



# ENTRUST

## PDF of Online Help

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### **Printer Dashboard**

Firmware Version 3.2

## Notice

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# Welcome to Entrust™ Printer Dashboard

The Entrust Printer Dashboard is a browser-based interface that displays information about your printer.

Operator-level users can perform basic printer status reviews and tasks, while system administrators can use Printer Dashboard to fine-tune card appearance, set advanced options, and troubleshoot printing problems.

Features of Printer Dashboard include available options for performing printer maintenance and ordering supplies; the ability to easily set up a printer or fleet of printers; and the tools to maintain and change printers to meet individual user needs and complete day-to-day tasks.

Access Printer Dashboard using an Internet browser and the IP address of the printer, via a shortcut from the PC desktop, from the printer driver, or through the TruCredential Suite software application.

# User Access Levels

The assigned user account determines the level of access to information and settings that correspond to the user's job responsibilities.

## Operator

Operator access allows users to view information and change a limited number of values.

The Operator access level is typically assigned to a person responsible for printing cards. Other responsibilities can include cleaning the printer or ordering printer supplies.

## Administrator

Administrator access allows a user to make limited adjustments to the printer. The Administrator user also has access to configuration options and the use of some diagnostic tools for troubleshooting.

In a card production environment, the Administrator user typically sets up the card design, verifies communication with external data sources, and tracks printer activity and performance.

## Note

Administrators can create, edit, and remove Operator user accounts, and create and edit Administrator user accounts, from Printer Dashboard. Refer to [Manage Users](#) for additional information.

# Navigate Printer Dashboard

Upon signing into Printer Dashboard, the *Printer Dashboard* page displays.

## Note

Text displays in the language selected from the drop-down list on the *Sign In* page.

To access the functions of Printer Dashboard, either click the direct links to the appropriate pages on the *Printer Dashboard* page, or click the Main menu in the upper-left corner of any page, which causes the left sidebar menu to display. Click to expand the various categories, and click a specific page name to navigate to that page.

## Important

Some options and pages are only accessible via the left sidebar.

## User Options

Click the User menu (next to, and including, the name of the currently signed-in user in the upper-right corner of any page) to access user options. The options available vary depending on the assigned access level of the current user.

Options include:

- **Change Password:** Click to change your current user account password. Note that administrators also have the ability to change the passwords of other user accounts; refer to [Manage Users](#) for additional details.
- **Logout:** Click to sign out of Printer Dashboard.



## Sign Out

To sign out of Printer Dashboard, from any page, click the User menu (next to, and including, the name of the currently signed-in user in the upper-right corner), and then click **Logout**.

# Check Printer Status

Upon signing into Printer Dashboard, the *Printer Dashboard* page displays.

Use the information on the *Printer Dashboard* page to review the status of the printer, and to access tasks for maintaining the printer.

## Note

The *Printer Dashboard* page is available to Operators and Administrators; some options vary depending on the access level of the currently signed-in user.

## Summary

The Summary section displays details about the printer, including the current status (Idle, Busy, etc.); the printer product data, such as the model and serial number; the current network information (including Ethernet, USB, and cloud connection details shown as icons); and the number of cards printed (excluding test cards).

The network information icons display connection information at a glance, with green indicating connected, gray not enabled, and gray with a slash not available. Hover the mouse pointer over the various network icons to view additional details, including the connection status, the IP address, and so on.

**Note:** For information on managing networks, connecting to an enterprise network, and adding a TLS certificate, refer to the printer's *Administrators Guide*.

Click **LED COLOR** to set the intensity of the blue, green, or red portion of the RGB LED light bar display on the printer, and to adjust the overall brightness. Click **SAVE** to save changes. Click **CANCEL** to exit without saving. The LED color options are also available from the *Settings* page; refer to [Adjust Printer Settings](#) for additional information.

## Note

LED color options are available to Administrators only.

Click **DEVICE DETAILS** to review in-depth information about the printer, including manufacturer information, detailed network connection information (gateway, MAC address, and more), serial number details, version information, and installed options.

## Note

The *Device Details* page is also accessible from the left sidebar (click **Home > Device Details**) and is available to Operators and Administrators. Options are the same for each access level.

## Supplies

The Supplies section displays information about supply levels for the printer and any attached accessories.

## Note

When the use of rewritable cards is enabled (refer to the [Adjust Printer Settings](#) topic, [Administrator](#) section, "Pick" settings for additional details on this setting) and no print ribbon is installed on the printer, a ribbon with no part number and a status of 100% remaining displays in this section.

Click **ORDER SUPPLIES** to access the supplies-ordering page of the service provider.

Click **SUPPLY DETAILS** to review in-depth information about supply levels for the printer, including product data such as part numbers and lot codes for installed options, as well as supply levels expressed as a percentage. Supplies can also be ordered from the *Supply Details* page.

#### Note

The *Supply Details* page is also accessible from the left sidebar (click **Home > Supply Details**) and is available to Operators and Administrators. Options are the same for each access level.

## Cleaning Card

The Cleaning Card section displays the number of cards that can be printed before a cleaning card must be run, in both a percentage and the number of cards remaining.

Click **CLEANING CARD** to review information about the number of cards that can be printed before a cleaning card must be run; read cleaning best practices, and review a video tutorial on running a cleaning card; and to complete the cleaning card process.

#### Note

The *Cleaning Card* page is also accessible from the left sidebar (click **Maintenance > Cleaning Card**) and is available to Operators and Administrators. Options are the same for each access level.

Refer to [Run a Cleaning Card](#) for details on the process.

## Device Activity

The Device Activity section displays a log of activity for the printer.

Click the arrow icons next to any entry in the activity list to expand the item and view additional details.

## Hoppers

The Hoppers section displays the current status (whether cards are available) of all hoppers currently connected to the printer.

If multiple hoppers are configured as logical hopper groups, the hoppers are displayed in the group to which they are assigned. Refer to [Manage Hopper Groups](#) for additional information on logical hopper groups.

## Firmware

The Firmware section displays the current status of the firmware installed on the printer.

#### Note

The firmware status indicators are available to Operators and Administrators. Manual checks of the firmware status and firmware updates (see below for details on each) are available to Administrators only.

Status is indicated by color code:

- **Green:** Indicates that the firmware is current.
- **Yellow:** Indicates that the printer has no internet connection and whether the firmware is current or not cannot be checked (status unknown).
- **Red:** Indicates that the firmware is out of date. A note indicating that the firmware is out of date also displays.

## Manually Check Firmware Status

To manually check the status of the firmware, click **CHECK FOR UPDATE**.

## Update Firmware

Use Printer Dashboard to update outdated firmware directly from the user interface.

### Note

Firmware updates are available to Administrators only.

To update firmware, click **UPDATE**. The update process runs and progress messages display, providing status information. The printer LCD screen will also display progress updates.

### Important

The printer will automatically restart once the firmware update is complete.

# Printer Certificate Management

The Certificate Management page allows administrators to configure authenticated network access and TLS certificates for printers. Instructions for these procedures are located in the printer's *Administrators Guide*.

For instructions on connecting your printer to a network, refer to "Connecting to an Enterprise Network" in the printer's *Administrators Guide*

For instructions on adding a TLS certificate, refer to "Add a TLS Certificate" in the printer's *Administrators Guide*

# Manage Users

The *Users* page allows Administrators to create, edit, and delete accounts for Operator-level users, and to create and edit Administrator-level user accounts.

## Note

The manage user options are available to Administrators only.

To access the *Users* page:

1. Sign in as an Administrator.
2. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
3. Click **Configuration > Users**. The *Users* page displays.

All users that currently exist are displayed, including details on their user ID, assigned role, and names (if applicable).

## Add Users

To add users:

1. Click **ADD**. The Add User dialog box displays.
2. Complete the fields:
  - a. **User ID**: Enter a user name the account.
  - b. **Password**: Optional. Enter a password for new user. Note that the user can change their own password later.
  - c. **Confirm Password**: If a password was entered in the field above, re-enter the password selected for the new user to assure accuracy.
  - d. **Role**: Select the appropriate access level for the user (Operator or Administrator) from the drop-down list.
  - e. **First Name**: Optional. Enter a first name for the user.
  - f. **Last Name**: Optional. Enter a last name for the user.
3. Click **SAVE** to add the user. Click **CANCEL** to exit without saving.

## Edit Users

To edit users:

1. Select the user to edit.
2. Click **EDIT**. The Edit User dialog box displays.
3. Update the fields as needed. Note that the **Change password** slider must be clicked before the user's password can be changed. Including a first name and/or last name are optional.
4. Click **SAVE** to save the edits to the user. Click **CANCEL** to exit without saving.

## Important

Administrators can also reset the password for Service-level users. However, only change this password under the direction of a service technician.

## Delete Users

To delete users:

1. Select the user to delete.
2. Click **REMOVE**.
3. Confirm or cancel the deletion.

# Adjust Printer Settings

Printer settings can be viewed and customized using Printer Dashboard.

To access the settings, from the *Printer Dashboard* page:

1. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
2. Click **Configuration > Settings**. The *Settings* page displays.

## Note

Selections available on the *Settings* page vary depending on the assigned access level of the currently signed-in user, and on printer type and any additional accessories in use.

## Search for Settings

To search for specific settings to view or edit:

1. Enter a full or partial setting name in the Search box in the upper-right of the page. Search results matching the text entered display.
2. Click the **X** icon to clear the search text.

## Edit Settings

To select the specific category of settings to view or edit:

1. From the drop-down list in the upper-left corner of the page, select the desired settings type. The settings categorized under that type display.
2. For each setting to be updated, select the new value from the Current Value drop-down list. Note that the default value and allowed range are specified for each setting.
3. Click **SAVE**.

## Download Settings

To download a file containing the current printer settings:

1. Click **DOWNLOAD**. A location-select dialog box displays.
2. Select the location to save the file.
3. Click **Save**.

Downloaded settings include all settings accessible to Administrator-level users and Operator-level users.

**Note:** The downloaded settings file can be used as part of the USB Hot Swap process. Refer to the **USB Hot Swap User's Guide** (Part No. 528204-001) and the **Hot Swap USB Upgrade Installation Instructions** (Part No. 528141-001) for additional details.

## Upload Settings

To upload a file containing printer settings that you would like to import and use:



1. Click **UPLOAD**. A file-select dialog box displays.
2. Either double-click the settings file desired or click the file and click **Open** to select it. The settings file is uploaded.

## Available Settings

The settings available for review and adjustments vary depending on the assigned access level of the currently signed-in user, and on printer type and any additional accessories in use.

Refer to the appropriate section below for information on the settings available for each user access level.

### Operator

Settings available for review and edits for Operators are described in the table below.

#### Note

Settings are subject to change. Some settings may vary depending on printer type and any additional accessories in use.

Setting	Definition
<b>Front Panel</b>	
BacklightBrightness	Set the LCD front panel backlight brightness at the desired level, from 0 percent (no backlight) to 100 percent (bright).
Language	Set the language to be used on the printer displays.
SpeakerEnabled	Enable or disable the external printer speaker. The speaker provides a sound in addition to the front panel lights and LCD text.
<b>Laminate Type</b>	
OverlayLoadedInL1Name	Name of the laminate last loaded in L1 station.
OverlayLoadedInL2Name	Name of the laminate last loaded in L2 station.
OverlayPartNumber	Part number of this laminate type.
OverlaySpeed	Speed at which to apply this laminate.
OverlayTemp	Temperature at which to apply this laminate.
<b>Print</b>	
CardAmbientTemp	Assumed card temperature before printing occurs.

### Administrator

Settings available for review and edits for Administrators are described in the table below.

**Note:** Settings are subject to change. Some settings may vary depending on printer type and any additional accessories in use.

Setting	Definition
<b>Activity Log</b>	
ExternalLog	Enable or disable writing the activity log to an external Syslog server.
ExternalLogServer	Specify the IP address of the external Syslog server if you are writing to an external log (ExternalLog is set to Enabled).
FilterCardActions	Write the start and completion of a card action with the specified severity, and higher, to the activity log.
FilterConfigChanges	Write configuration change actions with the specified severity, and higher, to the activity log.
FilterJobStates	Write changes to the state of a print or exception job with the specified severity, and higher, to the activity log.
FilterSoapMsgs	Write DPCL/SOAP (Simple Object Access Protocol) messages from the printer with the specified severity, and higher, to the activity log.
FilterSystem	Write system information with the specified severity, and higher, to the activity log. A value of "Information" results in most events being written to the log.
InternalLog	Enable or disable the activity log on the printer.
<b>Behavior</b>	
ActivityLogExternal	Enable or disable writing the activity log to an external server.
ActivityLogInternal	Enable or disable the internal activity log.
AutoPPS	Enable or disable the automatic PPS negotiation done by the Duali reader to communicate with the chip at higher baud rates.
CloudConnection	Enable or disable the cloud connection.
CloudLocation	Select the default location for the printer.
ContactAutoDetect	This setting supports legacy smart card clients. It overrides the smart card protocol sent by the client to the printer and uses SCARD_PROTOCOL_T0_OR_T1.
ContactlessATRMode	<p>Select the default ATR mode for the Duali contactless smart card reader. The possible values are:</p> <ul style="list-style-type: none"> <li>• Vendor: Uses the ATR mode specified by the vendor. The generated ATR may not be compatible with all smart card applications or card types.</li> <li>• PCSC: Uses the PC/SC protocol to generate the ATR.</li> <li>• CCID: Uses the CCID protocol to generate the ATR.</li> <li>• Legacy: Uses the ATR mode currently in use by the reader.</li> </ul>

Setting	Definition
	<p>This is the default value.</p> <ul style="list-style-type: none"> <li>• AppSpecifies: Allows the smart card application to control the ATR mode.</li> </ul> <p>A smart card application may specify to receive the ATR in a different format regardless of this setting, but upon reboot the reader returns to the setting specified here. Integrators should consider if they want to specify the format on a job-by-job basis or instead modify this printer setting to receive the desired ATR format.</p>
DoorCloseLockTimeout	<p>The number of seconds after all printer doors are closed before the printer is locked. The timeout period starts when all the doors are closed. Use this setting to override the default lock timeout period, which starts when the printer is unlocked electronically from an application. This setting does not apply if you use a key to unlock the printer.</p>
DPCL	<p>Enable or disable DPCL command access to the printer through the nonsecure port. DPCL must remain enabled when you use the XPS Card Printer Driver.</p>
DPCL2	<p>Enable or disable DPCL2 command access to the printer through the non-secure port.</p>
DPCL2Secure	<p>Enable or disable DPCL2 command access to the printer through the secure port.</p>
DPCLSecure	<p>Enable or disable DPCL command access to the printer through the secure port.</p>
DPM	<p>Enable or disable DPM command access, used by some Entrust systems, through the non-secure port.</p>
DPMSecure	<p>Enable or disable DPM command access, used by some Entrust systems, through the secure port.</p>
EmbosserDispense	<p>Enable to dispense cards to the embosser. Disable to dispense cards to the printer.</p>
OpenCardLegacyMode	<p>Enable or disable legacy mode for OpenCard.</p>
OpenCardLegacyParens	<p>Strip parentheses from OpenCard stream.</p>
Plugin	<p>Enable or disable the plugin feature for the printer to access an installed plug-in. This setting does not apply to all printers.</p>
QuietMode	<p>Enable or disable the printer's quiet mode to optimize for the best sound.</p>
RearOutputHopper	<p>Autocreated setting to control the RearOutputHopper option.</p>

Setting	Definition
	Note: A printer power cycle (restart) is required for changes to this setting to become active.
RejectCardLocation	<p>Specify where to place rejected cards. Select from the following options:</p> <ul style="list-style-type: none"> <li>• Automatic: Rejected cards are placed in the reject tray. This is the default setting.</li> <li>• OutputHopper: Rejected cards are placed in the output hopper.</li> </ul> <p><b>Note:</b> If the system includes an additional component, such as a laminator or embosser, rejected cards are placed in the component reject tray and the RejectCardLocation setting does not apply.</p>
Remake	Enable or disable card remakes. If Remake is set to Enabled and a print request fails, the print request is tried again with a new card. A card is retried only once. This option is set to Disabled for financial printers.
RemakeMethod	<p>Select the card remake method. This setting does not display if Remake is set to Disabled.</p> <ul style="list-style-type: none"> <li>• Select ConserveSupplies to reprint the card out of queue order.</li> <li>• Select PreserveOrder to reprint the card in queue order.</li> </ul>
ReportErrOnCleaningCardRequired	Set to generate a printer error if the number of cards picked since the cleaning card reaches a maximum allowed value.
RetrieveDataTimeout	Specify the time period during which card data can be retrieved. Specify from 0 to 120 seconds. If the Current Value is "0," data is not retrieved.
RibbonInitialize	Enable or disable initialization of the ribbon when the printer is powered on.
SmartcardDefaultShareMode	<p>Specify the share mode used by an application for the smart card reader. Select from the following options:</p> <ul style="list-style-type: none"> <li>• Direct: The application allocates the smart card reader for its private use and controls it directly. No other application is allowed to access the reader. This is the default setting.</li> <li>• Shared: The application can share the smart card reader with other applications. Some applications may require that the smart card reader is shared.</li> </ul>
SmartCardFirmwareVersion	Controls smart card reader firmware updates made by the

Setting	Definition
	printer: <ul style="list-style-type: none"> <li>• AutoUpdate: Automatically update the smart card reader firmware to the preferred version contained in the printer firmware.</li> <li>• UseCurrent: Do not update the smart card reader firmware</li> </ul>
SmartcardForceProtocol	The smart card reader normally auto-detects the protocol to use to communicate with the smart card chip. However, if a smart card application changes protocols, the smart card reader may continue to try to communicate using the previous protocol. Use this setting to override auto-detection of the communication protocol, if necessary. Select from the following options: <ul style="list-style-type: none"> <li>• Disabled: No override, the smart card reader auto-detects the protocol to use. This is the default setting.</li> <li>• T0: Force the protocol to T=0 (asynchronous half-duplex byte transmission).</li> <li>• T1: Force the protocol to T=1 (asynchronous half-duplex block transmission protocol).</li> </ul>
SmartcardPostConnectDelay	Delay of the post connect for smart card.
SmartcardSwitchModeDelay	Delay of the switch mode for smart card.
SNMP	Enable or disable the SNMP service.
Unlock Timeout	Number of seconds to hold the locking mechanism in the unlocked position before returning to the locked position.
WebServerSecure	Enable or disable access to Printer Dashboard (the web server) through the secure port.  <b>Caution:</b> Do not disable the web server. If the web server is disabled, Printer Dashboard cannot be launched and configuration changes cannot be made. To reverse this action, you must contact Entrust.
<b>Communication</b>	
CloudLocationCustomURI	URI for a custom location for a printer.
CloudMQTTKeepAlive	Specifies the maximum time (in seconds) for no communication between the cloud client (printer) and cloud broker. If this time is exceeded, the client must take action to determine if the connection to the broker is still active.
CloudMQTTPort	The server port used to connect to the MQTT broker.

Setting	Definition
CloudMQTTReceiveTopic	The MQTT topic to receive messages from the client.
CloudMQTTsocks5Host	Socks5 proxy server IP address.
CloudMQTTsocks5Password	Socks5 proxy server account password.
CloudMQTTsocks5Port	Socks5 proxy server port number.
CloudMQTTsocks5Username	Socks5 proxy server account name.
EthAddressMethod	<p>The method used to obtain the Ethernet network IP address. Select DHCP or STATIC from the Current Value drop-down list.</p> <ul style="list-style-type: none"> <li>• When the value is DHCP, the EthGatewayAddress, EthIpAddress, and EthSubnetMask values are filled in automatically.</li> <li>• When the value is STATIC, the EthGatewayAddress, EthIpAddress, and EthSubnetMask values must be set manually. <ul style="list-style-type: none"> <li>◦ EthGatewayAddress: Enter the gateway address for the Ethernet network.</li> <li>◦ EthIpAddress: Enter the static IP address for the printer.</li> <li>◦ EthSubnetMask: Enter the subnet mask for the Ethernet network.</li> </ul> </li> </ul>
EthDnsAddress1	DNS server 1 IP address for the Ethernet network. When EthAddressMethod is STATIC; this value is editable. When EthAddressMethod is DHCP; the DNS server controls this value.
EthDnsAddress2	DNS server 2 IP address for the Ethernet network. When EthAddressMethod is STATIC; this value is editable. When EthAddressMethod is DHCP; the DNS server controls this value.
EthDnsSearchSuffix	DNS search suffix for the Ethernet network. When EthAddressMethod is STATIC; this value is editable. When EthAddressMethod is DHCP; the DNS server controls this value.
EthGatewayAddress	When the EthAddressMethod value is STATIC, enter the gateway address for the Ethernet network.
EthIpAddress	When the EthAddressMethod value is STATIC, enter the static IP address for the printer.
EthSubnetMask	When the EthAddressMethod value is STATIC, enter the subnet mask for the Ethernet network.
IEEE8021XAnonymousIdentity	Anonymous identity for 802.1X authentication.
IEEE8021XIdentity	Identity for 802.1X authentication.

<b>Setting</b>	<b>Definition</b>
IEEE8021XPassword	Password to a non-certificate 802.1X authentication.
IPMode	<p>Specify the IP mode used by the printer. The printer can support both IPv4 and IPv6 addressing. Select from the following:</p> <ul style="list-style-type: none"> <li>• IPv4: The printer uses IPv4 addressing only.</li> <li>• DualStack: The printer can use both IPv4 and IPv6 addressing. Note that the remaining IPv6 settings shown below become applicable when IPMode is set to DualStack.</li> </ul>
IPv6DefaultGateway	Set a default gateway address. This setting is disabled when set to the default of "::".
IPv6DHCPv6Select	Select whether or not the printer obtains an address and stateful configuration from a DHCPv6 server. Disable this setting if a DHCPv6 server is not present.
IPv6DNSPrimaryAddress	Address for primary IPv6 DNS server.
IPv6DNSSecondaryAddress	Address for secondary IPv6 DNS server.
IPv6ManualAddress	Enter the IPv6 address using the following format: xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx. Note that IPv6ManualSelect must be set to "Enabled" for the printer to use this setting.
IPv6ManualPrefixLength	Specify the IPv6 manual subnet prefix length. IPv6 addresses consist of two parts. The prefix length indicates the boundary between the subnet to which the host is connected and device ID in the IPv6 manual address, starting from the left end. The default value is 64.
IPv6ManualSelect	Enable the printer to use the manual address specified in IPv6ManualAddress. If this setting is disabled, the manual address information specified for the printer is retained, but is not used.
IPv6StatelessAddrSelect	Enable the printer to allow the router to provide one or more network prefixes used for stateless automatic address configuration (SLAAC).
<b>Emboss</b>	
LockTimeout	Number of seconds before a lock timeout occurs after the cover is opened.
TopperHeaterTimeout	Number of seconds before the heater shuts off between cards.
<b>Flipper</b>	
BarcodeLocation	Location of the barcode on the card.

<b>Setting</b>	<b>Definition</b>
BarcodeParkOffset	Distance to move the card in the flipper to the barcode park position.
<b>Front Panel</b>	
BacklightBrightness	Set the LCD front panel backlight brightness at the desired level, from 0 percent (no backlight) to 100 percent (bright).
Language	Set the language to be used on the printer displays.
LcdConfigMenu	Enable or disable access to the Configuration menu on the LCD panel menu system. Note that the Status and Maintenance menus cannot be disabled.
LedCardsPickedToCleaning	Set the number of cards picked between cleaning. When the card count since last cleaning reaches this value, the card icon is displayed on the panel. When this value is 0 (zero), cards between cleaning are not tracked.
LedPrintheadCyclesToCleaning	Set the number of printhead cycles between required cleaning. When the card count since last cleaning reaches this value, the card icon is displayed on the panel. Printhead cycles between cleaning are not tracked.
LedRibbonLow	Set the percentage of ribbon remaining that would indicate the ribbon was low. The ribbon LED flashes green when the printer reaches this value.
SpeakerEnabled	Enable or disable the external printer speaker. The speaker provides a sound in addition to the front panel lights and LCD text.
<b>Impresser</b>	
FoillessDepthOffset	Offset applied to the impress depth setting when not using foil.
FoillessDwellTimeOffset	Offset applied to the impress dwell time setting when not using foil.
FoillessTemperatureOffset	Offset applied to the target die temperature setting when not using foil.
HeaterOffAfterInactiveTime	The amount of time before the heater will automatically turn off after no impress activity has occurred.
ImpresserDieDwellTime	The number of milliseconds the die will stay at the impress depth before lifting.
ImpresserDieImpressDepth	The number of steps from the top of the card that the die will impress into the card.
ImpresserDieTargetTemperature	The target temperature to which to heat the impresser die.



<b>Setting</b>	<b>Definition</b>
ImpressPosition1	The number of millimeters from the leading edge of the card that the card will be registered under the center of the die (Location 1).
ImpressPosition2	The number of millimeters from the leading edge of the card that the card will be registered under the center of the die (Location 2).
ImpressPosition3	The number of millimeters from the leading edge of the card that the card will be registered under the center of the die (Location 3).
RetransferDepthOffset	Offset applied to the impress depth setting when RTM printing is used.
RetransferDwellTimeOffset	Offset applied to the impress dwell time setting when RTM printing is used.
RetransferTemperatureOffset	Offset applied to the target die temperature setting when RTM printing is used.
WhiteFoilDepthOffset	Extra offset applied to the impress depth setting when using white foil.
WhiteFoilDwellTimeOffset	Extra offset applied to the impress dwell time setting when using white foil.
WhiteFoilTemperatureOffset	Extra offset applied to the target die temperature setting when using white foil.
<b>Indenter</b>	
DispenseDistanceMM	Offset in millimeters dispensed card protrudes beyond the exit sensor out the rear of the RIM.
DwellTime	Indent arm dwell time.
<b>Laminate Type</b>	
CardOverlaySelected	Name of the laminate whose information is currently being accessed.
DatabaseVersion	Database version loaded in laminator.
ExclusiveOverlayL1	Name of overlay that must be loaded in L1.
ExclusiveOverlayL2	Name of overlay that must be loaded in L2.
OverlayDisplayedName	Name of the laminate whose information is currently being accessed.
OverlayLoadedInL1Name	Name of the laminate last loaded in L1 station.
OverlayLoadedInL2Name	Name of the laminate last loaded in L2 station.
OverlayNamesPresent	Overlay names present; used for web page to build drop-down list.
OverlayPartNumber	Part number of this laminate type.

<b>Setting</b>	<b>Definition</b>
OverlaySpeed	Speed at which to apply this laminate.
OverlaySpeedAdjustmentL1	Speed Adjustment for L1 for this family of laminate types.
OverlaySpeedAdjustmentL2	Speed Adjustment for L2 for this family of laminate types.
OverlayTemp	Temperature at which to apply this laminate.
OverlayTempAdjustmentL1	Temperature adjustment for L1 for this family of laminate types.
OverlayTempAdjustmentL2	Temperature adjustment for L2 for this family of laminate types.
UserOverlay1Name	Overlay name from which user-defined laminate type 1 is derived.
UserOverlay2Name	Overlay name from which user-defined laminate type 2 is derived.
UserOverlay3Name	Overlay name from which user-defined laminate type 3 is derived.
UserOverlay4Name	Overlay name from which user-defined laminate type 4 is derived.
<b>Laminator</b>	
DebowDelay	Milliseconds to delay after debowing.
ExceptionCardDebowDirection	Direction to debow for exception slot card: up or down.
ExceptionCardDebowDistanceDown	Distance for exception card to move debower arms down for proper debow action.
ExceptionCardDebowDistanceUp	Distance for exception card to move debower arms up for proper debow action.
ExceptionCardDebowDwellMs	Time for exception card to spend debowing.
ExceptionCardImpressDepth	Distance for exception card to move impresser punch for proper impress action.
ExceptionCardImpressDwellTime	Time to spend impressing an exception card.
ExceptionCardImpressPositionOffset1	Distance from front edge of exception card to place center of punch for impress location 1.
ExceptionCardImpressPositionOffset2	Distance from front edge of exception card to place center of punch for impress location 2.
ExceptionCardImpressPositionOffset3	Distance from front edge of exception card to place center of punch for impress location 3.
ExceptionCardImpressTemperature	Temperature at which to impress an exception card.
ExceptionCardNumberOfImpresses	Number of impresses to put in exception card: 1-3.
HeaterMinutesToPowerSave	Idle time before shutting off heated rollers.

Setting	Definition
Hopper[#]CardDebowDirection (1-6)	Direction to debow for hopper (1-6) card: up or down.
Hopper[#]CardDebowDistanceDown (1-6)	Distance for hopper (1-6) card to move debower arms down for proper debow action.
Hopper[#]CardDebowDistanceUp (1-6)	Distance for hopper (1-6) to move debower arms up for proper debow action.
Hopper[#]CardDebowDwellMs (1-6)	Time for hopper (1-6) card to spend debowing.
Hopper[#]CardImpressDepth (1-6)	Distance for hopper (1-6) card to move impresser punch for proper impress action.
Hopper[#]CardImpressDwellTime (1-6)	Time to spend impressing a hopper (1-6) card.
Hopper[#]CardImpressPositionOffset1 (1-6)	Distance from front edge of hopper (1-6) card to place center of punch for impress location 1.
Hopper[#]CardImpressPositionOffset2 (1-6)	Distance from front edge of hopper (1-6) card to place center of punch for impress location 2.
Hopper[#]CardImpressPositionOffset3 (1-6)	Distance from front edge of hopper (1-6) card to place center of punch for impress location 3.
Hopper[#]CardImpressTemperature (1-6)	Temperature at which to impress a hopper (1-6) card.
Hopper[#]CardNumberOfImpresses (1-6)	Number of impresses to put in hopper (1-6) card: 1-3.
ImpresserMaterial	Control impresser temperature based on which material is being impressed: RTM or overlay.
ImpresserSpeed	Steps per second to run impresser motor while impressing.
L1CoolingTime	Delay in milliseconds to cool card between L1 lamination operations.
L2CoolingTime	Delay in milliseconds to cool card between L2 lamination operations.
RetransferImpressDepthOffset	Offset to distance to move impresser punch for retransfer printers when no laminate is applied.
RetransferImpressDwellTimeOffset	Offset to time to spend impressing for retransfer printers when no laminate is applied.
<b>LED Light Bar</b>	
LEDBlueIntensity	Set the intensity of the blue portion of the RGB LED light bar display on the printer. Note that this setting can be adjusted by clicking <b>LED COLOR PICKER</b> and selecting a value from the dialog box that displays, or by altering the Current Value field.
LEDBrightness	Set the intensity of the overall brightness of the LED light bar display on the printer. Note that this setting can be adjusted by clicking <b>LED COLOR PICKER</b> and selecting a value from the dialog

Setting	Definition
	box that displays, or by altering the Current Value field.
LEDGreenIntensity	Set the intensity of the green portion of the RGB LED light bar display on the printer. Note that this setting can be adjusted by clicking <b>LED COLOR PICKER</b> and selecting a value from the dialog box that displays, or by altering the Current Value field.
LEDRedIntensity	Set the intensity of the red portion of the RGB LED light bar display on the printer. Note that this setting can be adjusted by clicking <b>LED COLOR PICKER</b> and selecting a value from the dialog box that displays, or by altering the Current Value field.
<b>Mag Stripe Custom Tracks [#] (1, 2, 3)</b>	
CustomCharHigh[#]	Specify the numeric value of the highest ASCII character supported for input data on the track.
CustomCharLength[#]	Set the number of bits to represent one character of data on the track, also called "bits per character."
CustomCharLow[#]	Specify the numeric value of the lowest ASCII character supported for input data on the track.
CustomCharMask[#]	Specify the mask value that is subtracted from the ASCII numeric value to get the encoded value.
CustomCharMax[#]	Specify the maximum number of data characters for the track. The value does not include the start sentinel or end sentinel.
CustomDensity[#]	Specify the number of data bits per inch of magnetic stripe media for the track, also called "bits per inch" or "bpi." Allowed values are 75 bpi or 210 bpi.
CustomEndSentinel[#]	Specify the last character encoded, which identifies the end of encoded data for the track.
CustomLrc[#]	Specify a cumulative parity bit that is encoded after the end sentinel to provide simple error checking.
CustomParity[#]	Specify a character-level parity bit encoded after each character to provide simple error checking.
CustomSdsNulls[#]	The number of nulls between each copy of the data record. Do not change this value.
CustomSdsRecords[#]	The number of times to encode the data record. Do not change this value.
CustomSdsSs[#]	The number of start sentinels before each data record. Do not change this value.
CustomStartSentinel[#]	Specify the first character encoded, which identifies the start of

Setting	Definition
	the encoded data for the track.
<b>Mag Stripe General</b>	
Attempts	<p>Specify the number of attempts (automatic retries) the printer makes to encode the magnetic stripe data. This value also is used for the number of times to attempt to read magnetic stripe data.</p> <ul style="list-style-type: none"> <li>• If you set this number to a lower value, it increases the throughput of the printer but can decrease the reliability of magnetic stripe encoding.</li> <li>• If you set the number to a higher value, it decreases the throughput of the printer but can increase the reliability of magnetic stripe encoding.</li> <li>• A value of 1 means no retry attempts.</li> </ul>
Coercivity	<p>Select the coercivity setting that matches the cards you are using. Coercivity measures the resistance of magnetic material to the removal of encoded data. High coercivity (HICO) requires more electrical force to encode data and the data is more resistant to magnetic interference.</p>
DataFormat[#] (1, 2, 3)	<p>Specify the names of the data formats used for tracks 1, 2, and 3.</p> <ul style="list-style-type: none"> <li>• For single-track magnetic stripe encoding, set DataFormat3 to JIS and DataFormat1 and DataFormat2 to NONE.</li> <li>• To use a custom data format, define the formats for tracks 1, 2, and/or 3 using the MagStripeCustomTrack.</li> </ul>
MagstripePerformanceMode	Speed to run the transport when reading/writing magstripe.
NoDataDisableTrack	Disable the magnetic stripe write head for a track if the track contains no data. When this is disabled, any track that was not given data is erased.
ReadTrack[#] (1, 2, 3)	Allow magnetic stripe read actions to read from tracks 1, 2, and 3.
SSA[#] (1, 2, 3)	<p>Set the start sentinel adjustment for tracks 1, 2, and 3. (SSA3 also sets the start sentinel for a single track.) The start sentinel is encoded on the magnetic stripe immediately before the first data character and indicates the beginning of data. Enter a value from -4 to 4.</p>
StripeEncoderMultiplier	This value is information only and cannot be changed. It is determined when an SSA test is run.
WriteTrack[#] (1, 2, 3)	Allow magnetic stripe write actions to write to tracks 1, 2, and 3.

Setting	Definition
<b>MagStripeMS2CustomTrack1</b>	
MS2CustomCharHigh1	Numeric value of the highest ASCII character supported for input data on Track 1.
MS2CustomCharLength1	The number of bits to represent one character of data on Track 1; also called bits per character.
MS2CustomCharLow1	Numeric value of the lowest ASCII character supported for input data on Track 1.
MS2CustomCharMask1	Encoding mask for Track 1. This mask is subtracted from the ASCII numeric value to get the encoded value.
MS2CustomCharMax1	Maximum number of data characters for Track 1. This value does not include the Start Sentinel or End Sentinel.
MS2CustomDensity1	Number of data bits per inch of magnetic stripe media for Track 1; also called bits per inch or BPI. Allowed values are 75 BPI or 210 BPI.
MS2CustomEndSentinel1	The last character encoded; identifies the end of the encoded data for Track 1.
MS2CustomLrc1	Cumulative parity bit for Track 1. It is encoded after the End Sentinel and provides simple error checking. Also called Longitudinal Redundancy Check (LRC). Allowed values are EVEN, ODD, and NONE.
MS2CustomParity1	Character-level parity bit for Track 1. It is encoded after each character and provides simple error checking. Also called Vertical Redundancy Check (VRC). Allowed values are EVEN, ODD, and NONE.
MS2CustomSdsNulls1	The number of nulls between each copy of the data record. The default value is 0. Change this value only if you are setting up the SDS meta-format for Track 1.
MS2CustomSdsRecords1	The number of times to encode the data record. The default value is 1. Change this value only if you are setting up the SDS meta-format for Track 1.
MS2CustomSdsSs1	The number of Start Sentinels before each data record. The default value is 1. Change this value only if you are setting up the SDS meta-format for Track 1.
MS2CustomStartSentinel1	The first character encoded; identifies the start of the encoded data for Track 1.
<b>MagStripeMS2General</b>	
MS2Attempts	Number of times to attempt writing magnetic data if verify is not

<b>Setting</b>	<b>Definition</b>
	successful. Also used for the number of times to attempt reading magnetic stripe data. A value of 1 means no retries.
MS2Coercivity	Coercivity is the resistance of magnetic material to remove encoded data. High Coercivity, or "HICO," requires more electrical force to encode data and the data is more resistant to magnetic interference.
MS2DataFormat1	Name of the data format for Track 1.
MS2JitterBitToBitJIS	The +/- percentage variation between lengths of adjacent bits allowed. A setting of 0 disables this check.
MS2JitterCheck	Enable secondary magnetic stripe jitter checking to allow retry of magnetic stripe operation up to allowed number of attempts if the check fails.
MS2JitterCheckReadPasses	Number of magnetic stripe read passes for calculating jitter.
MS2JitterIndividualBitJIS	The +/- percentage variation from nominal of the distance between individual clocking transitions allowed. A setting of 0 disables this check.
MS2JitterStxJIS	The +/- percentage variation from nominal of the position of the start sentinel allowed. A setting of 0 disables this check.
MS2JitterSubintervalJIS	The +/- percentage variation from nominal of the individual length of subintervals (each half of a "1" bit) allowed. A setting of 0 disables this check.
MS2ReadTrack1	Allow magstripe read actions to read from track 1.
MS2SSA1	Start Sentinel Adjustment for Track 1.
MS2StripeEncoderMultiplier	Multiplier to compensate for JISII encoder variation.
MS2WriteTrack1	Allow magstripe write actions to write to track 1.
<b>Multihopper</b>	
DisplayType	Display type present in the multihopper. 0 (autodetect); 1 (ST75256).
OutputHopperCapacity	The output hopper card capacity if output hoppers are supported in the configuration.
OutputHopperEjectSpeedInitialThreshold	The count of cards in an output hopper at which to transition the eject speed from CarriageOutputHopperInitialEjectSpeedMMs to CarriageOutputHopperEjectSpeedMMs.
<b>Pick</b>	
Hopper1LogicalGroup	Select a physical hopper from the drop-down list to be added to this hopper group.

<b>Setting</b>	<b>Definition</b>
Hopper2LogicalGroup	Select a physical hopper from the drop-down list to be added to this hopper group.
Hopper3LogicalGroup	Select a physical hopper from the drop-down list to be added to this hopper group.
Hopper4LogicalGroup	Select a physical hopper from the drop-down list to be added to this hopper group.
Hopper5LogicalGroup	Select a physical hopper from the drop-down list to be added to this hopper group.
Hopper6LogicalGroup	Select a physical hopper from the drop-down list to be added to this hopper group.
RearPickTimeout	Number of seconds to wait for the user to provide a card for a rear pick before timing out and declaring an error.
RibbonRequired	Enable or disable the ribbon requirement.
<b>Print</b>	
BlackPointCompensation	Select if Black Point Compensation will be applied for better shadow definition.
CardAmbientTemp	Assumed card temperature before printing occurs.
ColorMode	<p>Select the color mode that best defines the color printing requirements. Options include TrueColorICC, LegacySRCR, and Vivid. The ColorMode options are used to match the color profiles of existing retransfer printers.</p> <ul style="list-style-type: none"> <li>• TrueColorICC uses an ICC color profile on a calibrated printer to produce visually correct colors.</li> <li>• LegacySDCD processes the input colors to provide print output that is similar to that produced by Entrust SD/CD card printers. The printed card may not be identical because of differences in the print technology. You may need to modify your existing card designs to produce the optimal output.</li> <li>• Vivid produces a darker, more saturated color on the printed card.</li> </ul>
EnableRewritableCard	Enable the use of rewritable cards.
ExtraPower	Modify print intensity for the ribbons that need extra power: Green; Gold Matte; Silver Matte; White Premium.
ExtraPower300x1200	Modify print intensity for the ribbons that need extra power: Green; Gold Matte; Silver Matte; White Premium.



<b>Setting</b>	<b>Definition</b>
ExtraPower300x600	Modify print intensity for the ribbons that need extra power: Green; Gold Matte; Silver Matte; White Premium.
FPower	<p>Modify the print intensity for the F panel of UV ribbon.</p> <ul style="list-style-type: none"> <li>• Increase the value to make UV printing more defined on the card.</li> <li>• Decrease the value to reduce the UV intensity or prevent frequent ribbon breaks when printing with a UV ribbon.</li> </ul>
FPowerDuplex	<p>Modify the print intensity for the back side F panel of UV ribbon.</p> <ul style="list-style-type: none"> <li>• Increase the value to make UV printing more defined on the card.</li> <li>• Decrease the value to reduce the UV intensity or to prevent frequent ribbon breaks when printing with a UV panel.</li> </ul>
HalfPanelStartOffset	<p>This setting defines the point on the card (moving left to right) where color printing can begin. The remaining image is looked at, and actual printing begins with the first color data that lies beyond (to the right) of the setting point.</p>
KCustom1Power	<p>Modify the print intensity for the non-black monochrome panel of MT-KT (ST-KT or GT-KT) ribbon.</p> <ul style="list-style-type: none"> <li>• Increase the value to make single-color printing thicker and more defined on the card.</li> <li>• Decrease the value to reduce the monochrome intensity or to prevent frequent ribbon breaks when printing with the M panel.</li> </ul>
KCustom1Power1200DPI	<p>Modify the print intensity at 1200 dpi for the non-black monochrome panel of MT-KT (ST-KT or GT-KT) ribbon.</p> <ul style="list-style-type: none"> <li>• Increase the value to make single-color printing thicker and more defined on the card.</li> <li>• Decrease the value to reduce the monochrome intensity or to prevent frequent ribbon breaks when printing with the M panel.</li> </ul>
KCustom1Power600DPI	<p>Modify the print intensity at 600 dpi for the non-black monochrome panel of MT-KT (ST-KT or GT-KT) ribbon.</p> <ul style="list-style-type: none"> <li>• Increase the value to make single-color printing thicker and more defined on the card.</li> <li>• Decrease the value to reduce the monochrome intensity or to prevent frequent ribbon breaks when printing with the M panel.</li> </ul>

<b>Setting</b>	<b>Definition</b>
KPower	Modify the print intensity for K (single-color) panel or K (single-color) ribbon. <ul style="list-style-type: none"> <li>• Increase the value to make single-color printing thicker and more defined on the card.</li> <li>• Decrease the value for crisp bar codes or to prevent frequent ribbon breaks when printing with the K panel.</li> </ul>
KPower1200DPI	Modify the print intensity at 1200 dpi for the K panel or K ribbon. <ul style="list-style-type: none"> <li>• Increase the value to make single-color printing thicker and more defined on the card.</li> <li>• Decrease the value for crisp bar codes or to prevent frequent ribbon breaks when printing with the K panel.</li> </ul>
KPower600DPI	Modify the print intensity at 600 dpi for the K panel or K ribbon. <ul style="list-style-type: none"> <li>• Increase the value to make single-color printing thicker and more defined on the card.</li> <li>• Decrease the value for crisp bar codes or to prevent frequent ribbon breaks when printing with the K panel.</li> </ul>
KPowerDuplex	Modify the print intensity for the back-side K panel and K ribbons. <ul style="list-style-type: none"> <li>• Increase the value to make single-color printing thicker and more defined on the card.</li> <li>• Decrease the value for crisp bar codes or to prevent frequent ribbon breaks when printing with the K panel.</li> </ul>
LPower	Modify the intensity of printing for the Luster ribbon panel. <ul style="list-style-type: none"> <li>• Increase to make printed luster thicker or more uniform.</li> <li>• Decrease to prevent ribbon breaks while printing luster.</li> </ul>
MaxPower	Modify print intensity for the ribbons that need maximum power: Royal Blue; Black Premium.
MaxPower300x1200	Modify print intensity for the ribbons that need maximum power: Royal Blue; Black Premium.
MaxPower300x600	Modify print intensity for the ribbons that need maximum power: Royal Blue; Black Premium.
PowerUVBlack1200DPI	Modify print intensity for the UV Black ribbon.
PowerUVBlack600DPI	Modify print intensity for the UV Black ribbon.
PowerUVWhite1200DPI	Modify print intensity for the UV White ribbon.
PowerUVWhite600DPI	Modify print intensity for the UV White ribbon.

<b>Setting</b>	<b>Definition</b>
RewritableErasePasses	Number of print passes for rewritable erase.
RewritableErasePower	Change power for a rewritable card erase. Increase or decrease until the erase clears the card for your card type.
RewritableWritePower	Change intensity of printing on a rewritable card. Increase or decrease the value to get good images for your card type.
SettingsGroupPurpose	State the purpose of a settings group. Group names are not changeable. Use this option to identify the reason for creating a settings group.
SilverMattePower	Modify print intensity for Silver Matte.
SilverMattePower1200DPI	Modify print intensity for Silver Matte.
SilverMattePower600DPI	Modify print intensity for Silver Matte.
TPower	<p>Modify the intensity of the T (topcoat) ribbon panel.</p> <ul style="list-style-type: none"> <li>• Increase the value to make printed topcoat thicker or more uniform.</li> <li>• Decrease the value to prevent frequent ribbon breaks while printing the topcoat.</li> </ul>
TPowerDuplex	<p>Modify the intensity of the back-side T (topcoat) ribbon panel.</p> <ul style="list-style-type: none"> <li>• Increase the value to make printed topcoat thicker or more uniform.</li> <li>• Decrease the value to prevent ribbon breaks while printing the topcoat.</li> </ul>
TPowerFollowingFluorescent	<p>Modify the intensity of printing for the T ribbon panel following the fluorescent ribbon.</p> <ul style="list-style-type: none"> <li>• Increase the value to increase the power used to print the topcoat ribbon panel, which makes printed topcoat thicker or more uniform.</li> <li>• Decrease the value to prevent frequent ribbon breaks while printing the topcoat.</li> </ul>
TPowerFollowingLPanel	<p>Modify the intensity of printing for the T ribbon panel following the Luster ribbon.</p> <ul style="list-style-type: none"> <li>• Increase this setting to increase the power used to print the topcoat ribbon panel; which makes printed topcoat thicker or more uniform.</li> <li>• Decrease to prevent ribbon breaks while printing topcoat.</li> </ul>
TrailTrim	Number of millimeters (1 mm is 0.0394 inches) to remove from the trailing edge of a full-size image to keep it within the print

Setting	Definition
	area; 1 mm also equals about 11.8 dot rows.
YMCPowerDuplex	<p>Modify the intensity of the back-side YMC (color) ribbon panels.</p> <ul style="list-style-type: none"> <li>• Increase the value to make the color printing more intense.</li> <li>• Decrease the value to reduce the color intensity or to prevent frequent ribbon breaks when printing colors.</li> </ul>
<b>Transport</b>	
DispenseDistanceMM	Offset, in millimeters, dispensed card protrudes beyond the exit sensor out the rear of the printer.
DispenseTimeout	Number of seconds to hold a dispensed card out waiting for a user to take before retracting the card back into the system.
EjectHopperSpeed	<p>Optimize the card eject speed based on the hopper type.</p> <ul style="list-style-type: none"> <li>• Select Standard if the printer has a standard output hopper.</li> <li>• Select Extended if the printer has an extended (100-card) output hopper. Note that if you have installed the 100-card output hopper, change the EjectHopperSpeed setting to Extended to allow completed cards to stack properly in the hopper.</li> </ul>
EjectTries	Number of attempts to eject a card.
RetrieveLocation	Location for retrieved cards (which are cards not taken by the user when dispensed).
<b>UV Cure</b>	
QuietMode	When false, throughput will be improved at the expense of increased fan noise.
<b>WiFi Access Point Setup</b>	
WifiAPAddressMethod	<p>Method used to control the WiFi access point network IP addresses.</p> <ul style="list-style-type: none"> <li>• Set the value to STATIC to cause clients to use static IP addresses.</li> <li>• Set the value to DHCP to cause the access point to act as a DHCP server for the subnetwork.</li> </ul>
WifiAPDnsAddress1	DNS server 1 IP address for the WiFi access point.
WifiAPDnsAddress2	DNS server 2 IP address for the WiFi access point.
WifiAPIpAddress	IP address of the WiFi access point on the network.
WifiAPPassword	Password for the WiFi network.
WifiAPRangeAddress1	Lower IP address of the WiFi access points address range on the network.

<b>Setting</b>	<b>Definition</b>
WifiAPRangeAddress2	Upper IP address of the WiFi access points address range on the network.
WifiAPSecurityMode	Specifies the wireless security type to apply for the wireless access point.
WifiAPSSID	Service Set Identifier (SSID) of the wireless access point.
WifiAPSubnetAddress	Subnet IP address for the WiFi access point network.
WifiAPSubnetMask	Subnet mask for the WiFi network.
<b>WiFi Modes</b>	
WifiMode	Specifies in which mode to operate the WiFi interface.
WifiRegDomain	Specifies in which country to operate the WiFi interface.
<b>WiFi Network Station Setup</b>	
WifiAddressMethod	<p>Method used to obtain the WiFi network IP address.</p> <ul style="list-style-type: none"> <li>Set the value to STATIC to also configure the WifiSubnetMask and WifiGatewayAddress settings.</li> <li>Set the value to DHCP to cause the WifiIpAddress, WifiSubnetMask, and WifiGatewayAddress settings to be written automatically.</li> </ul>
WifiDnsAddress1	<p>DNS server 1 IP address for the WiFi network.</p> <ul style="list-style-type: none"> <li>When the WifiAddressMethod setting above is set to STATIC, configure the WifiDnsAddress1 setting.</li> <li>When the WifiAddressMethod setting above is set to DHCP, the DNS server controls the WifiDnsAddress1 setting's value.</li> </ul>
WifiDnsAddress2	<p>DNS server 2 IP address for the Ethernet network.</p> <ul style="list-style-type: none"> <li>When the WifiAddressMethod setting above is set to STATIC, configure the WifiDnsAddress2 setting.</li> <li>When the WifiAddressMethod setting above is set to DHCP, the DNS server controls the WifiDnsAddress2 setting's value.</li> </ul>
WifiDnsSearchSuffix	<p>DNS search suffix for the Ethernet network.</p> <ul style="list-style-type: none"> <li>When the WifiAddressMethod setting above is set to STATIC, configure the WifiDnsSearchSuffix setting.</li> <li>When the WifiAddressMethod setting above is set to DHCP, the DNS server controls the WifiDnsSearchSuffix setting's value.</li> </ul>
WifiGatewayAddress	Gateway IP address for the WiFi network.

<b>Setting</b>	<b>Definition</b>
	<ul style="list-style-type: none"> <li>• When the WifiAddressMethod setting above is set to STATIC, configure the WifiGatewayAddress setting.</li> <li>• When the WifiAddressMethod setting above is set to DHCP, the DNS server controls the WifiGatewayAddress setting's value.</li> </ul>
WifiIpAddress	<p>IP address of the WiFi network.</p> <ul style="list-style-type: none"> <li>• When the WifiAddressMethod setting above is set to STATIC, configure the WifiIpAddress setting.</li> <li>• When the WifiAddressMethod setting above is set to DHCP, the DNS server provides the WifiIpAddress setting's value</li> </ul>
WifiMacAddress	MAC address for the WiFi network.
WifiPassword	Password for the WiFi network.
WifiSecurityMode	Specifies the wireless security type to apply for wireless access.
WifiSSID	Service Set Identifier (SSID) of the wireless network.
WifiSubnetMask	<p>Subnet mask for the WiFi network.</p> <p>When the WifiAddressMethod setting above is set to STATIC, configure the WifiSubnetMask setting.</p> <p>When the WifiAddressMethod setting above is set to DHCP, the DNS server controls the WifiSubnetMask setting's value.</p>

## Manage Hopper Groups

The *Logical Hoppers* page allows Administrators to set up logical hopper groups.

A "logical hopper group" is a virtual combination of two or more physical hoppers that allows printing of specific card stock to seamlessly continue when a hopper in the group runs out of cards.

When a user is printing to a specific hopper and that hopper runs out of stock, the printer will pick a card from a different hopper in the same logical group and the print job can continue.

### Note

The *Logical Hoppers* page is only available if multiple hoppers are connected to the printer. The manage hopper groups options are available to Administrators only.

To access the *Logical Hoppers* page:

1. Sign in as an Administrator.
2. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
3. Click **Configuration** > **Logical Hoppers**. The *Logical Hoppers* page displays.

All logical hopper groups that currently exist are displayed, including details on which hoppers are assigned to which groups.

## Create or Edit Hopper Groups

To create new hopper groups, or to update an existing hopper group:

1. Click the icon of the hopper to add or to be moved to a hopper group.
2. Drag the hopper icon under the name of the appropriate hopper group.
3. Click **SAVE** to confirm changes. Click **RESET** to restore the hopper groups to the last-saved configuration.

### Note

Physical hoppers can also be assigned to logical hopper groups via the *Settings* page. Refer to the [Adjust Printer Settings](#) topic, [Administrator](#) section, "Pick" settings for additional details on this setting.

## Modify Embosser Wheels

The *Embosser Wheels* page allows Administrators to edit embosser wheel settings, provided an embosser is in use on the printer.

If characters are added to wheel fingers or moved to new ones, they must be defined in the wheel table for that emboss assembly to function correctly.

### Note

The embosser wheel options are available to Administrators only.

To access the *Embosser Wheels* page:

1. Sign in as an Administrator.
2. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
3. Click **Configuration > Embosser Wheels**. The *Embosser Wheels* page, including all current embosser-wheel settings, displays.

## Edit Embosser Wheel Settings

To edit embosser wheel information:

1. Select the embosser wheel to edit from the **Wheel** drop-down list. The settings for the selected embosser wheel display, including a row for each of the fingers on the wheel and the settings for each.
2. Update the settings fields as needed. Options include:
  - **Finger Number:** Displays the specific finger number; read-only.
  - **ASCII 1 Character:** Enter or edit the ASCII 1 character setting. Note that ASCII # tables must support extended character sets such as Katakana, so decimal values must be converted to ASCII. For a conversion table, refer to the *Service Manual for the CEM Embosser for CE840™/CECE870™/CE875™*, Part No. 539979-001.
  - **ASCII 2 Character:** Enter or edit the ASCII 2 character setting. Note that ASCII # tables must support extended character sets such as Katakana, so decimal values must be converted to ASCII. For a conversion table, refer to the *Service Manual for the CEM Embosser for CE840™/CECE870™/CE875™*, Part No. 539979-001.
  - **ASCII 3 Character:** Enter or edit the ASCII 3 character setting. Note that ASCII # tables must support extended character sets such as Katakana, so decimal values must be converted to ASCII. For a conversion table, refer to the *Service Manual for the CEM Embosser for CE840™/CECE870™/CE875™*, Part No. 539979-001.
  - **Font Number:** Enter or edit the font number for the type loaded on the wheel. Refer to the list of released wheels in the *CE870 Desktop Embosser Illustrated Parts Manual*, Part No. 539978-001, for additional details. If the wheel is replaced by a different wheel number, refer to the *Service Manual for the CEM Embosser for CE840™/CECE870™/CE875™*, Part No. 539979-001, for additional information.
  - **Upper Punch:** Enter or edit the upper punch value. The upper punch value indicates the number of steps to move the upper cam from the home position to the emboss position. Adjust the upper punch



value in an equal amount to the lower punch value if the character is striking the card too deeply or too lightly.

- **Lower Punch:** Enter or edit the lower punch value. The lower punch value indicates the number of steps to move the lower cam from the home position to the emboss position. Adjust the lower punch value in an equal amount to the upper punch value if the character is striking the card too deeply or too lightly.
3. Click **SAVE** to save the edits to the embosser wheel tables. Click **RESET** to cancel all changes and revert the embosser wheel settings to the last saved configuration.

## Run a Cleaning Card

The Cleaning Card section on the *Printer Dashboard* page displays the number of cards that can be printed before a cleaning card must be run.

From the *Printer Dashboard* page, click **CLEANING CARD** and the *Cleaning Card* page displays.

The *Cleaning Card* page is also accessible from the left sidebar:

1. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
2. Click **Maintenance > Cleaning Card**.

Information on the *Cleaning Card* page includes details about the number of cards that can be printed before a cleaning card must be run, cleaning best practices, and a video tutorial on running a cleaning card. The cleaning card process is also run from this page.

### Note

The *Cleaning Card* page is available to Operators and Administrators. Options are the same for each access level.

To run a cleaning card:

1. From the *Cleaning Card* page, under Run Cleaning Card, select **Clean Printer** from the drop-down list.
2. Click **RUN**.
3. Follow these steps to prepare the printer for cleaning. (Note that a cleaning-card wizard displays for Sigma printers without locks.)
  - a. Open the printer door.
  - b. Remove the spent print ribbon.
  - c. Clean the print head.
  - d. Close the printer door.
  - e. Have an isopropanol printer cleaning card at the ready.

### Note

Additional steps may be necessary to ready the printer for the cleaning card process. Refer to the specific printer's User's Guide for additional details.

4. Insert a cleaning card into the printer.
5. Click **NEXT** to begin the cleaning process. (Note that, if a cleaning card has not been inserted, a dialog box also displays informing you that a card must be in place. In addition, a video tutorial displays for Sigma printers without locks.)
6. Once the cleaning card is run successfully, follow these steps to complete the cleaning process. (Note that a cleaning-card wizard displays following a successful cleaning-card run for Sigma printers without locks.)
  - a. Open the printer door.
  - b. Remove the cleaning card.
  - c. Replace the cleaning roller.

- d. Load a new printer ribbon.
  - e. Close the printer door.
7. Click **FINISH** to complete the process.

# Print a Test Card

The *Test Card* page allows you to test the current settings for the printer by creating and printing a test card.

## Note

The test card options are available to Administrators only.

To access the *Test Card* page:

1. Sign in as an Administrator.
2. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
3. Click **Maintenance > Test Card**. The *Test Card* page displays.

## Test Card

To print a test card, follow the steps below.

## Note

The test card options are available to Administrators only. Selections available for creating test cards may vary depending on printer type and any additional accessories in use. For further details on these options, refer to the documentation for the specific printer you are using.

1. In the Print a Test Card section, if the Print Front Side of Card option is set to on (see below), click **Select a Card Design > Front**. A drop-down list displays.
2. Select the test card front.
3. If the Print Back Side of the Card option is set to on (see below), click the **Select a Card Design > Back** (if applicable). A drop-down list displays.
4. Select the test card back (if applicable).
5. If using the test card rewritable feature, under Rewritable Card Options, choose the setup for the rewritable test card. Options may vary but can include those described below.
  - **Rewritable Write (Pre-Erase)**: Select this option to define the erase power settings for a new card type, or to fine-tune the erase settings.
    - To use this option, start with a blank rewritable card and select both **Rewritable Write (Pre-Erase)** and **Rewritable Erase** (see below), as well as the **RewritableTestCard** test pattern option under the *Test pattern to use for Print* drop-down list (see below). This option combination writes a rewritable card and then erases a section of the card to test the erase power setting.
  - **Rewritable Erase**: Erases the card.
    - To erase the entire card, select the **RewritableEraseWholeCard** test pattern option under the *Test pattern to use for Print* drop-down list (see below).
  - **Rewritable Write (Post-Erase)**: Write a rewritable test card using one of the test patterns.
    - Select this option with the **RewritableErase** test pattern option under the *Test pattern to use for Print* drop-down list (see below) to make sure that the card is erased before writing.

- **Test pattern to use for Print:** Select the type of test pattern to use on the card. The rewritable test cards print the selected test pattern as though they are printed using a monochrome ribbon. Options include:
    - TestPattern1: The monochrome test card prints several lines of text.
    - TestPatternPaleBlue: The monochrome test card prints several lines of Katakana text on the card.
    - RewritableTestCard: Select this test pattern with the **Rewritable Write Pre-Erase** and **Rewritable Erase** options to print a test card that shows the effect of the erase power settings.
    - RewritableEraseWholeCard: Erase the entire card. Use this test pattern with the **Rewritable Erase** option to erase a card with no rewrite.
6. Under Select Options, choose the setup for the test card. Options may vary but can include those described below.
- **Print Front Side of Card:** Click the slider to select on or off. This must be set to on before a design for the front side of the card can be selected.
  - **Print Back Side of Card:** Click the slider to select on or off. This must be set to on before a design for the back side of the card can be selected.
7. Under Select Print Options, choose the setup for the test card. Options may vary but can include those described below.
- **Topcoat:** Click the slider under **Front** or **Back** to set topcoat to on or off for the front or back of the card, or both. Note that this option will be disabled if not supported by the printer.
  - **Second Topcoat:** Click the slider under **Front** or **Back** to set a second topcoat to on or off for the front or back of the card, or both. Note that this option will be disabled if not supported by the printer.
  - **Laminate L1:** Click the slider under **Front** or **Back** to set laminate L1 to on or off for the front or back of the card, or both. Note that this option will be disabled if not supported by the printer.
  - **Laminate L2:** Click the slider under **Front** or **Back** to set laminate L2 to on or off for the front or back of the card, or both. Note that this option will be disabled if not supported by the printer.
  - **Magnetic Stripe:** Click the slider under **Front** or **Back** to set the magnetic stripe option to on or off for the front or back of the card, or both. Note that this option will be disabled if not supported by the printer.
8. Under Select Other Options, choose the final settings for the test card. Options may vary but can include those described below.
- **Debow:** Click the slider to select on or off. Note that this option will be disabled if not supported by the printer.
  - **Emboss:** Click the slider to select on or off. Note that this option will be disabled if not supported by the printer.
  - **Indent:** Click the slider to select on or off. Note that this option will be disabled if not supported by the printer.
  - **Secure Print:** Click the slider to select on or off. Note that this option will be disabled if not supported by the printer.

- **Tactile Impression:** Click the slider to select on or off. Note that this option will be disabled if not supported by the printer.
  - **Laminate:** Click the slider to select on or off. Note that this option will be disabled if not supported by the printer.
  - **UV Cure:** Depending on printer configuration, this slider will be disabled, off, or on to reflect that the test card will need to be UV Cured. There is no need to modify the option, and changing it could cause the test card to be rejected. Note that this option will be disabled if not supported by the printer.
  - **Park Smart Card:** Click the slider to select on or off. Note that this option will be disabled if not supported by the printer.
  - **Smart Card Park Time:** Enter the amount of time, in seconds, to park the smart card. Note that the Park Smart Card option above must be set to on for this option to be available.
  - **Get Smart Card ATR:** Click the slider to select on or off. Note that this option will be disabled if not supported by the printer.
  - **Copies:** Enter or use the arrow icons to select a number of copies of the test card to print.
  - **Hopper:** Select the hopper from which to retrieve the test card.
9. Click **PRINT** to print the test card. Click **UNDO** to reset the options.

# Troubleshooting

Troubleshooting options for the printer include the ability to review logs and audit data, run tests, or restart the device.

## Note

Troubleshooting options vary depending on the assigned access level of the currently signed-in user.

## Activity Log

The *Activity Log* page displays a detailed log of all printer activity.

## Note

The activity log options are available to Administrators only.

To access the log:

1. Sign in as an Administrator.
2. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
3. Click **Troubleshooting** > **Activity Log**. The *Activity Log* page displays.

Options for the log include:

- **RELOAD**: Click to refresh the log information.
- **RESET**: Click to reset (clear) the log data.
- **DOWNLOAD**: Click to export the log data as a text file.

## Audit Data

The *Audit Data* page displays a list of actions completed by the printer, both in total and since the counters were last reset.

## Note

The audit data options are available to Administrators only.

To access the audit data:

1. Sign in as an Administrator.
2. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
3. Click **Troubleshooting** > **Audit Data**. The *Audit Data* page displays.

Options for the audit data include:

- **RESET**: Click to reset (clear) the audit data. Note that this only resets the counters for the Since Last Reset column; the Total column will continue to track all actions.

## Diagnostic Report

The *Diagnostic Report* page displays a summary of information about the printer, including general device details; installed options; serial numbers; versions; and the status of features, sensors, counters, supplies, and settings.

Information displayed in the diagnostic report is compiled when the report option is selected and includes a time stamp.

### Note

The diagnostic report option is available to Operators and Administrators. Options are the same for each access level.

## View the Diagnostic Report

To view the report:

1. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
2. Click **Troubleshooting > Diagnostic Report**. The *Diagnostic Report* page displays.

## Navigate the Diagnostic Report

Scroll through the *Diagnostic Report* page to view all of the information.

The report includes a table of contents with hyperlinks that can be used to jump to specific sections as well.

## Report Information

Sections included in the diagnostic report:

Section	Information
Summary	An overview of the device details, including the printer name, model, serial number, IP address, firmware version, and device ID.
Options	A list of options currently installed on the device.
Serials	A list of serial numbers associated with the device.
Versions	A list of all current version numbers for device features.
Features	A list of available features for the device, along with the current status (green/true indicates active; red/false indicates inactive).
Counters	A list of all counters associated with the device, as well as the current counts as of the time the report was generated.
Supplies	A list of consumable supplies for the printer, along with the supply code, part number, serial number (if applicable), lot (if applicable), region code, a status indicator for readiness (100% indicates ready; 0% indicates not ready), and the percentage of the specific amount remaining for each supply.
Settings	A list of all settings for the printer, displayed regardless of the level of user currently signed in, that includes the category of setting, the setting name, and the current value of the setting.



Section	Information
Jobs	A list of recent job run by the printer, including information on the client, the job ID, the state, and the type.
Discover Printer Response	A log of printer discovery activities.
Wait for Status Response	A log of status response information.
Retrieve Info Response	A log of information-retrieval response information.
Activity Log Response	Activity log details.

## Download the Diagnostic Report

To download the diagnostic report as an HTML file:

1. Click **DOWNLOAD**. A location-select dialog box displays.
2. Select the location to save the file.
3. Click **Save**.

## Tests

The *Tests* page displays a list of tests available.

### Note

The tests options are available to Administrators only.

To access the *Tests* page:

1. Sign in as an Administrator.
2. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
3. Click **Troubleshooting > Tests**. The *Tests* page displays.

## SSA Test

The Start Sentinel Adjustment (SSA) Test section allows for calibrating the position of the magnetic stripe data on the card.

### Note

The SSA test option is available to Administrators only.

To run the test:

1. From the Mag Stripe Head drop-down list, select the head to be tested.
2. In the Page Number field, enter the required number (minimum and maximum are shown next to the field).
3. Click **RUN**.

## Restart Printer

### Note

The restart printer option is available to Operators and Administrators.

To restart the printer:

1. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
2. Click **Troubleshooting > Restart Printer**. The *Restart Printer* page displays, including an icon showing the current status of the printer.
3. Click **RESTART** to restart the printer.

# Personalizing the Printer

## Important

The Personalization Tools option only appears if OpenCard has been enabled. For additional information on using OpenCard, refer to the *OpenCard Data Format Guide*, Part No. 527262-001.

Options to personalize aspects of the printer using the OpenCard feature are available in Printer Dashboard. Access the personalization options from any page by clicking the Main menu in the upper-left corner and then clicking **Personalization Tools > OpenCard**. The *OpenCard* page displays.

## Note

The personalization tools options are available to Administrators only.

## Card Formats

The Card Formats section allows you to review existing or add new customized card formats. Existing formats display in this section.

The card format capabilities of OpenCard include the ability to define personalization operations on both the front and back of a card. OpenCard supports monochrome and color graphics, topcoat and printing on both sides of the card, and magnetic stripe encoding. Enhanced capabilities include support for a full range of industry-standard graphics image formats and any TrueType font for text. In addition, defining a wide range of image and text transformations is possible.

## Add Formats

To add a new format:

1. Click **ADD**. A file-select dialog box displays.
2. Either double-click the format file or click the file and click **Open** to select it. The format file is added.

## Remove Formats

To remove an existing card format:

1. Click the format to select it.
2. Click **REMOVE**.

## Download Formats

To download existing format files:

1. Click the format to select it.
2. Click **DOWNLOAD**. A location-select dialog box displays.
3. Select the location to save the file.
4. Click **Save**.

## Images

The Images section allows you to review existing or add new images to be used in card stock definitions. Existing images display in this section.

Supported image formats include JPEG, MNG, PBM, PGM, PNG, PPM, SVG, TGA, TIFF, XBM, and XPM.

### Add Images

To add a new image:

1. Click **ADD**. A file-select dialog box displays.
2. Either double-click the image file or click the file and click **Open** to select it. The image file is added.

### Remove Images

To remove an existing image:

1. Click the image to select it.
2. Click **REMOVE**.

### Download Images

Existing image files can be downloaded:

1. Click the image to select it.
2. Click **DOWNLOAD**. A location-select dialog box displays.
3. Select the location to save the file.
4. Click **Save**.

## Card Stocks

The Card Stocks section allows you to review or edit existing customized card stocks, or add new stocks. Existing card stocks display in this section.

Card stock definitions are named in the card format file and found on the printer at production time. In the card stock definition, you specify a card stock name and which images will print on the front and back of the card. A card stock definition is required for printing cards using OpenCard. For more information on defining a card stock for multihopper, refer to the *Sigma Series Card Printers OpenCard Data Format Guide*.

### Add Card Stocks

To add a new card stock, refer to the steps below.

#### Important

Before a new card stock can be created, any images to be included in the stock definition must first be added. Refer to the Images subsection above for additional details on this process.

1. Click **ADD**. The Add Card Stock dialog box displays.
2. Complete the fields as needed for the specific card stock definition:
  - a. **Name**: Enter a name for the card stock definition.
  - b. **Hopper**: From the drop-down list, select which input hopper the printer will pick from when this card stock is defined in the card format.
  - c. **Front**: From the drop-down list, verify that any images this card stock uses for the front side of the card appear.
  - d. **Back**: From the drop-down list, verify that any images this card stock uses for the back side of the card appear.
3. Click **SAVE** to save the new card stock. Click **CANCEL** to exit without saving.

## Edit Card Stocks

To edit an existing card stock:

1. Click the stock item to select it.
2. Click **EDIT**. The Edit Card Stock dialog box displays.
3. Update the fields as needed for the specific card stock definition:
  - a. **Name**: Update the name for the card stock definition, if needed.
  - b. **Hopper**: From the drop-down list, select which input hopper the printer will pick from when this card stock is defined in the card format.
  - c. **Front**: From the drop-down list, verify that any images this card stock uses for the front side of the card appear.
  - d. **Back**: From the drop-down list, verify that any images this card stock uses for the back side of the card appear.
4. Click **SAVE** to save the changes to the card stock. Click **CANCEL** to exit without saving.

## Remove Card Stocks

To remove an existing card stock:

1. Click the stock item to select it.
2. Click **REMOVE**.

## Fonts

The Fonts section allows you to review existing or add new fonts used in printing cards. Existing fonts display in this section.

## Add Fonts

To add a new font file:

1. Click **ADD**. A file-select dialog box displays.
2. Either double-click the font file or click the file and click **Open** to select it. The font file is added.

## Remove Fonts

To remove an existing font:

1. Click the font from to select it.
2. Click **REMOVE**.

## Download Fonts

To download existing font files:

1. Click the font to select it.
2. Click **DOWNLOAD**. A location-select dialog box displays.
3. Select the location to save the file.
4. Click **Save**.

## Font Families

The Font Families section displays the available font families used in printing cards.

Font families are groups of fonts (for example, Courier).

The Font Families section is read-only and is included for informational purposes.

## OpenCard Print Log

OpenCard print activities are displayed in a log that is accessible from Printer Dashboard.

Access the log from any page by clicking the Main menu in the upper-left corner and then clicking **Personalization Tools > OpenCard Print Log**. The *OpenCard Print Log* page displays.

The OpenCard Print Log displays information on OpenCard print jobs received, the card format and card stock of the job, the current job status, and any error messages associated with the activity.

# Help

Help options for the user include the ability to access online help, review instructional videos, look up error codes, contact customer support, and, for some printer models, access printer-specific information online.

## Note

The help options are available to Operators and Administrators.

## Online Help

To access online help for Printer Dashboard:

1. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
2. Click **Help > Online Help**.

## How To Videos

The *How To Videos* page displays links to instructional videos on a variety of topics related to using and managing your printer.

To access the videos:

1. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
2. Click **Help > How To Videos**. The available videos display.
3. Click the desired video to play.

## Error Code Lookup

The *Error Code Lookup* page allows you to search for information on a specific error code by entering it into a search box.

To look up an error code:

1. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
2. Click **Help > Error Code Lookup**. The *Error Code Lookup* page displays.
3. In the search box, enter the error code found on the printer's LCD display or software display. If a match is found, details on the error code, including a description, severity information, and any recovery instructions, display.

## Contact Support

The *Contact Support* page provides details on contacting support.

To access contact information:

1. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
2. Click **Help > Contact Support**. The *Contact Support* page displays.
3. Provide the information requested to assist support with troubleshooting:
  - a. Under Step 1, click **DOWNLOAD** to download the diagnostic report as an HTML file. This report may be needed by support during diagnostic work.

- b. For Step 2, collect the required information about the printer, including the model, serial number, the diagnostic report from Step 1, a brief description of the issue, and your own contact information (name, phone number, and address).
- c. Under Step 3, click **CONTACT SUPPORT** to locate the relevant support contact information for your location.

## Legal

Any relevant legal information relating to the printer and/or accessories, such as license and copyright information, is available for review from the Printer Dashboard.

To access the legal details:

1. Click the Main menu in the upper-left corner of any page. The left sidebar menu displays.
2. Click **Help > Legal**. Any relevant attribution reports and information display.

## Printer Support

The Printer Support option appears in the left sidebar menu when printers designed to support this feature are in use.

From the left sidebar menu, click **Printer Support**. A new tab opens and a web page containing support details on the printer displays.