

# FAQ MOCA



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### Card problems

#### Card problems in the input hopper (automatic card feeder)

- The cards are slightly bent and may not feed properly. Please bend them carefully to straighten the cards and place them in the printer. See chapter 2-2 in Moca user guide.
- Check if the correct thickness of the card is chosen. See chapter 2-3 in in Moca user guide and recommended settings\* below.

#### \* *Recommended settings for card thickness, 0.76*

- PFC 04212
- PFC 04215
- PFC 04218
- PFC 04221
- PFC 04230
- PFC 09540            Recommendation, see below.
- PFC 09580            Recommendation, see below.
- PFC 09518            Recommendation, see below.
- PFC 07533

#### \* *Recommended settings for card thickness, 0.5*

- PFC 45080            Recommendation, see below.
- PFC 07014            Recommendation, see below.
- PFC 12726            Recommendation, see below.

#### Recommendation

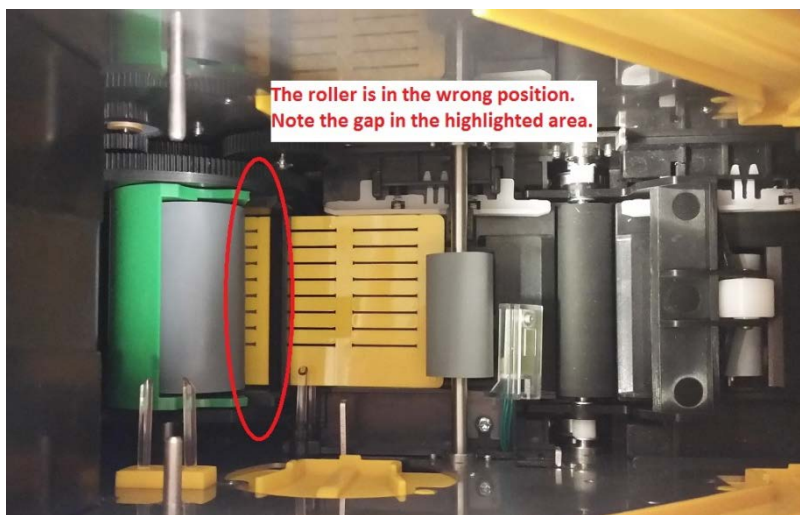
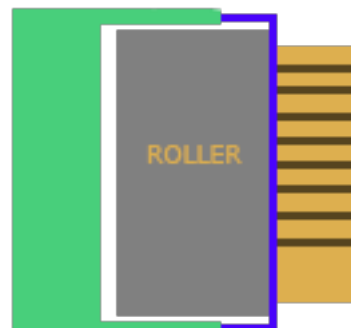
In Matica Printer Manager choose "output hooper" under Preferences -> Card.  
See instructions under "Set printing settings" in Quick Start Moca.

The card/-s jam is jammed at the first roll

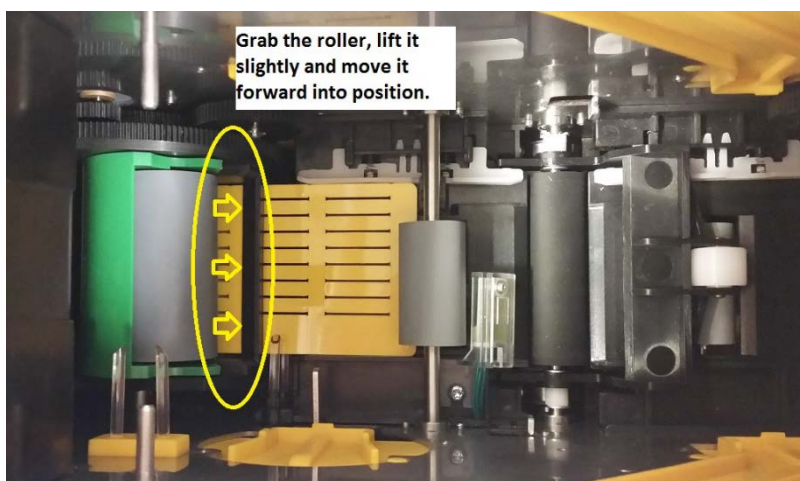
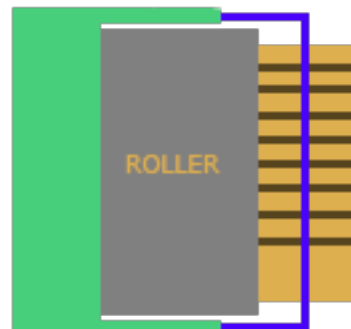
- Check if the large roll is in correct position.



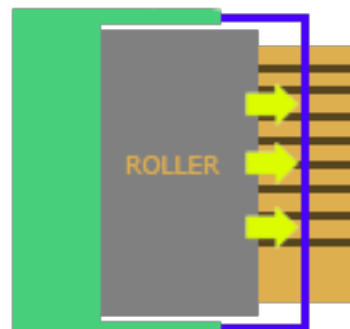
Right position.



Wrong position.



Move into right position.



- Check if the correct firmware and driver are installed.  
Open Matica Printer Manager -> choose printer -> choose Preferences -> choose tab Version.



Correct firmware is version 1.01.34 or newer and correct driver (software) is version 1.17 or newer. If not, please see Error message "communication error" below.

#### Cards problems at the rear bin

- If the cards are stuck at the exit to the "Rear bin", it is recommended to change the settings to "output hopper". See "Set printing settings" in Quick Start Moca.

If nothing of above helps we recommend a restart of the printer. At the restart the printer will go back to start position. Please note that all printing work will be deleted.

#### **Error message "communication error"**

If the customer previously have used an unmodified Moca printer, it is important to uninstall earlier Moca drivers from the local computer. This before installing the modified Moca printer and new driver.

To uninstall click "Start -> Control Panel -> Programs -> Programs and Features". Choose the old Matica driver in the program list and click on Uninstall.

Example: 

Older driver versions then 1.17 must be uninstalled. Be aware that one of the oldest Matica driver version is easy to miss because it is named "DCP 1.XX".

#### **Printing problems**

- There is poor print quality when printing. Check if the card is placed in a correct way. See "Printing" in Quick Start Moca.
- There is no text when printing. Check if the ribbon is placed in correct position. See chapter 2-1 in Moca user guide.
- There are lines in the text when printing. Make a standard cleaning. See chapter 5-1 in Moca user guide.