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card printers

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USER GUIDE

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Warranty

Refer to the warranty notice supplied with your printer for warranty terms and conditions and limitations.

Environmental information



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

Evolis printers have been certified ENERGY STAR ® due to their low power consumption.

Recycling of end-of-life products

The manufacture of the equipment that you have purchased 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 into our environment and reduce the pressure on our natural resources, we recommend that you use existing collection systems. These systems will appropriately re-use or recycle most of the materials in your end-of-life equipment.



The crossed-out dustbin symbol on your device is a reminder to use these systems.

If you need further information on collection, re-use and recycling systems, contact your local or regional waste management body.

Do not hesitate to contact us to find out more by visiting our website at www.evolis.com or by emailing the following address:

info@evolis.com.

About your new printer

Thank you for choosing an Evolis printer.

Using your new printer, you will be able to create a wide variety of high-quality cards and badges which can be printed in various thicknesses, colours and styles. This printer uses consumables and accessories available from Evolis. For further details, visit our website at www.evolis.com.

Warranty registration

Please register on line at www.evolis.com to receive our special offers and general information.

Once on the website, click on **Drivers and Support** then on **Register your printer** and fill in all the fields, giving in particular the model and serial number found on your printer.

Getting started

The purpose of this user guide is to guide you, step by step, through your printer and how it works. Take some time to read it in order to better understand your printer and its features, and to save time during installation and use.

As with all Evolis products, a great deal of care has been taken over this manual. Should you find an error, however, please let us know by emailing us at info@evolis.com.

Contents

The bookmarks found top left of your screen can be used to navigate between the various sections in this user guide.

Icons

The following icons are used in this manual to highlight important information:



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



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



This symbol indicates that a video showing the procedure is available on the www.evolis.com website and clicking on it takes you straight to on-line help.



This symbol links to Evolis Print Center, accessible from your computer, which you can use to administer and manage you printer and change its settings.

1

Getting started

1-1 Unpacking

Your printer is supplied with several accessories that we ask you to look at closely. This list may vary depending on your location.

The printer is shipped in special packaging designed to prevent any damage in transit. If you notice any visible damage, do not hesitate to contact the shipper and immediately inform your Evolis dealer, who will tell you the procedure to follow. Evolis takes great care over the quality of its packaging and we ask that you keep this packaging somewhere clean and dry.



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

Accessories supplied with your printer:

- Power supply unit - SWITCHBOX Type F10723-A or CWT type KPL-065M.
- Mains power cable.
- USB cable.
- Installation, documentation and software CD-ROM.
- Quick installation guide



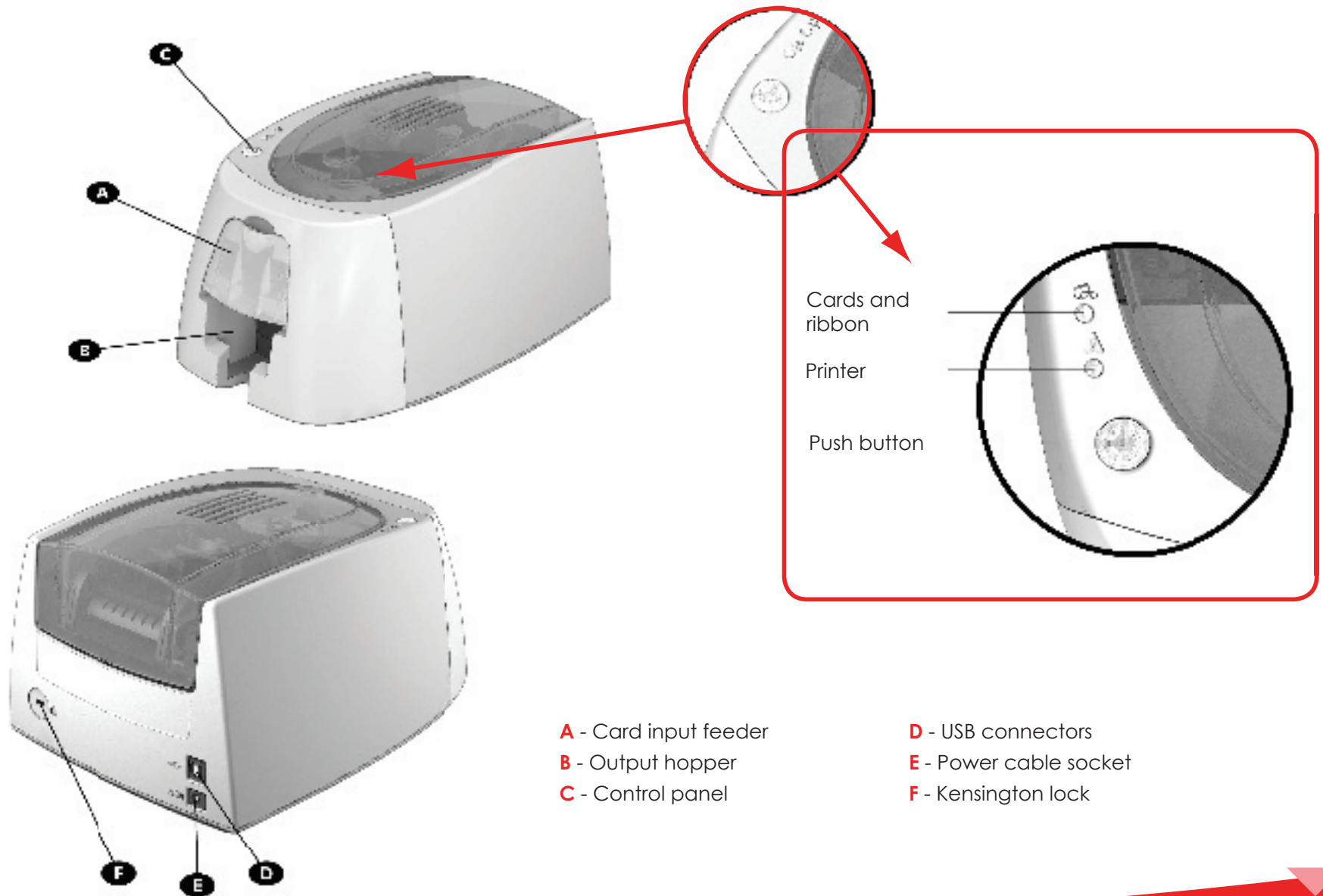
*If any of these components is missing, please contact your Evolis dealer.
Use only the power supply unit supplied with your Evolis printer.
SWITCHBOX Type F10723-A or CWT type KPL-065M.
Use only the USB cable supplied with your Evolis printer.*



The Evolis printer must be placed in a dry location, protected from dust and draughts but well-ventilated. Take care to keep your printer on a flat, sturdy surface able to bear its weight.

1

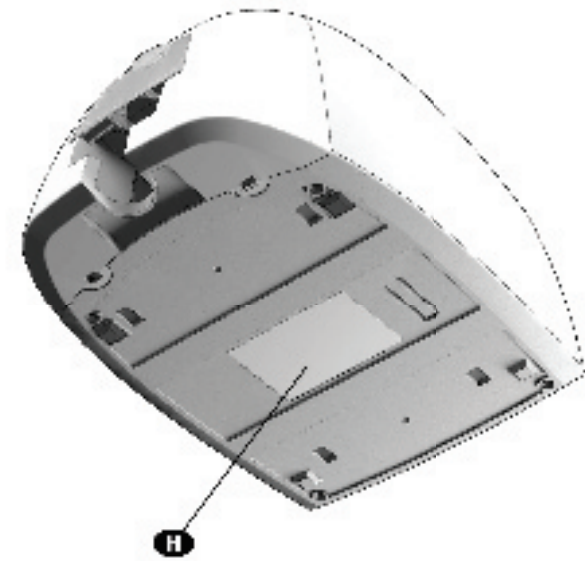
1-2 Description of the printer and its functions



1



G - Thermal print head



H- Serial number label



Access to the side panels of the machine and the option module fitting/removal areas is restricted to your retailer/installer or to experienced users. The machine should always be disconnected from the power supply (unplugged) before carrying out any work on it.



Look at the getting started video described in the following section.

1-3 Installation

1-3a CONNECTING THE PRINTER

➤ Connection to the 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: Apparatens skall anslutas till jordat uttag.

- ➊ Connect the power cable to the power supply unit, then plug the power supply unit connector into the printer.
- ➋ Next, plug the end of the power cable into an earthed power socket.
- ➌ The printer is powered on: the control panel lights up showing the printer is working properly. If the control panel does not light, then either installation has not been carried out correctly or the printer is not working properly. Check the installation.



Before attempting any maintenance, ensure that the power cable is always unplugged. For your personal safety, ensure that the cable and power supply unit remain easy to access, especially in the event of an emergency.



To save energy, the printer will automatically switch itself to standby mode after 10 minutes of inactivity. The printer switches to hibernation mode after 30 minutes in standby mode.

The standby times can be configured in the Evolis Print Center. In standard standby mode, sending a print request restarts the printer and quickly pressing (for 1 second) on the button exits the printer from hibernation mode.

➤ Connecting the USB cable



Under no circumstances should you connect the USB data cable before installation of the printer driver is complete.

Refer to the section on printer driver installation for further details, and follow the instructions carefully.

1-3b RIBBONS

Evolis original High Trust® ribbons optimise your printer's operation and avoid causing damage to it. The use of ribbons from other suppliers is liable to damage your printer and voids the manufacturer's warranty for the printer.

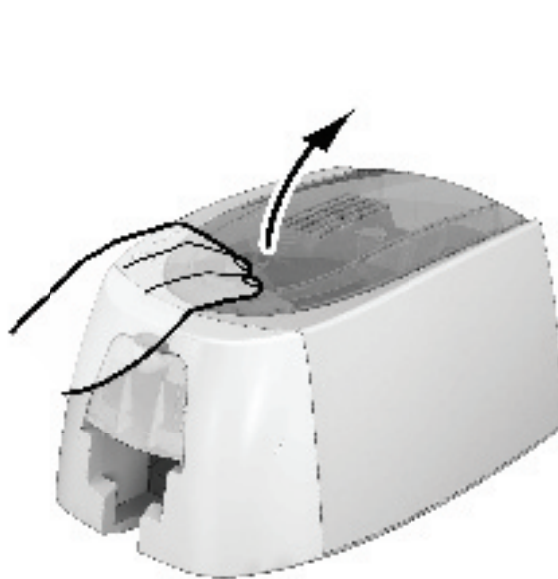
For optimum print quality, Evolis recommends that the printer is fully cleaned every time the ribbon is changed. See the Servicing and Maintenance section of this manual.

> Fitting the ribbon

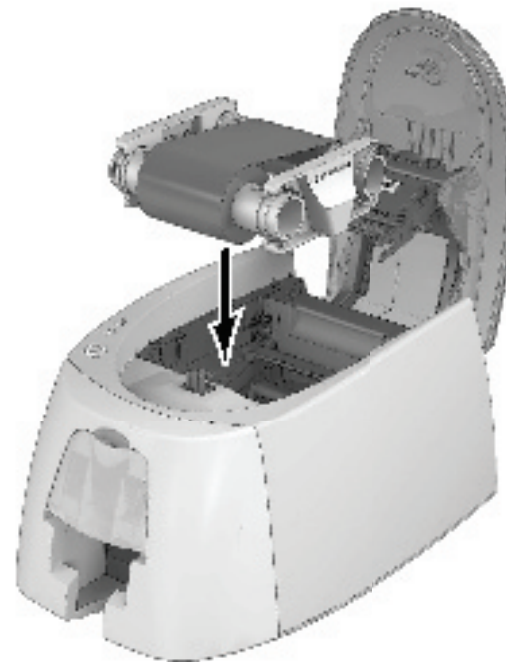


The printer automatically recognises the ribbon inserted.

- 1 Open the cover.
- 2 Insert the ribbon as shown.
- 3 Close the cover and press until a click is heard.



1



2



3

1-3c 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 in order to preserve print quality.
Do not use cards that have been damaged, folded, embossed or dropped on the floor.
Keep your cards protected from dust.*

➤ Loading the cards

- 1 Open the card feeder.
- 2 Insert the cards, a maximum of 50 cards of thickness 0.76 mm. Ensure the cards are positioned as illustrated in the diagram.
- 3 Close the feeder.



1

➤ Removing printed cards

Once the print cycle is complete, cards are delivered into the output hopper below the card feeder. This output hopper is designed to collect the printed and/or encoded cards. The printer is equipped with an output hopper with a maximum capacity of 20 x 0.76 mm cards.



2

Printing

2-1 Installing the print driver

New advanced functions automate printer configuration after the print driver has been installed.

Your printer is delivered with a CD containing the print drivers for Windows and Macintosh platforms.

To install a print driver, insert the CD into your computer and select the print driver menu. A program will guide you through the entire installation process.



Do not connect your USB cable to your computer until prompted to do so by the installation program. For the connection procedure, see the section on Connecting the Printer.



Follow the installation procedure scrupulously. All versions of Windows and Macintosh require the user to have administrator rights to install the driver.

2

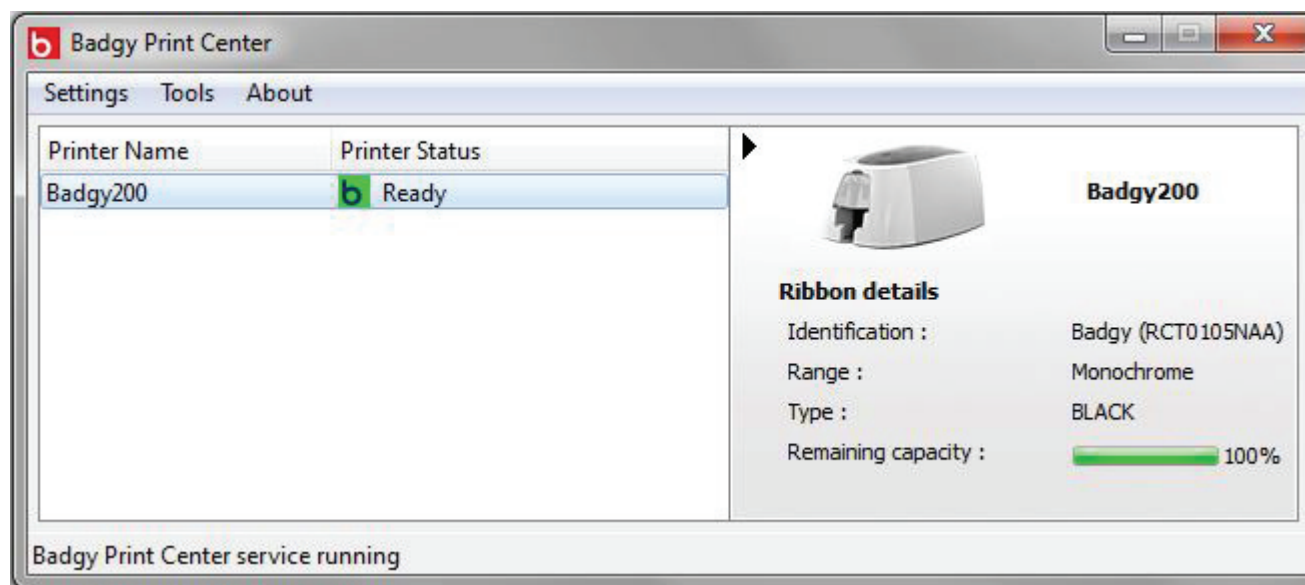
2-2 Managing the print settings

Once the ribbon has been installed, your Evolis printer will automatically adapt its parameters and settings to suit the ribbon.

A graphic application called Evolis Print Center is available to help you if necessary to change certain predefined settings.

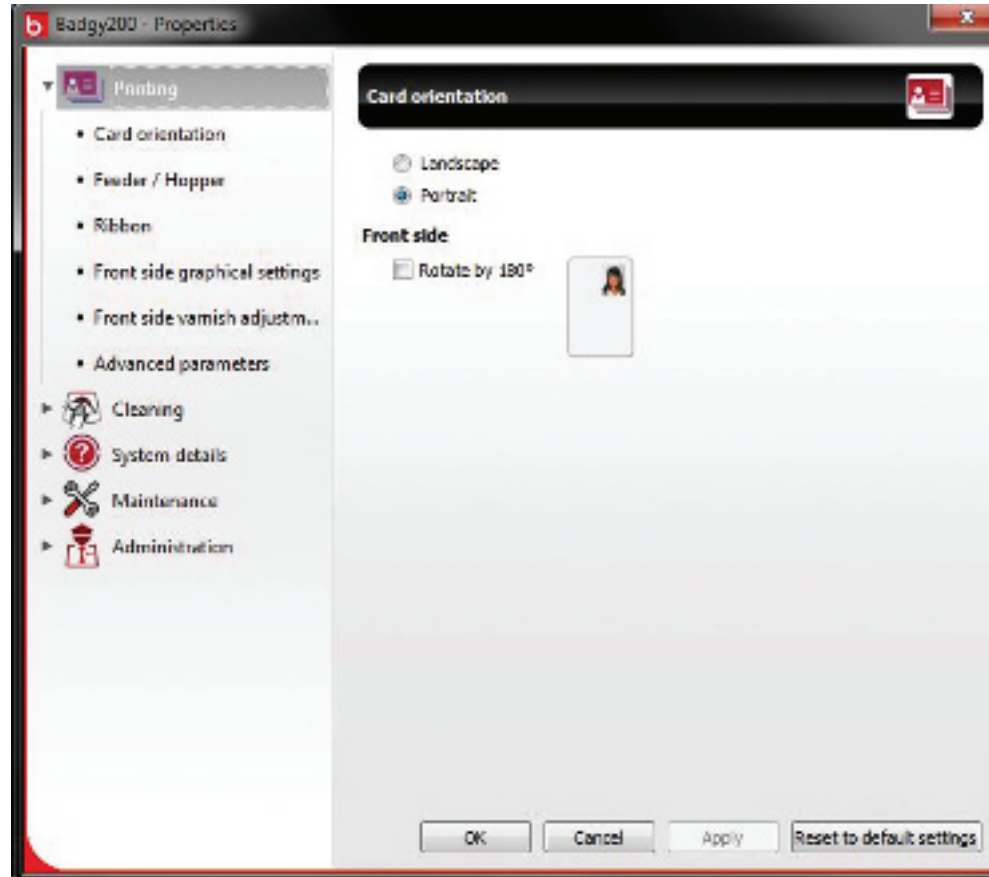
To access this application:

- From the **Start** button on the bottom left of your screen in the Windows task bar, select **All programs, Evolis Card Printer, Evolis Premium Suite, Evolis Print Center**
- The application displays all connected Evolis printers.



2

- Select the desired printer.
- Right click the name of the printer, select **Properties** to access the settings or double (left) click the name of the printer.



Pay attention to the settings defined under the print driver Properties and do not hesitate to contact your Evolis dealer for any advice and assistance needed before making any changes.



Please refer to the Evolis Print Center manual for more detail on the meanings of each of the settings.

2

2-3 Notification of messages and warnings

The Evolis Printer Manager has an additional function allowing the printer to communicate with the user with notifications.

There are several 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 which have stopped the printer.

When the **Evolis Printer Manager** is active, a small icon is displayed in the bar on the bottom right of your screen.



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

- **Green:** Printer ready
- **Orange:** Information message issued - printing stopped
- **Red:** Warning message issued - printing stopped
- **Grey:** Printer in hibernation mode, disconnected or communication interrupted.

When a notification is issued, it is displayed in a window of the following type:



Depending on the type of message, you can either:

- **?** Get additional help from the Evolis support site (requires an Internet connection).
- **X** Interrupt the printing task.
- **↺** Restart the task.

The **Evolis Printer Manager** service can be disabled by right-clicking the Evolis icon on the status bar.



Interrupting the Evolis Printer Manager service is only recommended if there is a conflict with other applications installed on your computer. The Evolis Printer Manager service is the best way of monitoring your printer effectively from your workstation.

2

2-4 Printing a card

A large number of Windows applications allow documents to be printed (for example the tools in Microsoft's Office suite, i.e. MS-Word, MS-Access, Ms-Excel, MS-PowerPoint).

To gain familiarity with the layout of a card and configuring its formatting and printing, we suggest the following example.

> In Microsoft® Word

After having set the Evolis printer as the default:

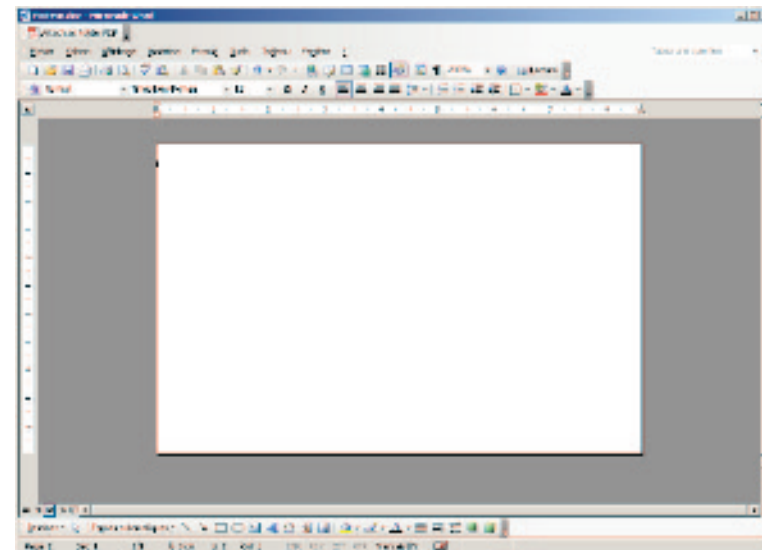
- Start the MS-Word application
- Click on the **File** in the menu bar, then on **Page Setup**
- In the **Margins** tab, set all margins to '0', then in the **Orientation** section, select **Landscape**.
- The Paper tab has a **Paper Size** option, select **CR80 Card**
- For Word 2010: click the **Page layout** tab, then click on **Size** and select '**CR80 Card**'
- Close the window by clicking **OK**.

Your Word window should now look like this:

You are ready to customise your card by adding the various items that go to make up a card:

- Logo and Illustration
- Identification photo
- Fixed and variable texts
- Bar Code, etc.

Once ready, click on **File** and then on **Print**.



3

Maintenance

3-1 General warranty information

Your Evolis printer has been designed to give you long service and needs only minimal regular maintenance. Please comply with the instructions given below to ensure that it runs satisfactorily.

Keep your warranty cover!



The manufacturer's warranty is subject to strict adherence to 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 an extremely sensitive printer component. Its useful life can be seriously curtailed 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. Particular care must therefore be taken with cleaning. Users must comply with the servicing and maintenance instructions as fully described in this section.

In addition, the use of Evolis brand ribbons ('Evolis High Trust®') also ensures that your equipment operates properly. Use of ribbons not approved by Evolis may as a consequence affect the quality and reliability of print jobs, produce low quality printed output and even affect the printer's operation. The manufacturer's warranty does not cover physical damage or quality problems caused by using non-Evolis approved ribbons.

Evolis provides replacement parts and consumables that you can refer to within this user guide or by visiting the website at www.evolis.com.

3

3-2 Routine printer cleaning



*The print head warranty is directly linked to routine cleaning of your printer.
If you do not carry out this cleaning at the required times, the print head warranty will cease to be valid.*



*Recommended cleaning cycle: whenever the ribbon is changed
Mandatory cleaning cycle: when the cleaning warning is triggered
Servicing accessory: "T" shaped cleaning card.*



*Your printer is fitted with a cleaning warning system which is triggered after a certain number of cards have been inserted.
You should proceed with the routine cleaning of your 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 will be automatically voided owing to a failure to comply with your contractual maintenance obligations.*



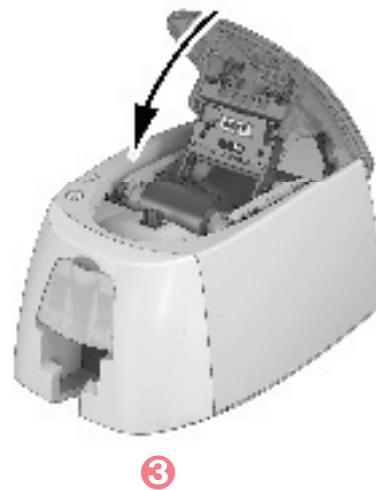
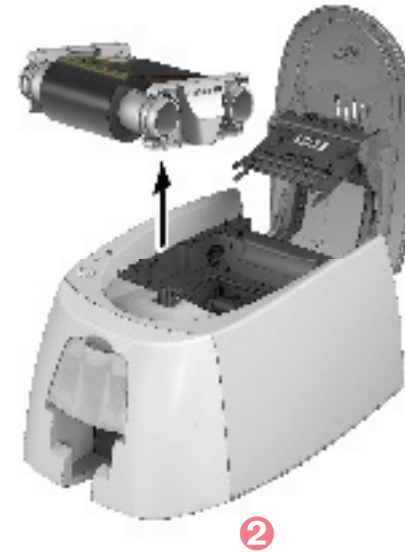
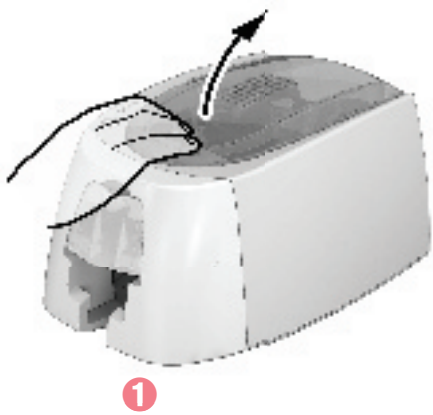
3

Follow the procedure below to ensure you have carried out regular cleaning properly:

Repeatedly running the adhesive card through the printer cleans the cleaning roller in order to maintain print quality and increases the service life of the print head.

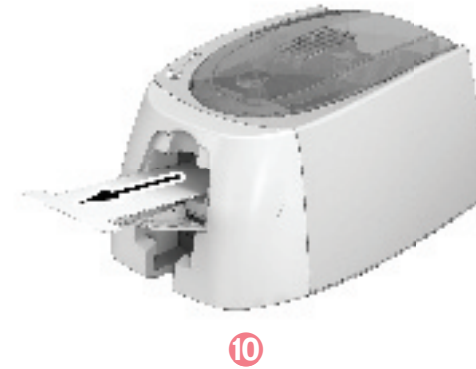
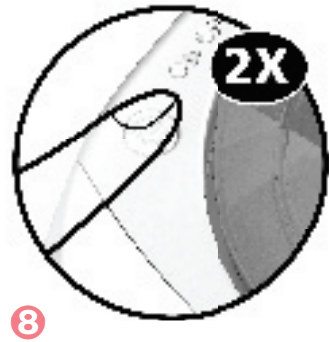


- 1 Remove the cover from the printer as shown.
- 2 Using the lever, set the card thickness to the MAX position.
- 3 Remove the ribbon as shown on the diagram.
- 4 Close the cover and check it has clicked shut.



3

- 5 Open the feeder.
- 6 Remove any cards present in the feeder.
- 7 Close the feeder.
- 8 Double click the cleaning button on the control panel before inserting the cleaning card.
- 9 Remove the film from the adhesive card ① and insert the cleaning card into the manual feeder as shown, adhesive side up ②. Cleaning starts.
- 10 The used cleaning card is ejected automatically by the manual feeder.



Routine cleaning may also be carried out from the Evolis Print Center by clicking on "Start cleaning".



Before using your printer, remember to reset the gauge to the desired card thickness.

3

3-3 SERVICING THE PRINT HEAD



**Recommended cleaning cycle: every 5 routine cleaning cycles.
Servicing accessory: cleaning pen**



**Unplug the printer from its power supply before cleaning the print head.
Follow the cleaning cycles scrupulously.**

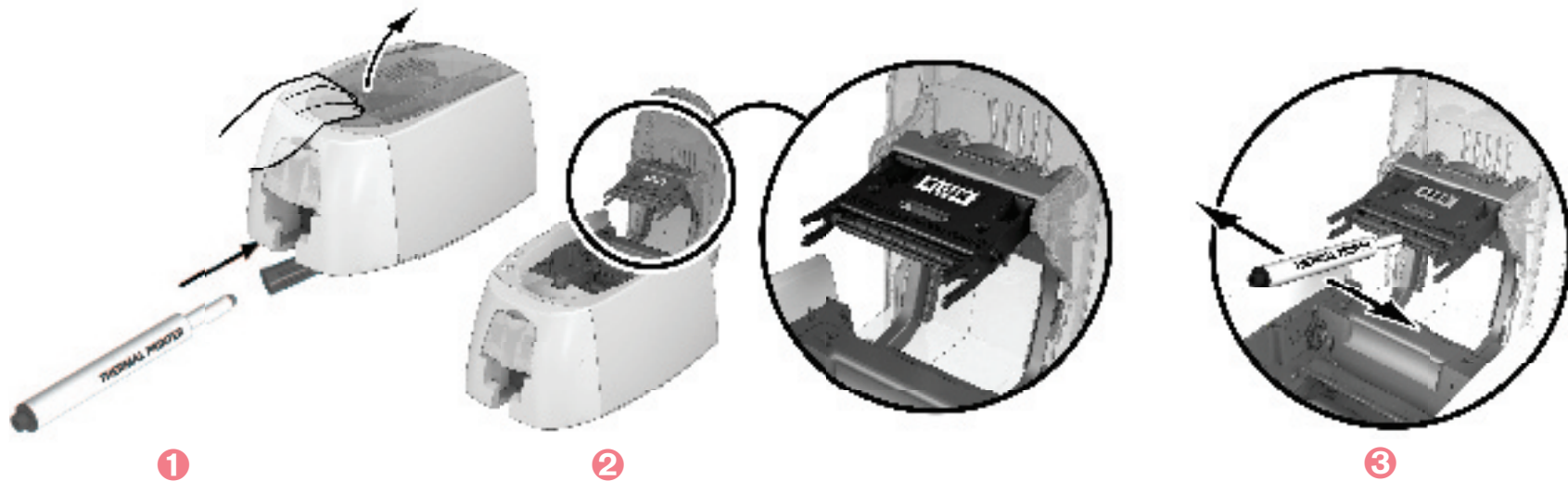
**Avoid any contact between the print head and any metal or sharp objects.
Avoid touching the print head directly with your fingers, as this could affect print quality or permanently damage the print head.**

The cleaning pen can be used up to 8 times for cleaning the print head.

Follow the procedure below:



- 1 Remove the cover from the cleaning pen.
- 2 Unplug the power supply cable, open the cover then find the print head.
- 3 Gently rub the pen from left to right along the print head for a few seconds.
- 4 Close the cover. Reconnect the printer.



Wait for 2 minutes after cleaning before using your printer.

4

Help

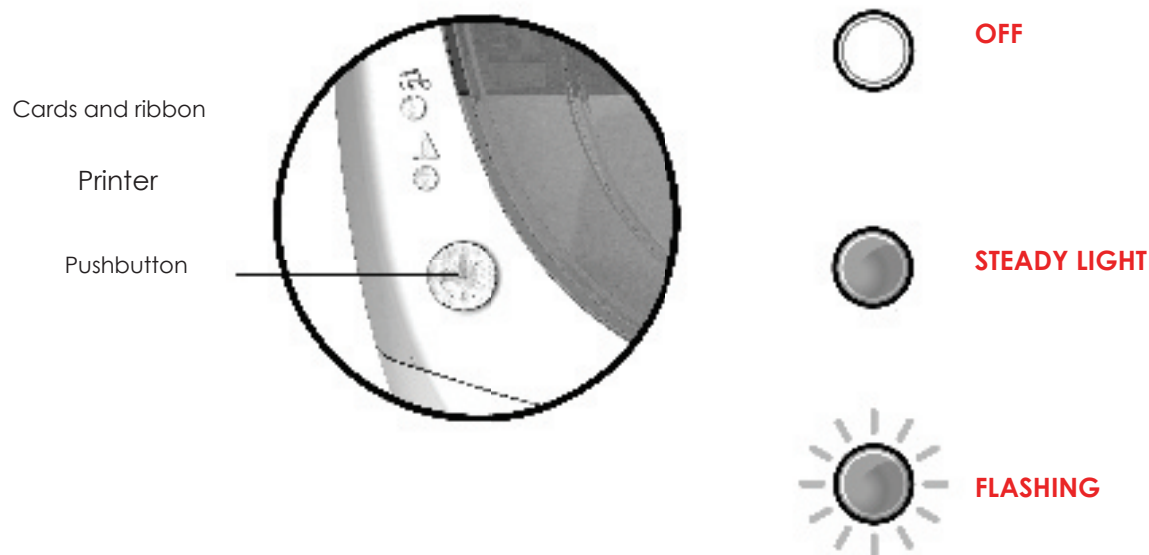
This section gives a number of suggestions allowing problems that may arise when using your printer to be pinpointed. If you do not manage to solve your problem, this section also explains how to contact Evolis technical support.

4-1 Warnings and diagnosis

Although the Evolis printer was designed to work independently, keeping user involvement to a minimum, it may nonetheless prove useful to gain some familiarity with the main warnings.

4-1a CONTROL PANEL WARNINGS

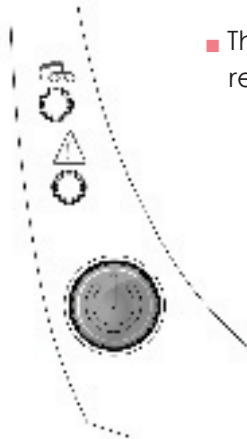
See **section 1 - Description of the printer and its functions** for further details about the control panel.



4

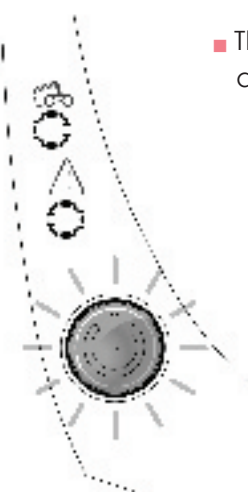
PRINTER READY

- The printer is ready to receive data.



PROCESSING

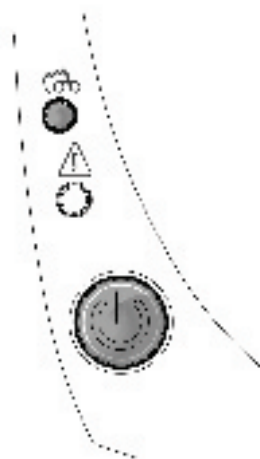
- The printer is receiving data.



RIBBON

- No ribbon in the printer.
- End of ribbon.
- The ribbon is not correctly fitted.
- The ribbon is torn.
- The ribbon is not recognized.

Check the condition of the ribbon in the printer. If you have a print job in progress, this restarts with a new card.



CARDS

- No cards in the card feeder.

Put cards back into the feeder - the process starts again.

- Card loading error.

Check cards have been loaded. For any other problem contact your Evolis dealer.

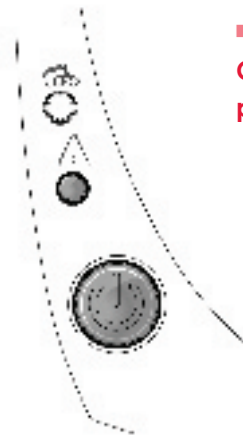


4

PRINTER COVER OPEN

- The printer cover is open.

Close the cover again. The printer starts up.



MECHANICAL ERROR

- Card jammed in the printer.
- Mechanical component fault.

Open the cover and hold down the pushbutton in order to eject the jammed card. For more details, refer to section 4-3b.

If the problem persists, contact your Evolis dealer for assistance.

COOLING MODE

- The cooling system has been activated.

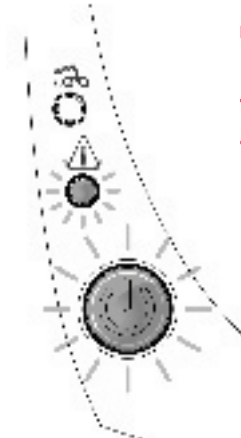
The printer pauses for a few seconds and restarts once it has returned to its normal operating temperature.



FIRMWARE UPDATE

- The printer is updating its Firmware.

The printer restarts following the update.



4

4-2 Diagnosis help

In this section, you will find all the information you need to carry out a few simple checks that you may be asked to run by your Evolis dealer to help you as effectively as possible.

4-2a PRINTING A TECHNICAL TEST CARD

We recommend that you print a technical test card to ensure that your printer is working properly. This card shows various items of technical information concerning the machine (serial number, firmware, cleaning operations, print head, etc.). You may be asked for these by your dealer.

➤ Printing a technical test card

- 1 Wait for any current print jobs to finish.
- 2 Check that there is a ribbon and card in the printer.
- 3 Press the pushbutton for four seconds. All the warning lights go out.
- 4 Press and hold down the pushbutton again.
- 5 The pushbutton light comes on.
- 6 Release the pushbutton once the light flashes.
- 7 The test card is printed in colour if a colour ribbon is fitted in the printer, or monochrome if the ribbon is monochrome.
- 8 The printed card is ejected into the output hopper.



Printing the technical test card can also be launched from the Evolis Print Center.

4-2b PRINTING A GRAPHIC TEST CARD

The graphic test card is used to check the print quality in colour or monochrome, the offsets and whether the ribbon is synchronised correctly.

To print the graphic test card, check first of all that a ribbon and a card are present in the printer.

Go to **Evolis Print Center**, select **System information** and click on the **Test cards** tab. Then click the **Graphic test card** button. The card is printed and the printed card is ejected into the output hopper.



Printing the graphic test card can only be launched from the Evolis Print Center.

4

4-2c IDENTIFYING INSTALLED SOFTWARE VERSIONS

You can identify directly the system versions installed (print driver, set, etc.).

- 1 In Evolis Print Center, double click the name of the printer to display its **Properties**.
- 2 Click **System information**, then **System information**.

4

4-3 Troubleshooting



Do not attempt to use tools or other items to repair your printer in the event of problems, in case major damage is caused.

4-3a PRINTING PROBLEMS

➤ Nothing prints

1 Check the print driver

Check that there is a print driver for your printer in the Windows configuration.
Check that the printer is selected as the default printer.

2 Check the printer's power supply

Check that the power cable is correctly connected to the printer and to a working electrical socket.
Check that the printer is on and that the pushbutton is lit.
Make sure you are using the power supply unit supplied with the printer.

3 Check the USB cable

Check that the USB cable is connecting the printer to your computer.

4 Check the ribbon

Check that the ribbon is fitted correctly and that the cover is closed.

5 Check the cards

Check that there are cards in the card feeder.
Check that no cards are jammed in the printer.

6 Print a test card

See elsewhere in this section for the procedure to be followed.

➤ Blank card ejected

1 Check the ribbon

Check that the ribbon is not finished or damaged. Replace it or re-install it if necessary.

2 The print head may be damaged

Print a test card.

If the test card does not print, contact an Evolis dealer for technical support or visit the website at www.evolis.com.



4

> Poor print quality

Small blemishes on the card



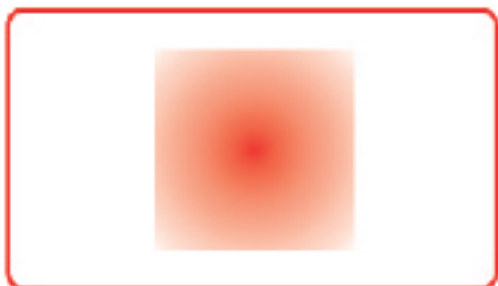
- **The card surface may be dirty.**
Check that your cards are perfectly clean.
Use new cards.
- **Cleaning roller or print head clogged.**
Run a cleaning cycle.

Horizontal white lines



- **The ribbon is not correctly fitted.**
Check that there are no wrinkles on the ribbon surface.
- **Print head dirty or damaged.**
Clean or replace the print head.

Blurred image



- **The ribbon is not correctly fitted.**
Check that the ribbon is correctly positioned in the printer.
- **Poor ribbon synchronisation.**
Open and close the printer cover to synchronise the ribbon.
- **Dirty printer or cleaning roller.**
Clean the printer
- **Use of incompatible cards.**
Check that the cards used match the specifications.



**We recommend that you obtain your cards from an Evolis dealer.
Use of cards obtained elsewhere is liable to adversely affect print quality and/or damage the print head.**



4

> Partial or incorrect printing

1 Check the print settings

Check that no area of the card design to be printed is outside the print margins.
Check the document orientation (portrait or landscape) in the Evolis Print Center configuration.

2 Check the interface cable

If irregular characters are printed, check that you are in fact using the USB cable supplied with your printer.
Check the connection between the computer and the printer.
Try using another cable of the same type.

3 Check that the printer is clean

Clean the printer, especially the cleaning roller.
See the maintenance section.

4 Check that the cards are clean

Store your cards protected from dust.

5 Check the ribbon

Check that the ribbon is fitted correctly.
Check that the ribbon spools freely.

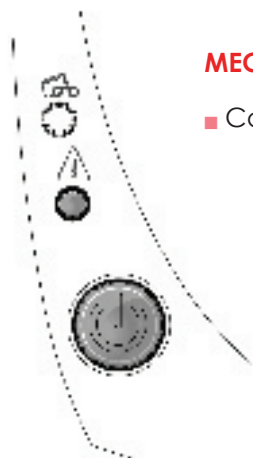
6 Check the print head

Should horizontal straight lines appear on printed cards, it is likely that the print head is dirty or damaged.
See the section on maintenance and troubleshooting. If the problem persists, contact an Evolis dealer or visit the website at www.evolis.com.

4

4-3b FREEING JAMMED CARDS

Control panel displays:



MECHANICAL ERROR

- Card jammed in the printer. Print jobs are interrupted.



Do not turn off your printer as this cancels pending print jobs in the printer's memory.

Remove the card as follows:

- 1 Open the printer cover and remove the ribbon.
- 2 Press the pushbutton to turn the card transport 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.
- 3 Replace the ribbon, then close the printer cover.

To prevent card jams:

- 1 Check that the card thickness gauge is correctly adjusted.
- 2 Check that the thickness of the cards used matches the specifications set out in Appendix A "Technical specifications" in this manual.
- 3 Check that the cards are flat. Keep them in a horizontal position.
- 4 Check that the cards are not stuck together. Shuffle the cards before loading them.

4

4-3c REPLACING THE PRINT HEAD

The print head is a sensitive component of your equipment. It determines the print quality, and regular servicing along with an immediate environment free from dust or other particles ensure a lengthy useful life. Nonetheless, the print head may sometimes need to be replaced. Evolis has designed a unique device enabling users to undertake such replacement with no tools needed, simply by following the instructions very carefully.

Before doing anything else, please contact your Evolis dealer in order to check the advisability of replacing the print head. The dealer will supply a new print head if need be.



For more information on print head warranties, refer to the Evolis warranty booklet.



4

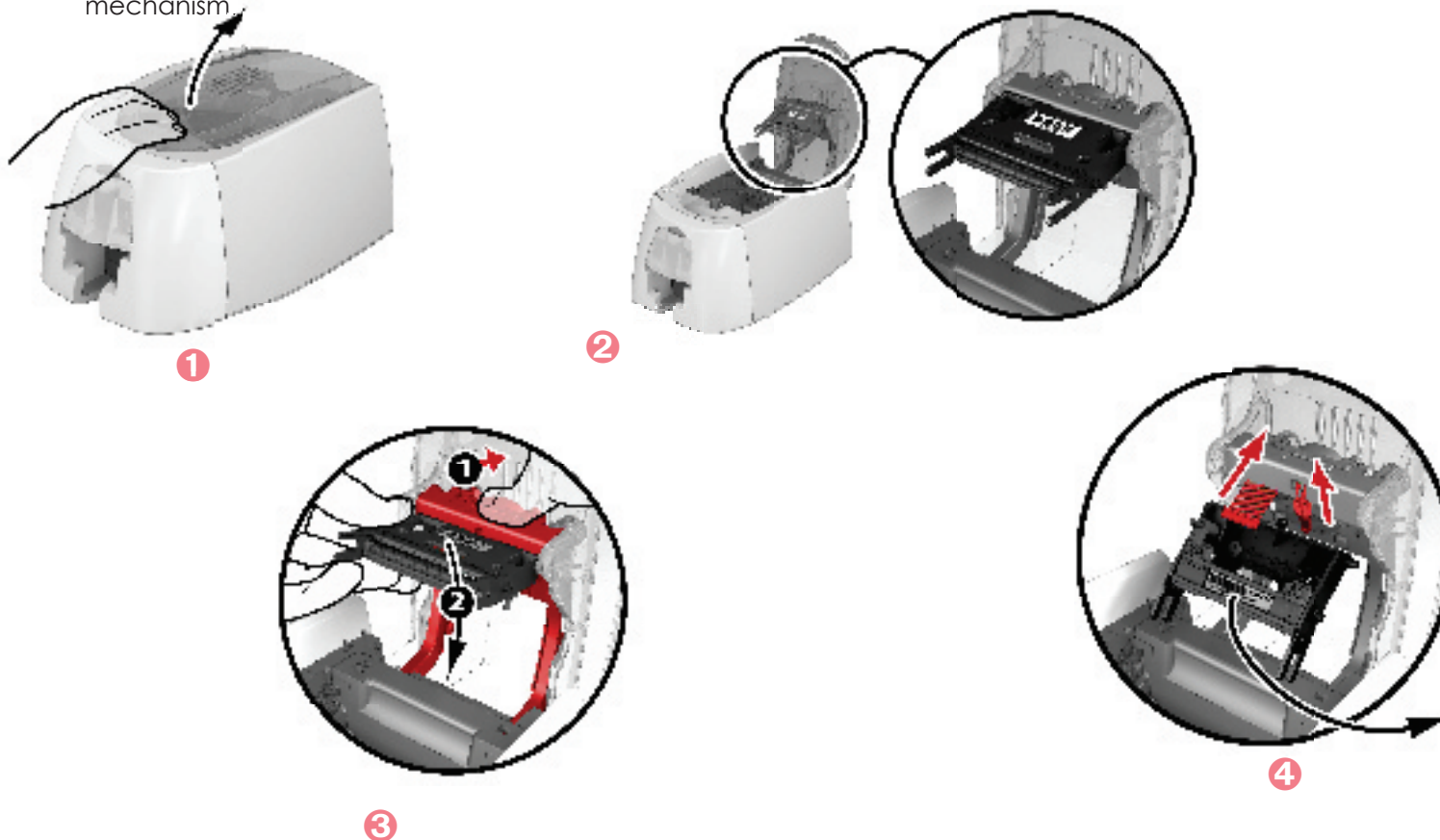
To exchange the print head, please proceed as follows:



Before changing the print head, please unplug the power cable.

> Step 1 - Removing the defective print head

- 1 Open the printer cover.
- 2 Locate the print head.
- 3 Press on the plastic part behind the head (pressure plate) and pull on the head with the other hand as shown in the diagram in order to free the lugs from the holding fork, then remove the lugs from their slots.
- 4 Tilt the head carefully downwards and disconnect the connector linked to the cable without using force on the mechanism.



4

> Step 2 - Installing the new print head

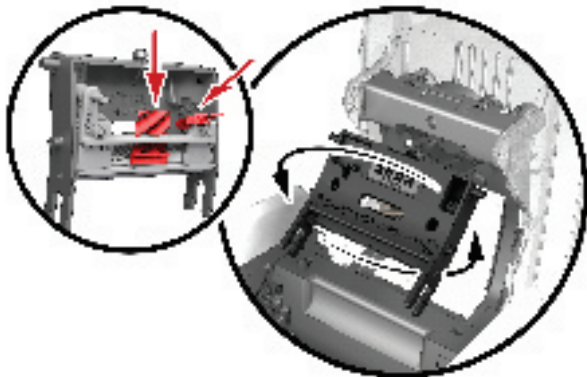
- 1 Note the code shown on the white label stuck on the print head. You will be asked for this code in Step 3.
- 2 Take the new head and insert it vertically (white connector upwards) raising it in the two guides so as to trap the lugs of the fork in their slots 1. Then lower it by pressing on the two forks 2, a click will be heard.
- 3 Connect the cable into its socket, making sure it is the right way round. Do not use any force, as this part is relatively fragile. Press down on each side of the connector to ensure a good connection is made.
- 4 The head is back in position.
- 5 Close the cover. The print head is now fitted.



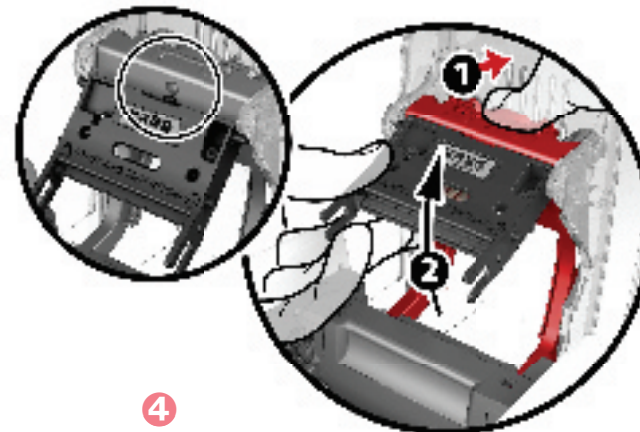
1



2



3



4



4

➤ Step 3 - Configuring the new print head

- ➊ Power up the printer and check that it is properly connected to a computer on which the printer's Evolis Print Center is installed.
- ➋ In **Maintenance** of Evolis Print Center, click on the **Change print head** tab.
- ➌ Enter the PKN number of the print head kit in **Enter PKN no.**, the number you noted down in step 2. Then click **Confirm**.



If the print head kit number is not entered correctly, printer malfunctions may occur and the warranty may be voided.

4

4-3d UPDATING THE FIRMWARE (under Windows)

Updating the firmware is a simple operation but one which, if not properly completed, can result in your printer breaking down. Before any update, please contact your Evolis dealer who will be able to guide you on the advisability or otherwise of carrying out an upgrade. In general, such updates are only required in the event of problem or malfunction that has been clearly identified by your Evolis dealer.

Updates can be downloaded from the website at www.evolis.com:

- 1 Go to the **Support & Drivers menu**, then select your printer model and click on the **Print drivers and Firmware link**.
- 2 Then click on the file for the corresponding Firmware.
- 3 Accept the download then save the file in a directory on your hard drive. The firmware is stored compressed as a zip file, which you will need to extract.
- 4 Then double-click on the file in the directory in order to run the firmware installation program.
- 5 When requested by the program, follow the instructions in order to select the printer and start the operation. The firmware download is in progress.
- 6 After about thirty seconds, the firmware has transferred to the printer and the operation is complete.
- 7 If the printer is not showing a 'READY' status, this means that the update has not been carried out correctly or, possibly, that the printer is not working properly. Check the connection cables and run a new update.

The update is complete, and your equipment is ready to customise your cards.



Never interrupt the transfer between computer and printer during the download phase (powering off the printer or computer, unplugging a cable). This would result in a complete inability to restart the printer. Should such an incident occur, please contact your Evolis dealer, who will replace your printer's processing board.



The update of the firmware can be carried out from the Evolis Print Center.

4

4-3e UPDATING THE PRINT DRIVER

Updating the print driver is a task that is required in order to fix malfunctions or gain the benefit of new options.



Before any update, please contact your Evolis dealer who will be able to guide you on the advisability or otherwise of carrying out an upgrade.

Updates can be downloaded from the website at www.evolis.com:

- 1 Go to the **Support & Drivers menu**, then select your printer model and click on the **Print drivers and Firmware link**.
- 2 Then click on the file for the corresponding print driver.
- 3 Accept the download then save the file in a directory on your hard drive. The firmware is stored compressed as a zip file, which you will need to extract.
- 4 Then double-click on the setup.exe file that you have just downloaded in order to run the installation program.



For more details about the procedure, please see the [Installing the print driver section](#).

4

4-4 Technical support

If you are having difficulties in configuring and using your printer, read this manual carefully.

If you do not manage to solve your problem, you can obtain further information and help from the Evolis partner network.

4-4a EVOLIS PARTNER NETWORK

For any unresolved technical problem, contact an Evolis dealer. If you do not know any Evolis dealers, visit the www.evolis.com website and send us your question. Evolis will pass on the contact details of your nearest Evolis dealer. When calling an Evolis dealer, you do need to be close to your computer and ready to provide the following information:

- ① Your printer model and serial number
- ② The configuration and operating system that you are using
- ③ A description of the incident that has occurred
- ④ A description of the steps that you have taken to resolve the problem.

In addition, to enable you to find answers to your questions 24/7, the www.evolis.com website includes a number of aspects related to day-to-day use of your printer.

4-4b FINDING INFORMATION ON WWW.EVOLIS.COM

If you need additional technical help, you will find a great deal of information on using and troubleshooting Evolis printers under the **Drivers and Support** section on the Evolis website at www.evolis.com.

This section offers downloads of the latest versions of firmware, print drivers and user manuals, videos about using and maintaining Evolis printers, and an FAQ* section giving answers to the most frequently asked questions.

*FAQ: *Frequently Asked Questions*

A

Appendix A

A1 - Technical specifications

This section presents your printer's technical printing properties.

➤ General technical features

- Single side print module, edge-to-edge printing
- Colour sublimation and monochrome thermal transfer
- 260 dpi print head (11.8 dots/mm)
- 16 million colours
- 16MB RAM

➤ Printing speed

Full card print Badgy 200

- YMCKO 38 cards/hour
- Monochrome 11 cards/hour

Full card print Badgy 100

- YMCKO 45 cards/hour
- Monochrome 16 cards/hour

➤ Card management and technical data

- Automatic feeder
- Feeder capacity: 50 cards (0.76 mm – 30 mil)
- Output hopper capacity: 20 cards (0.76 mm – 30 mil)
- Card types: PVC and composite PVC cards, recycled PET cards, PET, ABS¹ and special clear overlaid cards¹
- Card format: ISO CR80 - ISO 7810 (53,98 mm x 85,60 mm)

¹ Under specific conditions



A

➤ Ribbons

To maximise the quality and lifetime of the printed cards, the service life of your print head and the overall reliability of your printer, use Evolis High Trust® ribbons.

- Automatic identification and setting
- Ribbon inserted in a cassette to make handling easier
- Graphic notification of the ribbon level (almost finished, finished)
- Integrated ribbon saving for monochrome printing
- Ribbon:
 - YMCKO: 200 prints/roll
 - KO: 300 prints/roll
 - Monochrome ribbons: up to 1000 prints/roll¹
 - Hologram ribbon: 400 prints/roll

¹ Under specific conditions

➤ Ports/connectivity

- USB 1.1 (compatible 3.0)
- Ethernet port available as an option.

➤ Display

- LEDs
- Graphic printer notifications¹:
 - Feeder empty
 - Ribbon nearly finished/finished warning
 - Etc.

¹ Dependant on your version of Windows

➤ Software

- Supplied with Evolis Premium Suite® for Windows:
 - Printer driver
 - Evolis Print Center for the administration, management and configuration of the printer
 - Evolis Printer Manager for two-way graphic notification¹
 - Compatible with Windows: XP SP2; Vista 32/64, W7 32/64², W8 32/64
- Other platforms:
 - Linux: on request

¹ Requires .net 4.0 client profile version

² For older versions of Windows, upon request only



A

➤ Warranty conditions

- 1 years' warranty (printer and print head)
- Warranty extensions available (contact your Evolis reseller)

➤ Dimensions and weight

- Dimensions (H x W x L): 147 x 200 x 276 mm
- Weight: 1.7 kg

➤ Acoustics (tested in accordance with ISO 7779)

- Sound pressure in assistant positions L_{pAm} (colour mode YMCKO)
 - In operation: 60 dB (A)
 - Standby mode: background noise level

➤ Security

- Kensington® security lock
- Data encryption for magnetic encoding¹

¹ Available for the 'Expert' range and above

➤ Eco-design and certifications

- Standby mode and reduced power consumption
- Printer ENERGY STAR certified
- Printer meets the Energy Related Products Directive, ErP, 2009/125/EC

➤ Contents of the packaging

- Printer
- CD-ROM with printer driver, user manuals
- USB cable
- Power supply unit
- Power supply lead (differs according to region)



A

➤ Options & accessories

- Colours available: Fire red and Grey Brown
- Ethernet TCP-IP¹

➤ Certifications and declaration of conformity

- CE, FCC, IEC, VCCI, CCC, KC
- ErP 2009/125/CE, ENERGY STAR, RoHS

➤ Power supply

- Power supply module: 100-240 Volts AC, 50-60 Hz, 1.7A
- Printer: 24 Volts DC, 2,7 A

➤ Environment

- Min/max operating temperature: 15° / 30 °C (59° / 86 °F)
- Humidity: 20% to 65% without condensation
- Min/max storage temperature: -5° / +70 °C (23° / 158 °F)
- Storage humidity: 20% to 70% without condensation
- Ventilation in operation: open air

➤ Other

- Resident fonts
 - Arial 100, Arial bold 100
 - Bar codes: code 39, code 128, EAN 13, 2/5 interweaved

B

Appendix B

B1 - Compliance statements

In this section, you will find the certifications for your Evolis printer.

Compliance statements

Concerning Safety and Electromagnetic Compatibility of Radio Equipment (R&TTE 1999/5/CE, 2006/95/CE and 2004/108/CE Directives)

Manufacturer name: Evolis Card Printer
Manufacturer address: 14, avenue de la Fontaine
Z.I. Angers Beaucouzé
49070 Beaucouzé, France
Equipment name: Badgy100 & Badgy200

Year of manufacture: 2014

I, the undersigned,

Serge Olivier,

Declare under my own responsibility, that the product described above complies with the essential applicable requirements of the 1999/5/CE, 2006/95/CE and 2004/108/CE directives:

Article 3.1 b: (electromagnetic compatibility protection requirement)

Safety standard applied EN60950-1:2006 + A11: 2009 + A1: 2010 + A12: 2011

EN50364:2001

EN62311:2008

Article 3.1 b: (electromagnetic compatibility protection requirements)

EMC standard applied

EN55022:2006 + A1

EN55024:1998 + A1 + A2

EN61000-3-2:2006

EN61000-3-3:2008

EN301489-3:V1.4.1

Article 3.2: (Good use of the radio frequency spectrum to avoid undesirable interferences)

EMC standard applied

EN302291-2 V1.1.1

Full name: Serge Olivier

Position: R&D Director

Date: 2014

Signature:



EUROPE - Norway Only: This product is designed for IT power system with phase-to-phase voltage 230V. Earth grounding is via the polarized, 3-wire power cord.

FI: "Laitte on liitettävä suojamaadoitus koskettimilla varustettuun pistorasiaan"

SE: "Apparaten skall anslutas till jordat uttag"

NO: "Apparatet må tilkoples jordat stikkontakt"



FCC Federal Communications Commission notice Radio frequency interference in the United States



The Badgy100 and Badgy 200 models comply with the following specification: FCC Part 15, Subpart A, Section 15.107(a) and Section 15.109(a) Class B Digital device

Additional information:

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 the following measures: - Reorient or relocate the receiving antenna. - Increase the distance between the equipment and the radio or television.

- Connect the equipment to a circuit other than that to which the receiver is connected.

- Consult the supplier or an experienced radio/TV technician.

Use of a shielded twisted pair cable is necessary to comply with the restrictions laid down by part 15 of the FCC Rules for Class B digital devices. Pursuant to Part 15.21 of the FCC Rules, any changes or modifications made to this equipment without the express, written consent of Evolis Card Printer may cause harmful interference and void the FCC authorisation to operate this equipment.

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 20 cm 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.

This device complies with the Industry Canada CNRs applicable to licence-exempt audio devices. Their use is authorised subject to the following two conditions: (1) the device must not cause interference and (2) the user of the device must accept any radio interference to which they may be subject even if the jamming is liable to adversely affect operation.

Japanese radio frequency interference (VCCI)



This equipment is Class B information technology equipment based on the rules laid down by the Voluntary Control Council For Interference by Information Technology Equipment (VCCI). Its use in or close to a residential area may cause radio interference, in which case, you must take appropriate steps.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。



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