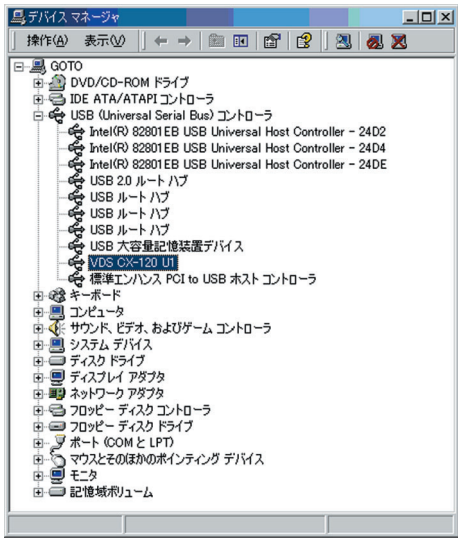
Softwqre Upgrade

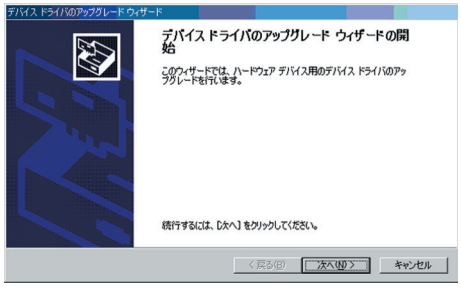


6. When the following screen appears,

① Select "Driver" tab and

② click on the "Update Driver" button

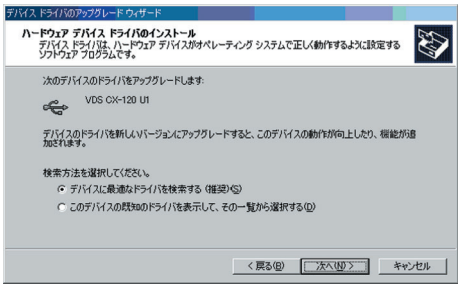
7. When the following screen appears, click on the "next" button.



8. When the following screen appears,

① Select "Search for a suitable driver for my device (recommended)" and

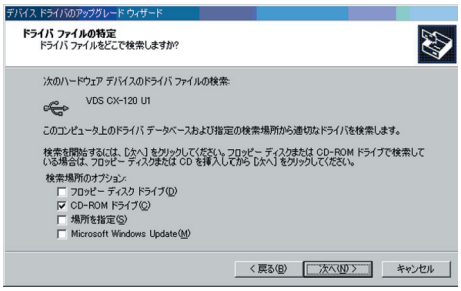
② click on the "next" button



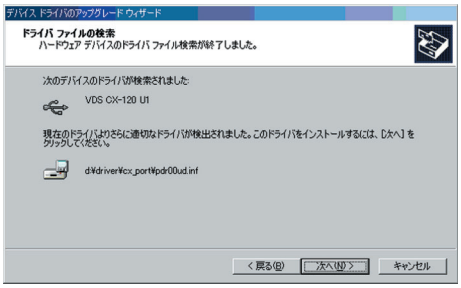
9. When the following screen appears,

① Set where to save the latest USB Driver File from "Optional Search Locations" and

② click on the "next" button

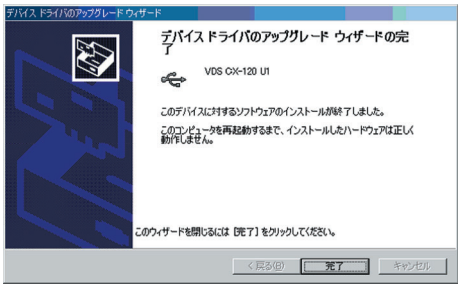


10. When the following screen appears, click on the "next" button.



Update of USB driver begins.

11. **When the following screen appears, click on the "Finish" button.**



12. **When the following screen appears, click on the "Close" button.**

13. **When the following screen appears, click on the "Yes" button. Windows will restart automatically.**

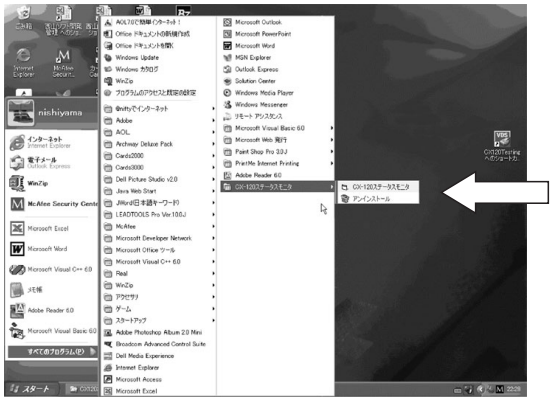
Update of USB driver is now complete.

Uninstalling Software

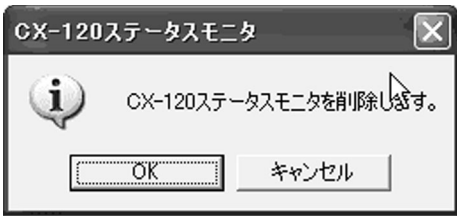
Deletion of Status Monitor

1. **Check that the Status Monitor is not in operation.**

2. **Perform uninstallation from the Start menu.**



3. **Click** OK **button to start uninstalling.**



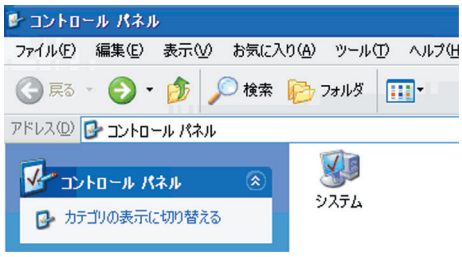
4. **Click on the "Finish" button. Uninstallation is now complete.**

Deletion of USB Driver - WindowsXP

1. **Check that the connection between computer and card printer is on.**

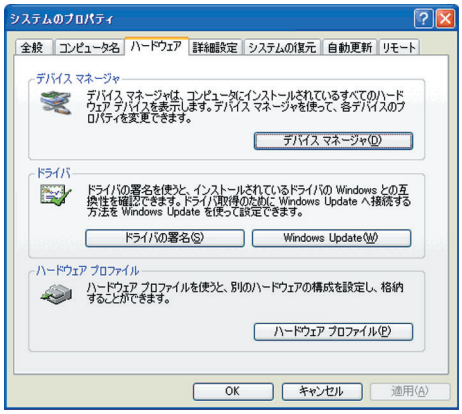
2. **Switch on the card printer.**

3. **Open "Control Panel" from "My Computer" and double-click on "System".**



4. **When the following screen appears,**

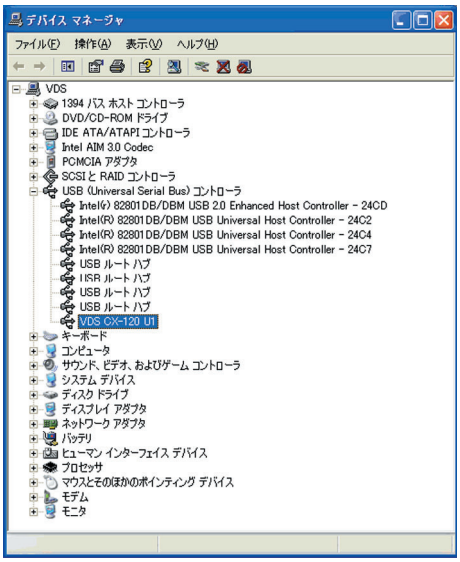
① Select "Hardware" tab and
② click on the "Device Manager" button



5. **When the following screen appears,**

① Select "USB (Universal Serial Bus) Controller" and
② double-click to delete [VDS CX-120 Un](n : 1 to 7)

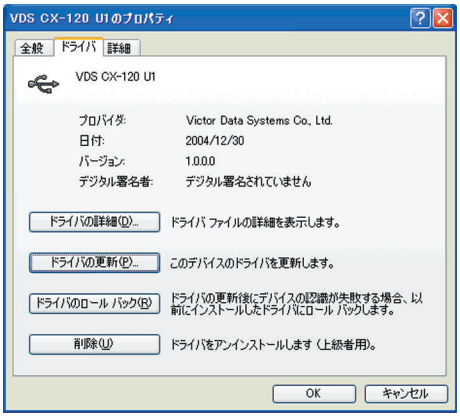
Uninstalling Software



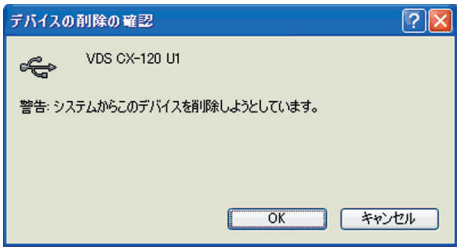
6. When the following screen appears,

① Select "Driver" tab and

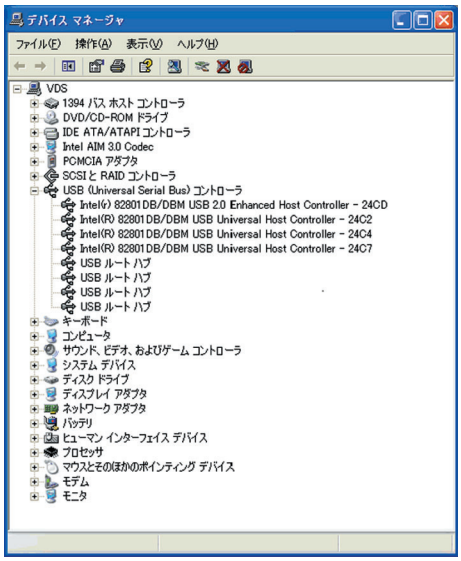
② click on the "Delete" button



7. When the following screen appears, click on the "OK" button.



8. When the following screen appears, check to ensure that [VDS CX-120 Un] item has been deleted.



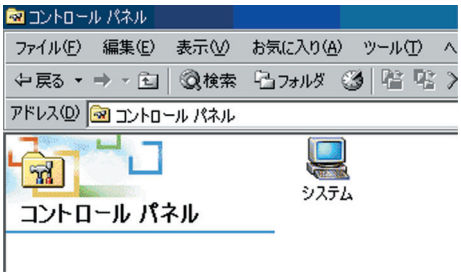
Deletion of USB driver is now complete.

Deleting USB Driver - Windows2000

1. Check that the connection between computer and card printer is on.

2. Switch on the card printer.

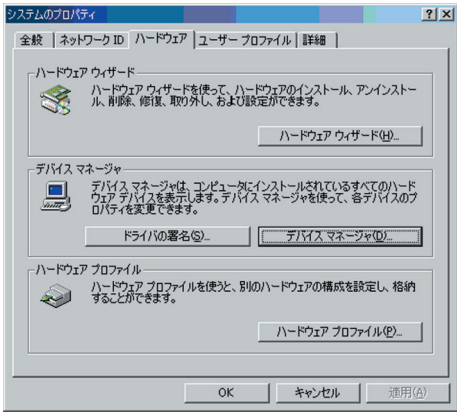
3. Open "Control Panel" from "My Computer" and double-click on "System".



Uninstalling Software

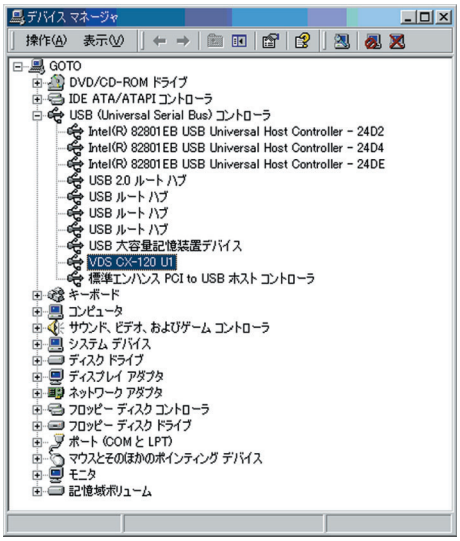
4. When the following screen appears,

① Select "Hardware" tab and
② click on the "Device Manager" button



5. When the following screen appears,

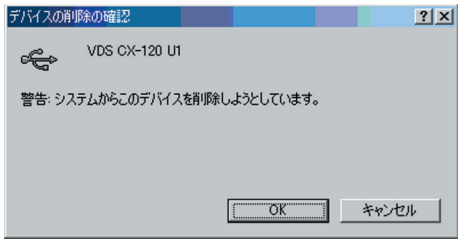
① Select "USB (Universal Serial Bus) Controller" and
② double-click to delete [VDS CX-120 Un](n : 1 to 7)



6. When the following screen appears,

① Select "Driver" tab and
② click on the "Delete" button

7. When the following screen appears, click on the "OK" button.



8. When the following screen appears, click on the "Yes" button. Windows will restart automatically.

Deletion of USB driver is now complete.

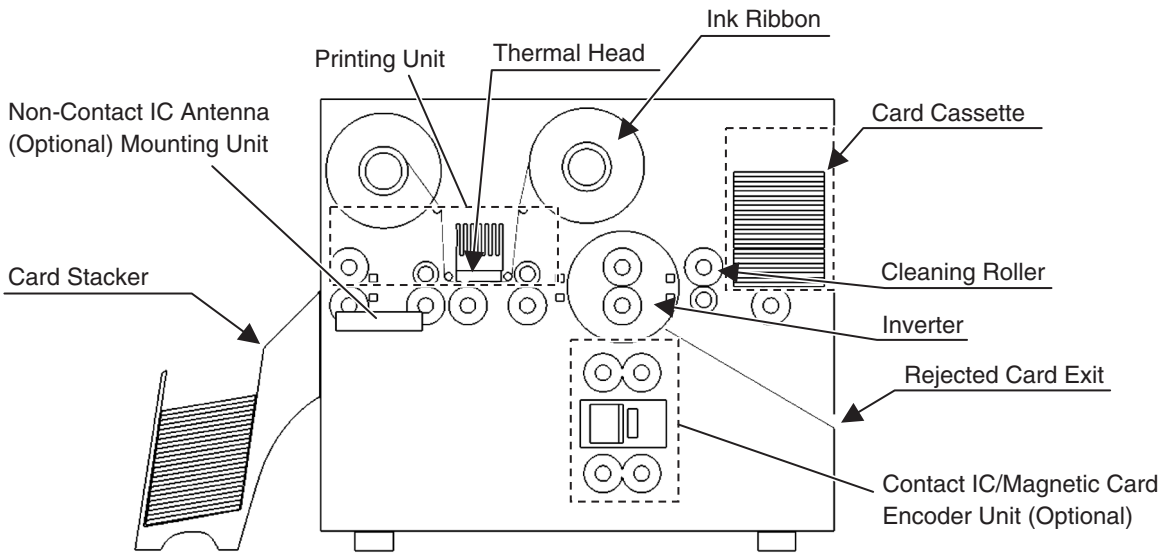
Troubleshooting (Detailed Version)

This chapter describes detailed error displays and their solutions, as well as solutions to problems related to print quality that are not mentioned in the Startup Guide. For the removal of jammed cards, please refer to the Startup Guide (separate manual).

Caution When removing jammed cards, do not insert any metallic items such as tweezers into the printer unit while the power is on as this may cause it to breakdown.

Caution There is a protruding part inside the printer unit. Put on hand gloves and insert your hand carefully so as not to injure yourself.

Internal Configuration



Troubleshooting (Detailed Version)

List of Error Codes and Corresponding Actions

1. Errors and corresponding actions related to the printer or laminator unit.

Error Code	Message Display on Status monitor	Action
01020480	Printer door is open. Close printer door.	Close printer door.
01020481	Cleaning roller not attached. Attach cleaning roller.	Attach cleaning roller.
01023A00	No card inside. Replenish card in the card cassette.	Replenish card in the card cassette.
01023A80	Problem in the laminator. Printed cards cannot be laminated. Remove laminator problem. Laminating will start automatically when laminator is in the Ready mode.	Remove laminator problem by referring to instruction manual of the laminator unit.
01033600	Unable to control ink ribbon. Open printer door and check the ink ribbon installation.	Check if ink ribbon is inserted properly.
01033B81	Feed jam. Dismount the card cassette and remove the jammed cards.	Refer to Troubleshooting (Feed Jam) of this book and remove the jammed cards.
01033B82 to 01033B85, 01033B88	Card jam in the printer. Open the printer door and remove the card.	Refer to Troubleshooting (Jam within Printer) of this book to remove the jammed cards.
01033B86	Problem in the laminator. Remove laminator problem and initialize printer.	Refer to the instruction manual of the laminator unit and remove the laminator problem. When laminator switches to the Ready mode, open and close printer door to initialize the printer.
01040882	Printer fails to initialize. Laminator is either not in the Ready mode or not connected correctly.	Check to ensure that laminator unit is in the Ready mode and the connection cable between units are correctly installed.
01043681	Cannot find ink mark. Open printer door and check the ink ribbon installation.	Check if there is any ink ribbon defect.
01044001ÅA 01044002	Fail to access to printer's EEPROM. Restore printer power and initialize the printer.	Unrecoverable error. Call for servicing if it recurs after restoring power.
01044400	Problem in the hardware. Restore printer power and initialize the printer.	Unrecoverable error. Call for servicing if it recurs after restoring power.
01044480	Problem in the firmware. Restore printer power and initialize the printer.	Unrecoverable error. Call for servicing if it recurs after restoring power.
0104AB00	Problem in the magnetic unit mechanism. Restore printer power and initialize the printer.	Unrecoverable error. Call for servicing if it recurs after restoring power.
0104C000	Problem in the inverter mechanism. Restore printer power and initialize the printer.	Unrecoverable error. Refer to Troubleshooting (Jam within printer) of this book and remove jammed card when there is card in the inverter mechanism. Call for servicing if it recurs after restoring power.
0104C100	Problem in the thermal head mechanism. Restore printer power and initialize the printer.	Unrecoverable error. Call for servicing if it recurs after restoring power.

Troubleshooting (Detailed Version)

Error Code	Message Display on Status monitor	Action
0104F600	Temperature in the printer is too high. Turn off the power to cool down the printer.	Check to ensure that temperature of the environment is not too high. Clean the fan filter. Check if the air inlet behind the printer is blocked.
0104F601	Temperature in the printer is too low. Turn off the power and switch on again when it becomes warmer.	Raise the temperature of the environment.
0104F800	Temperature of the thermal head is too high. Turn off the power to cool down the printer.	Check to ensure that temperature of the environment is not too high. Clean the fan filter. Check if the air inlet behind the printer is blocked.
0104F801	Temperature surrounding the thermal head is too low. Turn off the power and switch on again when it becomes warmer.	Raise the temperature of the environment
01052681	Downloaded data is incorrect. Check the file.	Downloaded data is incorrect. Check the file.
01420081	No ink ribbon. Open printer door and replace with a new ink ribbon.	Replace with a new ink ribbon.
01420082	No laminator film. Unable to laminate printed cards. Open front door and replace with a new film. Lamination will start once laminator becomes Ready.	Replace with a new laminator film.

2. Software or System Errors and Corresponding Actions

The following errors are failures in the software or system of the host computer. Restore power of the host computer and printer. Consult your dealer if the problem cannot be resolved.

Error Code	Message Display on Status Monitor
02000001	CX Port Manager failure. Insufficient memory.
02000002	CX Port Manager failure. CX Port Manager unable to receive commands.
02000003	CX Port Manager failure. Command ended abnormally.
02000005	CX Port Manager failure. Unable to find printer port.
02010000	CX Port Manager failure. Abnormal SRB status.
02020000	CX Port Manager failure. Abnormal HA status.
02030000	CX Port Manager failure. Abnormal target status.
09000002	Unable to locate printer. Check connection.
09000003	DLL failure. Insufficient memory.
09000004	DLL failure. Failure to read file.

Troubleshooting (Detailed Version)

When ink ribbon is torn

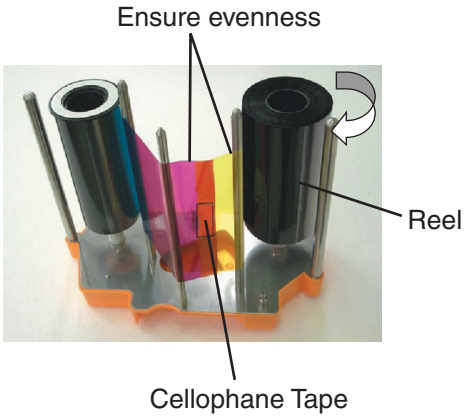
Repair in the following ways when the ink ribbon is torn due to some reasons.

1. Cut off the torn portion with scissors neatly.

2. Adhere cellophane tape close to the center of the ribbon.

Do not discard any used ink or film on the reel.

3. Wind the ink ribbon on the reel with hand until the torn portion cannot be seen.



Caution Refer to the "Installation of Ink Ribbon" in the Startup Guide (separate book) and pay attention to the ink ribbon installation procedures.

Caution When the surface material of the card in use does not suit the printing mode of this printer, the card and ink ribbon may stick together during printing, causing the ink ribbon to tear. Consult your card dealer when the ribbon is torn due to its adhesion to the card.

Problems Related to Printing

Printing Position Out of Alignment

Causes and actions to take when printing position on the card is constantly out of alignment.

1. Adjustment position is out of alignment

Refer to the "Checking after Replacement of Thermal Head" in the Startup Guide (separate book) on procedures to adjust the printing position.

2. Card size is different from the compatible dimensions (54.0 mm x 85.6 mm).

When the card size is different, the top and bottom or left and right margins will not be equal. Check with your card dealer.

Causes and actions to take when printing position on the card varies from card to card.

1. Card transport roller is dirty

Refer to "Cleaning of Card Transport Roller" in "Maintenance" of the Startup Guide (separate book) on procedures to clean the roller.

2. When using pre-printed cards

The printing position of pre-printed cards may vary from card to card. Consult your dealer on pre-printed designs for which the deviance is not easily noticeable after printing.

Problems related to Color Printing

Dirt

Cause and actions to take when there is dirt on the card's printed surface.

1. Cleaning roller is dirty

Refer to the "Cleaning of the Cleaning Roller" in "Maintenance" of the Startup Guide (separate book) on procedures to clean the roller.

2. Card transport roller is dirty

Refer to the "Cleaning of the Card Transport Roller" in "Maintenance" of the Startup Guide (separate book) on procedures to clean the roller.

3. Card is stained by fingerprints, etc

Put on lint-free hand gloves so that the card surface will not be stained with fingerprints when handling the cards.

Uneven Print Density and Crease

1. Card transport roller is dirty

Refer to the "Cleaning of the Card Transport Roller" in "Maintenance" of the Startup Guide (separate book) on procedures to clean the roller.

2. Thermal head is dirty

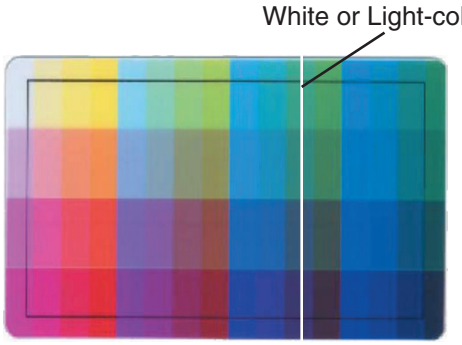
Refer to the "Cleaning of the Thermal Head" in "Maintenance" of the Startup Guide (separate book) on procedures to clean the thermal head.

3. Try printing in Fine mode

Fine mode produces a more stable print quality as printing is carried out more slowly when compared to the Standard mode. Therefore, uneven print density and crease may not be so visible.

4. When white crease frequently appear

Replace the thermal head as it is damaged when there are frequent vertical white crease as shown in the diagram below even after cleaning the thermal head, or when the color lightens to the extent that crease are visible. Refer to the "Procedures to Replace Thermal Head" in the Startup Guide on procedures to replace the thermal head.



Troubleshooting (Detailed Version)

Color Shift (Color Bleed)

1. Card Transport Roller is dirty

Refer to the "Cleaning of the Card Transport Roller" in "Maintenance" of the Startup Guide (separate book) on procedures to clean the roller.

2. When Using Thin Cards

This printer is able to print cards with a thickness of 0.25 mm or above. Cards may not be transported properly when thinner cards are used and color shift may occur.

Discoloration

1. When there is discoloration at random spots

Printing error will occur when there is dirt on the card during printing. Refer to the "Cleaning of the Cleaning Roller" in "Maintenance" of the Startup Guide (separate book) on procedures to clean the roller.

2. When discoloration appears in a crescent shape at print areas with high print density.

Please note that the ink ribbon may be creased and discoloration may occur when printing broad areas such as backgrounds in high print density. Consult your dealer on the card designs to use to prevent such problems.

3. Printing error at periphery of the card

Printing error may occur when the ink ribbon and card are not in close contact due to burrs around the card. Consult your card dealer when there are burrs on the card.

Problems Related to Text Printing

Blurred / Distorted

1. When text is blurred

Refer to "How to Use the Status Monitor" of this book on procedures to increase the K Resin print density setting (+ direction).

2. When text is distorted

Refer to "How to Use the Status Monitor" of this book on procedures to decrease the K Resin print density setting (– direction).

As a feature of the K Resin ink, the text printed on a white background appears relatively darker when text printing is performed on top of YMC print. Reduce the K Resin print density (– direction) when the text on YMC print appears unclear.

3. When unable to bring a balance between blurred/ distorted text

The maximum resolution for text printing with K resin ink or fine line printing in the "Standard mode" is 2 dots. Printing fine lines and text containing 1-dot lines may result in blurred print. Choose the "Fine mode" when you use such fonts.

Problems Related to Protective Layer (OP)

Card surface lacks gloss or becomes matte on areas for which the transparent protective layer (OP) is printed.

1. When there is an area for which transfer of protective layer is poor

Refer to the "How to Use the Status Monitor" of this book on procedures to increase the OP transfer level (+ direction).

2. When a crescent-shaped gap appears in the area where the protective layer (OP) is printed

OP transfer level is too high. Refer to "How to Use the Status Monitor" of this book on procedures lower the OP transfer level (– direction).

3. When the ink ribbon tears while printing the protective layer

OP transfer level is too high. Refer to "How to Use the Status Monitor" of this book on procedures to lower the OP transfer level (– direction).

Actions to Take When Printer Fails to Start Up

Printer will fail to start up during reboot when downloading of printer's firmware fails. In such a case, follow procedures below to switch to the Download mode and download the printer's firmware again.

1. Switch off the power of the printer.

2. Switch on the power while pressing on the RESET button on the control panel.

Printer switches to the Download mode and all 5 LEDs on the control panel are lit.

3. Download the printer's firmware using the firmware download function of the status monitor.

Caution Laminator firmware and configuration information cannot be downloaded when in the Download mode. To download these files, turn on the power again and switch to the Standard mode.

Version Upgrade

Versions of the firmware, USB driver and Status Monitor for this printer may be upgraded to add new functions or improve performance without prior notice. Consult your dealer on details of and ways to obtain the latest version, as well as on their operability with the application software in use.

- **How to Upgrade Firmware Version**
  Refer to the "Firmware Upgrade" feature in "How to use the Status Monitor" of the instruction manual (this book).
- **How to Upgrade USB Driver**
  Refer to the "USB Driver Upgrade" in "Software Upgrade" of the instruction manual (this book).
- **How to Upgrade Status Monitor**
  Refer to the "Status Monitor Upgrade" in "Software Upgrade" of the instruction manual (this book).

Caution

Be sure to retain a copy of the current version when performing version upgrade. We are not liable for any damage such as defective cards or interruptions during printing as a result of the version upgrade. Reinstall the version prior to upgrading immediately if these problems occur.

Specifications

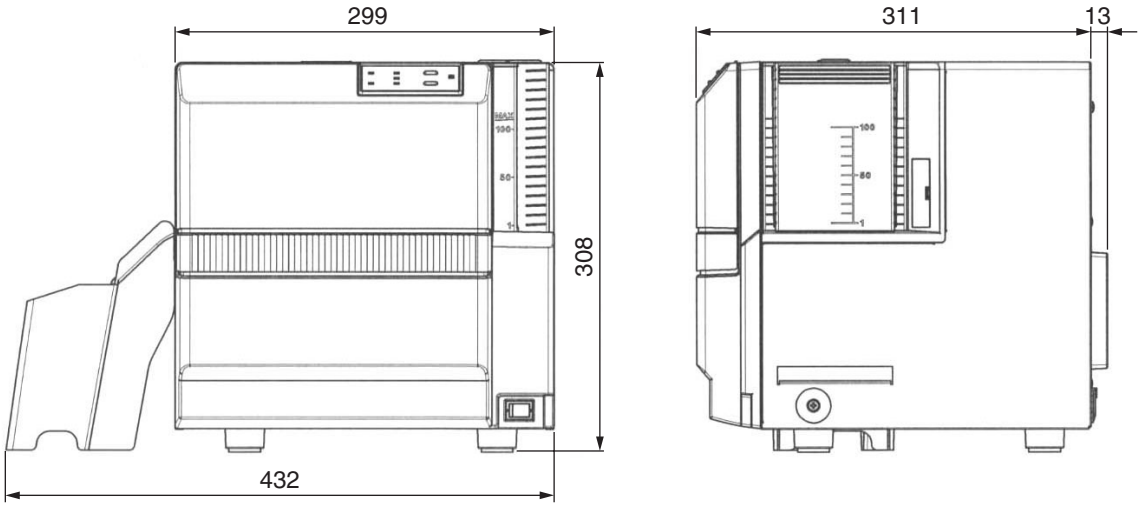
Main Specifications

Recording Mode	: Dye sublimation
Paper Feed Mode	: Automatic feeding
Recording Density	: 300 dpi
Printing Time	: Approx. 20 seconds (Single-sided printing in standard mode for all of YMC, K Resin and OP, encoding time excluded)
Interface	: USB 2.0 Hi-Speed (USB-IF certified product)
Usage Environment	: Temperature 15˚C ~ 30˚C Humidity 35% ~ 70% (without condensation)
Storage Environment	: Temperature –15˚C ~ 55˚C Humidity 20% ~ 80%
Power Supply	: AC 100 - 120 V / 220 - 240 V (tolerance (10%)
Power Consumption	: 1.6 A (100 V) / 0.8 A (200 V)
Mass	: 12kg and below (excluding MG/IC encoder) 15kg and below (including MG/IC encoder)

Accessories and optional items are described in the Startup Guide.

The specifications and appearance of the printer, accessories and optional items may be changed for the purpose of product improvement without prior notice.

External Dimension



Unit: mm

Direct Dye Sublimation Printer CX-120 Instructions

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KAT-