

Reward-it

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**Magocard: Lost communications/in error state
but not reporting this**

Reward-It Ltd

Magocard printers can sometimes not report that they are in an error state and you will not be able to install or configure the printer even with the correct permissions, Bi-Directional settings and drivers installed.

If this issue is suspected, install and run Magocard's PRINTER SUPPORT UTILITY. A connection will be made however not all of the options will be visible and the program will be unable to retrieve a query from the printer.

Steps:

Open lid of printer

Unplug the printer power cable

Plug the power cable back in

Leave the lid open

The printer will now respond to commands from the Printer Support Utility allowing you to update firmware or query the printer in order to fix the underlying issue.