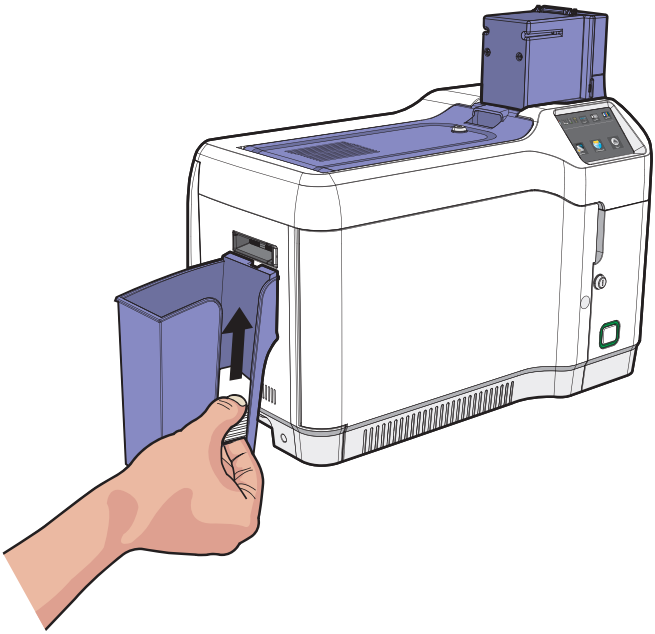
-How to remove a card with the stacker attached

When you want to remove a card that has been partially printed, lift the card and remove it as image below.



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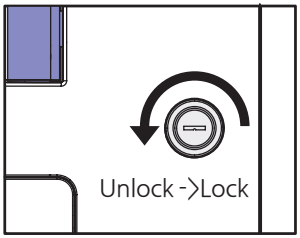
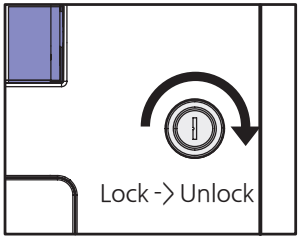
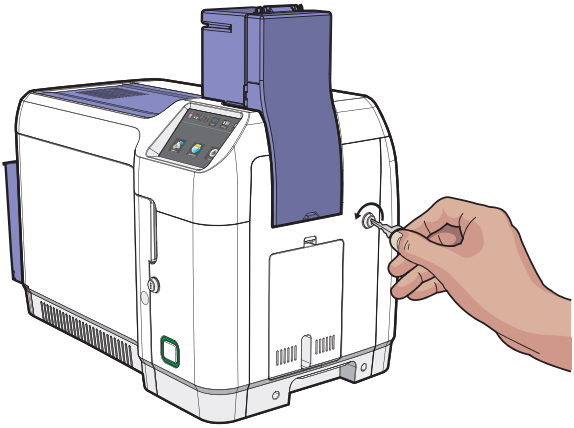
Card hopper lock

OPTION

After inserting the key into the card hopper lock, operate it in the direction as below image.







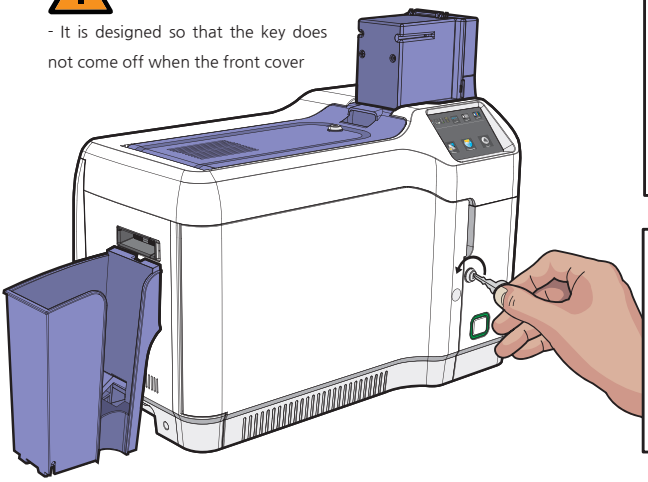
Front cover lock

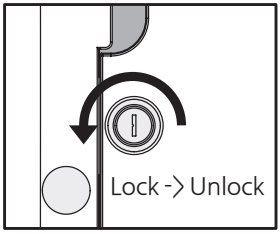
OPTION

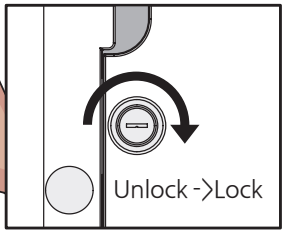
After inserting the key into the locking device, operate it in the direction as below image.

Caution

- It is designed so that the key does not come off when the front cover



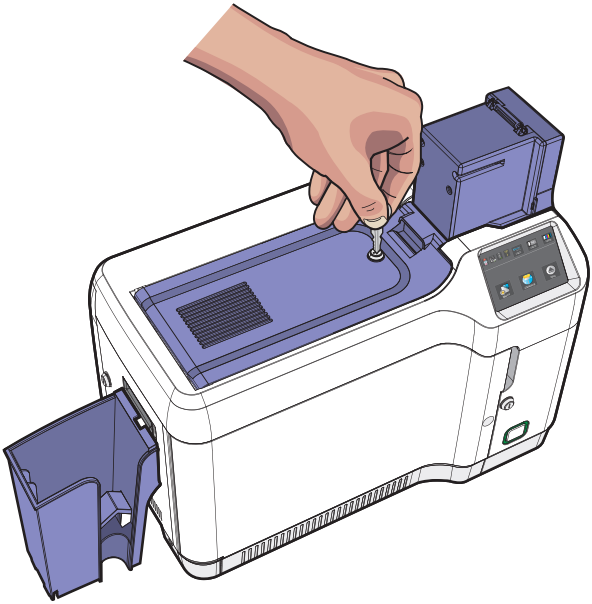


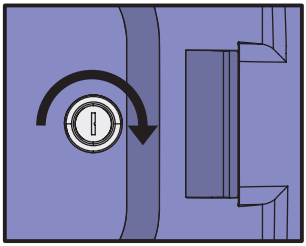


Top cover lock

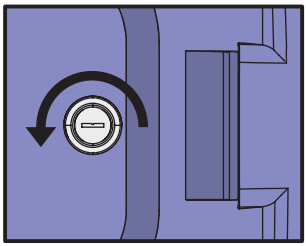
OPTION

After inserting the key of the locking device, operate it in the direction as below image.





Unlock ->Lock



Lock -> Unlock

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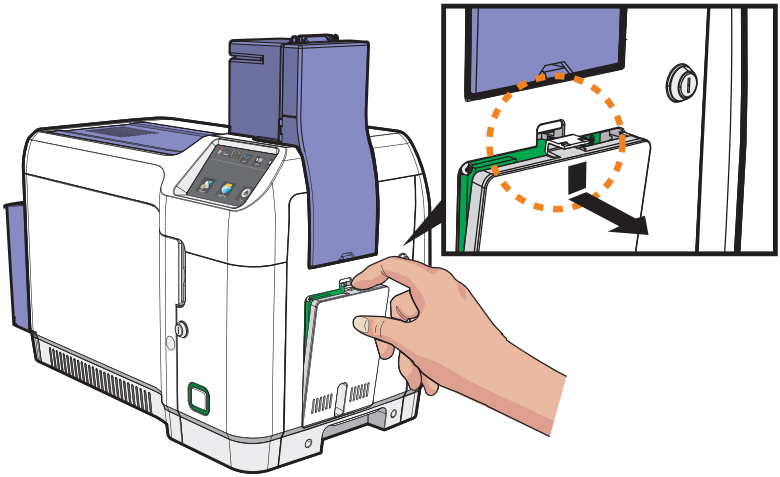
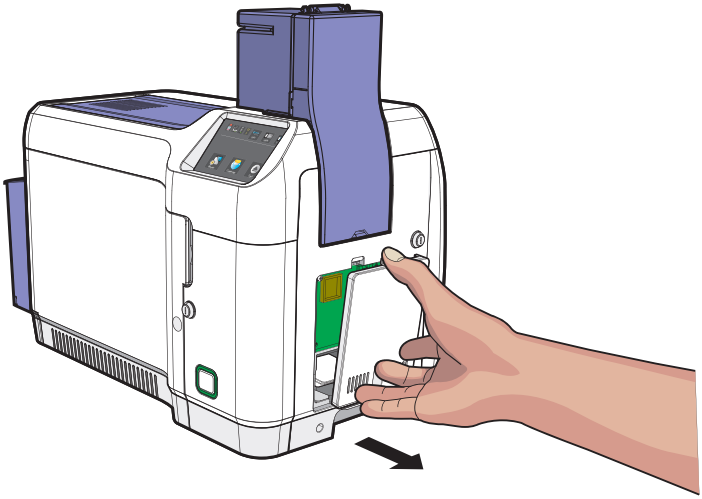
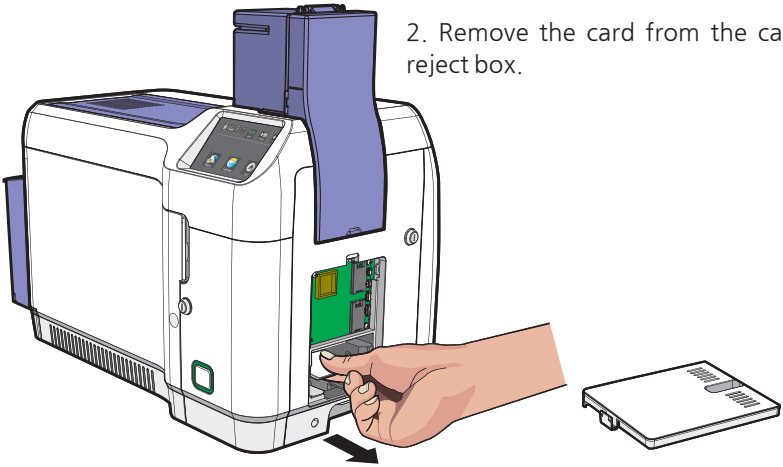
How to remove a card from the reject box

1. As shown in the image below, press the fixing switch with your hand to remove the cover of the card reject box.







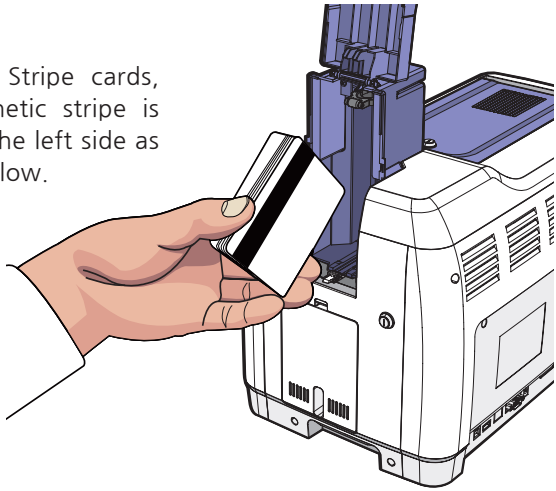
2. Remove the card from the card reject box.

Use a magnetic card

If the printer has the MS module (Single/Triple Track Head), it can encode information on the Mag. Stripe card.. (ISO 7811 track 1,2,3, Hi-Co/Lo-Co)

Magnetic Card Standard		: ISO 7811		
ISO 7811	Track	Track 1	Track 2	Track 3
	Recording Density	210 BPI	75 BPI	210 BPI
	Capacity	79 alphanumeric characters	40 numeric characters	107 numeric characters
		(7 bit code)	(5 bit code)	(5 bit code)
	Start / End code	%/?	;/?	;/?

When loading Mag. Stripe cards, make sure the magnetic stripe is facing down and on the left side as shown in the image below.



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Maintenance Instructions

-Supported Cards

This card printer may not support certain types of PVC cards.
Please use the following PVC cards to prevent any card jam issue and achieve the highest printing quality.

① Size of card

-International Standard(ISO CR80-ISO7810)
- 53.98mm(W) x 85.60mm(L)/3.375”x2.215”

② Thickness of card

- Minimum : 0.4mm
- Standard : 0.76mm
- Maximum : 1.2mm

③ Acceptable cards

-Glossy white
-Free of dirt or grease
-Not contaminated
-Free of scratches or dents
-Completely flat
-Static free

④ Unacceptable cards

-Heavily damaged
- Stained or contaminated
-Scratched
-Bent or deformed
-Embossed

Caution

Do not load or use cards considered as unacceptable as they may damage the parts including the head, sensor, TPH or roller..

Clean the Printer

-Clean the Exterior

-Make sure to unplug the power adaptor before cleaning it. Clean the printer with a soft, damp cloth.
-Do not allow any liquid to drop inside the printer.
-Make sure that the printer is dry before turning it on.

Caution

Do not use any liquid / gel containing high content of alcohol or solvent to clean the printer as it may cause discoloration or fissure on its surface.

-Clean inside of Printer using a cleaning kit

Clean inside of printer using a cleaning kit every month or every 1000 cards.

Make sure to follow the instruction provided below on a regular basis as dusts or contaminants may affect the printing quality or damage the parts.

① Cleaning kit & Use

1) CR80 Cleaning card :
Use for cleaning the printer path and rollers

2) Alcohol swab :
Use for cleaning the printer path and card sensors.

② Clean the Printer using CR80 Cleaning card

Caution

CR80 Cleaning card: Insert the card to the single card slot
Using the card in any other way may cause an error

1) How to insert CR80 Cleaning card to printer

Before start cleaning card printer, remove ribbon and all cards and insert **'CR80'** Cleaning card to single card slot.

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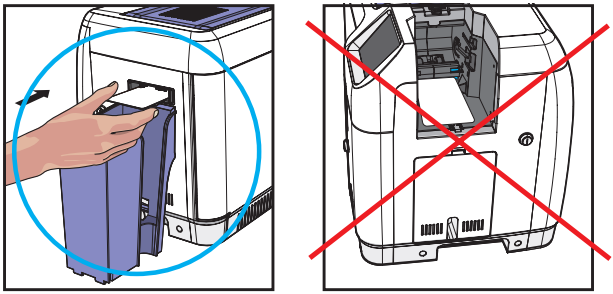
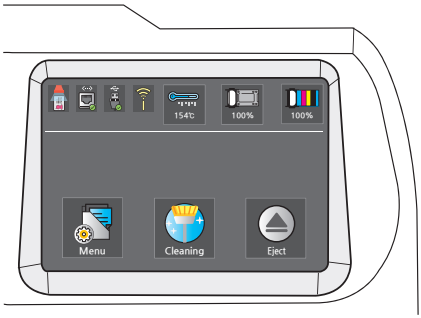


Fire Hazard

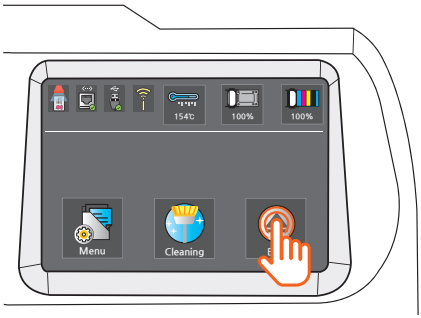
Please be sure to use Adhesive cleaning card.
Alcohol type cleaning card may cause fire.

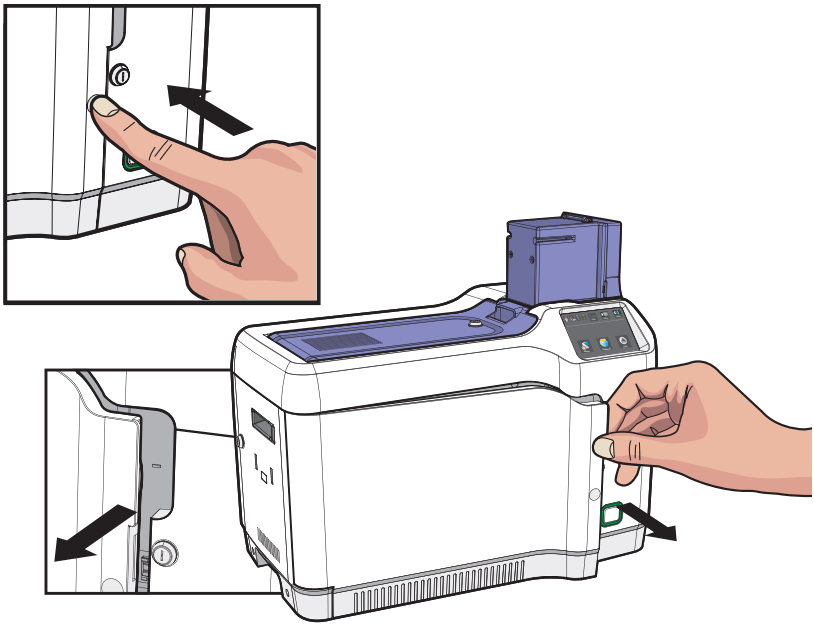
2) Clean inside the Printer ① :User Mode in LCD



1. Press Eject

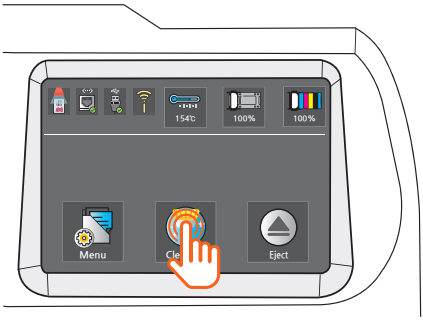
button in LCD to eject any card inside the printer





2.

Press Cleaning button to start cleaning process.



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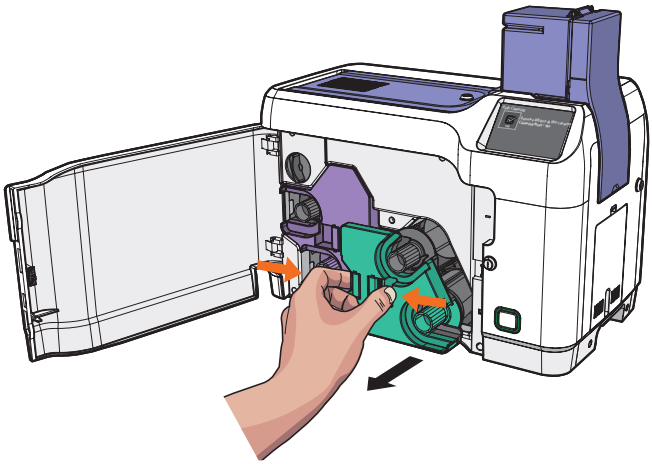
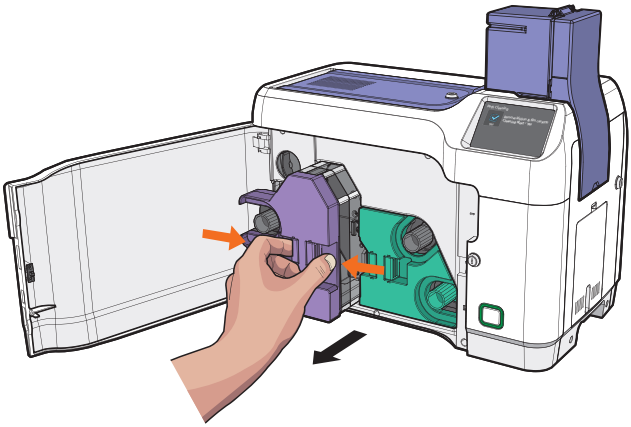
3. When the message prompting you to remove the cartridge appears on the LCD screen like image below, push the button on front cover. Once the cover opens slightly, pull the cover by handle to open it completely.

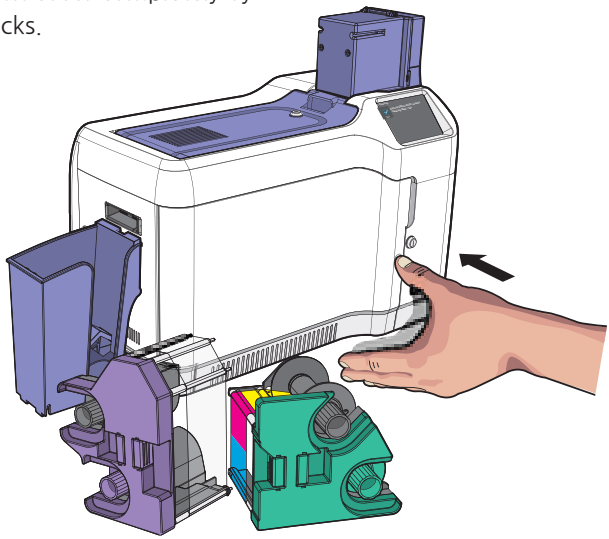
4. Pull the cartridge out while pressing the Ribbon Cartridge Load/Eject button to remove it from the printer as shown in the image below.



5. Pull the film cartridge out while pressing the Load/Eject button to remove it from the printer as shown in the image below.



6. Close the font cover completely by hand until it clicks.



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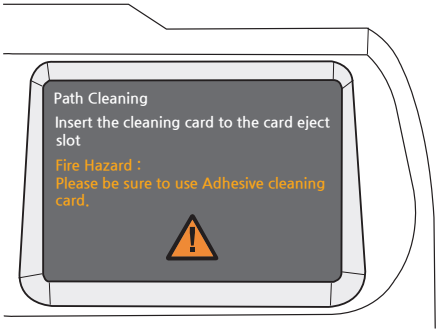
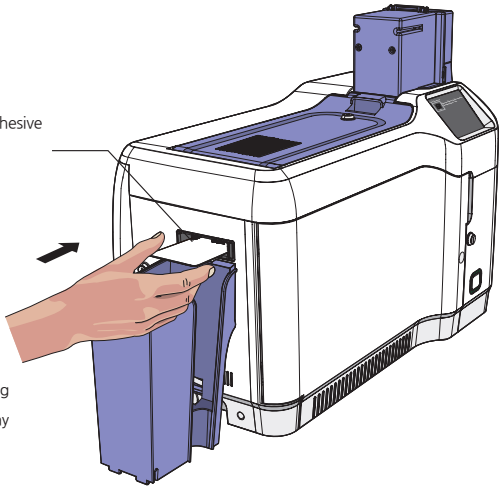
7. When both film and

ribbon cartridge are removed, press Yes Button.



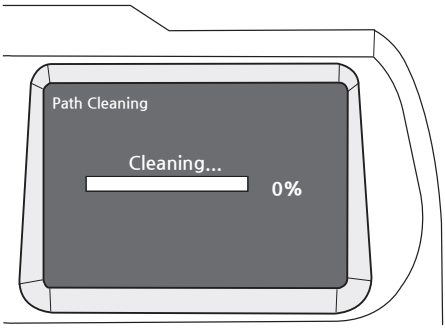
8. Insert the cleaning card to the card eject slot, not card input slot.

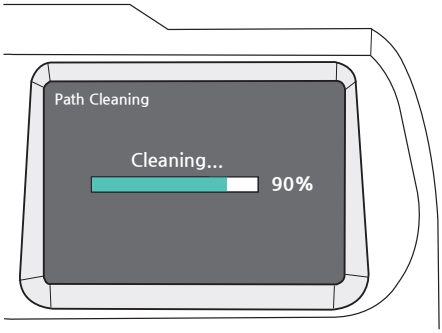


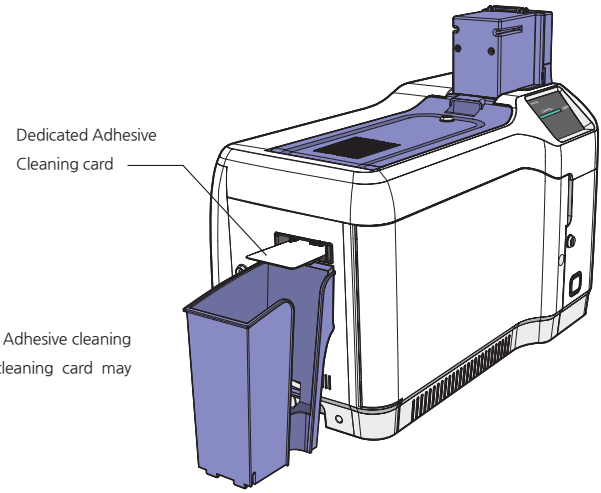
Fire Hazard

Please be sure to use Adhesive cleaning card. Alcohol type cleaning card may cause fire.

9. The card will be released after moving back and forth 10 times while cleaning the path. The process will be displayed in LCD as shown in the image below.







Fire Hazard

Please be sure to use Adhesive cleaning card. Alcohol type cleaning card may cause fire.

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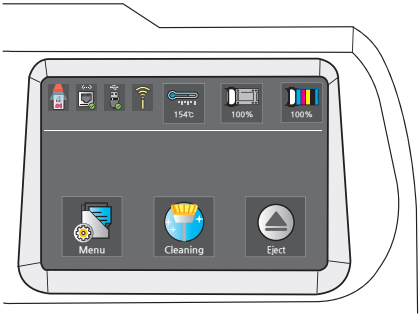
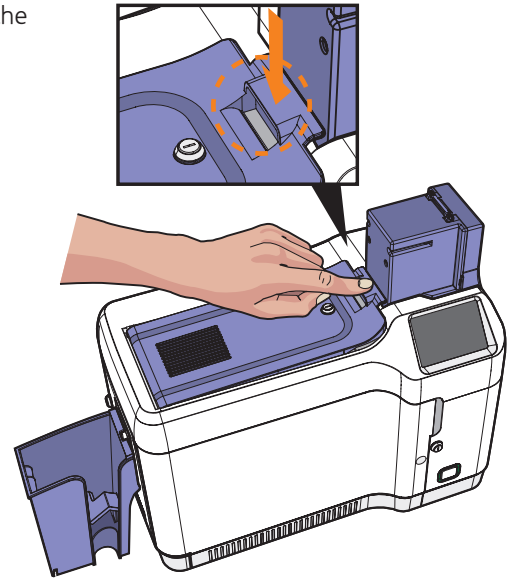
10. Once cleaning process is completed, LCD will go back to Ready status.



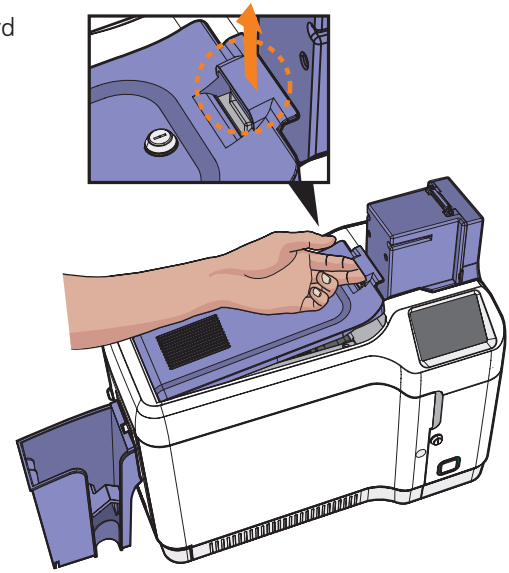
Maintenance Instructions

-Replace upper side dust filter

1. Press button on the top cover of printer.



2. Pull the handle upward to open.



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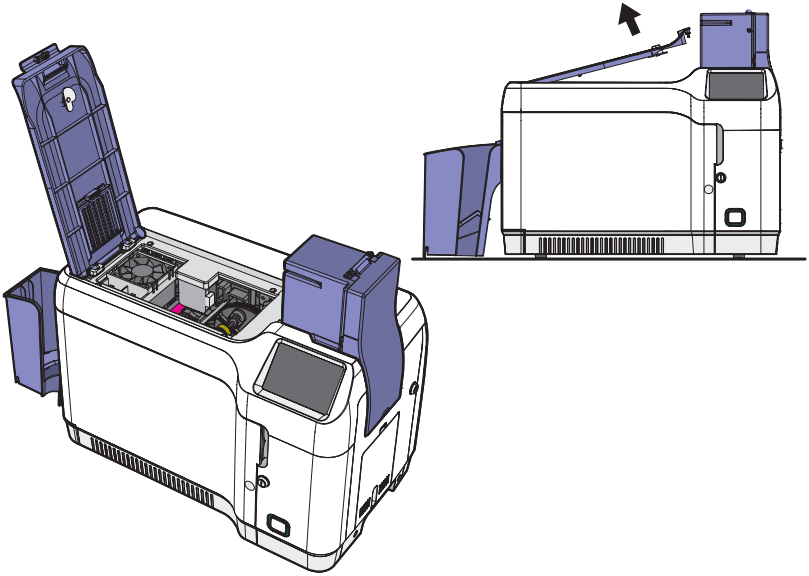
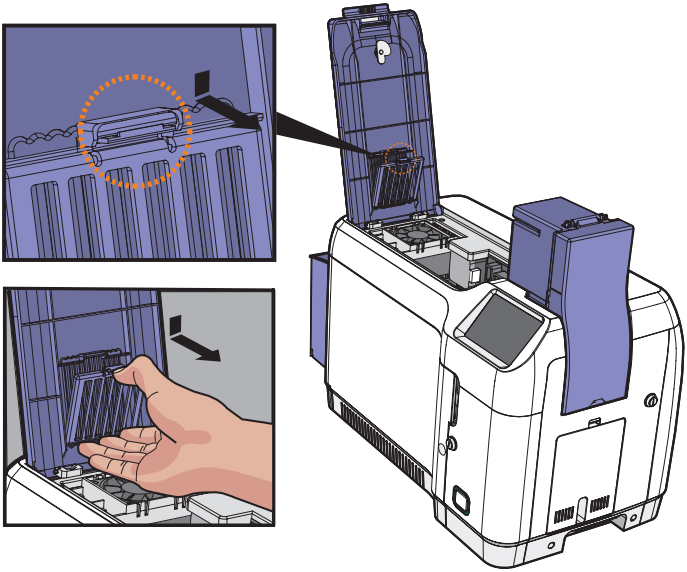
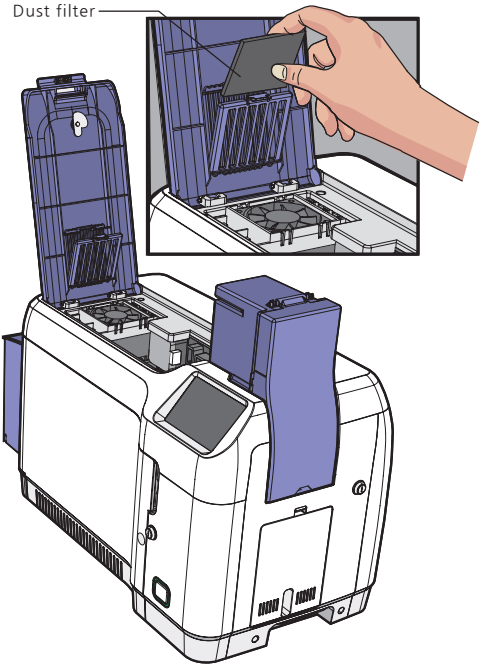


3. Remove the dust filter cover by pressing the fixing switch in the direction shown in the image below.



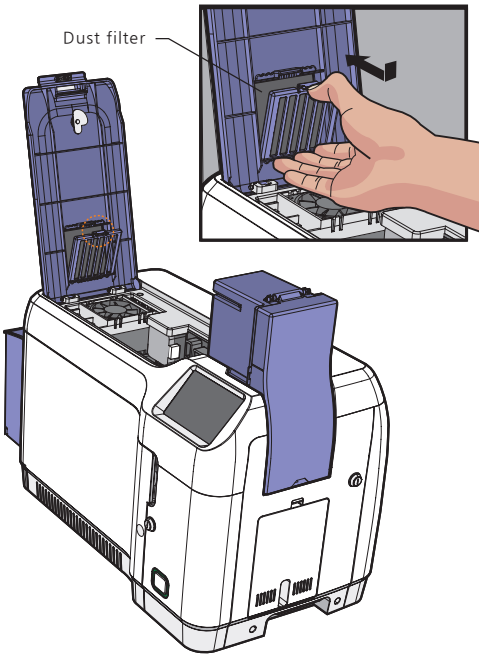
4. Install dedicated dust filter.



Caution

Use dedicated dust filter only.

5.Install the cover in the reverse order of the instruction.



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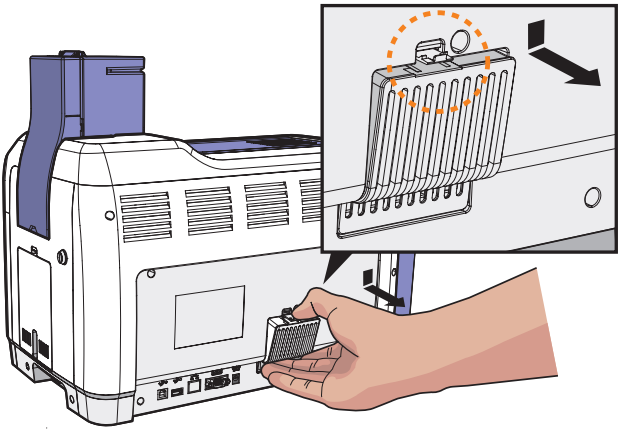
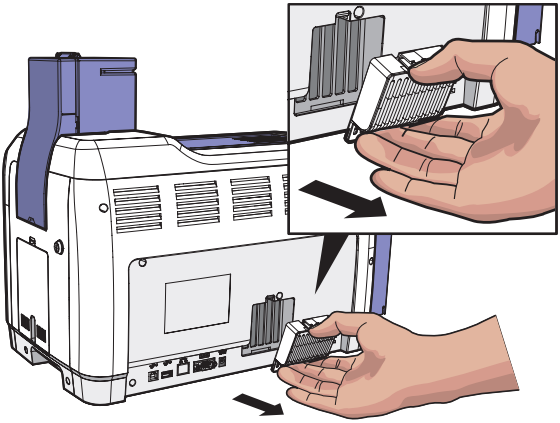
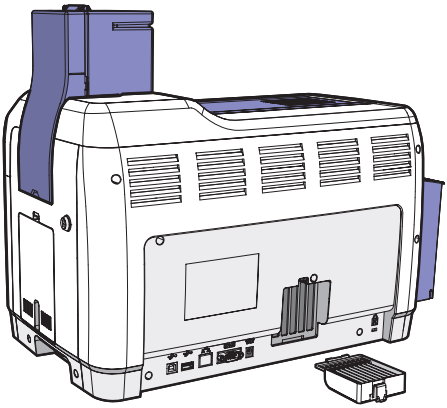
-Replace lower side dust filter

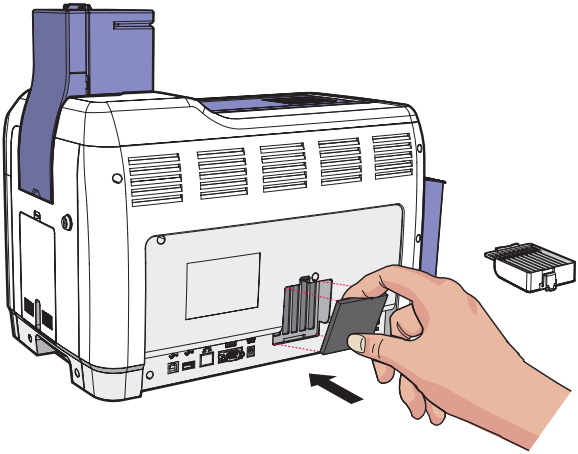
1. Remove the filter cover by pressing the fix switch in the direction shown in the picture.







2. Install dedicated dust filter.



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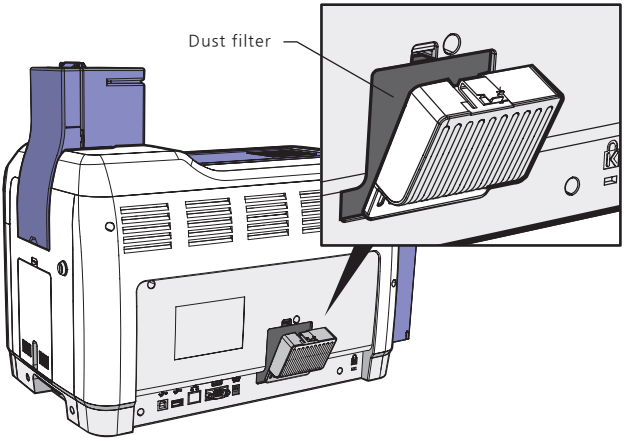
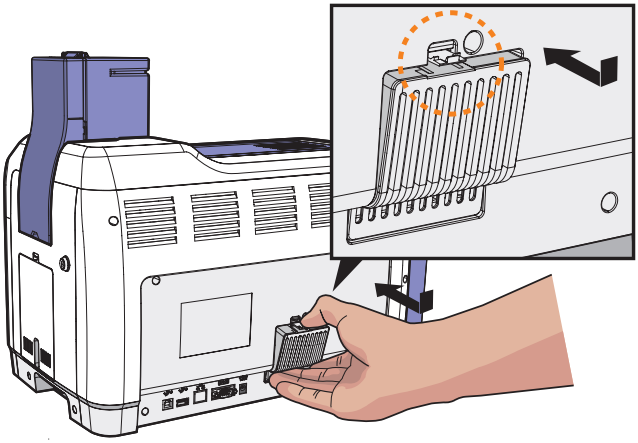
3. Install the cover in the reverse order of the instruction.



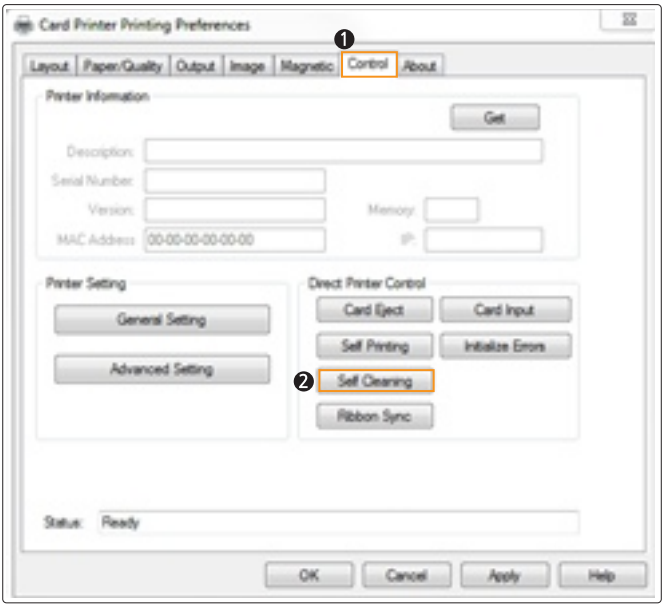


3) Cleaning method ② : After connecting to PC

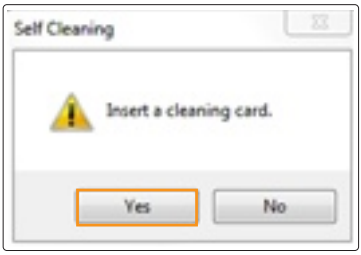
1. Turn off the printer, remove the film, ribbon, and card inside the printer, and close the cover, then turn on the power again.

2. Go to **'Control Panel→Hardware Sound→View Devices and Printers'** in window, click the right mouse button on the printer driver icon created as **'Card Printer'**, and click the **'Printing Preferences'** menu in the pop-up window

3. After entering the **'Card Printer Document Properties → Control'** item, click button **'Self-cleaning'** as shown in the image below.



4. When the **'Please insert the cleaning card'** event window occurs, insert the cleaning card into the manual feeding slot and click the **'Yes'** button.



5. The cleaning card is ejected after being transferred back and forth repeatedly 10 times.

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③ Cleaning the printer with an alcohol swab

You can use alcohol cotton to wipe off foreign matter accumulated on TPH and sensors.

Caution

If it contains a large amount of alcohol or solvent other than the designated alcohol cotton or cleaning pen, or if a surfactant containing some strong ingredients is used to clean, do not use it as it may cause discoloration or cracking of the product

2) Use a cleaning pen and alcohol cotton to clean the printer TPH head

It is recommended to clean, at least once a month or when changing the ribbon.

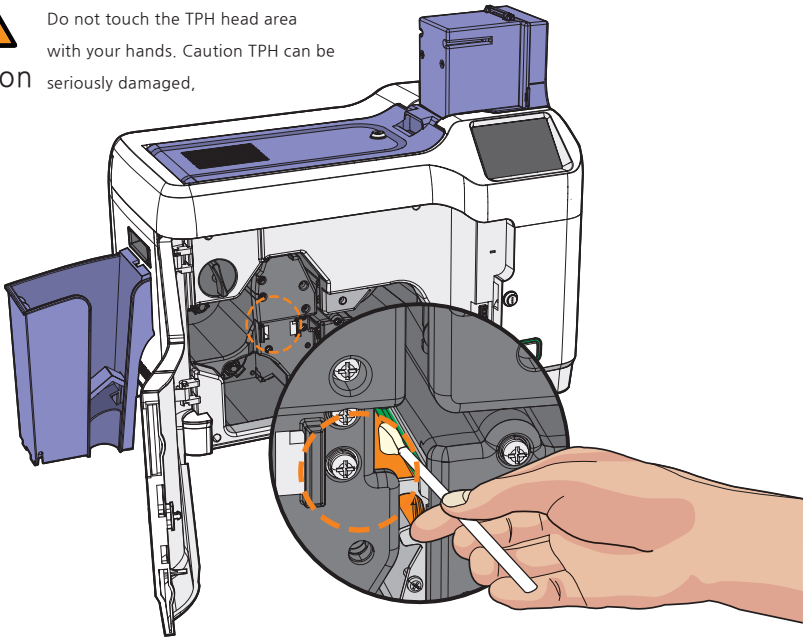
1. Turn off the power of the printer connected to the PC, and be sure to remove the connected adapter from the printer.

2. Before cleaning the TPH head, wipe the body of the TPH with a cleaning pen or an alcohol swab.

3. Use a cleaning pen to clean only the areas under the two green lines as shown in the image below.

Caution

Do not touch the TPH head area with your hands. Caution TPH can be seriously damaged,



4. After washing, dry sufficiently before turning on the power. If it is not completely dry, TPH may be severely damaged.

Check

Alcohol is included only in the ADVANCED set among cleaning kits sold by POINTMAN.
Leave the printer for about 2 to 3 minutes until the alcohol in the printer dries.

Solve the problem

Learn about the problems that may occur when using this product. If an abnormality occurs during use, check the following items first.
If the problem cannot be solved by the following methods, please contact the place of purchase.

-Major Error

① TPH & Basic action

Code	Code name	Description	Solution
10	cover open	retransfer cover open	Make sure the cover is closed properly Replace the cover sensor
11	TPH up/down Failure	TPH up/down Failure	Check the TPH up/down module
13	TPH thermistor temperature abnormal	TPH thermistor temperature abnormal	TPH thermistor temperature check Proper operating temperature: 0c°~70c°TPH replacement
234	Ribbon cartridge not installed	Ribbon cartridge not installed	Check if the ribbon cartridge is installed correctly
235	Film cartridge not installed	Film cartridge not installed	Make sure the film cartridge is installed correctly

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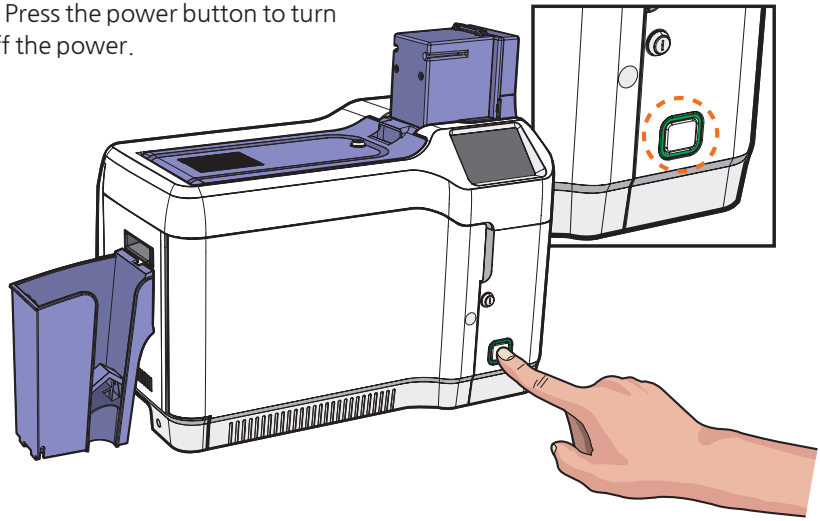
② Card transfer

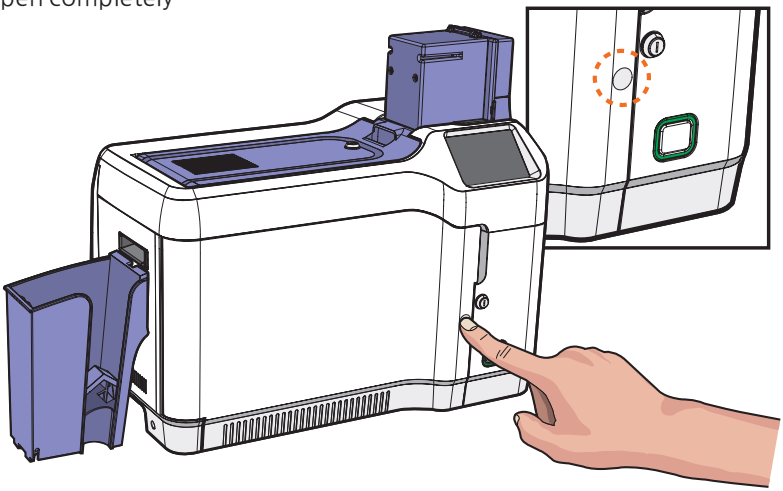
Code	Code name	Description	Solution
12	Card transfer jam	Card jam occurs inside the product during card transfer	Check foreign substances in the card transfer section

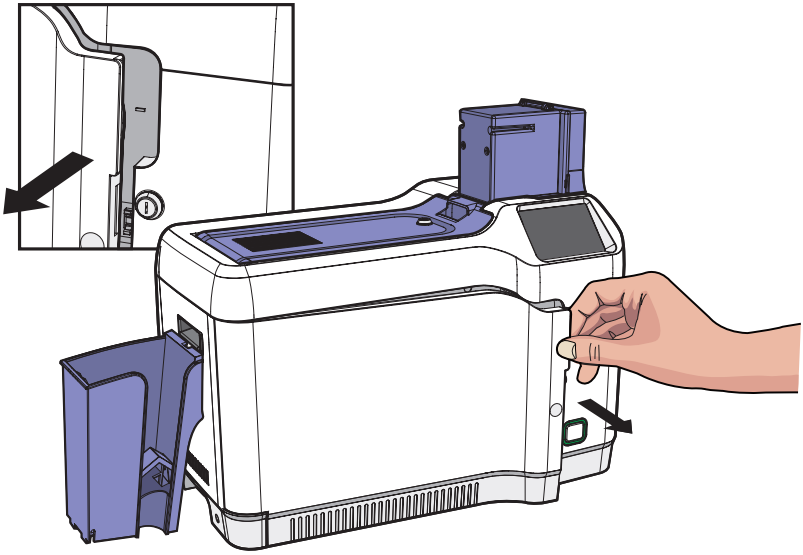
1) Countermeasures in case of card jam

1. Press the power button to turn off the power.

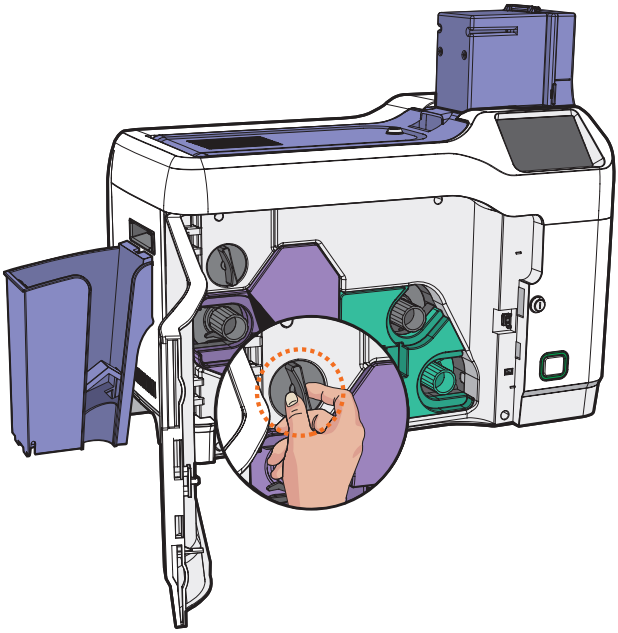


2. Push and hold the open button on the front cover of the main unit, and when the front cover is slightly open, hold the handle and pull it open completely





3. Remove the card in which the JAM has occurred by turning the knob shown in the image below.



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