



badgy

badgy 100

badgy 200

USER GUIDE

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Evolis cannot be held liable for any errors that may be found in this manual, or for any loss or damage arising accidentally or as a result of dissemination or use of this manual.

TRADEMARKS

Badgy and Badgy Premium Suite® are trademarks of Evolis. 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.

It is also available on www.badgy.com→Support.

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

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.

This user guide has been developed for the **Badgy100** and **Badgy200** machines.

To view all technical specifications, please refer to www.evolis.com→Products & Services→Plastic Card Printers→Printer→Specifications.

To view the compatibility of OS and drivers with your printer, please refer to www.badgy.com.

Certifications and declarations of conformity

- CE, UKCA, ICES, VCCI, CCC, KC, BIS
- FCC (Evolis contact: Evolis, Rising Sun Mills, 188 Valley St., Suite 421, RI 02909 Providence, evolnortham@evol.com)
- RoHS

The following icons on the printer label are used to highlight important information:



Evaluation for apparatus only based on altitude not exceeding 2000m, therefore it's the only operating condition applied for the equipment. There may be some potential safety hazard if the equipment is used at altitude above 2000m.



Evaluation for apparatus only based on temperate climate condition, therefore it's the only operating condition applied for the equipment. There may be some potential safety hazard if the equipment is used in tropical climate region.

WARRANTY REGISTRATION

Please register online at 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.

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. 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

1

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.

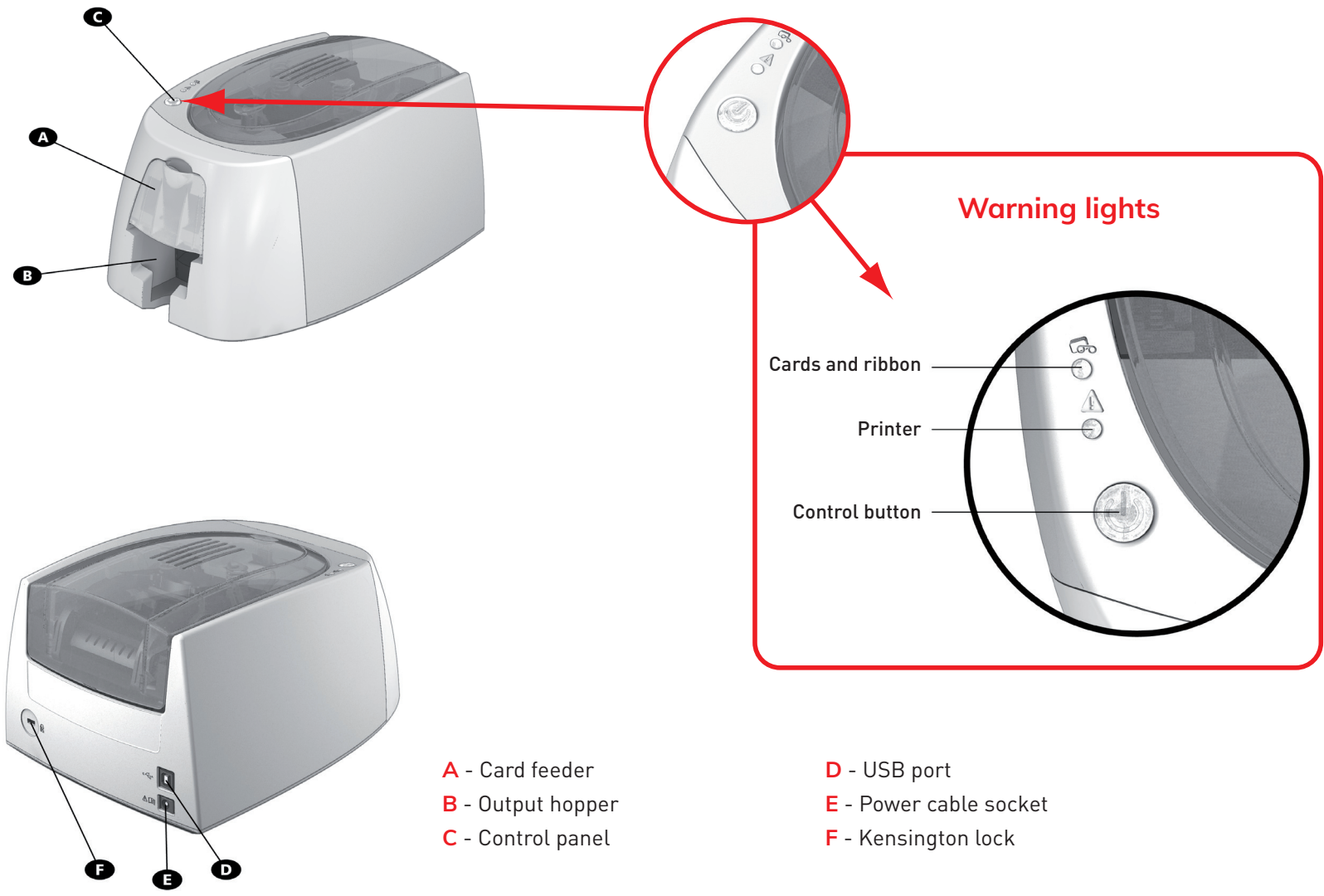
Accessories supplied with your printer:

- Power supply unit – CWT type KPL-065M-V or FSP type FSP060-RAAK3
- Mains power cable.
- USB cable.
- Installation USB stick containing
 - 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



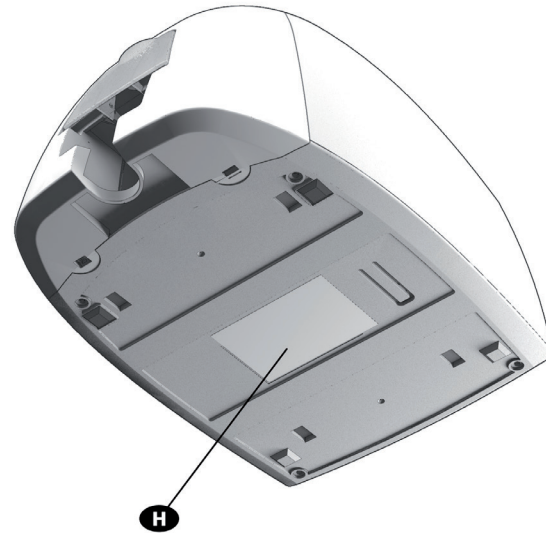
If any of these components is missing, please contact your Badgy reseller. Only use the power supply unit provided with your Badgy printer (CWT type KPL-065M-VI or FSP type FSP060-RAAK3). Only use the USB cable supplied with your Badgy printer.

1-2 DESCRIPTION OF THE PRINTER AND ITS FUNCTIONS





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



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.

DK: Printerens skal tilsluttes til en korrekt beskyttet og jordforbundet el-installation.

- 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 standby times can be configured in the Badgy Print Center. In standby mode, sending a print request restarts the printer. Hibernation mode can also be configured; briefly pressing the control button (for 1 second) takes the printer out of this 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.

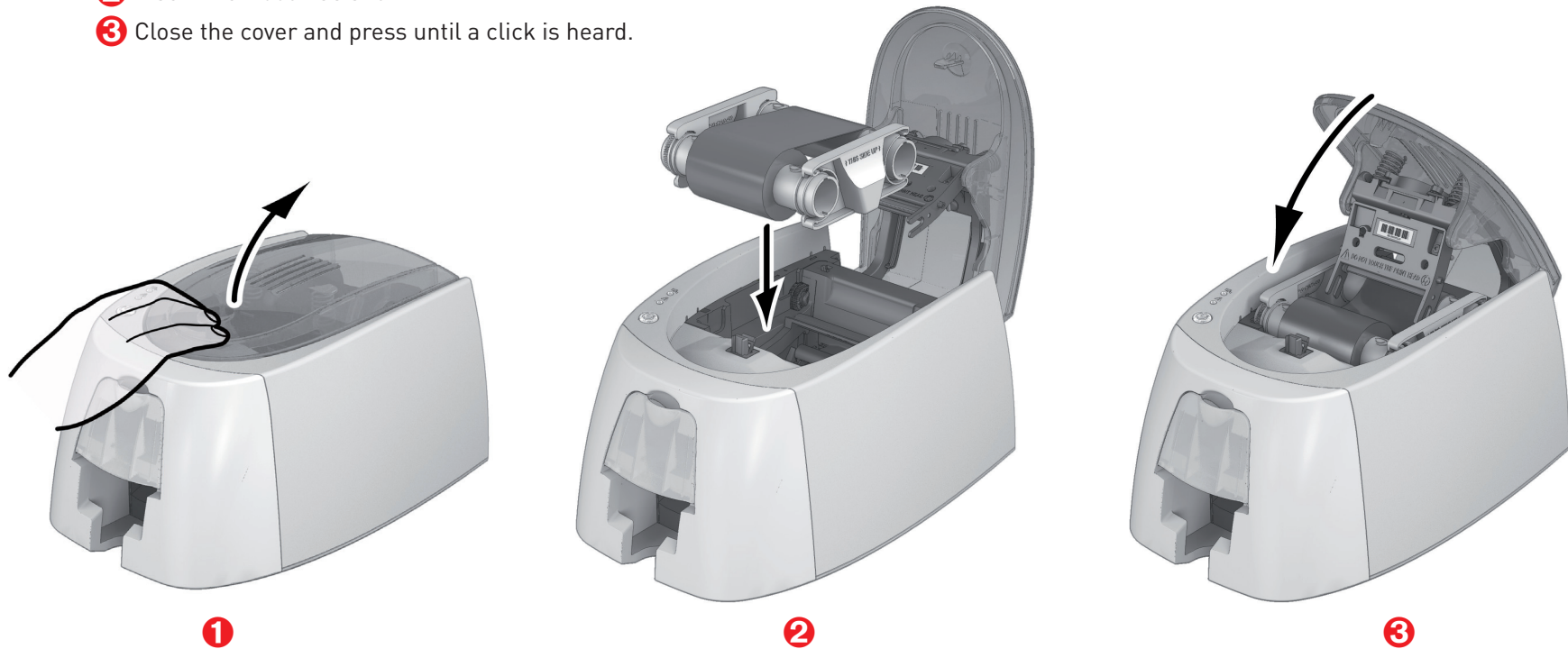
1-3b Ribbons

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.

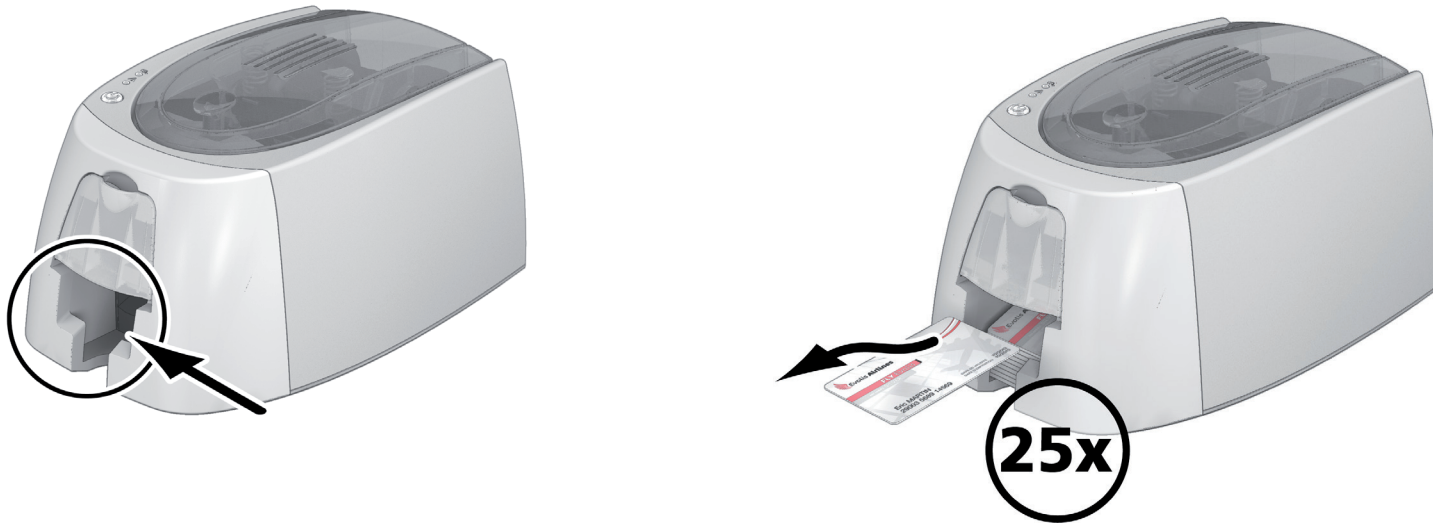
Loading the cards

- 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

2-1 INSTALLING THE DRIVER

2

New advanced functions automate printer configuration after the driver has been installed.

Your printer is delivered with a USB key containing the drivers for Windows and Macintosh platforms.

To install a driver, insert the USB key 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.

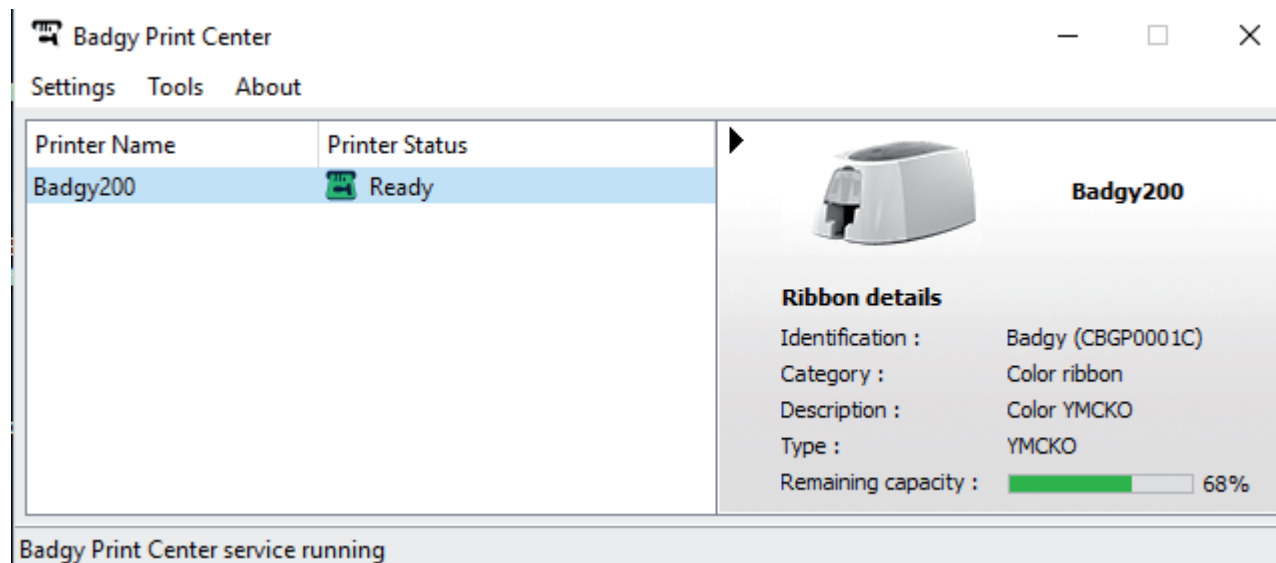
2-2 MANAGING THE PRINT SETTINGS IN WINDOWS

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

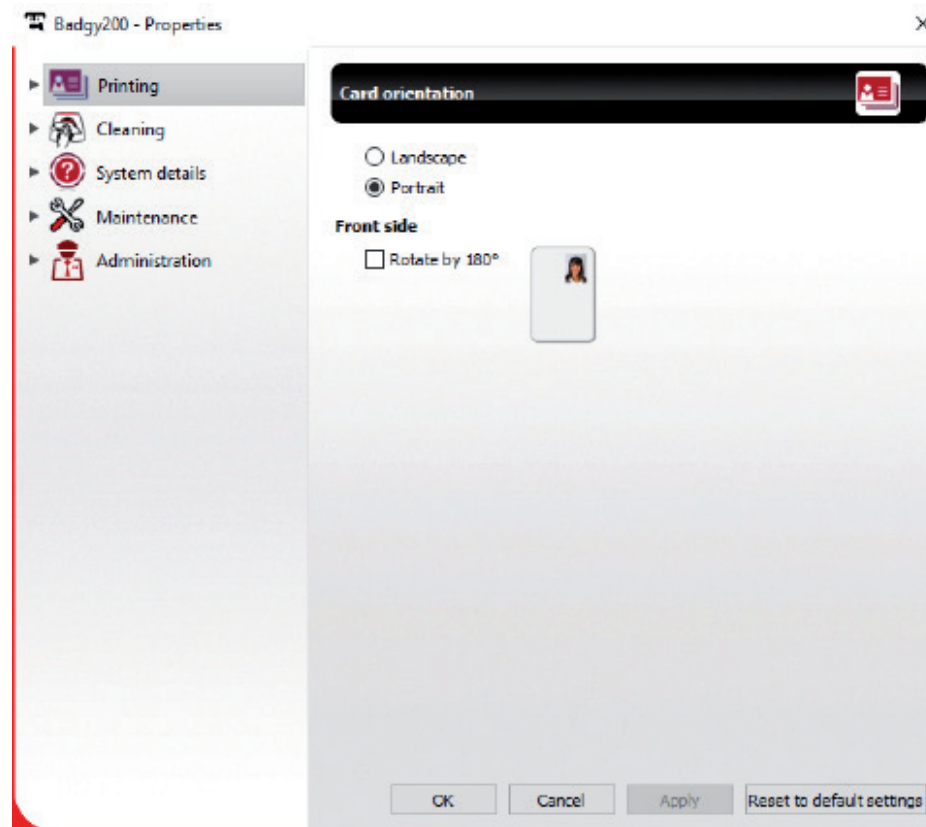
A graphic application called Badgy Print Center is available to help you change certain predefined settings, if needed.

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 +)



More information on how the software works can be found in the Badge Studio user manual available at www.badgy.com



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.

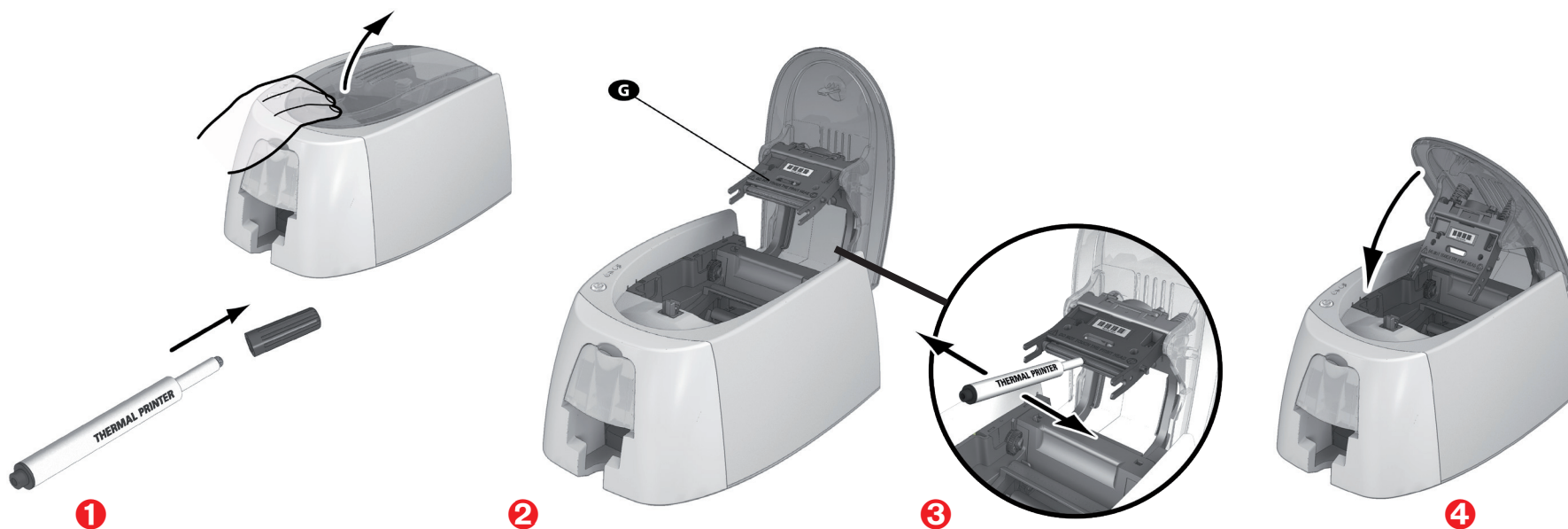


Warning! Like the "T" cards, the cleaning pen should not be allowed to dry out or it will no longer work.

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

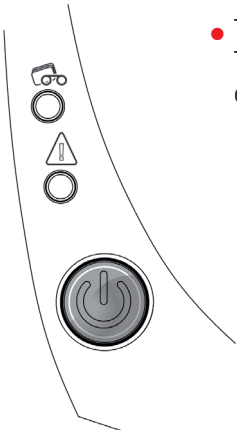
4-1 WARNINGS AND DIAGNOSIS

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.

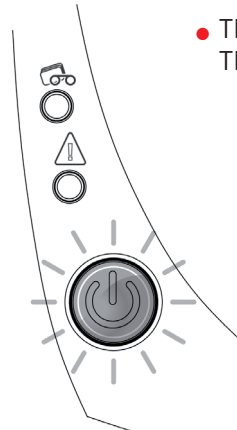
PRINTER READY

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

A diagram of the printer's control panel. It features a power button at the bottom, which is shown as a lit-up circle with a power symbol. Above it are three smaller circular indicators and a warning triangle icon.


PROCESSING

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

A diagram of the printer's control panel. The power button is shown as a flashing circle with radiating lines around it, indicating it is active. The other indicators and warning triangle are present but not lit.

LEGEND

- OFF
- STEADY LIGHT
- FLASHING

A legend for the printer's indicator lights. It shows three types of light states: 1. 'OFF' represented by an empty circle. 2. 'STEADY LIGHT' represented by a solid grey circle. 3. 'FLASHING' represented by a solid grey circle with radiating lines around it.

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

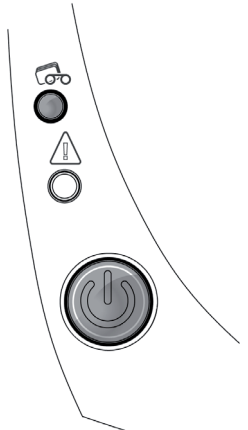
CARDS

- No cards in the card feeder.

Load cards into the feeder – the process starts again.

- Error loading cards.

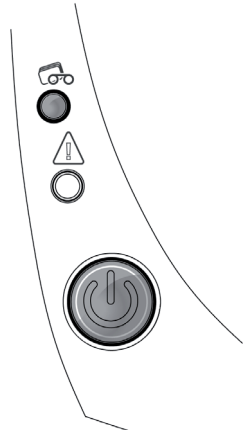
Check the cards are loaded.
For any other problems, contact your Badgy reseller.






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

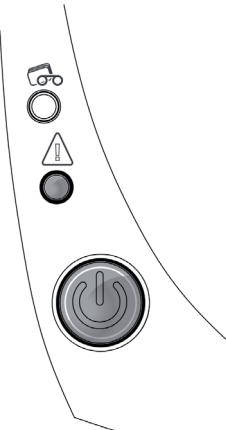
-  OFF
-  STEADY LIGHT
-  FLASHING



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

LEGEND

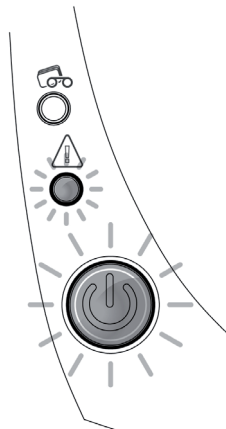
-  OFF
-  STEADY LIGHT
-  FLASHING



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.



Poor print quality

Small blemishes on the card



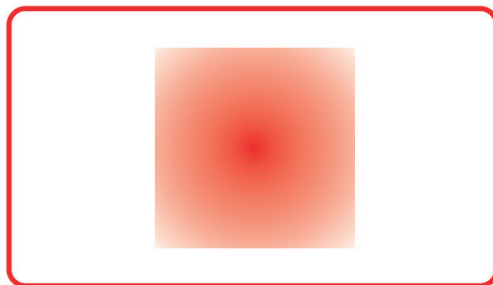
- **The card surface may be dirty.**
Check that your cards are perfectly clean.
Use new cards.
- **Cleaning roller or print head dirty.**
Launch a cleaning cycle.

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.



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

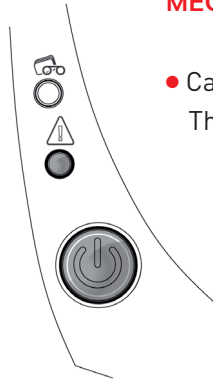
Check that the ribbon is fitted correctly.
Check that the ribbon spools freely.

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.

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 Badgy Print Center. The update can be performed automatically or manually.

We recommend using the Update Verification wizard. This wizard will first search for available updates for the software suite. Once the software suite is up to date, please run this wizard again to check for printer firmware updates.

To launch this wizard, go to the Print Center → Tools → Update verification wizard. An internet connection is required to run the wizard.

If you want to update your firmware manually, you can run the Firmware Update wizard.

Before starting, you must download the firmware update file from www.badgy.com:

- 1 Go to **Drivers & Support**, then select your printer model.
- 2 Go to **Drivers & Firmware**, 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 Now, open the Badgy Print Center and double-click on the name of your printer: the **Properties** window will open.
- 5 Go to '**Maintenance → Firmware update**' and click on '**Launch the update wizard**'. This wizard will guide you through the printer firmware update process.
- 6 When prompted by the program, follow the instructions and select the ".firm" file you downloaded previously on your computer.
- 7 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.



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.

- 8 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

However, if you experience problems while updating the firmware with the Badgy Print Center, please contact your Badgy reseller who can provide a new file to install the firmware.

For Mac:

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



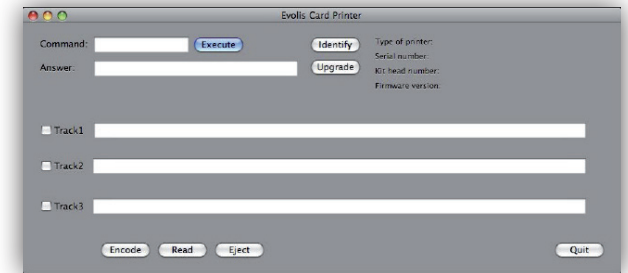
Before any update, please contact the Badgy team, we will be able to guide you on whether it is advisable to carry out this operation. In general, such updates are only required in the event of a problem or malfunction that has been clearly identified by your Badgy reseller.

Updates can be downloaded from the website www.badgy.com:

- 1 Go to **Drivers & Support**, then select your printer model.
- 2 Go to **Drivers & Firmware**, 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.



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.

- 7 You can check the Firmware version by clicking on Identify.
- 8 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.

However, if you experience problems while updating the firmware with the Badgy Print Center, please contact your Badgy reseller who can provide a new file to install the firmware.

Once the update is complete, your equipment is ready for use.

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:

- 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 driver corresponding to your operating system.
- 3 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.
- 4 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

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

DECLARATION OF CONFORMITY

This section will provide certifications of your Evolis printer.

Concerning Safety and Electromagnetic Compatibility of Radio Equipment (RED 2014/53/EU, LVD 2014/35/EU, EMC 2014/30/EU Directives) and (RoHS3) 2015/863/EU)

Manufacturer's name: Evolis
Manufacturer's address: 14, avenue de la Fontaine
Z.I. Angers Beaucouzé
49070 Beaucouzé, France
Material Designation: Badgy100 / Badgy200
Year of manufacture: January 2021



I, the undersigned, **Laurent Godard,**

Declare under my own responsibility that the product here above described complies with the essential applicable requirements, (particularly with those of the RED 2014/53/EU, LVD 2014/35/EU, EMC 2014/30/EU Directives and (RoHS3) 2015/863/EU) as follows:

Article 3.1 a: (Electromagnetic compatibility protection requirements)

Safety standard applied EN62368-1 :2014
EN50364: 2010

Article 3.1 b: (Electromagnetic compatibility protection requirements)

EMC standard applied EN55032: 2012
EN55024: 2010
EN61000-3-2: 2014
EN61000-3-3: 2013
EN301489-3: 2013 (VI.6.1)

Article 3.2: (Good use of the radio frequency spectrum to avoid undesirable interferences)

EMC standard applied EN300330-2 V1.6.1

And declare that all test sequences regarding radio testing were conducted.

Full name: Laurent Godard

Title: R&D Director

Date: January 2nd, 2021

Signature:

EUROPE - Norway Only: This product is designed for IT power system with phase-to-phase voltage 230V.

Earth grounding is via the polarized, 3-wire power cord.

FI: "Laitte on liitettävä suojamaadoitus koskettimilla varustettuun pistorasiaan"

SE: "Apparaten skall anslutas till jordat uttag"

NO: "Apparatet må tilkoples jordet stikkontakt"

DK: "Apparatets stikprop skal tilsluttes en stikkontakt med jord, som giver forbindelse til stikproppens jord".



이 기기는 업무용(A급) 전자파적합기기로서 판매자 또는 사용자는 이 점을 주의하시기 바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.

FCC Statement (For U.S.A.)

Federal Communications Commission Radio Frequency Interferences Statement



Supplemental information:

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 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 requirement 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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the 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.

Use of a shielded cable is required to comply within Class B limits of Part 15 of FCC Rules.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Evolis may cause harmful interference and void the FCC authorization to operate this equipment.

It is recommended to respect a distance of 20 cm between user and RFID module when the module is powered.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

VCCI (For Japan)



This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。