300 ID Card Printer

User Manual

Document: 4747 Issue 1.02 – 30/04/2021

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GENERAL INFORMATION:

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SAFETY INSTRUCTIONS:

- To prevent electric shock do not remove covers.
- Do not attempt to service the printer yourself.
- There are no user serviceable parts inside (either printer or dye film). In the event of malfunction, contact your printer/consumable supplier.
- This product is only to be used with the Power Source supplied at point of purchase.
- Take care not to spill any liquid on the printer.
- When handling the printer avoid touching the printing edge of the Thermal Print Head. Any grease and contamination will shorten its life.
- Before transporting the printer, remove dye film & card hoppers and pack the printer in its original packaging to reduce the likelihood of damage in transit. Magicard is not responsible for printers/items inadequately packaged.

If using this printer in Germany:
To provide adequate short-circuit protection and over-current protection for this printer, the building installation must be protected by a 16 Amp circuit breaker.
Bei Anschluß des Druckers an die Stromversorgung muß sichergestellt werden, daß die Gebäudeinstallation mit einem 16 A-Überstromschalter abgesichert ist.

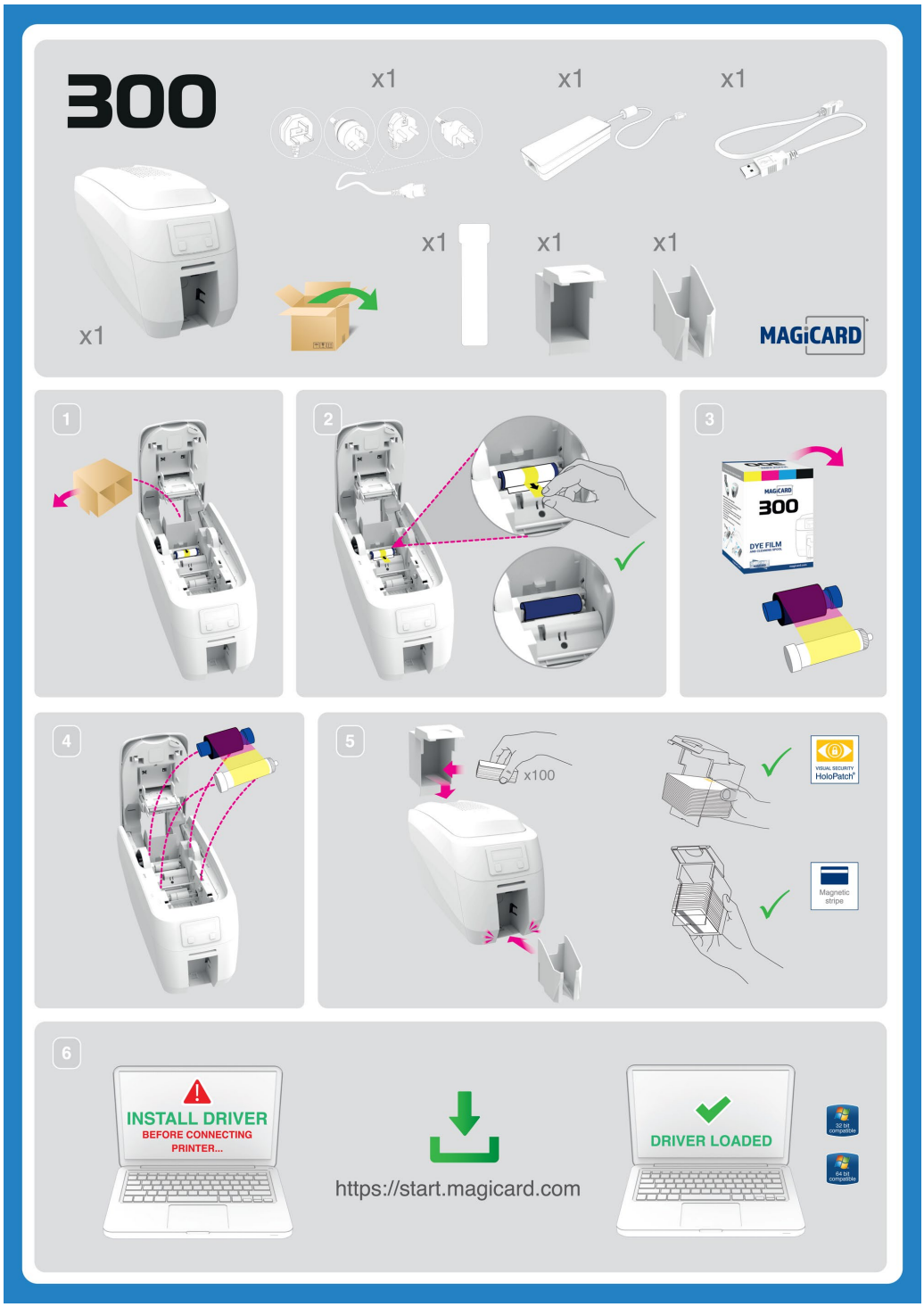
CAUTION

Unapproved changes or modifications to the equipment could void the User's authority to operate the printer and affect any related warranty claim.

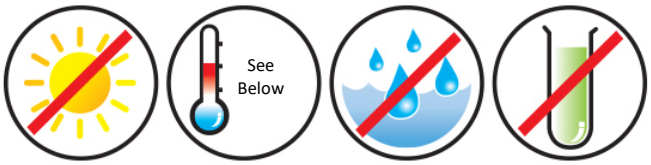
PRINTER INSTALLATION

Welcome

Thank you for choosing your ID Card Printer. This guide will help you make your printing experience more enjoyable and cost effective. Please ensure you have the following items outlines in the QuickStart Guide below before you begin the installation:



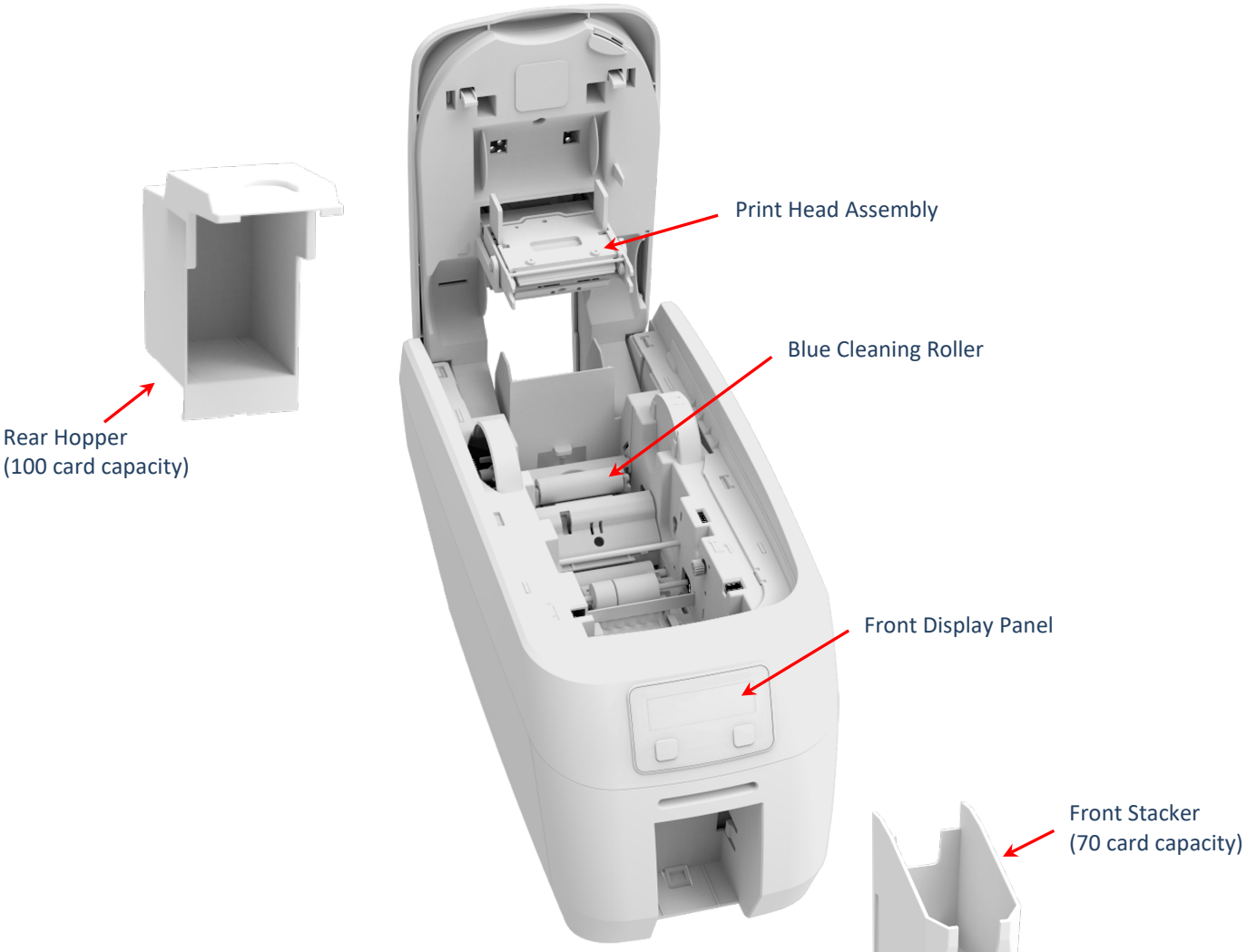
Printer and Dye Film Environmental requirements:

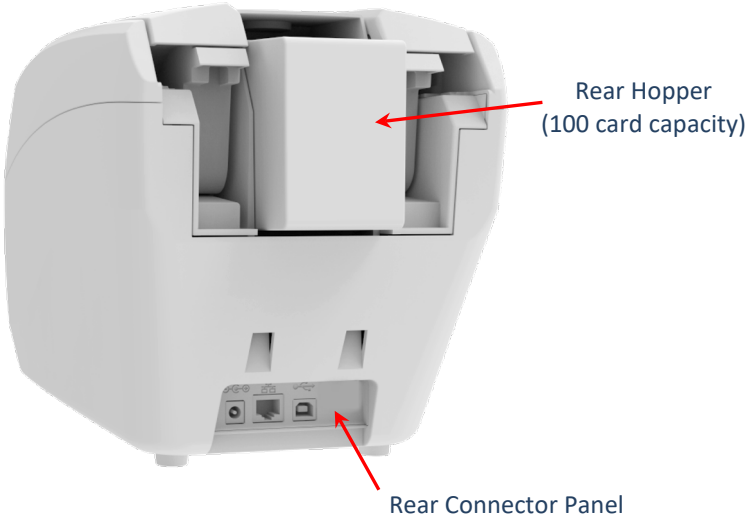


Normal Office environment with:

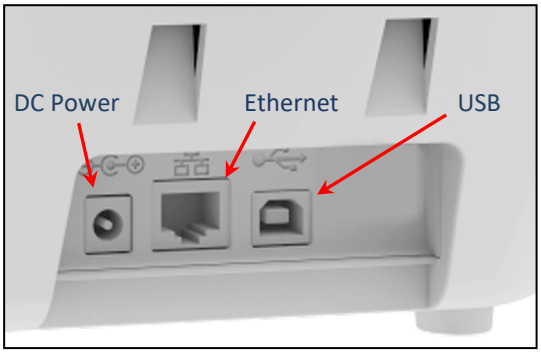
- Ambient temperature +10 to 30°C (50 to 86°F).
- Protection from direct sunlight and chemicals.
- Protection from sudden temperature changes.
- Relative Humidity 20 - 70%
- Sufficient space for:
    - Opening the printer's Lid.
    - Cable access at the rear.

Printer Key Components





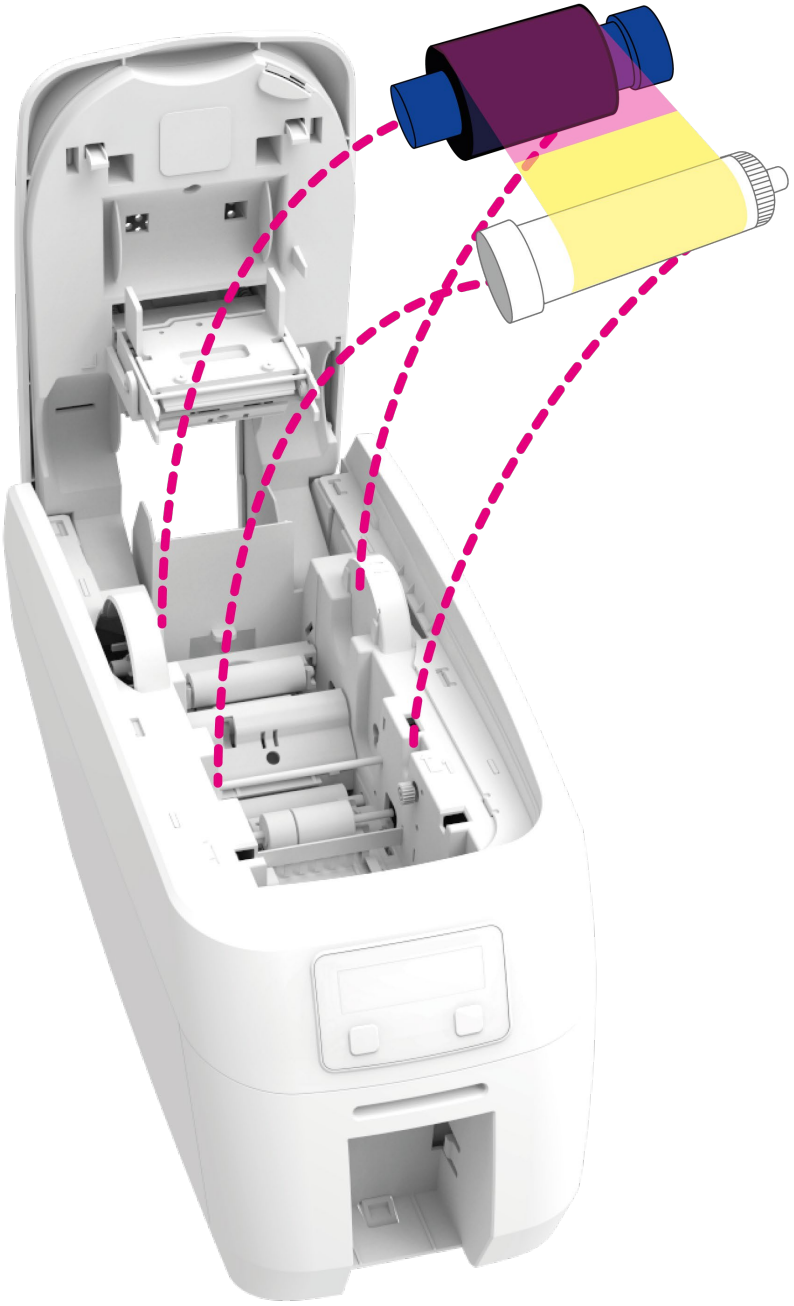
Printer Rear View



Printer Rear Connector Panel

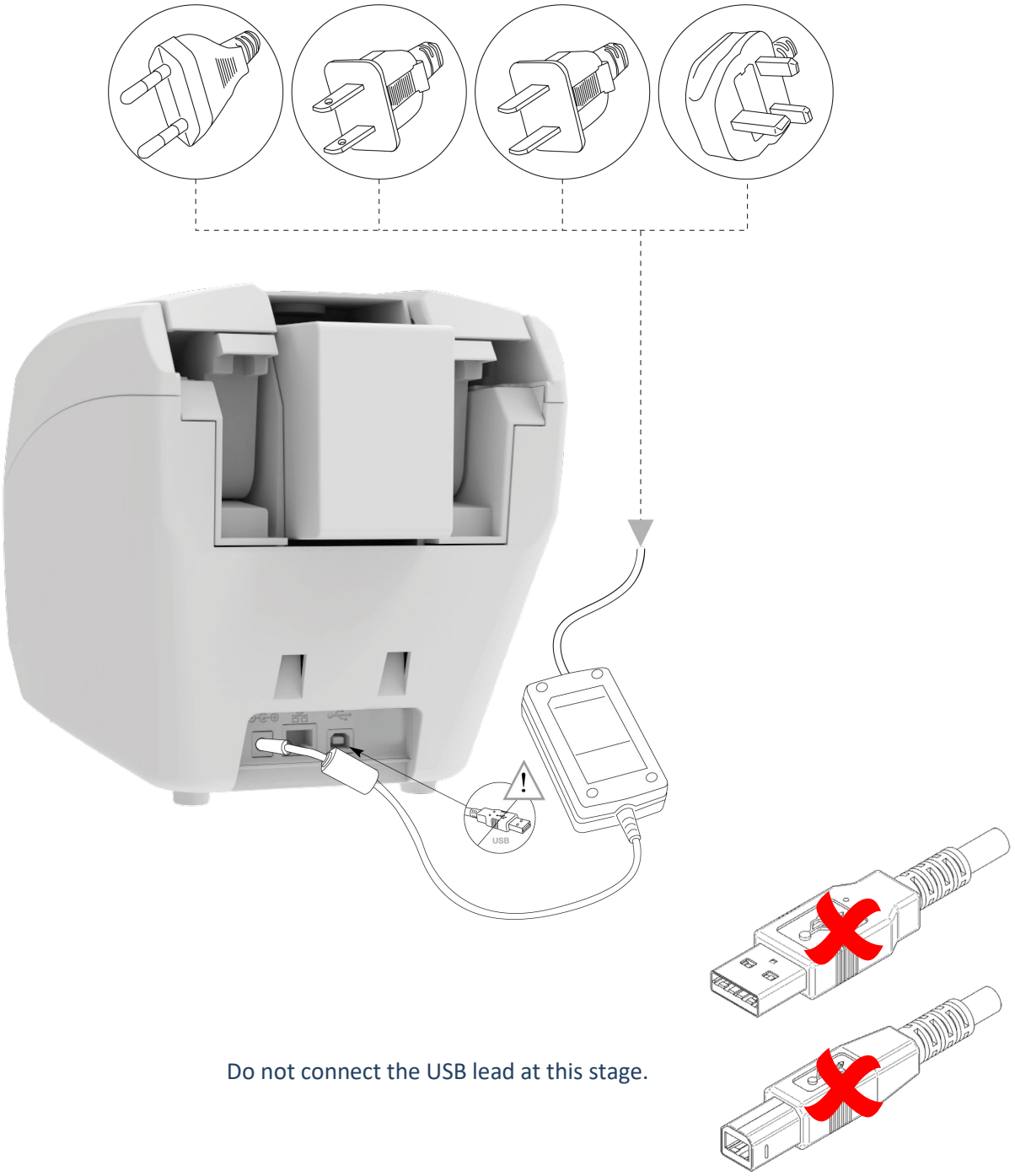
Installing the Dye Film

Open the printer's Lid and insert the dye film as shown in the diagram below.
If the printer's lid is closed (with the printer powered on and the dye film fitted), the printer will begin to initialise. As part of this process, the printer will read an identification tag in the Film which contains information about the film type and capacity.



Connecting the Power Supply

Connect Mains Power Supply lead as shown below but do not connect the USB lead at the stage (the USB is connected after the Driver has successfully been installed).



Do not connect the USB lead at this stage.

INSTALLING THE DRIVER

The latest version of Driver for your 300 printer can be downloaded using the following weblink: https://start.magicard.com.

The Driver installation software will guide you through the installation process.
This website provides complete End User support covering:

- Unboxing and setting up your printer.
- Updating the printer's firmware.
- Card Design software.
- The option to Register your printer.

Quick start and setup guide

English

300 Series

Printer Model Variants

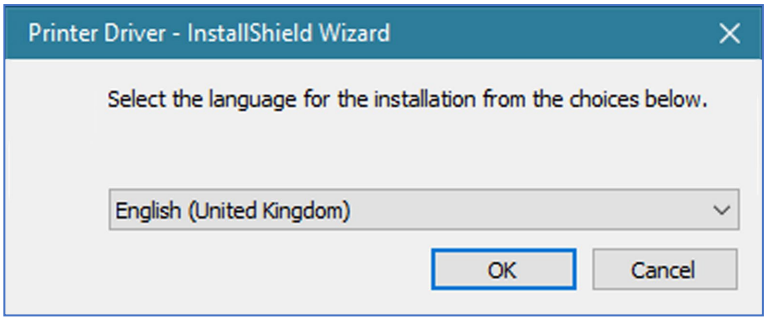
- Magicard 300 Uno 3300-0001/2*
- Magicard 300 Uno 3300-0001/3*
- Magicard 300 Uno Mag 3300-0002/2*
- Magicard 300 Uno Mag 3300-0002/3*
- Magicard 300 Uno Smart 3300-0003/2*
- Magicard 300 Uno Smart 3300-0003/3*
- Magicard 300 Uno Mag Smart 3300-0004/2*
- Magicard 300 Uno Mag Smart 3300-0004/3*
- Magicard 300 Duo 3300-0021/2*
- Magicard 300 Duo 3300-0021/3*
- Magicard 300 Duo Mag 3300-0022/2*
- Magicard 300 Duo Mag 3300-0022/3*
- Magicard 300 Duo Smart 3300-0023/2*
- Magicard 300 Duo Smart 3300-0023/3*
- Magicard 300 Duo Mag Smart 3300-0024/2*
- Magicard 300 Duo Mag Smart 3300-0024/3*

Region codes: 2- USA, 3 – Europe, Japan, South Korea and Australasia.

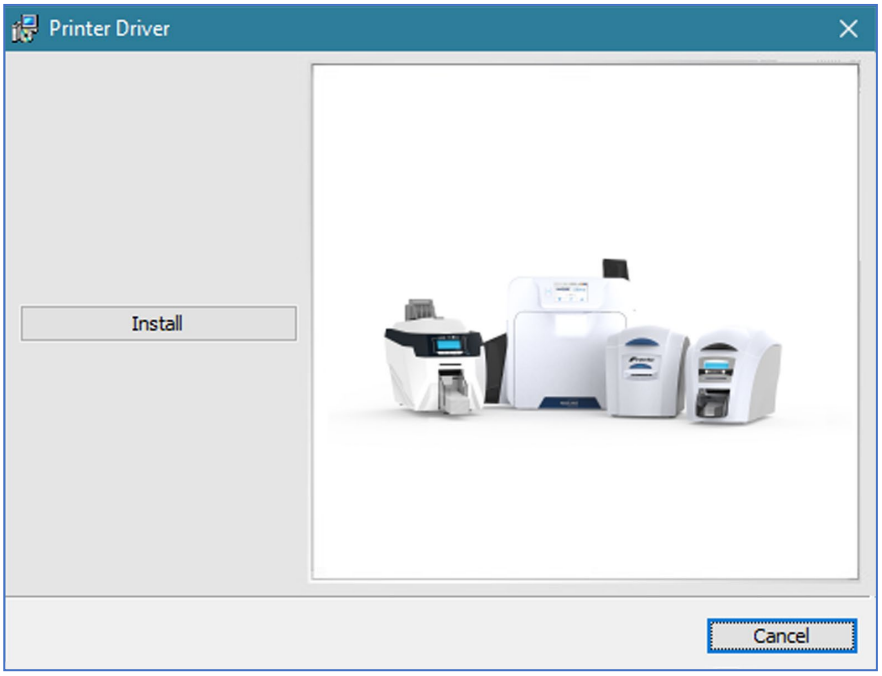
Installer Guide:

- Click on the “setup.exe” icon.

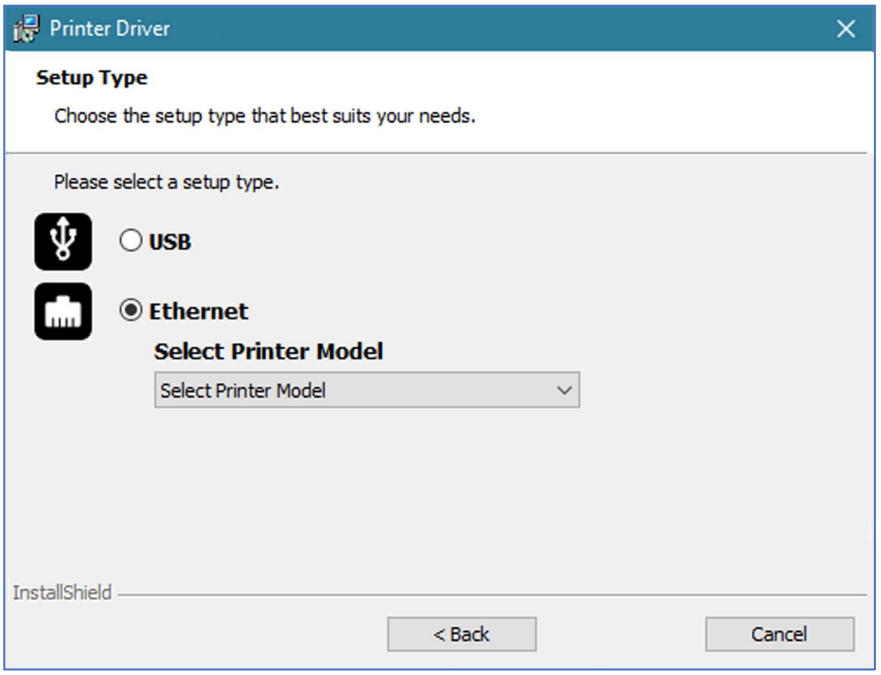
- Select the relevant language.



- Click “Install”.

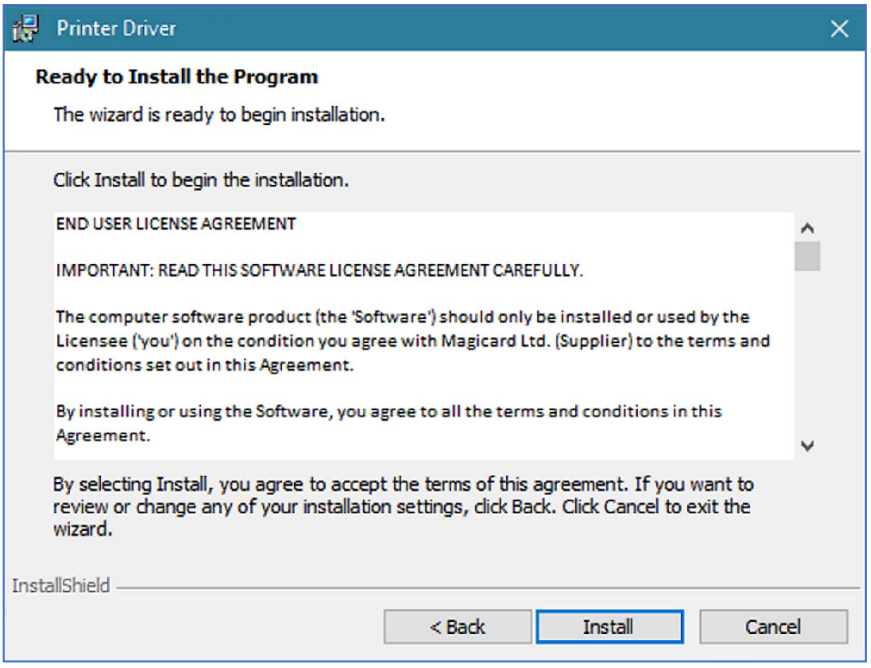


USB Installation

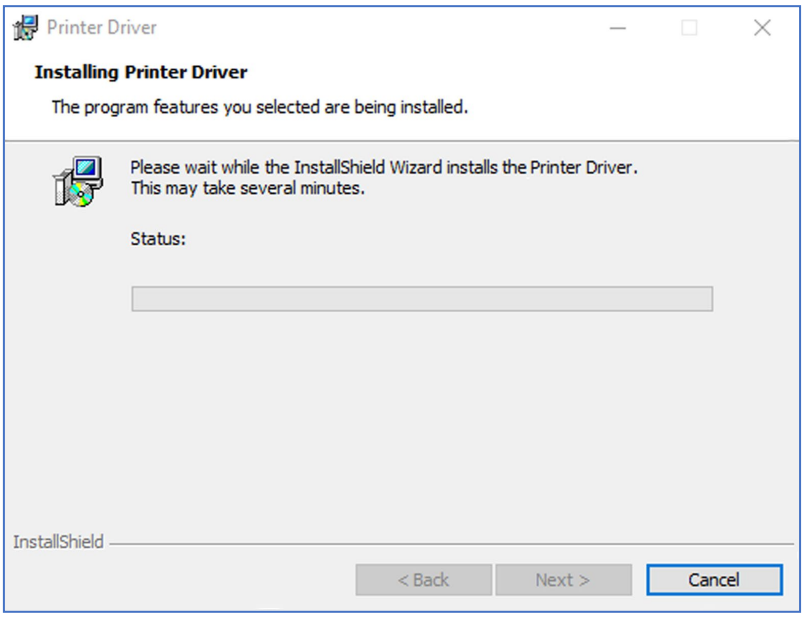


- Select the port type for the installation.
- Select “USB” and click “Next”.

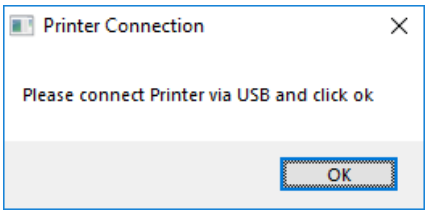
- Agree to the license agreement.



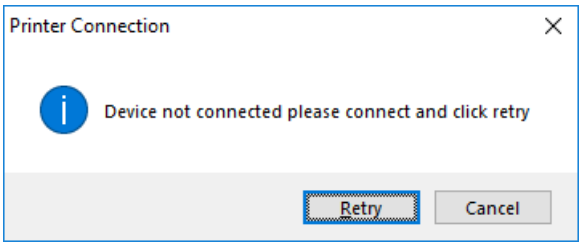
- Wait for the installation progress bar to finish.



- You will be prompted for a printer to be connected via USB.

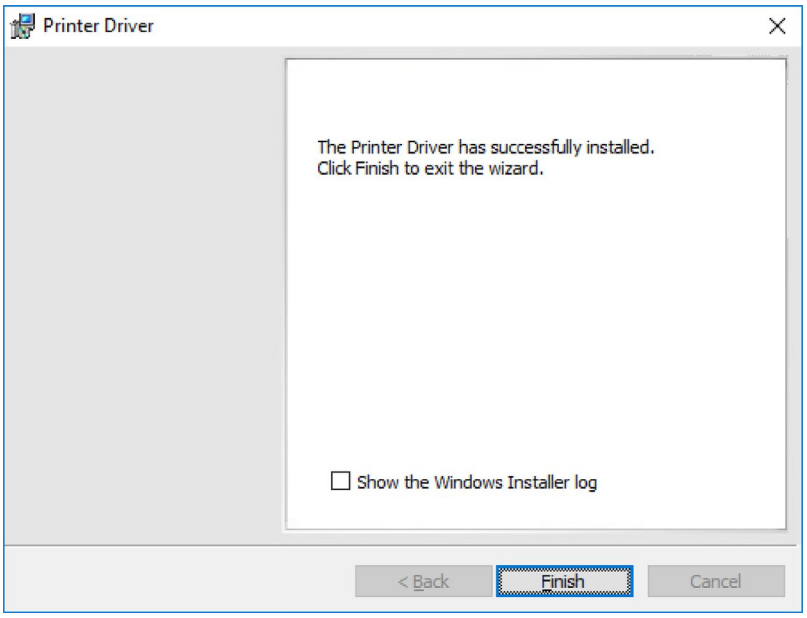


- If no printer is connected, you will be asked to reconnect and retry.



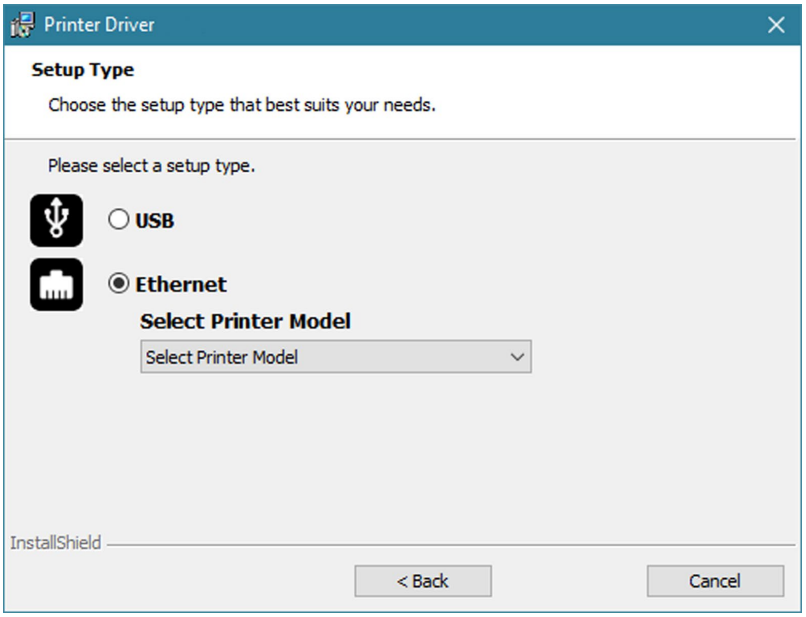
NOTE: If “Cancel” is clicked, you will be asked to confirm this. The Installer will then end. The installation will be completed but the printer will not be connected. This will happen when the printer is physically connected via the USB.

- After completion of the installation, you will be prompted with the following dialog to signal the installation is complete:

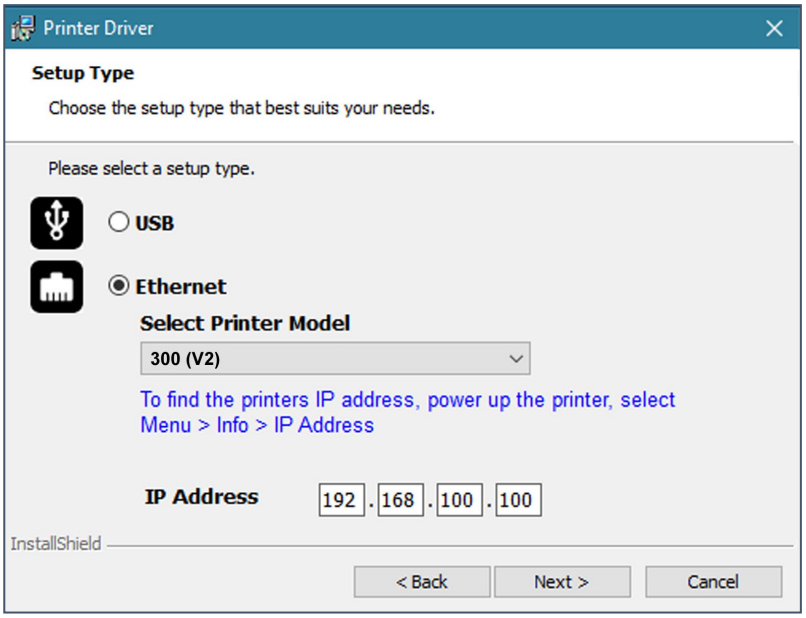


Ethernet Installation

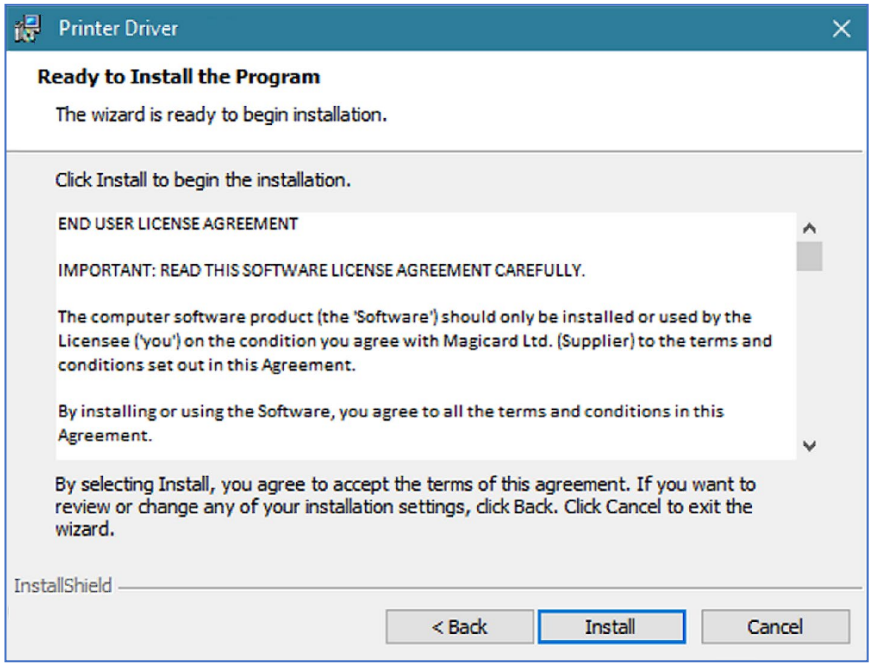
- Select “Ethernet” and model.



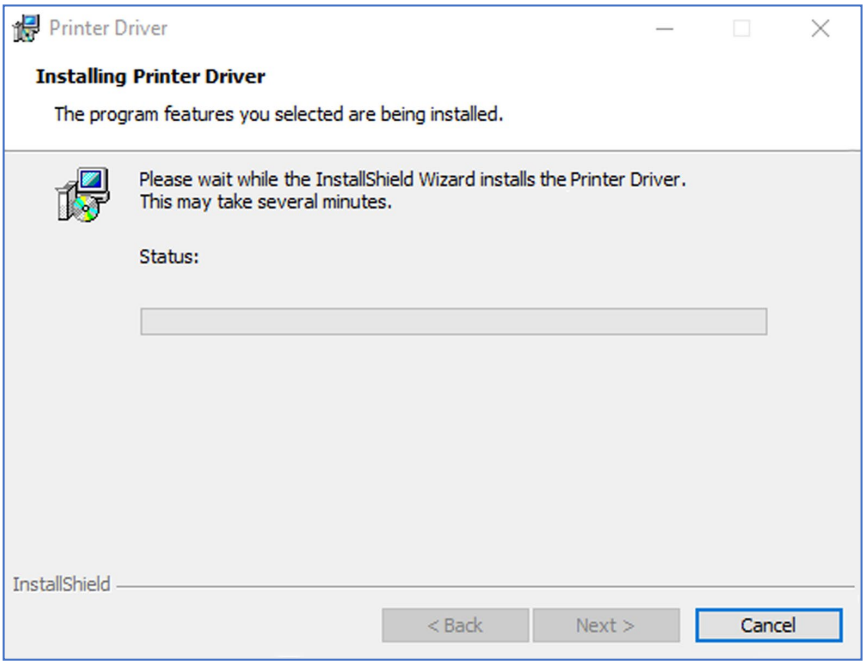
- Enter the IP address of the printer (this can be obtained using the printer’s front panel menu).



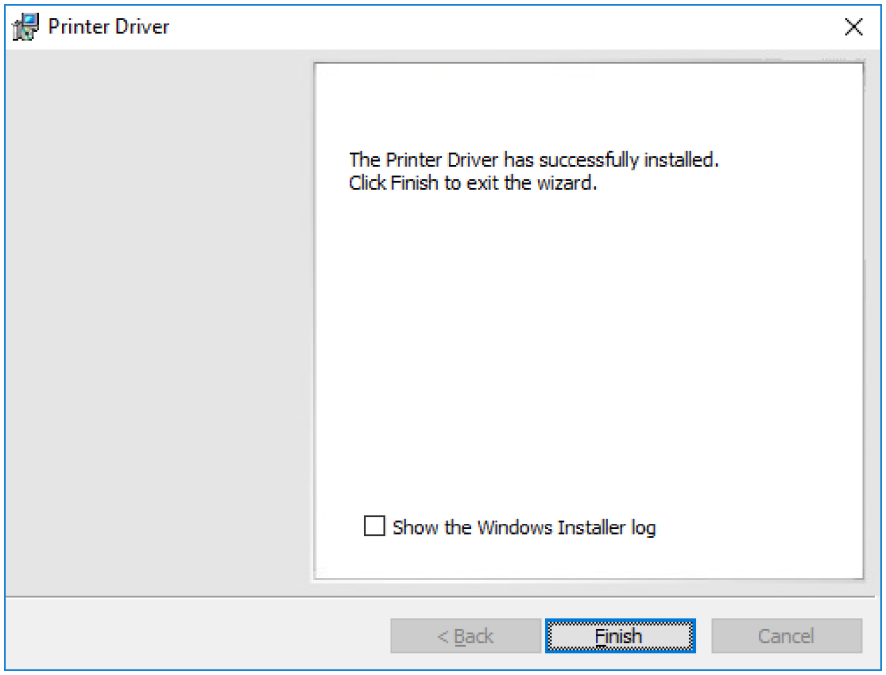
- Agree to the license agreement.



- Wait for the installation progress bar to finish.



- After completion of the installation, you will be prompted with the following dialog to signal the installation is complete:

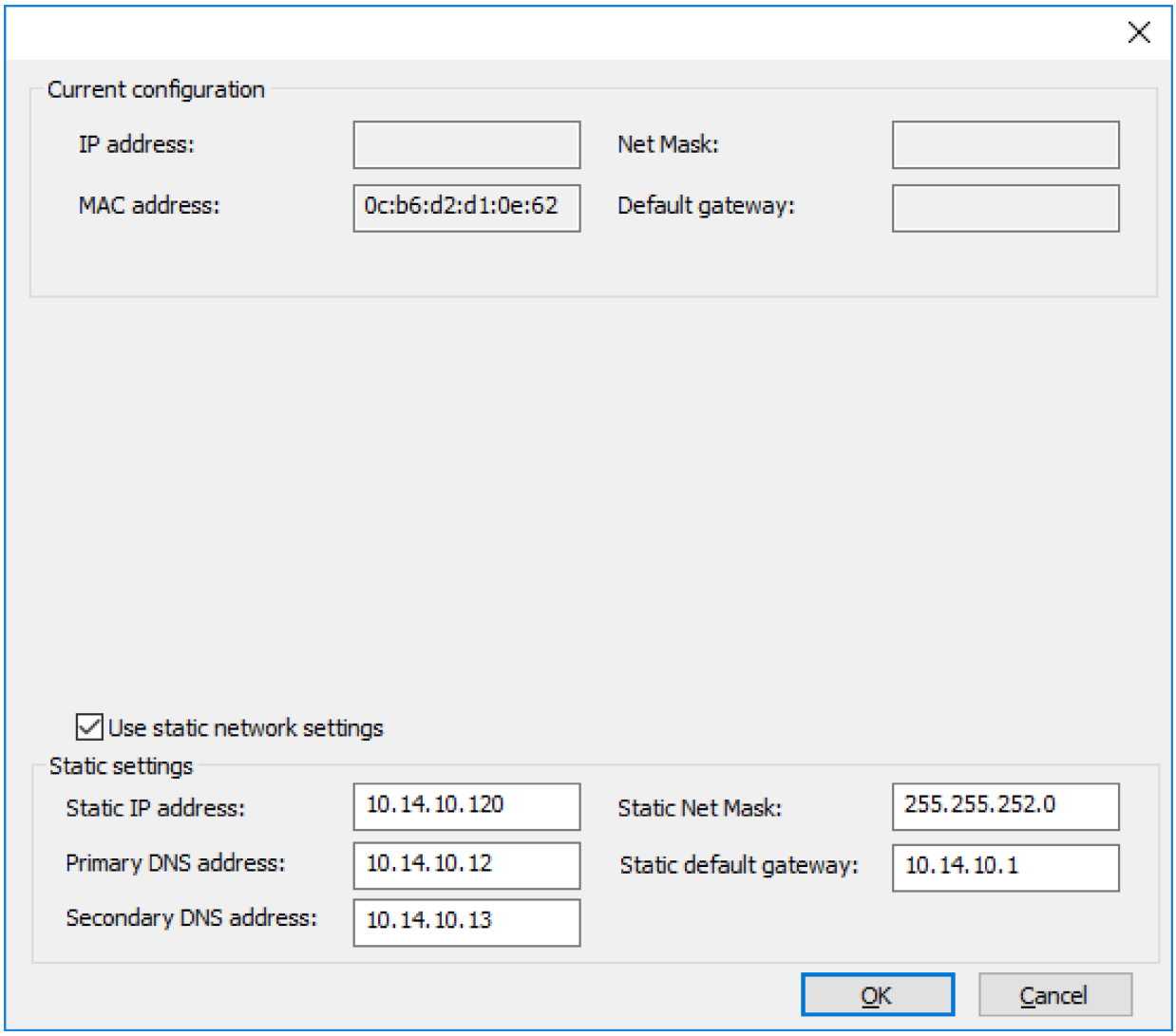


- Congratulations… the driver installation is now complete! You can now print from your chosen application.

Advanced

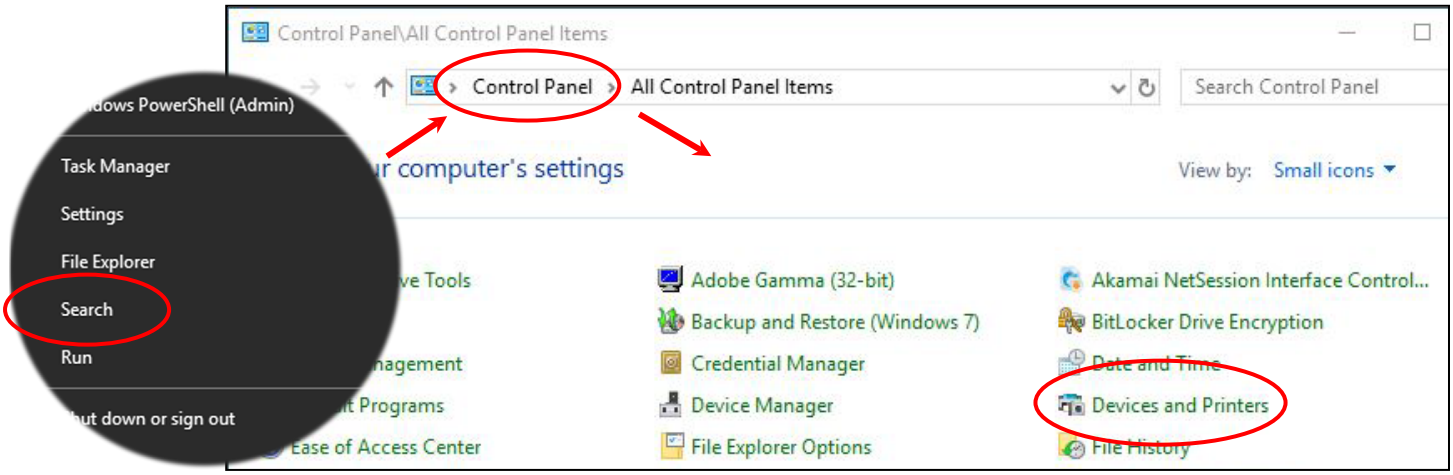
The “Advanced” dialog will allow you to perform the following:

- Set static addresses.



ACCESSING THE DRIVER SETTINGS

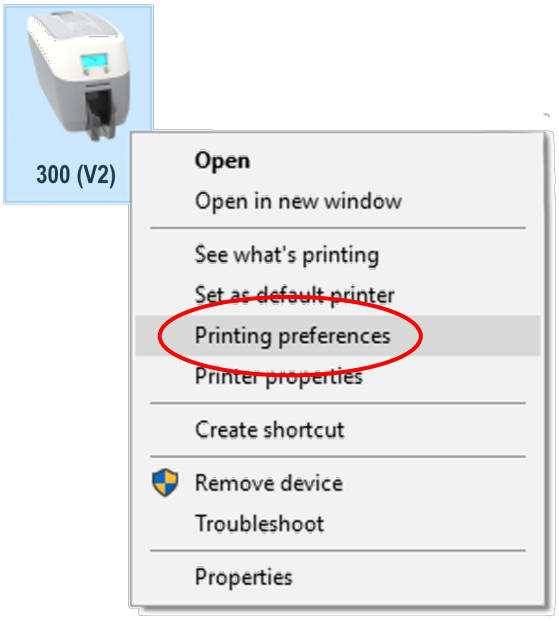
Accessing the Driver “Printing Preferences” Settings (Windows 10 (64 bit) shown for information purposes).



The printer’s Driver settings (Printing Preferences) can be accessed as follows:

- Right-click on the “**Start**” menu icon (bottom left of PC screen) and select the “**Search**” option.
- Search for “**Control Panel** and select the “**Devices and Printers**” option (you may need to set your “**View by:**” option to “**Small icons**” depending on your PC setup).

- In the “**Devices and Printers**” window, right-click on the printer thumbnail image and select “**Printing Preferences**”.



Printing Preferences

Driver Tabs

Printer
This is the default tab and offers the User the option to change card orientation, size and print resolution.

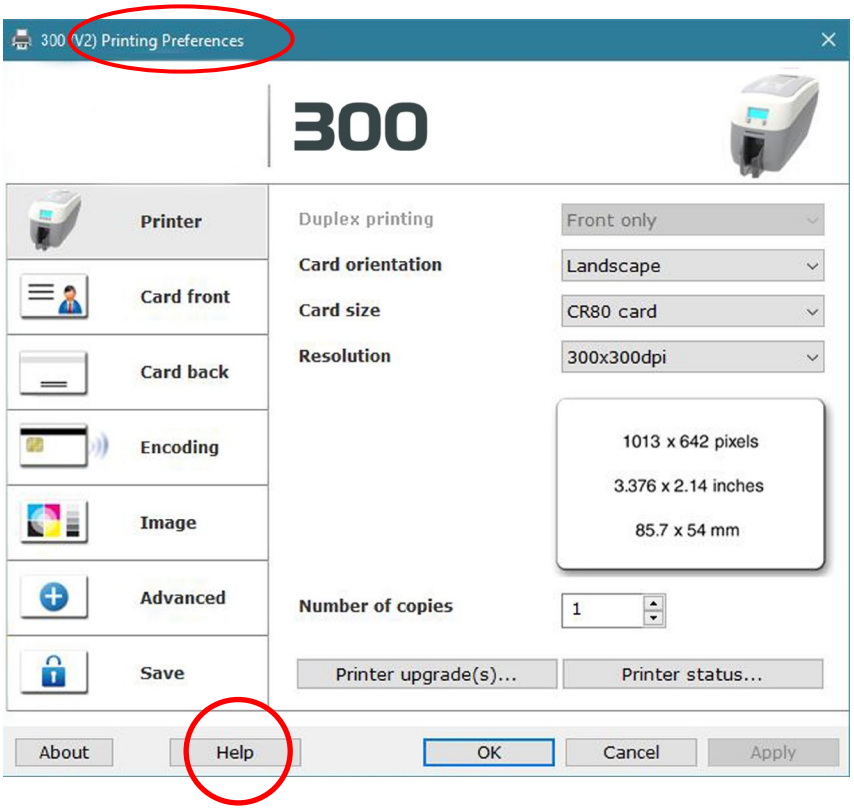
Card Front/Back
Options to change the colour format, Image rotation and Security layer image.

Encoding
Available for MAG printers only. Options to change magnetic card settings and encoding formats. ISO and JIS formats supported.

Image
Image manipulation options including colour correction, print head power (density) and colour adjustment. Colour Profiles also supported.

Advanced
Re-writeable card support including the option for User defined areas on card.

Save
Specific User settings can be saved and restored at a later date. Factory Restore option available.



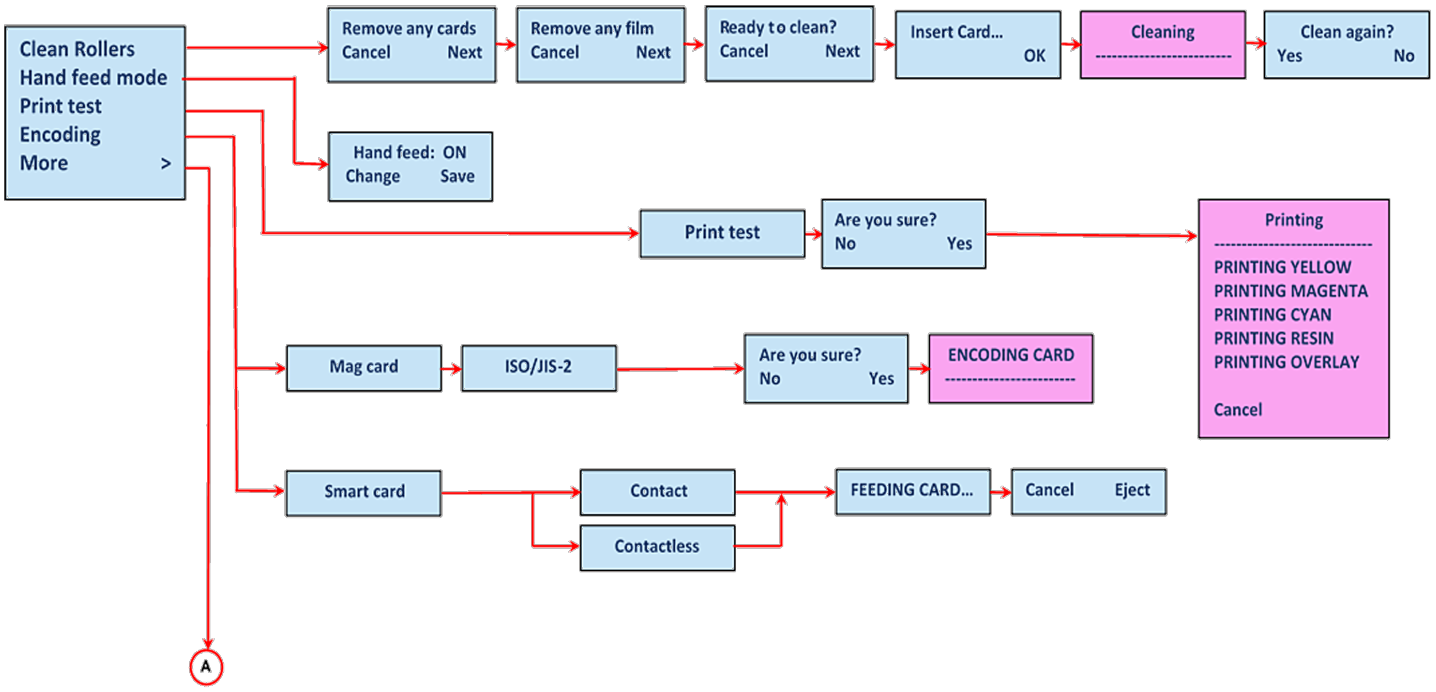
Help with Driver Settings

The Printer Driver contains a built-in help file (in HTML format) – this file gives an excellent, clear explanation of each Driver setting.

To view the Driver's help file, go to the **Printing Preferences** (as described above), and click on the "Help" Button.

PRINTER FRONT DISPLAY MENU OPTIONS

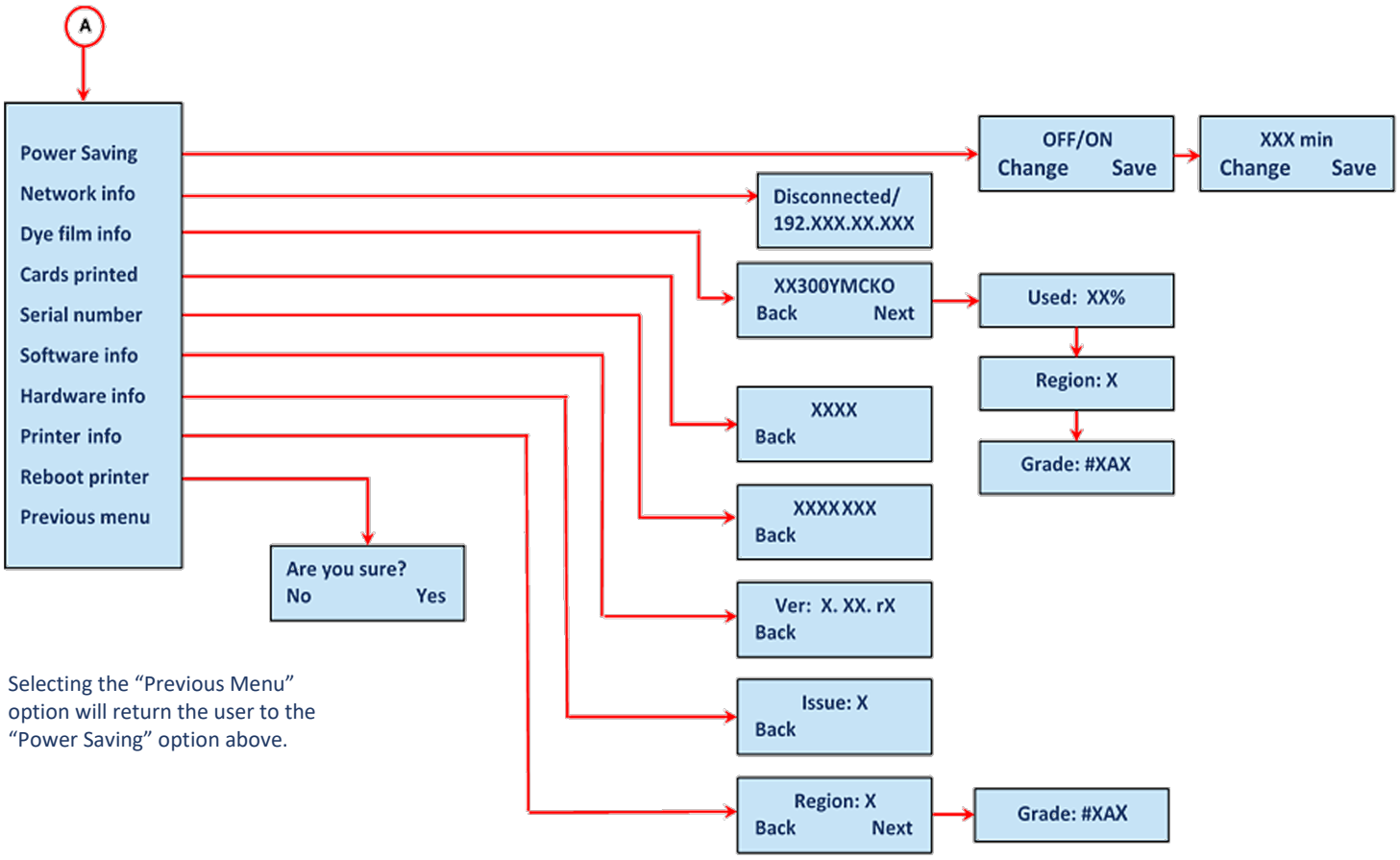
Press the "**Menu**" button…
The first menu option will be displayed. Pressing the "Next" button (where indicated) will step through each option in the menu. The front display panel consists of a text display and two push buttons. The function of each button will depend on the text displayed immediately above that button.



NOTES:

- With "Hand Feed" mode selected to "ON", the printer will only accept cards from the front slot (usually reserved for the cleaning card). Cards can be fed from the Hopper (at rear) or by hand (one-at-a-time) from the front of the printer.
- Magnetic and Smart test options are only available on printers fitted with Magnetic and Smart Encoders. The Mag test (if available) enables you to verify the magnetic encoding operation of the printer. Sample data is written onto the magnetic stripe on the card.
- The "Print test" option will print an internal test card (pre-programmed in printer firmware) and is independent of external hardware such as a personal computer. The test will print an image using each of the panels in the fitted dye film.

Continued on Page 22.

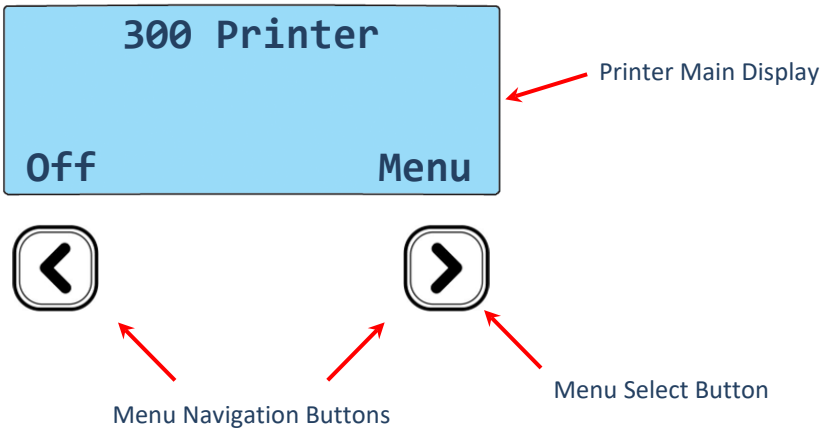


Selecting the "Previous Menu" option will return the user to the "Power Saving" option above.

300 Printer Front Panel Layout

NOTE:
To accept a menu option or return to a previous menu, press the displayed "**OK**" or "**Back**" options respectively.

"Off" at the Printer Main Display powers down to "Stand by" mode. Pressing any button will resume normal operation.



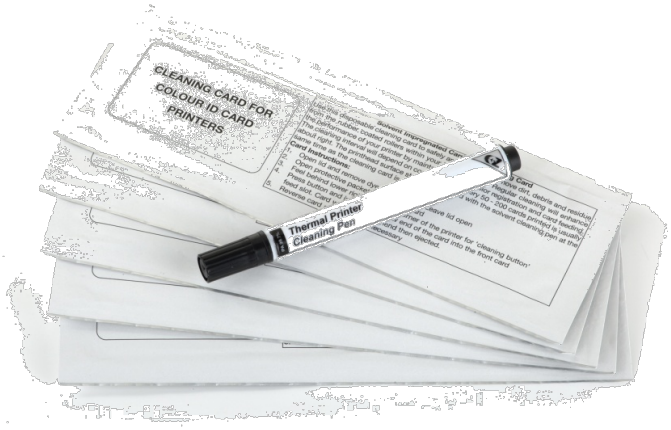
ADDITIONAL USEFUL INFORMATION

Caring for your Printer

MAINTAINING YOUR PRINTER IS IMPORTANT!

- Maintenance is an important factor of your printer's good operation and longevity.
- Maintaining a regular cleaning routine will give you optimum print quality and prevent down time. We recommend that you clean the printer's rollers and Print Head each time you change Dye Films.
- A clean printer will produce superior quality ID Cards and is less likely to require factory maintenance and/or repair.
- In normal environments, regular maintenance should improve the longevity of the Print Head itself. (Remember… foreign particles can lodge under the Head and cause permanent damage!)
- Increased reliability when magnetic encoding ensuring the encoded data can be read accurately, reliably and continuously.

Cleaning Supplies



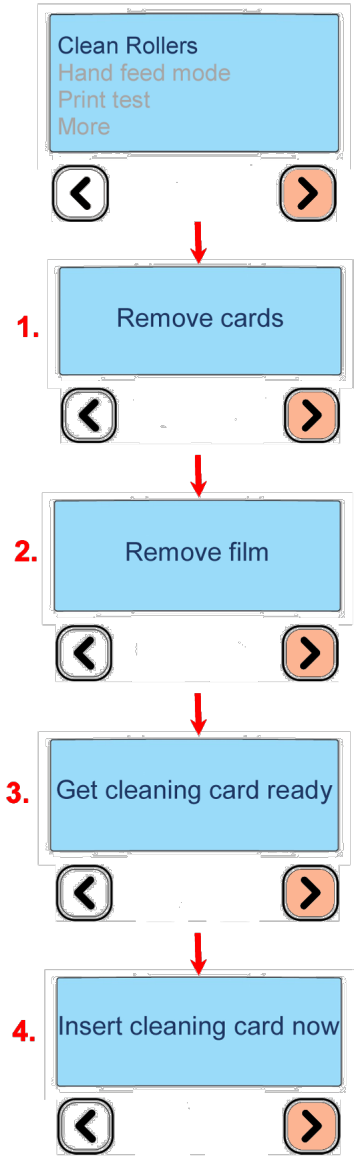
10x Cleaning Cards & 1x Cleaning Pen
(Pt. **3633-0053**)

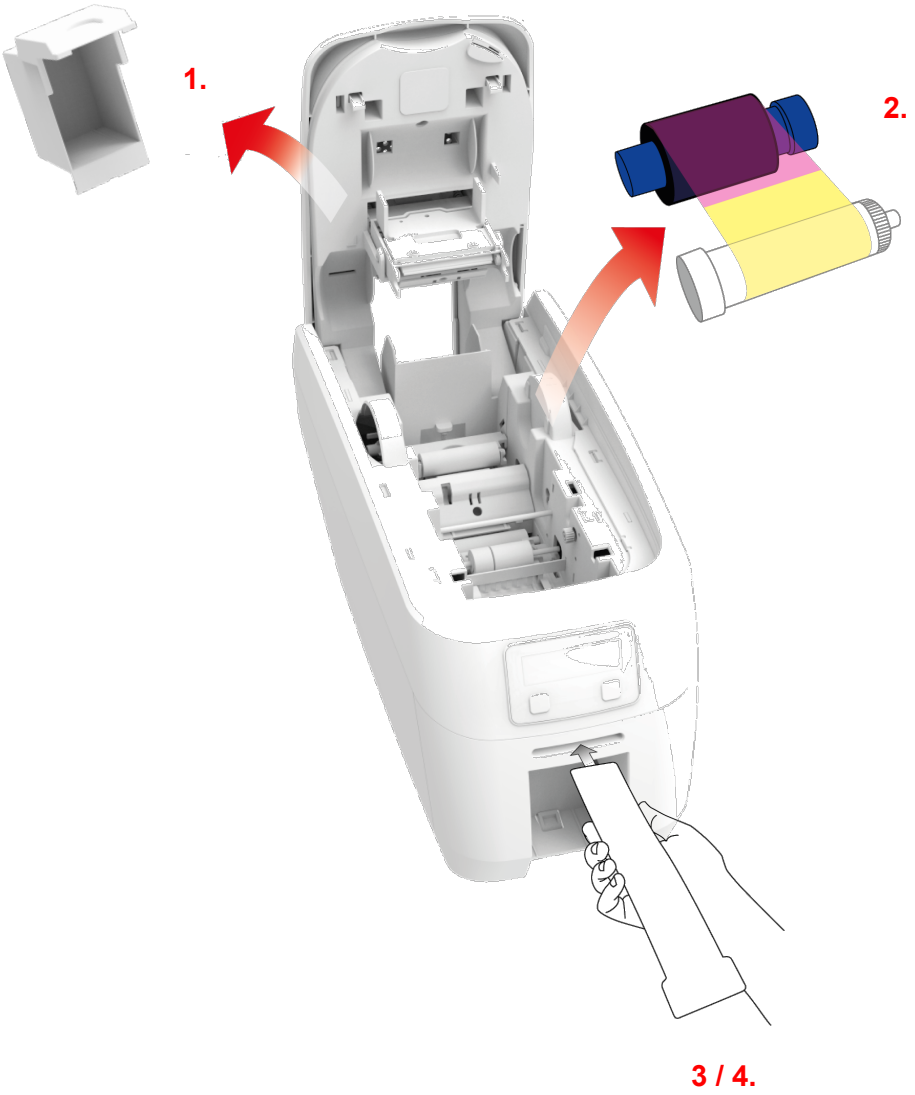
5 Cleaning Rollers & 1 Metal Bar
(Pt. **3633-0054**)

Note: Cleaning supplies can be purchased from you printer supplier.

How to Clean your Printer

To clean your printer, simply press the “Menu” button and follow the on-screen instructions (also shown below). Use the right-most button ( ) to progress the options below.

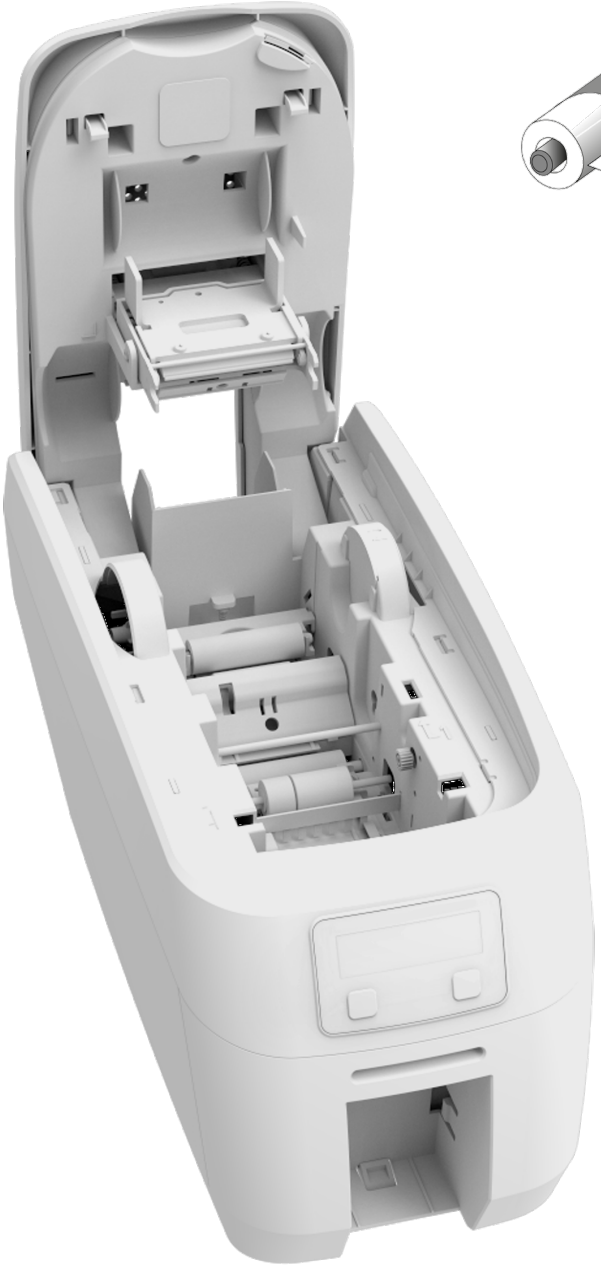


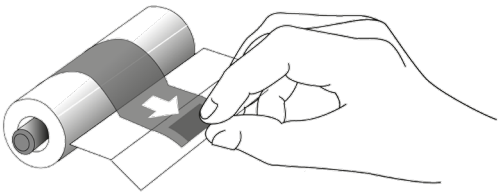


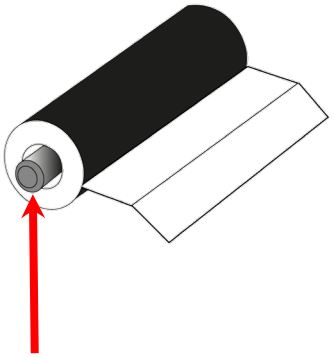
You can also view a short video on the recommended way to clean your printer using the link to our website below:
https://support.magicard.com/solutions/cleaning-the-magicard-600-video/

Replacing the Cleaning Roller

- Remove the blue Cleaning Roller from the printer and then remove the protective paper cover.
- Refit the blue Cleaning Roller (with the sticky coating now exposed) back into the printer.
- Do not touch the blue roller after the protective cover removed.







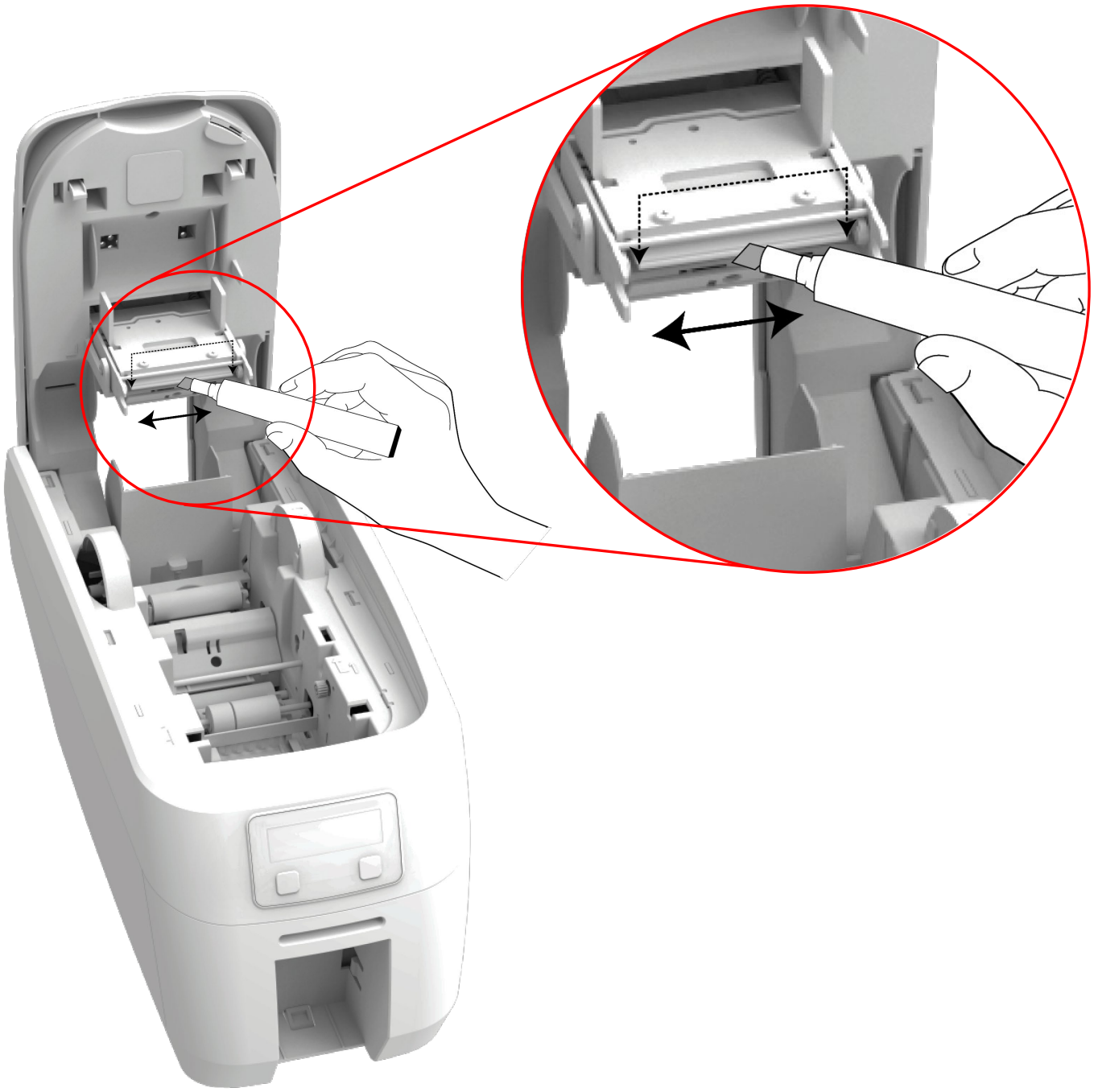
NOTE:
When replacing the blue Cleaning Roller, the metal bar above will need to be removed from the used Roller and refitted to the replacement.
DO NOT DISCARD THIS METAL ROLLER BAR!

Using the Cleaning Pen

The Cleaning Pen (supplied with the Cleaning Kit (**3633-0053** – see page 23) is used to clean the face of the print head. The pen contains Isopropyl Alcohol (IPA) and is very effective at removing light grease (such as finger grease etc.) which would otherwise spoil a printed card.
To use, simply run the tip of the pen across the print face several times as shown in the diagram below.

Once clean, do not touch the print face!

The tip of the cleaning pen can itself be cleaned using an old "used" cleaning card until the Cleaning Kit has expired.



CHOOSING THE CORRECT DYE FILM

Below is a general guide to selecting the most suitable Film for any typical application.
"Scratch" film lays down a soft film on the card's surface which can be easily removed by light scraping.

Dye Film Part Number	Film Panel Layout	Print Capacity (Cards)	Typical Images
MC300YMCKO/2,3	YMCKO	300 (Printing colour one side only).	Single Sided Colour Side 1 only Duplex Colour Side 1 & 2
MC1000K-n (n = colour)	K	1000 (Printing on one side only).	Single Sided Monochrome Black Red Blue Green Silver Gold White Scratch
MC600KO	KO	600 (Printing on one side only).	Single Sided Black + Overcoat
MC250YMCKOK/2,3	YMCKOK	250 (Printing on both sides of card).	Duplex Printing on 2 Sides.

Film Panel Key:	Yellow (Y)	Magenta (M)	Cyan (C)	Resin (K) black	Overcoat (O) clear

NOTE:

- 300YMCKO Dye Film is generally the appropriate choice for colour printing with both single and double-sided (duplex) printers.
- 250YMCKOK Dye Film is generally preferred for duplex models only as this is more economic when printing colour side 1 and monochrome side 2.
- 1000K and 600KO Dye Film is often used where cost is an important factor.
- Only "MC" part coded Dye Films will operate in the Magicard 300 Printer.
- Furthermore, the ribbons are "Region Coded" (via "/2" or "/3"), for correct operation the last two digits in the printer and ribbon part codes must match.

CHOOSING THE CORRECT CARDS

Not all white PVC Cards are the same. For best image quality always use high grade PVC Cards.

Pure PVC Card stock or laminated PVC/Polyester Cards are available. The latter are more durable and better suited to heavy use and heat lamination when required. For access control and Smart Card applications, your supplier should provide the appropriate type for "direct to card" printing.
For consistent results, stick to a single variety of good quality Cards.

Card sizes

CR80 (Standard) = 3.375" x 2.125" (86.5 mm x 54.0 mm). (w x h)
CR79 (Small) = 3.303" x 2.051" (83.9 mm x 51.0 mm). (w x h)

Card thickness

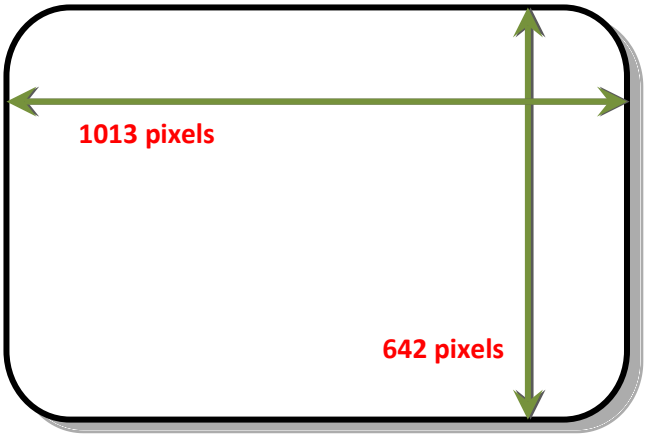
Standard – 0.030" (0.76 mm).
Minimum – 0.020" (0.51 mm).
Maximum – 0.063" (1.60 mm).

Card requirements necessary for good quality prints

- Glossy white.
- Free from contamination.
- Free from surface irregularities.
- Free from burrs at Card edges.

Printable area of the Card

The printable area of a standard CR80 Card is size of 1013 x 642 pixels to obtain "edge to edge" print quality.



Available Card Types:

M9006-793	Premium blank white cards – CR80
M9006-794	Blank white cards with magnetic stripe – CR80
M9007-011	Self-adhesive blank white cards – CR80
M3610-054	Self-adhesive blank white cards – CR80 (USA)
M9006-796	HoloPatch® blank white cards with gold seal – CR80
M9006-797	HoloPatch® blank white cards with gold seal and magnetic stripe – CR80
E9323	Magicard blank rewritable cards front & PVC back

Using Magnetic Stripe Cards

If you have a printer fitted with the optional Magnetic Encoding module, you can print and encode the data on the rear of the Card in one operation. The magnetic encoding module can encode both HiCo and LoCo magnetic stripe card specifications.

When loading magnetic stripe cards, make sure the stripe is facing down on the left side of the printer (as viewed from the front).
To encode a magnetic stripe card, please refer to your card printing application although it's also possible directly via the Driver Interface.

Using Self Adhesive Cards

There are many types of self-adhesive cards. Thorough investigation and testing has shown that poor quality or incorrect card types will cause:

- Poor image quality.
- Card feed failures.
- Cutting or snapping dye film.
- Cards jamming during printing.

We recommend only using self-adhesive cards supplied by your ID card supplier.

UPGRADING TO DUO OPERATION

Printers can be supplied in two variants: UNO (single-sided) or DUO (double-sided).
Single sided printers can be upgraded to DUO functionality via an electronic update. This is available from your printer supplier.

GENERAL DATA PROTECTION REGULATION (GDPR)

Digital shredding - Once data has been used for the print job, it is fragmented, rendering it irrecoverable, helping to ensure the Magicard 300 is not a repository for data.

PRINTER ERROR CODES

ERROR REF.	ERROR TEXT DISPLAYED ON PRINTER			ERROR DESCRIPTION		SOLUTION BY CATEGORY
1	LID OPEN	1:0		The lid was opened while the print engine was performing an operation.		Close the Lid and try again.
		1:1		The lid was opened at the point the printer was about to begin a print job.		
2	OUT OF CARDS	2:5		While feeding a card from the hopper, it took too long for the rear sensor to block.		Load the printer’s rear feed hopper to continue.
		2:6		While trying to feed a card from the hopper, it took too long for the front sensor to block.		
3	HAND FEED ERROR	3:0		While hand feeding a card, it took too long for the front sensor to block.		Check "Hand Feed" mode.
		3:1		While hand feeding a card, it took too long for the hopper sensor to detect a card.		
4	CARD JAM	4:0		While moving the card forwards to the front sensor in preparation for placing it in the contactless encoding position, it took too long for the front sensor to block.		Open the printer's Lid and remove the jammed card to continue.
		4:1		While moving the card backwards from the front sensor to the contactless encoding position, it took too long for the front sensor to unblock.		
		4:2		While feeding a card from the smart encoder to the flipper, it took too long for the smart extract sensor to indicate that the card was free of the encoder.		
		4:3		While moving a card from the flipper into the smart encoder, it took too long for the smart insert sensor to trigger.		

		4:4		While moving the card from the flipper to the standby position, it took too long for the mid sensor to block.		
		4:7		While feeding a card from the hopper, and having seen the card reach the rear sensor, it took too long for the mid sensor to block.		
		4:8		While feeding a card from the hopper, and having seen the card reach the mid sensor, it took too long to clear the rear sensor by rewinding the feed motor.		
		4:9		While moving the card forwards to feed into the flipper, it took too long for the card's leading edge to block the front sensor.		
		4:13		While moving the card from the front sensor to the standby position, it took too long for the front sensor to unblock.		
		4:14		While moving the card from the rear sensor to the standby position, it took too long for the rear sensor to unblock.		
		4:15		While moving a card from the flipper into the smart encoder, it took too long for the smart extract sensor to trigger. This may mean that there is no encoder actually fitted.		
		4:16		While feeding a card past a sensor, and having seen the card reach that sensor, it took too long for the sensor to unblock.		

		4:17		While moving the card into position for a printing or encoding operation, it took too long for the reference edge of the card to move in front of the sensor used for positioning. In the case of extended mono prints, this means the mid sensor took too long to block. In other cases, this means it took too long for the rear sensor to unblock.		
		4:18		While moving the card into position for a printing or encoding operation, it took too long for the reference edge of the card to move behind the sensor used for positioning. In the case of extended mono prints, this means the mid sensor took too long to unblock. In other cases, this means it took too long for the rear sensor to block.		
		4:19		While trying to eject the card, it took too long for the leading edge of the card to block the front sensor.		
		4:20		While trying to eject the card and having seen the leading edge of the card reach the front sensor, it took too long for the front sensor to unblock.		
		4:21		While moving the card from the flipper to the standby position, and having seen the card reach the mid sensor, it took too long for the mid sensor to unblock.		
		4:22		While trying to feed a card from the hopper, and having seen the card reach the front sensor, it took too long for the front sensor to unblock.		
		4:23		While moving the card backwards to feed into the flipper, it took too long for the card to block the mid sensor.		

		4:24		While moving the card from the mid sensor to the standby position, it took too long for the mid sensor to unblock.		
5	OUT OF FILM	5:0		While moving a dye panel edge from the dye sensor to the printhead, it took too long for the tacho wheel to move the required amount. The film has probably either run out or snapped.		Check dye film is fitted and not expired. Also check the Film is not torn.
		5:1		While advancing to the next dye panel, it too long for the next panel boundary to be detected.		
		5:2		It took too many attempts for the printer to find a particular panel of dye film (possibly because the dye sensor needs calibration).		
		5:3		A valid dye film RFID tag was found, but no physical ribbon could be detected while trying to take up the film slack.		
		5:4		A valid dye film RFID tag was found, but there were no shots remaining.		
		5:5		After printing a card, the printer was unable to decrement the number of remaining prints on the dye film RFID tag.		
		5:6		While advancing the dye film, the printer detected the end-of-film marker.		Check dye film.
		5:7		While moving the dye film, too great a time elapsed between tacho sensor counts. The film has probably either run out or snapped.		Check dye film.
		5:8		While trying to take up the film slack, no tacho pulses were observed within a reasonable amount of time.		
6	WRONG FILM TYPE	6:0		The fitted dye film had an invalid RFID tag. Either the tag was not programmed correctly or there is a		Try a new dye film.

				problem with the RFID tag reader.		
		6:1		A dye film ribbon was detected, but a valid dye film RFID tag could not be found. This printer is not configured to permit tagless film.		
		6:2		The fitted dye film does not have the right region code for this printer. Try another roll of film.		
		6:3		The fitted dye film does not have the right dealer code for this printer. Try another roll of film.		
		6:4		The fitted dye film does not have the right project code for this printer. Try another roll of film.		
		6:5		The fitted dye film does not have the right grade code for this printer. Try another roll of film.		
7	REMOVE FILM	7:0		The printer detected film was loaded when trying to calibrate dye LEDs and dye motor.		
		7:1		The printer detected film was loaded when trying to carry out a soak test.		
		7:2		The printer detected film was loaded when trying to carry out the cleaning routine.		
8	CAM ERROR	8:0		While moving the printhead cam to the closed position, it took too long to detect the trailing edge of the cam pulley flag.		
		8:1		While initialising the cam, it took too long to detect the leading edge of the cam pulley flag.		

		8:2		While initialising the cam and having detected the leading edge of the cam pulley flag, it took too long to detect the trailing edge of the flag.		
		8:3		While moving the printhead cam to the open position, it took too long to detect the leading edge of the cam pulley flag.		
9	FLIP ERROR	9:0		While initialising the flipper, it took too long to detect the start of the blocked region of the flange.		
		9:1		While initialising the flipper and having detected the start of the blocked region of the flange, it took too long to detect the start of the unblocked region (the start of the slot).		
		9:2		While moving the card backwards to feed into the flipper and having seen the card arrive at the mid sensor, it took too long for the mid sensor to unblock.		
10	INVALID FILE	10:0		The printer received a print job. The side number specified for one of the sides of the image data was invalid. This probably means the print job file was corrupt.		
		10:1		The printer received a print job. The format specified for the image payload was not supported. If updating the firmware does not fix this, it may be that the print job file is corrupt.		
		10:2		The printer received a print job containing magnetic track data. One of the tracks specified an invalid track number.		

		10:3		The printer received a print job containing magnetic track data. The number of bits specified for one of the tracks was out of range. This probably means that the print job file was corrupt.		
		10:4		The printer received a print job containing magnetic track data. The number of bits specified for one of the tracks was too great for the provided payload size. This probably means that the print job file was corrupt.		
		10:5		The printer received a print job containing magnetic track data. The bit density specified for one of the tracks was out of range. This probably means that the print job file was corrupt.		
		10:6		The printer received a print job. The panel ID specified for one of the panels was invalid. This probably means that the print job file was corrupt.		
		10:7		The printer received a print job. The width or height specified for the card was out of range. This probably means the print job file was corrupt.		
		10:8		The printer received a print job. The payload provided was not large enough to hold the image width specified. This probably means the print job file was corrupt.		
		10:9		The printer received a print job. The power adjustment for one of the panels was out of range. This probably means the print job file was corrupt.		
		10:11		The printer received a print job. The number of copies specified was less than 1. This means that the print job file is corrupt.		
		10:12		The printer received a print job containing magnetic track data. The number of encoding attempts requested was less than one.		

		10:13		The printer received a print job containing magnetic track data. The number of verification attempts requested was less than zero.		
		10:14		The printer received a print job. The x adjustment specified for a panel was out of range. This probably means the print job file was corrupt.		
		10:15		The printer received a print job. The y adjustment specified for a panel was out of range. This probably means the print job file was corrupt.		
		10:16		The printer received a print job. An area or hole setting for one of the panels was missing a required element. This probably means the print job file was corrupt.		
		10:17		The printer received a print job. An area or hole setting for one of the panels had an out-of-range value. This probably means the print job file was corrupt.		
11	UPGRADE REQUIRED	11:00		The fitted dye film has a data format which the printer could not understand. The printer software needs to be upgraded in order to support this type of dye film.		
12	SENSOR ERROR	12:0		While hand feeding a card, the rear sensor blocked before the front one.		
		12:1		While hand feeding a card, and having seen the card reach the front sensor, the rear sensor blocked before the front sensor unblocked.		
		12:3		While feeding a card from the hopper, the front sensor blocked before the mid one.		
		12:4		While feeding a card from the hopper, the front sensor blocked before the rear one.		

		12:5		While trying to feed a card from the hopper, the mid sensor triggered before the front one.		
13	INTERNAL ERROR	13:1		The printhead took too long to reach a temperature suitable for printing. There may be a fault with the printhead temperature sensor.		
		13:2		The mag PCB MCU reported that an error occurred while trying to carry out an operation or interpret a command.		
		13:3		The mag driver reported that an error occurred while trying to carry out an operation.		
		13:4		Communication with the print engine microcontroller failed. If rebooting the printer does not fix this problem, try updating the firmware. If that does not work, there is probably a hardware fault.		
		13:5		The print engine microcontroller reported an error. If rebooting the printer does not fix this problem, try updating the firmware. If that does not work, there is probably a hardware fault.		
14	WRONG SD CARD	14:0		The internal SD card did not have a valid signature.		

15	HOLOKOTE INVALID	15:0		While attempting to validate a Holokote file, the printer found that the file was not in the right format. Either it is not the right type of file, or the data has been corrupted.		
16	WRONG HOLOKOTE	16:0		While attempting to validate a Holokote file, the printer found that the file was not licensed for this printer. It is possible that the file was intended for a different printer.		
17	17: UPGRADE INVALID	17:0		While attempting to validate an upgrade file, the printer found that the file was not in the right format. Either it is not the right type of file, or the data has been corrupted.		
		17:1		As above.		
		17:2		While attempting to validate an upgrade file, the printer could not interpret the file's upgrade commands. Either it is not the right type of file, or the data has been corrupted.		
18	WRONG UPGRADE	18:0		While attempting to validate an upgrade file, the printer found that the file was not licensed for this printer. It is possible that the file was intended for a different printer.		
19	SOFTWARE INVALID	19:0		While performing a system software update, the incoming update data was found to have an invalid signature.		
		19:1		While performing a system software update, the incoming update data was not in the correct format.		

20	SD WRITE FAILURE	20:0		While performing a system software update, an error occurred while trying to write temporary update data to the SD card.		
		20:2		While attempting to apply an upgrade, the printer was unable to create the upgrade directory on the SD card. Either the SD card is missing, unformatted or functioning incorrectly.		
		20:3		While attempting to install a custom Holokote image, the printer was unable to create the overcoat directory on the SD card. Either the SD card is missing, unformatted or functioning incorrectly.		
		20:4		While attempting to update the system image, the printer was unable to create the system upgrade directory on the SD card. Either the SD card is missing, unformatted or functioning incorrectly.		
		20:5		While attempting to format the SD card at the start of a soak routine, the formatting process failed.		
21	INSTALL FAILURE	21:0		While performing a system software update, an error was reported by the software update script.		
22	NO DUPLEX	22:0		The printer received a double-sided print job but does not have duplex printing enabled.		
23	NO MAG HEAD	23:0		The printer received a print job which required mag encoding but does not have mag encoding enabled.		This printer does not have a magnetic encoder fitted and is unable to process this file type.
24	NO COLOUR FILM	24:0		The printer received a colour print job but does not have colour film fitted.		

25	NO OVERCOAT	25:0				
26	MOTOR FAULT	26:0		The print engine MCU reported a dye film motor fault.		
		26:1		The print engine MCU reported a card feed motor fault.		
		26:2		The print engine MCU reported a printhead cam motor fault.		
		26:3		The print engine MCU reported a flip position motor fault while moving the card. Note that this is the flipper motor which drives the card, not the rotation motor.		
		26:4		The print engine MCU reported a flip position motor fault while rotating the flipper. Note that this is the flipper motor which drives the card, not the rotation motor.		
		26:5		The print engine MCU reported a flip rotation motor fault. Note that this is the flipper motor which rotates the flipper, not the one which drives the card		
		26:6		The print engine MCU reported a main card drive motor fault.		
27	CLEAN REQUIRED	27:0		On start-up, the printer detected that it was overdue for cleaning.		

28	PRINTHEAD ERROR	28:0		The printhead does not seem to be fitted.		
29	SD CARD MISSING	29:0		The internal SD card could not be detected.		
30	MAG VERIFY FAIL	30:0		While attempting to verify mag data after an encoding operation, the printer found that the data read back from the mag stripe did not match the data written.		
31	COLOUR DISABLED	31:0		The printer received a colour print job but does not have colour printing enabled.		

FCC DECLARATION:

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC SDOC:

Supplier's Declaration of Conformity
47 CFR § 2.1077 Compliance Information

Unique Identifier: **Magicard 300, 3300-001x-xx/x, 3300-0002x-xx/x, 3300-0021x-xx/x & 3300-0022x-xx/x**
(where "x-xx/x" refers to optional "white label" variants (cosmetic / branding differences only)

Responsible Party: Magicard Inc.

12919 – NE 126th Place,
Suite B244,
Kirkland,
WA,
98034,
USA

FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This product is not marketed for use in a residential environment

CE DECLARATION:

EU Declaration of Conformity (DoC)

We

Company name:	Magicard Ltd
Postal address:	Waverley House, Hampshire Road
Postcode:	DT4 9XD
City:	Weymouth
Telephone number:	+44 1305 470000
E-Mail address:	support@magicard.com

declare that the DoC is issued under our sole responsibility and belongs to the following products:

Product Names:	Rio Pro 360, Rio Pro 360 Neo, Magicard 600, Magicard 300, Magicard D, Magicard K, Pronto 100
Product Description:	Card Printer

Objects of the declaration (identification of apparatus allowing traceability):

3652-3001x-xx/x	3652-3023x-xx/x	3652-6021x-xx/x	3300-0001x-xx/x	4500-0001x-xx/x
3652-3002x-xx/x	3652-3024x-xx/x	3652-6022x-xx/x	3300-0002x-xx/x	4500-0002x-xx/x
3652-3003x-xx/x	3652-3028x-xx/x	3652-6023x-xx/x	3300-0003x-xx/x	4500-0003x-xx/x
3652-3004x-xx/x	3652-3029x-xx/x	3652-6024x-xx/x	3300-0004x-xx/x	4500-0004x-xx/x
3652-3005x-xx/x	3652-3031x-xx/x		3300-0021x-xx/x	4500-0021x-xx/x
3652-3008x-xx/x	3652-3032x-xx/x	3652-5001x-xx/x	3300-0022x-xx/x	4500-0022x-xx/x
3652-3009x-xx/x	3652-3033x-xx/x	3652-5002x-xx/x	3300-0023x-xx/x	4500-0023x-xx/x
3652-3011x-xx/x	3652-3034x-xx/x	3652-5003x-xx/x	3300-0024x-xx/x	4500-0024x-xx/x
3652-3012x-xx/x	3652-3035x-xx/x	3652-5004x-xx/x		
3652-3013x-xx/x		3652-5021x-xx/x		3100-0001x-xx/x
3652-3014x-xx/x	3652-6001x-xx/x	3652-5022x-xx/x		3100-6001x-xx/x
3652-3015x-xx/x	3652-6002x-xx/x	3652-5023x-xx/x		
3652-3021x-xx/x	3652-6003x-xx/x	3652-5024x-xx/x		
3652-3022x-xx/x	3652-6004x-xx/x			

Where x-xx/x refers to optional "white label" variants (cosmetic / branding differences only)

The objects of the declaration described above are in conformity with the relevant Union harmonisation legislation:

Low Voltage Directive (LVD) 2014/35/EU

Electromagnetic Compatibility (EMC) Directive 2014/30/EU

Directive on the Restriction of the use of certain Hazardous Substances (RoHS) 2011/65/EU

The following harmonised standards and technical specifications have been applied:

Title and Date of standard/specification:

EN 62368-1:2014/AC:2015 Audio/video, information and communication technology equipment
- Part 1: Safety requirements (IEC 62368-1:2014, modified)

EN 55032:2015 Electromagnetic compatibility of multimedia equipment - Emission Requirements

EN 55035:2017 Electromagnetic compatibility of multimedia equipment - Immunity requirements

...	...
...	...
Notified body (where applicable):	**4 digit notified body number:**
not applicable	...

Reference number of the certificate of notified body: n/a

Additional information:

Signed for and on behalf of Magicard Ltd:

Weymouth, United Kingdom	03/03/2021	Gordon Hague, Chief Technical Officer
Place of issue	Date of issue	Name function, signature: