IDW500™
Up & Running Guide

Passport Printer Kit Box

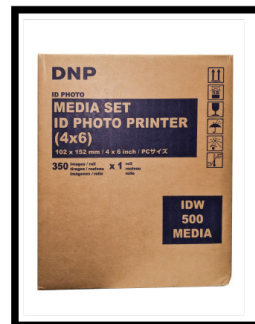PAPER & RIBBON BOX

POWER CORD

USB CABLE

PAPER SPOOLS

DNP ID PHOTO MEDIA SET ID PHOTO PRINTER (4x6) 152 mm / 4 x 6 inch / ドイツ・イングリッシュ 350 Image / set x 1 roll

IDW 500 MEDIA

Passport Console Kit Box

SD CARD (TAPED TO POST PRINT)

CONSOLE POWER CORD

IDW500 CONSOLE

RECHARGEABLE BATTERIES & CHARGER

MICRO TO USB ADAPTOR

Passport Camera Kit Box

USB CORD (NOT USED)

LANYARD

DISPOSABLE BATTERIES (NOT USED)
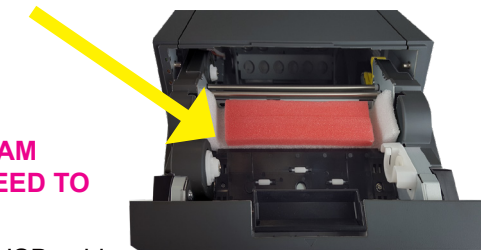
LENS CAP ATTACHED TO CAMERA

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Setting up the IDW500

The IDW500 system ships to you in one large box, with component boxes inside.
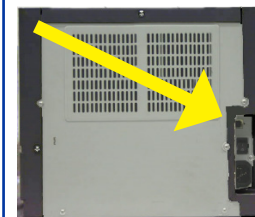
console

printer

camera

Printer

1. **Unpack the printer.** Remove any packaging foam or tape from the outside of the printer. Be sure to open the printer and remove the foam print head cover from inside the printer as well. **SAVE FOAM PRINT HEAD COVER IN CASE YOU NEED TO MOVE THE PRINTER IN THE FUTURE.**
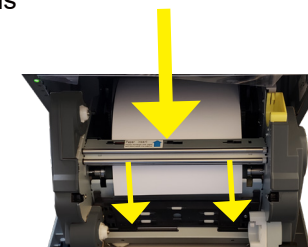
2. **Plug it in.** Plug the USB cable into the back of the printer. Switch the power button on the printer to ON. Plug the power cord into the back of the printer and into the wall outlet.

3. **Open the printer.** Press the release lever on top of the printer to open the media door. Remove the paper spools (and any packaging materials!).

4. **Load the paper.** Load the paper onto the paper spools (no gaps). Place the loaded spool into the printer with leading edge of the paper feeding over the top of the roll, towards the front of the printer.

5. **Feed the paper into the printer.** Pull the paper towards you so you have about one (1) foot of slack. Feed the paper roll leading edge between the silver roller and the silver bracket labeled **Insert Paper**. Thread the paper through and guide it under the black guide with the white rollers. Continue to feed the paper until the printer beeps. This means that the paper is in the correct position. The printer will complete the loading process when the door is closed.

NOTE: Press the **HELP** button on your console for a video showing the print media loading process.
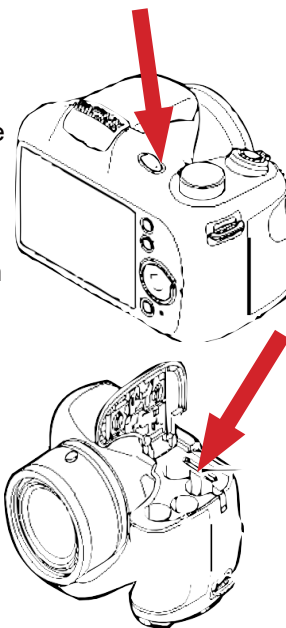
6. **Load the ribbon into the printer.** Load the left side of the spool in the bracket first, then snap the right side into place. Set the supply side (two white ends) in the lower (front) brackets. Set the takeup side (one white and one yellow end) in the upper (back) brackets.

7. **Wind the ribbon.** Wind the take-up spool to remove any slack in the ribbon. The supply spool feeds over the top while the take-up spool feeds underneath.

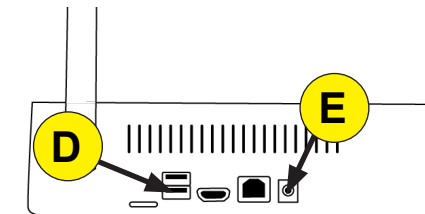8. **Close up the printer.** Five blank prints are ejected.

Camera

1. Connect the camera strap and the lens lanyard to the camera.

2. The camera batteries must be charged prior to use. Use the supplied battery charger and allow at least two (2) hours to fully charge the batteries before proceeding. Install the fully charged batteries in the camera.

3. Locate the SD card that came with the kit. Install the card in the camera.

4. Remove the lens cap, and power the camera ON.

5. Once the setup menu appears, follow the prompts on the camera to set up the time and date information.

6. Press MENU and set the file size to 5 megapixels.

7. Press the PLAYBACK button to exit the setup menu.
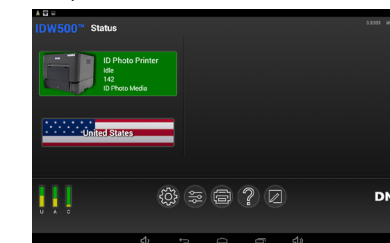
IDW500 Console

1. Plug the printer USB cable into the bottom port on the back of the IDW500 console (D).

2. Plug the power cord into the IDW500 console (E) and into a wall outlet.

NOTE: Please be sure your printer is powered on before powering on your console.

3. Once everything is connected, press the power button on the right side of the console to power ON your system (diagram below). You may need to hold the power button down for a few seconds.

4. If the console's date and time are set prior to 2018, you are prompted to set the correct date and time. Set and save the current date and time. See your User Guide for more information.

5. Now, power on your camera. Once the system is running, a POWER ON SELF TEST (POST) test image is printed - this signals that the system is ready to use. The console screen shows a ready state with all equipment shown on the gauges (below).

Your system is now set up and ready to use!

Using the IDW500

1. Start the System

- Follow the proper sequence. Power ON the photo printer, IDW500 console, and then the passport camera.
- When you see the **CAMERA FOUND** message on the console and you hear the **PING**, you're ready to begin. This takes about a minute.
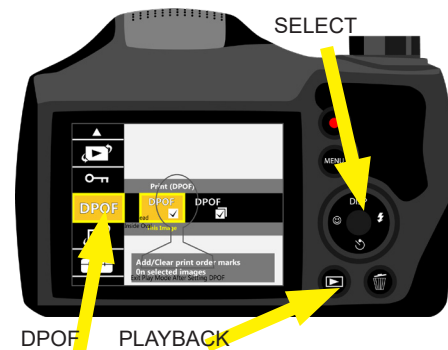
2. Take the Photo

- Place the subject in front of a white or off-white background with no textures or patterns.
- Have the person stand (or sit) close to the background to minimize shadows.
- If possible, use lights to properly illuminate the subject and/or use the camera flash to further reduce shadows.
- Stand 6 feet (2 meters) away from the subject. Hold the camera so that the camera lens is eye-level with the subject.
- Center the subject's head in the guide on the camera screen.
- Use the zoom to line up the subject's head within the guide. Take the picture.
- Review the photo on the camera screen and verify that the subject's head fits within the guides.

SELECT

3. Send Image (DPOF)

- Press **PLAYBACK** ▶ on the camera.
- Press **MENU**. Scroll up ▲ to **DPOF**.
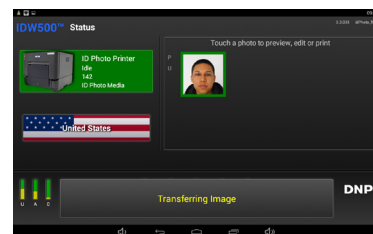- Press the round **SELECT** button in the middle of the control wheel.

DPOF   PLAYBACK

4. Exit PLAYBACK

- Press the **PLAYBACK** button ▶ again to exit PLAYBACK mode and return to CAMERA mode.
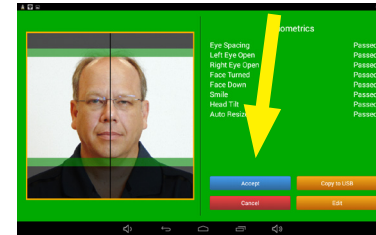 **Do not leave the camera in PLAYBACK mode.**

5. Verify the Transfer

- The IDW500 console beeps and a **TRANSFERRING IMAGE** message appears.
- Next, a stitching sound is heard and a **PROCESSING IMAGE** message appears.
- If the image is rejected, an **IMAGE REJECTED** message appears. Reshoot the image

6. Print the Image

- When the image is processed, the acceptance screen appears.
- Press **ACCEPT** to print the image, **EDIT** to change the sizing, **CANCEL** to return to the main screen, and retake the image on the camera, or **COPY TO USB** to copy the image to a USB drive.
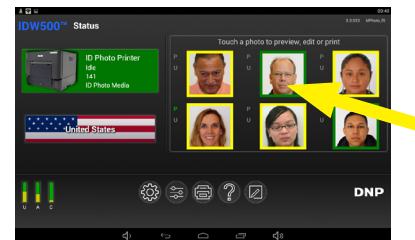- Press **CANCEL** to return to the main screen.
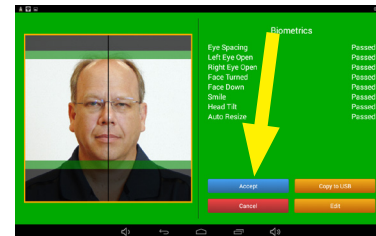 **Once you're done - secure the camera a photo lab cabinet.**

Other Tasks

Reprinting Images

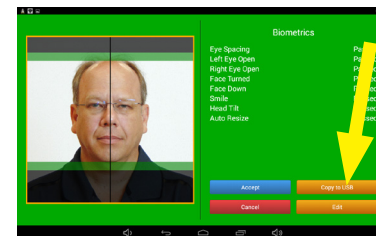- From main screen, touch the thumbnail of the image you wish to reprint.

- From the **Biometrics** screen, press the **ACCEPT** button.

Save to USB

- When the image is processed, the acceptance screen appears.

- Press **COPY TO USB** button to copy the image to a USB drive.

Enabling the Flash

Always enable the flash. The flash can brighten an image and background if the image is too dark, or there are pronounced shadows. Be aware, using the flash can cause the image to be too bright or remove necessary contrast from the image.

1. Press the **FLASH** icon on the control wheel.

2. Press the **RELEASE** button on the side of the flash housing to raise the flash hood.

3. Select the **P MODE** on the mode select dial.

4. Press the **FLASH SYMBOL** ⚡ or **REAR PANEL** control and select the **FLASH SYMBOL** (not Auto or SL flash).

Erase Images

Use the camera menu to delete images.

ATTENTION: Do not reformat the SD card to erase images.

1. On the camera, press the Trashcan (Delete) button on the back panel of the camera.
2. Select the image you want to delete and then press SELECT button.
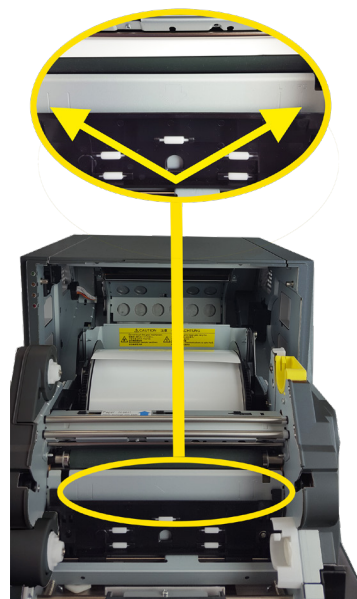
Replace the Printer Ribbon and Paper

NOTE: Always replace ribbon and paper at the same time.

NOTE: Always leave the printer turned ON while changing the print media pack.

1. Remove the print catch tray from the front of the printer and empty (and replace) the paper scrap box.
2. Press the release lever to open the media door.
3. Throw away the old ribbon.
4. Remove/lift the paper spools from the printer while pulling the unused paper from the paper path. Take the spool ends off of the spent paper roll and throw away the remaining paper roll. (**Do not** throw away the spool ends.)
5. Load your new paper roll onto the spool ends. Make sure that there are no gaps between the paper spool ends and the paper roll. If there is a gap between the spool ends and the paper roll, a paper jam can occur.
6. Place the paper spool into the printer so that the leading edge of the paper feeds over the top of the roll towards the front.
7. Remove the **PULL** tab.
8. Pull the paper towards you so you have about one (1) foot of slack. Feed the paper roll leading edge between the silver roller and the silver bracket labeled **Insert Paper**. Thread the paper through and guide it under the black guide with the white rollers. Continue to feed the paper until the printer beeps. This means that the paper is in the correct position. The printer will complete the loading process when the door is closed.

NOTE: Press the **HELP** button on your console for a video showing the print media loading process.

9. Set the ribbon supply side (two white ends) in the lower, or front, brackets. Set the takeup side (one white and one yellow end) in the upper, or back, brackets. Insert the left side of the ribbon spool into place first, then snap the right side of the spool into place.
10. Wind the take-up spool to remove any slack in the ribbon. The supply spool feeds over the top while the take-up spool feeds underneath.
11. Close the printer media door. Five blank prints are ejected.

NOTE: If you have installed the media and a red error light is shown on the front of the printer, reseat the paper and ribbon to clear the error condition.Image not shown on console.

Troubleshooting

- **Is the app working?** Make sure app is active & visible on console.
- **Are you close to the console?** Stay within 15 ft.
- **Was the image sent via DPOF?** Enter **PLAYBACK** ▶ mode. Be sure **DPOF** is marked.
- **Did the camera connect?** Look for **CAMERA FOUND**. Listen for **PING**. It takes at least one minute to connect.
  - If unsure, power cycle the camera. Look for **CAMERA FOUND** and listen for the **PING**.
  - If camera isn't connected, restart the console. Press the **GEAR** icon, then press **SHUTDOWN**. Wait for the console to shut down. Press **POWER** (side of the console) to restart the console.

Image rejected on console.

- The software rejects non-standard passport images. **Face not detected** (check lighting and for blur). **Head too small/large** (use the camera cling). **Image too dark** (use flash). **Shadows** (No pronounced shadows allowed).
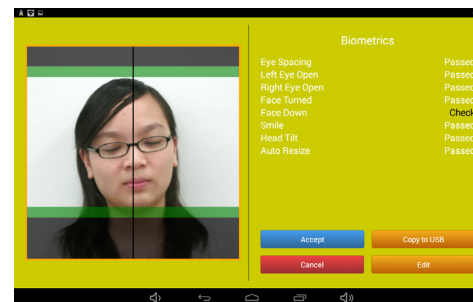
Image repeats on console.

- Exit **PLAYBACK**. Press **PLAYBACK** ▶ to return to shooting mode.
- **Always look for the POST test image**. A test page is printed every time the system is restarted to show that the printer is working properly and that the system is ready to use.
- **Use the proper shutdown procedure.** Always shut down the console using the gear icon and pressing the SHUTDOWN option. Then turn off the camera and finally the printer. Do not restart the console using only the power button.
- **Wait for camera & console to sync.** The system can take up to two (2) minutes to sync up.

- **Recharge/replace batteries often.** Once the battery reaches 50%, the remaining battery drains quicker.

System Sounds

- **Ping. CAMERA FOUND** and the console is ready for image transfer. Continues every few seconds while the camera is powered on.
- **Electronic. TRANSFERRING IMAGE** from camera to console.
- **Pump.** Console is **PROCESSING IMAGE** - resizing and preparing for print. Also when transferring images to a USB drive.
- **Gong. PRINTING**, image successfully sent to printer.
- **Buzzer. IMAGE REJECTED**, console is unable to detect the subject, image is too dark, or head size is incorrect.
- **Beep. PRINTER NOT FOUND** at console power up.
- **Long Beep**. **INSERT USB** drive.
- **Alarm Clock. REMOVE USB** drive.

Default Camera Settings

The IDW500 camera ships to your location with the following default settings. If you are concerned that settings may have been altered, refer to this list.

ATTENTION: The SD card is unique to your camera and console system. Do not use other cards or reformat the card you recieved with your system.

Setting	Default Value	Description
Mode Dial	P	Sets the camera shooting mode.
Press MENU to find the following settings		
Picture Effect	OFF	Filters that are not allowed on ID photos.
Still Image Size	4:3.5M	Size of the image the camera takes
Exposure Compensation	0	Brightness of the photo. May vary if lighting conditions are poor.
ISO	AUTO	Image sensitivity setting (details seen within the image).
White Balance	AUTO	Adjusts the colors in the image for natural look.
Focus	Center AF	Center auto-focus mode
Metering Mode:	Center	Measures brightness so exposure and white balance can be compensated.
Con. Shooting Setting	Single Shooting	Only one image is taken when the shutter button is pressed.
Bracket Setting	OFF	Allows for multiple images to be captured.
Smile Detection Sensitivity	Normal Smile	Automatically captures image when a smile is detected.
Face Detection	OFF	Will auto-focus on faces within the image area.
DRO	Standard	Adjusts image tone.

Need more help?

Press the **?** on your console screen to view videos, manuals, and more!

Need help?

Call us at 1-855-367-7604