

ALTO / OPERA / TEMPO – TROUBLESHOOTING GUIDE

Table 1 Printer Prints but with Image Quality Problems.

Problem	Probable Cause	Solution
Misregistration of Colours (Ghosting on Photographs etc)	Card is slipping due to: 1. Dirty rollers. 2. Cards not running true and free along platen.	1. Clean all rollers. 2. Contact Magicard Tech Support for advice on platen issues.
Small Areas of Wrong Colour (Areas where 1 or more colour layers have been missed from the image).	1. Dust and Debris on surface of card. (White ovals) 2. Contaminated with oily deposits (Darker blotches) 3. Card surface uneven (White patches) 4. Slight cutting of dye film (Jagged scratches) Printhead density too high (Jagged scratches)	1. Ensure cards are free from debris. 2. Replace Cards with clean ones and do not handle print surface. 3. Replace cards. 4. Adjust printhead density 5. Determine which end of card is cutting, adjust image start or end position.
Vertical lines on card (always in the same place)	1. Card striking something during the print process. 2. Card striking the mag head during the print process. 3. Card not running smoothly along the platen runway.	1. Check print path is clear 2. Adjust the height of the mag encoder head. 3. Contact Magicard Tech Support for advice on clearing the platen.
Vertical lines on card (position of lines varies)	1. Incorrect tension on belt between the step motor and the print roller. 2. Print motor uneven in operation. 3. PCB or Printhead faulty.	1. Adjust motor position. 2. Replace motor. 3. Contact Magicard Tech Support.
White line down one or both ends of card.	1. Incorrect driver setting. 2. Image size incorrect. 3. Image start and end positions incorrect.	1. Ensure the driver is not set to white border. 2. Ensure image size 87.5mm x 54mm with margins at 0. 3. Adjust using Magicard Support Tools or Driver.
Background colour changes at edges of dark or white objects.	1. Printhead compensation is incorrect. Usually a fault on the controller PCB.	1. Replace the controller PCB then printhead if necessary.
White line along length of all cards (always in the same place).	1. Printhead has damaged heating elements	1. Replace the printhead.
Image colours are very pale and black text is ok	1. RFID tag is faulty. 2. RFID PCB is faulty	1. Fit a Dyefilm with a correct RFID tag. 2. Contact Magicard Tech Support

Table 2 Dye Film Problems

Problem	Probable Cause	Solution
Printer does not recognise dye film type. (Print colours may be very pale but with good black text)	1. Dye film incorrectly loaded 2. RFID tag on the Dyefilm cassette is not readable or is locked (Used up). 3. RFID PCB defective.	1. Reload the dye film 2. Query the printer using the Support Tool & contact Magicard Technical Support. 3. Contact Magicard Technical Support
Printer cannot position the dye film. (Prints colours from the wrong panels).	1. Dye film incorrectly loaded. 2. Dye film sensor defective. 3. Dye film drive defective.	1. Reload the dye film 2. 3 and 4 Contact Magicard Technical Support

	4. PCB defective.	
Dye film cutting during the print operation	<ol style="list-style-type: none"> 1. Ribbon sticking to card 2. Printhead shield traps film. 3. Image printing over the ends of the card. 	<ol style="list-style-type: none"> 1. Lower the printhead density, Ensure cards are not used already. 2. Adjust the printhead shield 3. Adjust either the image start if cutting at beginning of film panel, or the image end if cutting at rear of film panel.
Image is printed outside the colour panels. (Puts a coloured band across one end of card).	<ol style="list-style-type: none"> 1. Take up spool wound too loosely. 2. Tacho not reading correctly. 3. PCB defective 	<ol style="list-style-type: none"> 1. Remove loose film. 2. and 3 Contact Magicard Technical Support.
Areas of Dye film peeling off card. Dark mosaic like image.	<ol style="list-style-type: none"> 1. Card has been used and has overcoat layer on it. 2. Defective dye film 	<ol style="list-style-type: none"> 1. Use only brand new cards not ones which failed to print fully. 2. Replace Dye Film
Out of Dyefilm Error	<ol style="list-style-type: none"> 1. Out of Dyefilm. 2. Dyefilm incorrectly fitted. 3. Dyefilm not moving. 	<ol style="list-style-type: none"> 1. Replace Dye Film. 2. Refit IAW the Quickstart guide. 3. Check film spools are free to turn, remove side panel and check drive belt and gear are correctly assembled.
On start up / reset, dye film continuously winds	<ol style="list-style-type: none"> 1. Early firmware problem. 2. Failure of PCB 	<ol style="list-style-type: none"> 1. Upgrade to latest firmware. 2. Replace PCB.
Prints not correct after switching between YMCK and black film	<ol style="list-style-type: none"> 1. Failure to re-set driver settings 2. RFID tag not recognised. 3. Dye film sensor or tacho faulty. 	<ol style="list-style-type: none"> 1. Correct the driver settings 2. Replace dye film 3. Test and replace as necessary

Table 3 Card Feed Problems

Problem	Probable Cause	Solution
Cards fall out of rear of printer.	<ol style="list-style-type: none"> 1. Idler rollers not lowering on to card. 2. Encoder return spring not fitted to a Mag printer. 3. Card sensor faulty 	<ol style="list-style-type: none"> 1. Check return springs on cam followers. 2. Fit the rear return spring. 3. Replace sensor
Cards failing to travel correctly along the platen Error message Card not found.	<ol style="list-style-type: none"> 1. Dirty rollers 2. Card cleaning roller incorrectly fitted (Tempo Only) 3. Idler rollers not lowering on to card. 4. Card feed sensor defective 	<ol style="list-style-type: none"> 1. Clean the rollers 2. Ensure roller assembly correctly assembled and fitted. 3. Check return springs on cam followers. 4. Contact Magicard Technical Support

Table 4 Magnetic Encoding Problems

Problem	Probable Cause	Solution
Magnetic Encoding results inconsistent	<ol style="list-style-type: none"> 1. Card slipping when moving over the recording head. 2. Magnetic encoding head out of Adjustment 	<ol style="list-style-type: none"> 1. Ensure rollers are clean and idler roller is gripping the cards. 2. Contact Magicard Technical Support.
Cards do not encode (all tracks)	<ol style="list-style-type: none"> 1. Card incorrectly oriented when fed into printer. 2. Driver selections are incorrect for encoding. 3. Encoding return spring not fitted to rear of printer. 4. Incorrect or defective cards. 	<ol style="list-style-type: none"> 1. Position card with the stripe underneath and to the right when inserting into printer. 2. Check the Printer driver settings are correct. 3. Fit the return spring moulding. 4. Ensure the correct cards (Hi-Co or Lo-Co) are being used.



	5. Magnetic encoding head is out of adjustment or faulty.	5. Contact Magicard Technical Support
Cards do not encode (single tracks)	<ol style="list-style-type: none"> 1. Incorrect cards fitted HI-Co / Lo-Co 2. Magnetic encoder head out of Adjustment or faulty. 	<ol style="list-style-type: none"> 1. Ensure the correct cards (Hi-Co or Lo-Co) are in use. 2. Contact Magicard Technical Support.

Table 5 Driver Related Problems

Problem	Probable Cause	Solution
Slow Information download from computer to printer	<ol style="list-style-type: none"> 1. Computer polling access control system in background 2. Corrupted Driver or spooler 	<ol style="list-style-type: none"> 1. Operate from a dedicated PC 2. Update with latest driver.
No information download between PC and Printer but printer can print internal test cards	<ol style="list-style-type: none"> 1. Driver settings incorrect, 2. Incorrect USB port selected in driver. 3. USB driver reverted to USB printing support. 4. Driver corrupted 	<ol style="list-style-type: none"> 1. Using MST check communication between PC and printer, if OK check the driver settings. 2. Ensure an NUSBOx port is selected in Printer Properties. 3. Update USB driver to Magicard USB printer in Device Manager. 4. Update with latest printer driver.
Prints stuck in spooler	<ol style="list-style-type: none"> 1. Printer communication blocked. 2. Damaged file is at front of print queue. 	<ol style="list-style-type: none"> 1. Check status monitor has a green tick. (A red X means the printer has an error). 2. Delete the damaged print if necessary reset the USB.
Printer data corrupted in Magicard Support Tools	<ol style="list-style-type: none"> 1. Firmware has been corrupted. 	<ol style="list-style-type: none"> 1. Reload firmware using MST, set commands in print driver call Technical Support for data.
Status monitor has a yellow warning circle over it.	Support Tools is running.	Close the Support Tools application.