Evolis Primacy PM1H0000RS

Evolis Primacy Single-side Card Printer User Manual

Model: Primacy PM1H0000RS

1. INTRODUCTION

This manual provides essential information for the setup, operation, maintenance, and troubleshooting of your Evolis Primacy Single-side Card Printer. Please read this manual thoroughly before using the printer to ensure optimal performance and longevity.

Product Overview

The Evolis Primacy is a high-performance single-side card printer designed for efficient and high-quality card production. It features a 100-card capacity input and output hopper, making it suitable for batch printing. The printer is designed for ease of use, energy efficiency, and quiet operation.

Key Features

- **Fast Printing:** Capable of high-speed card production.
- **High Quality Printing:** Delivers clear and vibrant card prints.
- **Ethernet Connectivity:** For network integration.
- **User-Friendly Design:** Easy card loading and ribbon replacement via a cassette system.
- **Energy Efficient:** Eco-designed with lower energy consumption compared to previous generations.
- **Quiet Operation:** Operates at a low sound level for various work environments.
- **3-Year Warranty:** Manufacturer's warranty for reliability.

2. SETUP

2.1 Unpacking the Printer

Carefully remove the printer and all accessories from the packaging. Retain the original packaging for future transport or storage.

Figure 2.1: Front view of the Evolis Primacy Single-side Card Printer. The image shows the printer's compact design with the input and output hoppers visible at the front, along with the Evolis logo and 'Primacy' branding.

2.2 Connecting Power

1. Connect the power cable to the printer's power input port.
2. Plug the other end of the power cable into a grounded electrical outlet.
3. Press the power button located on the printer to turn it on.

2.3 Connecting to a Computer

The Evolis Primacy printer supports both USB and Ethernet connectivity.

- **USB Connection:** Connect a USB cable from the printer to an available USB port on your computer.
- **Ethernet Connection:** Connect an Ethernet cable from the printer to your network router or switch.

2.4 Driver and Software Installation

Install the Evolis Premium Suite software solution and printer drivers from the provided installation media or download them from the official Evolis website. Follow the on-screen instructions to complete the installation. The software assists with printer configuration and operation.

3. OPERATING THE PRINTER

3.1 Loading Cards

The input hopper is located at the front of the printer. It can hold up to 100 cards. Ensure cards are clean and free of dust or debris.

1. Open the input hopper cover.
2. Place a stack of CR80 (3.303 x 2.125 inches) cards into the hopper, ensuring they are correctly oriented.
3. Close the input hopper cover.

Figure 3.1: Side view of the Evolis Primacy printer, illustrating the card path from the input hopper through the printing mechanism to the output hopper. This view highlights the compact design and accessibility of card handling areas.

3.2 Loading the Printing Ribbon

Evolis Primacy uses a ribbon cassette system for easy replacement.

1. Open the printer's front cover to access the ribbon compartment.
2. Insert the ribbon cassette into its designated slot. The printer will automatically detect and identify the ribbon type.
3. Close the printer's front cover.

3.3 Printing Process

1. Ensure the printer is powered on and connected to your computer.
2. Open your card design software (e.g., Evolis CardPresso) and create or load your card design.
3. Select the Evolis Primacy printer from your software's print options.
4. Configure print settings as needed (e.g., color, quantity).
5. Initiate the print job. The printer will feed cards from the input hopper, print them, and eject them into the output hopper.

The Evolis Premium Suite software provides on-screen alerts and 24/7 online help for operational guidance.

4. MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your Evolis Primacy printer.

4.1 Cleaning the Printer

- Use a soft, lint-free cloth to wipe the exterior of the printer.
- Periodically use Evolis-approved cleaning cards to clean the print head and rollers. Refer to the Evolis Premium Suite software or online resources for detailed cleaning instructions.
- Ensure the printer is powered off and unplugged before performing any internal cleaning.

4.2 Ribbon Replacement

Replace the ribbon when the printer indicates it is empty or when print quality degrades. The ribbon cassette system makes this process straightforward as described in Section 3.2.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your Evolis Primacy printer.

5.1 Common Issues and Solutions

- **Printer Not Responding:**
  - Ensure the printer is powered on and all cables (power, USB/Ethernet) are securely connected.
  - Restart the printer and your computer.
  - Check the printer status in your operating system's printer settings.

- **Poor Print Quality:**
  - Verify that the correct ribbon type is installed and not expired.
  - Clean the print head and rollers using an Evolis cleaning kit.
  - Ensure the cards are clean and of the recommended type (CR80).
  - Update printer drivers and firmware to the latest versions.

- **Cards Jamming:**

- Ensure cards are loaded correctly in the input hopper and are not warped or damaged.
- Check for any foreign objects inside the card path.
- Clean the card rollers.
- Reduce the number of cards in the input hopper if overfilled.

- **Ribbon Breaking:**
  - Ensure the ribbon cassette is correctly seated.
  - Check if the cards being used are compatible and not causing excessive friction.
  - Perform a sensor adjustment if available through the Evolis Premium Suite software.
  - Ensure the printer's firmware is up to date.

For more detailed troubleshooting or persistent issues, refer to the Evolis Premium Suite online help or contact Evolis technical support.

6. SPECIFICATIONS

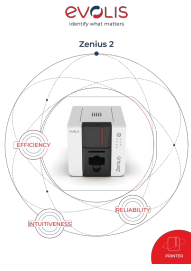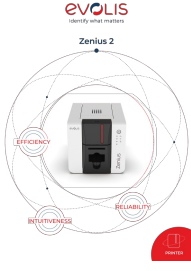| Brand	Evolis
Model Name	Primacy
Item Model Number	PM1H0000RS
Printing Technology	Thermal
Printer Output	Color
Maximum Color Print Resolution	300 dpi
Maximum Black and White Print Resolution	>= 300 x 1200 dpi
Max Copy Speed (Black & White)	150 ppm
Connectivity Technology	Ethernet, USB
Input Sheet Capacity	100 cards
Output Sheet Capacity	100 cards
Maximum Media Size	CR80 (3.303 x 2.125 inches)
Item Weight	9 pounds
Product Dimensions	9 x 15 x 7 inches
Dual-sided printing	No (Simplex)
Warranty Type	3 Year Warranty

7. WARRANTY AND SUPPORT

7.1 Product Warranty

The Evolis Primacy Single-side Card Printer comes with a **3-year warranty**. This warranty covers manufacturing defects and ensures reliable operation under normal use. Please retain your proof of purchase for warranty claims.

7.2 Technical Support

For technical assistance, driver downloads, firmware updates, or further support, please visit the official Evolis website or contact their customer service department. The Evolis Premium Suite software also provides integrated online help resources.

For online resources, you may visit: www.evolis.com

Related Documents - Primacy PM1H0000RS

	Evolis Zenius 2 Card Printer: Compact, Efficient, and Reliable Identification Solutions Explore the Evolis Zenius 2 card printer, designed for efficient, high-quality, and secure card personalization. Learn about its features, technical specifications, and comprehensive software for small to medium print runs.
	ID-ALL: Comprehensive Card Personalization Software by Evolis Explore ID-ALL, the versatile card personalization software from CARDPRESSO and Evolis. Discover its features, editions, and compatibility for creating all types of cards for various markets.
	Evolis Agilia Retransfer Card Printer Quick Start Guide Concise guide to setting up and understanding the features of the Evolis Agilia Retransfer Card Printer, including dual-sided printing capabilities and the Evolis Premium Suite.
	Evolis Agilia Retransfer Card Printer Quick Start Guide A concise guide to setting up and using the Evolis Agilia Retransfer Card Printer, covering unpacking, card loading, ribbon installation, cleaning, and connection procedures.
	Evolis Zenius 2: Kompakter Kartendrucker für effiziente Identitätslösungen Entdecken Sie den Evolis Zenius 2, einen kompakten, intuitiven und zuverlässigen Kartendrucker für kleine bis mittelgroße Druckaufgaben. Bietet professionelle Druckqualität und umfassende Software für die Kartenpersonalisierung.
	Evolis Zenius 2 Card Printer: Compact, Efficient, and Reliable Identification Solutions Explore the Evolis Zenius 2 card printer, designed for efficient, high-quality, and secure card personalization. Learn about its features, technical specifications, and comprehensive software for small to medium print runs.