UltraDriver installation instructions for older (non 'E') Rio 2 and Tango 2 printer models.

Introduction

The Rio 2 and Tango 2 printer models can be upgraded and may use the new **UltraDriver** which now ships with new printers. This is a relatively simple process and takes only a few minutes. However, the instructions below must be followed very carefully and in the correct sequence.
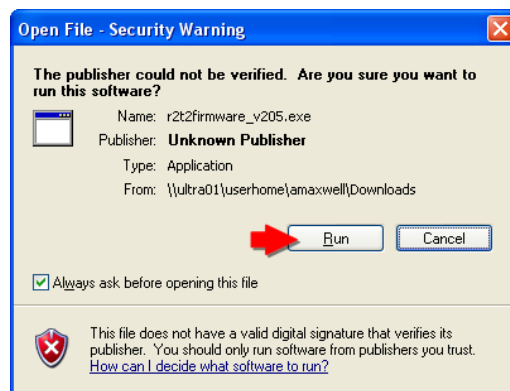**If you are in any doubt, do not attempt this upgrade. Seek technical advice.**

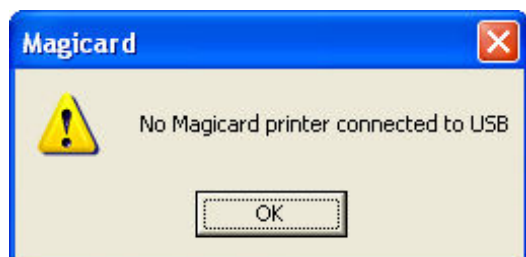## What's Involved?

There are three simple steps;

1. UPGRADE FIRMWARE 2. CHANGE PID 3. INSTALL THE DRIVER

Step 1 - Update Firmware

Download the latest version of firmware for your printer (currently V2.05). Ensure the printer is powered on, is connected to the PC, and is idle (Green LED is on). Run the firmware update program. You may see a security warning. If you do, click '**Run**'.

⚠️ **If you see the following message;**

Check printer has power and the USB cable is connected

The firmware update utility displays the current (old) firmware version installed, and the firmware version for update (new). Click the '**Update**' button.

⚠️ **DO NOT REMOVE POWER DURING THIS OPERATION!**

After 20 - 30 seconds, the printer will re-initialise. The firmware update is complete. Click the 'OK' button.

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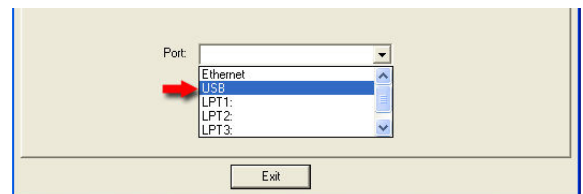
Step 2 - Change Product ID (PID)

Download the latest version of the **Magicard Support Utility** (currently V3.19). Run the install program and follow the on-screen instructions.
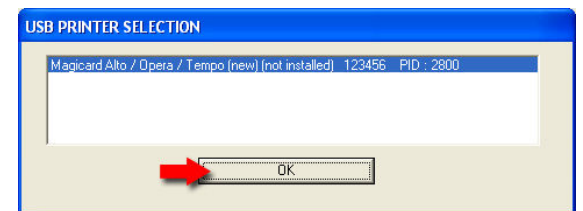
After successful installation, you will see a new icon on your desktop:

Double-click the **Magicard Support Utility** icon on the desktop to run the program.

Select '**USB**' from the drop-down list of ports.

Click '**OK**' on the selected printer.

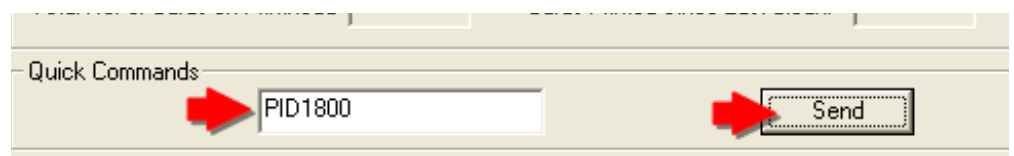The current Product ID (PID) can be seen on the **Printer Identity** tab (0x1000)

To change the PID, select the '**Statistics / Commands**' tab

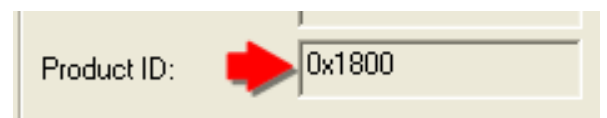Type the following into the '**Quick Commands**' box;

> **PID1800**

then click '**Send**'.

⚠ **Type carefully! Wrong value can stop your printer working!**

Confirm the PID has been set correctly by selecting the '**Printer Identity**' tab. **Product ID** should be '**0x1800**'. If it isn't, repeat the step above.

You can now ''**Exit**' from the **Magicard Support Utility**. **Switch off** the printer.

Step 3 - Install the UltraDriver.

The printer MUST remain **switched off** until driver installation is completed.