

Model C310

METAL PLATE EMBOSSER



OPERATOR MANUAL

Revision 2.02



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Chapter 1 – Introduction

1.1 Warnings



Respect these warnings and follow the indications labeled on the system.

Power the system through the electrical power supply indicated on the related label.

Connect the system to plugs-in provided with a grounding device. Avoid using plugs-in placed on the same circuit in connection with machines starting up and stopping periodically.

Take care of the power supply cable, in order to avoid damaging or wearing out.

The system has never to be installed near heat or cooling sources.

When the cover is open the system automatically stops all the motors; this kind of safety is useful when cleanings and changing of consumables have to be performed.

Only perform the adjustments reported in this manual: a wrong adjustment may cause serious damages.

1.2 Specifications

Plate Format	Dog Tags 50.5 x 28 mm (2" x 1.1") Medical Alert Tags 57.3 x 32 mm (2.26" x 1.26")
Hopper Capacity	Input: 200 plates of 0.5 mm (0.02") thickness
Size (incl. floor support)	Width: 46 cm (18.12") Depth: 45.5 cm (17.93") Height: 18.5 cm (7.29")
Weight (incl. floor supp.)	17 Kg (37.5 lbs)
Communication Interface	RS232 serial port
Electrical Requirements	110V, 120V, 220V, 240V; 50/60 Hz
Operational Environment	Temperature: 13/35°C (55/95°F) Humidity: 20% to 80% non-condensing

1.3 Choice of site

Follow the instructions reported below to choose the site where you want to place the C310 embosser and to remove the package.

Before starting the installation, choose a wide and functional area with the following requirements:

- A level and rigid surface. Yielding surfaces, like pre-manufactured platforms or floors covered with a fitted carpet, don't guarantee the right alignment of the modules making up the C310 embosser.
- A good accessibility. Leave free spaces all around the machinery, in order to allow access to inspection and maintenance areas, and a right ventilation of the system. Also leave at least one meter in front of the machine, so that the operator using the front panel has got a proper working area.
- Favorable environment conditions. Install the C310 embosser in a cool and dry place; avoid too cold or too warm temperatures; keep the machinery far from humidity, dust and smoke. Don't directly expose to heat or sunlight. No electromagnetic interferences.
- Proper electrical power supply. Connect the system and its devices with cables fit to your electrical power supply net. When using extensions or multiple plugs-in, be sure that the total absorption doesn't exceed the maximum allowed value.

1.4 Removal of the package

The system is delivered in a cartoon box.

To dismantle the box, carry out the following procedure:

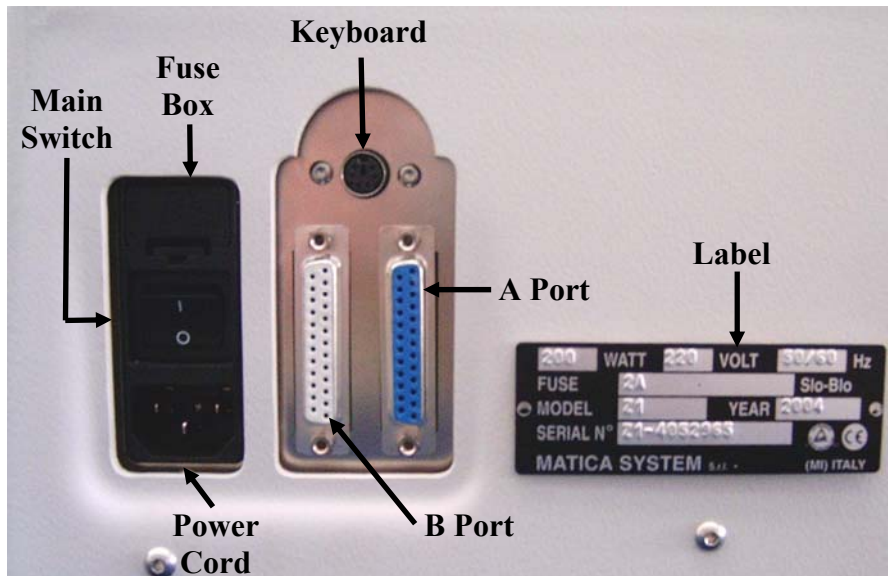
- Remove the two bands with a cutter.
- Open the top of the box by cutting the adhesive tape.
- Remove the top polystyrene protection.
- Extract the machine from the bottom polystyrene protection.
- Remove the polyurethane film protection.

It is advisable to keep the box, the pallet and the protective materials for possible reuse.

In addition to the machine, the following components are also packed inside: Power cord, Serial cable, Keyboard, CD containing MatiCard® Card Design Software, Operator Manual and other documentations.

1.5 Installation

Now you have to connect the power cord and the interface cable on the back panel of the system. On the same side you'll find the machine label containing the specifications of the system; verify that the voltage marked on the label corresponds with your country voltage supply.

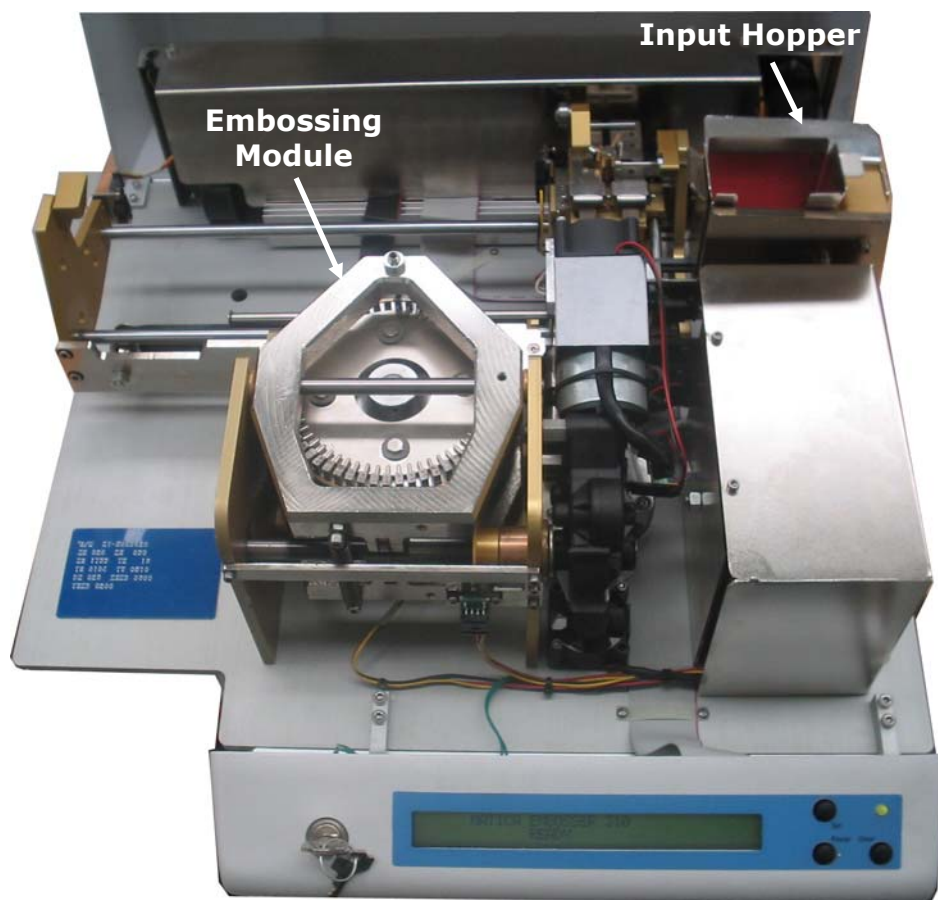


Chapter 2 – Start up

2.1 Configuration

The C310 system is provided with the following features:

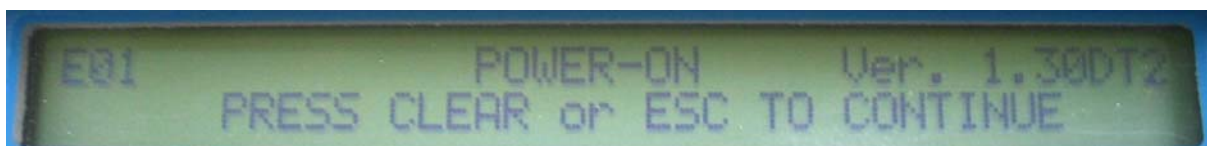
- Removable Input Hopper for Dog Tags
- Removable Input Hopper for Medical Alert Tags
- Embossing module



Refer to paragraph 2.4 for details.

2.2 Power On

Power on the machine switching the main switch in the **I** position and the LCD display will show:



Press CLEAR on the console (or ESC on the keyboard) to restore the machine and the LCD display will show:



Now the system is ready to work.

2.3 Console

The C310 console is made by:

1. LCD display (2 lines per 40 characters)





2. Three function keys:

- key CLEAR to clear the error condition
- key PAUSE to enter in pause mode
- key SET to personalize the tag in pause mode one module per time.

Pressing the PAUSE key the RED LED will blink. Now use the CLEAR key to have a “Step to Step” motor motion (only in the embosser module). When finished, press the PAUSE key again.



3. Two colors LED with the following meaning:

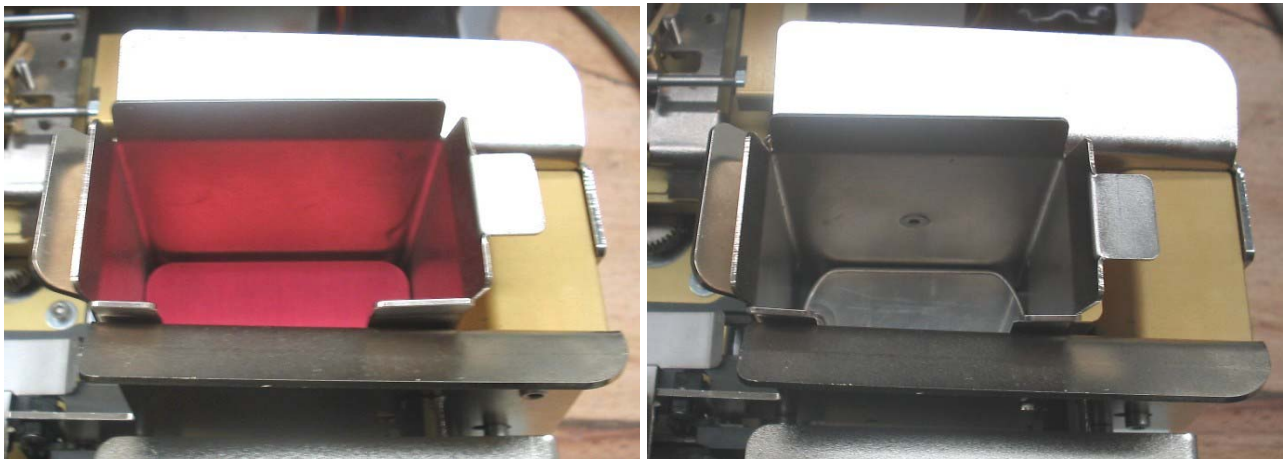
- GREEN color  : when the machine is READY
- RED color  :when standing the machine is BUSY
when blinking the machine is in ALARM

2.4 Working Cycle

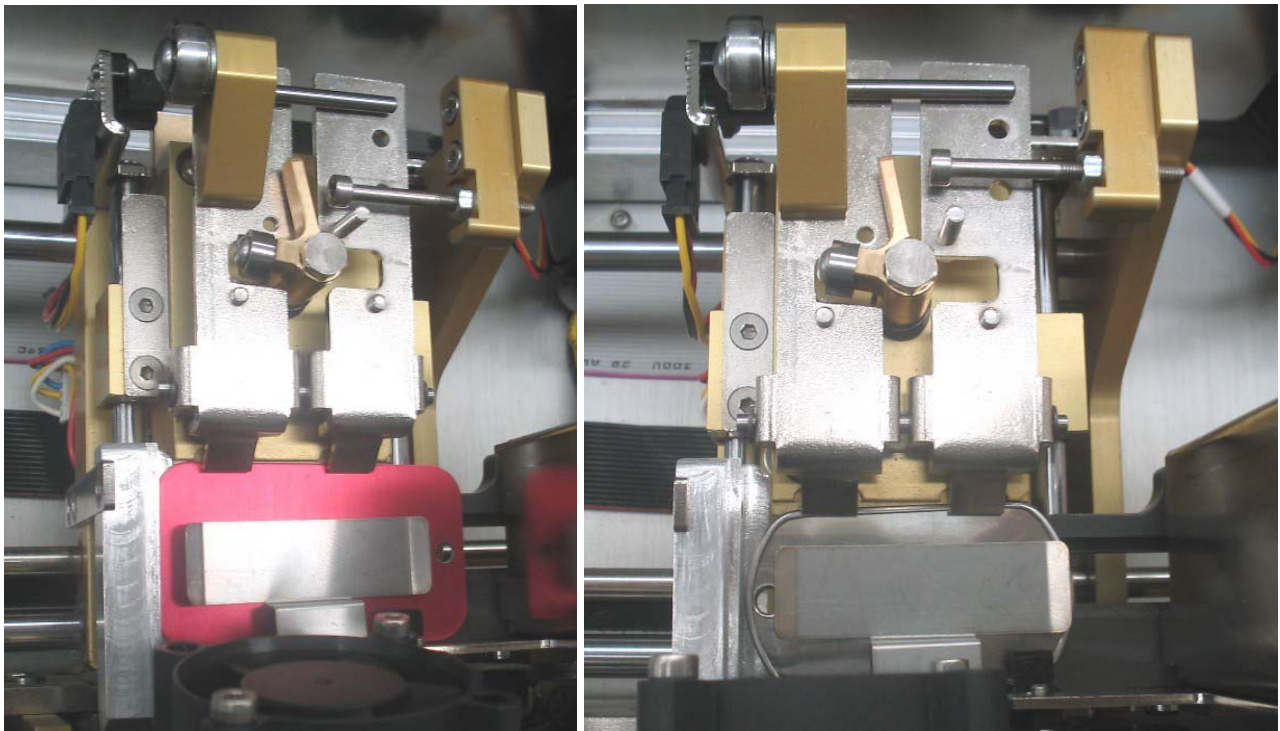
To perform a working cycle you must insert in the machine the Input Hopper related to the desired personalization: medical alert tags or dog tags.



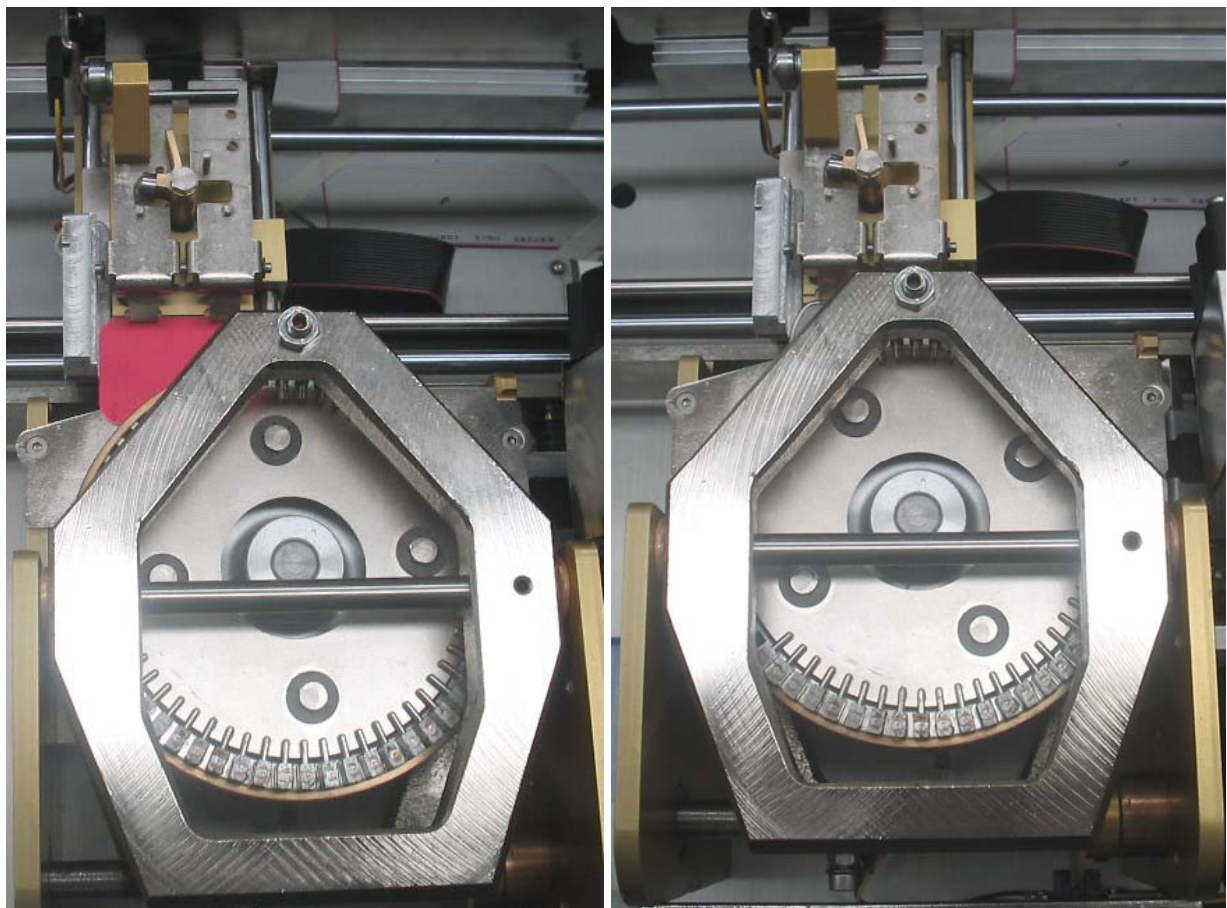
The machine will automatically recognize the Hopper inserted. Then you had to run the desired job with the MatiCard® software.



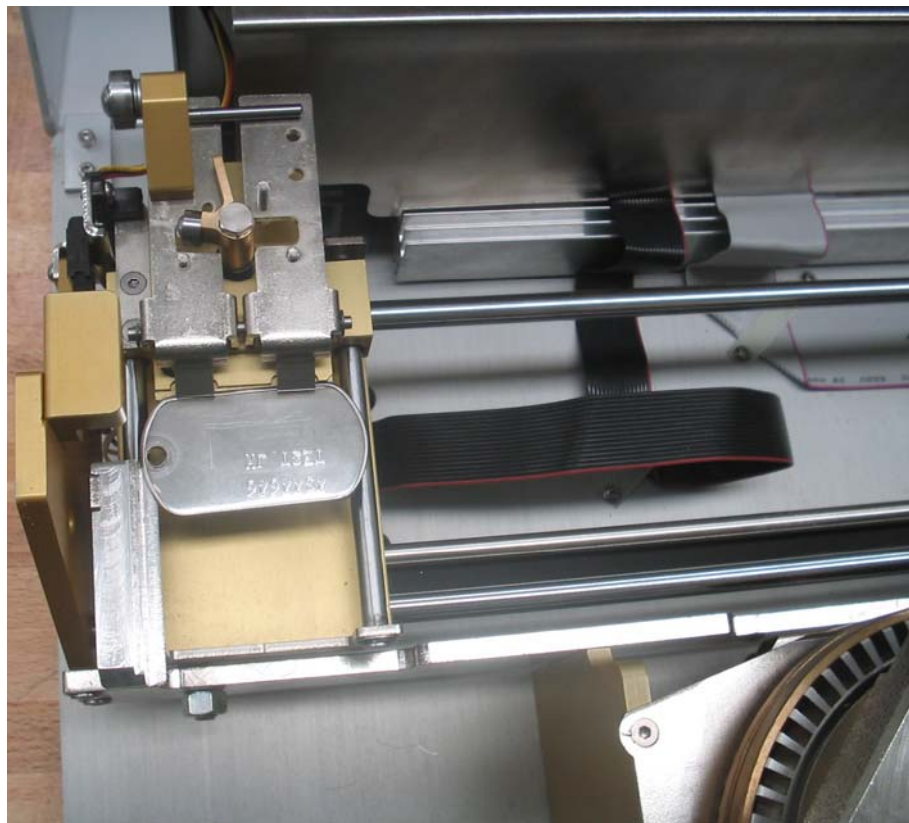
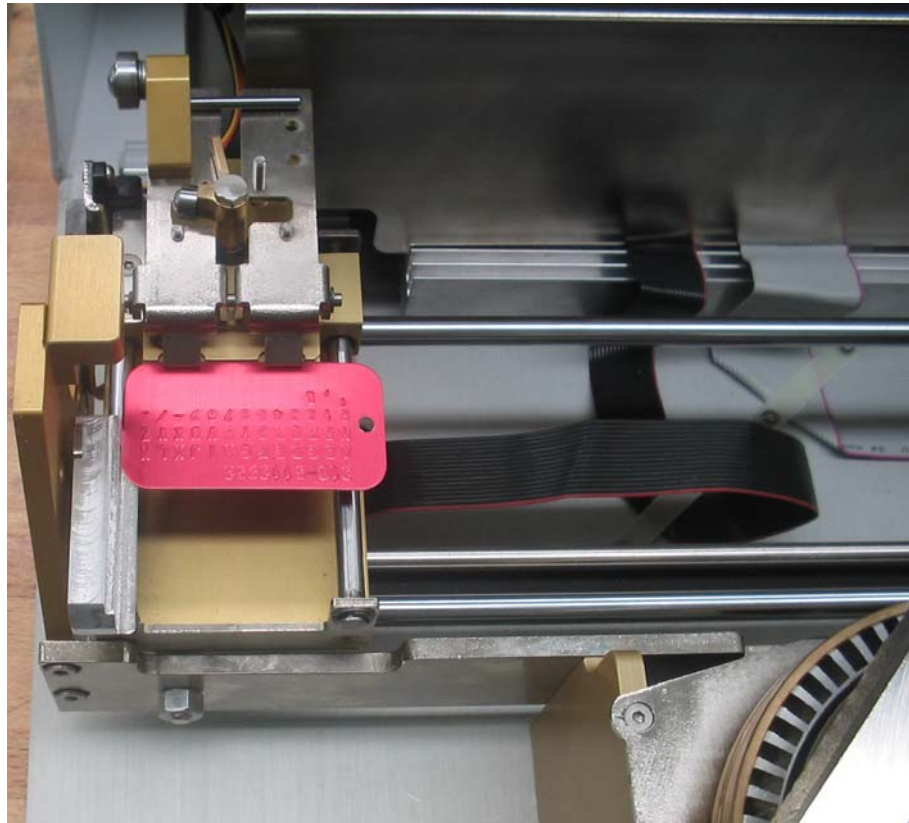
The tag is first taken by the Clamp.



The tag is then carried under the Drum by the Shuttle to be embossed.



The tags is finally moved by the Shuttle to the end of the X-axis Carriage and ejected.



Chapter 3 – Keyboard Operating Mode

3.1 OFF LINE mode keyboard function

The C310 embosser is equipped with a very powerful keyboard operating mode. Using the keyboard is possible to:

- Create and store up to 10 formats with fixed and variable data
- Edit text based on the 10 stored formats
- Run the embossing of single or multiple tags
- Run several Card Tests which allow an easy control of the machine status
- Change the LCD mode to control
 1. Power supply level
 2. Free memory to store the formats
 3. All the sensors status (real time change)
 4. The absolute motors position
 5. The data serial line analyzer
- Fully configure the C310 (password needed)

3.1.1 Emboss a tag

Assuming that format_0 is the default format stored into the machine, press F1 to enter the Off Line mode and the LCD will show:

```
Format 0  FORMAT_0
01  -----
```

now you can type Numeric data:

```
Format 0  FORMAT_0
01      1234567890-----
```

Press *Enter* to go to next line and type a name

```
01      1234567890-----
02      MATICA SYSTEM-----
```

Press *Enter* to go to next line and type the telephone number:

```
02      MATICA SYSTEM-----
03      TEL. 0039 0233261027-----
```

Press F10 and C310 will load a new tag (in case that no tag is already in the clamp), emboss and unload it.

If an error occurred during the cycle, the LCD display will show:

```
E02 - OUT OF CARD
      PRESS CLEAR or ESC TO CLEAR
```

Press CLEAR or ESC and the embosser will try to recovery the error condition.
If the display error is 'OUT OF CARD' or 'CARD MISFEED', the embosser will try to load the tag until it works out.
In case that different errors occurred, the tag will be unload and NOT repeat (unless it's different specified in the machine configuration).

3.1.2 Keyboard Function during the Text Editing and the Format Editing

These are the keys and function available during the 'Text Editing' mode:

ESC Press 'ESC' on the keyboard or 'CLEAR' key on the console to restore the error status.

During any function press ESC to return to the editing mode

↑↓←→	use the arrows to move around the text
Home	moves the cursor to line 1 / column 1
End	moves the cursor to the last line 1 / column 1
Enter	moves the cursor to the next line 1 / column 1
Back Space	deletes the character at the left of the cursor and shift the text
Del	delete the character on the cursor and shift the text
Ins	set and reset the insert mode status
F8	clear the full text in editing mode

The following functions are available only during the format editing mode:

Shift+Enter	insert a new line below the current one, shifting the other lines
Shift+Del	delete the current line shifting up the other ones

3.1.3 F1 – Off Line

F1 Press F1 to enter and exit from the OFF LINE Editing mode: this won't clear the current editing.

The following functions are available exclusively in Off Line Editing.

C310 embosser machine can receive data even during the Off Line editing mode, so practically it is **always in ON LINE**.

The Off Line mode have the priority respect the On Line, this means that entering a new text during the On Line embossing, the tag will be embossed as soon as the current one is finished, without waiting the end of the On Line buffer.

3.1.4 F2 – Format Selection

F2 Press F2 to select the needed format:

```

SELECT FORMAT
NUMBER: 0      NAME: FORMAT_0
    
```

Type the needed format number (from 0 to 9) and then Enter to gain access directly to the editing mode.

←→ Use the arrows to scroll the available formats and then Enter to confirm

ESC Return to the editing mode

If the selected format don't exist the LCD display will show:

```

THE SELECT FORMAT DON'T EXIST
PRESS F3 TO CREATE NEW, OR F1 TO EXIT
    
```

3.1.5 F3 – Edit Format

F3 Press F3 to select the format that has to be create or modified:

```

EDIT FORMAT
NUMBER: 0      NAME: FORMAT_0
    
```

←→ Use the arrows to select the needed format that has to be created or modified and then Enter to confirm

Creating a new format the LCD will show the empty buffer:

```

01
02
    
```

If the format already exists, the LCD will show:

```

F0 FN=FORMAT_0 U0      01
Y070 X060 F0 CI10     02
    
```

Now is it possible to edit the format following the rule explain in the next chapter.

F3 Press F3 to store and exit from the format editing procedure.

In case of syntax error the LCD will show the appropriate message like:

```

FORMAT NUMBER ERROR
PRESS ESC TO EXIT
    
```

Press **ESC** and the cursor will stop were the error is detected ; correct the error and press **F3** again.

ESC Press **ESC** to exit the format creation.

3.1.6 F5 – Card Test

F5 Press F5 to run the Card Test

CARD TEST CARD TEST NUMBER ? 0

Select one of the following Card Test and press ENTER:

- 1 To emboss four L's on a tag (use it to set embossing alignment)
- 2 To emboss a text containing it's X-Y coordinates(use it to verify embossing height)
- 3 To emboss all the drum characters, firmware version and end embosser serial number

If the Card Test is made with a free input lines these can be edited as a common format.

F10 Press F10 or F11 to emboss the Card Test, then F1 to exit from it.

3.1.7 F8 – Clear Text

F8 Press F8 to clear the full text in editing mode.

3.1.8 F9 – Machine Restore

F9 Press F9 to unload the current tag and restore the machine.

3.1.9 F10 – Emboss One Tag

F10 Press F10 to emboss one tag.
During the embossing cycle it's possible to edit the next tag.
The Off Line procedure uses up to 4 buffer to store the edited text.

3.1.10 F11 – Emboss Multiple Tags

F11 Press F11 to emboss multiple tags

EMBOSSING CARD HOW MANY CARDS ?

Input the number of tags to be embossed and ENTER to confirm.
Then press **F11** to run the embossing cycle.

3.1.11 F12 – Machine Configuration

F12 Press F12 to enter the Machine Configuration menu.

Input the password and press Enter:

PASSWORD xxxxxx

Password list:

000000

Operator password which allows the basic setup.

Technical password; call Matica System Technical Support.

Chapter 4 – Embossing Format

4.1 Embossing Format definition

The Embossing Format allows to define the following parameters for each field:

- X and Y coordinate positions
- Font type
- Character spacing
- Variable data
- Fixed data

The format can accept up to 50 fields and it's possible to store up to 10 formats (from 0 to 9) in the EEPROM.

4.1.1 Format Header

The format must begin with format number

Fn Format Number **(compulsory)**
 The format **MUST BEGIN** with Fn (n=0 to 9)
 It's the **ONLY** necessary parameter for the format header

FN=name Format Name (8 digits) **(is not compulsory)**
 The format name can be up to 8 digits. **NO SPACES are allowed**

U=n Unit of Measure **(is not compulsory)**
 If not specified the system uses the Unit of Measure U1
 U0 = STEP
 U1 = 10/mm (default)
 U2 = 100/inch
 U3 = 1000/inch

In case of STEP the C310 embosser uses the following ratio:

- one step X = 0,0907 mm → 1/280 inch
- one step Y = 0,125 mm → 1/280 inch

SYnnn Vertical Plate Dimension **(compulsory)**
 The nnn value can be up to 4 digits and it's expressed in the Unit of Measure defined.

SXnnn Horizontal Plate Dimension **(compulsory)**
 The nnn value can be up to 4 digits and it's expressed in the Unit of Measure defined.

4.1.2 Format Field Definition

- N=name** Field Name (7 digits) (*is not compulsory*)
The field name can be up to 7 digits. **NO SPACES are allowed**
If not specified, the field number (01, 02) will be automatically assigned.
- Ynnn** Vertical Coordinate (**compulsory**)
Set the embossing field position measured from the top edge of tag to the bottom edge of the character.
The nnn value can be up to 4 digits and it's expressed in the Unit of Measure defined.
- Xnnn** Horizontal Coordinate (**compulsory**)
Set the embossing field position measured from the left edge of tag to the left edge of the character.
The nnn value can be up to 4 digits and it's expressed in the Unit of Measure defined.
- Editing Y and X coordinate. It's not important the sequence of them (X and Y or Y and X): both ways are accepted.
- Fn** Font Type
Set the type of character to emboss:
F0 = First series
F1 = Second series
- If not specified it will be used the same value of previous field. Default is F0.
- CI_{nn}** Character per Inch
Set the characters spacing; common suggested settings are as following:
CI10 for Simplex 2
CI9 for USA Block
CI7 for Block
CI5 for Double Block / Double Long Block
CI4 for Maxi Block
- If not specified it will be used the same value of previous field. Default is CI10.
- CS_{nn}** *Character Spacing* (use it in alternative of CI parameter)
Set the character spacing were nn is the number of steps; common suggested settings are as following:
CS14 for Simplex 2
CS16 for USA Block
CS20 for Block
CS28 for Double Block / Double Long Block
CS40 for Maxi Block
- Bnn** Variable Field (**suggested**)
Define the length of the field (nn= 1 to 32)
If not specified the field will be set at the maximum length of 32 characters.

“FIXED DATA” Fixed Data

A text included between the double quote (“”) is considered protected data.

It's possible to combine Variable Field and Fixed Data in order to make an user friendly input mask. For example:

B4 “ “ B4 “ “ B4 “ “ B4 To input the 16 digits of the tag number
 B2 “/” B2 “/2000” To input a data

The total length of field is the sum of the Variable and Fixed data.

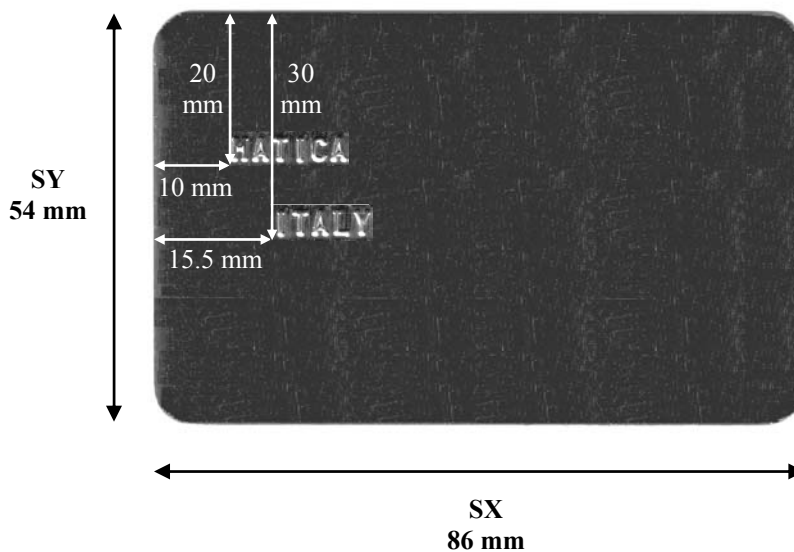
The program recognize the beginning of next field as soon as it find out the N= , the Y or the X parameter.

4.1.3 Format Sample

☞ NOTE: Use SPACES between the parameters for an easy reading of the formats.

Format 0 sample:

F0 FN=TestC310	01
SY540 SX860	02
Y200 X100 F0 CI10	03
Y300 X155 F0 CI10	04



Chapter 5 – On Line

5.1 Prepare the embosser

When C310 is linked up to a PC or Host, it's suggested to set the machine in order to make an easier job.

In the menu 'Error Handling' set to Yes the following parameters:

IGNORE OVERF.CHAR (Y-N) :	Y
ILLEGAL CHAR=SPACE (Y-N) :	Y

In this way the machine will emboss whatever is possible to, and it will allow an easier diagnosis in case of problems.

5.2 Matica Xon-Xoff Standard Protocol

5.2.1 General Information

At power on, after the restore procedure, the machine send **XON** character (DC1, 11 hex, 17 dec.) to the host.

The host can now send to the machine a message with:

< (060 hex) MESSAGE > (062 hex)

It is possible to send to the machine a TEXT message as well as FORMAT message.

When the machine receives the message it stops the communication by sending the **XOFF** character to the host (DC3, 13 hex, 19 dec.).

When the message is processed and there is no error, the **XON** character is sent again.

The machine can be programmed to accept "<" (60 dec.) or **STX** (02 dec.) as *Start of Message*

The machine can be programmed to accept ">" (62 dec.) or **ETX** (03 dec.) as *End of Message*

For an easy test it is suggested to set the STX and ETX code in Protocol menu as:

VALUE OF STX (nnn) :	060	Set the STX value (060 = <)
VALUE OF ETX (nnn) :	062	Set the ETX value (062 = >)
VALUE OF CR	010	Set the CR value (010)

5.2.2 Send a Text

Sending a text is very easy:

```
< Line 1 LF Line 2 LF ..... Line n >
```

For example:

```
< 1234567890/0 [LF]  
MATICA SYSTEM [LF]  
0039 02 33261027 >
```

5.2.3 Send a Format

The syntax format is like the one in Off Line mode.

To send a format it is requested to start the message with the “]” character just after the STX; in this way the machine is able to understand that a Format String is following.

```
< ] Format-String >
```

For example:

```
<]F0 FN=TestC310  
N=CARDN Y350 X100 F1 B20  
N=NAME Y410 X60 F0  
N=TEL X100Y480 “TEL. “ B25 >
```

If a wrong format is sent, the relative error will be shown on the LCD.

The XON will be sent to the host when the operator press the CLEAR button to acknowledge the error.

5.3 Install the Windows Driver

The Z series embosser is compatible with the [Generic Printer Driver](#) which is available with all Windows versions.

The printer driver installation is easy:

- Press Start → Setup → Printer to open the Printer folder
- Add Printer
- Select the **Generic / Text Only** printer
- Select the Serial Port **COMx**
- Configure the port as: Baud 9600, 8 bit, 1 stop bit, No Parity, Flux Control **Hardware**
- Give a name to the printer like “C310 Embosser”
- Select as default printer
- Do not print the test page because it won't be embossed
- Press End and the embosser is ready to be used as a common printer in Windows.

5.4 Emboss a tag using Windows Notepad

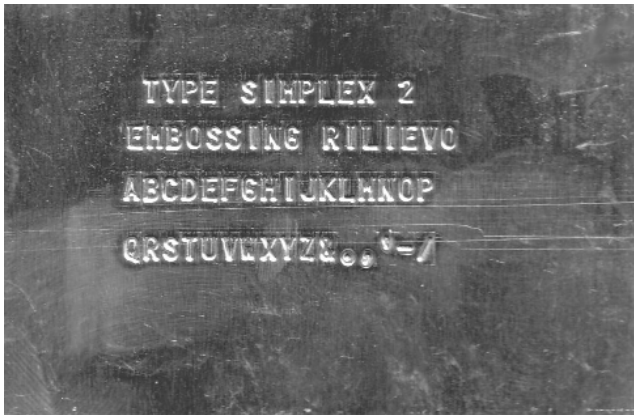
It's possible to use Windows Notepad (available with every version of Windows) to emboss tags. Write a text as the following one:

```
<1234 5678 9000  
MATICA SYSTEM  
VIA PRINTER DRIVER  
>
```

Select now the “C310 Embosser” printer as default and set to 0.1 cm the page Left Margin. It's very important to remove the left spaces to have the right layout embossed on the tag.

☞ NOTE: Using MS Word, the best conditions of working consists in setting the page size at 9 cm horizontal and 6 cm vertical, with all the margins (Top, Bottom, Left, Right) set to 0.1 cm.

5.5 Fonts samples



SIMPLEX 2 height 3mm



USA BLOCK height 4mm



BLOCK height 5mm



DOUBLE BLOCK height 6mm



DOUBLE LONG BLOCK height 8mm



MAXI BLOCK height 12mm

Chapter 6 – Error Codes

When an error occurred the LCD will show the messages listed below.

Apply the proper procedure to remove the error condition and then press CLEAR to continue (please read carefully the corrective actions).

ERROR CODE AND DESCRIPTION	SYMPTOM AND CORRECTIVE ACTION
E01- POWER ON	At the power on the machine will show this message. Press CLEAR to continue.
E02- OUT OF CARD	There are no more tags in the hopper; please load some tags.
E03- CARD MISFEED	The tag is wrong clamped or is lock. Open the cover and check, maybe the tag is bend and the clamp don't pick it well.
E04- X MOTOR ERROR (X-HOME)	During the movement to the hopper position something stop the carriage. Open the cover and check the cause.
E05- Y MOTOR ERROR	Y movement error. Check the tag probably is wrong embossed, maybe the tag is bend and hit in the drum or the format set a Y coordinate too low.
E06- X MOTOR ERROR (X-END)	During the movement to the unload position or during the embossing something stop the carriage. Check the tag probably is wrong embossed. If you heard a loud noise open the cover and remove the tag which is pre-feed.
E07- DRUM MOTOR ERROR	Drum movement error. If you heard a loud noise open the cover and check manually if the drum is free to move; if not close the cover and press the K1 key which will start the punch-recovery-procedure. Reopen the cover and verify that the drum is free to move, if OK press CLEAR to continue.
E08- PUNCH MOTOR ERROR	The punch cycle is lock. Press the K1 key which will start the punch-recovery-procedure. When OK press CLEAR to continue.
E09- X MOTOR ERROR (X-TOTAL)	X movement error during the X total control procedure.
E10- CARD UNLOAD ERROR	The tag is not unload or during the unload cycle the Y movement loose steps. The machine try 3 times to unload the tag before generating the error.
E11- CARD LOST	The tag is missing during the personalization cycle.
E20- FORMAT NUMBER ERROR (F0 to F9)	The format number must be from 0 to 9 for the embossing formats and form 10 to 19 for the Co-print formats.
E21- FORMAT NAME ERROR (8 chars no space)	The Format name is max 8 digit. A SPACE or CR must separate the format name to the next command: F1 FN=TEST1 Y100X100 → OK F1 FN=TEST1Y100X100 → WRONG F1 FN=TEST 1 Y100X100 → WRONG
E22- CARD DIMENSION SYNTAX ERROR	Wrong SX or SY command.
E23- UNIT MEASUREMENT ERROR	Wrong Un command.
E24- FIELD NAME ERROR (7 chars no space)	The Field name is max 7 digit. A SPACE or CR must separate the Field name to the next parameter: N=LINE1 Y100X100 → OK N=LINE1Y100X100 → WRONG N=LINE 1 Y100X100 → WRONG
E25- Y COORDINATE ERROR	Is OK: Y100 X100; Y50 X50; Y050 X050 Is WRONG: Y10 0 X100; Y 50 X50; Y 050 X050
E26- X COORDINATE ERROR	Is OK: Y100 X100; Y50 X50; Y050 X050 Is WRONG: Y100 X10 0; Y50 X 50; Y050 X 050
E27- TOO MANY FIELDS (max 50)	You exceed the maximum number of fields (50 max).
E28- FONT ERROR	Use font 0 (F0) or font 1 (F1).
E29- CHARACTER SPACE ERROR	Wrong Cinn or CSnn parameters.

ERROR CODE AND DESCRIPTION	SYMPTOM AND CORRECTIVE ACTION
E30- VARIABLE FIELD SYNTAX ERROR	Check the syntax referring to the appropriate Manual chapter.
E31- FIX FIELD SYNTAX ERROR	Check the syntax referring to the appropriate Manual chapter.
E32- FORMAT WITHOUT FIELDS	The format need at least 1 field to be used.
E33- FIELD NOT COMPLETE	Check the field.
E34- FIELD COMMAND ERROR	Command or Parameter wrong.
E35- FORMAT MEMORY OVERFLOW	The format memory is over. Reediting the stored format and remove not needed Spaces in order to reduce the used memory.
E37- FIELD-BUFFER OVERFLOW	You exceed the maximum number of characters.
E38- ILLEGAL CHARACTER	A wrong character is received and cannot be emboss.
E39- PRINTER TIMEOUT	The printer connect to the second port is not ready.
E40- CONFIGURATION LOST	Hardware error : the mechanical parameters of the machine are lost. This can happen when a new version is download.
E41- DRUM LAYOUT LOST	Hardware error : the drum parameters of the machine are lost. This can happen when a new version is download.
E42- COUNTER DATA LOST	Hardware error : the counters data information of the machine are lost. This can happen when a new version is download
E43- WORKING TIME LOST	Hardware error : the working time and counters are lost.
E44- INPUT CONVERSION TABLE DATA LOST	Hardware error : the input conversion table is lost.
E45- FORMAT AREA DATA LOST	Hardware error : the stored format are lost.
E46- RAM ERROR – PRESS CLEAR OR ESC TO CONTINUE	Hardware error : the RAM is defect. Power Off and On the machine again, if the error persist is necessary to change the logic board.
E48- COVER OPEN ERROR	Hardware error : close the cover. If it's closed, check the cover switch.
E63- X-Y OVERFLOW ERROR	You're trying to emboss out of tag margins. Verify the Format.