

Date: 27/09/2024
Author: Robert Lutje
Distribution: General Information

DC 2300

SB-DC2300_FW Upgrade Root Mode _001

DC-2300 Firmware Upgrade in Root Mode



Updating a DASCOM 2300 Printer with DC-2300 Firmware in **Root Mode** gives you the certainty that all parts of a firmware (Including sub-firmware) are sent to the printer and all new functions are activated.

Attention: **Please do not power off the Printer during the Upgrade process.**
Upgrading the Printer in Root Mode can only be done through the printers USB Port.

Steps to update firmware in Root Mode:

- 1) Connect the USB port of the DC-2300 to a Windows-based PC using the USB cable. Also make sure that the DC-2300 Driver is installed and the DC-2300 Printer icon is visible in the printer properties.



- 2) Switch on the printer and hold down the “House”  and “Wheel”  key until you can see FW Upgrade Mode on the display, then release the buttons.



- 3) After printer is in “FW Upgrade Mode” go to the Printer Properties

		UCL from - to -	Page 1 of 5
Company / Factory: General Information	Subsidiary: General Information	Customer: General Information	
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Date: 27/09/2024
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DC 2300

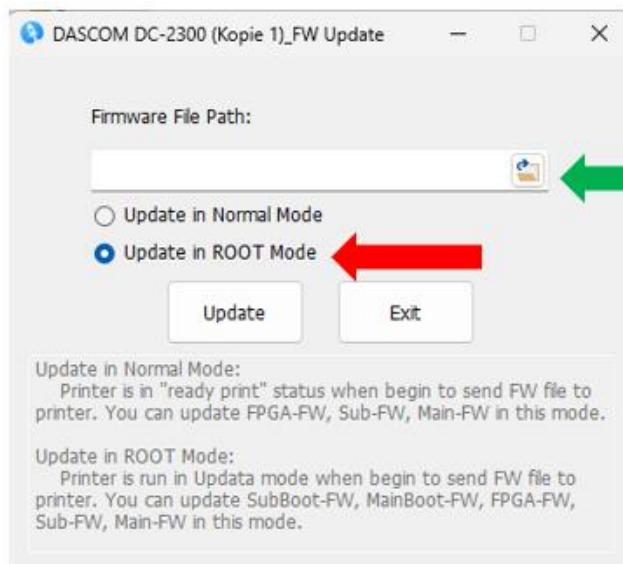
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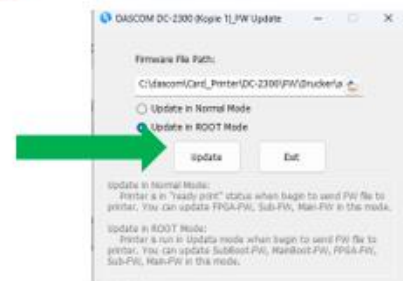
- Select the control panel on the start key in the lower left corner of the Windows taskbar.
- Select Devices and then Printers and Scanners, then click on the DC-2300 Driver.
- Choose Printer Property on the printer menu.
- Select the "Utility" tab and click the Printer icon.



- 4) Click on the Browse button to find and select the Firmware (Go to the location of where the Firmware was saved and unzipped. Firmware file will have a .mot extension) to flash the Printer, choose **Root Mode** then click the "**Update**" button.



Please check that the mark is set to Update in ROOT Mode!!!



		UCL from - to -	Page 2 of 5
Company / Factory: General Information	Subsidiary: General Information	Customer: General Information	
			www.dascom.com

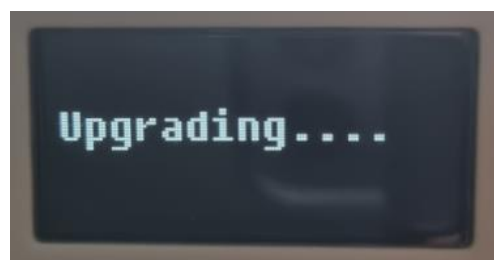
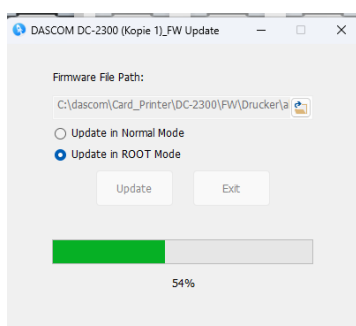
Date: 27/09/2024
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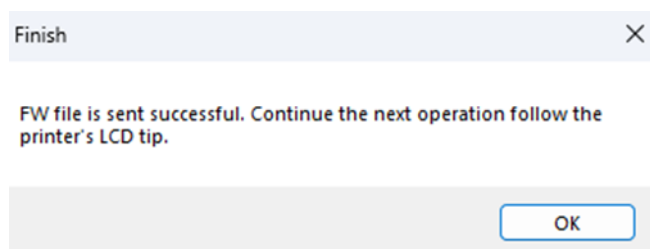
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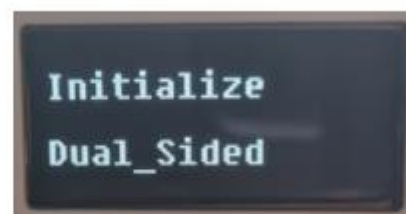
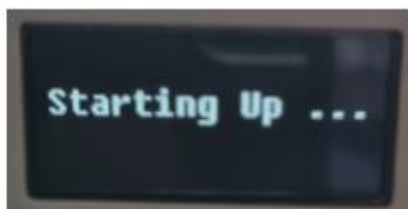
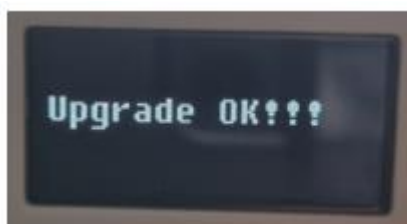
- 5) The Driver will display a “Gas Gauge” during the Firmware transfer process and the Printer will display that the Firmware is upgrading.



- 6) The Driver will finish the transfer of the Firmware but the Printer will continue through the update process



- 7) After the Printer finishes updating, it will display Upgrade OK!!!, then will go blank followed by Starting Up... and Initialize displayed



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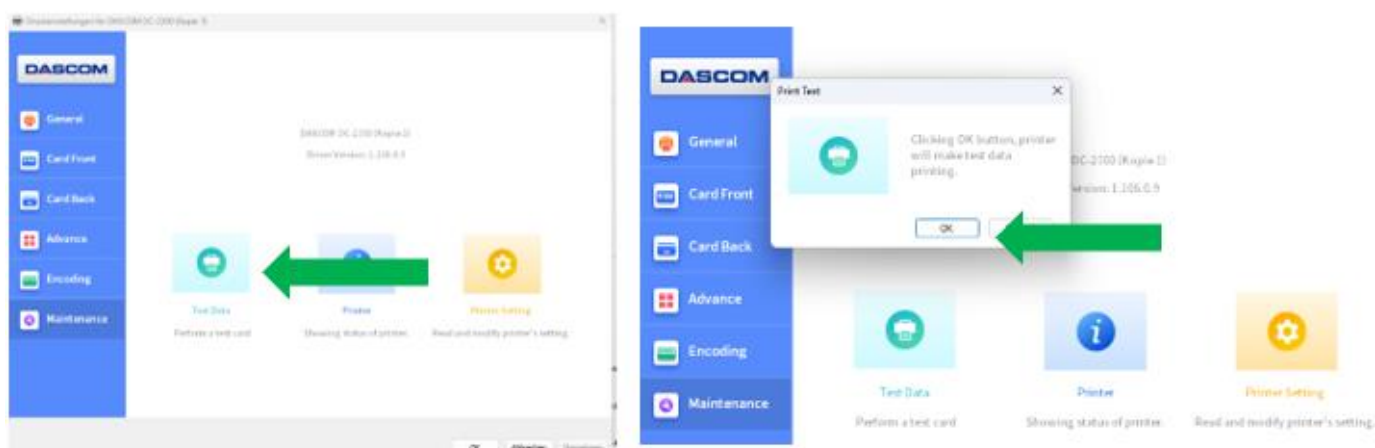
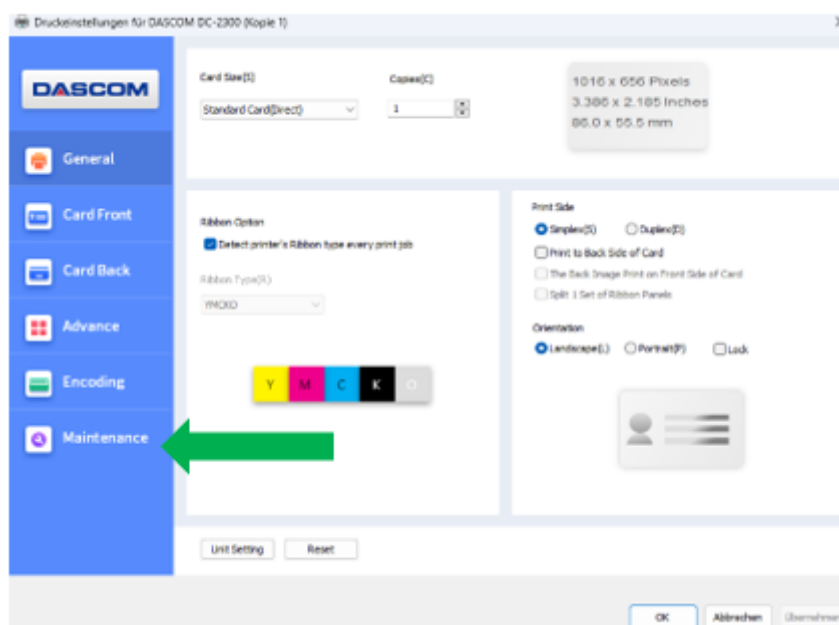
DC 2300

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- 8) To check whether the upgrade was successful and the correct firmware is installed, it is recommended to print a self-test card.

For this purpose, please go to the Maintenance Tab of DC-2300 driver and follow the steps below:



		UCL from - to -	Page 4 of 5
Company / Factory: General Information	Subsidiary: General Information	Customer: General Information	
			www.dascom.com

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DC 2300

SB-DC2300_FW Upgrade Root Mode _001

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9) Example of a self-test card (In this case Firmware version 10.0A.00.00 is loaded)

```
DASCOM
Factory:  DASCOM
Model:    DC-2300
PNPID:    DC-2300
S/N:      883021450092
Main FW:  10.0A.00.00
Main Boot: 10.01.00.00
FPGA Ver: 10.04.00.00
Mac addr: BC-9D-A5-04-5E-D0
HeadID:   316700210300698
MDL ID:   28.883.6180
```

10) After the upgrade, you can create the personalized cards with this Printer.

REMARK:

It's very easy to update the firmware, but do not interrupt the transmission between the computer to the Printer during the download. (Such as switch off the printer or computer power, unplug the cable, etc.). Otherwise, Printer might not restart. In case of such a failure, please contact your DASCOM partner.

		UCL from - to -	Page 5 of 5
Company / Factory: General Information	Subsidiary: General Information	Customer: General Information	
			www.dascom.com