

Model Z2-Z3

DESKTOP CARD ISSUANCE SYSTEM



OPERATOR MANUAL

Revision 2.02



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Chapter 1 – Introduction

1.1 Packing List

The machine is delivered in a carton box with handles on both sides for an easy transportation.

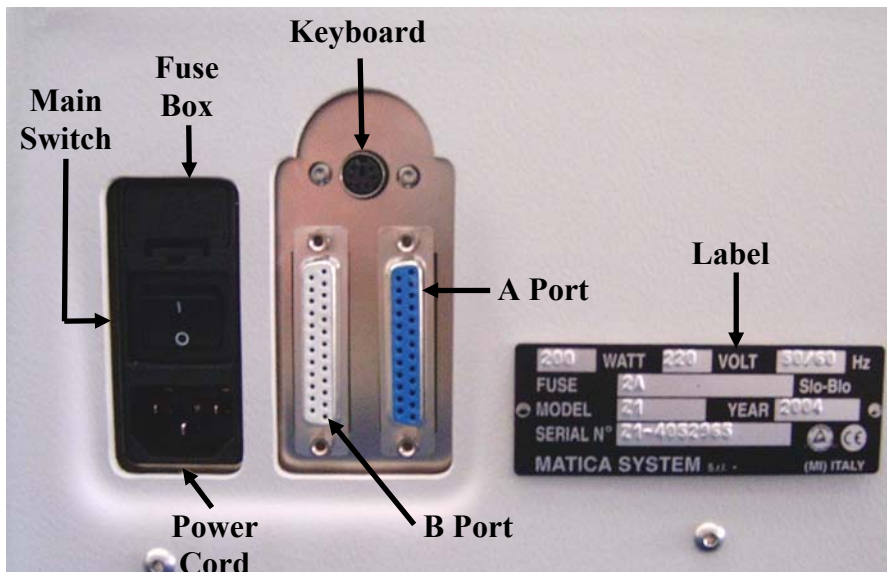
The packaged weight is 33 Kg.

The machine weight is 27 Kg.

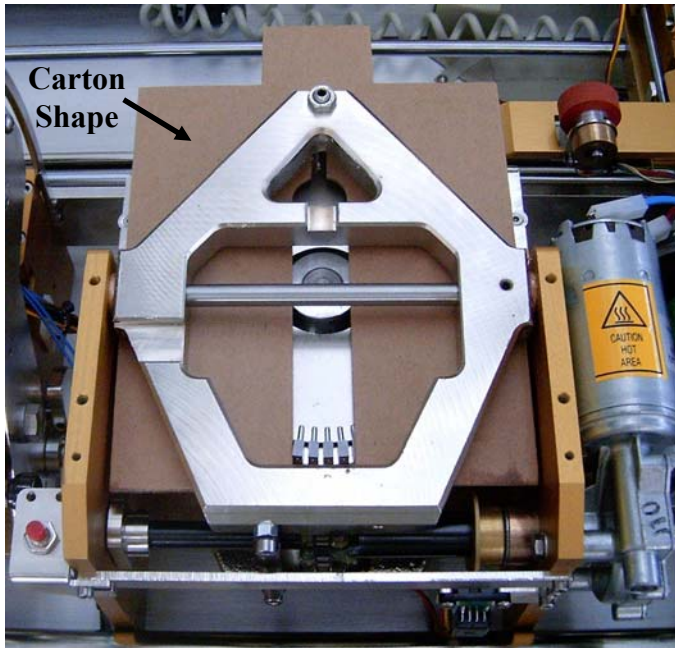
1. Open the box and check the packing list:
 - Power cord
 - Interface cable
 - Operator manual
 - Keyboard (as optional)
2. Remove the top cushion
3. Pick up the machine and put in a table

1.2 Installation

- Make a visible check inside the machine.
- Verify that the voltage marked on the machine label corresponds with your country voltage supply
- Connect the power cord
- Connect the keyboard (if delivered)



- Remove from the embosser the two carton shapes that hold the punches



- Power on the machine

1.3 Console

The Z2 and Z3 console is made by:

1. LCD display (2 lines per 40 characters)



2. Three function keys:

- key CLEAR used to clear the error condition
- key SET used to unlock the embosser drum when a punch error occurred
- key PAUSE used to enter in pause mode

Pressing PAUSE the RED LED will blink. Now use key CLEAR to have a “Step to Step” motor motion. When finished, press PAUSE key and CLEAR key again.

3. Two colors LED with the following meaning:

- GREEN color when the machine is READY
- RED color when the machine is in ALARM
- GREEN + RED (YELLOW) when the machine is BUSY



1.4 Configuration

The Z2 and Z3 embosser machines are provided with the following features:

- Loader
- HiCo/LoCo Magnetic Stripe Encoder
- Smart card (as optional)
- Embossing module (Infiller as optional)
- Tipper module (**only Z3 embosser**)
- Double Unloader (Positive/Negative)

Refer to the relative paragraphs for the details.

1.5 Power On

Powering on the machine, the LCD display will show:

```
E01          POWER ON          Ver. Z0-1.09
          PRESS CLEAR or ESC to CONTINUE
```

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

```
MATICA EMOSSER Z3
          READY          TIPPER OFF          (000°C)
```

or

```
MATICA EMOSSER Z3
          READY          TIPPER ON NOT READY (000°C)
```

At the temperature of 160°C (10° C less than the default value, 170°C) the displayed message becomes “TIPPER ON READY (160°C)”.

Chapter 2 – Keyboard Operating Mode

2.1 OFF LINE mode keyboard function

The Z2 and Z3 embosser are 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 a single or duplicated cards
- Run several Card Tests which allow an easy control of 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 Z2 and Z3 (password needed)

2.1.1 Emboss a card

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 Z2 or Z3 will load a new card (in case that no card 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 card until it works out.
In case that different errors occurred, the card will be unload and NOT repeat (unless it's different specified in the machine configuration).

2.1.2 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

2.1.3 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.

Z2 and Z3 embosser machines can receive data even during the Off Line editing mode, so practically they are **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 card will be embossed as soon as the current one is finished, without waiting the end of the On Line buffer.

2.1.4 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
    
```

2.1.5 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.

2.1.6 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:

- 0 To emboss SETUP information
- 1 To emboss four L's on a card (use it to set embossing alignment)
- 2 To emboss character (use it to verify embossing height)
- 3 To emboss all the drum characters, firmware version and end embosser serial number
- 4 To emboss Alexander Hamilton test card
- 5 To emboss an eight lines test card
- 6 To encode the three tracks of magnetic stripe
- 7 To encode track 1 of magnetic stripe
- 8 To encode track 2 of magnetic stripe
- 9 To encode track 3 of magnetic stripe
- A To emboss Alexander Hamilton test card and encode the three tracks of magnetic stripe
- B To emboss Alexander Hamilton test card and encode track 1 of magnetic stripe
- C To emboss Alexander Hamilton test card and encode track 2 of magnetic stripe
- D To emboss Alexander Hamilton test card and encode track 3 of magnetic stripe

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.

2.1.7 F6 – Read Magnetic Stripe

F6 Press F6 to read the encoded data on the magnetic stripe of a card (**non-embossed card only**). The LCD will show:

```

READ CARD
Press F10-ENTER to start - ESC to escape
```

Press F10 or Enter to begin the reading cycle; after the reading the display will show the results as following:

```

TRACK 1-1
MATICASYSTEM=01234567890123456789ABCDEFGH
```

then

```

TRACK 1-2
==012345678901234567890==01234567890==XYZ
```

and so on.

↑↓ Use the arrows to read the data encoded on the tracks.

If the magnetic stripe has no data stored in it, the message will be:

```
TRACK 1-1  
EMPTY
```

If there are errors on the encoded data the LCD display will show:

```
TRACK 1-1  
NO CORRECT
```

2.1.8 F8 – Clear Text

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

2.1.9 F9 – Machine Restore

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

2.1.10 F10 – Emboss One Card

F10 Press F10 to emboss one card.

During the embossing cycle it's possible to edit the next card.

The Off Line procedure uses up to 4 buffer to store the edited text.

2.1.11 F11 – Emboss Multiple Cards

F11 Press F11 to emboss multiple cards

```
EMBOSSING CARD  
HOW MANY CARDS ?
```

Input the number of cards to be embossed and ENTER to confirm.

Then press **F11** to run the embossing cycle.

2.1.12 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.

To enter the Tipper Setup menu press F12 without entering any password.

Chapter 3 – Embossing Format

3.1 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.

3.1.1 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 parameter (Coordinate Type) stored in the setup
U0 = STEP
U1 = 10/mm
U2 = 100/inch
U3 = 1000/inch |
| | In case of STEP the Z2 and Z3 embosser use the following ratio:
- one step X = 0,0907 mm → 1/280 inch
- one step Y = 0,125 mm |
| PF=nn | CO-Print Format (is not compulsory)
Link the current Embossing format with the CO-Print format Fnn (nn=10 to 19).
If not specified the text will be ONLY embossed.
Refer to the CO-Print documentation for Printer options. |

3.1.2 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 card 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 card 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 = Standard Gothic
F1 = OCR 7B
F2 = Top Infiller OCR B1
F3 = Top Infiller OCR B4
F4 = Rear Infiller MasterCard
F5 = Rear Infiller 2
- 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 settings are as following:
CI10 for Standard Gothic
CI7 for OCR 7B
CI14 for Master Card
- 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:
CS28 for Standard Gothic
CS40 for OCR 7B
CS20 for Master Card
- 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 card 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.

3.1.3 Format Sample

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

Format 0 sample:

```
F0    FN=TestZ3  
N=CARDN Y350 X100 F1 B20  
N=NAME    Y410 X60 F0  
N=TEL    X100Y480 “TEL. ” B25
```

Format 1 sample – the easiest format:

```
F1 Y300 X100
```

Chapter 4 – On Line

4.1 Prepare the embosser

When Z2 or Z3 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.

4.2 Matica Xon-Xoff Standard Protocol

4.2.1 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)

4.2.2 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 >
```

4.2.3 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=TestZ3
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.

4.2.4 Send data to emboss and encode the magnetic stripe

To encode the magnetic stripe it is requested to start the message with the ”[“ character followed by the Embossing text; this indicates to the machine that an Encode-String is following:

< Emboss-String [Encode-String >

The Encode-String has to include the opening and the ending character for each track as following:

- Track1 (76 alphanumerical characters) must begin with ‘%’ and end with ‘?’
- Track2 (37 numerical characters) must begin with ‘;’ and end with ‘?’
- Track3 (104 numerical characters) must begin with ‘+’ and end with ‘?’

For example:

<[%MATICA SYSTEM=0123456789?>	to encode track1 only
<[:0123456789?>	to encode track2 only
<[+9876543210?>	to encode track3 only
<[%MATICA SYSTEM=0123456789?;0123456789?+9876543210?>	to encode the three tracks.

To emboss the card and encode the three tracks:

```
<1234567890/0
MATICA SYSTEM
0039 02 33261027
[%MATICA SYSTEM=0123456789?
;0123456789?
+9876543210?>
```

4.3 Install the Windows Driver

The Z series embosser is compatible with the Generic Printer Driver, which is available with all Windows versions 3.1/95/98/NT/2000.

The printer driver installation is easy:

- Using Win95, 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 “Z3 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.

4.4 Emboss and Encode a card using Windows Notepad

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

```
<1234 5678 9000
MATICA SYSTEM
VIA PRINTER DRIVER
[%MATICA SYSTEM=0123456789?
;0123456789?
+9876543210?
>
```

Select now the “Z3 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 card.

☞ 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.

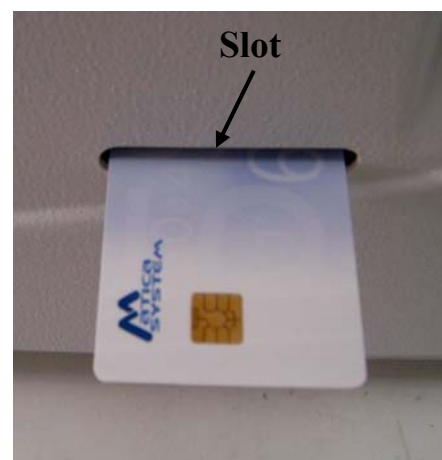
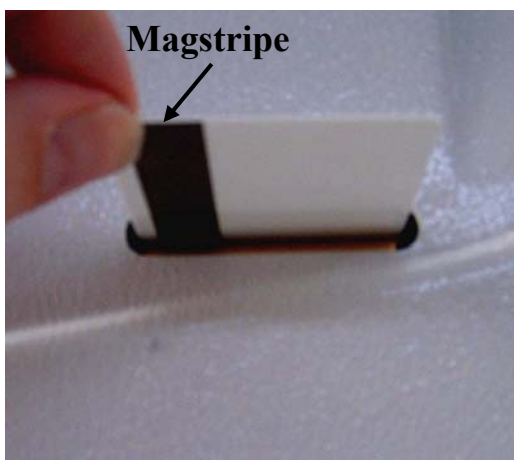
Chapter 5 – Features

5.1 The Loader

In both Z2 and Z3 embosser you could have two different kind of Loader for card feeding. In any case you must insert the card into the Loader with the magstripe on the left bottom side.

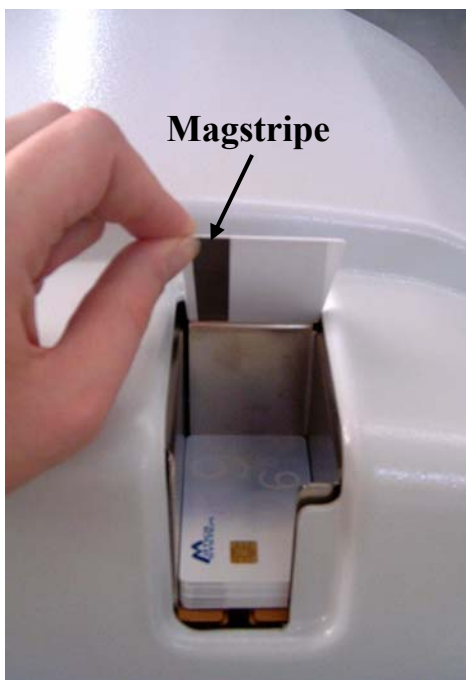
5.1.1 Manual Feeder

In case of manual feeder you have to insert a single card each time into the slot, on the right side of the machine.



5.1.2 Automatic Feeder

In case of automatic feeder you can insert up to 100 cards into the Loader, on the right side of the machine.



5.2 Mag Stripe Encoder Setup

The magnetic stripe encoder works only in “On line” status and “Card test”.

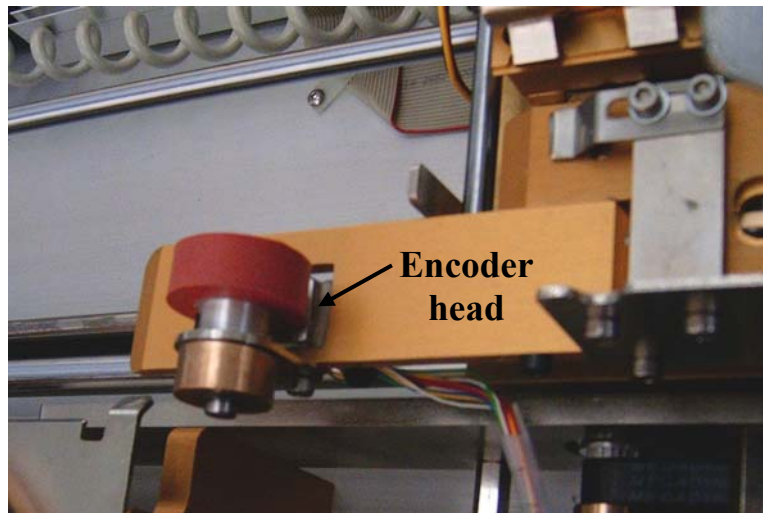
First thing to do is to set the desired type of encoding:

- Enter the Z2 or Z3 setup with F12, type the operator password and, using the arrows, select “Type of Embossing”.
- Move with arrows and set the “Hico Encoder” depending on the cards that will be used.
 - choose ‘N’ if the encode must be Loco (low coercivity)
 - choose ‘Y’ if the encode must be Hico (high coercivity)

Now it is possible to send data to the Z2 or Z3 as described in the “ON LINE” section.

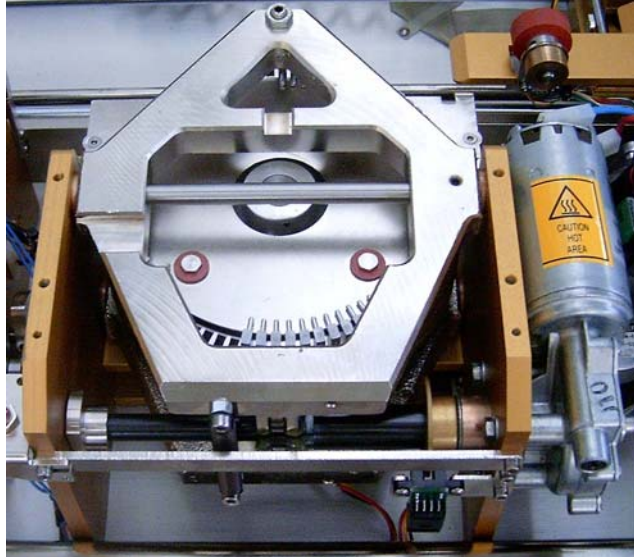


NOTE: using the Encoder code protocol we recommend to change the “VALUE OF US CODE” (SETUP menu → PROTOCOL); set it to ‘126’ otherwise it may conflict with the opener of third track (in fact the value of US CODE is set to ‘043’ as default, the same value of ‘TRACK3 OPENER’).

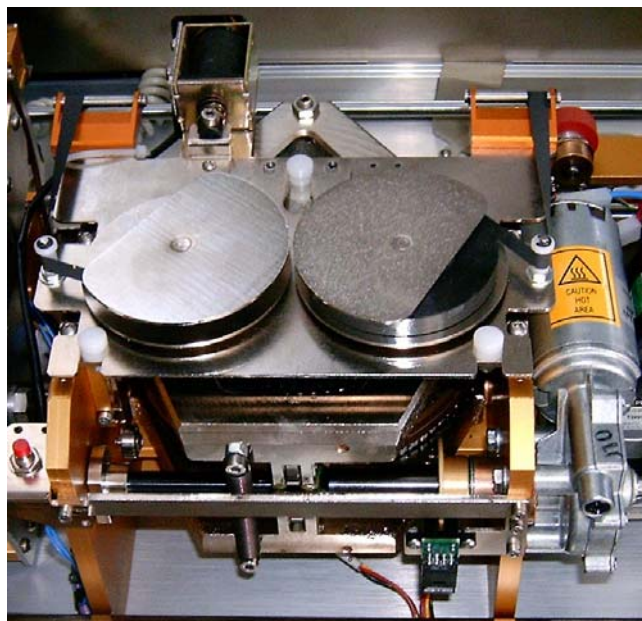


5.3 The Embosser and the Infiller

Z2 and Z3 embosser machines are provided with fixed embosser module as standard configuration and use embossing drum with 80 or 100 caves.



They can be also equipped with movable or fixed infiller module to have indent type of embossing. In this case the drum must have the embossing punches as well as the indent ones.



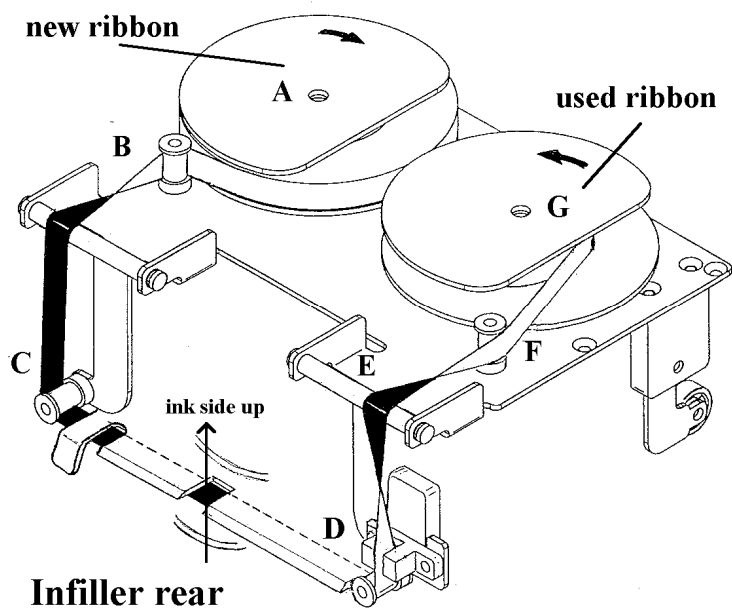
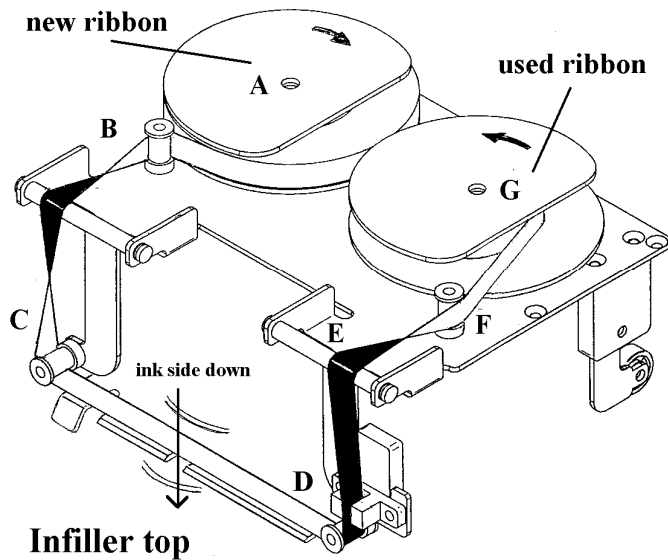
There're two kinds of infiller: Infiller Top and Infiller Rear. The differences are in the position of the male punches:

- 'Infiller Top' has got the male punches in the upper side of the wheel and the ribbon has the ink facing down.
- 'Infiller Rear' has got the male punches in the lower side of the wheel and the ribbon has the ink facing up.

5.4 Change the Infiller Ribbon

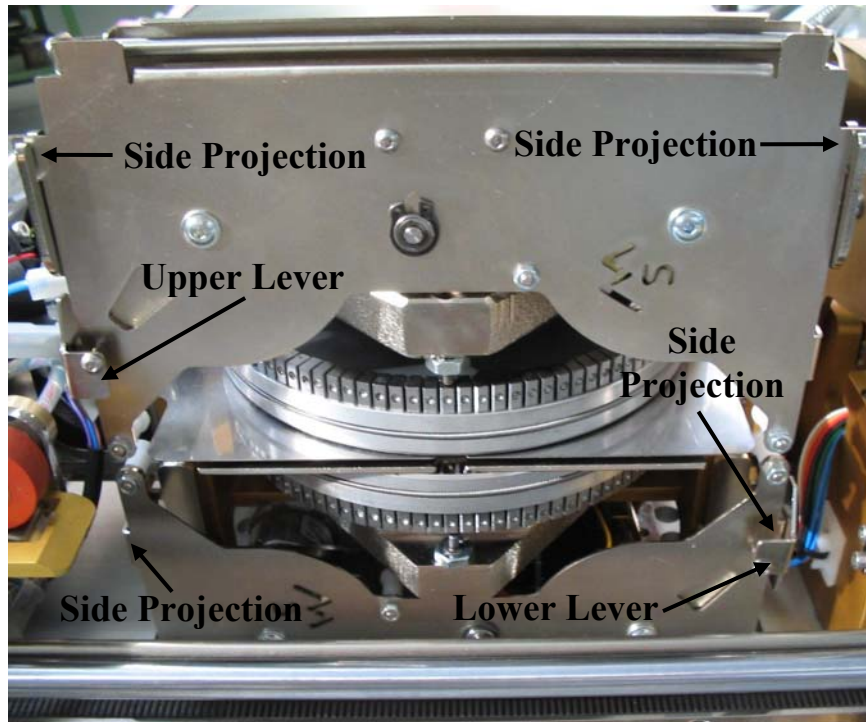
When the ribbon is over the RED LED will blink and the LCD display will show the error message.

- Unscrew the covers of new and used ribbon (point A and G)
- Remove the used ribbon
- Assembly the new ribbon following the path showed in the figures and fixing new ribbon from point 'A' to point 'G'
- Remember to assemble the ribbon with ink facing down for the 'Infiller top' or with ink facing up for the 'Infiller rear' (ink side is the one opaque)
- Also remember to make the ribbon pass through the photocell in correspondence of point D
- Screw the ribbon covers again
- Reset the error on the display

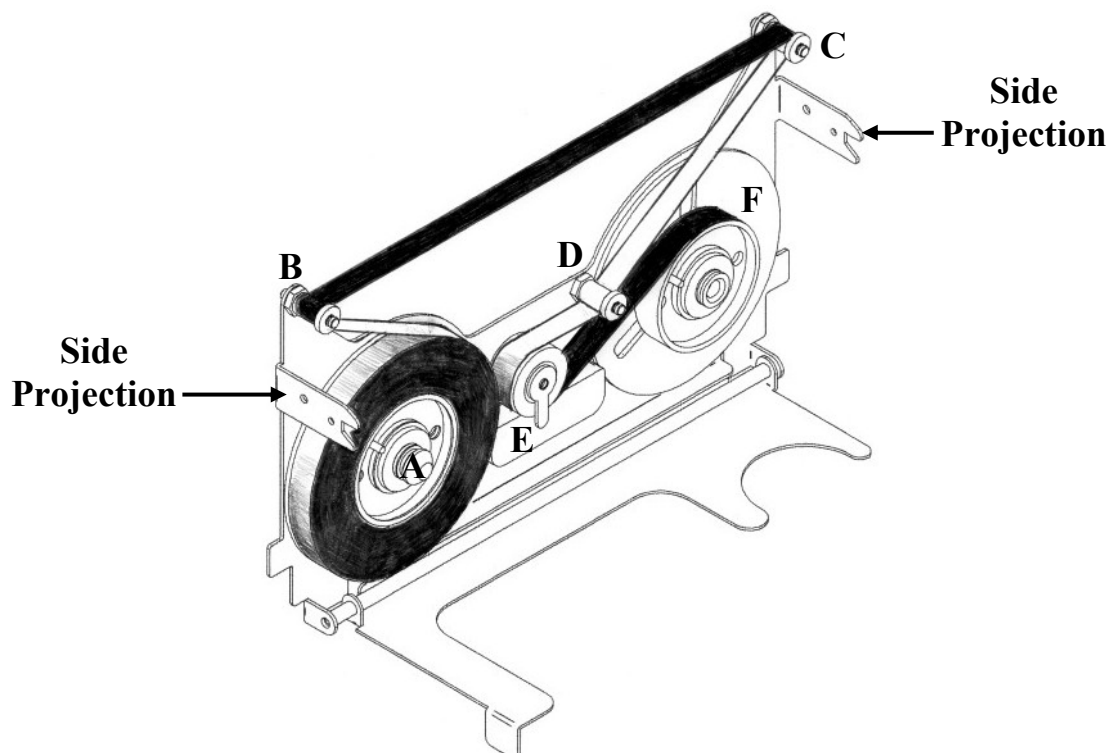


5.5 The Double Infiller

A special version of Z3 embosser machine is equipped with a Double Infiller, both front and rear all in one module. To change the ribbon of the Double Infiller, first remove the upper cartridge or the lower cartridge by pulling the related side lever

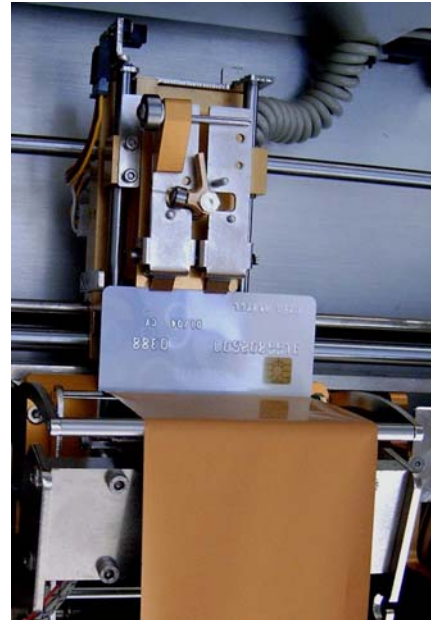
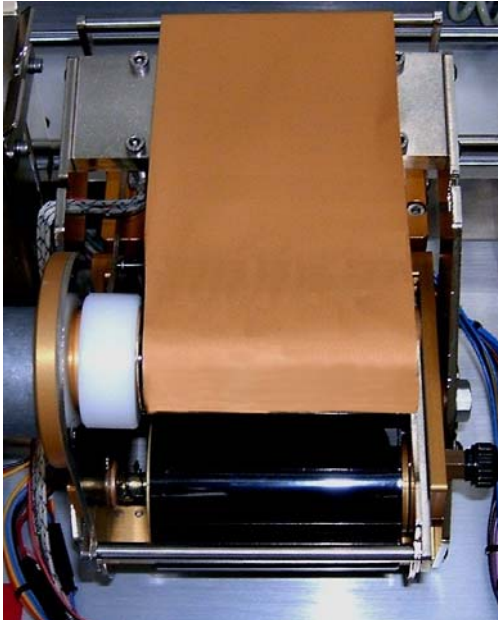


Then remove the used ribbon and assembly the new one, following the path showed in the figure from point 'A' to point 'F'; the ink side of the ribbon is the black one. Finally lock the cartridge on the module inserting its side projections in the related module inserts.



5.6 The Tipper

With Z3 embosser machine it is possible to color to the punched characters on the card; use the SET key on the console to enable or disable the Tipper module. On LCD it will appear the message “TIPPER OFF” or “TIPPER ON” and the actual temperature.



5.7 Tipper Setup

To enter the Tipper setup press the F12 key on the keyboard connected to the Z3 without entering any password. No screw-driver or mechanical adjustment are requested.

The Tipper setup allows to change the following parameters:

5.7.1 Working Temperature

Working Temperature	160
---------------------	-----

- Type the value to set the temperature (from 100 to 180 °C)
- Press Enter to store the new value
- ↑↓ Use arrows to go to next item

☞ NOTE: If the Working Temperature is set to 0 then the Tipper will be powered off.

5.7.2 Inactivity Time (stand-by time)

Inactivity Time	300
-----------------	-----

The “Inactivity Time” parameter is used to set the time in seconds after that the Tipper goes in stand-by status, lowering the temperature to 60 °C for energy saving.

- Type the value to set the desired time (from 0 to 900 seconds)
- Press Enter to store the new value
- ↑↓ Use arrows to go to next item

5.7.3 Ribbon Consuming Steps

Ribbon Consuming Steps	5
------------------------	---

The “Ribbon consuming steps” parameter is used to set the advancement number of lines of the foil. A line is approximately 4 mm.

- Type the value to set the advancement number of lines (from 2 to 9)
- Press Enter to store the new value
- ↑↓ Use arrows to go to next item

5.7.4 Tipper Pad Pressure

```
Tipper Pad Pressure 190
```

The “Tipper Pad Pressure” parameter is used to set the pressure of the tipper pad. Increasing the value, a darker colored embossed card will be obtained.

- Type the value to set the pressure (from 150 to 250)
- Press Enter to store the new value
- ↑↓ Use arrows to go to next item

5.7.5 Tipping Time

```
Tipping Time 005
```

The “Tipping Time” parameter is used to set the tipping contact time. The value is expressed in tenths of second. Increasing the value a darker colored embossed card will be obtained.

- Type the value to set the Tipping time (from 1 to 30 tenths of seconds)
- Press Enter to store the new value
- ↑↓ Use arrows to go to next item

5.7.6 Unload Step

```
Unload Step 200
```

The “Unload Step” parameter is set at 200. Do not modify this value.

5.8 Change the Tipper Ribbon

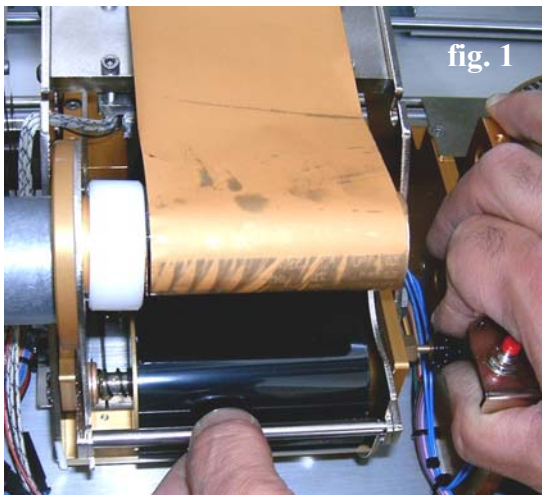


WARNING

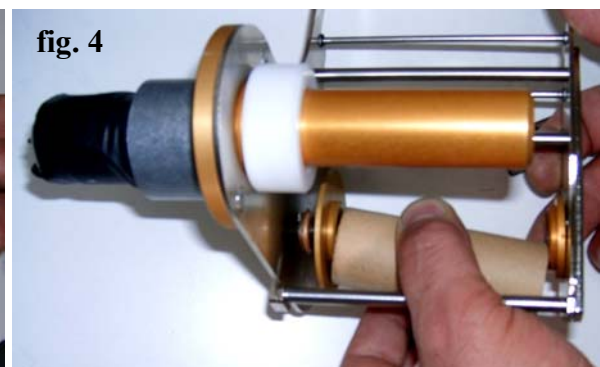
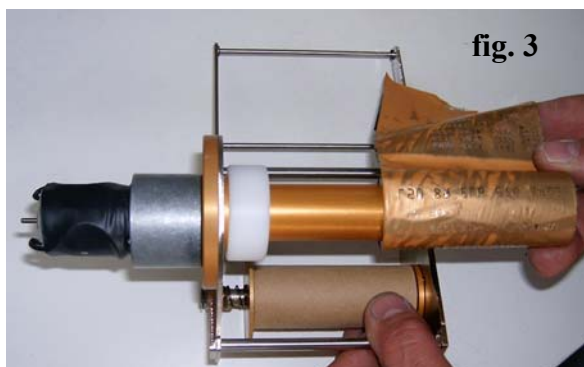
THE TIPPER IS AN HOT AREA, WORK CAREFULLY

When the ribbon is over the RED LED will blink and the LCD will show the error message.

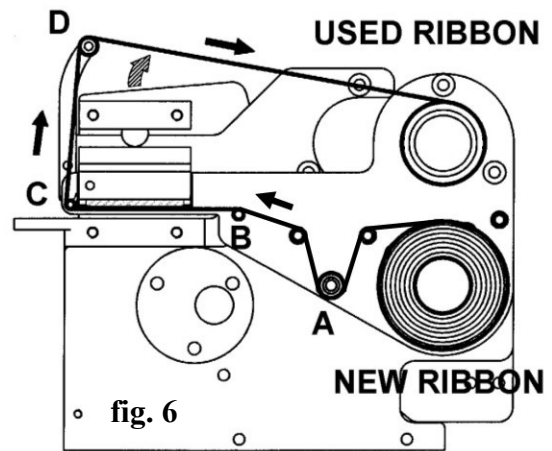
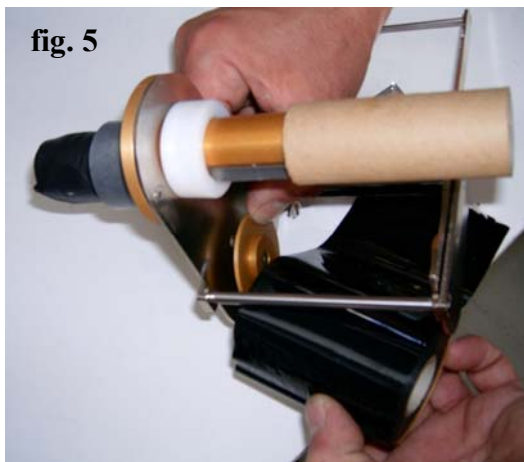
- Power off the Z3 embosser, remove the plug and open the cover
- Pull the knob and remove the Ribbon Cassette (fig. 1)
- Now you can work without heating problem
- Disconnect the Tipper motor black connector (fig. 2)



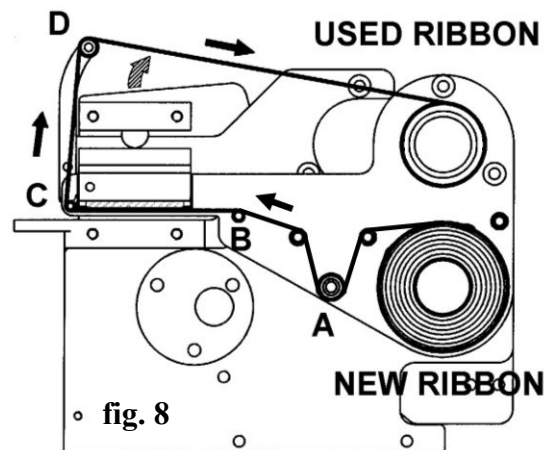
- Extract the used ribbon from the top spool (fig. 3)
- Pull out the used carton core from its bottom disk spring (fig. 4)



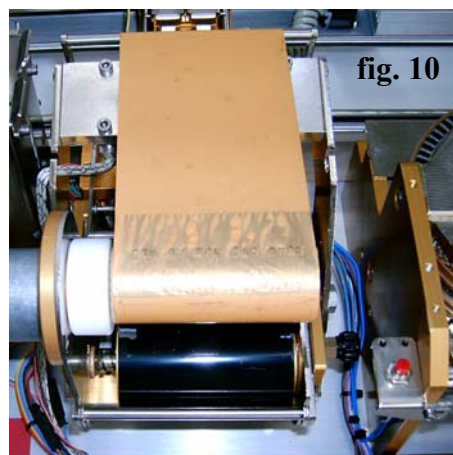
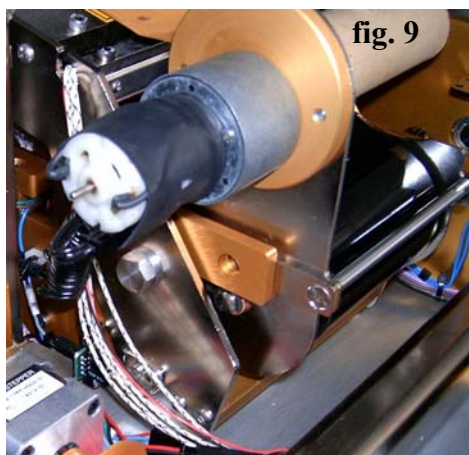
- Insert the new carton core in the top spool and assembly the new ribbon on the bottom disk spring with the ink facing down (fig. 5)
- Unroll the foil as shown in fig. 6, drawing it up to the point C



- Insert the cassette pulling the knob until the cassette is fully inserted and the knob is locked up in the right position (fig. 7)
- Now take the foil from the point C (WARNING! is an HOT AREA) and fasten it to the top spool (for example with a stick tape) passing around the point D, as shown in fig. 8

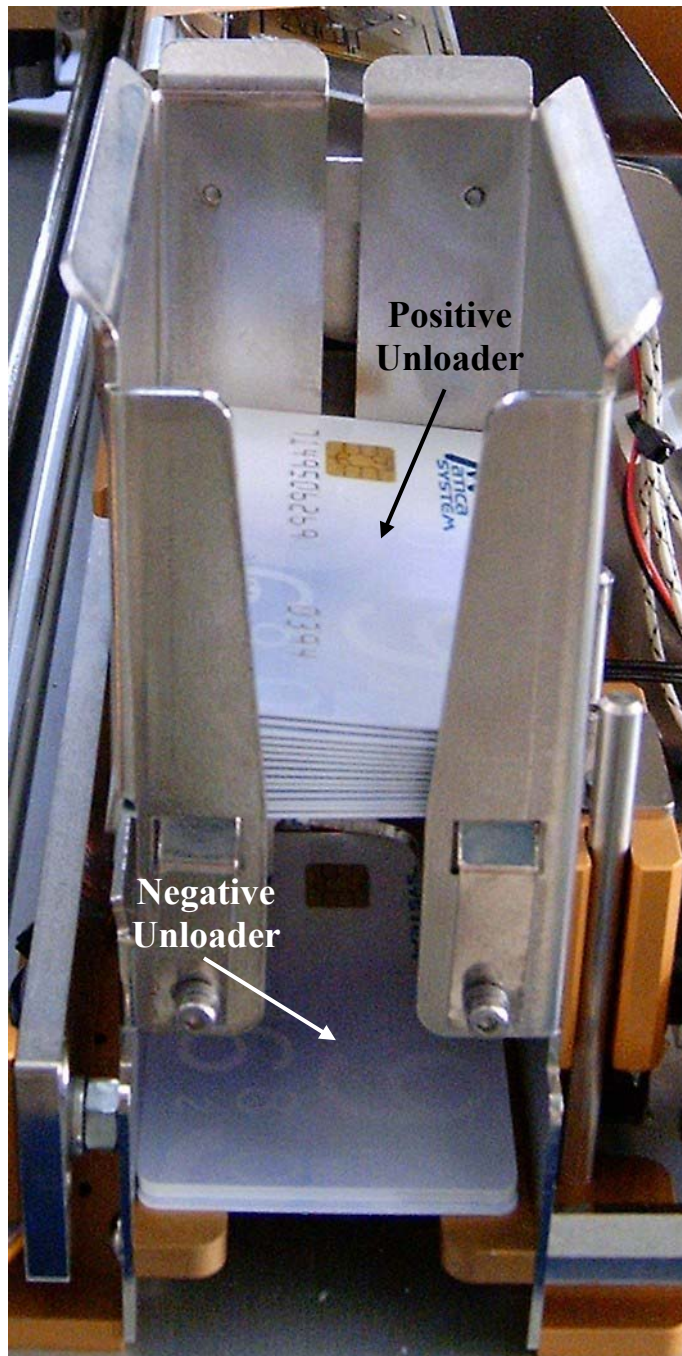


- Connect the Tipper motor black connector (fig. 9)
- Push the red button to stretch the ribbon (fig. 10)
- Close the cover, plug and power on the Z3. In a minute the Tipper will be ready to work.



5.9 The Unloader

- Z3 embosser machine is provided with a double unloader, the positive and the negative ones. In normal conditions, cards are ejected in the positive one. Instead cards are ejected in the negative one during the restore cycle (if there's a card in the machine) or when an error occurred during the personalization cycle.



Chapter 6 – Error List

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 error comments).

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 cards in the hopper; please load some cards.
E03- CARD MISFEED	The card is wrong clamped or is lock. Open the cover and check, maybe the card 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 card probably is wrong embossed, maybe the card 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 card probably is wrong embossed. If you heard a loud noise open the cover and remove the card, 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 Set 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 Set 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 card is not unload or during the unload cycle the Y movement loose steps. The machine try 3 times to unload the card before generating the error.
E11- CARD LOST	The card 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.
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.
E36- TIPPER COMMUNICATION ERROR	Communication error. Please turn OFF / turn ON the machine.
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.
E47- ENCODER COMMUNICATION ERROR	Communication error. Please turn OFF /turn ON the machine.
E48- COVER OPEN ERROR	Hardware error : close the cover. If it's closed, check the cover switch.
E49- MESSAGE ENCODER ERROR	You're trying to encode wrong characters. Please check the encoding data.
E50- ENCODER TRACK 1 EMPTY	Reading the magnetic stripe, the track1 doesn't contain data.
E51- ENCODER TRACK 2 EMPTY	Reading the magnetic stripe, the track2 doesn't contain data.
E52- ENCODER TRACK 3 EMPTY	Reading the magnetic stripe, the track3 doesn't contain data.
E53- ENCODER TRACK 1 ERROR	Reading the magnetic stripe, the track1 isn't encoded correctly.
E54- ENCODER TRACK 2 ERROR	Reading the magnetic stripe, the track2 isn't encoded correctly.
E55- ENCODER TRACK 3 ERROR	Reading the magnetic stripe, the track3 isn't encoded correctly.
E56- INFILLER RIBBON ERROR	Please check the infiller ribbon. If it's finished, assembly a new one.
E57- TIPPER TEMPERATURE NOT READY	Wait until the tipper temperature has reached the default temperature. After the default inactivity time, tipper temperature lowers to 60°C.
E58- POSITIVE LOADER FULL	Please empty the positive loader.
E59- NEGATIVE LOADER FULL	Please empty the negative loader.
E60- UNLOADER HOME ERROR	The unloader cannot reach its home position. Please check for card jam in the module.
E61- TIPPER HOME ERROR	The tipper cannot reach its home position.
E62- RIBBON TIPPER ERROR	Please check the tipper ribbon. If it's finished, assembly a new one.
E63- X-Y OVERFLOW ERROR	You're trying to emboss out of card margins. Verify the Format.