

EXPRESSCARD 1000 ANNUAL MAINTENANCE GUIDE

Component Identification



Figure 1



Figure 2



Figure 3

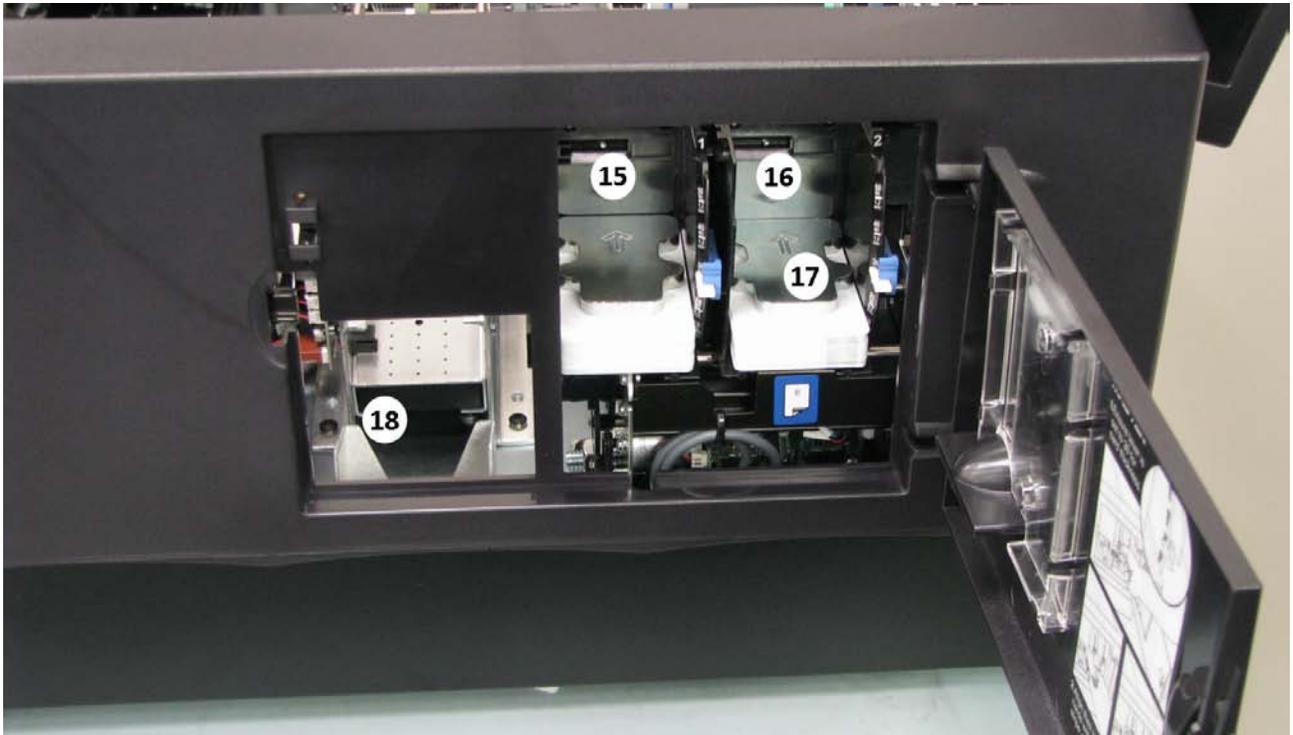


Figure 4

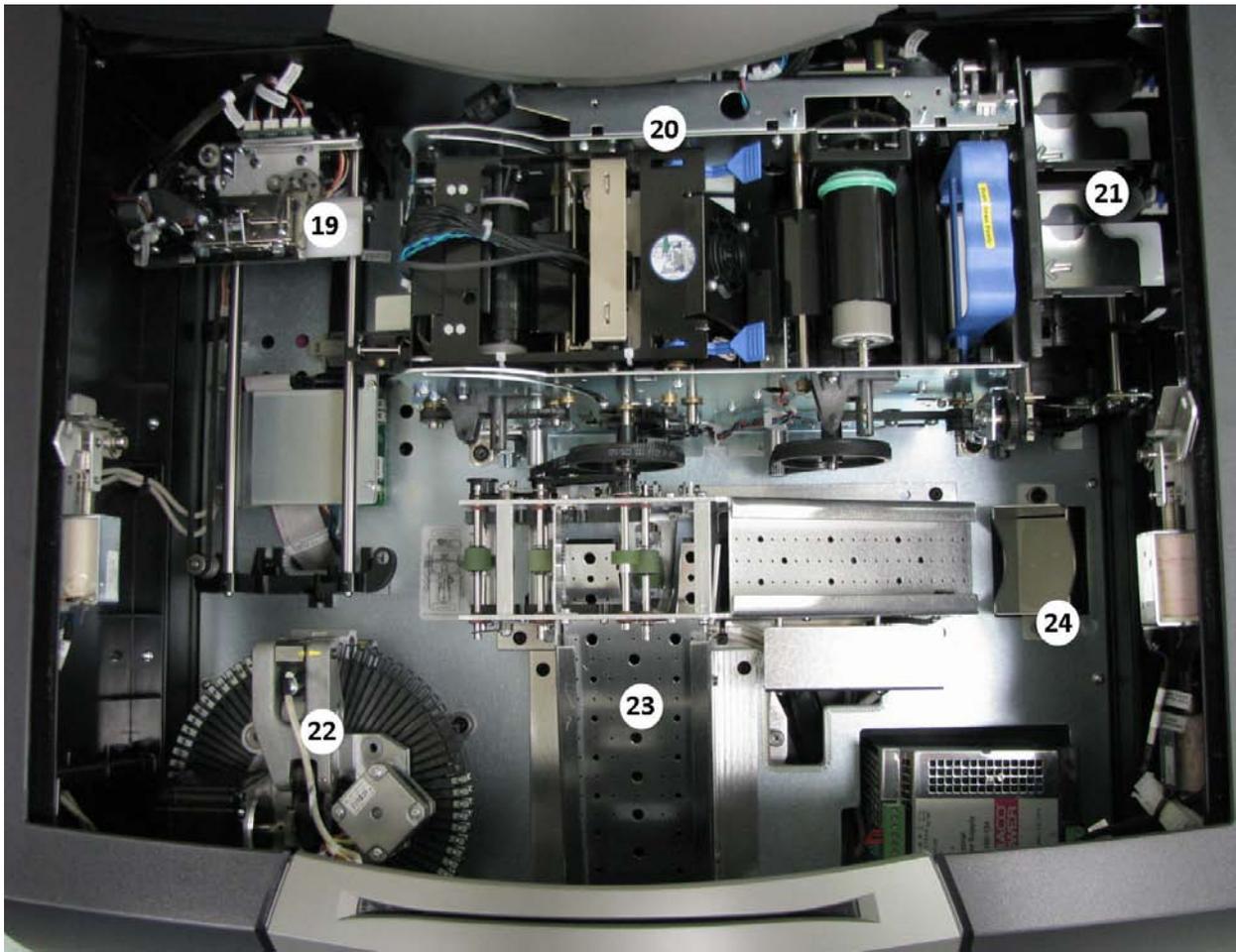


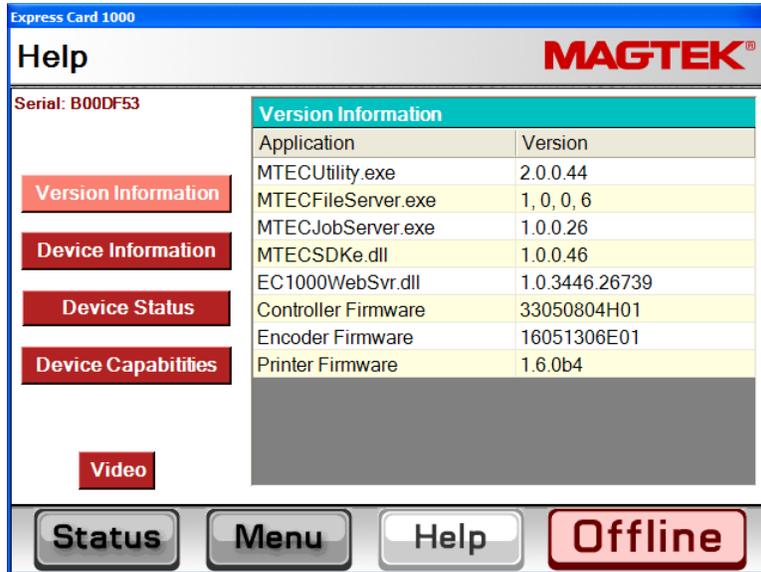
Figure 5

- | | |
|----------------------------------|---------------------------------|
| 1. LCD Touch Screen | 13. Card Access Door |
| 2. Card Eject Bin | 14. Exception Feed Slot |
| 3. Reset button (small pin hole) | 15. Card Hopper Number 1 |
| 4. Serial Number | 16. Card Hopper Number 2 |
| 5. Windows Product Key | 17. Card Weight |
| 6. Product Identification Tag | 18. Card Reject Bin (side view) |
| 7. Secure anchor point | 19. XY Transport |
| 8. Main power switch and plug | 20. Printer |
| 9. Ethernet Data port | 21. Card Hoppers |
| 10. Rear Cooling Fans | 22. Embosser |
| 11. Manual Swipe Rail (MSR) | 23. Card Exit Transport |
| 12. Cylindrical Lock (Top Cover) | 24. Card Reject Bin (top view) |

Software\Firmware:

To check the current software and firmware versions on the ExpressCard 1000 press the [Help] button at the bottom of any screen.

After the Help screen is displayed, press the [Version Information] button to display the current software and firmware installed on the unit, as shown in the figure below.



Note: The serial number of the unit is always shown in the upper left corner of the help screen.

Printer Hardware:

Cleaning Sensors

Use the included can of compressed air to clean the sensors indicated in figures 6 thru 8 below.

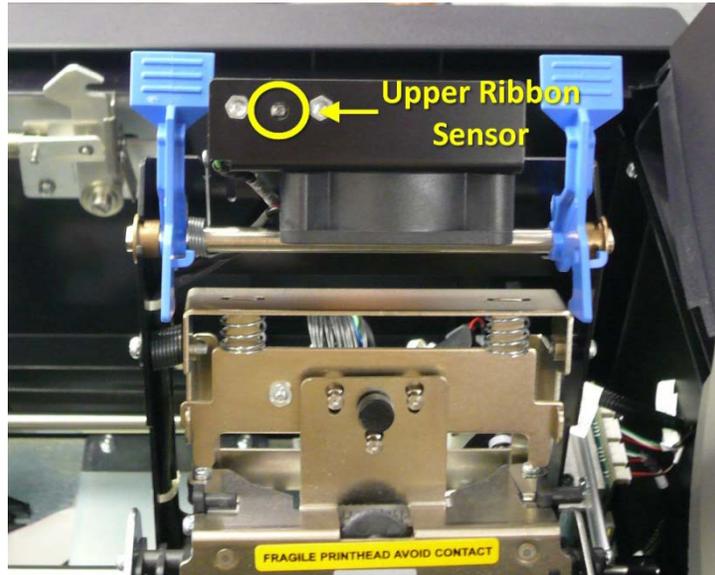


Figure 6

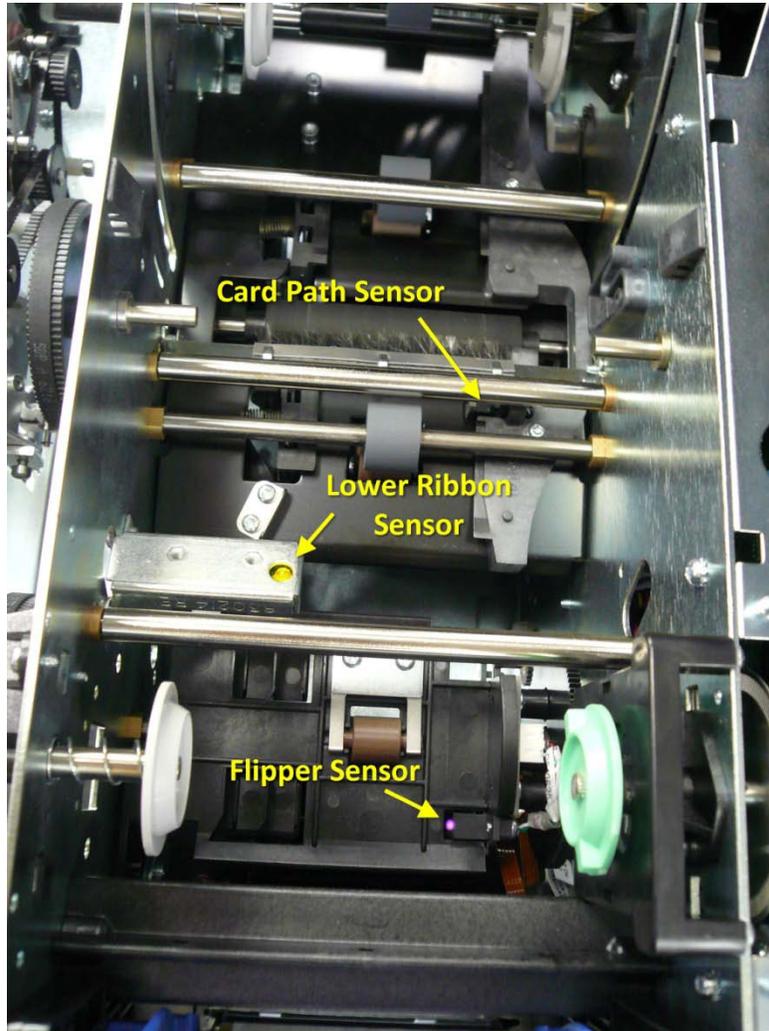


Figure 7

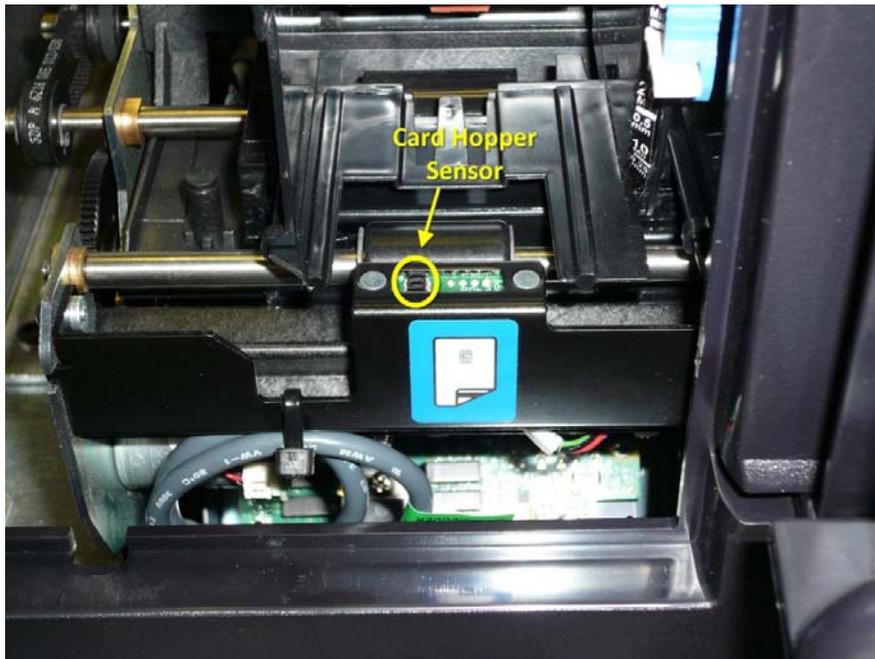


Figure 8

Print Head Cleaning

To clean the print head of the ExpressCard printer perform the following steps:

- 1) Open the ExpressCard 1000's top cover, and then open up the print head assembly.
- 2) Firmly wipe the print head cleaning pen back and forth across the surface of the print head.
- 3) Once the print head is completely dry, close the printer.
- 4) Print a test card. If streaks are present after the cleaning process contact the MagTek Help desk.

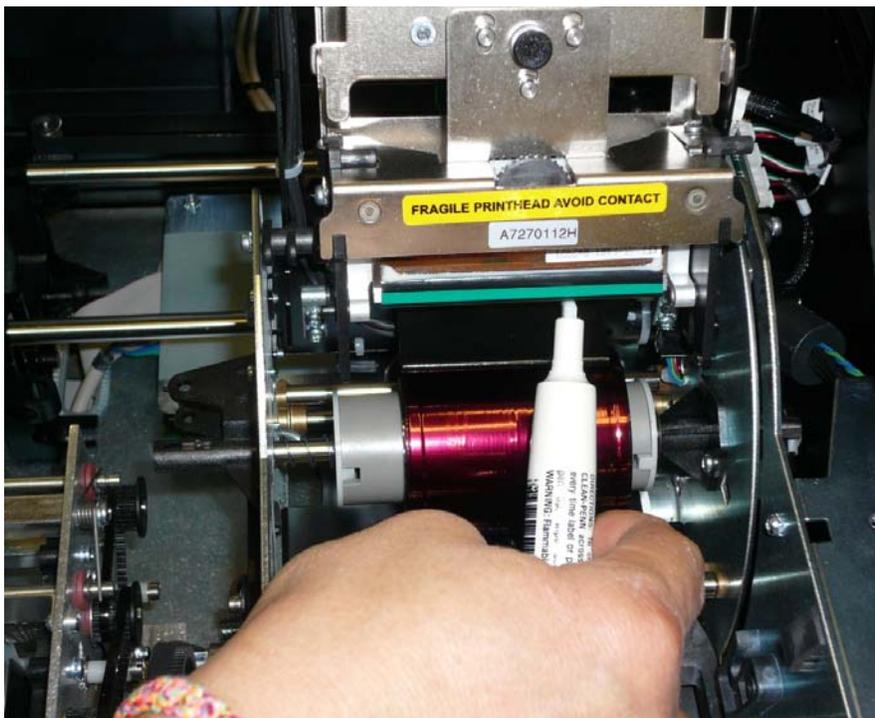


Figure 9

Cleaning the Platen and Card Feed Rollers

When cleaning the card feed rollers, make sure that all the rubber rollers are in good condition and free of cracks. Refer to figure 10 shown below for roller positions if cracking is present contact the MagTek Help desk.

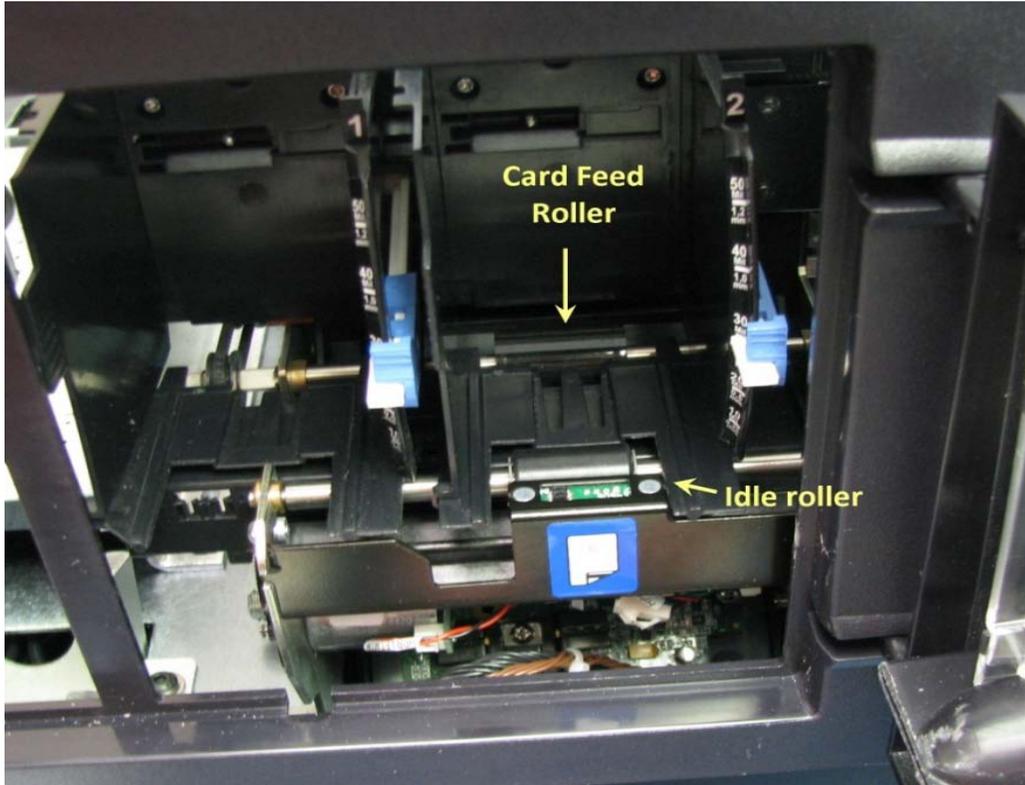


Figure 10

Caution: The following procedure requires the ExpressCard1000 to be turned *ON*, use the caution when performing the following steps:

1. Open the ExpressCard 1000's top cover and printer arm assembly on the printer. Do not remove the blank cards from the card hoppers, the Printer Ribbon, or the Card Cleaning Cartridge from the Printer to perform this procedure.
2. Get a printer cleaning card (P\N: 96700020).
3. Make sure the Card Hopper Door is closed. Then, from the Status screen, select [Menu].
4. When the Main Menu screen displays, press the [Settings] button.
5. Select [Printer] on the Settings Menu.
6. Select [Printing Preferences] on the Printer Utility screen.
7. Finally, press the [Clean Printer] button on the Printing Preferences screen.
8. Insert the Cleaning Card into the Exception Card Slot until the card feeds into the printer. If the rollers require more cleaning, continue to the next step.
9. Remove the print ribbon.
10. If the printer cleaning card failed to clean the Platen Roller completely, locate the Platen Roller and use a cleaning pad from the Printer Cleaning Kit to wipe the roller clean.

11. Then press the **FORWARD** and **BACK** buttons on the Printer Utility screen (use steps 3 through 5 to navigate to that screen) to move the Platen Roller back and forth while cleaning the roller.
12. If the printer cleaning card failed to clean the Card Feed Roller completely, remove the cards from the hopper and locate the Card Feed Roller. Use a cleaning pad from the Printer Cleaning Kit to wipe the roller clean.
13. Then press the **FORWARD** and **BACK** buttons on the Printer Utility screen (use steps 3 through 5 to navigate to that screen) to move the Card Feed Roller back and forth while cleaning the roller.
14. When the Rollers are clean and completely dry, replace the ribbon and close the print head assembly and top cover.

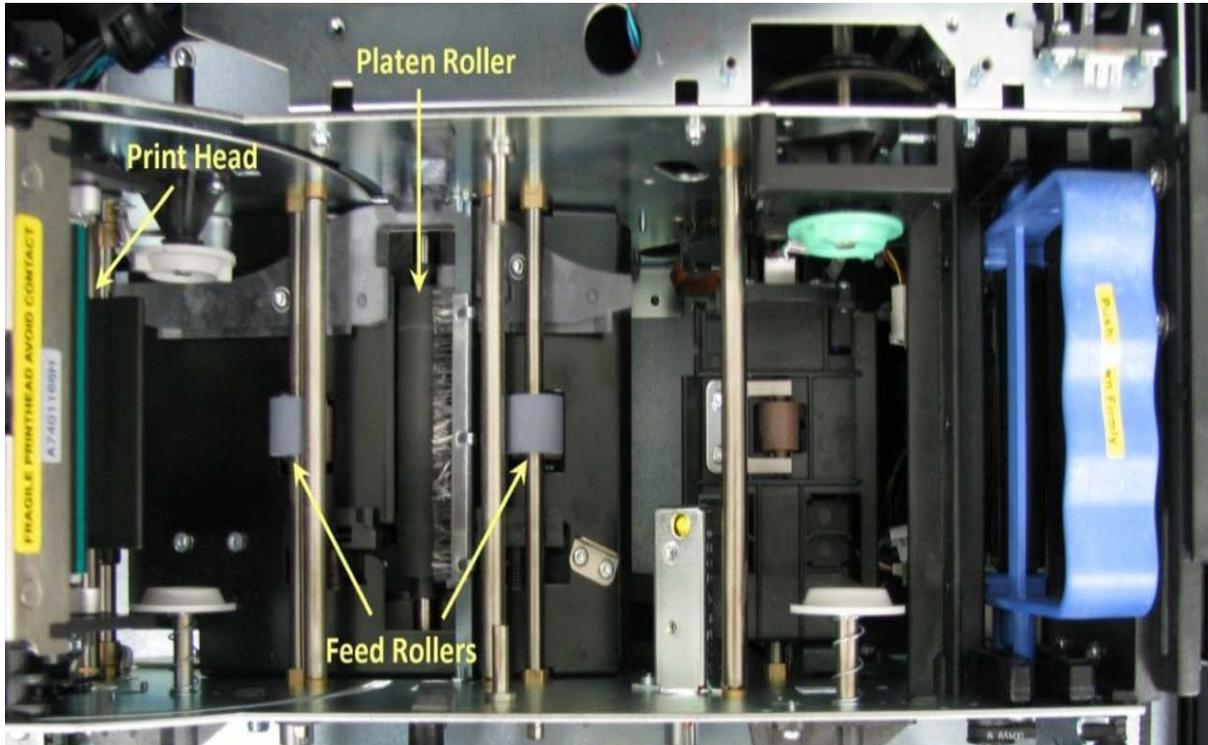


Figure 11

Cleaning the I380 Encoder

To clean the I380 rollers, navigate to the Settings screen by selecting [Menu] and then [Settings]. Enter the two required passwords (call the MagTek Help desk for the passwords) and then press the [Tuning] and then [Advanced] button on the Tuning screen.

The window below will be shown. Press the [Clean] button in the lower left hand corner of the screen and insert an encoder cleaning card (P/N: 96700004) into the card exception slot (located on the card access door) to clean the encoder (*Note: The card should be opened and ready for use before the Clean button is pressed*). The cleaning process will be complete when the cleaning card is deposited into the Card Eject Bin.

Note: The cleaning card should be damp but not overly wet. If the card is very wet, either wait a few minutes until the card has dried sufficiently or speed the process by gently fanning the card to evaporate the excess moisture.

Express Card 1000

Tuning (Advanced)

MAGTEK®

	Orig.	New
Font ID1 Spacing:	144	
Font ID2 Spacing:	100	
Font ID3 Spacing:	N/A	N/A
Font ID4 Spacing:	78	
X_Steps Per Inch Adjust: (Stretching Left to Right)	400	

Y Steps Per Inch Adjust:
(Applies to all ribbons)

	Orig.	New

1 per tap

Get Set Save

Print X_SPI Test Card:

Print

Clear Save

Clean encoder with a cleaning card:

Clean

Ready
OK

Back

Status Menu Help Online

XY Transport Hardware:

XY Carriage Bushings

Inspect the blue plastic bushing on the inner rail of the XY assembly (see figure 12) after cleaning the transport rod and check for damage or unusual wear. If the bushing is in excptable condition apply a small amount of Tri-Flow lubricant the the rail (see figure 13) and manually move the carriage back and forth.

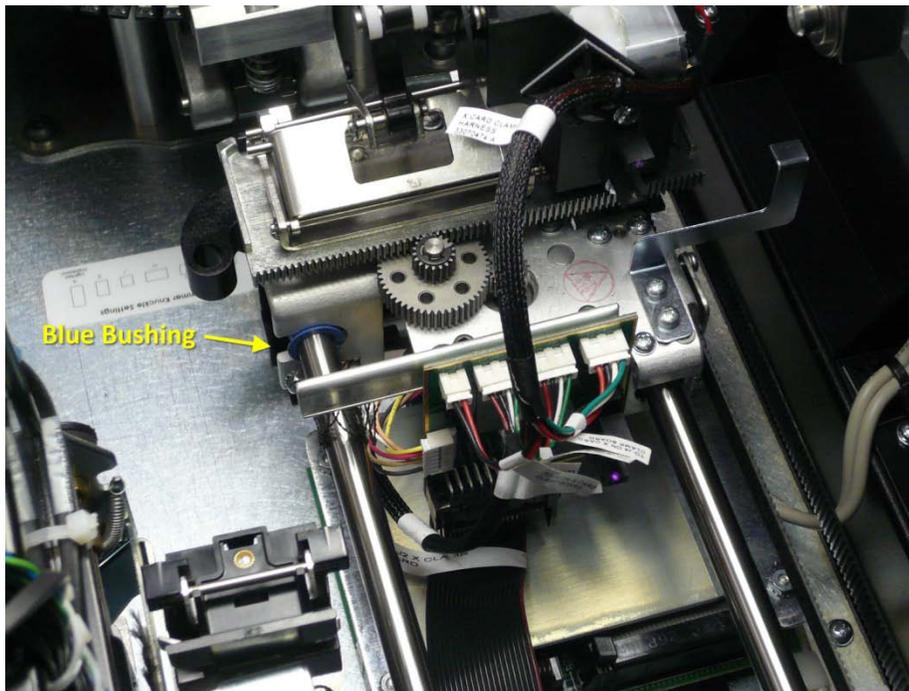


Figure 12

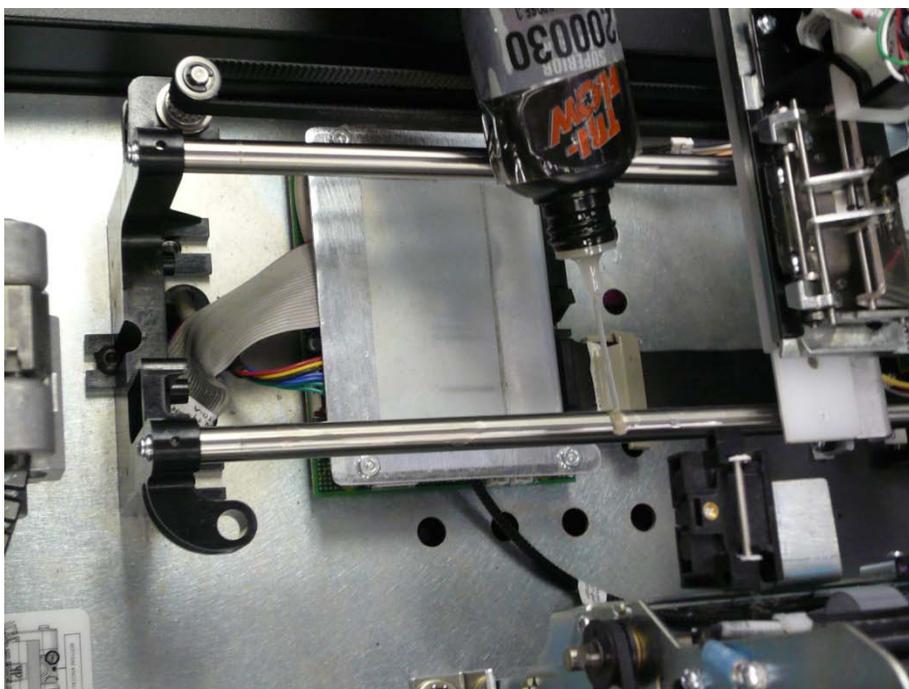


Figure 13

Caution: If too much lubricant is applied to the rod the excessive lubricant may drip onto the sensor and damage the sensor.

Embossing Hardware:

Embossing Home Position

To visually verify that the first embosser character (Zero) is in the home position by looking through the window of the embosser bridge. If the Zero font is visible in the center of the window the embosser is in the correct home position, see figure 14.

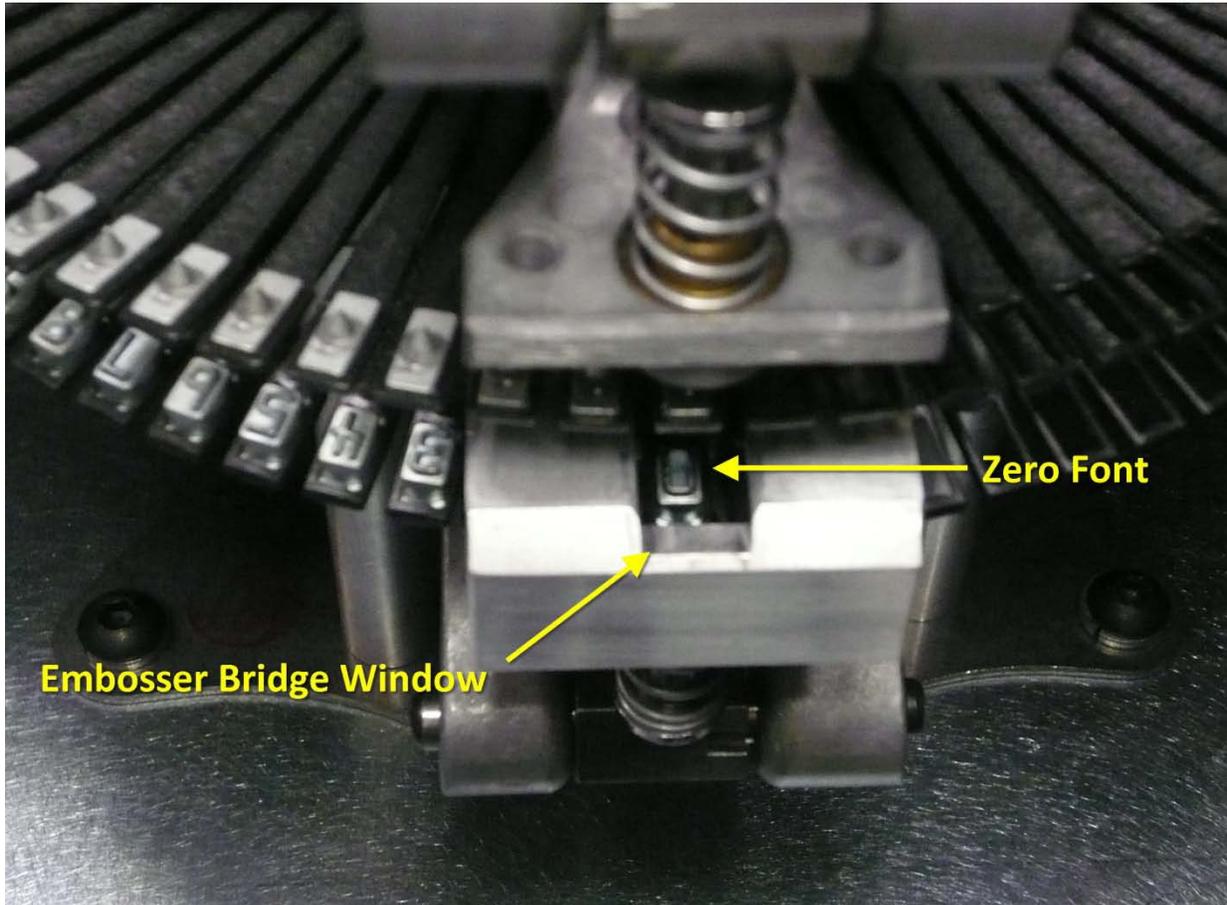


Figure 14

Printing a Test Card

It is recommended that after servicing each area of the ExpressCard 1000 that a few test cards be printed to verify that the machine is functioning properly.

To print a test card, press the [Menu] button on the Status screen, then touch the [Settings] button on the Main Menu screen, and finally select the [Samples] button on the Settings Menu screen.

Four sample options will be presented as shown below (sample images may vary); select the sample type you wish to create. The ExpressCard will produce the desired sample card and dispense the card via the Card Eject Bin located at the front of the machine. However, if any errors occur during card processing, the card will be redirected to the internal Card Rejection Bin. The Card Rejection Bin is located next to the Card Hoppers and Printer, refer to Component Identification section at the beginning of this document

