Identify what matters



ELYPSO

USER GUIDE

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Elypso, Evolis Premium Suite® and Evolis High Trust® are trademarks of Evolis. All other trademarks belong to their respective holders.

WARRANTY

Refer to the warranty notice supplied with your printer for warranty terms and conditions and limitations.It is also available on **myplace.evolis.com.**

Register on line at **myplace.evolis.com** to receive our special offers and general information.

ENVIRONMENTAL INFORMATION

Evolis is committed to helping the environment by reducing the energy consumption of its products.

RECYCLING OF END-OF-LIFE PRODUCTS

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** or by emailing the following address: **info@evolis.com**.

ABOUT YOUR NEW PRINTER

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**

To view all technical specifications, refer to **www.evolis.com>Card Printers>Printer>Technical specifications**.



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The following icons on the printer label are used to highlight important information:

Evaluation for apparatus only based on altitude not exceeding 2000m, therefore it's the only operating condition applied for the equipment. There may be some potential safety hazard if the equipment is used at altitude above 2000m.

Evaluation for apparatus only based on temperate climate condition, therefore it's the only operating condition applied for the equipment. There may be some potential safety hazard if the equipment is used in tropical climate region.

GETTING STARTED

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.

ICONS

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

NOTE

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 **myplace.evolis.com**.

EPC

This symbol links to Evolis Print Center, accessible from your computer, which you can use to administer and manage you printer and change its settings.



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1. GETTING STARTED

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 dealer, 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:

- Power supply unit - CWT type KPL-065M-VI.
- Mains power cable.
- USB cable.
- Reject box optional.
- Installation, documentation and software CD-ROM.
- Starter cleaning kit.
- Warranty notice.

If any of these components is missing, please contact your Evolis dealer. Use only the power supply unit supplied with your Evolis printer.

CWT type KPL-065M-VI.

Use only the USB cable supplied with your Evolis printer.

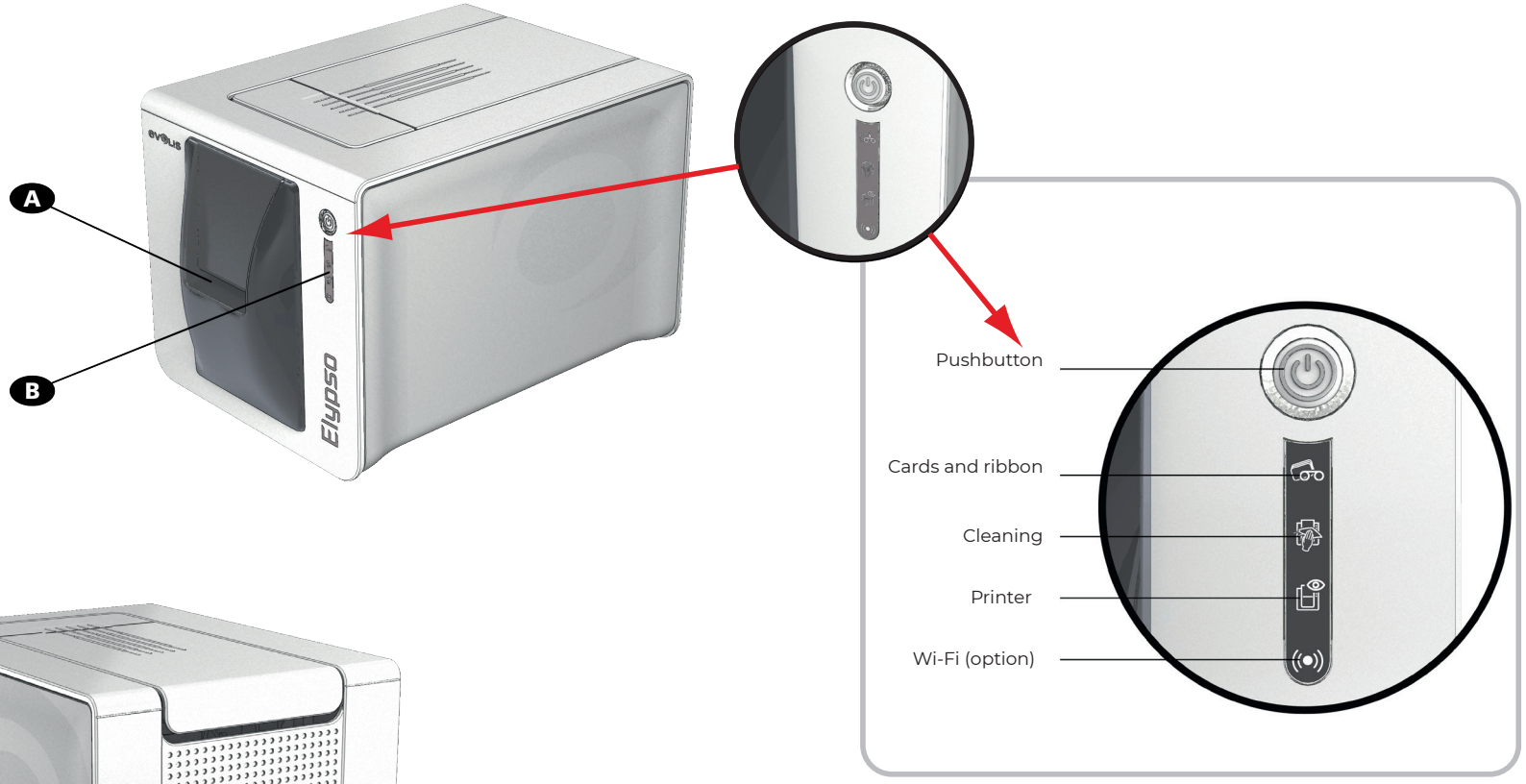
NOTE

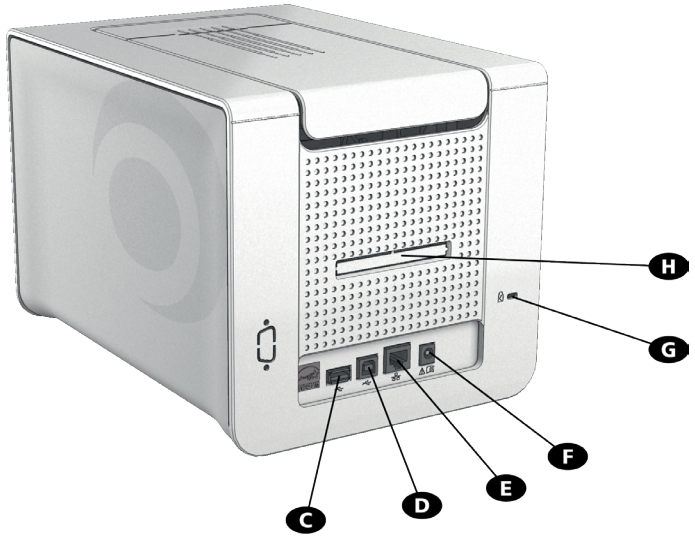
The Evolis printer must be placed in a dry location, protected from dust and draughts but well-ventilated. Take care to keep your printer on a flat, sturdy surface able to bear its weight.



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DESCRIPTION OF THE PRINTER AND ITS FUNCTIONS

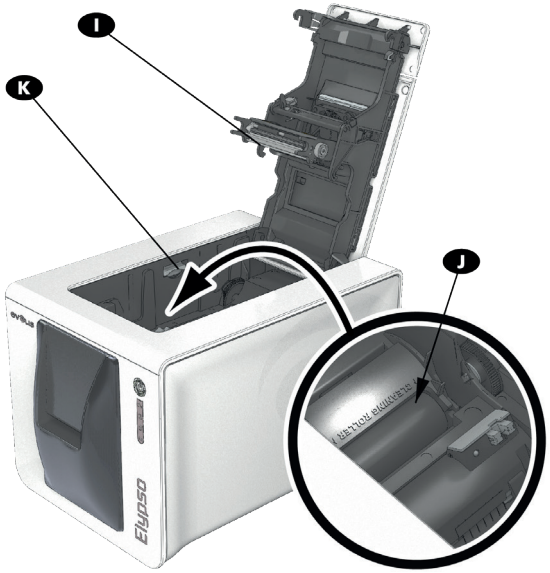




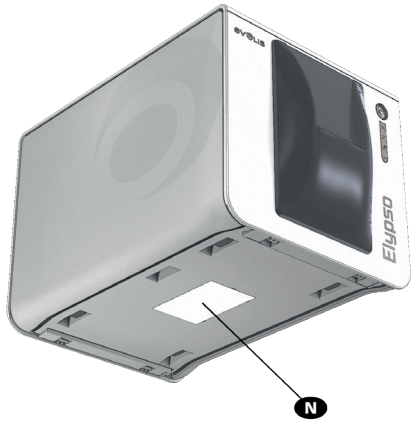
A Manual card feeder
B Control panel
C USB connector (type A)
D USB connector (type B)
E Ethernet connector
F Power cable socket
G Place for Kensington lock
H Pre-cut slot for the optional reject tray



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I Thermal print head

J Cleaning roller

K Side panel opening mechanism

L Place for the activation key for the flip-over module

M Dust filter

N Serial number label

Access to the side panels of the machine and the option module fitting/removal areas is restricted to your retailer/installer or to experienced users. The machine should always be disconnected from the power supply (unplugged) before carrying out any work on it.

Look at the getting started video described in the following section.



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INSTALLATION

Connecting the printer

Connection to the power supply

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

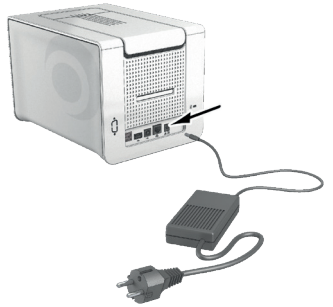
FI: Laite on liitettävä suojamaadoitus koskettimilla varustettuun pistorasiaan.

NO: Apparatet må tilkoples jordet stikkontakt.

SE: Apparaten skall anslutas till jordat uttag.

DK: Printeren skal tilsluttes til en korrekt beskyttet og jordforbundet el-installtion.

- Connect the power cable to the power supply unit, then plug the power supply unit connector into the printer.
- Next, plug the end of the power cable into an earthed power socket.
- The printer is powered on: the control panel lights up showing the printer is working properly. If the control panel does not light, then either installation has not been carried out correctly or the printer is not working properly. Check the installation.



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

NOTE

To save energy, the printer will automatically switch itself to standby mode after 10 minutes of inactivity. The printer switches to hibernation mode after 30 minutes in standby mode.

The standby times can be configured in the Evolis Print Center. In standard standby mode, sending a print request restarts the printer and quickly pressing (for 1 second) on the button exits the printer from hibernation mode.

Connecting the USB cable

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

See "Installing the print driver", page 13 for further details, and follow the instructions carefully.



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Ribbons

Evolis original High Trust® 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 fully cleaned every time the ribbon is changed. See "3. Maintenance", page 21.

Fitting the ribbon

NOTE

The printer automatically recognises the ribbon inserted.



Open the cover.



Insert the ribbon as shown.



Close the cover and press until a click is heard.



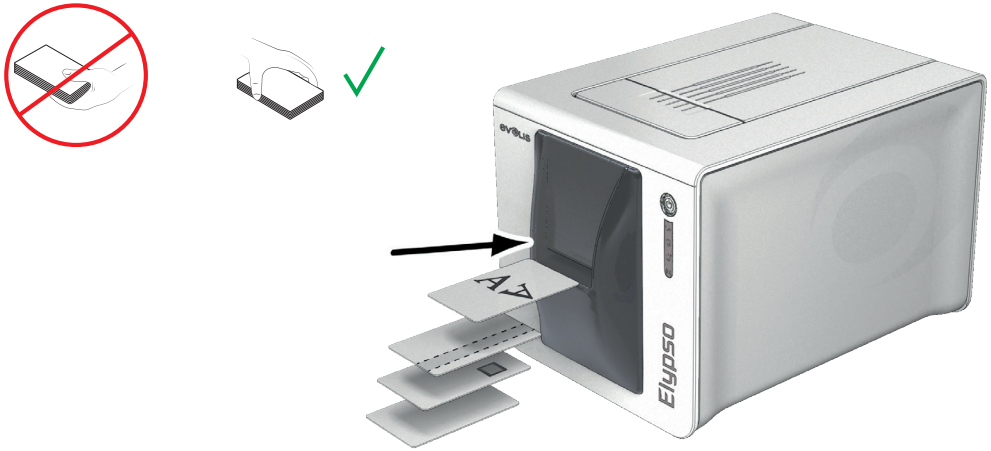
ELYPSO

Cards

NOTE

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.
Do not use cards that have been damaged, folded, embossed or dropped on the floor.
Keep your cards protected from dust.

Loading the cards



After starting your print task, insert card into the manual feeder. Ensure the cards are positioned as illustrated in the diagram.



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Removing printed cards

Once the print cycle is complete, the card is delivered by the manual feeder.



Adjusting card thickness

The printer accepts cards between 0.50 mm and 1.25 mm thick (20 to 50 mil).

Managing the reject box

The printer is fitted with a removable optional reject box which is positioned behind it.
The reject box can hold 30 cards (0.76mm - 30mil).
To empty it, just remove the cards in it.
Evolis recommends that you empty this box regularly.



EPC

The printed card can be programmed in Evolis Print Center to be ejected either from the manual feeder or the reject tray if you choose the option.



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2.PRINTING

INSTALLING THE PRINT DRIVER

Advanced functions automate printer configuration after the print driver has been installed.

Your printer is delivered with a CD-ROM comprising the Evolis Premium Suite, which contains the print drivers for Windows and Mac OS platforms.

The Evolis Premium Suite is an all-in-one driver software solution, which enhances the user experience by making the interactions between printer and computer more intuitive.

It includes:

- A print centre that supervises the printers: printer status information, remaining ribbon capacity, etc.
- A powerful tool for printer settings
- A notification centre to alert users when their intervention is required
- A printer management and maintenance station
- A series of assistants to guide you through cleaning and encoding operations, etc.
- An encoding station (magnetic encoding, etc.)
- A diagnostic tool

To install the print driver:

On a PC: insert the CD-ROM into your computer and select the print driver menu. A programme will guide you through the entire installation process.

On a Mac: insert the CD-ROM into your computer and double-click the .pkg format, which will start driver installation on your computer.



Do not connect your USB cable to your computer until prompted to do so by the installation program.

See "Connecting the printer", page 9for the connection procedure.



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



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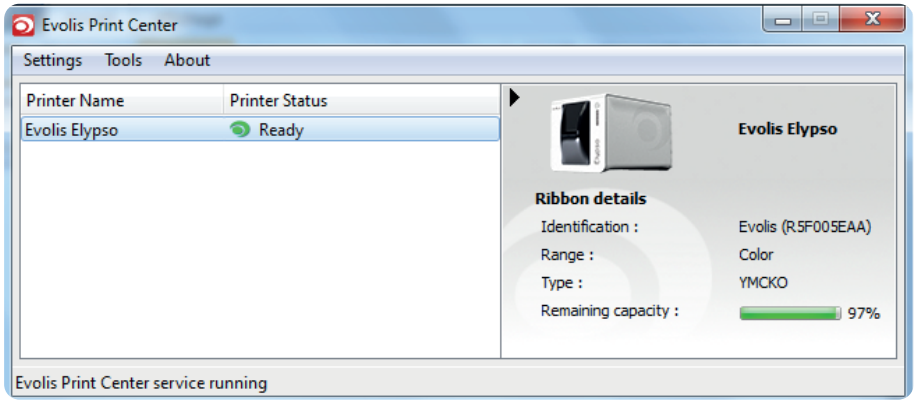
MANAGING THE PRINT SETTINGS

Once the ribbon has been installed, your Evolis printer will automatically adapt its parameters and settings to suit the ribbon.

A graphic application called Evolis Print Center is available to help you if necessary to change certain predefined settings.

To access this application:

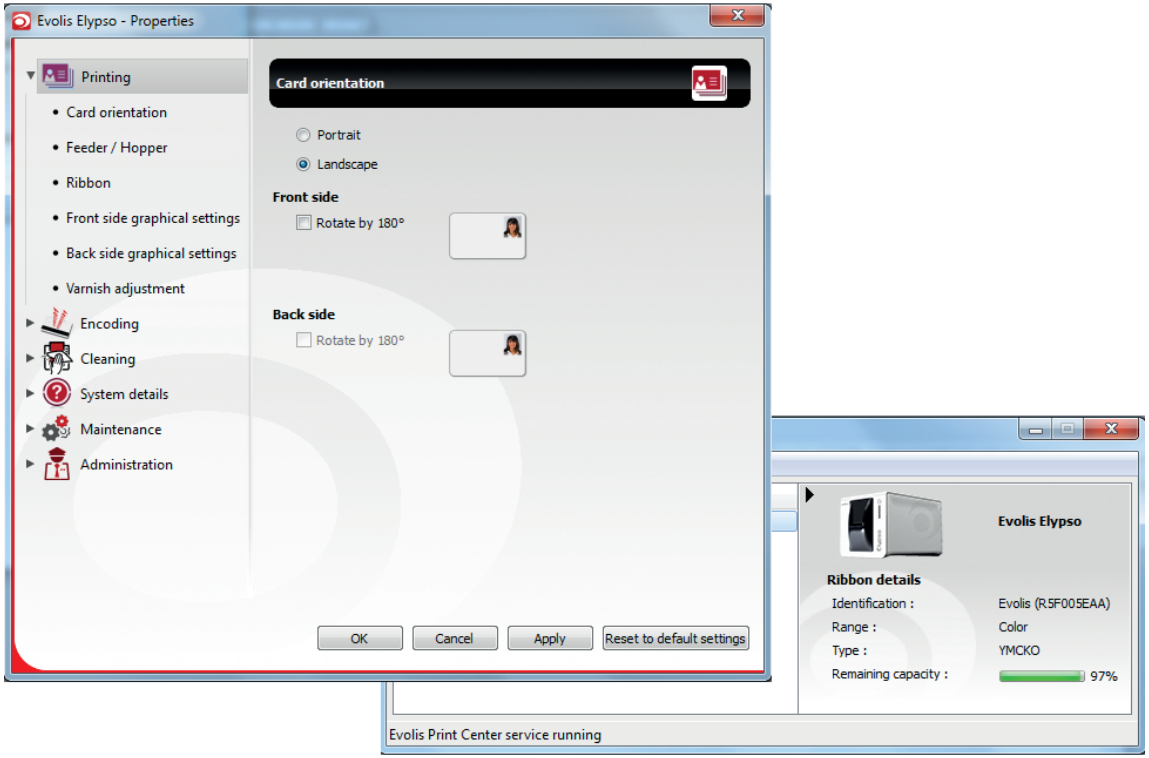
- From the Start button on the bottom left of your screen in the Windows task bar, select All programs, Evolis Card Printer, Evolis Premium Suite, Evolis Print Center
- The application displays all connected Evolis printers.





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- Select the desired printer.
- Right click the name of the printer, select Properties to access the settings or double (left) click the name of the printer.



NOTE

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

NOTE

Refer to the Evolis Print Center manual for more detail on the meanings of each of the settings.



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NOTIFICATION OF MESSAGES AND WARNINGS

The Evolis Printer Manager has an additional function allowing the printer to communicate with the user with notifications.

There are several types of notifications:

- Messages about the maintenance of the printer.
- Messages and alerts associated with the ribbons, their compatibility with your printer or the nature of your print requests.
- Warnings about problems which have stopped the printer.

When the Evolis Printer Manager is active, a small icon is displayed in the bar on the bottom right of your screen:



The colour of the icon varies according to the status of the printer:

- Green: Printer ready
- Orange: Information message issued - printing stopped
- Red: Warning message issued - printing stopped
- Grey: Printer in hibernation mode, disconnected or communication interrupted.

When a notification is issued, it is displayed in a window of the following type:



The Evolis Printer Manager service can be disabled by right-clicking the Evolis icon on the status bar.

NOTE

Interrupting the Evolis Printer Manager service is only recommended if there is a conflict with other applications installed on your computer. The Evolis Printer Manager service is the best way of monitoring your printer effectively from your workstation.



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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
- Select Landscape in the Orientation section.
- Change the size of your document by selecting the type CR80 (or by customising the document with the dimensions 8.6 cm x 5.4 cm).

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 texts
- Bar Code, etc.

Once ready, click on File and then on Print.



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DOUBLE-SIDED PRINTING

If your printer prints on only one side of the card and you want to print on both sides, you can purchase a double-sided printing upgrade by contacting your Evolis dealer.

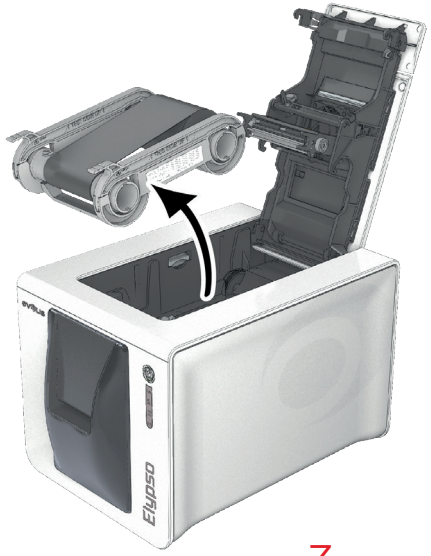
This printing upgrade is an activation key to put into the printer. This operation is quick and easy to perform.

Carry out the following procedure:

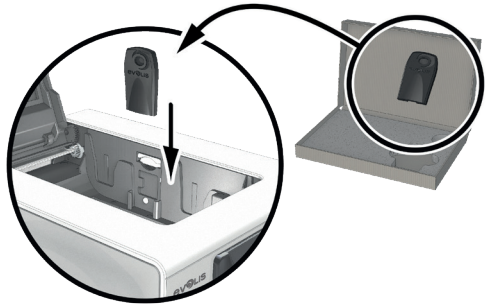
1. Turn on your printer. Your card printer must be powered on and active (not in standby mode).
2. Open the card printer cover.
3. Remove the ribbon from the card printer if present.
4. Take your activation key and insert it in the location provided.



1



2



3

4



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5 Close the cover. The 3 LEDs on the control panel start flashing one after the other for between 5 and 10 seconds. Activation has finished and is successful when the 3 LEDs remain lit for several seconds then turn off.

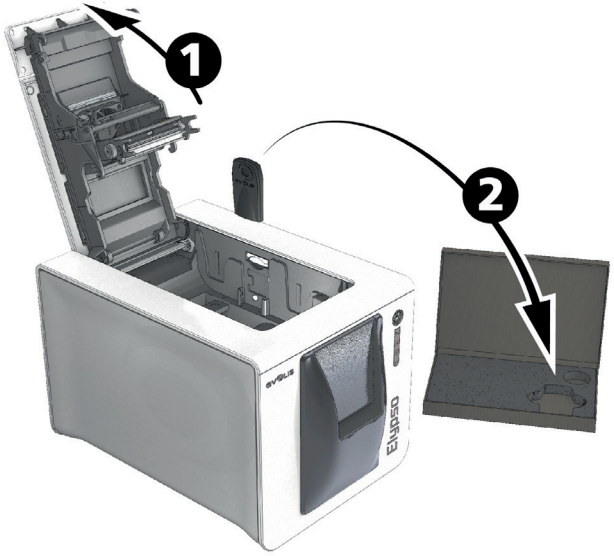
6 Open the card printer ❶ and remove the activation key

7 Put the ribbon back

8 Close the cover.



5



6



7



8



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CONNECTING TO A NETWORK (ETHERNET AND WI-FI)

All Evolis printers can be fitted with a TCP/IP network connection. This function is available as standard on the Zenius Expert.

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 mode
- Printer connected to a subnet in fixed IP address mode, with WINS resolution
- Printer connected to a subnet in fixed IP address mode, without WINS resolution

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

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

In addition, the Ethernet connection wizard will automatically detect all installed Evolis printers.

The user-definable settings are:

- IP address of the printer
- Subnetwork mask
- Gateway
- WINS server

NOTE

Evolis printers which are equipped with network interface TCP/IP have an integral http 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.

NOTE

For further details, refer to the `Network aministrator manual, Configuring an Evolis printer via Wi-Fi or Ethernet'.



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3.MAINTENANCE

GENERAL WARRANTY INFORMATION

Your Evolis printer has been designed to give you long service and needs only minimal regular maintenance. 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.

In addition, the use of Evolis brand ribbons ('Evolis High Trust®') 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.

Evolis provides replacement parts and consumables that you can view by visiting the website at **www.evolis.com.**



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ROUTINE PRINTER CLEANING

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.

NOTE

Recommended cleaning cycle: whenever the ribbon is changed
Mandatory cleaning cycle: when the cleaning warning is triggered
Servicing accessory: adhesive cleaning card.

Your printer is fitted with a cleaning warning system which is triggered after a certain number of cards have been inserted.
You should proceed with the routine cleaning of your printer as soon as the warning is triggered.
If you continue to run the printer despite the warning and if the warning light remains lit, the print head warranty will be automatically voided owing to a failure to comply with your contractual maintenance obligations.

Printer	Cleaning required after: (warning light flashing)	Number of cards remaining before warranty voided (warning light flashing)	Warranty invalid after: (warning light steady)
Elypso	1000 cards	200 cards	1200 cards

For more information, please refer to the **Cleaning kit safety datasheet.**



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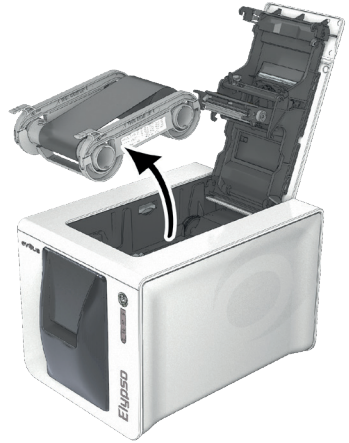
Follow the procedure below to ensure you have carried out regular cleaning properly:

Repeatedly running the adhesive card through the printer cleans the cleaning roller in order to maintain print quality and increases the service life of the print head.

1. Open the printer cover.
2. Remove the ribbon as shown on the diagram.
3. Close the cover and check it has clicked shut.



1



2

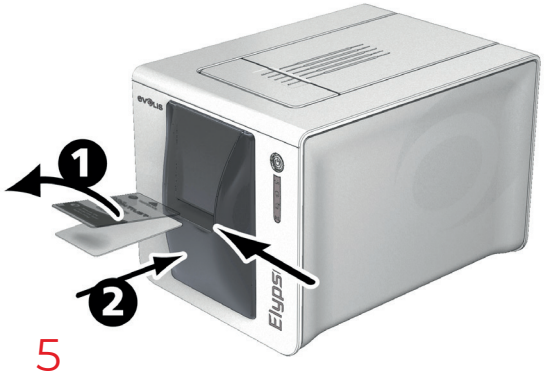


3

4. Double click the cleaning button on the control panel before inserting the cleaning card.
5. Remove the film from the adhesive card and insert the cleaning card into the feeder as shown, adhesive side up . Cleaning starts.
6. The used cleaning card is ejected automatically by the manual feeder.



4



5



6

EPC

Routine cleaning may also be carried out from the Evolis Print Center by clicking on “Start cleaning”.



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Servicing the print head

NOTE

Recommended cleaning cycle: whenever the ribbon is changed.

Servicing accessory: special cotton bud impregnated with isopropyl alcohol.

However, to maintain the original print quality and to absorb surplus ink on the print head, we recommend that you regularly clean the print head (whenever the ribbon is changed and during the routine cleaning) using the cotton buds supplied by Evolis.

You must also protect the print head and its components from any discharge of static electricity.

Unplug the printer from its power supply before cleaning the print head.

Follow the cleaning cycles scrupulously.

Avoid any contact between the print head and any metal or sharp objects.

Avoid touching the print head directly with your fingers, as this could affect print quality or permanently damage the print head.

Follow the procedure below:

1. Take an Evolis cotton bud and press the middle of the tube until the end of the cotton bud is impregnated with alcohol.
2. Unplug the power supply cable, open the cover then find the print head.
3. Gently rub the cotton bud from left to right along the print head for a few seconds.
4. Close the cover. Reconnect the printer.



1



2



3



4



NOTE

Wait for 2 minutes after cleaning before using your printer.



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ADVANCED CLEANING

For a more in-depth clean, we recommend carrying out an advanced clean every five routine cleaning cycles.

Evolis provides an Evolis High Trust® maintenance kit consisting of 2 adhesive cards, 2 impregnated “T” shaped cards, a cleaning pen and a box of wipes. The “T” shaped card is used to clean the card feed rollers and the magnetic encoder head. To ensure advanced cleaning is carried out properly, the procedure given below must be followed.

Printer cleaning

NOTE

Recommended cleaning cycle: every 5 routine cleaning cycles.

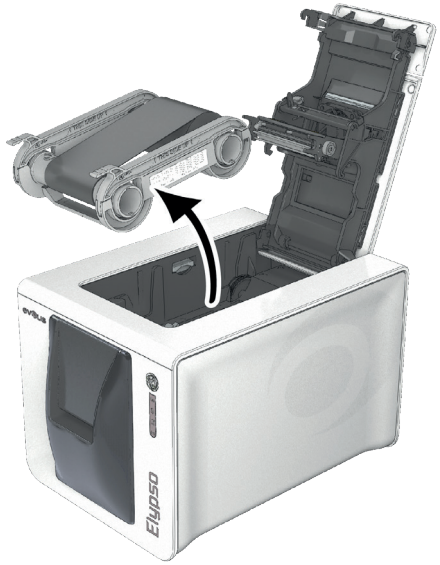
Servicing accessories: impregnated “T” shaped card and adhesive card

Follow the procedure below:

1. Open the printer cover.
2. Remove the ribbon as shown on the diagram.
3. Close the cover and check it has clicked shut



1



2



3



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4 Double click the cleaning button on the control panel before inserting the cleaning card.

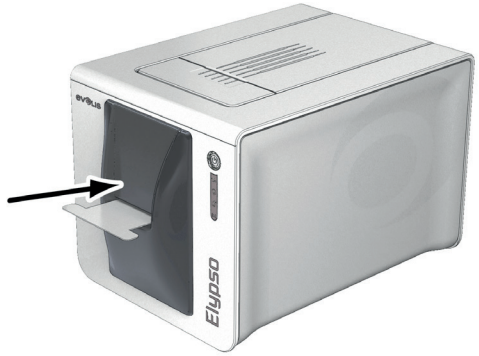
5 Take the “T” shaped cleaning card and insert it in the manual feeder as shown. Cleaning starts.

6 Remove the “T” shaped card, then remove the film from the adhesive cleaning card and insert the cleaning card into the feeder as shown, adhesive side up . Cleaning starts.

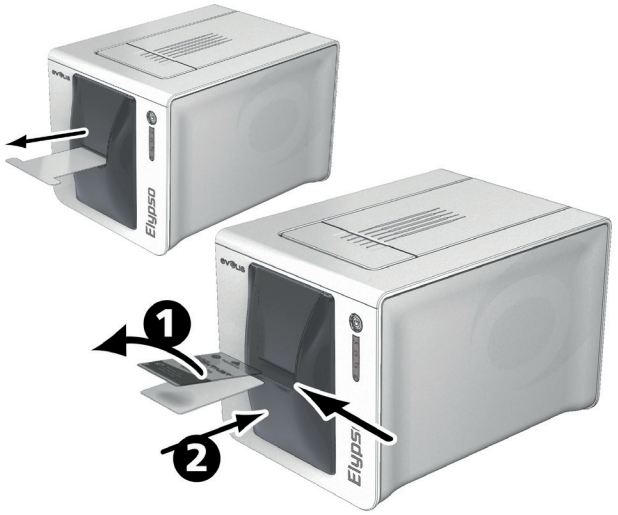
7 The used adhesive card is ejected automatically by the manual feeder..



4



5



6



7

EPC

Routine cleaning may also be carried out from the Evolis Print Center by clicking on “Start cleaning”.

Warning, the “T” shaped card must be used just after the sachet is opened.

NOTE

Before using your printer, remember to reset the gauge to the desired card thickness.



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Servicing the print head

NOTE

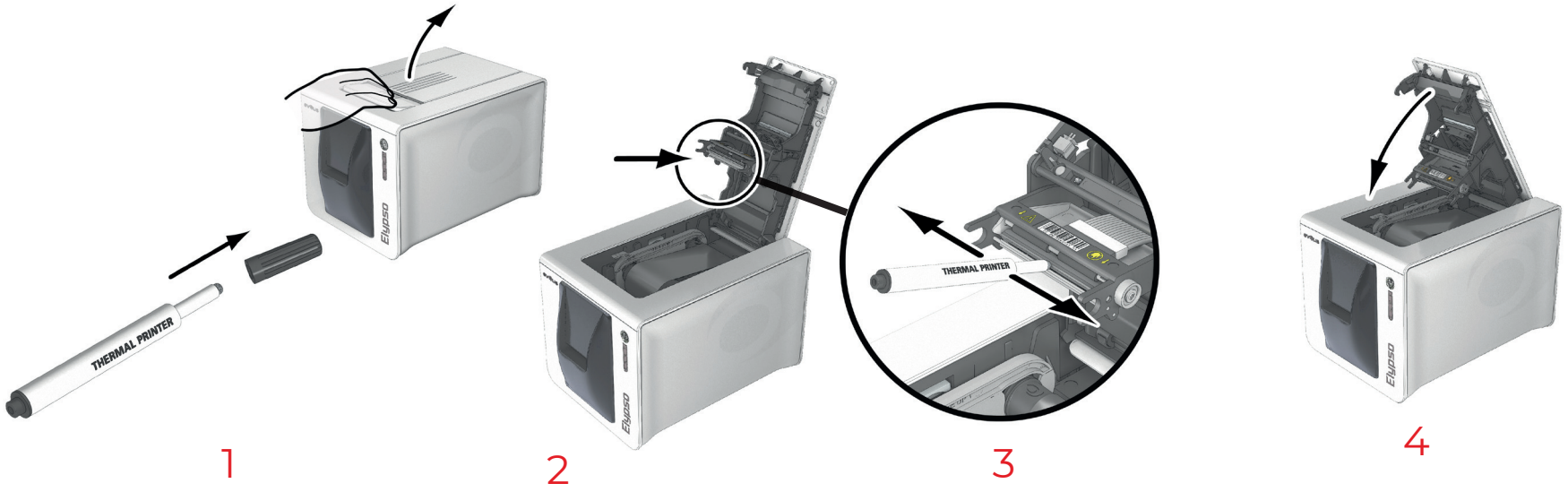
Recommended cleaning cycle: every 5 routine cleaning cycles.
Servicing accessory: cleaning pen

Unplug the printer from its power supply before cleaning the print head.
Follow the cleaning cycles scrupulously.
Avoid any contact between the print head and any metal or sharp objects.
Avoid touching the print head directly with your fingers, as this could affect print quality or permanently damage the print head.

The cleaning pen can be used up to 8 times for cleaning the print head.

Follow the procedure below:

1. Remove the cover from the cleaning pen.
2. Unplug the power supply cable, open the cover then find the print head.
3. Gently rub the pen from left to right along the print head for a few seconds.
4. Close the cover. Reconnect the printer.



NOTE

Wait for 2 minutes after cleaning before using your printer.



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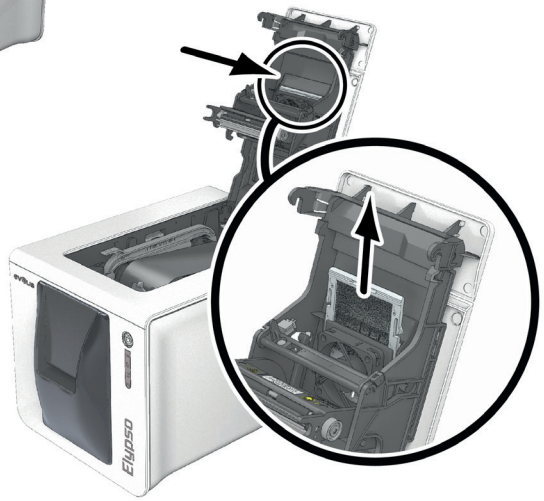
Servicing the dust filter

The dust filter is located above the print head fan. This filter can become fouled up over time and it is recommended to clean it once a year or every 10,000 cards depending on your working environment.

1. Open the printer cover. Locate the dust filter.
2. Remove the filter by pulling it upwards and slide it out to release it completely.
3. Once the filter is removed from its slot, obtain a cleaning wipe supplied by Evolis.
4. Clean the filter by rubbing the wipe either side of it.
5. To replace it, insert it in its slot (notch towards you) and lower it until you hear it click indicating it is correctly positioned.
6. Close the cover.



1



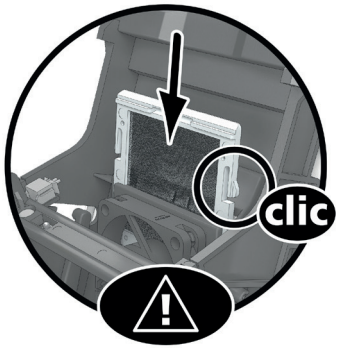
2



3



4



5



6



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4. HELP

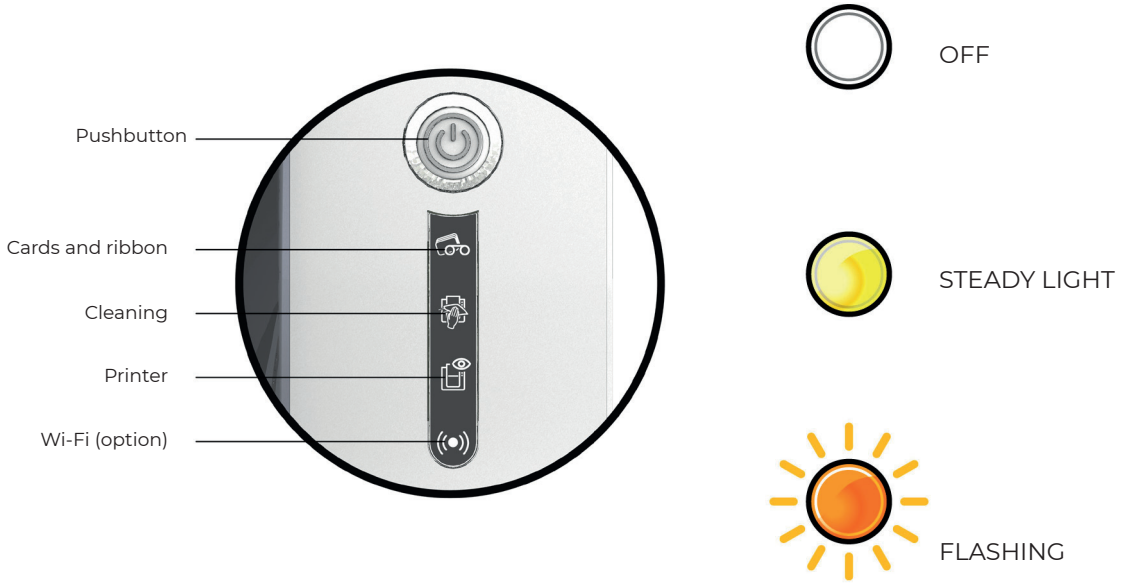
This section gives a number of suggestions allowing problems that may arise when using your printer to be pinpointed. If you do not manage to solve your problem, this section also explains how to contact Evolis technical support.

WARNINGS AND DIAGNOSIS

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

Control panel warnings

See "Description of the printer and its functions", page 7



NOTE

Your machine may be supplied with an LCD screen instead of the control panel; please refer to LCD screen user guide to find out how to operate it.

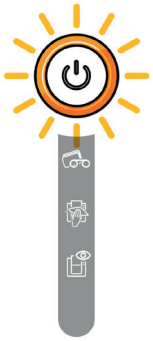


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PRINTER READY

- The printer is ready to receive data.



PROCESSING

- The printer is receiving data.



RIBBON

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

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

CARDS

- No cards in the card feeder.

Put card back into the manual feeder - the process starts again.

Card loading error.

Check card have been loaded. For any other problem contact your Evolis dealer.



PRINTER COVER OPEN

- The printer cover is open.

Close the cover again. The printer starts up.

MECHANICAL ERROR

- Card jammed in the printer.
- Mechanical component fault.

Open the cover and hold down the pushbutton in order to eject the jammed card.

See "Freeing jammed cards", page 36 for more details.

If the problem persists, contact your Evolis dealer for assistance.



ROUTINE CLEANING

(after 1,000 cards have been inserted)

- The printer must be cleaned.

See "3. Maintenance", page 21

ADVANCED CLEANING

- The printer requires advanced cleaning.

See "3. Maintenance", page 21



CLEANING

(after 1,200 cards have been inserted)

- The printer must be cleaned to avoid the risk of the warranty being voided.

See "3. Maintenance", page 21



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WAITING FOR A CARD TO BE INSERTED OR REMOVED

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

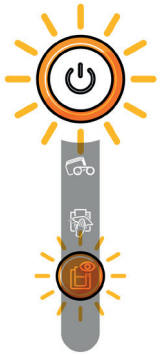
Insert a card or remove the card from the manual feeder
See "1. Getting started", page 6



COOLING MODE

- The cooling system has been activated.

The printer pauses for a few seconds and restarts once it has returned to its normal operating temperature.



FIRMWARE UPDATE

- The printer is updating its Firmware.

The printer restarts following the update.



Wi-Fi IS ON (option)

- The wireless connection is active.

You can start printing.



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DIAGNOSIS HELP

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

Printing a technical test card

The technical test card must be printed when you receive your machine to ensure your printer is operating correctly. This card shows various items of technical information concerning the machine (serial number, firmware, cleaning operations, print head, etc.). You may be asked for these by your dealer.

1. Wait for any current print jobs to finish.
2. Check that there is a ribbon and card in the printer.
3. Press the pushbutton for four to five seconds until it turns off.
4. Press and hold down the pushbutton again.
5. The pushbutton light comes on.
6. Release the pushbutton once the light flashes.
7. The test card is printed (in colour if a colour ribbon is fitted in the printer, or monochrome if the ribbon is monochrome, and on both sides if the double-sided printing function has been enabled).
8. The printed card is ejected by the manual feeder.

EPC

Printing the technical test card can also be launched from the Evolis Print Center.

Printing a graphic test card

The graphic test card is used to check the print quality in colour or monochrome, the offsets and whether the ribbon is synchronised correctly.

To print the graphic test card, check first of all that a ribbon and a card are present in the printer.

Go to Evolis Print Center, select System information and click on the Test cards tab. Then click the Graphic test card button. The card is printed and the printed card is ejected by the manual feeder.

EPC

Printing the graphic test card can only be launched from the Evolis Print Center.

Identifying installed software versions

You can identify directly the system versions installed (print driver, set, etc.).

1. In Evolis Print Center, double click the name of the printer to display its Properties.
2. Click System information, then System information.



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TROUBLESHOOTING

Do not attempt to use tools or other items to repair your printer in the event of problems, in case major damage is caused.

Printing problems

Nothing prints

1 Check the print driver
- Check that there is a print driver for your printer in the Windows configuration.
- Check that the printer is selected as the default printer.

2 Check the printer's power supply
- Check that the power cable is correctly connected to the printer and to a working electrical socket.
- Check that the printer is on and that the pushbutton is lit.
- Make sure you are using the power supply unit supplied with the printer.

3 Check the USB cable
- Check that the USB cable is connecting the printer to your computer.

4 Check the ribbon
- Check that the ribbon is fitted correctly and that the cover is closed.

5 Check the cards
- Check that you inserted a card in the manual feeder.
- Check that no cards are jammed in the printer.

6 Print a test card
- See "Printing a technical test card", page 32.

Blank card ejected

1 Check the ribbon
- Check that the ribbon is not finished or damaged. Replace it or re-install it if necessary.

2 The print head may be damaged
- Print a test card. See "Printing a technical test card", page 32.

If the test card does not print, contact an Evolis dealer for technical support or visit the website at **www.evolis.com.**



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Poor print quality

Small blemishes on the card



- The card surface may be dirty.

Check that your cards are perfectly clean.

Use new cards.

- Cleaning roller or print head dirty.

Launch a cleaning cycle.

Horizontal white lines



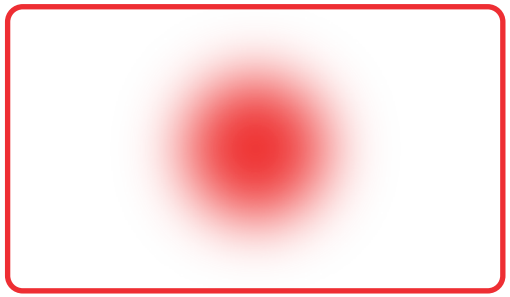
- The ribbon is not correctly fitted.

Check that there are no wrinkles on the surface of the ribbon.

- Print head dirty or damaged.

Clean or replace the print head.

Blurred image



- The ribbon is not correctly fitted.

Check that the ribbon is correctly positioned in the printer.

- Poor ribbon synchronization.

Open and close the printer cover to synchronize the ribbon.

- Dirty printer or cleaning roller.

Clean the printer.

- Use of incompatible cards.

Check that the cards used match the specifications.

NOTE

We recommend that you obtain your cards from an Evolis dealer.
Use of cards obtained elsewhere is liable to adversely affect print quality and/or damage the print head.



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Partial or incorrect printing

1 Check the print settings
- Check that no area of the card design to be printed is outside the print margins.
- Check the document orientation (portrait or landscape) in the Evolis Print Center configuration.

2 Check the interface cable
- If irregular characters are printed, check that you are in fact using the USB cable supplied with your printer.
- Check the connection between the computer and the printer.
- Try using another cable of the same type.

3 Check that the printer is clean
- Clean the printer, especially the cleaning roller.
- See "3. Maintenance", page 21.

4 Check that the cards are clean
- Store your cards protected from dust.

5 Check the ribbon
- Check that the ribbon is fitted correctly.
- Check that the ribbon spools freely.

6 Check the print head
- Should horizontal straight lines appear on printed cards, it is likely that the print head is dirty or damaged.

See "3. Maintenance", page 21 and See "Troubleshooting", page 33.

If the problem persists, contact an Evolis dealer or visit **myplace.evolis.com.**



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Freeing jammed cards

Control panel displays:



MECHANICAL ERROR

- Card jammed in the printer. Print jobs are interrupted.

Do not turn off your printer as this cancels pending print jobs in the printer's memory.

Remove the card as follows:

1. Open the printer cover and remove the ribbon.
2. Press the pushbutton to turn the card transport rollers. If the card is still stuck inside the printer, slide it manually towards the printer output.
3. Replace the ribbon, then close the printer cover.

To prevent card jams:

1. Check that the thickness of the cards used matches the specifications.
2. Check that the cards are flat. Keep them in a horizontal position.
3. Check that the cards are not stuck together. Shuffle the cards before loading them.



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Replacing the print head

The print head is a sensitive component of your equipment. It determines the print quality, and regular servicing along with an immediate environment free from dust or other particles ensure a lengthy useful life. Nonetheless, the print head may sometimes need to be replaced. Evolis has designed a unique device enabling users to undertake such replacement with no tools needed, simply by following the instructions very carefully.

Before doing anything else, please contact your Evolis dealer in order to check the advisability of replacing the print head. The dealer will supply a new print head if need be.

NOTE

For more information on print head warranties, refer to the Evolis warranty booklet.

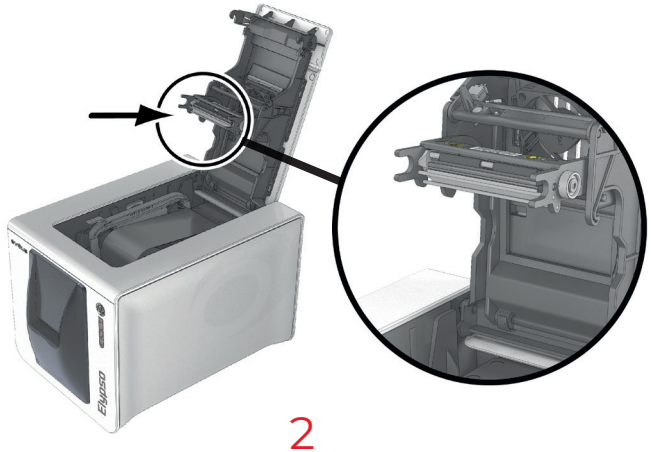
Before changing the print head, unplug the power cable.

Step 1 - Removing the defective print head

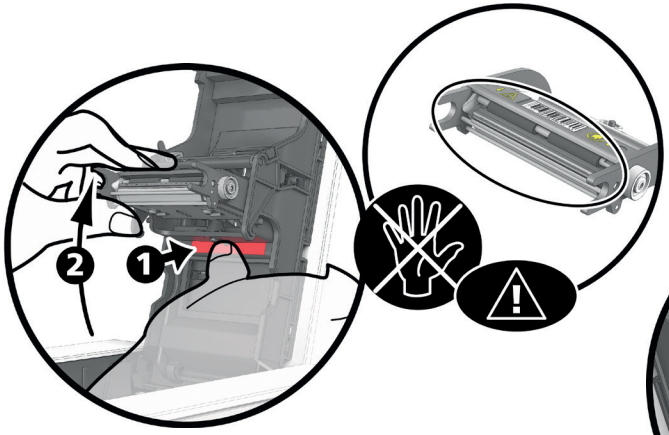
1. Open the printer cover.
2. Locate the print head.
3. Press on the plastic part behind the head (pressure plate) and pull on the head with the other hand as shown in the diagram in order to free the lugs from the holding fork, then remove the lugs from their slots.
4. Tilt the head carefully downwards and disconnect the connector linked to the cable without using force on the mechanism.



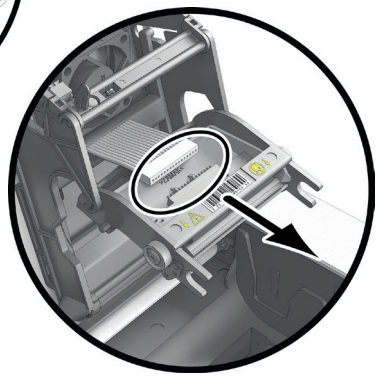
1



2



3



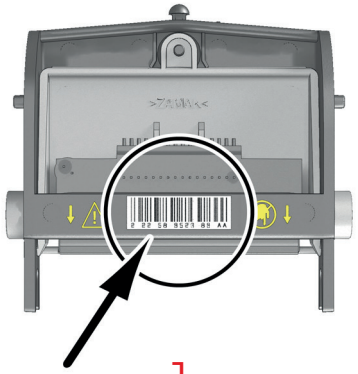
4



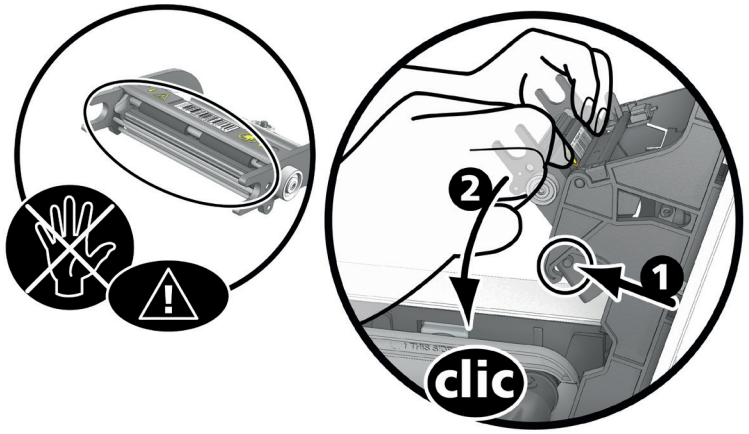
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Step 2 - Installing the new print head

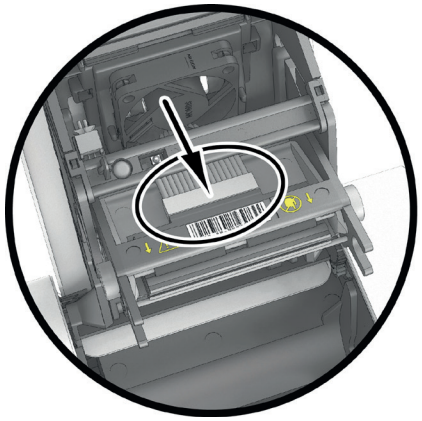
1. Note the code shown on the white label stuck on the print head. You will be asked for this code in Step 3.
2. Take the new head and insert it vertically (white connector upwards) raising it in the two guides so as to trap the lugs of the fork in their slots. Then lower it by pressing on the two forks , a click will be heard.
3. Connect the cable into its socket, making sure it is the right way round. Do not use any force, as this part is relatively fragile. Press down on each side of the connector to ensure a good connection is made.
4. The head is back in position.
5. Close the cover. The print head is now fitted.



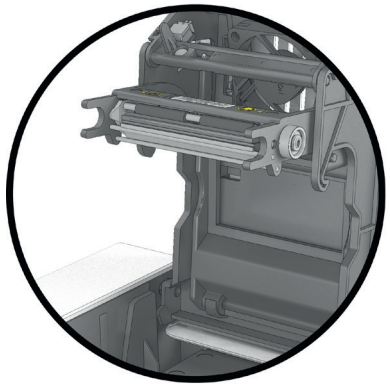
1



2



3



4



5



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Step 3 - Configuring the new print head

1. Power up the printer and check that it is properly connected to a computer on which the printer's Evolis Print Center is installed.
2. In Maintenance of Evolis Print Center, click on the Change print head tab.
3. Enter the PKN number of the print head kit in Enter PKN no., the number you noted down in step 2. Then click Confirm.

If the print head kit number is not entered correctly, printer malfunctions may occur and the warranty may be voided.

Step 4 - Cleaning the printer

On your printer's control panel, the "CLEANING" light is lit:



cleaning

Cleaning is absolutely necessary after changing the print head. No print jobs can be run until the cleaning operation has finished.
See "Printer cleaning", page 22.

Once cleaning has been carried out, your printer is once again ready to customise your cards.

NOTE

Wait for 2 minutes after cleaning before using your printer.



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Updating the firmware

Updating the firmware is a simple operation but one which, if not properly completed, can result in your printer breaking down.

Before any update, please contact your Evolis dealer who will be able to guide you on the advisability or otherwise of carrying out an upgrade. In general, such updates are only required in the event of problem or malfunction that has been clearly identified by your Evolis dealer.

The update of the firmware is carried out with the Evolis Print Center.

The update can be done automatically or manually.

We recommend using the Check for updates wizard. This wizard will firstly look for available updates for the software suite. Once the software suite is updated, run the wizard again to check for updates for the printer firmware. To run the wizard, go to Print Center > Tools > Check for updates wizard.

An Internet connection is required to run the wizard.

If you want to update your Firmware manually, you can run the update wizard for printer firmware.

Under Windows

1. Go to **myplace.evolis.com**, then select your printer model.
2. In Drivers and Firmware, click the file corresponding to the firmware.
3. Accept the download then save the file in a directory on your hard drive.
4. Now open the Evolis Print Center and double-click the name of your printer. The Properties window opens.
5. Go to 'Maintenance > Firmware update' and click 'Run Check for updates wizard for printer firmware'. This wizard will help you update your printer firmware.
6. When the programme asks you, follow the instructions and select the file ".firm" you have just downloaded on your computer.
7. The operation may take up to 1 minute. When the firmware is installed, the printer will restart. The update is complete and your equipment is ready for use.
8. TIf the printer is not showing a Ready status, this means that the update has not been carried out correctly or, possibly, that the printer is not working properly. Check the connection cables and run a new update.

If you experience problems while updating the firmware with Evolis Print Center, contact your Evolis reseller who can provide a new file to install the firmware.

Once the update is complete, your equipment is ready for use.

Never interrupt the transfer between computer and printer during the download phase (powering off the printer or computer, unplugging a cable). This would result in a complete inability to restart the printer. Should such an incident occur, please contact your Evolis dealer, who will replace your printer's processing board.

EPC

The update of the firmware can be carried out from the Evolis Print Center.



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For Mac

1. Go to **myplace.evolis.com**, then select your printer model.
2. In Drivers and Firmware, click the file corresponding to the firmware.
3. Accept the download then save the file in a directory on your hard drive.
4. Then go to Menus & preferences, Printers and scanners, and select your printer. Go to Options & supplies, Utility and click Open printer utility. The Evolis Card Printer window will open. All you need to do now is click on Upgrade.Select the folder where you extracted the downloaded file and open the firmware file (.firm).
5. When prompted by the programme, follow the instructions in order to select the printer and start the operation. The firmware transfer is in progress.
6. After about thirty seconds, the firmware has transferred to the printer and the operation is complete.
7. You can check the firmware version by clicking Identify.
8. If the printer is not showing a Ready status or is showing the number of the last version, this means that the update has not been carried out correctly or, possibly, that the printer is not working properly. Check the connection cables and run a new update.

If you experience problems while updating the firmware with Evolis Print Center, contact your Evolis reseller who can provide a new file to install the firmware.

Once the update is complete, your equipment is ready for use.



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Updating the print driver

Updating the print driver is a task that is required in order to fix malfunctions or gain the benefit of new options.

Before any update, contact your Evolis dealer who will be able to guide you on the advisability or otherwise of carrying out an upgrade.

1. Go to **myplace.evolis.com**, then select your printer model.
2. In Drivers and Firmware, click the file corresponding to the print driver.
3. Accept the download then save the file in a directory on your hard drive. The firmware is stored compressed as a zip file, which you will need to extract.
4. Then double-click on the file (setup.exe for Windows or .pkg for Mac) that you have just downloaded in order to run the installation program.

NOTE

The print driver can also be updated in the Evolis Premium Suite with the Check for updates wizard.

NOTE

See "Installing the print driver", page 13 for more details about the procedure.



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TECHNICAL SUPPORT

If you are having difficulties in configuring and using your printer, read this manual carefully.

If you do not manage to solve your problem, you can obtain further information and help from the Evolis partner network.

Evolis printer network

For any unresolved technical problem, contact an Evolis dealer. If you do not know any Evolis dealers, visit the **myplace.evolis.com** website and send us your question. Evolis will pass on the contact details of your nearest Evolis dealer. When calling an Evolis dealer, you do need to be close to your computer and ready to provide the following information:

1. Your printer model and serial number
2. The configuration and operating system that you are using
3. A description of the incident that has occurred
4. A description of the steps that you have taken to resolve the problem.

In addition, to enable you to find answers to your questions 24/7, the **myplace.evolis.com** website includes a number of aspects related to day-to-day use of your printer.

Finding information

If you need additional technical help, you will find a great deal of information on using and troubleshooting Evolis printers under the **myplace.evolis.com.**

This section offers:

- The latest version of firmware,
- The latest version of printer drivers, and
- User manuals,
- Videos about using and maintaining Evolis printers,
- A knowledge base



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5.APPENDIX A

DECLARATIONS OF CONFORMITY

In this section, you will find the certifications for your Evolis printer.

Declarations of Conformity

Concerning the Safety and Electromagnetic Compatibility of Radio Equipment (**RED 2014/53/EU, LVD 2014/35/EU, EMC 2014/30/EU Directives) and (RoHS3) 2015/863/EU**

Manufacturer name: Evolis

Manufacturer address: 14, avenue de la Fontaine
Z.I. Angers Beaucouzé
49070 Beaucouzé, France

Equipment name: Elypso

Year of fabrication: 2022

I, the undersigned,
Mr. **Laurent Godard**

Declare under my own responsibility that the product described above is in conformity with the essential applicable requirements of the **RED 2014/53/EU, LVD 2014/35/EU, EMC 2014/30/EU Directives) and (RoHS3) 2015/863/EU as follows**:

Article 3.1 a: (electromagnetic compatibility protection requirement)

Safety standard applied **EN62368-1 : 2014**
EN50364:2010

Article 3.1 b: (electromagnetic compatibility protection requirements)

EMC standard applied **EN55032: 2012**
EN55024: 2010
EN61000-3-2 ; 2014
EN61000-3-3 : 2013
EN301489-3 : 2013 (VI.6.1.)

Article 3.2: (effective use of the radio frequency spectrum to avoid damaging interference)

EMC standard applied **EN300330-2 V1.6.1**

Full name: **Laurent Godard**
Title: R&D Director
Date: January 4th 2022
Signature:

EUROPE - Norway Only: This product is designed for an IT power system with phase-to-phase voltage of 230 V. Earth grounding is via the polarized, 3-wire power cord.

FI: "Laite on liitettävä suojamaadoitus koskettimilla varustettuun pistorasiaan"

SE: "Apparaten skall anslutas till jordat uttag"

NO: "Apparatet må tilkoples jordet stikkontakt"

DK: „Apparatets stikprop skal tilsluttes en stikkontact med jord, som giver forbindelse til stikproppens jord".

FCC Federal Communications Commission notice

Radio frequency interference in the United States

Elypso model conforms to the following specifications: FCC Part 15, Subpart A, Section 15.107(a) and Section 15.109(a) Class B digital device.

Additional information:

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 try the following measures:

- Reorient or relocate the receiving antenna.
- Move the equipment away from the radio or television.
- Connect the equipment to a circuit other than that to which the receiver is connected.
- Consult the supplier or an experienced radio/TV technician.

Use of a shielded twisted pair cable is necessary to comply with the restrictions laid down by part 15 of the FCC Rules for Class B digital devices.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications made to this equipment without the express, written consent of the company Evolis may cause harmful interference and void the FCC authorization to operate this equipment.

We recommend keeping a distance of 20 cm between the user and the RFID module when it is in operation.

This device is compliant with the RSS of Industry Canada applicable to radio devices exempt from licensing. Its use is authorized under the following two conditions: (1) The device must not cause jamming and (2) the device user must accept any radio-electrical jamming it experiences, even if this comprises its operation.

Japanese radio frequency interference (VCCI)

This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

이 기기는 업무용(A급) 전자파적합기기로서 판매자 또는 사용자는 이 점을 주의하시기 바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.



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6. APPENDIX B

ENCODING OPTIONS

Some models of Evolis printers are equipped with encoding systems which are used to customise magnetic strips, and contact and contactless smartcards.
With Elypso Expert, it is possible to install up to three types of encoder in the printer (magnetic stripe, contact and contactless smartcards).

Magnetic stripe encoding

A printer fitted with a magnetic encoder works in exactly the same way as a basic card printer. The Evolis encoder encodes the magnetic stripes in a single pass then runs a data check.
Although able to be configured as high coercivity (HiCo) or low coercivity (LoCo) by a simple click in Evolis Print Center, Evolis magnetic encoders come factory set for high coercivity (HiCo).

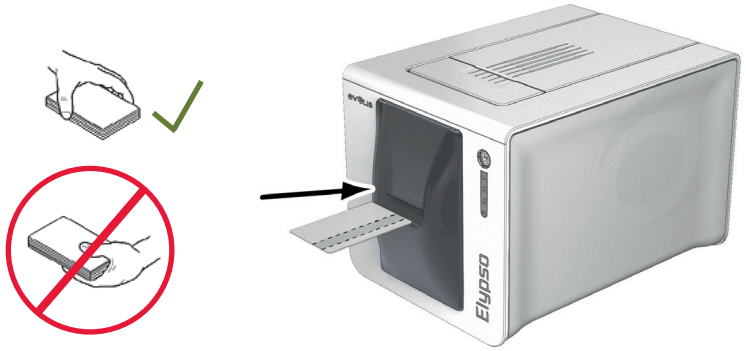
Location of the magnetic encoder

The magnetic encoder is a module installed either in the factory or on site by your Evolis dealer. The read and write head is located under the path taken by the cards and before the print head. The encoding sequence for a card is always carried out before the printing.

Use only magnetic stripe cards that comply with ISO 7810 and ISO 7811 standards.
The magnetic stripe must be moulded into the card to work properly.
Never use cards with a glued-on magnetic stripe.

Card positioning

Magnetic stripe cards must be placed in the manual card feeder so that the magnetic stripe is facing downwards as shown below
Insert a magnetic card. Hold the cards as shown in the diagram (magnetic stripe downwards).



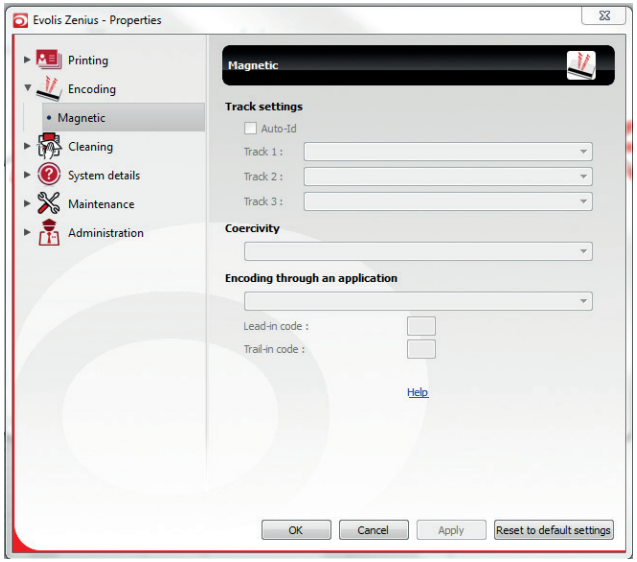


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Configuring the Evolis Print Center

When first installing the Evolis Print Center, the magnetic encoder functions need to be configured. The magnetic encoder functions may be accessed from the Evolis Print Center by right-clicking the name of the printer then click on Properties.

«Magnetic Encoder» dialogue box

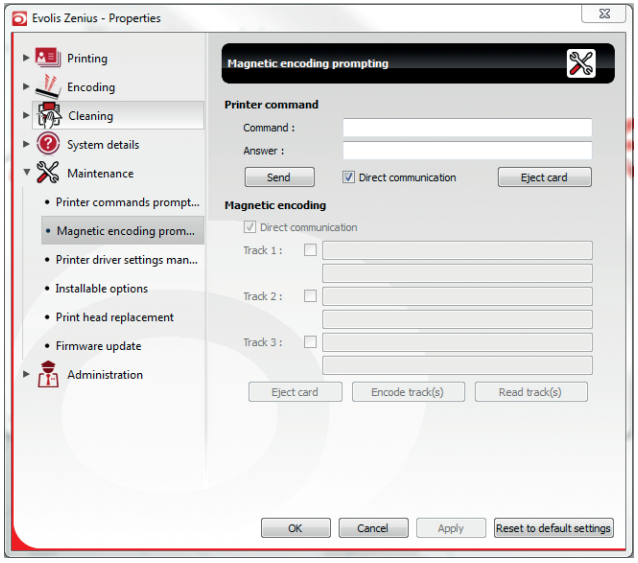


The Magnetic Encoder dialog box is opened by selecting Encoding then Magnetic.

Configure stripes allows you to select the desired format for each stripe. See the table in this Appendix for information regarding ISO 7811 standards.

Coercivitysets the magnetic encoding to high (HiCo) or low (LoCo) coercivity. A magnetic stripe encoded with high coercivity is more resistant to external disturbances than a magnetic stripe encoded with low coercivity.

Encoding via an application allows cards with magnetic stripes to be encoded from Windows applications (such as Word for example). A text field enclosed within "|" and "|" characters (or some other character which the user can define) will be interpreted as an encoding command by the printer driver.



Under Maintenance then Magnetic encoder dialog, Magnetic encoding is used to directly encode one or more magnetic stripes from this window simply by selecting them and entering the data to be encoded according to the stripe settings. Click on the Encode stripe(s) button to run the encoding cycle.



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Cleaning the magnetic encoder

The magnetic encoder head requires regular maintenance in order to ensure the integrity of the data encoded onto cards.

Cleaning of the magnetic encoder is carried out when the printer runs an advanced cleaning sequence with impregnated «T» cards (See "3. Maintenance", page 21).

Repeatedly running the cleaning card through the printer cleans the card feed rollers, the cleaning rollers, the print head and the magnetic encoder read-write head.

If, in between two routine printer cleaning runs (every 1000 cards inserted), the read-write process fails with more than one card, it is recommended to run an advanced printer cleaning sequence manually (See "3. Maintenance", page 21).

ISO 7811 magnetic encoding standards

Stripe number	Separator	Density	Character set	Number of characters
Stripe 1	^	210 ppp1	Alphanumeric (ASCII 32-95)2	793
Stripe 2	=	75 ppp1	Numeric (ASCII 48-62)2	403
Stripe 3	=	210 ppp1	Numeric (ASCII 48-62)2	1073

1 Dots per inch

2 Except for the “?” character

3 Including the Start, Stop and LRC characters These characters are automatically handled by the magnetic encoder



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Contact smartcard encoding

A printer fitted with a smartcard contact station works in exactly the same way as a basic card printer. The Evolis smartcard contact station is used to program chips to ISO 7816-2 standards. The Evolis product catalogue also includes printers equipped with a chip contact station and a built-in encoder. These encoders are connected to the PC via a USB interface, which does not allow you to encode with an Ethernet connection.

Contact station location

The contact station is a module installed either in the factory or on site by your Evolis dealer. It is located over the path taken by the cards and after the print head. To contact the smartcard, the contact station descends mechanically against the smartcard. The programming sequence for a chip is always carried out before the card is printed.

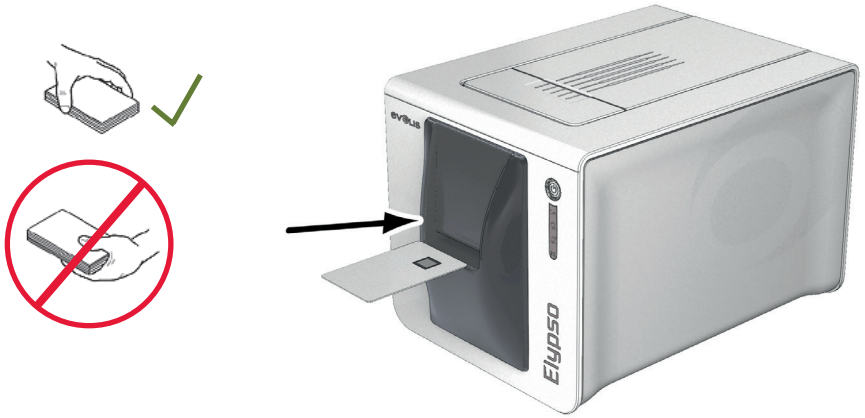
Use only smartcards compliant with the ISO 7816-2 standard.

Never print over the chip.

Card positioning

Smartcards must be placed in the manual card feeder so that the chip contact is facing upwards as shown below:

Insert a card. Ensure the cards are positioned as illustrated in the diagram.



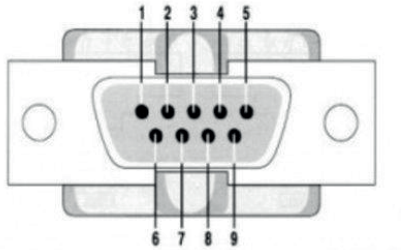


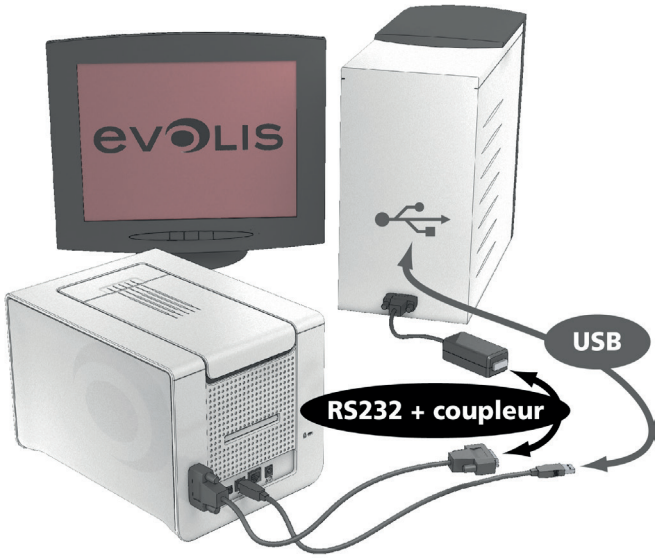
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Contact station interface

Printers fitted only with a smartcard contact station (without integrated encoder) are fitted with a female DB-9 connector which is found on the back of a printer.

This connector, directly connected to the contact station inside the printer, is also connected to an external coupler to program the chip.





DB-9 connector pins	Smartcard contact points
1	C1 (V c.c.)
2	C2 (reset)
3	C3 (clock)
4	C4 (reserved)
5	C5 (ground)
6	C6 (Vpp)
7	C7 (I/O)
8	C8 (reserved)
9	Card present signal

NOTE

Refer to the Programming Guide for the Evolis printer for more information on programming a smartcard and the Option installation manual for configuration of the card present signal.

NOTE

In order to encode a smartcard, you can use the cardPresso software or Evolis Premium SDK and the SDK of the encoder.

!

You must not print on the chip during printing or you may destroy it.



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Contactless smartcard encoding

Evolis printers may be equipped with an encoding device for contactless smartcards (RFID). This consists of an encoding module and a built-in antenna.

A module such as this must be installed by a specialist. The Evolis product catalogue includes printers equipped with a built-in encoder for contactless chips.

This encoder connects to the PC via a USB interface.

There is a very wide variety of contactless smartcards, and each card has specific technical properties associated with an equally specific type of encoder. See your Evolis dealer for further information.

Location of the antenna (or the encoder including an antenna)

By means of a specific command, the card is positioned close to the antenna such that the card lies within its radio range.

Reading data from or writing data to the card can then start.

The programming sequence for a chip is always carried out before the card is printed.

Card positioning

There is in theory no restriction on card positioning when programming in contactless mode.

However, the miniaturisation of components is bringing about the emergence of cards fitted with mini-antennae.

If this is the case, please see your card supplier for further information about where such mini-antennae are located within the card, so as to position the card as close as possible to the encoder's antenna. Doing so will ensure optimum encoding of the cards.

Computer connection

If your encoder is supplied with an USB interface, it will either be connected to the printer's internal USB Hub, or equipped with a USB cable to connect to your computer directly.

In the first case, your printer's USB cable is used to drive firstly the printer and secondly the encoder from the computer.

NOTE

Refer to the Evolis Programming Guide for further details on programming contactless smartcards.

NOTE

In order to encode a smartcard, you can use the cardPresso software or Evolis Premium SDK and the SDK of the encoder.