

edikio

EDIKIO DUPLEX

USER GUIDE

Evolis © 2022. All rights reserved.

User-guide_EDD1_ENG_202212_B1



EDIKIO DUPLEX

TABLE OF CONTENTS

Copyright And Trademarks 4
Warranty 4
Environmental Information 4
Recycling End-Of-Life Products 4
About the New Printer 4
Getting Started 5
Icons 6

1. GETTING STARTED 7
Unpacking 7
Description of the printer and its functions 8
Installation 10
Connecting the Printer 10
Ribbons 11
Cards 12

2. PRINTING 14
Installing the Printer Driver 14
Managing Print Settings 15
Notifications and Alerts 16
Printing a Card 17
In Microsoft® Word 17
In Edikio Price Tag 17
Connecting to a Network 18

3. SERVICING 19
General Warranty Information 19
Regular Printer Cleaning 20
Advanced Cleaning 23
Printer Servicing 23
Servicing the Print Head 26
Servicing the Dust Filter 27



EDIKIO DUPLEX

TABLE OF CONTENTS

4. HELP 28

Warning and Diagnostics 28

Warnings and Diagnostic Messages 29

Diagnostic Help 33

Identifying the Installed Software Version 33
Printing a Technical Test Card 33
Printing a Graphical Test Card 33

Troubleshooting 34

Printing Problems 34
Freeing Jammed Cards 36
Replacing the Print Head 37
Updating the Driver 39
Updating the Firmware on Windows 40

Technical Support 41

Evolis partner network 41
Finding information on myplace.evolis.com 41

5. DECLARATIONS OF CONFORMITY 42



EDIKIO DUPLEX

COPYRIGHT AND TRADEMARKS

Evolis © 2022. All rights reserved.

Users must observe the copyright regulations applicable in their country. This manual must not be photocopied, translated, reproduced, or transmitted, in whole or in part, for any reason and by any electronic or mechanical means whatsoever without the express written consent of Evolis.

All the information contained in this document is subject to change without prior notice.

Evolis cannot be held liable for any errors that may be found in this manual, or for any loss or damage arising accidentally or as a result of dissemination or use of this manual.

Edikio and Evolis High Trust® are trademarks of Evolis. All other trademarks belong to their respective holders.

WARRANTY

Refer to the warranty notice supplied with your printer for the terms and conditions and limitations.

Register the printer at **myplace.evolis.com** to receive printer driver and software updates.

ENVIRONMENTAL INFORMATION

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

RECYCLING END-OF-LIFE PRODUCTS

Manufacturing the equipment that you have purchased required the extraction and use of natural resources. This equipment may contain materials that are hazardous to health and the environment.

To prevent the dispersal of such materials into our environment and reduce pressure on our natural resources, we recommend that you use existing collection facilities. These systems will re-use or recycle most of the materials in your end-of-life equipment in an appropriate way.

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



The crossed-out dustbin symbol on your device is a reminder to use these facilities.

ABOUT THE NEW PRINTER

Using your new Edikio printer, you can create a wide variety of high-quality customized cards. This printer uses consumables and accessories that are available from your Edikio by Evolis reseller.

For more information, visit our website **www.edikio.com**.

Certification and declaration of conformity

- CE, FCC, ICES, VCCI, CCC, KC
- RoHS
- ISM band from 13.553 to 13.567 MHz, transmission power lower than 10 dBµA/m at 10 m, PLL/ASK/semi-duplex operation



EDIKIO DUPLEX

Dimensions and weight

- Dimensions (H x W x L): 247 x 205 x 383 mm
- Weight: 4.02 kg

Environment

- Min./max. operating temperature: 15° / 30°C (59° / 86°F)
- Humidity: 20% to 65% non-condensing
- Min./max. storage temperature: –5 °C / +70 °C (23 °F / 157 °F)
- Storage humidity: 20% to 70% non-condensing
- Ventilation while in operation: free air circulation

Ports/connectivity

- USB (1.0, 1.1, 2.0, 3.0)
- Ethernet TCP-IP 10BaseT, 100BaseT (Traffic Led)
- Optional 802.11b/g wireless connection

Software

- Supplied with Edikio Printer Suite® for Windows:
  - Printer driver
  - Edikio Print Center for administration, management, and printer setup
  - Edikio Printer Manager for two-way graphical notification[1]
  - Compatible with Windows[2] (from XP SP3)
- Supplied with the Edikio software
- Evolis Premium SDK available on request

[1] Requires .net 4.0 client profile version

[2] For older versions of Windows, you will only be able to use the printer through the printer driver (there is no Print Center or Printer Manager)

Power supply

- Power supply unit: 100-240 volts AC, 50-60 Hz, 1.7 A
- Printer: 24 volts DC, 2.7 A

GETTING STARTED

The purpose of this user guide is to support you, step by step, in discovering your printer and how it works. Please take some time to read it, to learn more about your printer and its features, and to save time during installation and utilization.

Read this manual carefully.



EDIKIO DUPLEX

ICONS

The following icons are used in this manual to highlight important information:

NOTE	Information providing further details or depth about specific points in the main text.
!	Indicates that failing to take the recommended action is likely to damage your printer.
EPC	This symbol links to the Edikio Print Center, accessible from your computer, for the administration, management, and setups of your printer.



EDIKIO DUPLEX

1.GETTING STARTED

UNPACKING

Your printer is supplied with several accessories that should be checked on receipt.

The list of accessories may vary depending on your location.

The printer is shipped in special packaging designed to prevent any damage in transit. If you notice any visible damage, please contact the shipping company and immediately inform your Edikio by Evolis reseller, who will tell you what to do.

We have paid particular attention to the quality of the packaging for Edikio printers.

Keep this packaging somewhere clean and dry.

You will be asked for the full original packaging (outer box, inner wedges, and protective bags) in the event that the printer is returned.

If the printer is returned without its original packaging and the components are damaged in transit, these components will no longer be covered by the warranty. You will be charged for new packaging to ship the printer back to you.

Accessories supplied with your printer:

- A USB stick containing:
  - The Edikio software for managing and printing your price tags
  - The Edikio Printer Suite printer driver for Windows
  - The warranty notice in PDF format
  - The declaration of conformity (at the end of this manual)
- Consumables kit consisting of a white ribbon and black PVC cards.
- Starter cleaning kit
- Quick Start Guide
- Power supply unit – SWITCHBOX model F10723-A, CWT model KPL-065M, or CWT model KPL-065M-VI
- Mains power cable
- USB cable

If any of these components are missing, please contact your Edikio by Evolis reseller.

Use only the power supply unit provided with your Edikio printer.

SWITCHBOX model F10723-A, CWT model KPL-065M, or CWT model KPL-065M-VI.

Use only the USB cable supplied with your Edikio printer.

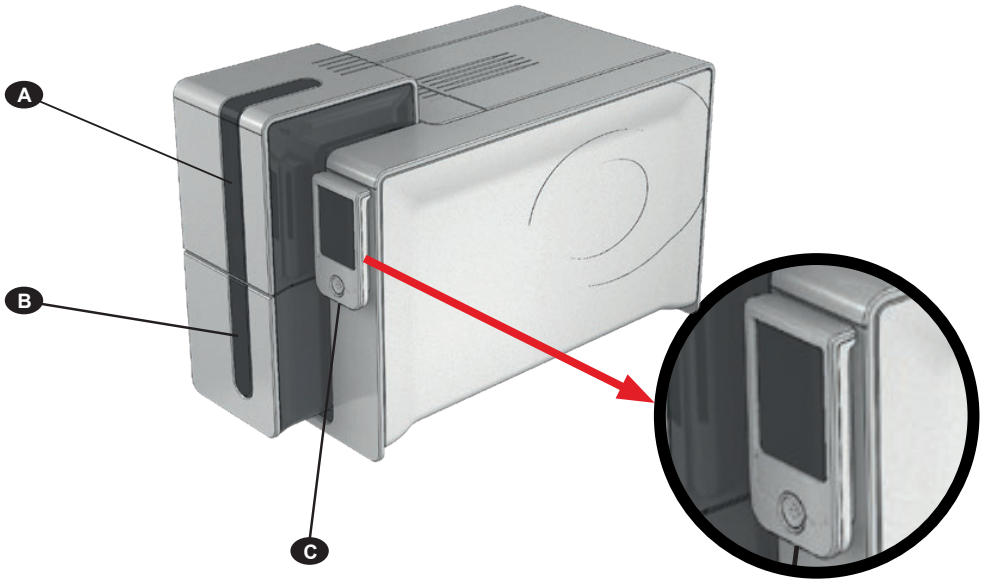
NOTE

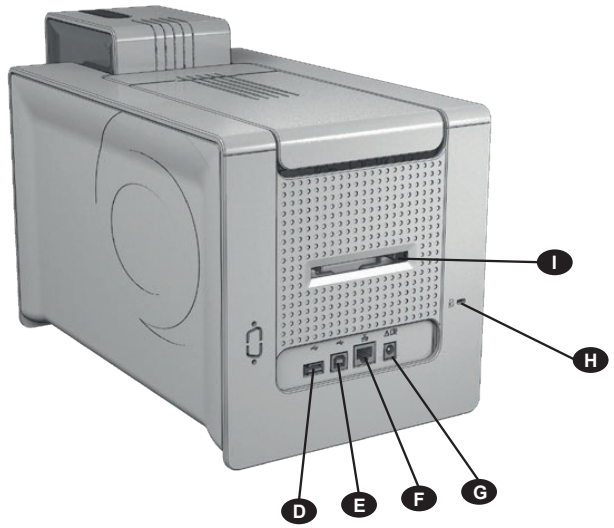
The Edikio printer must be placed in a dry location, protected from dust and drafts, and well-ventilated. Please ensure you keep your printer on a flat, strong surface able to bear its weight.

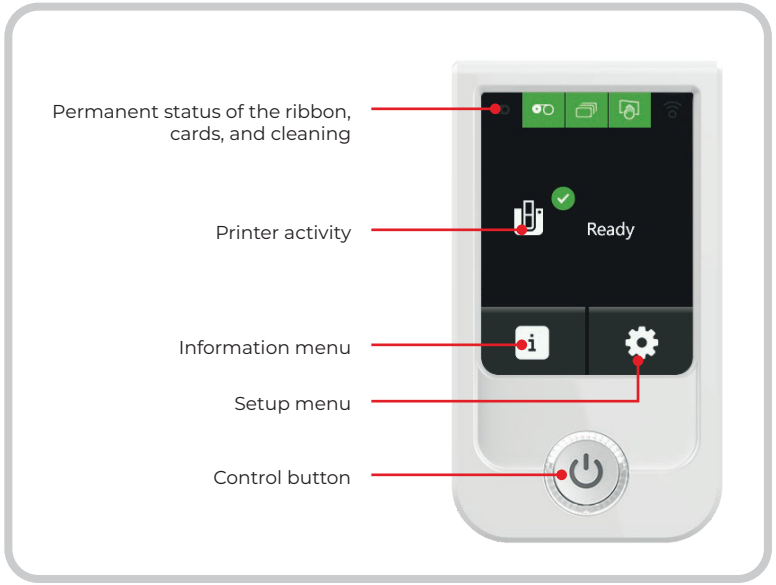
DESCRIPTION OF THE PRINTER AND ITS FUNCTIONS



EDIKIO DUPLEX







A Card feeder

B Output hopper

C LCD touchscreen

D USB port (type A)

E USB port (type B)

F Ethernet port

G Power cable socket

H Space for Kensington lock

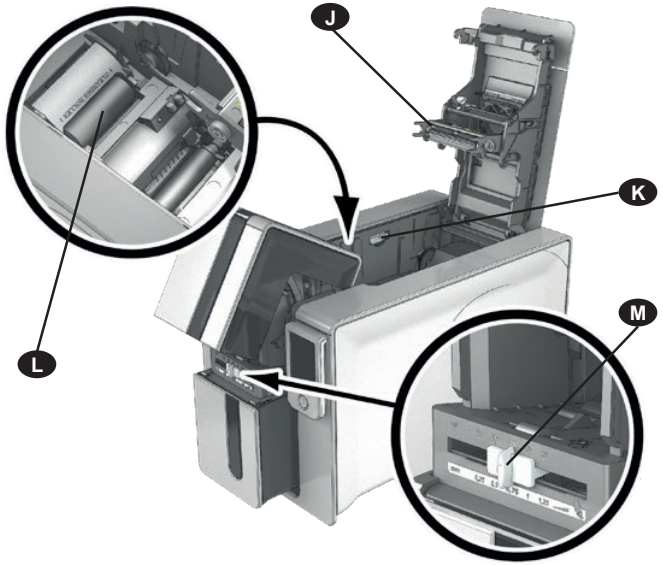
I Reject slot

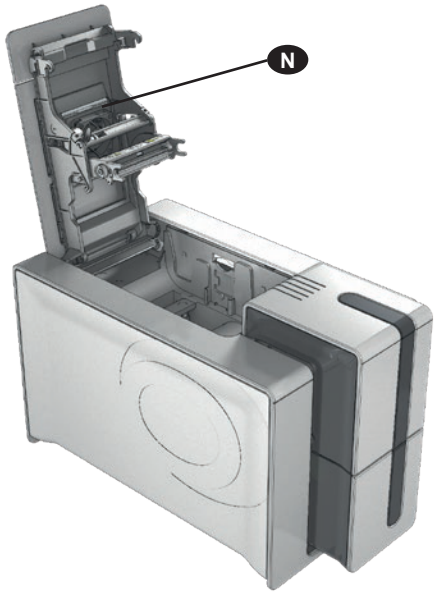
NOTE

For more details on the use of the touchscreen, refer to the “LCD User Guide”. Go to **myplace.evolis.com**, select your printer model and click on the “Manual and Documentation” tab.



EDIKIO DUPLEX







J Thermal print head

K Side panel opening mechanism

L Cleaning roller

M Card thickness adjustment gauge

N Dust filter

O Serial number label

NOTE

Your Edikio Duplex printer has a color LCD touchscreen. Refer to the LCD screen user guide on how to operate it.

Access to the side panels is restricted to your retailer/installer or to experienced users. The printer should always be disconnected from the power supply (unplugged) before carrying out any work on it.

NOTE

Carefully follow the steps in the Quick Start Guide supplied with your printer to set it up and install it correctly.



EDIKIO DUPLEX

INSTALLATION

Connecting the Printer

Connecting the Power Supply

The printer must be connected to a properly protected and grounded electrical installation.

FI: Laite on liitettävä suojamaadoitus koskettimilla varustettuun pistorasiaan.

NO: Apparatet må tilkoples jordet stikkontakt.

SE: Apparaten skall anslutas till jordat uttag.

DK: Printeren skal tilsluttes til en korrekt beskyttet og jordforbundet el-installtion.

- Remove the sticker that covers the connection ports at the back of the printer.
- Connect the power cable to the power supply unit, then plug the power cable jack into the printer.
- Next, plug the end of the power cable into a grounded power socket.
- The printer is powered on: the printer touchscreen lights up showing that the printer is working properly.

If the touchscreen does not light up, then either the installation has not been carried out correctly or the printer is not working properly. Check the installation.



Before attempting any maintenance, always ensure that the power cable is unplugged. For your personal safety, ensure that the cable and power supply unit can be easily accessed, especially in the event of an emergency.

NOTE

To save energy, the printer will automatically switch itself to standby mode after 10 minutes of inactivity. It will switch to sleep mode after 30 minutes in standby mode.

The standby times can be set up in the Edikio Print Center. In standby mode, sending a print request restarts the printer, and briefly pressing the control button (for 1 second) takes the printer out of sleep mode.

Connecting the USB Cable

Before attempting any maintenance, always ensure that the power cable is unplugged. For your personal safety, ensure that the cable and power supply unit can be easily accessed, especially in the event of an emergency.

See «Installing the Printer Driver», page 14 for further details, and follow the instructions carefully.



EDIKIO DUPLEX

Ribbons

Evolis High Trust® ribbons optimize the operation of your printer and avoid causing damage to it. The use of ribbons from other suppliers is likely to damage your printer and will void the manufacturer's printer warranty.

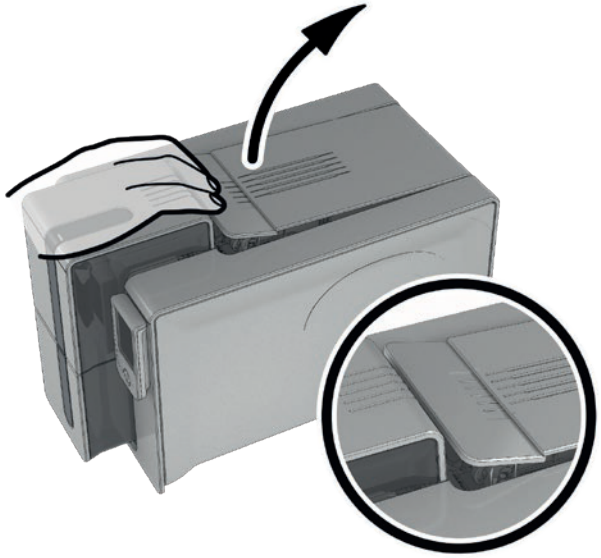
For optimum print quality, we recommend that you clean the printer fully every time the ribbon is changed.

See «Regular Printer Cleaning», page 20.

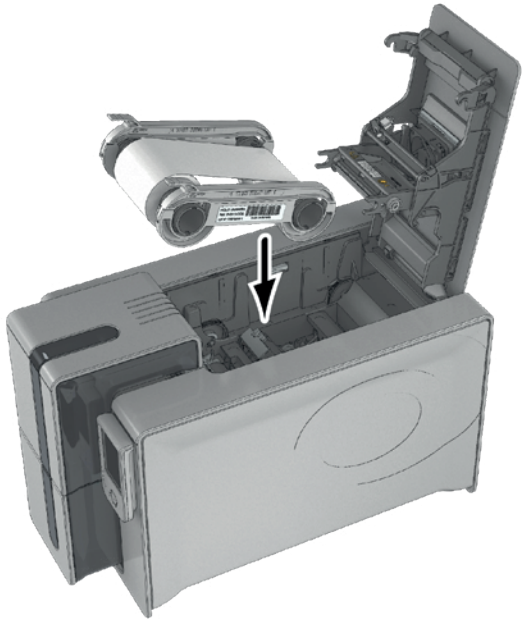
Fitting a Ribbon

NOTE

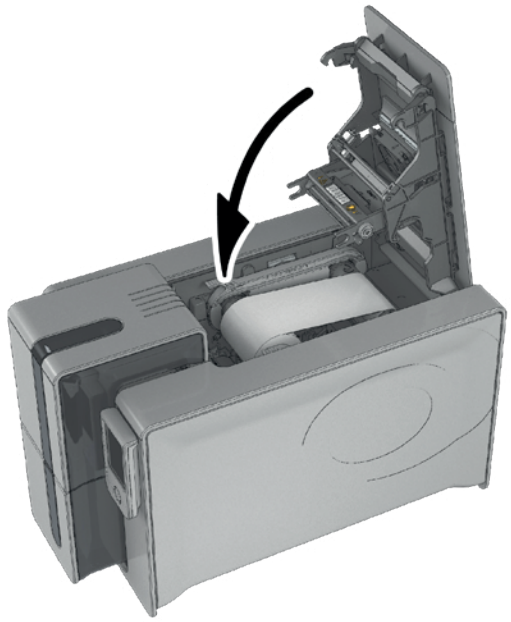
The printer automatically recognizes the ribbon inserted.



1 Open the cover



2 Insert the ribbon as shown.



3 Close the cover and press until you hear a click.



EDIKIO DUPLEX

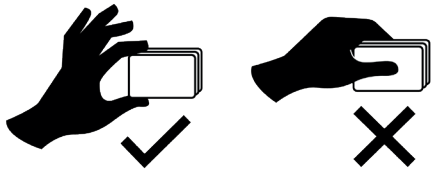
Cards

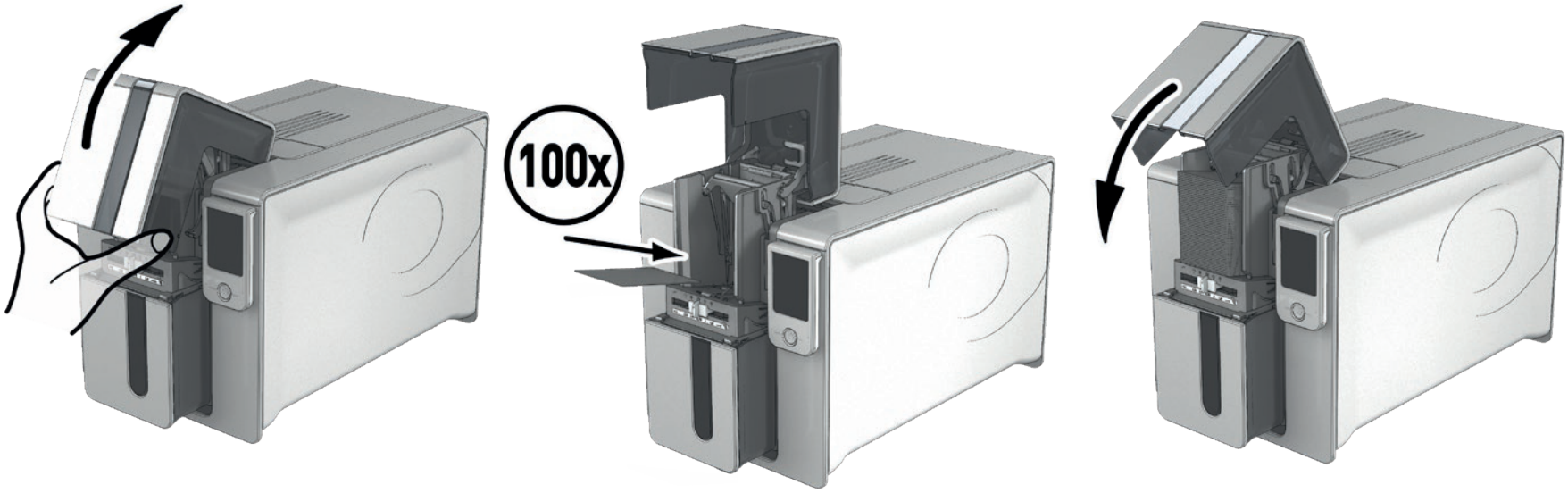
NOTE

For optimal quality, you should:

- Use only the card types recommended by Evolis.
- Avoid touching the printable surface of the cards so as to preserve print quality.
- Not use cards that have been damaged, folded, embossed, or dropped on the floor.
- Keep your cards protected from dust.

Loading the Cards





1 Open the card feeder.

2 Insert the cards, 100 cards maximum with 0.76 mm thickness. Hold and insert the cards as illustrated in the diagram.

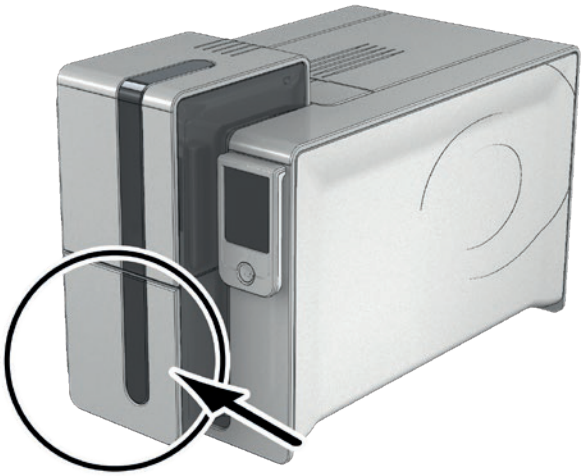
3 Close the feeder.

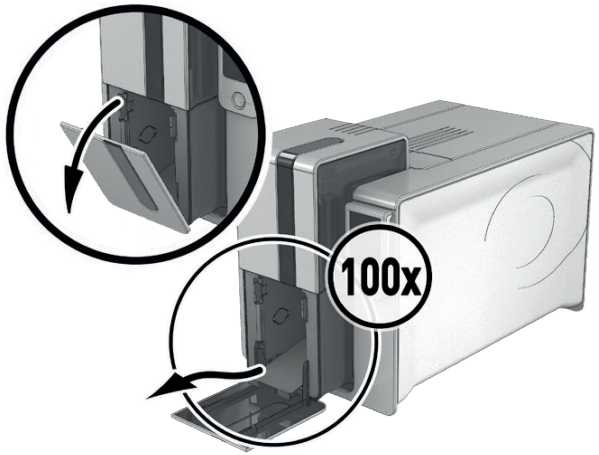


EDIKIO DUPLEX

Removing Printed Cards

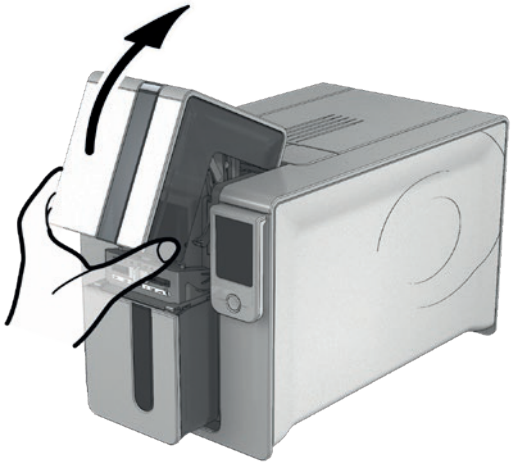
Once the print cycle is complete, the cards are issued into the output hopper below the card feeder. This output hopper is designed to collect the printed cards. The printer is equipped with an output hopper with a maximum capacity of 100 x 0.76 mm cards.



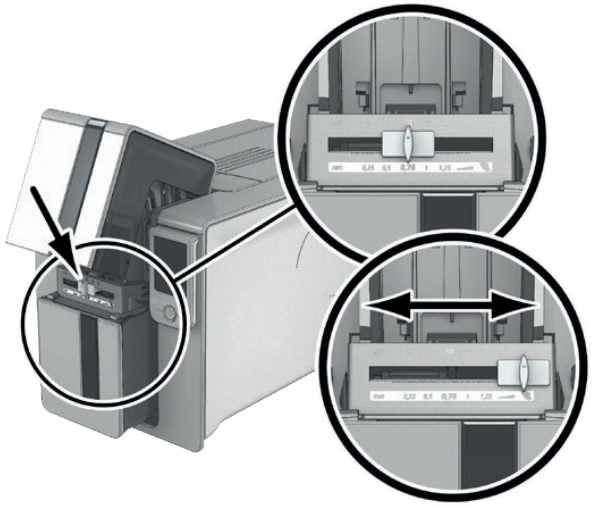


Adjusting Card Thickness

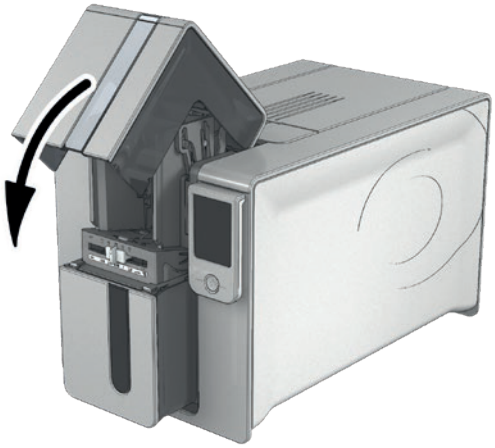
The printer is equipped with a manual card thickness adjustment system which can be reached through the feeder when it is open. The printer accepts cards between 0.25 mm and 1.25 mm thick (10 to 50 mil). The factory setting for card thickness is 0.76 mm.



1 Open the card feeder.



2 Adjust the thickness of the cards used by moving the gauge from right to left to the desired card thickness.



3 Close the feeder.



EDIKIO DUPLEX

2.PRINTING

INSTALLING THE PRINTER DRIVER

New advanced functions automate complete printer setup after the printer driver has been installed.

Your printer comes with a USB stick containing the Edikio Printer Suite, software that includes the Windows printer driver.

The Edikio Printer Suite® is an all-in-one software solution for printer drivers that enriches the user experience by making interaction between the printer and the computer more intuitive.

It is also:

- A print center that monitors printers: indicating the printer status, remaining capacity of the ribbon, etc.
- A powerful tool to support printer setup
- A notification center that alerts users when their intervention is required
- A printer maintenance and administration point
- A series of wizards to guide you through cleaning and update operations, etc.
- A diagnostic tool

To install the printer driver:

For PC: Insert the Edikio USB stick into your computer and select the printer driver menu. A program will guide you through the entire installation process.



Connect the Edikio USB cable to your computer when you are prompted by the installation program.

See «Connecting the Printer», page 10 for the connection procedure.



Follow the installation procedure carefully. All versions of Windows require the user to have administrator rights to install the driver.



EDIKIO DUPLEX

MANAGING PRINT SETTINGS

Once the ribbon has been installed, your Edikio printer will adapt automatically to optimize its settings and setup.

A management application called Edikio Print Center is available to help you if necessary to change predefined settings.

To access this application:

4 From the Start button on the bottom left of your screen in the Windows task bar, select All Programs, Evolis Card Printer, Edikio Printer Suite, Edikio Print Center.

5 The application displays all of the Edikio printers installed.

6 Select the desired printer.

7 Right-click the name of the printer, select Properties to access the setup area or double-click the printer name.

NOTE

Pay attention to the settings defined under the printer driver Properties and do not hesitate to contact your Edikio by Evolis reseller for any advice and assistance before making changes.



EDIKIO DUPLEX

NOTIFICATIONS AND ALERTS

The **Edikio Printer Manager** module has an additional function allowing the printer to communicate with the user through notifications.

There are several types of notification:

- Messages about printer servicing.
- Messages and alerts associated with the ribbons, their compatibility with your printer, and the nature of your print requests.
- Alerts about problems that have prevented printing.

When the **Edikio Printer Manager** is active, a small icon is displayed in the bar on the bottom right of your screen:



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

- Green: Printer ready
- Orange: Information message issued – printing stopped
- Red: Warning message issued – printing stopped
- Grey: Printer in Sleep mode, disconnected, or communication interrupted.

When a notification is issued, it is displayed in a window of the following type:



The **Edikio Printer Manager** can be disabled by right-clicking on the icon in the above application, located in the Windows status bar.

NOTE

Interrupting the Edikio Printer Manager service is not recommended unless there is a conflict with other applications installed on your computer. The Edikio Printer Manager is the best way of monitoring your printer activity effectively from your workstation.



EDIKIO DUPLEX

PRINTING A CARD

A large number of Windows applications allow documents to be printed (for example the tools in the Microsoft Office suite: MS-Word, MS-Power Point).
To familiarize yourself with the layout of a card and how to set up its format and printing, we provide the following example.

In Microsoft® Word

After first setting the Evolis printer as the default:

1. Start the MS-Word application.
2. Under Orientation, select **Landscape**.
3. Change the size of your document by selecting type **CR80** (or by customizing the document to dimensions of 8.6 cm x 5.4 cm).
4. Customize your card by adding the various items that go to make up a card:
5. When it is ready, click on **File** then **Print**.

NOTE

Your printer may be supplied with the Edikio software that allows you to create and customize your price tags.

In Edikio Price Tag

Your printer may be supplied with specific software for managing and printing your product information.
The Edikio software allows you to print price tags easily, using tag layouts and lists of customizable items, depending on the needs of your point of sale.

- Print your price tags in just a few clicks
- Manage your product categories, manually or with the help of a dedicated wizard
- Edit your items directly in the table and preview the result in real time
- Easy searching for a product in your list of items
- Customize your price tag with text, pictograms, barcodes, geometric shapes, images, etc.
- Benefit from special content designed for your business: sample databases, card templates and images relevant to your activity.

NOTE

The Edikio software is available in three editions. For more information, go to **www.edikio.com** > Our solutions.
See the user guide for Edikio Price Tag to know how to use the software. It is available on **myplace.evolis.com**.



EDIKIO DUPLEX

CONNECTING TO A NETWORK

The Edikio Duplex printer has the benefit of a TCP/IP network connection solution. To connect your printer, we recommend using the wizard available in the 'Tools' menu of the Edikio Print Center.

Out of the box, the printer comes configured in DHCP mode (Dynamic Host Configuration Protocol), which means that its IP address is supplied by the network. In addition to these basic settings, the network administrator has the option of configuring the printer differently in order to comply with the constraints imposed by the corporate LAN:

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

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

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

In addition, the Ethernet connection wizard will automatically detect all the Edikio printers installed.



The configurable settings are:

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

NOTE

Edikio printers with a TCP/IP network interface have an embedded http server.

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

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



EDIKIO DUPLEX

3.SERVICING

GENERAL WARRANTY INFORMATION

Comply with the instructions given below to ensure that it runs satisfactorily.

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

Any failure to follow the servicing procedures described in this chapter will void the print head warranty.

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

The print head is a wearing part and an extremely sensitive printer component. Its useful life can be seriously curtailed by the presence of dust, liquids or solids in the printer's immediate environment, on the print head or on the cards. The user must take all necessary precautions to insert into the printer only clean, dust-free cards that are free of foreign bodies.

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

Particular care must therefore be taken with cleaning. Users must comply with the servicing and maintenance instructions provided in this chapter.

In addition, the use of Evolis brand ribbons ("Evolis High Trust®") will ensure that your equipment operates properly. Use of ribbons not approved by Evolis may affect the quality and reliability of print jobs, produce low quality printing, and even affect how the printer operates. The manufacturer's warranty does not cover physical damage or quality problems caused by using non-Evolis approved ribbons.

We supply cleaning and maintenance items, as well as other consumables, all of which can be found on the website **www.evolis.com**.



EDIKIO DUPLEX

REGULAR PRINTER CLEANING

The print head warranty is directly linked to routine cleaning of your printer.

If you do not carry out this cleaning at the required times, the print head warranty will cease to be valid.

Your printer is fitted with a cleaning warning system, which is triggered after a certain number of cards have been inserted.

You should proceed with the routine cleaning of your printer as soon as the warning is triggered.

If you continue to run the printer despite the warning and if the warning light remains lit, the print head warranty will be automatically voided because of failure to comply with contractual maintenance obligations.

Printer	Printer cleaning required after: (warning light flashing)	Warranty invalid after: (warning light steady)
Edikio Duplex	1000 cards	1200 cards

NOTE

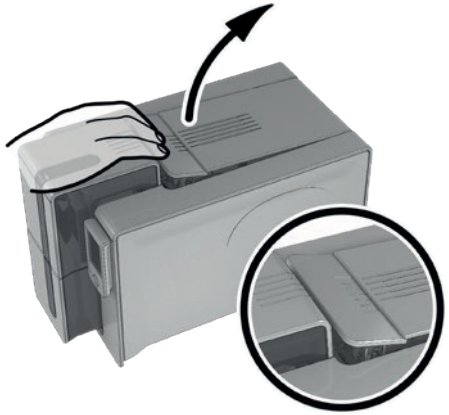
Recommended cleaning cycle: whenever the ribbon is changed

Servicing accessory: “T” shaped card

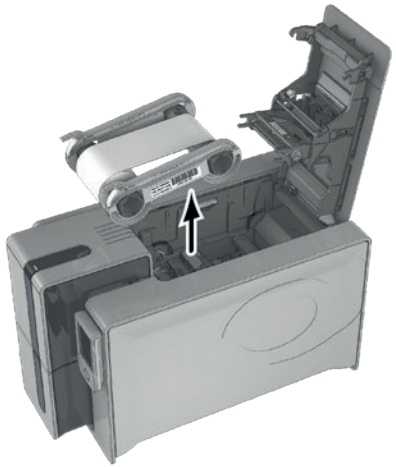
Repeatedly running the “T” shaped card through the printer cleans the cleaning roller in order to maintain print quality and extend the service life of the print head.



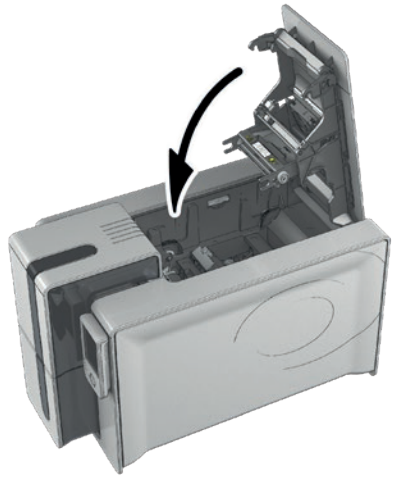
EDIKIO DUPLEX



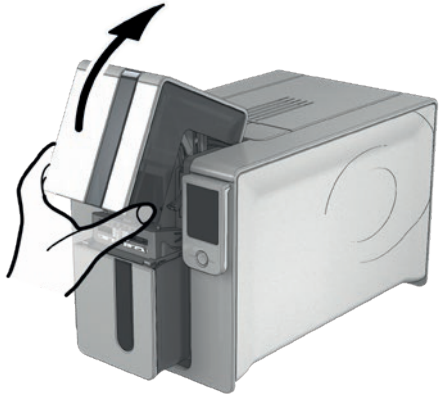
6 Open the printer cover.



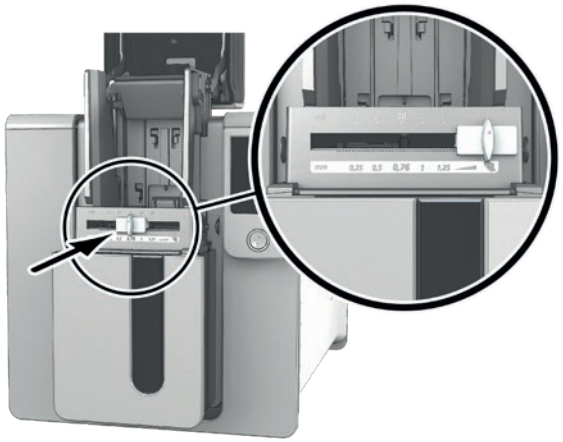
7 Remove the ribbon as shown on the diagram.



8 Close the cover and make sure it has clicked shut.



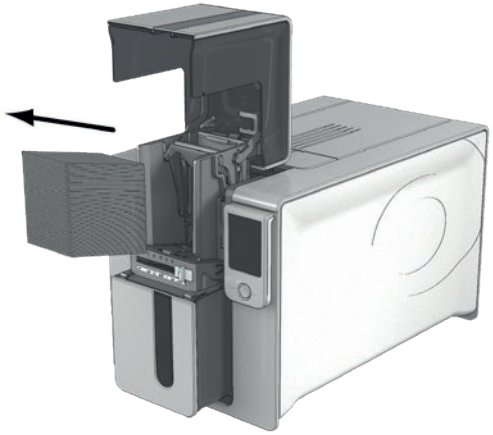
9 Open the card feeder.



10 Using the gauge, adjust the card thickness to the MAX position.



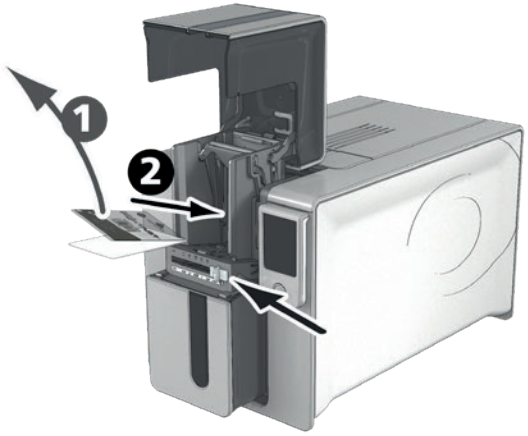
EDIKIO DUPLEX



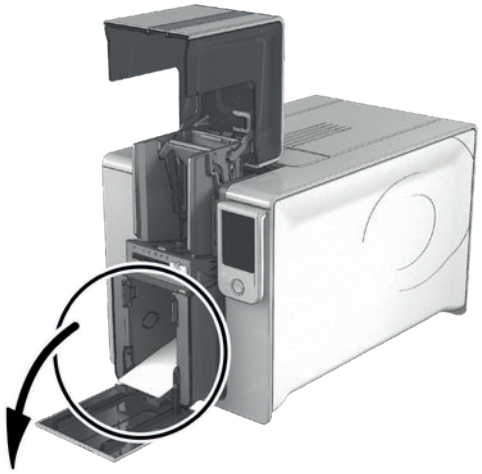
11 Remove any cards in the feeder if necessary.



12 Double-click the control button on the control panel before inserting the cleaning card.



13 Remove the film from the adhesive card ❶ and insert the cleaning card into the card feeder, adhesive side up ❷. Cleaning starts.



14 The used cleaning card will be automatically ejected into the output hopper.

EPC

Regular cleaning may also be launched from the Edikio Print Center by clicking on “Start cleaning.”

NOTE

Before using your printer, remember to readjust the gauge to the desired card thickness.



EDIKIO DUPLEX

ADVANCED CLEANING

For a deeper clean, we recommend carrying out an advanced clean every 5 routine cleaning cycles.

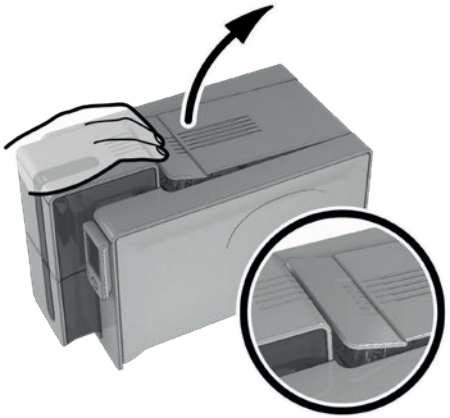
To do this, we provide accessories and cleaning kits from the Evolis High Trust® brand, which are available from your Edikio by Evolis reseller. The “T” shaped card is used to clean the card feed rollers. Follow the steps below for advanced cleaning.

Printer Servicing

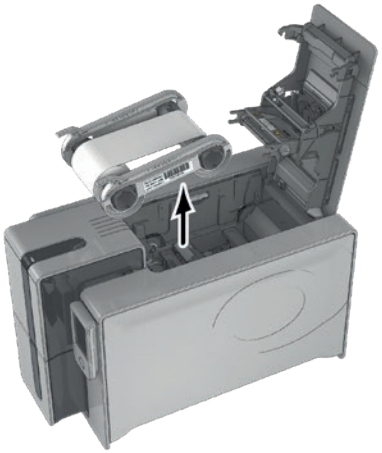
NOTE

Recommended cleaning cycle: every 5 routine cleaning cycles.

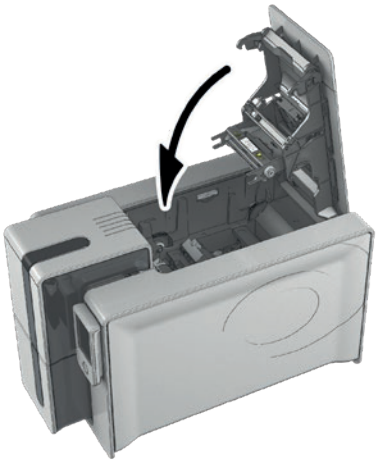
Servicing accessory: alcohol-soaked “T” shaped card and adhesive card.



1 Open the printer cover.



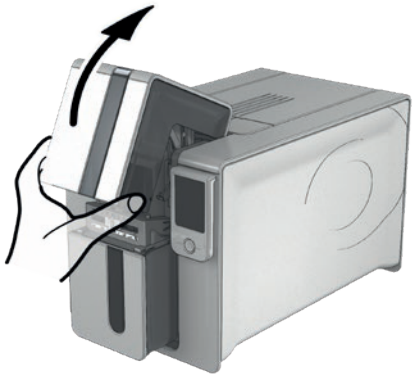
2 Remove the ribbon as shown on the diagram.



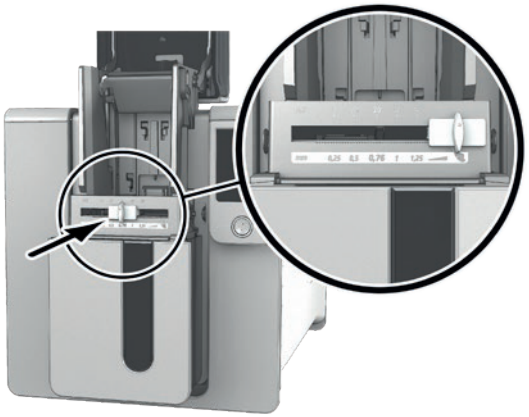
3 Close the cover and make sure it has clicked shut.



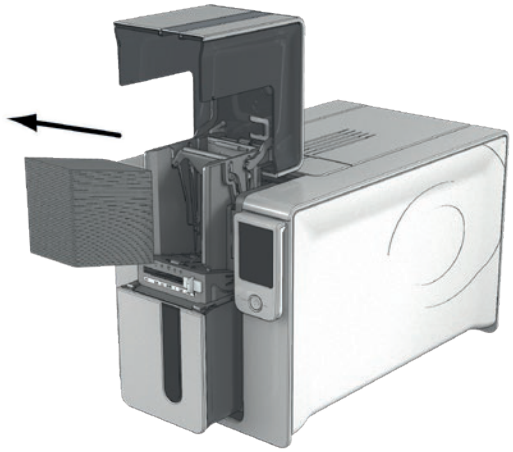
EDIKIO DUPLEX



4 Open the card feeder.



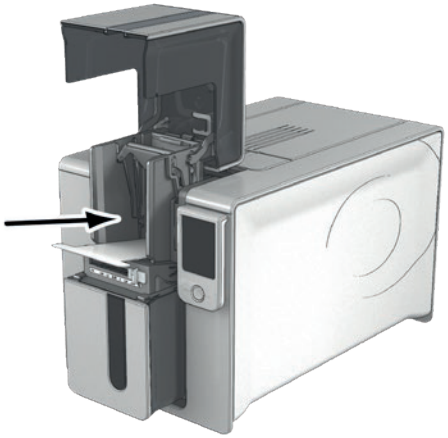
5 Using the gauge, adjust the card thickness to the MAX position.



6 Remove any cards in the feeder if necessary.



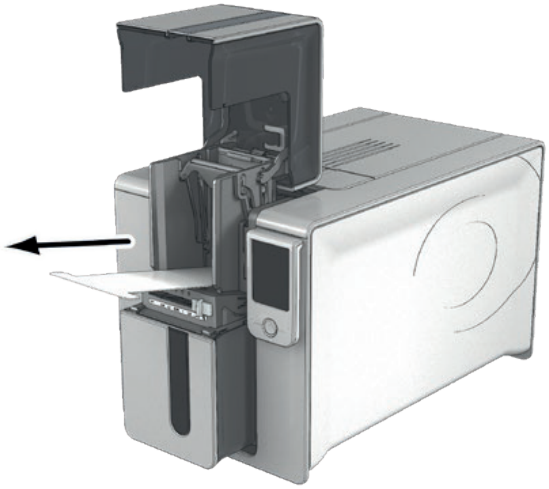
7 Double-click the control button before inserting the cleaning card.

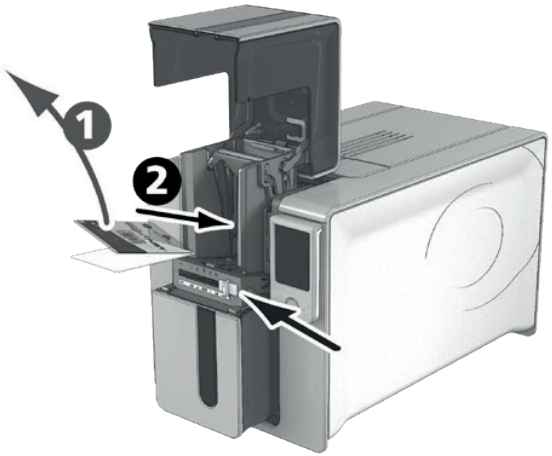


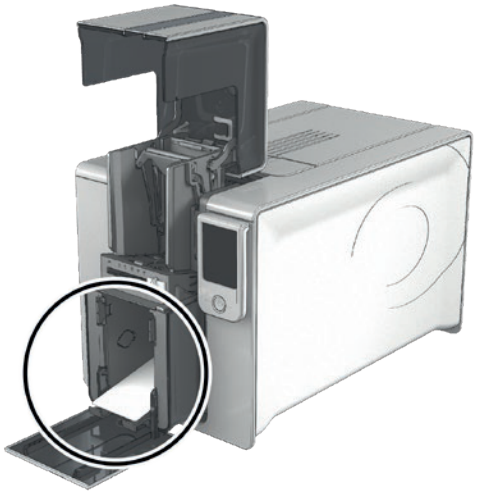
8 Take the “T” shaped cleaning card and insert it in the feeder as shown. Cleaning starts.



EDIKIO DUPLEX







9 Remove the “T” card then remove the film from the adhesive cleaning card ❶ and insert it into the feeder as shown, adhesive side up ❷ . Cleaning starts.

10 The used adhesive card is automatically ejected into the output hopper.

EPC

Advanced cleaning may also be launched from the Edikio Print Center by clicking on “Start cleaning”.

The “T” shaped card must be used immediately after the bag is opened.

NOTE

Wait for 2 minutes after cleaning before using your printer. Before using your printer, remember to readjust the gauge to the desired card thickness.



EDIKIO DUPLEX

Servicing the Print Head

NOTE

Recommended cleaning cycle: every 5 routine cleaning cycles.

Servicing accessory: cleaning pen.

The cleaning pen can be used up to 8 times for cleaning the print head.

Unplug the printer from its power supply before cleaning the print head.

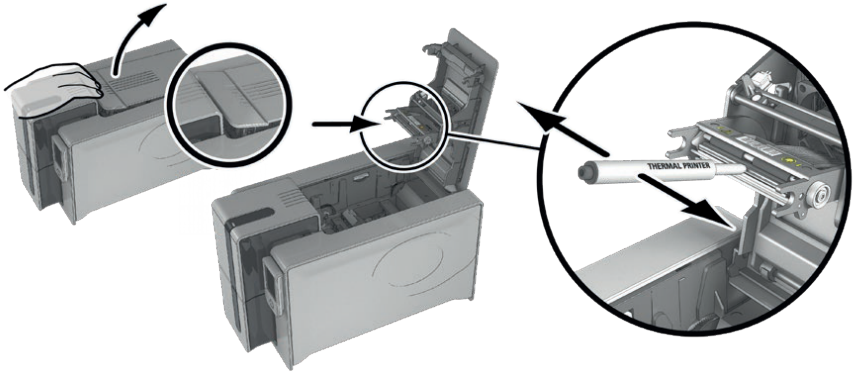
Follow the cleaning cycles scrupulously.

Avoid any contact between the print head and any metal or sharp objects.

Avoid touching the print head with your fingers, as this could affect print quality or permanently damage the print head.

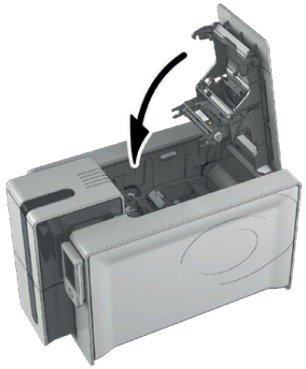


1 Take the cleaning pen and remove the lid.



2 Unplug the power supply and open the cover, and find the print head.

3 Gently rub the pen from left to right along the print head as indicated for a few seconds.



4 Close the cover. Reconnect the printer. Put the lid back on so that the cleaning pen can be used again.

NOTE

Wait for 2 minutes after cleaning before using your printer.



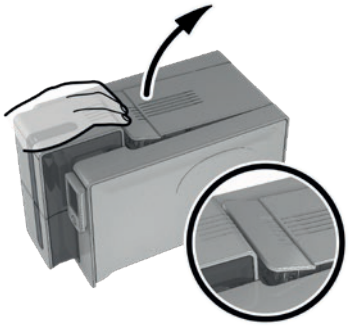
EDIKIO DUPLEX

Servicing the Dust Filter

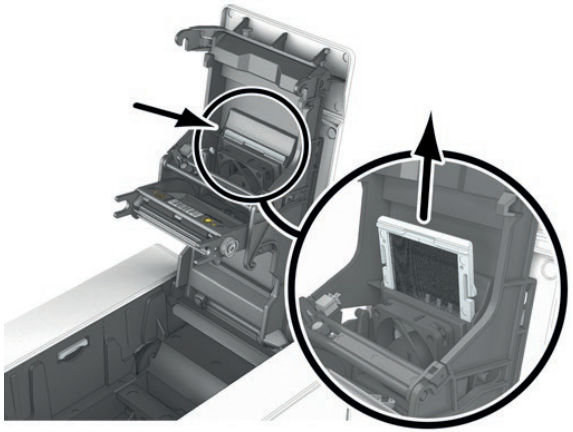
NOTE

Recommended cleaning cycle: once a year or every 10,000 cards.

Servicing accessory: Evolis High Trust® cleaning wipes.



1 Open the printer cover. Locate the dust filter.



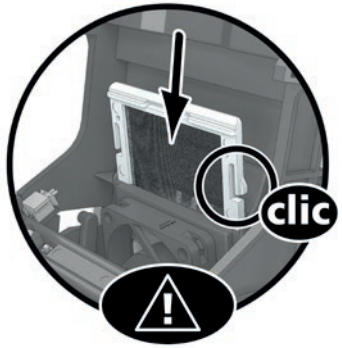
2 Remove the filter by pulling it up and sliding to release it completely.



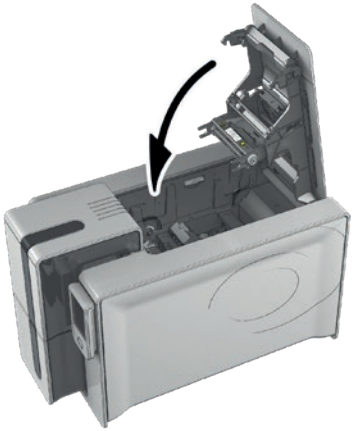
3 Once the filter has been removed, take one of the Evolis High Trust® cleaning wipes.



4 Clean the filter by brushing it with the wipe on each side.



5 To put it back, insert it in place (groove facing you) and push it down until it clicks into position.



6 Close the cover.



EDIKIO DUPLEX

4.HELP

This chapter provides suggestions for identifying problems that may arise when using your printer. If you do not manage to solve your problem, contact your Edikio by Evolis reseller.

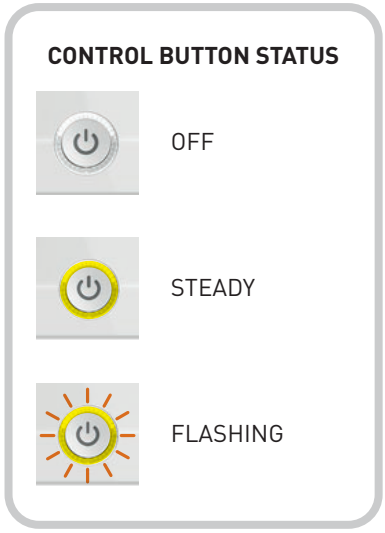
WARNING AND DIAGNOSTICS

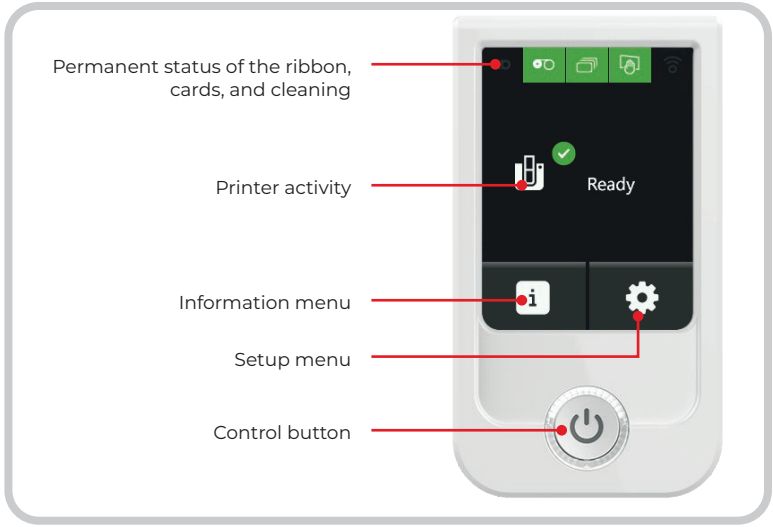
NOTE

The Edikio Duplex printer has an LCD touchscreen. Refer to the LCD screen user guide on how to operate it.

Go to **myplace.evolis.com**, select your printer model and click on the "Manual and Documentation" tab.

Although the Edikio printer was designed to work independently and keep user intervention to a minimum, it may be useful for you to know the main warning messages.







EDIKIO DUPLEX

Warnings and Diagnostic Messages

During Printing

If there is a problem during printing, you will be notified of this through the Edikio Printer Suite software. This application displays messages to help you resolve any problems.

The warning or diagnostic messages are also displayed on the LCD screen. They consist of an icon illustrating the problem, the problem status, and a short diagnostic message.

There are 2 types of message:

- 2-button message

Press the button with 2 arrows to restart the print job OR press the button with the cross to cancel printing.

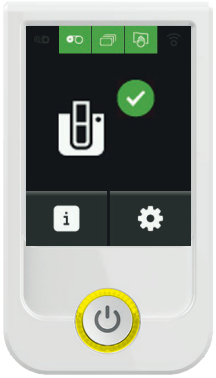
- 1-button message

Press the button with the cross to cancel printing. Printing will automatically be continued after the problem has been corrected.



Example of a 2-button message

Other Messages



PRINTER READY

- The printer is ready to receive data.



PROCESSING

- The printer is receiving data.



EDIKIO DUPLEX



RIBBON

- The ribbon is almost finished.

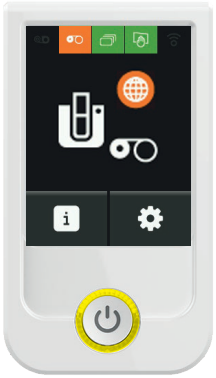
The ribbon will soon run out and you will need to replace it.



RIBBON

- The ribbon is not recognized, or is incompatible with your printer model.

Check the ribbon installed in your printer.



RIBBON

- Wrong zone.
- Incompatible ribbon.
- You have less than 50 printable cards remaining.

Change the ribbon. For any other problems, contact your Edikio by Evolis reseller.



RIBBON

- Incompatible ribbon.
- Print credit limit reached.

Contact your Edikio by Evolis reseller.



RIBBON

- No ribbon in the printer.
- End of ribbon.
- The ribbon is not correctly fitted.
- The ribbon is torn.

Check the status of the ribbon in the printer before printing.



CARDS

- Card feeder almost empty.

Quickly load cards into the feeder.



EDIKIO DUPLEX



CARDS

- Waiting for card insertion into the manual feeder.

Insert a card to print.



CARDS

- Waiting for card removal from the manual feeder.

Remove card from the manual feeder.



CARDS

- No cards in the manual feeder.

Load cards into the feeder.

Check the card thickness gauge.

Check the cards are loaded.

For any other problems, contact your Edikio by Evolis reseller.



CARDS

- Output hopper full

Remove the cards from the output hopper.



CLEANING

The message shown opposite will be displayed several times after a certain number of cards have been inserted so that you do not invalidate the warranty for your printer.

- Routine cleaning required.

The printer needs to be cleaned.

- Mandatory routine cleaning.

Clean the printer immediately. If you choose to continue printing, the print head warranty will be void.

See «Regular Printer Cleaning», page 20



EDIKIO DUPLEX



PRINTER

- The printer cover is open.

Close the cover. Printer ready.



PRINTER

- Communication locked.

Communication with the printer is locked, you cannot print. Please contact your Edikio by Evolis reseller.



EDIKIO DUPLEX

DIAGNOSTIC HELP

In this chapter, you will find all the information you need to carry out a few simple checks that you may be asked to run by your Edikio by Evolis reseller to help you as effectively as possible.

Identifying the Installed Software Version

7 From the **Edikio Print Center**, double-click on the printer name to access its **Properties**.
8 Click **System details**, then **System details**.

Printing a Technical Test Card

The technical test card must be printed when you receive the printer to ensure that your printer is working properly. This card shows various items of technical information about the printer (serial number, firmware, cleaning operations, print head, etc.). You may be asked for these by your reseller.

1 Wait for all print jobs to finish.
2 Check that there is a ribbon and card in the printer.
3 Press the control button for four to five seconds until it goes out.
4 Press the control button again and hold.
5 The control button lights up.
6 Release the control button once the light flashes.
7 The test card is printed (in color if a color ribbon is fitted in the printer, or monochrome if the ribbon is monochrome).
8 The printed card is ejected into the hopper.

EPC

You can also print the technical test card from the Edikio Print Center.

Printing a Graphical Test Card

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

EPC

Printing of the graphical test card can only be launched from the Edikio Print Center.

To print the graphical test card, check first of all that a ribbon and card are in the printer.

Go to the **Edikio Print Center**, then double-click on the printer name. In the new window, click on **System details** then on the **Testing cards** tab. Then click on the **Graphical test card** button. The card is printed and the printed card is ejected into the output hopper.



EDIKIO DUPLEX

TROUBLESHOOTING

Do not attempt to use tools or other items to repair your printer. They could damage your printer irreparably and invalidate your warranty.

Printing Problems

No Printing

1 Check the printer driver
- Check that there is a printer driver for your printer in the Windows settings.
- Check that the printer is selected as the default printer.

2 Check the printer power supply
- Check that the power cable is correctly connected to the printer and to a working electrical socket.
- Check that the printer is on and that the control button is lit.
- Make sure you are using the power supply unit provided with the printer.

3 Check the USB cable
- Check that the printer is connected to your computer via the USB cable.

4 Check the ribbon
- Check that the ribbon is fitted correctly and that the cover is closed.

5 Check the cards
- Check that there are cards in the card feeder.
- Check that no cards are jammed in the printer.

6 Print a test card
- See “Printing a Technical Test Card”, page 33.

Blank Card Ejected

1 Check the ribbon
- Check that the ribbon is not finished or damaged. Replace it or re-install it if necessary.

2 The print head may be damaged
- Print a test card.

If the test card is not printed, contact an Edikio by Evolis reseller for technical support or visit the website at **myplace.evolis.com**.



EDIKIO DUPLEX

Poor Print Quality

Small blemishes on the card



- The card surface may be dirty.

Check that your cards are perfectly clean.

Use new cards.

- Cleaning roller or print head dirty.

Launch a cleaning cycle.

Horizontal white lines



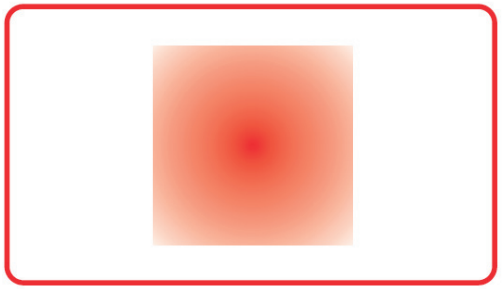
- The ribbon is not correctly fitted.

Check that there are no wrinkles on the ribbon surface.

- Print head dirty or damaged.

Clean or replace the print head.

Blurred image



- The ribbon is not correctly fitted.

Check that the ribbon is correctly positioned in the printer.

- Poor ribbon synchronization.

Open and close the printer cover to synchronize the ribbon.

- Dirty printer or cleaning roller.

Clean the printer.

- Use of incompatible cards.

Check that the cards used match the specifications.

NOTE

We recommend that you purchase your cards from an Edikio by Evolis reseller.
Use of third party cards is likely to impact print quality and/or damage the print head.



EDIKIO DUPLEX

Partial or Incorrect Printing

1 Check the print settings
- Check that no area of the card design to be printed is outside the print margins.
- Check the document orientation (portrait or landscape) in the Edikio Print Center configuration.

2 Check the interface cable
- If irregular characters are printed, check that you are using the USB cable supplied with your printer.
- Check the connection between the computer and the printer.

3 Check that the printer is clean
- Clean the printer, especially the cleaning roller.
- See "Regular Printer Cleaning", page 20.

4 Check that the cards are clean
- Keep your cards protected from dust.

5 Check the ribbon
- Check that the ribbon is installed correctly.
- Check that the ribbon spools freely.

6 Check the print head
- If straight horizontal lines appear on the printed cards, the print head is probably dirty or damaged.
- See "Servicing the Print Head", page 26 or See "Replacing the Print Head", page 37.

If the problem persists, contact an Edikio by Evolis reseller.

Freeing Jammed Cards

Removing the card



Do not turn your printer off, as this cancels pending print jobs in the printer memory.

1 Open the printer cover and remove the ribbon.

2 Press the control button to activate the card transport rollers. If the card is still stuck inside the printer, slide it manually towards the printer output. If there is more than one card, always push the top one first.

3 Put the ribbon back in place, then close the printer cover.

To Prevent Card Jams

- Check that the card thickness gauge is correctly adjusted.
- Check that the thickness of the cards used matches the technical specifications available on **www.edikio.com**.
- Check that the cards are not bent. Keep them in a horizontal position.
- Check that the cards are not stuck together.



EDIKIO DUPLEX

Replacing the Print Head

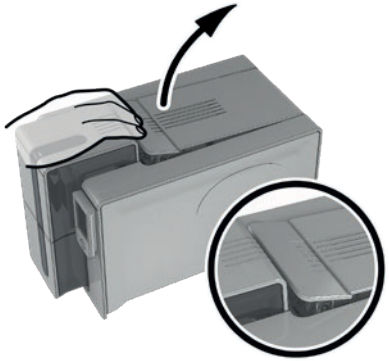
The print head is a sensitive component of your equipment. It determines the print quality. The immediate environment should be free from dust or other particles and the print head should be regularly serviced to ensure durability. However, it may sometimes need to be replaced. Evolis has designed a unique device for carrying out such replacement with no tools needed, simply by following the instructions very carefully.

Before replacing the print head, contact your Edikio by Evolis reseller. The reseller will supply a new print head if required.

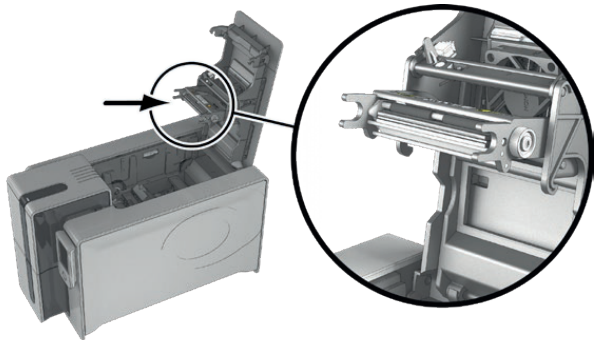
NOTE For more information about the print head warranty, see the Evolis warranty booklet.

Make sure to unplug the power cable.

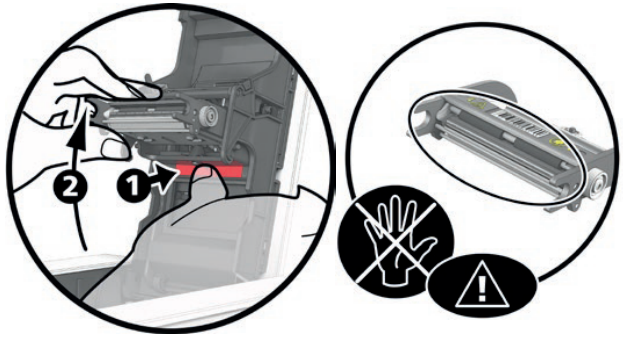
Step 1 Removing the defective print head



1 Open the printer cover.



2 Locate the print head.



3 Press on the plastic part behind the head (pressure plate) and pull the head with your other hand as shown in the diagram in order to free the lugs from the holding fork, then remove the lugs from their slots.

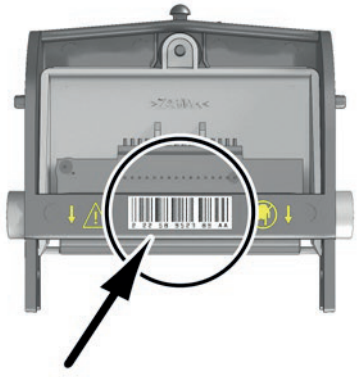


4 Tilt the head carefully downwards and disconnect the connector linked to the cable without forcing the mechanism.

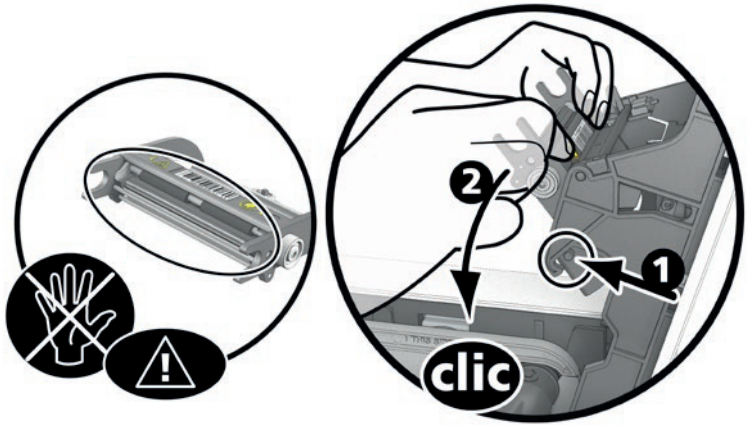
Step 2 – Installing the new print head



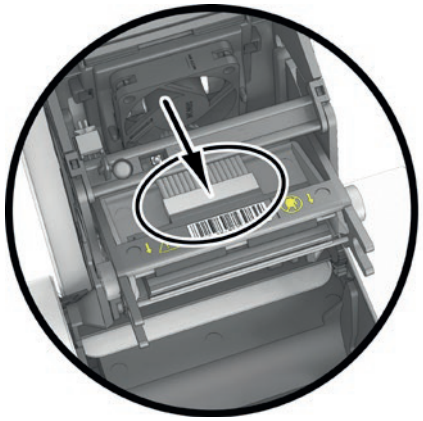
EDIKIO DUPLEX



1 Note down the code shown on the white label stuck on the print head. You will be asked for this code in Step 3.



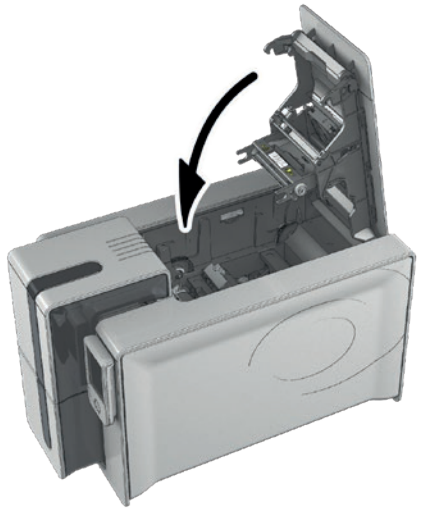
2 Take the new head and insert it vertically (white connector upwards) raising it in the two guides so as to trap the lugs on the fork into their slots ❶. Then lower it by pressing on the two forks ❷ ; you will hear a click.



3 Connect the cable into its socket, making sure it is the right way round. Do not force the mechanism because this part is comparatively fragile. Press down on each side of the connector to ensure the connection is made.



4 The new print head is installed



5 Close the cover.

Step 3 – Setting up the new print head

1 Power up the printer and check that it is properly connected to a computer on which the Edikio Print Center is installed.



EDIKIO DUPLEX

2 Open the Edikio Print Center and double-click the name of your printer. In the window that appears, click on **Maintenance**, then on **Change print head**.

3 Enter the PKN number of the print head kit under **Enter PKN no**., the number you noted down in step 2. Then click **Confirm**.

If the print head kit number is not entered correctly, printer malfunctions may occur and the warranty may be voided.

Step 4 – Cleaning the printer

Cleaning is essential after changing the print head. No print jobs can be run until cleaning has finished.

See «Regular Printer Cleaning», page 20

Once cleaning has been carried out, your printer is ready to customize your price tags.

Updating the Driver

Updating the driver is a task that is required in order to fix malfunctions or gain the benefit of new options.

Before any update, contact your Edikio by Evolis reseller for guidance on the advisability or otherwise of carrying out this operation.

Download an update for the Edikio Printer Suite from **myplace.evolis.com**.

1 Select the printer model and click on the Software & Firmware tab.

2 Then click on the file for the corresponding printer driver.

3 Accept the download then save the file in a directory on your hard drive. The file is stored as a zip file. You will need to extract it.

4 Then double-click on the file (Setup_Edikio_Printer_Suite.exe) that you have just downloaded in order to run the installation program.

NOTE

The printer driver can also be updated in the Edikio Printer Suite with the update verification wizard.

See «Installing the Printer Driver», page 14 for more details about this procedure.



EDIKIO DUPLEX

Updating the Firmware on Windows

Before any update, contact your Edikio by Evolis reseller for guidance on the advisability or otherwise of carrying out this operation. These updates are required only in the event of a problem or malfunction clearly identified by your Edikio by Evolis reseller.

The firmware update is done with the Edikio Print Center.

Updating the Firmware with the Automatic Update Wizard

We recommend using the update verification wizard.

This wizard will first find the available updates for the software suite. Once the software suite is updated, run the wizard again to verify the updates of the printer firmware. To launch this wizard, go to **Edikio Print Center > Tools > Update verification wizard**. An Internet connection is required for the wizard to run.

Updating the Firmware manually

Run the update wizard for the printer firmware.

Download the firmware update files from **myplace.evolis.com**.

1. Select the printer model and click on the **Software & Firmware tab**.
2. Click the file for the corresponding Firmware.
3. Accept the download then save the file in a directory on your hard drive.
4. Now open the Edikio Print Center and double-click the name of your printer. The Properties window opens.
5. Then go to '**Maintenance > Firmware update'** and click **'Launch the firmware update wizard.**' This wizard will help you in the process of updating your printer firmware.
6. When prompted by the program, follow the instructions and select the ".firm" file that you have just downloaded to your computer.
   - This operation can take up to 1 minute. When the firmware is installed on your printer, it will restart. The update is complete and your equipment is ready for use.
   - If the printer is not showing the "**Ready**" status, this means that the update was not carried out correctly or that the printer may not be working properly. Check the connection cables and run a new update.

If you experience problems while updating the firmware with the Edikio Print Center, contact your Edikio by Evolis reseller, who can provide a new file to install the firmware.

Never interrupt the transfer between the computer and printer during the download phase (powering off the printer or computer, unplugging a cable). This will result in a complete inability to restart the printer. Should such an incident occur, contact your Edikio by Evolis reseller, who will need to replace your printer's processing board.



EDIKIO DUPLEX

TECHNICAL SUPPORT

If you are having difficulties in configuring and using your printer, read this manual carefully.

If you do not manage to solve your problem, you can obtain further information and help from the Evolis partner network.

Evolis partner network

For unresolved technical problems, contact your Evolis dealer. log into the **myplace.evolis.com** website and send us your query. Evolis will pass on the contact details of your nearest Edikio by Evolis reseller. When calling an Evolis dealer, make sure to be close to a computer and to provide the following information:

- Printer model and serial number
- The version of your mobile operating system.
- A description of the incident
- A description of what was performed to try and resolve the incident

Finding information on myplace.evolis.com

If additional technical help is needed, information on using and troubleshooting Evolis printers is available on **myplace.evolis.com**.

- Latest versions of firmware,
- Print drivers
- User manuals
- Videos about using and maintaining Evolis printers
- A knowledge base to find answers to your questions



EDIKIO DUPLEX

5.DECLARATIONS OF CONFORMITY

Declarations of Conformity

Concerning Safety and Electromagnetic Compatibility of Radio Equipment (RED 2014/53/EU, LVD 2014/35/EU, EMC 2014/30/EU Directives) and (RoHS3) 2015/863/EU)

Manufacturer name: Evolis

Manufacturer address: 14, avenue de la Fontaine
Z.I. Angers Beaucouzé
49070 Beaucouzé, France

Equipment name: Edikio Duplex

Manufacturing year: 2022

I, the undersigned,

Mr. **Laurent Godard**,

Declare under my own responsibility, that the product described above is in conformity with the essential applicable requirements of the **RED 2014/53/EU, LVD 2014/35/EU, EMC 2014/30/EU directives and (RoHS3) 2015/863/EU:**

Article 3.1 a: (electromagnetic compatibility protection requirement)

Safety standard applied **EN62368-1 : 2014**
EN50364: 2010

Article 3.1 b: (electromagnetic compatibility protection requirements)

EMC standard applied **EN55032: 2012**
EN55024: 2010
EN61000-3-2: 2014
EN61000-3-3: 2013
EN 301489-3: 2013 (VI.6.1.)

CE

Article 3.2: (effective use of the radio frequency spectrum to avoid damaging interference)

EMC standard applied **EN300330-2 V1.6.1**

Full name: **Laurent Godard**

Title: R&D Director

Date: January 4th, 2022

Signature:



EUROPE - Norway Only: This product is designed for an IT power system with phase-to-phase voltage of 230 V. Earth grounding is via the polarized, 3-wire power cord.

FI: "Laite on liitettävä suojamaadoitus koskettimilla varustettuun pistorasiaan"

SE: "Apparaten skall anslutas till jordat uttag"

NO: "Apparatet må tilkoples jordet stikkontakt"

DK: „Apparatets stikprop skal tilsluttes en stikkontact med jord, som giver forbindelse til stikproppens jord".

FCC Federal Communications Commission notice

Radio frequency interference in the United States

FC

The Edikio Duplex model complies with the following specification: FCC Part 15, Subpart A, Section 15.107(a) and Section 15.109(a) Class B Digital device

Additional information:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try the following measures:

- Reorient or relocate the receiving antenna.
- Move the equipment away from the radio or television.
- Connect the equipment to a circuit other than that to which the receiver is connected.
- Consult the supplier or an experienced radio/TV technician.

Use of a shielded twisted pair cable is necessary to comply with the restrictions laid down by part 15 of the FCC Rules for Class B digital devices.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications made to this equipment without the express, written consent of the company Evolis may cause harmful interference and void the FCC authorization to operate this equipment.

We recommend keeping a distance of 20 cm between the user and the RFID module when it is in operation.

This device is compliant with the RSS of Industry Canada applicable to radio devices exempt from licensing. Its use is authorized under the following two conditions: (1) The device must not cause jamming and (2) the device user must accept any radio-electrical jamming it experiences, even if this comprises its operation.

Japanese radio frequency interference (VCCI)

This equipment is Class B information technology equipment based on the rules laid down by the Voluntary Control Council For Interference by Information Technology Equipment (VCCI). Its use in or close to a residential area may cause radio interference. If this occurs, you must take appropriate steps.

VCCI

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

KC

이 기기는 업무용(A급) 전자파적합기기로서 판매자 또는 사용자는 이 점을 주의하시기 바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.