

EXTENS™ ePRP,vPRP MODEL 4500/5500 User Manual

VERSION 1.1

DATE: 2015 03 20



Enabling trust

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1.0 DISCLAIMER OF LIABILITY AND WARRANTY

Any person, employee or contractor (the “End User”) using and/or operating the SICPA application or equipment (the “Equipment”) shall ensure that the use of the described Equipment satisfies all existing requirements for safety, including conformance with all applicable laws, regulations, guidelines and standards. To the extent permissible under applicable laws, in no event shall SICPA be liable for any damages whatsoever arising out of or connected with the use or misuse of its Equipment.

This document is for information purposes only. SICPA makes no warranties, expressed or implied, in this document and disclaims all warranties of merchantability and fitness for a particular purpose and non-infringement of third-party rights with respect to the Equipment. The oral or other written statements of employees or contractors of SICPA do not constitute warranties and shall not be relied upon by the End User and are not part of this guide. In particular, no SICPA employee or contractor is authorized to make any modification, extension or addition to this statement disclaiming liability.

The information contained in this document was correct at the time of publication.

SICPA reserves the right to change the terms, conditions, and notices under which its Equipment is offered at any time for any reason and without prior notice to the customer.

Unless the applicable laws provide otherwise, this disclaimer of liability and warranty states the entire obligation of SICPA with respect to its Equipment. If any part of this disclaimer of liability and warranty is determined to be void, invalid, unenforceable or illegal, then the void, invalid, unenforceable or illegal provision shall be deleted from this document warranty and the remainder of this guide shall remain in full force and effect.

1.1 SAFETY INFORMATION

“CAUTION: For continued protection against risk of fire, replace only with same type and rating of fuse.”

Allow sufficient space around the printer for clear and unobstructed operation.

Keep ventilation opening on the rear of the printer clear of obstruction.

Do not install the printer in a damp place or place where it may come in contact with water.

While cleaning do not spray water or other fluids inside the printer openings

Remove any foreign matter or dust from the power plug pins.

Do not use a wet or damp cloth when cleaning the plug.

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1.2 SERVICE WARRANTY AND MODIFICATION

Any changes or modifications performed by a 3rd party on this finished device are not covered under Sicpa warranty service, nor can Sicpa be responsible for safety issues that result from 3rd party modifications.

2.0 KEY FEATURES & SPECIFICATIONS

The integrated ePRP & vPRP system includes four key functions:

- Document scanning
- RFID reading
- Printing camera controlling
- Passport entry stamp printing
- Visa document printing

2.1 GENERAL

Printing resolution (dpi)	300 dpi
Interface	USB Port, Hi-Speed USB
Print Width	4.5 inches (115mm)
Operating Environment	Temperature: 5 to 35oC (41 to 95F) Humidity: 10 to 90 % RH (no condensation)
Storage Environment	Temperature: 0 to 40oC (32 to 104F) Humidity: 5 to 95 % RH (no condensation)
Power Supply	AC 100- 240V, 50/60Hz
Power Consumption	
External Dimensions	Width- 17" [432mm] Height- 9.1" [231mm] Depth- 10.875" [276mm]
Weight	27.5 lbs
Print Head	HP Si500

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2.2 MINIMUM SYSTEM REQUIREMENTS

Operating System	Windows 7
Processor	1 GHz
RAM	512MB
Browser	Internet Explorer 6.0 or later
Hard Disk Space	500MB
CD-ROM Drive	Required
Display	SVGA 800 x 600

3.0 TERMS AND DEFINITIONS/ SYMBOLS

4.0 CHECK THE BOX CONTENTS

1. 1 x Printer



2. 1 x USB A-B with Ferrite bead cable 6'



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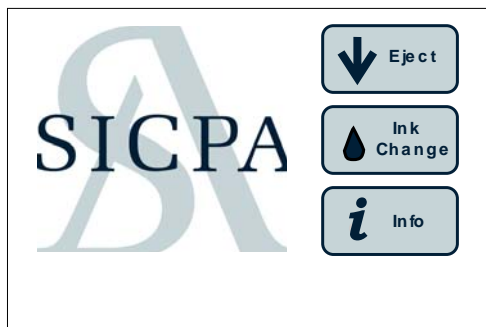
3. 1 x Power cable



4. 2 x HP Ink Cartridges HP 56 (Black) & HP 57 (Tri-colour)



5.0 TURN THE POWER ON



6.0 INSTALL THE INK TANKS

6.1 Access Printer Cartridges

Open the Printer Door by applying finger pressure on the upper end of the door and rotate the door upwards.

6.2 Moving the Cartridge Tray for Loading

Press and Hold the Ink Button and the

Tray Button at the same time  +  .

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The cartridge tray will move to the center of the printer, so that the cartridges can be loaded.

6.3 Printer Cartridge Types

Make sure you have the correct Printer Cartridges. The Printer uses the following cartridge numbers, as shown on the cartridge doors:

- 56/58 (Black)
- 57 (Color)

6.4 Open the Cartridge Door

Using one finger, gently pull the cartridge door open, while supporting the door with the index finger.



6.5 Before Inserting the New Cartridge

Remove all protective tape/clips from the cartridge head. Avoid contact with the cartridge head and the electronic circuit as this may damage the cartridge.

6.6 Inserting the New Cartridge

Slide the new cartridge into the opening of the cartridge tray. Push the cartridge in until it clicks into place.




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6.7 Closing the Cartridge Door

Gently press the door down until it clicks into place. Ensure that the door is locked in place safely before proceeding to the next step.



6.8 Moving the Print Head Back into Position and Cleaning the Print Head

Press and hold the Ink Button  on the LCD. The Print Head will move back to the parked position. Please allow a few moments for the printer to clean the head.



6.9 Automatic Cleaning of the Cartridge Head after Cartridge Installation

The printer will automatically clean the cartridge head after cartridge installation. This may take a few moments during which, the display will show **“Press tray key to load the passport”**. The printing function and the tray will not operate while the head is being cleaned. Please allow a few moments for the head to be cleaned.


6.10 Printing with Only One Cartridge Installed

The printer can perform a print with only one cartridge in the cartridge tray. Ensure that both cartridges are loaded for best print quality.


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8.0 LOAD A DOCUMENT

To Eject (Open) The Tray:

1. Press the **Tray Control Button** . The Red LED light will blink once and the tray will be ejected. The LCD will display “Ready to Load/Unload”.
2. Once the tray is ejected, it requires up to one second for the **Tray Control Button** to operate again.
3. If the Tray Control Button is pressed within this 1 second waiting time, allow another 2 seconds before pressing it again to operate the tray.

To Manually Retract (Close) the Tray:

4. To manually retract the tray, Press the **Tray Control Button**  again. The Tray will be retracted (move back inside the Printer).
5. Please allow 1 second between each ejecting/retracting the tray.

9.0 IMPORTANT NOTES AND WARNINGS FOR TRAY OPERATIONS

Note: When the tray is empty and retracted the LCD will display “Press Tray Key to Load the Passport”.

Note: To avoid rapid tray movements, the Tray Control Button will not operate while the tray is moving and also up to 1 second after the tray has been fully retracted or ejected.

Note: Due to various causes, at times the tray may be in mid-way (neither fully retracted nor fully ejected). In such cases, the LCD will display “Tray is in mid-way”. Pressing the Tray Control Button in this case will retract the tray.

Note: The tray will be ejected and ready to unload/load after a print job is completed. The Tray Control Button is used to manually eject the tray for the first print job and manually retract it when printing is no longer required.

Warning! Printing may not be possible if tray is in “mid-way”. Press the Tray Control Button to retract the tray, and then Press the Tray Control Button once again to eject the tray. Ensure that the media (Passport) is positioned properly in the tray. Perform another print job.

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Warning! While tray status displayed is “tray is in mid-way”, if a print job is sent to the printer, the tray will be ejected and the Red LED will blink to indicate the error. If this occurs, then:

- Press the Power On/Off Button to turn off the system.
- Press the Power On/Off Button again to turn on the system. This will reset the system and printing can be continued as usual.

Warning! If the tray is obstructed while in operation, i.e. while being ejected or retracted, the tray engine will shut down automatically to avoid any risk of damage to the system. This is followed by the LCD shutting down and the blinking of the Red LED. If this occurs, then:

- Remove any items that may be obstructing the tray movement.
- Hold the Power On/Off Button for 2 second and release. This will reset the system. The LCD display will turn on for a moment, and then it will shut down automatically.
- Press the Power On/Off Button again and the system will restart and prepare for printing.

10.0 CLEANING

Please consult with Sicpa Customer Service. For Ink cartridge cleaning refer to section 6.9.

11.0 TROUBLESHOOTING

Please contact Sicpa Field service and customer service operations.

12.0 FCC PART 15 & INDUSTRY CANADA NOTICE

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the Federal Communications Commission (FCC) Rules.

Operation is subject to the following conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

These limits are designed to provide reasonable protection against harmful interference when the device is operated in a commercial environment.

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This device generates, uses, and can radiate radio frequency energy and, if not installed in accordance with this guide, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, then the user is encouraged to try to correct the interference by one or more of the following measures:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications not expressly approved by the party responsible for compliance could make void the user's authority to operate the device.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

APPENDIX A - DOCUMENT HISTORY

Date	Rev.	Changes	Author	Release Date
2015 03 20	1.1	Updated with FCC and other regulatory requirements	Diljit S. Matharu & Pam Wilson	2014 03 21
2014 11 16	1.0	Created operational manual	Diljit S. Matharu & Pam Wilson	2014 12 01

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