User Reference Guide

EM1 and EM2
Direct to Card Card Printers
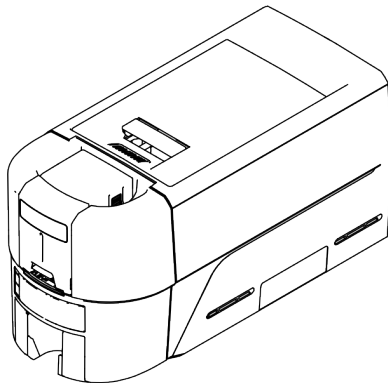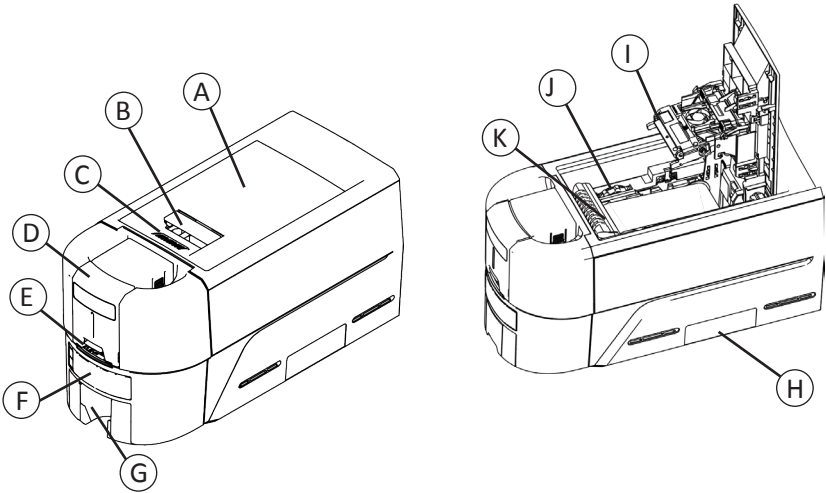
Contents

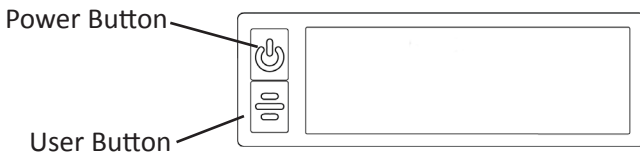# The EM Direct to Card Printer

A = Printer Cover
B = Cover Latch Handle
C = Cover Ridges
D = Input Hopper
E = Exception Slot
F = Front Panel
G = Output Hopper

H = Reject Tray
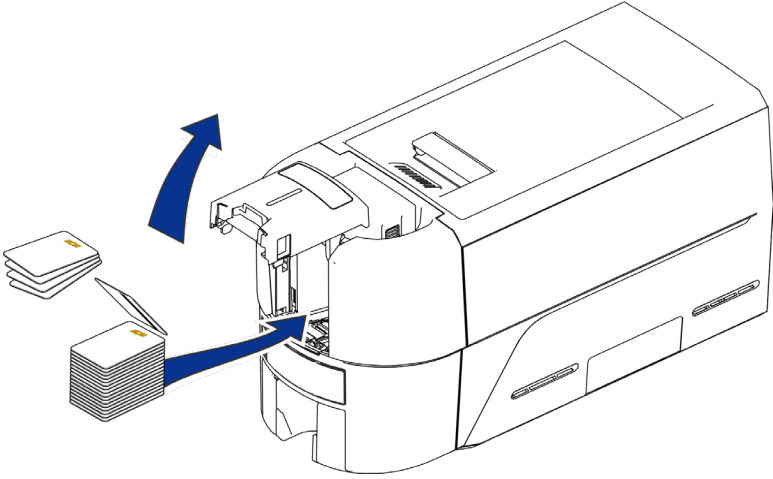I = Printhead
J = Manual Advance Knob
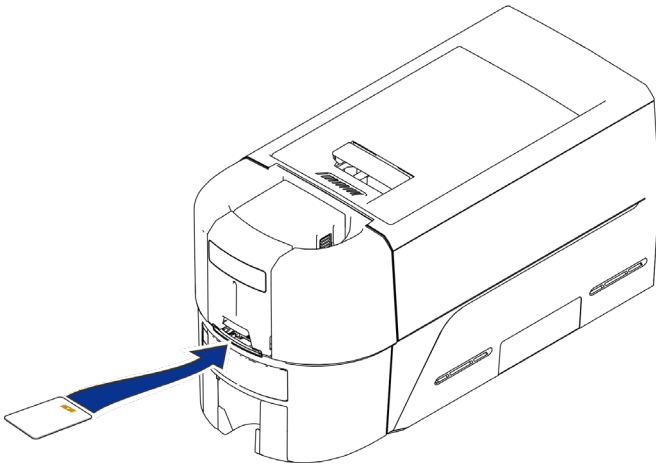K = Ribbon Cartridge or Cassette

Front Panel

Power Button

User Button

EM Direct to Card Printer

Load Cards in the Hopper

Use the Exception Slot
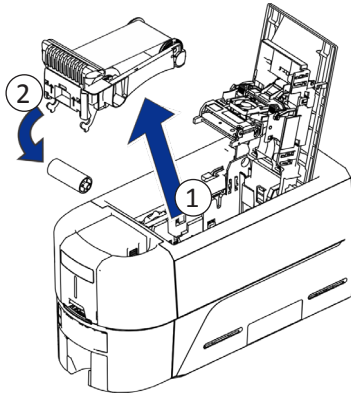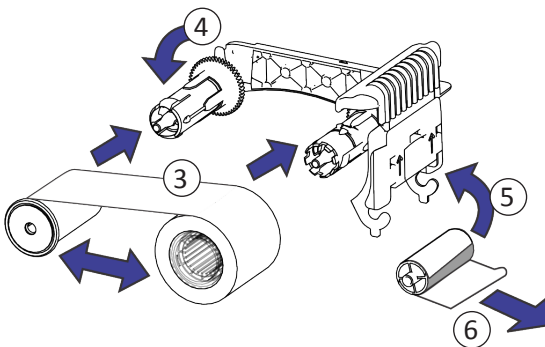
Load the Print Ribbon Cartridge

1. Open the printer cover and remove the print ribbon cartridge.
2. Remove the used ribbon spools and cleaning roller and discard them.
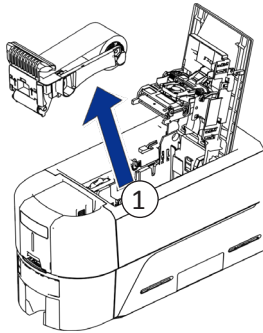

3. Load the print ribbon.
4. Turn the take-up spool counterclockwise.
5. Load the cleaning roller.
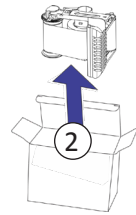6. Remove the protective wrapper from the cleaning roller.

7. Replace the ribbon cartridge and close the printer.

Install the Prefilled Ribbon Cassette

1. Open the printer cover and remove the used print ribbon cassette. Discard the cassette.

2. Remove the print ribbon cassette from its package. The cassette is shipped in a closed position.

3. Extend the cassette to its fully open position.

   Pull out the front of the cassette until it clicks.

4. Remove the protective wrapper from the cleaning roller.
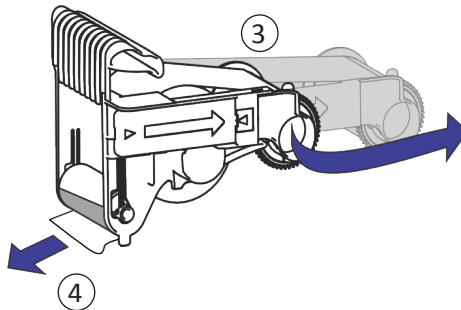
5. Install the cassette in the printer and close the printer cover.

Empty the Reject Tray
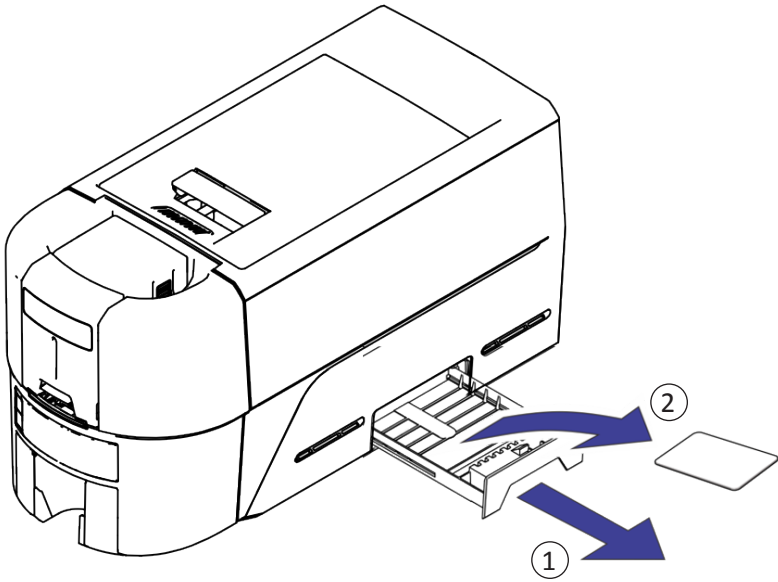
Print Test Card with IP Address

Hold User Button
2 Seconds

Clear a Card Jam

Repair a Broken Print Ribbon

Tape

Check the Printer Power Connections

Check the Printer Data Connection

USB

Network

EM Direct to Card Printer
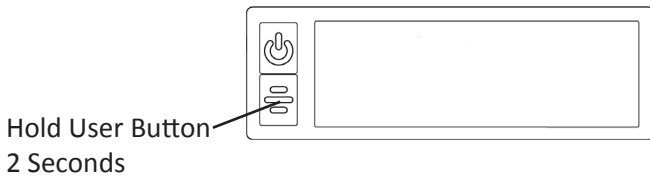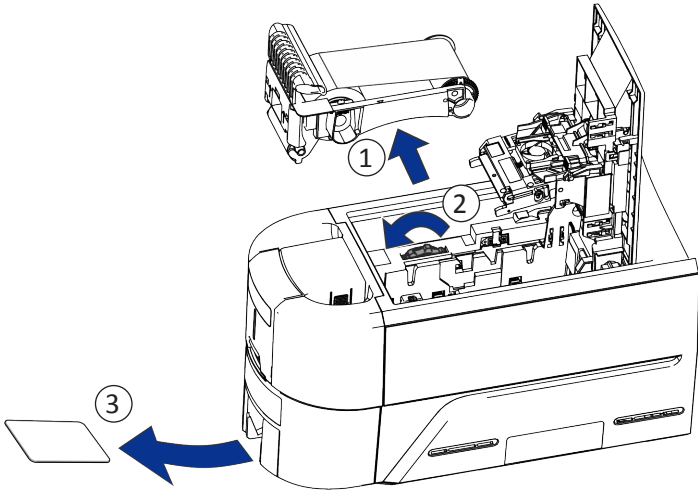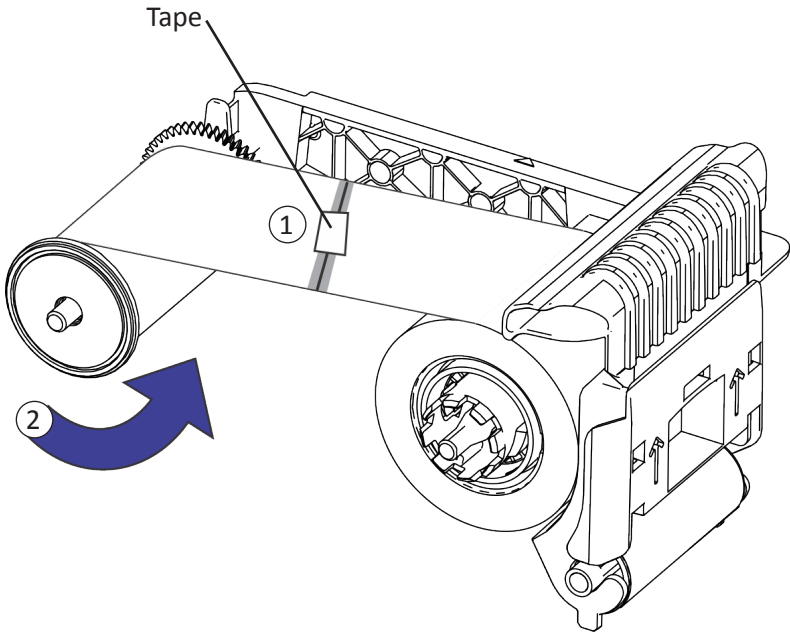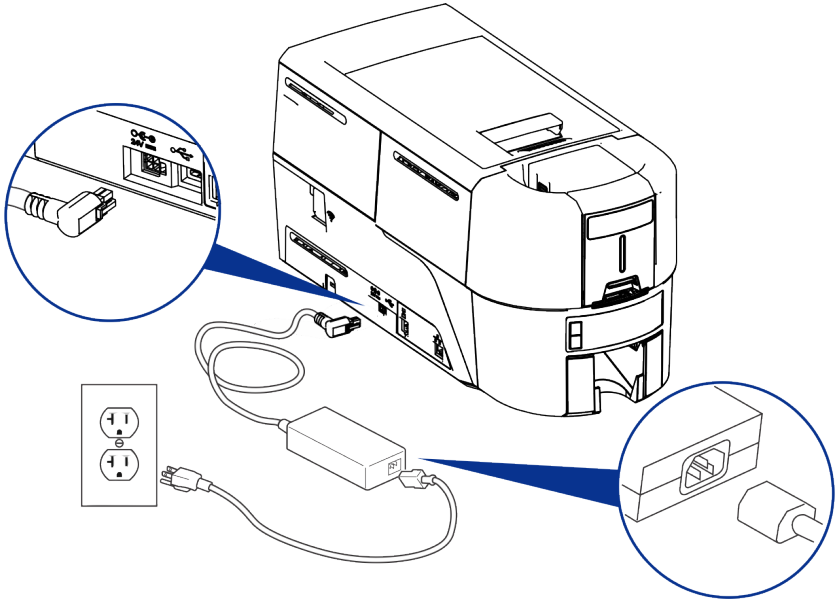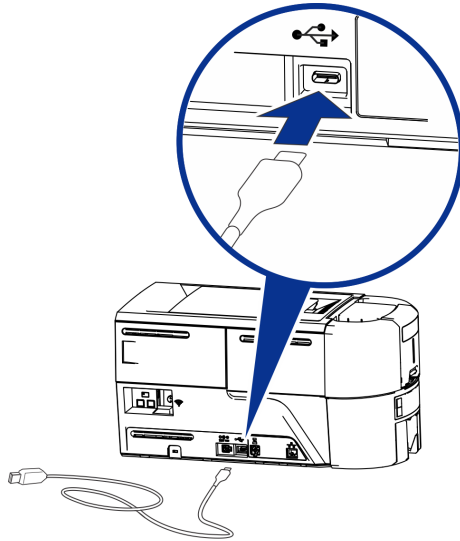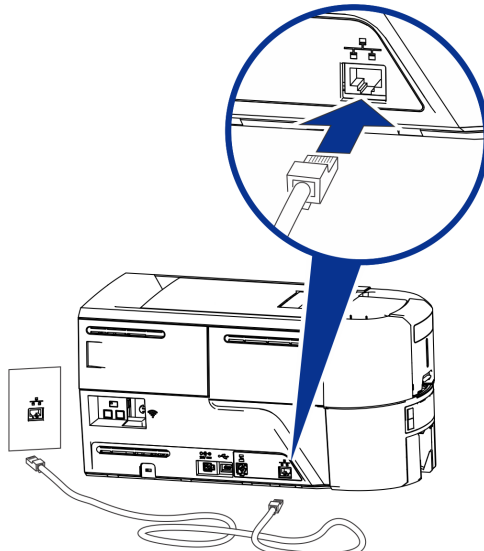
Common Driver Messages

Error Message	Refer to:
110: Print ribbon out or missing	"Load the Print Ribbon Cartridge" on page 5 "Install the Prefilled Ribbon Cassette" on page 6
112: Card hopper empty	"Load Cards in a Single-Hopper Printer" on page 4 "Use the Exception Slot" on page 4
118: Print ribbon type problem 119: Print ribbon not supported 121: Print ribbon not identified	"Load the Print Ribbon Cartridge" on page 5 "Install the Prefilled Ribbon Cassette" on page 6
172: Insert cleaning card	"Clean the Printer" on page 13
294: Cleaning required	"Clean the Printer" on page 14

Clean the Printer

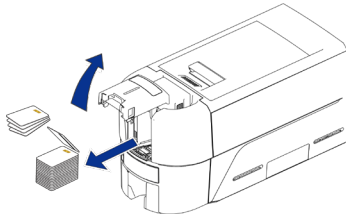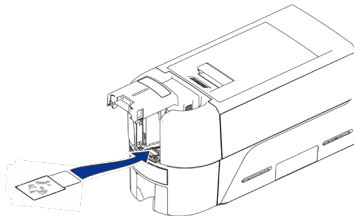If the printer has locks, unlock the printer and input hopper.

1. Open the printer cover and remove the print ribbon cartridge or cassette. Close the cover.
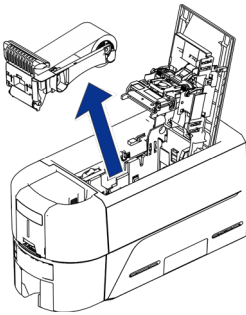
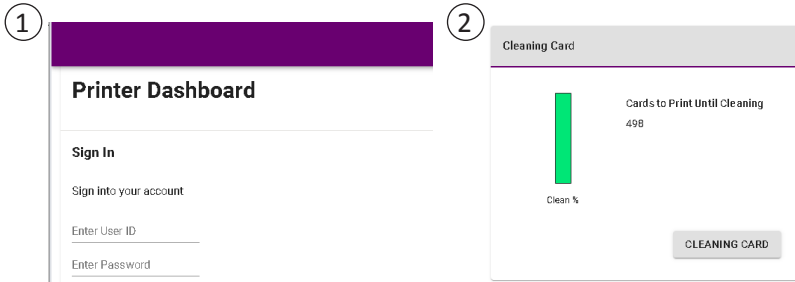2. Open the input hopper cover and remove any unprinted cards.

3. Insert the cleaning card in the input hopper.

4. Close the input hopper.
5. Continue with .

Run the Cleaning Card

Access Printer Dashboard and click **Cleaning Card**. Refer to the Printer's *Installation and Administrators Guide* on accessing Printer Dashboard.

①
Printer Dashboard

Sign In

Sign into your account

Enter User ID

Enter Password

② Cleaning Card

Cards to Print Until Cleaning
498

Clean %

CLEANING CARD

Remove the cleaning card from the output hopper and discard it.

Replace the print ribbon cartridge or the cassette in the printer, and the cards in the input hopper.

Clean the Printhead

Clean the printhead in the following situations:

- There are unprinted lines on the finished card. This usually indicates dirt or contaminants on the printhead.

- The printhead is touched accidentally. Oils from hands can affect print quality and damage the printhead.

- A ribbon break caused part of the ribbon to stick to the printhead or printhead cover.

- The printhead has been replaced.

1. Power off the printer.

2. Unlock the printer and open the printer cover.

3. Open and remove a cleaning swab from its package.

4. Lift the printhead protective cover. Use the sides of the cover to rotate it away from the printhead.

5. Use gentle pressure to move the cleaning swab back and forth along the full length of the printhead edge until it is completely clean.

6. Close the printer cover.

7. Power on the printer.

8. Print a sample card to verify the quality of printing.
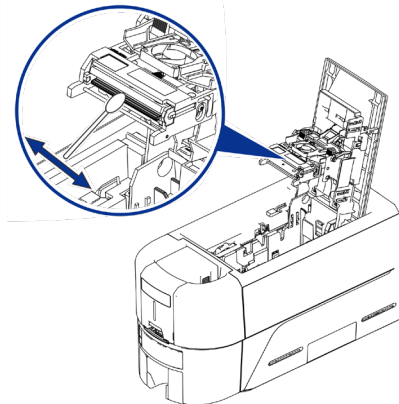
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