

IDW500™

STEPS FOR SUCCESSFUL PASSPORT PHOTOS

1. Power ON the System.

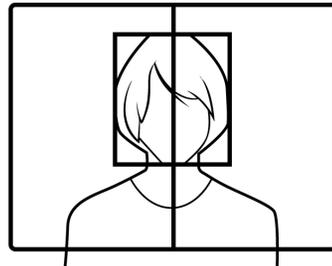
- Power ON the photo printer, IDW500 console, and then the passport camera.
- When you see the **CAMERA DETECTED** message on the console, you're ready to begin. This takes about a minute.

Need to order more supplies?

Contact your sales representative. When speaking with your Sales Representative, please be sure to specify you need media specifically for the IDW500 system.

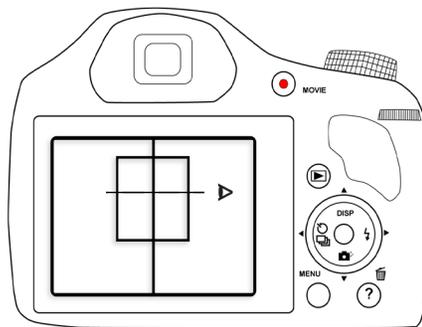
2. Take the Photo.

- Fill the black, square head guide on the camera screen with the subject's head. (Don't go outside the guide marks or use the camera's white focus tracking.)
- Use the standard passport rules when taking pictures (light background, no shadows, etc.).
- Review the photo on the camera LCD. Verify photo follows the standard rules.



3. Send the Image via DPOF.

- Press **PLAYBACK** on the camera.
- Press **MENU**. Scroll up ▲ to **DPOF**.
- Press **SELECT**.



4. Return to Shooting Mode.

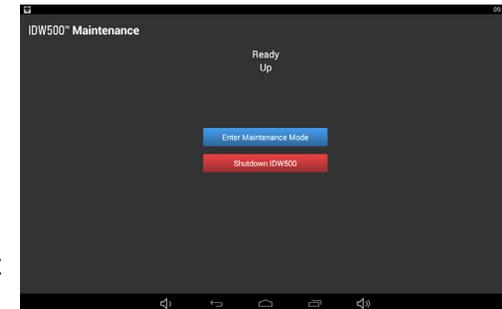
- Press the **PLAYBACK** button again just after the DPOF message appears on the camera screen.

Do not leave the camera in playback mode.

TROUBLESHOOTING

The image did not transfer to the console/I can't see the image on the console preview screen.

- Make sure the IDW500 application is active and visible on the console.
- Look for a **CAMERA FOUND** message on the console. Listen for the **PING** sound. Keep in mind that it takes at least one minute for the camera to connect with the console via Wi-Fi.
- If you are sure the camera is connected, check that the image was marked for **DPOF**.
 - On the camera, enter **PLAYBACK** mode.
 - Verify that the image has **DPOF** marked.
- If you are not sure if the camera is connected, power cycle the camera.
 - Wait at least one minute. Look for **CAMERA FOUND** and listen for the ping.
- If the camera is still not connected, power cycle the console.
 - On the console, press the **GEAR** icon; then press the **SHUTDOWN** button. Wait for the console to shut down.
 - Press the **POWER** button (side of the console) to restart the console.
- If the problem persists, contact Tech Support at **844-367-8777**.



The same image keeps showing on the preview screen. Why?

- More than likely, the camera is still in playback mode. Press the **PLAYBACK** button on the camera to return to shooting mode. Always return to shooting mode as soon as you see the **DPOF** mark on the image.

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The console says **IMAGE REJECTED**. What's wrong?

- The console automatically rejects image that are not consistent with standard passport photo rules and regulations.
 - **Face cannot be detected.** Check for blurriness or poor lighting conditions.
 - **Head size is too small/large.** Use the on-screen head guide to correct the sizing.
 - **Image is too dark.** If possible, use photo lighting for the subject and the background. Use the camera flash if necessary.
 - **Shadows on background.** No pronounced shadows are allowed.

What are some other tips and tricks to get the most out of my system?

- Correct power on order: printer first, console second, camera third.
- If you restart the camera at any time, wait one minute for the camera to connect to the console via Wi-Fi.
- It takes less than three minutes for the console to initialize. Every time the console is restarted, a test page is printed. This lets you know that the printer is working properly, and that the system is ready to accept images.
- If you must restart the console, use the proper software shutdown procedure. Do not restart the console using only the power button - this can cause system failures.
- The camera and card can take up to 2 minutes to sync up with the console.
- Replace and recharge batteries often. Once the battery reaches half-full, the remaining battery life drains more quickly.

SYSTEM SOUNDS

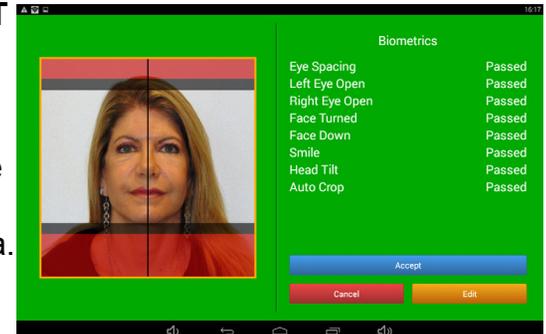
- **Ping.** CAMERA FOUND and the console is ready for image transfer. Continues every few seconds while the camera is powered on.
- **Electronic.** TRANSFERRING IMAGE from camera to console.
- **Pump.** Console is PROCESSING IMAGE - resizing and preparing for print. Also when transferring images to a 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.

5. Verify the Image 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 following the standard passport guidelines.

6. Print the image.

- When the image is processed, the acceptance screen appears. Press **ACCEPT PHOTO** to print the image, **MANUAL EDIT** for editing options, or **CANCEL** to return to the main screen and retake the image on the camera.



- On the editing screen, make changes to the color, brightness, contrast, and slight rotation changes.
- Press **CANCEL** to return to the main screen.
- After sending images to be printed, you can also save them to a USB device.

Remember!

- If the camera is not detected by the IDW500 console, check that the camera batteries are still charged.
- When the image has printed and the customer is happy with the result, delete the image from the camera memory - go to **PLAYBACK** mode, press the **DELETE** button, confirm the delete, and then return to shooting mode.

Need Help? Call Tech Support!
1-844-367-8777

DNP