

DNP

Wireless Passport System

IDW500

version 3.3.350

User Guide

License Agreements

SOFTWARE END USER LICENSE AGREEMENT (EULA). PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SOFTWARE. USING THIS SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS. IF YOU DO NOT AGREE WITH THESE TERMS AND CONDITIONS, DO NOT DOWNLOAD OR USE THIS SOFTWARE. This Software License Agreement (the "Software License Agreement") is an agreement entered into by and between you (hereinafter referred to as "You" or "Your") and DNP Imagingcomm America Corporation (DNP IAM) (the "Licensor") for any and all software and documentation provided by the Licensor (the "Software"). The Software includes items available either by Internet download, contained in a CD/DVD or contained within a 3rd party software installer. By using the Software, You agree to the terms of this Software License Agreement. The Licensor grants You a non-exclusive, non-transferable license to use one copy of the Software in object code only.

OWNERSHIP RETAINED BY LICENSOR. The Licensor owns all title and copyrights in and to the Software and the Licensor has the full right and authority to grant the license granted herein. Your license does not give You any title or ownership in the Software, nor is it a sale of any rights in the Software. The only right granted to You is the right to use the Software in accordance with the terms of this Software License Agreement. All rights not specifically granted to You under this Software License Agreement are reserved by the Licensor. You may make only a single copy of the Software as a backup copy, provided that it includes all notices and markings, including copyright, trademark and other proprietary notices as on the original. Such backup copy of the Software may not be in use at any time unless the original Software is damaged beyond use, and both the original and the copy must remain in Your possession and control. You may not copy the software onto any public network. You may not, and You may not allow others to modify, disassemble, decompile, translate, reverse engineer, reproduce, make derivative works of or enhance the Software. You may not, and You may not allow others to rent, lease, sell, sub license, export or otherwise transfer the Software to any other person. In addition to any other rights it may have, the Licensor may terminate this Software License Agreement if You fail to comply with the terms and conditions hereof. In such event, You must cease all use of the Software and destroy all copies of the Software and all of its component parts. At the Licensor's sole discretion, the Licensor may from time to time provide You with updates to the Software. Any such updates shall become part of the Software licensed to You hereunder and subject to all of the terms and conditions of this Software License Agreement.

DISCLAIMER OF WARRANTIES. The Licensor expressly disclaims any and all warranties relative to the Software. THE SOFTWARE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, COURSE OF DEALING AND USAGE OF TRADE. YOU HEREBY ASSUME THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE SOFTWARE.

LIMITATION OF LIABILITY. In no event shall the Licensor be liable for any direct, special, incidental, indirect or consequential damages whatsoever to You (including, without limitation, damages for loss of profits, sales or data or for business interruption) arising out of the use of or inability to use the Software, even if the Licensor has been advised of the possibility of such damages. In any event, the Licensor's entire liability under any provision shall be limited to the amount actually paid by You for the Software. Because some states and jurisdictions do not allow the exclusion or limitation of liability, the above limitation may not apply to You. If any provision of the Software License Agreement is declared by a court of competent jurisdiction to be invalid for any reason, such invalidity shall not affect the remaining provisions hereof.

GOVERNING LAW. This Software License Agreement shall be governed by the laws of the State of North Carolina without regard to conflict of laws principles. You and the Licensor hereby consent to the exclusive venue and jurisdiction of the state and federal courts located in Mecklenburg County, North Carolina.

TAXES. You are responsible for all taxes or charges imposed by any government or regulatory authority with respect to the delivery and use of the Software, but exclusive of any taxes based upon the Licensor's net income.

TERM. This License Agreement is effective until terminated. You may terminate this License Agreement by ceasing to use the Software and, if applicable, returning the Software to the Licensor. Licensor may terminate this License Agreement if You breach any of the terms and conditions. Upon termination of this License Agreement for any reason, You shall cease using the Software and, if applicable, return the Software to the Licensor. All provisions of this Agreement relating to disclaimers of warranties, limitation of liability, remedies, or damages, and Licensor's proprietary rights shall survive termination.

ACKNOWLEDGMENTS. The ICC profiles provided by DNP Imagingcomm America Corporation are prepared using the technology of X-Rite, Incorporated. YOU ACKNOWLEDGE YOU HAVE READ AND UNDERSTAND THIS AGREEMENT AND AGREE TO BE BOUND BY ITS TERMS. YOU FURTHER AGREE THAT THIS AGREEMENT IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE AGREEMENT BETWEEN YOU AND LICENSOR, AND SUPERSEDES ANY PROPOSAL OR PRIOR AGREEMENT, ORAL OR WRITTEN, AND ANY OTHER COMMUNICATIONS RELATING TO THE SOFTWARE ADDRESSED IN THIS AGREEMENT.

The information contained in this document represents the current view of DNP Imagingcomm America Corporation on the issues discussed as of the date of publication. Because DNP Imagingcomm America Corporation must respond to changing market conditions, it should not be interpreted to be a commitment on the part of DNP Imagingcomm America Corporation, and DNP Imagingcomm America Corporation cannot guarantee the accuracy of any information presented after the date of publication. This document is for informational purposes only. DNP Imagingcomm America Corporation MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, AS TO THE INFORMATION IN THIS DOCUMENT.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of DNP Imagingcomm America Corporation

DNP Imagingcomm America Corporation may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from DNP Imagingcomm America Corporation, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

WPS-1™, WPS Pro™, Tomo™, Hot Folder Print™, PrintCenter™, DS-Series Printers™, and PrintTurbine™ are trademarks and Nexlab® is a registered trademark of DNP Imagingcomm America Corporation PrintRush® and Party Print® are registered trademarks of Dai Nippon Printing Company LTD. Apple, the Apple logo, iPad, and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Amazon is a trademark of Amazon.com Inc. or its affiliates. Android and Google Play are trademarks of Google, Inc. SD, SDHC and SDXC are trademarks or registered trademarks of SD-3C, LLC in the United States, other countries or both. Sony® and Cyber-shot® are the registered trademarks of the Sony Corporation. FlashAir™ is the trademark of Toshiba Corporation. PiPO™ is the trademark of PiPO Corporation. USPS® is a registered trademark of the United States Postal Service. The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

Image Scaling Utility Class

Copyright (c) 2010, Sony Ericsson Mobile Communication AB. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution. Neither the name of the Sony Ericsson Mobile Communication AB nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED.

IN NO EVENT SHALL THE COPYRIGHT HOLDER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Boost Software License - Version 1.0 - August 17th, 2003

Permission is hereby granted, free of charge, to any person or organization obtaining a copy of the software and accompanying documentation covered by this license (the "Software") to use, reproduce, display, distribute, execute, and transmit the Software, and to prepare derivative works of the Software, and to permit third-parties to whom the Software is furnished to do so, all subject to the following:

The copyright notices in the Software and this entire statement, including the above license grant, this restriction and the following disclaimer, must be included in all copies of the Software, in whole or in part, and all derivative works of the Software, unless such copies or derivative works are solely in the form of machine-executable object code generated by a source language processor.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT. IN NO EVENT SHALL THE COPYRIGHT HOLDERS OR ANYONE DISTRIBUTING THE SOFTWARE BE LIABLE FOR ANY DAMAGES OR OTHER LIABILITY, WHETHER IN CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

This copy of the libpng notices is provided for your convenience. In case of any discrepancy between this copy and the notices in the file png.h that is included in the libpng distribution, the latter shall prevail.

COPYRIGHT NOTICE, DISCLAIMER, and LICENSE:

If you modify libpng you may insert additional notices immediately following this sentence.

This code is released under the libpng license.

libpng versions 1.0.7, July 1, 2000 through 1.6.29, March 16, 2017 are Copyright (c) 2000-2002, 2004, 2006-2017 Glenn Randers-Pehrson, are derived from libpng-1.0.6, and are distributed according to the same disclaimer and license as libpng-1.0.6 with the following individuals added to the list of Contributing Authors:

Simon-Pierre Cadieux

Eric S. Raymond

Mans Rullgard

Cosmin Truta

Gilles Vollant
 James Yu
 Mandar Sahastrabuddhe
 Google Inc.
 Vadim Barkov

and with the following additions to the disclaimer:

There is no warranty against interference with your enjoyment of the library or against infringement. There is no warranty that our efforts or the library will fulfill any of your particular purposes or needs. This library is provided with all faults, and the entire risk of satisfactory quality, performance, accuracy, and effort is with the user.

Some files in the "contrib" directory and some configure-generated files that are distributed with libpng have other copyright owners and are released under other open source licenses.

libpng versions 0.97, January 1998, through 1.0.6, March 20, 2000, are Copyright (c) 1998-2000 Glenn Randers-Pehrson, are derived from libpng-0.96, and are distributed according to the same disclaimer and license as libpng-0.96, with the following individuals added to the list of Contributing Authors:

Tom Lane
 Glenn Randers-Pehrson
 Willem van Schaik

libpng versions 0.89, June 1996, through 0.96, May 1997, are Copyright (c) 1996-1997 Andreas Dilger, are derived from libpng-0.88, and are distributed according to the same disclaimer and license as libpng-0.88, with the following individuals added to the list of Contributing Authors:

John Bowler
 Kevin Bracey
 Sam Bushell
 Magnus Holmgren
 Greg Roelofs
 Tom Tanner

Some files in the "scripts" directory have other copyright owners but are released under this license.

libpng versions 0.5, May 1995, through 0.88, January 1996, are Copyright (c) 1995-1996 Guy Eric Schalnat, Group 42, Inc.

For the purposes of this copyright and license, "Contributing Authors" is defined as the following set of individuals:

Andreas Dilger
 Dave Martindale
 Guy Eric Schalnat
 Paul Schmidt
 Tim Wegner

The PNG Reference Library is supplied "AS IS". The Contributing Authors and Group 42, Inc. disclaim all warranties, expressed or implied, including, without limitation, the warranties of merchantability and of fitness for any purpose. The Contributing Authors and Group 42, Inc.

assume no liability for direct, indirect, incidental, special, exemplary, or consequential damages, which may result from the use of the PNG Reference Library, even if advised of the possibility of such damage.

Permission is hereby granted to use, copy, modify, and distribute this source code, or portions hereof, for any purpose, without fee, subject to the following restrictions:

- 1. The origin of this source code must not be misrepresented.*
- 2. Altered versions must be plainly marked as such and must not be misrepresented as being the original source.*
- 3. This Copyright notice may not be removed or altered from any source or altered source distribution.*

The Contributing Authors and Group 42, Inc. specifically permit, without fee, and encourage the use of this source code as a component to supporting the PNG file format in commercial products. If you use this source code in a product, acknowledgment is not required but would be appreciated.

END OF COPYRIGHT NOTICE, DISCLAIMER, and LICENSE.

TRADEMARK:

The name "libpng" has not been registered by the Copyright owner as a trademark in any jurisdiction. However, because libpng has been distributed and maintained world-wide, continually since 1995, the Copyright owner claims "common-law trademark protection" in any jurisdiction where common-law trademark is recognized.

OSI CERTIFICATION:

Libpng is OSI Certified Open Source Software. OSI Certified Open Source is a certification mark of the Open Source Initiative. OSI has not addressed the additional disclaimers inserted at version 1.0.7.

EXPORT CONTROL:

The Copyright owner believes that the Export Control Classification Number (ECCN) for libpng is EAR99, which means not subject to export controls or International Traffic in Arms Regulations (ITAR) because it is open source, publicly available software, that does not contain any encryption software. See the EAR, paragraphs 734.3(b)(3) and 734.7(b).

Glenn Randers-Pehrson

glennrp at users.sourceforge.net

March 16, 2017

*DNP Imagingcomm America Corporation * 4524 Enterprise Dr NW * Concord, NC 28027 * USA*

© 2000-2019 DNP Imagingcomm America Corporation All rights reserved.

Compliance Notices

WARNING: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment under FCC rules.

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, uses 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 equipment 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 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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment is in direct contact with the body of the user under normal operating conditions. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication. This is a controlled document. To be sure you have the latest version of this Procedure, compare this document revision to the revision listed in the Document Control database. If you find this document is not current, discard and get the latest version from the Document Control database.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

NOM 121 – La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Importer:

DNP NA
Le Raphael Paris Nord 2 22 Avenue de Nations BP 51077
Villepinte, 95948 ROISSY CH DE GAULLE CEDEX, FRANCE

Manufacturer:

PIPO Technology Co., Ltd.
c/o DNP Imagingcomm America Corporation
4524 Enterprise Drive NW
Concord, NC 28027 United States

If you want to dispose of this product, do not mix with general household waste. There is a separate collection system for used electronics products in accordance with legislation under the WEEE Directive. For details, please consult with your dealer.

PIPO Technology Co., Ltd. hereby declares that this Wireless Print Server is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. For details, please access the URL: <http://www.dnpphoto.eu/en/>

Par la présente PIPO Technology Co., Ltd. déclare que l'appareil est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE. Pour toute information complémentaire, veuillez consulter l'URL suivante: <http://www.dnpphoto.eu/fr/>

Hiermit erklärt PIPO Technology Co., Ltd., dass sich das Gerät Wireless Print Server in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet. Weitere Informationen erhältlich unter: <http://www.dnpphoto.eu/de/>

Por medio de la presente PIPO Technology Co., Ltd. declara que el Wireless Print Server cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE. Para mayor información, por favor consulte el siguiente URL: <http://www.dnpphoto.eu/es/>

Con la presente PIPO Technology Co., Ltd. dichiara che questo Wireless Print Server è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE. Per ulteriori dettagli, si prega di consultare il seguente URL: <http://www.dnpphoto.eu/it/>

PIPO Technology Co., Ltd. tímto prohlašuje, že tento Wireless Print Server je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES. Podrobnosti lze získat na následující URL: <http://www.dnpphoto.eu/en/>

PIPO Technology Co., Ltd. vakuuttaa täten että Wireless Print Server tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen. Halutessasi lisätietoja, käy osoitteessa: <http://www.dnpphoto.eu/en/>

Με την παρούσα η PIPO Technology Co., Ltd. δηλώνει ότι Wireless Print Server συμμορφώνεται προς της ουσιώδεις απαιτήσεις και τις λοιπές σχετικές διατάξεις της οδηγίας 1999/5/EK. Για λεπτομέρειες παρακαλούμε όπως ελέγξετε την ακόλουθη σελίδα του διαδικτύου: <http://www.dnpphoto.eu/en/>

Niniejszym PIPO Technology Co., Ltd. oświadcza, że Wireless Print Server jest zgodne z zasadniczymi wymaganiami oraz innymi stosownymi postanowieniami Dyrektywy 1999/5/WE. Szczegółowe informacje znaleźć można pod następującym adresem URL: <http://www.dnpphoto.eu/en/>

PIPO Technology Co., Ltd. declara que este Wireless Print Server está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE. Para mais informações, por favor consulte o seguinte URL: <http://www.dnpphoto.eu/en/>

CONTENTS

1. Before You Begin

Documentation Conventions	11
Text Elements	11
Text Treatments.....	11
Important Safety Instructions	12
General Safety Precautions	12
Contact Us	12

2. Introduction

What is the IDW500?	13
IDW500 System Components	13
IDW500 Console	14
IDW500 Software Functions	14

3. Installation

Preparing the Camera	17
Setting up the Printer	18
Setting Up IDW500 Unit	21
Setting the Console's Date and Time	24
Setting Up the Camera	26

4. Using the IDW500 System

Your Camera Controls	29
Turning ON the System	30
About the ID Photo Features and Functions	30
Changing the IDW500 ID Photo Template	34
Passport Photo Requirements	34
Taking a Passport Photo	36
Transfer and Print the Image	37
ITOC Compliance Certification Page.....	41
Editing Images	41
Reprinting an Image	43
Clearing Images from the Console Image Gallery	44
Adding a Custom Template	45
Saving Images to a USB Drive	47
Printer Queue	49
Shutting Down the IDW500 System	50
About the IDW500 Configuration Screen	51

Accessing the IDW500 Configuration Screen	51
Behaviors Section.	53
Imaging Section	54
Print Section.	55
ID Types.	55
System Section	56
Deleting an Image from the Camera	56
Alternate Method of Deleting Images from the Camera	56
Deleting all Images on the Camera	57
Enabling the Flash	57
Printing Directly from the Camera via USB Cable	58
5. Using the IDW500 Printer	
About your Printer	59
Replacing the Printer Paper and Ink Ribbon Print Pack	59
Maintaining the Printer	62
Cleaning the Platen Roller.	62
Cleaning the Thermal Print Head	63
Repacking the Printer	64
Troubleshooting Printer Issues	65
Clearing Paper Jams	65
Repairing Damaged Ribbons.	66
6. Troubleshooting the System	
General Troubleshooting Steps	69
Camera Settings	70
Using the SD Recovery Utility	71
Installing the SD Recovery Utility	71
Setting the SSID Number	74
Repairing the SD Card.	75
Supported Countries	75

Before You Begin

This chapter explains a little about your IDW500 system and how to use the information in this book to get the most use from your system.

Documentation Conventions

When using this document, several text elements and treatments are repeated throughout. The following is an explanation of these symbols and headings:

Text Elements




Attention


This denotes important information concerning safety when working with the equipment. Failure to comply with an Attention statement can cause you injury or harm or cause damage to the system.




Note

This signifies convenient or useful instructions.

 Used to denote a procedure that requires two people to lift a heavy item.

 Warns of a time-sensitive step. Be sure to read the surrounding instructions completely before performing this operation.

 Signifies an item that needs to be entered on the specified form.

Text Treatments

Bold Text – Indicates items you can select, such as buttons and menu entries.

Italic Text – Indicates variable text or placeholders for information, such as user names and directory paths. When entering directory paths and so forth, the word in italics should not be typed, but should be replaced by the appropriate text. Italic text also introduces new words and is occasionally used for emphasis in text.

Monospace – Distinguishes information that is displayed on the screen, as well as the text that you should enter.

Important Safety Instructions

Safety is paramount when installing and operating the system. These safety instructions are to protect you and the customer and the overall public. The following bullet points apply to the safety instructions in this manual:

- ❖ Read all of these instructions before setting up, installing, and operating your system.
- ❖ Follow all warnings, safety precautions, and notices for all procedures in this manual.
- ❖ When in doubt, stop what you are doing and reassess the safety of the situation or procedure. Never continue with a step or procedure when there is the slightest doubt regarding safety.
- ❖ Save these instructions for future reference.

General Safety Precautions

- ❖ Never install or setup the system near water.
- ❖ Never place the system on an unstable platform.
- ❖ Never place the system near a heat source, such as a heater or furnace.
- ❖ Never perform any of these steps while wearing jewelry (rings, loose necklaces, bracelets, etc.), neckties, or other clothing that could get caught in the equipment. These items can get caught in the equipment or may conduct electricity and cause injury.
- ❖ Never insert any foreign object into the system unit without powering the system OFF first.
- ❖ Never block ventilation ports; allow plenty of room around the system for ventilation.
- ❖ Never use water or liquid to extinguish a fire on the system unit.
- ❖ Always protect the power cord from accidental kinks, cuts, and foot traffic.
- ❖ Always operate this system from the correct type of grounded power source.
- ❖ Always clean and maintain the system in the prescribed manner as instructed in this manual.
- ❖ Always use this equipment in the specified manner as recommended by the manufacturer.
- ❖ Failure to observe safety precautions voids your warranty and may cause damage to the unit and could result in personal injury or death.

Contact DNP Imagingcomm America Corporation immediately if:

- ❖ The system is damaged due to fire or flood; or is otherwise unsafe to operate.
- ❖ Any part of the system is dropped, cracked, or is not operating properly after performing cleaning and maintenance.
- ❖ You have any questions not answered in this manual.

Contact Us

Need help? Contact DNP Imagingcomm America Corporation technical support at:

United States Phone: 1.844.367.8777

Email: dnpsupport@dnp.imgcomm.com

Website: www.dnpphoto.com

For hours of operation, see our website.

Introduction

Use this chapter to learn about your new IDW500 system.

What is the IDW500?

The IDW500 is a **wireless passport and ID photo printing system** designed to easily create and print passport photos for your customers in minutes. In a matter of minutes, you can take a picture, transfer the image to the IDW500 console, approve the image, and have it print completely formatted ID photos in the template of your choosing. A host of country specific templates are available for passport, visa, and state IDs. You can also make minor color and rotation adjustments to images when necessary. Using the IDW500 console, monitor your printer for media usage and possible error conditions.

IDW500 System Components

The following components make up the IDW500 system.

- ❖ Sony® DSC-H300 digital camera
- ❖ Toshiba® FlashAir™ SD card
- ❖ 7" LCD touchscreen wireless console from PiPO Technologies Co, Ltd.
- ❖ IDW500 software (loaded on wireless console)
- ❖ ID Photo Printer (includes ribbon and paper)

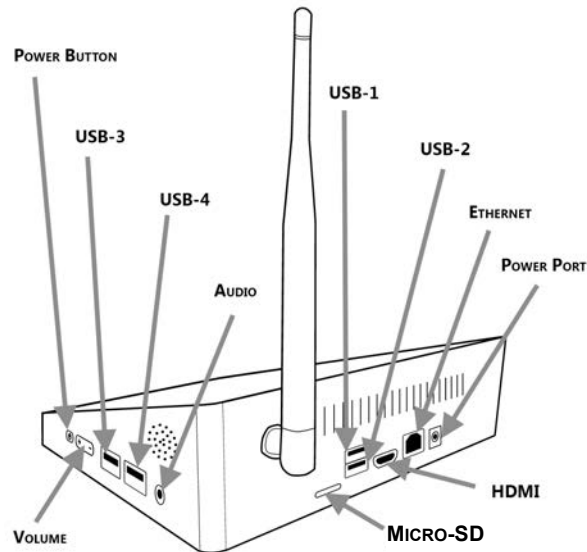


Using the IDW500 system, you can:

- ❖ Make passport or ID photo prints. And depending on the country selected, you can also make visa, resident and citizenship, or other regional or custom photo prints.
- ❖ Edit images to improve the quality of the passport or ID photo.
- ❖ Monitor your printer for errors and low print media warnings.

IDW500 Console

The IDW500 console is the brains of the system. It sits between the camera and the ID photo printer. The console receives the images transferred from the ID camera and processes them into ID formatted images. Message prompts appear on the screen throughout the image processing. The console also controls the DNP ID photo printer, monitors and reports its status with a Green for Go indications throughout the process. Use the image below to identify all of the necessary ports on the IDW500 console.



IDW500 Software Functions

While some software functions will be used daily, other functions, such as those functions under system maintenance, should only be used under the direction of DNP Imagingcomm America Corporation Technical Support.

The IDW500 system is comprised of the following software function groups:

❖ Functions for normal, daily use:

- ◆ **ID Photo:** Used to view images and make prints.
- ◆ **Image Gallery:** Shows the last six (6) images transferred to the console. The images in the gallery can be accessed to edit, print, re-print, and/or exported to a USB stick.
- ◆ **Status:** Monitor your IDW500 system as a whole. You can view and reprint up to the last six (6) printed images, view information about your printer, and keep your system running smoothly.

❖ **Applications for troubleshooting or system maintenance.**

- ◆ **IDW500 Maintenance:** Used in conjunction with DNP Imagingcomm America Corporation Technical Support to troubleshoot issues with the system. Also used to reboot or power OFF your IDW500 system.
- ◆ **IDW500 Configuration:** The Config icon allows access to customize the system behavior to your preferred mode of operation. Some changes include: default copy quantity and making crop marks visible. The Config function will rarely be used once the preferred configuration is established for your location.



Attention

While the Maintenance functions are available on your system, it is not recommended that you use these functions unless you are instructed to do so by DNP technical support. Changing some of these settings can cause unexpected operation, system errors, and failures.

- ◆ **Print Queue:** The **Print Queue** is available to check the status of the print jobs or see any errors that may have occurred during photo printing.
- ◆ **? Help:** The **? Help** icon provides access to useful How To videos, describing system operation, as well as system documents.

Installation

Preparing the Camera

1. Remove the camera from the shipping box. Be sure to remove any packaging material from the camera.
2. The camera batteries must be charged prior to use. Use the supplied battery charger and allow at least 2 hours to fully charge the batteries before proceeding.
3. The camera comes pre-configured for IDW500 operations, including an LCD guideline cling on the camera display.

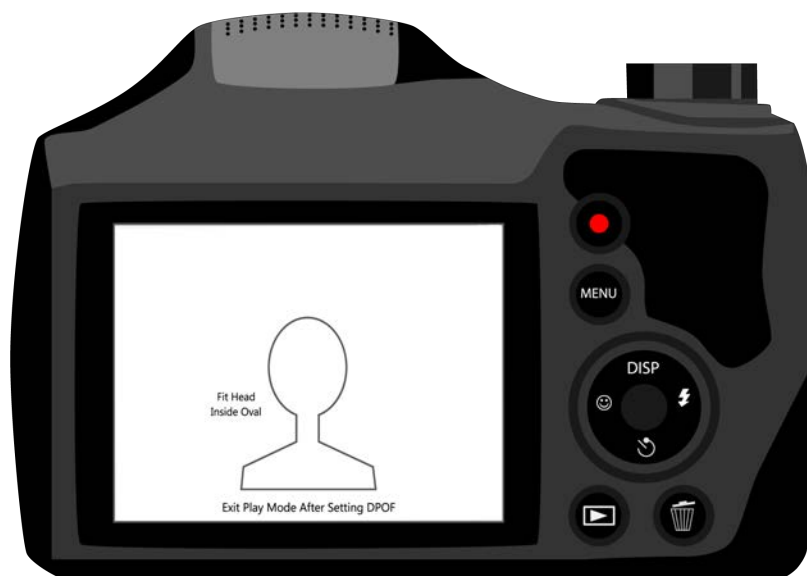


Figure 1. Applying the photo template sticker to the LCD screen

4. Connect the camera strap and the lens lanyard to the camera.
5. Set the camera aside while the batteries charge so that you can set up the rest of your IDW500 system.
6. Locate the Toshiba FlashAir™ card that came with the kit. Install the SD WiFi card in the camera compartment, which is located in the camera base.

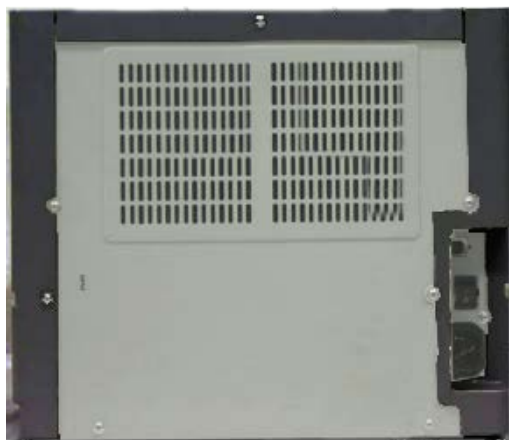
Setting up the Printer



Attention

The IDW500 console has on-board help videos that show How To Load the Print Media, i.e., paper and ribbon. The How To videos for this and other operations can also be found on the DNP website.

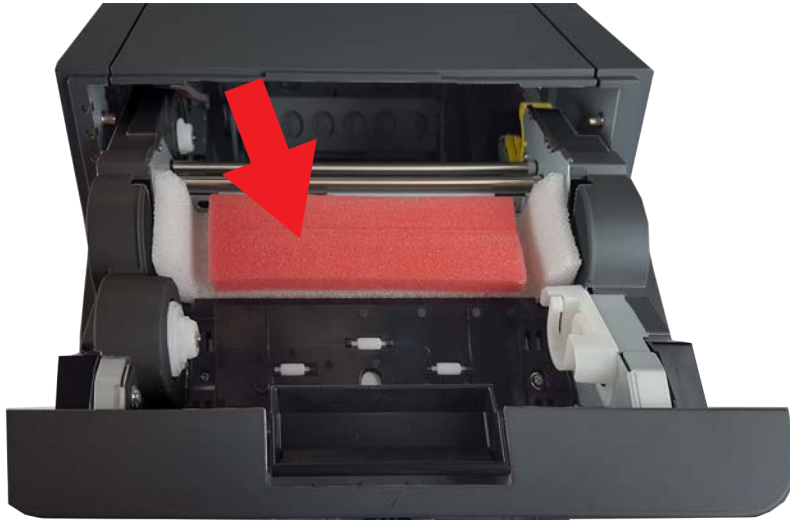
1. Remove your new printer from the shipping box. Open the box and remove any packaging material from the outside of the printer.
2. Place the printer on the work surface. Make sure that the printer is not tilted or unsteady.
3. Plug the power cord into the back of the printer. Do not plug the power cord into the wall until later.
4. Plug the USB cable into the back of the printer.



5. Press the release lever on the top, front of the printer to open the printer media compartment door.



- Remove the print head protection foam block and save it with the shipping box.



Note

Your RX1HS printer includes 5x7 spacers, but these spacers are not required for use of the printer.

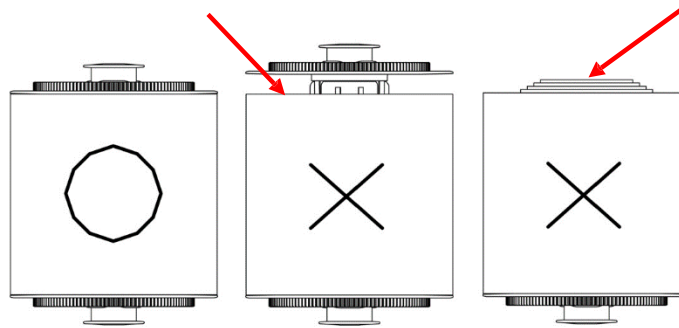
- Remove the paper spools from the printer paper compartment. Set the spools aside until you are ready to load your paper. Be sure to remove any other packaging material from inside the printer.



Attention

Be sure to save your shipping box! If you ever need to move your printer to a new location or send your printer in for repairs, the original shipping box is the safest packing option. Just put the packaging materials (including the print head protection foam block) back in the box and store it in a safe place.

- Plug the printer power cord into the wall outlet. Power the printer ON. The printer lights will flash and the printer will beep as it initializes.
- Locate your box of printer media (paper and ribbon). Open the box and remove the paper roll from the box. Remove any packaging (plastic bags and spool plugs) from the paper roll.
- Using the spools you unloaded from your printer, load your paper roll onto the paper spools. Make sure that there are no gaps between the edge of the paper roll and the spools.



11. Place the paper into the printer so that the leading edge of the paper feeds over the top of the roll and into the paper feed path. Remove the PULL tab from the paper roll.
12. Feed the paper roll into the paper feed path in the printer. Use the image below to properly feed the paper. Align the paper edges with the PC lines on the printer chassis.
13. Feed the paper under the black guide roller. Continue to feed the paper until the printer beeps. This means that the paper is in the correct position.



14. Set the ribbon supply side (two white ends) in the lower, or front, brackets. Set the take-up 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. Wind the take-up spool to remove any slack in the ribbon. The supply spool feeds over the top while the take-up spool feed underneath.



15. Close the printer door. The printer will initialize, and 5 blank sheets of paper will be ejected.

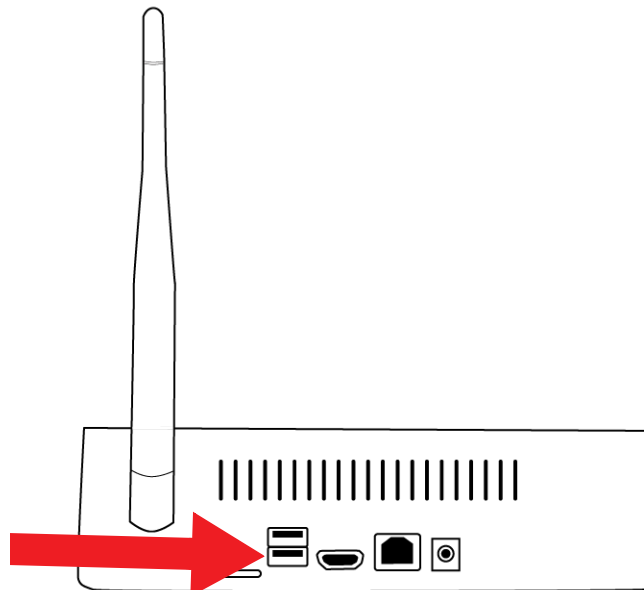
16. Place the scrap box on the front of the printer.



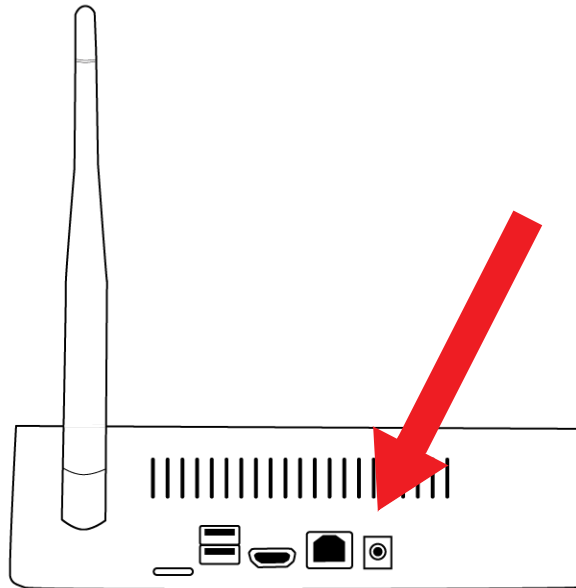
17. Place the print catch tray on the front of the printer.

Setting Up IDW500 Unit

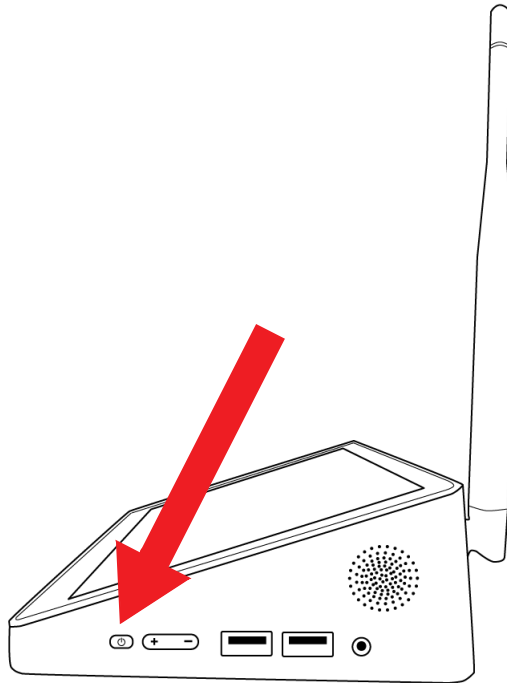
1. Unpack the IDW500 console from the shipping box. Locate the SD WiFi camera card in the console packaging. Set it aside for camera set up.
2. Remove any protective plastic or foam from the unit.
3. Plug the printer USB cable into the bottom port on the back of the IDW500 unit.



4. Plug the power cord into the IDW500 unit and into a wall outlet.



5. Press the power button on the right side of the console to power ON your system. Hold the power button four (4) seconds until the red power indicator illuminates. (This may take a few seconds.)



Attention

Upon powering on, if the date on the console is prior to 2018, you are prompted to set the current date and time. Follow the prompts to set and save the correct time and date. For more information on this topic, refer to the next section, **Setting the Console's Date and Time**.

- Once the system is running, a Power On Self Test (POST) print is printed. It takes about three minutes for the system to initialize. When the POST print is printed, it will display the system WiFi SSID ID, the printer firmware version, the remaining print media count, and the IDW500 system version. The POST print is a good indicator that the printer and console are communicating with each other properly. The POST print feature can be turned off. Please see the "Print Section" of the Configuration Screen topic on page 55 in the Using the IDW500 System chapter.

**Note**

USB compatible devices, such as keyboards and mice, are not supported for use with the IDW500 console.

Setting the Console's Date and Time

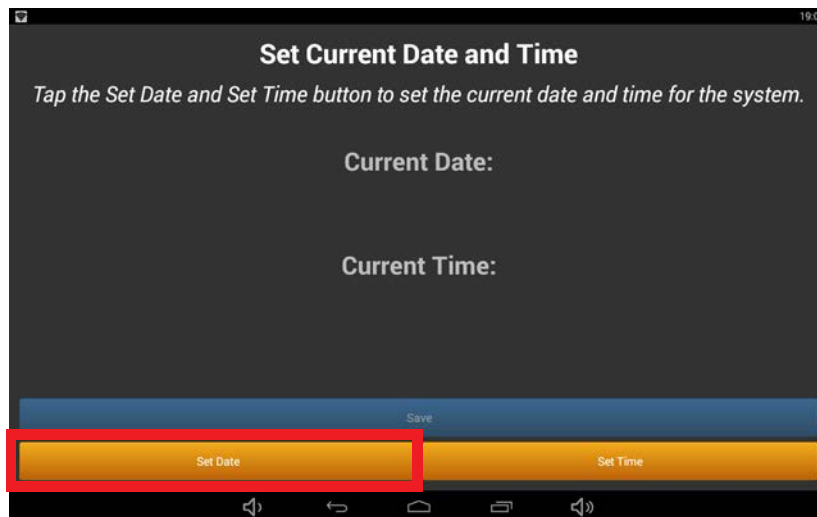
Upon powering on the console, if the console's date and time on the console are set prior to 2018, you are prompted to set the current date and time.

**Attention**

Be aware that if the date and time on the console are set prior to 2018, images will **NOT** be transferred/printed.

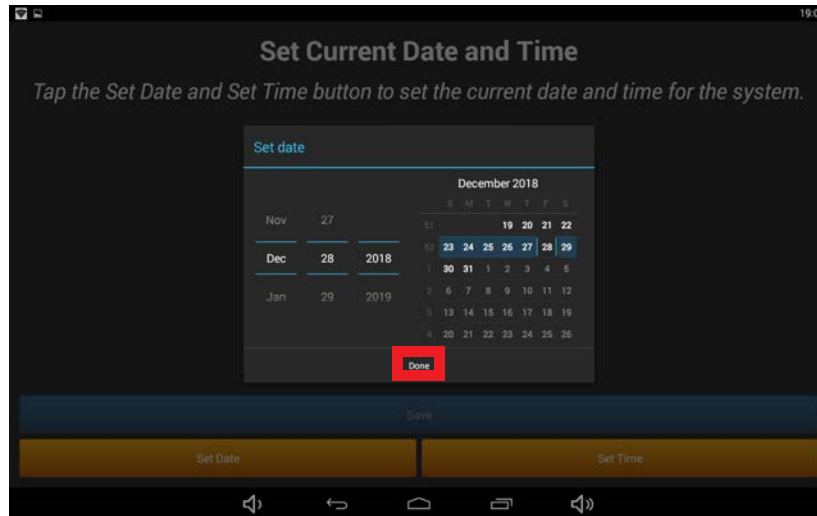
Follow these steps to set the correct date and time:

- From the **Set Current Date and Time** screen, touch the **Set Date** button.

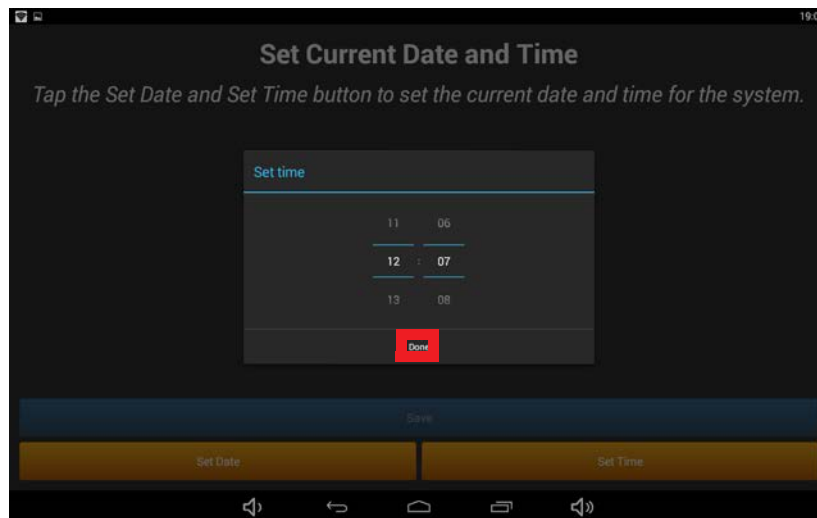


- Select the **Year, Month** and **Day**.

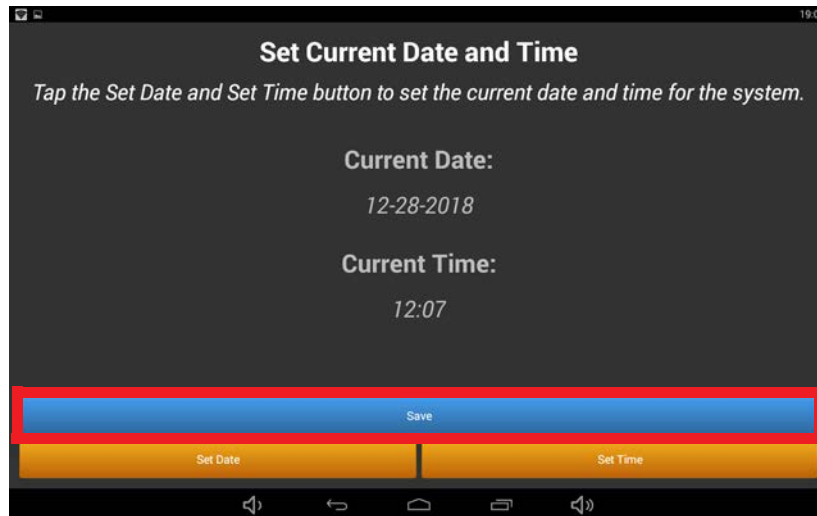
3. Touch the **Done** button.



4. Touch the **Set Time** button.
5. Select the appropriate time and touch the **Done** button.

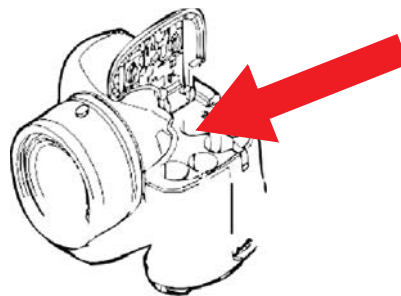


- Once you have set the correct date and time, touch the **Save** button. The console will complete the boot-up process and be ready for normal operations.



Setting Up the Camera

- Install the fully charged batteries in the camera.
- Install the SD WiFi card in the slot in the battery compartment.
- Close and latch the compartment by pressing down and sliding the cover until it latches.



- Power the camera ON.
- If the camera setup menu appears, follow the prompts on the camera to enter the time and date information.
- Press the **MENU** button and check that the image file size is set to 5MB 4:3 (5 mega pixels.)

Note

Use the 5MB 4:3 image size (5 mega pixel, 4:3 aspect ratio) for optimum performance of the system. Using a larger image size can slow system processing times and will not improve image quality. Using a smaller image size can cause lowered image quality.

7. When you are done, press the **PLAYBACK** button to exit the setup menu. You are now ready to take ID photos!



Note

The camera and card may take up to two (2) minutes to sync up with the console when first started. During the normal daily operation, it takes under a minute to sync up when the camera is re-awakened. Upon syncing up with the camera, your console briefly displays a "Camera Found" message.

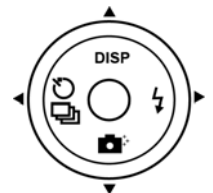
Using the IDW500 System

Your Camera Controls

Use the diagram below to identify the areas of your passport camera you will use with the IDW500 system. While there are more settings and functions available on your camera, DNP Imagingcomm America Corporation recommends not changing other settings without first consulting Technical Support. For more information about other settings and camera controls, see your camera user manual.



- ❖ **LCD Viewer:** The large view area on the back of the camera. Use the LCD viewer to preview your passport photos prior to sending the image to the IDW500 console for printing. The template overlay sticker allows you to take perfectly aligned ID photos every time.
- ❖ **Control Wheel:** The control wheel – to the right of the LCD viewer – is used to access many camera functions. Use the wheel to access menus as well as to move within menus. For the purposes of this document, the ▶ ▲ ▼ and ◀ icons (right, up, down, and left) will be used to demonstrate moving within menus. The **SELECT** button is the button in the middle of the control wheel.
- ❖ **Playback Button:** Opens the playback screen - where images you have taken are displayed for your review.
- ❖ **Menu Button:** Accesses the main camera menu. Use this button to send images to the IDW500 console via the DPOF transfer method.



Turning ON the System

You must power ON the system in the following order:

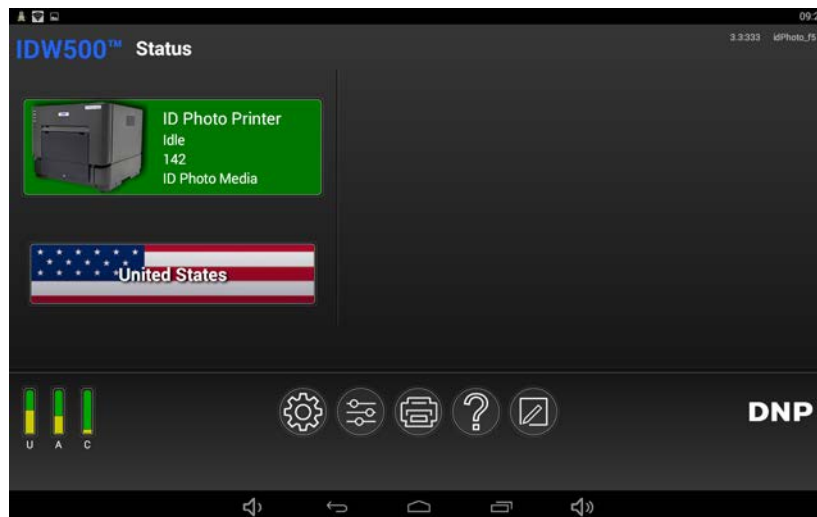
1. **Printer** (wait for the ready light on the front of the printer before continuing).
2. **IDW500 Console.** The power button is on the right side (wait for the ID Photo application to appear and the Power On Self Test (POST) print before continuing. To turn it on, press and hold in the power button for four (4) seconds; when the red power light comes on, release the power button.
3. **Camera** (when the IDW500 console beeps and displays a **CAMERA FOUND** message, the camera has been recognized as connected to the network). It can take a minute for the system to recognize the camera.

Note

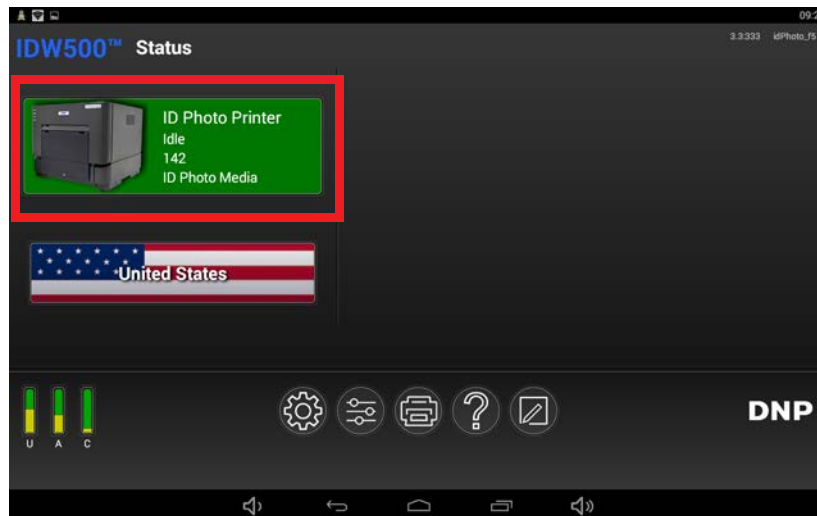
If you hear a “beep” after starting the system, check the console for an error message. Typical error messages are **PRINTER NOT FOUND** (verify the printer is ON and plugged into the IDW500 console) or **MEDIA MISMATCH** (either no media or the wrong media is loaded in the printer.)

About the ID Photo Features and Functions

The IDW500 home screen displays the most used buttons and functions of the system. These include: Printer Status, ID Templates, Image Gallery, icons for the camera and console health, as well as icon buttons to access System Settings, Configuration, Printer Queue. There is also a Help icon, which allows you to access system documents and How To videos. As images are transferred to the console, the image thumbnails are displayed in the Image Gallery on the console. The system will auto-print the image if this functionality is turned on in the Configuration screen.



1. The IDW500 boots up to the Home screen whenever the system is powered on.. This is the default application that is shown while in use.To view information about your printer, simply look at your main screen. A printer icon is shown that tells you the current printer status and how many prints are left on the current paper roll. The console's SSID is also displayed in the upper right corner.

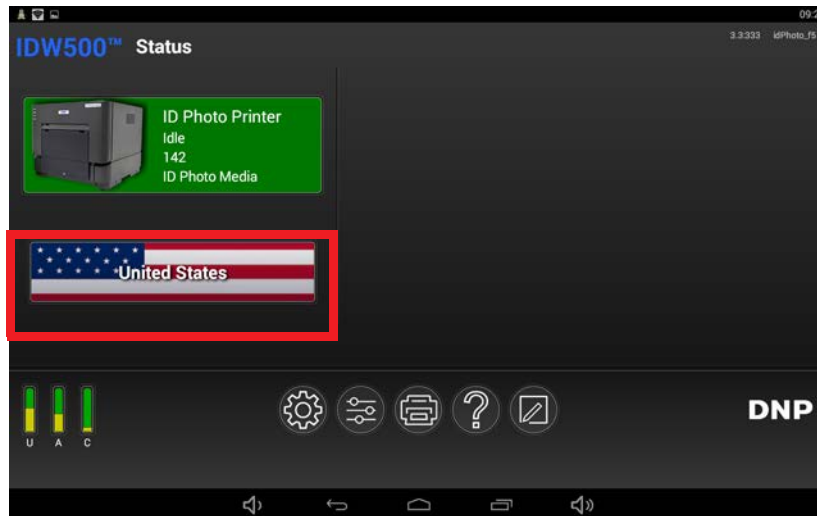


Touching the printer icon flips it over to provide the following additional information:

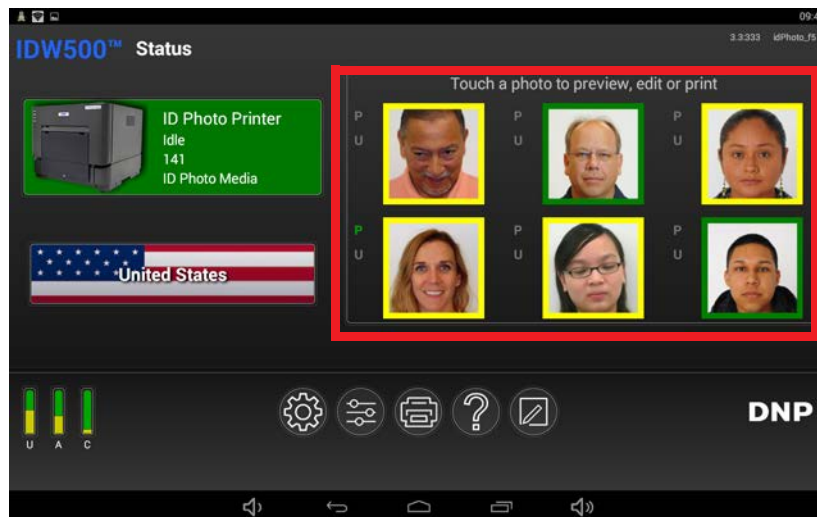
- ❖ **Name:** The name of the printer attached to your IDW500 console.
- ❖ **Status:** Shows whether your system is idle, printing an image, etc.
- ❖ **Media Left:** Displays the remaining media amount for the printer.
- ❖ **Media Type:** Type of media loaded in your printer.
- ❖ **Paper Type:** Type/size of the paper loaded into your printer.
- ❖ **Life Counter:** Total prints that have been produced by the connected printer in the printer's lifetime.
- ❖ **Firmware Version:** The version of the printer software installed on that printer.
- ❖ **Color Data Version:** The color data version loaded on the printer.
- ❖ **Serial Number:** Your device's serial number.

Name	ID Photo Printer
Status	Idle
Media Left	133
Media Type	SD
Paper Type	ID Photo Media
Life Counter	195
Firmware Version	ID Photo Printer 02.04
Color Data Version	ID Photo Printer_300_0201.CWD (7CED)
Serial Number	CY2C66002279

- You can also print photos for different countries' passports, visas, and other forms of ID by simply touching the **Country** button. Then select the country and type of ID you are creating from the list of available countries. The countries you most frequently use are displayed at the top of the list for easier access.



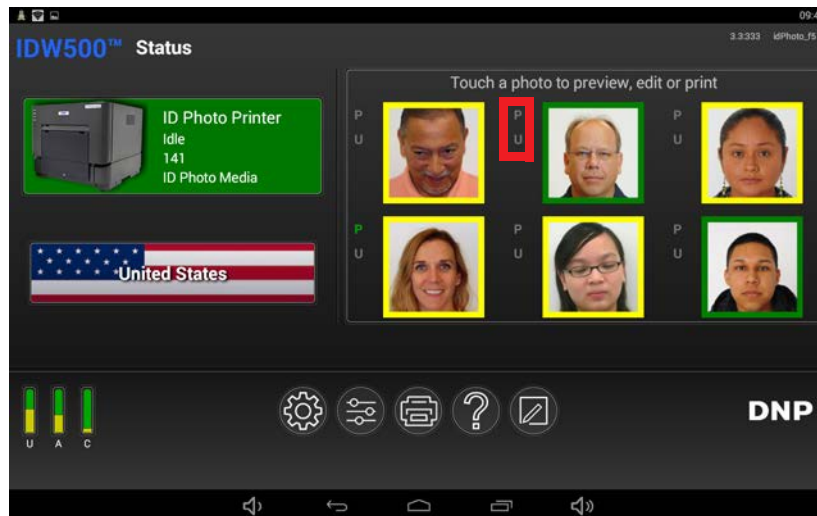
- At the bottom of the main ID Photo screen, look for the **CAMERA FOUND** message when you're ready to take a passport photo. When you're transferring images for printing, this same area is used to show progress messages.
- Your IDW500 also retains the last six (6) images printed and displays them on the console monitor. This allows you to reprint recently taken images without having to resend them to the console. As new images are sent for printing, older images are automatically removed from the Image Gallery on a first in, first out (FIFO) basis.



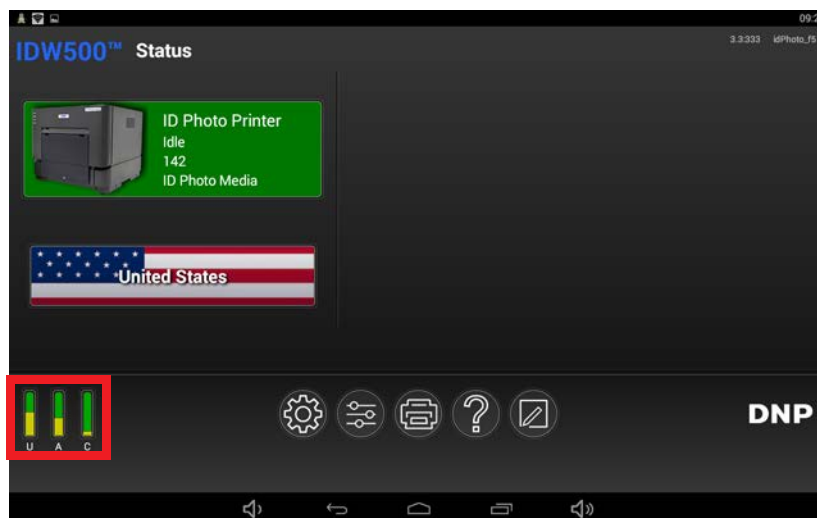
Note

Notice that each image has either a Green or Yellow border around it. The Green border designates that the image has passed all of the Biometrics requirements. The Yellow border designates that the image needs to be checked for one or more of the Biometrics requirements. The thumbnail border is a preliminary indicator of whether the image will pass the biometric screening. Always click on the image to view the final biometric results.

5. The images that are displayed on your console monitor displays whether the particular image has been printed or copied to a USB drive. Each image has a letter **P** and a letter **U** next to it; the **P** stands for **Printed** and the **U** stands for **USB**. If the image was printed, the letter **P** is green; if the image was saved to a USB drive, the **U** is green; otherwise the indicators are grayed out.



6. There are three (3) bars in the lower left corner of the console main screen. These are free space indicators, letting you know how much free space is available:
- ◆ **U** – Storage space status of the IDW500 processor console solid state drive.
 - ◆ **A** – Memory allocation space status of the IDW500 system.
 - ◆ **C** – Storage space status of the camera SD WiFi card.

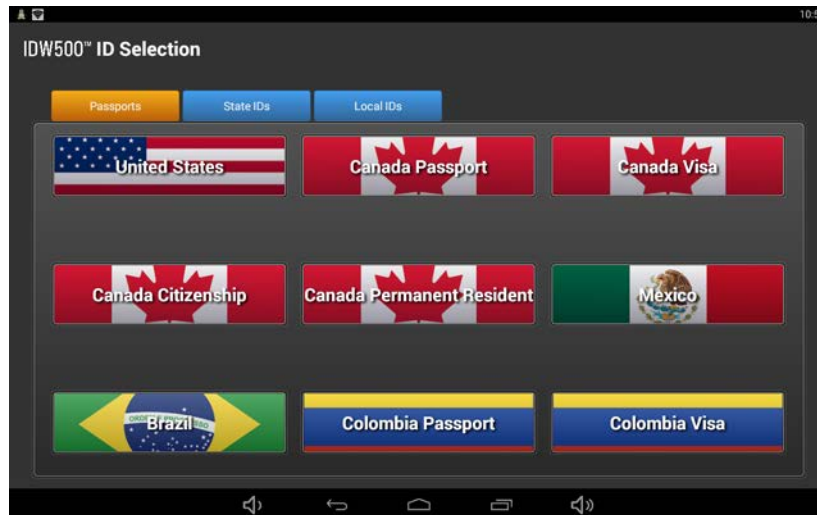


Note

If the camera is not synced with the IDW500 system, the camera SD WiFi card indicator is not shown.

Changing the IDW500 ID Photo Template

- From the main screen, select the country for which you are printing images. The countries are listed alphabetically, but as you use different countries, the most often used countries will appear at the top of the list.



Note

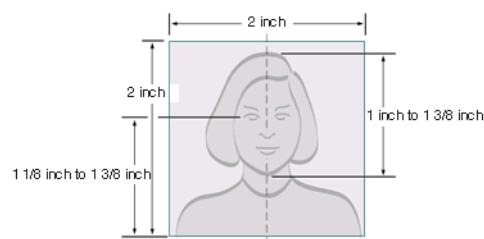
If you wish to use a template you previously created, scroll to the bottom of the country list and select your template. For more information about templates, see “Adding a Custom Template” on page 45.

From the country screen, you can select what kind of ID you wish, i.e., **Passports**, **State IDs**, and **Local IDs**, by selecting those particular tabs. By default, the State ID and Local ID are turned off. If you wish to turn these options on, see “About the IDW500 Configuration Screen” on page 51.

Passport Photo Requirements

The official United States passport requirements state the following:

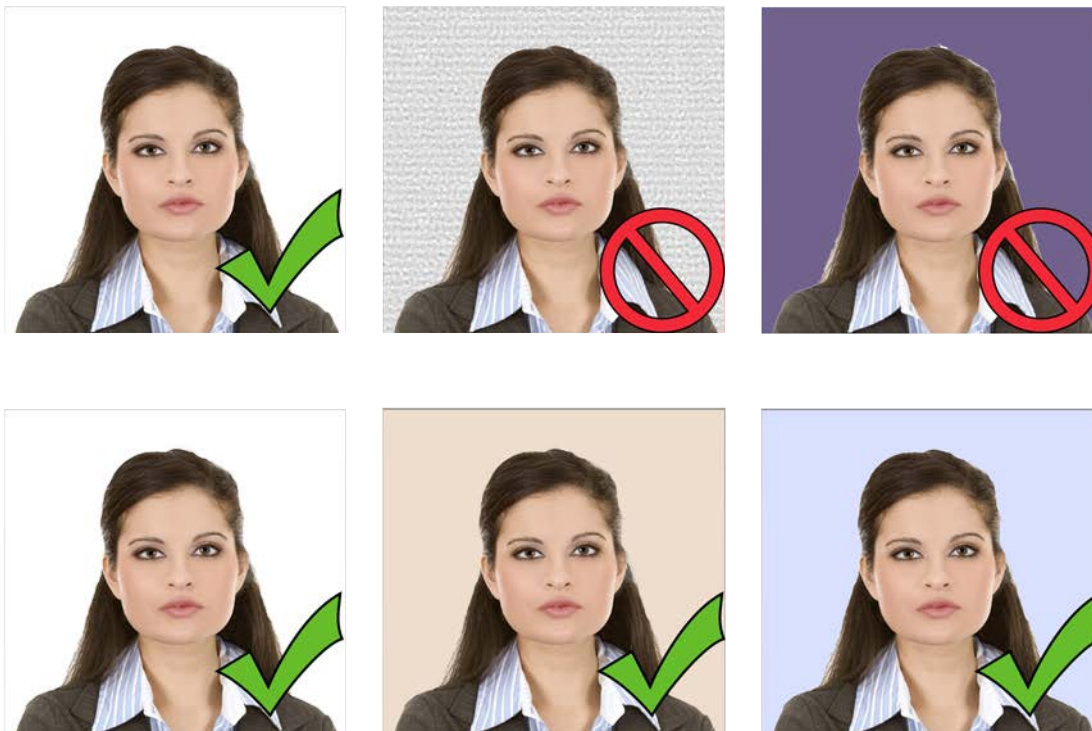
- Photo must be 2 inches by 2 inches.
- The height of the head (top of hair to bottom of chin) should measure 1 inch to 1 3/8 inches (25 mm - 35 mm).
- Make sure the eye height is between 1 1/8 inches to 1 3/8 inches (28 mm – 35 mm) from the bottom of the photo.



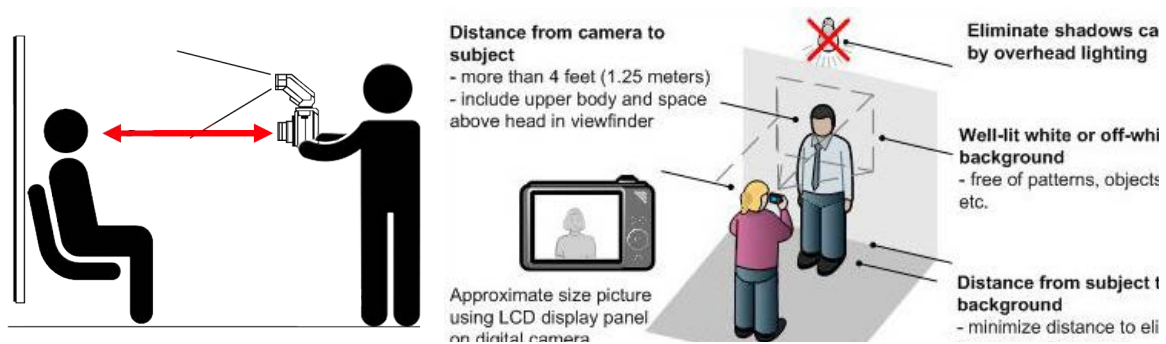
- ◆ Taken with the subject's full face showing towards the camera.
- ◆ Taken with a neutral facial expression (preferred) and with both eyes open.
- ◆ Taken in clothing that the subject would wear on a daily basis:
 - ❑ Uniforms, clothing that looks like a uniform, and camouflage attire should not be worn in photos except in the case of religious attire that is worn daily.
 - ❑ The subject may only wear a hat or head covering if they wear it daily for religious purposes. Their full face must be visible and any head covering cannot obscure the hairline or cast shadows on the face.
 - ❑ Eyeglasses are not accepted unless needed for medical reasons (medical certificate may be required).
- ◆ Headphones, wireless hands-free devices or similar items are not acceptable in the photo.

Use the following guidelines when taking passport photos:

- ◆ Place the subject in front of a white or off-white background with no texture or pattern.



- ◆ Have the subject stand close to the background to minimize shadows.



- ◆ Have the subject remove or adjust anything that covers the face – eyeglasses, hats, hair in the face, head coverings in the face. (Have the subject push the head covering out of their face for the picture. The head covering does not need to be removed.)
- ◆ Use the camera flash to reduce shadows if necessary.
- ◆ Stand about 6 feet away from the subject. Try to position the camera so that the camera lens is eye-level with the subject. Use a tripod if possible to get a steady image.
- ◆ Use the zoom function to adjust the subject's head in the template on the LCD viewer on the camera. The head should fill the oval on the LCD viewer of the camera.
- ◆ Verify that the subject is following all regulations as described in the previous section.
- ◆ Use a flat white screen for the image background. A glossy or reflective screen can cause issues with the flash. If possible, use a screen that is at least 30 inches wide and 48 inches tall.

**Note**

Watch the How To videos in the console's Help menu for additional guidance and suggestions for taking the photos.

Taking a Passport Photo

**Note**

The IDW500 can also be used to take photos for visa, citizenship, other regional or custom IDs, and permanent residency documents, depending on the country you have selected on the main screen of the console.

1. Place the subject in front of a white or very light colored, plain background with no textures or patterns.
2. Have the person stand (or sit) close to the background to minimize shadows.
3. If possible, use photo lights to properly illuminate the subject and further reduce shadows. If necessary, use the camera flash to reduce shadows.
4. Stand 6 feet away from the subject. Hold the camera so that the camera lens is eye-level with the subject.

- Center the subject's head within the dotted oval on the guide. The head should be as close to the dotted line as possible without going outside of the line. No portion of the subject's head can extend beyond the solid line.



- Align the top of the subject's head with the top edge of the oval dotted line. Use the zoom function to line up the subject's chin with the bottom edge of the dotted line.
- Take the picture by pressing the shutter button.
- Review the photo on the camera LCD. Verify that the subject's head fits within the face guides.

Transfer and Print the Image

- If you haven't already, power ON your camera and take the passport photo.
- Stand no more than 15 feet from your IDW500 console. Listen for the audio indication and message to tell you that your camera is connected to the console. Watch the console home screen for the **CAMERA FOUND**. It will appear at the bottom of the screen, indicating a good connection.
- Press the **PLAYBACK** on the back of the camera.
- Once the camera is in playback mode, press the **MENU** button.
- Scroll up ▲ to the **DPOF PRINT** option (the last image is displayed).
- Press **SELECT**. The image now shows a DPOF tag on the screen.
- Immediately return to shooting mode. You can press the **SHUTTER** button or the **PLAYBACK** button to do so.

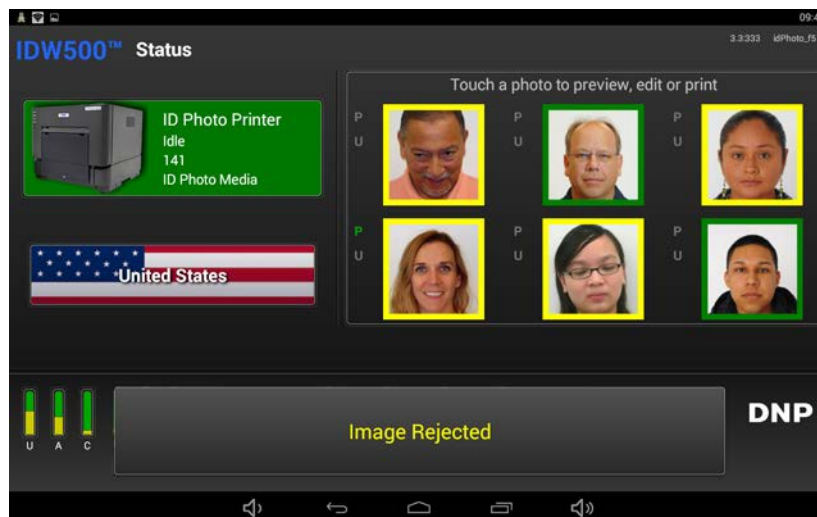
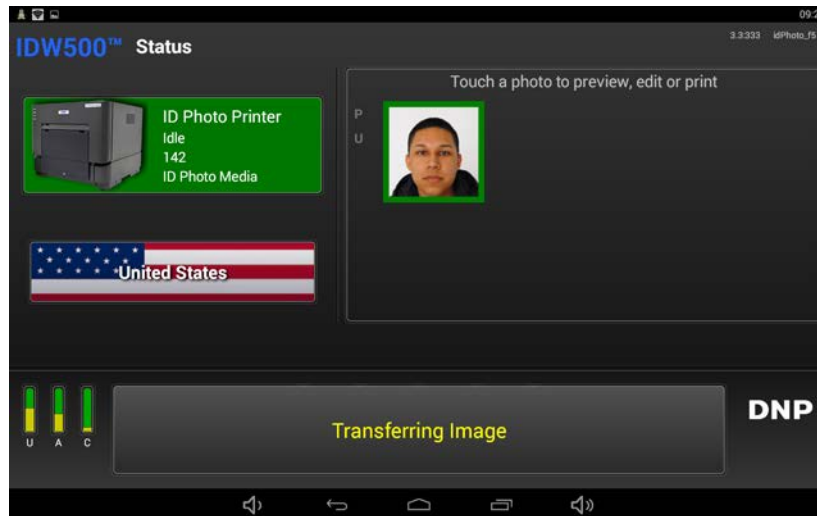


Attention

Do not leave the camera in playback mode. Doing so will cause the image marked as DPOF to be continuously sent to the IDW500 console for printing. Also note, that if multiple images are marked with DPOF, the images will take longer to transfer from the camera to the console and for the console to process multiple images at the same time. The image begins to transfer. You can hear the sync sounds as the console accepts the image.

- First, a "ping" occurs as the camera is recognized by the IDW500 console. The console displays a **CAMERA FOUND** message. Next a Electronic sound occurs as the image is transferred – **TRANSFERRING IMAGES** is displayed on the screen. A Pump sound is heard as the console prepares the image for printing – **PROCESSING IMAGES** is displayed.

- If you hear a Buzzer sound during the image transfer, and **IMAGE REJECTED** is displayed, this means the image was rejected by the console as not meeting the standard passport rules. Re-shoot the image and send the new image for processing. A rejected image may not appear in the Image Gallery.



Note

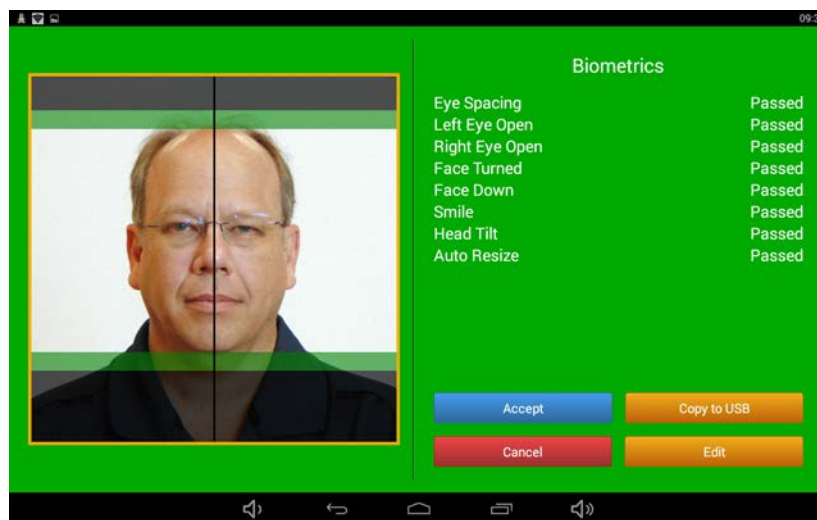
If the image you are sending is not taken at the recommended five (5) mega-pixel size, the transfer will take longer, and you will see a "camera settings" warning on your console's screen. The image can still be printed even if it is above the recommended size.

10. By default, when a print is sent to your console, the image is printed automatically (if it passes all biometric tests) without prompting you. You can change this functionality by turning on the **Confirm Print** option in the Configuration page. If you have this option turned on, continue to step 11. To change this setting, see "About the IDW500 Configuration Screen" on page 51.



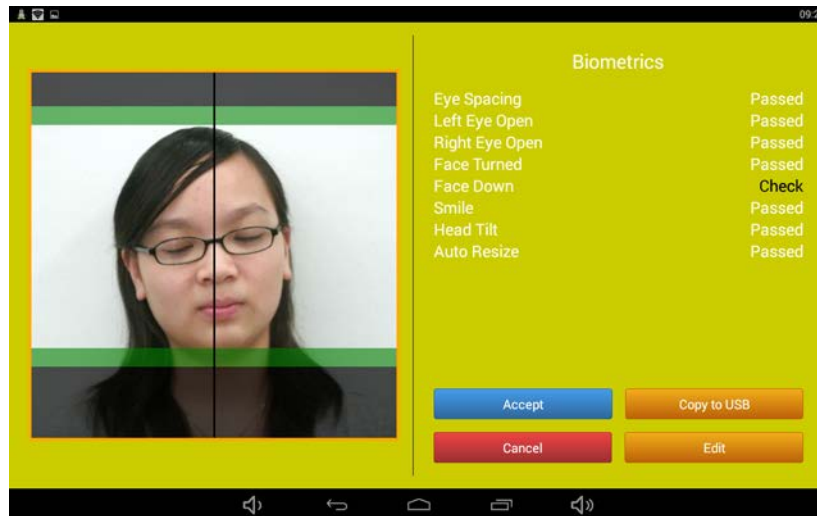
Note

You can also have images that do not pass all of the biometric tests (displayed with a yellow background) print automatically as well. To Auto-Print ONLY the Green biometric result images, change the **Autoprint Green Only** option on the **Configuration** screen to OFF. To set this up, see "About the IDW500 Configuration Screen" on page 51. When the ID Photo acceptance screen appears, either accept the image as it is by pressing the **ACCEPT** button, or press the **EDIT** button to edit the image. Press **CANCEL** to return to the main ID Photo screen.

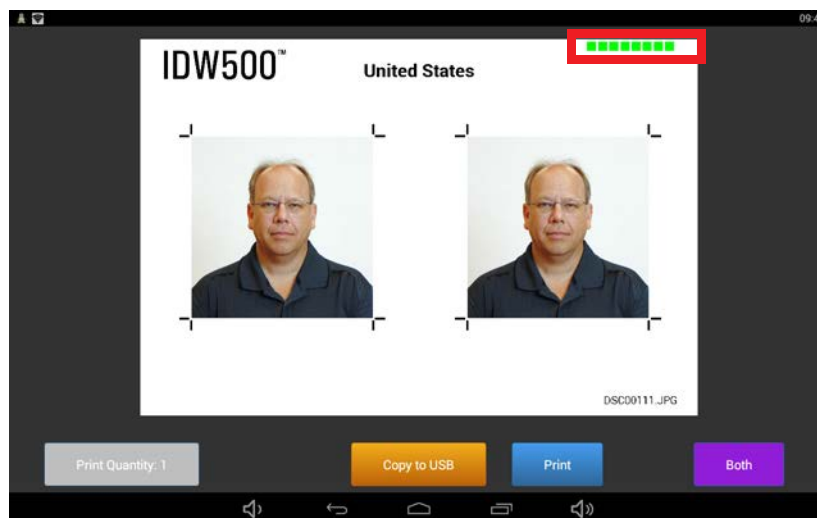


11. When the photo you have taken has met all of the Biometrics requirements for passport photos, the background of the acceptance screen is displayed as green (image above). If the Biometric requirements have not been met, the background of the acceptance screen is displayed as yellow and the word **Check** appears next to the requirement that failed (image below).

12. Looking at the Yellow result image determine if it is acceptable. In the example below, the image is NOT acceptable for the following reasons: the face is looking downward, the eyes are closed, and the subject is wearing eye glasses. In this situation, have the subject pose again and re-take the image.



13. If the image did not pass the Biometrics requirements, touch the **EDIT** button and follow the instructions for "Editing Images" on page 41.
14. After pressing the **ACCEPT** button, press the **PRINT** button to print your image or press the **COPY TO USB** button to save your image to a USB drive. You can also increase the print quantity by pressing the **PRINT QUANTITY** button; the default is set to one (1) but you can print up to five (5) copies. If the image was successfully sent to the printer, you will hear a brief Gong sound from your console.



Note

For more information about saving your image to a USB drive, see "Saving Images to a USB Drive" on page 47.

On the above image, you notice a series of eight (8) colored squares in the upper left corner (highlighted by the red rectangle.) Each box refers to one of the Biometric requirements each image must pass. If a particular Biometric requirement was met, the corresponding box appears Green. If a particular Biometric requirement was not met, the corresponding box appears Yellow. The Biometric requirements are as follows:

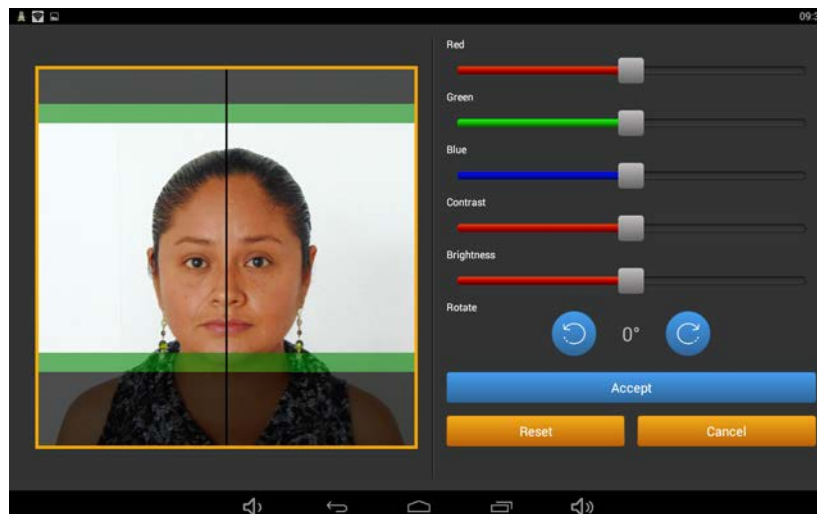
- ◆ Eyes Spacing
- ◆ Left Eye Open
- ◆ Right Eye Open
- ◆ Face Turned
- ◆ Face Down
- ◆ Smile
- ◆ Head Tilt
- ◆ Auto Crop

ITOC Compliance Certification Page

The IDW500 system can print out an ICAO Compliance Receipt Page in addition to the desired ID photo image. This option can be enabled in the **IDW500 Configuration** screen. The Certification Page contains the biometric test results of the images sent to the printer, the country template selection used for the image, and the date. It can also have a point-of-sale (POS) barcode on the printout. The Certification Page and the barcode type and data can be set up on the **IDW500 Configuration** screen. see "About the IDW500 Configuration Screen" on page 51.S

Editing Images

The editing screen allows you to make minor color, tone, and rotation corrections to an image.



Note

IMPORTANT NOTE ON COLOR CONTROLS: The color adjustments made on this edit screen are "sticky," meaning that they are saved and stored and in effect until changed. They will affect all incoming photos processed even after powering off or restarting the console. Pressing the **RESET** button in the edit screen will return the color controls to neutral. Resizing adjustments are not saved.

1. From the acceptance screen, press the **EDIT** button.
2. Use the editing screen to make the following changes:
 - ◆ **Color Correction:** If the color is slightly off, correct it using the color sliders. Keep in mind any color correction done will affect the background of the image. Also, make sure your corrections do not distort the skin tone of the subject. Also note that any color correction applied to the image are applied to the image for future prints.
 - ◆ **Brightness/Contrast:** Correct the overall tone of the image using the brightness and contrast settings. Again, take care to not change the skin tone or the background of the image.
3. If needed, adjust the size of the image - use your finger to **pinch and zoom** (as you would on a touchscreen device like a smartphone) the image to resize the image to fit within the guides.
4. Make any adjustments that are needed to the image. The **vertical line** going down the middle of the image is used to center the subject in the template. The **black overlay area** is within the acceptable tolerance for the ID photo template. The **red overlay area** is considered out of bounds - none of the subject's face or hair should be in this area.
5. When you have finished editing the image, press **ACCEPT** to print your image. Press **CANCEL** to return to the main screen.

**Attention**

Only edit images if it is absolutely necessary. For optimum system operation, capture the best image possible with the camera rather than edit the image. Proper subject lighting is the key element to achieve good results.

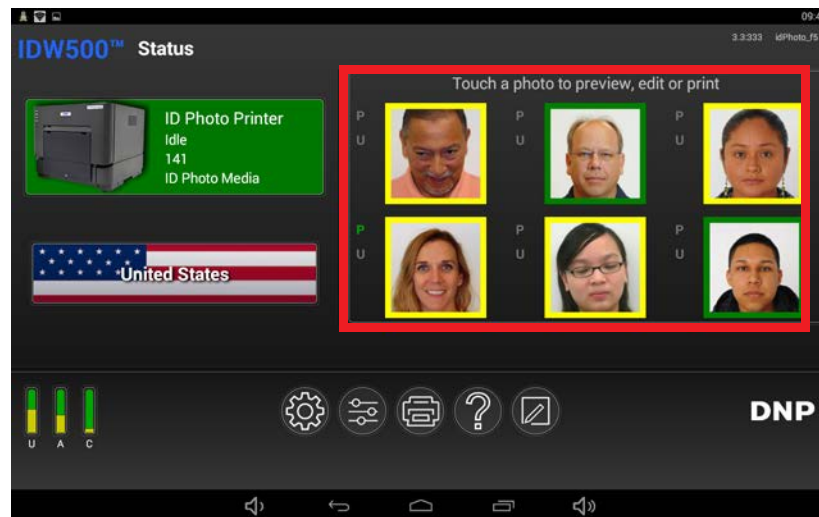
Reprinting an Image

Select one of the last six (6) sent images from the image gallery on the console's main screen. Just touch the image you want to reprint and then follow the steps in the previous sections to edit or print the image.

When the image no longer appears as one of the six (6) images in the image gallery, the images have been purged from the console's image cache. Simply resend the image from the camera by selecting the DPOF transfer option again for the image you want to print.

Note

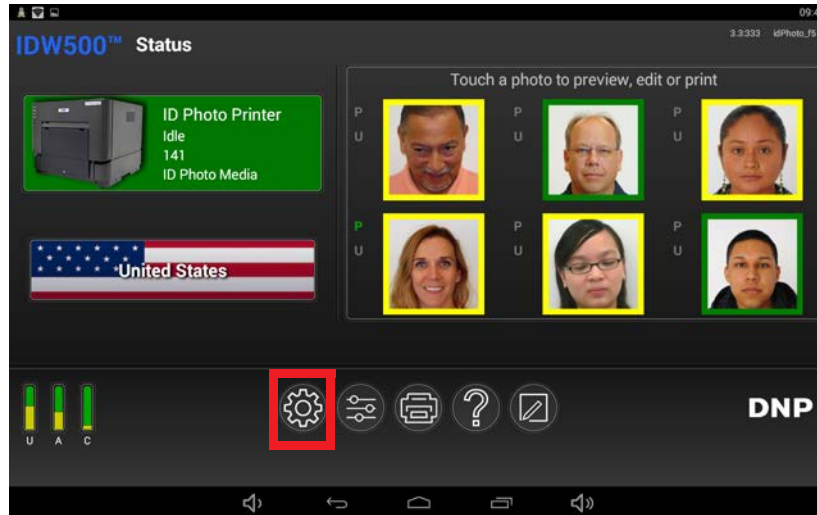
You can also send multiple images back-to-back, and the images will appear in the image gallery as they are processed. If you are using the auto-print feature the images will automatically print as long as all of the biometric feedback criteria is met. Please keep in mind, the image gallery is limited to six (6) images. If more than 6 images are sent at once, the first images sent will be erased from the camera and the image gallery.



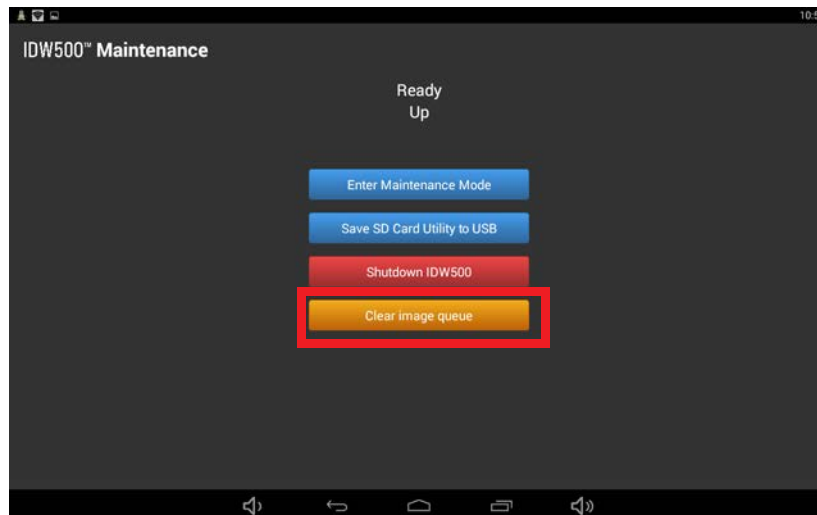
Clearing Images from the Console Image Gallery

You can also remove the images that are displayed on your console.

1. From the main ID Photo screen, press the **GEAR** icon



2. Touch the **Clear Image Queue** button.



3. Any images that were on your console have now been removed from the image gallery.

4. Press the **return icon** (second icon from the left) at the bottom of the screen to return to the main IDW500 home screen.

Note

When the images are removed from the Image Gallery, they can be resent from the camera as needed.

Note

The Image Gallery will automatically be cleared overnight when the IDW500 system is left running. There is a configuration control to enable/disable this function.

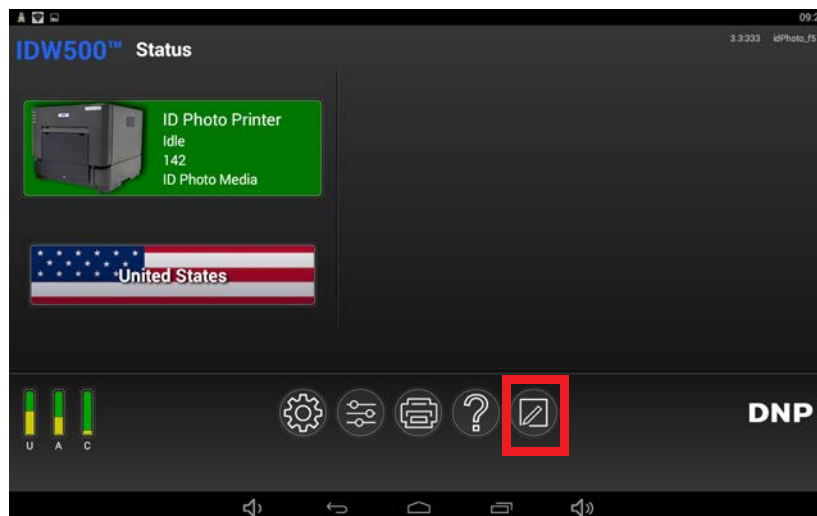
Adding a Custom Template

You can create and save a custom passport or ID template. You can select whether an image appears 2 or 3 times on the print out. You can also set the image size to inches or millimeters, as well as setting the position of your image within the template. Once the template is saved, you can use it over and over again!

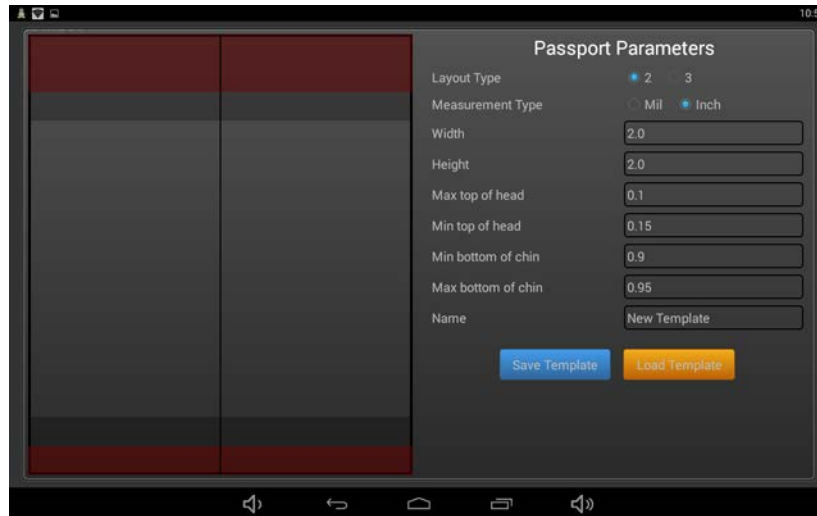
Note

Custom templates cannot be deleted from the system. If an error is made creating a custom template, or it doesn't turn out as expected, simply revise that template rather than making a new one.

1. From the main screen on your console, touch the **Create Template** button.



- Set the **Layout Type**. This allows you to display the image 2 or 3 times on the print out.



Note

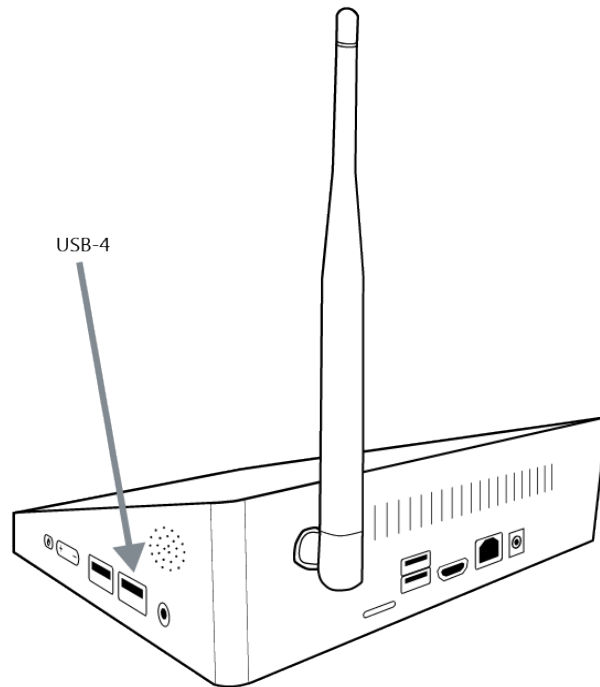
If you select to have three (3) images on your template, you are limited to an image size of 40 millimeters by 40 millimeters.

- Select the **Measurement Type**. This can be set to **Millimeters** or **Inches**.
- Set the **Width** and **Height** of the final printed image.
- Entering percentages in the following fields allows you to set the position of your image within the template. Percentages should be entered as their equivalent; For example, if you wanted to set the **Max top to head** field to 10%, you would enter .10 in this field.
 - ◆ **Max top of head:** The maximum distance the top of the head appears from the top edge of the template.
 - ◆ **Min top of head:** The minimum distance the top of the head appears from the top edge of the template.
 - ◆ **Min bottom of chin:** The minimum distance the bottom of the chin appears from the bottom edge of the template.
 - ◆ **Max bottom of chin:** The maximum distance the bottom of the chin appears from the bottom edge of the template.
- Type the **Name** of your template
- Press the **Save Template** button to save your new template.

Saving Images to a USB Drive

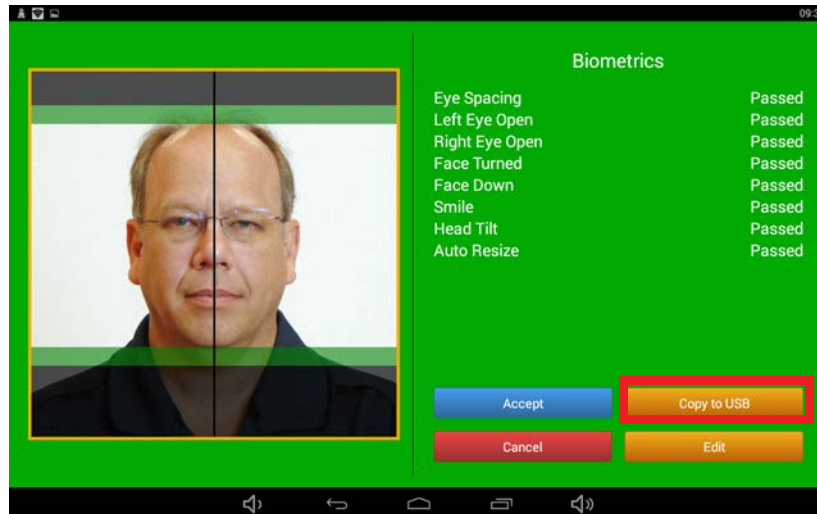
Once you have sent an image to the IDW500 console, you have the option of saving the image to a USB drive.

1. Insert a USB drive into the console USB-4 port. It is recommended to plug the USB drive into the USB-4 port (see diagram below).



2. Take and send your image to your console.
3. If auto-print is enabled on your system, open the image you want to save from the image gallery.
4. From the Biometrics screen, press the **Copy to USB** button.

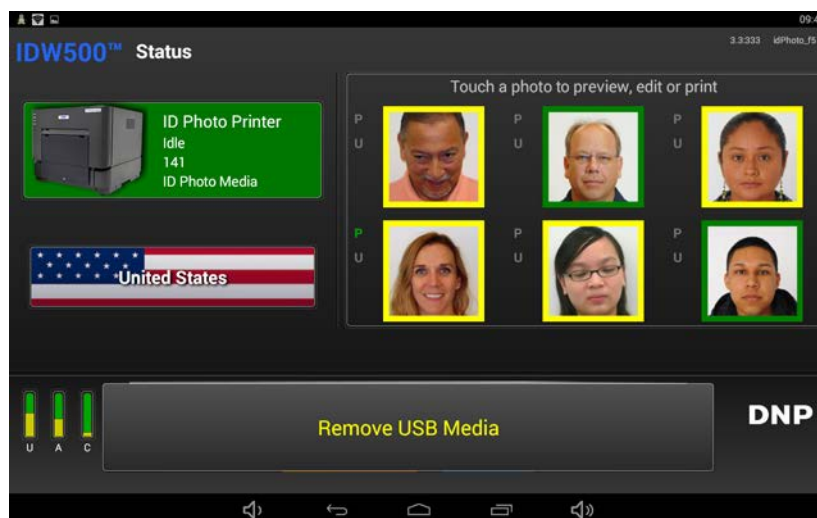
- At the next screen, press the **Copy to USB** button.



Note

If you have not inserted a USB device already, your console gives you a **Long Beep** noise as well as an **Insert USB Media** message. Do not remove the USB drive until you are instructed to do so later in this procedure.

- When the image begins to transfer, your console gives you a **Pump** noise to let you know the image is being saved. Two images are saved to the USB drive, the original image that was taken on the camera, and the edited image.
- As the image has finished transferring to the USB drive, your console gives you an **Alarm Clock** noise, as well as a **Remove USB Media** message.

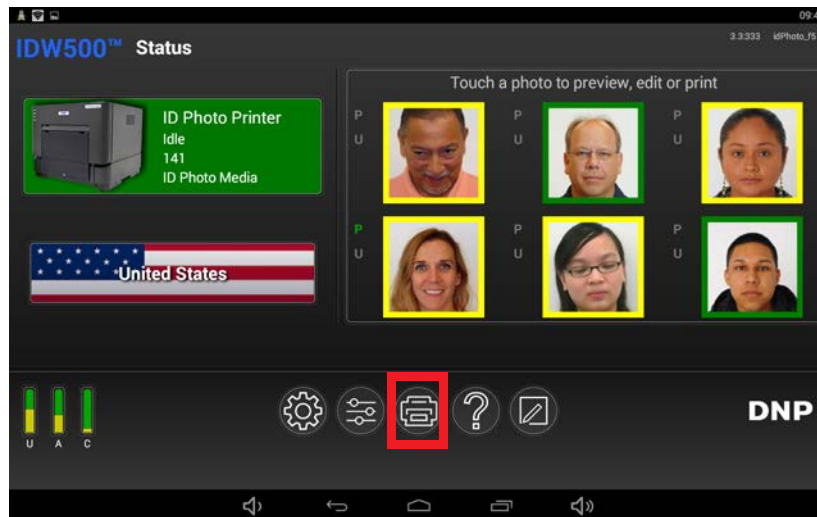


Printer Queue

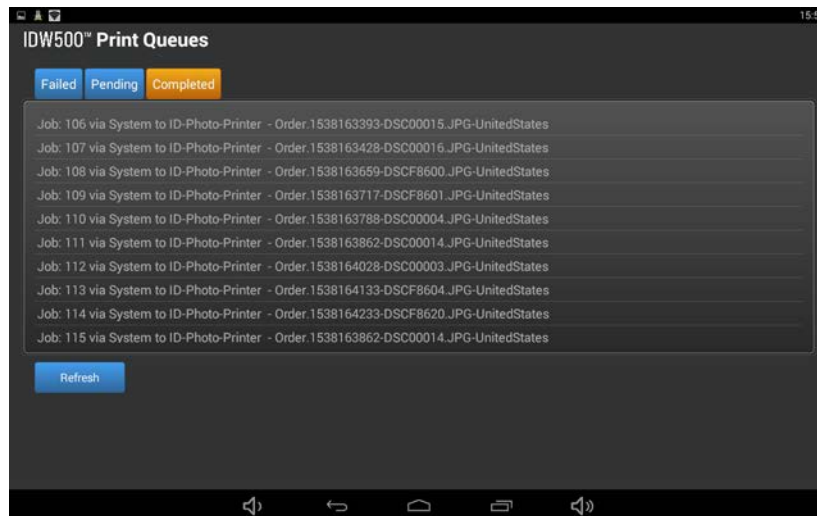
You can check the status of the images you have sent to your printer. The **Print Queues** screen displays the images you have sent to your printer via the IDW500 console; this screen logs whether a sent image:

- ◆ Failed (did not print)
- ◆ Pending (waiting to be printed)
- ◆ Completed (printed)

1. From your console's main screen, press the **Printer** button.



2. The **Printer Queues** screen is displayed. From this screen, you can view the various states of your image by pressing one of the following tabs: **Failed**; **Pending**; **Completed**.



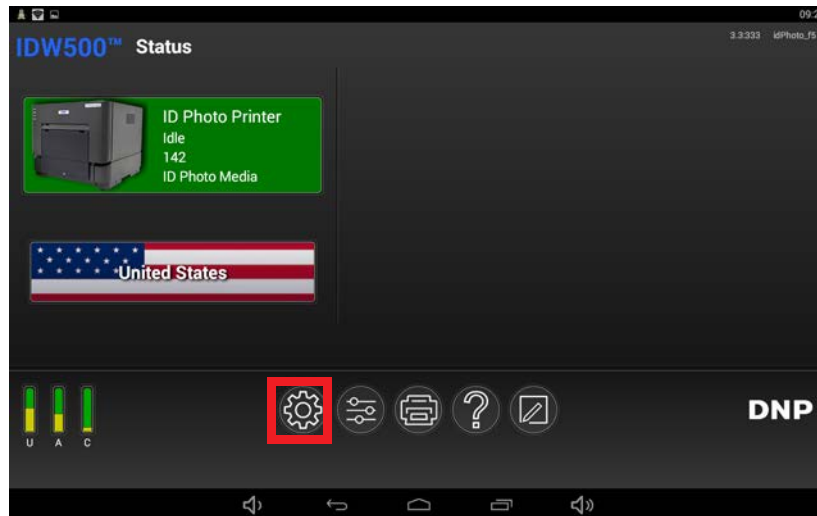
3. Return to the IDW500 main screen by pressing the **return icon** (second from left) on the bottom of the screen.

Shutting Down the IDW500 System

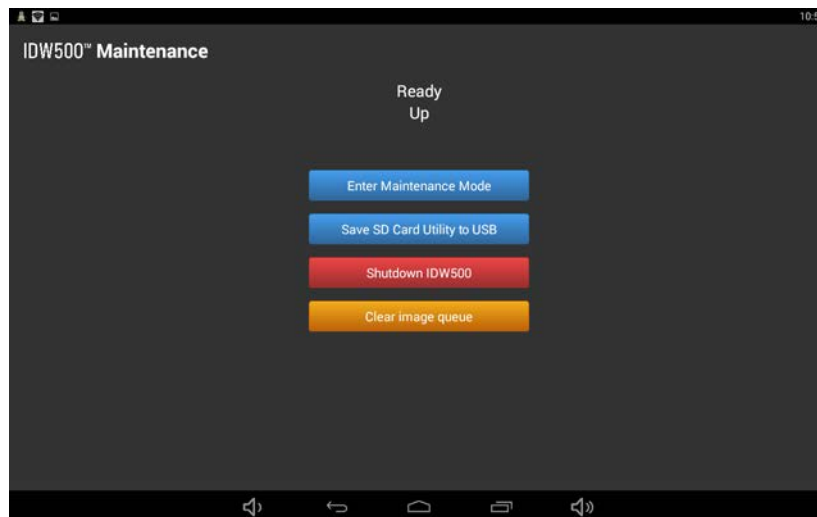
Note

It is recommended that you shut down your IDW500 System, daily, at the end of business.

1. To shut down the IDW500 console, press the **GEAR** icon on the main ID Photo screen.



2. Press the **SHUTDOWN** button.



3. Once the console is powered OFF, turn off your printer and camera as well.

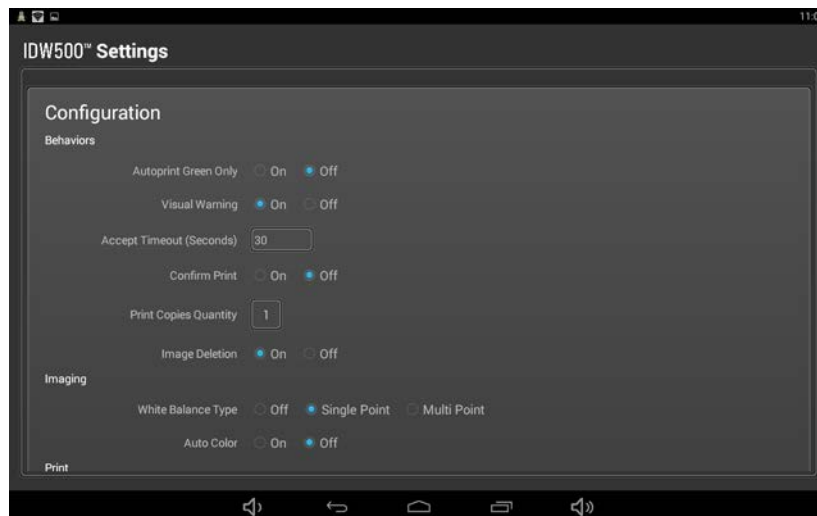
About the IDW500 Configuration Screen

Your IDW500 console arrives pre-configured to the settings you will need for daily operation. However, if you need to change any of the configuration settings, use this section to do so.



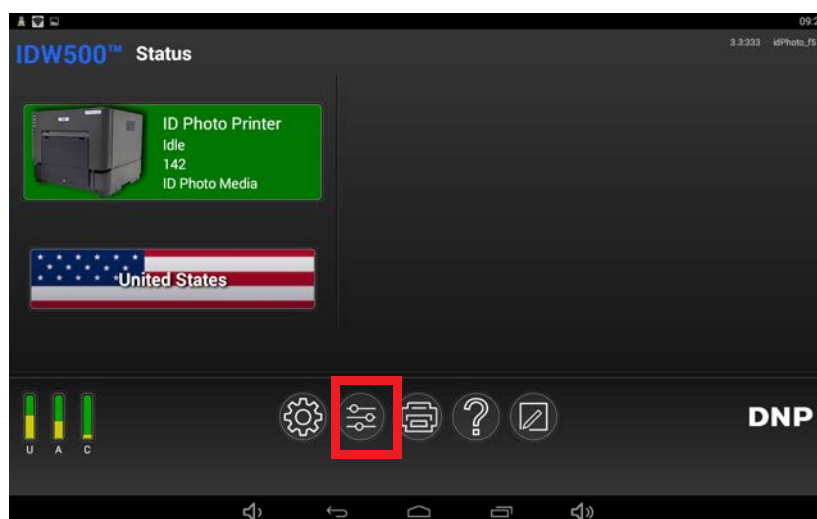
Attention

DNP Imagingcomm America Corporation recommends not changing the system from the default settings unless you have spoken with technical support. Doing so can cause inconsistencies and vary the output from the recommended tolerance thresholds.

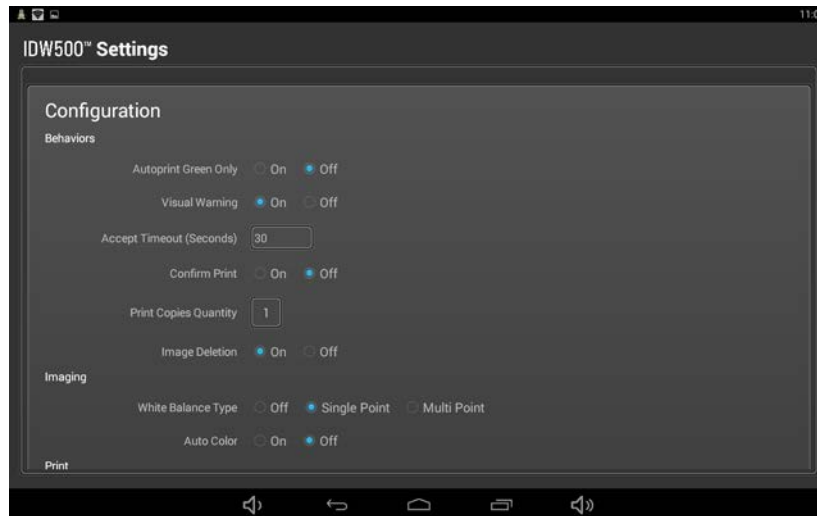


Accessing the IDW500 Configuration Screen

1. To access the **IDW500 Configuration** screen, press the **Configuration** button on the bottom of your IDW500 console.



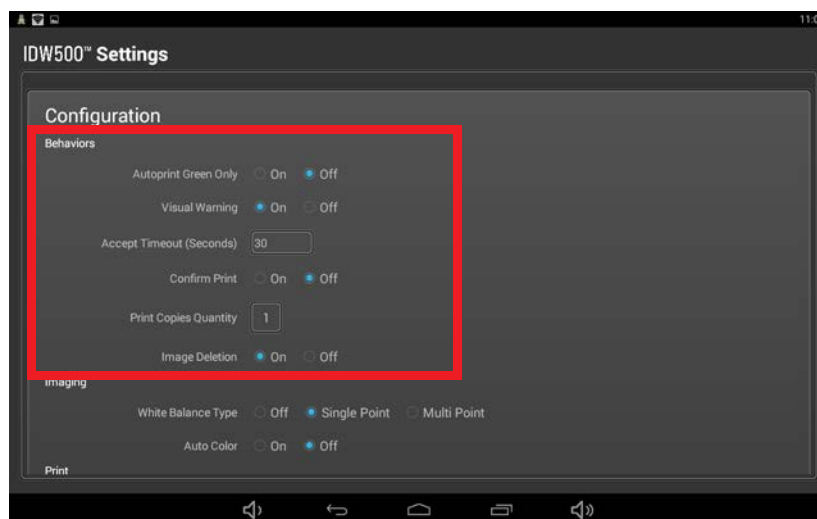
2. The **IDW500 Configuration** screen is displayed. The **IDW500 Configuration** screen is broken up into the following sections: **Behaviors**, **Imaging**, **Print**, and **System**.



Behaviors Section

The **System Behaviors** section controls the way the system works to streamline some aspects of the photo printing process. You can configure the following items:

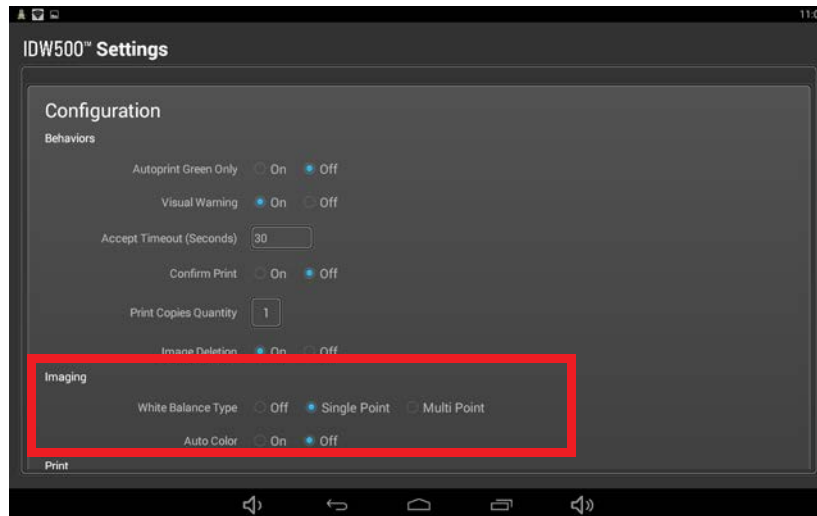
- ◆ **Autoprint Green Only:** If you are using the auto-print feature, use the following settings to get the expected results.
 - OFF** - both Green and Yellow images will Auto-Print. Red will not print. All will appear in the Image Gallery.
 - ON** - only green images are auto-printed.
- ◆ **Visual Warning:** If this option is set to **ON** (by default), the background of the ID Photo acceptance screen displays Green, Yellow or Red depending on whether the image passed all the Biometrics requirements. Setting this option to **OFF** removes the warning colors (Green, Yellow, or Red) from the ID Photo acceptance screen.
- ◆ **Accept Timeout (Seconds):** When an image does not pass the Biometrics requirements, the ID Photo acceptance screen appears for the amount of time specified in this field. Please note that this feature only works when the **Visual Warning** option is set to **YES**.
- ◆ **Confirm Print:** Prompts the user to accept the image and send it to the printer. If this option is turned off, if the image passes all Biometric requirements, it is sent directly to the printer without the user being prompted. The default setting for this feature is **OFF**.
- ◆ **Print Copies Quantity:** Allows you to set how many copies of the image can be printed. The default is set to **1**.
- ◆ **Image Deletion:** The system automatically deletes the Image Gallery photos overnight.



Imaging Section

The **Imaging** section settings will tune the way the system first processes the incoming images from the camera. You can configure the following items:

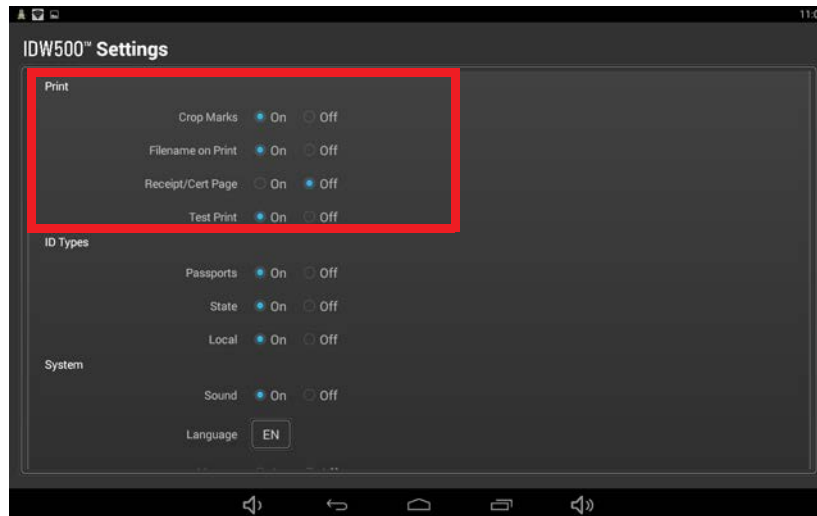
- ◆ **White Balance Type:** Control White Balance Definitions by using one of these settings.
 - Off:** Disables White Balancing.
 - Single Point:** The system uses one pixel from the upper left section of the image background to determine whether to lighten or darken the rest of the background.
 - Multi Point:** The system uses a group of pixels from the entire background of the image to determine whether to lighten or darken the rest of the background. This is the system's default setting.
- ◆ **Auto Color:** Enable/disable this feature.



Print Section

Under the **Print** section of this page, you can configure the following items:

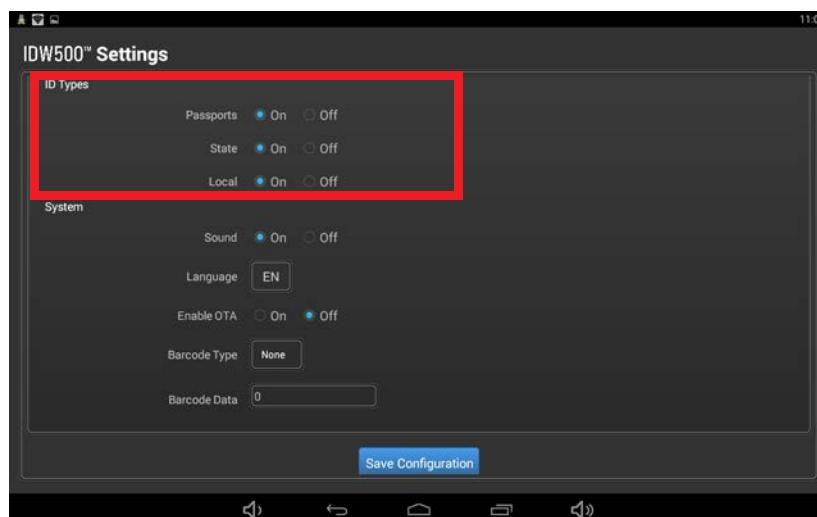
- ◆ **Crop Marks:** Enables/disables crop marks on the final print. Crop marks are helpful when cutting out the images manually with scissors. Default is ON.
- ◆ **Filename on Print:** Enables/disables displaying the image file name assigned by the camera on the final print. Default is ON.
- ◆ **Receipt/Cert Page:** Enables/disables printing a receipt.
- ◆ **Test Print:** Enables/disables printing the Compliance Certification page/receipt for International Civil Aviation Organization (ICAO.)



ID Types

The ID template groups in the **ID Types** can be turned on or off, to become visible or not visible to the operator. You can configure the following items:

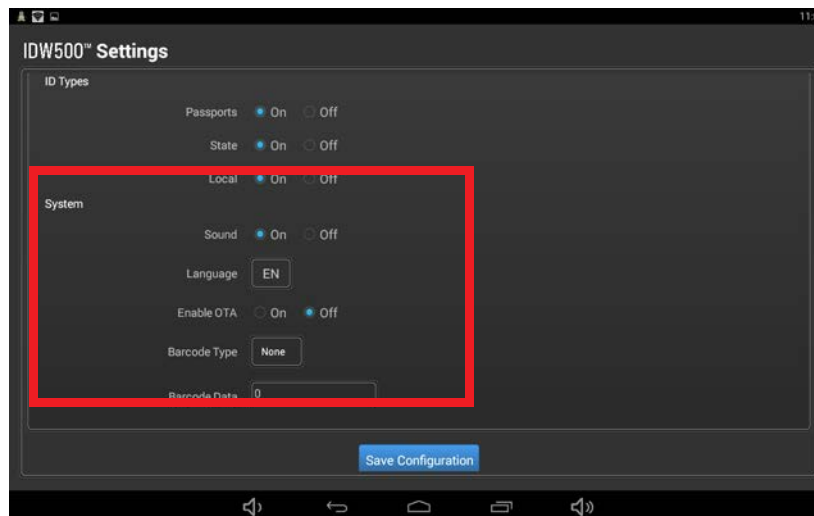
- ◆ **Passport:** Enable/disable passports. By default this feature is set to **ON**.
- ◆ **State:** Enable/disable state specific IDs. By default, this feature is set to **OFF**.
- ◆ **Local:** Enable/disable local IDs, e.g., university IDs. By default, this feature is set to **OFF**.



System Section


Under the **System** section of this page, you can configure the following items:

- ◆ **Sound:** Enables/disables sound. Default is **ON**.
- ◆ **Language:** Select the language to be displayed on your console.
- ◆ **Enable OTA:** Enables/disables OTA (over-the-air transmission).
- ◆ **Barcode Type:** Set the type of barcode, e.g. UPC, you want to include on printed receipts.
- ◆ **Barcode Data:** The data that will be associated with your barcode, e.g., UPC number.



Deleting an Image from the Camera



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

Alternate Method of Deleting Images from the Camera

Use the camera menu to delete images. Do not reformat the SD card to erase images.



Note

When some images will not delete, check and disable the image protect. The key symbol will appear on the camera display during image playback, indicating the image is protected from deletion. This prevents image deletion until it is unprotected. DO NOT format the SD card to delete the images. The card programming for the system will be lost if you format the card. See "Using the SD Recovery Utility" on page 71 if the SD card becomes damaged or formatted.

1. On the camera, press the **MENU** button.
2. Scroll DOWN ▼ to the **TOOL BOX** icon and press **SELECT**.
3. Scroll LEFT ◀.

4. Scroll DOWN ▼ to **MEMORY CARD TOOL** and press the **RIGHT ARROW** ►.
5. Scroll DOWN ▼ to **DELETE REC. FOLDER**, and press **SELECT**.
6. Scroll DOWN ▼ to **OK**, press **SELECT**.
7. Press **MENU EXIT** or the **POWER** button to return to shooting mode.

Deleting all Images on the Camera

The images should be deleted from the camera storage on a daily basis. This is easily accomplished using the Trashcan button on the back of the camera.

1. On the camera, be sure that you are in **playback mode** (play button).
2. Press the **Delete** button (trashcan button).
3. Select the **Delete All Images on this Date** option and press the **Enter** button.

Enabling the Flash

Use the camera flash if needed to increase the quality of your photos. Using the flash is recommended as a last resort to brighten photos. Due to passport/id photo requirement, off-camera lighting is best to properly light the subject.



Note

For more information about enabling the flash, see your camera user manual.

1. Depending on the camera, press the **FLASH** button to enable the flash.
2. If necessary, open the flash hood (not all cameras have this feature). Usually you open the hood by pressing lightly on it or pressing a release button on the side.



Note

If your images are consistently dark and do not show the necessary details of the subject's face (under exposed, too many shadows, unable to clearly see details), changing the exposure compensation can help correct the issue. For most Sony® cameras, you can make this change by entering **P-Mode**, pressing the **Menu** button, scrolling to the **Exposure Compensation** option, and adding one positive click (+ sign) to the current exposure settings. Press **Exit** when you are done and ready to take more pictures. For more information, see your camera's user manual.

Printing Directly from the Camera via USB Cable

You can also print images by plugging the camera directly to your IDW500 console via USB cable.

1. Plug the camera into the USB-4 port on the side of the camera.
2. Once plugged in via, USB, the last six images that were shown on the console are printed.
3. Once the images are printed, they are removed from the camera SD card. This is to keep the images from being reprinted every time the camera is plugged into the IDW500 console.



Attention

Please be advised that using this printing method, the printed images are permanently deleted off of the camera's SD card once they are printed.

Using the IDW500 Printer

About your Printer

Your ID Photo Printer printer comes with a user manual as well as other documentation should you need in-depth instructions on operating your printer. For daily use, the procedures in this chapter provide basic usage instructions as well as some troubleshooting and maintenance steps.



Attention

Be sure to save your shipping box! If you need to transport your printer or send your printer in for repairs, the original shipping box is the safest packing option. Just put the packaging materials (including the print head protection foam block) back in the box and store it in a safe place.

Replacing the Printer Paper and Ink Ribbon Print Pack

Always replace both the ribbon and paper at the same time. Always leave the printer turned ON when changing the print media pack in order for the printer to properly initialize the newly installed print pack. The paper and ink ribbon print pack are sometimes also referred to as the "print media" or just "media."

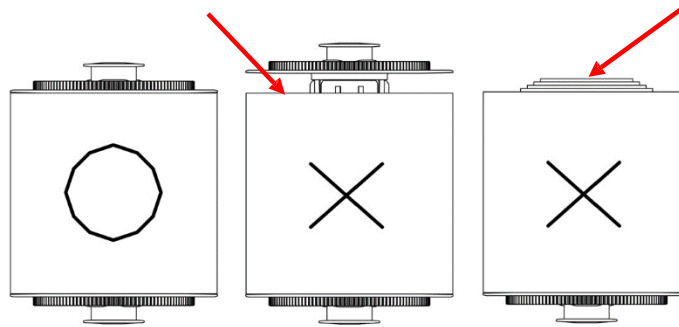
1. Remove the print catch tray from the front of the printer and empty the paper scrap box.



2. Press the release lever on the top of the printer to open the media door.

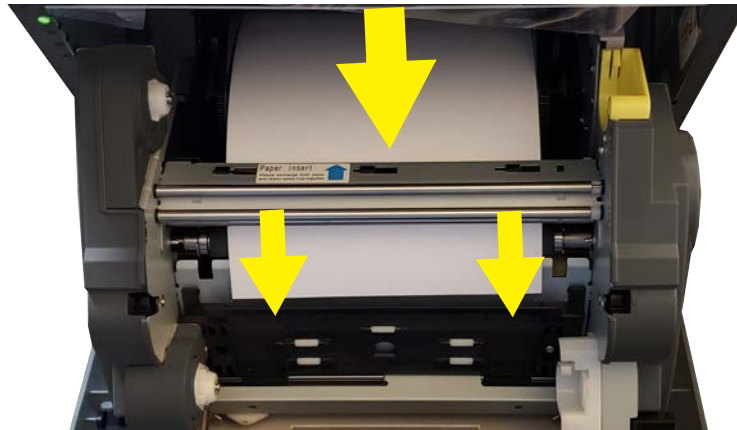


3. Throw away the old ribbon.
4. Remove the paper spool. Take the spool ends off of the spent paper roll and throw away the roll. (Do not throw away the spool ends.)
5. Load your new paper roll onto the spool ends. Make sure that there are no gaps and that the paper roll is not bulging to one side.



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 of the printer.
7. Remove the PULL tab from the paper roll.
8. Pull the paper towards you about one (1) foot for some slack.
9. Feed the paper between the silver roller and the silver bracket labeled **Insert Paper**.
10. Thread the paper through and guide it down into the black guide plate with the white rollers.

11. Keep feeding the paper by hand until the printer beeps. Once the printer beeps, the paper is loaded. The paper will complete the loading process when the door is closed.

**Note**

Refer to the Help button on the IDW500 console for a video demonstrating the print media loading process.

12. Set the ribbon supply side (two white ends) in the lower, or front, brackets.
13. Set the take-up 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.
14. Wind the take-up spool to remove any slack in the ribbon. The supply spool feeds over the top while the take-up spool feed underneath.



15. Close the printer media door. Five blank prints are ejected.
16. Replace the scrap box and the print catch tray.

Maintaining the Printer

Cleaning the Platen Roller



Attention

Only use the pre-saturated wipes from this kit. Avoid sharp edges when cleaning the printer. You should only clean the platen roller if you are instructed to do so by technical support.

1. Clean the platen roller if you experience soft, blurry lines on your prints that run in the same direction of the print feed.
2. Release the open lever and open the front cover.



3. Remove the ribbon tray and set it aside.
4. Remove the paper spools and set them aside.
5. Using the pre-saturated wipes that you received in your cleaning kit, wipe the platen roller while rotating the roller slightly. Use a clean portion of the wipe for each swipe.



6. Wait at least 3 minutes for the roller to dry, then replace the paper and ribbon.
7. Close the printer securely and wait for the printer to initialize.

Cleaning the Thermal Print Head



Attention

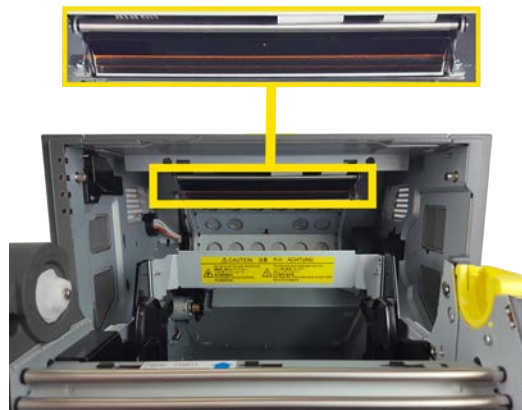
You must wait a minimum of 5 minutes before cleaning the thermal head to avoid severe burn injuries. Never use water to clean the thermal head. You should only clean the print head if you are instructed to do so by technical support.

Clean the thermal head if print quality has decreased and/ or you see hard lines in the middle of prints. Always clean the platen roller first.

1. Release the open lever and open the front cover.



2. Remove the ribbon tray and set it aside.
3. Remove the paper spools and set them aside.
4. Locate the thermal head in the printer chassis. Look for the line where the orange and black strips meet on the head.

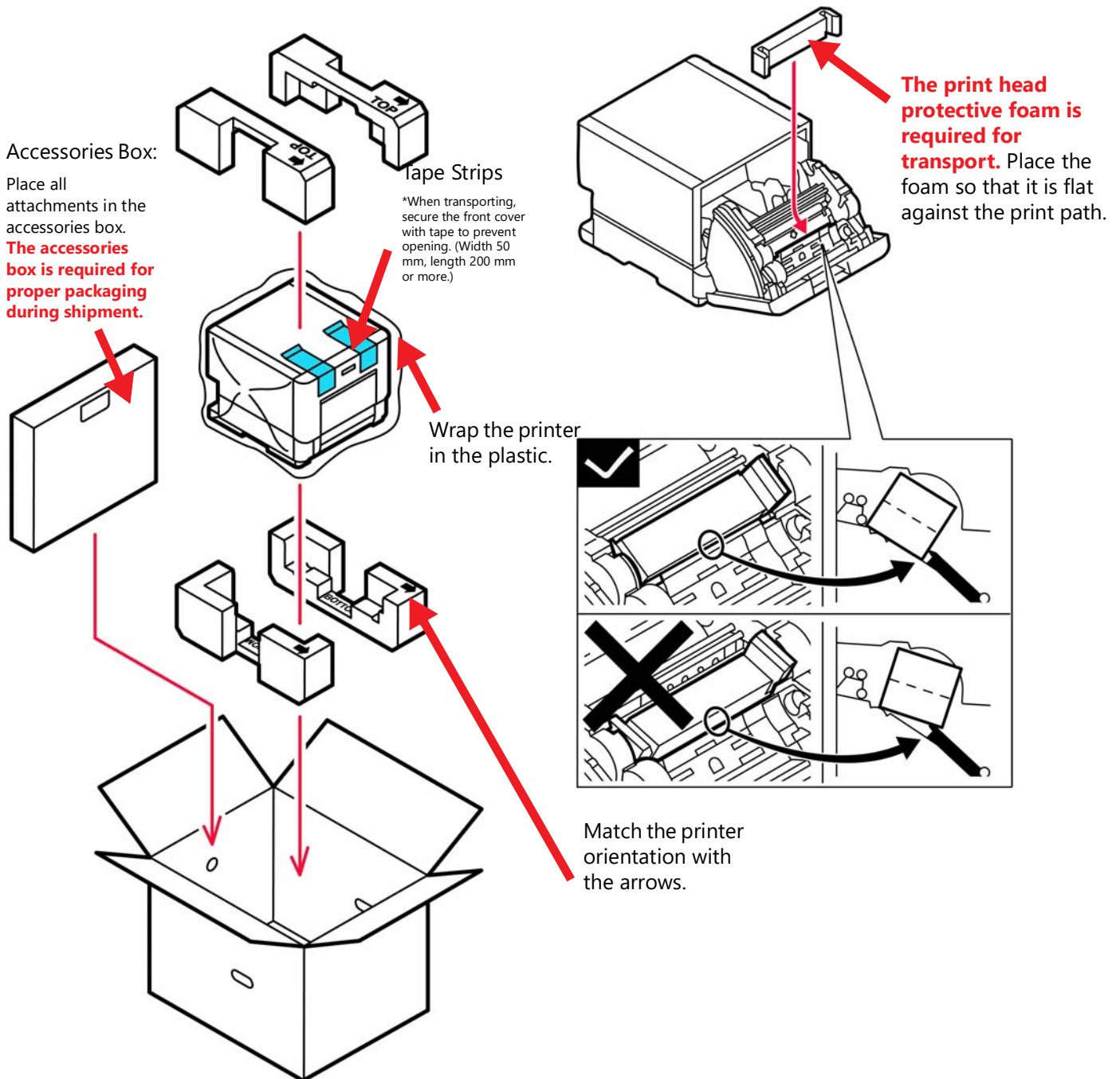


5. Using the cleaning pen, swipe the thermal head in a side to side motion. Clean the entire length of the thermal head.
6. If you see dirt or debris on the thermal head, use the thermal head wipe to clean only the dirty portion of the thermal head.
7. Wait at least 3 minutes for the head to dry, then replace the paper and ribbon.
8. Close the printer securely and wait for the printer to initialize.

Repacking the Printer

To transport the printer, repackage the printer with the original packaging material. Failure to do so will void any warranty. If the original packaging materials are not used or the printer is not packed correctly, the printer may be broken during transport. Always save the print head protective foam. Do not throw away any packaging as it is needed to safely transport the printer.

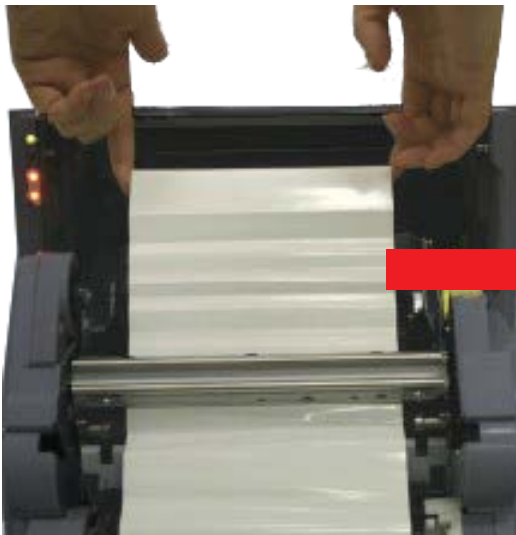
Remove all accessories, media, and attachments from the printer – this includes all the ribbon, paper roll, and paper spools as well as the USB and power cables. Place the accessories in the accessory box.



Troubleshooting Printer Issues

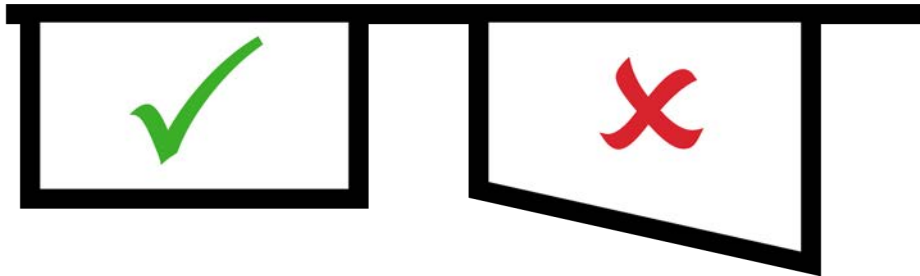
Clearing Paper Jams

1. Open the printer media compartment using the release lever on the front of the printer.
2. Remove the ribbon.
3. Carefully pull any remaining paper from the paper path.



4. Cut the paper and remove the paper roll from the printer.

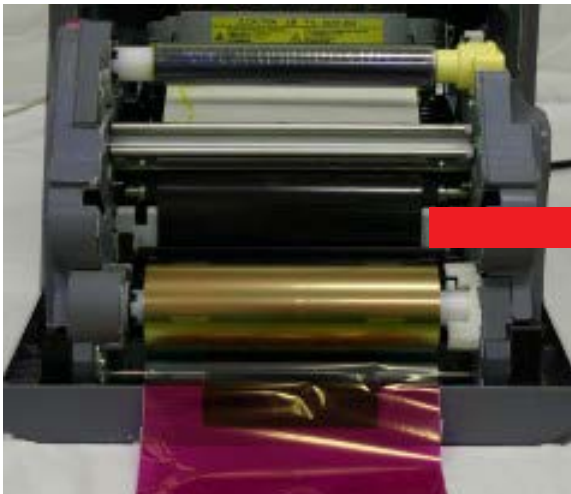
5. Cut the paper roll to remove any wrinkled or bent paper from the roll. Printing over bent paper can damage the printer and cause more paper jams.



6. If the paper is not cut evenly, it may cause abnormal printing and or the paper to jam. Re-feed the paper as you would when loading a new paper roll.

Repairing Damaged Ribbons

1. Remove any ribbon remaining in the printer.



2. Remove any incomplete or jagged ribbon panels.

3. Use clear tape to reattach the two ribbon spools.



4. Replace the ribbon in the printer and wind the ribbon a few times to remove any slack and until the tape is no longer seen.



5. Close the media compartment.

Troubleshooting the System

General Troubleshooting Steps

If you experience any issues with your system use the steps below to troubleshoot the issue.

1. Did the IDW500 print a test page when you powered ON the system?
 - ◆ **YES:** Continue with step 3.
 - ◆ **NO:** Check the printer ready state. Only the **Green Light** should be **ON**. Then check the printer status display on the IDW500 console. Touch the bottom right portion of the main dashboard. If the printer state is idle, continue with step 3. If the printer state is anything besides idle, check the printer for error conditions and check that the media is properly loaded. Continue with step 2.
2. Power cycle the IDW500 console and ID printer.
 - ◆ On the rear of the printer, toggle the power switch to OFF for a few seconds, and then toggle it back to ON. Wait for the printer to be ready single Green light is on at the front of the printer.) On the IDW500 console, touch the GEAR icon. From the menu, press the SHUTDOWN IDW500 button. Only as a last resort, if the shutdown button does not work, press the POWER button on the right side of the unit, and when prompted, select reboot from the menu. A test print should print after the unit completes the restart.
3. Check the IDW500 printer status icon. If the printer is shown to be in a ready state, continue below. If the printer isn't in a ready state, power cycle the printer and the console, and then continue.
4. Verify that the camera has at least half battery power available.
 - ◆ If the camera has less than half of the battery power remaining, change or recharge the camera batteries.
5. Make sure you are standing within 15 feet of the IDW500 console.
 - ◆ If you are in an environment with a large amount of wireless traffic, try standing closer to the unit.
6. Listen for the ping that tells you the camera is connected to the IDW500 console. Check for the **CAMERA FOUND** message on the console screen.
7. If you cannot hear the ping, but can see the message on the screen, check your system volume levels. If there is no ping and no message, power cycle the camera and wait to see if the system discovers it.

If you are still experiencing issues with your system, contact technical support at 1.844.367.8777.

Camera Settings

Please verify that your camera's settings match the ones listed in the table below:

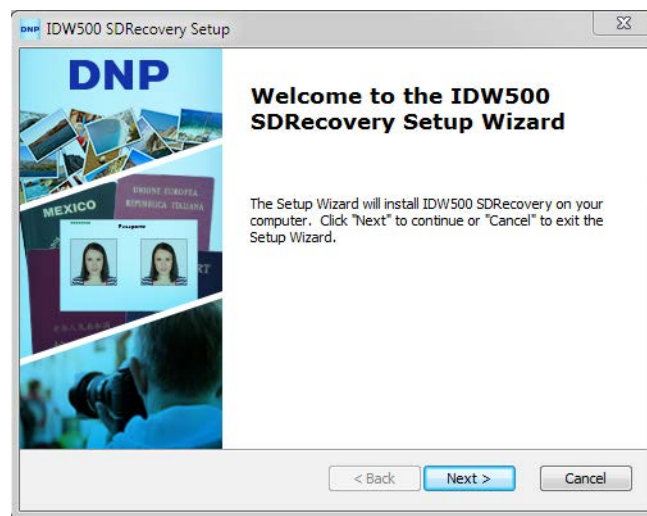
Setting	Default Value	Description
Mode Dial	P	Sets the camera shooting mode.
Press MENU to find the following settings		
Picture Effect	OFF	Filters that are not allowed on ID photos.
Still Image Size	4:3.5M	Size of the image the camera takes
Exposure Compensation	0	Brightness of the photo. May vary if 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.

Using the SD Recovery Utility

To reconfigure the SD card, use the IDW500 SD Recovery utility.

Installing the SD Recovery Utility

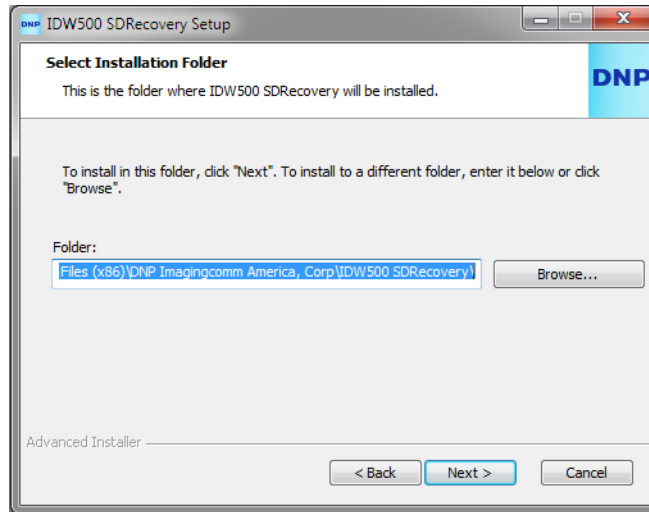
8. You can find the latest copy of the IDW500 SD Recovery utility on the DNP Imagingcomm America Corporation website.
9. Navigate to the Downloads section, and locate the SD Recovery utility.
10. Download a copy to your system.
11. Double click on the **installer (EXE) icon**.
12. When the install wizard appears, press **Next** to begin.



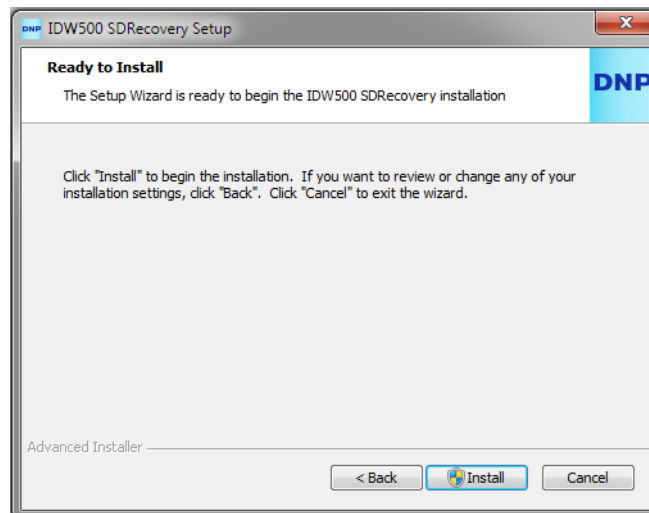
13. If a User Account Control approval message appears, click **Yes**.



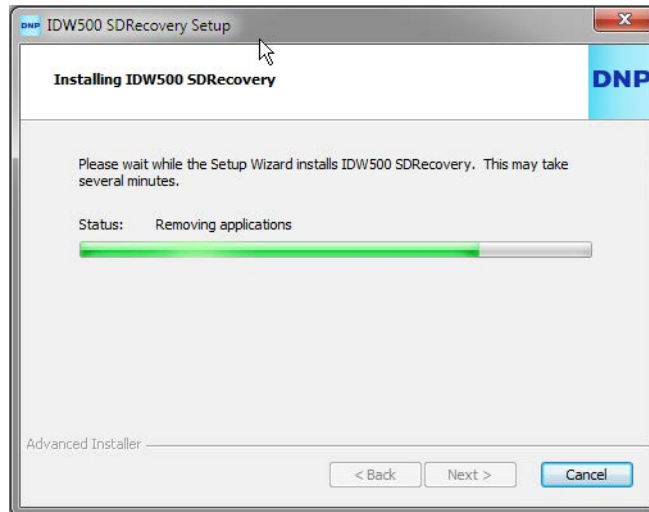
- When the next screen appears, click **Next** to load the files in the default directory.



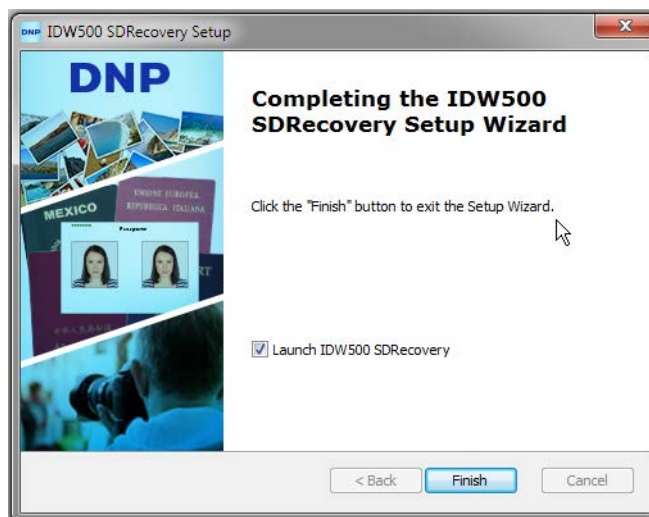
- When the next screen appears, click the **Install** button to begin the installation.



- As the installation continues, a progress bar is shown.



- When the installation is done, press the **Finish** button to close the install wizard.



- Once the installation is complete, you can delete the EXE file from your system.
- An SD Recovery Utility icon is added to your system desktop.
- Double click the **icon** to open the recovery utility.

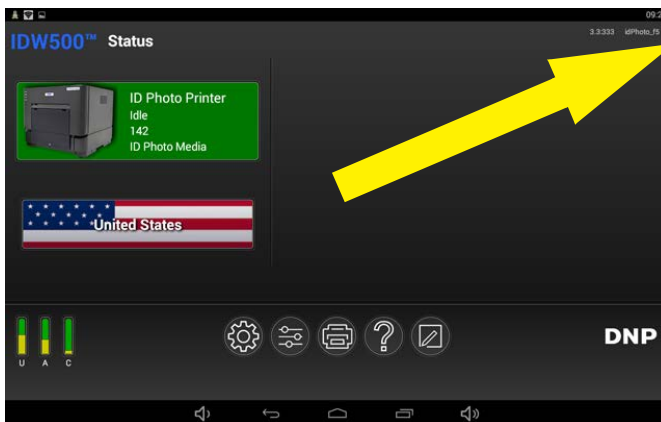


Setting the SSID Number

Resetting an SD card SSID, or card name, allows you to change the network label of the card. Do this when you've added a new SD card to your inventory so that the IDW500 system will recognize the new card. Also, if you have repaired an SD card, set the SSID number to the console network before you can use the card.



1. If you have not done so already, open the SD Recovery Utility.
2. Locate the idPhoto number for the IDW500 system. The number is located in the upper right corner of the home screen on the console, or on the POST print.



Enter only the characters after the underscore. **Do not enter "idPhoto_" into the text field.** The "idPhoto_" tag will always remain the same. The identification number after the tag varies depending on the console, but it is always two characters.



Attention

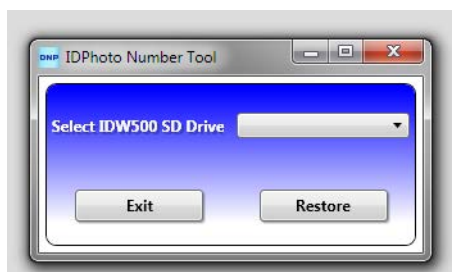
You must enter the SSID number exactly as it appears on the IDW500 console. Do not add extra numbers or characters to the number. All characters are case sensitive.

3. Enter the **idPhoto number** (only the characters after the "idPhoto" tag) in the field on the screen.
4. Press the **Set** button.
5. Your card's SSID number is now set to work with your IDW500 system.

Repairing the SD Card

You can repair, or reformat, your SD card if the data has been corrupted or you've added a new card to your inventory. If you use the repair option, any data that is stored on the card will be erased.

1. If you have not already, open the **SD Recovery Utility**.
2. Press the **Repair** button.
3. Browse to the drive where your SD card is located. Select the drive and press **OK**.



4. Press the **Restore** button. The card is restored and the card settings are reconfigured to work with the IDW500 console.
5. Reset the card SSID number using the steps in "Setting the SSID Number" on page 74.

Supported Countries

The following table contains the countries supported by your IDW500, as well as information regarding the particular IDs for each country.

Country	Units	Width	Height	Links to Photo Requirements
Albania	mm	40	50	https://www.passportphotonow.com/albania.html
Argentina Passport & Visa	mm	38	38	http://cnyor.mrecic.gov.ar/en/node/1817
Australia	mm	35	45	https://www.passports.gov.au/passportexplained/theapplicationprocess/passportphotographguidelines/Pages/default.aspx
Brazil Passport & Visa	in	2	2	https://formulario-mre.serpro.gov.br/sci/pages/web/pacomPasesWeb.jsf?aba=-3
Canada Passport	mm	50	70	http://www.cic.gc.ca/english/passport/apply/photos.asp

Country	Units	Width	Height	Links to Photo Requirements
Canada Visa	mm	35	45	http://www.cic.gc.ca/english/information/applications/photospecs.asp
Canada Citizenship	mm	50	70	http://www.cic.gc.ca/english/information/applications/photospecs-cit.asp
Canada Permanent Resident	mm	50	70	http://www.cic.gc.ca/english/information/applications/guides/pdf/5445EB-e.pdf
Canadian Firearms	mm	45	57	http://www.passportphotosottawa.com/canadian-firearms-license-photos/
Handi Dart (Canada)	mm	32	32	
Sante Quebec (Canada)	mm	50	70	
Chile Passport	mm	45	45	https://www.passportphotonow.com/chile.html
Chile Visa	in	2	2	http://chile.gob.cl/san-francisco/files/REQUERIMIENTOS-VISAS-DE-RESIDENCIA-CHILE-092013.pdf
China	mm	33	48	http://sa.china-embassy.org/eng/lsw/P020120626563401168381.pdf
Columbia Passport	in	1.5	2.5	https://www.passportphotonow.com/colombia.html
Columbia Visa	in	2	2	https://bogota.usembassy.gov/faqds160.html
Dominican Republic Passport	in	2	2	http://www.consulatedrwest.com/en/services/passports
Dominican Republic Visa	in	2	2	http://www.domrep.org/visa.html

Country	Units	Width	Height	Links to Photo Requirements
Ecuador Passport and Visa	in	2	2	https://www.passportphotonow.com/ecuador-passport-photo.html
Finland	mm	36	47	http://www.poliisi.fi/passport/passport_photo_instructions
France	mm	35	45	http://www.consulfrance-newyork.org/Biometric-Passport
Germany Passport & Visa	mm	35	45	http://www.germany.info/Vertretung/usa/en/05__Legal/02__Directory__Services/03__Passport/_Passport__Adult.html
Greece Passport	mm	40	60	http://www.passport.gov.gr/en/npc-content/npc-perioxomeno/technical-specifications.html
Greece Visa	mm	35	45	https://www.schengenvisainfo.com/schengen-visa-application-requirements/photo-requirements/
Hong Kong	mm	40	50	http://www.immd.gov.hk/eng/residents/immigration/traveldoc/photorequirements.html
India Passport	in	2	2	https://indianvisaonline.gov.in/visa/index.html
Italy	mm	35	45	http://www.esteri.it/mae/it/italiani_nel_mondo/serviziconsolari/documenti_di_viaggio/passaporto.html
Israel	mm	50	50	https://www.mypassportphotos.com/country-blog/israel-passport-visa-photo-requirements-and-size

Country	Units	Width	Height	Links to Photo Requirements
Jamaica	mm	35	45	http://www.pica.gov.jm/passport-servies/general-passport-information/passport-photo-requirements/
Japan Passport	mm	35	45	https://www.mypassportphotos.com/country-blog/japan-passport-visa-photo-requirements-and-size
Japan Visa	mm	45	45	http://www.mofa.go.jp/files/000124525.pdf
Japan Residence	mm	30	40	http://www.mofa.go.jp/files/000124525.pdf
Mexico Passport & Visa	mm	35	45	http://www.us-passport-service-guide.com/how-to-renew-a-mexican-passport-in-the-us.html
Pakistan	mm	35	45	http://www.embassyofpakistanusa.org/forms/Visa%20Application%20Form%20(NV).06272012.pdf
Peru Passport & Visa	in	2	2	https://www.passportphotonow.com/peru-passport-photo.html
Russia	mm	35	45	https://www.passportphotonow.com/russia-passport-photo.html
Spain	mm	30	40	http://www.exteriores.gob.es/Consulados/MANILA/en/ServiciosConsulares/Pages/SolicitudRenovaci%C3%B3n-de-Pasaporte-en-el-Consulado-General-en-Manila.aspx
UAE	mm	43	55	
UK	mm	35	45	https://www.gov.uk/photos-for-passports

Country	Units	Width	Height	Links to Photo Requirements
US	in	2	2	https://travel.state.gov/content/passports/en/passports/photos/photos.html
Uruguay Passport and Visa	in	2	2	https://www.passportphotonow.com/uruguay-passport-photo.html
Vietnam Passport	mm	40	60	https://www.mypassportphotos.com/country-blog/vietnam-passport-visa-photo-requirements-and-size
Vietnam Visa	in	2	2	https://www.vietnamonline.com/visa/united-states.html

