

# **DNP**

**Wireless Passport System**

# **IDW500**

**version 3.1**

## **User Guide**

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*March 16, 2017*

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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

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## Before You Begin

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

### Documentation Conventions

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

#### Text Elements



---

##### Attention

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

---





---


##### Note

This signifies convenient or useful instructions.

---

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

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

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

#### Text Treatments

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

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

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

## Important Safety Instructions

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

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

## General Safety Precautions

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

### Contact DNP Imagingcomm America Corporation immediately if:

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

## Contact Us

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

**United States Phone:** 1.844.367.8777

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

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

For hours of operation, see our website.

## Introduction

Use this chapter to learn about your new IDW500 system.

### What is the IDW500?

The IDW500 is a **wireless passport and ID photo system** designed to easily create and print passport photos for your customers in minutes. In a matter of minutes, you can take a picture, transfer the image to the IDW500 console, approve the image, and have it print. You can also make minor color and rotation adjustments to images when necessary. Using the IDW500 console, monitor your printer for media usage and possible error conditions.

### IDW500 System Components

The following components make up the IDW500 system.

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

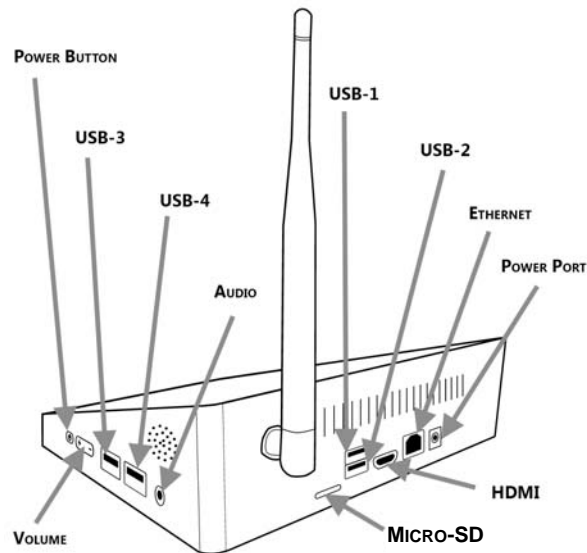


Using the IDW500 system, you can:

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

## IDW500 Console

Use the image below to identify all of the necessary ports on the IDW500 console.



## IDW500 Software Applications

While some software applications, or apps, will be used daily, other apps should only be used under the direction of DNP Imagingcomm America Corporation Technical Support.

The IDW500 system is comprised of the following software applications:

### ❖ Applications for normal, daily use:

- ◆ **ID Photo**: Used to view images and make prints.
- ◆ **Status**: Monitor your IDW500 system as a whole. You can view and reprint up to the last six (6) printed images, view information about your printer, and keep your system running smoothly.



### Attention

While the following applications are running on your system, it is not recommended that you use these applications unless you are instructed to do so by technical support. Changing settings in any of these applications can cause system errors and failures.

### ❖ Applications for troubleshooting or system maintenance.

- ◆ **IDW500 Maintenance**: Used in conjunction with DNP Imagingcomm America Corporation Technical Support to troubleshoot issues with the system. Also used to reboot or power OFF your IDW500 system.
- ◆ **IDW500 Configuration**: Make configuration changes to the IDW500 software such as turning the sounds off, or adjusting other inputs.

## Installation

### Preparing the Camera

1. Remove the camera from the shipping box. Be sure to remove any packaging material from the camera.
2. The camera batteries must be charged prior to use. Use the supplied battery charger and allow at least 2 hours to fully charge the batteries before proceeding.
3. Make sure your camera LCD screen is clean.
4. Locate the photo template stickers and select the template that aligns properly with your camera LCD screen.
5. Carefully apply the photo template sticker to the camera. Working from the center of the sticker, slowly press outwards to remove any wrinkles or bubbles. Go slowly to minimize air bubbles.

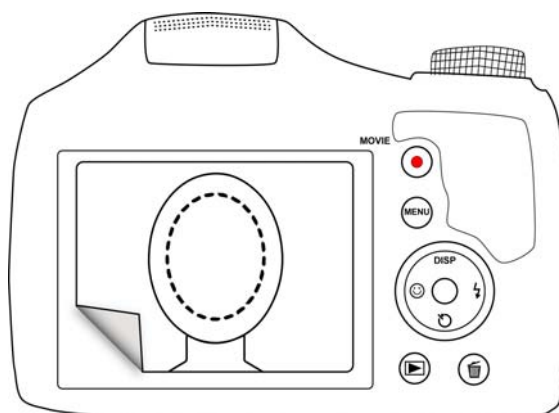


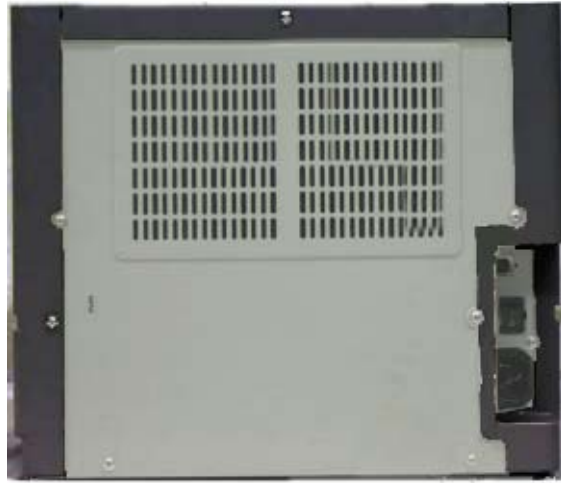
Figure 1. Applying the photo template sticker to the LCD screen.

6. Connect the camera strap and the lens lanyard to the camera.
7. Set the camera aside while the batteries charge so that you can set up the rest of your IDW500 system.

### Setting up the Printer

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

4. Plug the USB cable into the back of the printer.



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





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



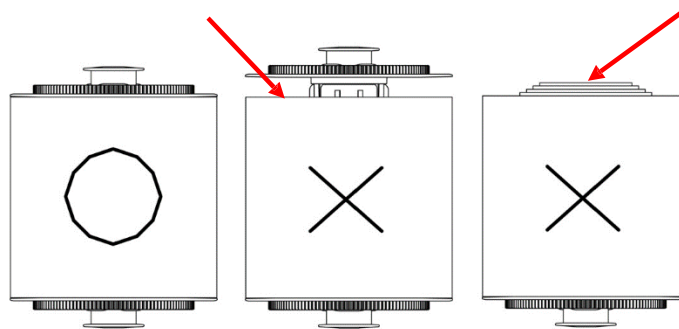
- Remove the paper spools from the printer paper compartment. Set the spools aside until you are ready to load your paper. Be sure to remove any other packaging material from inside the printer.



#### Attention

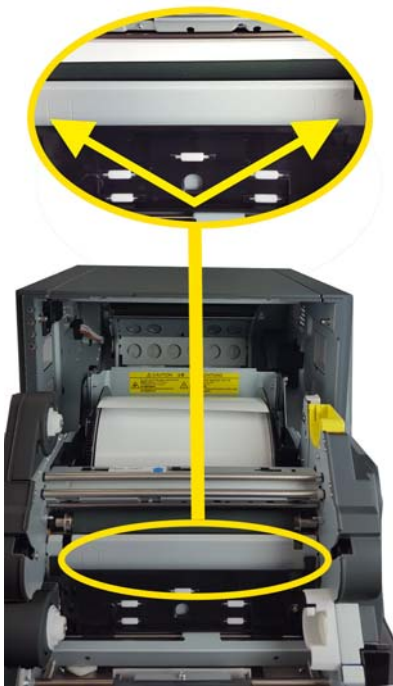
*Be sure to save your shipping box!* If you ever need to move your printer to a new location or send your printer in for repairs, the original shipping box is the safest packing option. Just put the packaging materials (including the print head protection foam block) back in the box and store it in a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

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



- Place the paper into the printer so that the leading edge of the paper feeds over the top of the roll and into the paper feed path. Remove the PULL tab from the paper roll.
- Feed the paper roll into the paper feed path in the printer. Use the image below to properly feed the paper. Align the paper edges with the PC lines on the printer chassis.

13. Feed the paper under the black guide roller. Continue to feed the paper until the printer beeps. This means that the paper is in the correct position.



14. Set the ribbon supply side (two white ends) in the lower, or front, brackets. Set the take-up side (one white and one yellow end) in the upper, or back, brackets. Insert the left side of the ribbon spool into place first, then snap the right side of the spool into place. Wind the take-up spool to remove any slack in the ribbon. The supply spool feeds over the top while the take-up spool feed underneath.



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

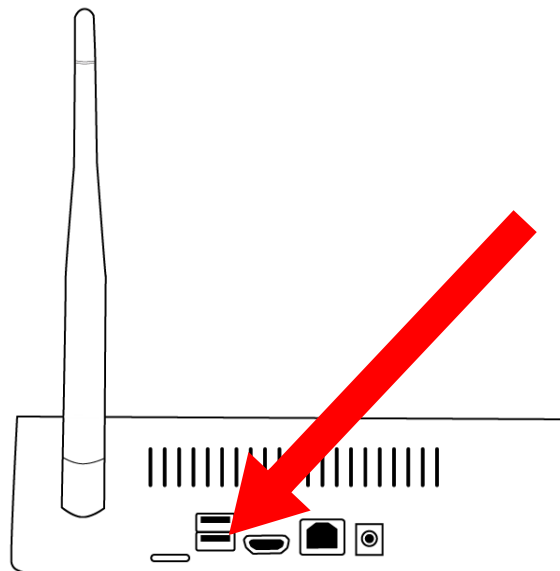
16. Place the scrap box on the front of the printer.



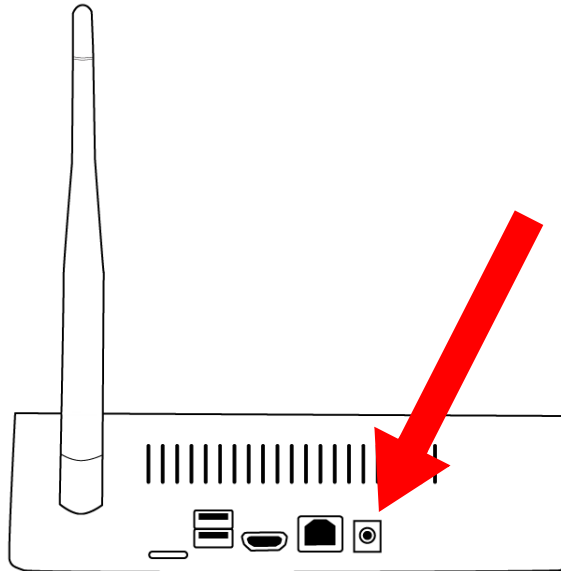
17. Place the print catch tray on the front of the printer.

## Setting Up IDW500 Unit

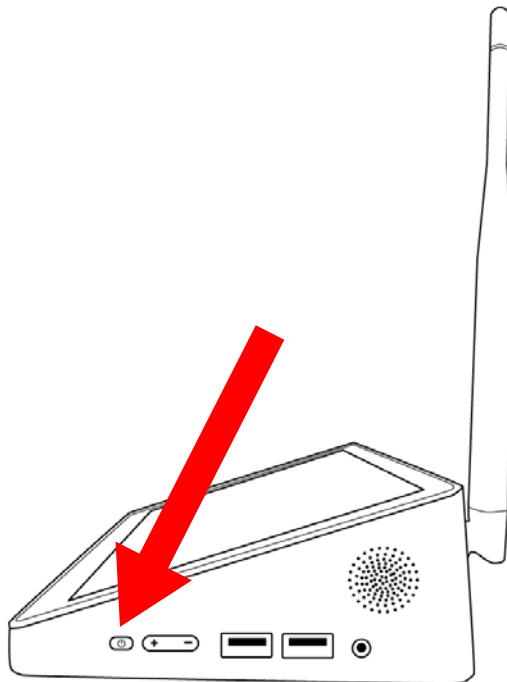
1. Unpack the IDW500 console from the shipping box.
2. Remove any protective plastic or foam from the unit.
3. Plug the printer USB cable into the bottom port on the back of the IDW500 unit.



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



5. Press the power button on the right side of the console to power ON your system. Hold the power button until the unit powers on. (This may take a few seconds.)



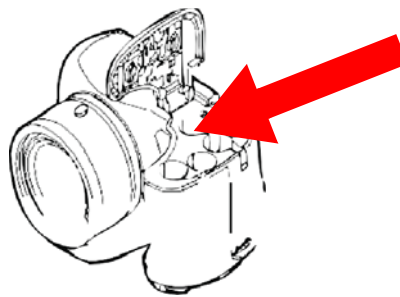
6. Once the system is running, a Power On Self Test (POST) print is printed. It takes about two minutes for the system to initialize. When the POST print is printed, it will display the remaining media count, i.e. how many images have been printed so far.

**Note**

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

## Setting Up the Camera

1. Install the fully charged batteries in the camera.



2. Locate the Toshiba FlashAir™ card that came with the kit. Install the card in the camera.
3. Power the camera ON.
4. Once the setup menu appears, follow the prompts on the camera to enter the time and date information.
5. Press the **MENU** button and set file size to 5 mega pixels.

**Note**

Use the 5 mega pixel image size for optimum performance of the system. Using a larger image size can slow system processing times and will not improve image quality. Using a smaller image size can cause lowered image quality.

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

**Note**

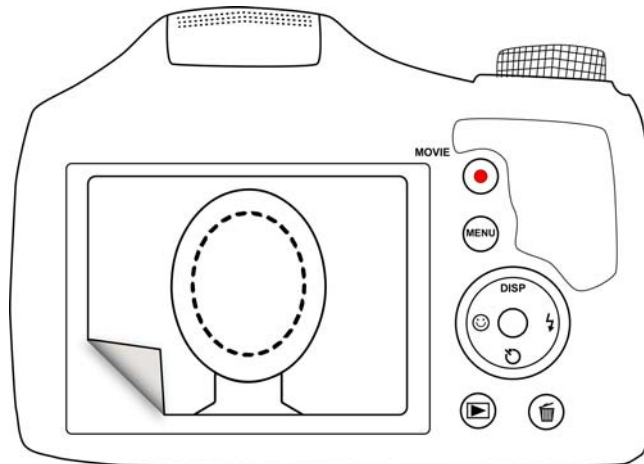
The camera and card may take up to two (2) minutes to sync up with the console. Upon syncing up with the camera, your console briefly displays a "Camera Found" message.



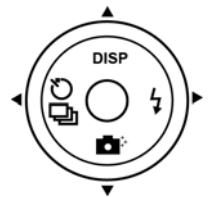
## Using the IDW500 System

### Your Camera Controls

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



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



## Turning ON the System

You must power ON the system in the following order:

1. **Printer** (wait for the ready light on the front of the printer before continuing).
2. **IDW500 Console.** The power button is on the right side (wait for the ID Photo application to appear and the Power On Self Test (POST) print before continuing).
3. **Camera** (when the IDW500 console beeps and displays a **CAMERA FOUND** message, the camera has been recognized as connected to the network).

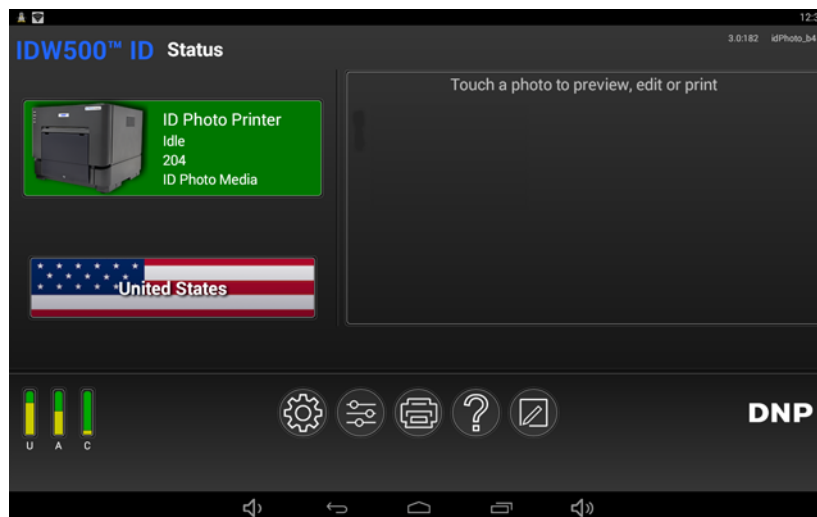


### Note

If you hear a “beep” after starting the system, check the console for an error message. Typical error messages are **PRINTER NOT FOUND** (verify the printer is ON and plugged into the IDW500 console) or **MEDIA MISMATCH** (the wrong media is loaded in the printer.)

## About the ID Photo Application

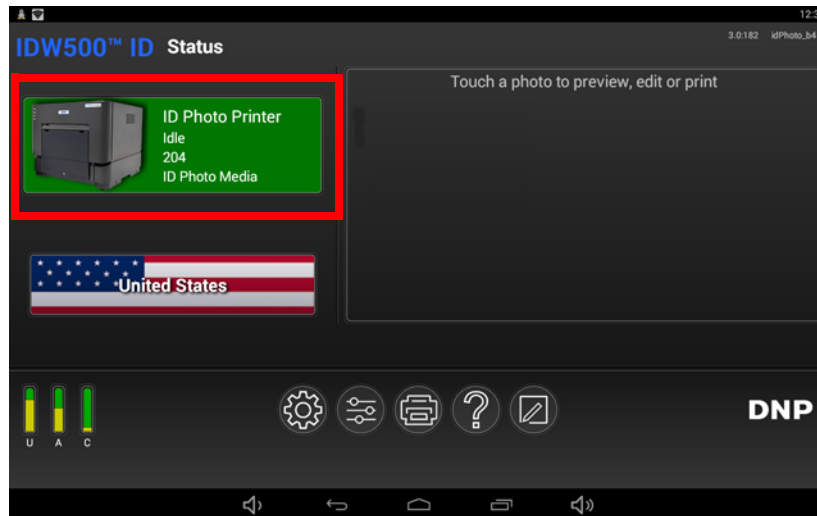
The ID Photo application is the most-used application on your system. When making prints, you can view the image using this app, and you can also see basic system status information.



1. The application is automatically started once the system is powered ON. This is the default application that is shown while in use. To view information about your printer, simply look at your main screen. A printer icon is shown that tells



you the current printer status and how many prints are left on the current paper roll. The console's SSID is also displayed in the upper right corner.

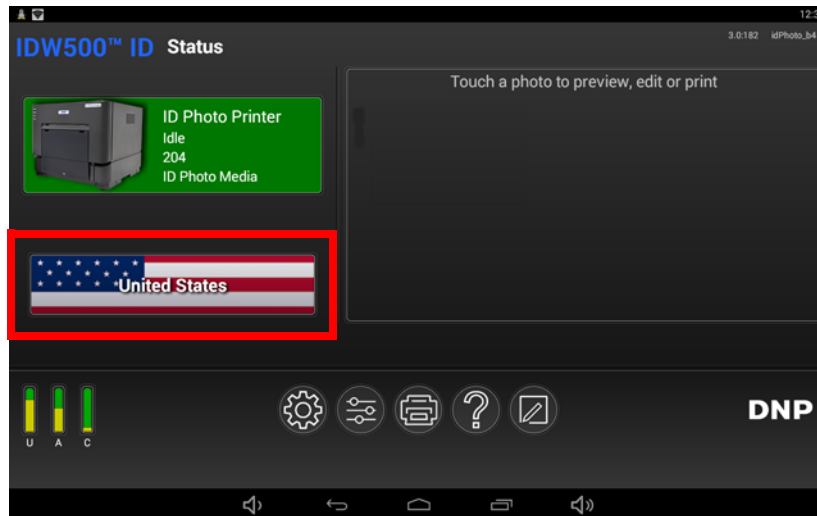


Touching the printer icon flips it over to provide the following additional information:

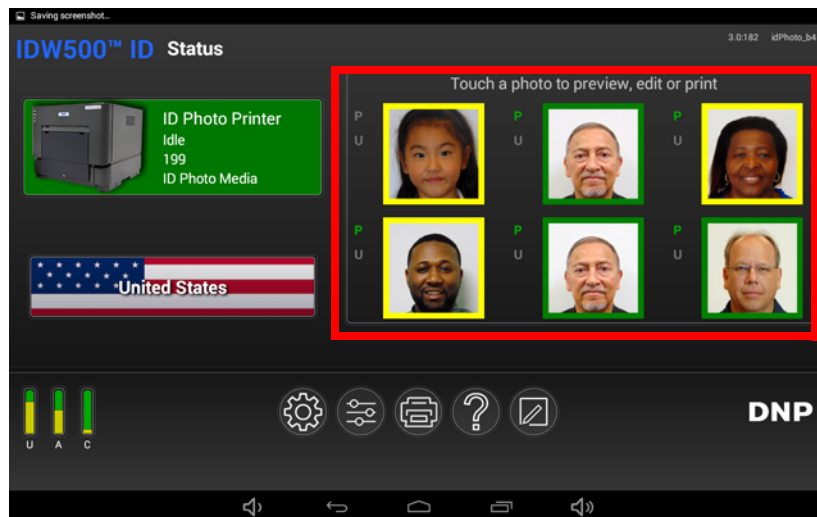
- ❖ **Name:** The name of the printer attached to your IDW500 console.
- ❖ **Status:** Shows whether your system is idle, printing an image, etc.
- ❖ **Media Left:** Displays the remaining media amount for the printer.
- ❖ **Media Type:** Type of media loaded in your printer.
- ❖ **Paper Type:** Type/size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

Name	ID Photo Printer
Status	Idle
Media Left	104
Media Type	SD
Paper Type	ID Photo Media
Life Counter	128
Firmware Version	DS-RX1 02.04
Color Data Version	DS-RX1_300_0201.CWD (7CED)

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



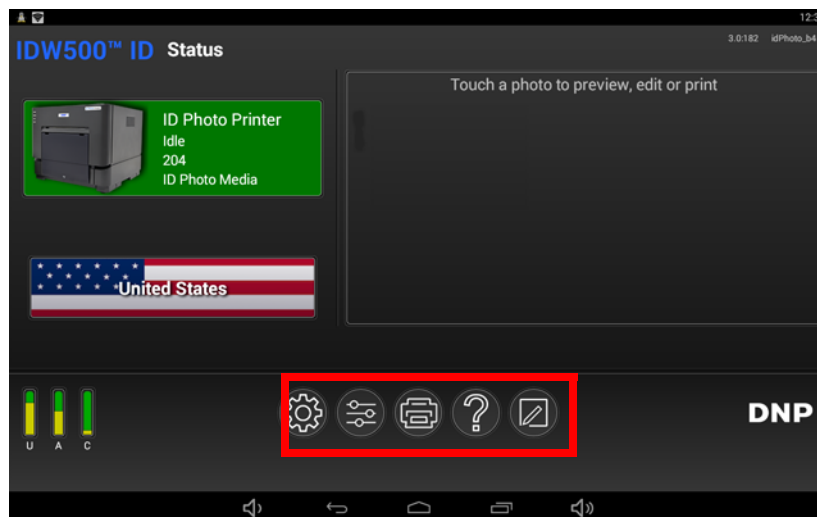
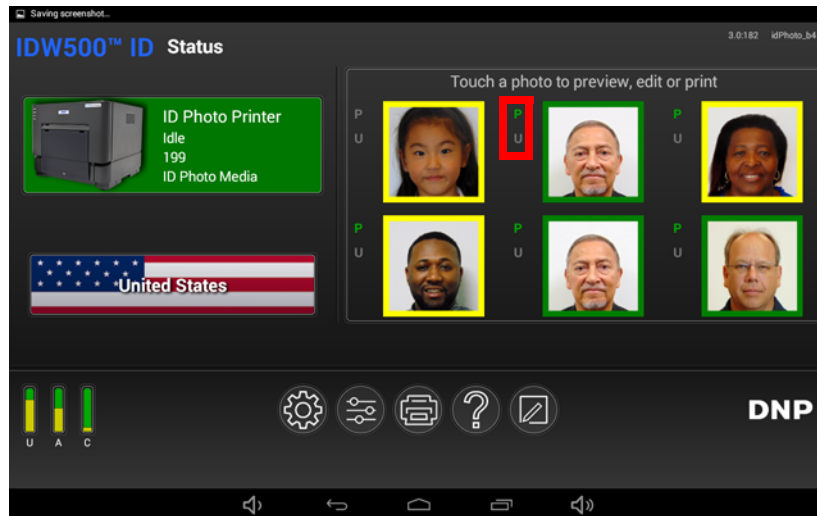
- At the bottom of the main ID Photo screen, look for the **CAMERA FOUND** message when you're ready to take a passport photo. When you're transferring images for printing, this same area is used to show progress messages.
- Your IDW500 also retains the last six (6) images printed and displays them on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



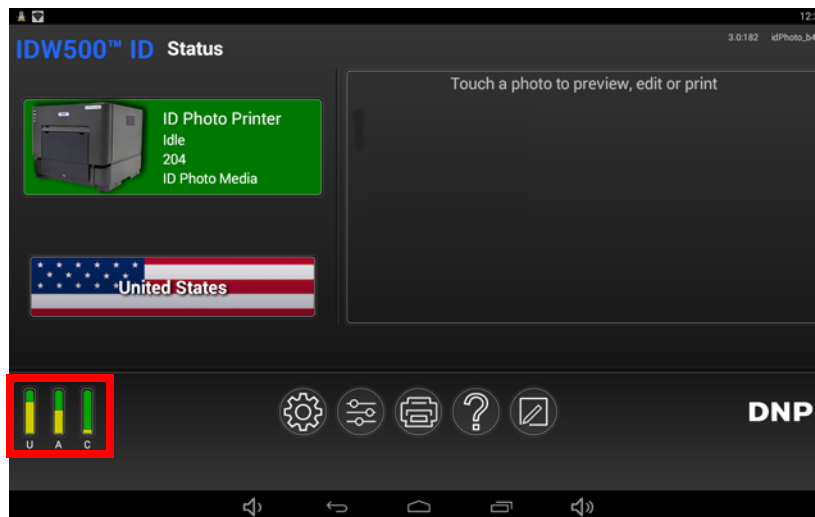
### Note

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

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



6. There are three (3) bars in the lower left corner of the console main screen. These are free space indicators, letting you know how much free space is available:
  - ◆ **U** – On the console unit hard drive
  - ◆ **A** – Within the IDW500 application
  - ◆ **C** – On the camera card

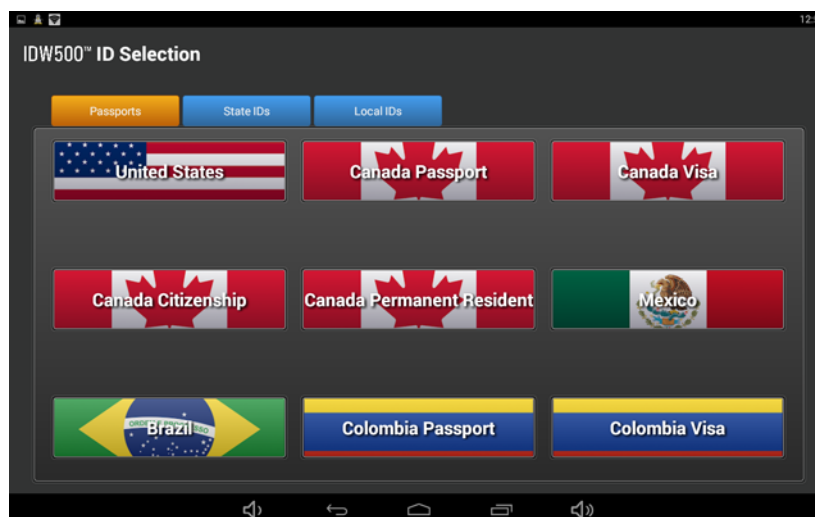


**Note**

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

## Changing the IDW500 ID Photo Template

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



**Note**

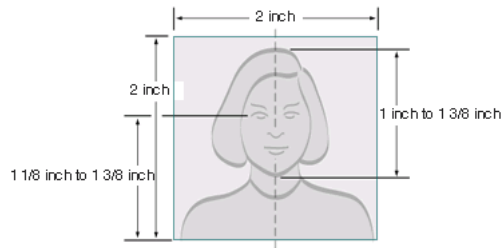
If you wish to use a template you previously created, scroll to the bottom of the country list and select your template. For more information about templates, see “Adding a Custom Template” on page 38.

From the country screen, you can select what kind of ID you wish, i.e., **Passports, State IDs,** and **Local IDs**, by selecting those particular tabs. By default, the State ID and Local ID are turned off. If you wish to turn these options on, see “About the IDW500 Configuration Screen” on page 43.

## Passport Photo Requirements

The official United States passport requirements state the following:

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



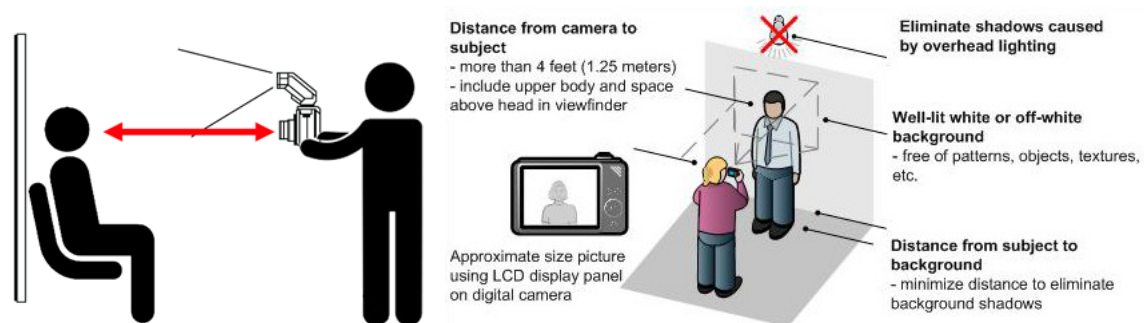
- ◆ Taken with the subject’s full face showing towards the camera.
- ◆ Taken with a neutral facial expression (preferred) and with both eyes open.
- ◆ Taken in clothing that the subject would wear on a daily basis:
  - Uniforms, clothing that looks like a uniform, and camouflage attire should not be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

Use the following guidelines when taking passport photos:

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



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



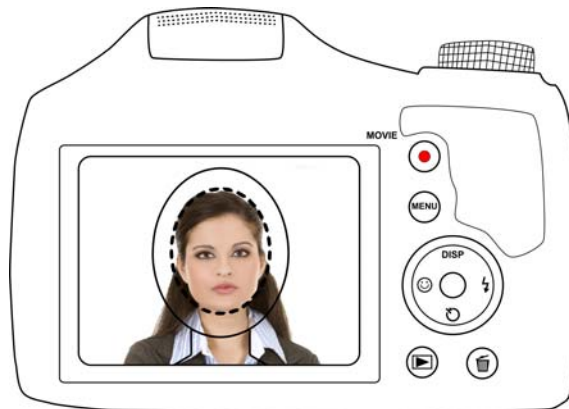
- ◆ Have the subject remove or adjust anything that covers the face – eyeglasses, hats, hair in the face, head coverings in the face. (Have the subject push the head covering out of their face for the picture. The head covering does not need to be removed.)
- ◆ Use the camera flash to reduce shadows if necessary.
- ◆ Stand about 4 - 6 feet away from the subject. Try position the camera so that the camera lens is eye-level with the subject. Use a tripod if possible to get a steady image.
- ◆ Use the zoom function to adjust the subject in the template on the LCD viewer on the camera. The face should fill the dotted oval.
- ◆ Verify that the subject is following all regulations as described in the previous section.
- ◆ Use a flat white screen for the image background. A glossy or reflective screen can cause issues with the flash. If possible, use a screen that is at least 30 inches wide and 48 inches tall.

## Taking a Passport Photo

### Note

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

1. Place the subject in front of a white or very light colored, plain background with no textures or patterns.
2. Have the person stand (or sit) close to the background to minimize shadows.
3. If possible, use photo lights to properly illuminate the subject and further reduce shadows. If necessary, use the camera flash to reduce shadows.
4. Stand 6 feet away from the subject. Hold the camera so that the camera lens is eye-level with the subject.
5. Center the subject's head within the dotted oval on the guide. The head should be as close to the dotted line as possible without going outside of the line. No portion of the subject's head can extend beyond the solid line.



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

## Processing an Image

1. If you haven't already, power ON your camera and take the passport photo.
2. Stand no more than 15 feet from your IDW500 console. Listen for the ping to tell you that your camera is connected to the console. If you look at the Photo ID application, you will see a **CAMERA FOUND** message at the bottom of the screen.
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.

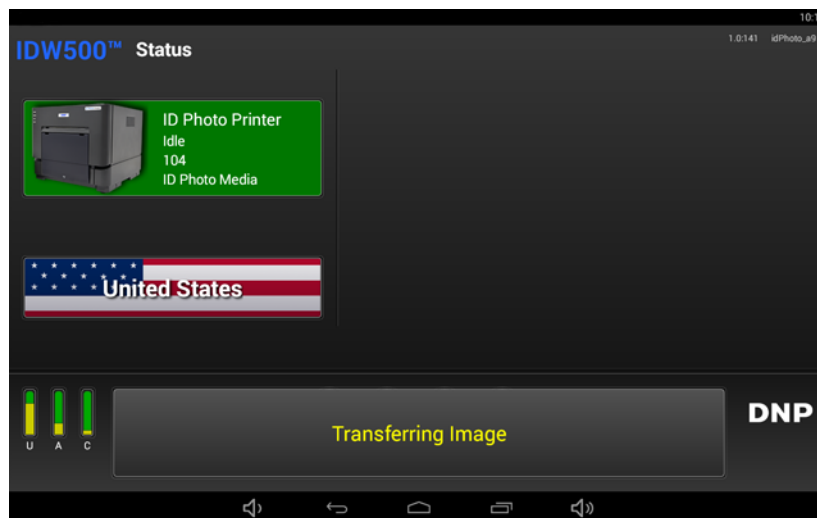
7. Immediately return to shooting mode. You can press the **SHUTTER** button or the **PLAYBACK** button to do so.



### Attention

Do not leave the camera in playback mode. Doing so will cause the image marked as DPOF to be continuously sent to the IDW500 console for printing. Also note, that if multiple images are marked with DPOF, the images will take longer to transfer from the camera to the console. The image begins to transfer. You can hear the sync sounds as the console accepts the image. First, a "ping" occurs as the camera is recognized by the IDW500 console. The console displays a **CAMERA FOUND** message. Next a Electronic sound occurs as the image is transferred – **TRANSFERRING IMAGES** is displayed on the screen. A Pump sound is heard as the console prepares the image for printing – **PROCESSING IMAGES** is displayed.

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



### Note

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

9. By default, when a print is sent to your console, the image is printed automatically (if it passes all biometric tests) without prompting you. You can change this functionality by turning on the **Confirm Print** option in the Configuration page. If you have this option turned on, continue to step 11. To change this setting, see "About the IDW500 Configuration Screen" on page 43.

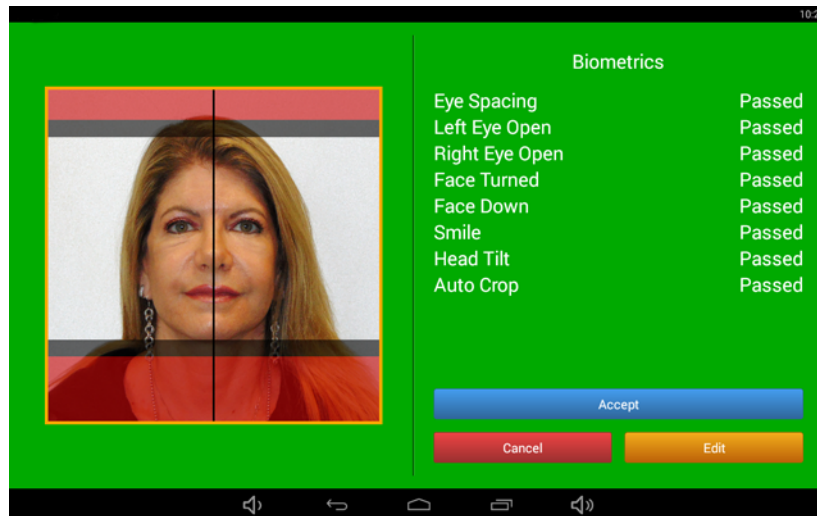


### Note

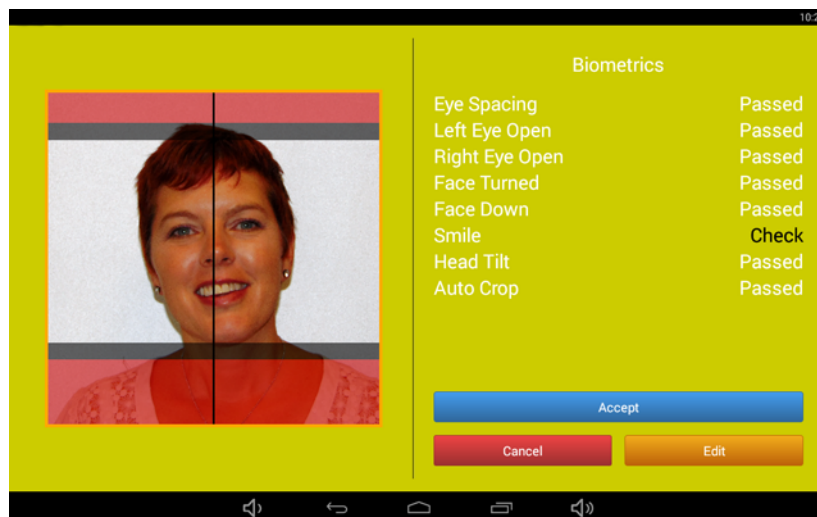
You can also have images that do not pass the biometric tests (displayed with a yellow background) print automatically as well. To set this up, see "About the IDW500 Configuration Screen" on page 43.



10. When the ID Photo acceptance screen appears, either accept the image as it is by pressing the **ACCEPT** button, or press the **EDIT** button to edit the image. Press **CANCEL** to return to the main ID Photo screen.

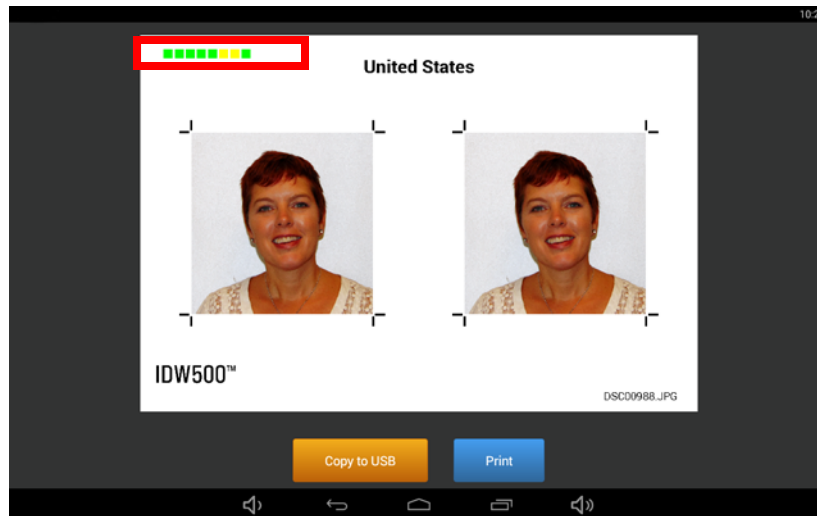


If the photo you have taken has met all of the Biometrics requirements for passport photos, the background of the acceptance screen is displayed as green (image above). If the Biometric requirements have not been met, the background of the acceptance screen is displayed as yellow and the word **Check**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



If the image did not pass the Biometrics requirements, touch the **Edit** button and follow the instructions for "Editing Images" on page 35.

11. After pressing the **ACCEPT** button, press the **PRINT** button to print your image or press the **COPY TO USB** button to save your image to a USB drive. If the image was successfully sent to the printer, you will hear a brief Gong sound from your console.



### Note

For more information about saving your image to a USB drive, see "Saving Images to a USB Drive" on page 39.

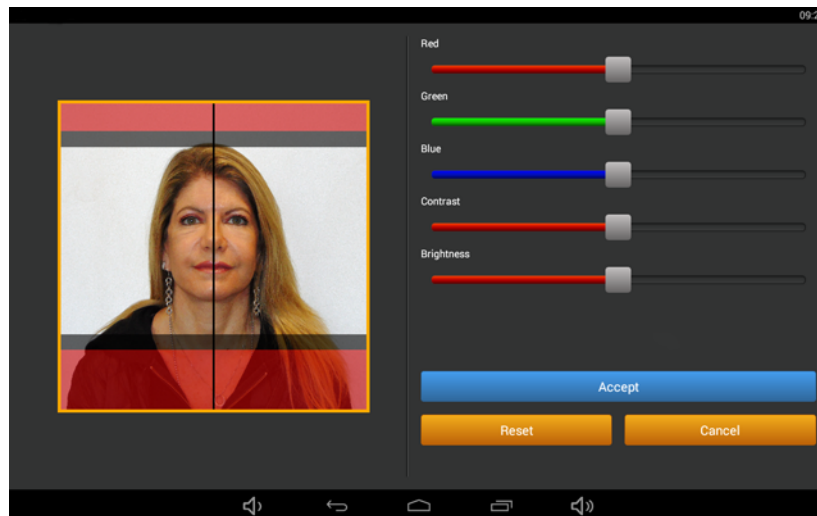
On the above image, you notice a series of eight (8) colored squares in the upper left corner (highlighted by the red rectangle.) Each box refers to one of the Biometric requirements each image must pass. If a particular Biometric requirement was met, the corresponding box appears Green. If a particular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

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

Your printer will print out two items: a receipt and the desired image. The receipt contains the biometric test results of the images sent to the printer, as well as a barcode, the country selection for the image, and the date. On the image that is printed, a barcode, the date and the photo size is displayed at the bottom of the print out. The barcode type and data can be set up on the **IDW500 Configuration** screen; see "About the IDW500 Configuration Screen" on page 43.

## 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.

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



### Note

Color adjustments made on this screen are permanent, even after powering off the console.  
Resizing adjustments are not saved.

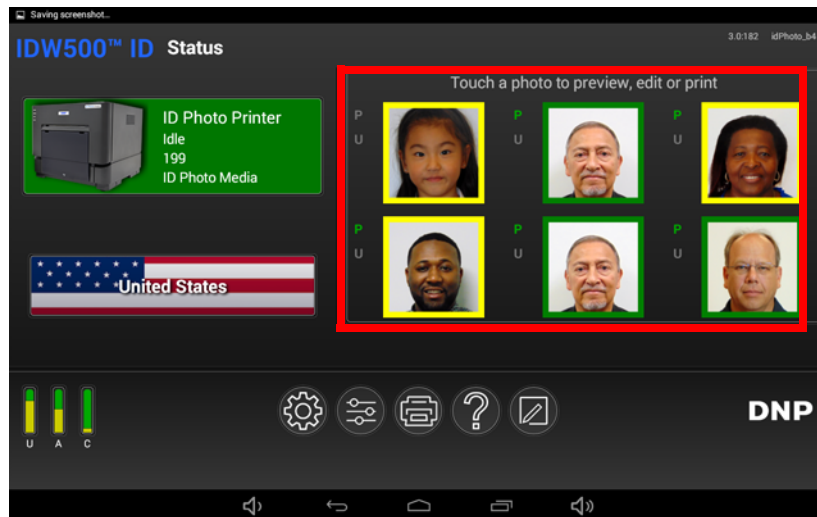
## Reprinting an Image

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

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

### Note

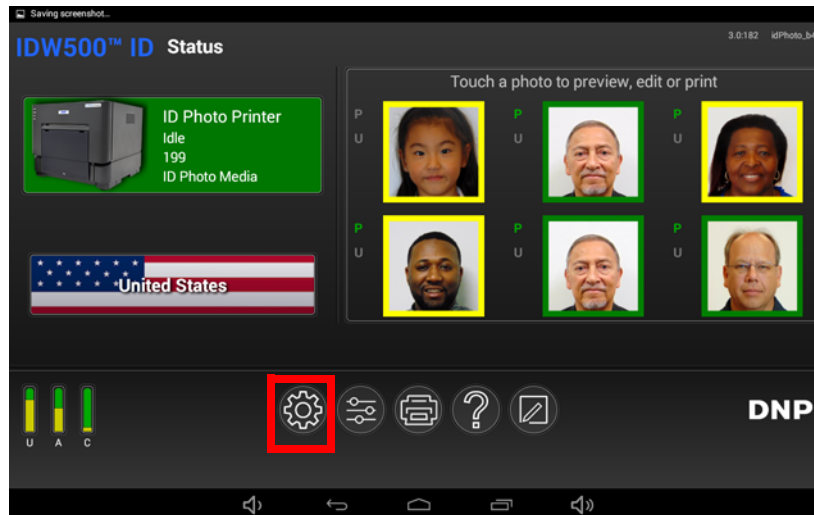
You can also send multiple images back-to-back, and the images will appear in the image gallery as they are processed. If you are using the auto-print feature the images will automatically print as long as all of the biometric feedback criteria is met. Please keep in mind, the image gallery is limited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



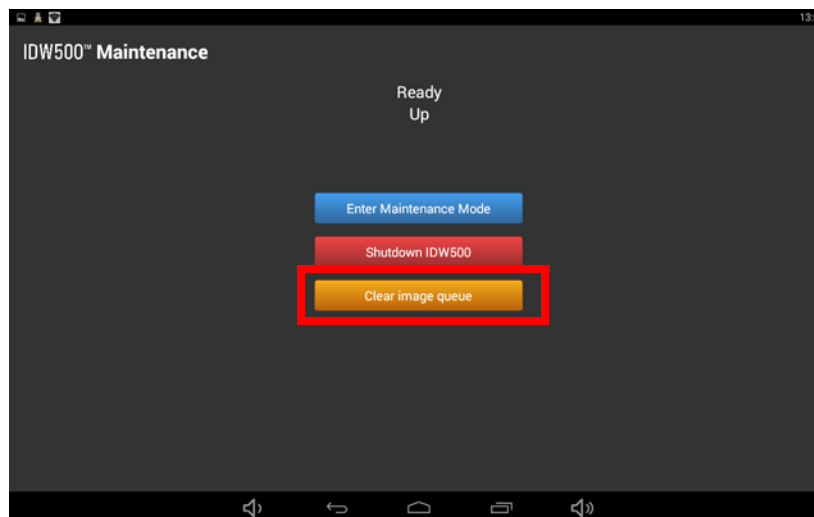
## Erasing Images from the Console

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

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



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

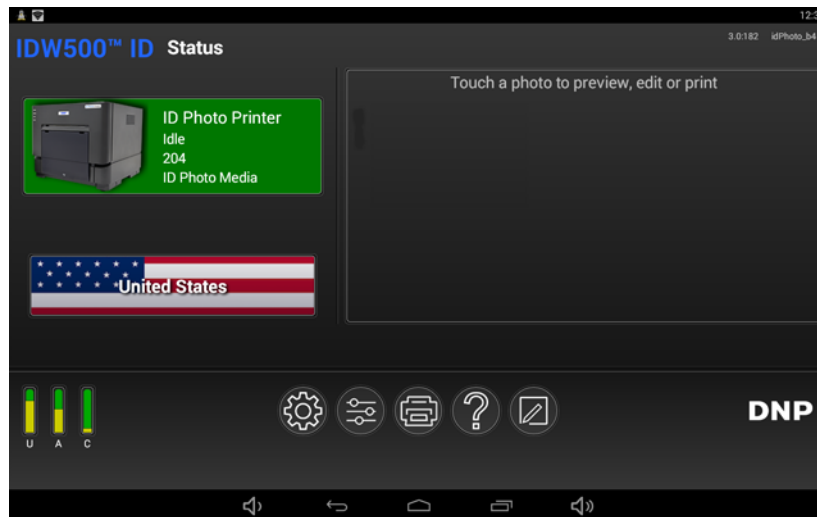


3. Any images that were on your console have now been deleted.
4. Press the **return icon** (second icon from the right) at the bottom of the screen to return to the main IDW500 home screen.

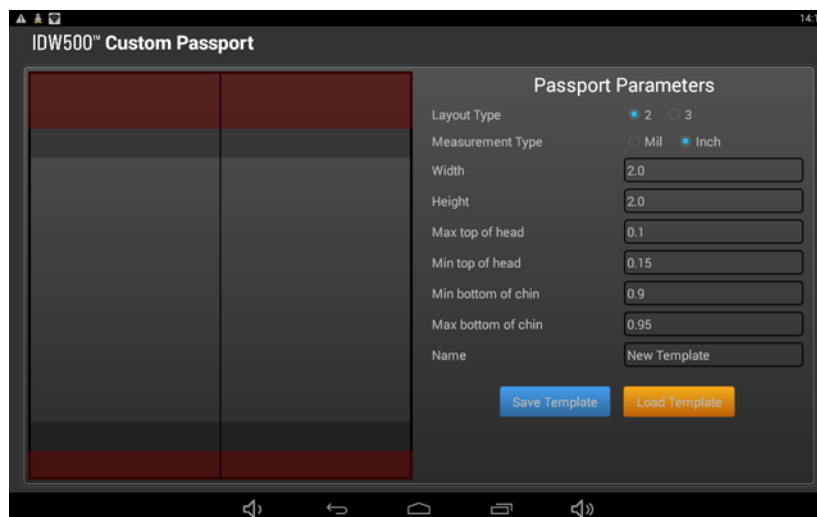
## Adding a Custom Template

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 **Create Template** button.



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



### Note

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

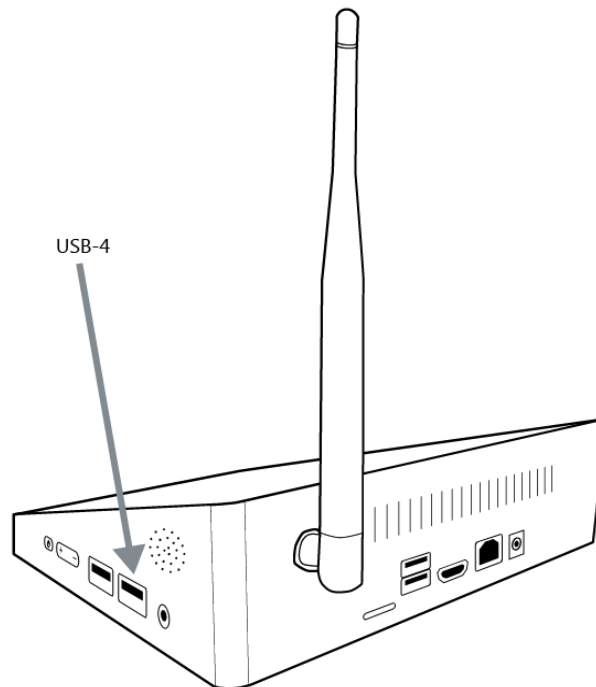
3. Select the **Measurement Type**. This can be set to **Millimeters** or **Inches**.
4. Set the **Width** and **Height** of the final printed image.

5. Entering percentages in the following fields allows you to set the position of your image within the template. Percentages should be entered as their equivalent; For example, if you wanted to set the **Max top to head** field to 10%, you would enter .10 in this field.
  - ◆ **Max top of head:** The maximum distance the top of the head appears from the top edge of the template.
  - ◆ **Min top of head:** The minimum distance the top of the head appears from the top edge of the template.
  - ◆ **Min bottom of chin:** The minimum distance the bottom of the chin appears from the bottom edge of the template.
  - ◆ **Max bottom of chin:** The maximum distance the bottom of the chin appears from the bottom edge of the template.
6. Type the **Name** of your template
7. Press the **Save Template** button to save your new template.

## Saving Images to a USB Drive

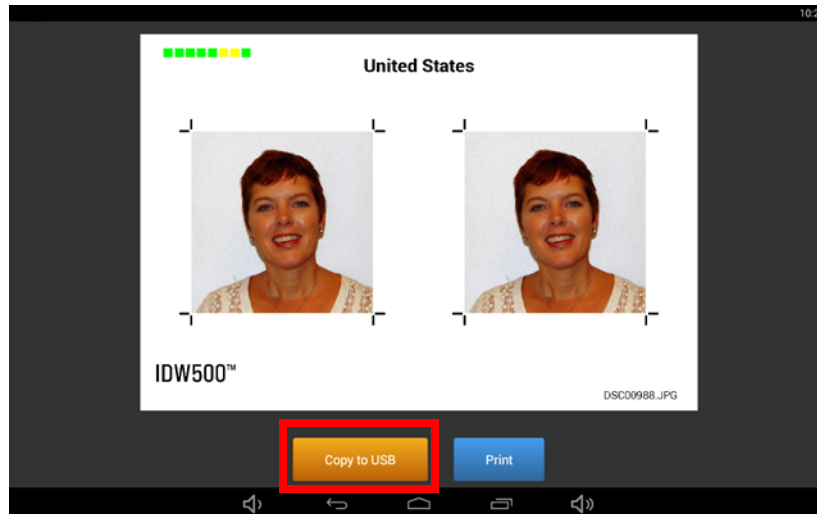
Once you have sent an image to the IDW500 console, you have the option of saving the image to a USB drive.

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



2. Take and send your image to your console.
3. If auto-print is enabled on your system, open the image you want to save from the image gallery.
4. From the Biometrics screen, press the **Accept** button (if no edits are needed.)

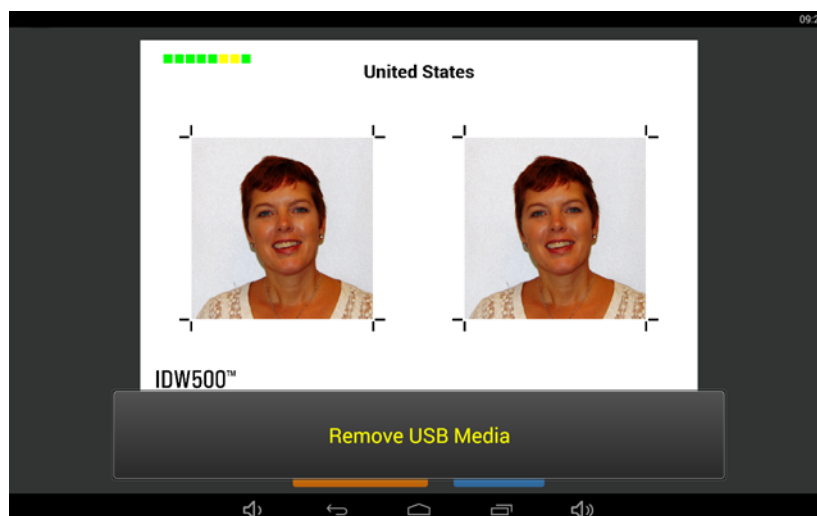
- At the next screen, press the **Copy to USB** button.



### Note

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

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



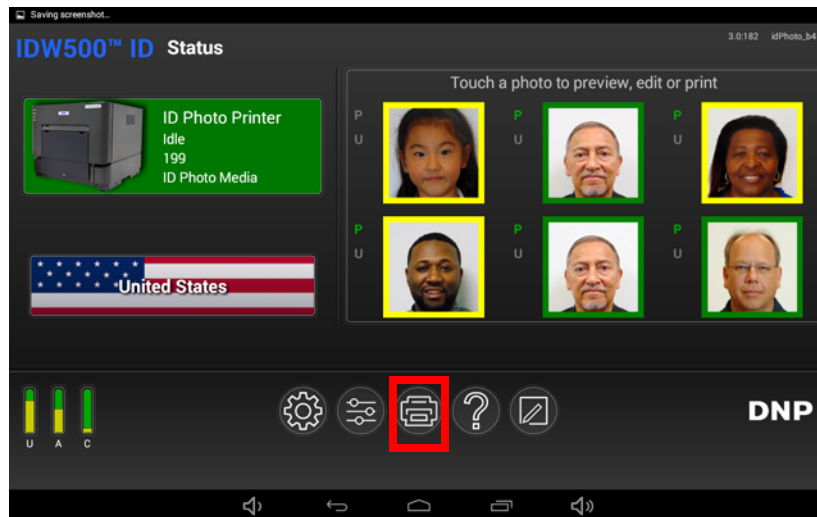


## Printer Queue

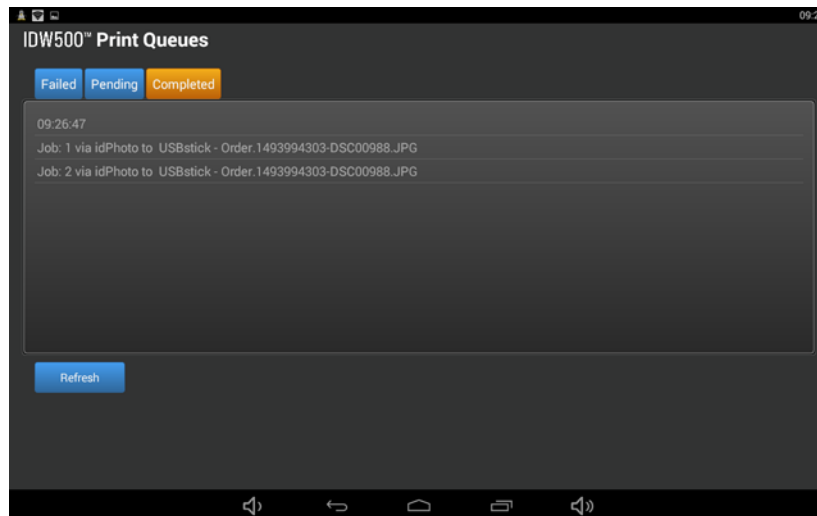
You can check the status of the images you have sent to your printer. The **Print Queues** screen displays the images you have sent to your printer via the IDW500 console; this screen logs whether a sent image:

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

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



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



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

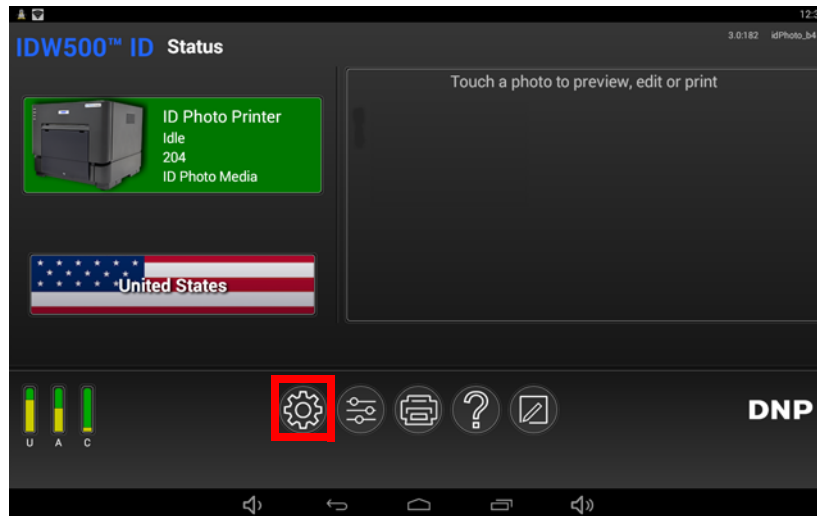
# Shutting Down the IDW500 System



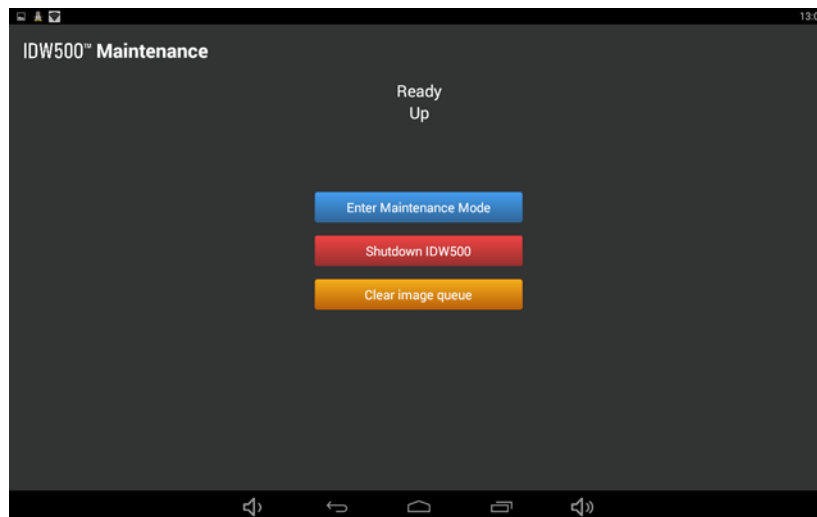
## Note

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

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



2. Press the **SHUTDOWN** button.



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

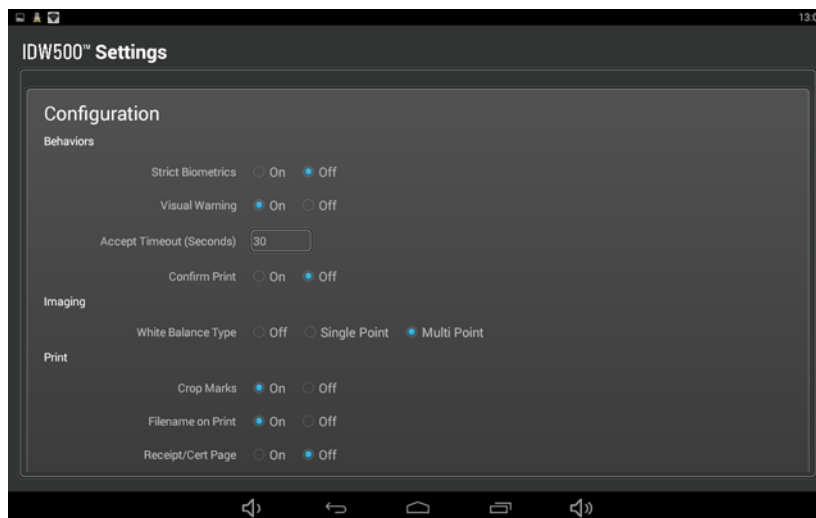
## About the IDW500 Configuration Screen

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



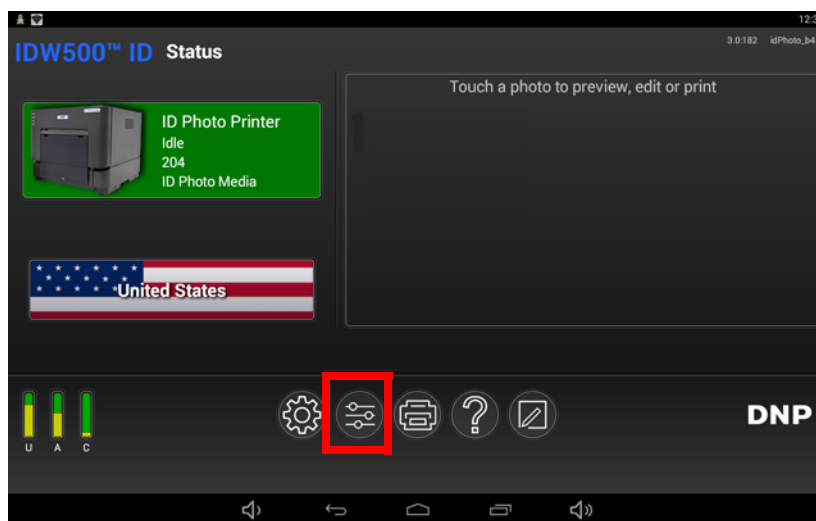
### Attention

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

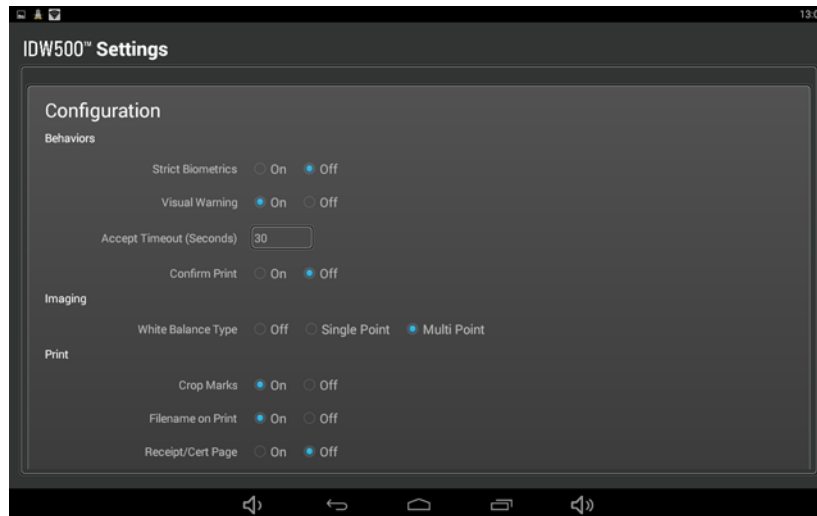


## Accessing the IDW500 Configuration Screen

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



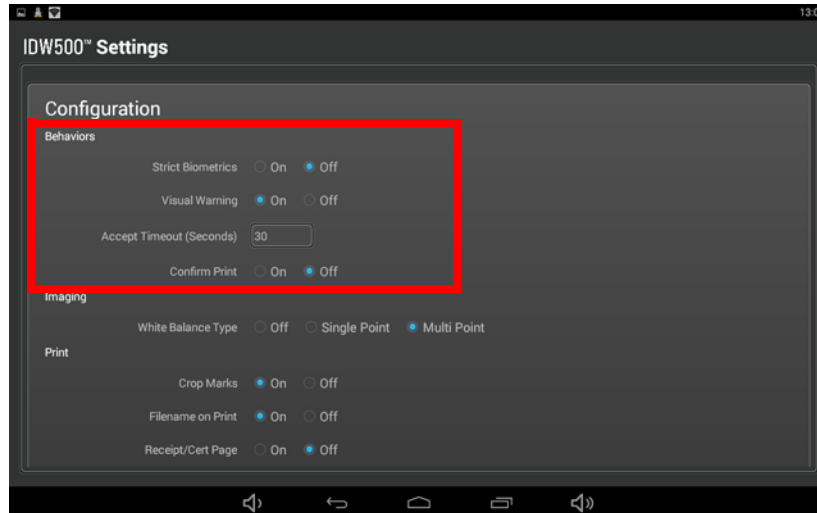
2. The **IDW500 Configuration** screen is displayed. The **IDW500 Configuration** screen is broken up into the following sections: **Behaviors**, **Imaging**, **Print**, **ID Types**, and **System**.



## Behaviors Section

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

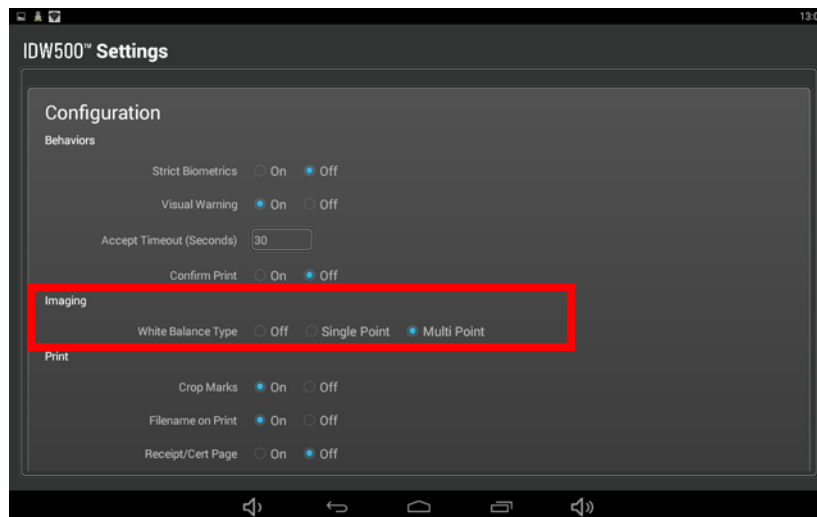
- ◆ **Strict Biometrics:** By turning this option **OFF**, you allow images that did not pass the biometric tests (Yellow state) to be printed automatically. This option is set to **ON** by default.
- ◆ **Visual Warning:** If this option is set to **ON** (by default), the background of the ID Photo acceptance screen displays Green, Yellow or Red depending on whether the image passed all the Biometrics requirements. Setting this option to **OFF** removes the warning colors (Green, Yellow, or Red) from the ID Photo acceptance screen.
- ◆ **Accept Timeout (Seconds):** When an image does not pass the Biometrics requirements, the ID Photo acceptance screen appears for the amount of time specified in this field. Please note that this feature only works when the **Visual Warning** option is set to **YES**.
- ◆ **Confirm Print:** Prompts the user to accept the image and send it to the printer. If this option is turned off, if the image passes all Biometric requirements, it is sent directly to the printer without the user being prompted. The default setting for this feature is **OFF**.
- ◆ **Auto-Print:** If you are using the auto-print feature, use the following settings to get the expected results.
  - Strict Biometrics **OFF**, Confirm Print **OFF** - both green and yellow images are auto-printed.
  - Strict Biometrics **ON**, Confirm Print **OFF** - only green images are auto-printed.
  - Confirm Print **ON** - auto-print is disabled, and prints can only be released by the operator.



## Imaging Section

Under the **Imaging** section of this page, you can configure the following item:

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

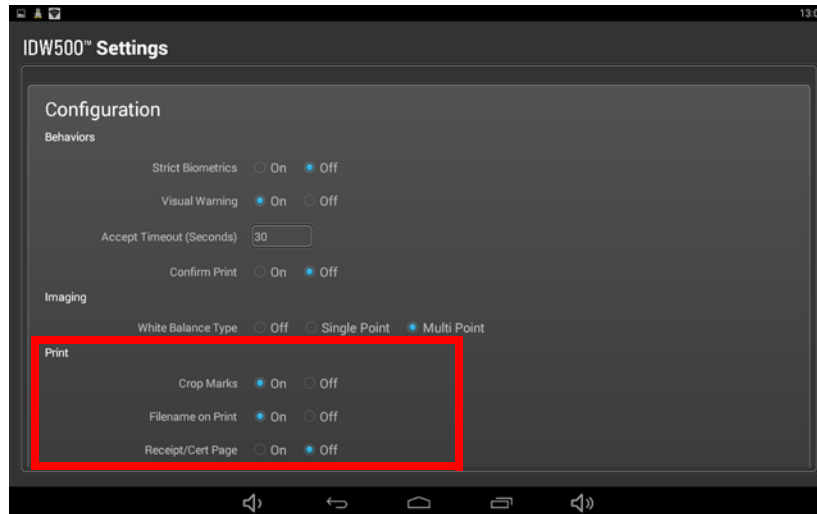


## Print Section

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. Default is ON.
- ◆ **Filename on Print:** Enables/disables displaying the file name on the final print. Default is ON.

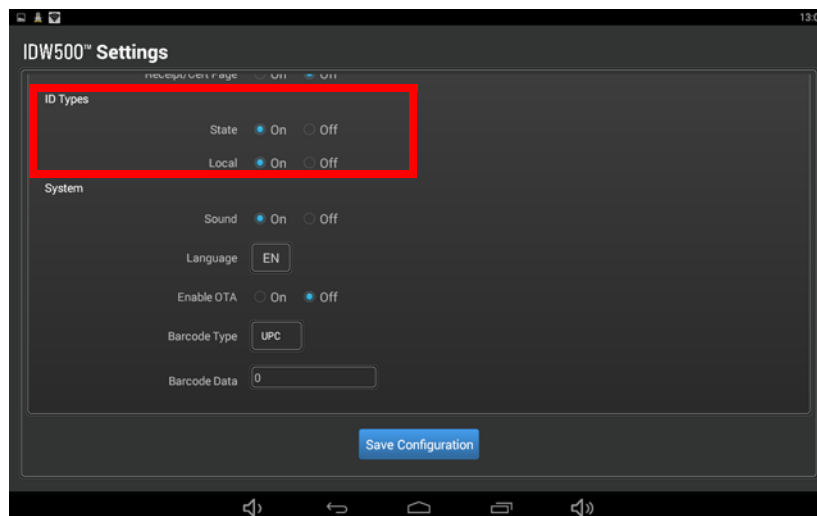
- ◆ **Receipt/ITOC Certification Page:** Enables/disables printing a receipt.



## ID Types Section

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

- ◆ **State:** Enabling/disabling state specific IDs. By default, this feature is set to **OFF**.
- ◆ **Local:** Enabling/disabling local IDs, e.g., university IDs. By default, this feature is set to **OFF**.

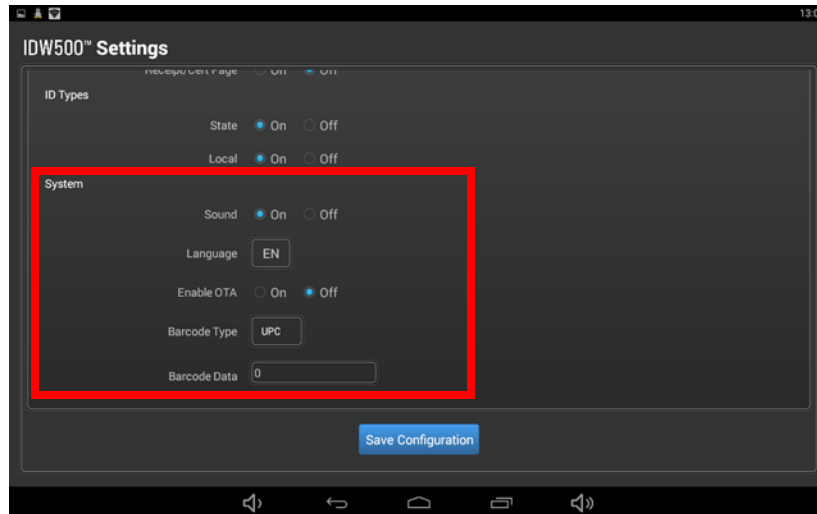


## System Section

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

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

- ◆ **Barcode Data:** The data that will be associated with your barcode, e.g., UPC number.



## Erasing Images from the Camera

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

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

## Erasing all Images on the Camera

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

## Enabling the Flash

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

### Note

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

1. Depending on the camera, press the **FLASH** button to enable the flash.

2. If necessary, open the flash hood (not all cameras have this feature). Usually you open the hood by pressing lightly on it or pressing a release button on the side.

**Note**

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

## Printing Directly from the Camera via USB Cable

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

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

**Attention**

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



## Using the IDW500 Printer

### About your Printer

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



#### Attention

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

### Replacing the Printer Media

Always replace both the ribbon and paper at the same time.

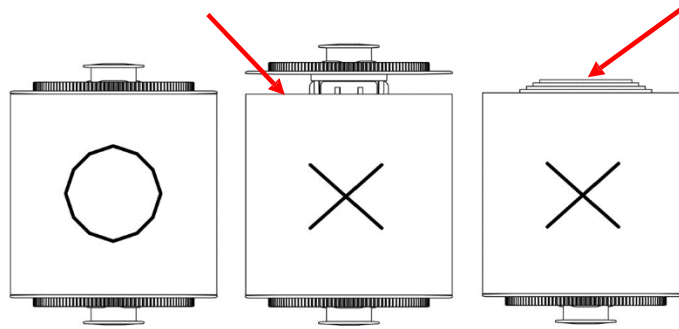
1. Remove the print catch tray from the front of the printer and empty the paper scrap box.



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

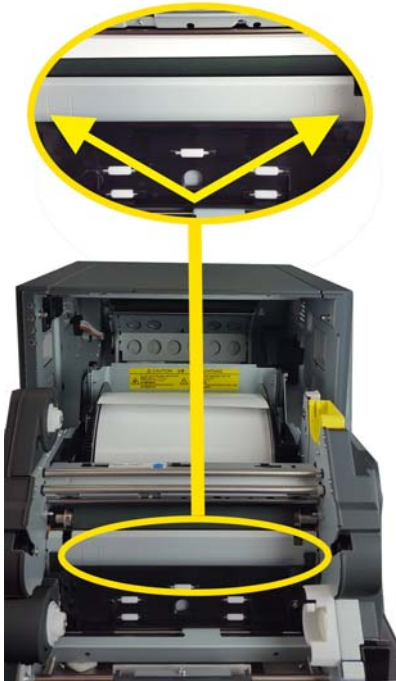


3. Throw away the old ribbon.
4. Remove the paper spool. Take the spool ends off of the spent paper roll and throw away the roll. (Do not throw away the spool ends.)
5. Load your new paper roll onto the spool ends. Make sure that there are no gaps and that the paper roll is not bulging to one side.



6. Place the paper spool into the printer so that the leading edge of the paper feeds over the top of the roll.
7. Remove the PULL tab.

8. Feed the paper roll leading edge into the feed path. Align the paper edges with the PC lines on the printer. Feed the paper under the black guide roller. Continue to feed the paper until the printer beeps. This means that the paper is in the correct position.



9. Set the ribbon supply side (two white ends) in the lower, or front, brackets. Set the take-up side (one white and one yellow end) in the upper, or back, brackets. Insert the left side of the ribbon spool into place first, then snap the right side of the spool into place. Wind the take-up spool to remove any slack in the ribbon. The supply spool feeds over the top while the take-up spool feed underneath.



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

# Maintaining the Printer

## Cleaning the Platen Roller



### Attention

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

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



3. Remove the ribbon tray and set it aside.
4. Remove the paper spools and set them aside.
5. Using the provided pre-saturated wipe, wipe the platen roller while rotating the roller slightly. Use a clean portion of the wipe for each swipe.



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

## Cleaning the Thermal Print Head



### Attention

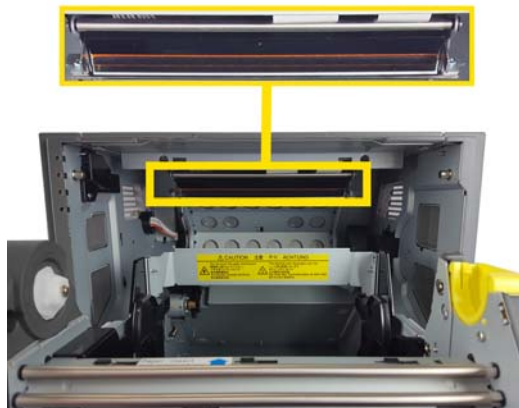
You must wait a minimum of 5 minutes before cleaning the thermal head to avoid severe burn injuries. Never use water to clean the thermal head. You should only clean the print head if you are instructed to do so by technical support.

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

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



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

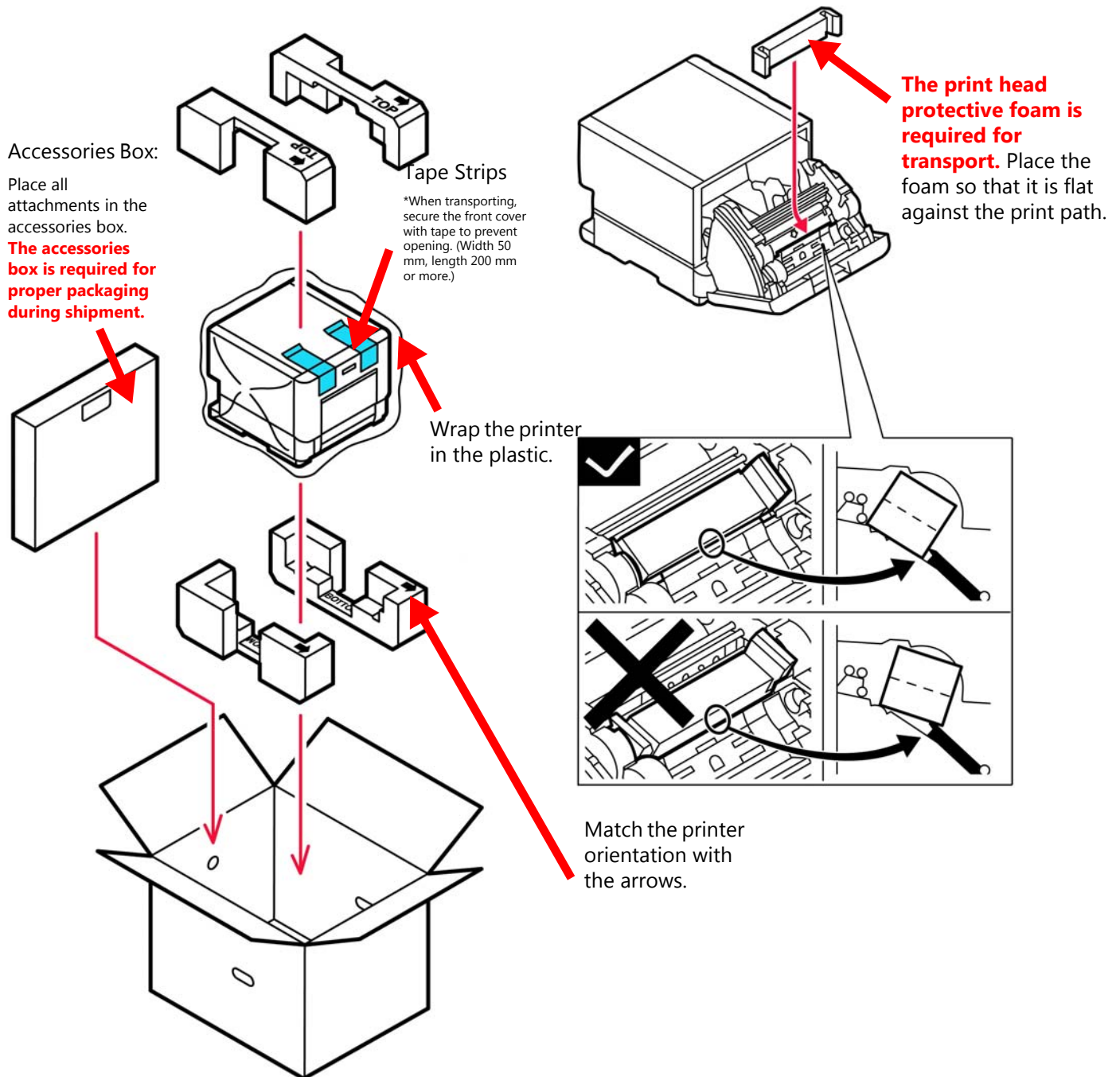


5. Using the cleaning pen, swipe the thermal head in a side to side motion. Clean the entire length of the thermal head.
6. If you see dirt or debris on the thermal head, use the thermal head wipe to clean only the dirty portion of the thermal head.
7. Wait at least 3 minutes for the head to dry, then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

# Repacking the Printer

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

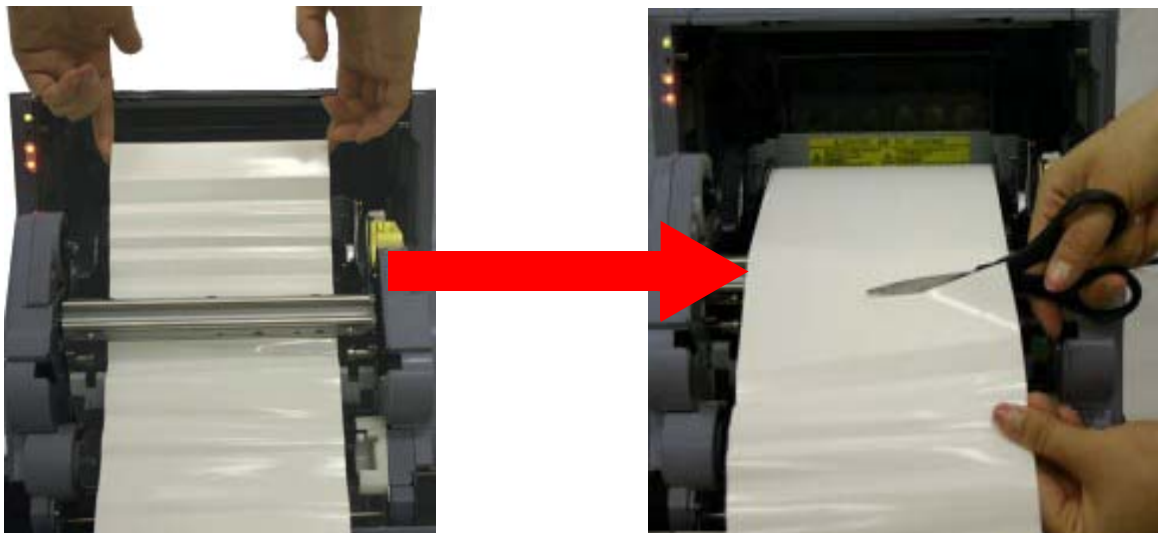
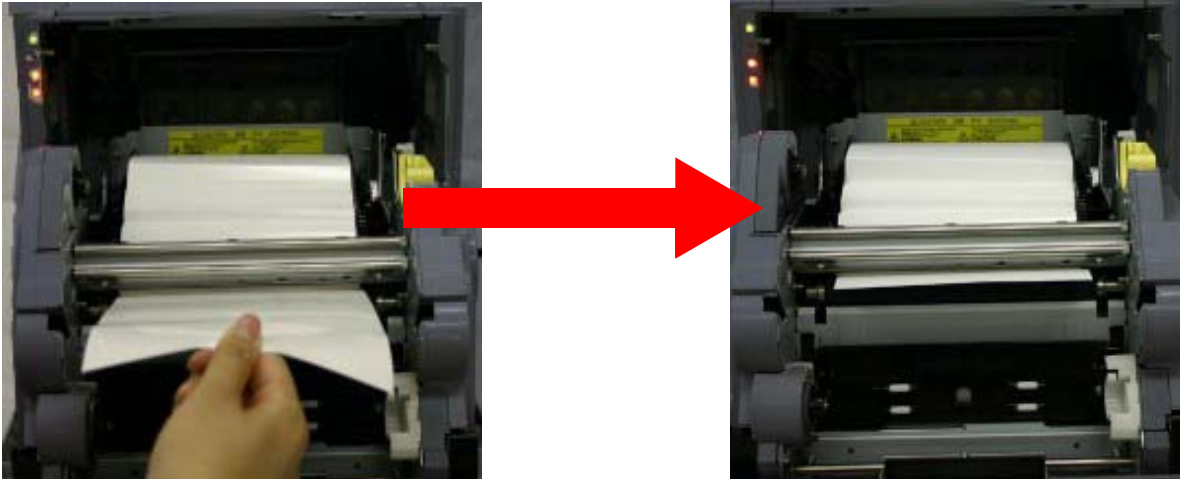
Remove all accessories, media, and attachments from the printer – this includes all the ribbon, paper roll, and paper spools as well as the USB and power cables. Place the accessories in the accessory box.



## Troubleshooting Printer Issues

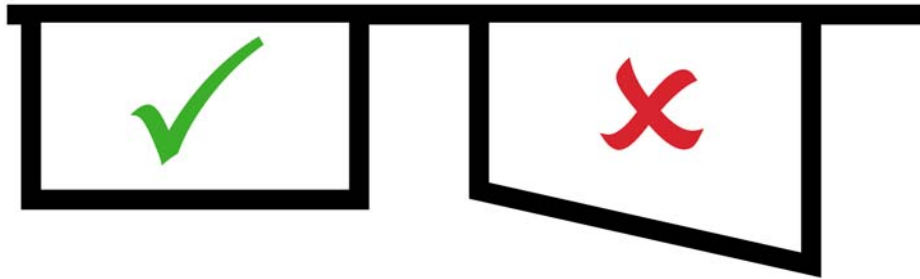
### Clearing Paper Jams

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



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

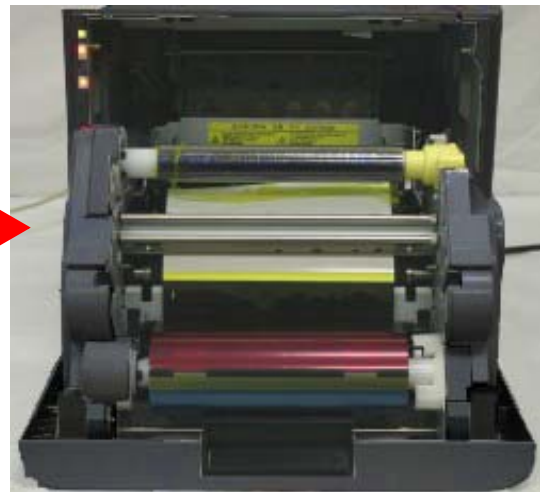
5. Cut the paper roll to remove any wrinkled or bent paper from the roll. Printing over bent paper can damage the printer and cause more paper jams.



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

## Clearing Ribbon Jams

1. Remove any ribbon remaining in the printer.



2. Remove any incomplete or jagged ribbon panels.



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



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



5. Close the media compartment.



# Troubleshooting the System

## General Troubleshooting Steps

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

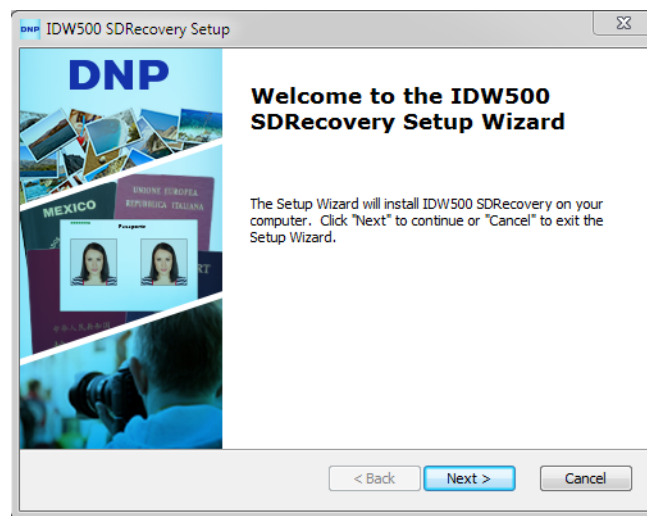
1. Did the IDW500 print a test page when you powered ON the system?
  - ◆ **YES:** Continue with step 3.
  - ◆ **NO:** Check the printer status icon. Touch the bottom right portion of the main dashboard. If the printer state is idle, continue with step 3. If the printer state is anything besides idle, check the printer for error conditions and check that the media is properly loaded. Continue with step 2.
2. Power cycle the IDW500 console.
  - ◆ To do this, press the **POWER** button on the unit. A test print should print.
3. Check the IDW500 printer status icon. If the printer is shown to be in a ready state, continue below. If the printer isn't in a ready state, power cycle the printer and the console, and then continue.
4. Verify that the camera has at least half battery power available.
  - ◆ If the camera has less than half of the battery power remaining, change or recharge the camera batteries.
5. Make sure you are standing within 15 feet of the IDW500 console.
  - ◆ If you are in an environment with a large amount of wireless traffic, try standing closer to the unit.
6. Listen for the ping that tells you the camera is connected to the IDW500 console. Check for the **CAMERA FOUND** message on the console screen.
7. If you cannot hear the ping, but can see the message on the screen, check your system volume levels. If there is no ping and no message, power cycle the camera and wait to see if the system discovers it.
8. If you are still experiencing issues with your system, contact technical support at 1.844.367.8777.

## Using the SD Recovery Utility

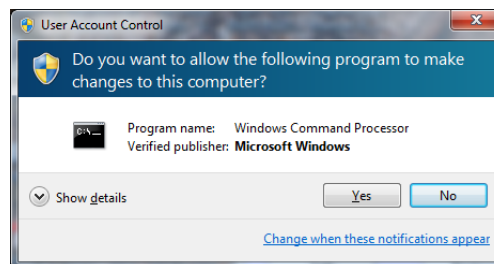
To reconfigure the SD card, use the IDW500 SD Recovery utility.

### Installing the SD Recovery Utility

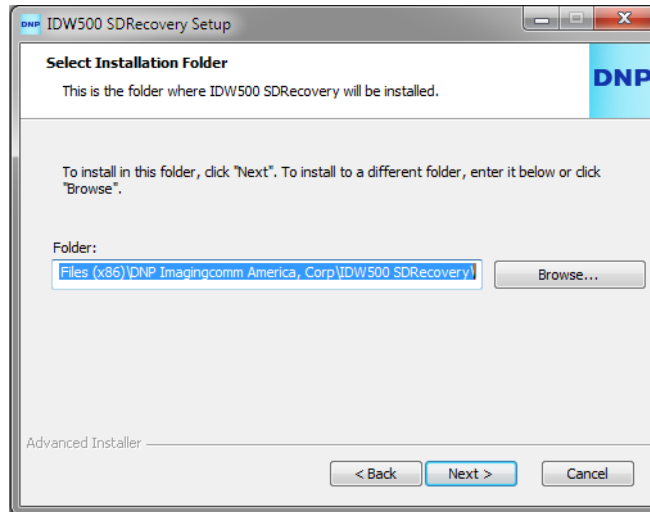
1. You can find the latest copy of the IDW500 SD Recovery utility on the DNP Imagingcomm America Corporation website.
2. Navigate to the Downloads section, and locate the SD Recovery utility.
3. Download a copy to your system.
4. Double click on the **installer (EXE) icon**.
5. When the install wizard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



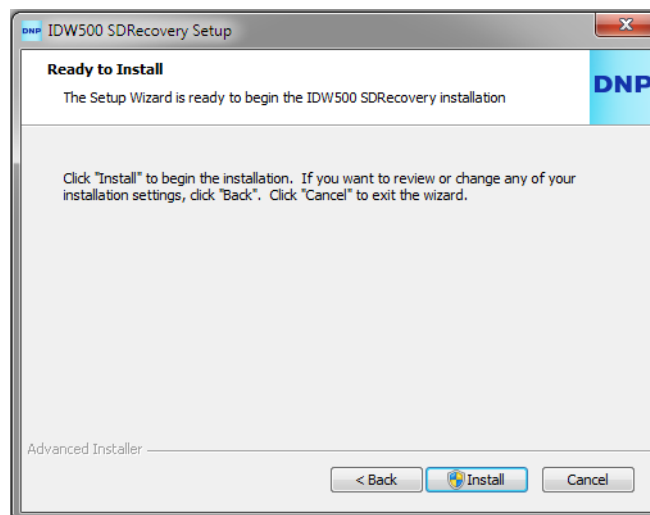
6. If a User Account Control approval message appears, click **Yes**.



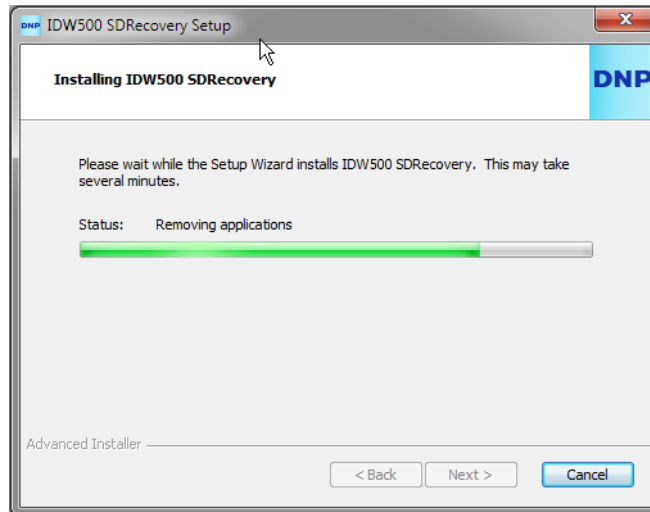
- When the next screen appears, click **Next** to load the files in the default directory.



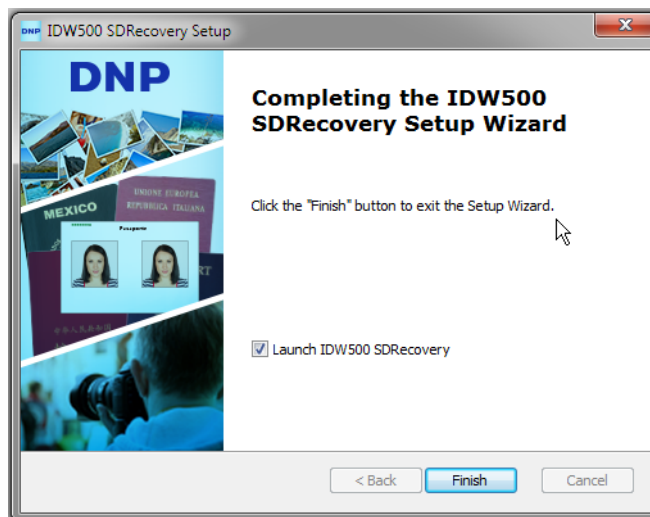
- When the next screen appears, click the **Install** button to begin the installation.



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



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



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

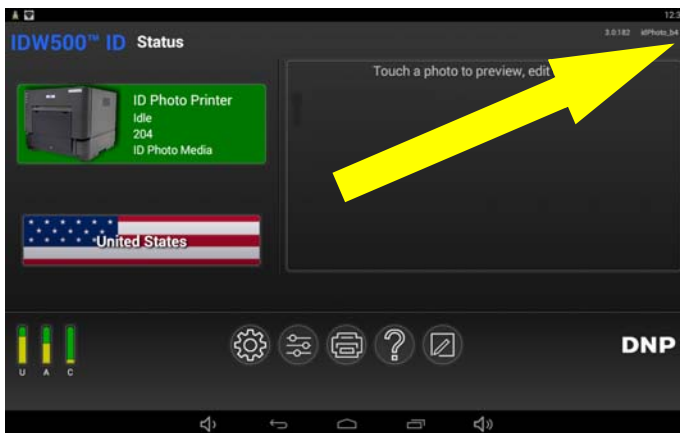


## Setting the SSID Number

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



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



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



### Attention

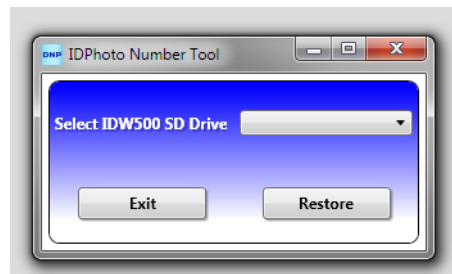
You must enter the SSID number exactly as it appears on the IDW500 console. Do not add extra numbers or characters to the number. All characters are case sensitive.

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

## Repairing the SD Card

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

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



4. Press the **Restore** button. The card is restored and the card settings are reconfigured to work with the IDW500 console.
5. Reset the card SSID number using the steps in "Setting the SSID Number" on page 63.