

SMART Series

SMART-21P

User Manual



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In order to make a warranty claim you must contact an IDP Reseller. You will be responsible for packaging the printer for shipment and the costs of shipping and insurance of the printer from the point of use of the printer to the IDP Reseller. The IDP Reseller will bear the costs of shipping and insuring the printer from the repair location to the address from which the printer was shipped.

Before returning any equipment for in-warranty or out of warranty repair, contact an IDP Reseller or an IDP Service Center for a Return Materials Authorization (RMA) number. Repack the equipment in the original packing material and mark the RMA number clearly on the outside of the box. For more information about RMA or IDP warranty statements, refer to the Warranty booklet on the quick install guide.

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1. Introduction

1.1 Printer outside features

For the user's convenience, SMART-21 status can be seen through LED and the printer can be controlled by LED button. It takes a power via the 24V adaptor provided with the printer. Using USB and Network port, it is communicated with the user's PC

The following shows the outside functional features found on the printer.



- ① Top cover open button
- ② Fan
- ③ Card slot
- ④ LED buttons

Figure 1 SMART-21 front features



- ⑤ 29.4V --- , 3.0A power connector (Battery)
- ⑥ 24V --- , 2.0A power connector (Adapter)
- --- DC, IEC 60417-5031 (2002-10)
- ⑦ Power switch
- ⑧ Battery indicator LED
- ⑨ USB port

Figure 2 SMART-21 top features



- ⑩ WiFi dongle module (Optional)
- ⑪ Cover cap 1 (NOT used)
- ⑫ Cover cap 2 (NOT used)

Figure 3 SMART-21P rear features

*** Caution**

The 2 ports which are covered with a cap can't be used, so don't remove a cap.

SMART-21P is a portable printer with a sealed packing case.



Figure 4 SMART-21P PACKING accessories

1.2 Printer inside features

In SMART-21P printer, the ribbon is installed by a ribbon cartridge which can be used semi permanently. The following shows the inside functional features found on your SMART-21P.



Figure 3 SMART-21 Inside features

① Card slot

Manually feed the cards and collect the printed cards one by one through the card slot.

② Ribbon cartridge

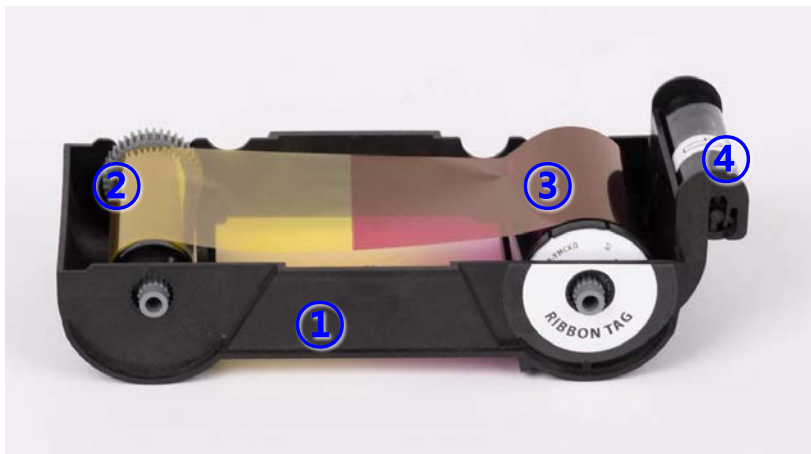
Install the ribbon and the disposable cleaning roller.

③ Thermal Print Head

This enables the cards to be printed.

(Caution! This is very hot after printing. Do not contact the surface of the Thermal Print Head with fingers or a sharp metal object to avoid degrading print quality or damaging printer head permanently.)

1.3 Ribbon cartridge features



① Ribbon cartridge

② Take up parts

③ Supply parts

④ Disposable cleaning roller

Figure 4 Ribbon cartridge features

① Ribbon cartridge

- Install a ribbon and a disposable cleaning roller provided with the ribbon.
- This semi-permanent ribbon cartridge is a component of the printer. Printer does not operate if it is broken or damaged. In this case, please contact printer reseller.

② ③ Take up & Supply parts

- Ribbon is wrapped to the supply parts as the Picture. It should be installed as the Figure.6

④ Disposable cleaning roller

- It removes dust on the surface of card to improve print quality before the card is printed. It should be changed together with the ribbon.
- After installing the disposable cleaning roller to the ribbon cartridge, peel off the protective film.
- It is provided with the ribbon.

1.4 Display and Buttons

The status of SMART-21P is displayed on the Watchman program of the Windows tray.

It is changed to 'System Ready' if the printer is fine. It is change to 'Printing' when the printer is working. In case of sensing an error, it is changed to 'Error' status. Whenever the top cover is opened, the operation is stopped and the status is 'Top Cover Open'.

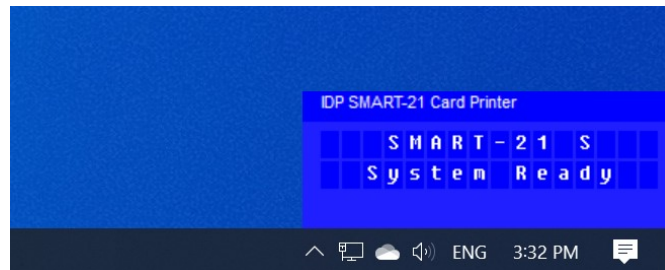


Figure 5 Watchman Pop-up

2. Printer installation

2.1. Unpack the printer

Take the SMART-21P out of the Packing case.



그림 8 SMART-21 UNPACKING

- (1) Open the packing case.
- (2) Take out the accessory box and SMART-21P.

2.2. Connecting a power and a USB cable

SMART-21P has 2 power connection methods and communication connection methods each. They can be applied depending on the situation.

(1) Connection by Adaptor & USB port

The power can be supplied through Adaptor and communicate via USB port



Figure 9 connection of ADAPTOR & USB port

(2) Connection by Battery & WiFi module(Optional)

The power can be supplied through the Battery and communicate via WiFi module.

The SMART-21P can communicate with Smartphone or laptop after setting a network configuration. (Refer to P.50)



Figure 10 connect by BATTERY & WiFi module

* Battery and WiFi module sold separately.

(3) Connection by both adapter and battery at the same time

If both the adapter and battery is connected at the same time, the adapter supplies the power to the SMART-21P and the battery is charged.



Figure 11 connect by ADAPTOR & BATTERY

2.3. Fitting the ribbon

Before printing, prepare the related items such as a card, a ribbon and a cleaning roller. In this section we invite you to know the proper method of installing the ribbon and the cleaning roller into the printer.

(1) Turn off the printer

(2) Open the printer top cover by pressing the top cover open button.



Figure 6 Top Cover open

(3) Take out the ribbon cartridge.



Figure 7 Take out the ribbon cartridge

(4) Install a ribbon into the ribbon cartridge as the right picture.



Figure 8 Loading the ribbon 1

(5) Insert the supply side of the ribbon to no.1 hole and press the opposite (no.2). Insert the take-up side of the ribbon same method to no.3 and no.4. After inserting, tighten the ribbon.

(Caution! If the ribbon is not tightened, a rolling up error might be happened.)

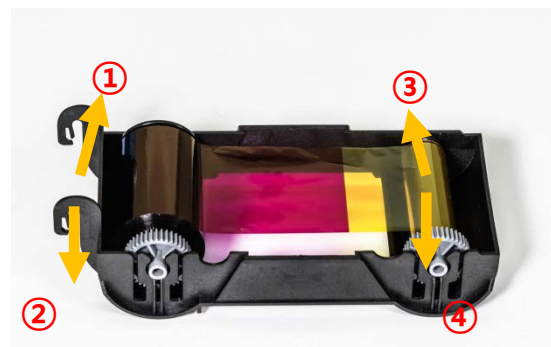


Figure 9 Loading the ribbon 2

(6) Install the disposable cleaning roller to the ribbon cartridge.

(The ribbon tag side of the supply core should be mounted in the direction of the ribbon tag marking on the cartridge.)



Figure 10 Installing the cleaning roller

(7) Peel the protective wrapper from the cleaning roller.

After removing the protective wrapper, the cleaning roller should be kept clean from fingerprints, dust and foreign substances to avoid contamination because it is adhesive.

(Caution! Do not use without peeling off the protective wrapper because the cleaning roller cannot perform its function.)



Figure 11 Peeling the protective wrapper

(8) Install the ribbon cartridge into the printer after installing the ribbon with a cleaning roller to the cartridge.



Figure 12 Installing the ribbon cartridge

(9) Close the top cover

(If it is not closed properly, check the installation state of the ribbon cartridge.)



Figure 13 Close Top Cover

2.4. Loading the card

This section shows how to feed the plastic card.

(1) Insert a card into the card slot.

The card will be automatically moved into the standby position and ready to print.

Or if click the "Print" button on the PC before inserting, the printer's LED Button blinks and waits until card to be supplied.

Caution! Don't touch the surface of the card by finger because it affects the printing quality.



Figure 14 Loading the card 1



Figure 15 Loading the card 2

(2) To cancel and get back the fed card before printing:

Pull out the card as shown figure.



Figure 16 Unloading the card

2.5. The withdrawal of printed card.

Printed cards are passed out to the card slot of SMART-21P printer.



Figure 17 SMART-21P Withdrawal a card

- SMART-21P printer can work after loading a card to a card slot.
If not, the printing data is deleted.

2.6. Driver installation (USB connection)

(1) Initial menu

Please choose language and click “Driver Install”.

** In USB connection, the printer should be turned off when installing the USB driver. However, it should be turned on when installing the network driver.*



Figure 18 Install Windows driver 2

(2) User Account Control

When “User Account Control” window is opened, click “Yes”

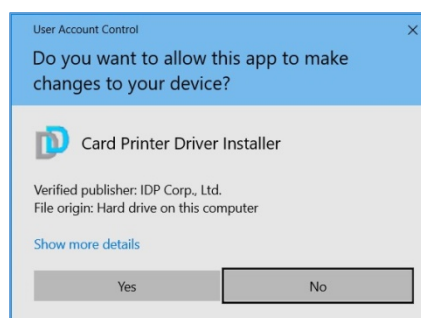


Figure 19 Install Windows driver 3

(3) STEP 1:

Please turn off printer if it is connected to PC. Please click “Next”.
When you click “Next”, older driver will be removed automatically.

This process will take several minutes to remove older driver.

You can select the languages by selecting the combo box as shown on the left picture.

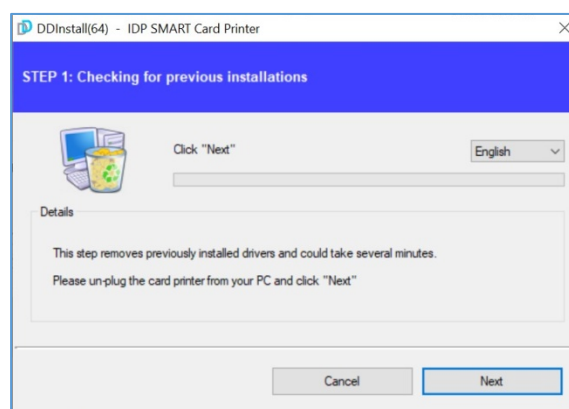


Figure 20 Install Windows driver 4

(4) STEP 2:

When you click “Next”, the driver installation will be ready.

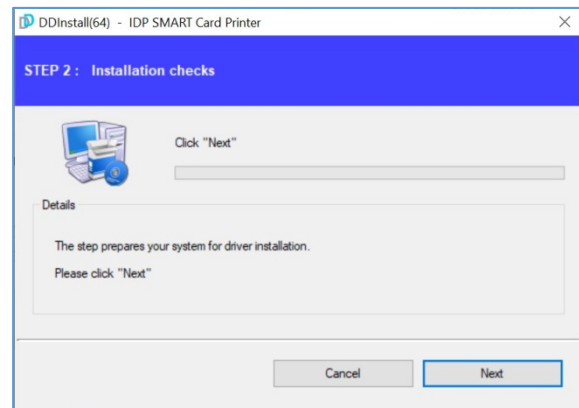


Figure 21 Install Windows driver 5

(5) STEP 3: USB

Please click “Next” if printer is connected to USB only.

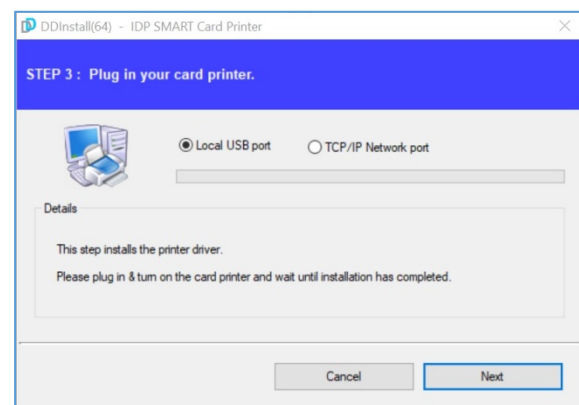


Figure 22 Install Windows driver 6

(6) Please turn on the printer

(Caution! Connect the USB Cable to the computer before Power on the printer.)



Figure 23 Install Windows driver 7

(7) When driver installation is completed, please click “Close”

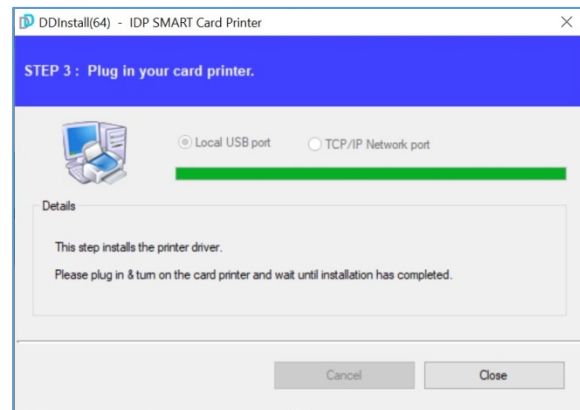


Figure 24 Install Windows driver 8

(8) Insert a card into the card slot.

The card will be automatically moved into the standby position and ready to print.



Figure 25 Install Windows driver 9

(9) Please open “Devices and Printers” from “Hardware and Sound”. Please check if “IDP SMART-21 Card Printer” is created.

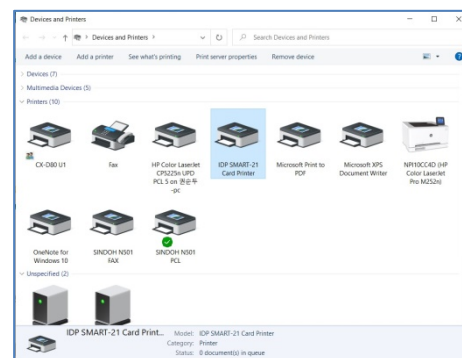


Figure 26 Install Windows driver 10

(10) Please click the right mouse button after cursor is placed on “IDP SMART-21 Card Printer” icon. Click “Printer properties”.

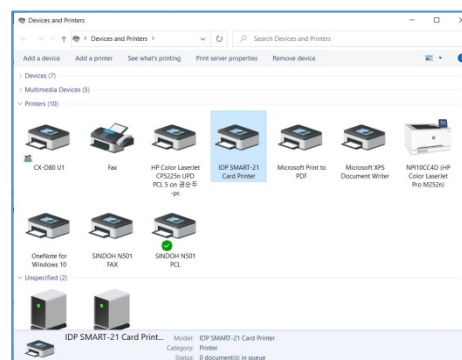


Figure 27 Install Windows driver 11

(11) Please select “general” tab and click “Print test page” in “IDP SMART-21 Card Printer Properties” window.

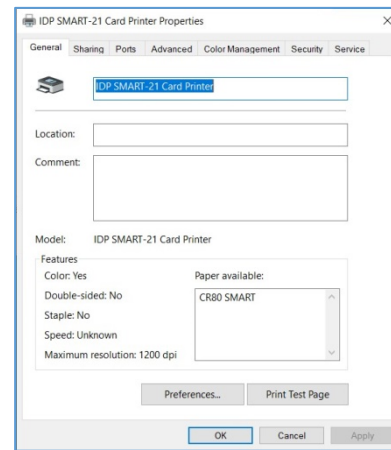


Figure 28 Install Windows driver 12

(12) Please check test card if it is printed properly and click “Close” if a card is printed properly.

(If card is not printed or error comes out, please refer to “Trouble Shooting”.)

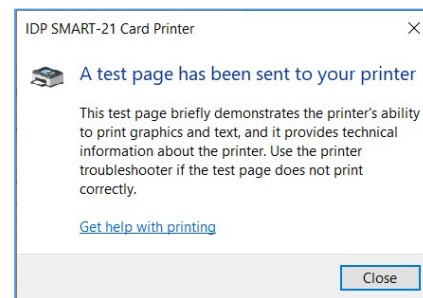


Figure 29 Install Windows driver 13

2.7. Driver Installation (WiFi connect)

(1) Please insert the installation CD into the CD-ROM

이름	수정된 날짜	유형	크기
Bin	2021-07-21 오전 11:30	파일 폴더	
Install	2021-07-21 오전 11:30	파일 폴더	
Linux Driver	2021-07-21 오전 11:30	파일 폴더	
MacOS Driver	2021-07-21 오전 11:30	파일 폴더	
Manual	2021-07-21 오전 11:30	파일 폴더	
Options	2021-07-21 오전 11:30	파일 폴더	
SMART51	2021-07-21 오전 11:30	파일 폴더	
Utilities	2021-07-21 오전 11:30	파일 폴더	
00 VERSION.txt	2021-01-18 오후 5:39	텍스트 문서	1KB
01 HISTORY.txt	2021-01-05 오후 3:17	텍스트 문서	4KB
AutoRun.exe	2020-12-15 오후 4:50	응용 프로그램	1,540KB
AutoRun.inf	2020-12-07 오후 1:25	설치 정보	1KB
DDInstall.exe	2020-12-07 오전 10:16	응용 프로그램	1,440KB
DDInstall.ini	2016-10-05 오후 4:13	구성 설정	1KB
DDInstall-AddPrinter.exe	2018-09-04 오후 7:27	바로 가기	2KB
DDInstall-Uninstall.exe	2018-09-04 오후 7:28	바로 가기	2KB
files.ini	2020-12-07 오후 1:41	구성 설정	9KB
icon.ico	2007-06-25 오후 9:40	아이콘	10KB

Figure 36 WiFi Driver installation 1

(2) Add Printer

Run the 'DDInstall-AddPrinter.exe'.

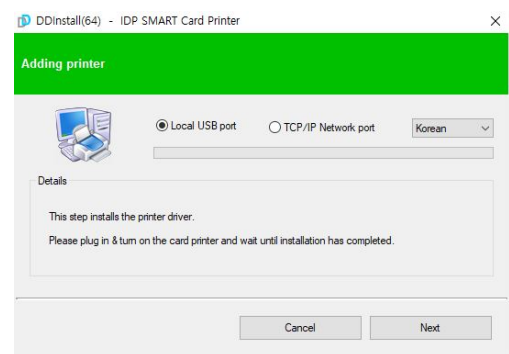


Figure 37 WiFi Driver installation 2

(3) Driver Installation 1

Select the language.

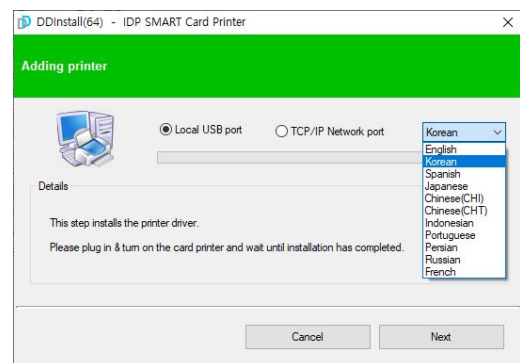


Figure 38 WiFi Driver installation 3

(4) Driver Installation 2

Select “TCP/IP Network port” in step 3.

- If the WiFi setting is complete by Netadmin (Refer to P.50), the printer description is shown as the right figure.

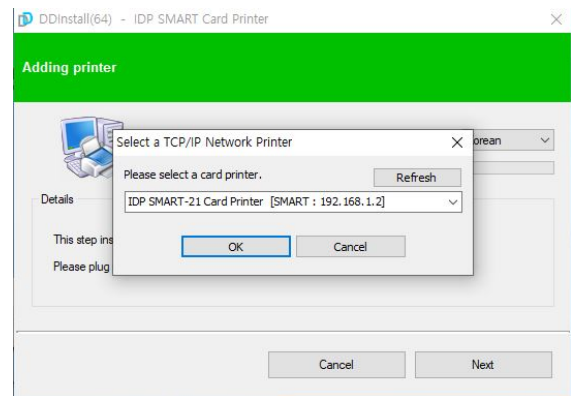


Figure 39 WiFi Driver installation 4

(5) Driver Installation 3

Click ‘OK’ button and ‘Next’ button.

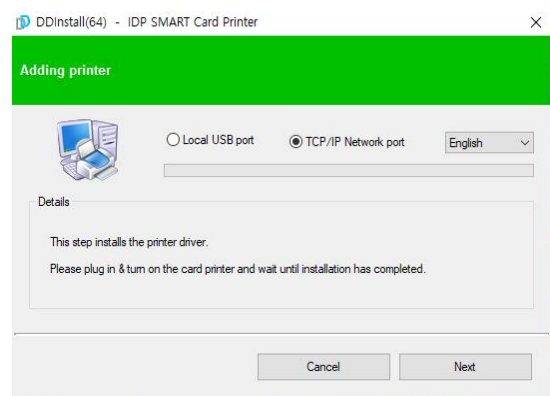


Figure 40 WiFi Driver installation 5

(6) Complete the installation

When driver installation is completed, please click ‘Close’ button.

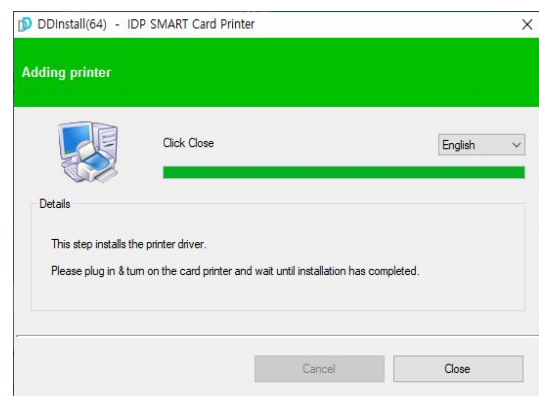


Figure 41 WiFi Driver installation 6

3. Driver configuration

3.1. Printer Properties

To check printer properties, you need to open printer driver. Please open “Devices and Printers” and right-click “IDP SMART-21 Card Printer”.

Click “Printer Properties”.

(1) Printing Preferences

Please click “Preferences...” shown on the bottom of the left picture.

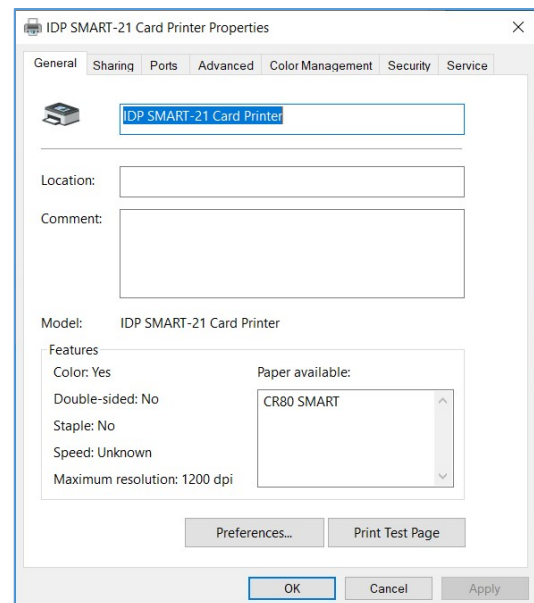


Figure 30 Printer properties

(2) Layout

- You can select either horizontal or vertical printing direction. To apply your selection, click “OK”.

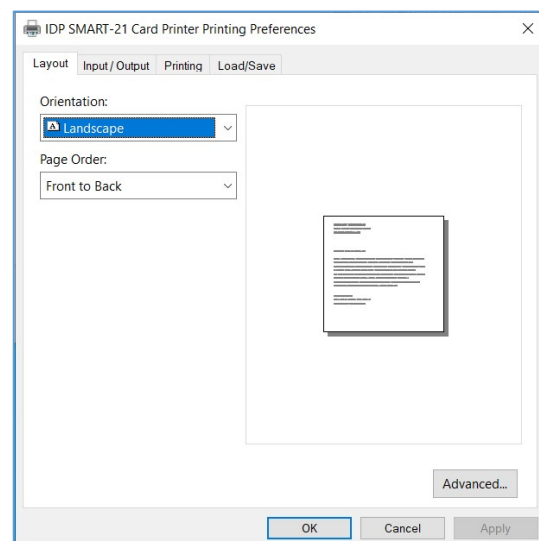


Figure 31 Layout

(3) Input / Output

[Supply Tray]

Supply : You can select “Auto” if SMART-21 has 1 input hopper. Please select the hopper if it has a multi hopper.

Tray : You can select “CR-80” because SMART-21 supports CR80 cards only.

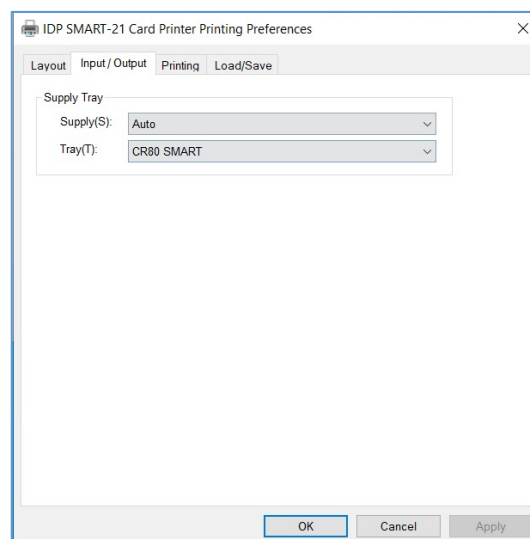


Figure 32 Input / Output

(4) Printing

Do Printing : You can select printing or not

[Print Side]

Side : THIS FEATURE IS NOT SUPPORTED IN SMART-21.

[Front / Back]

Color : You can select color or mono print.

Flip : You can flip an image

Media / Mask : You can indicate the area to print by using a predefined mask or user defined mask (white card, smartcard, Magnetic stripe card, etc.) on front or back side.

[Printing]

Ribbon : It shows the type of installed ribbon. You don't need to select this option as SMART-21 recognizes ribbon automatically with RF Tag.

Speed : This function is not used in this model.

Mode : Set printing mode

Standard : Default print mode. Prints all area of printing

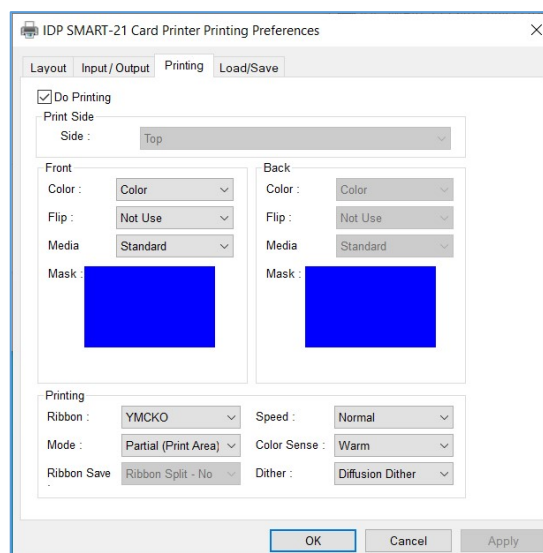


Figure 33 Printing

You can define a mask.

User defined mask uses BITMAP file (1012 X 636 pixels).

Blue (RGB(0,0,255)): Print and Overlay

Sky Blue (RGB(0,255,255)): Overlay only

Pink (RGB(255,0,255)): Print only

Yellow (RGB(255,255,0)): Florescent

Partial : Partial print mode. It is printed partially for the print area only. Printing speed can be faster than standard mode.

Color Sense : Set print image's color sense.

Dither : There are 3 possible selections, Threshold, Random, and Diffusion Dither. It is performed with K and KO ribbon only. (Please select "Diffusion Dither" for high quality.)

Ribbon Save : THIS FEATURE IS NOT SUPPORTED IN SMART-21.

(6) Encoding

This tap will be shown only when Magnetic encoder is installed.

Do Encoding : You can select encoding or not

Coercivity : You can select the coercivity to encode

LoCo : 300, 600 Oe.

HiCo : 2760 Oe.

SpCo : 4000 Oe.

Auto : Defined automatically

Repeat Count : You can select the retry count to encoding when encoding is failed

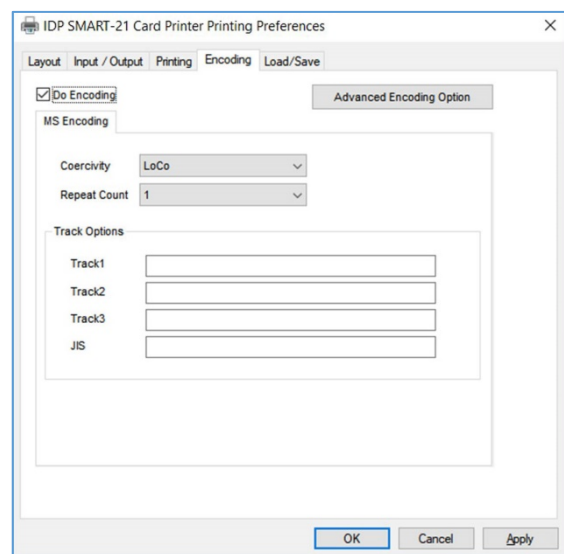


Figure 34 Encoding

(7) Encoding Advanced Option

Card Stripe Side : The location of magnetic stripe [Bottom / Top]

Before Flip : Do flipping before encoding [No / Yes]

After Flip : Do flipping after encoding [No / Yes]

The screenshot shows the 'Magnetic Encoding' dialog box. It has a title bar with a close button. The main area is divided into sections. The first section is 'Magnetic Encoding Advanced Option' with three dropdowns: 'Card Stripe Side' (set to 'Bottom'), 'Before Flip' (set to 'No'), and 'After Flip' (set to 'No'). Below this is the 'Track Advanced Options' section, which is organized into four columns: 'Track 1', 'Track 2', 'Track 3', and 'JIS II Track'. Each column contains a 'Format' dropdown (IATA, ABA, MINS, JIS II), an 'Option' dropdown (ISO), a 'Density' dropdown (210, 75), and a 'Text Encoding Sentinels' section with 'Start' and 'End' input fields. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Figure 35 Magnetic Encoding Advanced Option

- **Track Advanced Options :**

Format : Encoding format (IATA, ABA, MINS, JISII, Bits Mode)

Track 1 : (default) IATA

Track 2 : (default) ABA

Track 3 : (default) MINS

JIS II Track : (default) JIS II

Density: MS encoding density (210, 75)

Text Encoding Sentinels : Start, End Marker for text magnetic encoding

Start : Start Marker

End : End Marker

3.2. Advanced Options

To change the detailed configuration, In the 'Layout' tab shown, Please click "Advanced..." shown on the bottom of the 'Layout' tab of the 'Preferences'.

- **Reset Default Values:** Reset to default.

- **Color Correction:** You can correct gamma for colors. You need to use CardPrinterConfig to adjust color densities.
 - **Main [-100:100]** : Correct gamma for all panels
 - **Yellow [-100:100]** : Correct gamma for yellow panel
 - **Magenta [-100:100]** : Correct gamma for magenta panel
 - **Cyan [-100:100]** : Correct gamma for cyan panel
 - **Black [-100:100]** : Correct gamma for black panel
 - **Overlay [-100:100]** : Correct gamma for overlay panel

- **Position Processing:** Set criteria for resin black processing.
 - **Color [-32:32]:** to set the position of color panels
 - **Mono [-32:32]:** to set the position of resin or mono panel
 - **Overlay [-32:32]:** to set the position of overlay panel

- **Resin Black(K) Processing:** Set criteria for resin black processing.
 - **Text [0:100]:** to set density criteria for extracting black objects
 - **Dot [0:100]:** to set density criteria for extracting black dots
 - **Threshold [0:100]:** to set density criteria on dithering
 - **Dithering Degree [0:100]:** to set sharpness on dithering
 - **Resin Extraction:** You can set the method to extract resin black when you use design programs. (If you use the SMART IDesigner, you don't need to select this option.) It will be set automatically.

- **Black Object:** to extract resin black automatically for text, line, box, circle, binary images, etc.
 - **Black Text:** to extract resin black for text only
 - **Black Dots:** to extract resin black for all of black
 - **Black Dots only:** to extract resin black for all of black and not to print on color panels
 - **Not Use:** not to extract resin black
- **Extra Controls :** Other options for the special purpose
 - **Wait Option:**
 - **Wait at Internal Module Contactless Encoding Position [On/Off]:** to set whether to wait at the Internal RF encoder or not
 - **Card Side [Front/Back]:** to set the direction of card when waiting
 - **Wait Position [-100:100]:** to set the position of card to wait from the criteria position. Unit is 0.1mm
 - **Wait Time [0:1000]:** to set time to wait. Unit is second
 - **Wait at External Module Contactless Encoding Position [On/Off]:** to set whether to wait at the External RF encoder or not
 - **Card Side [Front/Back]:** to set the direction of card when waiting
 - **Wait Position [-100:100]:** to set the position of card to wait from the criteria position. Unit is 0.1mm
 - **Wait Time [0:1000]:** to set time to wait. Unit is second
 - **Wait at Internal Module Contact Encoding Position [On/Off]:** to set whether to wait at the Internal IC encoder or not
 - **Card Side [Front/Back]:** to set the direction of card when waiting
 - **Wait Position [-100:100]:** to set the position of card to wait from the criteria position. Unit is 0.1mm
 - **Wait Time [0:1000]:** to set time to wait. Unit is second

3.3. Other settings

(1) Sharing

You can share a printer with Sharing tab via Network.

Default is unchecked “Share this printer”.

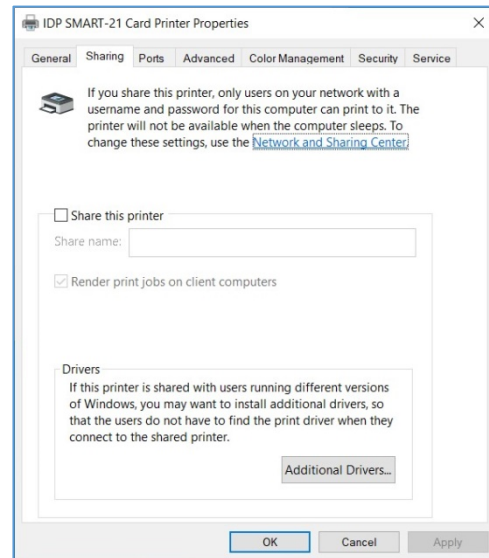


Figure 36 Printer sharing

(2) Ports

Port tab shows which port is connected with SMART-21P. SMART-21P has connection with USB Virtual printer port as left picture because SMART-21P uses USB connected to PC.

(Caution! This port is selected automatically. It is recommended to maintain default.)

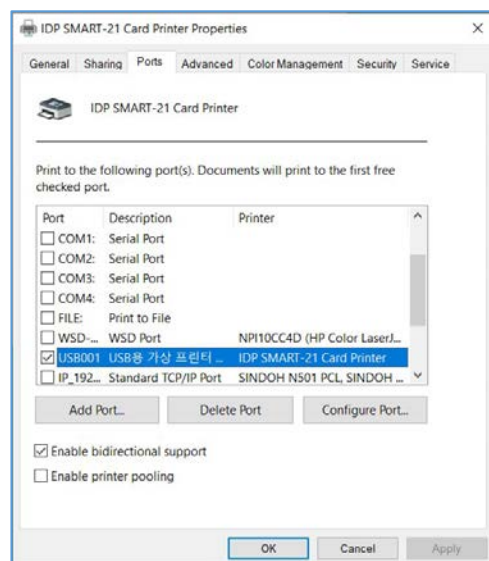


Figure 37 Ports

(3) Advanced

It is available for Working Time setting, Priority order, Spool print etc. in “Advanced” tab. “Advanced” setting follows MS Windows standard. If you want to change the setting, please refer to the Window manual.

(It is recommended to maintain default.)

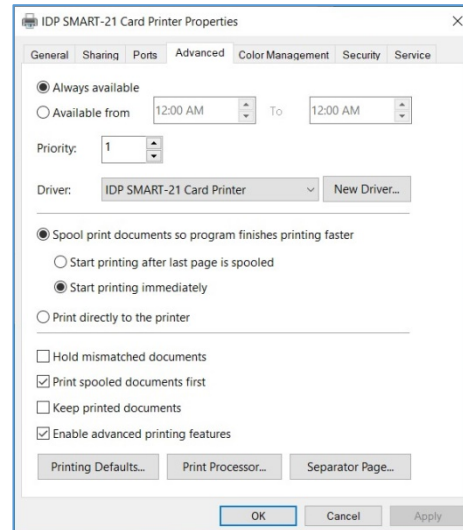


Figure 38 Advanced

(4) Color Management

In “Color management” tab, you can select color management profile fit to the printer.

SMART-21 uses color profile to express optimal color. The driver selects color profile automatically to fit each ribbon.

(It is recommended to maintain default.)

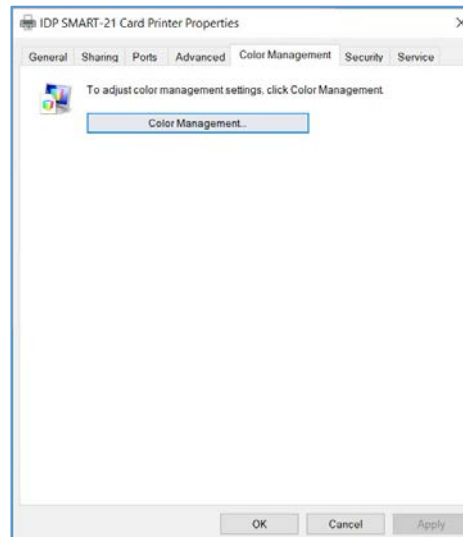


Figure 39 Color Management

(5) Security

You can set the permission to use a printer. Depend on the permission, the certain group or user can print, manage the printer/documents or not.

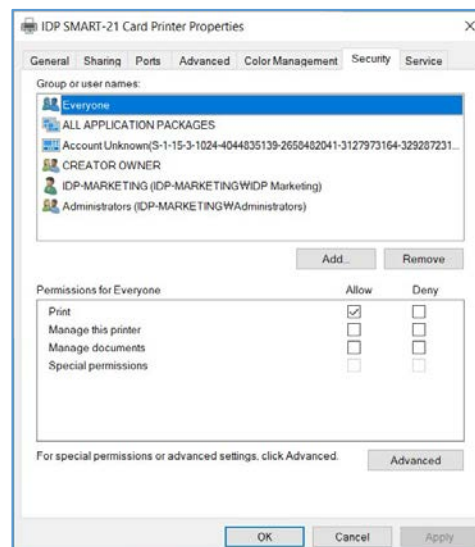


Figure 40 Security

(6) Service

You can recognize the modules to connect, printer serial, printer ID, driver version, firmware version, type of ribbon & balance and printer's status.

You can print the “technical support sheet” on a card to check printer's setup value.

To clean printer, please insert a cleaning card in a hopper and click “Clean Printer”. For further details, please refer to “5.2. Cleaning Printer”.

Please click “Config Printer” to change the printer settings. For further details, please refer to “4. Utilities”.

Click the “Upgrade Firmware” to popped up the firmware upgrade window. For further details, please refer to “4.4 Firmware update”

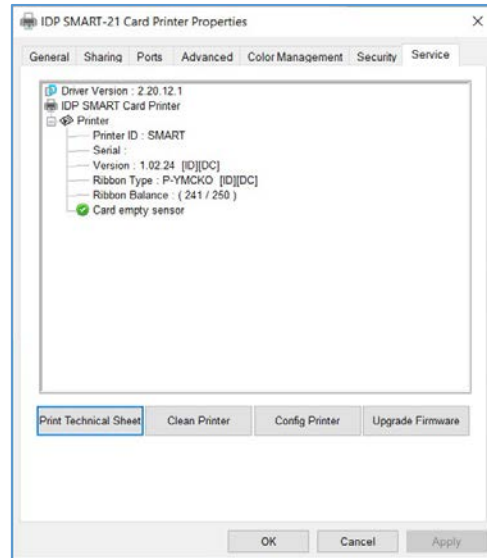


Figure 41 Service

4. Utilities

4.1. Card Printer Config

SMART-21P is produced with optimized setting. You need to adjust setting value if required or spare parts are replaced using CardPrinterConfig in the “Utilities package”.

(Available for download at www.idp-corp.com)

You can adjust following settings with CardPrinterConfig.

(1) Run CardPrinterConfig

Password input window is displayed when you run this program. If you input the correct password, the recorded setup value will be shown and you can change values. The password is saved to SMART-21P printer. So if you use another PC with same printer, previous password is required to run this program. (Default password is none. Please press OK if you have not set password.)

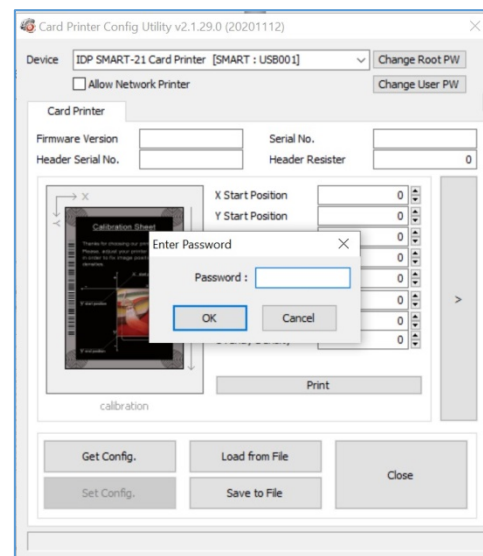


Figure 42 CardPrinterConfig Log-in

When you are successful to log-in, you can set values shown as left picture.

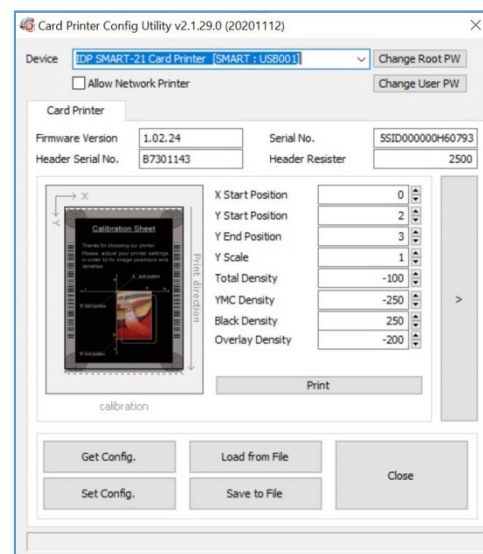


Figure 43 CardPrinterConfig start

(2) Card Printer Basic Setup

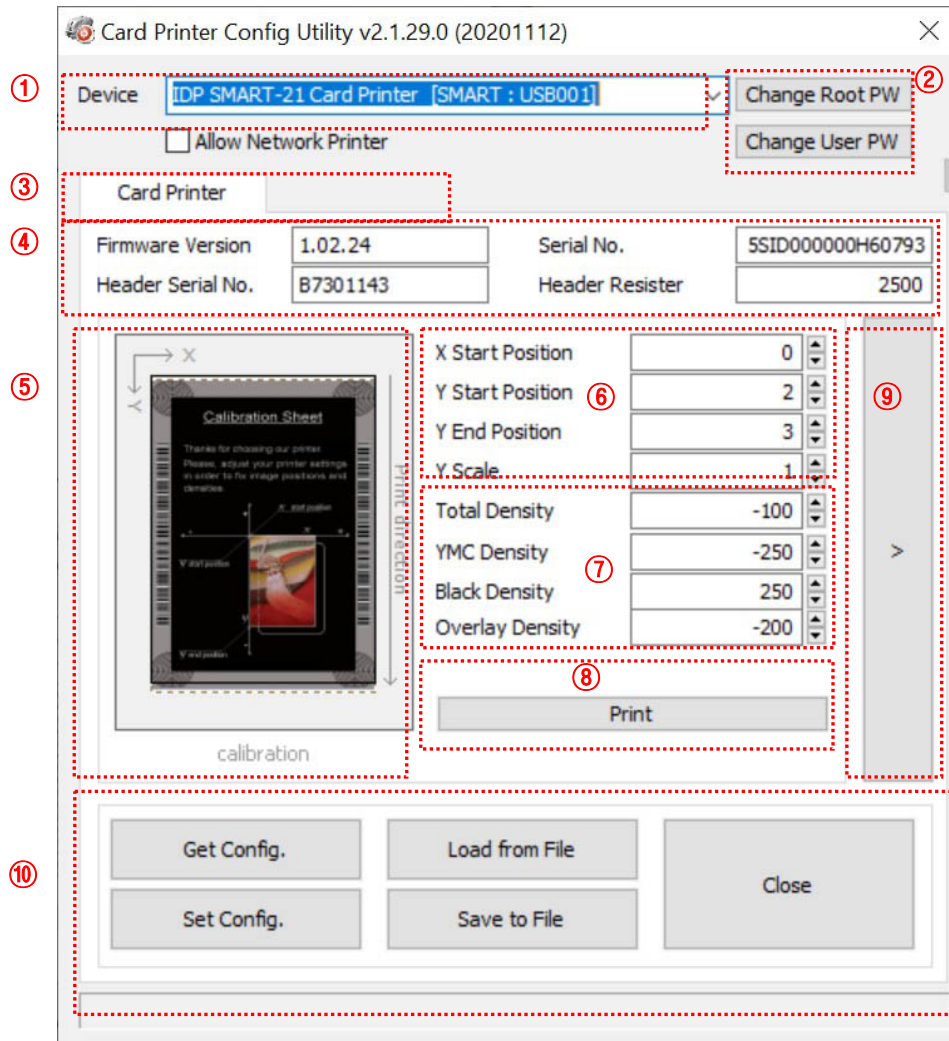


Figure 44 CardPrinterConfig – Card Printer Basic Setup

- ① To show connected printers

Device: You can select a printer using pull-down menu. “IDP SMART-21 Card Printer” is a name of printer. “SMART” is printer ID, “USB001” is connected port. If you connect the Network printer, please check the “Allow Network Printer” and select in the pull-down menu.

- ② To set administrator password and user password.

Change Root PW: To set administrator (root) password. This password is used to verify user authority for CardPrinterConfig and User Authentication. Also it is required for User password management. (Please set password for security use.)

Change User PW: To set user password for User Authentication.

- ③ Click “Card Printer” tab.

- ④ To show firmware version, serial number of printer and serial number, resister & type of print head.
- ⑤ To show print area. It shows exaggeratingly for user convenience.
- ⑥ To set print area. Please set it properly to print on an entire card because SMART-21 is a direct thermal card printer. When you click “⑦ Print”, a card is printed as like “④ example”. Please set values properly that all circles of each corner are printed and blank spaces are 0.4mm ~ 0.5mm in the top and the bottom of a card. Please set values by following order.

X Start Position: Please set right and left properly by adjusting X position.

Y Start Position: Please set the start position of printed example image and blank space in the top is 0.4mm ~ 0.5mm.

Y End Position: Please set the end position of printed example image and blank space in the bottom is 0.4mm ~ 0.5mm. It is recommended to set bigger value for “Y scale” than default.

Y Scale: Please set to show circles in the bottom.

- ⑦ To set density. SMART-21 enables to set different density for each color, resin black and overlay. So, please set each density for high quality. Please optimize the quality by adjusting each value. To optimize, you repeatedly adjust the density and print a Calibration card and check the print state until you get the optimum.

Total Density: To set all of the density (Color, Black and Overlay) at one time.

YMC Density: To set color density. Please maximize YMC density as you can, which enables to express range of color and vivid images. If it is too strong, green or red marks are appeared. If it is too weak, the print quality will be dull.

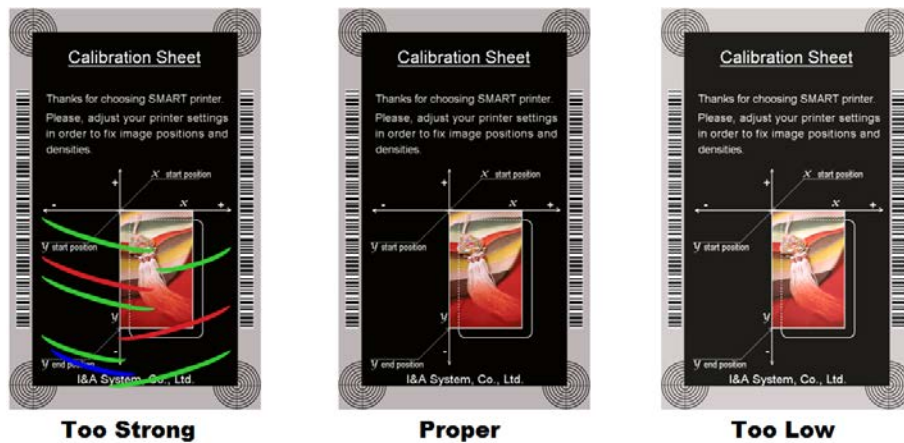


Figure 45 Color density

Black Density: To set resin black density. In the picture, barcode is printed to express density.

When density is too strong, barcode is printed too thick. When density is too weak, barcode is too thin. Please adjust resin black density to express clear barcode. Please refer to the following pictures.

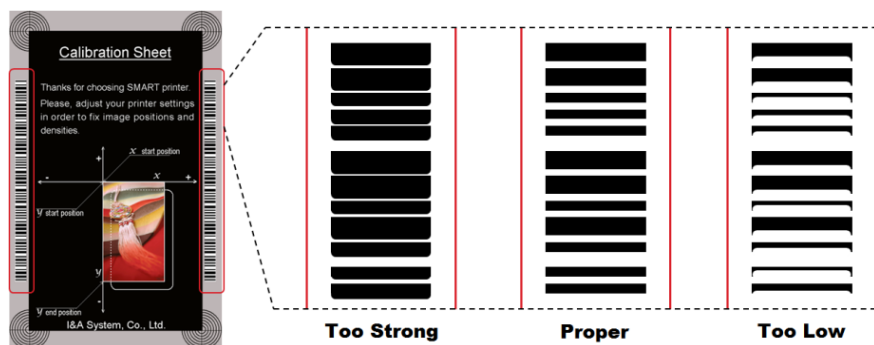


Figure 46 Resin Black density

Overlay Density: To set overlay density. Please set it when overlay is printed on surface regularly. If it is too strong, it is hazy and marks are appeared. If it is too weak, overlay panel is not printed edge areas. You can check it with printed card under the light.

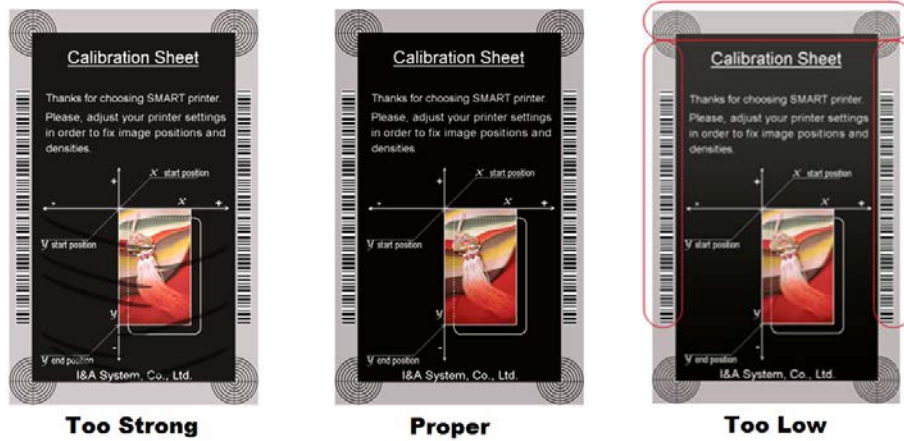


Figure 47 Overlay density

- ⑧ To print calibration card.
 - ⑨ To show advanced Setup.
(It is recommended not to set advanced setup.)
 - ⑩ To load or save values.
- Get Config.:** to get values from current printer
- Set Config. :** to set values to current printer
- Load from File:** to load values from file
- Save to File :** to save values to file
- Close :** to close CardPrinterConfig

(3) Card Printer Advanced Setup

You can set more values.

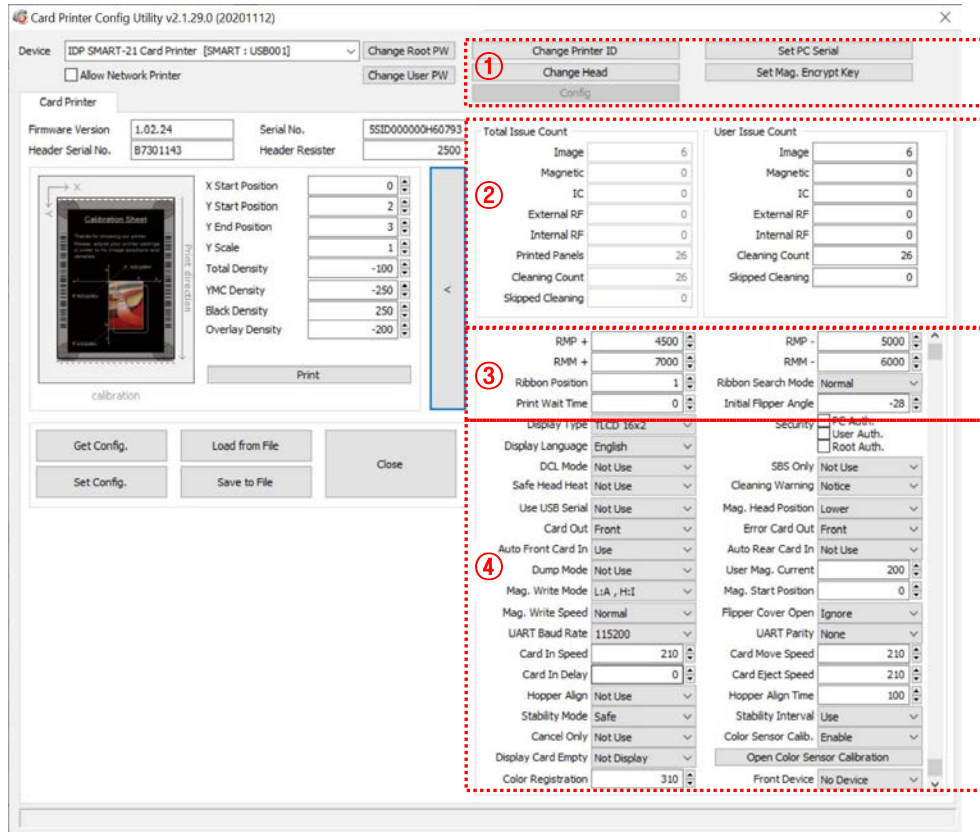


Figure 48 CardPrinterConfig – Card Printer Advanced Setup

- ① You can set Printer ID, PC serial, Print head and Magnetic encryption key.

Change Printer ID: When SMART-21 is used by SDK, you can set unique ID for SMART-21 printer regardless of whether it is connected by USB or what IP address is. It is useful to connect and use several printers. Default is “SMART”.

Set PC Serial: One of security function. You can use a printer with specific PC.

It is activated when you click “Set PC Serial” after “**PC Auth.**” of ④ is checked and rebooted. At that time, the specific information of used PC is saved to SMART-21 printer.

Change Head: When you replace thermal print head, you must change head information for optimal quality. Please change head serial number, resistor and type of head in the Change Head Dialog window after click “Change Head”.

Set Mag. Encrypt Key: One of security function. When you use SDK, you can encrypt magnetic stripe encoding data transmitted by USB. You can define and save the encryption key to SMART-21 using “Set Mag. Encrypt Key”.

- ② To show how many cards are issued with SMART-21 printer. “Total Issue Count” is the number of issued cards from factory shipment; “User Issue Count” is the number of issued cards from replacing head. When you replace a head, please initialize the number by ticking “Reset User Issue Count”.
- ③ To show ribbon motor management. SMART-21 recognizes ribbon color automatically and controls motor by ribbon remaining. “RMP+”, “RMP-“, “RMM+”, “RMM-“ are necessary variables to control ribbon motor. Please do not change values for them as it affects card quality.

RMP+: Set the ribbon motor’s max torque value while printing when the balance is max.

RMP- : Set the ribbon motor’s min torque value while printing when the balance is min.

RMM+: Set the ribbon motor’s max torque value while moving when the balance is max.

RMM- : Set the ribbon motor’s min torque value while moving when the balance is min.

Ribbon Position: Set the ribbon arrangement position

Ribbon Search Mode: Set the ribbon Search method

Print Wait Time: Set the time from lifting down the print head to starting print

Initial Flipper Angle: Set the angle of flipper when card is out if the ‘Card Out’ is ‘Back’

- ④ Please refer as below for other values.

Display Type: THIS FEATURE IS NOT SUPPORTED IN SMART-21.

UART Baud Rate: Set the speed of communication of Internal Serial port. It is used for the KIOSK model.

Security: There are several ways to set a security function for SMART-21.

PC Auth.: You can use a printer with specific PC. It is activated when you click “Set PC Serial”.

User/Root Auth.: You can set passwords for User and Administrator.

DCL Mode: When you use SDK and print cards with DCL mode, you don’t need to install printer device driver.

SBS Only: Please enable it when you issue cards with software programed by SDK. This option disables printer device driver.

Safe Head Heat: Set not to print if the print head is overheated.

Cleaning Warning: Set to show the 'Do cleaning' message periodically

Use USB Serial: When SMART-21 is connected to USB, it transmits the USB serial number to PC. Default is the same number used by all SMART-21. Please set this option when you use multiple SMART-21 printers connected to 1 PC via USB. It enables unique serial numbers for each USB.

Mag. Head Position: SMART-21 can install the magnetic encoder on upper/lower side of a card. You can set it depending on the position of encoder.

Card Out: Set the way to eject cards.

Error Card Out: Set the way to eject error cards.

Auto Front Card In: Set to input a card automatically if the front card-in sensor detects a card. It is used for the KIOSK model.

Auto Rear Card In: Set to input a card automatically if the rear card-in sensor detects a card. It is used for the KIOSK model.

Dump Mode: It records log data to inspect the operation of printer.

User Mag. Current: The default current value when the user selects to use the defined value when magnetic encoding

Mag. Write Mode: You can order the way how to encode magnetic stripe.

"L:A, H:I": encodes 3 tracks at once for LoCo card and encodes at twice by dividing 1,3 and 2 track for HiCo card.

Magnetic Start Position: Set the start position of magnetic stripe when you encode.

Magnetic Write Speed: Set the speed of magnetic encoding.

Flipper Cover Open: THIS FEATURE IS NOT SUPPORTED IN SMART-21.

Card In Speed: THIS FEATURE IS NOT SUPPORTED IN SMART-21.

Card Move Speed: set the speed of moving a card

Card Eject Speed: set the speed of ejecting a card

Card In Delay: Set the delay time after the card feed.

Stability Interval: Set the interval for printer operation stability.

Hopper Align: THIS FEATURE IS NOT SUPPORTED IN SMART-21.

Hopper Align Time: THIS FEATURE IS NOT SUPPORTED IN SMART-21.

Stability Mode: Set the control method for printer operation stability. When set to "Safe", it slows down the speed however increases stability over "default".

Color Sensor Calib: Set whether to use color panel recognition as the calibration value of the sensor. .

“Disable” is set to the default value.

“Enable” is set to the Open Color Sensor Calibration value.

Open Color Sensor Calibration: Measure the value of the color sensor.

Cancel Only: This function is not used in this model.

Display CardEmpty: This function is not used in this model.

Color Registration: To align the Y, M, and C panels for the best print results.

Front Device: This function is not used in this model.

(4) Run Netadmin

NetAdmin is changing the network configuration of SMART printer which is installed WiFi network module. It is for changing WiFi IP address and other related configuration.

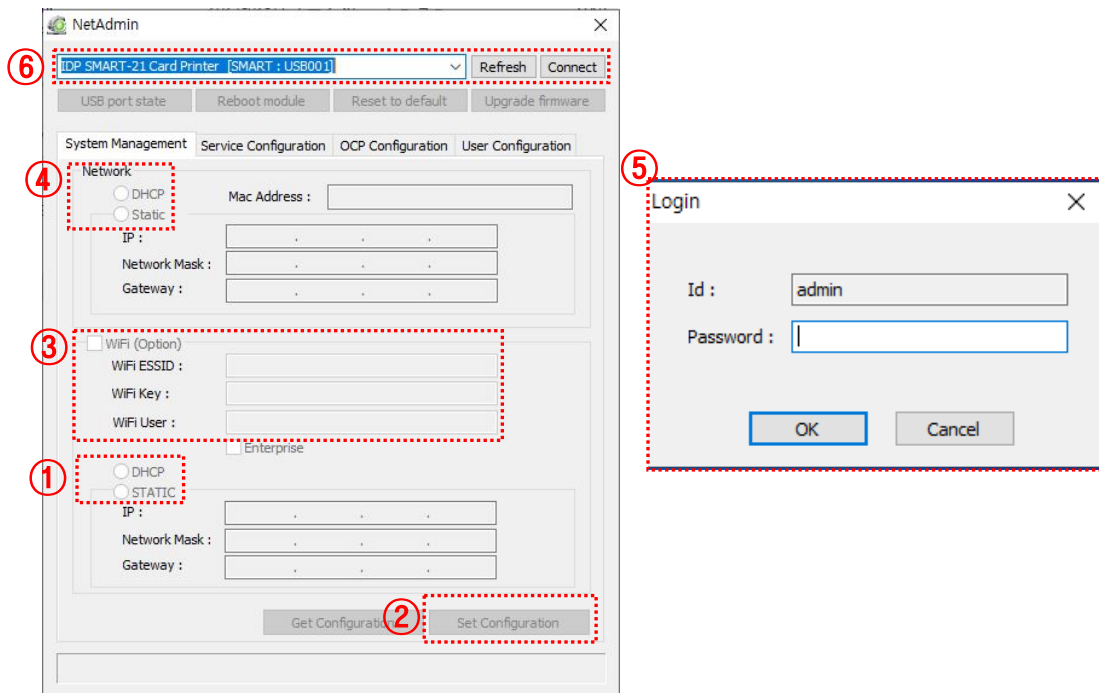


Figure 61 Run NetAdmin

1) Configuration of WiFi option

- ① **Select Printer :** Connect the SMART-21P printer via USB port and select the it in the device list. Then, click 'connect' button.

'IDP XXXXXXXX' is the name of printer, 'SMART' is Printer ID, 'USB001' is the connected port

- ② **Login** : The pop-up window when the 'Connect' button is clicked.

* **Default ID / Password:** admin / admin

Network : Set the Dynamic IP or Static IP.

Set the DHCP because WiFi module will be used

- ③ **WiFi** : Set the WiFi configuration

Check the WiFi(Optional) box, and input the ID and password of the WiFi network to use the printer

* **The device to control the printer should use the same WiFi network.**

- ④ **WiFi IP** : Set the Dynamic IP or Static IP of WiFi network.

To use the printer in the flexible environment, set it to DHCP.

- ⑤ **SET Configuration**: After setting it, click the button to save.

- ⑥ **Confirm** : After rebooting the printer, click the 'Refresh' button and check the Wifi Connection is available.

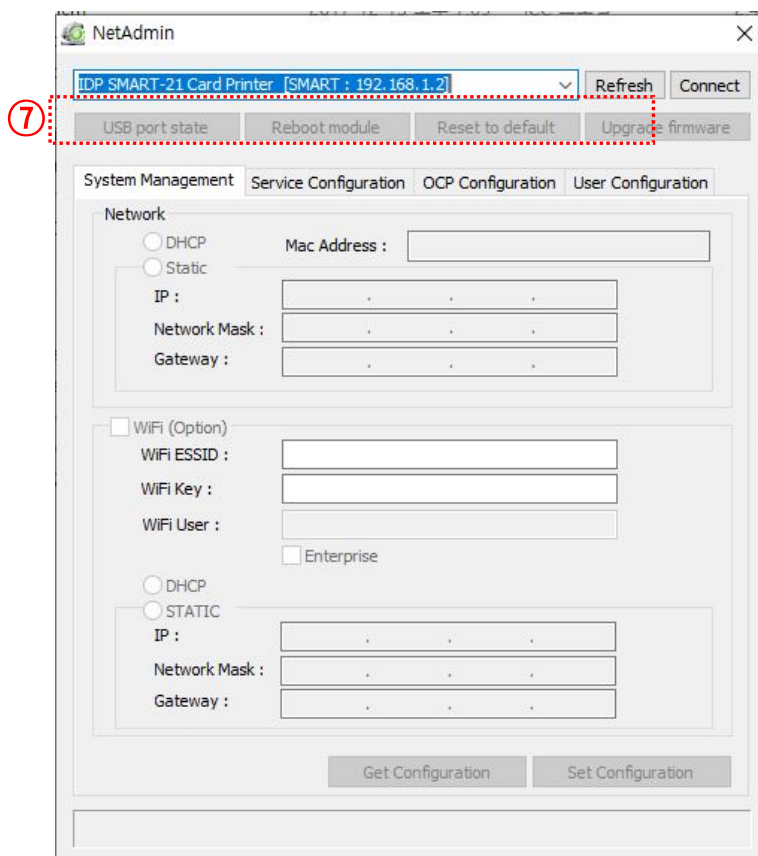


Figure 62 Confirm the WiFi connection in the Net Admin

4.2. Card Printer Test

Basically Card Printer use standard printer device so you can be used same as general paper printer. In the case of magnetic stripe, contact, contactless encoder option, you will need to install appropriate driver and operate individually. Encoding operation will be controlled by “CARD PRINTER SDK”. You can test all feature of printer by Card printer Test. Card Printer Test program is developed by using “SMART Printer SDK”

(1) CardPrinterTest

When CardPrinterTest is run, all function can be tested individually.

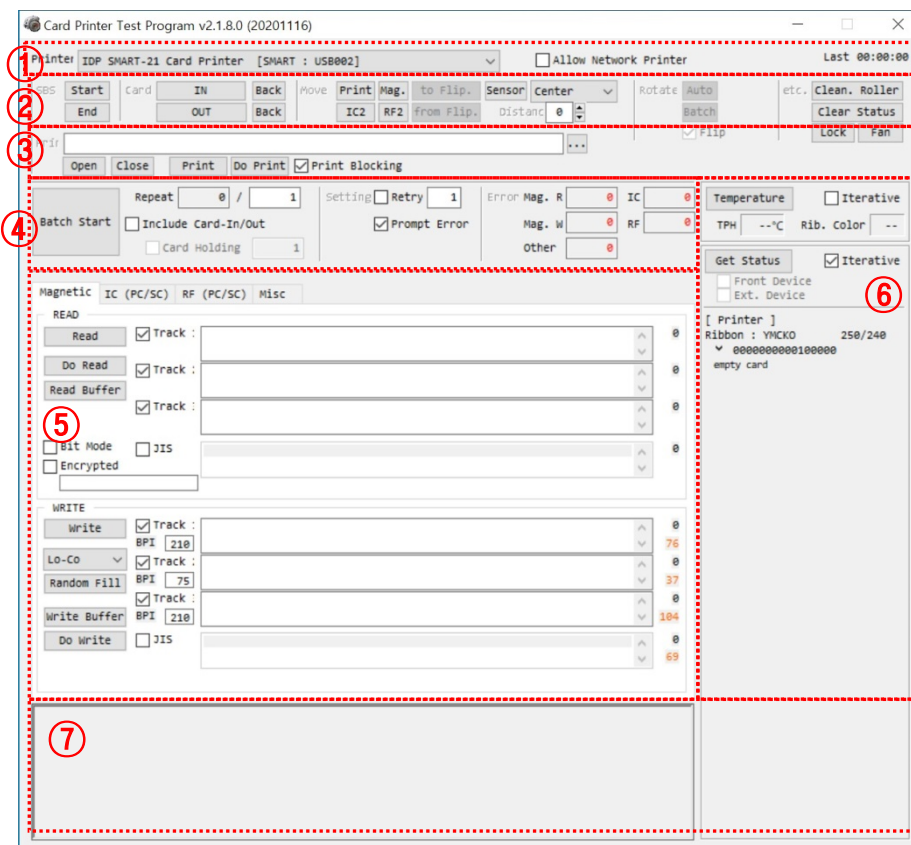


Figure 49 CardPrinterTest

- ① **Select Printer:** select printer to test. In the picture, “IDP SMART-21 Card Printer” is the Printer name, SMART is the Printer ID, and USB001 is the connected port.
- ② **Control :** To execute each step to test

- ③ **Print:** Print test with CSD file which is designed by SMART IDesigner program.
- ④ **Batch Start:** Repeat selected encoding test by “⑤ Encoding”
- ⑤ **Encoding:** Encode Magnetic Stripe, Contact Card, Contactless Card
- ⑥ **Printer Status:** Check printer status.
- ⑦ **Message:** Description of status by log.

(2) Select printer and control

When you execute CardPrinterTest, it will search connected printers by USB and Network automatically and SMART-21P printer connected to USB has higher priority. Other printers could be selected by pull-down menu. You can test all function with connected printer.

. Control is consisted by SBS(Step by Step), Move, Rotate, Etc. section and you can control printer by each step.

- **SBS**

SBS is to operate SMART-21 printer in SBS(Step-By-Step) mode which you can control the printer using commands. In SBS mode, after printing data transmission, printing a card will be run only by clicking “DoPrint”. It is the main difference between NORMAL mode and SBS mode. When you click “Start”, SMART-21 is operated in SBS mode, and existing spooled data will be eliminated. To exit SBS mode, click “Stop”.

- **Card**

Card is to bring a card into printer and eject a card. “In” is to move a card from card slot to printer and “Out” is to move a card from printer to card slot.

- **Move**

Move is to move a card to specific position in the inside of printer. “Print” is to move a card to the printing position, and “Mag.” is to the magnetic encoding position. “from In” is to move a card from the card in sensor to where you define position, and “from Out” is to move a card from the card out sensor to where you define position.

- **Rotate**

THIS FEATURE IS NOT SUPPORTED IN SMART-21.

- **Etc**

“Cleaning Roller” is to clean the roller by cleaning card automatically. “Use Log” is to display log in message space.

(3) Print (USB connection)

Print can be done through the CSD file which is designed by SMART IDesigner program. Following the steps in this section.

1. Click “...” button and select the CSD file.
2. Click “**Open**” button to prepare CSD file to print.
3. Click “**Print**” Button to move print data to spool. In the NORMAL mode, Click “Print” button to print a card, but in the SBS mode, “Print” button to transmit a printing data from PC to printer and wait for printing. Therefore, you must click “DoPrint” to print in SBS mode. This function is for detail control of printer.
4. Click “**Close**” button to close CSD file.

(4) Print (WiFi Connection)

Print can be done by Smartphone or Laptop after the complete of setting the wireless connection (P.26 or P 50). Following the steps in this section.

1) Print by Smartphone (Android OS)

(7) Install the Application

Search 'IDP CARDPRINTER' in the 'Google Play Store' and install it.



Figure 64 Print by Smartphone 1

(8) Search the printer

Run the App and click the 'SEARCH' button to search the SMART-21 printer.

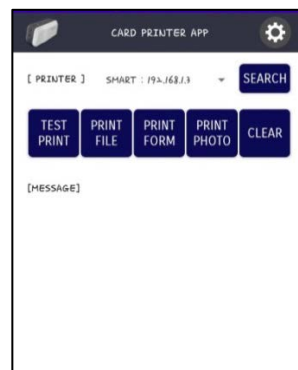


Figure 65 Print by Smartphone 2

(9) Test Print 1

Click the 'PRINT FILE' to prepare the test printing.

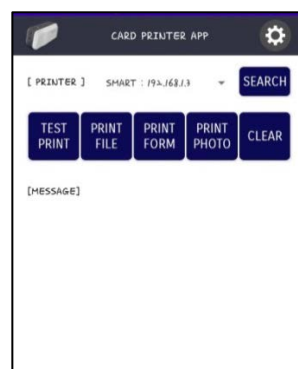


Figure 66 Print by Smartphone 3

(10) Test Print 2

Select 'OCP' folder.

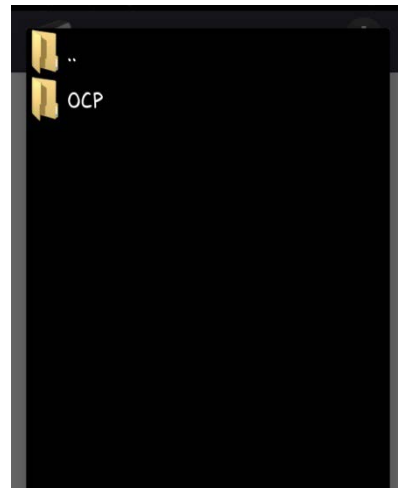


Figure 67 Print by Smartphone 4

(11) Complete of Test Print

Select
'OCP_test_uploaded_font_printing.txt',
then SMART-21P print a test file.

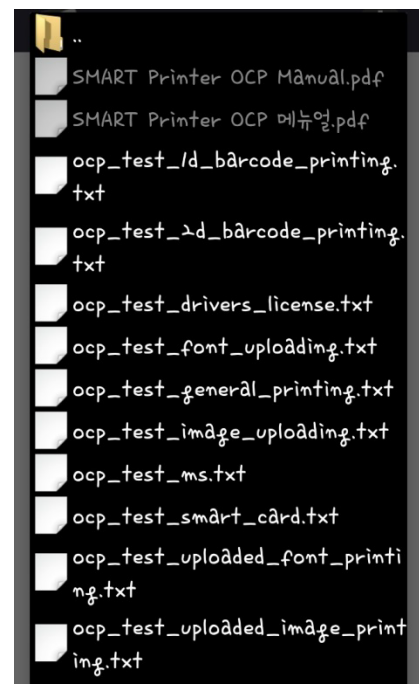


Figure 68 Print by Smartphone 5

2) Print by Laptop (Windows OS)

Print can be done through the CSD file which is designed by SMART IDesigner program. Select the wireless connected printer after the complete of setting the wireless connection (P.26 or P 50).

Following the steps in this section in the CardPrinterTest.

1. Click “...” button and select the CSD file.
2. Click “**Open**” button to prepare CSD file to print.

3. Click **“Print”** Button to move print data to spool. In the NORMAL mode, Click “Print” button to print a card, but in the SBS mode, “Print” button to transmit a printing data from PC to printer and wait for printing. Therefore, you must click “DoPrint” to print in SBS mode. This function is for detail control of printer.
4. Click **“Close”** button to close CSD file.

(5) Batch

Batch is to repeat encoding/decoding test continuously. In the Repeat, you input the number of repeat and click “Batch Start”, then the test is run as many times as the number of set. When you check **“Include Card In/Out”**, each time the printer bring a card from card slot and perform an encoding test and eject the card. So, cards should be entered manually as many times as the number of set. But if not, encoding test will be done only by one card. At that time, if there is no card in the printer, the printer bring a card from card slot and repeat the encoding test on the card, and if there is a card in the printer, the encoding test is performed on the card repeatedly. **“Card Holding”** is activated when “Include Card In/Out” is ticked. When “Card Holding” is ticked and the repeat number is set, the printer repeats the encoding test as many times as the number of set in the “Card Holding” without ejection. When it is completed, the printer ejects the card and brings a new card into the printer from card slot and starts testing.

In the Setting, **“Retry”** is to retry the encoding test when the error occurred. **“Prompt on Error”** is to display Pop up Message when the error occurred. If not, Error number will be counted without message. The number of error is displayed at Error section.

(6) Encoding

Magnetic: Magnet Stripe Encoding

“Read” is to read and display the data from magnetic stripe card. It is composed of “Do Read” and “Read All Buffer” and runs “Do Read” and “Read All Buffer” sequentially.

“Do Read” is to read the data from magnetic stripe card and store the data in the buffer.

“Read All Buffer” is to transmit the date stored in the buffer to PC. If the track number is ticked, the data of the ticked track is only transmitted to PC.

“Write” is to write the data to the magnetic stripe. It is composed of “Write All Buffer” and “Do Write” and runs “Write All Buffer” and “Do Write” sequentially.

“Write All Buffer” is to transmit the data to the buffer.

“Do Write” is to write the data stored in the buffer to the magnetic stripe of card. You can choose the magnetic foil type (LoCo or HiCo) and the track of magnetic stripe. **“Random Fill”** is to create a random magnetic encoding data for testing.

Batch process repeats the following steps sequentially, **Card “IN” → Move “Mag” → Magnetic “Random Fill” → Magnetic “Write” → Magnetic “Read” → Card “OUT”**.

The screenshot shows a software interface for magnetic stripe encoding. It has a tabbed menu at the top with 'Magnetic' selected, and other tabs for 'IC (PC/SC)', 'RF (PC/SC)', and 'Misc'. The interface is divided into two main sections: 'READ' and 'WRITE'.

READ Section:

- Read:** A button with a checked 'Track' checkbox and a track number field (currently empty).
- Do Read:** A button with a checked 'Track' checkbox and a track number field (currently empty).
- Read Buffer:** A button with a checked 'Track' checkbox and a track number field (currently empty).
- Bit Mode:** An unchecked checkbox.
- Encrypted:** An unchecked checkbox.
- JIS:** An unchecked checkbox.

WRITE Section:

- Write:** A button with a checked 'Track' checkbox and a track number field (currently empty).
- Lo-Co:** A dropdown menu.
- Random Fill:** A button with a checked 'Track' checkbox and a track number field (currently empty).
- Write Buffer:** A button with a checked 'Track' checkbox and a track number field (currently empty).
- Do Write:** A button with an unchecked 'Track' checkbox and a track number field (currently empty).
- JIS:** An unchecked checkbox.

On the right side of the interface, there are vertical track number indicators for each track, ranging from 0 to 69.

Figure 50 Magnetic stripe encoding

4.3. Firmware update for the printer

When you run the CardPrinterFirmware, you can see the pop-up window.

(1) CardPrinterFirmware Menu

Device: Select the local printer that you want to upgrade.

Card Printer / Flipper / Laminator: Select the device you want to upgrade.

Device Version: Displays the current firmware version of selected printer.

Binary File: Click “Browse” button and select new firmware file to update.

Manual Update: It is used when you want to update manually.

Update: Updates automatically. In generally, we recommend updating automatically.

Close: Exit.

Color Sensor Calibration : To re-adjust the measured value of the color sensor.

Message : It displays information of updating.

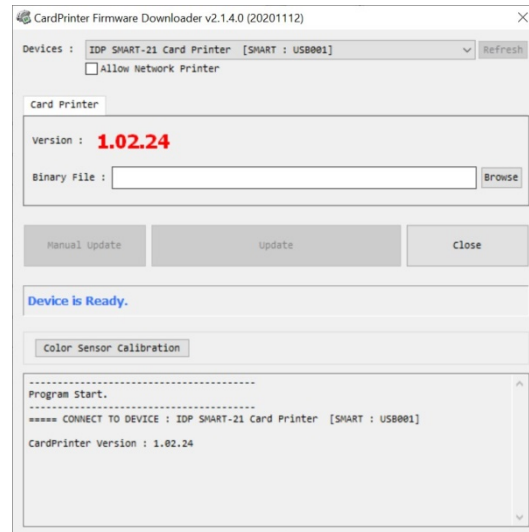


Figure 51 Run CardPrinterFirmware

(2) Ready for Firmware Update

- Select the printer to update the firmware on the 'Device' list.
- Select the device to update the firmware Printer tab.
- Click "Browse" and select the new firmware

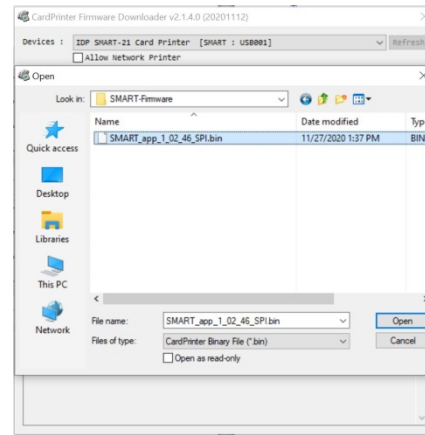


Figure 52 Select Firmware

(3) Firmware Update

- Click "Update" button to upgrade automatically, then the printer is upgraded after rebooting.
- In case there are some problems in the automatic upgrade, you click "Manual Update" and can see the pop-up widow as below picture. It shows procedure of manual upgrade. You can upgrade manually according to this procedure.

(Caution: Please do not close upgrade dialog box until it is completed successfully and do not turn off the printer.)

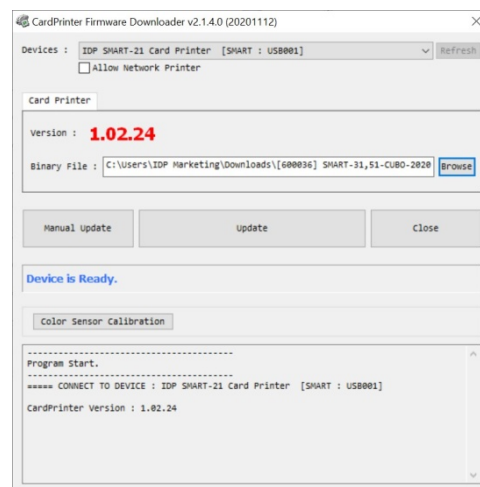


Figure 53 Update Firmware

4.4. Firmware update for the Network module

The SMART printer uses the NetAdmin to update the firmware of network module. Select the wireless connected printer after the complete of setting the wireless connection (P.26 or P 50).

- (1) Run Netadmin and select the printer to update the firmware on the printer list after clicking 'Refresh' button.
- (2) Click 'Connect' button and input the ID and password in the LOGIN window.

* Default ID / Password: admin / admin

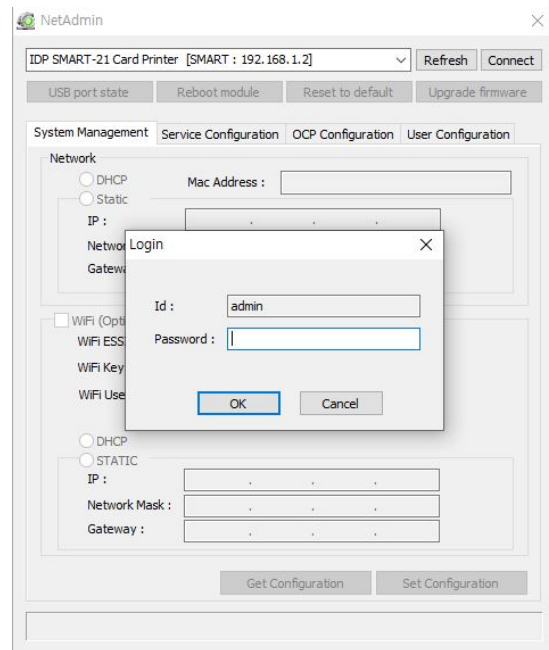


Figure 73 Run Netadmin

- (3) Click the 'Upgrade Firmware' button and select the 'smartnet2-fs-x' firmware file. When the upgrading firmware is finished, printer is rebooted automatically.
- (4) Upgrade the firmware that file type is 'smartnet2-ex-x' in the same way.

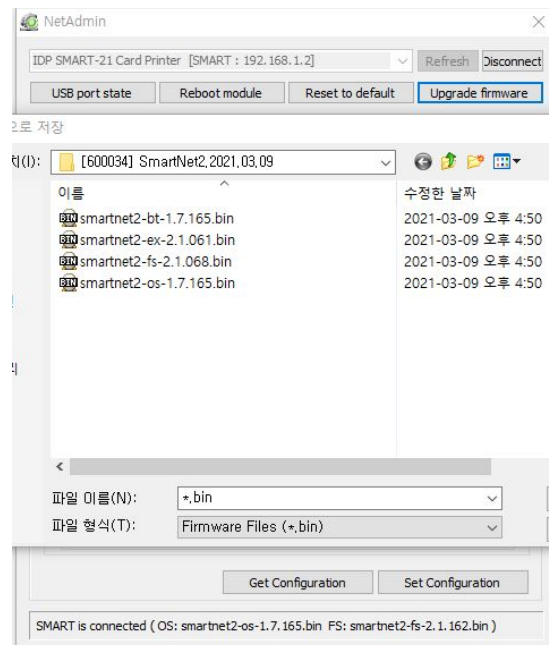


Figure 74 Select the firmware

5. Troubleshooting

5.1. Error Message

SMART-21P printer shows the error message displayed on the Watchman program of the Windows tray when it occurs.

The following shows the error message on your SMART Printer. For checking a status of printer, please use a CardPrinterTest or CardPrinterDiagnostics in the Utilities folder.

No	Watchman Message	Description and Countermeasures
1	Card In Error	Fail to move a card from the card slot to the printer inside. -. Clean the cleaning roller
2	CardMove Int Err	Fail to move a card in the printer. -. Remove a card if the ribbon is attached -. Check the rollers and cards, and clean them if they are polluted -. Check the operating state of the card feeding rollers and sensors
3	CardMove Ext Err	Fail to move a card between printer and other module(flipper/laminator) -. Check the rollers and cards, and clean them if they are polluted -. Check the operating state of the card feeding rollers and sensors
4	Card Out Error	Fail to discharge a card after printing, encoding or laminating. -. Remove a card if the ribbon is attached -. Check the rollers and cards, and clean them if they are polluted -. Check the operating state of the card feeding rollers and sensors
5	TPH UpDown Error	The Head Up/Down Motor or Sensor don't work correctly in printing or booting up -. Check the operating state of the Head Up/Down Motor and Sensor. -. Check the status of the mirror sticker in the Head Up/Down Gear.
6	IC UpDown Error	THIS FEATURE IS NOT SUPPORTED IN SMART-21.
7	Ribbon Seek Err	The printer can't search the ribbon panel in printing or booting up -. Check the operating state of the Ribbon Motor -. Check the operating state of the ribbon encoder sensor and gears

		<ul style="list-style-type: none"> - Check and clean the Color In/Out Sensor - Check the operating state of the color in/out Sensor
8	Ribbon Move Err	<p>The printer can't wind the ribbon in printing or booting up.</p> <ul style="list-style-type: none"> - Check the operating state of the Ribbon Motor - Check the operating state of the ribbon encoder sensor and gears
9	MAG R/W Error	<p>Fail to read or write the magnetic stripe.</p> <ul style="list-style-type: none"> - Check the surface and direction of magnetic card - Check the coercivity of magnetic card and encoding configuration - Check the rollers, encoder and cards, and clean them if they are polluted
10	MAG T1 Error	<p>Fail to read a track 1 of the magnetic stripe.</p> <ul style="list-style-type: none"> - Check the surface and direction of magnetic card - Check the coercivity of magnetic card and encoding configuration - Check the rollers, encoder and cards, and clean them if they are polluted
11	MAG T2 Error	<p>Fail to read a track 2 of the magnetic stripe.</p> <ul style="list-style-type: none"> - Check the surface and direction of magnetic card - Check the coercivity of magnetic card and encoding configuration - Check the rollers, encoder and cards, and clean them if they are polluted
12	MAG T3 Error	<p>Fail to read a track 3 of the magnetic stripe.</p> <ul style="list-style-type: none"> - Check the surface and direction of magnetic card - Check the coercivity of magnetic card and encoding configuration - Check the rollers, encoder and cards, and clean them if they are polluted
13	Printing Error	<p>Error occurs while printing</p> <ul style="list-style-type: none"> - Check a card is jammed - Check usage of a genuine ribbon and cards - Check the rollers, encoders and cards, and clean them if they are polluted
14	Init Error	<p>Error occurs while initializing</p> <ul style="list-style-type: none"> - Check the status of installation of ribbon.
15	DeviceCon Error	THIS FEATURE IS NOT SUPPORTED IN SMART-21.
16	Lami Error	THIS FEATURE IS NOT SUPPORTED IN SMART-21.

17	Flipper Error	THIS FEATURE IS NOT SUPPORTED IN SMART-21.
18	Ribbon Zero	All ribbons are used -. Install the new ribbon after purchasing it in the place of purchase
19	RibbonNotFound	Ribbon is not installed or not searched -. Install a ribbon if not -. Check usage of a genuine ribbon
20	TPH Not Found	Thermal Print Head is not installed or not recognized -. Check the print head installation -. Contact the place of purchase
21	TPH Over Heat	Thermal Print Head is overheated -. Lower the temperature when the temperature of circumstance is too high -. Take a stop for 10 minutes and print again. -. Contact the place of purchase if this message is shown regularly
22	Invalid Data	Error occurs when the abnormal printing data is transmitted. -. Replace the USB cable USB -. Change the USB port in the PC -. Reinstall the printer driver
23	Wrong Password	The password is not correct -. Input the correct password -. Contact the place of purchase if you forget the password
24	SetCommandFail	Failed to execute a command of the printer -. Replace the USB cable USB -. Change the USB port in the PC -. Turn off/on the printer
25	Spool Full	The printing data is full in the spooler -. This message disappear after printing all data to send -. Turn off/on the printer if the spool data is full without printing

5.2. Cleaning the printer

To maintain the best condition of SMART-21 printer, you must clean the printer periodically. If you use the exclusive long cleaning card as the picture, you can clean the printer easily. For purchase the exclusive long cleaning card, ask to SMART-21 printer provider.



Figure 54 Exclusive long cleaning card for SMART-21 printer

If the exclusive long cleaning card is ready, click the “Clean Printer” in the service tab of SMART-21 printer driver. After click, Clean Printer program to clean the printer is run.

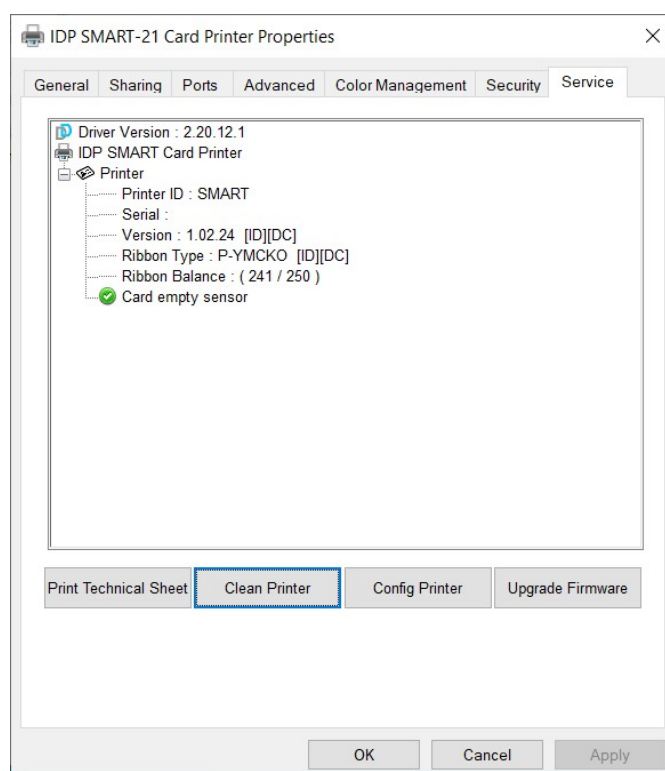


Figure 55 Printer cleaning start

Step 1. Connect the SMART-21 printer to PC and turn it on, and prepare the exclusive long cleaning card.



Figure 56 Printer cleaning Step 1

Step 2. Open the hopper and top cover and remove the card and ribbon cartridge.



Figure 57 Printer cleaning Step 2

Step 3. Insert the exclusive long cleaning card into the printer through input hopper. When the exclusive long cleaning card is inserted to the cleaning roller, it will be move automatically. It is normal that the exclusive long cleaning card is inserted to the ends and rollers are moving to clean.



Figure 58 Printer cleaning Step 3

Step 4. Close the top cover to clean the Thermal Print Head and the printing roller. When the top cover is closed, cleaning card will be moving back and forth to clean.



Figure 59 Printer cleaning Step 4

Step 5. Wait until the cleaning is completed. When the cleaning is completed, the exclusive long cleaning card will be ejected automatically as the picture.



Figure 60 Printer cleaning Step 5

Step 6. Remove the exclusive long cleaning card and install ribbon cartridge into the printer.



Figure 61 Printer cleaning Step 6

5.3 TPH (Thermal Print Head) replacement

1. Check the serial number and the resistance of new Thermal Print Head as the Picture.

TPH type: A = KEE, B = KPE

Serial No.: see the red box.

TPH resistance: see the green box.

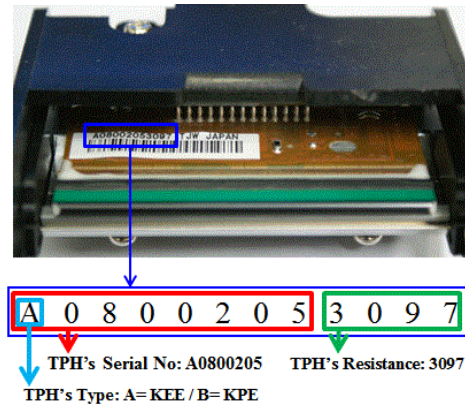


Figure 62 Thermal Print Head

2. Set up the new Print Head's configuration using CardPrinterConfig program.

Step1: Run 'CardPrinterConfig' in Utilities of the Utilities package and click expansion button.

Step2: Click "Change Head" in the extended setup.

Step3: Input the Print Head's Serial No., Resistance and Type (choose KEE or KPE) on the Print Head's label, and click "OK".

Step4: Click "Set Config" to set the new Print Head's configuration.

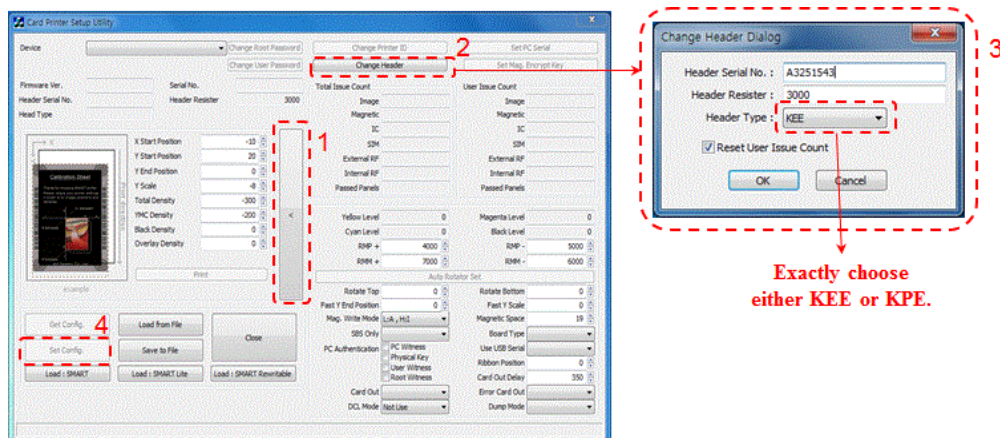


Figure 63 Print head setup

4. Replacing the new Print Head

Step1: Remove the old Print Head from the top cover.

- (1) Turn off the printer and open the top cover.
- (2) Hold the Print Head and press the locked hook, then the Print Head is disconnected..
- (3) Disconnect the Print Head from print head wire carefully.

(Caution: Print Head is possible to HOT.)

Step2: Installing the new Print Head

- (1) Connect new Print Head to the print head wire.
- (2). Put the new Print Head on the Shift and pull it up until be locked..

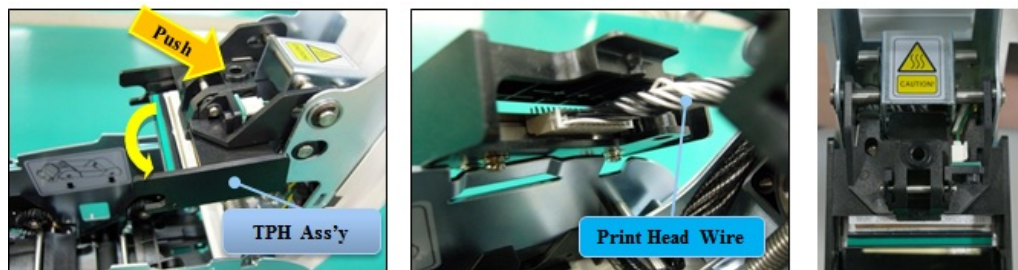


Figure 64 Print head replacement

5. Setup the print position and the color density.

After installing the new Print Head, you must reset the print position and the color density using CardPrinterConfig utility. Refer to “4.1.2 Default setting”

6. Calibration of Print Head Angle

To get the best print quality, the Print Head should be located vertically with card surface.

If print quality has the problem, it could be caused by print head angle.

Through Adjusting print head angle by screw (red mark in the right picture), you could make good quality of print.

(Use the appropriate screw driver to adjust, and turn the screw by 90 degrees at a time.)

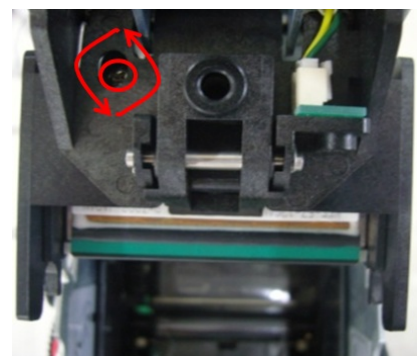


Figure 65 Print head angle

5.4. Card movement

5.4.1. Cards can't enter into the printer from input hopper.

- **Non-standard cards or bad cards.**
Change the cards. You can use only ISO CR-80 card (54mm x 86mm).
- **Card thickness control lever is set improperly.**
Regulate the card thickness control lever to fit the current card thickness.
- **Bad card array.**
Array the cards again and put them on input hopper as section 2.4 in this manual.
- **Cards have static and moisture.**
Remove the moisture or static.

5.4.2. Card Transfer Error occurs when the ribbon is coiled around the transfer roller or the printing roller.

Open the top cover and remove the card and the coiled ribbon from SMART-21 printer using front LED buttons. If this problem occurred frequently, check the below things.

- **Non-standard cards or bad cards.**
Change the cards. You can use only ISO CR-80 card (54mm x 86mm).
- **The transfer roller or the printing roller is contaminated with the dust and dirt**
Remove the dust and dirt with the cleaning kit as section 5.2
- **Wrong printing position setting.**
Please contact the local supplier
- **When operating temperature and humidity is out of the acceptable operating limit of the printer.**
Adjust the operating environment of the printer.

5.4.3. An Error occurs while the card is being transferred.

First of all, check the Error message on the Watchman program.

Open the top cover and remove the card by LED buttons.

If this problem occurs frequently, check the followings.

- **Non-standard cards or bad cards.**
Change the cards. You can use only ISO CR-80 card (54mm x 86mm).

- **Printer setting is changed or is not proper.**

Please contact the local supplier.

- **The transfer roller or the printing roller is contaminated with the dust and dirt.**

Remove the dust and dirt with the cleaning kit as section 5.2.

- **The card surface is contaminated with the dust and dirt.**

Check the card surface and remove the dust and dirt and try again. If this problem occurs again, retry with new card.

5.5. Printing quality

5.5.1. Not printed or wrong colors printed spot.

- **The card surface is contaminated with the dust and dirt.**

After checking the card, change it to another card.

- **The cleaning roller is contaminated with the dust and dirt.**

Check the cleaning roller. If there is much dust, change the cleaning roller to the new one.

- **Much dust in the printer.**

Clean the inside of the printer with the cleaning kit.

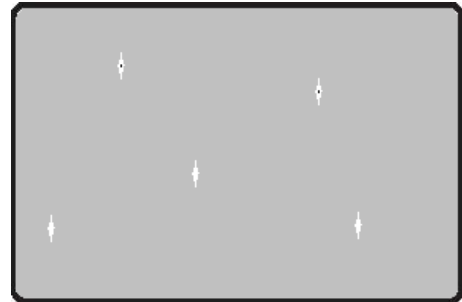


Figure 66 Printing quality trouble 1

5.5.2. Not printed horizontal line.

- **The ribbon cartridge is installed improperly.**

Check the ribbon cartridge installation state and whether the ribbon has wrinkles.

- **The printer head is contaminated with the dust and dirt.**

Clean the printer head with cleaning kit.

- **The printer head is damaged.**

Please contact the local supplier to replace the printer head.



Figure 67 Printing quality trouble 2

5.5.3. Unclear or not uniform print.

- **Uneven or bad card surface.**
Change the card.
- **Too high or low setting of the color density.**
Please contact the local supplier. The color density default of your printer needs to be changed.
- **The printer head is contaminated with the dust and dirt.**
Clean the printer head with cleaning kit.

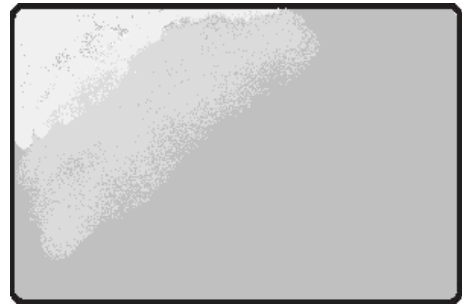


Figure 68 Printing quality trouble 3

5.5.4. Not aligned color print.

- **Non-standard cards or bad cards.**
Change the cards. You can use only ISO CR-80 card (54mm x 86mm).
- **Uneven or bad card surface.**
Change the card.
- **The transfer roller or printing roller is contaminated with the dust and dirt.**
Clean the rollers with the cleaning kit as section 5.2.
- **Worn-out printer.**
Please contact the local supplier.

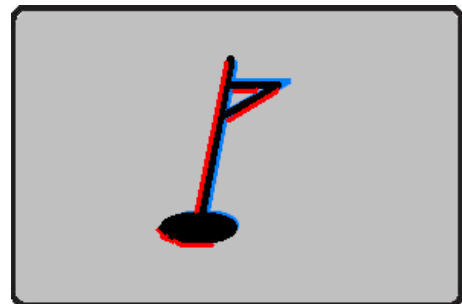


Figure 69 Printing quality trouble 4

5.5.5. Unplanned color print.

- **Non-standard cards or bad cards.**
Change the cards. You can use only ISO CR-80 card (54mm x 86mm).
- **Uneven or bad card surface.**
Change the card.
- **The transfer roller or printing roller is contaminated with the dust and dirt.**
Clean the rollers with the cleaning kit as section 5.2.
- **Worn-out printer.**
Please contact the local supplier.



Figure 70 Printing quality trouble 5

5.6. Magnetic stripe encoding

5.6.1. Magnetic encoding error.

- **The magnetic head is contaminated with the dust and dirt.**
Clean the magnetic head with the cleaning kit.
- **The magnetic encoding data is not transmitted or the wrong data is transmitted.**
Check the setting of the program and the driver and the magnetic encoding data you transmitted.
- **The card is not magnetic card, or inserting direction is wrong.**
Change the card or the direction.
- **Bad magnetic stripes on the card.**
Change the card.

5.7. General operation

5.7.1. Ribbon snapped during printing.

Open the top cover and take out the cartridge. After putting the snapped pieces on together, install the cartridge again. Check the followings if this kind of problem occur frequently.

- **Non-standard cards or bad cards.**
Change the cards. You can use only ISO CR-80 card (54mm x 86mm).
- **Too high or low setting of the color density.**
Please contact the local supplier. The color density default of your printer needs to be changed.

5.7.2. Watchman Message “Ribbon Not Found”

Open the Top Cover and check the status of ribbon installation. If it occurs frequently, check the followings.

- **Not genuine ribbon.**
Change to the genuine ribbon.

- **Ribbon is consumed.**
Printing is not possible if ribbon is used up. Change the ribbon.
- **Snapped ribbon.**
Open the top cover and take out the cartridge. After putting the snapped pieces on together, install the cartridge again.

5.7.3. Printer doesn't operate even if the printing data has been transmitted. Check the following.

- **Printer power off.**
Check the power. Turn on the printer power.
Check the printer adaptor whether it is connected with a socket and the printer.
- **Bad power adaptor.**
Please contact the local supplier for replacement of the adaptor.
- **The printer driver is "Offline".**
Change the printer driver to "Online".
- **The printer's USB cable is disconnected or the connection is bad.**
Check the cable's connection between PC and the printer.
If not good, make the USB cable connection again.
- **Bad USB cable.**
Change the USB cable.
- **The printing is operated with another printer driver.**
Select the correct SMART-21 printer driver again.
- **Wrong USB port setting of the printer driver.**
Check the port setting of the printer driver and change the port setting.
- **No ribbon in the printer or error occurred.**
Install ribbon in the printer or resolve the error.
- **Too long power or USB cable (more than 1.5M).**
Use the cable provided with the printer.
- **PC's USB port is down:**
Reboot your PC.

6. Specification

Model		SMART-21P
Printing	Print Type	Dye-Sublimation
	Print Area	Edge to Edge
	Resolution	300dpi (Color & Mono), 600 & 1200dpi (Mono only)
Card	Card Feeding	Manual / Hand-Fed
	Card Size	ISO CR80
	Card Thickness	0.76mm (30mil)
	Card Type	PVC, PET, Composite PVC
Printing Speed	Monochrome	6 sec./card (600 cards/hour)
	YMCKO	Max. 24 sec./card (150 cards/hour)
System	Memory	64MB RAM
	Control Panel	1 LED Button
	Supported Platforms	MS Windows 7/ 8/ 10, Mac OS, Linux
	Communication	USB, WiFi(Optional)
	Supported Power Supply	Adaptor : Free Voltage (AC 100/220V, 50~60Hz Package Included)
		Auxiliary Battery Solar Panel (Sold separately)
		DC1 : Input 29.4V / 3A DC2 : Input 24V / 2A
	Power Consumption	48W
	Temp. / Humidity	-20~50°C / 35~70%
Dimensions (With Case)	Millimeter (WxLxH)	168 x 259 x 179 (428 x 235 x 358)
	Inch (WxLxH)	6.6 x 10.2 x 7.0 (16.9 x 9.3 x 14.1)
Weight (With Case)	Kg / Lbs	2.7 / 5.95 (7.0 / 15.4)
Encoding Options	Magnetic	ISO 7811 (Track I, II, III Read/ Write, HiCo/ LoCo), JIS II
	Contact	ISO 7816 (ID-1)
	Contactless	MIFARE,ISO 14443 (Type A/ B), ISO 15693, DESFIRE, iCLASS
WIFI		802.11a(Wifi1), 802.11b(Wifi2), 802.11g(Wifi3)
Certifications		CB, CE, FCC, KC
Case		Watertight, Dustproof and Crushproof polymer material Automatic Purge Valve Business Card Holder 2 Padlock holes

Specifications and availability may change without notice.

- **RFID(13.56MHz) Usage**

The RFID Tag is used for the security and the recognition of the ribbon. To get the optimized printing quality on the printed card, the genuine ribbon of IDP should be used to print cards by using SMART printer. SMART printer can recognize the genuine ribbon by reading the encoded information on the RFID Tag of the ribbons. To support user's various requirements for printing cards appropriately, many kinds of ribbons should be provided and SMART printer should distinguish the type of installed ribbon. To distinguish the installed ribbon type correctly, SMART printer reads the encoded information on the RFID Tag of the ribbons. According to the installed ribbon type and the ribbon supplier, the printer driver of SMART printer can select the color profile and create the printing data.

FCC Compliance Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Label Location

