

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

ID Card Printer Support Utility v3.41							
Query Printer Comms Serial Number: Model: Firmware Version: Product ID:	Ethernet Printer Identity RIO PRO UV2.06 0x9000	Mag Enc	ode (ISO) atistics / Comman Configuration Image Start: Image End: Printhead De Printhead Po	Mag Re nds   [0 nsity: 3 sition: 5	ad (ISO)   JIS2 Upgrade Firmware 12 13600 133		
	[ Refresh ]				Save Reset		
<u> </u>							

The first screen shows your printer info



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.





Select the desized connected printer & click **OK** 

ID Card Printer Support Utility v3.41							
Comms Printer Identity Statistics / Commands Upgra Query Printer Ethernet Mag Encode (ISO) Mag Read (ISO)	de Firmware JIS2 Query Sensors Print Save key n Off						
Exit							



Upgrade Firmware JIS2

Query

Sensors

Print VSave

Omnikey On Off

¥