DNP

Quick Start Guide

IDW520-3 ID Photo System

Version 1.3 Edition

Before You Begin

Use this guide to set up your IDW520 system for the first time, and as a reference when you're using the system every day. If you need more information on how to operate your system, use the help videos on your console (**?** button on the main screen) or download the User Guide from our website: http://www.dnpphoto.com

Technical Support

For technical support or other information, contact DNP at:
http://www.dnpphoto.com or support@dnpphoto.com
Or by phone at 1-855-367-7604

Ordering Supplies

To order more media, contact your supplier DNP Support at http://www.dnpphoto.com or support@dnpphoto.com.

Each media kit contains 300 sheets (contents 2 rolls @150 sheets, 2 ink ribbons @ 150 images)
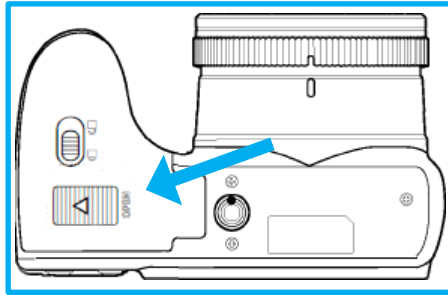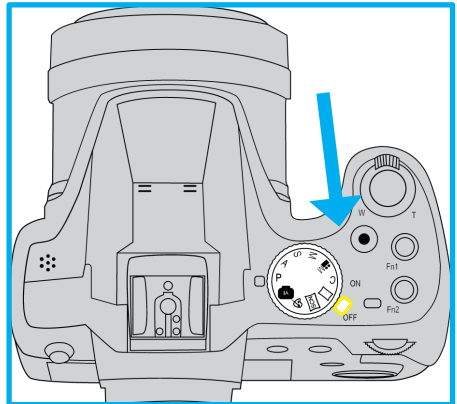

PRINTER ID MEDIA KIT

INSTALLING THE SYSTEM

Preparing the Camera

- Unpack the camera.
- Locate the Wi-Fi SD card that was shipped in the box with your console kit.
- For cameras with on-board chargeable batteries, either use the external battery charger cradle or place the rechargeable battery in the battery compartment and the SD card in the card slot. The battery compartment and SD card slot are located on the bottom of the camera. Close the door.
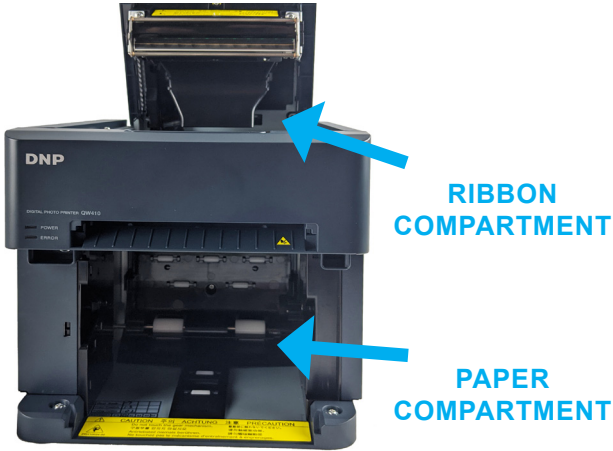
- For camera using AA rechargeable batteries, charge the batteries in the external charger prior to installing into the camera.

- For camera with custom batteries, follow the instructions supplied with the camera, or use an external charging cradle.
- Make sure the camera is charged prior to use.
- Connect the camera strap and lens lanyard to the camera.

Setting up the Printer
Printer Components

RIBBON COMPARTMENT

PAPER COMPARTMENT

PAPER TRAY

PAPER SCRAP BIN

PRINTER PAPER SPOOLS
Printer paper spacers must be removed for ID Meida use

Set Up your Printer

- **Unpack the printer.** Remove any packaging foam or tape from the outside of the printer.

- **Connect your printer.** Make sure your printer is powered OFF. Connect a USB cable to the type-B (small) USB port (yellow circle) and to the rear bottom console port.

- Connect the power cord to the printer (blue circle) and plug it into a wall outlet.

- Power ON the printer.

Install the Paper

- **Prep the paper compartment.** Remove the scrap bin and set it aside. Remove the paper spools from the printer, located behind the scrap bin.

Note: The first time you set up your printer, make sure there are no spacers on the paper spools. Rotate the spacer to unlatch it, compress the paper spool tensioners, and slide the spacer off the spool. Repeat for the other spool. The spacers are not used with the IDW paper 4.5" paper rolls.

- **Mount the paper roll onto the paper spools.** 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.

- **Set the paper in the printer.** Place the mounted paper roll into the printer paper compartment. Remove the seal on the paper.

- **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.

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

Install the Ink Ribbon

- **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.

SUPPLY

TAKE-UP

- **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.
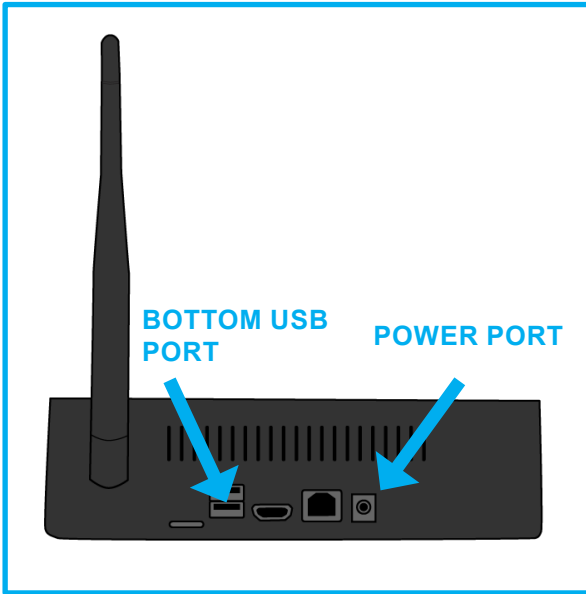
PLACE THIS SIDE FIRST

PLACE THIS SIDE SECOND

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

- **Wait for the blank prints.** With the printer turned ON, the printer will initialize and eject 3 blanks 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.

- **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.

Setting up the Processor Console

- Unpack the console from the shipping box. Remove any protective plastic sheeting, packaging materials, or foam from the processor console.

BOTTOM USB PORT **POWER PORT**

- Plug the printer USB cable into the bottom port on the back of the console.

- Plug the power cord into the console power port and into a wall outlet. Do not power on the processor console at this time.

USING THE SYSTEM

Starting the System (for the 1st time)

Follow the proper sequence when powering ON the system. First the **photo printer**, then the **IDW520 console**, and finally the **passport camera**.

- **Power ON the ID Photo Printer.**

  - Press the power switch on the back of the printer. As the printer initializes, it will check the media quantities and make sure everything is properly installed.

  - When the power light on the printer is green, it is ready for use.

- **Power ON the Processor Console.**

  - Press and hold the power button on the right side of the console for a few seconds. Release the power button when the boot screen appears and the console will complete booting-up.

  - The console will initialize.

  - When the main screen is displayed on the console and the printer window has a green outline, you can continue.

  - Once the printer and console are powered ON, a POST test image is printed - this signals that the printer and console are connected and ready for use.

- **Power ON the ID Photo Camera.**

  - Make sure the battery is fully charged and the SD Wi-Fi camera card is installed.

  - Make sure the dial on the top of the camera is in the red Camera icon position.

  - Power the camera ON.

  - The camera will initialize and the LCD screen on the back of the camera will power on.

- **Verify the system is ready for use.**

  - The camera icon turns green when the system is ready for use.

You are now ready to take ID photos!

1. Start the System

- Follow the proper sequence when powering ON the system. First the **photo printer**, then the **IDW520 console**, and finally the **passport camera.** Do not turn the camera ON until you see the console main screen.

- When you see the **CAMERA CONNECTED** message on the console, 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 Camera Zoom to line up the subject's head within the guide while keeping the 6 foot distance.

- **Take the picture.**

- Review the photo on the camera screen and verify that the subject's head fits within the guides.

- In auto-transfer mode, ALL images shot will transfer to the console automatically. Select any images images to process on the console.
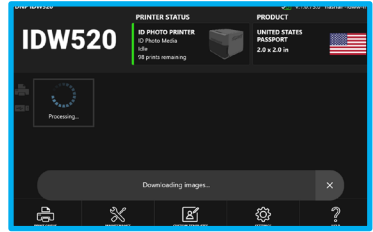

NOTE: To tranfer images from your camera via DPOF mode on your camera, contact Tech Support for help changing the workflow mode.

NOTE: When Using DPOF mode, exit **PLAYBACK** mode after transfer. Please refer to the User Guide for full details.

3. Image Gallery Selection.

- The images auto-transferred will appear in the **Gallery**.

- Touch the image to **Select**.

- Click **ACCEPT** to proceed.

Tech Tip: The imageselection can be changed to **Auto-Process**, skipping the manual selection. When this enabled in settings, all auto-transferred images will be processed.
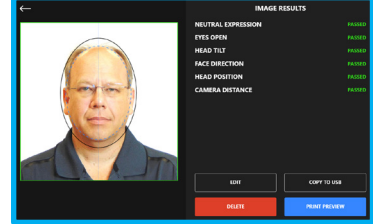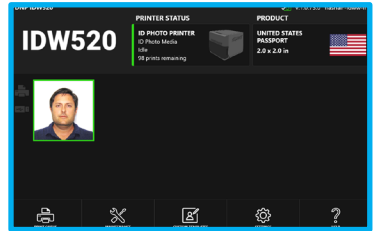

4. Print the image.

- Images select gallery will process and **Auto-Print** when the biometric results are **Green** or **Yellow**. **Red** images won't auto-print; they can be edited and manually printed.

Tech Tip: The auto-print mode can be changed to auto-print **Green Only** or **Disabled** in the settings.
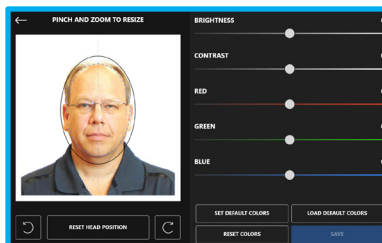
Reprinting Images

Reprinting an image is simple! From the main screen, touch the thumbnail of the image. From the inspection screen, press the **Print Preview** button. On the review screen, press **Print**.

Editing Images

ATTENTION: Only edit images if it is absolutely necessary.

1. Press the **EDIT** button.
2. Make changes to the color, brightness, contrast, and rotation.
3. Press **ACCEPT** to print your image. Press **RESET** to return to the original image. Press **CANCEL** to return to the main screen.

Erasing Images

ATTENTION: DO NOT format the camera card! Use the delete option to remove images from your SD card.

1. On the camera, press **PLAYBACK**.
2. Once playback mode is active, press the **DELETE** button.
3. From this screen, you can delete:
   - A **single** image.
   - **Multiple** images.
   - **All** images on the card.
4. Select the delete option you want to use using the control wheel. Press **SET** to select the option.
5. When asked, confirm that you want to delete the image(s).
6. When you're done, press the **DELETE** button again, then press the **PLAYBACK** button.
7. This returns the camera to shooting mode.

Enabling the Flash

Simply open the flash hood to enable the flash and the flash symbol will appear in the LCD screen. Press the **Lightning Bolt** ⚡ button on the camera if it is so equipped.

TROUBLESHOOTING THE IDW520 SYSTEM

Images aren't printing

- **Is the app working?** Make sure console is powered ON and that the IDW500 app is on the screen. If the system is not powered ON, use the proper powering sequence: first the printer first, then the console, and finally the camera.

- **Are you close to the console?** Keep the camera close to the console, within 15 ft when transferring images.

- **Was the image sent to the console?** Check the transferred **Image Gallery** on the console for the images. On the home screen click the left icon. Select Images on bottom row. Select to **Accept and Upload images** to process and print.

- **Did the camera connect?** Look for the **Green Camera** icon in upper right of home screen. When first starting up the console, ensure the camera is **ON**. It takes at least one minute to connect and show a **CAMERA FOUND** message on the console screen. If unsure, power cycle the camera. Look for **CAMERA CONNECTED**.

  - You can also check that the camera batteries are charged.
  - If camera isn't connected, restart the console. Press the **GEAR** icon, then press **SHUTDOWN** (confirm the shutdown when the message appears). Wait for the console to shut down. Press **POWER** (side of the console) to restart the console.

Other tips

- **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 software menu gear icon and by pressing the **SHUTDOWN** option. Then turn off the camera and finally the printer. Do not restart the console by pressing the power button on the side of the console - doing so can cause system issues.

- **Wait for camera & console to sync.** The system can take up to two (2) minutes to sync up.

- **Recharge the batteries often.** Once the battery reaches 50%, the remaining battery drains quicker. If the camera isn't detected on the console, always check to see if the batteries have a proper charge.

- **Empty the scrap bin.** If the printer is used for non-ID photo printing, the print scrap bin must to be emptied when reloading media.

ID Camera (Panasonic FZ80) Default Settings

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.

If you need to restore the IDW520 default settings, use the following information. Change only the settings you see here unless you are instructed to do so by a service technician. Many of the menu sections have multiple pages of options. Use the scroll wheel (▼ and ▲) to scroll through the options. From the tabs on the left, select the menu section. With the camera in shooting mode, press the **MENU** button to activate the settings menu you need to update.

NOTE: All camera settings can be seen in the User Manual on the console.

RECORD

- 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

SETUP>BEEP

- Beep Vol (MENU PG. 2): LOUD
- Shutter Vol (2): LOUD
- Shutter Tone (2): #2

SETUP>ECONOMY

- Sleep Mode (MENU PG. 31): 5 minutes
- Sleep Mode WIFI (3): ON
- Auto LVF Monitor (3): 5 minutes

PLAYBACK MODE

- Fn1 PRINTER ICON
- Fn2: PRINTER ICON

CUSTOM

- 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"
- Lens Position Resume (7): ON
- Video Button (8): OFF
- Touch Setting (8): OFF

FN BUTTON SETTINGS

(CUSTOM MENU, PG 7)

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 **RECORD** mode.

RECORD MODE:

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

White Balance:

- Auto White Balance is the preferred setting

ID Camera (Sony H300 Camera) Default 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.

SETTING	DEFAULT VALUE	DESCRIPTION
Mode Dial	P	Sets the camera shooting mode.
Press MENU to find the following settings		
Picture Effect	OFF	Filters that are not allowed on ID photos.
Still Image Size	4:3.5M	Size of the image the camera takes
Exposure Compensation	0	Brightness of the photo. May vary if lighting conditions are poor.
ISO	AUTO	Image sensitivity setting (details seen within the image).
White Balance	AUTO	Adjusts the colors in the image for natural look.
Focus	Center AF	Center auto-focus mode
Metering Mode:	Center	Measures brightness so exposure and white balance can be compensated.
Con. Shooting Setting	Single Shooting	Only one image is taken when the shutter button is pressed.
Bracket Setting	OFF	Allows for multiple images to be captured.
Smile Detection Sensitivity	Normal Smile	Automatically captures image when a smile is detected.
Face Detection	OFF	Will auto-focus on faces within the image area.
DRO	Standard	Adjusts image tone.

ID Camera (Kodak AZ255 Camera) Default Settings

The IDW520 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.

SETTING	DEFAULT VALUE	DESCRIPTION
Dial Mode	Auto Mode or Program Mode	Sets the camera shooting mode.
Press MENU to find the following settings		
Exposure Metering	CENTER	The target size of the camera's field of view to be metered.
Image Size	5M	Size of the image the camera takes
Cont F	OFF	Used to continuously focus automatically when taking pictures.
OiS	ON	Helps to reduce photo blur caused by unintentional hand shaking or low light.
HDR	OFF	Used to control dynamic image range when taking static pictures.
Quality	BEST	Used to adjust the image compression ratio.
AF Assist Beam	ON	In darker enviroments, used to maintain better focus.
Digital Zoom	OFF	Used for adjusting digital zoom.
Date Imprint	OFF	Include a Date/Time stamp on the photo image.
Quick Review	3 sec	Allows quick review of the photos immediately after they are taken.
Face Detection	ON	Will auto-focus on faces within the image area.
White Balance	AUTO	Adjusts the colors in the image for natural look.
ISO	AUTO	Image sensitivity setting (details seen within the image)
Macro	OFF	Allows to focus on subjects that are very close to the camera.
Scene Mode	AUTO SCENE (default) or PORTRAIT MODE	The type of environment you are in.

For technical support, product information, or to watch how-to videos about your product, visit our website at http://www.dnpphoto.com