



**Dear Evolis Partner,**

As an Evolis reseller, your customers expect your company to provide the first level of technical support for Evolis printers. The more knowledge you have about the Evolis product line, the better your pre- and post-sales support will be. It is important for your Customer Support staff to have a good technical understanding of Evolis printing systems.

To address this we developed a program, completely free of charge, dedicated to Evolis resellers called the **EVOLIS CERTIFIED TRAINING (ECT)** class. This two-day training session is the opportunity for your technician(s) to become fully trained on product assessment, troubleshooting, understanding frequently asked questions, along with the operation and repairing of Evolis products. Your technician will also receive "tricks of the trade" directly from Evolis trained engineers.

Please see the attached agenda and registration form for specific information on the upcoming class on May 26<sup>th</sup>-27<sup>th</sup> 2011. The number of attendants is limited; please confirm your attendance by registering as soon as possible. **Registration form must be received by TransTech Systems at least 10 days in advance of the session. Email to [sales@ttsys.com](mailto:sales@ttsys.com) or fax to 503-682-0166.**

If you need additional details, please do not hesitate to contact TransTech at [sales@ttsys.com](mailto:sales@ttsys.com) or by calling (888) 843-3643.

Best regards,

**TransTech Systems**



## EVOLIS CERTIFIED TRAINING (ECT) ATTENDANCE TERMS & CONDITIONS

Attending an ECT session will enable your technicians to gain important technical knowledge of the full Evolis range of plastic card printers. As a result, your company will be able to provide a first level of after-sales service to your customers. This will reinforce your reputation in the market and it will help to ensure business continuity with your end users. In order to receive an ECT certificate, the trainee(s) will need to fulfill a number of requirements as described below:

- The attendees should be people that are directly involved in repairing or maintaining Evolis printers and have proficient technical knowledge.
- Each trainee is requested to **bring her/his own laptop equipped with a CD/DVD drive, a USB and Ethernet connection, and Windows XP/Windows 7.**
- So that the training agenda is not disrupted, all participants are required to arrive to class at least 15 minutes before the beginning of each session.
- Snacks and lunch will be provided on both days.
- The necessary tools will be provided to participants to complete the training course.
- The participation by the attendee in the Evolis Certified Training class will be confirmed by a certificate of attendance. It will be official evidence to customers that you are factory certified and able to provide full service and support on Evolis products.
- Upon the ECT certification the reseller commits to offer full service to its customers for Evolis products during open hours.

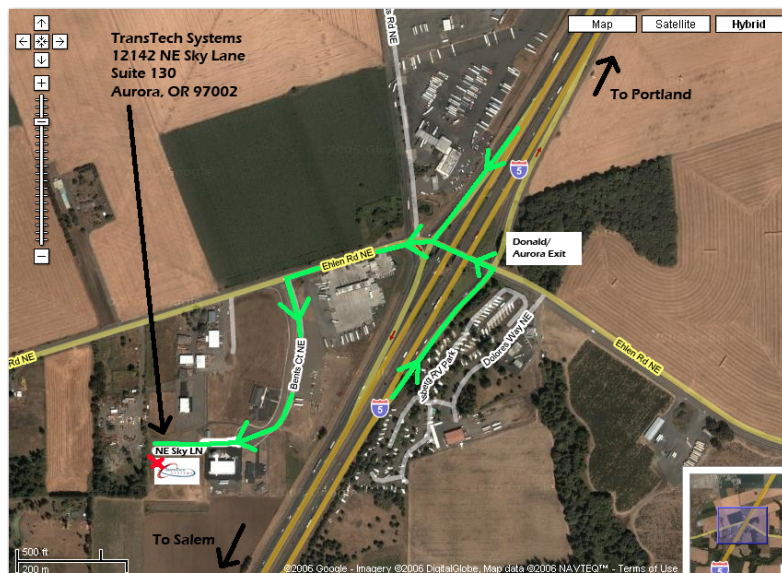
# DRIVING DIRECTIONS

## I-5 Southbound

- ❖ Take exit 278 on I-5 toward Aurora/Donald
- ❖ Turn right onto Ehlen Rd NE- continue on Ehlen Rd about >1 min
- ❖ Turn left onto Bents Ct NE >1 min
- ❖ Bents Ct turns into NE Sky Lane
- ❖ Arrive at 12142 NE Sky Lane, Suite 130 Aurora, OR 97002

## I-5 Northbound

- ❖ Take exit 278 on I-5 toward Aurora/Donald
- ❖ Turn left onto Ehlen Rd NE- continue on Ehlen Rd about >1 min
- ❖ Turn left onto Bents Ct NE >1 min
- ❖ Bents Ct turns into NE Sky Lane
- ❖ Arrive at 12142 NE Sky Lane, Suite 130 Aurora, OR 97002





## HOTEL INFO

Participants are responsible for their own housing. We have included a list of nearby hotels for your convenience only. Hotel reservations must be made directly with the hotel. Attendees are responsible for all room charges and incidentals.

### **Courtyard by Marriott**

15686 SW Sequoia Pkwy,  
Tigard, OR 97224

(503) 684-7900

### **Best Western-Wilsonville**

30800 Sw Parkway Ave  
Wilsonville, OR 97070

Phone: (503) 682-2288

### **Holiday Inn Express Portland South**

15700 Sw Upper Boones Ferry Rd  
Lake Oswego, OR 97035

Phone: (877) 786-9480



# EVOLIS CERTIFIED TRAINING (ECT) REGISTRATION FORM

Thank you for your interest in the Evolis full certification training class. Each class will be a factory certified technical training session, enabling participants to add value to their business.

**I will be attending the ECT class held at:**

May 26<sup>th</sup> and 27<sup>th</sup> , 2011  
8am-5pm both days  
Location: TransTech Systems, Inc.  
12142 NE Sky Lane, Suite 130  
Aurora, OR 97002  
(503) 682-3292

**ATTENDEE INFO:**

Attendee Name: \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Job Title: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_

**Class participation is free. Food for breaks and lunches will be provided. Attendees are responsible for any reservations, room costs, and transportation arrangements, and costs.**

Please email this form to [sales@ttsys.com](mailto:sales@ttsys.com) or fax to (503) 682-0166

**Evolis Partners**

**2  
DAYS**

**Acquire the technical knowledge on the Evolis products range**

| Schedule |
|----------|
| 8:00am   |
| 8:30am   |
| 10:00am  |
| 12:00pm  |
| 1:00pm   |
| 3:00pm   |
| 5:00pm   |

**Day1**

- **Visit of TransTech premises.**
- **Generality**
  - **Ribbons**
    - Color, monochrome, hologram...
  - **Cards**
    - Paper, magnetic, smart and contactless
  - **Sublimation and thermal transfer printing**
    - Principle of these technologies
  - **Encoding options**
    - Principle of magnetic, smart and contactless encoding
  - **Escape commands**
    - How to send them, syntax
- *Coffee Break*
- **PEBBLE4/DUALYS3**
  - **Product presentation**
    - Main features, available options
  - **Printer driver information**
    - Installation, available versions, management
  - **How to replace spare parts**
    - Print head, main board, rollers, sensors...
- **In-Office Lunch Provided**
- **PEBBLE4/DUALYS3**
  - **How to adjust the sensors**
    - Location, adjustment/checking commands
  - **How to install a magnetic option (Pebble only)**
    - Option installation, setting adjustment
  - **How to understand a technical test card**
    - Information details
- *Coffee Break*
- **PEBBLE4/DUALYS3**
  - **How to clean the printer**
    - Automatic and manual cleaning process
  - **Spare parts list**
    - Available parts & drawing
  - **Warranty**
    - Conditions
- **End of the first day- Join us immediately after for a casual outing of food and drinks at Wankers in nearby Wilsonville!**

**Schedule**

8:00am

**Day2**

- **TATTOO2/TATTOO REWRITE**
  - **Product presentation**
    - Main features, available options
  - **Printer driver information**
    - Installation, available versions, management
  - **How to replace spare parts**
    - Print head, main board, rollers, sensors...

- **TATTOO2/TATTOO REWRITE**
  - **How to clean the printer**
    - Automatic and manual cleaning process.
  - **How to adjust the sensors**
    - Location, adjustment/checking commands
  - **Spare parts list**
    - Available parts & drawing
  - **Warranty**
    - Conditions

9:30am

- *Coffee Break*
- **SECURION/QUANTUM**
  - **Product presentation**
    - Main features, available options
  - **Printer driver information**
    - Installation, available versions, management
  - **How to replace spare parts**
    - Print head, main board, hot rollers, sensors...

12:00pm

- **In-Office Lunch Provided**

1:00pm

- **SECURION/QUANTUM**
  - **How to adjust the sensors**
    - Location, adjustment commands
  - **How to clean to printer**
    - Automatic and manual cleaning process.
  - **Spare parts list**
    - Available parts
  - **Warranty**
    - Conditions

3:00pm

- *Coffee Break*
- **TECHNICAL SUPPORT/TROUBLESHOOTING**
  - **Ribbon breaking**
    - Points to check
  - **Card Feeding**
    - Points to check
  - **Magnetic encoding**
    - Points to check
  - **Smart/contactless encoding**
    - How to test the options
  - **Evolis diag-tool**
    - How to use the Evolis diagnostic tool
  - **RMA process**
    - Before/After sending material to Evolis
  - **Evolis/eMedia web site**
    - Support sections
    - FAQ
    - SDK & Utilities

5:00pm

- *End of session*