Smart 5
Card Solutions
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Smart 5 Technical Support

SD Series	SP Series

Cleaning the Printer

The printer performs best when it is cleaned on a regular basis. Follow the cleaning guidelines for your site to keep the printer in good working condition.

Cleaning of SD printer:	**Cleaning of SP printer:**
When to clean the printer:	When to clean the printer:

Cleaning of SD printer:

When to clean the printer:

- The registration of the different colours are visibly out

- There are debris on completed cards.

- A new print ribbon was installed

- The printer displays a message for which cleaning is a solution.

Refer to:

[Running a cleaning card for SD Series](#)

[Cleaning SD Series Print Head](#)

Cleaning of SP printer:

When to clean the printer:

- The registration of the different colors are visibly out

- There are debris on completed cards.

- A new print ribbon was installed.

Refer to:

[Running a cleaning card for SP Series](#)

[Cleaning SP Series Print Head](#)

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Installing Printer and Supplies

Datacard has gone through great lengths to make the installation of the printer and supplies as easy and user-friendly as possible.

Most important is to remember:

- When receiving your new Datacard system, start by installing:
  - The ID software solution and all its add-ons (like Tru-Photo, Tru-Signature)
  - Install the printer supplies while switched off
  - Install the printer driver and plug-ins
- The supplies need to be installed in the printer before you switch it on.
- The printer driver must be installed first and the printer only plugged in on request during the installation process.

Follow the quick and easy processes for the installation of the plastic card printer onto your PC as detailed for your system below:

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Installing SD printer

Easy guide to install SD160, SD260, SD360 printer onto your PC.

Installing SD Supplies

Easy guide to install supplies in the SD160, SD260, SD360.

Installing SD460 Supplies

Easy guide to install laminates and ribbons in your SD460.

Assemble SD460 printer

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Installing SP printer

Easy guide to install SP25+, SP30+, SP35+, SP55+ printer onto your PC.

Installing SP Supplies

Easy guide to install supplies in the SP25+, SP30+, SP35+, SP55+.

Installing SP75 Supplies

Easy guide to install laminates and ribbons in your SP75+.

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Getting to the PRINTER TOOLBOX

The printer toolbox hold many settings the user can adjust to suit the site specific requirements. Follow these easy procedures to get to the printer toolbox.

SD Series Printer Tool Box

The ToolBox for the SD card printer range gains access to print manager to:

· Adjust for improved print quality
· Adjust card registration
· Determining printer-to-pc communication
· Provide you with information on your printer and driver.

See How to access your Printer Toolbox for SD Range

SP Series Printer Tool Box

The ToolBox for the SP card printer range allows you to:

· Adjust for improved print quality
· Adjust card registration
· Determining printer-to-pc communication
· Provide you with information on your printer and driver.
· Most importantly - this is where you go to run a cleaning card.

See How to access your Printer Toolbox for SP Range

Getting Information on your printer

For technical support have the following information ready:

· Printer make and model
· Printer serial number
· Printer firmware version
· Driver version

As printers are used in the field under different conditions than the quality testing conditions, there may arise conditions that influence print quality or functionality. As these are reported and resolved, new firmware or printer driver versions are released. We recommend that you keep up to date with your version of firmware and printer driver. It makes sense to protect your investment and to save you from potential costly printing glitches.

Getting Information on your SD Series Card Printer

Getting Information on your SP Series Card Printer

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Firmware updates

As printers are used in the field under different conditions than the quality testing conditions, there may arise conditions that influence print quality or functionality. As these are reported and resolved, new firmware or printer driver versions are released. We recommend that you keep up to date with your version of firmware and printer driver. It makes sense to protect your investment and to save you from potential costly printing glitches.

Read more about the latest driver and firmware updates for insight on improvements made.

Press Release

To stay abreast with technology development, a well-planned replacement policy should be developed and maintained. Like any IT strategy.
As new development happen we will endeavour to keep you abreast through regular postings on this page.

Regionalising of Ribbons
Since November 2015, printers shipped with new firmware to use the new regionalized ribbons. Please ensure to purchase the correct ribbon for your region. See Regionalising of Ribbons for more information.

Life Cycle Report
As printer technology advance, it becomes uneconomical to maintain older versions and models of hardware and software. Datacard maintains the developed technology in a well planned life cycle in order to maximise the economical value and functionality of hardware, software and supplies.

Hardware and Software Life Cycle Report

Supplies Life Cycle Report