

Nisca 53xx series printer with inline encoder getting no IC encoder in printer error

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Symptom

When trying to print or encode with the Nisca 53XX series printer with inline encoder, an error occurs stating — "no IC encoder in printer."

Resolution

This error is only generated when the printer gets the command "Move card to IC encoder position" and doesn't have the IC encoding firmware.

You will need to get the Firmware Update Utility (including the Nisca PR53XX Download Utility Instructions and the PR5350 Smart Card Positioning Firmware). Install the firmware following the Nisca PR53XX Download Utility Instructions.

Applies To

OnGuard (All versions)

Additional Information

None
