



CE870 Card Personalization System Installation and User Guide

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Front Panel Revision: 1.1.2.34

Notice

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

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Contents

Chapter 1: Welcome to the Card Personalization System	1
The CE870 Card Personalization System	1
About the System	2
System Components	3
The Printer Component (Top, Front and Right Side)	3
Printer Multi-Card Hopper	4
Printer Connections (Left Side)	5
The Touch Screen Component (Optional)	6
The Embosser Component (Top, Front and Right Side)	7
Inside the Embosser	8
Embosser Connections (Back and Left Side)	9
System Labels	10
Printer Configuration Label	10
Embosser Configuration Label	11
How To Topics	12
Chapter 2: Installation Requirements	13
PC Requirements	13
Site Requirements	14
Electrical Requirements	15
Chapter 3: Install the System	17
Secure the System	18
Assemble the Printer and Embosser	19
Load Supplies	20
Load Indent Ribbon Cartridge	20
Load Topping Foil Cartridge	21
Load Cleaning Sleeve	22
Load Cards in Hopper	24
Connect Cables	25
Connect Data Cables	25
Connect Power Cables	26
Power on the System	27
Run Test Card	28
Chapter 4: Using the System	29
Process Cards	29
How the Card Travels	30
About Secure Encryption	31
Use the Touch Screen	31
Use the Front Panel	32
Power Button	32
LCD Panel	32
User Button and Light	33
Down Arrow, Up Arrow, and Enter Keys	33

Ribbon Light _____	34
Card Light _____	34
Use the LCD Menus _____	35
LCD Menus _____	36
Pause the System _____	37
Change the LCD Backlight Brightness _____	38
View the Printer Serial Number from the LCD Menu _____	40
View Card Counts from the LCD Menu _____	42
View the Network IP Address from the LCD Menu _____	45
Set Magnetic Stripe Coercivity from the LCD Menu _____	48
Use the Printer Manager _____	50
Chapter 5: Card Design _____	53
Basic Card Design _____	53
Magnetic Stripe Design _____	53
About Magnetic Stripes _____	53
Magnetic Stripe Formats _____	54
Three-Track Option _____	54
Single-Track JIS Option _____	55
Smart Card Design _____	56
About Smart Cards _____	56
Embossing and Indenting Design _____	57
Settings for Card Design in Printer Manager _____	57
Chapter 6: System Maintenance _____	59
Clean the Printer _____	59
Clean the Embosser _____	59
Run a Cleaning Card _____	60
Chapter 7: Troubleshooting _____	63
Tools for Troubleshooting _____	63
Locating the Issue _____	64
Installation Troubleshooting _____	65
Card Appearance _____	65
Indent Troubleshooting _____	65
Topping Foil Troubleshooting _____	65
Magnetic Stripe _____	66
Card Jam _____	68
Printer Card Jam _____	68
Embosser Card Jam _____	69
Messages and Conditions _____	70
Messages on the Printer _____	70
Front Panel Conditions During Messages _____	70
Messages on the Printer Manager _____	71
Respond to Messages _____	72
Printer Component Messages (100-124) _____	72
100: Request not supported _____	72
101: Job could not complete _____	72

102: Card not in position	73
103: Printer problem	73
104: Critical problem	73
105: Magstripe data error	73
106: Magstripe data not found	74
107: Magstripe read data error	74
108: Magstripe read no data	74
111: Card not picked	75
112: Hopper Empty	75
113: Close cover to continue	75
114: Cover opened during job	75
116: Magstripe not available	75
117: Reader not available	75
120: User paused the printer	76
122: Magnetic stripe format problem	76
123: Insert new card then continue	76
124: Insert same card then continue	76
Emboss Component Messages (125-151)	77
125: Emboss critical issue	77
126: Emboss format issue	77
127: Emboss transport error	77
128: Embosser card jam	77
129: Embosser topper jam	78
130: Embosser card entry jam	78
131: Embosser card exit jam	78
132: Embosser card stack full	79
133: Embosser card reject full	79
135: Indent ribbon supplies out	79
136: Indent ribbon break	80
137: Embosser wheel error	80
138: Embosser indent error	80
139: Lost card, open emboss cover	81
140: Embosser not available	81
141: Close emboss cover	81
142: Emboss cover error	81
143: Topper ribbon problem	82
144: Topper ribbon out	82
145: Topper ribbon type problem	82
146: Topper ribbon support err.	82
147: Topper ribbon no tag found	82
149: Option not installed	83
Chapter 8: Supplies and Parts	85
Supplies	85
Indent Ribbon	85
Topping Foil	85

Supply Storage Guidelines _____	86
Cards _____	86
Card Size _____	86
Card Material _____	87
Card Surface _____	87
Card Handling _____	87
Card Storage _____	87
Replacement Parts _____	88
Print Ribbon Cartridge _____	88
Indent Ribbon Cartridge _____	88
Topping Foil Cartridge _____	88
Cleaning Supplies _____	88
Cleaning Roller Spindle _____	88
Security Lock Option _____	88
Printer Power Supply _____	89
Printer Power Cable _____	89
Embosser Power Supply _____	89
Embosser Power Cable _____	89
Network Cable _____	89
Chapter 9: Legal Notices _____	91
Regulatory Compliance _____	91
Liability Statement _____	93
Safety _____	93
Trademarks _____	94
Disclaimer _____	94
Proprietary Notice _____	94

Revision Log
Datacard CE870 Card Personalization System
Installation and User Guide

Revision	Date	Description of Changes
A	September 2011	First release of this document
B	November 2011	Update of the document with numerous additions.



Chapter 1: Welcome to the Card Personalization System



This chapter introduces the CE870 Card Personalization System and its components.

This section describes:

- [The CE870 Card Personalization System](#)
- [About the System](#)
- [System Components](#)
- [System Labels](#)
- [How To Topics](#)

The CE870 Card Personalization System

This manual describes the CE870 Card Personalization System and how to use it.

Before you use the system, it must be set up and installed. In most cases, the installation will be performed by your systems administrator or service provider.

Please read this manual thoroughly before you use the system. It will help you learn about the features of the system and how to process cards successfully and efficiently.

Each card program has specific features that are important for you to understand. Talk with your supervisor, system administrator, or other person to learn about the features of your card program.

This guide provides operator information and describes how to install the system, use the various components, and perform routine tasks.

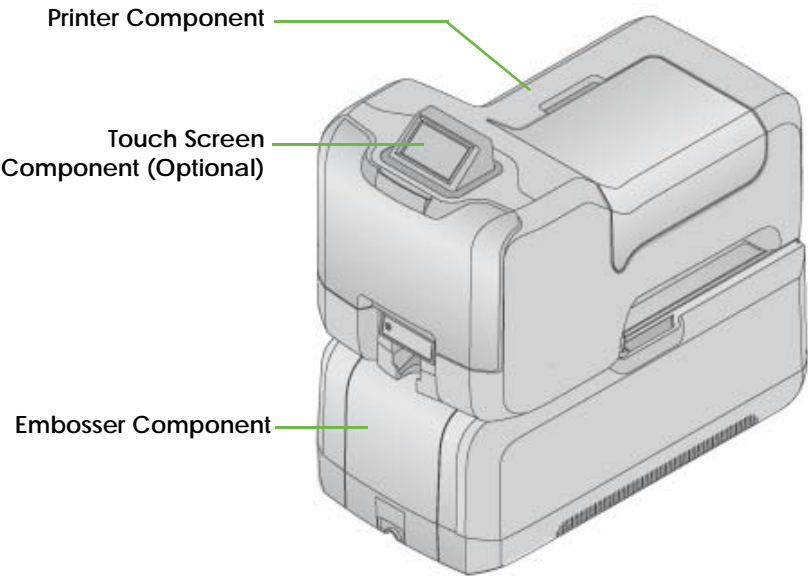
An additional *Solution Guide* is available for use by Administrators or by professionals designing a new system for card production.



About the System

The CE870 Card Personalization System is used to produce on-site financial and debit cards. Personalization includes processing magnetic stripe data, reading or programming smart cards, embossing, and indenting financial data. The system is designed to issue cards where the user is (called on-demand or instant issuance).

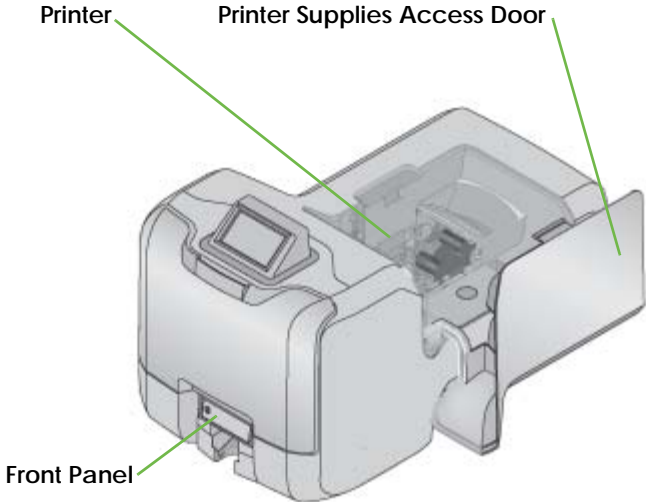
The system receives data from a PC or other computer, personalizes the card using that data, and presents a finished card. The system is a multi-component system consisting of the following:



- Printer Component** Provides print and encoding features. Processes magnetic stripe data and programs smart card chips using secure encryption.
- Touch Screen Component (Optional)** Provides the interface for user authentication and card production.
- Embosser Component** Produces the raised characters and numbers on the front of the card; an optional indenter can produce the indented characters on the back or the front of the card.

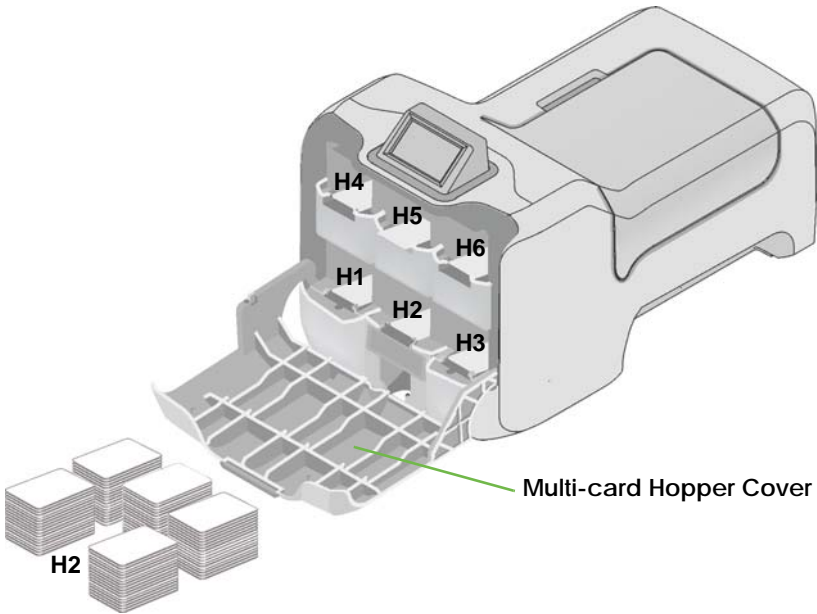
System Components

The Printer Component (Top, Front and Right Side)



Printer	Processes magnetic stripe data and programs smart cards using secure encryption.
Printer Supplies Access Door	Unlock and open the embosser supplies access door to access printer components.
Front Panel	Includes the User button, status lights, power button, and LCD panel with navigation keys.

Printer Multi-Card Hopper



H1 and H3 to H6 Card Hoppers

The H1 and H3 to H6 hoppers contain standard card designs.

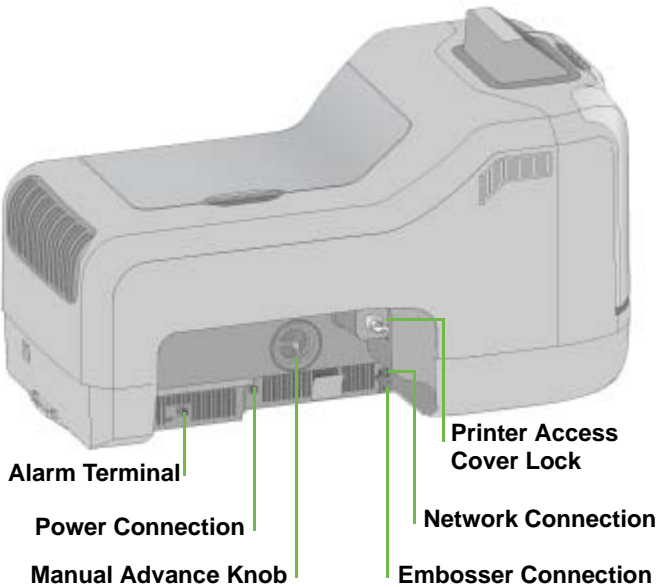
H2 Exception Card Hopper

The H2 hopper is a manual card hopper that contains a manual slot and a storage area in which to store a supply of cards that are different from standard card designs. Store and feed cards manually into the H2 hopper.

Multi-Card Hopper Cover

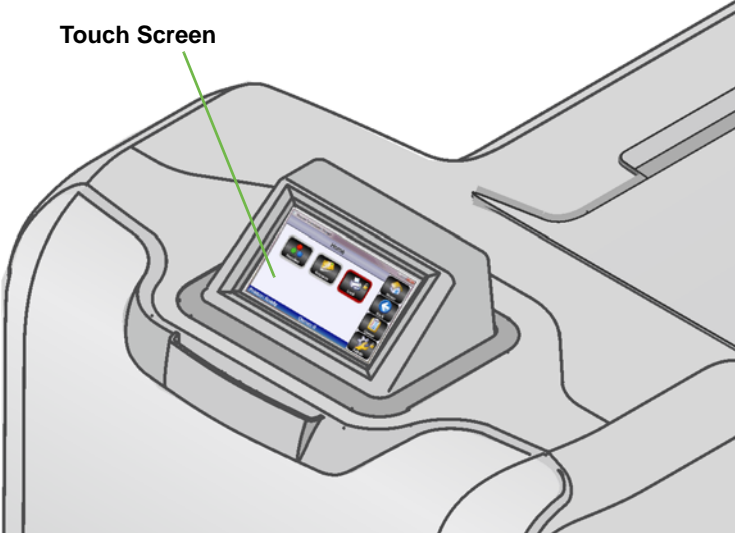
Unlock and open the access cover to load card stock.

Printer Connections (Left Side)



Alarm Terminal	Connect alarm system provided by others.
Power Connection	Plug in power supply.
Manual Advance Knob	Use the manual advance knob to clear a card jam and move the card in the card track.
Printer Access Cover Lock	Provides secure access to the printer.
Network Connection	Ethernet connection to network.
Embosser Connection	Connect the printer to the embosser using cable from embosser.

The Touch Screen Component (Optional)



- Touch Screen Standards** Buttons with a red background require a PIN to access. Buttons with a black background are active and can be selected. Buttons with a gray background are inactive and cannot be selected.

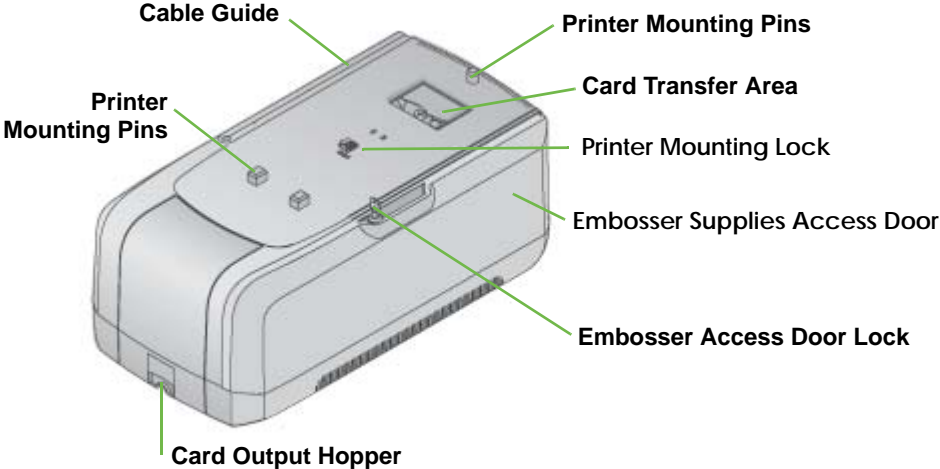
- Card Hopper Levels** View the card type and number of cards remaining in each of the hoppers inside the multi-card hopper.

- Supply Levels** View the amount of indent ribbon and topping foil supplies remaining.

- Printer Information** View system information including:
 - Model
 - Serial number
 - Firmware version
 - IP address
 - E-mail alert address
 - Flash memory free space
 - Printer options

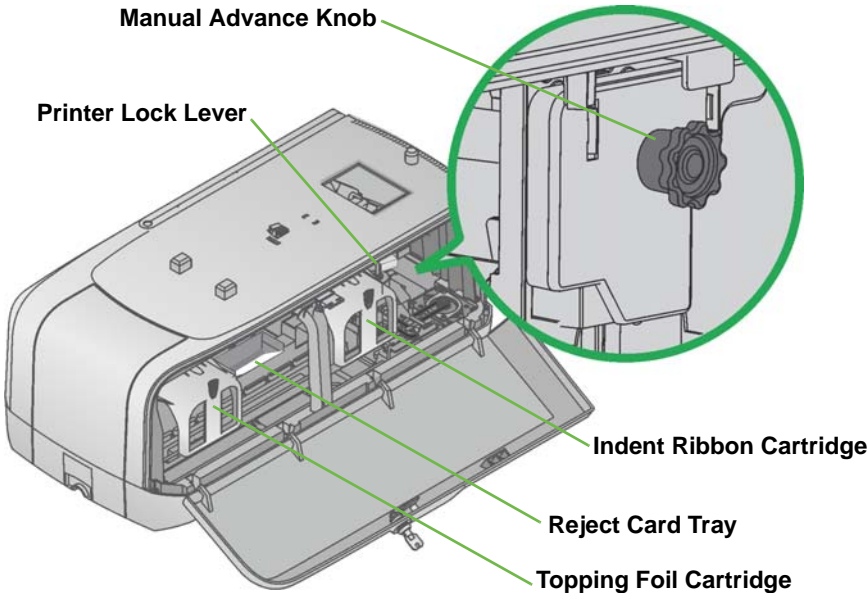
For more information about the Touch Screen, see the Touch Screen User Guide.

The Embosser Component (Top, Front and Right Side)



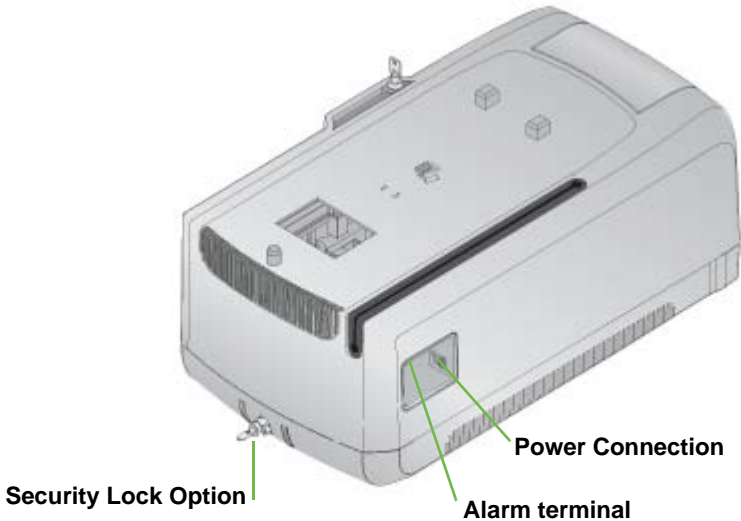
Cable Guide	The cable guide keeps data cables between the printer and embosser organized and hidden.
Printer Mounting Pins	Aligns the printer to the embosser.
Card Transfer Area	Receives the card from the printer component and places it in position for embossing and indenting.
Printer Mounting Lock	Secures the printer to the embosser.
Embosser Supplies Access Door	Unlock and open the embosser supplies access door to load indent ribbon and topping foil.
Embosser Access Door Lock	Provides secure access to the embosser supplies.
Card Output Hopper	Concealed output hopper holds up to ten completed cards.

Inside the Embosser



- Printer Lock Lever** Push the lever in to lock the printer to the embosser.
- Manual Advance Knob** Use the manual advance knob to clear a card jam and move the card in the card track.
- Indent Ribbon Cartridge** Indent ribbon cartridge holds the indent ribbon supply.
- Reject Card Tray** Unfinished cards or cards not properly processed exit the system to the reject card tray.
- Topping Foil Cartridge** Topping foil cartridge holds the topping foil supply.

Embosser Connections (Back and Left Side)



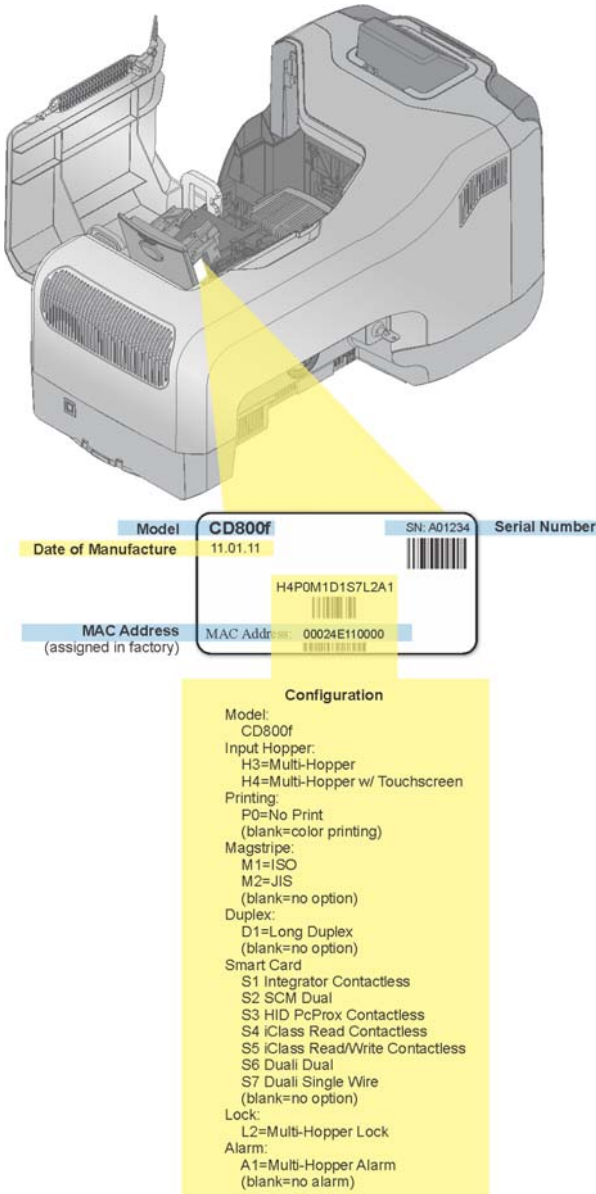
- Security Lock Option** Receptacle for a cable style lock, such as a Kensington lock.
- Alarm Terminal** Connect alarm system provided by others.
- Power Connection** Plug for the embosser power supply.

System Labels

There are two labels on the system, the printer configuration label and the embosser configuration label. The following section describes the labels, where to find them, and how to read them.

Printer Configuration Label

The printer configuration label is located under the printer supplies access door on the left-hand side of the printer swingarm. To view the label, unlock and open the printer supplies access door and press the silver button on top of the printer. The swingarm is spring-loaded and will open when the button is released.

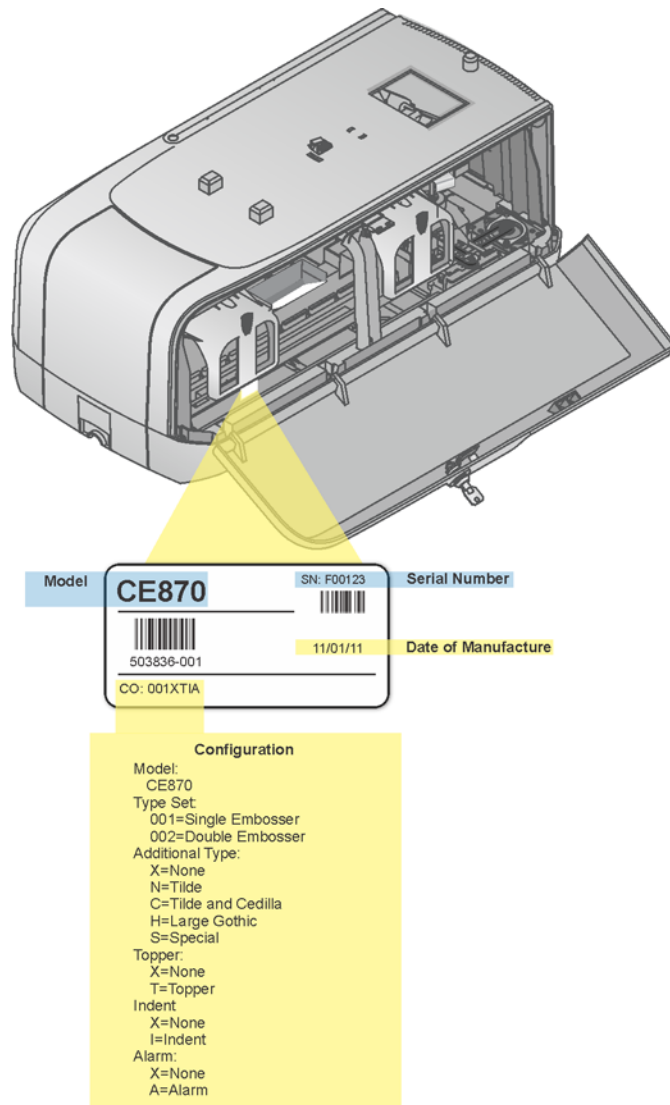


The printer configuration label shows the printer name, configuration, date and country of assembly and the MAC address to use when the printer is connected using an Ethernet network.

The printer configuration label provides information that is useful when requesting service. It can also help you know which components are installed. If components are installed by the dealer or sales group, the information for those items should be on the label.

Embosser Configuration Label

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



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

The embosser configuration label provides information that is useful when requesting service. It can also help you know which components are installed. If components are installed by the dealer or sales group, the information for those items should be on the label.

How To Topics

Select a link from the topics below to quickly access common user topics on how to use the CE870 Card Personalization System.

- Select [Use the Touch Screen](#) for information on how to open printer manager.
- Select [LCD Panel](#) for information on how to view and use the printer LCD menus.
- Select [Respond to Messages](#) for information on how to respond to messages that appear on the printer LCD display.
- Select [Run Test Card](#) for information on how to print a test card and verify system operation.
- Select [Run a Cleaning Card](#) for information on how to run a cleaning card as recommended after every 500 cards are produced.
- Select [Load Cards in Hopper](#) for information on how to load cards into the multi-card hopper.
- Select [Load Indent Ribbon Cartridge](#) for information on how to replace indent ribbon inside the embosser.
- Select [Load Topping Foil Cartridge](#) for information on how to replace topping foil inside the embosser.



Chapter 2: Installation Requirements

2

This chapter describes the PC requirements, site requirements, and electrical requirements for the equipment.

Your company may have additional requirements for a card production environment. Talk to your system administrator to determine the optimum location for card production.

This section describes:

- [PC Requirements](#)
- [Site Requirements](#)
- [Electrical Requirements](#)

PC Requirements

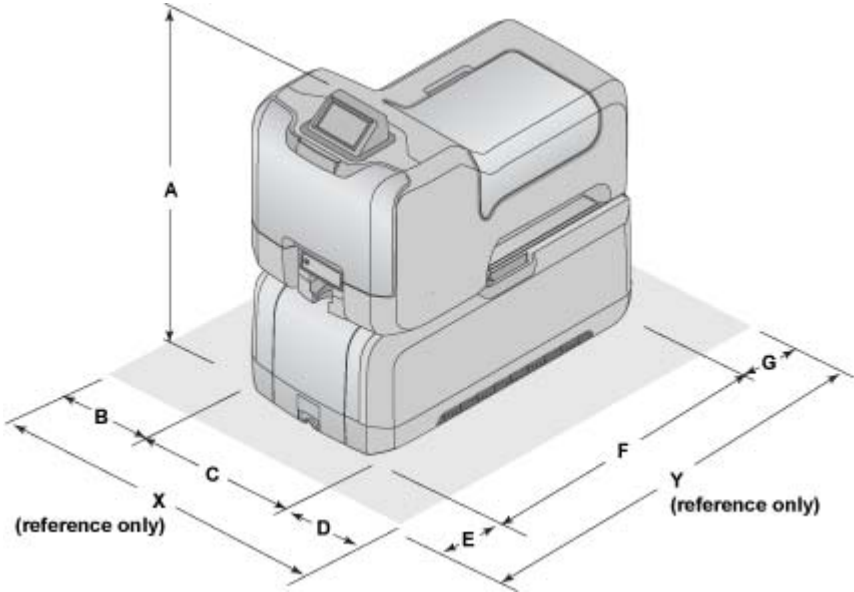
The following network components are required:

- An Ethernet network that uses the TCP/IP protocol and can run at 100 megabits per second, also called 100base-T.
- An Ethernet cable to connect the system to the network. No Ethernet cable is supplied with the system.
- A PC that meets the requirements listed above and is connected to and communicating with the network.

Site Requirements

Set up and use the system in an environment that meets the following requirements.

- It is recommended that the system be placed on a table that is no taller than 32 inches (81 cm) in height to allow easy user access and viewing of components.
- Provide space for the system and for clearance around the system. The system dimensions and recommended clearance area are shown in the table below.



Dimensions (in/cm)

	A	B	C	D	E	F	G	X	Y
in	27.6	2	16.3	8.5	10	28.1	2	26.8	40.1
cm	70.1	5.1	41.4	21.6	25.4	71.4	5.1	68.1	101.9

- Choose a location in an environment with temperatures ranging from 60° to 95° F (15° to 35° C).
- Use single phase, 3-wire, grounded receptacles.
- Keep all dust, dirt, food, and liquids away from the system.
- Place the system and its supplies in a clean office environment, keeping paper and foreign materials off the equipment.

- Place the system on a sturdy, level surface.
- Place the system and its supplies away from direct sunlight.
- Do not place the system near heating ducts, fans, or other air vents.
- Do not use the system for purposes other than the intended use.

Electrical Requirements

The power supply is rated as follows:

System Component	Electrical Requirements
Printer	110-240V ~ 1.5 Amp, 50-60Hz
Embossing	110-240V ~ 3.5 Amp, 50-60Hz

The power supply detects the input voltage, and works within the range stated.



Chapter 3: Install the System

3

This section provides information about installing the CE870 Card Personalization System. Installation includes system setup, connecting cables, and installing supplies.

The setup procedure is described in this section. The components are shipped in several containers. Make sure that you have all components, including those not supplied, before you start the installation. Items not supplied in the shipping cartons include Ethernet cable(s) and bolt-down supplies.



The system is often installed by a systems administrator or service provider.

This section describes how to:

- [Secure the System](#)
- [Assemble the Printer and Embosser](#)
- [Load Supplies](#)
- [Connect Cables](#)
- [Run Test Card](#)

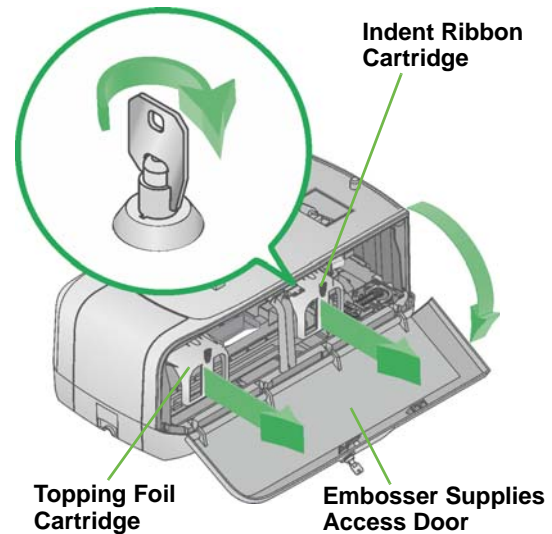
Secure the System

The embosser includes bolt-down openings for securing the system to its mounting surface. Choose a location in which to install the system following the requirements shown in [Site Requirements](#).

1. Unlock and open the embosser supplies access door.
2. Remove the topping foil and optional indent ribbon cartridges and set aside.
3. Bolt the embosser to the work surface.

You need the following supplies:

- *Embosser Bolt-Down Specification Sheet* (Part No. 539999-001).
- Two 1/4 inch Bolts.



The length of the bolts depends on the thickness of the mounting surface. Bolt length minimum of surface thickness + $\frac{3}{4}$ inch. Bolt length maximum of surface thickness + $1\frac{1}{4}$ inch.

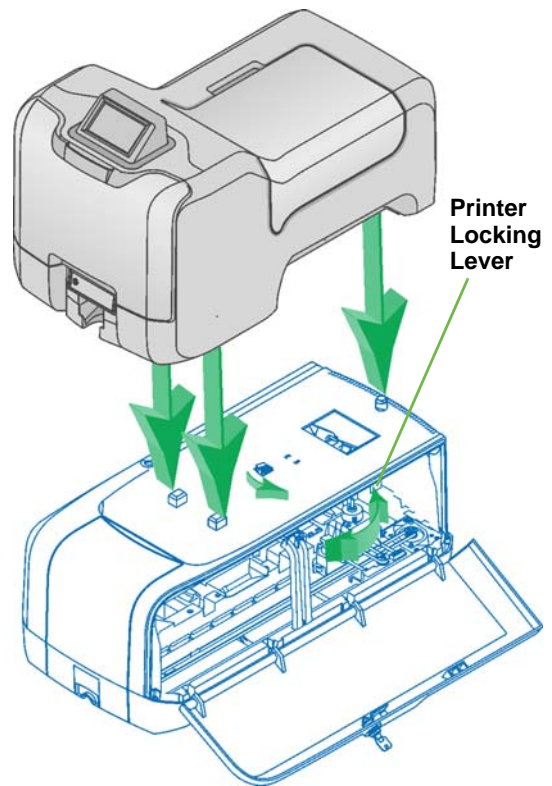
- Two 5/8 inch outer diameter Washers.
- Two 1/4 inch Nuts.

Plastic locking nuts are recommended.

- A. Drill mounting holes in the mounting surface following the dimensions and requirements shown on the *Embosser Bolt-Down Specification Sheet*.
 - B. Insert the bolts.
 - i. Place a flat washer on each of the bolts.
 - ii. Insert the bolts into the mounting holes inside the embosser.
 - iii. Align the bolts with the holes in the embosser.
 - C. Secure the embosser using washers and nuts on the inside of the embosser.
4. Replace the topping foil and indent ribbon cartridges.
 5. Close and lock the embosser supplies access door.

Assemble the Printer and Embosser

1. Unlock and open the embosser supplies access door.
2. Slide the printer locking lever to the left to position the mounting lock in the unlocked state.
3. Lift the printer over the embosser and align the pins on the embosser with the holes on the underside of the printer.
4. Press down gently, but firmly on the printer component and push the printer locking lever to the right to lock the printer to the embosser.
5. Check that the printer is securely locked to the embosser.
6. Close and lock the embosser supplies access door.



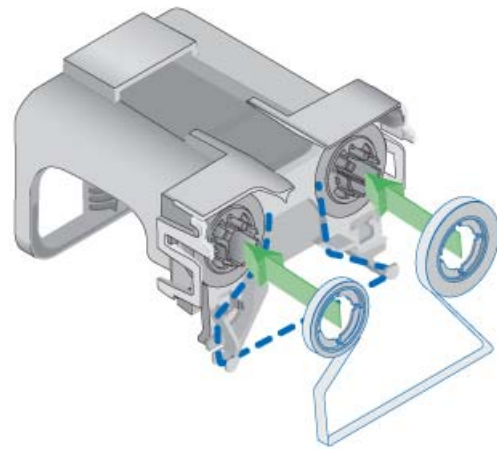
Load Supplies

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

Load Indent Ribbon Cartridge

1. Unlock and open the embosser supplies access door and remove the cartridge from the embosser. The indent ribbon cartridge is on the right. See [Inside the Embosser](#) for more information.

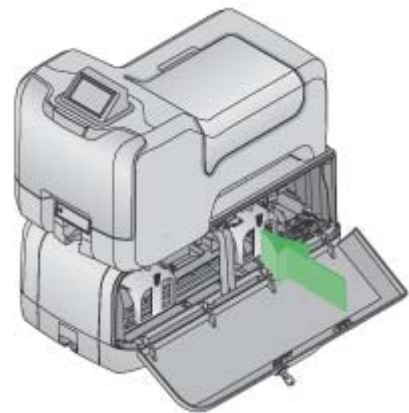
2. Push the full roll of indent ribbon onto the spindle on the right until it snaps securely into place.
3. Route the ribbon around the ribbon guides as shown.
4. Push the empty take-up spool onto the spindle on the left until it snaps securely into place.
5. Turn the take-up spool one full turn counterclockwise to take up ribbon slack.



6. Replace the indent ribbon cartridge.

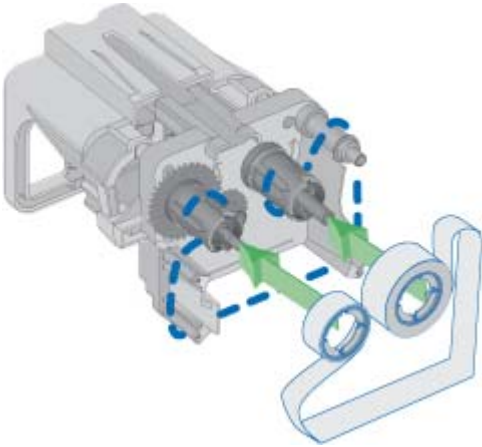
The emboss and indent ribbon cartridges are not interchangeable; they fit only into the designated cartridge area.

- A. Hold the cartridge by its handle.
 - B. Align the cartridge with the guides inside the embosser.
 - C. Slide the cartridge in until it stops.
7. Close and lock the embosser supplies access door.



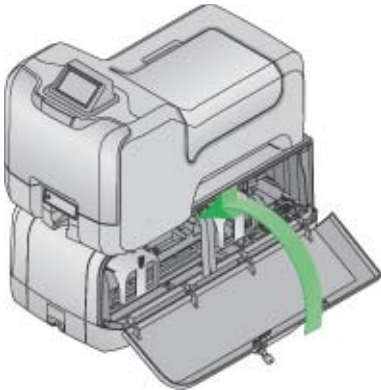
Load Topping Foil Cartridge

1. Unlock and open the embosser supplies access door and remove the topping foil cartridge. The topping foil cartridge is on the left. See [Inside the Embosser](#) for more information.
2. Push the full roll of ribbon onto the spindle on the right until it snaps securely into place.
3. Route the ribbon around the ribbon guides as shown.
4. Push the empty take-up spool onto the spindle on the left (spindle with the black gear) until it snaps securely into place.
5. Turn the take-up spool one full turn counterclockwise to take up ribbon slack.
6. Replace the topping foil cartridge.



The emboss and indent ribbon cartridges are not interchangeable; they fit only into the designated cartridge area.

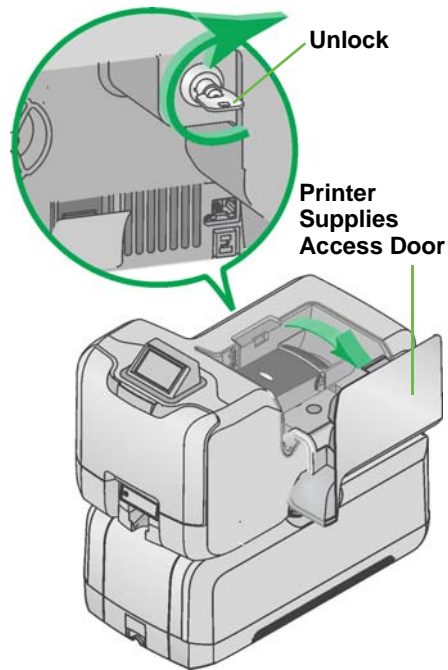
- A. Hold the cartridge by its handle.
 - B. Align the top of the cartridge with the guides inside the embosser.
 - C. Slide the cartridge in until it stops.
7. Close and lock the embosser supplies access door.



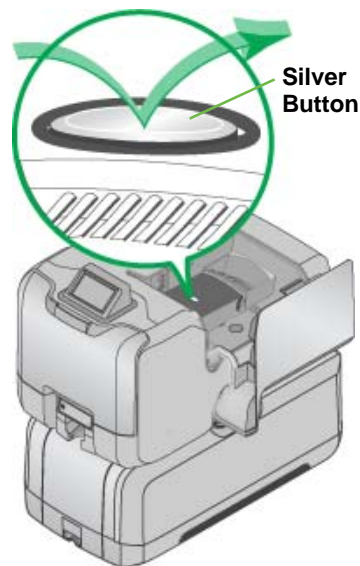
Load Cleaning Sleeve

The printer component uses a replaceable cleaning sleeve to clean dust or lint from the surface of the card stock before processing data. Each cleaning sleeve is effective for approximately 500 cards.

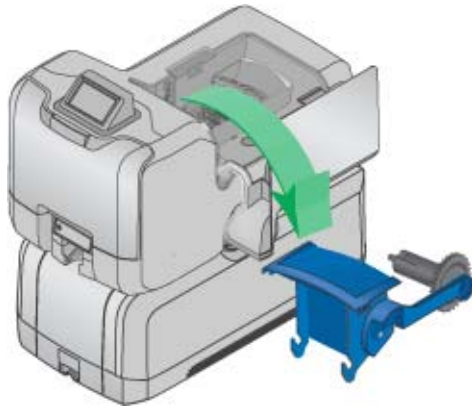
1. Unlock the printer and open the printer supplies access door.



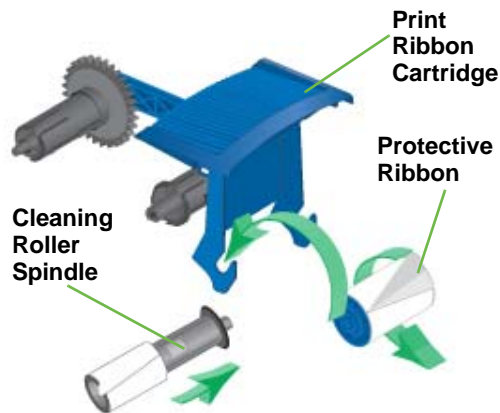
2. Press the silver button and open the printer swingarm.



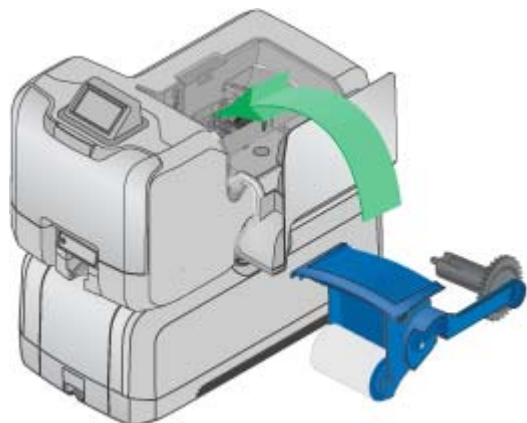
3. Prepare the print ribbon cartridge.
 - A. Remove the print ribbon cartridge. The printer ships with the cleaning roller spindle installed on the print ribbon cartridge.



- B. Remove the cleaning roller spindle from the cartridge and slide the continuous cleaning sleeve onto the spindle. Place the spindle with cleaning sleeve back onto the ribbon cartridge.
 - C. Remove the protective wrapper from the cleaning sleeve.

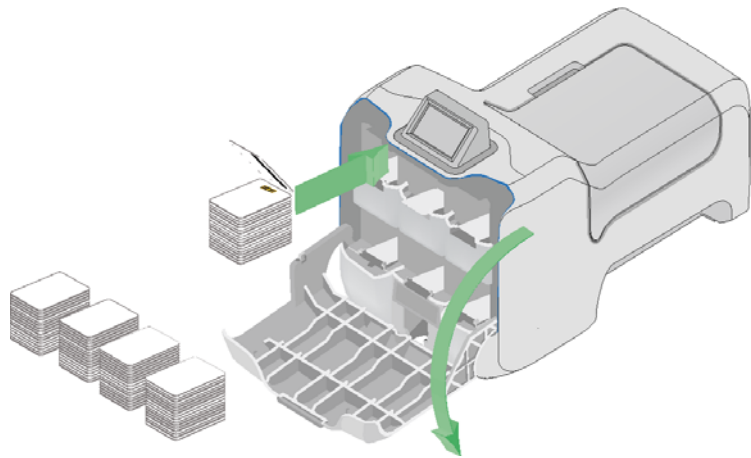


4. Reinstall the ribbon cartridge and close the printer swing arm.
5. Leave the printer access door open and unlocked to load cards into the multi-card hopper. The printer lock secures both the printer access and multi-card hopper doors.

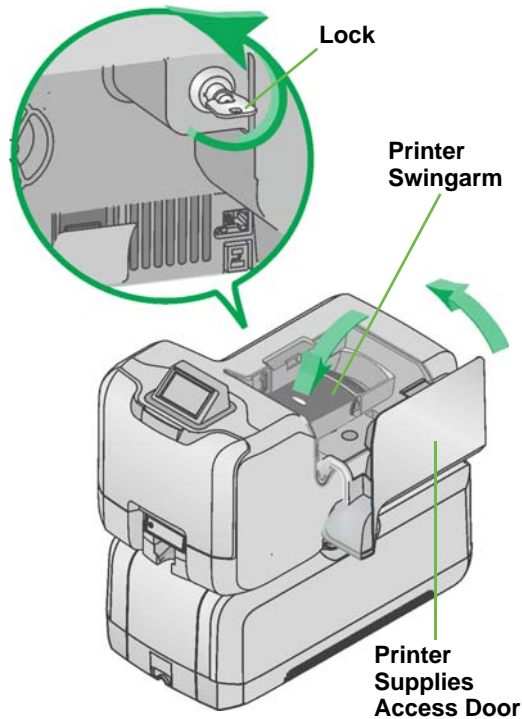


Load Cards in Hopper

1. Open the multi-card hopper.
2. Fan cards before placing them into the input hopper.
 - Insert magnetic stripe cards with the stripe down and toward the right side of the input hopper.
 - Insert smart cards (contacted or contactless) with the smart card chip on top toward the back of the hopper.
3. The input hoppers are labeled H1 through H6. Load up to 100 cards (0.030-in / 0.762mm thickness) into hoppers H1, H3, H4, H5, and H6.
4. The hopper labeled H2 is the manual hopper and manual slot. Load special card stock on the optional shelf located in the hopper for manual printing.
5. Close the multi-card hopper when finished loading cards.



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

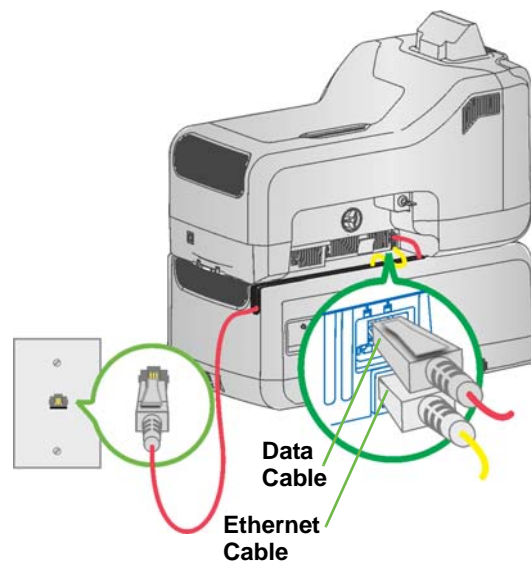


Connect Cables

Connect Data Cables

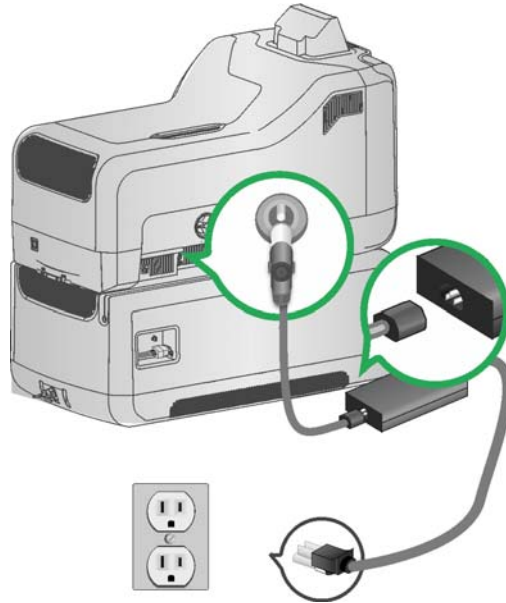
This section provides information about connecting the printer to the embosser and connecting the system to the network. Connect the cables in the order below.

1. Connect the data cable from the embosser to the bottom data port on the printer.
2. Connect the system to a network connection using an Ethernet cable. This cable is not supplied with the system.
3. Plug one end of the Ethernet cable into the top port on the printer, and the other end into your network port.

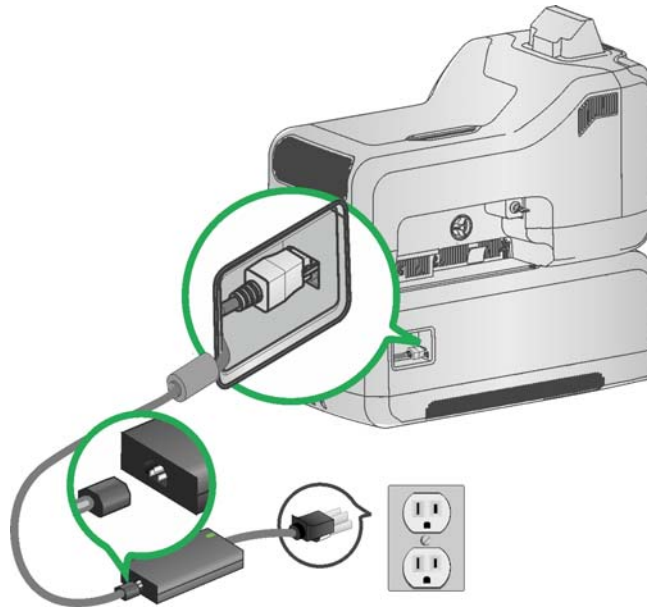


Connect Power Cables

1. Connect the printer power cable into the printer and into the power supply.
2. Connect the power supply cord into the power outlet.

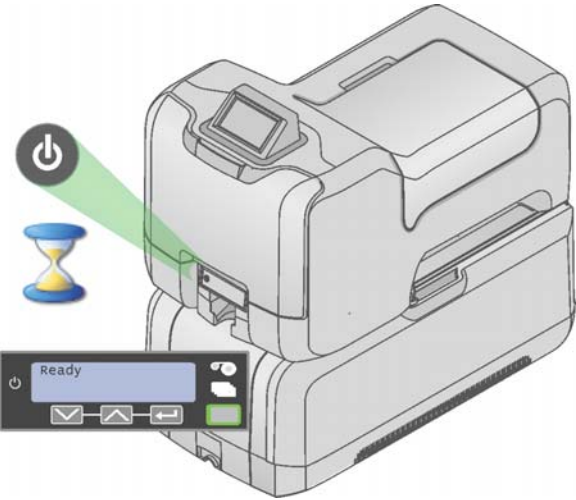


3. Connect the embosser power cable into the embosser and into the power supply.
4. Connect the power supply cord into the power outlet.



Power on the System

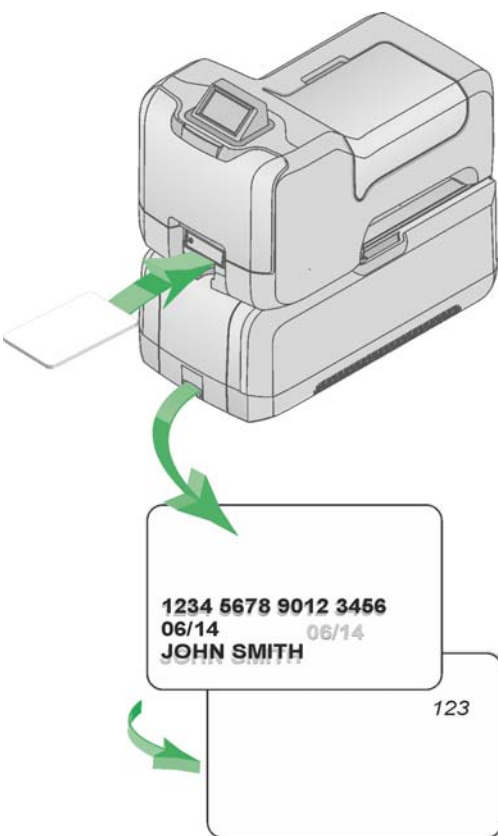
- 1. Power on the system by pressing the power button on the Front Panel.
- 2. Wait until the system has powered on and Ready displays on the LCD screen.
- 3. See [Power Button](#) for more information.



Run Test Card

Process a test card to verify that the system has been set up correctly and is working.

Run a test card using the Printer Manager. For more information about the Printer Manager, see the *Solutions Guide (Part No. 539998)*.



Chapter 4: Using the System

4

This section details information about how the card travels through the system, how the data is received and processed, and how to use the features of the system such as the optional Touch Screen and the printer's Front Panel.

This section describes how to:

- [Process Cards](#)
- [Use the Touch Screen](#)
- [Use the Front Panel](#)
- [Use the LCD Menus](#)
- [Use the Printer Manager](#)

Process Cards

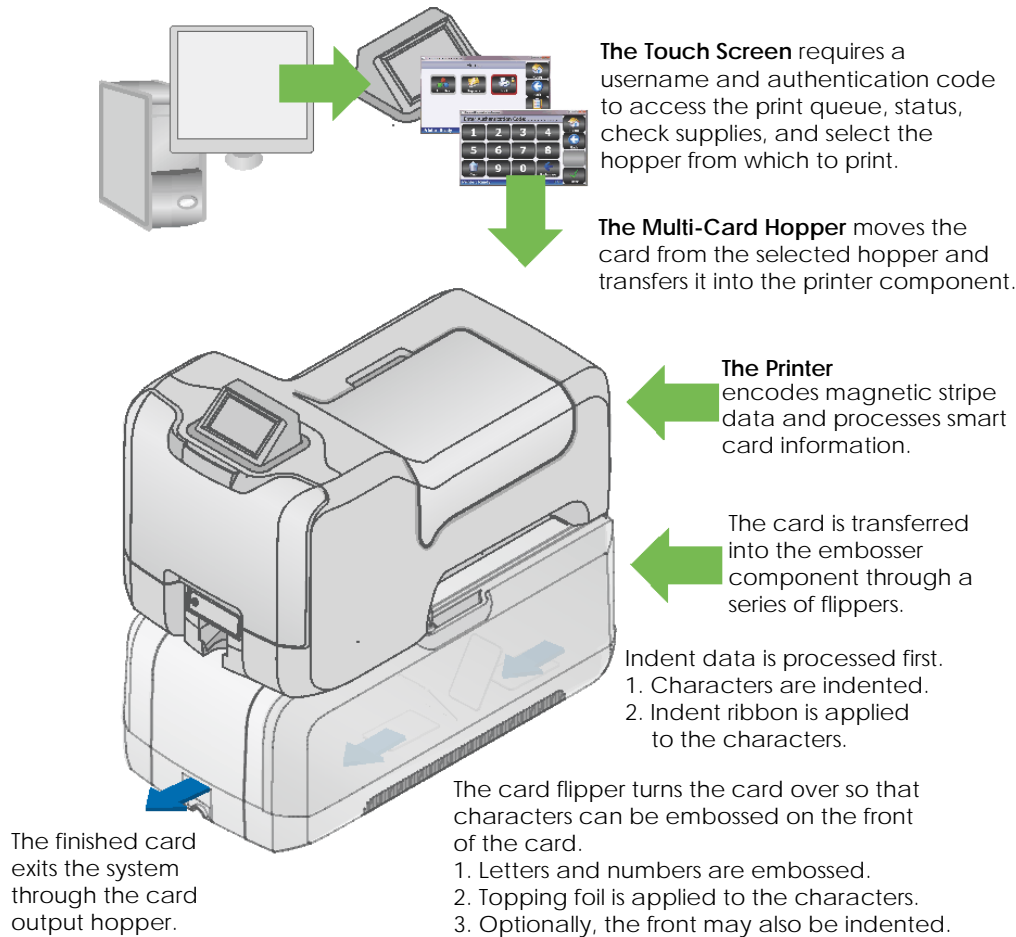
The software used to enter card data is called a server-based print director. In most cases, this is a custom application developed specifically for your organization. The software is designed to send card data to the card personalization system.

The data is received and the card can be accessed and produced from the system's optional Touch Screen. The Touch Screen uses the Datacard Personalization Manager (DPM) to produce the card. With DPM, you can select which hopper to pick from, and preview your print job before producing a card.

To access the features of the DPM and to produce a card, you will need to sign in to the Touch Screen using your unique ID and authentication number.

How the Card Travels

Card processing is a two-step process. The first step is sending the card to print from the PC. The second step processes the card through the Touch Screen. After the card has been verified and sent to print, the multi-card hopper pick mechanism moves to the selected hopper, picks a card, and moves the card into the printer component for processing.



The card moves to the magnetic stripe encode area or to the smart card park station depending on the type of card selected. The encrypted data is decrypted and written to the card. When magnetic stripe and smart card functions are complete, the card is transferred to the embosser component.

If the card design includes indent data and the embossing wheel includes optional indent characters, the system processes the indent data first. Upon entering the embosser, the card is flipped to indent characters and apply ribbon to the characters on the back of the card. If the card design includes indent characters on the front of the card, the card is automatically turned and moved back to the indent module to indent and apply ribbon to the characters on the front of the card.

The system then processes the emboss data. The emboss function is a two-step process. First the characters are embossed and then topping foil is applied to those characters.

About Secure Encryption

Secure encryption on the CE870 Card Personalization System means that the magnetic stripe or smart card data entered is converted into a secure form of code before it is sent to the system. The system receives the encrypted data through the Touch Screen. Datacard Personalization Manager (DPM) passes the encrypted data to the printer component. The printer decrypts the code and sends the data to the magnetic stripe or smart card chip on the card.

The printer contains both SSL (Secure Sockets Layer) and AES-128 (Advanced Encryption Standard) encryption methods. The default setting is SSL. To change the default encryption method, see your systems administrator or contact your service provider.

The printer does not accept magnetic stripe or smart card data that is not encrypted. If non-encrypted data is sent to the printer, a message displays on the printer's LCD panel and the card is rejected.

Use the Touch Screen

The optional Touch Screen allows users to interact with the card production system. From the Touch Screen you can view or enter the print queue, view supplies and card stock, or make any changes to the system or user authentication codes.

The Home screen is the base for all Touch Screen activity. From here you can view the printer queue and status, check supplies and designate the hopper from which to print. You can also unlock the system from the Touch Screen.

For more information about the Touch Screen and how to use it, see the *Touch Screen User Guide* (Part No. 527228-001).



Use the Front Panel

The front panel of the printer provides the controls you need to operate the system. It includes the following:

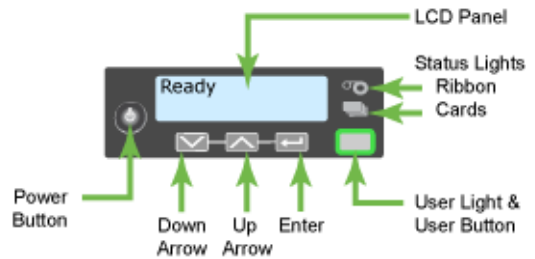
Power Button

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

To power on the system, press the button for 1 to 2 seconds until the system powers on.

To power off the system, press the button for 1 to 2 seconds until the system powers off.

If the system is processing cards, you can press the button for 2 or more seconds to power the system off immediately. You hear the power-down tone. Cards in process are not completed and are sent to the reject card tray.








LCD Panel

- The LCD panel indicates the system status.
- The panel includes a menu system. See [Use the LCD Menus](#) for details.
- The panel displays printer and embosser messages. See [Respond to Messages](#) for details.

User Button and Light

The printer has a USER button with a boarder of light that indicates the system status.

- Press the USER button to suspend the printer when it displays **Ready**.
- Press the USER button to clear a message.
- Press the USER button for 2 seconds or more to clear all messages.
- The USER light indicates whether the system is ready, busy, or not ready.

Off	System is off.	
Green	System is ready or suspended.	
Flashing green	System is busy. The light flashes slowly (every 2 seconds). or The system has a hardware error concerning the embosser. The light flashes quickly (every 1/2 second).	
Amber	The system is not ready. The POWER button was pressed to turn the printer off.	
Flashing Amber	The system has a problem. The light flashes at a medium rate (every second). or The system has a hardware error concerning the printer. The light flashes quickly (every 1/2 second).	



Down Arrow, Up Arrow, and Enter Keys

Use the arrow keys to move through the LCD menu system and the ENTER key to make a selection. See [Use the LCD Menus](#) for details.

Ribbon Light

The ribbon flashes green when the indent ribbon or topping foil levels are low, out or there is an problem concerning supplies.




- There is no message displayed on the LCD panel when the card light is flashing slowly (every 2 seconds). This condition indicates that supplies are low.
- A message is displayed on the LCD panel with details of the problem when the card light is flashing quickly (every 1/2 second).

Off	Ribbon is okay.	
Flashing Green	The ribbon is low. The light flashes slowly (every 2 seconds). or The ribbon is out or there is a problem with supplies. The light flashes quickly (every 1/2 second).	

Card Light

The card light flashes green when the system has a card problem in the embosser component and flashes amber when the system has a card problem in the printer component.

- There will be a message displayed on the LCD panel with details of the problem when the card light is flashing quickly (every 1/2 second).

Off	Cards are okay.	
Flashing Green	There is a problem with the cards related to the embosser component. The light flashes quickly (every 1/2 second).	
Flashing Amber	There is a problem with the cards related to the printer component. The light flashes quickly (every 1/2 second).	

Use the LCD Menus

The front panel of the printer component includes an LCD display with navigation keys. When the system is not actively processing cards, the LCD menu system is available. See [Use the Front Panel](#) for more information about other features of the front panel.

Use the LCD menu for tasks including:

- Pause the system when cards are in the print queue. See [Pause the System](#).
- Changing the backlight of the LCD panel. See [Change the LCD Backlight Brightness](#).
- Viewing the serial number of the printer. See [View the Printer Serial Number from the LCD Menu](#).
- Retrieving card counts. See [View Card Counts from the LCD Menu](#).
- Viewing the network IP Address. See [View the Network IP Address from the LCD Menu](#).
- Setting the Magstripe Coercivity. See [Set Magnetic Stripe Coercivity from the LCD Menu](#).

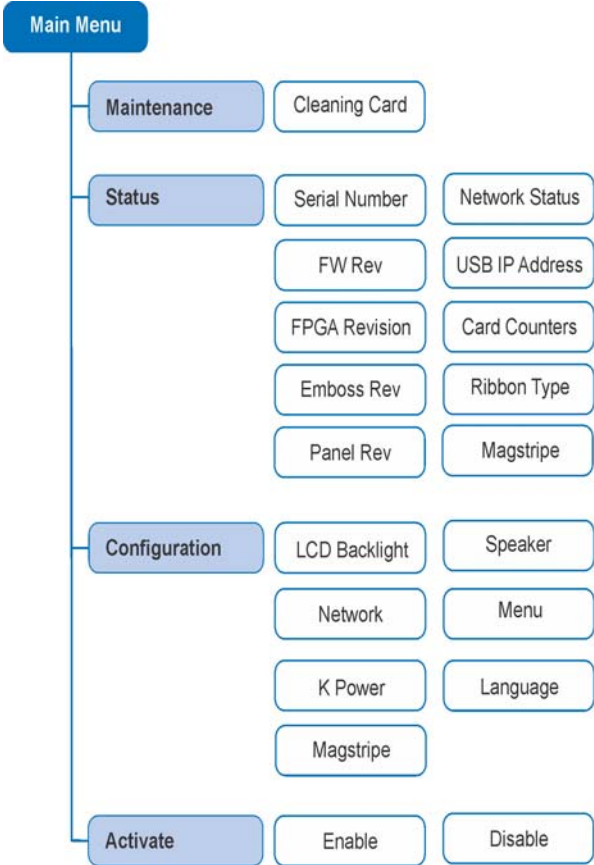
LCD Menu

The menu system has four major branches:

- Use the **Maintenance** menu to run a cleaning card.
- 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 and disable secure features of the printer. This menu is used only during installation or removal of the system.

HINTS & TIPS

- The menu system can be used when **Ready** is displayed on Line 1 of the LCD panel.
- The printer returns to the **Ready** status after two minutes of no activity. Changes not applied will be lost.
- To leave a selection without changing the value, press the up or down arrow key to scroll to Exit and then press the ENTER key.



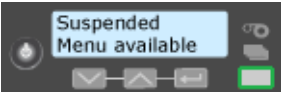
Pause the System

The system can be paused to prevent additional cards from being processed. A paused system will complete an active print job and suspend any additional jobs from printing until unpaused.

1. Pause the system by pressing and holding the USER button while **Ready** or **Busy** is displayed on line 1 of the LCD panel.



Suspended is displayed on line 1 of the LCD panel. An active print job (if any) will continue until completed. Any additional card production will be paused.



2. Unpause the system by pressing and holding the USER button.



Ready is displayed on line 1 of the LCD panel. Cards can now continue to be printed.



Change the LCD Backlight Brightness

Begin with the printer displaying Ready. The USER button shows steady green.

1. Enter the menu system.
 - A. Press and hold the USER button.

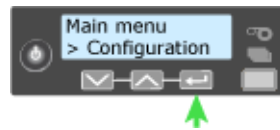


Suspended is displayed on line 1 of the LCD panel.

- B. Press the ENTER key to enter the menu system.



2. Access the **LCD backlight** option.
 - A. Press the down arrow key until **Configuration** displays on line 2 of the LCD panel.
 - B. Press the ENTER key to enter the **Configuration** menu.



LCD backlight displays on line 2 of the LCD panel.

- C. Press ENTER to select the **LCD Backlight**.



3. Select **LCD backlight** level.
 - A. Press the Down arrow key to lower the light level.
Or
Press the Up arrow key to increase the light level.
 - B. When the light is at the desired level, press the ENTER key.



The printer saves the settings and returns to the **Configuration** menu.

4. Exit the menu system.
 - A. Press an arrow key repeatedly to display **Exit** on line 2 of the LCD panel.
 - B. Press the ENTER key to exit the **Configuration** menu.



- C. Press an arrow key repeatedly until **Exit** on line 2 of the LCD panel.
 - D. Press the ENTER key to exit the **Main menu**.



5. Press the USER key.

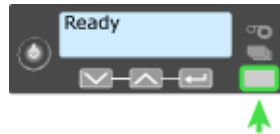


When the **Ready** is displayed in line 1 of the LCD panel, the printer is ready.

View the Printer Serial Number from the LCD Menu

Begin with the printer displaying **Ready**. The USER button shows steady green.

1. Enter the menu system.
 - A. Press and hold the USER button.



Suspended is displayed on line 1 of the LCD panel.

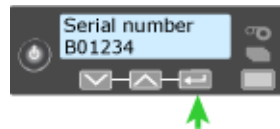
- B. Press the ENTER key to enter the menu system.



2. View the Serial Number.
 - A. Press the down arrow key until **Status** displays.
 - B. Press the ENTER key to enter the Status menu.



- C. **Serial Number** is the first choice on the menu. Press ENTER to display the printer serial number.



3. Exit the menu system.
 - A. Press an arrow key repeatedly to display Exit on line 2 of the LCD panel.
 - B. Press the ENTER key to exit the Configuration menu.



- C. Press an arrow key repeatedly until Exit on line 2 of the LCD panel.
- D. Press the ENTER key to exit the Main menu.



4. Press the USER key.

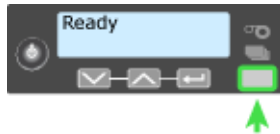


When the **Ready** is displayed in line 1 of the LCD panel, the printer is ready.

View Card Counts from the LCD Menu

Begin with the printer displaying Ready. The USER button shows steady green.

1. Enter the menu system.
 - A. Press and hold the USER button.



Suspended is displayed on line 1 of the LCD panel.

- B. Press the ENTER key to enter the menu system.



2. Enter the **Card Count** menu.
 - A. Press the down arrow key until **Status** displays on line 2 of the LCD panel.
 - B. Press the ENTER key to enter the **Status** menu.



- C. Press the down arrow until **Card Counters** is displayed on line 2 of the LCD panel.
 - D. Press ENTER key to enter the **Card Counters** menu.
 - E. Press the down arrow until **Card Count** is displayed on line 2 of the LCD panel.



- F. Press ENTER key to enter the **Card Count** menu.

3. View the **Card Count**.

- A. Press the ENTER key to view the total number of cards picked on the system.



B. View the **Completed Card** count.

- i. Press the ENTER key to display **Completed Card** on line 2 of the LCD panel. Press the ENTER key again to view the **Completed Card** count.



- ii. Press the ENTER key to display **Rejected Cards** on line 2 of the LCD panel. Press the ENTER key again to view the **Rejected Cards** count.
- iii. Press the ENTER key to display **Lost Cards** on line 2 of the LCD panel. Press the ENTER key again to view the **Lost Cards** count.
- iv. Press the Enter key to display Exit on line 2 of the LCD panel. Press the ENTER key again to exit to the **Card Counters** menu.
4. Exit the menu system.

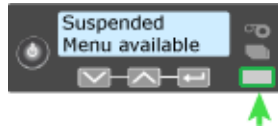
- A. Press an arrow key repeatedly to display **Exit** on line 2 of the LCD panel.
- B. Press the ENTER key to exit the **Status menu**.



- C. Press an arrow key repeatedly to display **Exit** on line 2 of the LCD panel.
- D. Press the ENTER key to exit the **Main menu**.



5. Press the USER key.



When the **Ready** is displayed in line 1 of the LCD panel, the printer is ready.

View the Network IP Address from the LCD Menu

The printer can display the IP address it uses when connected to the network. It also displays the Subnet Mask and Gateway Address.

Begin with the printer connected to the network and displaying Ready. The USER button shows steady green. printer.

1. Enter the menu system.
 - A. Press and hold the USER button.



Suspended is displayed on line 1 of the LCD panel.

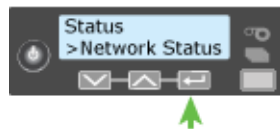
- B. Press the ENTER key to enter the menu system.



2. Enter the **Network Status** and **IP Address** menu.
 - A. Press the down arrow key until **Status** displays on line 2 of the LCD panel.
 - B. Press the ENTER key to enter the **Status** menu.



- C. Press the down arrow key until **Network Status** displays on line 2 of the LCD panel.
 - D. Press ENTER key to enter the **Network Status** menu.



3. View network information.

A. View **IP Address**.

- i. Press the down arrow key until **IP Address** displays on line 2 of the LCD panel.
- ii. Press the ENTER key to display the printer **IP Address**.



B. View **Subnet Mask**.

- i. Press ENTER to return to the Network Status menu. **Subnet Mask** is displayed on line 2 of the LCD panel.
- ii. Press the ENTER key to display the printer **Subnet Mask**.



C. View **Gateway Address**.

- i. Press ENTER to return to the **Network Status** menu. **Gateway Address** is displayed on line 2 of the LCD panel.
- ii. Press the ENTER key to display the printer **Gateway Address**.



4. Exit the menu system.

- A. Press an arrow key repeatedly to display **Exit** on line 2 of the LCD panel.
- B. Press the ENTER key to exit the **Network Status** menu.



- C. Press an arrow key repeatedly to display **Exit** on line 2 of the LCD panel.
- D. Press the ENTER key to exit the **Status** menu.



- E. Press an arrow key repeatedly to display **Exit** on line 2 of the LCD panel.
- F. Press the ENTER key to exit the **Main** menu.



- 5. Press the USER key.

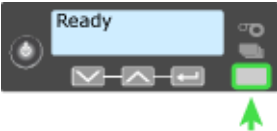


When the **Ready** is displayed in line 1 of the LCD panel, the printer is ready.

Set Magnetic Stripe Coercivity from the LCD Menu

The setting for coercivity can be changed from the LCD panel, if needed. Usually, coercivity is a system-wide decision and does not change.

- 1. Enter the menu system.
 - A. Press and hold the USER button.



Suspended is displayed on line 1 of the LCD panel.

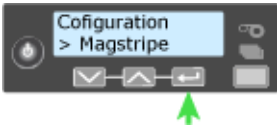
- B. Press the ENTER key to enter the menu system.



- C. Press the down arrow key until **Configuration** displays on line 2 of the LCD panel.
 - D. Press ENTER key to enter the **Configuration** menu.



- 2. Set **Magnetic Stripe Coercivity**.
 - A. Press the down arrow key until **Magstripe** displays on line 2 of the LCD panel.
 - B. Press ENTER key to enter the **Magstripe** menu.



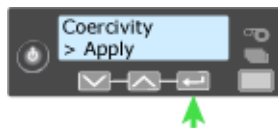
- C. Press the down arrow key until **Coercivity** displays on line 2 of the LCD panel.
- D. Press ENTER key to enter the **Coercivity** menu.



- i. Press an arrow key to display the intended coercivity.



- ii. Press the ENTER key. **Apply** is displayed on line 2 of the LCD panel.



- iii. Press the Enter key to save the value. **Exit** is displayed on line 2 of the LCD panel.



Press the ENTER key to exit the **Magstripe** menu.

- 3. Exit the menu system.
 - A. Press an arrow key repeatedly to display **Exit** on line 2 of the LCD panel.
 - B. Press the ENTER key to exit the **Configuration** menu.



4. Press the USER key.



When the **Ready** is displayed in line 1 of the LCD panel, the printer is ready.

Use the Printer Manager

The system includes the Printer Manager, which displays information about the system and card production in a Web browser window. Your administrator or installer uses it to set up the advanced features of the system components and to work with a service provider when troubleshooting card production issues.

For mor information about specific tasks available to the end user, see the *Solutions Guide (Part No. 539998)*.

1. Make sure that the LCD Panel displays **Ready**.
2. Obtain the printer Network IP Address or the USB IP Address and write it down.
3. Open a Web Browser on the PC.
4. In the **Address** area of the browser, enter the following:

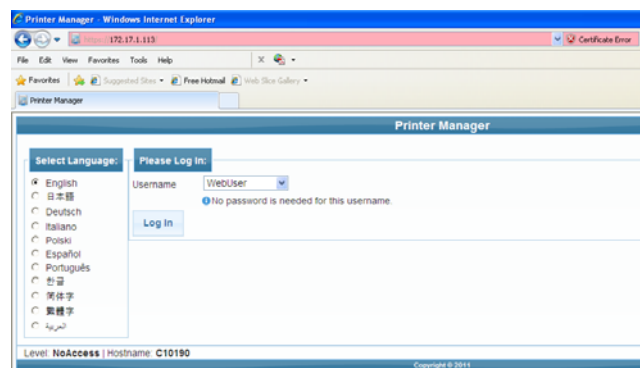
`https://printer IP address`

For example: `https://123.1.23.123` where 123.1.23.123 is replaced by the printer IP address.

5. Press the **ENTER** key.
6. Select the language in which to display the Printer Manager session from the left-hand column.
7. In the **PLEASE LOG IN** area select a Username and enter a password (if required).

A. Select a Username that best matches your job responsibility. Options are:

- WebUser



- WebAdmin
 - Webservice
- B. Enter a password (if required).
8. Click the **LOG IN** button.
 9. Use the **LOG OUT** button in Printer Manager and close the browser after logging out.

Hints & Tips

- If the Browser cannot connect to the printer, make sure that:
 - The front panel displays **Ready** on the LCD panel.
 - Another user does not have a Printer Manager session running.
- The Printer Manager contains a hover-text feature that shows help information when the cursor hovers over the setting in the description column.

For the safety, use the **Log Out** button in Printer Manager and close the browser after logging out.



Chapter 5: Card Design

5

Card design is the name given to the combined features of the processed cards.

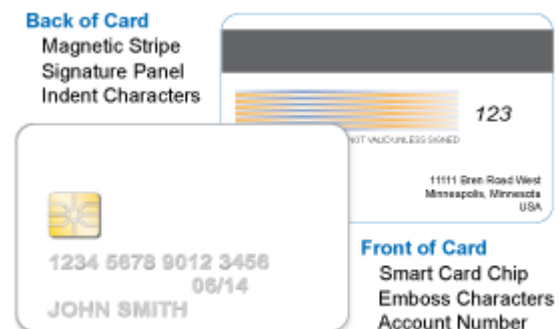
This section describes:

- [Basic Card Design](#)
- [Magnetic Stripe Design](#)
- [Smart Card Design](#)
- [Embossing and Indenting Design](#)
- [Settings for Card Design in Printer Manager](#)

Basic Card Design

Card design includes:

- The various types of data such as name and account number, emboss and indent characters, and special features such as magnetic stripe or smart card chip.
- The layout of the data.
- Processes to enhance card appearance such as adding emboss or indent ribbon.

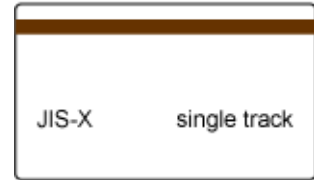
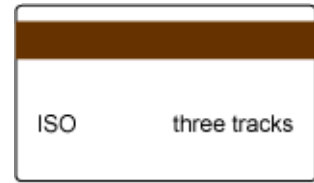


Magnetic Stripe Design

About Magnetic Stripes

The printer component contains a magnetic stripe module to process magnetic stripe data. There are two options available for the CE870 printer component: ISO and JIS. See the [Printer Configuration Label](#) to determine the type of module installed.

The module format (ISO or JIS) defines the type and format of the information to encode. The standard ISO format is a three-track option and the JIS format is a single-track option. The ISO standard includes default data settings that determine how many characters can be encoded on each track. It also determines which characters can be encoded. Your cards can use the default format for each track, or can use a different combination of tracks and data formats.



The JIS module also includes default data settings.

The printer component may require additional settings to match the coercivity of the card. The system administrator sets these values and they remain the same for all cards processed using the same design. The defaults are set to standard ISO format and high-coercivity. There are five high-coercivity cards included with the system. Use these cards to set up and test the magnetic stripe feature. See [Set Magnetic Stripe Coercivity from the LCD Menu](#) if you need to change the coercivity.

The type of magnetic stripe cards you use must match the type of module installed. Purchase magnetic stripe cards to match the type of module installed. See the card included in the package for details and specifications of the magnetic stripe.

Magnetic Stripe Formats

Three-Track Option

The default data formats for a three-track magnetic stripe option are:

- Track 1 – IATA
- Track 2 – ABA
- Track 3 – TTS

This combination is often abbreviated IAT. This format is also called ISO format.

IATA (International Air Transport Association)

The maximum number of characters for IATA format date is 76 characters. These characters can include spaces, upper case alphabetic characters, numeric characters, and the following special characters:

! # \$ % ' () * + , - . / ; : < @ > = ^] \ [" & _

ABA (American Bankers Association)

The maximum number of characters for ABA format is 37 characters. Numeric characters and the following special characters are allowed:

; ; < = >

TTS (Thrift Third Standard)

The maximum number of characters for TTS format is 104 characters. Numeric characters and the following special characters are allowed:

; ; < = >

Single-Track JIS Option

The default data encoding format for a single-track magnetic stripe module is the JIS (Japanese Industrial Standard) Type II format.

The maximum number of characters for the JIS format is 69 characters. These characters can include spaces, numeric characters, upper case alphabetic characters, lower case alphabetic characters, and the following special characters:

! " # \$ % & ' () * + , - . / : ; < = > ? @ [] ^ _ ~ { | } ~

From a PC running a Japanese edition of a supported operating system Japanese-language characters are also supported. They include the following special characters:

。 『 』 、 ・ ー ・ °

45 Katakana characters:

アイウエオ
カキクケコ
サシスセソ
タチツテト
ナニヌネノ
ハヒフヘホ
マミムメモ
ヤ ュ ヨ
ラリルレロ
ワ ン

and the following 10 Katakana characters:

ヲ アイウエオヤユヨツ

Each time you start using Japanese-language characters, or stop using them, a hidden character is added. Each hidden character reduces the number of characters you can encode by one character.

Smart Card Design

About Smart Cards

This section presents basic information about personalizing smart cards. Smart card processing is different from other types of personalization because the “smart card” step of personalization is controlled by an application that is different from the rest of card personalization.

Smart card setup is usually provided by a value-added reseller or service provider. Information about the smart card module installed and the type of cards to use can be requested from your service provider or value-added reseller.

The following items are required when personalizing smart cards:

- Smart card reader in the printer.
- Smart cards that work with the reader in the printer.

The configuration label includes codes to identify the type and model of smart card module installed in the printer.

If the S6 value is included in the configuration code, the printer has shipped from the factory with a Duali dual interface smart card reader. See the [Printer Configuration Label](#) for more information.

Embossing and Indenting Design

The CE870 Embosser is the component of a card production system that creates the raised lettering and numbering that is seen on the front of most financial or debit cards. Inside the embosser, you will find the embossing wheel and topping- and indent-ribbon cartridges. The embossing wheel can be purchased with up to 112 punch and die pairs. Other features of the embossing wheel that are determined at time of purchase include multiple font choices and a variety of special characters.



The embossing wheel can also be purchased with indent characters to produce characters that are pressed into (indented) the front or back surface of the card. The most common use of indent characters is to create the Card Security Code (CSC), sometimes called the Card Verification Value (CVV) on financial credit and debit cards. Indent ribbon is available in two colors (black or white) and a special paneled ribbon is also available (paneled black and white).

The CE870 Embosser can emboss up to five lines of text or numbers. Topping foil is available in five colors and is heat sealed to the embossed characters.

Settings for Card Design in Printer Manager

Administrators and service providers can use the Printer Manager to perform system setup tasks and troubleshoot the system.

The Printer Manager contains card design settings that managers and service providers can use to set up card production. The card design settings include magnetic stripe setup and smart card testing. The Printer Manager also contains troubleshooting features such as a log file that can track all processes of a card job. Service providers can use the information in the log file to troubleshoot and relay information to service providers when troubleshooting card processing issues. See [Use the Printer Manager](#) for more information.



Chapter 6: System Maintenance



The CE870 Card Personalization System is designed to be easy to maintain. System operators should be instructed in routine maintenance tasks such as running a cleaning card. The cleaning card process removes dirt and particles from inside the system.

This section includes the following:

- [Clean the Printer](#)
- [Clean the Embosser](#)
- [Run a Cleaning Card](#)

Clean the Printer

The following steps should be followed to keep the printer component of the system clean and in good operation.

- Run a cleaning card and replace the cleaning sleeve in the printer component after every 500 cards processed by the print system.
- Keep the surface and area around the printer clean and free of environmental contaminants such as dust and moisture.
- Never clean the surface of the printer with abrasive chemicals or cleansers.
- Keep the area around the printer free of obstructions that may limit ventilation or access to components.

Clean the Embosser

These steps should be followed to keep the embosser component of the system clean and in good operation.

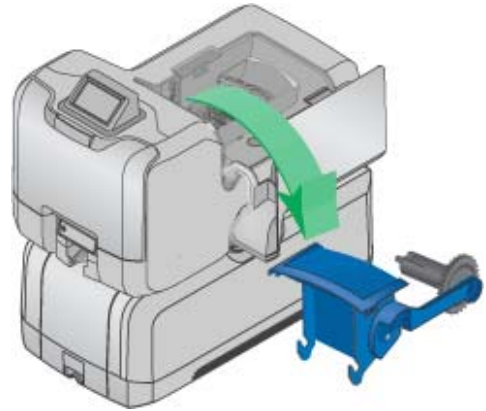
- Keep the surface and area around the embosser clean and free of environmental contaminants such as dust and moisture.
- Never clean the surface of the embosser with abrasive chemicals or cleansers.
- Keep the area around the embosser free of obstructions that may limit ventilation or access to components.

Run a Cleaning Card

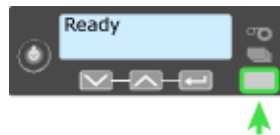
Run a cleaning card to clean debris from the inside of the printer system. The cleaning card can remove most contaminants from the print system. Run a cleaning card after every 250 cards processed by the printer system or every 6 months.

Begin with the printer displaying Ready. The USER button shows steady green.

1. Remove the print ribbon cartridge.
 - A. Unlock and open the printer supplies access door.
 - B. Open the printer cover and remove the print ribbon cartridge.
 - C. Close the printer cover, then close and lock the printer supplies access door. The front panel should display Ready and the USER button shows steady green.



2. Enter the menu system.
 - A. Press and hold the USER button.



Suspended is displayed on line 1 of the LCD panel.

- B. Press the ENTER key to enter the menu system.



3. Enter the **Cleaning Card** menu.
 - A. Press the down arrow key until Maintenance displays on line 2 of the LCD panel.
 - B. Press the ENTER key to enter the **Maintenance** menu.



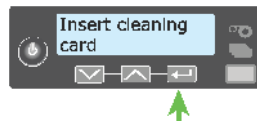
- C. Press the down arrow key until **Cleaning Card** displays on line 2 of the LCD panel.
- D. Press the ENTER key to enter the **Cleaning Card** menu.



- 4. Run the cleaning card.
 - A. Press the down arrow key until **Start** displays on line 2 of the LCD panel.



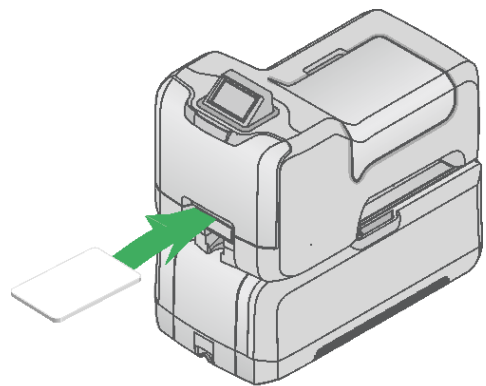
- B. Press the ENTER key to display **Insert Cleaning Card** on the LCD panel. The USER button and the Card light blink.



- C. Open the cleaning card package, remove card and insert the cleaning card into the manual slot above the front panel.

The printer moves the cleaning card through the printer several times and ejects it in the card output hopper of the embosser.

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



5. Replace cleaning sleeve on print ribbon cartridge and return cartridge into the printer component.

A. Replace the cleaning sleeve on the print ribbon cartridge with a new sleeve, and remove the protective cover.

B. Unlock and open the printer supplies access door and printer cover. Return the print ribbon cartridge into the printer component.

C. Close the printer cover and printer supplies access door. The printer is ready to print cards again.

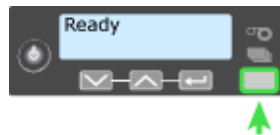
Discard the used cleaning card and cleaning sleeve.



6. Exit the menu system.

A. Press ENTER repeatedly to exit the menu system.

B. The LCD panel displays Ready and the USER button glows steady green.



Chapter 7: Troubleshooting

7

This chapter details user procedures to recover from errors that may occur with the system.

This section describes:

- [Tools for Troubleshooting](#)
- [Locating the Issue](#)
- [Installation Troubleshooting](#)
- [Card Appearance](#)
- [Magnetic Stripe](#)
- [Card Jam](#)
- [Messages and Conditions](#)
- [Respond to Messages](#)

Tools for Troubleshooting

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

- Blank cards to print, used at several stages of troubleshooting.
- Indent ribbon and topping foil.
- Cleaning supplies, especially printer cleaning cards and a cleaning pen.

Locating the Issue

The printer, embosser, and software applications work together to produce cards. If the system is not working as you expect, follow these steps, in the order listed, to isolate the source of the issue before contacting your service provider.

1. Check that the power cables are connected to both the printer and embosser.
2. Check that all network cables between the printer, embosser, and network are connected.
3. Power on the printer. Make sure that Ready displays on the front panel within 1 minute?
 - If the printer powers on correctly, continue to step 4.
 - If the printer powers on but does not display “Ready,” the printer is not working properly.
 - If the printer does not power on, make sure the printer is connected to a functioning power source.
 - A. Remove the printer power cord from the outlet.
 - B. Connect another device to the same outlet to verify that the power source functions correctly.

If the power source is functioning correctly, request service for the printer from you system administrator.
 - C. Connect the printer to a functioning outlet and repeat, beginning with step 1.
4. Print a test card. See [Run Test Card](#) for the steps to follow.
5. Make sure that the test card prints.
 - If the test card prints, the printer is working correctly.
 - If the test card does not print, the printer is not working correctly. Request service for the printer from your system administrator.

Installation Troubleshooting

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

Problem	Solution
The system is not connected to the network.	Disconnect then reconnect the data cable to the network port and the printer. Restart the system.

Card Appearance

Card appearance problems can be caused by the indent ribbon and topping foil application.

Indent Troubleshooting

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

Topping Foil Troubleshooting

Problem	Probable Cause	Solution
The topping foil is very light.	The topping foil is loaded incorrectly.	Load the topping foil correctly. See Load Topping Foil Cartridge for more information.
	The topper temperature is not hot enough.	Contact your system administrator to adjust the temperature of the topper mechanism.

Magnetic Stripe

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

Problem	Solution
Cards are not loaded correctly.	Load cards with the magnetic stripe down and toward the right side. See Load Cards in Hopper .
Cards do not have a magnetic stripe.	Load magnetic stripe cards in the multi-card 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 print the card again. If an error message displays again, run a cleaning card to clean the mag stripe head.
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. See Set Magnetic Stripe Coercivity from the LCD Menu . To encode with high coercivity, obtain cards manufactured for high coercivity encoding.
Message 106 is displayed. 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. See Set Magnetic Stripe Coercivity from the LCD Menu . 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 you know what data is allowed on the track. Change the data to be encoded, and resend the card job.

Problem	Solution
<p>The magnetic stripe data was sent in an encoding format not supported by the track.</p>	<p>Have your administrator check the encoding format setting for the tracks by using Printer Manager. Make sure 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 message appears 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>Check the type of magnetic stripe option in the printer. See System Labels to understand the options in your 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 the ID software sends.</p>

Card Jam

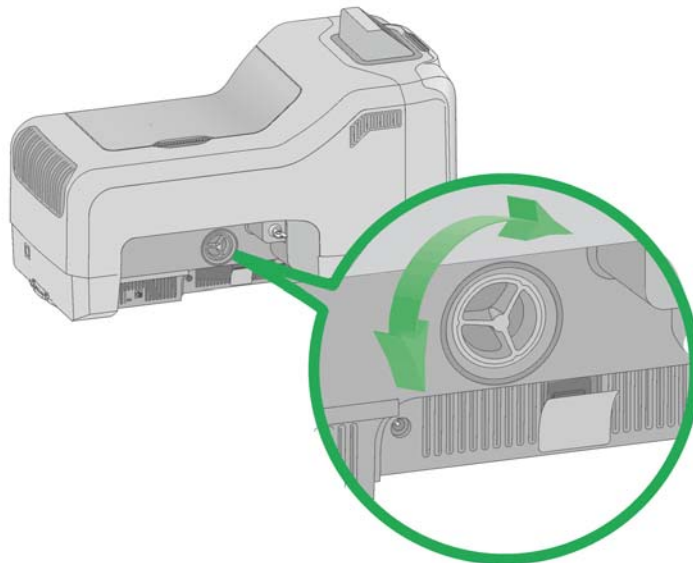
To begin troubleshooting a card jam, first determine where in the system the card jam has occurred. Card jams can occur in either the printer or embosser components.

Printer Card Jam

1. Unlock and open the printer supplies access door.
2. Press down the silver button on the top of the printer. The swingarm is spring loaded and opens when the button is released.
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.

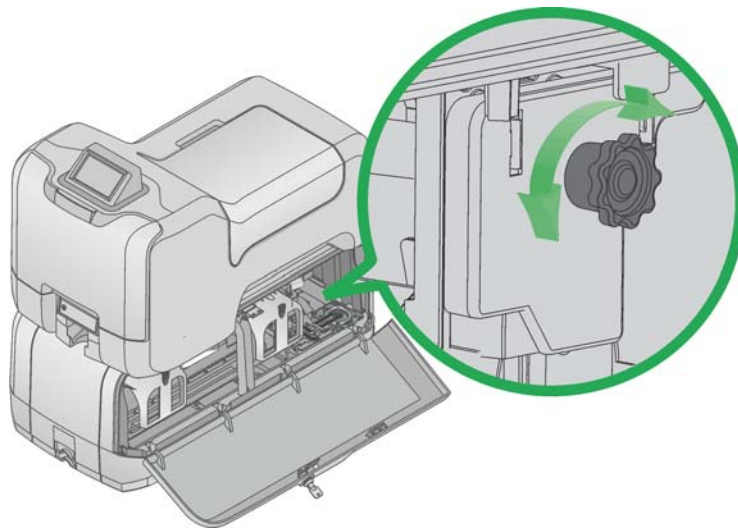
If no card jam is located in the printer, continue with the [Embosser Card Jam](#) procedure.

6. Close printer swingarm and close and lock the printer supplies access door.



Embossing Card Jam

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



Messages and Conditions

When the system cannot process the card sent, it issues a condition. Conditions are displayed on the LCD panel on the Front Panel.

Messages on the Printer

- The LCD panel displays a short description and a message number for each message.
- If more than one message was issued, the next message is displayed after the problem is corrected and the USER button is pressed.

Front Panel Conditions During Messages

The following conditions are apparent while messages are displayed on the LCD panel.

- The USER light flashes quickly (every 1/2 second) for hardware errors; green for a condition of the embosser or amber for a condition of the printer.
- The USER light flashes amber at a medium rate (every second) for all other system problems, often accompanied by flashing supply and/or card lights.
- The supply and card lights flash quickly (every 1/2 second); green for problems concerning the embosser and amber for problems concerning the printer.

No.	LCD Message	User Light	Supply Light	Card Light	Sound
100	Request not supported	Amber Flash	Off	Off	Error
101	Job could not complete	Amber Flash	Off	Off	Error
102	Card not in position	Amber Flash	Off	Amber Flash	Error
103	Printer problem	Amber Flash	Off	Off	Error
104	Critical problem	Amber Flash	Amber Flash	Amber Flash	Error
105	Magstripe data error	Amber Flash	Off	Off	Error
106	Magstripe data not found	Amber Flash	Off	Amber Flash	Error
107	Magstripe read data error	Amber Flash	Off	Off	Error
108	Magstripe read no data	Amber Flash	Off	Amber Flash	Error
111	Card not picked	Amber Flash	Off	Amber Flash	Warning
112	Hopper Empty	Amber Flash	Off	Amber Flash	Warning
113	Close cover to continue	Amber Flash	Off	Amber Flash	Attention
114	Cover opened during job	Amber Flash	Off	Off	Error
116	Magstripe not available	Amber Flash	Off	Off	Error

No.	LCD Message	User Light	Supply Light	Card Light	Sound
117	Reader not available	Amber Flash	Off	Off	Error
120	User paused the printer	Amber Flash	Off	Off	Warning
122	Magnetic stripe format problem	Amber Flash	Off	Off	Error
123	Insert new card then continue	Amber Flash	Off	Amber Flash	None
124	Insert same card then continue	Amber Flash	Off	Amber Flash	None
125	Emboss critical error	Green Flash	Off	Off	Error
126	Emboss format error	Green Flash	Off	Off	Error
127	Emboss transport error	Amber Flash	Off	Green Flash	Error
128	Embosser card jam	Amber Flash	Off	Green Flash	Error
129	Embosser topper jam	Amber Flash	Off	Green Flash	Error
130	Embosser card entry jam	Amber Flash	Off	Green Flash	Error
131	Embosser card exit jam	Amber Flash	Off	Green Flash	Error
132	Embosser card stack full	Amber Flash	Off	Green Flash	Error
133	Embosser card reject full	Amber Flash	Off	Green Flash	Error
135	Indent ribbon supplies out	Amber Flash	Green Flash	Off	Warning
136	Indent ribbon break	Amber Flash	Green Flash	Off	Error
137	Embosser wheel error	Green Flash	Off	Green Flash	Error
138	Embosser indent error	Green Flash	Off	Off	Error
139	Lost card, open emboss cover	Green Flash	Off	Off	Error
140	Embosser not available	Green Flash	Off	Off	Error
141	Close embosser cover	Amber Flash	Off	Off	Attention
142	Embosser cover error	Amber Flash	Off	Off	Error
143	Topper ribbon problem	Amber Flash	Green Flash	Off	Error
144	Topper ribbon out	Amber Flash	Green Flash	Off	Error
145	Topper ribbon type problem	Amber Flash	Green Flash	Off	Error
146	Topping ribbon support err.	Amber Flash	Green Flash	Off	Error
147	Topper ribbon no tag found	Amber Flash	Green Flash	Off	Error
149	Option not installed	Amber Flash	Off	Off	Error

Messages on the Printer Manager

The Printer Manager can issue messages which are displayed only in the browser window. Click the **Continue** button in Printer Manager to continue working with the printer.

Respond to Messages

Messages can appear on the LCD display of the front panel to identify various operational conditions and errors of card production on the system.

- [Printer Component Messages \(100-124\)](#)
- [Embossing Component Messages \(125-151\)](#)

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

Printer Component Messages (100-124)

Messages 100-124 indicate a condition in the printer.

100: Request not supported

To process the card:

1. Change the data to match the systems features and settings.
2. Press the USER button to clear the error and send the new card to print again.

101: Job could not complete

The card took too much time.

To send the card again:

1. Make sure all data for the card is available.
2. Press the USER button and send the card to print again.

HINTS & TIPS

- If you are connected to a network, verify the connection.
- Ask your administrator for assistance if needed.

102: Card not in position

The card did not reach the position for the next action, such as processing the card or ejecting the card.

1. Unlock and open the printer supplies access door.
2. Press the silver button and open the printer swingarm.
3. Remove the ribbon cartridge.
4. Turn the manual advance knob on the printer component and remove card.
5. Replace the ribbon cartridge and close the printer.
6. Close and lock the printer supplies access door.
7. Press the USER button and send the card to print again.

103: Printer problem

The printer component has a problem that prevents it from completing the card.

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

104: Critical problem

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

HINTS & TIPS

- The system needs to remain powered off due to an internal problem.

105: Magstripe data error

The printer component could not verify the magnetic stripe data written on the card. The printer encoded data on the card but could not verify all of the data.

To print the card again:

1. Insert a magnetic stripe card that matches the printer settings.
2. Press the USER button on the Front Panel.

HINTS & TIPS

- The card might have been turned the wrong way.
- The card might not have a magnetic stripe.

106: Magstripe data not found

The printer could not find magnetic stripe written data on the card.

To print the card again:

1. Make sure that the magnetic stripe cards used that match your system settings.
2. Check that the cards are in the proper position for processing. Position the card with the magnetic stripe down and to the right side of the input hopper.
3. Press the USER button and send the card to print again.

107: Magstripe read data error

The printer could not read the magstripe data on the card. To read the card:

1. Insert a magnetic stripe card with data in the H2 hopper or the external manual card slot.
2. Check that cards are in the proper position for processing. Position the card with the magnetic stripe down and to the right side of the input hopper.
3. Press the USER button and send a new card to the printer.

HINTS & TIPS

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

108: Magstripe read no data

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

To read the card:

1. Insert a magnetic stripe card with data in the H2 hopper or the external manual card slot.
2. Check that cards are in the proper position for processing. Position the card with the magnetic stripe down and to the right side of the input hopper.
3. Press the USER button and send a new card to the printer.

HINTS & TIPS

- The card might have been inserted the wrong way.
- The card might not have a magnetic stripe.

111: Card not picked

The system did not pick a card. Make sure that the cards are loaded correctly and press the USER button. See [Load Cards in Hopper](#) for more information.

HINTS & TIPS

- Orient all cards in the same way.
- Do not touch the card surface to be printed. Wear gloves or handle cards by their edges

112: Hopper Empty

The printer is out of cards. Load cards and press the USER button. See [Load Cards in Hopper](#) for more information.

113: Close cover to continue

All access doors must be closed to process cards.

1. Unlock, open and close and all printer doors to make sure they are closed completely.
2. Lock the system press the USER button.

114: Cover opened during job

All access doors must be closed to process cards.

1. Unlock, open and close and all printer doors to make sure they are closed completely.
2. Lock the system and press the USER button.

116: Magstripe not available

1. Look at the printer configuration label inside the printer component. Does the label show either "M" or "J"?
 - If yes, the system has a magnetic stripe option that is not working. Request service.
 - If no, the system does not have a magstripe option.
2. To process the card without magstripe, remove magstripe data from the card design and send it again.

117: Reader not available

The printer component does not have a reader option. To print the card without using a reader option, remove the reader request from the card and send it again.

120: User paused the printer

The USER button on the printer was pressed while a card was in process. Press the USER button again to continue processing cards.

HINTS & TIPS

- If this message occurs often, ask the system administrator to change the LCD sensitivity to a lower value.

122: Magnetic stripe format problem

The magnetic stripe data sent does not match the format set in the system.

- Ask your administrator for information about the data to send.

HINTS & TIPS

The printer component has format settings for the data that can be encoded on the card. The magstripe data sent does not match those settings.

- Ask your administrator to verify that the card, the data, and the printer settings match.

123: Insert new card then continue

The card requires you to insert a new card in the manual slot.

1. Make sure there is a card in the H2 hopper or insert a card into the external manual card slot.
2. Press the USER button to resume.

HINTS & TIPS

- Make sure to use the correct type of new card for this job.
- Do not touch the card surface to be printed. Wear gloves or handle cards by their edges

124: Insert same card then continue

The card must be turned by hand to print the second side. Contact your system administrator for assistance.

Embosser Component Messages (125-151)

Messages 125-151 indicate a condition in the embosser.

125: Emboss critical issue

The embosser has encountered a critical error.

1. Press the POWER button on the front panel to power the system off.
2. Request service.

HINTS & TIPS

- The system needs to remain off due to an internal problem.
- Either pressing the POWER button or press and hold the USER button to power off the system.

126: Emboss format issue

The data sent cannot be processed by the embosser.

1. Check that the data sent contains the correct number of characters.
 - The embosser cannot accept plain data; all data must be encrypted.
2. Check with your systems administrator for assistance.

127: Emboss transport error

The embosser transport assembly is not in position to process cards or transporting a card has failed.

1. Resend the card.
2. Unlock and open the embosser while the card is being processed.
3. Inspect the embosser transport for interference.

128: Embosser card jam

The card in process cannot proceed due to mechanical obstruction.

1. Unlock and open the embosser.
2. Remove the topping foil and indent ribbon cartridges.
3. Inspect for and remove card jam inside the embosser.
4. Replace the topping foil and indent ribbon cartridges.
5. Close and lock the embosser.
6. Send the card to print again.

129: Embosser topper jam

The topping foil cartridge is not functioning properly.

1. Unlock and open the embosser.
2. Remove the topping foil cartridge.
3. Repair or the topping foil and replace cartridge.
4. Close and lock the embosser.
5. Send the card to print again.

130: Embosser card entry jam

The card did not transfer from the printer to the embosser correctly.

1. Unlock and open the embosser.
2. Remove the topping foil and indent ribbon cartridges.
3. Turn the manual advance knob to move the card so that it can be removed from the embosser. See [Embosser Card Jam](#) for more information.
 - The card may be stuck in the interstage area, or in the transport area of the embosser.
4. Replace the topping foil and indent ribbon cartridges.
5. Close and lock the embosser.
6. Send the card to print again.

131: Embosser card exit jam

The card is caught in the card exit area or did not exit the embosser correctly.

1. Unlock and open the embosser.
2. Remove the topping foil cartridge.
3. Check the card exit area and output hopper for stuck or out of place cards.
4. Turn the manual advance knob to move the card so that it can be removed from the embosser. See [Embosser Card Jam](#) for more information.
5. Replace the topping foil and indent ribbon cartridges.
6. Close and lock the embosser.
7. Send the card to print again.

132: Embosser card stack full

The sensor in the card exit area is blocked.

1. Remove all completed cards from the card output hopper.
2. Unlock and open the embosser.
3. Remove the topping foil cartridge.
4. Check the card exit area for stuck or out-of-place cards.
5. Replace the topping foil and indent ribbon cartridges.
6. Close and lock the embosser.
7. Send the card to print again.

133: Embosser card reject full

The reject card bin located inside the embosser has more than 10 cards.

1. Unlock and open the embosser.
2. Empty the reject card bin. See [Inside the Embosser](#) for more information.
3. Close and lock the embosser.
4. Send the card to print again.

135: Indent ribbon supplies out

The indent ribbon has reached the end of the roll. Replace the indent ribbon. See [Load Indent Ribbon Cartridge](#) for more information.

136: Indent ribbon break

The indent ribbon has broken or become jammed.

1. Unlock and open the embosser.
2. Remove the indent ribbon cartridge.
3. Trim the broken ends of the indent ribbon evenly and tape the ends together.
4. Check ribbon for correct routing indicated on cartridge. See [Load Indent Ribbon Cartridge](#) for correct installation procedures.
5. Turn the take-up spool clockwise until the repaired section is wound onto the take-up spool.
6. Replace the indent ribbon cartridge into the embosser.
7. Close and lock the embosser.
8. Send the card to print again.

137: Embosser wheel error

There is a card jam near the embossing wheel or the embossing mechanism failed to reset itself after completing the last card job.

1. Unlock and open the embosser.
2. Check the reject tray and remove any cards. See [Inside the Embosser](#) for more information.
3. Close and lock the embosser.
4. Send the card to print again.

138: Embosser indent error

The indent ribbon cartridge cannot advance the ribbon. This could be caused by mechanical failure.

1. Unlock and open the embosser.
2. Remove the indent ribbon cartridge.
3. Inspect the indent ribbon cartridge.
4. Turn the take-up spool one full turn clockwise. See [Inside the Embosser](#) for more information.
5. Replace the indent ribbon cartridge.
6. Close and lock the embosser.
7. Send the card to print again.

139: Lost card, open emboss cover

The system lost the location the card inside of the embosser.

1. Unlock and open the embosser.
2. Remove the topping foil and indent ribbon cartridges.
3. Inspect for and remove the card lost in the embosser.
4. Replace the topping foil and indent ribbon cartridges.
5. Close and lock the embosser.
6. Send the card to print again.

140: Embosser not available

The printer could not communicate with the embosser.

1. Check the data cable from the embosser to the printer. See [Connect Data Cables](#) for more information.
2. Make sure that the data cable is plugged into the printer securely.
3. Press the POWER button on the Front Panel twice to power the printer off and on.

141: Close emboss cover

The card cannot process if the embosser, printer, or multi-card hopper doors are open.

Check that all access doors are closed securely and locked.

142: Emboss cover error

The embosser cover was opened while a card was processing. The card is being rejected.

Open and close the embosser access door to make sure it is closed completely and send the card to print again.

143: Topper ribbon problem

The topping foil sensor has issued an error.

1. Unlock and open the embosser.
2. Remove the topping foil cartridge.
3. Inspect the topping foil cartridge. Manually turn the take-up spool one full turn clockwise. See [Inside the Embosser](#) for more information.
4. Replace the topping foil cartridge.
5. Close and lock the embosser.
6. Send the card to print again.

144: Topper ribbon out

The topping foil has reached the end of the RFID roll length.

Replace the topping foil. See [Load Topping Foil Cartridge](#) for more information.

145: Topper ribbon type problem

The embosser supplies use an RFID tag to identify the type of ribbon installed in the embosser. There is an issue reading this tag.

1. Replace the topping foil with Datacard Certified Supplies.
2. For more information, see [Load Topping Foil Cartridge](#).

146: Topper ribbon support err.

The embosser supplies use RFID technology to identify the type of ribbon installed in the embosser.

1. Replace the topping foil with Datacard Certified Supplies.
2. For more information, see [Load Topping Foil Cartridge](#).

147: Topper ribbon no tag found

The embosser supplies use RFID technology to identify the type of ribbon installed in the embosser. The tag is missing or non-tagged supplies are being used

1. Replace the topping foil with Datacard Certified Supplies.
2. For more information, see [Load Topping Foil Cartridge](#).

149: Option not installed

The data sent to process includes data for hardware that is not included in the system.

1. Check the data connection between the printer and the embosser and that there is power to the embosser.
2. Remove the data from the card design before sending the card to print.



Chapter 8: Supplies and Parts

8

The chapter contains information for the replacement products available for the CE870 Card Personalization System.

This section describes:

- [Supplies](#)
- [Cards](#)
- [Replacement Parts](#)

Supplies

Indent ribbon, topping foil and system cleaning supplies are available from your dealer. For best results, run a cleaning card and replace the cleaning sleeve after every 500 cards processed by the system.

Indent Ribbon

The following indent ribbons are available:

- Ribbon, black, minimum 250 images per roll (Part No. 504461-001).
- Ribbon, white, minimum 250 images per roll (Part No. 504461-002).
- Ribbon, paneled back and white, minimum 250 images per roll (Part No. 50446-110).

Topping Foil

The following topping foils are available:

- Foil, dark blue, minimum 250 cards per roll (Part No. 504139-001).
- Foil, black, minimum 250 cards per roll (Part No. 504139-002).
- Foil, gold, minimum 250 cards per roll (Part No. 504139-003).
- Foil, white, minimum 250 cards per roll (Part No. 504139-004).
- Foil, silver, minimum 250 cards per roll (Part No. 504139-013).

Supply Storage Guidelines

- Store supplies in the original package until you load them the embosser.
- Keep the original packaging closed.
- The indent ribbon and topping foil maintain their quality for about one year. For optimum card quality, purchase and store quantities that can be used within one year.
- The indent ribbon, topping foil, and card stock might require secure storage and tracking. Follow your policy for storing and tracking the supplies used to make cards.
- Choose a location away from direct sunlight, with a temperature between 32° and 77° F (0° and 25° C). A humidity range from 40% to 60% non-condensing is recommended.
- Supply rolls should be at room temperature when installed in the embosser. If supplies are stored in an environment that is cooler than the system environment, allow supplies to reach room temperature before using.
- Supply rolls should be installed into the system within 24 hours of being unpacked.
- If the system will not be used for an extended period, remove supplies from the embosser and store them with new supplies.
- Supplies for the system may be an audited item. Check with your system administrator to follow company policies regarding financial instant issuance.

Cards

This section describes the cards to use with the system. For best results, use high-quality cards that meet the specifications and recommendations described in this section.

Card Size

Use ISO ID-1 size cards, also called CR80 cards. ISO ID-1 cards have the following dimensions:

- 3.37 long by 2.125 inches wide (85.60 long x 53.98 mm wide).
- 0.030 inch (0.762mm) thick

Actual card thickness can vary by up to ten percent from the sizes listed. Typically, card bow must be less than the thickness of the card.

Card Material

Use cards with a glossy PVC surface, either 100% PVC cards or composite cards with a PVC surface. Cards can have a magnetic stripe on one side of the card.

Card Surface

Cards must meet the following card quality guidelines for the system to process them successfully.

- The card must be free of irregularities such as particles embedded in the surface.
- The surface must be glossy.

Card Handling

These guidelines apply to unprinted cards.

- Any debris or particles on blank card stock can reduce card quality and damage the system.
- Grease or oils, such as oils from your fingers, also reduce card quality. Keep cards completely clean. Do not touch the print surface of a card with your fingers or hands. Handle blank card stock by the edges only.
- Do not use a rubber band to bind blank cards together.
- If you drop a card on the floor, clean it using a lint-free cloth before using it in the system.

Card Storage

These guidelines apply to both blank card stock and processed cards.

- Cards should be at room temperature when they are used. If cards are stored in a cooler environment than the printer, allow them to reach room temperature before using.
- Cards must be stacked so that they will not shift and rub against each other.
- Make sure that the magnetic stripe on one card does not come in contact with the magnetic stripe on another card.
- Make sure that cards with magnetic stripes are stored away from magnets and other magnetic objects.
- Store cards in a cool, dry, and dark place. Excessive light can cause yellowing of cards on exposed edges.
- Keep cards in their original packaging.

Replacement Parts

The following replacement parts are available for use with the system.

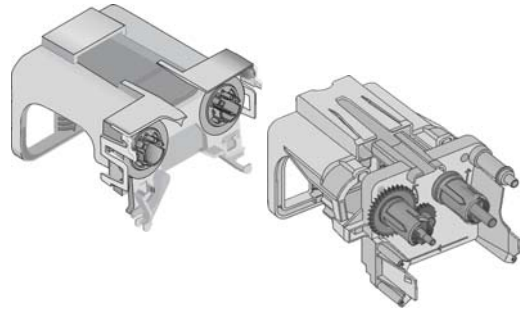
Print Ribbon Cartridge

The ribbon cartridge holds the replaceable cleaning sleeve in the printer.



Indent Ribbon Cartridge

The indent ribbon cartridge holds the indent ribbon.



Topping Foil Cartridge

The topping foil cartridge holds the topping foil used on the embossed characters.

Cleaning Supplies

For best results, keep additional cleaning supplies on hand.

The following additional cleaning supplies are available:

- A cleaning kit, including 10 printer cleaning cards, 10 printer cleaning sleeves and a cleaning pen (Part No. 570113-001).
- Package of 10 printer cleaning cards (Part No. 552141-002).
- Package of 5 replaceable cleaning sleeves (Part No. 569946-001).
- A cleaning pen (Part No. 557492-001). Use the cleaning pen to clean the internal parts of the printer. A cleaning pen can be used eight times.

Cleaning Roller Spindle

The cleaning roller spindle holds the replaceable cleaning sleeve.



Security Lock Option

The system can be used with a cable lock installed on the embosser.

Printer Power Supply

The power supply is rated at 24 Vdc, 10.42 Amp, 250 Watts MAX. It is self-adjusting within the rated input voltage.



Printer Power Cable

The power cable connects the facility power and the printer power supply.

Embosser Power Supply

The power supply is rated at 24 Vdc, 3.0 Amp. It is self-adjusting within the rated input voltage.

Embosser Power Cable

The embosser power cable connects the facility power and the embosser power supply.

Network Cable

A Ethernet network cable, sometimes called a Category 5 or Cat 5 cable, connects the system to a network port.



Chapter 9: Legal Notices

9

Please note and heed the **WARNING** and **CAUTION** labels that have been placed on the equipment for your safety. Please do not attempt to operate or repair this equipment without adequate training.

Regulatory Compliance

Notice for USA (FCC notice)

This equipment has been tested and found to be within the limits for Class A computing devices, pursuant to Subpart J of Part 15 of FCC rules, designed to provide reasonable protection against radio interference in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with this instruction manual, it may interfere with 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.

Notice for Canada

Section 7.1.3 of RSS-GEN

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.

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 classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

The term "IC:" before the radio certification number only signifies that Industry Canada Technical specifications were met.

Notice for Europe

We hereby certify that this printer complies with EMC Directive 89/336/EEC, R&TTE Directive 1999/5/EC, and the EU RoHS Directive EU Directive 2002/95/EG. This printer conforms to Class A of EN 55022 and to EN 301 489-5. Operation of this equipment in a residential environment may possibly cause interference. In the event of interference, the users, at their own expense, will be required to take whatever measures are necessary to correct the problem.

Notice for Taiwan

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

This equipment is in the Class A category of information technology equipment based on the rules of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). When used in a residential area, radio interference may be caused. In this case, the user may be required to take appropriate corrective actions.

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

Notice to All Users

The printer emits radio-frequency waves and must be used as installed and recommended by the printer manufacturer. You may not modify the printer or how it is used without written permission. You may not operate the printer after modifying it or its method of operation.

Liability Statement

This product has been built to the high standards of Datacard Group. Please note and heed the WARNING and CAUTION labels that 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. By acceptance of this system you hereby assume all liability consequent to your use or misuse of this equipment. DataCard assumes no liability for incidental, special, or consequential damage of any kind. Equipment specifications, applications and options are subject to change at the sole discretion of Datacard without notice.

Safety

All Datacard brand products are built to strict safety and reliability specifications in accordance with UL60950 and Canadian requirements and the Low Voltage Directive 73/23/EEC. Therefore, safety issues pertaining to operation and repair of Datacard brand equipment are primarily environmental and human interface.

The following basic safety tips are given to ensure safe installation, operation and maintenance of Datacard Group brand equipment and are not to be considered as comprehensive on all matters of safety.

Safe Environment

Connect equipment to a grounded power source. Do not defeat or bypass the ground lead.

Place the equipment on a stable surface (table) and ensure floors in the work area are dry and non-slip.

Know the location of equipment branch circuit interrupters or circuit breakers and how to turn them on and off in case of emergency.

Know the location of fire extinguishers and how to use them. ABC type extinguishers may be used on electrical fires.

Know local procedures for first aid and emergency assistance at the customer facility.

Use adequate lighting at the equipment location.

Maintain the recommended temperature and humidity range in the equipment area.

Safe Human Interface

Use proper lifting techniques when moving or installing the equipment.

Use standard electrostatic discharge (ESD) precautions when working on or near electrical circuits.

Do not disconnect safety interlocks on covers. Operate the printer with the cover closed.

Trademarks

Microsoft, Windows, and Windows Vista are trademarks or registered trademarks of Microsoft Corporation.

All other trademarks are the property of their respective owners.

Disclaimer

Names and logos on sample cards are fictitious. Any similarity to actual names, trademarks, or trade names is coincidental.

Proprietary Notice

All drawings and information herein are the property of DataCard Corporation.

