Passport Photo Software

ID+

User manual from ID+ SW 1.3.56.27

Exclusively for DNP ID600 Printer

Dedicated ID media

March 2021
Version 1.3.56.13

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Acknowledgments

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ICC Profiles

Dai Nippon Printing Co., Ltd. (DNP) provided ICC profiles implemented into Passport Photo software.

Introduction *Chapter 1*

ID+ Software is a software to create official ID photos for Passport, ID card, Visa... ID+ software allows selection and editing of digital images to be printed with **DNP ID600 printer** only.

Biometric check is included in ID+ software.

When the DNP ID600 printer is connected with the dedicated ID media (**ID600 media** to be used with ID600 printer); the product line items will be enabled automatically (time saving: no need for products configuration).

ID+ software can be used without the DNP ID600 printer connected to the tablet. In this case, all ID photo print orders will be saved in *Saved ID order*.

Note: Each product can be turned ON/OFF from Admin settings.

Note: This Software version includes the Quick Workflow to improve the ID prints steps.

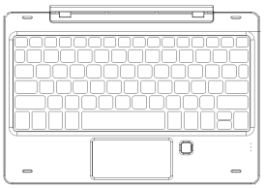
If you have a previous version of ID+ software, please download the user manual from DNP Europ website:

⇨ https://www.dnpphoto.eu/en/support-and-downloads/manuals-brochures/manuals/id-2

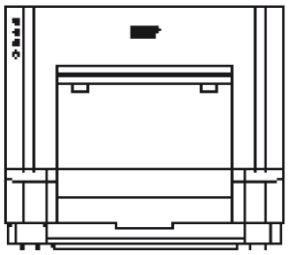
What is ID+ system?

ID+ system is composed of 3 major elements:

Tablet with ID+ software



Keyboard



ID600 printer

Quick start

System setup

Before you start working with ID+ Software, connect and switch on the DNP ID600 Printer. Then, please connect the USB cable to the printer + tablet, and turn the tablet on (push the switch on button on the left side of the tablet).

Where it prints

With ID+ Software you can print directly with DNP ID600 printer, without installing any drivers.

Supported DNP printer is only DNP ID600 printer.

By simple USB connection of the supported printer to the tablet, the printer will automatically be recognized by ID+ Software.

Control panel and software management

Touch in sequence the lower left and right corners of the monitor or connect a keyboard and press the “ESC” key, then choose your options:

- Settings: access to the basic configuration of the software: initial animation, product management, output profiles, system backup and security;
- Orders: access to the management panel of digital orders made by customers;
- Diagnostics: contains tools for system diagnostics: generating log files, test receipt, check printers;
- Stats: Possibilty to check sales information based on various elements
- Quit application: allow you to close the software. Use this feature to exit properly from ID+ software;
- In service: exits the configuration panel and returns to ID+ software.

Input Devices

You can choose images to be acquired from various digital sources such as memory card, USB drive, tablet built-in camera, external Camera via Flash drive and dedicated internal folder.

- It is also possible to send ID pictures to ID+ software from a smartphone; the name of this feature is **Direct Wifi**.
  The workflow is very simple:
  ⇨ Connect the smartphone (iOS or Android) to the dedicated ID+ wifi (Wifi SSID name: wifi_ID99 and password: 12345678), go to the smartphone web browser, type the

special URL or scan the QR code (both are displayed on the ID+ software screen when selecting *Direct Wifi*) and send the picture to the ID+ software.

Language

You can setup software default language by entering settings and then select language.

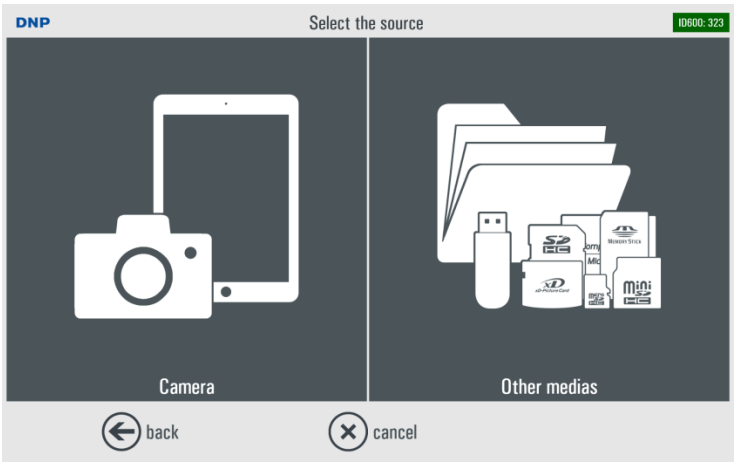
How to print Passport photo *Chapter 2*

How to print Passport photo

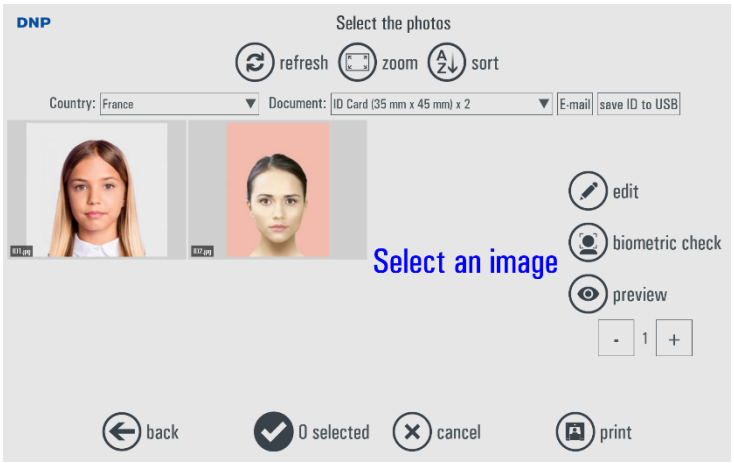
Passport prints can be created with simple and intuitive quick workflow procedure.

After the ID+ screensaver, this is the Workflow of creating and printing biometric Passport Print.

1) Select *the ID photo source*.



2) Pictures from your source will be display to the main screen of ID+ software.

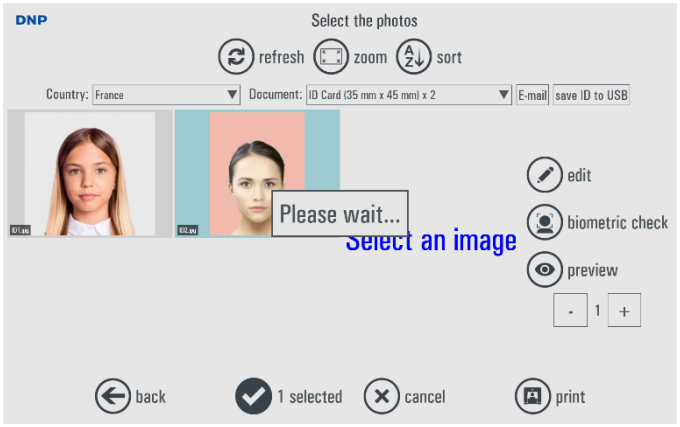


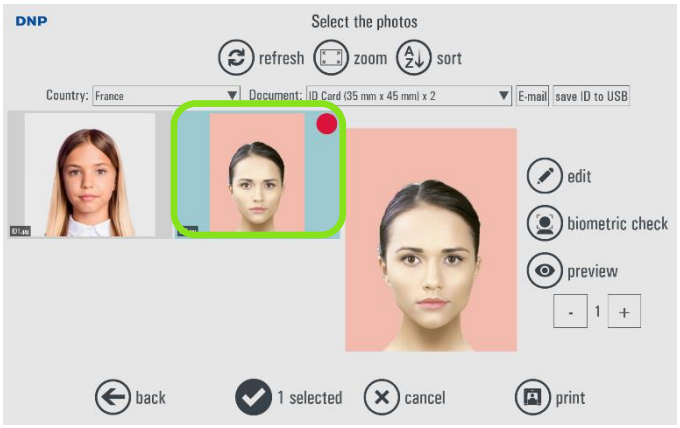
3) Touch an ID picture, and please wait the ID+ software makes biometric checking

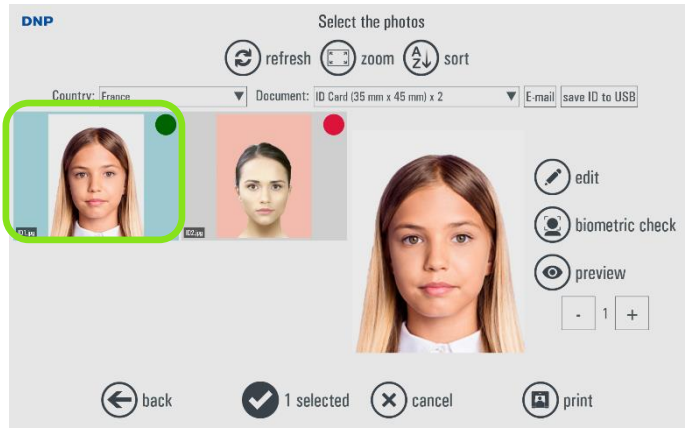
A color spot will be displayed on the right left corner of the ID picture

Red dot: No biometric pass

Green dot: Yes biometric pass

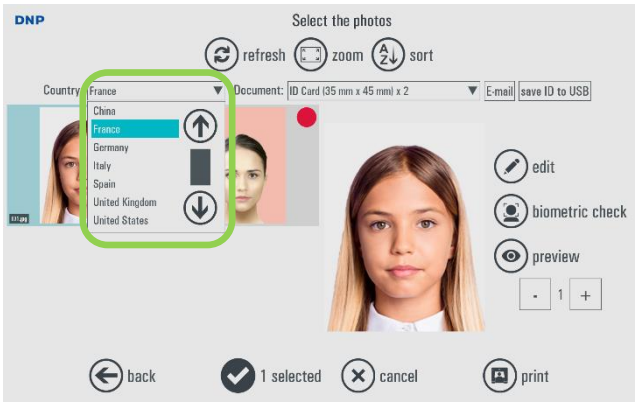


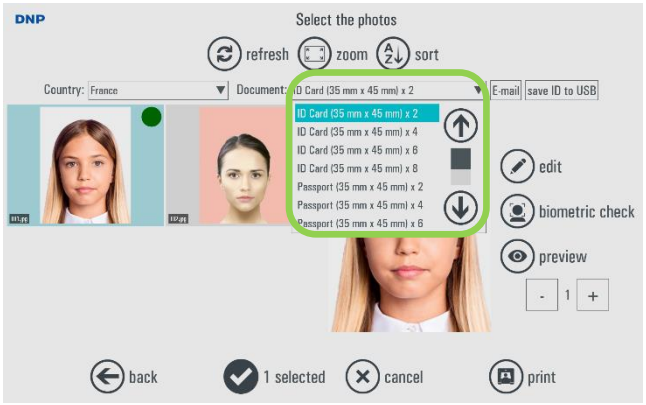




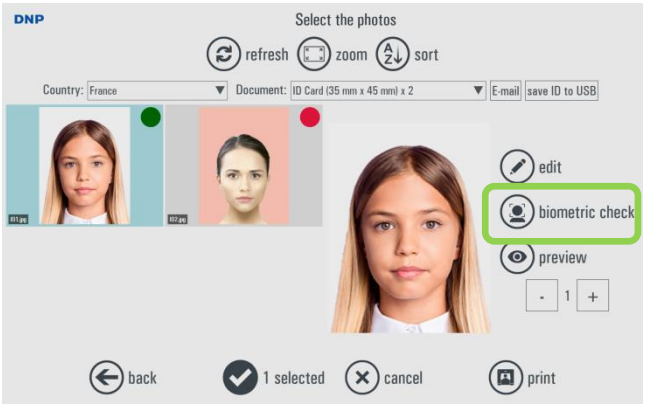
4) By default, a country and an ID template is already setup

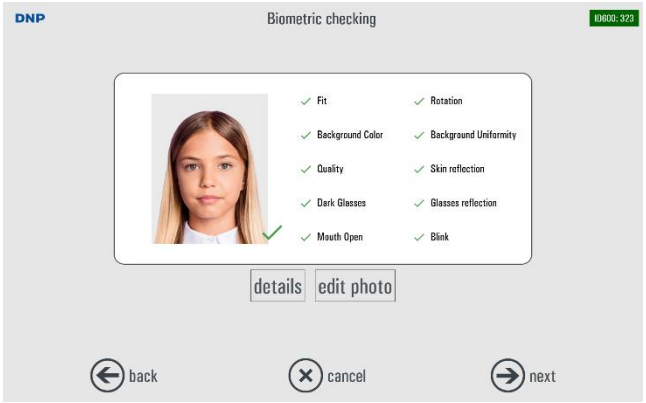
If you want to change touch the “country list “/ the “document” ID template andselect the good one



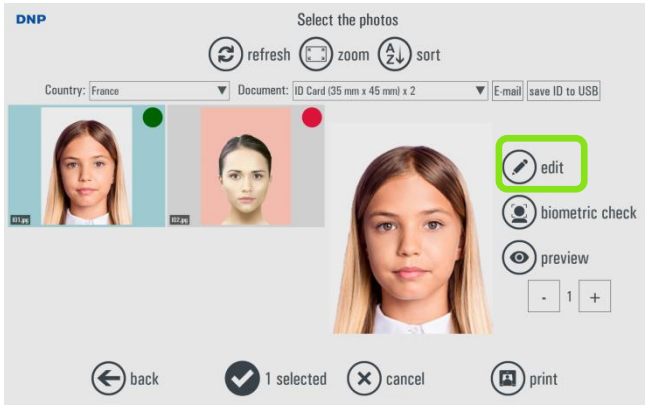


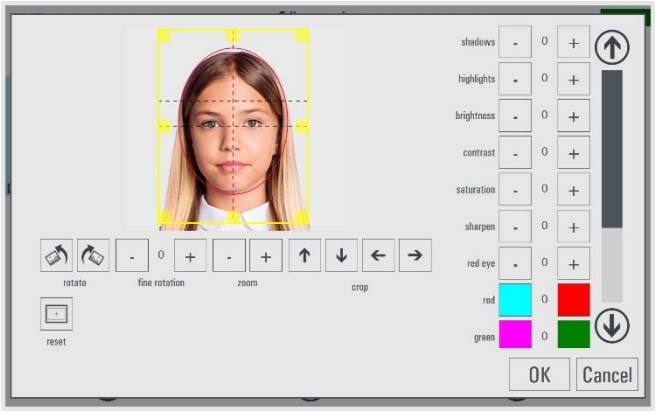
5) To check the details of biometrics items, please touch the “biometric check” button

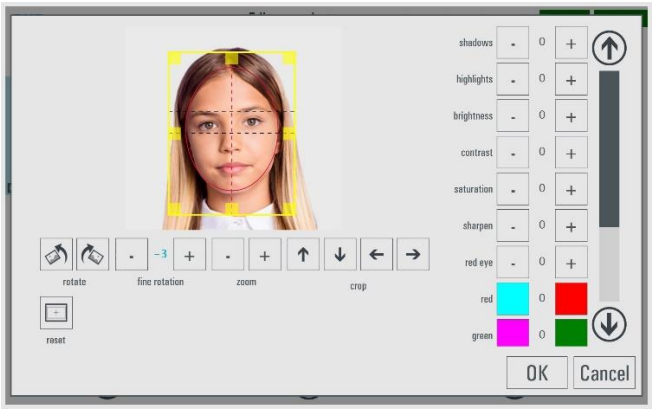




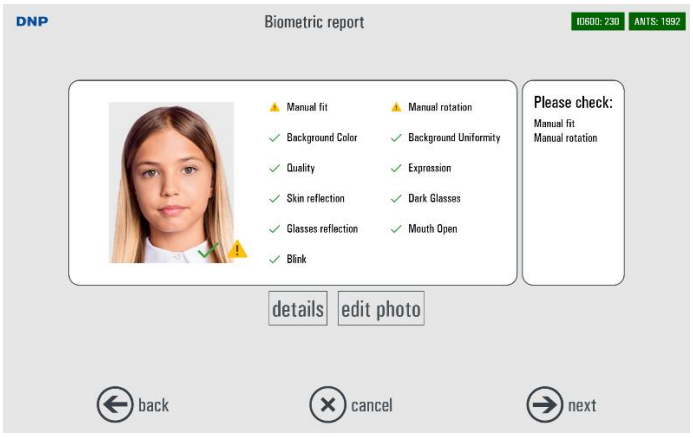
6) Touch on “edit” button to modify the ID picture as you wish





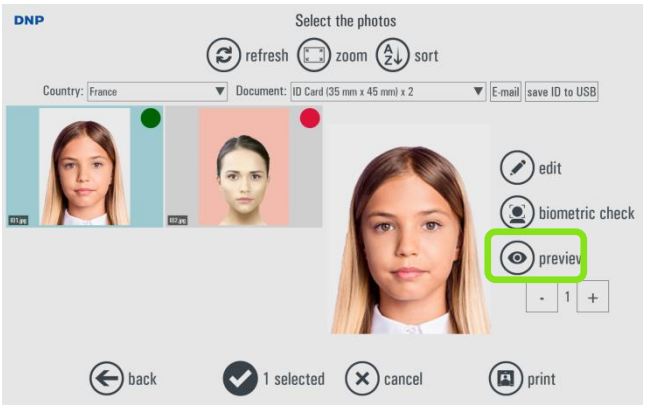


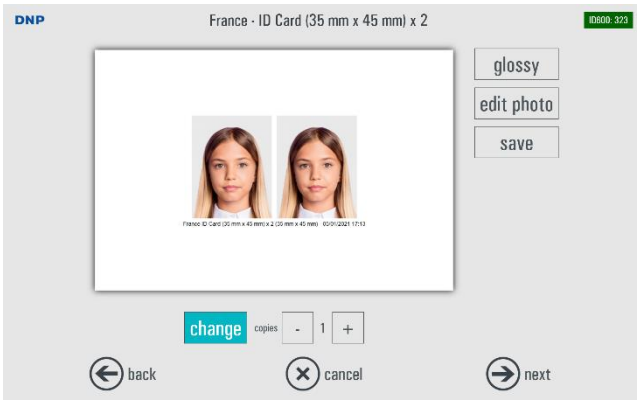
Note: If you make modifications on rotation or cropping (for example), ID+ software will analyse your changes according to current biometric criteria and will display a custom biometric report. By default, software incorporates a margin of tolerance for changes.



Important: For any manual modification, the software displays a "warning sign" icon in the biometric report (in the example, this is the manual cropping and manual rotation). This icon means that the manual modification made is within the modification tolerance.
If your changes are outside the change tolerance zone, you will see a red cross on the biometric report. This means that your photo does not meet the biometric standards.

7) Touch the preview button to visualize the printing result

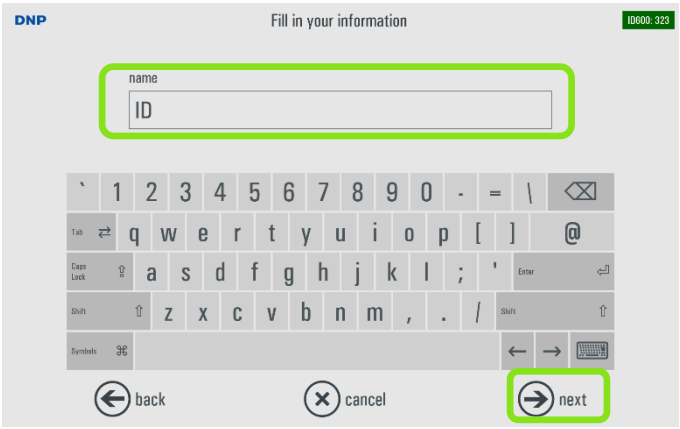




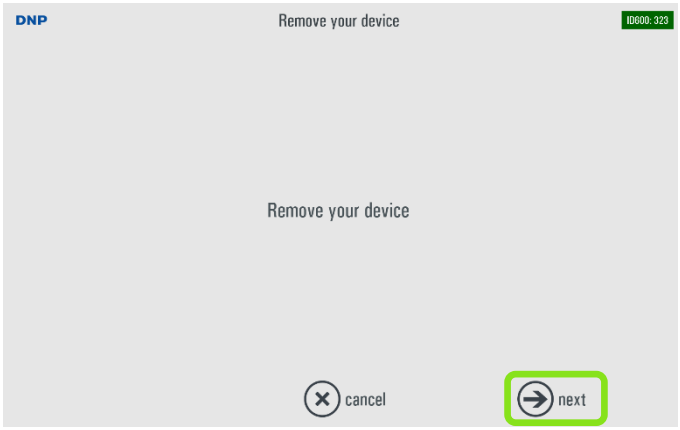
- From this screen you can:
  - Change the printing finishing Glossy or Matte
  - Go directly to edit ID picture
  - Save your project ID (to come back later)
  - Change you ID Country/template
  - Modify the quantity of ID prints

8) When you finish your ID adjustement, touch “next” button
A summary of your ID order will be displayed
From this step you can go back to the “Edit” ID functions, “Cancel” your ID order or go further with “Next” button

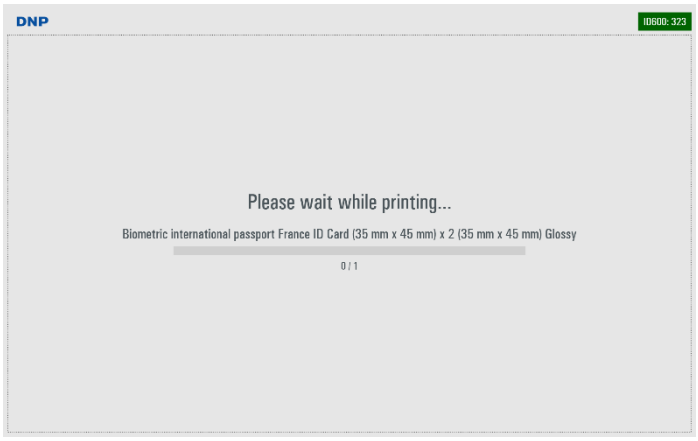
9) Please enter a name for your ID order (it will be usefull to re-print this ID order in the History list)
And touch “next” button.



10) Remove your media support (if you plug and Usb key or numeric media) and touch “next” button to finalize your ID order print.



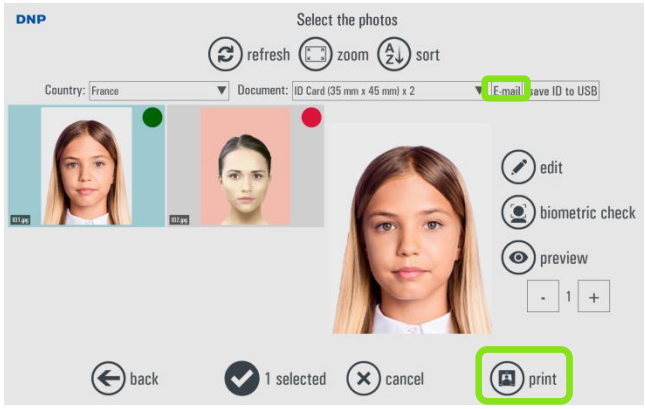
11) Please wait during the ID print order.



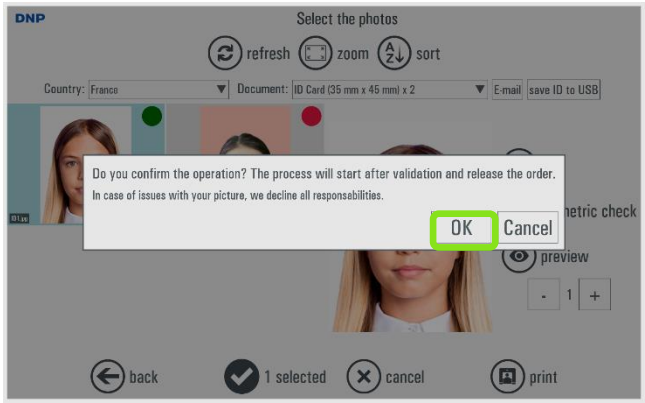
If ID600 printer is not available, the order will be saved and it will be possible to print it later by entering in Saved ID order at beginning of workflow.

Send by Email option

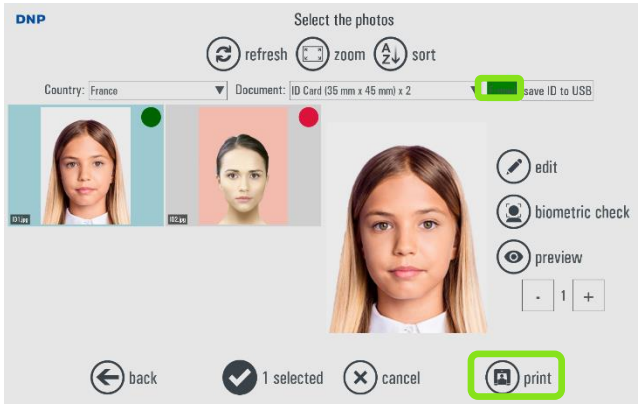
1) On the main screen, you can choose to send the digital file of the picture by email to the customer. To do so, select "*E-mail*" and touch the "print" button.



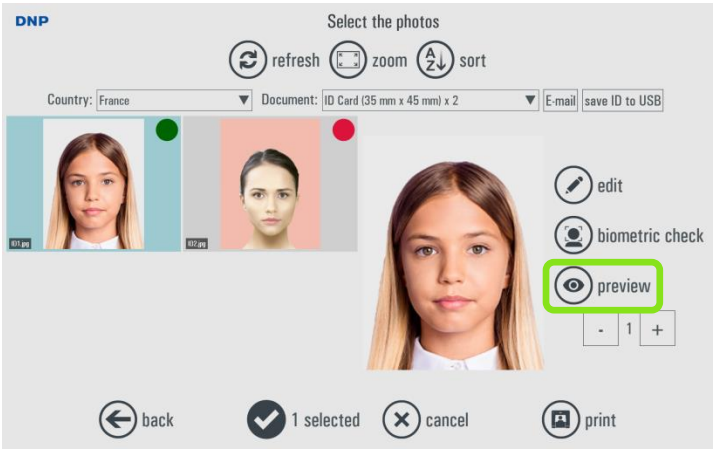
A pop up message will appear informing that the sending of the email will start after validation and release the order. Touch "OK" button.

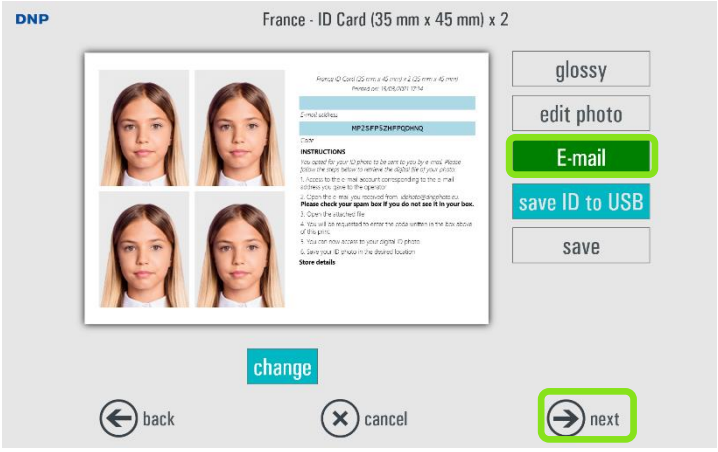


The “E-mail” button turns green to show that this option has been selected. Touch “print” button to release the order.

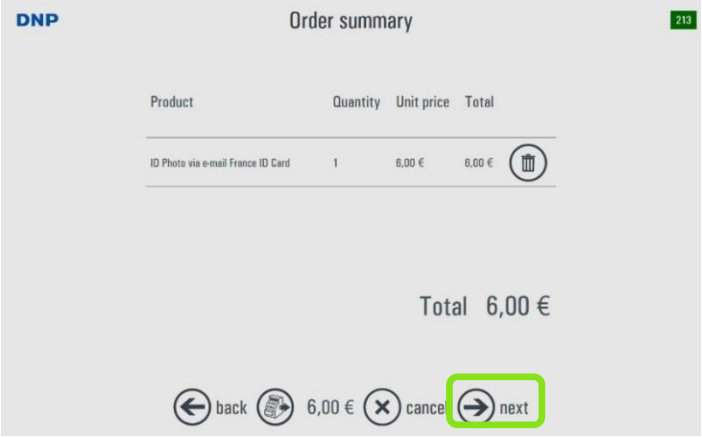


2) You can also select this option on the Preview Screen
When you select this option to this step, a pop up message will appear informing that the sending of the email will start after validation and release the order. Touch “OK” button
The Preview will change by a new one, dedicated for the email.
The system adapts the template of the photo to the email option: the new template displays a text informing how to retrieve the photo.
The E-mail button turns green to show that this option has been selected.
Touch “next” button to go further.

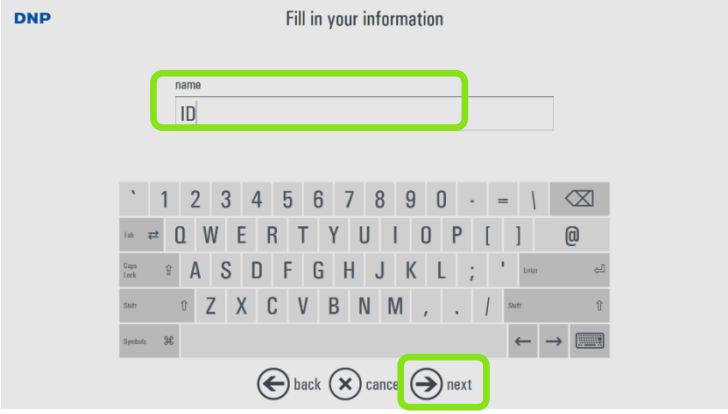




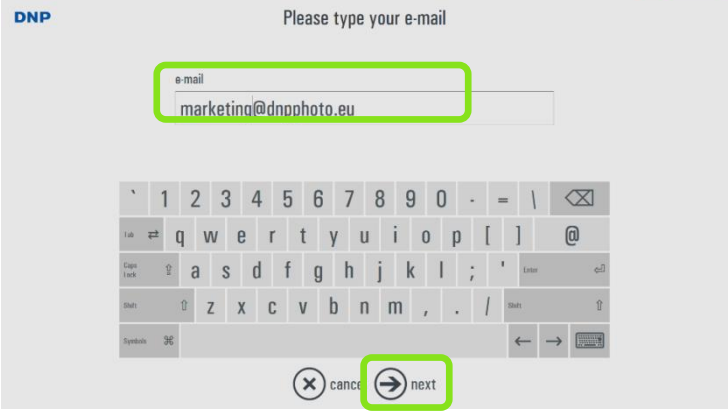
3) The email option appears in the order summary.
Please note that no other product is possible along with “ID Photo via email” service, because only one photo can be sent by email.
Touch “next” button.



4) Enter order info by using virtual keyboard and then press *next.*



5) Enter email address. Press *next*. Software will prepare sending image and then prompt end of order message.



Note: for data safety reason, the digital ID photo attached to the email is encrypted.

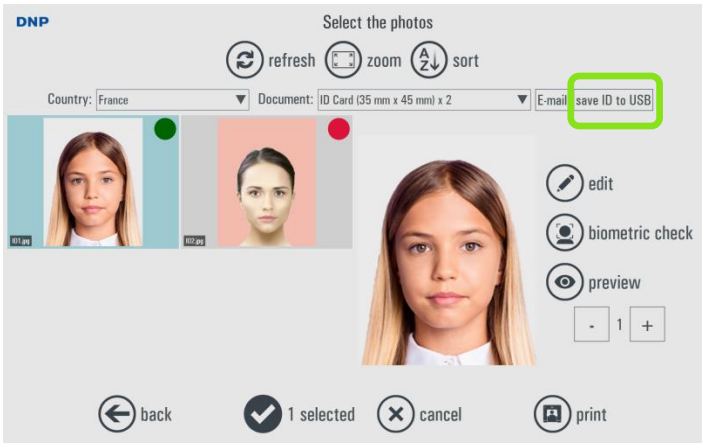
Once customers receive the email and open the attached file, they will be requested to enter the code written in the box on the print.

The attached file includes:

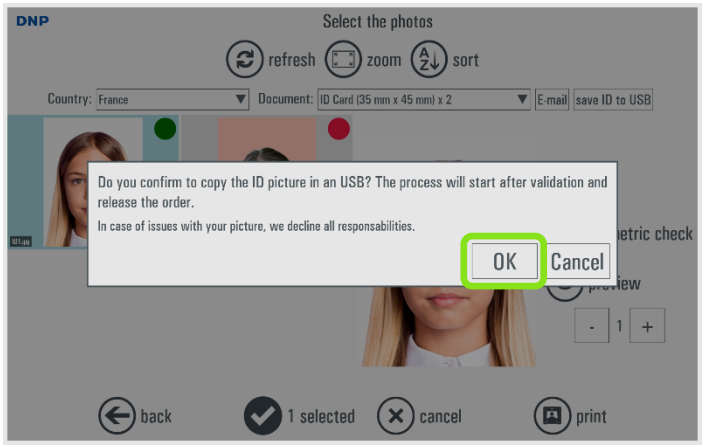
- the original photo
- the resized photo
- the biometric test results

Save ID to USB option

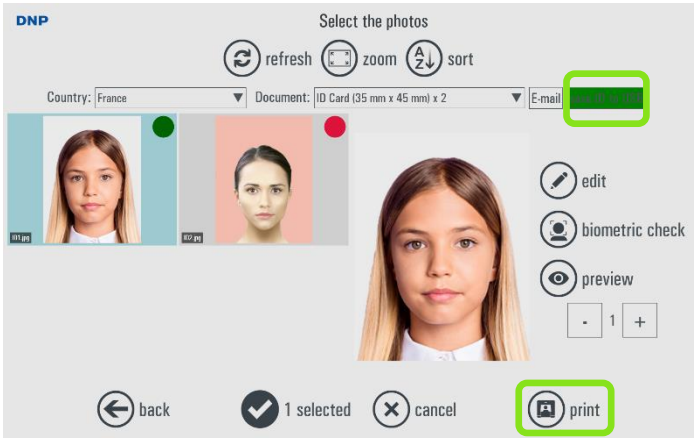
1) On the main screen, you can choose to send the digital file of the picture by email to the customer. To do so, select *"save ID to USB"* and touch the "print" button.



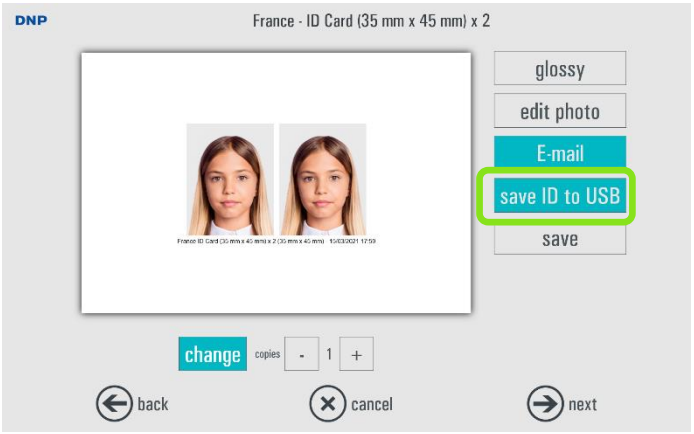
A message asking for confirmation and informing that the process will start after validation and release of the order will pop up.

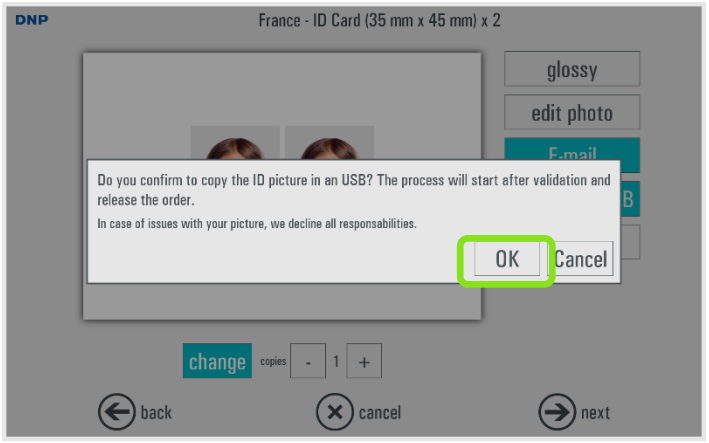


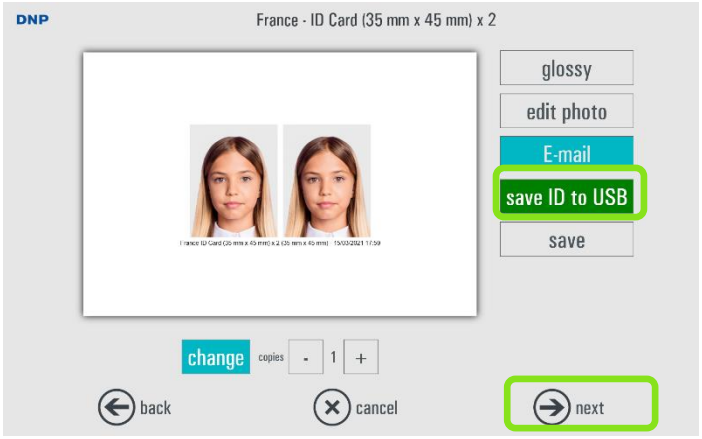
The "Save ID to USB" button turns green to show that this option has been selected. Touch "print" button to release the order.



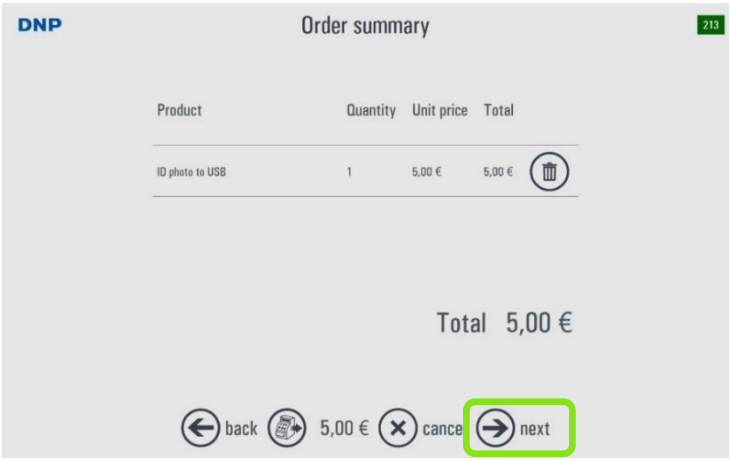
2) You can also select this option on the Preview Screen.
When you select this option to this step, a message asking for confirmation and informing that the process will start after validation and release of the order will pop up. Touch “OK” button.
The “save ID to USB” button turns green to show that this option has been selected.
Touch “next” button to go further.







3) ID photo to USB will show up in the Order summary. Press *next*

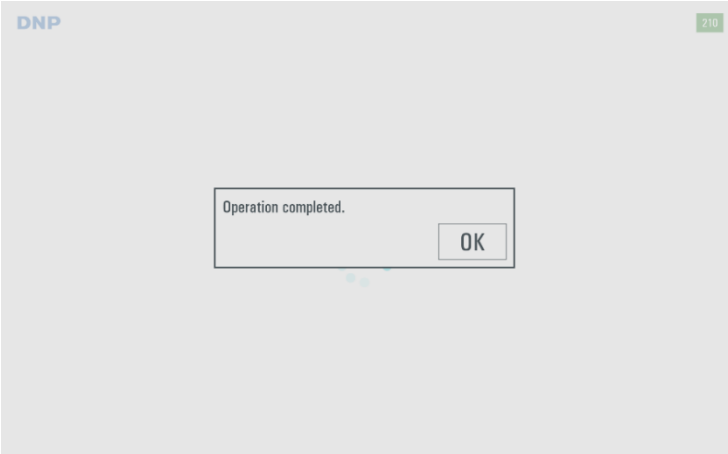


4) Enter order info by using virtual keyboard and then press *next.*

5) A message informing the start of the operation will appear. Press *next*

6) You will be prompted to insert a USB device.

7) The image will be saved to the USB device. Once operation completed, press *OK*



8) You will be prompted to remove the USB device and press *next*

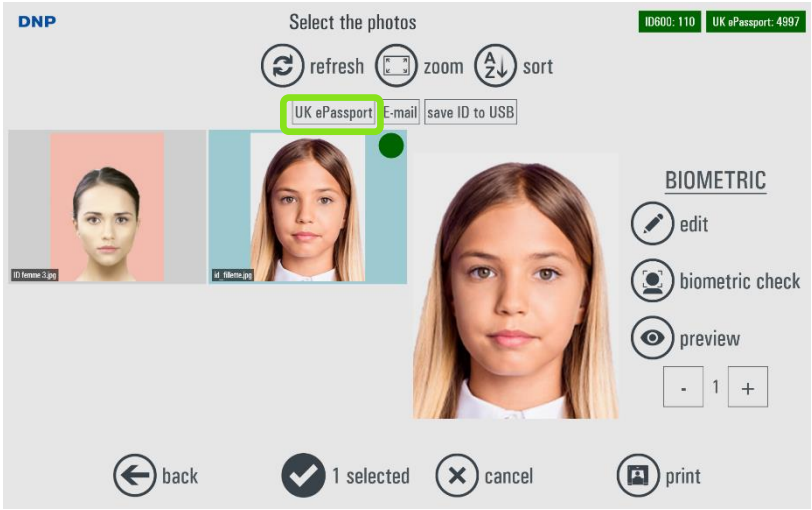
UK ePassport option (for UK only)

To use UK ePassport service, you should order a DNP UK ePassport licence and activate this service from ID+ software Admin (page 49). This feature is available from ID+ software version 1.3.33.3.

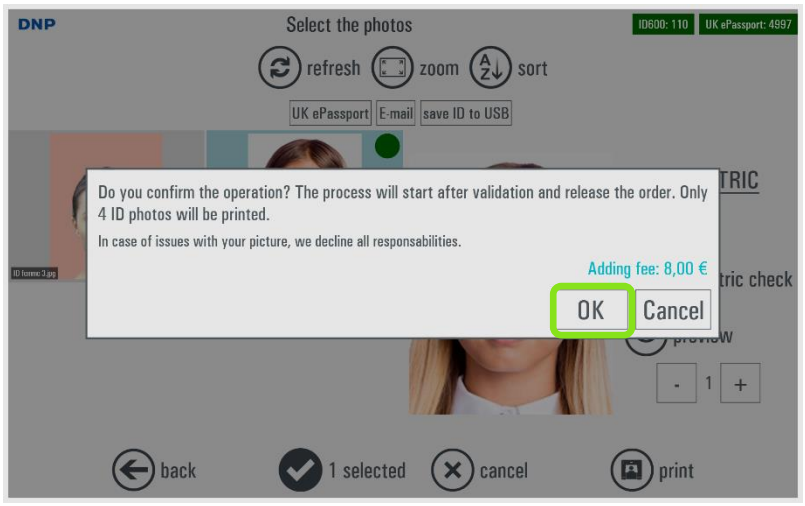
⇨ **Please refer to your distributor to order a DNP UK ePassport licence.**

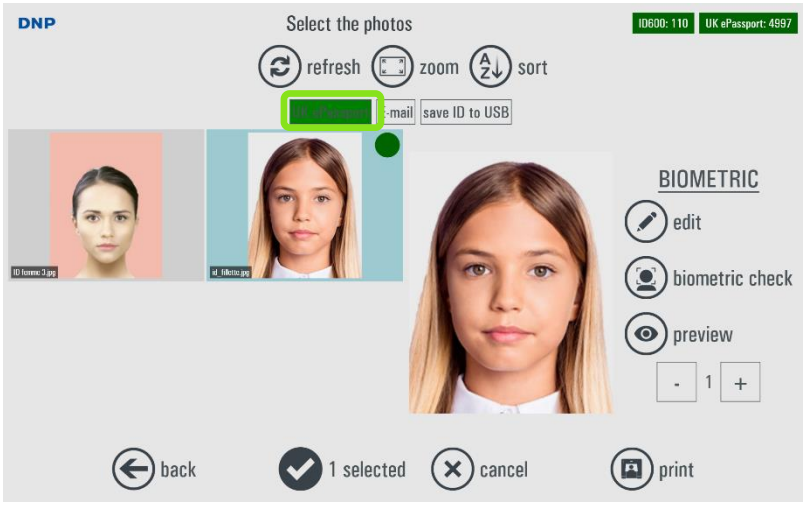
1) Firstly, the UK passport template should be activate and also the UK epassort feature from the admin

2) On the main screen of ID+ software, you can choose to select UK ePassport

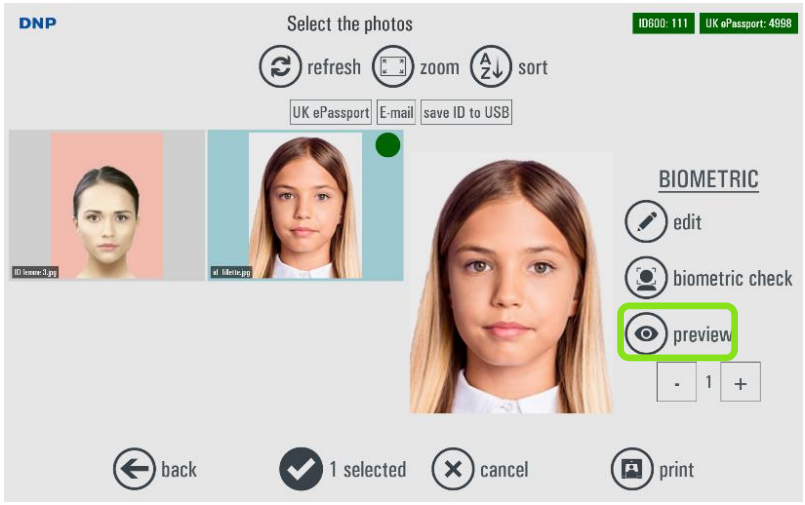


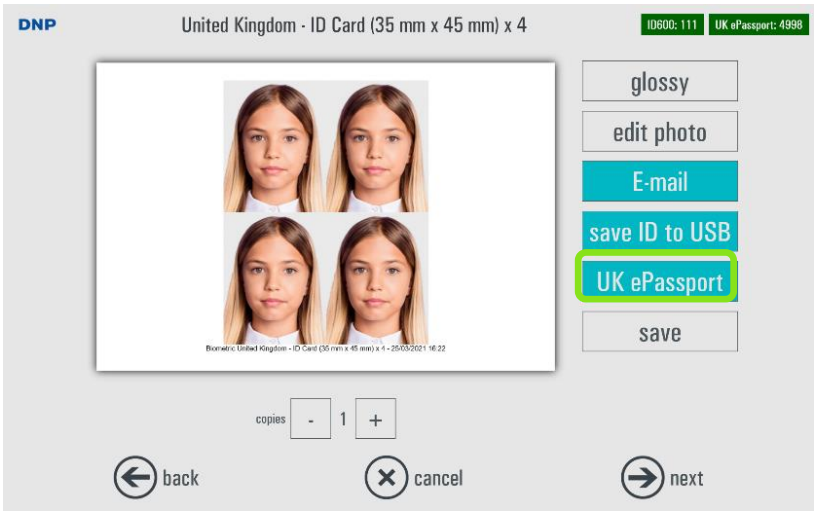
A message asking for confirmation and informing that the process will start after validation and release of the order will pop up



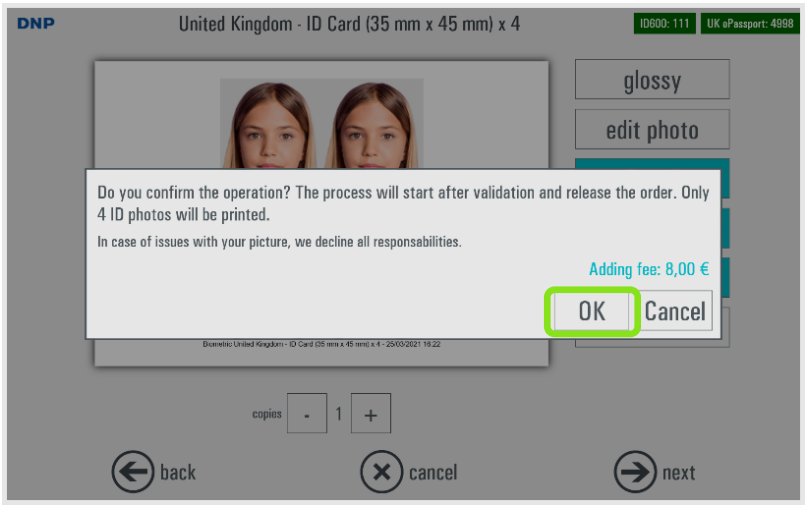


3) On the preview screen, you can also choose UK ePassport to use this service.

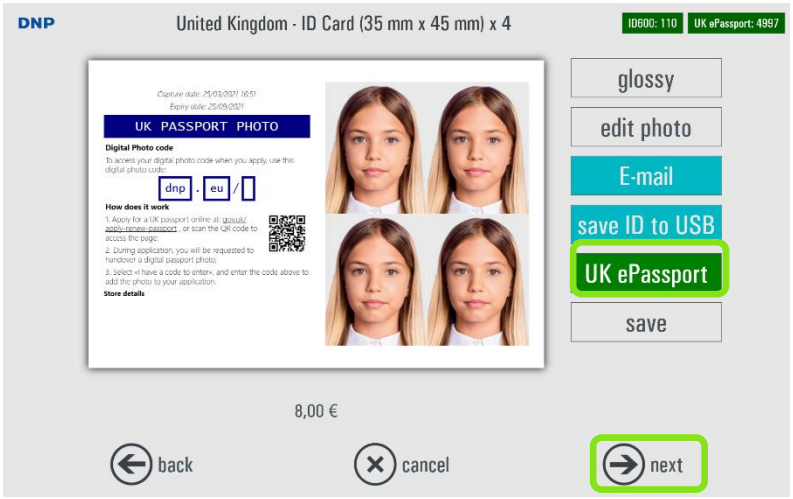




4) A message appears, click on "OK" button to validate UK ePassport.



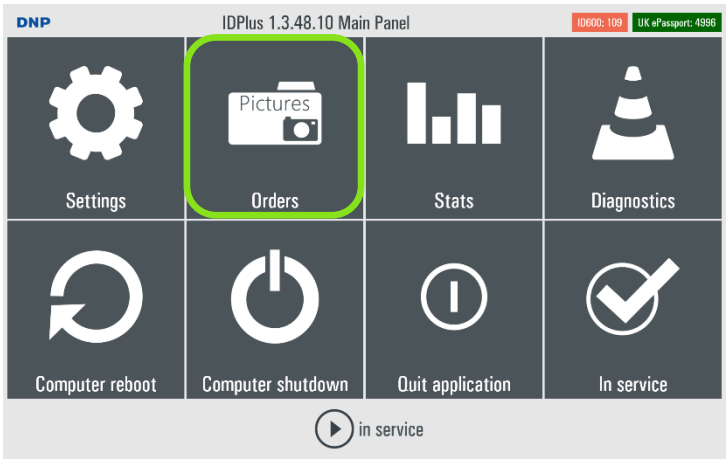
5) The "*UK ePassport*" button turns green to show that this option has been selected. Press "*next*" button to finalize and print the order.



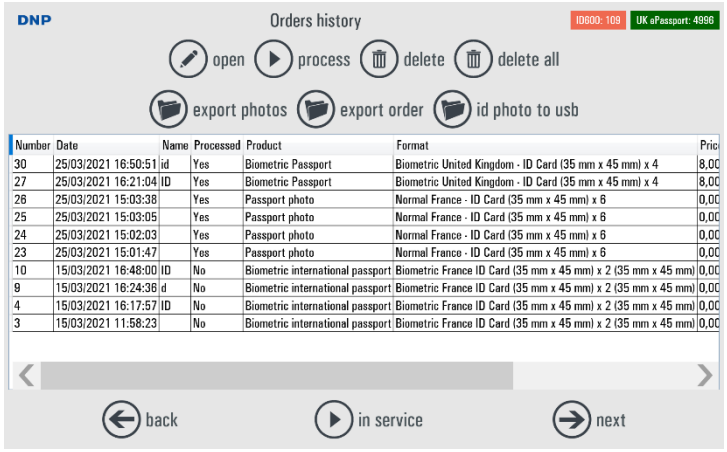
6) You will find the code on the printed ID sheet to apply online at: gov.uk/apply-renew-passport website.

Orders (Order History) *Chapter 3*

In the main configuration menu, Click on *Orders* button.



It will open orders page.



Number	Date	Name	Processed	Product	Format	Pric
30	25/03/2021 16:50:51	id	Yes	Biometric Passport	Biometric United Kingdom - ID Card (35 mm x 45 mm) x 4	8,00
27	25/03/2021 16:21:04	ID	Yes	Biometric Passport	Biometric United Kingdom - ID Card (35 mm x 45 mm) x 4	8,00
26	25/03/2021 15:03:38		Yes	Passport photo	Normal France - ID Card (35 mm x 45 mm) x 6	0,00
25	25/03/2021 15:03:05		Yes	Passport photo	Normal France - ID Card (35 mm x 45 mm) x 6	0,00
24	25/03/2021 15:02:03		Yes	Passport photo	Normal France - ID Card (35 mm x 45 mm) x 6	0,00
23	25/03/2021 15:01:47		Yes	Passport photo	Normal France - ID Card (35 mm x 45 mm) x 6	0,00
10	15/03/2021 16:48:00	ID	No	Biometric international passport	Biometric France ID Card (35 mm x 45 mm) x 2 (35 mm x 45 mm)	0,00
9	15/03/2021 16:24:36	d	No	Biometric international passport	Biometric France ID Card (35 mm x 45 mm) x 2 (35 mm x 45 mm)	0,00
4	15/03/2021 16:17:57	ID	No	Biometric international passport	Biometric France ID Card (35 mm x 45 mm) x 2 (35 mm x 45 mm)	0,00
3	15/03/2021 11:58:23		No	Biometric international passport	Biometric France ID Card (35 mm x 45 mm) x 2 (35 mm x 45 mm)	0,00

Process: it will process again the selected order. A copy of the order will be created.

Export photos: it will export all images used into selected order to a specified folder.

Export order: it will export order images into a specified folder.

ID photo to USB: it will save ID photo to USB.

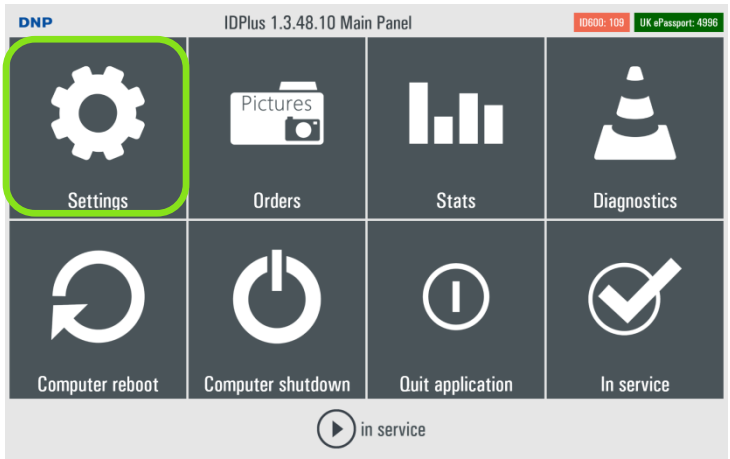
Delete: it will delete selected order.

Note: only processed (printed) orders will allow to export images or save them to USB.

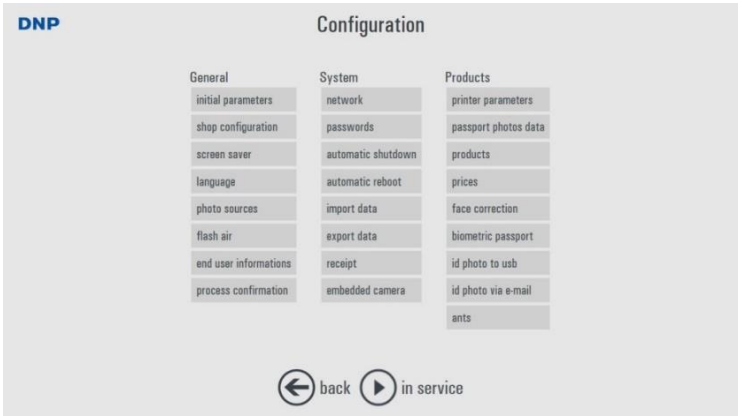
Settings – General *Chapter 4*

1) From the screensaver, you can access to the Admin by touching in sequence the lower left and right corners of the screen.

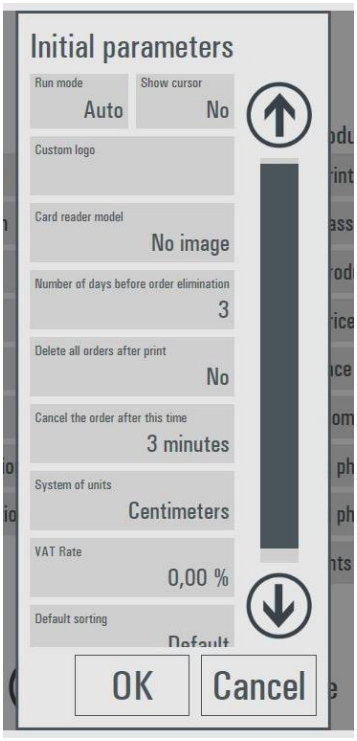
2) Click on **Settings** button.



3) It will show settings page



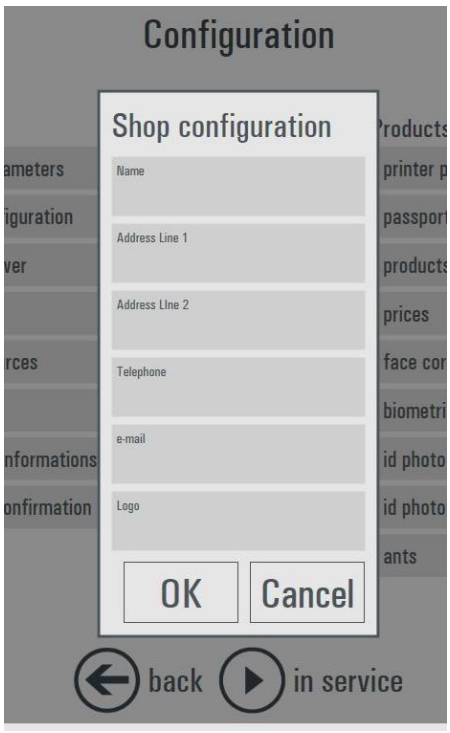
Initial parameters



Choose “Settings” > “Initial parameters”.

- **Run mode**: set to “Auto” software runs at computer startup, set to “Manual” software must be started by operator (by double clicking on software icon).
- **Show cursor**: set to “no” it will hide the system pointer (useful for touch screen devices), set to “yes” it will show system pointer on the screen (useful for operation with mouse).
- **Custom logo**: load an image (PNG or JPEG) with shop logo. If inserted it will show on screens on top left corner.
- **Card Reader**: select appropriate card reader model from available list. Default is no image because card reader is not provided.
- **Number of days before order elimination**: specifies the number of days after which orders already processed are deleted from the system memory.
- **Delete all orders after print**: set yes or no. If set to yes all images will be immediately deleted after printing.
- **Cancel the order after this time (Timeout)**: select if cancel the order after set amount of minutes of inactivity or never automatically cancel an order.
- **System of units**: select centimeters or inches.
- **VAT rate**: enter appropriate VAT rate for the country. If set to 0 (zero) no VAT will be added.
- **Default sorting**: select default criteria for image visualization: by date or by name

Shop configuration



It is possible to insert shop data and logo.

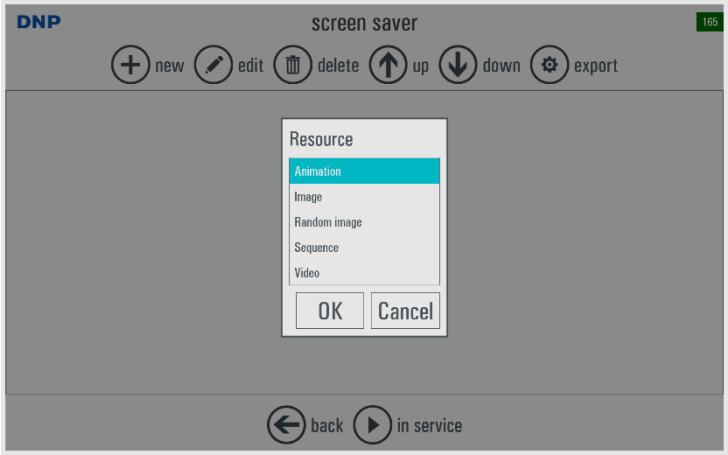
Logo and shop information will show on prints if email and/or ANTS is selected.

Screen saver

It is possible to set animations and display advertisements when the unit is idle.
It is possible to display images, videos, html pages, fade-in effects and customized text.
Pictures and videos are displayed in same image ratio as the monitor. It's preferred to use images and / or video with same resolution of the monitor. Small images may not be sharp enough, too large images may have slow transitions and slow down the PC.

If no setup then the default video is displayed.

To setup a new image or video sequence select new and then:



- **Animation**: it is a slide show of minimum 6 images.
  Select: New – Animation – OK
  Load inside the animation at least 6 resources (e.g. images). Select New-Image-OK, touch “file name” and browse for image file.
  Move the resources by using upper arrow buttons.
  ⇨ **File size: 1920x1200 pixels 240 dpi**

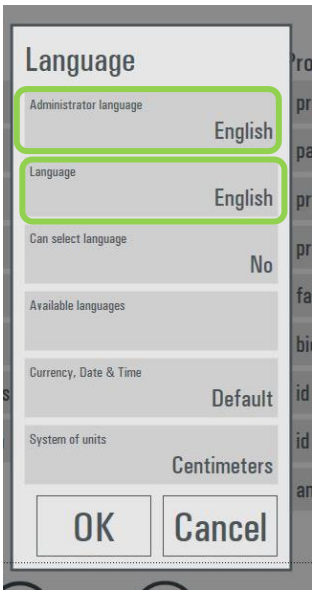
- **Image:** Image shown for a minimum duration in seconds.
  Choose .jpg or .png images. It’s preferred to use images and / or video with same resolution of the monitor. Files too small may not be clear, files too large slow down the software
  Select: New – Image – File name: type the path an confirm with – OK
  ⇨ **File size: 1920x1200 pixels 240 dpi**

- **Random image:** The images stored in the selected directory will be displayed in random sequence.
  Select: New – Random image – directory then select the directory containing images.
  ⇨ **File size: 1920x1200 pixels 240 dpi**

- **Sequence:** Video or images displayed in sequence.
  Select: New – Sequence – OK
  Load inside the animation some resources (e.g. images). Select New-Image-OK, touch “file name” and browse for image file.
  Move the resources by using upper arrow buttons.
  ⇨ **File size: 1920x1200 pixels 240 dpi**

- **Video:** Choose .wmv or .mp4 video.
  Select: New – Video – file name: type the path of the video – OK
  ⇨ **File size: 1920x1200 pixels / HD 720 lines and bitrates less than 2000 kbps**

Language

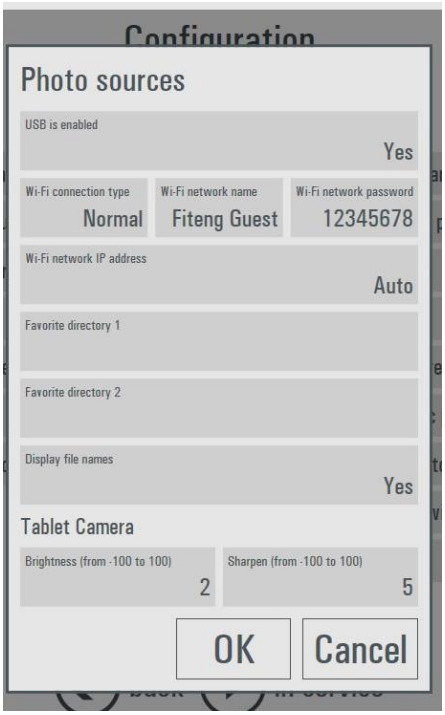


- **Administrator Language**: select language to be used as default language for settings. You need to restart the software to have new language in operation.
- **Language**: select language to be used for user workflow.
- **Can Select language**: if set to yes, user will be able to choose workflow language from the selection set with “Available languages” button.
- **Currency, Date and Time**: Set to Default it will use Windows OS settings. It is possible to select settings for a country out of a list.
- **System of units**: it is possible to select centimeters or inches to display product information

Available Languages
English
French
German
Portuguese
Spanish
Italian

- **Available languages:** The ID+ Software both editing & admin settings are available from the above list of languages.

Photo Sources



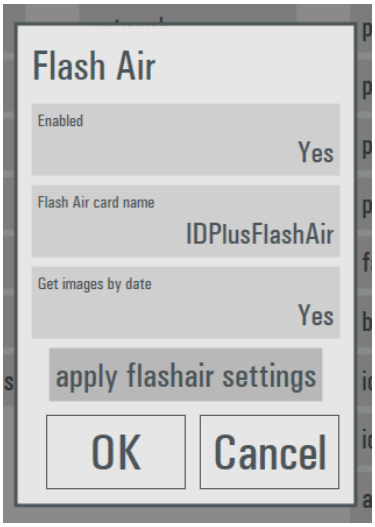
Use this section to enable sources from which customer can upload images to ID+ Software.

- **USB:** choose “YES” whether you want to enable image loading from USB memory.
- **Wi-Fi network type**: select Normal or Ad-hoc Wi-Fi network.
  In case of Normal network, insert Wi-Fi network name and password.
  In case of Ad-hoc the network name and password will be generated by ID+ Software.
- **Wi-Fi network name**: to setup the network name displayed on the screen. Note: this text is only for visualization to customer. Wi-Fi network must be set according to operating system settings.
- **Wi-Fi network IP address**: in case of multiple networks the automatic selection of network may fail. In such a case please manually select IP address to be used for Wi-Fi image transfer.
- **Favourite directory 1-2**: it is possible to setup up to 2 directories from which users can load images clicking on a button on image loading screen.
- **Display file names**: if set to yes it will show a label with file name below loaded image
- **Show image resolution**: if set to yes it will show the image size in pixels
- **Show image proportion**: is set to yes it will show image ratio (2:3, 3:4 etc.)
- **Tablet Camera**: set default Brightness and Contrast image correction applied to images captured from built in tablet camera.

How to setup Flash Air

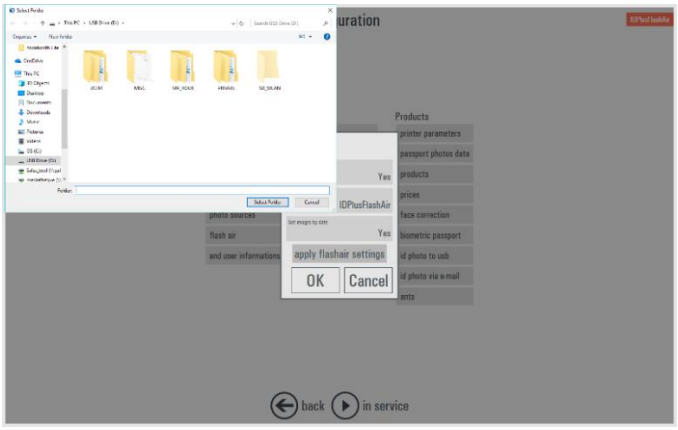
Use this section to setup Flash Air (**not included**) image transfer from an external Camera.
To setup Flash Air, please use an external card reader.

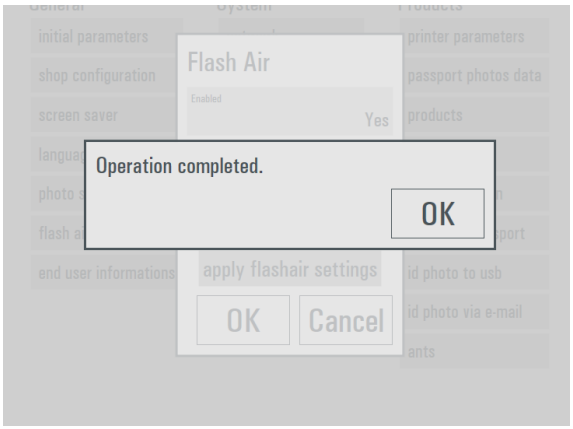
Note: Before configuring Flash Air, please make sure you setup the wifi network as shown previously in *Photo sources* section p20 of this Manual.



Supported Flash Air cards are generations W-04, W-03 and W-02. First generation, W-01, is not supported.

- **Enabled:** set yes to enable FlashAir image transfer**.**
- **FlashAir card name:** set FlashAir device name. Default is “IDPlusFlashAir”
- **Get images by date:** if set to yes only images captured with same date as computer date will be loaded (this is to avoid loading not needed images of previous days)





- **Apply Flashair settings**: connect FlashAir SD card to the tablet. Eventually use a USB to SD adaptor (not included). When FlashAir card is connected, select *Apply Flashair settings*: a folder browser will open. Select the FlashAir card location (the letter associated to the card) and press “OK”. Setup file will be stored into the FlashAir card.

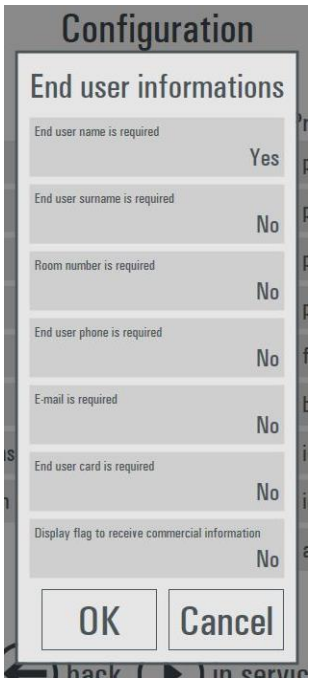
Now you can insert the FlashAir card into the Camera. When switching on the camera, the card will connect to the Wi-Fi network previously setup in the settings here above.

⇨ Please check the compatility camera list for each Flash air model (W-02/W-03/W-04) on website underneath:

- https://jp.toshibamemory.com/ww/compati/flashair/pdf/FlashAirW04_Operation_checked_device_list.pdf
- https://global.toshiba-memory.com/personal/flash/compati/pdf/flashair_w3.pdf
- https://global.toshiba-memory.com/personal/flash/compati/pdf/flashair.pdf

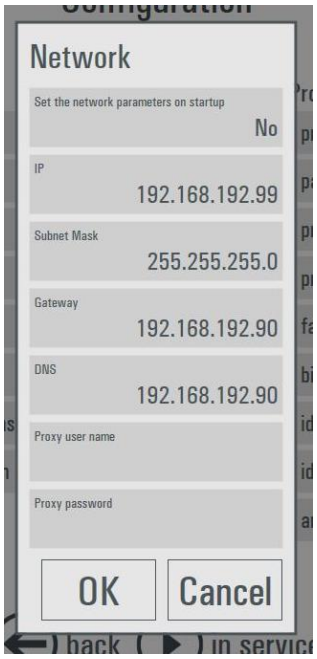
⇨ **IMPORTANT: The camera must have DPOF function**

End User Information



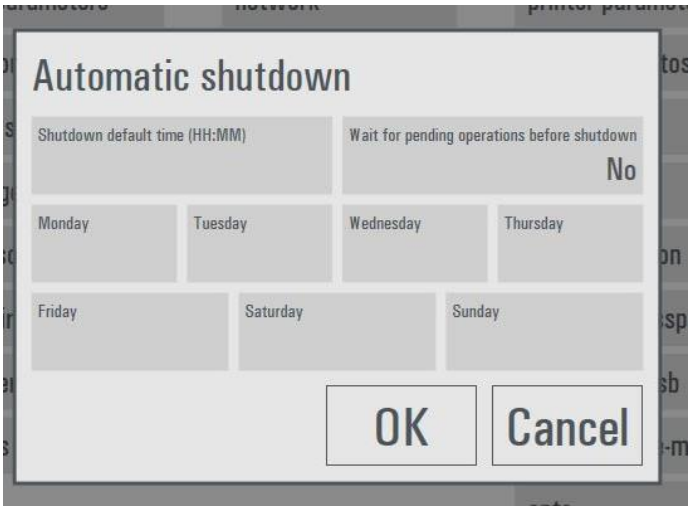
- **End user name is required**: if set to “yes”, user name input page will be displayed at the end of the workflow.
- **End user surname is required**: if set to “yes”, user surname input page will be displayed at the end of the workflow.
- **Room number is required**: if set to “yes”, room number will be required before order end. This parameter is useful in case of kiosk installation in hotels or cruise ships.
- **End user phone is required**: if set to “yes”, user phone number will be required before order end.
- **E-mail is required**: if set to “yes”, e-mail address will be required before order end.
- **End user card is required**: if set to “yes”, card number will be required before order end.
- **Display flag to receive commercial information:** if set to “yes”, a checkbox to accept commercial information will be prompted before order end.

Network



If “Set network parameters on startup” is set to “yes” then at software startup it will set network settings of the terminal to fix IP address and will set the parameters as entered into this setting screen.
Default is “No”.
Please note that automatic network settings will work only if computer name contains “DNP”.
Please do not change these settings if you are not sure about network setup.

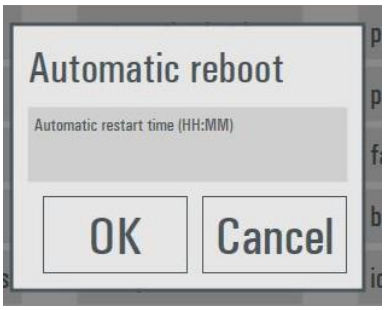
Automatic shutdown



By setting a shutdown time the computer will automatically switch off at set time. It is possible to set a default time for all days and a specific time for a day of the week.

Wait for pending operations before shutdown: if set to “Yes” it will wait for operations like order print or order upload before switching off the computer. If set to “No” it will switch off immediately and operations will be interrupted.

Automatic reboot



If a time is inserted, the computer will automatically perform a reboot at specified time.

This could be helpful to perform a reset of Windows system at nightime in case computer is never switched off by the operators.

Import data / export data

By selecting export data, software will create a zip file on the desktop with current product configuration.

By selecting import data, a product configuration will be imported by reading a zip file created with “export data”.

This function is helpful to keep a backup of system configuration or to copy a configuration from one unit to another.

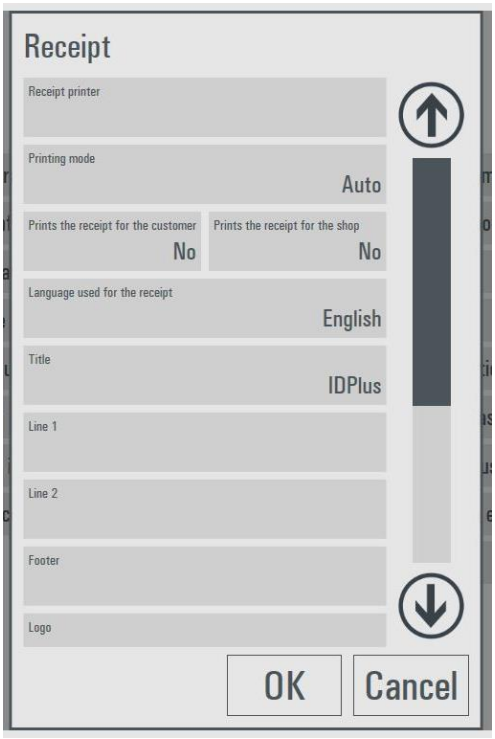
Receipt

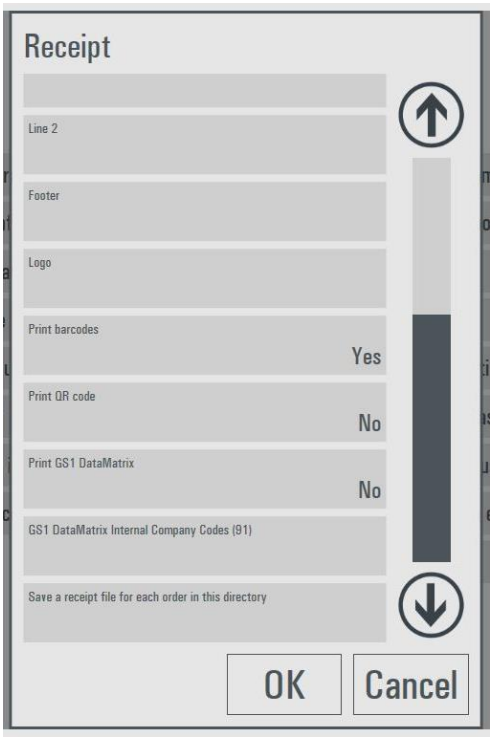
With this setting it is possible to setup an optional receipt printer to release a printed receipt after submitting an order.

Before configuring receipt printer settings, the ticket printer driver must be installed into Windows operating system.

Note: The system can accept any type of receipt printer provided the printer driver is installed. The receipt printer must be configured in the system.

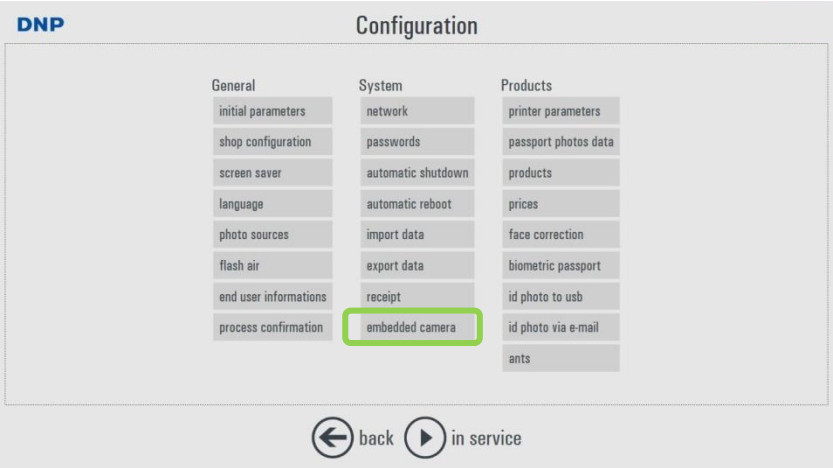
- ID+ Software won't release a receipt print, if the receipt printer is not configured.





- **Receipt printer**: select printer from list of installed printers.
- **Printing mode**: It is possible to select one out of: Auto, XAML, RTF, GDI+. The selection is based on the connected ticket printer capability. If not sure, select the default AUTO. RTF mode is the most compatible mode so it will work with most printers but ticket layout will be simplest. RTF mode doesn't support barcode printing.
- **Print the receipt for the customer:** if set to "yes" a receipt will be printed at the end of each order.
- **Print the receipt for the shop**: if set to "yes" a second receipt will be printed for the shop assistant.
- **Language**: select language to be used for the receipt from a list of available languages.
- **Title**: Enter title for the receipt to be printed at top of receipt.
- **Line 1 and 2**: enter text to be printed below title line.
- **Footer**: enter text to be printed at the bottom of the receipt.
- **Save a receipt file**: choose a directory where to save a text file with a copy of order receipt.

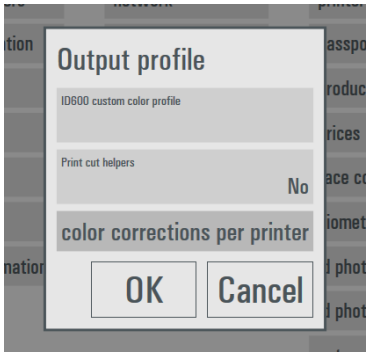
Embedded Tablet Camera



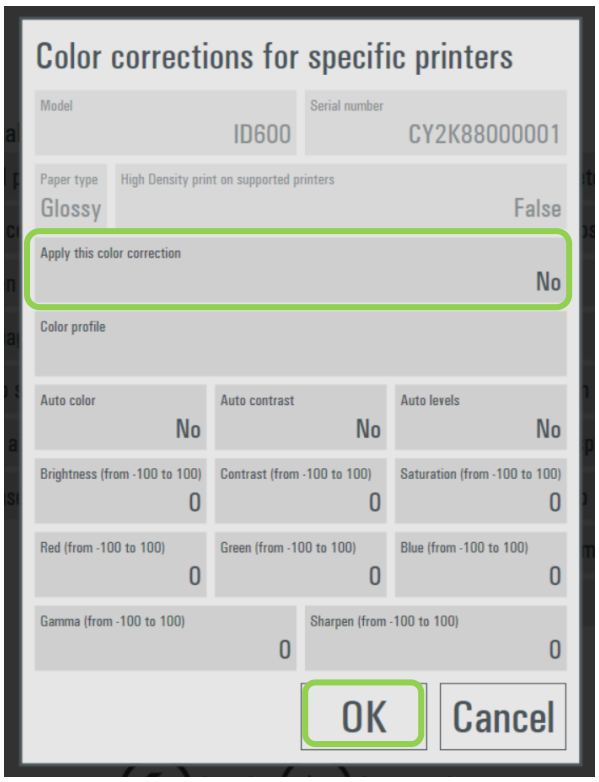
By selecting embedded camera, it will open the camera settings of the system.
Available parameters and their values will depend on the system in use.

ID600 Printer parameters

In this section it is possible to edit ID600 printer output settings.

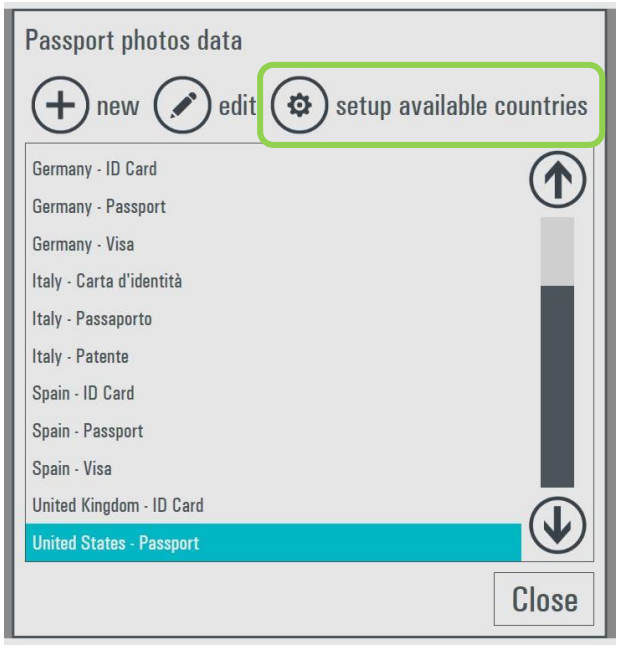


- **Custom color profile**: it is possible to load a color profile to be used by each printer model. If no profile is set then default profile is used.
- **Print cut helpers**: set to Yes it will print black marks to help with image cutting.



- **<u>Color corrections per printer</u>:** it will open a new window, select a printer and a paper finish and then select “edit”
- It will open a new window and it will be possible to apply settings, color profile, color corrections and enhancements only for selected printer and for selected paper finish.
- NOTE: Apply this color correction must be set to “Yes” to enable corrections for selected printer.

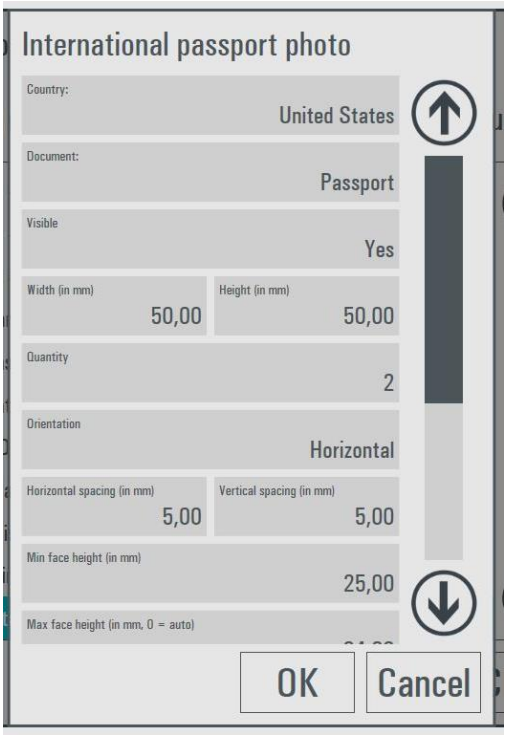
Passport photo data

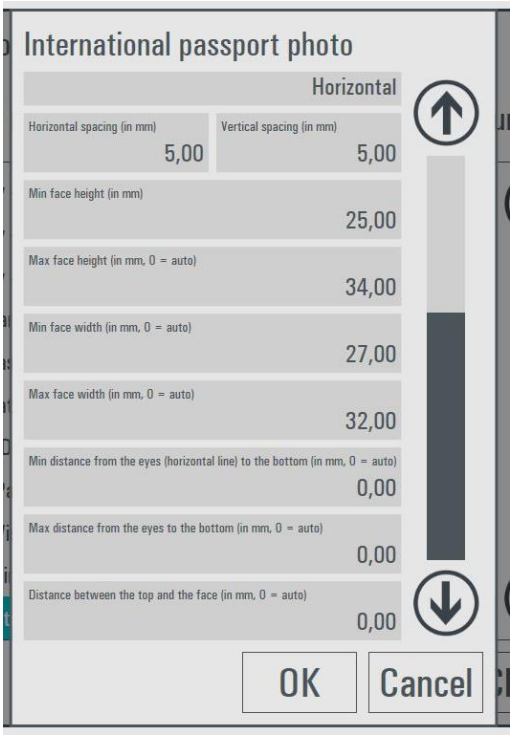


It is possible to open a list of all available countries. Select or deselect a country on the list. Only selected countries will be available during workflow.

It is also possible to edit parameters for a country. Select the country from the list and press edit.

A new window with all parameters available for the selected country will be displayed. View or change parameters and press OK to finish and save the new parameters.





Products

Choose “Settings” > “Products”.

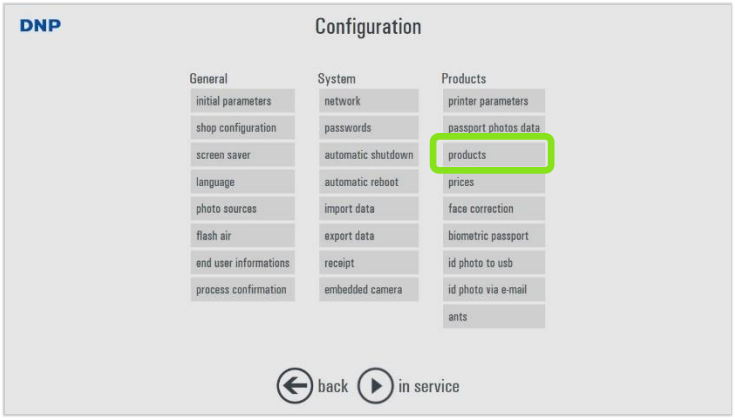
Two types of products are available: International passport photo and passport photo.

International passport photo will get ID image size and some biometric parameters from a list of countries available with the system.

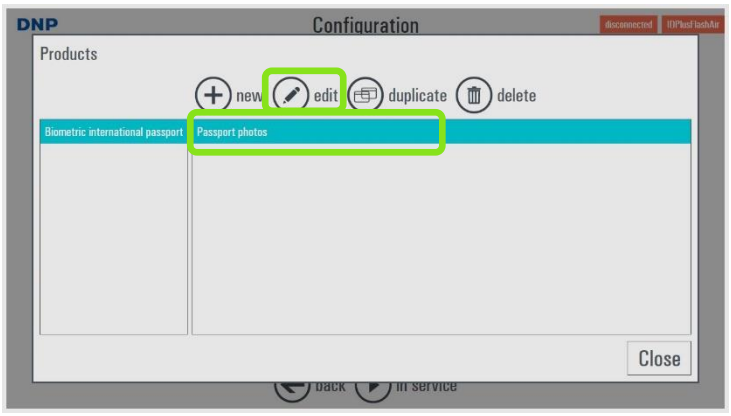
Passport photo is a more traditional product with all parameters set by the operator.

Default product is International passport. Here is how to edit product configuration.

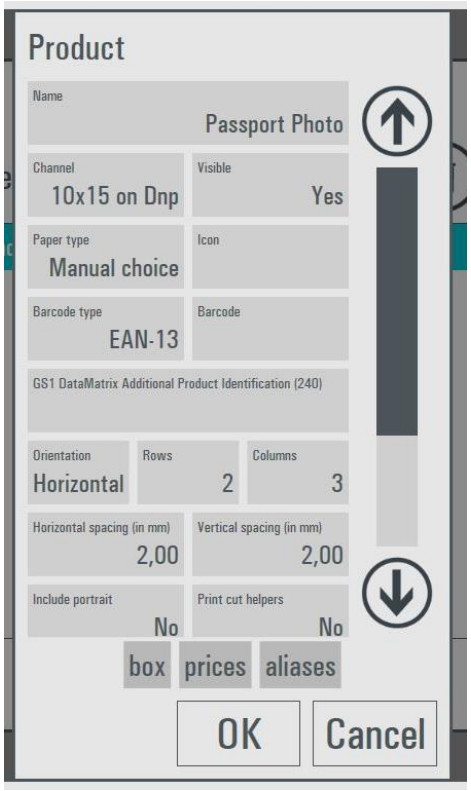
International Passport Photo

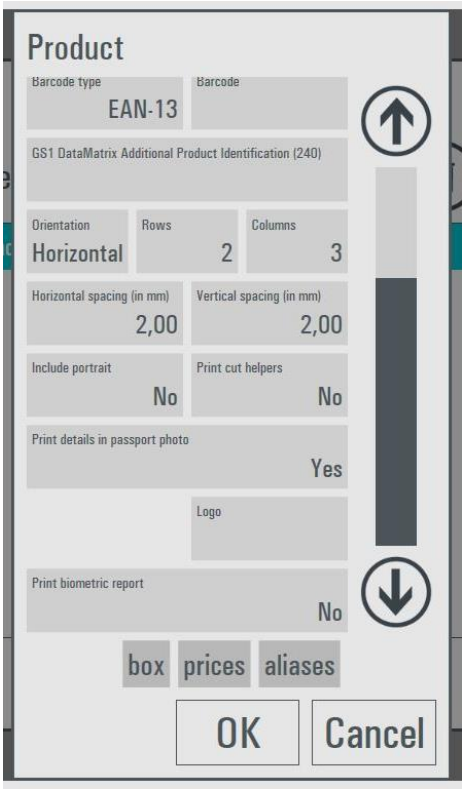


Select a Biometric international product and click “*edit*”



It will open product setting window.



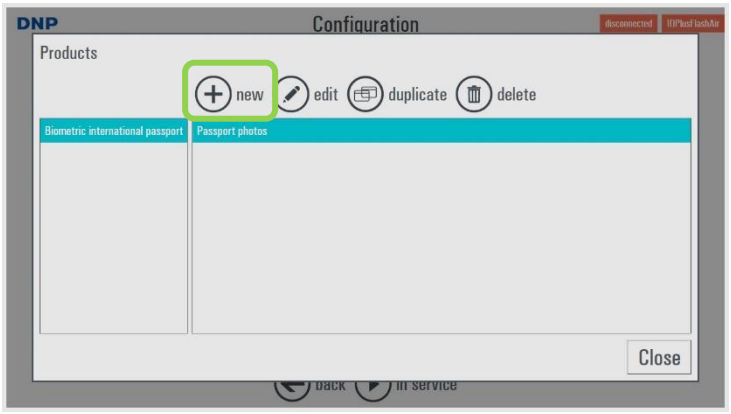


- **Name:** It is possible to insert a new name for the product.
- **Channel**: only output channel for Passport Photo print is 10x15 so it is not possible to change the output channel.
- **Visible:** it is possible to set if product is visible or not
- **Paper type:** select paper finish. By default the finish choice is manual so software will prompt page with finish selection during order creation.
- **Icon:** it is possible to set an image to present the product. Suitable image is a PNG file with 500 x 500 pixel resolution.
- **Barcode type:** select suitable barcode type among list of available barcodes. Barcode will print to receipt ticket.
- **EAN code:** set product code number to be printed according to barcode type set above.
- **Orientation:** set image layout horizontal or vertical
- **Rows / Columns:** set number of rows and columns for passport images. Dafault is 2 rows and 3 coluns so 6 images in total.
  Note: if size of ID image of a specific country is too big then total number of images available on a print may be reduced automatically by the software.

- **Horizontal spacing / Vertical spacing:** set margin between images on the print in millimeters
- **Include portrait:** if set to yes half of the print will have ID images and the other half will have one wallet print.
- **Print cut helpers:** set to yes to print black marks as a cutting guide.
- **Print details in passport photo:** set to yes to print date and time.
- **Logo:** insert a logo to be printed. Logo can be a JPG or a PNG any size, horizontal or vertical layout. Reccomended file has 300 x 1200 pixels.
- **Print biometric report:** set to yes to print biometric report on an additional page.
- **Box:** it will open a new window to set product selection button appearance.

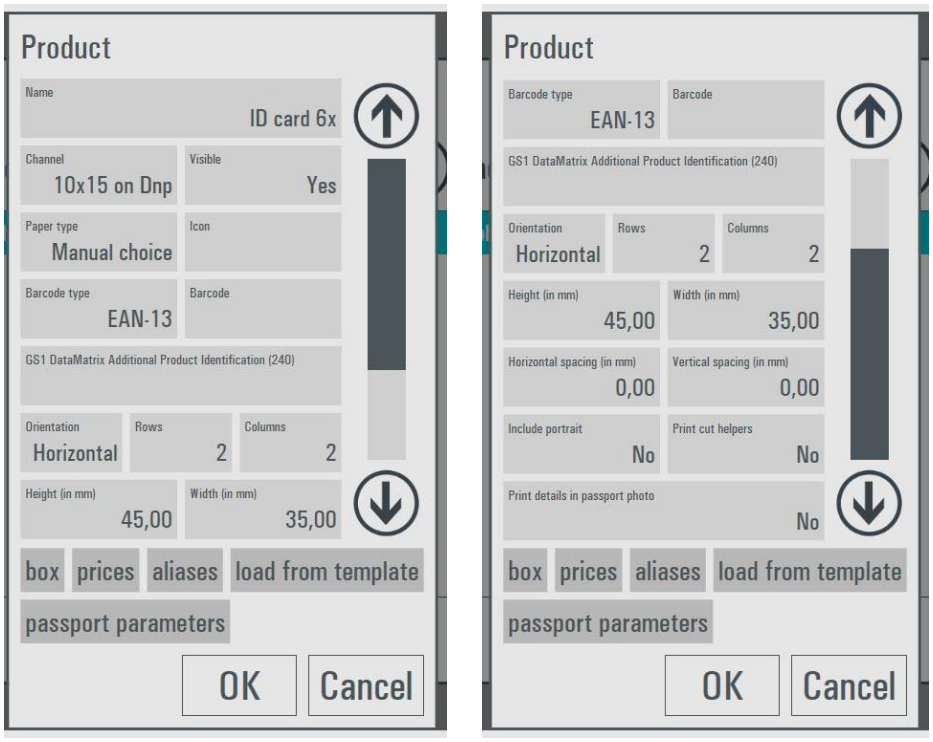
Passport Photo

Select new:

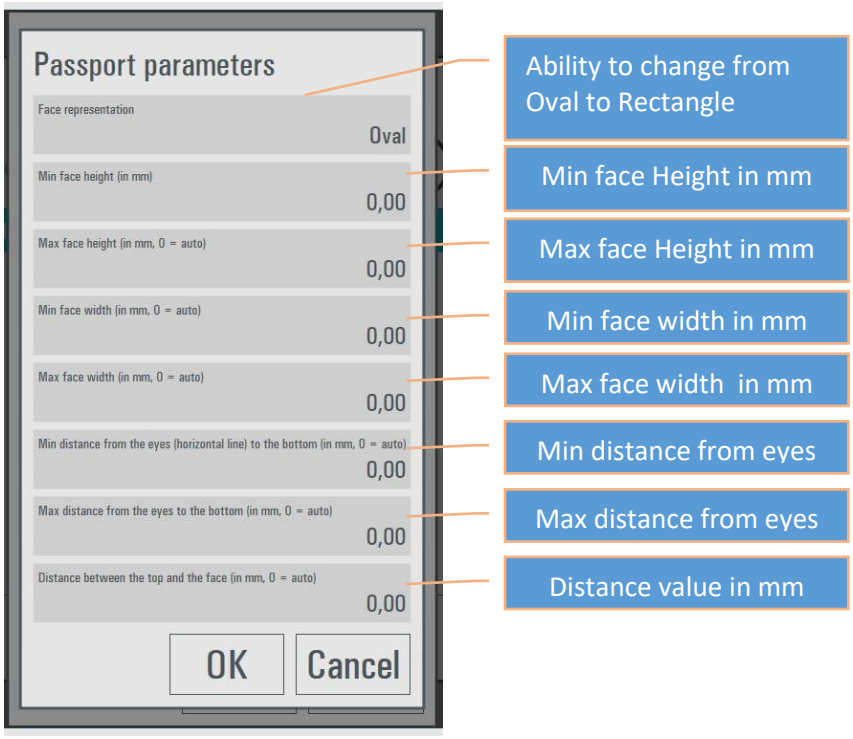


It will open a new window:

Select Passport photo and press OK, settings windows will open:



- **Name:** It is possible to insert a new name for the product.
- **Channel**: only output channel for Passport Photo print is 10x15 so it is not possible to change the output channel.
- **Visible:** it is possible to set if product is visible or not
- **Paper type:** select paper finish. By default the finish choice is manual so software will prompt page with finish selection during order creation.
- **Icon:** it is possible to set an image to present the product. Suitable image is a PNG file with 500 x 500 pixel resolution.
- **Barcode type:** select suitable barcode type among list of available barcodes. Barcode will print to receipt ticket.
- **EAN code:** set product code number to be printed according to barcode type set above.
- **Orientation:** set image layout horizontal or vertical
- **Height / Width:** set dimension of ID image to be printed in millimiters.
- **Rows / Columns:** set number of rows and columns for passport images. Dafault is 2 rows and 3 coluns so 6 images in total.
  Note: if size of ID image of a specific country is too big then total number of images available on a print may be reduced automatically by the software.
- **Horizontal spacing / Vertical spacing:** set margin between images on the print in millimeters
- **Include portrait:** if set to yes half of the print will have ID images and the other half will have one wallet print.
- **Print cut helpers:** set to yes to print black marks as a cutting guide.
- **Print details in passport photo:** set to yes to print date and time.
- **Logo:** insert a logo to be printed. Logo can be a JPG or a PNG any size, horizontal or vertical layout. Reccomended file has 300 x 1200 pixels.
- **Print biometric report:** set to yes to print biometric report on an additional page.
- **Box:** it will open a new window to set product selection button appearance.
- **Load from template:** it will open list of available countries, select a coutry to import ID size and passport parameters for that country.
- **Passport parameters:** see below



Prices

To setup prices an external keyboard is needed.

- **Visible**: White check (ON) means the product is visible to the customer.
- **Add – remove**: add or remove a price value. To enable product pricing it is necessary to add at least one price.
- **From**: minimum numbers of copies for current price break.
- **Price**: price for one unit of product (example: price for one print).
- **Service fee**: fixed price for order. In case an order with multiple service fees only the maximum service fee will be added to the total.
- **Copy prices / paste prices**: function to copy and paste the prices from one product to another.

Biometric passport

It is possible to enable or disable two of the biometric parameters: detection of glasses and detection of glasses with dark lens.

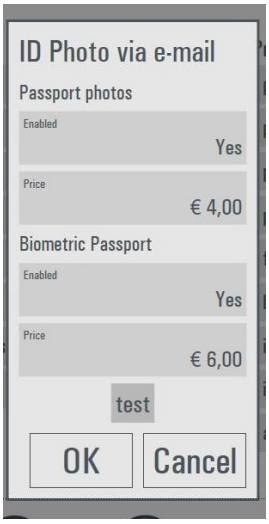
ID Photo to USB

It is possible to enable or disable the additional service of saving of ID image file on USB memory.

It is possible to set an additional fee for this service.

ID Photo via email

It is possible to enable or disable the additional service of sending ID image file to an email.
It is possible to set an additional fee for this service.
Settings are separate for Passport photo and for Biometric Passport.



Thanks to the “test” button, the system will send a test email to check network and email configuration, by entering a valid email address.

UK ePassport (for UK ONLY)

<u>This service is only for UK</u>.

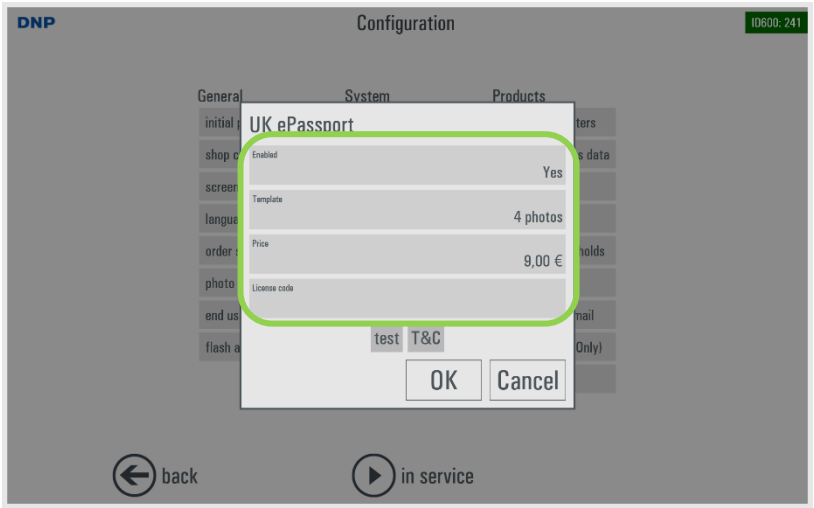
ID+ software is compliant with ePassport for UK **only from version 1.3.33.3**.

⇨ **A DNP UK ePassort licence needs to be purchased. Please refer to your DNP distributor to order a DNP UK ePassport licence.**

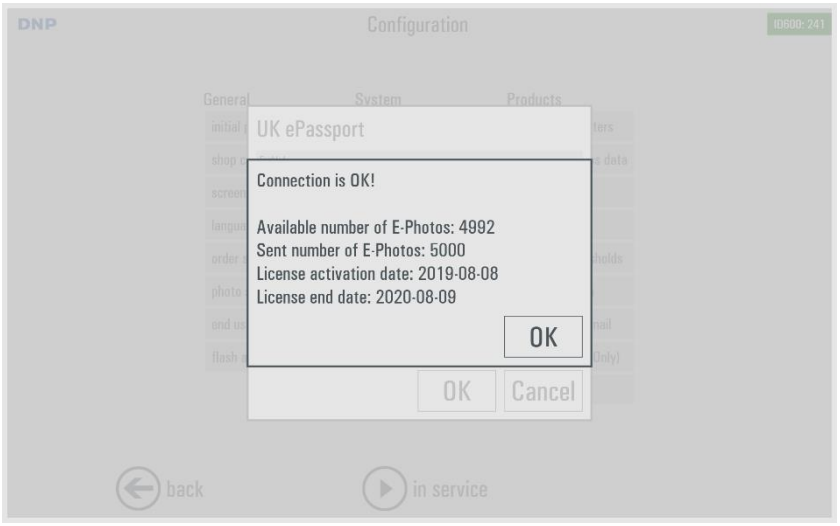
BEFORE CONFIGURING THE SOFTWARE, PLEASE CONNECT YOUR SYSTEM TO INTERNET

1) In the main panel menu, click on *Settings* and on *UK ePassport* button.

2) Please choose Enabled: **Yes**, select your **template** (2 or 4 photos), define a **Price** and **enter the Licence code** purchased from your DNP distributor.

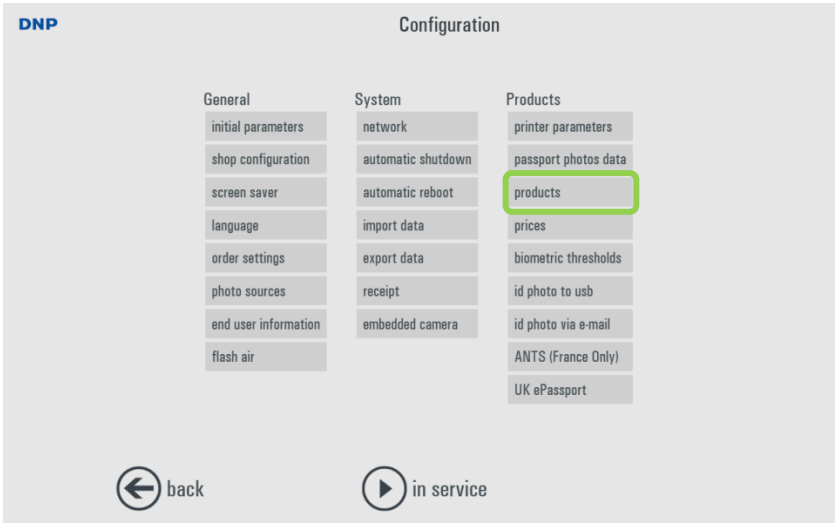


3) After entering your UK ePassport licence code, click on *Test* button. The status of the connection and information about the licence code will be displayed. Click on *OK* button twice to go back to the Configuration screen.

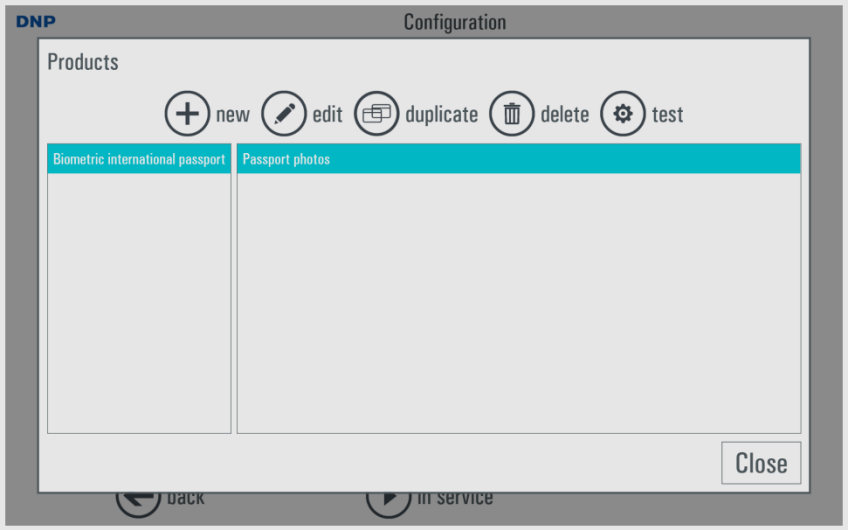


- Now that the UK ePassport licence is activated, you can create the UK ePassport product

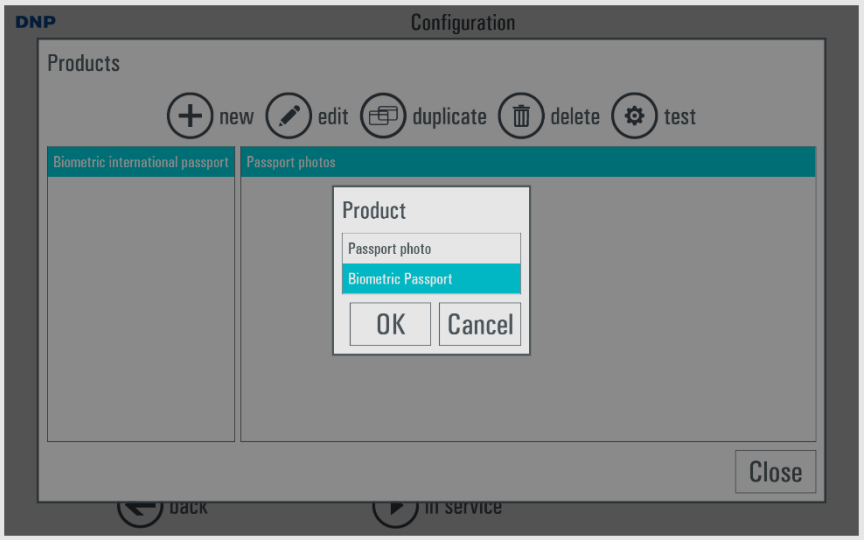
4) In the configuration screen, click on *Products* button



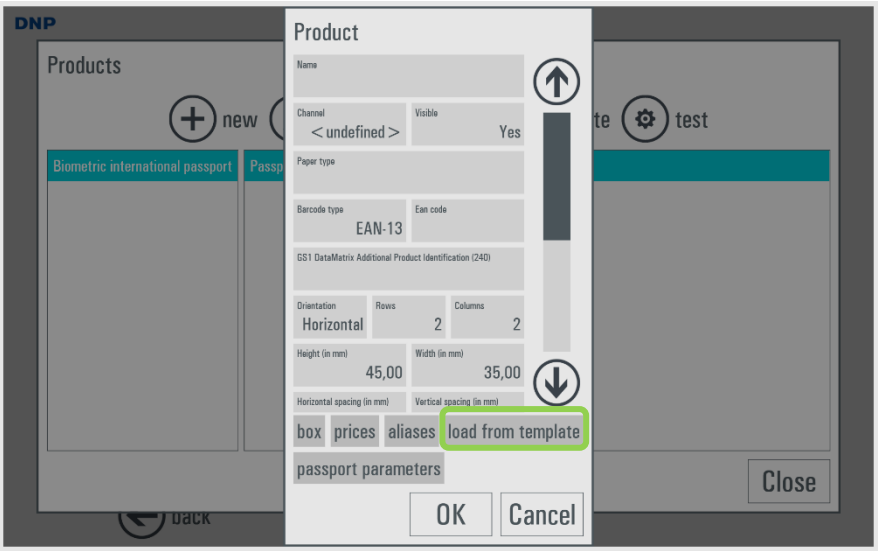
5) In Products menu, click on *+New*



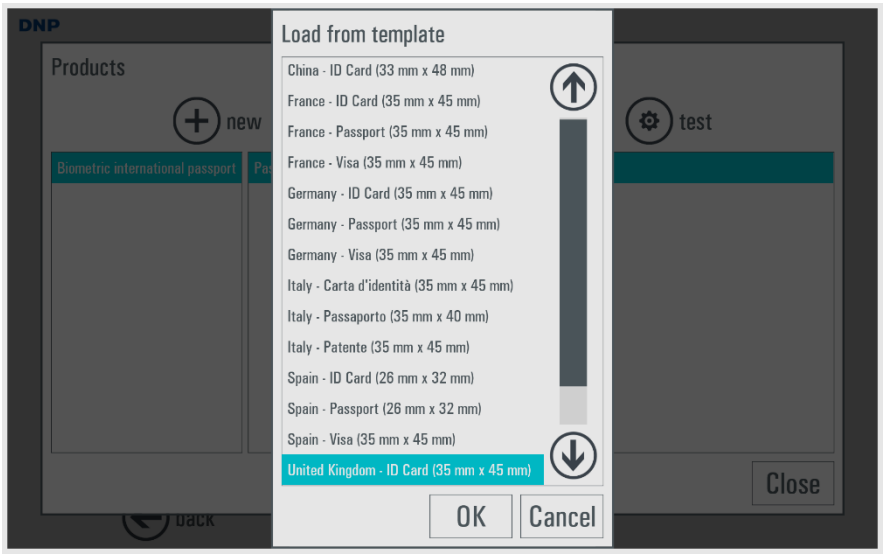
6) Select Biometric Passport and click on *OK*



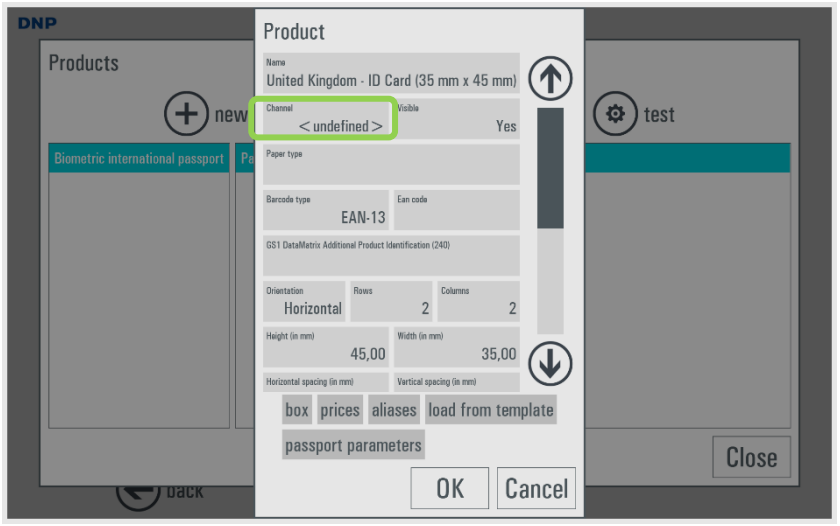
7) Click on *Load from template*



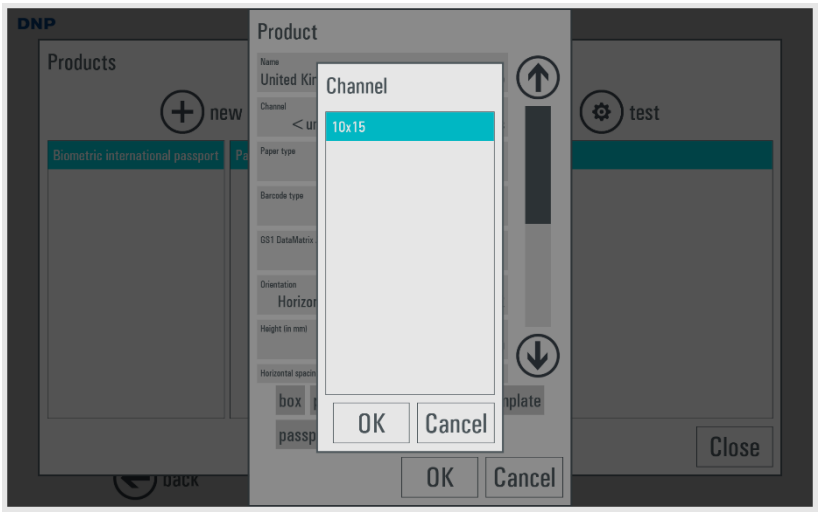
8) In the list, select United Kingdom –xxxxxxxx (choose the document type based on your need) and click on *OK*



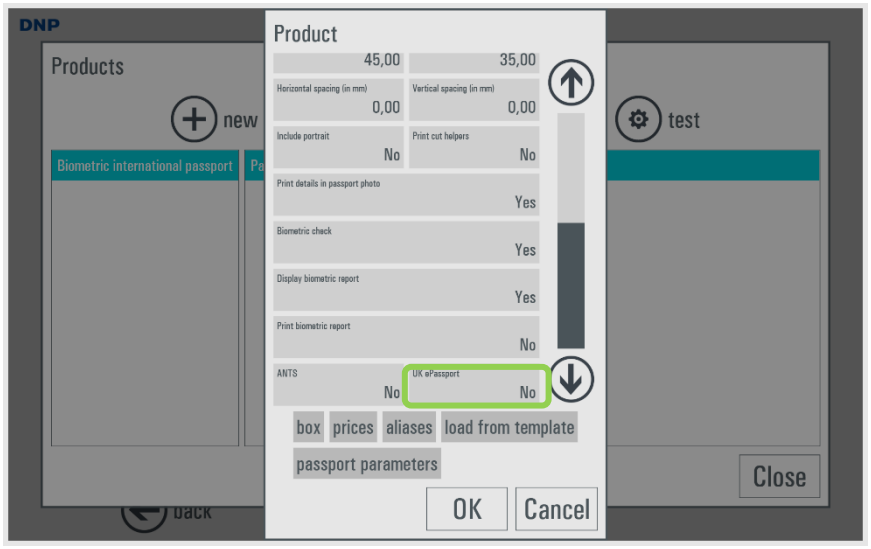
9) Click on *Channel*

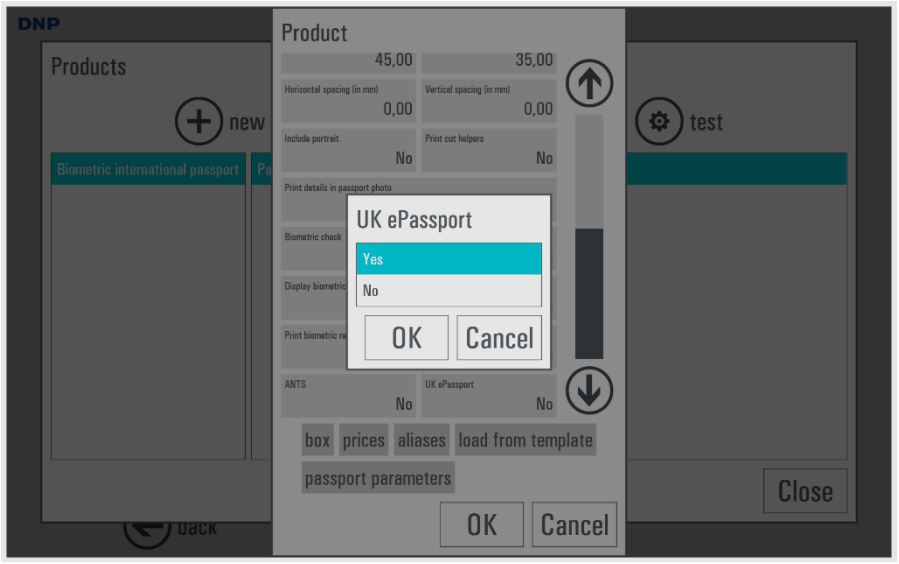


10) Select 10x15 and click on *OK*

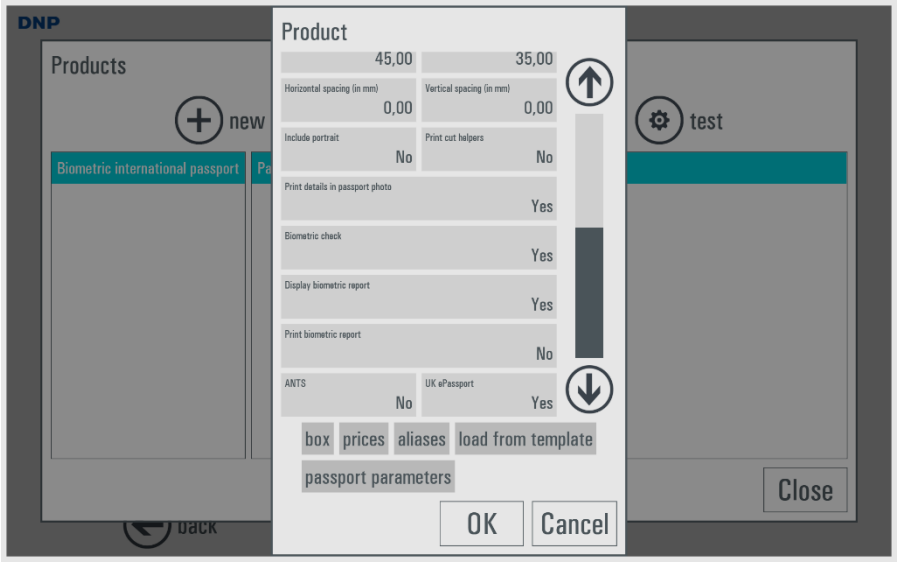


11) When you go back to the previous screen, please scroll down and click on *UK ePassport* => Change to Yes

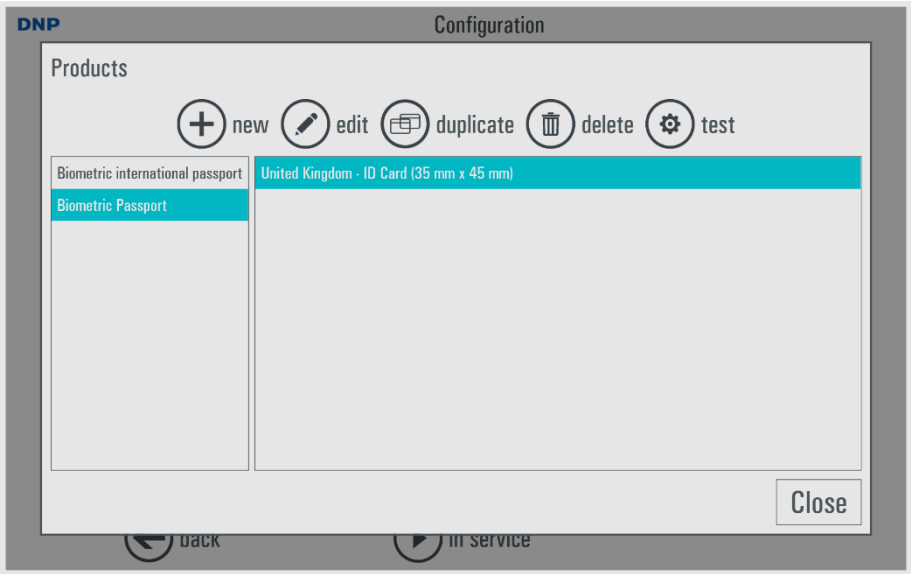




12) Click on *OK*

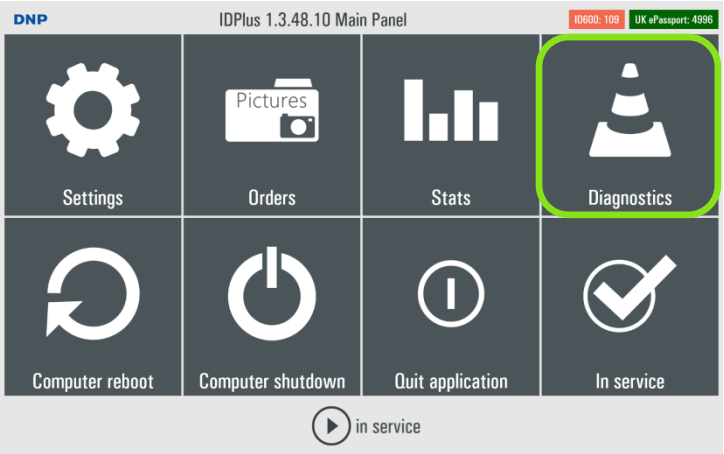


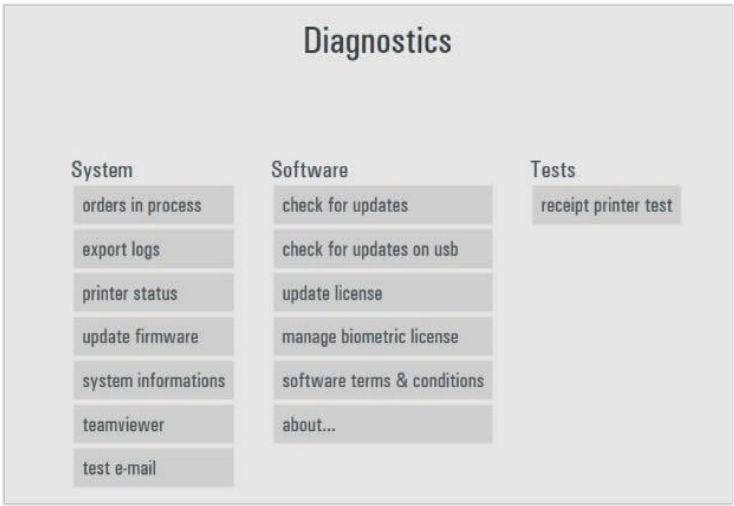
13) You successfully created your UK ePassport product!



- You can now close your configuration menu and launch the ID+ software by clicking on the button *in service*.

Diagnostics *Chapter 5*





Orders in process

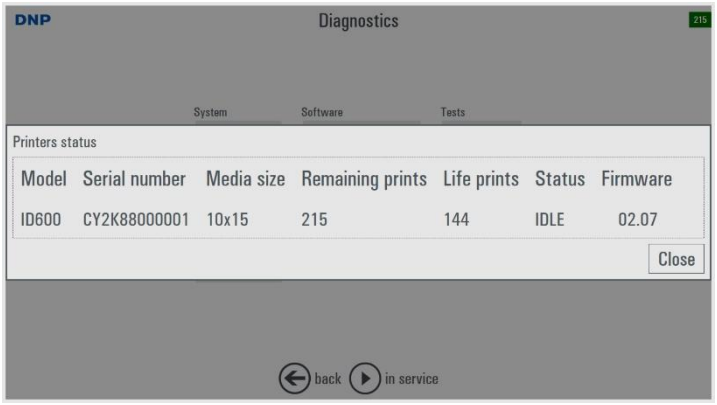
To list the orders which are in process and therefore are not yet printable. All orders with any error condition are listed here.

1) Choose “Orders in process”.
2) Following options are available:
   - Show error: display details about error condition of selected order.
   - Delete all orders in error: all orders with error condition will be definitely deleted.

Export logs

To create a compressed folder containing log files, useful to report eventual problems with the system.

Printer status



It will show the connected printer, media loaded, remaining prints, printer status, and firmware version.

Update firmware

ID+ Software will download and install firmware updates for connected DNP ID600 printer.

- The tablet should be connected to Internet
- During firmware update the green light of printer panel will be blinking
- At end of firmware update, printer will restart
- Make sure there are no power supply interruptions during firmware update

System informations

It will show available space on installed disks drives.

Teamviewer

It will open Teamviewer software to allow remote support.
When instructed, please communicate the Teamviewer ID visible on the screen to the service engineer to get the remote support. *(Note: This service requires internet connection)*

Test email

By entering a valid email address, system will send a test email to check network and email configuration.

Check for updates

By clicking on the button 'Check for updates' the system will search for an update. If there is an update, the software will prompt a message to quit and launch the software.

Check for updates on USB

If you don't have internet connection, it is possible to download software update from DNP website and save the file to a USB memory. Then connect the USB memory to the ID+ Tablet and select "check for updates on USB". Software will load and install update from the USB memory.
For a safer operation it is recommended the software update file to be the only file on the USB memory, saved on top level directory.
Note: do not rename software update file.

Update license

In case of installation of new options it may be necessary to update software license.
If instructed by DNP support enter Update license function and send the customer code to the support team.

Manage biometric license

ID+ Software comes with a license for biometric print product.
Select *manage biometric license* to check and eventually manage the biometric license.
If an issue appears, please operate these settings only if instructed by DNP support.
If the terminal is online, select online activation.
If the terminal is offline, there is a two step process:

1) Obtain a file for offline activation and send it to your dealer
2) After receiving back the license file, select import license for activation and browse for the received license file.

Software terms and condition

It is possible to display software terms and condition and displayed during software installation.

About…

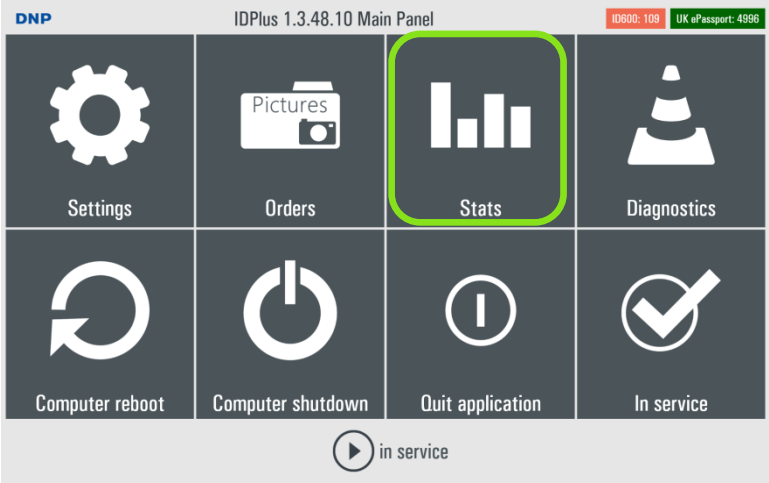
It will show currently installed software version.

Receipt printer test

By selecting this button a test receipt will be sent to receipt printer.

Statistics

Chapter 6



- To view production statistics of the system.
- It is possible to filter the information visible on the screen.
- It is possible to export the data in an Excel file for further analysis.

Troubleshooting *Chapter 7*

DNP PIE Support team contact details

For any technical issue(s) and/or question(s), please contact DNP PIE support team at:

support@dnpphoto.eu