HID DTC Troubleshooting Guide

Contents

Introduction

This guide will go through various common error messages and issues with all the DTCneo and DTCe ID Card Printers. Please use this guide to troubleshoot, diagnose and resolve issues you might experience with the printer.

Printing Preferences

Throughout this manual you will be required to **Navigate to the** "**Printing Preferences**", in the printer driver.
To access the "Printing Preferences", depending on the version of Windows you are working on, open the windows "Control Panel" and go to the "Devices and Printers" or "Printers and Faxes".
If you are unsure how to do this, please contact your I.T department.

On Windows 10 for example at the time of writing, to access the "Devices and Printers"

1. Click the Windows Start icon, type "Printers" and go to the "Devices and Printers".
2. Right click on the "DTC Card Printer" and select "Printer Preferences".
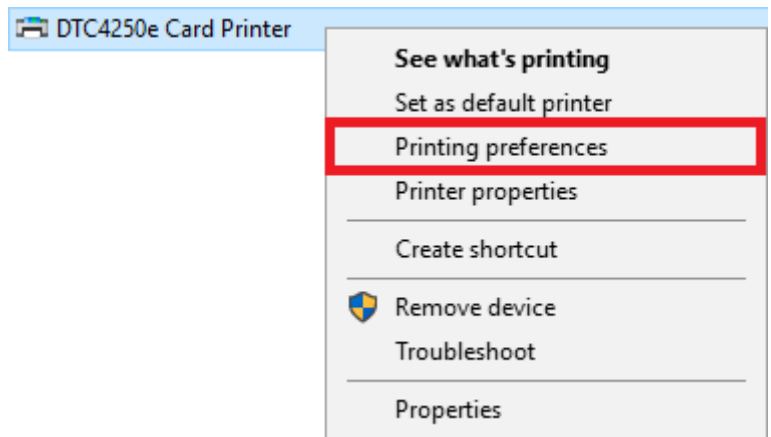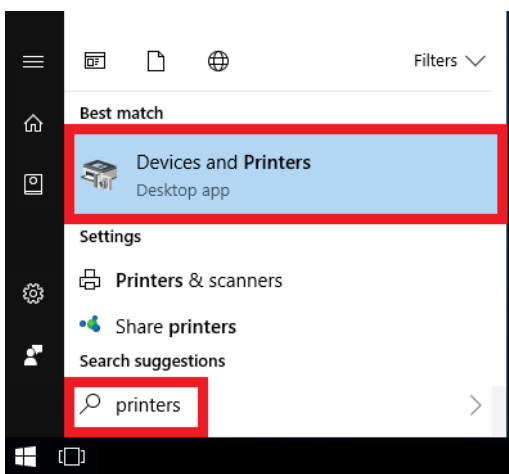
Warnings and Pop up messages

The printer will display warnings and error messages to you when there is an issue, for example:
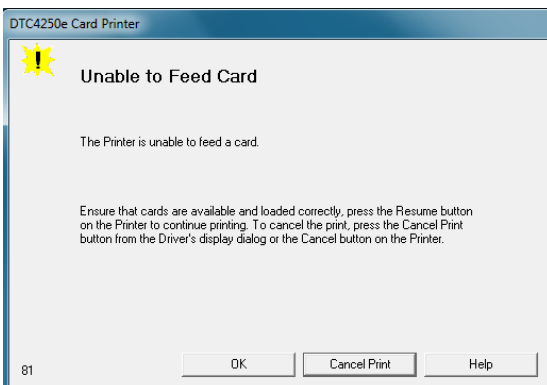
Unable to Feed Card	**Wrong Ribbon Installed**
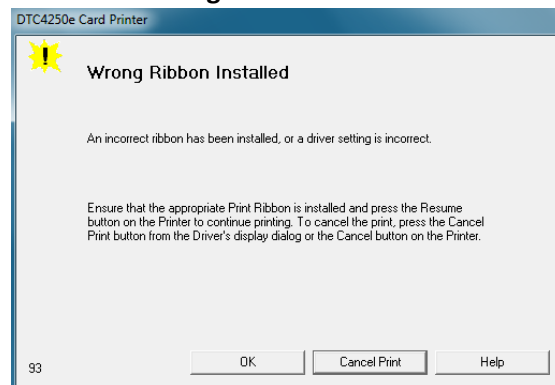
If you are not receiving error messages that pop up when the printer is reporting a problem, you do not have full permissions to manage the printer.

For troubleshooting and changing any printer settings, you must have permission to manage the printer.
To allow permissions, an administrator will need to login on the PC. (See next page for instructions)

Permissions and Printer Management

To allow a user full access to control, manage and adjust printer settings if they are not a Windows Administrator, the printer driver security settings must be adjusted to allow permissions.

Instructions for administrator:

1. Login on the PC connected to the card printer with an administrator account.
2. Click the Windows Start icon, type "Printers" and go to the "Devices and Printers".
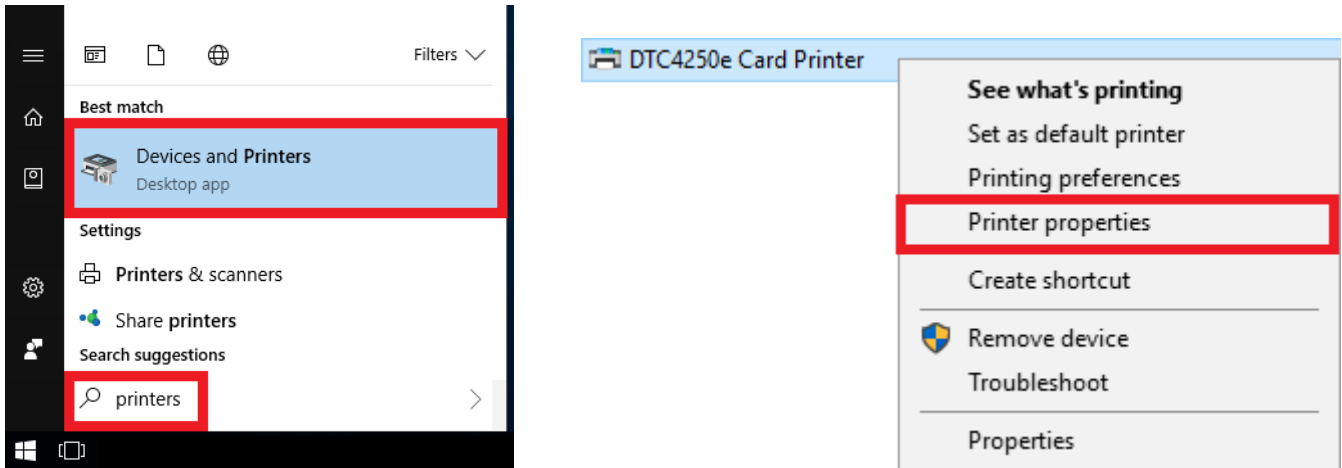3. Right click on the "DTC Card Printer" and select "Printer Properties".

4. Click on the "Security" tab at the top of the "Printer Properties" window.
   (The top pane is the list of users; the bottom is their permissions for the printer).
5. For every user in the top pane, click the 3 "Allow" radio buttons in the bottom pane.

Note: This must be done for all users in the list, ensure each user listed has all 3 permissions "Allow" boxes ticked.

6. Click "Apply" and "OK"

If the "allow" boxes are greyed out, you are not currently logged in with an administrator account.
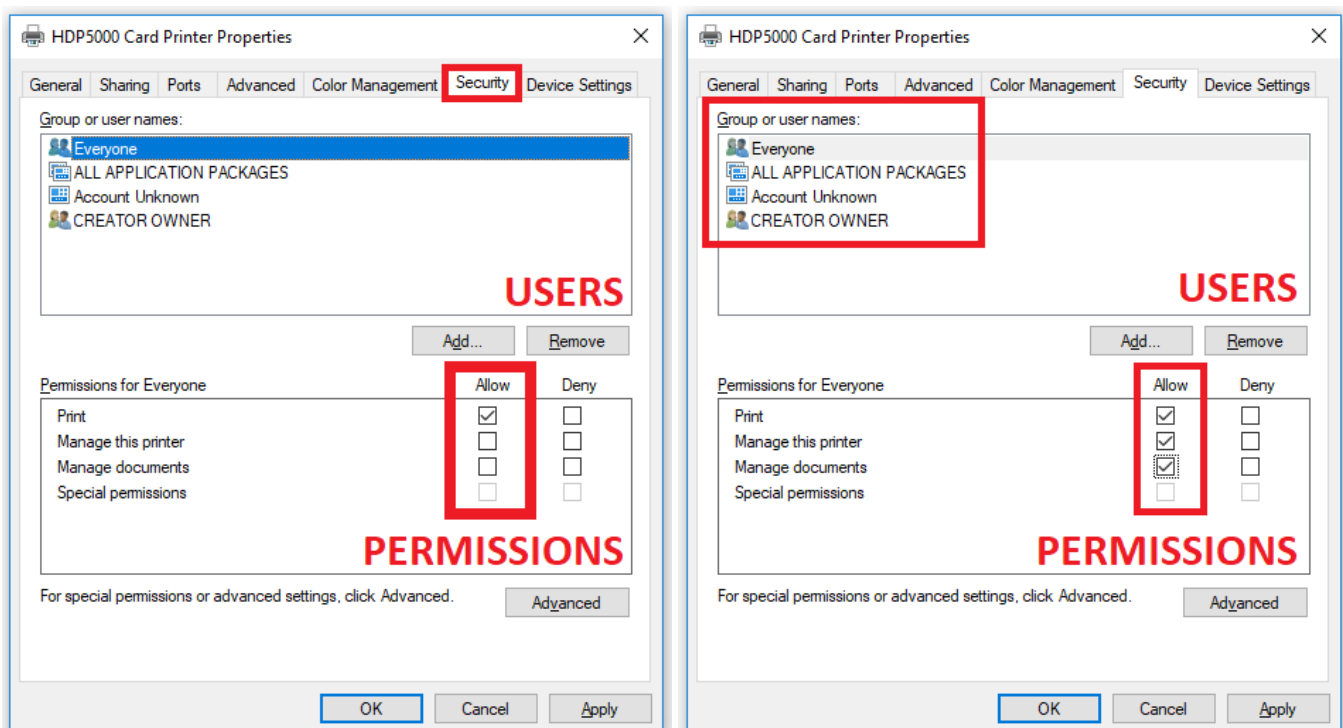
Print Queue and Cancelling Print Jobs

To communicate with the printer for troubleshooting, the printer needs to be "Ready".
If there are print jobs pending in the printer queue, you will not be able to access the printer advanced settings.

When troubleshooting problems such as Card Jam, Check Ribbon, Check Film etc:

Start by cancelling any print jobs in the print queue. To do this, navigate to the windows "Devices and Printers".

1. Click the Windows "Start" icon and type "Printers".
2. Click on "Devices and Printers"
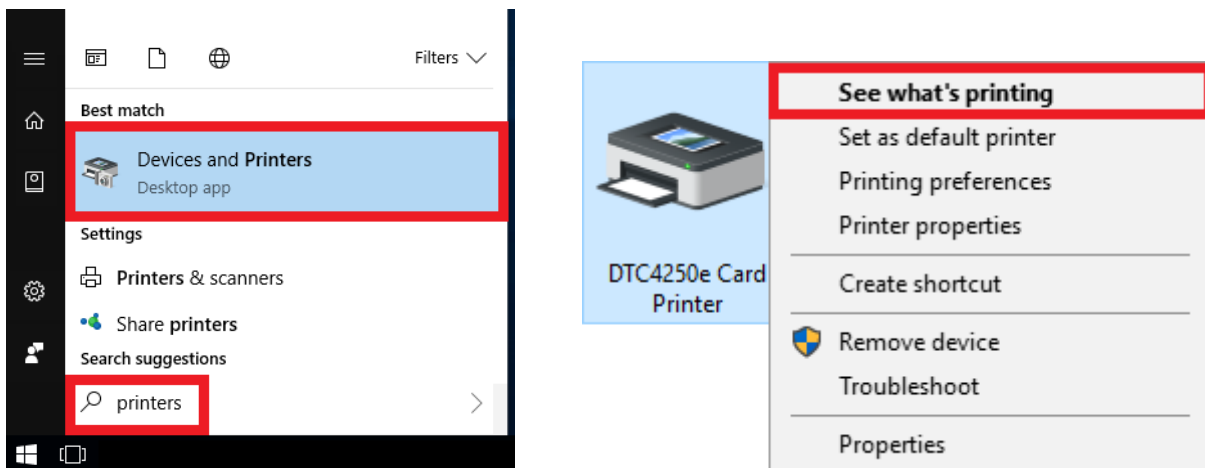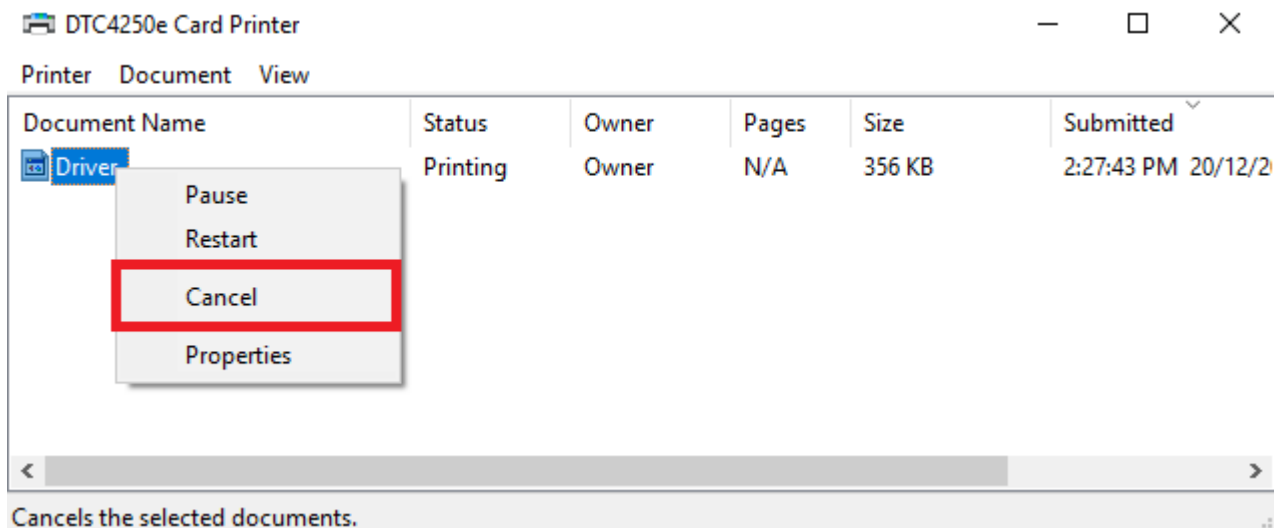3. Double click on the "DTC Card Printer" or Right Click and select "See what's printing".

4. Cancel any jobs in the queue.

You can either click "Printer" and "Cancel all documents", or right click on print jobs one by one and click "Cancel".

Once you have cancelled the print jobs restart the printer.

Restart the printer power

Unplug the printer power cable from the back of the printer, wait 5 seconds and reconnect the power.

This will cancel the current job, clear any jobs that are stuck in the queue, eject any cards that may be in the middle of printing, reset the printhead and thermal transfer arm to their home positions and perform a quick self-test to ensure the printer is operational. The printer display should return to "Ready".

Printer Driver and Firmware upgrade procedure

This guide will show you how to update your DTC ID Card Printer to the latest version of printer driver and firmware. You will be required to download 3 files, please save them to your desktop for easy access.

Check printer driver version.

1. Click 'Start' or click on the Windows 'Orb' (depending on your version of Windows)
2. Then go to 'Printers and Faxes' or 'Devices and Printers'
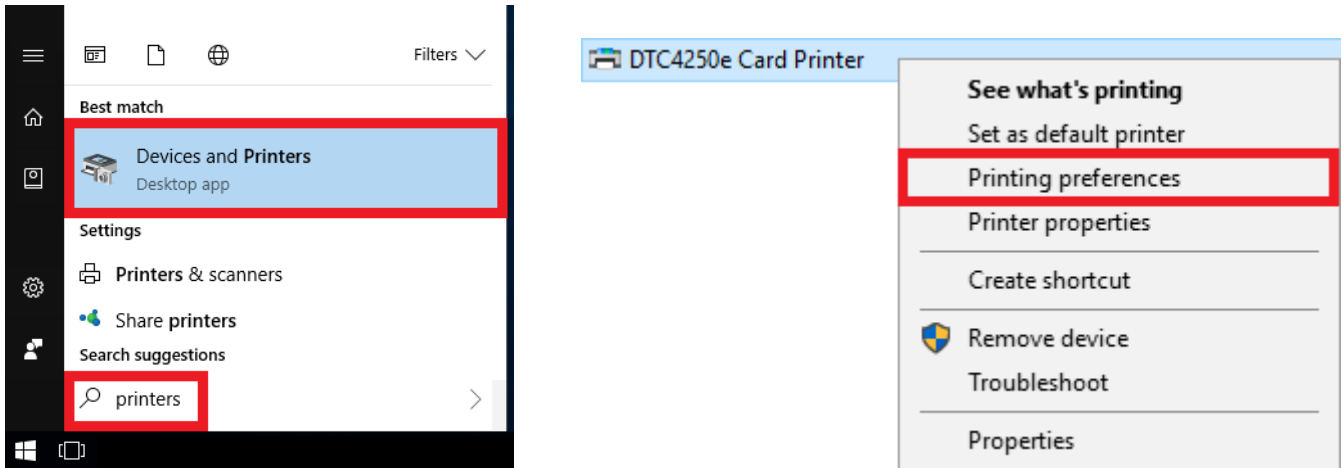
3. Right click on "DTC Card Printer" and select "Printing Preferences".
4. Click on "About" – this will show you what version of the printer driver is installed.
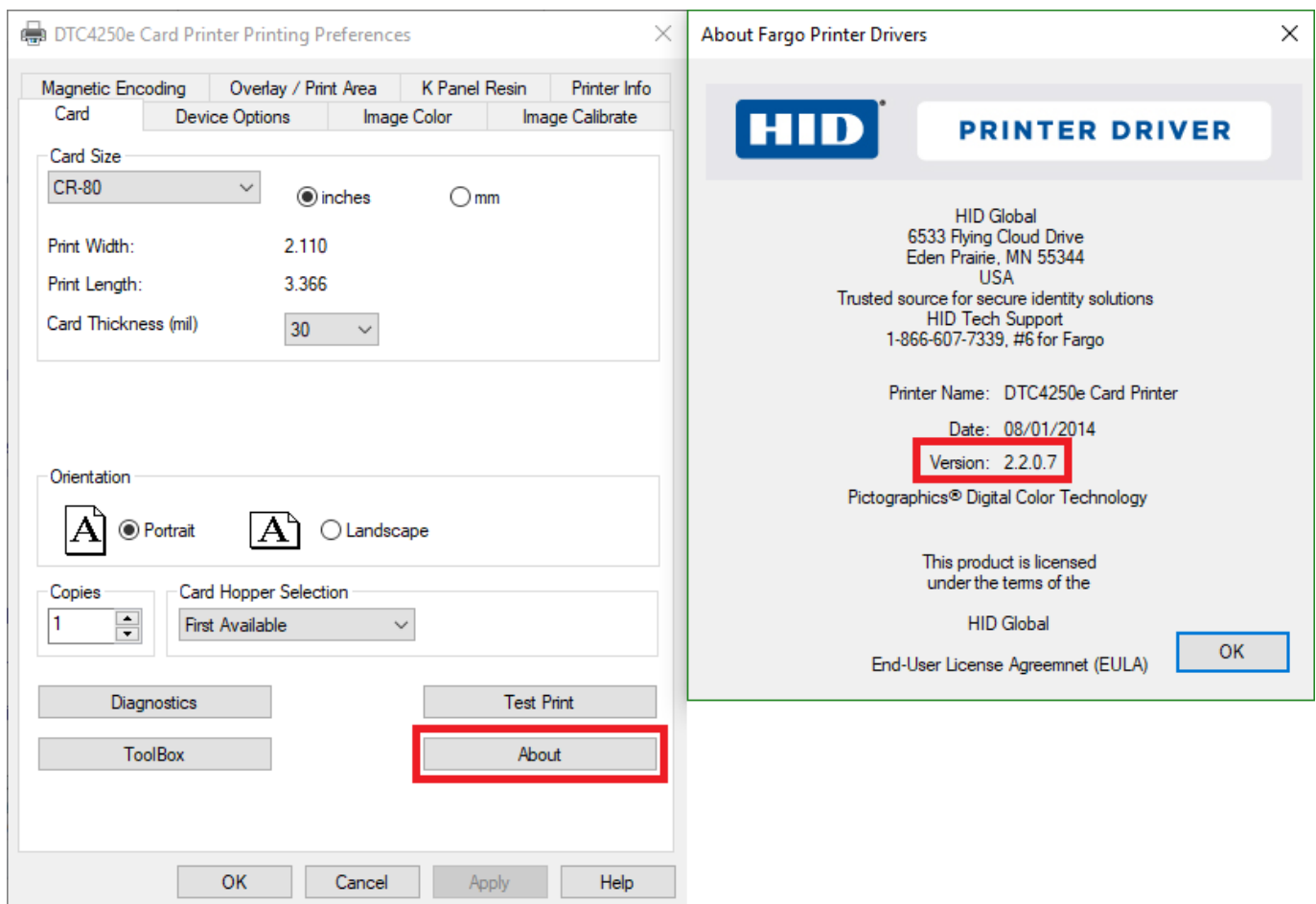
Check for the latest version of driver and firmware

Check the HID Global Drivers website for the latest version of printer driver and firmware:
https://www.hidglobal.com/drivers

Choose "Fargo" and then "DTC" (depending on your model) from the second drop down list.
You will need the download the printer driver, Fargo Workbench and the printer firmware.

Upgrading the printer driver

Attention: Before you start, unplug the printers USB cable.

1. Click the windows "START" button / icon
2. Type "Programs" and choose "Add or Remove Programs"
3. Find 'DTC Card printer' in the list
4. Click on the DTC Card Printer and then click "Uninstall".
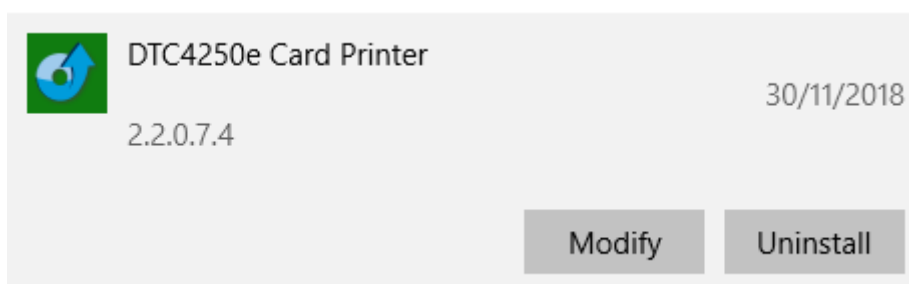
5. Follow the steps and completely remove the DTC Card Printer.
6. **Restart Your computer.**
7. Install the latest driver.

Only plug in the printer USB cable when the driver installation wizard asks you to.

Upgrading the printer firmware

From the HID Global drivers website: https://www.hidglobal.com/drivers
Download Fargo Workbench and the latest printer Firmware:

HID® FARGO® WORKBENCH

hid_fargoworkbench_v3.2.1.13_setup.exe - **43.34 MB**

For users of FARGO® printers, the FARGO Workbench utility enables the updating of the printer firmware/driver to take full advantage of new features, diagnostic tools, performance upgrades and enhanced security.

10 Nov 2017

Win 2003 Server
Win 2003 Server x64
Windows 7

DOWNLOAD

DIRECT LINK

Firmware

HID® FARGO® DTC4250E/4500E FIRMWARE

dtc4250e_4500e_firmware_v1.4.1.1.zip - **5.51 MB**

Please use the FARGO Workbench to load the firmware

08 May 2018

Firmware

DOWNLOAD

DIRECT LINK

8. Install and run Fargo Workbench
9. Unzip the Firmware file to an easy to navigate to location, e.g. the PC desktop.
10. In Fargo Workbench; Choose the printer from the drop down list (top right)
11. Click the "Select Firmware File" button (bottom right)
12. Click "Begin Updating Firmware".
13. Firmware update will take approximately 8 minutes.

**Note: Do not unplug the printer during the firmware upgrade.**
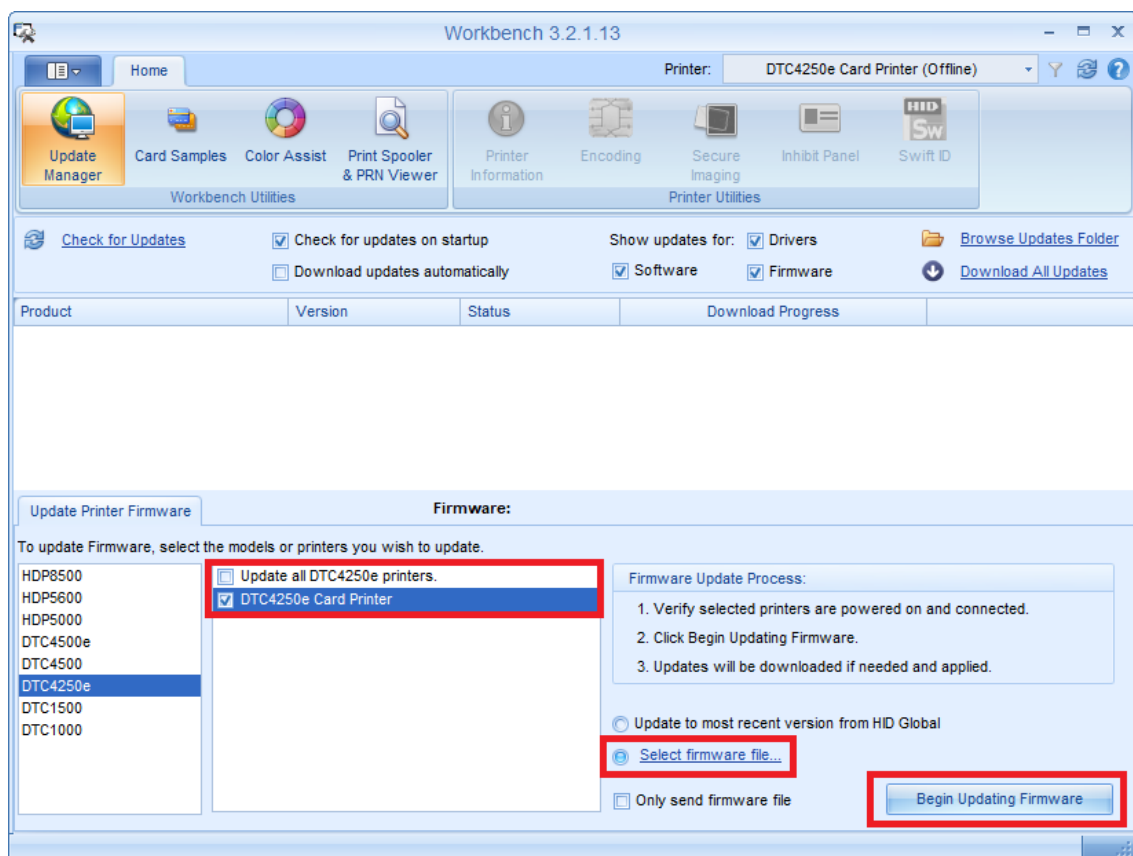
Resolving "Card Jam"

A card jam can be caused by a number of reasons, the most common is 2 cards are "stuck" together and the printer has fed 2 cards instead of 1.

1. Restart the printer. Unplug the power cord, wait 5 seconds and reconnect it. The printer will eject the cards.
   Note: If restarting the printer did not eject the jammed card/s:
2. Open the printer front cover.
3. Remove the ribbon and film cartridges.
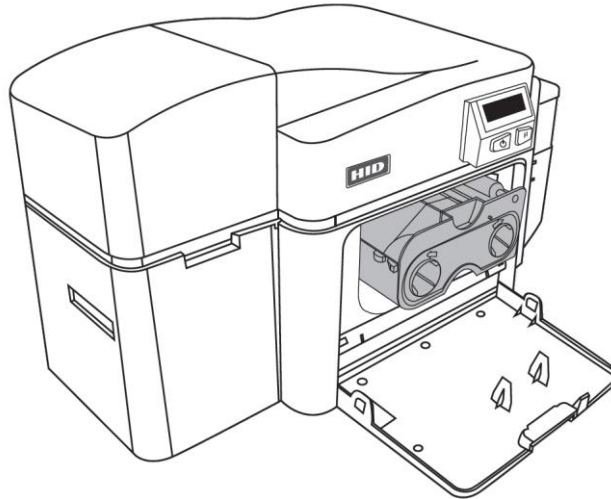
Important: When the DTC printer front cover is open, the 2 buttons become "Forward" and "Back" buttons. These are used to make all of the printer card path rollers turn either Forward or Backwards.

4. Lean the printer back and inspect the area above where the ribbon and film are normally loaded.
5. If you can see a jammed card, press and hold the "Forward" button and gently try to guide the card out with a thumb or finger towards the exit side of the printer (left).

6. Once the cards are removed from the printer, reinstall the ribbon and film cartridges and restart the printer.

If you are unable to eject the jammed card/s from the printer, contact Unicard support.
Email support@unicard.com.au to create a case in the Unicard support ticket case management system.

**Prevent cards from getting stuck together** before loading cards, ensure the cards are properly separated.

Warning: Never touch the printing face surfaces of the cards.
To avoid contamination, use the supplied cotton gloves to handle cards at all times.

To separate or fan the card, hold the cards to be loaded by the sides.
Hold the cards vertically against a flat, clean surface such as a desktop.
If the deck is too thick for your hand to hold comfortably, use about half a deck at a time.
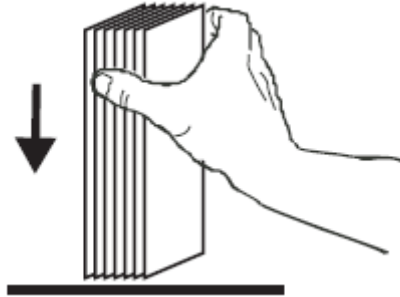
Push the stack back and forth to an angle of about 45 from vertical, so as to separate all of the cards.
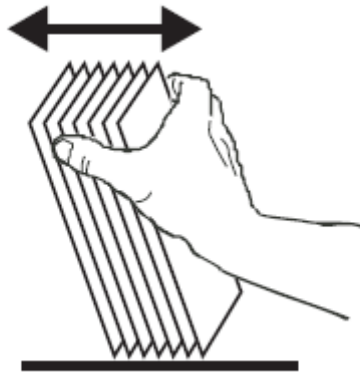
Note: Static charges and edge burrs from the die-cutting process can render individual cards stuck together with significant adhesion force. These cards MUST BE physically separated from each other before inserting into the feeder; if not separated, feeding or printer jams may occur.

Adjusting Printed Card Image Darkness / Brightness

This page will show you how to increase/decrease the Image Darkness setting to improve your image quality.
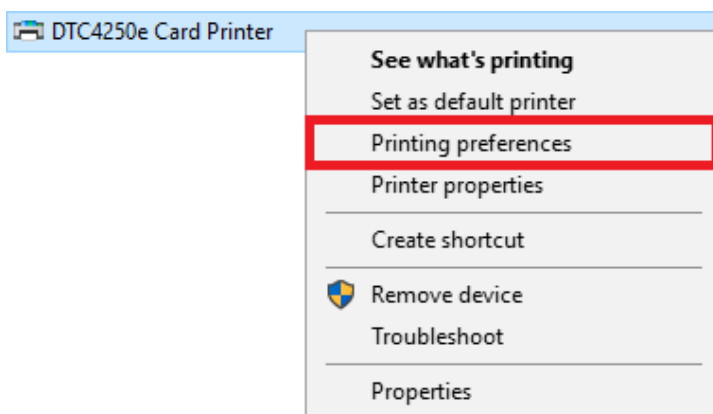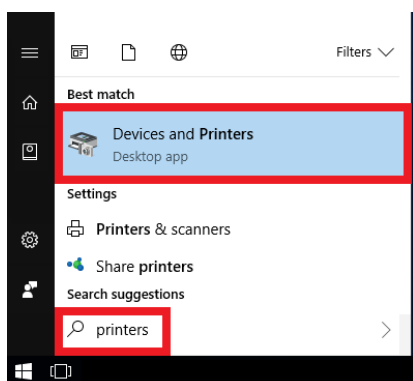

1. Click 'Start' or click on the Windows 'Orb' (depending on your version of Windows)
2. Navigate to 'Printers and Faxes' or 'Devices and Printers'
3. Right click on "DTC Card Printer" - select "**Printing Preferences**"

4. Click 'Toolbox' and then the 'Advanced Settings' tab.
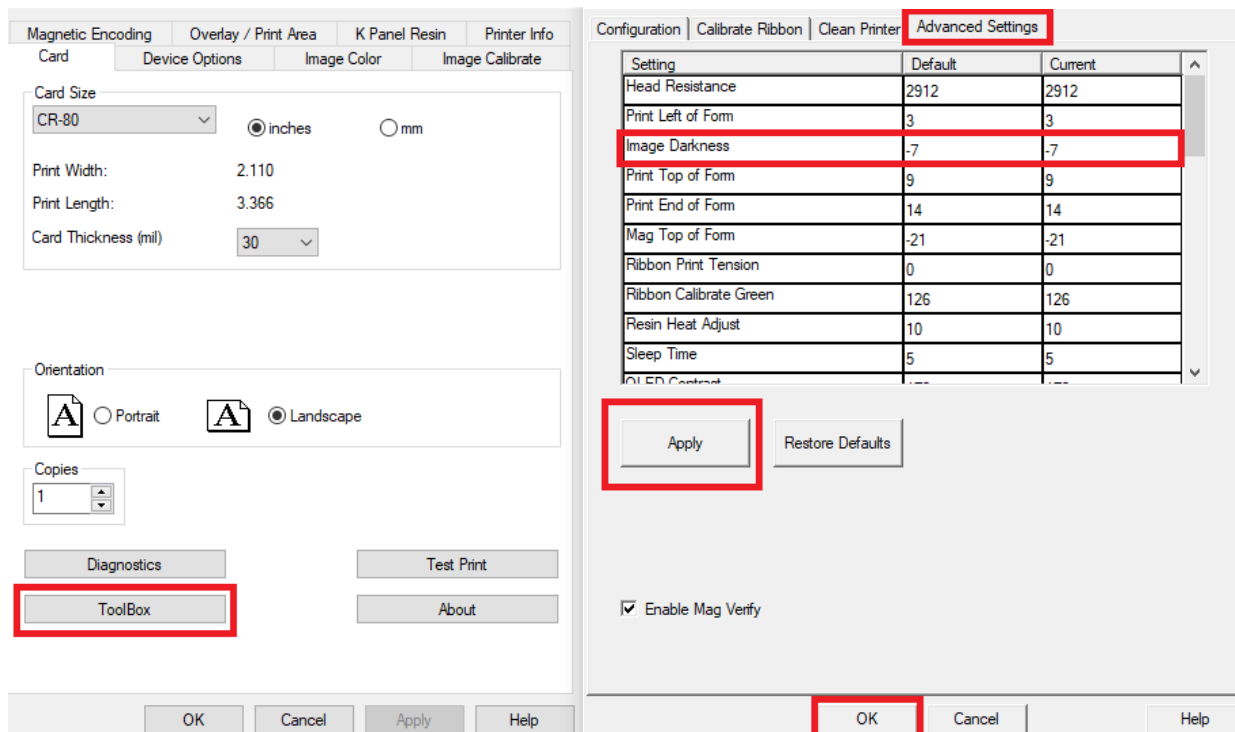
5. If the image is too light, increase this setting by 5 and test a card – continue to increase in small increments until the desired colour is achieved.
   If this image is too dark, decrease this setting by 5 and test a card – continue to increase in small increments until the desired colour is achieved.
   Please note – Having the image darkness too high can cause ribbon snaps / tears.

Resolving black 'Resin Smudge' issues

This page will outline how to resolve the resin/ black smudging issue on your DTC card printer.

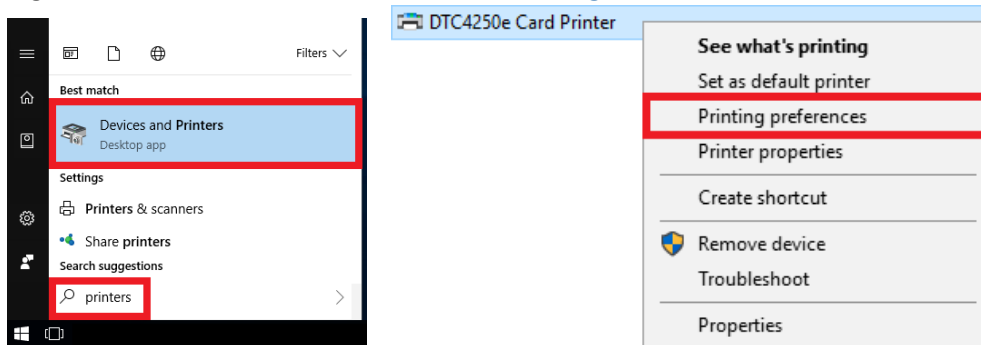1. Click 'Start' or click on the Windows 'Orb' (depending on your version of Windows)
2. Navigate to 'Printers and Faxes' or 'Devices and Printers'
3. Right click on "DTC Card Printer" - select "**Printing Preferences**"

4. Click 'Toolbox' and then the 'Advanced Settings' tab.
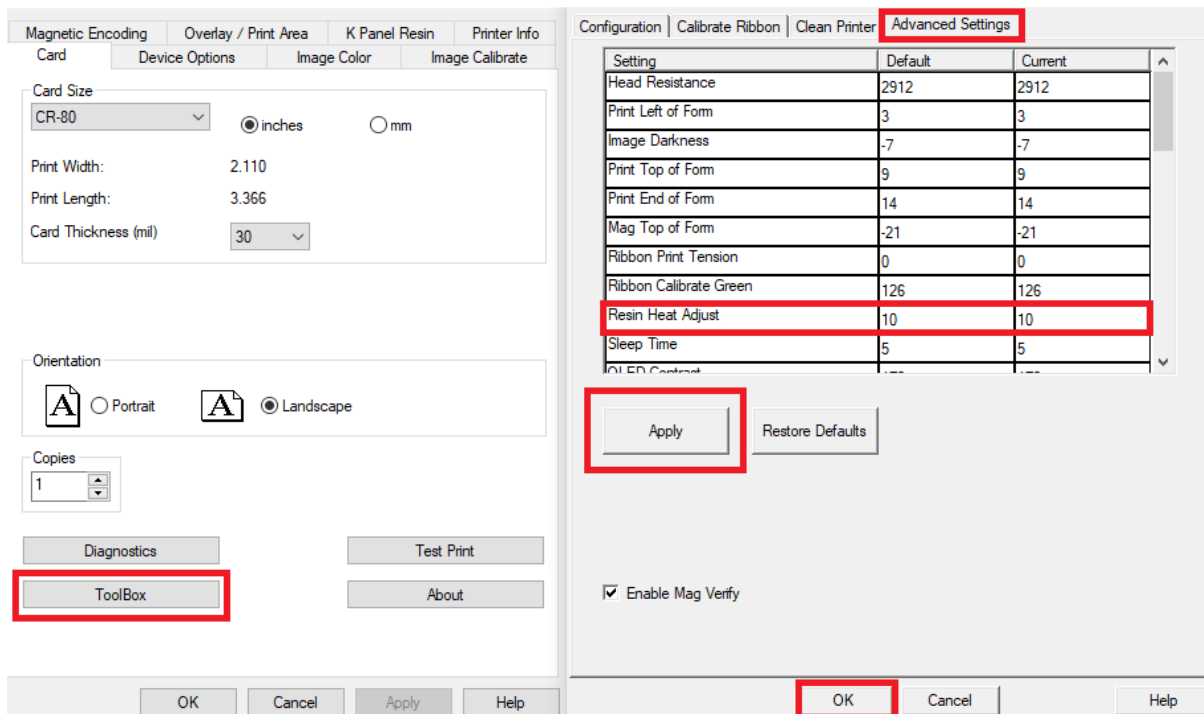
5. For colour **YMCKO ribbons or Premium K Resin** ribbons please decrease **'Resin Heat Adjust'** by 10.
   For **Standard K Resin** ribbons please scroll down to the bottom and decrease **'Standard Resin Heat'** by 10.

   After each change please click 'Apply' then 'OK' and test a card, if the resin continues to smudge decrease by another 10. If the issue is not resolved, please contact Unicard support – support@unicard.com.au

Resolving the "Wrong Ribbon" error message
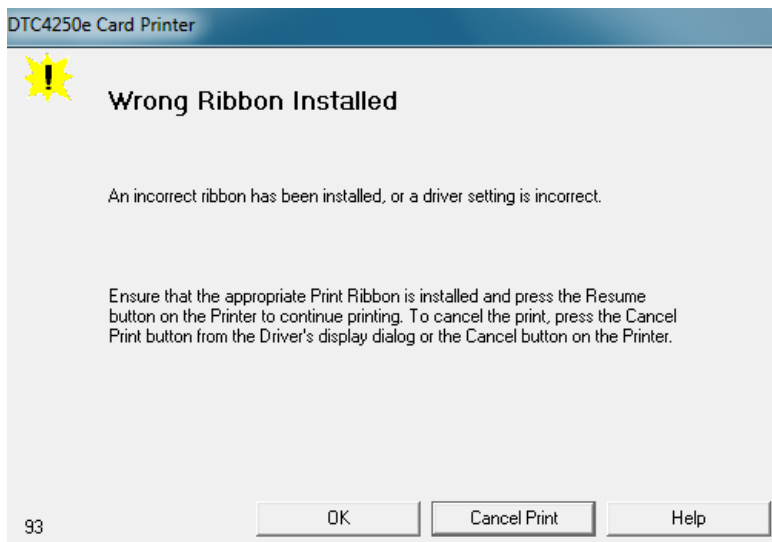
This error message indicates that the print job that was sent to the printer had the **Wrong Ribbon type** selected in the software you are using to print your cards.

1. Cancel the print job (see page 1)
2. Go to the "Devices and Printers"
3. Right click on your "DTC Card Printer"
4. Click "Printing Preferences" – Then go to the "Device Options" tab.
5. Make sure the "Automatically detect the installed Ribbon for every print job" box is ticked. (See 1. On diagram below)

If it is unticked/greyed out – you do not have permissions to manage the printer. (See page 4)
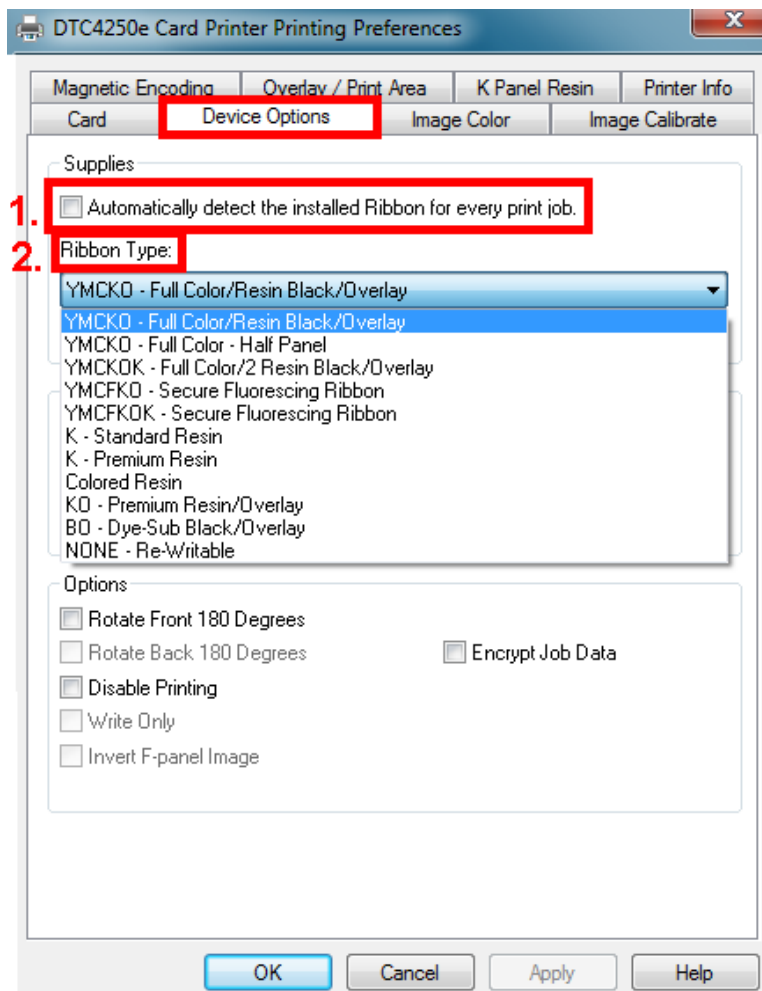
You can manually choose the correct ribbon from the drop down list (See 2. On diagram to the left).

The most common ribbon is the YMCKO (First option)

Please check your ribbon box for the exact type.

Once you have selected the correct ribbon, close your ID Software - restart it and try printing a card again.

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Resolving the 'Ribbon Out' error message

The ribbon installed in the printer is empty. Replace the ribbon.

This image shows an **Empty Ribbon** –   The visible spool on the left is full of used ribbon.
The adhesive cleaning roller is dirty.

This image shows a **Brand New Ribbon** –   The visible spool on the left is completely empty.
The cleaning roller is brand new and has a protective layer attached

Resolving Ribbon Break / Jam, Card Jam or Ribbon Miscue error message
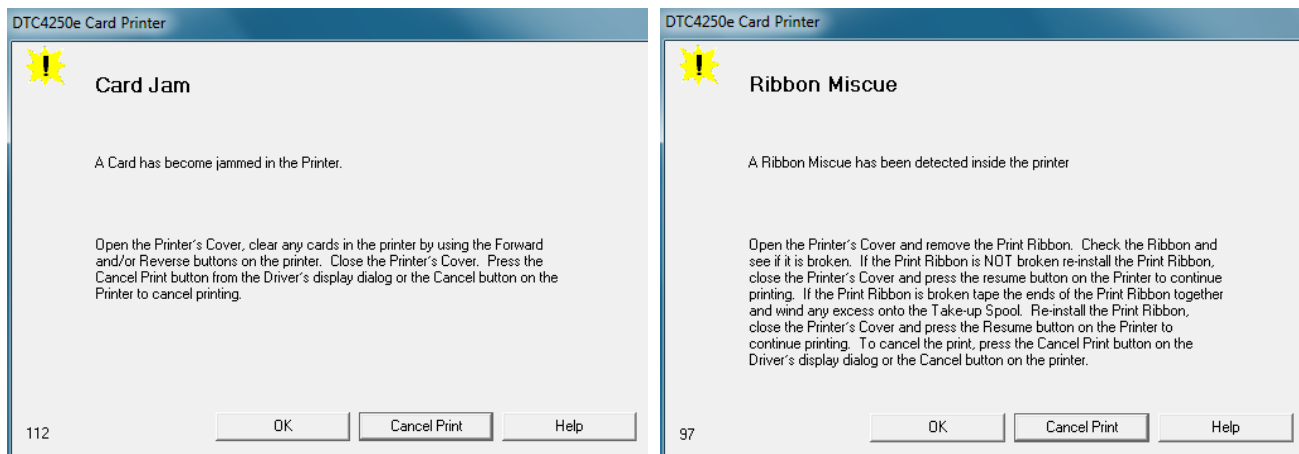
The most common cause of this problem is printing on a card that has the clear (overlay) panel applied to the card. i.e: Printing on a card twice, printing on a card that has already been sealed with the overlay panel.

This example shows a card that had been printed on twice and had ONLY the clear overlay panel printed on it. The card looked blank – but when trying to print on it a second time, the ribbon tears.

This example shows a card that has already been printed on, being printed on a second time, tearing the ribbon.

(The sample card should look like this)

Make sure the cards you have put into the printer are clean, brand new out of a sealed packet and try printing again.

Repairing a broken ribbon

A ribbon that has been torn usually occurs when a card is printed on twice or when the printer is printing off the edge of the card.

This image shows a ribbon that was torn by printing on the same card twice:

Pull the ribbon out of the cartridge and cut off any rough / scrunched up panels.
Cut each end of the ribbon neatly on the black panel. (Black is the thickest panel and easiest to work with)
Overlap the two ends and add some sticky tape.
Then simply wind the ribbon onto the LEFT hand spool until the ribbon is smooth.

Then simply wind the ribbon onto the LEFT hand spool until the ribbon is smooth.

Resolving torn ribbons <continued>

If you have repaired the ribbon and tried printing on **NEW** cards and the printer is still tearing the ribbon, it may be caused by the printer settings – the printhead might be coming down too early (before the card) or lifting off the end of the card too late – this will also tear the ribbon.

To resolve this issue:
1. Click the Windows Orb (Depending on your version of Windows)
2. Go to "Devices and Printers"
3. Right click on your card Printer "DTC Card Printer"
4. Select "Printing Preferences"
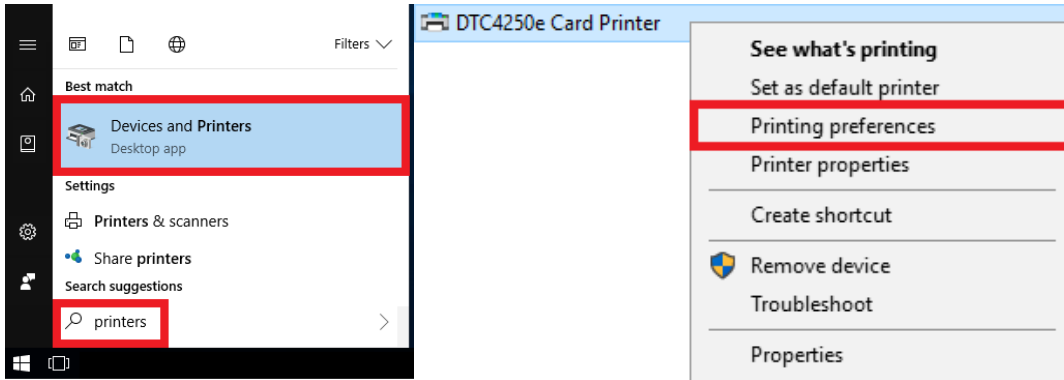
5. Click the "Toolbox" button
6. Go to the "Advanced Settings" tab in the toolbox.
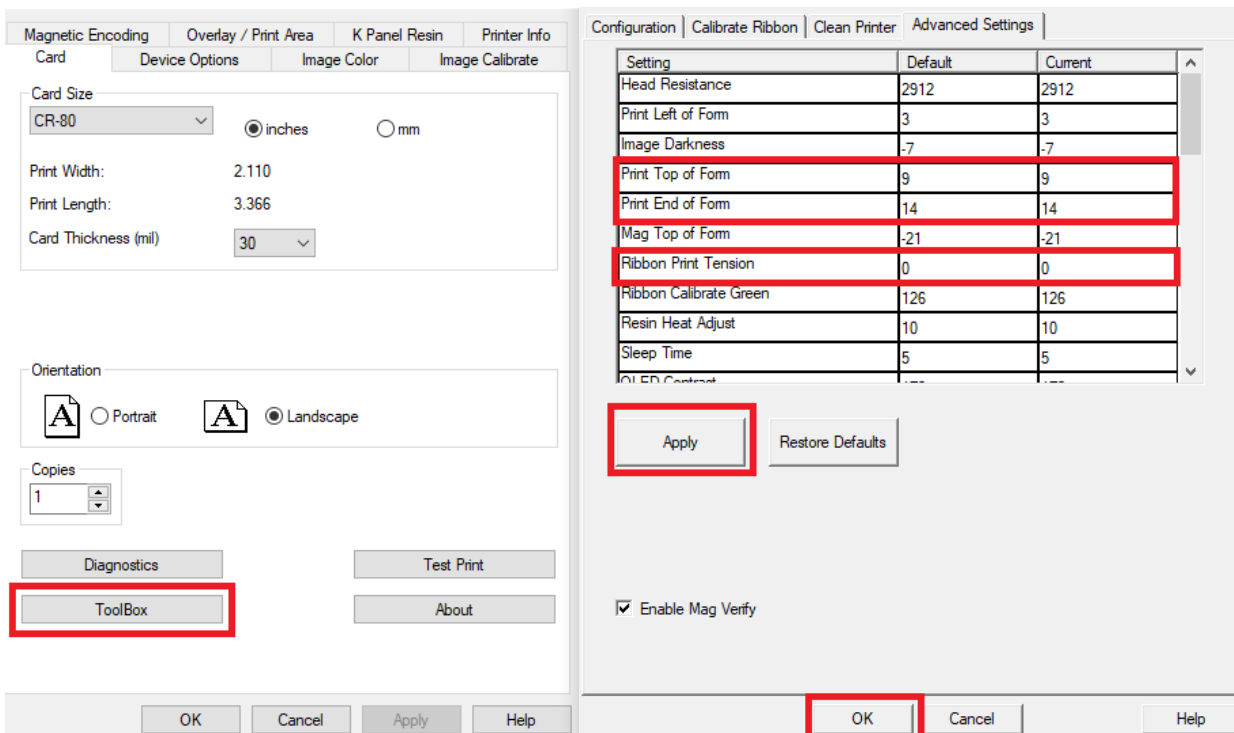
Change the following 3 settings:
1. Print Top of Form   – **Increase by 10**   (e.g: If it is -5, Change it to 5. If it is -15, change it to -5)
2. Print End of Form   – **Decrease by 10**   (e.g: If it is -30, Change it to -40. If it is 5, Change it to -5)
3. Ribbon Print Tension   – **Increase by 5**
Click "Apply" and then "OK"

Try printing a card. If this does not resolve the issue, please contact Unicard support.
support@unicard.com.au

Calibrating the Ribbon Sensor

If your printer displays "Ribbon Miscue" and the ribbon is NOT broken, it means that the printer can NOT find the right ribbon colour panel and the Ribbon I.D sensor needs to be calibrated.
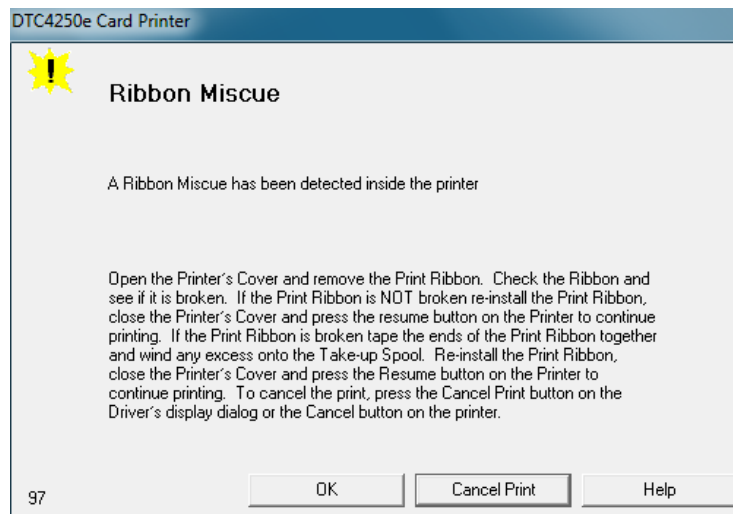
To Calibrate the Ribbon ID Sensor:

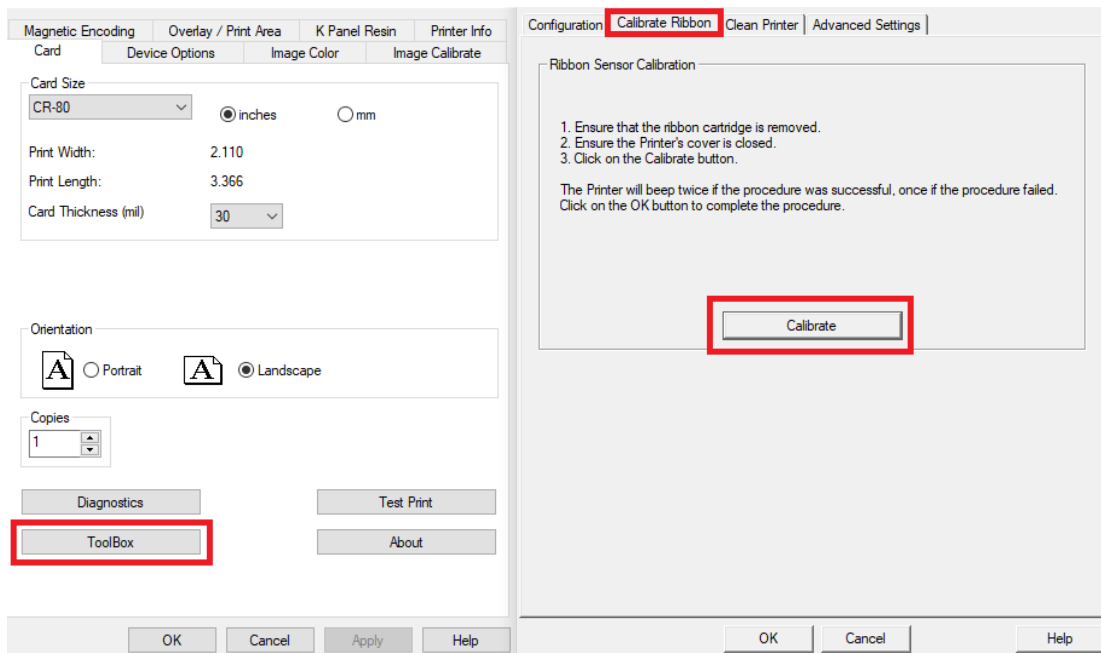Right click on "DTC Card Printer" in your Devices and Printers.
Go to "Printing Preferences"
Click the "Toolbox" button (at the bottom)
In the Toolbox – go to the "Calibrate Ribbon" tab at the top.

Remove the ribbon from the printer

Click the "Calibrate" button.

The printer should display "Calibrate Passed" and beep twice. If calibration fails, make sure you removed the ribbon from the printer and try again. If the calibration continues to fail please contact Unicard to arrange a service on your card printer – support@unicard.com.au

# Resolving the 'Unable to Feed' error message
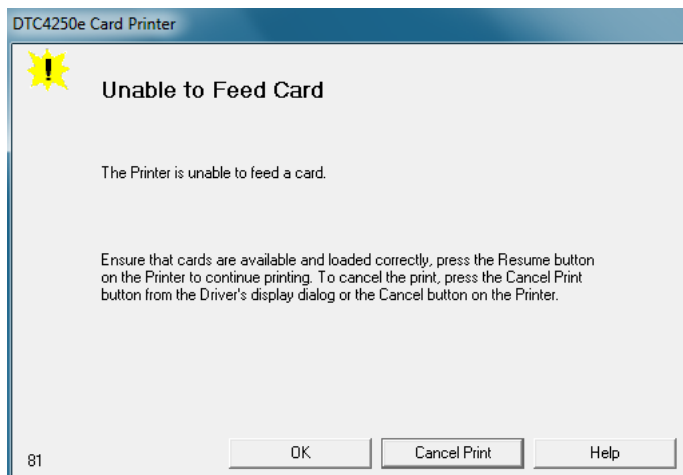
This error message indicates that the printer is out of cards – load new cards and press resume.

If there are cards in the printer – the feed / input roller is dusty and slipping on the cards.
Clean the printer with the long isopropyl alcohol soaked cleaning cards first and then use one of the adhesive cleaning cards. (**See cleaning guide below for furthers instructions)**

Always make sure you fan the stack of cards before inserting them into the printer
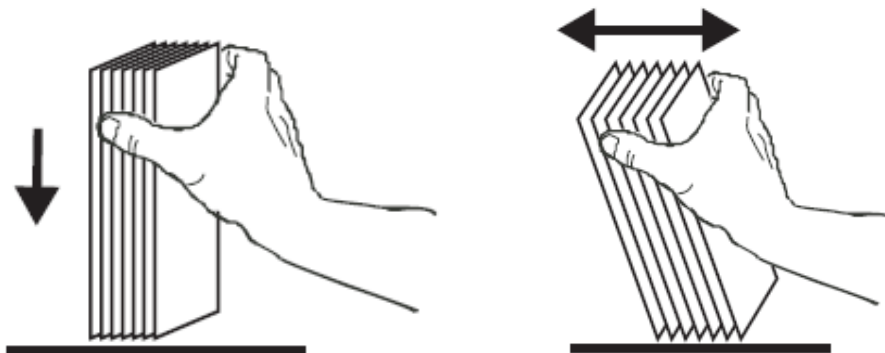
Please **see page 10** for detailed steps on how to fan/separate your cards

DTC Ribbon Wrinkle Fix

To resolve this issue please follow the below guide found on the below link:
www.unicard.com.au/Downloads/Manuals/DTCRibbonWrinkleFix.pdf

White Line / Damaged Printhead

This issue occurs when the printhead has been chipped or damaged.

Damage to the printhead usually occurs when a dirty card, grit or debris has made its way into the printer / card path. The hard grit passes under the printhead under high tension and takes a chunk out of the printing surface of the thermal printhead. The result is a white line horizontally across every card.

Damaged Printhead card sample:


Damaged Printhead surface:
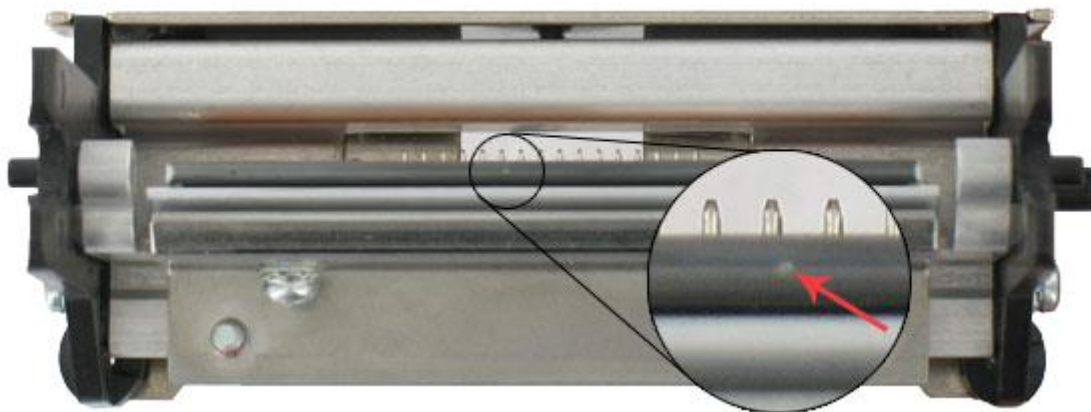
Your printhead must be replaced to resolve this issue.
Please contact Unicard Support for a quote on replacement
support@unicard.com.au

Resolving the 'Mag Verify' error message

This error occurs for 3 reasons:

1.   The cards have been loaded into the printer in the wrong direction.
2.   The printer is dirty and needs to be cleaned – when the card path rollers are dusty, the card slips.
3.   The "Mag coercivity" setting is incorrect for the cards.

Make sure the cards are loaded correctly. Check the example picture on the printer card platform for the correct loading direction and make sure all of the cards in the stack are facing the right way.
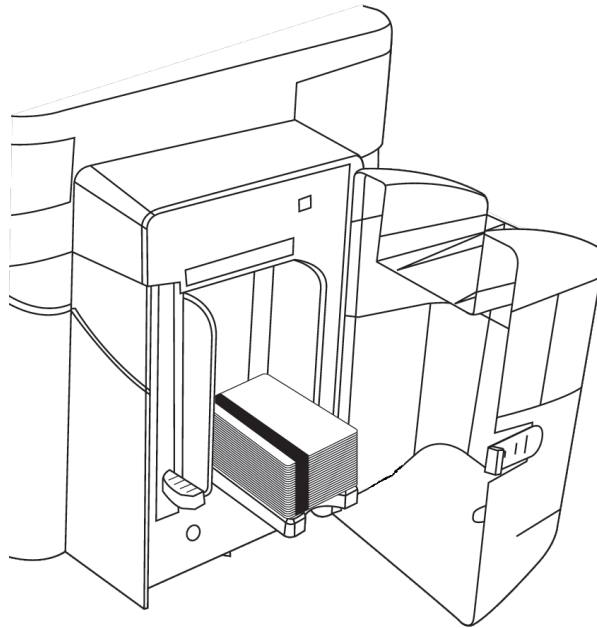

Clean the card printer thoroughly – if the card path rollers are dusty, the cards will slip especially during magnetic encoding and cause "Mag Verify error" – the cards are made of smooth slippery PVC and the printer must be cleaned regularly.

Finally, check the **magnetic coercivity setting** matches the type of card magnetic stripe you are trying to encode.

If the coercivity setting does not match, the mag encoding will fail.

If you are unsure – try each setting one by one until the correct setting works and mag encoding does not fail.

The magnetic coercivity setting can be found in the printer driver in Devices and Printers under the "**Magnetic Encoding**" tab. (See screenshot)
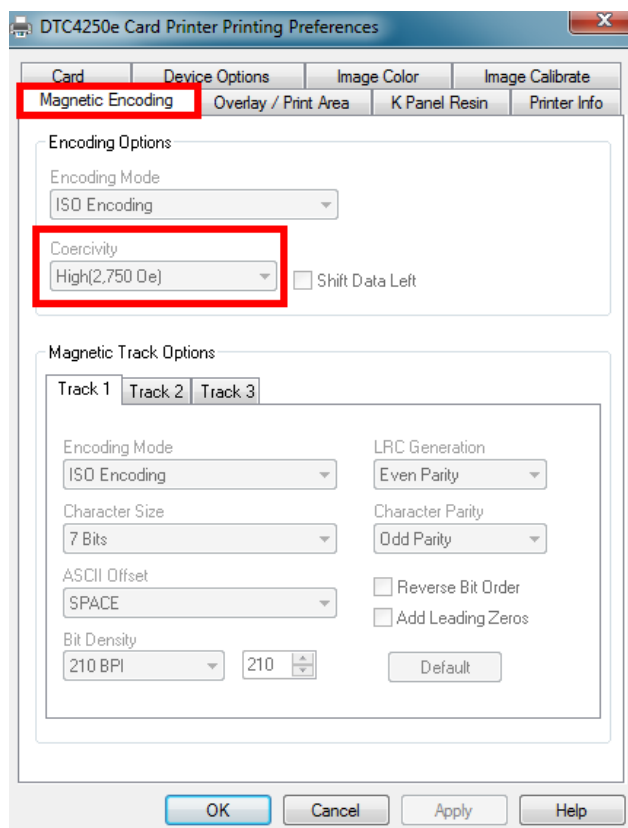
Cleaning your Card Printer

Cleaning instructions slightly differ between the different DTC printer models.
Please click on the picture of your card printer to open the cleaning guide for your card DTC card printer.

DTC1000/DTC1250e/C50

DTC4000/DTC4250e

DTC4500/DTC4500e

If you have any questions on any of the instructions in this guide, require further assistance or simply would like to organise for a service on your card printer please contact our office on (02) 9437 1777.
Unicard have offices in Sydney, Melbourne, Brisbane, Darwin, Perth and Adelaide which can provide on-site, back to base or remote support. Feel free to get in touch with our team at anytime for any queries you may have.
https://unicard.com.au/contactus.html