Identify what matters



AGILIA

User Guide

Evolis © 2025. All rights reserved

user-guide_agilia_ENG_20250901_E

TABLE OF CONTENTS

INTRODUCTION 5
Copyrights and trademarks 5
Warranty 5
Environmental information and end of life product 5
Symbols 6
Product information 6
PRODUCT PRESENTATION 10
Unpacking 10
Product description 11
INSTALLATION 14
Location 14
Connecting the printer power supply 15
Installing Evolis Premium Suite 2 16
Connecting to a network (option) 17
Installing ID-ALL 18
Printing ribbon and retransfer film 20
Manipulating the cassettes 20
Installing the printing ribbon and retransfer film 21
Cards 25
Adjusting card thickness 25
Loading cards in the card feeder 26
Manual card feeding 27
Installing the rear output box 27
Removing printed cards 28
PRINT SETTINGS AND PRINTING 30
Managing print settings in Evolis Premium Suite 2 30
Starting with ID-ALL 31
INTERACTING WITH THE PRINTER 33

LCD touchscreen 33
Evolis Premium Suite 2 notifications 34
Evolis Print Service 34
OPTIONS 36
Dual side printing activation key 37
Card Lamination Module 39
Installing the infrared kit on the printer 39
Installing the lamination film 40
Installing the Card Lamination Module 41
Interacting with the Card Lamination Module 44
Using the levelers 46
Encoding options 48
Magnetic encoding 48
Contact encoding of smartcards 50
Contactless encoding of smartcards (RFID) 51
Security options 52
Electromechanical locking system 52
Kensington lock 52
MAINTENANCE 53
Replacing a printing ribbon or retransfer film 54
Remove the printing ribbon or retransfer film 55
Install the new printing ribbon or retransfer film 55
Cleaning procedures 56
Regular cleaning 56
Advanced cleaning 62
Cleaning the Card Lamination Module 69
Specific cleaning 71
HELP 72
Diagnostic help 72

Printing test cards 72
Identifying the installed software versions 74
Troubleshooting 75
Printing issues 75
Poor printing quality 78
Cards are not loading in the printer 84
Jammed cards 85
The printing ribbon or retransfer film is cut or torn 86
Updating the printer driver 87
Updating the firmware 87
Technical support 89

INTRODUCTION

Copyrights and trademarks

Evolis © 2025. 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**.

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 cleaning and maintenance instructions, and in particular the printer cleaning cycles. Any failure to follow the maintenance and cleaning procedures voids the print head warranty.

Environmental information and end of life product

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.

Symbols

Symbols used in this document

Video(s) of the procedure(s) available on Evolis YouTube channel.

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.

Icons on the printer label or in the printer:



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.



The heating roller may be hot

Product information

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**.

Certifications and declaration of conformity

The complete declaration of conformity is available on www.evolis.com > **Support section > Product page**.

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

FCC additional information :

The company Evolis is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. Such modifications could void the user's authority to operate this equipment.

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 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.

This device must be professionally installed.

This equipment complies with FCC's radiation exposure limits set forth for an uncontrolled environment under the following conditions :

1. This equipment should be installed and operated such that a minimum separation distance of 20cm is maintained between the radiator (antenna) and user's/nearby person's body at all times.
2. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ICES additional information :

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS (s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with RSS102's radiation exposure limits set forth for an uncontrolled environment under the following conditions:

1. This equipment should be installed and operated such that a minimum separation distance of 20cm is maintained between the radiator (antenna) and user's/nearby person's body at all times.
2. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Dimensions and weight

- 445x373x205 or 538x373x205 (with rear box) (H x W x D)
- 9,5kg

Connectivity

- USB 2.0
- USB A (internal USB hub): 1 port
- USB B : 1 port
- Ethernet: TCP-IP 10Base T, 100Base T (Traffic LED)
- Wi-Fi (option)

Environment conditions

- Standard operating temperature: 15° / 30° C (59° / 86 °F)
- Max/min operating temperature and humidity rate: 15° / 30°C (59° - 86°F) and 20% to 65% non condensing
- Max/min storage temperature and humidity rate: -5° / +70° C (23° / 158° F) and 20% to 70% non condensing
- Operating ventilation: Free air

Electrical information

- Power supply: AC90 - 125V, 220-240V, 50-60Hz
- Printer: 100-240 Volts AC, 50-60 Hz, 2A / 24 Volts DC, 6,25 A / 150W

PRODUCT PRESENTATION

Unpacking

When receiving the printer, print a technical test card to make sure that the printer operates properly.

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 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 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 (Install my product).

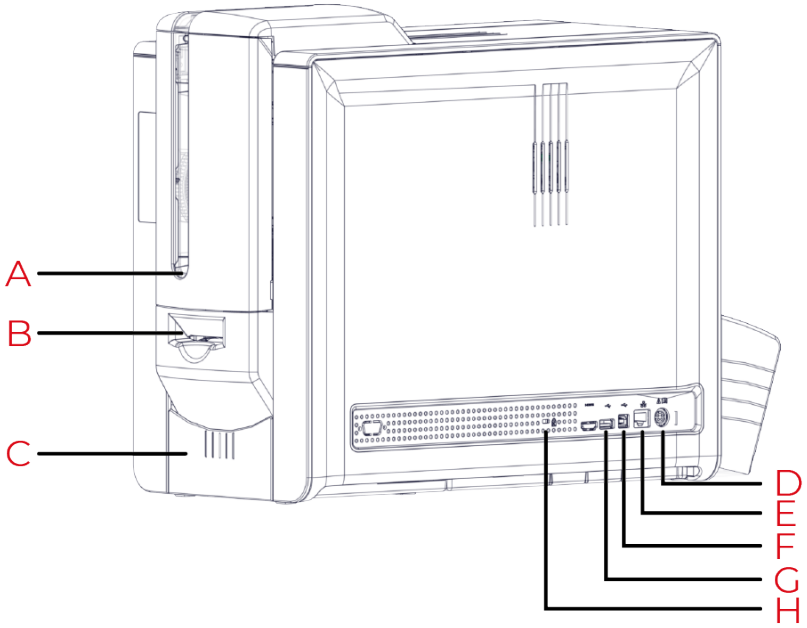
Accessories supplied with your printer:

- Power supply unit FSP type FSP150-AAAN3
- Main power cable
- USB cable
- Starter cleaning kit
- Quick installation guide with a URL to download the printer driver
- Presentation leaflet for ID-ALL card designing software

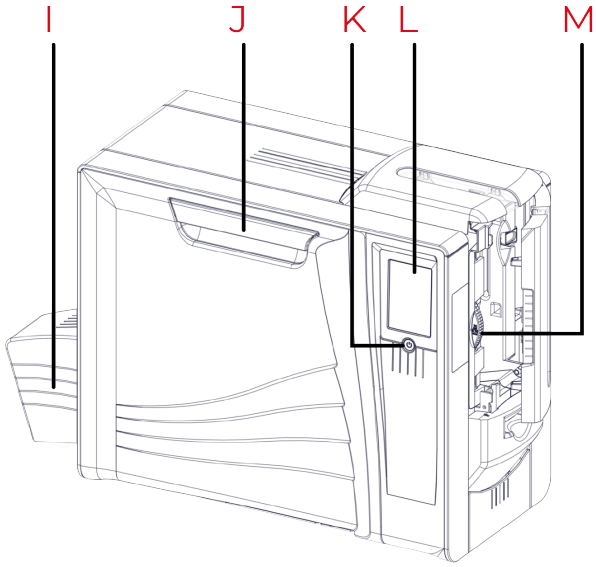
Product description

Access to the side panels of the machine and the option module fitting/removal areas is restricted to a retailer/installer or to experienced users.
Always disconnect the machine from the power supply (unplugged) before performing work on it.

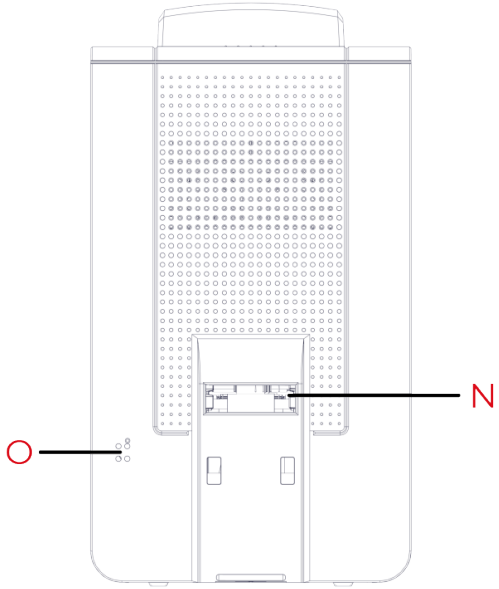
If the printer is equipped with an LCD touchscreen, refer to the corresponding user guide available on www.evolis.com > **Support section > Product page** for more information.



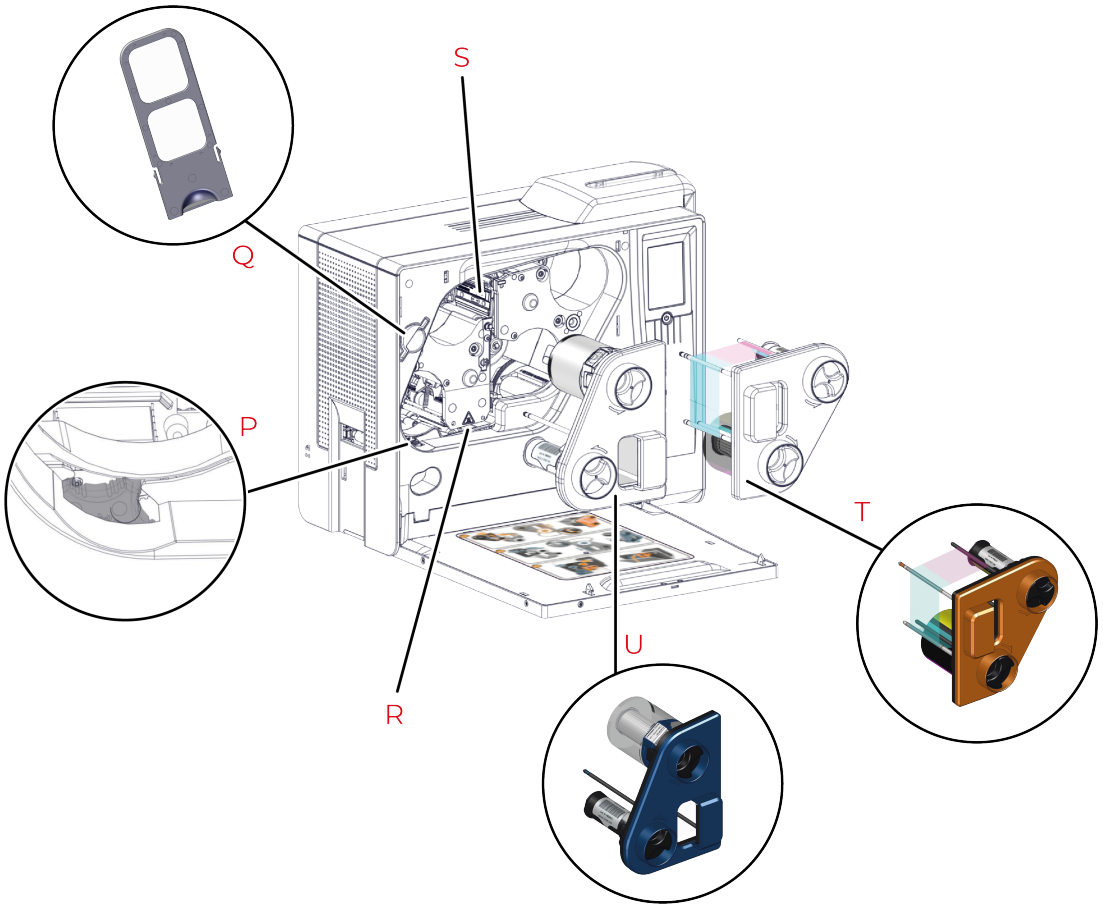
A. Card feeder
B. Manual card feeder (insertion / ejection)
C. Front output box
D. Power cable connector
E. Ethernet connector
F. USB socket (type A)
G. USB socket (type B)
H. Location for the Kensington locking system



I. Rear output box
J. Front door opening mechanism
K. Power button
L. LCD Touchscreen
M. Card thickness selector



N. Rear output
O. Location for the infra-red kit



P. Jam-clearing wheel
Q. Dust filter
R. Heating roller
S. Print head
T. Cassette for the printing ribbon
U. Cassette for the retransfer film

INSTALLATION

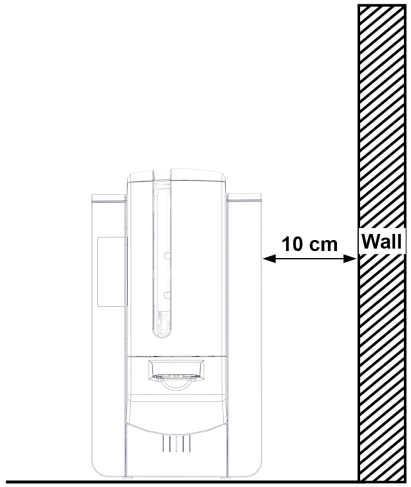
Location

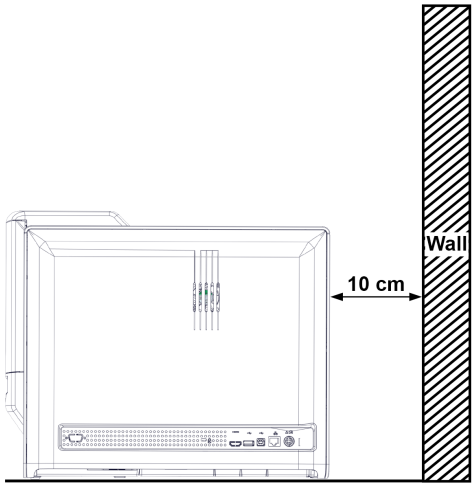
Install the equipment on a flat surface able to bear its weight.

Install the printer where the airflow is not obstructed to ensure the proper function of the fans and cooling of the printer.

- Avoid putting rear and left sides of the printer against a wall or any solid surfaces.
- Leave at least 10cm between a solid surface and the rear and left sides of the printer.

Before moving the printer, remove all cards from the card feeder. If cards are present in the card feeder when moving the printer, cards may slide inside the printer and get stuck between the dual-side printing module and the reject box (front output box) and cause a retransfer application issue.





Connecting the printer power supply

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

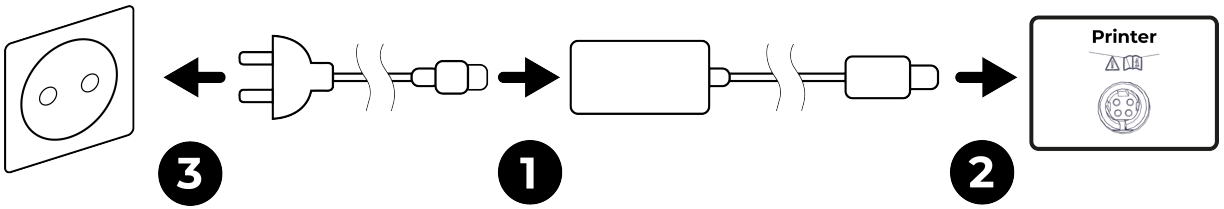
- FI: Laite on liitettävä suojamaadoitus koskettimilla varustettuun pistorasiaan.
- NO: Apparatet må tilkoples jordet stikkontakt.
- SE: Apparaten skall anslutas till jordat uttag.
- DK: Printeren skal tilsluttes til en korrekt beskyttet og jordforbundet el-installtion.

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.

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

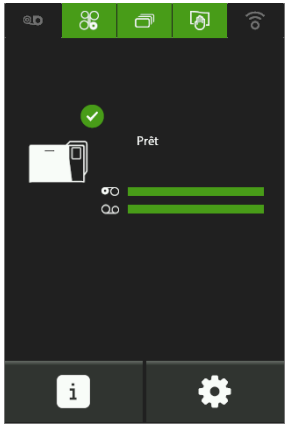
Standby and hibernation settings can be configured in the Evolis Premium Suite 2 or from the LCD Touchscreen. In standard standby mode, sending a print request restarts the printer and pressing the power button (for 1 second) exits the printer from hibernation mode.



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 Evolis Premium Suite 2

Evolis Premium Suite 2 is an all-in-one driver software solution that makes interactions between printer and computer more intuitive. Its advanced features automate printer configuration.

It includes

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

Installation procedure

Make sure the printer is disconnected from the computer before installing Evolis Premium Suite 2.

All versions of Windows require the user to have administrator rights to install the driver.

When installing Evolis Premium Suite 2 in macOS environment, an adapter may be required. Make sure to connect the adapter to the computer first and then connect the USB cable of the printer for the printer to be detected.

It is possible to select Standard or Minimal installation: **Standard installation** is recommended as it includes notification and supervision features.

In case of a **network installation**, the printer driver must be installed in **Minimal installation**.

1. Download the Driver/Premium Suite file (.exe for Windows and .pkg for macOS) on www.evolis.com > **Support section > Product page**.
2. Double click on the installation file to launch the installation program and follow the instructions.
3. At the end of the installation, restart the computer, if requested.
4. Connect the printer to the computer with the USB cable.

Connecting to a network (option)

Contact your System and Network Administrator before connecting to or changing the settings for your local area network.

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 more widespread failure of all or part of the LAN.

For further details, contact your reseller to obtain the Network Installation Guide.

Evolis printers fitted with a TCP/IP network interface have an embedded http server.

The printer is, by default, configured in DHCP mode (Dynamic Host Configuration Protocol), which means that its IP address is supplied by the network.

Evolis printers can be fitted with a TCP/IP network connection.

To connect the printer, use the Network installation wizard available from the Evolis icon in the taskbar.

The network administrator can configure the printer in order to comply with the constraints imposed by the corporate LAN:

- Printer connected in a subnet, in DHCP
- Printer connected in a subnet with fixed IP address, and WINS resolution
- Printer connected in a subnet with fixed IP address, and no WINS resolution

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

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

The Network connection wizard automatically detects all the Evolis printers installed.

The following settings can be configured:

- Printer IP address
- Subnet mask
- Gateway
- WINS server

Installing ID-ALL

Agilia is supplied with a Starter ID-ALL license. This edition can be upgraded to other editions to benefit from more features. For more information about the other editions, see www.evolis.com > **Product page**.

Evolis printers can also be used from different applications with a Print feature to print content. Set the document size to **CR80 (85.6x53.98mm with 1mm margin)** when required and select the printer name before launching a print job.

For more information about the use of ID-ALL, see cardPresso Help Center or go to **Help > Help guide / Technotes** in ID-ALL.
If any issue occurs, see the ID-ALL articles on the Evolis Knowledge Base or cardPresso Help Center.

Thanks to the cardPresso server, the license supplied with the printer is activated through the detection of the printer's serial number.
The computer must be connected to Internet for the license to be activated and detected.
Make sure that the USB cable of the printer is connected to the computer before installing the card design software.

1. Go to www.cardpresso.com > **SOLUTIONS > ID-ALL > LATEST RELEASE** to download the latest version of the installation file for ID-ALL (.exe for Windows and .pkg for macOS).
2. Double click on the downloaded file to launch the installation wizard.
3. Follow the on-screen instructions.
    - Click on **Next** to install ID-ALL.
    - Click on **Evaluate** to open the software without installing it (to test the software for example)
4. Once the software is installed, the **Account and license** window is displayed.
    a. In the **License information** section, select your printer in the drop-down list.
    b. Click on **Activate**.

Printing ribbon and retransfer film

Only use Evolis High Trust® consumables. These consumables bring you printing quality and reliability, maximizing the life span of the print head. The use of consumables other than Evolis High Trust® may lead to a bad printing quality and a dysfunction of the equipment.

See this Knowledge Base article to identify an Evolis High Trust® ribbon.

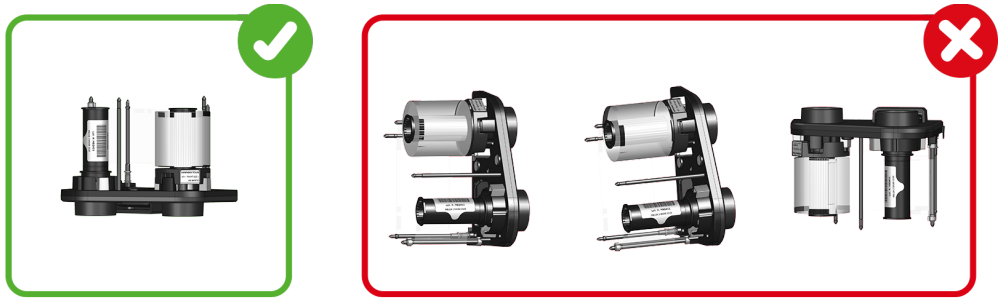
Only use consumables compatible with the equipment. Refer to the Consumables compatibility chart and contact your reseller for more information.

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

Manipulating the cassettes

When manipulating the printing ribbon, the retransfer film and the cassettes:

- Always put the cassettes on a flat surface with their pins facing up.



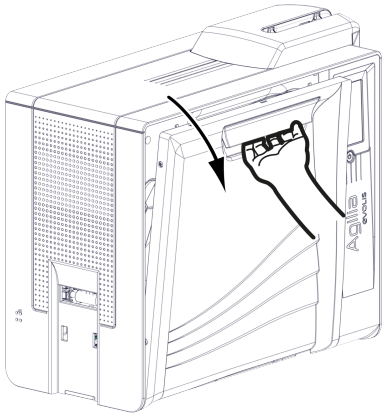
- Do not grab the cassettes by the pins. It may result in the bending of the pins and printing quality issues.
- Avoid dropping the cassettes. It may damage the pins and result in insertion difficulties or print quality issues.
- Avoid touching the printing ribbon and retransfer film with your fingers.

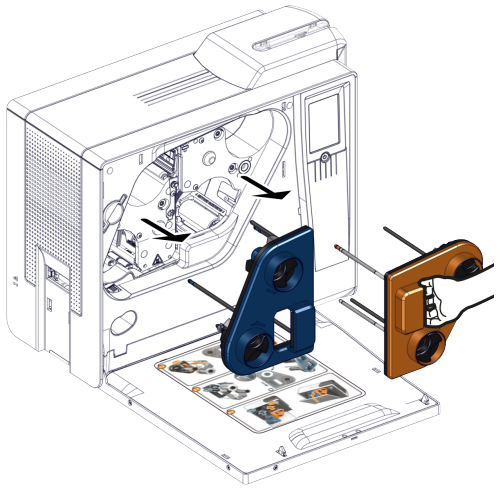
Installing the printing ribbon and retransfer film

An installation procedure is available inside of the door of the printer.

The cassettes are color coded to facilitate and prevent mistakes during installation. The blue cassette is for the retransfer film and the orange cassette is for the printing ribbon.

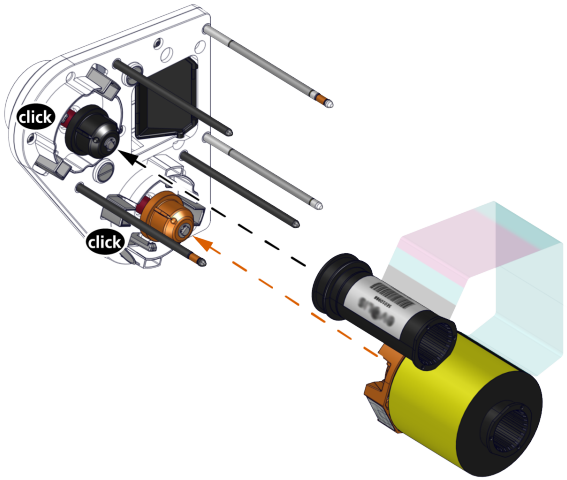
Remove the cassettes

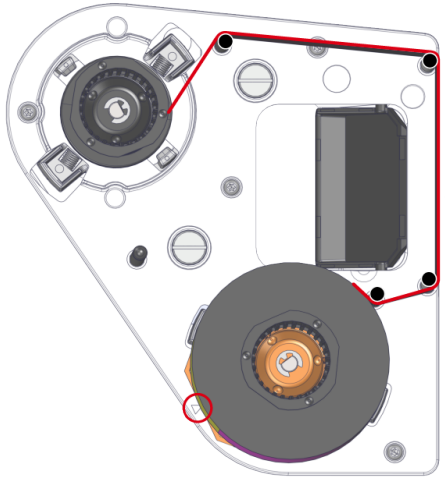


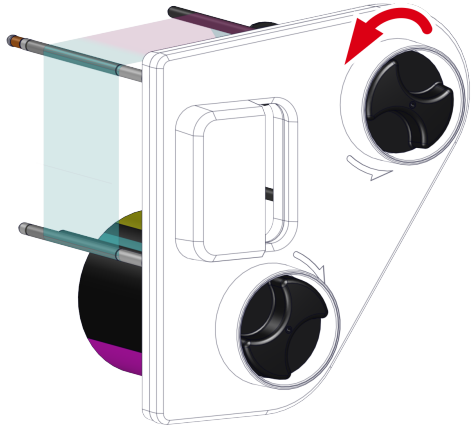


1. Open the door of the printer.
2. Pull the cassettes out of their compartments.
3. Put them on a flat surface with the pins facing up.

Install the printing ribbon

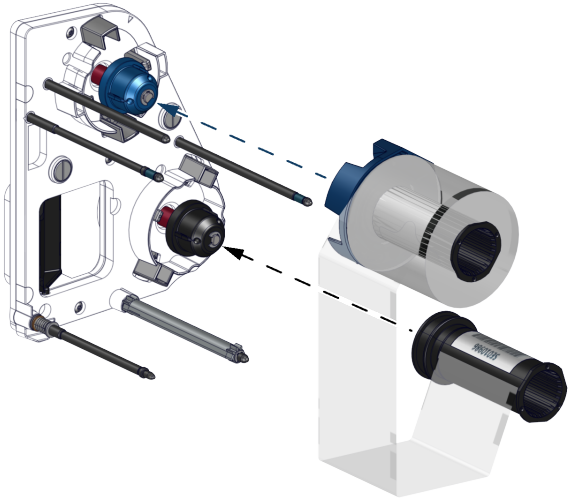


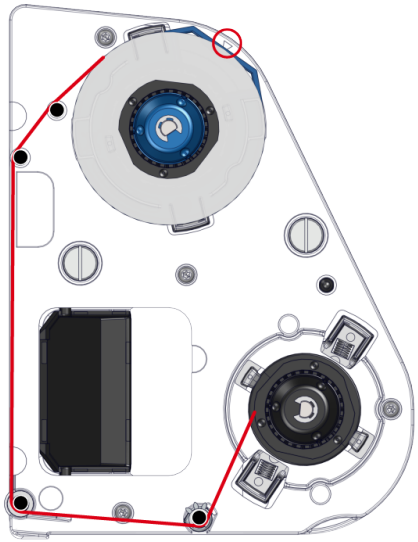




4. Take the printing ribbon.
5. Insert the start (full) roll of the ribbon on the orange spindle. The ribbon unwinds upward. A click confirms the correct insertion. The etiquette on the side of the ribbon base must point to the arrow.
6. Put the ribbon around the pins.
7. Insert the finish (empty) roll of the film on the black spindle.
8. Use the wheel on the outside of the cassette to tighten the ribbon, following the direction of the arrows (one complete turn).

Install the retransfer film

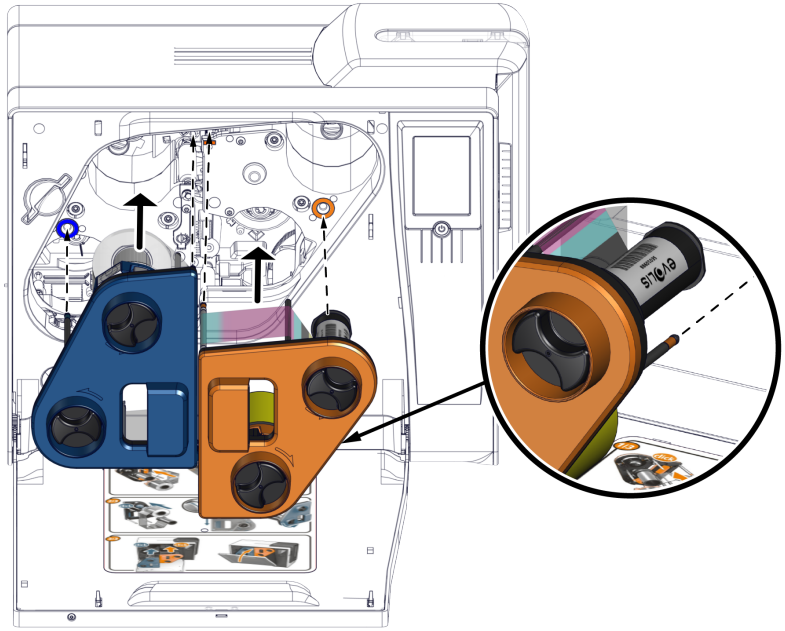






4. Take the retransfer film.
5. Insert the start (full) roll of the film on the blue spindle. The film unwinds downwards. A click confirms the correct insertion. The etiquette on the side of the ribbon base must point to the arrow.
6. Put the film around the pins.
7. Insert the finish (empty) roll of the film on the black spindle.
8. Use the wheel on the outside of the cassette to tighten the ribbon, following the direction of the arrows (go to the second set of black marks).

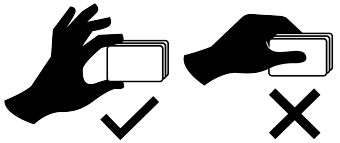
Put the cassettes back in place



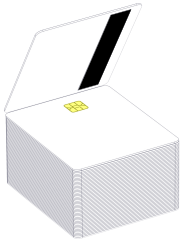
9. Take the cassettes and insert them in their locations following the color guides.
10. Press on the upper right corner of the blue cassette to properly install it. A click confirms the correct installation.
11. Press between the tightening wheels of the orange cassette to properly install it. A click confirms the correct installation.
12. Close the door.

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.



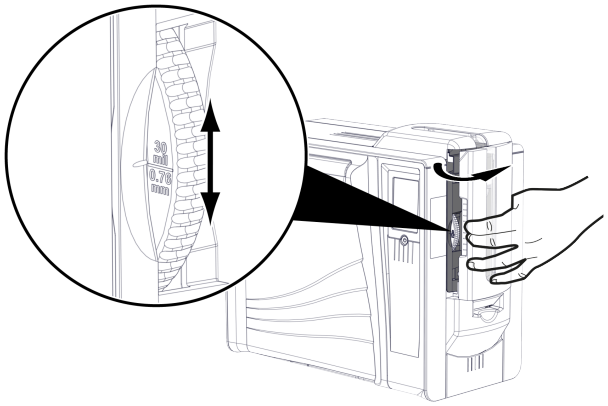
Smartcards used for **magnetic encoding** must be inserted with the **stripe facing down**.
Smartcards used for **contact encoding** must be inserted with the **chip facing upwards**.



Adjusting card thickness

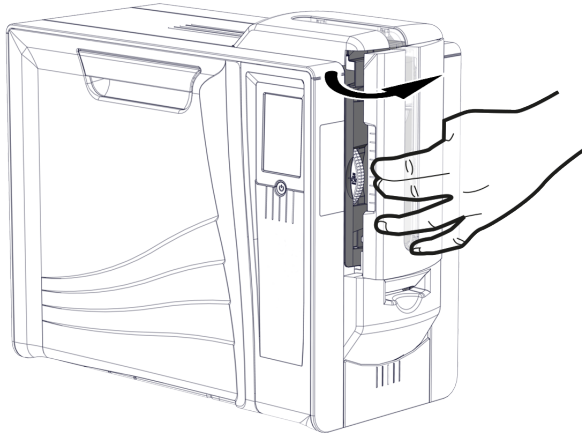
Card thickness can be set from 0.76 mm – 30mil to 1.25mm - 50mil.
Factory setting of the printer is 0.76 mm – 30mil.

1. Open the card feeder.
2. Use the card thickness selector to set the thickness according to the thickness of the cards being used.
3. Close the card feeder.

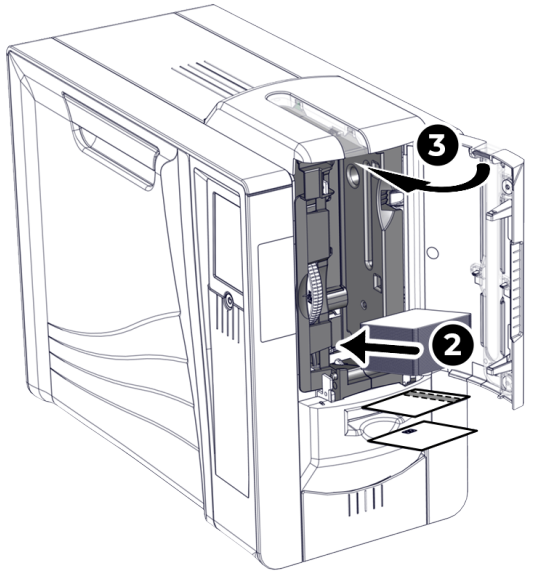


Loading cards in the card feeder

The card feeder has a total capacity of 200 cards (0.76 mm – 30mil).



1. Open the card feeder.



2. Load cards.
3. Close the card feeder.

Manual card feeding

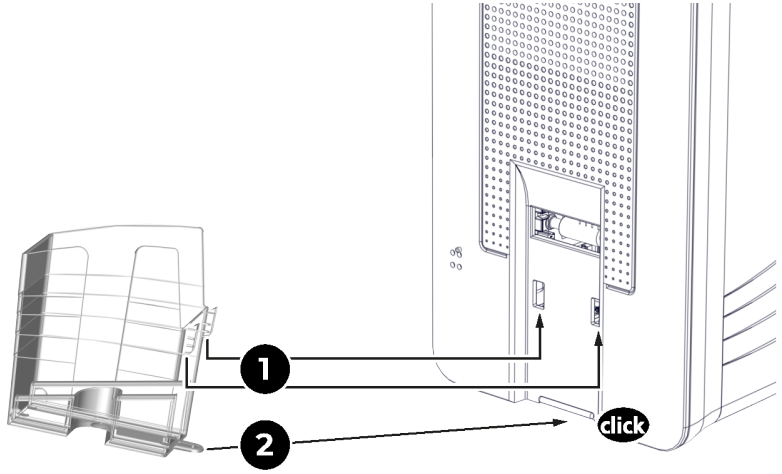
The card input can be specified in **Evolis Premium Suite 2 > Printer settings > Printing > Card > Card input / output > Card input**.
Manual insertion must be selected to feed one card at a time to the printer.

The printer is equipped with a manual card feeder (Bezel) located between the card feeder and the reject box (*"Product description" on page 11*).

1. Set the card input in the Evolis Premium Suite 2.
2. Insert a card into the bezel. The card is taken by the printer and printing starts.

Installing the rear output box

1. Insert the 2 upper clips of the box in the notches on the rear of the printer.
2. Push the box against the printer to slide the bottom clip under the printer. A click confirms the correct installation.



Removing printed cards

By default, the printed cards are ejected in the rear output box and the error cards are ejected in the front output box.
The card output can be specified in **Evolis Premium Suite 2 > Printer settings > Printing > Card > Card input / output > Card output**.
The options are:

- Output hopper (rear output box)
- Reject box (front output box)
- Manual ejection (Bezel)

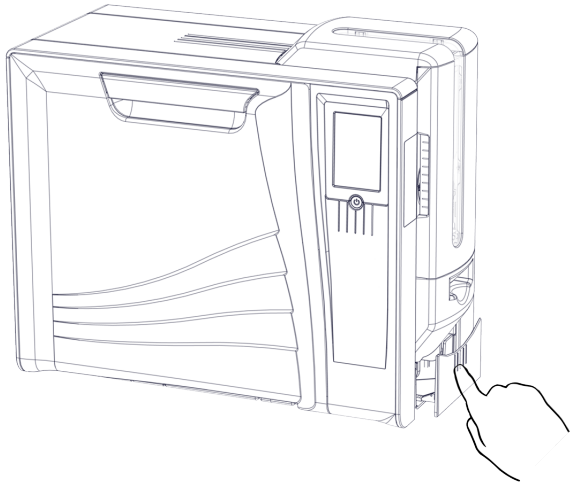
Cards are ejected in the rear output box

The rear output box has a total capacity of 100 cards (0.76 mm – 30mil).

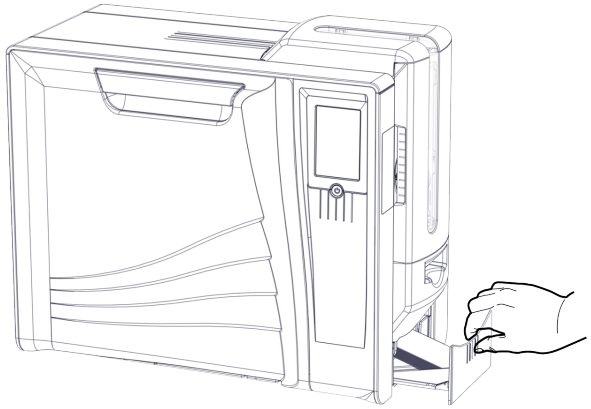
1. If the rear output box is supplied with a cover, pull the cover backwards.
2. Collect the cards using the side opening.

Cards are ejected in the front output box

The front output box has a total capacity of 10 cards (0.76 mm – 30mil).



1. Press on the middle of the output box.



2. Pull the output box.
3. Remove the cards.
4. Close the front output box.

Cards are ejected by the bezel

Retrieve the ejected card from the bezel.

PRINT SETTINGS AND PRINTING

Managing print settings in Evolis Premium Suite 2

More information about Evolis Premium Suite 2 and printer settings is available in the Evolis Knowledge Base (Evolis Premium Suite 2Evolis Premium Suite 2Evolis Premium Suite 2).
Contact your Evolis reseller for assistance before making changes if needed.

Access to Evolis Premium Suite 2

To access some features, it is required to activate the advanced settings.
In Evolis Premium Suite 2, go to **Printer settings** and activate the **Display advanced settings** button.
The following settings are now available:

- In the **Ribbon** tab
  - **Ribbon selection**
- In the **Retransfer** tab
  - **Retransfer heat retension**
- In the **Card** tab
  - **Card input / output**
- In the **Resolution and speed** tab
  - **Pre-smoothing**
  - **Smoothing**
  - **Card pre-loading**
- In the **Colors** tab
  - **Brightness and contrast settings**
  - **Black settings**
  - **Monochrome settings**

1. Click on the Evolis icon in the taskbar and click **Open Evolis Premium Suite 2**.
2. Select the printer.
3. Go to **Printer settings** to modify the settings.

The home page of the application displays:

- All connected printers
- Printer status
- Ribbon capacity
- The number of cards that can be inserted before the next cleaning cycle.

What can be managed

- Cards input and output
- Resolution and printing speed
- Application of a color profile
- Colors settings (brightness, contrast, black printing)
- Activation of security options (kineclipse and digital erasing)
- Activation of rewrite printing
- Standby and Hibernation modes
- etc.

Other actions

- Launching a cleaning cycle
- Updating the firmware and printer driver
- Printing test cards
- etc.

Starting with ID-ALL

Agilia is supplied with a Starter ID-ALL license. This edition can be upgraded to other editions to benefit from more features. For more information about the other editions, see www.evolis.com > **Product page**.

Evolis printers can also be used from different applications with a Print feature to print content. Set the document size to **CR80 (85.6x53.98mm with 1mm margin)** when required and select the printer name before launching a print job.

For more information about the use of ID-ALL, see cardPresso Help Center or go to **Help > Help guide / Technotes** in ID-ALL.
If any issue occurs, see the ID-ALL articles on the Evolis Knowledge Base or cardPresso Help Center.

1. Open ID-ALL.
2. Click on **Blank Card >** to create a document from a blank card and select features (magnetic stripe, encoding chip, etc.) or click on **Use template >** to create a card from a pre-designed template.
3. Put the cursor on a card model and click on **Use this card type** / **Use this template**.
   The card design window is displayed.
4. Click on the **Add database** button to link an external database if needed.
5. Drag and drop a column title on the card to create an item on the card and link it to the column.
6. Customize the card design by adding or modifying items (logo, illustration, identification photo, texts, barcode, etc.).
7. Click on the print icon.

INTERACTING WITH THE PRINTER

LCD touchscreen

For more information, see the LCD touchscreen user guide available on www.evolis.com > **Support section > Product page**.

Permanent Status of Consumables and Cleaning



Lamination film



Ribbon and retransfer film



Cards



Cleaning

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.

Displayed on the home page of the LCD touchscreen:

- Printer activity
- Warnings 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.

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

- Retry the print job 
- Cancel the print job 

Evolis Premium Suite 2 notifications

Notifications are displayed when the printer driver is installed in standard mode.

Interrupting the notifier is only recommended when there is a conflict with other applications installed on the computer. The notifier is the best way to monitor the printer from a workstation.

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 that have stopped the printer.

Color of the Evolis icon and printer status

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

- **Green**: Printer ready
- **Orange**: Warning message issued – printing may be stopped
- **Red**: Error message issued – printing stopped
- **Grey**: Printer in hibernation mode, disconnected or communication is interrupted.

Notifications can be disabled in Evolis Premium Suite 2. Click on the **User Preferences** icon and deactivate the **Enable notifications** button.

Evolis Print Service

The printer is compatible with Evolis Print Service.

Evolis Print Service is a printer driver application for mobile devices (smartphones, tablets). It allows you to print with an Evolis printer from any installed application with a "Print" feature.

More information about Evolis Print Service and how to use it is available on the dedicated Knowledge Base.

To print from Evolis Print Service, download the app and connect an Evolis printer (network connection or USB connection).

Android
Play Store

IOS
App Store

OPTIONS

The following options are compatible with Agilia:

- Dual-side printing activation key
- Encoding options
    - Magnetic encoder
    - Contact encoder
    - Contactless encoder
- Electromechanical locking system
- Card Lamination Module

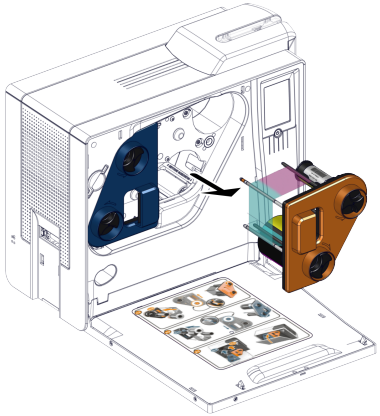


The following options are only factory-mounted:

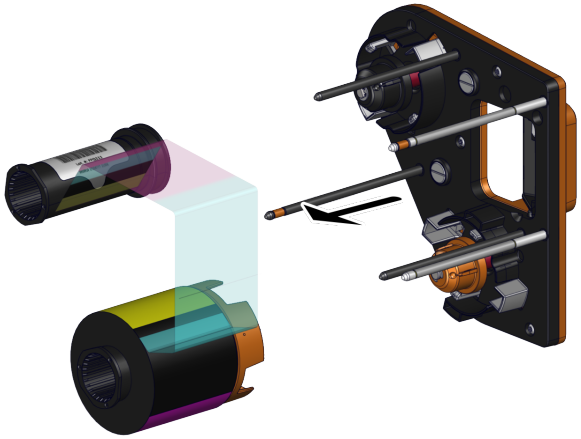
- Electromechanical locking system
- Magnetic encoder

Dual side printing activation key

A wizard is available to activate dual side printing in **Evolis Premium Suite 2 > Assistance & Maintenance > Maintenance > Installable options**.



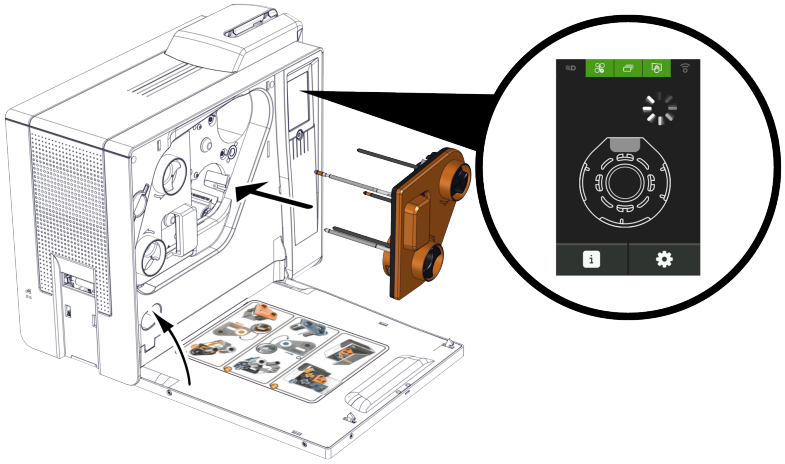
1. Open the door of the printer and remove the orange cassette.



2. Remove the ribbon from the cassette. *"Replacing a printing ribbon or retransfer film" on page 54*



3. Install the activation key on the cassette. Make sure that the label of the key is facing the



4. Put the cassette in its compartment.

arrow.



6. When the activation process is complete, remove the activation key from the cassette and put the ribbon back in place. *"Printing ribbon and retransfer film" on page 20*

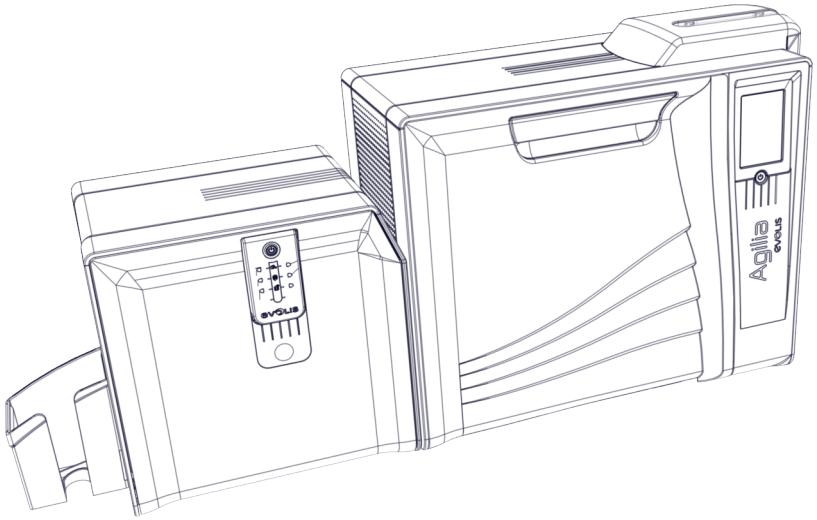
5. Close the door of the printer. The activation of the option starts.

Card Lamination Module

Before moving the printer, remove all cards from the card feeder. If cards are present in the card feeder when moving the printer, cards may slide inside the printer and get stuck between the dual-side printing module and the reject box (front output box) and cause a retransfer application issue.

To install a Card Lamination Module with Agilia, the printer firmware version must be superior or equal to **3.1.11**. *"Updating the firmware" on page 87*.
Disconnect the printer from its power supply before installing the option.

Video(s) of the procedure(s) available on Evolis YouTube channel.



Installing the infrared kit on the printer

To connect the Card Lamination Module to a printer, an infra-red kit must be installed on the printer.
To install the infra-red kit, refer to the installation procedure supplied with the Card Lamination Module.

Installing the lamination film

Only use Evolis High Trust® consumables. These consumables bring you printing quality and reliability, maximizing the life span of the print head. The use of consumables other than Evolis High Trust® may lead to a bad printing quality and a dysfunction of the equipment.

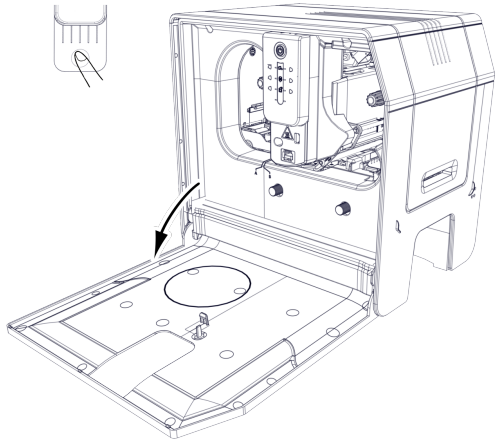
See this Knowledge Base article to identify an Evolis High Trust® ribbon.

Only use consumables compatible with the equipment. Refer to the Consumables compatibility chart and contact your reseller for more information.

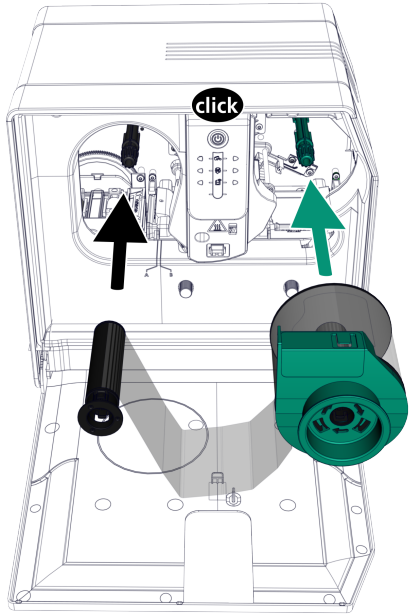
A tutorial is available on www.evolis.com > **Support section > Product page** to take ribbons apart and facilitate recycling.

The use of PVC cards with 1.0mil Clear patches is not recommended:

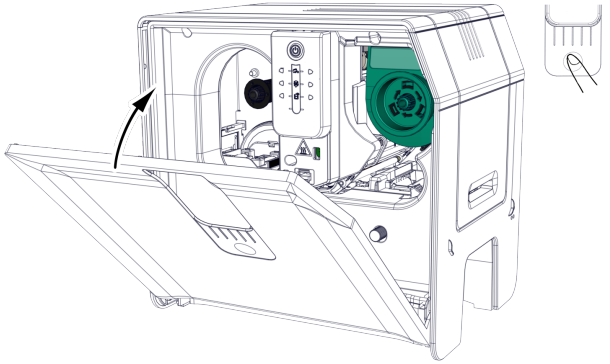
- When using PVC cards and 1.0 mil Clear patches under certain conditions, some issues may occur during the printing or lamination cycles.
- **The recommended operating conditions for Agilia and Card Lamination Module are from 15°C to 30°C degrees and 20% to 65% humidity.**
- If the card material (PVC) cannot be changed, other compatible patches are available. Contact your reseller for more information.



1. Push the door button to open the lamination module door



2. Insert the lamination film until a click in heard on each roll



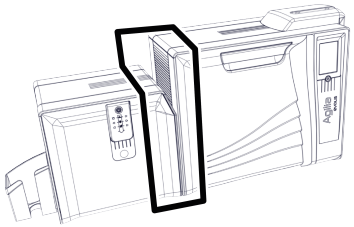
3. Close the lamination module door

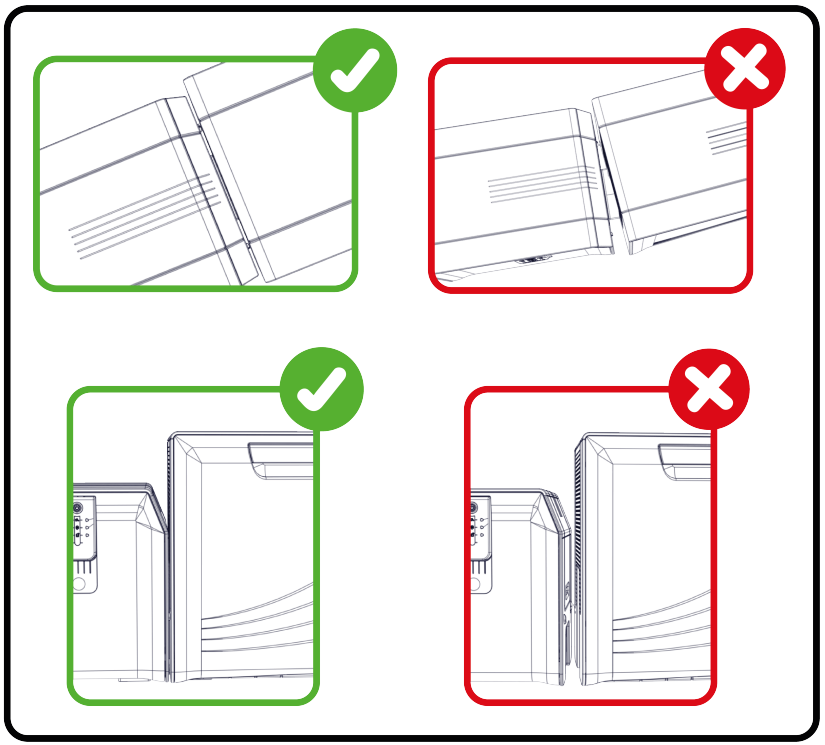
Installing the Card Lamination Module

Always plug the power supply of the Card Lamination Module before the power supply of the printer. If not, the Card Lamination Module is not detected in Evolis Premium Suite 2.

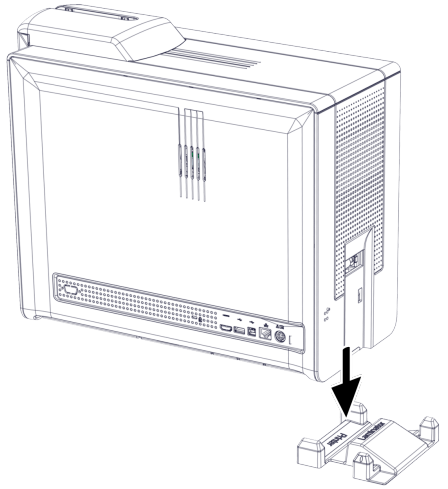
Install the equipment on a flat surface able to bear its weight.

Make sure the printer and Card Lamination Module are perfectly aligned with each other.

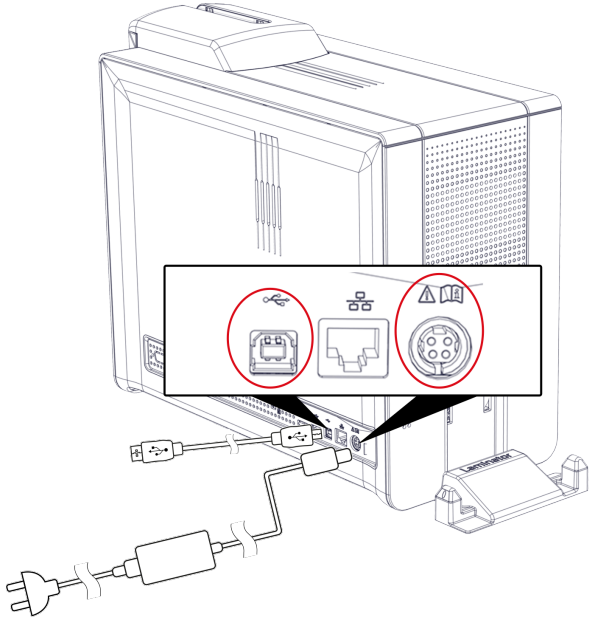




1. Install the printer on the **Printer** side of the installation platform.

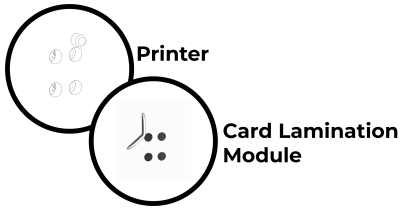


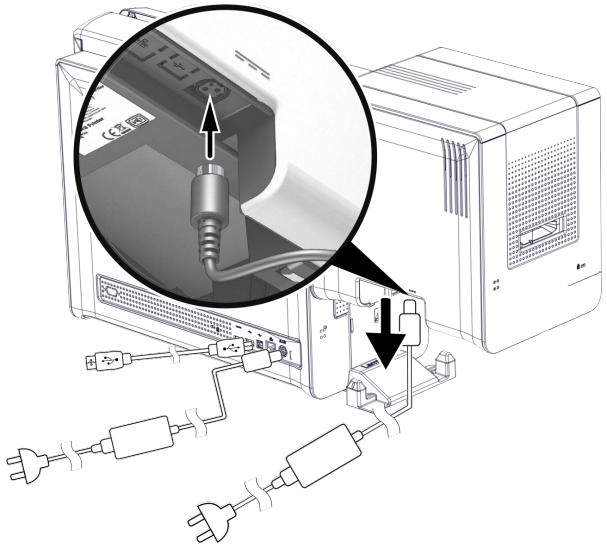
2. Connect the power supply and USB cable to the printer. *"Connecting the printer power supply" on page 15*



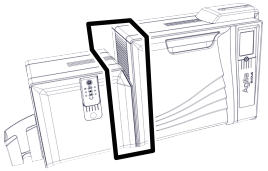
3. Connect the power supply to the Card Lamination Module .
4. Install the Card Lamination Module on the **Laminator** side of the installation platform.

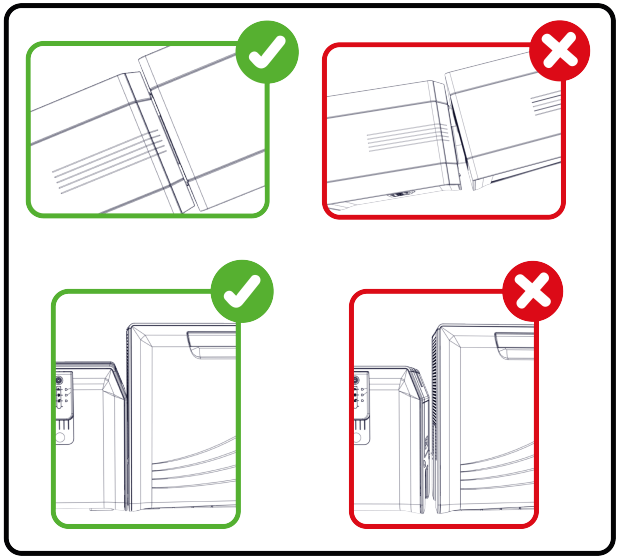
   Make sure that both infrared connectors are facing each other and that the two modules are perfectly aligned.





5. Put your hands on each side of the equipment where the two machines meet and push the Card Lamination Module towards the printer to make sure there is no larger gap on one of the sides.





6. Plug the Card Lamination Module to an earthed wall socket.
7. Plug the printer to an earthed wall socket.

Interacting with the Card Lamination Module

Once the Card Lamination Module and the printer are installed and connected to a computer with the USB cable, all information and settings for the equipment (Card Lamination Module and printer) can be accessed in Evolis Premium Suite 2.

Power button

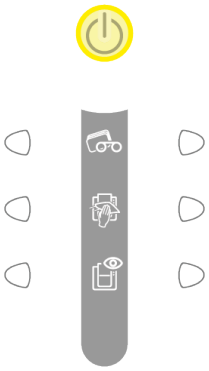
Cards and film LED

Cleaning LED

Information LED

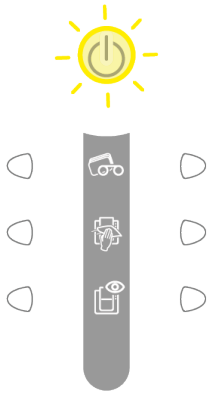
Flashing light

Steady light



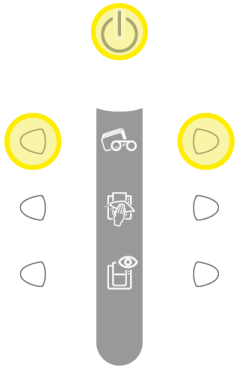
Card Lamination Module ready

- The Card Lamination Module is ready to receive data



Processing

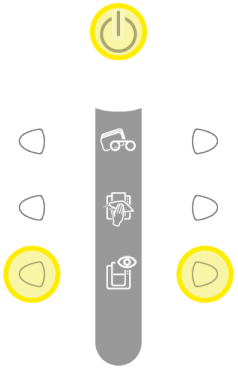
- Lamination in process



Lamination film

- No film in the lamination module.
- No more film.
- The film is not correctly fitted.
- The film is torn.
- The film is not recognized.

Check the condition of the film in the printer.



Card Lamination Module door open

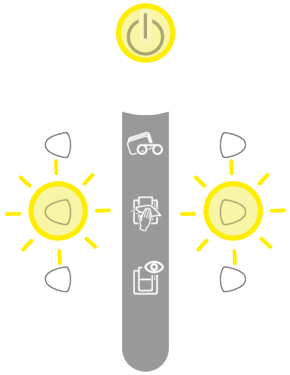
Close the Card Lamination Module door.

Mechanical error

- Card jammed in the Card Lamination Module.

Mechanical component fault.

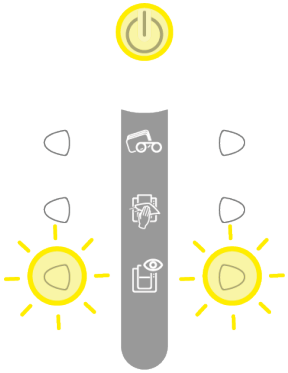
Contact your Evolis reseller.



Advanced cleaning of the Card Lamination Module

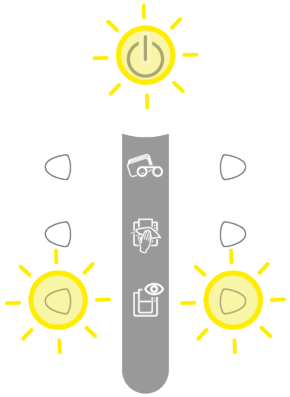
- The Card Lamination Module requires advanced cleaning.

"Cleaning the Card Lamination Module" on page 69



Card Lamination Module temperature regulation

- The Card Lamination Module heats up for a few seconds and is reactivated when the required temperature is reached.



Card Lamination Module firmware update in progress

The printer is operational again after the update.

Using the levelers

Only use Evolis High Trust® consumables. These consumables bring you printing quality and reliability, maximizing the life span of the print head. The use of consumables other than Evolis High Trust® may lead to a bad printing quality and a dysfunction of the equipment.

See this Knowledge Base article to identify an Evolis High Trust® ribbon.

Only use consumables compatible with the equipment. Refer to the Consumables compatibility chart and contact your reseller for more information.

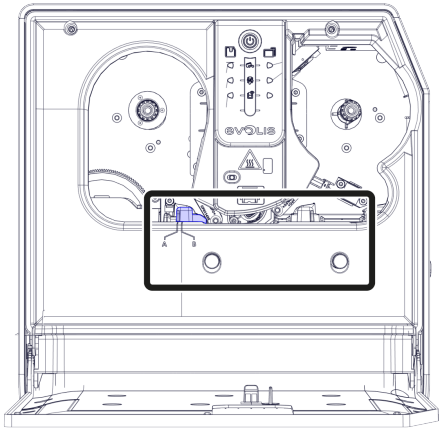
A tutorial is available on www.evolis.com > **Support section > Product page** to take ribbons apart and facilitate recycling.

The use of PVC cards with 1.0mil Clear patches is not recommended:

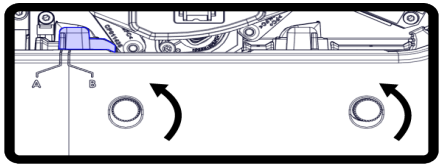
- When using PVC cards and 1.0 mil Clear patches under certain conditions, some issues may occur during the printing or lamination cycles.
- **The recommended operating conditions for Agilia and Card Lamination Module are from 15°C to 30°C degrees and 20% to 65% humidity.**
- If the card material (PVC) cannot be changed, other compatible patches are available. Contact your reseller for more information.

The levelers correct any natural bending of the card caused by the lamination process. Cards can be more or less misshapen depending on the type of card and film used.

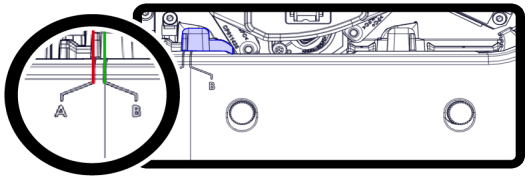
Two block support positions for the card (A and B) are available to ensure the cards are more flat.



Type of lamination film	Printing mode	PVC cards	PET-F cards	PC cards
1 mil Clear patches (full patch, mag cut, smart cut)	Single-sided	Not recommended	A	B
	Double-sided	Not recommended	B	B
1 mil holographic patch	Single-sided	A	A	B
	Double-sided	B	B	B
0.5 mil Clear patch	Single-sided	A	A	B
	Double-sided	A	A	B
0.6 mil holographic patch	Single-sided	A	A	B
	Double-sided	A	A	B
Varnish	Single-sided	A	A	B
	Double-sided	B	B	B
Holographic varnish	Single-sided	A	A	B
	Double-sided	B	B	B



1. Open the door of the card lamination module.
2. Loosen the 2 wheels as shown.



3. Depending on the type of card and film used, set the block support on position A or B (see the table).

   Put a finger in front of the block support to maintain it in the correct position



4. Tighten the two wheels and close the door of the Card Lamination Module.

Encoding options

The encoders (magnetic, contact and contactless) can be factory mounted or installed on-site by your Evolis reseller.
Up to 3 encoding stations can be installed in the printer.
Contact your Evolis reseller for more information about encoders or to have one or more encoders installed on a printer.
Smartcards used for **magnetic encoding** must be inserted with the **stripe facing down**.
Smartcards used for **contact encoding** must be inserted with the **chip facing up**.

Download the full technical specifications of the printer on www.evolis.com > **Product page** to know what types of encoders are compatible with your printer model.

Magnetic encoding

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

When first installing the Evolis Premium Suite 2, the magnetic encoder functions need to be configured in **Printer settings > Encoding > Magnetic**.
Configure the coercivity (Hight or Low) in **Evolis Premium Suite 2 > Printer settings > Encoding > Magnetic**.
Factory setting is HiCo (Hight Coercivity).
Coercivity sets the magnetic encoding to high (HiCo) or low (LoCo) coercivity. A magnetic stripe that is encoded with high coercivity is more resistant to external disturbance than a magnetic stripe encoded using low coercivity.
Configure stripes to select the desired format for each stripe, according to the following table.

ISO 7811 magnetic encoding standards

Stripe number	Separator	Density (dpi[1])	Character set[2]	Number of characters[3]
STRIPE 1	^	210	Alphanumeric (ASCII 32-95)	79
STRIPE 2	=	75	Numeric (ASCII 48-62)	40
STRIPE 3	=	210	Numeric (ASCII 48-62)	107

1 Dots per inch

2 Except for the “?” character
3 Including the Start, Stop and LRC characters. These characters are handled automatically by the magnetic encoder

Location of the magnetic encoder

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.
The encoder encodes in a single pass and then runs a data check.

Encoding cards

Cards can be encoded from the printer driver, the card design software supplied with the printer or other applications.

Encoding from the printer driver

Select **Assistance & Maintenance > Tools and diagnostics > Support tools > Encoding** to directly encode one or more magnetic stripes.

1. Select each track and enter the data to be encoded according to the configuration of the stripes.
2. Click on **Encode track(s)** to run the encoding cycle.
3. Click on **Read track(s)** to make sure the data were correctly encoded.
4. Click on **Eject card** to eject the card.

Encoding via an application

Encoding via an application is used to encode magnetic stripe cards from 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.

More information about magnetic encoding is available on the Evolis knowledge base.

Cleaning the magnetic encoder

Cleaning of the magnetic encoder is performed when the printer runs an advanced cleaning cycle.
The advanced cleaning cycle cleans the card feed rollers, the cleaning rollers, the print head and the magnetic encoder read-write head.

If, in between two regular printer cleaning runs, the read-write process fails with more than one card, it is recommended to run an advanced printer cleaning sequence manually.

For more information on magnetic encoding module, contact your Evolis reseller.
A stripe card can be encoded with the card design software supplied with the printer or Evolis SDK and the SDK of the encoder.

Contact encoding of smartcards

Use only smartcards compliant with the **ISO 7816-2 standard**.
Printing over the chip may cause permanent damage to the chip.
Smartcards must be placed in the card feeder with the **contact chip facing up**.
Encoding cannot be performed with an Ethernet connection.

This encoder is connected to the computer via a USB interface.

Location of the contact station

The contact station is located over the path taken by the cards and after the print head.
The encoding sequence for a chip is always carried out before the card is printed.

For more information on encoding a contact smartcard, contact your Evolis reseller.
A smartcard can be encoded with the card design software supplied with the printer or Evolis SDK and the SDK of the encoder.

Contactless encoding of smartcards (RFID)

The Evolis product catalogue includes printers equipped with a built-in encoder for contactless chips.

This encoder is connected to the computer via a USB interface.

Encoding cannot be performed with an Ethernet connection.

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

Location of the antenna / encoder with built-in antenna

With 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 encoding sequence for a chip is always carried out before the card is printed.

Card positioning

There are no restrictions on card positioning when encoding in contactless mode (except for cards comprising other encoding technologies: magnetic and/or contact smartcards).

If the cards used are fitted with mini-antennae, contact your card supplier for further information about where such mini-antennae are located within the card. Position the card as close as possible to the encoder's antenna to ensure optimum encoding.

Computer connection

For more information on encoding a contactless smartcard or on the configuration of the card present signal, contact your Evolis reseller.

A smartcard can be encoded with the card design software supplied with the printer or Evolis SDK and the SDK of the encoder.

If the 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 the computer directly.

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

Security options

Electromechanical locking system

2 keys are provided in the package.

For more information about management of the electromechanical locking system, see the user guide of the LCD touchscreen available on the product page of the equipment on www.evolis.com > **Support section**.

The mechanical locking system is used to forbid the access to the following elements:

- Card feeder
- Ribbons
- Cassettes
- Printer sides and internal mechanisms
- Reject box (front output box)

Kensington lock

A Kensington lock is used to attach the printer with a Kensington cable.

Kensington cables are not provided or sold by Evolis. The user must acquire the cable by their own means.

The Kensington lock is located on the connectors side of the printer.



MAINTENANCE

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 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 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.

Replacing a printing ribbon or retransfer film

When manipulating the printing ribbon, the retransfer film and the cassettes:

- Always put the cassettes on a flat surface with their pins facing up.
- Do not grab the cassettes by the pins. It may result in the bending of the pins and printing quality issues.
- Avoid dropping the cassettes. It may damage the pins and result in insertion difficulties or print quality issues.
- Avoid touching the printing ribbon and retransfer film with your fingers.

An installation procedure is available inside of the door of the printer.

The cassettes are color coded to facilitate and prevent mistakes during installation. The blue cassette is for the retransfer film and the orange cassette is for the printing ribbon.

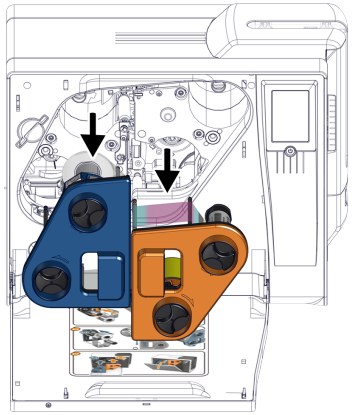
Only use Evolis High Trust® consumables. These consumables bring you printing quality and reliability, maximizing the life span of the print head. The use of consumables other than Evolis High Trust® may lead to a bad printing quality and a dysfunction of the equipment.

See this Knowledge Base article to identify an Evolis High Trust® ribbon.

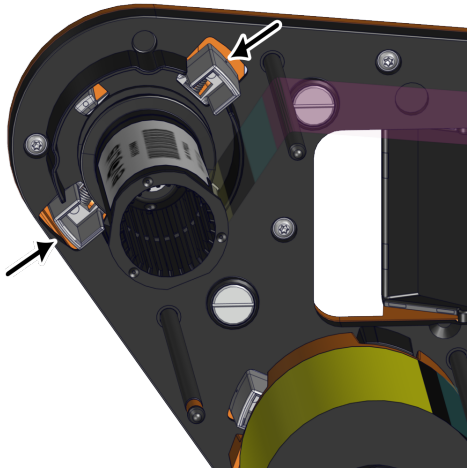
Only use consumables compatible with the equipment. Refer to the Consumables compatibility chart and contact your reseller for more information.

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

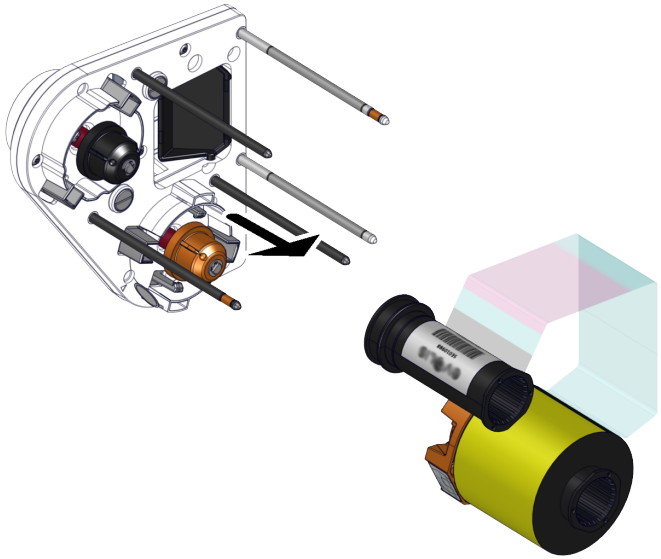
Remove the printing ribbon or retransfer film



1. Open the door of the printer, pull the cassette out of its compartment.



2. Put the cassette on a flat surface with the pins facing up.
3. Press the 2 pressure buttons on the side of the ribbon or film rolls.



4. Pull the ribbon or film from the cassette.

Install the new printing ribbon or retransfer film

"Printing ribbon and retransfer film" on page 20

Cleaning procedures

Regular cleaning

The print head warranty is directly linked to the regular cleaning of the printer.

Failure to perform this cleaning at the required times leads to the invalidity of the print head warranty.

The printer is fitted with a cleaning warning system, which is triggered after a certain number of cards have been inserted. Proceed with the regular cleaning of the 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 is void 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.

Recommended cleaning cycle: Every time the retransfer film is changed. For more information, refer to the **Cleaning kit safety datasheet** (www.evolis.com > **Consumables**).

Mandatory cleaning cycle: When the cleaning warning is triggered.

Servicing accessories: Adhesive cleaning card with 2 adhesive-free zones and cleaning swab impregnated with isopropyl alcohol.

Cleaning cycles can also be launched from the Evolis Premium Suite 2 by clicking on the **Cleaning icon** on the Home page.

Cleaning cycles can be launched from the LCD touchscreen (for printers equipped with an LCD touchscreen). Refer to the corresponding user guide available on www.evolis.com > **Support section > Product page**.

When the cleaning cycle is over, wait 2 minutes before using the printer to let the alcohol evaporate.

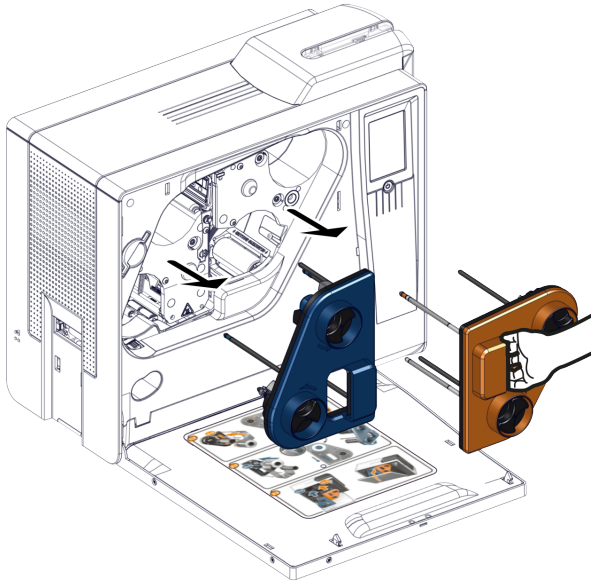
Video(s) of the procedure(s) available on Evolis YouTube channel.

Printer	Cleaning required after:	Number of cards remaining before warranty voided:	Warranty invalid after:
Agilia	1000 cards	200 cards	1200 cards

Regular cleaning without a Card Lamination Module installed

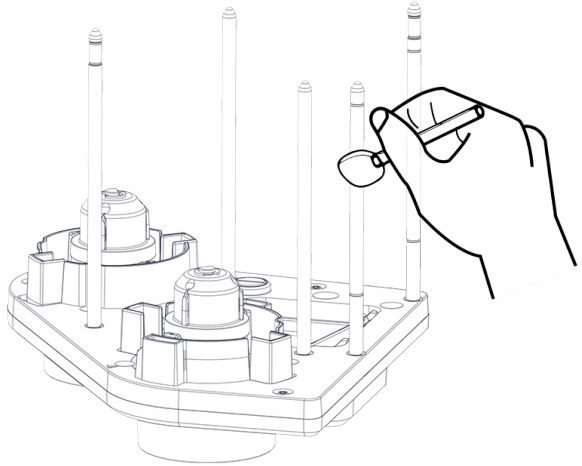
Cleaning the cassettes

1. Press the power button twice . The cleaning wizard is displayed on the LCD touchscreen.
2. Open the card feeder and remove all cards present in it.
3. Set the card thickness selector on 50mil – 1.25mm.
4. Close the card feeder.
5. Open the door of the printer, remove the cassettes and put them on a flat surface with their pins facing up.



6. Remove the printing ribbon and retransfer film from the cassettes. (*"Replacing a printing ribbon or retransfer film" on page 54*).

7. Take a swab, press the middle so that the cotton is impregnated with alcohol.
8. Rub all the pins of each cassette.



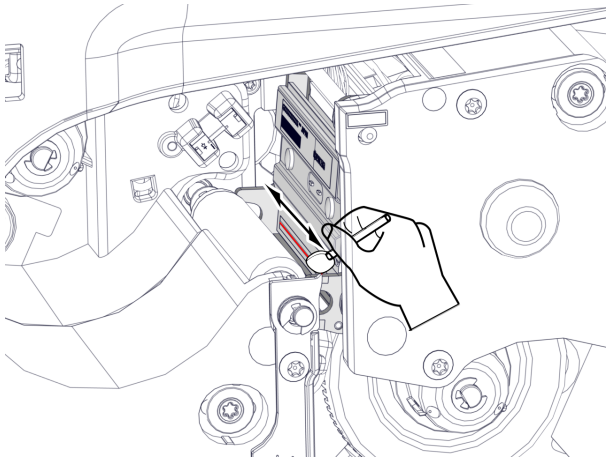
Cleaning the print head

1. On the LCD touchscreen, click on the icon of the cleaning cycle:

   Regular cleaning 

   Advanced cleaning 

2. Open the printer door and locate the print head.
3. With the same swab, rub the black dotted line of the print head (In red here).
4. Close the printer door.



Cleaning the printer

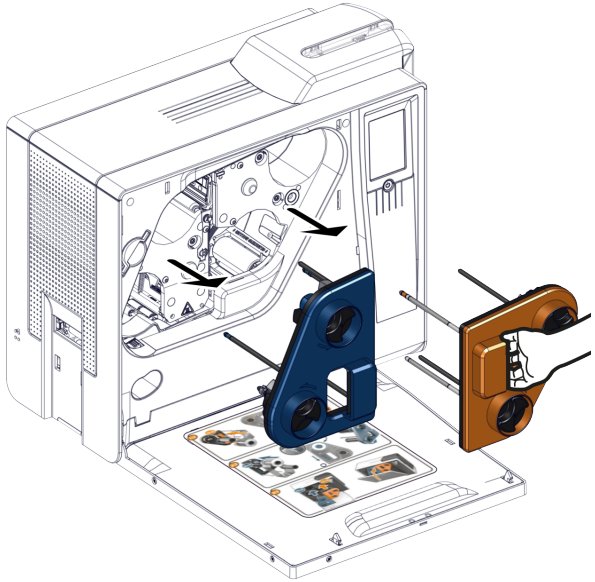
1. Remove the film from the adhesive card and insert the adhesive card into the rear output slot (adhesive side up). The cleaning starts. When the cleaning is over, the used adhesive card is ejected into the output box.
2. Put the ribbon and film back on the cassettes and put the cassettes back in place. (*"Printing ribbon and retransfer film" on page 20*).
3. Put the cards back in the card feeder, reset the card thickness selector and close the card feeder.
4. On the LCD touchscreen click on the return button to validate the cleaning cycle.



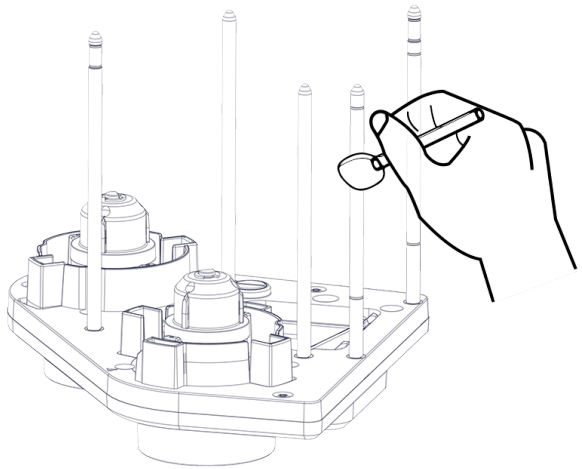
Regular cleaning with a Card Lamination Module installed

Cleaning the cassettes

1. In Evolis Premium Suite 2, go to **Assistance & Maintenance > Maintenance > Cleaning**.
2. In the **Regular cleaning** section click on **Start cleaning**.
3. Open the door of the printer, remove the cassettes and put them on a flat surface with their pins facing up.



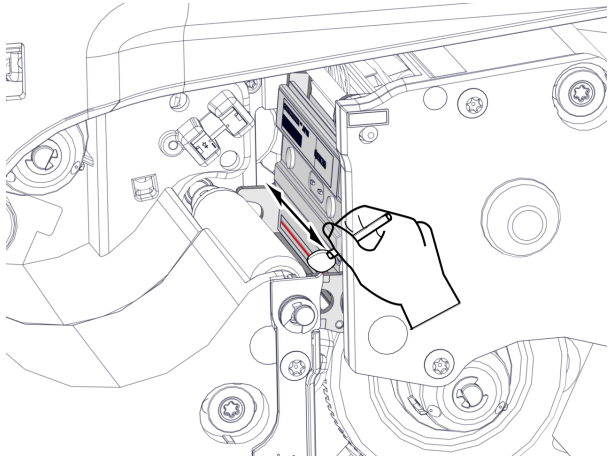
4. Remove the printing ribbon and retransfer film from the cassettes. (*"Replacing a printing ribbon or retransfer film" on page 54*).
5. Take a swab, press the middle so that the cotton is impregnated with alcohol.
6. Rub all the pins of each cassette.



7. In Evolis Premium Suite 2 click on **Next**.

Cleaning the print head

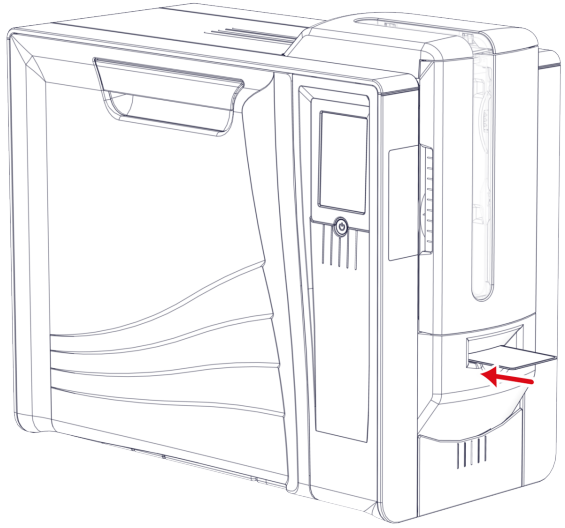
1. With the same swab, rub the black dotted line of the print head (In red here).



2. Close the printer door.
3. In Evolis Premium Suite 2 click on **Next**.

Cleaning the printer

1. Remove the film from the adhesive card and insert the adhesive card into the manual card feeder (adhesive side up).



2. When the cleaning is over, remove the used adhesive card from the manual card feeder.
3. In Evolis Premium Suite 2 click on **Next**.
4. Put the ribbon and film back on the cassettes and put the cassettes back in place. (*"Printing ribbon and retransfer film" on page 20*).
5. In Evolis Premium Suite 2 click on **Finish** to validate the cleaning cycle.

Advanced cleaning

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.

Recommended cleaning cycle: Every 4800 cards.

Servicing accessories:Adhesive cleaning card with 2 adhesive-free zones, impregnated T-card (use just after the bag is opened), and cleaning swab impregnated with isopropyl alcohol.

Cleaning cycles can also be launched from the Evolis Premium Suite 2 by clicking on the **Cleaning icon**  on the Home page.

Cleaning cycles can be launched from the LCD touchscreen (for printers equipped with an LCD touchscreen). Refer to the corresponding user guide available on www.evolis.com > **Support section > Product page**.

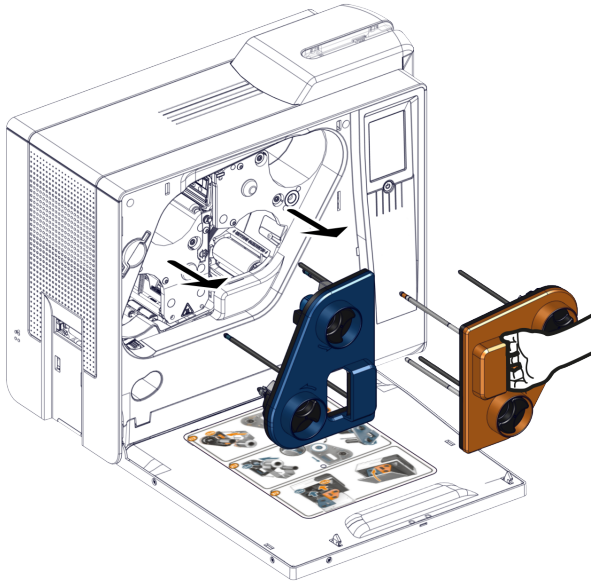
When the cleaning cycle is over, wait 2 minutes before using the printer to let the alcohol evaporate.

Video(s) of the procedure(s) available on Evolis YouTube channel.

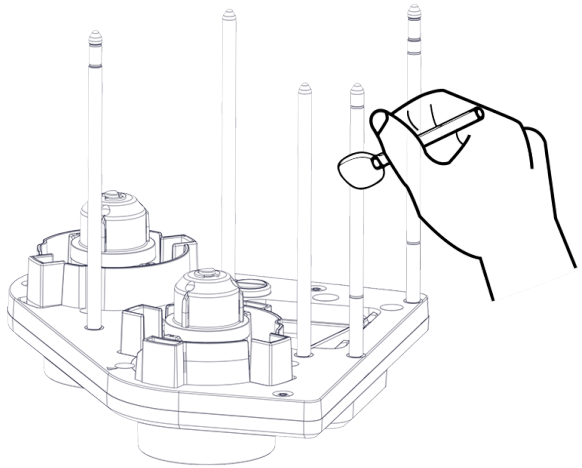
Advanced cleaning without a Card Lamination Module installed

Cleaning the cassettes

1. Press the power button twice . The cleaning wizard is displayed on the LCD touchscreen.
2. Open the card feeder and remove all cards present in it.
3. Set the card thickness selector on 50mil – 1.25mm.
4. Close the card feeder.
5. Open the door of the printer, remove the cassettes and put them on a flat surface with their pins facing up.



6. Remove the printing ribbon and retransfer film from the cassettes. (*"Replacing a printing ribbon or retransfer film" on page 54*).
7. Take a swab, press the middle so that the cotton is impregnated with alcohol.
8. Rub all the pins of each cassette.



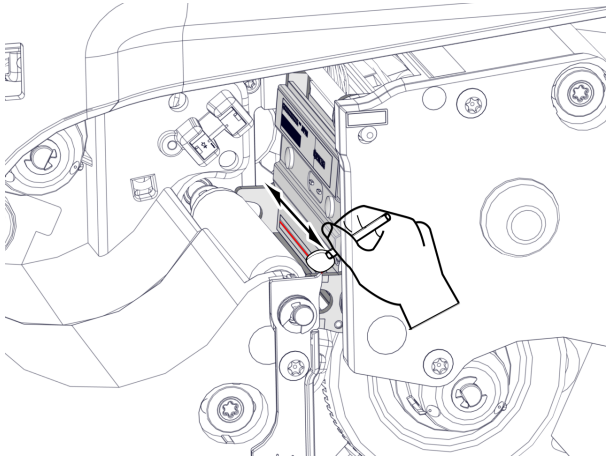
Cleaning the print head

1. On the LCD touchscreen, click on the icon of the cleaning cycle:

   Regular cleaning 

   Advanced cleaning 

2. Open the printer door and locate the print head.
3. With the same swab, rub the black dotted line of the print head (In red here).
4. Close the printer door.



Cleaning the printer

1. Insert the T-card into the rear output slot. Cleaning starts.
2. When the printer ejects the T-card, remove it.
3. Remove the film from the adhesive card and insert the adhesive card into the rear output slot (adhesive side up). When the cleaning is over, the used adhesive card is ejected into the output box.
4. Put the ribbon and film back on the cassettes and put the cassettes back in place. (*"Printing ribbon and retransfer film" on page 20*).
5. Put the cards back in the card feeder, reset the card thickness selector and close the card feeder.
6. On the LCD touchscreen click on the return button to validate the cleaning cycle.

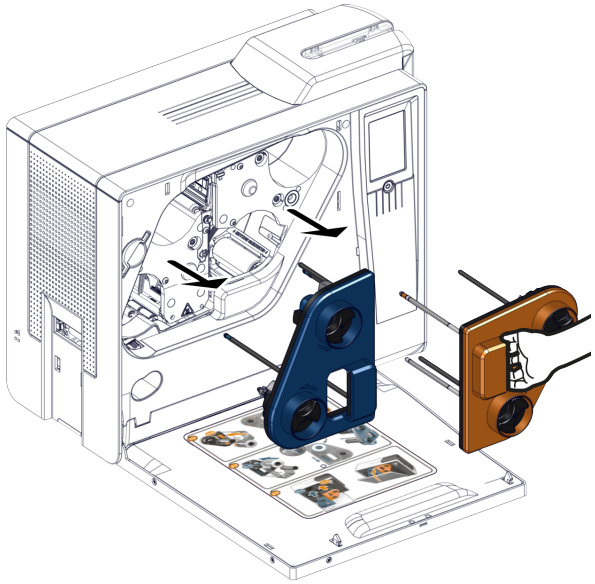


Advanced cleaning with a Card Lamination Module installed

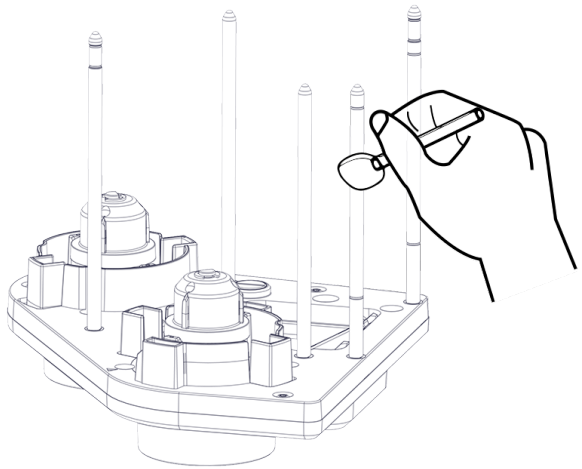
Cleaning the cassettes

1. In Evolis Premium Suite 2, go to **Assistance & Maintenance > Maintenance > Cleaning**.
2. In the **Advanced cleaning** section click on **Start cleaning**.

3. Open the card feeder and remove all cards present in it.
4. Set the card thickness selector on 50mil – 1.25mm.
5. Close the card feeder.
6. In Evolis Premium Suite 2 click on **Next**.
7. Open the door of the printer, remove the cassettes and put them on a flat surface with their pins facing up.



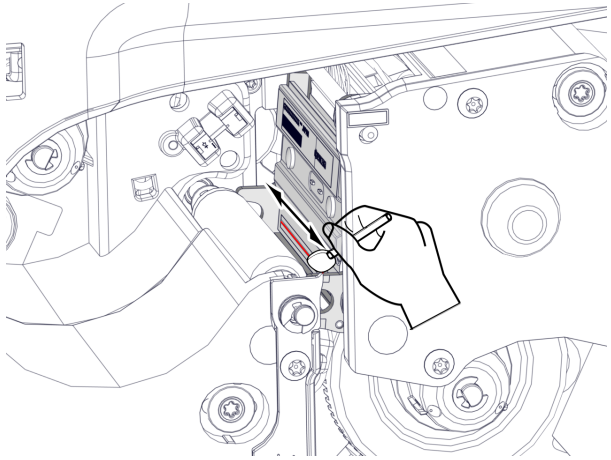
8. Remove the printing ribbon and retransfer film from the cassettes. (*"Replacing a printing ribbon or retransfer film" on page 54*).
9. Take a swab, press the middle so that the cotton is impregnated with alcohol.
10. Rub all the pins of each cassette.



11. In Evolis Premium Suite 2 click on **Next**.

Cleaning the print head

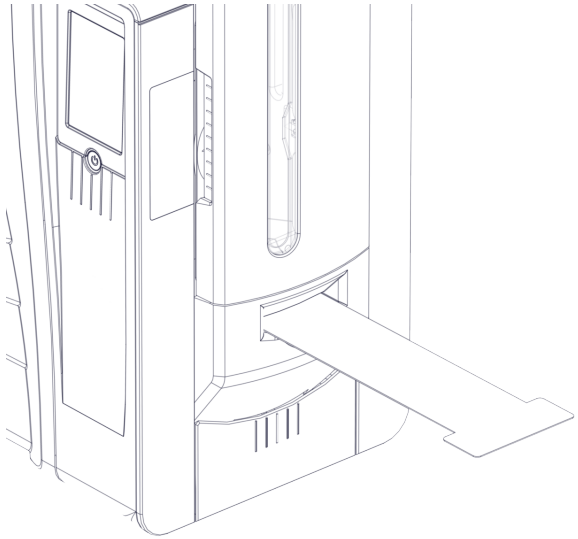
1. With the same swab, rub the black dotted line of the print head (In red here).



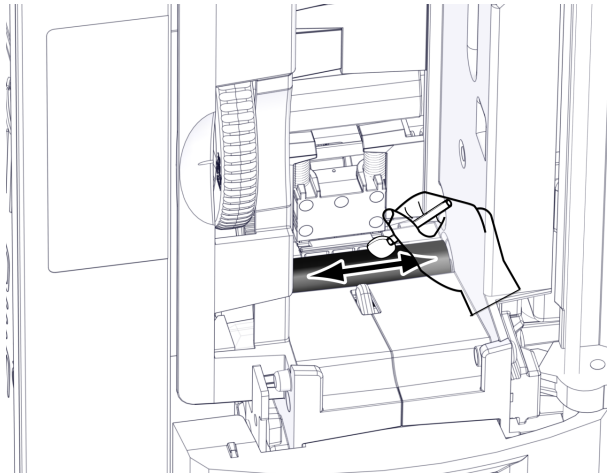
2. Close the printer door.
3. In Evolis Premium Suite 2 click on **Next**.

Cleaning the printer

1. Insert the T-card into the manual card feeder.

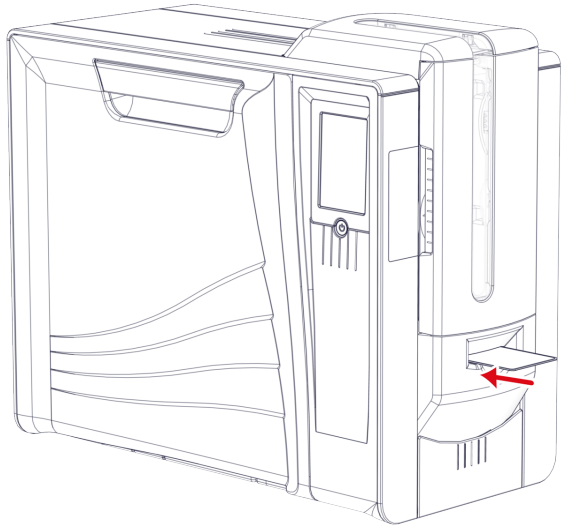


2. When the printer ejects the T-card, remove it.
3. Open the card feeder. The feeder roller starts rotating. With the same swab, rub the feeder roller until it stops rotating.



4. Close the card feeder.
5. In Evolis Premium Suite 2 click on **Next**.

6. Remove the film from the adhesive card and insert the adhesive card into the manual card feeder (adhesive side up).



7. When the cleaning is over, remove the used adhesive card from the manual card feeder.
8. In Evolis Premium Suite 2 click on **Next**.
9. Put the ribbon and film back on the cassettes and put the cassettes back in place. (*"Printing ribbon and retransfer film" on page 20*).
10. Put the cards back in the card feeder, reset the card thickness selector and close the card feeder.
11. In Evolis Premium Suite 2 click on **Finish** to validate the cleaning cycle.

Cleaning the Card Lamination Module

Recommended cleaning cycle: Every 5 000 cards.
Servicing accessories: special adhesive cleaning card and cleaning wipes.
If 2 Card Lamination Modules are installed, the following procedure cleans both Card Lamination Modules during the same cleaning cycle.

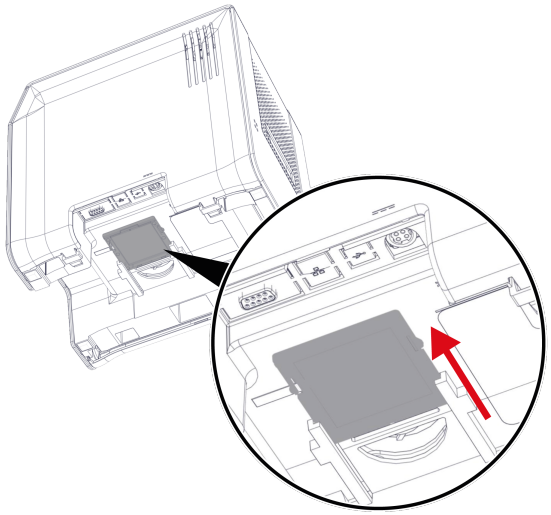
Video(s) of the procedure(s) available on Evolis YouTube channel.

Card lamination Module cleaning

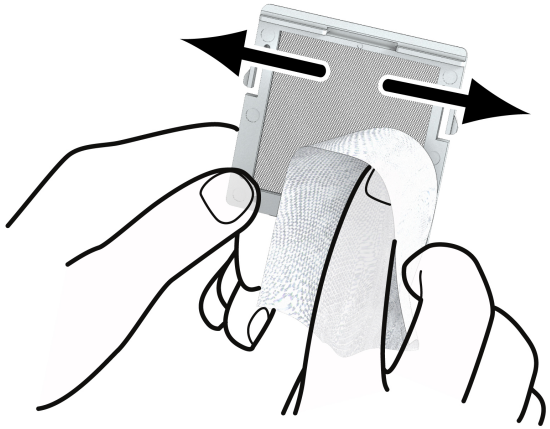
1. In Evolis Premium Suite 2, go to **Assistance & Maintenance > Maintenance > Cleaning**.
2. In the **Laminator cleaning** section click on **Start cleaning**.
3. Open the door of the Card Lamination Module and remove the lamination film and then close the door.
4. In Evolis Premium Suite 2 click on **Next**.
5. Remove the film on both sides of the adhesive card and insert the adhesive card into the rear output slot.
6. When the cleaning is over, the used adhesive card is ejected by the Card Lamination Module.
7. Put the lamination film back in place.
8. In Evolis Premium Suite 2 click on **Finish** to validate the cleaning cycle.

Card lamination module dust filter cleaning

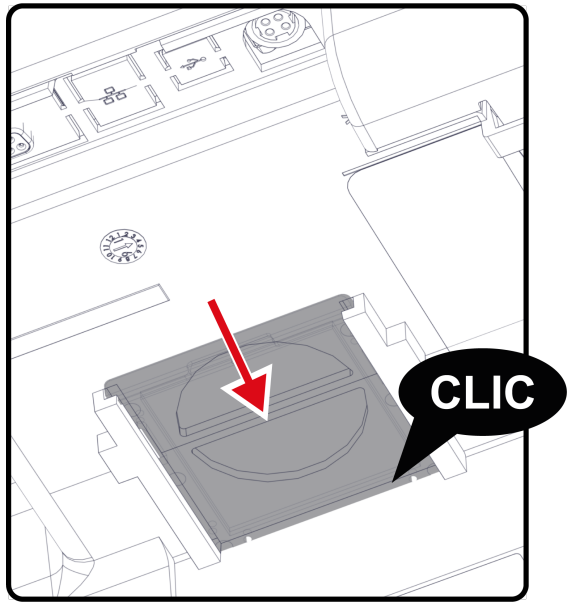
Before cleaning the dust filter, unplug the Card lamination module and disconnect it from the printer.
The dust filter is located below the Card lamination module.



1. Unplug the Card Lamination Module and remove it from the installation plateform.
2. Remove the filter by pulling it and slide it out to release it fully.



3. Take a cleaning wipe and clean the filter by rubbing the wipe over both sides.



4. Put the filter back in place. Insert it in its slot (notch towards you) and push it until a click is heard.
5. Reconnect the Card Lamination Module and put it back in place.

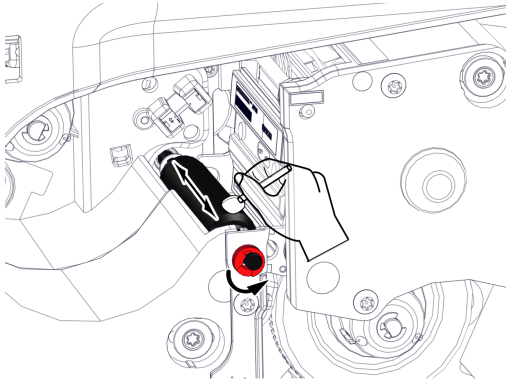
Specific cleaning

Cleaning the print head roller

Recommended cleaning cycle: Every advanced cleaning cycle.

Servicing accessories: Cleaning swab impregnated with isopropyl alcohol.

1. Open the door of the printer and remove the cassettes from their compartments.
2. Take a swab, press the middle so that the cotton is impregnated with alcohol.
3. With one hand, rotate the print head roller using the roll bearing (in red here).
4. While rotating the roll bearing, rub the swab on the print head roller (in black here).
5. Put the cassettes back in place and close the door of the printer.



Cleaning the dust filter

Recommended cleaning cycle: Once a year.

Servicing accessories: A gas duster.

The dust filter is located on the left of the retransfer cassette (blue).

1. Open the door of the printer.
2. Pull the dust filter out of its compartment. (*"Product description" on page 11*)
3. Clear any dust from the filter with a gas duster.
4. Put the dust filter back in place.
5. Close the door of the printer.

HELP

Diagnostic help

Printing test cards

Printing a technical test card

When receiving the printer, print a technical test card to make sure that the printer operates properly.
When printing a technical test card:

- Make sure there are at least one card, a printing ribbon and retransfer film in the printer.
- Make sure the printer is ON.
- Wait for all print jobs to be finished.

The following information is available on the technical test card:

- Printer model
- Serial numbers (Printer and print head),
- Firmware version,
- Cleaning operations,
- etc.

These information may be required by a reseller or technical support for assistance.

Printing a technical test card from the printer

1. Wait for any current print jobs to finish.
2. Press the power button  for four to five seconds until it goes out.
3. Press and hold down the power button again.
4. The power button light comes on.
5. Release the power button once the light flashes.
6. Printing of the technical test card starts .
7. The printed card is ejected into the output hopper.

Print a technical test card from Evolis Premium Suite 2

1. Select the printer.
2. Go to **Assistance & Maintenance > Printer tests > Printing tests**.
3. Next to **Technical test card**, define the number of copies to print (default setting is 1).
4. Click on **Print** and then **Print** again to launch the printing of the technical test card.

Print a technical test card from the LCD Touchscreen

1. Click the **Settings icon** , then **Printer test icon**  and finally the **Technical test card icon** .
2. Printing of the technical test card starts.

Printing a graphical test card

The graphical test card is used to confirm the print quality, the absence of any potential offsets, and whether the ribbon is synchronized correctly.
When receiving the printer, print a technical test card to make sure that the printer operates properly.

When printing a graphical test card:

- Make sure there are at least one card, a printing ribbon and retransfer film in the printer.
- Make sure the printer is ON.
- Wait for all print jobs to be finished.

Print a graphical test card from Evolis Premium Suite 2

1. Select the printer.
2. Go to **Assistance & Maintenance > Printer tests > Printing tests**.
3. Next to **Graphical test card**, define the number of copies to print (default setting is 1).
4. Click on **Print**, select a design and click on **Print** again to launch the printing of the graphical test card.

Print a graphical test card from the LCD Touchscreen

1. Click the **Settings icon** , then **Printer test icon**  and finally the **Graphical test card icon** .
2. Printing of the graphical test card starts.

Identifying the installed software versions

In Evolis Premium Suite 2, go to **Assistance & Maintenance > Product information > Software versions**.

The following information can be found there:

- Installed version of Evolis Premium Suite 2
- Installed printer firmware
- Installed LCD firmware and graphics resources (for printers equipped with an LCD touchscreen)

Troubleshooting

Most printing problems or printing quality problems are solved with an update of the printer driver and/or printer firmware. *"Updating the firmware" on page 87* and *"Updating the printer driver" on page 87*.

Printing issues

No printing

Printer driver

- Make sure that there is a printer driver for the printer in the Windows configuration.
- Make sure the printer driver is up-to-date.
- Make sure that the printer is selected as the default printer.

Printer power supply

- Make sure the power supply unit supplied with the printer is being used.
- Make sure that the power cable is correctly connected to the printer and to a functional electrical socket. (*Installation*)
- Make sure that the printer is ON and that the power button  is lit.

USB cable

- Make sure that the USB cable connects the printer to the computer.

Printing ribbon and retransfer film

- Make sure that the printing ribbon and retransfer film are correctly fitted on the cassettes, that the cassettes are correctly fitted in the printer and that the door is closed.

Cards

- Make sure that there are cards in the card feeder.
- Make sure that no cards are jammed in the printer. *"Jammed cards" on page 85*

Blank card ejected

Printing ribbon and retransfer film

- The printing ribbon and/or retransfer film may be finished
  - Replace the printing ribbon and/or retransfer film (*"Replacing a printing ribbon or retransfer film" on page 54*)
- The printing ribbon or retransfer film may be incorrectly installed
  - Re-install the printing ribbon and/or retransfer film and make sure the cassettes are correctly fitted in the printer (*"Printing ribbon and retransfer film" on page 20*).
- The printing ribbon or retransfer film may be cut or torn
  - repair the printing ribbon or retransfer film. (*"The printing ribbon or retransfer film is cut or torn" on page 86*)

If the problem persists, contact your reseller.

Print head

- The print head may be damaged
  - Try and print a technical test card (*"Printing test cards" on page 72*).
  - If the card is not printed, contact your reseller for assistance.

Poor printing quality

Small blemishes on the card



Cards

- Cards may be dirty
  - Use new cards.
  - Store the cards protected from dust.

Cleaning

- The cleaning roller or the print head may be clogged
  - Launch a regular cleaning cycle (*"Maintenance" on page 53*)

Horizontal white lines



Printing ribbon and retransfer film

- The printing ribbon and/or retransfer film is not correctly fitted
  - Re-install the printing ribbon and/or retransfer film (*"Printing ribbon and retransfer film" on page 20*)
  - Make sure there are no wrinkles on the surface of the printing ribbon and/or retransfer film

Print head

- The print head may be clogged
  - Launch a regular cleaning cycle (*"Regular cleaning" on page 56*)
- The print head may be damaged
  - Contact your reseller for assistance

Retransfer film not correctly applied



Retransfer settings

- Retransfer settings are not optimum.
  - Go to **Evolis Premium Suite 2 > Printer settings > Retransfer** to adjust the temperature and speed settings.
  - Make sure the temperature and speed settings correspond to the requirement of the selected card type.

White card ejected



Printing ribbon

The retransfer film is correctly applied on the card but nothing is printed on the retransfer film.

- The printing ribbon may be incorrectly fitted
  - Re-install the printing ribbon and make sure the cassettes are correctly fitted in the printer (*"Printing ribbon and retransfer film" on page 20*).
- The printing ribbon may be finished
  - Replace the printing ribbon (*"Replacing a printing ribbon or retransfer film" on page 54*)

Partial or incorrect printing

Print settings

- Make sure that no area of the card design to be printed is outside the print margins.
- Check the document orientation (portrait or landscape) in the print driver configuration.

USB cable

- If irregular characters are printed, make sure the USB cable supplied with the printer is being used.
- Try using another cable of the same type.

Cards



Only use Evolis High Trust® consumables. These consumables bring you printing quality and reliability, maximizing the life span of the print head. The use of consumables other than Evolis High Trust® may lead to a bad printing quality and a dysfunction of the card printer.

- Cards may be dirty
  - Use new cards.
  - Store the cards protected from dust.

Printing ribbon and retransfer film

- Make sure the printing ribbon and retransfer film are correctly fitted in the printer and move correctly.

Cleaning

- The printer may be dirty
  - Launch a regular cleaning cycle.(*"Regular cleaning" on page 56*)

Print head

- The print head may be dirty
  - Launch a regular cleaning cycle. (*"Regular cleaning" on page 56*)

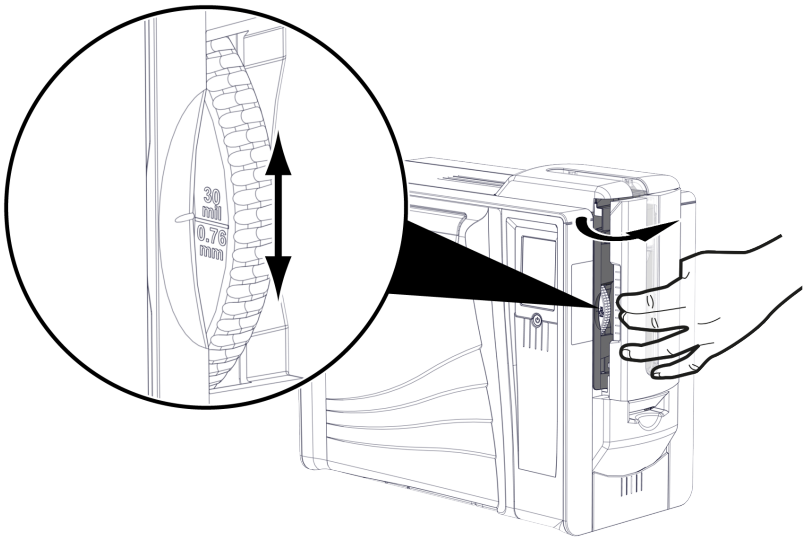
- The print head may be damaged
    - Contact your reseller for assistance.

If the problem persists, contact your reseller.

Cards are not loading in the printer

Card feeder

- The card feeder is empty
    - Load new cards in the card feeder and close the door.
- Make sure the card thickness selector is correctly set. The thickness of the cards can be found on the card box.



Cards

- Make sure that the thickness of the cards used matches the technical specifications available on www.evolis.com > **Product page**.
- Make sure that the cards are not stuck together. Shuffle the cards before loading them.

Cleaning

- The accumulation of dirt in the printer (on the rollers for example) may cause transportation issues. Proceed with an advanced cleaning cycle.
"Advanced cleaning" on page 62

Mechanical issue

- Contact your reseller for assistance.

Jammed cards

Removing a jammed card



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

The mechanical error signal is ON and printing is interrupted.

1. Open the door of the printer and remove the cassettes.
2. Press and hold the power button to activate the card feed rollers.
3. If the card is still stuck inside the printer, slide it manually towards the printer output. If there is more than one card, always push the top one first.
4. Put the cassettes back in place and close the door of the printer.

Preventing jammed cards

- Make sure that the card thickness selector is correctly adjusted.
- Make sure that the thickness of the cards used matches the technical specifications available on www.evolis.com > **Product page**.
- Make sure that the cards are flat. Keep them in an horizontal position.
- Make sure that the cards are not stuck together. Shuffle the cards before loading them.

The printing ribbon or retransfer film is cut or torn

Parts of the printer can move without warning. Do not try to remove ribbons, ribbon remains or cards when the printer is connected to its power supply.

Accessories: standard transparent adhesive tape, a pair of scissors.

Video(s) of the procedure(s) available on Evolis YouTube channel.

Repair the printing ribbon or retransfer film

1. Disconnect the printer from its power supply.
2. Open the door of the printer.
3. Pull the cassettes out of there compartments and put them on a flat surface with the pins facing up.
4. If visible and if possible, manually remove any larger remains of ribbon or film from the rollers.
5. Tape the two portions of the printing ribbon or retransfer film together using standard transparent adhesive tape then wind the printing ribbon or retransfer film:
    a. If the printing ribbon or retransfer film is torn, cut the torn pieces.
    b. Rotate the end roll until the first cut portion of the ribbon or film is on top.
    c. Pull the second cut portion of the ribbon or film over the first one.
    d. Tape the second portion to the first portion with transparent adhesive tape.
    e. Use the wheel on the outside of the cassette to rotate the end roll to the beginning of the next yellow panel.

Clean the printer

1. Close the door of the printer.
2. Reconnect the printer to its power supply.
3. Clean the printer (*"Regular cleaning" on page 56*).

See this article of the Knowledge Base for more information.

Updating the printer driver

Update the printer driver in these cases:

- Printing or communication problems with the printer,
- To benefit from new features available with new versions,
- If you received a notification from the driver or your reseller advising you to update your driver.

The printer driver can also be updated in **Evolis Premium Suite 2 > Assistance & Maintenance > Product information > Software versions**.

1. Download the Driver/Premium Suite file (.exe for Windows and .pkg for macOS) on www.evolis.com **> Support section > Product page**.
2. Decompress the downloaded package.
3. Double click on the installation file and follow the instructions of the installation program.

Updating the firmware

Update the printer firmware in these cases:

- Printing or communication problems with the printer,
- If you received a notification from the driver or your reseller advising you to update your driver

Firmware updates are only required in case of an issue or malfunction.

An update of the firmware that is not properly performed may result in a malfunctioning printer.

In case of problems during the update of the firmware, contact your Evolis reseller who can provide a new installation file for the firmware.

The update of the firmware is performed from the printer driver or from the update notification.

1. Download the firmware file (.firm) on www.evolis.com **> Support section > Product page**.
2. Open Evolis Premium Suite 2 and click on the name of the printer. Go to **Assistance & Maintenance > Software versions > Printer firmware version > Start the update wizard**.
3. Follow the instructions and select the file .firm that was just downloaded.
4. The operation may take up to 1 minute. When the firmware is installed, the printer restarts. The update is complete and the printer is ready.

If the printer is not showing a **Ready** status, the update was not performed correctly or the printer is not working properly. Check the connection cables and run a new update.

Technical support

Evolis provides assistance to their users in case of difficulties using or configuring a printer.

Evolis support section

Information on using and troubleshooting Evolis printers is available on www.evolis.com > **Support section**.

- Latest versions of firmware
- Latest versions of print drivers
- Latest versions of user manuals
- Videos on using and maintaining printers
- A knowledge Base

Evolis partner network

For unresolved technical problems, contact your Evolis reseller.

If you do not know any Evolis resellers, contact us to have the contact information of the nearest Evolis reseller.

When calling an Evolis reseller, make sure to be close to the computer connected to the printer and to provide the following information:

- Printer model and serial number
- The version of the operating system (computer)
- A description of the incident
- A description of what was performed to try and resolve the incident

Identify what matters

Evolis

14 avenue de la fontaine
49070 Beaucouzé
France

T +33 (0) 241 367 606 - F +33 (0) 241 367 612

www.evolis.com