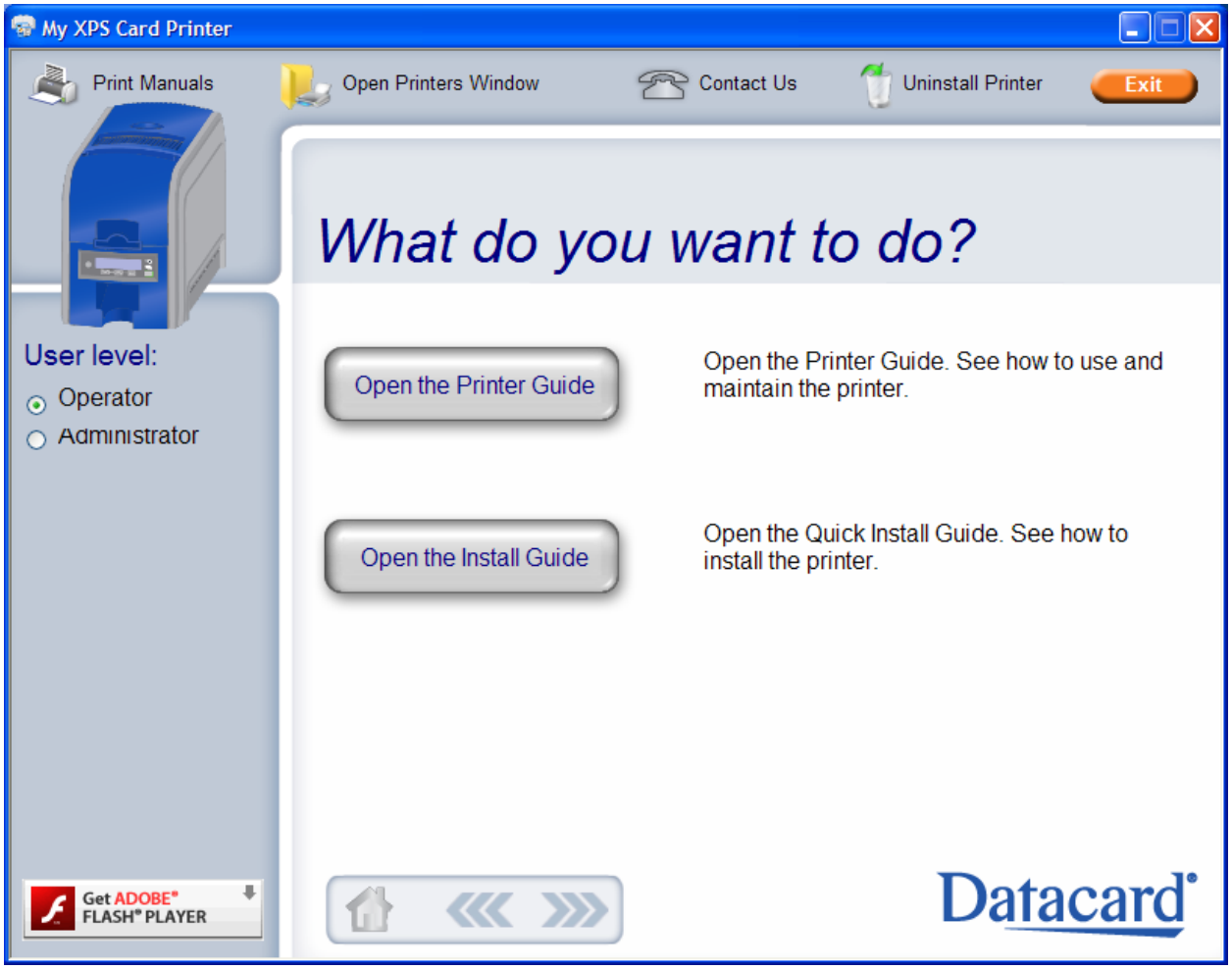
SHORT TERM CONFIDENTIAL



SHORT TERM CONFIDENTIAL

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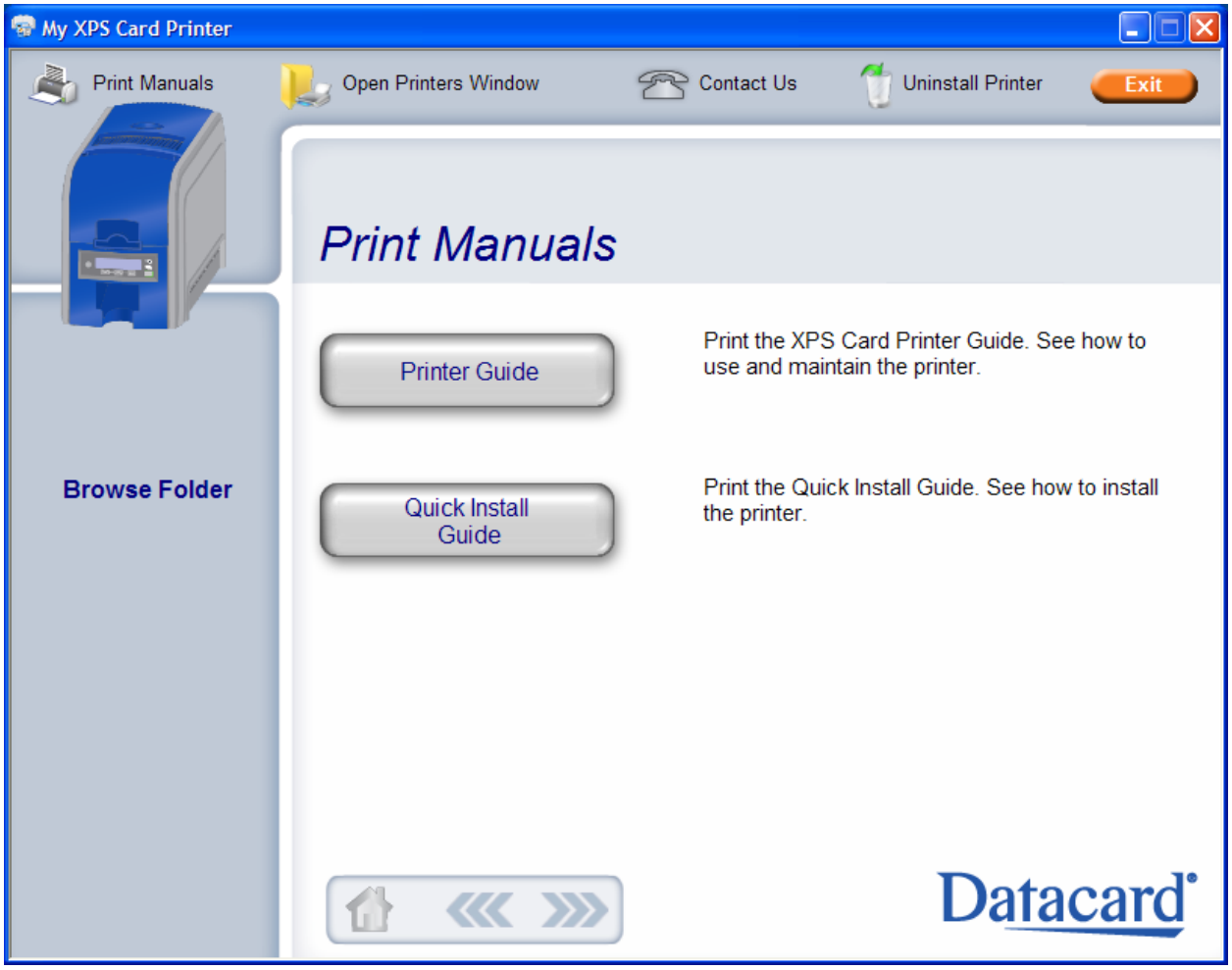

SHORT TERM CONFIDENTIAL

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Printer Guide
- About the Printer
- Using the Printer
- Card Design and Setup
- Printer Driver
- Printing Cards
- Troubleshooting
- Supplies and Parts
- Legal Notices

Installation Guide

Welcome to Card Printer Information

This online manual describes the XPS Card Printer and how to use it.

Before you use the printer, install and set up the printer. In most cases, install the Windows driver for the printer as part of setup. See the Installation Guide for the steps to follow.

Please read this Printer Guide thoroughly before you use the printer.

Each card program has specific features, and it is important for you to understand the features of your card program. Talk with your supervisor, system administrator, or other person to understand the features of your card program. It will help you to successfully print cards using the printer.

Using this information

The easiest way to print a page of information is to click your browser's Print button. Be sure you print to a paper printer--these pages are not formatted for a card printer. If you want to print a chapter or the entire Printer Guide, you can open and view the PDF file which contains the same content. Click "Home" at the top of this browser window, and then "Print Manuals".

Need more help? Click Home and then "Contact us" for assistance.

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About the Printer

The card printer is a compact printer that applies images and text to plastic cards. The card printer can print full-color images. It can have an optional magnetic stripe enocder to write data to the magnetic stripe on a card.

The card printer is available with an input hopper or with a single feed slot.

- Click here for a printer with an input hopper
- Click here for a printer with a single feed slot.

Fast Fact

The printer is designed to issue cards where the user is, called on-demand or instant issuance.

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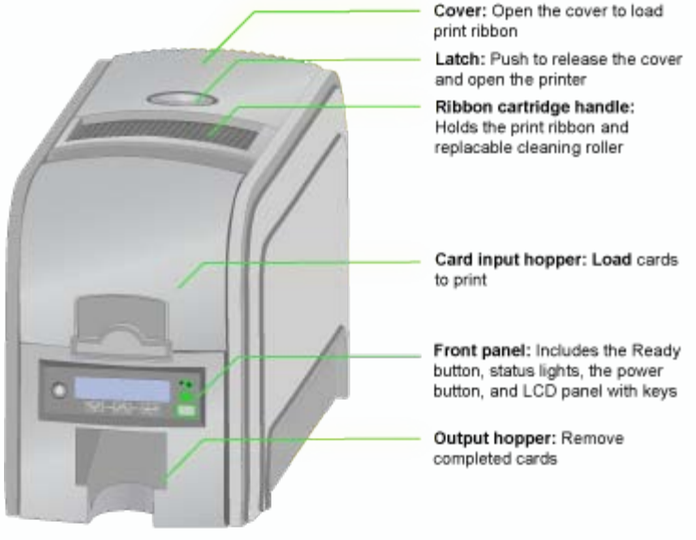
Printer Components

Choose the type of printer you are using:

- Printer with Input Hopper
- Printer with Single-Feed Slot

Outside the printer

Printer with Input Hopper



See inside the printer.

Printer with Single-Feed Slot

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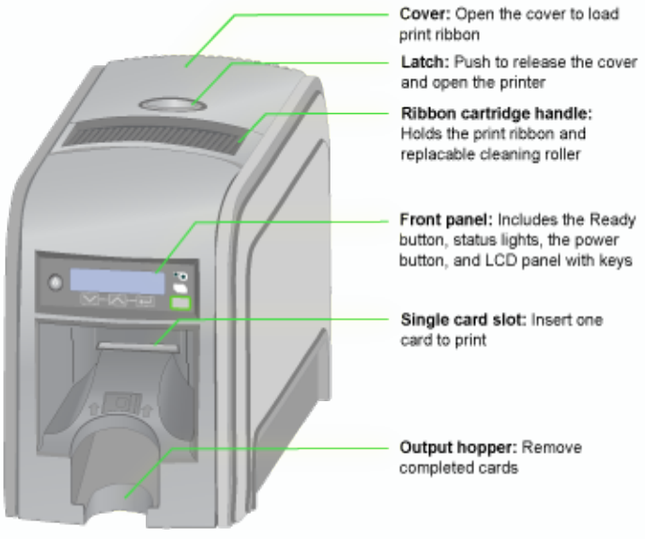
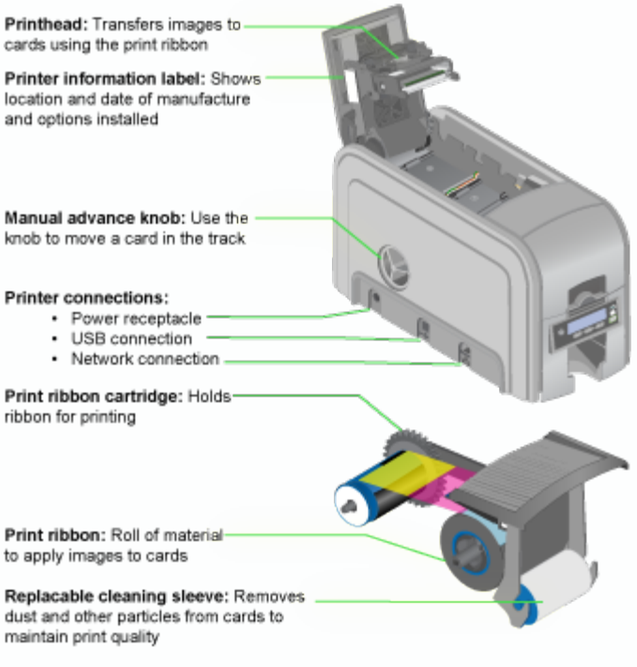


Inside the printer



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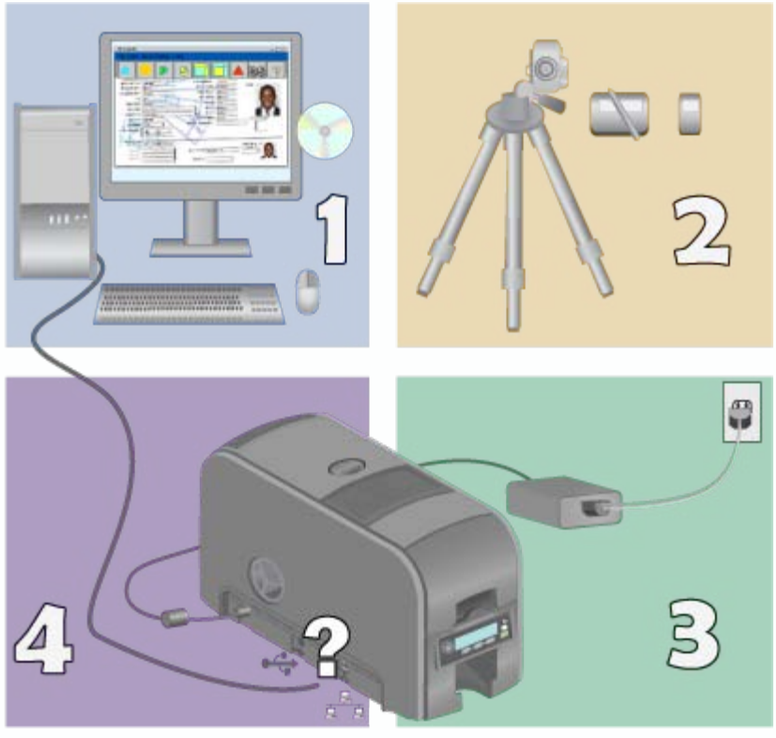
Printer System

The card printer is used with other equipment and software. The system can include:

1. A PC, with software to support the printer, such as:
   - The XPS Card Printer Driver for Windows.
   - ID software designed specifically to capture, format, and save the data for cards.
   - A retail application such as Microsoft® Word or Adobe® Photoshop®.
   - See PC Requirements.
2. "Capture" devices, such as:
   - A digital camera to take photos for ID badges and other cards, connected to the PC.
   - A signature capture pad or fingerprint reader.
3. The printer with supplies and a facility power source.
4. A data connection between the printer and PC, which can be a USB connection or a network connection (Do NOT use both connections with one printer.) See Printer Connection.

The system produces cards for a specific purpose and the cards must meet requirements. Ask what the requirements for cards are that you produce, or see Card Design and Setup for typical requirements.



PC Requirements

- Windows processor, 1 GHz or faster is recommended. Both the 32-bit and 64-bit architectures are supported by the XPS Card Printer Driver
- 1 GB of memory (RAM), or more
- 40 GB hard drive capacity with 15 GB free space
- A supported Windows operating system to install the driver
- Software to capture and organize the data to appear on each card
- USB port or Ethernet network connection

The printer can be used with a host computer that runs another operating system, such as a Linux® distribution, and that includes a printer driver or an application written to communicate with the printer.

Printer Connection

The printer can use a USB connection to the PC (host computer), or a network connection. This information uses the following symbols to show information that applies to the connection type.

USB

Network

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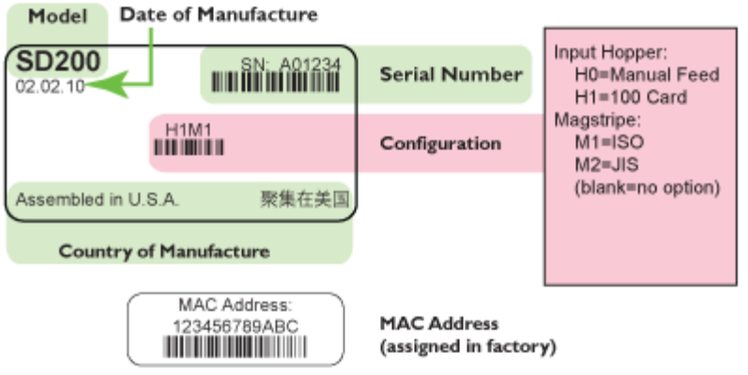
Printer Label

The printer has a label on the side of the cover arm that shows the components installed. Find the label on the side of the cover arm:

The label shows:

- Printer name, which also appears on the model label
- Configuration, which includes options in the printer:
- Date and counttry of manufacture
- The MAC address to use when the printer is connected using an Ethernet network

The printer label provides information that is useful when requesting service. It can also help you know the components installed. Some components might be installed by the dealer or sales group. The configuration information for those items should be hand-written on the label.



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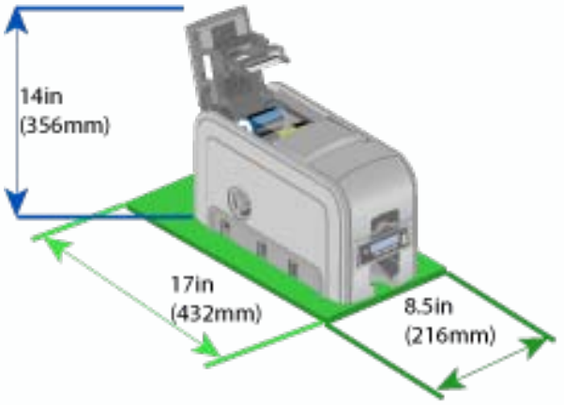
Site Requirements

Set up and use the printer in an environment that meets the following requirements.

- Provide space for the printer and for clearance around the printer. The minimum required space is:
  - 8.5 inches (216mm) from side to side
  - 17 inches (432mm) from back to front
  - 14 inches (356mm) from the desk or other surface



- Place the printer in an environment with temperatures ranging from 60° F to 95° F (15° C to 35° C).
- Use a single phase, 3-wire, grounded receptacle.
- Keep all dust, dirt, food, and liquids away from the printer.
- Keep paper and foreign materials off the printer.
- Place the printer on a sturdy, level surface.
- Place the printer away from direct sunlight.
- Do not place printer near heating ducts, fans, or other air vents.
- Do not use the printer for purposes other than the intended use.
- Prevent debris from entering the printer.
- Place the printer in a clean office environment, protected from any type of construction.

Electrical Requirements

The power supply is rated as follows:

- 100-240 Volts, AC
- 50-60 Hz
- 3.0 Amps

The power supply is autodetecting and works within the range stated.

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Tasks and Users

In most work places, more than one person uses the printer. Each person might use it differently.

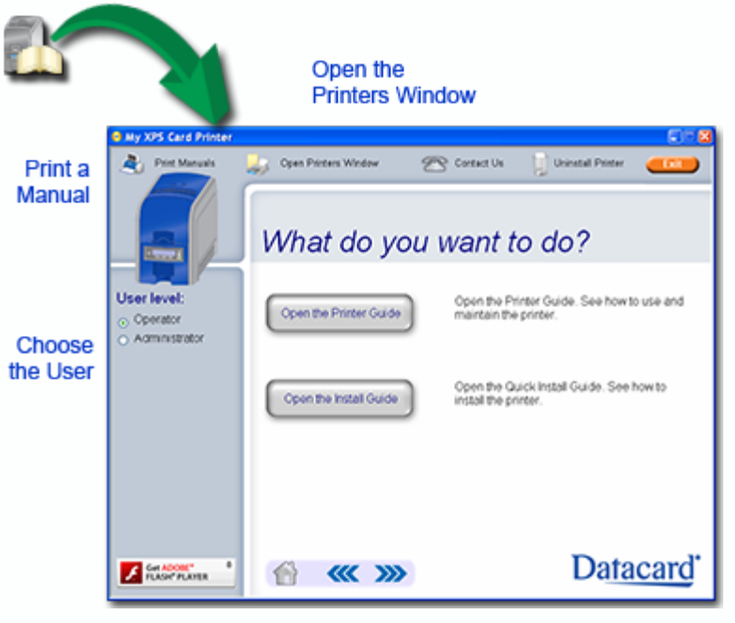
- The Operator makes cards using the printer, loads supplies, and handles minor problems such as a card jam,.
- The Administrator sets up the card making system, sets up card designs, and might identify new ways to use the card printer in the organization.

Information for Users

- This Printer Guide provides information for the Operator. It describes how to use the printer and perform routine tasks.
- This installed information also includes an Installation Guide and a Solution Guide. The additional Guides are intended for use by the Administrator, or by professionals designing a new system for printing cards.
- When the XPS Card Printer Driver is installed, the information is also installed. The installation creates a Windows desktop icon called My XPS Card Printer. Use My XPS Card Printer to choose the user level. This sets the type of information you view.

Using My XPS Card Printer, you can also:

- Open the Printers Window to view the status of the printer and to view setitngs.
- Print one or more of the Guides (to a paper printer).
- Remove the printer from the PC.
- Link to the web site.



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For non-Windows Users

The information for the card printer can be viewed and printed from other operting sustems, such as Linux.

Insert the Product CD in the drive, open a file and folder browser, and open the Documentation folder. Open the folder for the information you want to view.

My XPS Card Printer is a Windows application. It does not run on non-Windows operating systems.

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This section describes how to use the printer, including how to:

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Hints & Tips

Cards, cards, and more cards

cards

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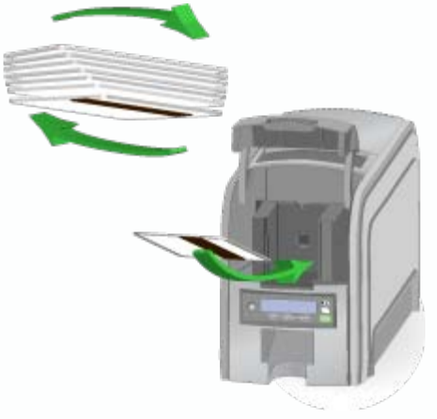
Load Supplies

The printer uses cards and ribbon to print cards. It also uses a cleaning roller to maintain card quality.

Load Cards

For printers with an input hopper, load cards:

1. Open the Input Hopper.
2. Separate or fan the cards.
3. Load cards in the Input Hopper.
4. Close the Input Hopper.



Hints & Tips

Orient all cards the same way.

Do not touch the card surface to be printed:

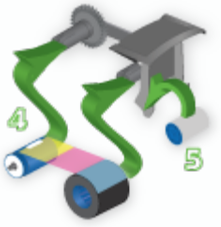
- Handle cards by their edges
- Wear gloves

Load Ribbon

Load the ribbon when you install the printer and when the ribbon runs out.

1. 1. Press the Latch button to open the printer.

2. Remove the ribbon cartridge.
3. Remove the existing ribbon and cleaning roller, if present.
4. Install the ribbon.
5. Replace the cleaning roller.
6. Replace the ribbon cartridge.
7. Close the printer.



Hints & Tips

Used ribbon can have "negative" images of printed data. To keep the data confidential, follow your policy to discard used ribbon.

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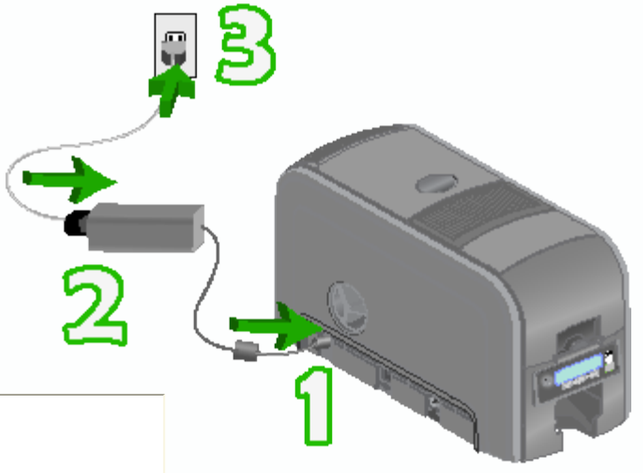
Connecting the Power Cord

The printer uses an external power supply and power cord.

1. Connect the power supply to the printer.
2. Connect the power supply to the power cord.
3. Connect the power cord to the facility power.



Hints & Tips

The printer power button is on the front panel. Use it to power the printer on or off.

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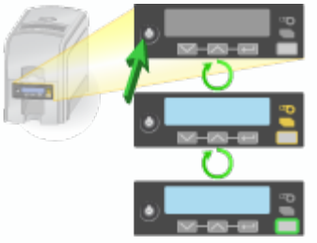
Power On the Printer

The printer must be connected to electrical power.

1. Begin with the printer power connected.
2. Press the Power button to power on the printer.
3. Wait while the printer starts. When the User light shows steady green, the printer is ready.



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Connect the Data Cable

The printer received the data to print cards from a PC. The printer can be connected to the PC in one of the following ways:

- Using a USB cable, also called a "local connection"
- Using a network connection

USB Connection

The printer can use a USB connection to the PC (host computer), or a network connection. This information uses the following symbols to show information that applies to the connection type.

USB

Network

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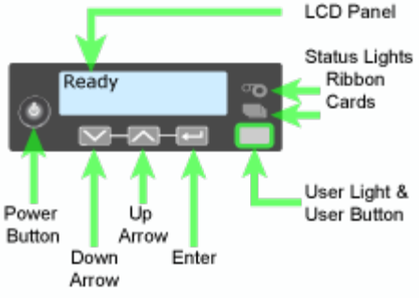
Use the Front Panel

The front panel of the printer provides the controls you need to operate the printer. It includes the following:

- Power button – powers the printer off and on
  - See Power on the Printer for details.
- LCD panel
  - Describes what the printer is doing.
  - Includes the printer menu. See LCD Menus for details.
  - Shows printer messages. See Respond to Messages for details.
  - See Cleaning the Printer to run a cleaning card.



- Status lights
  - Ribbon light – shows a problem with print ribbon
  - Cards light – shows a problem with a card or cards
  - User light – shows whether the printer is ready, busy printing, or not available
- User button
  - Suspends the printer to use menus
  - Clears messages
- Down Arrow, Up Arrow, and Enter keys
  - Use with the printer menu on the LCD panel. See LCD Menus for details.

Ribbon Light

Off	Ribbon is okay	
Green	Ribbon is low - less that 10% remains	
Blinking green		
Amber	Ribbon is out--replace	
Blinking Amber		

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- Off – Ribbon is okay
-

Cards light

User Light

Hints & Tips

text

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Respond to Conditions or Messages

When the printer cannot process the card sent, it issues a condition. Conditions are displayed on the LCD of the Front Panel. In most cases, the Windows driver also displays the condition as a message. See Driver Messages for information about the messages the driver displays.

Message 100: Request not supported

To print the card:

- Change the data to match printer features and settings.
- Send the new card to print again.

Hints & Tips

The card, if it started to print, should be discarded.

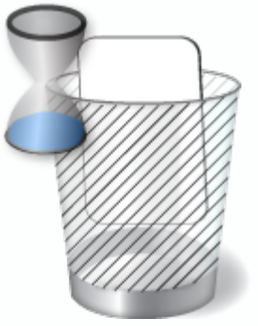
Make sure you have chosen the correct printer in the application.

Ask the Administrator for assistance if needed.

Message 101: Job could not complete

The card took too much time. To print the card again:

- Make sure all data for the card is available.
- Send the card to print again.



Hints & Tips

The card, if it started to print, should be discarded.

Make sure that data, such as a photo, is on the PC before printing. If you are connected to a database, verify the connection.

Ask the Administrator for assistance if

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needed.

Message 102: Card not in position

The card did not reach the position for the next action, such as printing the card or ejecting the card.

1. 1. Open the printer and remove the ribbon cartridge.
   2. Turn the knob to move the card so the printer can eject it.
   3. Replace the ribbon cartridge and close the printer.

Hints & Tips

Check the ribbon to make sure it is not torn. See Message 110 to fix the ribbon if needed.

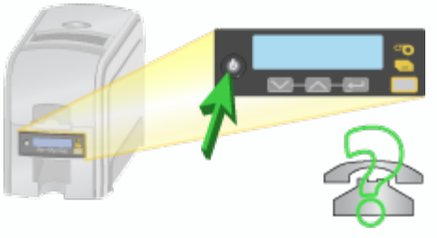
Remove any debris from the print area.

Ask the Administrator for assistance if needed.

Message 103: Printer problem

The printer has a problem that prevents it from completing the card.

2. 1. Press the printer Power button to power it off.
   2. Press the printer Power button to power it on again..



Hints & Tips

If the printer works, the problem was temporary.

If the printer does not work, request service.

Message 104: Critical problem

Press the printer Power button or click OK to power the printer off.

Request service.

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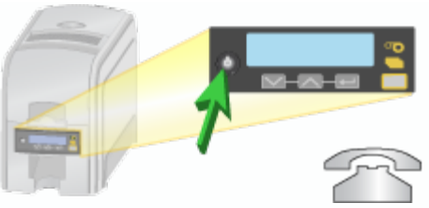


Hints & Tips

The printer needs to remain off due to an internal problem.

Pressing either the Power button or the User button will power off the printer.

Message 105: Magstripe data error

The printer could not verify the magnetic stripe data written on the card. The printer encoded data on the card but could not verify all of the data.

To print the card again:

3. 1. Insert a magnetic stripe card that matches the printer settings.
   2. Press the User button on the printer or click "Retry the card" in the Message box.

Hints & Tips

The card might not match printer settings or the data sent.

Ask the Administrator to verify that the card, the data, and the printer settings match.

Message 106: Magstripe data not found

The printer could not find magstripe written data on card.
To print the card again:

4. 1. Insert a magnetic stripe card that matches the printer settings.
   2. Position the card with the magnetic stripe down and to the right side of the printer.
   3. Press the User button on the printer or click "Retry the card" in the Message box.

Hints & Tips

The card might have been turned the wrong way.

The card might not have a magnetic stripe.

Message 107: Magstripe read data error

The pritner could not read the magstripe data on the card. To read the card:

5.

1. Insert a magnetic stripe card with data.
2. Insert the card with the magnetic stripe down and to the right side of the printer.
3. Send the new card to the printer.

Hints & Tips

The data might use a different format than the current printer setting.

Ask the Administrator to verify that the card, the data, and the printer settings match.

Message 108: Magstripe read no data

The printer did not find any magstripe data on the card. To read the card:

6.

1. Insert a magnetic stripe card with data.
2. Positon the card with the magnetic stripe down and to the right side of the printer.
3. Send the new card to the printer.

Hints & Tips

The card might have been turned the wrong way.

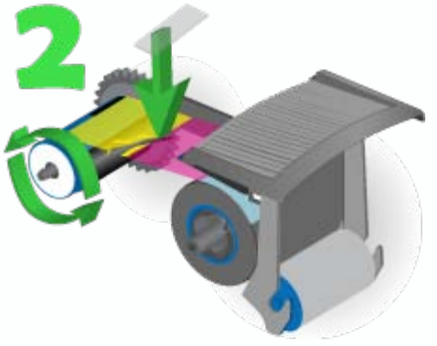
The card might not have a magnetic stripe.

Message 109: Print ribbon problem

The print ribbon is not moving properly. To fix the ribbon:

7.

1. Open the printer and remove the ribbon cartridge.
2. Fix the ribbon and move the repaired area one full turn.
3. Replace the ribbon cartridge and close the printer.



Hints & Tips

Remove any debris from the print area.

If the card is in the printer, turn the knob to move the card so the printer can eject it.

Message 110: Print ribbon out or missing

The printer does not have usable ribbon. Load the ribbon or replace the ribbon.

8.

1. Open the printer and remove the ribbon cartridge.
2. Remove the existing ribbon and cleaning roller, if present.
3. Install the ribbon. Replace the cleaning roller.
4. Replace the ribbon cartridge and close the printer.

Hints & Tips

Used ribbon can have "negative"

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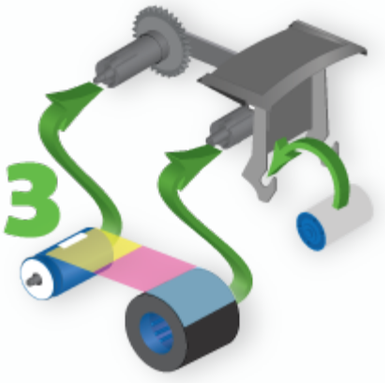
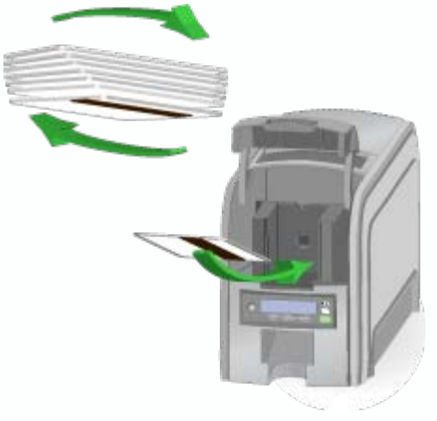


images of printed data. To keep the data confidential, follow your policy to discard used ribbon.

Message 111: Card not picked

The printer did not pick a card. To load cards:



9. 1. Open the input hopper.

   Cards can stick together: Slide or fan cards to separate the edges before loading the input hopper.
2. Insert cards in the input hopper.
3. Close the input hopper and resume.

For printers with single card feed, push the card in until the printer moves it.

Hints & Tips

Orient all cards the same way.

Do not touch the card surface to be printed:

- Handle cards by their edges
- Wear gloves

Message 112: Card hopper empty

The printer does not detect cards in the input hopper.

10. 1. Open the input hopper.

    Cards can stick together: Slide or fan cards to separate the edges before loading the input

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Load cards in the input hopper

hopper.

2. Insert cards in the input hopper.
3. Close the hopper and resume.

Hints & Tips

Orient all cards the same way.

Do not touch the card surface to be printed:

- Handle cards by their edges
- Wear gloves

Message 113: Close cover to continue

The printer cover must be closed to print.

Close the cover

11.

1. Close the cover.
2. Push down on the corners of the cover to latch it.

Hints & Tips

Make sure the ribbon cartridge is installed and the handle is even with the edges of the printer.

Message 114: Cover opened during job

The printer cover must be closed to print.

12.

1. Close the cover.
2. Push down on the corners of the cover to latch it.

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Close the cover

Hints & Tips

Make sure the ribbon cartridge is installed and the handle is even with the edges of the printer.

The card, if it started to print, should be discarded.

Message 115: Wait for print temperature

The printer is not at the correct temperature to print the card.

Printing the card will resume on its own.

Wait for print temperature

Hints & Tips

The balloon message informs you that the card requires a few more seconds to complete.

If this message appears often, move the printer to a cooler location.

Message 116: Magstripe not available

Look at the "config" area of the label inside of the printer cover. Does the label show “M” or “J”?

- If yes, the printer has a magstripe option that is not working. Request service.
- If no, the printer does not have a magstripe option.
- To print the card without magstripe, remove magstripe data from the card and send it again.

Printer does not have magstripe

Hints & Tips

To remove magstripe data, you might need to:

- Uncheck a box in the application.
- Change the font from "XPS Card

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Printer - Track x" to a printable font such as Arial, Verdana, or Calibri.

Message 117: Reader not available

The printer does not have a reader option.

- To print the card without using a reader option, remove the reader request from the card and send it again.

Printer does not have magstripe

Hints & Tips

To remove the reader request, you might need to uncheck a box in the application.

Message 118: Print ribbon type problem

The printer cannot use the ribbon installed.

- Use ribbon designed for this printer brand and model.
- Check the Web site for newer firmware, which might support new ribbon types.

Printer cannot use this ribbon

Hints & Tips

When the printer recognizes that a supported ribbon is installed, all enhanced product features are enabled and successful card printing can begin.

Message 119: Print ribbon not supported

The printer cannot use the ribbon installed.

- Purchase ribbon from your dealer or authorized reseller.
- Use ribbon designed for this printer brand and model.

Hints & Tips

Printer cannot use this ribbon

When the printer recognizes that a supported ribbon is installed, all enhanced product features are enabled and successful card printing can begin.

Message 120: User paused the printer

A person pressed the User button on the printer and a card was in process.

- The card can continue processing without damage.

Printer paused

Hints & Tips

If the user pressed the button for several seconds, the card has been cancelled.

Message 121: Print ribbon ID problem

The ribbon data is damaged. The ribbon cannot be used.

- Ask your dealer or authorized reseller for a replacement.
- Use ribbon designed for this printer brand and model.

Print ribbon data not readable

Hints & Tips

When the printer recognizes that a supported ribbon is installed, all enhanced product features are enabled and successful card printing can begin.

Message 122: Magstripe format problem

The magstripe data sent does not match the format set in the printer.

- Ask your administrator for information about the data to send.

Magstripe format not the same

Hints & Tips

The printer has format settings for the data that can be encoded on the card. The magstripe data sent does not match those settings.

Ask the Administrator to verify that the card, the data, and the printer settings match.

See Card Design> Magnetic Stripe for information about data allowed for specific formats.

Message 123: Insert new card then continue

The card requires you to insert a new card in the exception slot.

13.

1. Insert the card in the printer.
2. Resume.

Hints & Tips

Make sure to use the correct type of new card for this job.

Do not touch the card surface to be printed:

- Handle cards by their edges
- Wear gloves

Message 124: Insert same card then continue

The card must be turned by hand to print the second side.

14.

1. Turn the card over.
2. Insert the card in the printer.
3. Resume.

Hints & Tips

Do not touch the card surface to be printed:

- Handle cards by their edges
- Wear gloves

Turn the card end-over end, not side to side.

See XPS Card Printer Driver Message 500 and Message 501.

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- LCD Menus
- Cleaning Card

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LCD Menus

The front panel of the printer includes an LCD display with keys. When the printer is not actively printing cards, the LCD menu is available. See Use the Front Panel for more information about other features of the front panel.

Use the menu for tasks, including:

- Viewing the printer IP Address
- Starting a cleaning card
- Retreiving card counts

Paragraph

For Best Results

Text

Text

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Cleaning the Printer

The printer performs best when it is cleaned on a regular basis. The printer should be cleaned when:

- The number of cards printed, such as 300 cards, reaches the number for your site
- The printer displays a message for which cleaning is a solution
- You notice debris, such as lint, on completed cards

Follow the cleaning guidelines for your site to keep the printer in good working condition.

Cleaning the printer

1. Cleaning Card
    a. Change the Cleaning Sleeve
    b. Cleaning Count
2. For best results . . .

Paragraph

For Best Results
Cards, cards, and more cards

cards

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Card Design and Setup

Card design is the name given to the combined features of the printed cards. Cards are useful only when all cards contain the required information.

Card design includes:

- The different types of data such as name and ID number, images including company logo or employee or other photos, and special features such as bar code or magnetic stripe.
- The layout of the data.
- Processes to improve card life such as topcoat.
- Corporate style guidelines. For example, a corporate style guide can specify a particular shade of red for the logo.

This section describes the card design components available and provides detailed information about them.

Hints & Tips

An organization might have more than one card design. For example, a health club can use member cards and employee ID cards.

Print several samples of your card design and use them to evaluate the quality of the design.

Use high quality (300dpi) photos and graphics.

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Card Components

The printer can personalize cards with the following components:

- Color printing
- Monochrome printing
- Topcoat
- Magnetic stripe
- Printing and non-printing areas

The arrangement or layout of components helps to determine how well your card design works for users.

The settings you choose define how the software manages the card components. The software you use to produce cards affects the settings available and how you might use them.

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Color Printing

This section includes:

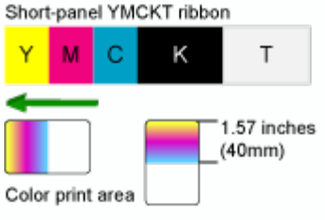
- Print Ribbon
- Managing Color
- Printing Text
- Printing Graphics
- Types of Color Images

Print Ribbon

Color printing uses a print ribbon with three color panels Y (yellow), M (magenta), and C (cyan). The ribbon also includes a black (K) panel and a topcoat (T) panel.

The printer applies the color images to the card first, prints black components using the K panel, and then applies the topcoat (T) which helps protect the color image from damage.

Color print ribbon is available in full panel or short panel. The color area for short panel ribbon is 1.57 inches (40mm) from the left edge of a landscape orientation card and 1.57 inches (40mm) from the top edge of a portrait orientation card. The color printing is always on the leading edge of the card as it passes through the printer.



For more information on print ribbon, see the Supplies section of this guide.

Managing Color

Many people think that a color on the monitor and the printed color "should be the same." Color management is the technical process of making color in two different places (such as on the PC monitor and printed on the card) as similar as possible. A widely used color standard is sRGB color, and the card printer also uses sRGB color. (sRGB is the name for the standard Red, Green, and Blue color space.)

Other color characteristics include brightness and contrast. The Windows driver includes settings to fine-tune the brightness and contrast for the card. See Settings for more information. In a non-Windows environment, color management or graphics software can be used to manage images.

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Printing Text

The printer can print text in any color. Small characters are likely to be more readable if they are formatted as black and printed with the black (K) panel.

Printing Graphics

The printer produces full-color images from most types of graphics. It can use BMP, JPEG, TIFF, and PNG file formats for photos and logos.

Vector graphics, such as WMF and SVG files, have components such as shapes with lines and fills. The XPS Card Printer Driver separates each component. Components defined as black in the file are likely to print with the K panel. For the best appearance of graphics, use a color close to black, so all parts of a graphic print with YMC panels.

The printer uses the YMC panels of full-color ribbon to print grayscale graphics.

Types of Color Images

Cards can include both color photos and a color logo or text. The logo is usually the same on each card, and the photo is unique. Follow these guidelines to obtain the best results for printing both logo and photos:

- First, check the color quality of the photos.

  Change the image capture system to get the best quality photos; work with distance, lighting, and camera settings to obtain consistent, high quality photos.
- Evaluate the quality of printed photos after the image capture system is optimized.

  Use the Color Settings tab in Printer Preferences to adjust the printed output, if necessary.
- Next, evaluate the other color areas of the card, such as text or logo.

  The application might have settings that can help improve the printed color of text. Image editing applications, such as Photoshop©, can be used to change the color of a logo file for optimal printing.
- If the cards do not have the colors you want, ask your administrator or service provider for assistance.

Hints & Tips

Cyan is a specific shade of blue.

Full-panel color ribbon can apply color images anywhere on the card.

See Layout for information about different components, such as a logo or photo, and how to manage colors.

See "Printing Text" in the Monochrome Printing topic for information about how the driver separates color and monochrome components for printing.

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Monochrome Printing

This section describes:

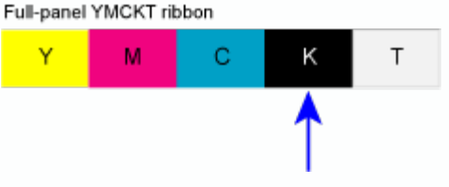
- Monochrome panels in full-color ribbon
- Monochrome ribbons
- Printing bar codes
- Printing text
- Printing graphics

The printer driver or application on the PC prepares the data for the printer to use. The type of data and the type of ribbon installed determine how the XPS Card Printer Driver renders it.

Monochrome Panels in Full-Color Ribbon

Full-color print ribbon includes a black panel. The black panel transfers to the card differently than the YMC panels, Text and bar codes are often printed with the black panel.

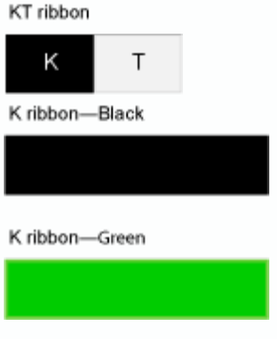
It also prints any monochrome or one-bit-per-pixel graphics using the K panel.



Monochrome Ribbon

Monochrome ribbon produces single color cards. Monochrome ribbon can be:

- Alternating black and topcoat panels (KT ribbon)
- Continuous black (K ribbon)
- A continuous color, such as green or silver (also K ribbon)



Continuous monochrome printing with Authorized ribbon uses the Ribbon Saver feature. The printer begins using ribbon at a location that corresponds to the leading edge of the card. The printer continues to spool ribbon for the length of the

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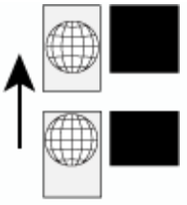
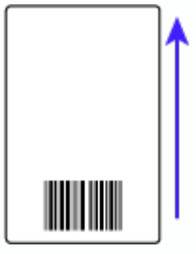
image but no farther. (The printer leaves a small margin between each card to avoid image overlap.)



Printing Bar Codes

Most bar code readers require that bar codes are printed with the K panel of a ribbon.Bar codes must be tested in your bar code reader to make sure they are readable.

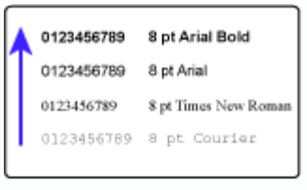
Bar codes are usually more readable when they are printed with less power. Bar codes are also more readable when the bars are parallel to the long edges of the card.



Printing Text

Printing text using a K panel can make text look crisp, because only one panel is used for printing. Fine text is often more readable when printed with more power.

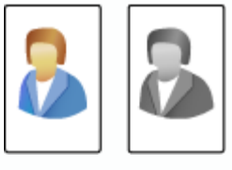
The font you choose also affects how easy it is to read printed text. The printer reliably prints 6 pt Arial font. Bold, sans-serif fonts are more readable after printer than serif fonts, or fonts with thin strokes, as shown at right. Fonts that print well are shown toward the top of the card.



When printing one-color cards, make sure text is formatted as black. Text formatted with a color (such as blue) in the ID software is dithered by the driver and might have a broken appearance.

Printing Graphics

When printing one-color cards, the XPS Card Printer Driver dithers color and grayscale graphics. Dithering converts areas other than black and white to dots so the single-color ribbon can approximate the lightness and darkness of the original graphic.



Hints & Tips

Monochrome means one-color. When printing cards, the opposite of monochrome is full-color or YMC printing.

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Topcoat Printing

When a ribbon with a topcoat or "T" panel is installed, the printer can apply topcoat to the card using the printhead. Full color ribbon (YMCKT) and KT ribbon include topcoat panels.

Topcoat protects the printed image on the card. Full-color printing fades if it lacks topcoat protection. Make sure that most printing is covered with topcoat.

Topcoat must be requested by the application or driver sending the card to the printer. When you use the XPS Card Printer Driver, it automatically requests topcoat for YMCKT and KT ribbons. Most ID software also requests topcoat automatically..

Topcoat should not be applied over the magnetic stripe, smart card chip, or signature panel of a card. To prevent topcoat application, see Print and Non-printing Areas for more information..

Hints & Tips

Topcoat is applied as an even, consistent film. If it appears, ask your administrator or service provider for assistance.

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Magnetic Stripe

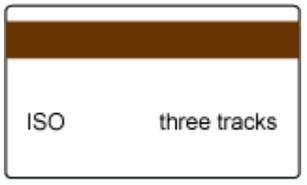
This section describes:

- About Magnetic Stripe
- Magnetic Stripe Escapes
- Using Magnetic Stripe Escapes

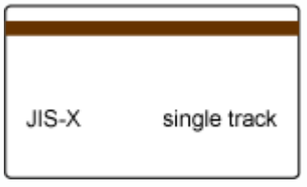
About Magnetic Stripe

Magnetic stripe is an option available in the printer. See the Printer Status page of Properties for the printer to see if your printer has a magnetic stripe option.

The cards you use must also have a magnetic stripe. The magnetic stripe is a brown or black stripe close to one long edge of the card. See the package containing new cards for details about the magnetic stripe.



The magnetic stripe option is set up to define the coercivity, number of tracks, and data format. The coercivity and data format are set in the printer. The installer sets these values and they remain the same for all cards printed using the same design.



The data format determines how many characters can be encoded on a track. It also determines which characters can be encoded.

Click here to see the characters available with the default ISO three-track format.

Click here to see the characters available with the JIS single-track format.

Your cards can use the default format for each track, or can use a different combination of tracks and data formats.

Magnetic Stripe Escape Codes

The data to encode on a magnetic stripe is entered as text and can look like data to print. The XPS Card Printer Driver uses special characters called Escape Codes to identify data to encode. Data within escape codes is not printed. The driver supports several Escape Code systems to allow easy compatibility with other card printers.

The Escape Code defines the track for the data. The printer is set to use the format for each track and you must enter the type of data the format requires. The table below shows the default ISO format data, and how the data looks when formatted. The syntax column shows the general statement for how the data must be provided. For each track there is an example of how the data looks.

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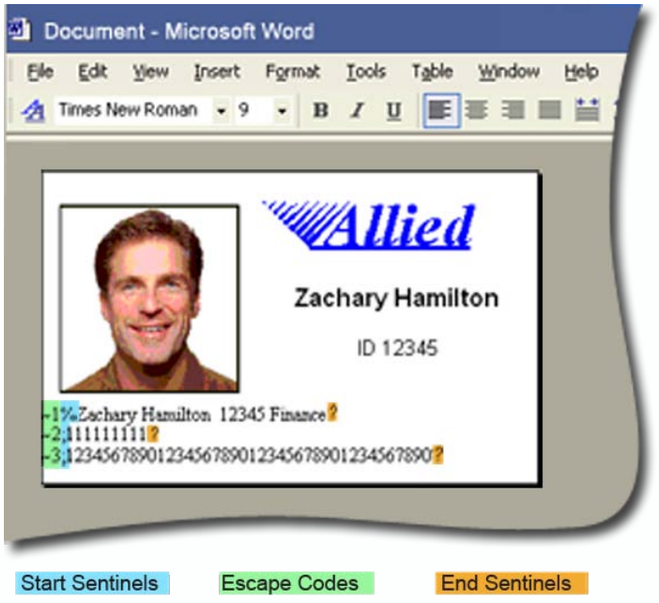
Syntax	Track	Example	Manufacturer
~<track#><data>	1 (IATA) 2 (ABA) 3 (TTS)	~1ENCODING WITH ESCAPES ~21234567890 ~31234567890	Eltron/Zebra
~<track#>=<data>	1 (IATA) 2 (ABA) 3 (TTS)	~1=ENCODING WITH ESCAPES ~2=1234567890 ~3=1234567890	Atlantek
~<track#><Start Sentinel> <data><End Sentinel	1 (IATA) 2 (ABA) 3 (TTS)	~1%ENCODING WITH ESCAPES? ~2;1234567890? ~3;1234567890	Datacard HiFX, RP90x, and SRxxx; JVC; and Fargo The only Start Sentinel permitted for tracks 2 and 3 is ; (semocolon)

Using Magnetic Stripe Escapes

Use ID software or other application to create a card design.

1. 1. Format the text and graphics to print on the card.
   2. Choose a location on the card where typing the data to encode will not affect other card design components.
   3. Type the encode data (text) for one track. The example shown below uses the ~<track#><Start Sentinel><Data><End Sentinel> syntax.

      The text for track 1 looks like this: ~1%Zachary Hamilton 12345 Finance?



4. Press Enter to end a line.
5. Repeat Steps 3 and 4 for each track of magnetic stripe data.
    - End each line with an Enter keystroke.
    - Do not not put data for two tracks on the same line.
    - Do not allow text to encode to wrap to another line.
    - You can use two or more lines of text for one track. Each line must start and end with escape codes. The driver will add (append) lines for the same track together.
    - Data to encode can be on side 1 (front) or side 2 (back) of the card.
6. With magnetic stripe cards in the printer, send the card to print.
7. Verify the encoding success by passing the card through a card reader.

Hints & Tips

The driver recognizes all supported escape codes.

Use a small font size to shorten lines of text to encode.

Keep text to print on a different line from text to encode.

When the driver adds lines of text for the same track, the sequence is determined by the application. Test your application with the driver to make sure the data is in the correct order.

Magnetic stripe data sent by the driver is always encoded on side 2 of the card.

Magnetic stripe data will be converted to uppercase (capital) letters if needed.

If not-allowed characters are sent within the magnetic stripe data, the printer displays a message.

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Magnetic Stripe Formats

Three-Track Option

The default formats for a three-track magnetic stripe option are:

- Track 1 — IATA
- Track 2 — ABA
- Track 3 — TTS

This combination is often abbreviated IAT. This format is called ISO format.

IATA (International Air Transport Association)

The maximum number of characters for IATA format is 76 characters. These characters can include spaces, upper case alphabetic characters, numeric characters, and the following special characters:

! # $ % ' ( ) * + , - . / ; : < @ > = ^] \ [" & _

ABA (American Bankers Association)

The maximum number of characters for ABA format is 37 characters. Numeric characters and the following special characters are allowed:

: ; < = >

TTS (Thrift Third Standard)

The maximum number of characters for TTS format is 104 characters. Numeric characters and the following special characters are allowed:

: ; < = >

Single-Track Option

The default encoding format for a single-track magnetic stripe module is the JIS X format.

JIS (Japanese Industrial Standard)

The maximum number of characters for the JIS format is 69 characters. These characters can

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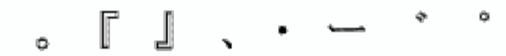
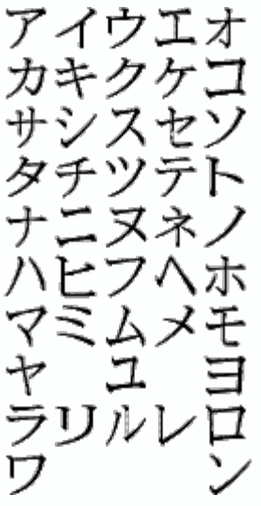
include spaces, numeric characters, upper case alphabetic characters, lower case alphabetic characters, and the following special characters:

! " # $ % & ' ( ) * + , - . / : ; < = > ? @ [ ] ^ _ ~ { | } ~

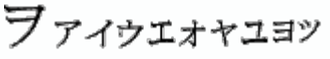
From a PC running a Japanese edition of a supported Windows operating system Japanese-language characters are also supported. They include the following special characters:



45 Katakana characters:



and the following 10 Katakana characters:



Each time you start using Japanese-language characters, or stop using them, a hidden character is added. Each hidden character reduces the number of characters you can encode by one character.

Hints & Tips

Ask your administrator which format you use for each track.

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Printing and Non-printing Areas

The card design can have areas where printing is not allowed. Such areas can include a magnetic stripe, signature panel, or smart card chip. ID software often manages such non-printing areas automatically. If you use other applications to print cards, such as Microsoft© Word, define non-printing areas in the XPS Card Printer Driver.

The XPS Card Printer Driver includes standard non-printing areas, such as three-track magnetic stripe and smart card chip. Both printing and topcoat are blocked in these areas.

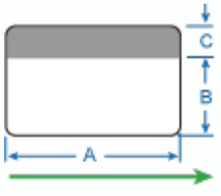
Custom Non-Printing Areas

Use custom non-printing areas for one or more of the following:

- Blocking printing but not topcoat
- Non-standard areas, such as a preprinted logo or a signature panel
- More than one area on the same side of the card

Standard Magnetic Stripe Area

Use the following dimensions to prevent printing in the magnetic stripe area. (The green arrow shows the direction the card travels through the printer.)



	A	B	C
3-track	3.37 in 85.6 mm	1.46 in 37.1 mm	0.66 in 16.8 mm
2-track	3.37 in 85.6 mm	1.57 in 39.9 mm	0.55 in 14 mm
Single-track (JIS)	3.37 in 85.6 mm	1.60 in 40.6 mm	0.52 in 13.2 mm

Smart Card Non-printing Area

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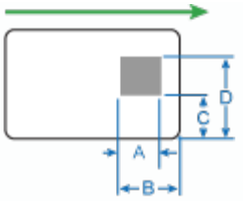
Use the following dimensions to prevent printing in the smart card area. (The green arrow shows the direction the card travels through the printer.)



A	B	C	D
0.88 in	0.29 in	0.88 in	1.47 in
22.4 mm	7.4 mm	22.4 mm	37.3 mm

Hints & Tips

Blocking typically extends 0.1 inch beyond the edges of a feature. The dimensions listed include the extended blocking region.

Print several cards using your card design and application to verify that printing and topcoat are applied as you intend.

If you do not use the driver or ID software, you can use the dimensions provided for smart card and mag stripe to customize your print and topcoat areas.

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Card Layout

The arrangement or layout of components helps to determine how well your card design works for users. Follow these guidelines to position card design components for best results.

Backgrounds

- Consider using a white background for the card to achieve consistent professional results.
- Consider using smaller blocks of color, patterned areas, or gradients to highlight printed card features such as a name, photo, or logo.
- Avoid using a solid color background or half tone over a large area of the card. It can show flaws on the card (such as uneven surface) or the location of card features (such as a smart card chip).

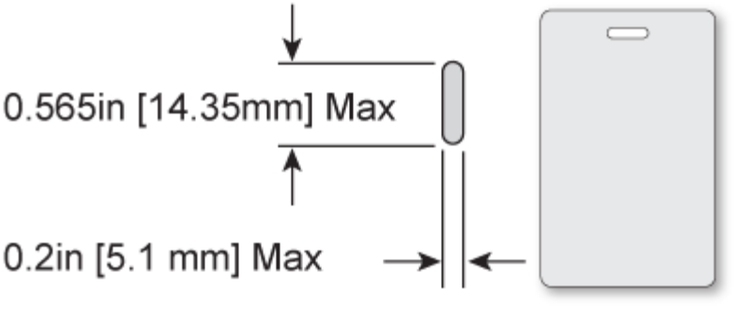
Image Placement

Important images can include the photo, logo, and bar code.

- Do not place an important image on the front of the card in the same area as a magnetic stripe or other machine-readable feature. Frequent use of a card in a reader can wear away the image on the opposite side of the card.
- Do not place an important image directly on the other side of a signature panel. Residue from the panel can cause printing problems on an adjacent card. Place the image above, below or to the side of the panel.
- Avoid uneven areas which can result in inconsistent print quality.
- Do not place an important image directly on the other side of a smart card chip. The card might not be as flat in that area and printing voids can occur.

Badges

- If cards are used as badges, you might want to punch a hole or slot after printing so cards can be attached to clips. The illustration shows the maximum size for a slot. A smaller slot will be stronger and contribute to durability in the slotted area.



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Settings

Settings are available through the XPS Card Printer Driver for Operators and Administrators. Administrators also can use the printer's web server to perform setup tasks.

Windows Properties and Preferences

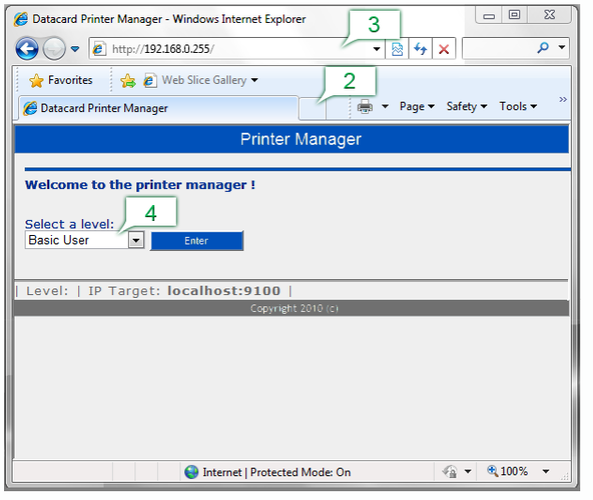
The XPs Card Printer Driver includes the following interfaces:

- Printing Preferences, which provides card design settings, such as Orientation and one-sided or two-sided printing
- Properties, which provides status information about the printer, and port setup, permissions, and update tools. See Printer Driver for information about Properties.

Web Server

The printer includes a Web Server, which displays information about the printer. The administrator or installer uses it to set up the magnetic stripe option and to work with your service provider when troubleshooting problems.

1. 1. Get the printer IP Address. Click for steps to follow.



2. Open the Web Browser on the PC.

   You can open a new tab in the Browser if it is already open.

3. Type the printer IP address in the Address area of the browser and press Enter.

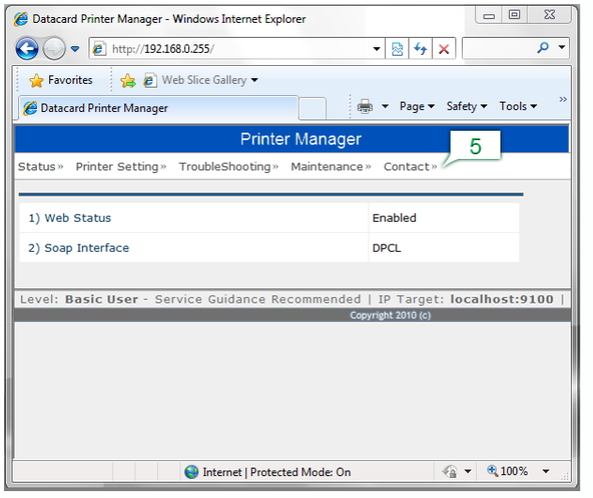
4. Choose Basic User and choose Enter.

5. The Printer Manager menu appears.

You can choose one of the following tasks:

Set up Magnetic Stripe

- View printer information
- View supplies information
- Gather troubleshooting data



Hints & Tips

Use the web server only for the tasks described in this manual.

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Printer Driver

The card printer includes the XPS Card Printer Driver, for use on Windows operating systems. The supported operating systems are:

- Windows 7, 32-bit
- Windows 7, 64-bit
- Windows Vista, 32-bit
- Windows Vista, 64-bit
- Windows XP, 32-bit
- Windows XP, 64-bit
- Windows 2003 Server (32 and 64??)
- Windows 2008 Server (32 and 64??)

About the Driver

The XPS Card Printer uses Microsoft XPS print technology to support printing from currently available applications. It also supports applictions being developed using the newer architecture of Windows Vista and Windows 7 operating systems.

The XPX Card Printer Driver:

2. Receives card data from an application
3. Processes it for personalizing a card
6. Sends the prepared data to the printer
8. Checks the printer for card completion
10. Displays any conditions associates with the card

The XPS Card Printer Driver also provides card design settings, status information, and sample cards.

1. For Best Results

See the Installation Guide for information about installing the driver.

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Communication with the Printer

This section includes:

- How the driver and printer communicate
- Do's and Don'ts

The printer can be connected to a PC using a USB cable or an Ethernet cable. For both connection ttypes, the printer treats connunication as if the PC (driver) is connected over a network.

Applications can also be customized to communicate with the printer through the driver. If the application you use is customized, follow instructions in the application.

Fast Facts

The printer can have many PCs connected to it.

Each PC needs to have a different name. The driver takes care of this requirement.

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Messages

The driver can display the following messages.

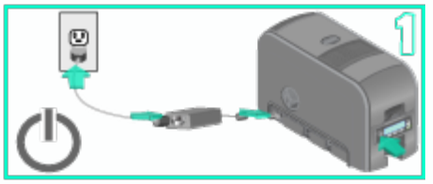
Message 500: The printer is not available. The card cannot print.

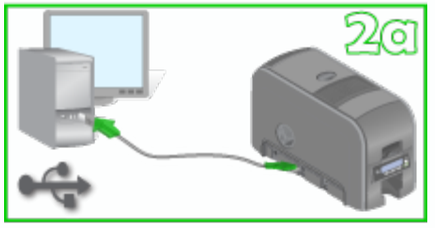
The driver cannot communicate with the printer. Make sure the printer is powered on and connected to the PC.

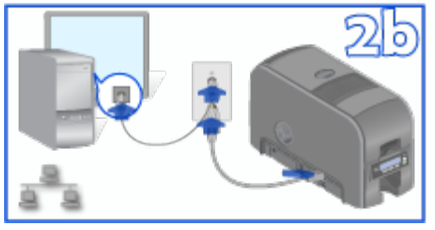
1. Connect the power cord. Use the power switch to power on the printer.
2. Connect the cables from the PC to printer.

   Use a USB cable(a) OR a network cable (b), NOT both.

   Make sure all connections are complete.
3. Ask network support for help, if needed.







Hints & Tips

Make sure you have chosen the correct printer in the application.

Ask the Administrator for assistance if needed.

Message 501: The printer connection was lost. Printing the card is canceled.

The printer connection was lost. Printing the card is canceled.

To print the card, make sure the printer is powered on and connected to the PC.

1. Connect the power cord. Use the power switch to power on the printer.
2. Connect the cables from the PC to printer.

   Use a USB cable(a) OR a network cable (b), NOT both.

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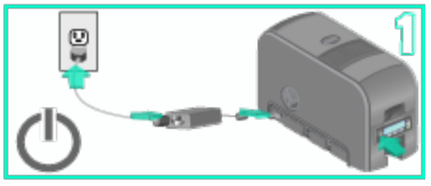

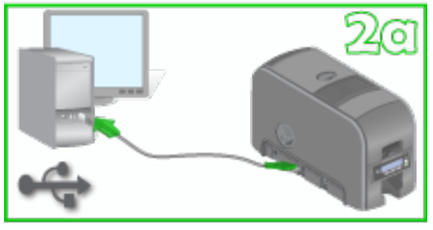

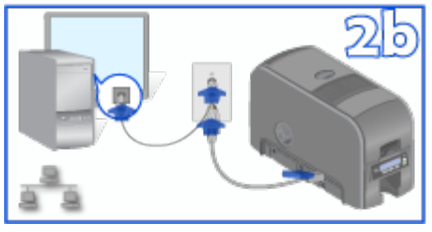

Make sure all connections are complete.

3. Ask network support for help, if needed.

Hints & Tips

The card, if it started to print, should be discarded.

Ask the Administrator for assistance if needed.

For messages coming from the printer, see Respond to Conditions or Messages.

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USB Connection

Paragraph

H2 level heading

Paragraph

1. text
2. text
3. text

Paragraph

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Printer Driver: Network Connection

When the printer and driver use a network connection, the driver must have the IP Address of the printer. The IP Address must be entered in the Properties > Ports > Configure Port dialog box.

Question: can it use a Network Name instead?

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Paragraph

1. text
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3. text

Paragraph

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Using the Driver Interface

This section includes:

- Using driver preferences
- Using Properties and status information
- About installing or updating the driver

The driver can ..... follow instructions in the application.

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Printer Permissions

The Windows operating systems include security settings. An administrator uses them to give or limit access for users to the printer.

Setting Printer Permissions

If the PC to which the printer is attached has more than one user, set permissions that:

- Give users access to all features of the printer and driver, including messages. Messages inform users when they need to change the ribbon, load cards, and fix problems.
- Prevent any access to the printer by unauthorized users.

update with new driver and Win7 info

1. Login to the PC as the Creator/Owner (Vista) or with Administrator permissions (XP).
2. Open the Printers window:

   Windows 7
   - From the Windows ...
   - Choose ....

   Windows Vista
   - From the Windows Start menu, select Control Panel.
   - Choose Printer from the Hardware and Sound section. The printers window opens.

   Windows XP
   - From the Windows Start menu, select Settings, and then Printers or Printers (and Faxes). The Printers (and Faxes) window appears.
3. Right click on the printer and select Properties. The Properties window appears.
4. Choose the Security tab.
5. Review the Names list. If the names for which you want to specify permissions do not appear in the list, add the names.
6. Choose the Add button to open the Users and Groups dialog box.
7. Click on the name and click Add. Repeat for each name to add.
8. When done adding names, click OK. The Users and Groups dialog box closes.
9. In the Names list, select the name for which you want to specify permissions.
10. From the Permissions list, select the access:
    - For a local user of a local printer and for a user of a directly networked printer:
      - To enable printing, select Allow for Print, Manage Printers, and Manage Documents.
      - For a user who should not print to the card printer,

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select Deny for all permissions.

- For a user of a shared printer:
  - For a local user on the PC connected to the printer, select Allow for Print, Manage Printers, and Manage Documents. The user will be able to see all messages. The user will also be able to perform other actions, such as deleting the printer driver.
  - For a user who should not print on the printer, select Deny for all permissions.
  - For a user connected through a network using Printer Sharing, select Allow only for the Print permission. Select Deny for Manage Printers and Manage Documents.
  - Select Apply to save the change. Save changes for each name.

11. Repeat steps 5 through 11 to add other users or groups.
12. Select OK to close the Properties dialog box.

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Printing Cards

Paragraph

« Print a card—hopper
« Print a card—single feed
« Print a card—manual duplex
« Mag stripe?
« Print a sample card

H2 level heading

Paragraph

1. text
2. text
3. text

Paragraph

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Printing with a Hopper

Paragraph

« Print a card—hopper
« Print a card—single feed
« Print a card—manual duplex
« Mag stripe?
« Print a sample card

H2 level heading

Paragraph

1. text
2. text
3. text

Paragraph

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Printing with Single Feed

Paragraph

« Print a card—hopper
« Print a card—single feed
« Print a card—manual duplex
« Mag stripe?
« Print a sample card

H2 level heading

Paragraph

1. text
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Paragraph

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Printing Both Sides

Paragraph

« Print a card—hopper

« Print a card—single feed

« Print a card—manual duplex

« Mag stripe?

« Print a sample card

H2 level heading

Paragraph

1. text
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Paragraph

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Printing a Sample Card

Paragraph

« Print a card—hopper

« Print a card—single feed

« Print a card—manual duplex

« Mag stripe?

« Print a sample card

H2 level heading

Paragraph

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2. text
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Paragraph

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Supplies and Parts
Installation Guide

Troubleshooting

Paragraph

« Troubleshooting Tools
« Printer Conditions
« Locate the problem
« Appearance
« Communications
« Installation

H2 level heading

Paragraph

1. text
2. text
3. text

Paragraph

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Cards, cards, and more cards

cards

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XPS Card Printer Guide

About the Printer
Using the Printer
Card Design and Setup
Printer Driver
Printing Cards
Troubleshooting
Supplies and Parts

- Print Ribbon
- Cards
- Cleaning Supplies
- Replacement Parts
- Cables

Installation Guide

Supplies and Parts

Paragraph

H2 level heading

Print ribbon

Cards « Cleaning supplies « Parts Ribbon cartridge Printhead cartridge Power supply and cable Data cables Paragraph

1. text
2. text
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Paragraph

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XPS Card Printer Guide

Printer Guide
- About the Printer
- Using the Printer
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- Printer Driver
- Printing Cards
- Troubleshooting
- Supplies and Parts
- Legal Notices
- Installation Guide

Legal Notices

Safety and Compliance

Please note and heed the WARNING and CAUTION labels that have been placed on the equipment for your safety. Please do not attempt to operate or repair this equipment without adequate training.

Regulatory Compliance

Notice for USA (FCC notice)

This equipment generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with this instruction manual, it may interfere with radio communications. This equipment has been tested and found to be within the limits for Class A computing devices, pursuant to Subpart J of Part 15 of FCC rules, designed to provide reasonable protection against radio interference in a commercial environment. Operation of this equipment in a residential environment may possibly cause interference. In the event of interference, the user, at their own expense, will be required to take whatever measures are necessary to correct the problem.

Notice for Canada

This digital apparatus does not exceed the Class A limits for radio noise for digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

The term "IC:" before the radio certification number only signifies that Industry Canada Technical specifications were met.

Notice for Europe

We hereby certify that this printer complies with EMC Directive 89/336/EEC, R&TTE Directive 1999/5/EC, and the EU RoHS Directive EU Directive 2002/95/EG. This printer conforms to Class A of EN 55022 and to EN 301 489-5. Operation of this equipment in a residential environment may possibly cause interference. In the event of interference, the user, at their own expense, will be required to take whatever measures are necessary to correct the problem.

Notice for Taiwan

SHORT TERM CONFIDENTIAL

Taiwan Statement

Notice for Japan

This equipment is in the Class A category of information technology equipment based on the rules of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). When used in a residential area, radio interference may be caused. In this case, the user may be required to take appropriate corrective actions.

Japanese Statement

Notice to All Users

The printer emits radio-frequency waves and must be used as installed and recommended by the printer manufacturer. You may not modify the printer or how it is used without written permission. You may not operate the printer after modifying it or its method of operation.

Liability Statement

This product has been built to the high standards of DataCard Corporation. Please note and heed the WARNING and CAUTION labels that have been placed on the equipment for your safety. Please do not attempt to operate or repair this equipment without adequate training. Any use, operation or repair in contravention of this document is at your own risk. By acceptance of this system you hereby assume all liability consequent to your use or misuse of this equipment. DataCard Corporation assumes no liability for incidental, special, or consequential damage of any kind. Equipment specifications, applications and options are subject to change at the sole discretion of DataCard Corporation without notice.

Safety

All Datacard® brand products are built to strict safety and reliability specifications in accordance with UL60950 and Canadian requirements, and the Low Voltage Directive 73/23/EEC. Therefore, safety issues pertaining to operation and repair of Datacard® brand equipment are primarily environmental and human interface.

The following basic safety tips are given to ensure safe installation, operation and maintenance of Datacard® brand equipment and are not to be considered as comprehensive on all matters of safety.

Safe environment

- Connect equipment to a grounded power source. Do not defeat or bypass the ground lead.
- Place the equipment on a stable surface (table) and ensure floors in the work area are dry and non-slip.
- Know the location of equipment branch circuit interrupters or circuit breakers and how to turn them on and off in case of emergency.
- Know the location of fire extinguishers and how to use them. ABC type extinguishers may be used on electrical fires.

- Know local procedures for first aid and emergency assistance at the customer facility.
- Use adequate lighting at the equipment location.
- Maintain the recommended temperature and humidity range in the equipment area.

Safe human interface

- Use proper lifting techniques when moving or installing the equipment.
- Use standard electrostatic discharge (ESD) precautions when working on or near electrical circuits.
- Do not defeat or disconnect safety interlocks on covers. Operate the printer with the cover closed.

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