# AGILIA

User Guide

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# INTRODUCTION

## Copyrights and trademarks

## Warranty

Refer to the warranty booklet available on **www.evolis.com** > **Support section** > **Product page** to know the warranty terms, conditions and limitations.

Register your product on **www.evolis.com** > **Support section**.

Read this manual carefully and follow the instructions.

Comply with the instructions given in this manual to ensure a good functioning of the printer.

The manufacturer's warranty is subject to a strict compliance with cleaning and maintenance instructions, and in particular the printer cleaning cycles. Any failure to follow the maintenance and cleaning procedures voids the print head warranty.

## Environmental information and end of life product

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

The manufacture of this product required the extraction and use of natural resources. It may contain materials that are hazardous to health and the environment. To prevent the dispersal of such materials, use existing collection systems.

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

A tutorial is available on **www.evolis.com** > **Support section** > **Product page** to take ribbons apart and facilitate recycling.

# Symbols

## Symbols used in this document

▶ Video(s) of the procedure(s) available on Evolis YouTube channel.

⚠ Indicates that failing to take the recommended action is liable to damage the printer.

📝 Information providing further details or depth about specific points in the main text.

## Icons on the printer label or in the printer:

Evaluation for apparatus only based on altitude not exceeding 2000m, therefore it's the only operating condition applied for the equipment. There may be some potential safety hazard if the equipment is used at altitude above 2000m.

Evaluation for apparatus only based on temperate climate condition, therefore it's the only operating condition applied for the equipment. There may be some potential safety hazard if the equipment is used in tropical climate region.

Reminder to use existing collection facilities.                    The heating roller may be hot

# Product information

This product uses consumables and accessories available on www.evolis.com > CONSUMABLES.

For more information on the technical specifications of the product and all options available, go to www.evolis.com > Product page.

## Certifications and declaration of conformity

- CE, UKCA, ICES, VCCI, BIS, EAC, ROHS
- FCC (Evolis contact: Evolis, Rising Sun Mills, 188 Valley St., Suite 421, RI 02909 Providence, evolisnortham@evolis.com)

## Dimensions and weight

- 445x373x205 or 538x373x205 (with rear box) (H x W x D)
- 9,5kg

## Connectivity

- USB 2.0
- USB A (internal USB hub): 1 port
- USB B : 1 port
- Ethernet: TCP-IP 10Base T, 100Base T (Traffic LED)
- Wi-Fi (option)

## Environment conditions

- Standard operating temperature: 15° / 30° C (59° / 86 °F)
- Max/min operating temperature and humidity rate: 15° / 30°C (59° - 86°F) and 20% to 65% non condensing
- Max/min storage temperature and humidity rate: -5° / +70° C (23° / 158° F) and 20% to 70% non condensing
- Operating ventilation: Free air

## Electrical information

- Power supply: AC90 - 125V, 220-240V, 50-60Hz
- Printer: 100-240 Volts AC, 50-60 Hz, 2A / 24 Volts DC, 6,25 A / 150W

# PRODUCT PRESENTATION

## Unpacking

When receiving the printer, print a technical test card to make sure that the printer operates properly.

The printer is shipped in a packaging designed to prevent damage in transit. If visible damage is noticed when unpacking the product, contact the shipper and immediately inform your reseller, to know the procedure to follow.

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

If any of the accessories is missing, contact your reseller.

Use only the power supply unit and USB cable supplied with the product.

The printer must be placed in a dry location, protected from dust and drafts but well-ventilated.

Make sure to keep the printer on a flat surface able to bear its weight.

A step by step tutorial to install the product is available on www.evolis.com > Support section > Product page (I Install my product).

### Accessories supplied with your printer:

- Power supply unit FSP type FSP150-AAAN3
- Main power cable
- USB cable
- Starter cleaning kit
- Quick installation guide with a URL to download the printer driver
- License activation card for cardPresso designing software

# Product description

⚠️ Access to the side panels of the machine and the option module fitting/removal areas is restricted to a retailer/installer or to experienced users. Always disconnect the machine from the power supply (unplugged) before performing work on it.

📝 If the printer is equipped with an LCD touchscreen, refer to the corresponding user guide available on www.evolis.com **> Support section > Product page** for more information.
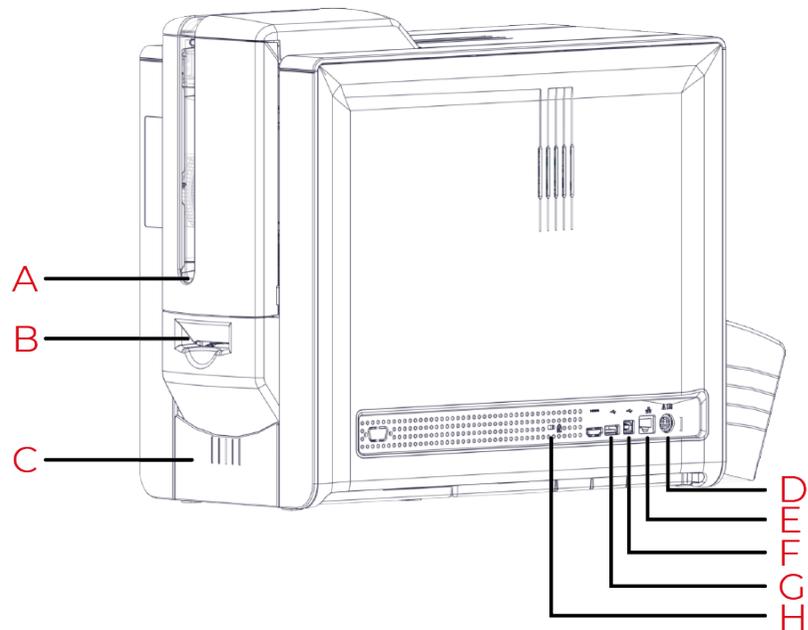
A. Card feeder

B. Manual card feeder (insertion / ejection)

C. Front output box

D. Power cable connector

E. Ethernet connector

F. USB socket (type A)

G. USB socket (type B)

H. Location for the Kensington locking system
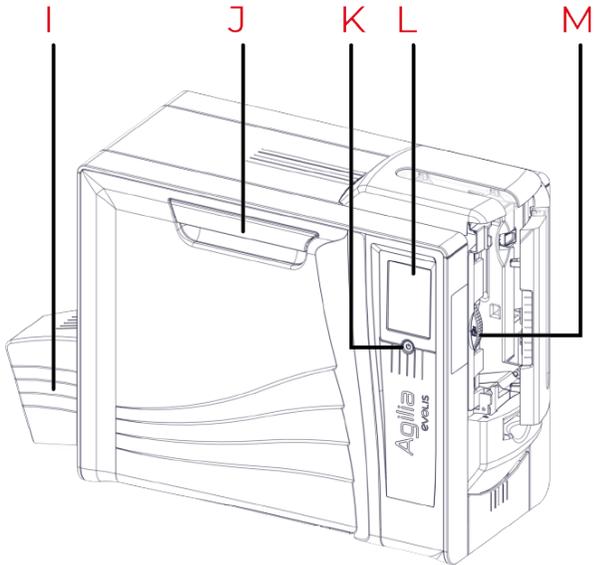
I. Rear output box

J. Front door opening mechanism

K. Power button

L. LCD Touchscreen

M. Card thickness selector
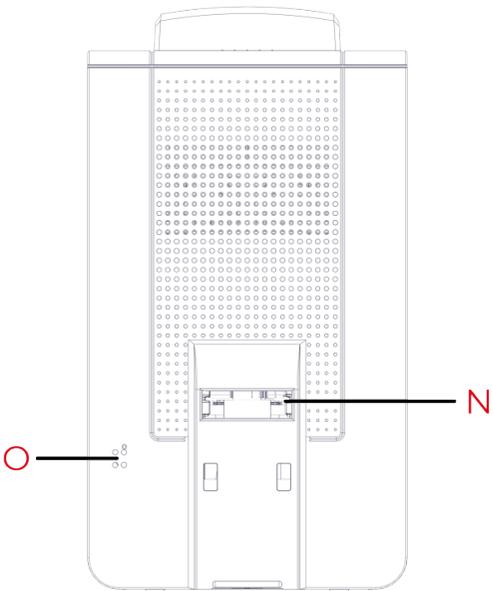
N. Rear output

O. Location for the infra-red kit
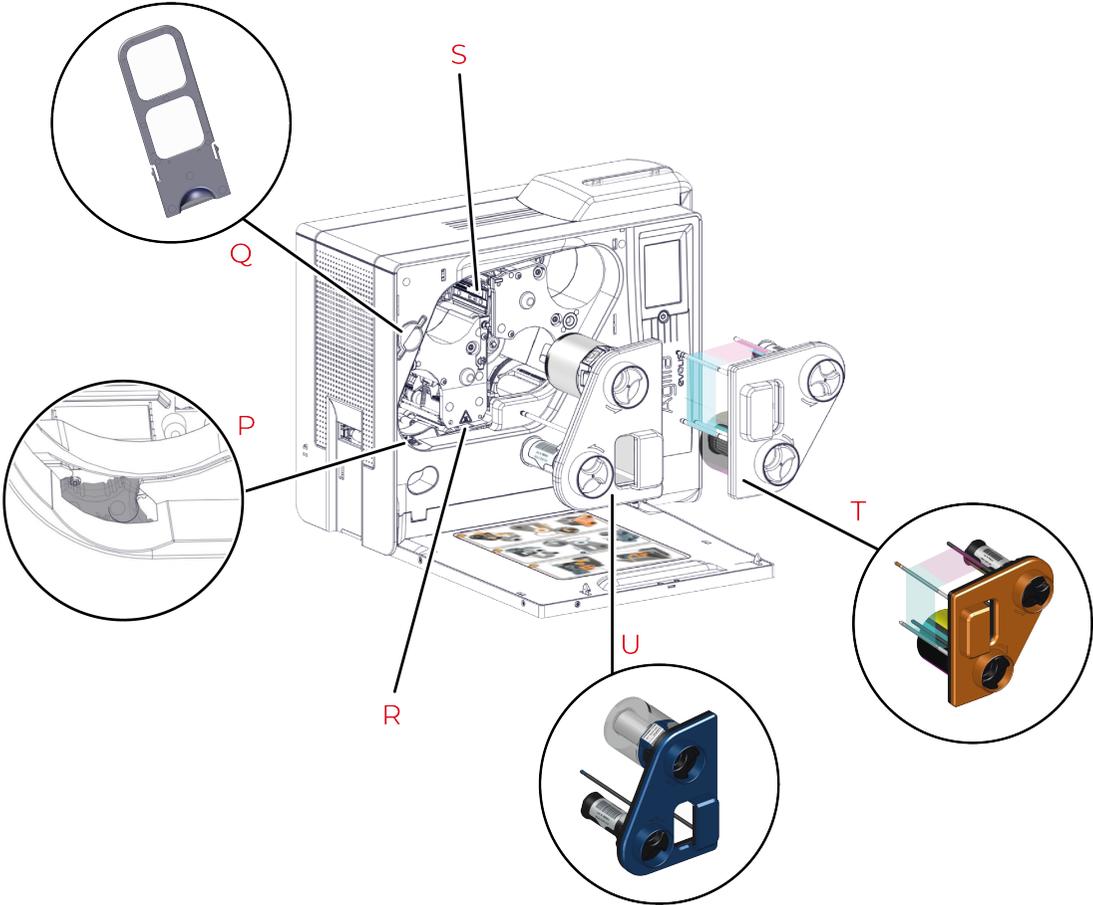
P. Jam-clearing wheel

Q. Dust filter

R. Heating roller

S. Print head

T. Cassette for the printing ribbon

U. Cassette for the retransfer film

# INSTALLATION

## Location

⚠ Install the equipment on a flat surface able to bear its weight.

Install the printer where the airflow is not obstructed to ensure the proper function of the fans and cooling of the printer.

- Avoid putting rear and left sides of the printer against a wall or any solid surfaces.
- Leave at least 10cm between a solid surface and the rear and left sides of the printer.

⚠ Before moving the printer, remove all cards from the card feeder. If cards are present in the card feeder when moving the printer, cards may slide inside the printer and get stuck between the dual-side printing module and the reject box (front output box) and cause a retransfer application issue.
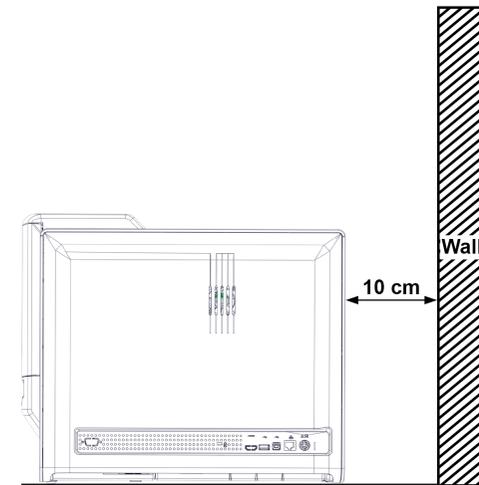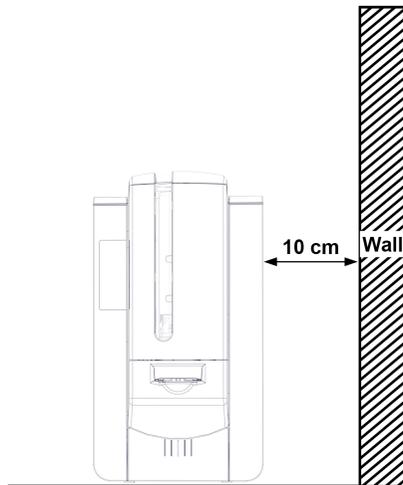
# Connecting the printer power supply

⚠️ The printer must be connected to a properly protected and earthed electrical installation.
- FI: Laite on liitettävä suojamaadoitus koskettimilla varustettuun pistorasiaan.
- NO: Apparatet må tilkoples jordet stikkontakt. · SE: Apparaten skall anslutas till jordat uttag.
- DK: Printeren skal tilsluttes til en korrekt beskyttet og jordforbundet el-installtion.

Before attempting maintenance, unplug the power supply cable from the printer.

For your personal safety, the power supply cable and unit must remain easy to access, especially in case of emergency.

📝 To save energy, the printer automatically goes to standby mode after 10 minutes of inactivity. The printer goes to hibernation mode after 30 minutes in standby mode.

Standby and hibernation settings can be configured in the Evolis Premium Suite 2 or from the LCD Touchscreen. In standard standby mode, sending a print request restarts the printer and pressing the power button (for 1 second) exits the printer from hibernation mode.
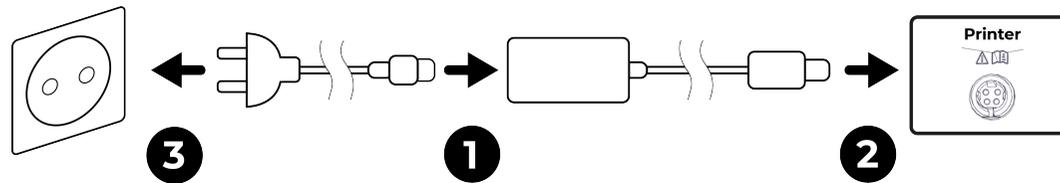
1. Connect the power cable to the power supply unit.
2. Plug the power supply unit connector into the printer.
3. Plug the end of the power cable into an earthed power socket.

The printer is powered on: the control panel lights up showing the printer is working properly.

If the printer is not showing a **Ready** status, check the installation.

# Installing Evolis Premium Suite 2

Evolis Premium Suite 2 is an all-in-one driver software solution that makes interactions between printer and computer more intuitive. Its advanced features automate printer configuration.

## It includes

- A supervision of printers: printer status information, remaining ribbon capacity, etc.
- A powerful tool for printer settings
- A notification center to alert users when their intervention is required
- A printer management and maintenance station
- A series of wizards to guide you through cleaning and encoding operations, etc.
- An encoding station (magnetic encoding, etc.)
- A diagnostic tool

## Installation procedure

⚠️ Make sure the printer is disconnected from the computer before installing Evolis Premium Suite 2.

All versions of Windows require the user to have administrator rights to install the driver.

When installing Evolis Premium Suite 2 in macOS environment, an adapter may be required. Make sure to connect the adapter to the computer first and then connect the USB cable of the printer for the printer to be detected.

📝 It is possible to select Standard or Minimal installation: **Standard installation** is recommended as it includes notification and supervision features.

In case of a **network installation**, the printer driver must be installed in **Minimal installation**.

1. Download the Driver/Premium Suite file (.exe for Windows and .pkg for macOS) on www.evolis.com > **Support section > Product page**.
2. Double click on the installation file to launch the installation program and follow the instructions.
3. At the end of the installation, restart the computer, if requested.
4. Connect the printer to the computer with the USB cable.

## Connecting to a network (option)

⚠️ Contact your System and Network Administrator before connecting to or changing the settings for your local area network.

Changing the printer's basic settings without prior knowledge of the layout of the LAN in question or without genuine technical knowledge may result in a malfunction of the printer, and may even extend to more widespread failure of all or part of the LAN.

For further details, contact your reseller to obtain the Network Installation Guide.

📝 Evolis printers fitted with a TCP/IP network interface have an embedded http server.

The printer is, by default, configured in DHCP mode (Dynamic Host Configuration Protocol), which means that its IP address is supplied by the network.

Evolis printers can be fitted with a TCP/IP network connection.

To connect the printer, use the Network installation wizard available from the Evolis icon in the taskbar.

The network administrator can configure the printer in order to comply with the constraints imposed by the corporate LAN:

- Printer connected in a subnet, in DHCP
- Printer connected in a subnet with fixed IP address, and WINS resolution
- Printer connected in a subnet with fixed IP address, and no WINS resolution

**The printer may be identified on the network in two ways:**

- By its Hostname (NETBIOS)
- By its IP address

The Network connection wizard automatically detects all the Evolis printers installed.

**The following settings can be configured:**

- Printer IP address
- Subnet mask
- Gateway
- WINS server

# Installing cardPresso

For information on how to use cardPresso card designer, see cardPresso Help Center.

1. Go to www.cardpresso.com > **Solutions > cardPresso > Latest release** to download cardPresso software.
2. **Windows**: Double click on the .exe file to launch the installation file and follow the installation wizard.

   **macOS**: Double click on the downloaded .dmg file. Then drag and drop the application icon in the **Applications** folder.
3. At the end of the installation wizard, a pop-up window is prompted to register the license key. Type the activation code provided with the printer and click **Activate**.
4. Click **Continue** to finalize the installation.

# Printing ribbon and retransfer film

Only use Evolis High Trust® consumables. These consumables bring you printing quality and reliability, maximizing the life span of the print head. The use of consumables other than Evolis High Trust® may lead to a bad printing quality and a dysfunction of the card printer.

See this Knowledge Base article to identify an Evolis High Trust® ribbon.

A tutorial is available on www.evolis.com > **Support section** > **Product page** to take ribbons apart and facilitate recycling.

## Manipulating the cassettes

When manipulating the printing ribbon, the retransfer film and the cassettes:

- Always put the cassettes on a flat surface with their pins facing up.



- Do not grab the cassettes by the pins. It may result in the bending of the pins and printing quality issues.
- Avoid dropping the cassettes. It may damage the pins and result in insertion difficulties or print quality issues.
- Avoid touching the printing ribbon and retransfer film with your fingers.

# Installing the printing ribbon and retransfer film

An installation procedure is available inside of the door of the printer.

The cassettes are color coded to facilitate and prevent mistakes during installation. The blue cassette is for the retransfer film and the orange cassette is for the printing ribbon.

## Remove the cassettes
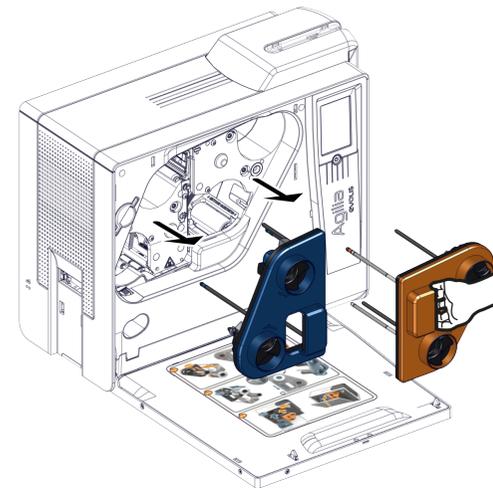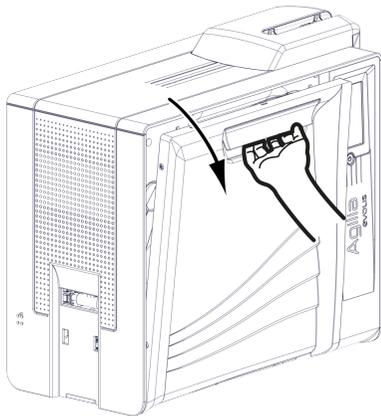


1. Open the door of the printer.



2. Pull the cassettes out of their compartments.

3. Put them on a flat surface with the pins facing up.

## Install the printing ribbon
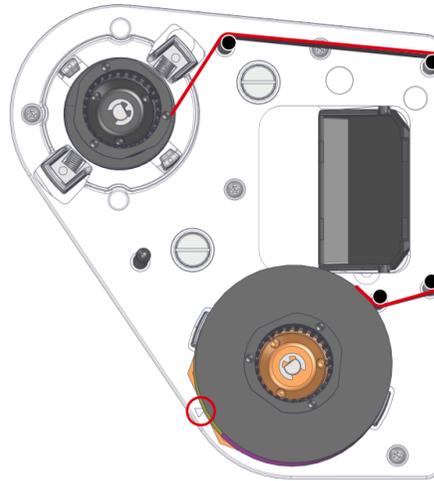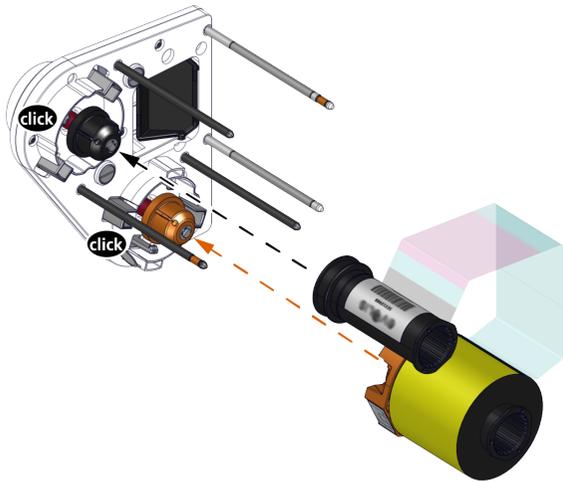
4. Take the printing ribbon.
5. Insert the start (full) roll of the ribbon on the orange spindle. The ribbon unwinds upward. A click confirms the correct insertion. The etiquette on the side of the ribbon base must point to the arrow.
6. Put the ribbon around the pins.
7. Insert the finish (empty) roll of the film on the black spindle.

8. Use the wheel on the outside of the cassette to tighten the ribbon, following the direction of the arrows (one complete turn).

## Install the retransfer film
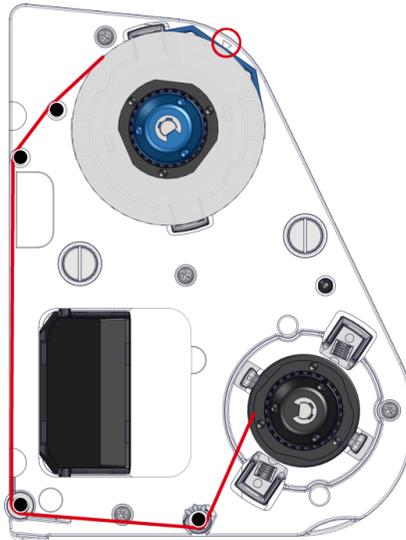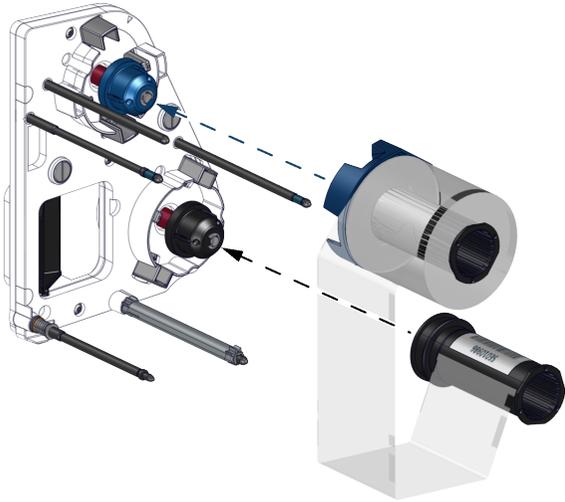


4. Take the retransfer film.
5. Insert the start (full) roll of the film on the blue spindle. The film unwinds downwards. A click confirms the correct insertion. The etiquette on the side of the ribbon base must point to the arrow.
6. Put the film around the pins.
7. Insert the finish (empty) roll of the film on the black spindle.

8. Use the wheel on the outside of the cassette to tighten the ribbon, following the direction of the arrows (go to the second set of black marks).

## Put the cassettes back in place
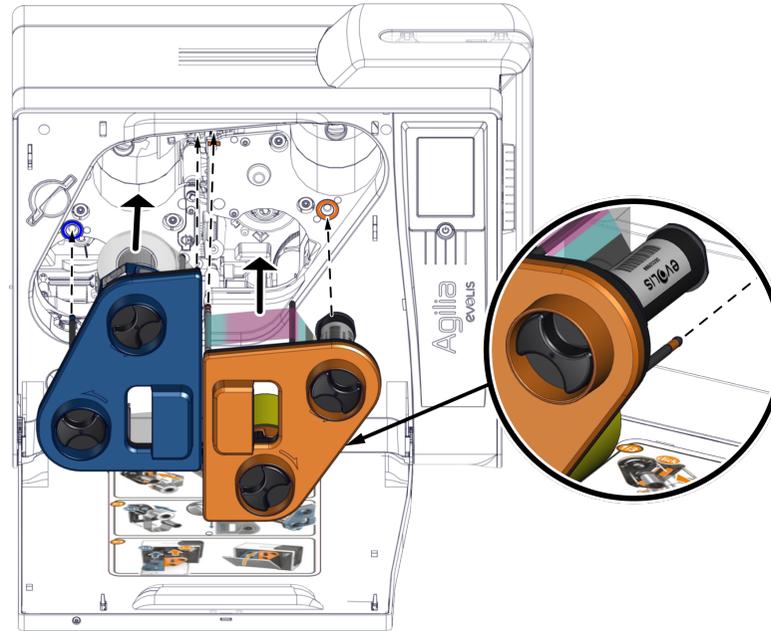


9. Take the cassettes and insert them in their locations following the color guides.

10. Press on the upper right corner of the blue cassette to properly install it. A click confirms the correct installation.

11. Press between the tightening wheels of the orange cassette to properly install it. A click confirms the correct installation.

12. Close the door.

# Cards

For optimum quality, the cards used must be ISO 7810 certified.

Use only the card types recommended by Evolis.

Do not touch the printable surface of the cards to preserve print quality.

Do not use cards that are damaged, folded, embossed or dropped on the floor.

Keep your cards protected from dust.

**Smartcards** used for **magnetic encoding** must be inserted with the **stripe facing down**.

**Smartcards** used for **contact encoding** must be inserted with the **chip facing upwards**.
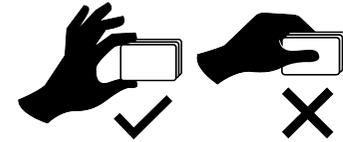
## Adjusting card thickness

Card thickness can be set from 0.76 mm – 30mil to 1.25mm - 50mil.

Factory setting of the printer is 0.76 mm – 30mil.

1. Open the card feeder.
2. Use the card thickness selector to set the thickness according to the thickness of the cards being used.
3. Close the card feeder.
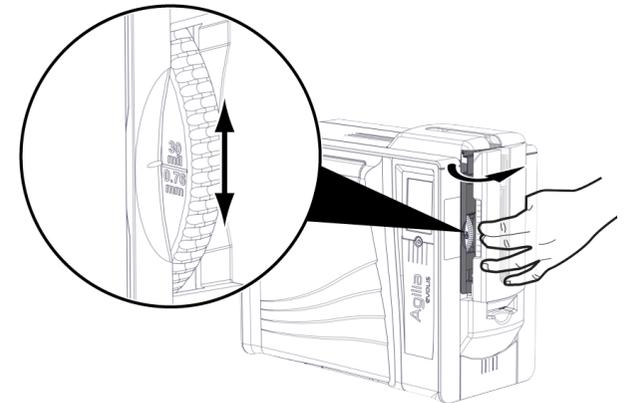
# Loading cards in the card feeder

⚠️ When there are 20 cards or less in the card feeder, make sure to print with the card feeder door closed.

📝 The card feeder has a total capacity of 200 cards (0.76 mm – 30mil).
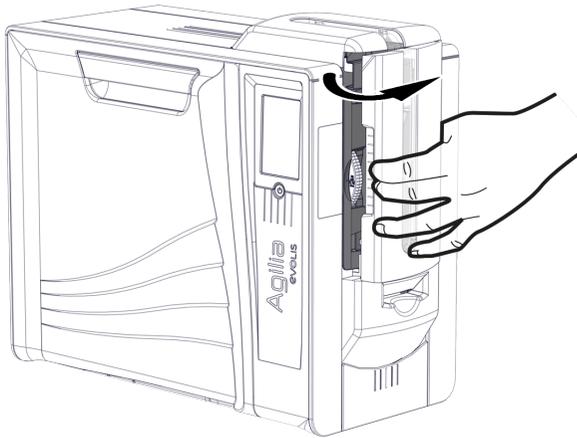


1. Open the card feeder.
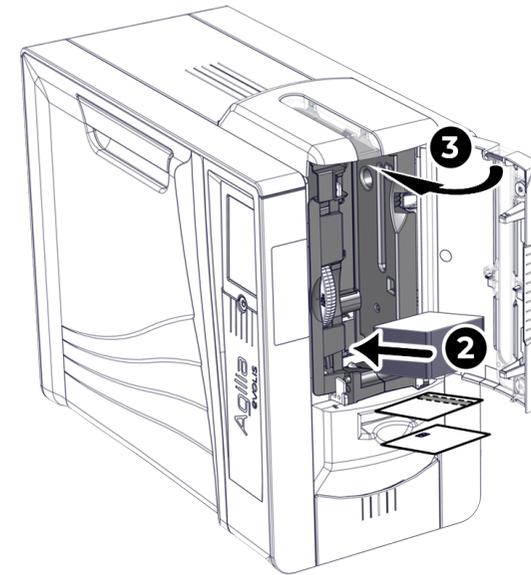


2. Load cards.
3. Close the card feeder.

# Manual card feeding

📝 The card input can be specified in **Evolis Premium Suite 2 > Printer settings > Printing > Card > Card input / output > Card input**. Manual insertion must be selected to feed one card at a time to the printer.

The printer is equipped with a manual card feeder (Bezel) located between the card feeder and the reject box (*"Product description" on page 9*).

1. Set the card input in the Evolis Premium Suite 2.
2. Insert a card into the bezel. The card is taken by the printer and printing starts.

# Installing the rear output box

1. Insert the 2 upper clips of the box in the notches on the rear of the printer.
2. Push the box against the printer to slide the bottom clip under the printer. A click confirms the correct installation.
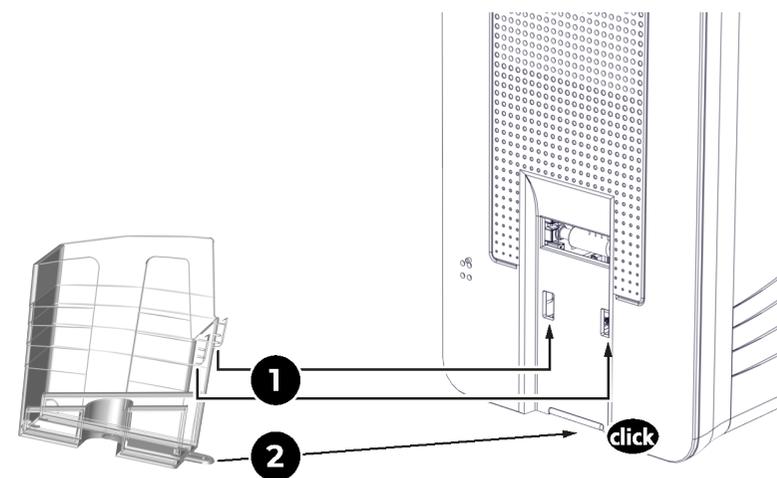
# Removing printed cards

By default, the printed cards are ejected in the rear output box and the error cards are ejected in the front output box.

The card output can be specified in **Evolis Premium Suite 2 > Printer settings > Printing > Card > Card input / output > Card output**.

The options are:

- Output hopper (rear output box)
- Reject box (front output box)
- Manual ejection (Bezel)

## Cards are ejected in the rear output box

The rear output box has a total capacity of 100 cards (0.76 mm – 30mil).

1. If the rear output box is supplied with a cover, pull the cover backwards.
2. Collect the cards using the side opening.

## Cards are ejected in the front output box

The front output box has a total capacity of 10 cards (0.76 mm – 30mil).
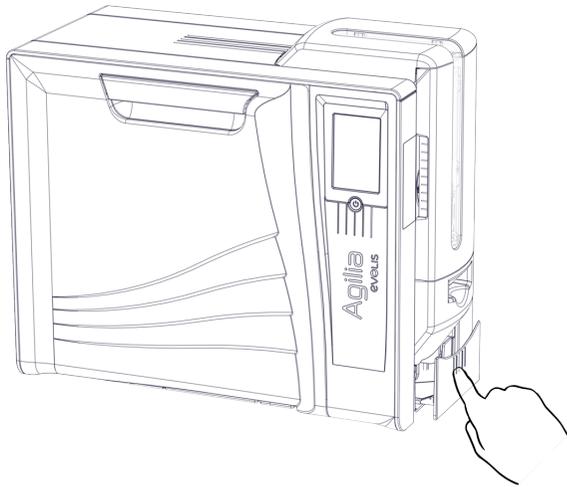


1. Press on the middle of the output box.
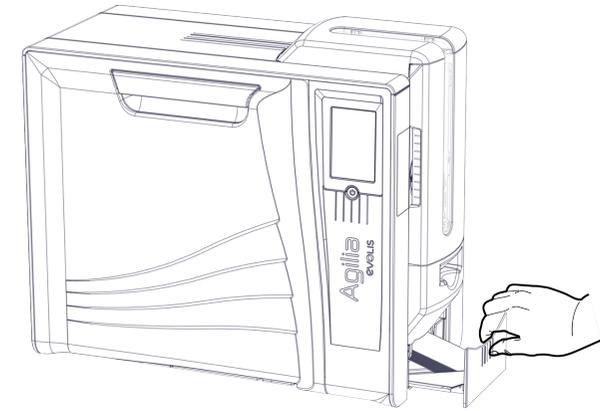
2. Pull the output box.
3. Remove the cards.
4. Close the front output box.

## Cards are ejected by the bezel

Retrieve the ejected card from the bezel.

# PRINT SETTINGS AND PRINTING

## Managing print settings in Evolis Premium Suite 2

More information about Evolis Premium Suite 2 and printer settings is available in the <u>Evolis Knowledge Base</u>.
Contact your Evolis reseller for assistance before making changes if needed.

**Access to Evolis Premium Suite 2:**

1. Click on the Evolis icon in the taskbar and click **Open Evolis Premium Suite 2**.
2. Select the printer.
3. Go to **Printer settings** to modify the settings.

**The home page of the application displays:**

- All connected printers
- Printer status
- Ribbon capacity
- The number of cards that can be inserted before the next cleaning cycle.

**What can be managed**

- Cards input and output
- Resolution and printing speed
- Application of a color profile
- Colors settings (brightness, contrast, black printing)
- Overlay application
- Activation of security options (kineclipse and digital erasing)

- Activation of rewrite printing
- Standby and Hibernation modes
- etc.

## Other actions

- Launching a cleaning cycle
- Updating the firmware and printer driver
- Printing test cards
- etc.

# Starting with cardPresso

Agilia is supplied with a XXS cardPresso license.

Evolis printers can also be used from different applications with a Print feature to print content. Set the document size to **CR80 (85.6x53.98mm with 1mm margin)** when required and select the printer name before launching a print job.

For more information about the use of cardPresso, see [cardPresso Help Center](#) or click **Help** in cardPresso.

If any issue occurs, see the [Evolis Knowledge Base](#) or [cardPresso Help Center](#).

1. Open cardPresso.
2. Click the **Create a new document** icon



3. Select the CR80 format.
4. The card design window is displayed. Customize the card by adding items (logo, illustration, identification photo, fixed and variable texts, barcode, etc.).
5. Click **File > Print**, select the printer and click **Print**.

# INTERACTING WITH THE PRINTER

## LCD touchscreen

For more information, see the LCD touchscreen user guide available on **www.evolis.com** > **Support section** > **Product page**.

### Permanent Status of Consumables and Cleaning

| Lamination film | Ribbon and retransfer film | Cards | Cleaning | Wi-Fi |

### Color status

The ribbon, cards, and cleaning statuses are always displayed in different colors to indicate the printer status:

- **Green**: Ready/OK for printing
- **Orange**: Alert/Warning
- **Red**: Error - cannot launch or continue print jobs
- **Dark gray**: Option is not present or detected by the printer.

The meaning of the color codes for the Wi-Fi option is different:

- **Wi-Fi icon green**: Option is present and activated but the printer is not necessarily correctly connected to the network.
- **Wi-Fi icon orange**: Option is present but not activated.

### Displayed on the home page of the LCD touchscreen:

- Printer activity
- Warnings and Error messages

When warnings are displayed with a QR code, scan the QR code with a smartphone to access explanations and solutions to the issue.

If the Evolis Premium Suite 2 is installed in Supervised or Standard mode, there are two possible actions depending on the messages:

- Retry the print job

- Cancel the print job

# Evolis Premium Suite 2 notifications

Notifications are displayed when the printer driver is installed in standard mode.

Interrupting the notifier is only recommended when there is a conflict with other applications installed on the computer. The notifier is the best way to monitor the printer from a workstation.

## Types of notifications:

- Messages about the maintenance of the printer.
- Messages and alerts associated with the ribbons, their compatibility with your printer or the nature of your print requests.
- Warnings about problems that have stopped the printer.

## Color of the Evolis icon and printer status

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

- **Green**: Printer ready
- **Orange**: Warning message issued – printing may be stopped
- **Red**: Error message issued – printing stopped
- **Grey**: Printer in hibernation mode, disconnected or communication is interrupted.

Notifications can be disabled in Evolis Premium Suite 2. Click on the **User Preferences** icon and deactivate the **Enable notifications** button.

# OPTIONS

The following options are compatible with Agilia:

- Dual-side printing activation key
- Encoding options
    - Contact encoder
    - Contactless encoder

# Dual side printing activation key

A wizard is available to activate dual side printing in **Evolis Premium Suite 2 > Assistance & Maintenance > Maintenance > Installable options**.
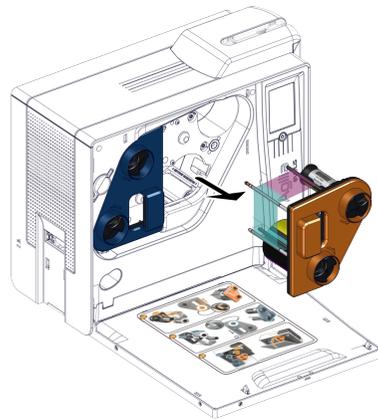




1. Open the door of the printer and remove the orange cassette.
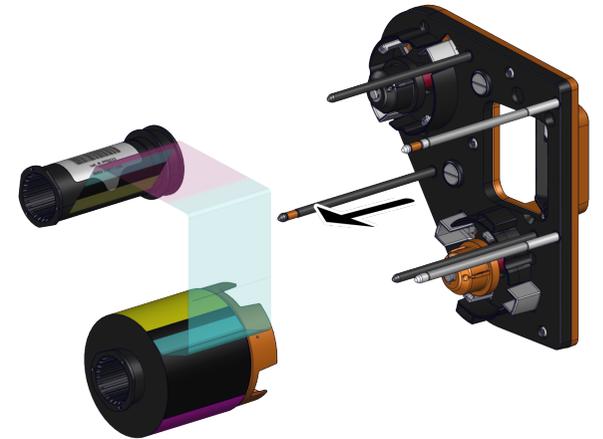
2. Remove the ribbon from the cassette. *"Replacing a printing ribbon or retransfer film" on page 39*
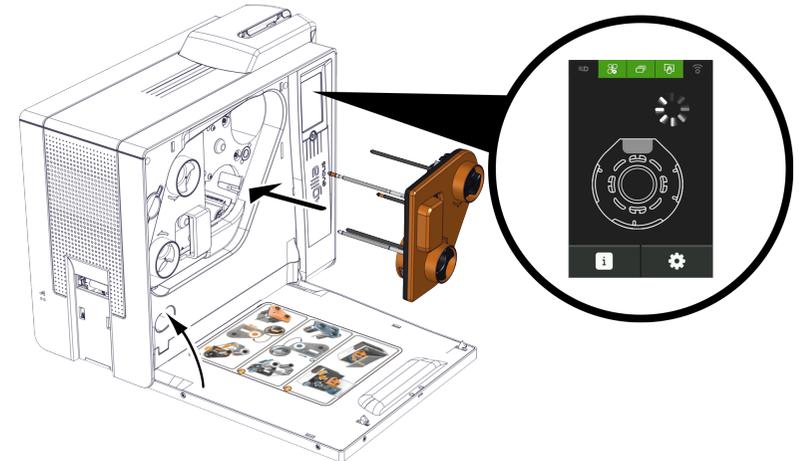
3. Install the activation key on the cassette. Make sure that the label of the key is facing the arrow.

4. Put the cassette in its compartment.

5. Close the door of the printer. The activation of the option starts.



6. When the activation process is complete, remove the activation key from the cassette and put the ribbon back in place. *"Printing ribbon and retransfer film" on page 17*

# Encoding options

The encoders (magnetic, contact and contactless) can be factory mounted or installed on-site by your Evolis reseller.

Up to 3 encoding stations can be installed in the printer.

Contact your Evolis reseller for more information about encoders or to have one or more encoders installed on a printer.

Smartcards used for **contact encoding** must be inserted with the **chip facing up**.

Download the full technical specifications of the printer on **www.evolis.com** > **Product page** to know what types of encoders are compatible with your printer model.

## Contact encoding of smartcards

Use only smartcards compliant with the **ISO 7816-2 standard**.

Printing over the chip may cause permanent damage to the chip.

Smartcards must be placed in the card feeder with the **contact chip facing up**.

Encoding cannot be performed with an Ethernet connection.

This encoder is connected to the computer via a USB interface.

## Location of the contact station

The contact station is located over the path taken by the cards and after the print head.

The encoding sequence for a chip is always carried out before the card is printed.

## Card station interface

For more information on encoding a smartcard or on the configuration of the card present signal, contact your Evolis reseller.

A smartcard can be encoded with cardPresso software or **Evolis SDK** and the SDK of the encoder.

Printers fitted only with a smartcard contact station (without integrated encoder) are fitted with a female DB-9 connector on the back of a printer.

This connector, directly connected to the contact station inside the printer, is also connected to an external coupler to encode the chip.
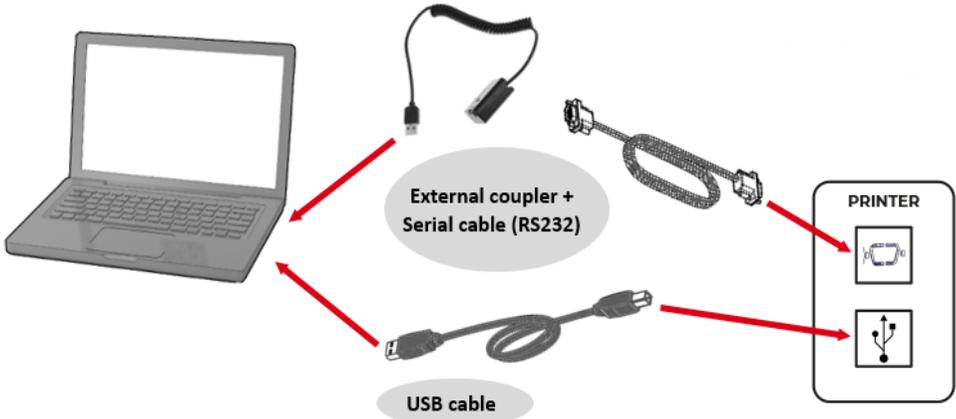
# Contactless encoding of smartcards (RFID)

The Evolis product catalogue includes printers equipped with a built-in encoder for contactless chips.

This encoder is connected to the computer via a USB interface.

⚠ **Encoding cannot be performed with an Ethernet connection.**

There is a very wide variety of contactless smartcards, and each card has specific technical properties associated with an equally specific type of encoder.
Contact your Evolis reseller for further information.

## Location of the antenna / encoder with built-in antenna

With a specific command, the card is positioned close to the antenna such that the card lies within its radio range.

Reading data from or writing data to the card can then start.

The encoding sequence for a chip is always carried out before the card is printed.

## Card positionning

There are no restrictions on card positioning when encoding in contactless mode (except for cards comprising other encoding technologies: magnetic and/or contact smartcards).

If the cards used are fitted with mini-antennae, contact your card supplier for further information about where such mini-antennae are located within the card.
Position the card as close as possible to the encoder's antenna to ensure optimum encoding.

## Computer connection

📝 For more information on encoding a contactless smartcard or on the configuration of the card present signal, contact your Evolis reseller.

A smartcard can be encoded with cardPresso software or [Evolis SDK](#) and the SDK of the encoder.

If the encoder is supplied with an USB interface, it will either be connected to the printer's internal USB Hub, or equipped with a USB cable to connect to the computer directly.

In the first case, the printer's USB cable is used to drive firstly the printer and secondly the encoder from the computer.

# Security options

## Kensington lock

A Kensington lock is used to attach the printer with a Kensington cable.

Kensington cables are not provided or sold by Evolis. The user must acquire the cable by their own means.

The Kensington lock is located on the connectors side of the printer.

# MAINTENANCE

⚠️ Comply with the instructions given below to ensure a good functioning of the printer.

The manufacturer's warranty is subject to a strict compliance with the routine servicing and maintenance instructions, and in particular the printer cleaning cycles.

Any failure to follow the maintenance and servicing procedures described in this section voids the print head warranty.

Evolis declines any liability where there has been a failure to carry out required maintenance on the printer.

The print head is a wearing part and a sensitive printer component. Its useful life can be reduced by the presence of dust, liquids or solids in the printer's immediate environment, on the print head or on the cards. Users must take all necessary precautions to insert only clean cards, free of dust deposits or foreign bodies, into the machine.

The frequency and quality of cleaning are decisive factors enabling users to extend the print head's useful life and to ensure excellent print quality.

In addition, the use of Evolis High Trust® consumables ensures that the printer operates properly. Use of non-Evolis High Trust® consumables may affect the quality and reliability of print jobs, and even affect the printer's operation. The manufacturer's warranty does not cover physical damage or quality problems caused by the use of non-Evolis High Trust® ribbons.

Evolis provides replacement parts and consumables that you can refer to on www.evolis.com.

# Replacing a printing ribbon or retransfer film

⚠ When manipulating the printing ribbon, the retransfer film and the cassettes:

- Always put the cassettes on a flat surface with their pins facing up.
- Do not grab the cassettes by the pins. It may result in the bending of the pins and printing quality issues.
- Avoid dropping the cassettes. It may damage the pins and result in insertion difficulties or print quality issues.
- Avoid touching the printing ribbon and retransfer film with your fingers.

📝 An installation procedure is available inside of the door of the printer.

The cassettes are color coded to facilitate and prevent mistakes during installation. The blue cassette is for the retransfer film and the orange cassette is for the printing ribbon.

Only use Evolis High Trust® consumables. These consumables bring you printing quality and reliability, maximizing the life span of the print head. The use of consumables other than Evolis High Trust® may lead to a bad printing quality and a dysfunction of the card printer.

See this Knowledge Base article to identify an Evolis High Trust® ribbon.

A tutorial is available on www.evolis.com > **Support section > Product page** to take ribbons apart and facilitate recycling.

# Remove the printing ribbon or retransfer film
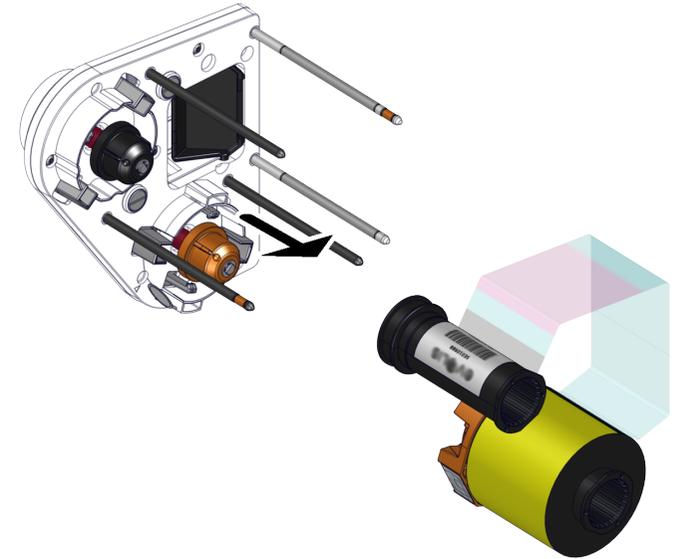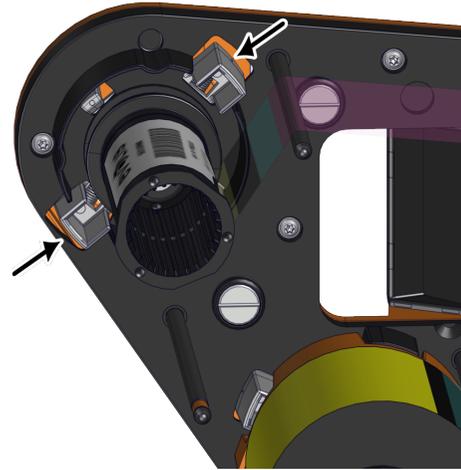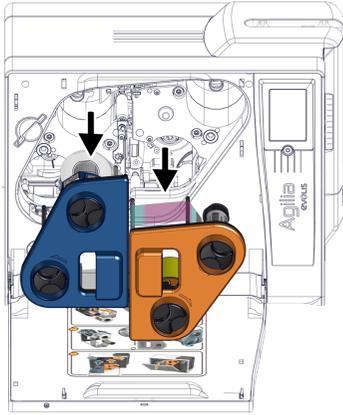
1. Open the door of the printer, pull the cassette out of its compartment.

2. Put the cassette on a flat surface with the pins facing up.

3. Press the 2 pressure buttons on the side of the ribbon or film rolls.

4. Pull the ribbon or film from the cassette.

# Install the new printing ribbon or retransfer film

# Cleaning procedures

## Regular cleaning

⚠ The print head warranty is directly linked to the regular cleaning of the printer.

Failure to perform this cleaning at the required times leads to the invalidity of the print head warranty.

The printer is fitted with a cleaning warning system, which is triggered after a certain number of cards have been inserted. Proceed with the regular cleaning of the printer as soon as the warning is triggered. If you continue to run the printer despite the warning and if the warning light remains lit, the print head warranty is void because of failure to comply with contractual maintenance obligations.

When cleaning the print head:

- Avoid any contact between the print head and any metal or sharp objects. This could permanently damage the print head.
- Avoid touching the print head directly with your fingers, as this could affect print quality or permanently damage the print head.

📝 Recommended cleaning cycle: Every time the retransfer film is changed. For more information, refer to the **Cleaning kit safety datasheet** (www.evolis.com > **Consumables**).

Mandatory cleaning cycle: When the cleaning warning is triggered.

**Servicing accessories: Adhesive cleaning card with 2 adhesive-free zones and cleaning swab impregnated with isopropyl alcohol.**

Cleaning cycles can also be launched from the Evolis Premium Suite 2 by clicking on the **Cleaning icon** 🧹 on the Home page.

Cleaning cycles can be launched from the LCD touchscreen (for printers equipped with an LCD touchscreen). Refer to the corresponding user guide available on www.evolis.com > **Support section > Product page**.

When the cleaning cycle is over, wait 2 minutes before using the printer to let the alcohol evaporate.

▶ Video(s) of the procedure(s) available on Evolis YouTube channel.

| Printer | Cleaning required after:  | Number of cards remaining before warranty voided:  | Warranty invalid after:  |
|---------|------------------------|--------------------------------------------------|-------------------------|
| Agilia | 1000 cards | 200 cards | 1200 cards |

## Cleaning the cassettes

1. Press the power button twice ⏻ . The cleaning wizard is displayed on the LCD touchscreen.

2. Open the card feeder and remove all cards present in it.

3. Set the card thickness selector on 50mil – 1.25mm.

4. Close the card feeder.

5. Open the door of the printer, remove the cassettes and put them on a flat surface with their pins facing up.



6. Remove the printing ribbon and retransfer film from the cassettes. (*"Replacing a printing ribbon or retransfer film" on page 39*).

7. Take a swab, press the middle so that the cotton is impregnated with alcohol.
8. Rub all the pins of each cassette.

# Cleaning the print head

1. On the LCD touchscreen, click on the icon of the cleaning cycle:

   Regular cleaning

   Advanced cleaning

2. Open the printer door and locate the print head.
3. With the same swab, rub the black dotted line of the print head (In red here).
4. Close the printer door.

## Cleaning the printer

 If a Card Lamination module is installed, insert the adhesive card into the manual card feeder.

1. Remove the film from the adhesive card and insert the adhesive card into the rear output slot (adhesive side up). The cleaning starts. When the cleaning is over, the used adhesive card is ejected into the output box.
2. Put the ribbon and film back on the cassettes and put the cassettes back in place. (*"Printing ribbon and retransfer film" on page 17*).
3. Put the cards back in the card feeder, reset the card thickness selector and close the card feeder.
4. On the LCD touchscreen click on the return button to validate the cleaning cycle.



## Advanced cleaning

 When cleaning the print head:
- Avoid any contact between the print head and any metal or sharp objects. This could permanently damage the print head.
- Avoid touching the print head directly with your fingers, as this could affect print quality or permanently damage the print head.

 Recommended cleaning cycle: Every 4800 cards.

**Servicing accessories:Adhesive cleaning card with 2 adhesive-free zones, impregnated T-card (use just after the bag is opened), and cleaning swab impregnated with isopropyl alcohol.**

Cleaning cycles can also be launched from the Evolis Premium Suite 2 by clicking on the **Cleaning icon**  on the Home page.

Cleaning cycles can be launched from the LCD touchscreen (for printers equipped with an LCD touchscreen). Refer to the corresponding user guide available on www.evolis.com > Support section > Product page.

When the cleaning cycle is over, wait 2 minutes before using the printer to let the alcohol evaporate.

▶ Video(s) of the procedure(s) available on <u>Evolis YouTube channel</u>.

## Cleaning the cassettes

1. Press the power button twice ⏻. The cleaning wizard is displayed on the LCD touchscreen.
2. Open the card feeder and remove all cards present in it.
3. Set the card thickness selector on 50mil – 1.25mm.
4. Close the card feeder.
5. Open the door of the printer, remove the cassettes and put them on a flat surface with their pins facing up.



6. Remove the printing ribbon and retransfer film from the cassettes. (*"Replacing a printing ribbon or retransfer film" on page 39*).
7. Take a swab, press the middle so that the cotton is impregnated with alcohol.

8. Rub all the pins of each cassette.



# Cleaning the print head

1. On the LCD touchscreen, click on the icon of the cleaning cycle:

   Regular cleaning

   

   Advanced cleaning

   



2. Open the printer door and locate the print head.
3. With the same swab, rub the black dotted line of the print head (In red here).
4. Close the printer door.

## Cleaning the printer

1. Insert the T-card into the rear output slot. Cleaning starts.
2. When the printer ejects the T-card, remove it.
3. Remove the film from the adhesive card and insert the adhesive card into the rear output slot (adhesive side up). When the cleaning is over, the used adhesive card is ejected into the output box.
4. Put the ribbon and film back on the cassettes and put the cassettes back in place. (*"Printing ribbon and retransfer film" on page 17*).
5. Put the cards back in the card feeder, reset the card thickness selector and close the card feeder.
6. On the LCD touchscreen click on the return button to validate the cleaning cycle.



# Specific cleaning

## Cleaning the print head roller

Recommended cleaning cycle: Every advanced cleaning cycle.
**Servicing accessories: Cleaning swab impregnated with isopropyl alcohol.**

1. Open the door of the printer and remove the cassettes from their compartments.
2. Take a swab, press the middle so that the cotton is impregnated with alcohol.
3. With one hand, rotate the print head roller using the roll bearing (in red here).
4. While rotating the roll bearing, rub the swab on the print head roller (in black here).
5. Put the cassettes back in place and close the door of the printer.
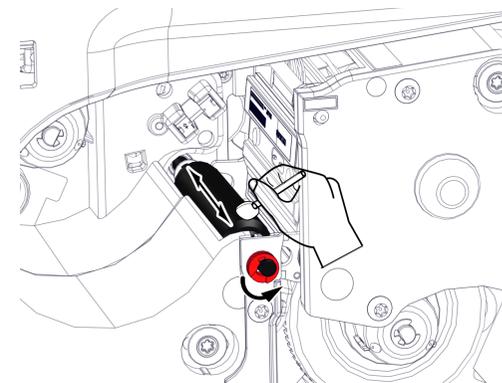
## Cleaning the dust filter

Recommended cleaning cycle: Once a year.

**Servicing accessories: A gas duster.**

The dust filter is located on the left of the retransfer cassette (blue).

1. Open the door of the printer.
2. Pull the dust filter out of its compartment. (*"Product description" on page 9*)
3. Clear any dust from the filter with a gas duster.
4. Put the dust filter back in place.
5. Close the door of the printer.

# HELP

## Diagnostic help

## Printing test cards

### Printing a technical test card

When receiving the printer, print a technical test card to make sure that the printer operates properly.

When printing a technical test card:

- Make sure there are at least one card, a printing ribbon and retransfer film in the printer.
- Make sure the printer is ON.
- Wait for all print jobs to be finished.

**The following information is available on the technical test card:**

- Printer model
- Serial numbers (Printer and print head),
- Firmware version,
- Cleaning operations,
- etc.

These information may be required by a reseller or technical support for assistance.

## Printing a technical test card from the printer

1. Wait for any current print jobs to finish.

2. Press the power button  for four to five seconds until it goes out.

3. Press and hold down the power button again.

4. The power button light comes on.

5. Release the power button once the light flashes.

6. Printing of the technical test card starts (in color or monochrome depending on the installed ribbon and on both sides or one side of the card depending on the printer feature).

7. The printed card is ejected into the output hopper.

## Print a technical test card from Evolis Premium Suite 2

1. Select the printer.

2. Go to **Printer settings**.

3. Click the **three-dot button** (top right corner of the interface) and select **Print a technical test card**.

4. Printing of the technical test card starts.

## Print a technical test card from the LCD Touchscreen

1. Click the **Settings icon** , then **Printer test icon**  and finally the **Technical test card icon** .

2. Printing of the technical test card starts.

# Printing a graphical test card

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

When printing a graphical test card:
- Make sure there are at least one card, a printing ribbon and retransfer film (for retransfer printers) in the printer.
- Make sure the printer is ON.
- Wait for all print jobs to be finished.

## Print a graphical test card from Evolis Premium Suite 2

1. Select the printer.
2. Go to **Printer settings**.
3. Click the **three-dot button** (top right corner of the interface) and select **Print a graphical test card**.
4. Printing of the graphical test card starts.

## Print a graphical test card from the LCD Touchscreen

1. Click the **Settings icon** , then **Printer test icon**  and finally the **Graphical test card icon** .
2. Printing of the graphical test card starts.

# Identifying the installed software versions

In Evolis Premium Suite 2, go to **Assistance & Maintenance > Product information > Software versions**.

**The following information can be found there:**
- Installed version of Evolis Premium Suite 2
- Installed printer firmware
- Installed LCD firmware and graphics resources (for printers equipped with an LCD touchscreen)

# Troubleshooting

Most printing problems or printing quality problems are solved with an update of the printer driver and/or printer firmware. *"Updating the firmware" on page 61* and *"Updating the printer driver" on page 61*.

## Printing issues

### No printing

**Printer driver**

- Make sure that there is a printer driver for the printer in the Windows configuration.
- Make sure the printer driver is up-to-date.
- Make sure that the printer is selected as the default printer.

**Printer power supply**

- Make sure the power supply unit supplied with the printer is being used.
- Make sure that the power cable is correctly connected to the printer and to a functional electrical socket. (*"Connecting the printer power supply" on page 13*)

- Make sure that the printer is ON and that the power button ⏻ is lit.

**USB cable**

- Make sure that the USB cable connects the printer to the computer.

## Printing ribbon and retransfer film

- Make sure that the printing ribbon and retransfer film are correctly fitted on the cassettes, that the cassettes are correctly fitted in the printer and that the door is closed.

## Cards

- Make sure that there are cards in the card feeder.
- Make sure that no cards are jammed in the printer. _"Jammed cards" on page 59_

# blank card ejected

## Printing ribbon and retransfer film

- The printing ribbon and/or retransfer film may be finished
  - Replace the printing ribbon and/or retransfer film (_"Replacing a printing ribbon or retransfer film" on page 39_)
- The printing ribbon or retransfer film may be incorrectly installed
  - Re-install the printing ribbon and/or retransfer film and make sure the cassettes are correctly fitted in the printer (_"Printing ribbon and retransfer film" on page 17_).
- The printing ribbon or retransfer film may be cut or torn
  - repair the printing ribbon or retransfer film.

If the problem persists, contact your reseller.

## Print head

- The print head may be damaged
  - Try and print a technical test card (_"Printing test cards" on page 49_).
  - If the card is not printed, contact your reseller for assistance.

# Poor printing quality

## Small blemishes on the card
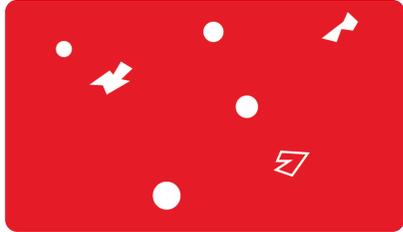


### Cards

- Cards may be dirty
    - Use new cards.
    - Store the cards protected from dust.

### Cleaning

- The cleaning roller or the print head may be clogged
    - Launch a regular cleaning cycle ()

## Horizontal white lines

## Printing ribbon and retransfer film

- The printing ribbon and/or retransfer film is not correctly fitted
    - Re-install the printing ribbon and/or retransfer film (*"Printing ribbon and retransfer film" on page 17*)
    - Make sure there are no wrinkles on the surface of the printing ribbon and/or retransfer film

## Print head

- The print head may be clogged
    - Launch a regular cleaning cycle (*"Regular cleaning" on page 41*)
- The print head may be damaged
    - Contact your reseller for assistance

## Retransfer film not correctly applied
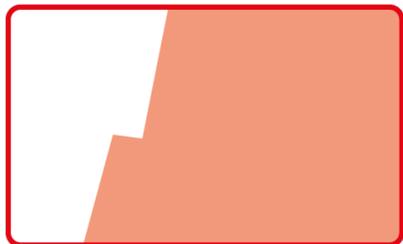


## Retransfer settings

- Retransfer settings are not optimum.
    - Go to **Evolis Premium Suite 2 > Printer settings > Retransfer** to adjust the temperature and speed settings.
    - Make sure the temperature and speed settings correspond to the requirement of the selected card type.

# White card ejected



## Printing ribbon

The retransfer film is correctly applied on the card but nothing is printed on the retransfer film.

- The printing ribbon may be incorrectly fitted
    - Re-install the printing ribbon and make sure the cassettes are correctly fitted in the printer (*"Printing ribbon and retransfer film" on page 17*).
- The printing ribbon may be finished
    - Replace the printing ribbon (*"Replacing a printing ribbon or retransfer film" on page 39*)

# Partial or incorrect printing

## USB cable

- If irregular characters are printed, make sure the USB cable supplied with the printer is being used.
- Try using another cable of the same type.

## Cards

We recommend buying cards from an Evolis reseller. Use of non-Evolis High Trust® cards may affect print quality and may damage the print head.

- Cards may be dirty
    - Use new cards.
    - Store the cards protected from dust.

## Printing ribbon and retransfer film

- Make sure the printing ribbon and retransfer film are correctly fitted in the printer and move correctly.

## Cleaning

- The printer may be dirty
    - Launch a regular cleaning cycle.()

## Print head

- The print head may be dirty
    - Launch a regular cleaning cycle. (()
- The print head may be damaged
    - Contact your reseller for assistance

If the problem persists, contact your reseller.

# Cards are not loading in the printer

## Card feeder

- The card feeder is empty
    - Load new cards in the card feeder and close the door.
- Make sure the card thickness selector is correctly set. The thickness of the cards can be found on the card box.
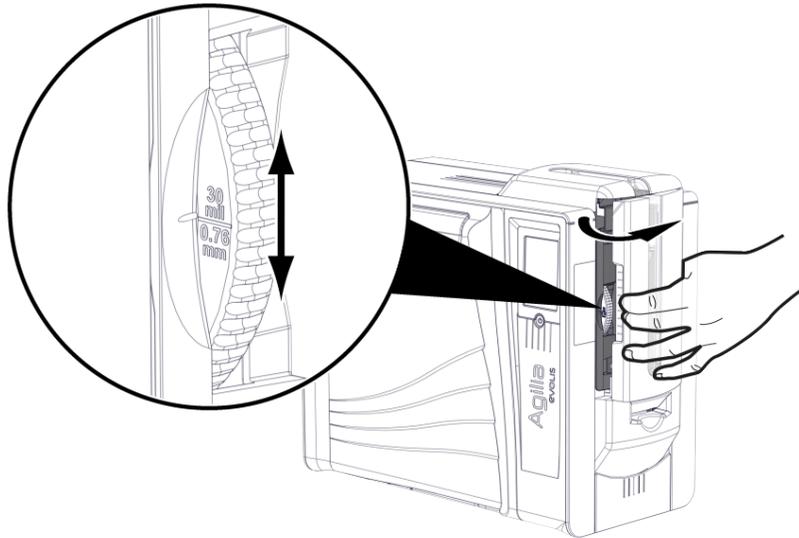


## Cards

- Make sure that the thickness of the cards used matches the technical specifications available on www.evolis.com > **Product page**.
- Make sure that the cards are not stuck together. Shuffle the cards before loading them.
- When there are 20 cards or less in the card feeder, make sure to print with the card feeder door closed.

## Cleaning

- The accumulation of dirt in the printer (on the rollers for example) may cause transportation issues. Proceed with an advanced cleaning cycle. *"Advanced cleaning" on page 44*

## Mechanical issue

- Contact your reseller for assistance.

# Jammed cards

## Removing a jammed card

⚠️ Do not power off the printer, as this cancels pending print jobs in the printer's memory.

The mechanical error signal is ON and printing is interrupted.

1. Open the door of the printer and remove the cassettes.
2. Press and hold the power button to activate the card feed rollers.
3. 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.
4. Put the cassettes back in place and close the door of the printer.

## Preventing jammed cards

- Make sure that the card thickness selector is correctly adjusted.
- Make sure that the thickness of the cards used matches the technical specifications available on [www.evolis.com](www.evolis.com) > **Product page**.
- Make sure that the cards are flat. Keep them in an horizontal position.
- Make sure that the cards are not stuck together. Shuffle the cards before loading them.

# The printing ribbon or retransfer film is cut or torn

⚠️ Parts of the printer can move without warning. Do not try to remove ribbons, ribbon remains or cards when the printer is connected to its power supply.

📝 **Accessories: standard transparent adhesive tape, a pair of scissors.**

▶️ Video(s) of the procedure(s) available on Evolis YouTube channel.

## Repair the printing ribbon or retransfer film

1. Disconnect the printer from its power supply.
2. Open the door of the printer.
3. Pull the cassettes out of there compartments and put them on a flat surface with the pins facing up.
4. If visible and if possible, manually remove any larger remains of ribbon or film from the rollers.
5. Tape the two portions of the printing ribbon or retransfer film together using standard transparent adhesive tape then wind the printing ribbon or retransfer film:
    a. If the printing ribbon or retransfer film is torn, cut the torn pieces.
    b. Rotate the end roll until the first cut portion of the ribbon or film is on top.
    c. Pull the second cut portion of the ribbon or film over the first one.
    d. Tape the second portion to the first portion with transparent adhesive tape.
    e. Use the wheel on the outside of the cassette to rotate the end roll to the beginning of the next yellow panel.

## Clean the printer

1. Close the door of the printer.
2. Reconnect the printer to its power supply.
3. Clean the printer (*"Regular cleaning" on page 41*).

See this article of the Knowledge Base for more information.

## Updating the printer driver

Update the printer driver in these cases:
- Printing or communication problems with the printer,
- To benefit from new features available with new versions,
- If you received a notification from the driver or your reseller advising you to update your driver.

The printer driver can also be updated in **Evolis Premium Suite 2 > Assistance & Maintenance > Product information > Software versions**.

1. Download the Driver/Premium Suite file (.exe for Windows and .pkg for macOS) on www.evolis.com **> Support section > Product page**.
2. Decompress the downloaded package.
3. Double click on the installation file and follow the instructions of the installation program.

## Updating the firmware

Update the printer firmware in these cases:
- Printing or communication problems with the printer,
- If you received a notification from the driver or your reseller advising you to update your driver

Firmware updates are only required in case of an issue or malfunction.

An update of the firmware that is not properly performed may result in a malfunctioning printer.

⚠️ In case of problems during the update of the firmware, contact your Evolis reseller who can provide a new installation file for the firmware.

The update of the firmware is performed from the printer driver or from the update notification.

1. Download the firmware file (.firm) on [www.evolis.com](www.evolis.com) **> Support section > Product page**.

2. Open Evolis Premium Suite 2 and click on the name of the printer. Go to **Assistance & Maintenance > Software versions > Printer firmware version > Start the update wizard**.

3. Follow the instructions and select the file .firm that was just downloaded.

4. The operation may take up to 1 minute. When the firmware is installed, the printer restarts. The update is complete and the printer is ready.

If the printer is not showing a **Ready** status, the update was not performed correctly or the printer is not working properly. Check the connection cables and run a new update.

# Technical support

Evolis provides assistance to their users in case of difficulties using or configuring a printer.

## Evolis support section

Information on using and troubleshooting Evolis printers is available on www.evolis.com > Support section.

- Latest versions of firmware
- Latest versions of print drivers
- Latest versions of user manuals
- Videos on using and maintaining printers
- A knowledge Base

## Evolis partner network

For unresolved technical problems, contact your Evolis reseller.

If you do not know any Evolis resellers, contact us to have the contact information of the nearest Evolis reseller.

When calling an Evolis reseller, make sure to be close to the computer connected to the printer and to provide the following information:

- Printer model and serial number
- The version of the operating system (computer)
- A description of the incident
- A description of what was performed to try and resolve the incident