



# IDMAKER<sup>®</sup>

## ARC



Getting started guide  
Guide de démarrage  
Guía de primeros pasos  
Guia de introdução  
Guida rapida per l'utilizzo  
Inbetriebnahmeanleitung  
用☒使用手册

руководство по началу работы  
Podręczna instrukcja obsługi  
Gids om te beginnen  
Başlangıç Kılavuzu  
제품 사용 설명서  
安裝手冊

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## GENERAL INFORMATION:

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## SAFETY INSTRUCTIONS:

- To prevent electric shock do not remove covers.
- Do not attempt to service the printer yourself.
- There are no user serviceable parts inside (either printer or dye film). In the event of malfunction, contact your printer/consumable supplier.
- This product is only to be used with the power source supplied at point of purchase.
- Take care not to spill any liquid on the printer.
- When handling the printer avoid touching the printing edge of the thermal print head. Any grease and contamination will shorten its life.
- Before transporting the printer, remove dye film & card hoppers and pack the printer in its original packaging to reduce the likelihood of damage in transit. Magicard is not responsible for printers/items inadequately packaged.

If using this printer in Germany:

To provide adequate short-circuit protection and over-current protection for this printer, the building installation must be protected by a 16 Amp circuit breaker.

Bei Anschluß des Druckers an die Stromversorgung muß sichergestellt werden, daß die Gebäudeinstallation mit einem 16 A-Überstromschalter abgesichert ist.

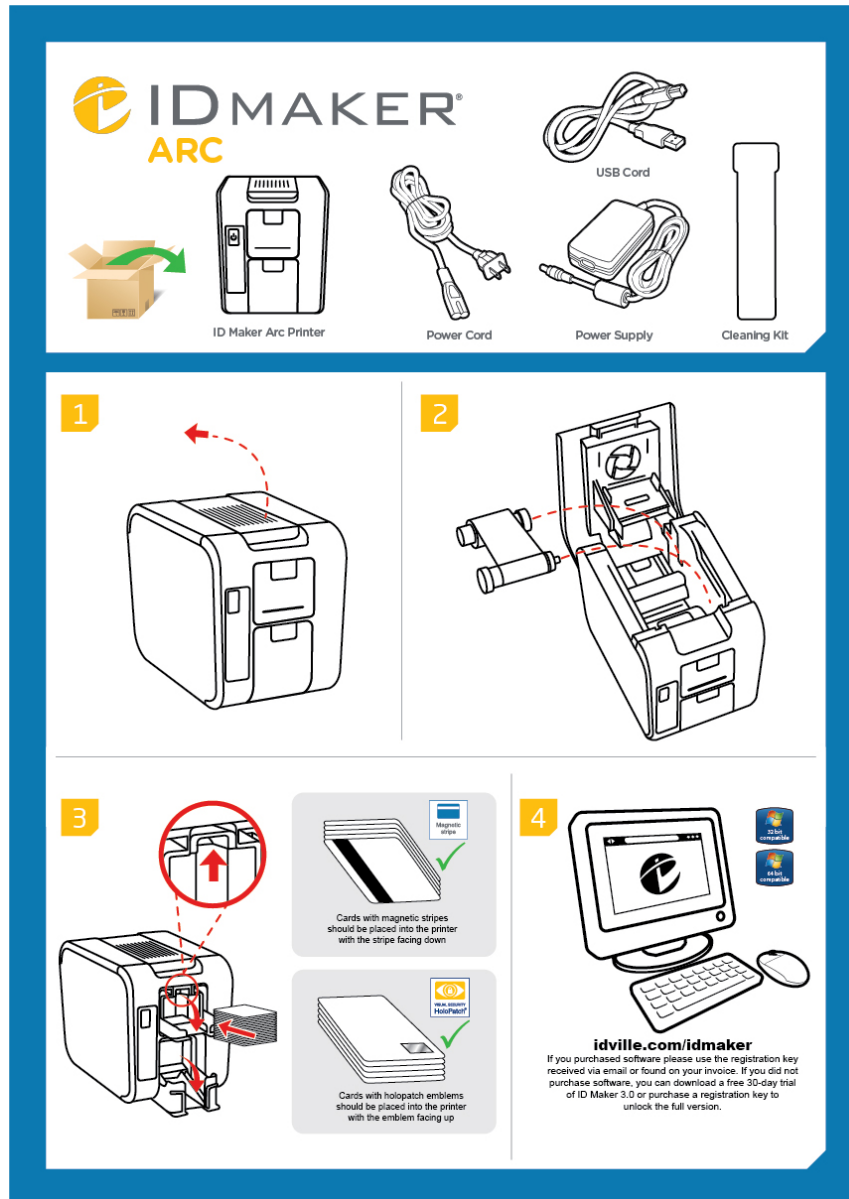
## CAUTION

Unapproved changes or modifications to the equipment could void the User's authority to operate the printer and affect any related warranty claim.

## PRINTER INSTALLATION

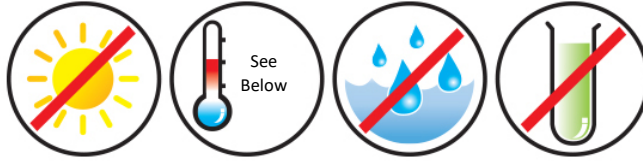
### Welcome

Thank you for choosing your ID Card Printer. This guide will help you make your printing experience more enjoyable and cost effective. Please ensure you have the following items outlined in the Quick Start Guide below before you begin the installation:



**Note:** The Quick Start Guide is printed on Printers Packing  
Please retain this packaging for future reference and transportation in the event the printer develops a fault and needs to be returned to the dealer or factory.

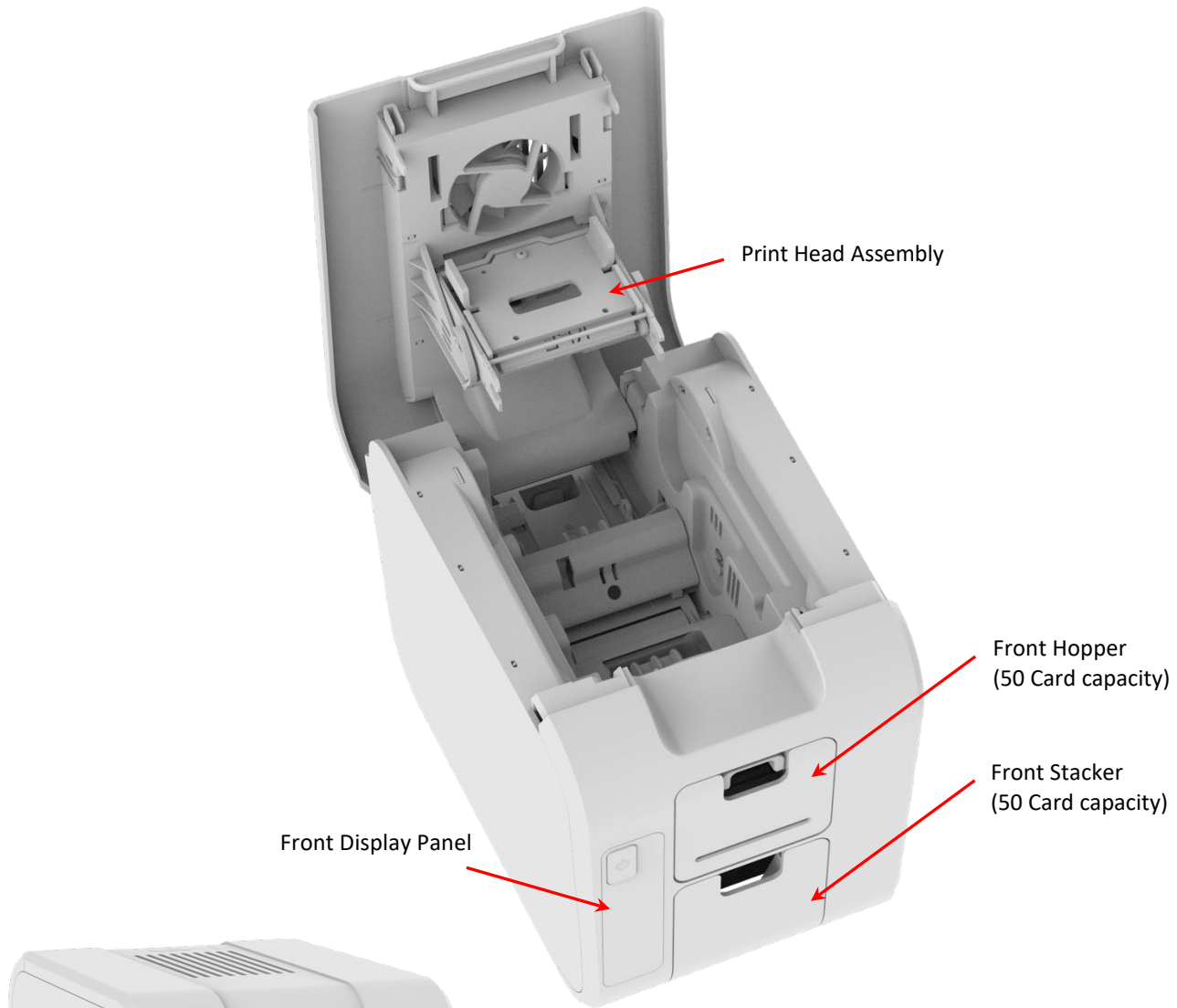
### Printer and Dye Film Environmental Requirements:



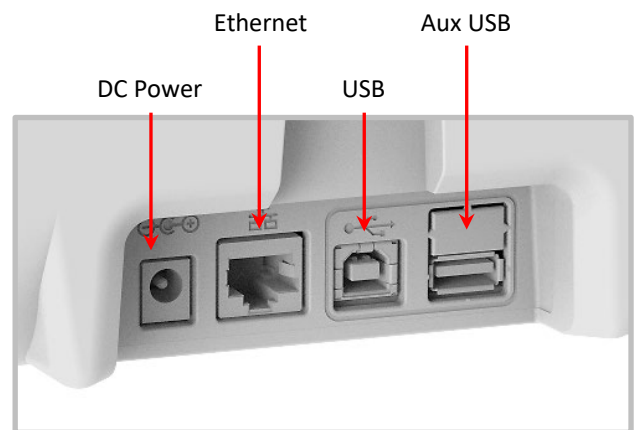
Normal office environment with:

- Ambient temperature +10 to 30°C (50 to 86°F).
- Protection from direct sunlight and chemicals.
- Protection from sudden temperature changes.
- Relative Humidity 20 - 70%
- Sufficient space for:
  - Opening the printer's Lid.
  - Cable access at the rear.

## Printer Key Components



**Printer Rear View**

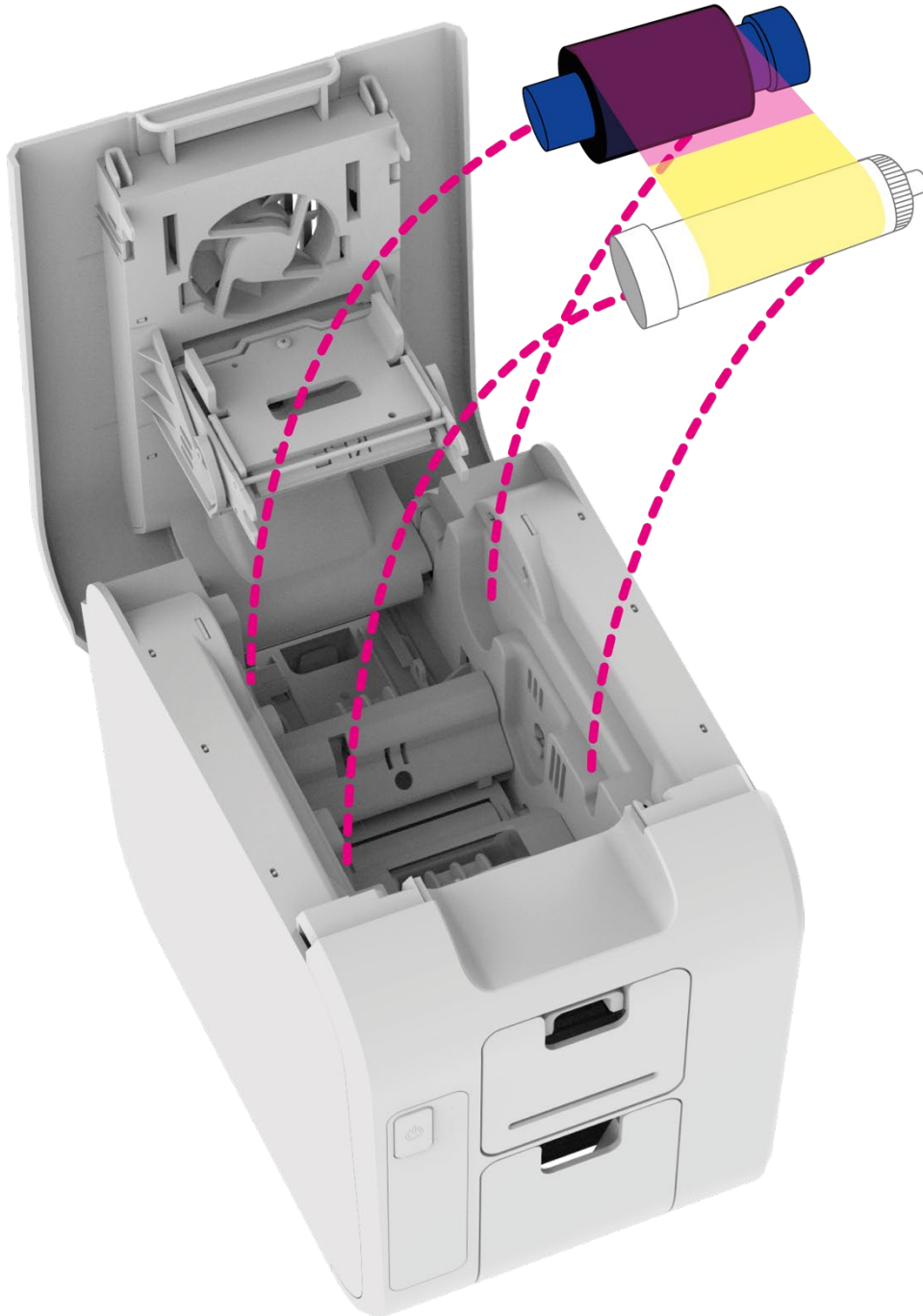


**Printer Rear Connector Panel**

### Installing the Dye Film

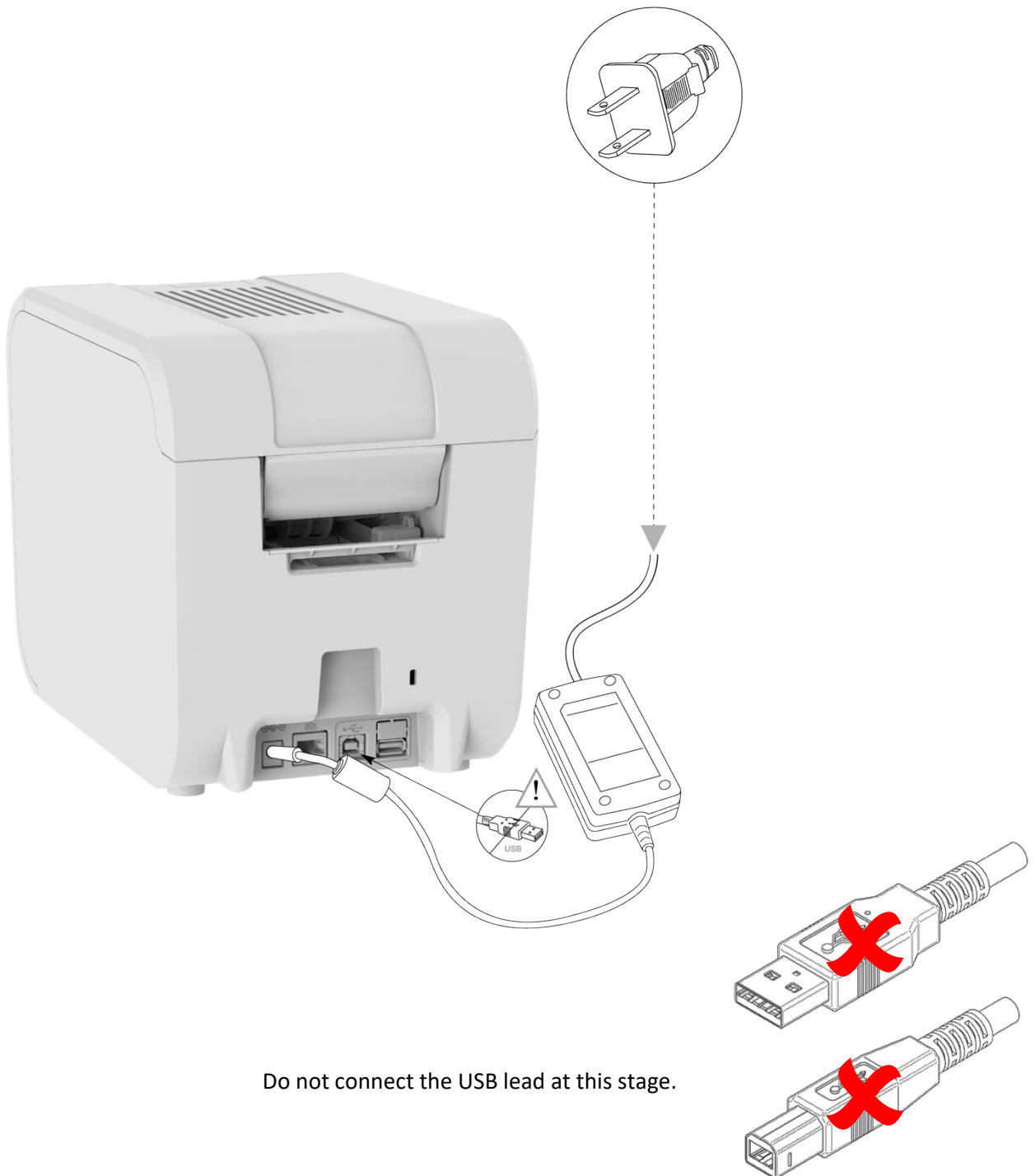
Open the printer's lid and insert the dye film as shown in the diagram below.

If the printer's lid is closed (with the printer powered on and the dye film fitted), the printer will begin to initialize. As part of this process, the printer will read an identification tag in the film which contains information about the film type and capacity.



## Connecting the Power Supply

Connect the power supply as shown below but do not connect the USB lead at the stage (the USB is connected after the driver has successfully been installed).



Do not connect the USB lead at this stage.



### INSTALLING THE DRIVER

The latest version of Driver for your ID Maker Arc printer can be downloaded using the following weblink: <https://www.idville.com/techsupport>.

The Driver installation software will guide you through the installation process. This website provides complete End User support covering:

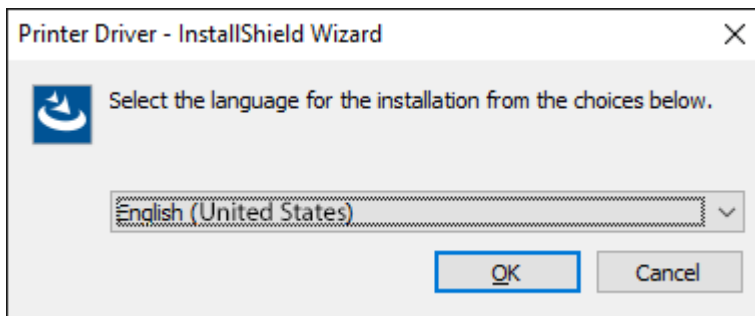
- Unboxing and setting up your printer.
- Updating the printer's firmware.
- Card design software.
- The option to register your printer.

## Installer Guide:

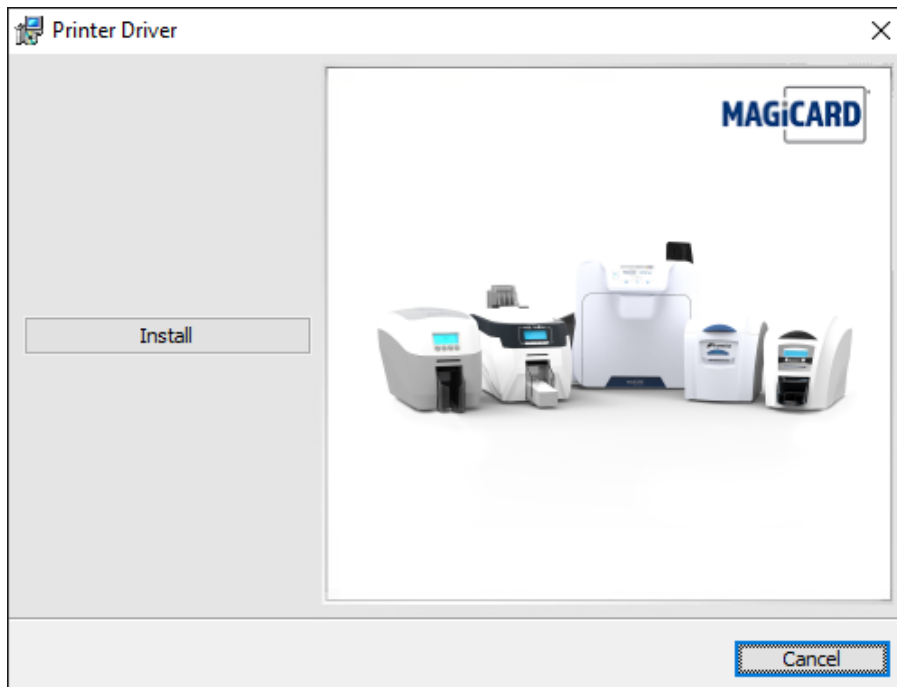
- Click on the “setup.exe” icon.



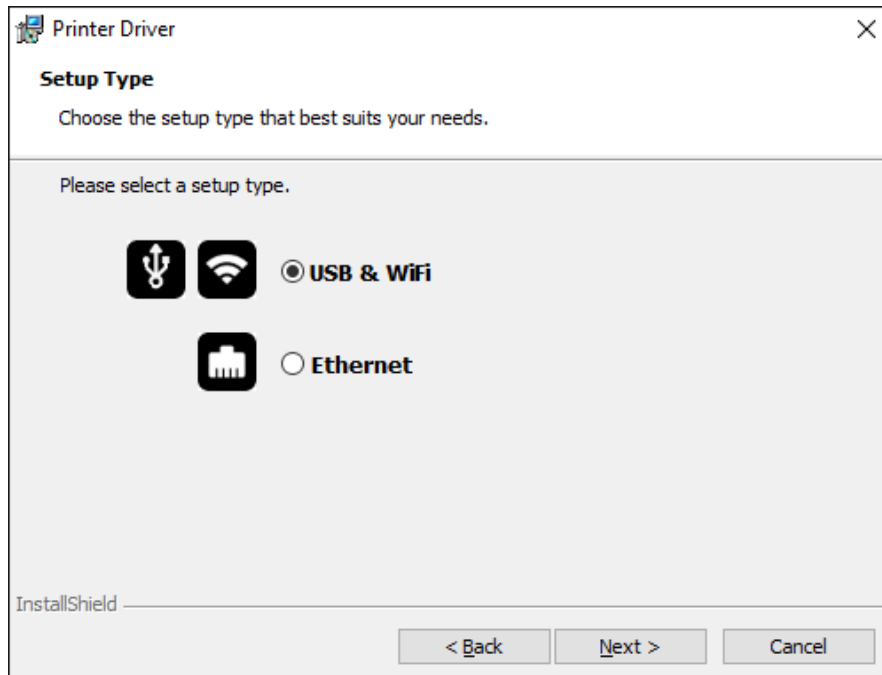
- Select the relevant language.



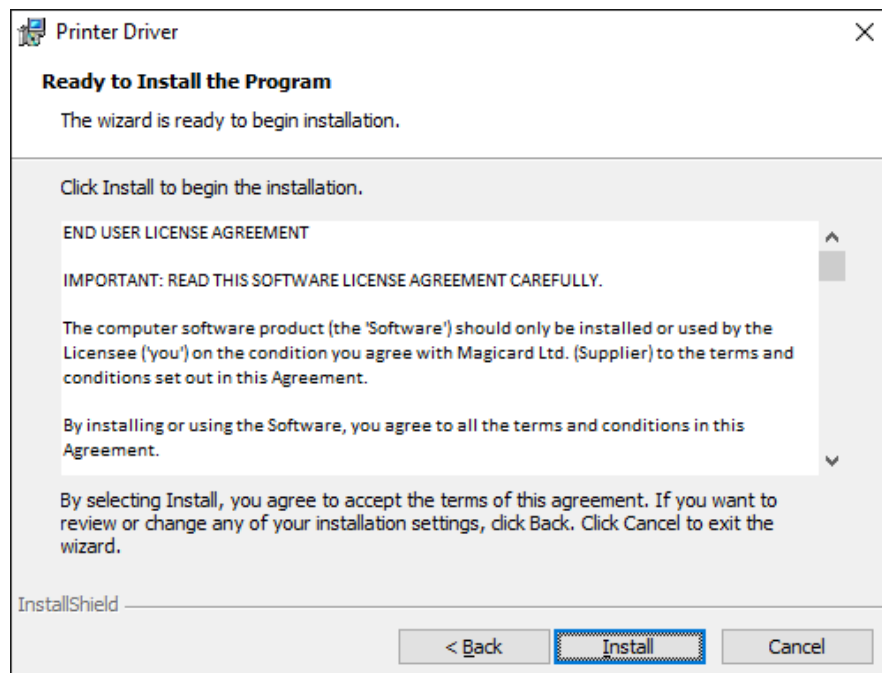
- Click “Install”.



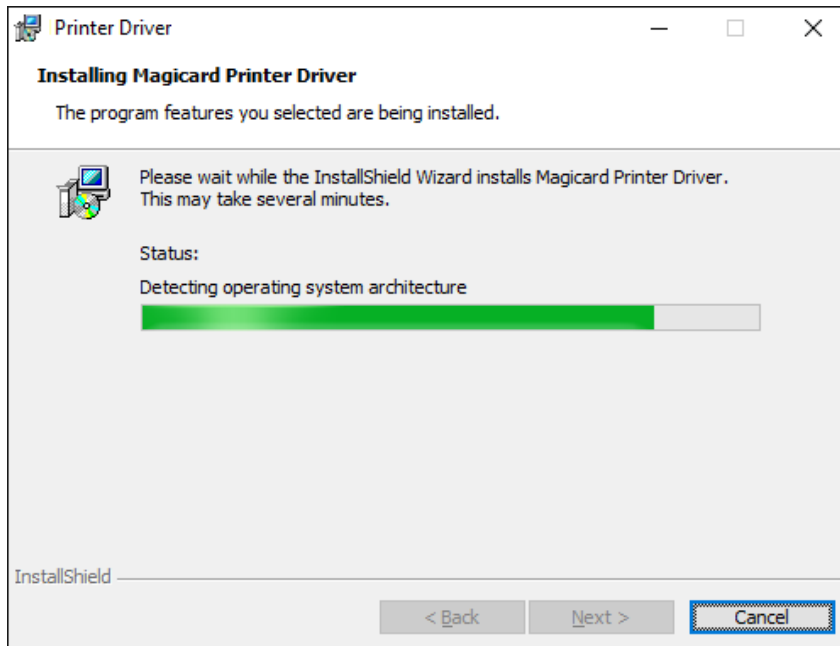
## USB Installation



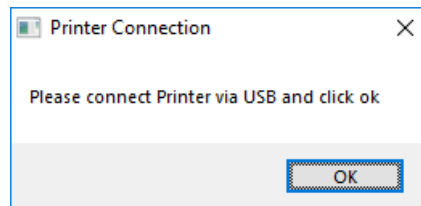
- Select the port type for the installation.
- Select “USB” and click “Next”.
- Agree to the license agreement.



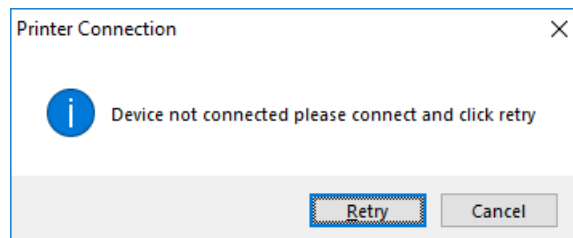
- Wait for the installation progress bar to finish.



- You will be prompted for a printer to be connected via USB.

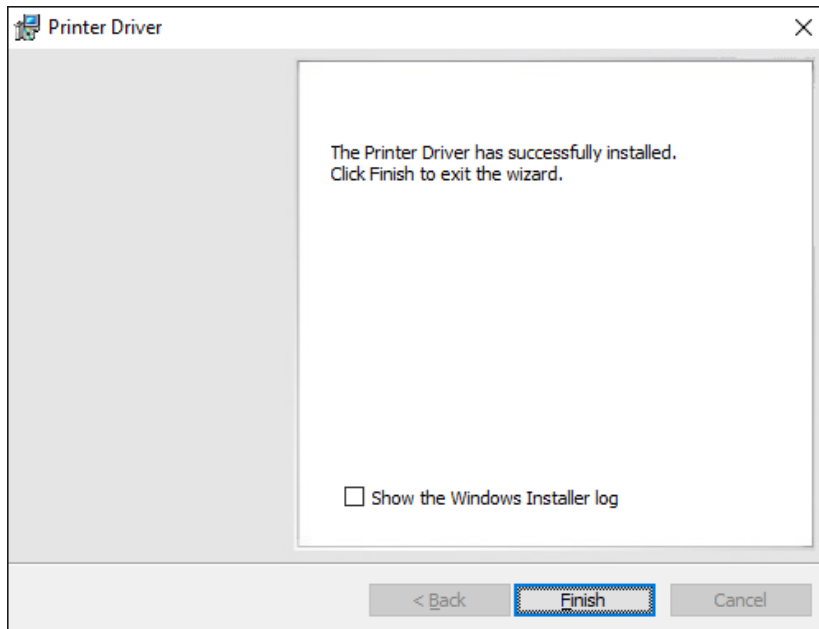


- If no printer is connected, you will be asked to reconnect and retry.



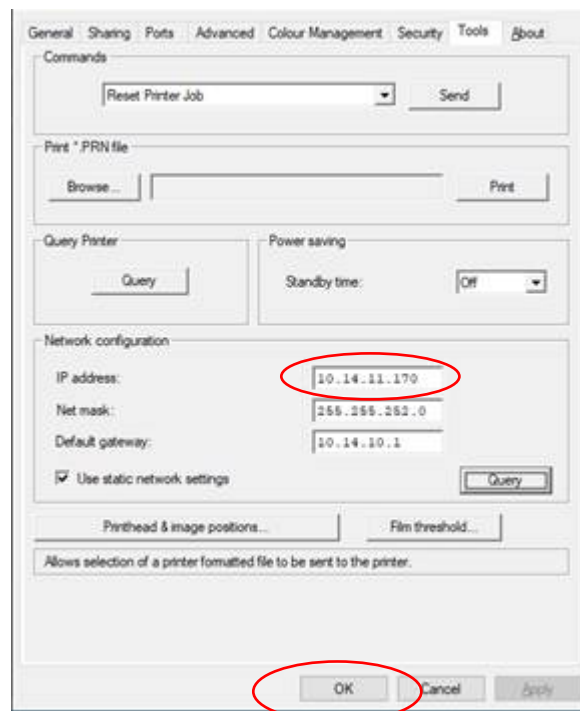
NOTE: If "Cancel" is clicked, you will be asked to confirm this. The Installer will then end. The installation will be completed but the printer will not be connected. This will happen when the printer is physically connected via the USB.

- After completion of the installation, you will be prompted with the following dialog to signal the installation is complete:

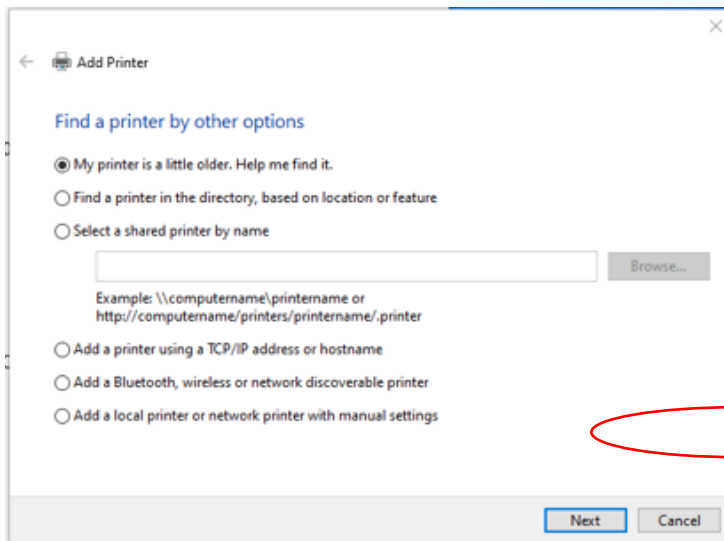


## Ethernet Installation

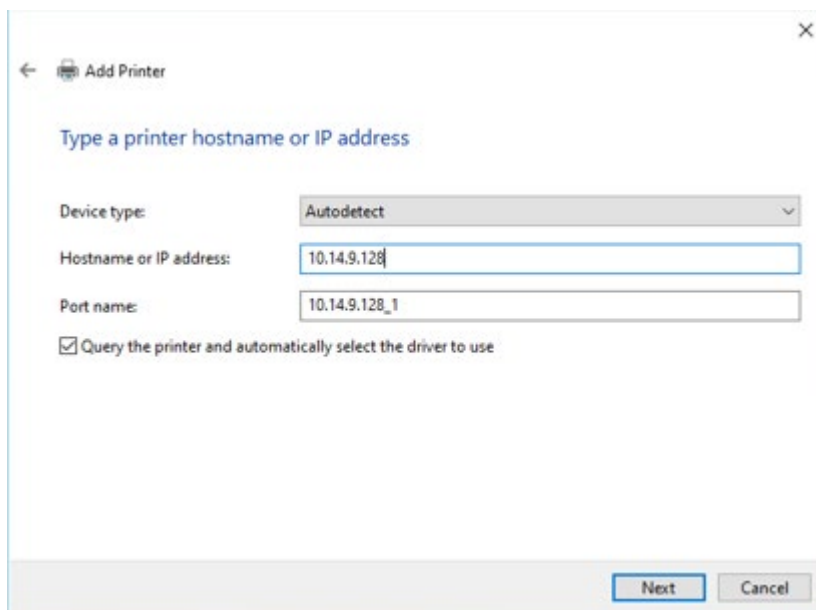
- First the printer must be installed via USB as described in the previous steps.
- Ensure that the printer is connected via the Ethernet connector at the rear to an active network.
- To obtain the IP address of the printer go to Printer Properties and click Query in the Network Configuration section.



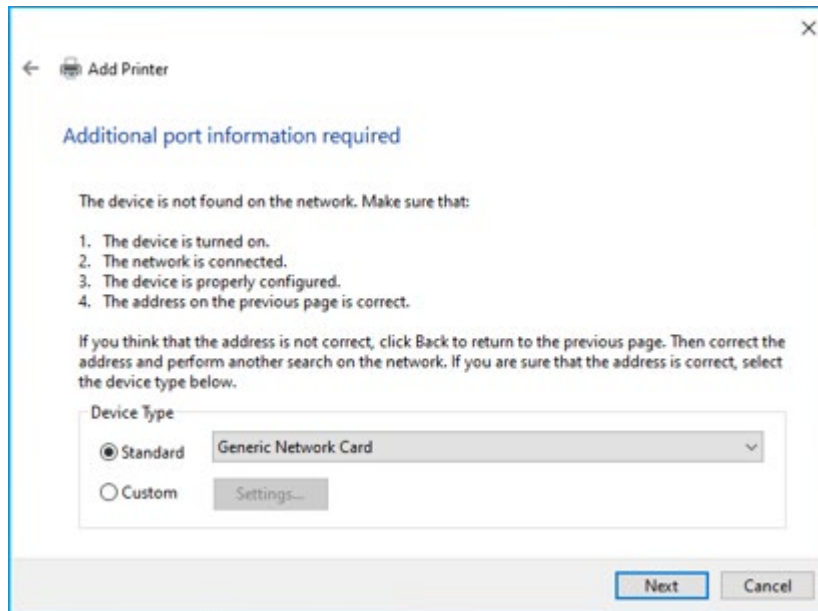
- Go to the **“Start”** menu and navigate to **“Printers & Scanners”**
- Click on **“Add a printer or scanner”**
- Scroll down and click **“The Printer that I want isn’t listed”**



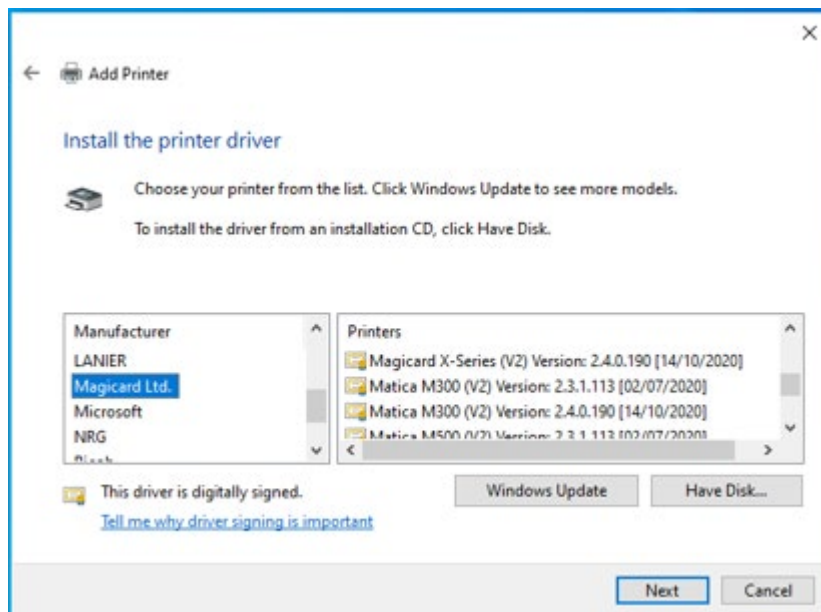
- From the Add Printer menu select “**Add a printer using a TCP/IP address or hostname**”
- Under “Hostname or IP address:” type in the IP address obtained in the earlier step. Note the Port name should auto populate. Click **Next**



- After the system finished searching you may be prompted with “Additional port information require”. Click **“Standard”** (default) and **Next**

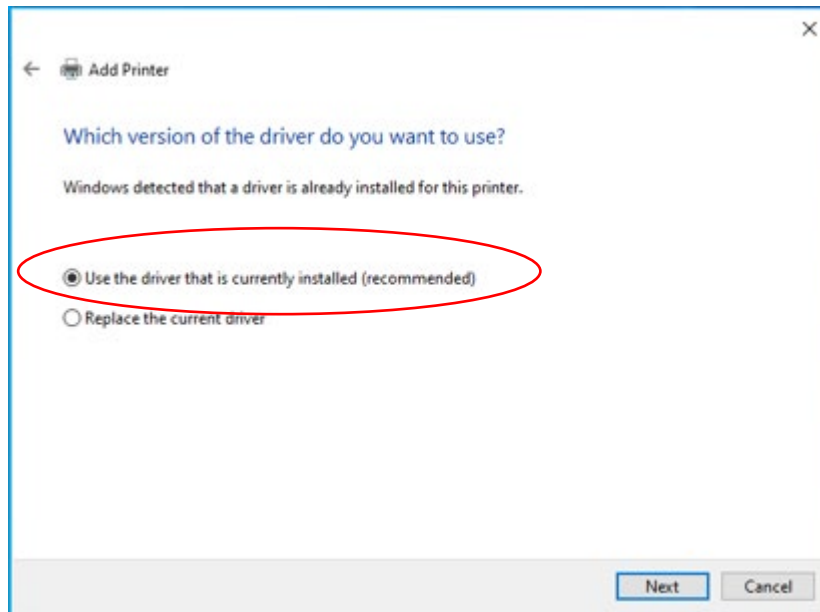


- You will now be prompted to “Install the printer driver” In the left-hand column scroll through manufacturers to **“Magicard Ltd”**. Once selected the right-hand column will update. Scroll through until you find the Arc. Select and click **Next**.

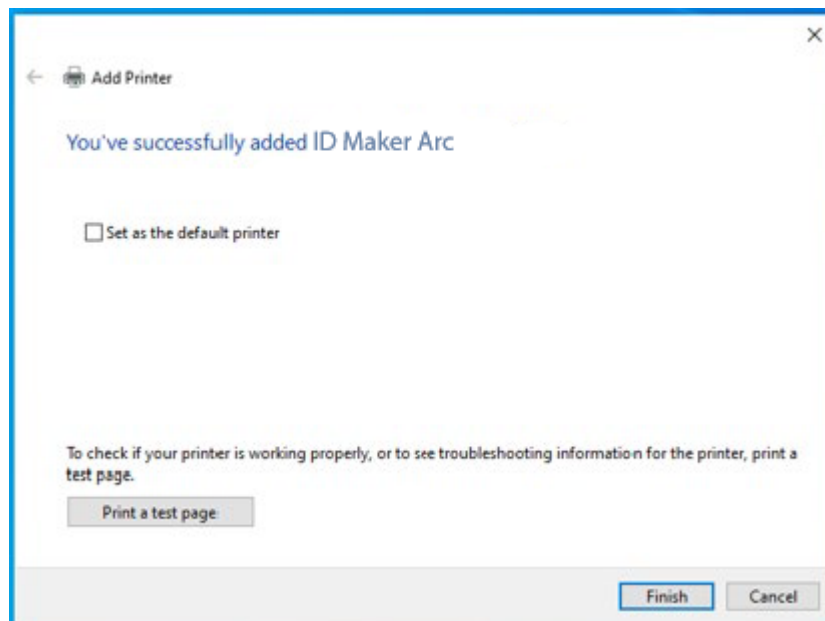




- You may be prompted to select version of driver. Select “**Use current (recommended)**”

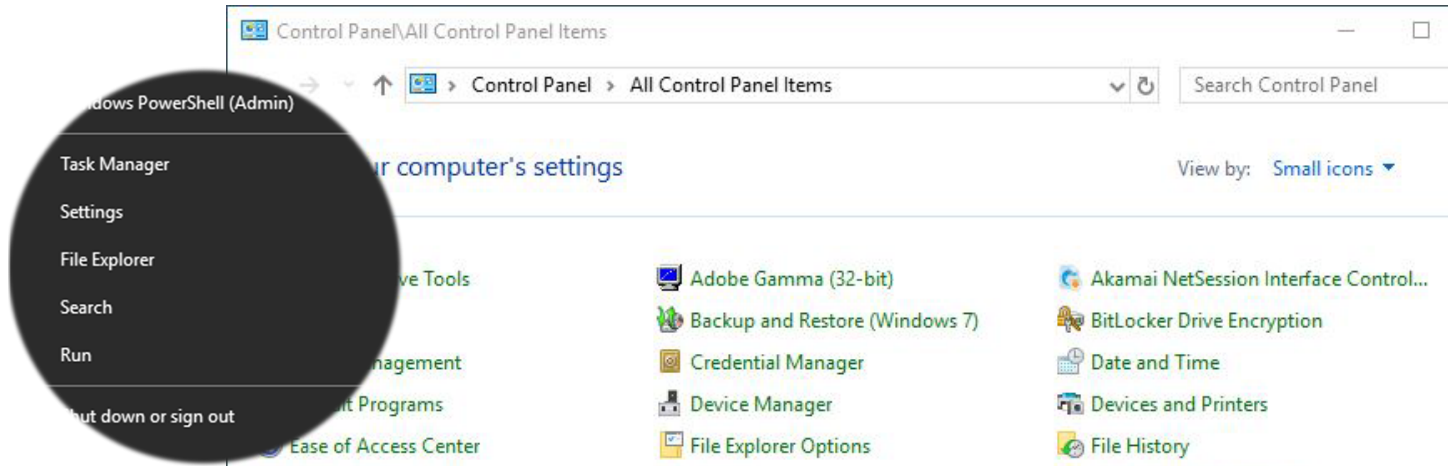


- You may be prompted to name the printer – leave as default and click **Next**
- At the “Printer Sharing” prompt – select “do not share” (default) and click **Next**
- You will now be presented with “You’ve successfully added ID Maker Arc” and have the option to set as the default printer and print a test image. Click **Finish** to complete.



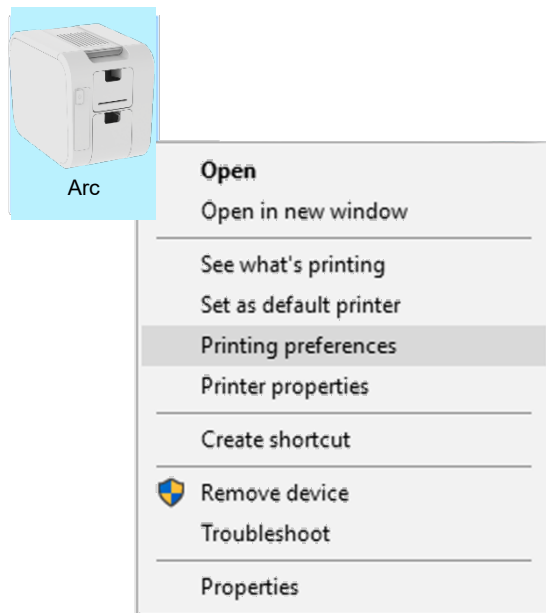
## ACCESSING THE DRIVER SETTINGS

Accessing the Driver “Printing Preferences” Settings (Windows 10 (64 bit) shown for information purposes).



The printer’s Driver settings (Printing Preferences) can be accessed as follows:

- Right-click on the “**Start**” menu icon (bottom left of PC screen) and select the “**Search**” option.
- Search for “**Control Panel** and select the “**Devices and Printers**” option (you may need to set your “**View by:**” option to “**Small icons**” depending on your PC setup).
- In the “**Devices and Printers**” window, right-click on the printer thumbnail image and select “**Printing Preferences**”.



## Printing Preferences

### Driver Tabs

#### Printer

This is the default tab and offers the User the option to change card orientation, size, and print resolution.

#### Card Front

Options to change the color format, Image rotation and Security layer image.

#### Image

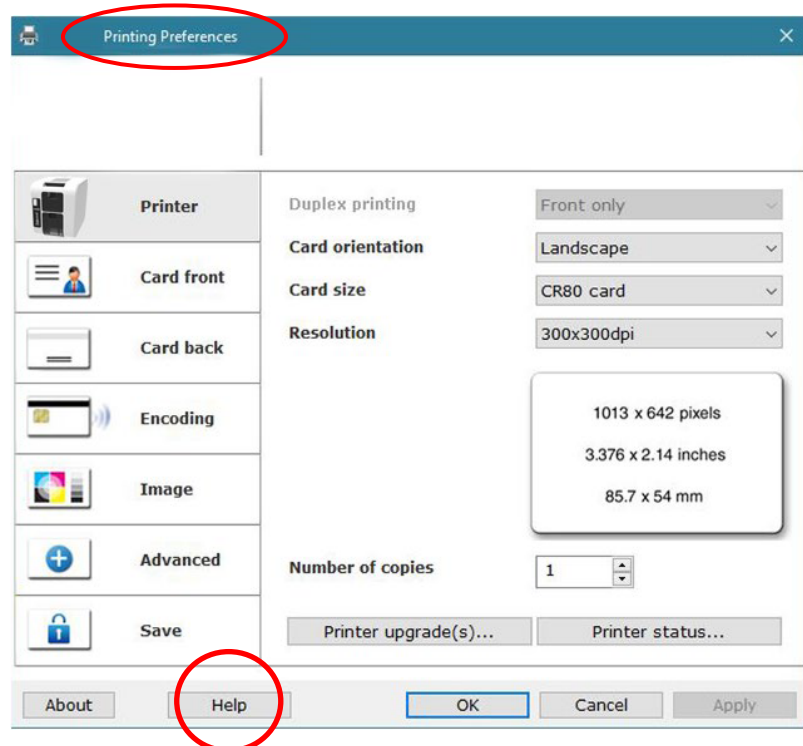
Image manipulation options including color correction, print head power (density) and color adjustment. Color Profiles also supported.

#### Advanced

Re-writeable card support including the option for User defined areas on card.

#### Save

Specific User settings can be saved and restored later. Factory Restore option available.



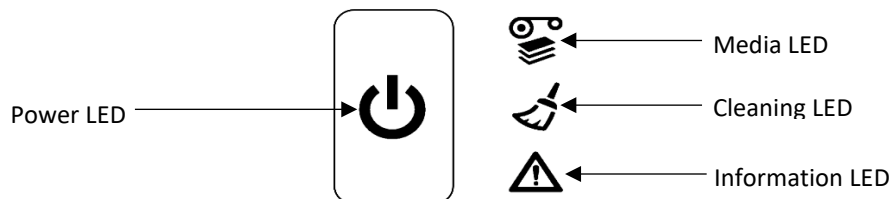
### Help with Driver Settings

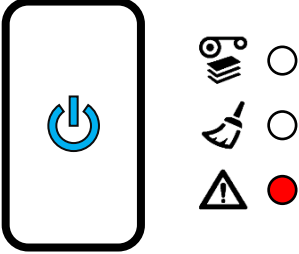
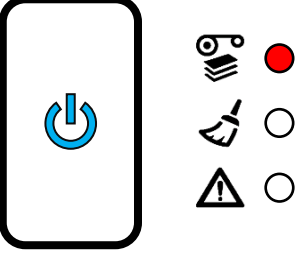
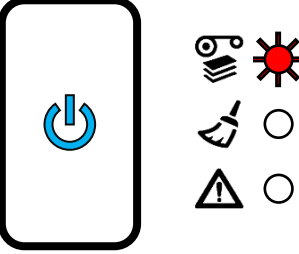
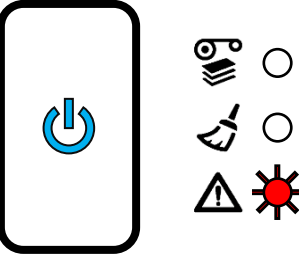
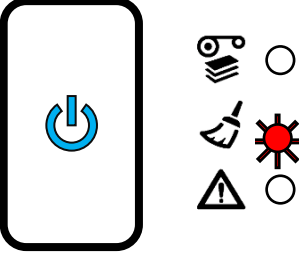
The printer driver contains a built-in help file (in HTML format) – this file gives an excellent, clear explanation of each driver setting.

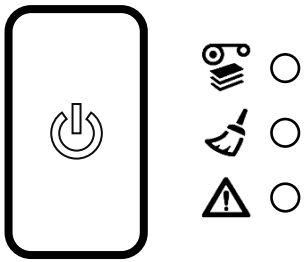
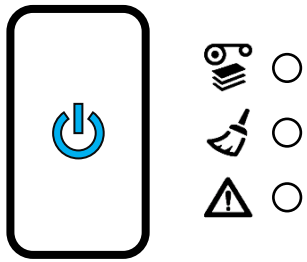
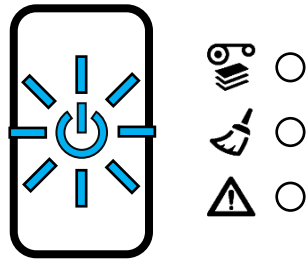
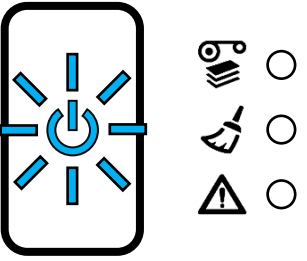
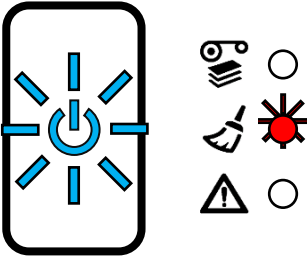
To view the driver's help file, go to the **Printing Preferences** (as described above), and click on the "Help" Button.

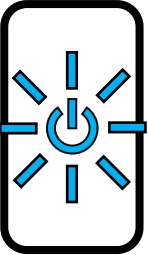

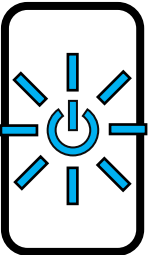

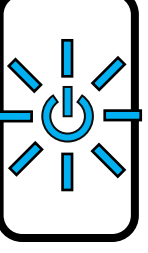

## PRINTER FRONT DISPLAY OPTIONS & STATUS INDICATORS

Each error type is indicated by illuminating the appropriate indicator from the 3 available LEDs shown below. Each LED can be off, steady on, or flashing at controlled intervals (set within software and therefore modifiable).



LED CONFIGURATION	LED BEHAVIOR	ERROR CATEGORY	ERROR CODES
	INFORMATION LED STEADY	GENERAL_ERROR	01:XX 08:XX 10:XX 11:XX 12:XX 15:XX 16:XX 17:XX 18:XX 19:XX 31:XX 32:XX
	MEDIA LED STEADY	MEDIA_CARDS	02:XX 04:XX
	MEDIA LED FLASHING	MEDIA_FILM	05:XX 06:XX 07:XX 24:XX 25:XX 33:XX 34:XX
	INFORMATION LED FLASHING	CRITICAL_ERROR	13:XX 14:XX 20:XX 21:XX 26:XX 28:XX 29:XX
	CLEANING LED EQUAL FLASH EVERY 1.3sec (0.77Hz)	CLEAN_REQUIRED	27:XX

LED CONFIGURATION	POWER LED BEHAVIOR	STATUS LED BEHAVIOR	PRINTER STATUS
	OFF	OFF	OFF
	STEADY	OFF	IDLE
Every 6sec 	SHORT PULSE EVERY 6sec (0.167Hz)	OFF	STANDBY
Every 1sec 	EQUAL FLASH EVERY 1sec (1Hz)	OFF	BUSY
	EQUAL FLASH EVERY 1sec (1Hz)	EQUAL FLASH 3Hz	WAITING FOR CLEANING CARD

 	<p>EQUAL FLASH EVERY 1sec (1Hz)</p>	<p>STEADY ON</p>	<p>CLEANING</p>
<p>Every 1sec</p>  	<p>HEARTBEAT DOUBLE PULSE EVERY 1sec (1Hz)</p>	<p>OFF</p>	<p>SOAKING</p>
<p>Every 1sec</p>  	<p>EQUAL FLASH EVERY 1sec (1Hz)</p>	<p>EQUAL FLASH EVERY 1sec (1Hz)</p>	<p>UPGRADING</p>

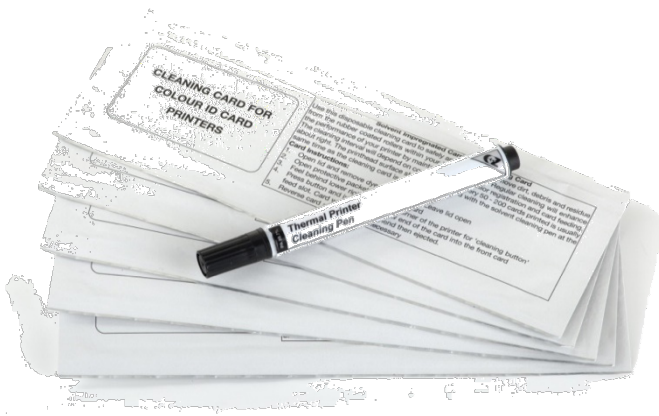
### ADDITIONAL USEFUL INFORMATION

#### Caring for your Printer

#### **MAINTAINING YOUR PRINTER IS IMPORTANT!**

- Maintenance is an important factor of your printer's good operation and longevity.
- Maintaining a regular cleaning routine will give you optimum print quality and prevent down time. We recommend that you clean the printer's rollers and print head each time you change dye films.
- A clean printer will produce superior quality ID cards and is less likely to require factory maintenance and/or repair.
- In normal environments, regular maintenance should improve the longevity of the print head itself. (Remember... foreign particles can lodge under the Head and cause permanent damage!)

#### Cleaning Supplies

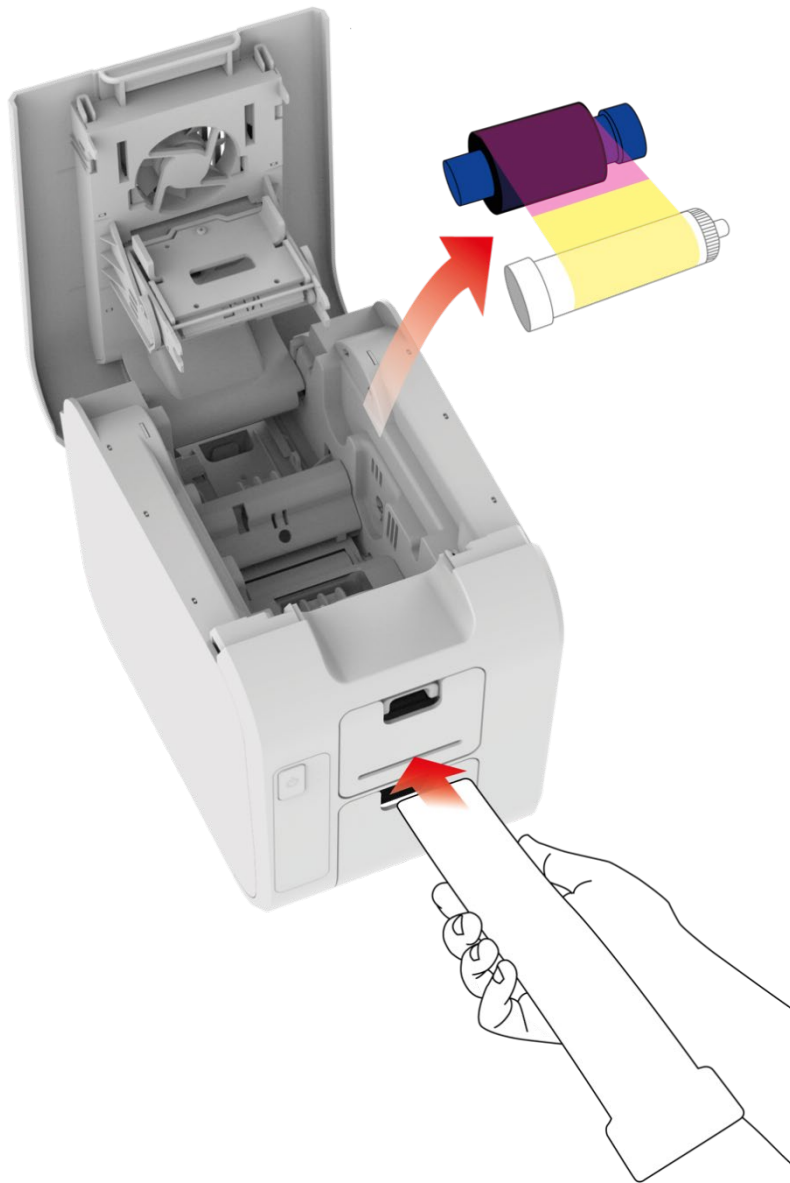


10x Cleaning Cards & 1x Cleaning Pen  
(item #46899)

Note: Cleaning supplies can be purchased from [idville.com](http://idville.com).

### How to Clean your Printer

1. Remove Dye Film
2. With the lid open, press twice on the power button in quick succession to begin a cleaning routine.
3. Insert the cleaning card when prompted.
4. Once cycle is complete, we recommended repeating once more with the other (clean side) of the cleaning card to maximize cleaning effect.

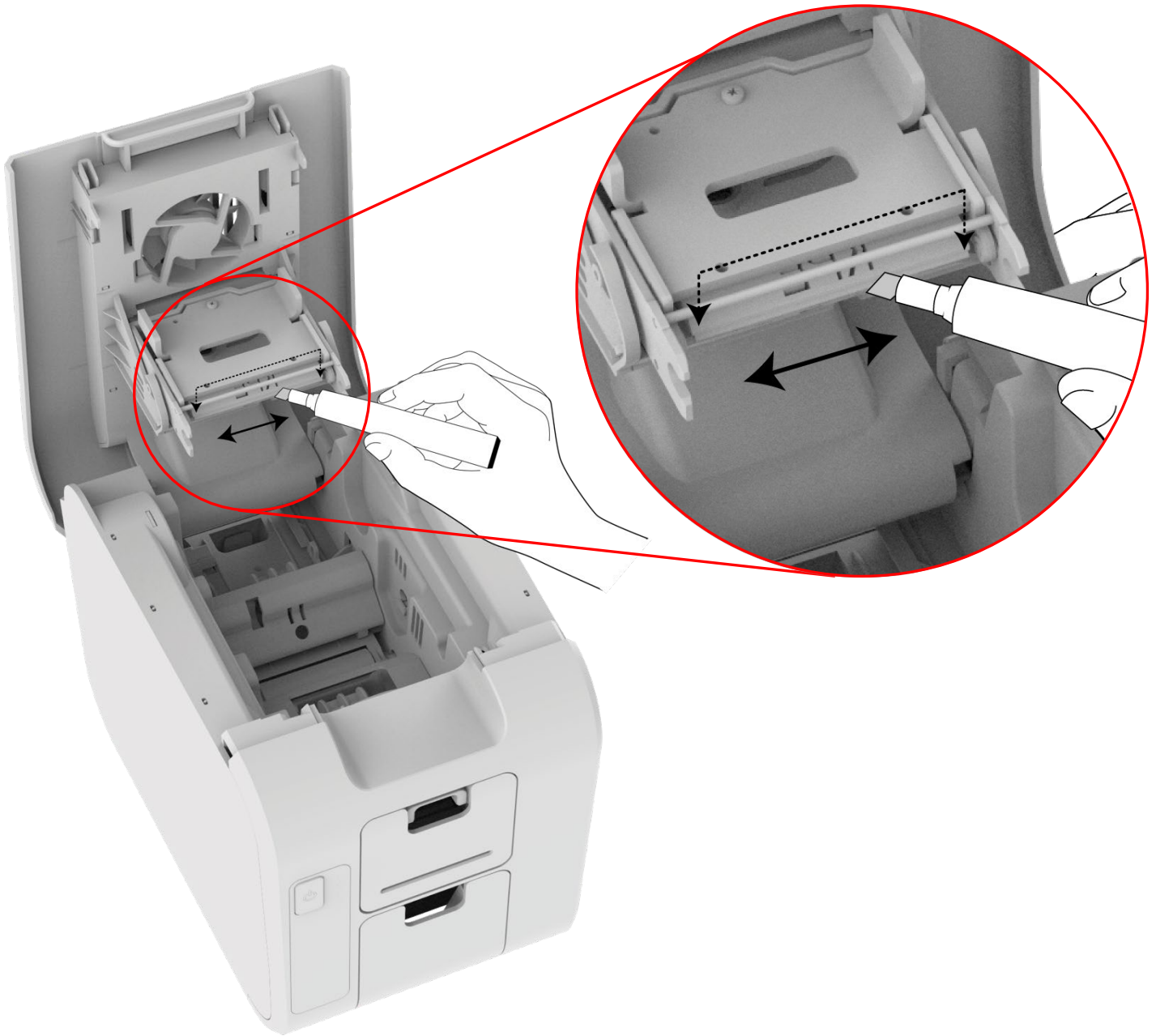




### Using the Cleaning Pen

The Cleaning Pen (supplied with the Cleaning Kit **(46899)** – see page 23) is used to clean the face of the print head. The pen contains Isopropyl Alcohol (IPA) and is very effective at removing light grease (such as finger grease etc.) which would otherwise spoil a printed card. To use, simply run the tip of the pen across the print face several times as shown in the diagram below.

Once clean, do not touch the print face!



## CHOOSING THE CORRECT DYE FILM

Below is a general guide to selecting the most suitable film for any typical application.

Dye Film Part Number	Film Panel Layout	Print Capacity (Cards)	Typical Images
46898	YMCKO	100 (Printing color one side only).	Single Sided Color Side 1 only

Film Panel Key:	Yellow (Y)	Magenta (M)	Cyan (C)	Resin (K) black	Overcoat (O) clear
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## CHOOSING THE CORRECT CARDS

Not all white PVC Cards are the same. For best image quality always use high grade PVC Cards.

Pure PVC Card stock or laminated PVC/Polyester Cards are available. The latter are more durable and better suited to heavy use and heat lamination when required. For access control and Smart Card applications, your supplier should provide the appropriate type for “direct to card” printing. For consistent results, stick to a single variety of good quality cards.

### Card size

CR80 (Standard) = 3.375” x 2.125” (86.5 mm x 53.98 mm). (w x h)

### Card thickness

Standard – 0.020” (0.50 mm).  
Maximum – 0.040” (1.00 mm).

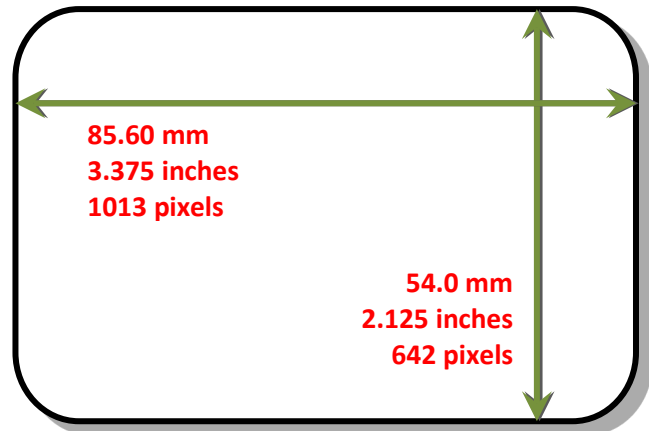


### Card requirements necessary for good quality prints

- Glossy white.
- Free from contamination.
- Free from surface irregularities.
- Free from burrs at Card edges.

### Printable area of the Card

The printable area of a standard CR80 Card is size of 1013 x 642 pixels to obtain “over the edge” print quality.



#### Available Card Types:

62834WT	Premium blank white cards – CR80
44022	10mil Self-adhesive blank white cards – CR80
44018	24mil Self-adhesive blank white cards – CR80 (USA)
44004	28mil HoloPatch® blank white cards with gold seal – CR80

### Using Self Adhesive Cards

There are many types of self-adhesive cards. Thorough investigation and testing have shown that poor quality or incorrect card types will cause:

- Poor image quality.
- Card feed failures.
- Cutting or snapping dye film.
- Cards jamming during printing.

We recommend only using self-adhesive cards supplied by your ID card supplier.

### GENERAL DATA PROTECTION REGULATION (GDPR)

Digital shredding - Once data has been used for the print job, it is fragmented, rendering it irrecoverable, helping to ensure the ID Maker Arc is not a repository for data.

## FCC DECLARATION:

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced Radio/TV technician for help.

## CAUTION:

Unapproved changes or modifications could void the Users authority to operate the equipment and affect any related warranty claim.

## FCC SDOC:

Supplier's Declaration of Conformity  
47 CFR § 2.1077 Compliance Information

Unique Identifier: Pronto 100, 3100-0001

Responsible Party: Magicard Inc.

12919 – NE 126th Place,  
Suite B244,  
Kirkland,  
WA,  
98034,  
USA

## FCC Compliance Statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## CE DECLARATION:

EU Declaration of Conformity (DoC)		CE																																																																						
<p><b>We</b></p> <p>Company name: <input type="text" value="Magicard Ltd"/></p> <p>Postal address: <input type="text" value="Waverley House, Hampshire Road"/></p> <p>Postcode: <input type="text" value="DT4 9XD"/></p> <p>City: <input type="text" value="Weymouth"/></p> <p>Telephone number: <input type="text" value="+44 1305 470000"/></p> <p>E-Mail address: <input type="text" value="support@magicard.com"/></p>																																																																								
<p><b>MAGiCARD</b></p>																																																																								
<p><b>declare that the DoC is issued under our sole responsibility and belongs to the following products:</b></p> <p>Product Names: <input type="text" value="Rio Pro 360, Rio Pro 360 Neo, Magicard 600, Magicard 300, Magicard D, Magicard K, Pronto 100"/></p> <p>Product Description: <input type="text" value="Card Printer"/></p>																																																																								
<p><b>Objects of the declaration</b> (identification of apparatus allowing traceability):</p> <table border="1"> <tbody> <tr> <td>3652-3001x-xx/x</td> <td>3652-3023x-xx/x</td> <td>3652-6021x-xx/x</td> <td>3300-0001x-xx/x</td> <td>4500-0001x-xx/x</td> </tr> <tr> <td>3652-3002x-xx/x</td> <td>3652-3024x-xx/x</td> <td>3652-6022x-xx/x</td> <td>3300-0002x-xx/x</td> <td>4500-0002x-xx/x</td> </tr> <tr> <td>3652-3003x-xx/x</td> <td>3652-3028x-xx/x</td> <td>3652-6023x-xx/x</td> <td>3300-0003x-xx/x</td> <td>4500-0003x-xx/x</td> </tr> <tr> <td>3652-3004x-xx/x</td> <td>3652-3029x-xx/x</td> <td>3652-6024x-xx/x</td> <td>3300-0004x-xx/x</td> <td>4500-0004x-xx/x</td> </tr> <tr> <td>3652-3005x-xx/x</td> <td>3652-3031x-xx/x</td> <td></td> <td>3300-0021x-xx/x</td> <td>4500-0021x-xx/x</td> </tr> <tr> <td>3652-3008x-xx/x</td> <td>3652-3032x-xx/x</td> <td>3652-5001x-xx/x</td> <td>3300-0022x-xx/x</td> <td>4500-0022x-xx/x</td> </tr> <tr> <td>3652-3009x-xx/x</td> <td>3652-3033x-xx/x</td> <td>3652-5002x-xx/x</td> <td>3300-0023x-xx/x</td> <td>4500-0023x-xx/x</td> </tr> <tr> <td>3652-3011x-xx/x</td> <td>3652-3034x-xx/x</td> <td>3652-5003x-xx/x</td> <td>3300-0024x-xx/x</td> <td>4500-0024x-xx/x</td> </tr> <tr> <td>3652-3012x-xx/x</td> <td>3652-3035x-xx/x</td> <td>3652-5004x-xx/x</td> <td></td> <td></td> </tr> <tr> <td>3652-3013x-xx/x</td> <td></td> <td>3652-5021x-xx/x</td> <td></td> <td>3100-0001x-xx/x</td> </tr> <tr> <td>3652-3014x-xx/x</td> <td>3652-6001x-xx/x</td> <td>3652-5022x-xx/x</td> <td></td> <td>3100-6001x-xx/x</td> </tr> <tr> <td>3652-3015x-xx/x</td> <td>3652-6002x-xx/x</td> <td>3652-5023x-xx/x</td> <td></td> <td></td> </tr> <tr> <td>3652-3021x-xx/x</td> <td>3652-6003x-xx/x</td> <td>3652-5024x-xx/x</td> <td></td> <td></td> </tr> <tr> <td>3652-3022x-xx/x</td> <td>3652-6004x-xx/x</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p><i>Where x-xx/x refers to optional "white label" variants (cosmetic / branding differences only)</i></p>			3652-3001x-xx/x	3652-3023x-xx/x	3652-6021x-xx/x	3300-0001x-xx/x	4500-0001x-xx/x	3652-3002x-xx/x	3652-3024x-xx/x	3652-6022x-xx/x	3300-0002x-xx/x	4500-0002x-xx/x	3652-3003x-xx/x	3652-3028x-xx/x	3652-6023x-xx/x	3300-0003x-xx/x	4500-0003x-xx/x	3652-3004x-xx/x	3652-3029x-xx/x	3652-6024x-xx/x	3300-0004x-xx/x	4500-0004x-xx/x	3652-3005x-xx/x	3652-3031x-xx/x		3300-0021x-xx/x	4500-0021x-xx/x	3652-3008x-xx/x	3652-3032x-xx/x	3652-5001x-xx/x	3300-0022x-xx/x	4500-0022x-xx/x	3652-3009x-xx/x	3652-3033x-xx/x	3652-5002x-xx/x	3300-0023x-xx/x	4500-0023x-xx/x	3652-3011x-xx/x	3652-3034x-xx/x	3652-5003x-xx/x	3300-0024x-xx/x	4500-0024x-xx/x	3652-3012x-xx/x	3652-3035x-xx/x	3652-5004x-xx/x			3652-3013x-xx/x		3652-5021x-xx/x		3100-0001x-xx/x	3652-3014x-xx/x	3652-6001x-xx/x	3652-5022x-xx/x		3100-6001x-xx/x	3652-3015x-xx/x	3652-6002x-xx/x	3652-5023x-xx/x			3652-3021x-xx/x	3652-6003x-xx/x	3652-5024x-xx/x			3652-3022x-xx/x	3652-6004x-xx/x			
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<p><b>The objects of the declaration described above are in conformity with the relevant Union harmonisation legislation:</b></p> <p>Low Voltage Directive (LVD) 2014/35/EU</p> <p>Electromagnetic Compatibility (EMC) Directive 2014/30/EU</p> <p>Directive on the Restriction of the use of certain Hazardous Substances (RoHS) 2011/65/EU</p>																																																																								
<p><b>The following harmonised standards and technical specifications have been applied:</b></p> <p><b>Title and Date of standard/specification:</b></p> <p>EN 62368-1:2014/AC:2015 Audio/video, information and communication technology equipment - Part 1: Safety requirements (IEC 62368-1:2014, modified)</p> <p>EN 55032:2015 Electromagnetic compatibility of multimedia equipment - Emission Requirements</p> <p>EN 55035:2017 Electromagnetic compatibility of multimedia equipment - Immunity requirements</p> <p>...</p> <p>...</p> <p><b>Notified body (where applicable):</b> <input type="text" value="4 digit notified body number:"/>  <input type="text" value="not applicable"/></p> <p>Reference number of the certificate of notified body: n/a</p>																																																																								
<p><b>Additional information:</b></p> <p>...</p>																																																																								
<p><b>Signed for and on behalf of Magicard Ltd:</b></p> <table border="1"> <tbody> <tr> <td>Weymouth, United Kingdom</td> <td>03/03/2021</td> <td>Gordon Hague, Chief Technical Officer</td> </tr> <tr> <td>Place of issue</td> <td>Date of issue</td> <td>Name function, signature:</td> </tr> </tbody> </table>			Weymouth, United Kingdom	03/03/2021	Gordon Hague, Chief Technical Officer	Place of issue	Date of issue	Name function, signature:																																																																
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