



# Avansia

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## USER GUIDE

Evolis Card Printer © 2013. All rights reserved. November 2013.

Ref. KU-AVA1-041-ENG Rev. A0

# Copyright

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## Copyright notice

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All the information contained in this document is subject to change without prior notice.

Evolis Card Printer cannot be held liable for any errors that may be found in this manual, or for any loss or damage arising accidentally or as a result of dissemination or use of this manual.

## Trademarks

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**Avansia** is a trademark of Evolis Card Printer. All other trademarks belong to their respective holders.

## Warranty

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Refer to the warranty notice supplied with your printer for warranty terms and conditions and limitations.

## Environmental information – recycling of end-of-life products

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The manufacture of the equipment that you have purchased required the extraction and use of natural resources. It may contain materials that are hazardous to health and the environment.

To prevent the dispersal of such materials into our environment and reduce the pressure on our natural resources, we recommend that you use existing collection systems. These systems will appropriately re-use or recycle most of the materials in your end-of-life equipment.



The crossed-out dustbin symbol on your device is a reminder to use these systems.

If you need further information on collection, re-use and recycling systems, contact your local or regional waste management body.

Do not hesitate to contact us to find out more by visiting our website at [www.evolis.com](http://www.evolis.com) or by emailing the following address:

[info@evolis.com](mailto:info@evolis.com).

# About your new printer

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Thank you for choosing an Evolis printer.

Using your new printer, you will be able to create a wide variety of high-quality cards and badges which can be printed in various thicknesses, colours and styles. This printer uses consumables and accessories available from Evolis. For further details, visit our website at [www.evolis.com](http://www.evolis.com).

## Warranty registration

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Please register on line at [www.evolis.com](http://www.evolis.com) to receive our special offers and general information.

Once on the website, click on **Drivers and Support** and fill in all the fields, giving in particular the model and serial number found on your printer.

## Getting started

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The purpose of this user guide is to guide you, step by step, through your printer and how it works. Take some time to read it in order to better understand your printer and its features, and to save time during installation and use.

As with all Evolis products, a great deal of care has been taken over this manual. Should you find an error, however, please let us know by emailing us at [info@evolis.com](mailto:info@evolis.com).

## Contents

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The bookmarks found top left of your screen can be used to navigate between the various sections in this user guide.

## Icons

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The following icons are used in this manual to highlight important information:



***Information providing further details or depth about certain points in the main text.***



***Indicates that failing to take the recommended action is liable to damage your printer.***



***This symbol indicates that a video showing the procedure is available on the [www.evolis.com](http://www.evolis.com) website.***

# Getting started

## 1-1 Unpacking

Your printer is supplied with several accessories that we ask you to look at closely. This list may vary depending on your location.

The printer is shipped in special packaging designed to prevent any damage in transit. If you notice any visible damage, do not hesitate to contact the shipper and immediately inform your Evolis reseller, who will tell you the procedure to follow.

Evolis takes great care over the quality of its packaging and we ask that you keep this packaging somewhere clean and dry.



**You will be asked for the full original packaging (outer box, inner wedges and protective bags) in the event that the printer is returned. If the printer is returned without its original packaging and components are damaged in transit, these components will no longer be covered by the warranty. You will be charged for new packaging for shipping the printer back to you.**

### Accessories supplied with your printer:

- Mains power cable.
- USB cable.
- Installation and documentation CD-ROM.
- Starter cleaning kit.
- Warranty leaflet.
- Card output hopper.
- Declaration of conformity



**If any of these components is missing, please contact your Evolis reseller. Use only the USB cable supplied with your Evolis printer.**

## 1.2 Operating the printer safely

The following precautions must be observed to assure safe operation of the printer. Also, do not do anything that is not described in this manual. Doing so may cause an unexpected accident.

### ► Installing location

Do not install the printer

- in a damp or dusty location
- on an unstable table, on a slant, or any place where there is excessive vibration.
- in a location susceptible to rapid fluctuations in temperature.
- in a location exposed to direct sunlight.
- near flammable or explosive materials or heater, stove or other device that produces heat

Place the printer away from walls to maintain air flow. Also, maintain at least 30 cm of open space above the printer and at least 15 cm on each side on the printer.

Blocking the vents may cause the printer to overheat and catch fire.

### ► Power supply

- Use a dedicated power cable and do not use an extension cord with multiple outlets.
- Be sure to remove any dust from the plug and outlet. Humidity produces a micro-current on the surface causing overheating or fire.
- Do not damage or modify the Power Cable. Also, do not place heavy objects, pull, or bend excessively.
- Do not plug in or unplug the Power Cable if your hands are wet.
- Ensure a ground wire is connected. When connecting the ground wire, note the following cautions
  - Recommended connections for ground wires.  
Outlet ground terminal  
Ground terminals installed as type A, B, or C  
A copper rod 65 cm or longer buried in the ground.
  - Not permitted for ground wires  
Gas piping (risk of fire or explosion.)  
Water pipes or taps (water pipes that include plastic piping cannot act as a ground. However, if a water pipe is configured to act as a ground, then connection of a ground wire is permitted.)  
Telephone line ground wires or lightning conductors (danger of high current flow in the event of a lightening strike.)
- Be sure to turn off the power and unplug the plug from the outlet before moving the printer.
- Pull on the plug, not the cable, when unplugging it from an outlet.
- Do not use an under-rated extension cord.

## ► Handling

Do not use flammable sprays near the printer.

Do not touch anything inside the printer unless specified in this manual.

Do not place heavy items on the printer and do not lean on the printer.

While the printer is operating do not turn off the printer, unplug the power cable, or look inside the printer.



***The cooling fan is always running for cooling the inside of the printer. This is not a malfunction.***

***The printer may cause static, flickering or interrupt reception or televisions or radios if they are too close to the printer.***

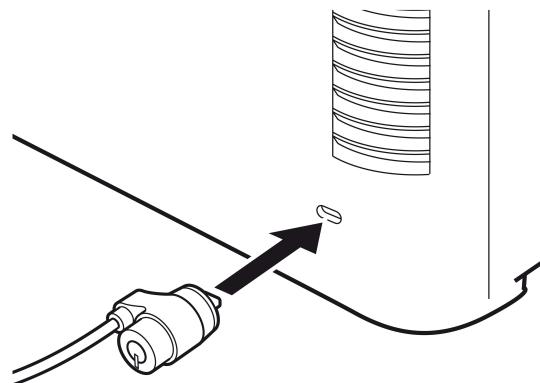


***The lower part of the Top Cover (under the card feeder), the printer internal heat roller section, and the thermal head section get very hot. Ensure you do not touch these three locations.***

## ► Security cable

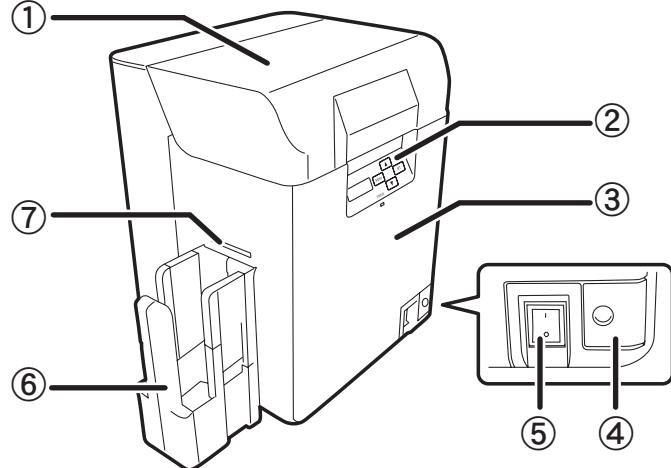
You can prevent theft of the printer by locking it with a wire cable.

Use a wire cable that fits the Security cable Slot (0.12"x0.28" (3.00mm x 7.00mm)) to lock up the printer.



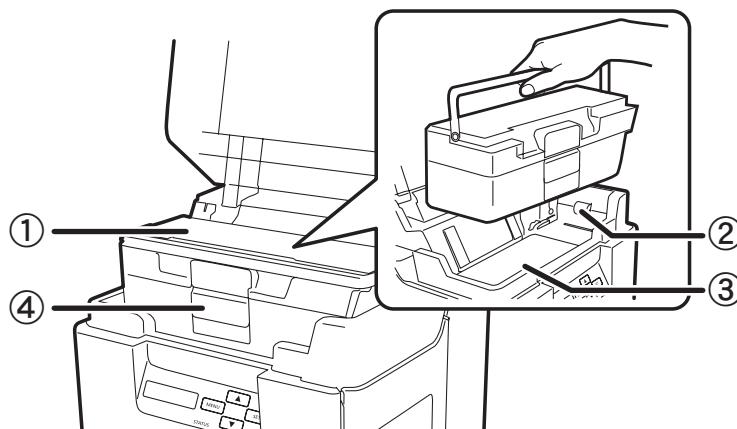
## 1-2 Description of the printer and its functions

### 1-2a FRONT SIDE OF THE PRINTER



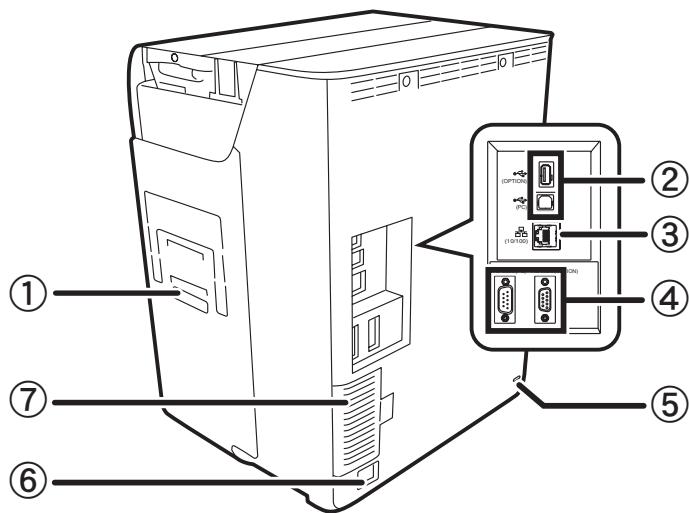
- 1 - Top cover
- 2 - Control Panel
- 3 - Front cover
- 4 - Cover opening button
- 5 - On-off switch
- 6 - Card output hopper
- 7 - Card ejection slot

### 1-2b INSIDE OF THE TOP COVER



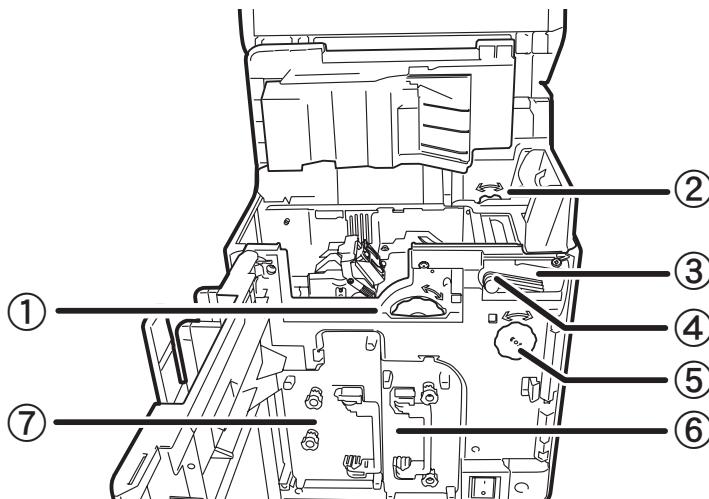
- 1 - Card feeder
- 2 - Feeding roller
- 3 - Top cover
- 4 - Card feeder lock

## 1-2c REAR SIDE OF THE PRINTER



- 1 - Reject slot
- 2 - Peripheral USB socket
- 3 - Ethernet socket (Lan cable port)
- 4 - Port for enhancing function
- 5 - Security cable slot
- 6 - Power cable socket
- 7 - Filter

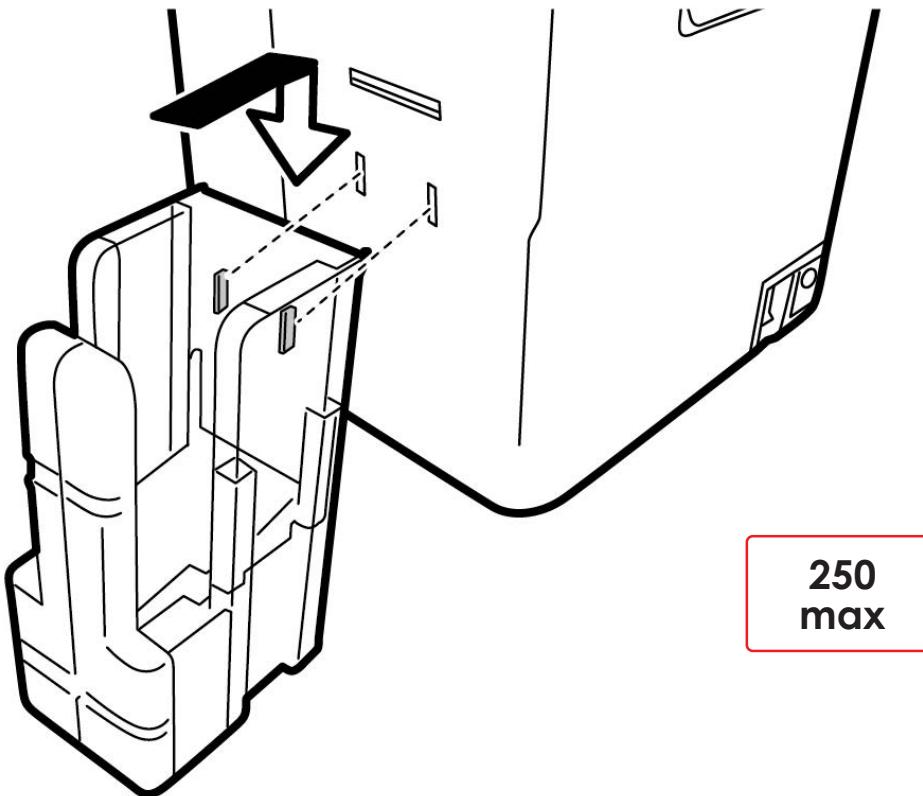
## 1-2d FRONT COVER



- 1 - Card feeding wheel
- 2 - Reverse feeding wheel
- 3 - Cleaning roller
- 4 - Cleaning tape cassette
- 5 - Reverse wheel
- 6 - Ink ribbon cassette
- 7 - Clear ReTransfer film cassette

## 1-3 Installation

### 1-3a CONNECTING THE OUTPUT HOPPER



Insert the hooks of the provided Card output hopper to the holes by the Card Ejection Slot.



**The output hopper is delivered with the printer.  
Plug it before using the printer.**

## 1-3. CONNECTING THE PRINTER

### ► Connection to the power supply



**The printer must be connected to a properly protected and earthed electrical installation.**

FI: Laite on liitettävä suojaamadoitus koskettimilla varustettuun pistorasiaan.

NO: Apparatet må tilkoples jordet stikkontakt.

SE: Apparaten skall anslutas till jordat uttag.



**This is a Class B device. This equipment are intended for a use in residential environments but may also be used in a non residential environments.**

**The residential environment is an environment where the use of broadcast radio and television receivers may be expected within a distance of 10 meters from where this product is used.**

- ① Connect the power cable to the power supply unit, then plug the power cable connector into the printer.
- ② Next, plug the end of the power cable into an earthed power socket.
- ③ Power up the printer by switching it ON.
- ④ [Initializing] appears on the LCD, the operating indicator turns blue and [Ready to print] appears.. Should this not be the feeder, then either installation has not been carried out correctly or the printer is not working properly. Check the installation.



**Before attempting any maintenance, always ensure that the power switch is in the OFF position and that the power cable is unplugged. For your personal safety, ensure that both the switch and cable remain easy to access, especially in the event of an emergency.**



**To save energy, the heater will automatically turns off after 1 hour of inactivity. For more information please see section 4-6.**

### ► Connecting the USB cable



**Under no circumstances should you connect the USB data cable before installation of the printer driver is complete**

Refer to the section on printer driver installation for further details, and follow the instructions carefully.

## 1-3c RIBBONS AND FILMS

Evolis original ribbons optimise your printer's operation and avoid causing damage to it. The use of ribbons from other suppliers is liable to damage your printer and voids the manufacturer's warranty for the printer.

For optimum print quality, Evolis recommends that the printer is cleaned every time the ribbons and films are changed. See the Servicing and Maintenance section of this manual.



***Ensure that the appropriate ink ribbon type is selected in the print driver.***

The **Avansia** printer accepts two types of ribbon:

- Ink ribbons intended for the printing module, identifiable from their purple cores.
- Clear ReTransfer films intended for the Retransfer module, identifiable from their charcoal cores.

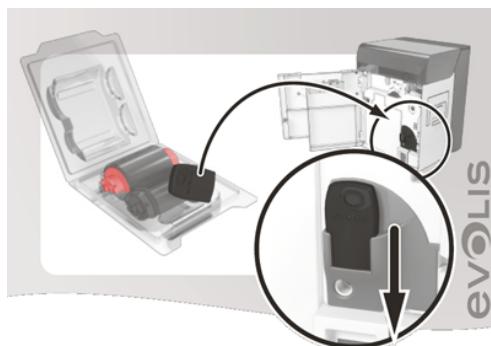


***For optimum printing and Retransfer quality, Evolis recommends that the printer is fully cleaned every time the ribbons are changed. This is left to the judgement of users, who will nonetheless take care to comply with the mandatory cleaning cycles in order to keep the equipment in full working condition (see the Maintenance section). Validity of the manufacturer's warranty is dependent on adherence to cleaning cycles.***

## ► Fitting the ink ribbon

Before fitting the ink ribbon you have to know about the Evolis electronic key which is delivered with every color ribbon.

- 1 You will have to install the ribbon first and then install the key inside the printer as demonstrated below:
- 2 The electronic key is equipped with a RFID tag which communicates with an electronic board inside the printer. Without this key, the printer will not print.



1



2

When installing the electronic key, the Avansia printer instantly identifies the type of ribbon without user intervention. The process is automated from end to end.

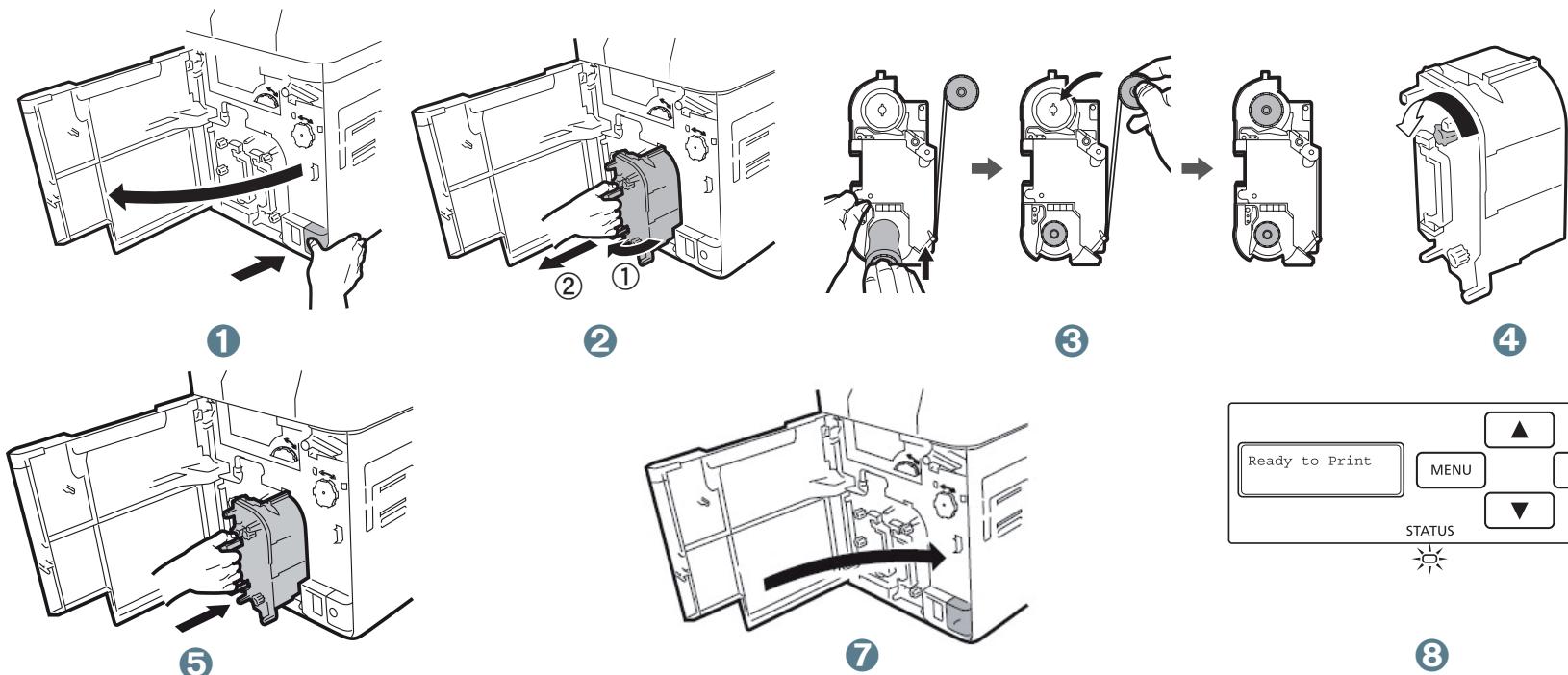


*With this recognition system you will know exactly how much of the ribbon capacity is remaining, as this information is readily available from the Printer Driver on the PC. Similarly, when the ribbon is nearing its end, an alert is displayed on-screen. This helps in estimating the subsequent print jobs possible, and you can ensure not running out of ribbon during the card personalization process.*

To fit an ink ribbon in the printing module, please proceed as follows:



- 1 Open the front cover.
- 2 Remove the ink ribbon cassette.
- 3 Load new ink ribbon in the cassette. Insert the spool spingle into the feed site (yellow) holder. Unwind and load into the shelf as shown. Finally, insert the spool spindle into the winding side holder, inserting the bottom first.
- 4 Take up the ink ribbon slack. Turn the wheel as shown and take up the ribbon slack.
- 5 Insert the ink ribbon cassette until a «click» is heard.
- 6 Drop the Evolis electronic key in his container like shown page 11.
- 7 Close the front cover.
- 8 Press the SET Key, when [Push SET Key] appears on the LCD.



**When placing the ink ribbon down, prevent contamination adhering by placing it with the handle of the bottom. If the ribbon is cut, carefully cut the ribbon with scissors. Use cellophane tape to join the ribbon. Then go back to the step 4 .**

## ► Clear Retransfer film



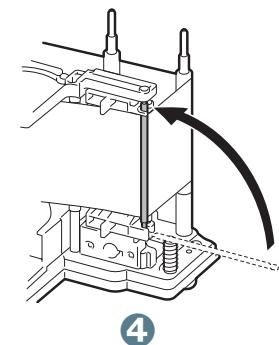
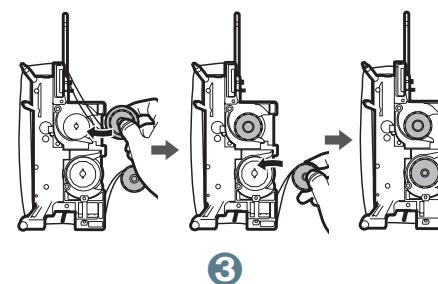
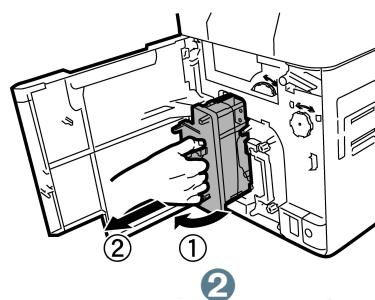
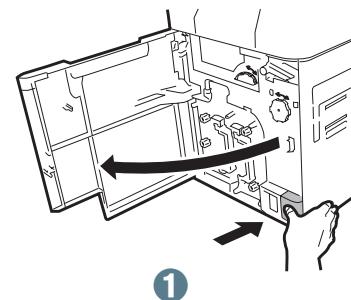
**The Retransfer unit includes parts heated to high temperatures. Be careful not to put your fingers inside the module. Follow the safety instructions.**



**Appropriate configuration of the print driver should be carried out before fitting clear Retransfer film.**

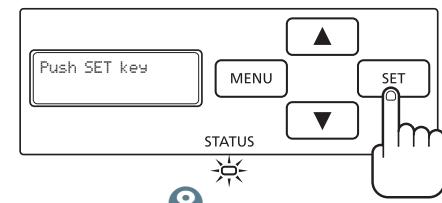
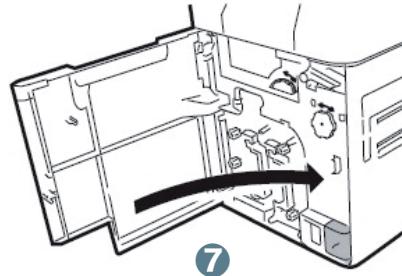
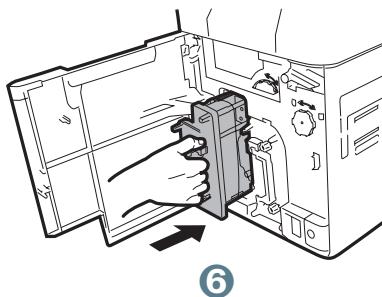
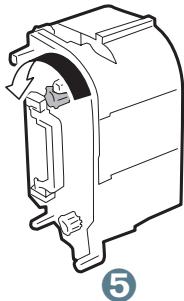


- 1 Open the printer cover.
- 2 Remove the film cassette.
- 3 Load clear Retransfer film in the cassette. Insert the spool spindle into the feed side (blue) holder. Unwind and load onto the shaft as shown. Finally insert the spool spindle into the winding side holder, inserting the bottom first.
- 4 Attach the pin on top of the clear Retransfer film cassette.



**The clear Retransfer film is delivered within a blister with an adhesive cleaning roller which has to be installed each time you change the film.**

- 5 Take up the clear Retransfer film slack. Turn the wheel at right and take up the film slack.
- 6 Insert the clear Retransfer film cassette into the printer until a click is heard.
- 7 Close the front cover.
- 8 Press the SET key when [Push SET Key] appears on the LCD.



**When placing the clear Retransfer film down, prevent contamination adhering by placing it with the handle of the bottom.  
If the film is cut, carefully trim the cut section with scissors. Use cellophane tape to join the film. Then go back to step 5.**

## 1-3c CARDS



**For optimum quality, the cards used must be ISO 7810 certified.  
Use only the card types recommended by Evolis.  
Do not touch the printable surface of the cards in order to preserve print quality.  
Keep your cards protected from dust.**

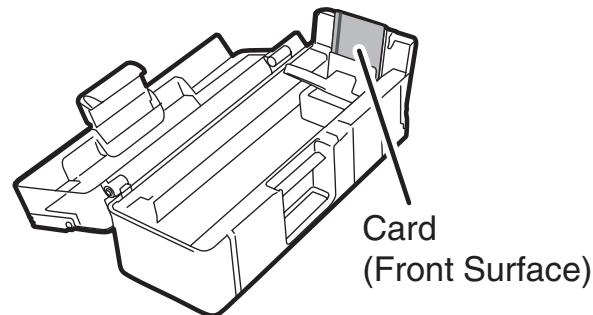


**Do not use cards previously printed with this or any other card printer.  
Do not use transparent cards, wet cards, cards mixed with glass, metallic or other foreign objects.  
Do not use cards coated with oil or other foreign matter.  
Do not use cards that have been damaged, folded, embossed or dropped on the floor**

The **Avansia** printer accepts PVC, PET, PET-G, Sheet(PVC), PC, ABS cards between 0.76 mm and 1 mm thick. For optimum quality, the cards used must meet

the ISO 7810 standard. There are several types:

- Blank cards
- Magnetic strip cards
- Contact smartcards
- Contactless smartcards
- Magnetic strip smartcards



The Retransfer process requires cards to be heated to high temperatures, and they may become slightly warped under the effect of the heat and the stress exerted by the film as it cools.

Evolis recommends the use of cards specially designed for Retransfer purposes.  
For more information, please contact your Evolis reseller who will advise on your choices.



**Be extremely careful to ensure that magnetic strip cards and contact smartcards are properly positioned in the card feeder.  
The encoding option will fail if cards are not inserted in the right direction.**

## ► Cards orientation



**The printing side of the card is the surface on the front side of the card feeder (see pictures ① ② ③)**

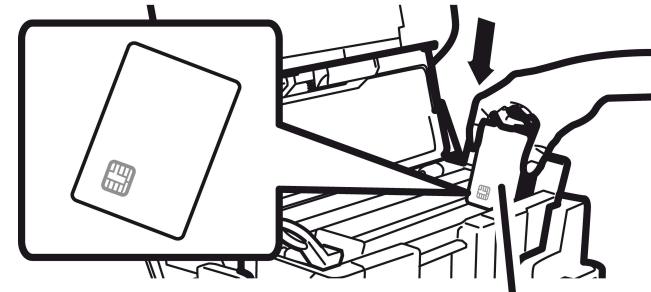
- Pre printed cards (Front surface)



**Front side of the card feeder**

**①**

- Contact smartcards (Front surface)



**Front side of the card feeder**

**②**

- Magnetic strips cards (Front surface + Rear surface)



**Front side of the card feeder**

**③**



**The magnetic strips of the magnetic cards need to be facing the back side of the card feeder to be encoded (see picture ③)**

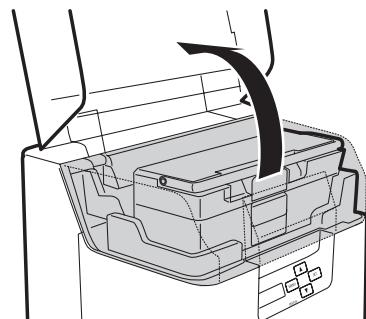
## ► Adjusting card thickness

The printer is equipped with a manual card thickness adjustment mechanism which can be reached either through the card input feeder or through the inside of the printing module when the print head bracket is open. The printer accepts cards between 0.76 mm (30mil) and 1 mm (40mil) thick. The factory setting for card thickness is 0.76 mm.

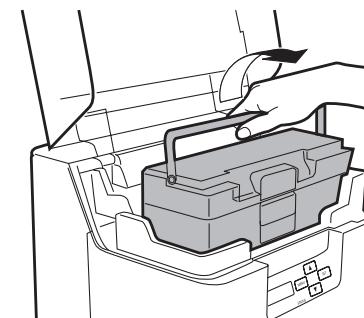
Adjusting card thickness please proceed as follows:



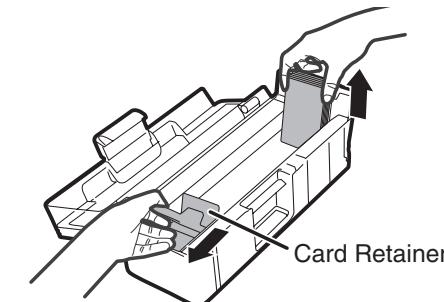
- 1 Open the printer cover.
- 2 Remove the card feeder from the printer as shown.
- 3 Open the cards feeder and remove the cards.
- 4 Return the feeder and adjust the thickness of the cards used by moving the lever from right to left to the desired card thickness
- 5 Put the feeder back into the feeder and put back the feeder into the printer.
- 6 Close the top cover of the printer.



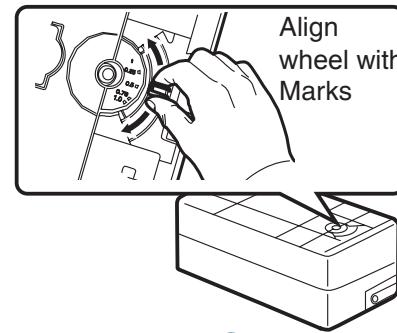
1



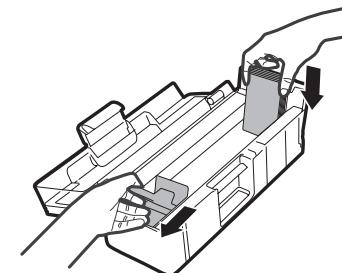
2



3



4

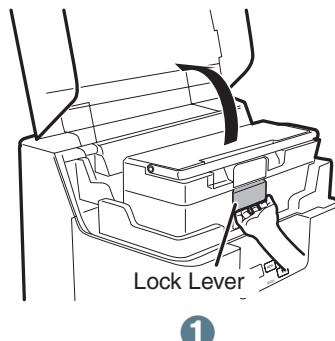


5

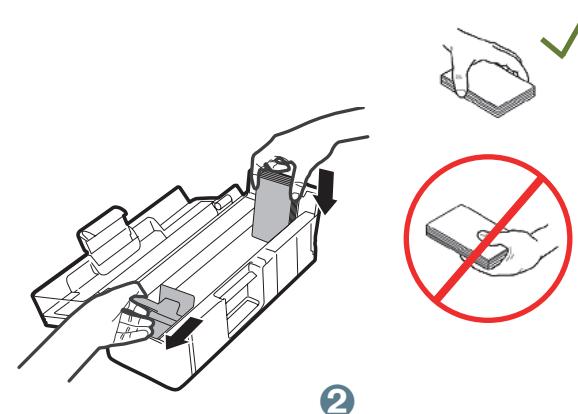
## ► Loading the cards



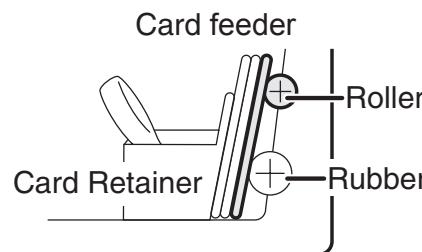
- 1 Open the top cover and open the card feeder as shown.
- 2 Hold the card retainer lever with your fingers and pull it right out.
- 3 Insert the cards in the feeder as indicated, with the side to be printed facing to the left.
- 4 Adjust the gauge setting to match the thickness of your cards (see section 1.3.c page 17 for more information).
- 5 Return the card retainer.
- 6 Close the top cover.



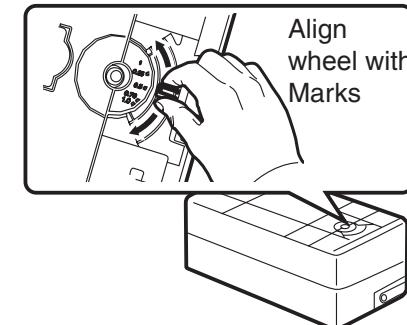
1



2



3



4



**Load cards in order to start from the right side of the card feeding when printing starts the right-most card is pulled into the printer. You can load card manually, one by one.**

## ► Removing printed cards

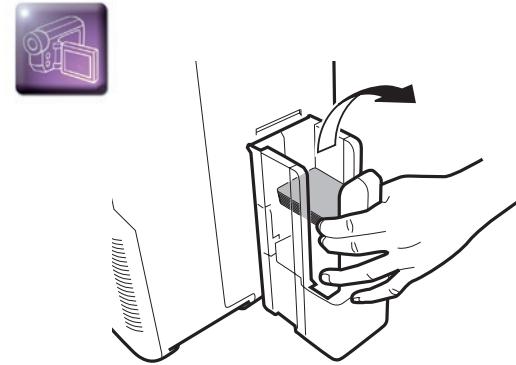
Once the print and/or encoding cycle is complete, cards are delivered by default into the output hopper found on the left of the device. The hopper has a maximum capacity of approximately 250 cards.

Users can select from three methods to collect cards from the output hopper:

- Front side of card visible – First card at bottom of stack
- Rear side of card visible – First card at top of stack
- Cards ejected in their position on exit from the retransfer area

to do so, please follows the instructions below:

- 1 Switch from Normal Mode to User mode (page 41 section 4.1b)
- 2 Press the ▼ Key until [Card Setup] is displayed, then press the SET Key.
- 3 Press the (fleche vers le bas) Key until [Eject Face] is displayed, then press the SET Key.
- 4 Change the settings by using the ▼/▲ Keys, then press the SET Key.



**NOT SPECIFY:** The rear surface of cards to output cannot be set. Depending on the details of printing, the orientation that will print the most quickly is automatically selected. The front face of the card faces down for single-sided printing, and faces up for double-sided printing.

**UP:** The card is output with its front surface upwards.

**DOWN:** The card is output with its front surface downwards.



**The factory default setting is [NOT SPECIFY]**



**The method is set via the Properties menu in the print driver.  
Please see the Print driver Properties section for more information.**

## ► Optimizing transfer conditions

In order to optimize the transfer quality you can change the Retransfer settings according to your card type. Thanks to the LCD Panel or the printer driver you can select the card type, then the transfer speed and the transfer temperature.

- 1 Switch from Normal Mode to User Mode.
- 2 Press the Key until [Card Setup] is displayed. Press the SET Key.
- 3 Confirm that [Card Type] appears. Press the SET Key.
- 4 Change the settings by using the ▼/▲ Keys:  
PVC (0.76mm)  
PET (0.76mm)  
PET-G (0.76mm)  
Sheet (PET)  
If [CARD 1-3] is selected, use the ▼/▲ Keys and the SET Key to select the transfer speed and transfer temperature:  
- left value: transfer speed.  
The higher the value you set, the higher the transfer speed is fast.  
- Right value: transfer temperature.  
The higher the value you set, the higher the transfer temperature is hot.



**The factory default setting is [PVC (0.76mm)].**  
**The factory default transfer speed for [CARD 1-3] is set to [35mm/s].**

## ► Reject hopper management

Your **Avansia** printer is equipped with a reject hopper, the purpose of which is to separate correctly customised cards from incorrect cards.

Incorrect cards are automatically stored in reject slot at the right of the printer.

The reject slot needs to be emptied regularly to avoid halting jobs in progress. This operation is carried out in two stages:



- ➊ Removal of the cards
- ➋ Resetting the rejected card counter to zero (so that the printer knows how full the reject hopper is)

To empty the hopper and reset the counter, please proceed as follows:

- ➊ Open the printer cover.
- ➋ Open the reject hopper by tilting the flap forwards, and remove the cards found.
- ➌ Close the reject hopper flap.
- ➍ Close the printer cover.
- ➎ Press any key on the control panel to enter the menu.
- ➏ Select the CONFIG option and confirm with OK, then scroll down to select REJECT HOPPER and confirm with OK.
- ➐ Select the Reset option and confirm with OK.

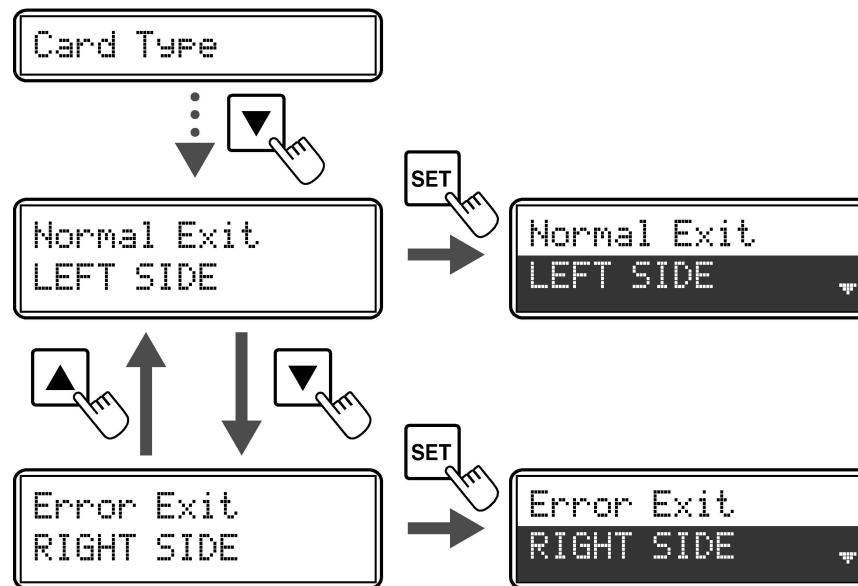
Exit the menu.



**Evolis advises you to empty the reject hopper regularly, such as whenever the ribbon is changed or during routine maintenance.**  
**You can also change the settings by using the printer driver.**

It is possible to switch the rejection slot. To do so, please follows the instructions below:

- ① Switch from Normal Mode to User mode (page 41 section 4.1b)
- ② Press the ▼ Key until [Card Setup] is displayed, then press the SET Key.
- ③ After using the (fleche haut)/(fleche bas) Keys to switch between [Normal Exit]/[Error Exit], press the SET Key.
- ④ Change the settings by using the ▼/▲ Keys, [LEFT SIDE] or [RIGHT SIDE], then press the SET Key.



**The factory default is set so that correctly printed cards are output from the card ejection slot (Left), and cards with errors are output from card ejection slot (Right).**

# Printing



***The information about the procedures described in this section refers to a Windows 7 environment.***

## 2-1 Installing the print driver

Configuration of the printer and its driver is a very important step and requires very special care. In fact, inappropriate settings are a factor having a negative impact on the quality of card customisation. It is therefore essential to proceed in stages, changing settings only when you are completely sure. Evolis offers the option to revert to the factory settings at any time if the adjustments made do not give the expected results.

Your printer is delivered with a CD containing the print drivers for Windows.

To install a print driver, insert the CD into your computer and select the print driver menu. A program will guide you through the entire installation process.



***Do not connect your USB cable to your computer until prompted to do so by the installation program.  
For the connection procedure, see the section on Connecting the Printer.***



***Follow the installation procedure scrupulously. Some versions of Windows and Macintosh require the user to have administrator rights to install the driver.***

## 2-2 Managing the print settings

Before using your printer, it is essential to check and/or change the default print driver settings:

- Ribbon type
- Card type
- Card finish or treatment
- ...



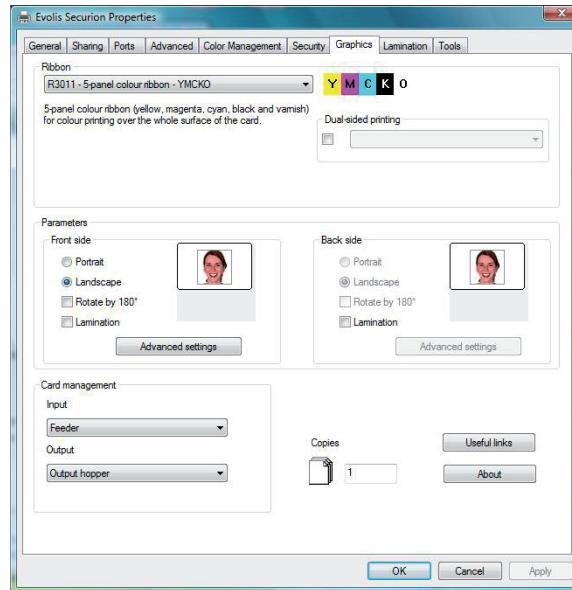
**You will find more detailed information about the cards recommended by Evolis in the 'Evolis Genuine Product' list of consumables.**



**Pay attention to the settings defined under the print driver Properties and do not hesitate to contact your Evolis reseller for any advice and assistance needed before making any changes.**

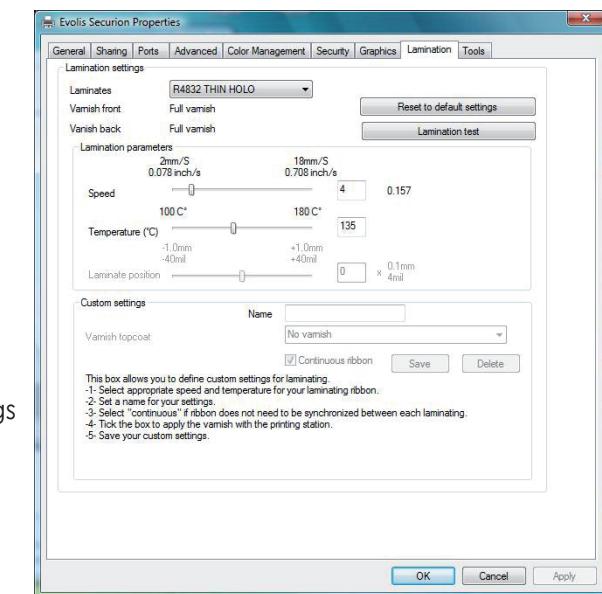
These print settings are accessible:

- From the **Start** button found bottom-left on the Windows task bar, select **Printers and faxes**.
- Select your printer and double click.
- From the Printer menu, select **Properties**.
- The first properties configuration screen for the equipment then appears.
- The main tabs used to define the settings are "Graphics" and "Tools".



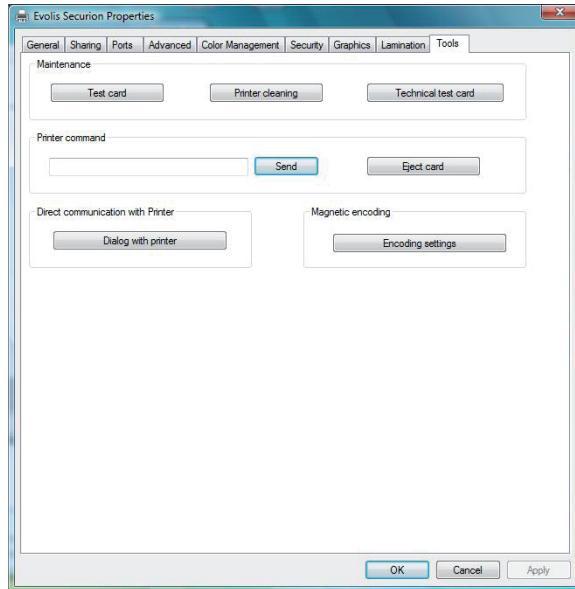
## ➤ “Graphics” tab

- The ribbon type
- Front/back printing
- Card collection method
- Card orientation, portrait or landscape
- Number of copies



## ➤ “Retransfer” tab

- Selection of film type
- Changing Retransfer settings
- Customised configuration



## ➤ “Tools” tab

- Setting and testing magnetic encoding options
- Test card printing
- Cleaning the printer
- Dialogue interface with the printer

## 2-3 Printing a card

A large number of Windows applications allow documents to be printed (for example the tools in Microsoft's Office suite, i.e. MS-Word, MS-Access, Ms-Excel, MS-PowerPoint).

To gain familiarity with the layout of a card and configuring its formatting and printing, we suggest the following example.

### ► In Microsoft® Word

After having set the Evolis printer as the default:

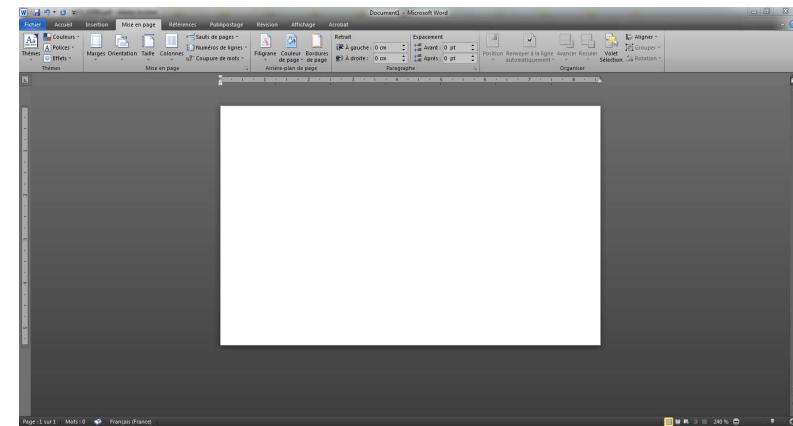
- Start the MS-Word application
- Click on **Page Setup** in the menu bar
- The **Paper** tab has a **Paper Size** option, select **CR80 Card**
- In the **Margins** tab, set all margins to '0', then in the **Orientation** section, select **Landscape**.
- Close the window by clicking **OK**.

**Your Word window should now look like this:**

You are ready to customise your card by adding the various items that go to make up a card:

- Logo and illustration
- Identification photo
- Fixed and variable text
- Bar code, etc.

Once ready, click on **File** and then on **Print**.



## 2-4 Connecting to a network (Ethernet)

All Evolis printers have the benefit of a TCP/IP network connection mechanism. This feature is available as standard or as an option, depending on the model in the range.

Out of the box, the printer comes configured in DHCP mode (Dynamic Host Configuration Protocol), which means that its IP address is supplied by the network. In addition to these basic settings, the network administrator has the option of configuring the printer differently in order to comply with the constraints imposed by the corporate LAN:

- Printer connected in a subnet, in DHCP
- Printer connected within a subnet with fixed IP address, with WINS resolution
- Printer connected within a subnet with fixed IP address, without WINS resolution

The printer may be identified on the network in two ways:

- By its hostname (NETBIOS)
- By its IP address.

The user-definable settings are:

- The printer's IP address
- Subnet mask
- Gateway
- WINS server.



***Changing the printer's basic settings, without prior knowledge of the layout of the LAN in question or without genuine technical knowledge may result in a malfunction of the printer, and may even extend to a more widespread failure of all or part of the LAN. Contact your System and Network Administrator before connecting to or changing the settings for your local area network.***



***For further details, refer to the 'Configuration of Evolis printers on a TCP/IP (Ethernet) LAN' manual.***

## ► Changing network connection settings

- ① Switch from Normal Mode to User Mode
- ② Press the Key until [Interface Setup] is displayed. Press the SET Key
- ③ Select the settings to change by using the / Keys. Press the SET Key to confirm.

Settings Menu	Details
Printer ID	Set the individual printer ID
DHCP	Set the DHCP function ON/OFF
IP Address	Set the IP address (only when the DHCP function is OFF).
Subnet Mask	Set the subnet mask (only when the DHCP function is OFF).
Default Gateway	Display the default gateway (only when the DHCP function is OFF).
MAC Address	Display the MAC address.
IPsec	Set the IPsec function ON/OFF
Timeout(s)	Set the session timeout (seconds).
Password	Set the password ON/OFF for settings TCP/IP using the printer driver. If the password is on, set the password.

- ④ Change the settings by using ▼/▲ Keys. Press the SET Key.  
For numerical values, use the ▼/▲ Keys to change each digit. Press the SET Key to confirm.
- ⑤ Turn off and on the printer to enable the settings.



**You can also change the settings by using the printer driver.**

# Maintenance

## 3-1 General warranty information

Your Evolis printer has been designed to give you long service and needs only minimal regular maintenance. Please comply with the instructions given below to ensure that it runs satisfactorily.

### Keep your warranty cover!



***The manufacturer's warranty is subject to strict adherence to the routine servicing and maintenance instructions, and in particular the printer cleaning cycles.***

**Any failure to follow the maintenance and servicing procedures described in this section voids the print head warranty.**

Evolis declines any liability where there has been a failure to carry out required maintenance on the printer.

The print head is a wearing part and an extremely sensitive printer component. Its useful life can be seriously curtailed by the presence of dust, liquids or solids in the printer's immediate environment, on the print head or on the cards. Users must take all necessary precautions to insert only clean cards, free of dust deposits or foreign bodies, into the machine.

The frequency and quality of cleaning are decisive factors enabling users to extend the print head's useful life and to ensure excellent print quality. Particular care must therefore be taken with cleaning. Users must comply with the servicing and maintenance instructions as fully described in this section.

Evolis provides replacement parts and consumables that you can refer to within this user guide or by visiting the website at [www.evolis.com](http://www.evolis.com).

In addition, the use of Evolis brand ribbons (Evolis Genuine Ribbons) also ensures that your equipment operates properly. Use of ribbons not approved by Evolis may as a consequence affect the quality and reliability of print jobs, produce low quality printed output and even affect the printer's operation. The manufacturer's warranty does not cover physical damage or quality problems caused by using non-Evolis approved ribbons.

## 3-2 Routine printer cleaning



**The print head warranty is directly linked to routine cleaning of your printer.  
If you do not carry out this cleaning at the required times, the print head warranty will cease to be valid.**



**Recommended cleaning cycle: whenever the ribbon is changed  
Servicing accessory: cleaning card**



**Remove any cards that are inside the printer. Do not touch the roller with your hands.  
Cleaning cards can only be used once.**

# 3

Follow the procedure below:

Cleaning the roller is recommended after printing 1000 cards.



- 1 Switch from Normal Mode to User mode (page 41 section 4.1b)
- 2 Press the ▼Key until [Cleaning] is displayed, then press the SET Key.
- 3 Then [Cool down...] is displayed, wait until the figure drops to 70 or lower. The figure indicates the temperature of the heat roller.
- 4 When [Remove Film] is displayed, open the front cover.
- 5 Remove the clear Retransfer film and close the front cover.

## Normal Mode

Ready to Print



## User Mode

Printer Info.  
SET:>

1

Cleaning  
Cool Down 75



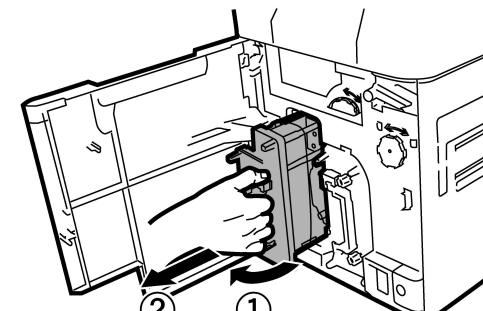
Cleaning  
Cool Down 70

3

Printer Info.  
SET:>>

Cleaning  
SET:>>

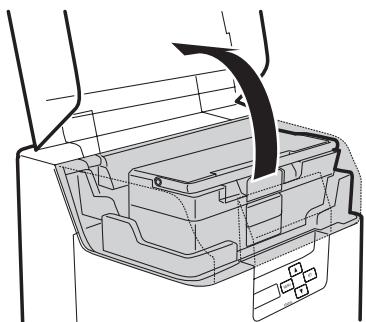
2



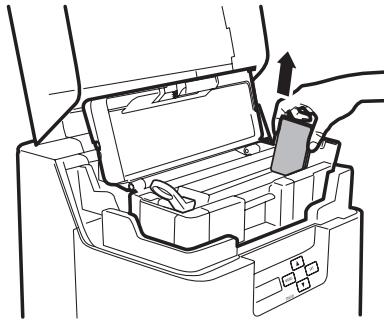
5

# 3

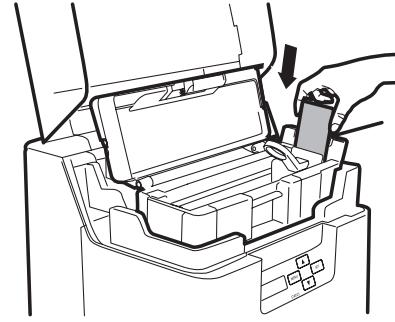
- ⑥ When [Remove cards] is displayed, open the top cover.
- ⑦ Open the cards feeder and remove the cards from the cassette.
- ⑧ When [Set Cleaning Crd] is displayed, load the cleaning card in the feeding slot. Align the adhesive side of the cleaning card to the right.
- ⑨ Close the cards feeder and the top cover.
- ⑩ When [SET:Start] is displayed, press the SET Key. The cleaning starts automatically.
- ⑪ When [Finish] is displayed, cleaning is completed and the cleaning card is ejected into the cards ejection slot.
- ⑫ Put the film back in the Retransfer module. Your printer is once again ready to use.



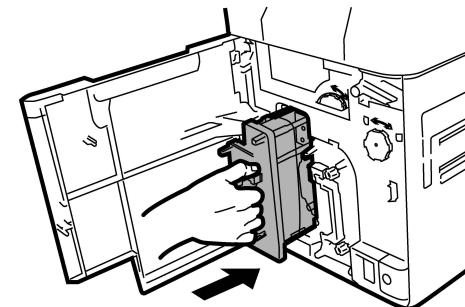
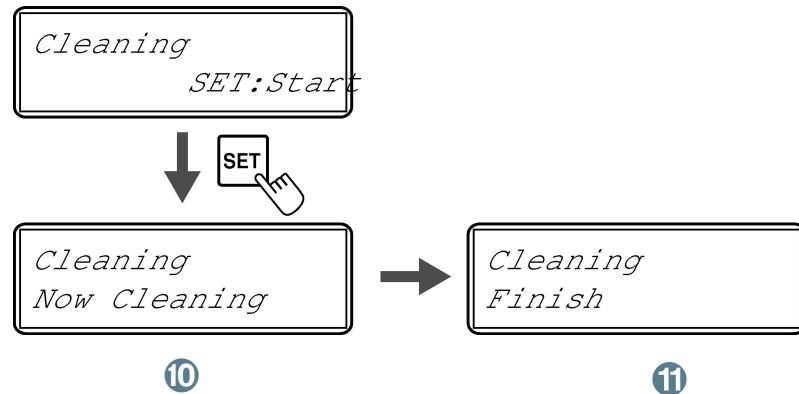
⑥



⑦



⑧



⑫



Wait for at least 5 minutes after cleaning before using your printer.

## 3-3 Servicing the cleaning roller(s)

In addition to routine printer cleaning, we suggest that you clean the cleaning roller(s) when cards are printed with missing colors or if there are foreign objects on them.

The cleaning roller(s) remove(s) any dust or particles from the cards before printing.

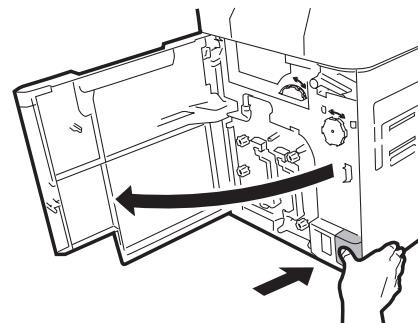


**Recommended cleaning cycle: whenever the ribbon is changed**

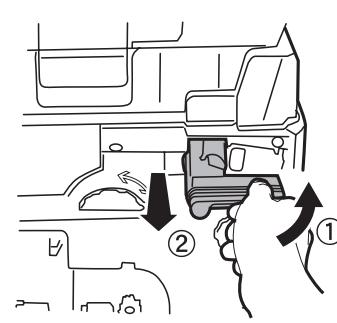
Follow the procedure below:



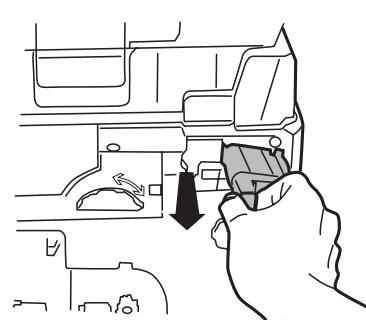
- 1 Turn off the power.
- 2 Open the front cover
- 3 Remove the cleaning tape cassette (blue part), hold the cleaning tape cassette handle, lift it and pull.
- 4 Remove the cleaning roller (black part).
- 5 Wipe the rollers clean with an Evolis' wipe.
- 6 Load first the cleaning roller (black part) and then the cleaning tape cassette (blue part).
- 7 Close the front cover. Your printer is once again ready to use.



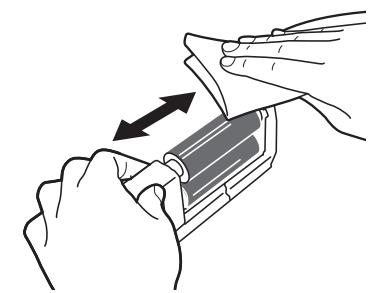
2



3



4



5



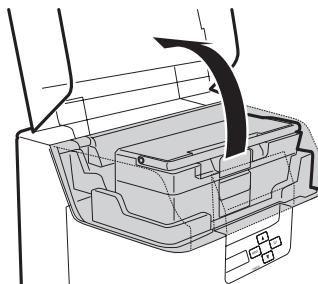
**Wait for at least 5 minutes after cleaning before using your printer.**

## 3-4 Servicing the feeding roller

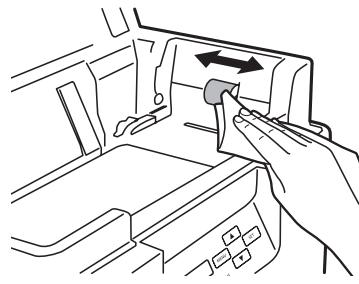
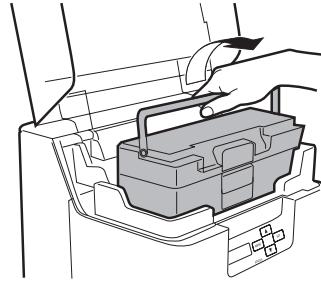


**Recommended cleaning cycle: If cards do not feed smoothly into the printer**

- ① Turn off the printer.
- ② Open the top cover and remove the card feeder.
- ③ Clean the roller clean with an Evolis' wipe as shown.  
Turn the roller as you wipe it to clean it in the direction of the arrow.
- ⑤ Close the top cover. Your printer is once again ready to use.
- ④ Load the card feeder.



②



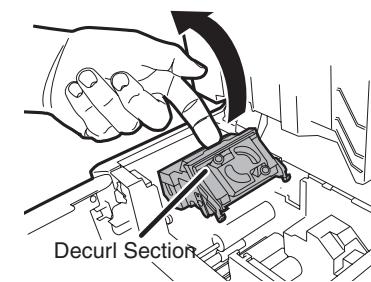
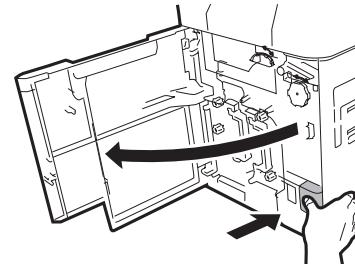
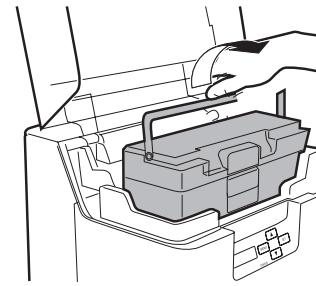
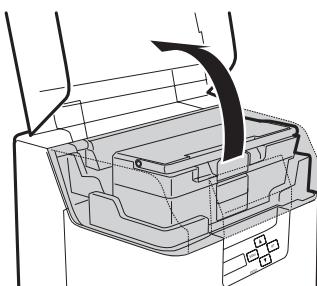
③

# 3



## Recommended cleaning cycle: if the printing is out of adjustment

- 1 Turn off the printer.
- 2 Open the top cover and remove the card feeder.
- 3 Open the front cover and the top cover.
- 4 Lift the decurl section
- 5 Wipe the roller clean with an Evolis' wipe fully moistened with water.
- 6 Return the decurl section to its original position. Close the top cover and front cover.



2

3

4

5



**Be careful the decurl section rollers can be troublesome to clean, don't hurt your fingers. Besides the heat roller is hot so please exercise care when cleaning.**

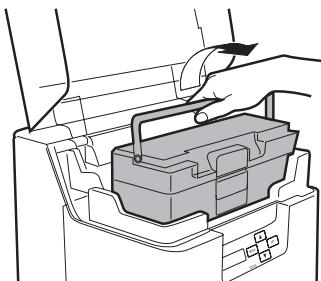
# 3

## 3-5 Servicing the reverse roller

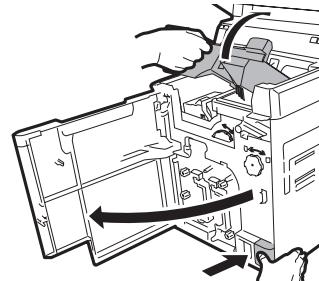


**Recommended cleaning cycle: monthly**

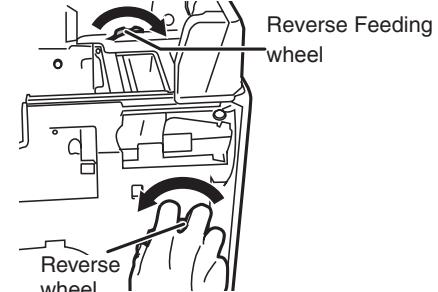
- 1 Turn off the printer.
- 2 Open the top cover and remove card feeder.
- 3 Open the front cover and the top cover.
- 4 Rotate the reverse wheel.
- 5 Locate the reverse section roller as shown.
- 6 Wipe the roller clean with an Evolis' wipe fully moistened with water.
- 7 Rotate the reverse leading wheel and fully clean the roller.
- 8 Return the decurl section to it original position. Close the front cover.
- 9 Return the card feeder and close the top cover. Your printer is once again ready to use.



2



3



4



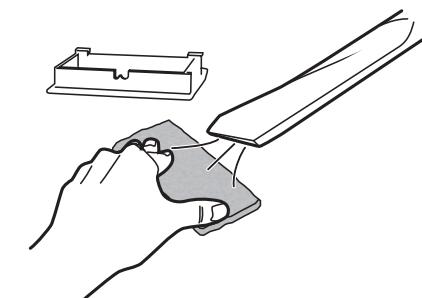
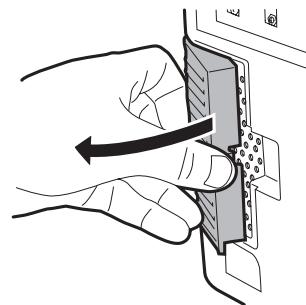
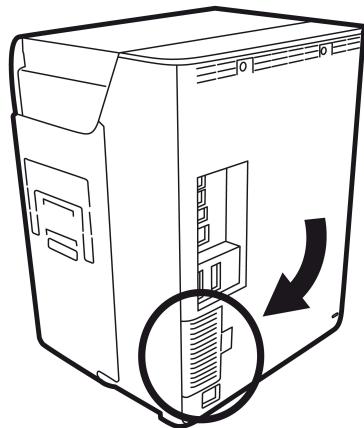
6

## 3-6 Servicing the filter cleaning



**Recommended cleaning cycle: monthly**

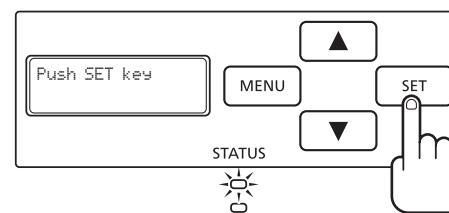
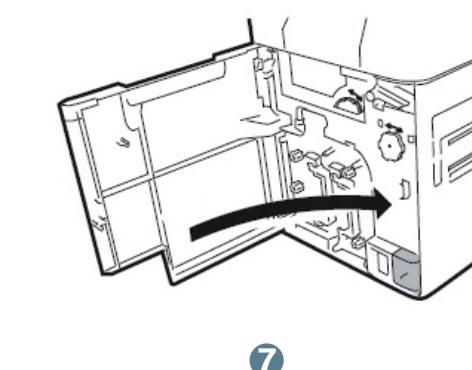
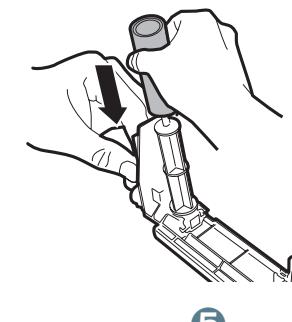
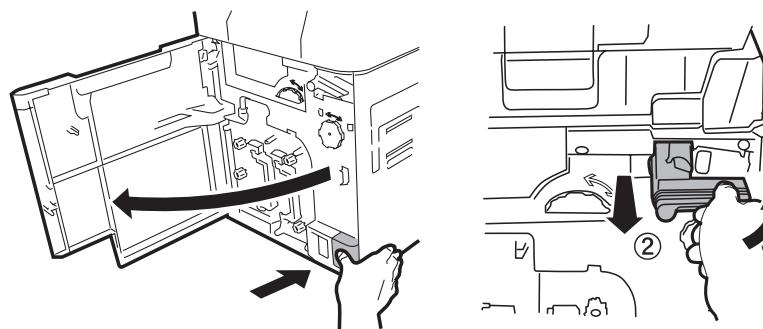
- ① Turn off the printer.
- ② Remove the filter cover on the rear of the printer.
- ③ Remove the filter from the filter cover.
- ④ Use a vacuum cleaner to clean the filter.
- ⑤ Hold the filter down with your fingers in order that it is not sucked into the vaacuum cleaner
- ⑥ Put the filter back.



# 3

## 3-7 Cleaning tape replacement

- 1 Open the front cover.
- 2 Remove the cleaning tape cassette.
- 3 Lift up the tape spindle.
- 4 Remove the used cleaning tape.
- 5 Insert the new tape and return the tape spindle.
- 6 Insert the cleaning tape cassette.
- 7 Close the front cover.
- 8 When [Push SET key] appears on the screen, press the SET Key.



7

8

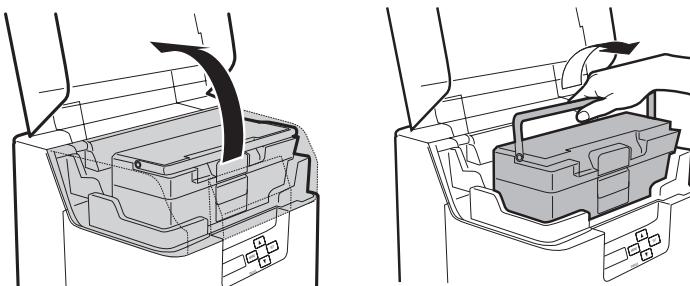


**The adhesive cleaning roller is delivered with each clear Retransfert film, which has to be installed each time you change the film.**

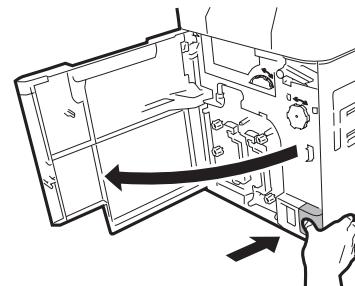
# 3

## 3-8 Primary transfer feeding roller cleaning

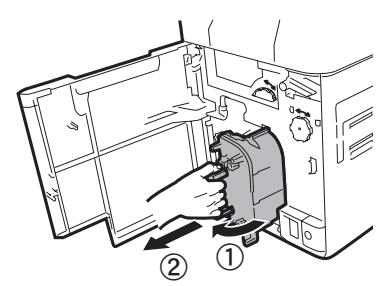
- ① Turn off the power.
- ② Open the top cover and remove the card feeder.
- ③ Open the front cover.
- ④ Remove the ink ribbon cassette and the clear Retransfer film.
- ⑤ Insert a flat screwdriver into the groove on the end of the feeding roller.
- ⑥ Turn the screwdriver, and wipe the feeding roller inside the printer using an Evolis cotton swab fully moistened with water.
- ⑦ Return the ink ribbon cassette and the clear Retransfer film cassette to their original positions.
- ⑧ Close the front cover.



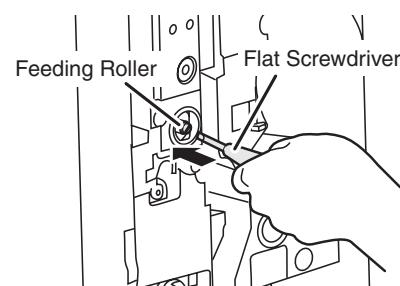
②



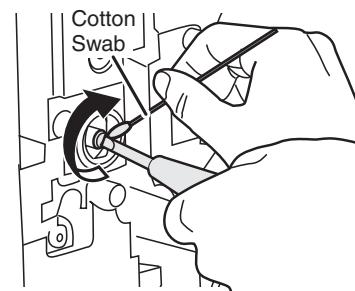
③



④



⑤



⑥