



IDMAKER® EDGE



Getting started guide
Guide de démarrage
Guía de primeros pasos
Guia de introdução
Guida rapida per l'utilizzo
Inbetriebnahmeanleitung
用☒使用手冊

руководство по началу работы
Podręczna instrukcja obsługi
Gids om te beginnen
Başlangıç Kılavuzu
제품 사용 설명서
安裝手冊

ID Card Printer - User Manual

INDEX:

General Information	3
Safety Instructions	3
Caution	3
Printer Installation	4
Welcome	4
Printer and Dye Film Environmental requirements	4
Printer Key Components	5
Installing the Dye Film	6
Connecting the Power Supply	7
Installing the Driver	8
USB Installation	9
Ethernet Installation	12
Advanced	15
Accessing the Driver Settings	16
Printer Front Display Menu Options	18
Additional Useful Information	20
MAINTAINING YOUR PRINTER IS IMPORTANT!	20
Caring for your Printer	20
Cleaning Supplies	20
How to Clean you Printer	21
Replacing the Cleaning Roller	22
Using the Cleaning Pen	23
Choosing the Correct Dye Film	24
Choosing the Correct Cards	25
Card size	25
Card thickness	25
Card requirements necessary for good quality prints	25
Printable area of the Card	25
Using Magnetic Stripe Cards	26
Using Self-Adhesive Cards	26
Upgrading to DUO Operation	26
General Data Protection Regulation (GDPR)	26
Printer Error Codes	27
FCC Declaration	41
CE Declaration	41

ID Card Printer - User Manual

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SAFETY INSTRUCTIONS:

- To prevent electric shock do not remove covers.
- Do not attempt to service the printer yourself.
- There are no user serviceable parts inside (either printer or dye film). In the event of malfunction, contact your printer/consumable supplier.
- This product is only to be used with the Power Source supplied at point of purchase.
- Take care not to spill any liquid on the printer.
- When handling the printer avoid touching the printing edge of the Thermal Print Head. Any grease and contamination will shorten its life.
- Before transporting the printer, remove dye film & card hoppers and pack the printer in its original packaging to reduce the likelihood of damage in transit. IDville is not responsible for printers/items inadequately packaged.

If using this printer in Germany

To provide adequate short short-circuit protection and over-current protection for this printer, the building installation must be protected by a 16 Amp circuit breaker.

Bei Anschluß des Druckers an die Stromversorgung muß sichergestellt werden, daß die Gebäudeinstallation mit einem 16 A-Überstromschalter abgesichert ist.

CAUTION:

Unapproved changes or modifications to the equipment to the equipment could void the User's authority to operate the printer and affect any related warranty claim.

PRINTER INSTALLATION

Welcome

Thank you for choosing your ID Card Printer. This guide will help you make your printing experience more enjoyable and cost effective. Please ensure that you all the required items, as outlined in the accompanying Quick Start Guide, before you begin the installation.

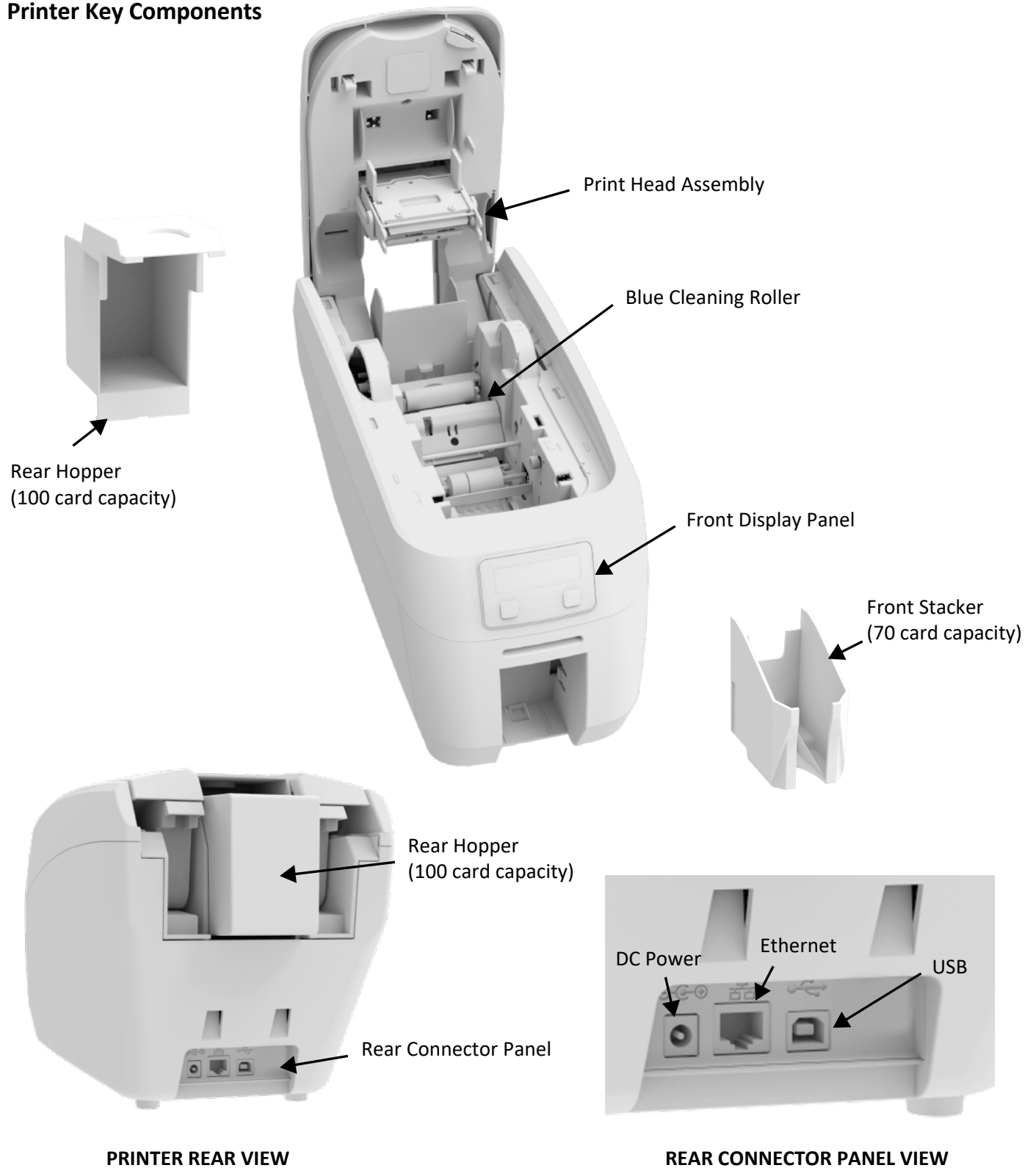
Printer and Dye Film Environmental Requirements



- Ambient temperature of 50° to 86°F (10° to 30°C).
- Protection from direct sunlight and chemicals
- Protection from sudden temperature changes.
- Relative Humidity 20 - 70%
- Sufficient space for:
 - Opening the printer's lid.
 - Cable access at rear.

ID Card Printer - User Manual

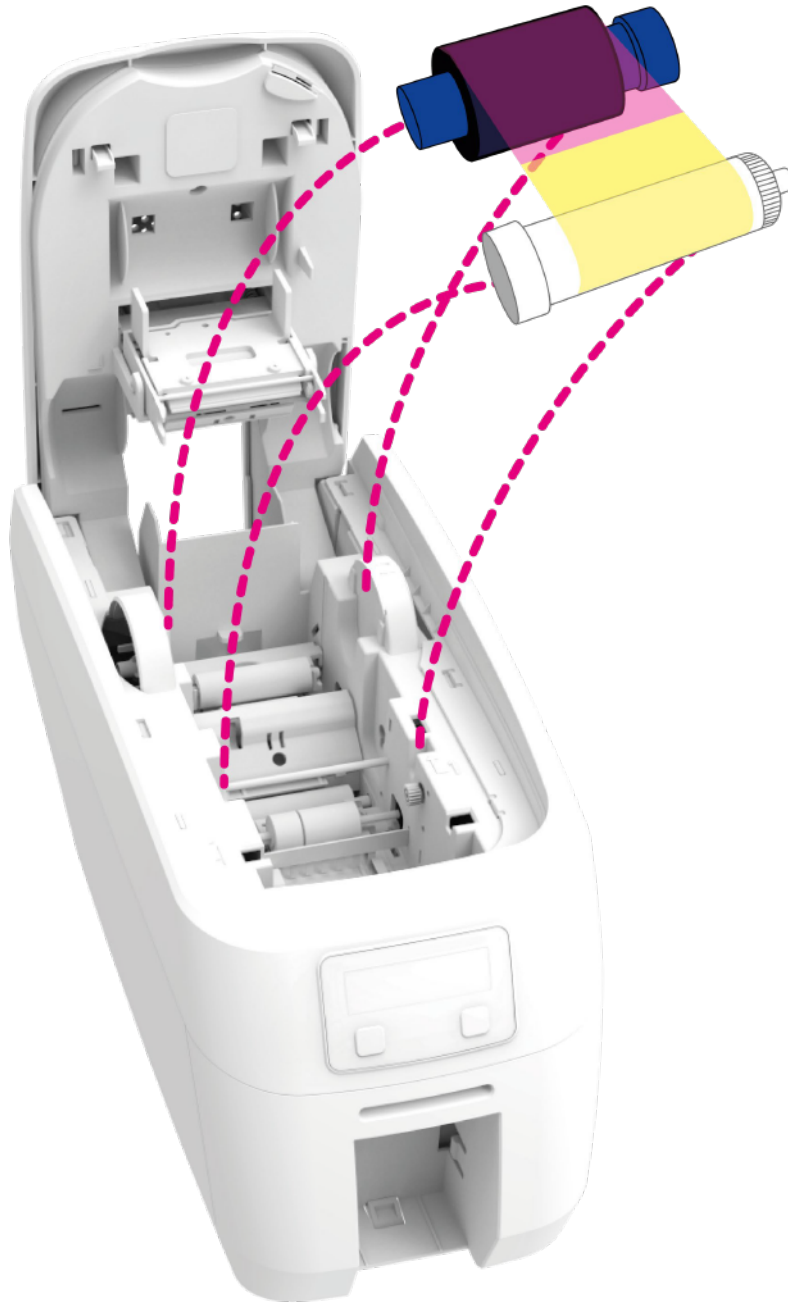
Printer Key Components



ID Card Printer - User Manual

Installing the Dye Film

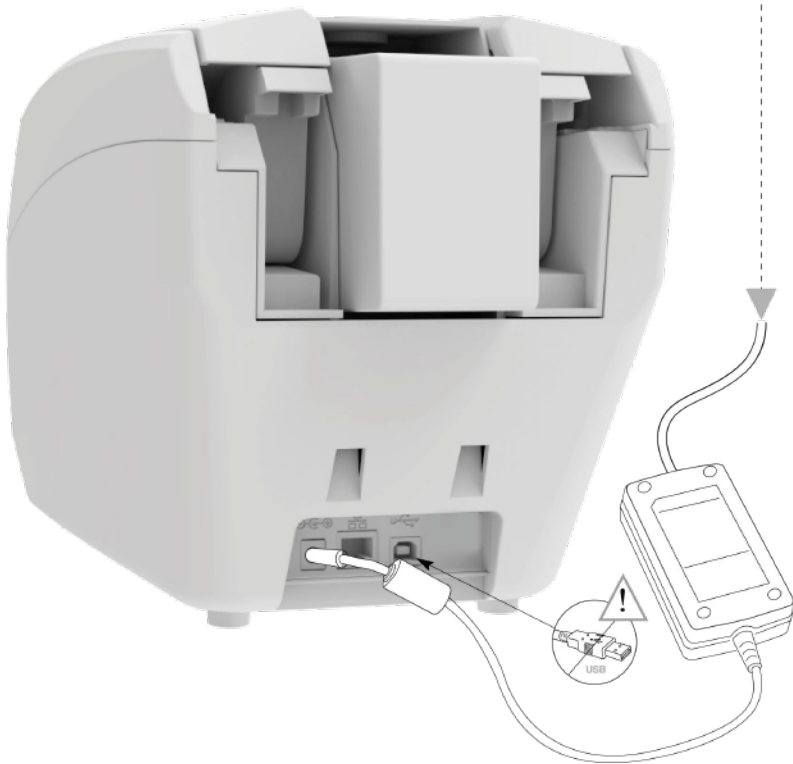
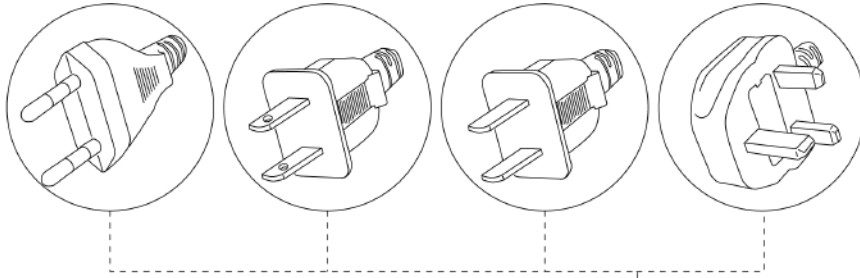
Open the printer's lid and insert the dye film as show in the diagram below. If the printer's lid is closed (with the printer powered on and the dye film fitted properly), the printer should begin to initialize. As a part of this process, the printer will read an identification tag in the film which contains information about the film type and capacity.



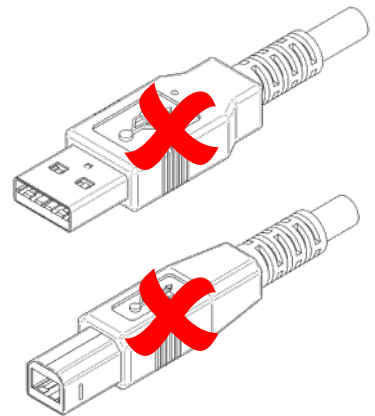
ID Card Printer - User Manual

Connecting the Power Supply

Connect the power supply lead as shown below but do not connect the USB cord at this stage (the USB should be connected after the printer driver has been successfully installed).



ATTENTION!
DO NOT CONNECT THE
USB CORD AT THIS STAGE!



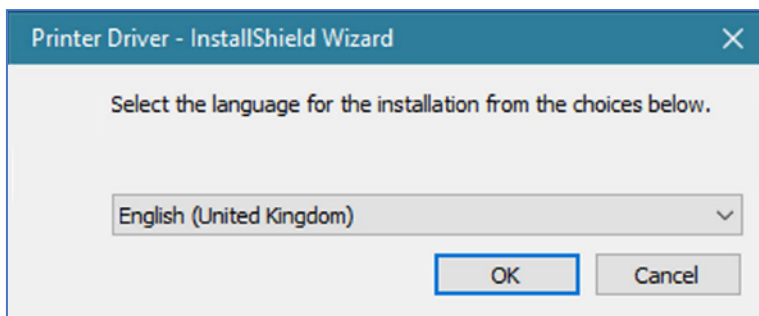
INSTALLATING THE DRIVER

The latest version of the printer driver for your ID Maker Edge printer can be downloaded the Tech Support web-page at <https://www.idville.com/pages/tech-support>. The driver installation software will guide you through the installation process.

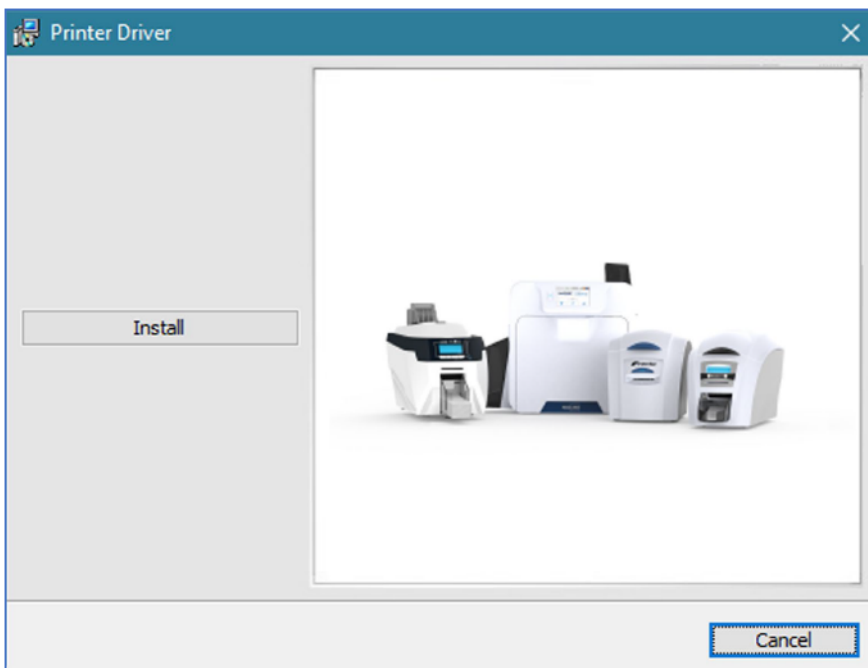
- Once you have downloaded the appropriate driver file, locate it on your PC and click on the “setup.exe” icon.



- Select the relevant language.

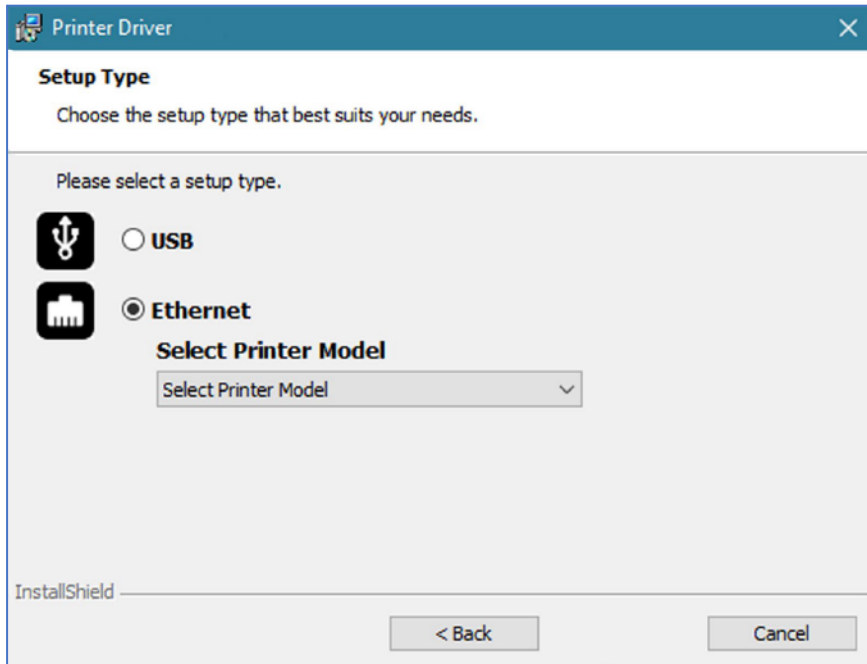


- Click “Install”.

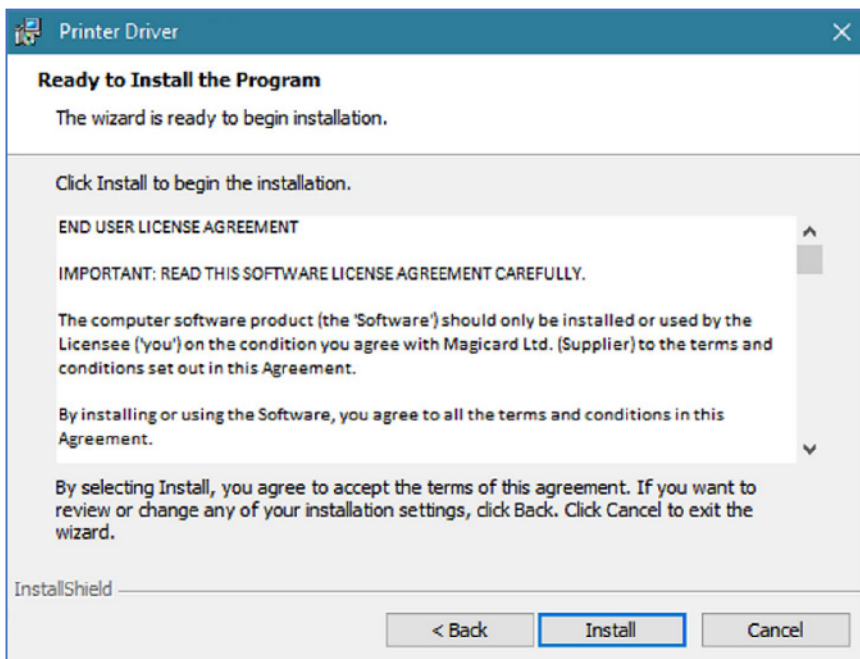


USB Installation

- Select the port type for the installation.
- Select "USB" and click "Next".

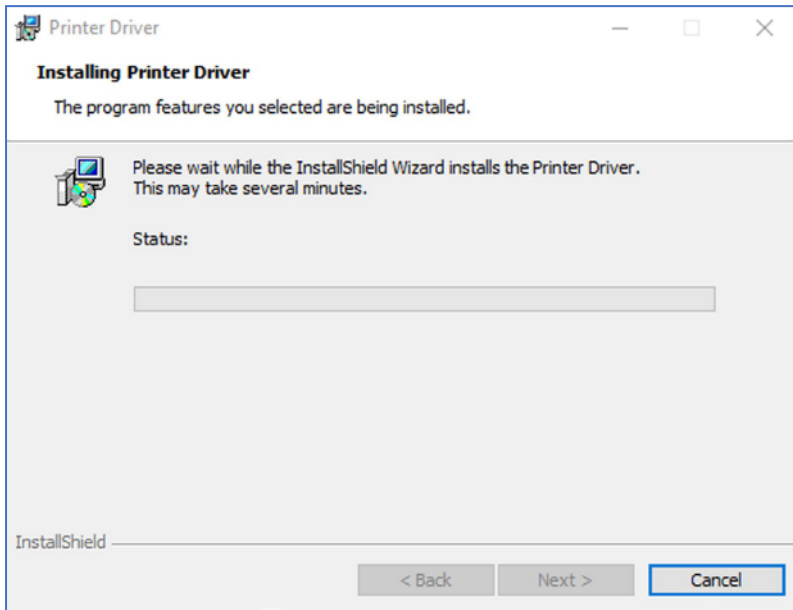


- Agree to the license agreement.

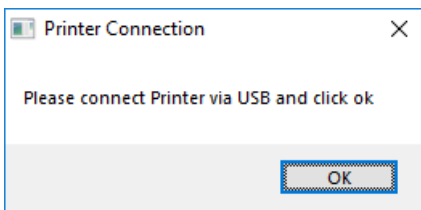


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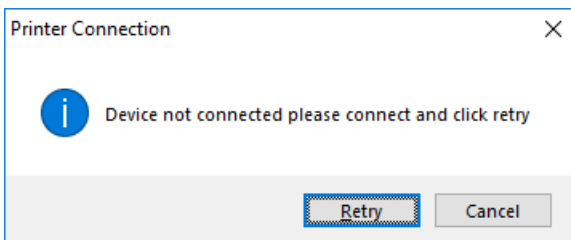
- Wait for the installaton progress bar to finish.



- You will be prompted for a printer to be connected via USB.



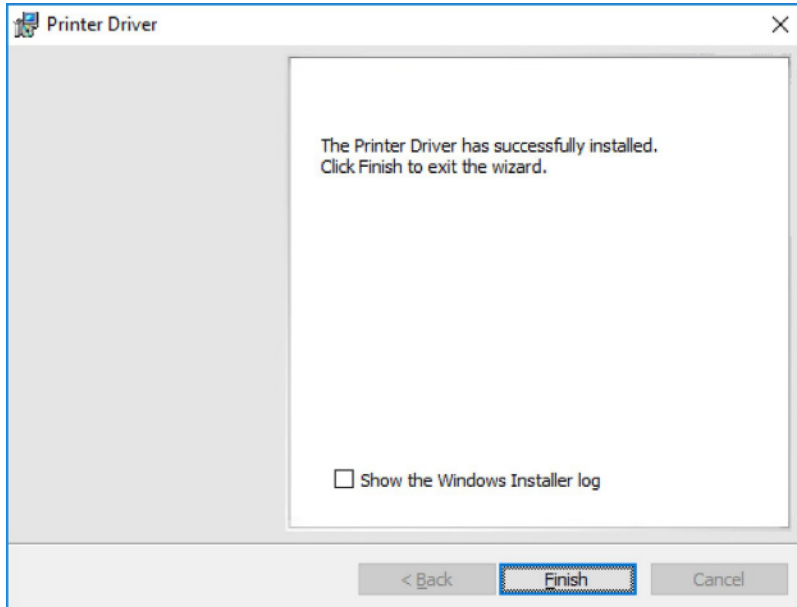
- If no printer is connected, you will be asked to reconnect and retry.



NOTE: If "Cancel" is clicked, you will be asked to confirm this. The installer will then end. The installation will be completed but the printer will not be connected. This will happen when the printer is physically connected via the USB cable.

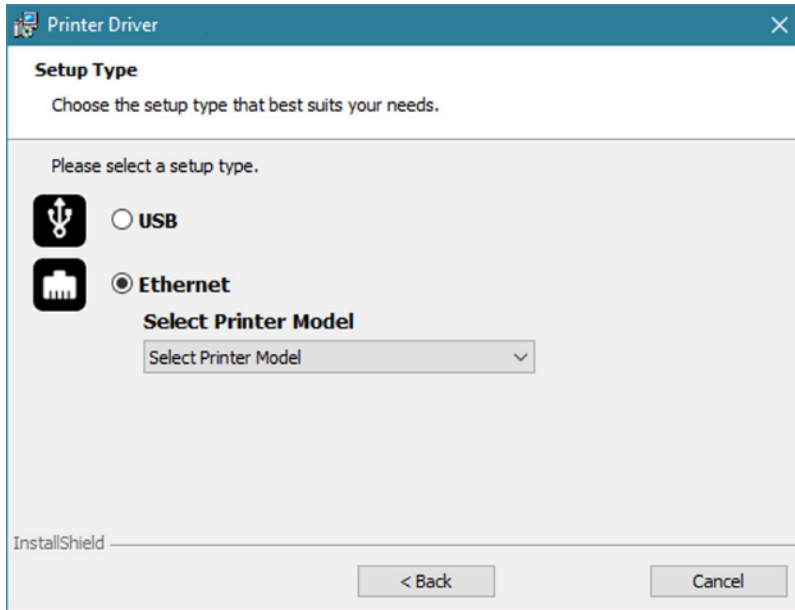
ID Card Printer - User Manual

- After completion of the installation, you will be prompted with the following dialog to signal that the installation is complete.

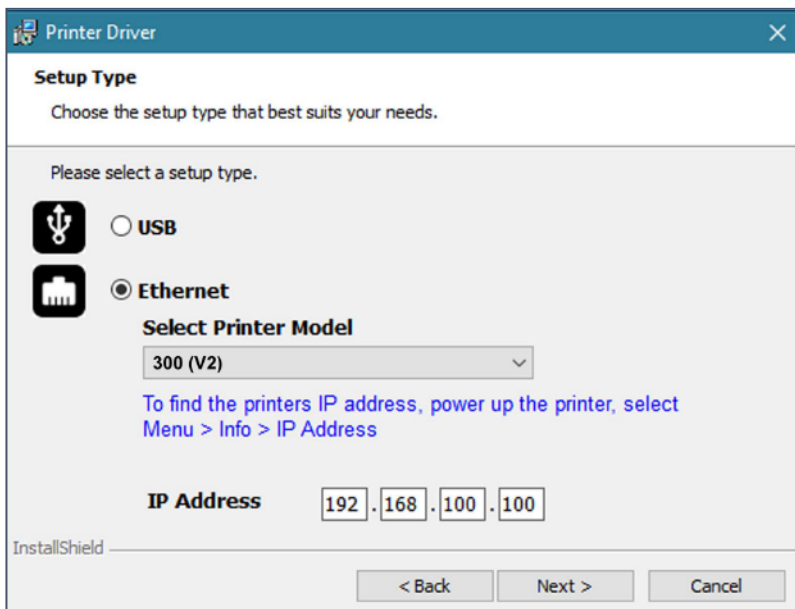


Ethernet Installation

- Select “Ethernet” and printer model.

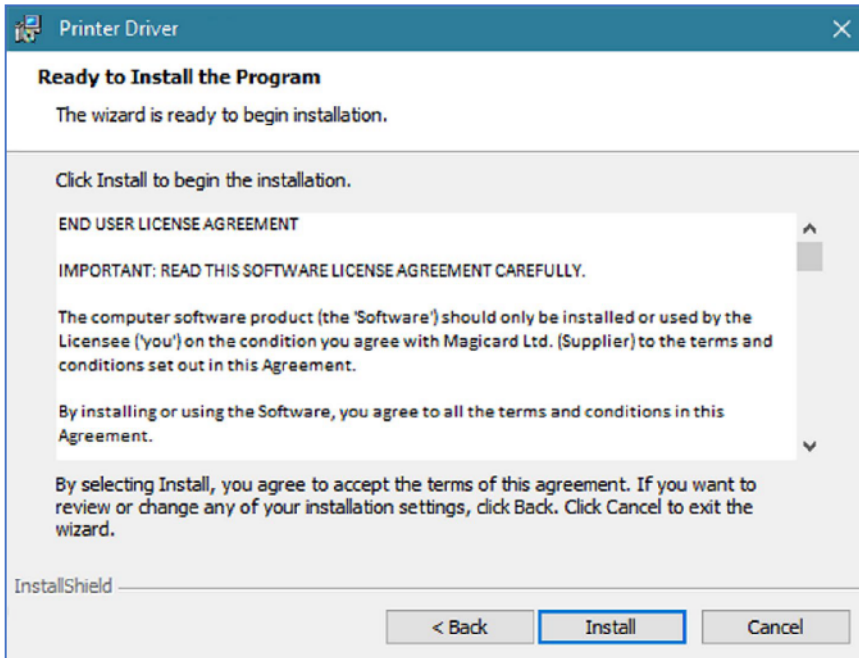


- Enter the IP address of the printer (this can be obtained using the printer's front panel menu).

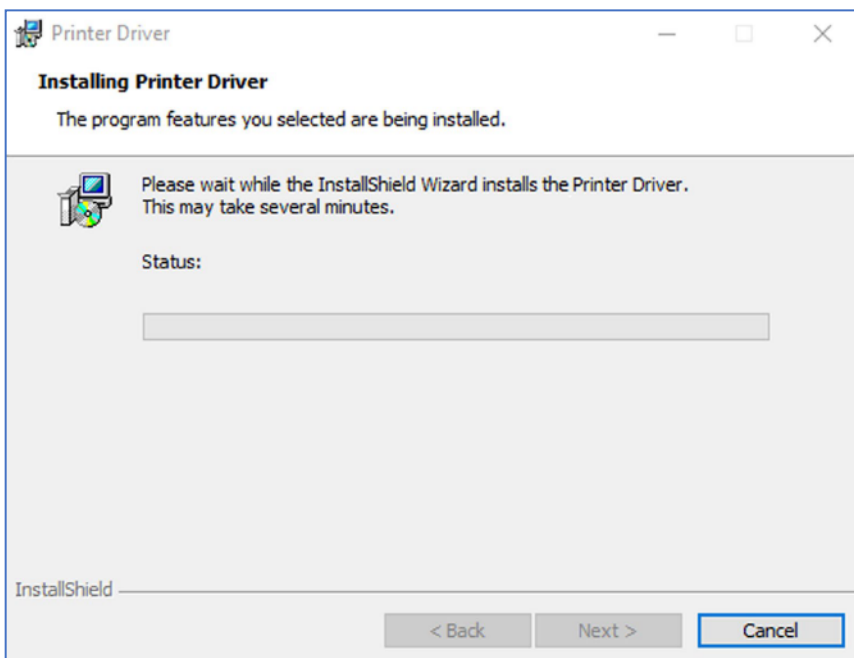


ID Card Printer - User Manual

- Agree to the license agreement.

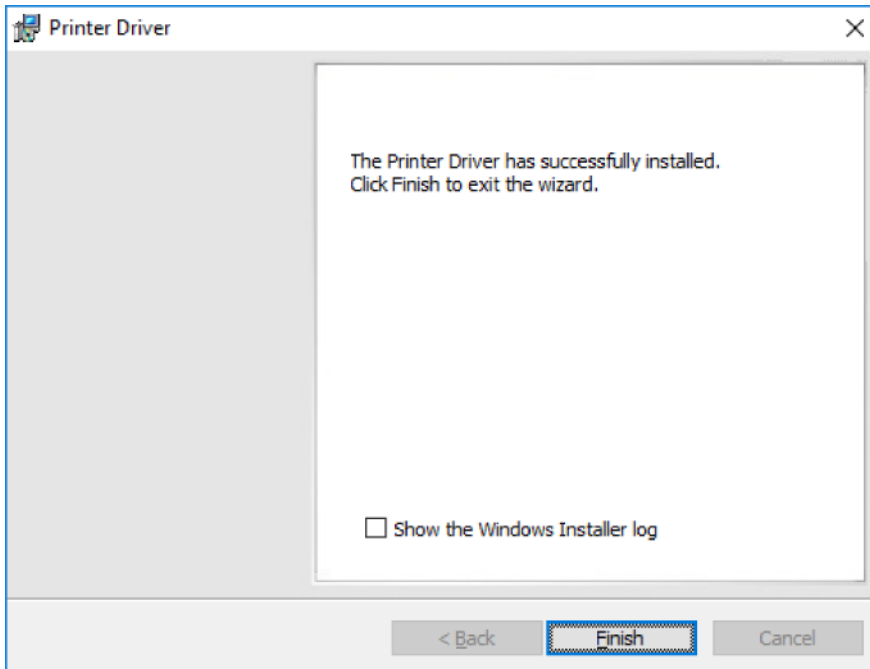


- Wait for the installation progress bar to finish.



ID Card Printer - User Manual

- After completion of the installation, you will be prompted with the following dialog to signal that the installation is complete.



Congratulations...

The driver installation is now complete! You can now print from your chosen application.

ID Card Printer - User Manual

Advanced

The “Advanced” dialog will allow you to perform the following:

- Set static addresses.

Current configuration

IP address:	<input type="text"/>	Net Mask:	<input type="text"/>
MAC address:	<input type="text" value="0c:b6:d2:d1:0e:62"/>	Default gateway:	<input type="text"/>

Use static network settings

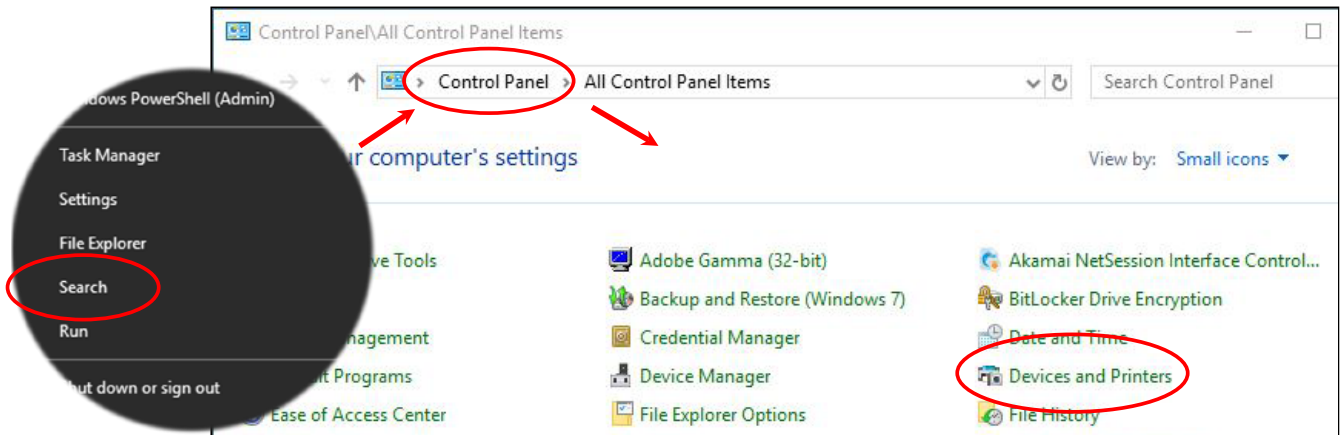
Static settings

Static IP address:	<input type="text" value="10.14.10.120"/>	Static Net Mask:	<input type="text" value="255.255.252.0"/>
Primary DNS address:	<input type="text" value="10.14.10.12"/>	Static default gateway:	<input type="text" value="10.14.10.1"/>
Secondary DNS address:	<input type="text" value="10.14.10.13"/>		

OK Cancel

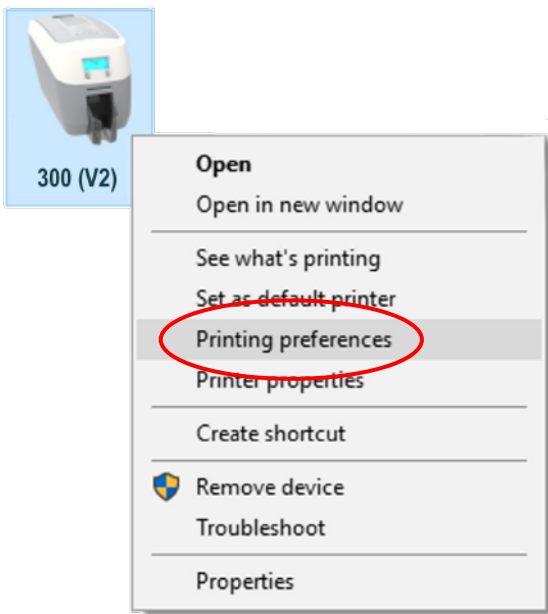
ACCESSING THE DRIVER SETTINGS:

Accessing the driver “Printing Preferences” settings (Windows 10 (64 bit) shown for information purposes).



The printer’s driver settings (Printing Preferences) can be accessed as follows:

- Right-click on the “Start” menu icon (bottom left of PC screen) and select the “Search” option.
- Search for “Control Panel” and select the “Devices and Printers” option (you may need to set your “View By” option to “Small Icons” depending on your PC setup).
- In the “Devices and Printers” window, right-click on the printer thumbnail image and select “Printing Preferences”.



ID Card Printer - User Manual

Printing Preferences - Driver Tabs

Printer

This is the default tab and offers the user the option to change card orientation, size and print resolution.

Card Front/Back

Options to change the color format, image rotation and security layer image. perform the following:

Encoding

Available for MAG printers only. Options to change magnetic card settings and encoding formats. ISO and JIS formats supported.

Image

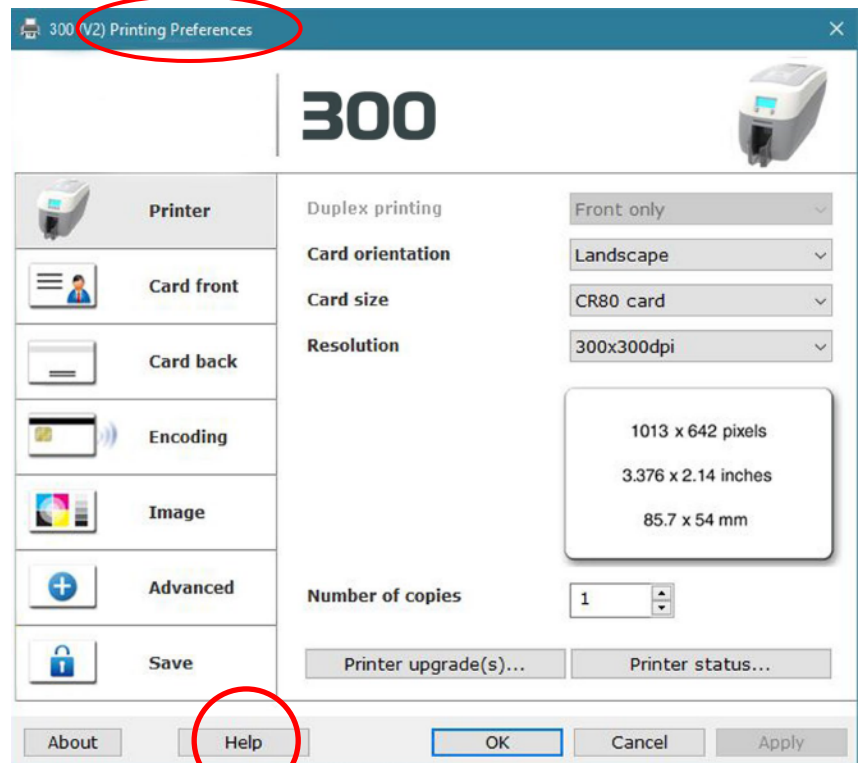
Image manipulation options including color correction, print head power (density) and color adjustment. Color profiles are also supported.

Advanced

Re-writable card support including the option for user defined areas on the card.

Save

Specific user settings can be saved and at a later date. Factory restore option available.



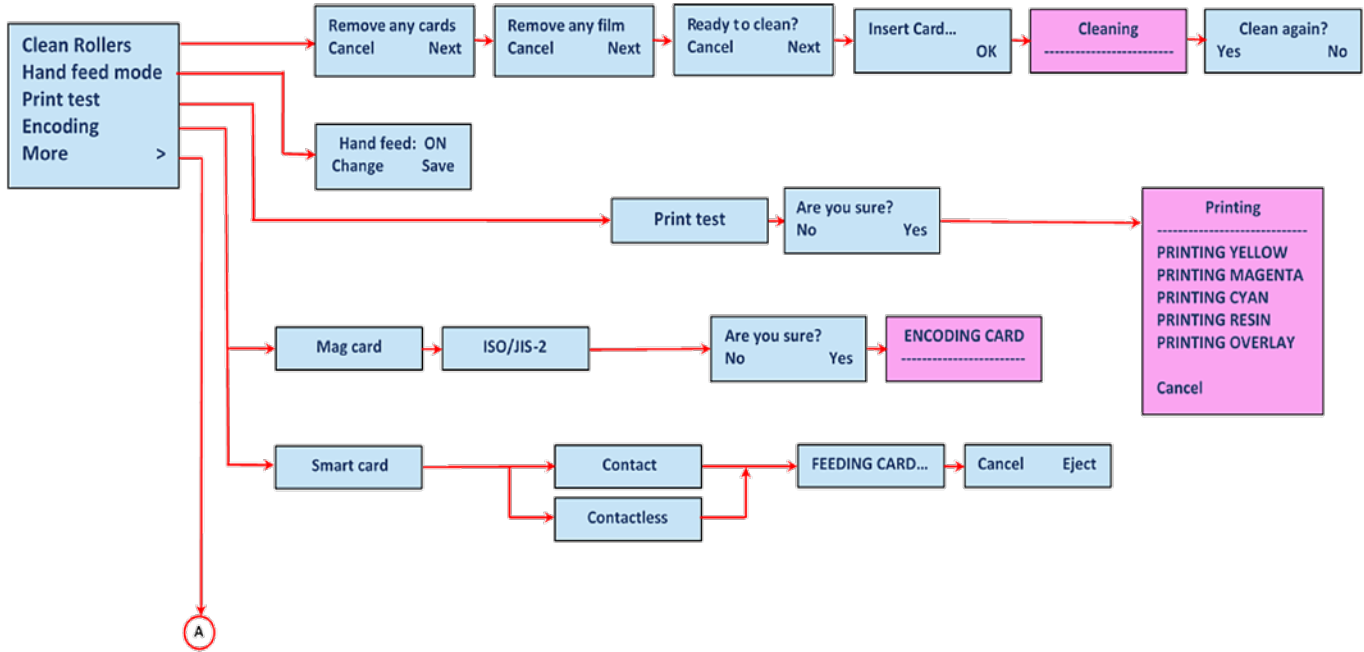
Help with Driver Settings

The printer driver contains a built-in help file (in HTML format) - this file gives an excellent, clear explanation of each driver setting. To view the driver's help file, go to the "Printing Preferences" (as described above), and click on the "Help" button.

PRINTER FRONT DISPLAY MENU OPTIONS:

Press the “Menu” button...

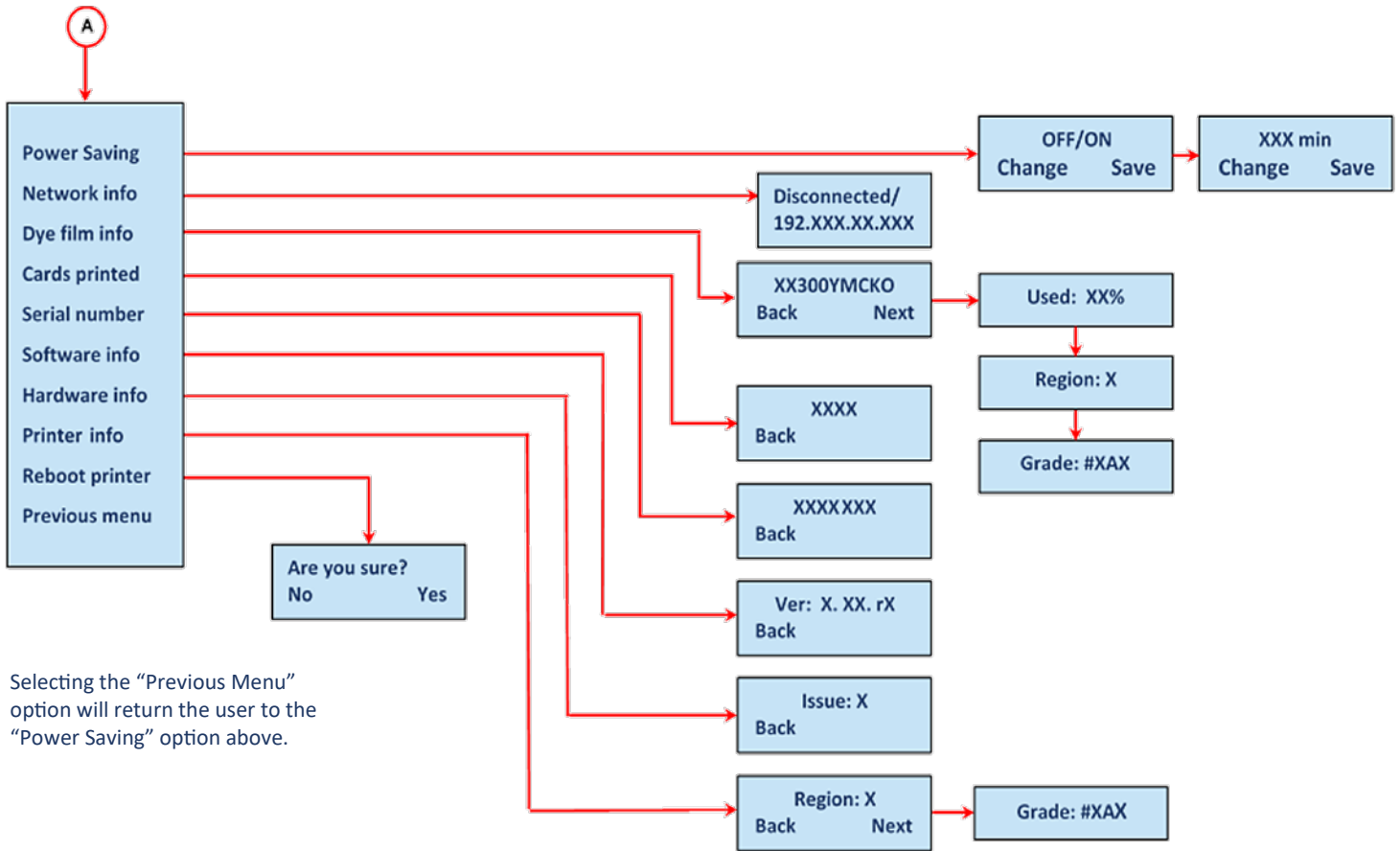
The first menu option will be displayed. Pressing the “Next” button (where indicated) will step you through each option in the menu. The front display panel consists of a text display and two push buttons. The function of each button will depend on the text displayed immediately above that button.



NOTES:

- With “Hand Feed” mode selected to “ON”, the printer will only accept cards from the front slot (usually reserved for the cleaning card).
- Magnetic and Smart test options are only available on printers fitted with Magnetic and Smart Encoders. option to “Small Icons” depending on your PC setup).
- The “Print Test” option will print an internal test card (pre-programmed in printer firmware) and is independent of external hardware such as a personal computer. The test will print an image using each of the panels in the fitted dye-film.

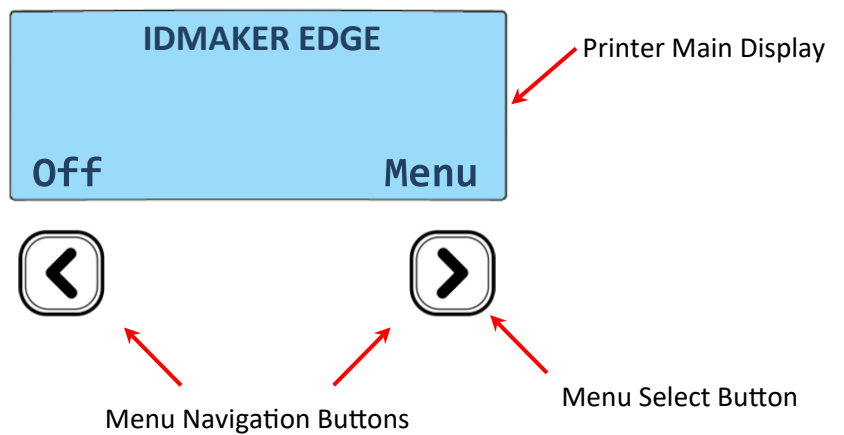
ID Card Printer - User Manual



Selecting the "Previous Menu" option will return the user to the "Power Saving" option above.

NOTE:
To accept a menu option or return to a previous menu, press the displayed "OK" or "Back" options respectively.

Edge Printer Front Panel Layout



ADDITIONAL USEFUL INFORMATION:

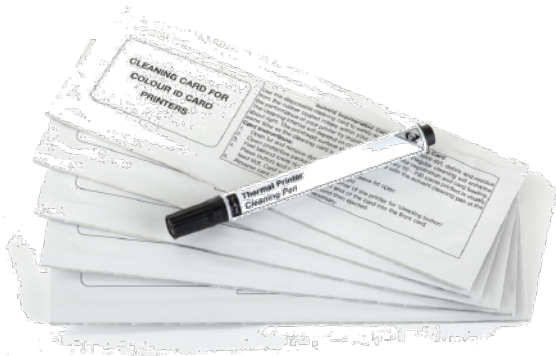
Caring For Your Printer

ATTENTION!

MAINTAINING YOUR PRINTER IS IMPORTANT!

- Maintenance is an important factor of your printer's good operation and longevity.
- Maintaining a regular cleaning routine will give you optimum print quality and prevent down time.
- We recommend that you clean the printer's rollers and print head each time you change dye films. A clean printer will produce superior quality ID cards and is less likely to require factory maintenance and/or repair.
- In normal environments, regular maintenance should improve the longevity of the print head itself. (Remember, foreign particles can lodge under the print head and cause permanent damage!)
- Increased reliability when magnetic encoding ensuring the encoded data can be read accurately, reliably and continuously.

Cleaning Supplies

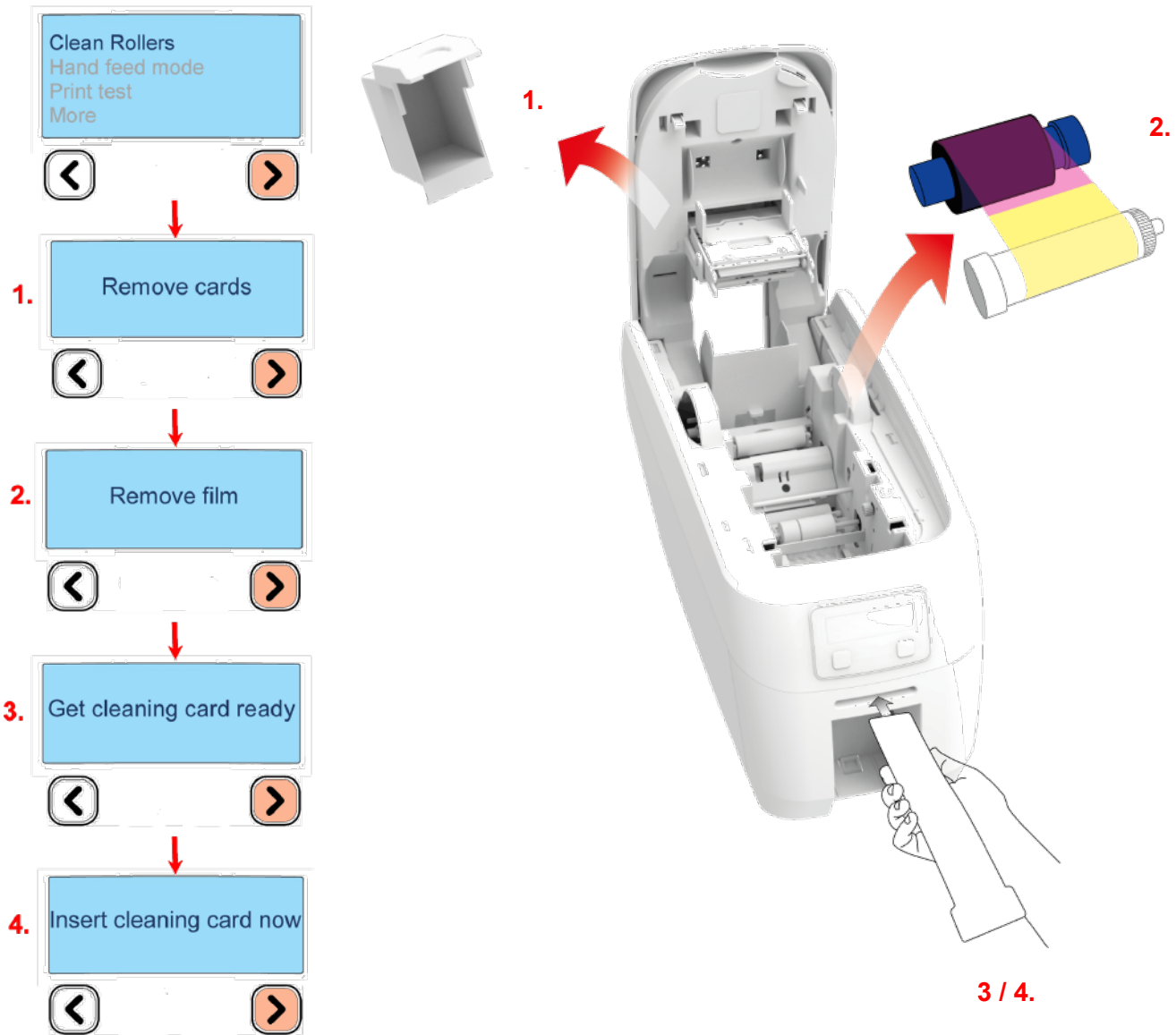


Note: Cleaning supplies can be purchased from your printer supplier.

ID Card Printer - User Manual

How to Clean Your Printer

To clean your printer, simply press the “Menu” button and follow the on-screen instructions (also shown below). Use the right-most button () to progress the options below.

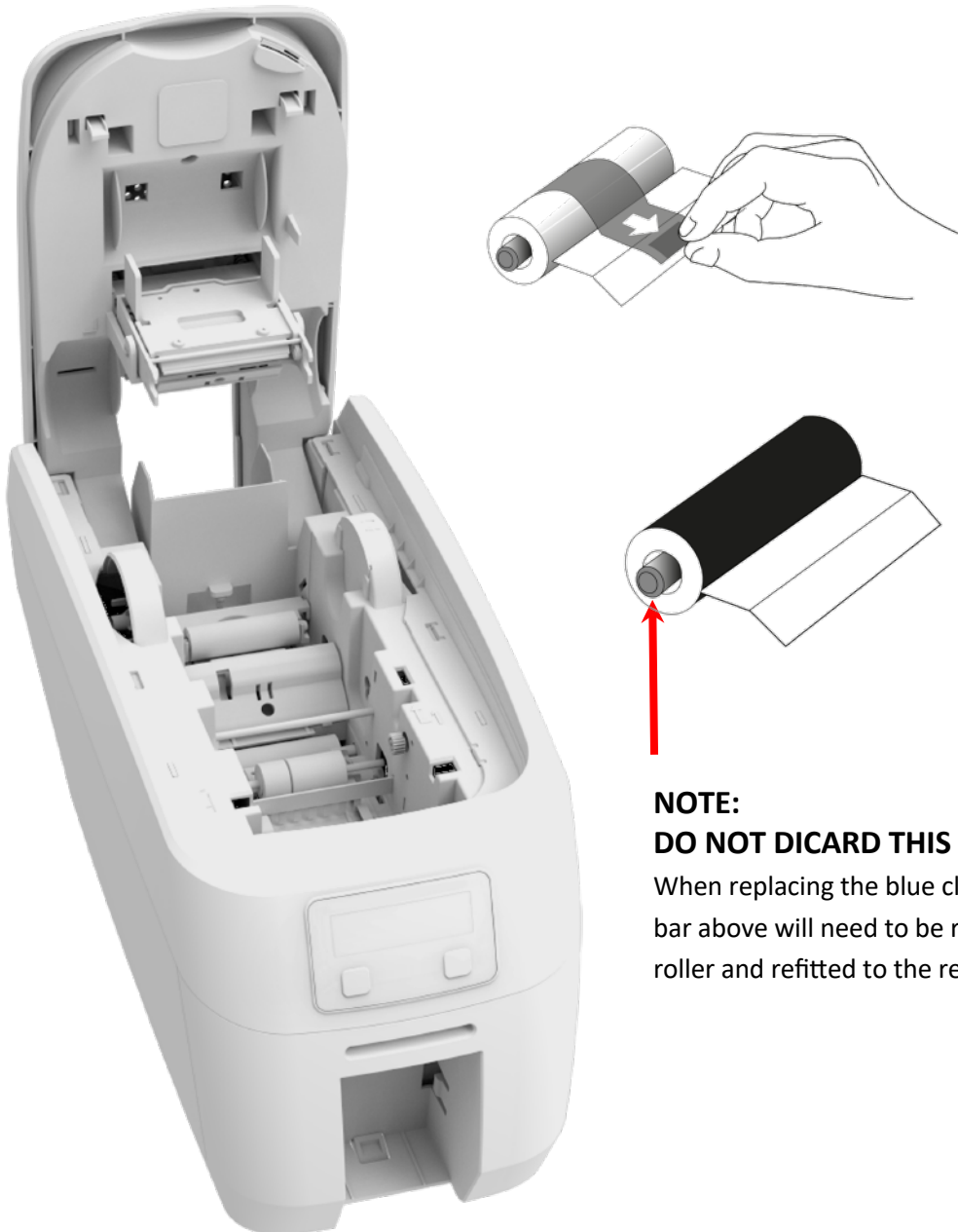


You can also view a short video on the recommended way to clean your printer at our website using the link below: [idville.com/techsupport/edge cleaning?](http://idville.com/techsupport/edge%20cleaning?)

ID Card Printer - User Manual

Replacing The Cleaning Roller

- Remove the blue cleaning roller from the printer and then remove the protective paper cover.
- Refit the blue cleaning roller (with the sticky coating now exposed) back into the printer.
- Do not touch the blue roller after the protective cover is removed.



NOTE:
DO NOT DISCARD THIS METAL ROLLER BAR!

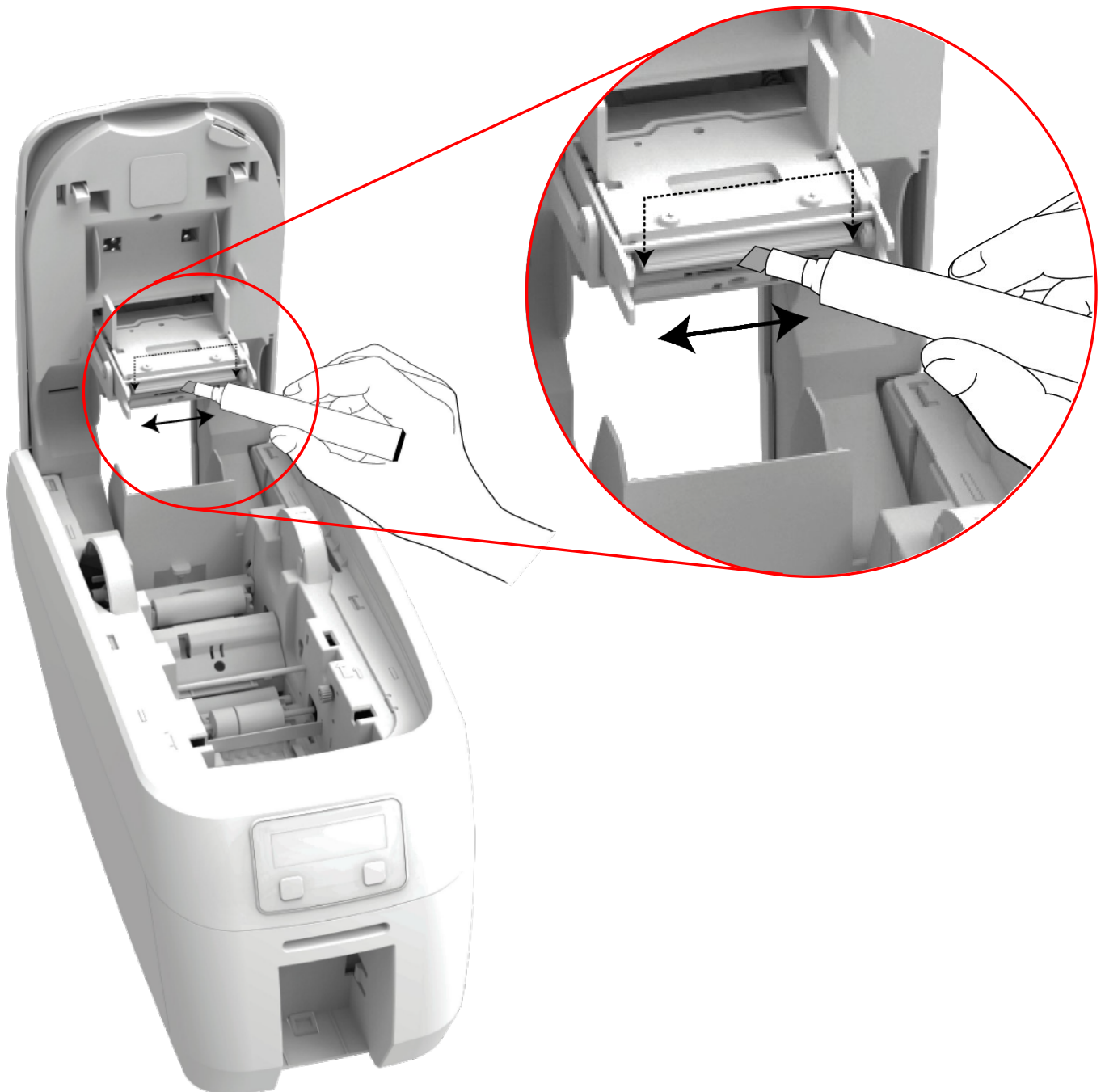
When replacing the blue cleaning roller, the metal bar above will need to be removed from the used roller and refitted to the replacement roller.

ID Card Printer - User Manual

Using the Cleaning Pen

The cleaning pen (supplied with cleaning kit) is used to clean the face of the print head. The pen contains isopropyl alcohol and is very effective at removing light grease (such as fingerprints, etc.) which would otherwise spoil a printed card. To use, simply run the tip of the pen across the print face several times as shown in the diagram below.

NOTE: ONCE CLEAN, DO NOT TOUCH THE PRINT FACE!



ID Card Printer - User Manual

CHOOSING THE CORRECT DYE FILM:

Below is a general guide to selecting the most suitable film for any typical application. "Scratch" film lays down a soft film on the card's surface which can be easily removed by light scrapping.

Dye Film Part Number	Film Panel Layout	Print Capacity (Cards)	Typical Images
MC300YMCKO/2,3	YMCKO	300 (Printing colour one side only).	<p>Single Sided Colour Side 1 only</p> <p>Duplex Colour Side 1 & 2</p>
MC1000K-n (n = colour)	K	1000 (Printing on one side only).	<p>Single Sided Monochrome Black Red Blue Green Silver Gold White Scratch</p>
MC600KO	KO	600 (Printing on one side only).	<p>Single Sided Black + Overcoat</p>
MC250YMCKOK/2,3	YMCKOK	250 (Printing on both sides of card).	<p>Duplex Printing on 2 Sides.</p>

Film Panel Key:	Yellow (Y)	Magenta (M)	Cyan (C)	Resin (K) black	Overcoat (O) clear
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NOTE:

- 300YMCKO dye film is generally the appropriate choice for color printing with both single and double-sided (duplex) printers.
- 250YMCKOK dye film is generally preferred for duplex models only as this is more economic when printing color on side 1 and monochrome on side 2.
- 1000K and 600KO dye film is often used where cost is an important factor.

CHOOSING THE CORRECT CARDS:

Not all white PVC cards are the same. For the best image quality always use high grade PVC cards. Pure PVC card stock or laminated PVC/polyester cards are available. The latter are more durable and better suited to heavy use and heat lamination when required. For access control and smart card applications, your supplier should provide the appropriate type for “direct to card” printing. For consistent results, stick to a single variety of good quality cards.

Card Size

CR80 (standard) = 3.375" x 2.125" (86.5mm x 53.98mm).

Card Thickness

Standard - 0.030" (0.76mm).

Maximum - 0.063" (1.25mm).

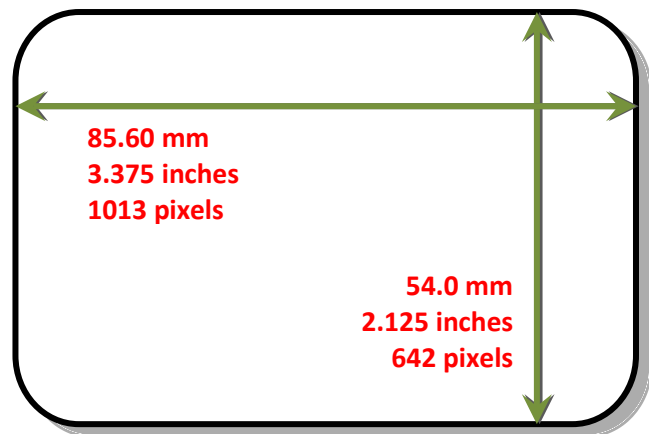


Card Requirements Necessary For Good Quality Prints

- Glossy white.
- Free from contamination.
- Free from surface irregularities.
- Free from burrs at card edges.

Printable Area of the Card

The printable area of a standard CR80 card is 3.375" x 2.125" or 1013 x 642 pixels, to obtain “over the edge” print quality.



USING MAGNETIC STRIPE CARDS

If you have a printer fitted with the option Magnetic Encoding module, you can print and encode the data on the rear of the card in one operation. The magnetic encoding module can encode both HiCo and LoCo magnetic strip card specifications.

When loading magnetic stripe cards, make sure the stripe is facing down on the left side of the printer (as viewed from the front). To encode a magnetic stripe card, please refer to your card printing application although its also possible directly via the driver interface.

USING SELF ADHESIVE CARDS

There are many type of self adhesive cards. Thorough investigation and testing has shown that poor quality or incorrect card types will cause:

- Poor image quality
- Card feed failures
- Cutting or snapping dye film
- Cards jamming during printing

We recommend only using self adhesive cards supplied by your ID card supplier.

UPGRADING TO DUO OPERATION

Printer can be suppliant in two variants: UNO (single-sided) or DUO (duble-sided). Single sided printers can be upgraded to DUO functionality via an electronic update. This is available from your printer supplier.

GENERAL DATA PROTECTION REGULATION (GDPR)

Digital shredding - Once data has been used for the print job, it is fragmented, rendering it irrecoverable, helping to ensure the printer is no a repository for data.

ID Card Printer - User Manual

PRINTER ERROR CODES:

	ERROR TEXT DISPLAYED ON PRINTER		ERROR DESCRIPTION	SOLUTION BY CATEGORY
1	Lid Open	1.0	The lid was opened while the print engine was performing an operation.	Close the lid and try again.
		1.1	The lid was opened at the point the printer was about to begin a print job.	
2	Out of Cards	2.0	While feeding a card from the hopper, it took too long for the rear sensor to block.	Load the printer's rear feed hopper to continue.
		2.1	While trying to feed a card from the hopper, it took long for the rear sensor to block.	
3	Hand Feed Error	3.0	While hand feeding a card, it took too long for the front sensor to block.	Check "Hand Feed" mode.
		3.1	While hand feeding a card, it took too long for the hopper sensor to detect a card.	
4	Card Jam	4.0	While moving the card forwards to the front sensor in preparation for placing it in the contactless encoding position, it took too long for the front sensor to block.	Open the printer's lid and remove the jammed card to continue.
		4.1	While moving the card backwards from the front sensor to the contactless encoding position, it took too long for the front sensor to unblock.	
		4.2	While feeding a card from the smart encoder to the flipper, it took too long for the smart extract sensor to indicate that the card was free of the encoder.	
		4.3	While moving a card from the flipper into the smart encoder, it took too long for the smart insert sensor to trigger.	
		4.4	While moving the card from the flipper to the standby position, it took too long for the mid sensor to block.	
		4.7	While feeding a card from the hopper, and having seen the card reach the rear sensor, it took too long for the mid sensor to block.	

ID Card Printer - User Manual

	ERROR TEXT DISPLAYED ON PRINTER		ERROR DESCRIPTION	SOLUTION BY CATEGORY
		4.8	While feeding a card from the hopper, and having seen the card reach the mid sensor, it took too long to clear the rear sensor by rewinding the feed motor.	
		4.9	While moving the card forwards to feed into the flipper, it took too long for the card's leading edge to block the front sensor.	
		4.13	While moving the card from the front sensor to the standby position, it took too long for the front sensor to unblock.	
		4.14	While moving the card from the rear sensor to the standby position, it took too long for the rear sensor to unblock.	
		4.15	While moving a card from the flipper into the smart encoder, it took too long for the smart extract sensor to trigger. This may mean that there is no encoder actually fitted.	
		4.16	While feeding a card past a sensor, and having seen the card reach that sensor, it took too long for the sensor to unblock.	
		4.17		
		4.18		
		4.19		
		4.20		

ID Card Printer - User Manual

	ERROR TEXT DISPLAYED ON PRINTER		ERROR DESCRIPTION	SOLUTION BY CATEGORY
		4.22	While trying to feed a card from the hopper, and having seen the card reach the front sensor, it took too long for the front sensor to unblock.	
		4.23	While moving the card backwards to feed into the flipper, it took too long for the card to block the mid sensor	
		4.24	While moving the card from the mid sensor to the standby position, it took too long for the mid sensor to unblock.	
5	Out of film	5.0	While moving a dye panel edge from the dye sensor to the printhead, it took too long for the tachometer wheel to move the required amount. The film has probably either run out or snapped.	Check dye film is fitted and not expired. Also check the film is not torn.
		5.1	While advancing to the next dye panel, it took too long for the next panel boundary to be detected.	
		5.2	It took too many attempts for the printer to find a particular panel of the dye film (possibly because the dye sensor needs calibration).	
		5.3	A valid dye film RFID tag was found, but no physical ribbon could be detected while trying to take up the film slack.	
		5.4	A valid dye film RFID tag was found, but there were no shots remaining	
		5.5	After printing a card, the printer was unable to decrement the number of remaining prints on the dye film RFID tag.	
		5.6	While advancing the dye film, and printer detected the end-of-film marker.	

ID Card Printer - User Manual

	ERROR TEXT DISPLAYED ON PRINTER		ERROR DESCRIPTION	SOLUTION BY CATEGORY
		5.7	While moving the dye film, too great a time elapsed between tacho sensor counts. The film has probably either run out or snapped.	
		5.8	While trying to take up the film slack, no tacho pulses were observed within a reasonable amount of time.	
6	Wrong film type	6.0	The fitted dye film had an invalid RFID tag. Either the tag was not programmed correctly or there is a problem with the RFID tag reader.	
		6.1	A dye film ribbon was detected, but a valid dye film RFID tag could not be found. This printer is not configured to permit tagless film.	
		6.2	The fitted dye film does not have the right region code for this printer. Try another roll of film.	
		6.3	The fitted dye film does not have the right dealer code for this printer. Try another roll of film.	
		6.4	The fitted dye film does not have the right project code for this printer. Try another roll of film.	
		6.5	The fitted dye film does not have the right grade code for this printer. Try another roll of film.	
7		7.0	The printer detected film was loaded when trying to calibrate dye LEDs and dye motor.	
		7.1	The printer detected film was loaded when trying to carry out a soak test.	
		7.2	The printer detected film was loaded when trying to carry out the cleaning routine.	
8		8.0	While moving the printhead cam to the closed position, it took too long to detect the trailing edge of the cam pulley flag.	

ID Card Printer - User Manual

	ERROR TEXT DISPLAYED ON PRINTER		ERROR DESCRIPTION	SOLUTION BY CATEGORY
		8.1	While initialising the cam, it took too long to detect the leading edge of the cam pulley flag.	
		8.2	While initialising the cam and having detected the leading edge of the cam pulley flag, it took too long to detect the trailing edge of the cam pulley flag.	
		8.3	While moving the printhead cam to the open position, it took too long to detect the leading edge of the cam pulley flag.	
9	Flip Error	9.0	While initialising the flipper, it took too long to detect the start of the blocked region of the flange.	
		9.1	While initialising the flipper and having detected the start of the blocked region of the flange, it took too long to detect the start of the unblocked region (the start of the slot).	
		9.2	While moving the card backwards to feed into the flipper and having seen the card arrive at the mid sensor, it took too long for the mid sensor to unblock.	
10	Invalid File	10.0	The printer received a print job. The side number specified for one of the sides of the image data was invalid. This probably means the print job file was corrupt.	
		10.1	The printer received a print job. The format specified for the image payload was not supported. If updating the firmware does not fix this, it may be that the print job file is corrupt.	
		10.2	The printer received a print job containing magnetic track data. One of the tracks specified an invalid track number.	

	ERROR TEXT DISPLAYED ON PRINTER		ERROR DESCRIPTION	SOLUTION BY CATEGORY
		10.14	The printer received a print job. The x adjustment specified for a panel was out of range. This probably means the print job file was corrupt.	
		10.15	The printer received a print job. The y adjustment specified for a panel was out of range. This probably means the print job file was corrupt.	
		10.16	The printer received a print job. An area or hole setting for one of the panels was missing a required element. This probably means the print job file was corrupt.	
		10.17	The printer received a print job. An area or hole setting for one of the panels had an out-of-range value. This probably means the print job file was corrupt.	
		11	The fitted dye film has a data format which the printer could not understand. The printer software needs to be upgraded in order to support this type of dye film.	
		12.0	While hand feeding a card, the rear sensor blocked before the front one.	
		12.1	While hand feeding a card, and having seen the card reach the front sensor, the rear sensor blocked before the front sensor unblocked.	
		12.3	While feeding a card from the hopper, the front sensor blocked before the mid one.	
		12.4	While feeding a card from the hopper, the front sensor blocked before the rear one.	
		12.5	While trying to feed a card from the hopper, the mid sensor triggered before the front one.	
		13.1	The printhead took too long to reach a temperature suitable for printing. There may be a fault with the printhead temperature sensor.	

	ERROR TEXT DISPLAYED ON PRINTER		ERROR DESCRIPTION	SOLUTION BY CATEGORY
		10.3	The printer received a print job containing magnetic track data. The number of bits specified for one of the tracks was out of range. This probably means that the print job file was corrupt.	
		10.4	The printer received a print job containing magnetic track data. The number of bits specified for one of the tracks was too great for the provided payload size. This probably means that the print job file was corrupt.	
		10.5	The printer received a print job containing magnetic track data. The bit density specified for one of the tracks was out of range. This probably means that the print job file was corrupt.	
		10.6	The printer received a print job. The panel ID specified for one of the panels was invalid. This probably means that the print job file was corrupt.	
		10.7	The printer received a print job. The width or height specified for the card was out of range. This probably means the print job file was corrupt.	
		10.8	The printer received a print job. The payload provided was not large enough to hold the image width specified. This probably means the print job file was corrupt.	
		10.9	The printer received a print job. The power adjustment for one of the panels was out of range. This probably means the print job file was corrupt.	
		10.11	The printer received a print job. The number of copies specified was less than 1. This means that the print job file is corrupt.	
		10.12	The printer received a print job containing magnetic track data. The number of encoding attempts requested was less than one.	
		10.13	The printer received a print job containing magnetic track data. The number of verification attempts requested was less than zero.	

	ERROR TEXT DISPLAYED ON PRINTER		ERROR DESCRIPTION	SOLUTION BY CATEGORY
		10.3	The printer received a print job containing magnetic track data. The number of bits specified for one of the tracks was out of range. This probably means that the print job file was corrupt.	
		10.4	The printer received a print job containing magnetic track data. The number of bits specified for one of the tracks was too great for the provided payload size. This probably means that the print job file was corrupt.	
		10.5	The printer received a print job containing magnetic track data. The bit density specified for one of the tracks was out of range. This probably means that the print job file was corrupt.	
		10.6	The printer received a print job. The panel ID specified for one of the panels was invalid. This probably means that the print job file was corrupt.	
		10.7	The printer received a print job. The width or height specified for the card was out of range. This probably means the print job file was corrupt.	
		10.8	The printer received a print job. The payload provided was not large enough to hold the image width specified. This probably means the print job file was corrupt.	
		10.9	The printer received a print job. The power adjustment for one of the panels was out of range. This probably means the print job file was corrupt.	
		10.11	The printer received a print job. The number of copies specified was less than 1. This means that the print job file is corrupt.	
		10.12	The printer received a print job containing magnetic track data. The number of encoding attempts requested was less than one.	
		10.13	The printer received a print job containing magnetic track data. The number of verification attempts requested was less than zero.	

	ERROR TEXT DISPLAYED ON PRINTER		ERROR DESCRIPTION	SOLUTION BY CATEGORY
13	INTERNAL ERROR	13:1	The printhead took too long to reach a temperature suitable for printing. There may be a fault with the printhead temperature sensor.	
		13:2	The mag PCB MCU reported that an error occurred while trying to carry out an operation or interpret a command.	
		13:3	The mag driver reported that an error occurred while trying to carry out an operation.	
		13:4	Communication with the print engine microcontroller failed. If rebooting the printer does not fix this problem, try updating the firmware. If that does not work, there is probably a hardware fault.	
		13:5	The print engine microcontroller reported an error. If rebooting the printer does not fix this problem, try updating the firmware. If that does not work, there is probably a hardware fault.	
14	WRONG SD CARD	14:0	The internal SD card did not have a valid signature.	
15	HOLOKOTE INVALID	15:0	While attempting to validate a Holokote file, the printer found that the file was not in the right format. Either it is not the right type of file, or the data has been corrupted.	

	ERROR TEXT DISPLAYED ON PRINTER		ERROR DESCRIPTION	SOLUTION BY CATEGORY
16	WRONG HOLOKOTE	16:0	While attempting to validate a Holokote file, the printer found that the file was not licensed for this printer. It is possible that the file was intended for a different printer.	
17	UPGRADE INVALID	17:0	While attempting to validate an upgrade file, the printer found that the file was not in the right format. Either it is not the right type of file, or the data has been corrupted.	
		17:1	As above.	
		17:2	While attempting to validate an upgrade file, the printer could not interpret the file's upgrade commands. Either it is not the right type of file, or the data has been corrupted.	
18	WRONG UPGRADE	18:0	While attempting to validate an upgrade file, the printer found that the file was not licensed for this printer. It is possible that the file was intended for a different printer.	
19	SOFTWARE INVALID	19:0	While performing a system software update, the incoming update data was found to have an invalid signature.	
		19:1	While performing a system software update, the incoming update data was not in the correct format.	

	ERROR TEXT DISPLAYED ON PRINTER		ERROR DESCRIPTION	SOLUTION BY CATEGORY
13	INTERNAL ERROR	13:1	The printhead took too long to reach a temperature suitable for printing. There may be a fault with the printhead temperature sensor.	
		13:2	The mag PCB MCU reported that an error occurred while trying to carry out an operation or interpret a command.	
20	SD WRITE FAILURE	20:0	While performing a system software update, an error occurred while trying to write temporary update data to the SD card.	
		20:2	While attempting to apply an upgrade, the printer was unable to create the upgrade directory on the SD card. Either the SD card is missing, unformatted or functioning incorrectly.	
		20:3	While attempting to install a custom Holokote image, the printer was unable to create the overcoat directory on the SD card. Either the SD card is missing, unformatted or functioning incorrectly.	
		20:4	While attempting to update the system image, the printer was unable to create the system upgrade directory on the SD card. Either the SD card is missing, unformatted or functioning incorrectly.	



	ERROR TEXT DISPLAYED ON PRINTER		ERROR DESCRIPTION	SOLUTION BY CATEGORY
		20:5	While attempting to format the SD card at the start of a soak routine, the formatting process failed.	
21	INSTALL FAILURE	21:0	While performing a system software update, an error was reported by the software update script.	
22	NO DUPLEX	22:0	The printer received a double-sided print job but does not have duplex printing enabled.	
23	NO MAG HEAD	23:0	The printer received a print job which required mag encoding but does not have mag encoding enabled.	This printer does not have a magnetic encoder fitted and is unable to process this file type.
24	NO COLOUR FILM	24:0	The printer received a colour print job but does not have colour film fitted.	
25	NO OVERCOAT	25:0		
26	MOTOR FAULT	26:0	The print engine MCU reported a dye film motor fault.	
		26:1	The print engine MCU reported a card feed motor fault.	
		26:2	The print engine MCU reported a printhead cam motor fault.	
		26:3	The print engine MCU reported a flip position motor fault while moving the card. Note that this is the flipper motor which drives the card, not the rotation motor.	

	ERROR TEXT DISPLAYED ON PRINTER		ERROR DESCRIPTION	SOLUTION BY CATEGORY
		26:4	The print engine MCU reported a flip position motor fault while rotating the flipper. Note that this is the flipper motor which drives the card, not the rotation motor.	
		26:5	The print engine MCU reported a flip rotation motor fault. Note that this is the flipper motor which rotates the flipper, not the one which drives the card	
		26:6	The print engine MCU reported a main card drive motor fault.	
27	CLEAN REQUIRED	27:0	On start-up, the printer detected that it was overdue for cleaning.	
28	PRINTHEAD ERROR	28:0	The printhead does not seem to be fitted.	
29	SD CARD MISSING	29:0	The internal SD card could not be detected.	
30	MAG VERIFY FAIL	30:0	While attempting to verify mag data after an encoding operation, the printer found that the data read back from the mag stripe did not match the data written.	
31	COLOUR DISABLED	31:0	The printer received a colour print job but does not have colour printing enabled.	

FCC DECLARATION:

NOTE: 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. Operation of this equipment in a residential area may cause interference to radio and television reception in which case the user will be required to correct the interference at their own expense.

CE DECLARATION:

EU Declaration of Conformity (DoC)		CE																																																													
																																																															
<p>We</p> <p>Company name: <input type="text" value="Magicard Ltd"/></p> <p>Postal address: <input type="text" value="Waverley House, Hampshire Road"/></p> <p>Postcode: <input type="text" value="DT4 9XD"/></p> <p>City: <input type="text" value="Weymouth"/></p> <p>Telephone number: <input type="text" value="+44 1305 470000"/></p> <p>E-Mail address: <input type="text" value="support@magicard.com"/></p>																																																															
																																																															
<p>declare that the DoC is issued under our sole responsibility and belongs to the following products:</p> <p>Product Names: <input type="text" value="Rio Pro 360, Magicard 300, Magicard 600, Pronto, Enduro, Ultima"/></p> <p>Product Description: <input type="text" value="Card Printer"/></p>																																																															
<p>Objects of the declaration (identification of apparatus allowing traceability):</p> <table border="1"> <tbody> <tr><td>3652-3001x-xx/x</td><td>3300-0001x-xx/x</td><td>3633-3001x-xx/x</td><td>3680-0001x-xx/x</td></tr> <tr><td>3652-3002x-xx/x</td><td>3300-0002x-xx/x</td><td>3633-3002x-xx/x</td><td>3680-0002x-xx/x</td></tr> <tr><td>3652-3005x-xx/x</td><td>3300-0021x-xx/x</td><td>3633-3021x-xx/x</td><td>3680-0021x-xx/x</td></tr> <tr><td>3652-3008x-xx/x</td><td>3300-0022x-xx/x</td><td>3633-3022x-xx/x</td><td>3680-0022x-xx/x</td></tr> <tr><td>3652-3009x-xx/x</td><td></td><td>3633-9001x-xx/x</td><td></td></tr> <tr><td>3652-3011x-xx/x</td><td>3652-5001x-xx/x</td><td>3633-9002x-xx/x</td><td></td></tr> <tr><td>3652-3012x-xx/x</td><td>3652-5002x-xx/x</td><td>3633-9021x-xx/x</td><td></td></tr> <tr><td>3652-3013x-xx/x</td><td>3652-5021x-xx/x</td><td>3633-9022x-xx/x</td><td></td></tr> <tr><td>3652-3021x-xx/x</td><td>3652-5022x-xx/x</td><td></td><td></td></tr> <tr><td>3652-3022x-xx/x</td><td></td><td></td><td></td></tr> <tr><td>3652-3028x-xx/x</td><td>3649-0001x-xx/x</td><td></td><td></td></tr> <tr><td>3652-3029x-xx/x</td><td>3649-0002x-xx/x</td><td></td><td></td></tr> <tr><td>3652-3031x-xx/x</td><td>3649-0004x-xx/x</td><td></td><td></td></tr> <tr><td>3652-3032x-xx/x</td><td></td><td></td><td></td></tr> <tr><td>3652-3033x-xx/x</td><td></td><td></td><td></td></tr> </tbody> </table> <p style="text-align: center;"><i>Where x-xx/x refers to optional "white label" variants (cosmetic / branding differences only)</i></p>				3652-3001x-xx/x	3300-0001x-xx/x	3633-3001x-xx/x	3680-0001x-xx/x	3652-3002x-xx/x	3300-0002x-xx/x	3633-3002x-xx/x	3680-0002x-xx/x	3652-3005x-xx/x	3300-0021x-xx/x	3633-3021x-xx/x	3680-0021x-xx/x	3652-3008x-xx/x	3300-0022x-xx/x	3633-3022x-xx/x	3680-0022x-xx/x	3652-3009x-xx/x		3633-9001x-xx/x		3652-3011x-xx/x	3652-5001x-xx/x	3633-9002x-xx/x		3652-3012x-xx/x	3652-5002x-xx/x	3633-9021x-xx/x		3652-3013x-xx/x	3652-5021x-xx/x	3633-9022x-xx/x		3652-3021x-xx/x	3652-5022x-xx/x			3652-3022x-xx/x				3652-3028x-xx/x	3649-0001x-xx/x			3652-3029x-xx/x	3649-0002x-xx/x			3652-3031x-xx/x	3649-0004x-xx/x			3652-3032x-xx/x				3652-3033x-xx/x			
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<p>The objects of the declaration described above are in conformity with the relevant Union harmonisation legislation:</p> <p>Low Voltage Directive (LVD) 2014/35/EU</p> <p>Electromagnetic Compatibility (EMC) Directive 2014/30/EU</p> <p>Directive on the Restriction of the use of certain Hazardous Substances (RoHS) 2011/65/EU</p>																																																															
<p>The following harmonised standards and technical specifications have been applied:</p> <p>Title and Date of standard/specification:</p> <p>EN 60950-1:2006 + A11:2009 + A12:2011 + A1:2010 + A2:2013 Information technology equipment – Safety - Part 1: General requirements</p> <p>EN 55024:2010 Information technology equipment – Immunity characteristics</p> <p>EN 55032:2012 Electromagnetic compatibility of multimedia equipment – Emission requirements</p> <p>...</p> <p>...</p>																																																															
<p>Notified body (where applicable):</p> <p>not applicable</p>		<p>4 digit notified body number:</p> <p>...</p>																																																													
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