

# How to determine if a DigiOn24 Encoder is in "Flash Mode" in a Magicard Tango 2 or 2e Printer

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## Procedure Steps

1) On the Magicard Tango 2 or 2e printer, remove the right-side cover by removing the two screws.

**Note:** The DigiOn24 encoder is located at the back of the printer, identified by a red and green LED on the encoder itself.

2) Cycle power to the printer.

**Note:** Under normal conditions, both the red and green LEDs on the DigiOn24 encoder will turn ON, then the green LED will turn OFF. The red LED will remain ON. If this is the case, the DigiOn24 is functioning properly.

3) If the DigiOn24 encoder is in "Flash Mode", only the red LED will turn ON and remain ON. When the encoder is in "Flash Mode" it will not communicate and will not encode.

## Applies To

Third-party hardware

## Additional Information

If after following these steps it is determined that the DigiOn24 encoder is in "Flash Mode", please contact Lenel Technical Support for further assistance.

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