

Friendly Reminder to User:

To better protect your investment, the product includes One-Year Limited Warranty from the date of its purchase. If you experience any problems within that time period, please fill-out this Service Card in full and send it along with the malfunctioning product to our service depot for prompt inspection and repair. The service, within the One-Year period, is FREE unless the problem is caused by user abuse, misuse or the like, in which case all service and freight will be charged to the user. The same will apply to Out-Of-Warranty products.

Customer Service Department

Version	:
Serial No.	:
Inv Date	:
Contract No	:
User name	:
Contact No.	:
Address	:

Rewritable Printer User Manual



Table of Context

	<u>Page</u>
1. What's in the Box	P.2
2 The Components of the CRW	P.3 - P.4
3 Notes on Installation and Operation	P. 5 - P.6
4 Interfaces and Connectivity Issue	P. 7
5 Troubleshooting	P. 8 - P.9
6 Proper Maintenance and Cleaning	P. 10

Proper Cleaning using Cleaning Pen

1. Make sure the Cap of the cleaning pen is tightened after each use. The alcohol inside will vaporize otherwise.
2. Prior to capping the pen, it's recommended to wipe off all dirt on a clean tissue to keep the tip of the pen clean.
3. If needed, user can cut off the dirty tip layer with a cutter.

Procedures on Cleaning the CRW

1. Turn off all electrical power, unplug the cord
2. Open the top of the printer by pulling the switch on the right of the CRW body.
3. Using the Cleaning Pen, directly wipe off all the places that need cleaning - magnetic head, thermal print head, rolls and casters etc.
please note -
 - a. Do NOT touch the thermal printhead directly, the residual temperature may still burn your skin.
 - b. Do NOT apply excessive force in the wiping of any heads as unnecessary force may damage the physics of these delicate devices.
 - c. Apply the wiping action of the thermal head on an uni-direction pattern, from left to right. This will aid the collection and removal of dirt most effectively.
4. Gently close the upper compartment back to the normal stage after finish. A "click" sound will be the confirmation that the CRW is properly closed and ready for operation.

(Factory recommends the cleaning procedure be done once every other day for best performance)

Operation Error:

Symptom	Reason	Solution
Card-Out Fails Still compartment,	Card may be Jammed	Turn-Off Power, and Power-On again. If card remains inside, turn-off power, open upper and pull the card out manually.
Read-Write Error	Wrong Card inserted	Replace with the correct Card for this customer
	Poor Quality Card In	Use QC Approved Card from us. Poorly manufactured card may not have the magnetic elements resolved when made.
	Data might be erased	Re-Issue the card and re-write the magnetic data again
	Card already deformed	Re-Issue the card and re-write the magnetic data again
	Card already damaged	Re-Issue the card and re-write the magnetic data again
	Dirty Magnetic head	Clean the head using pen or cleaning card as instructed

Packing :

1. RS-232 Cable
2. USB Cable
3. Power Cord
4. CRW (Card-Reader-Writer)
5. User Manual



The Components of the CRW :

- 1. Power On/Off Switch Turn On or Off the AC Power
- 2. Power LED Shows CRW Power Status
- 3. Status LED Shows CRWs various status
- 4. COM & USB Interfaces CRW to computer
- 5. Power Connector Plugs in AC Power Cord
- 6. Magnetic Head Read/Write Magnetic data
- 7. Thermal Head Writes/Erases Text/Image to Thermal Coating

Troubleshooting :

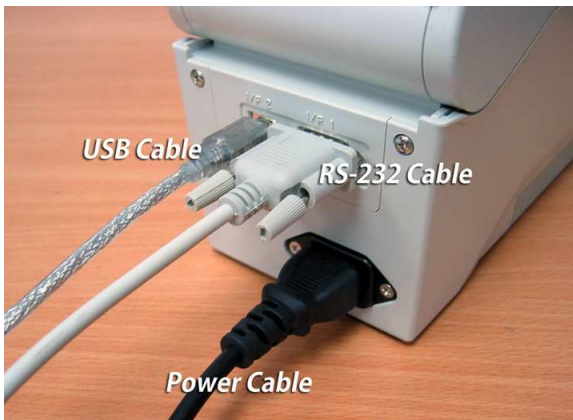
Symptoms		Reason	Solution
Power LED OFF	Card fails to feed-in	Power Cord Not securely connected	Connect AC Cord tight
		Power Cord broken	Replace Cord
		Fuse Fired	Replace Fuse
	Card-In Successful	Power LED may be fired	Contacts Reseller
Power LED ON	Card fails to feed-in	CRW may have glitches on this card	Uses another card
	Card-In Successful, but Read/Write Error	Card damaged	Use another card
		Card deformed	Clean the heads Application Software Malfunction CRW bug
		Magnetic data erased	Contact Reseller
		Wrong card inserted	Contact Reseller

Connecting to other devices :

Via COM port or USB port :



1. Connects one end of the RS-232 cable to the CRW, the other end to the device (usually Computer)
2. Make sure the connection is tight and secure
3. Connects the USB cable to CRW, and the other end to the computer
4. Install Driver software



Connecting the Power :

1. Connects the AC Power Cord to the back of the CRW
2. Plugs the AC Power into electrical panel or the wall.

Note: Please isolate the Power of the CRW from other devices on the panel.

1. Power On/Off Switch



2. Power LED



3. Status LED



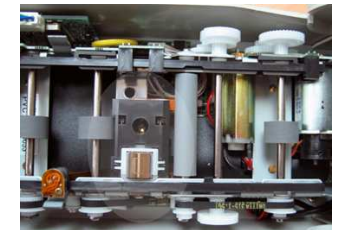
4. COM port and USB port



5. Power Connector



6. Magnetic Head



7. Thermal Read/Write Head



Notes and Reminder on Installation:

1. Safely put the CRW on flat and solid surface.
2. Avoid direct exposure of CRW under sunlight.
3. Keep safe distance from heat source or liquid.
4. Avoid operation under conditions with inflammable liquid, gas, or other chemicals
5. Avoid placement of CRW near strong magnetic source that may cause data exchange problems
6. Avoid plugging the CRW into the same electrical panel with other device for best stability in performance
7. Should place the CRW into well ventilated, dust-controlled area in room temperature and normal humidity environment.

Reminder on Operation:

1. Use only Thermal Rewritable cards manufactured by US or qualified suppliers.
2. Do not use deformed or scratched/greasy/oiled thermal cards.
3. Do not place the thermal card directly in contact with other magnetic source.
4. Do not place the card near heat source or under direct sunlight which may cause data loss.
5. Do not turn off AC Power while the CRW is in operation
6. Keep the Card in/out path clear from any obstacles
7. Do not open the CRW while it's in operation.
8. Do not insert any foreign objects into the CRW that may cause permanent damage
9. Do not place anything, especially heavy objects, on top of the CRW.
10. Do not alter or modify any components of the CRW. Warranty will be voided Immediately.
11. Follow LED status and operation procedures.
12. To best maintain performance, cleaning should be done once every other day.
13. If card is jammed, turn-off AC power, open the top compartment and take the card out
14. Thermal card must be kept clean. If the card has been glued, do not insert into CRW
15. Do not attempt to touch the thermal head as its high temperature may cause injury.
16. Do not insert any embodied card such as credit card that may permanently damage the print head.