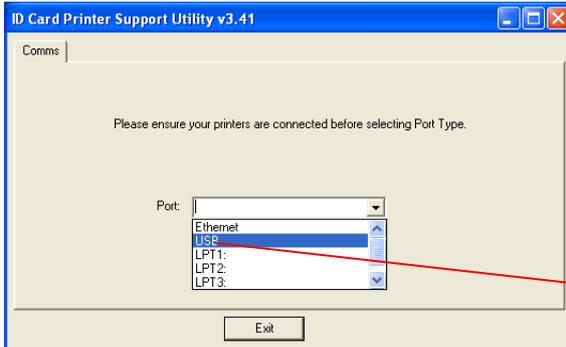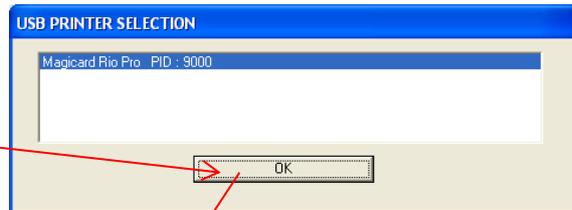# Magicard Support Utility

How to obtain a query file

Note that the ID Card Printer Support Utility can only be used with Generation 1 Printers
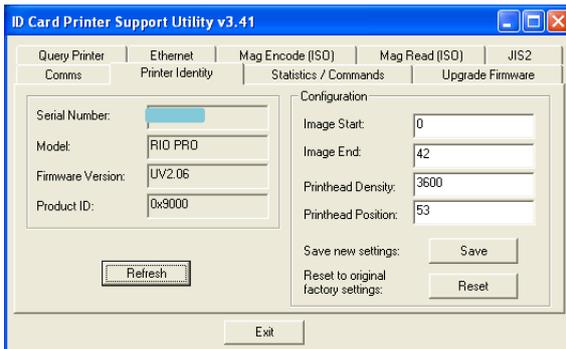
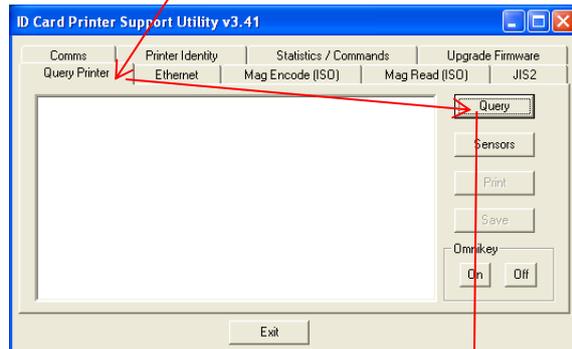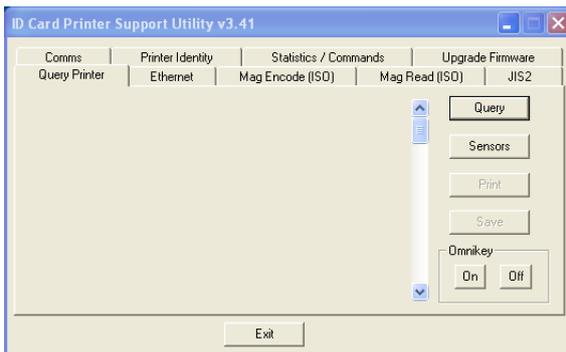**Open the support utility**

Choose your **connection method**
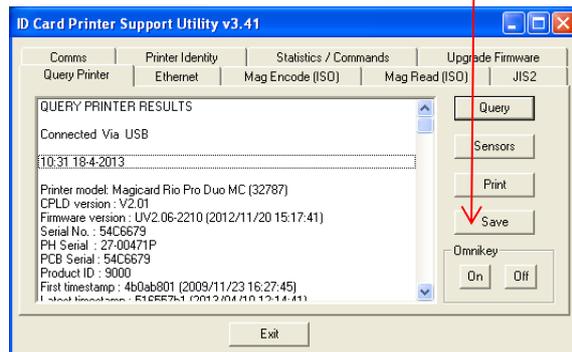
Select the desired connected printer & click **OK**

The first screen shows your printer info

Choose the top left '**QUERY**' tab

Click on the **Query button**
the window may go blank while it gets the info

Printer info will populate the window > **Save**

When completed, please save it in the following format: Query_ YourSerialNumber**.txt**

If Support requested a Query File please attach it to your existing web case or email thread.

MAGiCARD®