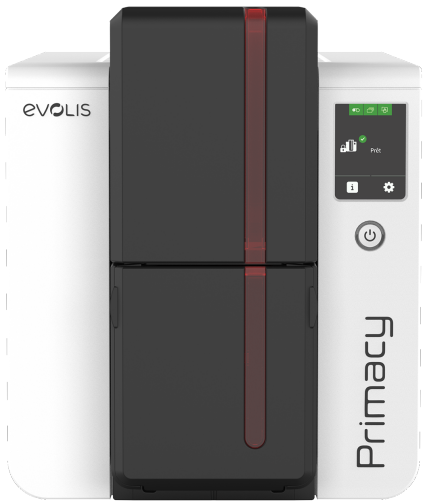
Identify what matters



PRIMACY 2

User Guide

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user-guide_primacy2_ENG_20250901_C

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INTRODUCTION

Copyrights and trademarks

Evolis © 2025. All rights reserved

Users must observe the copyright regulations applicable in their country. This document must not be photocopied, translated, reproduced or transmitted, in whole or in part, for any reason and by any electronic or mechanical means whatsoever without the express written consent of Evolis.

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

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

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

Warranty

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

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

Read this manual carefully and follow the instructions.

Comply with the instructions given in this manual to ensure a good functioning of the printer.

The manufacturer's warranty is subject to a strict compliance with cleaning and maintenance instructions, and in particular the printer cleaning cycles. Any failure to follow the maintenance and cleaning procedures voids the print head warranty.

Environmental information and end of life product

Evolis is committed to helping the environment by reducing the energy consumption of its products.

The manufacture of this product required the extraction and use of natural resources. It may contain materials that are hazardous to health and the environment. To prevent the dispersal of such materials, use existing collection systems.

For more information on collection, re-use and recycling systems, contact your local or regional waste management body.

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

Symbols

Symbols used in this document

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

Indicates that failing to take the recommended action is liable to damage the printer.

Information providing further details or depth about specific points in the main text.

Icons on the printer label or in the printer:



Evaluation for apparatus only based on altitude not exceeding 2000m, therefore it's the only operating condition applied for the equipment.
There may be some potential safety hazard if the equipment is used at altitude above 2000m.



Evaluation for apparatus only based on temperate climate condition, therefore it's the only operating condition applied for the equipment.
There may be some potential safety hazard if the equipment is used in tropical climate region.



Reminder to use existing collection facilities.

Product information

This product uses consumables and accessories available on www.evolis.com > CONSUMABLES.
For more information on the technical specifications of the product and all options available, go to www.evolis.com > **Product page**.

Certifications and declarations of conformity

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

CE, UKCA, ICES, VCCI , BIS, KC, EAC, ROHS,

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

FCC additional information :

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

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference's by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device must be professionally installed.

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

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

ICES additional information :

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

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

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

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

Dimensions (HxWxD)

- Printer without locking system and with 100-cards feeder: 246,2x 204.95x 381.2mm

Weight

- 4.11Kg

Connectivity

- USB (1.0, 1.1, 2.0, 3.0)
- Ethernet
- Wi-Fi (option)

Environmental Conditions

- Standard operating temperature: 15°C / 30 °C (59°F / 86°F)
- Humidity: 20% to 65% non-condensing
- Min/max storage temperature: –5°C / +70°C (23°F / 158°F)
- Storage humidity: 20% to 70% without condensation
- Operating ventilation: free air

Electrical Information

- Power supply unit: 100-240 Volts AC, 50-60 Hz, 1.5A
- Printer: 24 Volts DC, 2.5A

PRODUCT PRESENTATION

Unpacking

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

The printer is shipped in a packaging designed to prevent damage in transit. If visible damage is noticed when unpacking the product, contact the shipper and immediately inform your reseller, to know the procedure to follow.

The full original packaging (outer box, inner wedges and protective bags) is required in the event that the printer is returned. Keep the packaging somewhere clean and dry. If the printer is returned without its original packaging and components are damaged during transit, these components are no longer covered by the warranty. You will be charged for new packaging for shipping the printer back to you.

If any of the accessories is missing, contact your reseller.

Use only the power supply unit and USB cable supplied with the product.

The printer must be placed in a dry location, protected from dust and drafts but well-ventilated.

Make sure to keep the printer on a flat surface able to bear its weight.

A step by step tutorial to install the product is available on www.evolis.com > Support section > Product page (Install my product).

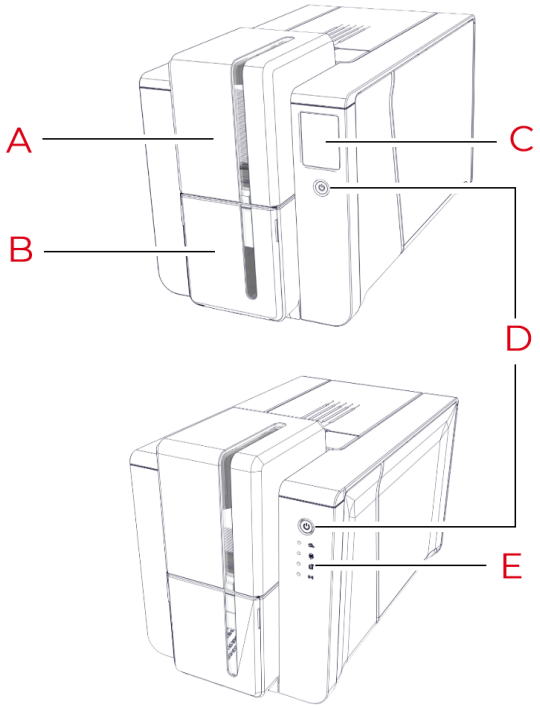
Accessories supplied with your printer:

- Power supply unit – FSP type FSP060-RAAK3
- Mains power cable
- USB cable
- Removable rear output box
- Starter cleaning kit
- Quick installation guide with a URL to download the printer driver
- Presentation leaflet for ID-ALL card designing software

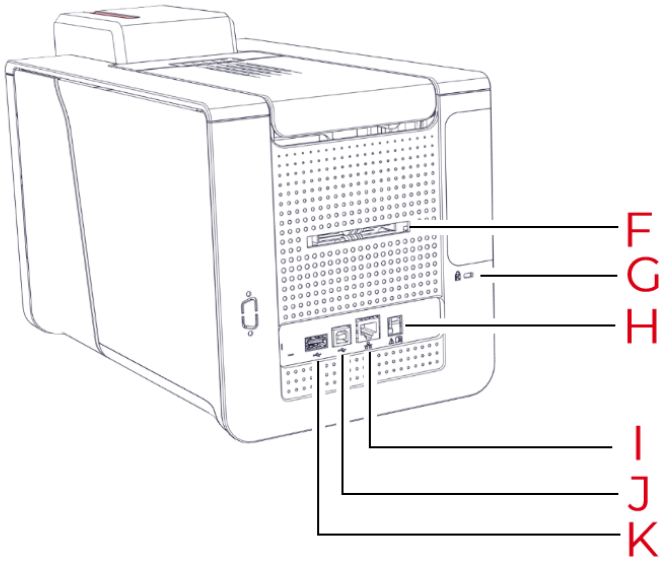
Product description

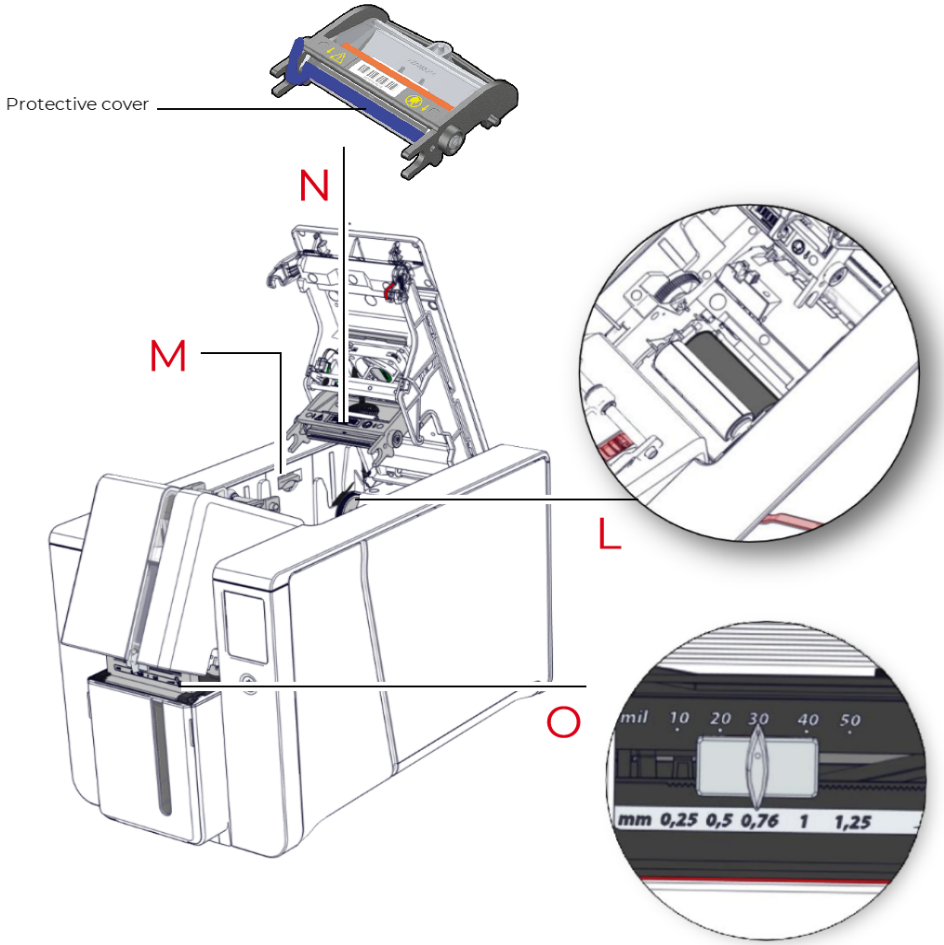
Access to the side panels of the machine and the option module fitting/removal areas is restricted to a retailer/installer or to experienced users.
Always disconnect the machine from the power supply (unplugged) before performing work on it.

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

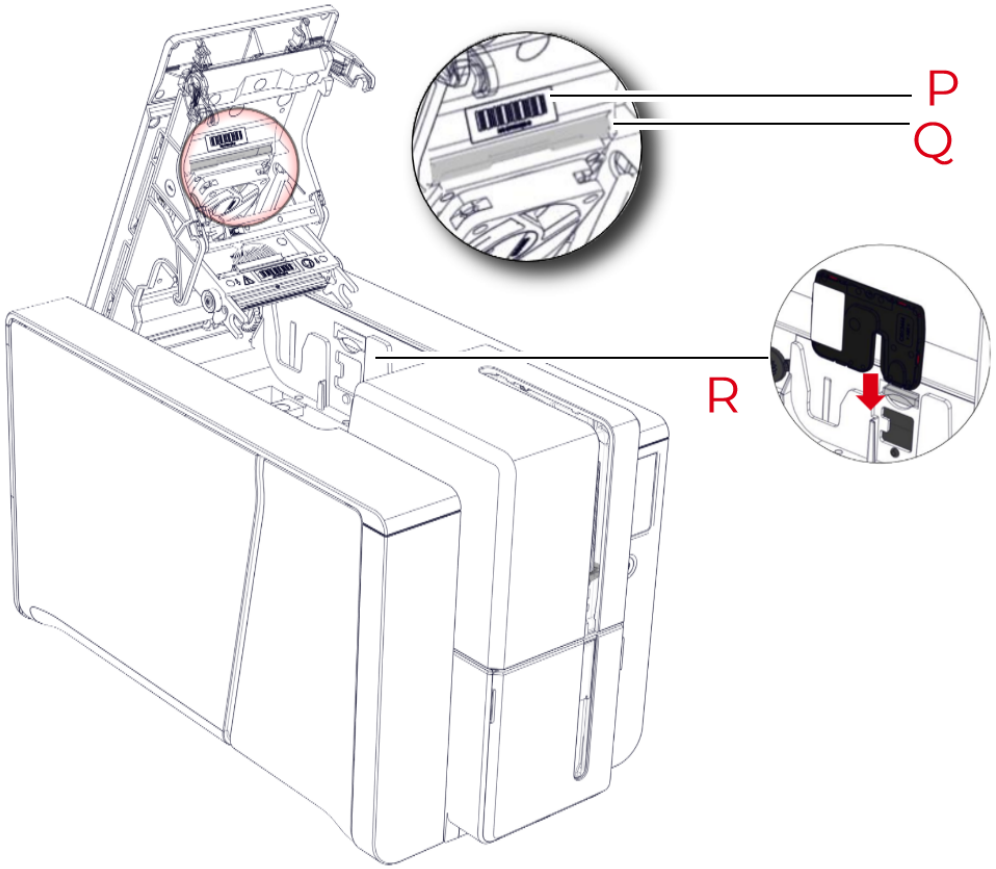


A. Card input feeder (100 cards)
B. Internal output hopper
C. LCD Screen (option)
D. Power button
E. LED Control Panel





F. Place for reject box (*"Installing the rear output box" on page 24*)
G. Location for security locking (option)
H. Power cable socket
I. Ethernet connector
J. USB socket (type B)
K. USB socket (type A)
L. Cleaning Roller
M. Side panel opening mechanism
N. Thermal print head with protective cover
O. Card thickness selector



P. Printer serial number label
Q. Dust filter
R. Location for double-sided printing activation key (option)

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 Evolis YouTube channel.

Connecting the printer power supply

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

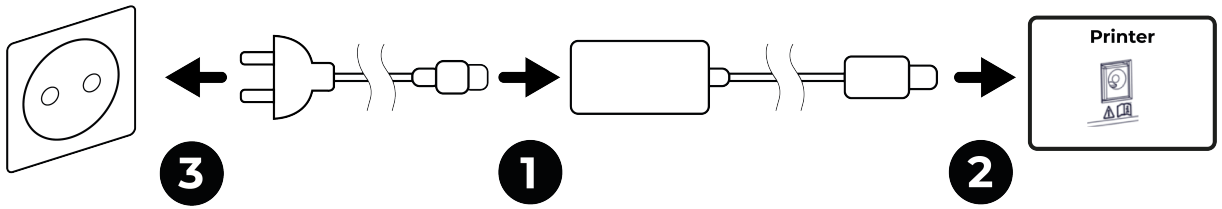
- FI: Laite on liitettävä suojamaadoitus koskettimilla varustettuun pistorasiaan.
- NO: Apparatet må tilkoples jordet stikkontakt.
- SE: Apparaten skall anslutas till jordat uttag.
- DK: Printeren skal tilsluttes til en korrekt beskyttet og jordforbundet el-installtion.

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.

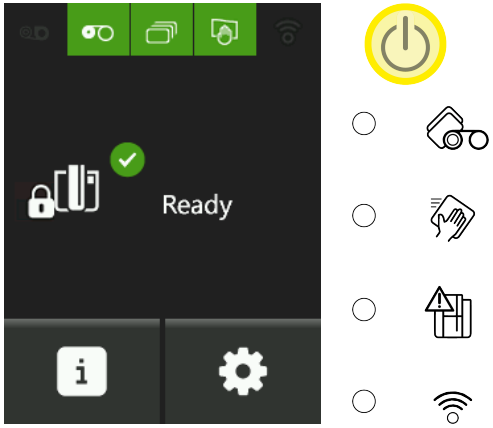
Standby and hibernation settings can be configured in the Evolis Premium Suite 2 or from the LCD Touchscreen. In standard standby mode, sending a print request restarts the printer and pressing the power button (for 1 second) exits the printer from hibernation mode.



1. Connect the power cable to the power supply unit.
2. Plug the power supply unit connector into the printer.
3. Plug the end of the power cable into an earthed power socket.

The printer is powered on: the control panel lights up showing the printer is working properly.

If the printer is not showing a **Ready** status, check the installation.



Installing Evolis Premium Suite 2

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

It includes

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

Installation procedure

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

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

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

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

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

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

Connecting to a network (option)

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

Changing the printer's basic settings without prior knowledge of the layout of the LAN in question or without genuine technical knowledge may result in a malfunction of the printer, and may even extend to more widespread failure of all or part of the LAN.

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

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

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

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

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

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

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

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

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

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

The following settings can be configured:

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

Installing ID-ALL

Primacy 2 is supplied with a Starter ID-ALL license. This edition can be upgraded to other editions to benefit from more features. For more information about the other editions, see www.evolis.com > **Product page**.

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

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

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

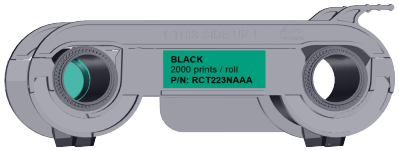
1. Go to www.cardpresso.com > **SOLUTIONS > ID-ALL > LATEST RELEASE** to download the latest version of the installation file for ID-ALL (.exe for Windows and .pkg for macOS).
2. Double click on the downloaded file to launch the installation wizard.
3. Follow the on-screen instructions.
    - Click on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

Installing a ribbon

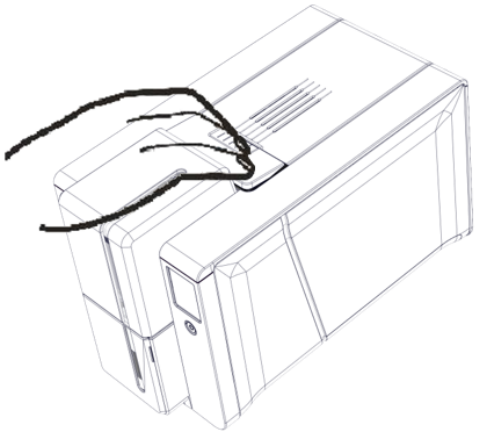
Evolis High Trust® ribbons optimize your printer's operation and avoid causing damage to it. The use of ribbons from other suppliers may damage the printer and voids the manufacturer's warranty for the printer. To recognize Evolis High Trust® ribbons, see this article of the Knowledge Base.

For optimum print quality, Evolis recommends that the printer is fully cleaned every time the ribbon is changed. *"Regular cleaning" on page 60*

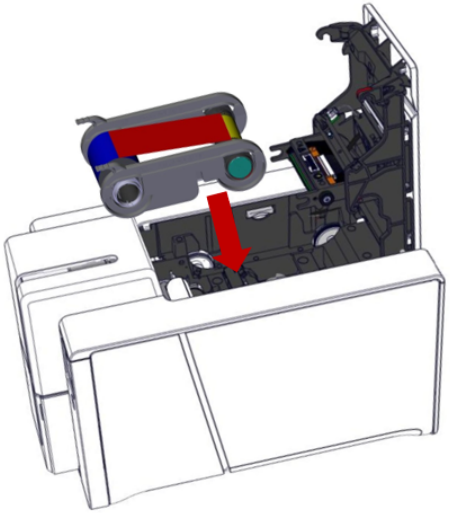
Only use ribbons compatible with the printer model. See the consumables compatibility chart for more information.



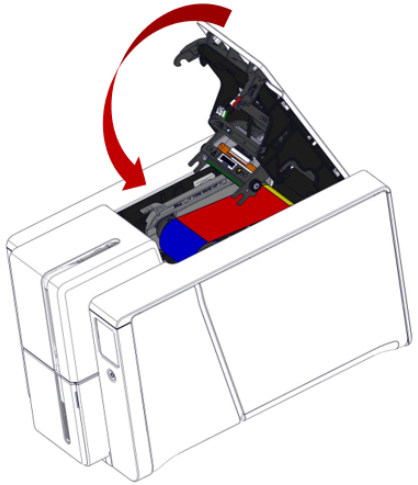
Ribbon with cassette



1. Open the printer cover.

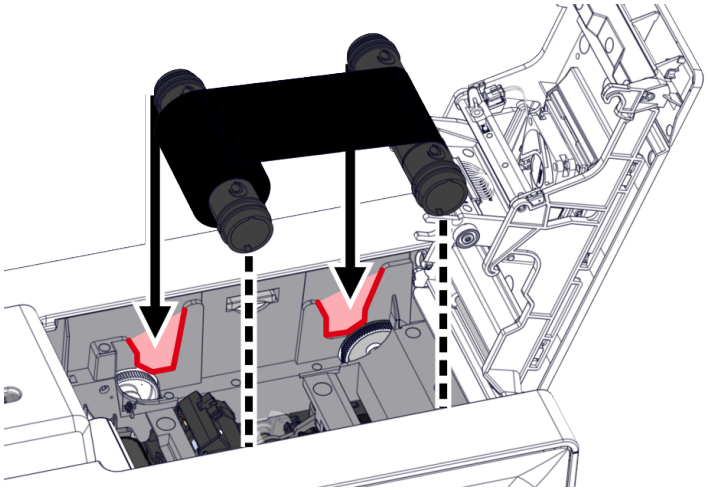


2. Insert the ribbon with the 2 hooks facing you.



3. Close the printer cover. Press until a click is heard.

Ribbon without cassette (Easy4Pro)



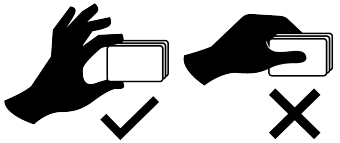
1. Open the printer cover.
2. Put the full roll of the ribbon in the location at the front of the printer.
3. Put the empty roll of the ribbon in the location at the back of the printer.
4. Close the printer cover.

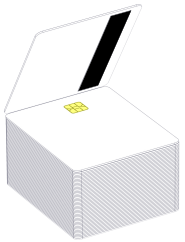
Cards

Inserting cards

For optimum quality, the cards used must be ISO 7810 certified.
Use only the card types recommended by Evolis.
Do not touch the printable surface of the cards to preserve print quality.
Do not use cards that are damaged, folded, embossed or dropped on the floor.
Keep your cards protected from dust.

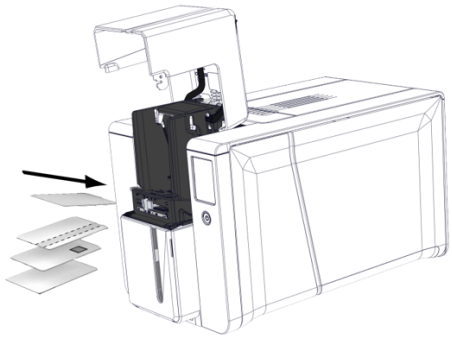
Smartcards used for **magnetic encoding** must be inserted with the **stripe facing down**.
Smartcards used for **contact encoding** must be inserted with the **chip facing upwards**.







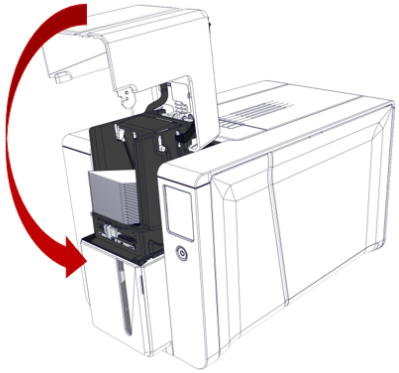
1. Open the card feeder.



2. Insert cards.

A maximum of 100 cards of thickness 0.76mm.

Ensure the cards are positioned as illustrated in the diagram.



3. Close the card feeder.

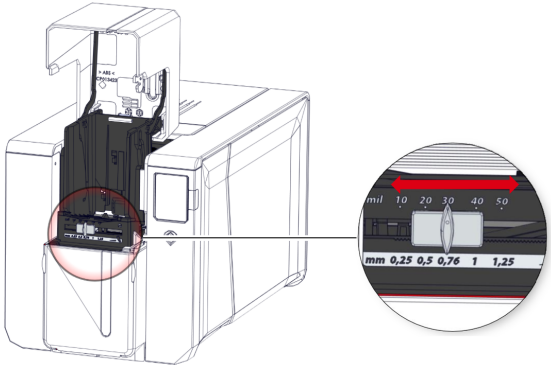
Adjusting card thickness

The printer accepts cards **between 0.25mm and 1.25mm thick (10 to 50mil)**. The factory setting is 0.76mm.

Card thickness information can be found on the card box.



1. Open the card feeder and remove cards if necessary



2. Adjust the thickness of the cards used by moving the selector from right to left to the desired card thickness.



3. Close the feeder.

Removing printed cards

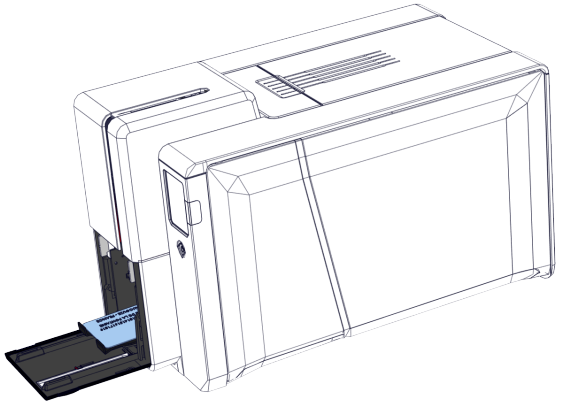
Once the printing / encoding cycle is complete, cards are delivered into the output hopper below the card feeder.

The output hopper has a maximum capacity of **100 x 0.76mm cards**.

Default setting.

The card output can be configured in **Evolis Premium Suite 2 > Printer settings > Card > Card input / output**.

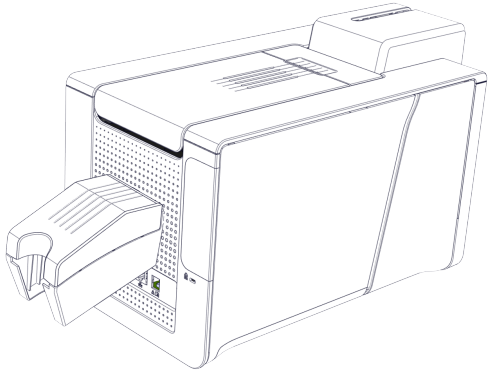
If the mechanical locking option is installed, maximum capacity is reduced to **50 x 0.76mm cards**.



Installing the rear output box

The rear output box can be used as a hopper to optimize the production flow of cards.
The rear output box can hold **50 cards (0.76mm - 30mil)**.
The card output can be configured in **Evolis Premium Suite 2 > Printer settings > Card > Card input / output**.

Insert the lugs of the rear output box in the output slot of the printer and push it down until a click is heard.



PRINT SETTINGS AND PRINTING

Managing print settings in Evolis Premium Suite 2

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

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

The home page of the application displays:

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

What can be managed

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

Other actions

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

Starting with ID-ALL

Primacy 2 is supplied with a Starter ID-ALL license. This edition can be upgraded to other editions to benefit from more features. For more information about the other editions, see www.evolis.com > **Product page**.

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

For more information about the use of ID-ALL, see cardPresso Help Center or go to **Help > Help guide / Technotes** in ID-ALL.

If any issue occurs, see the ID-ALL articles on the Evolis Knowledge Base or cardPresso Help Center.

1. Open ID-ALL.
2. Click on **Blank Card >** to create a document from a blank card and select features (magnetic stripe, encoding chip, etc.) or click on **Use template >** to create a card from a pre-designed template.
3. Put the cursor on a card model and click on **Use this card type** / **Use this template**.

   The card design window is displayed.
4. Click on the **Add database** button to link an external database if needed.
5. Drag and drop a column title on the card to create an item on the card and link it to the column.
6. Customize the card design by adding or modifying items (logo, illustration, identification photo, texts, barcode, etc.).
7. Click on the print icon.

INTERACTING WITH THE PRINTER

LED panel

Power button

Cards and ribbon LED

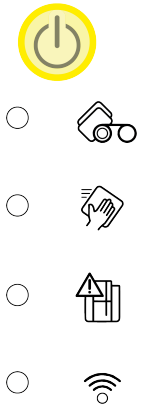
Cleaning LED

Printer LED

Wi-Fi

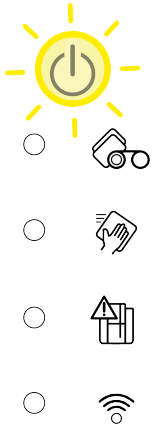
Flashing light

Steady light



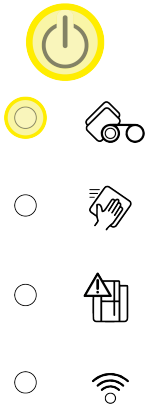
Printer ready

- The printer is ready to receive data



Processing

- The printer is receiving data



Ribbon

- No ribbon in the printer

Install a ribbon.

- End of ribbon

Replace the ribbon. The print job restarts with a new card.

- Ribbon is not correctly installed

Reinstall the ribbon. The print job restarts with a new card.

- Torn ribbon

Repair the ribbon with transparent adhesive tape. The print job restarts with a new card.

- Unrecognized ribbon

Ribbon incompatible with this model of printer. Check the ribbon installed in the printer.

Cards

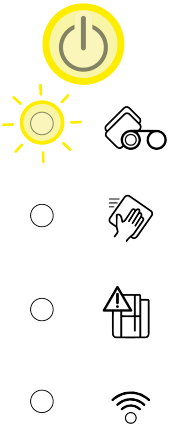
- Card feeder empty

Load cards into the feeder.

- Card loading error

Check the card thickness selector.

If the problem persists, contact your reseller.



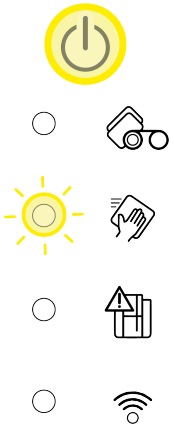
Cards

- Feeder almost empty

The card feeder will have to be reloaded.

- Manual feeder

The printer is waiting for a card to be inserted or removed from the manual feeder.



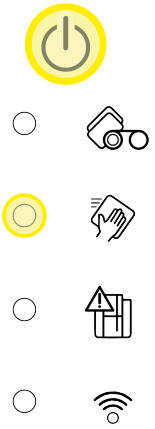
Regular cleaning required

(after 1000 cards inserted)

- *"Maintenance" on page 59*

Advanced cleaning required

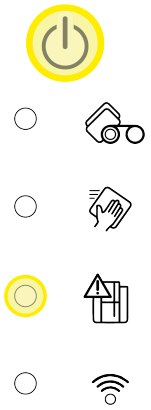
- *"Maintenance" on page 59*



Mandatory regular cleaning required

(after 1200 cards inserted)

- Clean the printer to avoid losing the warranty.
  - *"Maintenance" on page 59*



Printer cover open

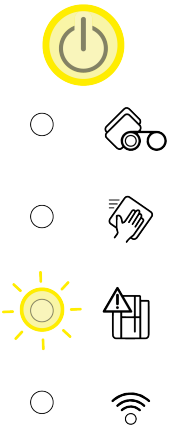
- Close the printer cover. The print job restarts with a new card.

Mechanical error

- Jammed card.

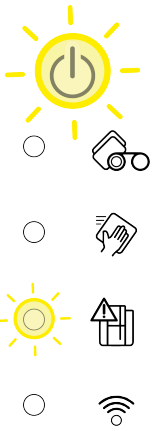
If the problem persists, contact your reseller.

- Mechanical component fault. Contact your reseller.



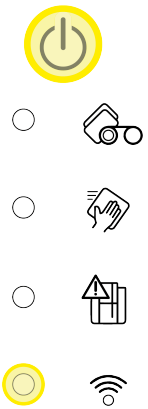
Cooling mode in progress

The printer is adjusting its temperature. It restarts when the functioning temperature is reached.



Firmware update in progress

The printer restarts when the update is complete.



Wi-Fi activated

The printer is ready to be used.

LCD touchscreen

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

Permanent Status of Consumables and Cleaning



Lamination film



Ribbon



Cards



Cleaning



Wi-Fi

Color status

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

- **Green**: Ready/OK for printing
- **Orange**: Alert/Warning
- **Red**: Error - cannot launch or continue print jobs
- **Dark gray**: Option is not present or detected by the printer.

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

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

Displayed on the home page of the LCD touchscreen:

- Printer activity
- Warnings and Error messages

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

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

- Retry the print job 
- Cancel the print job 

Evolis Premium Suite 2 notifications



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

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

Types of notifications:

- Messages about the maintenance of the printer.
- Messages and alerts associated with the ribbons, their compatibility with your printer or the nature of your print requests.
- Warnings about problems that have stopped the printer.

Color of the Evolis icon and printer status

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

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

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

Evolis Print Service

The printer is compatible with Evolis Print Service.

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

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

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

Android
Play Store

IOS
App Store

OPTIONS AND ADVANCED FEATURES

Options

Available options

Options can be factory-mounted or provided separately.
When options are provided separately, the shipping kit contains all installation information.
Contact your reseller to order option kits compatible with your printer.

The following options are only factory-mounted:

- Electromechanical locking system
- Kineclipse
- Scanner

The following options are compatible with Primacy 2:

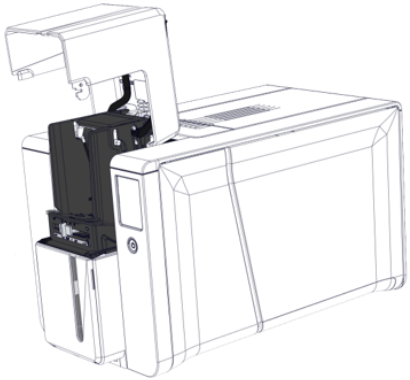
- 200-card extension feeder
- Double-sided printing (Duplex activation key)
- LCD Touchscreen
- Electromechanical locking system
- Card Lamination Module
- Scanning
- Kineclipse
- Wi-Fi network
- Encoding options
    - Magnetic encoder
    - Contact smart encoder
    - Contactless encoder

Installing the 200-card extension feeder

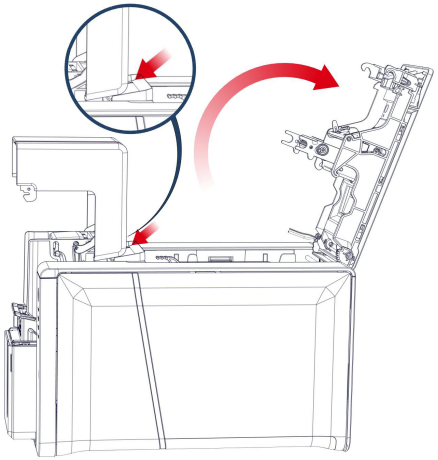
Before installing the extension:

- Remove all cards from the card feeder.
- Unplug the printer.

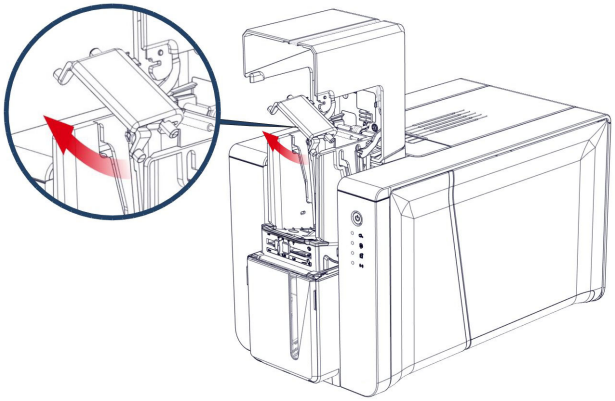
Keep the feeder weight. It is needed to go back to the standard version of the printer.



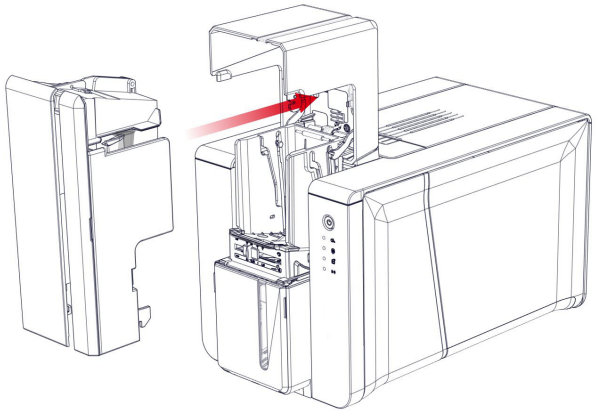
1. Fully open the card feeder.



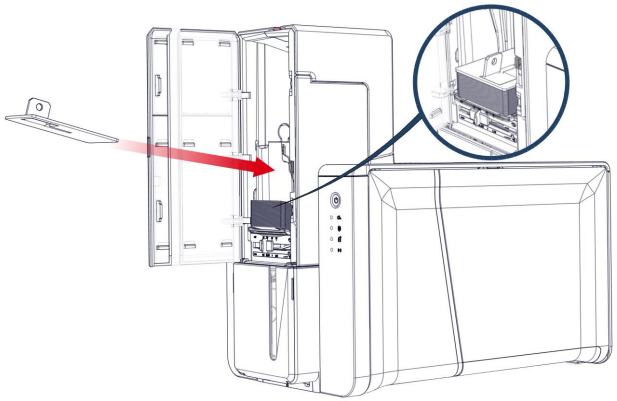
2. Open the cover.
3. Insert the block to hold the upper feeder in an open position as shown and then close the cover.



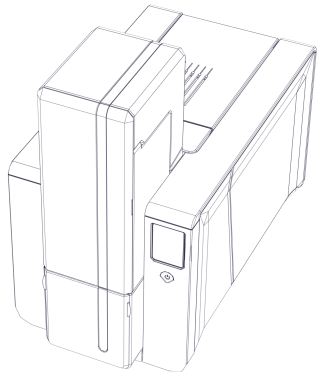
4. Remove the feeder weight as shown.



5. Insert the extension until a click is heard.



6. Insert cards in the feeder.
7. Put the weight on top of the cards.
8. Close the door of the feeder. Plug the printer.

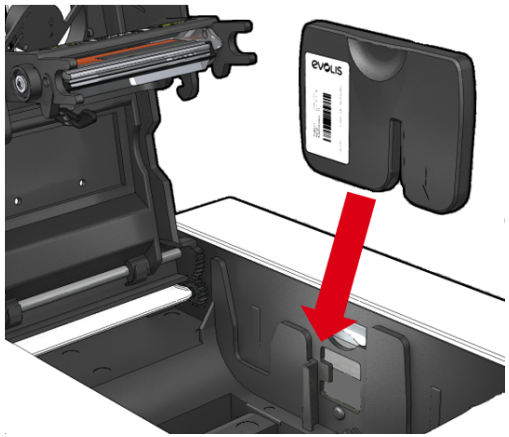


9. The 200-cards extension is installed and the printer is ready to be used.

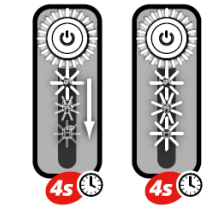
Duplex printing

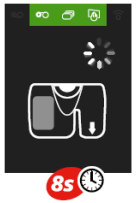
Duplex activation key

A wizard is available to activate duplex printing in **Evolis Premium Suite 2 > Assistance & Maintenance > Installable options**.
One key can activate only one printer.



1. Turn the printer on.
2. Open the printer cover and remove the ribbon.
3. Insert the activation key as shown and close the printer cover.

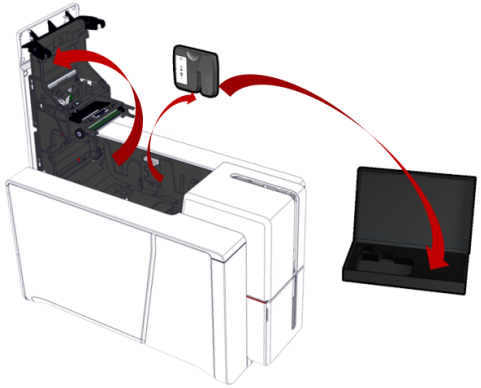




4. The power button flashes until the end of the process.

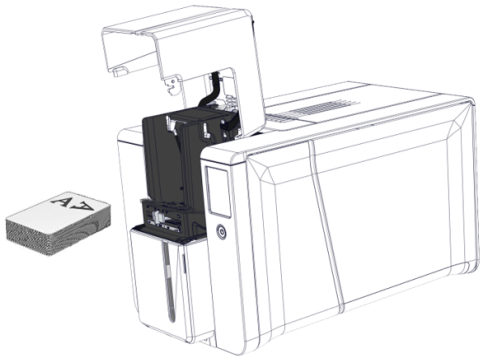
The control panel gives information about the process.

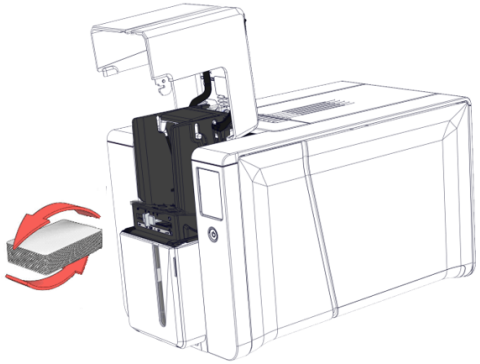
The printer restarts when the upgrade is complete.

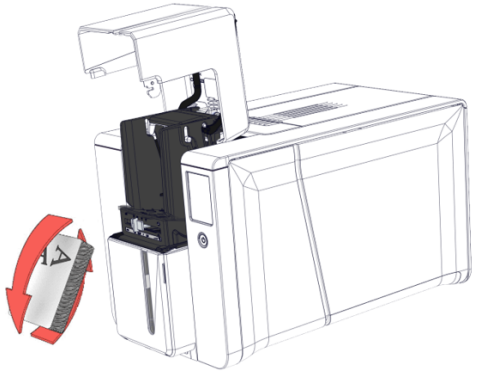


5. Remove the activation key.
6. Put the ribbon back in place and close the printer cover.

Duplex printing with a simplex printer



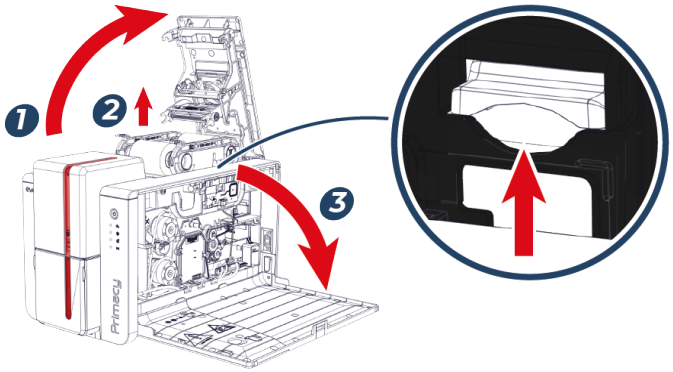




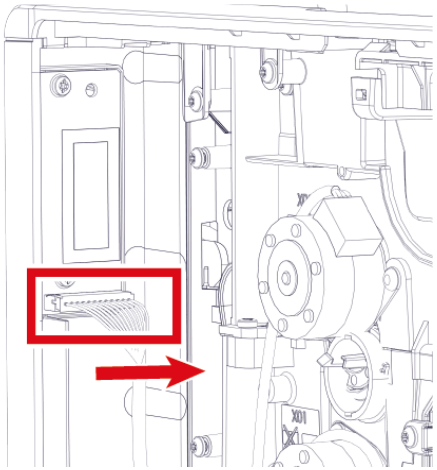
Installing the LCD touchscreen

Unplug the printer before installing the LCD touchscreen.

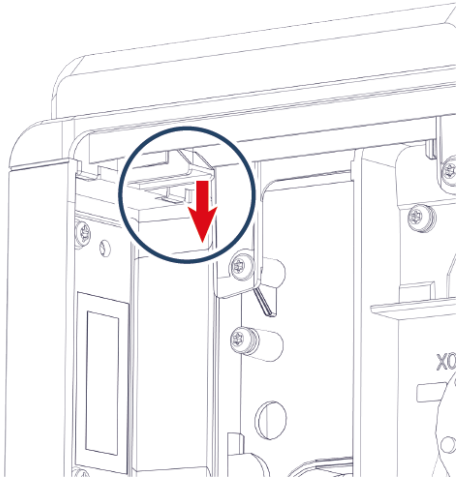
Video(s) of the procedure(s) available on Evolis YouTube channel.



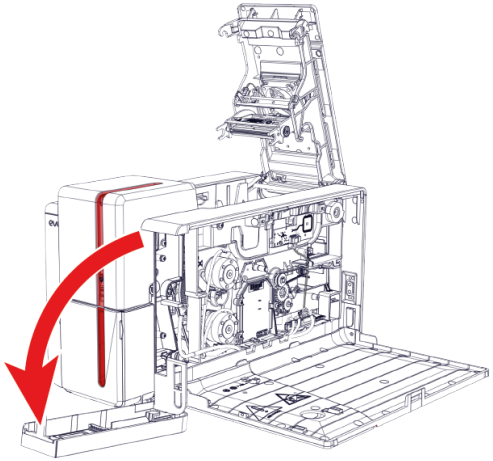
1. Open the printer cover, remove the ribbon and open the printer side.



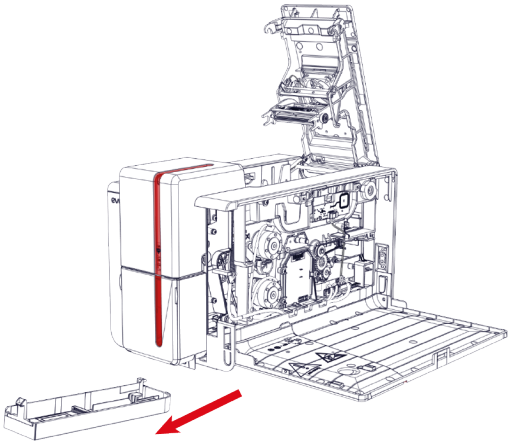
2. Disconnect the panel cable from the LED panel.



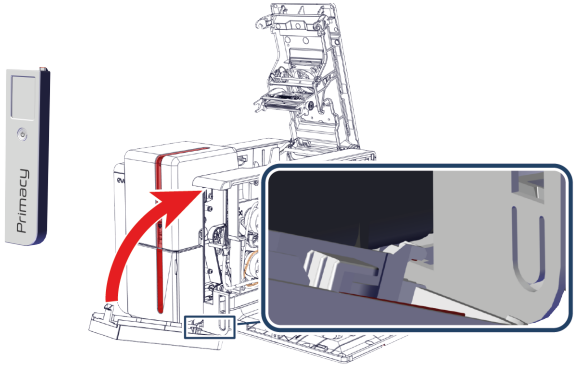
3. Unclip the LED panel.



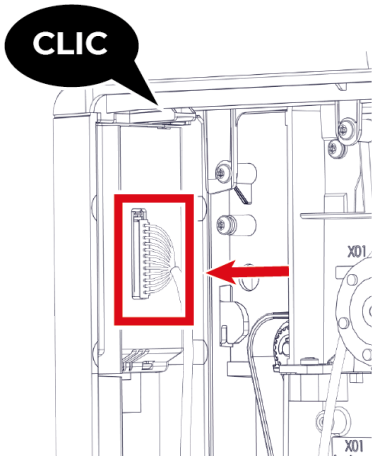
4. Pivot the LED panel downward.



5. Remove the LED panel.

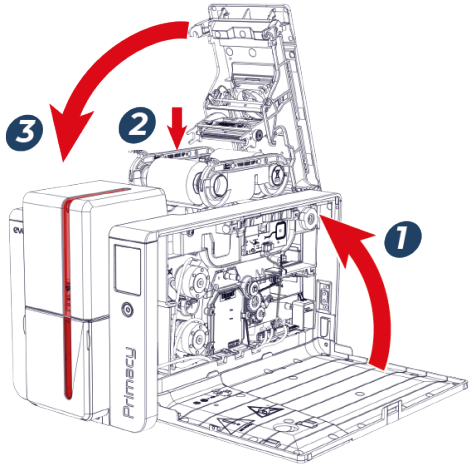


6. Clip the LCD panel in the slot on the right of the output hopper.
7. Pivot the LCD panel upward.



A clic sound confirms that the LCD panel is in place.

8. Connect the panel cable to the LCD panel.



9. Close the printer side, put the ribbon back in place and close the printer cover.

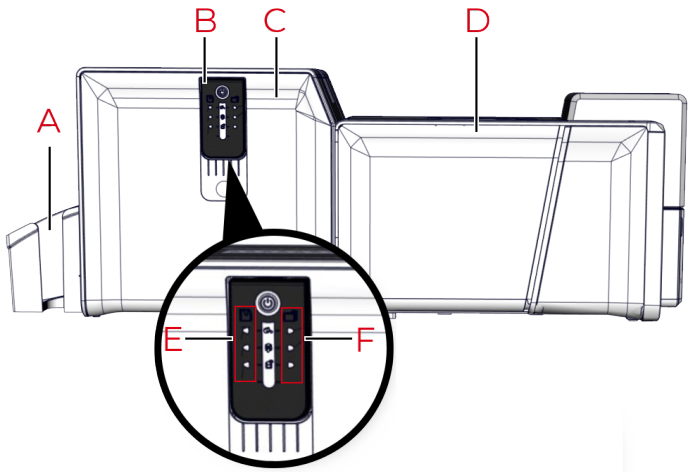
Card Lamination Module

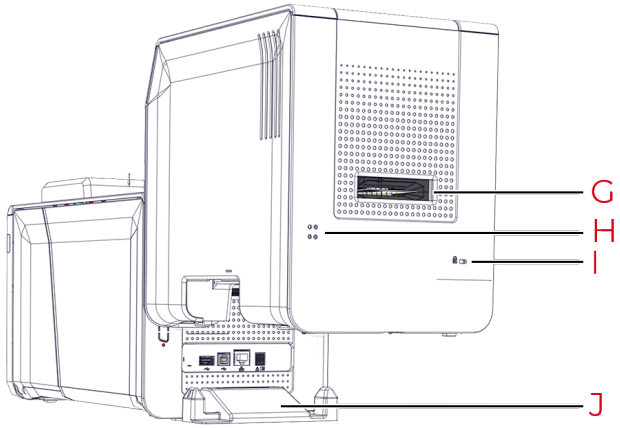
Access to the side panels of the equipment and the option module fitting/removal areas is restricted to a retailer/installer or to experienced users.

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

When the printer is associated with 2 Card Lamination Modules, always disconnect the power supplies (unplugged) of the Card Lamination Modules before the printer. Respect the following order: Card Lamination Module 2, Card Lamination Module 1, printer.

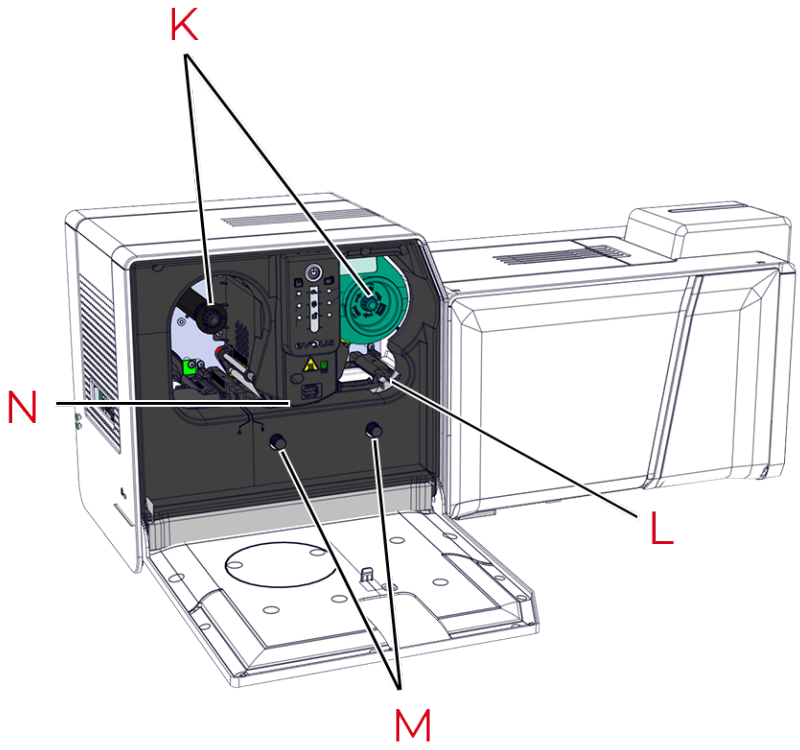
Description of the product

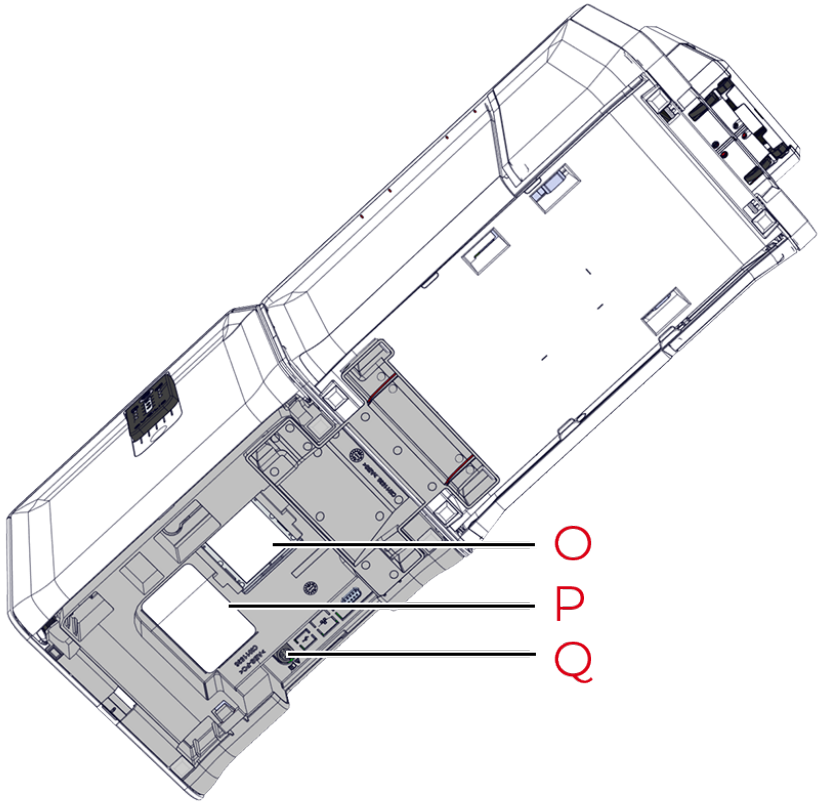




A. Rear receptacle
B. Control panel
C. Card Lamination Module
D. Printer
E. Card Lamination Module LED
F. Printer LED

G. Output slot / Location for the rear receptacle
H. Location for the infrared module
I. Location for the Kensington security lock
J. Platform for Card Lamination Module installation





K. Axles / compartments for the lamination film
L. Jam-clearing wheel
M. Card levelers
N. Heating head

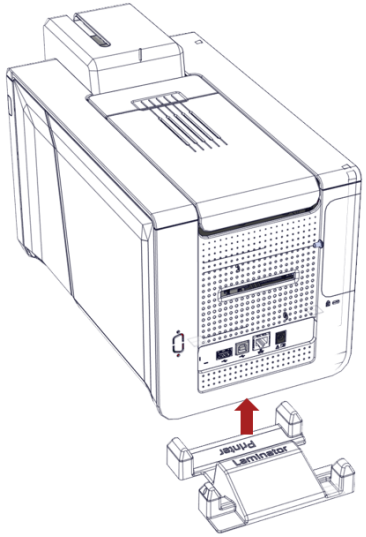
O. Dust filter
P. Power cable socket
Q. Serial number label

Installing the infrared kit on the printer

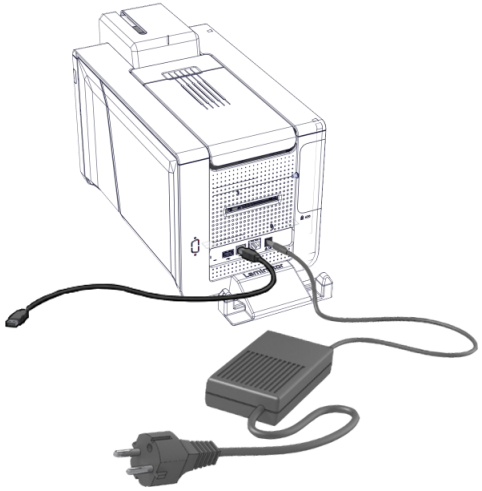
To connect the Card Lamination Module to a printer, an infra-red kit must be installed on the printer.
To install the infra-red kit, refer to the installation procedure supplied with the Card Lamination Module.

Installing the Card Lamination Module

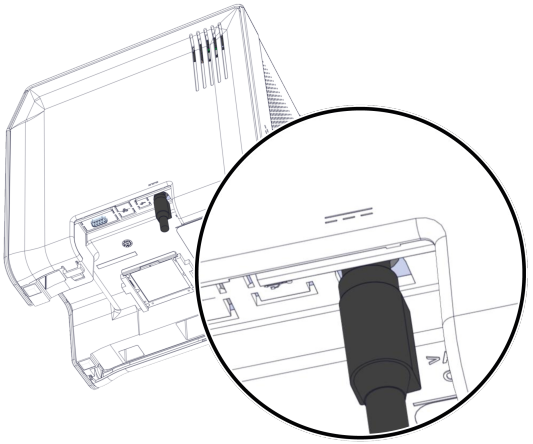
Video(s) of the procedure(s) available on Evolis YouTube channel.



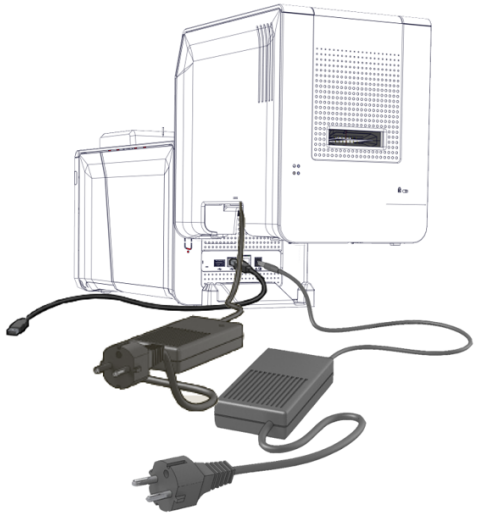
1. Put the printer on the installation platform ("Printer" side).



2. Connect the printer power supply and USB cable.



3. Connect the Card Lamination Module power supply cable.

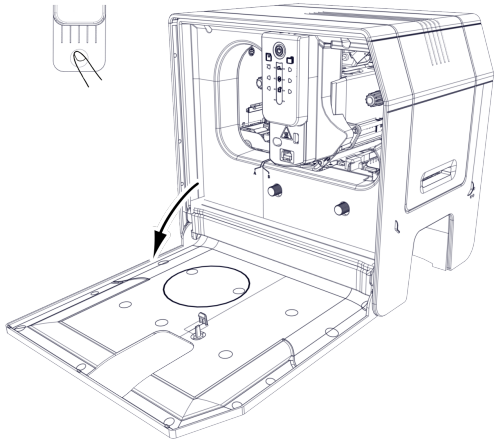


4. Put the Card Lamination Module on the installation platform ("Laminator" side).

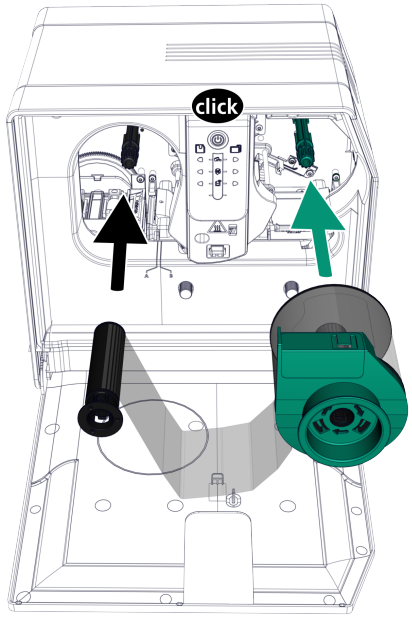


5. Make sure that infra-red connectors are facing each other and the two modules are aligned.

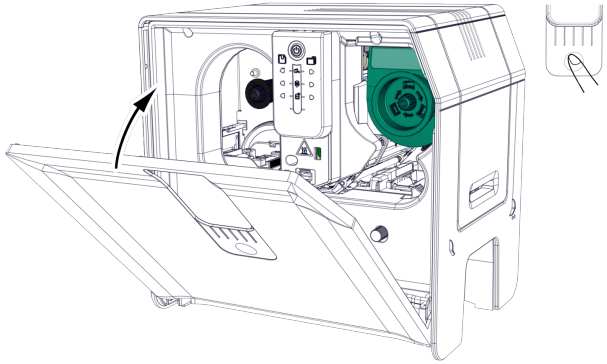
Installing the lamination film



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



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

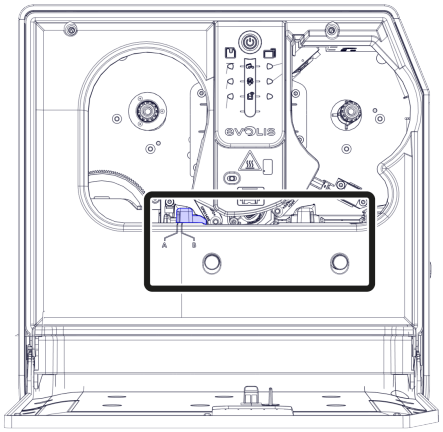


3. Close the lamination module door

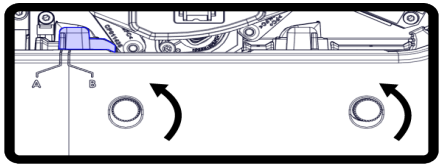
Using the levelers

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

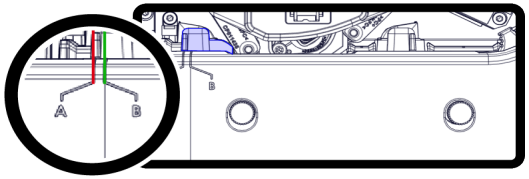
Two block support positions for the card (A and B) are available to ensure the cards are more flat.



Type of lamination film	Printing mode	PVC cards	PET-F cards	PC cards
1 mil Clear patches (full patch, mag cut, smart cut)	Single-sided	B	A	B
	Double-sided	B	B	B
1 mil holographic patch	Single-sided	A	A	B
	Double-sided	B	B	B
0.5 mil Clear patch	Single-sided	A	A	B
	Double-sided	A	A	B
0.6 mil holographic patch	Single-sided	A	A	B
	Double-sided	A	A	B
Varnish	Single-sided	A	A	B
	Double-sided	B	B	B
Holographic varnish	Single-sided	A	A	B
	Double-sided	B	B	B



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



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

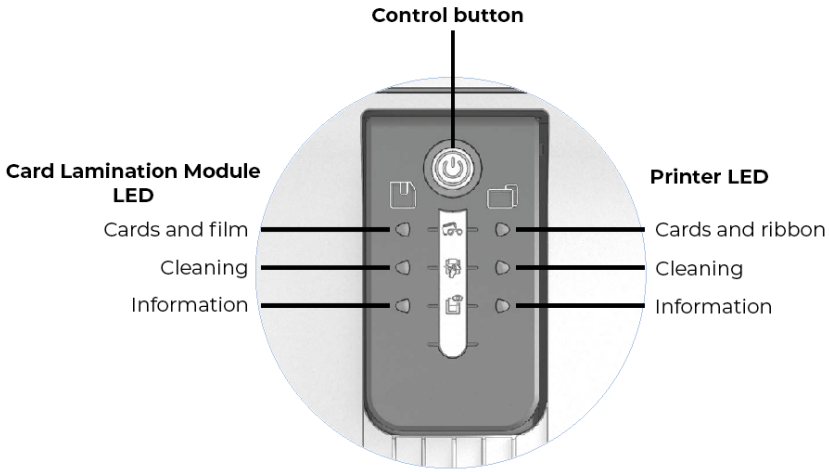
   Put a finger in front of the block support to maintain it in the correct position



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

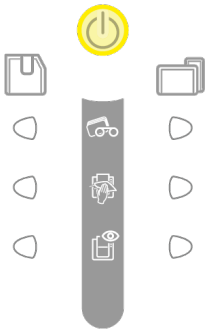
Interacting with the Card Lamination Module

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.



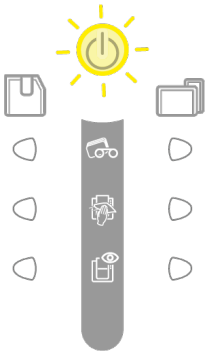
Flashing light

Steady light



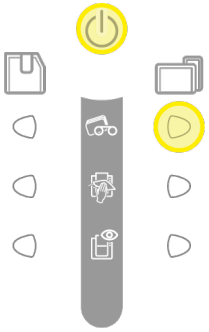
Printer and Card Lamination Module ready

- The printer and the Card Lamination Module are ready to receive data



Processing

- The printer is receiving data
- Lamination in process



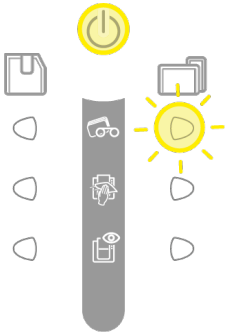
Ribbon

- No ribbon in the printer
- End of ribbon
- Ribbon not correctly installed
- Torn ribbon Unrecognized ribbon

Check the condition of the ribbon in the printer. The print job restarts with a new card.

Cards

- Card feeder is empty

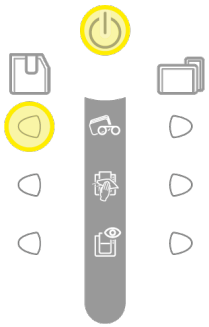


Cards

- The printer is waiting for a card to be inserted or removed from the manual card feeder.

- Card loading error

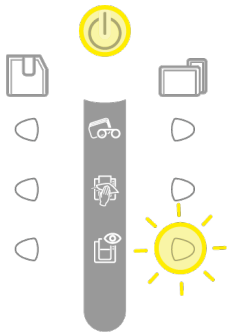
Make sure the cards are correctly loaded in the feeder



Lamination film

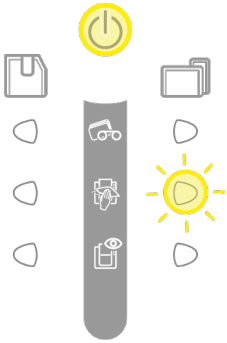
- No film in the lamination module.
- No more film.
- The film is not correctly fitted.
- The film is torn.
- The film is not recognized.

Check the condition of the film in the printer.



Cooling mode in progress

- The printer is adjusting its temperature. It restarts when the functioning temperature is reached.



Cleaning of the printer

- Regular cleaning of the printer required (after 1000 cards inserted)

"Regular cleaning" on page 60

- Advanced cleaning of the printer required

"Advanced cleaning" on page 61

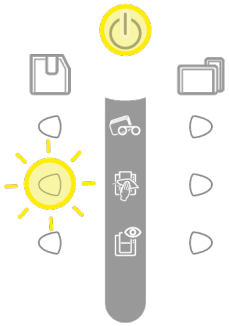


Mandatory cleaning of the printer

(after 1200 cards inserted)

- Mandatory regular cleaning of the printer required to avoid losing the warranty.

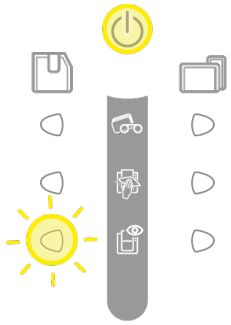
"Regular cleaning" on page 60



Advanced cleaning of the Card Lamination Module

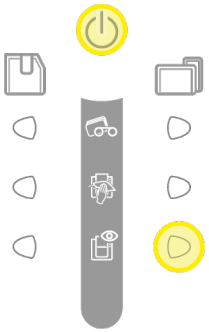
- The lamination module requires advanced cleaning.

"Cleaning the Card Lamination Module" on page 63



Card Lamination Module temperature regulation

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



Printer cover open

Close the printer cover. The print job restarts with a new card.

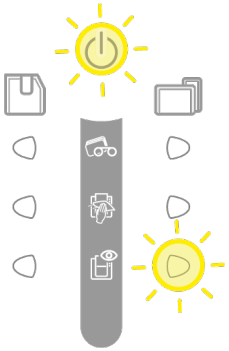
Mechanical error

- Card jammed in the printer

"Jammed cards" on page 80

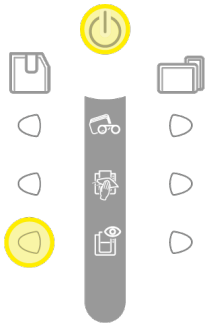
- Mechanical component fault

Contact your Evolis reseller.



Printer firmware update in progress

The printer restarts after the update.



Card Lamination Module door open

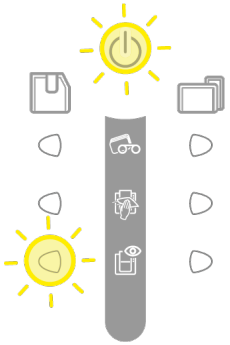
Close the Card Lamination Module door.

Mechanical error

- Card jammed in the Card Lamination Module.

Mechanical component fault.

Contact your Evolis reseller.



Card Lamination Module firmware update in progress

The printer is operational again after the update.

Encoding options

The encoders (magnetic, contact and contactless) can be factory mounted or installed on-site by your Evolis reseller.

Up to 3 encoding stations can be installed in the printer.

Contact your Evolis reseller for more information about encoders or to have one or more encoders installed on a printer.

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

Smartcards used for **contact encoding** must be inserted with the **chip facing up**.

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

Magnetic encoding

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

When first installing the Evolis Premium Suite 2, the magnetic encoder functions need to be configured in **Printer settings > Encoding > Magnetic**.

Configure the coercivity (Hight or Low) in **Evolis Premium Suite 2 > Printer settings > Encoding > Magnetic**.

Factory setting is HiCo (Hight Coercivity).

Coercivity sets the magnetic encoding to high (HiCo) or low (LoCo) coercivity. A magnetic stripe that is encoded with high coercivity is more resistant to external disturbance than a magnetic stripe encoded using low coercivity.

Configure stripes to select the desired format for each stripe, according to the following table.

ISO 7811 magnetic encoding standards

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

1 Dots per inch

2 Except for the “?” character

3 Including the Start, Stop and LRC characters. These characters are handled automatically by the magnetic encoder

Location of the magnetic encoder

The read-and-write head is located under the path taken by the cards and before the print head.

The encoding sequence for a card is always carried out before the printing.

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

Encoding cards

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

■ **Encoding from the printer driver**

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

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

■ **Encoding via an application**

Encoding via an application is used to encode magnetic stripe cards from applications such as Word for example.
A text field enclosed within “|” and “|” characters (or some other character which the user can define) will be interpreted as an encoding command by the printer driver.

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

Cleaning the magnetic encoder

Cleaning of the magnetic encoder is performed when the printer runs an advanced cleaning cycle.
The advanced cleaning cycle cleans the card feed rollers, the cleaning rollers, the print head and the magnetic encoder read-write head.
If, in between two regular printer cleaning runs, the read-write process fails with more than one card, it is recommended to run an advanced printer cleaning sequence manually.

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

Contact encoding of smartcards

Use only smartcards compliant with the **ISO 7816-2 standard**.
Printing over the chip may cause permanent damage to the chip.

Smartcards must be placed in the card feeder with the **contact chip facing up**.
Encoding cannot be performed with an Ethernet connection.

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

Location of the contact station

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

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

Contactless encoding of smartcards (RFID)

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

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

Encoding cannot be performed with an Ethernet connection.

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

Location of the antenna / encoder with built-in antenna

With a specific command, the card is positioned close to the antenna such that the card lies within its radio range.

Reading data from or writing data to the card can then start.

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

Card positioning

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

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

Computer connection

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

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

If the encoder is supplied with an USB interface, it will either be connected to the printer's internal USB Hub, or equipped with a USB cable to connect to the computer directly.

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

Configuring a Wi-Fi network

The frequency of Wi-Fi network must be compatible with the printer Wi-Fi card:

- Connect1: 2.4 GHz
- UBox: 2.5 GHz/5 GHz

A wizard is available to configure the printer for Wi-Fi connection.

1. Click right on the Evolis Premium Suite 2 icon in the taskbar.
2. Select **Network installation wizard**.
3. Select **Fixed IP or DHCP network installation**.
4. Follow the instructions.

In case of difficulties during the configuration, contact your Evolis reseller.

Security options

Electromechanical locking system

When the mechanical locking system is installed, the output box capacity is limited to 50 cards

2 keys are provided in the package.

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

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

- Card feeder: 100-card or 200-card extension
- Ribbons
- Cassettes
- Printer sides and internal mechanisms
- Reject box (front output box)

Kensington lock

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

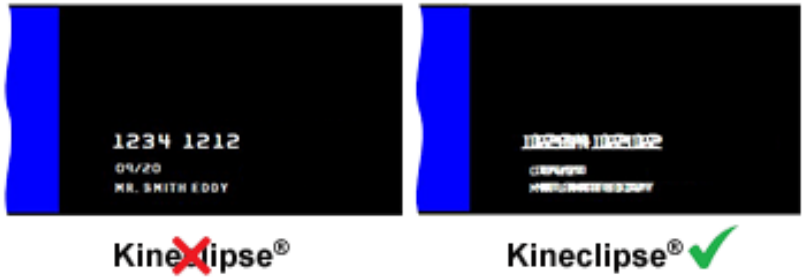
Kensington cables are not provided or sold by Evolis. The user must acquire the cable by their own means.

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



Kineclipse

This feature is used to erase data that is visible on the monochrome and overlay panels of the ribbon. The feature needs to be activated before launching printing jobs. Go to **Evolis Premium Suite 2 > Printer settings > Security > Data printed on the ribbon (Kineclipse)**.



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 **Evolis Premium Suite 2 > Printer settings > Security > Data used for printing (Digital Erasing)**.

Scanner

Scanner option and the contact smartcard encoding station are not compatible.

Images that can be retrieved are in PNG, JPG and BMP formats.

Scanning a printed card (on both sides) is used for the following purposes:

- Have a record of printed cards,
- Tracking and fraud questions (e.g.: making sure that cards are not printed for personal or wrong purposes),
- Proofs of printings (may be useful in case of litigation), etc.
- Optical character recognition capacity to extract textual data (e.g. a barcode) and perform associated actions: automatic creation of user accounts, comparison and check of data and/or identity of the card owner, adding of security elements (ex: UV printing of the OCR value read on the overlay panel).
- Checking the QR code printed on the card
- Checking of the card rewrite (for certification reasons)

Some scanning parameters may be changed in **Evolis Premium Suite 2 > Printer settings > Scanner**:

- Resolution,
- Picture format,
- Scan mode (color, monochrome).

Advanced features

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

Rewrite printing

The feature is manageable from Evolis Premium Suite 2. Go to **Printer settings** and activate **Display advanced settings**.
Rewritable cards can be blank or pre-printed.

The rewrite feature is used to erase and print, on rewritable cards only.
Thanks to the inner color layer of the rewritable card, there is no need to use a ribbon for the rewrite feature.

To activate the rewritable mode:

1. Go to **Printer settings > Printing > Rewrite**.
2. In **Options for rewritable cards**, click on **Rewrite**.

3. Remove the ribbon and close the printer cover.
4. Remove all cards from the card feeder and load rewritable cards.

To use rewritable cards

1. In **Options for rewritable cards > Card type**, select the type of card being used.
2. In **Rewrite printing mode**, select a printing mode:
    - **Write only**: There is no erase of the card before printing.
    - **Erase/Write**: Previous data on the card are erased before printing.
3. Specific rewritable areas can be defined in **Rewritable areas** (when pre-printed cards are being used).
    - **Entire surface** (default setting): The rewrite settings are applied to the whole surface of the card.
    - **Customized areas**:
        - To help you define the areas, click on **Display my design as a template** to select a customized image as a template and click on **Display grid** to create areas more precisely.
        - Click on the **+ (Create custom area)** to add a new rewritable area.

For more information about rewrite printing, see this Knowledge Base article.

Applying UV effect to the overlay panel

The UV effect settings are only activated when the adequate ribbon is inserted into the printer.
Lamination is mandatory to protect color printing with YMCKO, 1/2YMCKO, YMCKOK, 1/2YMCKOKO ribbons.
No lamination required with the YMCKOO ribbon.

The O (= overlay) panel(s) of ribbons such as YMCKO include fluorescent pigments .
UV-light reflective elements, such as logos, texts and photos can be inserted in overlay layers to add an extra level of security to the cards.

To insert a UV-light reflective element:

1. Go to **Evolis Premium Suite 2 > Printer settings > Printing > Overlay > Overlay application** and click on **UV effect**.
2. Select the file to apply.
    - Among generic designs proposed in the list

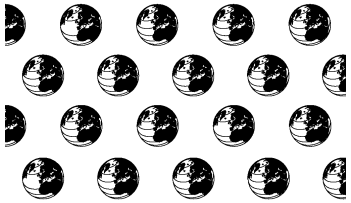
- Your own custom image

3. Apply lamination on the card if necessary.

For more information about UV effect application, see this Knowledge Base article.

The element applied on the cards can be:

- Fixed: the same element on all cards (e.g., a company logotype). The insertion is performed in Evolis Premium Suite 2.
- Dynamic: a different element on each card (e.g. a picture). The insertion is performed in ID-ALL (Advanced Edition and superior).



UV bitmap file



Rendering on the card

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 Evolis Premium Suite 2.

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

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 Evolis Premium Suite 2 by clicking on the **Cleaning icon** on the Home page.

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

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

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

Printer	Cleaning required after: (warning light flashing)	Number of cards remaining before warranty voided: (warning light flashing)	Warranty invalid after: (warning light steady)
Primacy 2	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. Pull the protective cover up and 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 Evolis Premium Suite 2 by clicking on the **Cleaning icon**  on the Home page.

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

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

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

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.

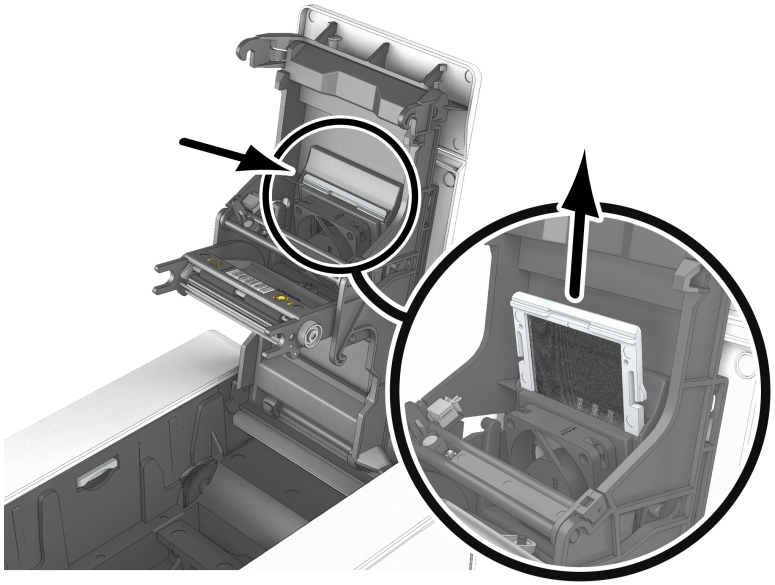
Cleaning the print head

1. Remove the cap of the cleaning pen.
2. Open the printer cover, and locate the print head.
3. Pull the protective cover up and 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.

Cleaning the Card Lamination Module

Recommended cleaning cycle: Once a year or every 10,000 cards depending on the work environment.
Servicing accessories: special adhesive cleaning card and cleaning wipes.

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

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

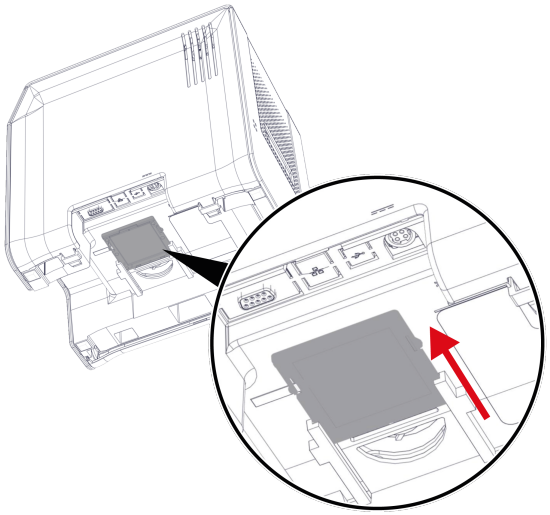
Card lamination Module cleaning

1. Remove the lamination film.
2. Remove the protective films on both sides of the special adhesive card.
3. Press twice on the power button . The power button flashes.
4. When the ribbon and cards LED  is flashing and the push button light is steady, insert the adhesive card into the opening above the output hopper at the rear side of the module. The printer icon  flashes.
5. Once the cleaning cycle is complete, remove the used special adhesive cleaning card. Put the lamination film back. Close the door of the Card lamination Module. The equipment is ready to operate again.

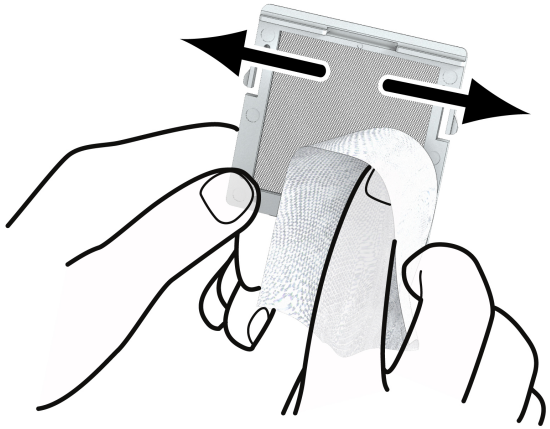
Card lamination module dust filter cleaning



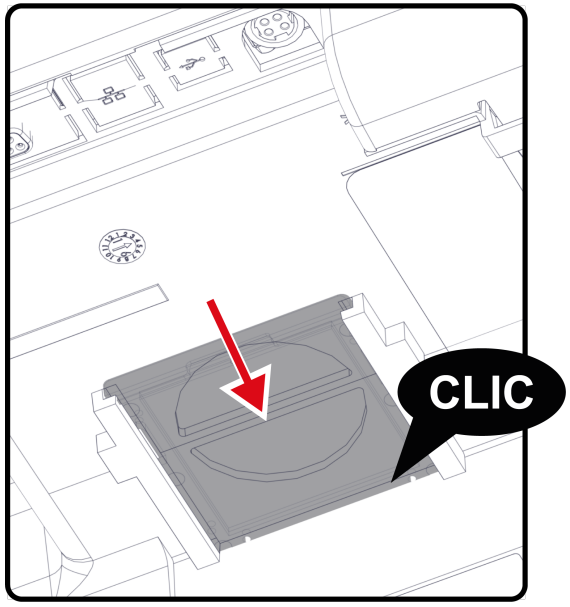
Before cleaning the dust filter, unplug the Card lamination module and disconnect it from the printer.
The dust filter is located below the Card lamination module.



1. Remove the filter by pulling it and slide it out to release it fully.



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



3. Put the filter back in place. Insert it in its slot (notch towards you) and push it until a click is heard.

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 Evolis Premium Suite 2

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

Print a technical test card from the LCD Touchscreen

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

Printing a graphical test card

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

When printing a graphical test card:

- Make sure there are at least one card 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 Evolis Premium Suite 2

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

Print a graphical test card from the LCD Touchscreen

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

Identifying the installed software versions

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

The following information can be found there:

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

Troubleshooting

Most printing problems or printing quality problems are solved with an update of the printer driver and/or printer firmware. *"Updating the firmware" on page 81* and *"Updating the printer driver" on page 81*.

Printing issues

No printing

Printer driver

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

Printer power supply

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

USB cable

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

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 80*

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



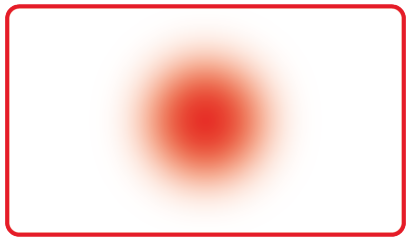
- **Cards**
  - Cards may be dirty
    - Use new cards.
    - Store the cards protected from dust.
- **Cleaning**
  - The cleaning roller or the print head may be clogged
    - Launch a regular cleaning cycle (*"Maintenance" on page 59*)

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 59*)
  - The print head may be damaged
    - Contact your reseller for assistance and replace the print head (*"Replacing the print head" on page 77*)

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 59*).

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 59*)

Print head

- The print head may be dirty
  - Launch a regular cleaning cycle. (*"Maintenance" on page 59*)
- The print head may be damaged
  - Contact your reseller for assistance and replace the print head (*"Replacing the print head" on page 77*)

If the problem persists, contact your reseller.

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 Evolis 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 59*).

See this article of the Knowledge Base for more information.

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.

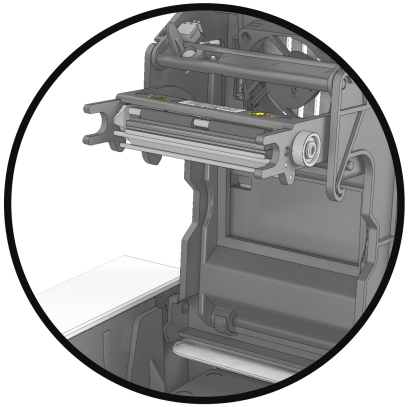


For more information on print head warranties, refer to the Evolis warranty available on www.evolis.com > **Support section > Product page**.

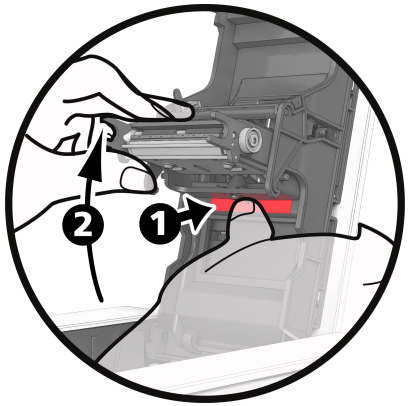


Video(s) of the procedure(s) available on Evolis YouTube channel.

Step 1: Removing the defective print head



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

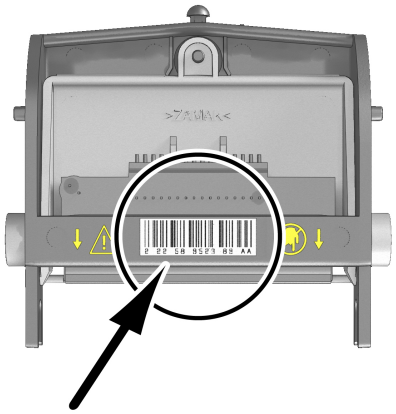


2. Press on the pressure plate located behind the print head and pull the print head as shown to free the lugs from the holding fork.
3. Remove the lugs from their slots.

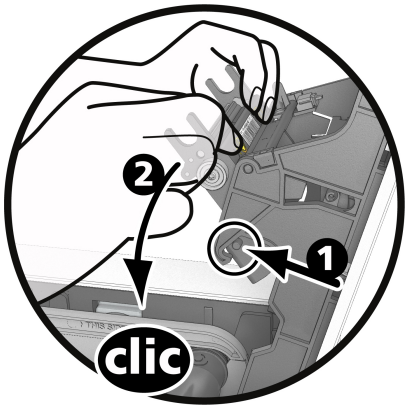


4. Tilt the head downwards and disconnect the connector linked to the cable. Avoid forcing the mechanism.

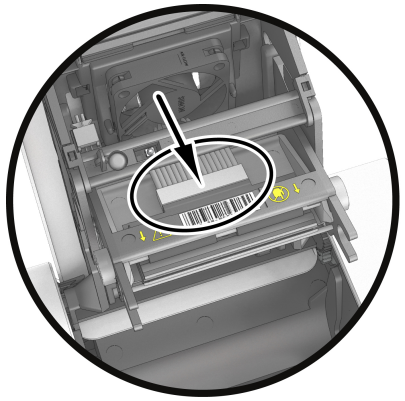
Step 2: Installing the new print head



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 **Evolis 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 59*).

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 **Evolis Premium Suite 2 > Assistance & Maintenance > Product information > Software versions**.

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

Updating the firmware

Update the printer firmware in these cases:

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

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

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

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

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

Technical support

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

Evolis support section

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

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

Evolis partner network

For unresolved technical problems, contact your Evolis reseller.

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

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

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

Identify what matters

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