

EDIKIO DUPLEX

User Guide

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INTRODUCTION

Copyrights and trademarks

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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, Edikio 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 **Edikio 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 declaration of conformity

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

- CE, FCC, ICES, VCCI, CCC, KC
- RoHS
- ISM band from 13.553 to 13.567 MHz, transmission power lower than 10 dBµA/m at 10 m, PLL/ASK/semi-duplex operation

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): 247 x 205 x 383 mm
- Weight: 4.02 kg

Connectivity

- USB (1.0, 1.1, 2.0, 3.0)
- Ethernet TCP-IP 10BaseT, 100BaseT (Traffic Led)
- Optional 802.11b/g wireless connection

Environment conditions

- Min./max. operating temperature: 15° / 30°C (59° / 86°F)
- Humidity: 20% to 65% non-condensing
- Min./max. storage temperature: –5 °C / +70 °C (23 °F / 157 °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)**.

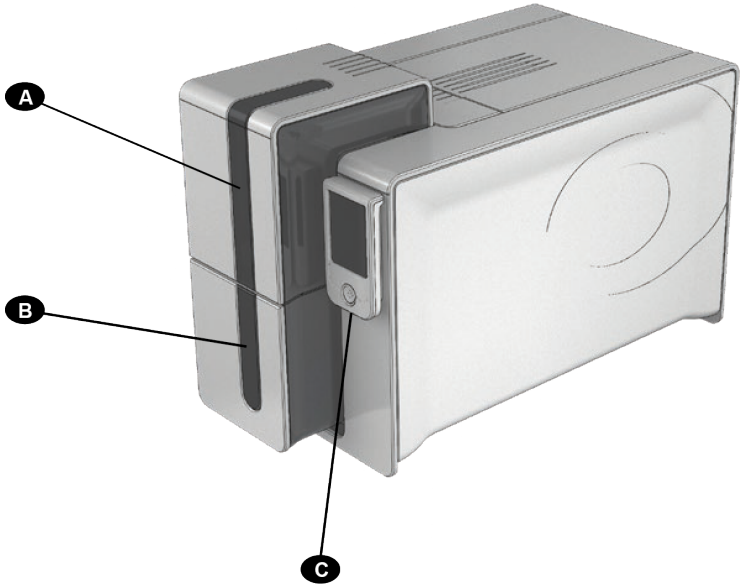
Accessories supplied with your printer:

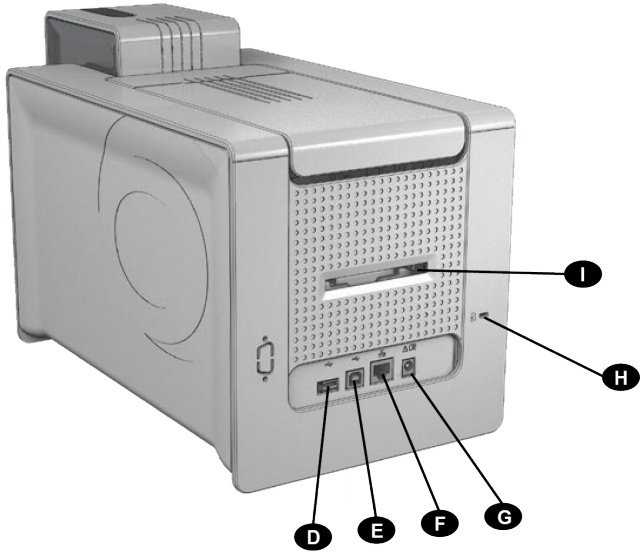
- Power supply unit (CWT model KPL-065M-VI or FSP 060-RAAK3)
- Power cable
- USB cable
- A consumable kit containing: A white monochrome ribbon and a box of PVC black cards
- A starter cleaning kit
- Quick installation guide with a URL to access the driver

Product description

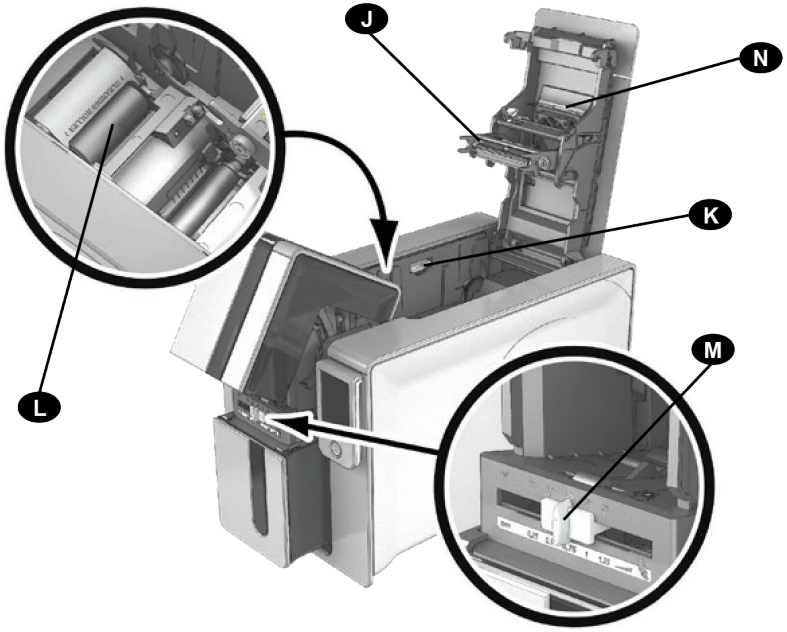
Access to the side panels of the machine and the option module fitting/removal areas is restricted to a retailer/installer or to experienced users.
Always disconnect the machine from the power supply (unplugged) before performing work on it.

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. Output box
C. LCD touchscreen
D. USB port (type A)
E. USB port (type B)
F. Ethernet connector
G. Power cable connector
H. Location for Kensington locking system
I. Reject slot





J. Thermal print head
K. Side panel opening mechanism
L. Cleaning roller
M. Card thickness selector
N. Dust filter
O. 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 **Edikio YouTube channel**.

Connecting the printer power supply

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

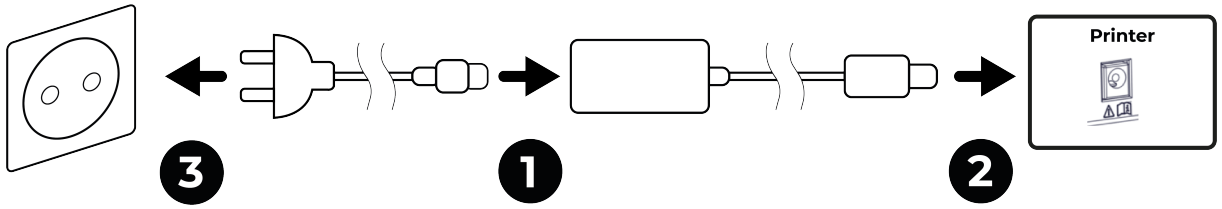
- FI: Laite on liitettävä suojamaadoitus koskettimilla varustettuun pistorasiaan.
- NO: Apparatet må tilkoples jordet stikkontakt.
- SE: Apparaten skall anslutas till jordat uttag.
- DK: Printeren skal tilsluttes til en korrekt beskyttet og jordforbundet el-installtion.

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 10 minutes of inactivity. The printer goes to hibernation mode after 30 minutes in standby mode.

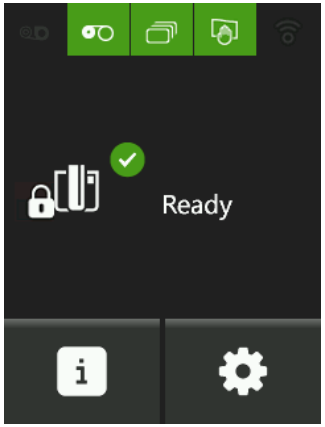
Standby and hibernation settings can be configured in the Edikio Premium Suite 2 or from the LCD Touchscreen. In standard standby mode, sending a print request restarts the printer and pressing the power button (for 1 second) exits the printer from hibernation mode.



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 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 (**Edikio Price Tag**).

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:
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 Edikio Duplex 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.

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 Edikio 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

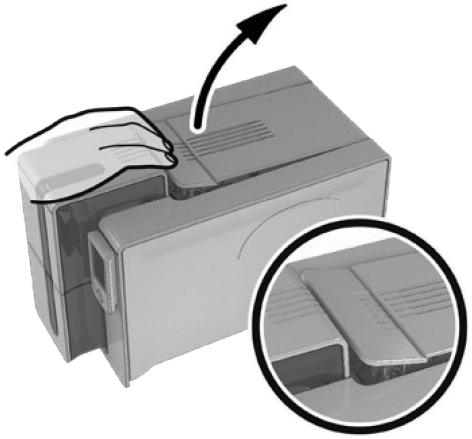
Fitting a ribbon

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.

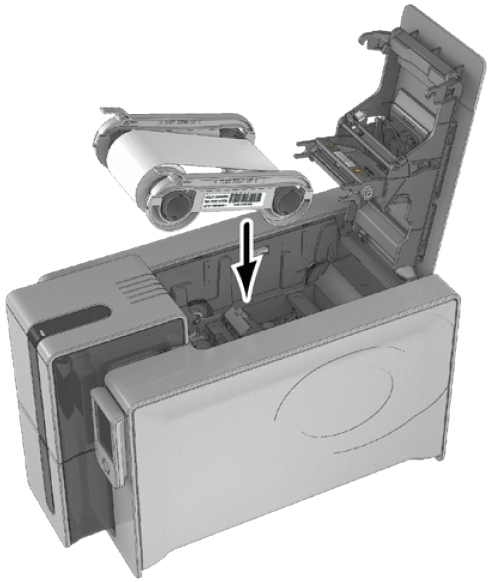
See this **Knowledge Base article** to identify an Evolis High Trust® ribbon.

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

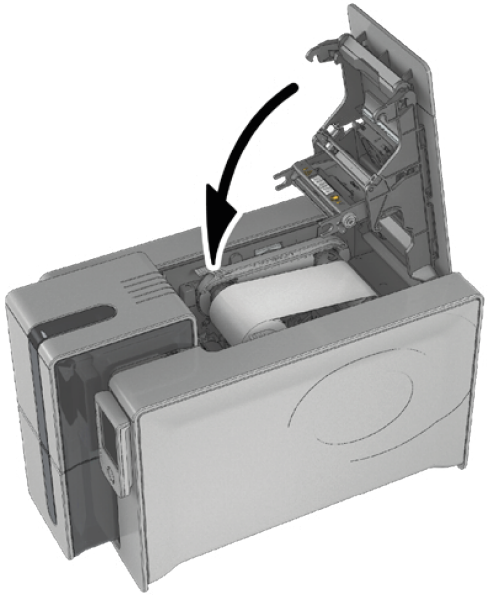
A tutorial is available on **www.evolis.com** **> Support section > Product page** to take ribbons apart and facilitate recycling.



1. Open the printer cover.



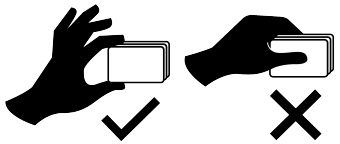
2. Insert the ribbon with the full roll towards the front of the printer.



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

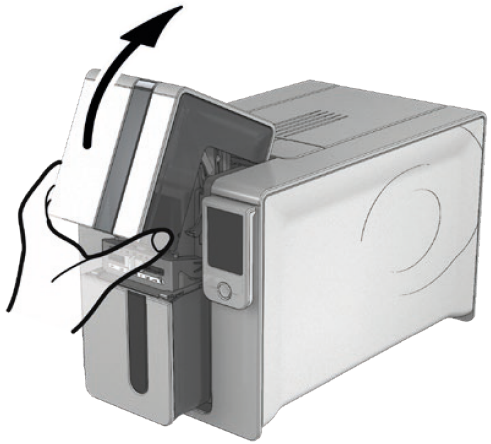
Cards

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.

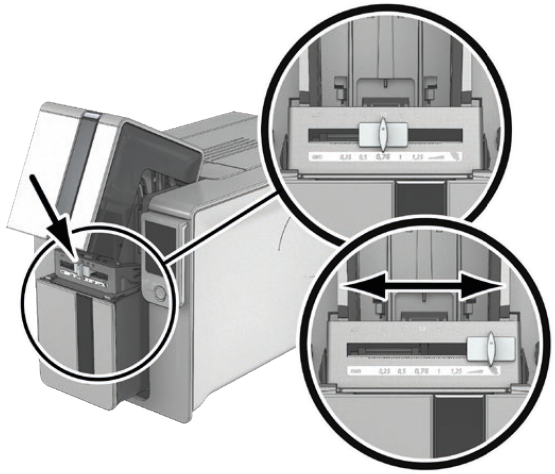


Adjusting card thickness

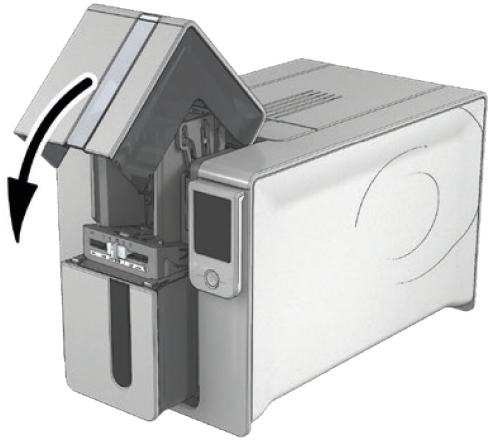
The printer is equipped with a manual card thickness adjustment system. The printer accepts cards between 0.25 mm and 1.25 mm thick (10 to 50 mil).
Factory setting for card thickness is **0.76 mm**.



1. Open the card feeder.



2. Use the card thickness selector to adjust the thickness according to the thickness of the cards being used.

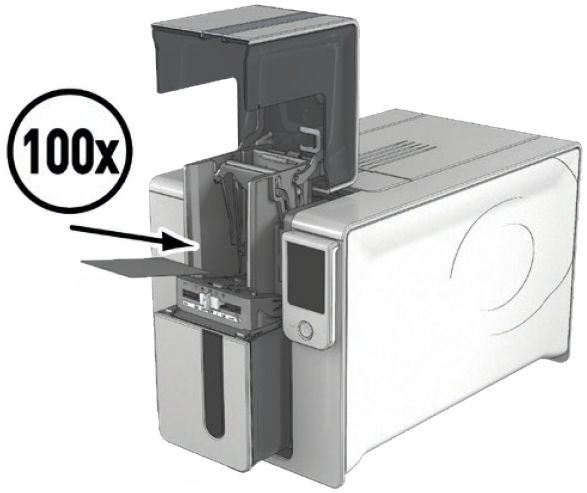


3. Close the card feeder.

Loading cards

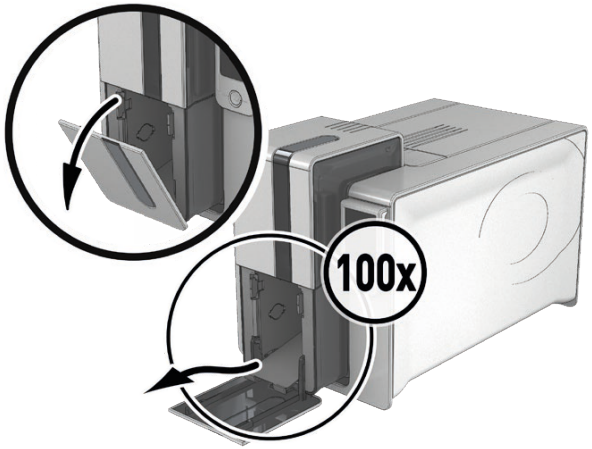
The card feeder has a total capacity of 100 cards of 0.76 mm thickness.

1. Open the card feeder.
2. Insert cards as illustrated.
3. Close the card feeder.



Removing printed cards

The output box has a total capacity of 100 cards of 0.76 mm thickness.



PRINT SETTINGS AND PRINTING

Managing print settings in Edikio Premium Suite 2

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

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

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

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 (**Edikio Price Tag**).

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

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



Ribbon



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 Edikio 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 

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

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**.

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 ribbon 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 Edikio 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 **Edikio YouTube channel**.

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

Cleaning the printer

1. Open the printer cover, remove the ribbon and close the cover.
2. Open the card feeder and remove the cards present in it.
3. Set the card thickness selector to MAX.
4. Press twice on the power button . The ribbon and cards LED  starts flashing.
5. Remove the protection from the adhesive card and insert it into the feeder (adhesive side up). The cleaning starts. When the cleaning is over, the used adhesive card is ejected into the output hopper.

Cleaning the print head

1. Take an Evolis High Trust® cleaning swab and press the middle of the tube until its end is soaked with alcohol.
2. Open the printer cover, and locate the print head.
3. Gently rub the cleaning pen on the print head for a few seconds.
4. Close the printer cover.

Before using the printer, reset the card thickness selector to the desired card thickness.

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 5 regular cleaning cycles.

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

Cleaning cycles can also be launched from the Edikio 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 **Edikio YouTube channel**.

Cleaning the printer

1. Open the printer cover, remove the ribbon and close the printer cover.
2. Open the card feeder, remove cards present in it and set the thickness selector on MAX.
3. Press twice on the power button . The ribbon and cards LED  starts flashing.
4. Insert the T-card into the card feeder. Cleaning starts.
5. When the printer ejects the T-card, remove it from the card feeder.
6. Remove the protection from the adhesive card and insert it into the feeder (adhesive side up). The cleaning starts. When the cleaning is over, the used adhesive card is ejected into the output hopper.

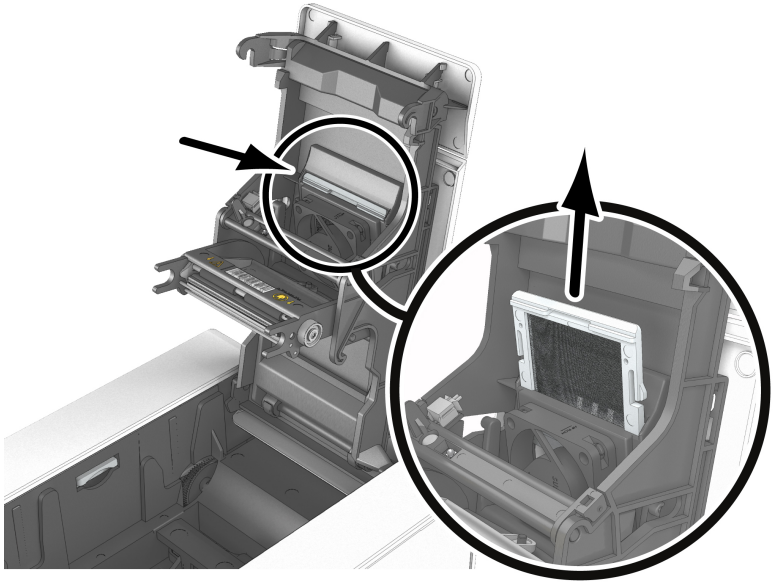
Cleaning the print head

1. Remove the cap of the cleaning pen.
2. Open the printer cover, and locate the print head.
3. Gently rub the cleaning pen on the print head for a few seconds.

Cleaning the dust filter

The dust filter is located behind the print head fan.

1. Pull the dust filter upward using its groove to remove it from its compartment.



2. Clean the filter by rubbing the wipe over both sides.
3. With its groove at the top and facing you, slide the dust filter back into its compartment until a click is heard.
4. Put the ribbon back in the place, close the printer cover.

Before using the printer, reset the card thickness selector to the desired card thickness.

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

The following information can be found there:

- Installed version of Edikio 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 45*** and ***"Updating the printer driver" on page 45***.

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 **Edikio 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 (***"Maintenance" 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 44***

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 (***"Maintenance" 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 (***"Maintenance" on page 25***)
- The print head may be damaged
  - Contact your reseller for assistance and replace the print head (***"Replacing the print head" on page 41***)

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 (***"Maintenance" 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.(***"Maintenance" on page 25***)

Print head

- The print head may be dirty
  - Launch a regular cleaning cycle. (***"Maintenance" on page 25***)
- The print head may be damaged
  - Contact your reseller for assistance and replace the print head (***"Replacing the print head" on the next page***)

If the problem persists, contact your reseller.

Replacing the print head

The print head is a sensitive component of the printer. It determines the print quality. A regular cleaning and an environment free from dust or other particles ensure a lengthy useful life.

Before replacing the print head, contact your Evolis reseller. The reseller can give advise and supply a new print head if necessary.



Unplug the printer before replacing the print head.

Avoid any contact between the print head and any metal or sharp objects. This could damage the print head.

Avoid touching the print head directly with your fingers. This could affect print quality or damage the print head.

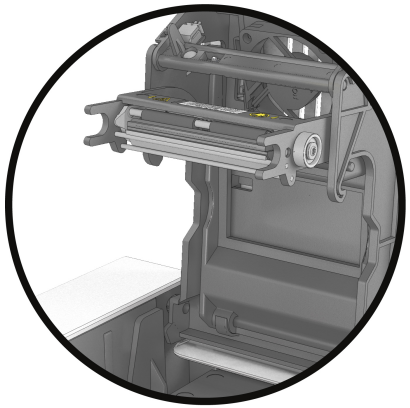


For more information on print head warranties, refer to the Evolis warranty available on **www.evolis.com** **> Support section > Product page**.

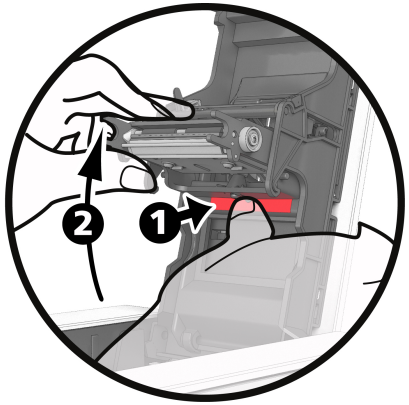


Video(s) of the procedure(s) available on **Edikio YouTube channel**.

Step 1: Removing the defective print head



1. Open the printer cover and locate the print head.

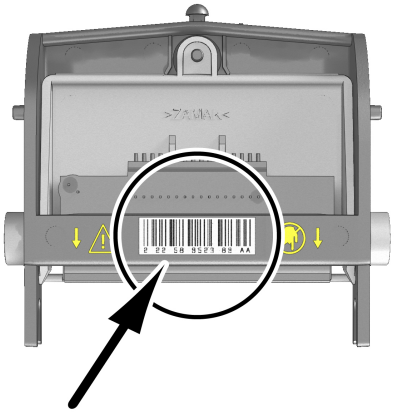


2. Press on the pressure plate located behind the print head and pull the print head as shown to free the lugs from the holding fork.
3. Remove the lugs from their slots.

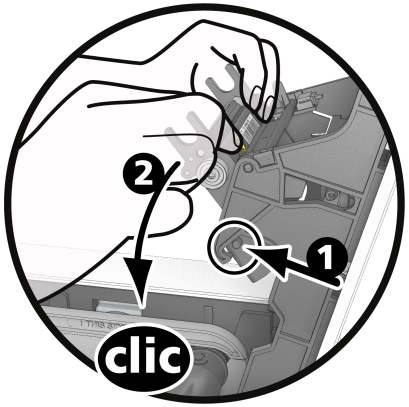


4. Tilt the head downwards and disconnect the connector linked to the cable. Avoid forcing the mechanism.

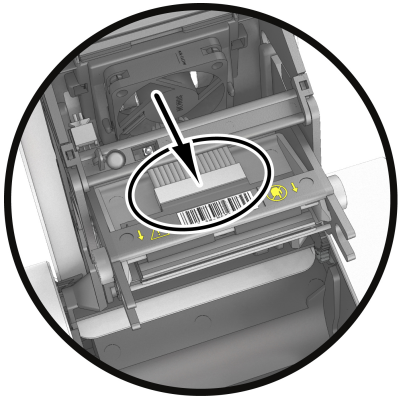
Step 2: Installing the new print head



1. Note the serial number on the white label of the print head. This code is needed in Step 3.



2. Insert the new print head vertically (white connector upwards), raising it in the two guides to trap the lugs of the fork in their slots.



3. Connect the cable into its socket. Avoid using force, as this part is fragile. Press down on each side of the connector to ensure a good connection.
4. Close the printer cover.

Step 3: Configuration of the print head

If the serial number is not entered correctly, printer malfunctions may occur and the warranty may be voided.

1. Power on the printer. Make sure it is connected to a computer on which the printer driver is installed.
2. Go to **Edikio Premium Suite 2 > Assistance & Maintenance > Maintenance > Printhead replacement**.
3. Enter the serial number (noted in Step 2) in the dedicated section. Click on **Validate**.

Step 4: Cleaning the printer

The **CLEANING** signal is ON. Cleaning is absolutely necessary after replacing the print head. No print jobs can be launched until a regular cleaning cycle is performed (***"Maintenance" on page 25***).

Once the cleaning of the print head is done, the printer is ready to be used.

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 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 **Edikio 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 Edikio 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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