TECHNICAL BULLETIN 24-03

IMPORTANT - NEW FIRMWARE / SERVICE MENU ACCESS

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

Reason for Bulletin

Firmware Version 15.56 has been released and is now available for public access.

The most important update for authorised resellers and distributors is accessing the Service / Maintenance Menu on all products as there's now subtle differences.

Old Sequence (four button printers):

Menu -> Press and hold the middle two buttons for at least 5 seconds.

New Sequence (four button printers):

Open Lid -> Menu -> Clean Rollers -> Press and hold right button for at least 5 seconds.

Old Sequence (two button printers):

Open Lid -> Press and hold "Menu" button for at least 5 seconds.

New Sequence (two button printers):

Open Lid -> Menu -> Clean Rollers -> Press and hold right button for at least 5 seconds.

Which Printers are Affected?

All two and four button products manufactured after the Magicard Rio Pro 360 with 8-digit serial number format.

This includes any Xtended, PriceCard Pro Flex, PriceCard Pro Flex+ and Magicard E+ products.

Required Action

No further action required.

Q & A

- When does this change go live?

  Firmware V15.56 is available now via the main Magicard website.

- Can the Firmware be reversed or backdated?

  No, regrettably this is a one-way process.

- Will the printer's operation be affected in any way?

  V15.56 includes various background updates, support for future products but there is no functional change other than accessing the Service Menu.

- Are my stored HoloKote Images safe.

  Yes.