



2021

Self-service Kiosk Retransfer Dual-sided Card Printer

Operation Instruction



Model: Seatory R600M

Shenzhen Seatory Technology Co., Ltd.

*Excellent Quality
Perfect Service*

Statement

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- **Copyr ight**

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All the pictures and specifications in this manual are made to help description, while the actual specifications shall be subject to order. If any query, please refer to the products specifications on the website of Shenzhen Seaory Technology Co., Ltd.

- **Warranty**

With respect to warranty conditions and restrictive clauses, please refer to the Warranty Card enclosed in the printer package. Thanks for choosing Seaory R Series card printer, to start a successful cooperation between us. A variety of high quality personalization of identification cards, visa cards, and membership cards etc. can be realized through simply operation of these card printers. You shall make sure that printer consumables you bought are from original manufacturer. To know more information, please visit our website: www.seaory.com. If any errors found, please let us know by mailing to: info@seaory.com.

- **Sign Indicates**



Special Warning Message



More In-depth Information Notice

- **Declaration**

Warning: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

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1. Product Features

1.1 Main Functions

- A. Dual-sided printing
- B. Available to set card input&output on front/back end
- C. Available to select defective card slot, alarm for defective card slot
- D. Combine feeding card mode and recycling pending card
- E. Perfectly over edge-to-edge printing of the entire card.
- F. With card bending correction function
- G. Multi-function optional modules:
 - ①Dual interface card encoding module;
 - ②Contactless card encoding module;
 - ③UHF chip card encoding module;
 - ④Magnetic stripe card encoding module;
- H. Supslot YMCK, YMCKK, YMCKI, YMCKHs and other colored ribbons, YMCUvK fluorescent anti-counterfeiting ribbons, monochrome black ribbons

1.2 Features

- Adopt high resolution transfer dye sublimation print method
- Standard 600dpi × 600dpi high resolution and dual-sided printing
- Higher image quality and clear text, professional-level printing effects
- Perfectly realize the entire card over-edge printing.
- High printing speed.
- All-metal movement, more stable continuous printing ability of card
- Supslot PVC, composite PVC, ABS, PET, PC and other materials to print high-quality cards
- Professional self-service kiosk retransfer card printer solution

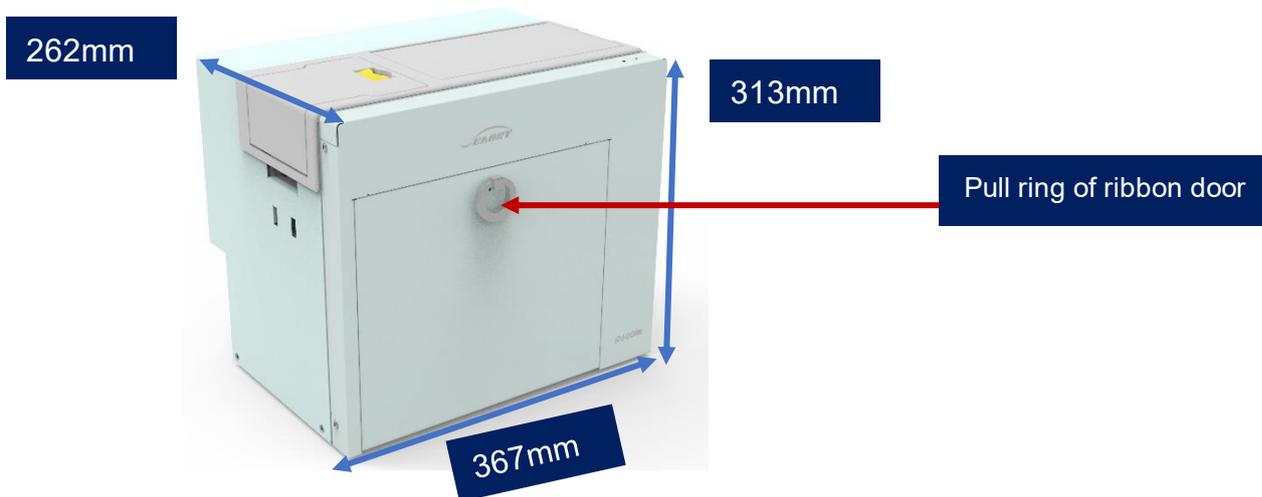
2. Product Parameter

Product Name	R600M Self-service Kiosk Retransfer Dual-sided Card Printer
Print Method	Dye Sublimation (Retransfer-to-card)
Power Supply	100-240VAC, 50/60Hz, 4A
Print Dimension	ISO CR80 (53.98mm×85.60mm) edge-to-edge printing
Print Resolution	600dpi × 600dpi
Print Speed	Monochrome printing:15-18s per card(single-sided), 33-36s per card(dual-sided),using ribbon saving technology Full-color YMCK Printing: 25s per card(single-sided),42s per card(dual-sided)
Card Material	PVC, composite PVC, ABS, PET and PC materials
Card Thickness	0.3-1.05mm
Memory	256M
Defective card slot capacity	Optional configuration, 25 cards (standard thickness card 0.76mm)
Operation system	Supslot 32-bit and 64-bit Windows® XP, 7, 8, 10, Windows® Server 2003/2008/2012/2016/2019; 32-bit and 64-bit Linux. Supslot Chinese operating systems, such as the NeoKylin, Kylin and UnionTech UOS.
LCM Display	None
Operating condition	Regular running temp.: 15°C-30°C (59-86°F), 20%-65%,RH non-condensing Lowest / Highest running temp.: 0°C(32°F)/40°C(104°F), 20%- 65% RH non-condensing
Storage condition	Temp.: -5°C-70°C(23-158°F), 20%-70% RH non-condensing

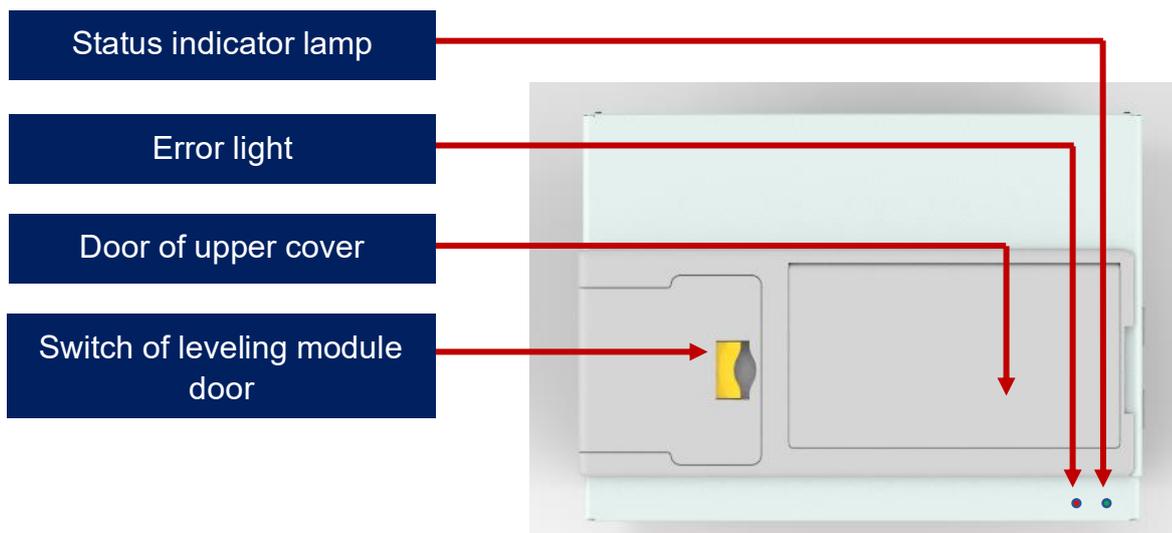
3. Product introduction

3.1 Product Size

R600M card printer size: 367mm × 262mm × 313mm, Net weight: 19Kg.



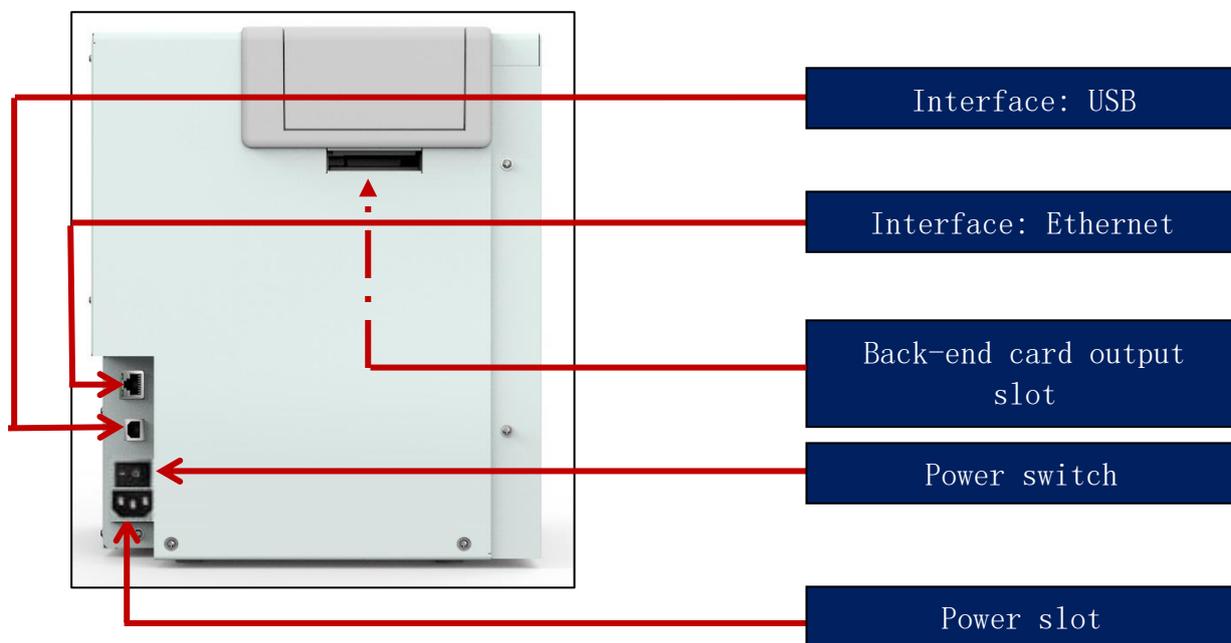
3.2 Roof



Main Function Description:

- 1.Switch of leveling module door: To open and inspect the leveling module.
- 2.Door of upper cover: Open the upper cover door to observe its internal working status and install the cleaning module.
- 3.Status indicator lamp: Green light indicate the card printer is working normally.
- 4.Error light: Turns to red when the card printer is not ready or failure.

3.3 Back-end

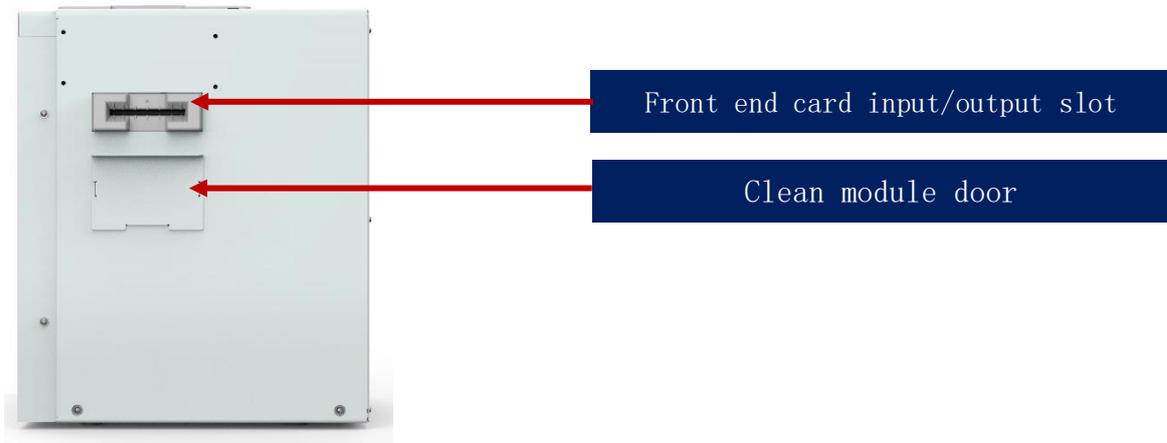


Main Function Description:

- 1.Ethernet Interface: RJ45 interface, TCP/IP protocol, through this interface can achieve PC and card printer network connection.
- 2.USB Interface: USB-B type interface, connect directly to PC side.
3. Power slot: 100-240VAC, 50/60Hz,4A
4. Power switch: connect or disconnect power.

i The communication interface supslots USB and Ethernet, please choose one

3.4 Front-end



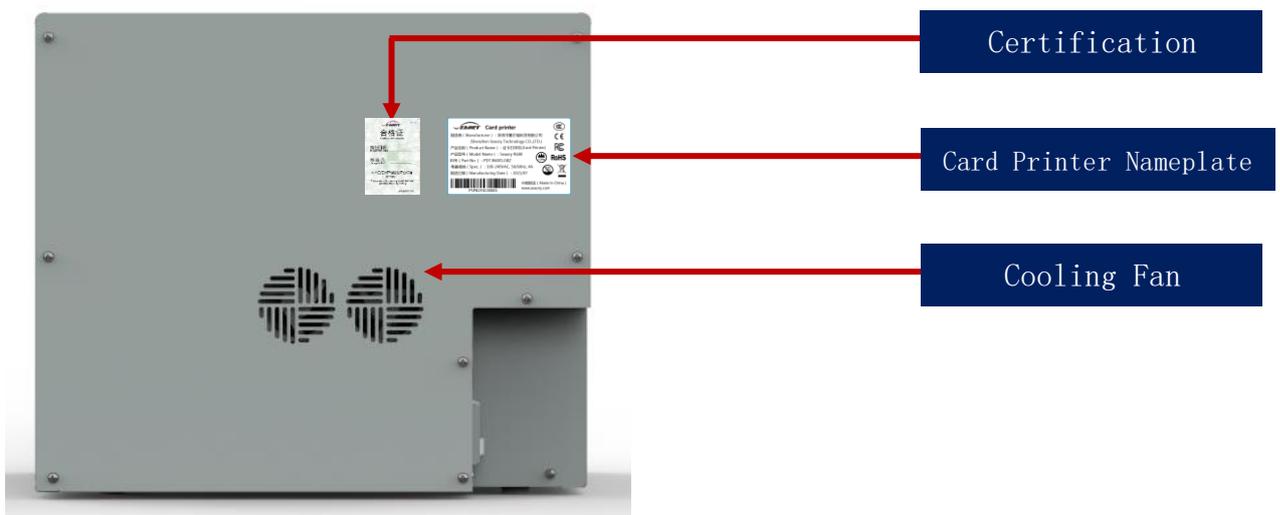
Main Function Description:

1. Front end card input/output slot:

It can be freely defined as input or output card slot in practical application.

2. Clean module door: Open the door to install clean module.

3.5 Backside



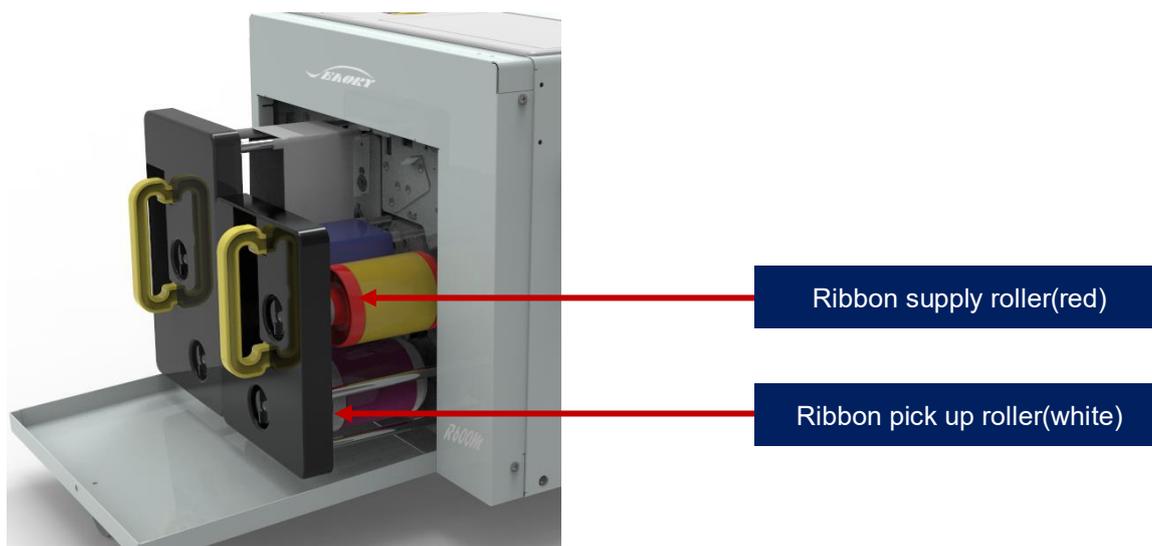
Main Function Description:

Open the backside cover to install the IC card encoding module.

i Card printer nameplate: Barcode information on nameplate is needed when you need technical services from us.

3.6 Internal Structures

(1) Right View



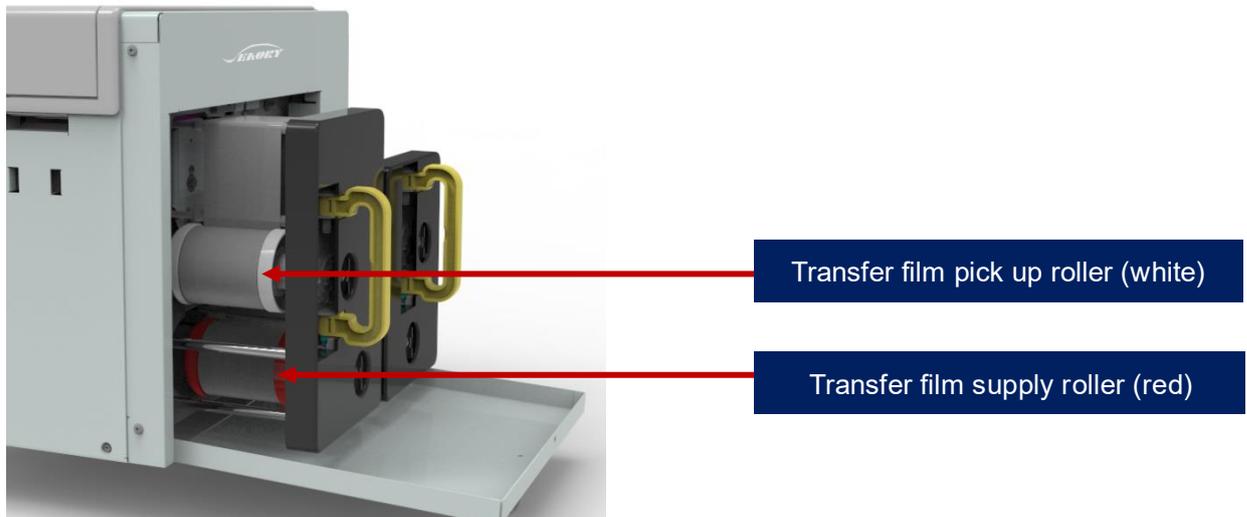
Main Function Description:

Ribbon supply roller: unused ribbon ends.

Ribbon pickup roller: recycle used ribbon.

i When purchasing the printer, the ribbon and transfer film are not installed in the equipment as standard. It needs to be purchased separately.

(2) Left View



Main Function Description::

Transfer film pick up roller: unused ribbon ends.

Transfer film supply roller: recycle used ribbon.



When purchasing the printer, the ribbon and transfer film are not installed in the equipment as standard. It needs to be purchased separately.

4. Accessories Included

4.1 Open-case Inspection



After opening the box, first check whether the appearance is in good condition, and check whether the accessories are complete according to the product instruction manual (prevailed by the sales contract). If there is any missing, please contact the dealer to communicate and solve.

Main Function Description:

Power cable: connect to power adapter.

USB cable: communication connection between PC and card printer.

Cleaning module and cleaning roller: indirectly stick to the dust on the card surface to improve the printing effect.

Cleaning card: double-sided 3M standard card, cleaning card printer internal card passing channel dust.

Warranty card: need to use it while supply technical service, please keep it properly.

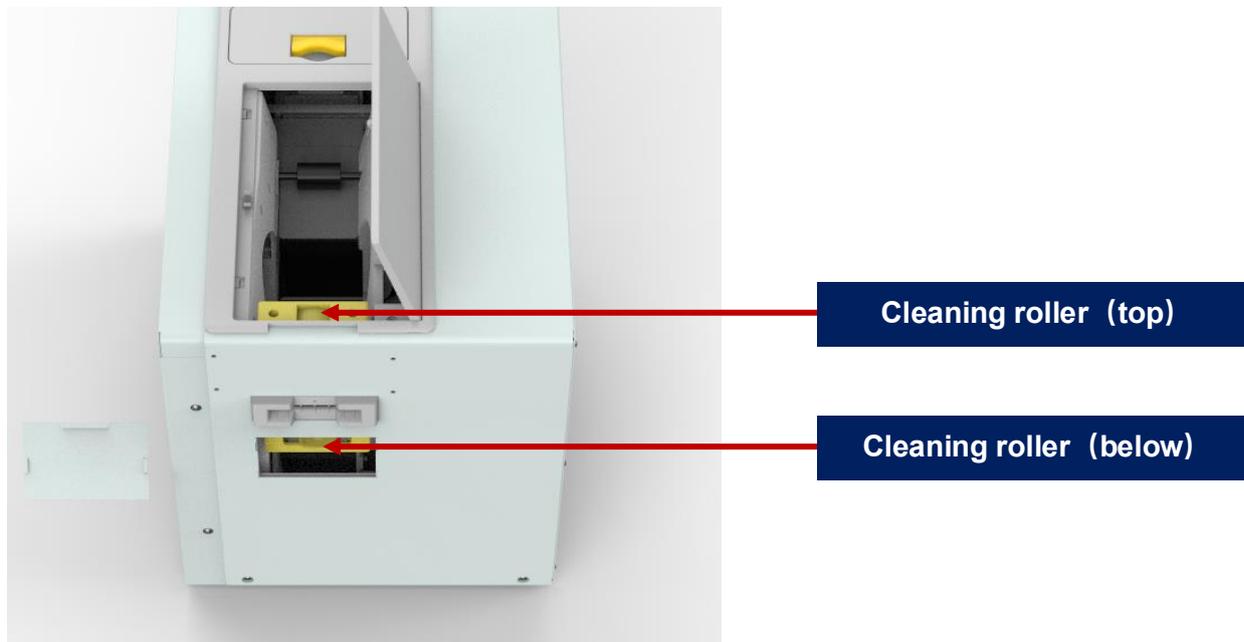
Cleaning stick: cleaning the print head.

CD: storage ICARDE software, card printer driver, Operation instruction etc.

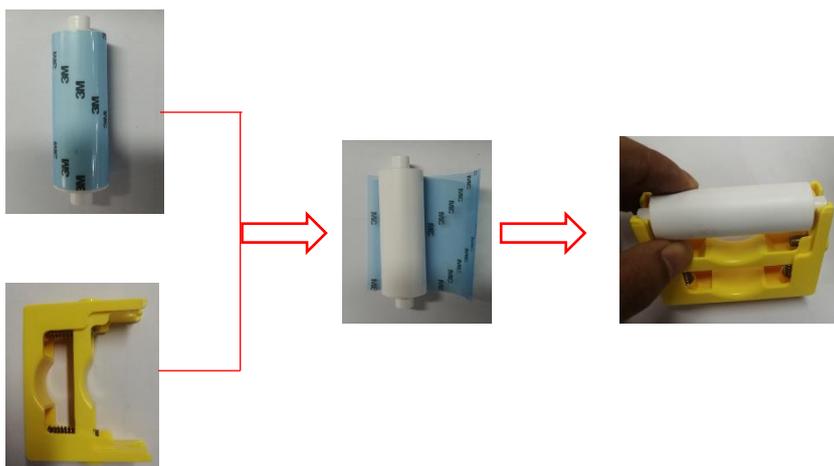
5. Installation and Usage

5.1 Install Cleaning Roller

To get a professional printing effect, the standard configuration of this model needs to install two cleaning modules:



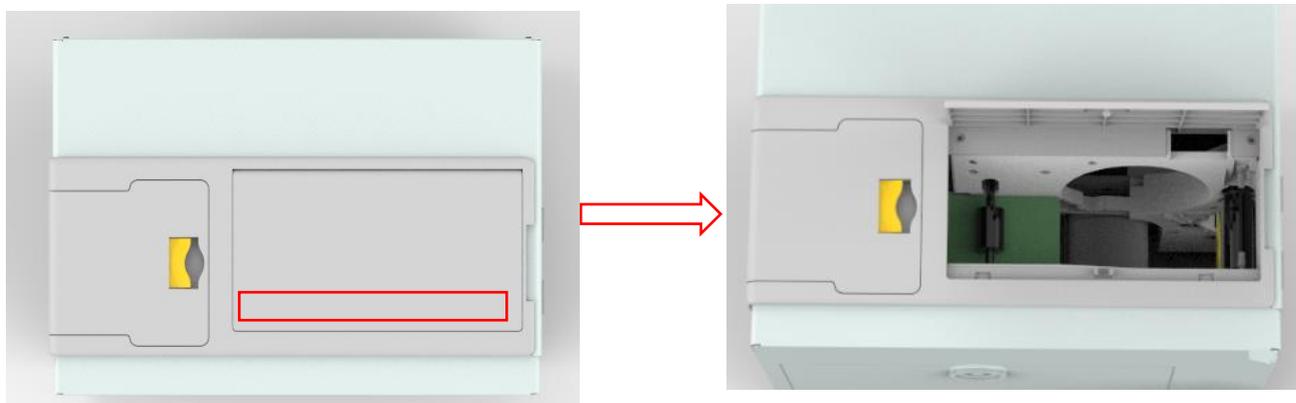
Step1: Take out the cleaning module and cleaning roller from the accessory box, and assemble them as required by the following picture.



After tearing off the 3M adhesive layer on the surface of the cleaning roller, hold the two ends of the cleaning roller with hands, push them to the installation position and gently press down to lock until the ends do not fall off.

Step 2: Install the Cleaning Module (Top).

Press the red frame part of the upper cover door in the below left picture, and open the upper cover door by hand after the upper cover lock pops out



Press the assembled cleaning module as shown above and install it into the card printer, and then close the upper door to complete the installation of the cleaning module (top).



i The function of the cleaning roller is to absorb the dust and foreign matter entering the card roller, indirectly stick to the dust on the card surface to improve the printing effect.

Step 3: Install the Cleaning Module (Below).

There is a cleaning module door cover under the front end input/output slot of the card printer, lift it out according to the following picture.



After opening the door of the cleaning module, insert the assembled cleaning module as shown in the below left, and then press the cleaning module to place it vertically as shown in the below center.



After above steps are completed, then close the upper door to complete the installation of the cleaning module (bottom).

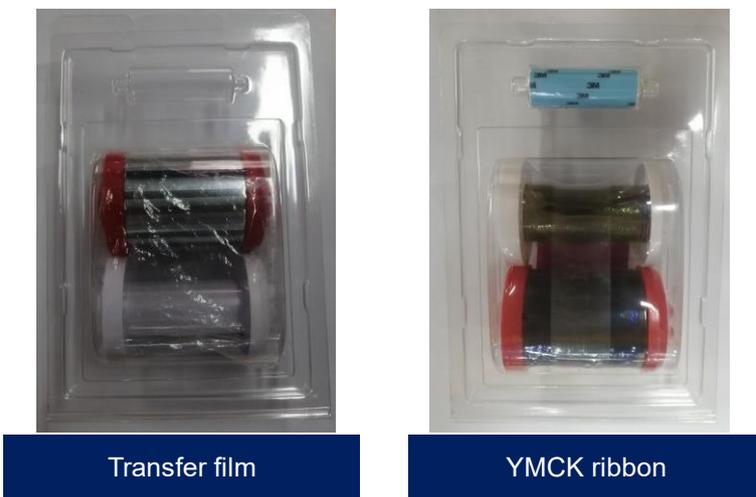


The function of the cleaning roller is to absorb the dust and foreign matter entering the card roller, indirectly stick to the dust on the card surface to improve the printing effect.

5.2 Consumables Installation

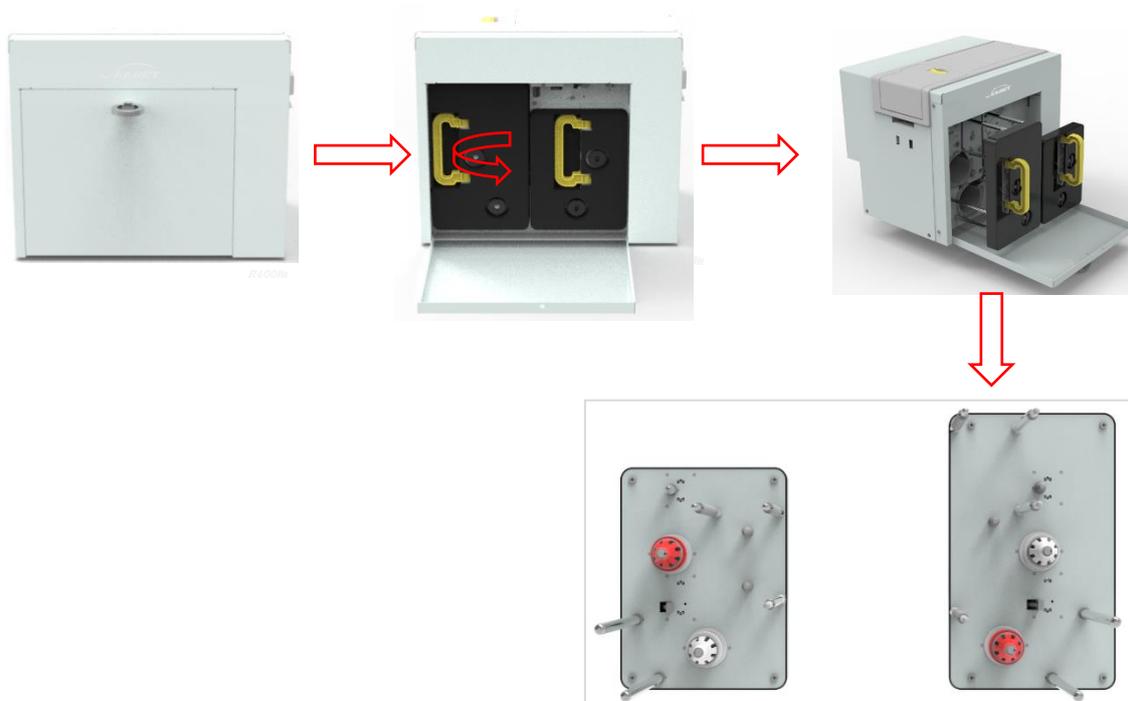
5.2.1 Consumables Preparation

Take out the ribbon and transfer printing film from the consumable packaging box, open the corresponding blister boxes respectively and take out the ribbon and transfer film.



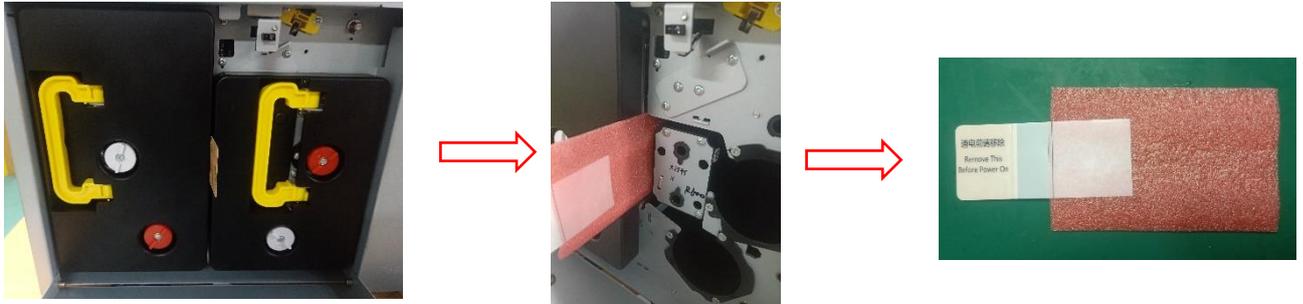
5.2.2 Remove the Consumables Holder

Pull the ribbon door ring as shown below, open the ribbon door, turn the handle of the consumable holder, and take out the consumable holder.



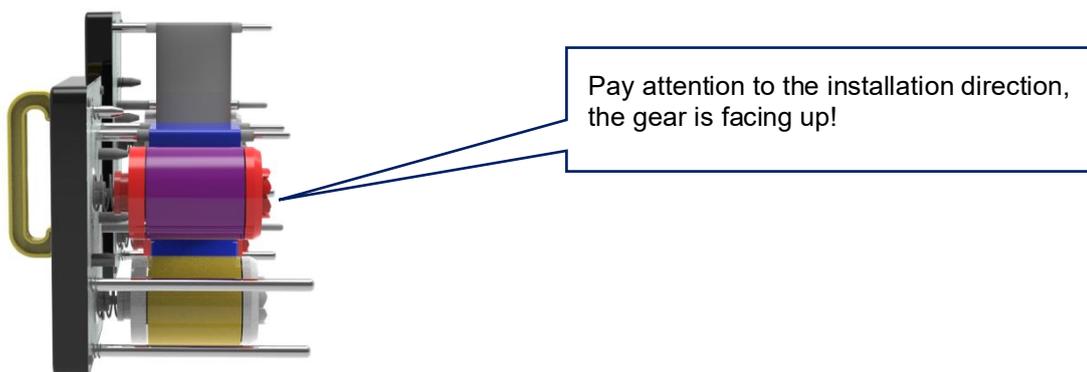
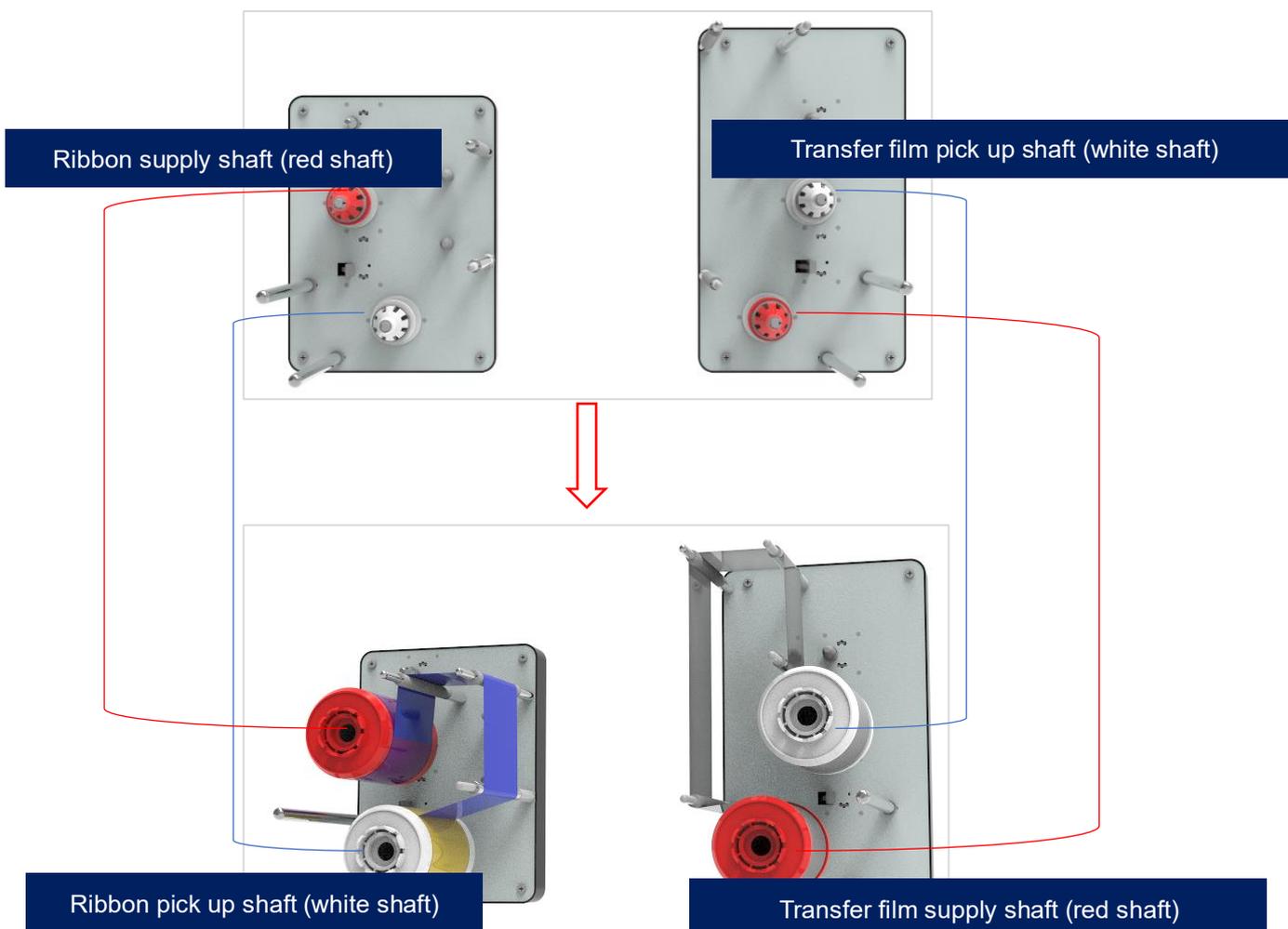
Warning: When card printer shipped from the factory, there will be placed a piece of sponge paper next to the print head, please take it off before use or the power on test, otherwise it may cause damage to the printhead. Operation steps are as follows.

As shown in the picture below, follow the operating guidelines to remove the right ribbon holder, and then remove the sponge paper as shown.



5.2.3 Install the Ribbon and Transfer Film

Install the transfer film and ribbon into the consumable holder as shown below.



Supply shaft: the red end is the supply shaft, unused consumables (ribbon or transfer printing film);

Pick up shaft: the white end is the pick up shaft, used consumables (ribbon or transfer film);

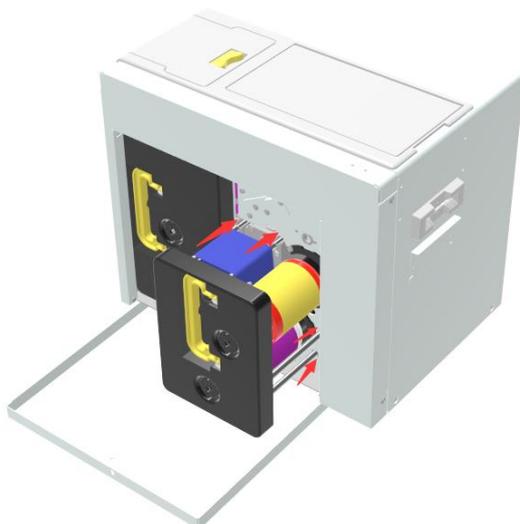
5.2.4 Install the Consumables Holder

Install the consumable rack with the ribbon and transfer film installed into the card printer.

(1) Align the post of the transfer film holder with the hole as shown in the picture above and gently push it into the card printer.



(2) Align the post of the ribbon holder with the hole as shown in the picture above and gently push it into the card printer.



(3) Close the ribbon door and complete the installation of the consumables supslot.

5.3 Adjust the Card Thickness

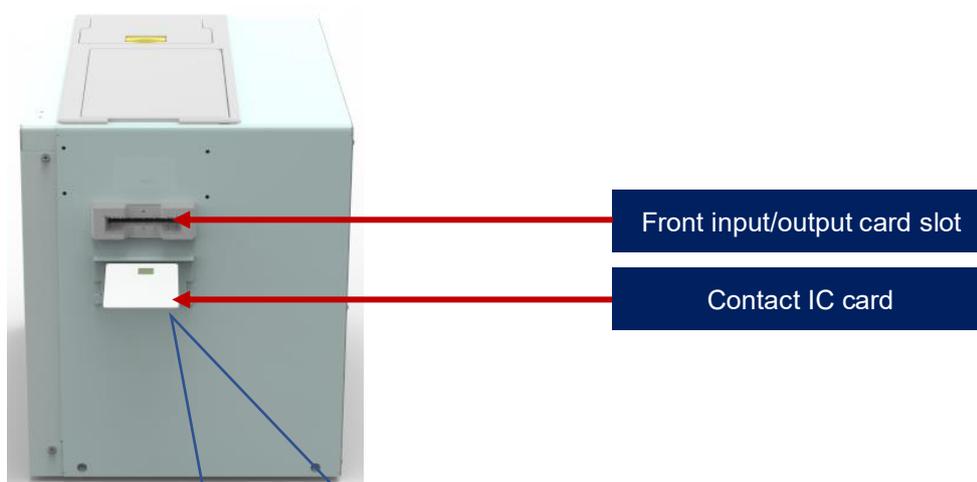
This model has no automatic card insertion slot as standard, and there is no need to adjust the thickness of the card. But the thickness of the card must be in the range of 0.3-1.05mm.

5.4 Install Card (Insert Card)

5.4.1 Front-end Card Input

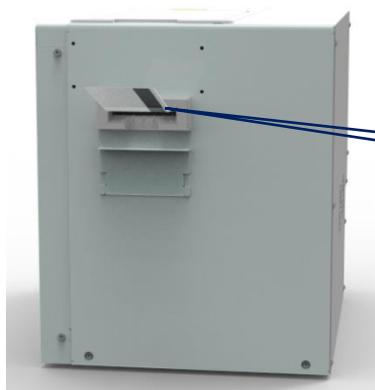
When the card printer is ready, put the card into the front-end input/output slot, the machine will automatically swallow the card into the internal track of the device after detecting the card.

- There is no requirement for the direction of contactless IC cards and ordinary white cards, the card insertion direction can be customized according to needs.
- The contact IC card should be inserted strictly in accordance with the card direction in the picture below, which is consistent with the ATM card insertion rules. If you only need to print and don't need to encode chip data, there is no requirement for the direction of the card. The card insertion direction can be customized according to needs.



If it is a contactless IC card and ordinary white card, there is no requirement for the card direction, you can customize the card direction according to your needs.

- The ISO7811 standard card should be inserted strictly according to the card direction in the picture below, so that the magnetic stripe position is at the bottom right of the card, which is consistent with the ATM card insertion rules. If you only need to print and do not need to encode magnetic stripe data, there is no requirement for the card direction, it can be customized according to your needs.

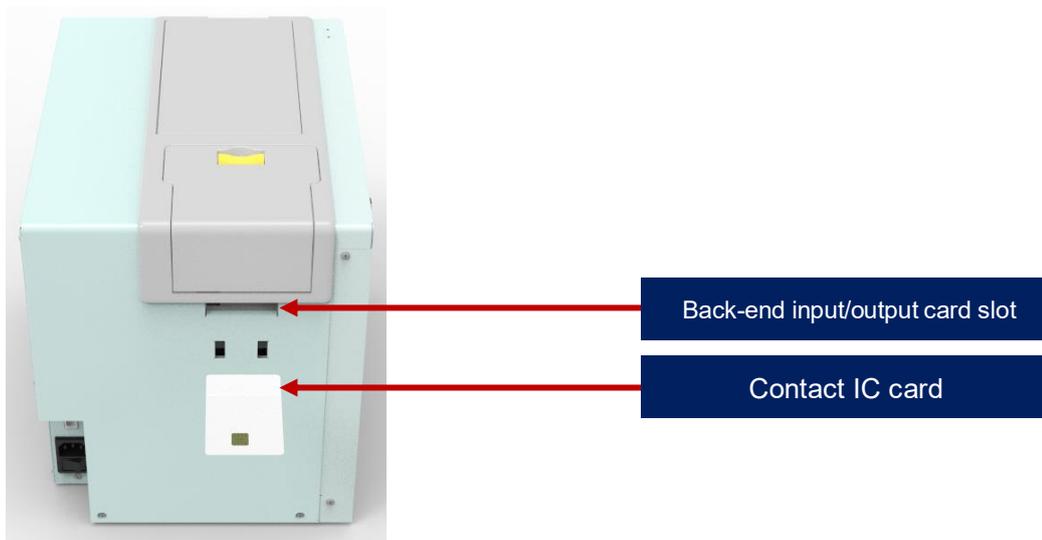


The position of the magnetic stripe is at the bottom right of the card

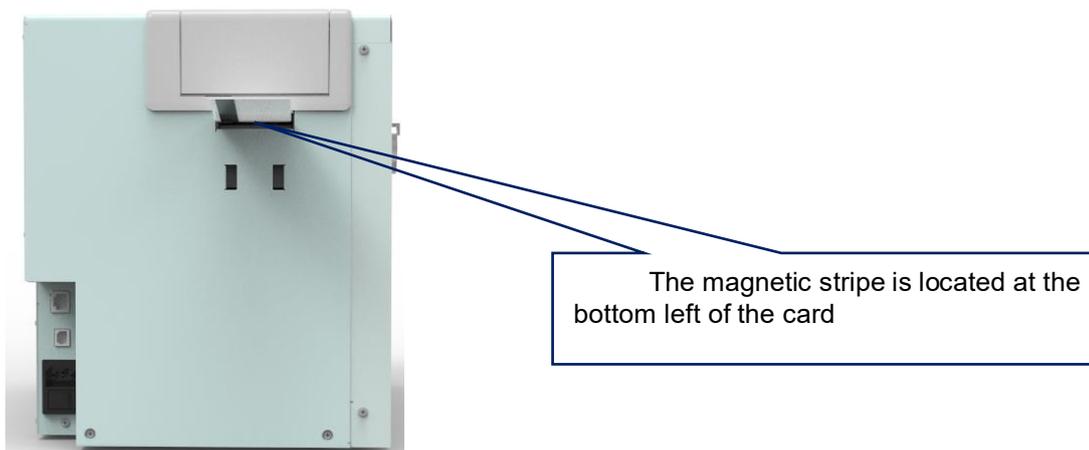
5.4.2 Back-end Input Card

When the card printer is ready, put the card into the rear back-end input/output slot, the machine will automatically swallow the card into the internal track of the device after detecting the card.

- There is no requirement for the direction of contactless IC cards and ordinary white cards, the card insertion direction can be customized according to needs
- The contact IC card should be inserted strictly in accordance with the card direction in the picture below, which is inconsistent with the ATM card insertion rules. If you only need to print and don't need to encode chip data, there is no requirement for the direction of the card. The card insertion direction can be customized according to needs.

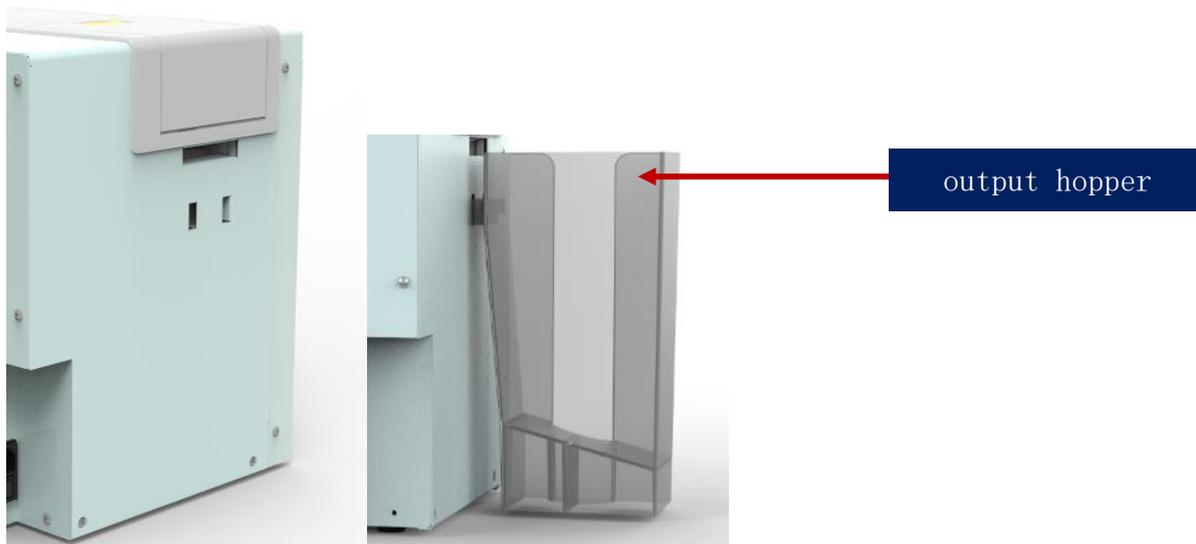


- The ISO7811 standard card should be inserted strictly according to the card direction in the picture above, so that the magnetic stripe position is at the bottom left of the card, which is consistent with the ATM card insertion rules. If you only need to print and do not need to encode magnetic stripe data, there is no requirement for the card direction, it can be customized according to your needs.



5.4.3 Install the Output Hopper

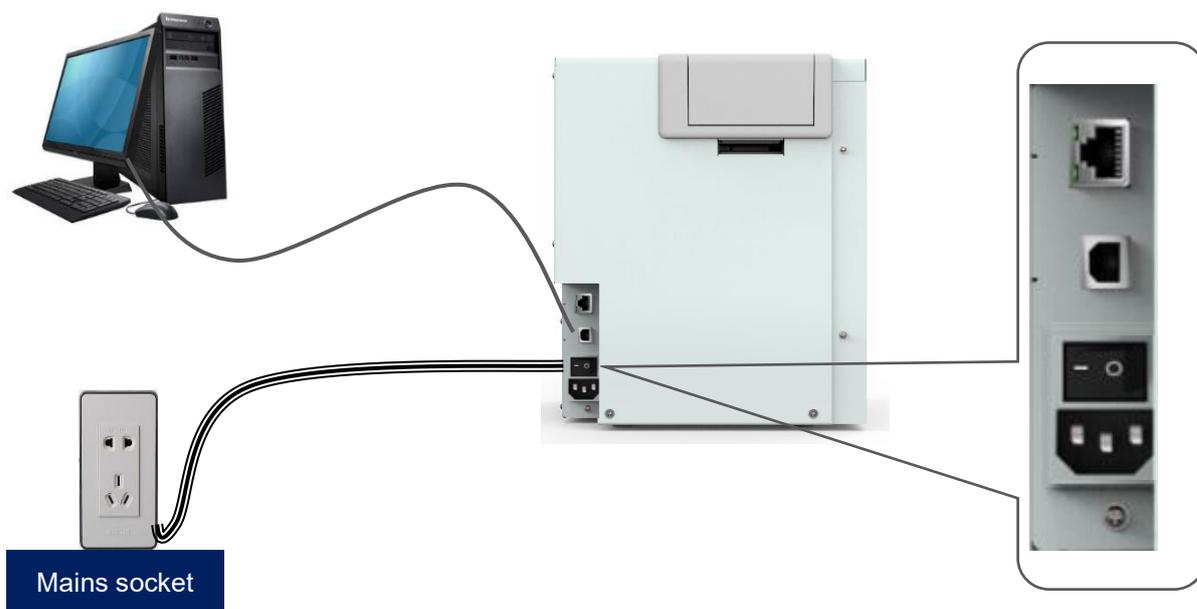
This model is not equipped with a output hopper. Please hang it into the two holes directly as shown in the picture during installation if you need to purchase a card slot separately.



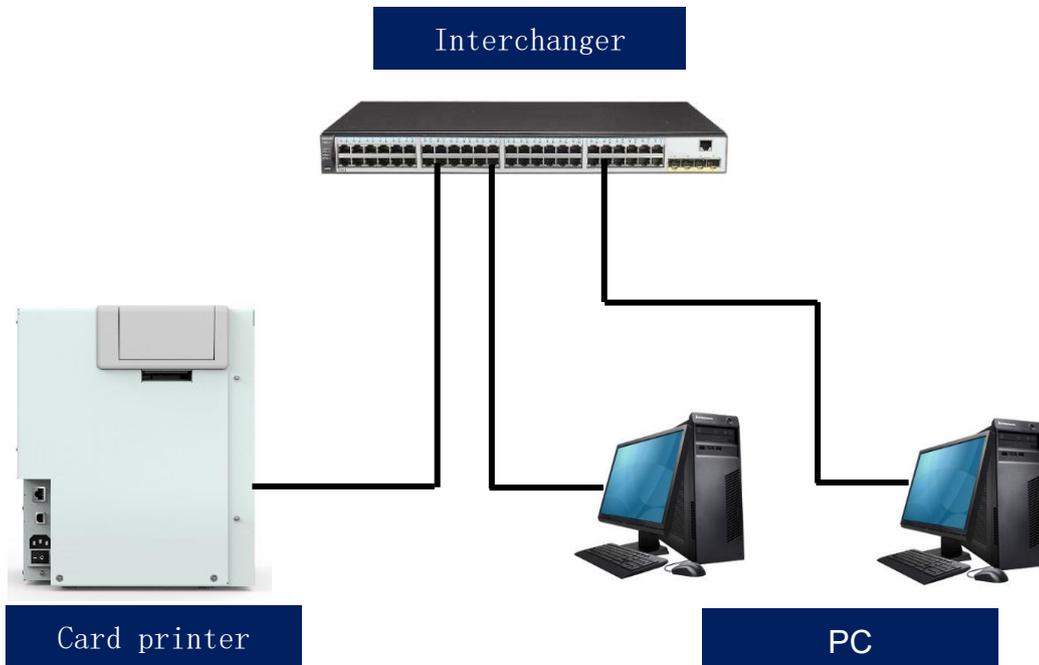
i The printed card is temporarily stored in the card output slot, please keep it properly.

5.4.4 Hardware Connections

Take out the power cable and USB data cable from the accessory box of the card printer's outer packing box. The USB-A type interface is connected to the computer, and the USB-B type interface is connected to the USB interface of the printer.



Ethernet communication interface installation: RJ45 network interface ,568B connection mode.



i Supslot USB and Ethernet communication interface. It's recommended to choose one.

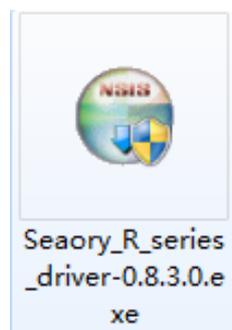
6. Printer Driver Installation and Uninstallation

6.1 Operating System

Supslot operating system: Windows XP/7/8/10, Windows Server 2003/2008/2012/2016, Linux, Android

6.2 Preparation Before Installation

(1) Obtain the driver installation package: the CD-ROM in the accessory box or download it from the company's official website www.seaory.com.



(2) Some antivirus applications will stop the driver installation, so please close all antivirus applications before installation. After finished, you can open all antivirus applications.

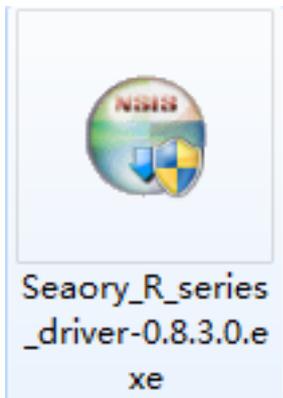
 The driver will be continuously updated, the version number will be the actual version.

(3) Please do not power on card printer until the driver installation is completed.

(4) Connect card printer power supply and USB communication interface in advance (please refer to 5.5 wiring installation).

6.3 Driver Installation Steps (USB interface)

Step 1: Double-click “Seaory R series driver exe”.

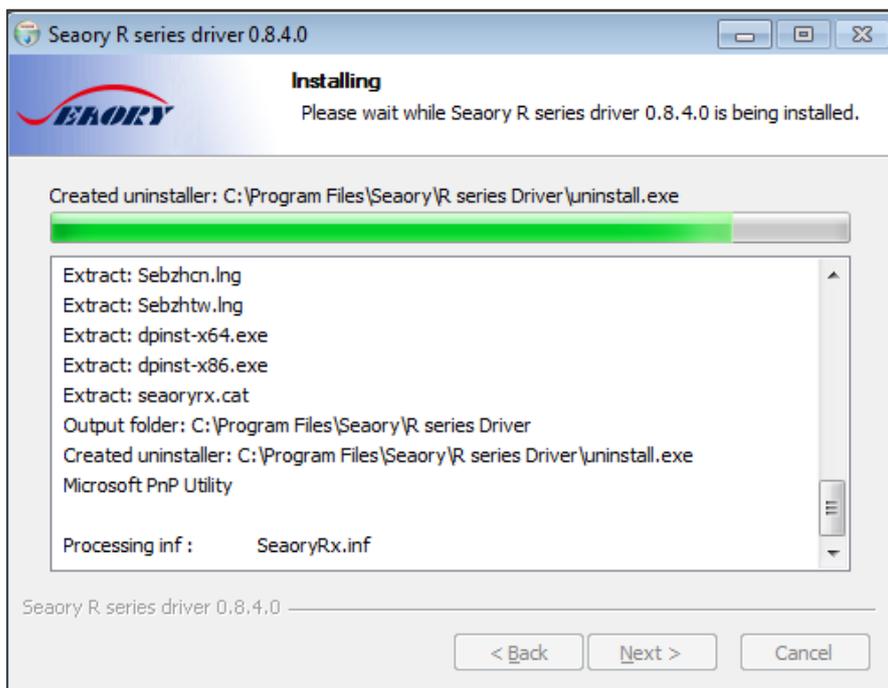


i Please install driver by administrator and close all antivirus applications before installation.

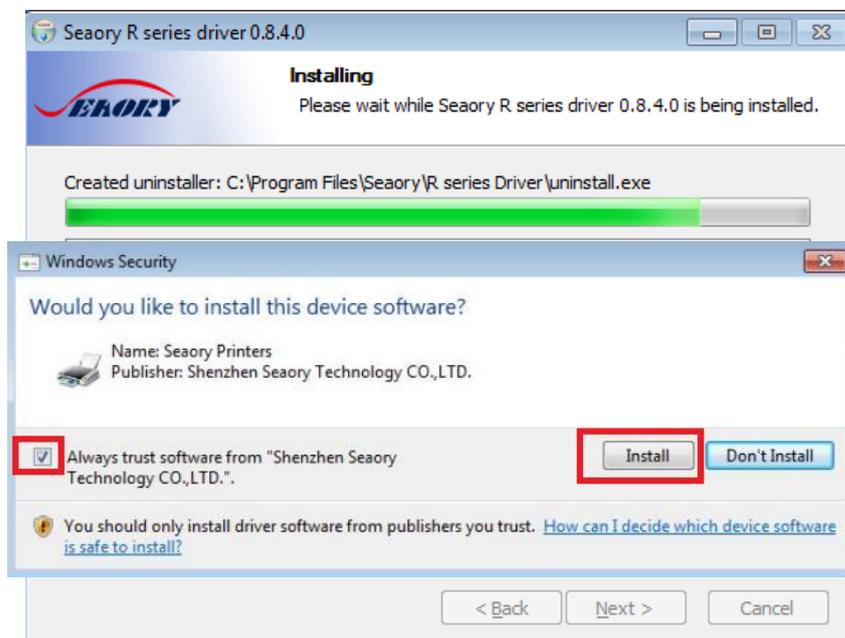
Step 2: Then click “Install” button as show in below picture.



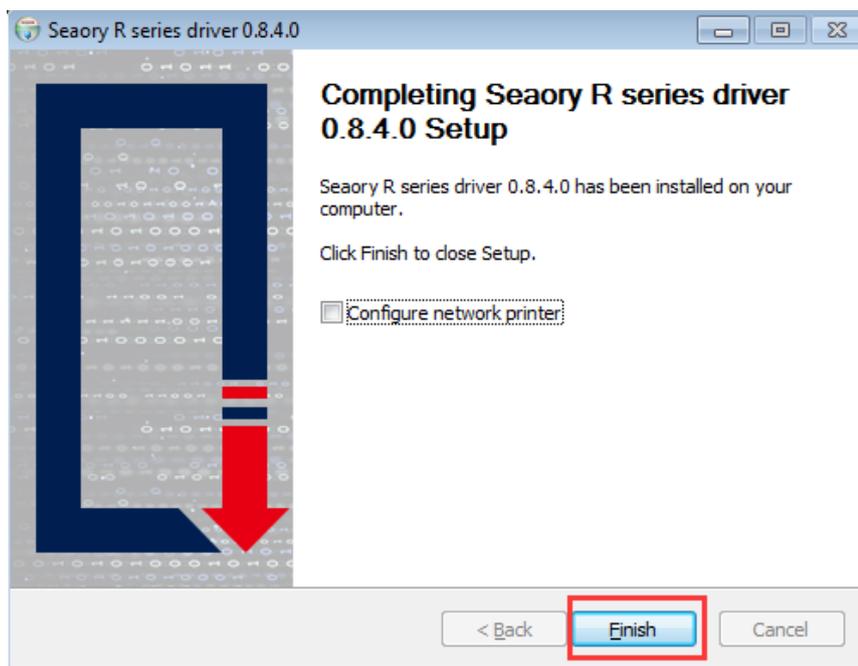
Step 3: Wait for one minute.



Step 4: Please select always trust software from “Shenzhen Seaory Technology Co., Ltd.” in the pop-up windows, then click the “Install” button.



Step 5: Please click the “Finish” button as show in the below picture, then the driver has been installed.



Step 6: Turn on the card printer power switch, then card printer driver will install automatically. After it, click “Control panel – Hardware and Sound – Devices and Printers” you can find Seaory R600M was installed completely.



After the installation is successful, there will be a printer with the name "Seaory R600M" in a red frame in the "Devices and Printers" of "Hardware and Sound" in the "Control Panel".

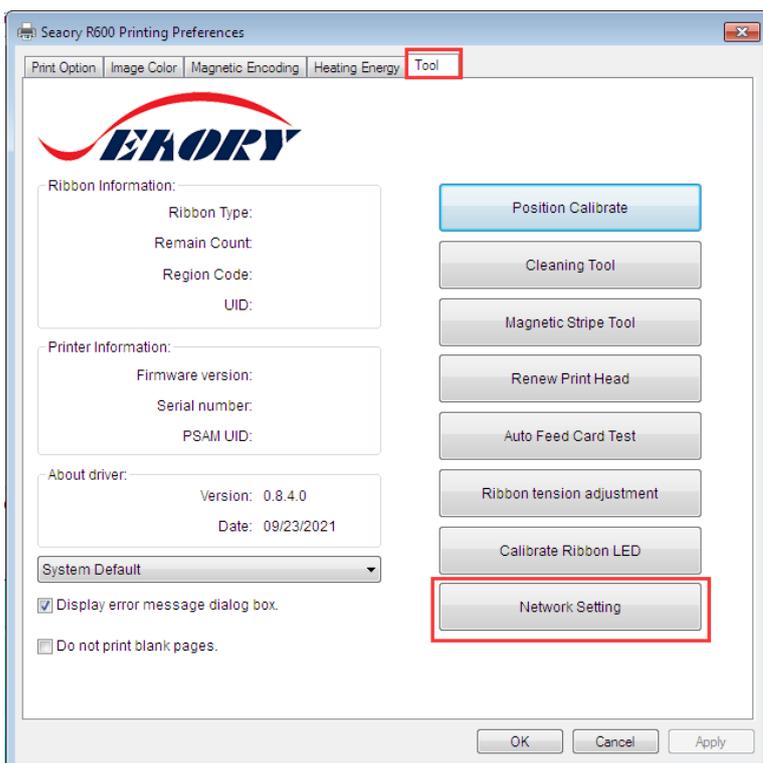
6.4 Network Setting

If you need to use Ethernet communication interface, please make sure the USB interface was connected with PC before operating as below:

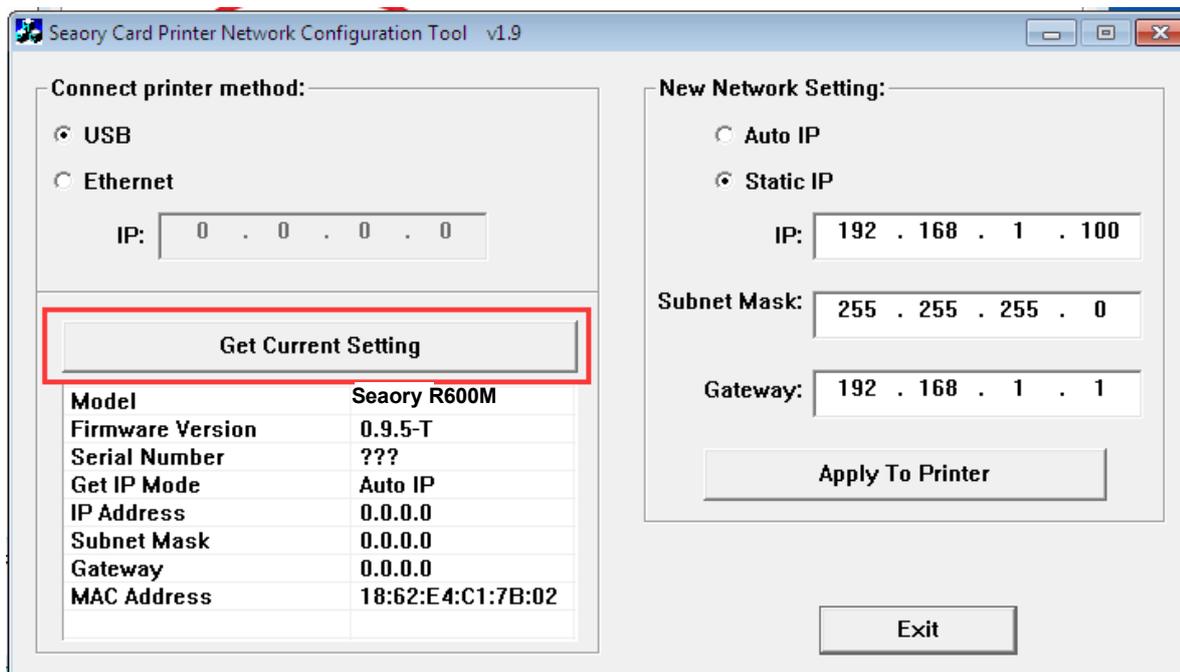
Step 1: Put your mouse on the selected “Seaory R600M” printer, and click the right button, from the Printer menu, select “Printing preferences”.



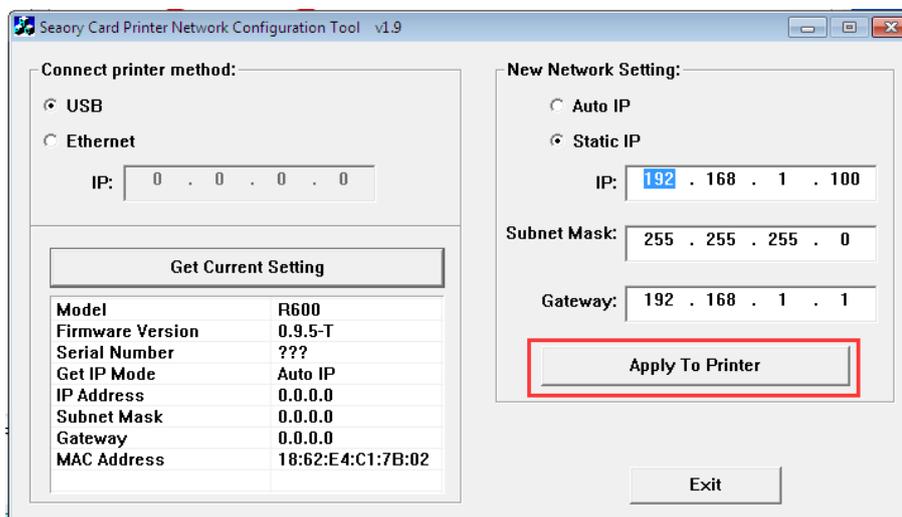
Step 2: Select “Tool” – “Network Setting”



Step 3: After click “Network Setting”, choose “Gets Current Setting”, you will find the card printer Model, firmware version, MAC address etc.



Step 4: Click “Static IP”, type in internet IP address, subnet mask, gateway information. Then click “Apply To Printer”, you will see success dialog box. That means the network setup successfully.



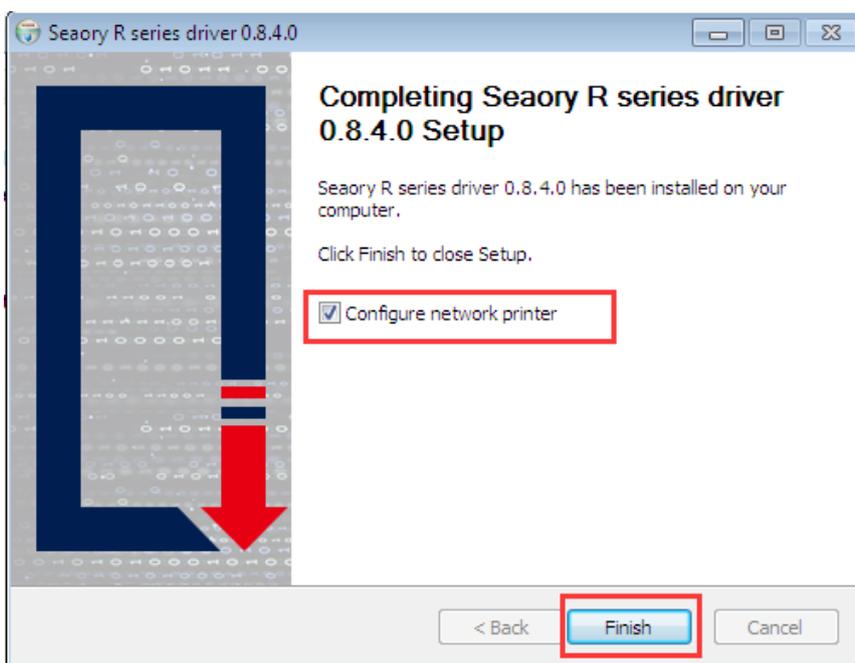
i After setting successfully, you can use the Ping network command to test the result.

6.5 Driver Installation (Ethernet interface)

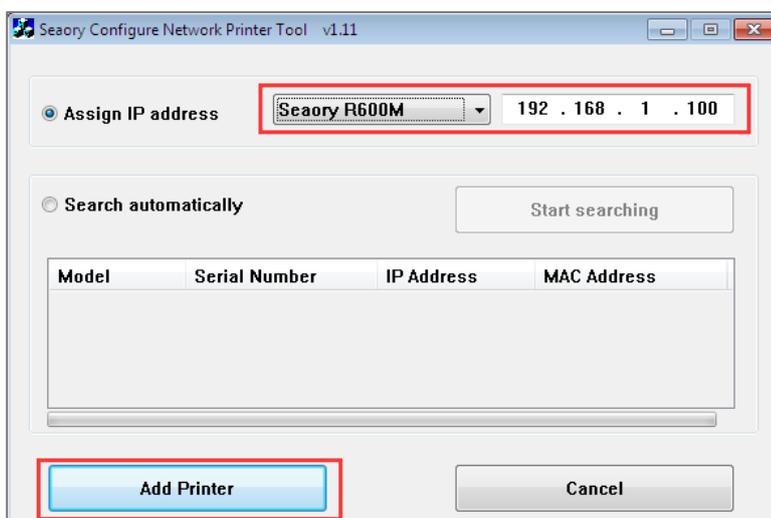
According to [“6.4 network setting operating guide”](#), setting up the printer IP information, access to the network line and using the Ping command on the computer side to confirm the printer is communicating with the computer.

After finished [“6.3 driver installation \(USB communication interface\)”](#) operating guide, please operate according to following steps:

- (1) Select “Configure Network Printer” first, and then click “Finish”.



- (2) Enter card printer’s IP address and click “Add Printer” to complete the installation.

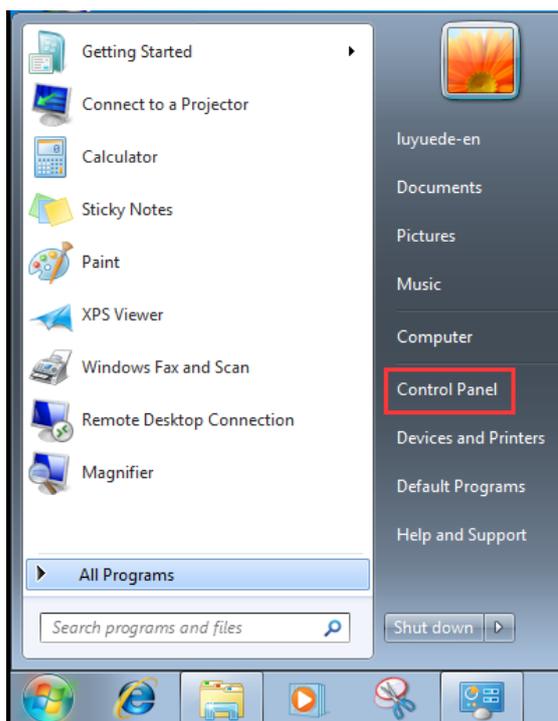


i If the card printer has set IP parameters already, you can also choose the “Automatic search” to add.

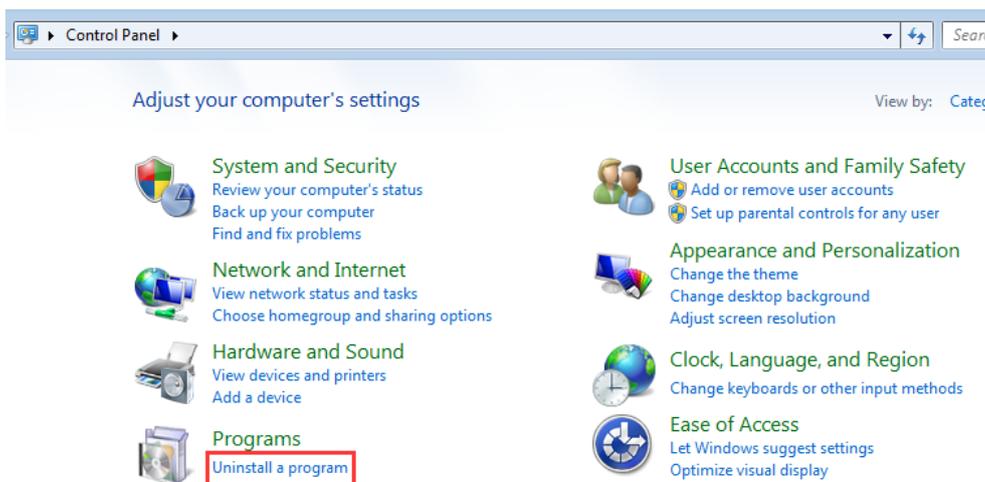
6.6 Driver Uninstallation

The method of uninstalling the Seatory R series card printer driver is the same as most of other software. This chapter will take the windows 7 operating system as an example.

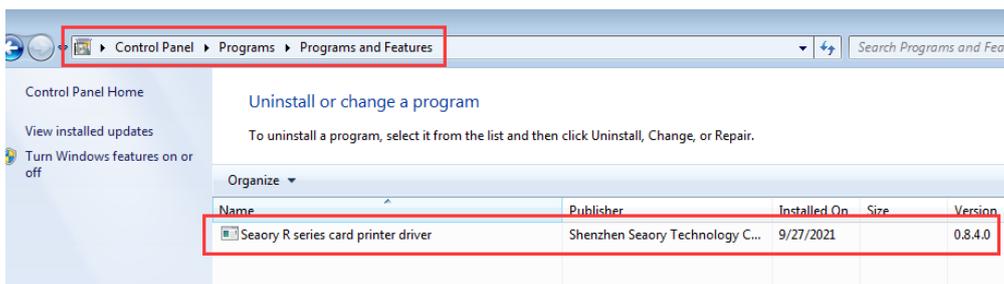
(1) Click “Start” in the left bittom of the system, and then click Control Panel;



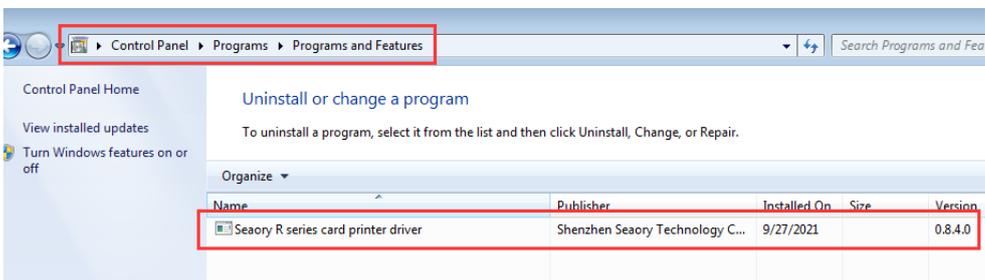
(2) After the control panel, we click "Uninstall the Program";



(3) As shown in the picture below, after the uninstallation program interface is opened, we will see the software "Seatory R series card printer driver" installed in the system

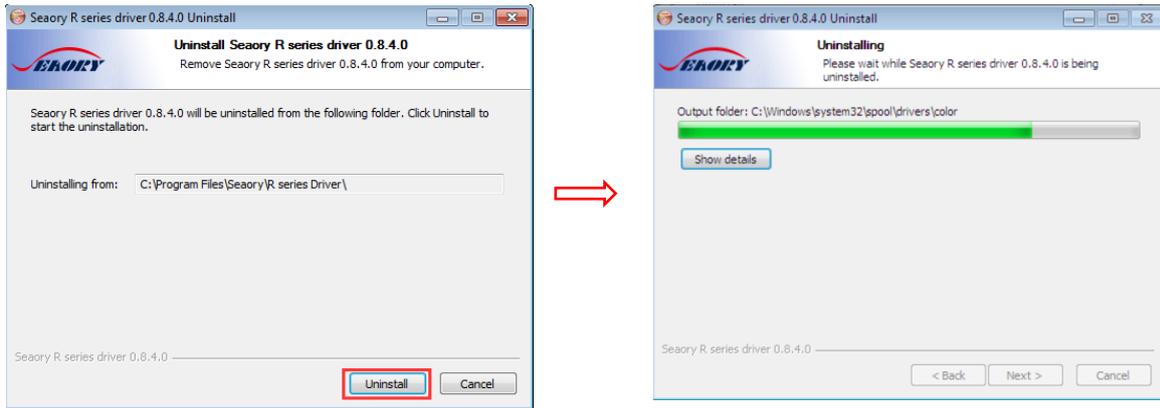


(4) Select "Seatory S series card printer driver" in the software catalog, right-click, and select the "Uninstall (U)" button.

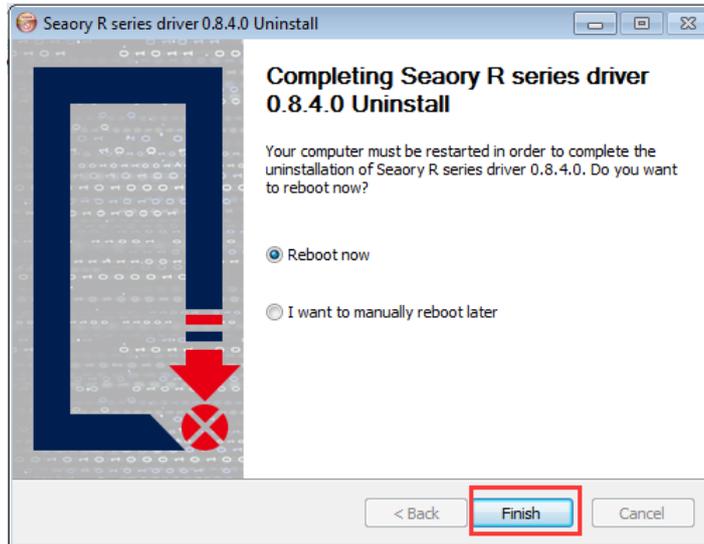


When the following interface pops up, click the "Uninstall (U) button"

again to start the automatic software uninstallation;



(5) Click the "Finish" button in the interface above to complete the software uninstallation

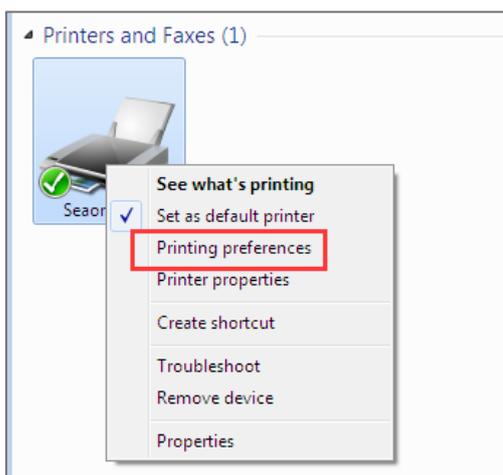


As shown in the above pop-up window prompting requirements, users can choose whether to restart the computer immediately according to their needs.

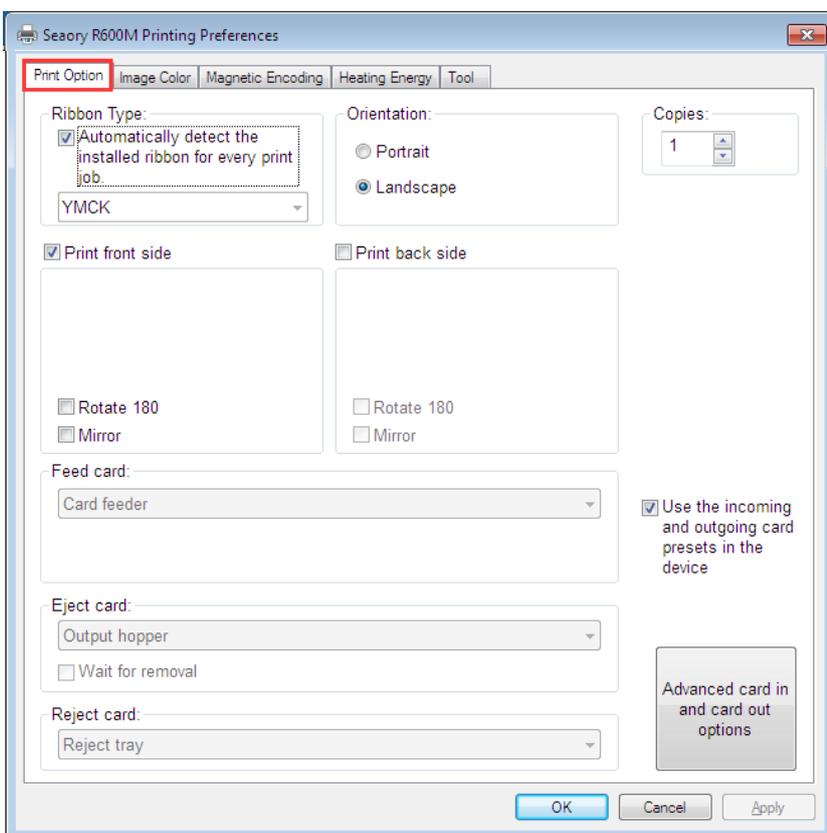
7. Printer Driver Settings

7.1 Printer Driver Preferences

In the printer list of your computer, right click “Seatory R600M” and select “Printer Preferences”, you will see the printer preference setting page.

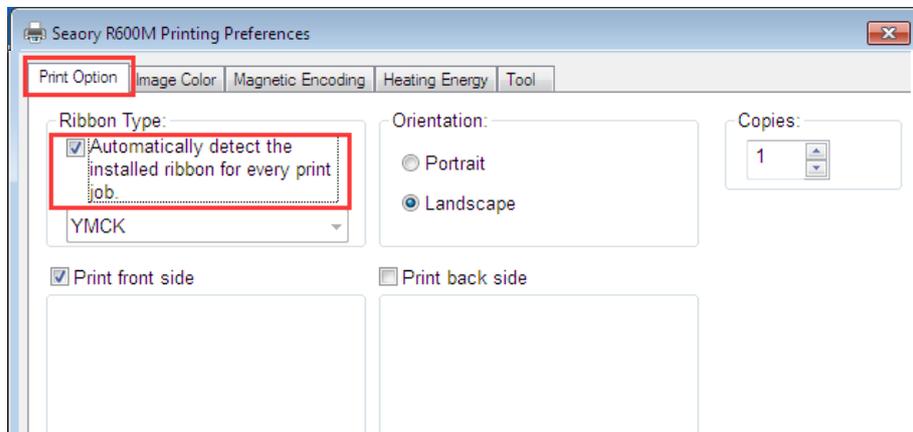


Printer Preferences Page



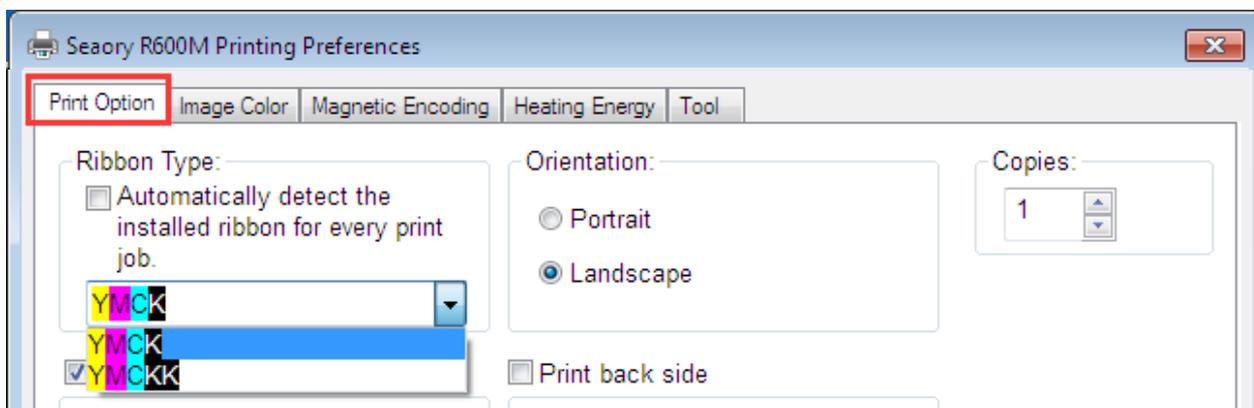
7.2 Ribbon Type Setting

(1) Automatically detect the installed ribbon for every print job is default chosen.



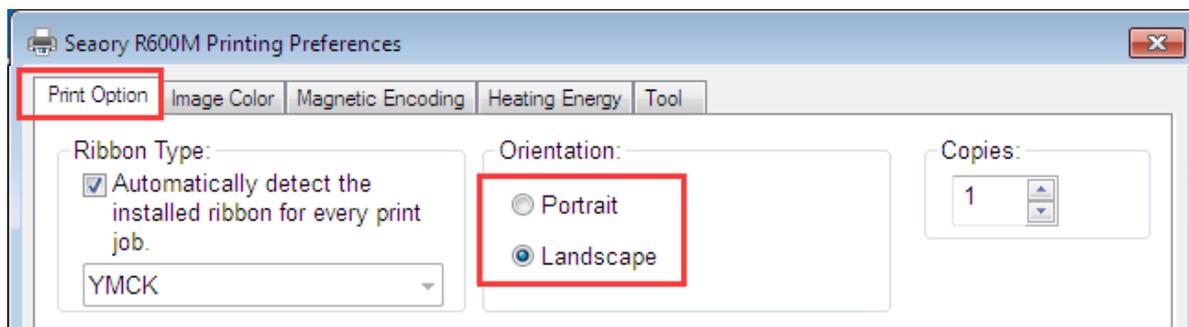
i Detect the installed ribbon is default option and suggest to keep it.

(2) When “Automatically detect the installed ribbon for every print job” was cancelled, the ribbon type needs to be set manually between below choices.

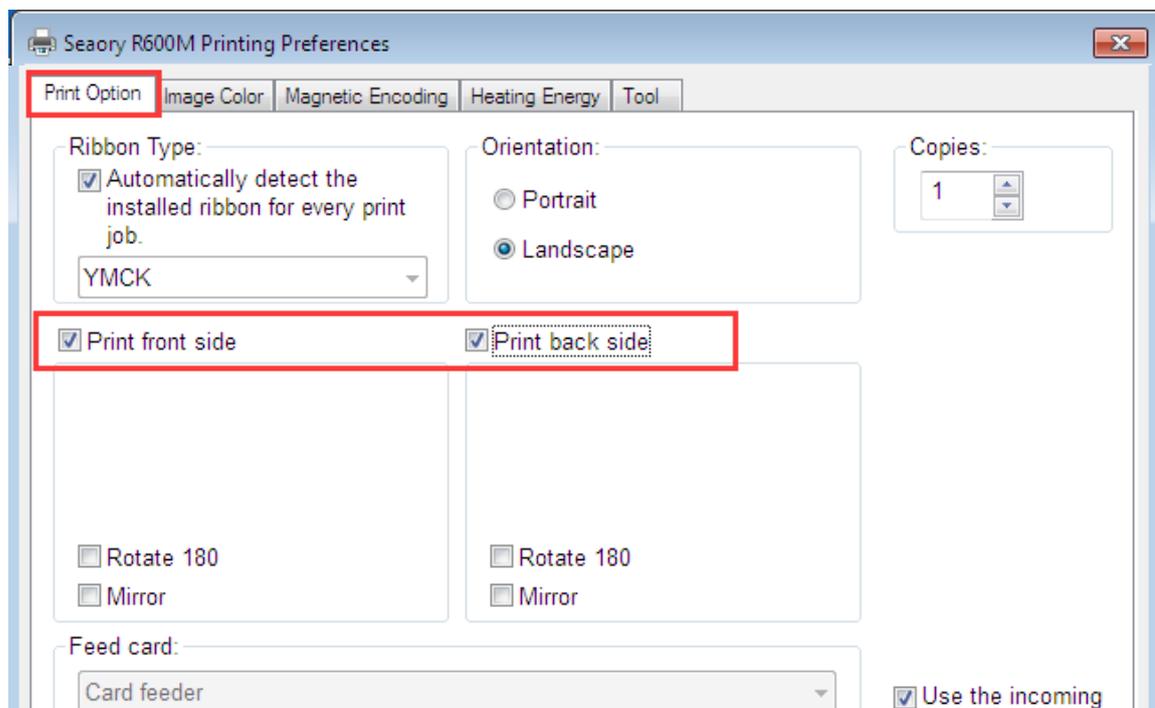


7.3 Printing Orientation Setting

(1) Slotrait or landscape. Default selected landscape orientation.

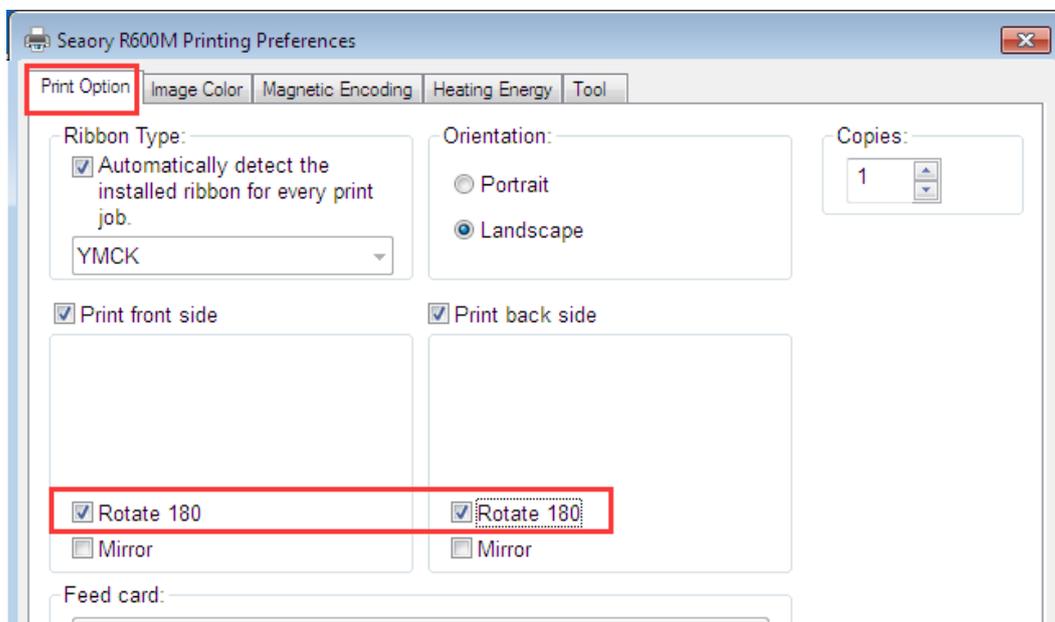


(2) Single or double side printing setting. Default only supslot print front side, if need double-side printing, please also select print back side.



7.4 Printing Page Rotate Setting

Default not selected, if selected “rotate 180”, the printing page will rotary 180 degree.

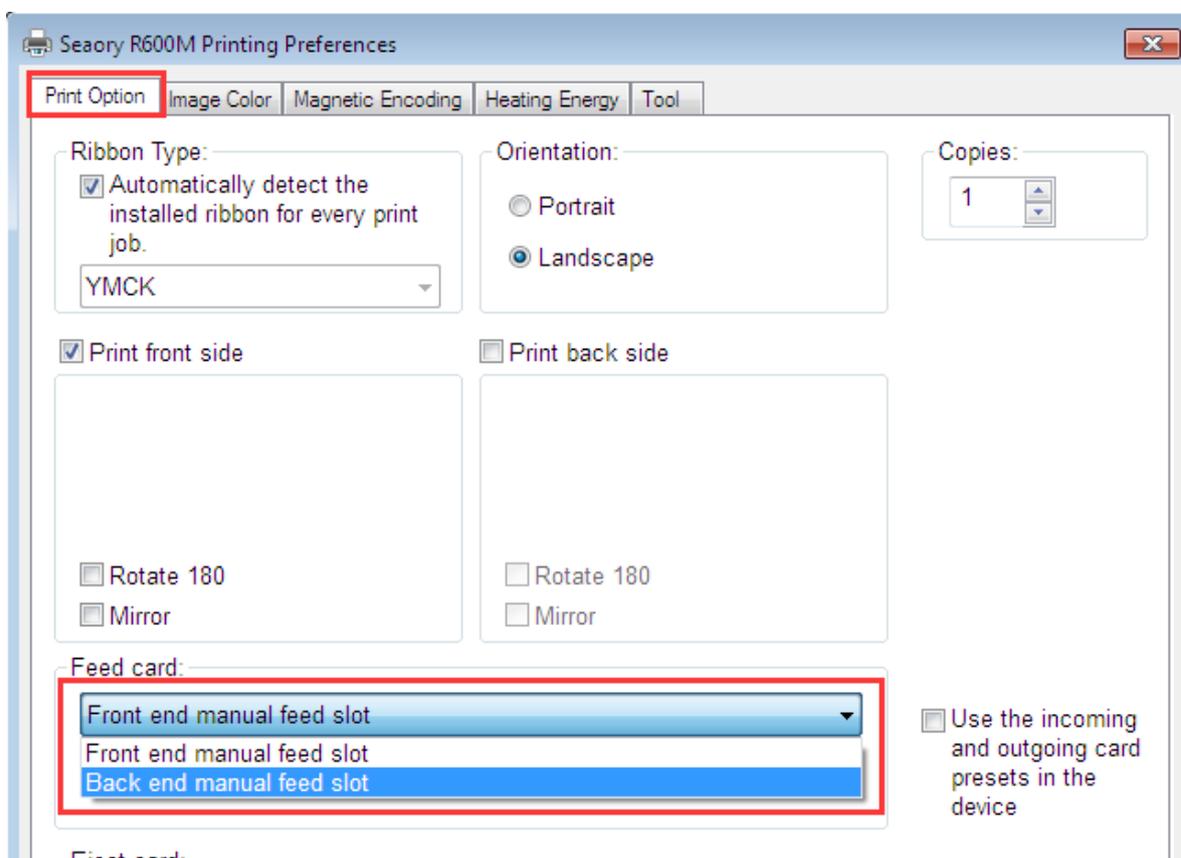


7.5 Card Input Mode Settings

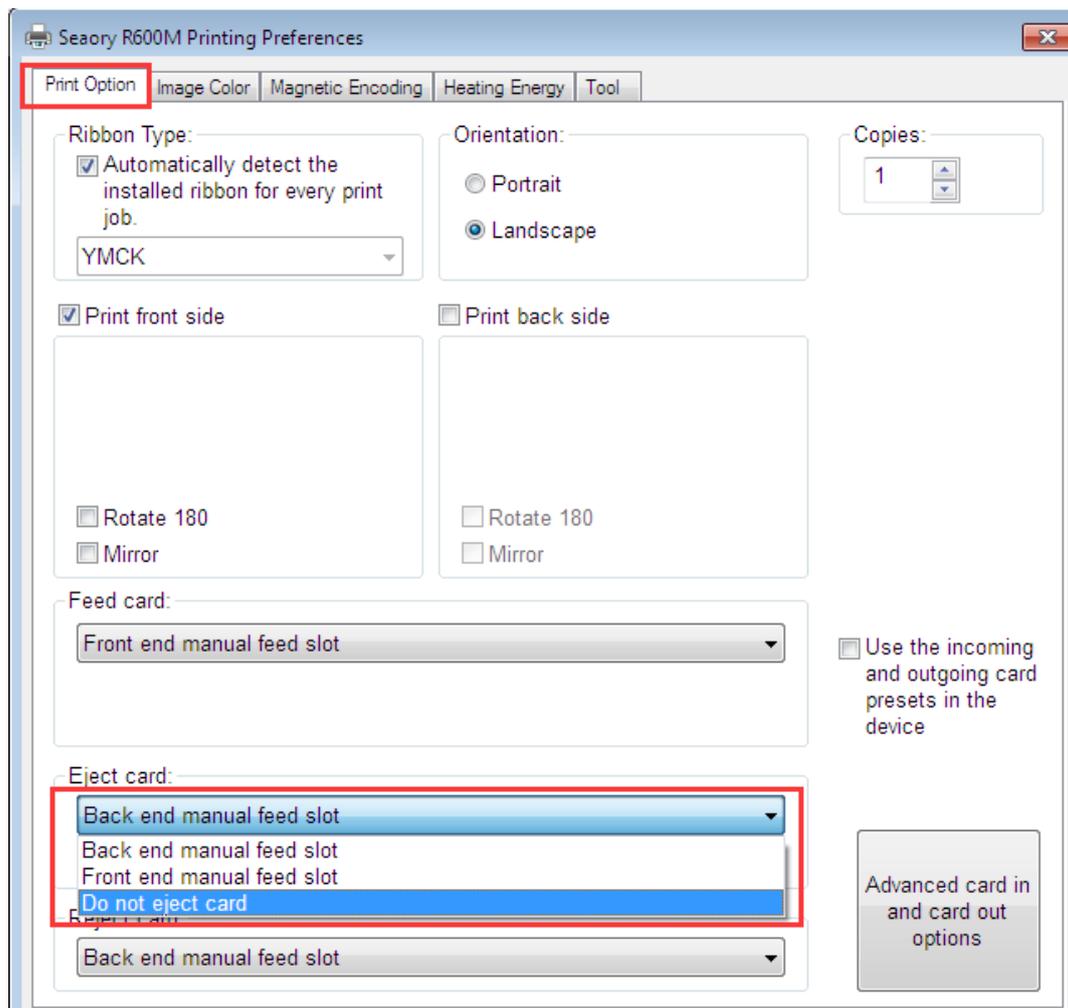
When the card printer is ready, put the card into the card input/output slot, and the machine will automatically swallow the card into the internal track of the device after detecting the card. For details on how to install the card (insert card), see 5.4.1 Front-end card input and 5.4.2 Back-end card input in this article.

(1) Front-end manual card input slot: It means that when there is no card inside the device, the cards may enters into the internal track of the printer from the front-end manual card input slot during printing.

(2) Back-end manual card input slot: indicates that when there is no card inside the device, the cards may enters into the internal track of the printer from the back-end manual card input slot during printing.



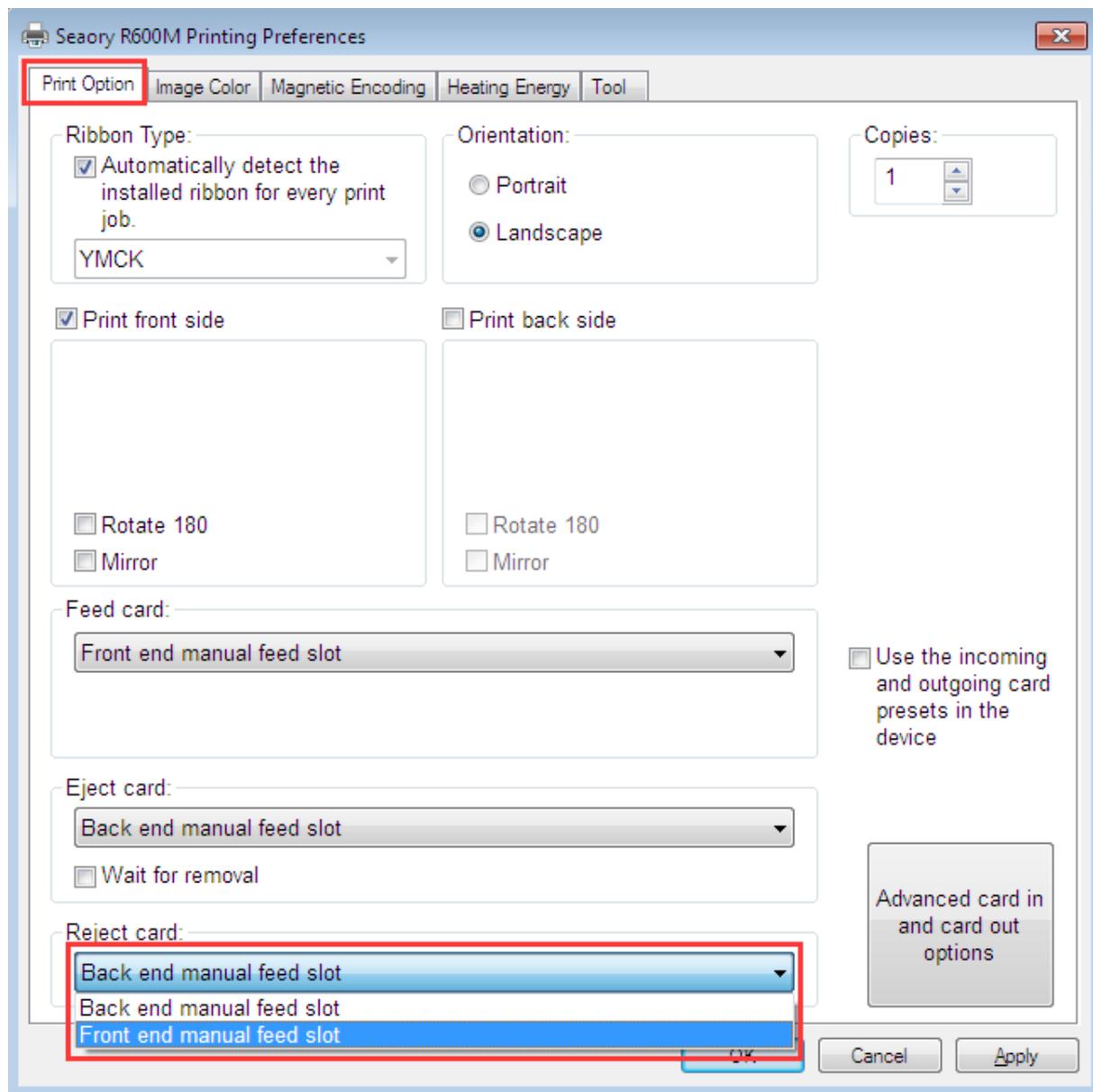
7.6 Card Output Mode Settings



- (1) Manual card output slot at the back end: the card is ejected though this slot after the card is printed.
- (2) Manual card output slot at the front end: the card is ejected though this slot after the card is printed.
- (3) Don't eject the card: It indicates that the card will stay on the card track of the printer after printing.

7.7 Defective Card Mode Setting

The "Print Option" setting page in the printer preferences

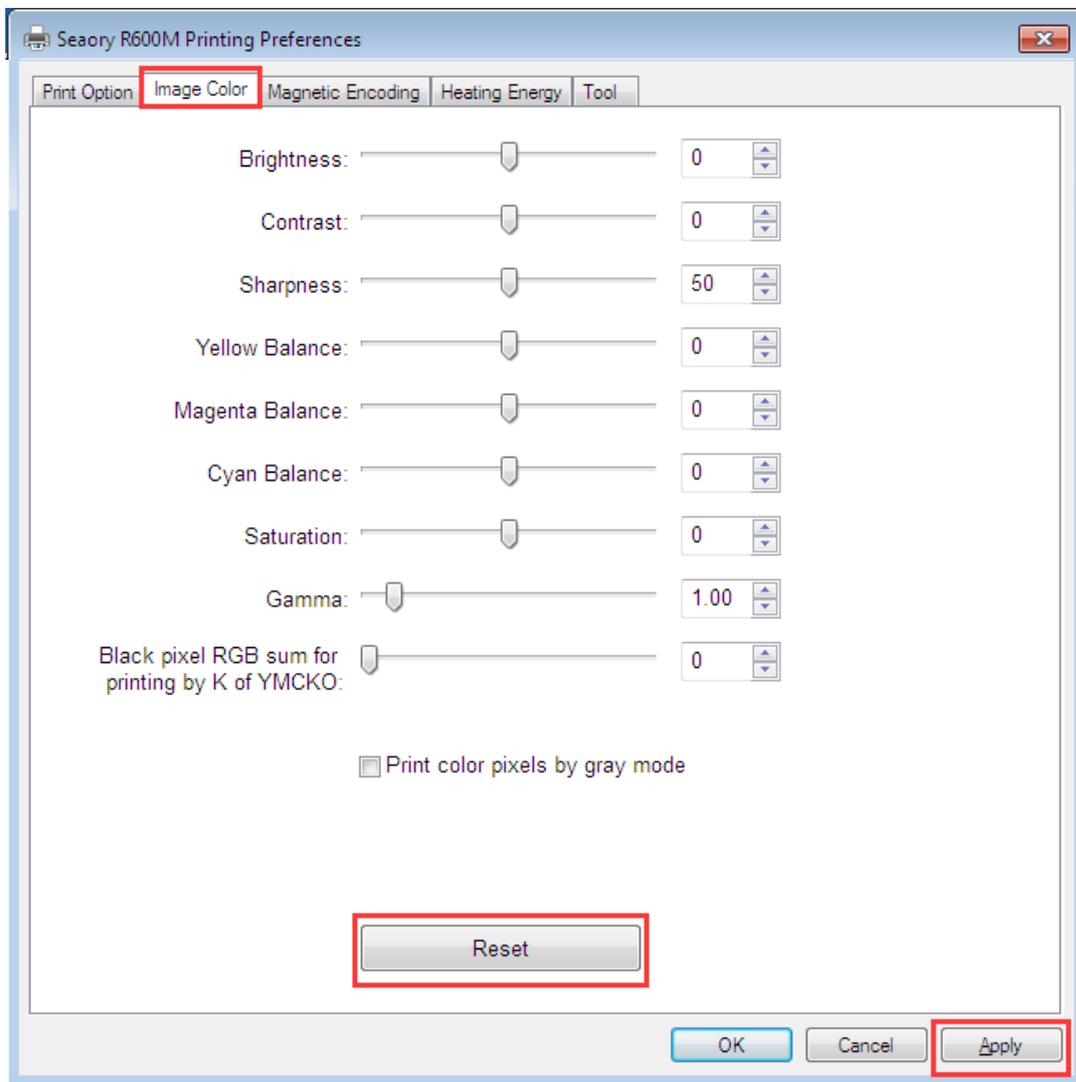


The default location of the defective card: the defective card slot. When the card is moved to the defective card slot, the card will be returned to the designated card slot according to this parameter setting.

i Generally, reject card box will be used when reading and writing chip cards.

7.8 Image Color Setting

The driver default is optimal, normally it does not need to change, you can customize if you need.

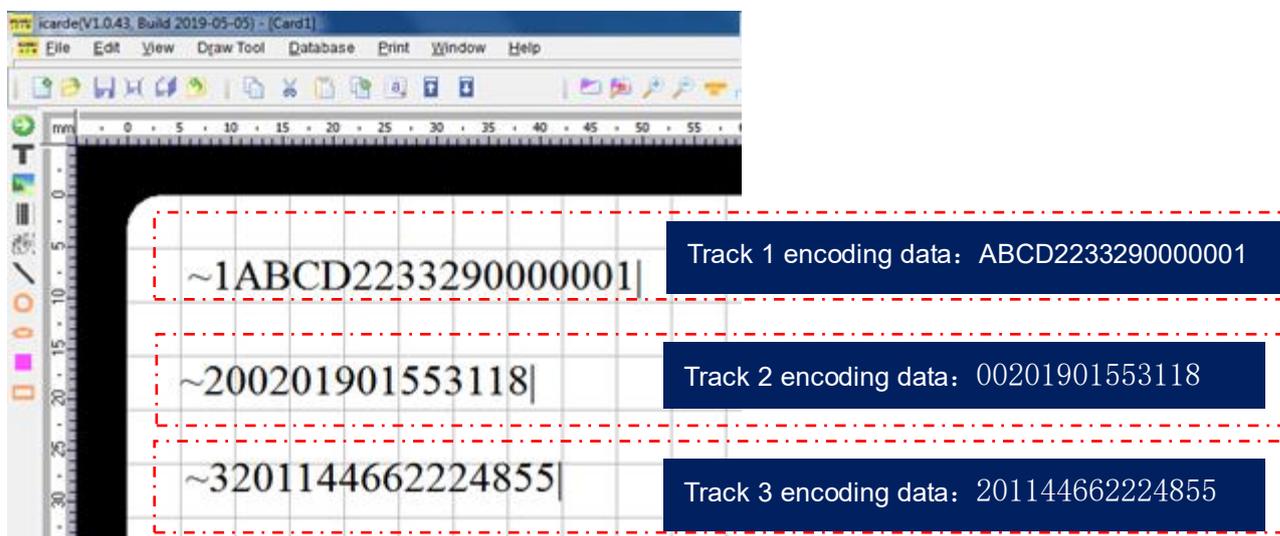
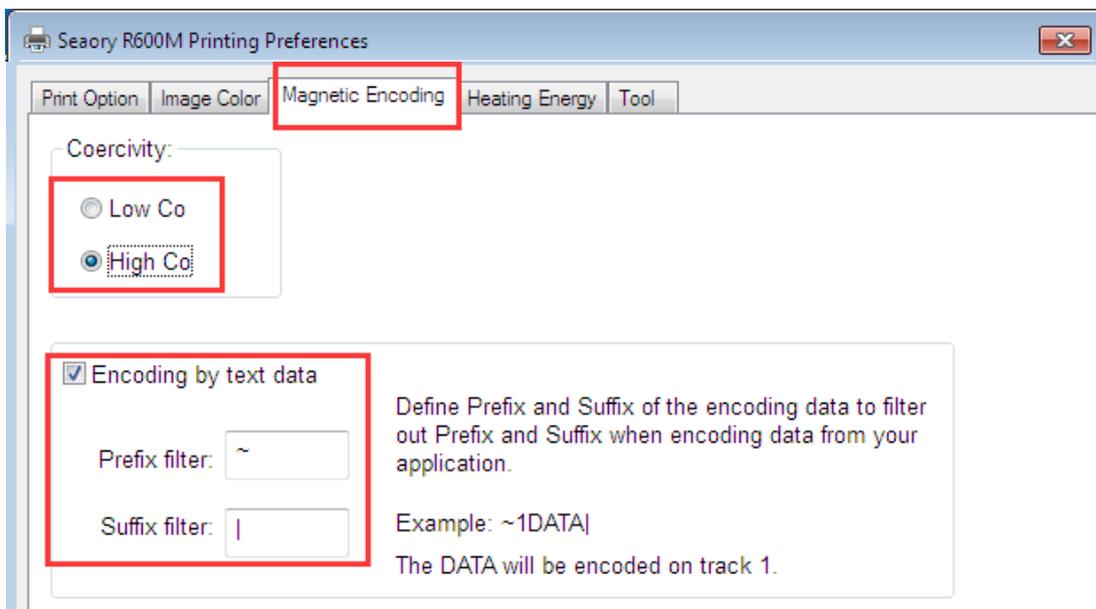


Reset: means restore factory default image color setting.

Apply: means after setting new parameter value, click “apply” to take effect.

7.9 Magnetic Encoding Setting

Function of Magnetic stripe encoding: Realize encoding process though setting filter characters by driver. For details, see the following pictures:

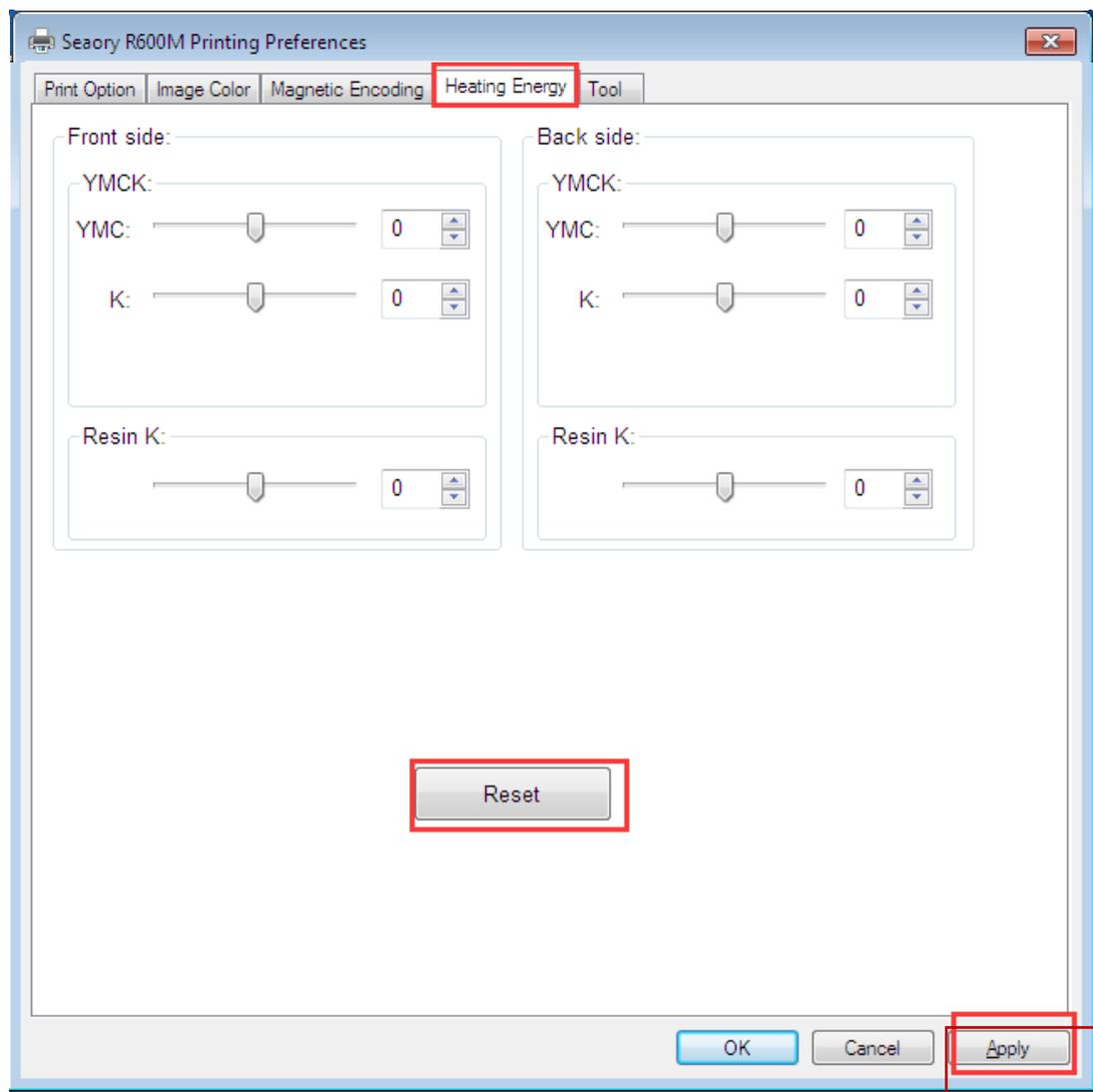


'~1' means track 1, '~2' means track 2, '~3' means track 3, and the '|' means stop code.

7.10 Heating Energy Setting

When the printing color is relatively light, it's necessary to increase the heating energy value. When the printing color is dark or ribbon is easy to break, the heating energy value need to be decreased.

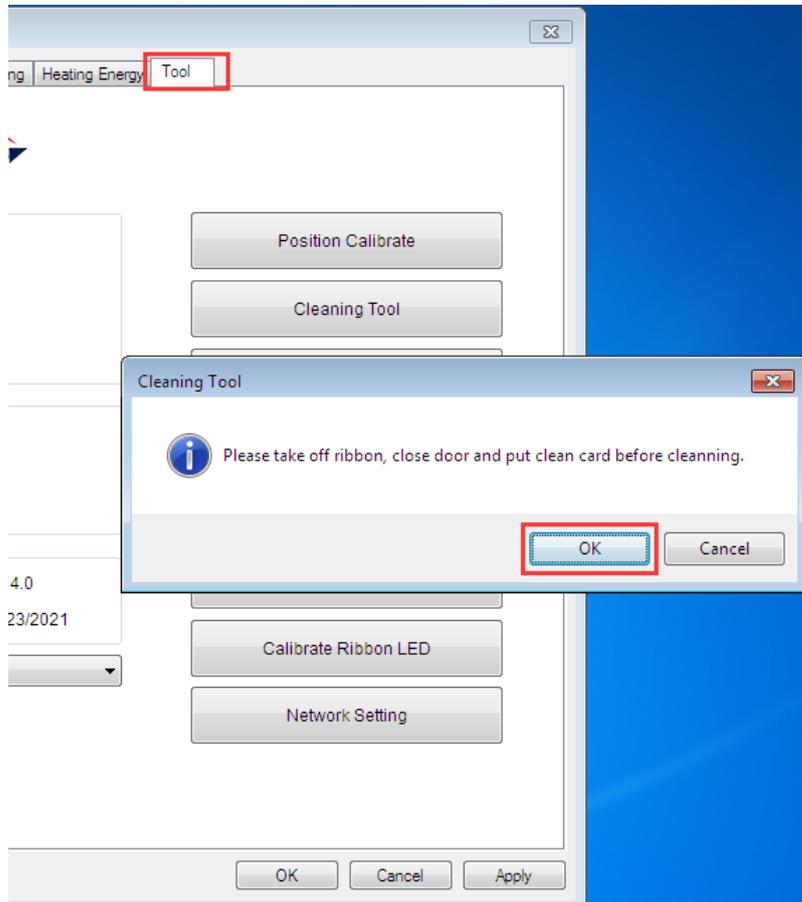
The default is the factory optimal value.



- YMCK is for YMCK ribbon
- Resin K is for monochrome ribbon
- Reset is to restore factory setting
- "Apply" is to adjust the new parameters to be effective

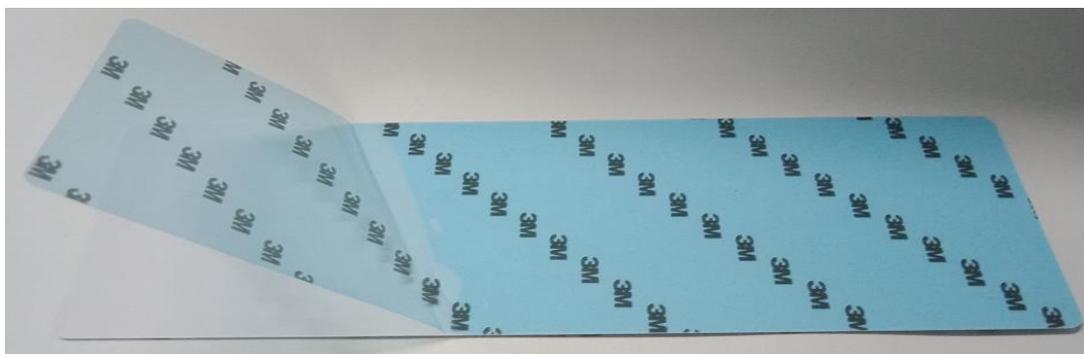
7.11 Tool Setting

Deposition of dust or contaminants inside the card printer may cause damage to important parts and affect the printing effect. Therefore, it's recommended to clean the printer when changing the ribbon or at least clean one time a month.



Cleaning steps according to the driver leads are as follows:

Step 1: Take out the cleaning card from the accessory box and remove the 3M sticker on cleaning card's both sides.



Step 2: Open card printer upper cover, take out the ribbon cartridge and then close the upper cover.



Step 3: Put the cleaning card into the input hopper

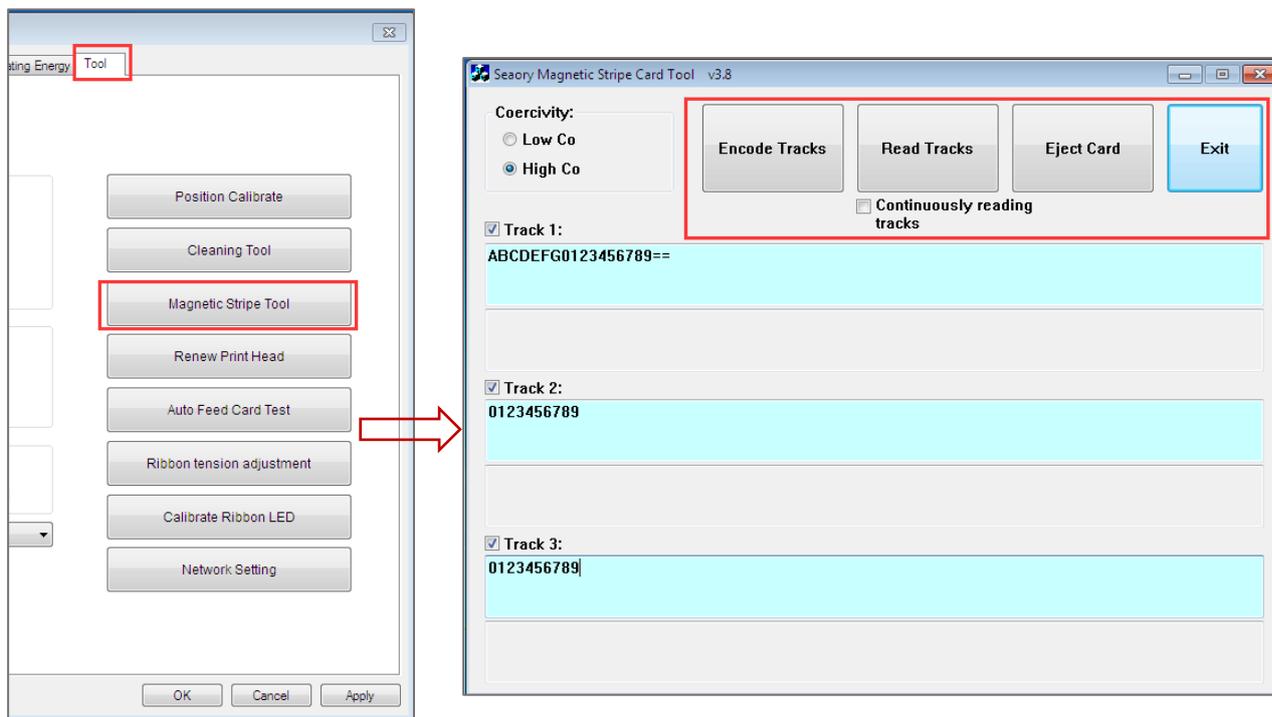


Step 4: Click "OK". The card printer will start to clean itself.

Step 5: After cleaning is completed, the printer can work normally after installing the consumable ribbon holder.

7.12 Magnetic Stripe Tool

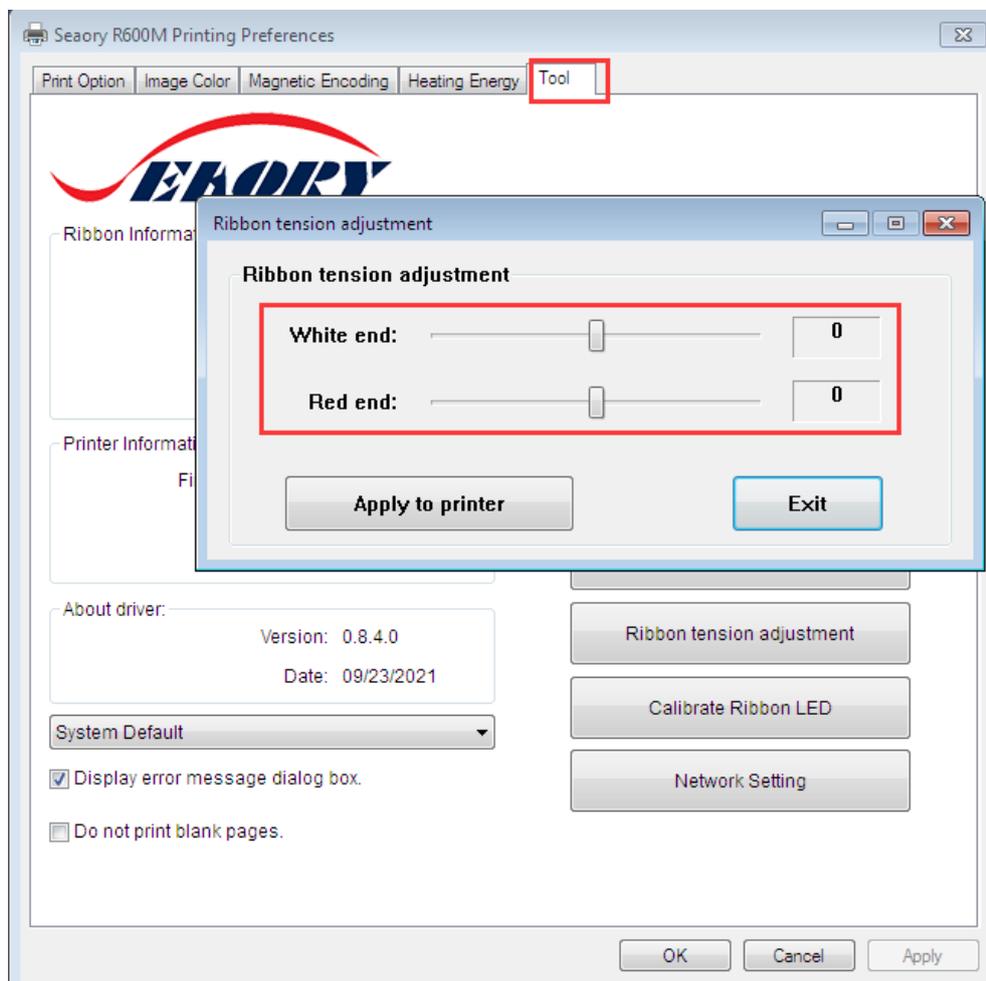
This function is mainly to test magnetic stripe card encoding.



- Magnetic stripe encoding: To test magnetic stripe cards Encoding functions.
- Magnetic stripe reading: To test magnetic stripe cards Reading functions.
- Output card: The card moves to the card hopper.
- Exit: Close current tool interface.

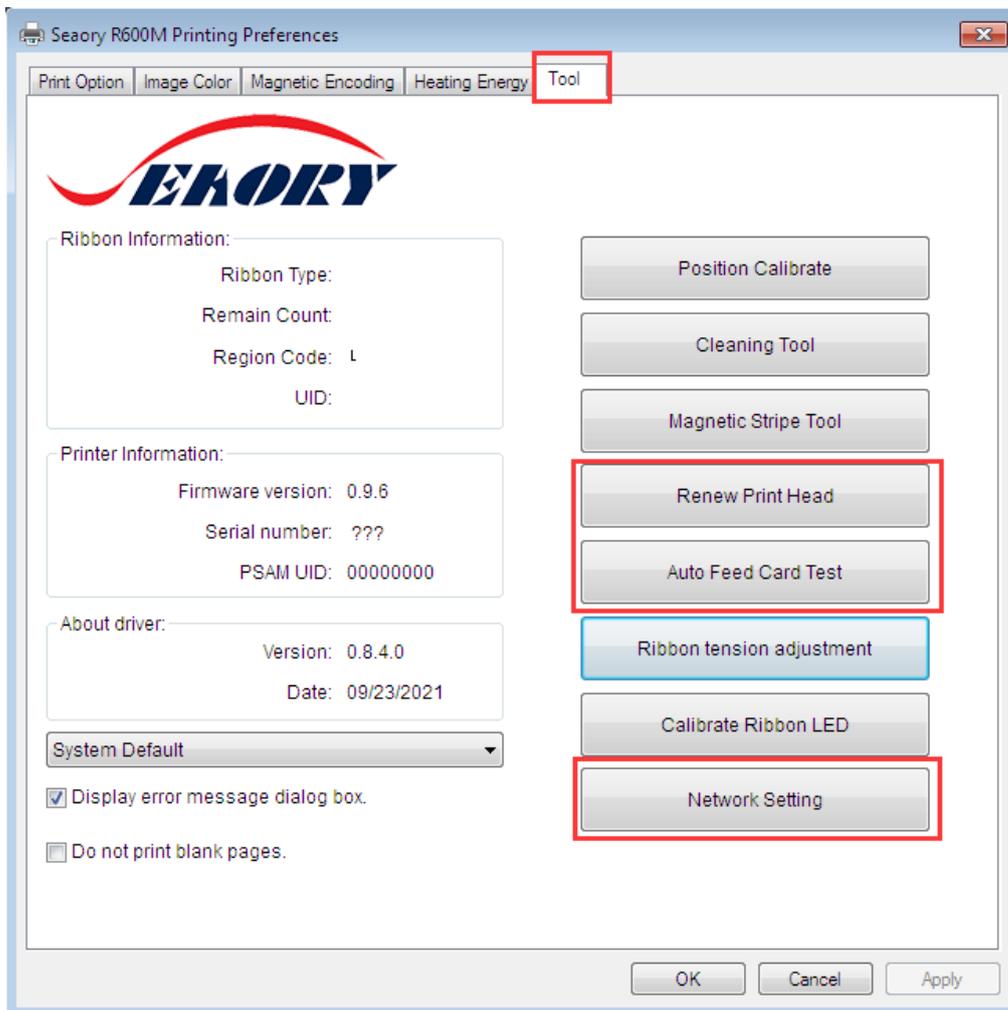
7.13 Ribbon Tension Adjustment

Adjust the ribbon tension when printing appears "wrinkle". Generally, if there are wrinkles in the middle of the card, you need to reduce the red end tension. When there are wrinkles on the starting or ending edge of the card, increase the red end tension until adjusted to satisfied effect.



Apply to the card printer: it means that it will take effect after adjusting the tension parameter value.

7.14 Tool



(1) Replace print head: please renew the barcode of new print head after replaced print head. Otherwise it may lead to print problem.

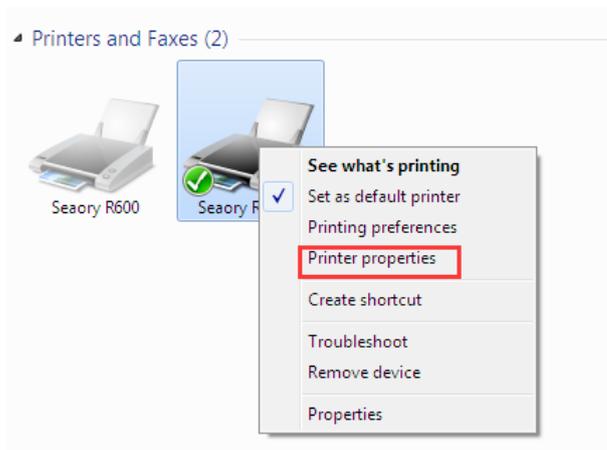
(2) Network setting: card printer IP information reference tool.
More details please check [6.4 section](#).

(3) Automatic card input testing tool(Auto Feed Card Test): verify the card can be feeding automatically.

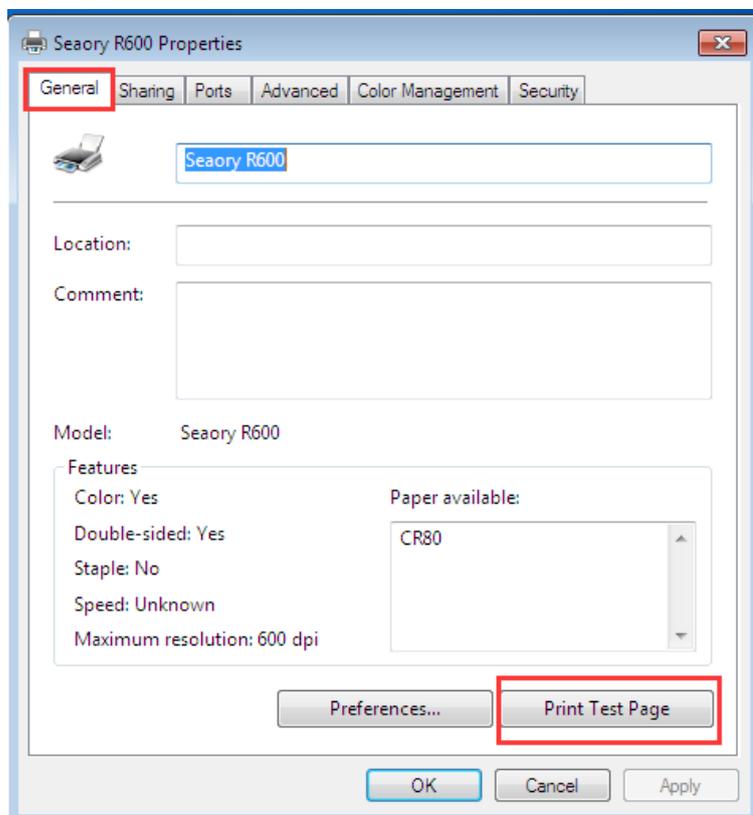
8. Print Test

8.1 Driver Test Page

Step 1: In the list of printers and devices → right-click the Seatory R600M printer → printer properties.



Step 2: Place some blank white cards into input hopper, then click "Print Test Chart".



Step 3: Print out the following card, the surface driver and hardware installation are normal.



8.2 Seaory iCARDE Card Design Software

After all the above steps are completed, relevant software can be used to print and test the card printer. You can also do print test through Seaory's iCARDE software. For details, please refer to Seaory iCARDE manual.



9. Cleaning and Maintenance

9.1 Replace Cleaning Roller

The purpose of the cleaning roller is to absorb the dust on the card and improve the printing effect.

Replace cleaning roller after every roll of ribbon use up or one time per month. Operating details please refer to [5.1 section](#)

9.2 Cleaning Card Moving Path

Deposition of dust or contaminants inside the card printer may cause damage to important parts and affect the printing effect. Therefore, it's recommended to clean the printer when changing the ribbon or at least one time a month.

Driver operating guide please refer to [7.11 section](#).

9.3 Cleaning Print Head

Print head is the most important and valuable part of card printer. Like a car, it's a consumable product that will eventually breakdown. Only continuous attention to maintenance can extend its lifespan.

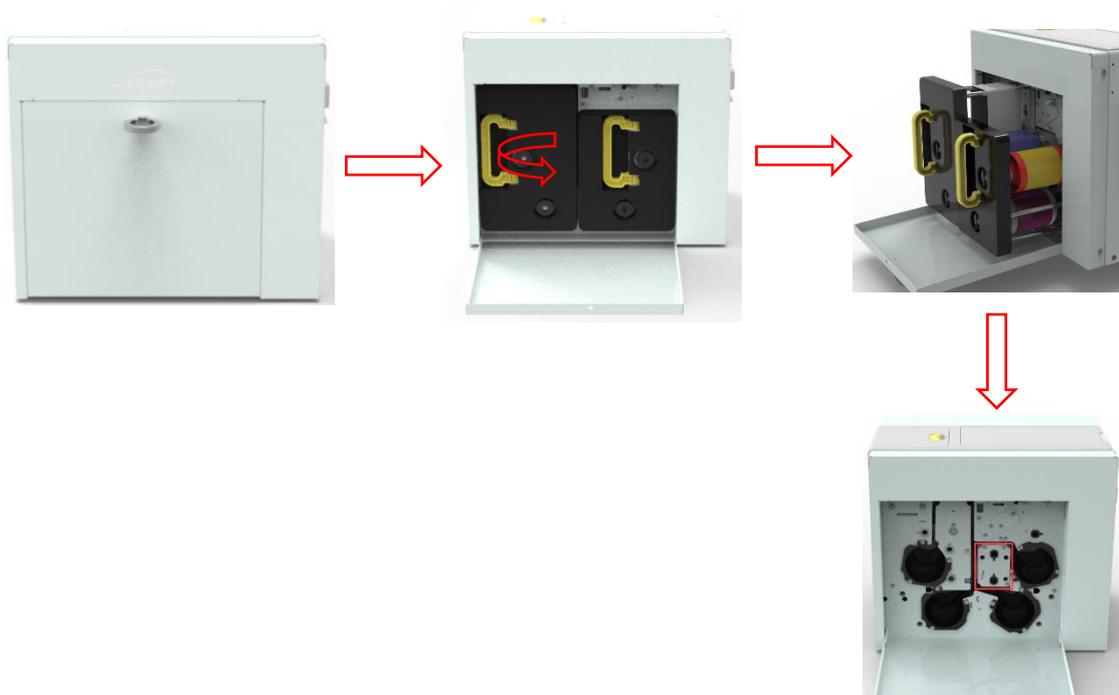
Maintenance method is to use the cleaning stick for cleaning. Please clean the print head every time you change the ribbon or printing effect is poor. And it's also recommended to clean the print head once a month.

Cleaning Print Head Steps:

Step 1: Take out cleaning stick from accessories box.



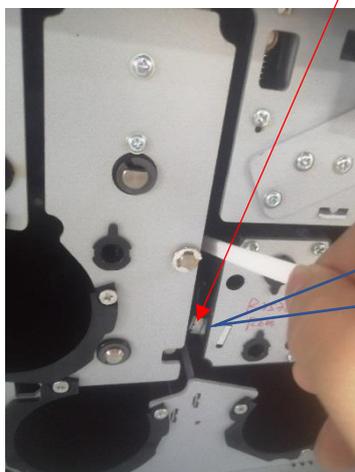
Step 2: Turn off the card printer, open the upper cover and find the print head show in below picture.



Step 3: Wipe the print head in one direction, from left to right or right to left with cleaning stick. Do not wipe back and forth. Generally wipe 3-5 times will be ok.



Print head



One-way wiping requirements: After wiping from the outside to the inside, the cleaning stick and cotton swab are required to leave the print head according to this figure. Avoid wiping back and forth to damage the print head.



Avoid print head direct contact with metal objects, sharp objects or fingers, and do not contaminate any liquid to clean the print head.

10. Common Fault Codes and Solutions

10.1 No Action Occurred

- Check if the card printer driver is installed correctly
- Check the power supply and USB cable connector
- Check the ribbon and cards
- Print test picture

10.2 Blank White Card Printed

- Check the ribbon
- Please go to the card printer driver to reset the parameters ('Preferences' - 'Tool' - 'Position Calibrate' - 'Reset to Factory Default') or adjust the L T S value
- Try to print after adjustment
- Please check whether the card used meets the specifications of CR-80

10.3 Partial or Wrong Printing

- Check the printer settings
- Check the cable and ribbon
- Confirm that the cleaning roller is clean
- Check if the card is clean
- Check the print head

10.4 Printing Defects

- The surface of the card may be contaminated
- Please use the cleaning card for cleaning
- The print head is contaminated or damaged and needs to be wiped clean
- Check whether the cleaning wheel needs to be replaced

10.5 White Horizontal Lines Appear In the Print

- Check if the ribbon is installed correctly
- Check if the print head is contaminated or damaged

10.6 White Vertical Lines or Color Lines Appear In the Print

- The print head may be damaged

10.7 Blurred Image in Printing

- Check if the ribbon is installed correctly
- Check if the cleaning roller or print head is contaminated
- Check if the card specifications meet the requirements