



**badgy**

**badgy 100**

**badgy 200**

**USER GUIDE**

Evolis Card Printer © 2014. All rights reserved. August 2014.

Ref. KU-BDG2-044-ENG-A1

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## **TRADEMARKS**

Badgy and Badgy Premium Suite® are trademarks of Evolis Card Printer. All other trademarks belong to their respective holders.

## **WARRANTY**

Refer to the warranty notice supplied in digital format with your printer for warranty terms and conditions and limitations.

## **ENVIRONMENTAL INFORMATION**

Evolis is committed to helping the environment by reducing the energy consumption of its products.

## **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.

Do not hesitate to contact us for more information by visiting our website [www.badgy.com](http://www.badgy.com)

## ABOUT YOUR NEW PRINTER

Using your new Badgy 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 Badgy reseller. For further details, visit our website [www.badgy.com](http://www.badgy.com). This user guide has been developed for the **Badgy100** and **Badgy200** machines.

## WARRANTY REGISTRATION

Please register online at [www.badgy.com](http://www.badgy.com) to receive driver updates, special offers, and to download new badge templates. Once on the website, click on **My account** then **Sign up** and fill in all the fields, giving the printer model and serial number in particular, which you will find on the sticker underneath the machine.

## 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 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 indicates that a video showing the procedure is available on the website [www.badgy.com](http://www.badgy.com). Clicking on this takes you straight to the online Help.



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

# 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 Badgy reseller, who will tell you the procedure to follow.

We have paid particular attention to the quality of the packaging for Badgy printers. 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, these components will no longer be covered by the warranty. You will be charged for new packaging for shipping the printer back to you.**

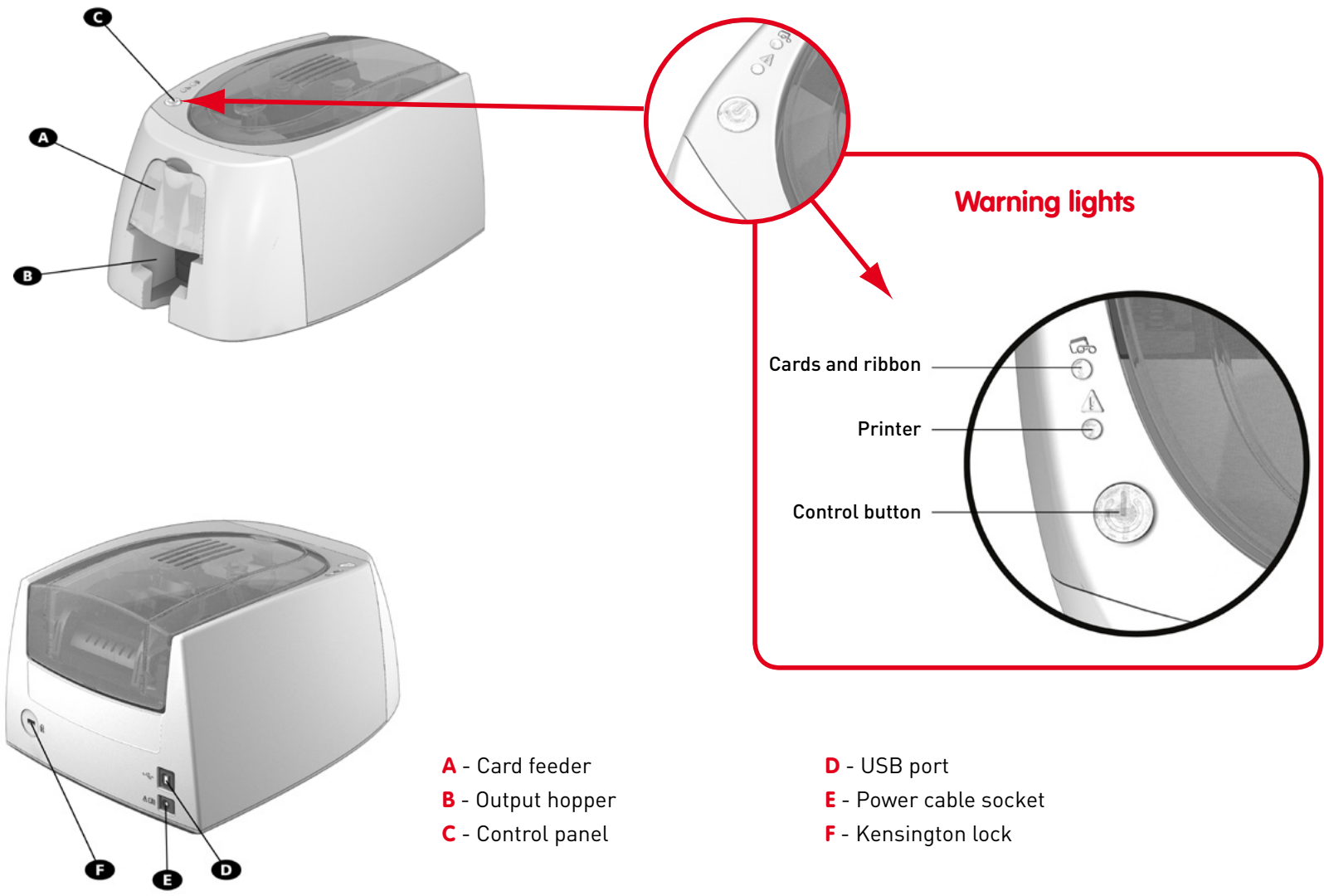
### Accessories supplied with your printer:

- Power supply unit – SWITCHBOX type F10723-A or CWT type KPL-065M.
- Mains power cable.
- USB cable.
- Installation CD-ROM including:
  - Card and badge design software
  - The driver for Macs
  - Badgy Premium Suite for Windows™ and the driver for Windows™
  - The warranty notice
  - The declaration of conformity
- A consumables kit made up of a color ribbon and PVC cards



**If any of these components is missing, please contact your Badgy reseller. Only use the power supply unit provided with your Badgy printer (SWITCHBOX type F10723-A or CWT type KPL-065M). Only use the USB cable supplied with your Badgy printer.**

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



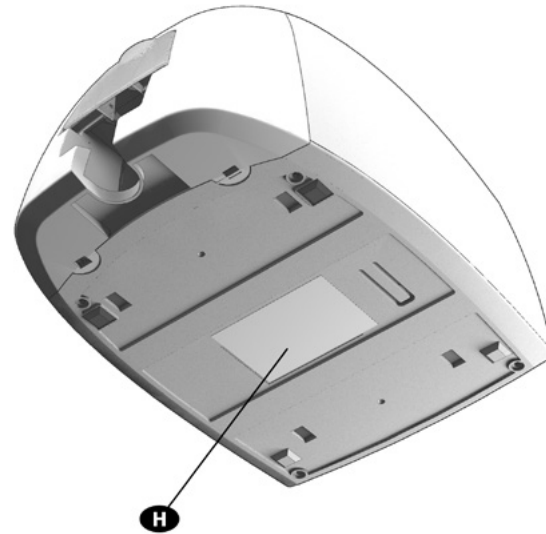
- A** - Card feeder
- B** - Output hopper
- C** - Control panel

- 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



Watch the getting started video for the machine described in this section, also available at [www.badgy.com](http://www.badgy.com)



The Badgy 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



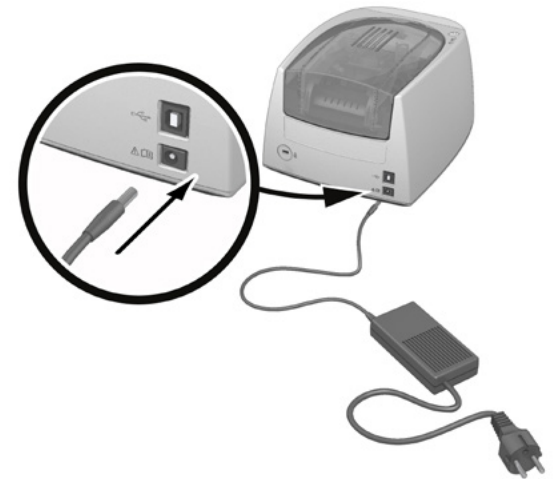
The printer must be connected to a properly protected and earthed electrical installation.

FI: Laitte on liitettävä suojamaadoitus koskettimilla varustettuun pistorasiaan.

NO: Apparatet må tilkoples jordet stikkontakt.

SE: Apparatens skall anslutas till jordat uttag.

- 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 printer switches to hibernation mode after 30 minutes in standby mode.

The standby times can be configured in the Badgy 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.



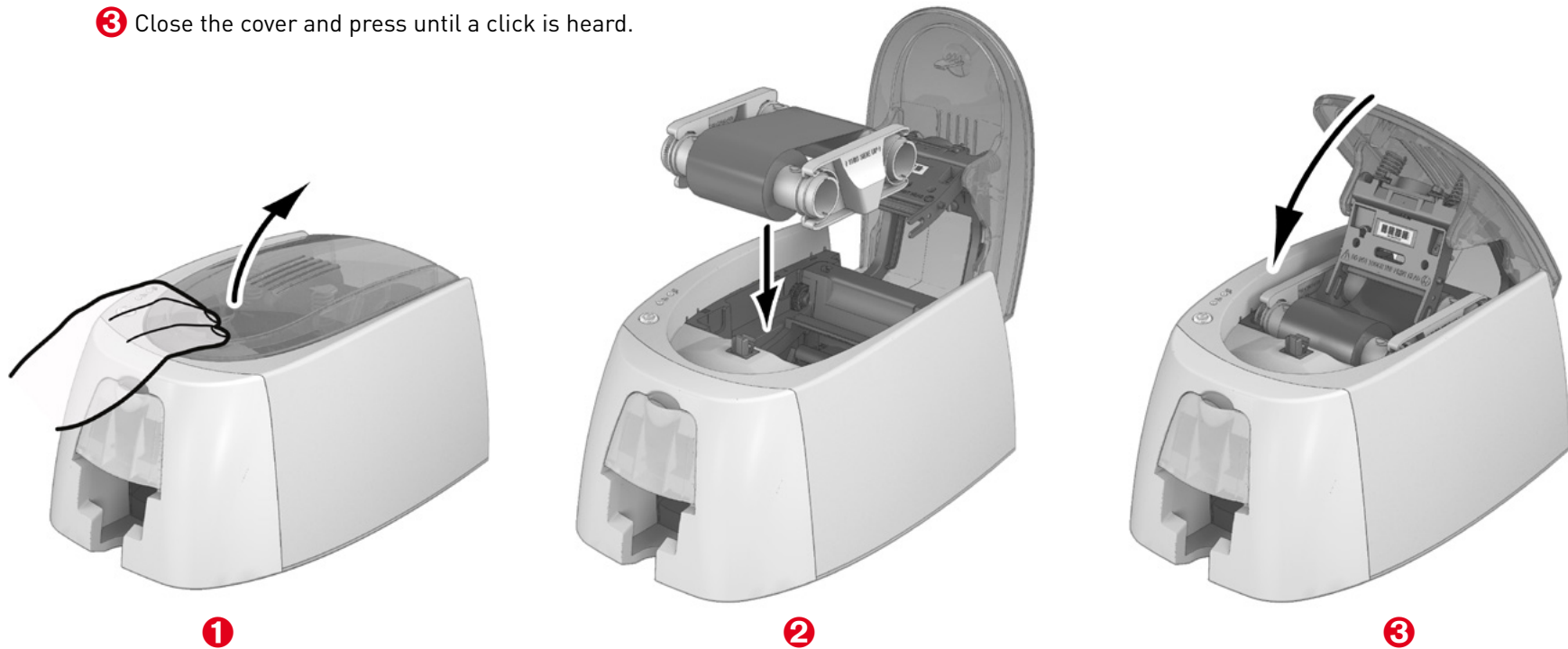
## 1-3b Ribbons

Evolis 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 warranty for the printer.

For optimum print quality, it is recommended that you fully clean the Badgy printer once a year, or after a period of inactivity. See the Servicing and Maintenance section of this manual.

### 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 certified.  
Only use the card types recommended for Badgy.  
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.

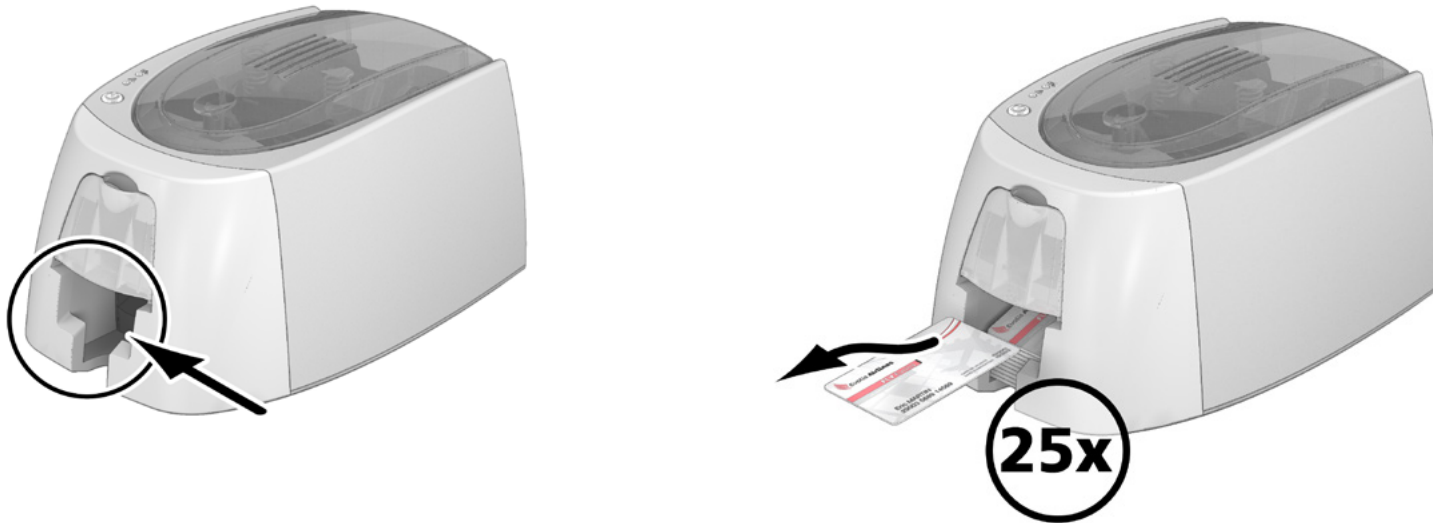
### Loading the cards

- 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.



## 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.



Using cards that are 0.76 mm thick after extended use of cards that are 0.50 mm thick may require the rollers to be cleaned. See section 3-1a Cleaning the Printer.



# Printing

# 2

## 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.



**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 Badgy Print Center by default.**  
This will help you to configure your machine.

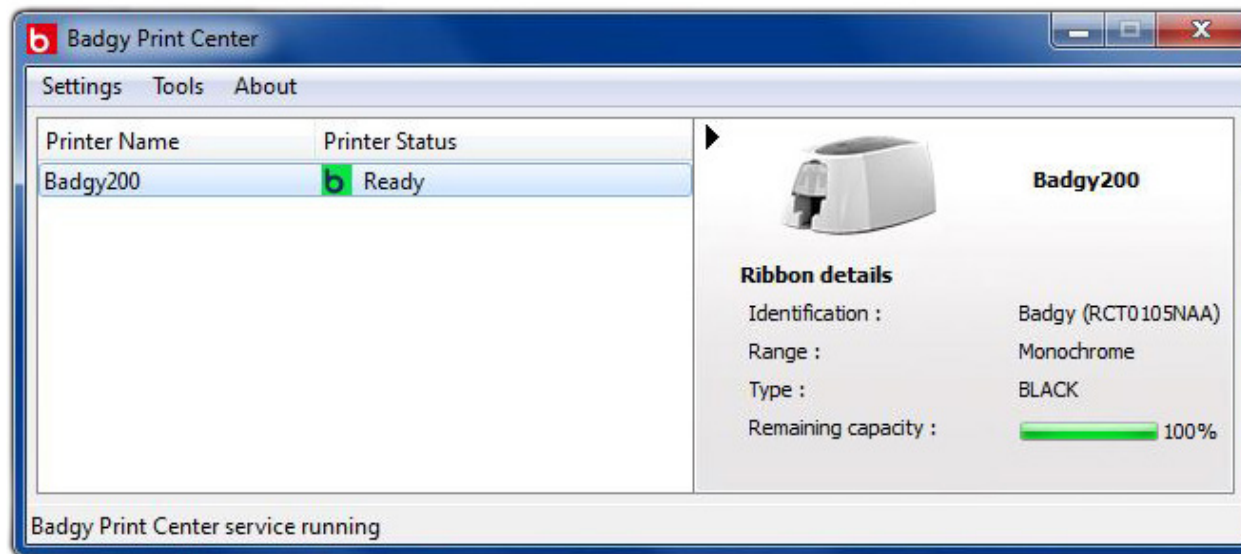
## 2-2 MANAGING THE PRINT SETTINGS IN WINDOWS

Once the ribbon is installed, your Badgy printer will configure itself automatically.

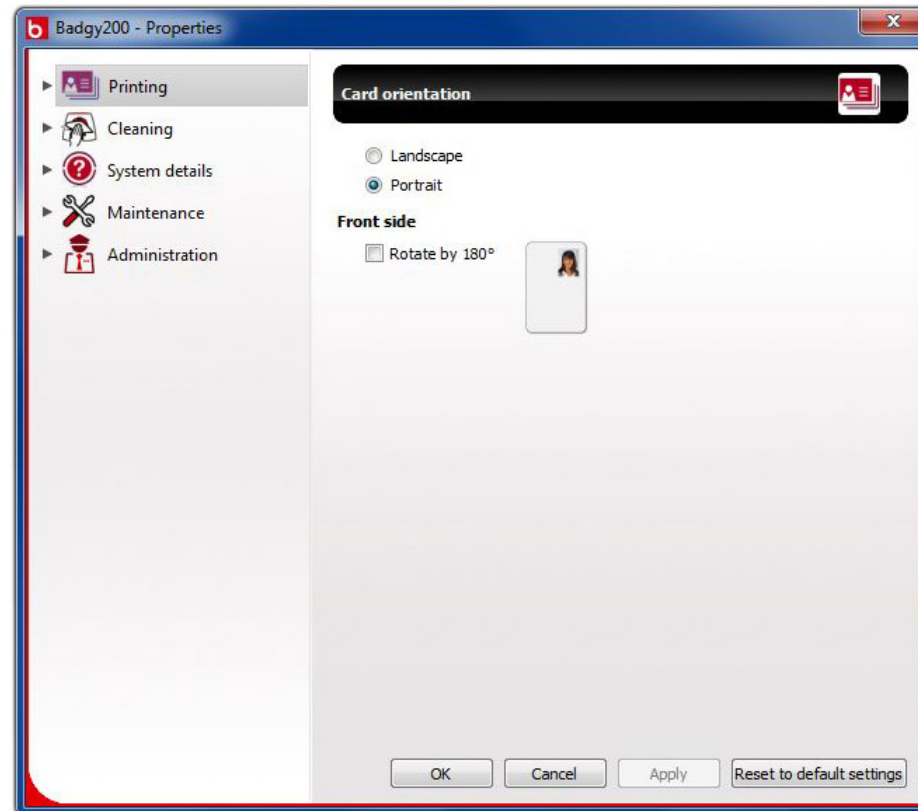
A graphic application called Badgy Print Center is available to help you change certain predefined settings, if needed.

To access this application:

- From the **Start** button on the bottom left of your screen in the Windows task bar, select **All programs, Evolis Card Printer, Badgy Premium Suite, Badgy 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 your Badgy reseller for any advice and assistance required before making any changes.

## 2-3 NOTIFICATION OF MESSAGES AND WARNINGS

Through visual notifications on the computer, the Badgy Printer Manager 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 **Badgy Printer Manager** 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 from the Badgy support site (requires an Internet connection).
- Interrupt the print task.
- Restart the task.

The **Badgy Printer Manager** can be disabled by right-clicking on the icon in the status bar.



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

## 2-4 PRINTING CARDS WITH BADGE STUDIO

Your printer is delivered with software for creating badges and cards.

The Evolis Badge Studio allows you to easily personalize your badges and cards.

You can add various items:

- Logos and illustrations
- Identification photos
- Text
- Barcodes, QR codes etc.
- Geometric shapes
- Connection to an Excel database (Badge studio +)
- Taking photos directly (Badge studio +)

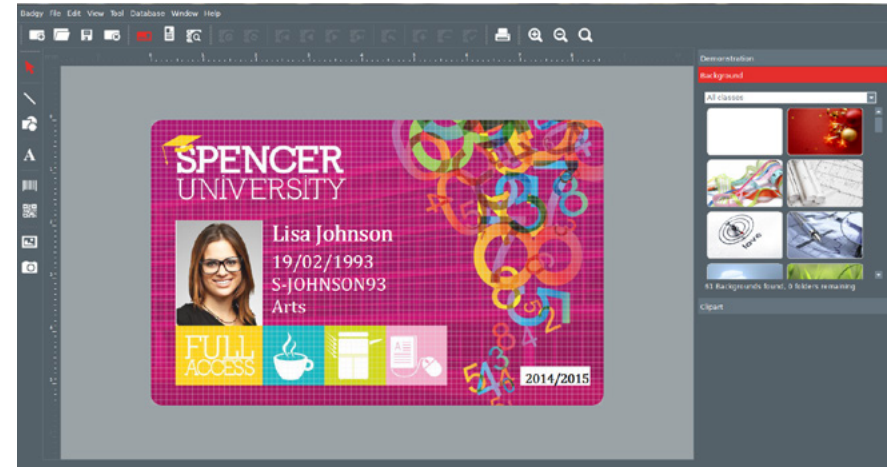
**To use Badge Studio the following configuration is required:**

### MAC:

- Mac OS X 10.6 or above
- Intel Processor only
- 512 MB of RAM
- A screen with a resolution of 1024 x 768 pixels
- 1 USB port

### PC:

- Windows® XP SP3, Vista®, 7 and 8 (32 & 64 bits)
- 512 MB of RAM
- A screen with a resolution of 1024 x 768 pixels
- 1 USB port



More information on how the software works can be found in the Badge Studio user manual.



You can also design and print cards using other applications (Microsoft Word, PowerPoint, etc.).



# Servicing

## 3



In order to get the most from your printer, cleaning is recommended. We recommend regular cleaning of the different printer parts: rollers and print head.

The "T" cards and Evolis cleaning pens are available at your Badgy reseller.



Do not hesitate to clean the printer in the event of any printing problems.



After a long period of inactivity, dust can get into the rollers and the print head. We therefore advise cleaning before re-use.  
If you intend not to use your printer for an extended period, we advise you to acquire a protective cover, to avoid your printer getting clogged up with dust.  
Contact your reseller to purchase one.



## 3-1 Cleaning the Printer



**Recommended cleaning cycle: Once a year.**  
**However, we do recommend more regular cleaning if your printer is located in a dusty place or if you use it intensively.**  
**Servicing accessory: impregnated "T" shaped card.**

Follow the procedure below to proceed with cleaning:



- 1 Open the printer cover.
- 2 Remove the ribbon as shown in the diagram.
- 3 Close the cover and press until a click is heard.



- 4 Remove any cards present in the feeder.
- 5 Double-click the control button before inserting the "T" shaped cleaning card.
- 6 Take the "T" shaped cleaning card and insert it in the feeder as shown. Cleaning starts.
- 7 Remove the "T" shaped card



Printer cleaning may also be carried out from the Badgy Print Center by clicking on "Start cleaning."



Warning, the "T" shaped card must be used immediately after the bag is opened. A dry "T" card would not be operational, and may damage your printer.  
The "T" card is single use. Please use a new card each time you clean.

## 3-2 Cleaning the Print Head



Recommended cleaning cycle: If you notice poor-quality printing or after a period of inactivity.  
Servicing accessory: cleaning pen from the Evolis High Trust® brand.



Unplug the printer from its power supply before cleaning the print head.  
Follow the cleaning cycles scrupulously.  
Avoid any contact between the print head and any metal or sharp objects.  
Avoid touching the print head directly with your fingers, as this could affect print quality or permanently damage the print head.  
You must also protect the print head and its components from any discharge of static electricity.



The cleaning pen can be used up to 8 times for cleaning the print head.

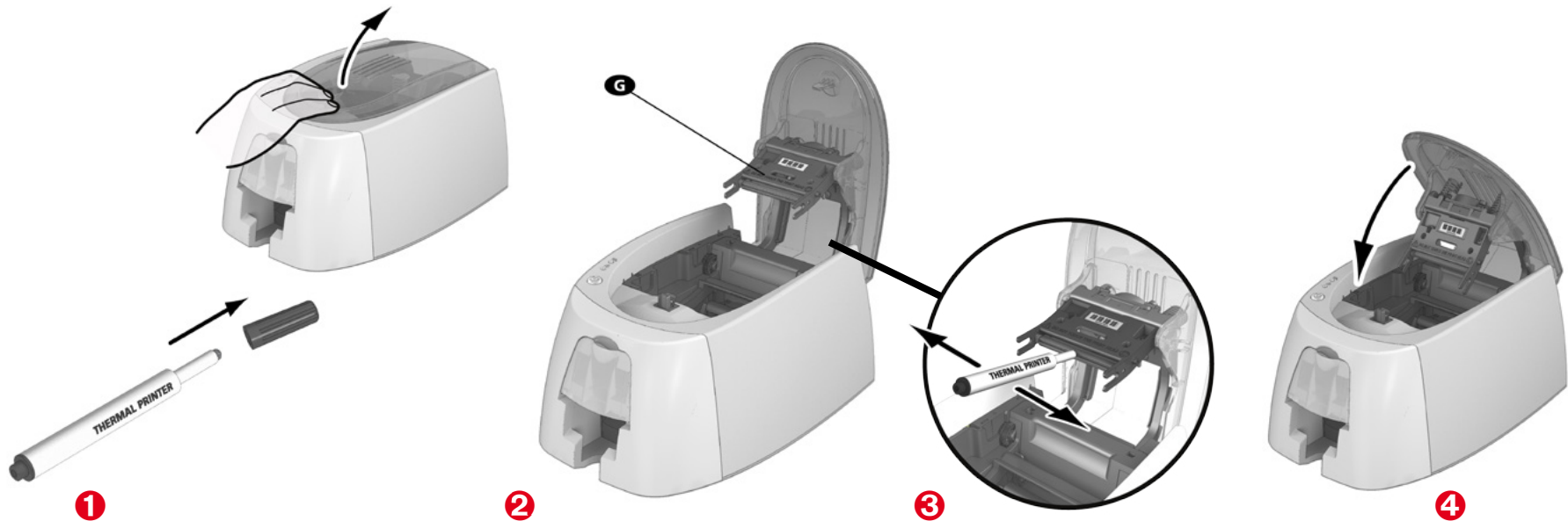


**Warning!** Like the "T" cards, the cleaning pen should not be allowed to dry out or it will no longer work.

Follow the procedure below:



- 1 Remove the cover from the cleaning pen.
- 2 Unplug the power supply, open the cover, and find the print head.
- 3 Gently rub the pen from left to right along the print head as indicated for a few seconds.
- 4 Close the cover. Reconnect the printer.



**NOTE** After cleaning, please wait 2 minutes before using your printer again.

# Help

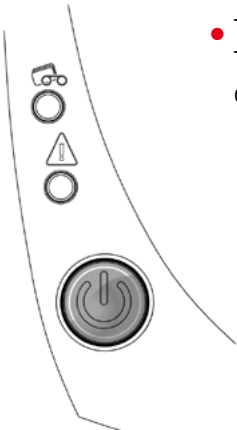
This section provides a number of suggestions for identifying problems that may arise when using your printer. If you do not manage to solve your problem, this section also explains how to contact Badgy technical support.

# 4

## 4-1 WARNINGS AND DIAGNOSIS

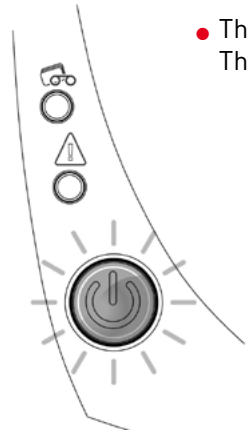
Although the Badgy printer was designed to work independently, keeping user involvement to a minimum, it may nonetheless prove useful to gain some familiarity with the main warnings.

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



**PRINTER READY**




- The control button lights up. The printer is ready to receive data.



**PROCESSING**

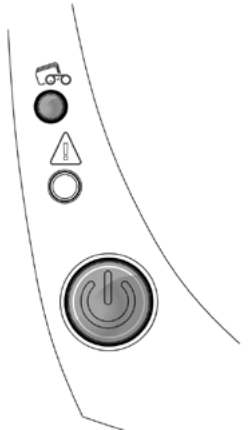
- The printer is receiving data. The control button is flashing.

**LEGEND**

-  OFF
-  STEADY LIGHT
-  FLASHING



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



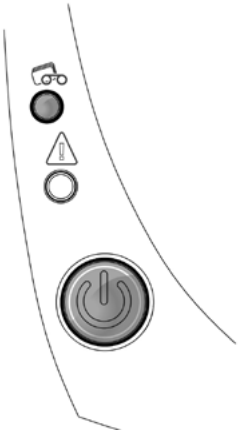
**CARDS**

- No cards in the card feeder.

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

- Error loading cards.

**Check the cards are loaded. For any other problems, contact your Badgy reseller.**

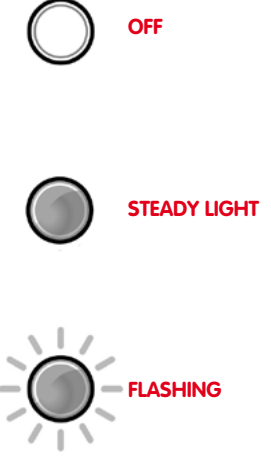


**RIBBON**

- 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.

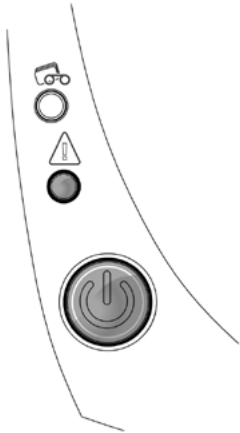


## The control button and the printer warning lights are lit

### 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 4-3b. If the problem persists, contact technical support at [www.badgy.com](http://www.badgy.com)**

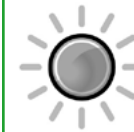
### LEGEND



OFF



STEADY LIGHT



FLASHING

### COOLING MODE

- The cooling system has been activated.

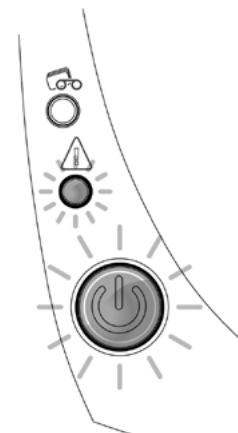
**The printer pauses for a few seconds and restarts once it has returned to its normal operating temperature.**



### FIRMWARE UPDATE

- The printer is updating its Firmware.

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





## 4-2 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.

### 4-2a 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 Badgy Print Center. To do this, open the Badgy Print Center, double-click on your printer or right-click on "Properties" and go to "System details" then "Testing cards."



## 4-2b 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 **Badgy 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 Badgy Print Center. To do this, open the Badgy Print Center, double-click on your printer or right-click on "Properties" and go to "System details" then "Testing cards."

## 4-2c Identifying Installed Software Versions

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

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

## 4-3 TROUBLESHOOTING



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

### 4-3a 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 Badgy technical support or visit the website [www.badgy.com](http://www.badgy.com).



## Poor print quality

### Small blemishes on the card



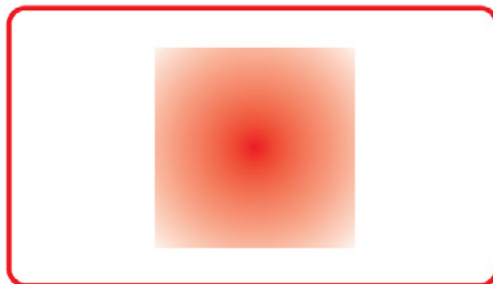
- **The card surface may be dirty.**  
Check that your cards are perfectly clean.  
Use new cards.
- **Cleaning roller or print head dirty.**  
Launch a cleaning cycle.

### Horizontal white lines



- **The ribbon is not correctly fitted.**  
Check that there are no wrinkles on the ribbon surface.
- **Print head dirty or damaged.**  
Clean or replace the print head.

### 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.
- **Dirty printer or cleaning rollers.**  
Clean the printer
- **Use of incompatible cards.**  
Check that the cards used match the specifications.

#### NOTE

We recommend that you obtain your cards from a Badgy 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 Badgy 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 printer is clean

Clean the printer, especially the cleaning roller.  
Refer to section 3-1 on servicing.

### 4 Check that the cards are clean

Keep your cards protected from dust.

### 5 Check the ribbon

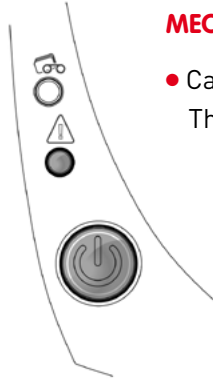
Check that the ribbon is fitted correctly.  
Check that the ribbon spools freely.

### 6 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 a Badgy reseller or visit the website [www.badgy.com](http://www.badgy.com).

## 4-3b Freeing Jammed Cards

Control panel displays:



### MECHANICAL ERROR

- Card jammed in the printer. Print jobs are interrupted. The printer warning light and control button light up.



**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.

## 4-3c 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.



Before any update, please contact your Badgy reseller who will be able to guide you on whether it is advisable to carry out this operation. In general, such updates are only required in the event of a problem or malfunction that has been clearly identified by your Badgy reseller.

The printer's firmware update is made via the Premium Suite. Before starting, you must download the firmware update file from [www.badgy.com](http://www.badgy.com):

- ➊ Go to **Drivers & Support**, then select your printer model, and click on the **Drivers & Firmware** link.
- ➋ Then click on the file for the corresponding firmware.
- ➌ Accept the download then save the file in a directory on your hard drive.
- ➍ Now, open the Badgy Print Center and double-click on the name of your printer: the **Properties** window will open.
- ➎ Go to **Maintenance** → **Firmware update** and click on **Launch the update wizard**. This wizard will guide you through the printer firmware update process.
- ➏ When prompted by the program, follow the instructions and select the ".firm" file you downloaded previously on your computer.
- ➐ The operation might last up to 1 minute. When the firmware has transferred to the printer, the printer restarts. The update is completed and your equipment is ready to use.
- ➑ 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



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 your Badgy reseller, who will have to replace your printer's processor board.

## For Mac:

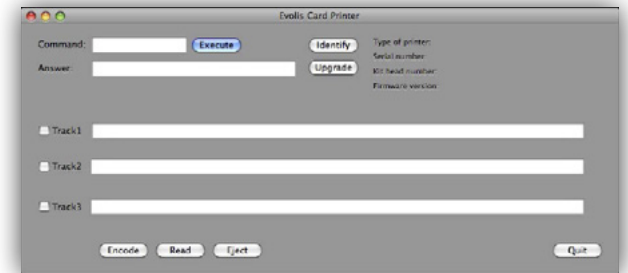
Updating the firmware is a simple operation but one which, if not properly completed, can result in your printer breaking down.



Before any update, please contact the Badgy team, we will be able to guide you on whether it is advisable to carry out this operation. In general, such updates are only required in the event of a problem or malfunction that has been clearly identified by your Badgy reseller.

Updates can be downloaded from the website [www.badgy.com](http://www.badgy.com):

- 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, Badgy, Options & Supplies, Utility**, and click on **Open Printer Utility**. The **Badgy 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 transfer 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.



Once the update is complete, 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 your Badgy reseller, who will have to replace your printer's processor board.



## 4-3d Updating the Driver

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



**Before any update, please contact your Badgy reseller who will be able to guide you on whether it is advisable to carry out this operation.**

Updates can be downloaded from the website [www.badgy.com](http://www.badgy.com):

- ➊ Go to **Drivers & Support**, then select your printer model, and click on the **Drivers & Firmware** link.
- ➋ Then click on the file for the driver corresponding to your operating system.
- ➌ 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.
- ➍ Windows users should double-click on the **Setup\_Badgy\_Premium\_Suite.exe** file that you have just downloaded in order to run the installation program. Mac users should double-click on the file **BadgyCardPrinter.pkg**



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

## 4-4 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.badgy.com](http://www.badgy.com)

Connect to this site and click on **Support** for technical support and troubleshooting. 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 Badgy website also provides driver updates, FAQs\*, educational videos, our special offers, and general information.

\*FAQs: Frequently Asked Questions

# Appendix

## SPECIFICATIONS

This section presents your printer's specifications.

# A

	badgy 100	badgy 200
<b>Print area</b>	Printing close to the edge with a margin of 1.35 mm	Edge-to-edge printing
<b>Print speed</b>		
• YMCKO color	45 s per card (80 cards an hour)	38 s per card (95 cards an hour)
• Monochrome (K)	16 s per card (180 cards an hour)	11 s per card (240 cards an hour)
<b>Badge customization software</b>	Badge Studio	Badge Studio + (including database management)
• You can pay to upgrade from Badge Studio to Badge Studio+		

### Printing mode

- Color sublimation and monochrome thermal transfer
- 300 dpi print head
- 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
- Card format: ISO CR80 – ISO 7810 (53.98 mm x 85.60 mm)



## 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 Badgy Premium Suite® for Windows:
  - Driver
  - Badgy Print Center for administering, managing, and configuring the printer
  - Badgy Printer Manager 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.

## Warranty conditions

- 1 year of warranty<sup>4</sup> (printer and print head)
- Warranty extensions available at [www.badgy.com](http://www.badgy.com)

<sup>4</sup> Warranty valid as long as the recommended ribbons are used.



## 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  $L_{pAm}$  (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
- Printer meets the ErP directive

## Certification and declaration of conformity

- CE, FCC, IEC, VCCI, CCC, KC\*
- ErP 2009/125/CE, ROHS

\* Available in September 2014

## 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