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

1. **Unpack the printer.** Remove any packaging foam or tape from the outside of the printer. Be sure to open the printer and remove the foam print head cover from inside the printer as well. **SAVE FOAM PRINT HEAD COVER IN CASE YOU NEED TO MOVE THE PRINTER IN THE FUTURE.**

2. **Plug it in.** Plug the USB cable into the back of the printer. Switch the power button on the printer to ON.

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

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

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

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

6. **Load the ribbon into the printer.** Load the left side of the spool in the bracket first, then snap the right side into place. Set the supply side (two white ends) in the lower (front) brackets. Set the takeup side (one white and one yellow end) in the upper (back) brackets.

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

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

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**Camera**

1. Connect the camera strap and the lens lanyard to the camera.
2. The camera batteries must be charged prior to use. Use the supplied battery charger and allow at least two (2) hours to fully charge the batteries before proceeding. Install the fully charged batteries in the camera.
3. Locate the SD card that came with the kit. Install the card in the camera.
4. Remove the lens cap, and power the camera ON.
5. Once the setup menu appears, follow the prompts on the camera to set up the time and date information.
6. Press MENU and set the file size to 5 megapixels.
7. Press the PLAYBACK button to exit the setup menu.

**IDW500 Console**

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

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

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

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

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

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

Your system is now set up and ready to use!
1. Start the System
   - Follow the proper sequence. Power ON the photo printer, IDW500 console, and then the passport camera.
   - When you see the CAMERA FOUND message on the console and you hear the PING, you’re ready to begin. This takes about a minute.

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

3. Send Image (DPOF)
   - Press PLAYBACK on the camera.
   - Press MENU. Scroll up to DPOF.
   - Press the round SELECT button in the middle of the control wheel.

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

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

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

Other Tasks

Reprinting Images
   - From main screen, touch the thumbnail of the image you wish to reprint.
   - From the Biometrics screen, press the ACCEPT button.

Save to USB
   - When the image is processed, the acceptance screen appears.
   - Press COPY TO USB button to copy the image to a USB drive.

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

1. Press the FLASH icon on the control wheel.
2. Press the RELEASE button on the side of the flash housing to raise the flash hood.
3. Select the P MODE on the mode select dial.
4. Press the FLASH SYMBOL or REAR PANEL control and select the FLASH SYMBOL (not Auto or SL flash).

Need help?
Email us at support@dnpphoto.com
Troubleshooting

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

**Image rejected on console.**

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

**Image repeats on console.**

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

**System Sounds**

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

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

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

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