Pronto™

User Manual

Document No: 1225. Issue 2.07 - 18/04/2019

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SAFETY INSTRUCTIONS

To prevent electric shock, do not remove covers.
Do not attempt to service the Printer yourself.
There are no User serviceable parts inside. In the event of malfunction, refer servicing to your ID Card Printer supplier's Service Centre.
For safety reasons, your Printer should only be used with its original supplied Power source.
Take care not to spill any liquid on the Printer.
Ensure that the Power Supply cable is not longer than 2 metres in length and includes a properly earthed connection.

> If using this printer in Germany:
> To provide adequate short-circuit protection and over-current protection for this Printer, the building installation must be protected by a 16 Amp Circuit Breaker.
>
> Bei Anschluß des Druckers an die Stromversorgung muß sichergestellt werden, daß die Gebäudeinstallation mit einem 16 A-Überstromschalter abgesichert ist.

When handling the Printer, avoid touching the thermal printing edge of the Print Head. Any grease and contamination will shorten it's life.
Before transporting the Printer, remove the Dye-Film & Card Hoppers and pack the Printer in it's original packaging.

PRINTER INSTALLATION

Welcome

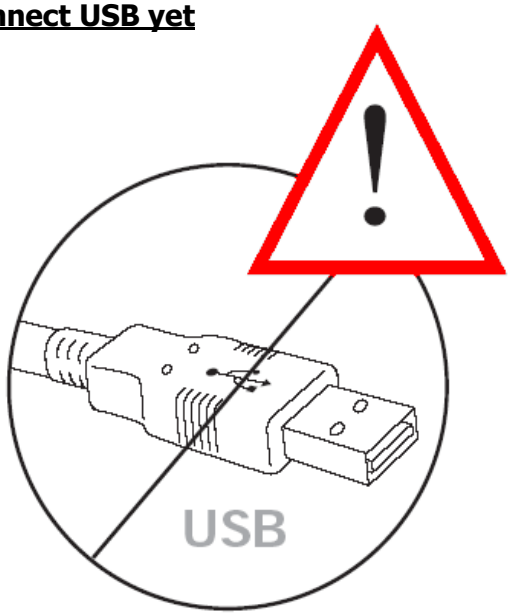
Thank you for choosing this ID card Printer.
Before setting up your printer, please follow the simple steps in this guide. This will help make your printing experience more enjoyable and secure.

Unpacking

Please ensure you have all the items listed before you start installation.

1. ID Card Printer
2. USB Cable (1.8 metres)
3. Multinational Power Adaptor
4. Cleaning Card (1 T-cards)

IMPORTANT – Do not connect USB yet



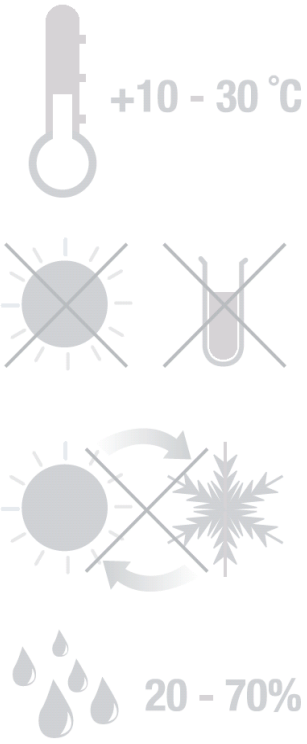
It is important to install the printer's Driver first, before connecting the USB cable between your PC and ID Card Printer.

It can be found at start.magicard.com

Printer & Dye Film location requirements:

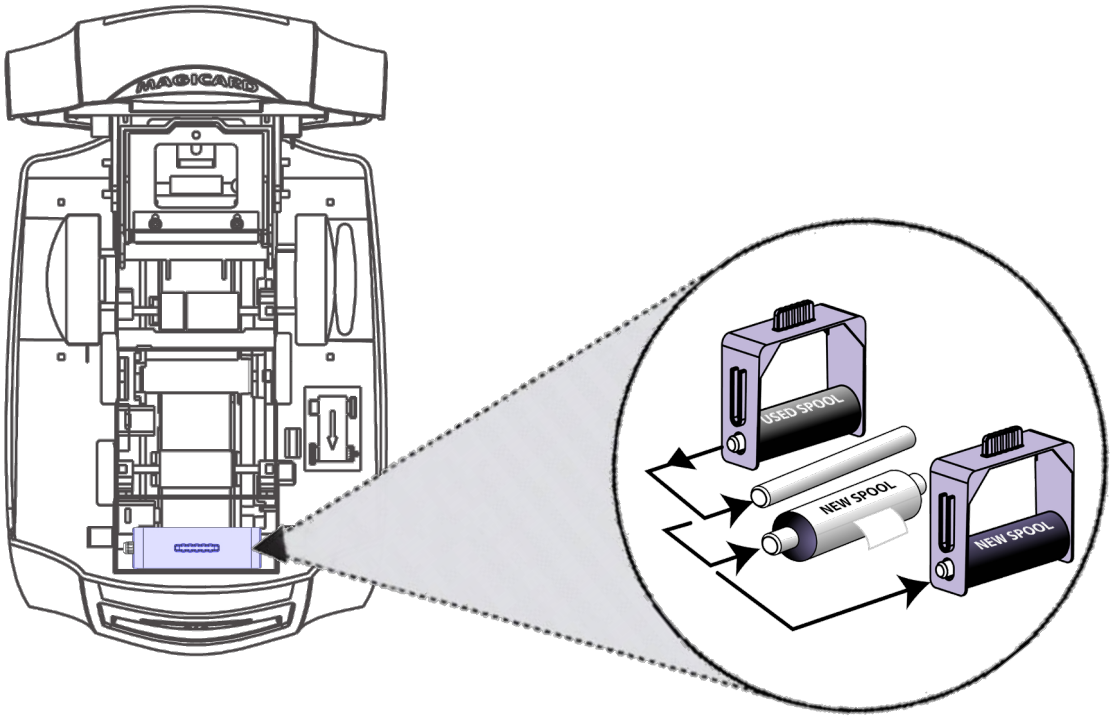
Normal Office environment with:

- A properly earthed Power Supply
- Ambient temperature +10 to 30^{O}C (50 to 86^{O}F)
- Protection from direct sunlight and chemicals
- Protection from abrupt temperature changes
- Relative Humidity 20 - 70%
- Sufficient space for :
    - Opening the top cover
    - Cable access at the rear



Prepare the Cleaning Roller

Open the Printer, then…

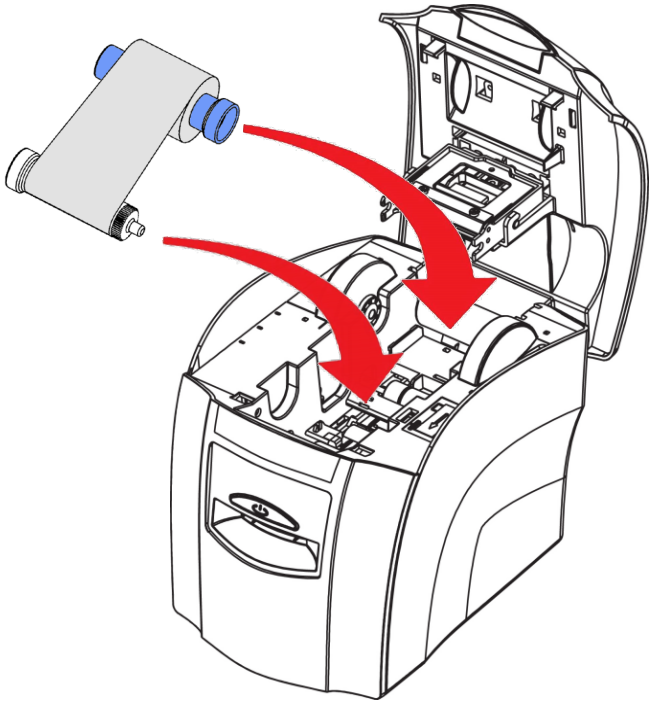


1. Remove the Cleaning Cassette.

2. Pull the Paper Tab to remove the protective covering on the new Roller.

3. Refit the Cleaning Cassette into the Printer.

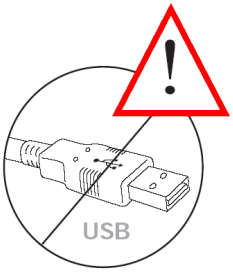
Install the Dye-Film

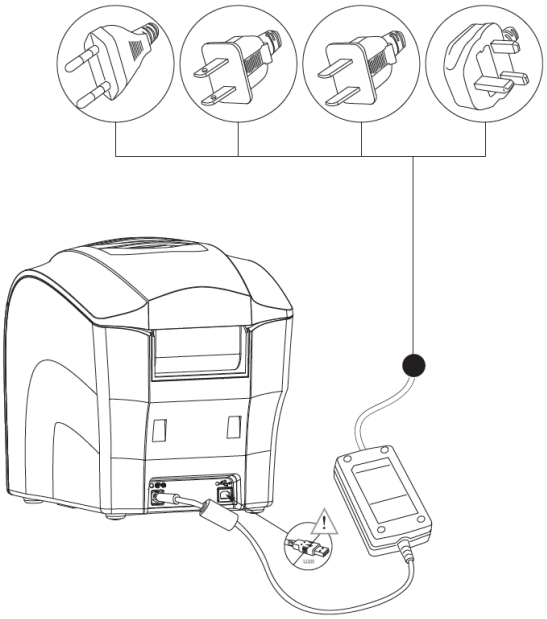


- Remove the Dye-Film from it's packaging.
- Place the loaded spool into the rear slots and the take-up spool into the front slots.
- Close the Printer.

Connect the Power Supply

Select the correct adapter for your region and connect to Power Supply unit. Plug in and connect to Printer (which will automatically switch on).



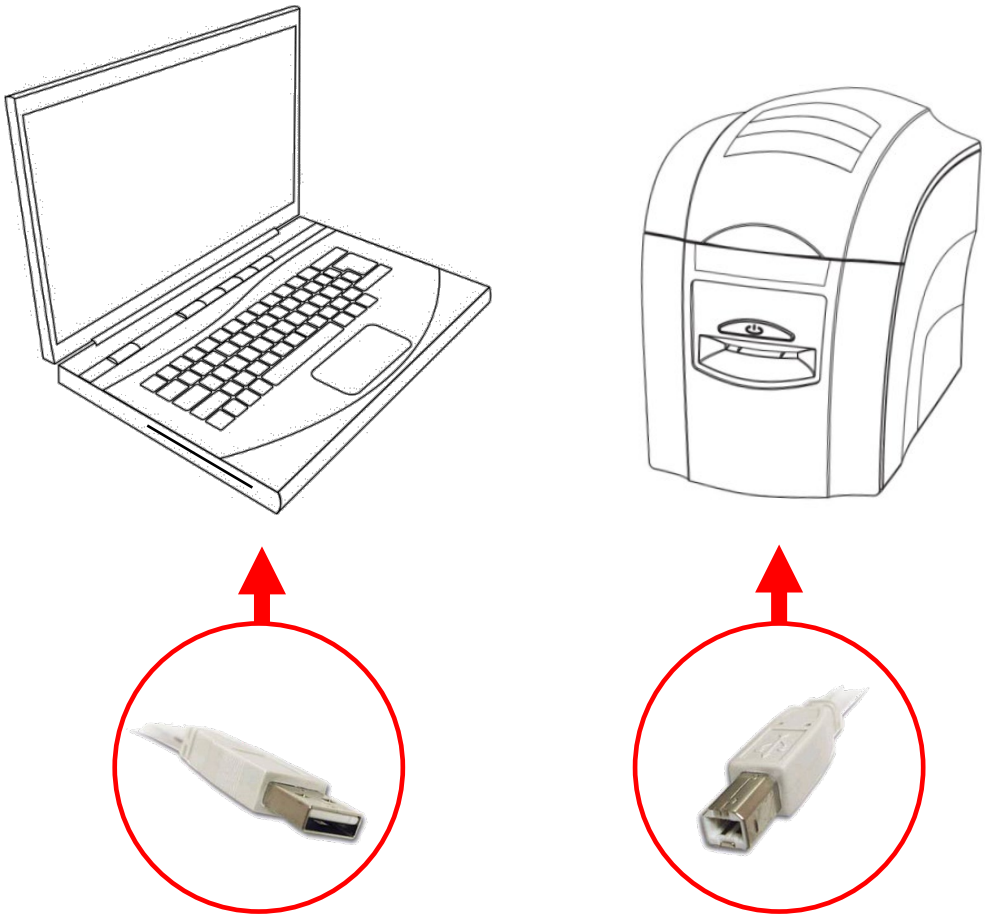


IMPORTANT : Do not connect the USB until the CD ROM has been installed.

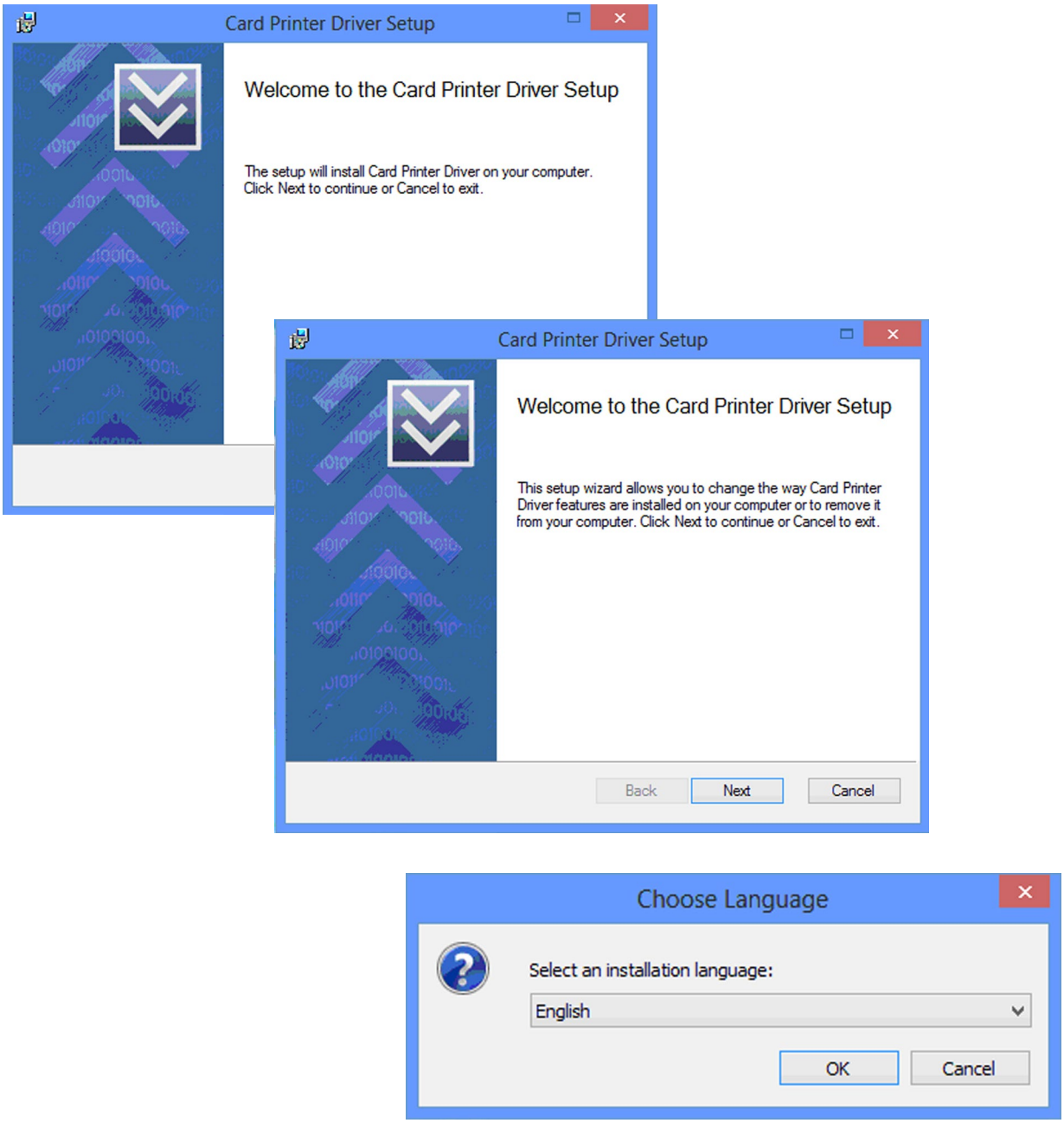
Download your Driver from the Magicard website

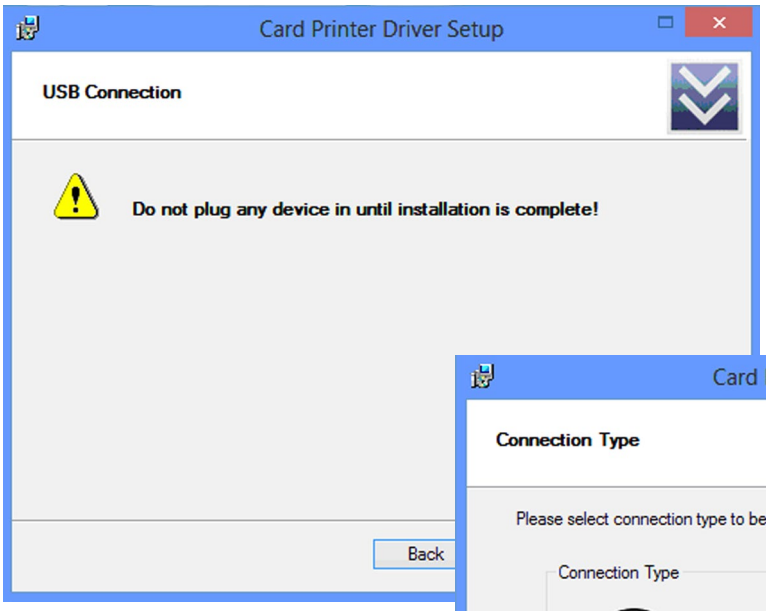
1. Please use the link: https://support.magicard.com/solution/driver/

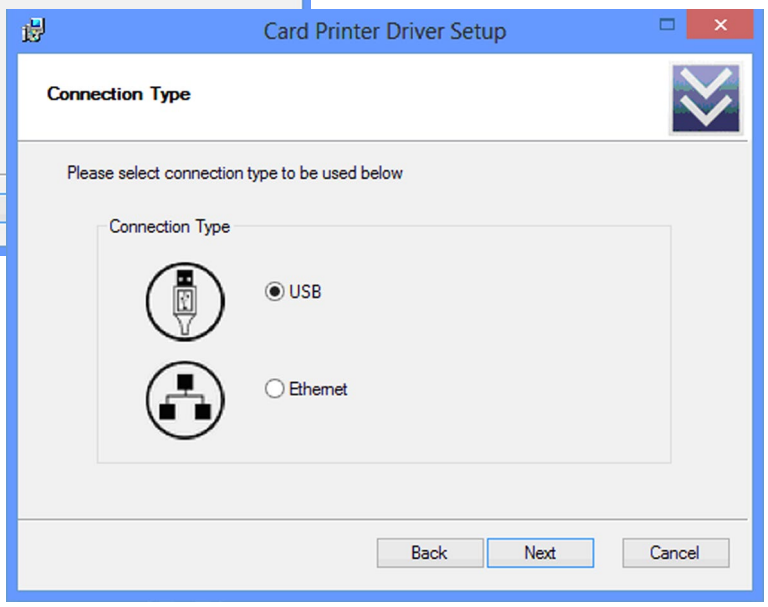
2. Now follow the on-screen instructions to install the Printer Driver
   (please see instructions on Page 9).



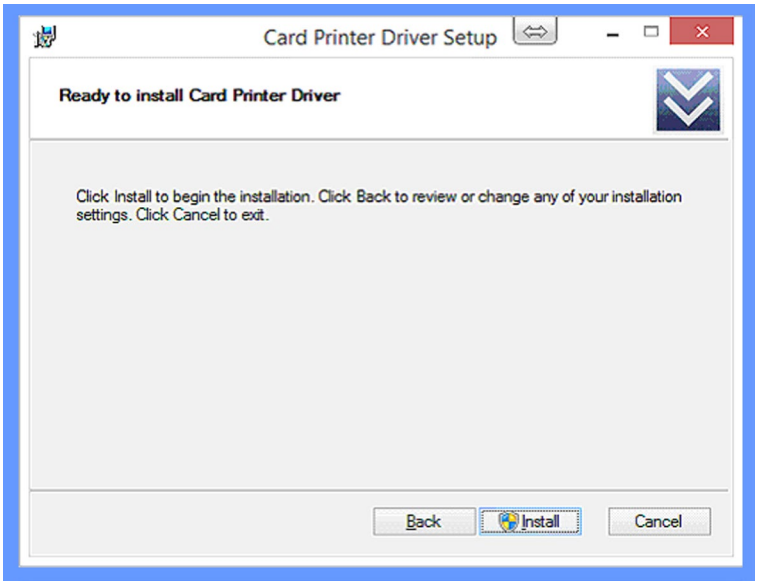
Driver installation instructions (continued).



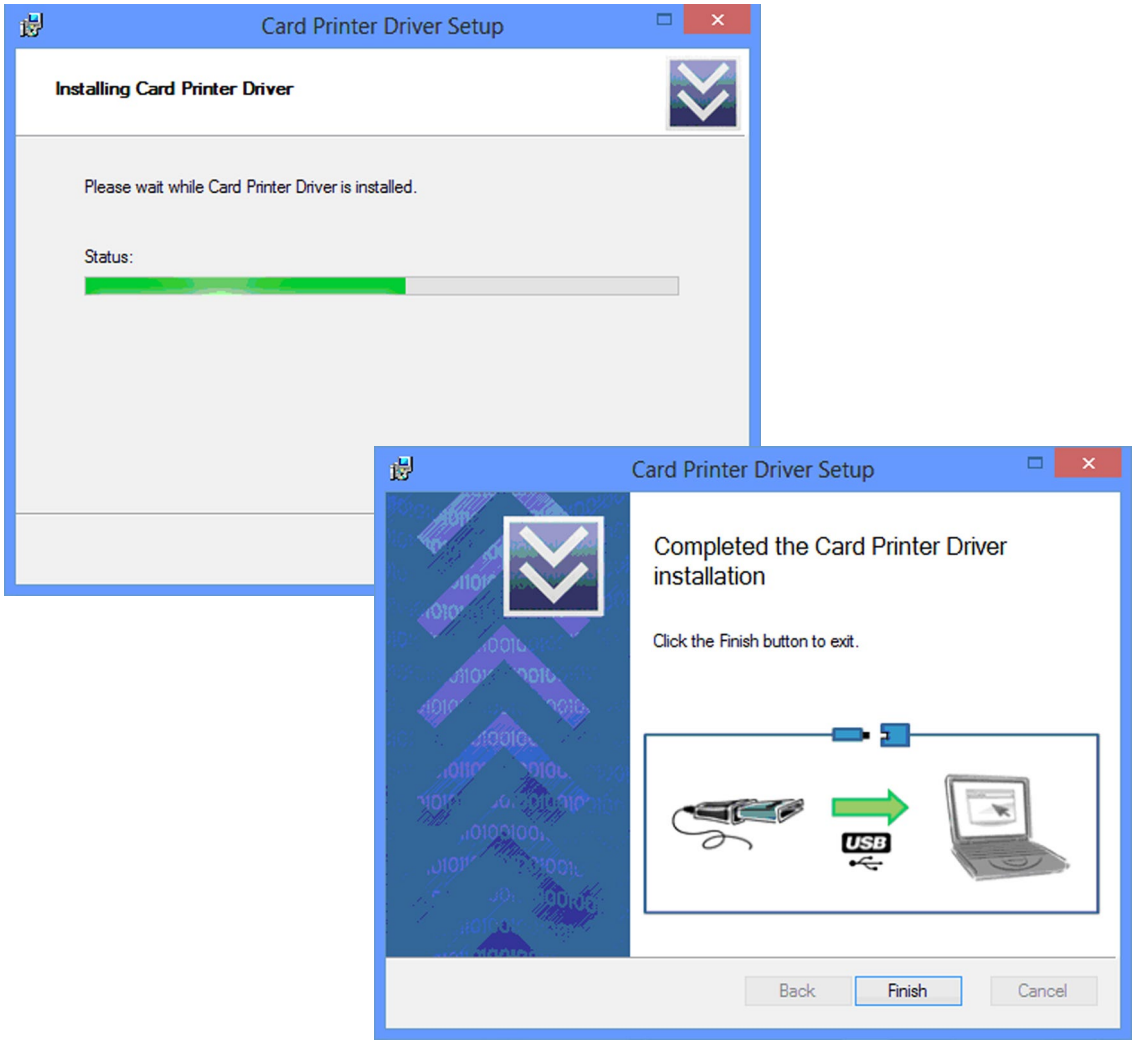




Choose to install the Driver for USB operation.



You are now ready to install the Driver !



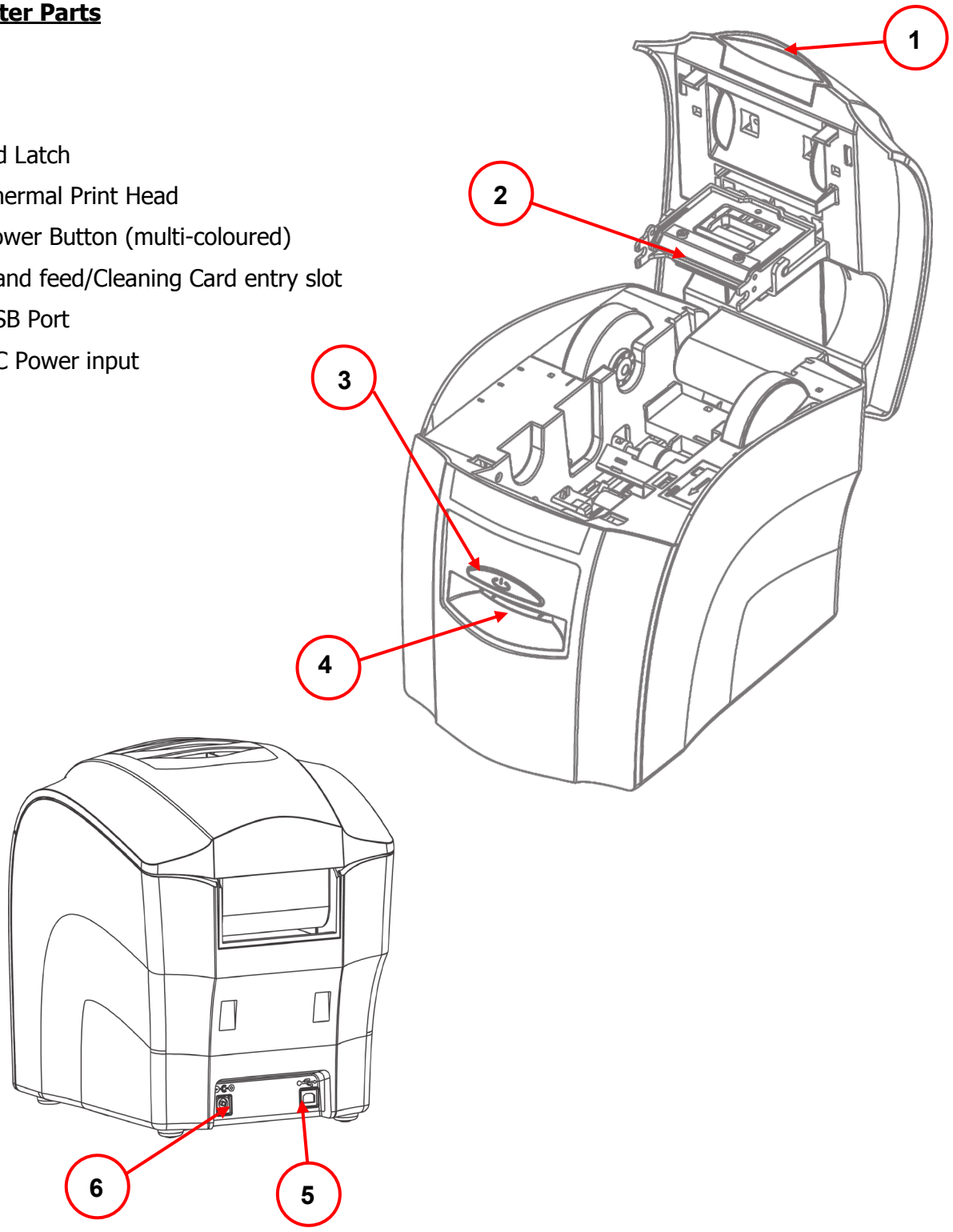
The Driver installation is complete. The Printer can now be connected to the PC.

NOTE: You may need to restart your PC.

USING YOUR ID CARD PRINTER

Printer Parts

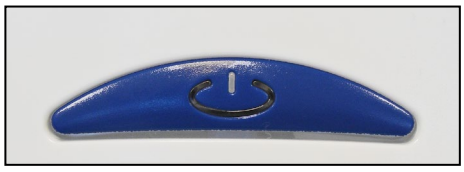
1. Lid Latch
2. Thermal Print Head
3. Power Button (multi-coloured)
4. Hand feed/Cleaning Card entry slot
5. USB Port
6. DC Power input



Multi-coloured Button functions

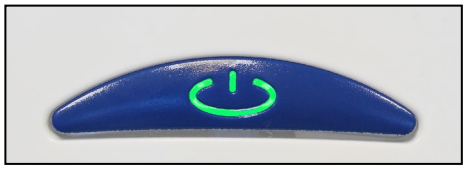
This printer is fitted with a multi-coloured Button to indicate the various functions of the Printer.

These functions are indicated below :



OFF

- Button not illuminated – the Printer is powered off.

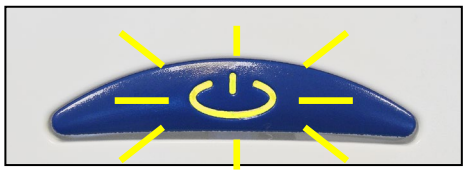


GREEN

– Indicates a 'Ready' condition - the Printer is ready to accept a print job.

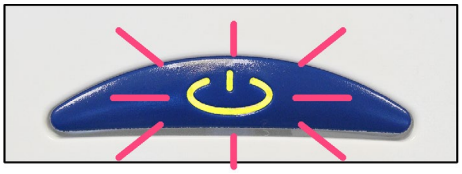
YELLOW

– Indicates the Printer is busy (such as file downloads, printing etc.)



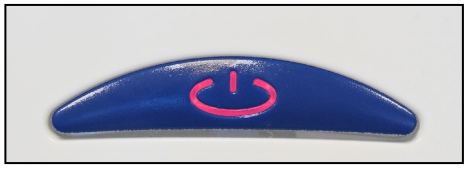
FLASHING YELLOW

– Indicates the Printer is waiting for a card to be fed into the Card Feed Slot.



FLASHING RED/YELLOW

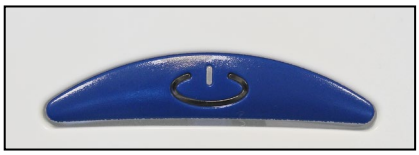
– Indicates the Printer is waiting for the card to be removed from the Card Feed Slot.



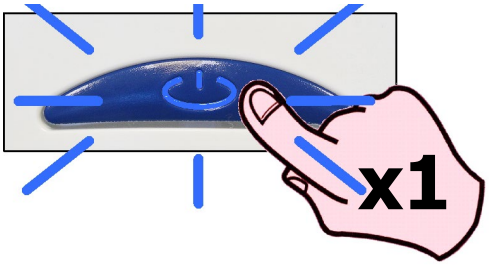
RED

– Indicates an error condition. Read the displayed error message from the PC screen (e.g. "out of Dye-Film")

Powering ON

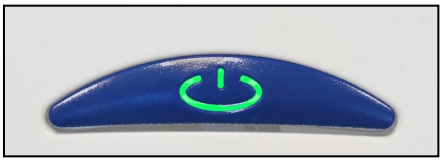


Press the button once and release .....

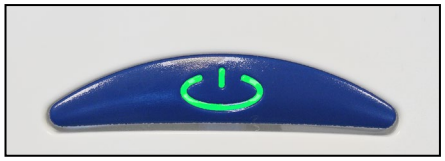


.... Printer begins initialising .....

.... after initialising, Printer goes to 'Ready'

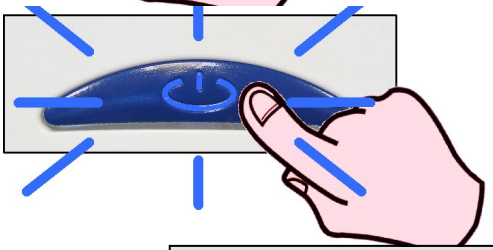


Powering OFF



Press and hold ..... (approx 2 seconds)

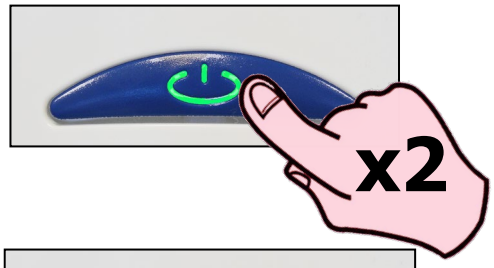
.... until the colour changes .....



.... then let go!

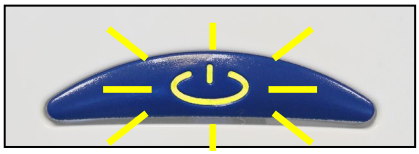
Printing the 'internal test pattern'

Press the Power Button twice in quick succession .... (within 0.5 seconds)



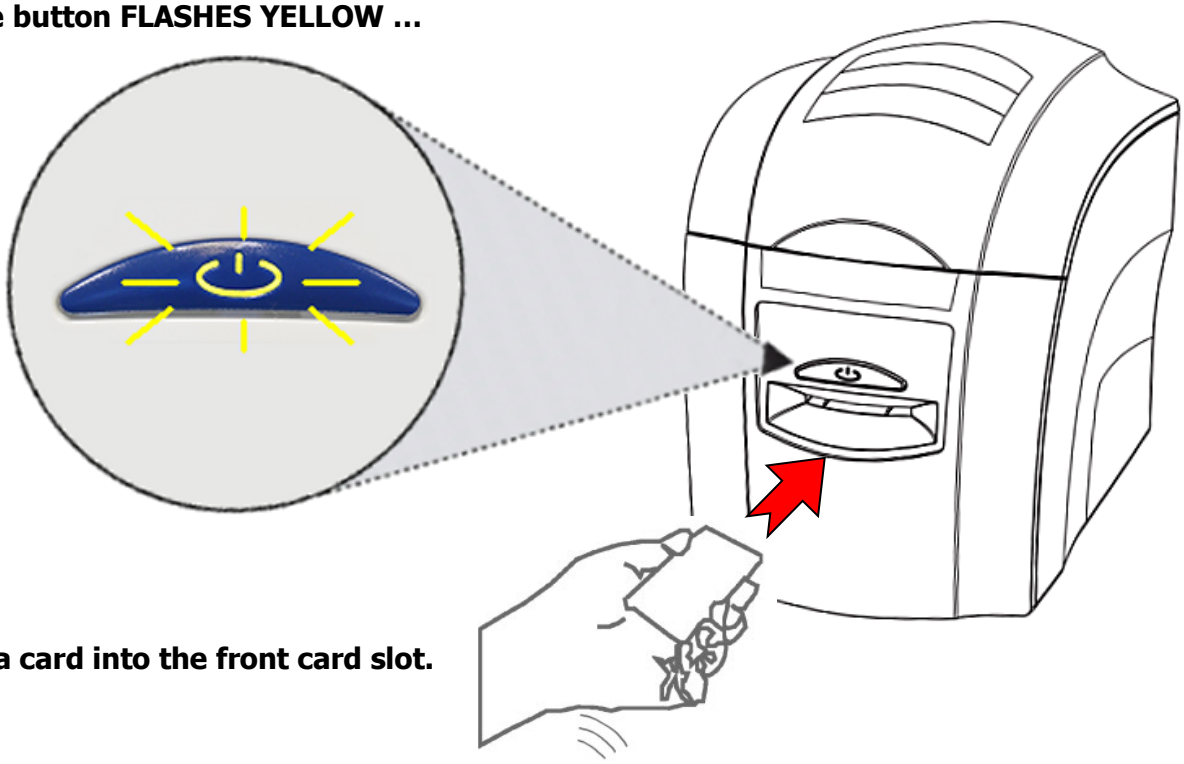
... the button's colour will change to yellow (busy)....

... after a few seconds, the button will FLASH YELLOW to request a card to be fed into the front card slot ....



Feeding cards

When the button FLASHES YELLOW ...

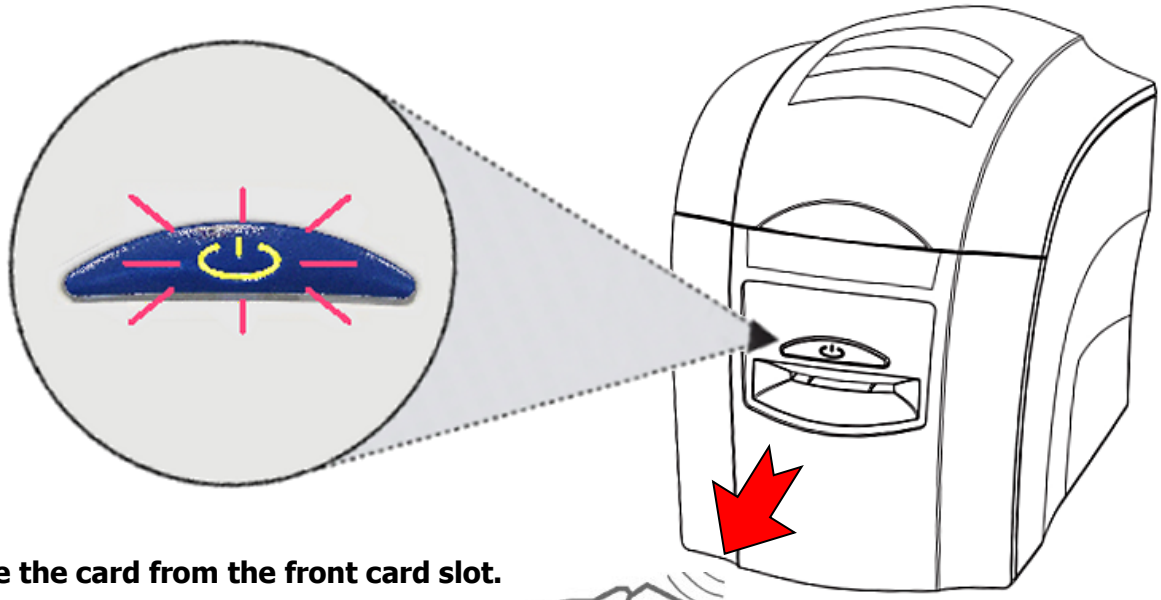


... insert a card into the front card slot.

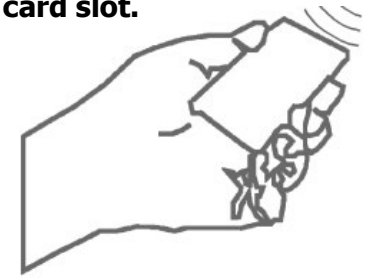
Note: See page 19 for correct orientation of magnetic stripe cards and HoloPatch cards.

Removing printed cards

When the button FLASHES RED/YELLOW …



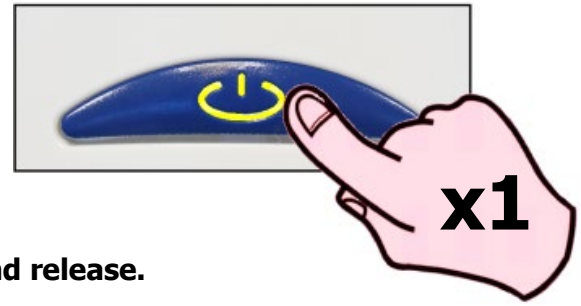
… remove the card from the front card slot.



Cancelling a print job

Any print job can be cancelled.

This can be done while the printer is downloading the image or printing it …..



…. when the button is yellow, just press once and release.

CHOOSING THE RIGHT DYE FILM

Note:

- 300YMCKO Dye-Film is generally the appropriate choice for colour printing with this printer.
- 1000K & 600KO Dye-Film – where running costs are critical, monochrome printing is a fraction of the cost of colour printing.

The Table below is a guide to selecting the best Dye-Film to use for any intended application.

Type of images you want to print	Cards per Ribbon	Ribbon Panel Layout *	Part Number
Colour (1 side only)	300 (printing on 1 side only)	YMCKO	MA300YMCKO
Monochrome: Black Red Blue Green Gold Silver White Scratch	1000 (printing on 1 side only)	K	MA1000K-n (n = colour)
Black + Overcoat	600 (printing on 1 side only)	KO	MA600KO

*** Ribbon Panel Layout Key: Y=yellow, M=magenta, C=cyan, K=resin, O=overcoat (No Colour)**

CHOOSING THE RIGHT CARDS

Card material

Not all white plastic Cards are the same. For best image quality always use high quality PVC Cards. Pure PVC card stock or laminated PVC/polyester Cards are available. The latter are more durable and better suited to heavy use and heat lamination when required. For access control and Smart Card applications, your Dealer should provide the appropriate type for "direct to Card" printing.
For good consistent results, stick to a single variety of good quality cards, such as those available from your ID Card Printer's supplier.

Card size

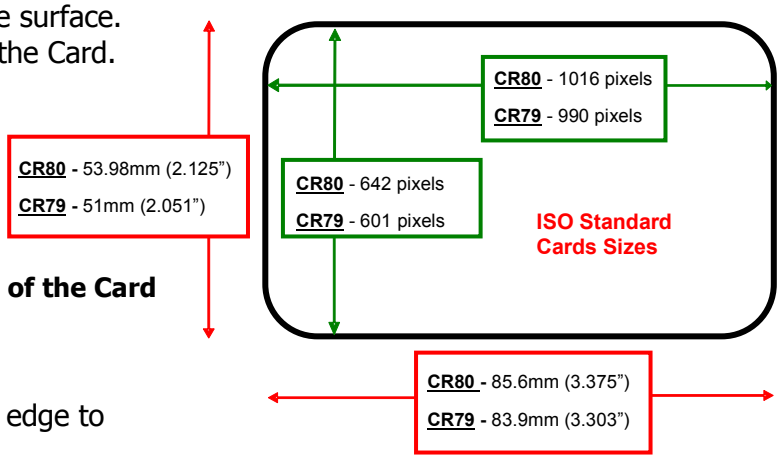
- CR80 (Standard) = 3.375" x 2.125" (86.50 mm wide x 53.98 mm high).
- CR79 = 3.03" x 2.051" (83.90 mm wide x 51.0 mm high).

Card thickness

- Minimum - 0.015" (0.38mm).
- Standard - 0.030" (0.76mm).
- Maximum - 0.063" (1.60mm).

To obtain good quality prints the Card must be:

- Glossy white.
- Free from dirt and grease.
- Free from surface contamination.
- Free from pits and bumps in the surface.
- Free from burrs at the edge of the Card.
- Completely flat.



Printable area of the Card

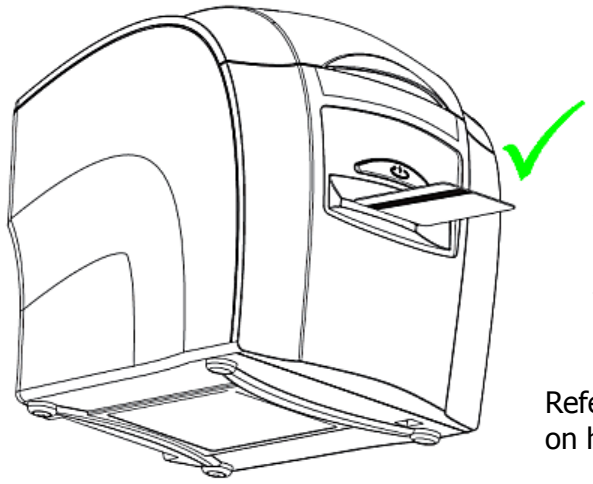
This ID Card Printer offers high quality edge to edge (Full Bleed) printing.

Die cut PVC Cards typically have an edge roll off (bevel) which can result in a fine white line around the edge of full bleed printed Cards.

When setting up your Card design (using your graphics software on your PC), you should use a maximum page size of 1016 pixels (3.45"/87.5mm) x 642 pixels (2.13"/54mm).

Using Magnetic Stripe cards

If you have a printer fitted with the optional magnetic encoding module, you can simultaneously print and encode the magnetic stripe on the rear of a magnetic stripe Card.



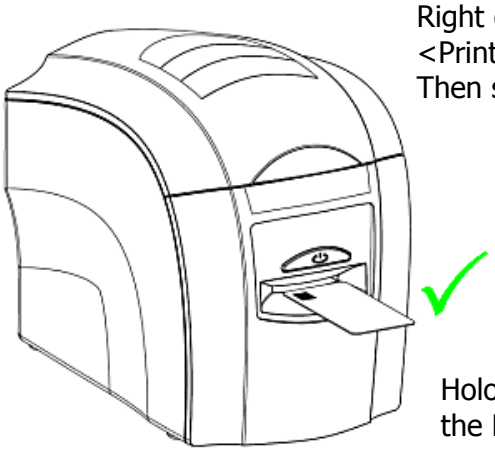
The magnetic encoding module can encode both HI-CO and LO-CO Magnetic stripe Cards.

When feeding Magnetic Stripe Cards, make sure the stripe is on the left and underneath (when viewing from the front of the Printer).

Refer to your PC Badge printing Application for instructions on how to print and encode a Magnetic Stripe Card.

Using HoloPatch cards

From the Start Menu on your PC go to the <Printer and Faxes>.
Right click on the ID Card printer and from the drop-down menu select <Printing Preferences>
Then select the <Card Front> tab and select HoloPatch.



Only the HoloKote watermark image will be printed onto the Gold HoloPatch.

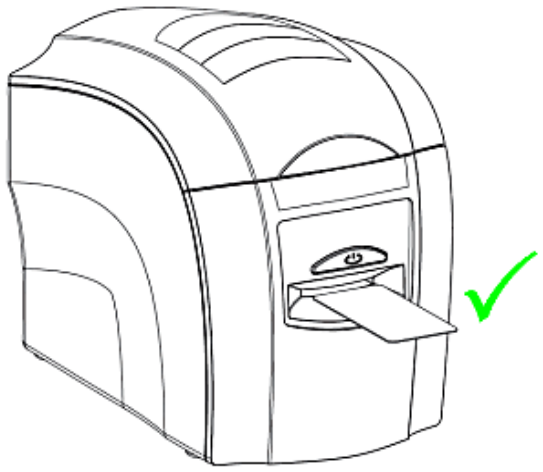
HoloPatch cards should be fed in with the gold patch on top, and on the Left-hand side (viewed from the front of the printer).

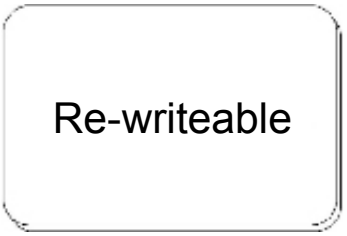
Using Self-Adhesive Cards

We recommend **only** using self adhesive cards supplied by Magicard Limited via your ID Card Printer supplier.

There are many different types of self-adhesive cards. Thorough investigation and testing has shown that poorer quality or incorrect card types will cause problems in the Printer. These problems range from poor image quality, dye-film being cut and cards getting jammed in the roller mechanism.

Using Rewriteable Cards



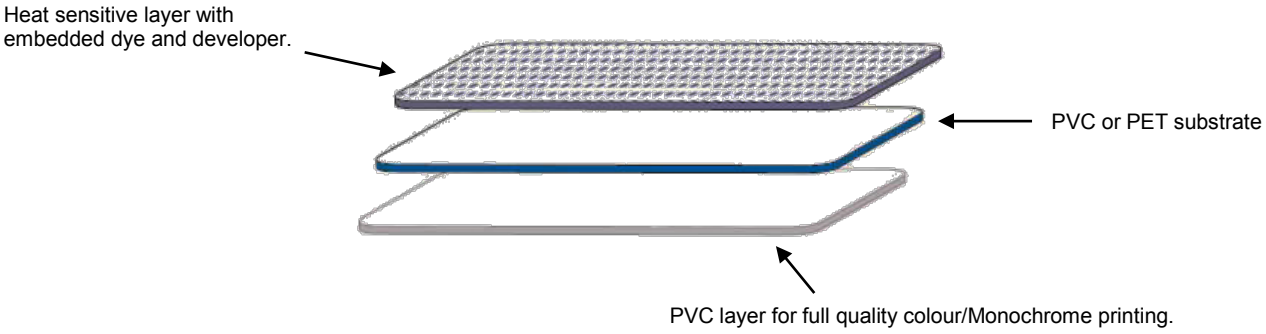


Rewriteable Cards use a special heat sensitive layer on the upper surface that can be erased and rewritten (at least 500 times).
These Cards are not printed in the conventional sense (where Dye-Film is used), but instead use heat transferred directly from the Thermal Printhead into the card surface.

To print on rewriteable cards:

1. **Remove the Dye-Film from the printer.**
2. **Close the lid.**
3. **Ensure the "Colour Format" (Driver Preferences) is set to "Monochrome (K Only).**
4. **On your PC, click 'Print' in your printing application.**
5. **Insert a rewritable card in the card feed slot with the mat surface of the card facing up.**

Should you need to make changes within the Driver, please see "The Printer Driver Settings" on page 21.



THE PRINTER DRIVER SETTINGS

To access the Printer Driver settings in **Windows 2000 and XP** :

1. On the PC, go to "**Start**" then "**Printers and Faxes**"
1. **Right** mouse **click** on the ID Card Printer's driver and select the "**Printing Preferences...**" option.

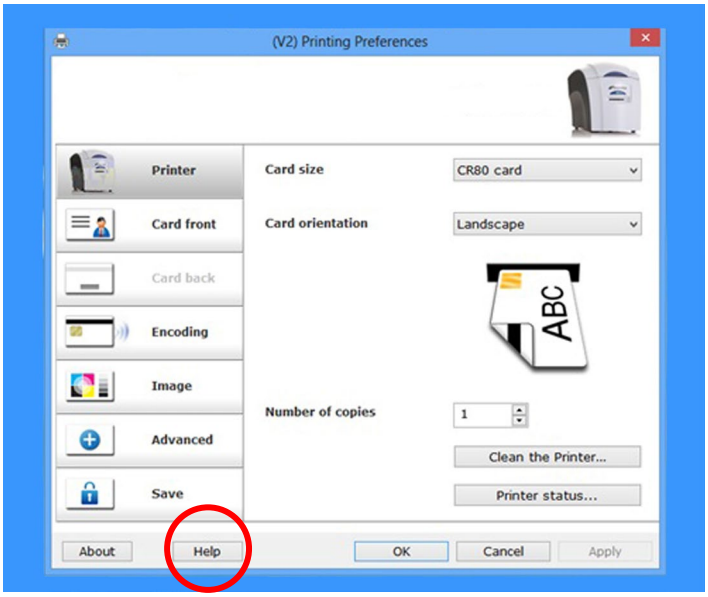
To access the Printer Driver settings in **Windows Vista/Windows 7 and 8:**

1. On the PC, go to the Windows logo then "**Control Panel**"
2. Select "**Printers**"
3. **Right** mouse **click** on the ID Card Printer's driver and select the "**Printing Preferences...**" option.

Understanding each individual driver setting :

The Printer Driver contains a built-in help file (in HTML format) – this file gives an excellent, clear explanation of each Driver setting.

To view the Driver's Help file, go to the Printer Preferences (as described above), and click on the "Help" button in any of the Tabs.



CARING FOR YOUR PRINTER

CLEANING IS IMPORTANT !!!

- Printer care is an important factor of your Printer's operation and longevity.
- Maintaining a regular cleaning routine will give you optimum print quality and prevent "down" time.
- We recommend that you clean the Rollers and Print Head each time you fit a new roll of Dye-Film and replace the supplied Cleaning Roller.

CLEANING IS EASY AND INEXPENSIVE

If you have not already done so, **order a Cleaning Kit -** see the 'Cleaning Supplies' box on the next page.

- A clean Printer produces better quality Cards, as dust and dirt are not present when the Card is being printed.
- A clean Printer is much less likely to require Factory maintenance, and the Print Head in your Printer will last for many years of normal use. Remember, large particles of dirt can damage the Print Head.
- A clean Printer also produces better quality magnetic encoding.

THE CLEANING 'SYSTEM'

There are three main parts to your Printer's cleaning system :

1. **Clean the rollers using the Cleaning Cards :**
   You use a Cleaning Card to remove dirt from the print path. This should be used after every time you replace your Dye-Film (every 250 to 300 prints). If you print only a few Cards a day, we recommend that you clean the Printer more often.

2. **Clean your PVC Cards using the Cleaning Roller :**
   There is a disposable Cleaning Roller fitted inside the printer to remove dust & debris from the surfaces of the PVC Cards.
   This will prolong the life of the Print Head and will help maintain image quality.
   It should be replaced every time you replace your Dye-Film. *A replacement Cleaning Roller is supplied free with every new roll of Dye-Film.*

3. **Clean the Print Head using the Cleaning Pen :**
   There is also a Cleaning Pen, which is used to clean the Print Head. We recommend you use this if any lines are seen on printed Cards.

Cleaning supplies

Two Cleaning Cards and a Cleaning Roller (sleeve & bar) are bundled with each new ID Card Printer. You can also purchase additional Cleaning Kits, which include Cleaning Cards, Rollers and Pens :-

- Cleaning Kit (10 cards, 1 pen) - Part number - CK1
- Cleaning Roller Kit (5 sleeves, 1 roller bar) - Part number - 3633-0054

Cleaning the Printer Rollers with the Cleaning Card

To prevent the PVC Cards slipping on the rollers during printing, we recommend that you clean your Printer using a Cleaning Card each time you replace the Dye-Film.

A. Remove the Dye-Film.
Leave the Lid open.

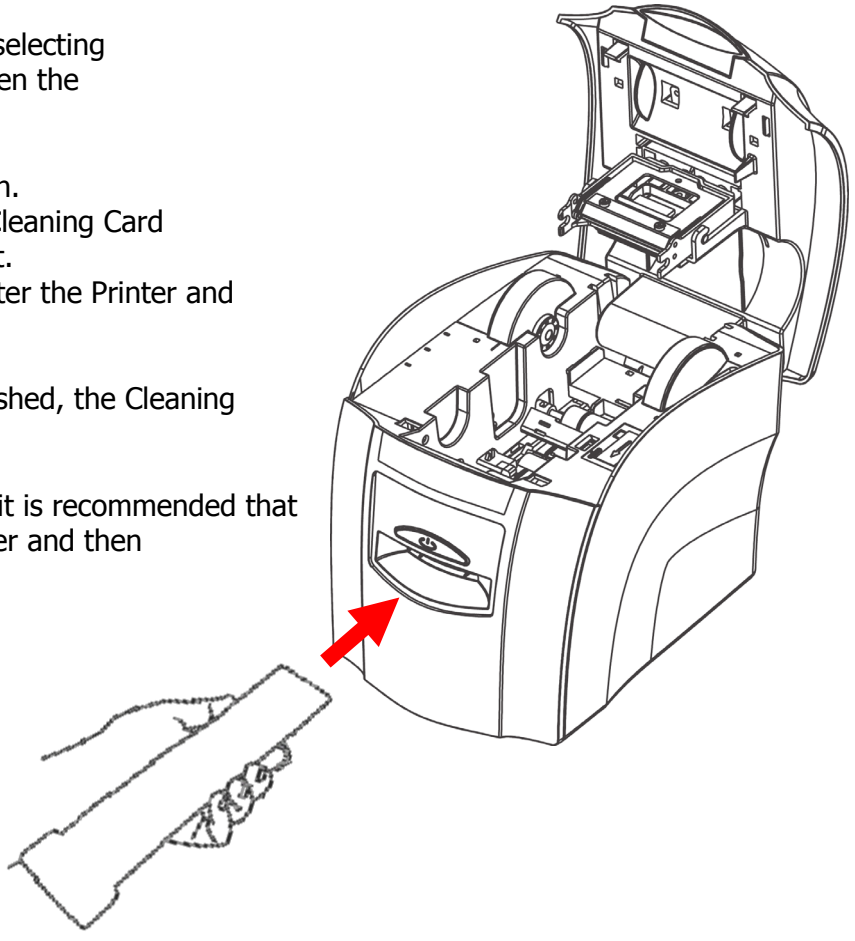
B. Take a new Cleaning Card from it's foil packaging.

C. Start the cleaning routine by selecting the Driver Preferences and then the "Printer" Tab.

D. Click "Clean the Printer" Button.
Place the narrow end of the Cleaning Card into the front Card Feeder slot.
The Card will automatically enter the Printer and the Rollers will be cleaned.

When the cleaning cycle is finished, the Cleaning Card will be ejected.

For maximum cleaning effect, it is recommended that you turn the Cleaning Card over and then repeat step **D.**



Replacing the Cleaning Roller

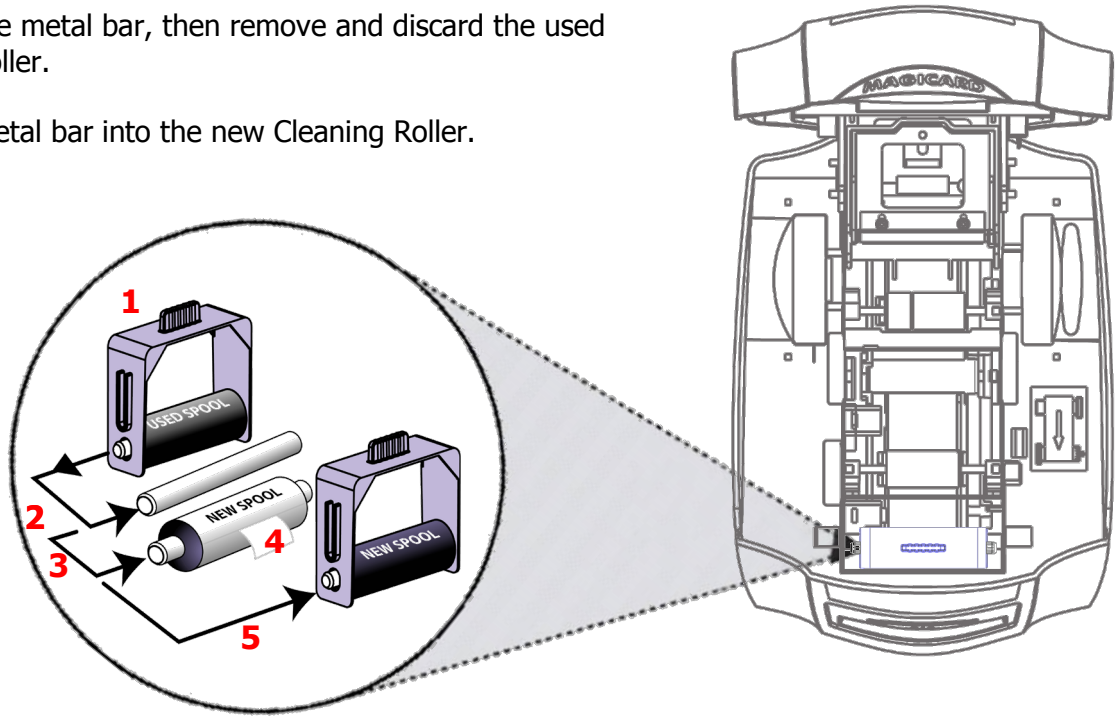
A new cleaning roller is supplied with every new Dye-Film roll.

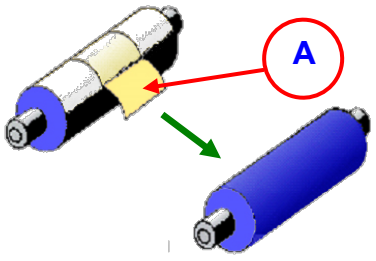
– Open the Printer, remove the used Dye-Film, then :-

1. Pull out the Cleaning Cassette.
(This is the positioned towards the front of the Printer – just behind the front Card slot – see below).

2. Slide out the metal bar, then remove and discard the used Cleaning Roller.

3. Slide the metal bar into the new Cleaning Roller.





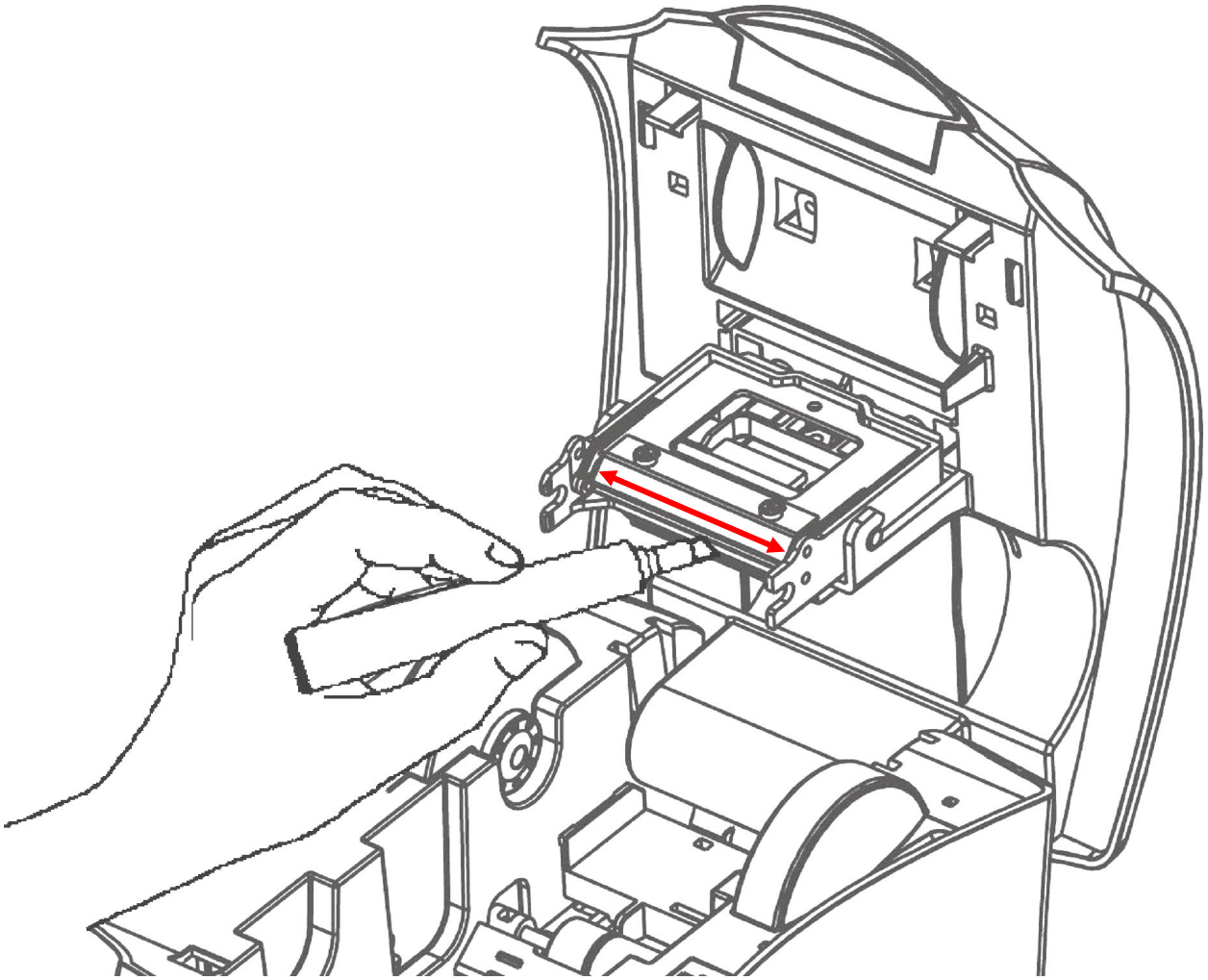
4. Pull the tab (**A**) to carefully remove the Cleaning Roller's protective cover. This will reveal the Roller's "tacky" surface.

5. Place the new Cleaning Roller into the Cleaning Cassette, and refit the Cleaning Cassette into the Printer.

Cleaning the printhead using the Cleaning Pen

We recommend that you clean the Print Head each time you replace the Dye-Film.

- Take the Cleaning Pen from your cleaning Kit.
- Open the Printer and carefully run the Pen several times, along the complete length of the Print Head.

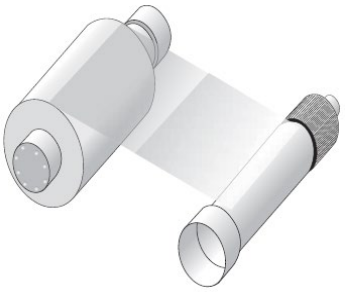


AVAILABLE CONSUMABLES

Product Code **Description**

Dye-Film

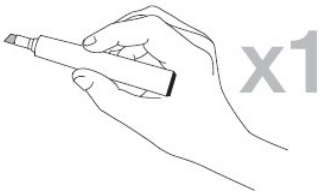
- **MA300YMCKO** YMCKO 5 panel Dye-Film, 300 images.
- **MA600KO -** KO 2 panel Black Resin Dye-Film, 600 images.
- **MA1000K -** Monochrome Black Resin, 1000 images. (Various monochrome colours avalable).

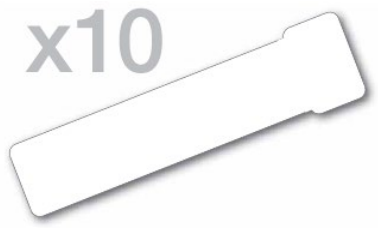


Product Code **Description**

Cleaning Kit

- **CK1 -** Contains 10 Cleaning Cards and 1 Pen.
- **3633-0054 -** Contains 5 Cleaning Rollers and 1 Roller Bar.





Cards

- All standard **PVC ISO CR79/CR80** sized Cards.
- **HoloPatch®/Magstripe** cards are available.
  Card thickness: 0.51mm to 1.02mm (20mil to 40mil).

TROUBLESHOOTING

Table 1 - Printer Error Messages

Error Message	Probable Cause	Solution
Lid Open, please close to continue. Code = 01:00 to 01:15	The lid is open either during a print job or when there is a print job pending.	- Close the lid to continue - Do not open the lid while the printer is printing or if there is a print job being sent to the printer.
Hand feed error, please select and try again. Code = 03:00 to 03:01	The printer has not detected a card inserted in the front slot.	1. Ensure the card is being fed into slot in the front when the multi-coloured button flashes YELLOW. 2. Ensure card is inserted far enough into the slot for printer's rollers to grab it. 3. Do not pre-stage a card in the printer before printing.
Card Jam, please clear printer mechanism. Code = 06:00 to 06:27	The card has failed to move into the correct position in the printer.	1. Open the lid and remove the card if possible. If not close the lid and see if the card will eject. 2. Once removed make sure your cards are within the printers recommended specification. 3. Clean the printer rollers
No film detected please load a new roll of film to continue. Code = 07:00	The printer detects an invalid RFID film tag	1. Make sure you are using genuine film from the original printer supplier (cheaper clone supplies can cause this problem). 2. Install a new roll of film.
Out of dye film, please load a new roll of film to continue. Code = 08:00 to 08:18	While advancing the dye-film to the correct starting position, the printer does not see the film advance.	1. Make sure you are using genuine film from the original printer supplier (cheaper clone supplies can cause this problem). 2. Check there is dye film installed, if not - install a roll of film. 3. Check whether the dye film has been completely expended, if so - install a new roll. 4. Make sure your dye film gear is meshing with the film teeth. 5. Make sure you have the correct power supply plugged into the printer. 6. Try installing a new roll of ribbon.

Table 1 - Printer Error Messages (continued……)		
Error Message	Probable Cause	Solution
Unsupported film, please load different film to continue. Code = 09:00	The printer has validated the dye-film but the configuration of colors is unsupported.	1. Make sure you are using genuine film from the original printer supplier (cheaper clone supplies can cause this problem). 2. This could be a new film type for the printer so a firmware upgrade might be needed. Download the latest firmware from our website and install it. 3. This could be genuine film, but the incorrect type for your printer - check with your supplier.
Wrong film type. Please load different film to continue or press cancel to clear print job. Code = 10:00 to 10:06	Can arise if sending a color print or overcoat print job to a single color (monochrome) film.	1. Make sure you have the right film type fitted in your printer. 2. Check that your driver settings are correct. 3. Reinstall the printer driver. (Note - If printing prn's to the printer it can bypass the driver settings and can produce this error).
Can't find panel. Please check film and printer mechanism, or press cancel to clear print job. Code = 11:00 to 11:02	The printer cannot find the requested color panel within 8 panels of its starting point	1. Make sure you are using genuine film from the original printer supplier (cheaper clone supplies can cause this problem). 2. Make sure your dye film gear is meshing with the film teeth. 3. Make sure you have the correct power supply plugged into the printer 4. Try installing a new roll of ribbon.
RFID PCB Missing. Reconnected PCB to continue. Code = 12:00	The printer does not detect the RFID PCB	1. Make sure you have the correct power supply plugged into the printer. 2. Try installing a new roll of ribbon.
Print Head Error, switch printer off and reconnect print head. Code = 13:00 to 13:02	The printer detects that the print head cable is not correctly connected.	1. Turn off the power, then make sure the printhead cable is connected. 2. Check to make sure the correct power supply is connected.
Overheat error, switch printer off and allow printhead to cool. Code = 14:00 to 14:01	The print head temperature is out of range or is too hot.	1. Turn off the printer so to allow the printhead to cool down. 2. Check to make sure your room temperature is with in the recommended specifications. 3. Make sure your printer has proper air flow around it. 4. Your printer driver settings for Print Head Power might be set to high. Reset them to 50.

Table 1 - Printer Error Messages (continued……)		
Error Message	**Probable Cause**	**Solution**
Image too dark, Please cancel print job and reduce driver printhead power settings to try again. Code = 15:00	Your printer driver settings for Print Head Power are set to high.	1. Reduce the Print Head Power settings in the driver to 50. 2. Make sure the correct power supply is connected.
Can't Lift Head, Check Printer Mechanism. Code = 16:00 to 16:08	The printer is attempting to move internal mechanical parts, but does not detect any movement	1. Check the inside of the printer for obstructions. 2. Check to make sure the correct power supply is connected.
Can't Drop Head, Check Printer Mechanism. Code = 17:00 to 17:01	The printer is attempting to move internal mechanical parts, but does not detect any movement	1. Check the inside of the printer for obstructions. 2. Check to make sure the correct power supply is connected
Mag Verify Fail, Press Retry or Cancel to continue. Code = 19:00 to 19:01	The printer does not detect the RFID PCB	1. Make sure you have the correct power supply plugged into the printer. 2. Try installing a new roll of ribbon.
Clean Required, Please clean rollers to avoid deterioration. Code = 21:00	The printer has printed more than 700 cards since the rollers were last cleaned. It needs to be cleaned to prevent deterioration of print performance.	1. Clean the print rollers.
Wrong PSU? Please switch printer OFF and check the power supply. Code = 23:00	The printer detects a low level of output from the Power Supply Unit.	1. Make sure the correct power supply is connected.

Table 2 - Card Feed Problems		
Problem	**Probable Cause**	**Solution**
Cards failing to travel correctly through the Printer. Gives error message:- “Card not found”.	1. Dirty rollers. 2. Incorrect Card size.	1. Clean the rollers. 2. Fit correct Cards

Table 3 - Printer Prints but with Image Quality Problems

Problem	Probable Cause	Solution
Mis-registration of colours. (Ghosting on Photographs etc.)	1. Card is slipping due to dirty Rollers.	1. Clean all Rollers. (See page 20 of this document).
Small areas of wrong colour. (Small areas where one or more colour layers have been missed from the image).	1. Dust and debris on surface of the Card. (white ovals). 2. Contaminated with oily deposits (darker blotches). 3. Card surface uneven (White patches). 4. Slight cutting of Dye-Film due to Print Head density set too high (Jagged scratches).	1. Ensure Cards are kept clean, and protected from dust & debris. 2. Replace Cards with clean ones and do not handle print surface. 3. Replace Cards. 4. In the Driver, reduce printhead power setting, or determine which end of Card is cutting the Film & adjust image "Start" or "End" position accordingly, in the Driver.
Dark or lighter vertical lines on Card (always in the same place).	1. Card striking something during the print process. 2. Card not running smoothly along the platen runway.	1. Check print path is clear. 2. Contact your supplier's Technical Support department for advice on clearing the Platen.
Vertical white line down one or both ends of Card.	1. Incorrect Driver setting. 2. Image page size incorrect. 3. Incorrect image "Start" or "End" position settings.	1. Ensure the Driver is not set to "White Border". 2. Ensure page size 86.9mm x 54mm with margins at zero (in Badging Application). 3. Adjust settings in Driver.
White line along length of all Cards (always in the same place).	1. Print Head has damaged heating elements.	1. Contact your supplier's Technical Support department for advice on Print Head cleaning or replacement.

Table 4 - Magnetic Encoding Problems

Problem	Probable Cause	Solution
Magnetic Encoding results are inconsistent.	1. Card slipping when moving over the Magnetic Head. 2. Incorrect Cards fitted HI-CO / LO-CO.	1. Clean all Rollers. (See page 20 of this document). 2. Ensure the correct type of magnetic stripe cards are being used.
Cards do not encode.	1. Card incorrectly oriented when fed into Printer. 2. Driver selections are incorrect for encoding. 3. Incorrect or defective Cards.	1. Position card with the stripe underneath and to the left when inserting into Printer. 2. Check the Printer Driver settings are correct. 3. Ensure the correct type of magnetic stripe cards are being used.

Table 5 - Dye-Film Problems

Problem	Probable Cause	Solution
Dye-Film is being cut during the print operation.	1. Ribbon sticking to Card. 2. Image printing over the ends of the Card.	1. Ensure cards are not already 'used'. Then lower Print Head power settings. 2. Adjust either the image "Start" if cutting at beginning of film panel, or the image "End" if cutting at rear of Film panel.
Image is printed outside the colour panels. (Puts a coloured band across one end of Card).	1. A used roll of Dye-Film has been fitted. 2. Take Up Spool wound too loosely.	1. Fit a new roll of Dye-Film. 2. Remove loose Dye-Film.
Areas of Dye-Film peeling off card. Dark mosaic like image.	1. Card has been used and has overcoat layer on it.	1. Use only brand new cards (not ones which failed to print fully).
Cards printed incorrectly after switching between YMCK and black Film.	1. Failure to re-set Driver settings 2. A used roll of Dye-Film has been fitted.	1. Set correct the Driver settings for colour format. 2. Replace Dye-Film with a new roll.

Table 6 - Driver Related Problems

Problem	Probable Cause	Solution
Slow data download from Computer to Printer	1. Computer polling Access Control System in background. 2. Corrupted Driver or Spooler.	1. Operate from a dedicated PC. 2. Update to latest Driver version.
No data download between PC and Printer, but Printer can print "Internal Test Cards".	1. Incorrect Printer Driver selected in the Windows "Printers & Faxes" window. 2. Incorrect Port selected. 3. Driver corrupted.	1. Select the correct printer driver in the Windows "Printers & Faxes" window. 2. Check Port selection in Driver properties. 3. Update with latest Printer Driver.
Prints stuck in Print Spooler.	1. Print Spooler paused. 2. Printer communication blocked. 3. Damaged file is at front of print queue.	1. Enable the Print Spooler. 2. Clear the Spooler and reset the Printer. 3. Delete the damaged print if necessary, and reset the Printer.
Print Spooler will not automatically 'enable' after each print.	1. Corrupted Printer Driver file.	1. Un-install the Printer Driver and then re-install.