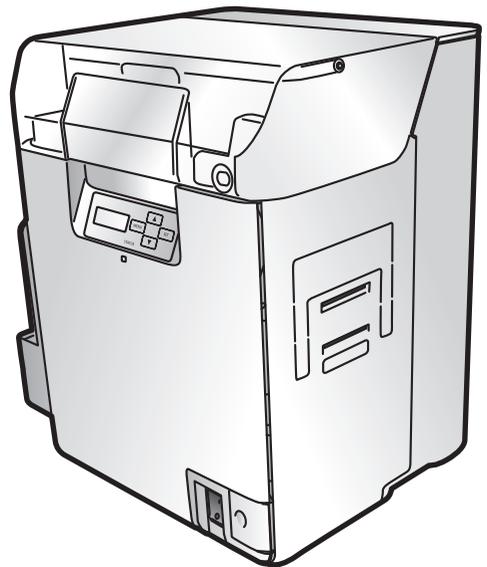


**Canon**

# **IX-R7000**

---

## Operation Guide



## Features of the card printer IX-R7000

### Easy Card Loading

---

Thanks to the multifunctional card case, it is possible to feed cards without detaching the card case. ( → p7)

### Strengthened Security

---

- You can anchor the printer with a cable using the security cable slot. ( → p56)
- It is easy to store cards in the removable card case. ( → p56)

### Easy Operation

---

Use of ink ribbon/transfer film cassettes makes it easy for anyone to change ribbons and films. ( → p13)

### Easy Setup

---

The printer comes with a printer driver CD, so if you also have the ink ribbon, transfer film, and cards (available separately), you can use the printer immediately after setup. ( → Getting Started Guide)

## About Symbols



### WARNING

Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. To use the machine safely, always pay attention to these warnings.



### CAUTION

Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the machine safely, always pay attention to these cautions.



### Important

Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correctly, and avoid damage to the machine or property.



### Note

Indicates a clarification of an operation, or contains additional explanations for a procedure.



### REF

Indicates helpful reference information for using the manual.

- Canon and the Canon logo are trademarks of Canon Inc.
- Windows is registered trademark or trademark of Microsoft Corporation in the U.S. and/or other countries.
- Adobe and Acrobat are trademarks of Adobe Systems Incorporated.

## Contents

<b>Part Names and Descriptions.....</b>	<b>1</b>
Front Side of the Printer.....	1
Inside the Top Cover.....	2
Rear Side of the Printer.....	3
Front Cover.....	4
Operation Panel.....	5
<b>Basic Card Printing Methods .....</b>	<b>6</b>
Turning the Printer On and Off.....	6
Loading Cards .....	7
Loading Cards into the Card Case .....	7
Manually Loading Cards One by One .....	9
Loading Magnetic/IC Cards.....	10
Printing.....	11
Removing Cards.....	12
Changing the Ink Ribbon and Transfer Film.....	13
Checking Replacement Period, and Preparation .....	13
Changing the Ink Ribbon.....	14
Transfer Film Replacement.....	17
Cleaning Tape Replacement .....	21
<b>Normal Mode and User Mode .....</b>	<b>22</b>
Normal Mode and User Mode.....	22
Normal Mode.....	22
User Mode.....	23
Switching to User Mode.....	23
Basic User Mode Operations.....	24
Moving to the Next Menu (Switching to Menus on the Same Level) .....	24
Moving to a Sub-menu (Switching to Menus on a Lower Level).....	24
Returning to the Main Menu (Switching to Menus on a Higher Level) ..	25
Switching to Normal Mode (Exiting User Mode).....	25
<b>Printer Settings.....</b>	<b>26</b>
Counting the Number of Cards that Are Printed.....	26
Displaying the Total Number of Sides that Are Printed.....	27
Checking the Type and Remaining Quantity of the Ink Ribbon or Transfer Film...28	
Checking the Program Version and Serial Number .....	29
Turning the Error Alarm On or Off.....	30
Reduce Printer Power Consumption.....	31

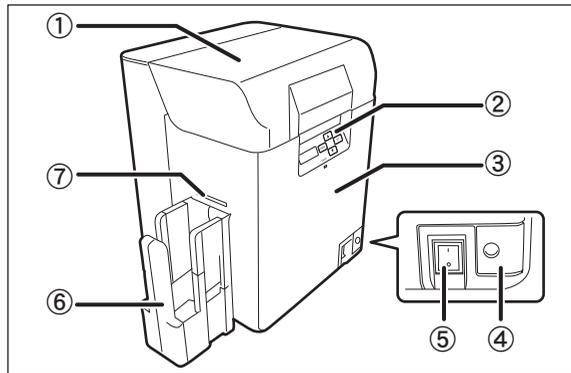
## Full Color Card Printer

Adjusting the Print Results.....	32
Adjusting the Printing Position.....	32
Adjusting the Contour Level .....	34
Adjusting the Hue .....	35
Adjusting the Color Shift (Vertical) of an Image.....	36
Correcting Image and Text Misalignment (Horizontal).....	37
Adjusting the Color Shift of an Image (Horizontal) .....	38
Setting the Print Quality of the Black Print.....	40
Setting the Type of Ink Ribbon or Transfer Film to Use.....	41
Notification of Time for Ink Ribbon and Transfer film Replacement .....	43
Setting the Types of Card to Use .....	44
Adjusting the Feed Gate Depending on Card Thickness .....	44
Optimizing Transfer Conditions.....	45
Correcting Card Curl.....	48
Switching the Card Ejection Slot.....	49
Set the Orientation of Magnetic Cards/IC Cards to Load .....	51
Set the Orientation of Cards to Eject .....	52
Changing Network Connection Settings .....	54
Preventing Theft and Unauthorized Usage.....	56
Preventing Theft of the Printer (Security Cable Slot).....	56
How to Store Cards (Removing the Card Case) .....	56
<b>Cleaning .....</b>	<b>58</b>
Before Cleaning .....	58
Cleaning with a Cleaning Card .....	58
Cleaning the Cleaning Roller .....	62
Cleaning the Feeding Roller .....	64
Cleaning the Transport Roller .....	65
Cleaning the Reverse Roller.....	67
Filter Cleaning.....	69
<b>Troubleshooting .....</b>	<b>70</b>
When an Error Message Appears .....	70
Clearing an Error .....	70
How to Clear an Error.....	70
When a Message Appears .....	75
When a Card is Jammed... ..	77
If the Ink Ribbon or Transfer Film are Cut.....	78
When Cards are Not Printed Correctly.....	80
Other Troubles .....	85
When These Solutions Don't Work.....	86

- Appendix .....88**
- Consumables .....88
  - Ink Ribbon/Transfer Film.....88
  - Cleaning Card .....88
  - Cleaning Tape .....88
- Updating the Printer Software.....89
  - Checking the Firmware Version.....89
  - Update the Firmware.....89
  - Confirming the Printer Driver Version .....91
  - Install the Printer Driver.....91
- Opening the Printer Driver Settings Screen.....92
  - Opening the Setting Screen (From the Printers & scanners) .....92
  - Opening the Setting Screen (From the Application) .....92
  - Changing the Settings or Confirming the Status from the Setting  
Screen .....92
- Menu Route Map (User Mode) .....93
- Main Specifications .....95
  
- Index .....96**

# Part Names and Descriptions

## Front Side of the Printer

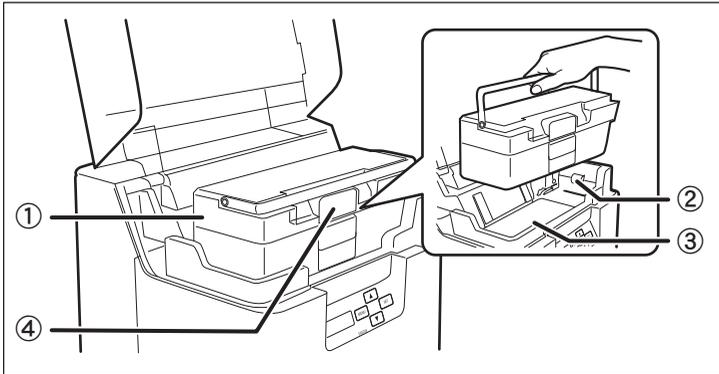


- ① **Top cover**  
Open when loading cards or cleaning the feeding roller.
- ② **Operation panel**  
Includes the keys, the LCD panel, and LED indicator for operating the printer.  
→ See "Operation Panel" on page 5 for detailed operation panel part names and descriptions.
- ③ **Front cover**  
Open when changing ink ribbons and transfer film, and when cleaning the cleaning roller.  
→ See "Front Cover" on page 4 for information about the names of parts inside the cover and their descriptions.  
→ See "Changing the Ink Ribbon and Transfer Film" on page 13 for details about changing the ink ribbon cartridge.  
→ See "Cleaning" on page 58 for instructions on cleaning the cleaning roller.
- ④ **Open cover switch**  
Front cover opening switch. Press to open the front cover.
- ⑤ **Power switch**  
Turns the power on and off.  
→ See "Turning the Printer On and Off" on page 6 for instructions on turning the power on and off.
- ⑥ **Card stacker**  
A maximum of 250 cards\*<sup>1</sup> can be stacked by attaching the card ejection slot (left).  
→ See the "Getting Started Guide" for instructions on attaching.
- ⑦ **Card ejection slot (left)**  
Ejects correctly printed cards and cards with errors. You can select between Card ejection slot (left) and (right) for card ejection. The factory default is set so both correctly printed cards are output from Card ejection slot (left).  
→ See "Switching the Card Ejection Slot" on page 49 for information about switching the card ejection slot.

\*<sup>1</sup> When using CR-80 cards (size: 3.37" x 2.13" (86 mm x 54 mm), thickness: 0.03" (0.76 mm)).

## Inside the Top Cover

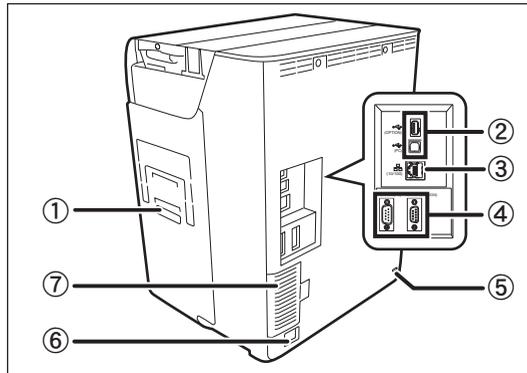
Interior of the top cover.



- ① **Card case**  
Up to 250\*1 cards can be loaded at one time. You can adjust the gate gap to match the thickness of the fed cards. The factory default is set so the gap corresponds to feeding of cards of 0.76 mm in thickness.  
→ See "Loading Cards" on page 7 for instructions on loading cards and details about which cards you can use.  
→ See "Adjusting the Feed Gate Depending on Card Thickness" on page 44 for instructions on adjusting the gate gap.
- ② **Feeding roller**  
Pulls loaded cards into the printer.  
→ See "Cleaning the Feeding Roller" on page 64 for feeding roller cleaning instructions.
- ③ **Top access cover**  
Open when cleaning the transport roller or reverse roller.  
→ See "Cleaning the Transport Roller" on page 65 for instructions on how to eject jammed cards.  
→ See "Cleaning the Reverse Roller" on page 67 for instructions on how to eject jammed cards.
- ④ **Card case lock**  
When loading cards, pull the lock to open the card case.  
→ See "Loading Cards" on page 7 for instructions on loading cards.

\*1 When using CR-80 cards (size: 3.37" x 2.13" (86 mm x 54 mm), thickness: 0.03" (0.76 mm)).

## Rear Side of the Printer



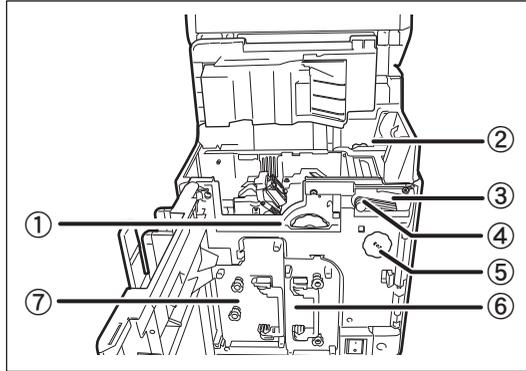
- ① **Card ejection slot (right)**  
Ejects correctly printed cards and cards with errors.  
Card ejection slot (left) or (right) can be selected.  
The factory default is set so cards with errors are output from card ejection slot (right).  
→ See "Switching the Card Ejection Slot" on page 49 for information about switching the card ejection slot.
- ② **USB cable port**  
USB (A terminal) x1 and USB (B terminal) x1.  
Connect the B terminal and the computer using the provided USB cable. Additionally, connect the optional enhancement unit using the A terminal.  
→ See the "Getting Started Guide" for instructions on connecting the cable.
- ③ **LAN cable port**  
Connect to the network using the LAN cable.  
→ See the "Getting Started Guide" for instructions on connecting the cable.
- ④ **Port for enhancing function**  
Used for enhancing function\*<sup>1</sup>
- ⑤ **Security cable slot**  
Use the security cable slot to prevent theft of the printer.  
→ See "Preventing Theft and Unauthorized Usage" on page 56 for instructions on using the security cable slot.
- ⑥ **Power cord port**  
Used to connect the power cord.  
→ See the "Getting Started Guide" for instructions on connecting the cord.
- ⑦ **Filter**  
Filters out airborne dirt and other foreign matter, preventing this entering the printer. The filter can be removed for cleaning.  
→ See "Filter Cleaning" on page 69 for filter cleaning instructions.

---

\*<sup>1</sup> Do not connect other than the specified optional units. Connecting these units could damage them.

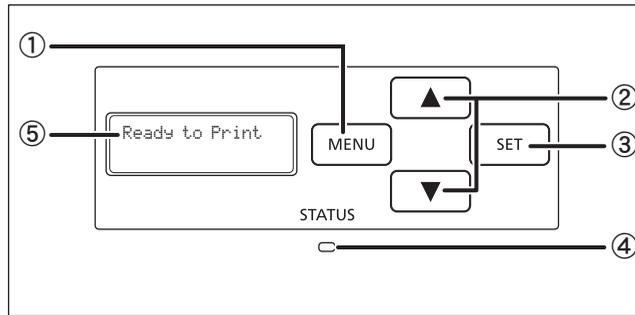
## Front Cover

Interior of the front cover.



- |  |  |
|--|--|
| <p>① <b>Card feeding knob</b><br/>When cleaning transport roller, rotate the knob.<br/>→ See "Cleaning the Transport Roller" on page 65 for cleaning instructions.</p>                               | <p>⑤ <b>Reverse knob</b><br/>When cleaning reverse roller, rotate the knob.<br/>→ See "Cleaning the Reverse Roller" on page 67 for cleaning instructions.</p>  |
| <p>② <b>Reverse feeding knob</b><br/>Rotating the dial ejects cards jammed in the card feed slot and reverse section.<br/>→ See "When a Card is Jammed..." on page 77 for cleaning instructions.</p> | <p>⑥ <b>Ink ribbon cassette</b><br/>Ink ribbon cassette.<br/>→ See "Changing the Ink Ribbon and Transfer Film" on page 13 for details about changing the ink ribbon.<br/>→ See "Ink Ribbon/Transfer Film" on page 88 for details about which ink ribbon you can use.</p>             |
| <p>③ <b>Cleaning roller</b><br/>Removes dirt and other foreign matter stuck to the cards.<br/>→ See "Cleaning the Cleaning Roller" on page 62 for cleaning instructions.</p>                         | <p>⑦ <b>Transfer film cassette</b><br/>Transfer film cassette.<br/>→ See "Changing the Ink Ribbon and Transfer Film" on page 13 for details about changing the transfer film.<br/>→ See "Ink Ribbon/Transfer Film" on page 88 for details about which transfer film you can use.</p> |
| <p>④ <b>Cleaning tape cassette</b><br/>Remove when replacing the cleaning tape.<br/>→ See "Cleaning Tape Replacement" on page 21 for how to change the cleaning tape.</p>                            |  |

## Operation Panel



### ① MENU key

Switches between normal mode and user mode. In user mode, it is used to go up one level of the menu.

→ See "Normal Mode and User Mode" on page 22 for details about normal mode and user mode.

### ② ▲/▼ Keys

In User Mode, used to select menus and settings values.

### ③ SET key

Used to clear errors. In user mode, this opens the display menu.

→ See "Troubleshooting" on page 70 when an error occurs.

→ See "Basic User Mode Operations" on page 24 for details on changing the user mode settings.

### ④ LED indicator

This indicator is lit blue depending on the status of the printer. Is lit or blinks orange when an error occurs.

→ See "Troubleshooting" on page 70 when an error occurs.

### ⑤ LCD panel

Displays the printer status.

→ See "Normal Mode Message List" on page 22 for details of the display.

### Note

- You can check the status of the printer by looking at the LED indicator.
  - LED Indicator is lit (blue) ... Ready for printing.
  - LED Indicator is blinking (blue, slow)... Printer is in use.
  - LED Indicator is lit (orange)... Cards or ink ribbon have run out.
  - LED Indicator is blinking (orange)... Card jammed, or other error has occurred.

# Basic Card Printing Methods

This section explains the basic flow of operations, from turning the power on to printing a card.

## Turning the Printer On and Off

Be sure to turn the printer.

Make sure the following are complete prior to turning the power on.

- The ink ribbon cartridge is loaded
- The transfer film is loaded
- The front cover is closed
- The top cover is closed
- The printer is connected to the computer
- The printer driver is installed



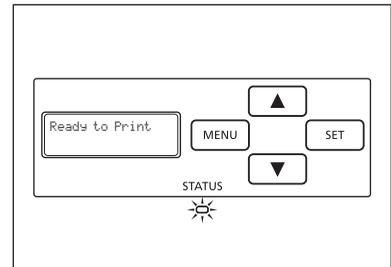
**REF**

- If the preparations above have not been performed, follow the instructions in the "Getting Started Guide".

1

### Press the power switch to turn the power on.

- Press "I" on the power switch to turn the printer on.
- After [Initializing..] appears on the LCD panel, the operating indicator turns blue and [Ready to Print] appears.
- Press "O" on the power switch to turn the power off.



**Important**

- While the printer is operating, do not turn off the power, unplug the power cord, or look inside the printer. If the power is turned off while the printer is operating it will not be possible to remove the film cassette. If you turn the printer off by mistake, turn the power on again.



**Note**

- If a card is in the printer when the power is turned on, it is ejected from card ejection slot (left) (default setting).



**REF**

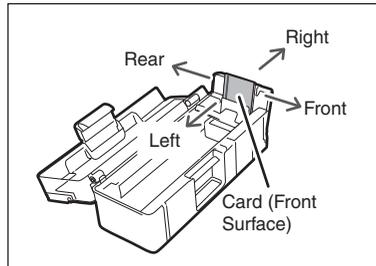
- If the LED Indicator turns orange/blinks, refer to "Troubleshooting" on page 70.

## Loading Cards

Cards can be loaded in two ways: using the card retainer, and using the card feeding slot. The card retainer can be loaded with a large quantity of cards, making it useful for mass printing. Use the card feeding slot to manually load cards when you want to print only one particular card or to print many types of cards.



- In this manual, the direction of the card case and cards, is shown below.

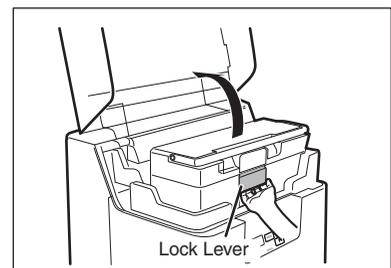


- Use only cards that conform to the CR-80 standard.  
Size: 3.37" x 2.13" (86 mm x 54 mm) Thickness: 0.03" (0.76 mm)
- Do not use cards that do not conform to the CR-80 standard. Those cards may not be printed properly.
- Do not use the following cards:
  - Cards previously printed with this or any other card printer
  - Wet cards
  - Cards mixed with glass, metallic or other foreign objects
  - Embossed cards
  - Cards coated with oil or other foreign matter
  - Cracked, chipped, bent or otherwise damaged cards
  - Transparent cards
  - Abnormally shaped cards

### ■ Loading Cards into the Card Case

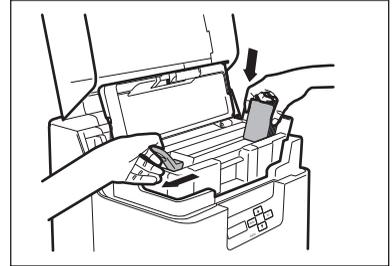
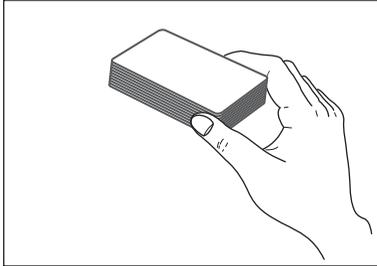
#### 1 Open the top cover, and the card case cover.

- Pull the lock lever, and open the card case lid.



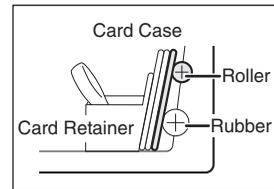
## 2 Pull the card retainer, and load the cards.

- Hold the card retainer lever with your fingers, and pull it right out.
- Load the card case with the printing side (front surface) to the left.
- When loading the cards, be sure to hold their edges, and never touch the front or rear printing sides.



## 3 Return the card retainer, and close the card case cover.

- When returning the card retainer, be sure not to get your fingers caught.
- Confirm that the card touches the upper roller of the feeder.

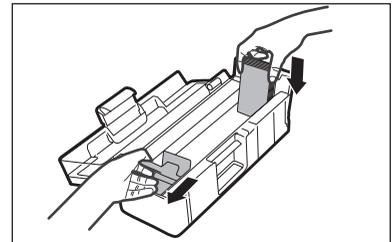


## 4 Close the top cover.

Note

- The card case can be removed from the printer. After loading the cards as in the diagram at right, return the card retainer to its original position, close the cover, and reattach to the printer.

→ See "How to Store Cards (Removing the Card Case)" on page 56 for information on how to remove the card case.



- In order to prevent unauthorized printing, we recommend storing loaded card cases separately from the printer.

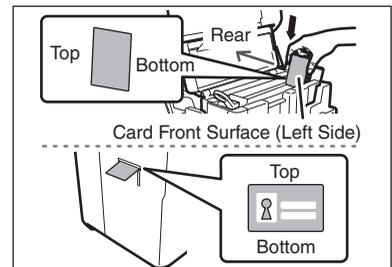
→ See "How to Store Cards (Removing the Card Case)" on page 56 for information on how to store the card case.

- Load cards in order starting from the right side of the card case. When printing begins the card furthest to the right is pulled into the printer.

- The printing side of the card (front surface) is on the left.

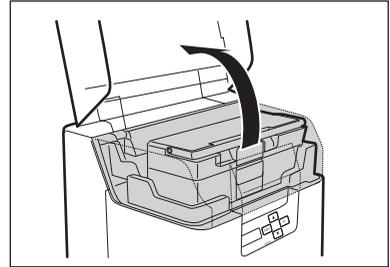
When using pre-printed cards that have a specified orientation, load the cards so that after printing, the printed upper surface is at the rear of the card case.

- If cards are stuck to each other and do not correctly feed, then lightly flex and separate the cards prior to printing.



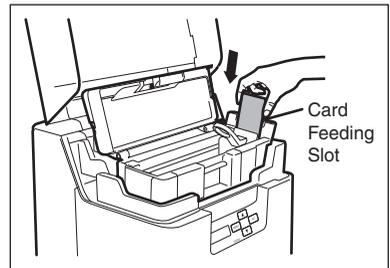
## ■ Manually Loading Cards One by One

1 Open the top cover.



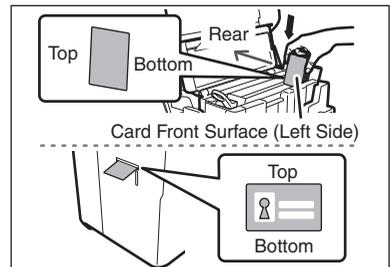
2 Open the card case, and insert cards into the card feeding slot.

- Pull the lock, and open the card case lid.
- Insert cards with the printing side to the left into the card feeding slot.
- If cards are loaded, remove them from the card case.



**Note**

- The printing side of the card (front surface) is the left surface. When using pre-printed cards that have a specified orientation, load the cards so that after printing, the printed upper surface is at the rear of the card case.



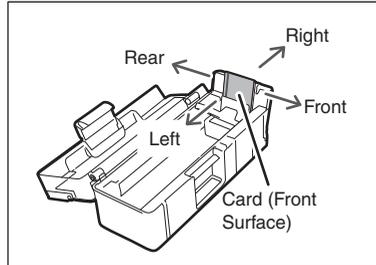
## ■ Loading Magnetic/IC Cards

The factory default for magnetic cards/IC cards is to be loaded as below.

→ See "Loading Cards into the Card Case" on page 7 for the procedure on loading cards into the card case.

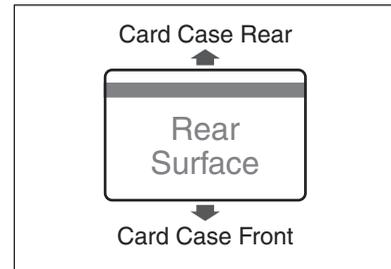


- In this manual, the direction of the card case and of cards is as below.



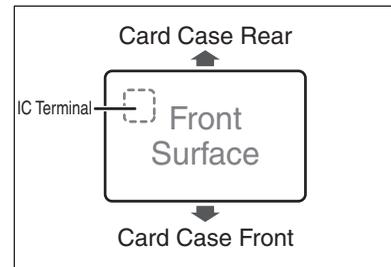
### If using cards with ISO magnetic strips

- Load the ISO magnetic strips so that they are at the right/rear of the card case.



### If using cards with IC terminals

- Load the IC terminals so that they are at the left/rear of the card case.



#### Note

- Do not print on the magnetic strip/IC terminal.
- The surface with the IC terminal is the printing side (front surface).
- In user mode, [Set Face], you can set the orientation of loaded magnetic cards.  
→ See "Set the Orientation of Magnetic Cards/IC Cards to Load" on page 51 for information on how to load magnetic cards.

# Printing



## Important

- Do not connect LAN cable and USB cable at the same time. In this case, the connection of LAN cable is not recognized.



## REF

- Command/menu names and the order of the procedure may differ depending on your application software. For more information on operations, refer to the instruction manual for your application software.
- Also, for more information about printer driver operations, refer to the driver help files.
- The instructions in this manual are based on screens that appear when using Windows 10.

1

### Turn the printer on and load the cards.

- See "Loading Cards" on page 7 for information on how to correctly load the cards.

2

### Launch your application software to create a document.

3

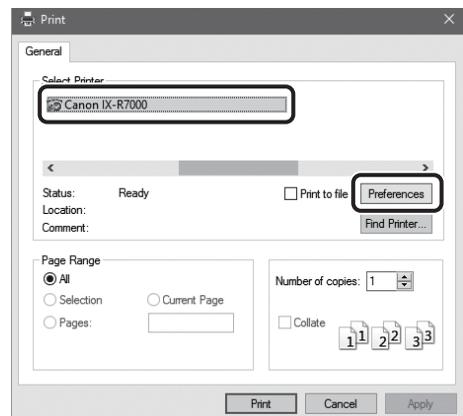
### From the [File] menu of your application software, select [Print].

- Open the printer driver settings screen.

4

### Specify various settings for printing if necessary.

- Select [Canon IX-R7000] if it is not already selected.
- Click [Preferences] (or [Properties]), and set the card size and the number of cards to be printed. Click [OK] when setup is complete.



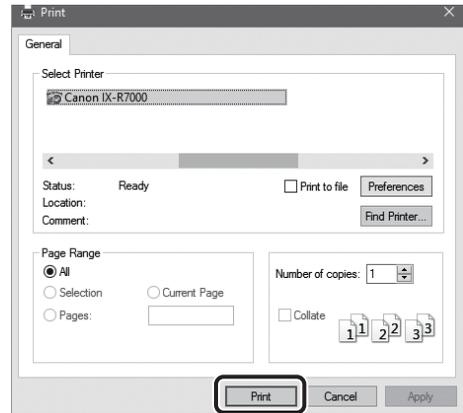
## REF

- For more information about how to change the settings of the printer driver, refer to the driver help files.

## 5

**Click [Print].**

- Printing starts.
- Cards are pulled into the printer and the LED Indicator blinks blue.  
[Now Printing] appears on the LCD panel.
- If the cards are not loaded, [Card Empty] appears on the LCD panel.



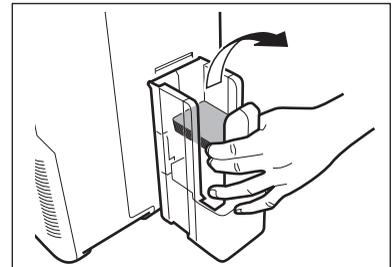
## Removing Cards

The factory default is for printed cards to be ejected from card ejection slot (left).

## 1

**Removing cards from the card stacker.**

- You can remove loaded cards from the slit on the side of the card stacker (see diagram at right).

**Note**

- The card ejection slot (left) card stacker has a maximum capacity of approximately 250 cards.  
When ejecting cards from the card ejection slot (left), empty the card stacker when it has approximately 250 cards.
- The factory default is set so that correctly printed cards are output from the card ejection slot (left), and cards with errors are output from card ejection slot (right).  
→ See "Switching the Card Ejection Slot" on page 49 for information about switching the card ejection location.  
→ See the "Getting Started Guide" for instructions on removing the card stacker.
- The factory default status is to have the front facing down for single-sided printing, and facing up for double-sided printing.  
→ See "Set the Orientation of Cards to Eject" on page 52 for the orientation of cards to eject.

## Changing the Ink Ribbon and Transfer Film

Change the ink ribbon and transfer film when they run out.

▫ See "Ink Ribbon/Transfer Film" on page 88 for details about ink ribbon and transfer film.

### Note

- You can check the remaining amount of the ink ribbon and transfer film.
  - See "Correcting Image and Text Misalignment (Horizontal)" on page 37 for instructions on how to check the remaining amount of the ink ribbon and transfer film.

## ■ Checking Replacement Period, and Preparation

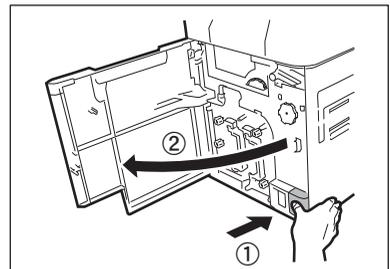
If [Ribbon Empty] or [Film Empty] messages are displayed on the LCD panel, then the ink ribbon or transfer film needs to be replaced.

This section explains how to replace the cleaning tape, ink ribbon and transfer film.

### 1

#### Before replacement, open the front cover.

- Press the open cover switch, and pull the front cover out.
  - See "Changing the Ink Ribbon" on page 14 when replacing the ink ribbon.
  - See "Transfer Film Replacement" on page 17 when replacing the transfer film.
  - See "Cleaning Tape Replacement" on page 21 when replacing the cleaning tape.



### Note

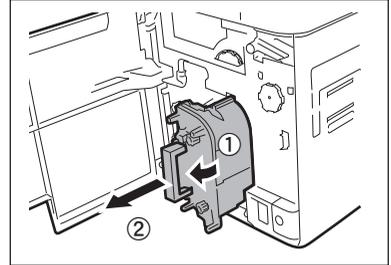
- The ink ribbon, transfer film and cleaning tape can be replaced while the front cover is open.
- The number of printable sides with the ink ribbon and transfer film may decrease under the following conditions:
  - See "Ink Ribbon/Transfer Film" on page 88 for the number of printable sides with ink ribbon and transfer film.
  - Changing the ink ribbon or transfer film during use
  - When an error occurs during printing
  - Performing operations not listed in this manual
- Use ink ribbon and transfer film as soon as possible after purchase.

## ■ Changing the Ink Ribbon

Use the following procedure when replacing the ink ribbon.

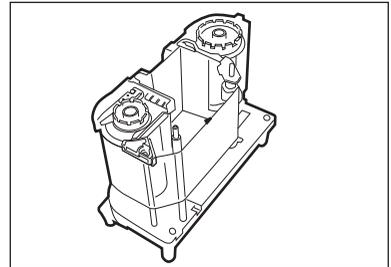
### 1 Remove the ink ribbon cassette.

- Pull out the handle of the ink ribbon cassette with the handle turned up.



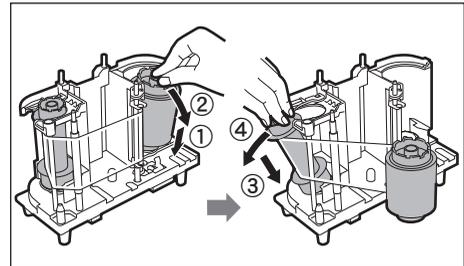
#### Note

- When placing the ink ribbon cassette down, in order to prevent debris adhering to it, place it with the handle on the bottom.



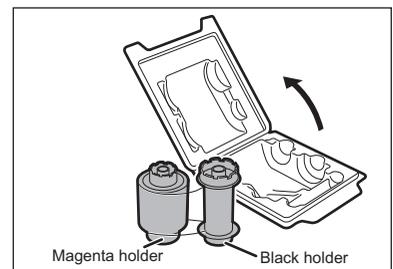
### 2 Remove the used ink ribbon from the cassette one side at a time.

- As shown in the diagram, while pressing down on the ink ribbon ( ① or ③ ), tilt it in the direction of arrow ( ② or ④ ), and remove it.



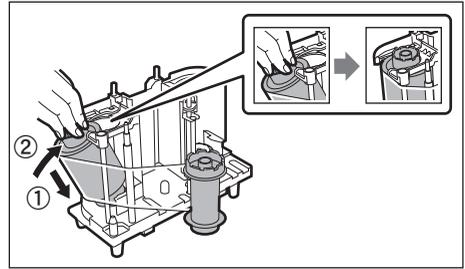
### 3 Take the new ink ribbon out of the package.

- The ink ribbon has a spindle with a magenta holder and a spindle with a black holder.



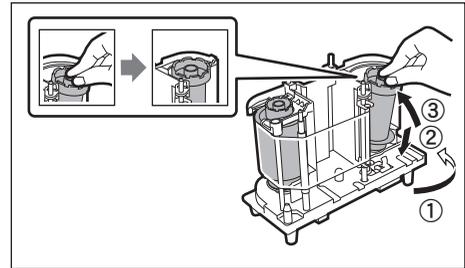
## 4 Load the ink ribbon spindle (magenta) into the magenta cassette holder.

- As shown in the diagram, push the ink ribbon spindle into the cassette holder at an angle ( ① ), and straighten it in the direction of arrow ( ② ). Check that the ink ribbon holder clicks into the cassette groove.



## 5 Unroll the ink ribbon along the shaft, and load the ink ribbon spindle (black) into the black cassette holder.

- Unroll the ink ribbon along the shaft in the direction of arrow ( ① ).
- Push the ink ribbon spindle into the cassette holder at an angle ( ② ), and straighten it in the direction of arrow ( ③ ). Check that the ink ribbon holder clicks into the cassette groove.

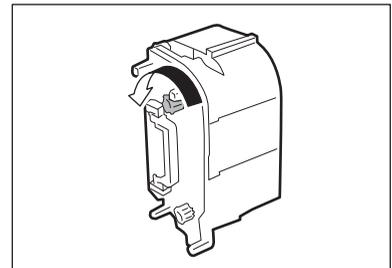


### Important

- If you are loading an ink ribbon that is partly used, wind the used portion of the ribbon on the black holder side.
- If the used portion of the ribbon is on the magenta holder side, it may not print properly.

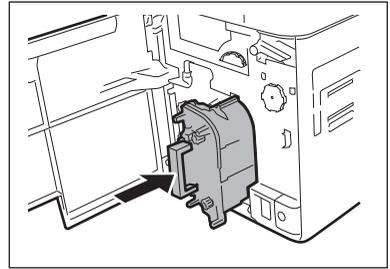
## 6 Take up the ink ribbon slack.

- As shown in the diagram, turn the knob to take up the ribbon slack.
- If the slack is not taken up properly, the ink ribbon may jam.



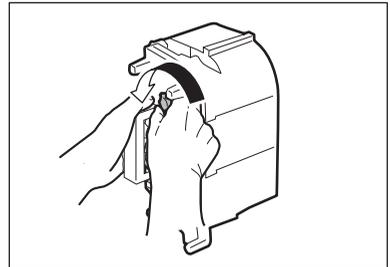
## 7 Insert the ink ribbon cassette.

- Insert the ink ribbon cassette until a "click" is heard.



### Note

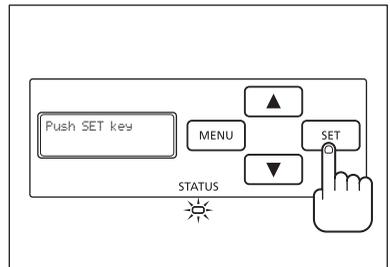
- When inserting the ink ribbon cassette, insert while turning the knob in order to prevent slack. Ink ribbon slack may lead to abnormalities in the print.



## 8 Close the front cover.

## 9 When [Push SET key] appears on the screen, press the SET key.

- Clear an error first if the error message such as [Card Empty] appears, then press the SET key.  
→See "When an Error Message Appears" on page 70 for clearing error messages.

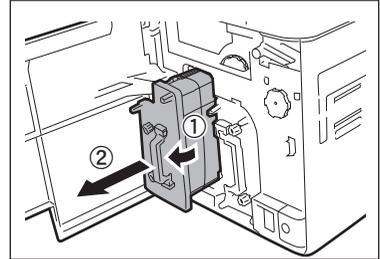


## ■ Transfer Film Replacement

Use the following procedure when replacing the transfer film.

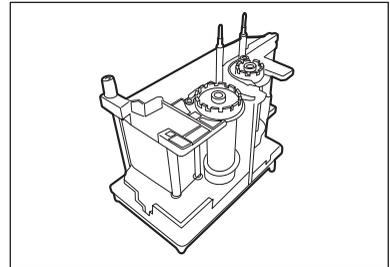
### 1 Remove the transfer film cassette.

- Pull out the handle of the transfer film cassette with the handle turned up.

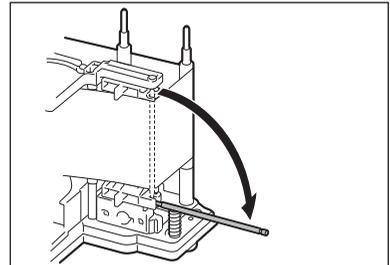


#### Note

- When placing the transfer film down, in order to prevent debris adhering to it, place it with the handle on the bottom.

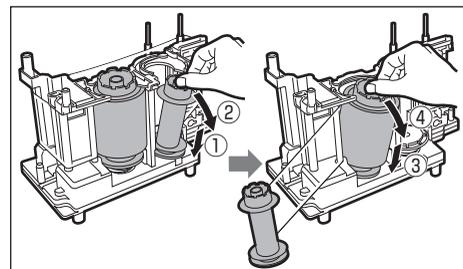


### 2 Push the pin down on top of the transfer film cassette.



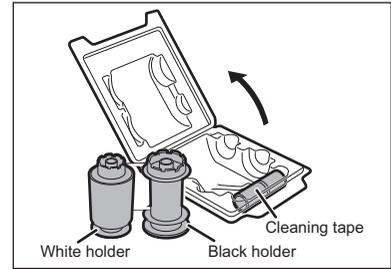
### 3 Remove the used transfer film from the cassette one side at a time.

- As shown in the diagram, while pressing down on the transfer film (① or ③), tilt it in the direction of arrow (② or ④), and remove it.



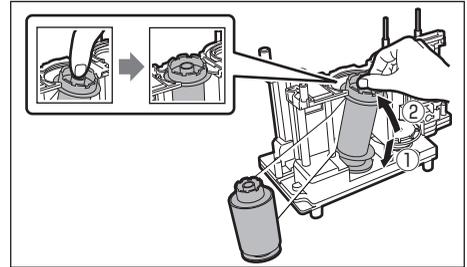
#### 4 Take the new transfer film out of the package.

- The transfer film has a spindle with a white holder and a spindle with a black holder.



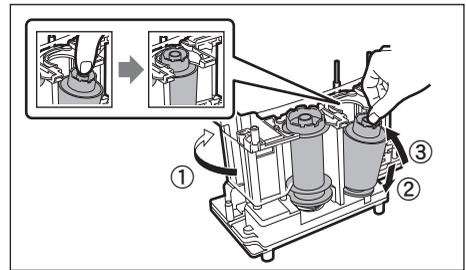
#### 5 Load the transfer film (black) spindle into the white cassette holder.

- As shown in the diagram, push the transfer film spindle into the cassette holder at an angle (①), and straighten it in the direction of arrow (②). Check that the transfer film holder clicks into the cassette groove.



#### 6 Unroll the transfer film along the shaft, and load the white transfer film spindle into the white cassette holder.

- Unroll the transfer film along the shaft in the direction of arrow (①).
- Push the transfer film spindle into the cassette holder at an angle (②), and straighten it in the direction of arrow (③). Check that the transfer film holder clicks into the cassette groove.



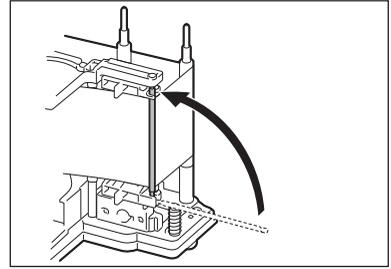
#### Important

- If you are loading a transfer film that is partly used, wind the used portion of the film on the black holder side.
- If the used portion of the film is on the white holder side, it may not print properly.

# 7

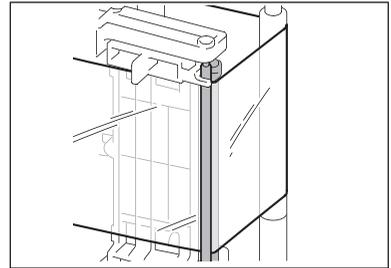
## Attach the pin on top of the transfer film cassette.

- Tightly fit the tip of the pin into the grooves.



Note

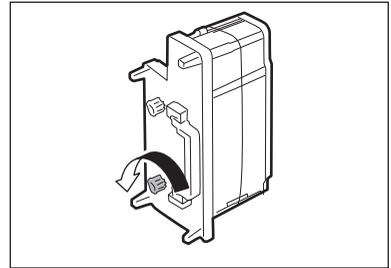
- Make sure that the transfer film is running between the two pins on top of the transfer film cassette.



# 8

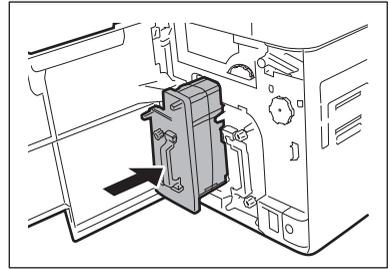
## Take up the transfer film slack.

- As shown in the diagram, turn the knob to take up the film slack.
- If the slack is not taken up properly, the transfer film may jam.



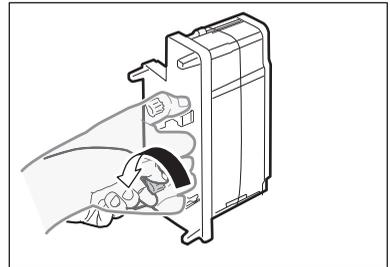
## 9 Insert the transfer film cassette.

- Insert the transfer film cassette until a "click" is heard.



### Note

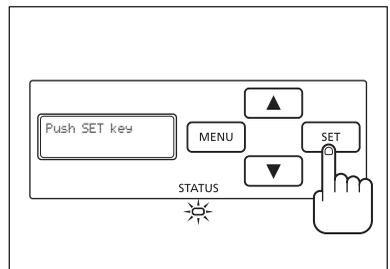
- When inserting the transfer film, insert the film while turning the knob in order to prevent slack. Transfer film slack may lead to abnormalities in the print.



## 10 Close the front cover.

## 11 When [Push SET key] appears on the screen, press the SET key.

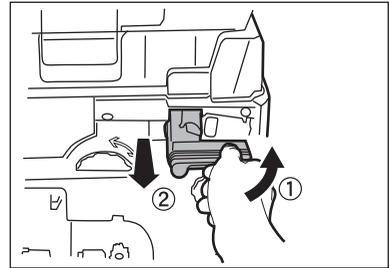
- Clear the error first if the error message [Card Empty] appears, then press the SET key.  
→See "When an Error Message Appears" on page 70 for how to clear error messages.



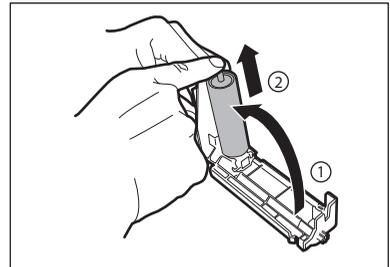
## ■ Cleaning Tape Replacement

### 1 Remove the cleaning tape cassette.

- Turn the handle to the left and pull it toward you.

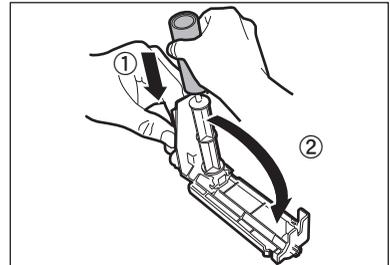


### 2 Raise the holder as shown in the diagram and remove the used cleaning tape.



### 3 Insert a new cleaning tape and set the holder.

- Push the holder until you hear it click, and set the cleaning tape.



### 4 Peel off and remove the protective film on the cleaning tape surface.

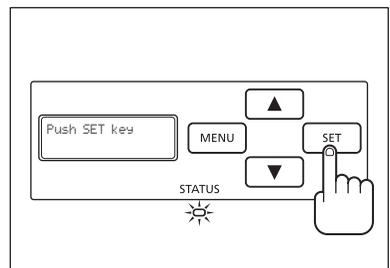
### 5 Insert the cleaning tape cassette.

- Set the slide of the cleaning roller with the rail on the printer and insert it all the way.

### 6 Close the front cover.

### 7 When [Push SET key] appears on the screen, press the SET key.

- Clear the error first if the error message [Card Empty] appears, then press the SET key.  
→See "When an Error Message Appears" on page 70 for clearing error messages.



# Normal Mode and User Mode

You can switch the printer from normal mode to user mode while it is operating. This section provides an outline of both modes, explains how to change modes and the basic operations of user mode.

## Normal Mode and User Mode

### ■ Normal Mode

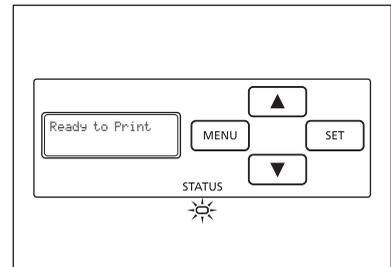
Normal mode is used for printing cards.

When the power is turned on the printer starts in normal mode.

The printer status, such as [Ready to Print] and [Now Printing] appears on the LCD Panel.

Additionally, when a failure occurs while operating the printer or printing, a message will appear.

→ See "When an Error Message Appears" on page 70 and "When a Message Appears" on page 75 for details on the message.



In normal mode, while the ▲ key is pressed, you can confirm the remaining ink ribbon and transfer film (diagram to the right).

Releasing the ▲ key returns the display to the standard normal mode display.

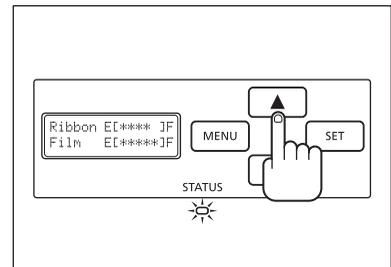
A single "\*" indicates approximately 20% remaining.

Additionally, if "\*" is blinking, this indicates that it is nearly time for replacement.

→ See "Changing the Ink Ribbon and Transfer Film" on page 13 for details on changing the ink ribbon or transfer film.

→ See "Checking the Type and Remaining Quantity of the Ink Ribbon or Transfer Film" on page 28 for instructions on how to check the remaining quantities from user mode.

→ See "Notification of Time for Ink Ribbon and Transfer film Replacement" on page 43 for setting replacement times.



### Normal Mode Message List

Initializing	The printer is initializing. Remaining cards (abnormal card) are ejected from the card ejection slot.
Ready to Print	In standby. This is awaiting a request to print cards.
Now Printing	Printing cards.

## ■ User Mode

User mode is used to set operations and check the status of the printer.  
Menu names such as [Card Count] and [Ribbon Type] appear on the LCD panel.

### Switching to User Mode

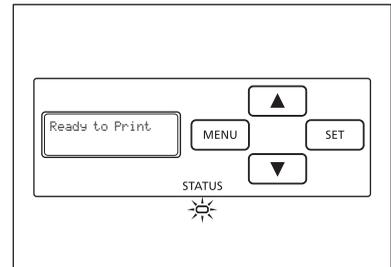
This section explains how to switch from normal mode to user mode.

→ See "Switching to Normal Mode (Exiting User Mode)" on page 25 for how to switch from user mode to normal mode.

1

#### Press the power switch to turn the power on.

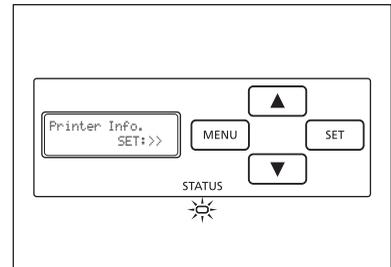
- When the power starts and the printer turns on in normal mode, [Ready to Print] appears on the LCD panel.



2

#### Press the MENU key.

- The user mode top menu is displayed on the LCD panel.



#### Note

- You can use the procedure above to enter the user mode even when a printer error occurs.
- While the top menu is displayed, pressing the MENU key will display [Exit Menu ?]. Then pressing the SET key will return to normal mode.

## Basic User Mode Operations

The user mode has multiple menus in a hierarchical tree organized according to function.

This section explains how to switch menus in the user mode hierarchy tree and how to switch from user mode to normal mode.

→ See "Menu Route Map (User Mode)" on page 93 for details about the menu tree configuration.

→ See "Printer Settings" on page 26 for details on the functions of each menu.

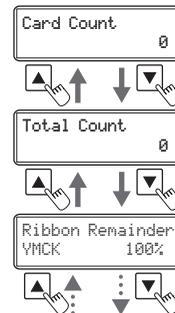
### Note

- Look at "Menu Route Map (User Mode)" on page 93 while reading this section.

### ■ Moving to the Next Menu (Switching to Menus on the Same Level)

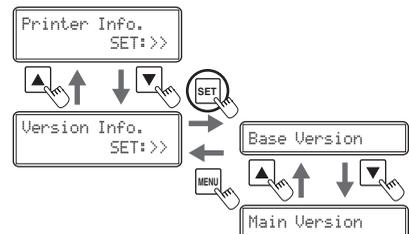
You can move to the next menu from any menu in the user mode by pressing the ▼ key.

Press the ▲ key to return to the previous menu.



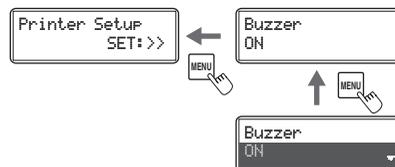
### ■ Moving to a Sub-menu (Switching to Menus on a Lower Level)

You can move to available sub-menus by pressing the SET key ([SET:>>]) on a menu's right indicates a sub-menu).



## ■ Returning to the Main Menu (Switching to Menus on a Higher Level)

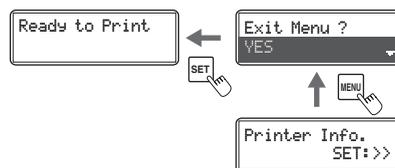
You can return to a higher level by pressing the MENU key. You can return to the main menu by pressing the MENU key several times.



## ■ Switching to Normal Mode (Exiting User Mode)

After pressing the MENU key several times to display [Exit Menu ?], you can return to normal mode by pressing the SET key.

After pressing the ▼ Key several times to display [NO], you can return to user mode by pressing the SET key.



---

### Important

- After changing the settings values using the ▲/▼ keys in each menu, press the SET key to confirm the changes. Pressing the MENU key or turning the power off without pressing the SET key will mean that the changes are not saved in the printer. (Changes contents are saved when the SET key is pressed.)

# Printer Settings

This section explains how to check the printer's status and change the printer's settings.

## Counting the Number of Cards that Are Printed

You can count the number of cards that are printed.

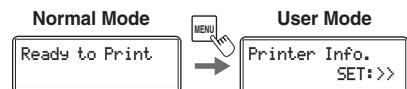
You can also count the number of cards that have been printed in a specified period of time by resetting the count with the SET key.

### Note

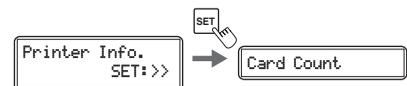
- You can also count the number of cards printed by using the printer driver ( → See "Opening the Printer Driver Settings Screen" on page 92).
- Maximum [Card Count] is 10,000.

### 1 Switch from normal mode to user mode.

→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.

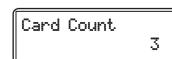


### 2 Verify that [Printer Info.] appears, and press the SET key.



### 3 Confirm the [Card Count] display.

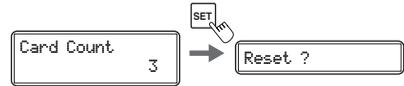
- The number of cards that are printed appears.



To reset the value, proceed to Step 4.

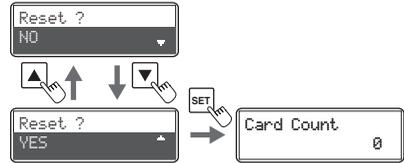
## 4 Press the SET key.

- The display changes to [Reset ?].



## 5 Change the setting to [YES] by using the ▲/▼ keys then press the SET key.

- The display returns to [Card Count] and the value becomes [0].



## Displaying the Total Number of Sides that Are Printed

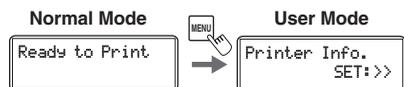
You can display the total number of sides (each card has two sides) that are printed. This can be used as a guideline for performing maintenance.

### Note

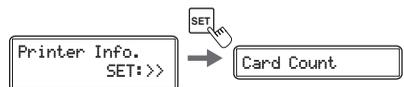
- You can also display the status on the printer driver (→See "Opening the Printer Driver Settings Screen" on page 92).

## 1 Switch from normal mode to user mode.

→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.

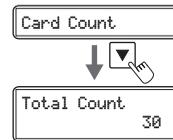


## 2 Verify that [Printer Info.] appears, and press the SET key.



### 3 Press the ▼ key until [Total Count] is displayed.

- The total number of sides is displayed.



**Important** • The count cannot be reset.

## Checking the Type and Remaining Quantity of the Ink Ribbon or Transfer Film

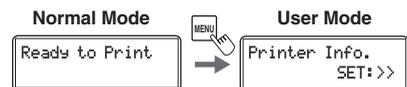
You can check the type and remaining quantity of the ink ribbon or transfer film.

→ See "Setting the Type of Ink Ribbon or Transfer Film to Use" on page 41 for details on how to set the ink ribbon or transfer film type.

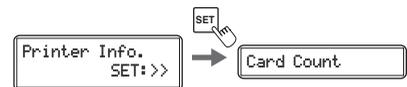
**Note** • You can also display the status on the printer driver (→See "Opening the Printer Driver Settings Screen" on page 92).

### 1 Switch from normal mode to user mode.

→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.

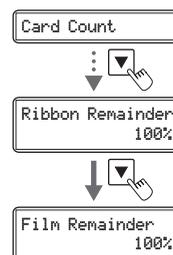


### 2 Confirm that [Printer Info.] appears, and press the SET key.



### 3 Press the ▼ key until [Ribbon Remainder] or [Film Remainder] appears.

- [Ribbon Remainder] displays the type and remaining quantity of the ink ribbon as a percentage.
- [Film Remainder] displays the type and remaining quantity of the transfer film as a percentage.



## Checking the Program Version and Serial Number

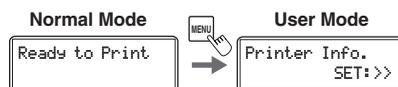
You can check the version of the program and the printer's serial number.

### Note

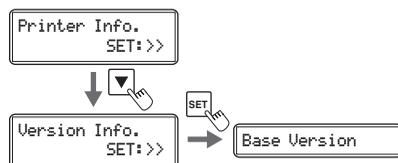
- You can also display the status on the printer driver (→See "Opening the Printer Driver Settings Screen" on page 92).
- You can confirm the following information.
  - Version of the base program (display is [Base Version])**
  - Version of the main program (display is [Main Version])**  
The version of the program starts when the power is turned on.  
This is the firmware version of the printer.  
→ See "Updating the Printer Software" on page 89 for updating instructions.
  - Printer's serial number (display is [Serial Number])**
  - Head serial number (display is [Head Number])**
  - Status of connection of optional equipments (display is [Magnetic Encoder], [IC R/W 1], [IC R/W 2], [External Box])**

### 1 Switch from normal mode to user mode.

→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.



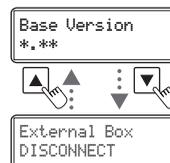
### 2 Press the ▼ key until [Version Info.] is displayed, then press the SET key.



### 3 Press the ▲/▼ keys to display the information to check.

- The ▲/▼ keys switch between [Base Version] ⇔ [Main Version] ⇔ [Serial Number] ⇔ [Head Number] ⇔ [Magnetic Encoder]\* ⇔ [IC R/W 1]\* ⇔ [IC R/W 2]\* ⇔ [External Box]\*.

\* When optional equipment is not installed, [DISCONNECT] is displayed.



## Turning the Error Alarm On or Off

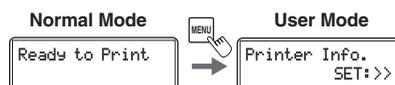
The default setting is for the buzzer to sound when an error occurs. You can set the buzzer so that it does not sound.

### Note

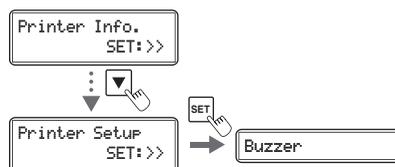
- You can also change the settings by using the printer driver (→ See "Opening the Printer Driver Settings Screen" on page 92).

### 1 Switch from normal mode to user mode.

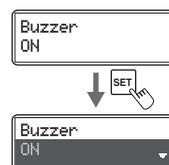
→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.



### 2 Press the ▼ key until [Printer Setup] is displayed, then press the SET key.

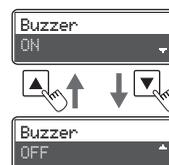


### 3 Confirm that [Buzzer] appears, and press the SET key.



### 4 Change the settings by using the ▲/▼ keys, then press the SET key.

- Pressing the ▲/▼ keys switches between [ON] and [OFF].
- Set it to [ON] to sound the buzzer or [OFF] to turn the buzzer off.



# Reduce Printer Power Consumption

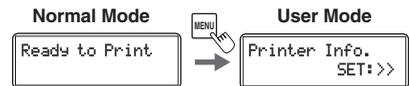
Select the power-saving mode for when the printer is not being used. Additionally, you can set a time to switch to the heater stop state.

**Note**

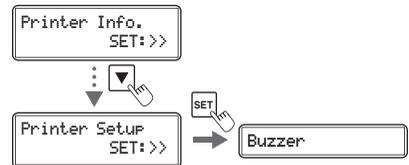
- You can also change the settings by using the printer driver (→ See "Opening the Printer Driver Settings Screen" on page 92).

## 1 Switch from normal mode to user mode.

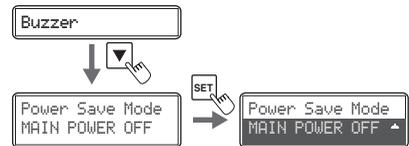
→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.



## 2 Press the ▼ key until [Printer Setup] is displayed, then press the SET key.

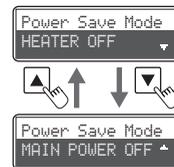


## 3 Press the ▼ key until [Power Save Mode] is displayed, then press the SET key.



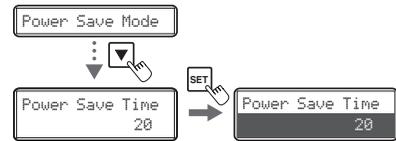
## 4 Change the settings by using the ▲/▼ keys, then press the SET key.

- Pressing the ▲/▼ keys switches between [HEATER OFF] ⇔ [MAIN POWER OFF].
- Settings values are shown below.



Settings Value	Details
HEATER OFF	If the printer is on standby for a preset time, the heater will turn off.
MAIN POWER OFF	If the printer is on standby for a preset time, the heater will turn off. Additionally, if the printer is on standby for one hour, the printer will turn off.

- 5 Press the ▼ key until [Power Save Time] is displayed, then press the SET key.



- 6 Change the settings by using the ▲/▼ keys, then press the SET key.

- The figures show the duration (minute) in which the printer will enter the heater stop state from standby mode.
- You can set the duration from 5-60 minutes.
- Use the ▲/▼ keys to change the value, and press the SET key to fix the changes.
- If the MENU key is pressed prior to pressing the SET key to fix the changes, then the changes will be canceled.
- It will display [Ready to Print / Heater Power Off] when the printer enters into the heater stop state.



**Note**

- The factory default setting is [MAIN POWER OFF]. Additionally, [Power Save Time] is set at [20] (20 minutes).
- If the printer is off ([MAIN POWER OFF]), turn it on by pressing the power switch to use it (→ See "Turning the Printer On and Off" on page 6).
- When the temperature control of the heater stops, it will resume if you receive print data or press the SET key.

## Adjusting the Print Results

You can adjust the print results by changing the hue and the strength of the edge.

**Note**

- You can also change the settings by using the printer driver (→ See "Opening the Printer Driver Settings Screen" on page 92).

### ■ Adjusting the Printing Position

You can adjust the printing position (vertical/horizontal) of the image and black text that will be printed on the card.

1 Prepare the card with the design that you want to adjust.

2 Switch from normal mode to user mode.

→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.

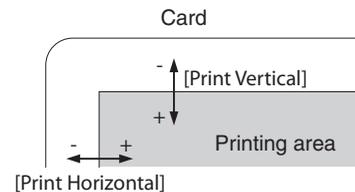
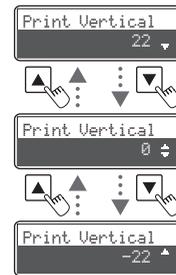
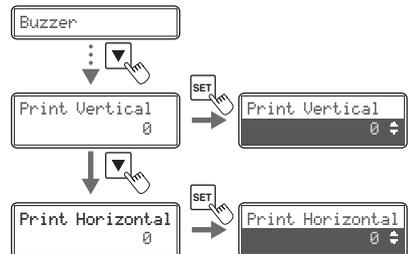
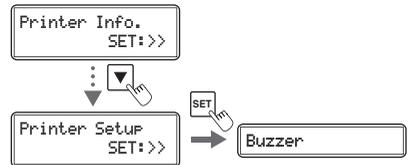
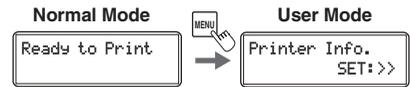
3 Press the ▼ key until [Printer Setup] is displayed, then press the SET key.

4 Press the ▼ key until [Print Vertical] or [Print Horizontal] is displayed, then press the SET key.

- Adjust the vertical printing position using the [Print Vertical] menu and adjust the horizontal printing position using [Print Horizontal].

5 Change the settings by using the ▲/▼ keys, then press the SET key.

- If you increase the setting value of [Print Vertical], the printing position will move downwards. (Setting values are by increments/decrements of approximately 0.04 mm)
- If you increase the setting value of [Print Horizontal], the printing position will move to the right. (Setting values are by increments/decrements of approximately 0.1 mm)



Note

- The optimum value is set for each unit as factory default.

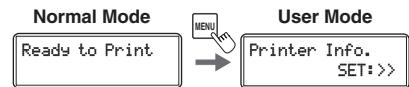
## ■ Adjusting the Contour Level

You can adjust the sharpness of edges such as facial contour.

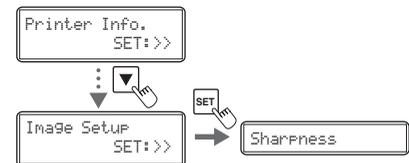
**1 Prepare the card with the design that you want to adjust.**

**2 Switch from normal mode to user mode.**

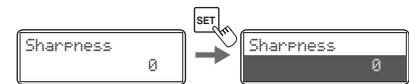
→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.



**3 Press the ▼ key until [Image Setup] is displayed, then press the SET key.**



**4 Verify that [Sharpness] appears, and press the SET key.**



**5 Change the settings by using the ▲/▼ keys, then press the SET key.**

- If you increase the setting value, contours will be more pronounced. If you increase the setting value too much, the image quality may appear grainy.



## ■ Adjusting the Hue

You can adjust the level of each hue (Yellow, Magenta, Cyan and Black). Adjusting the levels changes the hues of Yellow, Magenta, and Cyan for color images, and the thickness of black text for Black printing.

1 Prepare the card with the design that you want to adjust.

2 Switch from normal mode to user mode.

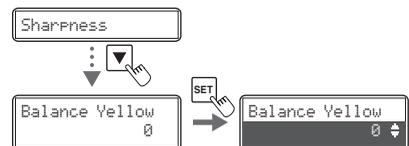
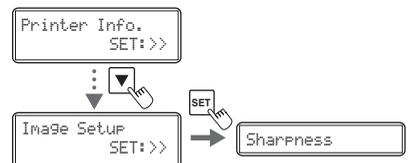
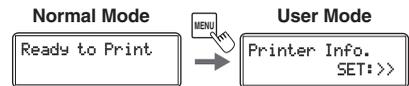
→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.

3 Press the ▼ key until [Image Setup] is displayed, then press the SET key.

4 Press the ▼ key until [Balance Yellow], [Balance Magenta], [Balance Cyan], or [Balance Black] is displayed, then press the SET key.

5 Change the settings by using the ▲/▼ keys, then press the SET key.

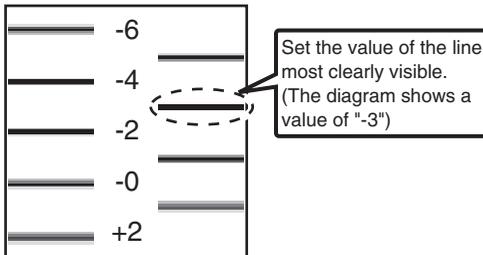
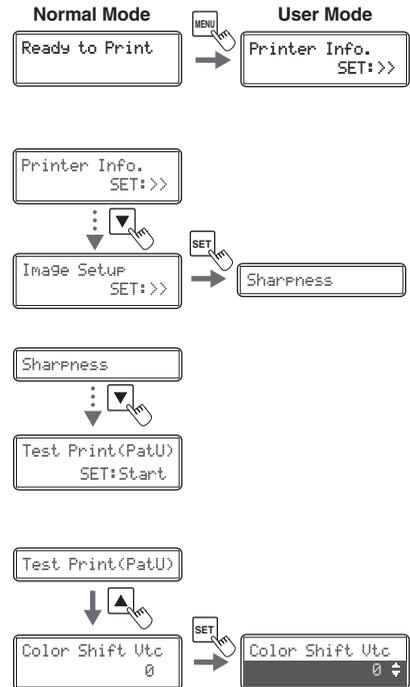
- If you increase the setting value, the level of the selected color will increase.
- If you decrease the setting value, the level of the selected color will decrease.



## ■ Adjusting the Color Shift (Vertical) of an Image

You can adjust the color shift (vertical) of a color image.

- 1 **Check that card is set in the printer.**
- 2 **Switch from normal mode to user mode.**  
→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.
- 3 **Press the ▼ key until [Image Setup] is displayed, then press the SET key.**
- 4 **Press the ▼ key until [Test Print(PatU)] is displayed, then press the SET key.**
  - The pattern for color shift adjustment is printed.
- 5 **Press the ▲ key until [Color Shift Vtc] is displayed, then press the SET key.**
- 6 **Change the settings by using the ▲/▼ keys, then press the SET key.**
  - Set to the value printed beside the line that has the least amount of color shift (clearly visible) from the pattern printed out in Step 4.



**Note**

- Use a test print card since a used card cannot be reused.

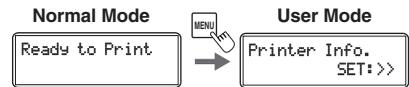
## ■ Correcting Image and Text Misalignment (Horizontal)

You can correct the misalignment (horizontal) of the color image and black text printing position.

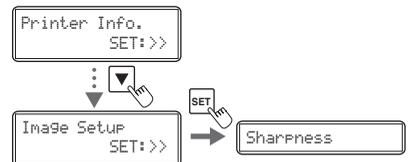
1 Prepare the card with the design that you want to adjust.

2 Switch from normal mode to user mode.

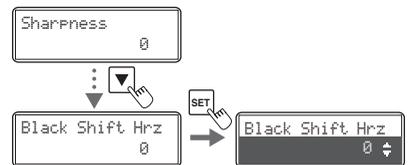
→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.



3 Press the ▼ key until [Image Setup] is displayed, then press the SET key.



4 Press the ▼ key until [Black Shift Hrz] is displayed, then press the SET key.

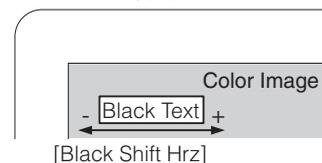


5 Change the settings by using the ▲/▼ keys, then press the SET key.

- If you increase the setting value, the black text will move towards the right of the color image. (Setting values are by increments/decrements of approximately 0.1 mm)



Card



## ■ Adjusting the Color Shift of an Image (Horizontal)

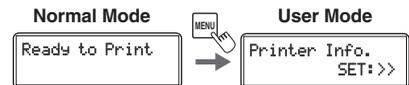
You can adjust the color shift (horizontal) of a color image.

- 1 **Check that card is set in the printer.**
- 2 **Issue 1 card with the design that you want to adjust.**

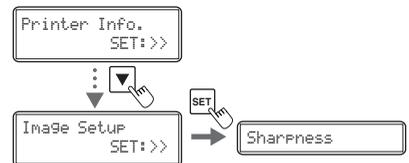
- Print a card from the application you are using.

- 3 **Switch from normal mode to user mode.**

→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.



- 4 **Press the ▼ key until [Image Setup] is displayed, and then press the SET key.**

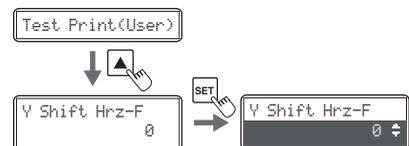


- 5 **Press the ▼ key until [Test Print(User)] is displayed, and then press the SET key.**

- A card will be issued with a composite of the procedure 2 design and the color bleed confirmation pattern (5 places).



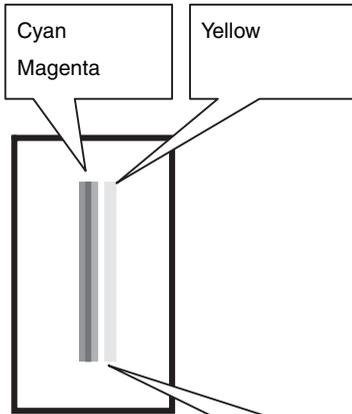
- 6 **Press the ▲ key until [Y Shift Hrз-F] is displayed, and then press the SET key.**



# 7

## Change the settings by using the ▲/▼ keys, then press the SET key.

- Confirm the confirmation pattern on the card issued by procedure 5 and adjust so that the cyan line is aligned with the yellow line.
- If you increase the setting value, the yellow line will move towards the right of the cyan line.  
(Setting values are by increments/decrements of approximately 0.05 mm)
- Magenta is adjusted in the same way. (Cyan is the base color so does not need to be adjusted)
- In the case of double-sided printing, adjust the rear surface in the same way. Since color bleed is affected by printing design the adjustment value differs for the front and rear surface.



Menu	Adjustment
Y Shift Hrzs-F	Moves the card front surface yellow printing.
M Shift Hrzs-F	Moves the card front surface magenta printing.
C Shift Hrzs-F	Moves the card front surface cyan printing.
Y Shift Hrzs-B	Moves the card rear surface yellow printing.
M Shift Hrzs-B	Moves the card rear surface magenta printing.
C Shift Hrzs-B	Moves the card rear surface cyan printing.

Adjust so that the the line can be clearly seen.  
(In the picture yellow is moved to the left)

**Note**

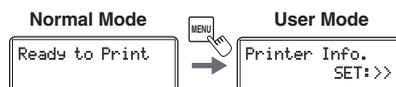
- Use a test print card since a used card cannot be reused.
- [Color Shift Hrzs] in the [Image Setup] hierarchy tree is a function to automatically correct color bleed (horizontal) of color images. When it is set to [ON (AUTO)], correction is performed according to the design to reduce color bleed. Please use [ON (AUTO)] unless instructed otherwise by your place of purchase. The factory default setting is [ON (AUTO)].

## Setting the Print Quality of the Black Print

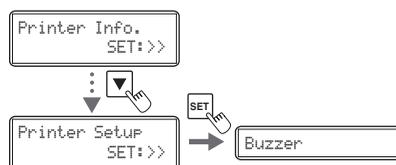
Set the print quality of the black print.

### 1 Switch from normal mode to user mode.

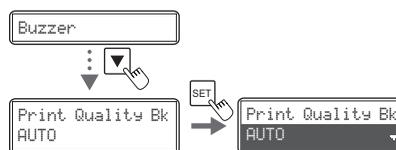
→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.



### 2 Press the ▼ key until [Printer Setup] is displayed, then press the SET key.



### 3 Press the ▼ key until [Print Quality Bk] is displayed, then press the SET key.



### 4 Change the settings by using the ▲/▼ keys, then press the SET key.

- Pressing the ▲/▼ keys switches between [AUTO] ⇔ [HIGH SPEED] ⇔ [HIGH QUALITY].
- Settings values are shown below.



Settings Value	Details
AUTO	Black text is printed at the optimum speed depending on the temperature of the thermal-head.
HIGH SPEED (Default setting)	Gives priority to print speed.
HIGH QUALITY	Black text is printed with priority on image quality. This results in slower print speed.

# Setting the Type of Ink Ribbon or Transfer Film to Use

Set the type of ink ribbon or transfer film to use.

→ See "Changing the Ink Ribbon and Transfer Film" on page 13 for details about changing the ink ribbon and transfer film.

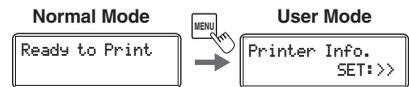
→ See "Ink Ribbon/Transfer Film" on page 88 for details about which ink ribbon and transfer film you can use.

Note

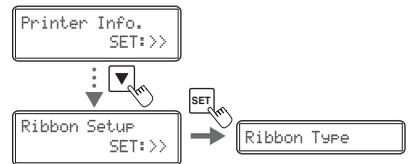
- You can also display the status on the printer driver (→See "Opening the Printer Driver Settings Screen" on page 92).

## 1 Switch from normal mode to user mode.

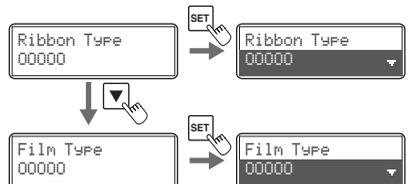
→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.



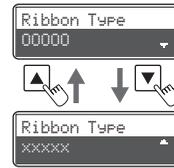
## 2 Press the ▼ key until [Ribbon Setup] is displayed, then press the SET key.



## 3 Press the ▼ key until [Ribbon Type] or [Film Type] is displayed, then press the SET key.



## 4 Change the settings by using the ▲/▼ keys, then press the SET key.



### Note

- If the ink ribbon type set in the printer and the [Ribbon Type] setting are different, an ink ribbon error or a transfer problem occurs.
  - See "Ribbon Type" and "Ribbon Wind up" in "How to Clear an Error" on page 70.
  - See "General Print Problems (In correct Colors, etc.)" in "When Cards are Not Printed Correctly..." on page 80 about signs of transfer problems.
- If the set transfer film type and the [Film Type] setting on the printer are different, a transfer error occurs since the transfer condition is not appropriate.
  - See "The card is bent" and "Print flakes off" in "When Cards are Not Printed Correctly..." on page 80 about signs of transfer problems.

## Notification of Time for Ink Ribbon and Transfer film Replacement

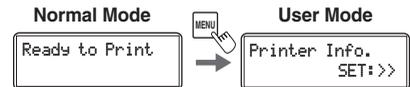
If the ink ribbon or transfer film is low, the LCD panel will display the remaining quantity to notify you that it should be replaced soon.

### Note

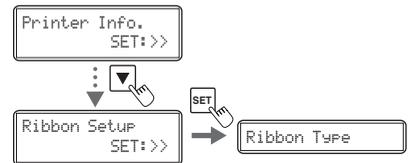
- You can also change the settings from the printer driver (→ See "Opening the Printer Driver Settings Screen" on page 92).
- The factory default status does not give this notification.

### 1 Switch from normal mode to user mode.

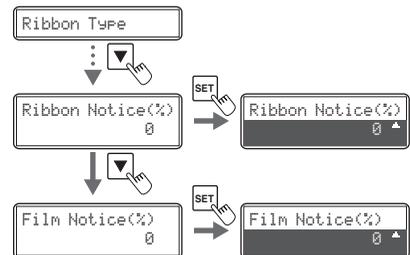
→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.



### 2 Press the ▼ key until [Ribbon Setup] is displayed, then press the SET key.

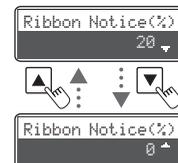


### 3 Press the ▼ key until [Ribbon Notice(%)] or [Film Notice(%)] is displayed, then press the SET key.



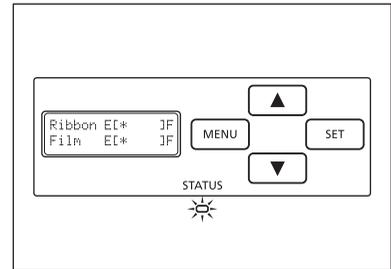
### 4 Change the settings by using the ▲/▼ keys, then press the SET key.

- The notification shows the remainder (%) at the time of notification.
- The remainder can be set to a figure from 0-20%. If the settings value is set to [0], then there will be no notification.
- Use the ▲/▼ keys to change the value, and press the SET key to confirm the changes.
- If the MENU key is pressed prior to pressing the SET key to confirm the changes, then the changes will be canceled.



## 5 As time approaches for replacement of the ink ribbon or transfer film, a notification will display the remaining quantity.

- In normal mode, if the ink ribbon and transfer film remaining quantity drops below the settings value (%), then the remaining quantity notification will appear at a set frequency (approximately 4 seconds).  
→ See "Changing the Ink Ribbon and Transfer Film" on page 13 for details about changing the ink ribbon or transfer film.



### Note

- The factory default setting for [Ribbon Notice(%)] and [Film Notice(%)] is [0].

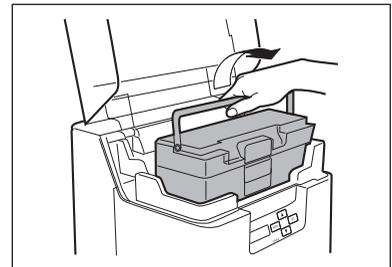
## Setting the Types of Card to Use

### ■ Adjusting the Feed Gate Depending on Card Thickness

Adjust the card case and the gate gap to match the fed cards.

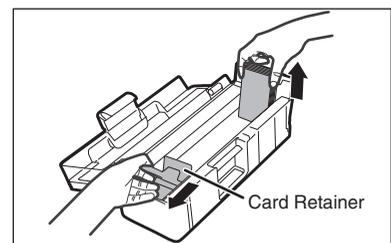
#### 1 Open the top cover, and remove the card case.

- Hold the card case handle, and remove.



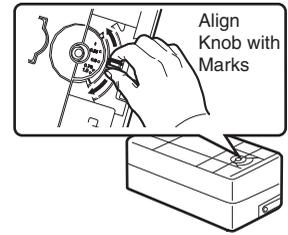
#### 2 Open the card case, and remove the cards from the card case.

- Pull the lock, and open the card case cover.
- Pull the card retainer, after removing the cards, return the card retainer to its original position.
- Remove the cards, and close the card case cover.



### 3 Rotate the dial on the lower surface of the card case and adjust the gate gap.

- The figures on the knob indicate the size of the gate gap.
- If cards do not pass through the gate, turn the knob to the right.
- If multiple cards pass through the gate, turn the knob to the left.



#### Note

- The factory default setting for the gate gap is [0.76 mm].

### 4 Close the top cover.

- Face the card case outwards, and after returning it to its original location, close the top cover.

## ■ Optimizing Transfer Conditions

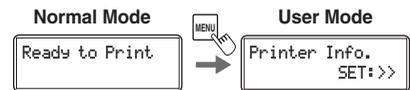
Perform secondary transfer under optimal conditions for the cards used.

#### Note

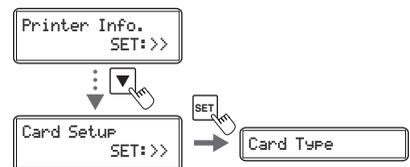
- You can also change the settings by using the printer driver (→ See "Opening the Printer Driver Settings Screen" on page 92).

### 1 Switch from normal mode to user mode.

→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.



### 2 Press the ▼ key until [Card Setup] is displayed, then press the SET key.

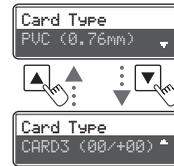


### 3 Confirm that [Card Type] appears, and press the SET key.



## 4 Change the settings by using the ▲/▼ keys, then press the SET key.

- Settings values that can be changed are shown below.
- If CARD1-3 is selected, then go to Step 5. If other settings values are selected, then you have finished.



Settings Value	Details
PVC (0.76 mm)	Perform secondary transfer using conditions corresponding to 0.76 mm thickness standard PVC card.
PET (0.76 mm)	Perform secondary transfer using conditions corresponding to 0.76 mm thickness standard PET card.
PET-G (0.76 mm)	Perform secondary transfer using conditions corresponding to 0.76 mm thickness standard PET-G card.
Composite PVC	Perform secondary transfer using conditions corresponding to 0.76 mm thickness standard Composite PVC card.
PC (0.76 mm)	Perform secondary transfer using conditions corresponding to 0.76 mm thickness standard PC card.
CARD1 (XX,+XX) CARD2 (XX,+XX) CARD3 (XX,+XX)	Perform secondary transfer using conditions set for values set for CARD 1-3. The left value is the transfer speed, and the right is the transfer temperature. Selecting either of these settings will then transition to transfer speed/transfer temperature settings. → See Step 5

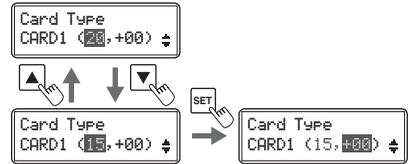
### Note

- The factory default setting is [PVC (0.76 mm)].

# 5

## (Only if [CARD 1-3] are selected) Use the ▲/▼ keys and the SET key to set the transfer speed/transfer temperature.

- Use the ▲/▼ keys to change the value, and press the SET key to fix the changes.
- If the MENU key is pressed prior to pressing the SET key to confirm the changes, then the changes will be canceled.
- The left value shows the transfer speed, and the right the transfer temperature.



Settings Menu	Details
Transfer speed (left value)	Higher values mean a faster transfer speed, and lower values mean a slower transfer speed.
Transfer temperature (right value)	Higher values mean a higher temperature, and lower values mean a lower temperature.

### Note

- Settings can be configured using [Heater Setup] [CARD 1 (-3) Heat Speed]/[CARD 1 (-3) Heat Temp.] when setting the [CARD 1-3] transfer speed/transfer temperature from the printer driver.  
( → See "Opening the Printer Driver Settings Screen" on page 92).

Settings Menu	Details
CARD1(-3) Heat Speed	Higher values mean a faster transfer speed, and lower values mean a slower transfer speed.
CARD1(-3) Heat Temp.	Higher values mean a higher temperature, and lower values mean a lower temperature.

## Correcting Card Curl

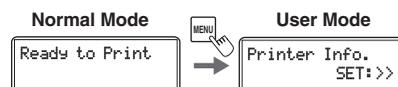
Depending on the cards you use, even with optimum secondary transfer conditions (speed and temperature), cards may curl. After secondary transfer, by correcting card curl (decurl), you can reduce the amount of curl.

### Note

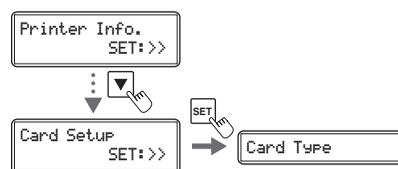
- You can also change the settings by using the printer driver (→ See "Opening the Printer Driver Settings Screen" on page 92).
- The factory default status is set to not carry out decurl.
- Major causes of curling after printing are, secondary transfer conditions that have not been optimized such as speed and temperature as well as application of excess heat. Adjust the secondary transfer conditions prior to correction.  
→ See "Setting the Types of Card to Use" on page 44 for adjustment of secondary transfer conditions.

### 1 Switch from normal mode to user mode.

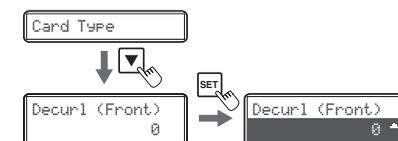
→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.



### 2 Press the ▼ key until [Card Setup] is displayed, then press the SET key.

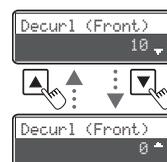


### 3 Press the ▼ key until [Decurl (Front)] is displayed, then press the SET key.

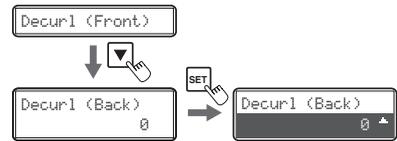


### 4 Change the settings by using the ▲/▼ keys, then press the SET key.

- Figures show the duration (seconds) for which decurl after transfer of the front surface is completed.
- You can set the decurl duration from 0-15 seconds. If the settings value is set to "0", then there will be no decurl after transfer of the front surface.
- Use the ▲/▼ keys to change the value, and press the SET key to confirm the changes.
- If the MENU key is pressed prior to pressing the SET key to fix the changes, then the changes will be canceled.

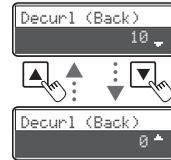


- 5 Press the ▼ key until [Decurl (Back)] is displayed, then press the SET key.



- 6 Change the settings by using the ▲/▼ keys, then press the SET key.

- Figures show the duration (seconds) for which decurl after transfer of the rear surface is carried out.
- You can set the decurl duration from 0-15 seconds. If the settings value is set to "0", then there will be no decurl after transfer of the rear surface.
- Use the ▲/▼ keys to change the value, and press the SET key to confirm the changes.
- If the MENU key is pressed prior to pressing the SET key to fix the changes, then the changes will be canceled.



**Note**

- The factory default setting for [Decurl (Front)] and [Decurl (Back)] is [0].

## Switching the Card Ejection Slot

You can switch the slot from which printed cards are output to the card ejection slot (left) and (right).

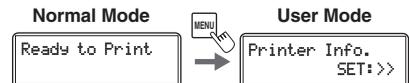
The factory default is set so that correctly printed cards are output from the card ejection slot (left), and cards with errors are output from the card ejection slot (right).

**Note**

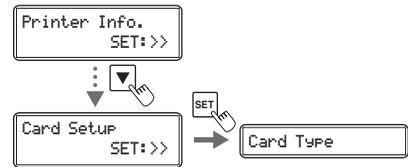
- You can also change the settings by using the printer driver (→ See "Opening the Printer Driver Settings Screen" on page 92).

- 1 Switch from normal mode to user mode.

→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.

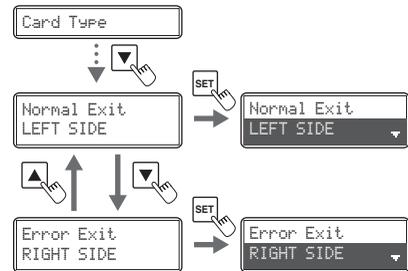


- 2 Press the ▼ key until [Card Setup] is displayed, then press the SET key.



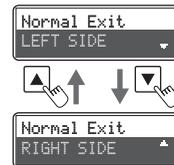
- 3 After using the ▲/▼ keys to switch between [Normal Exit]/[Error Exit], press the SET key.

- Select where to output correctly printed cards on the [Normal Exit] menu, and where to output abnormal cards on the [Error Exit] menu.



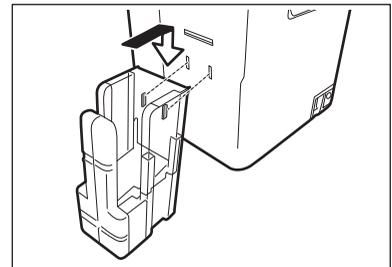
- 4 Change the settings by using the ▲/▼ keys, then press the SET key.

- Use the ▲/▼ keys to switch between [LEFT SIDE]/[RIGHT SIDE].
- Set it to [LEFT SIDE] to output cards from card ejection slot (left), or [RIGHT SIDE] to do from card ejection slot (right).



Note

- The card stacker can only be attached to the card ejection slot (left). Note that if the destination for normally printed cards is set to the card ejection slot (right), then output cards cannot be stacked.
- See the "Getting Started Guide" for instructions on attaching the card stacker.



# Set the Orientation of Magnetic Cards/IC Cards to Load

Prior to loading magnetic card/IC cards, you need to set the orientation of magnetic cards/IC cards to load.

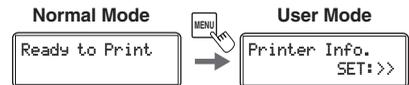
→ See "Loading Magnetic/IC Cards" on page 10 for how to set Magnetic Cards/IC Cards.

Note

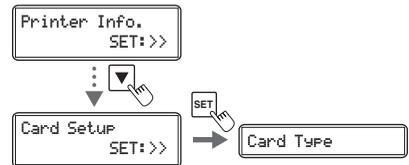
- You can also change the settings by using the printer driver (→ See "Opening the Printer Driver Settings Screen" on page 92).

## 1 Switch from normal mode to user mode.

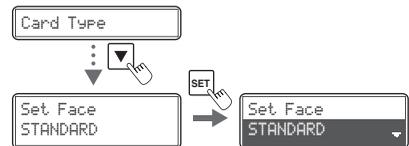
→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.



## 2 Press the ▼ key until [Card Setup] is displayed, then press the SET key.

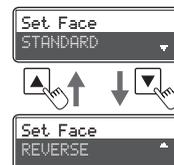


## 3 Press the ▼ key until [Set Face] is displayed, then press the SET key.



## 4 Change the settings by using the ▲/▼ keys, then press the SET key.

- By combining printing sides of the card (front surface/ rear surface) and magnetic strips/IC cards, settings for loading can be changed as shown below.



Settings Value	Card front surface (left surface)	Card rear surface (right surface)
STANDARD	<p>Contact IC terminal</p>	<p>ISO magnetic strip</p>
REVERSE	<p>ISO magnetic strip</p>	<p>Contact IC terminal</p>

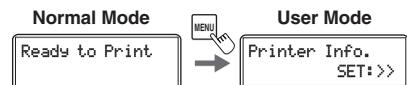
**Note** • The factory default setting is [STANDARD].

## Set the Orientation of Cards to Eject

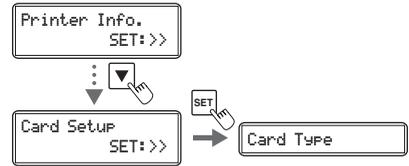
**Note** • You can also change the settings by using the printer driver (→ See "Opening the Printer Driver Settings Screen" on page 92).

### 1 Switch from normal mode to user mode.

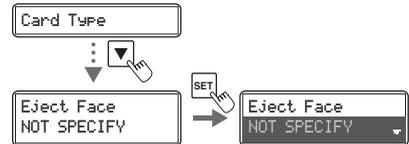
→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.



2 Press the ▼ key until [Card Setup] is displayed, then press the SET key.

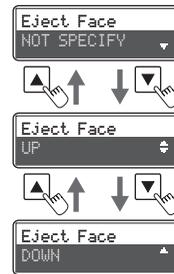


3 Press the ▼ key until [Eject Face] is displayed, then press the SET key.



4 Change the settings by using the ▲/▼ keys, then press the SET key.

- Settings values that can be changed are described below.



Settings Value	Details
NOT SPECIFY	The rear surface of cards to output cannot be set. Depending on the details of printing, the orientation that will print the most quickly is automatically selected. The front face of the card faces down for single-sided printing, and faces up for double-sided printing.
UP	The card is output with its front surface facing upwards.
DOWN	The card is output with its front surface facing downwards.

Note

- The factory default setting is [NOT SPECIFY].

## Changing Network Connection Settings

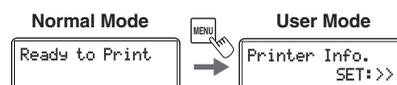
You can configure the individual printer ID and TCP/IP-related settings.

### Note

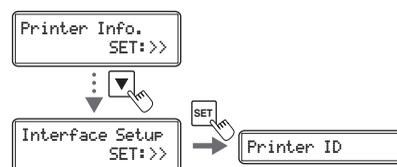
- You can also change the settings by using the printer driver (→ See "2. Print over a network" in "PrinterDriverManual(E).pdf" on the Printer Driver CD for network settings).

### 1 Switch from normal mode to user mode.

→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.

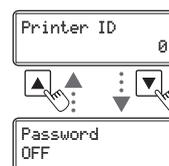


### 2 Press the ▼ key until [Interface Setup] is displayed, then press the SET key.



### 3 Select the setting to change by using the ▲/▼ keys, then press the SET key.

- Items that can be changed in each settings menu are described below.

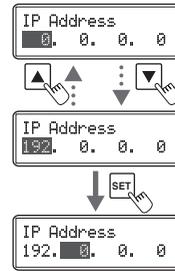


Settings Menu	Details
Printer ID	Set the individual printer ID (0-15).
DHCP	Set the DHCP function ON/OFF.
IP Address	Set the IP address. (Only when the DHCP function is OFF)
Subnet Mask	Set the subnet mask. (Only when the DHCP function is OFF)
Default Gateway	Displays the default gateway. (Only when the DHCP function is OFF)
MAC Address	Displays the MAC address.
IPSec	Set the IPSec function ON/OFF.
Timeout(s)	Set the session timeout (seconds).
Password	Set the password ON/OFF for setting TCP/IP using the printer driver. Additionally, if ON, then set the password.

# 4

## Change the settings by using the ▲/▼ keys, then press the SET key.

- When setting numerical values, change each digit using the ▲/▼ keys. Confirm changes using the SET key then continue to the next digit.  
Pressing the SET key after the final digit confirms all changes. If the MENU key is pressed prior this, then the changes will be canceled.



---

### Note

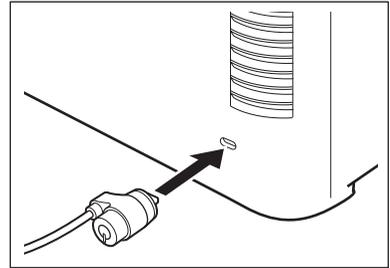
- The factory default settings are [DHCP], [IPSec] and [Password] set to [OFF].  
[Subnet Mask] and [Default Gateway] are set to [0.0.0.0].  
[IP Address] is set to [169.254.0.0].  
[Printer ID] is set to [8].  
[Timeout(s)] is set to [30].
- [Interface Setup] settings can also be set when installing the network driver.
- Turn the power off and on to enable the settings.

## Preventing Theft and Unauthorized Usage

### ■ Preventing Theft of the Printer (Security Cable Slot)

You can prevent theft of the printer by locking it with a wire cable.

Use a wire cable that fits the security cable slot (0.12" x 0.28" (3.00 mm x 7.00 mm)) to lock the printer up.



**Note**

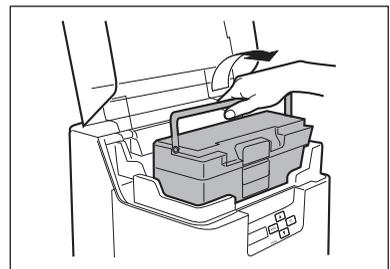
- Use a commercial security cable.

### ■ How to Store Cards (Removing the Card Case)

You can prevent unauthorized use of the cards by removing the card case and locking it in a safe or other secure location.

#### 1 Open the top cover, and remove the card case.

- Hold the card case handle, and remove.





# Cleaning

The rollers need to be cleaned to maintain good print quality. This section explains which rollers need to be cleaned and how to clean them.

## Before Cleaning

Please take the following precautions when cleaning the rollers.

- ⚠ WARNING** ● When cleaning the printer, do not use a flammable solvent such as thinner, benzene, or alcohol.
- ⚠ CAUTION** ● Prior to cleaning, be sure to turn the printer off and remove the power plug from the power outlet.
- 👤 Important** ● Remove any cards that are inside the printer.
  - After cleaning the rollers, do not use the printer until the rollers are dry (wait at least five minutes).
  - Do not touch the rollers with your bare hands.

## Cleaning with a Cleaning Card

Use the cleaning card (provided) to clean the transport roller if cards do not feed smoothly. We recommend cleaning the rollers after printing about 1,000 screens.

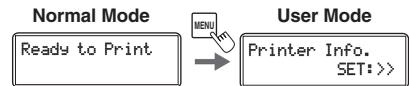
- 
- 👤 Important** ● Cleaning cards can only be used once and cannot be reused. Use a new cleaning card with the adhesive side down every time you clean the rollers.
    - See "Cleaning Card" on page 88 for details about which cleaning cards you can use.
  - Once cleaning is finished ([Finish] appears on the LCD panel), change back to normal mode. The device is in the cleaning process until you change it back to normal mode.
  - Observe the following precautions while the cleaning process is in progress.
    - Do not turn off the power.
    - Do not operate the printer in any way, such as opening or closing the front cover.
    - Do not print.

Note

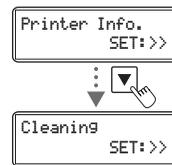
- The [Card Count] and [Total Count] functions make it easy to keep track of how many cards are printed.
  - See "Counting the Number of Cards that Are Printed" on page 26 for details of the [Card Count] function.
  - See "Displaying the Total Number of Sides that Are Printed" on page 27 for details of the [Total Count] function.

1 **Switch from normal mode to user mode.**

→ See "Switching to User Mode" on page 23 for details on how to switch to user mode.



2 **Press the ▼ key until [Cleaning] is displayed, then press the SET key.**



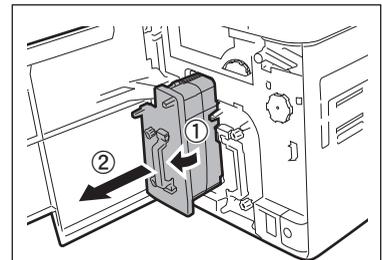
3 **When [Cool Down ---] is displayed, wait until the temperature drops to 70 degrees Celsius (158 degrees Fahrenheit) or lower.**

- This figure indicates the temperature of the heat roller.
- If the heat roller is hot, then it may take 20 minutes for the temperature to 70 degrees Celsius (158 degrees Fahrenheit) or lower.



4 **When [Remove Film] is displayed, remove the transfer film cassette.**

- Pull out the handle of the transfer film cassette with the handle turned up.

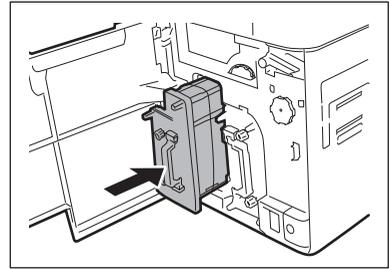


5 **Remove the transfer film from the transfer film cassette.**

→ See "Transfer Film Replacement" on page 17 for details on how to remove the transfer film.

## 6 Insert the transfer film cassette and close the front cover.

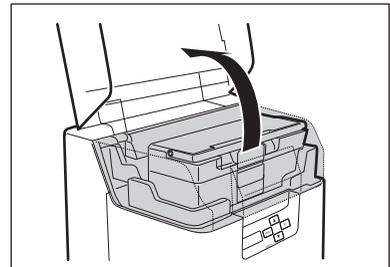
- Insert the transfer film cassette until a "click" is heard.



### Important

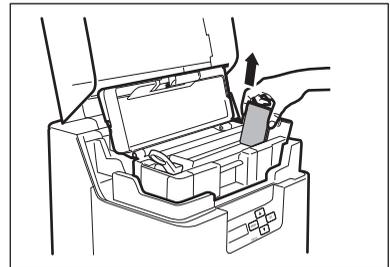
- If cleaning is started with the transfer film cassette removed, there is a possibility that the card will become jammed inside the printer during cleaning.

## 7 When [Remove Cards] is displayed, open the top cover.

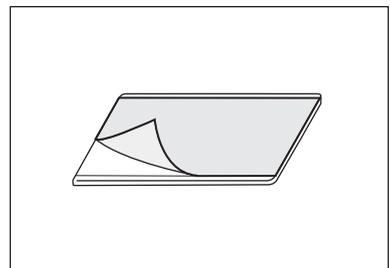


## 8 Open the card case, and remove the cards from the cassette.

- Pull the lock, and open the card case lid.
- Pull the card retainer, after removing the cards, return the card retainer to its original position.

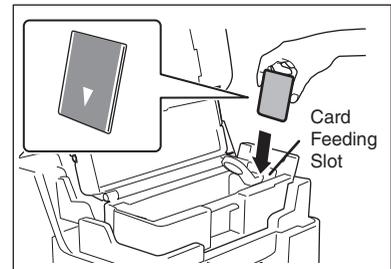


## 9 Remove the protective sheet from the cleaning card.



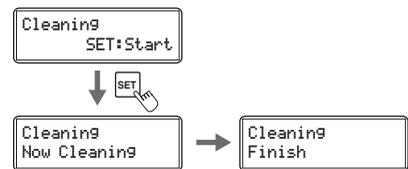
## 10 When [Set Cleaning Crd] is displayed, load the cleaning card in the card feeding slot.

- When the cleaning card is loaded, close the card case cover and the top cover.
- Set the cleaning card in place with the adhesive side on the right.



## 11 When [SET:Start] is displayed, press the SET key.

- The cleaning card is pulled into the printer and cleaning starts.
- The cleaning card comes out of the card ejection slot (left) when cleaning is completed.



## 12 Switch from user mode to normal mode.

- After pressing the MENU key several times to display [Exit Menu ?], you can return to normal mode by pressing the SET key.  
→ See "Basic User Mode Operations" on page 24 for details on how to switch to normal mode.

## 13 Load the transfer film from the transfer film cassette, and then reload the transfer film cassette.

→ See "Transfer Film Replacement" on page 17 for details.

## 14 Load the cards into the card case.

→ See "Loading Cards into the Card Case" on page 7.

## 15 Press the SET key.

## Cleaning the Cleaning Roller

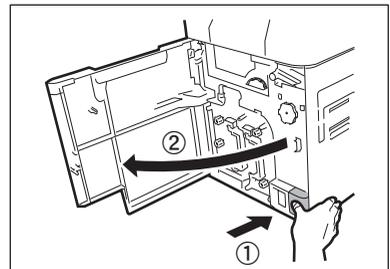
Clean the cleaning roller if the quality of the print is low or if printed cards are missing colors.

- 
- ⚠ CAUTION**
- Prior to cleaning the rollers, be sure to turn the printer off and remove the power plug from the power outlet.
  - Read the cautions in "Before Cleaning" on page 58.

**1 Turn the power off.**

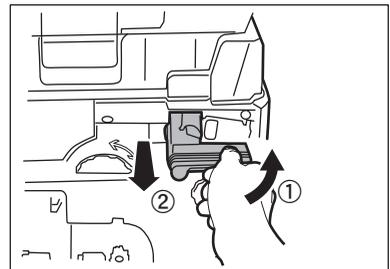
**2 Open the front cover.**

- Press the open over switch, and pull the front cover forward.



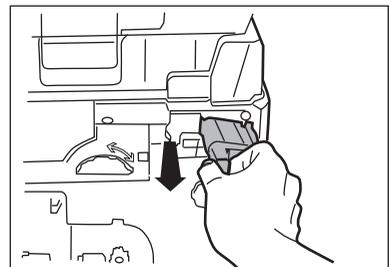
**3 Remove the cleaning tape cassette.**

- Hold the cleaning tape cassette handle with your fingers, raise it slightly, and pull it out.



**4 Remove the cleaning roller.**

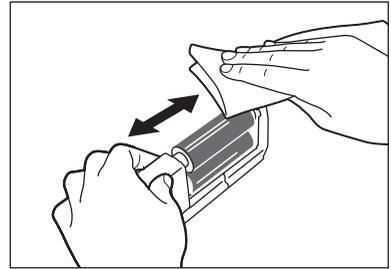
- Hold the cleaning roller handle on the right of the cleaning tape cassette, and pull it out.



5

**Wipe the roller clean.**

- Use a soft cloth fully moistened with **water** and wrung out to wipe the roller clean.



6

**Load the cleaning roller and cleaning tape cassette in order, and close the front cover.**



**Important**

- After wiping off, wait till it becomes completely dry before loading it again.

## Cleaning the Feeding Roller

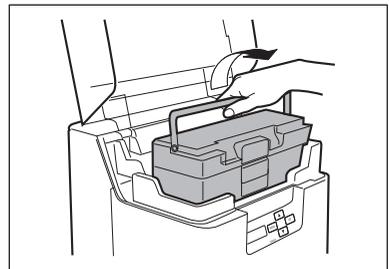
Clean the feeding roller under the card case if cards do not feed smoothly into the printer.

- 
- ⚠ CAUTION**
- Prior to cleaning the rollers, be sure to turn the printer off and remove the power plug from the power outlet.
  - Read the cautions in "Before Cleaning" on page 58.

**1 Turn the power off.**

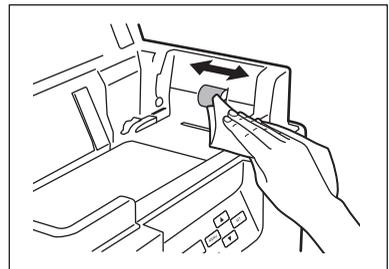
**2 Open the top cover, and remove the card case.**

- Hold the card case handle, and remove.



**3 Wipe the roller clean.**

- Use a soft cloth fully moistened with **water** and wrung out to wipe the roller clean.
- Turn the roller as you wipe it to clean it in the direction of the arrow.



**4 Load the card case.**

- Return the card case to its original position.

**5 Close the top cover.**

## Cleaning the Transport Roller

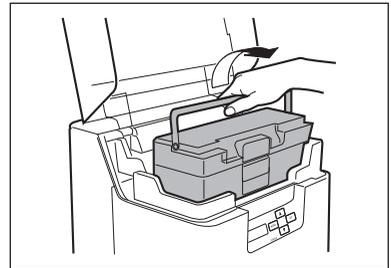
If the printing location on printed cards is out of adjustment, or there is white space at the edge of the printed areas, clean the secondary transfer section transport roller at the bottom of the top access cover.

- CAUTION**
- Prior to cleaning the rollers, be sure to turn the printer off and remove the power plug from the power outlet.
  - Read the cautions in "Before Cleaning" on page 58.

**1 Turn the power off.**

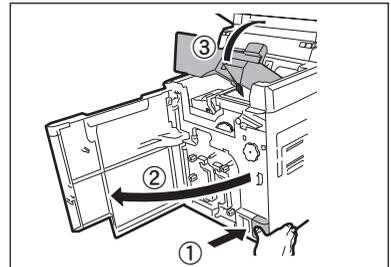
**2 Open the top cover, and remove the card case.**

- Hold the card case handle, and remove.



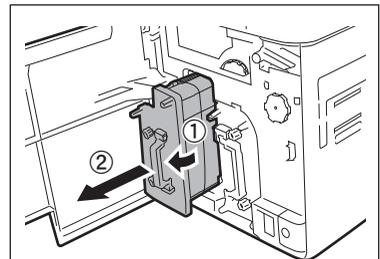
**3 Open the front cover and top access cover.**

- Press the open over switch, and pull the front cover forward.
- Hold the handle of the top access cover and lift to open.
- If you do not open the front cover, then you cannot open the top access cover.



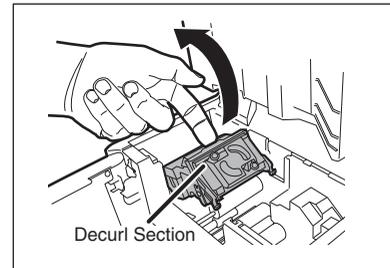
**4 Remove the transfer film cassette.**

- Pull out the handle of the transfer film cassette with the handle turned up.



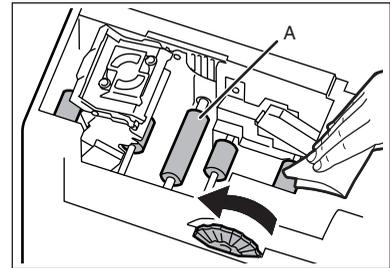
## 5 Lift the decurl section.

- First release the lock on the decurl section as shown to the right prior to lifting.



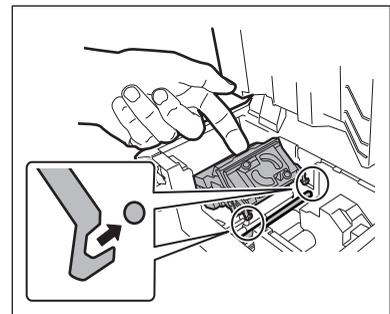
## 6 Wipe the roller clean.

- Use a soft cloth fully moistened with **water** and wrung out to wipe the roller clean.
- As you turn the card feeding knob, fully clean the roller.
- Clean the transport roller (5 locations).



- 
- ⚠ CAUTION**
- Use caution when cleaning the bottom part of the decurl section (output side) rollers as it is difficult to reach this part.
  - The bottom part of location (A) in the figure above is the heat roller, and is hot. Please exercise caution when cleaning.

## 7 Return the decurl section to original position.



## 8 Insert the transfer film cassette.

- Insert the transfer film cassette until a "click" is heard.

## 9 Close the top access cover and front cover.

- Prior to closing the cover, return the card case to original position.

## Cleaning the Reverse Roller

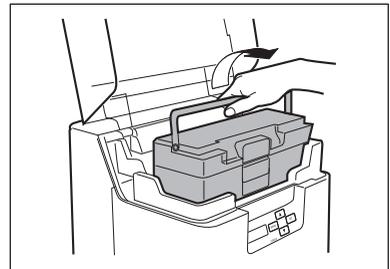
If card delivery from the reverse section to the secondary transfer section transport roller is not possible, then clean the reverse roller.

- CAUTION**
- Prior to cleaning the rollers, be sure to turn the printer off and remove the power plug from the power outlet.
  - Read the cautions in "Before Cleaning" on page 58.

**1 Turn the power off.**

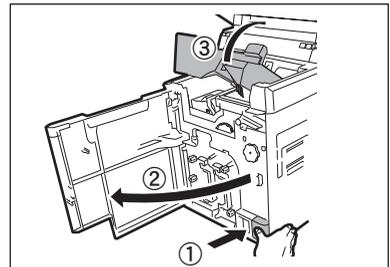
**2 Open the top cover, and remove the card case.**

- Hold the card case handle, and remove.

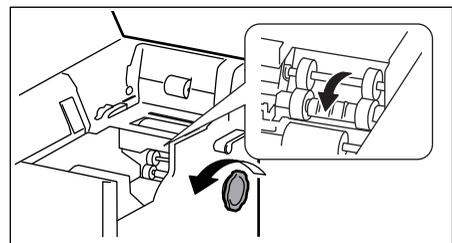


**3 Open the front cover and top access cover.**

- Press the open cover switch, and pull the front cover forward.
- Hold the handle of the top access cover and lift to open.
- If you do not open the front cover, then you cannot open the top access cover.



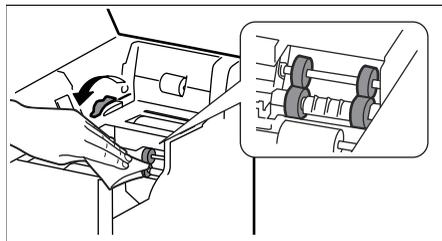
**4 Rotate the reverse knob, and locate the reverse section roller as in the diagram.**



5

**Wipe the roller clean.**

- Use a soft cloth fully moistened with **water** and wrung out to wipe the roller clean.
- Rotate the reverse feeding knob, and fully clean the roller.
- Turn the reverse knob one turn to rotate the reverse section, and clean the other side of the reverse roller.



6

**Close the top access cover and front cover.**

- Before closing the cover, return the card case, decurl section to their original positions.

## Filter Cleaning

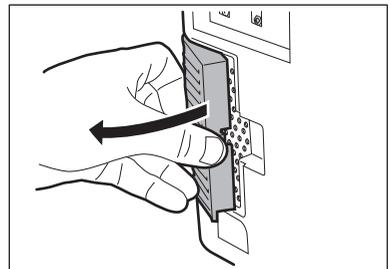
If the filter becomes clogged, then dirt may enter the printer. It is recommended that the filter be cleaned monthly.

**⚠ CAUTION** • Prior to cleaning the filter, be sure to turn the printer off and remove the power plug from the power outlet.

**1 Turn the power off.**

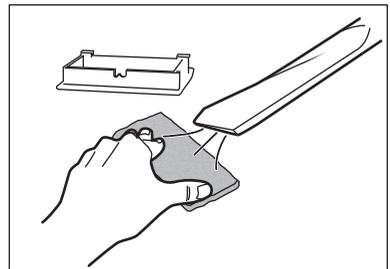
**2 Remove the filter cover on the rear of the printer.**

- Hold the handle with your fingers, and pull.



**3 Use a vacuum cleaner or similar to remove dirt that is adhered to the filter.**

- Remove the filter from the filter cover.
- Hold the filter down with your fingers to ensure that it is not sucked into the vacuum cleaner.



**4 Attach the filter cover to the printer.**

- Attach the filter to the filter cover.

# Troubleshooting

This section explains what to do when an error message appears, a card is jammed, or there is a problem with the printed side of a card.

## When an Error Message Appears

The LED Indicator is lit orange or blinks, and a description of the error appears on the LCD panel when an error occurs.

### ■ Clearing an Error

Follow the instructions below to clear an error.

After clearing an error, pressing the SET key will initialize the printer, [Ready to Print] will appear, and the printer will return to normal status.

**Note**

- When two errors occur, only the first error message will be displayed. Pressing the SET key after clearing the first error displays the next error. Continue to clear errors until [Ready to Print] appears.

### ■ How to Clear an Error

Resolve error messages that appear on the LCD panel based on the instructions below.

Error message	Cause and solution
Cover is Open	<p><b>The front cover is open.</b>                      ⇒ Make sure the front cover is closed, and press the SET key.</p>
Card Empty	<p><b>There are no more cards.</b>                      ⇒ Load cards into the printer, and press the SET key.                      → See "Loading Cards" on page 7 for instructions on loading cards.</p>
Low Temperature	<p><b>The temperature in which the printer is located is too low.</b>                      ⇒ Raise the room temperature to 15 degrees Celsius (59 degrees Fahrenheit) or higher and get the printer acclimated before starting to print. When the printer is ready to print, [Push SET key] is displayed. Press the SET key to cancel the error.</p>

**Error message****Cause and solution**

<p>Ribbon Empty</p>	<p><b>The ink ribbon has been used up.</b>  ⇒ Replace the ink ribbon, and press the SET key.  → See "Changing the Ink Ribbon and Transfer Film" on page 13 for details about changing the ink ribbon.</p> <hr/> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>● If an error occurs during the use of a YMCKK ribbon, it may be because the card, which is about to have its rear surface printed on, is fed into the printer. Printing will resume if you replace the ink ribbon. However, take note that the card inside the printer will be ejected (without printing) if the power is turned off prior to replacing the ink ribbon.</li> </ul>
<p>Ribbon Type</p>	<p><b>The ink ribbon could not be detected correctly.</b>  ⇒ Reload the ink ribbon, and press the SET key.  → See "Changing the Ink Ribbon and Transfer Film" on page 13 for details about changing the ink ribbon.  ⇒ The ink ribbon set in the printer and printer settings may be different.  → See "Ink Ribbon/Transfer Film" on page 88 about the supported types of ink ribbon.  → See "Setting the Type of Ink Ribbon or Transfer Film to Use" on page 41 for details on how to set the ink ribbon type.  ⇒ Ink ribbons not supported by this printer cannot be used.  → See "Ink Ribbon/Transfer Film" on page 88 for details about supported ink ribbon.  → Resend print data from the computer.</p> <p><b>The ink ribbon may be cut.</b>  ⇒ Repair the cut ink ribbon.  → See "If the Ink Ribbon or Transfer Film are Cut" on page 78 for instructions on how to repair a cut ink ribbon.</p>
<p>Ribbon Wind up</p>	<p><b>The ink ribbon could not be wound correctly.</b>  ⇒ Reload the ink ribbon, and press the SET key.  → See "Changing the Ink Ribbon and Transfer Film" on page 13 for details about changing the ink ribbon.</p> <p><b>The ink ribbon may be cut.</b>  ⇒ Repair the cut ink ribbon.  → See "If the Ink Ribbon or Transfer Film are Cut" on page 78 for instructions on how to repair a cut ink ribbon.</p> <p><b>The ink ribbon set in the printer and printer settings may be different.</b>  → See "Ink Ribbon/Transfer Film" on page 88 about the supported types of ink ribbon.  → See "Setting the Type of Ink Ribbon or Transfer Film to Use" on page 41 for details on how to set the ink ribbon type.</p>

Error message	Cause and solution
<p>Film Empty</p>	<p><b>The transfer film has been used up.</b>            ⇒ Replace the transfer film, and press the SET key.            → See "Changing the Ink Ribbon and Transfer Film" on page 13 for details about changing the transfer film.</p>
<p>Film Type</p>	<p><b>The transfer film could not be detected correctly.</b>            ⇒ Reload the transfer film, and press the SET key.            → See "Changing the Ink Ribbon and Transfer Film" on page 13 for details about changing the transfer film.            ⇒ The transfer film set in the printer and printer settings may be different.            → See "Ink Ribbon/Transfer Film" on page 88 about the supported types of transfer film.            → See "Setting the Type of Ink Ribbon or Transfer Film to Use" on page 41 for details on how to set the transfer film type.            ⇒ transfer film not supported by this printer cannot be used.            → See "Ink Ribbon/Transfer Film" on page 88 for types of supported transfer film.</p> <p><b>The transfer film may be cut.</b>            ⇒ Repair the cut transfer film, and press the SET key.            → See "If the Ink Ribbon or Transfer Film are Cut" on page 78 for instructions on how to repair a cut transfer film.</p>
<p>Film Wind up</p>	<p><b>The transfer film could not be wound up.</b>            ⇒ Reload the transfer film, and press the SET key.            → See "Changing the Ink Ribbon and Transfer Film" on page 13 for details about changing the transfer film.</p> <p><b>The transfer film may be cut.</b>            ⇒ Repair the cut transfer film, and press the SET key.            → See "If the Ink Ribbon or Transfer Film are Cut" on page 78 for instructions on how to repair a cut transfer film.</p> <p><b>The transfer film set in the printer and printer settings may be different.</b>            → See "Ink Ribbon/Transfer Film" on page 88 about the supported types of transfer film.            → See "Setting the Type of Ink Ribbon or Transfer Film to Use" on page 41 for details on how to set the transfer film type.</p>
<p>Remove Film</p>	<p><b>The transfer film is set in the transfer film cassette when performing cleaning with a cleaning card.</b>            ⇒ Remove the transfer film from the transfer film cassette, and reload the transfer film cassette. Press the SET key.</p>

## Error message

## Cause and solution

<p>Rbn &amp; Film Empty</p>	<p><b>Both the ink ribbon and transfer film have been used up.</b> ⇒ Replace both the ink ribbon and the transfer film, and press the SET key. → See "Changing the Ink Ribbon and Transfer Film" on page 13 for details about changing the ink ribbon and transfer film.</p> <hr/> <p><b>Note</b></p> <ul style="list-style-type: none"><li>● If an error occurs during the use of a YMCKK ribbon, it may be because the card, which is about to have its rear surface printed on, is fed into the printer. Printing will resume if you replace the ink ribbon and transfer film. However, take note that the card inside the printer will be ejected (without printing) if the power is turned off prior to replacing the ink ribbon and transfer film.</li></ul>
<p>Card Jam Feeder</p>	<p><b>Cards cannot be fed into printer.</b> ⇒ Press the SET key.</p> <p><b>Frequent occurrences of this error may mean the following:</b></p> <p><b>Is the card case loaded correctly?</b> ⇒ Correctly load the card case. ⇒ Confirm that the card case card retainer is loaded properly. → See "Loading Cards" on page 7 for instructions on loading cards.</p> <p><b>Is the feeding roller dirty?</b> ⇒ Clean the feeding roller located below the card case. → See "Cleaning the Feeding Roller" on page 64 for feeding roller cleaning instructions.</p>

Error message	Cause and solution
Card Jam F. Turn	<p><b>There was a card jam.</b> ⇒ Press the SET key.</p>
Card Jam Print	<p><b>An error occurred, and cards cannot be output.</b> ⇒ Remove the cards, and press the SET key. → See "When a Card is Jammed..." on page 77 for instructions on how to remove cards.</p>
	<p><b>The ink ribbon may be cut.</b> ⇒ Repair the cut ink ribbon. → See "If the Ink Ribbon or Transfer Film are Cut" on page 78 for instructions on how to repair a cut ink ribbon.</p>
	<p><b>Frequent card jams could mean the following:</b></p>
	<p><b>Is the transport roller dirty?</b> ⇒ Clean the transport roller. ⇒ If the transport roller is excessively dirty, continue cleaning using a new cleaning card. → See "Cleaning with a Cleaning Card" on page 58 for instructions on cleaning the transport roller.</p>
Card Feed Remove	<p><b>There was a card jam.</b> ⇒ Remove the cards, and press the SET key. → See "When a Card is Jammed..." on page 77 for instructions on how to remove cards.</p>
Card Turn Remove	<p><b>Frequent card jams could mean the following:</b></p>
Card Pr Remove	<p><b>Is the transport roller dirty?</b> ⇒ Clean the transport roller. ⇒ If the transport roller is excessively dirty, continue cleaning using a new cleaning card.</p>
Card Hr Remove	<p>→ See "Cleaning with a Cleaning Card" on page 58 for instructions on cleaning the transport roller.</p>
Service Call	<p><b>An error that requires repair may occur.</b>  <b>The cause of the error differs depending on the error code.</b> ⇒ Turn the power off and on. If the same error occurs again, contact your place of purchase.</p>
Download Error	<p><b>Program version update was interrupted.</b> ⇒ Turn the power off and on, then restart version update.</p>
Command Error	<p>⇒ Turn off and on the power.</p>

## When a Message Appears

If the following messages appear, resolve the problem based on the instructions below.

Message	Solution
Push SET key	Press the SET key.
Card Empty	Load the card in the card case.
Cover is Open	Correctly close the cover.
Low Temperature	Raise the room temperature to 15 degrees Celsius (59 degrees Fahrenheit) or higher and get the printer acclimated before starting to print. When the printer is ready to print, [Push SET key] is displayed. Press the SET key to cancel the error.
Check Ribn/Film	Confirm that the ink ribbon and transfer film are correctly loaded.
Power Reset	Turn off and on the power.
Remove Cards	A message appears when performing cleaning with a cleaning card. Open the card case, and remove the cards from the card case. → See "Cleaning with a Cleaning Card" on page 58.
Remove Film	A message appears when performing cleaning with a cleaning card. Remove the transfer film from the transfer film cassette, and reload the transfer film cassette. → See "Cleaning with a Cleaning Card" on page 58.
Call for Service Thermal-head	<p><b>Prepare to replace the Thermal-head.</b> ⇒ Contact your place of purchase.</p> <hr style="border-top: 1px dashed black;"/> <p> <b>Important</b> • Though printing can continue when this message appears, print quality output may not be satisfactory.</p>

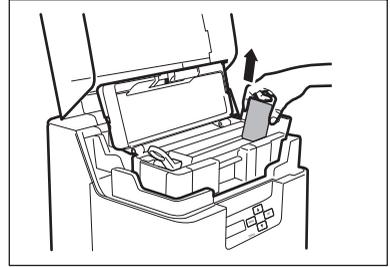
Message	Solution
<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>Call for Service Heat Roller</p> </div>	<p><b>Prepare to replace the Heat Roller.</b> ⇒ Contact your place of purchase.</p> <hr style="border-top: 1px dashed black;"/> <p> <b>Important</b></p> <ul style="list-style-type: none"> <li>● Though printing can continue when this message appears, print quality output may not be satisfactory.</li> </ul>
<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>Call for Service Clean Roll Unit</p> </div>	<p><b>Prepare to replace the Clean Roll Unit.</b> ⇒ Contact your place of purchase.</p> <hr style="border-top: 1px dashed black;"/> <p> <b>Important</b></p> <ul style="list-style-type: none"> <li>● Though printing can continue when this message appears, print quality output may not be satisfactory.</li> </ul>

## When a Card is Jammed...

Follow the below to remove cards that are jammed during printing or when the jammed card is unable to be removed despite the SET key being pressed.

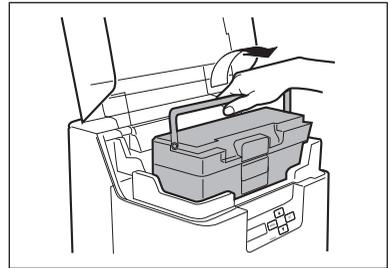
### 1 (If cards are jammed within the card case) Remove cards from the card case.

- If the card furthest to the right is partially fed into the printer, slowly pull it out by hand.
- If the jam is cleared, then go to Step 4.



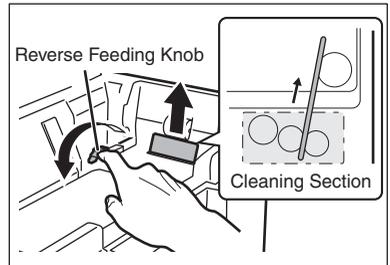
### 2 Remove the card case.

- Close the card case cover, hold the handle, and remove.



### 3 (If cards can be seen in the feed slot) Rotate the reverse feeding knob in the direction of an arrow.

- Remove cards jammed in the cleaning section from the feed slot.



### 4 Load the card case, and close the top cover.

### 5 Press the SET key.

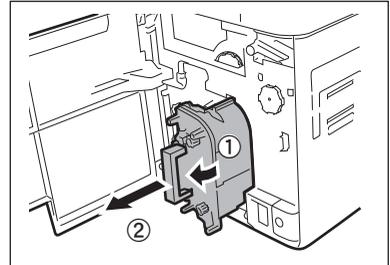
- The error message on the LCD panel disappears, and the printer returns to normal mode.

## If the Ink Ribbon or Transfer Film are Cut

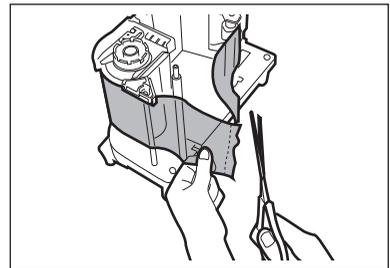
If the ink ribbon or transfer film are cut for any reason, then repair these using the method below.

### 1 Remove the ink ribbon cassette or transfer film cassette.

→ See "Changing the Ink Ribbon and Transfer Film" on page 13 for details on how to remove the ink ribbon cassette and transfer film cassette.

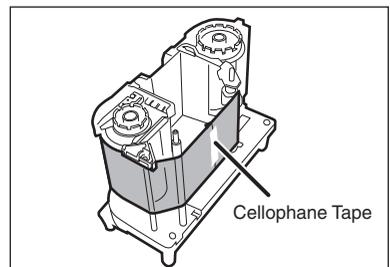


### 2 Carefully trim the cut section with scissors.



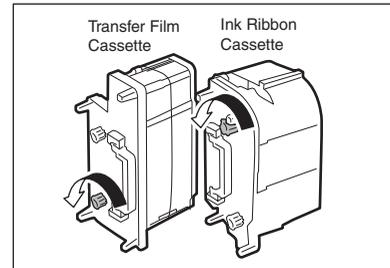
### 3 Use cellophane tape to join the ribbon or film.

- Place the cut area in the middle.
- Join the cut surfaces so that they are aligned properly.
- Do not discard the used ink or film on the winding side.



## 4 **Rotate the winding side knob.**

- Rotate the knob until the joined section of the ink ribbon or transfer film is fully inside the winding side spool spindle.



## 5 **Return the ink ribbon cassette or transfer film cassette to their original positions.**

- See "Changing the Ink Ribbon and Transfer Film" on page 13 for details about attaching the ink ribbon and transfer film.

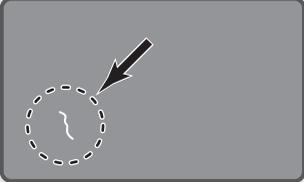
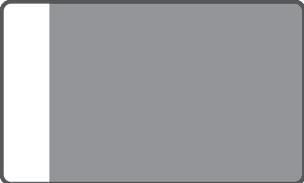
## 6 **Close the front cover.**

## 7 **Press the SET key.**

- The error message on the LCD panel disappears, and the printer returns to normal mode.

## When Cards are Not Printed Correctly...

If missing or incorrect colors are printed on a card or cards are printed incorrectly, reference the below to resolve the problem.

Problem	Cause and solution
<p>There are missing or incorrect colors in certain sections. Dirt is present.</p> 	<p><b>Is there dirt on the card surface?</b></p> <ul style="list-style-type: none"> <li>⇒ Do not use dirty cards.</li> <li>⇒ Avoid using the printer in locations with excessive dust or dirt.</li> <li>⇒ Clean the cleaning roller.</li> <li>→ See "Cleaning the Cleaning Roller" on page 62 for cleaning instructions.</li> <li>⇒ Use a cleaning card to clean the cleaning roller.</li> <li>→ See "Cleaning with a Cleaning Card" on page 58 for instructions on how to clean with a cleaning card.</li> <li>⇒ Clean the filter.</li> <li>→ See "Filter Cleaning" on page 69 for instructions on how to clean the filter.</li> </ul>
<p>There is an unprinted area on the left of the card.</p> 	<p><b>Is there dirt on the transport roller?</b></p> <ul style="list-style-type: none"> <li>⇒ Use a cleaning card to clean the cleaning roller.</li> <li>→ See "Cleaning with a Cleaning Card" on page 58 for instructions on how to clean with a cleaning card.</li> <li>⇒ Clean the transport roller.</li> <li>→ See "Cleaning the Transport Roller" on page 65 for instructions on cleaning the transport roller.</li> </ul>
<p>The card is bent.</p> 	<p><b>Secondary transfer conditions (speed and temperature) are not optimum.</b></p> <ul style="list-style-type: none"> <li>⇒ Set secondary transfer conditions in accordance with cards used.</li> <li>→ See "Setting the Types of Card to Use" on page 44 for instructions on setting secondary transfer conditions.</li> </ul>
<p>White cards (unprinted cards) are output.</p> 	<p><b>Secondary transfer conditions (speed and temperature) are not optimum.</b></p> <ul style="list-style-type: none"> <li>⇒ Set secondary transfer conditions in accordance with cards used.</li> <li>→ See "Setting the Types of Card to Use" on page 44 for instructions on setting secondary transfer conditions.</li> </ul>

**Problem**

**Cause and solution**

<p>Image void on print * The flaked image is stuck on consumed transfer film. ( → p82)</p> 	<p><b>Secondary transfer conditions (speed and temperature) are not optimum.</b> ⇒ Set secondary transfer conditions in accordance with cards used. → See "Setting the Types of Card to Use" on page 44 for instructions on setting secondary transfer conditions.</p>
<p>Image void on print * The flaked image is not existing on consumed transfer film. ( → p82)</p> <p>Image void only on color (C, M and Y) print</p> 	<p><b>Update to the latest firmware version.</b> → See "Checking the Firmware Version" on page 89 → See "Update the Firmware" on page 89</p> <p><b>If the problem occurs with the latest firmware version, perform the procedures below to solve this problem.</b> ⇒ Switch the print quality setting of the black print to [HIGH QUALITY]. → See "Setting the Print Quality of the Black Print" on page 40 for details. ⇒ Make sure that [Balance Black] is "0". If the setting is different, change it to "0". → See "Adjusting the Hue" on page 35 for details.</p> <p><b>If problems persist after confirming the above solution, adjust [Balance Black] to the negative side.</b> → See "Adjusting the Hue" on page 35 for details.</p>
<p>Image void on print * The flaked image is not existing on consumed transfer film. ( → p82)</p> <p>Image void on black print (texts, fine lines, barcodes, etc.)</p> 	<p><b>Update to the latest firmware version.</b> → See "Checking the Firmware Version" on page 89 → See "Update the Firmware" on page 89</p> <p><b>If the problem occurs with the latest firmware version, perform the procedures below to solve this problem.</b> ⇒ Switch the print quality setting of the black print to [HIGH QUALITY]. → See "Setting the Print Quality of the Black Print" on page 40 for details. ⇒ Make sure that [Balance Black] is "0". If the setting is different, change it to "0". → See "Adjusting the Hue" on page 35 for details.</p> <p><b>If problems persist after confirming the above solution, adjust [Balance Black] to the plus side.</b> → See "Adjusting the Hue" on page 35 for details.</p>

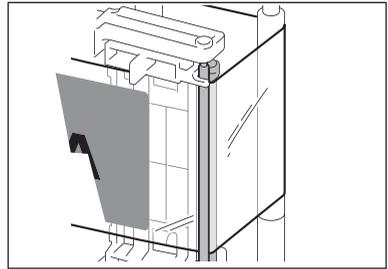
---

**Important****● Observing the surface of consumed transfer film**

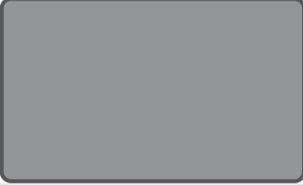
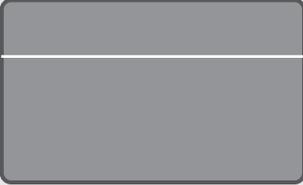
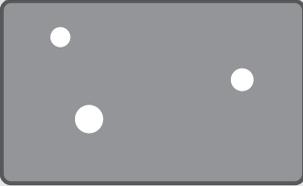
- If there is an image void on print, observe consumed transfer film carefully. The flaked image remains on the transfer film when secondary transfer condition (card conveying speed and image transfer temperature) is not optimized. Adjust and optimize the condition according to desired card.

When the flaked image does not remain on the transfer film, update the firmware to the latest version and adjust [Balance Black].

- When it is hard to observe the transferred part of film as the transferred part is already taken up in the black holder, pull it back from the black holder until the transferred part exposes. After the observation, take up the transfer part of the film again in the original position. If the transferred part of the film stays in upper stream side (white holder side) than expected as it is pulled back and is not taken up to the original position, an image failure may occur in the following prints.



**Problem****Cause and solution**

<p>General Print Problems (Incorrect Colors, etc.)</p> 	<p><b>The ink ribbon type setting is different.</b>  ⇒ Set the printer according to the type of ink ribbon used.  → See "Setting the Type of Ink Ribbon or Transfer Film to Use" on page 41 for details on how to set the ink ribbon type.</p>
<p>Fine lines are not printed.</p> 	<p><b>In case image failures often recur, contact your place of purchase.</b></p>
<p>There is a surface irregularity.</p> 	<p><b>In case image failures often recur, contact your place of purchase.</b></p>
<p>Solution to "Image void on print" (→ p81) does not resolve the failure.</p> 	<p><b>In case image failures often recur, contact your place of purchase.</b></p>
<p>Card is smudged by black ink.</p> 	<p><b>Update to the latest firmware version.</b>  → See "Checking the Firmware Version" on page 89  → See "Update the Firmware" on page 89</p> <p><b>If the problem occurs with the latest firmware version, gradually adjust [Balance Black] to the negative side.</b>  → See "Adjusting the Hue" on page 35 for details.</p>

**Problem**

**Cause and solution**

Some or all of the printed area is cloudy.

**Is the transfer film running between the two pins on top of the transfer film cassette?**

- ⇒ Make sure that the transfer film is correctly loaded.
- See "Transfer Film Replacement" on page 17 on how to install the transfer film.

**Is the pin on top of the transfer film cassette attached correctly?**

- ⇒ Make sure that the pin on top of the transfer film cassette is attached correctly.
- See "Transfer Film Replacement" on page 17 on how to attach the pin on top of the transfer film cassette.

**Secondary transfer conditions (speed and temperature) are not optimum.**

- ⇒ Set secondary transfer conditions in accordance with cards used.
- See "Setting the Types of Card to Use" on page 44 for instructions on setting secondary transfer conditions.

## Other Troubles

### Problem

### Solution

The power cannot be turned on.	Make sure the power cord is connected.
The printer turns off unintentionally	Confirm [Power Save Mode] setting. When [MAIN POWER OFF] is selected for [Power Save Mode], if the printer is on standby for one hour, the printer will automatically turn off. ⇒ See "Reduce Printer Power Consumption" on page 31.
	If problems persist after confirming the above solution, contact your place of purchase.
Data cannot be sent to the printer.	Make sure the USB cable is connected.
	Make sure the network is connected.
The printer cannot connect to the network.	Confirm User Mode network settings. ⇒ See "Changing Network Connection Settings" on page 54 for how to confirm network settings.

## When These Solutions Don't Work...

Contact your place of purchase if errors appear which are not included in this manual or when an error cannot be cleared.

**Note**

- When contacting your place of purchase, provide them with the content of the message and the error code (XX-XX) that appears on the right side of the LCD panel.





# Appendix

## Consumables

### ■ Ink Ribbon/Transfer Film

Please contact your place of purchase for ink ribbon/transfer film. The 2 types of ink ribbon that can be used in this printer are as follows.

Name	Type	Number of Printable Sides	Remarks
IXR-YMCK	4 colors	500 screens/spool	–
IXR-YMCKK	5 colors Front: Colors Reverse: Monochrome	400 screens/spool	–

Transfer film (transparent type) that can be used with this printer is one type only.

Name	Type	Number of Printable Sides	Remarks
IXR-RFILM	–	500 screens/spool	With cleaning tape

#### Important

- Directly touching the ink ribbon/transfer film may cause uneven print density.
- When changing the ink ribbon/transfer film, do not subject these to excessive impacts.
- Use of non-genuine parts may lead to reduced print quality, or printer malfunctions.
- We cannot guarantee the quality and reliability of non-genuine products.
- Repair of faults caused by the use of non-genuine products will be charged, even if the printer is within the warranty period.
- The number of printable sides may decrease under the following conditions.
  - Changing the ink ribbon/transfer film during use
  - When an error occurs during printing
  - Performing operations not listed in this manual
- Use ink ribbon/transfer film as soon as possible after purchase.
- When storing ink ribbon/transfer film, avoid locations that are exposed to direct sunlight, high temperatures, or with excessive dust or dirt.

### ■ Cleaning Card

Please contact your place of purchase for cleaning cards.

### ■ Cleaning Tape

Please replace cleaning tape at the same time as transfer film. Cleaning tape is included with transfer film.

#### Important

- Do not use cleaning tape/cleaning cards other than those listed above. Doing so may cause a malfunction.

## Updating the Printer Software

New software (firmware and printer driver) are released to add new functions or resolve issues with existing functions. It is recommended that you always use the latest software to improve the functionality and ease-of-use of the printer.

### ■ Checking the Firmware Version

You can check the firmware version in the following procedure.

#### <Checking the Firmware Version from the Operation Panel>

Check the firmware version by displaying [Version Info.] in the LCD panel of the operation panel. ( → See "Checking the Program Version and Serial Number" on page 29)

#### <Checking the Firmware Version from the Printer Driver>

Follow the procedure below to confirm the firmware version after opening the printer driver setting screen. ( → See "Opening the Setting Screen (From the Printers & scanners)" on page 92)

[Canon IX-R7000 Printing Preferences] → [Equipment Settings] tab → [Firmware Main Version]

### ■ Update the Firmware

You can update the firmware by using the update tool or the printer driver. Normally, the update tool is used to update the firmware of the printer.

#### <Update the Firmware Using the Update Tool>

## 1 Download the update tool from the Canon USA's web site.

- For details on downloading the update tool, visit the Canon USA's web site (<https://www.usa.canon.com>) or contact your place of purchase.

## 2 Perform the update.

- Instructions for updating, notes and limitations are available on the website. Follow the instructions to complete the update.

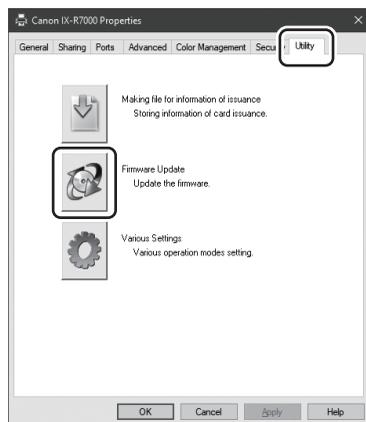
## <Update the Firmware Using the Printer Driver>

If you received the firmware file (\*.npr) from your place of purchase, follow these steps:  
Normally, the update tool is used to update the firmware of the printer. (→ See "<Update the Firmware Using the Update Tool>" on page 89)

### 1 Open the printer driver setting screen as follows.

- Windows 11  
Click the search icon on the taskbar, enter [Printers & scanners] in the search box, and then select [Canon IX-R7000] > [Printing properties].
- Windows 10  
Click the search icon on the taskbar, enter [Printers & scanners] in the search box, and then select [Canon IX-R7000] > [Manage] > [Printing properties].

### 2 Click [Utility] tab and then click [Firmware Update].

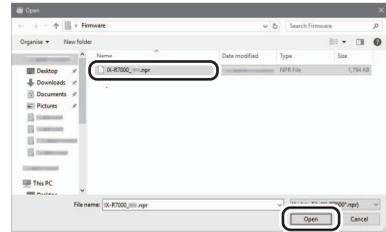


### 3 Click [Selection of firmware file].



## 4 Select the firmware file and click [Open].

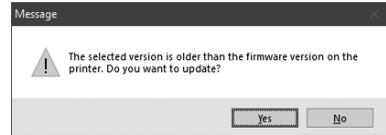
- The firmware update will start.
- Do not operate the printer before the completion message appears.



### Important

- If the version of selected firmware is the same as current one or older, the warning message will appear.

To cancel the update, click [No] and turn the printer OFF and ON.



## 5 Check that firmware update is completed.

- Click [OK].



## Confirming the Printer Driver Version

Follow the procedure below to confirm the printer driver version after opening the printer driver setting screen. ( → See "Opening the Setting Screen (From the Printers & scanners)" on page 92)

[Canon IX-R7000 Printing Preferences] → [Card] tab → [Version...] → [Version information]

## Install the Printer Driver

### 1 Download the printer driver from the Canon USA's web site.

- For details on downloading the printer driver, visit the Canon USA's web site (<https://www.usa.canon.com>) or contact your place of purchase.

### 2 Uninstall the printer driver.

- For how to uninstall the printer driver, refer to the "Printer Driver Manual."

### 3 Install the printer driver.

- For how to install the printer driver, refer to the "Getting Started Guide."

## Opening the Printer Driver Settings Screen

You can change settings or confirm the status of the printer from the printer driver setting screen.

### ■ Opening the Setting Screen (From the Printers & scanners)

**If you are using Windows 11, open the printer driver setting screen as follows.**

Click the search icon on the taskbar, enter [Printers & scanners] in the search box, and then select [Canon IX-R7000] > [Printing Preferences].

**If you are using Windows 10, open the printer driver setting screen as follows.**

Click the search icon on the taskbar, enter [Printers & scanners] in the search box, and then select [Canon IX-R7000] > [Manage] > [Printing Preferences].

### ■ Opening the Setting Screen (From the Application)

**If you want to open the printer driver setting screen from each application, follow the procedure below.**

[File] → [Print] → Select [Canon IX-R7000] as a printer name → [Preferences] (or [Properties])

### ■ Changing the Settings or Confirming the Status from the Setting Screen

**Follow the procedure below to change the settings or confirm the status after opening the setting screen.**

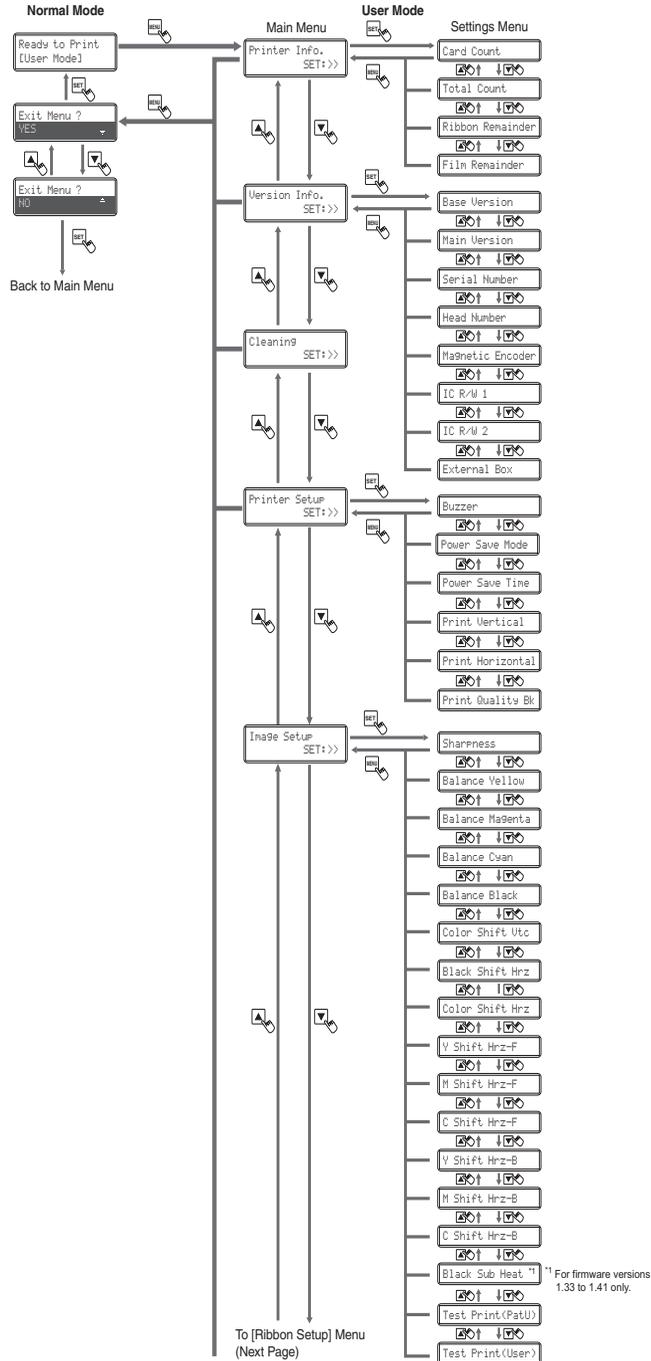
[Canon IX-R7000 Printing Preferences] → [Maintenance] tab → [Operation Panel] icon

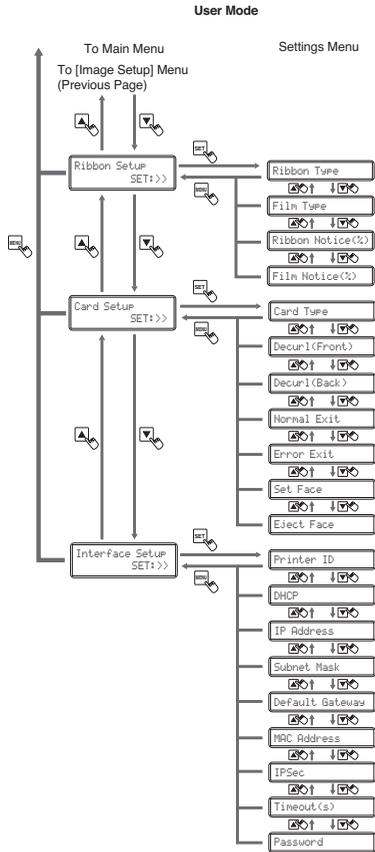


#### REF

- For more information about how to change the settings of the printer driver, refer to the driver help files.
- If using a network, the printer driver name will be "Canon IX-R7000 Network".

# Menu Route Map (User Mode)





## Main Specifications

Product name	IX-R7000
Function	Double-sided printing (full color)
Print system	Thermal retransfer system
Print media	Material: PVC, PET, PET-G, Composite PVC, PC Thickness: 0.03" (0.76mm) * with ID sheet (0.03" - 0.04" (0.76mm - 1.00 mm)) Size: according to CR-80 standards (3.37" x 2.13" (86 mm x 54 mm))
Print quality	600 dpi
Print tones	Input tones: 256 tones/color Output tones: 256 tones/color
Print area	3.41" x 2.17" (86.6 mm x 55 mm)
Print speed	Approximately 25 seconds/card * When printing single-sided full color (YMCK) Approximately 45 seconds/card * Double-sided (when printing single-sided full color + single-sided monochrome) Approximately 50 seconds/card * When printing double-sided full color Productivity: 145 cards/hour (when printing single-sided full color)
Ink ribbon	IXR-YMCK (Colors - 4 colors) IXR-YMCKK (Front: Colors/Reverse: Monochrome - 5 colors)
Transfer film	IXR-RFILM (film)
Card feeding system	Automatic feed from the card case (250 card auto feed*) Manual feed * When using CR-80 cards (size: 3.37" x 2.13" (86 mm x 54 mm), thickness: 0.03" (0.76 mm)).
Interface	USB2.0 (Type-B) Ethernet 100BASE-TX RS-232C (Port for extended users)
Supported OS	Windows 11, Windows 10 (32 bit/64 bit)
Power source	AC100 V - 120 V, 50/60 Hz
Power consumption	Less than 300 W
Operating noise	While operating: less than 53 dB, While waiting: less than 45 dB
Dimensions	17.2" (H) x 13.4" (W) x 11.7" (D) (436 mm x 340 mm x 297 mm)
Weight	Approximately 43.0 lb (19.5 kg)
Installation environment	Temperature: 59 to 86 degrees Fahrenheit (15 to 30 degrees Celsius ) Humidity: 10% to 80% RH (without condensation)

# Index

A		
	Adjusting the color shift .....	36, 38
	Adjusting the contour .....	34
	Adjusting the Feed Gate .....	44
	Adjusting the hue .....	35
	Adjusting the printing position .....	32
C <sup>a</sup>		
	Card case .....	2
	Card case lock .....	2
	Card Count .....	26
	Card ejection slot (left) .....	1
	Card ejection slot (right) .....	3
	Card Empty .....	70, 75
	Card Feed Remove .....	74
	Card feeding knob .....	4
	Card feeding slot .....	9
	Card jam .....	77
	Card Jam F. Turn .....	74
	Card Jam Feeder .....	73
	Card Jam Mg .....	74
	Card Jam Print .....	74
	Card Mg Remove .....	74
	Card Pr Remove .....	74
	Card stacker .....	1
	Card Turn Remove .....	74
	Card Type .....	45
	Changing the Ink Ribbon .....	13
	Changing the Transfer Film .....	13
	Check Ribn/Film .....	75
	Checking the type and remaining quantity of the Ink Ribbon .....	28
	Checking the type and remaining quantity of the Transfer Film .....	28
	Cleaning .....	58
	Cleaning Card .....	88
	Cleaning roller .....	4, 62
	Cleaning tape .....	88
	Cleaning tape cassette .....	4
	Cleaning Tape Replacement .....	21
	Consumables .....	88
	Correcting Card Curl .....	48

Correcting image and text misalignment .....	37
Cover is Open .....	70, 75

D

Data transmission error .....	85
Default Gateway .....	54
DHCP .....	54
Download Error .....	74

E

Error Alarm .....	30
Error Message .....	70

F

Feeding roller .....	2, 64
Film Empty .....	13, 72
Film Remainder .....	28
Film Type .....	72
Film Wind up .....	72
Filter .....	3, 69
Firmware version .....	29, 89
Front cover .....	1

G

Gate gap .....	45
----------------	----

I

IC Cards .....	10
IC terminals .....	10
If the Ink Ribbon is Cut .....	78
If the Transfer Film is Cut .....	78
Initializing .....	22
Ink ribbon .....	88
Ink ribbon cassette .....	4
IP Address .....	54

L

LAN cable port .....	3
LCD panel .....	5
LED indicator .....	5
Loading Cards .....	7
Low Temperature .....	70, 75

M

Magnetic Cards .....	10
----------------------	----

	Magnetic strips .....	10
	Manually set .....	9
	MENU key .....	5
	Menu Route Map .....	93
N		
	Network Connection .....	54
	Network error .....	85
	Normal Mode .....	22
	Normal Mode Message List .....	22
	Notification of Time for Ink Ribbon Replacement .....	43
	Notification of Time for Transfer Film Replacement .....	43
	Now Printing .....	22
O		
	Open cover switch .....	1
	Operation panel .....	1, 5
	Optimizing transfer conditions .....	45
P		
	Part names and descriptions .....	1
	PET .....	46
	PET-G .....	46
	Port for enhancing function .....	3
	Power consumption .....	31, 95
	Power cord port .....	3
	Power switch .....	1
	Power-saving mode .....	31
	Print Quality Bk .....	40
	Printer Driver Settings Screen .....	92
	Printer driver version .....	91
	Printer ID .....	54
	Program Version .....	29, 89
	Push SET key .....	75
	PVC .....	46
R		
	Rbn & Film Empty .....	73
	Ready to Print .....	22
	Reverse feeding knob .....	4
	Reverse knob .....	4
	Reverse roller .....	67
	Ribbon Empty .....	13, 71
	Ribbon Remainder .....	28
	Ribbon Type .....	71

Ribbon Wind up .....	71
----------------------	----

S

Security cable slot .....	3, 56
Serial Number .....	29
Service Call .....	74
SET key .....	5
Set the Orientation of Cards to Eject .....	52
Setting the Type of Ink Ribbon .....	41
Setting the Type of Transfer Film .....	41
Setting the Types of Card .....	44
Specifications .....	95
Sub-menu .....	24
Subnet Mask .....	54
Switching the Card Ejection Slot .....	49

T

Top access cover .....	2
Top cover .....	1
Transfer film .....	88
Transfer film cassette .....	4
Transfer speed .....	47
Transfer temperature .....	47
Transport Roller .....	65

U

USB cable port .....	3
User Mode .....	23

W

When cards are not printed correctly .....	80
--	----