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# DURACARD ID 300

CARD PRINTER

**USER GUIDE**



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All the information contained in this document is subject to change without prior notice.

DURACARD ID 300 cannot be held liable for any errors that may be found in this manual, or for any loss or damage arising accidentally or as a result of dissemination or use of this manual.

## RECYCLING END-OF-LIFE PRODUCTS

The manufacture of the equipment that you have purchased required the extraction and use of natural resources. This equipment may contain materials that are hazardous to health and the environment.

To prevent the dispersal of such materials into our environment and reduce pressure on our natural resources, we recommend that you use existing collection systems. These systems will re-use or recycle most of the materials in your end-of-life equipment in an appropriate way.



■ The crossed-out dustbin symbol on your device is a reminder to use these systems.

If you need further information on collection, re-use or recycling systems, contact your local or regional waste management body.

## ABOUT YOUR NEW PRINTER

Using your new DURACARD ID 300 printer, you will be able to create a wide variety of high-quality cards and personalized badges which can be printed in various thicknesses, colors and styles. This printer uses consumables and accessories that are available from your DURABLE reseller. For further details, visit our website [www.durable.eu](http://www.durable.eu)

This user guide has been developed for the DURACARD ID 300 machine.

## REGISTRATION

Please register online at [www.durable.eu](http://www.durable.eu) to receive driver updates.

## GETTING STARTED

The purpose of this user guide is to support you, step by step, in discovering your printer and how it works. Take some time to read it in order to better understand your printer and its features, and to save time during installation and use.

## CONTENTS

The bookmarks found in the left-hand menu of your screen can be used to navigate between the various sections in this user guide.

## ICONS

The following icons are used in this manual and on the printer to highlight important information:



**Information providing further details or depth about certain points in the main text.**



**Indicates that failing to take the recommended action is liable to damage your printer.**



**This symbol links to the DURABLE Print Center, accessible from your computer, which you can use to administer and manage your printer and change its settings.**



**Read closely the User Guide**

# Getting Started

## 1-1 UNPACKING

Your printer is supplied with several accessories that we ask you to look at closely. This list may vary depending on your location.

The printer is shipped in special packaging designed to prevent any damage in transit. If you notice any visible damage, do not hesitate to contact the carrier and immediately inform your DURABLE reseller, who will tell you the procedure to follow.

We have paid particular attention to the quality of the packaging for DURACARD ID 300 printer.

We ask that you keep this packaging somewhere clean and dry.



**You will be asked for the full original packaging (outer box, chocks, and protective bags) in the event that the printer is returned. If the printer is returned without its original packaging and components are damaged in transit, DURABLE will no longer be responsible for the DURACARD ID 300. You will be charged for new packaging for shipping the printer back to you.**

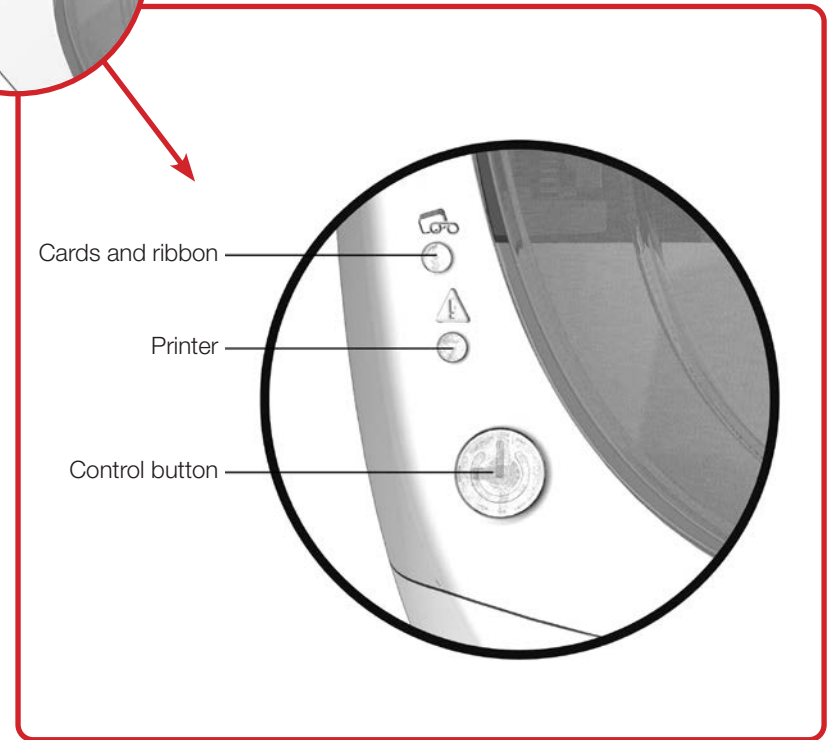
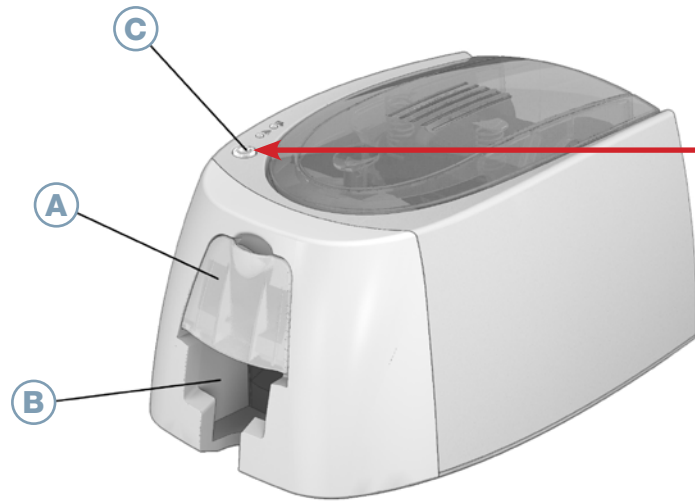
### Accessories supplied with your printer:

- Power supply unit – CWT type KPL-065M-VI or FSP060-RAAK3
- Mains power cable.
- USB cable.
- Installation CD-ROM including:
  - The driver for Macs
  - DURABLE Printer Suite for Windows™ and the driver for Windows™
  - DURABLE Name Badges leaflet
- A consumables kit made up of a color ribbon and PVC cards



**If any of these components is missing, please contact the DURABLE Hotline. Only use the power supply unit provided with your DURACARD ID 300 printer (CWT type KPL-065M-VI or FSP060-RAAK3). Only use the USB cable supplied with your DURACARD ID 300 printer.**

## 1-2 DESCRIPTION OF THE PRINTER AND ITS FUNCTIONS

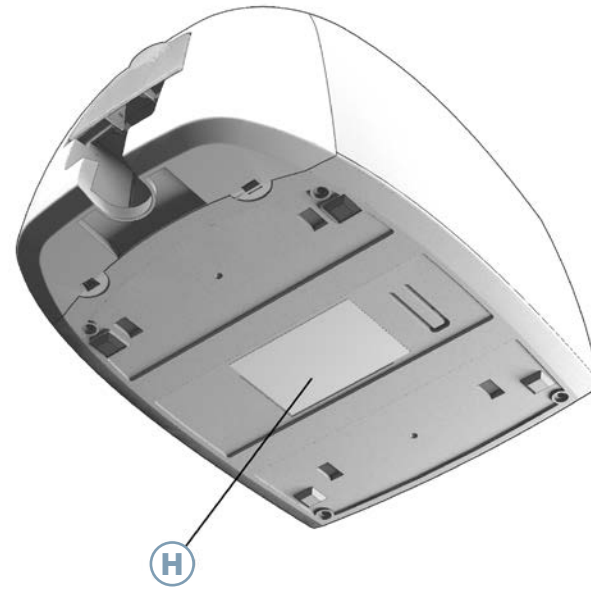


- A** - Card feeder
- B** - Output hopper
- C** - Control panel

- D** - USB port
- E** - Power cable socket
- F** - Kensington lock



G - Thermal print head



H - Serial number label



The machine should always be disconnected from the power supply (unplugged) before any work is carried out on it.

## 1-3 INSTALLATION



The DURACARD ID 300 printer must be placed in a dry location, protected from dust and drafts but well-ventilated. Take care to keep your printer on a flat, sturdy surface able to bear its weight.

### 1-3A CONNECTING THE PRINTER

#### Connection to the power supply



**The printer must be connected to a properly protected and earthed electrical installation.**

**FI: Laitte on liitettävä suojamaadoitus koskettimilla varustettuun pistorasiaan.**

**NO: Apparatet må tilkoples jordet stikkontakt.**

**DK: Printeren skal tilsluttes til en korrekt beskyttet og jordforbundet el-installtion.**

- 1 Connect the power cable to the power supply unit, then plug the power cable connector into the printer.
- 2 Next, plug the end of the power cable into an earthed power socket.
- 3 The printer is powered on: the control panel lights up showing the printer is working properly. If the control panel does not light up, then either the installation has not been carried out correctly or the printer is not working properly. Check the installation.





Before attempting any maintenance, always ensure that the power cable is unplugged. For your personal safety, ensure that the cable and power supply unit remain easy to access, especially in the event of an emergency.



To save energy, the printer will automatically switch itself to standby mode after 10 minutes of inactivity. The standby times can be configured in the DURABLE Print Center. In standby mode sending a print request restarts the printer, and briefly pressing the control button (for 1 second) takes the printer out of hibernation mode.

## Connecting the USB cable



Under no circumstances should you connect the USB data cable before the installation of the driver is complete.

Refer to the section on driver installation for further details, and follow the instructions carefully.

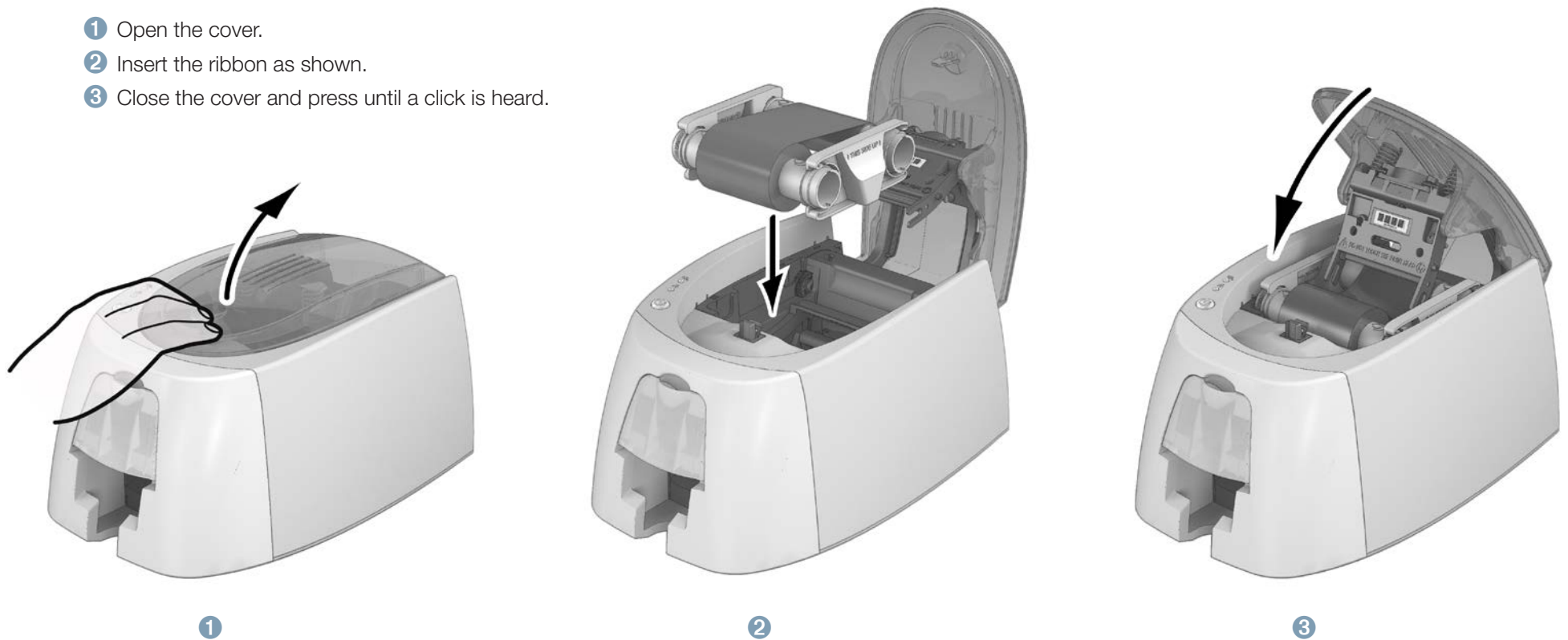


## 1-3B RIBBONS

DURABLE original ribbons optimize your printer's operation and avoid causing damage to it. Ribbons from other suppliers are not compatible with your printer. Their use is liable to damage your printer and voids the manufacturer's guarantee for the printer.

### Fitting the ribbon

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



The printer automatically recognizes the ribbon inserted.

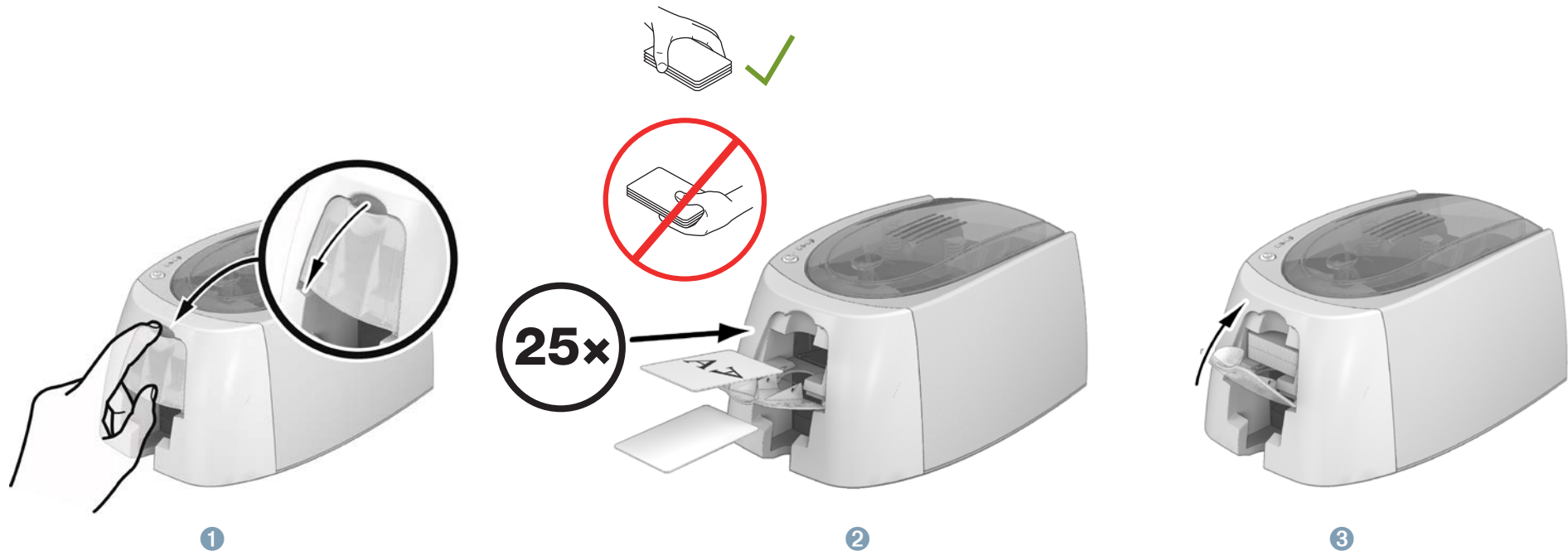
## 1-3C CARDS



For optimum quality, the cards used must be ISO 7810 ID-1 (CR80) certified.  
Only use the card types recommended for DURACARD ID 300.  
Avoid touching the printable surface of the cards in order to preserve print quality.  
Do not use cards that have been damaged, folded, embossed or dropped on the floor.  
Keep your cards protected from dust.

### Loading the cards

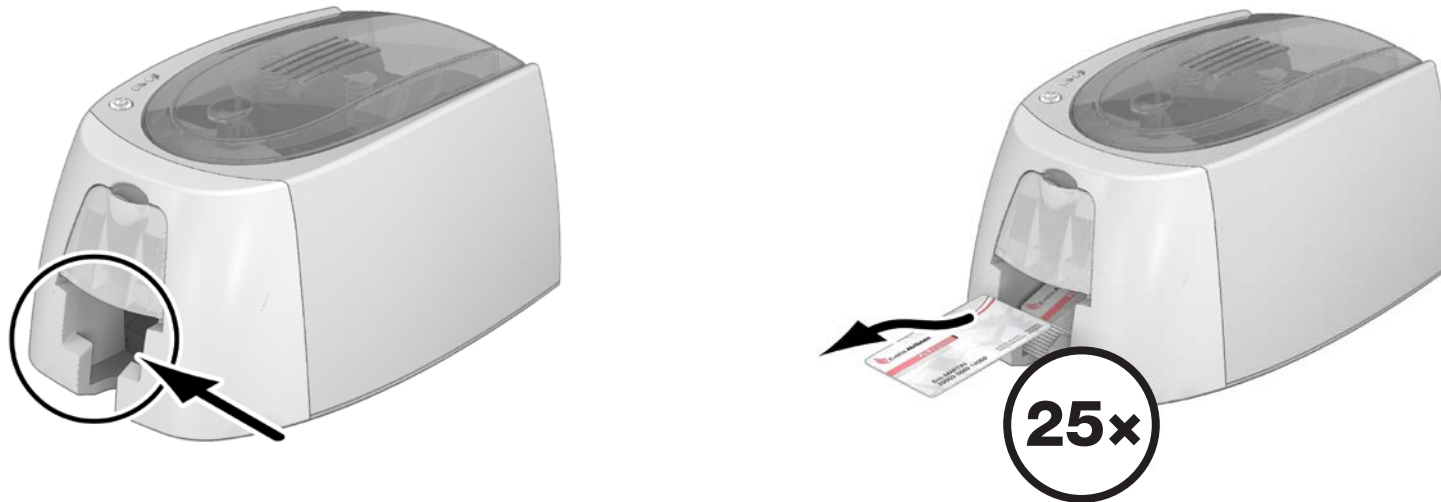
- 1 Open the card feeder.
- 2 Insert the cards, 25 cards maximum (0.76 mm thick) or 40 cards maximum (0.5 mm thick).  
Hold and insert the cards as illustrated in the diagram.
- 3 Close the feeder.



**DURACARD ID300 is designed to print solely on PVC plastic cards in CR80 format. This is the same format as a credit card and the dimensions are: 85.6x54 mm. Under no circumstances should you attempt to print on paper or any other material.**

## Removing printed cards

Once the print cycle is complete, the cards are issued into the output hopper below the card feeder. This output hopper is designed to collect the printed cards. The printer is equipped with an output hopper with a maximum capacity of 25 cards that are 0.76 mm thick and 40 cards that are 0.50 mm thick.



**Please don't use the card twice with colour ribbon.**



**DURACARD ID 300 prints the bottom card from the output hopper. The printing will be done on the upward side.**

# Printing

## 2-1 INSTALLING THE DRIVER

New advanced functions automate printer configuration after the driver has been installed.

Your printer is delivered with a CD containing the drivers for Windows™ and Macintosh platforms.

To install a driver, insert the CD into your computer and select the driver menu. A program will guide you through the entire installation process.

# 2



**Do not connect your USB cable to your computer until prompted to do so by the installation program. For more information on the connection procedure, see the section on Connecting the Printer.**



**Follow the installation procedure scrupulously. All versions of Windows™ require the user to have administrator rights to install the driver.**



**Installing the driver requires the installation of the DURABLE Print Center by default. This will help you to configure your machine.**

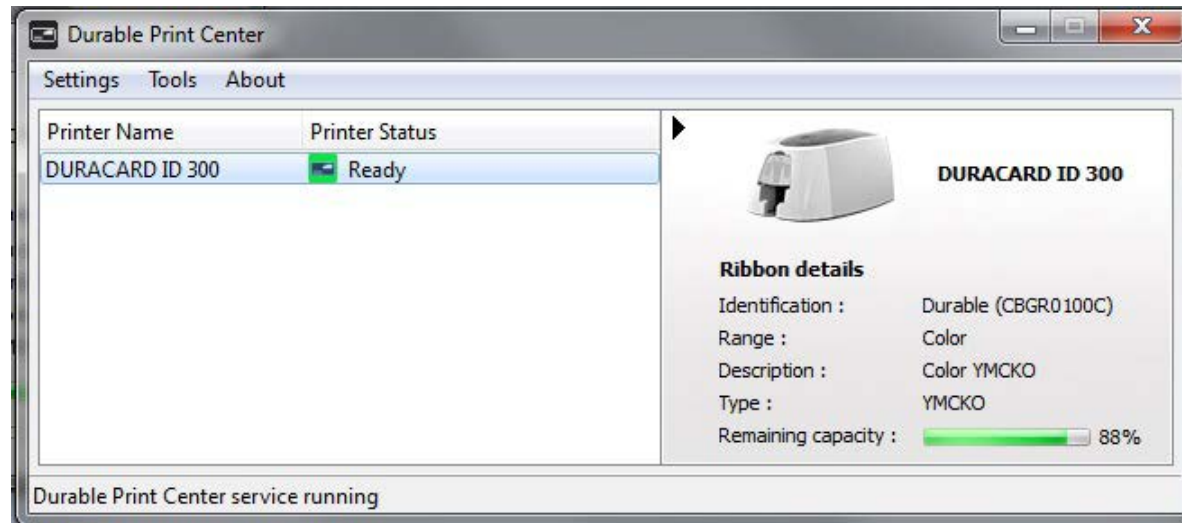
## 2-2 MANAGING THE PRINT SETTINGS IN WINDOWS™

Once the ribbon is installed, your DURACARD ID 300 printer will configure itself automatically.

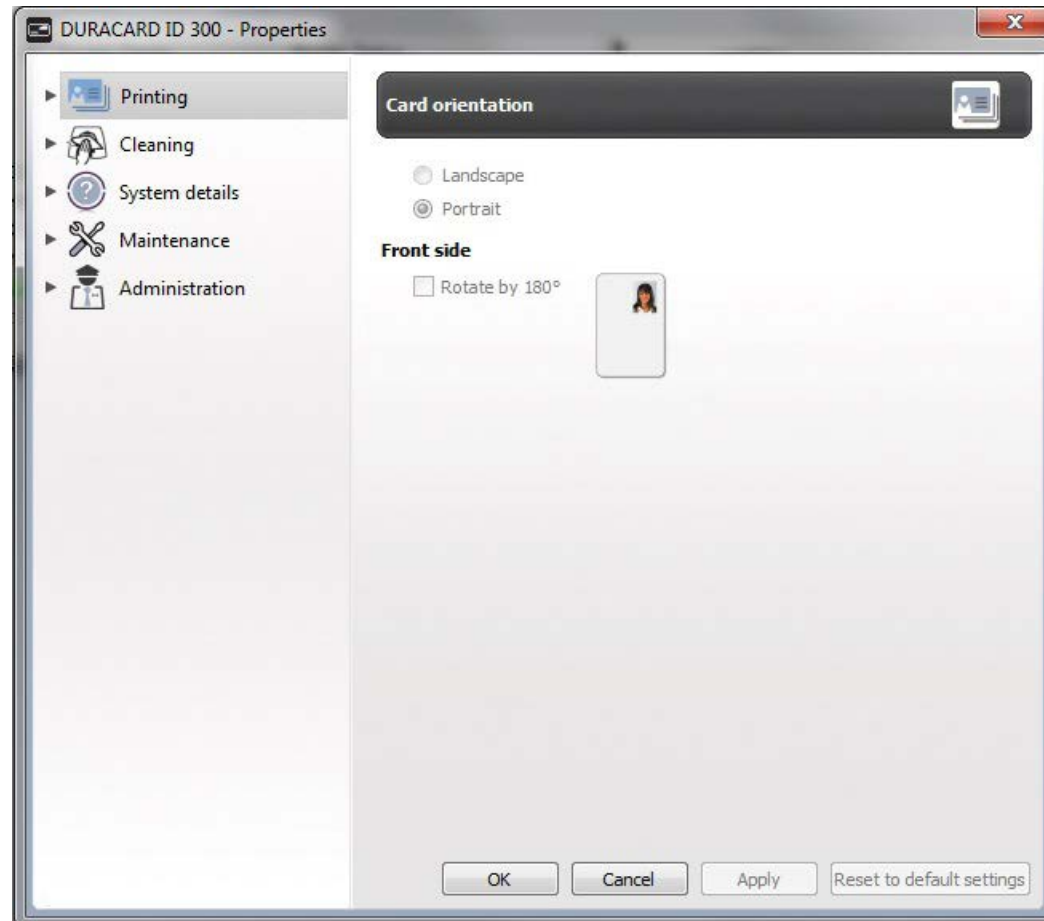
A graphic application called DURABLE Print Center is available to help you change certain predefined settings, if needed.

To access this application:

- From the **Start** button on the bottom left of your screen in the Windows™ task bar, select **All programs, DURABLE Card Printer, DURABLE Printer Suite, DURABLE Print Center**.



- Select the desired printer.
- Right-click on the printer name, then select Properties to access the configuration space, or double-click on the printer name.



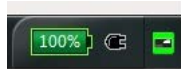
Pay attention to the settings defined under the driver Properties settings and do not hesitate to contact the DURABLE Hotline for any advice and assistance required before making any changes.

## 2-3 NOTIFICATION OF MESSAGES AND WARNINGS

Through visual notifications on the computer, the DURABLE Print Center provides information about the printer, and alerts you when your attention is required. There are several types of message:

- Messages and alerts associated with the ribbons, their compatibility with your printer, and the nature of your print requests.
- Alerts about problems which have stopped the printer.

When the **DURABLE Print Center** is active, a small icon is displayed in the bar on the bottom right of your screen:






The color of the icon varies according to the status of the printer:

- **Green:** Printer ready
- **Orange:** Information message issued – printing stopped
- **Red:** Warning message issued – printing stopped
- **Grey:** Printer in hibernation mode, disconnected, or communication interrupted.

When a notification is issued, it is displayed in a window of the following type (see below):



Depending on the type of message, you can either:

-  Get additional help via DURABLE Hotline.
-  Interrupt the print task.
-  Restart the task.

The DURABLE Print Center can be disabled by right-clicking on the icon in the status bar.



**Interrupting the DURABLE Print Center service is only recommended if there is a conflict with other applications installed on your computer. The DURABLE Print Center is the best way of monitoring your printer effectively from your workstation.**

# Help

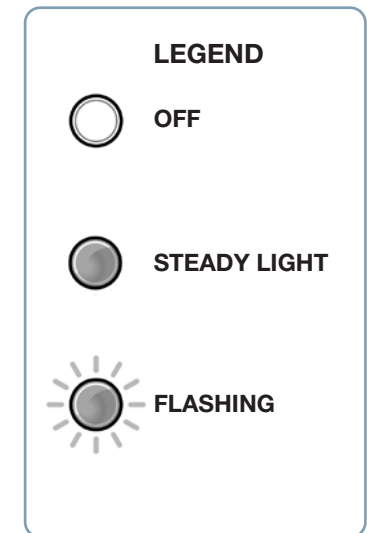
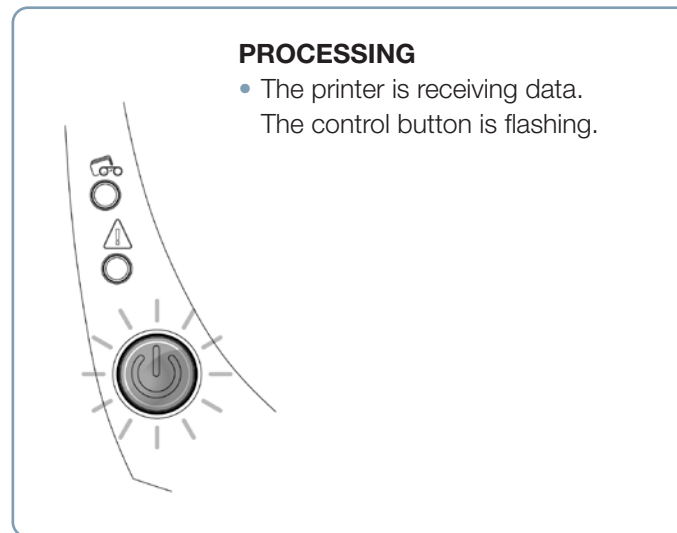
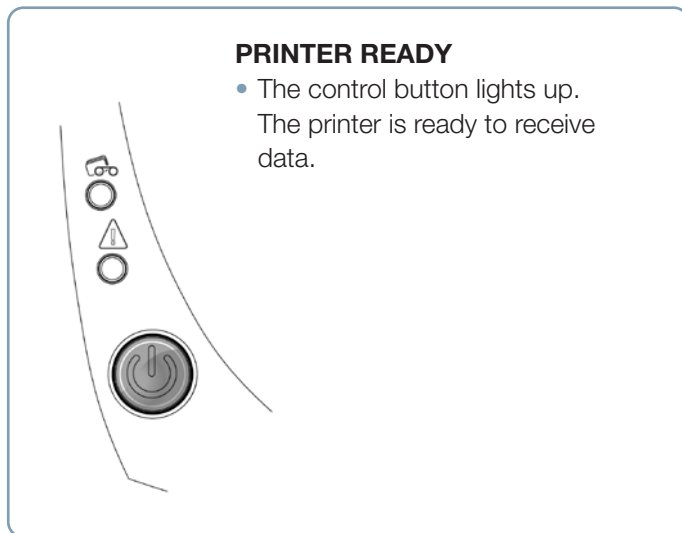
This section provides a number of suggestions for identifying problems that may arise when using your printer. If you do not manage to solve your problem, this section also explains how to contact DURABLE technical support.

## 3-1 WARNINGS AND DIAGNOSIS

Although the DURACARD ID 300 printer was designed to work independently, keeping user involvement to a minimum, it may nonetheless prove useful to gain some familiarity with the main warnings.

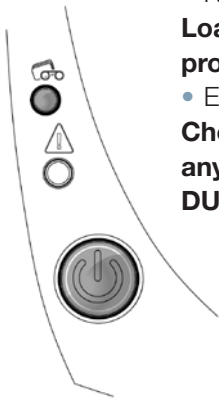
### 3-1A CONTROL PANEL WARNINGS

Cf. **section 1 – Description of the Printer and its Functions** for further details about the control panel.





## The control button and the card/ribbon warning lights are lit




**CARDS**

- No cards in the card feeder.
- Error loading cards.

**Load cards into the feeder – the process starts again.**

**Check the cards are loaded. For any other problems, contact the DURABLE Hotline.**






**RIBBON**

- No ribbon in the printer.
- End of ribbon.
- The ribbon is not correctly fitted.
- The ribbon is torn.
- The ribbon is not recognized.

**Check the condition of the ribbon in the printer. If you have a print job in progress, this restarts with a new card.**

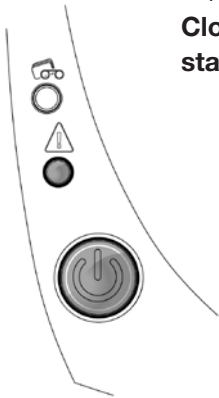
**LEGEND**

-  OFF
-  STEADY LIGHT
-  FLASHING



For optimum use of your printer, we advise you to use the recommended ribbons and cards.

## The control button and the printer warning lights are lit



**PRINTER COVER OPEN**

- The printer cover is open.




**Close the cover again. The printer starts up.**

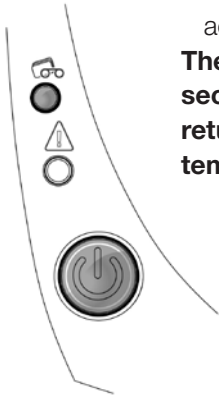
**MECHANICAL ERROR**

- Card jammed in the printer.
- Mechanical component fault.

**Open the cover and hold down the pushbutton in order to eject the jammed card. For more details, refer to section 3-3b. If the problem persists, contact the DURABLE Hotline.**

**LEGEND**

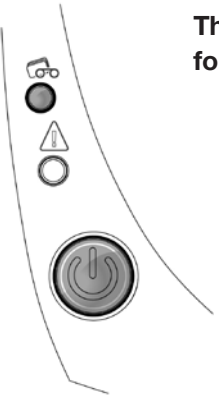
-  OFF
-  STEADY LIGHT
-  FLASHING



**COOLING MODE**

- The cooling system has been activated.

**The printer pauses for a few seconds and restarts once it has returned to its normal operating temperature.**



**FIRMWARE UPDATE**

- The printer is updating its Firmware.

**The printer is operational again following the update.**

## 3-2 DIAGNOSIS HELP

In this section, you will find all the information you need to carry out a few simple checks that you may be asked to run when you contact technical support.

### 3-2A PRINTING A TECHNICAL TEST CARD

We recommend that you print a technical test card to ensure that your printer is working properly. This card shows various technical information concerning the machine (serial number, firmware, print head, etc.).

#### Printing a technical test card

- 1 Wait for any current print jobs to finish.
- 2 Check that there is a ribbon and card in the printer.
- 3 Press the control button for four seconds. All the warning lights go out.
- 4 Press and hold down the control button again.
- 5 The control button light comes on.
- 6 Release the control button once the light flashes.
- 7 The technical test card is printed.
- 8 The printed card is ejected into the output hopper.



Printing the technical test card can also be launched from the DURABLE Print Center. To do this, open the DURABLE Print Center, double-click on your printer or right-click on „Properties“ and go to „System details“ then „Testing cards.“

## 3-2B PRINTING A GRAPHIC TEST CARD

The graphic test card is used to check the print quality in color or monochrome, the absence of any offsets, and whether the ribbon is synchronized correctly.

To print the graphic test card, check first of all that a ribbon and card are present in the printer.

Go to the **DURABLE Print Center**, select **System details**, and click on the **Testing cards** tab. Then click on the **Graphical test card** button. The card is printed and the printed card is ejected into the output hopper.



Printing the graphic test card can only be launched from the DURABLE Print Center. To do this, open the DURABLE Print Center, double-click on your printer or right-click on „Properties“ and go to „System details“ then „Testing cards.“

## 3-2C IDENTIFYING INSTALLED SOFTWARE VERSIONS

You can directly identify the system versions installed (driver, setup, etc.):

- 1 From the DURABLE Print Center, double-click on the printer name to access its **Properties**.
- 2 Click on **System details**, then **System details**.

## 3-3 TROUBLESHOOTING



Do not attempt to use tools or other items to repair your printer in the event of problems. You risk causing irreparable damage.

### 3-3A PRINTING PROBLEMS

#### Printing won't launch

**1 Check the driver**

Check that there is a driver for your printer in the system parameters.  
Check that the printer is selected as the default printer.

**2 Check the printer's power supply**

Check that the power cable is correctly connected to the printer and to a working electrical socket.  
Check that the printer is on and that the control button is lit.  
Make sure you are using the power supply unit supplied with the printer.

**3 Check the USB cable**

Check that the printer is connected to your computer via the USB cable.

**4 Check the ribbon**

Check that the ribbon is fitted correctly and that the cover is closed.

**5 Check the cards**

Check that there are cards in the card feeder.  
Check that no cards are jammed in the printer.

**6 Print a test card**

See elsewhere in this section for the procedure to be followed.

#### Nothing is printed on the card

**1 Check the ribbon**

Check that the ribbon is not finished or damaged. Replace it or re-install it if necessary.

**2 The print head may be damaged**

Print a test card. If the test card does not print, contact the DURABLE Hotline or visit the website [www.durable.eu](http://www.durable.eu)

## Poor print quality

### Small blemishes on the card



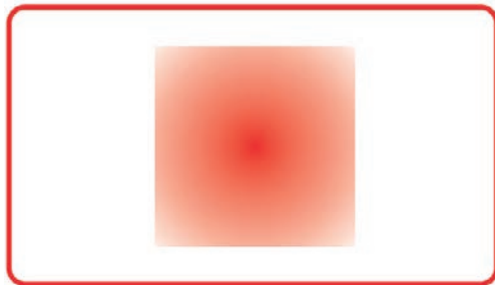
- **The card surface may be dirty.**  
Check that your cards are perfectly clean.  
Use new cards.

### Horizontal white lines



- **The ribbon is not correctly fitted.**  
Check that there are no wrinkles on the ribbon surface.

### Blurred image



- **The ribbon is not correctly fitted.**  
Check that the ribbon is correctly positioned in the printer.
- **Poor ribbon synchronization.**  
Open and close the printer cover to synchronize the ribbon.
- **Use of incompatible cards.**  
Check that the cards used match the specifications.



We recommend that you obtain your cards from a **DURABLE** reseller.  
Use of cards from a different brand is liable to adversely affect print quality and/or damage the print head.

## Partial or incorrect printing

### 1 Check the print settings

Check that no area of the card design to be printed is outside the print margins.

Check the document orientation (portrait or landscape) in the DURABLE Print Center configuration.

### 2 Check the interface cable

If irregular characters are printed, check that you are using the USB cable supplied with your printer.

Check the connection between the computer and the printer.

Try using another cable of the same type.

### 3 Check that the cards are clean

Keep your cards protected from dust.

### 4 Check the ribbon

Check that the ribbon is fitted correctly.

Check that the ribbon spools freely.

### 5 Check the print head

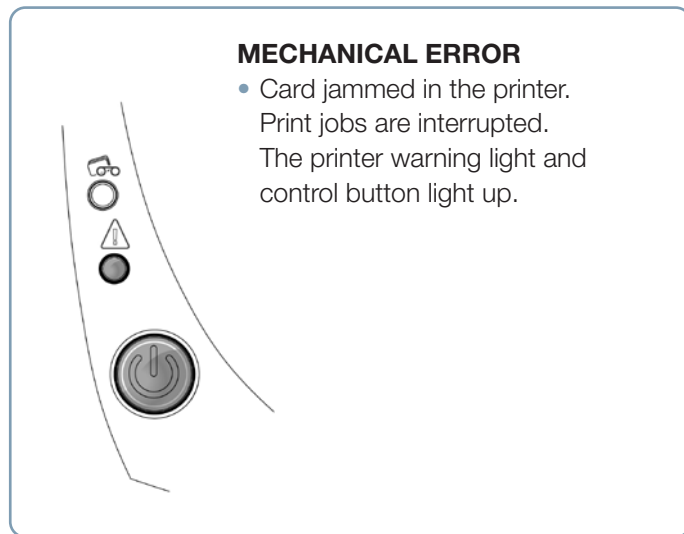
Should horizontal straight lines appear on printed cards, it is likely that the print head is dirty or damaged.

Refer to the sections on printer servicing.

If the problem persists, contact the DURABLE Hotline or visit the website [www.durable.eu](http://www.durable.eu)

### 3-3B FREEING JAMMED CARDS

Control panel displays:



**Do not turn your printer off, as this cancels pending print jobs in the printer's memory.**

#### Remove the card as follows:

- 1 Open the printer cover and remove the ribbon.
- 2 Press the control button to turn the card transport rollers. If the card is still stuck inside the printer, slide it manually towards the printer output. If there is more than one card, always push the top one first.
- 3 Replace the ribbon, then close the printer cover.

#### To prevent card jams:

- 1 Check that the thickness of the cards used matches the specifications set out in Appendix A „Technical Specifications“ in this manual.
- 2 Check that the cards are flat. Keep them in a horizontal position.
- 3 Check that the cards are not stuck together. Shuffle the cards before loading them.



## 3-3C UPDATING THE FIRMWARE

### In Windows™

Updating the firmware is a simple operation but one which, if not properly completed, can result in your printer breaking down.



**The firmware update can be carried out from the DURABLE Print Center. To do this, go to your printer properties, then select Maintenance, then Firmware update.**

**If any problems arise while updating the firmware with DURABLE Print Center, updates can be downloaded from the website [www.durable.eu](http://www.durable.eu):**

- 1 Go to **Drivers & Support**, then select your printer model, and click on the **Drivers & Firmware** link.
- 2 Then click on the file for the corresponding firmware.
- 3 Accept the download then save the file in a directory on your hard drive. The file is stored compressed as a zip file. You will need to extract it.
- 4 Then double-click on the file in the directory in order to run the firmware installation program.
- 5 When prompted by the program, follow the instructions in order to select the printer and start the operation. The firmware download is in progress.
- 6 After about thirty seconds, the firmware has transferred to the printer and the operation is complete.
- 7 If the printer is not showing a **“READY”** status, this means that the update has not been carried out correctly or, possibly, that the printer is not working properly. Check the connection cables and run a new update.

The update is complete, and your equipment is ready for use.



**Never interrupt the transfer between computer and printer during the download phase (powering off the printer or computer, unplugging a cable). This would result in a complete inability to restart the printer. Should such an incident occur, please contact the DURABLE Hotline.**

## For Mac

Updating the firmware is a simple operation but one which, if not properly completed, can result in your printer breaking down.

### Updates can be downloaded from the website [www.durable.eu](http://www.durable.eu):

- 1 Go to **Drivers & Support**, then select your printer model, and click on the **Drivers & Firmware** link.
- 2 Then click on the file for the corresponding firmware.
- 3 Accept the download then save the file in a directory on your hard drive.
- 4 Then go to System Preferences, Print & Scan, DURABLE, Options & Supplies, Utility, and click on Open Printer Utility. The DURABLE Card Printer window will open. All you need to do is click on Upgrade. Select the folder where you extracted the downloaded file and open the firmware file (.firm).
- 5 When prompted by the program, follow the instructions in order to select the printer and start the operation. The firmware download is in progress.
- 6 After about thirty seconds, the firmware has transferred to the printer and the operation is complete.
- 7 If the printer is not showing a **“READY”** status, this means that the update has not been carried out correctly or, possibly, that the printer is not working properly. Check the connection cables and run a new update.

The update is complete, and your equipment is ready for use.



**Never interrupt the transfer between computer and printer during the download phase (powering off the printer or computer, unplugging a cable). This would result in a complete inability to restart the printer. Should such an incident occur, please contact the DURABLE Hotline.**

## 3-3E UPDATING THE DRIVER

Updating the driver is a task that is required in order to fix malfunctions or gain the benefit of new options.

**Updates can be downloaded from the website [www.durable.eu](http://www.durable.eu):**

- 1 Go to **Drivers & Support**, then select your printer model, and click on the **Drivers & Firmware** link.
- 2 Then click on the file for the driver corresponding to your operating system.
- 3 Accept the download then save the file in a directory on your hard drive. If the file stored is compressed in zip format, then it will have to be extracted.
- 4 Windows™ users should double-click on the **Setup\_Durable\_Printer\_Suite.exe** file that you have just downloaded in order to run the installation program.  
Mac users should double-click on the file **DurableCardPrinter.pkg**



**For more details about the procedure, please see the Installing the Driver section.**

## 3-4 TECHNICAL SUPPORT

If you are having difficulties configuring and using your printer, read this manual carefully.

For any unresolved technical problems and to help you with daily tasks, we provide a dedicated website: [www.durable.eu](http://www.durable.eu) or the DURABLE Hotline.

You may need to provide the following information:

- ① Your printer model and serial number
- ② The configuration and operating system that you are using
- ③ A description of the incident that occurred
- ④ A description of the steps that you took to resolve the problem

The DURABLE website also provides driver updates, FAQs\*, educational videos and general information.

\*FAQs: Frequently Asked Questions

## DURABLE HOTLINE

**01202 89 70 71**

## E-MAIL:

**[duracard.service@durable.de](mailto:duracard.service@durable.de)**

# Appendix

## SPECIFICATIONS

This section presents your printer's specifications.

# A

<b>PRINT AREA</b>	Edge-to-edge printing
<b>PRINT SPEED</b>	
• YMCKO color	38 s per card (95 cards an hour)
• Monochrome (K)	11 s per card (240 cards an hour)
<b>BADGE CUSTOMIZATION SOFTWARE</b>	DURAPRINT®

### PRINTING A TECHNICAL TEST CARD

- Color sublimation and monochrome thermal transfer
- Print resolution: 260x300 dpi
- 16 million colors
- 16 MB RAM

### CARD MANAGEMENT AND SPECIFICATIONS

- Feeder capacity: 25 cards (0.76 mm – 30 mil)/40 cards (0.5 mm – 20 mil)
- Output hopper capacity: 25 cards (0.76 mm – 30 mil)/40 cards (0.5 mm – 20 mil)
- Card thickness: 0.5 to 0.76 mm (20 to 30 mil), no adjustment gauge
- Card type: PVC and composite PVC cards, PET, ABS1 and special clear overlaid cards<sup>1</sup>
- Card format: ISO 7810 ID-1 (53,98x85,6 mm)



<sup>1</sup> In special conditions

## RIBBONS

To maximize the quality and lifetime of the printed cards, the service life of your print head and the overall reliability of your printer, use the recommended ribbons.

- Recognition and automatic configuration
- Ribbon inserted in a cassette to make handling easier
- Graphic notification of the ribbon level
- Ribbon:
  - YMCKO: 100 prints/roll
  - Monochrome ribbons: 500 prints/roll

## PORTS/CONNECTIVITY

- USB 1.1 (2.0 and 3.0 compatible)

## DISPLAY

- LEDs
- Graphic printer notifications<sup>1</sup>:
  - Feeder empty
  - Ribbon nearly finished/finished warning
  - Etc.

<sup>1</sup> Depends on your operating system, not available for Mac.

## SOFTWARE

- Supplied with DURABLE Printer Suite for Windows™:
  - Driver
  - DURABLE Print Center for administering, managing, and configuring the printer
  - DURABLE Print Center for two-way graphic notification<sup>2</sup>
  - Compatible with Windows™: XP SP3, Vista, 7 & 8 (32 & 64 bits)<sup>3</sup>

<sup>2</sup> Requires .net 4.0 client profile version

<sup>3</sup> For the oldest versions of Windows™, by request only.

## **DIMENSIONS AND WEIGHT**

- Dimensions (H x W x L): 147 x 200 x 276 mm
- Weight: 1.7 kg

## **ACOUSTICS (TESTED IN ACCORDANCE WITH ISO STANDARD 7779)**

Acoustic pressure on supporting workstations LpAm (YMCKO color mode)

- While in operation: below 60 dB (A)
- In standby mode: Background noise level

## **SECURITY**

- Space for Kensington® security lock

## **ECO-DESIGN AND CERTIFICATION**

- Standby mode and reduced power consumption

## **DECLARATION OF CONFORMITY**

- CE
- ROHS II
- I.S.M. band from 13.553 to 13.567 MHz, power emission result is less than 10 10dB $\mu$ A/m at 10 m

## **POWER SUPPLY**

- Power supply unit: 100-240 volts AC, 50-60 Hz, 1.7 A
- Printer: 24 volts DC, 2.7 A

## **ENVIRONMENT**

- Min./max. operating temperature: 15°/30° C (59°/86° F)
- Humidity: 20% to 65% non-condensing
- Min./max. storage temperature: -5°/+70° C (23°/158° F)
- Storage humidity: 20% to 70% non-condensing
- Ventilation while in operation: free air circulation