

4

Help

This section gives a number of suggestions allowing problems that may arise when using your printer to be pinpointed. If you do not manage to solve your problem, this section also explains how to contact Evolis technical support.

4-1 Warnings and diagnosis

Although the Evolis printer was designed to work independently, keeping user involvement to a minimum, it may nonetheless prove useful to gain some familiarity with the main warnings.

4-1a CONTROL PANEL WARNINGS

See **section 1 - Description of the printer** and its functions for further details about the control panel



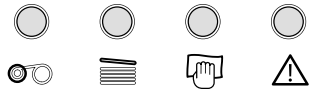
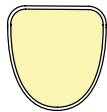
OFF



STEADY LIGHT

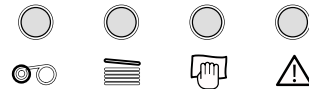
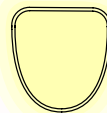


FLASHING



PRINTER READY

- The printer is ready to receive data.

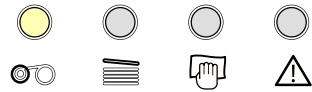
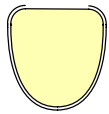


PROCESSING

- The printer is receiving data.



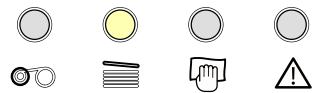
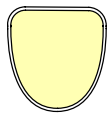
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RIBBON

- No ribbon in the printer.
- End of ribbon.
- The ribbon is not correctly fitted.
- The ribbon is torn.

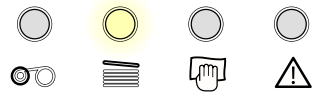
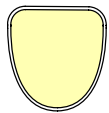
Check the condition of the ribbon in the printer. If you have a print job in progress, this restarts with a new card.



CARDS

- The card feeder is incorrectly installed.
- No cards in the card feeder.
- The cards are not flat.
- The cards are stuck together.

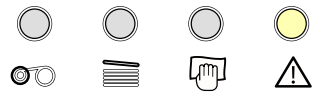
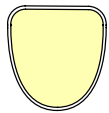
Press the control button for one second – the process will restart.



WAITING FOR A CARD

- The printer is waiting for a card to be inserted.

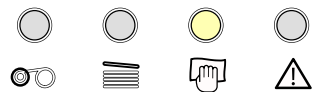
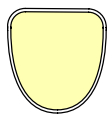
The printer has the Manual card feeder option, insert a card into the printer. Refer to section 1 “Getting started”.



PRINTER COVER OPEN

- The printer cover is open.

Close the cover – the printer will restart.



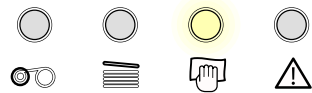
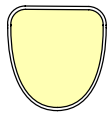
CLEANING (after 1,000 cards have been inserted)

- The printer must be cleaned.

See section 3 - Maintenance

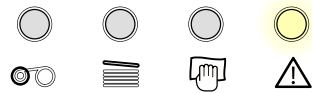
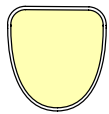


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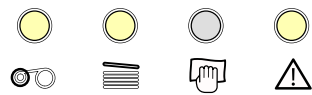
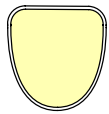
CLEANING
(after 1,200 cards
have been inserted)

- It is imperative that the printer is cleaned.
See section 3 - Maintenance



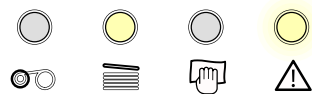
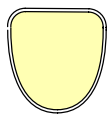
**OUTPUT HOPPER
POSITION**

- The output hopper is midway between open and closed.
Open or close the output hopper. The current job will restart.



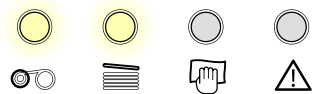
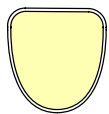
**MECHANICAL
PROBLEM**

- Card jammed in the printer.
 - Mechanical component fault.
- Press the control button for one second. If the problem persists, contact your Evolis dealer for assistance.**



**MAGNETIC
ENCODING ERROR**

- The magnetic strip is facing the wrong direction in the feeder.
 - The encoding type is incorrectly configured (HiCo or LoCo).
 - The encoded data does not comply with ISO 7811 standards or with the settings predefined in the print driver properties.
- Refer to Appendix C of this manual for further information. Press the control button for one second. The printer will restart the magnetic encoding cycle with a new card. If the problem persists, call your Evolis dealer for assistance.**



COOLING MODE

- The cooling system has been activated.
The printer pauses for a few seconds and restarts once it has returned to its normal operating temperature.

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4-2 Diagnosis help

In this section, you will find all the information you need to carry out a few simple checks that you may be asked to run by your Evolis dealer to help you as effectively as possible.

4-2a PRINTING A TEST CARD

We recommend that you print a test card to ensure that your printer is working properly. This card shows various technical details for future reference. You may be asked for these by your dealer.

► Printing a test card



- 1 Wait for any current print jobs to finish.
- 2 Check that there is a ribbon and card in the printer.
- 3 Press the control button for three seconds. All the warning lights go out.
- 4 Press and hold down the control button again.
- 5 The control button light comes on.
- 6 Release the control button once the light flashes.
- 7 The test card is printed in a few seconds (in colour if a colour ribbon is fitted in the printer, or monochrome if the ribbon is monochrome).
- 8 The printed card is ejected into the output hopper.

► Information about the test card

A test card:

- Confirms the print quality in colour or black and white
- Confirms proper ribbon synchronisation
- Displays the printer model
- Displays the printer's serial number.

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4-2b IDENTIFYING INSTALLED SOFTWARE VERSIONS

As previously shown, you can easily identify the version of the software embedded in your printer (firmware number) by means of the test card.

You can also identify the version of the print driver installed as follows:

- 1 From the **Start** button found bottom-left on the Windows task bar, select **Printers and faxes**.
- 2 Select your printer and double click.
- 3 From the **Printer** menu, select **Properties**.
- 4 Go to the **Graphics** tab and then click **About**.

