

Evolis Primacy Card Printers

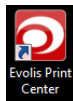
Getting Started Guide.



Introduction: - This sheet is to help get you started and to solve a few issues we have seen with this product.

Calibration & SA Codes.

- Basic printer ribbon and other sensor **calibration adjustment** using SA codes.
 - Make sure the printer is powered and a USB lead is connected to the printer/PC.



- Launch Evolis Print Centre . Double click to Select on your desired printer.



In the Print centre – Maintenance – Printer commands prompting type “Sa” as below.



- On the printer the “warning LED” will flash – Open the printer cover and the “warning LED” will stop flashing – when it’s on again close the cover – the “card/ribbon LED” will flash – insert a card in the feeder – the card will feed and eject – the sensors are now calibrated/adjusted. If a timeout message is seen repeat the above faster.



Other useful SA Codes.

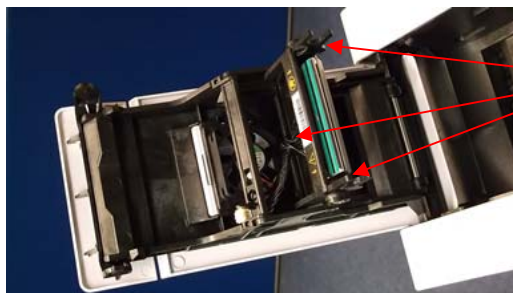
- Scp – Printer self clean.
- Rr - Read ribbon.
- Pr; (ribbon type) – to set ribbon type.
- Rkn – Read printer head kit number.
- Pkn; (kit number) – Set's the printer head kit number.
- Stt – Print a Technical Test Card.
- Rip – Read IP Address.
- Pip – Set IP Address.
- Pst;0 – Turns the sleep mode off.
- Rco;c - Reads the card count.

Disable sleep mode.

- Evolis print centre – Double click on printer – Administration – Change time or disable – Apply – Ok.

Change printer head.

- Open printer head and ribbon section – Gently push head assembly to release from hooks – Unplug connector – Repleace head and rehook assembly in place – enter new head number Pkn; (kit number).



Hooks & Connector.

Test Magstripe Encoding.

- Evolis print centre – Double click on printer – Maintenance – Magnetic encoding prompting – add number data to each track, 1,2 & 3 – Click on Encode Tracks – (A card will be encoded – OK– Click on read track tab data should be read. – eject card.

Print a tech card.

- Evolis print centre – Double click on printer – System details – Click testing cards – Click the Tech or Graph test card tab.

Error Codes.

- **Error 237** Attempt to encode or read magnetic stripes has failed. Please ring 0113 273 0300 for advice or look at Evolis Primacy Trouble shooting guide.
- **Error 231** Mechanical error, Card Jam. Printer has tried to load 2 or more cards at the same time or there is a defective mechanical component. Remove the ribbon – Press the button on the printer front panel to feed the card rollers – If the card is stuck inside, slide it manually towards the output – If there are several cards stuck always slide the top one first – Replace the ribbon and try printing again.



To prevent card jams.

- Check that the card thickness gauge is correctly adjusted.
- Ensure that the thickness of the card you are using matches the specifications of your printer.
- Check that the card is flat and is not distorted.
- Check that the cards are not stuck together. Shuffle the cards before loading them however please wear protective gloves to do this as hand skin grease on the card surface will prevent ribbon from printing anywhere grease is on the surface of a card.
- Please ring 0113 273 0300 for more advice