

EDIsecure®

Status Monitor for XID 5xxie and XID 93xx series

Instruction Manual



Operating Environment

This software runs on the following systems.

Microsoft® Windows® 7 32bit/64bit

Microsoft® Windows Vista™ 32bit

Microsoft® Windows® XP 32bit (Service Pack 2)

Microsoft® Windows® 2000 Professional 32bit (Service Pack 4)

Software License Agreement

Users need to accept the terms and conditions of the software license agreement to use this software. Please read through the “Software License Agreement” at the back of the “XIDie Instruction Manual” (separate booklet) before using this software.

September. 2010, 3rd Edition

Contents

Before Using this Software	3
What is status monitor?	3
Screen Configuration	5
Monitoring Printer Status	6
Displaying Printer Status.....	6
List of Status Messages	7
Displaying Media Status	8
Selecting a Printer.....	8
Changing Printer Settings.....	9
Changing Retransfer Conditions.....	11
Changing Bend Remedy Conditions.....	13
Checking Media Status	15
Message displayed and actions to take when ink ribbon is not recognized.....	17
Checking Printer Configuration.....	18
Selecting a Printer	19
Network Settings.....	20
Security Settings	21
Test Print.....	23
Other Features	24
Troubleshooting	25
Error Code List and Actions to Take	25
Error of Status Monitor	29

Notes about this manual

- (1) All rights reserved. Unauthorized reproduction and use of this manual is strictly prohibited.
- (2) Details of this manual or printer specifications and appearance are subject to changes without prior notice.
- (3) Illustrations used in this manual may differ slightly from the actual product.
- (4) Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Microsoft® Windows® 7 operating system, Microsoft® Windows Vista™ operating system, Microsoft® Windows® XP operating system and Microsoft® Windows® 2000 operating system are represented as Windows® 7, Windows Vista™, Windows® XP and Windows® 2000 respectively in this manual.
- (5) Microsoft product screen shot(s) reprinted with permission from Microsoft Corporation.
- (6) This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit. (<http://www.openssl.org/>)
This product includes cryptographic software written by Eric Young (eay@cryptsoft.com).
This product includes software written by Tim Hudson (tjh@cryptsoft.com).

Before Using this Software

What is status monitor?

The status monitor is software for displaying the printer status as well as specifying various printer settings.

Caution

Use the status monitor only when the power of the printer is turned on.

Operating Environment

The status monitor runs on the following systems.

■ OS

- Microsoft® Windows® 7 32bit/64bit
- Microsoft® Windows Vista™ 32bit
- Microsoft® Windows® XP 32bit (Service Pack 2)
- Microsoft® Windows® 2000 Professional 32bit (Service Pack 4)

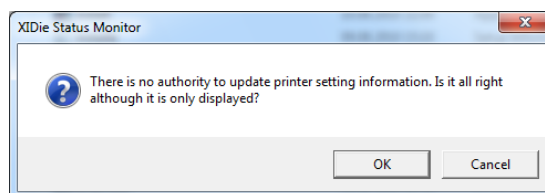
■ Other software

The printer driver needs to be installed on the host computer. You can install the printer driver using the CD-ROM supplied with the printer.

■ User authority

When the status monitor runs by an user within the administrator authority (Administrators group), enables the printer settings.

The following screen is displayed when the status monitor runs by an user without administrator authority. If [OK] is clicked, the status monitor can run, but it is only displayed, without enabling the printer settings.



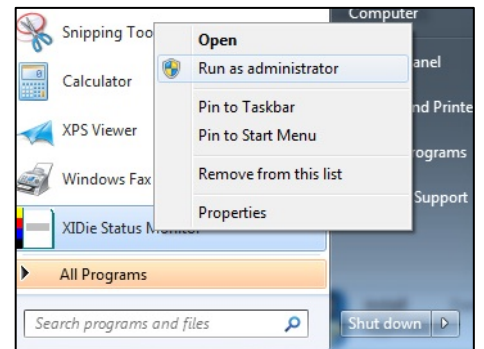
Before Using this Software (Cont'd)

How to run

The status monitor runs on the following method.

- 1) Runs by the shortcut of desktop. (This setting is at the installation.)
- 2) Runs by the start menu. (This setting is at the installation.)
- 3) Runs directly by installed folder of the program.

On Windows® 7 and Windows Vista™; choose the “Run as administrator”, and the status monitor runs by an user within administrator authority. Open or double-click the icon of the status monitor, it runs by an user without administrator authority.



Caution

On Windows® 7 and Windows Vista™; even if an user logged on with the administrator account, the status monitor may be run by an user without administrator authority.

Caution

The following Windows® dialog may appear when you first start up the status monitor using Windows® 7, Windows Vista™ and Windows® XP (Service Pack 2). This dialog will not appear again if you set to “Unblock”. The status monitor incorrectly runs if you set to “Keep Blocking”.



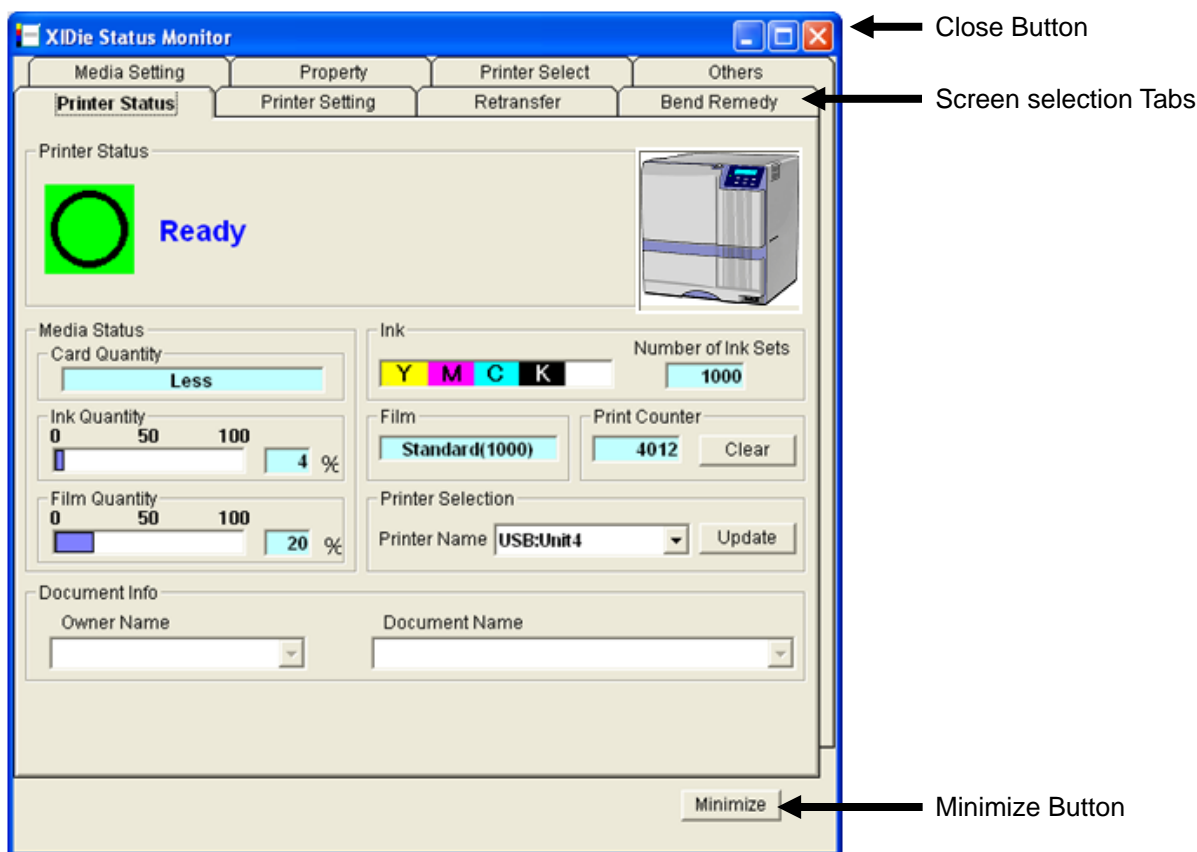
Windows® 7 / Windows Vista™



Windows® XP (Service Pack 2)

Before Using this Software (Cont'd)

Screen Configuration



■ Close button: Closes the status monitor.

■ Screen selection tabs: Use these to switch to the following screens.

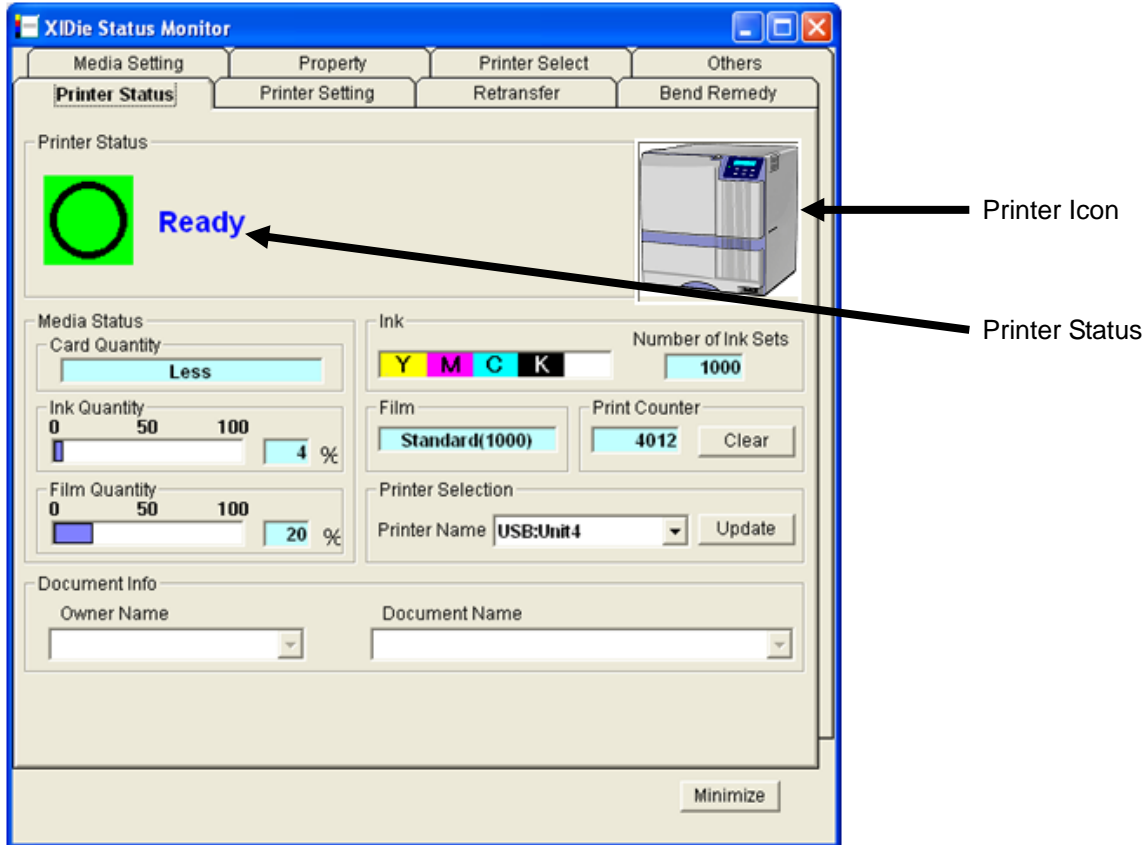
- Printer Status: Displays the printer's status.
- Printer Setting: Displays and enables specification of the printer's print settings.
- Retransfer: Displays and enables setting of the conditions during retransfer of the card.
- Bend Remedy: Displays and enables setting of the conditions during bend remedy of the card.
- Media Setting: Displays the ink ribbon's status and enables setting of the card or retransfer film.
- Property: For verifying the device configuration as well as printer's firmware version.
- Printer Select: For selecting a printer and setting the network.
- Others: For performing test prints and specifying other settings.

■ Minimize button: Minimizes the status monitor to an icon. The icon is displayed in the task bar.

Monitoring Printer Status

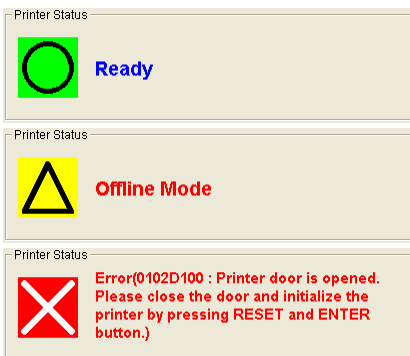
[Printer Status] Tab Sheet

The “Printer Status” screen displays the printer’s status. Content of the screen is automatically updated at regular intervals.



Displaying Printer Status

- **Printer Status:** Displays the printer’s status. There are three modes, which are represented by different icons.



Ready status. The printer is ready to start printing.

Printer is active. For details, refer to “List of Status Messages” on the next page.

Error has occurred. An error code and details of the failure are displayed. “0102D100” on the left example is the error code. For details, refer to “Error Code List and Actions to Take” (page 25 onwards of this manual).

Monitoring Printer Status (Cont'd)

- Printer icon: Under normal conditions, the icon at the bottom left appears. When 1000 cards have been printed since the last cleaning of the card feed rollers, the icon at the bottom right appears. When the bottom right icon appears, perform “Cleaning the card feed rollers and heat rollers” found in the “XIDie Instruction Manual” (separate booklet).



[Under Normal Circumstances]



[When Roller Cleaning is Required]

List of Status Messages

No.	Displayed Message	Description
1	No printer is found	The power of the printer is not turned on, or the host computer is not properly connected to the printer.
2	Ready	The printer is in the ready mode. The printer is ready to start printing cards.
3	Initializing	The printer is initializing. The printer switches to the Ready mode after initialization is complete.
4	Offline Mode	The printer is in the setting mode, or roller cleaning is in progress. When this is complete, the printer switches to the Ready mode.
5	Preheating	Preheating of the heat roller is in progress. The printer switches to the Ready mode upon reaching an appropriate temperature.
6	Card Loading	The printer is issuing cards. The printer's operating status when issuing cards is displayed. After card issuance is complete, the printer returns to the Ready mode.
7	Card Transporting	
8	MG Encoding	
9	Retransfer	
10	Contact IC Encoding	
11	No-Contact IC Encoding	
12	Printing	
13	Power Saving	The printer is in the Power Saving mode, which helps to reduce power consumption. To exit the Power Saving mode, press the Reset button, followed by the Enter button to initialize the printer.

Monitoring Printer Status (Cont'd)

Displaying Media Status

■ **Media Status:** Displays the media's remaining space available.

- **Card Quantity:** Displays the remaining card quantity as three different levels as shown below. The display may vary according to the thickness as well as bend of the card.

Card Quantity Display	Card Thickness of 0.76 mm	Card Thickness of 0.25 mm
Enough	Approx. 25 cards or more	Approx. 70 cards or more
Less	Less than 25 cards	Less than 70 cards
None	No card	No card

- **Ink Quantity:** Displays the remaining ink ribbon quantity in 50 different levels in percentage.
- **Film Quantity:** Displays the remaining retransfer film quantity in 10 different levels in percentage.

Caution

The remaining quantity shown is an estimated value. Differences may occur according to the usage as well as media type.

■ **Ink:** Displays the information on the mounted ink ribbon. The print counter appears blank if the ink ribbon is not correctly recognized. You may not be able to control the ink ribbon properly in this case. Refer to the "Setting the ink ribbon" of the "XIDie Instruction Manual" (separate booklet) on how to check its installation.

■ **Film:** Displays the type of retransfer film mounted.

■ **Print Counter:** Displays the number of cards that have been issued. Press the "Clear" button to reset the print counter to 0.

Selecting a Printer

■ **Printer Selection:** You can switch to the relevant printer when multiple printers are connected to a single host computer.

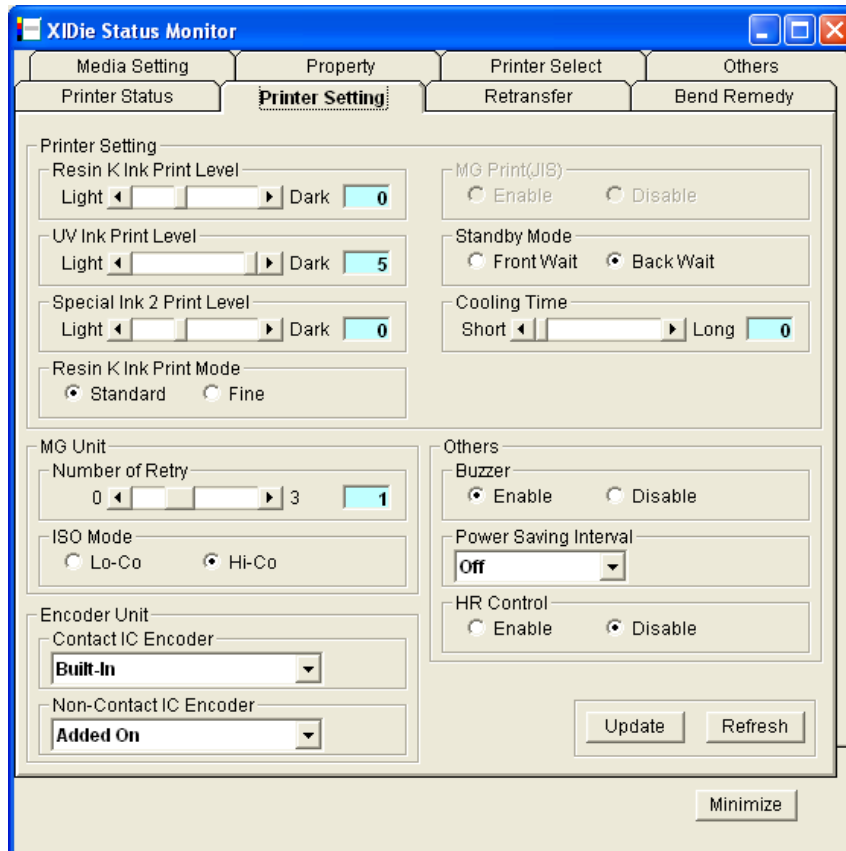
- Pressing the "Update" button searches for a connected printer and updates the printer in the list box.
- When a printer is selected from the list box, the status of the selected printer is automatically displayed.

■ **Document Info:** Displays the owner and document names when printing is enabled through a network connection.

Changing Printer Settings

[Printer Setting] Tab Sheet

The “Printer Setting” screen enables you to specify the print settings of the printer.



Operation

- Update button: Enables the printer settings specified using the slide bars, radio buttons and list box.
- Refresh button: Displays the printer settings on the screen.

Changing Printer Settings (Cont'd)

Setting Procedures

Make sure that you take down the set values before making any changes.

■ Print Settings

- Resin K Ink Print Level: For setting the print density level of the Resin K ink.
- UV Ink Print Level: For setting the print density level of the UV ink. (Optional)
- Special Ink 2 Print Level: For setting the print density level of the Special Ink 2. (Optional)
- Resin K Ink Print Mode: For setting the print quality using the Resin K ink. Selecting "Fine" enhances the printing quality, but slows down the printing speed.
- MG Print (JIS): For specifying the way to peel the retransfer film of cards that come with a JIS magnetic stripe when the JIS MG unit is mounted. The default setting is "Disable".
- Standby Mode: For specifying the card standby position while waiting for the laminator to switch to the Ready mode during double-sided printing when the laminator is connected. The default setting is "Front Wait".
- Cooling Time: For specifying the standby time in units of seconds before peeling the retransfer film from the card after retransfer is complete. The default value is 0.

■ MG Unit

- Number of Retry: For specifying the maximum number of retries when writing/reading of the magnetic stripe fails. The default value is 1.
- ISO Mode: For specifying the coercivity with respect to the ISO magnetic stripe. The default setting is "Hi-Co".

■ Encoder Unit

- Contact IC Encoder: For specifying the contact position of the contact IC encoder. The default setting is "None".
- Non-contact IC Encoder: For specifying the antenna position of the non-contact IC encoder. The default setting is "None".

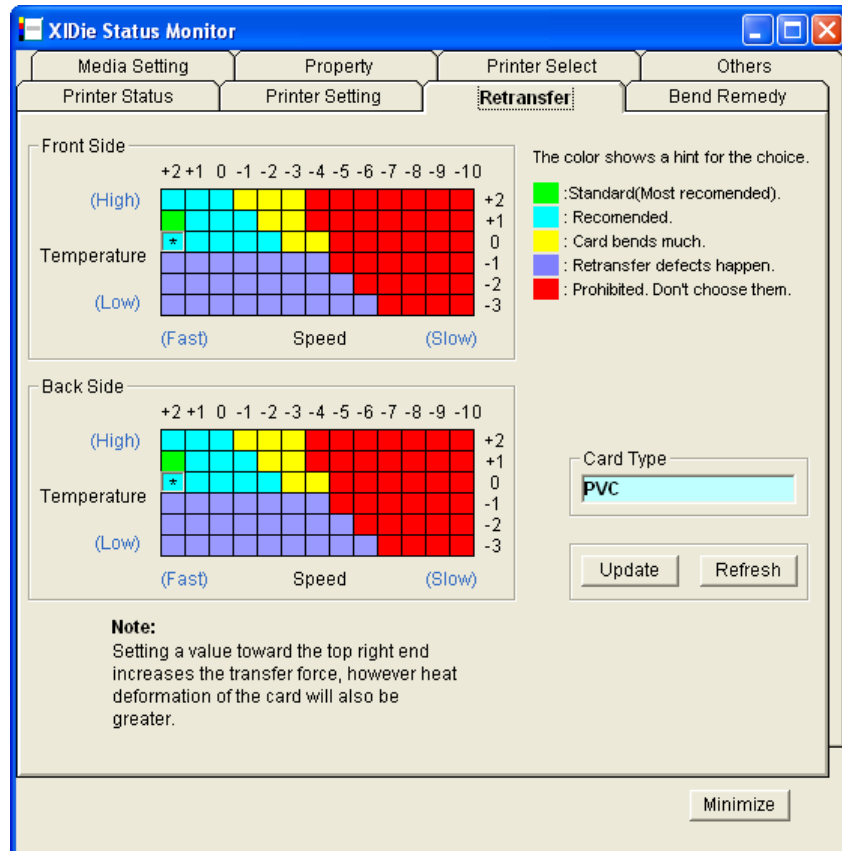
■ Others

- Buzzer: For enabling/disabling the alert sound when error occurs or when the card quantity is running low, as well as the sound upon pressing the Enter key in the user mode. The buzzer does not sound if you disable this feature. The default setting is "Enable".
- Power Saving Interval: Enables switching to the Power Save mode to reduce power consumption when printing or operation is not performed over a specified time interval. Select whether to disable the Power Save mode or the time interval before switching to the Power Save mode. Selecting "Disable" deactivates the Power Save mode. The default setting is "Disable".
- HR Control: Switches to the standby mode by lowering the temperature of the retransfer heat roller when printing is not performed for 30 minutes or longer. The default setting is "Enable".

Changing Retransfer Conditions

[Retransfer] Tab Sheet

The “Retransfer” screen enables you to set the retransfer conditions on the card.



Operation






- Update button: Applies the selected value to the printer.
- Refresh button: Displays the printer settings on the screen.
- Card Type: The appropriate value varies according to the type of card used. You can change the card type on the “Media Setting” screen. (Refer to Page 15 of this manual.)

Changing Retransfer Conditions (Cont'd)

Setting Procedures

The vertical axis shown in the setting area indicates the retransfer temperature, and the horizontal axis represents the retransfer speed. Click on the corresponding square to change the value. The selected value is indicated using “*”.

Setting a value toward the top right end increases the transfer force, however heat deformation of the card will also be greater. The colors below serve as a rough indicator for selection.

Color	Description
 Green	Standard value. Optimal value for the selected card. Select this under normal circumstances.
 Light Blue	Appropriate range. Recommended range when selecting a value other than the standard value.
 Yellow	Card bends increases.
 Blue	Retransfer defect may occur.
 Red	Do not choose these values.

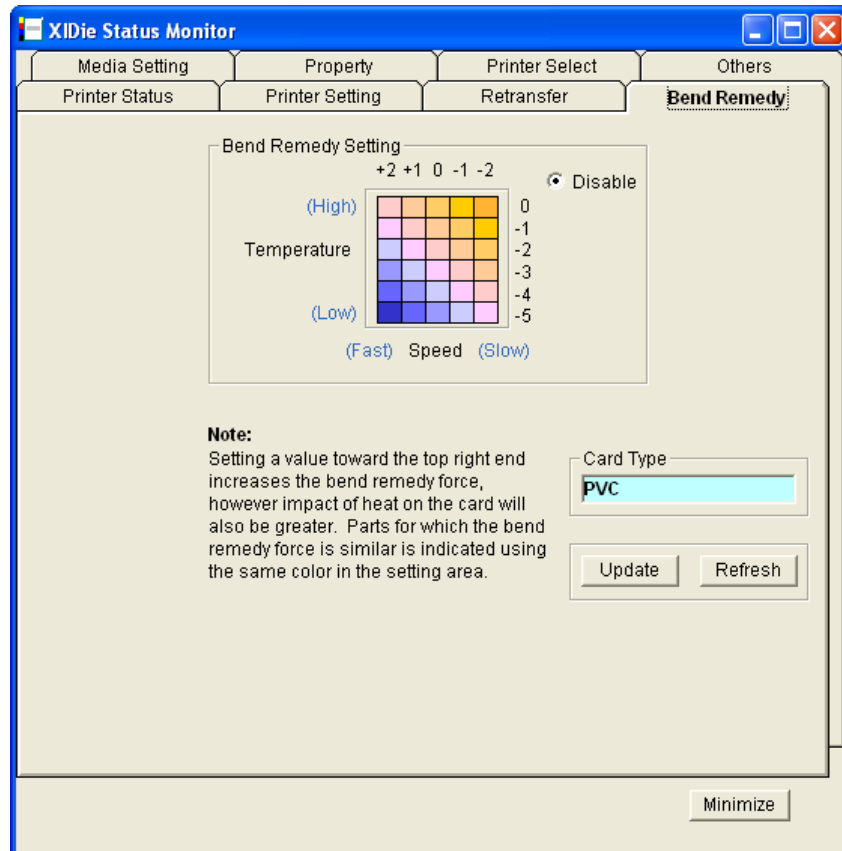
Caution

- 1) The setting areas serve only as a rough indicator. The optimal value varies according to the card type as well as the environment in which the printer is used. As such, set the values after trying out under the environment where it is to be used.
- 2) It may take a while for printing to start when the retransfer temperature is changed.
- 3) There is only one standard retransfer temperature. Altering the retransfer temperature on one side changes the temperature on the other side as well.
- 4) The range of optimal values varies according to the “Card Type”. You can change the card type in the “Media Setting” screen.
- 5) If the card type varies across printers, set the card type to use accordingly. The color of the setting area varies according to the card type in use.

Changing Bend Remedy Conditions

[Bend Remedy] Tab Sheet

The “Bend Remedy” screen enables you to set the conditions for the card’s bend remedy.



Operation

- Update button: Applies the selected value to the printer.
- Refresh button: Displays the printer settings on the screen.
- Card Type: The appropriate value varies according to the type of card used. You can change the card type on the “Media Setting” screen. (Refer to Page 15 of this manual.)

Changing Bend Remedy Conditions (Cont'd)

Setting Procedures

The vertical axis in the setting area indicates the bend remedy temperature, and the horizontal axis represents the bend remedy speed. Click on the corresponding square to change the value. The selected value is indicated using “*”.

Setting a value toward the top right end increases the bend remedy force, however impact of heat on the card will also be greater. Parts for which the bend remedy force is similar is indicated using the same color in the setting area.

To disable bend remedy, select the “Disable” radio button. The default setting is “Disable”.

Caution

- 1) The setting areas serve only as a rough indicator. The optimal value varies according to the card type as well as the environment in which the printer is used. As such, set the values after trying out under the environment where it is to be used.
- 2) Bend remedy is effective when printing on only one side. Performing double-sided printing with a high bend remedy temperature may cause the card to deform significantly. As such, select the “Disable” button during double-sided printing.
- 3) When the “Disable” radio button is turned on, the printer switches to and remains in the preheating mode (for approximately 10 minutes) until the bendy remedy roller’s temperature has gone down. This is not a malfunction. Wait for the printer to switch to the Ready mode.
- 4) When bend remedy is disabled using the “Disable” button, the speed is automatically set to the maximum value (+2).
- 5) If the bend remedy force becomes strong, the surface of remedy side will become lusterless.

Checking Media Status

[Media Setting] Tab Sheet

The “Media Setting” screen enables you to display the ink ribbon’s status and specify the card or retransfer film settings.

The screenshot shows the 'XIDie Status Monitor' application window. The 'Media Setting' tab is selected, showing fields for Ink Status (Name: YMCK, Number of Ink Sets: 1000), Ink Lot Number (SL6811), Card Type (Material: PVC, Thickness: Standard), and Film Type (Standard(1000)). There are 'Update', 'Refresh', and 'Minimize' buttons.

Display and Change of Settings

■ Ink Status

- Name: Displays the name of the mounted ink ribbon. A message indicating the cause appears when the ink ribbon cannot be recognized. (Refer to Page 17 of this manual.)
- Number of Ink Sets: Displays the specification of the number of screens which is mounted ink ribbon. This is not an indication of the current ink level.
- Ink Lot Number: Displays the lot number of the mounted the ink ribbon.

Checking Media Status (Cont'd)

■ Card Type:

- Material: Select one of the card materials from “PET-G”, “PVC”, and “PET (0.25 mm)”. An optimal value for the retransfer speed and temperature settings is displayed according to the selected card. (Refer to Pages 11 and 13 of this manual.)
- Thickness: Select either “Standard” or “Thin” for the card thickness. If the card thickness is 0.76 mm, select “Standard”. If the card thickness is 0.25 mm, select “Thin”.

Caution

- 1) To use cards of different thickness, refer to “Switching the card thickness” of the “XIDie Instruction Manual” (separate booklet).
- 2) When thin cards are used for double-sided printing, errors such as card jam may occur. Use them only for single-sided printing.
- 3) If the card material to use varies according to the printer, specify the card material accordingly.

- ### ■ Film Type:
- Displays the specifications of the number of screens which is mounted retransfer film.
This is not an indication of the current film level.

- ### ■ Update button:
- Applies the selected value to the printer.

- ### ■ Refresh button:
- Displays the printer settings on the screen.

Checking Media Status (Cont'd)

Message displayed and actions to take when ink ribbon is not recognized

When the ink ribbon cannot be recognized, the cause for this problem is indicated in the “Name” field under “Ink Status”.

The screenshot shows the 'XIDie Status Monitor' application window. The 'Media Setting' tab is active, displaying fields for 'Ink Status' (Name: (254:No TAG), Number of Ink Sets: 1000), 'Ink Lot Number' (SL6811), 'Card Type' (Material: PVC, Thickness: Standard), and 'Film Type' (Standard(1000)). There are 'Update' and 'Refresh' buttons at the bottom right of the settings area, and a 'Minimize' button at the very bottom right of the window.

Message	Cause and Action to Take During Ink Recognition Error
(252:Invalid TAG Data)	The TAG record data adhered to the ink ribbon is incorrect. Replace the ink ribbon and try again.
(253:Defective TAG)	Unable to establish communication with the TAG adhered to the ink ribbon. Replace the ink ribbon and try again.
(254:No TAG)	Unable to read the TAG adhered to the ink ribbon. Check to ensure that the ink ribbon is correctly set.
(255:Defective R/W)	Printer TAG reader error. The printer needs to be repaired.

Checking Printer Configuration

[Property] Tab Sheet

The “Property” screen enables you to verify the device configuration as well as the printer’s firmware version.

XIDie Status Monitor							
Printer Status		Printer Setting		Retransfer		Bend Remedy	
Media Setting		Property		Printer Select		Others	
Version							
Printer	2039	Config.	22				
Table	30	MG Unit	m019				
Ext. IC Unit	????	Laminator 1	????				
External TurnOver Unit	????	Laminator 2	????				
Optional Unit Configuration							
MG Encoder	ISO	Contact IC Encoder	Built-In				
Non-Contact IC Encoder	Added On	Laminator 1	None				
External TurnOver Unit	None	Laminator 2	None				
Others							
Printer Print Counter	4012	Thermal Head Counter	19753				

- **Version:** Displays the firmware version of the printer as well as peripheral devices. When optional devices, such as the MG unit, external IC unit, and laminator, are not connected, this is indicated as “????”.
- **Optional Unit Configuration:** Displays the configuration of optional devices.

Caution

When a value other than “None” is shown in the contact IC encoder or non-contact IC encoder field, this means the configuration allows mounting of an IC encoder, and does not indicate that an IC encoder is mounted. Consult our authorized dealers on how to install the IC encoder.

- **Others:** Displays the printer’s status.
 - **Printer Print Counter:** Displays the accumulated number of cards issued by the printer.
 - **Thermal Head Counter:** Displays the number of print ink panels for the thermal head. For example, when printing on a single side using all YMCK inks, 4 are added to each card.

Selecting a Printer

[Printer Select] Tab Sheet

The “Printer Select” screen enables you to select a printer and specify network settings.

The screenshot shows the 'XIDie Status Monitor' application window with the 'Printer Select' tab selected. The interface includes several sections: 'Current Printer' with a dropdown menu showing 'USB:Unit4' and a 'Scan Printer' button; 'Printer Name' with a text field containing 'PRINTER02'; 'Default Interface' with radio buttons for 'Network' and 'USB' (selected); 'Network Setting' with radio buttons for 'Obtain and IP Address Automatically' and 'Use the following IP Address' (selected); and fields for 'IP Address' (192.168.1.12), 'Subnet Mask' (255.255.255.0), and 'Default Gateway' (192.168.1.1). There is also a 'Session Timeout' dropdown set to 'None' and a 'MAC Address' field showing '00-80-88-42-8C-39'. On the right, there is a 'Security Setting' section with radio buttons for 'IP Sec Disable' (selected), 'IP Sec Enable', 'Preshared Key', and 'Printer Certificate', along with a 'Details...' button and a 'Sync Time' button. At the bottom right, there are 'Update' and 'Refresh' buttons, and a 'Minimize' button at the very bottom.

■ **Current Printer:** You can switch to the relevant printer when multiple printers are connected to a single host computer.

- Pressing the “Scan Printer” button searches for a connected printer and updates the printer in the list box.
- When a printer is selected from the list box, the status of the selected printer is automatically displayed.

■ **Printer Name:** For setting the name of the selected printer.

■ **Default Interface:** For setting the interface during startup. When the printer is connected via the network (Ethernet), the set value is shown but setting is disabled.

Caution

Regardless of the default interface setting, priority is given to USB if the USB cable is connected.

Selecting a Printer (Cont'd)

Network Settings

Caution

- 1) Determine the "Network Setting" items according to the instructions of the network administrator for the location where the printer unit is installed.
- 2) Other network devices may be affected if the "Network Setting" is incorrect.
- 3) When only USB connection is used, there is no need to specify the "Network Setting".
- 4) To apply the "Network Setting" to the printer unit without connecting via USB, do so using the operation panel on the printer.

■ Network Setting: For specifying items related to the network (Ethernet). When the printer is connected via the network, the set values are shown but setting is disabled.

- When "Obtain and IP Address Automatically" is selected, the IP address, subnet mask, and default gateway values are automatically acquired from the DHCP server. If the DHCP server is not found, settings in the "Use the following IP Address" will apply.

Note

- 1) The IP address, subnet mask, and default gateway values that are automatically acquired from the DHCP server are not shown.
- 2) The IP address, subnet mask, and default gateway values may change regularly according to the DHCP server settings. To use a static IP address such as for the printer driver's application software, it is recommended that you select "Use the following IP Address".

- When "Use the following IP Address" is selected, specify the "IP Address", "Subnet Mask", and "Default Gateway" fields accordingly.
- Use "Session Timeout" to specify the timer interval before disconnecting when communication is not established after print connection. The default setting is "None".
- The printer's MAC address is shown in the "MAC Address" field.

Selecting a Printer (Cont'd)

Security Settings

Caution

- 1) Determine the "Security Setting" items according to the instructions of the network administrator for the location where the printer unit is installed.
- 2) Encrypted communication cannot be established if the "Security Setting" is incorrect.
- 3) When only USB connection is used, there is no need to specify the "Security Settings". Encrypted communication is not possible with USB connection.
- 4) It is not possible to apply the "Security Setting" to the printer without connecting via USB.
- 5) Refer to the "Installation Manual" for procedures to create the download file to be used for the "Security Setting". Manage the download file according to the instructions of the network administrator.

■ Security Setting: For specifying items related to IPSec of the network (Ethernet). When the printer is connected via the network, the set values are shown but setting is disabled.

- When "IP Sec Disable" is selected, only communication that does not make use of IP Sec is enabled. The default setting is "IP Sec Disable".
- When "IP Sec Enable" is selected, communication that makes use of IP Sec is enabled. Upon completing the setting using the "Details" button, the "Preshared Key" or "Printer Certificate" selection is enabled.

Note

- 1) The "Details" button is enabled when "IP Sec Enable" is selected.
- 2) You cannot make a selection by pressing the "Preshared Key" or "Printer Certificate" button.

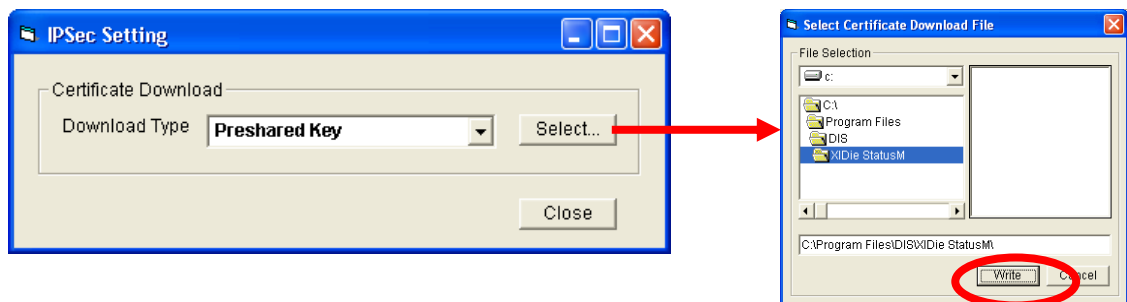
Refer to the table below on whether encrypted communication using IP Sec is allowed.

Printer Setting	PC's IP Sec Policy		
	Security Required	Request for Security	Not Protected
"IP Sec Disable"	Communication Disabled	Normal Communication	Normal Communication
"IP Sec Enable" (When authentication fails)	Communication Disabled	Normal Communication	Normal Communication
"IP Sec Enable" (When authentication is successful)	Encrypted Communication	Encrypted Communication	Normal Communication

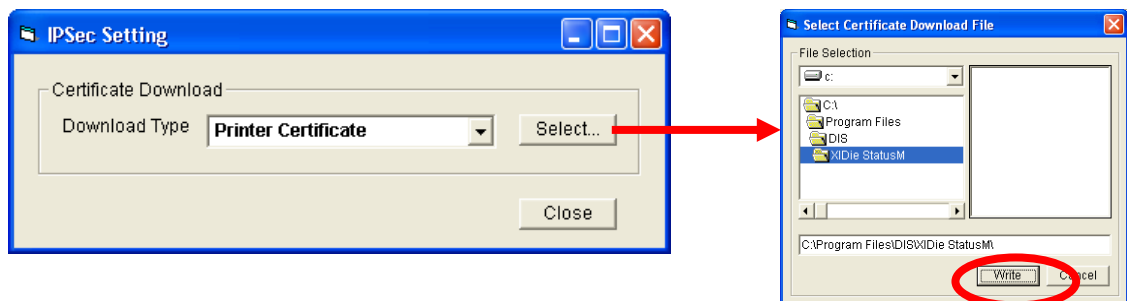
- Pressing the "Details" button displays the "IP Sec Setting" screen, and enables you to send the download file required for IP Sec authentication to the printer.

Selecting a Printer (Cont'd)

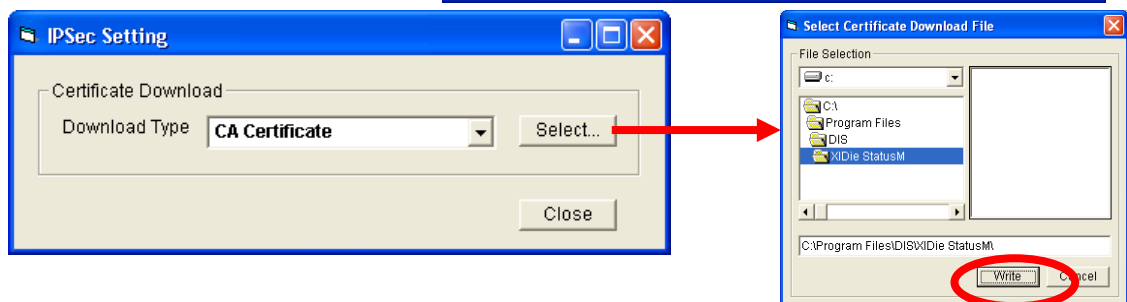
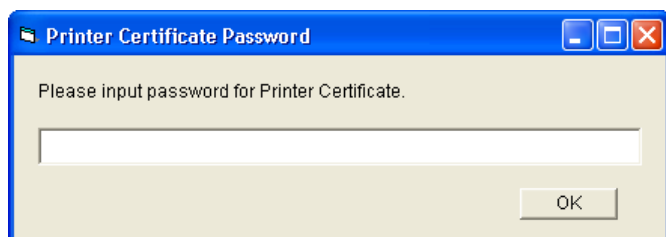
The “preshared key file” is required for “preshared key authentication”.



The “printer certificate file” and the “certification authority certificate” are required for “printer certificate authentication”.



Enter the password for the printer certificate file.



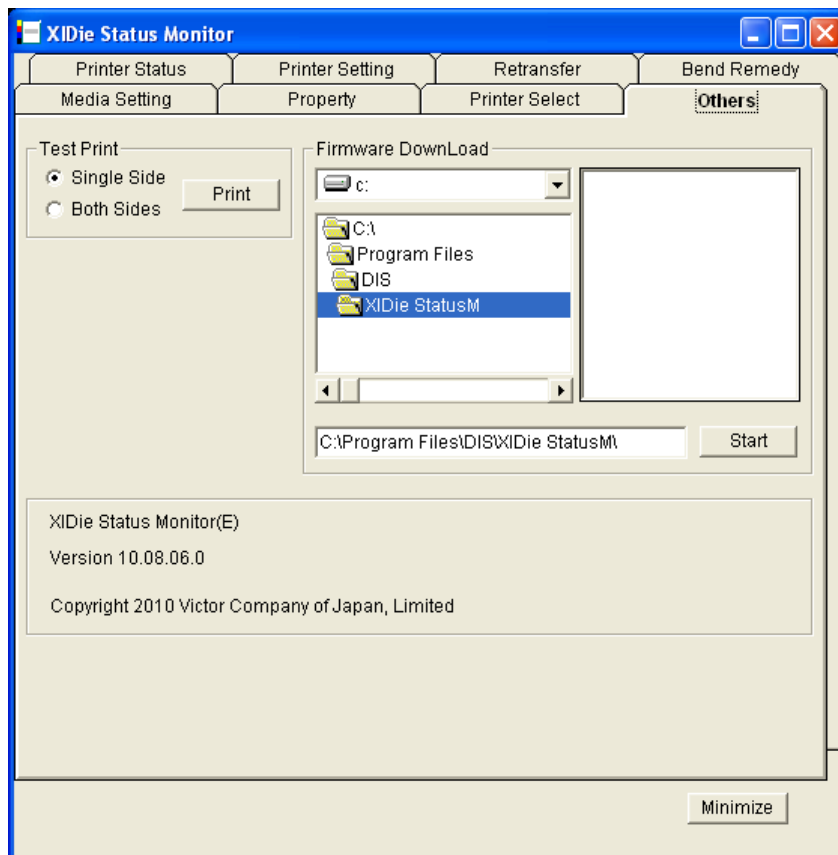
After setting of the necessary files is complete, click on the “Close” button on the “IP Sec Setting” screen to close the screen. Doing so ends the IP Sec setting for the printer.

- Press the “Sync Time” button to send the current time of the PC to the printer. Setting can be performed via a USB or network connection.
- Update button: Applies the selected value to the printer.
- Refresh button: Displays the printer settings on the screen.

Test Print

[Others] Tab Sheet

The “Others” screen enables you to perform test print for the printer. Test print uses the printer’s self-diagnosis function without making use of the printer driver. You can use it to verify whether the printer is functioning correctly. For printers connected via the network, the items on this screen are not displayed.



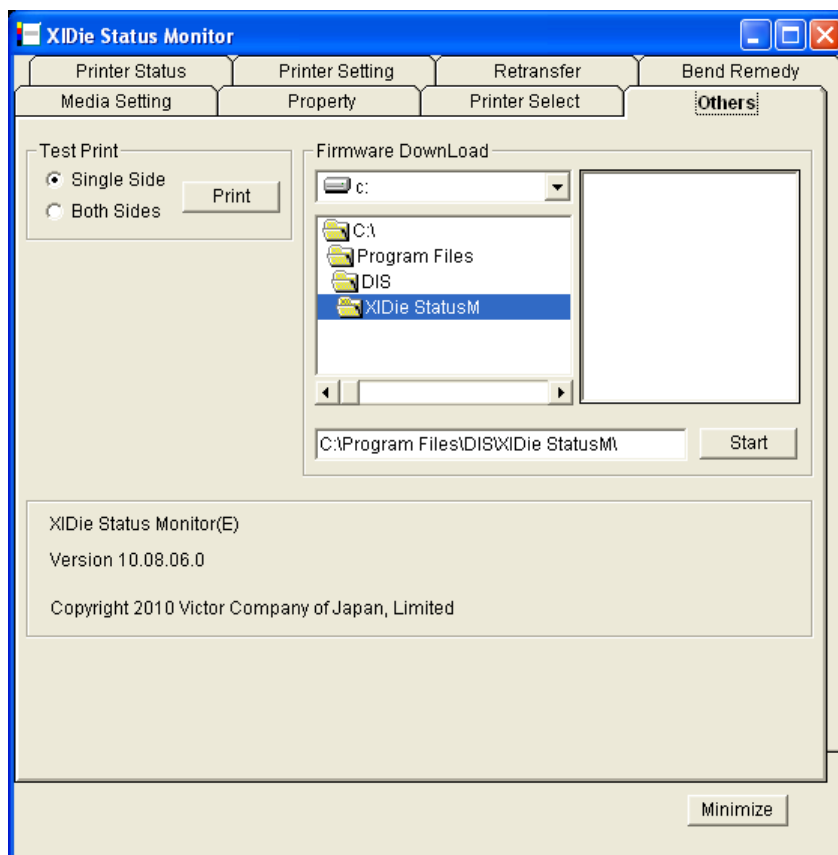
- Select “Single Side” or “Both Sides” under test print, followed by pressing the “Print” button to start test print. Doing so executes printing on a card using the built-in test pattern of the printer.

Other Features

[Others] Tab Sheet

The “Others” screen also contains features that require technical knowledge as well as those for use by technical personnel. The following is a brief outline.

For printers connected via the network, the items on this screen are not displayed.



- **Firmware Download:** Updates the printer’s firmware. Select the relevant file and click the “Start” button. Special operations are required to update the printer’s firmware.

Caution

Request the servicing personnel or our authorized dealer to update the printer’s firmware.
The printer may not start up if update of the firmware fails.

Troubleshooting

Error Code List and Actions to Take

Caution

Connection may not be recognized if the power of the printer is turned on while the status monitor is operating. When this occurs, switch off the printer's power and switch on again, followed by restarting the status monitor.

For actions requiring servicing calls, turn off the power of the printer and consult our authorized dealer.

Error Code	Displayed Message	Actions
	No Printer is found. Please confirm the printer is connected correctly, or it is powered.	<ul style="list-style-type: none">• Check to ensure that the connection between the host computer and the printer is properly established.• Check to ensure that the power of the printer is turned on.
0102D000	There is no card. Please supply cards.	Replenish cards into the card tray.
0102D100	Printer door is opened. Please close the door and initialize the printer by pressing RESET and ENTER button.	Close the printer door, followed by pressing the RESET and ENTER buttons in sequence to initialize the printer.
0102D600	Ink Ribbon Cassette or Retransfer Film Cassette is not set.	Install the ink ribbon cassette or retransfer film cassette. After installing, close the printer door, followed by pressing the RESET and ENTER buttons in sequence to initialize the printer.
0102D700	Cleaning Unit is not set.	Install the cleaning unit. After installing, close the card tray, followed by pressing the RESET and ENTER buttons in sequence to initialize the printer.
01039000	Feed Jam happens. Please unset the card tray and remove the card after turning off the printer power.	Turn off the power, and refer to "Removing card jams (Hopper jam)" in the "XIDie Instruction Manual" (separate booklet) on procedures to remove the jammed card.
01039100	Card Jam happens in the printer. Please open the printer door and remove the card after turning off the printer power.	Turn off the power, and refer to "Removing card jams (Turnover section)" in the "XIDie Instruction Manual" (separate booklet) on procedures to remove the jammed card.
01039200	Card Jam happens in the printer. Please open the printer door and remove the card after turning off the printer power.	Press the RESET and ENTER buttons in sequence to initialize the printer. If the card is not ejected, turn off the power and remove the card.

Troubleshooting (Cont'd)

(Cont'd)

Error Code	Displayed Message	Actions
01039300	Card Jam happens in the printer. Please open the printer door and remove the card after turning off the printer power.	Turn off the power, and refer to "Removing card jams (Retransfer section)" in the "XIDie Instruction Manual" (separate booklet) on procedures to remove the jammed card.
01039400	Card Jam happens in the printer. Please open the printer door and remove the card around the card outlet after turning off the printer power.	Turn off the power, open the printer door and remove the card at the card outlet.
0103A000	Retransfer Film is broken.	Refer to "Mending broken ink ribbon and retransfer film" in the "XIDie Instruction Manual" (separate booklet) on procedures to restore the retransfer film.
0103A100	Mark on Retransfer Film could not be detected. Please set Retransfer Film correctly.	Install the retransfer film correctly. After installing, close the printer door, followed by pressing the RESET and ENTER buttons in sequence to initialize the printer.
0103B000	Ink Ribbon is broken.	Refer to "Mending broken ink ribbon and retransfer film" in the "XIDie Instruction Manual" (separate booklet) on procedures to restore the ink ribbon.
0103B100	Ink Ribbon cannot be controlled. Please set Ink Ribbon correctly.	Install the ink ribbon correctly. After installing, close the printer door, followed by pressing the RESET and ENTER buttons in sequence to initialize the printer.
0103BB00	Card Jam happens in External IC unit. Please remove the card in External IC unit.	Press the RESET and ENTER buttons in sequence to initialize the printer. If the card is not ejected, turn off the power and remove the card.
01044400 0104D800 0104FA00	Hardware failure happens in the printer unit. Please turn off and on the printer power to initialize the printer.	Turn off the power of the printer and turn on again. Call for servicing if this problem recurs.
0104A900	MG encoder is not set correctly. Please turn off the printer power and set MG unit correctly.	Turn off the power of the printer and turn on again. Call for servicing if this problem recurs.
0104AB00	Mechanical failure happens in the MG encoder. Please turn off and on the printer power to initialize the printer.	Turn off the power of the printer and turn on again. Call for servicing if this problem recurs.

Troubleshooting (Cont'd)

(Cont'd)

Error Code	Displayed Message	Actions
0104AC00	Hardware failure happens in the MG encoder. Please turn off and on the printer power to initialize the printer.	Turn off the power of the printer and turn on again. Call for servicing if this problem recurs.
0104AF00	Communication error happens between printer and MG encoder. Please turn off and on the printer power to initialize the printer.	Turn off the power of the printer and turn on again. Call for servicing if this problem recurs.
0104B900	External IC unit is not set correctly. Please turn off the printer power and set External IC unit correctly.	Turn off the power of the printer and turn on again. Call for servicing if this problem recurs.
0104BA00	Dip switch setting in the external IC unit is not correct. Please turn off the printer power and correct Dip switch setting in External IC unit.	Turn off the power of the printer and turn on again. Call for servicing if this problem recurs.
0104BE00	Communication error happens between printer and External IC unit. Please turn off the printer power and connect communication cable correctly.	Turn off the power of the printer. Unplug the cable connecting the external IC unit to the printer, and plug in again. Call for servicing if this problem recurs.
0104BF00	Communication error happens between printer and laminator. Please turn off the printer power and connect communication cable correctly.	Turn off the power of the printer. Unplug the cable connecting the laminator to the printer, and plug in again. Call for servicing if this problem recurs.
0104C000	Hardware failure happens in the turnover unit. Please turn off and on the printer power to initialize the printer.	Turn off the power of the printer and turn on again. Call for servicing if this problem recurs.
0104C100	Hardware failure of Heater Cam happens. Please turn off and on the printer power to initialize the printer.	Turn off the power of the printer and turn on again. Call for servicing if this problem recurs.
0104F000	The temperature of Retransfer Roller is too hot. Please turn off the printer power till it becomes cool enough.	Turn off the power of the printer. Turn on again after the temperature of the retransfer roller has gone down. Call for servicing if this problem recurs.
0104F100	Hardware failure of Retransfer Roller happens. Please turn off and on the printer power to initialize the printer.	Turn off the power of the printer and turn on again. Call for servicing if this problem recurs.

Troubleshooting (Cont'd)

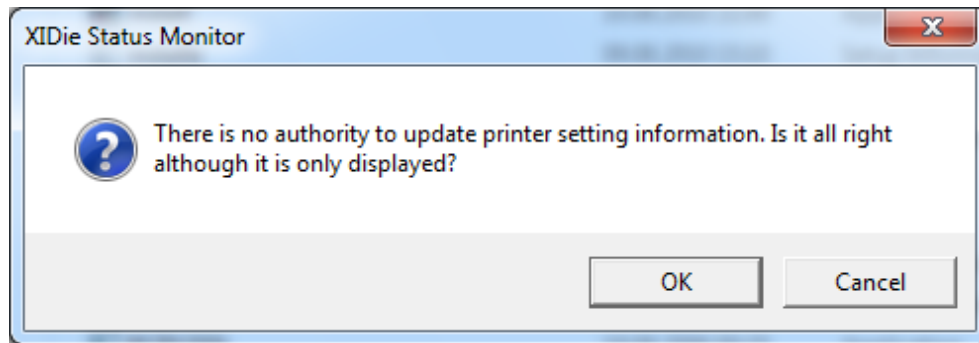
(Cont'd)

Error Code	Displayed Message	Actions
0104F200	Hardware failure of Retransfer Roller Thermistor happens. Please turn off and on the printer power to initialize the printer.	Turn off the power of the printer and turn on again. Call for servicing if this problem recurs.
0104F300	The temperature of Bend Remedial Roller is too hot. Please turn off the printer power till it becomes cool enough.	Turn off the power of the printer. Turn on again after the temperature of the bend remedy roller has gone down. Call for servicing if this problem recurs.
0104F400	Hardware failure of Bend Remedial Roller happens. Please turn off and on the printer power to initialize the printer.	Turn off the power of the printer and turn on again. Call for servicing if this problem recurs.
0104F500	Bend Remedial Roller thermistor is out of order. Please turn off and on the printer power to initialize the printer.	Turn off the power of the printer and turn on again. Call for servicing if this problem recurs.
0104F600	The temperature in the printer is too cool. Please turn off the printer power till it becomes warm enough.	Turn off the power of the printer. Turn on again after allowing the surrounding temperature of the printer to rise. Call for servicing if this problem recurs.
0104F800	The temperature of Thermal Head is too hot. Please turn off the printer power till it becomes cool enough.	Turn off the power of the printer. Turn on again after the temperature of the thermal head has gone down. Call for servicing if this problem recurs.
0105FB00	Download data to the printer is invalid. Please confirm the file is correct.	Check to ensure that the downloaded file is correct.
0142A200	End of Retransfer Film, please replace the film with a new.	Replace the retransfer film. After doing so, close the printer door, followed by pressing the RESET and ENTER buttons in sequence to initialize the printer.
0142B200	End of Ink Ribbon, please replace the ink with a new.	Replace the ink ribbon. After doing so, close the printer door, followed by pressing the RESET and ENTER buttons in sequence to initialize the printer.

Troubleshooting (Cont'd)

Error of Status Monitor

- The following error occurred when the status monitor is started up on Windows® 7 and Windows Vista™.



Cause: The status monitor cannot run because it is an unidentified program by Windows®.

Action: Choose the "Run as administrator", and the status monitor runs by an user within administrator authority. After that, this error does not occur because it becomes identified program by Windows®.

Digital Identification Solutions AG

Teckstrasse 52
73734 Esslingen

Germany

Phone: + 49 711 341 689 - 0
Fax: + 49 711 341 689 - 550

Email: support@digital-identification.com

Digital Identification Solutions Pte. Ltd.

#03-01 Hiangkie Industrial Building IV
27 Woodlands Industrial Park E1
Singapore 757718

Phone: + 65 6352 8364
Fax: + 65 6352 8365

Email: support@sg.digital-identification.com

Digital Identification Solutions (Beijing) Co. Ltd.

Lonsdale Center C207, No. 5 Wanhong Road
Chaoyang District, Beijing, 1 00015

P.R. China

Phone: + 86 10 6437 4376
Fax: + 86 10 6433 1278

Email: support@cn.digital-identification.com

Digital Identification Solutions LLC

111 Kiowa Lane
Piedmont, SC 29673

United States of America

Phone: + 1 864 272 1199
Fax: + 1 770 234 5798

Email: support@us.digital-identification.com

Digital Identification Solutions (Branch)

Unit E-20, Dubai Airport Free Zone
P.O. Box 5 46 68

Dubai, United Arab Emirates

Phone: + 971 4 299 4146
Fax: + 971 4 299 4147

Email: support@uae.digital-identification.com

Digital Identification Solutions S. de R.L. de C.V.

Parque Industrial Benito Juárez
Acceso II, No. 5, Bodega No. 1
Querétaro, Qro, C.P. 76130

México

Phone: + 52 442 2171 768 - 0
Fax: + 52 442 2171 768 - 10

Email: support@mx.digital-identification.com

vps ID Systems GmbH

Carl-Zeiss-Strasse 2
76275 Ettlingen

Germany

Phone: + 49 7243 5488 - 0
Fax: + 49 7243 5488 - 11

Email: info@vps.de

www.digital-identification.com