Identify what matters



LCD Touchscreen

USER GUIDE

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user-guide_OPT-LCD-PM2_ENG_202308_B



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1. GENERAL INFORMATION

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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 recyling of 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.

Indications

- 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**.



2. PRODUCT PRESENTATION

The LCD Touchscreen is a communication and configuration interface.

The first time the printer is powered on with the LCD touchscreen, the touchpad may need to be configured (***see* *LCD touchscreen calibration* 23**)

Then, select a language for the messages (***see* *LCD touchscreen settings* 15**). The information and messages displayed are available in 16 languages: French, English, German, Italian, Spanish, Portuguese, Dutch, Polish, Turkish, Russian, Traditional Chinese, Simplified Chinese, Japanese, Korean, Arabic, and Farsi.

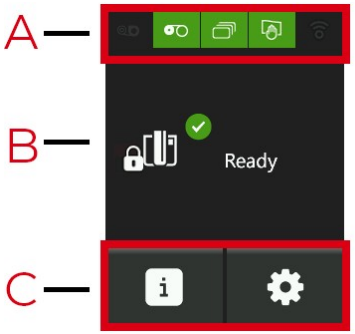
Product description

Home page

The following information is displayed on the home page of the LCD touchscreen:

- Operation status of the printer
- Printer activity,
- Alerts and error messages

When warnings are displayed with a QR code, scan the QR code with a smartphone to access explanations and solutions to the issue.



A. Permanent status of consumables and cleaning
B. Printer status
C. Information and settings menus



Permanent status of consumables and cleaning

Permanent Status of Consumables and Cleaning

Lamination film | Ribbon | Cards | Cleaning | Wi-Fi

Color status

The ribbon, cards, and cleaning statuses are always displayed in different colors to indicate the printer status:

- **Green**: Ready/OK for printing
- **Orange**: Alert/Warning
- **Red**: Error - cannot launch or continue print jobs
- **Dark gray**: Option is not present or detected by the printer (for lamination and Wi-Fi options)

The meaning of the color codes for the Wi-Fi option is different:

- **Wi-Fi icon green**: Option is present and activated but the printer is not necessarily correctly connected to the network.
- **Wi-Fi icon orange**: Option is present but not activated.

Navigation

- When an icon is gray, the button is not active. The corresponding screen cannot be accessed.

Go back to the previous screen.

Go to the next screen.

Go back to the previous menu if there are several screens.

Indication of the number of screens accessible to the user in the current menu.

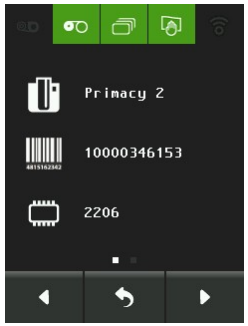
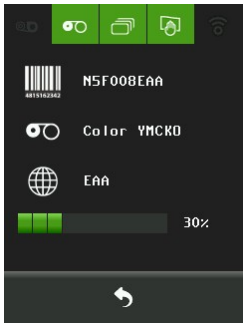
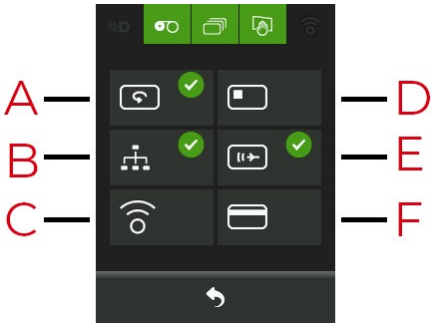
Information and settings buttons.

Press the control button of the printer to return to the home page.

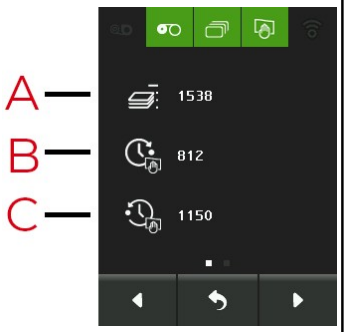
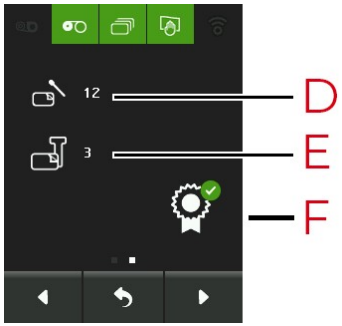
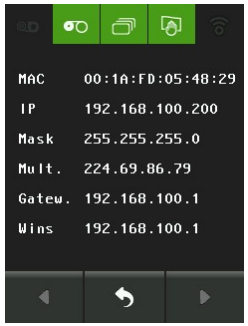


Information menu

Printer information

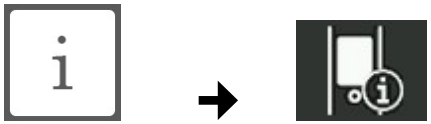
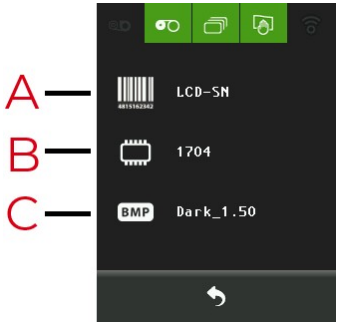
Access	Screen(s)	Information
	 	**Printer information:** • Printer model • Printer serial number • Firmware version • Print head serial number • Printer zone code
		**Ribbon information:** • Reference number • Type of ribbon • Ribbon zone code • Ribbon capacity
		**Available options:** A. Duplex printing B. Ethernet network C. Wi-Fi option D. Contact smartcard encoder (contact point) E. Contactless smart card encoder F. Magnetic strip encoder (Indication of HiCo or LoCo setting) ✅ indicates that the option is detected.



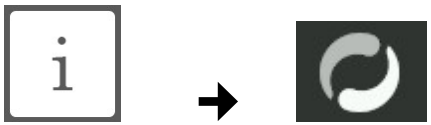
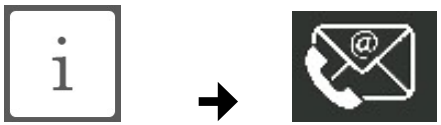
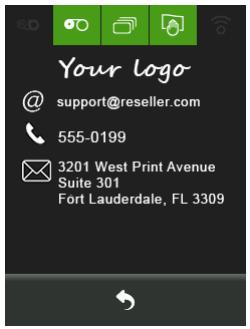
Access	Screen(s)		Information
			**Printing records:** A. Total of cards inserted in the printer. B. Number of cards that can be inserted before the next cleaning. C. Number of cards inserted since the last cleaning. D. Total of regular cleaning cycles performed. E. Total of advanced cleaning cycles performed. F. Status of the printer and printhead warranty. ✅ indicates that the warranty is valid. ❌ indicates that the warranty is void due to a faulty compliance of the cleaning cycles.
			**Networks:** • The first screen concerns the Ethernet network of the printer. • The second concerns the Wi-Fi network. If the Wi-Fi icon is gray, that means that the option is not installed.



LCD touchscreen information

Access	Screen(s)	Information
		**LCD Touchscreen information:** A. LCD Touchscreen serial number B. LCD Touchscreen firmware version C. LCD Touchscreen graphic resources version

Evolis and reseller information

Access	Screen(s)	Information
		**Evolis information:** • Scan the QR code to access to the Evolis website
		**Reseller information:** • email address • Phone number • Address The reseller information button may be disabled if no contact information was registered by your reseller. The button is gray when disabled.



Card lamination module information

- This menu is available when a Card Lamination Module is connected to the printer.

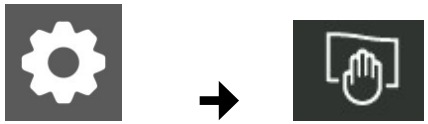
Access	Screen(s)	Information
		**Card Lamination Module information:** • Printer model • Serial number • Firmware version • Zone code
		**Lamination film information:** • Type of film • Reference number • Ribbon zone code • Film capacity

Settings menu

Cleaning

Printer cleaning

Access





Launching a cleaning cycle

- The print head warranty is directly linked to the regular cleaning of the printer.
- Failing to perform the cleaning at the required moment leads to the warranty becoming void.
- The printer is equipped with a cleaning warning system which is triggered after a certain number of cards were inserted. ***See Printer settings*** 13

- The ribbon and cards status in the top part of the LCD Touchscreen are red during the cleaning cycle.



A regular cleaning should be performed as soon as the warning is triggered.

- Printer cleaning required after 1000 cards
- Number of cards remaining before warranty voided: 200 cards



The printer must be cleaned.

- If the printer is still operated despite the warning, the print head warranty is automatically voided.
- Warranty invalid after 1200 cards

Prepare the printer



Remove cards and close the card feeder.

The step is automatically validated.



Remove the ribbon and close the cover.

The step is automatically validated.



Set the card thickness selector to MAX.

When required by the LCD Touchscreen, tap the icon to validate the step.

If the printer is not equipped with a selector, validate the step.

Once an action is performed by the user, the icon indicates that the step is validated.

Select a cleaning cycle to perform and follow the instructions



- The detailed procedures for regular cleaning and advanced cleaning are available in the User guide of the printer or in the Evolis Knowledge Base.
- Follow the steps of the cleaning wizards.
- The ✔ icon indicates that the step is validated.
- Remember to set the card thickness gauge back before using the printer.
- Wait 2 minutes before using the printer.



Regular cleaning

Servicing accessories: adhesive cleaning card and special cotton swab soaked in isopropyl alcohol.



Advanced cleaning

Servicing accessories: “T” card, adhesive cleaning card and special cotton swab soaked in isopropyl alcohol.

Card Lamination Module cleaning

- This menu is available when a Card Lamination Module is connected to the printer.

Access



Launching a cleaning cycle

- The lamination film status in the top part of the LCD Touchscreen is red during the cleaning wizard.
- The printer is equipped with a cleaning warning system which is triggered after a certain number of cards were inserted. ***See*** ***Printer settings*** 13

1. Prepare the Card Lamination Module as instructed (remove the lamination film and close the door).
   Once an action is performed by the user, the ✔ icon informs that the step is validated.
2. Click on the cleaning icon to start the cleaning cycle.



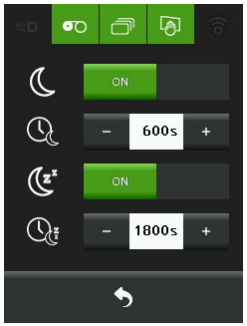
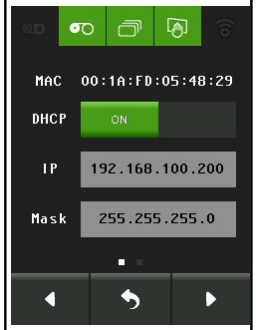
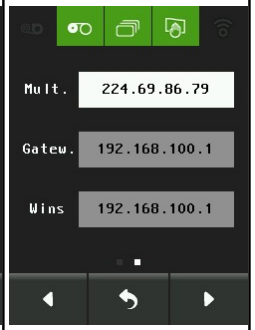
Recommended cleaning cycle: once a year or every 10,000 cards, depending on the work environment.

Servicing accessory: special adhesive cleaning card.

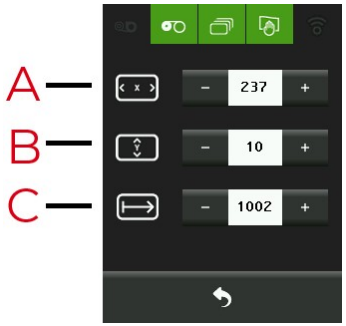
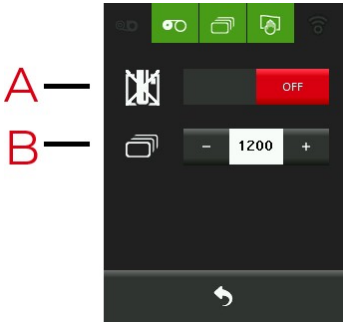


3. Put the lamination film back in place when the cleaning cycle is complete.

Printer settings

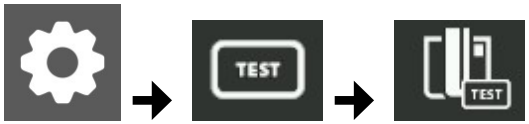
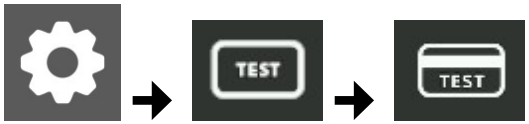
Access	Screen(s)	Information
		**Standby mode** Set standby mode and hibernation mode for the printer. **Default settings are:** • **Standby mode: ON, after 10 minutes of inactivity.** • **Hibernation mode: ON, after 30 minutes in standby mode.**
	 	**Network settings** • The **MAC address** can never be modified because this address is unique and defined by the manufacturer. • Activate **DHCP mode** if there is a DHCP server on the network. If DHCP mode is activated and the printer has collected information on the DHCP server: IP, Mask, Gateway and Wins are then provided by the server and cannot be modified (information grayed out). • If **Multicast address** is already used on your network, it can be modified. The Multicast address is used by Evolis Premium Suite 2 to find the Evolis printers. Tap the Multicast address to access the keyboard. • If **static IP** is used (DHCP mode is OFF), configure the printer to connect it to the network. Tap the address to access the keyboard.



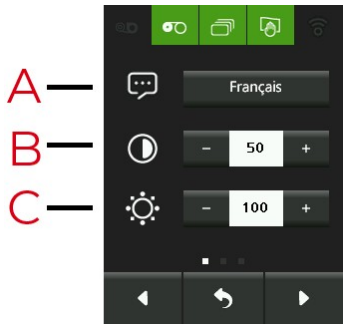
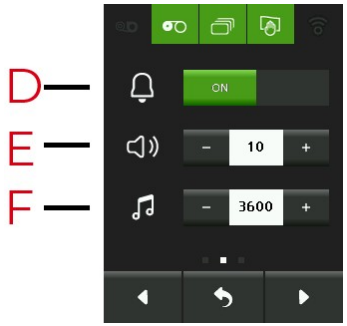
Access	Screen(s)	Information
		**Offset settings** Modify the offset settings to adjust the position/size of the image printed on the card. All values are in dots (12 dots = 1mm). • An incorrect setting of the offsets can lead to ribbon cutting. A technical guide is available on request from your Evolis reseller. A. X offset settings B. Y offset settings C. Number of printed lines
		**Configuration of cleaning warnings** A. Printing stopped **Default setting of the Printing stopped function is OFF.** B. Number of cards that can be inserted before printing is stopped If more than the set value are printed, the printer stops printing. A cleaning cycle must be performed. **The value cannot be superior to 1200** (limit for the Evolis recommended cleaning). If this value (1200) is exceeded, the machine warranty is no longer valid.
	N/A	**Reset to default settings**



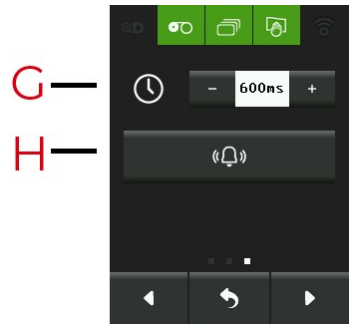
Printing a test card

Launch the printing	Information
	**Printing a technical test card** A technical test card shows various items of technical information about the machine (serial number, firmware, cleaning operations, print head, etc.). A reseller may require those information.
	**Printing a magnetic test card** Print a magnetic test card to make sure the magnetic encoder operates correctly.

LCD touchscreen settings

Access	Screen(s)	Information
		A. Language settings B. Contrast settings C. Brightness settings
		• By default, the buzzer is activated. • The buzzer sounds when an error occurs or when there is a warning during printing. It emits 2 beeps every minute for 10 minutes until a solution is found. D. Buzzer activation/deactivation E. Buzzer volume settings F. Buzzer frequency settings G. Buzzer beep duration settings H. Buzzer sound test



Access	Screen(s)	Information
		

Electromechanical locking system (PROJECT - on specific demand)

Access



1. Click on the Security menu icon and enter the administrator password.
2. Press the ENTER key ↵

Managing the electromechanical locking system

Access	Screen(s)	Information
		A. Administrator password management B. User 1 password management C. User 2 password management D. Settings for locking the printer



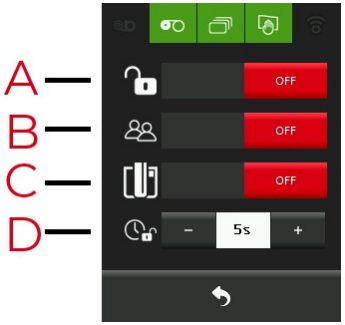
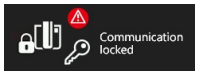
Modifying a password

- It is the same procedure to modify the password of the administrator and of the users.
- Passwords must be made of 4 digits.
- Warning and error messages appear when the PIN entered and the PIN confirmed differ (2 attempts)

Access	Information
	1. Tap on the Administrator password management icon 2. Enter the new password in the Enter PIN space and press the ENTER key ↵ 3. Enter the new password again in the Confirm PIN space and press the ENTER key ↵



Settings for locking the printer

Access	Screen(s)	Information
		A. Activation/Deactivation of electromechanical locking If this setting is ON, unlocking using the touchscreen is authorized. B. Number of users required for unlocking Possibility to require 1 or 2 users (two passwords requested) to unlock the printer. C. Authorization/Prohibition to print when the machine is unlocked If the setting is OFF, printing is disabled when the printer is unlocked.  D. Time before the printer is automatically locked The printer locks itself automatically after a certain time of inactivity. This period of time can be set between 0 and 60 seconds. **Default settings of the electromechanical locking are:** • **ON (activated)** • **OFF (1 user required to unlock the printer)** • **OFF (printing impossible if the printer is unlocked)** • **30 seconds**



Unlocking the printer

- 3 tries are available to enter a password. Warning messages appear to inform of the remaining number of attempts if an incorrect password is entered.
- If the wrong password is entered three times consecutively, the user password is blocked. Contact your administrator to unlock the printer and to reset the password (***See*** ***Modifying a password*** 17, the password can be the same than the previous one or a new one).

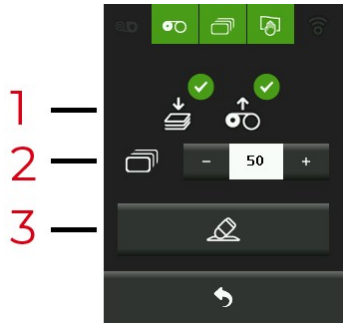
Unlock the printer to load cards into the feeder, change the ribbon or perform some maintenance.

1. Tap the home page.
2. A keypad appears on the Touchscreen. Enter the password

   If 2 users are required to unlock the printer, enter user 1 password first and then user 2. Each user has 3 attempts to enter their password.

Rewrite wizard (option)

The rewrite feature enables to erase and print, on rewritable cards only.

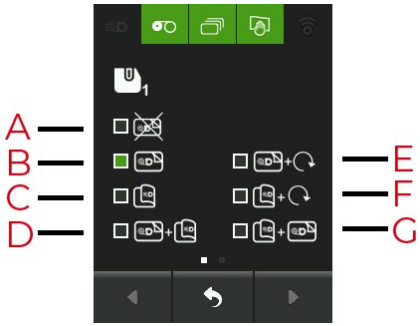
Access	Screen(s)	Information
		1. Prepare the printer as instructed Once an action is performed by the user, the ✓ icon informs that the step is validated. 2. Set the number of cards 3. Click on the Erase icon to start the print job.



Card lamination module settings

- This menu is available when a Card Lamination Module is connected to the printer.

Operational status, activity, warnings and alerts are displayed on the home page for the printer and the Card Lamination Module. For more information about the home page, ***see*** ***Home page*** 5

Access	Screen(s)	Information
		**Parallel Mode** Parallel mode allows a new printing cycle to start as soon as the previous one enters the lamination phase (when the card enters the lamination module). This mode optimizes the production of cards. **Default setting of parallel mode is ON.**
		**Lamination Temperature and Speed Settings** The first screen is dedicated to setting temperature and speed for front side lamination. The second screen is dedicated to setting temperature and speed for back side lamination.
		**Lamination Settings** A. No lamination B. Front side lamination C. Back side lamination D. Front and back sides lamination E. Front side lamination + flip F. Back side lamination + flip G. Back and front sides lamination **Default setting is Back side lamination + flip.**



Access	Screen(s)	Information
		**Offsets Settings** Modify the offset settings to adjust the position/size of the image printed on the card. All values are in dots (12 dots = 1mm). The first screen is dedicated to setting the offsets for the first Card Lamination Module. The second screen is dedicated to setting the offsets for the second Card Lamination Module. (Active only if a second Card Lamination Module. is installed).
		**Lamination-only Wizard** A lamination cycle can be launch without a printing cycle being performed first. 1. Adjust the number of cards that need to be laminated 2. Put the cards in the feeder 3. Click on the lamination icon 
		**Alternate Patch Management** The second screen is dedicated to manage the function for the second Card Lamination Module. (Active only if a second Card Lamination Module. is installed).



3. Firmware update and calibration

Firmware update

- Never interrupt the transfer between the computer and printer during the download phase (powering off the printer or computer, unplugging a cable).
- The operation may take a few minutes. At the end of the update, if the printer is not showing the Ready status, the update was not carried out correctly or that the printer is not working properly. Check the connection cables and run a new update.
- If you experience problems while updating the firmware or graphic resources, contact your Evolis reseller, who can provide new installation files.

2 updates are available:

- LCD firmware update
- LCD graphic resources update

Windows

- The firmware update wizard is available in **Evolis Premium Suite 2 > Assistance & Maintenance > Maintenance > Software updates**.
- If 2 updates are needed, run the update wizard twice.

1. Download the firmware update file and the graphic resources file on **www.evolis.com > Support section > Printer product page**.
2. Go to **Evolis Premium Suite 2 > Assistance & Maintenance > Maintenance > Software updates** and start the LCD firmware update wizard.
3. Follow the instructions.

macOS

1. Download the firmware update file and the graphic resources file on **www.evolis.com > Support section > Printer product page**.
2. Go to **Menus & Preferences > Printers and Scanners**, and choose the printer.
3. Go to **Options & Supplies > Utility > Open Printer Utility**. The Evolis Card Printer (comtool) window is opened. Click on **Identify** then **Upgrade**.
4. Select the folder where you extracted the downloaded file and open the firmware file (.firm) or the graphic resources (.lcdbmp).
5. Follow the instructions to select the printer and start the operation.



LCD touchscreen calibration

Windows

- If 2 updates are needed, run the update wizard twice.

1. Go to **Evolis Premium Suite 2 > Assistance & Maintenance > Tools and diagnostics > Support tools > LCD calibration**.
2. Click on **Start wizard**.
3. Follow the instructions of the wizard and tap the 2 targets (upper left and then lower right corners) when they appear on the LCD Touchscreen to complete the configuration.

macOS

Use the utility (comtool) to enter commands and calibrate the LCD touchscreen if necessary. Contact your Evolis reseller to obtain the commands

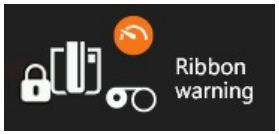


4. WARNINGS AND DIAGNOSTICS

- When warnings are displayed with a QR code. Scan the QR code with a smartphone to access explanations and solutions to the issue.

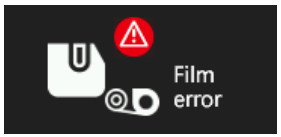
Home page messages

Ribbon messages

	**Ribbon almost ended** The ribbon will need to be replaced. Resupply your stock.
	**The ribbon is not recognized** Ribbon incompatible with this model of printer. Check the ribbon installed in the printer.
	**Wrong zone. Incompatible ribbon** You have less than 50 printable cards remaining. Change the ribbon. For any other problems, contact your reseller.
	**Incompatible ribbon** Print credit limit reached. Contact your reseller.
	**No ribbon in the printer** Install a ribbon in the printer **End of ribbon** Replace the ribbon **The ribbon is not correctly fitted** Reinstall the ribbon **The ribbon is torn** Repair the ribbon with transparent adhesive tape



Lamination film messages

	**The lamination film is not recognized** Lamination film incompatible with this model of printer. Check the lamination film installed in the Card Lamination Module.
	**Lamination film almost ended** The lamination film will need to be replaced. Resupply your stock.
	**No lamination film in the printer** Install a lamination film in the Card Lamination Module **End of lamination film** Replace the lamination film **The lamination film is not correctly fitted** Reinstall the lamination film **The lamination film is torn** Repair the lamination film with transparent adhesive tape

Cards messages

Card feeder

	**Card feeder almost empty** This message is only visible for printers with a sensor that indicates the level of cards in the feeder The feeder will need to be reloaded
	**Waiting for card insertion into the manual feeder** Insert a card in the manual feeder



	**Waiting for card removal from the manual feeder** Remove card from the manual feeder
	**No cards in the card feeder** Load cards into the feeder. Check the card thickness selector For any other problems, contact your reseller
	**Magnetic encoding error** **Magnetic encoding not available on this card** Make sure that the cards in the card feeder have magnetic stripes **Format error** Magnetic encoding has to be compliant with ISO or JIS2 standards. Check data is sent in the correct format. **Magnetic stripe reading error** Make sure that the cards are correctly positioned in the card feeder (magnetic stripes facing down) and that the magnetic stripe is not damaged. **Verification error after magnetic encoding** Check the position and type of magnetic cards in the feeder If the problem persists, contact your reseller.

Output box

	**Output hopper full** Remove the cards from the output hopper



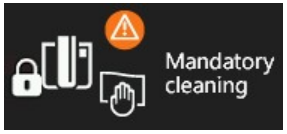
Reject box

	**Reject hopper full** This message only concerns printers with a reject hopper Empty the reject hopper to print



Cleaning messages

- The cleaning message is displayed several times after a certain number of cards are inserted. Clean the printer or the warranty of the printer is void. ***See*** ***Cleaning*** 10



Regular cleaning required

The printer needs to be cleaned

Mandatory cleaning

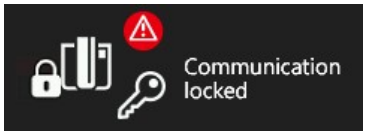
Clean the printer immediately. If you continue printing, the print head warranty will be void.

Printer messages



The printer cover is open.

Close the cover. Printer ready.



Communication locked.

Communication with the printer is locked, printing is impossible. ***See*** ***Settings for locking the printer*** 18

If the problem persists, contact your reseller.

Card Lamination Module messages



Regulating temperature

Lamination stops. The Card Lamination Module heats up for a few seconds to reach the required temperature. Lamination restarts automatically.

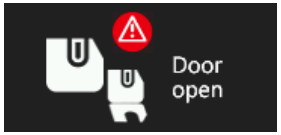
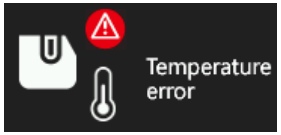


Card jammed in the Card Lamination Module

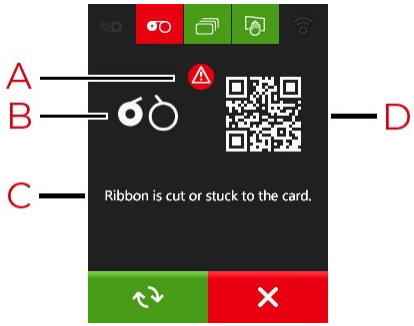
Mechanical component fault

If the problem persists, contact your reseller for assistance



	**The Card Lamination Module door is open** Close the door. Card Lamination Module ready
	**The lamination temperature is too high or too low** Turn off the Card Lamination Module and then turn it on again If the problem persists, contact your reseller for assistance
	**Output hopper full** Remove the cards from the output hopper

Messages during printing or encoding



A. Status of the problem
B. Icon locating the problem
C. Short message describing the diagnostic and the action required.
D. QR code

When warnings are displayed with a QR code. Scan the QR code with a smartphone to access explanations and solutions to the issue.

If Evolis Premium Suite 2 is installed in Standard mode, there are two possible actions depending on the messages:

- Retry the print job 
- Cancel the print job 