USER MANUAL

XID-M Series

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Matica
August 2023
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Printer Warranty

Refer to the warranty statement provided with the printer for the warranty terms and conditions, and its limitations of liability.

Environmental Impact

Matica is committed to reducing the environmental impact of its products through improvements in energy efficiency.

WEEE Directive (2012/19/EU) for customers in European Union (EU) & The Waste Electrical and Electronic Equipment Regulations 2013 For customers in the UK

1. FOR CUSTOMERS IN THE EUROPEAN UNION (EU) and UK

The disposal of electric and electronic devices as solid urban waste is strictly prohibited: it must be collected separately. The dumping of these devices in unequipped and unauthorized places may have hazardous effects on health and the environment. Offenders will be subjected to the penalties and measures laid down by the law.

TO DISPOSE OF OUR DEVICES CORRECTLY:

a) Contact the Local Authorities, who will give you the practical information you need and the instructions for handling the waste correctly, for example: location and times of the waste collection centers, etc.

b) When you purchase a new device of ours, give a used device like the one purchased to our dealer for disposal.

The crossed dustbin symbol on the device means that:

- If it is to be disposed of, the device is to be taken to the equipped waste collection center and is to be handled separately from urban waste:
- *Matica* guarantees the activation of the treatment, collection, recycling and disposal procedures in accordance with Directive 2002/96/EC (and subsequent amendments).

2. FOR OTHER COUNTRIES (NOT IN THE EU)

The treatment, collection, recycling and disposal of electric and electronic devices will be carried out in accordance with the laws in force in the country in question.

For US

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.

FCC ID: 2AT78-XIDM

FCC Caution!!!

• Any changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This equipment has been tested and found to comply with the limits for class B digital devices, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- *Reorient or relocate the receiving antenna.*
- *Increase the separation between the equipment and receiver.*
- *Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.*
- *Consult the dealer or an experienced radio/TV technician for help.*

For Canada

In English:

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

1) *This device may not cause interference; and*
2) *This device must accept any interference, including interference that may cause undesired operation of the device.*

IC: 25413-XIDM

In French :

Cet appareil est conforme aux RSS sans licence d'Industrie Canada. Son fonctionnement est soumis aux deux conditions suivantes:

1) *Cet appareil ne doit pas provoquer d'interférences ; et*
2) *Cet appareil doit accepter toutes les interférences, y compris celles qui pourraient entraîner un mauvais fonctionnement de l'appareil.*

General Note: - This equipment must be used by – Ordinary person / Instructed person / Skilled person.

About caution symbols:

	These cautions indicate the risk of injury or shock or malfunction if the printer is not operated correctly. Be sure to follow these cautions to operate the printer safely.
	These cautions indicate the heated surface & involve the risk of heat injury if persons touch them with a bare hand.
	These cautions indicate where the touch of the surface with a bare hand is prohibited.

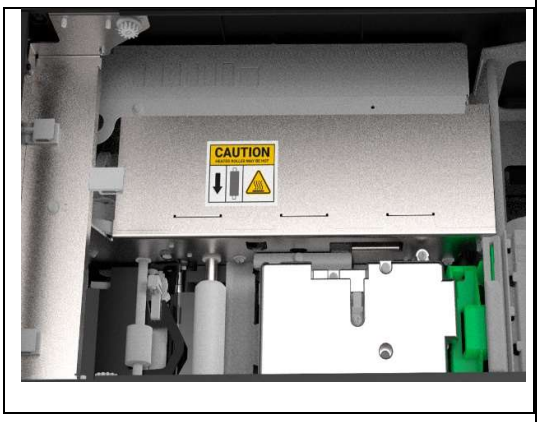
Operating the Printer Safely:
The following precautions must be observed to ensure safe operation of the printer. Also, do not do anything that is not described in this manual. Doing so may cause an unexpected accident.

 **Warning** Failure to observe the following items while using the printer may cause fire, electric shock or other unexpected accident.

Installation location	Do not install the printer in a damp or dusty location. Do not install the printer near flammable or explosive materials or heater, stove or other device that produces heat. Place the printer away from walls, as shown in the diagram below, to maintain airflow. Also, maintain at least 30 cm of open space above the printer. Blocking the vents may cause the printer to overheat and catch fire.
Power supply	Use a dedicated power cable and do not use an extension cord with multiple outlets. Be sure to remove any dust from the plug and outlet. Humidity produces a micro-current on the surface causing overheating or fire. Do not damage or modify the Power Cable. Also, do not place heavy objects, pull, or bend excessively. Do not plug in or unplug the Power Cable if your hands are wet. Ensure the ground wire is connected. When connecting the ground wire, note the following cautions. • Recommended connections for ground wires Outlet ground terminal Ground terminals installed as type A, B, or C A copper rod 65 cm or longer buried in the ground. • Not permitted for ground wires Gas piping (risk of fire or explosion.) Water pipes or taps (water pipes that include plastic piping cannot act as a ground. However, if a water pipe is configured to act as a ground, then connection of a ground wire is permitted.) Telephone line ground wires or lightning conductors (danger of high current flow in the event of a lightning strike.) Be sure to turn off the power and unplug the plug from the outlet before moving the printer. Pull on the plug, not the cable, when unplugging it from an outlet.
Handling	Do not use flammable sprays near the printer. Do not touch anything inside the printer unless specified in this manual.

Warning

The lower part of the Top Access Cover, the printer internal heat roller section, and the thermal head. section get very hot. Ensure you do. not touch these three locations.



Caution Failure to observe the following items while using the printer may cause injury, a malfunction or a break of the films and ribbons.

Installation location	Do not install the printer on an unstable table, on a slant, or any place where there is excessive vibration. Do not install the printer in a location susceptible to rapid fluctuations in temperature. Do not install the printer in a location exposed to direct sunlight.
Power supply	Do not use an under-rated extension cord.
Handling	Do not place heavy items on the printer and do not lean on the printer. When moving the printer, carry it as shown below.  While the printer is operating, do not turn off the power, unplug the power cable, or look inside the printer. Please do not insert objects such as cards into the printer.

- The cooling fan is always running for cooling the inside of the printer. This is not a malfunction.
- Contact your reseller if there is a current leak.
- The printer may cause static, flickering or interrupt reception of televisions or radios if they are too close to the printer.

1 Contents

2 Product overview

The printer described in this User Guide is card printer, it prints on card using re-transfer technology. Full colour images print on standard CR80 plastic cards. PVC, PVC composite, PC, PET and ABS cards can be supported.

Depending on the model and configuration purchased, it is managed via the driver installed on the computer through USB, Ethernet.

Several options are available to configure the printer for different applications:

- Magnetic stripe encoder
- Contact and contactless smart card encoder
- 10/100 Ethernet
- Single/exception card feed option
- Locking system for the top cover, front door

XID-M series Model

Matica XID-M re-transfer printers has following series models XID-M100, XID-M300, XFI-M300, XID-M600, XFI-M600, XID-600P, XID-M300K, XID-M600K.

3 Technical characteristics

Details	Description
Technology	
Print method	Re-transfer print
Print technology - color	Dye-sublimation & Pigment ink printing
Print technology - monochrome	Resin thermal transfer
Print resolution	300 x 300 dpi and/or 600 X 600 dpi depending on model
Print area	CR80 edge-to-edge
Card path	Short edge
Connectivity	
	USB 2.0
	Ethernet TCP-IP 10BaseT/100BaseT
	Single wire encoding functionality (factory installed option)
Encoding options	
	Magnetic stripe encoder 3 tracks, ISO 7811 / JIS II
	Smart cards contact chip ISO 7816-1, 2 (excluding appendix B), 3, 4 PCSC and EMV compliant
	Smart card contactless ISO 14443A/B MIFARE®, MIFARE DESFire® iCLASS® ICODE, ISO 14443 A&B, ISO 15693 and ISO 7816
Dimensions and weight	
Dimensions (H x W x L)	351 x 428 x 280 mm
Weight	Approximately 18 Kg
Power supply	
-	Input 100-240 volts AC, 50-60 Hz, 3 A
User interface	
	LCD Touch display
Locks option	
	Electronic / manual locks
Operating conditions	
Temperature	Min/max operating temperature: 15° / 40 °C (59° / 104 °F)
Humidity	Humidity: 20% to 65% without condensation

Storage conditions	
Temperature	Min/max storage temperature: -5° / +70 °C (23° / 158 °F)
Humidity	Storage humidity: 20% to 70% without condensation
Safety	
	Support for Kensington® security lock

4 Getting started

The printer comes with several accessories; check carefully that they have all been included. This list may vary depending on the location where the printer will be used and the model or the configuration you have purchased.

The printer is shipped in special packaging designed to prevent damage during transportation.
If any visible damage is noticed upon receipt, or if any of the items listed below are missing, contact your Matica agent immediately.

Maintain the printer packaging intact and store it in a clean and dry place.

Note: If the printer must be returned, it should be returned integrally with its full original packaging (box, cushions and protective bags). If it is returned without its original packaging and any components are damaged during transportation, such components will no longer be covered by the warranty. Matica will also charge for the new packaging which will be required to ship the printer back.

Each pacakage of printer contains the following items are included in the various printer models:

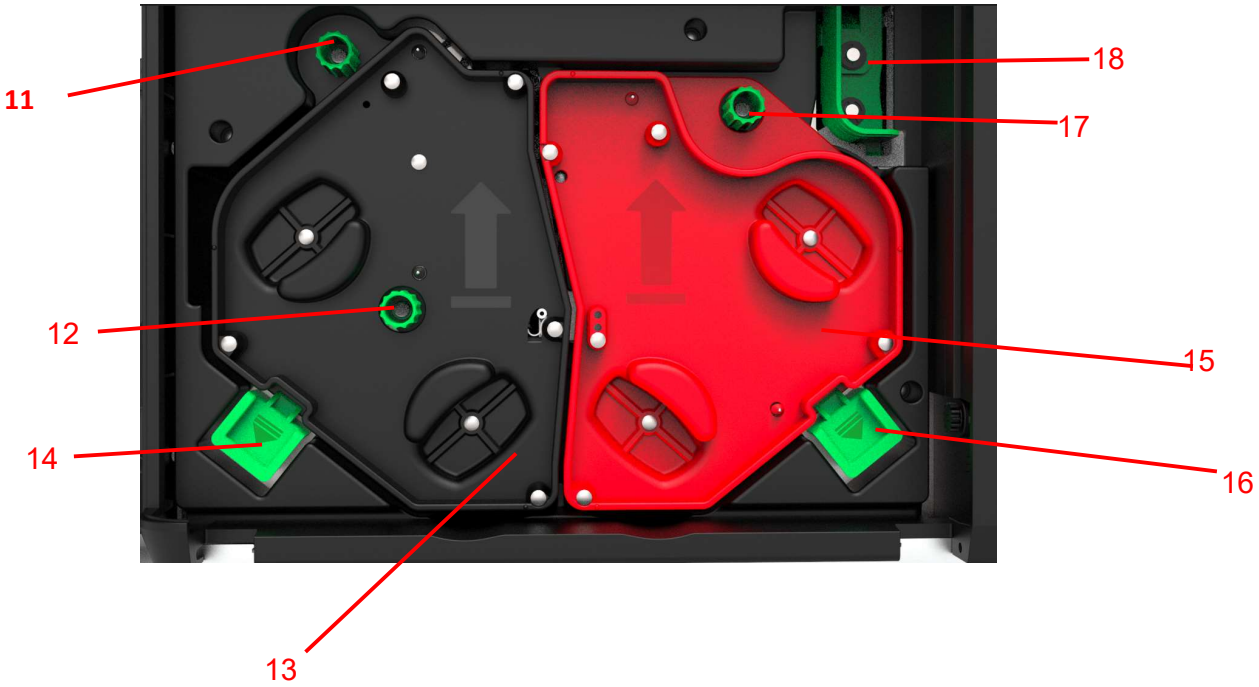
	Description	Remarks
1	XID-M Printer	Plug type varies dependent on region
2	Power cord	
3	USB cable	
4	Out bin	
5	Cleaning card	
6	Cleaning swab	
7	Quick start guide	Paper copy

Printer Part Name and Description

4.1 Front view

The front of the printer is the operator interface and has the following features:

Once Front door opened following parts of printer are accessible to User,



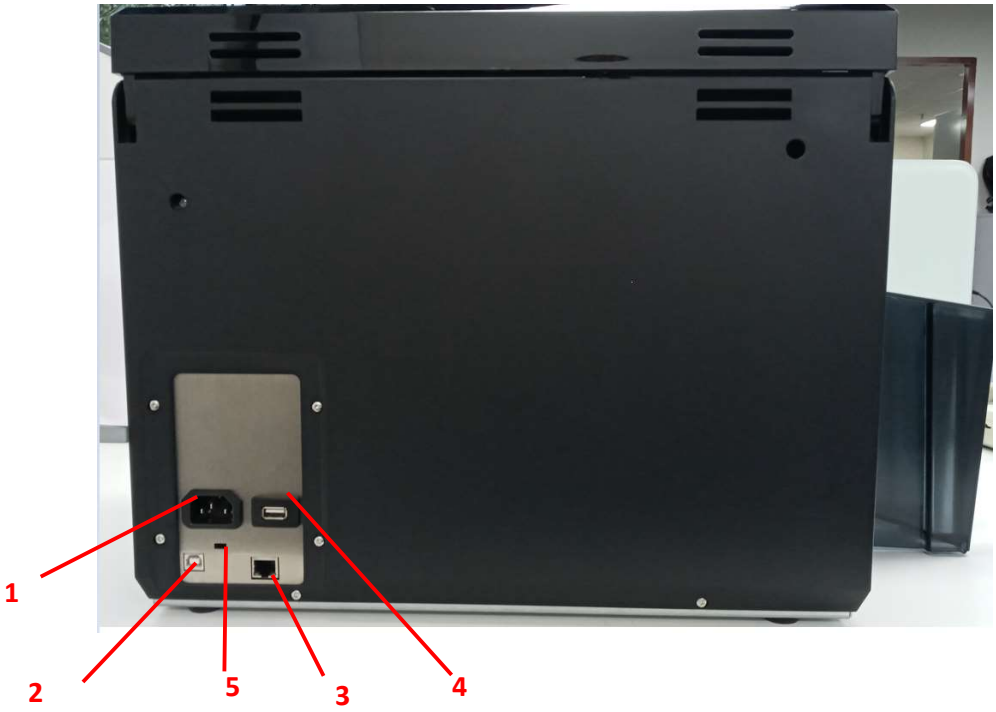
1 Top Cover
2 Top cover Lock & Key
3 Front door Lock & Key
4 Out bin
5 Front Door
6 Print Power ON & OFF Switch
7 LCD Touch Screen Display
8 Green– Indicates Printer ON
9 Green intermittent – Indicates Printer operating status
10 LED– Red – indicates error in the printer
11 Card path moving knob
12 Heat roller unit movement (up & down) knob
13 Re-transfer ribbon holder
14 Re-transfer ribbon holder release latch
15 Ink-ribbon holder
16 Ink ribbon holder release latch
17 Head unit moving knob
18 Cleaning roller assembly unit

4.2 Operator panel (LCD Touch screen)

Front side of the printer has LCD Touch screen display. It allows the user to perform user specific function in printer using LCD menu option displayed on it. Users can toggle the menu option using touch screen.

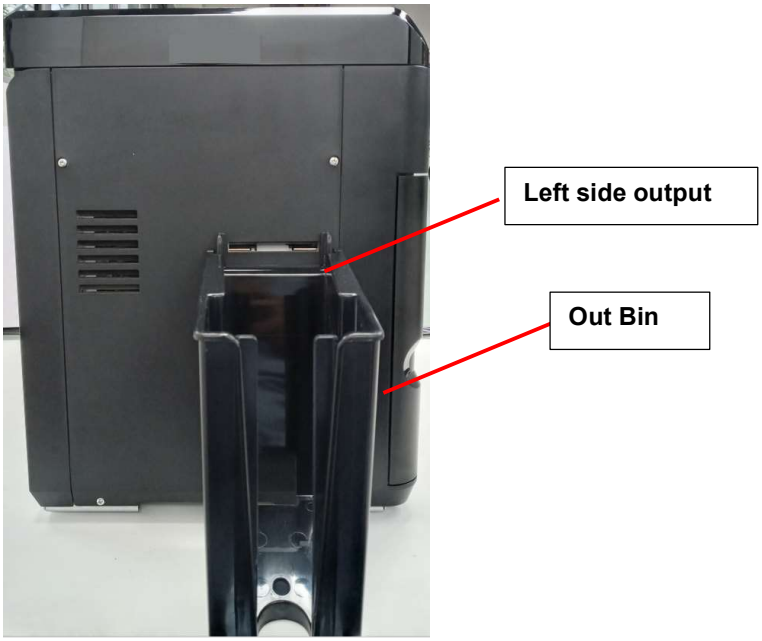
4.3 Rear view and bin installation

The following components are located on the back panel:



1 AC Power cord socket
2 USB 2.0. Female B type. Host socket
3 Ethernet connector with traffic LED
4 USB 2.0 Port
5 Kensington lock

4.4 Left view and bin installation.



4.5 Right view.

4.5.1 Power Connection

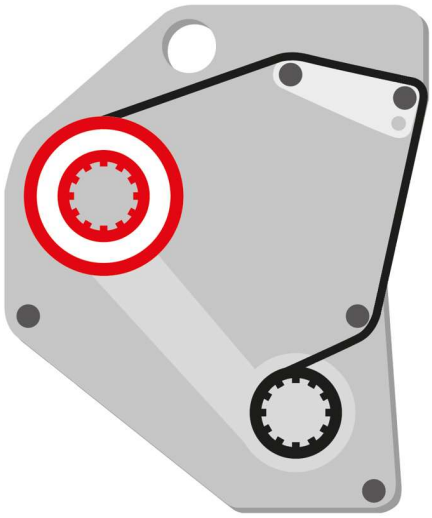
The power input rating of the printer is 100-240 VAC 50/60Hz. The power input is given to printer by using AC power cord.

5 Installation procedures

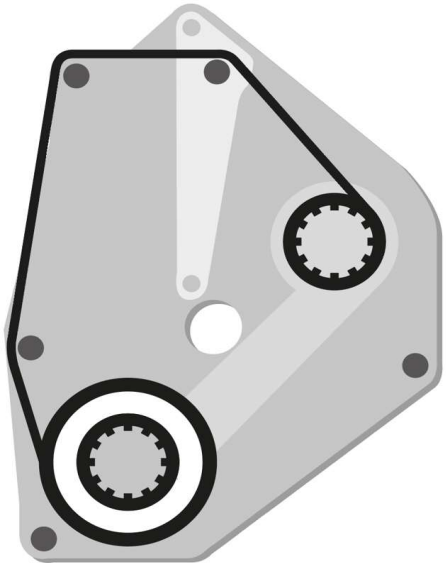
5.1 Installing the ribbons:

Original Matica ChromXpert Ink ribbons and Re-transfer ribbon should always be used and are to be installed carefully. The ribbon holders that come with the printer help to install the ribbon quickly, easily and accurately.

Installation of INK-ribbon: Remove the ink ribbon from the sealed bag, place the red reel into the red spindle of the Ink ribbon holder and grey (take up core) grey spindle of in ribbon holder. Winding direction of ink ribbon as per below picture. Once Ink ribbon installed into ink ribbon holder, insert the ribbon holder carefully into the ink ribbon holder slot of the printer & ensure ribbon holder latched into printer.



Installation of Re-transfer ribbon: Remove the re-transfer ribbon from the sealed bag, place the black reel into the black spindle of the re-transfer ribbon holder and grey (take up core) grey spindle of in ribbon holder. Winding direction of ink ribbon as per below picture. Once Re-transfer ribbon installed into the ribbon holder, insert the ribbon holder carefully into the retransfer ribbon holder slot of the printer & ensure ribbon holder latched into printer.



5.2 Card feeding

The printer has two feeder cassettes option for feeding cards automatically. The number of cassettes provided in the printer depends on the model of the printer. Each feeder Cassete can hold a maximum of two hundred 0.76 mm thickness cards. A label on the feeder Cassete provide instructions for correctly positioning and orienting magnetic stripe and smart cards.

The card path/feeder cassette can be selected from the driver to speed up card processing:

- Feed from Cassete 1
- Feed from Cassete 2
- Manual feeder

The output hopper at the left of the printer can hold a maximum of 200 pcs of 0.76 mm thickness cards.

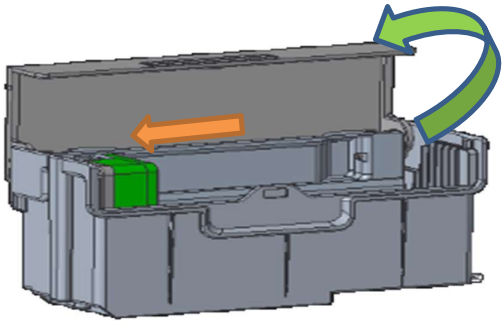
5.1.1 Feeder Cassete:

Open the top cover of the printer and the user can see feeder cassette as shown below to load the cards and close the top cover.

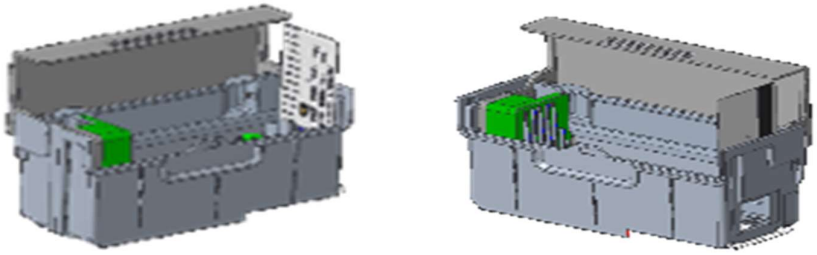
Feeder tray pusher plate:

Loading of cards into feeder cassete:

Step 1: open the cover of feeder cassete and push the plate (green colour) back wards as shown in below picture.

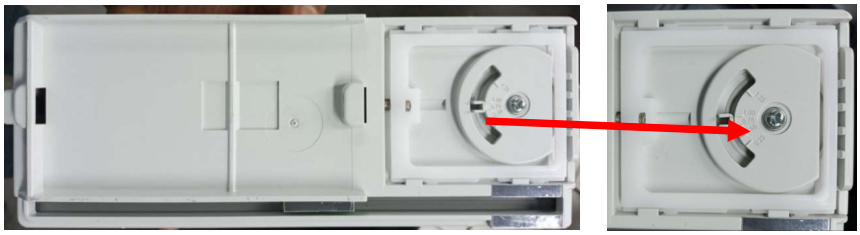


Step 2: Add the cards into the open space between pusher plate & feed end of cassete. Note the card direction



Step 3: Once card is added into the feeder cassete close its cover. Ensure the pusher plate of returned back & pushes the cards toward feeder end once cassete cover closed.

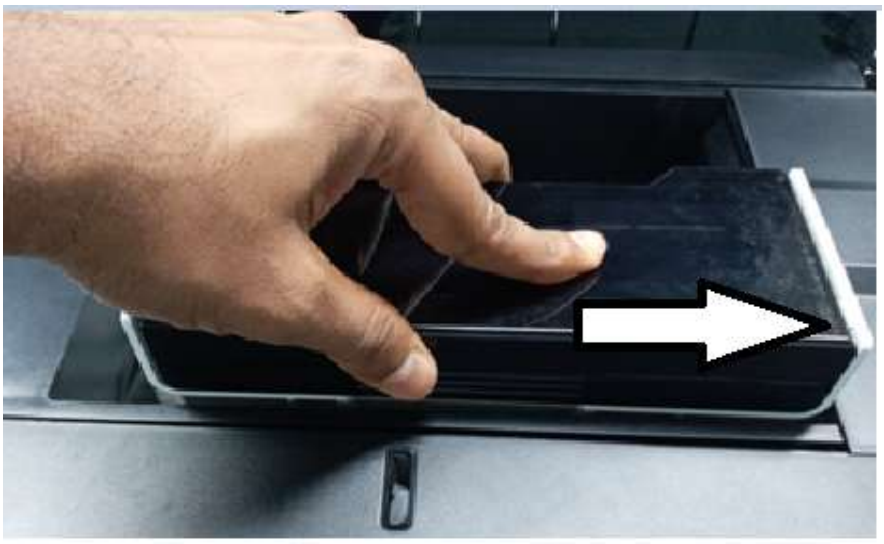
Stetting of the Feeder card thickness selector:
Cards with thicknesses ranging between 0.25 mm and 1.25 mm (10 - 50 mil) can be processed by the printer. To adjust the card thickness
Based on the thickness of the cards added into the feeder cassete the thickness selector position has to be set in feeder cassete.



Loading the Feeder cassete into Printer feeder tray:

Step 1: Hold the feeder cassete in angle while inserting it to the printer feeder tray as shown in below picture & push back the pusher plate (white colour) of feeder tray & insert the feeder cassete.

Step 2: Once feeder cassete insetted into feeder tray of the printer push it towards feeder roller end and user feels the locking of feeder cassete.



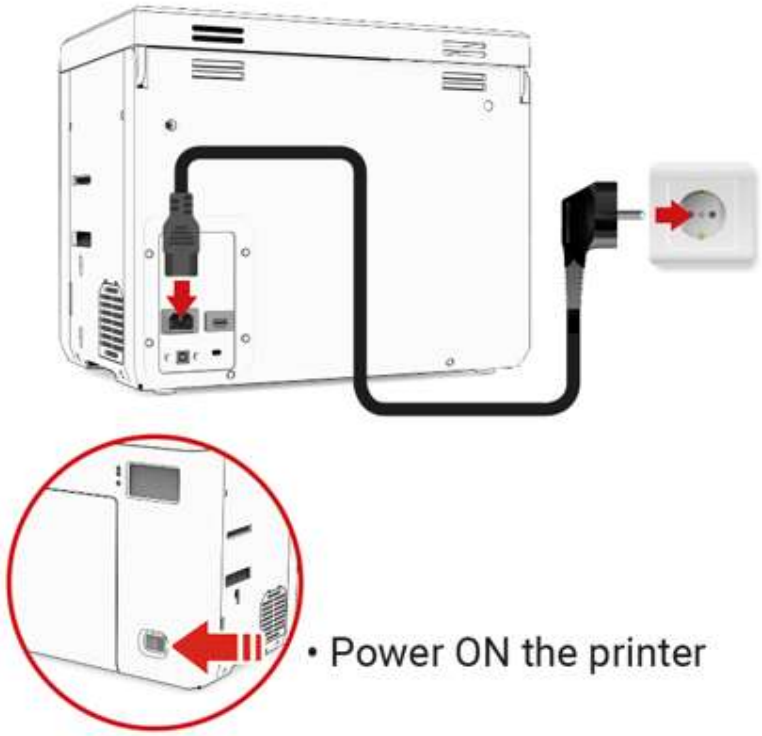
5.1.2 Manual feeder

The manual card feeder is always ready for use and is prioritized. It is suggested that it can be used when the job requires an exception card to the ones loaded inside the input hopper.

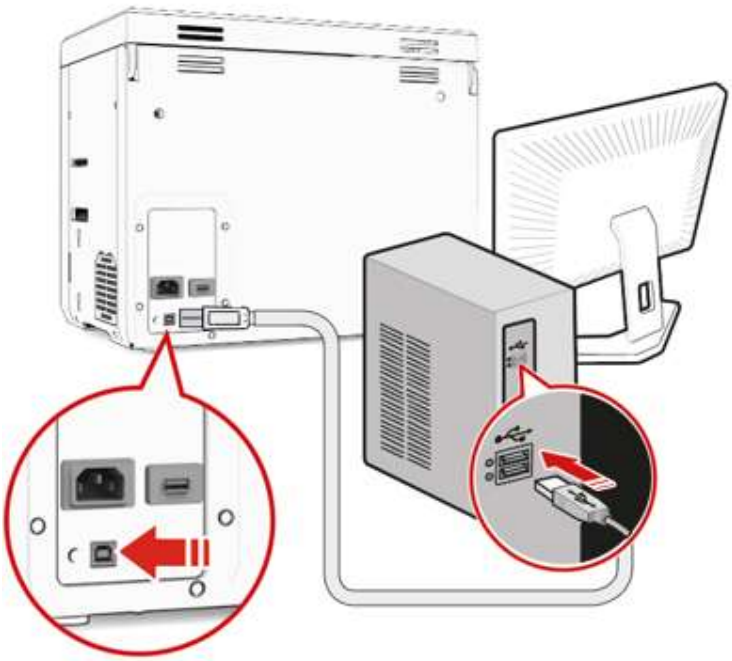
Insert the card inside the slot as shown below.

5.4 Connecting the power supply and powering ON the printer.

1. Connect the AC power cord to the power AC inlet power socket. Press the power button to turn the printer ON



2. USB Connection

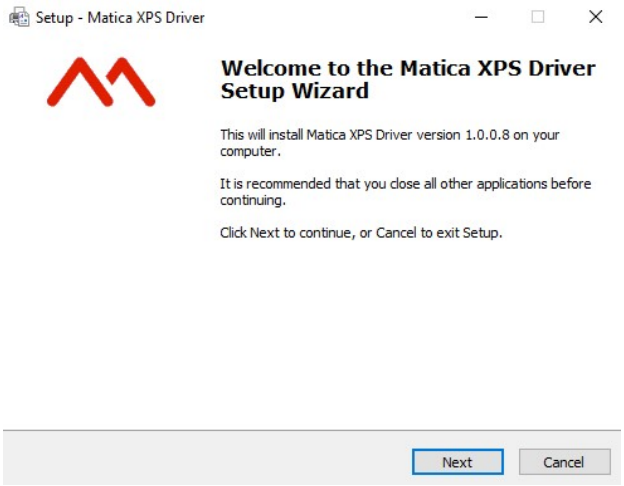


6 Installing the software driver and configuring the printer

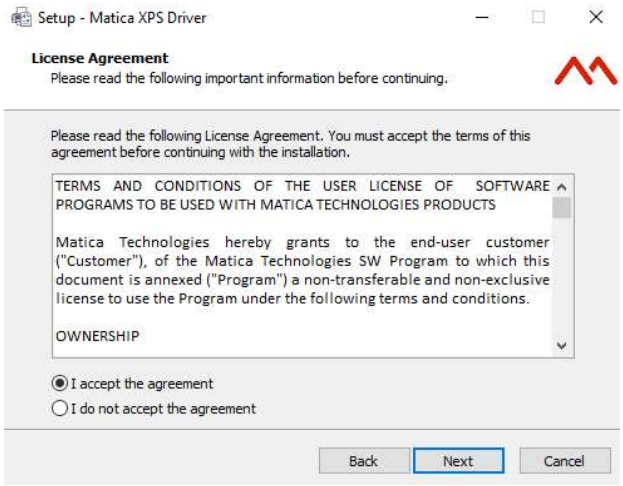
please visit www.maticacorp.com/install to download the XPS driver and to view step-by-step installation videos.

6.1.1 Printer connection through USB

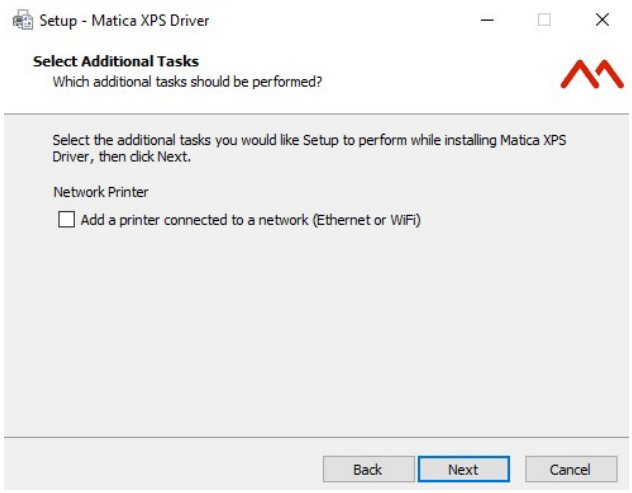
1. Download/save a copy of Matica XPS driver installer software onto your PC/Laptop.
2. Double click on the installer, then click **Next.**



3. Accept the license agreement and click **Next**.

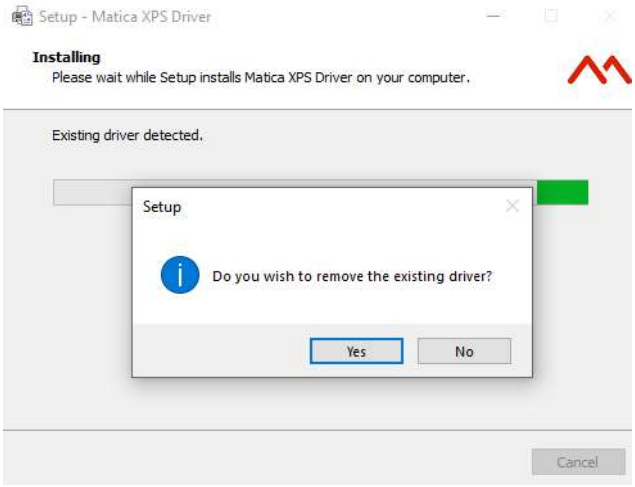


4. Leave the **Network Printer** option unticked, then click **Next** to continue with the installation.

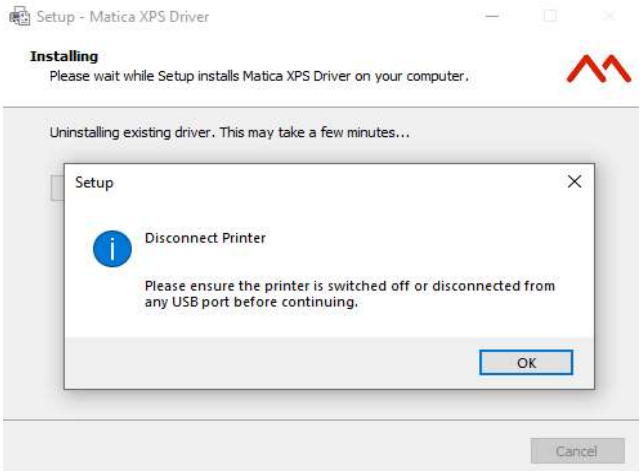


5. During the installation process, the installer checks for previous versions of the driver.
   a. If an older version is detected, a pop-up will ask permission to remove the existing driver. It is recommended to do so - click **Yes**.

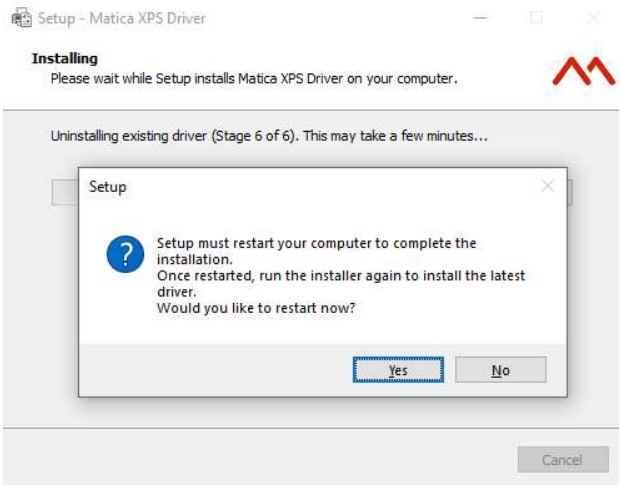
   b. If no driver is detected, move to step 9.



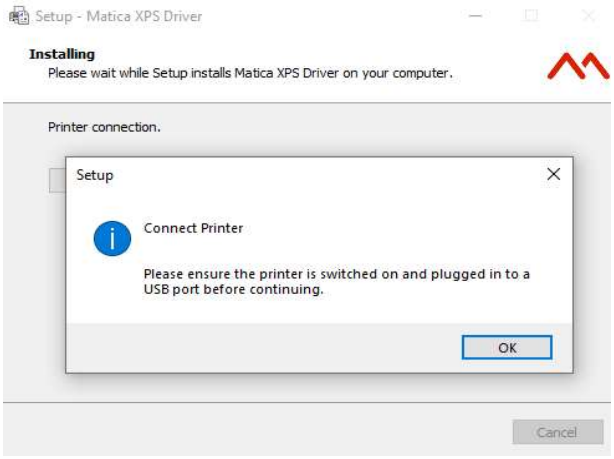
6. A dialog box appears, please disconnect or switch OFF the printer, then click **OK**.



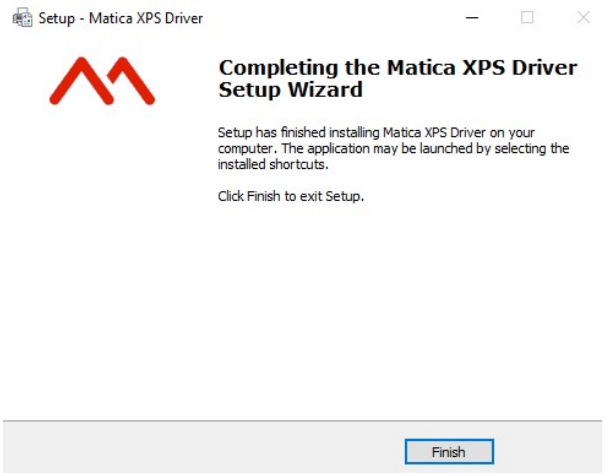
7. Restart is required, click **Yes**.



8. After restarting the PC, run the installer again. Installation repeats steps 1 to 5, then moves to step 9 – please note this might take several minutes.
   Once the installation is near completion, a pop-up message will ask to either connect or switch ON the printer, please do so and click **OK**.



9. The install is complete, click **Finish.**



6.1.2 Printer connection through LAN/Ethernet

The XID-M printers can be connected to a network i.e., LAN/Ethernet connection through 2 types of connection.

a) DHCP

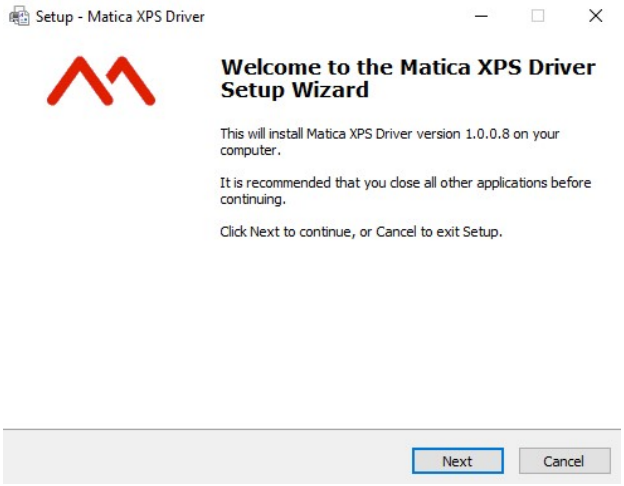
b) Static IP

6.1.2.1 DHCP

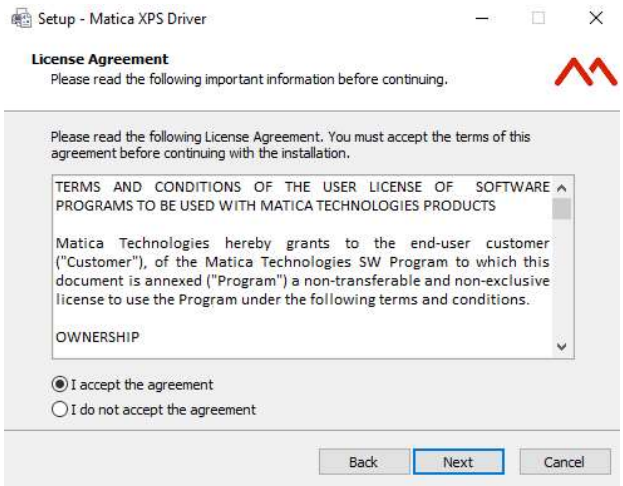
If the printer was already installed with a USB connection, disconnect the USB cable from the printer and switch OFF the printer.

1. Download/save a copy of Matica XPS driver installer software onto your PC/Laptop.

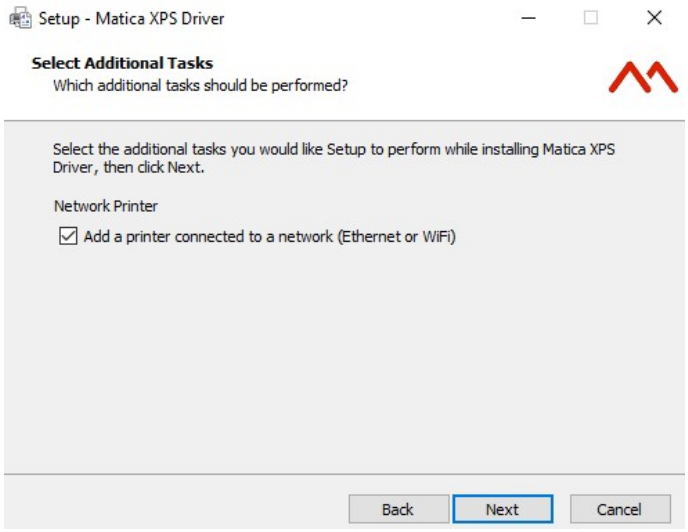
2. Double click on the installer, then click **Next.**



3. Accept the license agreement and click **Next**.



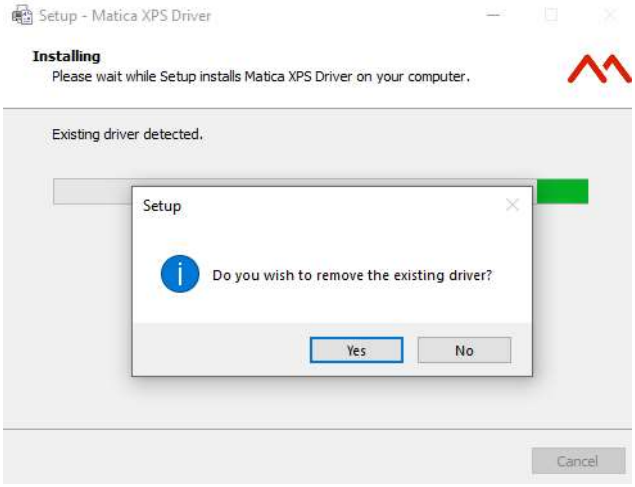
4. Tick the option **Add a printer connected to a network (Ethernet or Wi-Fi)**, then click **Next**.



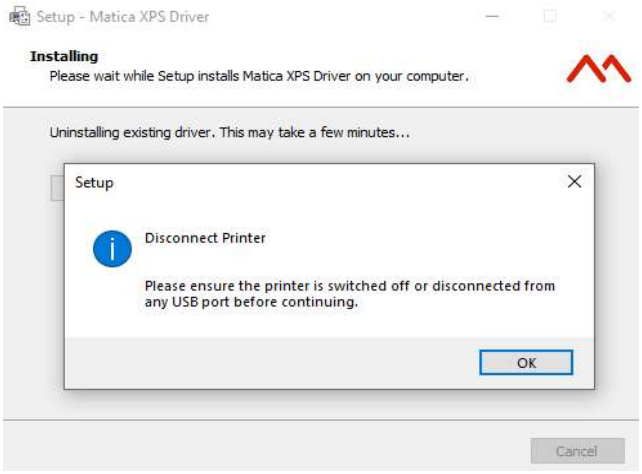
5. During the installation process, the installer checks for the previous versions of the driver

   c. If an older version is detected, a pop-up will ask permission to remove the existing driver. It is recommended to do so - click **Yes**.

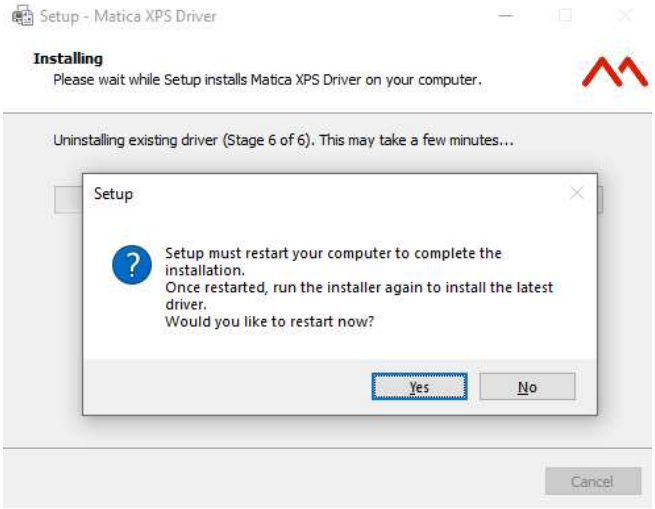
   d. If no driver is detected, move to step 9.



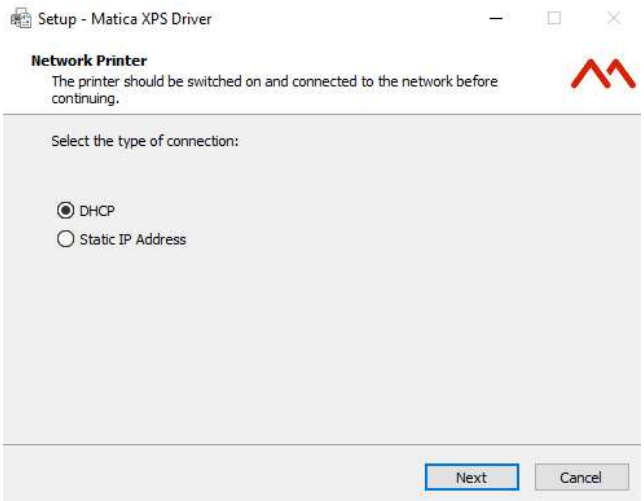
6. A dialog box appears, please disconnect or switch OFF the printer, then click **OK**.



7. Restart is required, click **Yes**.

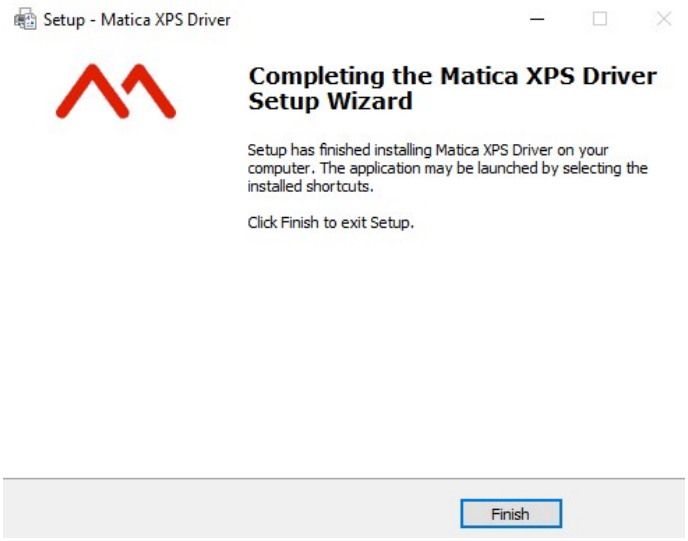


8. Connect the printer with an Ethernet cable (not supplied) and switch it ON.
9. For DHCP connections select **DHCP** and click **Next**



10. For DHCP connections the following dialog box appears.
    It enables you to add the printer port name per the guidance provided. I.e., model name + 7 digit serial number

11. Click **Finish** to complete the Matica XPS driver setup wizard.



6.1.2.2 Static IP

Follow the steps below to set the printer to Static IP.

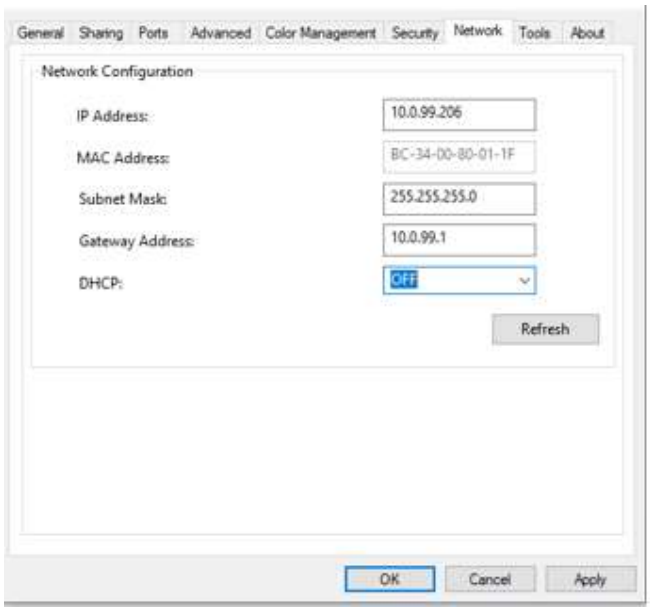
1. Ensure the driver was installed using USB connection, switch ON the printer and connect to the USB port.

2. Connect the Ethernet cable (not supplied) to your PC and to the printer whilst the USB cable is still connected.
   Then switch the printer OFF and ON again.

3. Go to **Control Panel** > **Devices and Printers** > **right click on MC DTC** > **Printer Properties** then select the **Network** tab.

4. Note down the IP address and set DCHP to OFF, then click **Apply** and **OK**.

   Note: If IP address needs changing, set the DCHP to **OFF** and change the IP address and gateway, then click **Apply** and **OK**.

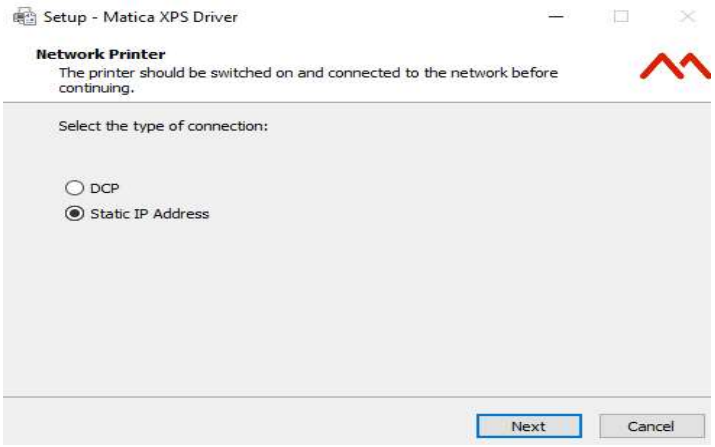


5. Once the IP address is set or noted down, disconnect the USB connection from printer.

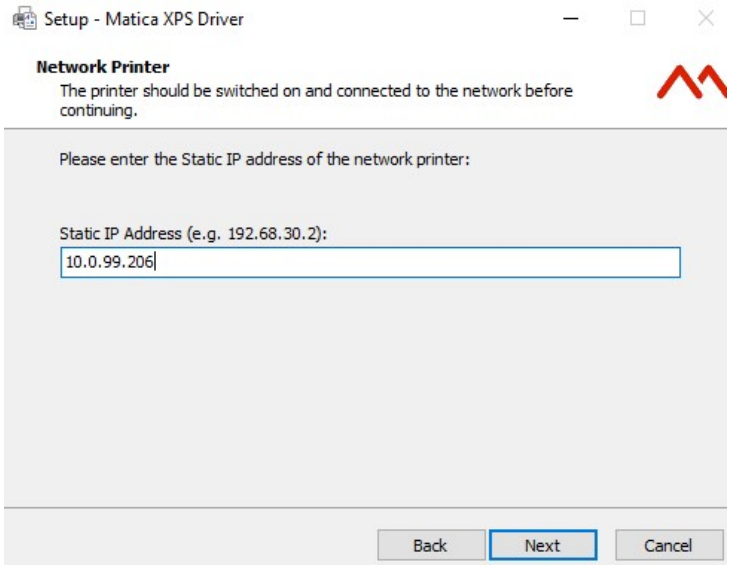
6. To connect the printer through Static IP run the installer and follow the steps 1 to 11 in chapter 6.1.2.1 - DHCP.

7. Connect the LAN cable, then turn the printer OFF and ON again.

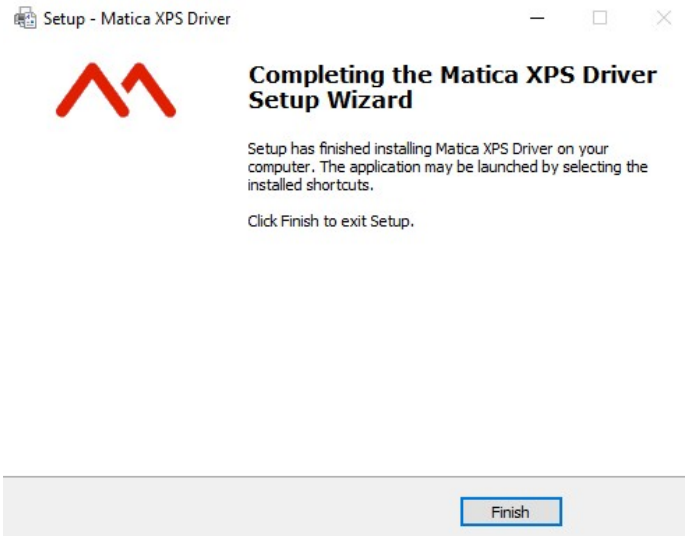
8. Select **Static IP Address** and click **Next**.



9. Enter the **Static IP Address** noted in step 4, then click **Next**.



10. Click **Finish** to complete the Matica XPS driver setup wizard.



6.2 Uninstall program tabs.

To uninstall the software, follow one of the two methods displayed below, then restart your PC.

Start > **Control Panel** > **Programs and features** > **Uninstall** > **Matica XPS Driver version 1.x.x.x**

Start > **Matica** > **Uninstall XPS driver.**

6.3 Tools

In the Tools menu, the user can manage different operations in the printer, for example:

- Printer cleaning - Refer to chapter 8.1 (standard cleaning)
- Advanced printer cleaning - Refer to chapter 8.2 (card patch advanced cleaning)
- Activate duplex printing - Refer to chapter 9.4 (duplex activation)
- Update printer firmware
- Perform PC/SC encoder check.
- Printhead replacement

Once the printer is correctly installed, connected and switched ON, the Tools tab can be accessed through:

Control Panel > **Devices and Printers** > **Right click on MC DTC** > **Printer Properties**

6.4 About

In the **About** tab, you can check the firmware version installed in the printer and other related information.

7 Printing

Card printing

Cards are usually printed and encoded by a printer application chosen by the user. However, if required, a compatible non-proprietary application is available as an option for designing and printing cards. Cards can be customized (logo, image and name) by creating graphic images and defining page formats.

The printer application recognizes the printer, enabling the user to create fully customized cards.

The XPS driver sets the printer properties based on the printing operation required such as:

- Print setting tab
- Card front setting tab
- Card back setting tab
- Magnetic stripe encoding setting tab (* if Magnetic stripe encoder module is installed in printer)
- Lamination (* Based on lamination installation in line with printer)
- E-locks (* Based on e-lock installation with printer)
- About tab

7.1 Print setting tab

The Print setting tab enables users to set the orientation of the image to be printed on the card. It also includes duplex option, card input and output options, card type and number of copies to be printed. It provides information on printer configuration, ribbon type and quantity of ribbon left.

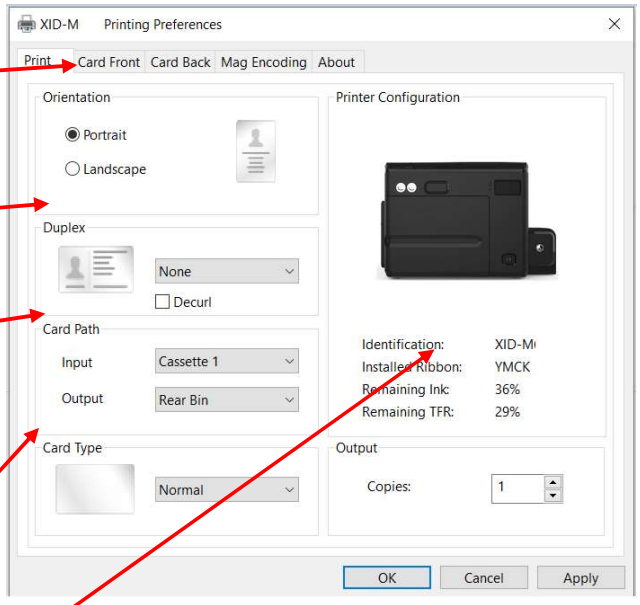
Print image orientation setting.
User can set Portrait or Landscape

Duplex option setting: User can print the card on both sides by setting the duplex option short edge or long edge in a duplex enabled printer.
For single side printing users should select None down menu.

Card path selection: drop down menu enables the user to select & set the input feeder & output option.

Card type selection: drop down menu enables the user to select & set type of card to be printed.

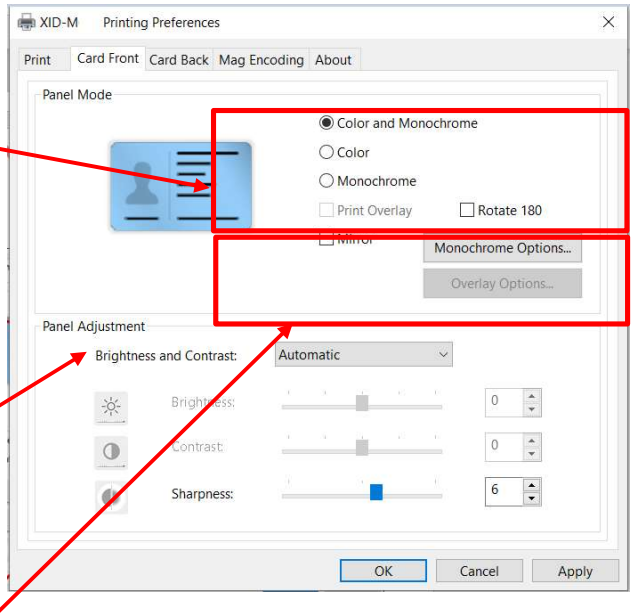
Printer model & ribbon details



7.2 Card Front setting tab

Panel Mode setting: based on type of ribbon added inside the printer for printing, the user can set color, monochrome or overlay options for the front side of the card, mirror or rotate 180 degrees and can select a Sc/Uv ribbon panel.

Panel Adjustment: the user can choose between automatic and manual setting of **Brightness**, **Contrast** & **Sharpness**.
Automatic: Uses default setting.
Manual: the user can adjust the **Brightness Contrast** and **Sharpness**, based on the print image requirement.



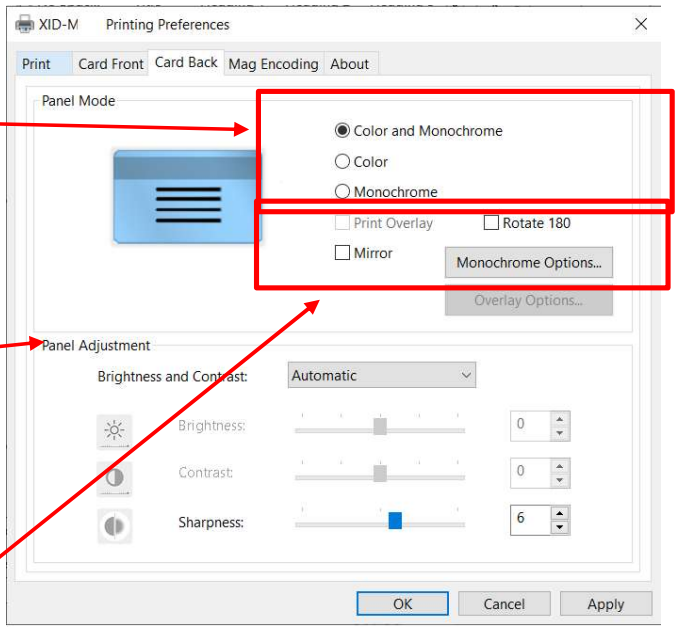
Monochrome Options: the user can set the contrast, use half tone for the monochrome panel and set areas for Resin Extraction.

Note: Card back side setting options are available only for duplex activated DCP printers.

7.3 Card Back setting tab

Panel Mode setting: based on type of ribbon added inside the printer for printing, the user can set color, monochrome or overlay options for the back side of the card, mirror or rotate 180 degrees and can select a Sc/Uv ribbon panel.

Panel Adjustment: the user can choose between automatic and manual setting of **Brightness**, **Contrast** & **Sharpness**.
Automatic: Uses default setting.
Manual: the user can adjust the **Brightness Contrast** and **Sharpness**, based on the print image requirement.



Monochrome Options: the user can set the contrast, use half tone for the monochrome panel and set areas for Resin Extraction.

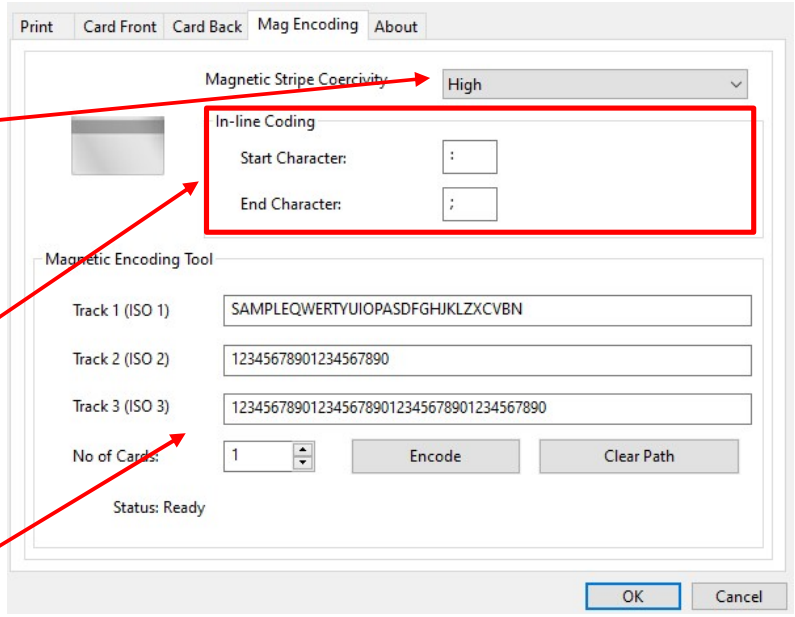
7.4 Magnetic stripe encoding and the Mag Encoding tool tab.

The **Mag Encoding** setting tab is available for printers fitted with a magnetic stripe encoder.

Magnetic Stripe Coercivity setting: Based on the type of magnetic stripe card coercivity being used, the user selects the coercivity from the drop down menu & then clicks OK.

In-line Coding: Users can choose and set the **Start Character** and **End Character** for encoding tracks.

Magnetic Encoding Tool: A standalone tool provided to encode magnetic encoding stripe cards.



7.5 Laminator

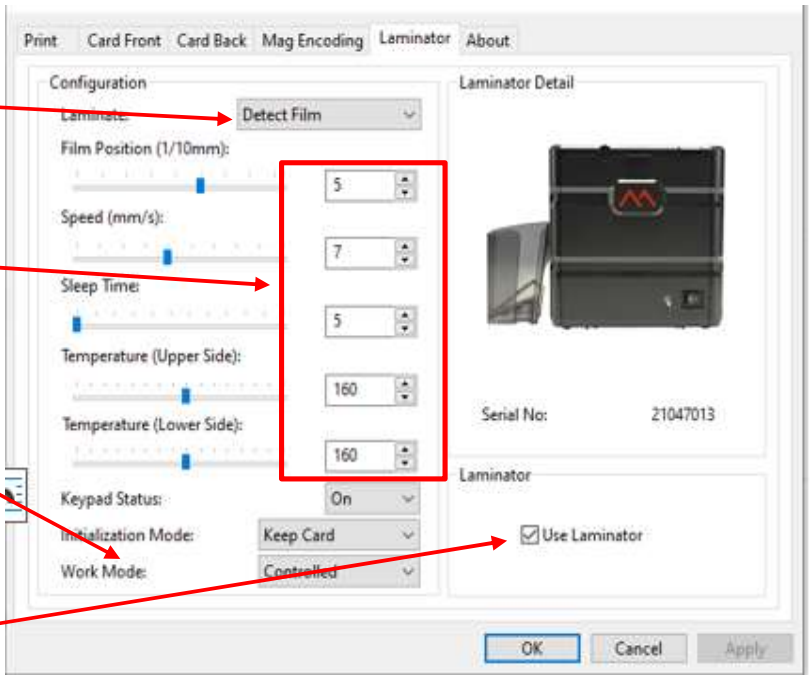
The **Laminator** tab enables the MC-L2 Inline laminator to be configured.

Drop down menu for lamination that includes options for film detection, upper side lamination, lower side lamination, pass through and both sides.

Laminator parameter adjustment option.

Work Mode: this can be **Controlled** & **Standalone**.
To control the lamination parameters through the XPS driver, **it should be set to controlled mode.**

Tick the **Use Laminator** option to use a laminator in line with the printer

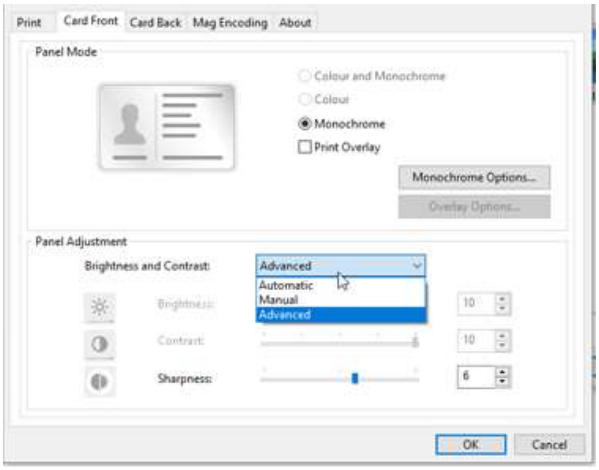


Note: To use a laminator in line with the XID-M, the user must select the output card path as the rear outbin.

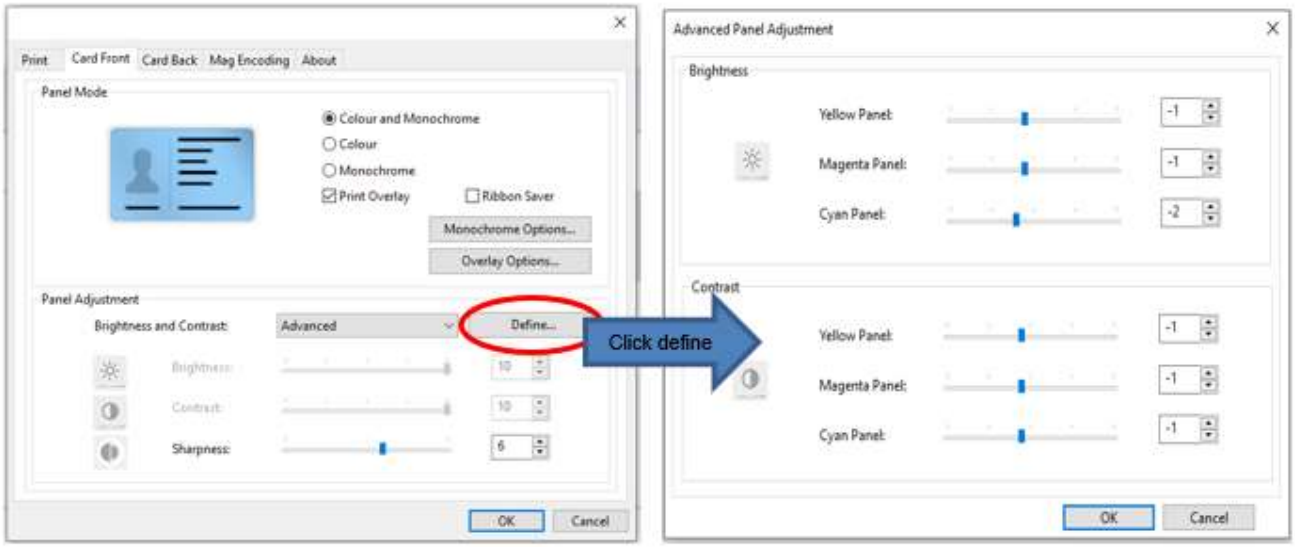
7.7 Color settings

By default, the **Brightness and Contrast** settings in printer properties show as **Automatic**.

To customize color printing select **Manual** from the drop-down menu, adjust Brightness, Contrast and Sharpness and click **Apply** and **OK**.



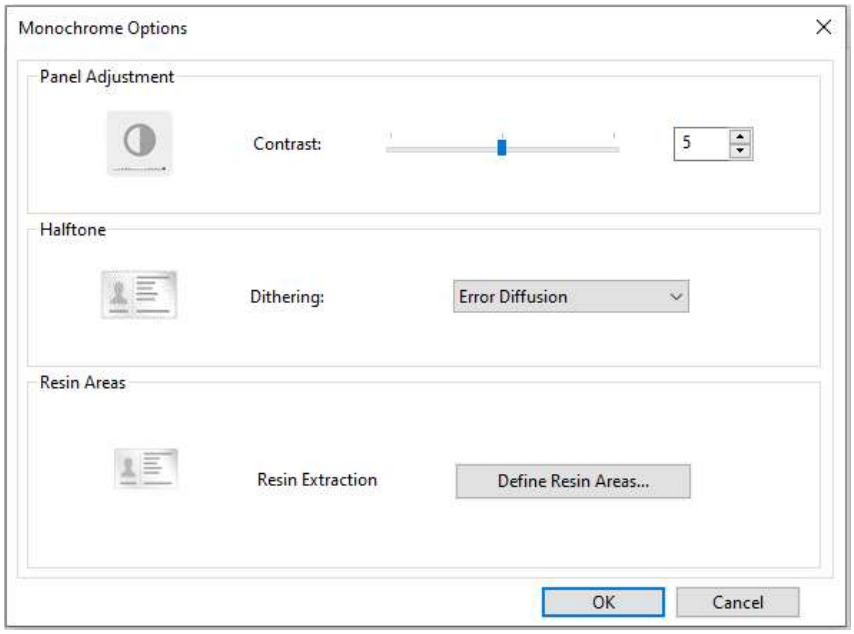
The **Advanced** option enables the user to define different brightness & contrast values for YMC panels separately.



Click the **Define** tab after selecting the **Advanced** option in the drop down menu, the Advanced **Panel Adjustment** menu appears.
The user can adjust the required **Brightness** and **Contrast** value for each panel and click **OK**.

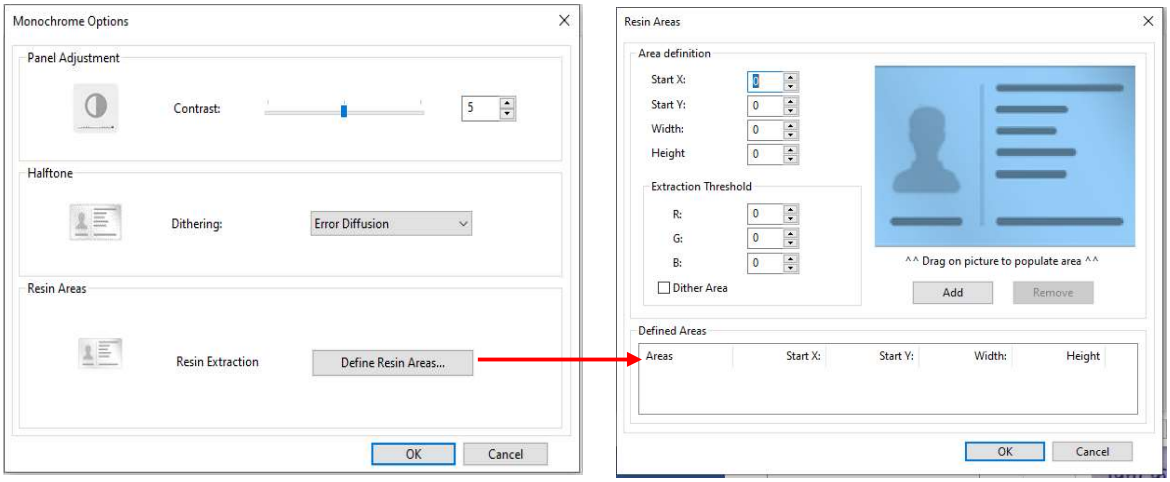
7.8 Monochrome Options

In **Monochrome Options** the user can set **Contrast** for monochrome, **Halftone** & **Resin Areas** extraction.

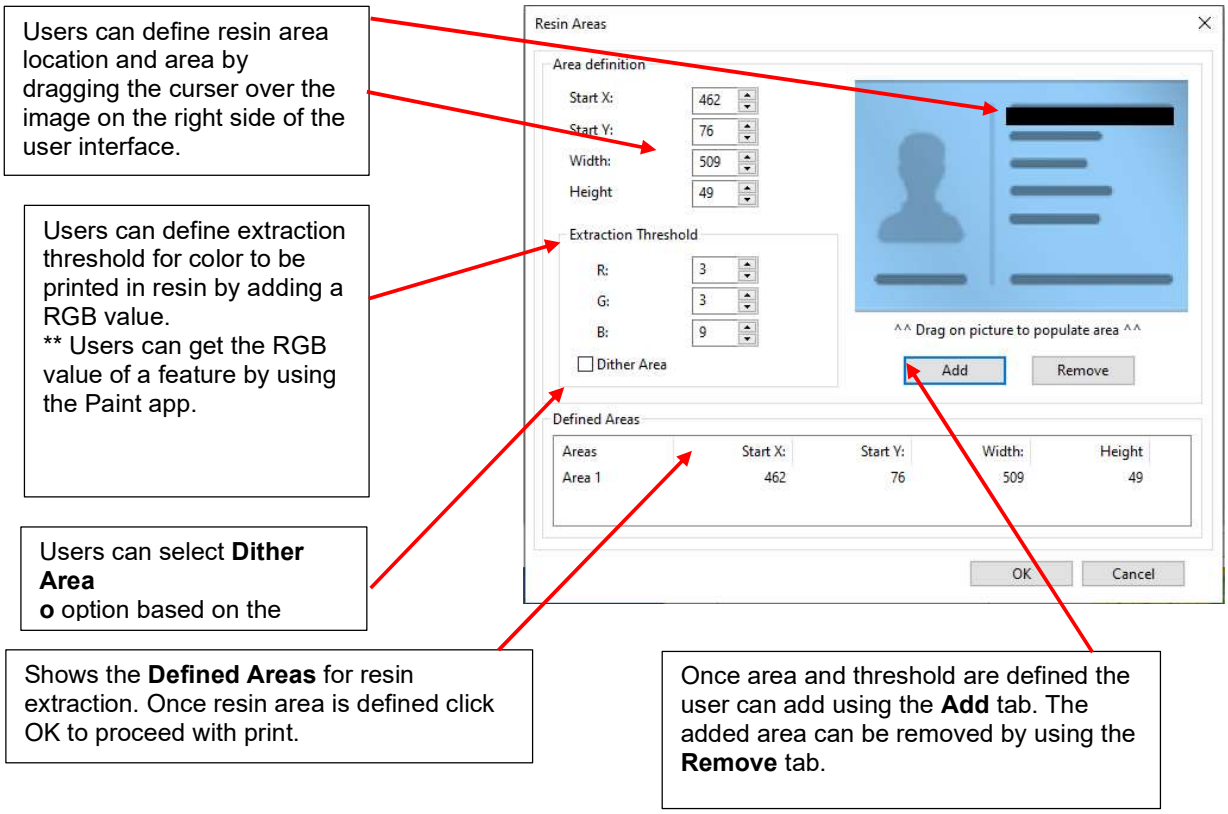


7.8.1 Resin area extraction

When printing with a YMCKO ribbon, the user can select area/features in an image to print with resin (K panel) using the **Resin Areas** extraction option.



Resin Areas extraction user interface



Note: Once the user has defined a resin area, this will always need to be removed or readjusted for a different card layout.

7.9 Printing test cards using the printer menu

Test cards are used to check that the printer is operating correctly and to obtain some important printing parameters.

Print a test card using the LCD touch screen display menu.

8 Printer maintenance

Three different cleaning processes are available for the XID-M series.

8.1 Standard cleaning

- Suggested frequency for color printing: each time the ribbon is changed.

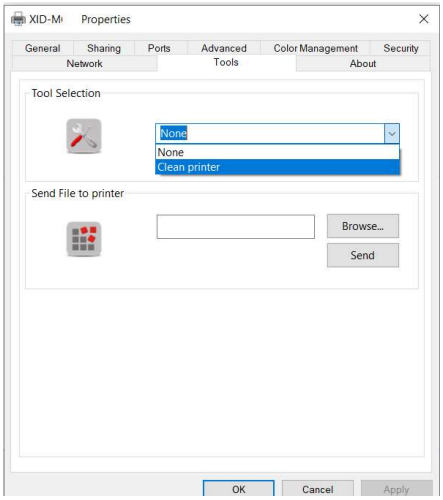
- Mandatory frequency (to prevent voiding the warranty): after every 1,000 prints. Then, the printer will alert the user for **Basic Cleaning** on the display and with an intermittent amber LED.

  The product has an internal counter that keeps track of the number of cards printed and warns the user when the mandatory cleaning procedure must be performed.

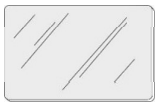
- If the cleaning procedure is not followed at 1000 prints, at 1200 prints, the printer will alert the user for **Mandatory Cleaning** on the display with a red LED

- For printers fitted with Magnetic stripe encoders: cleaning frequency should be more often.

1. To perform standard cleaning, select '**Clean printer'** from the drop-down menu available in the **Tools** tab.



2. Remove the cards and Re-transfer ribbon holder & click **Next**. Follow the pop message displayed on screen and follow accordingly.



CR80 size card

8.2 Card path advanced cleaning

The card path advanced cleaning procedure is required after performing **five** standard cleaning procedures:

.

- After every 5000 prints, the printer will alert the user for Advanced Cleaning on the printer display and with an intermittent red LED.
- Advanced cleaning is performed using the T-card as explained below.
  The procedure involves cleaning the card path, removing the dust on the rollers and cleaning the magnetic head.
- The printer has an internal counter that stores the number of standard cleaning procedures performed, so as to notify when the advanced cleaning procedure is required (see Printer Manager Specifications).
- A software-guided procedure will assist in carrying out the cleaning operations.

To perform the advanced printer clean, select the **Advanced printer clean** wizard from the drop-down menu in the printer properties **Tools** tab and follow the instructions in the wizard. Use T-card for advanced cleaning.

8.3 Cleaning roller advanced cleaning

It is suggested to perform an advanced cleaning of the cleaning roller when the standard cleaning procedure does not efficiently remove all the dust from the cleaning roller. (Cleaning frequency: After every 1000 prints or more often based on the working environment).

Switch the printer off, unplug the power supply, open the front door cover and remove the cleaning roller assembly. Using wet cloth clean the cleaning roller & after cleaning dry in normal air. Once cleaning is complete, re-insert the cleaning roller back into position.

8.4 Printhead cleaning

It is suggested to clean the printhead when pixels are missing on printed cards:

- The edge of the printhead must be cleaned using the cleaning swab to remove residual ink or dust.

Step 1: Power off the printer & open the front door. Take out both the ribbon holders.

Step 2: Using the head up & down movement knob, move the head unit upside.

Step 2: Take an IPA (ISO propyl alcohol) dipped cleaning swab & move the swab in head as shown in below picture.

8.5 Printhead replacement procedure

As the print head is the most important component of the printer, it is advisable to carry out the recommended cleaning procedures in order to always guarantee maximum quality and the longest possible service life.

However, after a certain period the print head may become worn and then must be replaced.

9 Options

9.1 Smart card chip encoding (Contact and Contactless)

The smart card chip encoder is an optional module for the XID-M series that enables the encoding of contact and contactless smart cards.

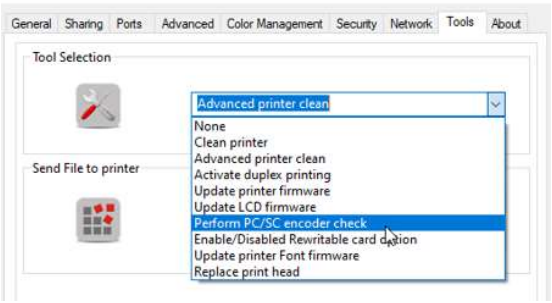
Available chip encoding modules and related functionalities:

Dual Interface Encoder Module	Code

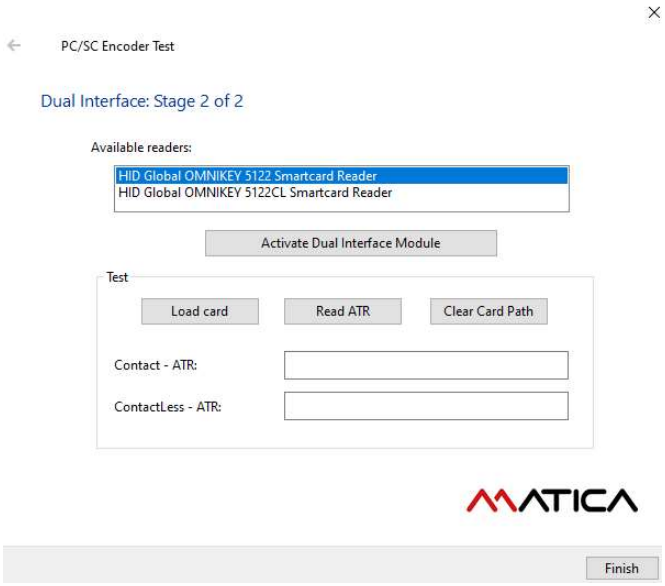
Note: Install the module according to the instructions contained in the package.
Make sure the module has been installed in the printer before running functionality tests.

9.1.2 Use of PC/SC encoder wizard to test dual interface encoder.

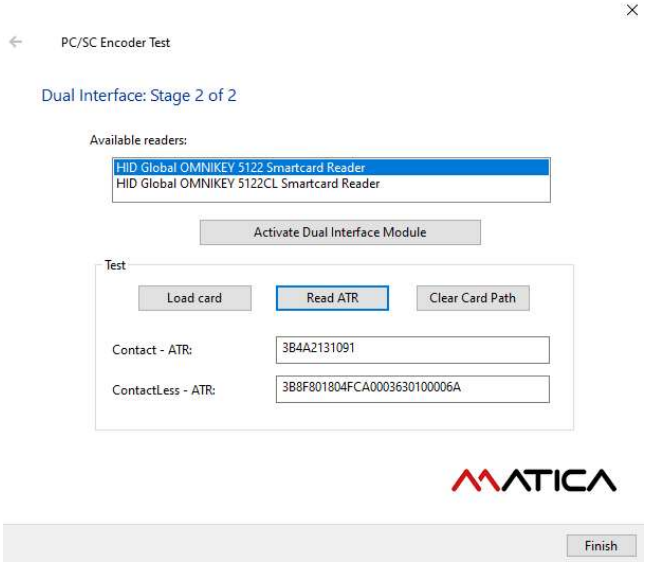
1. To run a functionality check, go to **Printer Properties** > **Tools** > **Perform PC/SC encoder check** and click **OK**.



2. In stage 2 of the wizard, click **Activate Dual Interface Module** and insert the dual interface smart card into feeder.



3. To perform the test, click **Load card** and wait for the card to move to the encoding position, then click **Read ATR**. The software will read and display the card's ATR once the test has been completed successfully.



9.2 Magnetic stripe encoding

A magnetic stripe encoder is available as a factory-fitted optional module for the printers. It enables the encoding of HICO and LOCO magnetic stripe cards.

9.2.1 Configuration

Before proceeding with configuration ensure the printer is turned on and connected to your computer via USB, refer to chapter 7.5 of this document for magnetic stripe encoding settings and the **Mag encoding** tool tab.

Sample encoding format in the document for default setting:

Layout test for sending data to track 1: ~**1:**ABCDEFGHIJKL1234**;**

Layout test for sending data to track 2*:* ~**2:**123456789456789999**;**

Layout test for sending data to track 3*:* ***~3:****123456*789342567***;***

9.3 E-locks and manual locks

E-lock and manual lock options are available for specific variants of printers.

10 Ribbons and cleaning kits

chromXpert Consumables

Part Nos	Description	Yield (Prints/roll)
PR24005109	ChromXpert XID-M YMCK colour	700
PR24005219	ChromXpert XID-M retransfer film	700

Each Matica ribbon has an RFID tag with ribbon identification data that enables the printer to configure all the counting and optimization parameters and procedures.

It is strongly suggested to exclusively use original ChromXpert Matica ribbons. The use of non-original accessories could damage the product and therefore void the factory warranty.

www.maticacorp.com