

I replaced my ribbon and now all my cards are coming out all black.

Please save your ID project, and exit out of IDMaker Pro.

First step is to verify the ribbon you have put into the printer. If you open the printer cover, remove the ribbon, and unroll it until you see a clear panel. If there is a black panel on both sides of the clear, you have a 6 panel ribbon (YMCKOK). If there is a black on one side, and yellow on the other, it is a 5 panel (YMCKO). If it is just black and clear, it is a black 2 panel ribbon (KO). Replace the ribbon into the printer, and close the cover. You will hear the ribbon advance.

Second step is to change the ribbon selection within the printer driver.

On your PC: click start > Control Panel > Printers and faxes.

You will see your Dualys listed. Make sure that the print Queue states Zero documents in the queue and status is ready. If not, double click the printer icon, click printer > cancel all documents. It may take a few seconds to clear all documents from the queue.

Once empty, click printer > printing preferences.

Click on the Graphics tab (3 colored circles).

Make the appropriate ribbon selection.

If it is a 2 sided ID, under Printer Settings, select the box for: Print on both sides. Depending on the ribbon, you will choose:

5 panel = YMCKO/YMCKO (front/back)

6 Panel = YMCKO/K (front/back)

Black only = KO/KO (front/back)

Select Apply, and OK. Click OK out of each remaining window.

