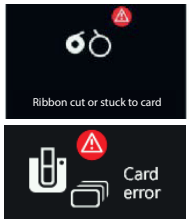
## Card transport issue

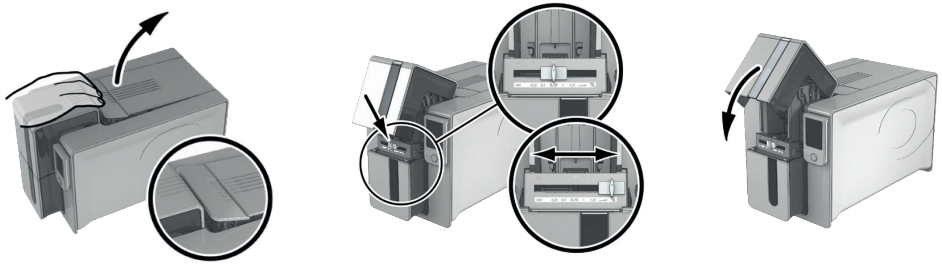
This is a card jam error. Make sure that:
1 - The card has been ejected from the printer. Unplug the power supply from the printer and plug it back in to launch an automatic ejection of the card.
2 - The thickness selector is correctly set.
3 - The ribbon is not cut. If the ribbon is cut, fix it with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



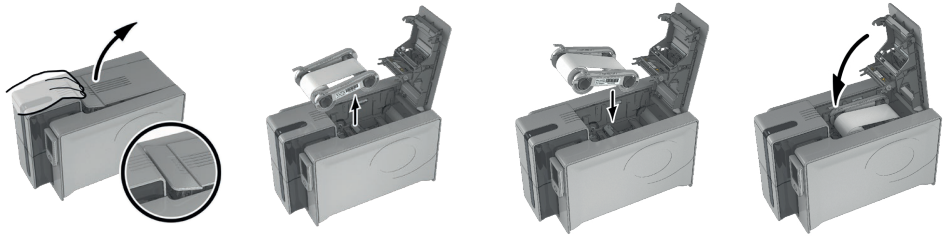

1



2



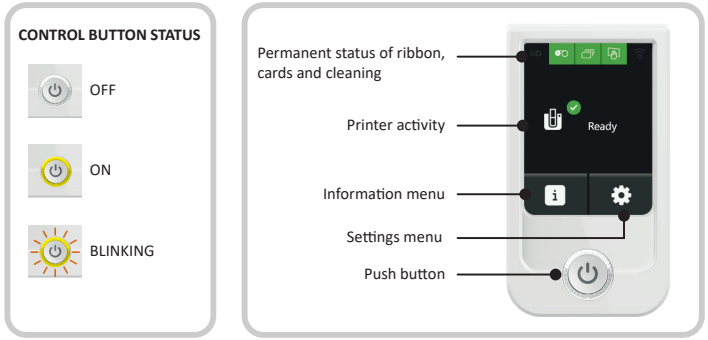
3





# First level maintenance - users
# Edikio Duplex

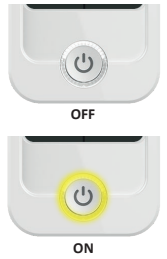
## Panel description




## Printer connection

The LED power button is OFF:
- Make sure that the power supply cable (1) is correctly connected to the printer.

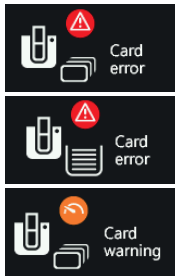
The LED power button is ON:
- Make sure that the USB (3) or Ethernet (2) cable is correctly connected to the printer.
- Make sure that your are using the power supply supplied with the printer.

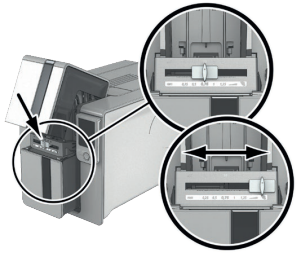


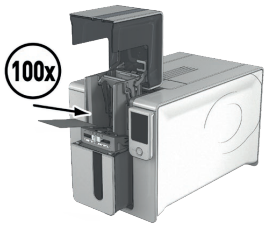


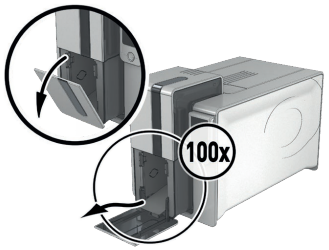

## Cards

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



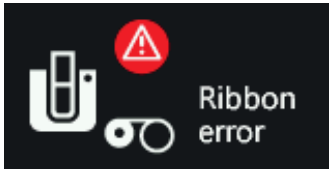



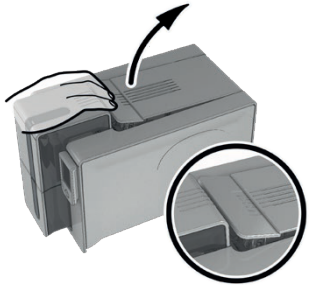


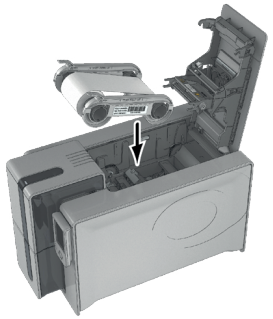



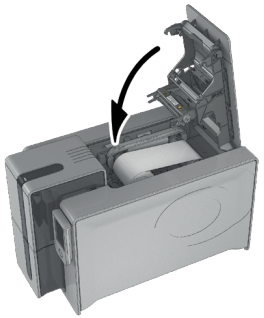

## Ribbon

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.





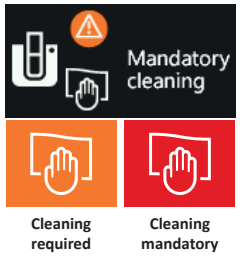




## Cleaning

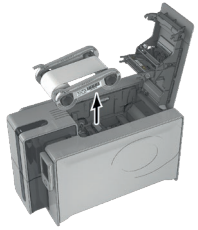
- A regular cleaning cycle needs to be performed.
- A regular cleaning cycle must be performed or the warranty is voided.

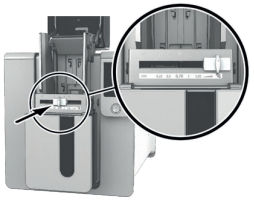
1- Remove cards and ribbon from the printer.
2- Set the thickness selector on the MAX position.
3- Press twice on the power button and follow the instructions on the LCD touchscreen.
4- When the cleaning is complete, put the cards and ribbon back in place.

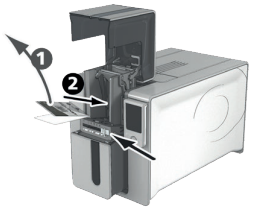



Scan the QR code to access How To videos.

Make sure to respect the cleaning cycles.








## Printer cover

Make sure that the printer cover is correctly closed.

