

Extreme Cards

If your Extreme Cards monitor displays “Out of Cards”

- 1) Besides making sure that the card stackers have cards in them and both printers are powered on and ready.
- 2) Watch for on the monitor towards the end of the boot cycle for a screen in the upper left corner you should see Printer 4 ready Printer 5 ready, and Printer 7 ready. Printer 4 and 5 represent the 2 Evolis Pebble Printers and Printer 7 is the UIB Box.
- 3) If you see those printers 4, 5, & 7 ready, a few moments later you will see a different screen on the monitor and it will read Printer 4 and Printer 5 ready.
- 4) If you do not see either of the two printers in the boot sequence
 - A) Replace the USB cables. I recommend having known good spare to test with.
 - B) Try swapping the USB Printer cables to see if the booting of the computer changes to not seeing the other printer.
 - C) If still not seeing one of the printers the USB connector on the printer could have come loose or a bad solder joint.
 - D) If you decide to take the printer apart to re-solder the connector be very careful because some major traces run right past to where you are applying heat to the solder connections and you could damage a \$500 board. Always remember to reassemble the printer correctly.
- 5) There is a much lessor possibility that the software is corrupt.
 - A) Try reloading the software. If you need the software Technical Support can provide you with a disk. However there are a few things needed to know which software is required. We have two style of computers. One is “Old Style” and the old style computers usually have a white case. The old style uses a couple of video capture cards. One video capture card has 4 BNC connectors and the other has s-video. If you have the s-video connector on your video capture card it is best to send the computer in for repair as the only software we have works with the 4 BNC type video capture card.

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New Style Extreme Cards Computer uses a UIB Box. The UIB Box is located on the left side wall of the cabinet if you open the rear access door.



