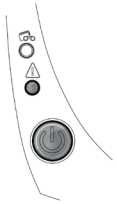
Card transport issue

This is a card jam error. Make sure that:
1 - The card has been ejected from the printer. Unplug the power supply from the printer and plug it back in to launch an automatic ejection of the card.
2 - The ribbon is not cut. If the ribbon is cut, fix it with transparent adhesive tape or replace the ribbon.



1

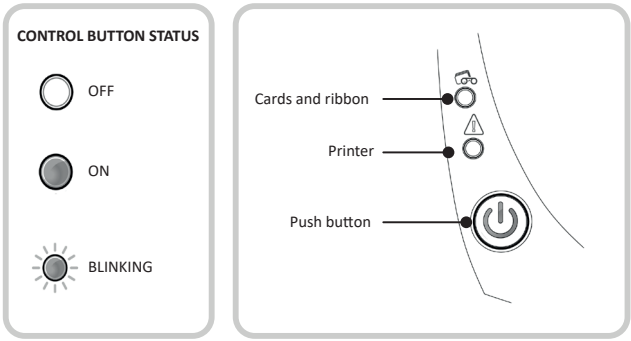


2



First level maintenance - users
Edikio Access

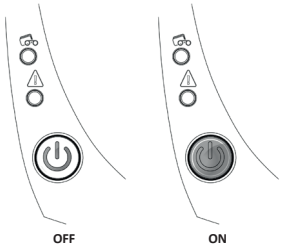
Panel description

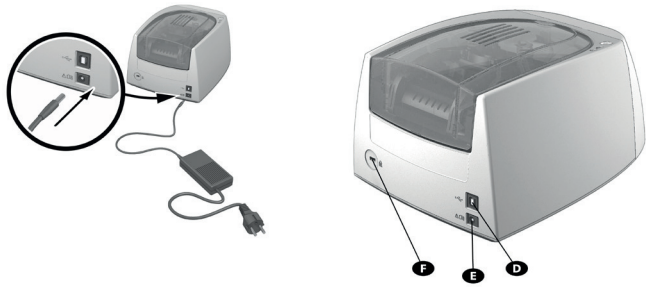


Printer connection

The LED power button is OFF:
- Make sure that the power supply cable (E) is correctly connected to the printer.

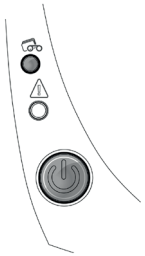
The LED power button is ON:
- Make sure that the USB cable (D) is correctly connected to the printer.
- Make sure that your are using the power supply supplied with the printer.

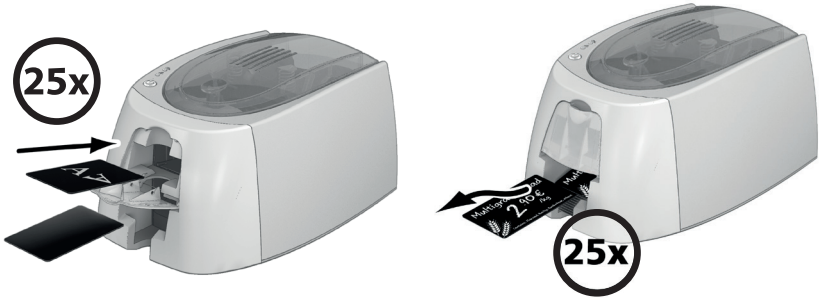




Cards

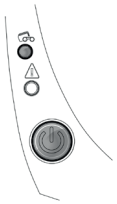
Make sure that:
- There are cards in the card feeder
- The card output is not full.
- The card feeder is not almost empty.

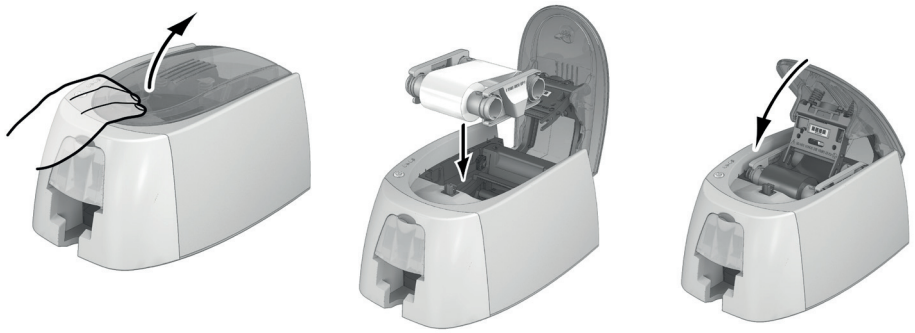




Ribbon

Make sure that:
- There is a ribbon in the printer.
- The ribbon is correctly installed.
- The ribbon is not almost finished or finished.
- The ribbon is not cut. If the ribbon is cut, fix it with transparent adhesive tape.





Cleaning

- A printer cleaning cycle needs to be performed.

1- Remove cards and ribbon from the printer.
2- Close the printer cover and press twice on the power button.
3- Insert the cleaning T-shaped card in the card feeder.
4- Use the swab to clean the print head.
5- Put the cards and ribbon back in place.

Scan the QR code to access How To videos.

Clean the printer at least once a year or when you notice a poor printing quality or after a long period of inactivity.



Printer cover

Make sure that the printer cover is correctly closed.

