User's Guide

Tactile Impression Module

Notice

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

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Safety

The following basic safety tips are given to ensure safe installation, operation and maintenance of Datacard® equipment.

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

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

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

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

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

- Use adequate lighting at the equipment location.

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

Safe Human Interface

- Use proper lifting techniques when moving or installing the equipment.

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

- Do not defeat or disconnect safety interlocks on covers.

 Warning: To avoid a possible electric shock, always unplug the system before servicing.

Liability

The WARNING and CAUTION labels have been placed on the equipment for your safety. Please do not attempt to operate or repair this equipment without adequate training. Any use, operation, or repair in contravention of this document is at your own risk.

California Prop

Warning: This product contains chemicals, including lead, known to the State of California to cause cancer, and birth defects or other reproductive harm. *Wash hands after handling.*

For more information on this warning, refer to:

www.datacard.com/califpropwarning.

Revision Log

Revision	Date	Description of Changes
Beta	April 2020	Beta release of this document
A	August 2020	First release of this document

Contents

Chapter 1: Introduction

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About this Manual

This manual provides user information for the Tactile Impression Module (TIM). The manual includes:

- An overview of the module, and a description of the system label.

- How to load and replace supplies.

- How to perform routine maintenance and troubleshooting tasks.

Refer to the printer's user documentation for information about setting up and using the printer.

Intended Audience

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

Technical Support

Use the following to contact Entrust Technical Phone Support.

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

# Chapter 2: About the Tactile Impression Module (TIM)

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This guide provides information about the optional tactile impression module that you can add to your system at the time of purchase or later, as a field upgrade.

The Tactile Impression Module

The tactile impression module (TIM, or impresser) can be added to the back of a Sigma DS3 or DS4 card printer or a retransfer card printer. It allows you to place an impression on the front or back of the card. The impresser uses an installed die to stamp an impression on the card, and can use an installed foil that is fused into the impression. The tactile impresser uses heat to create the impression, and to fuse the foil to the card.

> Sigma DS Card Printers also can place an impression on the card without using foil. Retransfer card printers always use foil when impressing a card.
>
> Refer to "Tactile Foil Cassette" on page 19 for a list of available foils.

TIM

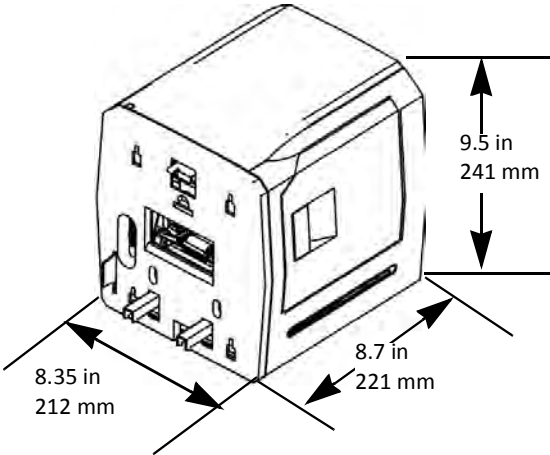Sigma DS Card Printer

Retransfer Card Printer
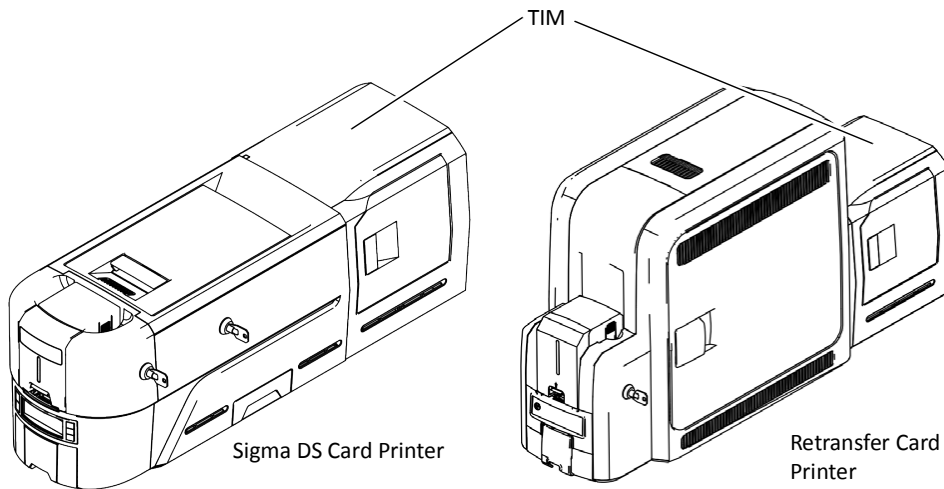
Site Requirements
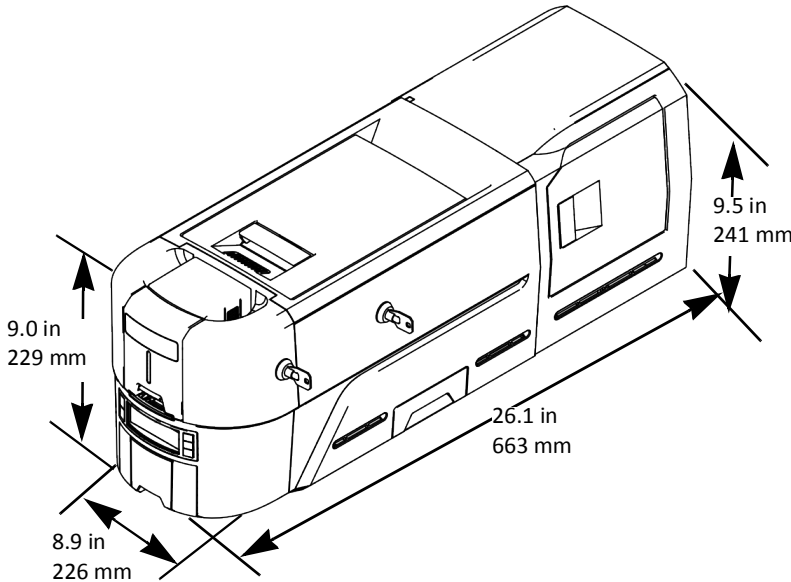
Provide space for the system and for clearance around the system.

System Dimensions

The external system dimensions are shown in the following illustrations.

Tactile Impression Module
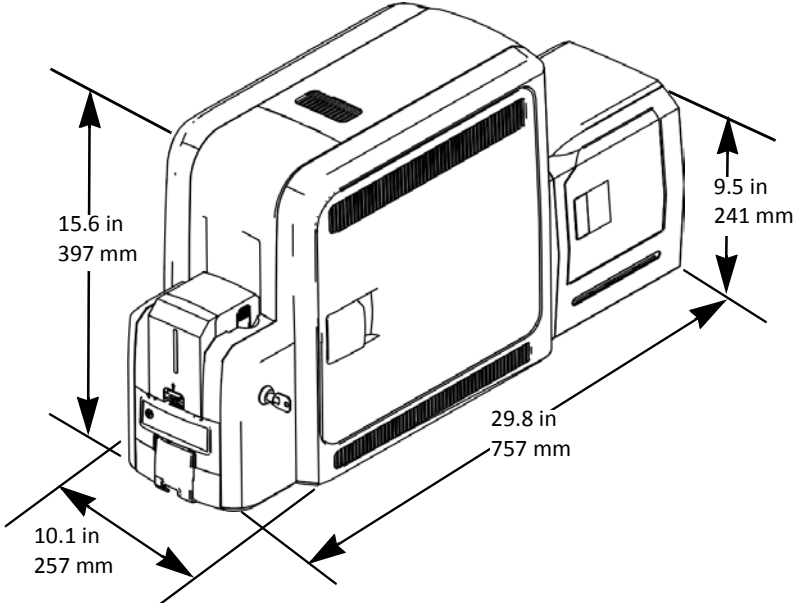

9.5 in
241 mm

8.7 in
221 mm

8.35 in
212 mm

TIM with Sigma Card Printer

9.5 in
241 mm

9.0 in
229 mm

26.1 in
663 mm

8.9 in
226 mm

TIM with Retransfer Card Printer

15.6 in
397 mm

9.5 in
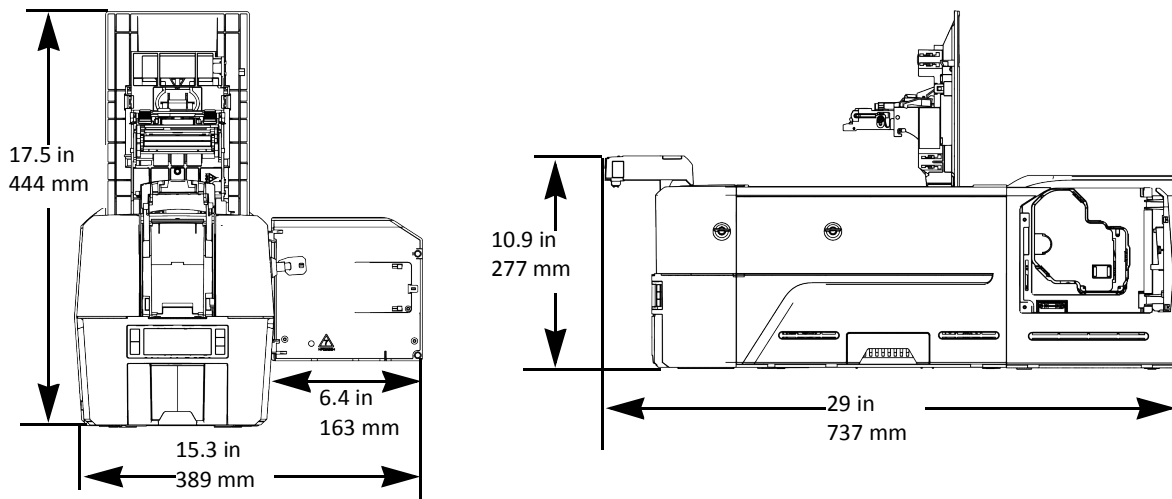241 mm

29.8 in
757 mm

10.1 in
257 mm

Clearance Requirements

The following measurements show the system dimensions when the printer input hopper, printer cover, and TIM access door are open.
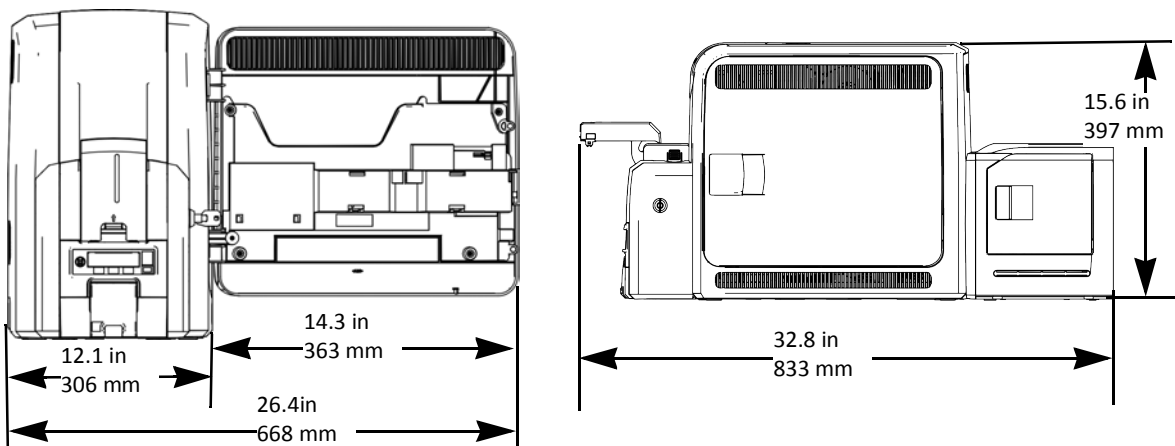
> Best practices recommend that you provide a minimum of 3 inches (76.2 mm) of additional clearance around the sides and rear of the system to maintain access to the power cords and data cables, to load and remove cards and supplies, to allow card movement in the TIM as it impresses a card, and to provide ventilation.

Sigma Card Printer

17.5 in
444 mm

10.9 in
277 mm

6.4 in
163 mm

15.3 in
389 mm

29 in
737 mm

Retransfer Card Printer

15.6 in
397 mm

14.3 in
363 mm

12.1 in
306 mm

26.4in
668 mm

32.8 in
833 mm

Electrical Requirements

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

Electrical Requirements

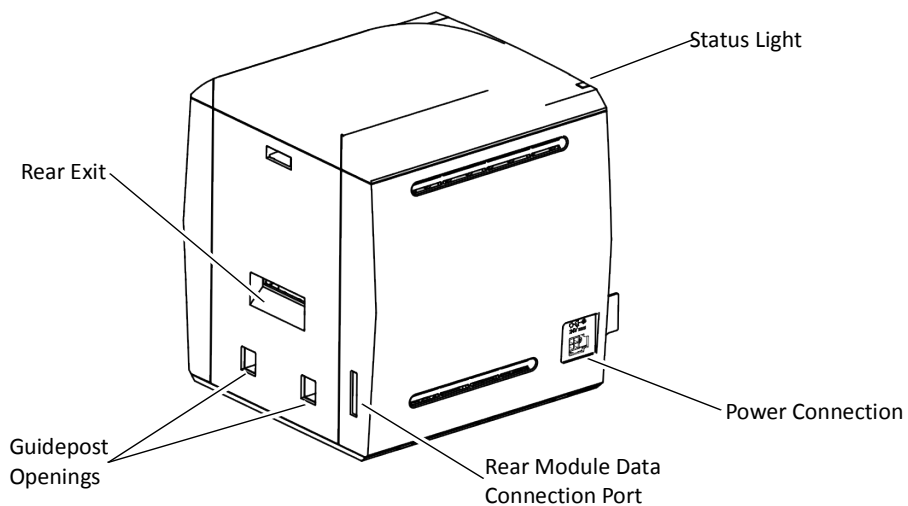| Input	Output
100–240V/50–60 Hz/1.6Amp	24V/3.0Amp/72W

> - The TIM power supply is separate from the printer power supply.
> - Refer to your printer's *Installation and Administrator's Guide* for printer electrical requirements.

About the Impresser

Use the following information to become familiar with the impresser.

Back and Left Side

Status Light	The light shows the status of the TIM. Refer to "TIM Status Light" on page 8.
Rear Exit	The rear exit allows a card to be moved out of the tactile impression module, for example to clear a card jam. **Note:** The card also moves a short distance out the rear exit while impressing.

|	
Connection Guidepost Openings	The guidepost openings will allow an additional module to connect to the system. This option is not supported at this time.
Rear Module Data Connection Port	The electrical connection for an additional module to connect to the system. This option is not supported at this time.
Power Connection	The power connection provides a plug-in connector for the TIM power supply.

TIM Status Light

The status light shows the status of the TIM:

Ready	Solid green	
Busy	Blinking green	
Idle/Not ready	Solid blue	
Heating	Blinking blue	
Error	Blinking red	

Front and Inside the TIM
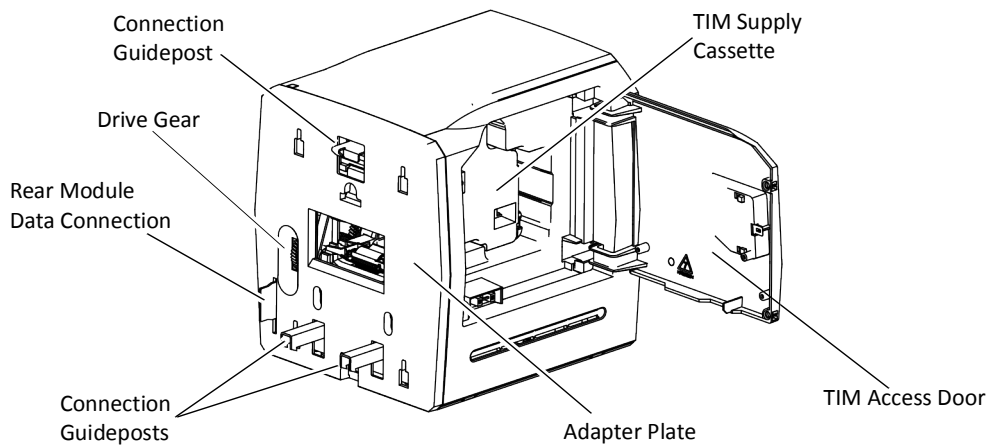

TIM Access Door	The access door provides access to TIM supply cassette.
TIM Supply Cassette	The supply cassette holds the impresser foil.
Adapter Plate	The adapter plate allows the TIM to fit against the printer. **Note:** The adapter plate may differ from the illustrations in this guide, depending on the printer model. Any differences in procedures are described, as needed.
Connection Guideposts	The guideposts connect the impresser to the printer.
Rear Module Data Connection	The electrical connection for the tactile impression module to connect to the printer. **Note:** Avoid touching or jarring the electrical connection. Damage to the TIM can occur.
Drive Gear	The drive gear allows you to move a card out of the impresser if a card jam occurs. Refer to "Clear a TIM Card Jam" on page 13.

TIM Configuration Label

The TIM configuration label is located inside the TIM on the access door.

The configuration label shows the following information:

- Module name
- Serial number
- Configuration
- Part number
- Date and country of assembly.

Configuration Label
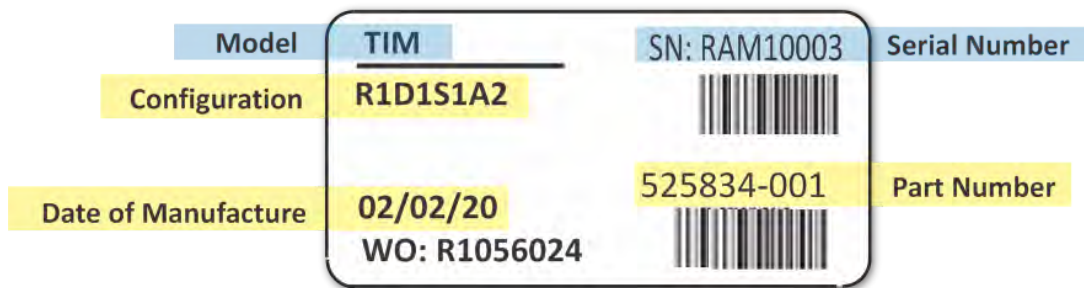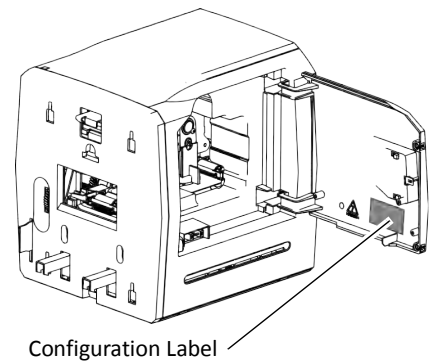
Option	Configuration Code
Ribbon Drive	R1=Drive is present R0=No ribbon drive
Die Type	D1=Standard Die D*x*=Custom Die
Vertical Die Position	S1=Center S2=Bottom Edge **Note:** The vertical die position is a mechanical adjustment that must be performed by an authorized service provider.
Adapter Plate	A1=Retransfer Card Printer A2=Sigma Card Printer

About the Tactile Impression Module (TIM)

Load the Tactile Foil Cassette

The impresser connected to a retransfer card printer always must have a tactile foil cassette installed. If a cassette is not installed, message 282, TIM supply error, displays on the printer LCD.

The tactile foil cassette contains a one-time-use roll of foil.

1. Open the cassette package and remove the foil cassette.

2. Position the cassette as shown. Turn the upper spool to remove any slack from the foil supply.

Cassette Back
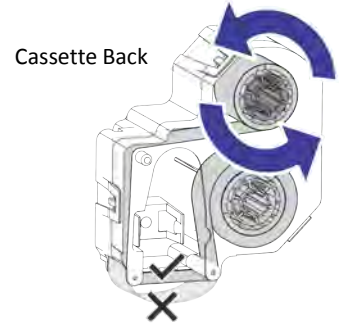
3. Open the TIM access door. Position the cassette as shown and insert it into the impresser until it clicks.

4. Close the TIM access door.

Cassette Front
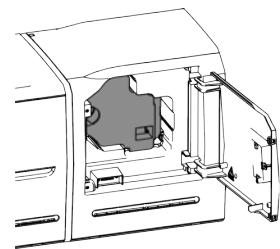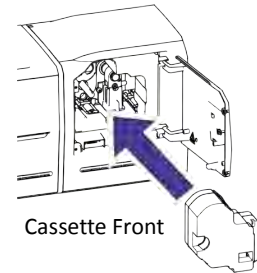
Card Design

Set up your card design using your card production software or another application, such as Microsoft Word. You can specify your tactile impression preferences using the Card Printer Driver or your card production software.

The impresser can stamp impressions on either the front or back of the card. The Card Printer Driver allows you to specify both printer and impression preferences. Refer to the *XPS Card Printer Driver User's Guide* for information about setting up printing preferences and impression options.

> The tactile impression module does not support impressing a card that previously has been laminated using the CLM laminator.

You can fine-tune the settings that control the impresser using either the Printer Dashboard or Printer Manager. Refer to the Printer Dashboard Help or, refer to the *CR805 Retransfer Card Printer Installation and Administrator's Guide* for information about using Printer Manager.

Verify Setup

After you set up the impresser preferences, print several test cards to determine if the settings meet your requirements. You can print test cards from the Printer Dashboard (refer to the Printer Dashboard Help), from the printer LCD panel (refer to the printer's *User's Guide*), or from the Card Printer Driver (refer to the *XPS Card Printer Driver User's Guide*).

When evaluating a card, make sure that:

- The impression is positioned correctly and has the proper depth.

- The impresser foil is applied correctly. Look for wrinkles, voids, or faint lines in the foil.

Chapter 3: TIM Troubleshooting

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This chapter provides information to help you identify and fix basic issues that can occur when using the tactile impression module.

Clear a TIM Card Jam

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

You usually can resolve the error by pressing the USER button so that the printer displays **Ready**, or canceling the card from your application. If the error persists, do the following to remove the card from the impresser.

1. Power off and unplug the printer and impresser.

2. Open the impresser and remove the supply cassette and any foil that is stuck to the card or impresser die.
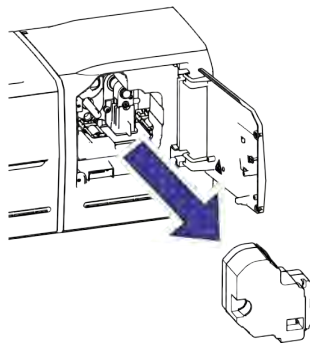
3. Remove the impresser from the printer.

   a. Push in the impresser release tab.

   b. Pull the impresser away from the printer. Slide the impresser straight back from the printer.

    Caution: Avoid pulling out the impresser at an angle as it can damage the electrical connection.
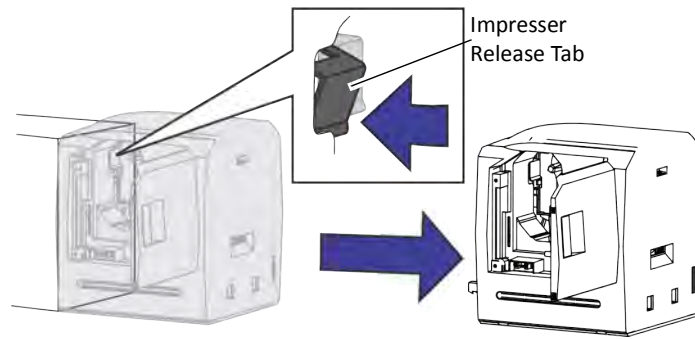
Impresser
Release Tab

4. Rotate the drive gear to move the card out of the impresser.

Drive Gear
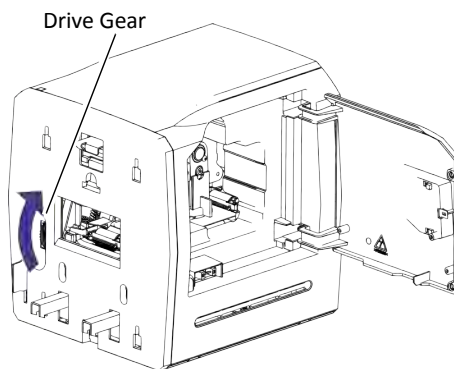
5. Reconnect the impresser and printer. Align the impresser directly behind the printer and slide it into position as straight as possible.

> ⚠️ **Caution:** Do not attempt to connect the impresser at an angle as it can damage the electrical connection.

Sigma DS
Card Printer

Retransfer Card
Printer
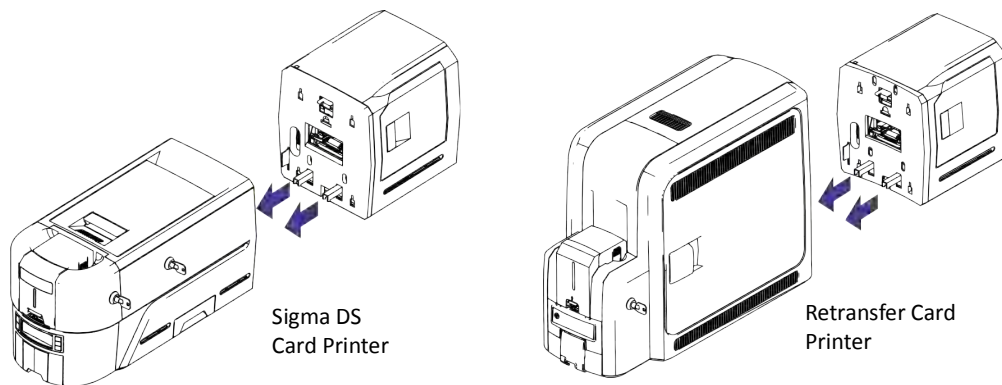
6. Reinstall the supply cassette

7. Plug the power supplies into the printer and impresser. Then, plug the power cords into the facility power source.

8. Restart the printer.

TIM Messages on the Printer LCD Panel

When an error occurs processing a card, an error message displays on the printer LCD panel. Refer to the printer's *User's Guide* for a list of printer messages.

The following messages display on the printer LCD panel when the system has an attached tactile impression module. They also display in the Printer Dashboard, and in a message on the PC that issued the card print job when you use the Card Printer Driver.

280: TIM lost card

The card cannot be located in the impresser.

1. Power off and unplug the printer and impresser.

2. Open the impresser and remove the supply cassette.

3. Remove the impresser from the printer.

4. Rotate the drive gear to move the card out of the impresser.

5. Reconnect the impresser and printer, and reinstall the supply cassette.

6. Plug in the power cords and restart the printer.

Refer to "Clear a TIM Card Jam" on page 13.

In the Card Printer Driver message, click **Retry**, or click **Cancel** to cancel the card.

281: TIM heater error

The impresser has encountered a critical error.

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

2. Request service. The system must remain powered off.

Click **OK** to clear the message from the Card Printer Driver message on the PC.

282: TIM supply error

The impresser cassette is out of foil. Install a new supply cassette.

> This error message also displays if a foil cassette is not installed in the impresser connected to a retransfer card printer.

Press the USER button on the printer to clear the message. In the Card Printer Driver message, click **Retry**, or click **Cancel** to cancel the card.

283: TIM foil error

The impresser foil is not moving properly.

1. Open the impresser door.

2. Make sure that the foil is not broken; stuck to the card, impresser die, or the rollers; or prevented from moving.

If the issue continues to occur, request service.

Press the USER button on the printer to clear the message. In the Card Printer Driver message, click **Retry**, or click **Cancel** to cancel the card.

284: TIM drive error

The impresser die motor has an error.

1. Open the impresser door.

2. Make sure that the card or foil is not stuck to the die.

3. Cancel the job.

If the issue continues to occur, request service.

Press the USER button on the printer to clear the message. In the Card Printer Driver message, click **Retry**, or click **Cancel** to cancel the card.

285: TIM supply read error

The impresser cannot use the installed impresser foil.

Power off and restart the printer.

If the error occurs again, replace the impresser cassette.

In the Card Printer Driver message, click **Retry**, or click **Cancel** to cancel the card.

286: TIM supply write error

The impresser supply information was not updated properly.

Power off and restart the printer.

If the error occurs again, replace the impresser cassette.

In the Card Printer Driver message, click **Retry**, or click **Cancel** to cancel the card.

288: TIM not detected

The printer cannot communicate with the impresser.

Power off and restart the printer.

If the error occurs again:

1. Power off and unplug the printer and impresser.

2. Open the impresser and remove the supply cassette.

3. Remove the impresser from the printer.

4. Reconnect the impresser and printer, and reinstall the supply cassette.

5. Plug in the power cords and restart the printer.

If the error continues to occur, request service.

> Refer to "Clear a TIM Card Jam" on page 13 for information about how to remove and reconnect the impresser.

In the Card Printer Driver message, click **Retry**, or click **Cancel** to cancel the card.

289: TIM error

An unexpected error has occurred in the impresser.

Power off and restart the printer.

If the error occurs again, request service.

In the Card Printer Driver message, click **Retry**, or click **Cancel** to cancel the card.

291: TIM foil not supported

The impresser cannot use the installed foil. Use a supply designed for this impresser.

Press the USER button on the printer to clear the message. In the Card Printer Driver message, click **Retry**, or click **Cancel** to cancel the card.

292: TIM card jam

The card is not in position in the impresser.

1. Power off and unplug the printer and impresser.

2. Open the impresser and remove the supply cassette.

3. Remove the impresser from the printer.

4. Rotate the drive gear to move the card out of the impresser.

5. Reconnect the impresser and printer, and reinstall the supply cassette.

6. Plug in the power cords and restart the printer.

Refer to "Clear a TIM Card Jam" on page 13.

In the Card Printer Driver message, click **Retry**, or click **Cancel** to cancel the card.

293: TIM door open

The impresser door is open. Close the door to continue.

Press the USER button on the printer to clear the message. In the Card Printer Driver message, click **Retry**, or click **Cancel** to cancel the card.

Chapter 4: TIM Supplies and Parts

This chapter describes the supplies and replacement parts available for the tactile impression module.

Tactile Foil Cassette

The tactile foil cassette contains a one-time use foil. The following tactile foil cassettes are available. Each has a 1000 impression yield, unless otherwise noted.

- Silver Metallic

- Gold Metallic

- Copper Metallic

- Black

- White, 750 impression yield

- Clear, available for retransfer card printers only
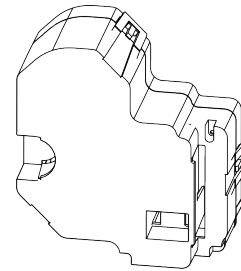
Storage Guidelines

- Store the foil cassette in the original package until you load it in the impresser. Keep the original packaging closed until you are ready to use the cassette.

- The cassette maintains its quality for about one year. For optimum card quality, purchase and store quantities of material that can be used within one year.

- If your site requires secure storage and tracking, follow your organization's policy for storing and tracking the supplies used to make cards.

- Store the cassette in a location away from direct sunlight, with a temperature between 50° and 80°F (10° and 27°C). A range of 30% to 70% humidity is recommended.

- Install the cassette at room temperature. If supplies are stored in an environment that is cooler than the printer environment, allow supplies to reach room temperature before you use them.

- If the printer will not be used for an extended period, remove supplies from the system and store them with new supplies.

Impresser Die

Contact Entrust to special-order a new die for your impresser. The die must be installed by an authorized Entrust service provider.
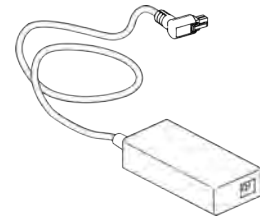
Power Supplies

The TIM power supply is rated as follows:

- Input: 100–240V/50–60 Hz/1.6Amp

- Output: 24V/3.0Amp/72W

The power supply is self-adjusting within the rated input voltage

Power Cords

The power cord connects the TIM power supply to the facility power. Be sure to use power cords that ground to the facility power source.

The following country-specific power cords are available:

- USA Power cord

- Australia power cord

- Brazil power cord

- China power cord

- Denmark power cord

- European power cord

- India power cord

- Israel power cord

- Italy power cord

- Japan power cord

- South Africa power cord

- Swiss power cord

- United Kingdom power cord