EVERLINK CELEBRATES
10 Years
2004 - 2014

Instant Card Issuance System
CARD PRODUCTION USER GUIDE

VERSION 2.7

JULY 2014

EVERLINK®

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INTRODUCTION

This document does not cover any aspect of software configuration or setup. It is intended to provide easy to follow steps for a teller / CSR to use the Instant Card Issuance System to produce fully personalized EMV CHIP cards in the branch.

Hardware / Software Components

Each branch should designate a "client" personal computer (PC) that will be connected directly to the CHIP card printer / encoder. This must be a Windows based PC with MS Internet Explorer version 8.

Each client PC must be connected to the institution branch network. This network connection allows the PC and the web-browser to communicate with Everlink's Instant Card Issuance Host Server which resides on Everlink's raised floor.
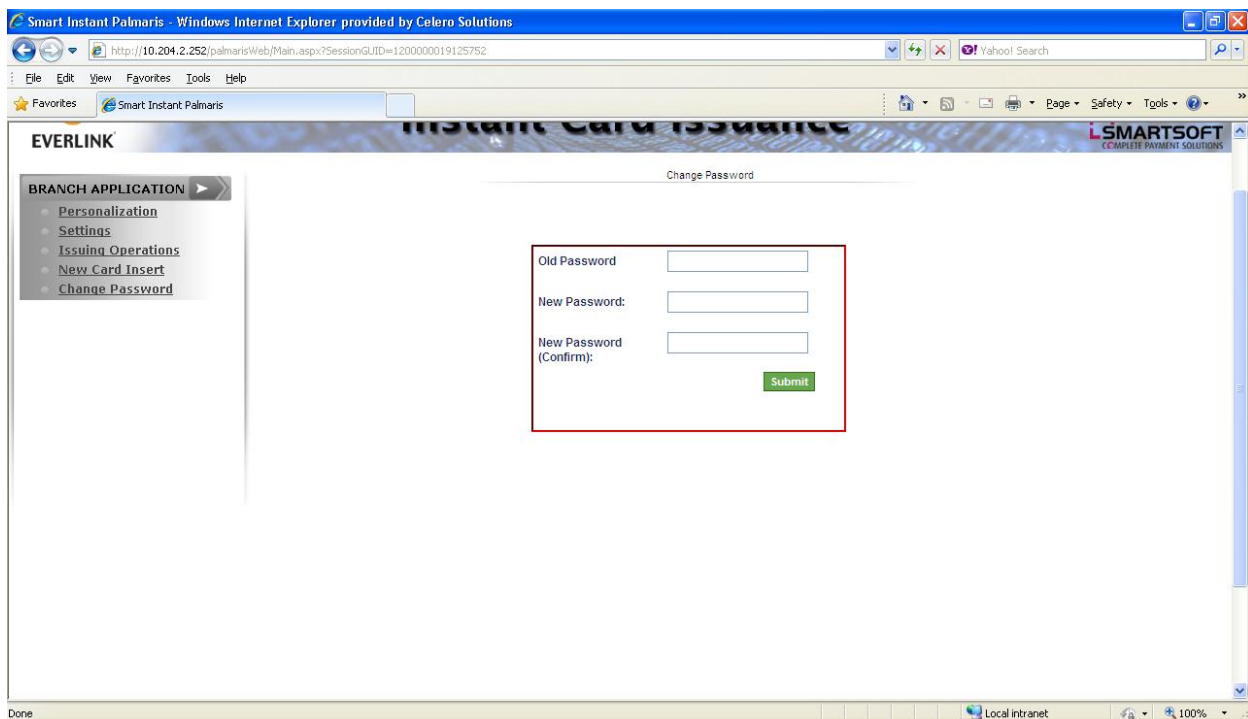
GETTING STARTED

Once you have designated the Instant Card Issuance client PC and have connected it to the card printer / encoder, please make sure you have gone through all the browser and active x setup from the Installation Guide to access the Instant Card Issuance System.

User Management

User Management functions for the Instant Card Issuance System is controlled at the Host Server. Please contact Everlink for the creation of any new users or to update existing users.

For any user ID that you receive from Everlink please make sure that the user changes the password the first time he/she logs into the system.
From the "BRANCH APPLICATION" select the Change Password option, you will see the following screen.

Enter the Old Password in the first text box followed by New Password in the next two text boxes. Click on the "Submit" button to finish.

PRODUCING A CHIP CARD

Pre-requisites

Before starting the card printing process, the system needs to be checked to ensure that all of the necessary components are ready for the system to work in an efficient manner.

- First, please ensure that the card printer / encoder is turned on and "ready" is shown on the printer screen.
- Second, open the browser to the log-in page.
- Third, make sure that there are cards in the hopper of the card printer / encoder. Make sure they are the right cards i.e. blank cards ready to be personalized.

Preparing the Cardholder Photo to be Printed on the Card

This step is optional. The Instant Card Issuance system allows a cardholder's photo to be printed on the back of the card.

If you do not already have the member's picture on file, please take the cardholder's picture now using a digital camera. Once the picture has been taken, connect the camera to the PC so that the picture will be downloaded to the PC.

Administrator Note – please pre-configure the windows picture download function to put the picture in a specific folder so that they will always be in the same folder. This will make it easier for the teller / CSR to select the picture into the card production software.

Before you produce a card make sure that there are **clean**, blank cards in the hopper. If there are no cards in the hopper place a stack of cards in the hopper as shown in the instructions found on the printer / encoder.

Please follow the card handling recommendations contained in the Appendix A.

Once there are clean blank cards in the hopper then you can follow the steps below to produce a card.

Login

The branch user should open the branch application screen with Internet Explorer 8 or a higher version. The URL should come from Everlink.
From the opened screen enter the user name and password provided by Everlink for the Branch user and then click on the Submit button to proceed.

Adding a New Card

From the menu tree on the left, select "BRANCH APPLICATION". Select "New Card Insert" from the sub menu.

You will see the following screen. You will need to select the card type and artwork to be used and enter the cardholder information in this screen.

- Select the "Product Code" from the drop-down list.
- Select the correct image to be printed on the card (the one that the cardholder chose) from the "Artwork" drop-down list.
- Enter the "Card Number".
  - o Note - the last digit must be the Modulo-10 check digit.

- Enter the "Card Holder Name". The maximum length is 23 characters, including the space between the first and last name. If a single name is used, the maximum length of the name cannot exceed 12 characters.

- Select the "Card Holder Image" (the cardholder's picture that was taken) to be printed on the card by using the "browse" button to find the picture image on the local pc.
- Select the "Expiry Date".

Click on the "Save" button to finish "building" the card. This card is now ready to be printed / encoded for the cardholder.

Card Production

From the "BRANCH APPLICATION" menu tree on the left, select Personalization.
The following screen appears.
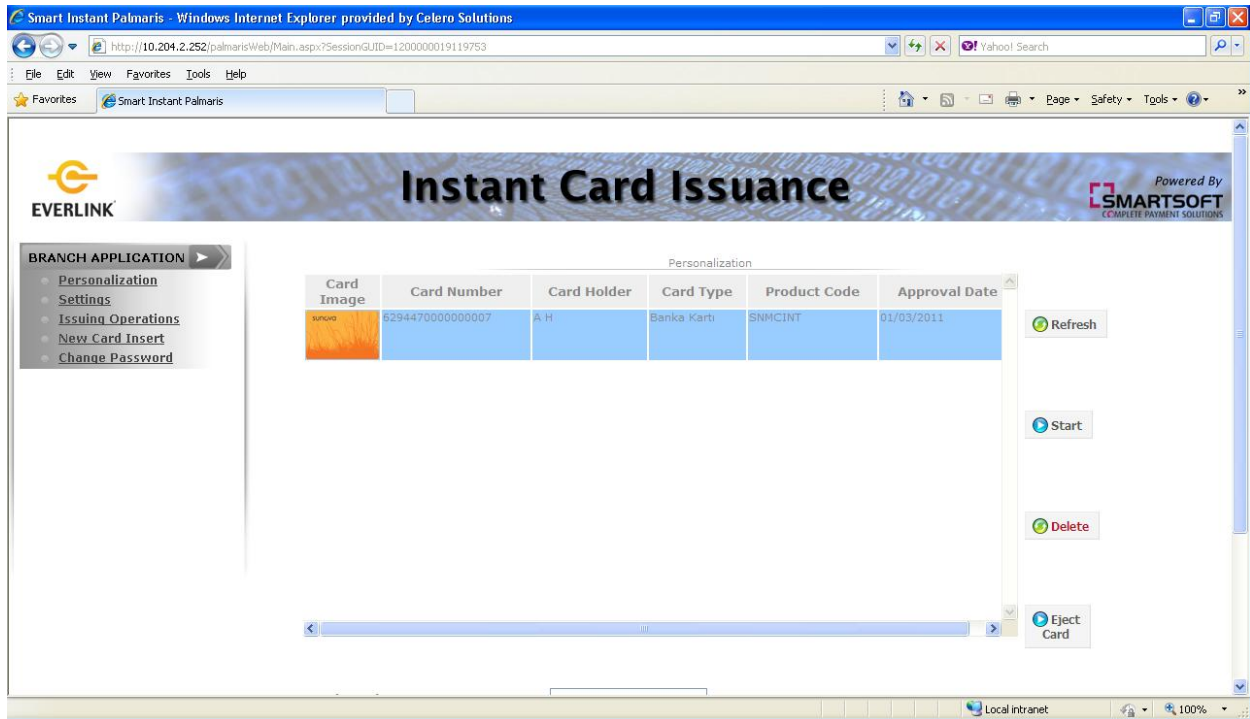
From the list of cards shown, select the card to be produced.

After the card has been selected, click on the "Start" button.
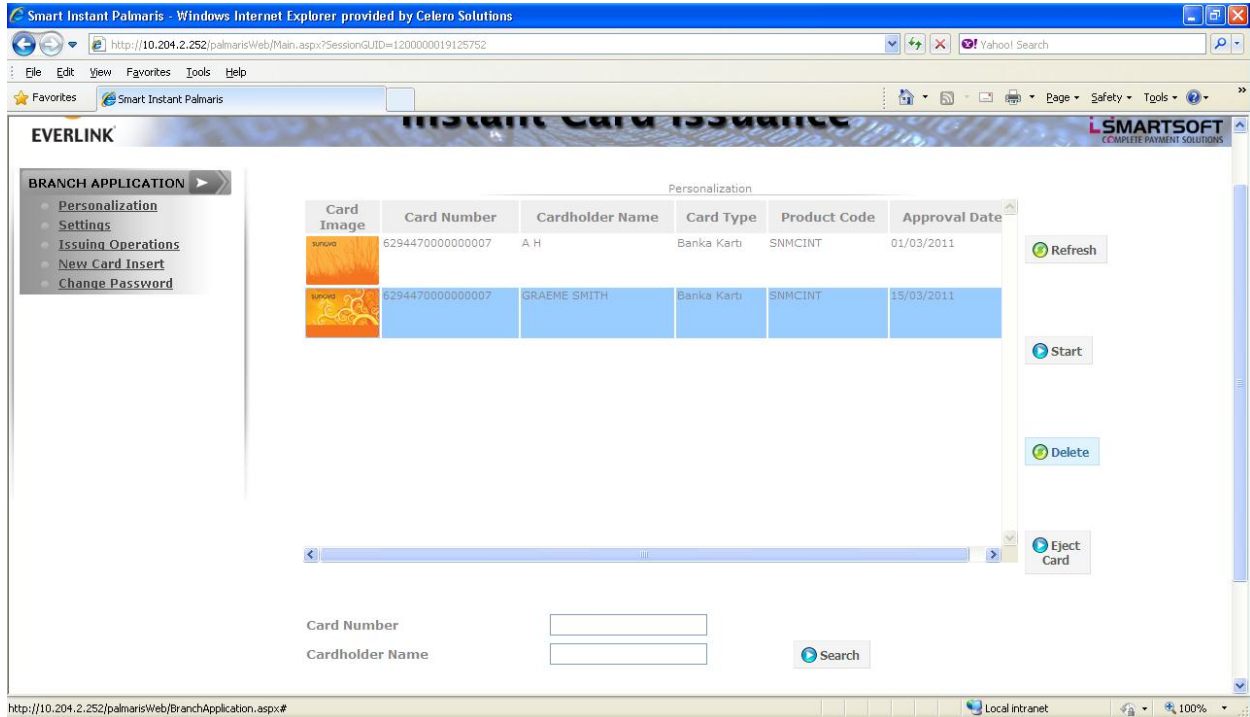
The cardholder information to be printed on the card will be presented for final review by the CSR / Teller and the cardholder to ensure accuracy. If the card information is correct then click on the "Yes" button to proceed with card production.

If there are errors or changes are required, click on the "No" button and it will take you back to the previous screen.…
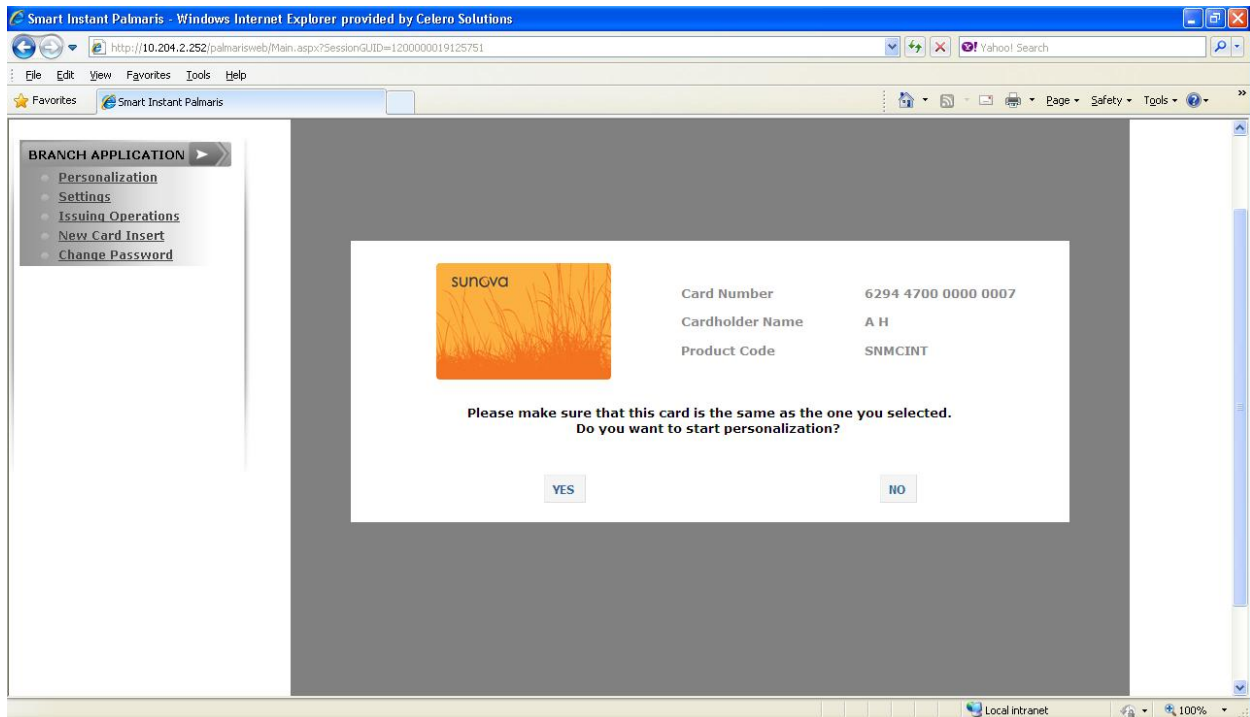
- Under normal circumstances the card printing will begin automatically.
- If the card is produced / encoded successfully then the printer will put the card in the "successful card" tray.
- The system will show a "card printed successfully" message on the screen.
- Prior to handing the card to the cardholder, please do a quick visual inspection of the card to ensure there are no issues.
- The system will automatically deduct the successfully produced card from the card inventory.

- If a card is not successfully printed / encoded it will be put into the reject tray in the printer.
- In most cases it is best to ignore the rejected cards and produce a new card for a client.
- Rejected cards should be removed from the reject tray on a daily basis and properly disposed of / destroyed.

If an additional card has been mistakenly added you can select the card and click on the "Delete" button to delete the card.

If the card is stuck in the machine and the personalization process has stopped you can use the "Eject Card" button to eject the card.

APPENDIX A

Best practices and handling tips for graphics quality cards

- Always wear powder free nitrile or latex gloves when handling cards that will be running through a full face graphics process.
- Handle cards by the edges only. Fingerprints can be a major contributor to poor graphics printing.
- Visually inspect the part of the cards you can see, even in seemingly clean environments as dust, lint, human hair and other contaminants may be present.
  - Take necessary steps to remove these contaminants before printing – we recommend lint free-clothes like those used for cleaning glasses as well as cans of compressed air.
- If you inadvertently drop the cards on the floor or even onto a desktop, re-inspect for contaminants.
  - Plastics often contain a mild static charge that attracts contaminants.
- Print in the cleanest area possible: minimize dust; avoid carpeted rooms for both the static factor and the elimination of this source of contaminants.
- When handling cards we recommend wearing clothing with minimal fibers (e.g. no fuzzy sweaters)
- Strictly follow the printer manufacturer's machine cleaning and maintenance instructions.
- Ensure cards are securely banded with an elastic band and boxed for storage: abrasion on the card face can occur if the cards are rubbed together face on face.
- Ensure card storage boxes are corrugated plastic or white cardboard. Regular corrugated cardboard is a potential source of dust and contaminants.
- We also recommend loading cards into the printer / encoding machine hopper and minimize the number of cards taken out of their original packaging for storage prior to printing.

APPENDIX B

Palmaris Error Messages

Below are the commonly seen errors on Palmaris user interface. For errors related to printer please refer to printer documentation. This list is not comprehensive.

Error Message	Action to be taken
There is a connection problem with the central system. Please try again	Make sure the cables are connected properly, the network is available, contact your local network team if the problem persists escalate to Everlink support.
There is a problem with the central system	This is a generic error; there could be a multiple reason. The card number length is not bigger or smaller. Right cards matching product code are inserted in the hopper (you can't use dual interface card to personalize single interface)
An unknown error occurred, please check...	Contact your network team, check if port 6015 is opened both ways. If the problem persists escalate to Everlink.
Perso server timeout problem	Contact your network team, check if port 6015 is opened both ways. If the problem persists escalate to Everlink.
Can not get branch information. It might be because of internet explorer settings Error Detail : Object doesn't support this property	Make sure ActiveX is not showing up as a bar in the browser, enable it and wait for installation to complete successfully. Please check if any security privileges have been changed for the windows user using Palmaris. Make sure all the browser settings are as per the user guide document.
There is communication problem with central system	Make sure ActiveX is not showing up as a bar in the browser, enable it and wait for installation to complete successfully. Please check if any security privileges have been changed for the windows user using Palmaris. Make sure all the browser settings are as per

	the user guide document.
There is another process running	Shut down current browser page. Check if Smart Instant Palmaris is still running in task manager. See task manager, if it's still running then end the process. Reopen the browser and re-login into Palmaris
SCARD RESET ERROR	Make sure that the cards are properly placed in the hopper, it is because the printer is unable to find chip on the card.

Make sure all the cables are properly connected. |
Card Personalization process failed [Card is REUSABLE] Error detail: Magnetic and card printing error	Make sure the magstripe of the card is not damaged or dirty.
Card Personalization process failed [Card is REUSABLE] Error detail: Smartcard resp error…	This error occurs when the incorrect chip card is used. Ensure that a Contact card is used with the Contact Product Code and a Contactless Card is used with the Contactless Product code.
Card Personalization process failed [Card is REUSABLE] Error detail: Magnetic and Printing Error: [EFSDK_ERROR_CARD_JAM] [1002]	The film may be causing the error. If the error persists, replace the film.
The computer had not been defined as a branch on the system.	The branch is not added on the ICI server, please contact Everlink.

Fargo Error Messages on Printer LCD

Please refer to Fargo documentation for more details.

LCD Error Message	Cause	Solution
Calibrate Failed **(PC Error Message No. 155 and 170)**	Film or Ribbon calibration has failed.	Verify the film is installed correctly and there is not a Ribbon installed. If this problem persists, call for technical assistance.
Calibrate Film **(PC Error Message No. 159)**	Film Sensors need to be calibrated.	Select **Cancel** and then perform the Film calibration procedure.
Calibrate Ribbon **(PC Error Message Nos. 128 and 170)**	The print Ribbon Sensor is out of calibration.	Select **Cancel** and then perform the Ribbon calibration procedure.
Card Feed Stop **(PC Error Message No. 137)**	The Front Cover was opened. This caused the card transfer to stop **OR** the pause button was selected.	Press **Resume** or **Cancel**.
Card Jam **(PC Error Message Nos. 82, 112, and 200)**	A card is jammed in the Print Station or card flipping area of the Printer.	Clear the jam.
Card Jam: Prox **(PC Error Message No. 86)**	A card is jammed in the PROX card encoding area of the Printer.	Clear the jam.
Card Jam: Smart **(PC Error Message No. 85)**	A card is jammed in the smart card encoding area of the Printer.	Clear the jam.
Card Jam: Trans **(PC Error Message No. 83)**	Card became jammed in Printer during transfer.	Clear the jam.
Card Not Found **(PC Error Message No. 69)**	Card cannot be found in the Printer.	Verify card not jammed in Printer and select **Cancel**.

Check Film (PC Error Message No. 244)	The film is not able to move correctly. Check for jams/breaks.	Check for obstruction. If the problem persists, call for technical assistance.
Clean Printer (PC Error Message No. 71)	For best Printer performance, replace the Cleaning Roller Tape and clean the Printer's Feed Rollers and Printhead at this time.	See the appropriate **Cleaning** procedures in this document.
Cover is Open (PC Error Message No. 46)	The Cover was left open.	Ensure that the Cover is properly closed.
E-Card Encoder Startup Error (PC Error Message No. 141)	A problem was detected during Printer start-up.	Reset the Printer and try again. If this problem persists, call for technical assistance.
E-Card Startup Error (PC Error Message No. 141)	A problem was detected during Printer start-up.	Reset the Printer and try again. If this problem persists, call for technical assistance.
EEPROM Corrupt (PC Error Message Nos. 38, 39, 40, and 144)	EEPROM restored with factory default values.	If changes were, then go into the setting values and reset these numbers.
Ejecting Card (PC Error Message No. 72)	The card has been ejected already.	Click **OK** to clear the message. The user might want to know that a card has been sent to the reject bin, or out of the Printer, and is either incomplete or posses a security risk if not disposed of properly.
Empty Reject Bin (PC Error Message No. 265)	The reject bin is full.	Remove the large number of rejected cards from the reject bin. Click **OK** to clear the notification message. (**Note:** In some cases, rejected cards are incomplete or pose a security risk, and should be disposed of properly.)

Failed To Initialize **(PC Error Message No. 141)**	A problem was detected during Printer start-up.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Film Align Error **(PC Error Message Nos. 26 and 176)**	The film is not able to move correctly. Check for jams/breaks.	Check for obstruction. If the problem persists, call for technical assistance.
Film Break/Jam **(PC Error Message No. 158)**	The film is not able to move correctly. Check for jams/breaks.	Check for obstruction. If the problem persists, call for technical assistance.
Film Low **(PC Error Message No. 156)**	The HDP film will soon run out.	If printing a large number of cards, replace the Film now or monitor the Printer until the Film is gone and install a new Film.
Film Out **(PC Error Message Nos. 156 and 157)**	The HDP film has run out.	Install a new roll of film and press **Resume** to continue or **Cancel** to reset.
Film: Wrong Material **(PC Error Message No. 173)**	The HDP Film is not installed properly or has been damaged.	Verify the correct film is installed in the film Cartridge.
Flipper Jam **(PC Error Message Nos. 74 and 199)**	A card is jammed in the card flipping area of the Printer.	Open the Printer's Flipping Module Cover. Clear any cards in the Flipping Module by opening the Printers Cover and using the **Forward** and/or **Back** buttons located on the Printer's Front Cover. Ensure that the Output Module can rotate freely. Close the Printer's Flipping Module Cover. Press the **Resume** button on the Printer's Front Cover to continue printing. To cancel the print, press the **Cancel Print** button from the Driver's display

		dialog.
Head Loading **(PC Error Message No. 111)**	An unrecoverable error has occurred during printing.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Head Resistance **(PC Error Message No. 6)**	The EE setting in Driver for head resistance is out of range.	Enter a value for head resistance in the EE settings in the Driver. Reset the correct value according to the steps in the Troubleshooting Section. If this problem persists, call for technical assistance.
Head Sensor Error **(PC Error Message No. 8)**	The Printhead Temperature Sensor is not functioning or is not connected properly. **OR** The Printhead is not cooling properly.	If the problem persists, call for technical assistance.
Head Voltage Error **(PC Error Message Nos. 103 and 105)**	A hardware fault has prevented setting the correct Printhead voltage.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Headlift Error **(PC Error Message Nos. 102, 103, 104, and 105)**	This is a problem with the Printhead Lift or Transfer Roller Headlift.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Heater Error **(PC Error Message No. 161)**	The Transfer Heater Roller is too hot.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Invalid Film **(PC Error Message Nos. 94, 95, 96, 164, 165, and 166)**	An unauthorized film is installed in the Printer.	Get the correct Film from your dealer.
Invalid Password **(PC Error Message No. 136)**	Printing disabled at this time.	Press **Cancel** to abort this print job and then check security settings at host computer.

Invalid Ribbon **(PC Error Message No. 93)**	An unauthorized Ribbon is installed in the Printer.	Get the correct Ribbon from your dealer.
Job Data Error **(PC Error Message No. 106)**	The print data sent to the Printer is corrupt or has been interrupted.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Mag Encoder Paused **(PC Error Message No. 143)**	The Magnetic Encoder is in a pause state.	
Mag Encoder Startup Error **(PC Error Message No. 63 and 141)**	A problem was detected during Printer start-up.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Mag Verify Error **(PC Error Message No. 30)**	Print could not verify MAG write. **OR** The magnetic stripe was not encoded properly.	Check the Cards and click on Cancel Print.
Multiple Feed **(PC Error Message No. 70)**	Multiple cards were fed into the Printer.	Remove all cards and try again.
No E-card Encoder **(PC Error Message No. 202)**	You are trying to send encoding data, but the Printer is not configured with this Encoder type.	You are trying to send encoding data, but the Printer is not configured with this Encoder type.
No Film **(PC Error Message No. 28)**	Film is not installed in Printer. **OR** Film RFID tag is bad.	Install the Film and press **Resume**. To cancel the print, press the **Cancel Print** button or the **Cancel** button located on the Printer.
No Flip Module **(PC Error Message No. 201)**	Two-sided job sent to a one-sided Printer.	Verify the Printer has flipper capabilities via the LCD Menu. If Output capabilities are present, ensure that the **Print Both Sides** option in the Driver is set correctly.

		Press the **Resume** button on the Printer's Front Cover to continue printing. To cancel the print, press the **Cancel Print** button from the Driver's display dialog.
No iClass Encoder **(PC Error Message No. 177)**	You are trying to send encoding data, but the Printer is not configured with this Encoder type.	You are trying to send encoding data, but the Printer is not configured with this Encoder type.
No Mag Module **(PC Error Message No. 31)**	MAG encoding job sent to Printer without MAG encoder. You are trying to send encoding data, but the Printer is not configured with this Encoder type.	
No MiFare Encoder **(PC Error Message No. 203)**	You are trying to send encoding data, but the Printer is not configured with this Encoder type.	To cancel, click on **Cancel Print**.
No Prox Encoder **(PC Error Message No. 32)**	You are trying to send encoding data, but the Printer is not configured with this Encoder type.	To cancel, click on **Cancel Print**.
No Ribbon **(PC Error Message No. 25)**	No Ribbon is installed in the Printer. **OR** Ribbon RFID tag is bad.	Install the correct Ribbon and press the **Resume** button located on the Printer's LCD display. To cancel the print, press the **Cancel Print** button from the Driver's display dialog and the **Cancel** button located on the Printer's LCD display.
No Smart Encoder **(PC Error Message No. 33)**	You are trying to send encoding data, but the Printer is not configured with this Encoder type.	To cancel, click on **Cancel Print**.
Output Hopper Full	The Sensor detects when the Output Hopper has been filled to prevent more cards from printing and causing a	Check the Hopper and remove cards as needed. Close the Output Hopper. Press the **Resume** button.

	jam.	
Output Hopper Open	The Sensor detects when the Output Hopper has been opened. When the Hopper is opened, cards will not eject from the Output (to ensure cards do not eject into the chassis).	Close the Output Hopper. Press the **Resume** button.
Reject Output Hopper	The Sensor detects that the number of cards rejected is getting close to the 30-card capacity.	
Printing Error **(PC Error Message No. 107)**	An error was detected during printing.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Reboot Required **(PC Error Message Nos. 9, 65, 67, and 163)**	Unspecified system error detected by the Printer Firmware.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Reinsert Ribbon **(PC Error Message No. 141)**	The Ribbon must be reinserted for proper functioning of the Printer.	Reinsert the Ribbon or press **Resume**.
Remove Card **(PC Error Message No. 68)**	A card is jammed in the Print Station or card flipping area of the Printer.	Clear the jam and press **Cancel**.
Remove Ribbon **(PC Error Message No. 139)**	The print Ribbon is not installed properly or has been damaged.	Verify the correct Ribbon is installed in the Ribbon Cartridge. Remove it and replace it with the correct Ribbon.
Ribbon Break/Jam **(PC Error Message No. 99, 108, and 109)**	The Ribbon is not able to find the next panel correctly. Check for jams/breaks.	If jammed, clear the jam. If broken, repair by taping the Ribbon back on to the take-up core. Press **Resume** to continue or **Cancel** to abort.
Ribbon Low	The print Ribbon will soon run out.	If printing a large number of cards, replace the Ribbon now or monitor the

(PC Error Message No. 92)		Printer until the Ribbon is gone and install a new Ribbon.
Ribbon Miscue **(PC Error Message No. 97)**	The Ribbon is not able to find the next panel correctly. Check for jams/breaks.	If jammed, clear the jam. If broken repair by taping the Ribbon back on to the take-up core. Press **Resume** to continue or **Cancel** to abort.
Ribbon Out **(PC Error Message No. 91, 100 and 101)**	The print Ribbon has run out.	Install a new Ribbon and press **Resume** to continue.
Ribbon Tension **(PC Error Message No. 98)**	The Ribbon tensions may be out of range.	Check and adjust the setting through the TOOLBOX under the Advanced Settings tab. If this problem persists, call for technical assistance. Press **Resume** to continue or cancel to abort.
Ribbon: Wrong Material **(PC Error Messages No. 93, 122, and 172)**	The print Ribbon is not installed properly or has been damaged.	Verify the correct Ribbon is installed in the Ribbon Cartridge.
System Fault **(PC Error Message No. 164)**	Unspecified system error is detected by the Printer Firmware.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Unable to Feed **(PC Error Message Nos. 14 and 81)**	The Printer is unable to feed a card from the Card Cartridge.	Verify there are cards in the Card Cartridge. Verify cards are not stuck together or jammed, and they are the correct thickness..
Utility Error **(PC Error Message Nos. 129)**	Command resulted in an error.	See Fargo User Guide
Waiting for Data **(PC Error Message No. 147)**	The Printer has stopped receiving data from the PC.	Reset the Printer and try again. If this problem persists, call for technical assistance.

Wrong Film **(PC Error Message Nos. 162 and 163)**	The print film installed in the Printer does not match the film type selected in the Printer Driver. **OR** A Self-test job cannot be printed with the print media installed.	Replace film in Printer with type specified in the Driver. A reboot is required.
Wrong Ribbon **(PC Error Message No. 93)**	The print Ribbon installed in the Printer does not match the Ribbon type selected in the Printer Driver. **OR** A Self-test job cannot be printed with the print media installed.	Replace Ribbon in Printer with type specified in the Driver.

Fargo Error Messages

Refer to Fargo documentation for more details.

Printer Error Message	Cause	Solution
General Error	A general Printer error has occurred.	Press **Cancel** on the Printer or click on **Cancel Print**.
Card Not Found	The Printer is unable to find the card.	Please check Printer for a card or other obstruction, remove the card and cancel the print by pressing the **Cancel Print** button from the Driver's display dialog or the **Cancel** button, located on the Printer.
Cover Open	The Printer cannot start printing because the Cover is open.	Close the Cover to continue printing.
Unable to Feed Card	The Printer is unable to feed a card from the Card Cartridge.	Ensure that cards are available and loaded correctly, press the **Resume** button located on the Printer's LCD display to continue printing. To cancel the print, press the **Cancel Print** button from the Driver's display dialog and the **Cancel** button located on the Printer's LCD display.
Card Jam	A Card has become jammed in the Printer.	a. Open the Printer's Front Cover and remove the Print Ribbon and Film Cartridges. b. Clear any cards in the Printer by using the **Forward** and/or **Back** buttons located on the Printer's LCD display. c. Re-insert the Ribbon and close the Printer's Front Cover. d. Press the **Resume** button located on the Printer's LCD display to continue printing. e. To **Cancel** the print, press the **Cancel Print** button from the Driver's display dialog and the

		Cancel button located on the Printer's LCD display.
Card Jam (Encoder)	A Card has become jammed in the Printer's Encoding station.	a. Open the Printer's Front Cover and remove the Print Ribbon.
		b. Open the Printer's Flipping Module Cover.
		c. Clear any cards in the Encoding Module by using the **Forward** and/or **Back** buttons located on the Printer's LCD display.
		d. Re-insert the Print Ribbon and close the Printer's Front Cover.
		e. Press the **Resume** button located on the Printer's LCD display to continue printing.
		f. To cancel the print, press the **Cancel Print** button from the Driver's display dialog or the **Cancel** button located on the Printer's LCD display.
Card Jam (Output)	A Card has become jammed in the Printer's Flipper Table.	a. Open the Printer's Front Cover and the Output Module Cover.
		b. Clear any cards in the Flipper Table by using the **Forward** and/or **Back** buttons located on the Printer's LCD display.
		c. Close the Printer's Front Cover.
		d. Press the **Resume** button located on the Printer's LCD display to continue printing.
		e. To cancel the print, press the **Cancel Print** button from the Driver's display dialog or the **Cancel** button on the Printer's

		LCD display.
Card Eject Error	The Printer is unable to eject a card.	Please check Printer for a card jam or other obstruction and press the **Resume** button located on the Printer's LCD display to continue printing. To cancel the print, press the **Cancel Print** button from the Driver's display dialog or the **Cancel** button located on the Printer's LCD display.
Flipper Jam	The Flipper Table has jammed while either aligning itself or flipping a card.	a. Open the Printer's Output Module Cover. b. Clear any cards in the Output Module by using the **Forward** and/or **Back** buttons located on the Printer's Front Cover. c. Ensure that the Flipper Table can rotate freely. Close the Output Module Cover. d. Press the **Resume** button on the Printer's Front Cover to continue printing. a. To cancel the print, press the **Cancel Print** button from the Driver's display dialog.
No Flipper	The Printer does not have flipping capabilities.	a. Verify the Printer has flipper capabilities via the LCD Menu. b. If Output capabilities are present, ensure that the **Print Both Sides** option in the driver is set correctly. c. Press the **Resume** button on the Printer's Front Cover to continue printing. d. To cancel the print, press the

		Cancel Print button from the Driver's display dialog or press the **Cancel** button located on the Printer's LCD display.
Ribbon RFID Error	The Ribbon tag information is corrupted or incorrect.	Check that the Ribbon is installed properly. **Cancel** is the only option. Press the **Cancel Print** button from the Driver's display dialog, or the **Cancel** button located on the Printer's LCD display.
Wrong Ribbon Installed	An incorrect Ribbon has been installed, or a driver setting is incorrect.	Check that the Ribbon is correct for the Printer and job. Press the **Resume** button located on the Printer's LCD display to continue printing. To cancel the print, press the **Cancel Print** button from the Driver's display dialog, or the **Cancel** button located on the Printer's LCD display.
No Ribbon Installed	No Print Ribbon is installed in the Printer.	Install the correct Ribbon and press **Resume** on the LCD display.
Ribbon Out	The Print Ribbon installed in the Printer is empty.	Install a new Ribbon and press **Resume** on the LCD display.
Ribbon Break/Jam	A Ribbon break/jam has been detected inside the Printer.	The Printer has determined that the installed Ribbon has either jammed or broken. a. Open the Printer Cover and remove the Print Ribbon. If Ribbon is jammed, remove jam and tighten Ribbon. b. Clear any cards in the Printer by using the **Forward** and/or **Back** buttons located on the Printer's LCD display. c. Tape the ends of the Ribbon together and wind any excess onto the Take-up Spool of the

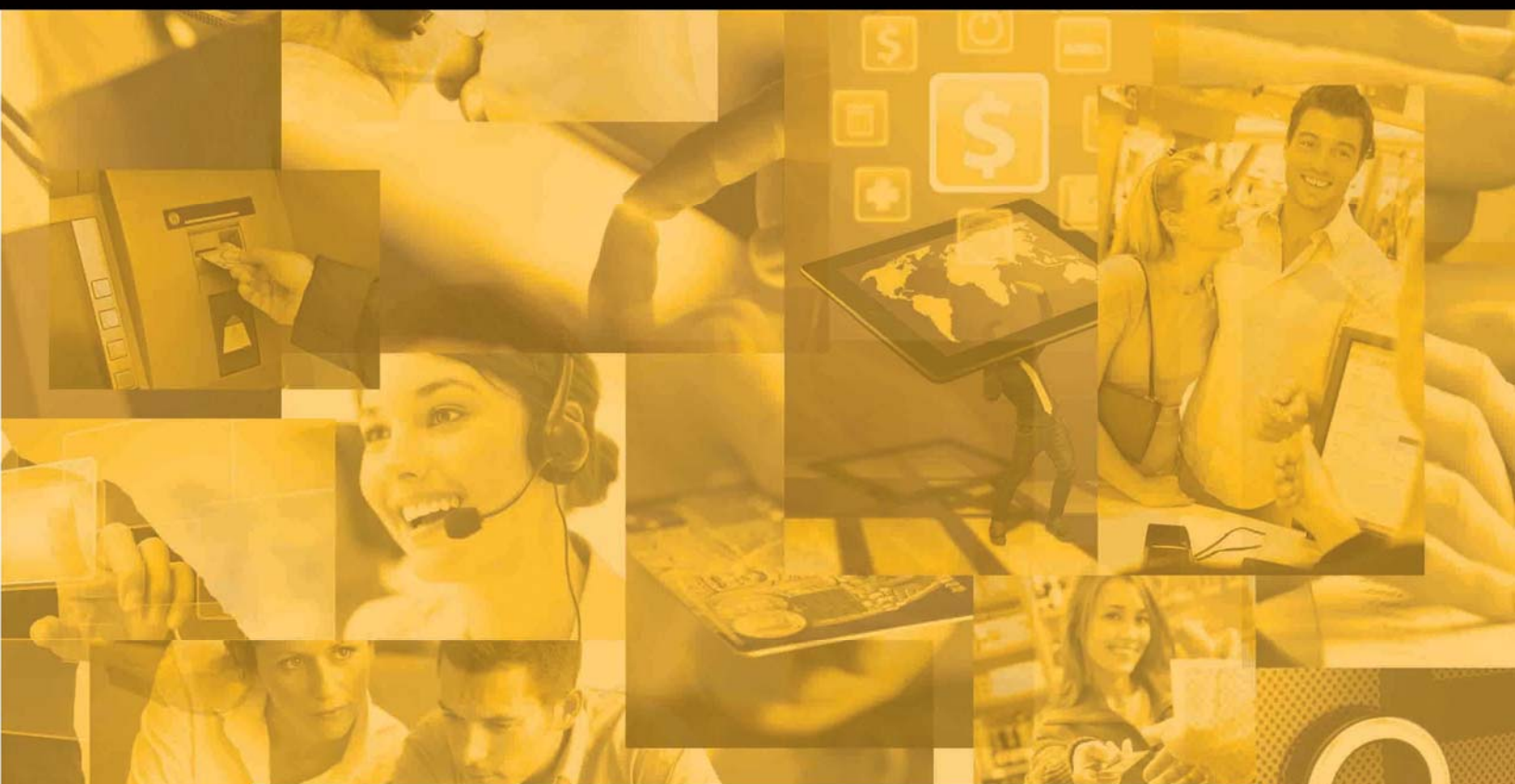|		Print Ribbon. d. Re-install the Print Ribbon, close the Printer Cover and press the **Resume** button located on the Printer's LCD display to continue printing. e. To cancel the print, press the **Cancel Print** button from the Driver's display dialog and the **Cancel** button located on the Printer's LCD display.
Ribbon Miscue	A Ribbon Miscue has been detected inside the Printer.	Open the Printer's Cover and remove the Print Ribbon. Check the Ribbon and see if it is broken. a. If the Print Ribbon is not broken, re-install the Print Ribbon, close the Printer's Cover and press the **Resume** button on the Printer to continue printing. b. If the Print Ribbon is broken, tape the ends of the Print Ribbon together and wind any excess onto the Take-up Spool. Re-install the Print Ribbon, close the Printer's Cover and press the **Resume** button on the Printer to continue printing. c. To cancel the print, press the **Cancel Print** button on the Driver's display dialog or the **Cancel** button on the Printer.
Ribbon Sensor Error	The Printer cannot find the next panel on the Print Ribbon.	Recalibrate the Ribbon Sensor using the Calibrate Ribbon Tab within the Toolbox. To cancel the print, press the **Cancel Print** button from the Driver's display dialog and the **Cancel** button on the

		Printer's LCD display.
Invalid Ribbon	An incorrect Print Ribbon has been installed in the Printer.	A non-SecureMark Ribbon is installed in a SecureMark Printer. a. Replace with the appropriate SecureMark Ribbon and press the **Resume** button located on the Printer's LCD display to continue printing. b. To cancel the print, press the **Cancel Print** button from the Driver's display dialog and the **Cancel** button located on the Printer's LCD display. c. Install a Certified Print Ribbon and press the **Resume** button located on the Printer's LCD display to continue printing. d. To cancel the print, press the **Cancel Print** button from the Driver's display dialog and the **Cancel** button located on the Printer's LCD display.
Invalid Ribbon	The Ribbon installed does not match the SecureMark configuration of the Printer.	Install a Certified Print Ribbon and press the **Resume** button located on the Printer's LCD display to continue printing. To cancel the print, press the **Cancel Print** button from the Driver's display dialog and the **Cancel** button located on the Printer's LCD display.
Invalid Ribbon	An incorrect Print Ribbon has been installed in the Printer.	Check that the Ribbon is correct for the Printer and retry. To cancel, click on **Cancel Print**.
Ribbon Error	The Print Ribbon caused a general error.	Press the **Resume** button located on Printer to continue. To cancel, press the **Cancel Print** button or the **Cancel** button located

	on the Printer.
No Magnetic Encoder Installed	A print job with Magnetic encoding was sent with no Magnetic encoder installed in the Printer.	Ensure that no encoding data is being sent with the print job and reprint the card.
Mag Verify Error	The Printer is unable to verify encoded data.	Check the Cards and click on **Cancel Print**.
No Mag Strip Present	The Printer is unable to find a Magnetic stripe on the card.	Check the Cards and click on **Cancel Print**.
No Smart Card Encoder	No Smart Card Encoder is installed in the Printer.	To cancel, click on **Cancel Print**.
No Prox Card Encoder	No Proximity Card Encoder is installed in the Printer.	To cancel, click on **Cancel Print**.
Headlift Error	The Headlift Sensor is not detecting movement from the Headlift Cam.	Reboot the Printer by cycling power. To cancel, press the **Cancel Print** button.
Invalid Password	The Password entered is not a valid password.	Press **OK** to enter another password. To cancel, press the **Cancel Print** button.
Print Film Out	The Print Film installed in the Printer is empty.	Install new Film and press the **Resume** button to continue printing. To cancel the print, press the **Cancel Print** button or the **Cancel** button located on the Printer.
Print Film is not Installed	No Print Film is installed in the Printer.	Install the Film and press **Resume**. To cancel the print, press the **Cancel Print** button or the **Cancel** button located on the Printer.
Print Film Sensor Error	The Printer cannot find the next panel on the Print Film.	Check that the Print Film is installed properly and press **Resume**. To cancel the print, press the **Cancel Print** button or the **Cancel** button located on the Printer.
Wrong Print Film Installed	An incorrect Print Film has been installed, or a driver	Ensure that the appropriate Print Film is installed and press the

	setting is incorrect.	**Resume** button located on the Printer to continue printing. To cancel, press the **Cancel Print** button or the **Cancel** button located on the Printer.
Invalid Print Film Installed	The Print Film installed does not match the SecureMark configuration of the Printer.	A non-SecureMark Film is installed in a SecureMark Printer. Replace with the appropriate SecureMark Film and press the **Resume** button on the Printer to continue printing. To cancel, press the **Cancel Print** button or the **Cancel** button on the Printer.
Print Film Error	The Print Film caused a general error.	Ensure that the appropriate Print Film is installed and press the **Resume** button located on the Printer to continue printing. To cancel, press the **Cancel Print** button or the **Cancel** button located on the Printer.

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