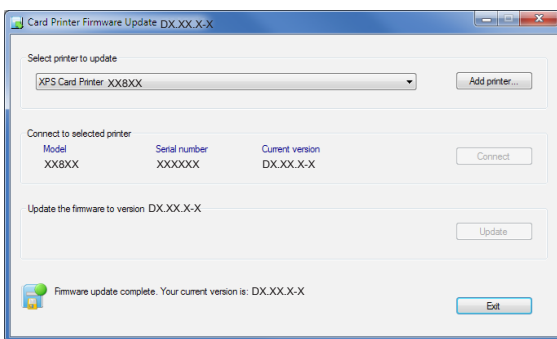


9

Wait while the PC transfers the firmware update files to the printer.

The message **Updating...** displays while the PC sends the updated file to the printer.

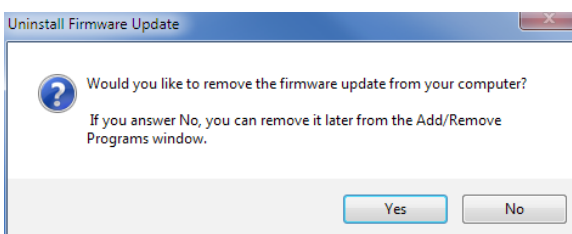
- Do not power off the printer during the update. If you need to power off the printer, wait until the printer has restarted.
- If power to the printer is interrupted, the firmware remains at the current version. Restart the Firmware Update program to update to the newer version.



10

When the firmware has finished transferring, the printer restarts, indicating a successful update.

- If you have additional printers to update to this firmware version, repeat steps 6 through 9 for each printer.
- If you do not need to update additional printers to this firmware version, click **Exit** to close the update program.
- If you updated to D3.16.3, repeat steps 3 through 9 to download and install D3.17.5.



11

The Firmware Update program asks if you want to uninstall the update software from the PC. Click **Yes** to remove the software. Click **No** to remove it later using the Windows Control Panel.

If You Need Assistance

The firmware update for Entrust desktop card printers is designed to install quickly and easily. If you have questions, contact one of the following:

1. Your internal technical support staff

If you are not directly responsible for the technical maintenance of your Entrust printer, talk to the people who are. They know your ID card issuance systems best.

2. Your local Entrust Authorized Reseller

Entrust resellers have the latest information on the InFocus Upgrade program. Contact them if you have additional questions. Not sure who your nearest reseller is? If you are in the United States, find out at: <https://www.entrust.com/support>.

If outside the US, please contact Entrust directly (see below).

3. Contact Entrust directly

US	+1 800 328 3996 or +1 952 988 2316
North America	+1 800 328 3996 or +1 952 988 2316 or email: north.america.cust.serv@entrust.com
Latin America and Caribbean	+1 800 328 3996 or +1 952 988 2316 or email: americas@entrust.com
Europe, Middle East and Africa	+44 1489 555 600 or email: emea.customer.service@entrust.com
Asia Pacific	+852 28210126 or email: dcap.admin@entrust.com