



by evOLIS

USER GUIDE



EDIKIO ACCESS



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TRADEMARKS

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WARRANTY

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

ENVIRONMENTAL INFORMATION

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

RECYCLING END-OF-LIFE PRODUCTS

Manufacturing the equipment that you have purchased required the extraction and use of natural resources. This equipment may contain materials that are hazardous to health and the environment.

To prevent the dispersal of such materials into our environment and reduce pressure on our natural resources, we recommend that you use existing collection facilities. These systems will re-use or recycle most of the materials in your end-of-life equipment in an appropriate way.



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

For further information on collection, re-use or recycling systems, please contact your local or regional waste management body.



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ABOUT YOUR NEW PRINTER

Using your new Edikio printer, you can create a wide variety of high-quality customized cards. This printer uses consumables and accessories that are available from your Edikio by Evolis reseller.

For further details, visit our website at www.edikio.com. This user guide has been produced for the Edikio Access solution.

REGISTERING YOUR PRINTER

Please register online at www.edikio.com to receive printer driver and software updates.

Once on the website, click **Support** then select your printer model. Then click on **Register your card printer** and fill out all the fields, specifying the model and serial number found on your printer.

GETTING STARTED

The purpose of this user guide is to support you, step by step, in discovering your printer and how it works. Please take some time to read it, to learn more about your printer and its features, and to save time during installation and utilization.

CONTENTS

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

ICONS

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



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



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



This symbol links to the Edikio Print Center, accessible from your computer, for the administration, management, and setups of your printer.



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1 – GETTING STARTED

UNPACKING

Your printer is supplied with several accessories that should be checked on receipt. The list of accessories may vary depending on your location.

The printer is shipped in special packaging designed to prevent any damage in transit. If you notice any visible damage, please contact the shipping company and immediately inform your Edikio by Evolis reseller, who will tell you what to do.

We have paid particular attention to the quality of the packaging for the Edikio Access printers. Please keep this packaging somewhere clean and dry.



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

Accessories supplied with your printer:

- Installation USB stick containing:
 - the Edikio software for managing and printing your price tags
 - the Windows Edikio Printer Suite driver
 - the warranty notice in PDF format
 - the declaration of conformity
- Power supply unit – SWITCHBOX model F10723-A or CWT model KPL-065M-VI
- Mains power cable.
- USB cable.
- A consumables kit consisting of a white ribbon and black PVC cards

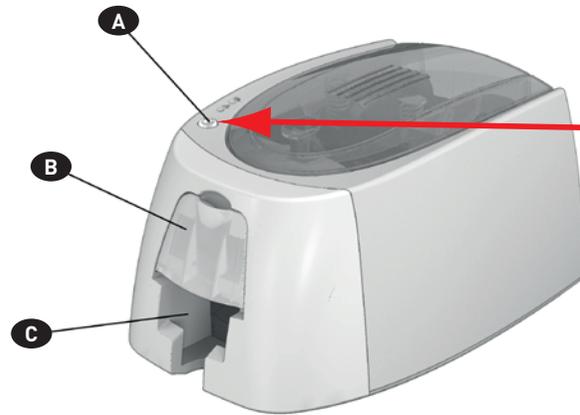


If any of these components are missing, please contact your Edikio by Evolis reseller.
Use only the power supply unit provided with your Edikio Access printer.
SWITCHBOX model F10723-A or CWT model KPL-065M-VI.
Use only the USB cable supplied with your Edikio Access printer.

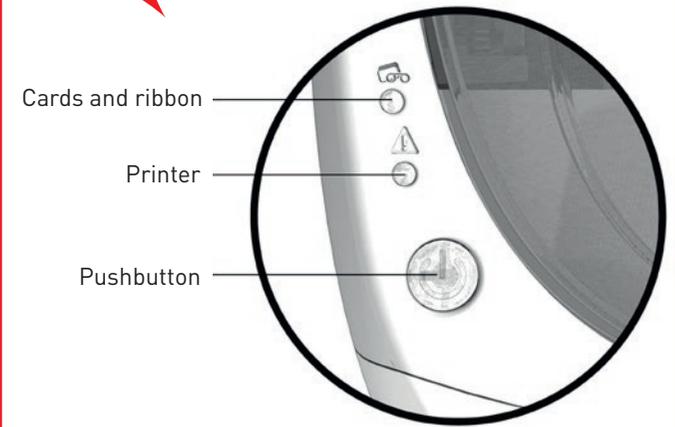


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DESCRIPTION OF THE PRINTER AND ITS FUNCTIONS



Control panel lights



- A - Control panel
- B - Card feeder
- C - Output hopper

- D - Kensington lock
- E - Power cable socket
- F - USB port (type B)



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G - Thermal print head



H - Serial number label



The printer should always be disconnected from the power supply (unplugged) before carrying out any work on it.



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INSTALLATION



The Edikio Access printer must be placed in a dry location, protected from dust and drafts, and well-ventilated. Please ensure you keep your printer on a flat, strong surface able to bear its weight.

Connecting the printer

Connection to the power supply



The printer must be connected to a properly protected and grounded electrical installation.

FI: Laitte on liitettävä suojamaadoitus koskettimilla varustettuun pistorasiaan.

NO: Apparatet må tilkoples jordet stikkontakt.

SE: Apparatens skall anslutas till jordat uttag.

DK: Printerens skal tilsluttes til en korrekt beskyttet og jordforbundet el-installation.

- Remove the sticker that covers the connection ports at the back of the printer.
- Connect the power cable to the power supply unit, then plug the power cable jack into the printer.
- Next, plug the end of the power cable into a grounded power socket.
- The printer is powered on: the control panel lights up showing that the printer is working properly. If the control panel does not light up, then either the installation has not been carried out correctly or the printer is not working properly. Check the installation.





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Before attempting any maintenance, always ensure that the power cable is unplugged. For your personal safety, ensure that the cable and power supply unit can be easily accessed, especially in the event of an emergency.



To save energy, the printer will automatically switch itself to standby mode after 10 minutes of inactivity. It will switch to sleep mode after 30 minutes in standby mode. The standby times can be set up in the Edikio Print Center. In standby mode, sending a print request restarts the printer, and briefly pressing the control button (for 1 second) takes the printer out of sleep mode.

Connecting the USB cable



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

Please refer to the section on printer driver installation in this chapter for further details, and follow the instructions carefully.



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Ribbons

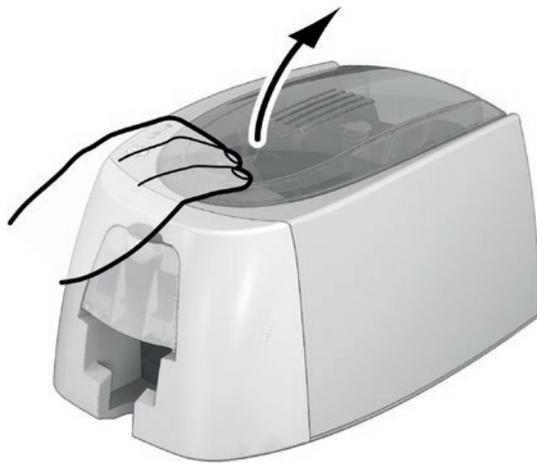
Evolis HighTrust® original ribbons optimize your printer's operation and avoid causing damage to it. Ribbons from other suppliers are not compatible with your printer. Their use is liable to damage your printer and voids the manufacturer's warranty for the printer.

For optimum print quality, it is recommended that you fully clean the printer once a year, or after a period of inactivity. See the Servicing and Maintenance chapter of this manual.

Fitting the ribbon



The printer automatically recognizes the ribbon inserted.



Open the cover.



Insert the ribbon as shown.



Close the cover and press until you hear a click.



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Cards



For optimum quality, the cards used must be ISO 7810 certified.
Use only the card types recommended by Evolis.
Avoid touching the printable surface of the cards in order to preserve print quality.
Do not use cards that have been damaged, folded, embossed, or dropped on the floor.
Keep your cards protected from dust.

Loading the cards



Open the card feeder.

Insert the cards, 25 cards maximum
(0.76 mm thick) or 40 cards maximum
(0.5 mm thick). Hold and insert the cards as
illustrated in the diagram.

Close the feeder.



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Removing printed cards

Once the print cycle is complete, the cards are issued into the output hopper below the card feeder. This output hopper is designed to collect the printed cards. The printer is equipped with an output hopper with a maximum capacity of 25 cards that are 0.76 mm thick and 40 cards that are 0.50 mm thick.



Using cards that are 0.76 mm thick after extended use of cards that are 0.50 mm thick may require the rollers to be cleaned. See Chapter 3 Cleaning the printer.



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2 – PRINTING

INSTALLING THE PRINTER DRIVER

New advanced functions automate complete printer setup after the printer driver has been installed. Your printer comes with a USB stick containing the Windows printer driver.

To install the printer driver, insert the USB stick into your computer and select the printer driver menu. A program will guide you through the entire installation process.



Connect the USB cable to your computer when you are prompted by the installation program. For the connection procedure, see the section on Connecting the printer in this chapter.



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



Installing the driver involves the installation of the Edikio Print Center by default. This application will help you to set up your printer.



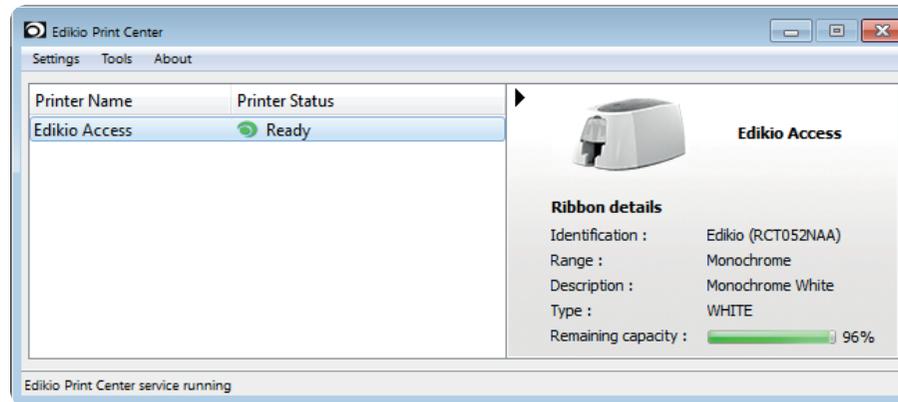
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MANAGING THE PRINT SETTINGS IN WINDOWS

Once the ribbon is installed, your Edikio printer will configure itself automatically. A management application called Edikio Print Center is available to help you if necessary to change predefined settings.

To access this application:

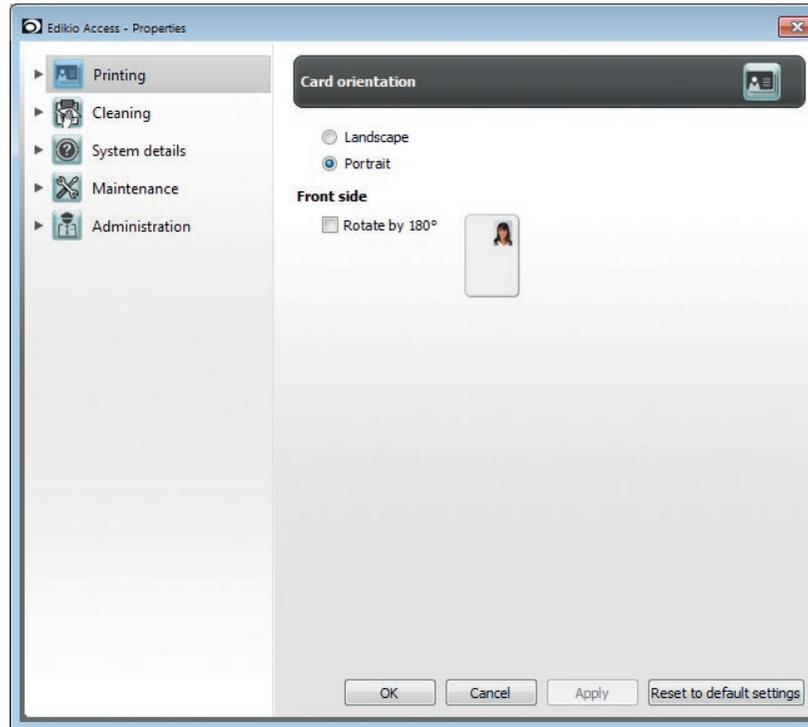
- From the **Start** button on the bottom left of your screen in the Windows task bar, select **All Programs, Evolis Card Printer, Edikio Printer Suite, Edikio Print Center**.





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- Select the desired printer.
- Right-click the name of the printer, select **Properties** to access the setup area or double-click the printer name.



Pay attention to the settings defined under the printer driver Properties and do not hesitate to contact your Edikio by Evolis reseller for any advice and assistance before making changes.



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NOTIFICATION OF MESSAGES AND WARNINGS

Through visual notifications on the computer, Edikio Printer Manager provides information about the printer, and alerts you when your attention is required.

There are several types of notification:

- Messages and alerts associated with the ribbons, their compatibility with your printer, and the nature of your print requests.
- Alerts about problems that have prevented printing.

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



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

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

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



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



Interrupting the Edikio Printer Manager service is not recommended unless there is a conflict with other applications installed on your computer. The Edikio Printer Manager is the best way of monitoring your printer activity effectively from your workstation.



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PRINTING A PRICE TAG WITH THE EDIKIO SOFTWARE

Your printer may be supplied with specific software for managing and printing your product information.

The **Edikio software** allows you to print price tags easily, using tag layouts and lists of customizable items, depending on the needs of your point of sale.

- Print your price tags in just a few clicks
- Manage your product categories, manually or with the help of a dedicated wizard
- Edit your items directly in the table and preview the result in real time
- Easy searching for a product in your list of items
- Customize your price tag with text, pictograms, barcodes, geometric shapes, images, etc.
- Benefit from special content designed for your business: sample databases, card templates and images relevant to your activity.

The Edikio software is available in three editions, suitable for all the needs of professional food retailers. To identify the differences between the 3 editions and choose the one best suited to your needs, please visit the www.edikio.com website and go to Our solutions.

The screenshot shows the Edikio Professional Edition software interface. It features a table with columns for Item ID, Item Name, Description, Additional description, Image, Price, Unit, Origin, and Category. The table lists various products, including chicken, sausage, and beef. A search bar and a 'Select updated records only' checkbox are visible at the top of the table. On the right side, there is a 'Tag layout preview' section showing two examples of price tags for 'Ribeye Steak' with details like 'Gross Fed Natural', 'Origin: UK', and a price of '29.95 /kg'.

Item ID	Item Name	Description	Additional description	Image	Price	Unit	Origin	Category
18000	Whole Fryer	Organic			0	LB	Origin: UK	Butchers/Poultry
18001	Chicken Breast	Organic Boneless Skinless			0	LB	Origin: UK	Butchers/Poultry
18002	Chicken Thighs	Organic Boneless Skinless			0	LB	Origin: UK	Butchers/Poultry
18003	Chicken Chunks	Organic			0	LB	Origin: UK	Butchers/Poultry
18004	CHICKEN BREAST	Fresh	Boneless Skinless		0	LB	Origin: UK	Butchers/Poultry
18005	CHICKEN BREAST	Maintained with condiments			0	LB	Origin: UK	Butchers/Poultry
18006	CHICKEN BREAST	Fresh	Bone In		0	LB	Origin: UK	Butchers/Poultry
18007	CHICKEN WINGS				0	LB	Origin: UK	Butchers/Poultry
18008	FANTAS BTER FRY	Chicken			0	LB	Origin: UK	Butchers/Poultry
18009	CHICKEN JALAPENO	Sausage			0	Each	Origin: UK	Butchers/Poultry
18010	CHICKEN SMOKED	Sausage			0	Each	Origin: UK	Butchers
18011	CHICKEN HABANERO	Sausage			0	Each	Origin: UK	Butchers
18012	DUCK ORANGE	Sausage			0	Each	Origin: UK	Butchers
18013	CHICKEN	Whole Stuffed			0	LB	Origin: UK	Butchers
18014	CHICKEN BREAST	Stuffed	Asparagus Chicken		0	LB	Origin: UK	Butchers
18015	CHICKEN	Coron Bleu			0	LB	Origin: UK	Butchers
18100	Beef Ribeye Steak	USDA Choice Beef			0	LB	Origin: UK	Butchers/Beef
18101	NY Strip Steak	Gross Fed Natural			0	LB	Origin: UK	Butchers/Beef
18102	NY Strip Roast	Gross Fed Natural			0	LB	Origin: UK	Butchers/Beef
18103	Ribeye Steak	Gross Fed Natural			25.95	/kg	Origin: UK	Butchers/Beef
18104	Ribeye Roast	Gross Fed Natural			0	LB	Origin: UK	Butchers/Beef
18105	Ribeye Steak	Gross Fed Natural			0	LB	Origin: UK	Butchers/Beef
18106	Beef Bone Rib	Gross Fed Natural			0	LB	Origin: UK	Butchers/Beef



To benefit from the latest features, you can purchase an upgrade for the software at www.edikio.com



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3 – SERVICING

Printer servicing



In order to get the most from your printer, cleaning is recommended. We recommend regular cleaning of the different printer parts: card transport rollers and print head.

The "T" cards and Evolis High Trust® cleaning pens are available from your reseller.



Do not hesitate to clean the printer in the event of any printing problems.



After a long period of inactivity, dust can get into the rollers and the print head. We therefore advise cleaning before re-use. If you intend not to use your printer for an extended period, we advise you to acquire a protective cover so that dust does not accumulate in your printer. Please contact your Edikio by Evolis reseller to purchase one.



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Cleaning the printer



Recommended cleaning cycle: once a year.
However, we do recommend more regular cleaning if your printer is in a dusty location or if you use it intensively.
Servicing accessory: saturated "T" shaped card. To obtain one, please contact your Edikio by Evolis reseller.

Follow the procedure below to proceed with cleaning:

Repeatedly running the "T" shaped card through the printer cleans the cleaning roller in order to maintain print quality and extend the service life of the print head.

- 1 Open the printer cover.
- 2 Remove the ribbon as shown on the diagram.
- 3 Close the cover and press until you hear a click to confirm that it is fully closed.



1



2



3



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Cleaning the printer (continued)

- 4 Remove any cards in the feeder if necessary.
- 5 Double-click the control button before inserting the "T" shaped cleaning card.
- 6 Take the "T" shaped cleaning card and insert it in the feeder as shown. Cleaning starts.
- 7 Remove the "T" card.



4



5



6



7



Routine cleaning may also be launched from the Edikio Print Center by clicking on "Start cleaning."



Please note the "T" shaped card must be used immediately after the bag is opened.
A dry "T" card would be ineffective and may damage your printer.
The "T" card is for single use only. Please use a new card each time you clean.



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Cleaning the print head



Recommended cleaning cycle: If you notice poor-quality printing or after a period of inactivity.
Servicing accessory: cleaning pen from the Evolis High Trust® brand.



Unplug the printer from its power supply before cleaning the print head.
Follow the cleaning cycles scrupulously.
Avoid any contact between the print head and any metal or sharp objects.
Avoid touching the print head with your fingers, as this could affect print quality or permanently damage the print head.
You must also protect the print head and its components from any electrostatic discharge.



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Cleaning the print head (continued)

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



Warning! Like the "T" card, the cleaning pen should not be allowed to dry out, otherwise it will not be effective.

Follow the procedure below:

- 1 Take the cleaning pen and remove the lid.
- 2 Unplug the power supply, open the cover, and find the print head.
- 3 Gently rub the pen from left to right along the print head as indicated for a few seconds.
- 4 Close the cover. Reconnect the printer.



After cleaning, please wait 2 minutes before using your printer again.



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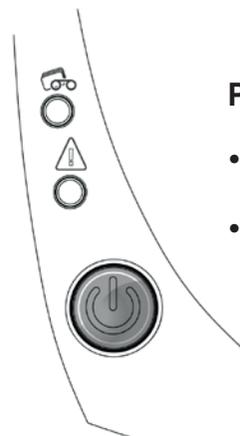
4 – HELP

This chapter provides suggestions for identifying problems that may arise when using your printer. If you do not manage to solve your problem, please contact your Edikio by Evolis reseller.

WARNINGS AND DIAGNOSTICS

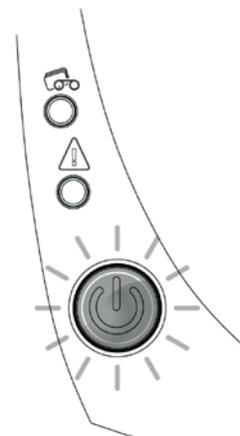
Although the Edikio printer was designed to work independently and keep user intervention to a minimum, it may be useful for you to know the main warning messages.

See **Chapter 1 – Description of the printer and its functions (p.5)** for further details about the control panel.



PRINTER READY

- The control button lights up.
- The printer is ready to receive data.



PROCESSING

- The printer is receiving data.
- The control button is flashing.

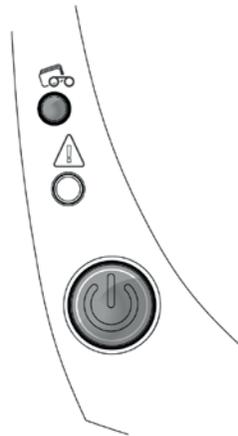
LEGEND





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The control button and the card/ribbon warning lights are lit:



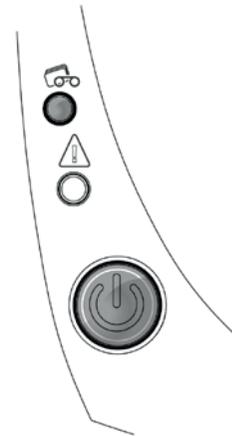
CARDS

- No cards in the card feeder.

Reload cards into the feeder – the process starts again.

- Error loading cards.

Check the cards are loaded. For any other problems, contact your Edikio by Evolis reseller.



RIBBON

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

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

LEGEND



OFF



STEADY LIGHT



FLASHING

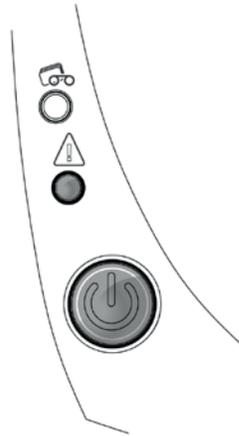


For optimum use of your printer, we advise you to use the cards and ribbons recommended by Evolis.



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The control button and the printer warning lights are lit:



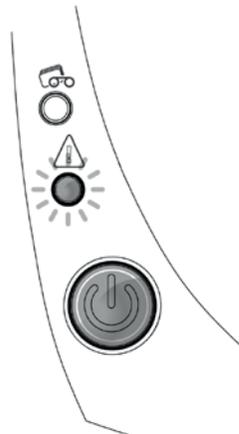
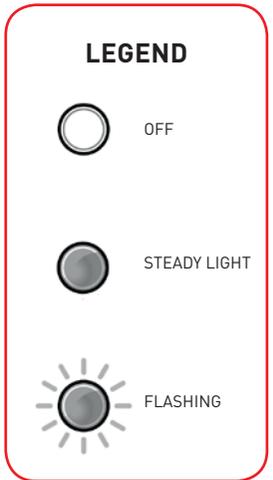
PRINTER COVER OPEN

- The printer cover is open.
Close the cover. The printer restarts.

MECHANICAL ERROR

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

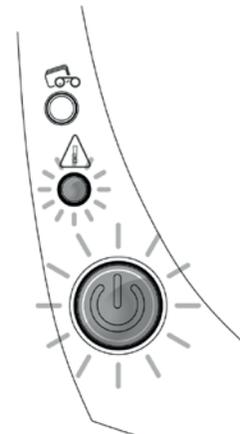
Open the cover and hold down the control button to eject the jammed card. For more details, refer to page 30. If the problem persists, contact technical support at www.evolis.com



COOLING MODE

- The cooling system has been activated.

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



FIRMWARE UPDATE

- The printer is updating its firmware.
The printer is operational again following the update.



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DIAGNOSTIC HELP

In this chapter, you will find all the information you need to carry out a few simple checks that you may be asked to run when you contact technical support.

Identifying installed software versions

You can directly identify the System versions installed (printer driver, setup, etc.):

- 1 From the **Edikio Print Center**, double-click on the printer name to access its **Properties**.
- 2 Click **System details**, then **System details**.



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DIAGNOSTIC HELP

Printing a graphical test card

The graphical test card is used to confirm the print quality in monochrome, the absence of any potential offsets, and whether the ribbon is synchronized correctly.

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

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



Printing of the graphical test card can only be launched from the Edikio Print Center software. To do this, open Edikio Print Center, double-click on your printer or right-click on "Properties" and go to "System details" then "Test cards."

Printing a technical test card

We recommend that you print a technical test card to ensure that your printer is working properly. This card shows various technical information about the printer (serial number, firmware, print head, etc.).

Printing a technical test card

- 1 Wait for all print jobs to finish.
- 2 Check that there is a ribbon and card in the printer.
- 3 Press the control button for four seconds. All the warning lights go out.
- 4 Press the control button again and hold.
- 5 The control button lights up.
- 6 Release the control button once the light flashes.
- 7 The technical test card is printed.
- 8 The printed card is ejected into the hopper.



You can also print the technical test card from the Edikio Print Center software. To do this, open the Edikio Print Center, double-click on your printer or right-click on "Properties" then go to "System Details" and "Test cards."



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TROUBLESHOOTING



Do not attempt to use tools or other items to repair your printer in the event of failure. You risk causing irreparable damage.

Printing problems

Printing won't launch

- 1 Check the printer driver**
Check that there is a printer driver for your printer in the system settings.
Check that the printer is selected as the default printer.
- 2 Check the printer power supply**
Check that the power cable is correctly connected to the printer and to a working electrical socket.
Check that the printer is on and that the control button is lit.
Make sure you are using the power supply unit provided with the printer.
- 3 Check the USB cable**
Check that the printer is connected to your computer via the USB cable.
- 4 Check the ribbon**
Check that the ribbon is fitted correctly and that the cover is closed.
- 5 Check the cards**
Check that there are cards in the card feeder.
Check that no cards are jammed in the printer.
- 6 Print a test card**
Please refer to the previous page in this manual to print your test card.

Nothing is printed on the card

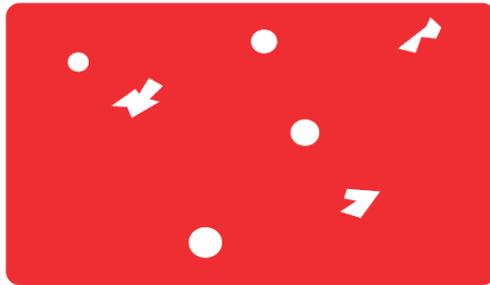
- 1 Check the ribbon**
Check that the ribbon is not finished or damaged. Replace it or re-install it if necessary.
- 2 The print head may be damaged**
Print a test card.

If the test card doesn't print, contact your Edikio by Evolis reseller for technical support or visit the website www.evolis.com



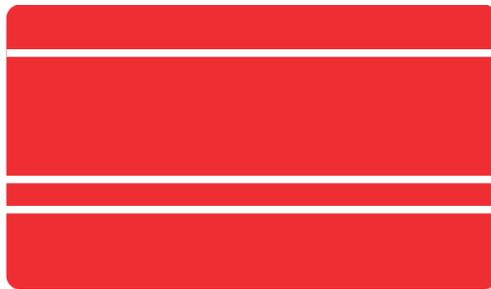
Poor print quality

Small blemishes on the card



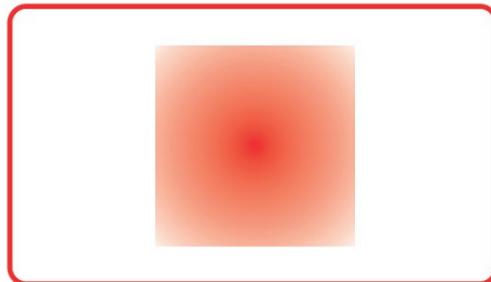
- **The card surface may be dirty.**
Check that your cards are perfectly clean.
Use new cards.
- **Cleaning roller or print head dirty.**
Launch a cleaning cycle.

Horizontal white lines



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

Blurred image



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



We recommend that you purchase your cards from an Edikio by Evolis reseller.
Using a different brand of card is likely to impact print quality and/or damage the print head.



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Partial or incorrect printing

- 1 Check the print settings**
Check that no area of the card design to be printed is outside the print margins.
Check the document orientation (portrait or landscape) in the Edikio Print Center configuration.
- 2 Check the interface cable**
If irregular characters are printed, check that you are using the USB cable supplied with your printer.
Check the connection between the computer and the printer.
- 3 Check that the printer is clean**
Clean the printer, especially the cleaning roller.
See the servicing chapter.
- 4 Check that the cards are clean**
Keep your cards protected from dust.
- 5 Check the ribbon**
Check that the ribbon is installed correctly.
Check that the ribbon spools freely.
- 6 Check the print head**
If straight horizontal lines appear on the printed cards, the print head is probably dirty or damaged.

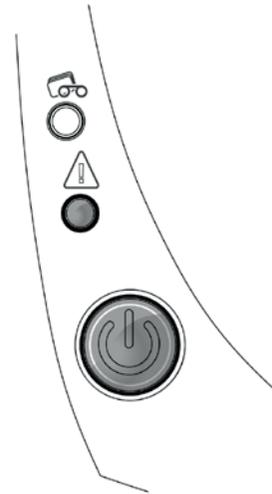
Please refer to the Servicing chapter of this manual.

If the problem persists, contact an Edikio by Evolis reseller or visit the website at www.evolis.com



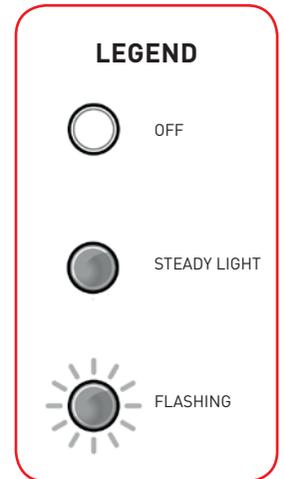
Freeing jammed cards

Control panel displays:



MECHANICAL ERROR

- Card jammed in the printer. Print jobs are interrupted.
- The printer warning light and control button light up.



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

Remove the card as follows:

- 1 Open the printer cover and remove the ribbon.
- 2 Press the control button to activate the card transport rollers. If the card is still stuck inside the printer, slide it manually towards the printer output. If there is more than one card, always push the top one first.
- 3 Replace the ribbon, then close the printer cover.

To prevent card jams:

- 1 Check that the thickness of the cards used matches the specifications in Appendix A "Technical specifications" in this manual.
- 2 Check that the cards are not bent. Keep them in a horizontal position.
- 3 Check that the cards are not stuck together.



Updating the driver

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



Before any update, please contact your Edikio by Evolis reseller for guidance on the advisability or otherwise of carrying out this operation.

Updates can be downloaded from the website www.edikio.com:

- 1 Go to **Support**, then select your printer model. Click on the **Drivers and Firmware** link.
- 2 Then click on the file for the corresponding printer driver, called "Edikio Printer suite".
- 3 Accept the download then save the file in a directory on your hard drive. If the file stored is compressed in zip format, it will have to be extracted. To do this, select your file and click on the **Extract** button on the top left of the window. You can also download a program to unzip the file.
- 4 Next, double-click on the **Setup_Edikio_Printer_Suite.exe** file that you have just downloaded to run the installation program.



For more details about this procedure, please refer to the Installing the printer driver chapter.



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Firmware update (for Windows)

Updating the firmware is a simple operation but one which, if not properly completed, can result in your printer breaking down.



Before any update, please contact your Edikio by Evolis reseller for guidance on the advisability or otherwise of carrying out this operation. In general, these updates are required only in the event of a problem or malfunction that has been clearly identified by your Edikio by Evolis reseller.

The firmware update is done with the Edikio Print Center. This update can be done automatically or manually.

Firmware update with the automatic update wizard

We recommend using the update verification wizard. This wizard will first find the available updates for the software suite. Once the software suite has been updated, run this wizard again to verify the updates of the printer firmware. To launch this wizard, go to the Edikio Print Center, click on the **Tools** menu then select **Update verification wizard**. An internet connection is required for the wizard to run.

If you wish to update your firmware manually, you can run the update wizard for the printer firmware.

Manual firmware update

Before starting, you should download the firmware update files from the www.edikio.com website:

- 1 Go to **Support** (at the top of the page), then select your printer model.
- 2 Under **Drivers and Firmware**, click the file for the corresponding Firmware.
- 3 Accept the download then save the file in a directory on your hard drive.
- 4 Now open the Edikio Print Center and double-click the name of your printer. The **Properties** window opens.
- 5 Then go to '**Maintenance > Firmware Update**' and click '**Launch the update wizard.**' This wizard will help you in the process of updating your printer firmware.
- 6 When prompted by the program, follow the instructions and select the **".firm"** file that you have just downloaded to your computer.
- 7 This operation can take up to 1 minute. When the firmware is installed on your printer, it will restart. The update is complete and your equipment is ready for use.
- 8 If the printer is not showing the **"Ready"** status, this means that the update was not carried out correctly or that the printer may not be working properly. Check the connection cables and run a new update.

However, if you experience problems while updating the firmware with the Edikio Print Center, please contact your Edikio by Evolis reseller, who can provide a new file to install the firmware.



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



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TECHNICAL SUPPORT

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

If you need additional technical help, you will find a great deal of information on using and troubleshooting Edikio printers on the Evolis website at www.edikio.com, under **Support**. After specifying your printer model, you can download the updates for the printer driver and the firmware, and access the FAQ*, training videos, etc.

You can also find this content on the www.evolis.com website, under **Drivers & Support**.

Edikio by Evolis partner network

For any unresolved technical problems, contact an Edikio by Evolis reseller. If you do not know any resellers, log into the www.evolis.com website and send us your query. Evolis will pass on the contact details of your nearest Edikio by Evolis reseller.

When calling a reseller, you will need to be close to your computer and ready to provide the following information:

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

* FAQs



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APPENDIX A

TECHNICAL SPECIFICATIONS

This section presents your printer's specifications.

Print area

- Near-to-edge printing (margin of 1.4mm)

Print speed

Full card print

- Monochrome 215 cards/hour

Software

- Edikio software for your price tags
- l You can purchase an upgrade from the Edikio Lite version to the Edikio Standard or Edikio Pro version

Printing mode

- Color sublimation and monochrome thermal transfer
- Standard resolution 260 x 300 dpi
- 16 million colors
- 16 MB RAM

Card management and specifications

- Feeder capacity: 25 cards (0.76 mm – 30 mil)/40 cards (0.5 mm – 20 mil)
- Hopper capacity: 25 cards (0.76 mm – 30 mil)/40 cards (0.5 mm – 20 mil)
- Card thickness: 0.5 to 0.76 mm (20 to 30 mil), no adjustment gauge
- Card types: PVC cards
- Card format: ISO CR80 – ISO 7810 (53.98 mm x 85.60 mm)



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Ribbons

To maximize the quality and lifetime of the printed cards, as well as the service life of your print head and the overall reliability of your printer, use the recommended ribbons.

- Automatic recognition and setup
- Ribbon inserted in a cartridge for easier handling
- Graphical notification of the ribbon level
- Ribbons:
 - Monochrome: 500 prints/roll

Ports/connectivity

- USB 2.0 (1.1 and 3.0 compatible)

Display

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

¹ Depending on your operating system.

Software

- Edikio Printer Suite[®] for Windows:
 - Printer driver
 - Edikio Print Center for administration, management, and printer setup
 - Edikio Printer Manager for two-way graphical notifications²
 - Compatible with Windows: XP SP², Vista, W7, W8 & W10 (32 & 64 bits)

² Requires .net 4.0 client profile version

Warranty conditions

- 1 year of warranty (printer and print head)³
- Warranty extensions available at www.edikio.com

³ Warranty valid as long as the recommended ribbons are used.

Dimensions and weight

- Dimensions (H x W x L): 151 x 201 x 277 mm
- Weight: 1.7 kg

Acoustics (tested in accordance with ISO standard 7779)

Acoustic pressure on LpAm supporting workstations

- While in operation: below 60 dB (A)
- In standby mode: Background noise level



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Security

- Space for Kensington® security lock

Eco-design and certification

- Standby mode and reduced power consumption

Certification and declaration of conformity

- CE, FCC, ICES, VCCI, CCC, KC
- ROHS
- ISM band from 13.553 to 13.567 MHz, transmission power lower than 10 dBμA/m at 10 m, PLL/ASK/semi-duplex operation

Power supply

- Power supply unit: 100-240 volts AC, 50-60 Hz, 1.7 A
- Printer: 24 volts DC, 2.7 A

Environment

- Min./max. operating temperature: 15° / 30 °C (59° / 86 °F)
- Humidity: 20% to 65% non-condensing
- Min./max. storage temperature: -5 °C / +50 °C (23 °F / 122 °F)
- Storage humidity: 20% to 70% non-condensing
- Ventilation while in operation: free air circulation



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APPENDIX B

DECLARATIONS OF CONFORMITY

In this section, you will find the certification for your Edikio Access printer.

Declarations of Conformity

Concerning Safety and Electromagnetic Compatibility of Radio Equipment (Directives RED 2014/53/EU, BT 2014/35/EU, CEM 2014/30/EU and (RoHS2) 2011/65/EU)

Manufacturer name: Evolis
Manufacturer address: 14, avenue de la Fontaine
Z.I. Angers Beaucouzé
49070 Beaucouzé, France

Equipment name: Edikio Access
Manufacturing year: January 2017

I, the undersigned,
Mr. **Serge Olivier**,

Declare under my own responsibility, that the product described above is in conformity with the essential applicable requirements of the **RED 2014/53/EU, BT 2014/35/EU, CEM 2014/30/EU and (RoHS2) 2011/65/EU Directives:**

Article 3.1 a: (electromagnetic compatibility protection requirement)

Safety standard applied EN60950-1: 2006 + A11 + A1 + A12 + A2
EN50364: 2010

Article 3.1 b: (electromagnetic compatibility protection requirements)

EMC standard applied EN55032: 2012
EN55024: 2010
EN61000-3-2: 2014
EN61000-3-3: 2013
EN 301489-3: 2013 (V1.6.1.)



Article 3.2: (effective use of the radio frequency spectrum to avoid damaging interference)

EMC standard applied EN300 330-2 V1.6.1

Full name: Serge Olivier

Title: R&D Director

Date: 30 January 2017

Signature:

EUROPE - Norway Only: This product is designed for and IT power system with phase-to-phase voltage of 230 V. Earth grounding is via the polarized, 3-wire power cord.
FI: "Laite on liitettävä suojamaadoitus koskettimilla varustettuun pistorasiaan"
SE: "Apparaten skall anslutas till jordat uttag"
NO: "Apparatet må tilkoples jordet stikkontakt"
DK: „Apparatets stikprop skal tilsluttes en stikkontakt med jord, som giver forbindelse til stikproppens jord“.

FCC Federal Communications Commission notice

Radio frequency interference in the United States



The Edikio Access model complies with the following specification: FCC Part 15, Subpart A, Section 15.107(a) and Section 15.109(a) Class B Digital device

Additional information:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try the following measures:

- Reorient or relocate the receiving antenna.
- Move the equipment away from the radio or television.
- Connect the equipment to a circuit other than that to which the receiver is connected.
- Consult the supplier or an experienced radio/TV technician.

Use of a shielded twisted pair cable is necessary to comply with the restrictions laid down by part 15 of the FCC Rules for Class B digital devices.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications made to this equipment without the express, written consent of the company Evolis may cause harmful interference and void the FCC authorization to operate this equipment.

We recommend keeping a distance of 20 cm between the user and the RFID module when it is in operation. This device is compliant with the RSS of Industry Canada applicable to radio devices exempt from licensing. Its use is authorized under the following two conditions: (1) The device must not cause jamming and (2) the device user must accept any radio-electrical jamming it experiences, even if this comprises its operation.

Japanese radio frequency interference (VCCI)



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

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