

BADGY 100 - BADGY 200

User Guide

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user-guide_badgy100-badgy200_ENG_20260518_D

Table of Contents

INTRODUCTION **4**

Copyrights and trademarks 4

Warranty 4

Environmental information and end of life product 4

Symbols 5

Product information 5

PRODUCT PRESENTATION **9**

Unpacking 9

Product description 10

INSTALLATION **12**

Connecting the printer power supply 12

Installing driver and software 13

Minimum requirements 14

Installing the driver and software from online 14

Fitting a ribbon 15

Cards 16

Loading cards 16

Removing printed cards 17

PRINT SETTINGS AND PRINTING **18**

Managing print settings in Badgy Premium Suite 2 18

Advanced features 19

Color profile 19

Security options 19

Printing from a card design software 20
INTERACTING WITH THE PRINTER **21**
LED panel 21
Badgy Premium Suite 2 notifications 23
MAINTENANCE **24**
Managing cleaning notifications 24
Printer cleaning 25
Cleaning the printer 25
Cleaning the print head 26
HELP **27**
Diagnostic help 27
Printing test cards 27
Identifying the installed software versions 29
Troubleshooting 30
The ribbon is cut or torn 30
Printing issues 31
Jammed cards 38
Updating the software to the last version 39
Updating the printer driver 39
Updating the firmware 40
Technical support 41

Introduction

Copyrights and trademarks

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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, Badgy 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 **Badgy 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.

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**.

Certification and conformity

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

CE, UKCA, ICES, VCCI, CCC, KC, BIS

FCC (Evolis contact: Evolis, Rising Sun Mills, 188 Valley St., Suite 421, RI 02909 Providence, evolisnortham@evolis.com)

RoHS

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

- Dimensions (H x W x L): 148 x 200 x 276 mm (5.83“ x 7.87“ x 10.86“)
- Weight: 1.66 kg

Connectivity

- USB 2.0 (1.1 and 3.0 compatible)

Environment conditions

- Min./max. operating temperature: 15° / 30 °C (59° / 86 °F)
- Humidity: 20% to 65% non-condensing
- Min./max. storage temperature: –5 °C / +50 °C (23 °F / 122 °F)
- Storage humidity: 20% to 70% non-condensing
- Ventilation while in operation: free air circulation

Electrical information

- Power supply unit: 100-240 volts AC, 50-60 Hz, 1.7 A
- Printer: 24 volts DC, 2.7 A

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 (CWT model KPL-065M-VI or FSP 060-RAAK3)
- Power cable
- USB cable
- A consumable kit containing: A color ribbon and PVC cards
- Quick installation guide with a URL to access the driver and card design software
- License activation card for the card design software

Product description

Always disconnect the machine from the power supply (unplugged) before performing work on it.

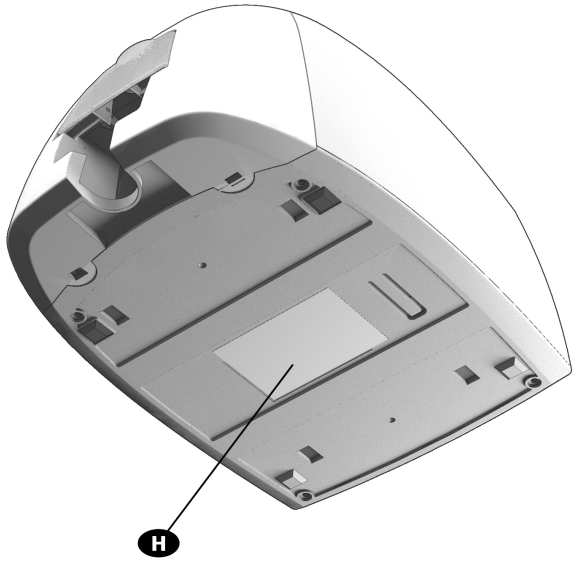


A. Control panel
B. Card feeder
C. Output box



D. Location for the Kensington locking system
E. Power cable connector
F. USB port (type B)





G. Thermal print head

H. Serial number label

Installation

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.

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

Connecting the printer power supply

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

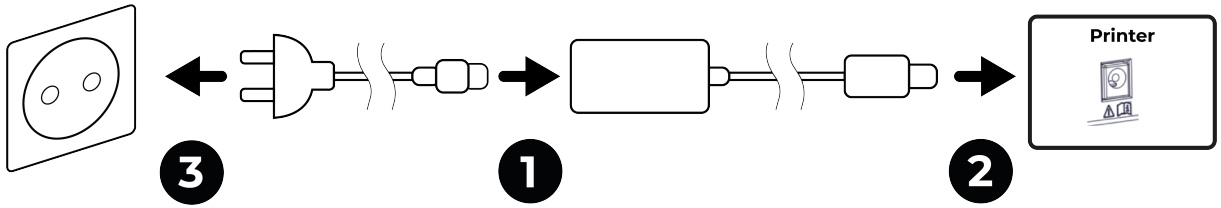
- FI: Laite on liitettävä suojamaadoitus koskettimilla varustettuun pistorasiaan.
- NO: Apparatet må tilkoples jordet stikkontakt.
- SE: Apparaten skall anslutas till jordat uttag.
- DK: Printeren skal tilsluttes til en korrekt beskyttet og jordforbundet el-installtion.

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 3 minutes of inactivity. The printer goes to hibernation mode after 10 minutes in standby mode.

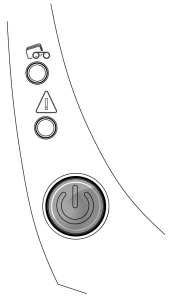
Standby and hibernation settings can be configured in the Badgy Premium Suite 2. In standard standby mode, sending a print request restarts the printer and pressing the power button (for 1 second) exits the printer from hibernation mode.



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 driver and software

Do not connect the printer to your computer until the installation process is complete.

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

For more information about the card design software, refer to the corresponding user guide available on **www.evolis.com** > **Support section** > **Product page** or to the Knowledge Base (**Badge Studio**).

To know the compatibilities of the software with the different OS, refer to the **software compatibility chart**.

To know the compatibility of the printer driver, refer to the **driver compatibility chart**.

Minimum requirements

Operating system: Windows® / macOS (**Software compatibility chart**)

RAM: 2GB

Free hard-disk space: 1.5GB

Screen resolution: 1024 x 768 pixels

Connections: 1 USB port

An integrated web camera compatible with DirectShow, WIA or TWAIN

Installing the driver and software from online

1. Go to the Badgy 100 - Badgy 200 page on **www.evolis.com** > **Support section** > **Product page**.
2. Click on the latest version of the .exe (for Windows) / .pkg (for macOS) file.
3. Click on **Download**.
   The .exe/.pkg file is downloaded to your computer.
4. When the download is complete, open the Setup.exe / Setup.pkg file.
   By default, this starts the installation of both the printer driver and card design software.
5. Follow the on-screen installation steps.
6. When the installation process is complete, you can connect the printer to your computer with the USB cable.

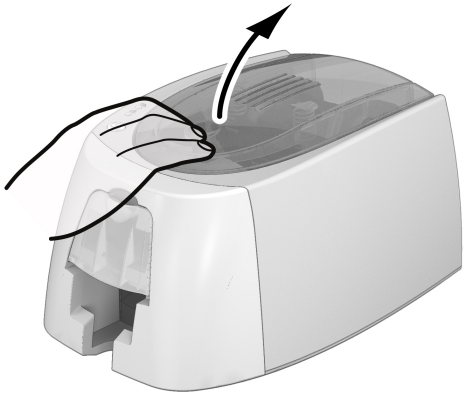
Fitting a ribbon

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.



1. Open the printer cover.



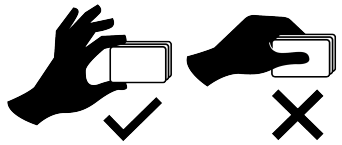
2. Insert the ribbon with the full roll towards the front of the printer.



3. Close the printer cover. A click confirms the correct closure of the printer.

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.

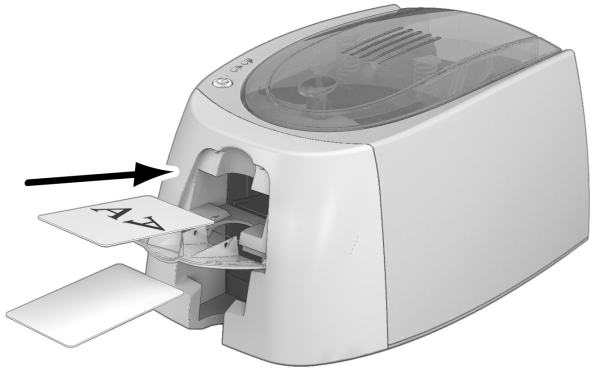


Loading cards

The card feeder has a total capacity of **25 cards (0.76 mm thick) or 40 cards maximum (0.5 mm thick)**.
Before using cards of 0.76 mm thickness after an extended use of cards of 0.50 mm thickness, clean the printer.



1. Open the card feeder.



2. Insert the cards as illustrated.



3. Close the card feeder.

Removing printed cards

Once the printing cycle is over, the cards are issued into the output box located below the card feeder.

The output box has a total capacity of **25 cards (0.76 mm thick) or 40 cards maximum (0.5 mm thick)**.



Print settings and printing

Managing print settings in Badgy Premium Suite 2

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

1. Click on the Badgy icon  in the taskbar and click **Open Badgy 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

- Resolution and printing speed
- Application of a color profile
- Colors settings (brightness, contrast, black printing)
- Overlay application
- Standby and Hibernation modes
- etc.

Other actions

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

Advanced features

More information on all advanced features is available on the printer driver Knowledge Base (**Badgy Premium Suite 2**).

Color profile

If the color rendering on printed cards is not satisfactory and you want a better match between screen colors and printed colors, it may be necessary to modify the computer display (modify the settings or apply a custom profile). It is recommended to deactivate the printer color profile first when trying to modify the computer display.

For more information on how to calibrate the computer display, see the corresponding section on the support website of your OS (operating system) distributor.

Color profile makes the printing as close as possible to the on-screen colors.

By default, Evolis color profile is embarked and activated in Badgy Premium Suite 2.

To deactivate Evolis color profile, go to **Badgy Premium Suite 2 > Printer settings > Printing > Colors > Colors settings** and click on **Do not apply**.

Security options

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.



Digital erasing

This feature is used to erase data of printing jobs from the printer memory.

It is used for security reasons.

The feature needs to be activated before launching printing jobs. Go to **Badgy Premium Suite 2 > Printer settings > Security > Data used for printing (Digital Erasing)**.

Printing from a card design software

For more information about the card design software, refer to the corresponding user guide available on **www.evolis.com** > **Support section** > **Product page** or to the Knowledge Base (**Badge Studio**).

To know the compatibilities of the software with the different OS, refer to the **software compatibility chart**.

To know the compatibility of the printer driver, refer to the **driver compatibility chart**.

The card design software combines card design and data management for a set of cards through its card design area and database table. The two operate in parallel: a card within the set always corresponds to a row of the database table, and items on the card template can be linked to columns of the database table.

1. In the **card design area**, add, customize, size and position the items that you want to feature on the cards in your set of cards. You can decide which text, images, barcodes and allergen information vary from card to card and which are identical on all the cards.
2. In the **database table**, modify the data (text, images, barcode data, etc.) that varies from card to card. Add rows to add cards based on the same card template and containing the same items as the other cards.
3. To **print cards**, select one, several or all the rows in the database table before configuring and launching printing.

Interacting with the printer

LED panel

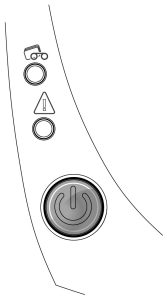
Cards and ribbon LED

Printer LED

Power button

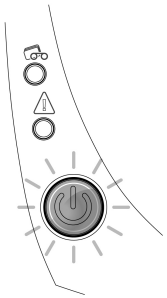






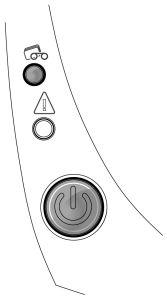
Printer ready

- The printer is ready to be used



Processing

- The printer is receiving data



Ribbon

- No ribbon in the printer
  - ***"Fitting a ribbon" on page 15***
- The ribbon is finished
  - Replace the ribbon
- The ribbon is not correctly fitted
- The ribbon is torn
  - Check the condition of the ribbon
  - ***"The ribbon is cut or torn" on page 30***
- The ribbon is not recognized
  - Make sure that the ribbon fitted in the printer correspond to the type of ribbon set in the printer driver.

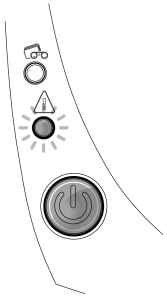
The print job restarts with a new card.

If the problem persists, contact your reseller.

Cards

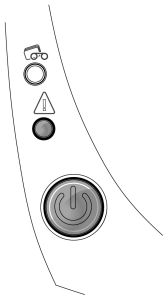
- Card feeder empty
  - Put cards in the card feeder
- Card loading error
  - Make sure there are cards in the feeder
  - Make sure there are no card stuck towards the card feeder

If the problem persists, contact your reseller.



Cooling mode activated

- The printer pauses for a few seconds and restarts once it has returned to its normal operating temperature

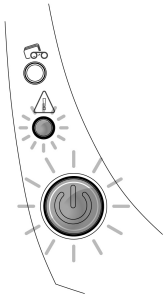


Printer cover open

- Close the printer cover. The printer starts up

Mechanical error

- Contact your reseller for assistance



Firmware update

- The printer is updating its Firmware

Badgy 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 Badgy 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 Badgy Premium Suite 2. Click on the **User Preferences** icon  and deactivate the **Enable notifications** button.

Maintenance

Managing cleaning notifications

Cleaning operations are important to maintain a good print quality and ensure the life span of the printer.

Cleaning reminders can be set in Badgy Premium Suite 2.

To activate the notifications

1. Make sure the printer is connected to the computer on which Badgy Premium Suite 2 is installed.
2. Go to **Assistance & Maintenance > Maintenance > Cleaning**.
3. Click on the sliding button **Enable cleaning warning every ... cards** to activate the notifications.
4. Set the number of printed cards before each warning with the up and down arrows.



As default, the notifications are deactivated.

The number of cards can be set between 50 and 500.

Default setting for the number of cards is 300. It is recommended to leave the setting at 300 cards.

Printer cleaning

Comply with the instructions given below to ensure a good functioning of the printer.

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: Once a year. More frequently if

- The printer operates in a dusty environment,
- The printer is used intensively
- You notice a decrease in print quality
- You are using the printer after a long period of inactivity

If you intend not to use the printer for an extended period of time, it is advised to acquire a protective cover so that dust does not accumulate in the printer. Contact your reseller for more information.

Servicing accessories: Impregnated T-card (use just after the bag is opened), cleaning pen (can be used up to 8 times).

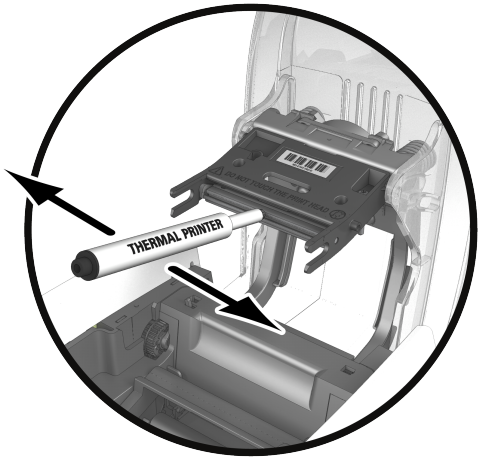
Cleaning cycles can also be launched from the Badgy Premium Suite 2 by clicking on the **Cleaning icon** on the Home page.

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

Cleaning the printer

1. Open the printer cover and remove the ribbon. Close the printer cover.
2. Open the card feeder and remove any card in it.
3. Double click on the power button . The cards and ribbon LED starts flashing.
4. Insert the T-shaped cleaning card in the card feeder. Cleaning starts.
5. When the printer ejects the T-shaped cleaning card, remove it from the card feeder.

Cleaning the print head



1. Open the printer cover.
2. Remove the cap of the cleaning pen and gently rub the cleaning pen on the print head for a few seconds.
3. Put the cards back in the card feeder and put the ribbon back in place.

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 and a ribbon 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 Badgy 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.

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 and a ribbon in the printer.
- Make sure the printer is ON.
- Wait for all print jobs to be finished.

Print a graphical test card from Badgy 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.

Identifying the installed software versions

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

The following information can be found there:

- Installed version of Badgy Premium Suite 2
- Installed printer firmware

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 40*** and ***"Updating the printer driver" on page 39***.

The ribbon 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 **Badgy YouTube channel**.

Repair the ribbon

1. Press and hold the power button on the printer for five seconds. The printer will shut down.
2. Disconnect the printer from its power supply.
3. Open the printer cover.
4. Remove the ribbon from the printer.
5. If visible and if possible, manually remove any larger remains from the rollers.
6. Tape the two portions of the ribbon together using standard transparent adhesive tape then wind the ribbon.
    a. If the ribbon is torn, cut the torn pieces.
    b. Rotate the end roll until the first cut portion of the ribbon is on top.
    c. Pull the second cut portion of the ribbon over the first one.

d. Tape the second portion to the first portion with transparent adhesive tape.
e. Rotate the end roll until the next black panel is in between the two rolls.

Clean the printer

1. Close the printer cover.
2. Reconnect the printer to its power supply.
3. Clean the printer (***"Printer cleaning" on page 25***).

See **this article of the Knowledge Base** for more information.

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" on page 12***)
- 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.

Ribbon

- Make sure that the ribbon is fitted correctly and that the cover 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 38***

Blank card ejected

Ribbon

- The ribbon may be finished
    - Replace the ribbon.
- The ribbon may be incorrectly installed
    - Re-install the ribbon.
- The ribbon may be cut or torn
    - Repair the ribbon

If the problem persists, contact your reseller.

Print head

- The print head may be damaged
    - Try and print a technical test card.
    - 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 (***"Printer cleaning" on page 25***)

Horizontal white lines



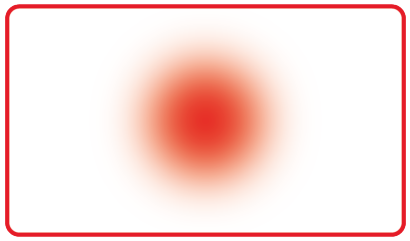
Ribbon

- The ribbon is not correctly fitted
  - Re-install the ribbon
  - Make sure there are no wrinkles on the surface of the ribbon

Print head

- The print head may be clogged
  - Launch a regular cleaning cycle (***"Printer cleaning" on page 25***)
- The print head may be damaged
  - Contact your reseller for assistance

Blurred image



Ribbon

- The ribbon is not correctly fitted
  - re-install the ribbon
- The ribbon is not correctly synchronized
  - Open and close the printer cover

Cards

- Make sure that the thickness of the cards used matches the technical specifications available on **www.evolis.com**> **Product page**.

Cleaning

- The printer and the cleaning roller may be clogged
  - Launch a regular cleaning cycle (***"Printer cleaning" on page 25***).

If the problem persists, contact your reseller.

Partial or incorrect printing

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



We recommend buying cards from an Evolis reseller. Use of non-Evolis High Trust® cards may affect print quality and may damage the print head.

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

Ribbon

- Make sure the ribbon is correctly fitted in the printer and moves correctly.

Cleaning

- The printer may be dirty
  - Launch a regular cleaning cycle.(***"Printer cleaning" on page 25***)

Print head

- The print head may be dirty
  - Launch a regular cleaning cycle. (***"Printer cleaning" on page 25***)
- The print head may be damaged
  - Contact your reseller for assistance

If the problem persists, contact your reseller.

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 printer cover and remove the ribbon.
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 ribbon back in place and close the printer cover.

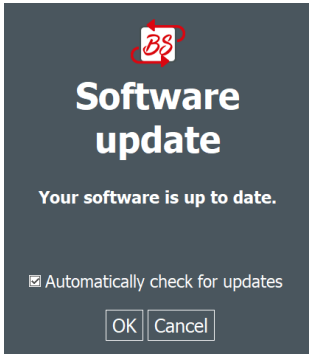
Preventing jammed cards

- 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.

Updating the software to the last version

In the card design software, go to **Help > Check for software updates**.

- If the software is up to date, a confirmation is displayed:



Badge Studio

- If an update is available
  a. Click on **Download**.
     An .exe (Windows) / .pkg (macOS) file is downloaded to your computer.
  b. Open the downloaded .exe/.pkg file.
  c. Follow the on-screen installation steps.

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 **Badgy 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.

Interrupting the transfer between computer and printer during the download phase (powering off the printer or computer, unplugging a cable) would make it impossible to restart the printer. If such an incident occurs, contact your Evolis reseller to replace the printer's processing board.

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 Badgy 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

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