



# User Guide

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## **CD820™ 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.

## Trademark Acknowledgments

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## Proprietary Notice

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# Compliance Statements

## 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.

## Safety

All Entrust Datacard products are built to strict safety specifications in accordance with CSA/UL60950-1 requirements and the Low Voltage Directive 2006/95/EC.

Therefore, safety issues pertaining to operation and repair of Entrust Datacard equipment are primarily environmental and human interface.

The following basic safety tips are given to ensure safe installation, operation, and maintenance of Entrust Datacard 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 make sure the 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.

# Regulatory Compliance

EMC Compliance Notice: To ensure compliance of the model RX10 retransfer printer to the radiated emissions requirements for class “A” Information Technology Equipment, be sure to use a shielded Ethernet cable when connecting to your network.

## Notice for USA (FCC Notice)

This equipment has been tested and found to comply with the limits for Class A computing devices, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy. If this equipment is not installed and used in accordance with this instruction manual, it may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Notice for Canada

### Industry Canada

This digital apparatus does not exceed the Class A limits for radio noise for digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

### RSS-Gen, Issue 3, December 2010, Section 7.1.3 User Manual Notice

This Device complies with Industry Canada License-exempt RSS standard(s). Operation is subject to the following two conditions: 1) this device may not cause interference, and 2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme avec Industrie Canada RSS standard exemptes de licence(s). Son fonctionnement est soumis aux deux conditions suivantes: 1) ce dispositif ne peut causer des interférences, et 2) cet appareil doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif.

## Notice for Europe

### Simplified EU Declaration of Conformity

Hereby, Entrust Datacard Corp declares that the radio equipment MXD, MX6000, MX6100, PB6500, MX2000, MX2100, MX8100, SP55k, SP25, SP35, SP55, CP40, CP60, CP80, SP75, FP65, SR200, SR300, PX10, PX30, LX30, EX30, MPR3800, CR500f, MX1100, RX10, WX10, PB1000 is in compliance with the Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following Internet address:

<https://www.entrustdatacard.com/about/overview#environment>

### Intentional Radiator Information

Description/Model Number	FCC ID	Frequency	Effective Radiated Power (ERP) mW
PX10 Supplies RFID	GDI-Q20010	13.56MHz	9.16E-06
PX30 Supplies RFID	GDI-Q30030	13.56MHz	9.16E-06
Central Issuance Supplies RFID	GDI-SID004	13.56MHz	1.96E-07
LX30, RX10 Supplies RFID	GDI-506241001	13.56MHz	3.03E-05
EX30 Supplies RFID	GDI-Q30130	13.56MHz	9.16E-06
FP65 Supplies RFID	GDI-Q10055	13.56MHz	3.65E-05
Central Issuance Smartcard Coupler	GDI-50543001	13.56MHz	1.45E-05

**Warning:** This is a class A product. This equipment is compliant with class A of either CISPR32 or CISPR22. In a domestic/residential environment this equipment may cause radio interference in which case the user may be required to take adequate measures.

**WEEE:** The model RX10 printer uses a lithium coin cell battery. See the service manual for battery removal instructions.

**EMC Compliance Notice:** For model RX10/Multi-hopper configurations, to ensure compliance with Conducted Immunity standard EN61000-4-6, use USB cables no longer than three meters in length.

## Notice for Australia

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

## Notice for China (Simplified Chinese)

### 警告

此为 A 级产品，在生活环境中，  
该产品可能会造成无线电干扰。  
在这种情况下，可能需要用户  
对干扰采取切实可行的措施。

## Notice for Taiwan (Traditional Chinese)

警告使用者：  
這是甲類的資訊產品，在居住的  
環境中使用時，可能會造成射頻  
干擾，在這種情況下，使用者會  
被要求採用某些適當的對策。

## Notice for Japan

### Japanese Voluntary Control Council for Interference (VCCI) class A statement

この装置は、クラス A 情報技術装置です。この装置を家庭環境で使用する  
と電波妨害を引き起こすことがあります。この場合には使用者が適切な対策  
を講ずるよう要求されることがあります。 VCCI-A

## Korea Communications Commission (KCC) statement

이 기기는 업무용(A급)으로 전자파적합기기로서 판매자 또는 사용자는 이 점을 주의하시기  
바라며, 가정외의 지역에서 사용하는 것을 목  
적으로 합니다.

## California Proposition 65 Compliance

**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.***



**WARNING:** This product can expose you to chemicals including Di(2-ethylhexyl)phthalate (DEHP), which is known to the State of California to cause cancer, and Di(2-ethylhexyl)phthalate (DEHP) and Butyl benzyl phthalate (BBP), which are known to the State of California to cause birth defects or other reproductive harm. For more information go to [www. P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

Entrust Datacard Corp believes that its products are not harmful when used as designed. However, the above warnings are made in compliance with the State of California Safe Drinking Water and Toxic Enforcement Act of 1986, which requires warning labels on products that may contain elements that the State of California considers harmful.

## California Lithium Perchlorate Warning

Perchlorate Material - special handling may apply. See [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

This notice is required by California Code of Regulations, Title 22, Division 4.5, Chapter 33: Best Management Practices for Perchlorate Materials. This product/part includes a battery that contains Perchlorate material.

## In cases where a battery is present this warning applies!

### Battery Precaution



**Caution:** Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

**Attention:** Risque d'explosion si la batterie est remplacée par un type de batterie incorrect. Jetez les piles usagées selon les instructions.

## Ethernet not intended for use outside the building





## Revision Log

### CD820 Instant Issuance System User's Guide

Revision	Date	Description of Changes
A	March 2014	First release of this document (formerly Part No. 527248-003). Updated for CLM laminator and XPS Card Printer Driver 5.0.
B	February 2015	Added CardWizard information.
C	November 2015	Updated for new printer firmware functionality.
D	January 2017	General updates.
E	September 2018	Updated the Compliance information.
F	August 2019	Updated for new printer firmware functionality.



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# Chapter 1: Introduction



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## About this Manual

This manual provides user information for the CD820™ instant issuance system. 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, card processing basics, how to print a test card, and how to load and replace supplies.
- 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 to print cards. Refer to the *Owner's Library* CD.

## Intended Audience

The manual is intended for the printer operator who prints cards, loads and replaces supplies, maintains the printer, and performs troubleshooting.

## Technical Support

Use the following to contact Entrust Datacard Technical Phone Support.

Americas	+1 800.328.3996 or +1 952.988.2316
EMEA (Europe, Middle East, Africa)	+44 1489555627
Asia Pacific	+852 2821 0126





# Chapter 2: About the Printer

# 2

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## About the CD820 Instant Issuance System

The card printer applies images, text, and encoded data to plastic cards. It prints full-color and monochrome images, depending on the print ribbon installed.

A busy issuance site might issue several thousand cards a month. During busy times, the site might use more than one printer to keep up with demand. The printer issues cards either one at a time or in batches—up to 100 cards at a time. A 200-card input hopper is available and can be installed without tools. In addition, an optional multi-hopper with six input hoppers, each with a 100-card capacity, is available.

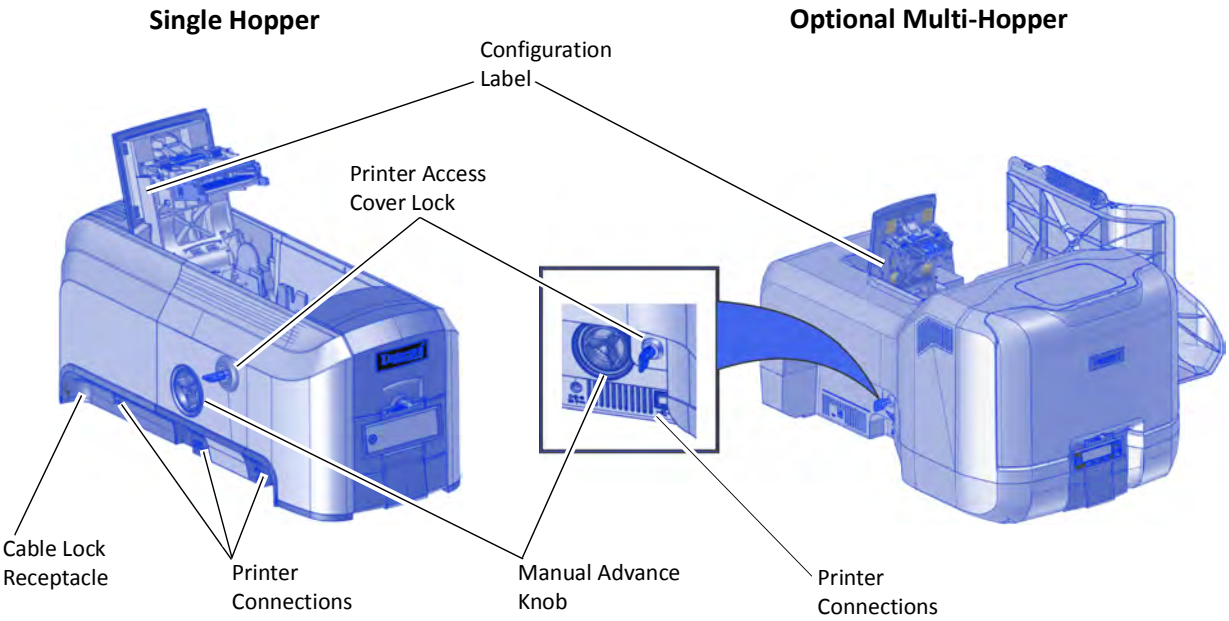
Other options available for the card printer include magnetic stripe and smart card modules. The configuration label on the printer shows the options installed. Refer to “[System Label](#)” on [page 8](#) for more information about recognizing the factory-installed options on your card printer.

## Printer Components

Refer to the following to view the printer components and the different options:

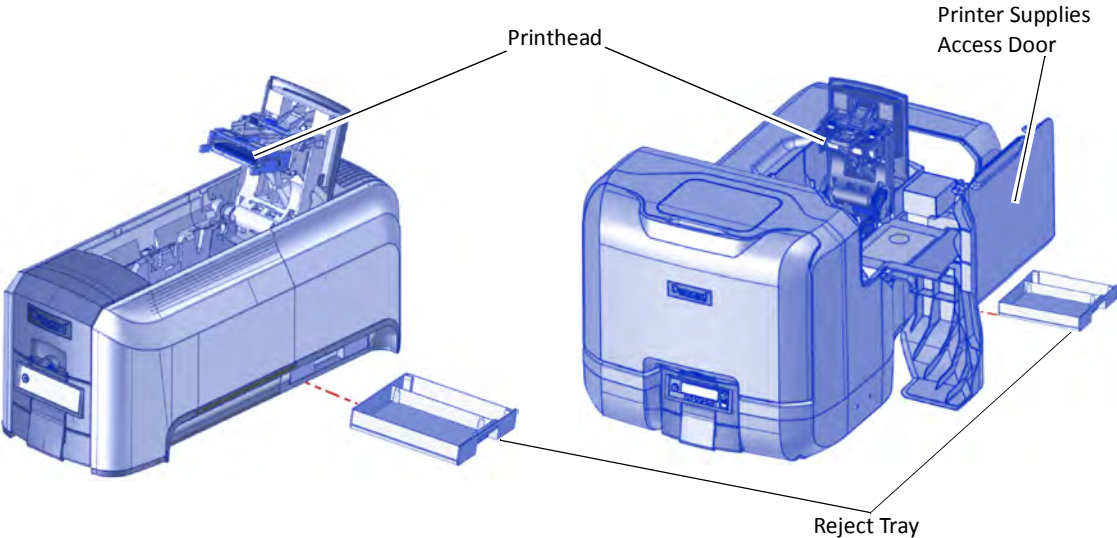
- [Printer Left Side](#) on [page 4](#)
- [Printer Right Side](#) on [page 5](#)
- [Printer with Single Input Hopper](#) on [page 6](#)
- [Printer with Optional Multi-Hopper](#) on [page 7](#)
- [Print Ribbon Cartridge](#) on [page 8](#)
- [System Label](#) on [page 8](#)

# Printer Left Side



- Configuration Label**      The label shows the location and date of manufacture, the printer serial number, and lists the options installed.
  
- Manual Advance Knob**      The knob moves a card in the track to clear a card jam.
  
- Cable Lock Receptacle**      The receptacle allows you to insert the security plate before attaching the optional cable lock.
  
- Printer Connections**      Printer connections include:
  - Power receptacle
  - USB connection
  - Network connection
  
- Printer Access Cover Lock**      The lock provides secure access to the printer.

# Printer Right Side



**Printhead**

The printhead transfers images to cards using the print ribbon.

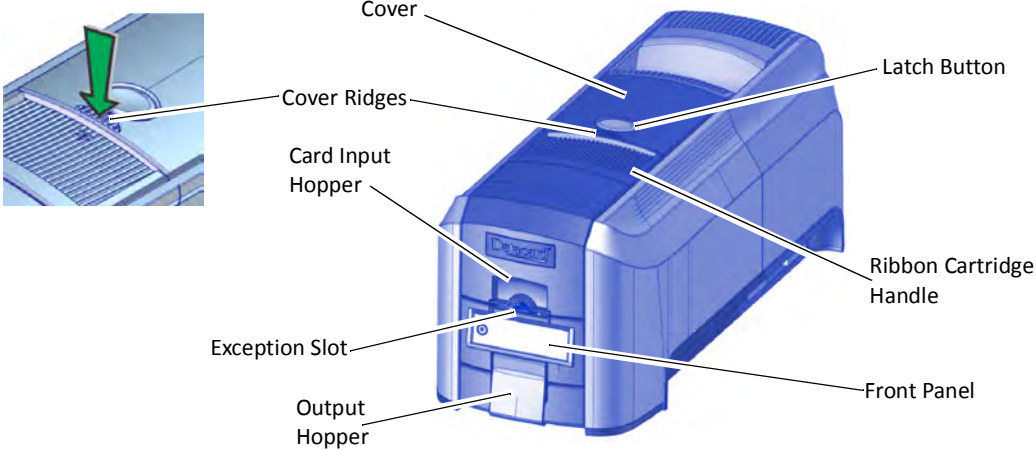
**Printer Supplies Access Door**

The door provides access to the printhead and ribbon on a printer with the optional multi-hopper.

**Reject Tray**

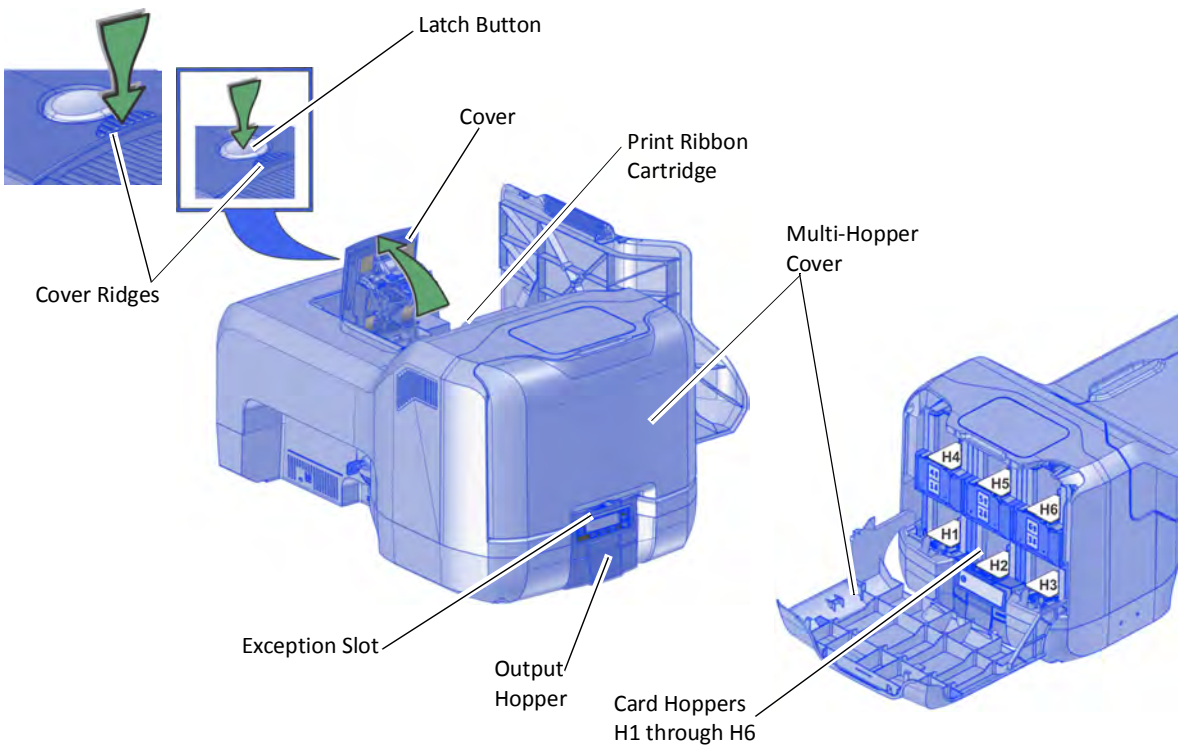
Unfinished cards or cards not processed properly are placed in the reject tray.

# Printer with Single Input Hopper



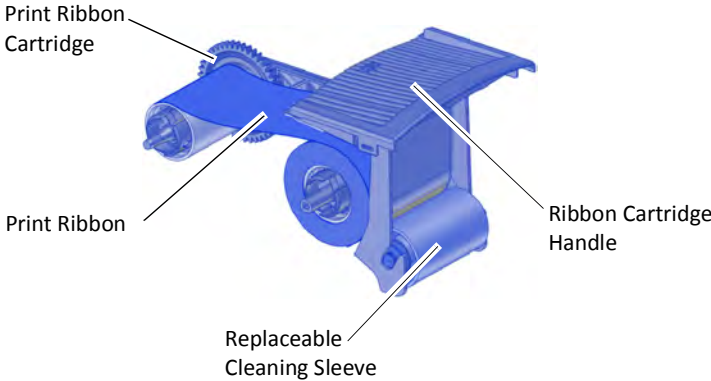
- Cover** Open the cover to access the printhead and ribbon.
- Latch Button** Push the latch button to release the cover and open the printer.
- Cover Ridges** Press down on the ridges when closing the cover to make sure that it latches completely on both sides.
- Ribbon Cartridge Handle** Use the handle to remove the print ribbon cartridge from the printer.
- Card Input Hopper** The input hopper loads cards to print. The hopper holds up to 100 cards (0.030 in. or 0.762 mm thickness).
- Exception Slot** The exception slot allows you to insert a single card into the printer.
- Front Panel** The front panel lets you work with the printer. It includes the USER button, the status lights, the power button, and the LCD panel with navigation keys.
- Output Hopper** The output hopper holds up to 25 completed cards.

# Printer with Optional Multi-Hopper



- Cover** Open the cover to access the printhead and ribbon.
- Latch Button** Push the latch button on top of the cover to release it and access the printhead and ribbon.
- Cover Ridges** Press down on the ridges when closing the cover to make sure that it latches completely on both sides.
- Print Ribbon Cartridge** The print ribbon cartridge is accessible when the cover is open. Use the cartridge handle to remove it from the printer.
- Multi-Hopper Cover** Unlock the printer and open the multi-hopper cover to load card stock.
- Card Hoppers H1 through H6** The H1 through H6 hoppers hold up to 100 cards each.
- Exception Slot** The exception slot on a printer with the optional multi-hopper allows you to insert a single card directly into the printer at hopper 2.

# Print Ribbon Cartridge



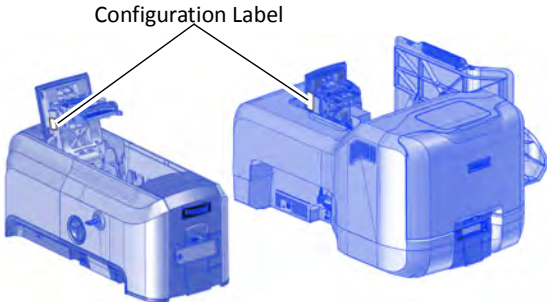
- Print Ribbon Cartridge**      The cartridge holds the ribbon for printing.
- Print Ribbon**                The ribbon applies images to cards.
- Replaceable Cleaning Sleeve**      The cleaning sleeve removes dust and other particles from cards to maintain print quality.
- Ribbon Cartridge Handle**      The handle allows you to remove and replace the ribbon cartridge in the printer.

# System Label

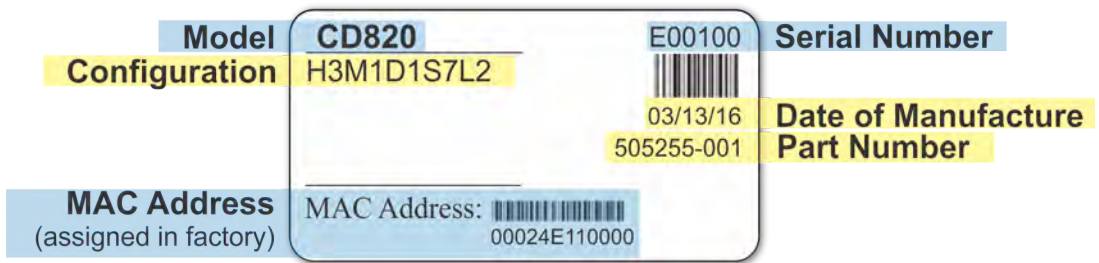
The printer configuration label on the side of the cover swingarm shows the components installed. It provides information that is useful when requesting service.

The label shows the following information:

- Printer model and serial number
- Configuration, which includes options installed 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.



Option	Configuration Code
<b>Input Hopper</b>	H1=100 Card H3=Multi-Hopper
<b>Magnetic Stripe</b>	M1=ISO M2=JIS blank=no magnetic stripe option
<b>Duplex</b>	D1=Long Duplex blank=no duplex option
<b>Smart Card</b>	Sx=Smart Card option, where x indicates the type of smart card reader installed blank=no smart card option
<b>Lock</b>	L2=Multi-Hopper Lock





# Chapter 3: Using the System

# 3

This section provides information about how a card travels through the printer, printer controls, printing a test card, loading and replacing supplies, and cleaning the printer.

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## How the Card Travels

Card processing begins when you send the card to print from the PC. The hopper pick mechanism picks a card and moves the card into the printer for processing.

Optionally, the card moves to the magnetic stripe encoding area or to the smart card park station, depending on the type of card selected. Encrypted data is decrypted and written to the card. The finished card exits the printer through the card output hopper.

# Card Printer System Overview

The card printer is used with other equipment and software to create a card production system. The system produces cards for a specific purpose, and the cards must meet requirements.

## Equipment

The system can include:

1. A PC with Datacard® CardWizard® issuance software.
2. Optional capture devices, such as:
  - A digital camera connected to the PC to take photos for ID badges and other cards.
  - A signature capture pad, fingerprint reader, or PIN pad
3. The printer with supplies and a facility power source.
4. A data connection between the printer and PC, which can be a USB connection or a network connection. (You cannot use both with one printer.)

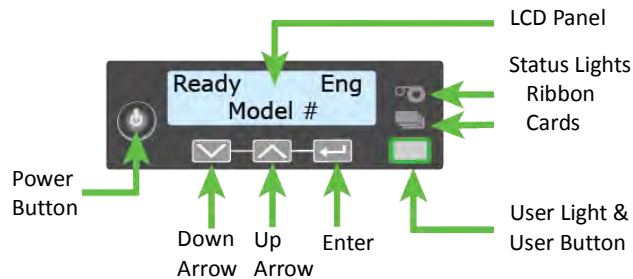
## Tasks and Users

Typical roles in a card production 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.

# Printer Controls

The front panel of the printer provides the controls for operating the printer. The front panel controls are described in the following sections.



## Power Button

Use the POWER button to power off and power on the printer. All lights show steady amber while the printer powers on.

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

To power off the printer while it is processing cards, press the button for 2 seconds or more. Card jobs in the printer are not completed.

## 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 ribbon part number. If you don't 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 printer activity—press the USER button when the LCD panel displays **Ready**.
- Clear a message—press the USER button once.
- Clear all messages—press the USER button for 2 seconds or more.
- Clear all cards currently printing—press and hold the USER button for 2 seconds or more. (Make sure that this action is allowed in your card system.)
- Determine whether the printer is ready, busy printing, or not available. Indicators include the following. Refer to “[Messages and Conditions](#)” on [page 51](#) for a list of the LCD messages that correspond to the USER light.

Off	The printer is off or suspended.	
Green	The printer is ready.	
Blinking green	The printer is busy.	
Amber	The printer is not ready. 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 door is open. The colors cycle quickly. <b>Close and Lock Doors</b> displays on the LCD panel if no other message is present.	



## Ribbon Light

The ribbon light indicates the status of the print ribbon in the printer. Indicators include the following. Refer to [“Messages and Conditions”](#) on [page 51](#) for a list of the LCD messages that correspond to the ribbon light.

Off	The print ribbon is okay.	
Blinking amber	A blinking light indicates one of the following: <ul style="list-style-type: none"><li>• The printer problem applies to the print ribbon.</li><li>• The print ribbon is low. The light blinks slowly (every 2 seconds).</li><li>• The print ribbon is out. The light blinks quickly (every 1/2 second).</li></ul>	

## Card Light

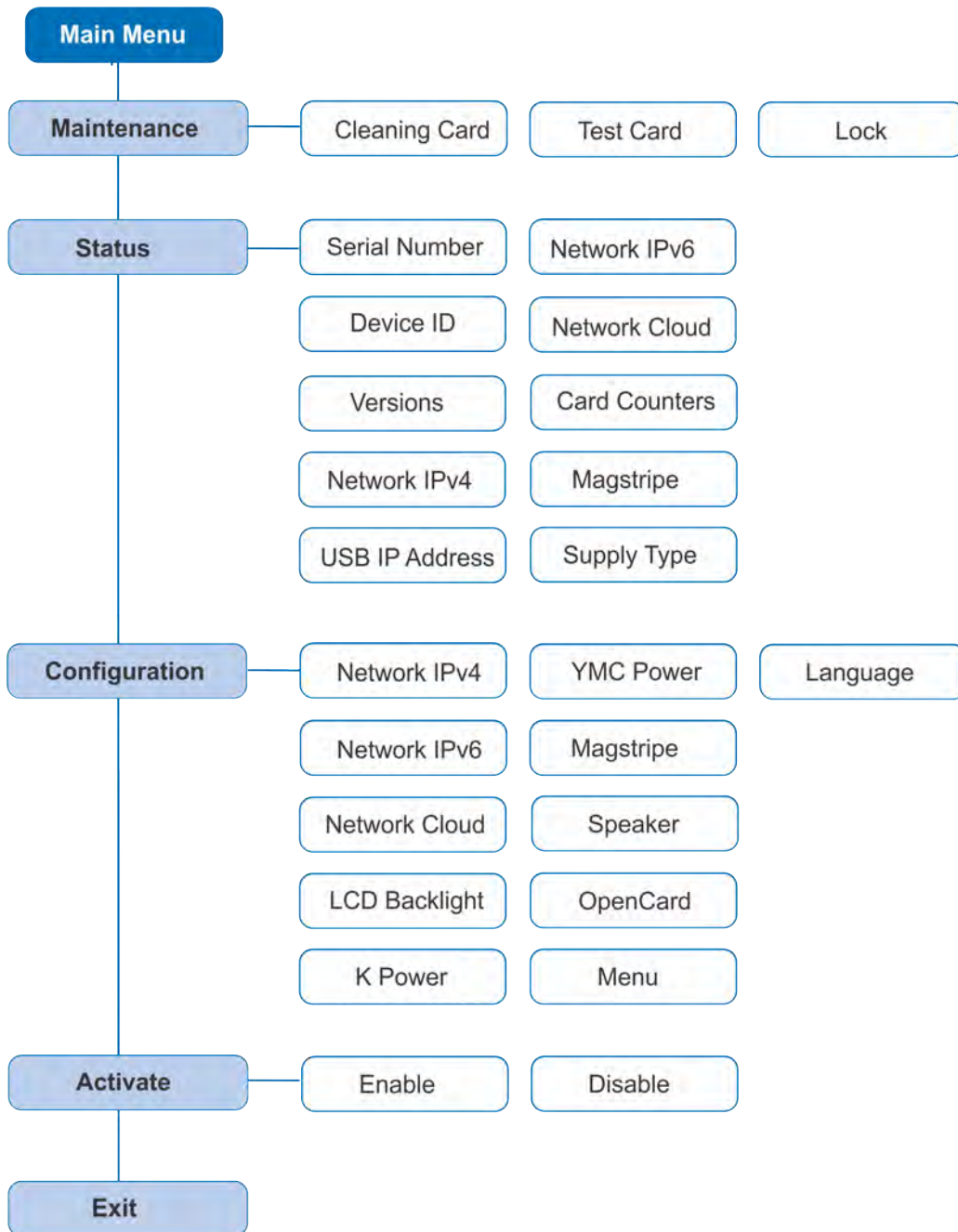
The card light indicates the status of cards in the printer. Indicators include the following. Refer to [“Messages and Conditions”](#) on [page 51](#) for a list of the LCD messages that correspond to the card light.

Off	Cards are okay.	
Blinking amber	A blinking light indicates either of the following: <ul style="list-style-type: none"><li>• No card is detected for the print job. Insert a card to continue printing.</li><li>• A scheduled printer cleaning is due. Insert a cleaning card now, or set aside time to run a cleaning card. Refer to <a href="#">“Run a Cleaning Card”</a> on <a href="#">page 32</a>.</li></ul>	

# LCD Panel Menus

The LCD panel shows the printer’s menu system and displays printer messages or conditions. When the printer is in the **Ready** status, the LCD displays the model number of the printer.

For a list of error messages and recovery information, refer to “Respond to Messages” on page 53.



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 secure features of the printer.



Use the **Activate** menu 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 need to 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 CardWizard 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 13](#).
- Use the LCD menu system Status menu.



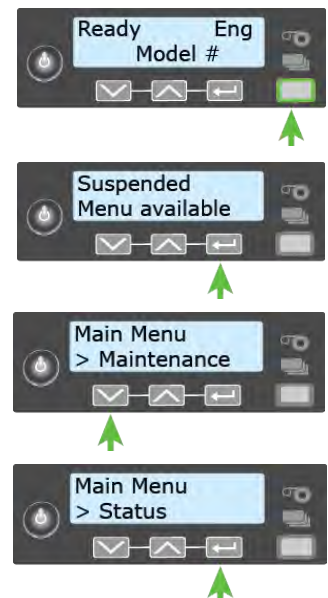
When the printer is configured to use a static IP address, the printer's front panel displays the address even when the printer is not connected to a network. In addition, the LCD displays a “+” if the network is active, or a “-” if the network is inactive, as a prefix to the static IP address.

To display an IP address using the Status menu, do the following. 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.

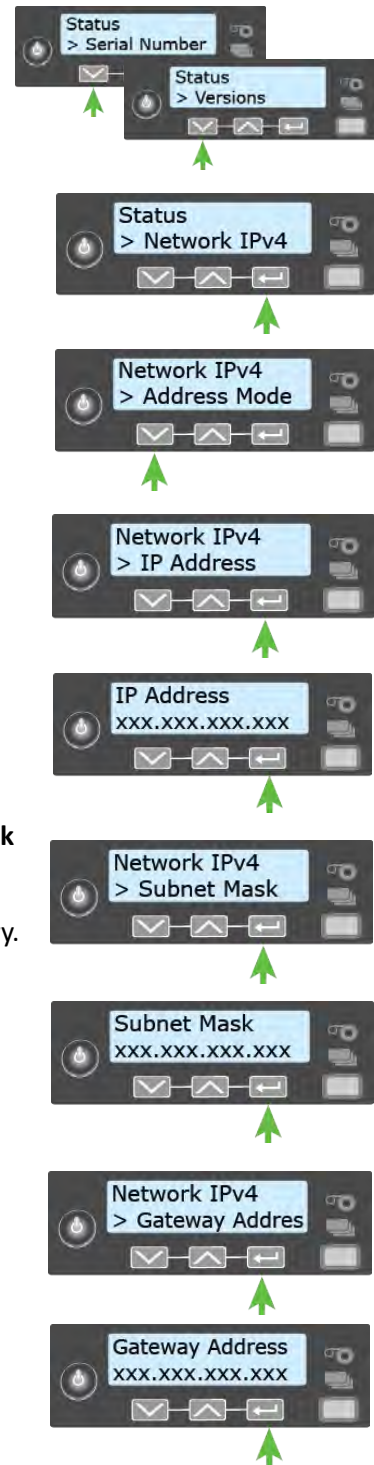
1. Press the POWER button (if needed) to power on the printer.
2. Access the **Status** menu in the LCD menu:
  - a. Press the USER button to suspend the printer.

- 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 key twice to display **Network IPv4** on line 2.
- f. Press ENTER to display the **Network IPv4** menu.
3. Press the down arrow key 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 key 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 runs without using a driver or other source of card data. Use it to verify that the printer is working.

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**.



# Adjust the Black and Color Print Power

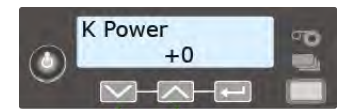
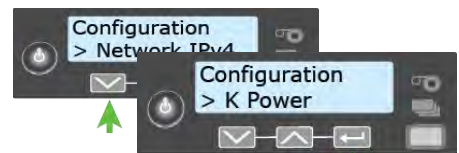
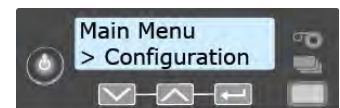
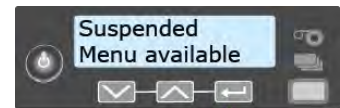
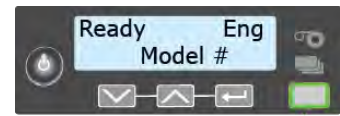
You can use the front panel menus to adjust the print intensity for the black (K) and color (Y, M, C) panels of a ribbon. Increasing or decreasing the print intensity changes how the panels print on the card.

## Change the K Power

The K Power setting allows you to change the print intensity for the K panels of a single-color (KT) or color ribbon (YMCKT). Increase the value to make single-color printing thicker and more defined on the card, or decrease the value for crisper bar codes or to prevent frequent ribbon breaks when printing with the K panel.

Do the following to adjust the K power.

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 the down arrow to display **Configuration** on line 2.
5. Press ENTER to enter the **Configuration** menu.
6. Press the down arrow until **K Power** displays on line 2, and then press ENTER to display the **K Power** menu.
7. Use the up or down arrow to adjust the power setting for the K panel. The possible values range from -100 (very light) to +100 (very dark).



8. Press ENTER to save the new power setting.
9. Exit the menu system.

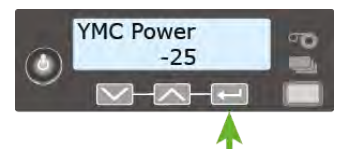
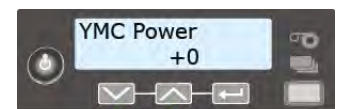
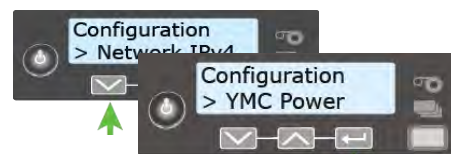
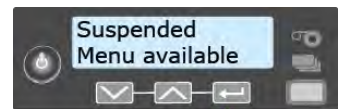
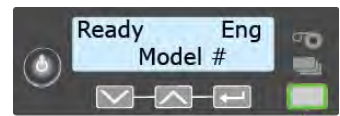


## Change the YMC Power

The YMC Power menu allows you to change the print intensity for the YMC (color) ribbon panels. Increase the value to make the color printing more intense, or decrease the value to reduce the color intensity or to prevent frequent ribbon breaks when printing colors.

Do the following to adjust the YMC power.

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 the down arrow to display **Configuration** on line 2.
5. Press ENTER to enter the **Configuration** menu.
6. Press the down arrow until **YMC Power** displays on line 2, and then press ENTER to display the **YMC Power** menu.
7. Use the up or down arrow to adjust the power setting for the K panel. The possible values range from -100 (very light) to +100 (very dark).
8. Press ENTER to save the new power setting.
9. Exit the menu system.



# Load and Replace Supplies

To prepare the printer to print cards, load blank card stock into the input hopper, and load print ribbon and a cleaning sleeve onto the print cartridge.

## Load Cards

If you plan to insert cards into the printer manually, skip this step and keep a supply of blank cards near the printer.

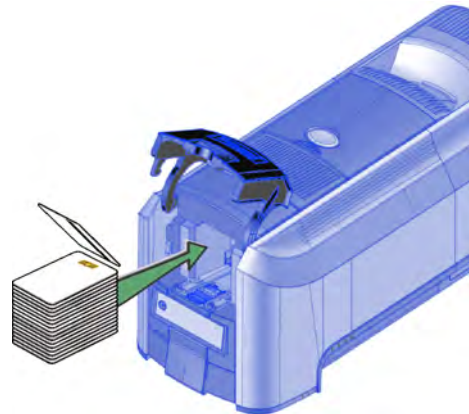
- Cards can stick together. Slide or fan the cards to separate the edges before placing them in the input hopper. Handle cards by their edges only, or wear gloves.
- Insert ISO magnetic stripe cards with the stripe (back side) facing down and to the right.
- Insert smart cards with the smart card chip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



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

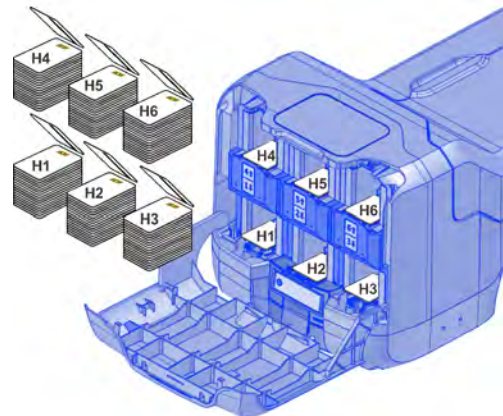
## Single Hopper

1. Unlock the printer and open the input hopper.
2. Load the cards into the input hopper.
3. Close the hopper and lock the printer when you finish loading cards.



## Optional Multi-Hopper

1. Unlock the printer and open the multi-hopper cover.
2. Load the cards into the hoppers.  
  
The input hoppers are labeled H1 through H6. You can load up to 100 cards into each hopper.
3. Close the multi-hopper and lock the printer when you finish loading cards.

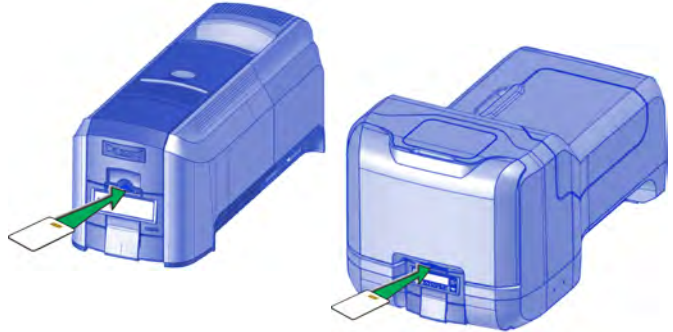


## Use the Exception Slot

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.

Do the following to insert a single card into the printer using 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.



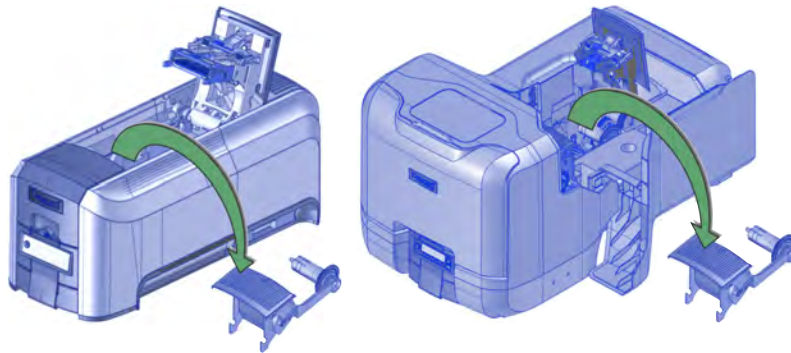
In a printer with the optional multi-hopper, the card slides under any cards in hopper 2.

## Load the Print Ribbon

Load the print ribbon when you install the printer and when the ribbon runs out.

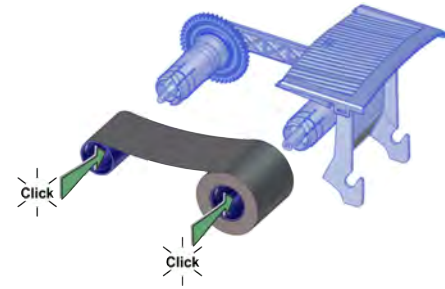
1. Unlock the printer and open the printer supplies access door on the optional multi-hopper.

Open the printer cover.



2. Remove the print ribbon cartridge.

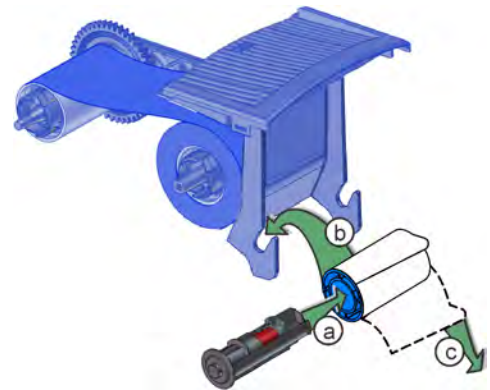
3. Load a full roll of print ribbon (the blue spool) onto the spindle closest to the cartridge handle until it clicks into place.
4. Place the silver take-up spool on the spindle with the black gear until it clicks into place.
5. Wind the take-up spool counterclockwise one full turn.



## Load the Cleaning Sleeve

Load a new cleaning sleeve when you load a new roll of print ribbon, when you notice debris on the printed cards, or when the cleaning sleeve is no longer sticky.

1. Remove the cleaning roller spindle with the used cleaning sleeve from the ribbon cartridge.
2. Remove the used cleaning sleeve from the spindle and discard it.
3. Slide the spindle into a new cleaning sleeve (a).
4. Place the spindle with the cleaning sleeve onto the ribbon cartridge (b).
5. Remove the protective wrapper from the cleaning sleeve (c).

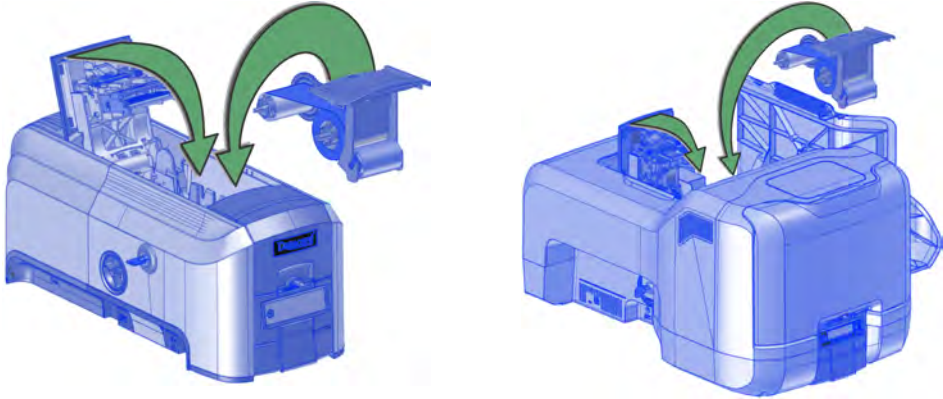


# Install the Ribbon Cartridge

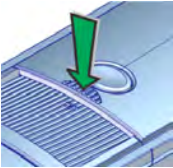
Install the assembled print ribbon cartridge into the printer.

- 1. Open the printer cover.

Hold the print ribbon cartridge by the handle and lower it into the printer with the handle toward the front of the printer.



- 2. Make sure that the ribbon cartridge is positioned correctly in the guides.
- 3. Close the printer cover. Press down on the ridges on the front of the cover to make sure that it latches completely on both sides.
- 4. Close the supplies access door on the optional multi-hopper and lock the printer.





# Chapter 4: Printing Cards

# 4

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## Before Starting to Print

This section explains how to print a card. Make sure that:

- Cards are loaded in the printer or available to insert.
- Ribbon is loaded in the printer. For the steps to follow, refer to [“Load the Print Ribbon”](#) on [page 24](#).
- 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.

### HINTS & TIPS

- Make sure that magnetic stripe cards and smart cards are loaded correctly. A diagram inside the input hopper of the printer shows the correct card orientation.
- Do not touch the card surface to be printed. Handle cards by their edges, or wear gloves.
- You can print a test card directly from the printer. Refer to [“Print a Test Card”](#) on [page 20](#).

# Print from CardWizard Issuance Software

Make sure that cards are loaded in the printer or available to insert when prompted. For the steps to follow, refer to [“Load Cards”](#) on [page 23](#).

1. Select the template or design for the card.
2. Select the printer, if you use more than one printer.
3. Enter the data for the card. Follow the instructions for your software.
4. Capture the photo for the card, if necessary.
5. Click the **Print** button to send the card to the printer.
6. At the printer, insert a card into the printer, if necessary.



# Chapter 5: System Maintenance

# 5

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## 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.

Clean the printer when:

- There is debris on completed cards.
- A new roll of print ribbon is installed.

You can perform the following cleaning tasks:

- [Clean the Printhead on page 30](#)
- [Run a Cleaning Card on page 32](#)

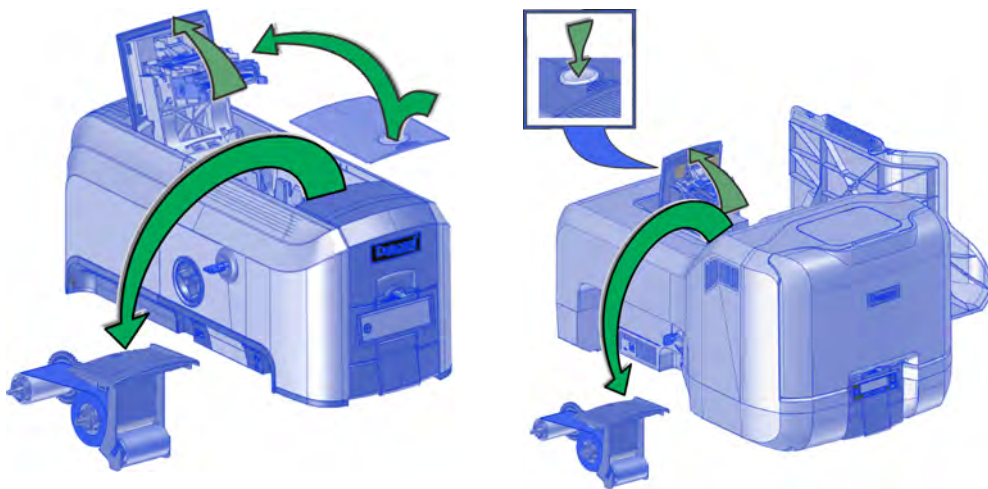
# Clean the Printhead

Clean the printhead when:

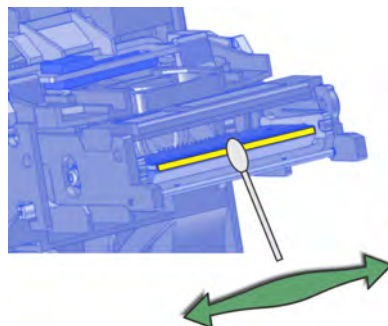
- The printhead is replaced.
- There are unprinted lines on the finished card. This usually indicates dirt or contaminants on the printhead.
- The printhead is touched accidentally. Oils from hands can affect print quality and damage the printhead.

Do the following to clean the printhead:

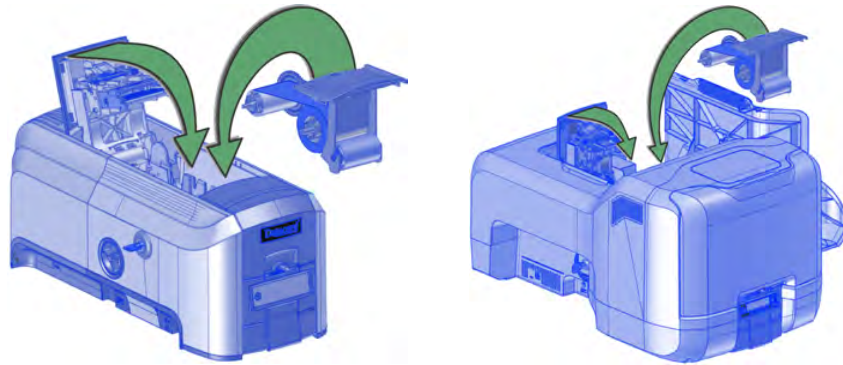
1. Power off the printer.
2. Unlock the printer and open the printer supplies access door on the optional multi-hopper.
3. Open the printer cover and remove the print ribbon cartridge.



4. Open and remove a cleaning swab from its package.
5. Use gentle pressure, move the cleaning swab back and forth along the full length of the printhead edge until it is completely clean.



6. Replace the print ribbon cartridge. Avoid bumping the printhead when you install the print ribbon cartridge.



7. Close the printer cover. Press down on the ridges on the front of the cover to make sure that it latches completely on both sides. Close the supplies access door on the optional multi-hopper and lock the printer.
8. Power on the printer.
9. Print a sample card to verify the quality of printing. Refer to [“Print a Test Card”](#) on [page 20](#) for more information.

#### **HINTS & TIPS**

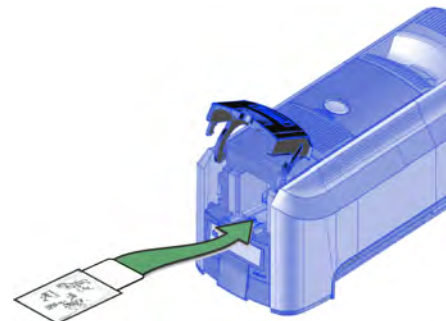
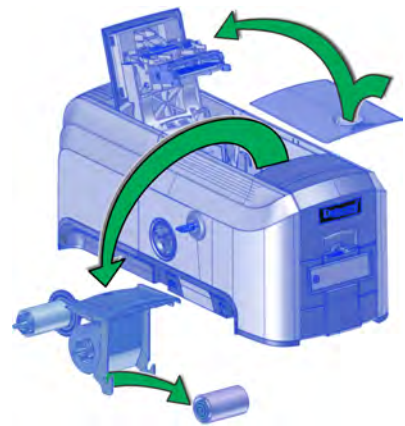
- Avoid touching the printhead edge with your fingers. Contamination due to skin oils eventually can damage the printhead.
- Avoid touching the printing edge of the printhead cartridge with any sharp objects that can permanently damage the printhead.
- Use only the cleaning swab to clean the printhead. Other materials can stick to the printhead and cause damage.
- Use a cleaning swab one time only. Discard it after you clean the printhead.

# Run a Cleaning Card

Run a cleaning card to clean debris from the inside of the printer and from the input hopper rollers. The cleaning card can remove most contaminants from the printer. Run a cleaning card after every 500 cards processed by the printer, or more often depending on your environment, or if print quality diminishes.

## Single Hopper

1. Prepare the printer for cleaning.
  - a. Power on the printer.
  - b. Unlock the printer.
  - c. Open the printer cover and remove the print ribbon cartridge.
  - d. Remove the used cleaning sleeve from the ribbon cartridge. (The ribbon must remain installed on the ribbon cartridge.)
  - e. Replace the ribbon cartridge in the printer and close the cover.
  - f. Open the input hopper and remove any unprinted cards. Place them on a clean surface.
  - g. Open the cleaning card package and remove the cleaning card.
  - h. Load the cleaning card in the input hopper. (Plan to clean the printer immediately. The cleaning card dries out if it is out of its package for more than a few minutes.)
  - i. Close the input hopper and lock the printer.



2. Use the LCD menu system to start the cleaning cycle.

- a. Begin when the printer displays **Ready** and the USER button shows steady green. Press the USER button.

**Suspended** displays on line 1 of the LCD panel.



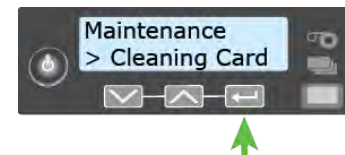
- b. Press ENTER to enter the menu system.



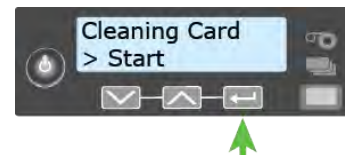
- c. **Maintenance** displays on line 2 of the LCD panel. Press ENTER to enter the **Maintenance** menu.



- d. **Cleaning Card** displays on line 2 of the LCD panel. Press ENTER to enter the **Cleaning Card** menu.

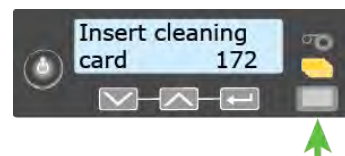


- e. **Start** displays on line 2 of the LCD panel. Press ENTER to start the cleaning process.



- f. **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 and places it in the reject card tray when the cleaning cycle finishes.



3. Remove the used cleaning card. Wait a few minutes for the rollers to dry.

4. Prepare the printer for use.
  - a. Unlock the printer.
  - b. Replace the cards in the input hopper.
  - c. Remove the print ribbon cartridge.
  - d. Install a new cleaning sleeve on the ribbon cartridge and remove the protective cover. Refer to [“Load the Cleaning Sleeve”](#) on [page 25](#) for the steps to follow.
  - e. Replace the ribbon cartridge and close the printer cover. Press down on the ridges on the front of the cover to latch it completely.
  - f. Lock the printer.

The printer returns to **Ready** and is available to print cards again.

- g. Discard the used cleaning card and cleaning sleeve.



#### HINTS & TIPS

- Use the cleaning card and cleaning sleeve one time only.
- Change the cleaning sleeve each time you clean the printer or change the print ribbon.



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.



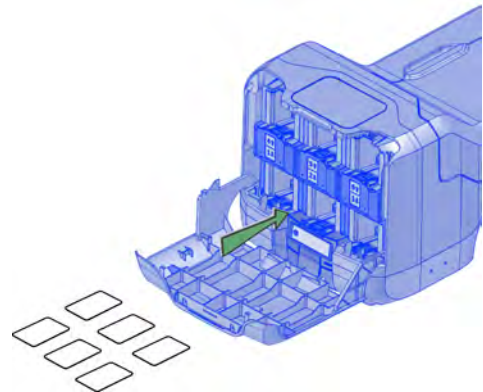
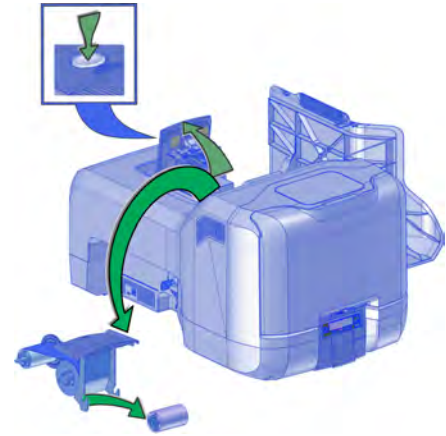
## Optional Multi-Hopper

Cleaning a printer equipped with the optional multi-hopper involves two steps: cleaning the printer and cleaning the hopper rollers. To start the cleaning process, refer to “[Prepare the Printer for Cleaning](#)”.

### Prepare the Printer for Cleaning

1. Power on the printer.
2. Unlock the printer and open the printer supplies access door.
3. Open the printer cover and remove the print ribbon cartridge.
4. Remove the used cleaning sleeve from the ribbon cartridge. (The ribbon must remain installed on the ribbon cartridge.)
5. Replace the ribbon cartridge in the printer and close the cover.
6. Open the multi-hopper door and remove any unprinted cards.
7. Open the cleaning card package, remove the cards, and insert the cleaning cards into the hoppers. (Plan to run the cleaning cards immediately. The cleaning cards dry out if they are out of the package for more than a few minutes.)
8. Close the multi-hopper door and lock the printer. The front panel displays **Ready** and the USER light shows steady green.

Continue with “[Clean the Printer](#)” on page 36.

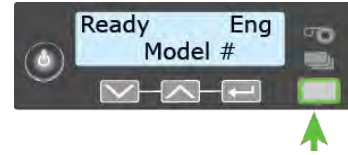


## Clean the Printer

1. Make sure that you have prepared the printer for cleaning. Refer to “Prepare the Printer for Cleaning” on page 35.

2. Press the USER button.

**Suspended** displays on line 1 of the LCD panel.



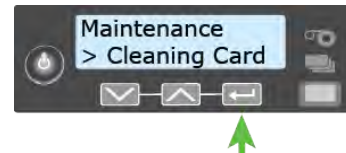
3. Press ENTER.



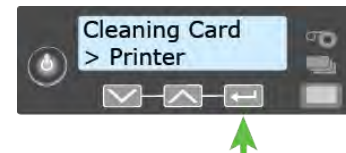
4. **Maintenance** displays on line 2 of the LCD panel. Press ENTER to enter the **Maintenance** menu.



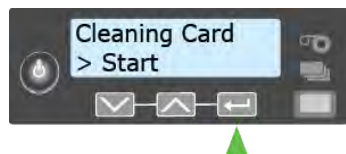
5. **Cleaning Card** displays on line 2 of the LCD panel. Press ENTER to enter the **Cleaning Card** menu.



6. **Printer** displays on line 2 of the LCD panel. Press ENTER.

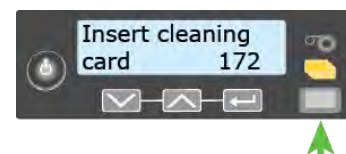


7. **Start** displays on line 2 of the LCD panel. Press ENTER to start the cleaning process.



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

The printer picks the cleaning card from hopper 2 (H2) and moves it through the printer several times. The used cleaning card is placed in the reject tray.

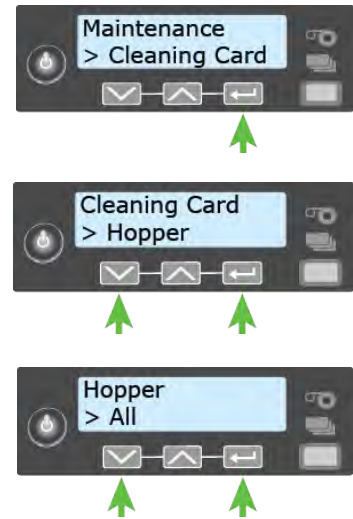


The printer returns to **Ready** when the cleaning cycle completes.

Continue with “Clean the Multi-Hopper Rollers” on page 37.

## Clean the Multi-Hopper Rollers

1. Access the LCD menu system and enter the **Cleaning Card** menu, as described in “[Clean the Printer](#)” on page 36.
2. Select the hoppers for cleaning.
  - a. Press the down arrow key until **Hopper** displays on line 2 of the LCD panel.
  - b. Press ENTER to enter the Hopper menu.
  - c. Press the down arrow key and choose **All** to clean hoppers H1 through H6. (Or, continue pressing down to select hoppers 1 through 6 to clean a hopper individually.)
3. Press ENTER to start the cleaning process.



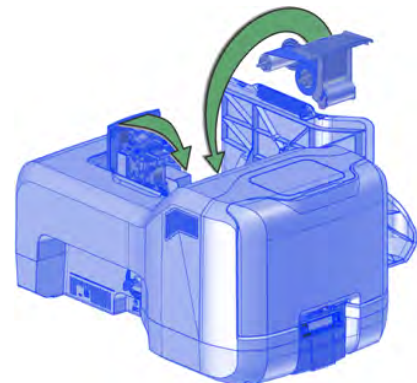
The printer moves the cleaning cards back and forth across the hopper rollers several times and then ejects the cleaning cards back into the hoppers.

The printer returns to **Ready** when the cleaning cycle completes.

To complete the cleaning process, continue with “[Prepare the Printer for Use](#)”.

## Prepare the Printer for Use

1. Unlock the printer and open the multi-hopper door.
2. Remove the used cleaning cards from the hoppers.
3. Replace the unprinted cards in the input hoppers.
4. Open the printer supplies access door and the printer cover. Remove the print ribbon cartridge.
5. Install a new cleaning sleeve on the ribbon cartridge and remove the protective cover. Refer to “[Load the Cleaning Sleeve](#)” on page 25 for the steps to follow.
6. Replace the ribbon cartridge.
7. Close the printer cover. Press down on the ridges on the front of the cover to latch it completely.
8. Close the printer supplies access door.
9. Open the reject tray and remove the used cleaning card.



10. Lock the printer.

The printer returns to **Ready** and is available to print cards again.



11. Discard the used cleaning cards and cleaning sleeve.

**HINTS & TIPS**

- Use the cleaning cards one time only.
- Change the cleaning sleeve each time you clean the printer or change the print ribbon.



# Chapter 6: Troubleshooting



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This section helps you identify and fix basic issues that can occur during printing. Also refer to your CardWizard 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 40](#)
- [Locate a Problem with Basic Printer Functions on page 41](#)

This section also describes troubleshooting for the following:

- [Installation Problems on page 42](#)
- [Card Appearance on page 42](#)
- [Magnetic Stripe Problems on page 47](#)
- [Card Jams on page 49](#)
- [Repair a Broken Ribbon on page 50](#)
- [Messages and Conditions on page 51](#)

# Locate a Problem Within the Card Production System

For typical components of the system, refer to “[Card Printer System Overview](#)” on [page 12](#). 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

An ID or badge system usually includes a camera to take photos, and may include other capture devices for biometric data. 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 1 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 2 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.
    - ◆ 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 from the printer front panel. Refer to “[Print a Test Card](#)” on [page 20](#) 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. Make sure that you use the same type of cable (USB or network) used when the printer was installed.
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:
    - ◆ In the application, is the correct printer selected in the Print Setup or Print dialog?
    - ◆ 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 <b>Ready</b> 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"><li>• Verify the computer-to-network connection by accessing a network resource, such as a network drive.</li><li>• The network administrator can test communication between a server and the printer.</li><li>• Make sure that the user is logged on to the network.</li></ul>
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 <a href="#">“Retrieve the Printer's Network IP Address”</a> on <a href="#">page 18</a> . Make sure that <b>Ready</b> 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 on page 43](#)
- [The color printing has flaws on page 43](#)
- [The printing is too light on page 45](#)
- [The printing is too dark on page 45](#)
- [The monochrome printing has flaws on page 46](#)



## Something did not print

Problem	Probable Cause	Solution
Nothing is printed on the card.	The print ribbon is loaded incorrectly.	Remove the print ribbon and install it correctly.
	The page size was not set to ISO ID-1.	Use your card production application to access the printer's print setup and select <b>ISO ID-1</b> for the page size. The correct page size is available after you select the printer.
Color printing on top of a black background does not print on the card.	The black panel of the ribbon is printing over the color panels.	The printer uses the print ribbon panels in sequence; the Y panel prints first, then M, and so on. The black panel of the print ribbon is used last and prints over the color panels. For best results, change the 100% black background to a color near black, so that it prints using the YMC (color) panels of the print ribbon. Refer to "Elements of Card Design" in the printer's <i>Installation and Administrator's Guide</i> for more information about color printing.

## The color printing has flaws

Problem	Probable Cause	Solution
One or more lines appear on the card.	The printhead is dirty or damaged.	Clean the printhead. Refer to " <a href="#">Clean the Printhead</a> " on <a href="#">page 30</a> .
The print quality changes from the previous card.	The ribbon type was changed while card jobs were in the printer queue.	The type of ribbon installed in the printer determines the color profile used when the card is sent to print. If the ribbon type changes while jobs are queued, the card may not print correctly. Allow all queued jobs to complete before changing the type of ribbon in the printer. Changing to a ribbon of the same type does not affect printing.

<b>Problem</b>	<b>Probable Cause</b>	<b>Solution</b>
One color panel is not aligned correctly with other color panels.	The cards are slipping in the track.	Run a cleaning card. Refer to <a href="#">“Run a Cleaning Card”</a> on page 32.
	The cards are not the correct size for the printer.	Use cards that meet the size requirement for the printer. Refer to <i>“Cards”</i> in the printer’s <i>Installation and Administrator’s Guide</i> for specifications. If you must use the cards you have, ask your system administrator for help.
Printing is blurred.	The cards have a matte, not glossy, finish.	Use cards that meet the requirements for the printer. Refer to <i>“Cards”</i> in the printer’s <i>Installation and Administrator’s Guide</i> for specifications.
	The rollers are dirty.	Run a cleaning card. Refer to <a href="#">“Run a Cleaning Card”</a> on page 32.
	The printhead is dirty.	Clean the printhead. Refer to <a href="#">“Clean the Printhead”</a> on page 30.
The printed card has small unprinted areas.	Unprinted cards have scratches.	Handle cards carefully. Refer to <i>“Card Quality Guidelines”</i> in the printer’s <i>Installation and Administrator’s Guide</i> .
	Cards have embedded particles, an uneven surface, or the card edge has burrs.	Use cards that meet the requirements for the printer. Refer to <i>“Cards”</i> in the printer’s <i>Installation and Administrator’s Guide</i> .
	The rollers are dirty or the card packaging contains debris.	Run a cleaning card. Refer to <a href="#">“Run a Cleaning Card”</a> on page 32.
Part of the printed image is discolored.	Cards have fingerprints or other dirt on them.	Handle cards carefully. Refer to <i>“Card Quality Guidelines”</i> in the printer’s <i>Installation and Administrator’s Guide</i> .
	A signature panel is located on the other side of the card.	Design the card to avoid printing photos over signature panel residue.
	The rollers are dirty or the card packaging contains debris.	Run a cleaning card. Refer to <a href="#">“Run a Cleaning Card”</a> on page 32. Use cards that meet the requirements for the printer. Refer to <i>“Cards”</i> in the printer’s <i>Installation and Administrator’s Guide</i> .

## The printing is too light

Problem	Probable Cause	Solution
Photos look faded.	The image capture system needs adjustment.	Color settings might not be optimal. Adjust color settings. Refer to the documentation for the image capture system, and “Color Printing” in the printer’s <i>Installation and Administrator’s Guide</i> .
The printing is very light.	The ribbon is loaded incorrectly.	Load the print ribbon correctly. Refer to “Load the Print Ribbon” on page 24.
	The card was previously printed and has topcoat on it.	Print only new cards. Refer to “Cards” in the printer’s <i>Installation and Administrator’s Guide</i> .
	The printhead is not installed correctly.	Contact your service provider for instructions to install the printhead correctly.
	The printhead power is too low.	Log on to the Printer Manager as a WebAdmin. Open the <b>Printer Settings &gt; Print</b> menu. Increase the YMCPower setting, and click <b>Set Current</b> to save your changes.

## The printing is too dark

Problem	Probable Cause	Solution
The card shows wrinkles in darkly colored areas.	The card includes very dark areas.	Change the design to use smaller areas of dark color.
	The printhead is not aligned correctly.	Contact your service provider.
All color printing is darker than intended.	Color adjustment is too dark. A change in the card stock you use can alter the appearance of printed cards.	Change the color adjustment settings. Refer to “Color Printing” in the printer’s <i>Installation and Administrator’s Guide</i> .

# The monochrome printing has flaws

Problem	Probable Cause	Solution
Text has broken (partly printed) characters.	The monochrome (K) power setting is balanced to print both fine text and bar codes.	If the card does not include a bar code, increase the monochrome intensity. If the card includes fine text and bar codes, change the text to improve printing. Refer to "Monochrome Printing" in the printer's <i>Installation and Administrator's Guide</i> .
	The text is formatted to print with color, and the card is being printed with monochrome ribbon.	Contact your service provider. Format text to print black so that the text is not dithered.
Printing is uneven or is missing in some areas.	The monochrome (K) power setting is too low. The cards require a different setting.	Increase the monochrome intensity. Find a balance between printing all card data and causing wrinkles.

# Magnetic Stripe Problems

To begin troubleshooting a magnetic stripe problem, first print a magnetic stripe test card from Printer Manager. For the steps to follow, refer to the “Printer Manager” section of the printer’s *Installation and Administrator’s Guide*.

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 23.
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 displays indicating a magnetic stripe problem, run a cleaning card to clean the magnetic stripe head. Refer to “Run a Cleaning Card” on page 32.
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 the Printer Manager “Printer Setting Menu” in the <i>Installation and Administrator’s Guide</i> for more information. To encode with high coercivity, obtain cards manufactured for high-coercivity encoding. Refer to “Print a Test Card” on page 20.
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 the Printer Manager “Printer Setting Menu” in the <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 the Printer Manager “Printer Setting Menu” in the <i>Installation and Administrator’s Guide</i>. 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>

## Use 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 “Printer Manager” in the printer’s *Installation and Administrator’s Guide* for more information.

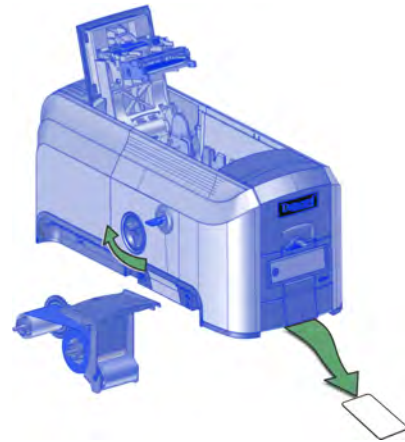
# Card Jams

A card jam occurs when the card does not reach the proper position for the next action, such as printing or ejecting the card.

You usually can resolve the error by pressing the USER button so that the printer displays **Ready**. 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 cover.
2. Remove the print ribbon cartridge.
3. Turn the manual advance knob to move the jammed card until it is accessible from the rollers or exits into the output hopper.
4. Remove the card.
5. Replace the ribbon cartridge and close the printer cover.
6. Lock the printer.
7. Press the USER button on the printer.

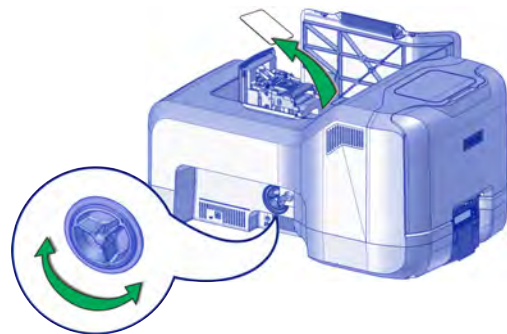


### HINTS & TIPS

Check the ribbon to make sure that it is not torn. Refer to [“Repair a Broken Ribbon”](#) on page 50 and [“109: Print ribbon problem”](#) on page 56 to repair or replace the ribbon, if needed.

## Multi-Hopper Printer

1. Unlock the printer and open the printer supplies access door on the multi-hopper.
2. Press the silver latch button and open the printer swingarm.
3. Remove the print ribbon cartridge.
4. Rotate the manual advance knob on the side of the printer until the jammed card is accessible from the rollers.
5. Remove the card.
6. Replace the print ribbon cartridge.



7. Close the printer swingarm. Press down on the ridges on the front of the swingarm to make sure that it latches completely on both sides.
8. Close the printer supplies access door and lock the printer.
9. Press the USER button on the printer.

## Repair a Broken Ribbon

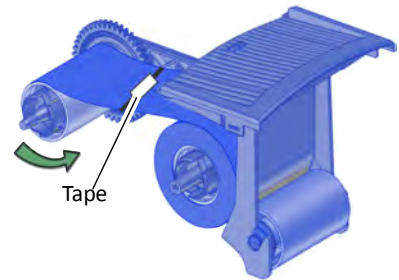
A ribbon can break if the power applied by the printhead is too high. Do the following to repair a broken ribbon.

1. Open the printer and remove the print ribbon cartridge.



Do not remove the used ribbon from the take-up spool. This may cause printing issues.

2. Trim the ends of the broken ribbon evenly.
3. Align the ends of the broken ribbon and apply adhesive tape to secure them.
4. Turn the take-up spool counterclockwise until the mended portion is wound around the spool two or three turns.
5. Reinstall the print ribbon cartridge in the printer.
6. Close the printer.





# Messages and Conditions

When the printer cannot process the card sent, it issues a condition. Conditions display on the LCD panel on the front panel of the printer. In a shared printer environment, messages can differ slightly from the messages and conditions described in this section.

- [Messages on the Printer LCD](#)
- [Messages from Printer Manager on page 53](#)
- [Other Messages on page 53](#)

## 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 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.

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
101	Job could not complete	Amber Flash	Off	Off
102	Card not in position	Off	Off	Amber Flash
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
107	Magstripe read data error	Off	Off	Amber Flash
108	Magstripe read no data	Off	Off	Amber Flash
109	Print ribbon problem	Off	Amber Flash	Off

<b>No.</b>	<b>LCD Message</b>	<b>User Light</b>	<b>Supply Light</b>	<b>Card Light</b>
110	Print ribbon out or missing	Off	Amber Flash	Off
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
118	Print ribbon type problem	Off	Amber Flash	Off
119	Print ribbon not supported	Off	Amber Flash	Off
120	User paused the printer	Amber Flash	Off	Off
121	Print ribbon not identified	Off	Amber Flash	Off
122	Magstripe format problem	Amber Flash	Off	Off
123	Insert new card side 1 up	Amber Flash	Off	Off
124	Insert same card side 2 up	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
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
245	Configuration error	Green Flash	Off	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.

## Respond to Messages

You can respond to printer messages using the printer front panel buttons.

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



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

### 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.

### 101: Job could not complete

The card took too much time to complete.

The card will be canceled.

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

## 102: Card not in position

The card is not positioned in the printer correctly.

1. Open the printer and remove the ribbon cartridge.
2. Turn the knob to remove the card.
3. Replace the ribbon cartridge and close the printer.

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

## 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.

### **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.

## 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.

### **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 send a new card to the printer.

### **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 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 send a new card to the printer.

### **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.

## 109: Print ribbon problem

The print ribbon is not moving properly.

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

Press the USER button on the printer to clear the message and send a new card to the printer.

### **HINTS & TIPS**

- Remove any debris from the print area.
- If a card is in the printer, turn the manual advance knob to move the card so that the printer can eject it.

## 110: Print ribbon out or missing

The printer does not have usable ribbon. To complete the current card:

1. Open the printer and remove the ribbon cartridge.
2. Install a new ribbon and cleaning roller.
3. Replace the cartridge and close the printer.

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

### **HINTS & TIPS**

Used ribbon has negative images of printed data. To keep the data confidential, follow your company policy to discard used ribbon.

## 111: Card not picked

The printer did not pick a card. To complete the current card:

For printers with an input hopper, open the input hopper, add or reposition cards, and close the hopper.

For printers with a single-card feed, push the card in until the printer picks it.

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 cover is open or the print ribbon cartridge is missing.

Confirm that the print ribbon cartridge is installed and then close the cover.

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

#### **HINTS & TIPS**

- Make sure that the ribbon cartridge is installed properly with the cartridge handle even with the edges of the printer.
- Press down on the cover ridges to make sure that the cover latches completely on both sides.
- 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.

Push down on the cover to latch it.

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

#### **HINTS & TIPS**

- Make sure that the ribbon cartridge is installed properly with the handle even with the edges of the printer.
- Press down on the cover ridges to make sure that the cover latches completely on both sides.
- 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. If the label shows either “M” or “J”, 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.

To remove magnetic stripe data, you or your system administrator may need to clear a check box in the card production application.

## 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**

To remove the reader request, you or your system administrator may need to clear a check box in the card production application.

## 118: Print ribbon type problem

The printer cannot use the ribbon installed. The card will be canceled.

Use ribbon designed for this printer.

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

### **HINTS & TIPS**

- Purchase ribbon from your dealer or authorized reseller.
- Check the Datacard website for updated firmware that supports new ribbon types.



### 119: Print ribbon not supported

The printer cannot use the ribbon installed. The card will be canceled.

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

#### **HINTS & TIPS**

- Purchase ribbon from your dealer or authorized reseller.
- Check the Datacard website for updated firmware that supports new ribbon types.

### 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 USER 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.

### 121: Print ribbon not identified

The printer cannot use the ribbon installed. The card will be canceled.

Use ribbon designed for this printer.

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

#### **HINTS & TIPS**

Ask your dealer or authorized reseller for a replacement ribbon.

### 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.

### 123: 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.

#### 124: Insert same card side 2 up

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

#### 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.

##### **HINTS & TIPS**

In the card format, don't include references to hardware that cannot be accessed by the system. For more information, refer to your ID software documentation or ask your system administrator.

#### 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.

#### 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**.

#### 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.

