TECHNICAL BULLETIN 23-01

IMPORTANT - NEW FIRMWARE AND SD CARD REMOVAL

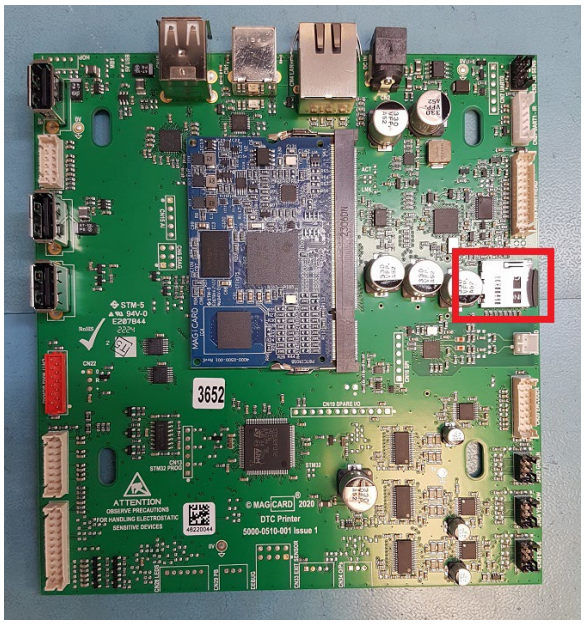
Rio Pro 360, Magicard 300, Magicard 600, Magicard D & K Series with their variants

Reason for Bulletin

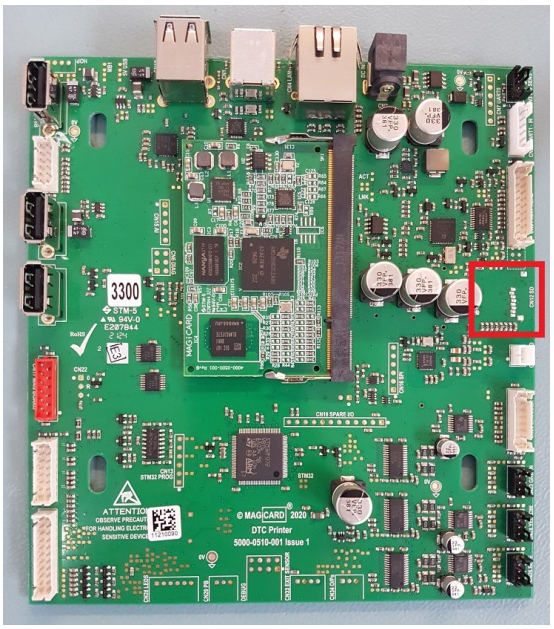
As part of our ongoing drive for continuous improvement and certain components becoming increasingly uneconomic and impractical to source. Magicard is making some essential changes to the electronics within its most recent direct to card (DTC) printers.

The main change is to the Controller PCBA and the removal of the Micro SD Memory Card / Cage Holder across both MKI and MKII parts.

This in turn necessitates a firmware update to **V14.52** amongst other standard bug fixes and process improvements.



PCB with SD Card fitted



PCB without SD Card fitted

Whilst to the end user the update is broadly `internal', this change does have substantial implications for product support and the recovery process should the Main Controller PCB need replacing.

Nevertheless, the customer/printer or end-user will observe no difference in function or performance of the device.

Once V14.52 firmware has been installed, the Micro SD Card serves no purpose.

Which Printers are Affected?

This is the full list including some printer models which may not be available for your region:

This change also affects customer white label product variants.

Pronto100:	P/N 3100-0001/x
Pronto100 NEO:	P/N 3100-6001/4
Rio Pro 360:	P/N's 3652-3xxx
Rio Pro 360 NEO:	P/N's 3652-6xxx/4
Magicard 300:	P/N's 3300-xxxx/x
Magicard 300 NEO:	P/N's 3300-6xxx/4
Magicard 600:	P/N's 3652-5xxx/x
Magicard 600 NEO:	P/N's 3562-65xx/4
Magicard D:	P/N's 4500-xxxx/x
Magicard K:	P/N's 4500-xxxxK/x

(Note: Pronto, Enduro 3e, Enduro NEO and Ultima are not included in this update).

Required Action

For printers loaded with firmware up to V13.49 there is no change to the PCB replacement / Recovery process providing the new part has the Micro SD Card holder.

For printers with firmware V14.52 and greater the Micro SD card serves no function, the recovery process is outlined on the next page.

Note:

With V14.52 firmware installed, and the replacement PCB does have a Micro SD Card slot the recovery process outlined on the next page must be still carried out.

Recovery Procedure

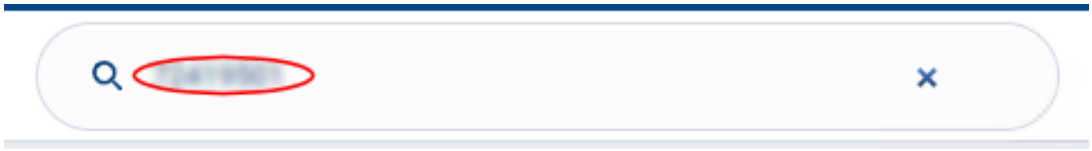
Remove the faulty control PCB and fit the replacement.
Once fitted, run the **Soak Printer** option from the printer's **Maintenance** menu.
The dye film should be removed, and at least one card available in the hopper.

Once the soak test has completed, obtain **a query file** from the printer using the **Dealer Tool** (**Commands** tab).

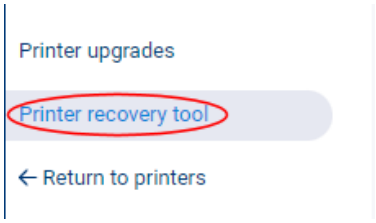
Login to the **Partners Portal** here;

https://partners.magicard.com/

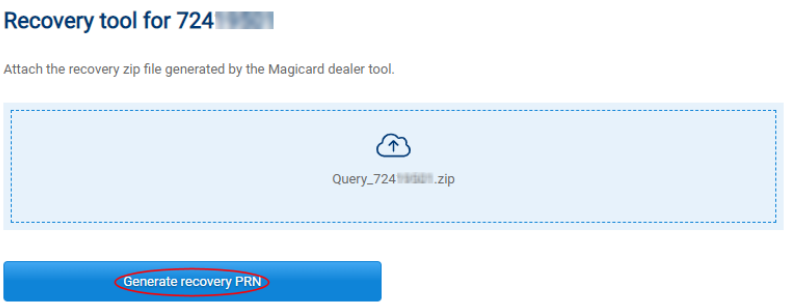
Search for the printer serial number;



Once the printer is found, choose **Printer recovery tool** from the menu on the left;



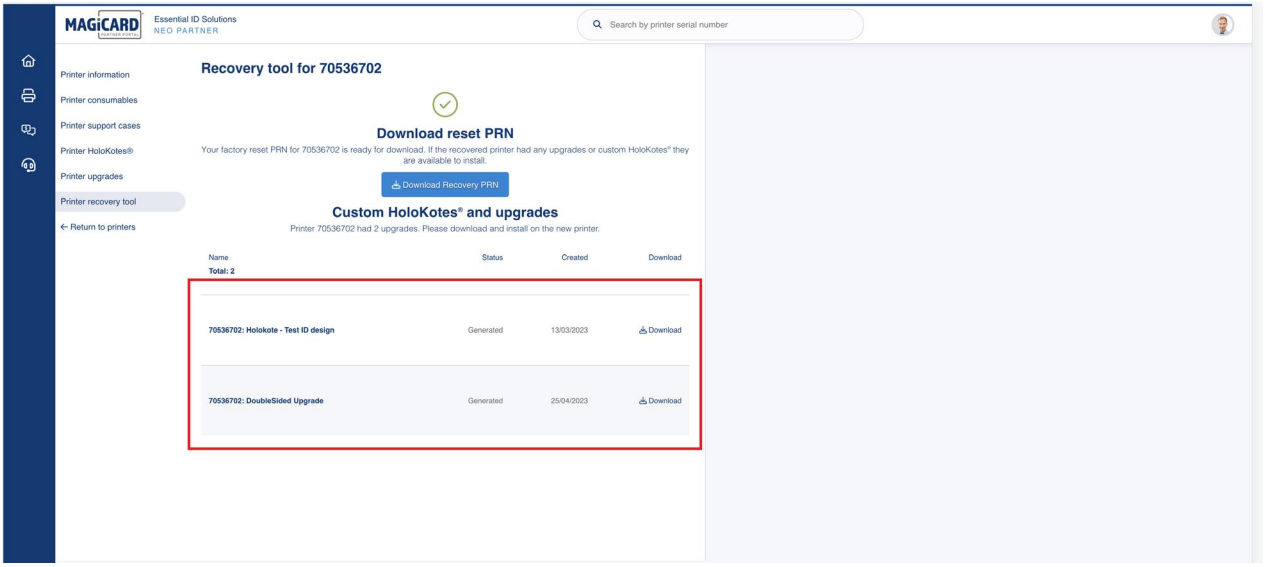
Upload the **query file** you obtained after running the soak test;



Save the recovery PRN file generated by the Printer recovery tool.
Send the recovery PRN file to the printer using the **Dealer Tool** (**Commands** tab).
The recovery process is complete.
The printer will restart, and everything should be restored.

Additionally, any after market upgrades will automatically appear based on the serial number being recovered.

These can be seen here:



They can be downloaded and sent to the printer using the same method mentioned before.

Q & A

- When does this change go live?

  Once V14.52 firmware is installed on the device.

- What about compatibility of parts?

  There are no compatibility changes.

  - The same rules apply exchanging MKI and MKII Controller PCB's and their associated parts.

- Is the firmware update reversible once completed?

  No, like all firmware updates it is not reversible.

- How do I know what firmware is loaded into my replacement PCB?

  If the PCB has an SD Card holder, then it will have up to V13.49 firmware installed.

  If the PCB has no SD Card holder it will have V14.xx or greater.

  If you are uncertain, the replacement PCB can be installed into the printer (include the SD Card if the hardware supports this) and connect to the Dealer Tool.

  View current firmware version via the "Software" tab.

- My printer is fully functional again but there's no option to recover any feature requests (e.g. Smart or HoloKote) in the portal menu?

  Any feature upgrades previously created via your support account will be visible and retrievable through the partner portal recovery process add-on.

  If the feature upgrade has been provided directly with Sales or Support, then it may not appear automatically and will require a separate update PRN file.

  This can be requested via support@magicard.com, please state the printer serial number in your email.

- I can't see the printer serial number I need to recover within my partner portal login?

  It's possible the printer may have been sold through a different partner and appeared in your territory. It could have been exchanged due to an early support related matter and therefore not linked to your dealer account.

  Please email support@magicard.com with the printer serial number and Query File generated through the first part of the recovery process on Page 3.

  An offline update file will be created to restore your printer.

- Will the Dealer and Project Codes be recovered?
- The Dealer Code will be recovered as it's configured during the printer manufacture process.

  The Project Code will not as it's a reseller programmable parameter.

  Our recovery steps assume the printer will be at a service centre, access to the programming device will be available and can be reinstated at the time of the repair being carried out.