



ENTRUST

User's Guide

Entrust Artista® CR825 Instant Issuance System
Entrust Artista® CR875 Instant Issuance System

Notice

Please do not attempt to operate or repair this equipment without adequate training. Any use, operation or repair you perform that is not in accordance with the information contained in this documentation is at your own risk.

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Safety

The following basic safety tips are given to ensure safe installation, operation and maintenance of equipment.

- Connect equipment to a grounded power source. Do not defeat or bypass the ground lead.
- Place the equipment on a stable surface (table) and ensure floors in the work area are dry and non-slip.
- Know the location of equipment branch circuit interrupters or circuit breakers and how to turn them on and off in case of emergency.
- Know the location of fire extinguishers and how to use them. ABC type extinguishers may be used on electrical fires.
- Know local procedures for first aid and emergency assistance at the customer facility.
- Use adequate lighting at the equipment location.
- Maintain the recommended temperature and humidity range in the equipment area.

Safe Human Interface

- Use proper lifting techniques when moving or installing the equipment.
- Use standard electrostatic discharge (ESD) precautions when working on or near electrical circuits.
- Do not defeat or disconnect safety interlocks on covers.



Warning: To avoid a possible electric shock, always unplug the system before servicing.

Liability

The WARNING and CAUTION labels have been placed on the equipment for your safety. Please do not attempt to operate or repair this equipment without adequate training. Any use, operation, or repair in contravention of this document is at your own risk.

California Prop

Warning: This product contains chemicals, including lead, known to the State of California to cause cancer, and birth defects or other reproductive harm. *Wash hands after handling.*

For more information on this warning, refer to:

www.datacard.com/califpropwarning.

Revision Log

Revision	Date	Description of Changes
01	May 2016	Beta release of this document.
A	November 2016	First release of this document.
B	August 2017	Added new cleaning procedures and multi-hopper support.
C	September 2017	Updated multi-hopper information.
D	July 2018	Added modular single hopper support and general updates.
E	March 2019	Updated the printer cleaning instructions.
F	July 2020	Updated the printer cleaning information. Replaced the Compliance statement with Safety information.
G	April 2021	Updated the cofiguration label location and branding.



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Chapter 1: Introduction



About This Manual

This manual provides user information for the Entrust Artista CR825™ and CE875™ Instant Issuance Systems. The manual includes:

- An overview of printer components and options, and a description of the system label.
- How to use the printer, including how to power the printer on and off, how to use the front panel and LCD menus, how to print a test card, how to load and replace supplies, and the basics of card processing.
- How to perform routine maintenance and troubleshooting tasks.

An additional *Installation and Administrator's Guide* is available for use by administrators or other professionals responsible for setting up the printer. Refer to the *Owner's Library* CD.

Intended Audience

The manual is intended for the printer operator who is responsible for printing cards, loading and replacing supplies, maintaining the printer, and troubleshooting error conditions.

Technical Support

Use the following to contact Entrust Technical Support.

US Phone Number	1-800-328-3996
North America	Email: north.america.cust.serv@entrust.com
Latin America and Caribbean	Email: americas@entrust.com
Europe, Middle East, and Africa	Email: emea.customer.service@entrust.com
Asia Pacific	Email: dcap.admin@entrust.com



Chapter 2: About the Printer

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This chapter describes how to identify and access the components of the CR825 and CE875 Instant Issuance Systems.

About the CR825 and CE875 Systems

The CR825 and CE875 instant issuance systems use retransfer technology to produce high-quality, over-the-edge printing on a variety of PVC and non-PVC card materials. The retransfer process provides a reliable print quality on card surfaces that have minor variations, such as those due to smart chips or RFID antennas embedded in the card.

The retransfer printing process uses two types of supply: a color pigment ink ribbon and a retransfer film. Heat from a thermal printhead causes the ink pigment to release from the ribbon and adhere to the retransfer material. The film is then bonded to the card using a heat and pressure process that also applies the film to the edges of the card. The printer also has the ability to apply two layers of the retransfer film on the front side or on both sides of a card, for added durability.

The printer supports several types of color ink ribbon. The ribbon typically contains the following panels: cyan, magenta, yellow, black, and primer (CMYKP). Ink ribbons also may include an inhibitor panel that prevents any ink or retransfer material from being applied to areas of the card that have a magnetic stripe or signature panel.

Refer to the printer's *Installation and Administrator's Guide* for information about how to use the ink ribbons in your card design, and a list of the ribbons available for the printer.

The printer prints at a resolution of 600 x 600 dpi. It can print on one side or both sides of the card. It also can encode data on a magnetic stripe or a smart card chip. Magnetic stripe and single-wire smart card capabilities are standard.

A 125-card input and 25-card output hopper are standard. An optional 125-card output hopper is available and can be installed without tools on single-hopper CR825 systems. An optional multi-hopper with six input hoppers, each with a 125-card capacity, also is available. In addition, an optional upgrade kit allows you to install a Wi-Fi Dongle in the printer.

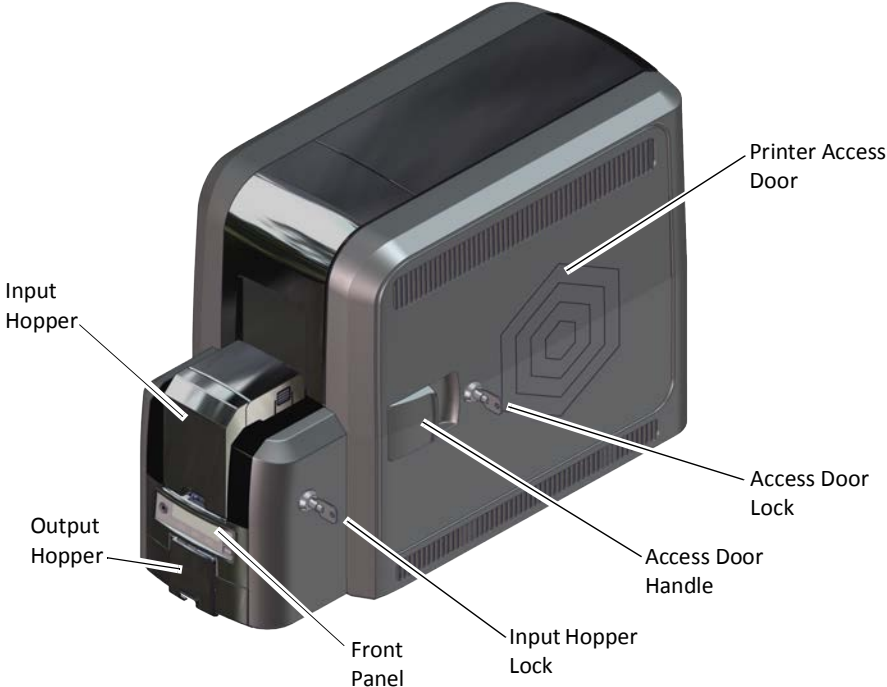
The CE875 system includes an embosser that creates the raised lettering and numbering found on financial cards (refer to [Appendix A: "CE875 Instant Issuance System"](#) for complete information).

Refer to ["Printer Configuration Label"](#) on [page 12](#) for more information about identifying the factory-installed options in the printer.

The Front and Right Side of the Printer

Use the following sections to become familiar with the printer.

Single-Hopper Printer



Input Hopper

The input hopper holds cards for printing. The hopper holds up to 125 cards (0.030 in. or 0.762 mm thickness).
Note: the input hopper can be removed from the printer for secure storage.

Output Hopper

The output hopper holds up to 25 completed cards.

Front Panel

The front panel allows you to work with the printer. It includes the POWER button, the USER button, status lights, and the LCD panel with navigation keys. Refer to [“Use the Front Panel”](#) on [page 19](#) for a description of the front panel items.

Input Hopper Lock

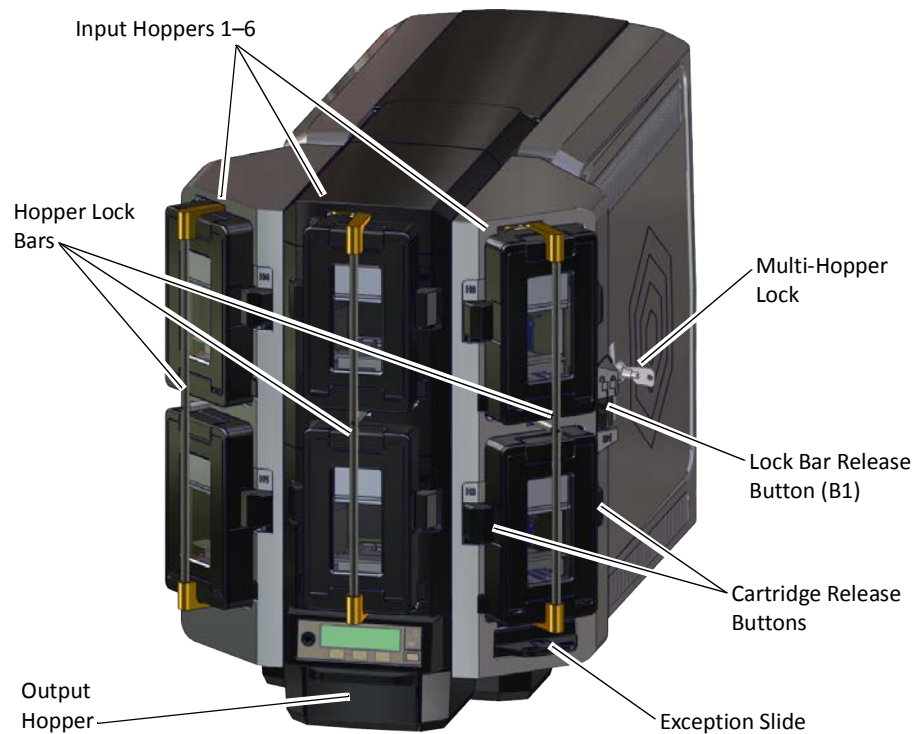
The input hopper lock secures the input hopper. The lock can be opened using a key or a command from your card personalization software.
Sending a command to open the lock opens all locks on the printer and on any attached component.

- Printer Access Door** The access door provides access to the printer supplies and to the rear access door release. Open the door to replace supplies or clear a card jam. A slot inside the door holds the printer *User Reference Guide*, which contains instructions for performing routine printer tasks.

- Access Door Handle** The handle allows you to open the printer access door.

- Access Door Lock** The lock secures the printer access door. Unlock the door to access the inside of the printer. The lock can be opened using the key or through a command issued by an application. Sending a command to open the lock opens all locks on the printer and on any attached component.

Multi-Hopper Printer



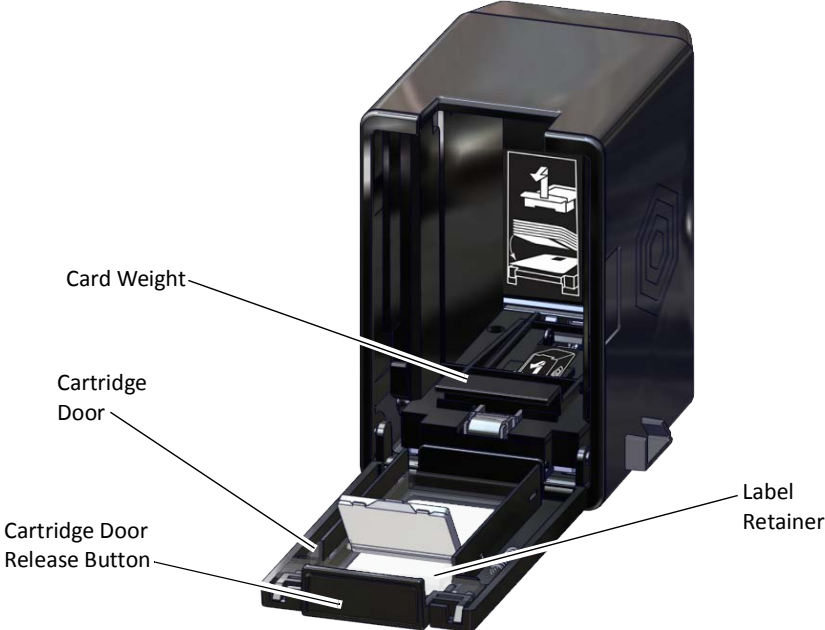
- Input Hoppers 1 – 6** Each hopper cartridge in the multi-hopper holds up to 125 cards (0.030 in. or 0.762 mm thickness).

- Output Hopper** The output hopper holds up to 25 completed cards.

Multi-Hopper Lock	<p>The multi-hopper lock secures all six input hoppers. The lock can be opened using a key or a command from your card personalization software.</p> <p>Sending a command to open the lock opens all locks on the printer and on any attached component.</p>
Lock Bar Release Button (B1)	<p>The release button (B1) releases the lock bars in front of the input hopper cartridges. Slide the button to the left to release the bars. You must have unlocked the multi-hopper using the key or a software command before the lock bars can be released.</p>
Hopper Lock Bars	<p>The lock bars rotate to the left to allow access to the hopper cartridge doors, so that you can load cards into the cartridges.</p>
Cartridge Release Buttons	<p>The cartridge release buttons allow you to remove the cartridge from the multi-hopper unit. Push in the buttons, squeeze the cartridge, and pull it out from the multi-hopper.</p> <p>Notes:</p> <ul style="list-style-type: none"> • You do not need to remove a hopper cartridge to load cards. • Hopper cartridges can be removed for secure storage.
Exception Slide	<p>The exception slide allows you to insert a single card into the printer without unlocking the multi-hopper or opening a hopper cartridge. Refer to “Use the Multi-Hopper Exception Slide” on page 31.</p>

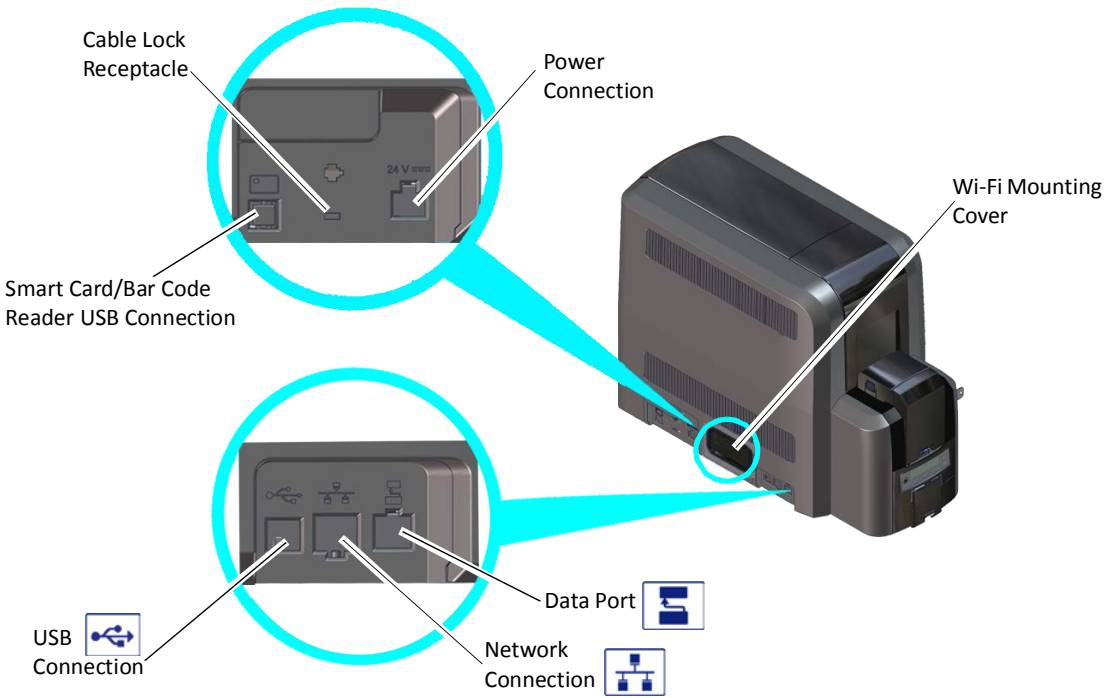
Multi-Hopper Cartridge

The multi-hopper cartridges can be pulled out from the multi-hopper unit. You can remove the cartridges with the cards inside and store them securely, if necessary.



- Cartridge Door Release Button** The door release button allows you to open the cartridge door. Press down on the release button.
- Cartridge Door** The cartridge door swings down to provide access to the cartridge to load cards.
- Card Weight** The card weight maintains a downward pressure on the loaded cards so that they enter the printer properly. Lift the card weight to the top of the cartridge and gently pull it forward until it locks in position. A diagram inside the cartridge shows how to position the card weight and load cards.
Note: Do not place the cards on top of the card weight.
- Label Retainer** The label retainer allows you to insert a paper label inside the cartridge door. Use a label to identify the cartridge number or the type of cards loaded in each cartridge. Use a flathead screwdriver to open the label retainer door.

The Left Side of the Printer



- Power Connection** The power connection provides a plug-in connector for the printer power supply.
- Cable Lock Receptacle** The receptacle allows you to insert the security plate before attaching the optional cable lock.
- Smart Card/Bar Code Reader USB Connection** The connection allows you to connect a loosely coupled smart card reader and bar code reader (used by some printers) to the computer.
- Data Port** The data port allows you to connect the printer to another component, such as the embosser.
- Network Connection** The network connection allows you to connect the printer to an Ethernet network.
- USB Connection** The USB connection allows you to connect the printer directly to a computer.
- Wi-Fi Mounting Cover** The mounting cover in Wi-Fi ready system enclosures allows you to install the optional Wi-Fi Dongle in the printer. Refer to the *Wi-Fi Upgrade Installation Instructions* for complete information.

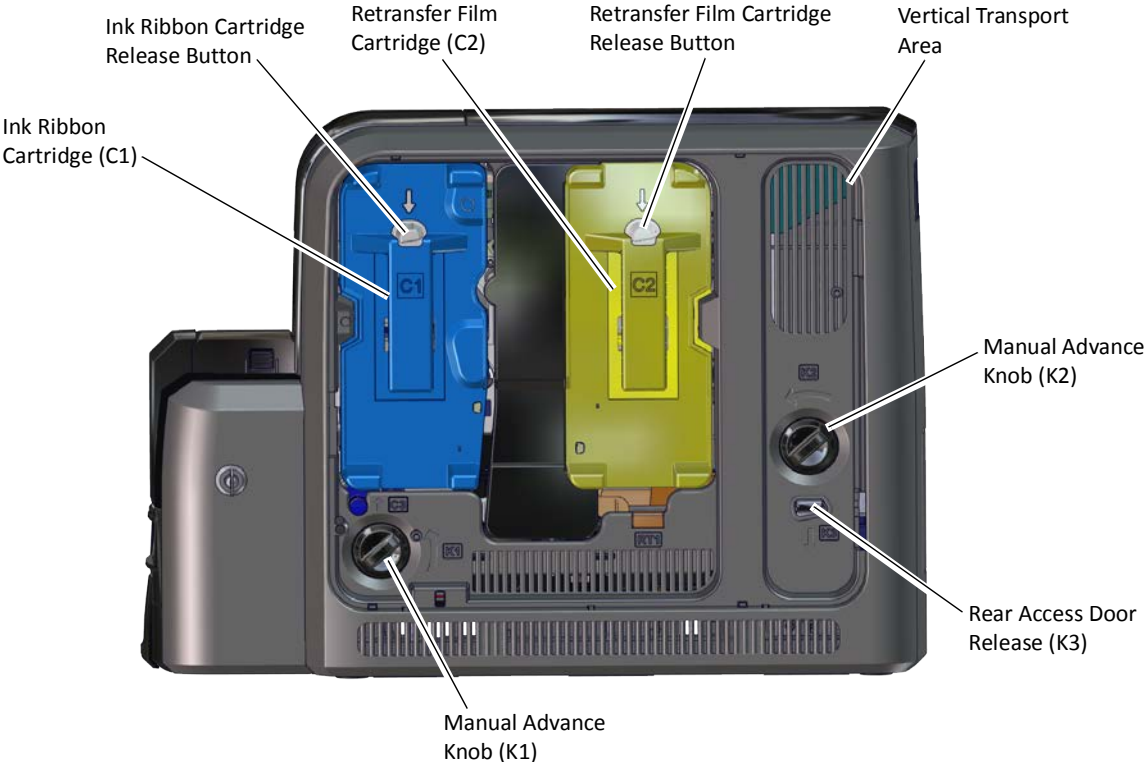
The Back of the Printer



Rear Access Door

The rear access door allows you to clear a card jam in the vertical transport. You must open the printer access door to reach the rear access door release (K3). Refer to [“Inside the Printer”](#) on [page 10](#) for information about how to open the rear access door.

Inside the Printer



**Ink Ribbon Cartridge (C1)
(blue)**

The ink ribbon cartridge (C1) holds the ink print ribbon.

**Retransfer Film Cartridge (C2)
(yellow)**

The retransfer film cartridge (C2) holds the retransfer film.

Cartridge Release Buttons

The ink ribbon and retransfer film cartridge release buttons allow you to remove the cartridges from the printer for loading or error recovery. Press the release button and pull the cartridge out from the printer.

Vertical Transport

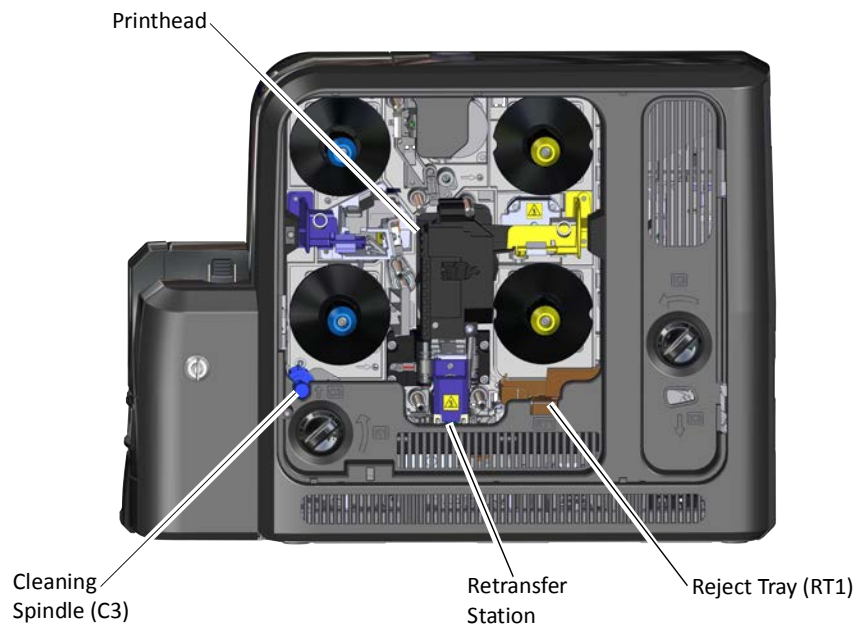
The vertical transport area houses the magnetic stripe unit and the smart card reader.

Rear Access Door Release (K3) The rear access door release (K3) opens the rear access door in the back of the printer to clear a card jam in the vertical transport.

Manual Advance Knob (K1) The manual advance knobs allow you to move a card inside the printer (K1) or in the vertical transport area (K2) to clear a card jam. The K2 knob is present only if a magnetic stripe unit or smart card reader is installed in the printer.

Manual Advance Knob (K2)

The following illustration shows the inside of the printer when the ink ribbon and retransfer cartridges are removed.



Printhead The printhead prints the card data on the retransfer film using the ink ribbon.

Cleaning Spindle (C3) The cleaning spindle (C3) holds the replaceable cleaning sleeve, which removes dust and other particles from cards to maintain print quality.

Retransfer Station

The retransfer station houses the heated roller that bonds the retransfer film containing the printed image to the surface of the card.

Reject Tray (RT1)

The reject tray (RT1) holds unfinished cards or cards that were not processed properly. Empty the reject tray regularly. Refer to “Empty the Printer Reject Tray” on page 56.

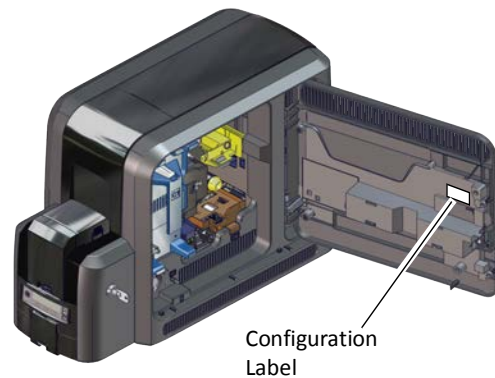
Note: If your system includes an embosser, the printer reject tray is not used. Cards are placed in the embosser reject tray. Refer to “Inside the Embosser” on page A-4.

Printer Configuration Label



The printer system configuration label shows the components installed when the printer was built. It provides information that is useful when requesting service. The label is located on the inside of the printer access door.

The label shows the following information:

- Printer model and serial number
- Configuration, which includes the factory-installed options in the printer
- Date and country of assembly
- MAC address to use when the printer is connected via an Ethernet network



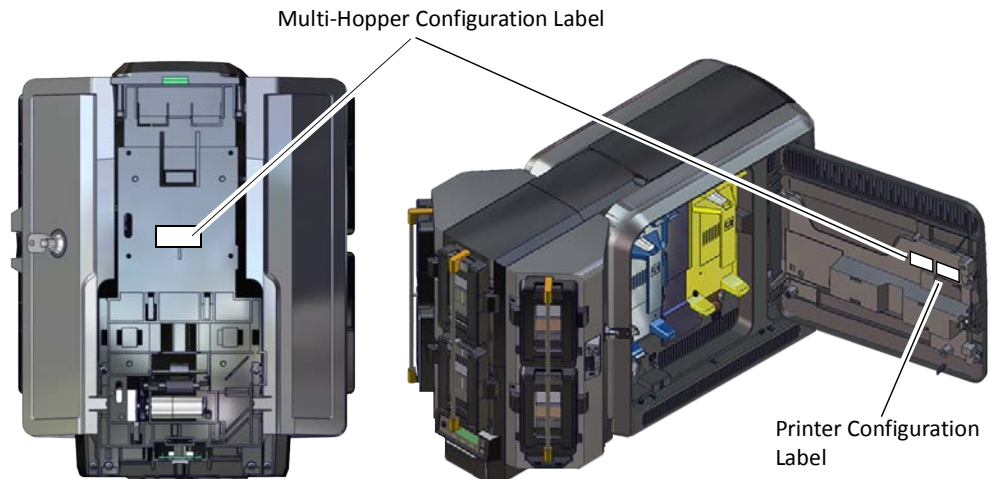
Additional labels may be attached to the printer to indicate components installed by the dealer or sales group after the printer was manufactured.

Model	CX8XX	SN:PM00209	Serial Number
Configuration	H1D1M1S13L1		
		10/01/16	Date of Manufacture
		512532-001	Part Number
MAC Address (assigned in factory)	Mac Address: 00024E15B16A		

Option	Configuration Code
Input Hopper	H0=No Hopper (Modular Single Hopper or Multi-Hopper Ready) H1=125 Card Input Hopper
Duplex	D1=Duplex
Magnetic Stripe	M1=ISO M2=JIS
Smart Card	S13=Dual Single-Wire
Locks	L1=H1 Lock
Wi-Fi	W1=Wi-Fi Dongle blank=No Wi-Fi



Multi-Hopper Configuration Label

The multi-hopper configuration label is located on the back of the multi-hopper. After the multi-hopper is attached to the printer, a second label should be added on the inside of the printer access door, next to the printer configuration label.



The label shows the following information:

- The name of the multi-hopper module
- Serial number
- Part number
- Configuration code
- Date and country of assembly

Model	CMH	SN: MBM10123	Serial Number
Configuration	C1N1L1		
Date of Manufacture	06/30/17	515648-001	Part Number
	WO: 2999265		

Option	Configuration Code
Hopper Cassette Type	C1=6 125-Card Removable Input Hoppers
Printer Type	N1=CR805, CR825, or CE875
Locks	L1=Multi-Hopper Lock blank=No lock



Chapter 3: Using the Printer

3

This chapter describes how to perform the basic tasks required to operate the printer.

Printer Overview

The CR825 and CE875 Instant Issuance System is used with other equipment and software to create a card personalization system. The system produces cards for a specific purpose, and the cards must meet defined requirements.

Equipment

The system can include:

- A PC with Entrust Adaptive Issuance™ Instant Financial Issuance (formerly CardWizard) software.

The CR825 and CE875 systems work with Instant Financial Issuance issuance software, which processes the card data and obtains the needed authorization from the financial system that manages customer accounts. Instant Financial Issuance software links to the interface used at the issuance sites.

- Capture devices (optional), such as a signature capture pad or PIN pad.
- The printer with supplies and a facility power source.
- A network data connection between the printer and PC.

Tasks and Users

Typical roles in a card personalization system include:

- The operator, who makes cards, loads supplies, and handles minor problems such as card jams.
- The system administrator, who sets up the card printer and other hardware, sets up card designs, configures card production software, and identifies the best use of the card printer in the organization

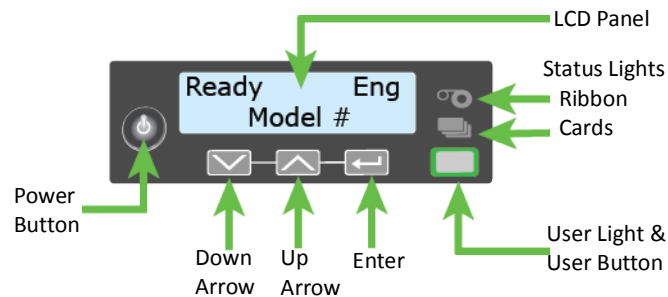
Secure Encryption

Secure encryption means that all data entered is converted into a secure form of code by your software application before it is sent to the system. The printer decrypts the code and sends the data to the magnetic stripe or smart card chip on the card.

The printer uses TLS 1.2 encryption for maximum security. Refer to the printer's *Installation and Administrator's Guide* for complete information about using secure printing.

Use the Front Panel

The front panel of the printer provides the controls you need to operate the system. The front panel controls are described in detail in the following sections.



Power Button

Press the POWER button for 1 to 2 seconds to power on the printer. All lights show steady amber while the printer powers on.

To power off the printer, press the POWER button for 1 to 2 seconds until the printer begins to shut down.

To power off the system while processing cards, press the button for 2 or more seconds. Card jobs in the printer do not complete and are sent to the reject tray.



We recommend that you do not unplug the printer power cord to power off the printer.

Down Arrow, Up Arrow, and Enter Key







Use the arrow keys to move through the printer menu system, and the ENTER key to make a selection.

Press the up or down arrow key while the LCD panel displays **Ready** to display additional information about the printer on line 2, including the firmware version, printer model, serial number, IP address, and supply part numbers. If the system includes an embosser, the embosser firmware version and serial number also display. If you do not press a key for 30 seconds, the LCD panel returns to the default **Ready** message.

User Button and Light




The printer's USER button displays with a border of light that indicates the system status. Use the USER button to:

- Suspend the printer—press the USER button when the LCD panel displays **Ready**.
- Clear a message (recover from an error)—press the USER button once.
- Cancel all jobs and clear all pending error messages—press the USER button for two seconds or more.
- Determine whether the system is ready, busy, or not available. Indicators include the following. Refer to [“Messages and Conditions”](#) on [page 73](#) for a list of the LCD messages that correspond to the USER light.

Light	Description	
Off	The printer is off or suspended.	
Green	The printer is ready.	
Blinking green	The printer is busy. OR An attached component has an error.	
Amber	The printer is not ready. OR The POWER button was pressed to turn off the printer.	
Blinking amber	The printer has an error.	
Color Cycle: Amber, Green, Light Green, Off	The printer is not ready or a secure door on the printer is unlocked. The colors cycle quickly. Close and Lock Doors displays on the LCD panel if no other message is present.	




Ribbon Light

The ribbon light indicates the status of a supply in the printer or in an attached component. Indicators include the following. Refer to “[Messages and Conditions](#)” on [page 73](#) for a list of the LCD messages that correspond to the ribbon light.

Light	Description	
Off	The supply levels are okay.	
Blinking amber	A blinking light indicates one of the following: <ul style="list-style-type: none">• A problem with a printer supply.• The printer supply level is low. The light blinks slowly (every 2 seconds).• The printer supply is out. The light blinks quickly (every 1/2 second).	
Blinking green	There is a problem with a supply in an attached component.	

Card Light

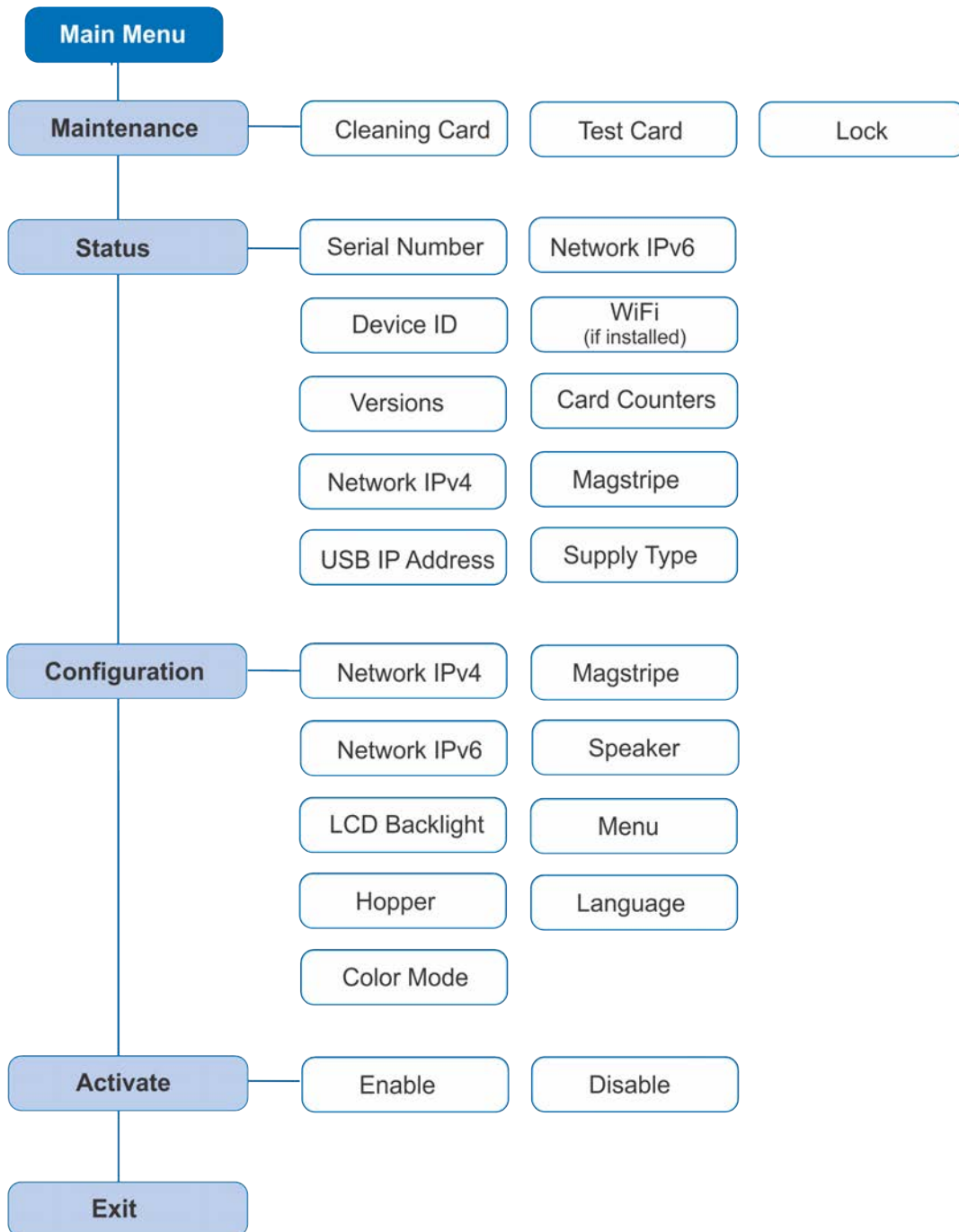
The card light indicates the status of cards in the printer or an attached component. Indicators include the following. Refer to “[Messages and Conditions](#)” on [page 73](#) for a list of the LCD messages that correspond to the card light.

Light	Description	
Off	The cards are okay.	
Blinking amber	A blinking light indicates either of the following: <ul style="list-style-type: none">• No card is detected for the print job. Insert a card to continue printing.• A scheduled printer cleaning is due. Insert a cleaning card now, or set aside time to run a cleaning card. Refer to “Clean the Printer” on page 43.	
Blinking green	There is a card problem in an attached component.	

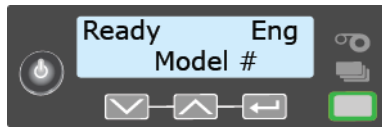
Use the LCD Panel Menus

The LCD panel shows the printer’s menu system and displays messages and conditions.

For a list of error messages and recovery information, refer to [“Respond to Messages”](#) on page 77.



When the printer is in the **Ready** status, the LCD displays the model number of the printer.



Press the **USER** button to suspend the printer. Then, press **ENTER** to enter the menu system. Use the arrow keys to move through the menus, and press **ENTER** to make a selection. The menu system has four major branches:

- Use the **Maintenance** menu to run a cleaning card, print a test card, or reset the locks on a system with locks.
- Use the **Status** menu to see settings and data about the printer.
- Use the **Configuration** menu to change settings.
- Use the **Activate** menu to enable or disable the printer.



The Activate menu is used only during installation or removal of financial systems that require activation.

HINTS & TIPS

- You can access the menu system when **Ready** displays on line 1 of the LCD panel.
- The printer returns to the **Ready** status after 2 minutes of no activity. Changes that have not been applied are lost.
- To leave a selection without changing the value, press the up or down arrow key until **Exit** displays, and then press **ENTER**.


Retrieve the Printer's Network IP Address

You must know the printer IP address to perform some tasks. For example, you must enter the printer IP address when you define the printer to the Instant Financial Issuance Administrator. You also use the IP address when launching Printer Manager, the printer's web interface, from a browser window.

To display the IP address, you can do one of the following:

- Press the up or down arrow key while the printer displays **Ready**. Refer to [“Down Arrow, Up Arrow, and Enter Key”](#) on [page 19](#).

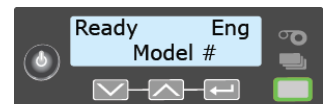
- Use the LCD menu system Status menu.

 If the printer is configured to use a static IP address, the printer's front panel displays the address even when the printer is not connected to a network. In addition, the LCD displays a "+" if the network is active, or a "-" if the network is inactive, as a prefix to the static IP address.

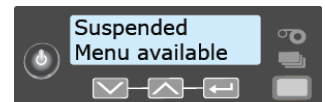
Do the following to display an IP address using the Status menu. You also can display the subnet mask, gateway address, and MAC address, if necessary.

Begin with the printer power connected, and the printer connected to the network.

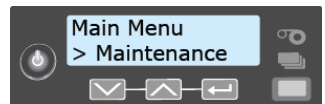
1. Press the POWER button to power on the printer, if necessary.
2. Access the **Status** menu in the LCD menu:
 - a. Press the USER button to suspend the printer.



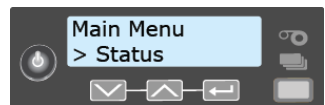
- b. Press ENTER to enter the menu system.



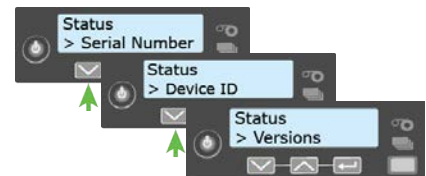
- c. Press the down arrow to display **Status** on line 2.



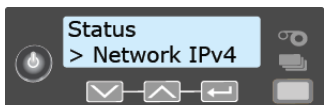
- d. Press ENTER to enter the **Status** menu.



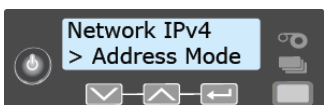
- e. Press the down arrow until **Network IPv4** displays on line 2.



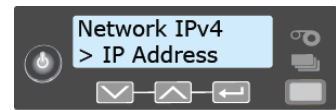
- f. Press ENTER to display the **Network IPv4** menu.



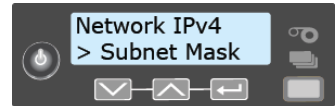
3. Press the down arrow until **IP Address** displays on line 2.



4. Press ENTER to display the IP address. Record the IP address.



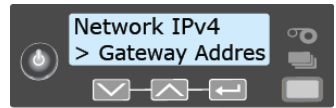
5. Press ENTER to return to the Network IPv4 menu. **Subnet Mask** displays on line 2.



6. Press ENTER to display the subnet mask. Record it, if necessary.



7. Press ENTER to return to the Network IPv4 menu. **Gateway Address** displays on line 2.



8. Press ENTER to display the gateway address. Record it, if necessary.



9. Press ENTER to return to the Network IPv4 menu.

10. Press the down arrow to scroll to **Exit** on line 2.

11. Press ENTER. Then, press the USER button to return the printer to **Ready**. The USER button glows green.

Print a Test Card

The printer includes a test card that prints without using a driver or other source of card data. Use it to verify that the printer is printing correctly. Make sure that cards are in the input hopper and all supplies are loaded before you begin. Refer to “[Load and Replace Supplies](#)” on [page 29](#) for complete information.

1. Begin with the printer **Ready**. The USER button shows steady green.
2. Press the USER button to display **Suspended** on line 1 of the LCD panel.
3. Press ENTER to enter the menu system.

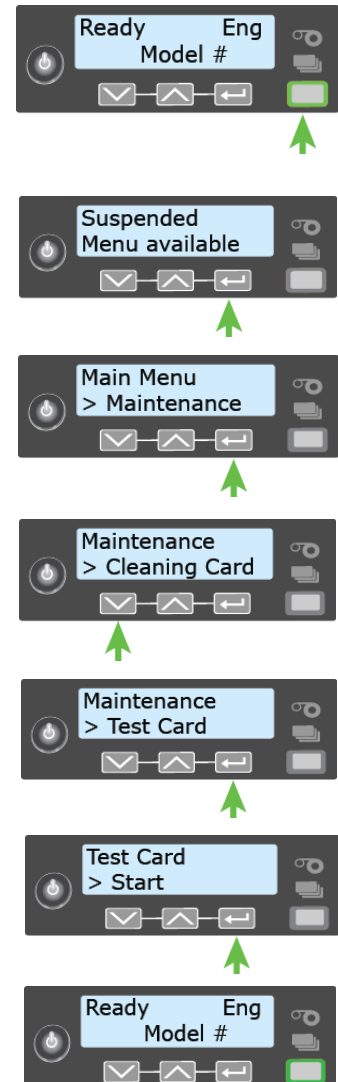
4. Press ENTER to enter the Maintenance menu.

5. Press the down arrow until **Test Card** displays on line 2.

6. With **Test Card** displayed on line 2, press ENTER to display **Start** on line 2.

7. Press ENTER to print the test card.

After the card prints, the printer returns to **Ready**.



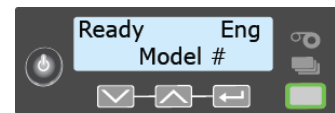
Select a Card Stock

The printer can have up to ten different card stocks defined. For example, one card stock might be used for a general ID card, while others are used for a retail card or a financial debit or credit card. Refer to the Printer Manager section of the printer's *Installation and Administrator's Guide* for more information about card stocks.

You can use the front panel menus to specify the card stock that is loaded in the input hopper or in each multi-hopper cartridge, or the card stock that will be inserted using the exception slot.

Do the following to select the card stock loaded in the input hopper.

1. Press the USER button to display **Suspended** on line 1 of the LCD panel.



2. Press ENTER to enter the menu system.



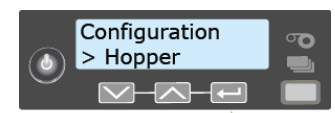
3. Press the down arrow to display **Configuration** on line 2.



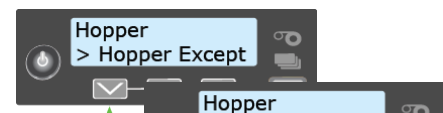
4. Press ENTER to enter the **Configuration** menu.



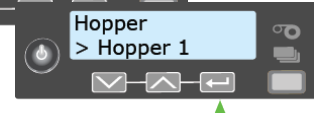
5. Press the down arrow until **Hopper** displays on line 2, and then press ENTER to display the **Hopper** menu.



6. Press the down arrow until the correct hopper displays on line 2. You can specify a card stock for hoppers 1 through 6 in a multi-hopper printer.



7. Press ENTER to select the card stock loaded in the input hopper.



8. Press the down arrow until the card stock displays, and then press ENTER to save your selection.



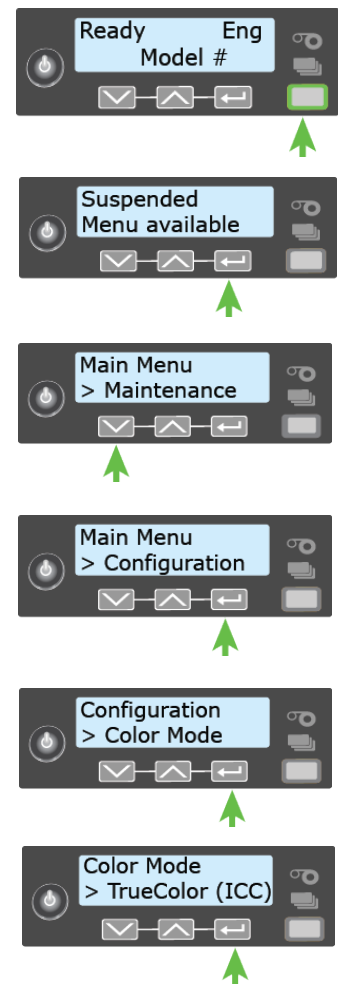
Select a Color Mode

You can use the front panel menus to select the color mode that best defines the color printing requirements for your site. The color modes are calibrated and installed in the printer during manufacturing.

You also can select the color mode using Printer Manager. Refer to the printer's *Installation and Administrator's Guide* for more information about the color modes available.


Do the following to select the color mode.

1. Press the USER button to display **Suspended** on line 1 of the LCD panel.
2. Press ENTER to enter the menu system.
3. Press the down arrow to display **Configuration** on line 2.
4. Press ENTER to enter the **Configuration** menu.
5. Press the down arrow until **Color Mode** displays on line 2, and then press ENTER to display the **Color Mode** menu.
6. Press the down arrow until the color mode you want to use displays on line 2, and then press ENTER to save your selection.



Load and Replace Supplies

To keep the printer ready to print cards, load blank card stock into the input hopper, load ink ribbon and retransfer film on the appropriate cartridges, and load a cleaning sleeve into the printer.

-  If your system includes an embosser, also load topping foil and indent ribbon into the embosser. Refer to [“Load Embosser Supplies”](#) on page A-6 for information about loading the embosser supplies.

Load Cards

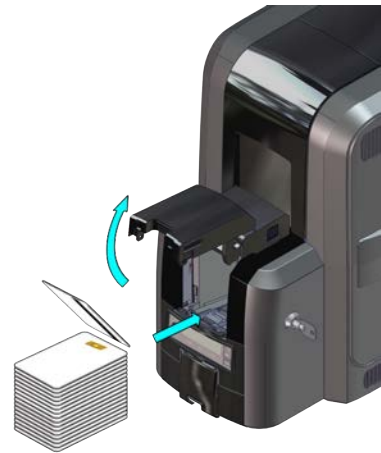
Do the following to load cards in the input hopper. If you plan to insert cards manually using the exception slot, keep a supply of blank cards available.

- Handle cards by the edges only, or wear card inspection gloves approved by Entrust.
- Cards can stick together. Slide or fan the cards to separate the edges before placing them in the input hopper.
- Insert ISO magnetic stripe cards with the stripe (back side) facing down and to the right.
- Insert smart cards with the smart card chip facing up and toward the back of the hopper.

-  A diagram inside the input hopper shows the correct orientation for each type of card.

Single-Hopper Printer

1. Unlock the input hopper lock and open the input hopper door.
2. Load the cards into the input hopper. The hopper can hold up to 125 cards.
3. Close and lock the input hopper.



Use the Exception Slot

The exception slot allows you to insert a single card, such as a different card type than those loaded in the input hopper. The input hopper does not have to be opened to insert a card through the exception slot.

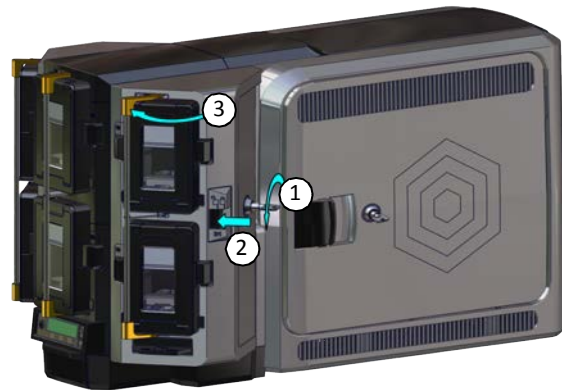
1. Slide the card into the exception slot.
2. Push the card all the way into the input hopper. The card slides under any cards already in the input hopper so that it can be picked.



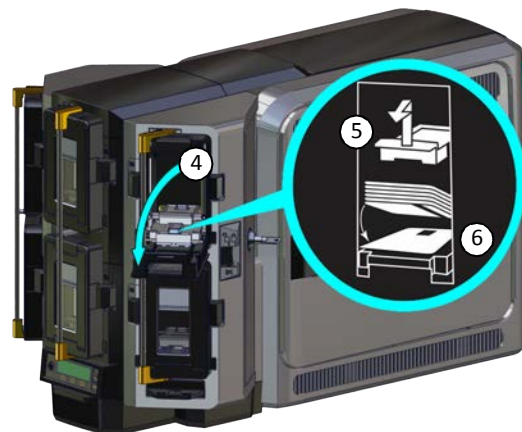
Multi-Hopper Printer

Do the following to load cards into a multi-hopper cartridge.

1. Unlock the multi-hopper lock.
2. Slide the lock bar release button (B1) to the left to release the hopper lock bars.
3. Rotate a lock bar to the left to provide access to the multi-hopper input cartridge that you want to load.

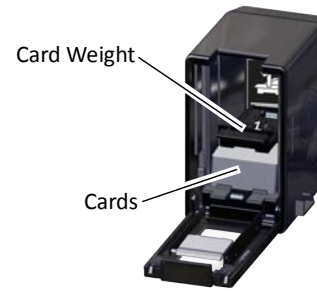


4. Press the cartridge release button at the top of the cartridge and open the cartridge door.
5. Lift the card weight to the top of the cartridge and gently pull it forward until it locks in position.
6. Load the cards into the input hopper cartridge.





- The diagrams inside the cartridge show how to position the card weight and load cards. Do not place the cards on top of the card weight.
- You do not need to remove the cartridge from the multi-hopper.



7. Close the cartridge door. This releases the card weight so that it is lowered on top of the cards.
8. Rotate the lock bar back into position.
9. Slide the lock bar release button to the right to lock the lock bars into place.
10. Lock the multi-hopper.



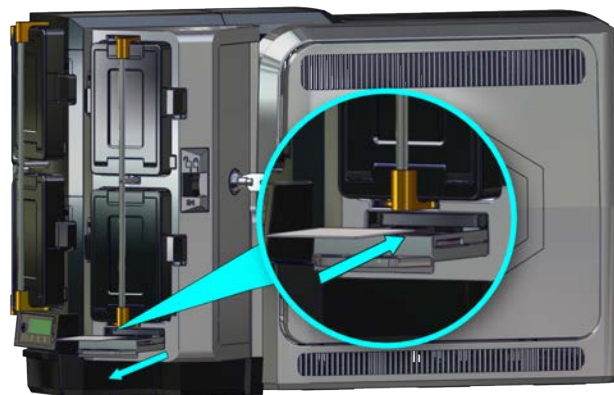
Caution: The lock bars, lock bar release button, and the multi-hopper door lock all must be in the lock position for the printer to operate. If any of the locks are left in the unlock position, the printer issues an error. You must unlock and re-lock all locks to clear the error and place the printer in **Ready** status.

Use the Multi-Hopper Exception Slide

Use the exception slide to insert a single card into the printer without unlocking the multi-hopper or opening a hopper cartridge.

1. Pull the exception slide out from the multi-hopper.
2. Insert the card into the exception slide tray.
3. Push the exception slide back into the multi-hopper.

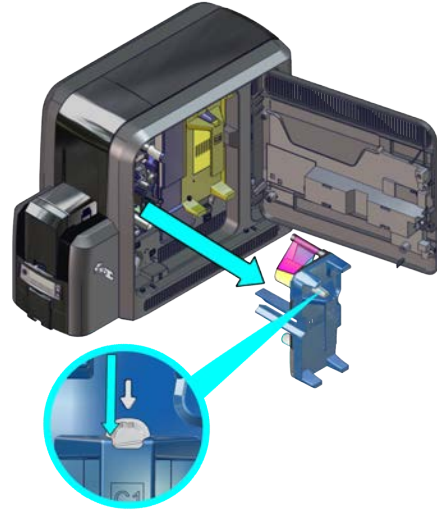
The card is pulled into the printer to complete the job.



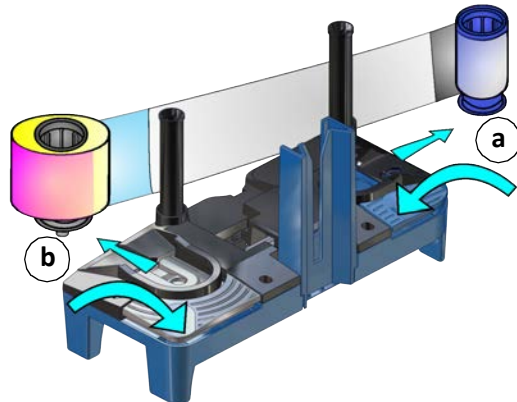
Replace the Ink Ribbon

Replace the ink ribbon when the ribbon runs out.

1. Unlock the access door lock and open the printer access door.
2. Press the ink ribbon cartridge release button and remove the blue ink ribbon cartridge (C1).
3. Place the cartridge on a flat surface with the spindles facing up.



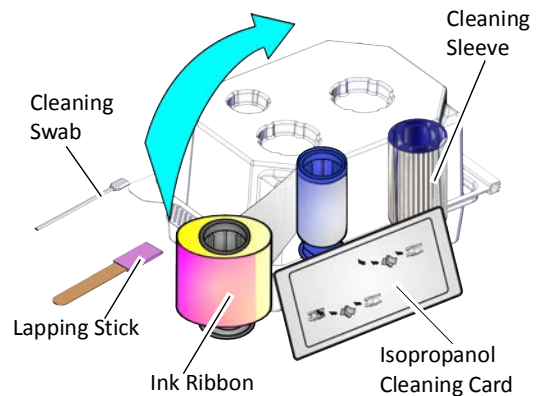
4. Remove both used spools from the cartridge.
 - a. Press the blue latch button and slide the used supply spool out from the cartridge.
 - b. Press the silver latch button and slide the full take-up spool out from the cartridge.
 - c. Follow your site's guidelines to properly discard the used ink ribbon.



5. Clean the printer and printhead.

Each ink ribbon package contains an isopropanol cleaning card, a lapping stick, and a cleaning swab.

Refer to “[Clean the Printer](#)” on [page 43](#) and “[Clean the Printhead](#)” on [page 52](#) for complete information about the cleaning process.



Printer best practices recommend that you clean the printer each time you install a new ink ribbon. Refer to the “[Printer Cleaning Schedule](#)” on [page 42](#) for a complete schedule for cleaning the printer.

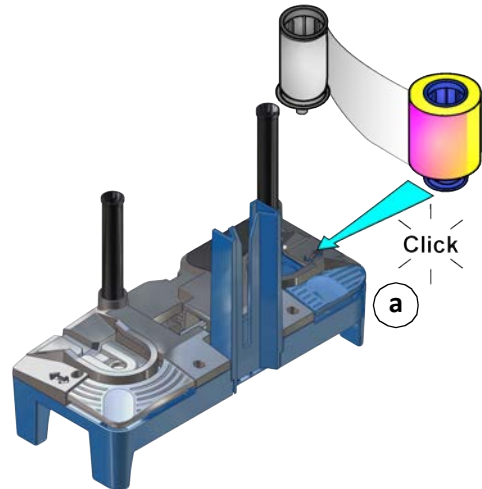
6. Remove the new ink ribbon from its package. Hold the ribbon cores and pull them up from the package base.



The package also includes a new cleaning sleeve. Refer to “Replace the Cleaning Sleeve” on page 34.

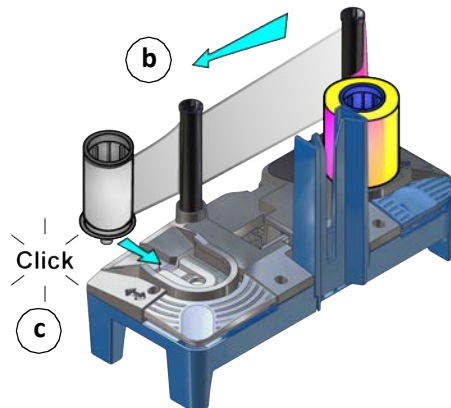
7. Install the ink ribbon.

- a. Slide the blue supply spool onto the cartridge until it clicks into place. The supply roll can go on only one way and fits only on the correct side of the cartridge.



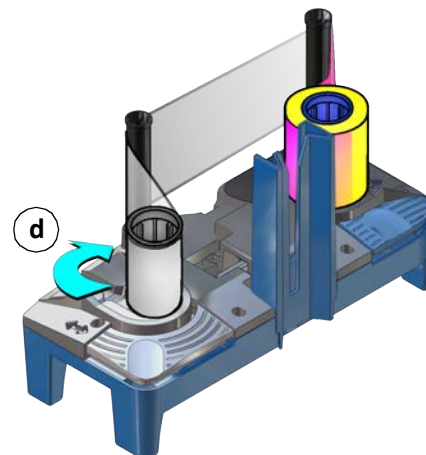
- b. Route the ink ribbon around the rollers on the cartridge. A diagram on the cartridge shows the correct routing pattern.

- c. Slide the empty silver take-up spool onto the cartridge until it clicks into place.




- d. Turn the take-up spool clockwise just enough to take up any slack in the ribbon.

8. Continue with “Replace the Cleaning Sleeve” on page 34.

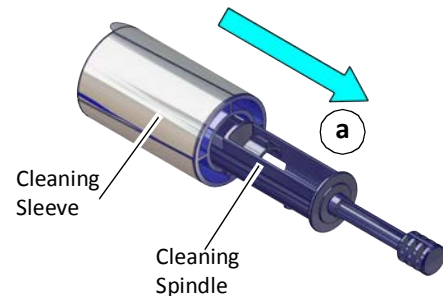
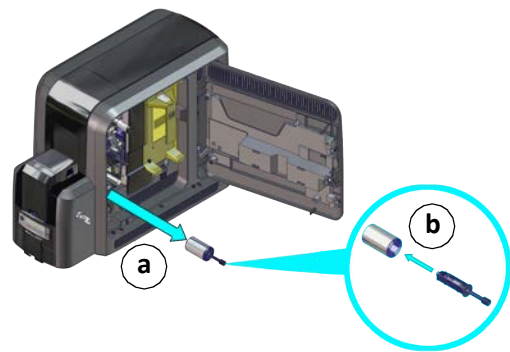


Replace the Cleaning Sleeve

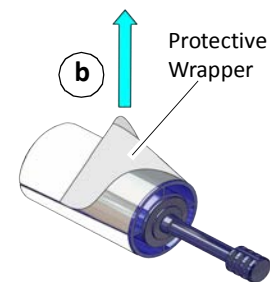
The cleaning sleeve helps maintain print quality by removing dust and other particles from cards before they travel into the printer. Replace the cleaning sleeve each time you load a new ink ribbon. You also should replace the cleaning sleeve if you notice debris on the printed cards or if the cleaning sleeve is no longer sticky.

 You can access the cleaning sleeve when the ink ribbon cartridge is removed from the printer.

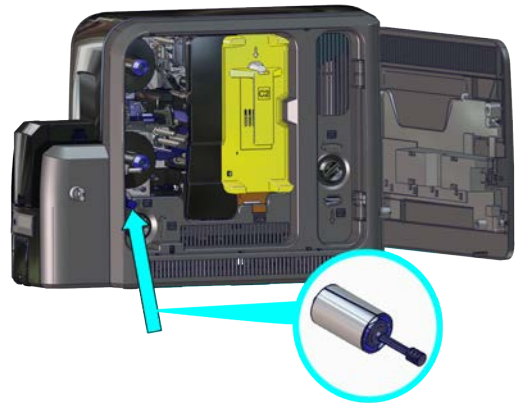
1. Remove the cleaning spindle from the printer.
 - a. Lift up the cleaning spindle handle (C3) and pull it straight out from the printer.
 - b. Remove the used cleaning sleeve from the cleaning spindle and discard it.
2. If you have not already done so, run a cleaning card through the printer. Refer to “Clean the Printer” on [page 43](#) for complete information about the cleaning process.
3. Load the new cleaning sleeve.
 - a. Slide the new cleaning sleeve onto the cleaning spindle.



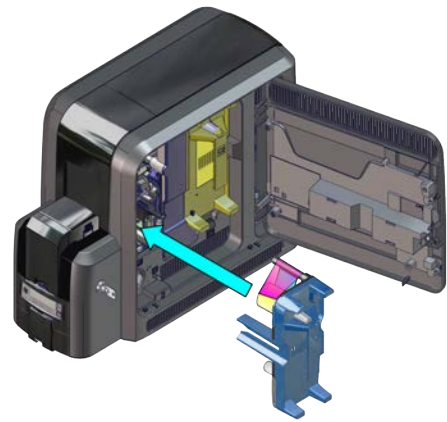
- b. Remove the protective wrapper from the cleaning sleeve.



4. Replace the cleaning spindle in the C3 slot in the printer.



5. Replace the ink ribbon cartridge in the printer.

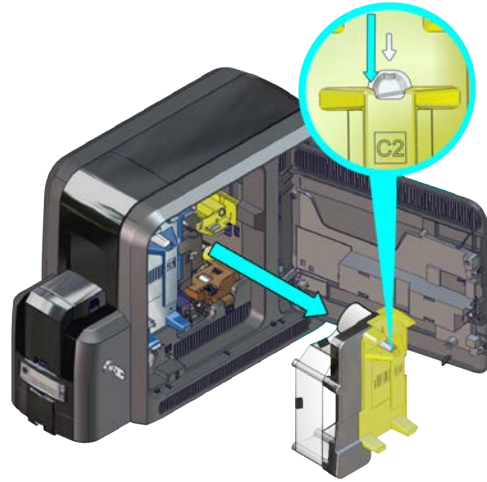


6. Close the printer access door and lock the printer.

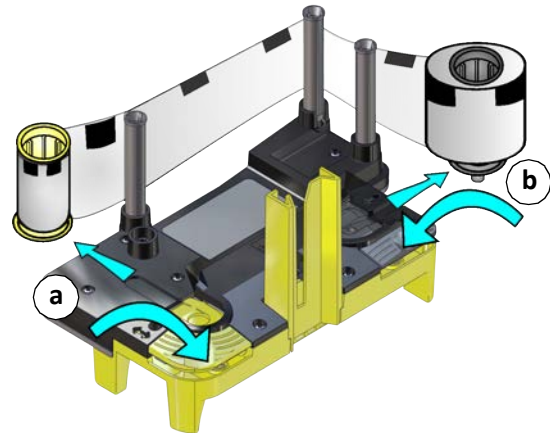
Replace the Retransfer Film

Replace the retransfer film when the film runs out.

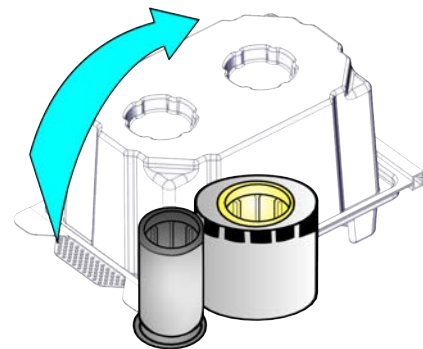
1. Unlock the access door lock and open the printer access door.
2. Press the retransfer film cartridge release button and remove the yellow retransfer film cartridge (C2).
3. Place the cartridge on a flat surface with the spindles facing up.



4. Remove both used spools from the cartridge.
 - a. Press the yellow latch button and slide the used supply spool out from the cartridge.
 - b. Press the silver latch button and slide the full take-up spool out from the cartridge.
 - c. Follow your site's guidelines to properly discard the used retransfer film.

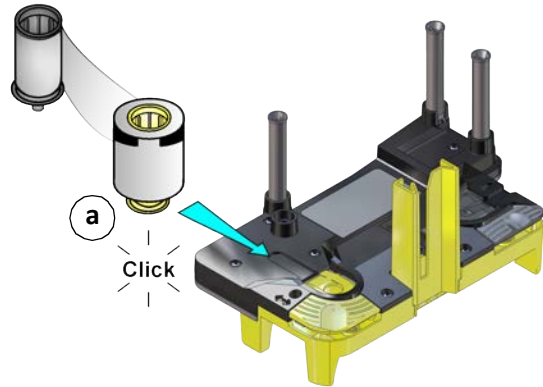


5. Remove the new roll of retransfer film from its package. Hold the film cores and pull them up from the package base.



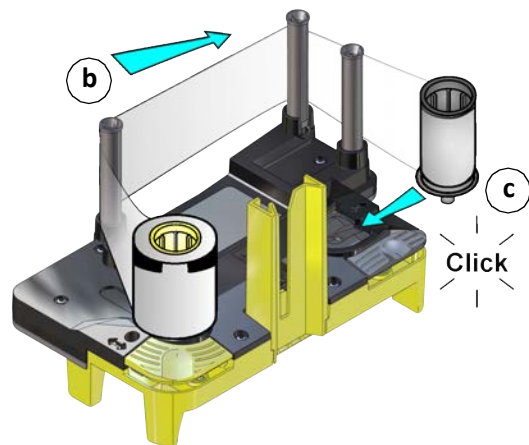
6. Install the retransfer film.

- a. Slide the yellow supply spool onto the cartridge until it clicks into place. The supply roll can go on only one way and fits only on the correct side of the cartridge.

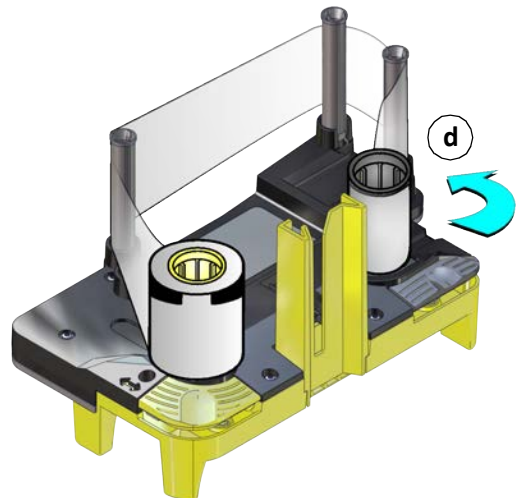


- b. Route the film around the rollers on the cartridge. A diagram on the cartridge shows the correct routing pattern.

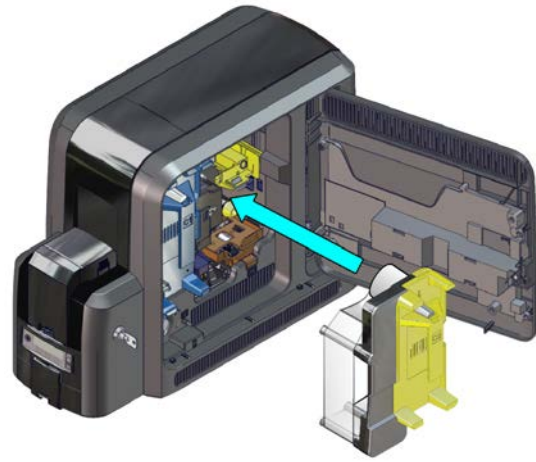
- c. Slide the empty silver take-up spool onto the cartridge until it clicks into place.



- d. Turn the take-up spool counterclockwise just enough to take up any slack in the film.



7. Remove any incomplete or rejected cards from the reject tray. Refer to “Empty the Printer Reject Tray” on [page 56](#) for more information.
8. Replace the retransfer film cartridge in the printer.
9. Close the printer access door and lock the printer.



Chapter 4: Print Cards

4

This chapter provides an overview of how to use application software to prepare card designs and send card data to the printer.

Before You Begin

Before you start to print cards, make sure that you have met the following requirements:

- Cards are loaded in the printer, or available to insert.
- Ink ribbon and retransfer film are loaded. Refer to [“Replace the Ink Ribbon”](#) on [page 32](#) and [“Replace the Retransfer Film”](#) on [page 36](#). If your system includes an embosser, refer to [Appendix A: “CE875 Instant Issuance System”](#) for information about preparing the embosser.
- The card design is set up. If you need to set up or modify the design, refer to [“Elements of Card Design”](#) in the printer’s *Installation and Administrator’s Guide*, and the documentation for your card personalization software.

The CR825 and CE875 instant issuance systems use Instant Financial Issuance software to create and print cards. Instant Financial Issuance software is a centralized application that processes card data and obtains the needed authorization from the financial system that manages customer accounts.

Instant Financial Issuance software performs the following functions:

- Prepares card data
- Links to financial software, so cards issued are linked with customer accounts
- Manages security

Refer to [“Print Cards from Instant Financial Issuance \(Formerly CardWizard\) Software”](#) on [page 40](#) for instructions about how to send cards to the printer. Refer to your Instant Financial Issuance documentation for complete information about how to set up card designs and use Instant Financial Issuance software.

Print Cards from Instant Financial Issuance (Formerly CardWizard) Software

Instant Financial Issuance issuance software is designed to work with your financial account management system to securely issue credit and debit cards that comply with industry standards.

1. Follow the Instant Financial Issuance instructions to select a card design, and enter and save the data for the card.
2. Send the card to the printer. Instant Financial Issuance software performs verification, prepares the card data for printing, and sends it to the printer.



Chapter 5: System Maintenance

5

This chapter provides information to help you maintain your printer for optimal performance.

Maintain the Printer

The printer performs best when it is cleaned on a regular basis. Follow the cleaning guidelines for your site to keep the printer in good working condition. Refer to the “[Printer Cleaning Schedule](#)” on [page 42](#) for cleaning best practices.

You can perform the following tasks to maintain the printer:

- [Clean the Printer on page 43](#)
- [Clean the Printhead on page 52](#)
- [Clean the Printhead Cam Rollers on page 55](#)
- [Empty the Printer Reject Tray on page 56](#)

If your printer system includes an embosser, refer to “[Empty the Embosser Reject Tray](#)” on [page A-9](#).

Printer Cleaning Schedule

The following schedule describes the recommended cleaning intervals for the printer. Follow this schedule to maintain the printer and obtain the best print quality.



The type of card stock you use and the printer environment can affect how often you need to perform the cleaning procedures.

Schedule	Action	Procedure
Routine Cleaning Tasks		
When you change the ink ribbon	Clean the printer with the isopropanol cleaning card.	Refer to “Use the Isopropanol Cleaning Card” on page 44.
	Replace the cleaning sleeve (C3).	Refer to “Replace the Cleaning Sleeve” on page 34.
	Clean the printhead.	“Clean the Printhead” on page 52.
Additional Cleaning Tasks		
If you see particles on completed cards	Replace the cleaning sleeve (C3).	Refer to “Replace the Cleaning Sleeve” on page 34.
	Clean the printer with the adhesive cleaning card.	Refer to “Use the Adhesive Cleaning Card” on page 47.
If you see repeating color dots on completed cards	Clean the printhead cam rollers.	Refer to “Clean the Printhead Cam Rollers” on page 55.
If you see color or white lines on completed cards	Clean the printhead	Refer to the “Clean the Printhead” on page 52



If your printer includes a rear fan filter, clean the filter every three months.

Note: The rear fan filter is not present in all printer models. If the filter is present, refer to your printer’s *User’s Guide* for cleaning instructions.

Clean the Printer

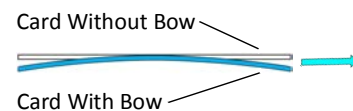
The cleaning sleeve removes dust and particles from cards before they enter the printer. However, you also need to clean the inside of the printer regularly to maintain print quality. The cleaning cards remove debris from the inside of the printer and from the transport rollers.

Two different cleaning cards are available to clean the printer:

- A double-sided, isopropanol cleaning card. An isopropanol cleaning card is included in each ink ribbon package.
- A double-sided, adhesive cleaning card that removes particles that result from the retransfer process. Use the card if you notice diminished print quality, such as a repeating pattern of spots on the card. Refer to [“Print quality concerns”](#) on [page 62](#) for additional print quality information.



The cleaning cards may become bowed slightly during shipment. If a card is bowed, insert the card into the printer as shown.



Clean the printer:

- Each time you install a new ink ribbon. Refer to [“Replace the Ink Ribbon”](#) on [page 32](#). Use the isopropanol cleaning card.
- If you notice particles on completed cards, or if print quality diminishes. Use the adhesive cleaning card.

You might need to run a cleaning card more often depending on your environment.



If the printer is located in a dusty environment and will be stored for a long period of time (for example, several months), turn off the printer and cover it with the plastic shipping bag to keep dust and other debris out of the printer.

Keep additional cleaning supplies on hand to clean the printer when needed. Refer to the printer's *Installation and Administrator's Guide* to order additional cleaning supplies.

Use the following procedures to clean the inside of the printer. Refer to the [“Printer Cleaning Schedule”](#) on [page 42](#) for cleaning best practices.

- [Use the Isopropanol Cleaning Card on page 44](#)
- [Use the Adhesive Cleaning Card on page 47](#)

Use the Isopropanol Cleaning Card

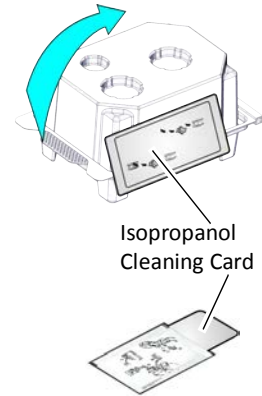
Clean the printer using the isopropanol cleaning card each time you replace the ink ribbon.



Remove the ink ribbon and retransfer film cartridges and the cleaning spindle when you clean the printer. Refer to [“Replace the Ink Ribbon”](#) on page 32, [“Replace the Retransfer Film”](#) on page 36, and [“Replace the Cleaning Sleeve”](#) on page 34 for more information.

1. Remove the isopropanol cleaning card from the ink ribbon container.
2. Open the isopropanol cleaning card package and remove the card.
Clean the printer immediately. The cleaning card dries out if it is out of its package for more than a few minutes.

3. Continue with:
 - [Single-Hopper Printer](#)
 - [Multi-Hopper Printer](#) on page 45

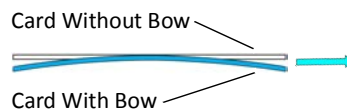


Single-Hopper Printer

1. Power on the printer, if necessary.
2. Unlock the input hopper lock.
3. Open the input hopper cover.
4. Remove any unprinted cards. Handle the cards by the edges only, or wear card inspection gloves approved by Entrust.



5. Load the cleaning card into the input hopper.
If the cleaning card appears bowed, insert it as shown.



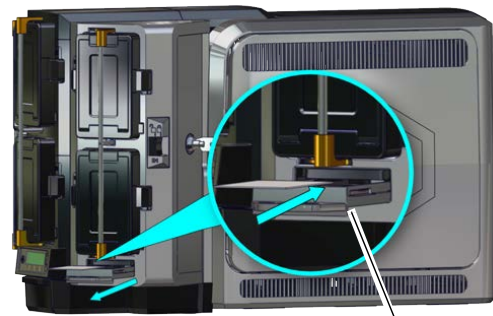
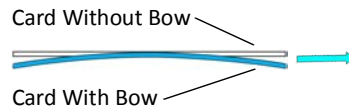
6. Close and lock the input hopper.
7. Continue with [“Run the Isopropanol Cleaning Card”](#) on page 45.



Multi-Hopper Printer

1. Power on the printer, if necessary.
2. Pull out the multi-hopper exception slide and insert the cleaning card.

If the cleaning card appears bowed, insert it as shown.



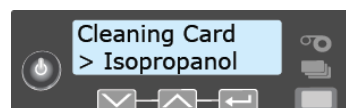
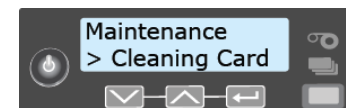
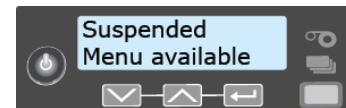
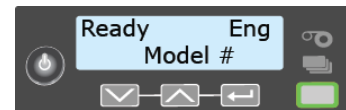
Exception Slide

3. Push in the exception slide.
4. Continue with “Run the Isopropanol Cleaning Card”.

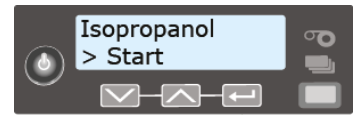
Run the Isopropanol Cleaning Card

Use the LCD menu system to run the isopropanol cleaning card.

1. Begin when the printer displays **Ready** and the USER button shows steady green. Press the USER button.
2. **Suspended** displays on line 1 of the LCD panel. Press ENTER to enter the menu system.
3. **Maintenance** displays on line 2 of the LCD panel. Press ENTER to enter the **Maintenance** menu.
4. **Cleaning Card** displays on line 2 of the LCD panel. Press ENTER to enter the **Cleaning Card** menu.
5. **Isopropanol** displays on line 2 of the LCD panel. Press ENTER to select the isopropanol cleaning card.

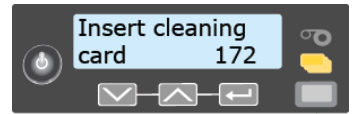


6. **Start** displays on line 2 of the LCD panel. Press ENTER to start the cleaning process.



7. **Insert cleaning card** displays on the LCD panel. Press the USER button to start the cleaning cycle.

The printer moves the card through the printer several times. The card then moves into the vertical transport and cleans the rollers located there.



When the cleaning cycle completes, the isopropanol cleaning card is ejected into the printer reject tray (RT1). It can remain in the reject tray until the next time the tray is emptied.



When you clean a system with an embosser, the isopropanol cleaning card moves into the embosser and cleans the card entry area and embosser rollers. The cleaning card is ejected into the embosser reject tray. Open the embosser to remove the cleaning card.

8. Continue with [“Prepare the Printer for Use”](#) on page 50.

Use the Adhesive Cleaning Card

Use the adhesive cleaning card to remove particles that result from the retransfer process. Refer to the “[Printer Cleaning Schedule](#)” on [page 42](#) for information about when to use the adhesive cleaning card.



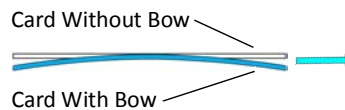
Remove the ink ribbon and retransfer film cartridges and the cleaning spindle when you clean the printer with the adhesive cleaning card. This prevents the cleaning card from sticking to the ink ribbon or retransfer film.

Single-Hopper Printer

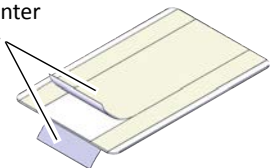
1. Power on the printer, if necessary.
2. Remove the supply cartridges and the cleaning spindle. Refer to “[Replace the Ink Ribbon](#)” on [page 32](#), “[Replace the Retransfer Film](#)” on [page 36](#), and “[Replace the Cleaning Sleeve](#)” on [page 34](#).
3. Unlock the input hopper lock.
4. Open the input hopper cover.
5. Remove any unprinted cards. Handle the cards by the edges only, or wear card inspection gloves approved by Entrust.
6. Peel off the center strips on both sides of the adhesive cleaning card. Leave the side strips in place.



7. Load the adhesive cleaning card in the input hopper.
If the cleaning card appears bowed, insert it as shown.



Peel Off Center Strips Only

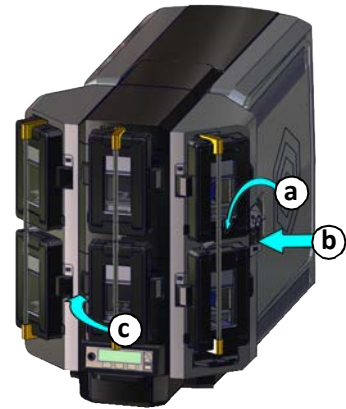


8. Close the input hopper and lock the printer.
9. Continue with “[Run the Adhesive Cleaning Card](#)” on [page 49](#).

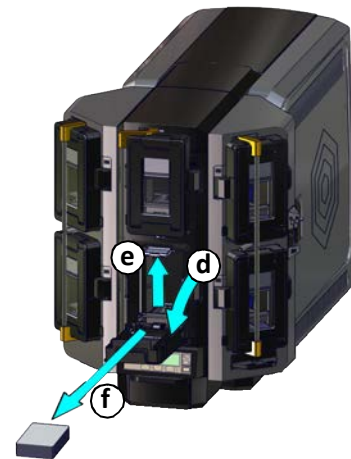


Multi-Hopper Printer

1. Power on the printer, if necessary.
2. Remove the supply cartridges and the cleaning spindle. Refer to “Replace the Ink Ribbon” on page 32, “Replace the Retransfer Film” on page 36, and “Replace the Cleaning Sleeve” on page 34.
3. Unlock the multi-hopper.
 - a. Unlock the multi-hopper door lock (a).
 - b. Slide the lock bar release button (B1) to the left to release the hopper lock bars (b).
 - c. Rotate the center lock bar to the left to provide access to the H2 and H5 multi-hopper input cartridges (c).

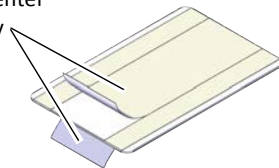


4. Press the cartridge release button at the top of the H2 cartridge and open the cartridge door (d).
5. Lift the card weight to the top of the cartridge and gently pull it forward until it locks in position (e).
6. Remove the unprinted cards from the H2 cartridge (f). Handle the cards by the edges only, or wear card inspection gloves approved by Entrust.



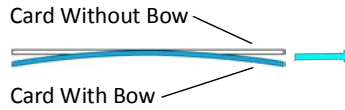
7. Peel off the center strips on both sides of the adhesive cleaning card. Leave the side strips in place.

Peel Off Center Strips Only



8. Load the adhesive cleaning card in the H2 cartridge and close the cartridge door (g).

If the cleaning card appears bowed, insert it as shown.



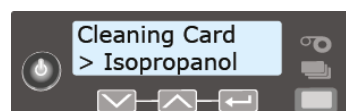
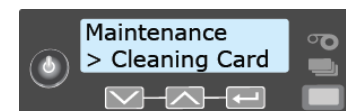
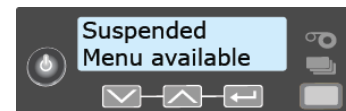
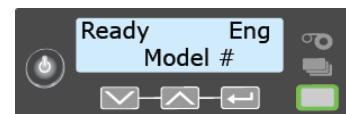
Caution: Do not insert the adhesive cleaning card in the exception slide of the multi-hopper.

9. Lock the multi-hopper.
 - a. Rotate the center lock bar to the right to the lock position.
 - b. Slide the lock bar release button to the right to lock the lock bars into place.
 - c. Lock the multi-hopper door lock.
10. Continue with “Run the Adhesive Cleaning Card”.

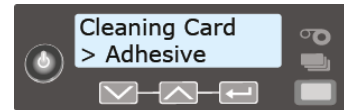
Run the Adhesive Cleaning Card

Use the LCD menu system to run the adhesive cleaning card.

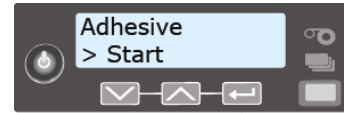
1. Begin when the printer displays **Ready** and the USER button shows steady green. Press the USER button.
2. **Suspended** displays on line 1 of the LCD panel. Press ENTER to enter the menu system.
3. **Maintenance** displays on line 2 of the LCD panel. Press ENTER to enter the **Maintenance** menu.
4. **Cleaning Card** displays on line 2 of the LCD panel. Press ENTER to enter the **Cleaning Card** menu.
5. **Isopropanol** displays on line 2 of the LCD panel. Press the down arrow.



6. **Adhesive** displays on line 2 of the LCD panel. Press ENTER to select the adhesive cleaning card.

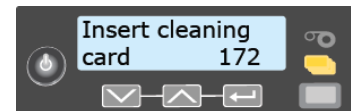


7. **Start** displays on line 2 of the LCD panel. Press ENTER to start the cleaning process.

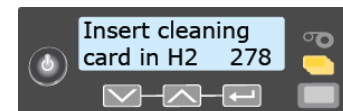


8. The **Insert cleaning card** message displays on the LCD panel. Press the USER button to start the cleaning cycle.

Single-Hopper Printer



Multi-Hopper Printer



The printer moves the card through the printer several times. The card then moves into the vertical transport and cleans the rollers located there.

At the end of the cleaning cycle, the adhesive cleaning card is ejected into the printer reject tray (RT1).



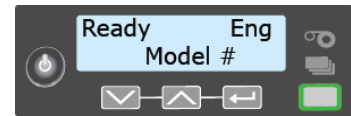
When you clean a system with an embosser, the adhesive cleaning card is ejected into the printer reject tray. The cleaning card does not travel into the embosser.

9. Continue with [“Prepare the Printer for Use”](#).

Prepare the Printer for Use

1. Remove the used cleaning card.
 - a. Unlock the printer and open the printer access door.
 - b. Remove the used cleaning card and any rejected cards from the printer reject tray (RT1). Refer to [“Empty the Printer Reject Tray”](#) on page 56.
2. Install a new cleaning sleeve. Refer to [“Replace the Cleaning Sleeve”](#) on page 34.
3. Install new ink ribbon and retransfer film.
 - a. Load new ink ribbon and retransfer film on the cartridges. Refer to [“Replace the Ink Ribbon”](#) on page 32 and [“Replace the Retransfer Film”](#) on page 36 for more information.
 - b. Replace the supply cartridges in the printer and close the printer access door.
4. Replace the cards in the input hopper of a single-hopper printer, or the H2 cartridge of a multi-hopper printer. Refer to [“Load Cards”](#) on page 29.

5. Lock the printer.
6. Press the USER button to return the printer to **Ready** and make it available to print cards again.
7. Discard the used cleaning card and cleaning sleeve.



HINTS & TIPS

- Use each cleaning card one time only.
- Replace the cleaning sleeve, as needed. Refer to the [“Printer Cleaning Schedule”](#) on page 42 for the replacement schedule.



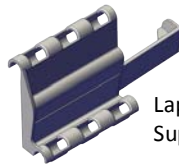
If the card light is blinking amber and there are cards in the input hopper, the printer’s configured cleaning count has been reached and it is time to clean the printer. The number of cards between cleaning is set in the Printer Manager **FrontPanel** settings. Refer to the printer’s *Installation and Administrator’s Guide* for complete information about using Printer Manager.

Clean the Printhead

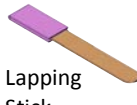
Clean the printhead each time you change the ink ribbon, or in the following situations:

- There are unprinted lines on the finished card. This may indicate dirt or contaminants on the printhead.
- The printhead is touched accidentally. Oils from hands can affect print quality and damage the printhead.

Use the following items to clean the printhead.



Lapping Stick Support

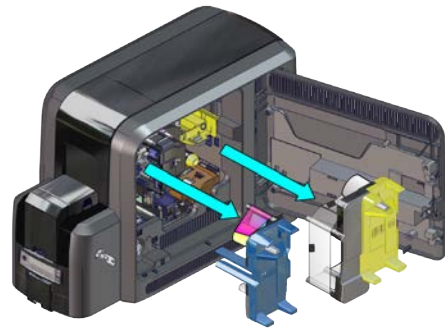


Lapping Stick

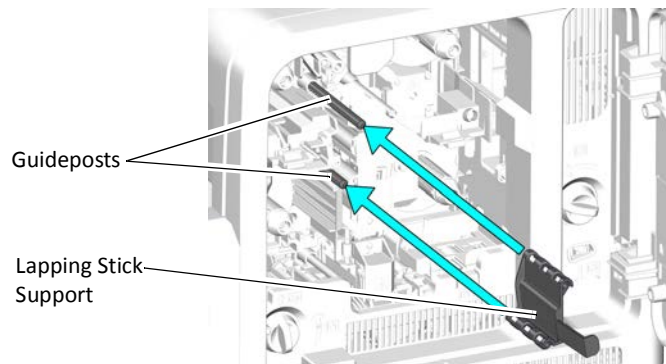


Cleaning Swab

1. Prepare the printer.
 - a. Power off the printer.
 - b. Unlock the printer and open the printer access door.
 - c. Remove the ink ribbon (C1) and retransfer film (C2) cartridges.



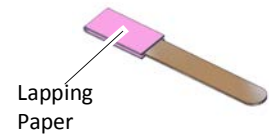
2. Insert the lapping stick support into the printer. The support tool fits over the guideposts and slides into the printer.



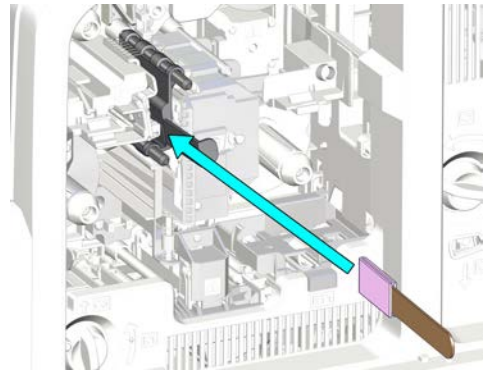
3. Clean the printhead with the lapping stick.



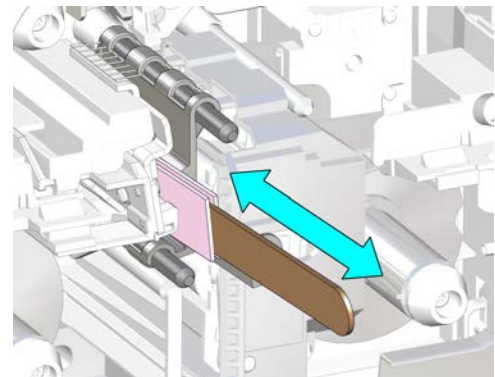
Do not remove the pink lapping paper from the lapping stick.



- a. Insert the lapping stick into the lower portion of the support tool. Slide it in until it stops.



- b. Move the lapping stick back and forth 3 times to clean the printhead.



- c. Remove the lapping stick from the support tool.

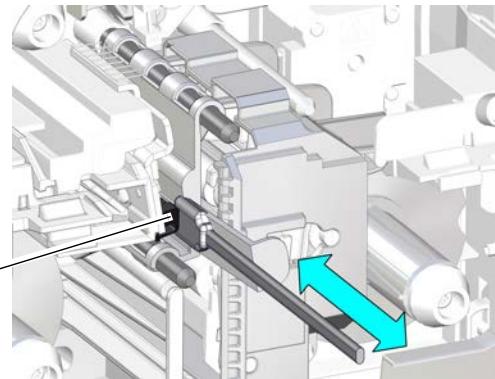


You can use the lapping stick twice, one cleaning per side. Store the lapping stick after the first use.

4. Clean the printhead with the cleaning swab.

- a. Insert the cleaning swab into the support tool. Center the swab as shown in the illustration (or toward the top of the support tool handle).
- b. Move the cleaning swab back and forth 3 times to remove any remaining debris from the printhead area.

Center Swab Here



- c. Remove the cleaning swab from the support tool.

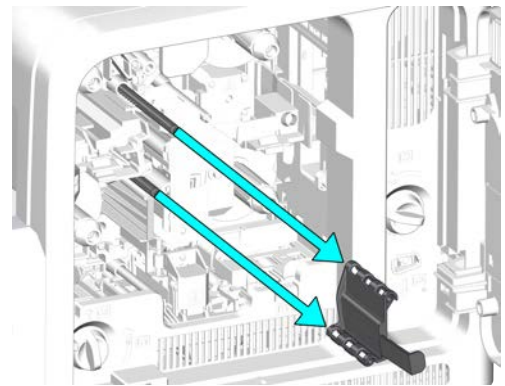
5. Remove the support tool from the printer.



Do not discard the lapping stick support tool. Retain it for future cleaning use.

6. Prepare the printer for use.

- a. Replace the ink ribbon and retransfer film cartridges and close the printer access door.
- b. Power on the printer.



7. Print one or more test cards to verify the print quality.

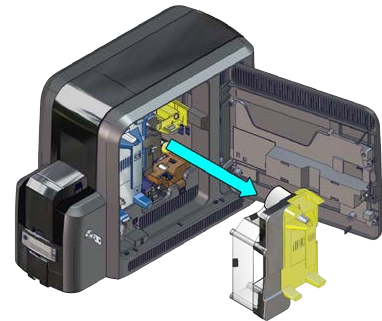
HINTS & TIPS

- Use only the lapping stick and cleaning swab to clean the printhead. Other materials can stick to the printhead and cause damage.
- Discard the lapping stick after the second use.
- Use the cleaning swab one time only. Discard the swab after cleaning the printhead.

Clean the Printhead Cam Rollers

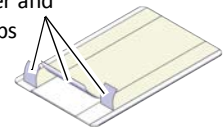
Use the adhesive cleaning card to clean the printhead cam rollers. Refer to the “[Printer Cleaning Schedule](#)” on [page 42](#) for information about when to clean the cam rollers.

1. Power off the printer, if necessary.
2. Unlock the access door lock and open the printer access door.
3. Remove the retransfer film cartridge (C2) from the printer.

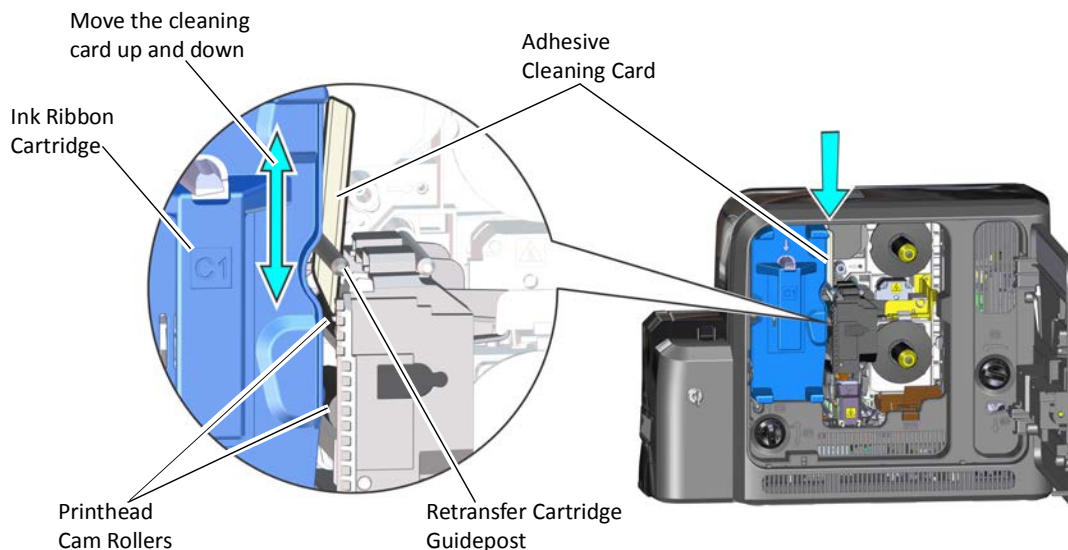


4. Peel off the center and both side strips from one side of the adhesive cleaning card.

Peel Off Center and Both Side Strips



5. Insert the cleaning card into the printer between the retransfer cartridge guidepost and the rollers. Make sure that the adhesive side of the card faces to the right and touches the rollers.

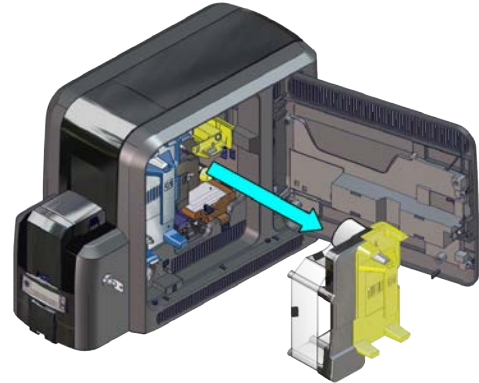


6. Move the cleaning card up and down along the rollers to remove debris.
7. Replace the retransfer film cartridge and close and lock the printer.
8. Discard the used cleaning card.

Empty the Printer Reject Tray

The printer places rejected cards (unfinished cards or cards that were not processed properly) in the reject tray. Empty the reject tray whenever the retransfer film is replaced, or more often depending on your procedures. Error message 242, “RT1 reject tray full,” displays on the LCD panel when the reject tray is full.

1. Unlock the printer and open the printer access door.
2. Remove the retransfer film cartridge from the printer.



3. Remove the rejected cards from the reject tray.

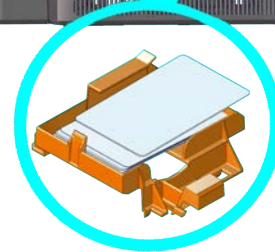


You do not need to remove the reject tray from the printer. You can access the cards in the tray when the retransfer cartridge is removed.

4. Replace the retransfer film cartridge in the printer.
5. Close the printer access door and lock the printer.



Follow your organization’s procedures to track the cards removed and to dispose of them properly.



If your system includes an embosser, the printer reject tray is not used. Cards are placed in the embosser reject tray. Refer to “Empty the Embosser Reject Tray” on page A-9.



Chapter 6: Troubleshooting



This chapter provides information to help you respond to card printer messages. It also explains how to clear card jams and how to recover from other errors.

This section helps you identify and fix basic issues that can occur during printing. Also refer to your Instant Financial Issuance documentation for additional troubleshooting information.

The section starts with an overview of card production and printer issues you may encounter:

- [Locate a Problem Within the Card Production System on page 58](#)
- [Locate a Problem with Basic Printer Functions on page 59](#)

This section also describes troubleshooting for the following:

- [Installation Problems on page 60](#)
- [Card Appearance on page 61](#)
- [Magnetic Stripe Troubleshooting on page 65](#)
- [Embosser Troubleshooting on page 67](#)
- [Printer Card Jams on page 68](#)
- [Repair a Broken Ink Ribbon or Retransfer Film on page 72](#)
- [Messages and Conditions on page 73](#)
- [Respond to Messages on page 77](#)

Locate a Problem Within the Card Production System

For typical components of the system, refer to [“Printer Overview”](#) on [page 17](#). If any one of the following components does not work properly, printing cards can be affected.

- Card production software

Card production software formats the types of data used to print cards. Make sure that the card production software features you use work with your printer.

- Other components of the system

A system may include capture devices, such as a signature capture pad or PIN pad. The proper use and maintenance of these components is important to the quality of cards you produce.

Locate a Problem with Basic Printer Functions

If the system is not working as expected, follow these steps in the order listed to isolate the source of the problem before you contact your service provider.

1. Make sure that the power cord is plugged in and the printer is powered on.
2. Does the printer power on and display **Ready** on the front panel within one minute?
 - If the printer powers on correctly, continue to step 3.
 - If the printer powers on, but **Improper Shutdown** displays on the LCD panel, press the **USER** button for approximately two seconds. **Ready** should display.
 - If the printer powers on but does not display **Ready**, the printer is not working properly. Request service for the printer.
 - If the printer does not power on, make sure that the printer power supply is working properly. A light on the power supply indicates that it is functioning.
 - ◆ If the power supply is working properly, request service for the printer from your system administrator.
 - ◆ If the power supply is not functioning, replace it and begin with step 1.
3. Print a test card. Refer to [“Print a Test Card”](#) on [page 26](#) for more information.
 - If the test card prints, the printer is working correctly. Continue to step 4.
 - If the test card does not print, the printer is not working correctly. Request service for the printer.
4. Connect the printer data cable, if necessary.

5. Print a card using your card production software.
 - If the card prints, your software is working successfully with the printer. Troubleshoot the card design, if necessary.
 - If the card does not print, check the following:
 - ◆ Is the correct printer selected in the Print Setup or Print dialog box of the application?
 - ◆ If the printer produced a blank card, review the page size or other settings.

If the card causes an error, the card might have a type of data the printer does not support.

Installation Problems

This section describes issues that prevent a successful installation and provides recommended solutions to those issues.

Problem	Solution
The network cable is loose.	Reconnect the data cable to the network port and the printer. Restart the printer.
The printer displays Ready on the LCD panel, but it is not available.	Follow your network troubleshooting procedures to isolate and test each component of the computer-to-printer communication link. Suggestions: <ul style="list-style-type: none"> ● Verify the computer-to-network connection by accessing a network resource, such as a network drive. ● The network administrator can test communication between a server and the printer. ● Make sure that the user is logged on to the network.
The printer is not configured with the correct network address	Make sure that the server name or IP address is entered in the Port Settings or Configure Port dialog box on the computer. For more information about retrieving the printer's IP address, refer to "Retrieve the Printer's Network IP Address" on page 23 . Make sure that Ready displays on the printer's LCD panel.

Card Appearance

Card appearance problems can be caused by many different factors. Click the link below that best describes the card appearance issue on the printed card.

- [Something did not print](#)
- [Print quality concerns](#) on [page 62](#)

Tools for Troubleshooting

The tools for troubleshooting a problem include the supplies and equipment you use to print cards:

- Blank cards to print, used at several stages of troubleshooting
- Ink ribbon and retransfer film
- Indent ribbon and topping foil (for systems with an embosser)
- Printer cleaning supplies

Something did not print

Problem	Probable Cause	Solution
Nothing printed on the card.	The ink ribbon or retransfer film is loaded incorrectly.	Remove the supply and install it correctly.
	The page size was not set to the proper size.	Use your card production application to select the correct printer page size.

Print quality concerns

Problem	Probable Cause	Solution
One or more color or white streaks appear on the card.	Dust or debris on the printhead.	<ul style="list-style-type: none"> • Try printing another card as the dust may no longer be on the printhead. • Clean the printhead. Refer to “Clean the Printhead” on page 52. • If the printhead is damaged, contact your service provider.
Non-repeating color dots appear on multiple printed cards.	Dust or debris on the ink ribbon or retransfer film.	Advance the ink ribbon or retransfer film, or install new supplies.
Repeating color dots appear on multiple printed cards.	Dust or debris on the cam rollers located opposite the printhead.	Clean the printhead cam rollers with an adhesive cleaning card. Refer to “Clean the Printhead Cam Rollers” on page 55.
One color panel is not aligned correctly with other color panels.	The ink ribbon or retransfer film is slipping.	Contact your service provider to adjust the tension on the ink ribbon or retransfer film.
Card with darkly colored areas are not printing properly.	The card includes very dark areas.	<ul style="list-style-type: none"> • If possible, change the design to use smaller areas of dark color. • Use a different color ink ribbon. Contact your service provider for more information.
Color printing is darker than intended.	The black (K) panel of the ink ribbon is used to darken other colors, in addition to printing any black elements. The black ink is beneath the color (YMC) pigments when they are placed on the card.	Refer to “Elements of Card Design” in the printer’s <i>Installation and Administrator’s Guide</i> for suggestions and printing guidelines.

Problem	Probable Cause	Solution
Part of the printed image is discolored or blurred.	The cards have fingerprints or debris on them.	<ul style="list-style-type: none"> • Make sure that cards are clean. Handle cards carefully. Refer to “Card Quality Guidelines” in the printer’s <i>Installation and Administrator’s Guide</i>. • Use cards that meet the requirements for the printer. Refer to “Cards” in the printer’s <i>Installation and Administrator’s Guide</i>.
	The transport rollers are dirty.	Clean the printer and replace the cleaning sleeve. Refer to the “ Printer Cleaning Schedule ” on page 42 and “ Replace the Cleaning Sleeve ” on page 34.
	The printhead is dirty.	Clean the printhead. Refer to “ Clean the Printhead ” on page 52.
The printed card has small unprinted areas.	Unprinted cards have scratches.	Handle cards carefully. Refer to “Card Quality Guidelines” in the printer’s <i>Installation and Administrator’s Guide</i> .
	The transport rollers are dirty.	Clean the printer. Refer to the “ Printer Cleaning Schedule ” on page 42.
Wrinkles appear on the card.	The supplies are wrinkled.	<ul style="list-style-type: none"> • Check the ink ribbon and retransfer film. If either is wrinkled, advance the supply in the cartridge to an unwrinkled section. • Replace the supplies, if necessary.
	The printer firmware is not current.	Update the printer to the current firmware version. Firmware updates often contain fixes for common printing issues.

Problem	Probable Cause	Solution
The card has trapped dust or debris.	Particles from the retransfer process (flash) can accumulate inside the printer.	Clean the printer and printhead cam rollers. Refer to the “Printer Cleaning Schedule” on page 42 and “Clean the Printhead Cam Rollers” on page 55. Note: You may need to run multiple cleaning cycles to remove all particles from the printer.
	The card stock may have embedded particles.	Check your cards for defects. Replace the card stock, if necessary.
Retransfer material appears on the magnetic stripe, signature panel, or smart card chip.	Blocking regions are not set up correctly.	<ul style="list-style-type: none"> • Make sure that the blocking regions for card features are set up properly. Use the blocking regions in your card design software, or define custom regions. Refer to <i>“Non-Printing Areas”</i> in the printer’s <i>Installation and Administrator’s Guide</i>. Note: The location and dimensions of the blocking regions can vary depending on the card stock you use. • Clean the printer. Refer to the “Printer Cleaning Schedule” on page 42.

Magnetic Stripe Troubleshooting

The printer uses the coercivity set using the LCD panel or in Printer Manager, and the data format set using Printer Manager.

Problem	Solution
Cards are not loaded correctly.	Load ISO cards with the magnetic stripe (back side) facing down and to the right. Refer to “Load Cards” on page 29.
Cards do not have a magnetic stripe.	Load magnetic stripe cards in the input hopper. If the cards have a magnetic stripe, check the quality of the cards. Change card stock, if needed.
The card has dirt or damage on the magnetic stripe.	Encode and send a new card to print. If an error message indicates a magnetic stripe problem, run a cleaning card to clean the magnetic stripe head. Refer to the “Printer Cleaning Schedule” on page 42.
The magnetic stripe on the card is low-coercivity material and the High Coercivity setting is selected.	To use the cards you have, select low-coercivity encoding. Refer to “MagStripeGeneral” in the printer’s <i>Installation and Administrator’s Guide</i> for more information. To encode with high coercivity, obtain cards manufactured for high-coercivity encoding.
The magnetic stripe on the card is high-coercivity material and the Low Coercivity setting is selected.	To use the cards you have, select high-coercivity encoding. Refer to “MagStripeGeneral” in the printer’s <i>Installation and Administrator’s Guide</i> for more information. To encode with low coercivity, obtain cards manufactured for low-coercivity encoding.
The data for this job includes characters not allowed by the magnetic stripe format selected for the track.	Cancel the current print job. Make sure that you know which characters are allowed on the track. Change the data to be encoded, and resend the print job. Refer to “Magnetic Stripe Design” in the printer’s <i>Installation and Administrator’s Guide</i> for more information.

Problem	Solution
<p>The magnetic stripe data was sent in an encoding format not supported by the track.</p>	<p>Review the encoding format setting for the tracks in Printer Manager. Refer to “MagStripeGeneral” in the printer’s <i>Installation and Administrator’s Guide</i> for more information. Make sure that the application is using the selected encoding format for the track.</p> <p>If the application and track are set to the same format, and the error message displays repeatedly, contact the application provider for assistance.</p>
<p>The application sent track data for a track not supported by the magnetic stripe module.</p>	<p>Verify the type of magnetic stripe option in the printer.</p> <p>If the printer label indicates a 3-track ISO module, you can send data for tracks 1, 2, and 3.</p> <p>If the printer label indicates a single-track JIS module, you can send data for track 1.</p> <p>The magnetic stripe option and cards must be capable of accepting and encoding each track of data sent by the card production software.</p>

Embosser Troubleshooting

If your system is a CE875 instant issuance system, also check for the following.

Indent Problems

Problem	Probable Cause	Solution
The indent characters are very light.	The indent ribbon is loaded incorrectly or is not being taken up on the rollers.	Load the indent ribbon correctly. Refer to “Load the Indent Ribbon Cartridge” on page A-6 for more information. Contact your system administrator if the problem continues.

Topping Foil Problems

Problem	Probable Cause	Solution
The topping foil is very light.	The topping foil is loaded incorrectly.	Load the topping foil correctly. Refer to “Load the Topping Foil Cartridge” on page A-8 for more information.
	The topper temperature is not hot enough.	Contact your system administrator to adjust the temperature of the topper mechanism.

Advanced Troubleshooting Tools

Printer Manager provides access to card design settings and additional troubleshooting tools. Printer Manager also allows you to perform advanced troubleshooting with the guidance of your service provider. Refer to the “Printer Manager” section in the printer’s *Installation and Administrator’s Guide* for more information.

Printer Card Jams

A card jam occurs when the card does not reach the proper position for the next action, such as printing or ejecting the card. The error condition that displays on the LCD helps you identify the location of the card jam.



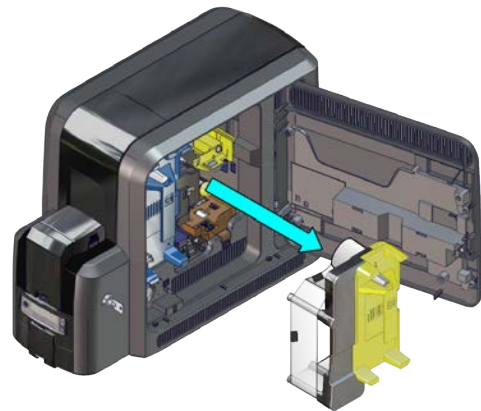
If your system includes an embosser, refer to [“Clear an Embosser Card Jam”](#) on page A-10.

Clear a Card Jam in the K1 Horizontal Transport

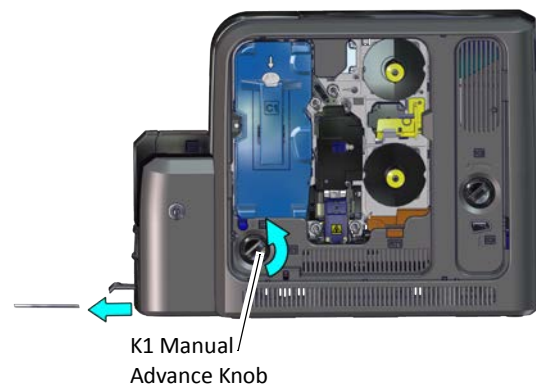
If message 234: “K1 transport card jam” displays, you usually can resolve the error by pressing the USER button to move the card into the reject tray. If the error persists, do the following to remove the card from the printer.

Single-Hopper Printer

1. Unlock the printer and open the printer access door.
2. Remove the retransfer film cartridge.

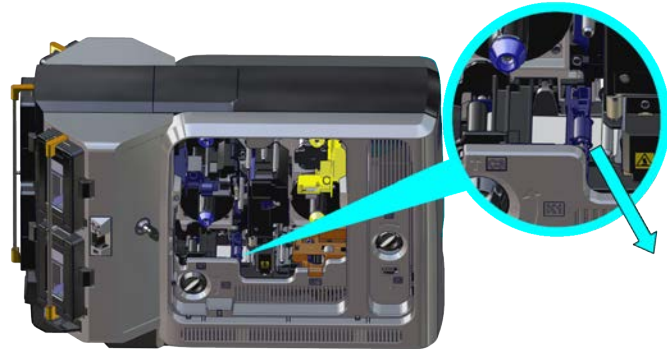


3. Turn the K1 manual advance knob counterclockwise to move the jammed card into the output hopper.
4. Remove the card through the output hopper.
5. Replace the retransfer film cartridge and close the printer access door.
6. Lock the printer.
7. Press the USER button on the printer to clear the message.



Multi-Hopper Printer

1. Unlock the printer and open the printer access door.
2. Remove the ink ribbon and retransfer film cartridges.
3. Locate the card in the printer. Turn the K1 manual advance knob if necessary to gain access to the card.
4. Reach into the printer and remove the card.
5. Replace the ink ribbon and retransfer film cartridges.
6. Close the printer access door and lock the printer.
7. Press the USER button on the printer to clear the message.



HINTS & TIPS

Check the ink ribbon and retransfer film to make sure that they are not broken. Refer to [“Repair a Broken Ink Ribbon or Retransfer Film”](#) on [page 72](#).

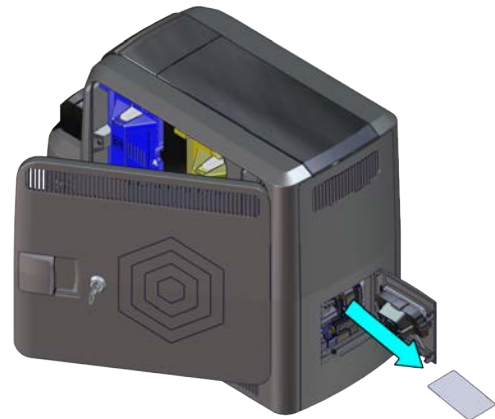
Clear a Card Jam in the K2 Vertical Transport

The vertical transport houses the magnetic stripe module and smart card reader. If message 235: “K2 transport card jam” displays, you usually can resolve the error by pressing the USER button to move the card into the reject tray. If the error persists, do the following to remove the card from the printer.

1. Unlock the printer and open the printer access door.
2. Press the K3 rear access door release to open the rear access door.
3. Turn the K2 manual advance knob counterclockwise to move the jammed card inside the vertical transport until it is accessible through the rear access door.



4. Remove the card through the rear access door.
5. Close the rear access door.
6. Close the printer access door and lock the printer.
7. Press the USER button on the printer to clear the message.



Clear a Card Jam in the Flipper Module

Do the following if message 236: "Flipper module rotate error" displays.

1. Unlock the printer and open the printer access door.
2. Press the K3 rear access door release to open the rear access door.



3. Reach into the flipper module and rotate it until you can access the card.
4. Remove the card through the rear access door.
5. Close the rear access door.
6. Close the printer access door and lock the printer.
7. Press the USER button on the printer to clear the message.

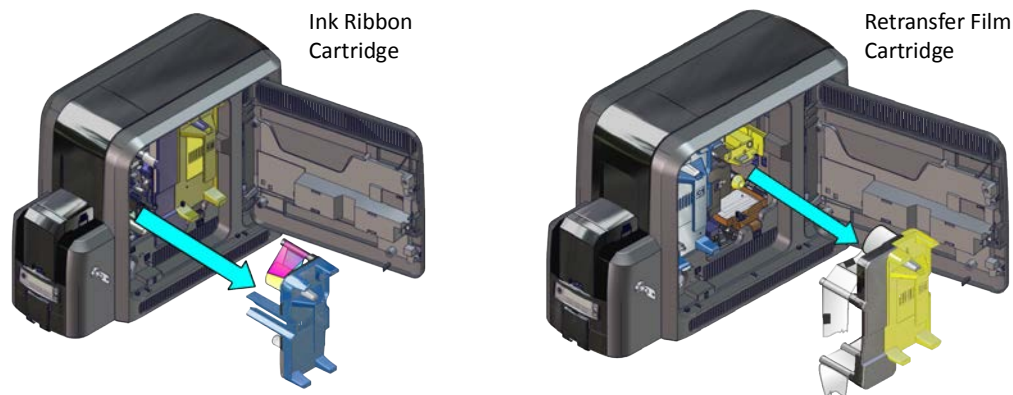


Repair a Broken Ink Ribbon or Retransfer Film

If the ink ribbon or retransfer film breaks, one of the following messages displays on the printer LCD:

- **240, C1 supply error** There is a problem with the ink ribbon.
- **175, C2 supply error** There is a problem with the retransfer film.

1. Unlock the printer and open the printer access door.
2. Remove the cartridge with the damaged supply from the printer.

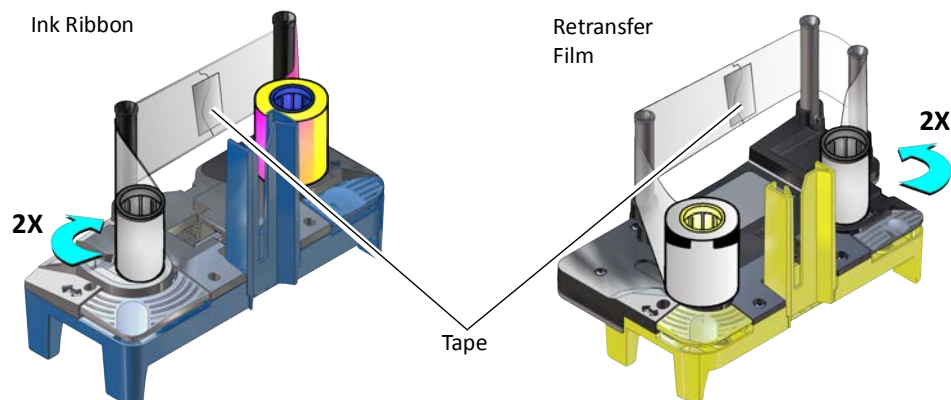


3. Trim the ends of the broken ribbon or film evenly.



Do not remove the used ink ribbon or retransfer film from the take-up spool. Removing, and then reinstalling, the supply on the take-up spool may cause printing issues.

4. Align the ends of the broken media evenly and apply adhesive tape to secure them.



5. Turn the take-up spool until the mended portion is wound onto the spool two or three turns.

Make sure that the ink ribbon or retransfer film is routed as shown on the cartridge and that there are no wrinkles in the supply.

6. Remove any slack in the ink ribbon or retransfer film.
7. Reinstall the cartridge into the printer until it clicks into position.
8. Close the printer access door and lock the printer.

Messages and Conditions

When the system cannot process the card sent, it issues a condition. Conditions display on the LCD panel on the front panel of the printer. Refer to the following for more information:

- [Messages on the Printer LCD](#)
- [Messages from Printer Manager on page 77](#)
- [Other Messages on page 77](#)

Messages on the Printer LCD

All messages are associated with a print job. The printer issues messages that focus on recovering from problems.

- The printer displays a message number and a short description for each message.
- If asked by Technical Support, press the down arrow to display a service code that further isolates the cause of the error.
- If more than one message was issued, the next message displays after you correct the problem and press the USER button.
- The lights on the front panel flash while messages display on the LCD panel.

Printer Messages

No.	LCD Message	User Light	Supply Light	Card Light
–	Close and lock doors	Color Cycle	Off	Off
100	Request not supported	Amber Flash	Off	Off
103	Printer problem	Amber Flash	Off	Off
104	Critical problem	Amber Flash	Amber Flash	Amber Flash
105	Magstripe data error	Amber Flash	Off	Off
106	Magstripe data not found	Off	Off	Amber Flash

No.	LCD Message	User Light	Supply Light	Card Light
107	Magstripe read data error	Off	Off	Amber Flash
108	Magstripe read no data	Off	Off	Amber Flash
111	Card not picked	Off	Off	Amber Flash
112	Card hopper empty	Off	Off	Amber Flash
113	Close cover to continue	Amber Flash	Off	Off
114	Cover opened during job	Amber Flash	Off	Off
116	Magstripe not available	Amber Flash	Off	Off
117	Reader not available	Amber Flash	Off	Off
120	User paused the printer	Amber Flash	Off	Off
122	Magstripe format problem	Amber Flash	Off	Off
149	Option not installed	Amber Flash	Off	Off
150	Print while unlocked	Amber Flash	Off	Off
151	Failed to lock	Amber Flash	Off	Off
152	Insert new card side 2 up	Amber Flash	Off	Off
153	Insert same card side 2 up	Amber Flash	Off	Off
166	C2 supply out or missing	Off	Amber Flash	Off
167	C2 supply not identified	Off	Amber Flash	Off
168	C2 supply not supported	Off	Amber Flash	Off
170	Insert new card side 1 up	Amber Flash	Off	Off
171	Insert same card side 1 up	Amber Flash	Off	Off
172	Insert cleaning card	Off	Off	Amber Flash
173	Improper shutdown	Amber Flash	Off	Off
175	C2 supply error	Off	Amber Flash	Off
176	C2 supply type error	Off	Amber Flash	Off

No.	LCD Message	User Light	Supply Light	Card Light
222	Firmware version mismatch	Green Flash	Green Flash	Green Flash
228	C1 printhead error	Amber Flash	Off	Off
229	C2 heat sensor error	Amber Flash	Off	Off
230	C2 heater error	Amber Flash	Off	Off
231	C2 heated roller motion error	Amber Flash	Off	Off
232	Retransfer debow error	Amber Flash	Off	Off
233	Smart card contact fail	Amber Flash	Off	Off
234	K1 transport card jam	Off	Off	Amber Flash
235	K2 transport card jam	Off	Off	Amber Flash
236	Flipper module rotate error	Amber Flash	Off	Off
237	C1 supply out or missing	Off	Amber Flash	Off
238	C1 supply not identified	Off	Amber Flash	Off
239	C1 supply not supported	Off	Amber Flash	Off
240	C1 supply error	Off	Amber Flash	Off
241	C1 supply type error	Off	Amber Flash	Off
242	RT1 reject tray full	Off	Off	Amber Flash
243	Card lost	Off	Off	Amber Flash
245	Configuration error	Green Flash	Off	Off
275	Multi-hopper error	Green Flash	Green Flash	Green Flash
276	Multi-hopper card jam	Off	Off	Green Flash
277	Multi-hopper pick error	Off	Off	Green Flash
278	Insert cleaning card in H2	Off	Off	Amber Flash

Embosser Messages

No.	LCD Message	User Light	Supply Light	Card Light
125	Emboss critical error	Green Flash	Green Flash	Green Flash
126	Emboss format error	Green Flash	Off	Off
127	Emboss transport error	Green Flash	Off	Off
128	Embosser card jam	Off	Off	Green Flash
129	Embosser topper jam	Off	Green Flash	Off
130	Embosser card entry jam	Off	Off	Green Flash
131	Embosser card exit jam	Off	Off	Green Flash
132	Embosser card stack full	Off	Off	Green Flash
133	Embosser card reject full	Off	Off	Green Flash
135	Indent ribbon supplies out	Off	Green Flash	Off
136	Indent ribbon break	Off	Green Flash	Off
137	Embosser wheel error	Green Flash	Off	Off
138	Embosser indent error	Off	Green Flash	Off
139	Lost card, open emboss cover	Off	Off	Green Flash
140	Embosser not available	Green Flash	Off	Off
141	Close emboss cover	Green Flash	Off	Off
142	Emboss cover error	Green Flash	Off	Off
143	Topping foil problem	Off	Green Flash	Off
144	Topping foil out	Off	Green Flash	Off
145	Topping foil type problem	Off	Green Flash	Off
146	Topping foil support err	Off	Green Flash	Off
147	Topping foil no tag found	Off	Green Flash	Off

Messages from Printer Manager

Printer Manager issues messages that display in the browser window. Follow the instructions in the message to continue working with the printer. Refer to “Printer Manager” in your printer’s *Installation and Administrator’s Guide*.

Other Messages

- The card production application you use also may issue messages.
- Other printers can cause messages if more than one model of card printer is installed.
- The Card Printer Driver can issue a message if a print job is sent to the printer using the driver. Refer to “[Driver-Only Message](#)” on [page 97](#).

Respond to Messages

Messages display on the printer front panel LCD to identify various operational conditions and errors of card production on the system. You can respond to messages using the printer front panel buttons.



The messages that display are determined by the printer model and the options installed in the printer. The messages described in the following sections may not display on all printers.

Important! Always discard damaged, rejected, or partially printed cards according to your organization’s established procedures.

The following messages display on the printer LCD panel. Use the recovery instructions to respond to the message.

- [Printer Messages](#) on [page 78](#)
- [Embossed Messages](#) on [page 92](#)

Printer Messages

The following messages indicate a condition in the printer.

Close and lock doors

A secure door is physically unlocked on the system.

1. Gently try to open all secure doors on the system.
2. Close any open door and lock the printer and/or embosser using the key.

100: Request not supported

The printer does not support the personalization being requested for the card. The card will be canceled.

Change the card data to match the printer's options and settings, or print to a printer that is configured to support the personalization being requested.

Press the USER button on the printer to clear the message.

Send the card again.

103: Printer problem

The printer had an error. The card will be canceled.

1. Press the printer POWER button to power off the printer.
2. Press the POWER button again to power on the printer.

104: Critical problem

The printer had a serious error. The card will be canceled.

1. Press the printer POWER button to power off the printer.
2. Request service.

The system must remain powered off.

105: Magstripe data error

The printer failed to verify that the correct magnetic stripe data was written on the card.

1. Make sure that you are using magnetic stripe cards that match the printer settings.
2. Make sure that the cards are placed in the printer correctly.

Press the USER button on the printer to clear the message and send the card to print again.

HINTS & TIPS

- The card might have been loaded into the input hopper the wrong way. A diagram inside the input hopper shows the correct orientation.
- The card might not have a magnetic stripe.

106: Magstripe data not found

The printer did not find magnetic stripe data on card.

1. Make sure that you are using magnetic stripe cards that match the printer settings.
2. Make sure that the cards are placed in the printer correctly.

Press the USER button on the printer to clear the message and send the card to print again.

HINTS & TIPS

- The card might not match printer settings or the data sent.
- Ask the system administrator to verify that the card, the data, and the printer settings match.

107: Magstripe read data error

The printer failed to read the magnetic stripe data from the card. The card will be canceled.

1. Make sure that you are using magnetic stripe cards that match the printer settings.
2. Make sure that the cards are placed in the printer correctly.

Press the USER button on the printer to clear the message. Send the card job to the printer again.

HINTS & TIPS

- The data might use a different format than the current printer setting.
- Ask the system administrator to verify that the card, data, and printer settings match.

108: Magstripe read no data

The printer did not find any magnetic stripe data on the card. The card will be canceled.

1. Make sure that you are using magnetic stripe cards that match the printer settings.
2. Make sure that the cards are placed in the printer correctly.

Press the USER button on the printer to clear the message.

HINTS & TIPS

- The card might have been turned the wrong way. A diagram inside the input hopper shows the correct orientation.
- The card might not have a magnetic stripe.

111: Card not picked

The printer did not pick a card. To complete the current card, open the input hopper, add or reposition the cards, and close the hopper.

Press the USER button on the printer to clear the message.

112: Card hopper empty

The printer did not detect cards in the input hopper.

Add cards to the input hopper.

Press the USER button on the printer to clear the message.

113: Close cover to continue

The printer cover is open. Close the cover to continue.

Press the USER button on the printer to clear the message.

HINTS & TIPS

- Make sure that the ink ribbon and retransfer cartridges are installed properly, if necessary.
- All access doors must be closed to process cards. Unlock, open, and close all printer doors to make sure they are closed completely.
- Lock the system.

114: Cover opened during job

The printer cover was opened while printing.

Close the printer cover completely.

Press the USER button on the printer to clear the message.

HINTS & TIPS

- Make sure that the ink ribbon and retransfer cartridges are installed properly.
- All access doors must be closed to process cards. Unlock, open, and close all printer doors to make sure they are closed completely.
- Lock the system.

116: Magstripe not available

The printer does not have a magnetic stripe option. The card will be canceled.

Remove magnetic stripe data from the card or use a printer that has a magnetic stripe option installed.

Press the USER button on the printer to clear the message.

HINTS & TIPS

- Look at the printer configuration label inside the printer component. If the label includes an "M," the system has a magnetic stripe option that is not working. Request service.
- To process the card without magnetic stripe processing, remove the magnetic stripe data from the card design and send it again.

117: Reader not available

The printer does not support the personalization being requested for the card. The card will be canceled.

Change the card data to match the printer's options and settings or print to a printer that is configured to support the personalization being requested.

Press the USER button on the printer to clear the message.

HINTS & TIPS

The printer component does not have a reader option. Remove the reader request from the card and send it again.

120: User paused the printer

The printer was paused while printing.

To complete the current card press the printer's USER button.

HINTS & TIPS

- If the user pressed the button for several seconds, the card has been canceled.
- If this message occurs often, ask your system administrator to set the button sensitivity to a lower value.

122: Magstripe format problem

The magnetic stripe data sent does not match the format set in the printer. The card will be canceled.

Press the USER button on the printer to clear the message.

149: Option not installed

The printer does not support the personalization being requested for the card. The card will be canceled.

Change the card data to match the printer's options and settings, or print to a printer that is configured to support the personalization being requested.

Press the USER button on the printer to clear the message.

150: Print while unlocked

The printer is unlocked. The card will be canceled.

Make sure that all access doors are closed securely and locked.

151: Failed to lock

An attempt to lock the printer failed. The card will be canceled.

1. Make sure that all access doors are closed securely.
2. Try locking the printer again.

HINTS & TIPS

Make sure that the reject tray is installed properly before locking the printer. 152: Insert new card side 2 up

1. Turn a new card over end to end so side 2 is facing up.
2. Insert the card in the printer.
3. If the card is not immediately picked, press the printer's USER button.

153: Insert same card side 2 up

1. Take the card from the printer and turn it over end to end so side 2 is facing up.
2. Insert the card in the printer.
3. If the card is not immediately picked, press the printer's USER button.

166: C2 supply out or missing

The C2 retransfer film is missing or out of material.

1. Open the printer access door and remove the C2 retransfer film cartridge.
2. Replace the retransfer film.
3. Replace the C2 retransfer film cartridge.
4. Close the printer access door.

Press the USER button on the printer to clear the message.

HINTS & TIPS

Refer to [“Replace the Retransfer Film”](#) on [page 36](#) for more information.

167: C2 supply not identified

The printer cannot use the C2 retransfer film installed. The card will be canceled.

Use a supply designed for this printer.

Press the USER button on the printer to clear the message.

168: C2 supply not supported

The printer model cannot use the C2 retransfer film installed. The card will be canceled.

Use a supply designed for this printer model.

Press the USER button on the printer to clear the message.

170: Insert new card side 1 up

1. Insert a new card in the printer with side 1 facing up.
2. If the card is not immediately picked, press the printer's USER button.

171: Insert same card side 1 up

1. Take the card from the printer and turn it over end to end so side 1 is facing up.
2. Insert the card in the printer.
3. If the card is not immediately picked, press the printer's User button.

172: Insert cleaning card

1. Insert cleaning card.
2. If the card is not immediately picked, press the printer's USER button.

173: Improper shutdown

Always use the POWER button to power off the printer.

Press and hold the USER button to set the printer to **Ready**.

Click **OK** on the PC to clear the message.

HINTS & TIPS

The system was shut down incorrectly or lost power.

175: C2 supply error

The C2 retransfer film has encountered an error.

1. Open the printer access door and remove the C2 retransfer film cartridge.
2. Reposition, repair, or replace the supply and advance the repaired area one full turn.
3. Replace the C2 retransfer film cartridge.
4. Close the printer access door.

Press the USER button on the printer to clear the message.

HINTS & TIPS

Refer to [“Replace the Retransfer Film”](#) on page 36 or [“Repair a Broken Ink Ribbon or Retransfer Film”](#) on page 72 for more information.

222: Firmware version mismatch

The printer and attached component firmware versions are not compatible. The system cannot process cards until the firmware has been updated.

Update both the printer and component to the latest firmware versions.

HINTS & TIPS

After the firmware update program completes, shut down and restart the system to complete the component firmware update.

228: C1 printhead error

The printer has encountered a critical error. The card will be canceled.

1. Press the printer POWER button to power off the system.
2. Request service. The system must remain powered off.

229: C2 heat sensor error

The C2 retransfer heat sensor has encountered a critical error. The card will be canceled.

1. Press the printer POWER button to power off the system.
2. Request service. The system must remain powered off.

230: C2 heater error

The C2 retransfer heater has encountered a critical error. The card will be canceled.

1. Press the printer POWER button to power off the system.
2. Request service. The system must remain powered off.

231: C2 heated roller motion error

The C2 retransfer heated roller has encountered a critical error. The card will be canceled.

1. Press the printer POWER button to power off the system.
2. Request service. The system must remain powered off.

232: Retransfer debow error

The printer has encountered an error in the retransfer debow area. The card will be canceled.

1. Press the USER button to move the card into the reject tray and clear the error.
2. If the error occurs again, open the printer access door and look for a card in the debow area.
3. Turn the K1 manual advance knob to move the card out of the printer.
4. If the problem continues to occur, request service.

233: Smart card contact fail

There is a critical error with the smart card contact. The card will be canceled.

1. Press the USER button to move the card into the reject tray and clear the error.
2. Send the card job to the printer again.

234: K1 transport card jam

The card did not reach the required position on the K1 horizontal transport. The card will be canceled.

1. Press the USER button to move the card into the reject tray and clear the error.
2. If the error occurs again, open the printer access door and remove the C2 retransfer film cartridge.
3. Turn the K1 manual advance knob counterclockwise to move the card to the output hopper.
4. Remove the card from the output hopper.
5. Replace the retransfer film cartridge.
6. Close the printer access door.

235: K2 transport card jam

The card did not reach the required position on the K2 vertical transport. The card will be canceled.

1. Press the USER button to move the card into the reject tray and clear the error.
2. If the error occurs again, open the printer access door.
3. Press the K3 rear access door release to open the rear access door.
4. Turn the K2 manual advance knob counterclockwise to move the card until it is accessible.
5. Remove the card through the rear access door.
6. Close the printer access doors.

236: Flipper module rotate error

The flipper did not reach the required position.

1. Open the printer access door.
2. Press the K3 rear access door release to open the rear access door.
3. Reach in and rotate the flipper module until the card is accessible.
4. Remove the card through the rear access door.
5. Close the rear access door and then close the printer access door.

Press the USER button to clear the message.

237: C1 supply out or missing

The C1 ink ribbon is missing or out of material.

1. Open the printer access door and remove the C1 ink ribbon cartridge.
2. Replace the ink ribbon.
3. Replace the ink ribbon cartridge.
4. Close the printer access door.

Press the USER button on the printer to clear the message.

HINTS & TIPS

Refer to [“Replace the Ink Ribbon”](#) on [page 32](#) for more information.

238: C1 supply not identified

The printer cannot use the C1 ink ribbon installed.

Use a supply designed for this printer.

Press the USER button on the printer to clear the message.

239: C1 supply not supported

The printer model cannot use the C1 ink ribbon installed.

Use a supply designed for this printer model.

Press the USER button on the printer to clear the message. 240: C1 supply error

The C1 ink ribbon has encountered an error.

1. Open the printer access door and remove the C1 ink ribbon cartridge.
2. Reposition, repair, or replace the ink ribbon and advance the repaired area one full turn.
3. Replace the ink ribbon cartridge.
4. Close the printer access door.

Press the USER button on the printer to clear the message.

HINTS & TIPS

Refer to [“Replace the Ink Ribbon”](#) on [page 32](#) or [“Repair a Broken Ink Ribbon or Retransfer Film”](#) on [page 72](#) for more information.

241: C1 supply type error

The C1 ink ribbon does not support an action requested by this print job.

Use a supply designed for this printer model.

Press the USER button on the printer to clear the message.

242: RT1 reject tray full

The reject tray is full.

1. Open the printer access door.
2. Remove the retransfer film cartridge.
3. Remove the rejected cards.
4. Replace the retransfer film cartridge.
5. Close the printer access door.

Press the USER button on the printer to clear the message.

243: Card lost

A card that is expected to be in the printer is no longer present. The card will be canceled and added to the Lost Cards count. Send the job to print again.

Press the USER button on the printer to clear the message.

245: Configuration error

The configuration is not compatible with the printer model. The printer cannot print cards until the configuration issue is corrected. Contact your service provider for assistance.

275: Multi-hopper error

The multi-hopper has encountered a critical error. The card will be canceled.

1. Press the printer POWER button to power off the printer.
2. Press the POWER button again to power on the printer.

If the error occurs again, request service.

276: Multi-hopper card jam

The multi-hopper did not move a card into the printer.

Press the USER button to clear the error. If a card was jammed, it is moved to the reject tray.

277: Multi-hopper pick error

The multi-hopper did not pick a card from the input hopper cartridge.

1. Unlock the multi-hopper.
2. Remove each cartridge and make sure that cards are loaded properly.
3. Make sure that the cartridges are installed correctly.
4. Check the exception slide.
5. Lock the multi-hopper.

Press the USER button to clear the error.

278: Insert cleaning card in H2

1. Unlock the multi-hopper.
2. Remove unused cards and insert the cleaning card in hopper 2.
3. Close and lock the multi-hopper.
4. Press the printer's USER button to pick the card.

Emboss Messages

If your printer includes the optional embosser, the following messages indicate a condition in the embosser.

125: Emboss critical error

The embosser has encountered a critical error. The card will be canceled.

1. Press the printer POWER button to power off the system.
2. Request service.

The system must remain powered off.

126: Emboss format error

The emboss data sent does not match the format set in the embosser. The card will be canceled.

HINTS & TIPS

- Make sure that the data sent contains the correct number of characters.
- Ask your system administrator to make sure that all data to be embossed is encrypted.

127: Emboss transport error

The card is not correctly positioned in the embosser.

1. Open the embosser and remove the supply cartridges.
2. Remove any cards found.
3. Replace the cartridges, close and lock the embosser.

128: Embosser card jam

The card path is blocked in the embosser.

1. Open the embosser and remove the supply cartridges.
2. Remove any cards found.
3. Replace the cartridges, and then close and lock the embosser.

HINTS & TIPS

Refer to [“Clear an Embosser Card Jam”](#) on [page A-10](#) for more information.

129: Embosser topper jam

The embosser topping foil is not moving properly.

1. Open the embosser and remove the topping foil cartridge.
2. Reposition, repair, or replace the topping foil.
3. Replace the cartridge, and then close and lock the embosser.

130: Embosser card entry jam

The card path is blocked in the embosser.

1. Open the embosser and remove the supply cartridges.
2. Remove any cards found.
3. Replace the cartridges, and then close and lock the embosser.

HINTS & TIPS

Refer to [“Clear an Embosser Card Jam”](#) on [page A-10](#) for more information.

131: Embosser card exit jam

The card path is blocked in the embosser.

1. Open the embosser and remove the supply cartridges.
2. Remove any cards found.
3. Replace the cartridges, and then close and lock the embosser.

HINTS & TIPS

Refer to [“Clear an Embosser Card Jam”](#) on [page A-10](#) for more information.

132: Embosser card stack full

The embosser output hopper is full or blocked.

Remove cards from the output hopper.

133: Embosser card reject full

The embosser reject tray is full.

1. Open the embosser and empty the reject tray.
2. Close and lock the embosser.

HINTS & TIPS

The embosser reject tray holds five cards. Empty it regularly to avoid receiving the message. Refer to [“Empty the Embosser Reject Tray”](#) on [page A-9](#) for more information.

135: Indent ribbon supplies out

The embosser does not have usable indent ribbon.

1. Open the embosser and remove the indent ribbon cartridge.
2. Install a new indent ribbon.
3. Replace the cartridge, and then close and lock the embosser.

HINTS & TIPS

Refer to [“Load the Indent Ribbon Cartridge”](#) on [page A-6](#) for more information.

136: Indent ribbon break

The embosser indent ribbon is not moving properly.

1. Open the embosser and remove the indent ribbon cartridge.
2. Reposition, repair, or replace the ribbon and advance the repaired area one full turn.
3. Replace the cartridge, and then close and lock the embosser.

HINTS & TIPS

Refer to [“Load the Indent Ribbon Cartridge”](#) on [page A-6](#) or to [“Repair Broken Indent Ribbon or Topping Foil”](#) on [page A-11](#) for more information.

137: Embosser wheel error

The card path is blocked in the embosser.

1. Open the embosser and remove the supply cartridges.
2. Remove any cards found.
3. Replace the cartridges, and then close and lock the embosser.

138: Embosser indent error

The embosser indent ribbon is not moving properly.

1. Open the embosser and remove the indent ribbon cartridge.
2. Reposition, repair, or replace the ribbon and advance the repaired area one full turn.
3. Replace the cartridge, and then close and lock the embosser.

139: Lost card, open emboss cover

The card is not correctly positioned in the embosser.

1. Open the embosser and remove the supply cartridges.
2. Remove any cards found.
3. Replace the cartridges, and then close and lock the embosser.

140: Embosser not available

The printer and embosser cannot communicate. The card will be canceled.

1. Make sure the data cable from the embosser to the printer is securely plugged in.
2. Press the printer POWER button to power off the printer and embosser.
3. Press the POWER button again to power on the printer and embosser.

141: Close emboss cover

The embosser, printer, or multi-card hopper is open.

Make sure that all access doors are closed securely and locked.

142: Emboss cover error

The embosser, printer, or multi-card hopper is open.

Make sure that all access doors are closed securely and locked.

143: Topping foil problem

The embosser topping foil is not moving properly. The card will be canceled.

1. Open the embosser and remove the topping foil cartridge.
2. Reposition, repair, or replace the topping foil and advance the repaired area one full turn.
3. Replace the cartridge, and then close and lock the embosser.

HINTS & TIPS

Refer to [“Load the Topping Foil Cartridge”](#) on [page A-8](#) or to [“Repair Broken Indent Ribbon or Topping Foil”](#) on [page A-11](#) for more information.

144: Topping foil out

The embosser does not have usable topping foil.

1. Open the embosser and remove the topping foil cartridge.
2. Install new topping foil.
3. Replace the cartridge, and then close and lock the embosser.

HINTS & TIPS

Refer to [“Load the Topping Foil Cartridge”](#) on [page A-8](#) for more information.

145: Topping foil type problem

The embosser cannot use the topping foil installed. The card will be canceled.

Use supplies designed for this printer.

146: Topping foil support err

The embosser cannot use the topping foil installed. The card will be canceled.

Use supplies designed for this printer.

147: Topping foil no tag found

The embosser cannot use the topping foil installed.

1. Open the embosser and remove the topping foil cartridge.
2. Install new topping foil.
3. Replace the cartridge, and then close and lock the embosser.

Driver-Only Message

The following message is issued by the Card Printer Driver if you send a print job to the CR825 or CE875 instant issuance system using the driver. The Card Printer Driver does not support the CR825 and CE875 systems. The message displays on the PC that sent the card print job. It does not display on the printer LCD.

518: Unable to print.

The driver does not support the printer you have selected. Contact your authorized service representative for assistance.



Appendix A: CE875 Instant Issuance System



This appendix provides information about the CE875 instant issuance system.

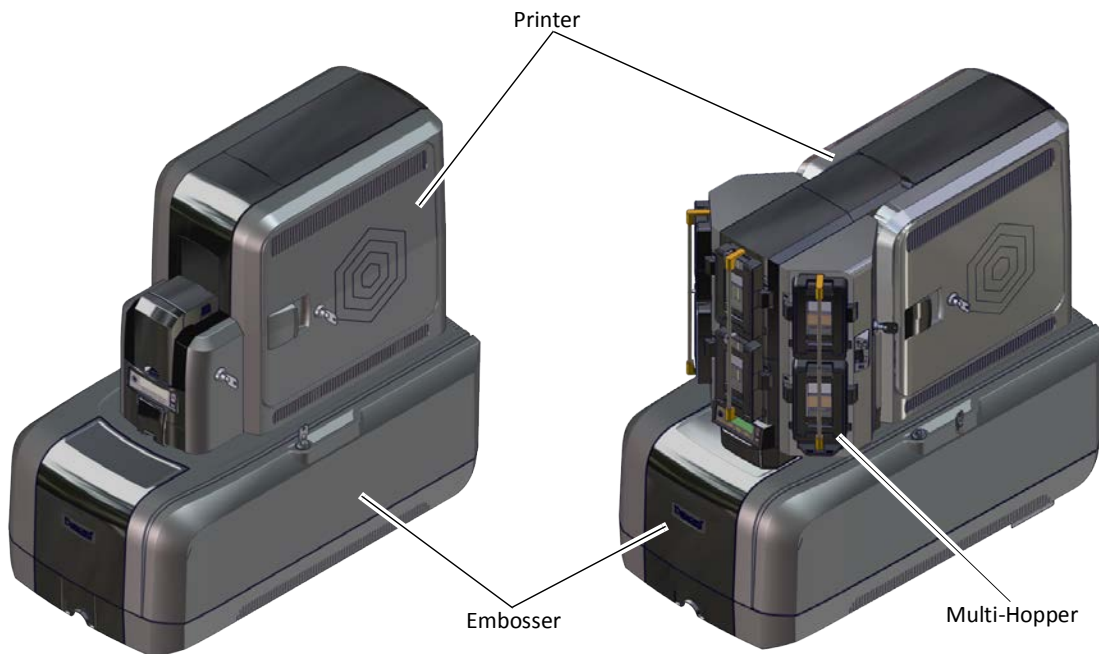
About the Embosser

The CE875 system consists of a card printer and the CEM embosser. The CE875 system can print cards and then emboss and indent characters on the card. The embosser creates the raised lettering and numbering that is on the front and back of most financial or debit cards.

The embosser contains an embossing wheel and topping and indent ribbon cartridges. The embossing wheel can have up to 75 punch and die (emboss) or punch and anvil (indent) pairs. A second wheel option allows for up to 75 additional emboss characters. Multiple font choices and a variety of special characters are available for the embossing wheel. Refer to “[Embosser Configuration Label](#)” on [page A-5](#) for more information about identifying the embosser options.

Single-Hopper System

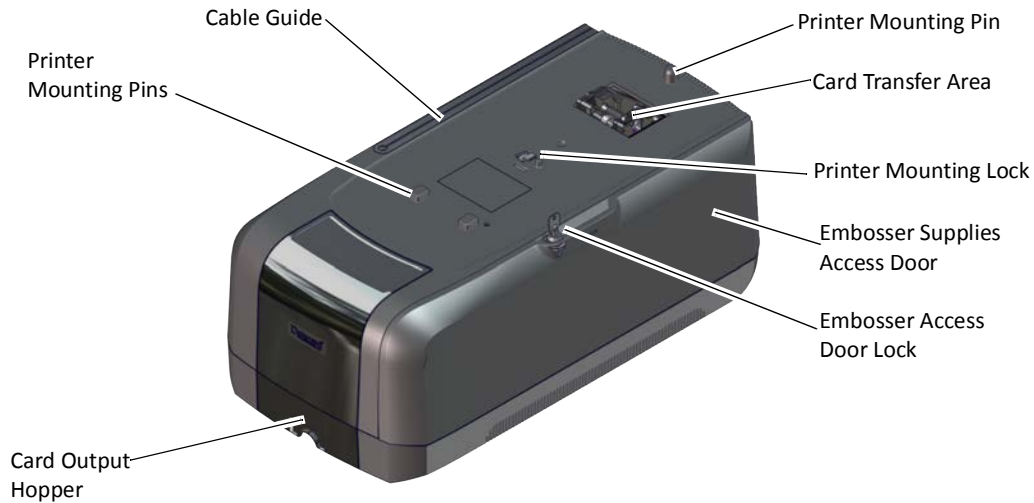
Multi-Hopper System



Outside the Embosser

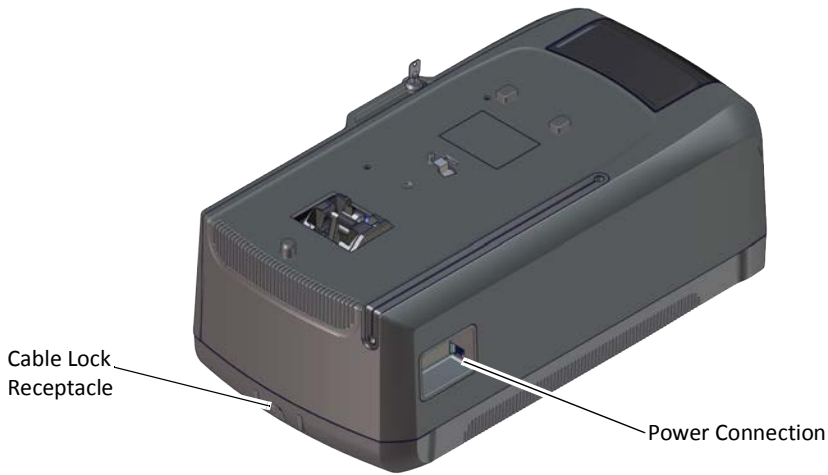
Use the following sections to become familiar with the CEM embosser.

Embosser Top, Front, and Right Side



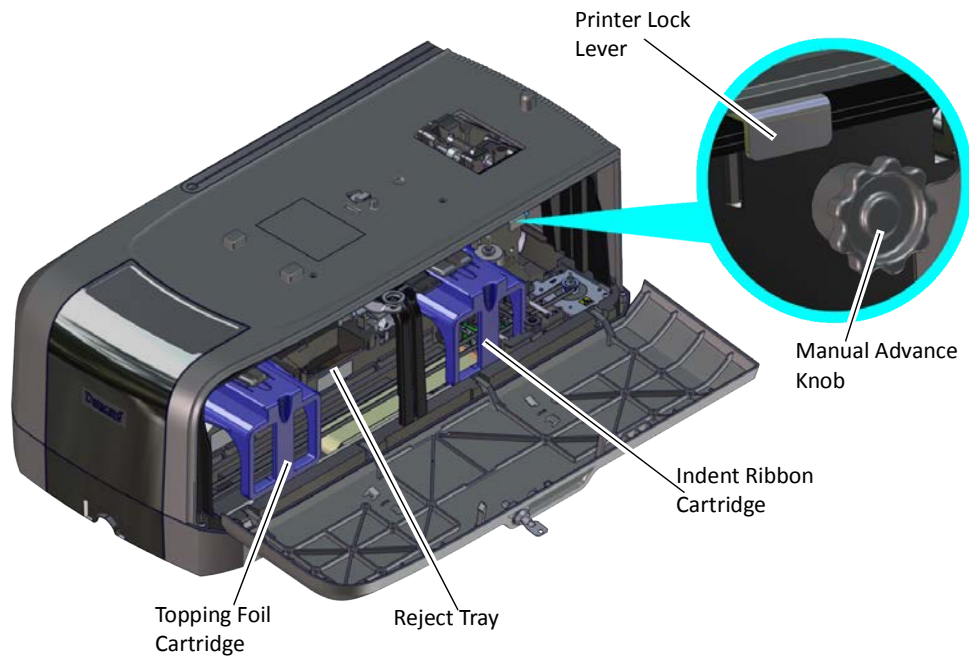
- | | |
|--------------------------------------|--|
| Cable Guide | The cable guide keeps the interconnect data cable between the printer and embosser hidden. |
| Printer Mounting Pins | The mounting pins align the printer with the embosser. |
| Card Transfer Area | The card transfer area receives the card from the printer and places it in position for embossing and indenting. |
| Printer Mounting Lock | The mounting lock secures the printer to the embosser. |
| Embosser Supplies Access Door | The embosser supplies access door provides access to the indent ribbon and topping foil cartridges. |
| Embosser Access Door Lock | The embosser access door lock provides secure access to the embosser supplies. |
| Card Output Hopper | The card output hopper holds up to ten completed cards. |

Embosser Back and Left Side



- Cable Lock Receptacle** The cable lock receptacle allows you to connect a cable-style lock.
- Power Connection** The power connection provides a plug-in receptacle for the embosser power supply.

Inside the Embosser



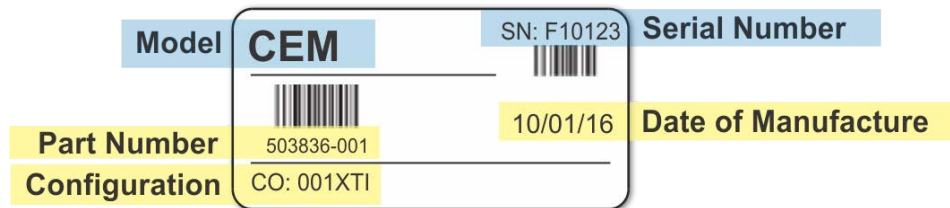
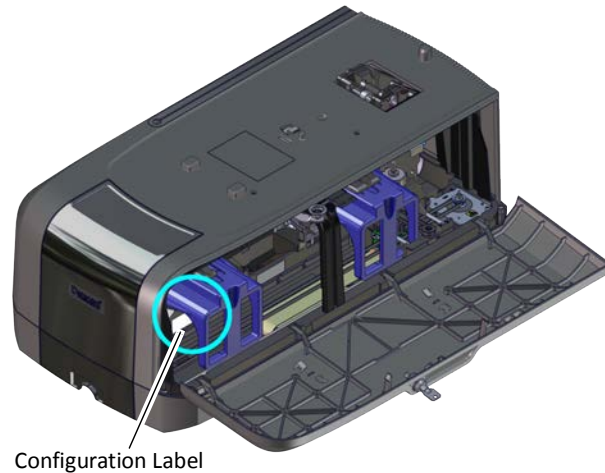
- Printer Lock Lever** The lever locks the printer to the embosser. Slide the lever to the left to unlock the components. Slide the lever to the right to lock the components together.
- Manual Advance Knob** The manual advance knob allows you to move the card in the card track to clear a card jam.
- Indent Ribbon Cartridge** The indent ribbon cartridge holds the indent ribbon supply.
- Reject Tray** The reject tray holds up to five unfinished cards or cards that were not processed properly. Empty the reject tray regularly to prevent card jams. Refer to [“Empty the Embosser Reject Tray”](#) on [page A-9](#).
- Topping Foil Cartridge** The topping foil cartridge holds the topping foil supply.

Embosser Configuration Label

The embosser configuration label shows the embosser name, serial number, configuration, and date and country of assembly.

The configuration label provides information that is useful when requesting service. It also helps you know which components were installed when the embosser was manufactured. Additional labels may be attached to indicate options installed by the dealer or sales group after the embosser was manufactured.

The embosser configuration label is located inside the embosser on the lower enclosure. To view the label, unlock and open the embosser supplies access door and locate the label inside.



Option	Configuration Code
Type Set	001=Single Embosser 002=Double Embosser
Additional Type	X=None N=Tilde C=Tilde and Cedilla H=Large Gothic S=Special
Topping Foil	X=None T=ToppingFoil
Indent	X=None I=Indent

Load Embosser Supplies

Embossing supplies include topping foil and indent ribbon. The topping foil is applied to the embossed characters and can be applied to up to five lines of characters. The indent ribbon is used to apply black or white color to a single line of indented characters.

If the embosser supplies are preloaded into their cartridges, install the cartridges into the embosser.



The topping foil and indent ribbon cartridges are not interchangeable. They fit only into the designated cartridge area.

Load the Indent Ribbon Cartridge

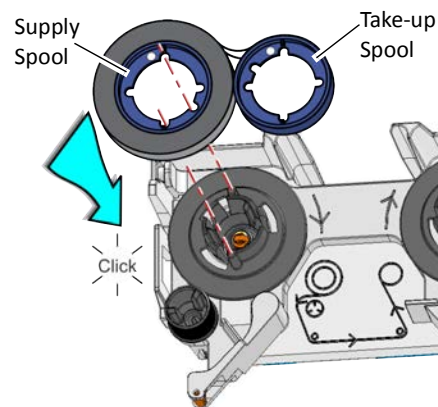
1. Prepare the indent ribbon cartridge and indent roll.

- a. Unlock and open the embosser supplies access door and remove the indent ribbon cartridge from the embosser. The indent ribbon cartridge is on the right as you face the embosser opening.
- b. Place the indent ribbon cartridge on a flat surface with the spindles facing up.
- c. Remove the used indent ribbon spools from the cartridge and discard them according to your site's security procedures.
- d. Remove the new indent roll from its package.

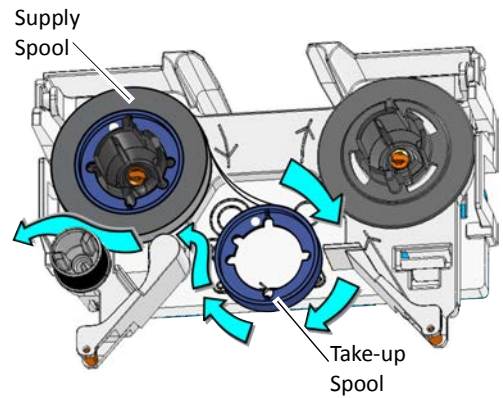
IMPORTANT! Do not separate the silver take-up spool away from the blue supply spool.

2. Secure the blue supply spool into the spindle.

- a. Match the keyed pattern of the supply spool hub with the left side spindle.
- b. Push the supply spool into the spindle until it clicks securely into place.



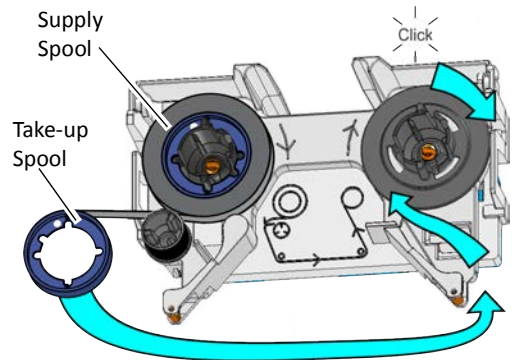
3. Prepare the ribbon for routing.
 - a. Roll up one full turn of indent ribbon on the silver take-up spool.
 - b. Roll out a slack length of indent ribbon from the supply spool.



4. Route the ribbon around the rollers on the indent ribbon cartridge.

IMPORTANT! Do not twist the ribbon while routing.

5. Secure the take-up spool into the spindle.
 - a. Match the keyed pattern of the take-up spool hub with the right-side spindle.
 - b. Push the take-up spool into the spindle until it clicks securely into place.



6. Turn the take-up spool one full turn clockwise to take up ribbon slack.

7. Replace the indent ribbon cartridge.

- a. Hold the cartridge by its handle.
- b. Align the cartridge with the guides inside the embosser.
- c. Slide the cartridge in until it clicks and stops.

8. Close and lock the embosser supplies access door.



Load the Topping Foil Cartridge

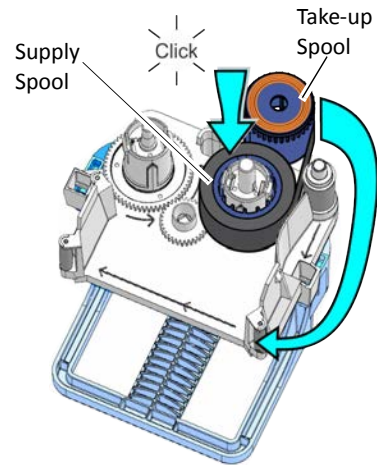
1. Prepare the topping foil cartridge and topping roll.

- a. Unlock and open the embosser supplies access door and remove the topping foil cartridge from the embosser. The topping foil cartridge is on the left as you face the embosser opening.
- b. Place the topping foil cartridge on a flat surface with the spindles facing up.
- c. Remove the used topping foil spools from the cartridge and discard them according to your site's security procedures.
- d. Remove the new topping foil from its package.



2. Secure the supply spool into the spindle.

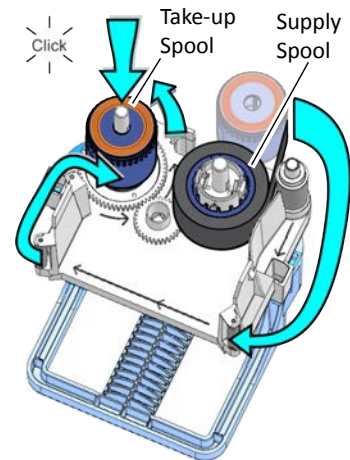
- a. Match the keyed pattern of the blue supply spool hub with the right-side spindle.
- b. Push the supply spool into the spindle until it clicks securely into place.



3. Roll out and route the foil around the rollers on the topping foil cartridge.

4. Secure the silver take-up spool into the spindle.

- a. Match the keyed pattern of the take-up spool hub with the left-side spindle.
- b. Push the take-up spool into the spindle until it clicks securely into place.



5. Turn the take-up spool one full turn counterclockwise to take up foil slack.

6. Replace the topping foil cartridge.
 - a. Hold the cartridge by its handle.
 - b. Align the top of the cartridge with the guides inside the embosser.
 - c. Slide the cartridge in until it clicks and stops.
7. Close and lock the embosser supplies access door.



Empty the Embosser Reject Tray

Unfinished cards, or cards that were not processed properly, are placed in the reject tray inside the embosser. Empty the reject tray regularly to avoid card jams.

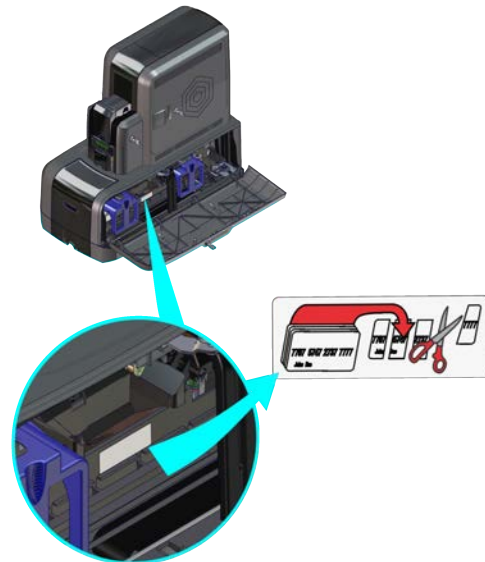


The printer reject tray is not used when the embosser is present. Rejected cards are always placed in the embosser reject tray.

1. Unlock and open the embosser supplies access door.
2. Remove the cards from the reject tray.

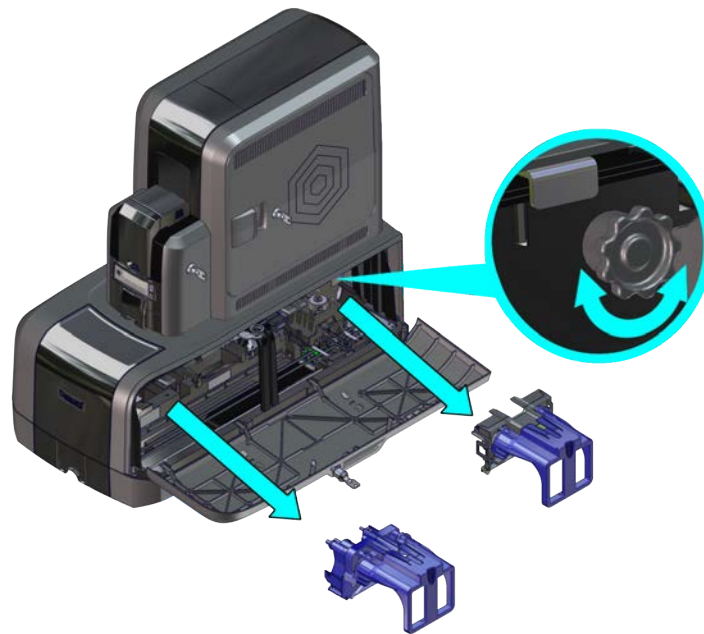
Follow your site's guidelines to properly dispose of the cards removed from the reject tray.

3. Close and lock the embosser supplies access door.



Clear an Embosser Card Jam

1. Unlock and open the embosser supplies access door.
2. Remove the indent ribbon and topping foil cartridges.
3. Rotate the manual advance knob inside of the embosser until the jammed card is accessible from the rollers.
4. Remove the card.
5. Replace the indent ribbon and topping foil cartridges.
6. Close and lock the embosser supplies access door.



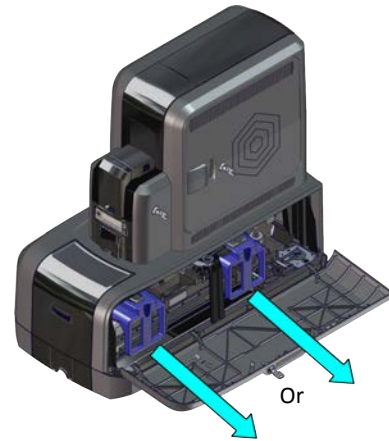
Repair Broken Indent Ribbon or Topping Foil

If the indent ribbon or topping foil breaks, you can repair it and continue using the supply.

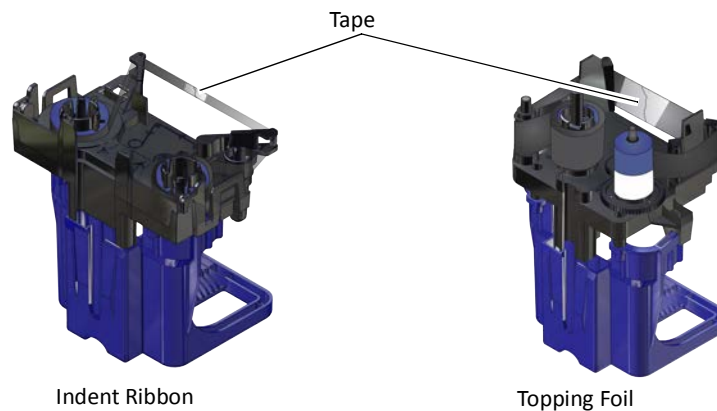
1. Unlock and open the embosser supplies access door.
2. Remove the cartridge with the broken supply from the embosser.
3. Trim the ends of the broken supply evenly.



Do not remove the used supply from the take-up spool.



4. Align the ends of the broken supply evenly and apply adhesive tape to secure them.



5. Turn the take-up spool until the mended portion is wound onto the spool two or three turns.
6. Remove any slack in the supply.
7. Reinstall the cartridge into the embosser until it clicks into position.
8. Close the embosser supplies access door and lock the embosser.

