Identify what matters



KC Prime

USER GUIDE

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user-guide_KSKC2_ENG_202307_B1



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1. GENERAL INFORMATION

Copyright and Trademarks

Evolis © 2023. All rights reserved.

Users must observe the copyright regulations applicable in their country. This document must not be photocopied, translated, reproduced or transmitted, in whole or in part, for any reason and by any electronic or mechanical means whatsoever without the express written consent of Evolis.

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

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

All Evolis printer models, Evolis Premium Suite 2 and Evolis High Trust® are trademarks of Evolis. All other trademarks belong to their respective holders.

Warranty

Refer to the warranty booklet available on **www.evolis.com > Support section > Product page** to know the warranty terms, conditions and limitations.

Register your product on **www.evolis.com > Support section**.

Environmental Information and end-of-life products

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

The manufacture of this product 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, use existing collection systems. For more information on collection, re-use and recycling systems, contact your local or regional waste management body.

A tutorial is available on **www.evolis.com > Support section > Product page** to take ribbons apart and facilitate recycling.

Icons

- Indicates that failing to take the recommended action is liable to damage the printer.
- Information providing further details or depth about specific points in the main text.

▶ Video(s) of the procedure(s) available on **www.evolis.com > Support section > Product page**.



About the product

This product uses consumables and accessories available on **www.evolis.com > Consumables**.

For more information on the technical specifications of the product and all options available, go to **www.evolis.com** > **Product page**.

Read this manual carefully and follow the instructions.

Comply with the instructions given in this manual to ensure a good functioning of the printer.

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

Any failure to follow the maintenance and servicing procedures voids the print head warranty.

Icons on the printer label:



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.



Reminder to use existing collection facilities.

Certifications and declarations of conformity:

- CE, UKCA, ICES, VCCI, BIS, CCC, KC, EAC, RoHS
- FCC (Evolis contact: Evolis, Rising Sun Mills, 188 Valley St., Suite 421, RI 02909 Providence, evolisnortham@evolis.com)

Dimensions and weight:

- Printer (HxWxD): 307x196x 378 mm
- Feet height: 15 mm
- 5.3 kg

Connectivity

- USB (1.0, 1.1, 2.0, 3.0), Ethernet, Serial (option), Wi-Fi



Environnement

- Standard operating temperature: 15°C / 30 °C (59° / 86 °F)
- Humidity: 20% to 65% non-condensing
- Min / Max operating temperature and humidity rate: 0° / 40° C (32° / 104° F) and 20% to 65% non-condensing
- Min/max storage temperature: –5°C / +70 °C (23° / 158 °F)
- Storage humidity: 20% to 70% non-condensing
- Operating ventilation: free air

Electrical information

- Power supply unit: 100-240 Volts AC, 50-60 Hz, 1.7A
- Printer: 24 Volts DC, 2.71 A



2. PRODUCT PRESENTATION

Unpacking

- The printer is shipped in a packaging designed to prevent damage in transit. If visible damage is noticed when unpacking the product, contact the shipper and immediately inform your Evolis reseller, to know the procedure to follow.
- The full original packaging (outer box, inner wedges and protective bags) is required in the event that the printer is returned. Keep the packaging somewhere clean and dry. If the printer is returned without its original packaging and components are damaged during transit, these components are no longer covered by the warranty. You will be charged for new packaging for shipping the printer back to you.
- If any of the accessories is missing, contact your Evolis reseller.
- Use only the power supply unit and USB cable supplied with the product.

- The printer must be placed in a dry location, protected from dust and drafts but well-ventilated.
- Make sure to keep the printer on a flat surface able to bear its weight.
- A step by step tutorial to install the product is available on **www.evolis.com** **> Support section > Product page**.

Accessories supplied with your printer:

- 1 power supply unit- CWT type KPL-065M-VI or FSP type FSP060-RAAK3
- Mains power cable
- USB cable
- Installation, documentation, and software CD-ROM
- Starter cleaning kit
- Feet kit
- 1 dust cover

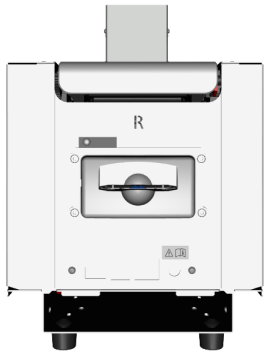


Product description

Printer options

Options may be already integrated in the printer or provided separately. In this case, their shipped kits contain all instructions of installation.

LED flashing bezel (rear side)



By default, the bezel emits a flashing light signal when a card is inserted or a card is issued.

If the card issued is not taken by the end user, it remains in the bezel.

It is possible to change default setting through commands.

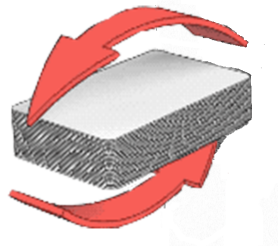
Anti-insertion optional feature prohibits the insertion of the card by a user but allows card issuance.

Encoding stations



Refer to the driver User Guides for all settings linked to these options.

Duplex activation

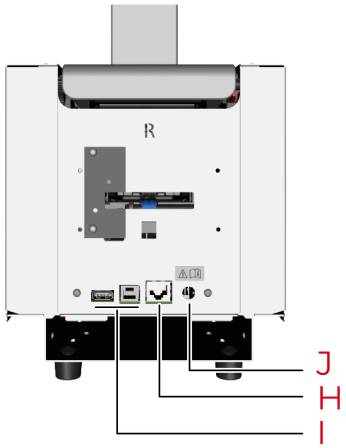




Printer configurations

Configuration 1





Front side

No output hopper

Rear side

No bezel

With connection ports



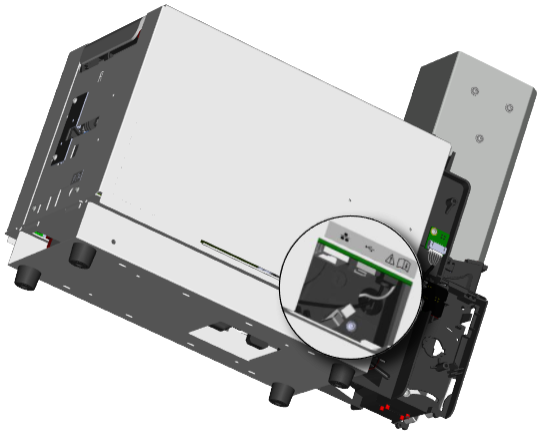
Configuration 2



Front side

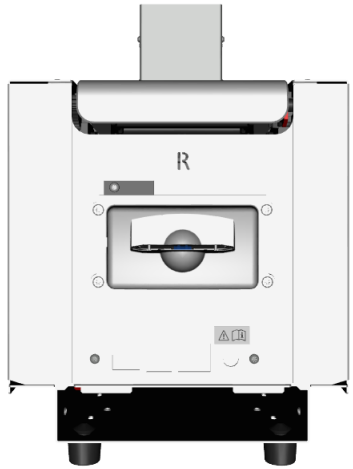
With 200-cards feeder extension

With output hopper



Lateral side

With connection ports



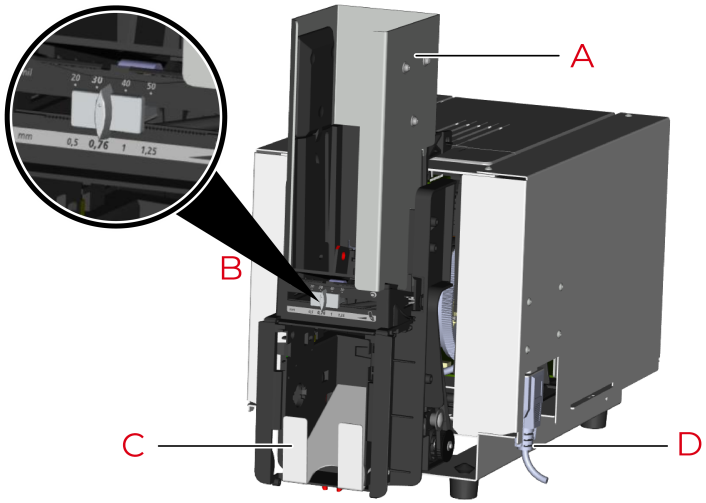
Rear side

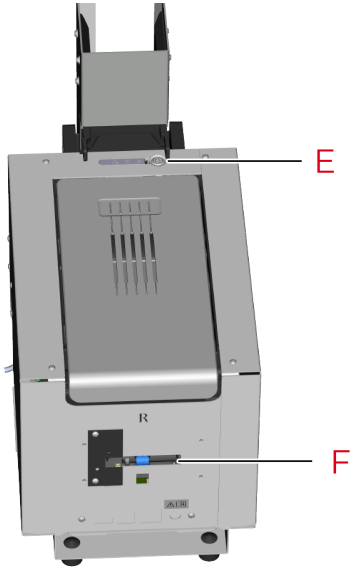
With bezel

Without connection ports

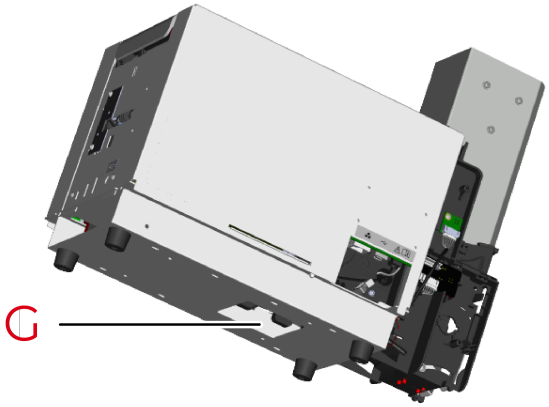


Printer Functions: external parts





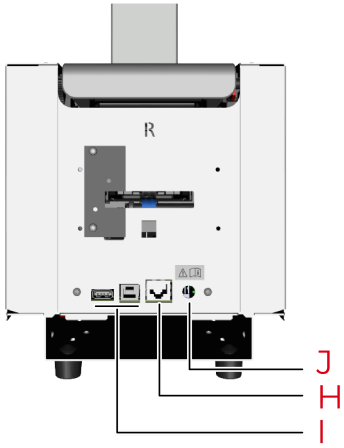
A. Card feeder
B. Card thickness adjustment gauge
C. Output hopper/Reject box
D. DB9 port to connect an external encoding station (optional)
E. Control panel
F. Rear input/output slot
G. Lower reject slot





Printer Functions: connection ports

- If necessary and according to your on-premise installation, all connection ports are also available on the right side of the printer.

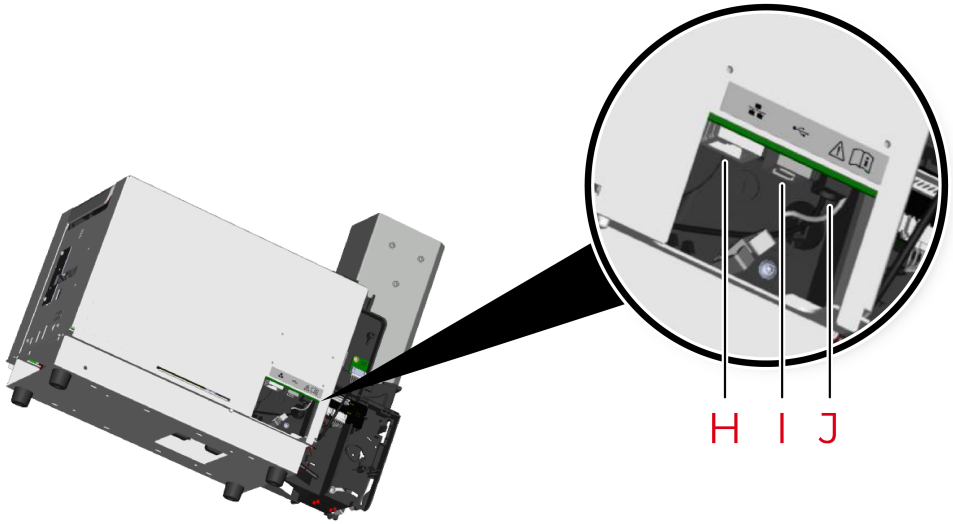


Configuration 1

H. Ethernet port

I. USB ports

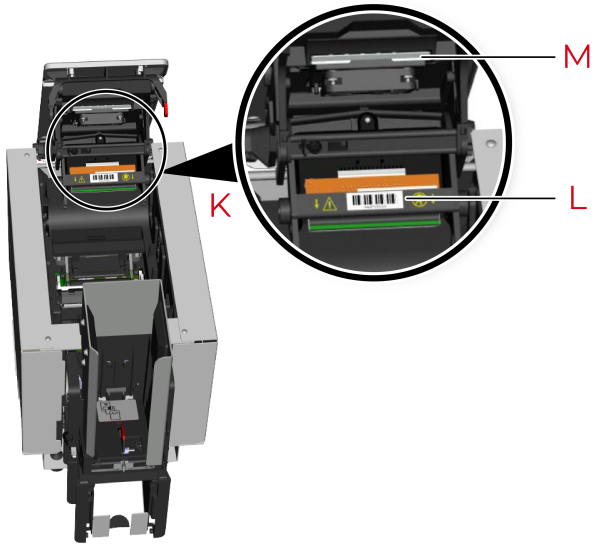
J. Power cable socket

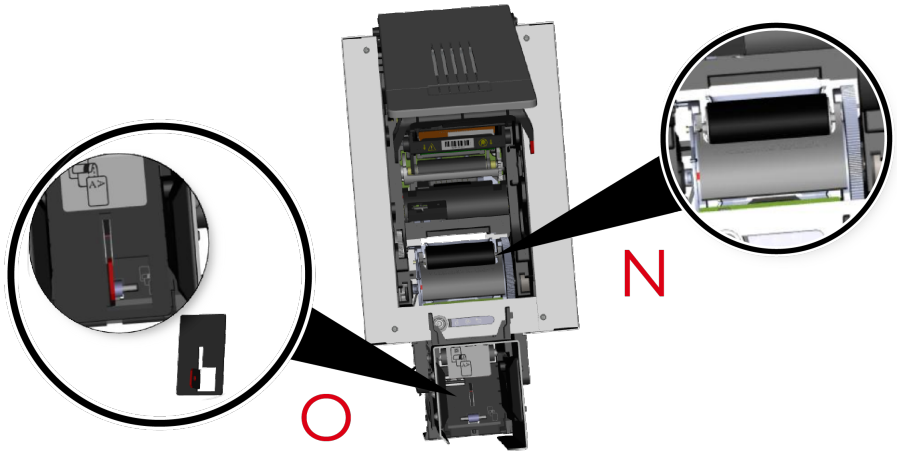


Configuration 2



Printer Functions: internal parts





K. Thermal print head
L. Serial number label
M. Dust Filter
N. Cleaning roller
O. Feeder Weight



3. INSTALLATION

Assembling the accessories

Depending on the use context, you may need to assemble the accessories provided with your printer.

Attaching the feet

To attach the feet, refer to the instructions provided with the feet kit.

Attaching the dust cover

You may use the dust cover in the following cases:

- In dusty, smoky or humid environments
- Inside and outside the terminal
- On a running or non-running printer
- In open or semi-open environments

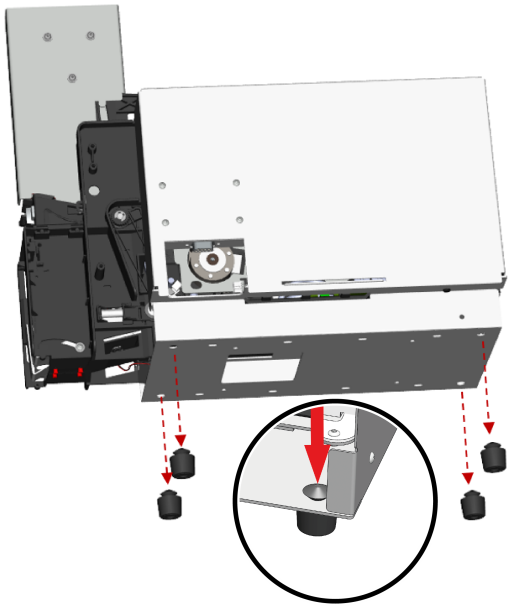




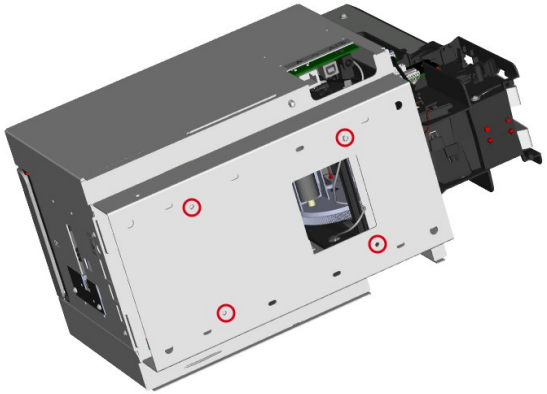
Physical attachment in a kiosk terminal

The printer can be attached to the terminal using screws.

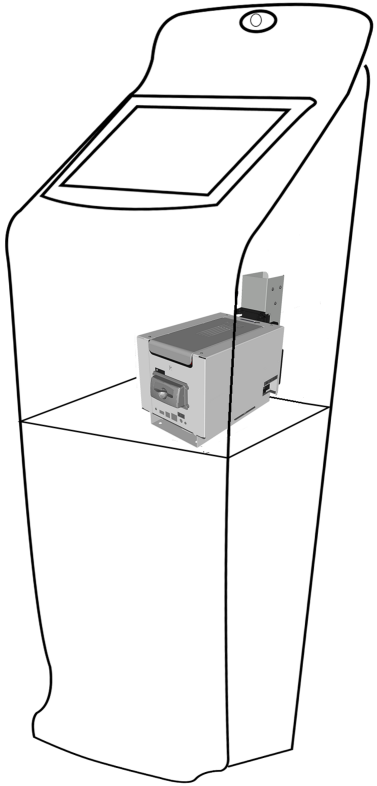
- For more information on the printer dimensions, refer to the technical drawings provided by your Evolis contact.



1. If necessary, remove the 4 rivet feet from the bottom plate by pressing on their top.



2. There are 4 holes (M4 threading screws) on the bottom plate to enable you to attach the printer to the terminal.

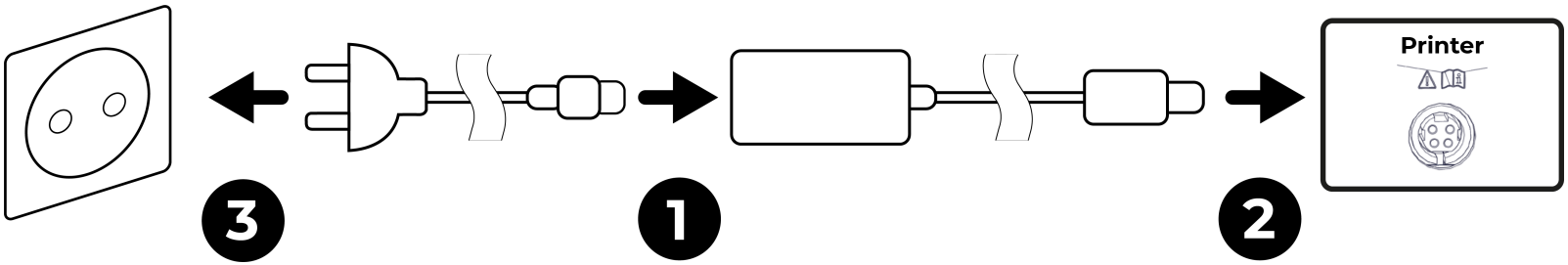




Connecting the printer

- 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.
- Before attempting maintenance, unplug the power supply cable from the printer.
- For your personal safety, the power supply cable and unit must remain easy to access, especially in case of emergency.

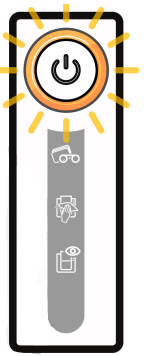
-
- Standby and hibernation settings can be configured in the print center, Evolis Premium Suite 2 or from the LCD Touchscreen. In standard standby mode, sending a print request restarts the printer and pressing the power button (for 1 second) exits the printer from hibernation mode.



1 Connect the power cable to the power supply unit.
2 Plug the power supply unit connector into the printer.
3 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 printer is not showing a **Ready** status, check the installation.





Installing the driver

- All versions of Windows require the user to have administrator rights to install the driver.
- The printer driver setup file (.exe for Windows and .pkg for macOS) can also be downloaded from **www.evolis.com** > **Support section** > **Product page**.

New advanced functions automate complete printer setup after the printer driver has been installed.

Your printer comes with a CD-ROM/USB stick containing the software that includes the Windows printer driver.

Evolis Print Center is an all-in-one software solution for printer drivers that make interaction between the printer and the computer more intuitive.

It includes:

- A print center that monitors printers: indicating the printer status, remaining capacity of the ribbon, etc.
- A powerful tool to support printer setup
- A notification center that alerts users when their intervention is required
- A printer maintenance and administration point
- A series of wizards (for cleaning, updates, etc.).
- A diagnostic tool

To install the printer driver

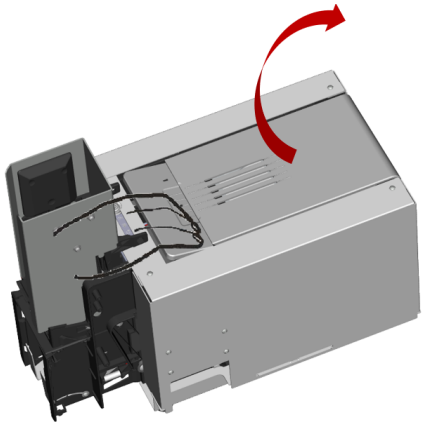
- Do not connect the USB data cable before the installation of the printer driver is complete.

1. Insert the USB stick or the CD supplied with the printer into the computer.
2. Select the setup file (.exe for Windows and .pkg for macOS).
3. Follow the instructions of the assistant.
4. At the end of the installation, restart the computer.
5. Connect the printer to the computer with the USB cable.

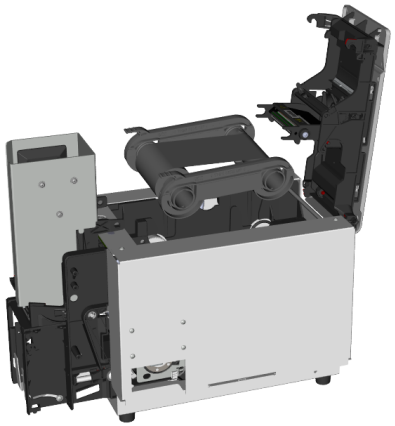


Fitting the ribbon

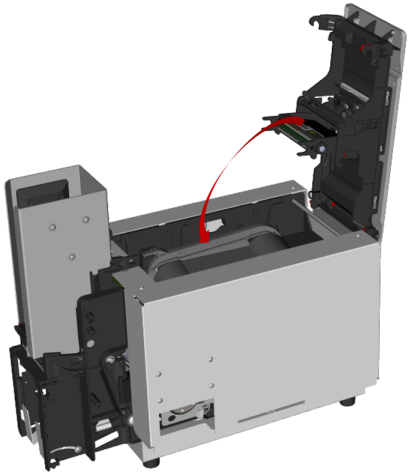
- Evolis High Trust® ribbons optimize the operation of the printer and avoid causing damage to it. The use of third-party ribbons may damage the printer and will void the manufacturer's warranty for the printer.
- For optimum print quality, it is recommended that the printer is fully cleaned every time the ribbon is changed. ***See*** ***Printer cleaning*** 23.



1. Open the cover.



2. Insert the ribbon as shown.

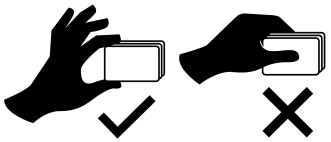


3. Close the cover and press until you hear a click.



Cards

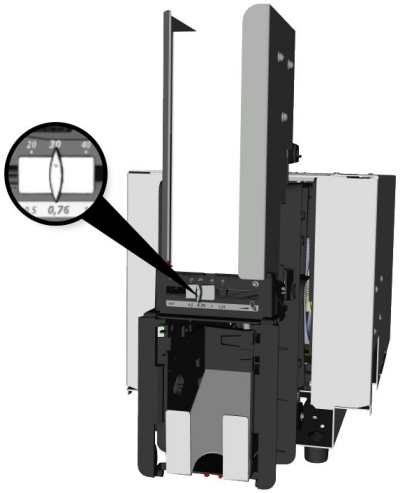
- For optimum quality, the cards used must be ISO 7810 certified.
- Use only the card types recommended by Evolis.
- Do not touch the printable surface of the cards to preserve print quality.
- Do not use cards that are damaged, folded, embossed or dropped on the floor.
- Keep your cards protected from dust.
- **Smartcards** used for **magnetic encoding** must be inserted with the stipe facing down.
- **Smartcards** used for **contact encoding** must be inserted with the chip facing upwards.



Adjusting the card thickness

- The printer accepts cards between **0.51 mm and 1.25 mm thick (20 to 50 mil)**. The factory setting for card thickness is 0.76 mm.

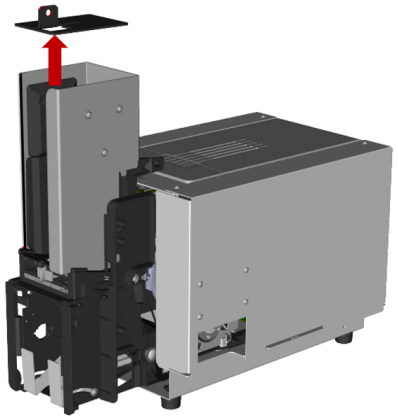
The printer is equipped with a manual card thickness adjustment system, which can be reached at the printer feeder.





Loading cards

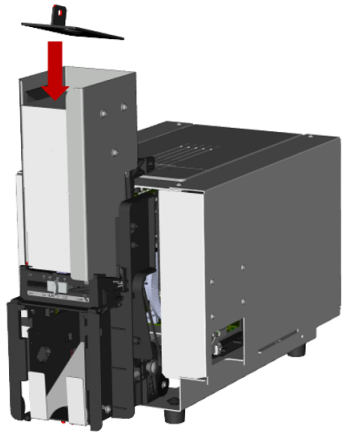
- You may select the Feeder side or the rear (R) side to insert the card, according to the way the printer is installed in the self-service terminal.
- To change the insertion setting, launch the Evolis Print Center on Windows or CUPS driver on Macintosh and open the Feeder/Hopper tab.



1. Remove the weight from the feeder.



2. Insert the cards, 200 or 100 cards maximum (depending on the feeder capacity) with 0.76 mm thickness.



3. Put the weight back on the inserted cards.

Removing printing cards

- To change the exit setting, launch the EPS driver on Windows or CUPS driver on Macintosh and open the Feeder/Hopper tab.
- It is also possible to change the setting for the ejection of defective cards through the Feeder/Hopper tab.

Once the print cycle is complete, the printed and/or encoded card is issued by default through the slot on the rear (R) side of the printer (with or without bezel).





Application development

- With SDK 2.5, the Evolis Print Center must be installed in minimal mode, in order to avoid communication conflicts.
- Make sure that the pool of Evolis printers has the latest firmware version.

In a Windows environment, we expressly recommend that you use the Premium SDK to develop the software application.

The Premium SDK is designed for developers who want to communicate with one or several Evolis printers from their own software environment, while benefitting from the key functionalities of the Evolis Premium suite.

For other architectures, use SDK 2.5.

We strongly encourage you to use a single communication mode when designing a process. Please use Premium SDK or SDK 2.5 but do not mix programming modes.

Mixing programming modes may cause conflicts during communication with the printer: one communication mode is synchronous (via iomem.dll), whereas the other is asynchronous (via the print spooler).

For more information, go to **myplace.evolis.com**.



4. SERVICING

General warranty information

- Comply with the instructions given below to ensure a good functioning of the printer.
- The manufacturer's warranty is subject to a strict compliance with the 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 a sensitive printer component. Its useful life can be reduced 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.

In addition, the use of Evolis High Trust® consumables ensures that the printer operates properly. Use of non-Evolis High Trust® consumables may affect the quality and reliability of print jobs, and even affect the printer's operation. The manufacturer's warranty does not cover physical damage or quality problems caused by the use of non-Evolis High Trust® ribbons.

Evolis provides replacement parts and consumables that you can refer to on **www.evolis.com**.



Cleaning procedures

- The print head warranty is directly linked to the 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.
- 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 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 because of failure to comply with contractual maintenance obligations.
- When cleaning the print head:
  - Avoid any contact between the print head and any metal or sharp objects. This could permanently damage the print head.
  - Avoid touching the print head directly with your fingers, as this could affect print quality or permanently damage the print head.
  - Always protect the print head and its components from any electrostatic discharge.

- Evolis provides an Evolis High Trust® maintenance kit consisting of 2 adhesive cards, 2 pre-soaked "T" shaped cards, a cleaning pen, and a box of wipes. The "T" shaped cleaning card is used to clean the transport rollers and the magnetic encoder head.
- Recommended cleaning cycle: Everytime the ribbon is changed. In dusty environments, we stronlgy recommend to perform the cleaning after 500 cards.
- Manual cleaning is also recommended every 5000 inserted cards and in case of card jamming. For more information, refer to the Service Manual of the printer.
- Mandatory cleaning cycle: when the cleaning warning is triggered.
- **Servicing accessory: Pre-soaked T card** (use just after the bag is opened)**, adhesive cleaning card, cleaning swab impregnated with isopropyl alcohol or cleaning pen and cleaning wipes.**

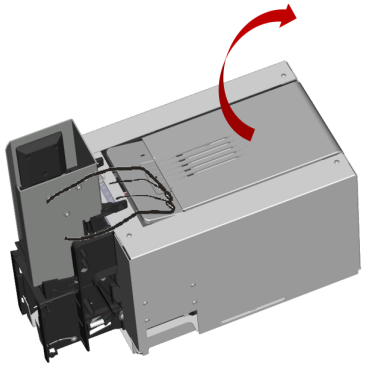
In clean environments

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

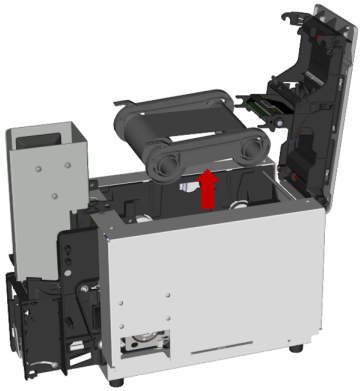


Printer servicing

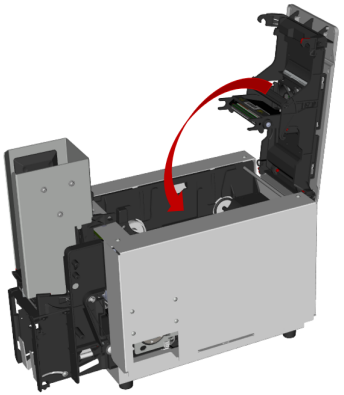
- If the terminal is in a dusty environment, we recommend that you place a protective cover on the printer to limit exposure to dust, whether the printer is in operational mode or not. For more thorough cleaning, you can also carry out manual cleaning.
- The cleaning frequencies recommended by Evolis may be increased depending on the environment in which the terminal is located.



1. Open the printer cover.



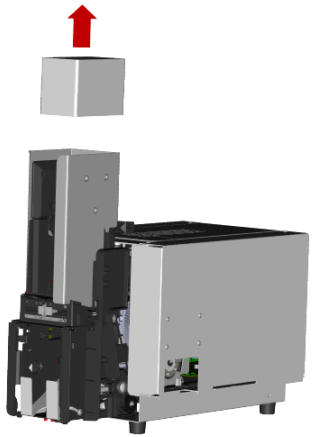
2. Remove the ribbon.



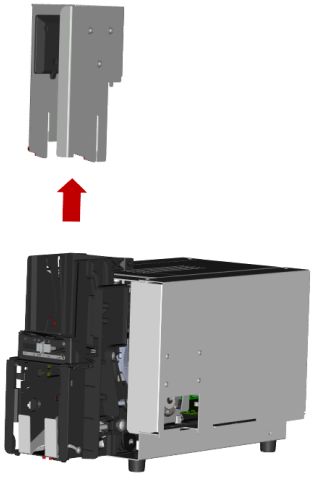
3. Close the cover and check it has clicked shut.



4. Using the gauge, set the card thickness to the **MAX** position.

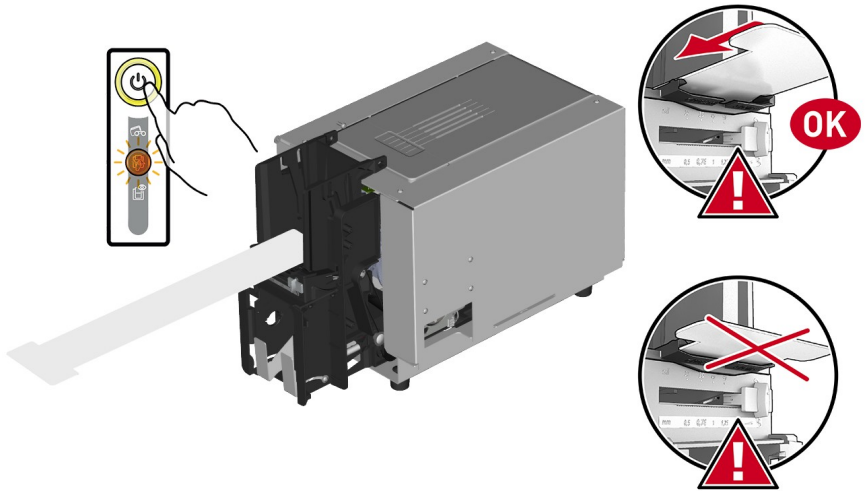


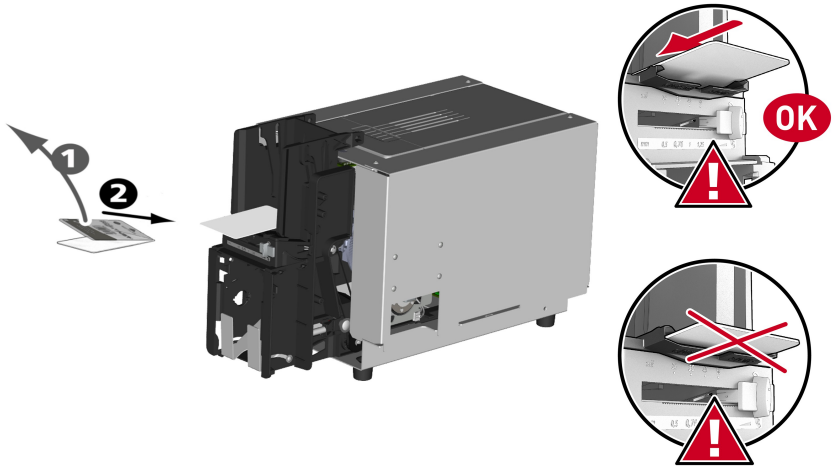
5. Remove the cards from the feeder.



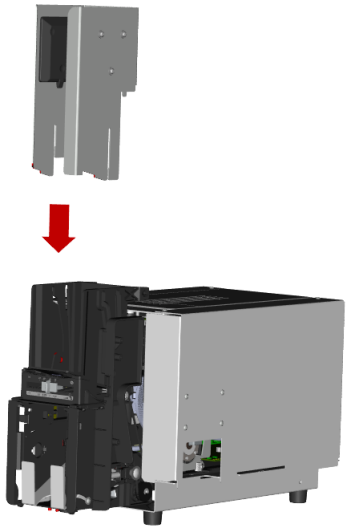
6. Remove the 200-card feeder extension (if the printer is equipped with it).







7. Double click the control button, then insert the "T" shaped card in the feeder as shown. Cleaning starts.
8. Once cleaning is finished, remove the "T" shaped card.

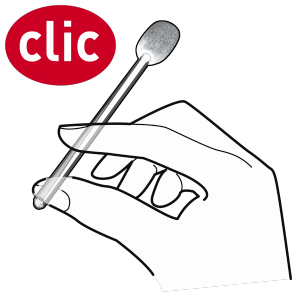


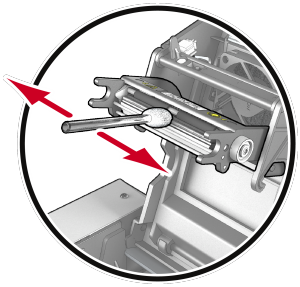
9. Remove the film from the adhesive card and insert the cleaning card into the feeder as shown, adhesive side up. Cleaning starts.
10. Remove the cleaning card from the output hopper.

11. Put the 200-card feeder extension back on the upper feeder part.
12. Adjust the card thickness. Wait for 2 minutes before using your printer again.



Print-head servicing

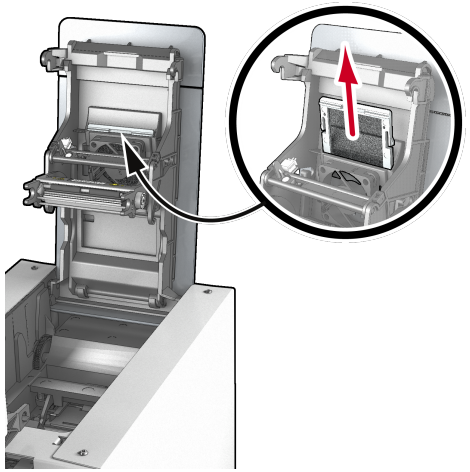




1. Take an Evolis High Trust® cotton swab and press the middle of the tube until the end of the swab is soaked in alcohol.
2. Open the cover and locate the print head.
3. Gently rub the swab from left to right along the print head for a few seconds. When the cleaning cycle is over, wait 2 minutes before using the printer to let the alcohol evaporate.
4. Close the cover.

Maintenance of the dust filter

- The dust filter is located above the ventilator for the print head.
- Recommended cleaning cycle: once a year or after 10,000 cards, depending on your work environment.



1. Open the printer cover and remove the filter by pulling it up and sliding to release it completely.
2. Once the filter is removed from its place, take one of the cleaning wipes and clean the filter by wiping each side of it.





3. To put it back, insert it in place (groove facing you) and push it down until it clicks into position.
4. Close the cover.



5. DECLARATION OF CONFORMITY

Concerning 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:	KC Prime
Year of manufacture:	2023

I, the undersigned, Laurent GODARD,

Declare under my own responsibility that the product here above described complies with the essential applicable requirements, (particularly with those 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: (Good use of the radio frequency spectrum to avoid undesirable interferences)

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

Full name: Laurent GODARD
Position: R&D Director
Date: 2023
Signature:

EUROPE - Norway Only: This product is designed for IT power system with phase-to-phase voltage 230 V. Earth grounding is via the polarised, 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 Statement - Federal Communications Commission Radio Frequency Interferences Statement (For U.S.A.)

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



Supplemental information:

This equipment has been tested and finds 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 requirement does cause harmful interference to radio or television reception, which can be determine by turning the equipment off and on, the user is encouraged to try to correct the interference's by one or more of the following measures:

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

Use of a shielded cable is required to comply within Class B limits of Part 15 of FCC Rules.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Evolis may cause, harmful interference and void the FCC authorization to operate this equipment.

It is recommended to respect a distance of 20 cm between user and RFID module when the module is powered.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

VCCI (For Japan)

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。

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