

Welcome

To The World of Evolis Card Printer Products!

Congratulations on making the Tattoo printer your choice!

Please read carefully this Operating Guide before installing your printer. It is a quick guide to help you to use your Tattoo Card Printer.

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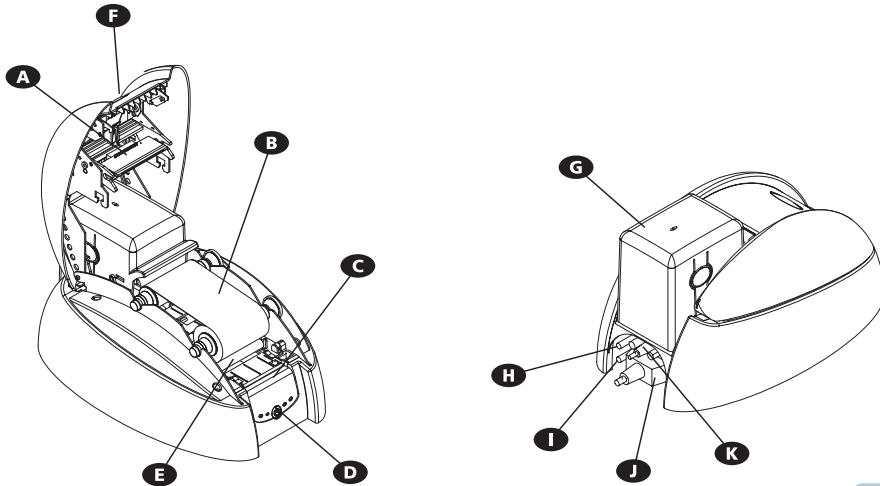
All information contained in this document is subject to changes without prior notification.

Rev.1.1

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Printer description



- A** Thermal Transfer Print Head
- B** Media
- C** Control Panel
- D** Push Button
- E** Cleaning Roller
- F** Cover Button
- G** Card Feeder
- H** Electrical Connector
- I** USB Port (optional)
- J** Parallel Port (standard)
- K** Serial Port (optional)

For printing cards

Thermal Transfer Monochrome Ribbon

Shows the printer activity

Shows power ON/OFF and clears error

Removes dust before printing the cards

Opens the cover

Holds the cards before printing

For connecting the printer to the power supply

Enables data to be received and sent from and to the computer

Enables data to be received and sent from and to the computer

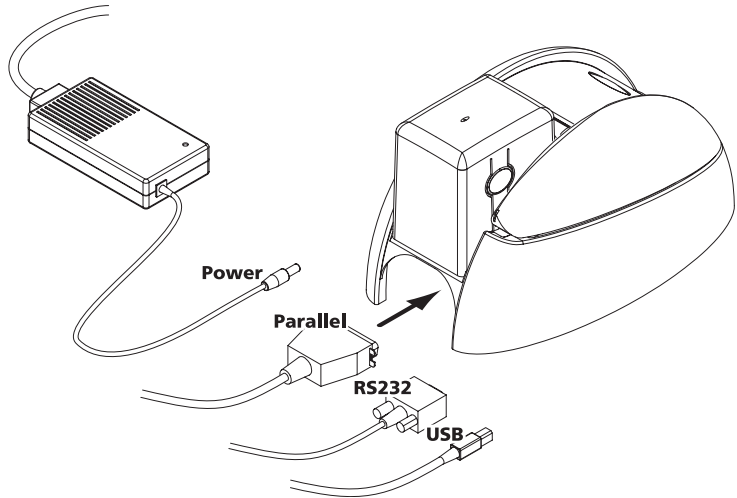
Enables connection to a keyboard



IMPORTANT !

The printer must be placed on a flat surface, in a dust free environment. It is essential to be able to access the printer from all sides for its installation.

Printer connection



IMPORTANT !

To disconnect the printer, pull the plug out of the socket which must remain easily accessible. The printer must be connected to an electrical wiring properly installed and equipped with an earth socket. Use only the printer power supply provided by Evolis.

IMPORTANT !

La mise hors tension de ce produit se fait par le retrait de la fiche secteur qui doit rester accessible. Ce produit doit être raccordé à une installation électrique correctement protégée et équipée d'une terre.

Utiliser uniquement l'alimentation de l'imprimante fournie par Evolis.

IMPORTANTE !

Para desconectar este aparato quite el enchufe del conector, éste debe permanecer fácilmente accesible. Este aparato debe estar conectado a una instalación eléctrica correctamente protegida y con toma de tierra.

Utilizar únicamente la alimentación de la impresora suministrado por Evolis.

WICHTIG !

Um den Drucker vom Netz zu trennen, soll einfach der Netzstecker aus der Steckdose gezogen werden. Der Drucker selbst soll ausschließlich an einer geeigneten Stromquelle mit korrekter Erdung angeschlossen werden.

Nur die mit dem Evolis Drucker belieferten Stromversorgung und Stromkabel benutzen.

Install the driver

**Before using the *Tattoo* printer, you must install its driver.
The *Tattoo* operates under Windows 95/98/2000, Me, NT 4.0 or Xp.**

The enclosed CD-Rom includes a utility which automates the installation of the printer driver. This utility installs the suitable driver for your computer configuration.

To install the *Tattoo* Windows Driver, please proceed as described below:



*Insert the CD-Rom in your computer CD drive.
The program runs automatically.*



*Click on the menu
“Driver Installation”.
The driver installation runs automatically.*



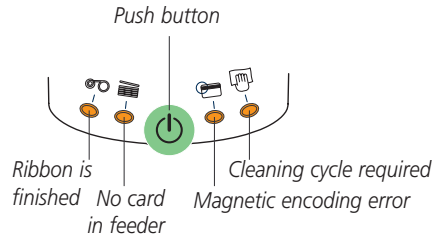
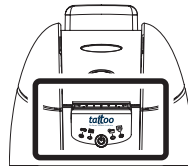
NOTE !

For further information or if the installation program does not run automatically, refer to the User's Guide supplied on the CD-Rom.




Indicators

There is a control panel on the front of the printer with four LED's. Each is associated to a symbol showing the Tattoo activity during printing or/and personalizing of the magnetic stripe.

The lights show:



The control panel LED's are in either of the following conditions:

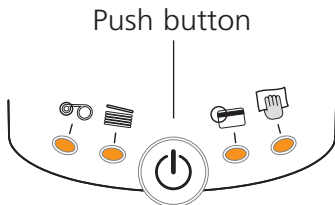
-  **SWITCHED OFF**
-  **SWITCHED ON**
-  **FLASHING**

The push button allows re-initialization in case of:

-  MECHANICAL PROBLEM
-  MAGNETIC ENCODING ERROR
-  CARD EJECTION

It also allows:

- Printing of a test card
- Running of a cleaning cycle
- Switching off of the printer



Indicators

Refer to the following conditions to determine the status or current activity of your printer.



PRINTER READY



PROCESSING



END OF RIBBON



NO CARD



MAGNETIC ENCODING ERROR

- **The printer is ready to process**

Note: After 10 minutes without activity, the printer returns to the sleep mode. All the LED's turn off. To re-activate power, push one second on the button.

- **The printer is receiving data.**

- **There is no ribbon inside the printer.**

- **The ribbon is finished.**

- **The ribbon has been incorrectly installed.** Printing will start again after the ribbon has been checked out.

- **There is no card in the feeder.**

- **The feeder has been incorrectly installed in the printer.**

Press on the push button for one second.

Printing will start again after the feeder has been checked out.

- **The magnetic stripe card orientation in the feeder is incorrect.**

- **The type of encoding is incorrectly set (HICO or LOCO).**

- **The encoding data does not comply with ISO 7811 Norms.**

Press one second on the push button. The current magnetic encoding job will start again. If the problem still occur, call for technical assistance.

Indicators



PRINTER CLEANING ALERT

- A cleaning cycle is required.
See Cleaning section for more information.



MECHANICAL PROBLEM

- A card is jammed inside the printer.
- A mechanical part is defective inside the printer.
Press one second on the push button. If the problem still occur, call for technical assistance.



CARD INSERTION SIGNAL

- The printer is waiting for a card to be manually inserted in the feeding mouth.



CARD TO BE TAKEN OUT

- The printer is waiting for the card to be taken out of the feeding mouth.
Note: the next printing job will be stopped until the card is removed from the feeding mouth.



COOL DOWN MODE

- The print head system is cooling down.
Note: Printing stops. The pending printing job starts again automatically after a few seconds.



PRINTER COVER OPENED

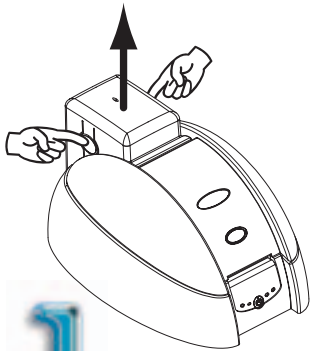
- The printer cover is opened.

Cards loading

The Tattoo printer works in three different card loading modes which can be selected through the printer driver in the "Main" tab:

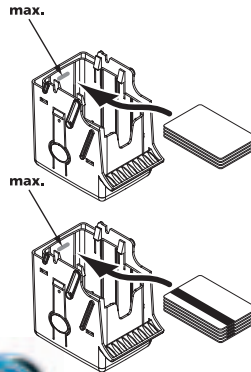
- Feeder *Cards are taken automatically from the feeder*
- Manual feed *Cards are manually inserted one by one by the operator in the feeding mouth at the front of the printer*
- Auto select *Printer works automatically either from the feeder or the feeding mouth depending of where the cards are detected.*

Load the cards from feeder



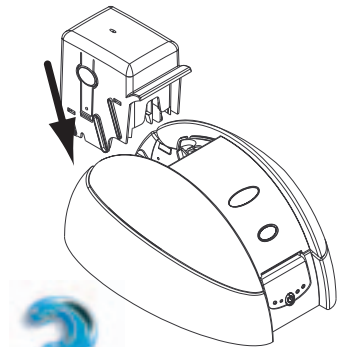
1

Remove the feeder from the printer as shown.



2

Press the spring system down inside the feeder and insert the cards as shown (100 cards max. 0.76mm – 30mil)

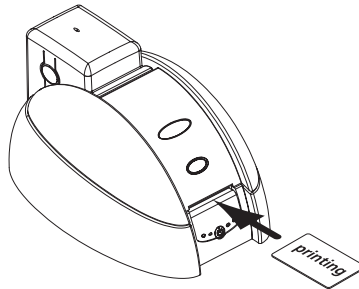


3

Replace the feeder in the printer.

Cards loading

Load the cards manually



Insert a card in the feeding mouth. The card will be automatically taken in.
Note: The side to be printed must be facing top.



IMPORTANT !

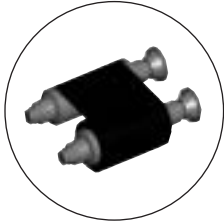
Advice about selecting cards:

- Only use the types of card which comply with the Tattoo printer specifications.
- Do not touch the surface of the cards ; the printing quality depends upon this.
- Do not use damaged, folded or embossed cards.
- Always store blank cards in a clean, dust free location

Card thickness:

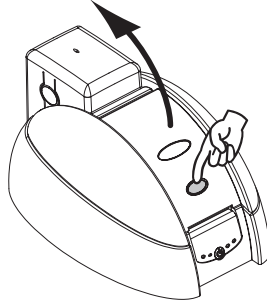
- The Tattoo printer accepts automatically cards from 0.25mm (10mil) to 0.76mm (30mil) thickness.

Ribbon loading



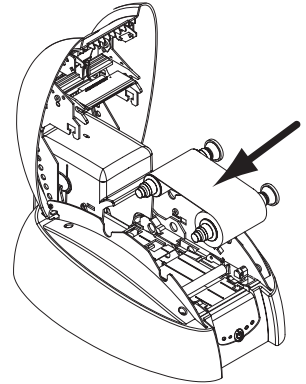
1

Remove the ribbon from its packaging.



2

Open the printer cover by pressing on the cover button, then pivoting it.



3

Install the ribbon in the printer as shown. Then, close cover.



IMPORTANT !

The color of the ribbon is selectable through the printer driver in the "Main" tab.

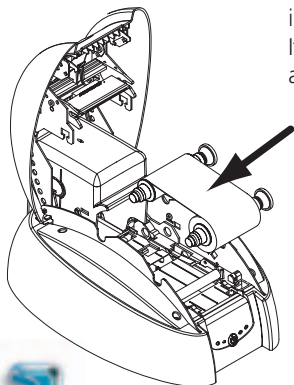
The ribbon must be correctly installed for the printer to function. Only use Evolis ribbons. Evolis accepts no responsibility if the printer is damaged following the use of an unapproved ribbon.

Cleaning

Cleaning of printer interior

Use the pre-saturated cards (UltraClean Cleaning Kit Part Number: A5011)
Cleaning cycle: every 500 cards.

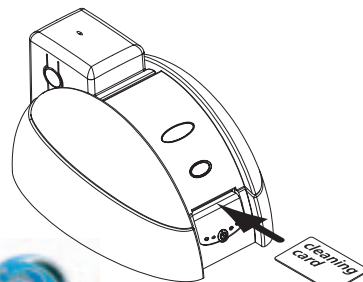
The Tattoo printer is fitted with a cleaning alert, which is activated every 500 inserted cards. The cleaning alert LED's switches on. If you do not clean the printer while this LED is switched on, it will start flashing after another 100 cards has been inserted.



Remove ribbon from the printer. Then, close cover.



Press a second the push button from the printer control panel.



Insert a cleaning card in the printer as shown. The cleaning runs automatically.



After performing a cleaning cycle, wait 2 minutes for the cleaning fluid to evaporate completely before using the printer again.



IMPORTANT !

Protect the validity of the print head warranty!

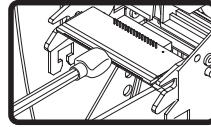
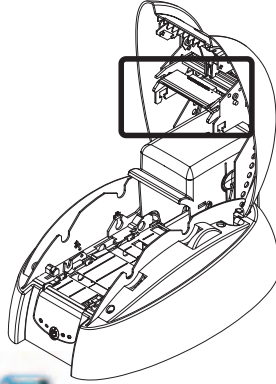
If the cleaning cycle is not performed before the 600th card is printed, the print head warranty is void.

Cleaning

Cleaning of the print head

Use the swabs (UltraClean Cleaning Kit Part Number: A5011)

Cleaning cycle: every 600 cards (typically before inserting a new ribbon).



1

Open the printer cover and locate the print head.

2

Switch the printer off. Then, gently rub the swab along the print head for a few seconds.



After performing a cleaning cycle, wait 2 minutes for the cleaning fluid to evaporate completely before using the printer again.



IMPORTANT !

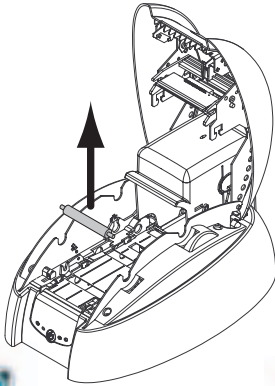
The print head is a fragile component. To avoid damaging it:

- Never put the print head in contact with pointed and/or metal objects.
- Avoid touching the print head surface with the fingers.
- Always unplug the printer from the power supply before cleaning the print head.

Cleaning

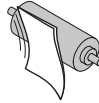
Maintenance of the cleaning roller

Use the cleaning cloths (UltraClean Cleaning Kit Part Number A5011)
Cleaning cycle: every 100 cards.



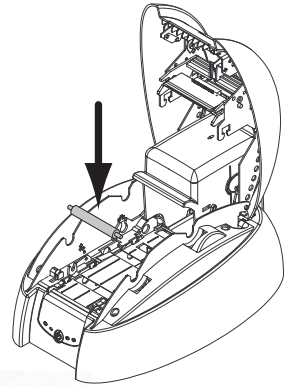
1

Open the printer cover.
Remove the ribbon if
present and remove the
cleaning roller.



2

Remove dust by rubbing
gently with the cloth
over the whole roller
surface.



3

Once dry, replace the
roller in the printer, then
close cover.



After performing a cleaning cycle, wait 2 minutes for the cleaning fluid to evaporate completely before using the printer again.

Help & Support

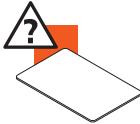


evolis.com

If you need some help, the Evolis Web Site will offer you some technical information in the Support & Services section. This section provides drivers, firmware, software downloads, instruction manuals, and gives answers to frequently asked questions (F.A.Q.).

The information below will help you to solve possible problems that can occur when using your printer and help you to solve printing quality issues.

A blank card is ejected from the printer



1. Check the ribbon
 - *Check that the ribbon is not finished or cut. Replace or reinstall the ribbon, if necessary.*
2. Check the printer cleanliness.
 - *Clean the cleaning roller.*
3. Check the printer interface cable
 - *Check the connection to the computer and to the printer.*
 - *Test with another cable of the same type.*
4. Elements of the print head may be damaged.
 - *Print a test card*

If the test card does not print, contact an Evolis Reseller for a replacement print head.



The print quality is not satisfactory

1. Check the printer cleanliness.
 - *Clean the print head.*
2. The contrast settings must be modified
 - *Increase the contrast settings in the printer driver configuration.*
3. The type of card used may be inappropriate
 - *Check if the type of card used has the required specifications.*
 - *The texture of the card is rough or not perfectly flat.*
 - *Print test with another type of card.*

Partial or incorrect printing



1. Check the settings defined for the printing
 - Check that no element of your page setup is outside the print margins
 - Check the orientation of the selected document in the printer driver configuration (Landscape or Portrait)
2. Check the printer interface cable
 - If unusual characters print, check that you are using the interface cable appropriate to your printer.
 - Check the connection to the computer and to the printer.
 - Test with another cable of the same type.
3. Check the printer cleanliness
 - Clean the inside of the printer, the cleaning roller and the print head if necessary.
4. Check the cards cleanliness
 - Check that the cards are stored in a dust-free location.
5. Check the print head cleanliness
 - See the procedure for cleaning the print head in the "Cleaning" section.
6. Check the ribbon
 - Its location in the printer
 - Its correct winding path
7. Check the print head
 - If white horizontal lines appear on the card, some print head elements may be clogged or damaged.
 - Clean the print head
 - If the problem is not solved after cleaning, contact an Evolis Reseller for a replacement print head.

Contacting an Evolis Reseller



If the suggestions given in the previous section do not enable the problem(s) to be solved, contact your local Evolis Reseller.

When you call an Evolis Reseller, you must be near your computer and be ready to supply the following information:

- The type and the serial number of your printer
- The type of configuration and the operating system you are using
- A description of the incident that occurred
- A description of the steps you have taken to solve the problem

For further information about the Tattoo printer, the supplied CD-Rom contains a User's Guide as a PDF format. You can display this guide or print it.