
SP35 Info Central

Welcome to Info Central for the Datacard SP35 card printer.

What do you want to do?

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Answer questions you have about using the SP35 printer

What is "SmartDriver"?

SmartDriver is the printer driver for several Datacard desktop printers, including SP35, Select Platinum Series, Select and Magna Class printers with Advanced Imaging Technology, and the ImageCard IV printer. Older printers, such as the Express Class, use a similar driver that supports only that type of printer.

SmartDriver provides bi-directional communication. Bi-directional means that the driver both sends and receives data. The driver sends card data, queries, and commands to the printer. The driver receives data such as status and error notices from the printer.

As part of bi-directional communication, the driver identifies the type of printer attached (when the printer is powered on and ready). The driver changes the settings displayed or the settings available to match the features of the printer.

How do I obtain Technical Support?

Most customers purchase their Datacard printer from a distributor or value-added reseller. Your dealer or value-added reseller should tell you who to contact for technical support. If that information is not available, contact Datacard.

Contact the Datacard Customer Care Center at 1.800.328.3996 for service in the United States and Canada. For worldwide service, call the Datacard Customer Care Center directly at 952.988.2316. Make sure you have the serial number, located on the inside of the printer, when you call.

The Datacard Web site, at www.datacard.com, also provides several resources:

- The Support and Service area of the Web site provides a FAQs (Frequently Asked Questions) area where you can search for information about a problem you experience. You also can submit suggestions for topics to address.
- The Support and Service area provides contact information for service providers outside of the United States.
- The Support and Service area provides Phone Support Information. This area provides the telephone numbers above and additional information.
- The Support area provides information about services that are available, including training.
- The Downloads area provides access to the latest printer drivers, printer firmware, and user information. It also provides online brochures, white papers, and other resources to enhance your understanding.

Learn how to use this online information

The following descriptions can help you use the HTML Help Viewer window to find and read the information you want.

About Info Central

SP35 Info Central is an library on the PC that provides access to all user information for the SP35 printer. Info Central is made up of several compiled Microsoft HTML Help files which are linked together. It includes:

- Toolbox and Message Help for the SP35 Printer is one of the files linked to Info Central.
- Help for Properties or Printing Preferences, a traditional help file, can be opened from Info Central.
- The e-Guide for the SP35 Printer is linked to Info Central and provides detailed information about using the printer and driver.
- The Printer Guide, provided in printed form with the printer, is also available online through Info Central and through links.

The SP35 printer is designed to be simple and easy to use. However, it is also a flexible printer. For that reason, there is information that a few users need but that does not apply to others. Info Central provides all of this information--not all of it will apply to you.

Info Central uses the Microsoft HTML Help Viewer, which is part of the operating system for Windows 98 (and Windows 98 Second Edition), Windows Me, Windows 2000, and Windows XP. The HTML Help Viewer uses Microsoft Internet Explorer. The SmartDriver checks for Internet Explorer when it installs and warns the installer if it is not present. The SmartDriver also make sure that special files to enable HTML Help are present.

Accessing Info Central and Help

Info Central is available from the desktop icon. The "Central" in the name is used because it provides access to online versions of other user information, specifically the printer guide and help.

Help is available from Messages by clicking the Help button.

Help is available from the pages the Printer Toolbox by clicking the Help button.

Help is available in the Properties dialog box by clicking the Help (?) icon and then clicking a setting. On Windows 2000 and XP, help is available in the Printing Preferences Advanced Options dialog by clicking the Help (?) icon and then clicking in the Printer Features list.

Navigating in Info Central

Topics in Info Central include several features for providing complete information in a compact manner.

Related Topics Lists: This list of topics appears at the end of message help topics. The topics are relevant to the page you are viewing and cross-reference related information. Click a topic from the popup and it opens in the right-hand pane.

Help viewer window size: You can change the size of the viewer window like any other window:

- Minimize the window so it displays only in the task bar.
- Maximize the window so it occupies the whole desktop.
- Restore the default size.
- Position the cursor over the edge of the window and drag the edge to a new location.

Left-hand pane: You can hide (close) or show (open) the left-hand side of the HTML help viewer. The left-hand side of the window provides navigation choices--ways for you to find topics of interest to you. The left-hand pane provides:

- *Contents:* The Contents tab displays an expanding list of the information available through Info Central. Each line includes a symbol and text. If the symbol is a closed book, you can click the plus (+) sign, the book, or the text to display additional topics. If the symbol is a page with question mark, you can click the symbol or the text to view the topic in the right-hand pane.

- **Index:** The Index tab displays a list of terms or phrases. Each term is associated with one or more topics. In the box above the list of terms, you can type a term or part of a term and the list will scroll to entries that match the characters you typed. To see topics associated with a term, double-click the term. If more than one topic is associated with the term, a Topics Found box appears listing the topics. Click a term to view the topic in the right-hand pane. If only one topic is associated with the term, the topic appears in the right-hand pane.
- **Search:** The Search tab helps you find words in Info Central. In the box at the top of the tab, type the word you want to find. Click the "List Topics" button to display a list of all topics that contain the word you want to find. From the list of topics, click a topic and then click the Display button to display the topic in the right-hand pane.

Printing

You can print a single topic or several related topics from Info Central. The printing choices are affected by the version of Internet Explorer and Microsoft HTML Help Viewer installed on your PC.

To print a single topic:

1. Begin with the topic displayed in the right-hand pane.
2. Make sure that all items in the topic that you want to print are displayed. For example, drop-down hotspots must be expanded if you want them on the printout.
3. Click Print.
4. Select "Print the selected topic" and click OK.

To print all topics in a selected book:

1. Begin with the Contents tab displayed and select the book you want to print.
2. Make sure that all items in the topics in the book that you want to print are displayed. For example, go to each topic to expand drop-down hotspots if you want them on the printout.
3. Click Print.
4. Select "Print the selected heading and all subtopics" and click OK.

Learn more about tasks, such as installation, setup, or maintenance

The middle part of the Contents list is organized by tasks. Make sure the left-hand pane is displayed and scroll through the list to see the tasks available. If needed, close or open books to help you find the information you want. You can also use the Index or Search tabs to find information about a task.

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Solve problems with printing

[Is a message displayed on the PC?](#)

[Is the quality of the printed card a problem?](#)

[Is the problem with the printer?](#) For example, is it making noise? Is a card stuck in the printer?

[Is there a problem with the magnetic stripe?](#)

[Is the printer not responding when you send a card from the PC?](#)

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Access an online version of the Printer Guide

Do one of the following:

- The Printer Guide is included in the Contents list of Info Central, near the end of the list.
- You can also type "Printer Guide" on the Index tab to locate and display the Printer Guide.
- Click [Printer Guide](#).

Note: The pages displayed online do not look exactly like the printed pages. However, the page numbers are the same and the content is the same.

Open help for the Printer Toolbox and Messages

Help for the Printer Toolbox and Messages is included in the Contents list of Info Central, near the bottom of the list.

Or, click [Open help for the Printer Toolbox and Messages](#)

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Open help for Properties or Printing Preferences

Help for the Properties or Printing Preferences uses the Microsoft Windows Help format (not HTML Help), so it is not included in the Contents list of Info Central.

Properties Help

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Safety and compliance (FCC)

This section presents:

- Regulatory compliance information
- Safety information
- Trademark acknowledgments

Regulatory compliance

Notice for USA (FCC notice)

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

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Notice for Canada

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

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

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

Notice for Europe

We hereby certify that the Datacard® SP35 printer complies with EMC Directive 89/336/EEC and R&TTE Directive 1999/5/EC. This printer conforms to Class A of EN 55022 and to EN 301 489-5. Operation of this equipment in a residential environment may possibly cause interference. In the event of interference, the user, at their own expense, will be required to take whatever measures are necessary to correct the problem.

Notice for Taiwan

警告使用者：
這是甲類的資訊產品，在居住的
環境中使用時，可能會造成射頻
干擾，在這種情況下，使用者會
被要求採取某些適當的對策。

Notice for Japan

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

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A情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

Notice to Users of SP35 Printers

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

Notice to Users of Printers Equipped with Contactless Smart Card Coupler

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

Liability statement

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

Safety

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

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

Safe environment

- Connect equipment to a grounded facility power source. Do not defeat or bypass the ground lead.
- Place the equipment on a stable surface (table) and ensure floors in the work area are dry and non-slip. Insulated rubber floor mats are preferred.
- Know the location of equipment branch circuit interrupters or circuit breakers and how to turn them on and off in case of emergency.
- Know the location of fire extinguishers and how to use them. ABC type extinguishers may be used on electrical fires.
- Know local procedures for first aid and emergency assistance at the customer facility.
- Use adequate lighting at the equipment.
- Maintain the recommended range of temperature and humidity in equipment area.

Safe human interface

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

Acknowledgments

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