

## Guide to installing your Double-sided upgrade for Magicard Rio Pro 360 printers

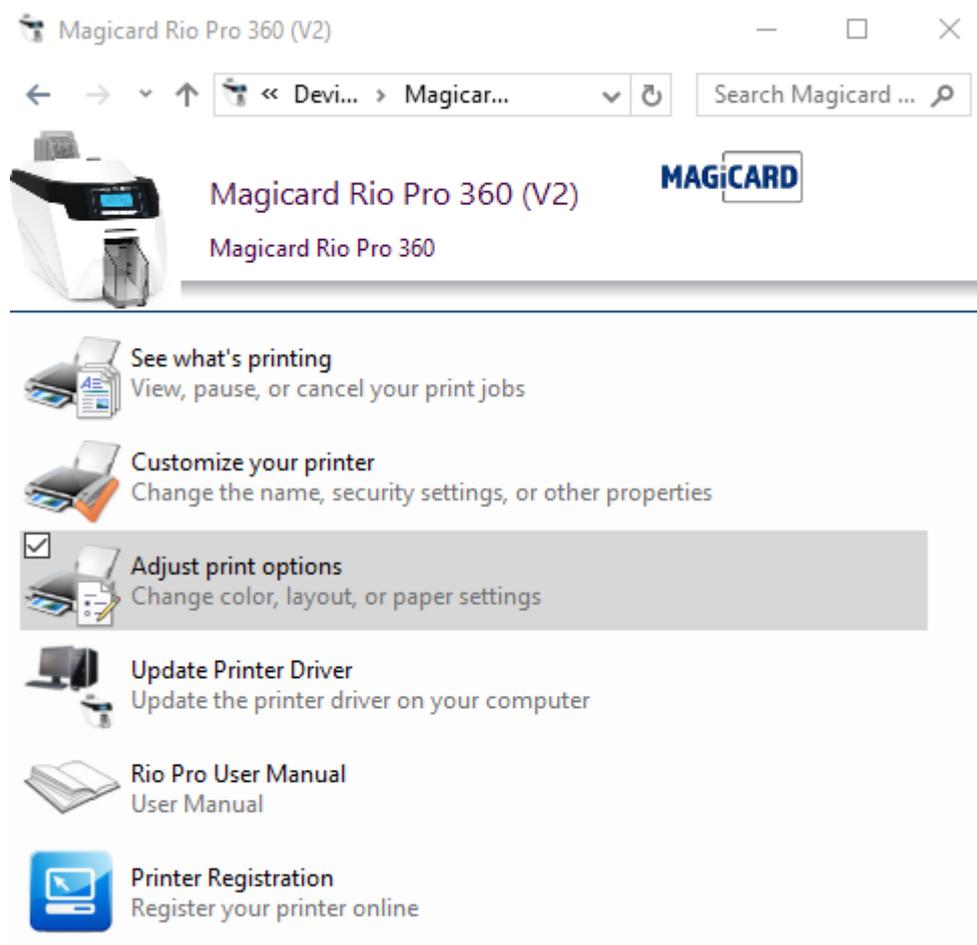
Installing a Double-sided upgrade to your Rio Pro 360 printer can be done in two ways, both through your printer driver.

**If the printer is connected to an Internet-enabled PC:** By downloading the Double-sided upgrade file securely from our webserver.

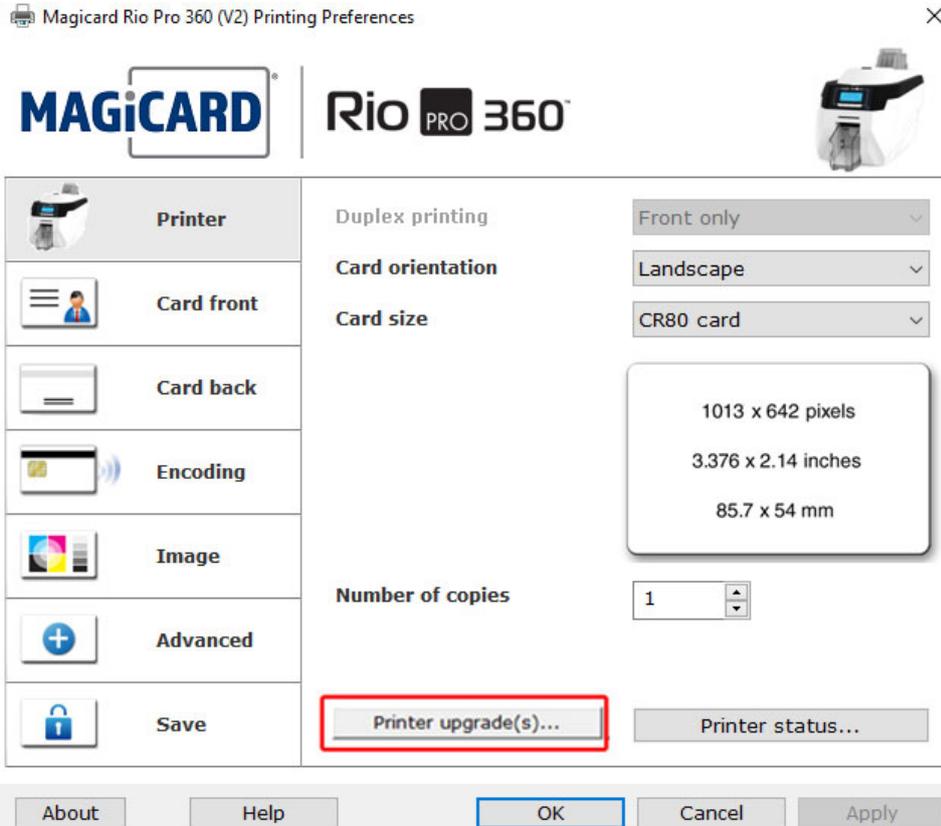
**If the printer cannot be connected to an Internet-enabled PC:** By downloading the Double-sided upgrade file from your support account and installing it offline from a connected PC.

### Online Installation

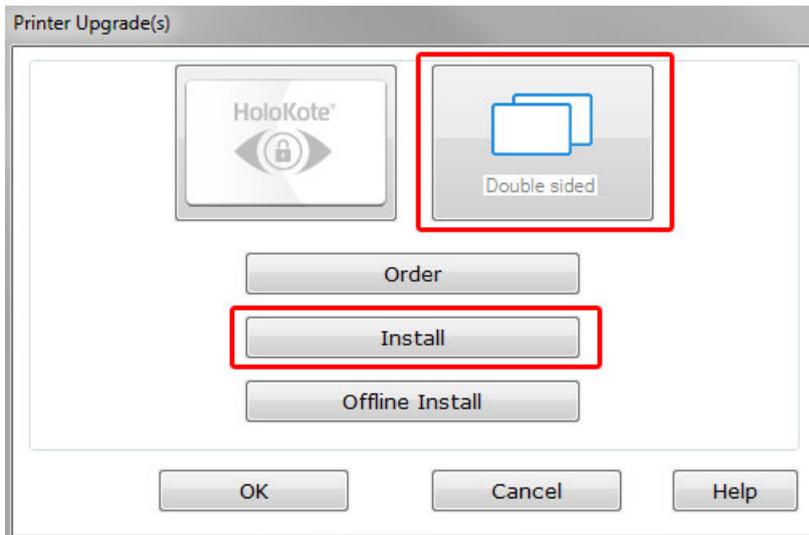
Open the Magicard Rio Pro 360 driver in the <**Devices and printers**> area of your Windows OS and then open <**Adjust printer options**>



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 you will receive a confirmation dialog pop-up once your printer has been upgraded.



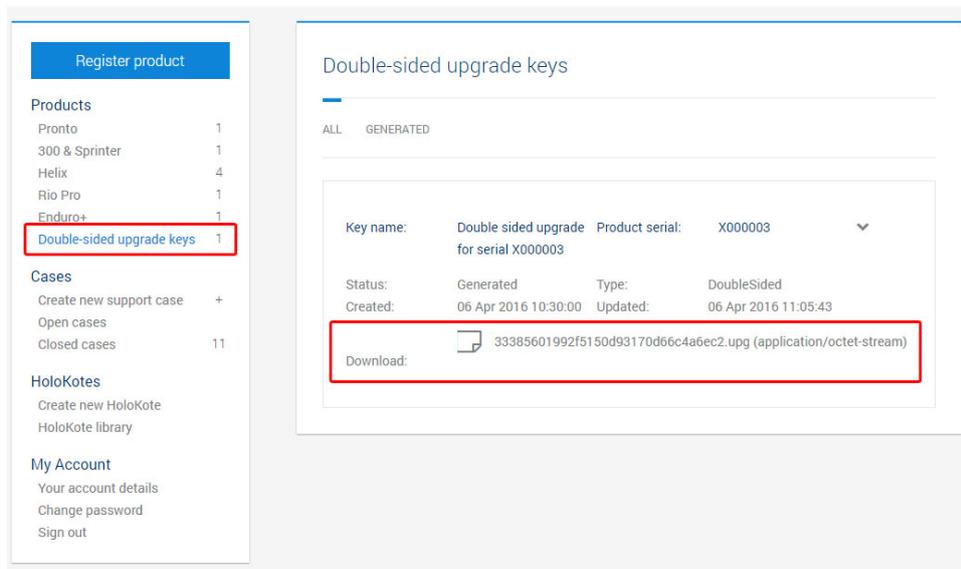
To check your printer has been successfully upgraded navigate to your **<printer tab>** and the **<Duplex printing option>** will be enabled as well as the **<Card back tab>** in the printer driver.



## 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 Rio Pro 360 printer via USB.



The screenshot shows a web interface for a support portal. On the left is a navigation menu with sections: 'Register product', 'Products' (listing Pronto, 300 & Sprinter, Helix, Rio Pro, Enduro+, and Double-sided upgrade keys), 'Cases' (listing Create new support case, Open cases, and Closed cases), 'HoloKotes' (listing Create new HoloKote and HoloKote library), and 'My Account' (listing Your account details, Change password, and Sign out). The 'Double-sided upgrade keys' item in the Products list is highlighted with a red box. The main content area is titled 'Double-sided upgrade keys' and has tabs for 'ALL' and 'GENERATED'. Below the tabs is a table with one row of data. The 'Key name' is 'Double sided upgrade for serial X000003', 'Product serial' is 'X000003', 'Status' is 'Generated', 'Type' is 'DoubleSided', 'Created' is '06 Apr 2016 10:30:00', and 'Updated' is '06 Apr 2016 11:05:43'. Below the table, there is a 'Download:' link with a document icon and the filename '33385601992f5150d93170d66c4a6ec2.upg (application/octet-stream)', which is also highlighted with a red box.

Key name:	Double sided upgrade for serial X000003	Product serial:	X000003
Status:	Generated	Type:	DoubleSided
Created:	06 Apr 2016 10:30:00	Updated:	06 Apr 2016 11:05:43
Download:	 33385601992f5150d93170d66c4a6ec2.upg (application/octet-stream)		

Save this file to a known location such as the <Desktop> or <My documents> area of the computer which is connect to the Magicard Rio Pro 360 printer.

Next open the Magicard Rio Pro 360 driver in the <Devices and printers> area of your Windows OS and then open <Adjust printer options>

Magicard Rio Pro 360 (V2) — □ ×

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 **Magicard Rio Pro 360 (V2)**   
Magicard Rio Pro 360

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 **See what's printing**  
View, pause, or cancel your print jobs

 **Customize your printer**  
Change the name, security settings, or other properties

 **Adjust print options**  
Change color, layout, or paper settings

 **Update Printer Driver**  
Update the printer driver on your computer

 **Rio Pro User Manual**  
User Manual

 **Printer Registration**  
Register your printer online

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



Rio PRO 360™



	<b>Printer</b>	Duplex printing	Front only
	<b>Card front</b>	Card orientation	Landscape
	<b>Card back</b>	Card size	CR80 card
	<b>Encoding</b>	1013 x 642 pixels 3.376 x 2.14 inches 85.7 x 54 mm	
	<b>Image</b>	Number of copies	1
	<b>Advanced</b>	<b>Printer upgrade(s)...</b>	Printer status...
	<b>Save</b>		

About Help **OK** Cancel Apply

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

Printer Upgrade(s)

Order		
Install		
<b>Offline Install</b>		
OK	Cancel	Help

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.

