Pebble④ Dualys❸

Frequently Asked Questions

1 - What are the supported IT platforms?

Pebble4 and Dualys3 are delivered with a driver CD-Rom including drivers for Windows XP, 2003 and Vista. 32 and 64 bits systems are supported.

However, some preliminary deliveries identified by the Driver CD-Rom Rev A0 only support XP operation. In any case, we encourage you to update you driver through the Evolis web site.

2 – How can I interface Pebble4 and Dualys3 with my computer ?

Pebble4 and Dualys3 are delivered with a USB data port. A USB cable is delivered with the printer.

An optional main board combining USB & Ethernet TCP/IP can be selected for printers. It will not operate Smart Contact or Contactless encoding (Basic and Mag only).

3 – Are you going to launch a Parallel interface option ?

No, Evolis decided to move to new technologies. Parallel interface will no longer be implemented on Pebble and Dualys.

However, for those who need to connect over Parallel, Pebble3 and Dualys2 are still available in limited quantities.

4 – Are you going to launch Linux and MAC drivers ?

Linux and Mac drivers are available for those new printers. They can be downloaded from the Evolis web site.

5 – Can I use Pebble4 or Dualys3 through a Serial interface ?

An RS-232 connection could be made available for project printers only. This interface is mainly aimed at allowing connectivity to a stand-alone keyboard, or a dedicated computer (such as a cashier, a mainframe).

Please note that RS232 (also called Serial or V24) connection speed is too slow for picture and logo transfer.
Connecting a printer over RS232 is only valid for monochrome text data.

6 – Can I still get Glacier's Pebble ?

Pebble3 is still available for a little while with Glacier covers.

But the new Pebble4 is delivered with 3 new colours:
- Ocean Blue
- Jungle Green
- Fire Red

and Glacier has been withdrawn from the Pebble4 range.

Dualys3 is available in Ocean Blue only.

7 – What kind of encoding features are available with Pebble4 and Dualys3 ?

Pebble4 and Dualys3 are delivered with options:

- Magnetic stripe encoder, ISO or JIS2, 3-track HiCo/ LoCo
- Smart contact station allowing the connection of an external chip encoder
- Integrated Smart contact card encoder for most market standards and EMV2000 cards
- Contactless antennas and encoding units: ISO14443A & B, ISO15693, Mifare, DesFire, Felica, HID PROX, HID iClass

And more important, all those encoding features can be combined together to personalize all kind of badges (Mag, Smart and Contactless).

Pebble4 and Dualys3 benefit from very sophisticated encoding features, especially Mag ISO and EMV allowing payment card personalization.

8 – Can you propose other encoding features ?

Yes, Evolis offers the widest range of encoder in the plastic card market. If the standard offer doesn't suit your needs, don't hesitate to come back to your Evolis Sales Rep. with a detail request and Evolis will do its best to integrate a solution in your printer.

9 – Do you have an SDK ?

Yes, there is a so-called Common-Evolis Software Development Kit (SDK) aiming at supporting developers in creating their custom programs.

It is available free-of-charge from the Evolis Customer Service department.
It consists on printer statements description, programming hints and program samples.

A program developed with this SDK guarantee a full compatibility with all the Evolis printers (assuming they can support the required features). This makes a program developed for a Dualys to be easily transferred to a Pebble printer.

10 – I'm operating several types of cards, how can I handle them easily ?

First of all, Pebble4 and Dualys3 give you the opportunity to operate several card feeders type since they're detachable.
Also, they're available in different colours so it's quite easy to prevent any mistake by using i.e. the red one for basic cards, and the blue one for smart cards.

This is simple and really efficient for the operator.

11 – How can I set my TCP/IP configuration ?

Pebble4 and Dualys3 are delivered with an optional TCP/IP connection.
To operate the printer over TCP/IP, you just have to ask your IT-support for an appropriate cable and plug the printer to your LAN (Local Area Network).

Then you can either use the IP feature called DHCP which will help establishing an IP-address to your printer (factory setting), or set the IP address manually.

A dedicated procedure will be posted within a few weeks to the Evolis web site to clarify all the technical points related to the IP settings and driver's installation.

12 – What about Pebble4 and Dualys3 warranty ?

Pebble4 and Dualys3 benefit from a 3-year warranty for printer and printing head. This warranty is subject to the use of Evolis consumables and the proper execution of the cleaning cycles:

- Cleaning cycle executed on regular basis when required by the printer
- Use of Evolis Genuine Supplies to avoid damaging the printer
- Quality cards ISO CR80, flat and without dust to avoid printer's damage

This demonstrates how Evolis feels comfortable towards printer's quality and reliability. As you know, most of the competitors offer a 1-year warranty!

Please note that the Pebble3 and Dualys2 2-year warranty remains unchanged.

13 – What is delivered in the printer box ?

- Printer + Power supply + Power cord + USB cable
- CD-Rom Driver & Docs,
- CD-Rom eMedia Standard Edition (unlimited) including Excel database and data Import-Export
- Cleaning starter kit
- Warranty terms and Safety regulation document

14 – What makes Pebble4 and Dualys3 different than the competitor's products ?

- Very high printing quality beyond competition
- Very high speed
- Versatile: USB, Ethernet, Encoding options, Feeder cartridge or Manual Card Feeder, several colours to adapt in any kind of environment
- Evolis ribbon policy with a very attractive cost / card
- Quality beyond compare stamped by Evolis
- And as a matter of consequence, 3-year warranty on both printer and printing head

15 – What about printing performance ?

Personalization throughput will depend on card design printer settings. Here is our evaluation based on internal benchmarks:
- Colour YMCKO, one-side – 155 cards/ hour
- Colour YMCKO-K, two-side – 125 cards/ hour
- Monochrome K, one side – up to 1,000 cards/ hour
- Monochrome K, two-side, - up to 350 cards/ hour

16 – What about printer configurations ?

Pebble4 and Dualys3 catalogues do include several basic configurations aiming at providing the end-user with the right product:
- **Basic** – High Quality printer with USB interface
- **Mag** – HQ printer, Magnetic ISO or JIS2 encoder, USB interface
- **Smart** – HQ printer, Smart contact station, USB interface
- **Mifare** – HQ printer, Antenna and encoding unit for Contactless cards : ISO 14443A, Mifare

Mixed combinations and other configurations are available. For more details, please contact your Evolis Sales Rep.

17 – When will Pebble4 and Dualys3 be released ?

The official announcement is planned on June 4th, 2007.
From that time, Evolis will be in a position to deliver most of the Pebble4 and Dualys3 configurations.
Ethernet option could be made available a few weeks after that date.

Without any clear instruction from Distributor's side, all the pending order that can be converted on June 4th will be confirmed with the new product versions (Pebble4 and Dualys3).

18 – Pebble4 & Dualys3 main characteristics ?

- Very High Quality colour printing module
- 300 dpi print head (11.8 dots/mm)
- USB standard, Ethernet TCP-IP as an option
- 16 Mbyte RAM allowing two full cards storage (front & back side)
- Flip-over (Dualys3)
- Detachable input hopper 100 cards (0,76mm or 30 mil)
- Output hopper 50 cards (Pebble4) and 100 cards (Dualys3)
- Five status LEDs
- Delivered with eMedia Card Designer incl. Excel Database connectivity and Data Import-Export
- 3-year warranty for printer and printing head

19 – Software pricing ?

Pebble4 and Dualys3 are delivered with an unlimited eMedia Standard Version. This means that you benefit from a fully featured professional software aiming at help you producing your badges included in the printer package.

Would you want to use eMedia in over database environments than Excel or for chip card programming, then you should select:

- Professional Edition (Database + Smart chip access via custom routines)   730 €/$
- Expert Edition (Professional + Mifare wizard to help you creating Mifare cards) 1 280 €/$

Please note that the Expert edition is available from Mediasoft Technologies only.

20 – Pebble4 and Dualys3 service ?

It is mandatory to clean the printer to keep it in a good shape for card personalization.
To keep your product covered by the Evolis 3-year limited warranty, it is required to clean every 1,000 cards.

However, to maximize the badge quality, we do recommend a cleaning each time you change a colour ribbon.

21 – Are Pebble4 and Dualys3 ROHS compliant ?

Yes, both products do comply with the ROHS directives.

22 – Are Pebble4 and Dualys3 Spare parts compatible ?

Pebble4 and Dualys3 are based on very similar components. Only a few of them are not compatible (Mag option, Printing head, …).
Please check carefully your Spare Part list if you want to order one part.

Pay attention to the fact that some of the Pebble3 and Dualys2 spare parts should not be used for resp. Pebble4 and Dualys3. Again please double check your part list for more details.

23 – Can I upgrade my Pebble4 and my Dualys3 with a Mag option ?

A Field-upgrade Mag option has been made available for the Pebble4 since the upgrade is very easy to perform and doesn't require to remove the printer's housing.

However, installing a Mag option in a Dualys3 requires more complex operations and therefore this option has not been released for the Dualys3.

24 – Are there new product codes to differenciate the new and former product generation ?

Yes, the Pebble4 and Dualys3 will have their own product codes. So there won't be any issue regarding inventory management.

Also, Evolis decided to change the product code structure for the new printer's generation. Please check the dedicated Evolis communication related to that point.

25 – Are the new Pebble4 and Dualys3 colors the same as former Pebble and Dualys ?

No, even if thereare still Blue and Red colours, OCEAN is different than LAGOON and FIRE from RUBY.

Therefore, you need to separate the printer options in your inventory (Product codes are different). This applies for Card Feeder and Manual Card Feeder options, as well as Spare Parts.

26 – Can I connect my Pebble Smart and Contactless over a network ?

In fact, the Ethernet option has been designed to drive Basic or Mag printers.

When you add a Smart and/or Contactless option, you need to connect a second port which is usually RS232 and sometimes USB.

Therefore, to connect such a configuration over Ethernet, you need to integrate a special device (i.e. a print server) to perform the protocol conversion. This should be tested and validated prior to any offer to the end-user.
Please contact you Evolis Customer Service for support.

27 – What are the changes in the printer's driver ?

Evolis designed a new driver, aiming at providing the end-user with simple settings. Therefore, the Graphics Tab has been fully reviewed.

In addition, we pay attention to the installation setup, and this one has been reviewed to offer a step-by-step installation.

And finally, Evolis release a VISTA driver for both 32 and 64 bits platform, as well as a XP 64 bits one.
Those drivers are designed for Pebble4 and Dualys3. New drivers for the other products of the range will be released 'til the end of September.

28 – What is this new Travel Bag ?

Evolis introduce to its catalogue a new accessory aiming at helping you carrying the Pebble and Dualys easily.

This Travel Bag will not replace the Pebble Travel case which is still very successful. You will find additional information regarding this accessory in the dedicated Datasheet to be released in June 2007.

29 – What is the difference between USB and USB+Ethernet printers ?

In fact, Evolis designed two different main boards:

- One is USB only and doesn't support any IP chipset
- The second one integrates an IP chipset, as well as a USB Hub and additional connectors for Smart & Contactless encoding units integration

The USB one is identified with a U (PBL401OCU), and the USB+Ethernet+Hub one with a H (PBL401OCH).

Ethernet cannot be used when and encoding unit has to be operated. However, we do implement the 'H' board type to benefit from the on-board connectivity and the USB Hub.
Each printer delivered with a 'H' type is equipped with 1 x USB port, 1 x Ethernet port and 2 x slots for RS232 external connections.