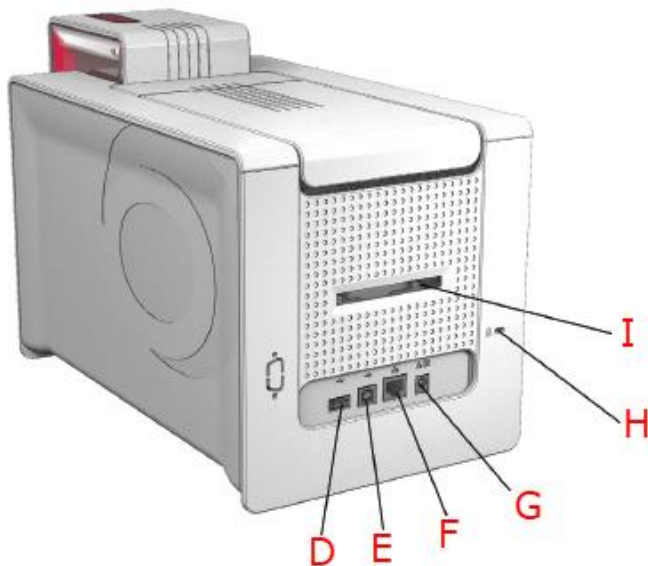
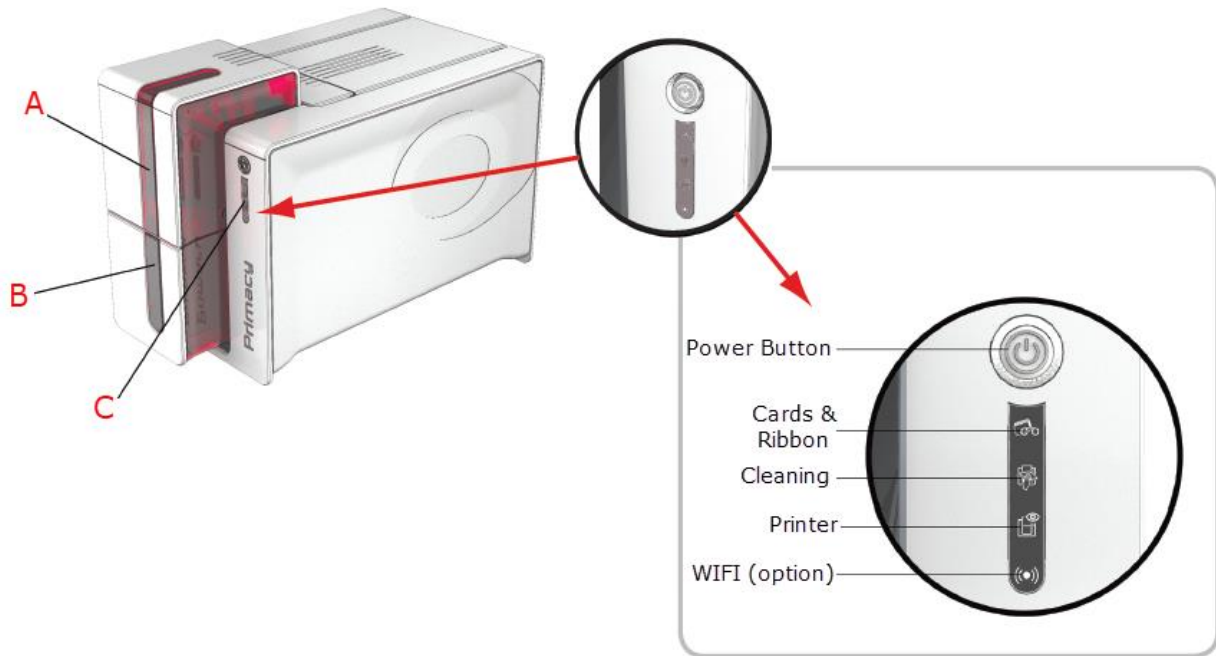


How to use Evolis Primacy

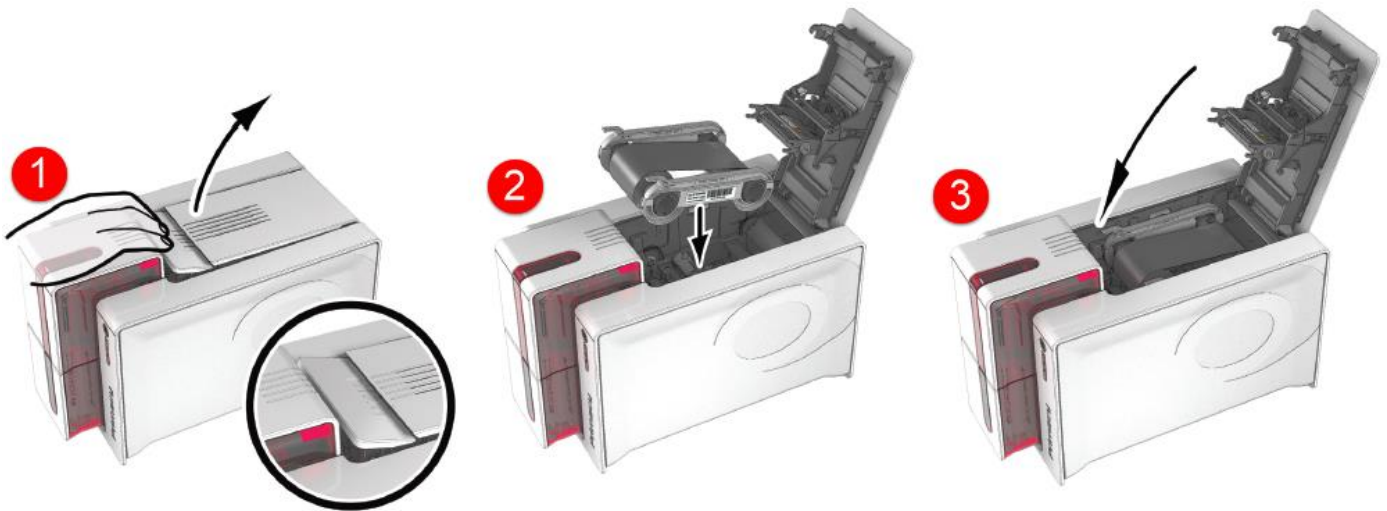
Quick Start Video: <https://youtu.be/Rc9-JjIUUe4>



- A. Card Input Feeder
- B. Output Hopper
- C. Control Panel
- D. USB Socket (type A)
- E. USB Socket (type B)
- F. Ethernet Port
- G. Power Cable Port
- H. Kensington Lock (not provided)
- I. Reject Box/Rear Hopper

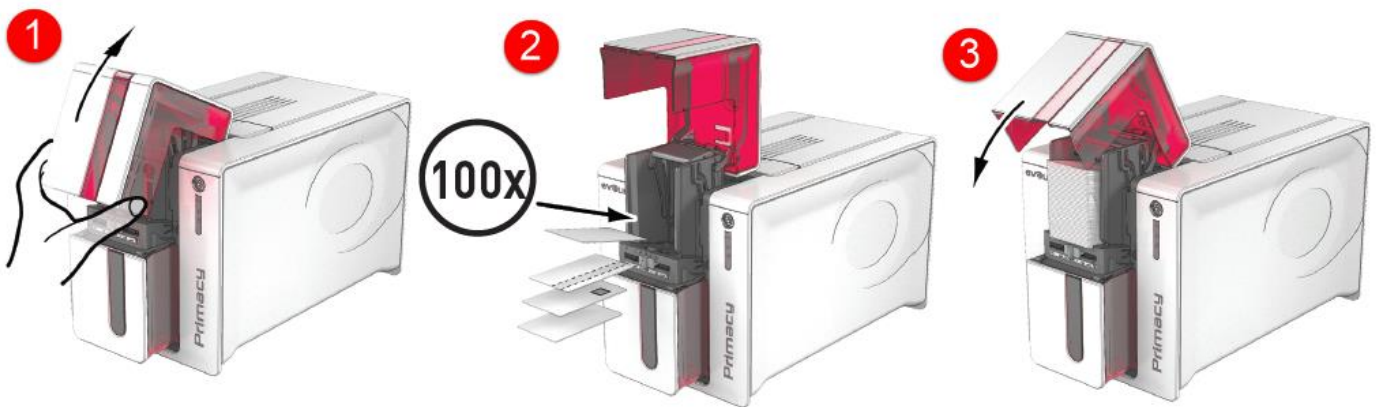
How to Load Ribbon

1. Open the cover
2. Insert the ribbon as shown
3. Close the cover and press until a click is heard



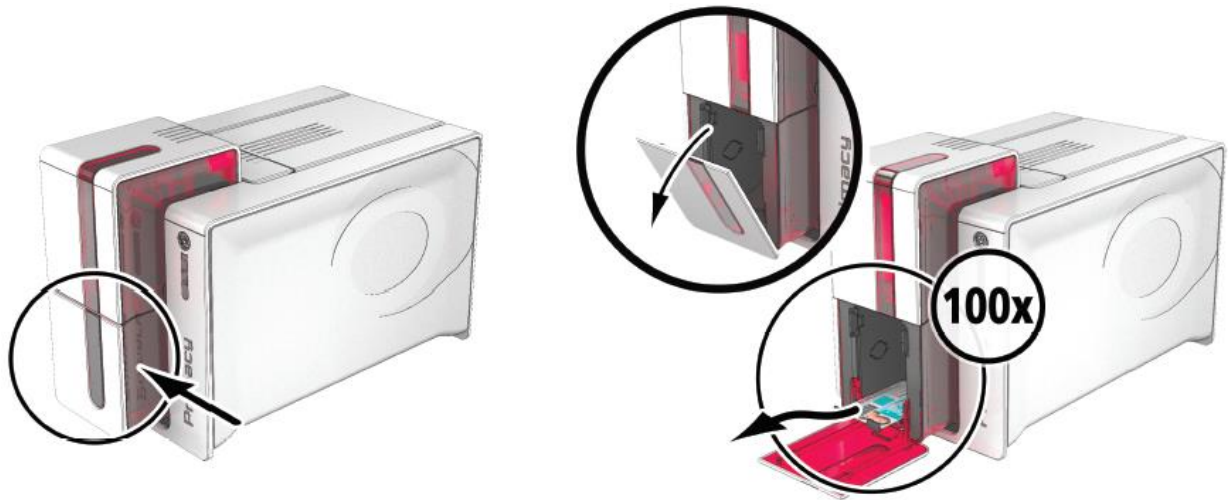
How to Load Cards

1. Open the card feeder
2. Insert the cards (100 cards max)
3. Close the feeder



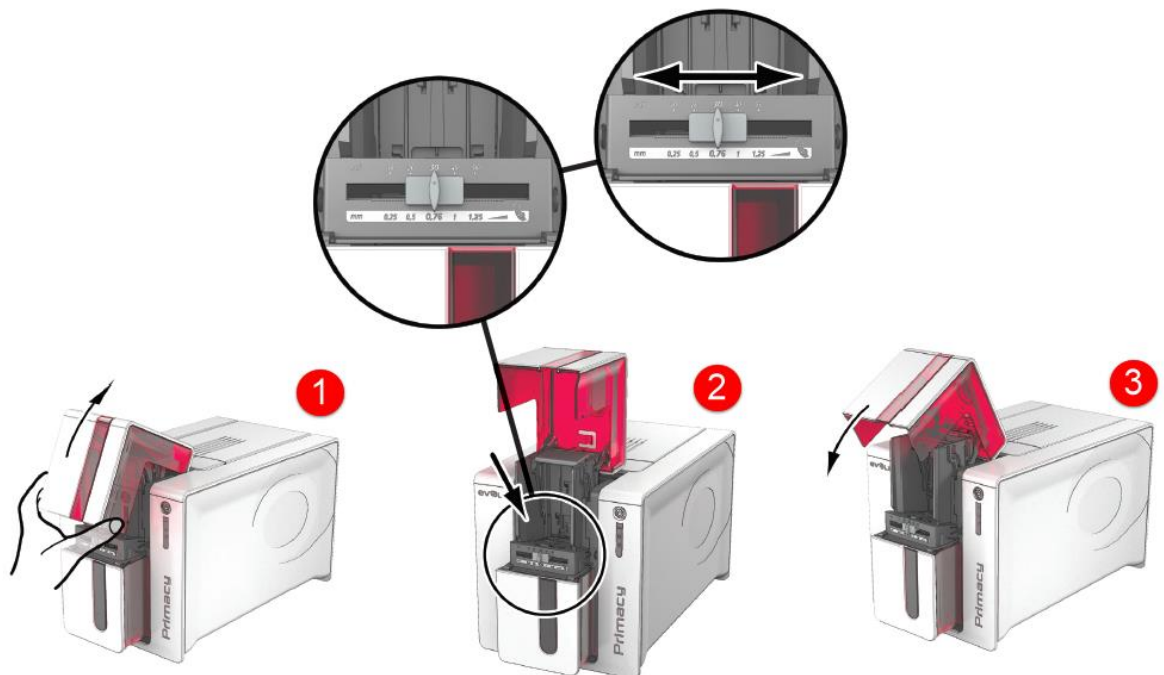
Removing Printed Cards

Once print cycle is complete, cards are delivered into the output hopper below the card feeder.



How to Adjust Card Thickness

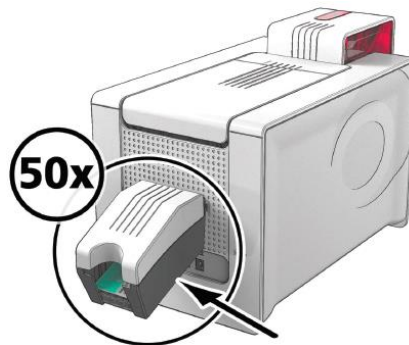
1. Open the card feeder
2. Adjust the thickness of the cards used by moving the gauge from right to left to the desired thickness (standard default .76)
3. Close the feeder



Managing Reject Box/Rear Hopper

1. Connect Reject Box to rear printer

Can hold up to 50 cards and is recommended to empty regularly

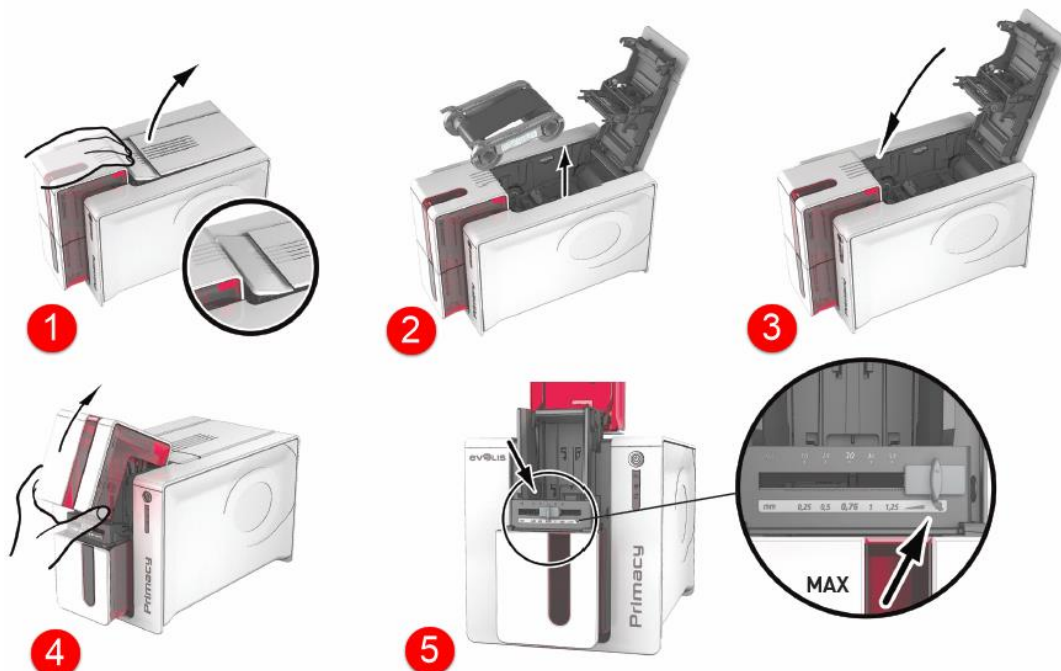


How to Start Clean Cycle

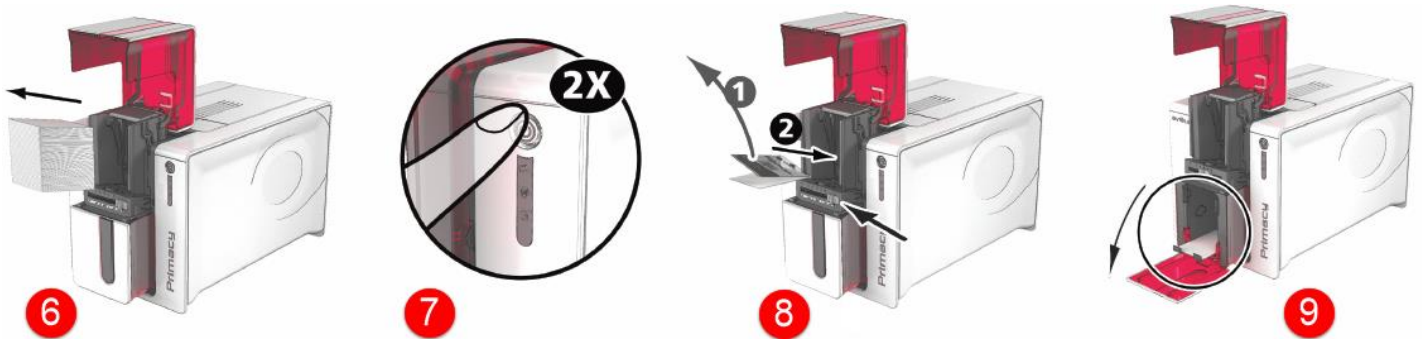
Cleaning Video: <https://www.evolis.com/drivers-support/drivers-primacy-card-printer#video-221>

Part 1 – Cleaning Card

1. Open printer cover
2. Remove the ribbon as shown
3. Close the cover and check it has clicked shut
4. Open the card feeder on the printer
5. Using the lever, set the card thickness to the MAX position

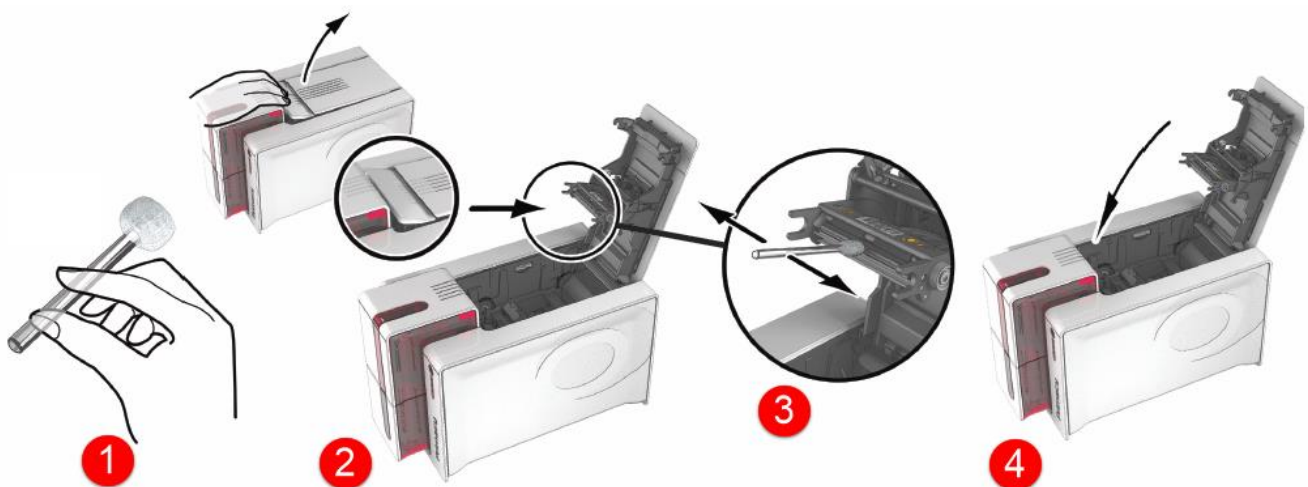


6. Remove any cards present in the feeder
7. Double-click the cleaning button on the control panel before inserting the cleaning card
8. Remove the film from the adhesive card and insert the cleaning card into the feeder as shown. (adhesive side up)
9. Used cleaning card is ejected automatically into the output hopper



Part 2 – Cleaning Swab

1. Take the cleaning swab and press the middle of the tube until the end of the cotton is filled with alcohol
2. Unplug the power supply cable and open the cover then find the print head
3. Gently rub the cotton swab from left to right along the print head for a few seconds
4. Close the cover. Reconnect the printer



Troubleshooting Print Quality

Small Blemishes on card



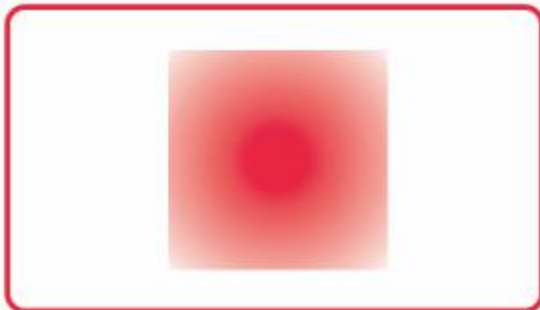
- The Card surface may be dirty
- Check that your cards are perfectly clean
- Use new cards
- Cleaning roller or print head may be clogged
- Run Cleaning Cycle

Horizontal white lines



- The ribbon is not correctly fitted
- Check that there are no wrinkles on the ribbon surface
- Print head dirty or damaged
- Run Cleaning Cycle

Blurred image



- The ribbon is not correctly fitted
- Check that the ribbon is correctly positioned in the printer
- Poor ribbon synchronisation - Open and close the printer cover to synchronize the ribbon
- Dirty printer or cleaning roller - Clean the printer
- Use of incompatible cards - Check that the cards used match the specifications
- Run Cleaning Cycle

Please call our support team if you need assistance
setting up your rental devices
1(800) 622-6484