



Evolis Primacy Card Printers

Troubleshooting Guide

DISABLE SLEEP MODE

- Open the Evolis Print Center
- Double Click on the Evolis Primacy Printer
- Click on Administration
- Change the sleep timer to your preferred time, or disable.
- Click Apply. Click Ok.

CHANGE PRINT HEAD

- Open top cover. Print head is attached to the hinged lid.
- Press tab underneath print head, and release downwards.
- Remove connector from top of head.
- Insert connector in to replacement head and push up in to lid. Rotate upwards to lock in place.
- You must set the Print Head Kit # in the Evolis Primacy Driver and run a cleaning cycle after a print head is replaced:
- Open the Evolis Print Center
- Double Click on the Primacy Printer
- Click on Maintenance and then Print Head Replacement
- Type in the Print Head Kit # in the Box and click on the Valid Tab

TEST MAGSTRIPE ENCODER

- Open the Evolis Print Center
- Double Click on the Primacy Printer
- Click on Maintenance. Click on Magnetic encoding prompting
- Click the check box on each track. Enter some mag data.
- Track 1 is Alpha Numeric. Track 2 and 3 are Numeric only. No spaces are allowed.
- Click on Encode Tracks (A card will be inserted and encoded)
- If the card encoded properly the answer should be OK as shown below
- Click on the read tracks tab and the printer will read the mag track and populate the data.
- Click eject card

PRINT A TECHNICAL TEST CARD

- Open the Evolis Print Center and double click on the Evolis Primacy
- Click on System details
- Click on Testing Cards
- Click the Technical Test Card tab

OFFSET ADJUSTMENT

- If your card has a white margin on any side...
- First, print a technical test card. (Use print center or send command 'Stt')
- Step 1 - remove right margin using Pnl command. Increase the offset to reduce the margin.
- Format is 'Pnl;adjustment;amount'
- Adjustment is either +, - or = (add, subtract, or set)
- Amount is a number.
- For example, for a margin on the right of the card (image to be shifted right) send 'Pnl;+;4'

Step 2

- Remove left margin using Px command
- Format is the same as Pnl. Decrease the x offset to reduce the margin
- For example, for a margin on the left of the card (image to be shifted left) send 'Px;-;2'

Step 3

- Remove top margin using Py command
- Decrease the Y offset to reduce the margin.
- Eg, Py;-;2

Step 4

- Remove bottom margin using Pnw command
- Format is Pnw;value. You must increase the value to reduce the margin.
- Eg, Pnw;638.



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EVOLIS COMMANDS

- Sa - Perform a self adjustment
- Scp - Printer self cleaning
- Rr - Read Ribbon
- Pr;(ribbon type) - Set ribbon
- Rkn - Read print head kit number
- Pkn;(kit #) - Set's the print head kit number
- Stt - Print a Technical Test Card
- Rip - Read IP address
- Pip - Set IP address
- Pst;0 - Turns the sleep mode off
- Scp - Runs a self cleaning
- Rco;c - Reads the card count

ACTIVATE FLIP-OVER MODULE

- Open the printer cover.
- Remove the ribbon from the printer if present.
- Take your activation key and insert it in the location provided (on the right-hand side of the printer)
- Close the cover. The 3 LEDs on the control panel start flashing one after the other for between 5 and 10 seconds.
- Activation has finished and is successful when the 3 LEDs remain lit for several seconds then turn off.
- Open the printer cover and remove the activation key. Put the ribbon back.

CLEAN THE DUST FILTER

- Open the cover.
- Pull the dust filter upwards from behind the print head.
- Wipe it with a suitable cleaning product front & back.
- Replace behind the print head.

ROUTINE PRINTER CLEANING

- Open cover, Remove ribbon, close cover.
- Remove cards from feeder.
- Set card thickness all the way to the right.
- Remove backing from cleaning card, and place in the hopper (covered side upwards).
- Press the power button momentarily to begin the cleaning cycle.
- Remove cleaning card, reset card thickness and replace cards in hopper.
- Replace the ribbon.

ADVANCED CLEANING

- Open cover, remove ribbon, close cover.
- Remove cards from feeder.
- Open the packet for the long cleaning strip.
- Momentarily press the power button, then feed the cleaning strip in to the feeder.
- The process will begin (the strip may move back and forth) and will finally be ejected.
- Once finished, place a standard cleaning card in the feeder and wait for the process to complete.
- Replace the ribbon.

ADVANCED PRINT HEAD CLEANING

Note: Disconnect the printer before cleaning the print head. Fully comply with the recommended cleaning cycles. Always avoid the print head to be in contact with sharp or metallic objects. Do not directly touch the print head surface with your fingers.

Use of the cleaning pen is recommended every 5 regular cleans. This can be used up to 8 times for cleaning the print head.

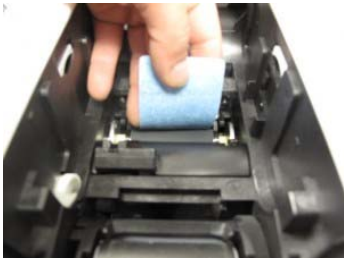
- Open the printer cover.
- Remove the cap from the cleaning pen.
- Gently apply the pen to the print head, moving it from left to right for a few seconds.
- Replace the cap on the pen.
- Close the cover.
- Wait a couple of minutes before using the printer until the cleaning product has fully evaporated.
- Reconnect the power cable and power the printer on.

STANDARD PRINT HEAD CLEANING

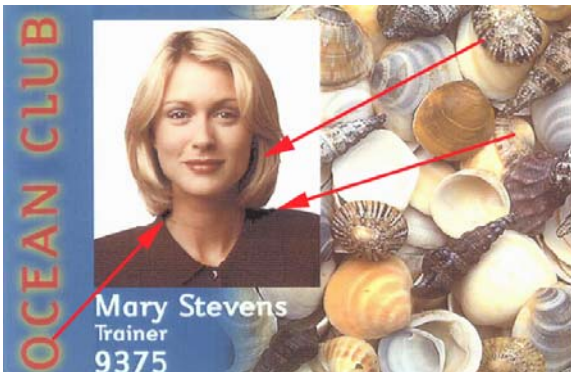
- Disconnect the power from the printer
- Open the top cover.
- Use a cleaning swap to wipe the head back and forth 3-4 times.
- Close the cover and reconnect power.

MANUALLY CLEAN THE PLATEN ROLLER

- Open the top cover and remove the ribbon.
- Press the printer's power button and hold a cleaning card against the rubber platen roller



BLACK PANEL ADJUSTMENT



- If your Evolis Primacy printer is printing with the K panel of the ribbon in areas that are not text you will need to change black panel setting in the driver from "all black dots" to "only black text".
- Open the Evolis Print Center and then double click on the Evolis Primacy printer
- Click on the Printing tab, front side graphical settings, and then choose only black text under Black Panel adjustment.

ERROR 237

The attempt to encode or read the magnetic stripes on your card has failed.

- **Check your cards and their positioning**
 - Check whether your cards are correctly orientated in the feeder.
 - Check your cards do indeed have a magnetic stripe.
 - Check that your magnetic cards are compatible with the encoder settings (HiCo or LoCo coercivity level).
- **Format error**
 - Magnetic encoding usually has to be compliant with ISO or JIS2 standards.
 - Check your data is being sent in the correct format.
- **Read error**
 - The card cannot be read.
 - Check the orientation of the card (see item 1).
 - Check the state of the magnetic stripe on the card.
 - Try again if necessary.

ERROR 231

Mechanical error, card jam - The print attempt has failed. One or more cards have become jammed in the printer, or there is a defect in a mechanical component

If a card is blocked, remove the card as follows:

- Open the printer cover and remove the ribbon.
- Press the button on the control panel to turn the card feed rollers. 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.
- Replace the ribbon, then close the printer cover.

To prevent card jams:

- Check that the card thickness gauge is correctly adjusted.
- Ensure that the thickness of the cards used matches the specifications of your printer.
- Check that the cards are flat. Keep them in a horizontal position.
- Check that the cards are not stuck together. Shuffle the cards before loading them.