User Reference Guide

CE870™ Instant Issuance System

Contents

The CE870 Instant Issuance System

A = Printer Component
B = Card Input Hopper
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D = Printer Lock
E = Latch Button
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G = Print Ribbon Cartridge Handle
H = Printer Supplies Access Door

I = Embosser Component
J = Embosser Supplies Access Door
K = Indent Cartridge
L = Embosser Lock
M = Topping Foil Cartridge
N = Multi-hopper Cover
O = Card Output Hopper
P = Front Panel

Front Panel

Ready   Eng
    CE870

LCD Front Panel
Status Lights
 Ribbon
 Cards

Power Button

Down Arrow   Up Arrow   Enter

User Light & User Button
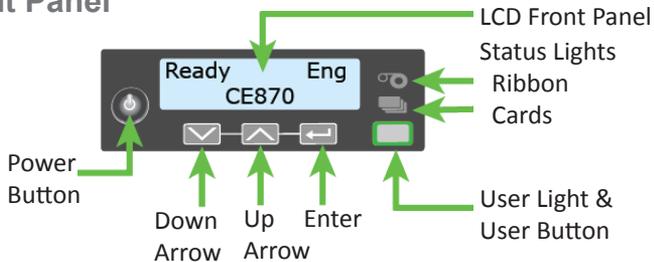
Common LCD Messages

The printer front panel displays printer messages or conditions as they are issued. This section describes some of the common messages that may display.

Refer to "The CE870 Instant Issuance System" on page 3 for the location of the system components.

102: Card not in position

Cause: The card is not positioned correctly in the printer.

1. Unlock the printer and open the printer cover.
2. Remove the ribbon cartridge.
3. Turn the manual advance knob to remove the card.
4. Replace the ribbon cartridge.
5. Close and lock the printer.
6. Press the USER button and send the card to print again.

Refer to "Clean the Printer" on page 18 for more information.

103: Printer problem

Cause: The printer had an error.

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

104: Critical problem

Cause: The printer has a serious error. The card will be canceled.

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

The system must remain powered off.

Common LCD Messages (cont.)

105: Magstripe data error

Cause: The printer could not verify the magnetic stripe data written to the card.

1. Use magnetic stripe cards that match the printer settings.
2. Make sure that the cards are placed in the printer correctly.
3. Press the USER button on the printer and send the card to print again.

Refer to "Load Cards" on page 10 for more information.

110: Print ribbon out or missing
CE870 printers with the optional printhead only.

Cause: The printer does not have a usable ribbon.

1. Unlock the printer and open the printer cover.
2. Remove the ribbon cartridge.
3. Install a new ribbon and cleaning sleeve.
4. Replace the cartridge.
5. Close and lock the printer.

Follow your company policy to discard used ribbon containing confidential data.

Refer to "Load the Print Ribbon" on page 17 and "Replace the Cleaning Sleeve" on page 16 for more information.

111: Card not picked

Cause: The printer did not pick a card from the input hopper.

1. Unlock the printer and open the input hopper.
2. Add or reposition cards.
3. Close the hopper and lock the printer.
4. Press the USER button to clear the message and complete the card.

Refer to "Load Cards" on page 10 and "Clean the Multi-Hopper Rollers" on page 20 for more information.

Common LCD Messages (cont.)

112: Card hopper empty

Cause: The printer did not detect cards in the input hopper.

1.   Add cards to the input hopper.

2.   Press the USER button to clear the message.

Refer to "Load Cards" on page 10 for more information.

114: Cover opened during job

Cause: The printer cover was opened while printing.

1.   Check all printer doors to make sure that they are closed completely.

     Press down on the cover ridges to make sure that the cover latches completely on both sides.

2.   Make sure that all doors are locked.

3.   Press the USER button to clear the message.

Refer to "Close the Printer Doors" on page 22 for more information.

125: Emboss critical error

Cause: The embosser has a serious error.

1.   Press the POWER button to power off the system.

2.   Request service.

The system must remain powered off.

127: Emboss transport error

Cause: The card is not positioned properly in the embosser.

1.   Unlock the embosser.

2.   Open the embosser and remove the supply cartridges.

3.   Remove any cards found.

4.   Replace the cartridges.

5.   Close and lock the embosser.

Refer to "Clean the Printer" on page 18 for more information.

Common LCD Messages (cont.)

133: Embosser card reject full

Cause: The embosser reject card tray is full.

1. Unlock and open the embosser.
2. Empty the reject card tray.
3. Close and lock the embosser.

The reject card tray holds five cards. Empty it regularly.

Refer to "Empty the Reject Card Tray" on page 21 for more information.

135: Indent ribbon supplies out

Cause: The indent ribbon has run out.

1. Unlock and open the embosser.
2. Remove the indent ribbon cartridge.
3. Install a new indent ribbon.
4. Replace the cartridge. Close and lock the embosser.

Refer to "Load the Indent Ribbon" on page 12 for more information.

136: Indent ribbon break

Cause: The indent ribbon is not moving properly.

1. Unlock and open the embosser.
2. Remove the indent ribbon cartridge.
3. Reposition or repair the indent ribbon. (Replace it, if necessary.)
4. Advance the repaired area one full turn.
5. Replace the cartridge. Close and lock the embosser.

Refer to "Load the Indent Ribbon" on page 12 for more information.

Common LCD Messages (cont.)

140: Embosser not available

Cause: The printer and embosser cannot communicate.

1.   Make sure that the data cable between the embosser and the printer is plugged in securely.

2.   Press the POWER button to power off the printer and embosser.

3.   Press the POWER button again to power on the printer and embosser.

Refer to "Check Data Connections" on page 24 for more information.

144: Topping foil out

Cause: The topping foil has run out.

1.   Unlock and open the embosser.

2.   Remove the topping foil cartridge.

3.   Install new topping foil.

4.   Replace the cartridge. Close and lock the embosser.

Refer to "Load the Topping Foil" on page 14 for more information.

147: Topping foil no tag found

Cause: The embosser cannot use the installed topping foil.

1.   Unlock and open the embosser.

2.   Remove the topping foil cartridge.

3.   Install new topping foil.

4.   Replace the cartridge. Close and lock the embosser.

Refer to "Load the Topping Foil" on page 14 for more information.

Common LCD Messages (cont.)

150: Print while unlocked

Cause: The printer is unlocked.

The card will be canceled.

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

Refer to "Close the Printer Doors" on page 22 for more information.

172: Insert cleaning card

Cause: The printer is ready to be cleaned.

•   If the cleaning card is in the input hopper, press the USER button.

OR

•   If the cleaning card is not in the input hopper, insert the card into the printer and then press the USER button.

Refer to "Clean the Printer" on page 18 for more information.

173: Improper shutdown

Cause: The system was shut down improperly or lost power.

1.   Press and hold the USER button to clear the message.

2.   Always use the POWER button to power off the printer.

Refer to "Check Power Connections" on page 23 and "Check Data Connections" on page 24 for more information

Load Cards

- Fan the cards to separate the edges.

- Insert ISO magnetic stripe cards with the stripe facing down and to the right.

- Insert smart cards with the chip facing up and toward the back of the hopper.

**Note:** A diagram inside the hoppers shows the correct orientation for each type of card.

Single Hopper Printer

1. Unlock the printer and open the input hopper.

2. Load cards into the input hopper.

3. Close the hopper and lock the printer.
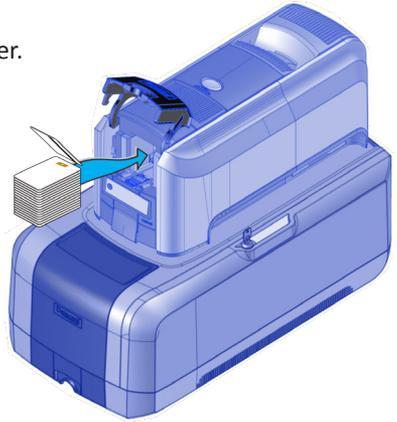
Multi-Hopper Printer

1. Unlock the printer and open the multi-hopper door.

2. Load cards into each hopper (H1 through H6). Each hopper holds up to 100 cards.

3. Close the multi-hopper door and lock the printer.
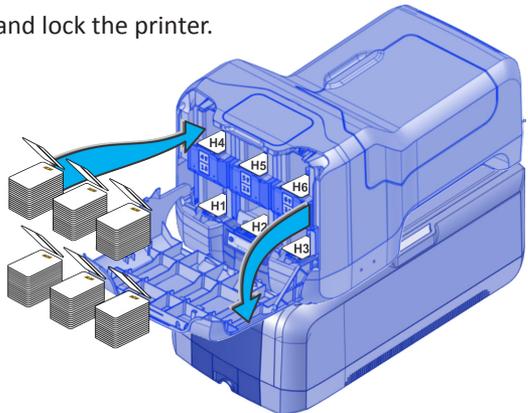
Use the Exception Slot

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

1. Slide the card into the exception slot.

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

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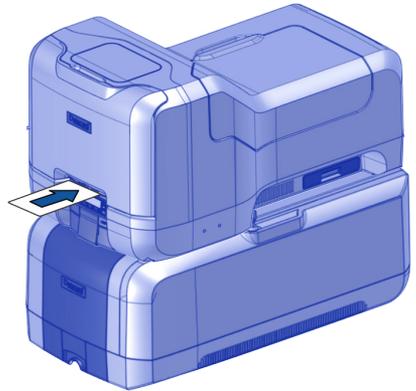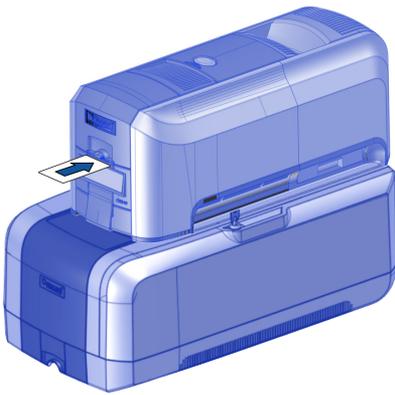
Load the Indent Ribbon

1. Unlock and open the embosser supplies door.

2. Remove the indent ribbon cartridge and place it on a flat surface with the spindles facing up.
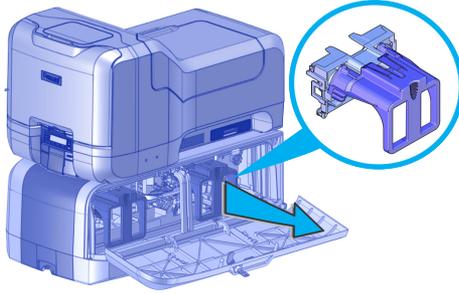
3. Remove the new indent roll from its package.

   **Caution:** Do not separate the silver take-up spool away from the blue supply spool.

    IMPORTANT: Do Not Separate
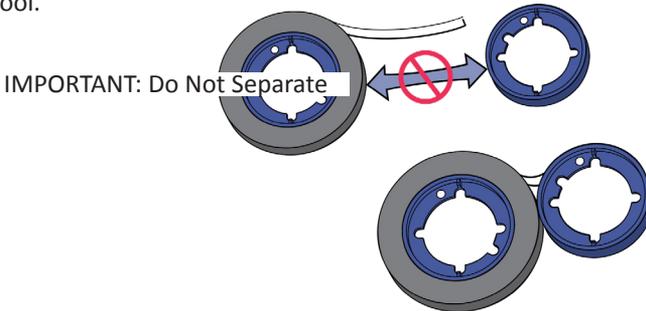
4. Match the supply spool hub with the left side spindle.

5. Push the supply spool into the spindle until it clicks securely into place.

    Click
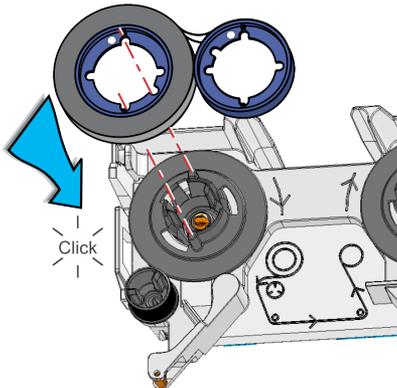
Load the Indent Ribbon (cont.)

6.   Roll up one full turn of indent ribbon on the silver take-up spool.

7.   Roll out a slack length of indent ribbon from the supply spool.

8.   Route the ribbon around cartridge rollers. Follow the routing diagram on the indent cartridge.

   **Caution:** Do not twist the ribbon while routing.
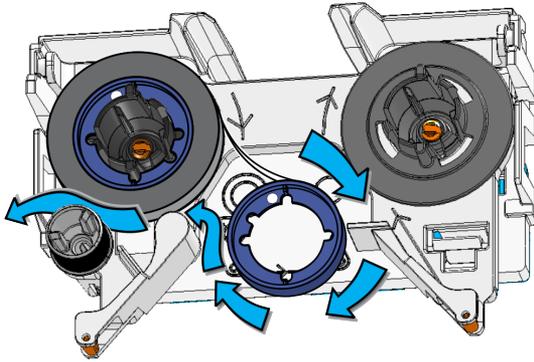
9.   Match the keyed pattern of the take-up spool hub with the right side spindle.

10.   Push the take-up spool in until it clicks into place.

11.   Turn the take-up spool clockwise one full turn to eliminate slack.
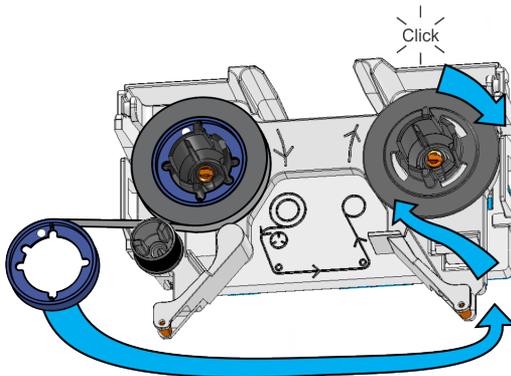
12.   Replace the indent ribbon cartridge.

      i.   Align the cartridge with the guides inside the embosser.

      ii.   Slide the cartridge in until it clicks and stops.

13.   Close and lock the embosser supplies door.

Load the Topping Foil

1. Unlock and open the embosser supplies door.

2. Remove the topping foil cartridge and place it on a flat surface with the spindles facing up.
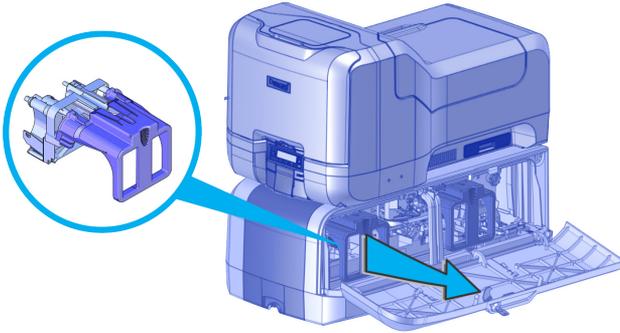

3. Remove the new topping foil from its package.

4. Match the keyed pattern of the blue supply spool hub with the right side spindle.

5. Push the supply spool into the spindle until it clicks securely into place.

6. Roll out and route the foil around the cartridge rollers. Follow the diagram on the topping foil cartridge.
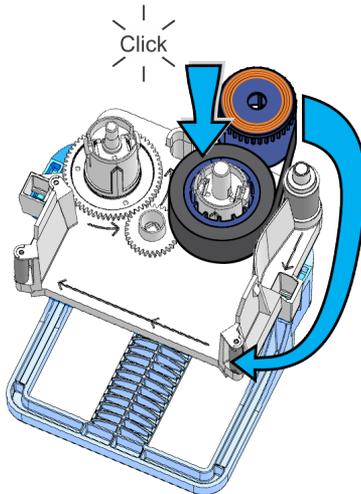
Load the Topping Foil (cont.)

7. Match the keyed pattern of the silver take-up spool hub with the left side spindle.

8. Push the take-up spool into the spindle until it clicks securely into place.

9. Turn the take-up spool counterclockwise one full turn to eliminate slack.
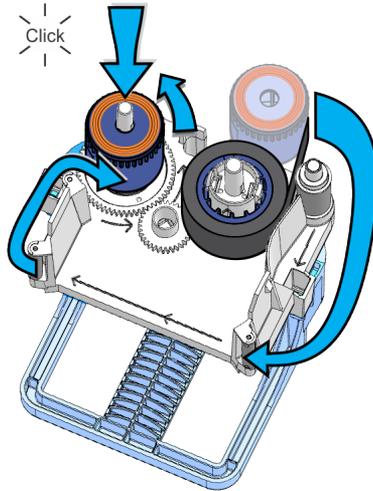
10. Replace the topping foil cartridge.

    i.   Align the cartridge with the guides inside the embosser.

    ii. Slide the cartridge in until it clicks and stops.

11. Close and lock the embosser supplies door.

Replace the Cleaning Sleeve

1. Unlock the printer and open the printer supplies access door (multi-hopper).

2. Press the latch button to open the printer swingarm.

3. Remove the print ribbon cartridge and remove the cleaning roller spindle from the ribbon cartridge.

4. Remove the used cleaning sleeve and discard it.
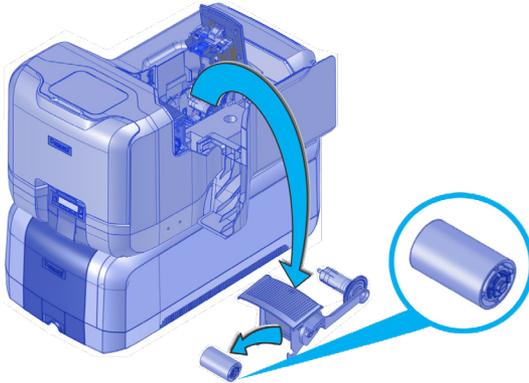
5. Slide the spindle into the new cleaning sleeve (a).

6. Place the spindle back onto the ribbon cartridge (b).

7. Remove the protective wrapper from the cleaning sleeve (c).
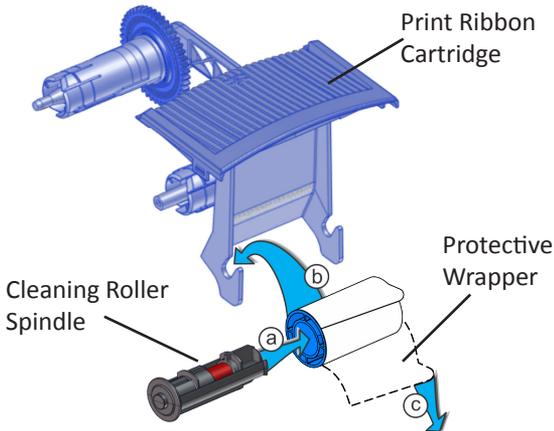
8. Reinstall the ribbon cartridge.

9. Close the printer swingarm (and close the supplies door on the multi-hopper) and lock the printer.

Load the Print Ribbon

CE870 printers with the optional printhead only.

1. Unlock the printer and open the printer supplies access door (multi-hopper).

2. Press the latch button to open the printer swingarm.

3. Remove the print ribbon cartridge.
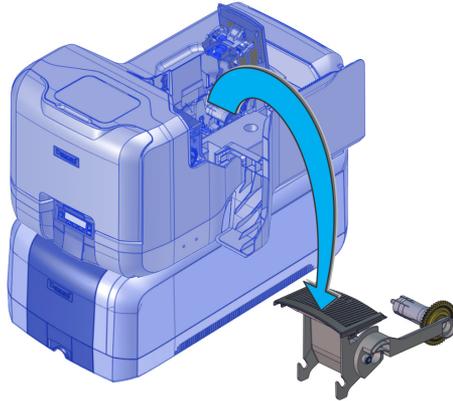
4. Load a full roll of print ribbon (blue spool) onto the spindle closest to the cartridge handle until it clicks into place.

5. Place the silver take-up spool on the spindle with the black gear until it clicks into place.

6. Wind the take-up spool counterclockwise one full turn.
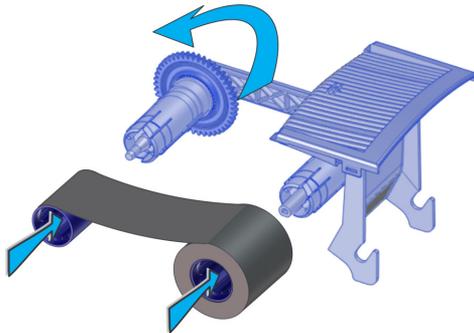
7. Load a new cleaning sleeve. Refer to "Replace the Cleaning Sleeve" on page 19.

8. Replace the print ribbon cartridge.

9. Close the printer swingarm (and close the supplies door on the multi-hopper) and lock the printer.

Clean the Printer

Prepare the Printer for Cleaning

1. Power on and unlock the printer.
2. Open the printer swingarm and remove the print ribbon cartridge.
3. Remove the cleaning sleeve.
4. Replace the ribbon cartridge and close the swingarm.
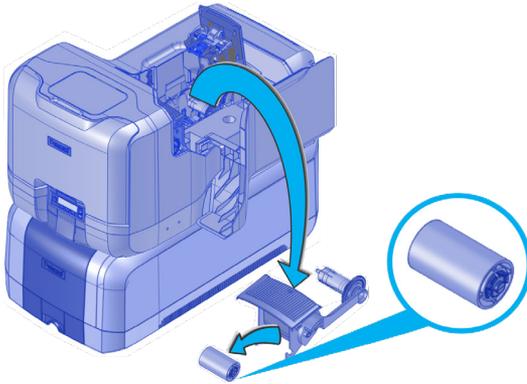
5. Open the input hopper and remove unprinted cards.
6. Remove the cleaning card from its package.
7. Load the cleaning card(s) in the input hopper(s).
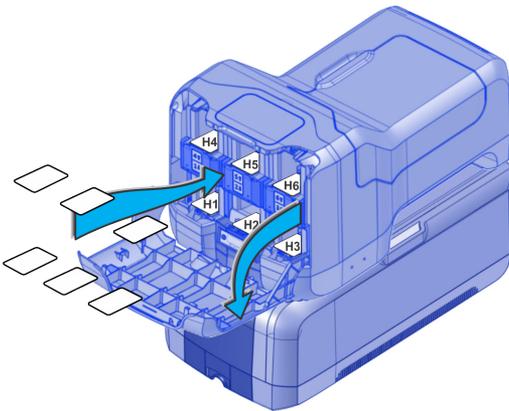

8. Close the input hopper and lock the printer.

Clean the Printer

1. Enter the menu system.

2. Follow the steps on the LCD panel (refer to the following illustration).

3. Press the USER button to start the cleaning cycle when "Insert cleaning card" displays on the LCD.
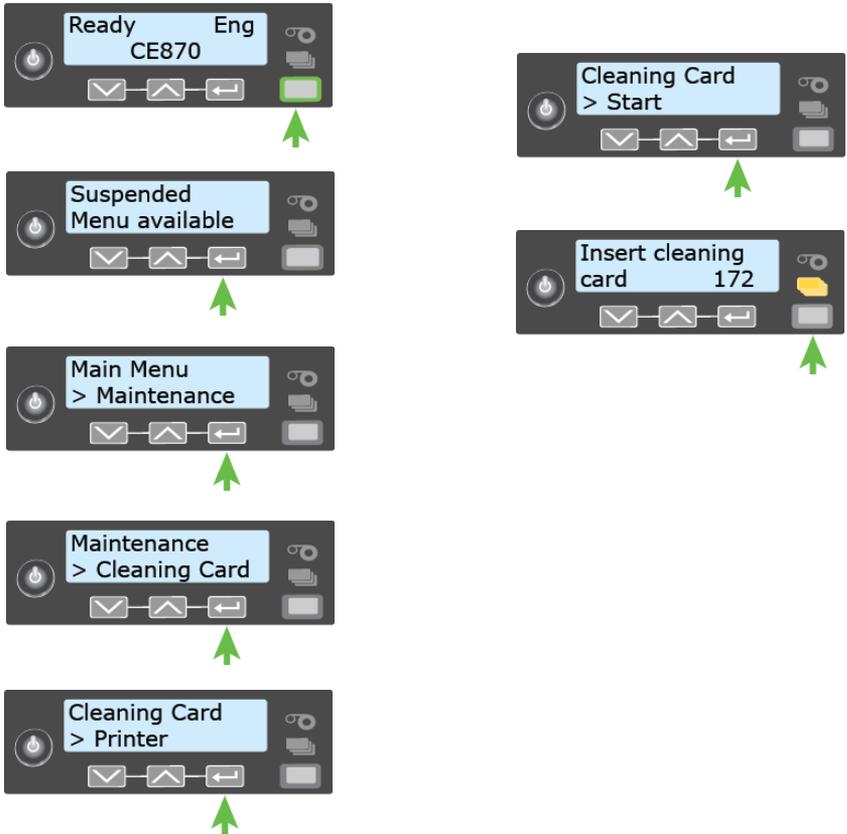
Clean the Multi-Hopper Rollers

1. Unlock and open the input hopper cover.
2. Load cleaning cards into each hopper.
3. Close the input hopper and lock the printer.
4. Follow the steps on the LCD panel (refer to the following illustration).
5. Press ENTER to start the cleaning process.
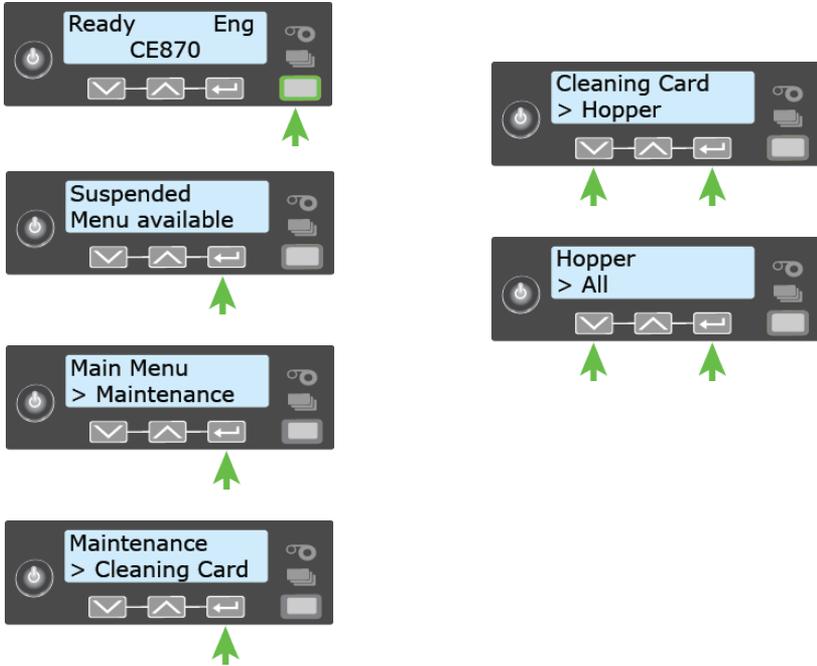
Complete the Cleaning Process

1. Unlock the printer.
2. Replace the cards in the input hopper(s).
3. Remove the print ribbon cartridge.
4. Install a new cleaning sleeve. Refer to "Replace the Cleaning Sleeve" on page 16.
5. Replace the ribbon cartridge in the printer.
6. Close and lock the printer.

Empty the Reject Card Tray

Empty the reject card tray regularly to avoid card jams. Follow your site's guidelines to dispose of the cards removed from the reject card tray.
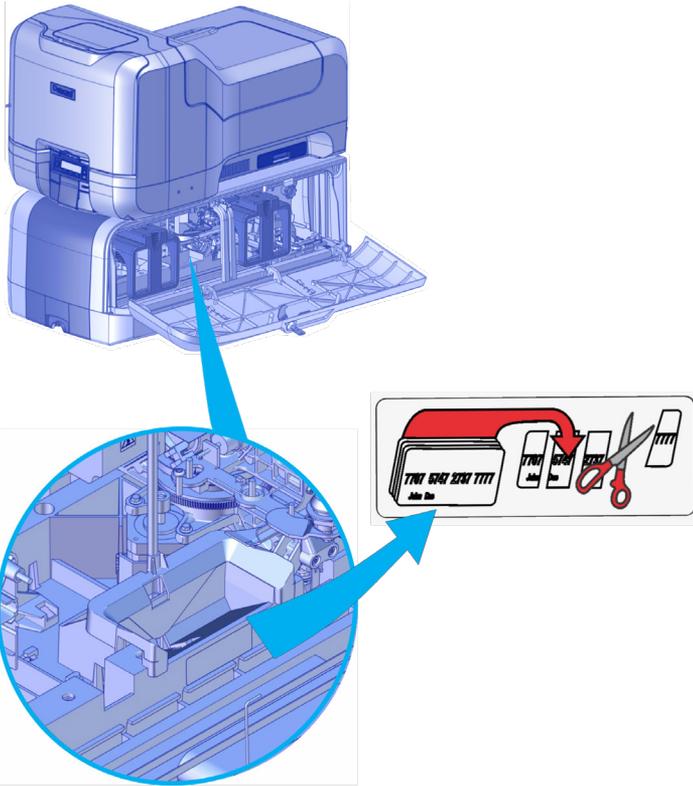
Close the Printer Doors

The printer cannot process cards while any access doors are open. Make sure that all printer and embosser doors are closed and locked.

**Note:** Press down on the cover ridges to make sure the swingarm latches completely on both sides.

Swingarm (multi-hopper)

Cover Ridges

Swingarm (single hopper)

Input Hopper Cover (single hopper)

Printer Supplies Access Door

Multi-hopper Cover

Embosser Supplies Access Door
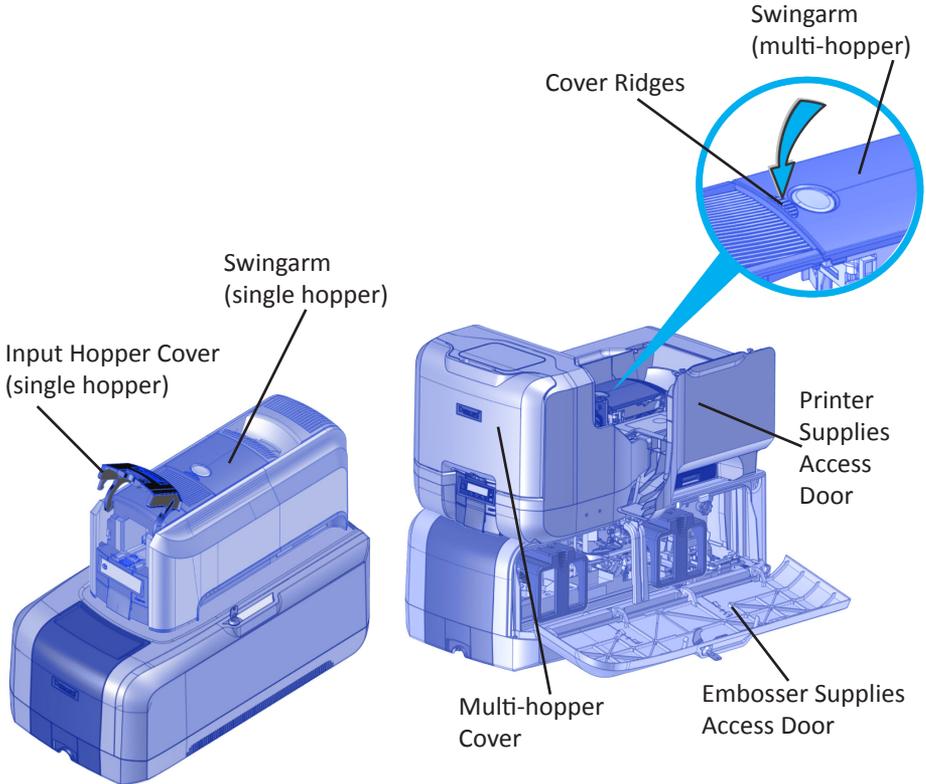
Check Power Connections

Make sure that all power cables are securely connected.

Printer Power Connections
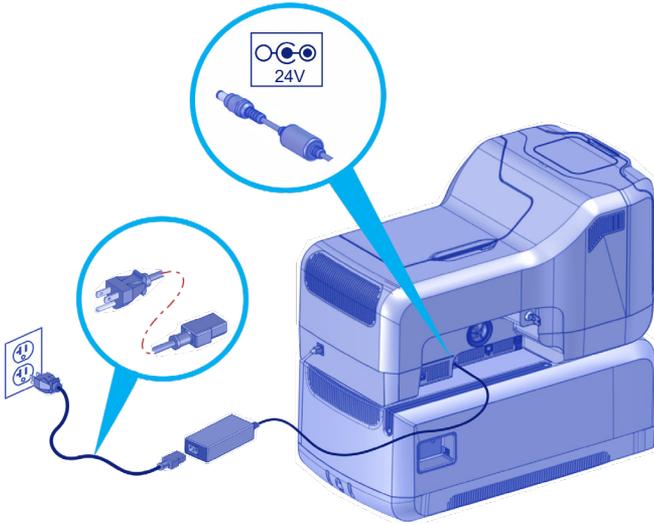
Embosser Power Connections
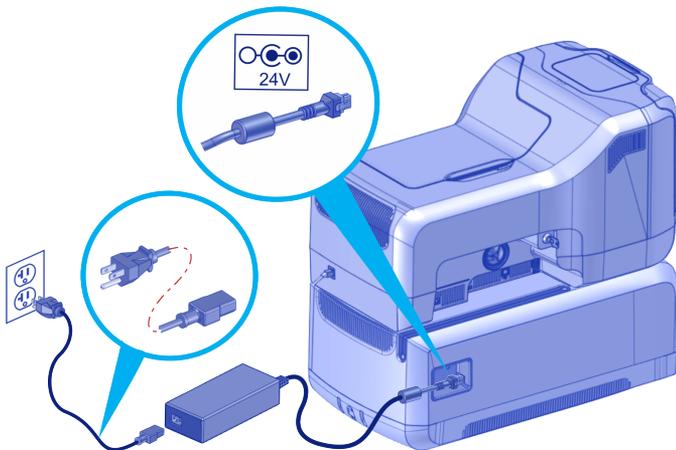
Check Data Connections

Make sure that all data cables are securely connected.

Network Connection

Printer-to-Embosser Connection

Network Connection

Printer-to-Embosser Connection
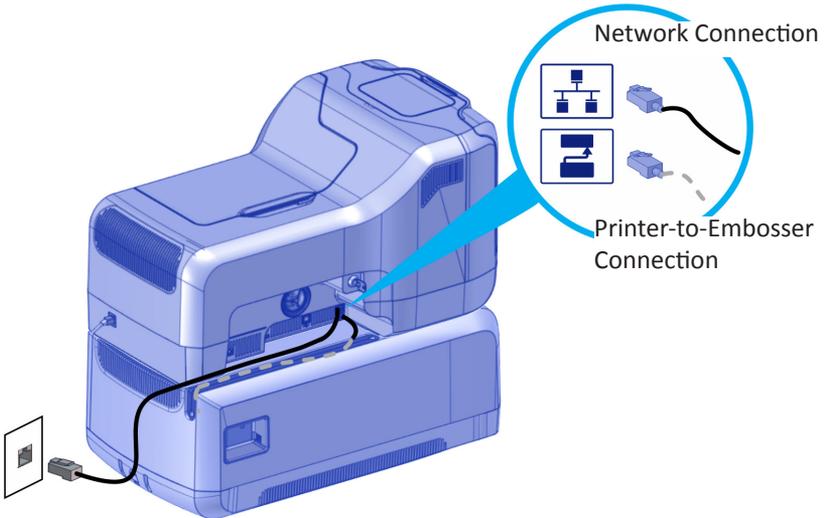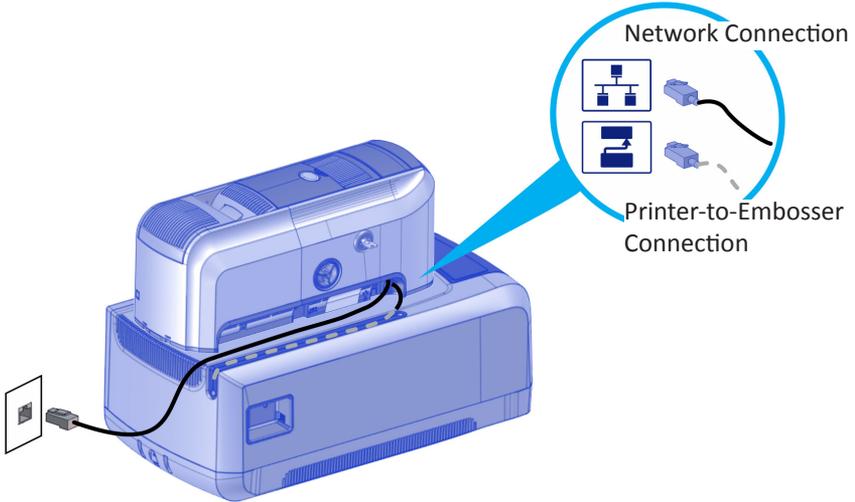
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ENTRUST

1187 Park Place
Minneapolis, Minnesota 55379
952.933.1223 • 952.933.7971 Fax
www.entrust.com