Identify what matters



LCD TOUCH SCREEN FOR AGILIA

User Guide

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user-guide_lcd-agilia_ENG_20261105_B

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 **6**
- **Product description** 6
  - **Home page** 6
  - **Permanent status of consumables and cleaning** 7
  - **Navigation** 7

INFORMATION MENU **9**
- **Printer information** 9
  - **Printer information** 9
  - **Consumables information** 10
  - **Available options** 11
  - **Printing records** 11
  - **Networks** 12
- **LCD touchscreen information** 12
- **Evolis and reseller information** 13
  - **Evolis information** 13
  - **Reseller information** 14

SETTINGS MENU **15**
- **Cleaning** 15
  - **Printer cleaning** 15
- **Printer settings** 18

Standby mode 18
Network settings 19
Offset settings 19
Configuration of cleaning warnings 20
Reset to default factory settings. 20
LCD touchscreen settings 21
Electromechanical locking system settings (Option) 21
Managing the electromechanical locking system 22
Printing a test card 25
Printing a technical test card 25
Printing a graphical test card 26
Configuring the magnetic encoder 26
FIRMWARE UPDATE **27**
LCD TOUCHSCREEN CALIBRATION **28**
WARNING AND DIAGNOSTICS **29**
Color status 29
Home page messages 29
Errors and warnings - Printer messages 29
Errors and warnings - Ribbon messages 30
Errors and warnings - Retransfer film messages 31
Errors and warnings - Cards messages 32
Errors and warnings - Output box and reject box messages 33
Errors and warnings - Cleaning messages 33
Errors and warnings - Messages displayed during printing or encoding 34
TECHNICAL SUPPORT **35**

INTRODUCTION

Copyrights and trademarks

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

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

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

Warranty

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

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

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

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**.

PRODUCT PRESENTATION

Product description

The LCD Touchscreen is a communication and configuration interface.

The first time the printer is powered on with the LCD touchscreen, the touchpad may need to be configured (***"LCD touchscreen calibration" on page 28***).

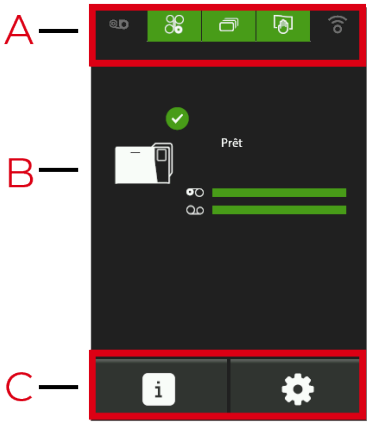
A language may also need to be selected. The information and messages displayed are available in 16 languages: French, English, German, Italian, Spanish, Portuguese, Dutch, Polish, Turkish, Russian, Traditional Chinese, Simplified Chinese, Japanese, Korean, Arabic, and Farsi.

Home page

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

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

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



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

Permanent status of consumables and cleaning



Lamination film



Ribbon and retransfer film



Cards



Cleaning



Wi-Fi

Consumables and 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 (for lamination and Wi-Fi options)

Wi-Fi color status

- **Green**: Option is present and activated but the printer is not necessarily correctly connected to the network.
- **Orange**: Option is present but not activated.

Navigation



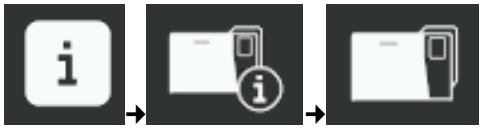
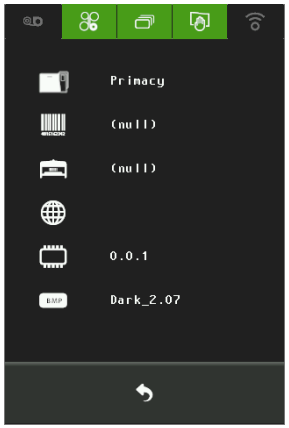
When an icon is gray, the button is not active. The corresponding screen cannot be accessed.

Icon	Action
	Go back to the previous screen.
	Go to the next screen.
	Go back to the previous menu if there are several screens.
	Indication of the number of screens accessible to the user in the current menu.
	Access to the Information menu.
	Access to the Settings menu.
	Press the control button of the printer to return to the home page.

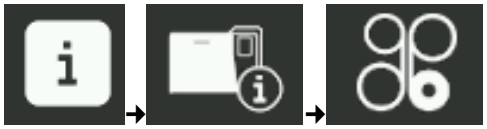
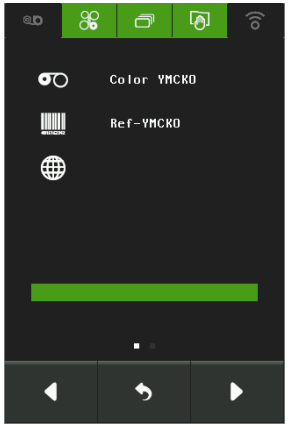
INFORMATION MENU

Printer information

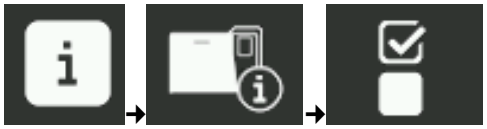
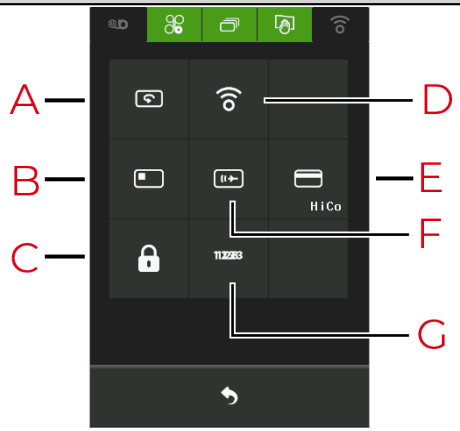
Printer information

Access	Screen(s)	Available information
		• Printer model • Printer serial number • Print head serial number • Printer zone code • Firmware version • LCD Touchscreen graphic resources version

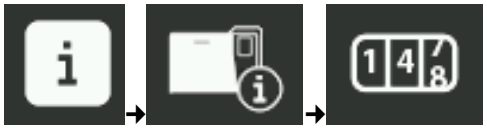
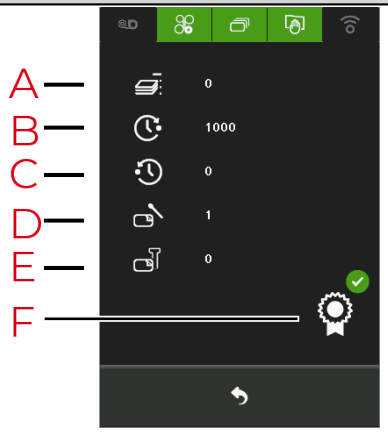
Consumables information

Access	Screen(s)	Available information
		**Screen 1: Printing ribbon information** • Type of ribbon • Reference number • Ribbon zone code • Ribbon capacity **Screen 2: Retransfer film information** • Type of film • Reference number • Retransfer film zone code • Heating value • Speed value • Film capacity

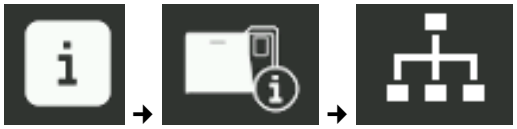
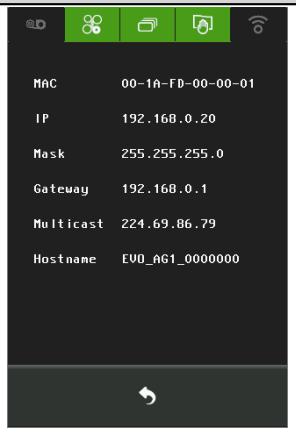
Available options

Access	Screen(s)	Available information
		A. Duplex printing B. Contact smartcard encoder (contact point) C. Locking system D. Wi-Fi option E. Magnetic strip encoder (Indication of HiCo or LoCo setting) F. Contactless smart card encoder G. Kineclipse ✅ indicates that the option is detected.

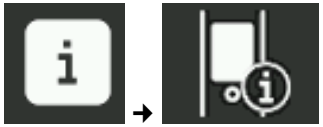
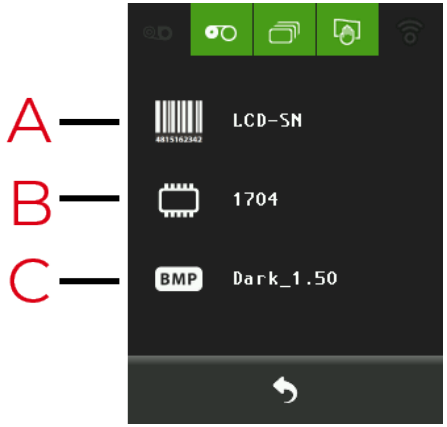
Printing records

Access	Screen(s)	Available information
		A. Total of cards inserted in the printer. B. Number of cards that can be inserted before the next cleaning. C. Number of cards inserted since the last cleaning. D. Total of regular cleaning cycles performed. E. Total of advanced cleaning cycles performed. F. Status of the printer and printhead warranty. ✅ indicates that the warranty is valid. ❌ indicates that the warranty is void due to a faulty compliance of the cleaning cycles.

Networks

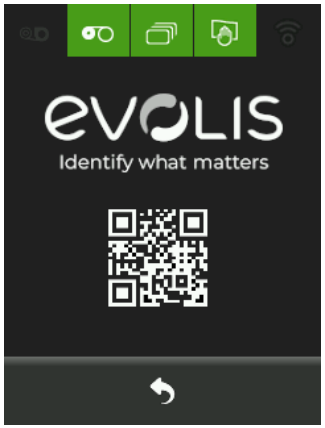
Access	Screen(s)	Available information
		• MAC address, IP address and Multicast of the printer • Printer Hostname • Mask • Gateway To modify the available information from the LCD touchscreen, ***"Printer settings" on page 18***

LCD touchscreen information

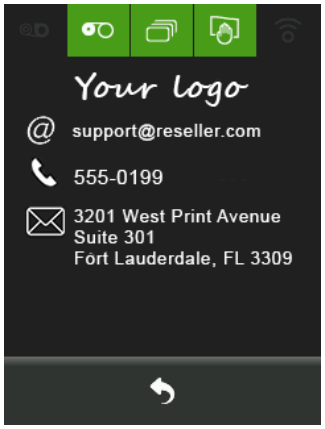
Access	Screen(s)	Available information
		A. LCD Touchscreen serial number B. LCD Touchscreen firmware version C. LCD Touchscreen graphic resources version

Evolis and reseller information

Evolis information

Access	Screen(s)	Available information
		• Scan the QR code to access to the Evolis website

Reseller information

Access	Screen(s)	Available information
		• email address • Phone number • Address The reseller information button may be disabled if no contact information was registered by your reseller. The button is gray when disabled.

SETTINGS MENU

Cleaning

Printer cleaning

The print head warranty is directly linked to the regular cleaning of the printer.
Failing to perform the cleaning at the required moment leads to the warranty becoming void.
The printer is equipped with a cleaning warning system which is triggered after a certain number of cards were inserted. (***"Printer settings" on page 18***)

Access



Launching a cleaning cycle

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



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

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



The printer must be cleaned.

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

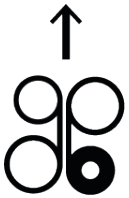
Prepare the printer



Remove cards and close the card feeder.



The step is automatically validated.



Remove the cassettes and close the door.



The step is automatically validated.



Set the card thickness selector to MAX.
When required by the LCD Touchscreen, tap the icon to validate the step.
If the printer is not equipped with a selector, validate the step.

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

Select a cleaning cycle to perform and follow the instructions



Follow the steps of the cleaning wizards.

The icon indicates that the step is validated.

Remember to set the card thickness selector back on the desired position before using the printer.

Wait 2 minutes before using the printer.

The detailed procedures for regular cleaning and advanced cleaning are also available in the User guide of the printer or in the Evolis Knowledge Base.



Regular cleaning

Servicing accessories:

- Adhesive cleaning card with 2 adhesive-free zones
- Special cotton swab soaked in isopropyl alcohol



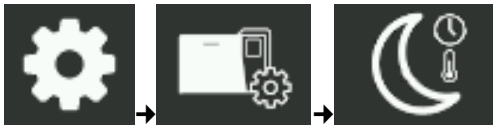
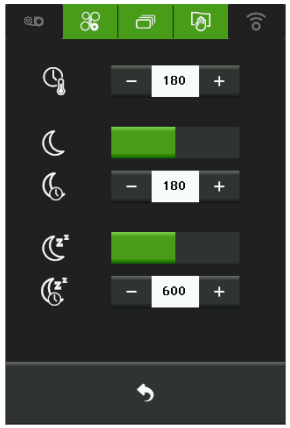
Advanced cleaning

Servicing accessories:

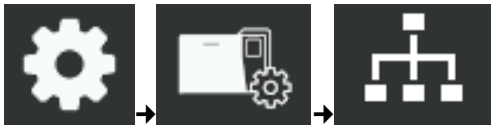
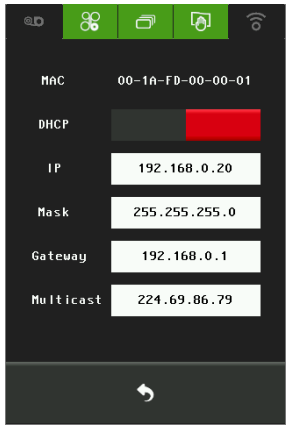
- T-shaped card
- Adhesive cleaning card with 2 adhesive-free zones
- Special cotton swab soaked in isopropyl alcohol

Printer settings

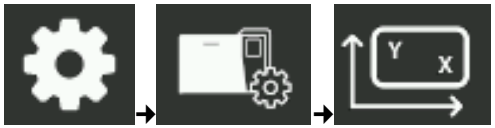
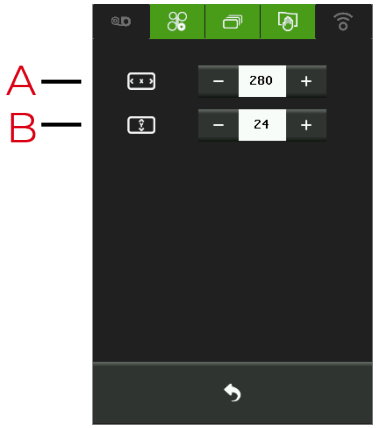
Standby mode

Access	Screen(s)	Available settings
		**Standby temperature of the heating roller** Set the time after which the heating roller goes to standby temperature. **Standby mode** Set standby mode and hibernation mode for the printer. **Default settings are:** • **Standby temperature of the heating roller: after 3 minutes of inactivity.** • **Standby mode: ON, after 3 minutes of inactivity.** • **Hibernation mode: ON, after 10 minutes in standby mode.**

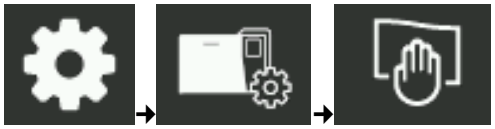
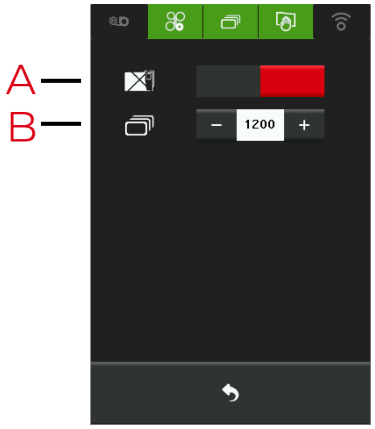
Network settings

Access	Screen(s)	Available settings
		• **The MAC address** can never be modified because this address is unique and defined by the manufacturer. • Activate **DHCP mode** if there is a DHCP server on the network. If DHCP mode is activated and the printer has collected information on the DHCP server: IP, Mask, Gateway and Wins are then provided by the server and cannot be modified (information grayed out). • If **Multicast address** is already used on your network, it can be modified. The Multicast address is used by Evolis Premium Suite 2 to find the Evolis printers. Tap the Multicast address to access the keyboard. • If static IP is used (DHCP mode is OFF), configure the printer to connect it to the network. Tap the address to access the keyboard.

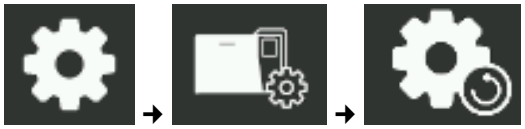
Offset settings

Access	Screen(s)	Available settings
		An incorrect setting of the offsets can lead to ribbon cutting or a decrease in printing quality. Contact your Evolis reseller for assistance before modifying the offsets settings. Modify the offset settings to adjust the position/size of the image printed on the card. All values are in dots (12 dots = 1mm). A. X offset settings B. Y offset settings

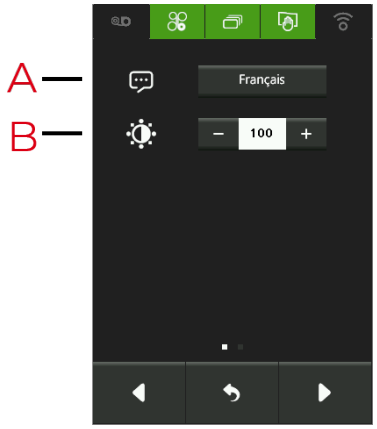
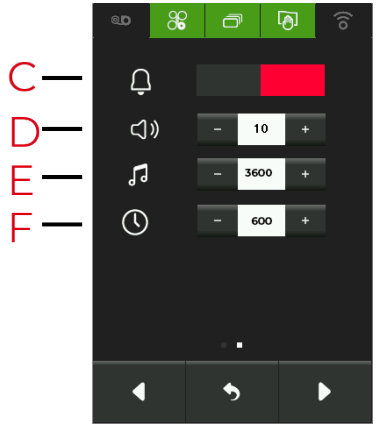
Configuration of cleaning warnings

Access	Screen(s)	Available settings
		A. Printing stopped Printing is no longer available. The printer must be cleaned. **Default setting: OFF** B. Number of cards that can be inserted before printing is stopped If more than the set value are printed, the printer stops printing. A cleaning cycle must be performed. **Default setting: 1200** ⚠ The value cannot be superior to 1200 (limit for the Evolis recommended cleaning). If this value (1200) is exceeded, the machine warranty is no longer valid.

Reset to default factory settings.

Access	Screen(s)	Available settings
	N/A	N/A

LCD touchscreen settings

Access	Screen(s)	Available settings
		A. Language settings B. Brightness settings
		A sound signal (buzzer) is associated to the visual displays of the LCD touchscreen. By default, the buzzer is activated. The buzzer sounds when an error occurs or when there is a warning during printing. It emits 2 beeps every minute for 10 minutes until a solution is found. C. Buzzer activation/deactivation D. Buzzer volume settings E. Buzzer frequency settings F. Buzzer beep duration settings

Electromechanical locking system settings (Option)

The printer may be equipped with an electromechanical locking system (factory mounted).
When the printer is locked, the following areas cannot be accessed:

- Card feeder
- Ribbon and retransfer film
- Front output box

Depending on the configuration of the locking system, the printer can be locked / unlocked using a key (mechanical locking system) or a password (electromechanical locking system) or both.

Managing the electromechanical locking system

Access

Only the administrator can access the Security menu.



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

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

Modifying a password

It is the same procedure to modify the password of the administrator and of the users.

Passwords must be made of 4 digits.

Default passwords are as follows:

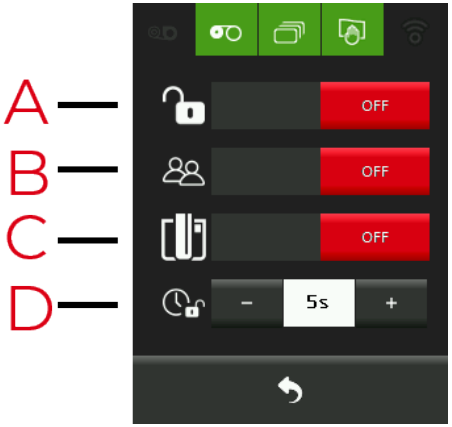
- Administrator: 0000
- User 1: 0001
- User 2: 0002

Warning and error messages appear when the PIN entered and the PIN confirmed differ (2 attempts).

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

Access	Procedure
	

Settings for locking / unlocking the printer

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

Unlocking the printer

3 tries are available to enter a password. Warning messages appear to inform of the remaining number of attempts if an incorrect password is entered.

If the wrong password is entered three times consecutively, the user password is blocked. Contact your administrator to unlock the printer and to reset the password (***"Modifying a password" on page 23***). The password can be the same than the previous one or a new one.

If the wrong Administrator password is entered three times consecutively, the Administrator password is blocked. Contact your Evolis reseller for assistance.

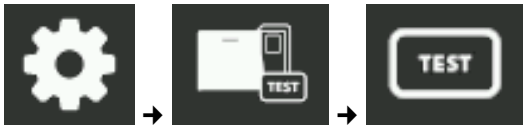
Unlock the printer to load cards into the feeder, change the ribbon or perform some maintenance.

1. Tap the home page.
   A keypad appears on the Touchscreen.
2. Enter the password.
   If 2 users are required to unlock the printer, enter user 1 password first and then user 2.
   Each user has 3 attempts to enter their password.

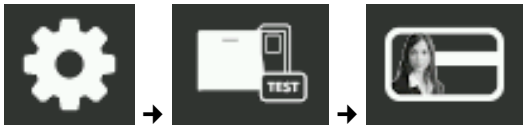
Printing a test card

It is recommended to print technical and graphical test cards when receiving the printer.

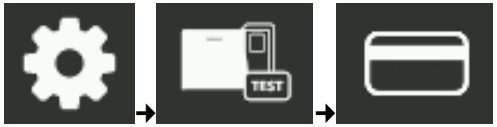
Printing a technical test card

Launching the printing	Description
	A technical test card shows various items of technical information about the machine (serial number, firmware, cleaning operations, print head, etc.). A reseller or a technical support agent may require those information.

Printing a graphical test card

Launching the printing	Description
	The graphical test card is used to confirm the print quality, the absence of any potential offsets, and whether the ribbon is synchronized correctly.

Configuring the magnetic encoder

Configure the magnetic encoder	Description
	Encoding option modules must be installed in the printer only by qualified technicians. On-site upgrade of the printer with a magnetic encoder is available for printers from **firmware 5.0.0**. Make sure to update the printer firmware. The feature is available when a magnetic encoder is installed and detected by the printer for the first time. After the configuration of the magnetic encoder, the interface is no longer available. Once in the corresponding screen, insert the card provided with the magnetic encoder in the card insertion slot. The printer performs the following actions with no required intervention: 1. Configuration of the magnetic encoder, 2. Encoding test, 3. Reading validation of the encoded data.

FIRMWARE UPDATE

Never interrupt the transfer between the computer and printer during the download phase (powering off the printer or computer, unplugging a cable).

The operation may take a few minutes. At the end of the update, if the printer is not showing the Ready status, the update was not carried out correctly or the printer is not working properly. Check the connection cables and run a new update.

If you experience problems while updating the firmware or graphic resources, contact your Evolis reseller, who can provide new installation files.

There are 2 types of updates:

- LCD firmware update
- LCD graphic resources update

1. Download the required file (.lcdfirm for the LCD firmware and lcdbmp for the graphic resources) on **www.evolis.com > Support section > printer Product page**.
2. Go to **Evolis Premium Suite 2 > Assistance & Maintenance > Maintenance > Product information**.
3. Under **Software versions**, click on **Start the update wizard** next to the update you need to run (LCD firmware version or LCD graphic resources).
4. When prompted by the update wizard, select the downloaded file and follow the on-screen instructions.

LCD TOUCHSCREEN CALIBRATION

1. Go to **Evolis Premium Suite 2 > Assistance & Maintenance > Product information > Printer**.
2. Under **Printer options**, click on **Start calibration wizard** next to **LCD**.
3. Follow the instructions of the wizard and tap the 2 targets (upper left and then lower right corners) when they appear on the LCD Touchscreen to complete the configuration.

WARNING AND DIAGNOSTICS

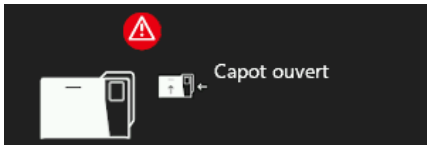
When warnings are displayed with a QR code, scan the QR code with a smartphone to access explanations and solutions to the issue.

Color status

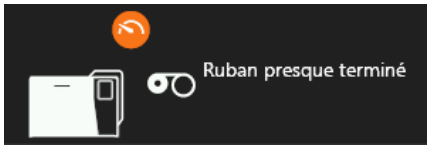
An icon is displayed to identify the type of issue encountered by the printer. The seriousness of the issue depends on the color of the icon.
Orange: The printer may stop printing for a period of time or printing can continue but the issue needs to be addressed shortly.
Red: Printing is stopped and the issue must be addressed.

Home page messages

Errors and warnings - Printer messages

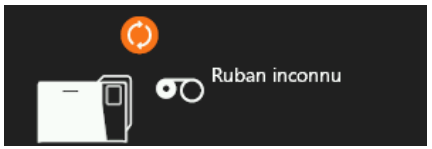
	**The door of the printer is open.** Close the door of the printer. Printer ready.
	**Communication locked.** Communication with the printer is locked, printing is impossible.(***"Electromechanical locking system settings (Option)" on page 21***) . If the problem persists, contact your reseller.

Errors and warnings - Ribbon messages



Ribbon almost end

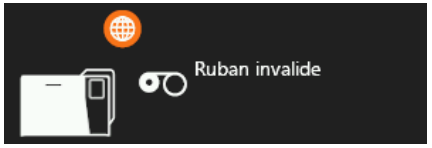
The ribbon will need to be replaced. Resupply your stock.



The ribbon is not recognized

Ribbon incompatible with this model of printer.

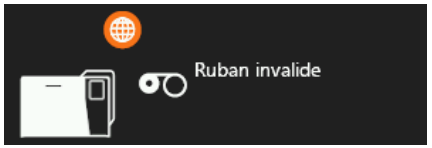
Check the ribbon installed in the printer.



Wrong zone. Incompatible ribbon

You have less than 50 printable cards remaining.

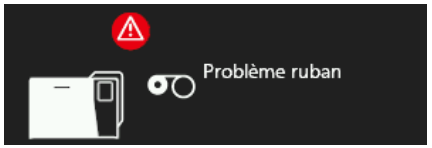
Change the ribbon. For any other problems, contact your reseller.



Incompatible ribbon

Print credit limit reached.

Contact your reseller.



No ribbon in the printer

Install a ribbon in the printer

End of ribbon

Replace the ribbon

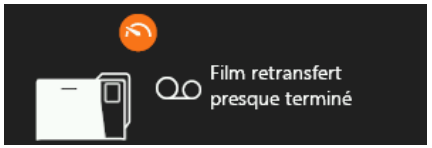
The ribbon is not correctly fitted

Reinstall the ribbon

The ribbon is torn

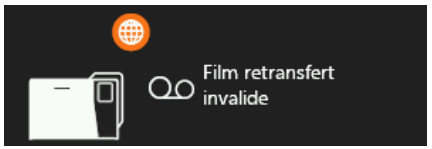
Repair the ribbon with transparent adhesive tape

Errors and warnings - Retransfer film messages



Retransfer film almost ended

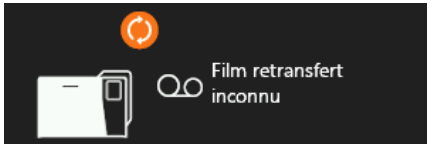
The retransfer film will need to be replaced. Resupply your stock.



The retransfer film is not recognized

Retransfer film incompatible with this model of printer.

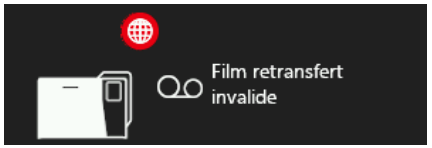
Check the retransfer film installed in the printer.



Wrong zone. Incompatible retransfer film

You have less than 50 printable cards remaining.

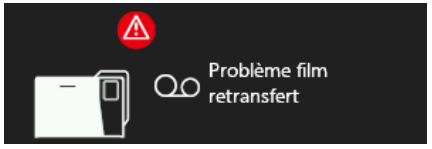
Change the retransfer film. For any other problems, contact your reseller.



Incompatible retransfer film

Print credit limit reached.

Contact your reseller.



No retransfer film in the printer

Install a retransfer film in the printer

End of retransfer film

Replace the retransfer film

The retransfer film is not correctly fitted

Reinstall the retransfer film

The retransfer film is torn

Repair the retransfer film with transparent adhesive tape

Errors and warnings - Cards messages

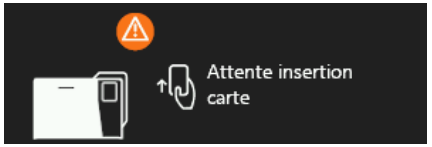
Card feeder messages



Card feeder almost empty

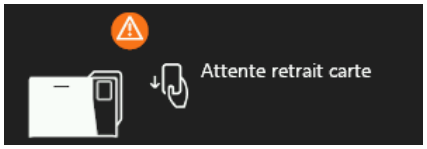
This message is only visible for printers with a sensor that indicates the level of cards in the feeder

The feeder will need to be reloaded



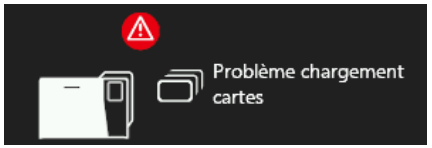
Waiting for card insertion into the manual feeder

Insert a card in the manual feeder



Waiting for card removal from the manual feeder

Remove card from the manual feeder



No cards in the card feeder

Load cards into the feeder.

Check the card thickness selector

For any other problems, contact your reseller



Magnetic encoding error

Magnetic encoding not available on this card

Make sure that the cards in the card feeder have magnetic stripes

Format error

Magnetic encoding has to be compliant with ISO or JIS2 standards. Check data is sent in the correct format.

Magnetic stripe reading error

Make sure that the cards are correctly positioned in the card feeder (magnetic stripes facing down) and that the

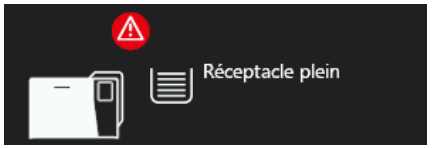
magnetic stripe is not damaged.

Verification error after magnetic encoding

Check the position and type of magnetic cards in the feeder

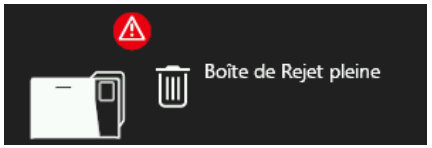
If the problem persists, contact your reseller.

Errors and warnings - Output box and reject box messages



Output hopper full

Remove the cards from the output hopper.



Reject hopper full

This message only concerns printers with a reject hopper.

Empty the reject hopper to print.

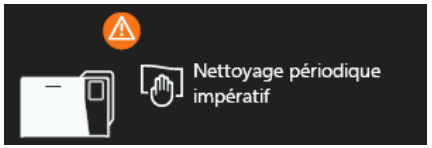
Errors and warnings - Cleaning messages

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

Failing to perform the cleaning at the required moment leads to the warranty becoming void.

The printer is equipped with a cleaning warning system which is triggered after a certain number of cards were inserted. (***"Printer settings" on page 18***)

For the cleaning procedure: ***"Cleaning" on page 15***.



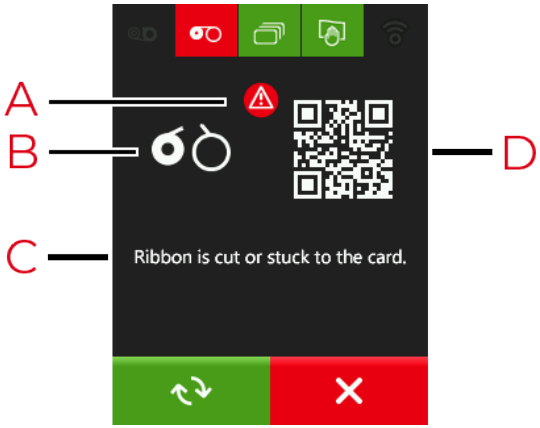
Regular cleaning required

The printer needs to be cleaned (***"Cleaning" on page 15***).

Mandatory cleaning

Clean the printer immediately. If you continue printing, the print head warranty will be void (***"Cleaning" on page 15***).

Errors and warnings - Messages displayed during printing or encoding



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

When warnings are displayed with a QR code, scan the QR code with a smartphone to access explanations and solutions to the issue.
If Evolis Premium Suite 2 is installed in Standard mode, there are two possible actions depending on the messages:

- Retry the print job 
- Cancel the print job 

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
- 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

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