## Overview

The IDW500 from DNP is a wireless passport and identification photo system designed to create and print passport photos for your customers in minutes. Using the supplied system camera, print photos wirelessly to the printer. Please use this quick reference guide to maximize your passport operations.

Your Camera Icons

LCD Viewer: The large view area and template overlay (shown in blue) allow you to take perfect ID photos.
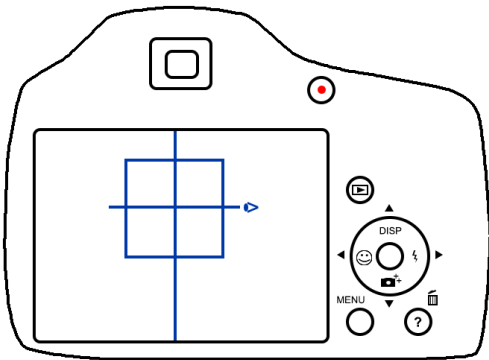
Control Wheel: The control wheel – to the right of the LCD viewer – is used for many tasks. Use the wheel to move within menus, and access other camera functionality. For the purposes of this document, the ▶ ▲ ▼ and ◀ icons will be used to demonstrate moving within menus. The SELECT button is the middle button of the control wheel.

Playback Button: Allows you to access your images and perform other necessary functions. This button is located above the Menu button.

Menu Button: Use the menu to print your images and access other needed options. This button is located directly above the control wheel.

Powering 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 near the front (wait for the main dashboard to appear before continuing).
3. Camera (when the IDW500 console beeps, the camera has been recognized as connected to the network).

Taking a Passport Photo

1. Place the subject in front of a white or off-white background with no textures or patterns.
2. Have the person stand (or sit) close to the background to minimize shadows.
3. If possible, use 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 in the square on the camera LCD screen.

Shadow reduction flash   1.8 to 2 m (5.9 to 6.5 ft.)
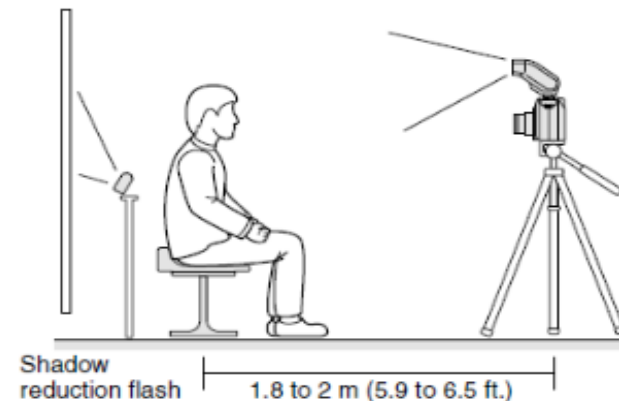
6. Align the subject's nose with the center vertical line in the middle of the face box (blue below).
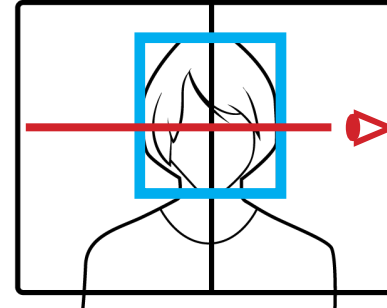
7. Line the top of the subject's head with the top edge of the face guide (blue in image above). Use the zoom to line the subject's chin with the bottom edge of the square. The head should be touching the top and bottom lines on the guide.

8. Review the photo on the camera LCD. Verify that the subject's head fits within the guide on the LCD. When you are ready to print, see the printing instructions below.

Printing an Image

1. 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.
2. Press **PLAYBACK** on the camera.
3. Press **MENU**.
4. Scroll up ▲ to **DPOF** (The last image is displayed).
5. Press **SELECT**. **DPOF** is displayed on the camera LCD screen.
6. Press the **SHUTTER** button or the **PLAYBACK** button to immediately return to shooting mode.
7. **Do not leave the camera in playback mode.**
8. The image begins to transfer. You can hear the sync sounds as the console accepts the image.

NOTE:
Images that are not accepted by IDW500 are rejected and sound an error tone. Re-shoot the image and send it again.

9. On your IDW500 console, either accept the image as it is by pressing the **ACCEPT PHOTO** button, press the **MANUAL EDIT** button to edit the image, or press **CANCEL** to retake the image from the camera.
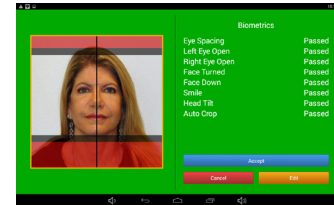
You can also save your images to a USB drive. Please see the IDW500 User Guide for step-by-step instructions.

## Editing Images

ATTENTION:
Only edit images if it is absolutely necessary.

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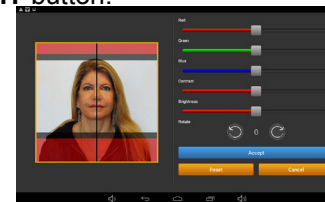
Reprinting an Image

Reprinting an image is simple! From your console's main screen, touch the thumbnail of the image you wish to reprint. From the **Biometrics** screen, press the **ACCEPT PHOTO** button.
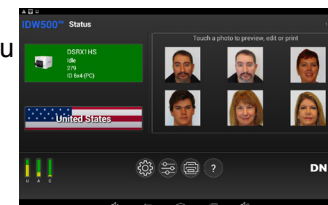
Replacing the Printer Media

NOTE:
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 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.)
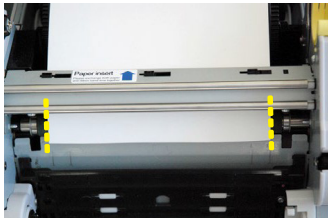5. Load your new paper roll onto the spool ends. Make sure that there are no gaps.
6. Place the paper spool into the printer so that the leading edge of the paper feeds over the top of the roll.
7. Remove the **PULL** tab.
8. Feed the paper roll leading edge into the feed path. Align the paper edges 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 takeup 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.

10. Wind the take-up spool to remove any slack in the ribbon. The supply spool feeds over the top while the take-up spool feeds underneath.
11. Close the printer media door. Five blank prints are ejected.
12. Replace the scrap box and the print catch tray.

Erasing Images

Use the camera menu to delete images.

ATTENTION:
Do not reformat the SD card to erase images.

1. On the camera, press **MENU**.
2. Scroll **DOWN** ▾ to the **TOOL BOX ICON** and press **SELECT**.
3. Scroll **DOWN** ▾ to **MEMORY CARD TOOL**.
4. Press the **RIGHT ARROW** ▸.
5. Scroll **DOWN** ▾ to **DELETE REC. FOLDER**, and press **SELECT**.
6. Scroll **DOWN** ▾ to OK, press **SELECT**.
7. Press **MENU EXIT** or **POWER OFF**.

Troubleshooting

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.

> DSRX1HS
> Idle
> 279
> ID 6x4 (PC)
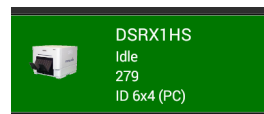
If the printer state is idle, continue with step 3. If the printer state is anything besides idle, look on the printer for error conditions or improperly loaded media. Continue with step 2.

2. Power cycle the IDW500 console.
   - To do this, press the **SHUTDOWN** button. After the console powers down, press and hold the **POWER** button on the side of the console (for 3 seconds). A test print should print after the console reboots.
3. Check the IDW500 printer status icon. If the printer is in an idle or 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 console.
6. Listen for the ping that tells you the camera is connected to the IDW500 console. Look on the console for the *CAMERA FOUND* message. If you cannot hear the connection ding or see the message, turn the camera OFF and back ON.
7. If you are still experiencing issues with your system, contact technical support at 1.844.367.8777.

Enabling the Flash

Use the camera flash if needed to increase the quality of your photos.

1. Depending on the camera, press the **FLASH** button to enable the flash.
2. Press the **RELEASE** button on the side of the flash housing to raise the flash hood.

NOTE:
For difficult lighting conditions force the flash to ON.

3. Select the **P MODE** on the mode select dial.
4. Press the **FLASH SYMBOL** ⚡ or **REAR PANEL** control and select the **FLASH SYMBOL** (not Auto nor SL flash).

Technical Support

Phone
1.844.367.8777

Email
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Address
DNP Imagingcomm America
4524 Enterprise Drive NW
Concord, NC 28027

Returns require an RMA number. Contact Support for more details.

Need to order more supplies?
Please contact your Sales Representative. When speaking with your Sales Representative, please be sure to specify you need media specifically for the IDW500 printer.