



# IDW520 ID Photo System

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Glenn Randers-Pehrson (glennrp at users.sourceforge.net) March 16, 2017

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# Before You Begin

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# 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

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**United States Phone:** 855-367-7604

**Email:** [dnpsupport@dnf.imgcomm.com](mailto:dnpsupport@dnf.imgcomm.com)

**Website:** [www.dnpphoto.com](http://www.dnpphoto.com)

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# Introduction

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## In this Chapter

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## What is the IDW520?

The IDW520 is a **wireless passport and ID photo printing system** designed to easily create and print passport photos for your customers. In a matter of minutes, you can take a picture, transfer the image to the IDW520 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 IDW520 console, monitor your printer for media usage and possible error conditions. The IDW520 provides fast photo production. It automatically prints images that meet the proper biometric requirements, and allows editing or reprinting of images as needed.

## IDW520 System Components

The following components make up the IDW520 system.

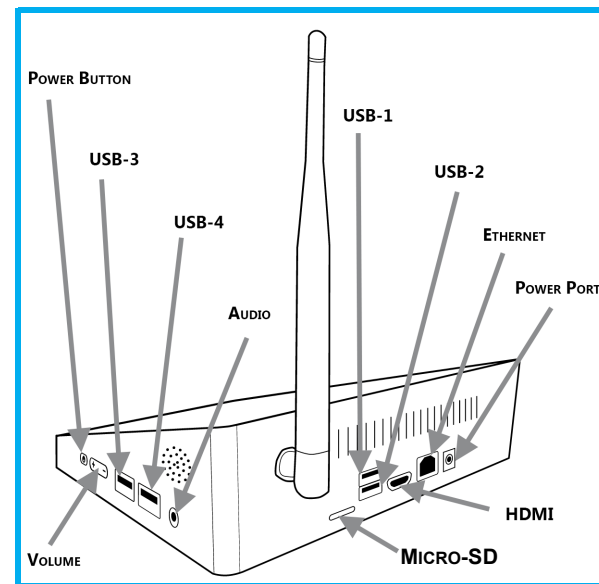
- ❖ Panasonic® LUMIX FZ80 4K Digital Camera
- ❖ Toshiba® FlashAir™ SD card
- ❖ 7" LCD touchscreen wireless console from PiPO Technologies Co, Ltd.
- ❖ IDW520 software (loaded on wireless console)
- ❖ ID Photo Printer (ribbon and paper sold separately)

Using the IDW520 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.
- ❖ Reprint images in the image gallery.
- ❖ Export the digital files to a USB memory.

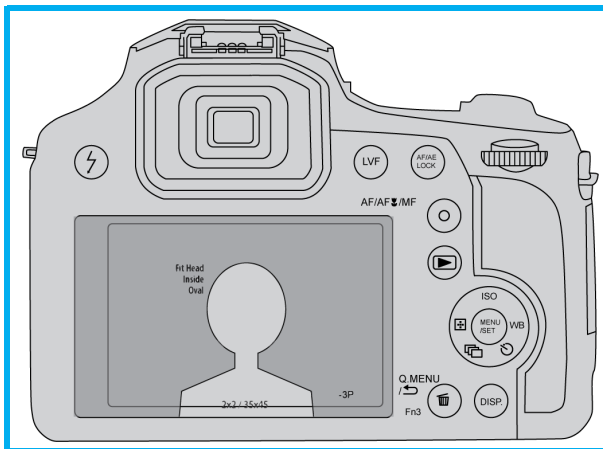
## IDW520 Console

The IDW520 console is the brains of the system. It communicates between the camera and the ID photo printer. The console receives the images transferred from the ID camera and formats them as passport/ID photos. Message prompts appear on the screen while the image is updated. The console also controls the DNP ID photo printer. It monitors and reports the printer status indications. Use this image to identify all of the necessary ports on the IDW520 console.




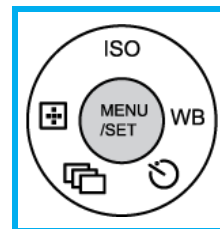
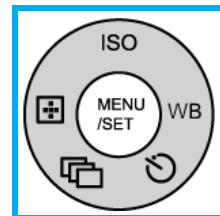
## Your Camera Controls

Use the diagram to identify the areas of your passport camera you will use with the IDW520 system. The camera comes set up for operation with your IDW520 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 IDW520 console for printing. The head positioning guide on the LCD viewer 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) are used to demonstrate moving within menus. The **MENU/SET** button is the button in the middle of the control wheel is used to select the highlighted option.
- ❖ **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 access the camera menu and to set or confirm sending an image to the I send images to the IDW520 console.



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# Installation

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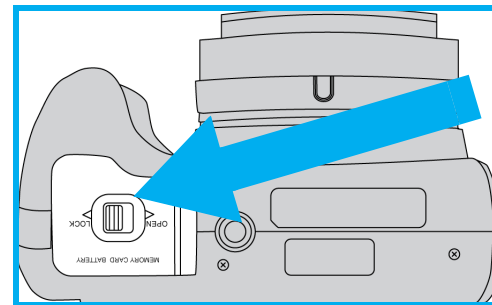
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## Preparing the Panasonic Camera

1. Unpack the camera.
2. The camera battery must be charged prior to use. Make sure the camera is OFF before charging.
3. Place the rechargeable battery in the battery compartment.
4. Locate the Toshiba FlashAir™ card that came in the console box.
5. Install the SD Wi-Fi card in the camera compartment, which is located in the camera base. Close the door.
6. Use the supplied charging cable and plug to charge the battery from a wall outlet. The charging port is located on the right side of the camera under the cover. When the red light appears on the top of the camera, the battery is charging. For more information, see the user documentation that came with your camera.
7. Connect the camera strap and lens lanyard to the camera.
8. Set the camera aside while the batteries charge so that you can set up the rest of your IDW520 system.
9. Once you have set up the other system components and the camera is fully charged, power the camera ON and it will be ready for use.



# Setting up the Printer

The 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.

## Connecting the Printer

### ATTENTION:

Save the original box and packaging material! You can store the printer in the box when its not in use. You can also use the box for transporting or shipping the printer.

1. **Unpack your printer.** Remove your new printer from the shipping box. Remove any packaging material (plastic, tape, etc.) from the printer.
2. Verify that you have the following components.
  - ❖ (1) QW410 printer
  - ❖ (1) Paper tray
  - ❖ (2) Paper spools
  - ❖ (2) Paper spool spacers
  - ❖ (1) Printer power cord
  - ❖ (1) USB Cable

### NOTE:

You also need a box of ID Photo printer media to use your new printer!

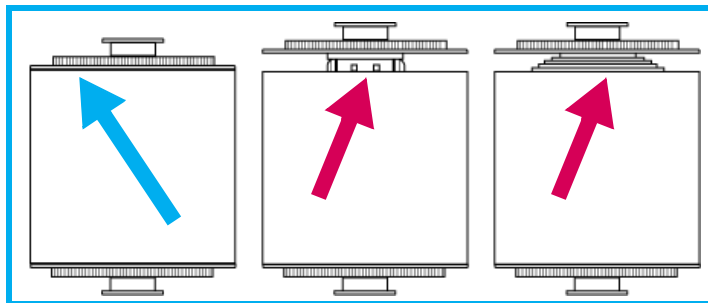
3. **Place your printer in the printing location.** Set your printer on a level, sturdy surface. Placing the printer on an unstable surface could cause the printer to fall, cause you injury, or damage the printer components during printing.

4. **Connect your printer.** Make sure your printer is powered OFF. Connect the power cord to the printer (**blue circle**) and plug it into a wall outlet. Connect a USB cable to the type-B USB port and to the computer (**yellow circle**). Power ON the printer and computer.



## Installing the Printer Paper

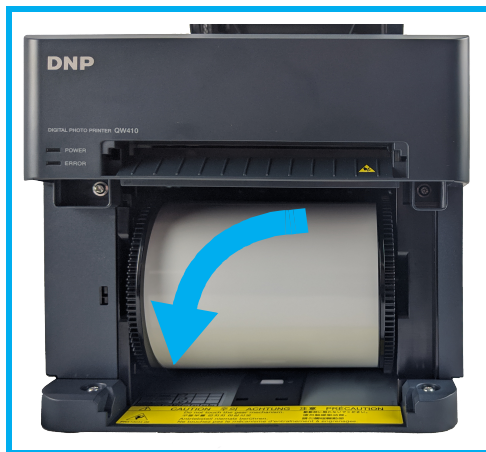
1. **Prep the new paper roll.** Open the printer media box and remove a roll of paper. Remove the plastic but do not remove the edge seal at this time. Check that the paper edges are flat and are not protruding from the center of the roll. Place the new paper roll on the paper spools. Be sure to press the spools against the paper roll to set the paper tightly against the spools. Also make sure that the paper spacers are removed before placing the roll on the spools.



2. **Mount the paper roll onto the paper spools.** Locate your new printer media and remove one paper roll and one ribbon. Make sure the paper roll is oriented so that the leading edge of the paper roll is coming over the top of the paper roll and directed towards the front and bottom of the paper roll.
3. **Set the paper in the printer.** Place the mounted paper roll into the printer paper compartment. Remove the seal on the paper.



4. **Feed the paper into the printer.** Feed the paper so that the paper comes over the top of the roll and into the bottom of the printer paper compartment. Continue feeding the paper until the printer beeps. The ERROR LED changes from flashing red and orange to flashing red.



5. **Replace the scrap bin.** Reset the scrap bin in the printer.

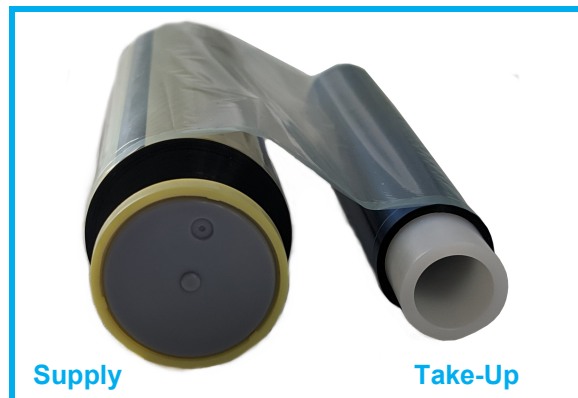
**NOTE:**

The POWER LED light turns green when the ribbon, paper, and scrap bin are properly installed. If the ERROR LED flashes red, make sure ribbon, paper, and scrap bin are properly seated.

6. **Replace the paper tray.** The paper tray can hold up to 20 prints. However, it is recommended that prints are removed from the tray at regular intervals to prevent jams.

## Replacing the Printer Ribbon

1. **Open the ribbon compartment.** Press the button on the top of the printer to open the ribbon compartment.
2. **Orient the Ribbon.** Orient the new ink ribbon so that the supply side (larger side with yellow spool end) is towards you, and the take-up spool (smaller side with white spool ends) is towards the back of the printer.



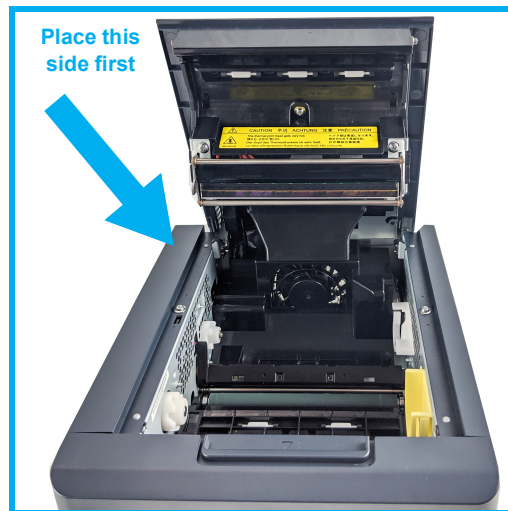
3. **Place the ribbon in the printer.** Place the left sides of the ribbons onto the printer flanges one at a time. Press the right sides of the ribbons into their holders until they click into place. Remove any slack from the ribbon by rotating the ribbon towards the supply side. Close the ribbon compartment.

**NOTE:** The yellow ribbon flange is inserted into the yellow holder.

4. **Wait for the blank prints.** With the printer turned ON, the printer will initialize and eject 3 blank sheets of paper. The Power / Ready light will remain lit. The printer is ready to print. If the error light remains lit, recheck that the paper and ribbon are loaded correctly.
5. **Install the paper tray.** The paper tray can hold up to 20 prints. However, it is recommended that prints are removed from the tray at regular intervals to prevent paper jams.

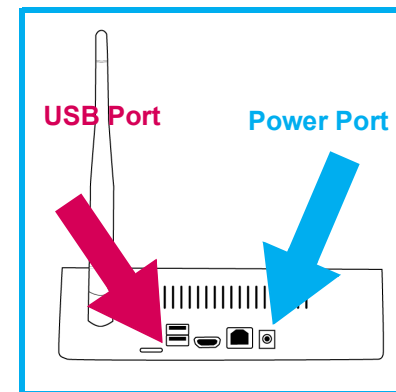
**NOTE:**

The POWER LED light turns green when the ribbon, paper, and scrap bin are properly installed. If the ERROR LED flashes red, make sure ribbon, paper, and scrap bin are properly seated.



## Setting Up the IDW520 Console

1. Unpack the console from the shipping box. Remove any protective plastic sheeting, packaging materials, or foam from the processor console.
2. If you haven't already done so, locate the SD Wi-Fi camera card in the console packaging. Set it aside for camera set up.
3. Plug the power cord into the IDW520A unit and into a wall outlet (see illustration to the right).
4. Plug the printer USB cable into the rear bottom port on the back.
5. Plug the power cord into the console power port and into a wall outlet. Do not power on the processor console at this time.



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# Using the IDW520 System

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# 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. **IDW520 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.

**NOTE:**

Be aware that if the date and time on the console are set prior to 2018, images will **NOT** be transferred/printed. For instructions on setting the date and time, see “System Section” on page 79.

3. **Camera** (when the IDW520 console beeps and displays a **CAMERA CONNECTED** 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 IDW520 console) or **MEDIA MISMATCH** (either no media or the wrong media is loaded in the printer.)

# Placing an Order

Start to finish, here's how to take a picture, transfer it to the system, and print the photo.

## Take a Passport Photo

### NOTE:

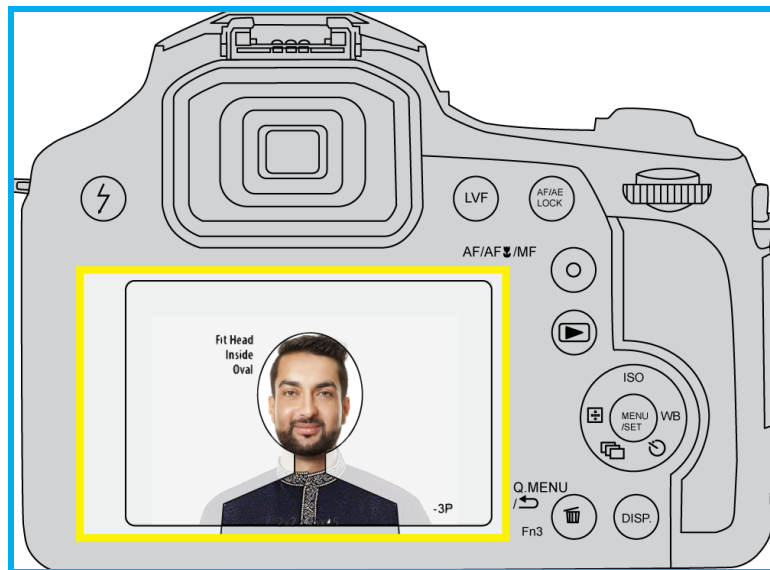
The IDW520 can also be used to take photos for visa, citizenship, other regional or custom IDs, and permanent residency documents, depending on the country you have selected on the dashboard.

1. If you haven't already, power ON your system in the following order: printer, IDW520 console, and then the camera. Watch the console screen for the **CAMERA CONNECTED** message. This message lets you know the system is ready for use.
2. Place the subject in front of a white or very light colored, plain background with no textures or patterns.
3. Have the person stand (or sit) close to the background to minimize shadows.
4. If possible, use photo lights to properly illuminate the subject and further reduce shadows. If necessary, use the camera flash to reduce shadows.
5. Stand 6 feet away from the subject. Hold the camera so that the camera lens is eye-level with the subject.
6. Center the subject's head using the head positioning guide on the LCD screen. The head should fit within the oval as much as possible without going outside of the line.

7. Align the top of the subject's head with the top edge of the oval. Use the zoom function to line up the subject's chin with the bottom edge of the oval.
8. Take the picture by pressing the shutter button. Pressing the shutter button slowly allows the camera to automatically focus on the subject.
9. Review the photo on the camera LCD. Verify that the subject's head fits within the face guides.

**NOTE:**

The ID Photo camera has a zoom memory function. This time-saving feature will automatically bring the zoom back to the same position when you turn it on for successive picture taking sessions.



## Transfer the Image

### NOTE:

For best results, send only one image at a time from the camera to the IDW520 console.

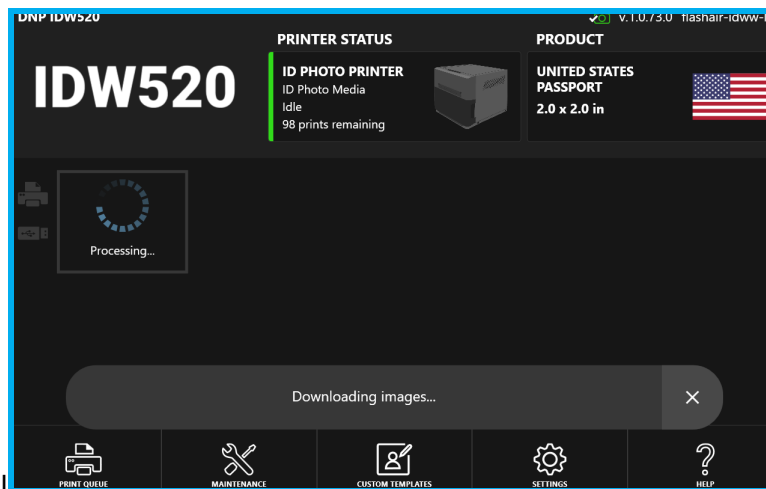
1. Once you've taken the passport photo press the **PLAYBACK** button to verify that the photo meets the ID photo requirements.
2. If you took multiple pictures, you can scroll to the best image.
3. For best results when transferring the image to the console, have your camera no more than 15 feet from your IDW520 console during the transfer process.
4. Once you have located the image you want to print, press the **Fn2** button on the top of the camera.
5. The print menu option appears. Check that the print quantity is set to **1** and press the **SET** button on the camera to transfer the image to the IDW520 console.
6. Immediately return the camera to shooting mode by pressing either the **SHUTTER** or the **PLAYBACK** button.

### ATTENTION:

Do not leave the camera in playback mode. Also note that if multiple images are transferred, the images take longer to process. While the image queue can hold up to 16 images, it is recommended that you delete the images at the end of each photo session. Images are deleted from the queue as new images are transferred.

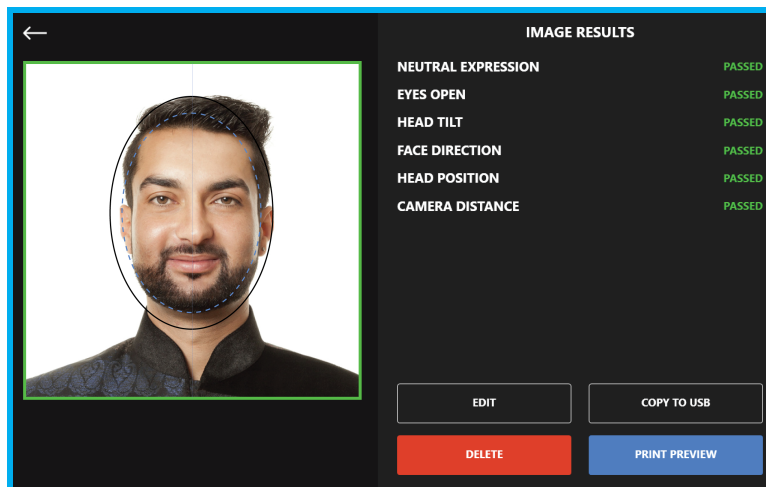
## Print the Image

1. The image begins to transfer and a DOWNLOADING IMAGES message appears on the console screen. You'll also see a box with *Processing Images* shown as the thumbnail is prepared. The thumbnail appears in the thumbnail section of the home screen.

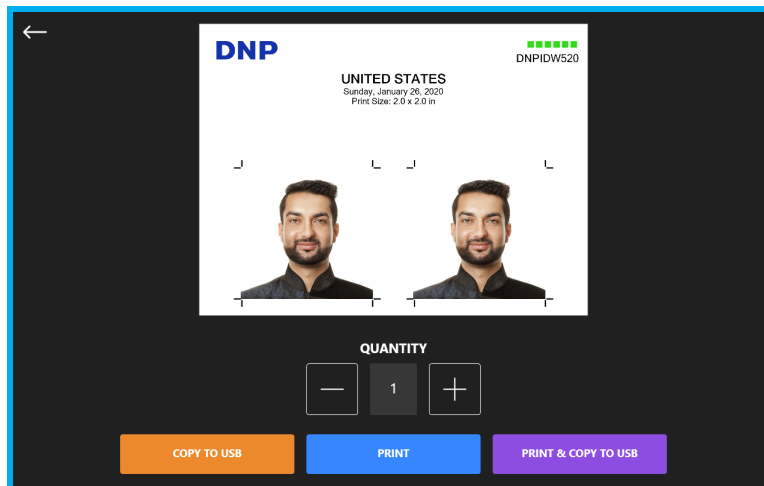


2. If the image has a green box around it, the image will likely meet the requirements for that template. If the image has a red box, it will not meet the requirements for that template.

3. Tap on the **image thumbnail** to open the image results screen. On the image review screen you can continue to print the image, delete it, edit it, or copy it to a USB drive.
4. If the image meets the requirements (you'll see a green box around the image), you can press the **Print Preview** button. If the image does not meet the printing requirements (red box), you can try to edit the image or simply delete and retake the image.



5. Press the **PRINT** button to print your image or press the **COPY TO USB** button to save your image to a USB drive. Press the **PRINT & COPY TO USB** button to do both. You can also increase the print quantity by pressing the **PRINT QUANTITY** buttons; the default is set to one (1) but you can print up to five (5) copies.

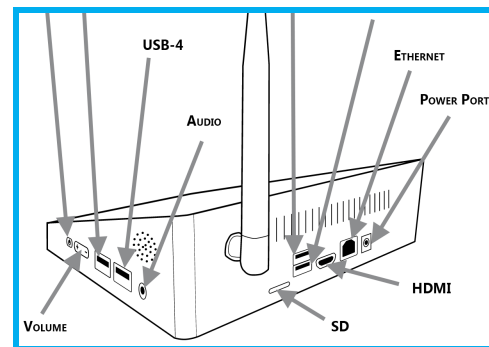


## Saving Images to a USB Drive

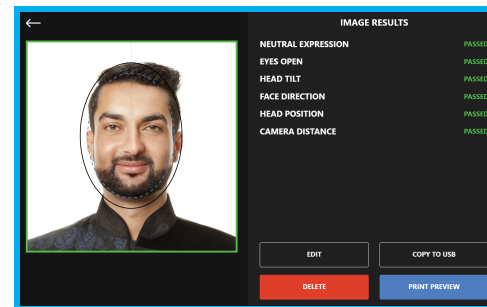
Once you have sent an image to the IDW520 console, you have the option of saving the image to a USB drive.

1. Insert a USB drive into the console USB-4 port. It is recommended to plug the USB drive into the USB-4 port.
2. Take and send your image to your console.
3. Tap on the image in the thumbnail queue to open the image results screen.
4. On the image results screen, press the **COPY TO USB** button.
5. When the confirmation message appears select **YES**.

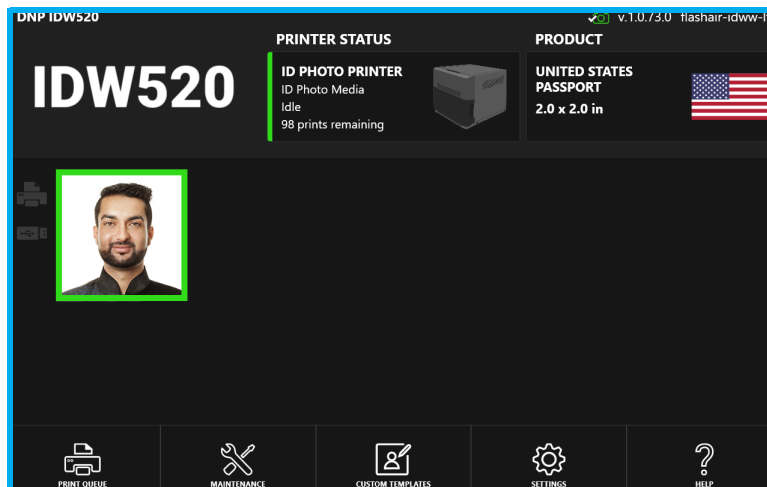
If you have not inserted a USB device already, your console gives you an **INSERT USB MEDIA** message. Do not remove the USB drive until you are instructed to do so later in this procedure.



6. A **USB MEDIA READY** message is shown just before the images are transferred to the USB media. Three images are saved to the USB drive – the original image that was taken on the camera, and the two copies of the edited image.
7. When the images have finished transferring to the USB drive, the console displays a **REMOVE USB MEDIA** message.



# About the ID Photo Dashboard

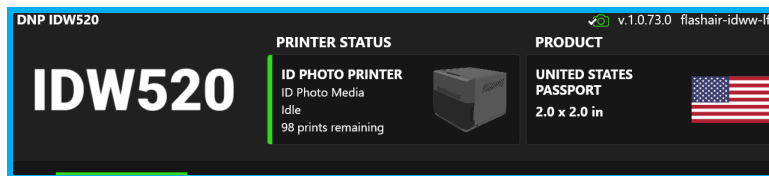


The IDW520 dashboard (or home screen) gives you an overview of your system health and operations and also displays any photos that have been taken during the current IDW520 work session. The screen can be divided into three sections: the health bar, the thumbnail section, and the systems operations bar.

## Understanding the Health Bar

Along the top of the screen you'll see the health bar that displays your printer icon, camera connection icon, software version, and current ID photo template.

It's a good idea to review the health bar before you use the system to make sure you're ready to process and print an order!



## Printer Icon

Your printer icon gives you an overview of your printer status. From this icon, you can see:

- ❖ The type of media loaded in the printer.
- ❖ The number of prints remaining on the media.
- ❖ The printer status (idle, waiting, printing, error).

The colored bar on the side of the printer icon gives you an idea of your printer status.

- ❖ Green: The printer is ready to print or currently printing.
- ❖ Yellow: You need to replace the printer media soon.
- ❖ Red: There is an issue with the printer that you must address before you can print.

## Camera Icon

The camera icon is either green (camera is connected and ready to use) or red (camera is not connected).

## Software Version

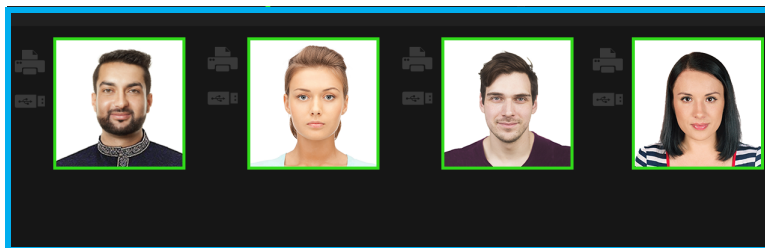
The software version is displayed next to the camera icon.

## ID Photo Template

The template that is loaded is displayed at the far right edge of the health bar. By clicking the icon, you can change the template. Some of your template choices are:

- ❖ Passport templates for various countries.
- ❖ Visa templates
- ❖ State or providence templates
- ❖ Resident templates
- ❖ Citizenship templates
- ❖ Custom templates

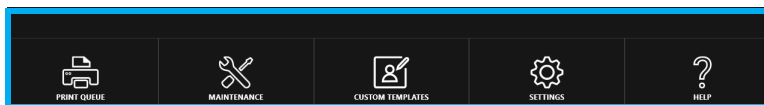
## Using the Thumbnail Queue



View images from your current work session in the thumbnail section. A colored box appears around each thumbnail. If the box is green, the image is ready to be reviewed and will probably be a good image for ID photos. If the box is yellow, there may be a minor issue with the photo, and you need to review the photo carefully before submitting it for printing. If the box is red, the image will probably not be accepted for ID photos. Beside each image are two icons - a USB and a Print icon. Once the order has been processed, the icon will highlight to show you which product was produced.

Tap on an image to open the preview screen. For more information on previewing and printing images, see “Placing an Order” on page 37.

## Using the Operations Bar



At the bottom of the dashboard, the Operations bar allows you to perform various software, maintenance, and print functions as well as view the help information.

Use the operations bar to access:

- ❖ **Print Queue:** View the completed and pending photos for the current work session. You can also see if any images failed to print. For more information “Printer Queue” on page 63.
- ❖ **Maintenance:** Access your maintenance tasks such as installing updates, activating technical support control, clearing the image queue and restarting the console. See “About the Maintenance Screen” on page 80,
- ❖ **Custom Templates:** View and select the currently loaded custom templates for printing.
- ❖ **Settings:** Change software settings such as language, time, date, etc. in this section. See “About Administrative Actions” on page 72.
- ❖ **Help:** Access helpful documents such as your up and running guide and user guide. You can also view videos about common functions.

## Editing Images

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

**ATTENTION:**

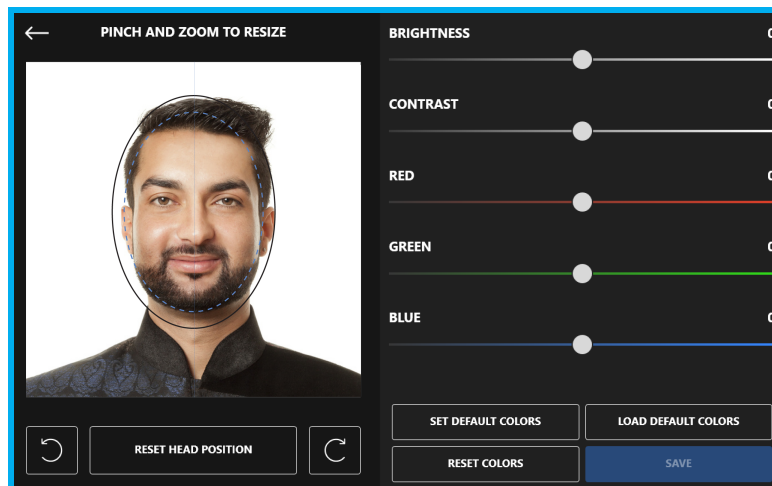
Only edit images if it is absolutely necessary. For optimum system operation, capture the best image possible with the camera rather than edit the image. Proper subject lighting is the key element to achieve good results.

1. On the image results screen, press the **EDIT** button.

**ATTENTION:**

**IMPORTANT NOTE ON EDIT CONTROLS:**

The color adjustments made on this edit screen are only for the current photo. To make a change that is applied to all photos, use the **SET DEFAULT COLORS** button to save your changes and apply them to future images automatically. This applies to 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.



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.
  - ❖ **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.
  - ❖ **Rotation:** You can make small rotation changes to the image using the left and right rotate buttons below the image. Press the **RESET HEAD POSITION** button to remove all rotation changes.

**NOTE:**

To save the changes you have made to the color settings for use with all subsequent photos, press the **SET DEFAULT COLORS** button. To remove all color corrections you have made (including default settings) to this image, press the **RESET COLORS** button. To reload a previously set default color setting, press the **LOAD DEFAULT COLORS** button.

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 smart phone) 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.
5. When you have finished editing the image, press **SAVE** button to return to the image results screen.

## Reprinting an Image

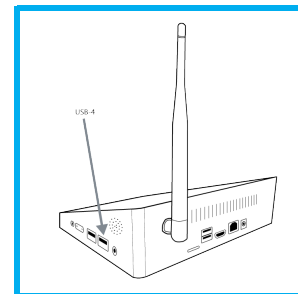
Select one of the images from the image gallery on the console main screen. Just touch the image you want to reprint and then follow the steps in the previous sections to edit or print the image.

When the image no longer appears in the image gallery, the images have been purged from the console image cache. Simply resend the image from the camera by following the steps in “Transfer the Image” on page 39.

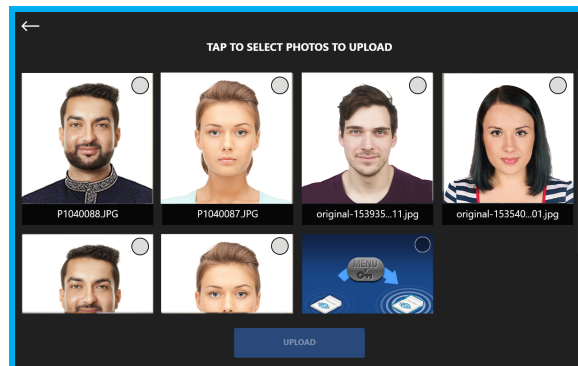
## Printing via the USB port

Using the USB-4 port, you can transfer images for printing -- either connect your camera via USB cable, or use a USB drive.

1. Make sure the IDW520 is working and that the main dashboard is displayed. If you are transferring images from the camera via USB cable, make sure the camera is powered ON.
2. Plug the USB drive or USB cable into the port on the side of the camera and into the USB-4 port on the side of the console.



3. Once plugged in, the last images are displayed on the screen.

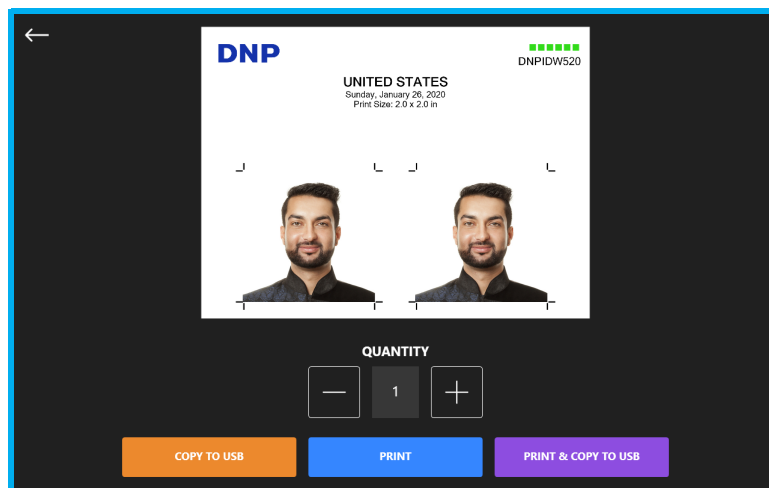


4. Select your images and continue printing as you normally would.

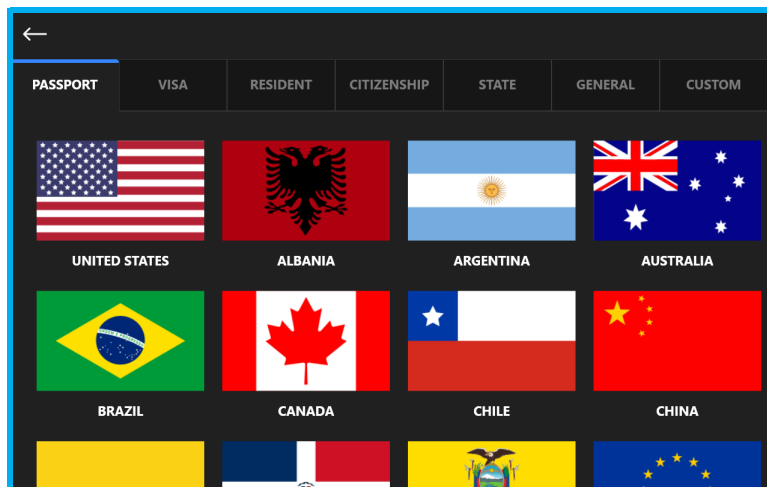
# Image Processing

On the image, you notice a series of six (6) colored squares in the upper left corner. Each box refers to one of the imaging processing requirements each image must pass. If a particular requirement was met, the corresponding box appears Green. If a requirement was not met, the corresponding box appears Yellow. The processing requirements are as follows:

- ❖ Neutral Expression
- ❖ Eyes Open
- ❖ Head Tilt
- ❖ Face Direction
- ❖ Head Position
- ❖ Camera Distance




## Changing the ID Photo Template



1. From the dashboard (or home screen), tap the **template icon** on the top right side of the screen.
2. When the template selection section opens, use the tabs at the top of the screen to select the **type of template**.
3. Select the template from the listed options.
4. You're returned to the dashboard and the new template icon is displayed. Any images transferred to the IDW520 console will now be cropped according to the new template parameters.

## Deleting an Image from the Panasonic 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.

**ATTENTION:**

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 “SD Card Utility” on page 84 if the SD card becomes damaged or formatted.

## Deleting all Images on the Panasonic 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 **SET** button.
4. You can also select the **Delete Multiple** or **Delete Single** options.

## Using the Panasonic Camera Flash

The flash is automatically enabled at the factory. 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. Press the **FLASH** button on the back of the camera to open the flash hood and use it.

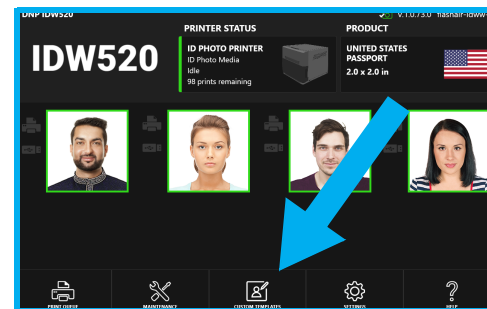
**NOTE:**

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. You can make this change by pressing the **BACK (Q.Menu)** button and scrolling to the desired option.

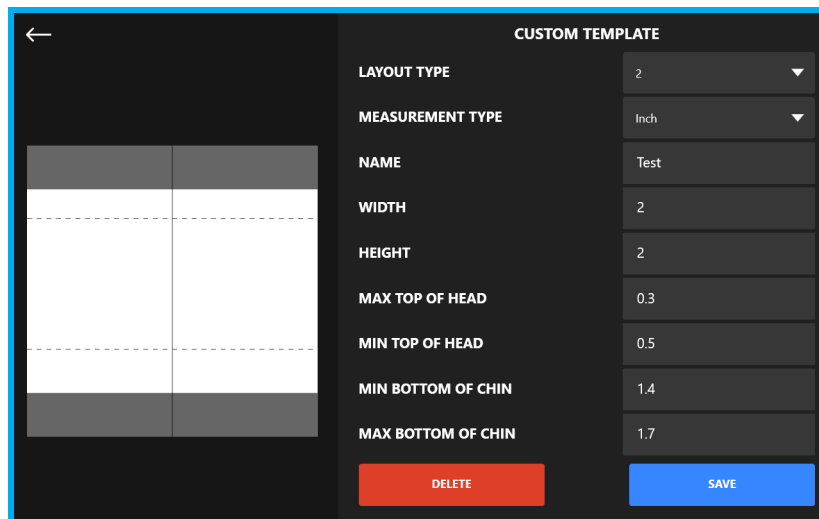
## Adding a Custom Template

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!

1. From the main screen on your console, touch the **CUSTOM TEMPLATE** button.



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



←

**CUSTOM TEMPLATE**

|                    |      |
|--------------------|------|
| LAYOUT TYPE        | 2    |
| MEASUREMENT TYPE   | Inch |
| NAME               | Test |
| WIDTH              | 2    |
| HEIGHT             | 2    |
| MAX TOP OF HEAD    | 0.3  |
| MIN TOP OF HEAD    | 0.5  |
| MIN BOTTOM OF CHIN | 1.4  |
| MAX BOTTOM OF CHIN | 1.7  |

DELETE SAVE

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

3. Select the **Measurement Type**. This can be set to **millimeters** or **inches**.
4. Type the **Name** of your template.
5. Set the **Width** and **Height** of the final printed image.

6. Enter the max/minimum head and chin entries. The maximum and minimum values create the range of allowed tolerances for the head in the template. All measurements are taken from the top edge of the image.
  - ❖ **Max top of head:** The maximum distance (or height) from the top edge of the template to the top of the subject's head (e.g. .25").
  - ❖ **Min top of head:** The minimum distance (or height) from the top edge of the template to the top of the subject's head (i.e. .5").
  - ❖ **Min bottom of chin:** The minimum distance from the top of the template to the bottom edge of the chin (i.e. 1.5").
  - ❖ **Max bottom of chin:** The maximum distance from the top edge of the template to the bottom edge of the chin (i.e. 1.75").
7. Press the **SAVE** button to save your new template.

**NOTE:**

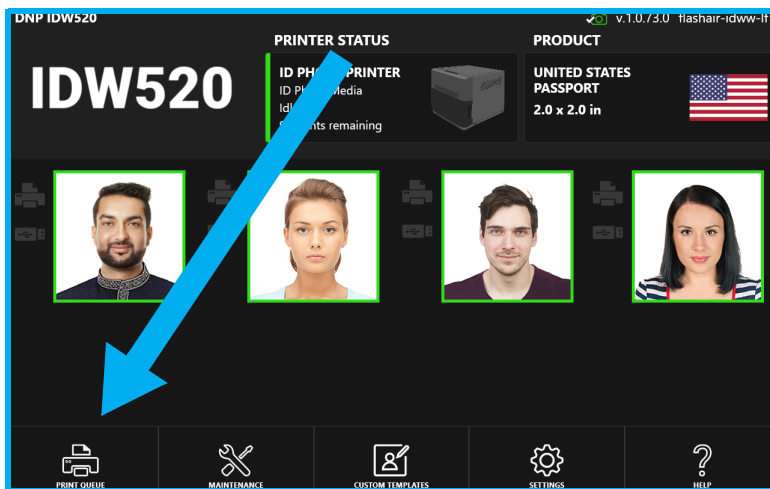
You can access your custom templates via the products Custom tab.

# Printer Queue

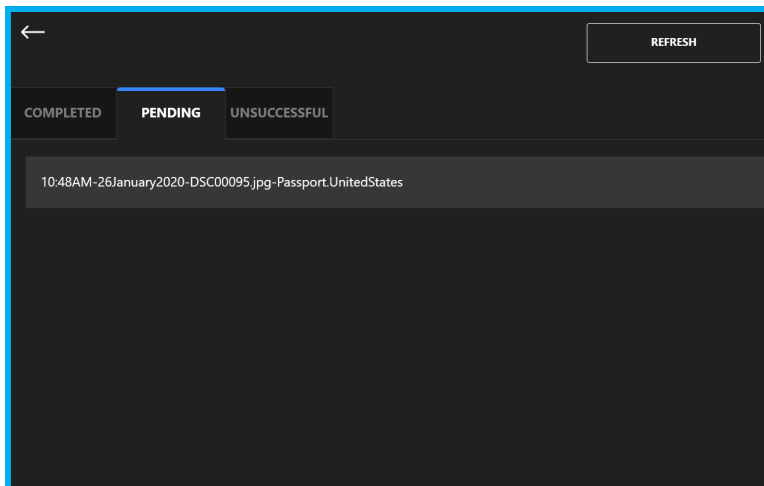
You can check the status of the images you have sent to your printer. The **Print Queues** screen displays the images you have sent to your printer via the IDW520 console; this screen logs whether a sent image:

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

1. From your console main screen, press the **PRINT QUEUE** 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: **Completed**; **Pending**; **Unsuccessful**.



3. Return to the IDW520 main screen by pressing the **return arrow (top left corner)**.

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# About your ID Photo Printer

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## In this Chapter

Getting to know your Printer ..... 66

Setting up the Printer ..... 67

Replacing the Printer Paper ..... 67

Replacing the Printer Ribbon ..... 69

# Getting to know your Printer

**Ultra Compact and Lightweight.** Weighing in at less than 13 lbs, it is now easier for anyone to carry this printer from event-to-event. Its small size allows you to carry it in standard shoulder bags.

**Innovative Print Sizes.** The QW410 4.5" print head and superior electronics and mechanisms allow for many print sizes for more fun and enjoyment for your customers. The QHD 4.5x8" Pano Print media allows for a unique print size, without the need for cropping for 16:9 high definition aspect ratio shots, for example. It can also print many other sizes and aspect ratios to give you options that can make your event unique and fun... like 2"x4", 3"x4", 4"x4", 4"x4.5", among others.

**Supports External Battery.** This printer has big energy savings... it uses 35% less energy and allows for battery-powered operation that can operate an entire event!

**Wireless Ready.** With DNP supplied wireless options, the ID Photo printer is compatible with the mobile and wireless world, supporting MacOS, iOS, and most other Wi-Fi operating environments.

**DNP Quality.** The QW410 may be small, but it delivers big on DNP photo quality color prints, the quality you have come to expect from DNP.

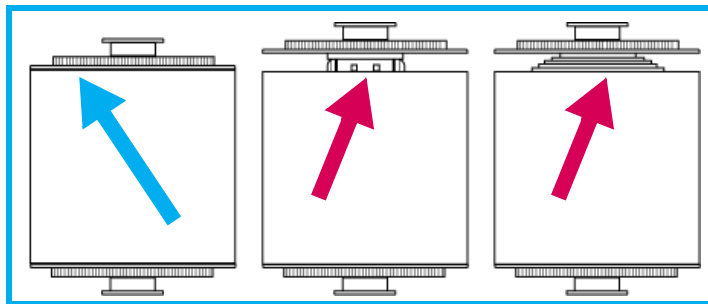


## Setting up the Printer

The 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.

### Replacing the Printer Paper

1. **Remove the old paper (if necessary).** Remove the paper spools from the paper compartment. Remove the old paper from the spools and throw it away.
2. **Prep the new paper roll.** Open the printer media box and remove a roll of paper. Remove the plastic but do not remove the edge seal at this time. Check that the paper edges are flat and are not protruding from the center of the roll. Place the new paper roll on the paper spools. Be sure to press the spools against the paper roll to set the paper tightly against the spools. Also make sure that the paper spacers are removed before placing the roll on the spools.



3. **Orient the paper roll.** Make sure the paper roll is oriented so that the leading edge of the paper is coming over the top of the paper roll and directed towards the bottom of the paper roll.
4. **Set the new paper roll in the printer.** Place the spool and new paper roll in the printer paper compartment. Remove the seal on the paper. Advance the paper so that the paper from the top to the bottom of the roll and into the printer paper compartment. Continue feeding the paper until the printer beeps. The ERROR LED changes from flashing red and orange to flashing red.
5. **Replace the scrap bin.** Reset the scrap bin in the printer.

**NOTE:**

The POWER LED light turns green when the ribbon, paper, and scrap bin are properly installed. If the ERROR LED flashes red, make sure ribbon, paper, and scrap bin are properly seated.

6. **Replace the paper tray.** The paper tray can hold up to 20 prints. However, it is recommended that prints are removed from the tray at regular intervals to prevent jams.



## Replacing the Printer Ribbon

1. Press the button on the top of the printer to open the ribbon compartment.
2. If an existing ribbon is in place, remove the ribbon and discard it.
3. **Orient the Ribbon.** Orient the new ink ribbon so that the supply side (larger side with yellow spool end) is towards you, and the take-up spool (smaller side with white spool ends) is towards the back of the printer.
4. **Place the ribbon in the printer.** Place the left sides of the ribbons onto the printer flanges one at a time. Press the right sides of the ribbons into their holders until they click into place. Remove any slack from the ribbon by rotating the ribbon towards the supply side. Close the ribbon compartment.

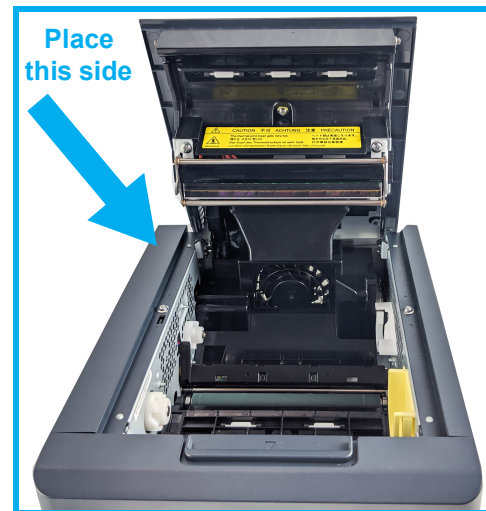
**NOTE:** The yellow ribbon flange is inserted into the yellow holder.



5. **Wait for the blank prints.** With the printer turned ON, the printer will initialize and eject 3 blank sheets of paper. The Power / Ready light will remain lit. The printer is ready to print. If the error light remains lit, recheck that the paper and ribbon are loaded correctly.
6. **Install the paper tray.** The paper tray can hold up to 20 prints. However, it is recommended that prints are removed from the tray at regular intervals to prevent paper jams.

**NOTE:**

The POWER LED light turns green when the ribbon, paper, and scrap bin are properly installed. If the ERROR LED flashes red, make sure ribbon, paper, and scrap bin are properly seated.



# Administrative Actions

The IDW520 system software has two administrative sections: the Maintenance section and the Settings section. Use the following information to access and use each section as needed.

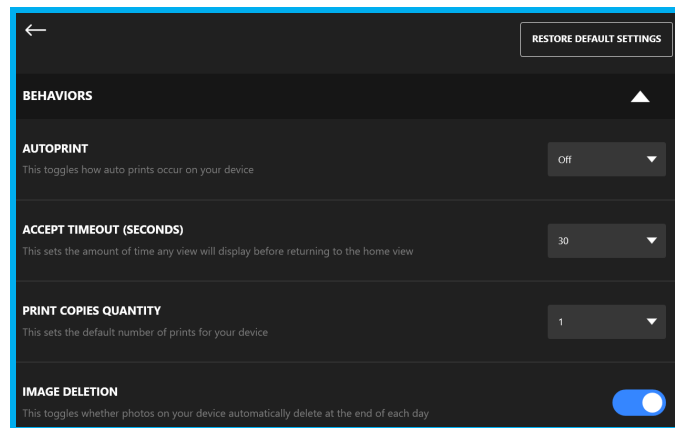
## In this Chapter

|  |    |                                 |    |
|--|----|---------------------------------|----|
| About Administrative Actions . . . . .   | 72 | Repairing the SD Card . . . . . | 86 |
| Behaviors Section . . . . .              | 74 | Install Local Updates . . . . . | 87 |
| Imaging Section . . . . .                | 76 | Quick Support . . . . .         | 88 |
| Print Section . . . . .                  | 77 | Clear Images Queue . . . . .    | 89 |
| ICAO Compliance Certification . . . . .  | 77 | Restart Device . . . . .        | 90 |
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| SD Card Utility . . . . .                | 84 |                                 |    |
| Setting the SSID Number . . . . .        | 85 |                                 |    |

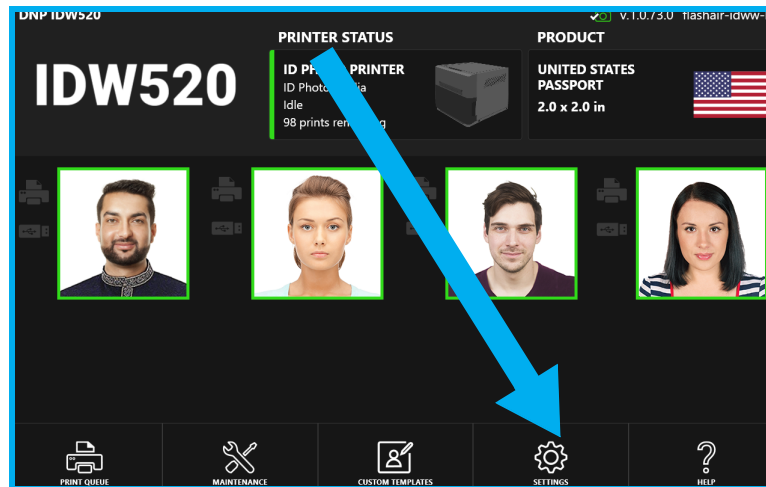
# About Administrative Actions

Your IDW520 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.

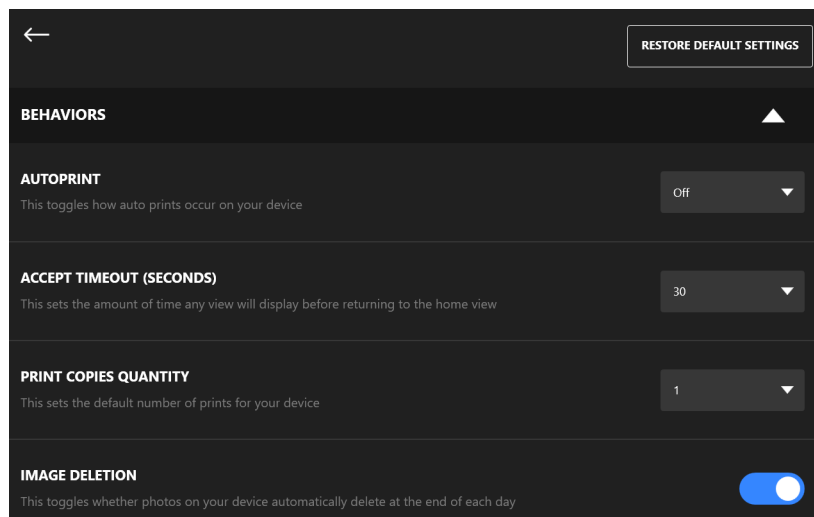


1. To access the settings screen, press the **SETTINGS** button on the bottom of your IDW520 console.



2. The **IDW520 Configuration** screen is displayed. The **IDW520 Configuration** screen is broken up into the following sections: **Behaviors**, **Imaging**, **Print**, and **System**.

## Behaviors Section

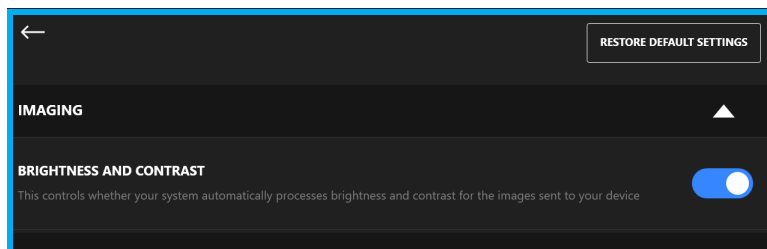


The **System Behaviors** section controls the way the system works to streamline some aspects of the photo printing process. You can configure the following items:

- ❖ **AUTOPRINT:** Automatically prints images that are boxed in green or yellow.
  - ◆ **OFF** - no images are automatically printed.
  - ◆ **ON** - green and yellow images are auto-printed.
- ◆ **ACCEPT TIMEOUT (SECONDS):** The amount of time in seconds before you are returned to the main screen.

- ◆ **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.
- ◆ **DISPLAY PROCESSING RESULTS:** If this option is set to ON (by default), the system will display the processing results on the image results screen and on the final print.

## Imaging Section



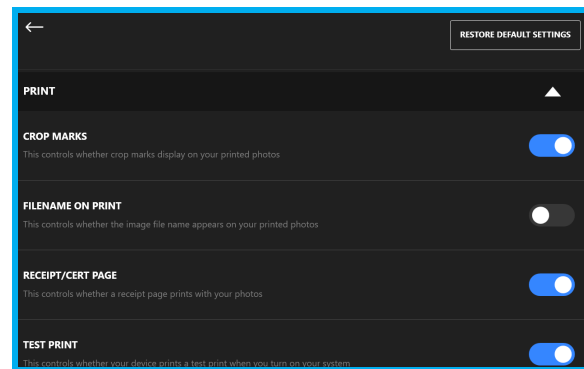
The **Imaging** section settings will tune the way the system first processes the incoming images from the camera. You can configure the following items:

- ❖ **BRIGHTNESS AND CONTRAST:** If set to ON, automatically adjusts the image's brightness and contrast to provide the best results possible.

## 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.
- ❖ **FILENAME ON PRINT:** Enables/disables displaying the image file name assigned by the camera on the final print.
- ❖ **RECEIPT/CERT PAGE:** Enables/disables printing a receipt.
- ❖ **TEST PRINT:** Enables/disables printing the Compliance Certification page/receipt for International Civil Aviation Organization (ICAO.)
- ❖ **BARCODE:** Allows for a barcode to be displayed on the final print.
- ❖ **LOW MEDIA THRESHOLD:** Sets the warning signal for low media. Select a number from the drop-down list for when you want your system to display a low media message.



## ICAO Compliance Certification

The IDW520 system can print out an ICAO Compliance Receipt Page in addition to the desired ID photo image. This option can be enabled on the **IDW520 Settings** screen. The Certification Page contains the image processing test results of the images sent to the printer, the country template selection used for the image, and the date.

## ID Types

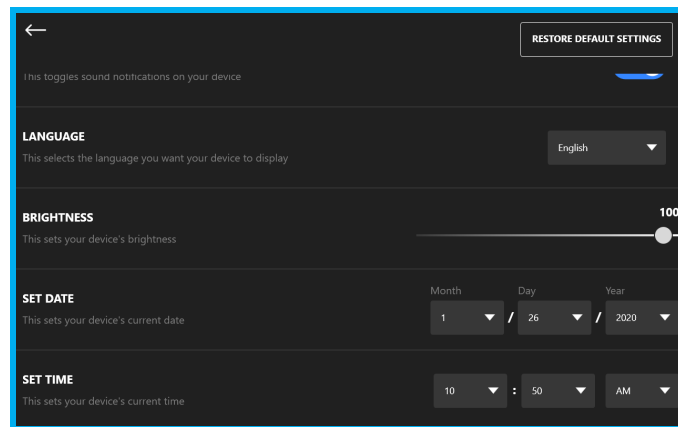
The ID template groups in IDW520 the **ID Types** can be turned on or off as needed. The following categories are offered:

- ❖ Visa
- ❖ Resident
- ❖ Citizenship
- ❖ State
- ❖ General
- ❖ Custom

## System Section

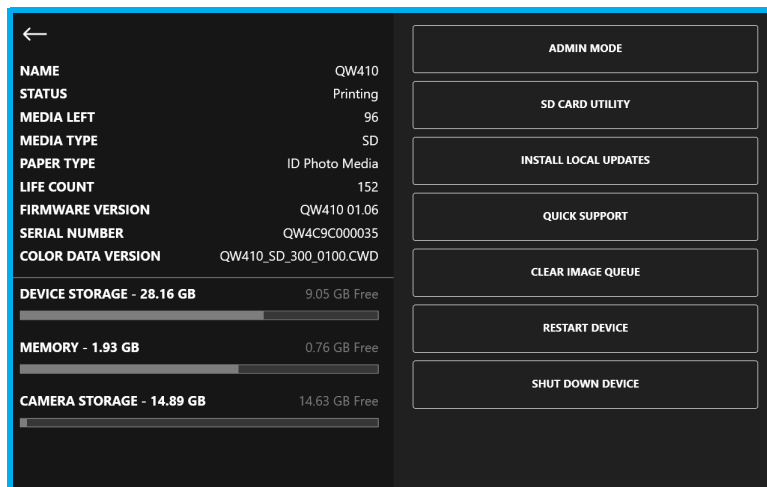
Under the **System** section of this page, you can configure the following items:

- ❖ **SOUND:** Enables/disables sound.
- ❖ **LANGUAGE:** Select the language to be displayed on your console.
- ❖ **BRIGHTNESS:** Allows you to adjust the brightness of the console display.
- ❖ **SET DATE:** Sets the date.
- ❖ **SET TIME:** Sets the system time.



## About the Maintenance Screen

Use this screen to access, view, and perform common maintenance tasks.



## Maintenance Screen Information

The following information tells you about your system and can be used to troubleshoot issues as needed.

- ❖ **Name:** Lists the printer type
- ❖ **Status:** States the printer status
- ❖ **Media Left:** Lists the amount of prints left before the system runs out of paper
- ❖ **Media Type:** The type of printer media that is loaded
- ❖ **Paper Type:** Lists the paper type loaded
- ❖ **Life Count:** The amount of prints the printer has made over its lifetime
- ❖ **Firmware Version:** Currently loaded firmware version
- ❖ **Serial Number:** Serial number for the printer
- ❖ **Color Data Version:** ICC profile information
- ❖ **Device Storage:** How much storage space is used/left on the device
- ❖ **Memory:** How much memory is used/left on the camera

## Admin Mode

### ATTENTION:

Using Admin mode should only be done with the guidance of DNP technical support.

Once you've entered the admin password, you can access the Launchpad program that controls access to the system desktop.

1. Press the **Maintenance** icon to open the maintenance screen.
2. Select **Admin Mode**. Enter the passcode.
3. When the options appear, you can either:
  - ❖ **Check for Remote Updates**: Automatically searches for updates to the system software. Requires an internet connection.
  - ❖ **Go to Desktop**: Opens Launchpad.

## Using LaunchPad

LaunchPad controls access to your system desktop. This keeps your IDW520 console safe from unauthorized access.

**NOTE:**

If you see the LaunchPad app on your screen, that means that the IDW520 software isn't running.  
Either restart the IDW520 application from LaunchPad or restart the console.

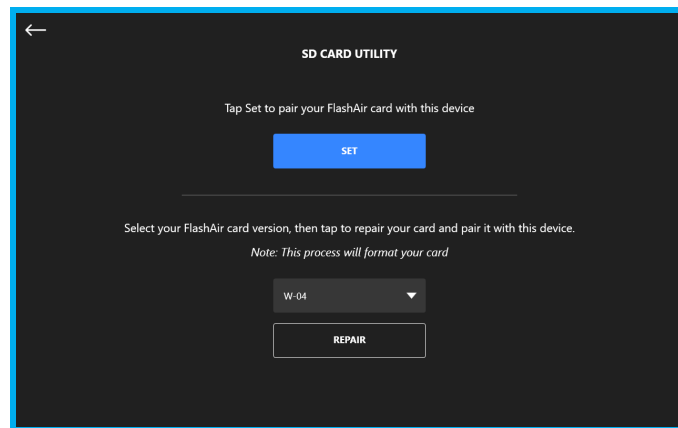
1. Press the **Maintenance** icon to open the maintenance screen.
2. Select **Admin Mode**.
3. Select **Go to Desktop** to open Launchpad.
4. From the LaunchPad screen, you can:
  - ❖ Restart the applications.
  - ❖ Restart the computer
  - ❖ Shutdown the computer
  - ❖ Access a advanced actions such as the system desktop and other administrative functions.

**ATTENTION:**

Before accessing advanced actions, it is a good idea to speak with Technical Support for further direction.

## SD Card Utility

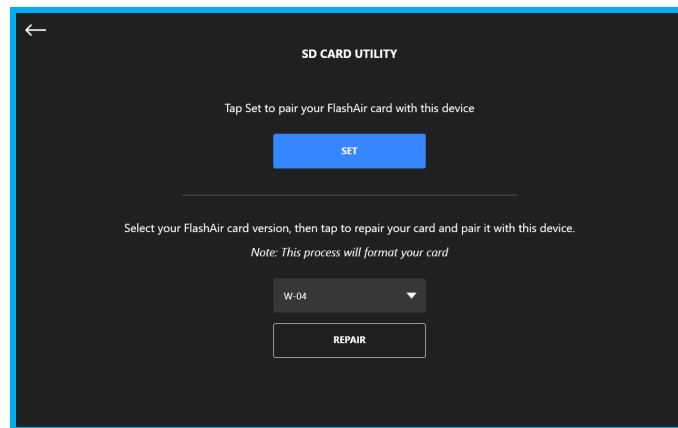
The SD Recovery Utility can be used to correct problems with your SD Wi-Fi card or to setup replacement card for the IDW520 system. The utility has two main functions – to *REPAIR* or clean and reload the SD Wi-Fi card with the necessary files for use with the IDW520 system and to *SET* the SSID to match or pair your SD Wi-Fi card your IDW520 console.



## Setting the SSID Number

The IDW520 SD Wi-Fi card must be paired to the IDW520 console. If you have received a replacement card or are instructed to reset the SSID on your existing card by a support technician, use the following procedure to do so. Setting or resetting a card allows you to change the network label of the card to coincide with the IDW520 console. The IDW520 SSID name can be found on the main display in the upper right corner of the LCD and on the POST printout. The name must match exactly.

1. Insert the card into the SD card adapter and into the console.
2. Press the **Maintenance** icon to open the maintenance screen.
3. Select **SD Recovery Utility**.
4. Press the **Set** button.
5. Your card's SSID number is now set to work with your IDW520 system.
6. If setting the SSID number doesn't work unplug the SD card adapter, replug it, and try the procedure again.



## Repairing the SD Card

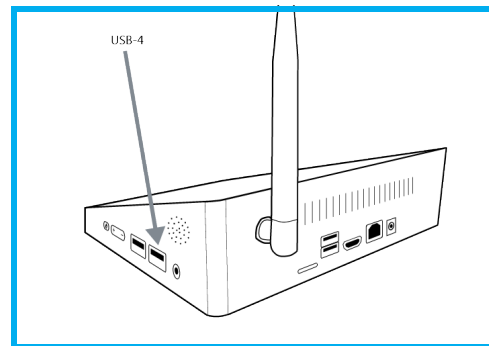
You can repair, or reformat, your SD card if the data has been corrupted or you've added a new card to your inventory. If you use the repair option, any data that is stored on the card will be erased.

1. Press the **Maintenance** icon to open the maintenance screen.
2. Select **SD Recovery Utility**.
3. Select the SD card **W-0X version** from the drop-down list. The W-0X version is usually stated on the front of the card.
4. Press the **Repair** button.
5. If repairing the card doesn't work, unplug the SD card adapter, replug it, and try the procedure again.

## Install Local Updates

If you're given a USB drive with an update file, use this option to install the update onto the system.

1. Press the **Maintenance** icon to open the maintenance screen.
2. insert the USB drive with the update file into the **USB-4 port** on the side of the console.
3. Tap the **Install Local Updates** icon.
4. Follow any on-screen prompts to complete the update.



## Quick Support

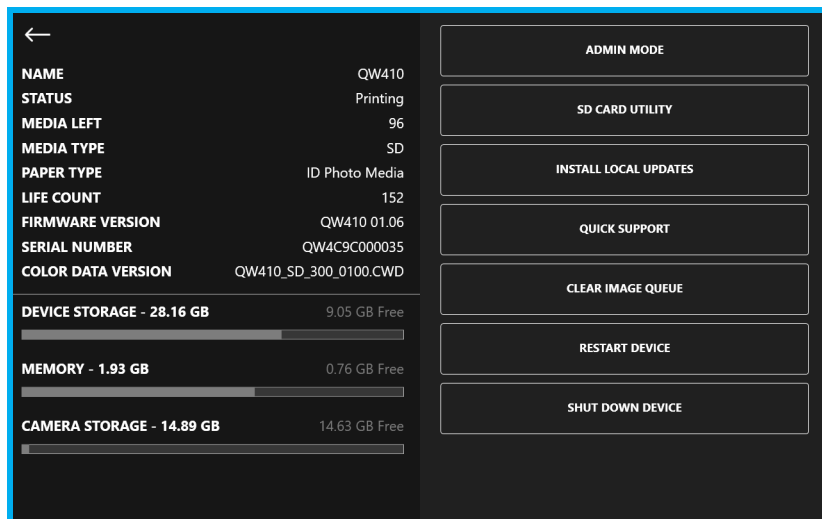
Sometimes when troubleshooting issues, it is helpful to have technical support access your system to make changes. Use this option when instructed to do so by a Technical Support Agent.

1. Press the **Maintenance** icon to open the maintenance screen.
2. Select the **Quick Support** button. It can take up to thirty (30) seconds for the software to connect.
3. Follow any prompts or instructions that are given to you by the technical support agent to complete the sign on process.

## Clear Images Queue

You can remove the images that are displayed in the image gallery of your console.

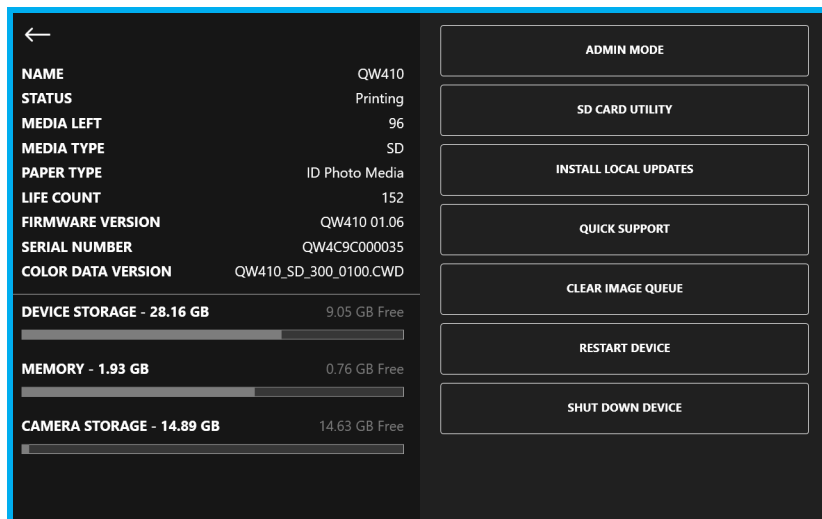
1. From the dashboard, press the **MAINTENANCE** icon at the bottom of the screen.
2. Tap the **CLEAR IMAGE QUEUE** button.
3. You're asked if you're sure you want to delete the images. Press **YES** to continue or **NO** to cancel.
4. Any images that were on your console have now been removed from the image gallery.
5. Press the **return arrow** (top right corner) to return to the IDW520 home screen.
6. When the images are removed from the Image Gallery, they can be resent from the camera as needed. The Image Gallery will automatically be cleared overnight when the IDW520 system is left running. There is a configuration control to enable/disable this function.
7. If you want to delete only one or two images, see "Using the Thumbnail Queue" on page 48.



## Restart Device

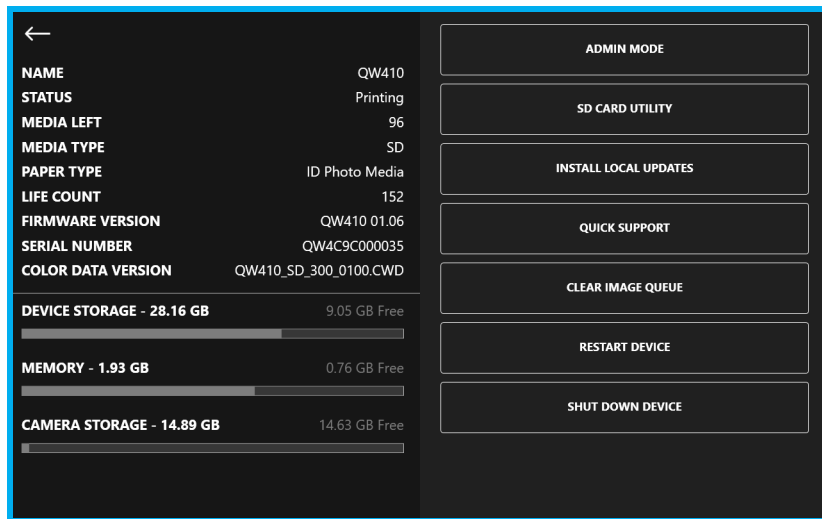
You can remove the images that are displayed in the image gallery of your console.

1. From the dashboard, press the **MAINTENANCE** icon at the bottom of the screen.
2. Tap the **RESTART DEVICE** button.
3. You're asked if your sure you want to restart the device. Press **YES** to continue or **NO** to cancel.



## Shutdown Device

1. From the dashboard, press the **MAINTENANCE** icon at the bottom of the screen.
2. Tap the **SHUTDOWN DEVICE** button.
3. You're asked if your sure you want to restart the device. Press **YES** to continue or **NO** to cancel.





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# Troubleshooting

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MOTION PICTURE ..... 97

CUSTOM Menu ..... 97

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PLAYBACK MODE ..... 98

SETUP Menu ..... 98

BEEP: ..... 98

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# General Troubleshooting Steps

If you experience any issues with your system use the steps below to troubleshoot the issue. To find out the version of software running on your system, look in the upper right corner of the dashboard.

1. Did the IDW520 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**. If the printer has only green lights, continue with step 3. If the printer state is anything besides idle (green lights), check the printer for error conditions and check that the media is properly loaded. Continue with step 2.
2. Power cycle the IDW520 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 IDW520 console, touch the **GEAR** icon. From the menu, press the **SHUTDOWN IDW520** button. Only as a last resort, if the shutdown option does not work, press the POWER button on the right side of the unit, and when the menu appears, select **Reboot** from the menu. A test print should print after the unit completes the restart.
3. Check the IDW520 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, check for and clear any issues then power cycle the printer and the console to continue.
4. Verify that the camera has at least half battery power available.
5. If the camera has less than half of the battery power remaining, recharge the camera batteries.
6. Make sure you are standing within 10 feet of the IDW520 console when transferring the image.
7. If you are in an environment with a large amount of wireless traffic, try standing closer to the unit.

8. Look for the **CAMERA FOUND** message on the console screen. Verify that the camera icon in the top right corner is green.
9. If there is no message, power cycle the camera and wait to see if the system discovers it.
10. If you are still experiencing issues with your system, contact DNP IAM technical support at 855-367-7604.

# Panasonic Camera Settings

Please verify that your camera's settings match the ones listed in this section.

## ATTENTION:

The Wi-Fi SD card is unique to your camera and console system and is paired as a set. Do not use other cards or reformat the card you received with your system. For information on setting up or repairing your SD card, see "SD Card Utility" on page 84.

If you need to return your camera to the IDW520 system default settings, use the following information. Be careful to change only the settings you see here unless you are instructed to do so by a technical support technician.

## ATTENTION:

The settings in this section only apply to the Panasonic FZ80 Camera. Using the following settings optimizes your camera for use with the IDW520 system.

Many of the menu sections have multiple pages of options. Use the **Control Wheel** scroll through the options.

Press the **MENU** button.

From the tabs on the left side of the LCD screen, select the **MENU** section. Make the following changes under the specified sections.

## RECORD Menu

- ❖ Aspect Ratio (menu pg. 1): 4:3
- ❖ Picture Size (1): S.4.5.M
- ❖ Meter Mode (2): CENTER
- ❖ Burst Rate (2): L
- ❖ Shutter Type (5): AUTO
- ❖ ISO Increments (6): 1/3 EV

## MOTION PICTURE

- ❖ Record Format (menu pg. 1): AVCHD

## CUSTOM Menu

- ❖ Focus Release Priority (menu pg. 3): FOCUS
- ❖ MF Assist (3): OFF
- ❖ MF Guide (4): OFF
- ❖ Peaking (4): OFF
- ❖ Center Marker (4): ON
- ❖ Expo.meter (5): OFF
- ❖ Auto Review (7): HOLD
- ❖ Fn Button Set (7): See "FN BUTTON SETTINGS (5)"
- ❖ Lens Position Resume (7): ON
- ❖ Video Button (8): OFF
- ❖ Touch Setting (8): OFF

## FN BUTTONS (Custom Menu)

Find the **Custom** button settings on page 7 of the Custom menu. The Fn (Function) buttons on your camera can be set to custom options and those option can be different depending on if you're in RECORD or PLAYBACK mode. Below are the required settings for each mode.

### RECORD MODE:

- ❖ Fn1: FLASH MODE
- ❖ Fn2: GUIDE LINE
- ❖ Fn4: PREVIEW
- ❖ Fn6: SILENT MODE

### PLAYBACK MODE

- ❖ Fn1 PRINTER ICON
- ❖ Fn2: PRINTER ICON

## SETUP Menu

### BEEP:

- ❖ Beep Vol (menu pg. 2): LOUD
- ❖ Shutter Vol (2): LOUD
- ❖ Shutter Tone (2): #2

### ECONOMY

- ❖ Sleep Mode (menu pg. 3): 2 minutes
- ❖ Sleep Mode WIFI (3): ON
- ❖ Auto LVF Monitor (3): 2 minutes

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# Appendix A: Sony Camera

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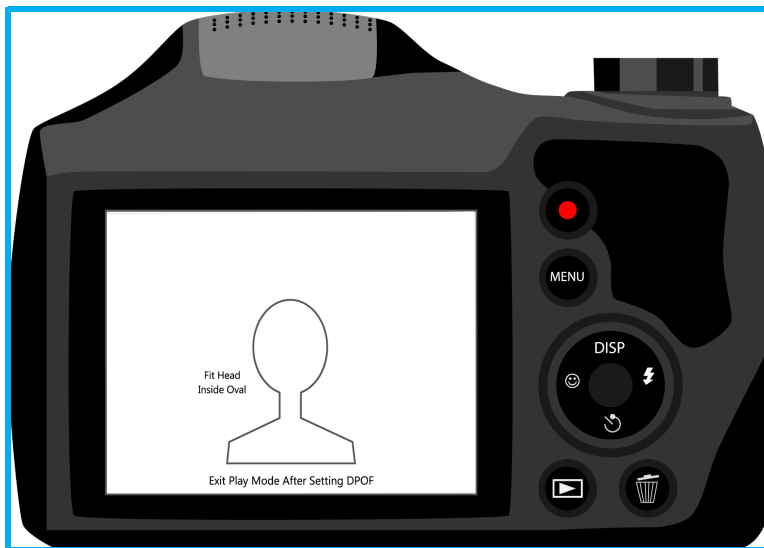
## In this Chapter

Depending on your system setup, you may be required to use an approved Sony digital camera with your IDW520 system. Use the instructions in this chapter to properly operate your camera with your IDW520 system.

- Preparing the Sony Camera . . . . . 100
- Your Sony Camera Controls . . . . . 102
- Transfer and Print (Sony Camera) . . . . . 104
- Deleting an Image (Sony Camera) . . . . . 106
- Deleting all Images (Sony Camera) . . . . . 107
- Using the Sony Camera Flash . . . . . 108
- Sony Camera Settings . . . . . 109

## Preparing the Sony Camera

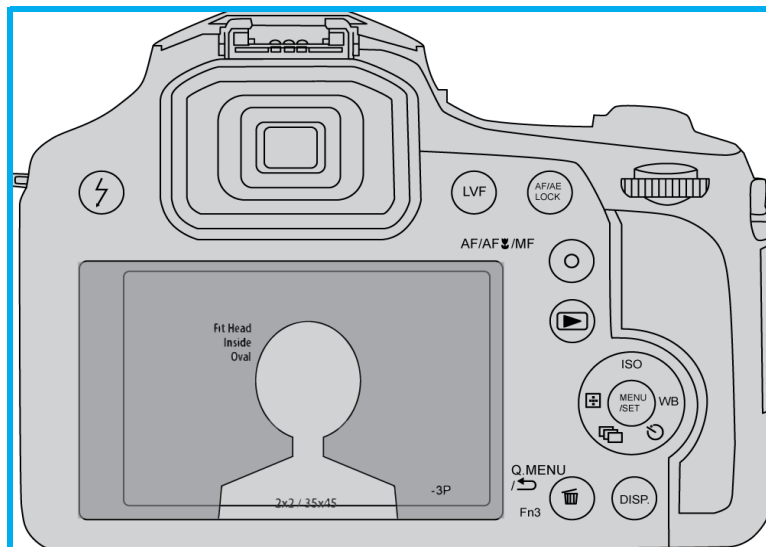
1. Remove the camera from the shipping box. Be sure to remove any packaging material from the camera.
2. The camera batteries must be charged prior to use. Use the supplied battery charger and allow at least 2 hours to fully charge the batteries before proceeding.
3. The camera comes pre-configured for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



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 IDW520 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.

## Your Sony Camera Controls

Use the diagram below to identify the areas of your passport camera you will use with the IDW520 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.

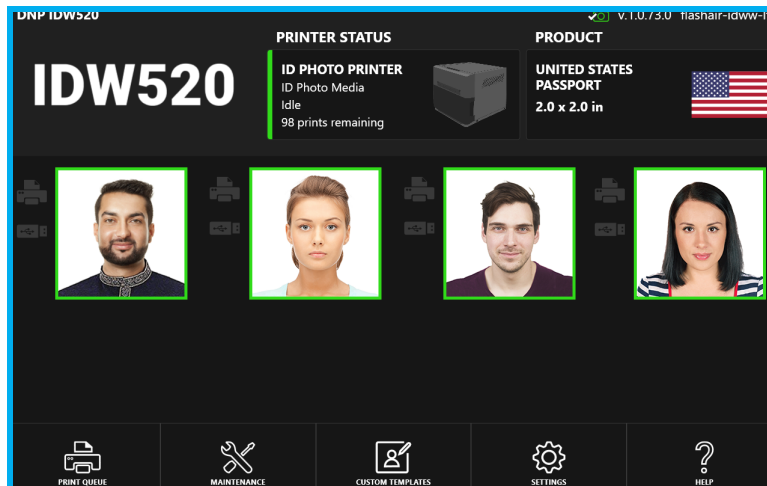


- ❖ **LCD Viewer:** The large view area on the back of the camera. Use the LCD viewer to preview your passport photos prior to sending the image to the IDW520 console for printing. The template overlay sticker allows you to take perfectly aligned ID photos every time.
- ❖ **Control Wheel:** The control 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 IDW520 console via the DPOF transfer method.


## Transfer and Print (Sony Camera)

1. If you haven't already, power ON your camera and take the passport photo.
2. Stand no more than 15 feet from your IDW520 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.
3. Press the **PLAYBACK** on the back of the camera.
4. Once the camera is in playback mode, press the **MENU** button.
5. Scroll up ▲ to the **DPOF PRINT** option (the last image is displayed).
6. Press **SELECT**. The image now shows a DPOF tag on the screen.
7. Immediately return to shooting mode. You can press the **SHUTTER** button or the **PLAYBACK** button to do so.
8. Do not leave the camera in playback mode. Doing so will cause the image marked as DPOF to be continuously sent to the IDW520 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.

9. First, a “ping” occurs as the camera is recognized by the IDW520 console. The console displays a **CAMERA CONNECTED** message. Next a Electronic sound occurs as the image is transferred – **DOWNLOADING IMAGES** is displayed on the screen. Once the images have downloaded, the message **PROCESSING IMAGES** is displayed.




## Deleting an Image (Sony 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.
3. 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 “SD Card Utility” on page 84 if the SD card becomes damaged or formatted.

## Deleting all Images (Sony 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 **Set** button.
4. You can also select the **Delete Multiple** or **Delete Single** options.

## Using the Sony Camera Flash

The flash is automatically enabled at the factory. 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. Press the **FLASH** button on the back of the camera to open the flash hood and use it.

**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. You can make this change by pressing the **Q.Menu** button and scrolling to the desired option.

# Sony Camera Settings

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

**NOTE:**

The Wi-Fi SD card is unique to your camera and console system and are paired as a set. Do not use other cards or reformat the card you received with your system. For information on setting up or repairing your SD card, see "SD Card Utility" on page 84.

If you need to return your camera to the IDW520 system default settings, use the following information. Be careful to change only the settings you see here unless you are instructed to do so by a technical support technician.

**ATTENTION:**

The settings in this section only apply to the Sony Camera. Using the following settings optimizes your camera for use with the IDW520 system.

Many of the menu sections have multiple pages of options. Use the **Control Wheel** scroll through the options.

Press the **MENU** button.

From the tabs on the left side of the LCD screen, select the menu section. Make the following changes under the specified sections.

| 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).         |

| Setting                     | Default Value   | Description   |
|-----------------------------|-----------------|---|
| 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.                       |

| Setting | Default Value | Description         |
|---------|---------------|---------------------|
| DRO     | Standard      | Adjusts image tone. |

# Appendix B: Supported Countries

## Supported Countries

The following table contains the ID templates (listed by country) that are already loaded on your IDW520 system. Information regarding the particular IDs requirements for each country is also referenced.

| Country                              | Units | Width | Height | Links to Photo Requirements  |
|--------------------------------------|-------|-------|--------|--|
| <b>Albania</b>                       | mm    | 40    | 50     | <a href="https://www.passportphotonow.com/albania.html">https://<br/>www.passportphotonow.com/<br/>albania.html</a>  |
| <b>Argentina Passport &amp; Visa</b> | mm    | 40    | 40     | <a href="https://www.passportphotonow.com/argentina-passport-photo.html">https://<br/>www.passportphotonow.com/<br/>argentina-passport-photo.html</a>                                |
| <b>Australia Passport &amp; Visa</b> | mm    | 40    | 50     | <a href="https://www.passports.gov.au/getting-passport-how-it-works/photo-guidelines">https://<br/>www.passports.gov.au/<br/>getting-passport-how-it-<br/>works/photo-guidelines</a> |

| Country                           | Units | Width | Height | Links to Photo Requirements   |
|-----------------------------------|-------|-------|--------|---|
| <b>Brazil Passport &amp; Visa</b> | in    | 2     | 2      | <a href="https://formulario-mre.serpro.gov.br/sci/pages/web/pacomPasesWeb.jsf?aba=-3">https://formulario-mre.serpro.gov.br/sci/pages/web/pacomPasesWeb.jsf?aba=-3</a>     |
| <b>Canada Passport</b>            | mm    | 50    | 70     | <a href="http://www.cic.gc.ca/english/passport/apply/photos.asp">http://www.cic.gc.ca/english/passport/apply/photos.asp</a>   |
| <b>Canada Visa</b>                | mm    | 35    | 45     | <a href="http://www.cic.gc.ca/english/information/applications/photospecs.asp">http://www.cic.gc.ca/english/information/applications/photospecs.asp</a>                   |
| <b>Canada Citizenship</b>         | mm    | 50    | 70     | <a href="http://www.cic.gc.ca/english/information/applications/photospecs-cit.asp">http://www.cic.gc.ca/english/information/applications/photospecs-cit.asp</a>           |
| <b>Canada Permanent Resident</b>  | mm    | 50    | 70     | <a href="http://www.cic.gc.ca/english/information/applications/guides/pdf/5445EB-e.pdf">http://www.cic.gc.ca/english/information/applications/guides/pdf/5445EB-e.pdf</a> |

| Country                      | Units | Width | Height | Links to Photo Requirements   |
|------------------------------|-------|-------|--------|---|
| <b>Canadian Firearms</b>     | mm    | 45    | 57     | <a href="http://www.passportphotosottawa.com/canadian-firearms-license-photos/">http://<br/>www.passportphotosottawa.c<br/>om/canadian-firearms-<br/>license-photos/</a>  |
| <b>Handi Dart (Canada)</b>   | mm    | 32    | 32     | <a href="https://www.translink.ca/-/media/Documents/rider_guide/access_transit/handydart_card/HandyDART-Card-Application-Form.pdf">https://www.translink.ca/-/<br/>media/Documents/<br/>rider_guide/access_transit/<br/>handydart_card/HandyDART-<br/>Card-Application-Form.pdf</a> |
| <b>Sante Quebec (Canada)</b> | mm    | 50    | 70     | <a href="https://www.ramq.gouv.qc.ca/en/citizens/health-insurance/photo-signature">https://<br/>www.ramq.gouv.qc.ca/en/<br/>citizens/health-insurance/<br/>photo-signature</a>  |
| <b>Chile Passport</b>        | mm    | 45    | 45     | <a href="https://www.passportphotonow.com/chile.html">https://<br/>www.passportphotonow.com/<br/>chile.html</a>   |

| Country                            | Units | Width | Height | Links to Photo Requirements  |
|------------------------------------|-------|-------|--------|--|
| <b>Chile Visa</b>                  | mm    | 45    | 45     | <a href="https://www.passportphotonow.com/chile.html">https://<br/>www.passportphotonow.com<br/>/chile.html</a>  |
| <b>China</b>                       | mm    | 33    | 48     | <a href="http://sa.china-embassy.org/eng/lsfw/P020120626563401168381.pdf">http://sa.china-embassy.org/<br/>eng/lsfw/<br/>P020120626563401168381.p<br/>df</a> |
| <b>Columbia Passport</b>           | mm    | 38    | 64     | <a href="https://www.passportphotonow.com/colombia.html">https://<br/>www.passportphotonow.com<br/>/colombia.html</a>  |
| <b>Columbia Visa</b>               | mm    | 30    | 40     | <a href="https://passport-photo.online/colombia-visa-photo-30x40-mm">https://passport-<br/>photo.online/colombia-visa-<br/>photo-30x40-mm</a>                |
| <b>Dominican Republic Passport</b> | mm    | 50    | 50     | <a href="https://www.passportphotonow.com/dominican-passport-photo.html">https://<br/>www.passportphotonow.com<br/>/dominican-passport-<br/>photo.html</a>   |

| Country                                   | Units | Width | Height | Links to Photo Requirements   |
|---|-------|-------|--------|---|
| <b>Dominican Republic Visa</b>            | in    | 2     | 2      | <a href="http://www.domrep.org/visa.html">http://www.domrep.org/visa.html</a>   |
| <b>Ecuador Passport &amp; Visa</b>        | mm    | 50    | 50     | <a href="https://www.passportphotonow.com/ecuador-passport-photo.html">https://www.passportphotonow.com/ecuador-passport-photo.html</a> |
| <b>European Union Passport &amp; Visa</b> | mm    | 35    | 45     | <a href="https://www.123passportphoto.com/eu-passport-photos.php">https://www.123passportphoto.com/eu-passport-photos.php</a>           |
| <b>Finland</b>                            | mm    | 36    | 47     | <a href="http://www.poliisi.fi/passport/passport_photo_instructions">http://www.poliisi.fi/passport/passport_photo_instructions</a>     |
| <b>France</b>                             | mm    | 35    | 45     | <a href="http://www.consulfrance-newyork.org/Biometric-Passport">http://www.consulfrance-newyork.org/Biometric-Passport</a>             |

| Country                            | Units | Width | Height | Links to Photo Requirements   |
|------------------------------------|-------|-------|--------|---|
| <b>Germany Passport &amp; Visa</b> | mm    | 35    | 45     | <a href="http://www.germany.info/Vertretung/usa/en/05_Legal/02_Directory_Services/03_Passport/Passport_Adult.html">http://www.germany.info/Vertretung/usa/en/05_Legal/02_Directory_Services/03_Passport/Passport_Adult.html</a> |
| <b>Greece Passport</b>             | mm    | 40    | 60     | <a href="http://www.passport.gov.gr/en/npc-content/npc-periexomeno/technical-specifications.html">http://www.passport.gov.gr/en/npc-content/npc-periexomeno/technical-specifications.html</a>                                   |
| <b>Greece Visa</b>                 | mm    | 35    | 45     | <a href="https://www.schengenvisainfo.com/schengen-visa-application-requirements/photo-requirements/">https://www.schengenvisainfo.com/schengen-visa-application-requirements/photo-requirements/</a>                           |
| <b>Hong Kong</b>                   | mm    | 40    | 50     | <a href="http://www.immd.gov.hk/eng/residents/immigration/traveldoc/photorequirements.html">http://www.immd.gov.hk/eng/residents/immigration/traveldoc/photorequirements.html</a>   |

| Country               | Units | Width | Height | Links to Photo Requirements   |
|-----------------------|-------|-------|--------|---|
| <b>India Passport</b> | in    | 2     | 2      | <a href="https://indianvisaonline.gov.in/visa/index.html">https://indianvisaonline.gov.in/visa/index.html</a>   |
| <b>Israel</b>         | mm    | 50    | 50     | <a href="https://www.mypassportphotos.com/country-blog/israel-passport-visa-photo-requirements-and-size">https://www.mypassportphotos.com/country-blog/israel-passport-visa-photo-requirements-and-size</a>             |
| <b>Italy</b>          | mm    | 35    | 45     | <a href="http://www.esteri.it/mae/it/italiani_nel_mondo/serviziconsolari/documenti_di_viaggio/passaporto.html">http://www.esteri.it/mae/it/italiani_nel_mondo/serviziconsolari/documenti_di_viaggio/passaporto.html</a> |
| <b>Jamaica</b>        | mm    | 35    | 45     | <a href="http://www.pica.gov.jm/passport-servies/general-passport-information/passport-photo-requirements/">http://www.pica.gov.jm/passport-servies/general-passport-information/passport-photo-requirements/</a>       |

| Country                           | Units | Width | Height | Links to Photo Requirements   |
|-----------------------------------|-------|-------|--------|---|
| <b>Japan Passport</b>             | mm    | 35    | 45     | <a href="https://www.mypassportphotos.com/country-blog/japan-passport-visa-photo-requirements-and-size">https://<br/>www.mypassportphotos.com/<br/>country-blog/japan-passport-<br/>visa-photo-requirements-and-<br/>size</a> |
| <b>Japan Visa</b>                 | mm    | 45    | 45     | <a href="http://www.mofa.go.jp/files/000124525.pdf">http://www.mofa.go.jp/files/<br/>000124525.pdf</a>  |
| <b>Japan Residence</b>            | mm    | 30    | 40     | <a href="http://www.immi-moj.go.jp/english/tetuduki/kanri/shyorui/11.html">http://www.immi-moj.go.jp/<br/>english/tetuduki/kanri/<br/>shyorui/11.html</a>   |
| <b>Mexico Passport &amp; Visa</b> | mm    | 35    | 45     | <a href="http://www.us-passport-service-guide.com/how-to-renew-a-mexican-passport-in-the-us.html">http://www.us-passport-<br/>service-guide.com/how-to-<br/>renew-a-mexican-passport-in-<br/>the-us.html</a>                  |
| <b>Pakistan</b>                   | mm    | 35    | 45     | <a href="http://www.embassyofpakistanusa.org/forms/Visa%20Application%20Form%20(NV).06272012.pdf">http://<br/>www.embassyofpakistanusa.<br/>org/forms/<br/>Visa%20Application%20Form<br/>%20(NV).06272012.pdf</a>             |

| Country                         | Units | Width | Height | Links to Photo Requirements   |
|---------------------------------|-------|-------|--------|---|
| <b>Peru Passport &amp; Visa</b> | in    | 2     | 2      | <a href="https://www.passportphotonow.com/peru-passport-photo.html">https://<br/>www.passportphotonow.com/<br/>peru-passport-photo.html</a>   |
| <b>Russia</b>                   | mm    | 35    | 45     | <a href="https://www.passportphotonow.com/russia-passport-photo.html">https://<br/>www.passportphotonow.com/<br/>russia-passport-photo.html</a>   |
| <b>Spain</b>                    | mm    | 30    | 40     | <a href="http://www.exteriores.gob.es/Consulados/MANILA/en/ServiciosConsulares/Pages/SolicitudRenovaci%C3%B3n-de-Pasaporte-en-el-Consulado-General-en-Manila.aspx">http://www.exteriores.gob.es/<br/>Consulados/MANILA/en/<br/>ServiciosConsulares/Pages/<br/>SolicitudRenovaci%C3%B3n-<br/>de-Pasaporte-en-el-<br/>Consulado-General-en-<br/>Manila.aspx</a> |
| <b>UAE Passport &amp; Visa</b>  | mm    | 43    | 55     | <a href="https://ae.usembassy.gov/u-s-citizen-services/passports/photos">https://ae.usembassy.gov/u-<br/>s-citizen-services/passports/<br/>photos</a>   |
| <b>UK</b>                       | mm    | 35    | 45     | <a href="https://www.gov.uk/photos-for-passports">https://www.gov.uk/photos-<br/>for-passports</a>  |

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