Guide to installing your Double-sided upgrade for Magicard Helix printers
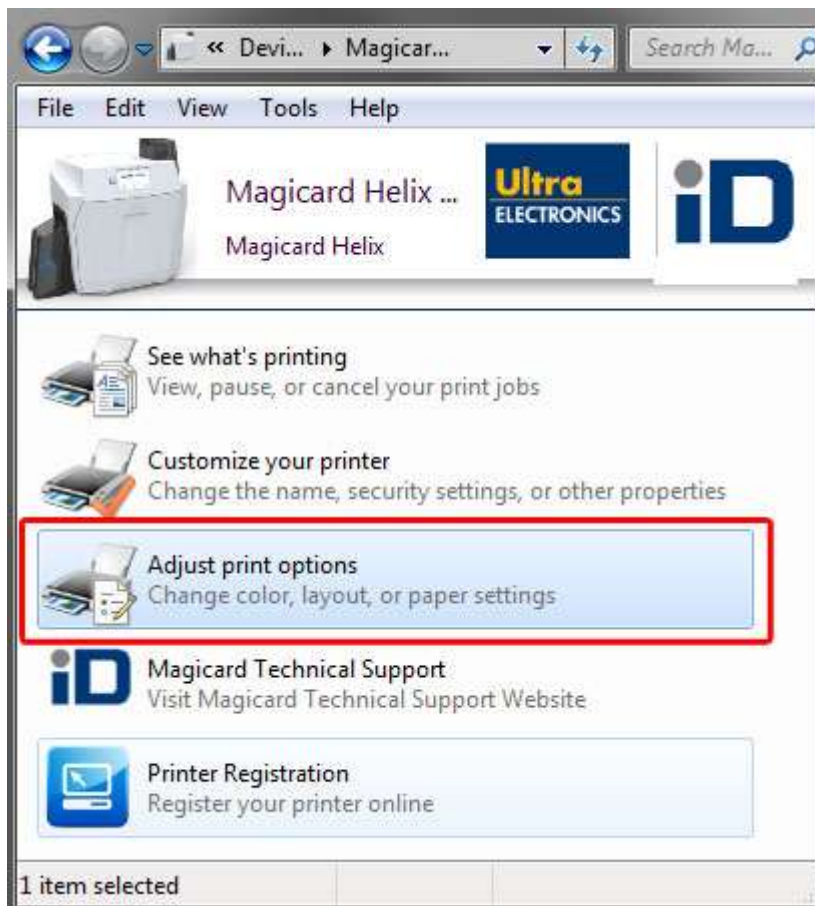
Installing a Double-sided upgrade to your Helix printer can be done in two ways, both through your printer driver.

If the printer is connected to an Internet-enabled PC: By downloading the Double-sided upgrade file securely from our webserver.
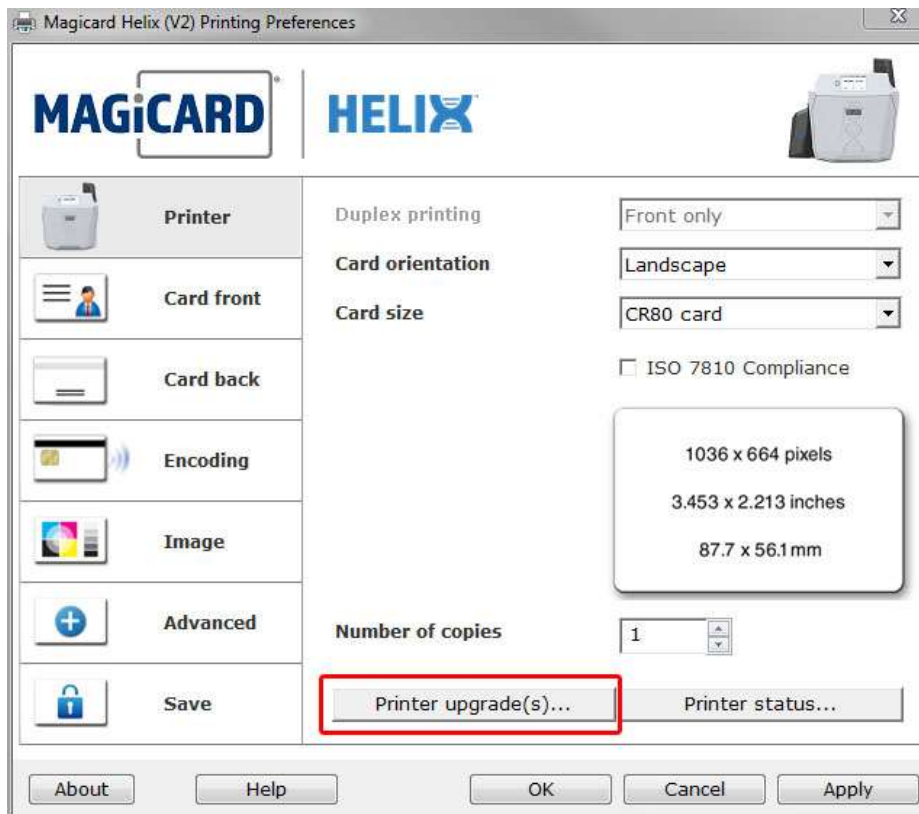
If the printer cannot be connected to an Internet-enabled PC: By downloading the Double-sided upgrade file from your support account and installing it offline from a connected PC.

Online Installation

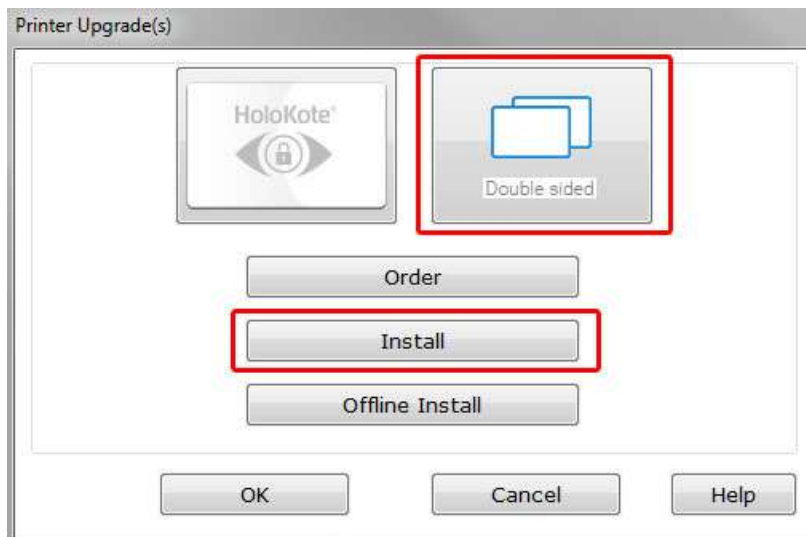Open the Magicard Helix driver in the <**Devices and printers**> area of your Windows OS and then open <**Adjust printer options**>

On the first <**Printer tab**> click <**Printer upgrade(s)…**> button
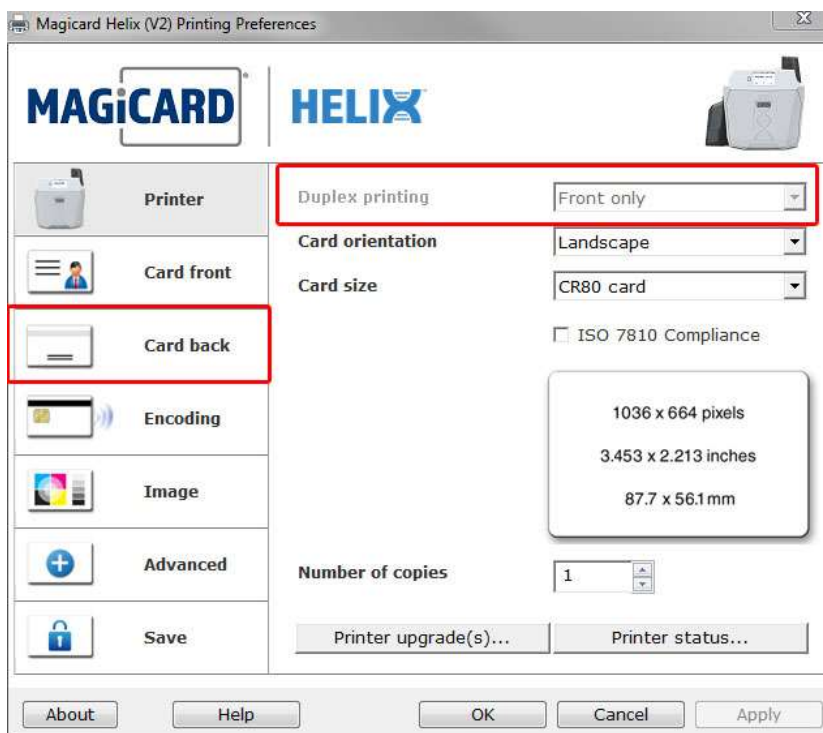

Navigate to the <**Double sided upgrade**> tab and click the <**Install**>. This will bring up a dialogue showing your printer connecting to the secure server to retrieve your upgrade file.

Once complete your will receive a confirmation dialog once your printer has been upgraded.
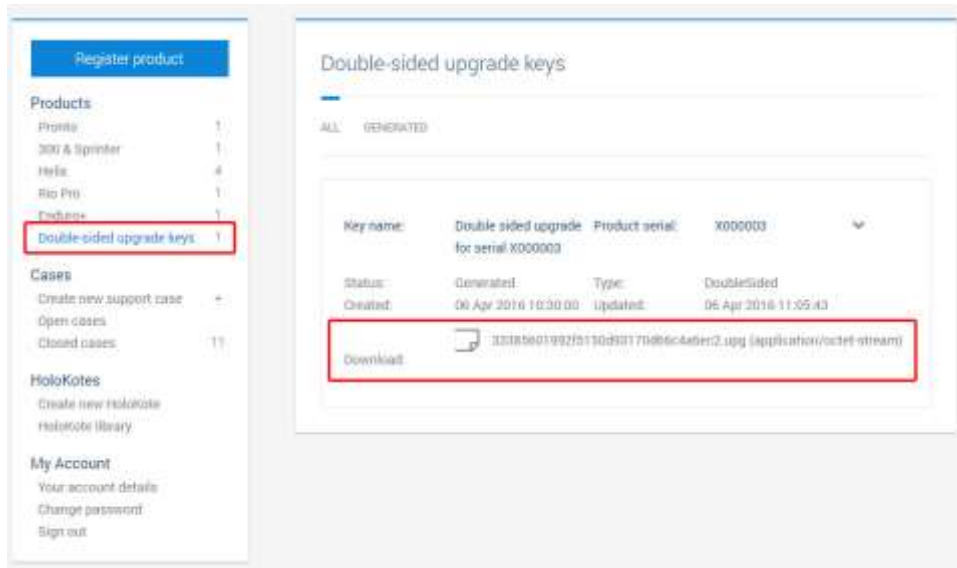

To check your printer has been successfully upgraded navigate to your **<printer tab>** and the **<Duplex printing option>** will be enabled as well as the **<Card back tab>** in the printer driver.
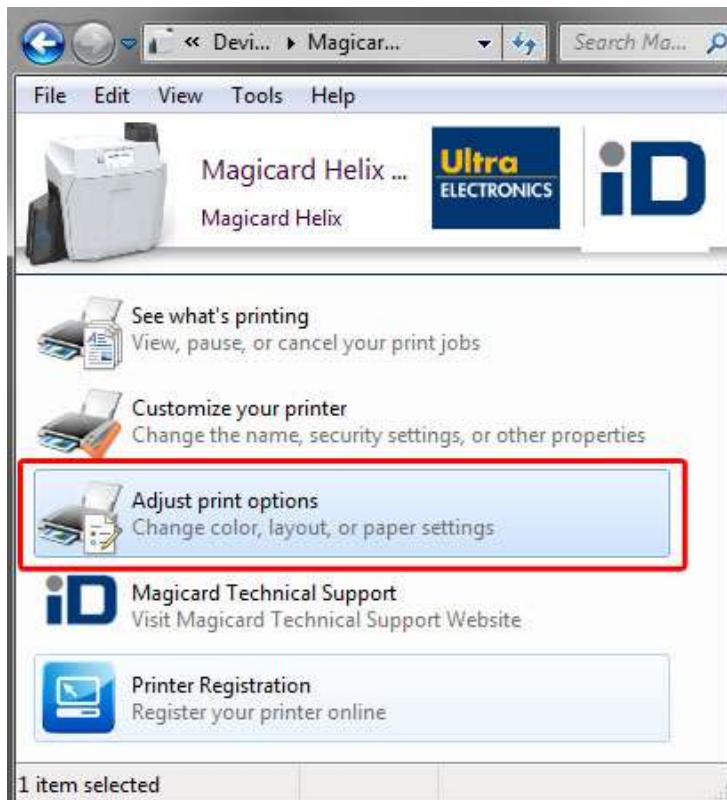
Offline installation

If your printer cannot be connected to an Internet-enabled computer it is possible to perform an offline installation.

To do this you will need to download your Double-sided upgrade file from your online support account and transfer it to a computer connected to your Helix printer via USB.
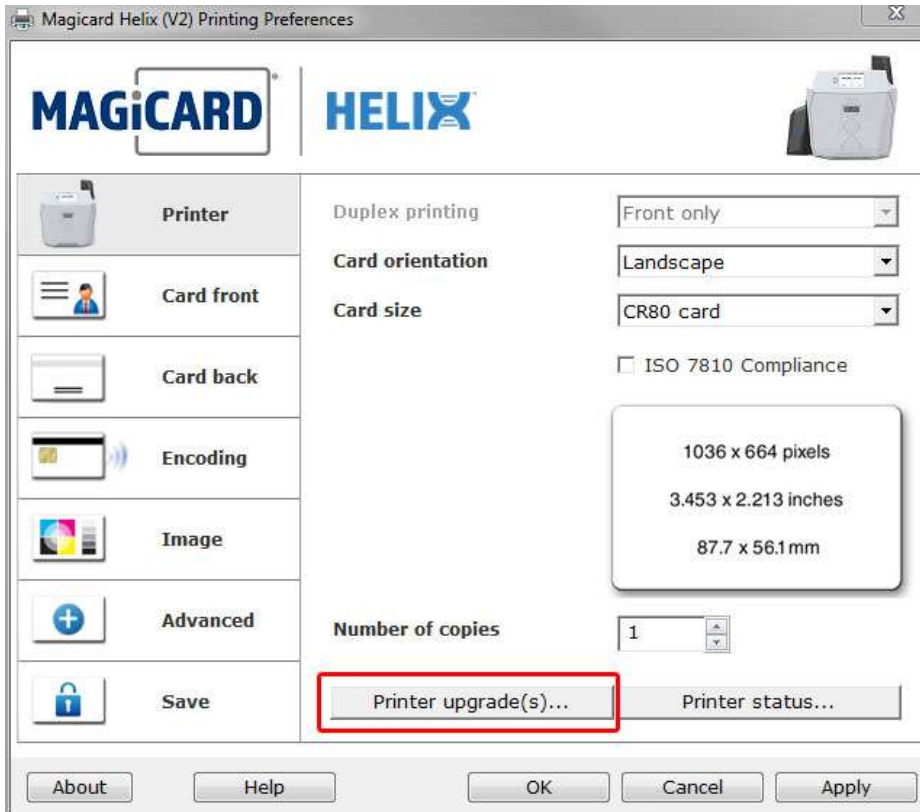

Save this file to a known location such as the **<Desktop>** or **<My documents>** area of the computer connect to the Helix printer.
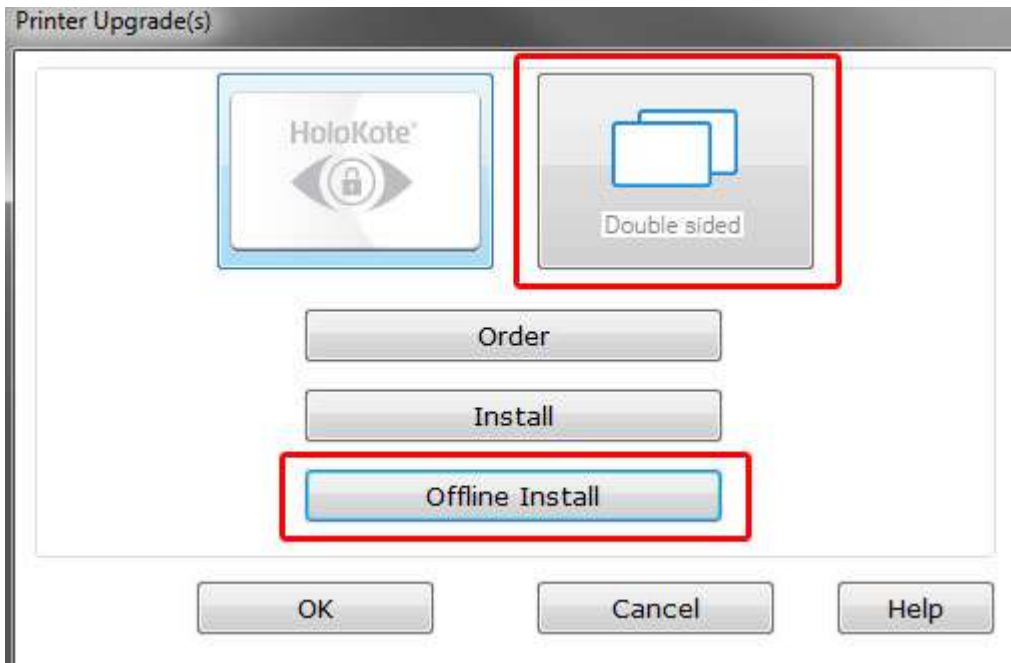
Next open the Magicard Helix driver in the <**Devices and printers>** area of your Windows OS and then open <**Adjust printer options>**

On the first <**Printer tab**> click <**Printer upgrade(s)…**> button

Click on **<Offline install>.** Navigate to the file location of your saved printer upgrade file (.Upg).

You will receive a confirmation message when the printer has been upgraded

To check your printer has been successfully upgraded navigate to your **<printer tab>** and the **<Duplex printing option>** will be enabled as well as the **<Card back tab>** in the printer driver.