

Service Bulletin

Card Tipping Position / Grip Motor Adjustment, ExpressCard 2000 Document Number D998200258-10

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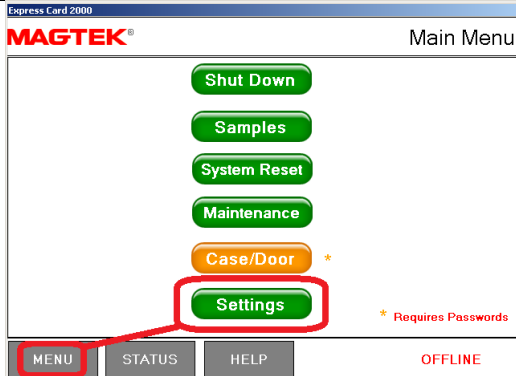
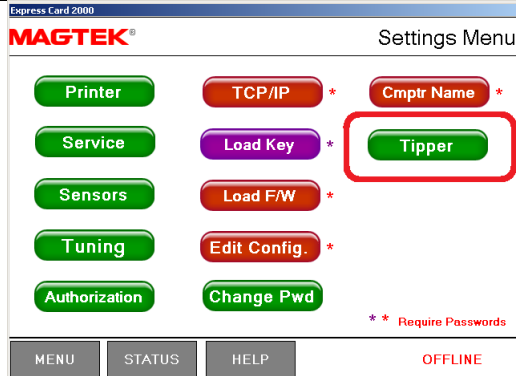
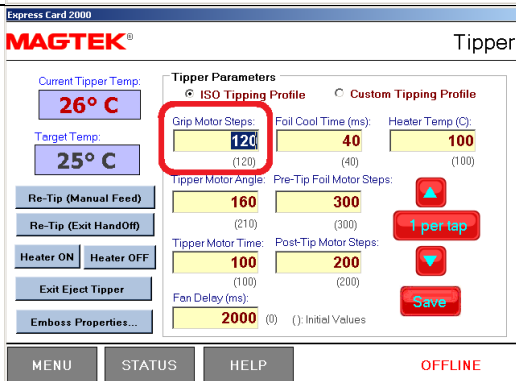
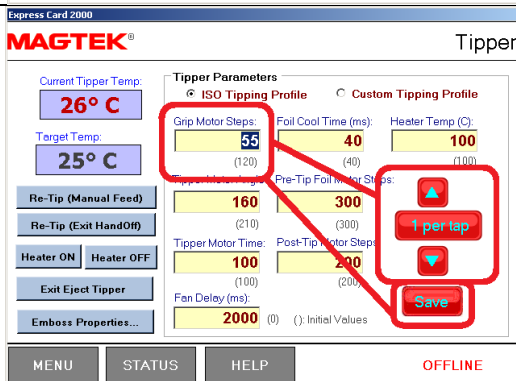
Table 1-1 - Revisions

Rev Number	Date	Notes
10	Apr 19, 2018	Initial Release

1 Introduction

Follow the steps in this service bulletin to change the Gripper Motor Steps setting on ExpressCard 2000 (EC2000) devices. This addresses some situations where cards fail to eject properly into the card output bin. This procedure changes the position where the EC2000 stops the card on the ramp before tipping, providing a more centered grip by the gripper roller.

2 Procedure

1) From the device touchscreen, select Menu > Settings.		2) Select Tipper.	
3) Select the number in the Grip Motor Steps field.		4) Use the 1 per tap and arrow buttons to change the setting to a starting point of 55, then press the Save button.	
5) Create a test card, using the customer design that has embossed text closest to the top of the card.		6) If the embossed text is not completely tipped, repeat these steps to adjust the Grip Motor Steps setting +1 at a time until the test succeeds.	