TOP 5 PRINTING ERRORS

Smart Card Programming Error

Causes	Resolutions
Poor connection to server	Ping Brightwell server. If times are >800ms, wait for better connection
Failed card stock is being reused	Do not use reused card stock
Card is not oriented correctly in hopper	4.5 Orient card correctly in printer hopper [Fig. 2]
Incorrect card stock being used	Verify that card stock being used is correct for type of card being printed [Fig. 1]

102 - Card Not in Position/Submit to Magstripe Failed

Causes	Resolutions
Printer is dirty	Run a cleaning card through the printer according to the cleaning instructions [Fig. 3]
Printer may need calibration	Contact Brighwell after cleaning if issues persist
Ejection bin is full	Check and empty rejection bin at back of printer [Fig.5]

Printer stuck on "Processing"

Causes	Resolutions
Card print request stuck on server side	Contact Brightwell support for assistance

Cannot Connect to Server to verify the version

Causes	Resolutions
Poor Satellite Connectivity	Wait for better connection*
Ship is at sea	Wait until ship returns to port to print*

*Some ports are better for printing than others. If this issue persists after more than one location, please contact Brightwell for assitance

Misprinted Debit Cards

Causes	Resolutions
RFID Endcap removed (Half- printed cards/black bars on card)	RFID cap on ribbon removed. Replace immediately [Fig.4]
Using wrong card stock (missing/partially printed CVV on back)	Use the correct card stock for the card in question

FIGURE 1: CARD STOCK IDENTIFICATION

OLD STOCK - Magstripe cards = Mag – Valid Visa USA

NEW STOCK - EMV cards = Valid Visa USA
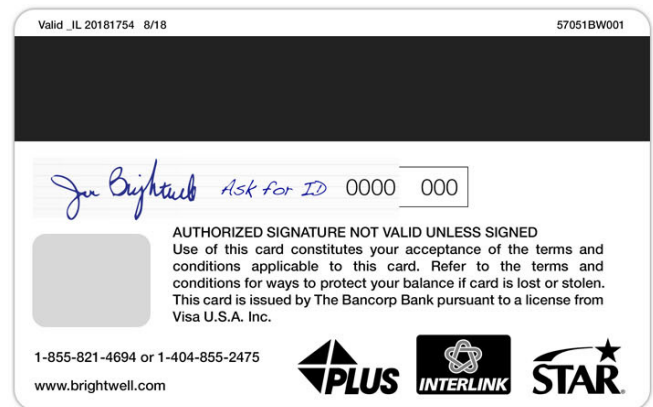
These formats show up in your print queues to show you stock to use.

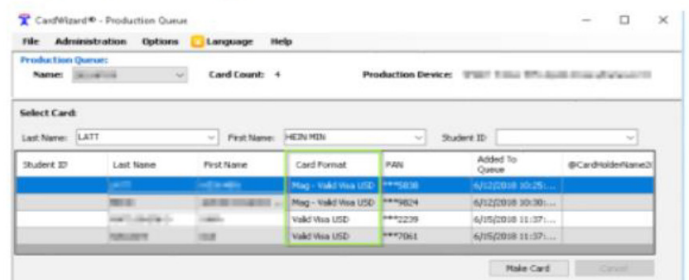| In Administrator:	Card formats in production queue:

FIGURE 2: PROPER CARD ORIENTATION

FIGURE 3: CLEANING CARD INSTRUCTIONS

IMPORTANT: Please do not open cleaning card until you are about to insert it. It will dry out and be ineffective.

Cleaning cards are included in each ribbon box. Before using it, you should remove the ribbon cart from the printer, as well as any cards in the print hopper. Once the printer is closed and locked, please insert the card through the front card slot. You may have to push it in just slightly before you select the Cleaning Card option.

Start the process:

a. Press the square button on the far right once to suspend the printer

b. Press the "Enter" key once to bring up the menu, it will be on "Maintenance"

c. Select "Maintenance" and the first option should be "Cleaning Card"

d. Press enter and the printer will say "insert cleaning card"

e. Once the cleaning card is inserted, press the enter button to prompt the printer to pick it up and run the cleaning process

f. The card will run through the printer and eject in the rejection bin at the rear. This bin can only be opened when the printer is unlocked

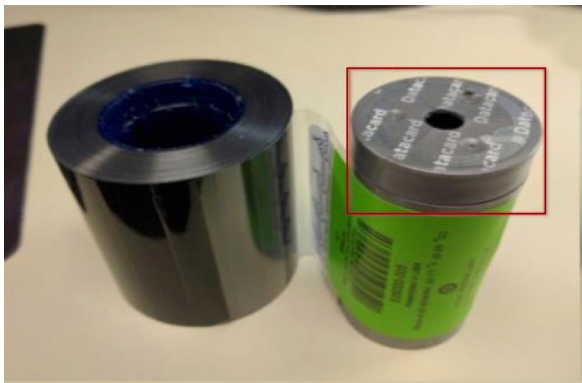g. Once this is done, proceed with printing and let me know the results

FIGURE 4: RFID ENDCAP ON RIBBON

FIGURE 5: PRINTER REJECT BIN