

The California Department of Fish and Wildlife (CDFW) changed the color of license paper stock to **GREEN**.

*Please use all your blue license paper stock, prior to using the green license paper stock.*

Contact the CDFW or Active Network Technical Support if you require assistance with license sales or equipment.

**CDFW Help Desk: (916) 928-2537** available M-F 8:00 a.m. to 5:00 p.m. PST.

**Active Network: (800) 964-7812** available 24 hours / 7 days a week.

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## Ithaca 280 Printer, Driver's License Mag Stripe Reader and Scanner Cleaning & Trouble Shooting Instructions

To prevent your printer from malfunctioning, please ensure that the following cleaning and troubleshooting procedures are followed. Failure to closely follow these guidelines may cause negligent damage to the equipment.

### Printer Cleaning Instructions

The license paper stock used by the CDFW contains some level of residue. As licenses are printed, some residue may be left inside the printer. To prevent a build-up of this residue, the printer must be cleaned every time the license stock is changed. High volume sale locations should consider cleaning their printer more frequently.

**Use only Isopropyl Alcohol Pads (included in paper stock orders) to clean the printer surfaces identified below.** (You may use a small amount of **isopropyl** alcohol and a cotton swab, Q-tip, or clean cloth; but use with caution to prevent spillage inside the printer unit.)

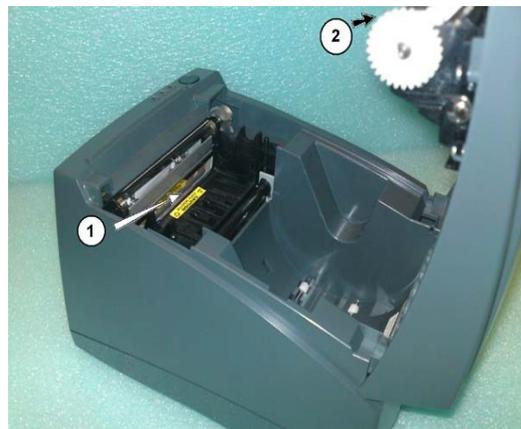


Figure (1). Down Inside Front of Printer

Figure (2). Inside Top Lid of Printer (Opened)

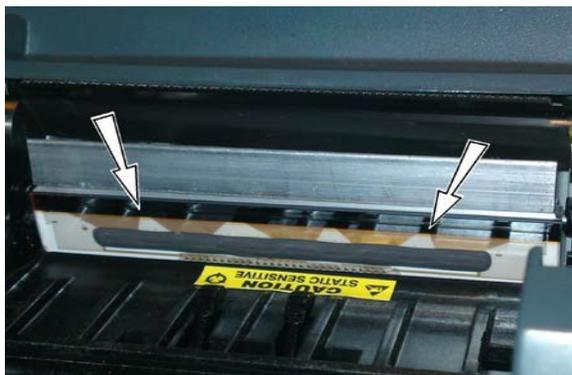


Fig. 1

**Carefully clean the Printhead and Burnline area first** to avoid transferring residue from other parts of the printer. Gently wipe the entire area (from the black bar to the front edge of the silver bar) with an **Isopropyl Alcohol Pad**. Avoid touching this surface with fingers, as body oils will cause damage to the printhead. (See figure # 1 above to locate the Printhead and Burnline.)



Fig. 2

The **Platen Roller** (the black rubber roller on top of your printer) can acquire a build-up of residue, which can prevent the license stock from advancing properly. Gently wipe the area with an **Isopropyl Alcohol Pad** and carefully turn the roller so all sides get cleaned. (See figure #2 above to locate the Platen Roller.)

## Cleaning the Bar Code Scanner

Simply use an Isopropyl Alcohol Pad to gently cleanse the scanner lens area.



## Cleaning the Mag Stripe Reader

Wrap an Isopropyl Alcohol Pad around any Driver's License or similar sized card. Carefully hold the alcohol pad in place on the card, and slide the card up and down in the mag stripe reader several times.



## Troubleshooting the Printer

Be sure that the license stock is installed **all the way in the back, center of the printer** (see photos below). Additionally, **make sure the paper roll is wound tightly** and is facing the proper direction.

