User Reference Guide

ENTRUST

User Reference Guide

CR805™ Retransfer Card Printer

ENTRUST
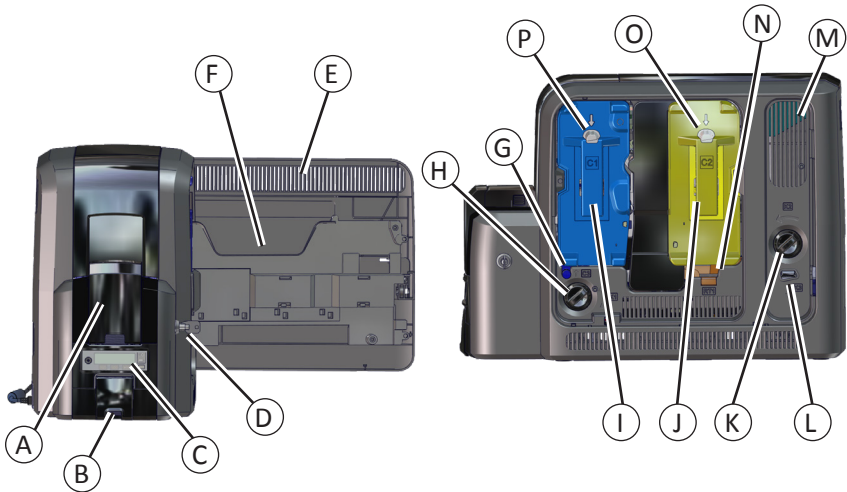
CR805 Retransfer Card Printer

Contents

The CR805 Card Printer

A   Input Hopper
B   Output Hopper
C   Front Panel
D   Printer Lock (optional, see note)
E   Printer Access Door
F   *User Reference Guide* Slot
G   Cleaning Spindle Handle (C3)
H   Manual Advance Knob (K1)
I   Ink Ribbon Cartridge (C1)

J   Retransfer Cartridge (C2)
K   Manual Advance Knob (K2)
L   Rear Access Door Release (K3)
M   Vertical Transport Area
N   Reject Tray (RT1)
O   Retransfer Film Cartridge Release Button
P   Ink Ribbon Cartridge Release Button

> If your printer does not have locks, disregard instructions that ask you to unlock or lock the printer.

Front Panel

Ready   Eng
CR805

LCD Front Panel

Status Lights:
Ribbon
Cards

Power Button

Down Arrow   Up Arrow   Enter

User Light & User Button
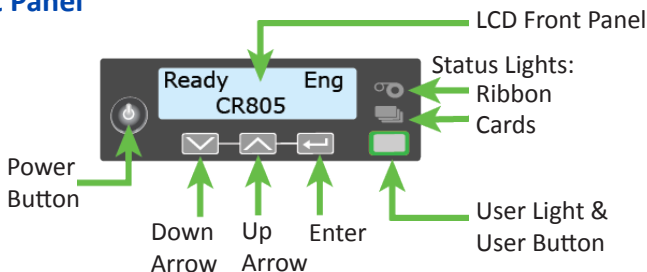
CR805 Retransfer Card Printer

The CR805 Printer with Optional Multi-Hopper
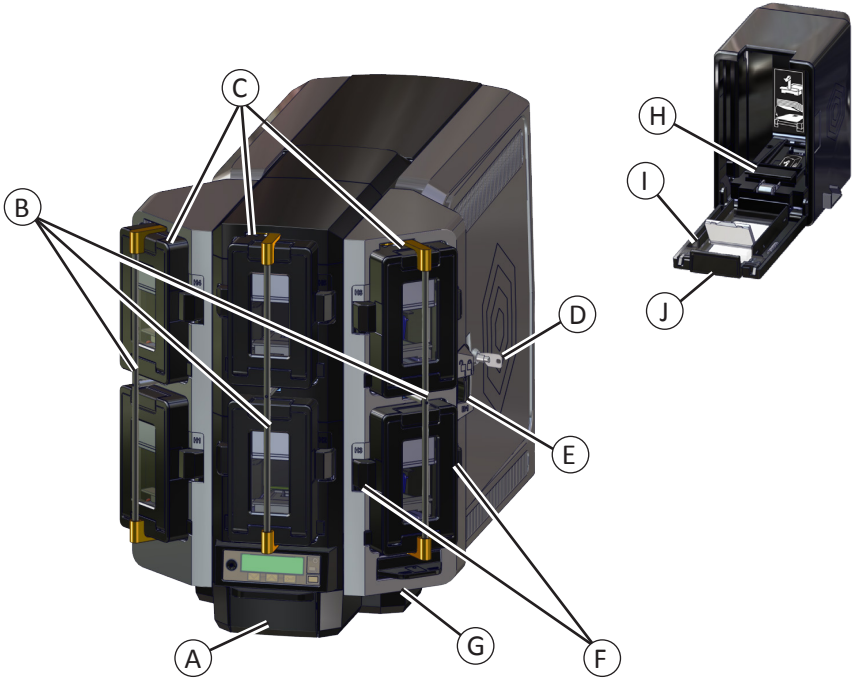
A = Output Hopper
B = Hopper Lock Bars
C = Input Hoppers 1–6
D = Multi-Hopper Lock
E = Lock Bar Release Button (B1)

F = Cartridge Release Buttons
G = Exception Slide
H = Card Weight
I = Cartridge Door
J = Cartridge Door Release Button
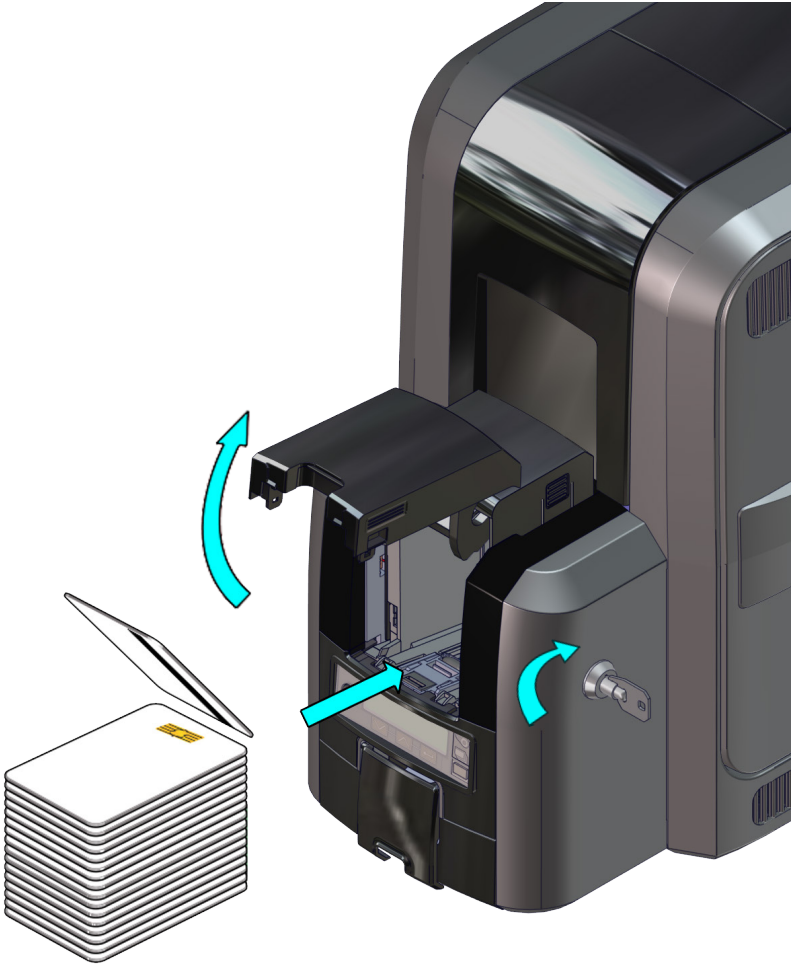
Load Cards in a Single-Hopper Printer

Use the Exception Slot

Load Cards in a Multi-Hopper Printer

a

1. Unlock the multi-hopper lock.
2. Slide the lock bar release button (B1) to the left.
3. Rotate a lock bar to the left.

CR805 Retransfer Card Printer
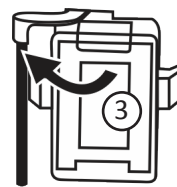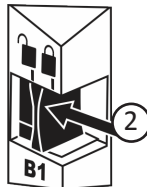
Load Cards in a Multi-Hopper Printer (cont.)

b

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 pull it forward until it locks in position.

6. Load the cards into the cartridge.
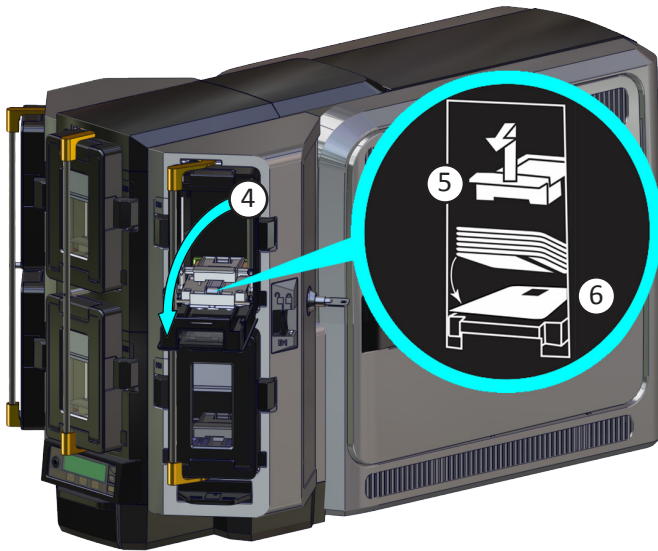
c Close the cartridge door to release the card weight so that it rests on top of the cards.

Card Weight

Cards
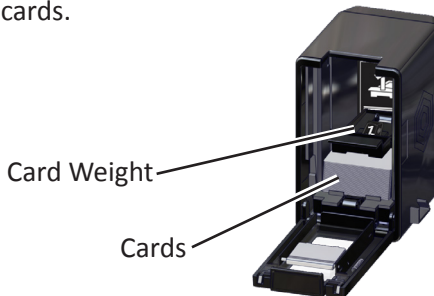
d Repeat for each input hopper cartridge.

Return all locks to the locked position when finished.

Use the Multi-Hopper Exception Slide

a Pull out the multi-hopper exception slide and insert the card.
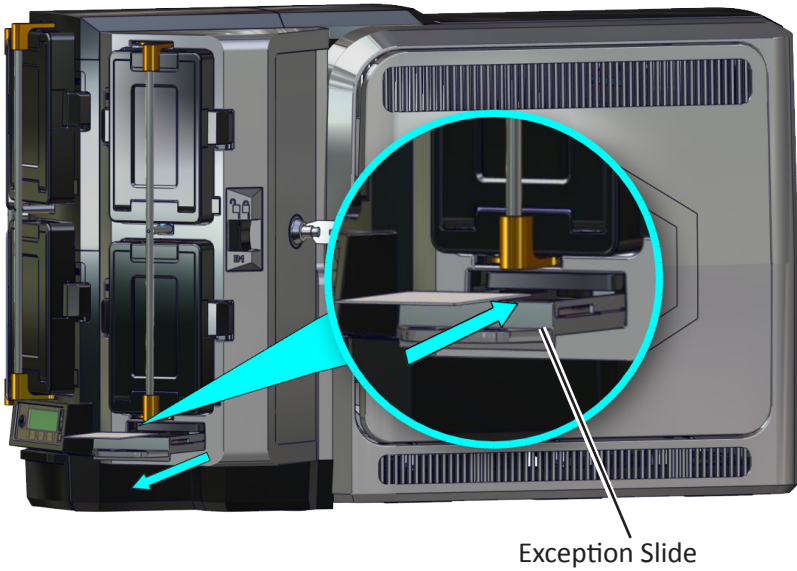
Exception Slide

b Push in the exception slide.

Replace the Color Ink Ribbon

a
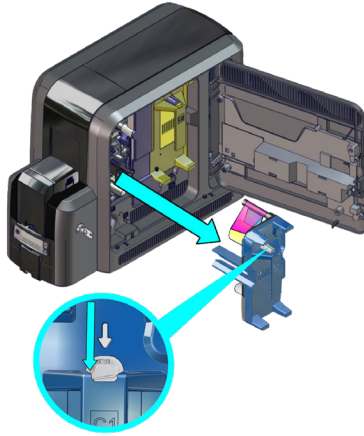
b
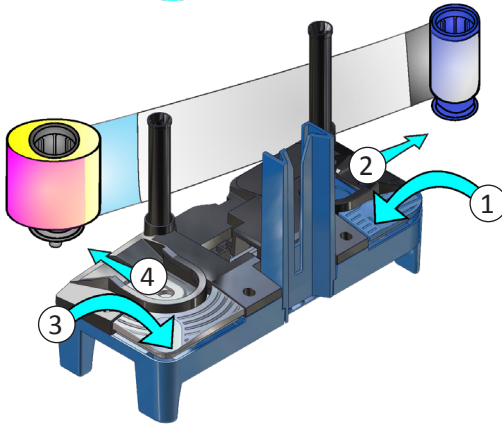
c
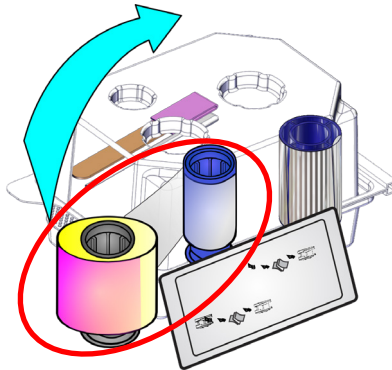
Replace the Color Ink Ribbon (cont.)

d

Click

e

Click
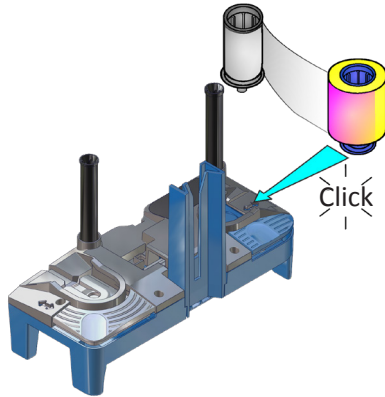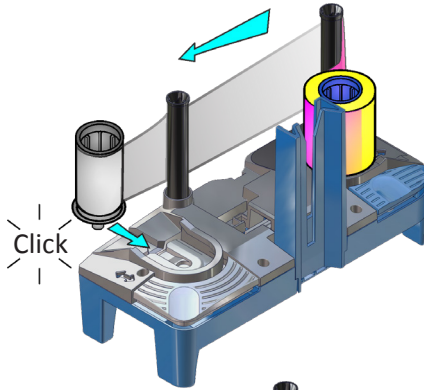
f
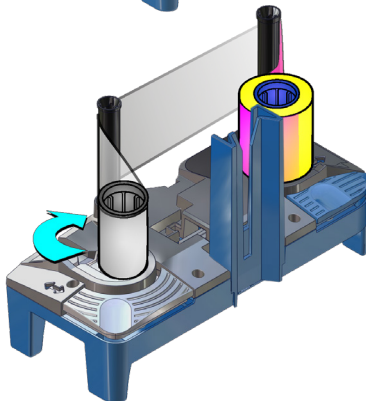
g Replace the ink ribbon cartridge in the printer.

Replace the Cleaning Sleeve

a

b

C3
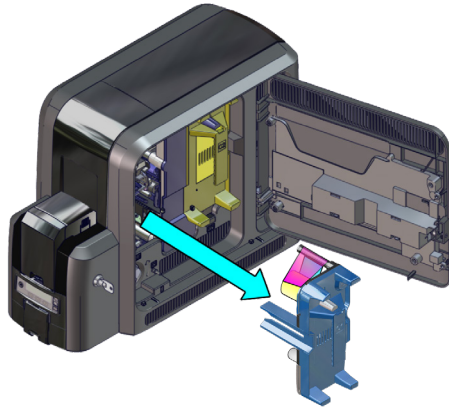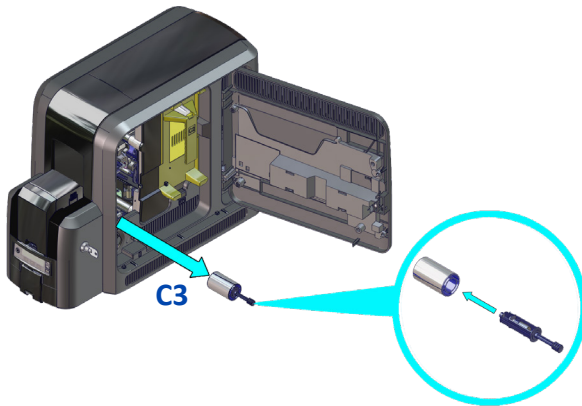
c
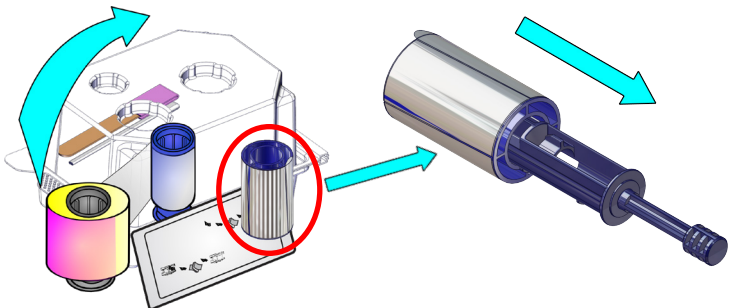
Replace the Cleaning Sleeve (cont.)

d

e

C3
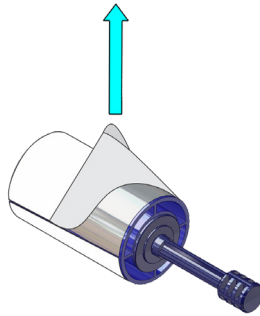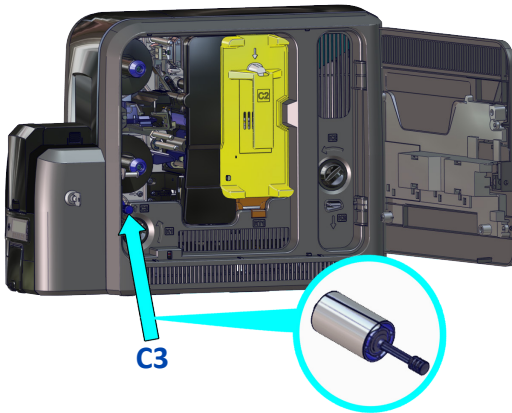
f
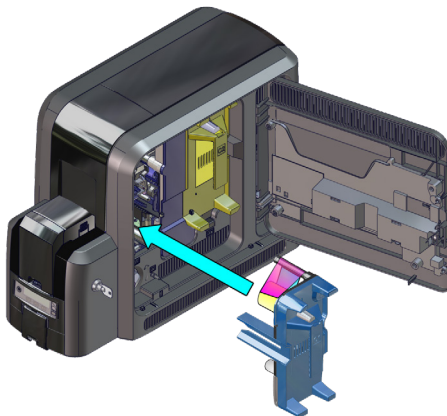
Replace the Retransfer Film

a
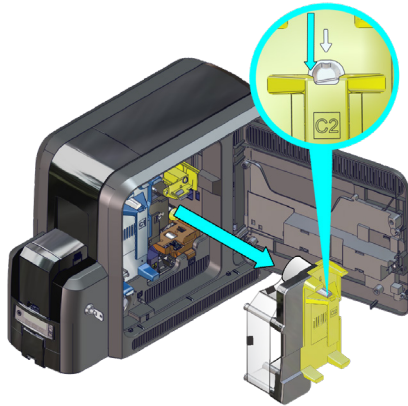
b

c
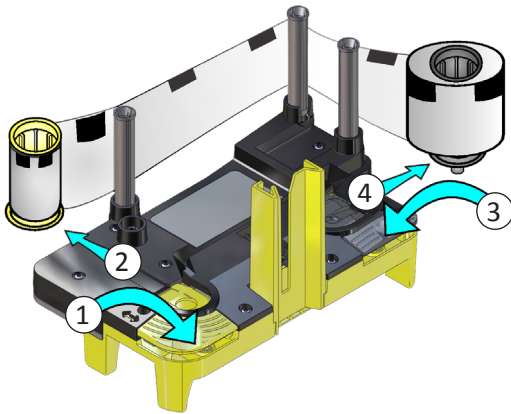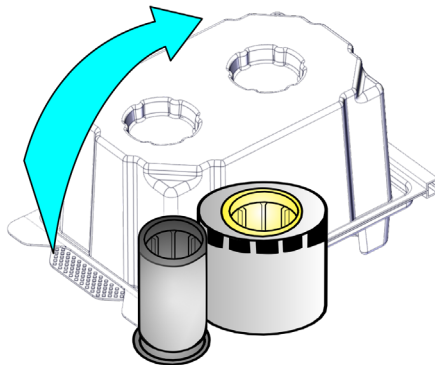
Replace the Retransfer Film (cont.)

d

Click

e

Click
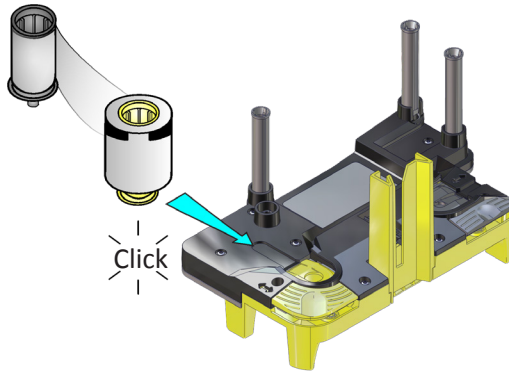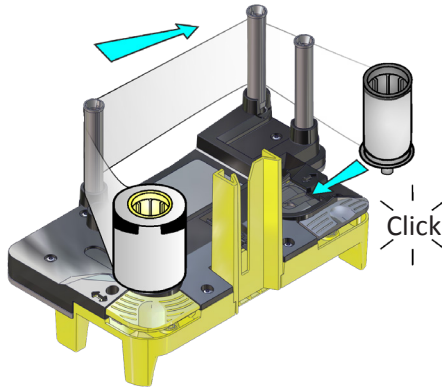
f
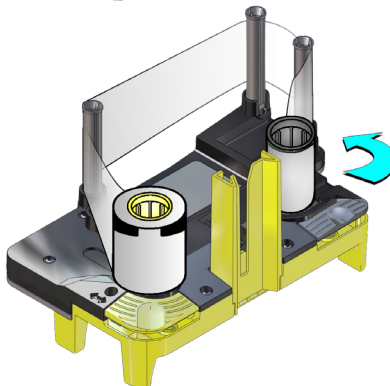
g Replace the retransfer film cartridge in the printer.

Empty the Reject Tray

a
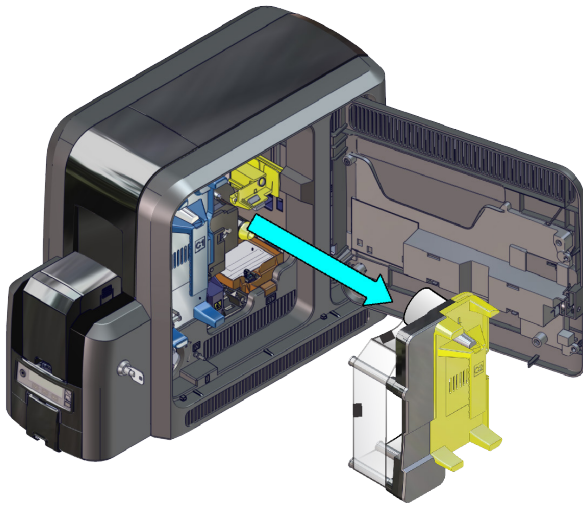
b
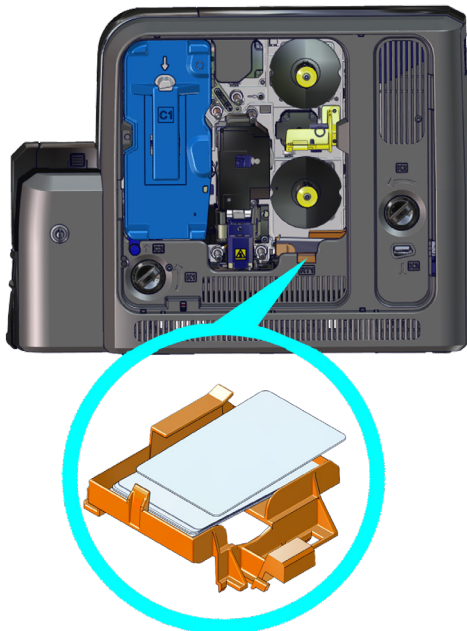
Clear a K1 Horizontal Transport Card Jam

Single-Hopper Printer

a Unlock the printer and open the printer access door.

Remove the retransfer film cartridge.
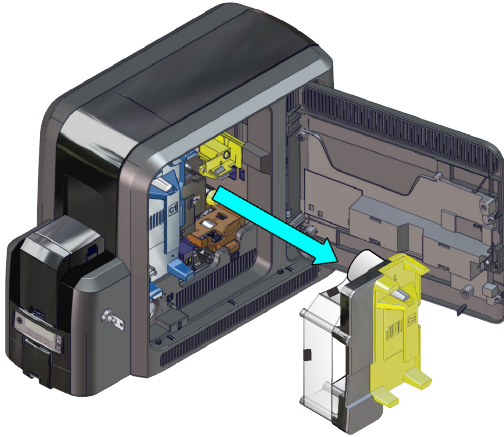
b Turn the K1 manual advance knob counterclockwise to move the jammed card into the output hopper.

Remove the card through the output hopper.
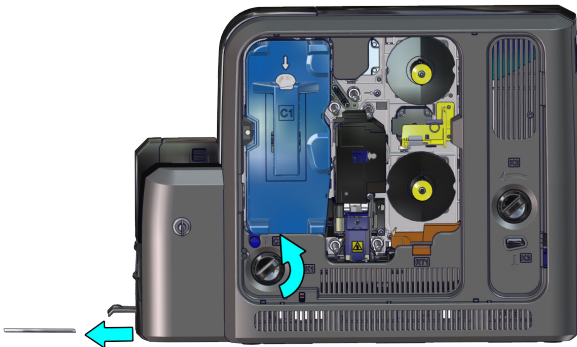
c Replace the retransfer film cartridge and close and lock the printer.

Clear a K1 Horizontal Transport Card Jam (cont.)

Multi-Hopper Printer

a

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 access the card.
4. Remove the card from the printer.
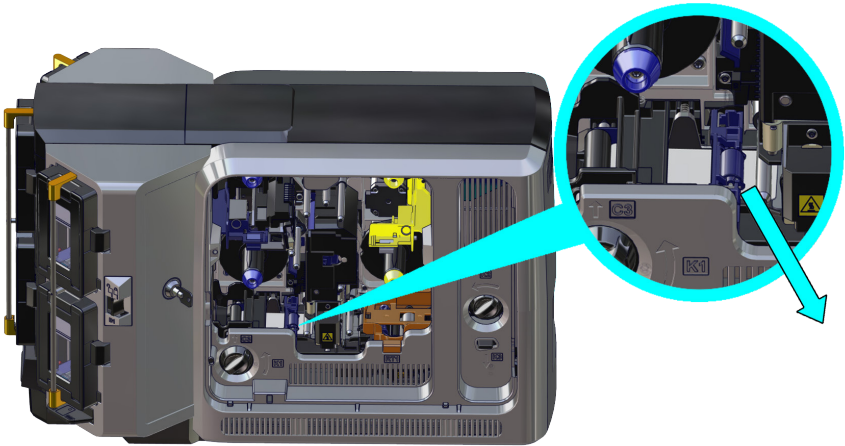
b Replace the cartridges and close and lock the printer.

Clear a K2 Vertical Transport Card Jam

a

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.
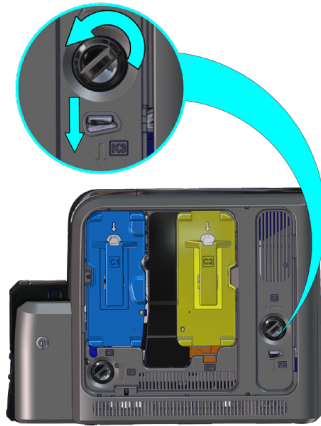
b   Remove the card through the rear access door.

c   Close the printer doors and lock the printer.
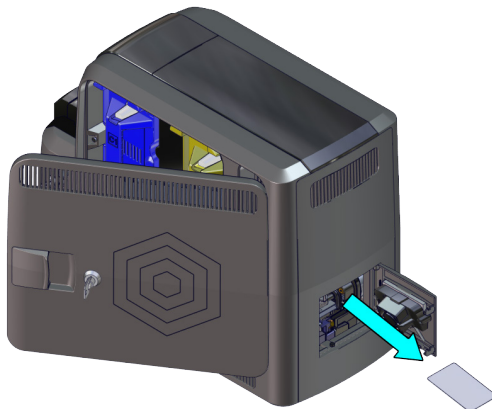
CR805 Retransfer Card Printer

Clear a Flipper Card Jam

a Unlock the printer and open the printer access door.

Press the K3 rear access door release to open the rear access door.
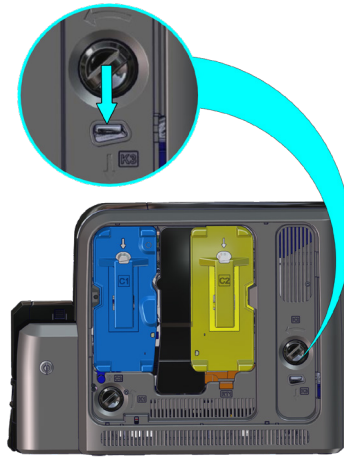
b Rotate the flipper module to access the card.

Remove the card through the rear access door.

c Close the printer doors and lock the printer.

Repair a Broken Ink Ribbon

a
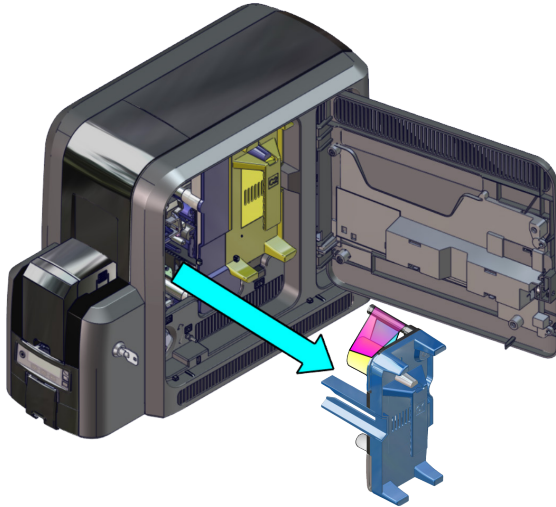
b
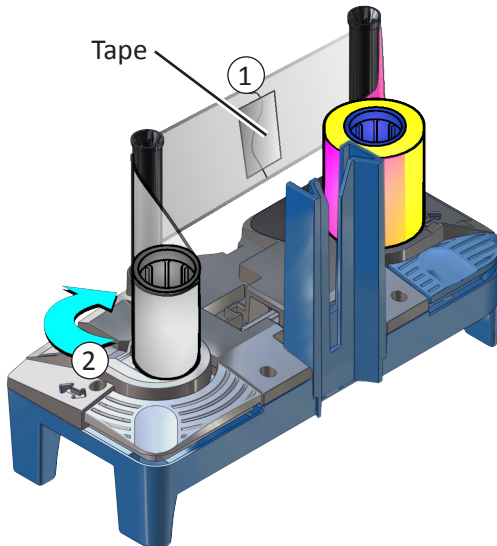
Tape

1

2

Repair Broken Retransfer Film

a

b

Tape
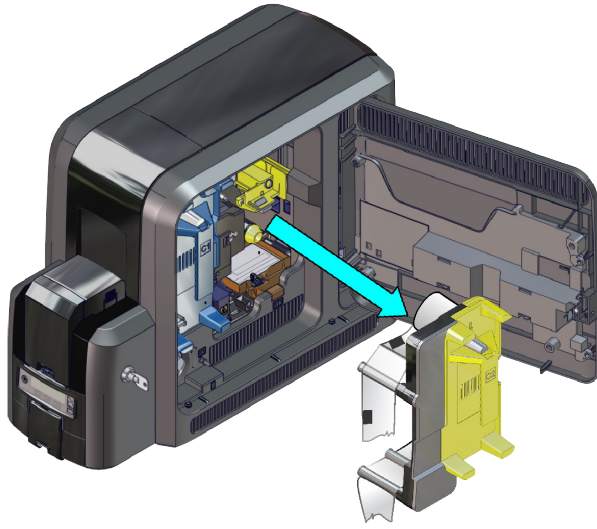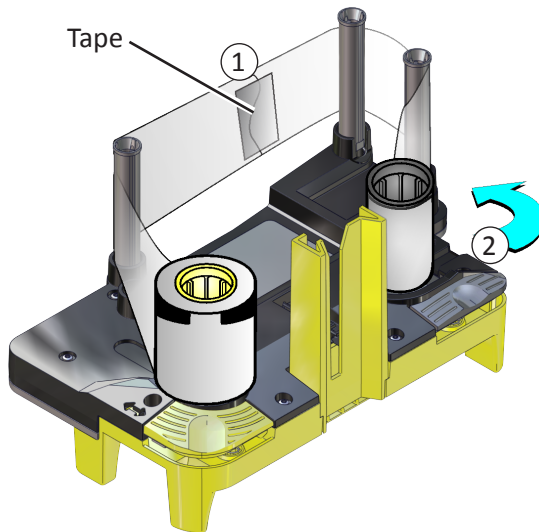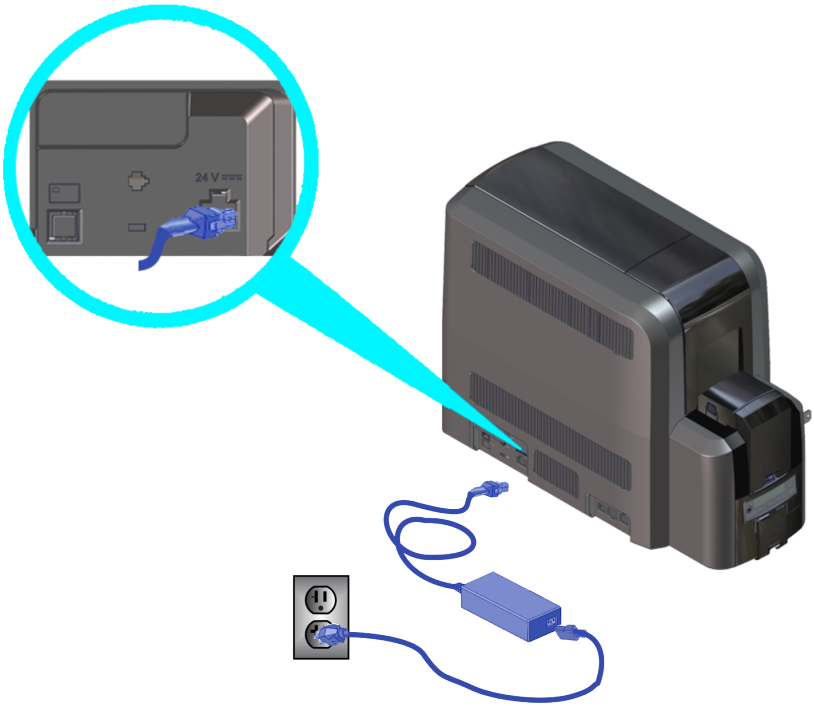
Check the Power Connection

Check the Data Connection

USB
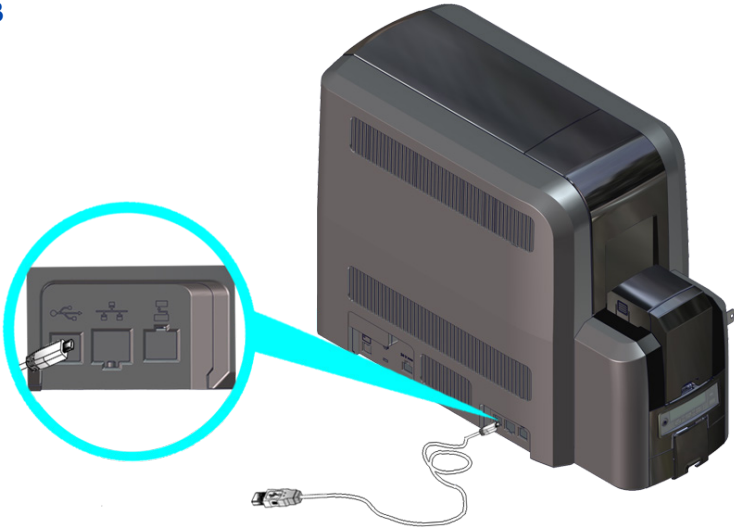
Network
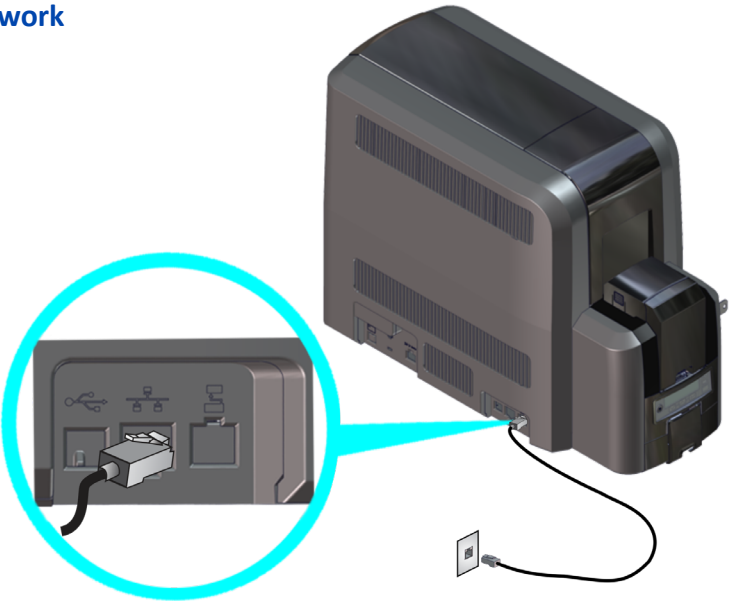
Common Printer LCD Messages

Error Message	Refer to:
112: Card hopper empty	"Load Cards in a Single-Hopper Printer" on page 5 "Use the Exception Slot" on page 6 "Load Cards in a Multi-Hopper Printer" on page 7 "Use the Multi-Hopper Exception Slide" on page 9
166: C2 supply out or missing 167: C2 supply not identified 168: C2 supply not supported	"Replace the Retransfer Film" on page 14
172: Improper shutdown	"Check the Power Connection" on page 23 "Check the Data Connection" on page 24
175: C2 supply error	"Repair Broken Retransfer Film" on page 22
234: K1 transport card jam	"Clear a K1 Horizontal Transport Card Jam" on page 17
235: K2 transport card jam	"Clear a K2 Vertical Transport Card Jam" on page 19
236: Flipper module rotate error	"Clear a Flipper Card Jam" on page 20
237: C1 supply out or missing 238: C1 supply not identified 239: C1 supply not supported	"Replace the Color Ink Ribbon" on page 10 "Replace the Cleaning Sleeve" on page 12
240: C1 supply error	"Repair a Broken Ink Ribbon" on page 21
242: RT1 reject tray full	"Empty the Reject Tray" on page 16
277: Multi-hopper pick error	"Load Cards in a Multi-Hopper Printer" on page 7

CR805 Retransfer Card Printer

Common Print Quality Concerns

Problem	Cause	Solution
Non-repeating color dots on cards	Dust on the ink ribbon or retransfer film	• Advance the supply, or • "Replace the Color Ink Ribbon" on page 10 • "Replace the Retransfer Film" on page 14
Wrinkles appear on cards	Supplies are wrinkled	• Advance the supply, or • "Replace the Color Ink Ribbon" on page 10 • "Replace the Retransfer Film" on page 14
Blurred or discolored images Small unprinted areas on cards	• Fingerprints, debris, or scratches on cards • Debris inside the printer • The printhead is dirty	• Make sure cards are clean • Clean the printer. Refer to the "Cleaning Schedule" on page 27 • "Replace the Cleaning Sleeve" on page 12 • "Clean the Printhead" on page 35
Repeating color dots on multiple cards	Dust or debris on the cam rollers	"Clean the Printhead Cam Rollers" on page 39
Color or white streaks appear on cards	Dust or debris on the printhead	• Print another card to see if the problem continues • "Clean the Printhead" on page 35

• Refer to the *CR805 Retransfer Card Printer User's Guide* for additional troubleshooting information.

• Also refer to the "Cleaning Schedule" on page 27 for best-practices recommendations for maintaining the printer.

Cleaning Schedule

Follow the recommended cleaning schedule to maintain the printer and obtain the best print quality.

Schedule	Action	Procedure
When you change the ink ribbon	Clean the printer with the isopropanol cleaning card.	• "Single-Hopper Printer" on page 28 • "Multi-Hopper Printer" on page 29
	Replace the cleaning sleeve (C3).	"Replace the Cleaning Sleeve" on page 12
	Clean the printhead	"Clean the Printhead" on page 35
If you see particles on completed cards	Replace the cleaning sleeve (C3).	"Replace the Cleaning Sleeve" on page 12
	Clean the printer with the adhesive cleaning card.	• "Single-Hopper Printer" on page 31 • "Multi-Hopper Printer" on page 32
If you see color or white lines on completed cards	Clean the printhead	"Clean the Printhead" on page 35
If you see repeating color dots on completed cards	Clean the printhead cam rollers.	"Clean the Printhead Cam Rollers" on page 39

> ℹ️ When you clean the printer using either the isopropanol or adhesive cleaning card, remove the ink ribbon (C1) and retransfer film (C2) cartridges, and the cleaning sleeve.

Use the Isopropanol Cleaning Card

Use the isopropanol cleaning card regularly to clean the printer. Refer to the "Cleaning Schedule" on page 27.

Single-Hopper Printer

a Unlock the printer and remove the supply cartridges and cleaning sleeve.

Open the input hopper and remove the unprinted cards. Handle the cards by the edges, or wear card inspection gloves.

Isopropanol
Cleaning Card
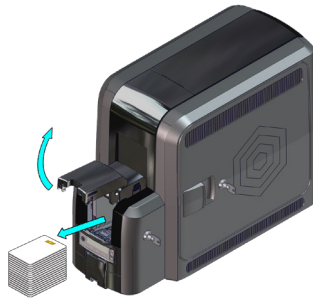
b Open the cleaning card package and remove the isopropanol cleaning card.

c Load the cleaning card in the input hopper.

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

Card Without Bow

Card With Bow
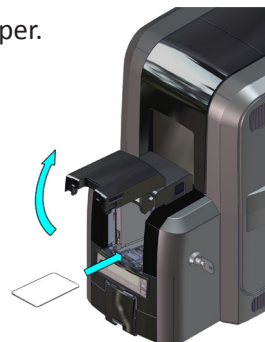
d Close the input hopper and lock the printer.

Continue with "Run the Isopropanol Cleaning Card" on page 30.

Use the Isopropanol Cleaning Card (cont.)

Multi-Hopper Printer

a Unlock the printer and remove the supply cartridges and cleaning sleeve.

b Remove the cleaning card from its package.

Isopropanol
Cleaning Card
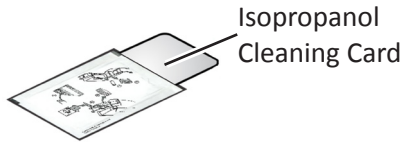
c
1. Pull out the multi-hopper exception slide and insert the cleaning card.

2. Push in the exception slide.

If the cleaning card appears bowed, insert it as shown.
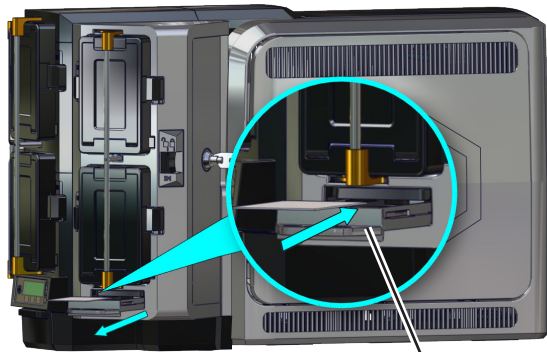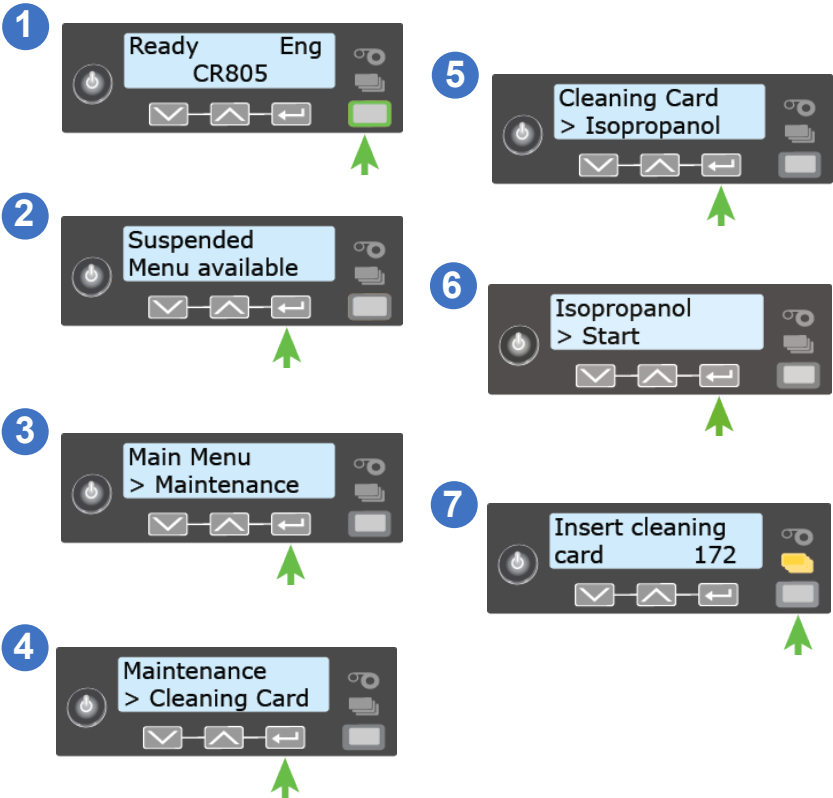
Card Without Bow

Card With Bow

Exception Slide

d Continue with .

CR805 Retransfer Card Printer

Use the Isopropanol Cleaning Card (cont.)

Run the Isopropanol Cleaning Card

a Use the LCD panel to run the isopropanol cleaning card

1
```
Ready        Eng
     CR805
```

2
```
Suspended
Menu available
```

3
```
Main Menu
> Maintenance
```

4
```
Maintenance
> Cleaning Card
```

5
```
Cleaning Card
> Isopropanol
```

6
```
Isopropanol
> Start
```

7
```
Insert cleaning
card        172
```

Printers without locks: Remove the cleaning card from the output hopper and discard it.

Printers with locks: The cleaning card can remain in the printer reject tray (RT1) until the tray is emptied.

b Replace the supply cartridges in the printer, install a new cleaning sleeve, and return the cards to the single input hopper.
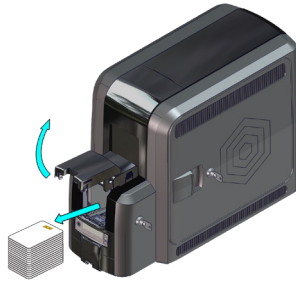
Use the Adhesive Cleaning Card

Use the adhesive cleaning card to remove particles that result from the retransfer process. Refer to the "Cleaning Schedule" on page 27 for information about when to use the adhesive cleaning card.
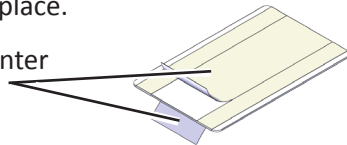
Single-Hopper Printer

a Unlock the printer and remove the supply cartridges and cleaning sleeve.

Open the input hopper and remove the unprinted cards. Handle the cards by the edges, or wear card inspection gloves.

b Peel off the center strips on both sides of the adhesive cleaning card. Leave the side strips in place.
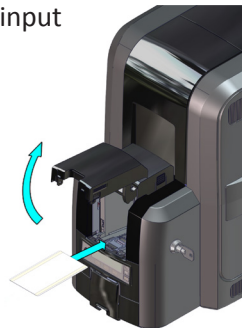
Peel Off Center Strips Only

c Load the adhesive cleaning card in the input hopper.

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

Card Without Bow

Card With Bow

d Close the input hopper and lock the printer.

Continue with "Run the Adhesive Cleaning Card" on page 34.
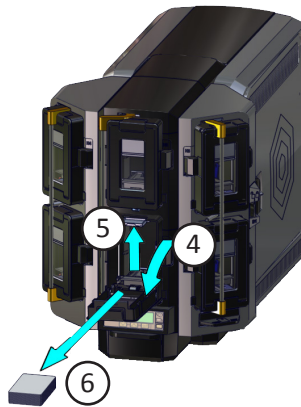
Use the Adhesive Cleaning Card (cont.)

Multi-Hopper Printer

a Unlock the printer and remove the supply cartridges and cleaning sleeve.

b
1. Unlock the multi-hopper door lock.
2. Slide the lock bar release button (B1) to the left to release the hopper lock bars.
3. Rotate the center lock bar to the left to provide access to the H2 and H5 multi-hopper input cartridges.
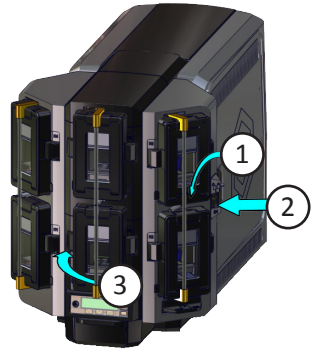
c
4. Press the cartridge release button at the top of the H2 cartridge and open the cartridge door.
5. Lift the card weight to the top of the cartridge and pull it forward until it locks in position.
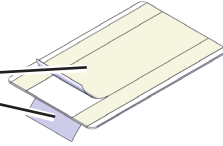6. Remove the unprinted cards from the H2 cartridge. Handle the cards by the edges, or wear card inspection gloves.

Use the Adhesive Cleaning Card (cont.)

d Peel off the center strips on both sides of the adhesive cleaning card. Leave the side strips in place.
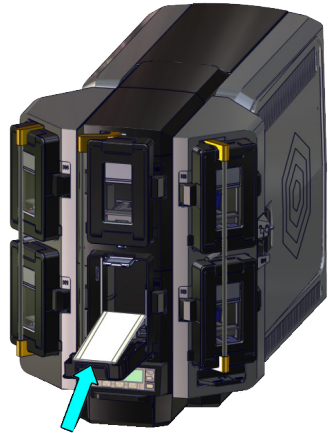
Peel Off Center
Strips Only

e Load the adhesive cleaning card in the H2 cartridge and close the cartridge door.

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

Card Without Bow

Card With Bow

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

f Lock the multi-hopper.

1. Rotate the center lock bar to the right to the lock position.

2. Slide the lock bar release button to the right to lock the lock bars into place.
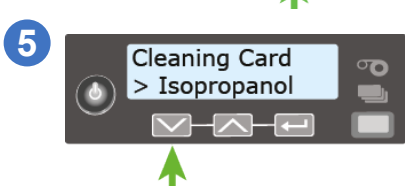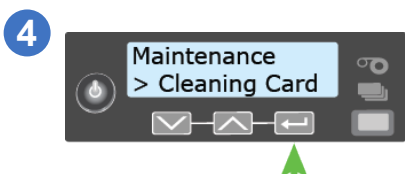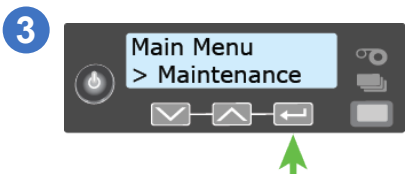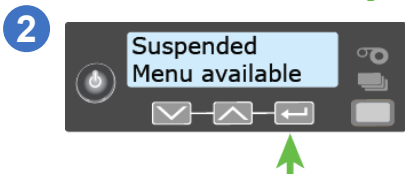
3. Lock the multi-hopper door lock.

g Continue with

CR805 Retransfer Card Printer

Use the Adhesive Cleaning Card (cont.)

Run the Adhesive Cleaning Card

a Use the LCD panel to run the adhesive cleaning card.

1
Ready   Eng
    CR805

2
Suspended
Menu available

3
Main Menu
> Maintenance

4
Maintenance
> Cleaning Card

5
Cleaning Card
> Isopropanol

6
Cleaning Card
> Adhesive

7
Adhesive
> Start

If you are cleaning a single-hopper printer, the following message displays.

8
Insert cleaning
card   172
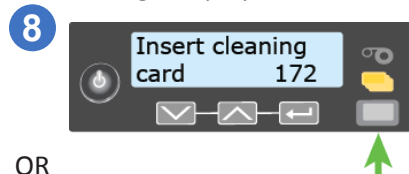
OR

If you are cleaning a multi-hopper printer, the following message displays.

8
Insert cleaning
card in H2   278
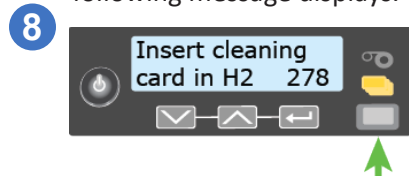
b Remove the adhesive cleaning card from the printer reject tray.

c Replace the supply cartridges, install a new cleaning sleeve, and return the cards to the input hopper of a single-hopper printer, or the H2 cartridge of a multi-hopper printer.
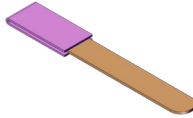
Clean the Printhead

Clean the printhead each time you change the ink ribbon, or if you notice print quality concerns.

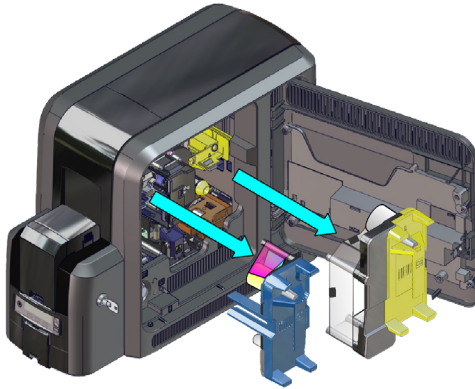Use the following items to clean the printhead.
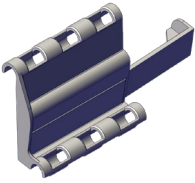
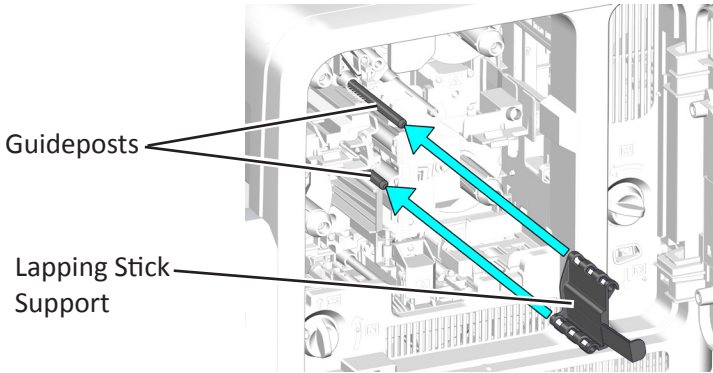| Lapping Stick Support | Lapping Stick | Cleaning Swab |

a

1. Power off and unlock the printer.
2. Open the printer access door and remove the ink ribbon (C1) and retransfer film (C2) cartridges.
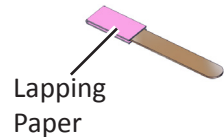
CR805 Retransfer Card Printer

Clean the Printhead (cont.)

b Insert the lapping stick support into the printer. The support tool fits over the cartridge guideposts and slides into the printer.
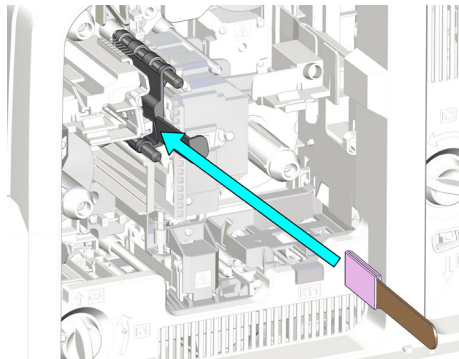
Guideposts

Lapping Stick
Support

c Clean the printhead with the lapping stick.

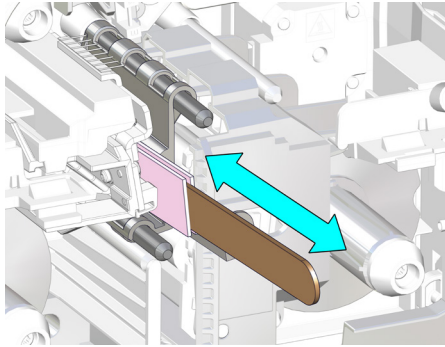(i) Do not remove the pink lapping paper from the lapping stick.

Lapping
Paper

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

Clean the Printhead (cont.)

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

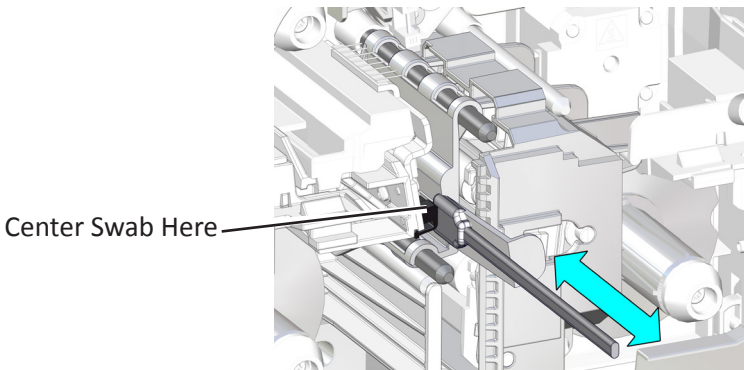3. Remove the lapping stick from the support tool.

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

d Clean the printhead with the cleaning swab.

1. Open the cleaning swab package.
2. 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).

Center Swab Here

Clean the Printhead (cont.)

3. Move the cleaning swab back and forth 3 times to remove any remaining debris from the printhead area.

4. Remove the cleaning swab from the support tool.

e Remove the support tool from the printer.

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

f
1. Replace the ink ribbon and retransfer film cartridges and close and lock the printer access door.

2. Power on the printer.

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

> • 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.

a
1. Power off the printer.
2. Unlock the printer and open the printer access door.
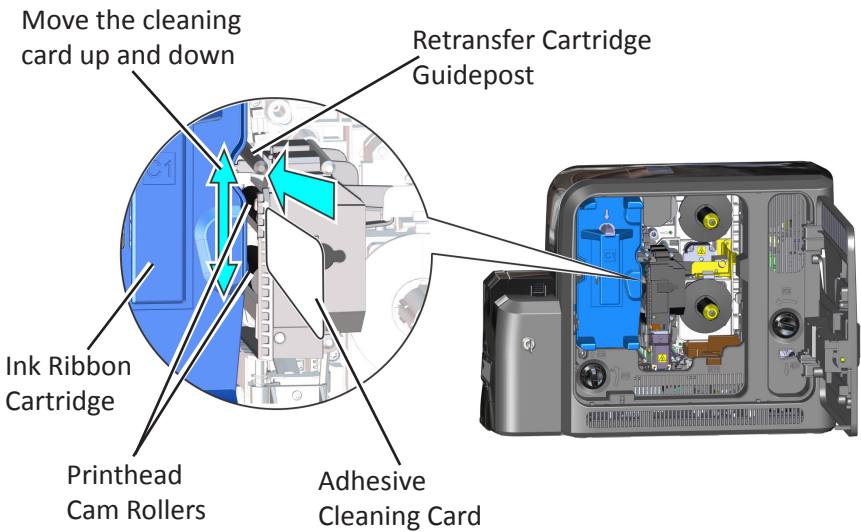3. Remove the retransfer film cartridge (C2) from the printer.
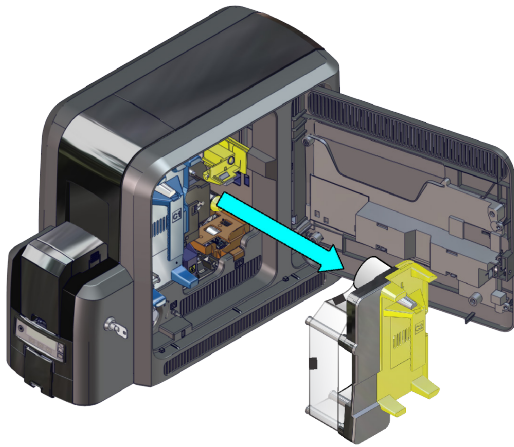
b Peel off the center and both side strips from one side of the adhesive cleaning card.

Peel Off Center
and Both Side Strips
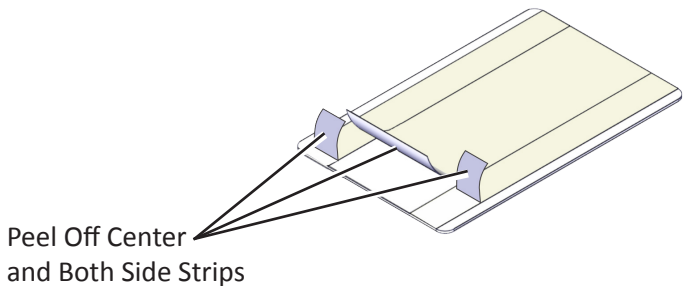
CR805 Retransfer Card Printer

Clean the Printhead Cam Rollers (cont.)

c

1. 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.

2. Move the cleaning card up and down along the rollers to remove debris.
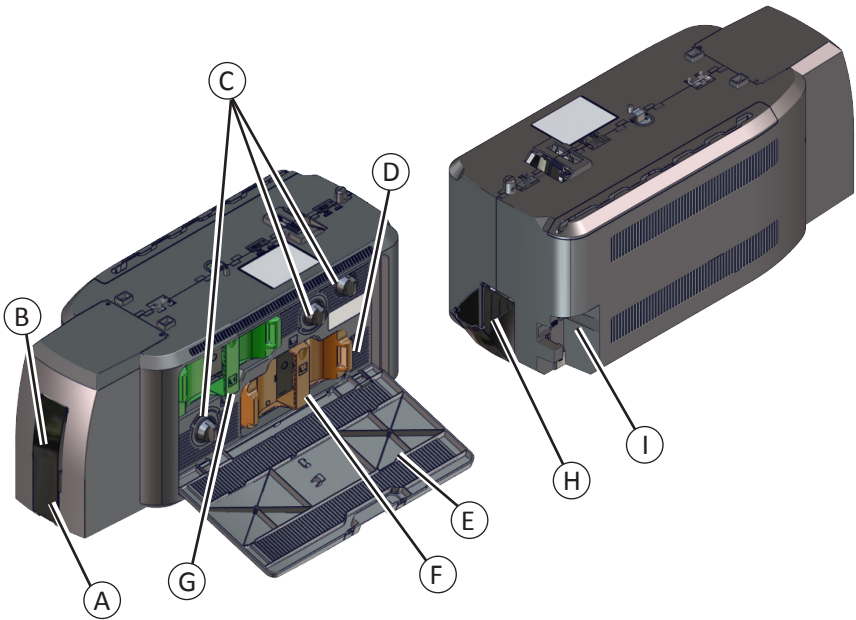
Move the cleaning card up and down

Retransfer Cartridge Guidepost

Ink Ribbon Cartridge

Printhead Cam Rollers

Adhesive Cleaning Card

d

1. Replace the retransfer film cartridge.
2. Close and lock the printer.
3. Restart the printer.

e

Discard the used cleaning card.

The CR805 Card Printer with Optional CLM Laminator

A = Card Output Hopper
B = Impresser
C = Manual Advance Knobs
D = Reject Tray Release Button
E = Laminator Access Door
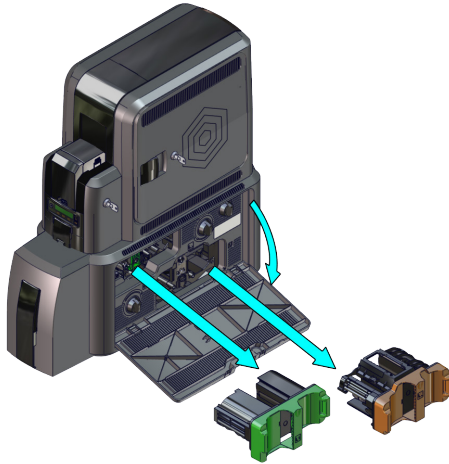
F = L2 Laminator
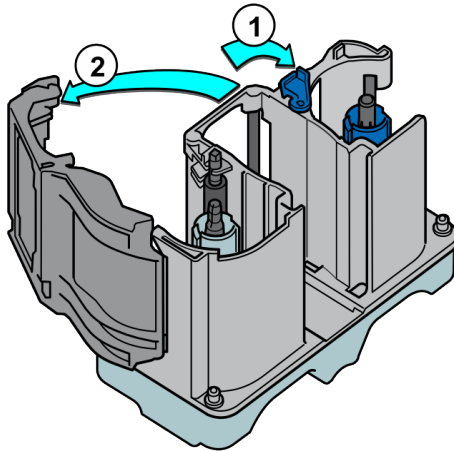G = L1 Laminator
H = Reject Tray
I = Laminator Power Connect

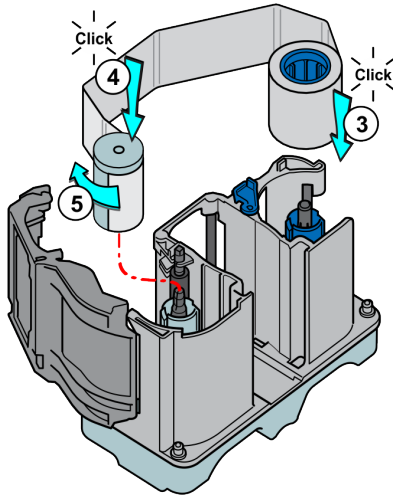## Replace Laminator Supplies
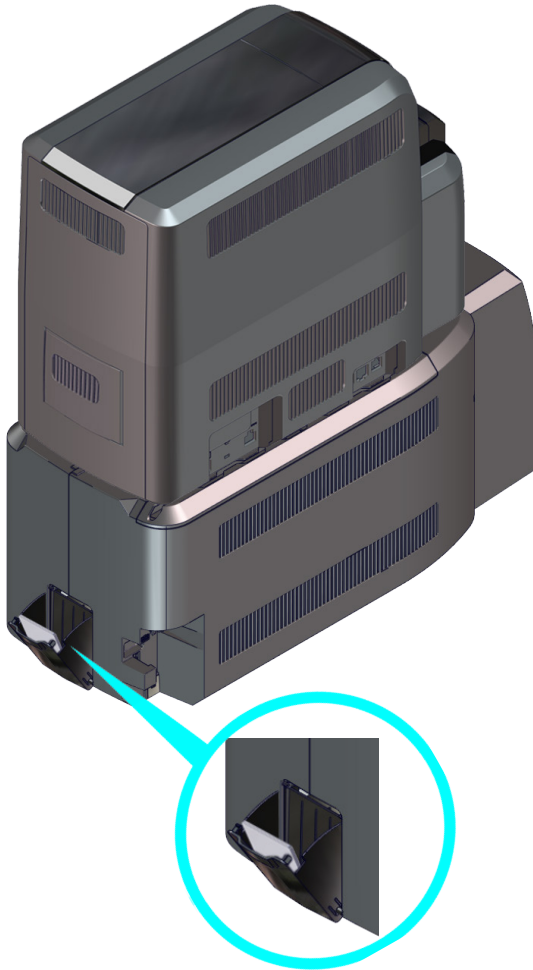
a

b

Replace Laminator Supplies (cont.)

c

d
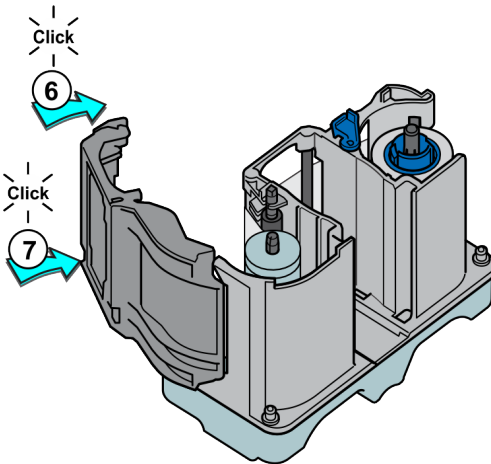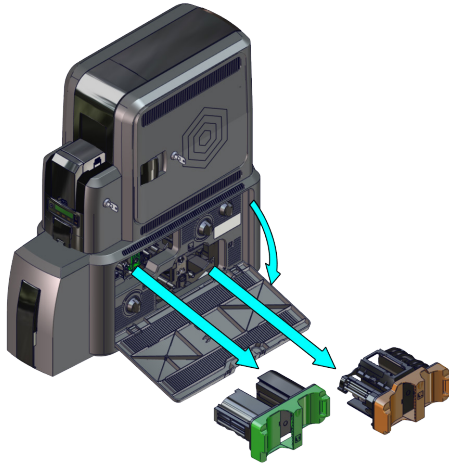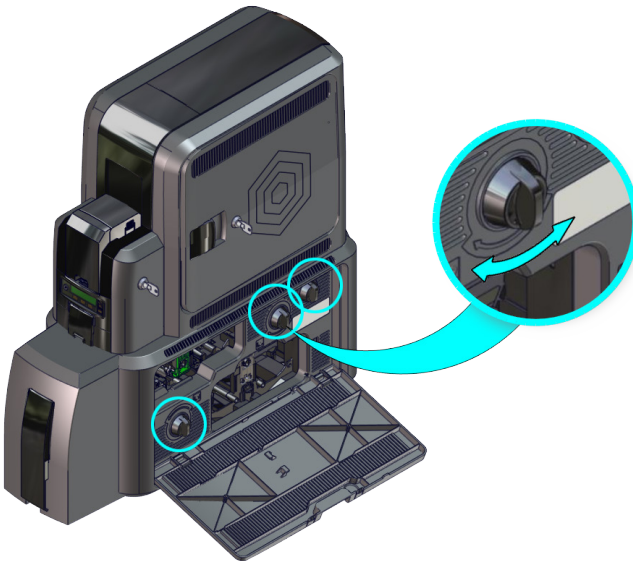
Empty the Laminator Reject Tray
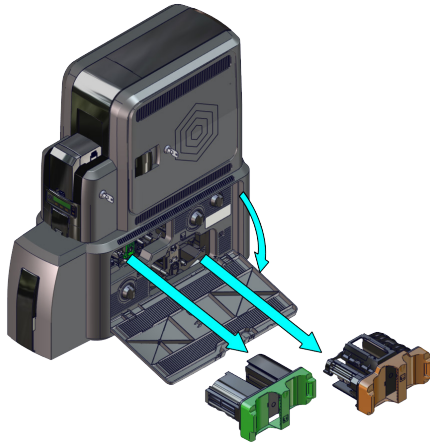
Clear a Laminator Card Jam
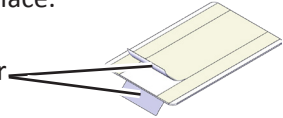
a

b

Clean the Laminator

a

b Peel off the center strips from both sides of the adhesive
cleaning card. Leave the side stripes in place.
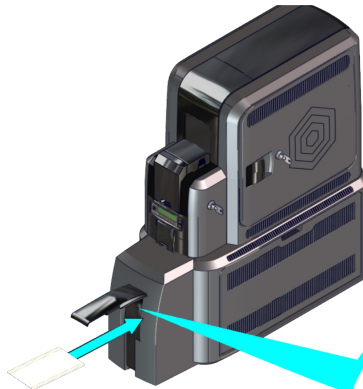
Peel Off Center
Strips Only

c

If the cleaning card
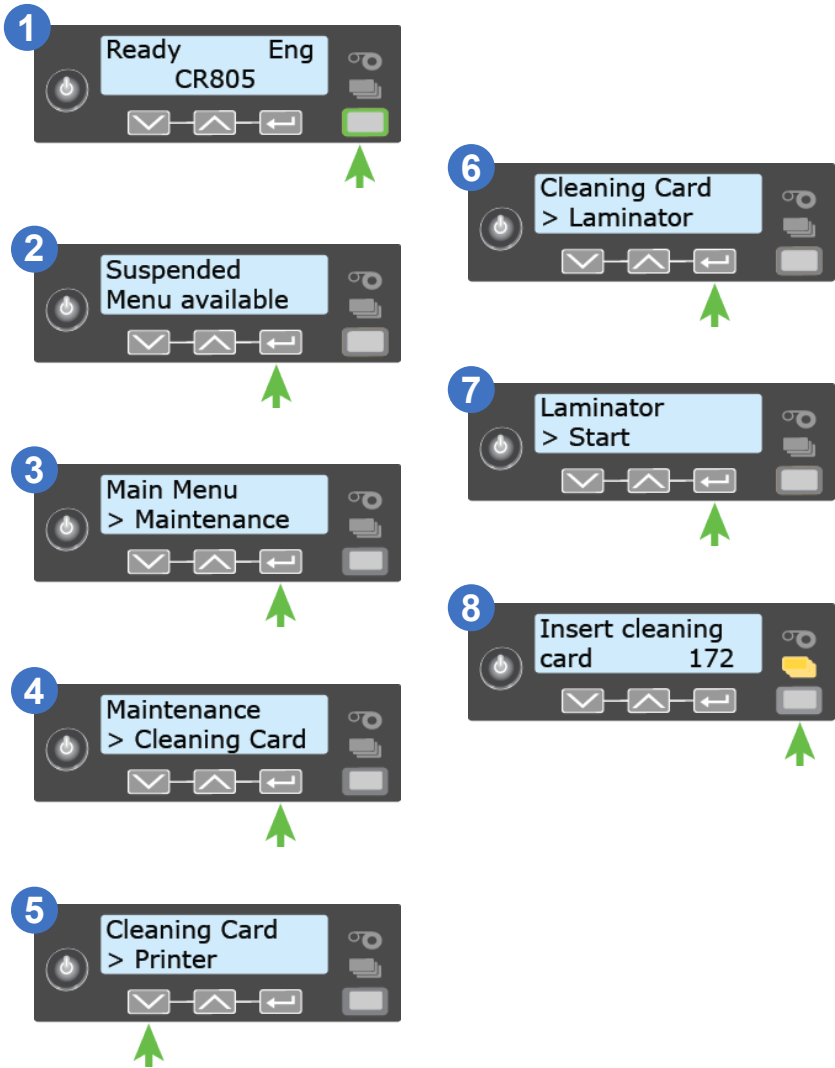appears bowed, insert
it as shown.
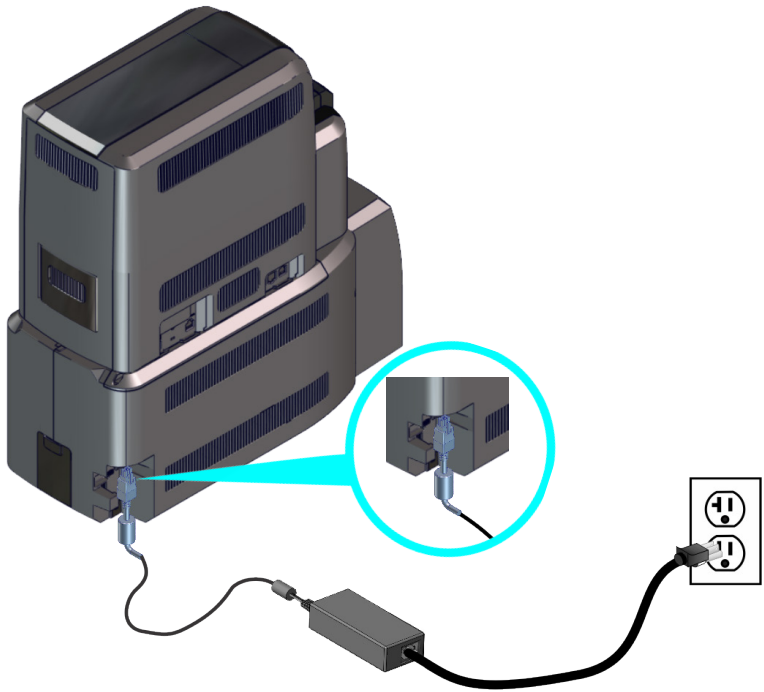
Card Without Bow

Card With Bow

Clean the Laminator (cont.)

d

1

Ready   Eng
    CR805

2

Suspended
Menu available

3

Main Menu
> Maintenance

4

Maintenance
> Cleaning Card

5

Cleaning Card
> Printer

6

Cleaning Card
> Laminator

7

Laminator
> Start
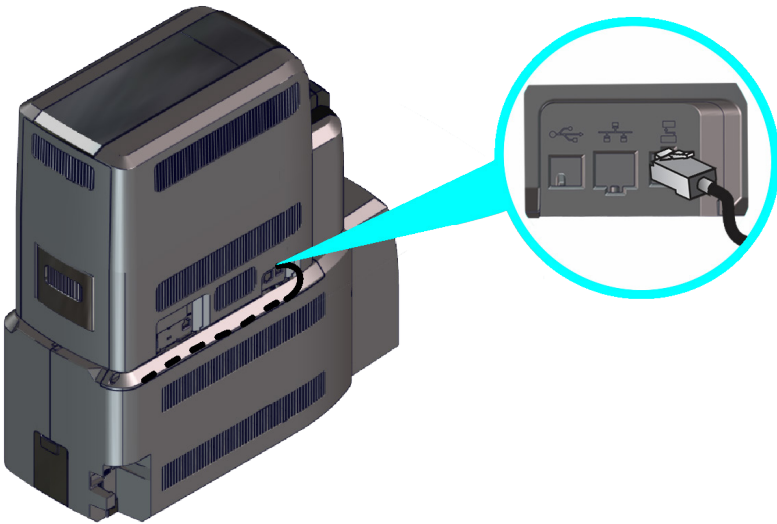
8

Insert cleaning
card   172

Check the Laminator Power Connection

Check the Laminator Data Connection

Printer-to-Laminator Connection

Common Laminator LCD Messages

Error Message	Refer to:
177: Laminator not available	"Check the Laminator Power Connection" on page 48 "Check the Laminator Data Connection" on page 49
197: Laminator entry card problem 198: L1 area card problem 199: L2 area card problem 200: Laminator exit card problem	"Clear a Laminator Card Jam" on page 45
201: L1 supply problem 202: L1 supply out or missing 203: L1 supply type problem 204: L1 supply not supported 205: L1 supply not identified 206: L2 supply problem 207: L2 supply out or missing 208: L2 supply type problem 209: L2 supply not supported 210: L2 supply not identified	"Replace Laminator Supplies" on page 42

Notes

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