



**ENTRUST**

# User's Guide

---

**Sigma DSE Direct to Card Printer**

May 2025

528518-001, Rev A

## Notice

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

## Trademark Acknowledgments

Entrust, Sigma and the hexagon design are trademarks, registered trademarks and/or service marks of the Entrust Corporation in the United States and other countries.

Datacard is a registered trademark and service mark of Entrust Corporation in the United States and other countries.

MasterCard is a registered trademark of MasterCard International Incorporated.

Visa is a registered trademark of Visa International Service Association.

All other product names are the property of their respective owners.

## Proprietary Notice

The design and information contained in these materials are protected by US and international copyright laws.

All drawings and information herein are the property of Entrust Corporation. All unauthorized use and reproduction is prohibited.

Entrust Corporation  
1187 Park Place  
Minneapolis, MN 55379  
Phone: 952-933-1223  
Fax: 952-933-7971  
[www.entrust.com](http://www.entrust.com)

© 2025 Entrust Corporation. All rights reserved.

# Safety

The following basic safety tips are given to ensure safe installation, operation and maintenance of Entrust 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](http://www.datacard.com/califpropwarning).



### Revision Log

Revision	Date	Description of Changes
A	May 2025	First release of this document



# Contents

<b>Chapter 1: Introduction</b>	<b>1</b>
About this Manual	1
Intended Audience	1
Technical Support	1
<b>Chapter 2: About the Printer</b>	<b>3</b>
About the Card Printers	3
Printer Components	4
Printer Left Side	4
Printer Front and Top	5
Single-Hopper Printer	5
The Printer Cover	6
Inside the Printer	7
Ribbon Cartridge	8
Printer Configuration Label	9
Configuration Update Label	10
<b>Chapter 3: Using the Printer</b>	<b>11</b>
Printer Overview	11
Equipment	11
Tasks and Users	12
Secure Encryption	12
Printer Controls	13
Power Button	13
User Button	14
Retrieve the Printer's IP Address and Auth ID	15
Print a Test Card with IP Address and Auth ID	15
Load and Replace Supplies	16
Load Cards	16
Replace the Print Ribbon	17
Use the Printer Dashboard	19
<b>Chapter 4: Print Cards</b>	<b>21</b>
Before You Begin	21
Print Cards	22
Print from ID Software	22
Print from Other Software	22

<b>Chapter 5: System Maintenance</b>	<b>25</b>
<b>Maintain the Printer</b>	<b>25</b>
<b>Clean the Printer</b>	<b>26</b>
Prepare the Printer for Cleaning	26
Run the Cleaning Card	28
Prepare the Printer for Use	28
<b>Clean the Printhead</b>	<b>29</b>
<b>Chapter 6: Troubleshooting</b>	<b>31</b>
<b>Locate a Problem Within the Card Production System</b>	<b>32</b>
<b>Locate a Problem with Basic Printer Functions</b>	<b>33</b>
<b>Installation Problems</b>	<b>35</b>
USB Installation Troubleshooting	35
Network Installation Troubleshooting	36
<b>Card Printer Driver Problems</b>	<b>37</b>
The Card Printer Driver does not detect the network-connected printer	37
The Card Printer Driver does not detect the USB-connected printer	38
Driver status or Windows print queue does not provide expected data	38
Printer Messages do not display on the PC	40
<b>Card Appearance</b>	<b>41</b>
Something did not print	41
Printing includes unexpected data	42
The color printing has flaws	42
The printing is too light	44
The printing is too dark	45
The monochrome printing has flaws	45
<b>Magnetic Stripe Problems</b>	<b>47</b>
<b>Use Advanced Troubleshooting Tools</b>	<b>48</b>
<b>Clear a Card Jam</b>	<b>49</b>
<b>Repair a Broken Ribbon</b>	<b>50</b>
<b>Messages and Conditions</b>	<b>51</b>
Messages from the XPS Card Printer Driver on the PC	51
Messages in the Printer Dashboard	52
Other Messages	52
Respond to Messages	52
Printer Messages	53
Close and lock doors	53
100: Request not supported	53
101: Job could not complete	53
102: Card not in position	53
103: Printer problem	54
104: Critical problem	54
105: Magstripe data error	54
106: Magstripe data not found	55
107: Magstripe read data error	55



108: Magstripe read no data .....	56
109: Print ribbon problem .....	56
110: Print ribbon out or missing .....	57
111: Card not picked .....	57
113: Close cover to continue .....	57
114: Cover opened during job .....	58
116: Magstripe not available .....	58
117: Reader not available .....	59
118: Print ribbon type problem .....	59
119: Print ribbon not supported .....	59
120: User paused the printer .....	60
121: Print ribbon not identified .....	60
122: Magstripe format problem .....	60
123: Insert new card side 1 up .....	60
124: Insert same card side 2 up .....	61
149: Option not installed .....	61
152: Insert new card side 2 up .....	61
153: Insert same card side 2 up .....	62
170: Insert new card side 1 up .....	62
171: Insert same card side 1 up .....	62
172: Insert cleaning card .....	62
173: Improper shutdown .....	62
224: Supply region not valid .....	63
245: Configuration error .....	63
294: Cleaning Required .....	63
295: Settings error .....	63
297: Option Tag Error .....	63
298: Option Tag Success .....	63
Driver-Only Messages .....	64
500: The printer is not available .....	64
501: The printer connection was lost .....	64
502: The card data is missing or is not usable .....	64
504: The card data is missing or is not usable .....	64
505: USB communication issue .....	65
506: A card is currently processing .....	65
508: The printer is shutting down .....	65
509: The printer is offline or suspended .....	65
523: Apply topcoat or overlay to the card .....	65
524: Printer driver requires a reinstall .....	65
526: Invalid configuration .....	65
527: Invalid configuration .....	65
528: Invalid configuration .....	66
529: Invalid configuration .....	66
530: Printer driver did not receive print data .....	66

Driver SDK Messages.....	66
516: Timeout expired before bar code could be read. ....	66
517: Wrong printer job ID.....	66

# Chapter 1: Introduction

# 1

---

## About this Manual

This manual provides user information for the DSE Card Printer. The manual includes:

- An overview of printer components and options, and a description of the system label.
- How to use the printer, including how to power the printer on and off, card processing basics, how to print a test card, and how to load and replace supplies.
- How to perform routine maintenance and troubleshooting tasks.

An additional *Installation and Administrator's Guide* is available for use by administrators or other professionals responsible for printing cards.

## 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 Printer

# 2

---

## About the Card Printers

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

The printer can be ordered with a variety of options, depending on your site requirements and your printer model. Options include a magnetic stripe encoder, contact or contactless smart card reader, and duplex printing.

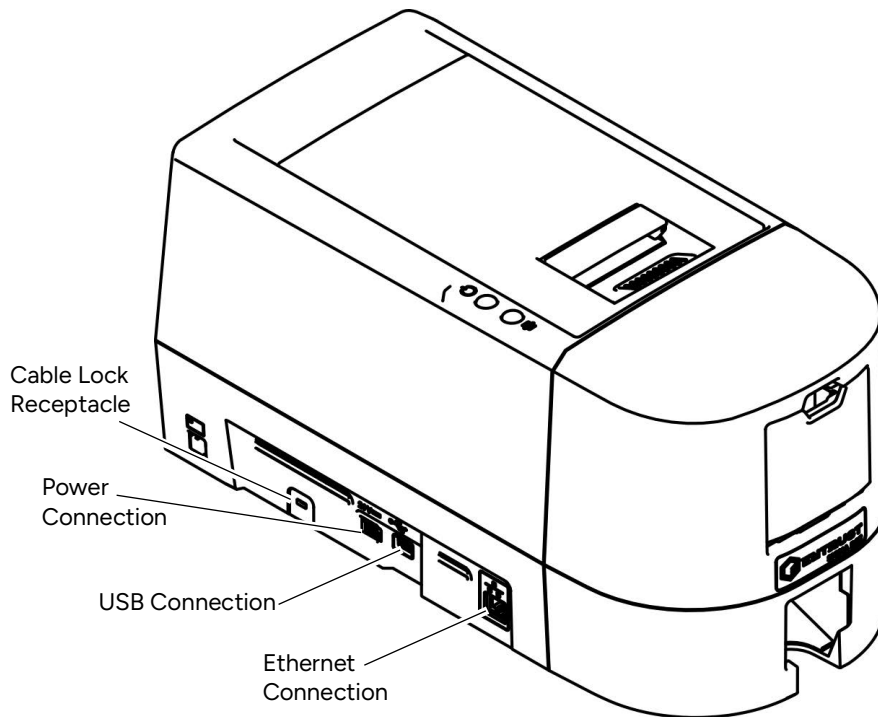
The printer has a 100-card input and 25-card output hopper.

The configuration label on the printer shows the options installed. Refer to [“Printer Configuration Label”](#) on [page 9](#) for more information about identifying the factory-installed options on your card printer.

# Printer Components

Use the following sections to become familiar with the printer.

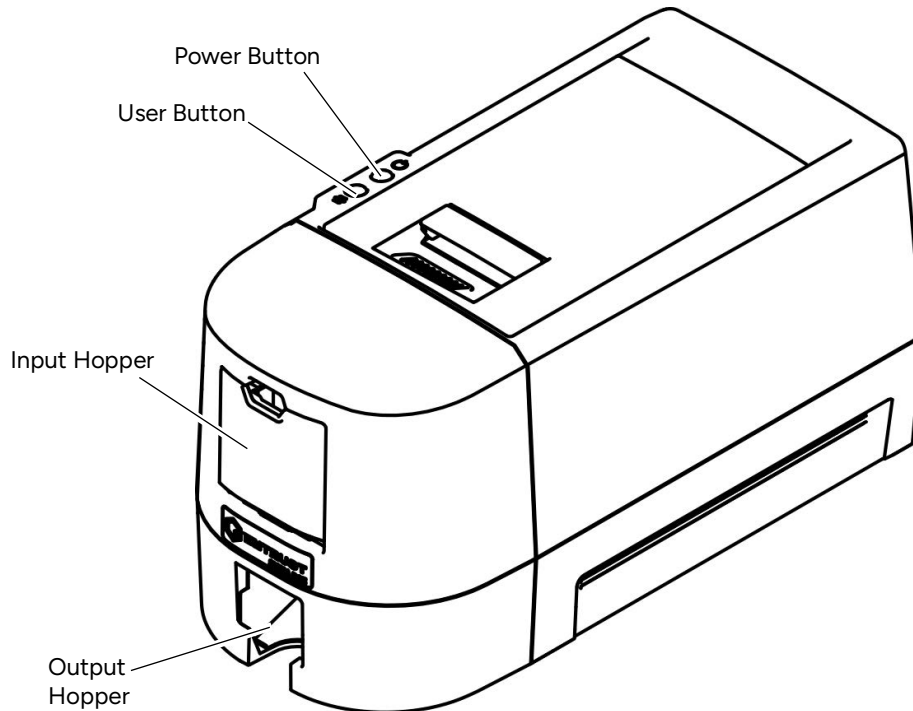
## Printer Left Side



- |   |  |
|---|--|
| <b>Cable Lock Receptacle</b>                          | The receptacle allows you to insert the security plate before attaching the optional cable lock. |
| <b>Power Connection</b>                               | The power connection provides a plug-in connector for the printer power supply.                  |
| <b>USB Connection</b>                                 | The USB connection allows you to connect the printer directly to a computer.                     |
| <b>Ethernet Connection<br/>(Duplex Printers Only)</b> | The network connection allows you to connect the printer to an Ethernet network.                 |

# Printer Front and Top

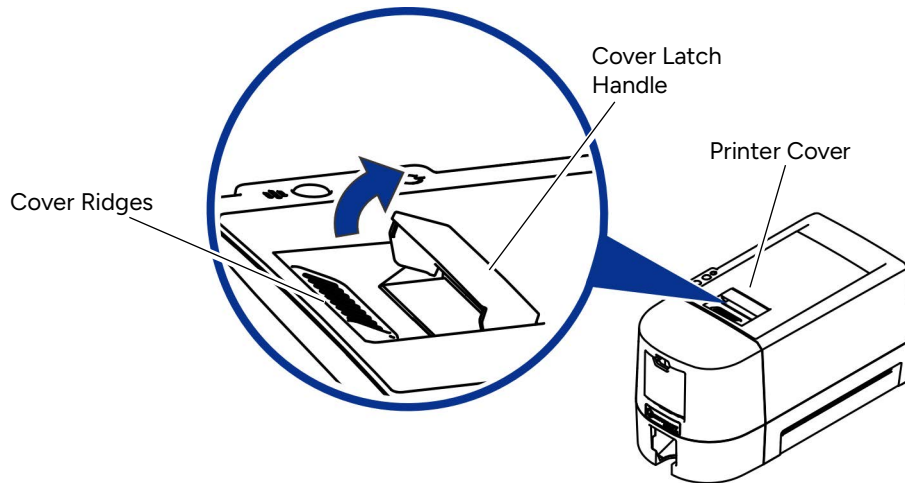
## Single-Hopper Printer



<b>Input Hopper</b>	The input hopper holds cards for printing. The hopper holds up to 100 cards (0.030 in. or 0.762 mm thickness).
<b>Output Hopper</b>	The output hopper holds up to 25 completed cards. Cards that are rejected are issued to the output hopper.
<b>Power Button</b>	The power button turns the printer on and off.
<b>User Button</b>	The user button is used to suspend the printer, clear printer errors, and print a test card with the printers IP address. The color of the user button indicates the status of the printer. Refer to " <a href="#">User Button</a> " on <a href="#">page 14</a> .

## The Printer Cover

Use the cover latch handle to open the printer cover.



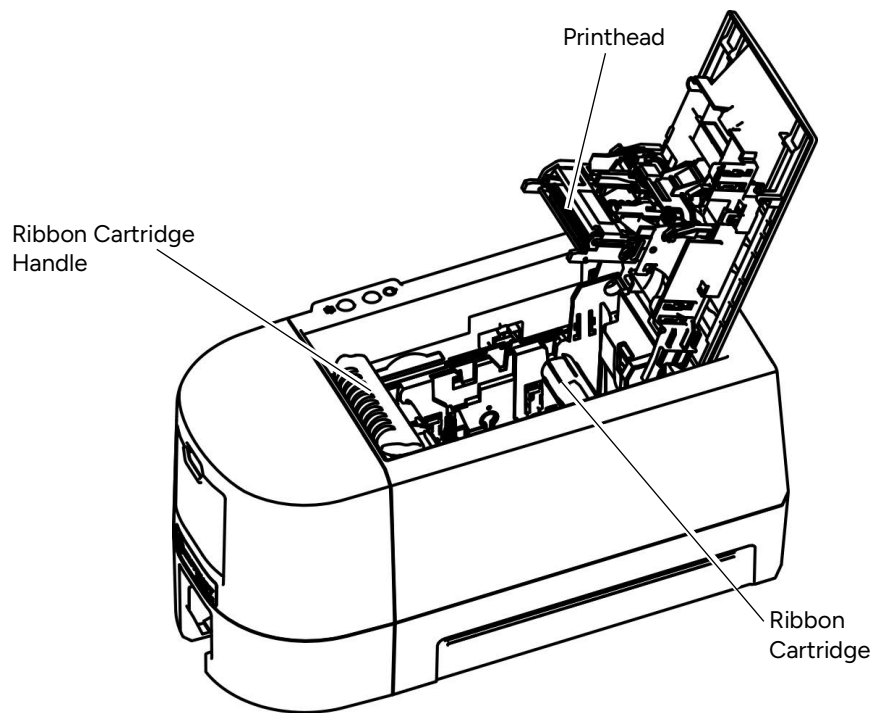
**Printer Cover** Open the printer cover to access the printhead and ribbon.

**Cover Latch Handle** Lift the latch handle to open the printer cover.

**Cover Ridges** Press down on the ridges when closing the cover to make sure that it latches completely on both sides.



## Inside the Printer



### **Printhead**

The printhead transfers the card images to the card using the print ribbon.

The printhead has a cover that protects it from dust and unintentional contact while not in use. Refer to [“Clean the Printhead”](#) on [page 29](#) for details on opening the printhead cover.

### **Ribbon Cartridge Handle**

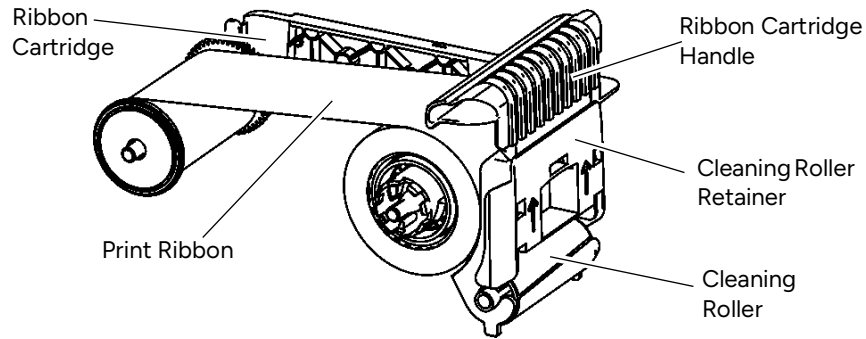
Lift up the handle on the ribbon cartridge to remove it from the printer.

### **Ribbon Cartridge**

The ribbon cartridge holds the print ribbon and cleaning roller.

## Ribbon Cartridge

The ribbon cartridge holds a roll of ribbon that you can replace when it runs out. The cartridge also holds a cleaning roller that is replaced with each ribbon change. Refer to [“The print ribbon is available as a replaceable roll that you install on the print ribbon cartridge.” on page 17.](#)



<b>Ribbon Cartridge</b>	The ribbon cartridge holds a replaceable print ribbon.
<b>Print Ribbon</b>	The print ribbon is used to apply images to the card.
<b>Cleaning Roller</b>	The replaceable cleaning roller works with components in the printer to remove dust and other particles from the cards as they move into the printer.
<b>Cleaning Roller Retainer</b>	Pull up on the retainer to load the cleaning roller on the print ribbon cartridge. Release the retainer to secure the roller in position.
<b>Ribbon Cartridge Handle</b>	Use the handle to remove the ribbon cartridge from the printer.

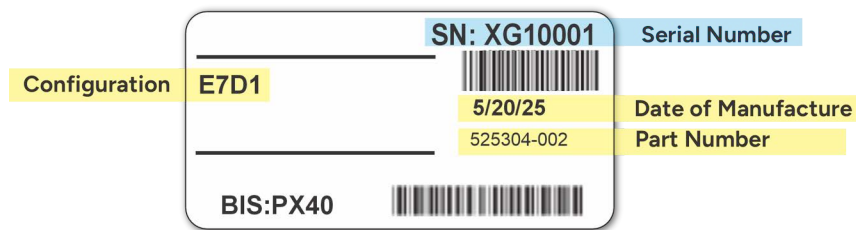
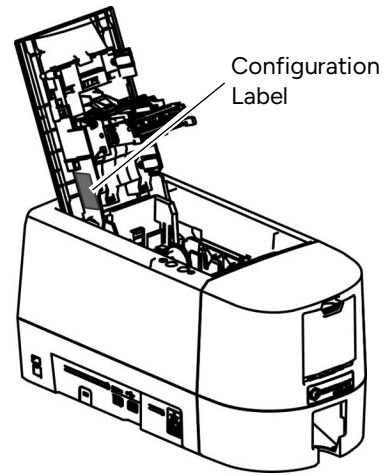
# Printer Configuration Label

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

The label shows the following information:

- Printer model and serial number
- Configuration, which includes options installed in the printer
- Date and country of assembly

Additional labels may be attached to the printer to indicate components installed after the printer was manufactured.



## Option

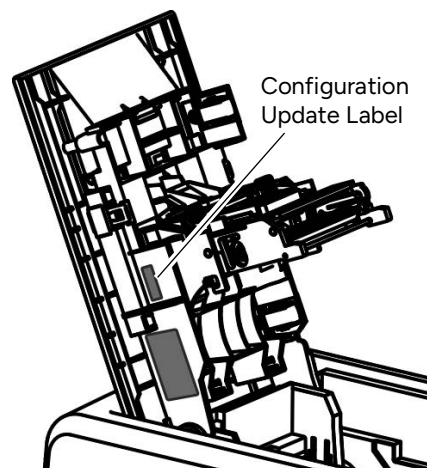
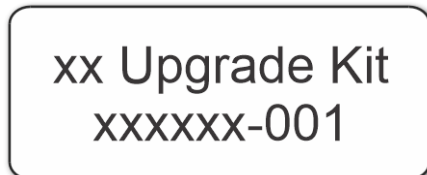
## Configuration Code

### Printer Model

E6=DSE Simplex  
E7D1=DSE Duplex

## Configuration Update Label

A configuration update label may be present next to the printer configuration label. The configuration update label indicates that the printer has updated options installed. Upgrade code and upgrade kit part number is included on the label.



### Magnetic Stripe

M1=ISO  
M2=JIS

### Smart Card

Sx=Smart Card option, where x indicates the type of smart card reader installed in the printer (refer to the printer's *Installation and Administrator's Guide* for a list of smart card readers supported by the printer and their option codes)



# Chapter 3: Using the Printer

# 3

This chapter describes how to perform the basic tasks required to operate the printer.

---

## Printer Overview

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

## Equipment

The system can include:

- A PC, with software to support the printer, such as:
  - The XPS Card Printer Driver for Windows or Linux.
  - ID software designed specifically to capture, format, and save the data for cards, such as Entrust Instant ID as a Service.
  - A retail application, such as Microsoft Word.
- Capture devices (optional), such as:
  - A digital camera connected to the PC to take photos.
  - A signature capture pad, fingerprint reader, or PIN pad.
- Capture devices (optional), such as a signature capture pad or PIN pad.
- The printer with supplies and a facility power source.
- A data connection between the printer and PC. The connection can be via USB, or network connection.
- A network data connection between the printer and PC.

## Tasks and Users

Typical roles in a card personalization system include:

- The operator, who makes cards, loads supplies, and handles minor problems such as card jams.
- The system administrator, who sets up the card printer and other hardware, sets up card designs, configures card production software, and identifies the best use of the card printer in the organization

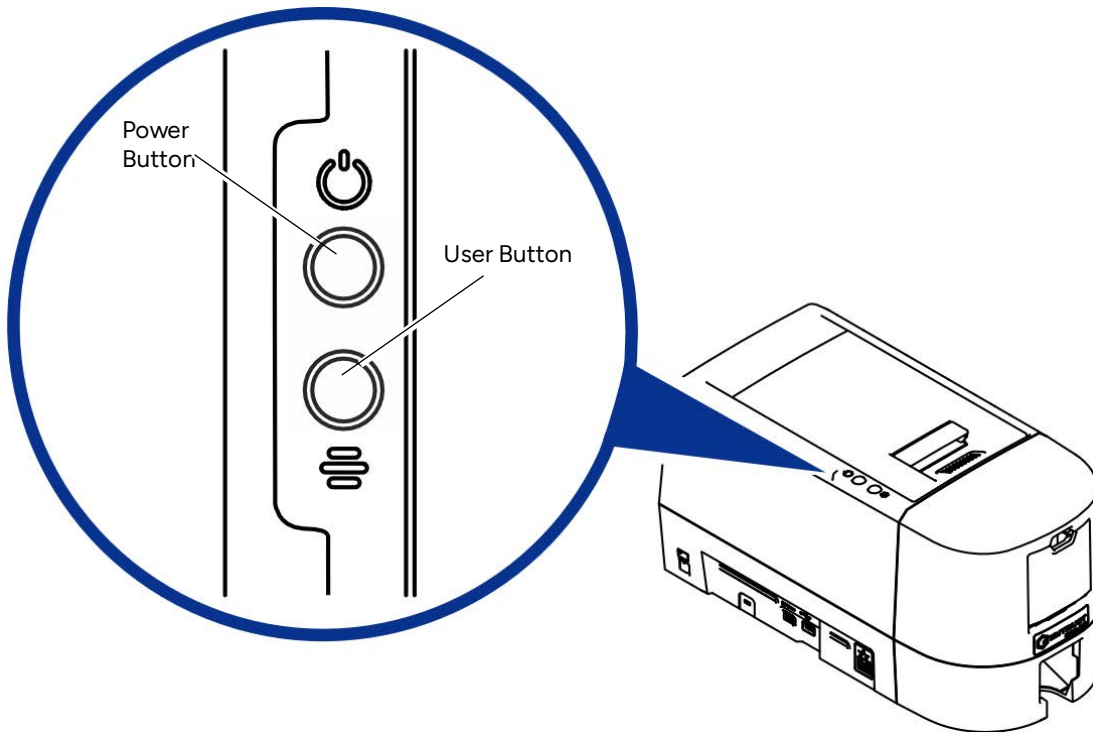
## Secure Encryption

Secure encryption means that all data entered is converted into a secure form of code by your software application before it is sent to the system. The printer decrypts the code and sends the data to the magnetic stripe or smart card chip on the card.

The printer uses TLS encryption for maximum security. Refer to the printer's *Installation and Administrator's Guide* for complete information about using secure printing.

# Printer Controls

The top panel of the printer provides the controls you use to operate the printer. The top panel controls are described in detail in the following sections.



## Power Button

Press the POWER button for 1 to 2 seconds to power on the printer.

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

To power off the printer while processing cards, press the button for 2 or more seconds. Card jobs in the printer do not complete.



Do not unplug the printer power cord to power off the printer.

## User Button

Determine whether the printer is ready, busy printing, or not available. The printer's USER button displays a color that indicates the system status.

Solid Blue      The printer is idle, or suspended.

Flashing Blue    The printer is initializing.

Solid Green      The printer is ready.

Flashing  
Green            The printer is busy.

Flashing Red    The printer has an error.

- Suspend the printer. Press the USER button when the light is solid green.
- Print a test card with IP address and auth ID. Press and hold the USER button for 3 seconds or more when the light is solid green.
- Clear a driver message. Press the USER button once when the light is flashing red. The job restarts.
- Clear all driver messages. Press the USER button for 2 seconds or more when the light is flashing red.
- Clear all cards currently printing. Press and hold the USER button for 2 seconds or more when the light is flashing green. (Make sure that this action is allowed in your card production system.)



# Retrieve the Printer's IP Address and Auth ID

You need the printer IP address to perform some tasks. For example, the XPS Card Printer Driver asks you to enter the IP address during installation. You also can launch the Printer Dashboard by entering the printer IP address in a browser window.

You need the printer auth ID to enter to set up a connection to Instant ID as a Service.

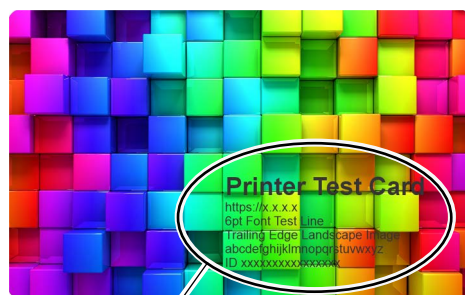
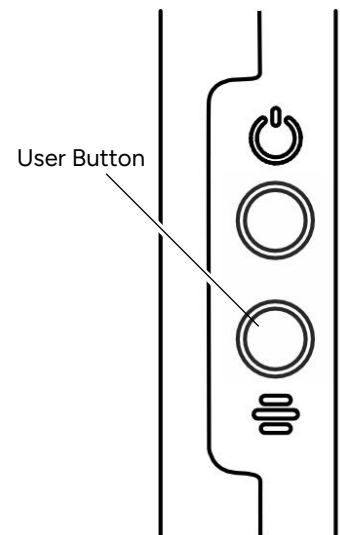
Print a test card to retrieve the IP address. Refer to ["Print a Test Card with IP Address and Auth ID"](#) on [page 15](#)

The printer supports both IPv4 and IPv6 addressing.

## Print a Test Card with IP Address and Auth ID

The printer includes a one-sided test card that prints without using a driver or other source of card data. Use it to verify that the printer is printing correctly and to retrieve the IP address and auth ID of the printer. Make sure that cards are in the input hopper and all supplies are loaded before you begin. Refer to ["Load and Replace Supplies"](#) on [page 16](#) for complete information. You can print more advanced test cards from the Printer Dashboard.

1. Begin with the printer in ready status with the USER button solid green. Press the USER button for 3 seconds or more.
2. The test card prints with the printer IP address and auth ID printed on the card.
3. After the card prints, the printer returns to ready status.



### Printer Test Card

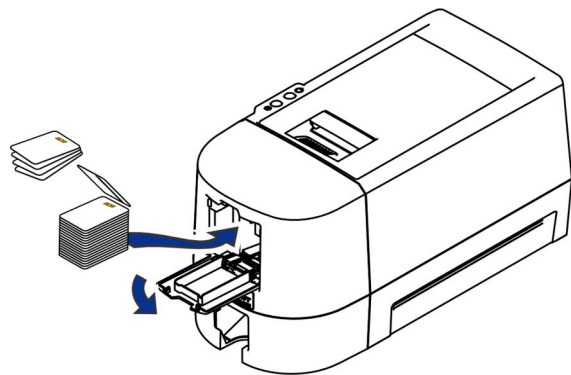
https://x.x.x.x ← IP Address  
6pt Font Test Line  
Trailing Edge Landscape Image  
abcdefghijklmnopqrstuvwxyz  
ID xxxxxxxxxxxxxxxx ← Auth ID

# Load and Replace Supplies

To prepare the printer to print cards, load blank card stock into the input hopper, and load the print ribbon into the printer.

## Load Cards

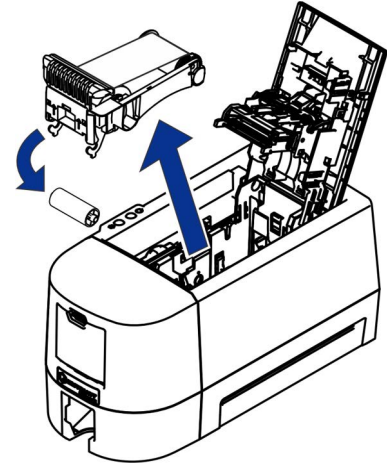
- Handle cards by the edges only, or wear approved card inspection gloves.
  - Cards can stick together. Slide or fan the cards to separate the edges before placing them in the input hopper.
  - Insert ISO magnetic stripe cards with the stripe (back side) facing down and to the right.
  - Insert smart cards with the smart card chip facing up and toward the back of the hopper.
1. Pull up on the latch to open the input hopper door.
  2. Load the cards into the input hopper. The hopper can hold up to 100 cards.
  3. Close the input hopper.



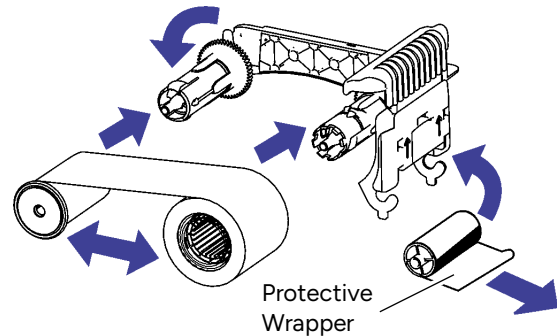
## Replace the Print Ribbon

The print ribbon is available as a replaceable roll that you install on the print ribbon cartridge.

1. Open the printer cover and remove the print ribbon cartridge.
2. Remove the used ribbon spools and cleaning roller from the ribbon cartridge. Discard the used supplies.

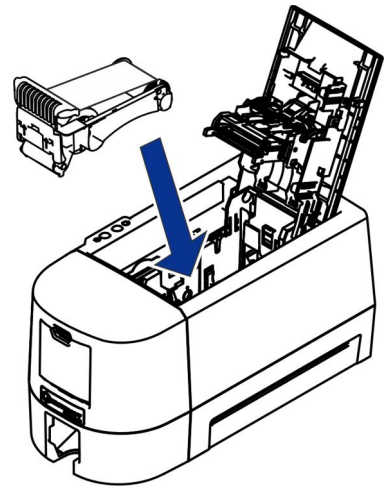


3. Load the print ribbon.
  - a. Separate the taped spools to release the ribbon. (new graphic to come)
  - b. Load a full roll of print ribbon (the purple spool) onto the purple spindle closest to the cartridge handle until it clicks into place.
  - c. Place the silver take-up spool on the silver take-up spindle until it clicks into place.
  - d. Wind the take-up spool counterclockwise one full turn.
4. Load the cleaning roller on the ribbon cartridge.
5. Remove the protective wrapper from the cleaning roller.



Load a new cleaning roller with each new roll of print ribbon. Replace it between ribbon changes if you notice debris on the printed cards, or if the cleaning roller is no longer sticky.

6. Install the print ribbon cartridge in the printer.
  - a. Hold the ribbon cartridge by the handle and lower it into the printer with the handle toward the front of the printer.
  - b. Position the ribbon cartridge in the guides.
7. Close the printer cover. Press down on the ridges on the front of the cover to make sure that it latches completely.



# Use the Printer Dashboard

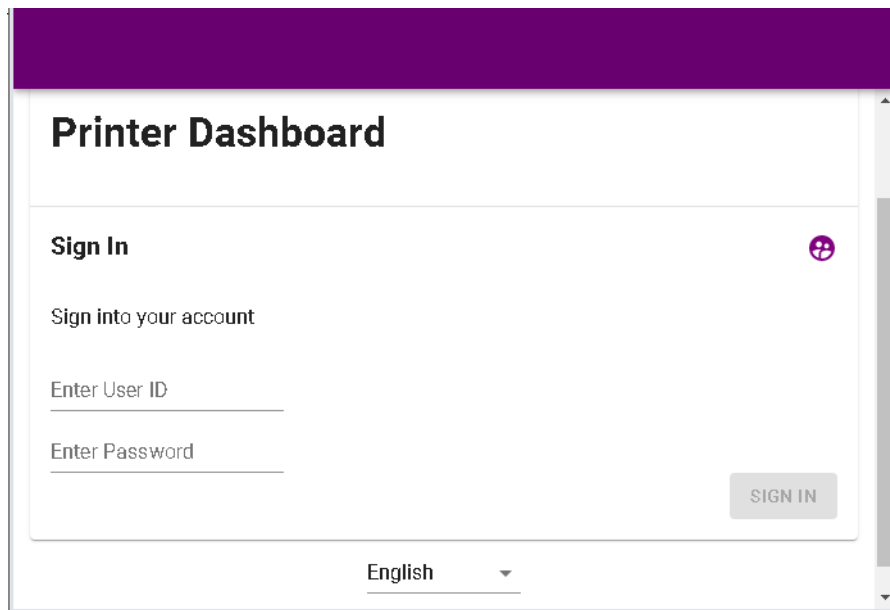
The Printer Dashboard is a web-based printer management tool. You can access the Printer Dashboard using one of the following methods:

- Enter the printer's IP address in a browser window. For example, <https://12.3.45.678>.
- Double-click the Printer Dashboard icon on the computer desktop. The Printer Dashboard icon is placed on the desktop when you use the XPS Card Printer Driver (refer to the *XPS Card Printer Driver User's Guide* for more information).

The system administrator sets up accounts for users who can access the Printer Dashboard.

Do the following to sign into the Printer Dashboard:

1. Display the Printer Dashboard sign in window.

The image shows a web browser window displaying the 'Printer Dashboard' sign-in interface. At the top, there is a solid purple header bar. Below it, the title 'Printer Dashboard' is centered in a large, bold, black font. Underneath the title, the section 'Sign In' is displayed in a bold black font, followed by the instruction 'Sign into your account'. There are two input fields: 'Enter User ID' and 'Enter Password', each with a horizontal line for text entry. To the right of the 'Sign In' heading is a small purple circular icon containing a white printer symbol. At the bottom right of the sign-in area is a grey button with the text 'SIGN IN' in black. At the very bottom of the window, there is a language selector showing 'English' with a downward-pointing arrow.

2. Enter your user ID and password.
3. Click **Sign In**.

Refer to the Printer Dashboard Help for information about how to use the dashboard.



# Chapter 4: Print Cards

# 4

This chapter provides an overview of how to use application software to prepare card designs and send card data to the printer.

---

## Before You Begin

Before you start to print cards, make sure that you have met the following requirements:

- Cards are loaded in the printer or available to insert (refer to [“Load Cards”](#) on [page 16](#)).
- Ribbon is loaded in the printer (refer to [“Replace the Print Ribbon”](#) on [page 17](#)).
- The card design is set up. If you need to set up or modify the design, refer to [“Elements of Card Design”](#) in the printer’s *Installation and Administrator’s Guide*, and the documentation for your card personalization software.

You can use card personalization software to create and print card designs. The software handles the types of information used on cards and sends it to the printer. If you do not use ID software, you can use a retail PC application, such as Microsoft Word, with the XPS Card Printer Driver, to design and print the cards. With any application, make sure that you test each card design to verify that it is printing correctly and meets your requirements.

You also can:

- Print a test card directly from the printer. Refer to [“Print a Test Card with IP Address and Auth ID”](#) on [page 15](#).
- Print a test card from the Printer Dashboard. Refer to the Printer Dashboard Help for complete information.
- Print a driver sample card. Refer to [“Print a Driver Sample Card”](#) in the *XPS Card Printer Driver User’s Guide*.

# Print Cards

Make sure that cards are loaded in the printer or available to insert when prompted.

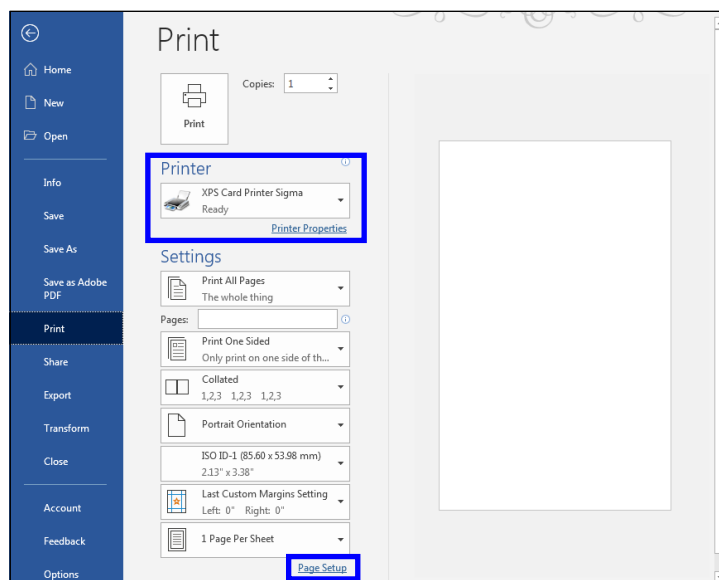
## Print from ID Software

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

## Print from Other Software

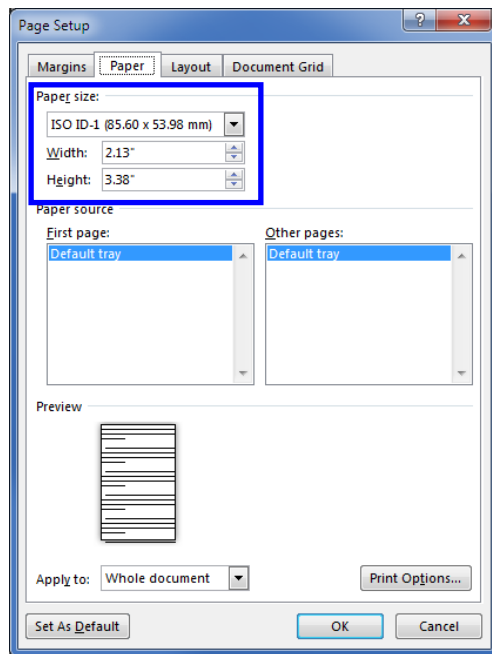
The following example illustrates how you can use Microsoft Word with the Card Printer Driver to design and print a card. Refer to the *XPS Card Printer Driver User's Guide* (Windows) or *LXM Card Printer Driver User's Guide* (Linux) for complete information about how to set up the Card Printer Driver to print a card from the application.

1. Open Microsoft Word and select **File > Print**.
2. Select the card printer as the current printer.

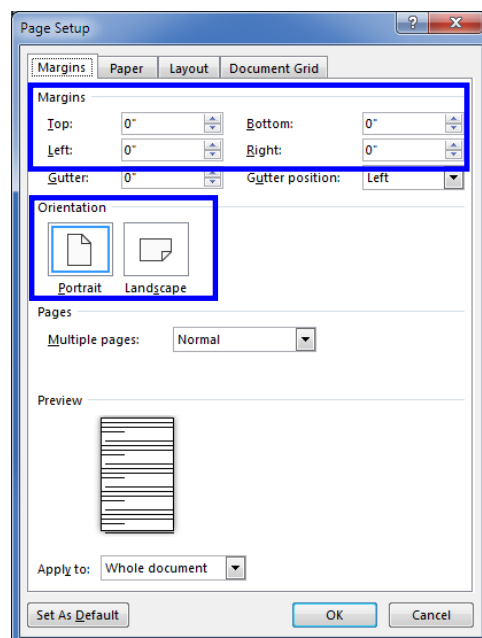




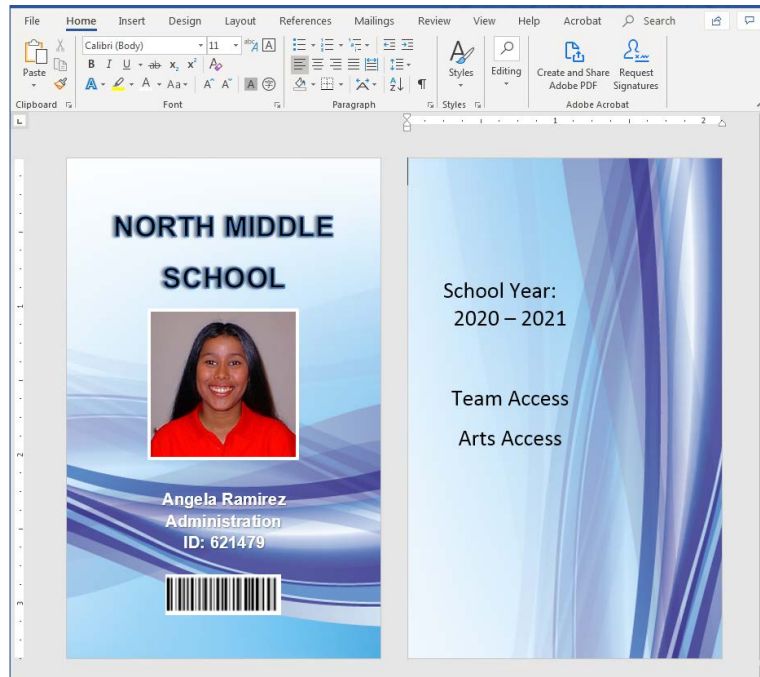
3. Click **Page Setup** and select ISO ID-1 (85.60 x 53.98 mm) as the paper size, or set the paper size to 2.13 x 3.38 in.



4. Set the margins to 0 (zero).
5. Select an orientation—either **Portrait** or **Landscape**.



6. Create the card design:
  - a. Add graphics, such as a company logo or background.
  - b. Add a photo.
  - c. Add text information, such as name, address, or employee number.



For information about additional card features, refer to “Elements of Card Design” in your printer’s *Installation and Administrator’s Guide*.

7. Click **Print** to send the card to the printer.
8. At the printer, insert a card into the printer, if necessary.



# Chapter 5: System Maintenance

# 5

This chapter provides information to help you maintain your printer for optimal performance.

---

## Maintain the Printer

The printer performs best when it is cleaned on a regular basis. Follow the recommended cleaning guidelines to keep the printer in good working condition.

Clean the printer when:

- There is debris on completed cards.
- New print ribbon is installed.

You can perform the following cleaning tasks:

- [Clean the Printer](#) on [page 26](#)
- [Clean the Printhead](#) on [page 29](#)
- [on page 30](#)

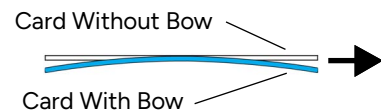
# Clean the Printer

The cleaning roller removes dust and particles from cards before they enter the printer. However, you also need to clean the inside of the printer regularly to maintain print quality. The cleaning card removes debris from the inside of the printer and from the transport rollers.

Run a cleaning card each time you change the print ribbon, after every 500 cards processed by the printer, if print quality diminishes, or more often depending on your environment.



The cleaning card may become bowed slightly during shipment. If a card is bowed, insert the card into the printer as shown.

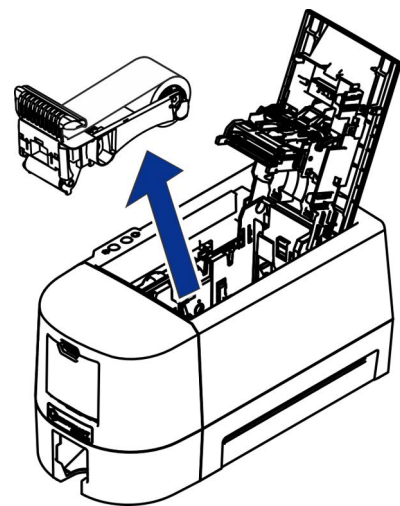


The Printer Dashboard displays a count of the number of cards that can be run before the printer should be cleaned. An administrator can change the number of cards printed before cleaning using the Printer Dashboard. Refer to the Printer Dashboard Help for more information.

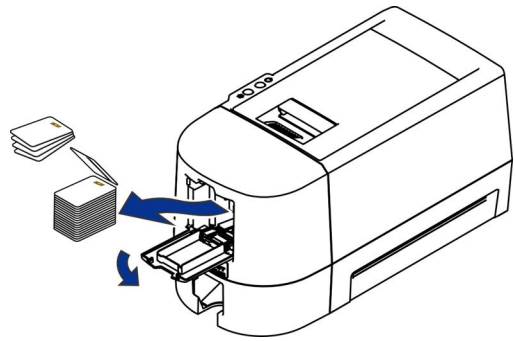
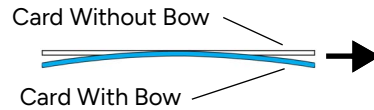
Select to start the cleaning process from the Printer Dashboard.

## Prepare the Printer for Cleaning

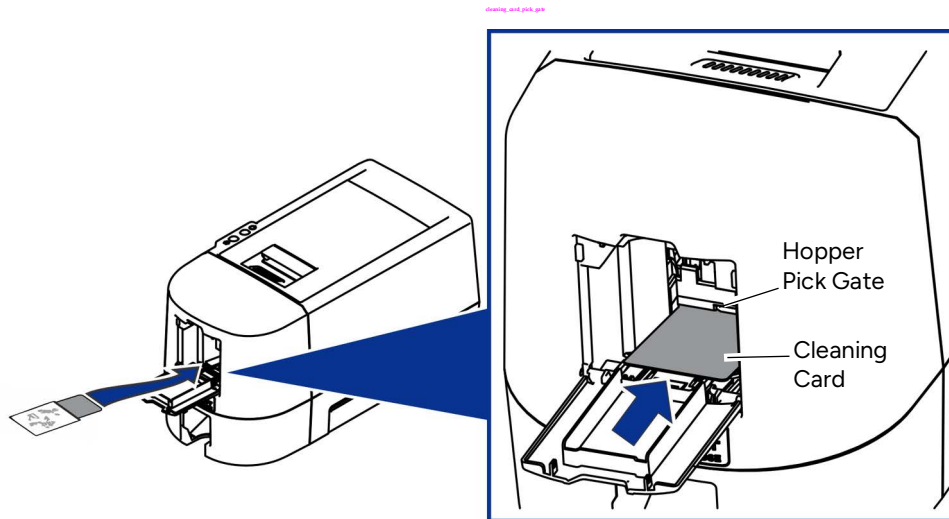
1. Log in to Printer Dashboard using a user account and access the homepage.
2. Open the printer cover and remove the print ribbon cartridge. Close the cover.



3. Open the input hopper cover and remove any unprinted cards. Handle the cards by the edges only, or wear approved card inspection gloves.
4. Load the cleaning card in the input hopper.  
If the cleaning card appears bowed, insert it as shown.



5. Push the cleaning card inward until  $\frac{1}{4}$ " (6 mm) of the front edge is under the hopper pick gate.

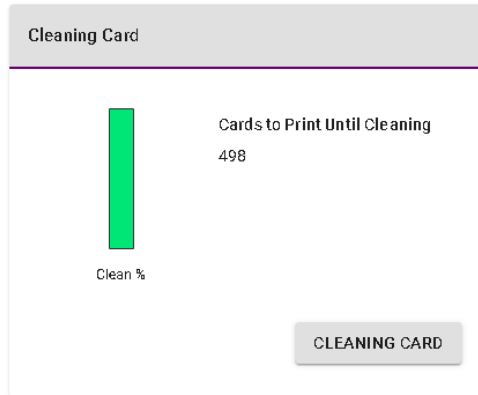


6. Continue with "Run the Cleaning Card".

## Run the Cleaning Card

Use Printer Dashboard to start the cleaning cycle.

1. At the homepage of Printer Dashboard, click **Cleaning Card**.



The card is run through the printer and placed in the output hopper.

2. Remove the used cleaning card.
3. Continue with [“Prepare the Printer for Use”](#) on [page 28](#).

## Prepare the Printer for Use

1. Replace the cards in the input hopper and close the hopper.
2. Install a new print ribbon and cleaning roller on the ribbon cartridge (refer to [“The print ribbon is available as a replaceable roll that you install on the print ribbon cartridge.”](#) on [page 17](#)).
3. Load the ribbon cartridge into the printer.
4. Close the printer cover. Press down on the ridges on the front of the cover to latch it completely.
5. Discard the used cleaning card and cleaning roller.



Printer best practices recommend that you clean the printer every 500 cards processed. If enabled, the message “Cleaning required” displays as a driver message when the configured cleaning count is reached. Clean the printer to continue printing.

An administrator can change the configured cleaning count using the Printer Dashboard.

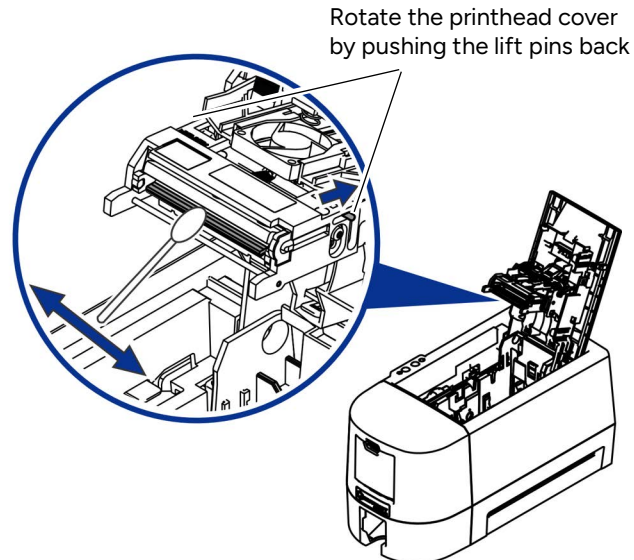
# Clean the Printhead

Clean the printhead in the following situations:

- There are unprinted lines on the finished card. This usually indicates dirt or contaminants on the printhead.
- The printhead is touched accidentally. Oils from hands can affect print quality and damage the printhead.
- A ribbon break caused part of the ribbon to stick to the printhead or printhead cover.
- The printhead has been replaced.

Do the following to clean the printhead:

1. Power off the printer.
2. Open the printer cover.
3. Open and remove a cleaning swab from its package.
4. Open the printhead protective cover. Push and hold the lift pins back at the sides of the printhead to open the cover.
5. Use gentle pressure to move the cleaning swab back and forth along the full length of the printhead edge until it is completely clean.
6. Close the printer cover. Press down on the ridges on the front of the cover to make sure that it latches completely on both sides.
7. Power on the printer.
8. Print a sample card to verify the quality of printing. Refer to [“Print a Test Card with IP Address and Auth ID”](#) on [page 15](#) for more information.



## HINTS & TIPS

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





# Chapter 6: Troubleshooting

# 6

This chapter provides information to help you respond to card printer messages. It also explains how to clear card jams and how to recover from other errors.

---

This section helps you identify and fix basic issues that can occur during printing. Also refer to the *XPS Card Printer Driver User's Guide* for additional troubleshooting information.

The section starts with an overview of card production and printer issues you may encounter:

- [Locate a Problem Within the Card Production System on page 32](#)
- [Locate a Problem with Basic Printer Functions on page 33](#)

This section also describes troubleshooting for the following:

- [Installation Problems on page 35](#)
- [Card Printer Driver Problems on page 37](#)
- [Card Appearance on page 41](#)
- [Magnetic Stripe Problems on page 47](#)
- [Clear a Card Jam on page 49](#)
- [Repair a Broken Ribbon on page 50](#)
- [Messages and Conditions on page 51](#)

# Locate a Problem Within the Card Production System

For typical components of the system, refer to [“Printer Overview”](#) on [page 11](#). If any one of the following components does not work properly, printing cards can be affected.

- The XPS Card Printer Driver

If you need to reinstall the Card Printer Driver, you can download the latest version from the Entrust website.

- Printer plug-in

Card production software might require a printer plug-in, which makes the data in the card production software available in the form the Card Printer Driver can use.

- Other components of the system

An ID or badge system usually includes a camera to take photos, and may include other capture devices for biometric data. The proper use and maintenance of these components is important to the quality of cards you produce.

# Locate a Problem with Basic Printer Functions

If the system is not working as expected, follow these steps in the order listed to isolate the source of the problem before you contact your service provider.

1. Make sure that the power cord is plugged in and the printer is powered on.
2. Does the printer power on and the USER button light solid green?
  - If the printer powers on correctly, continue to [step 3](#).
  - If the printer powers on, but an **Improper Shutdown** condition is issued, press the USER button for approximately 2 seconds. THE USER button should light solid green.
  - If the printer powers on but the USER button does not light solid green, the printer is not working properly. Request service for the printer.
  - If the printer does not power on, make sure that the printer power supply is working properly.
    - ◆ If the power supply is working properly, request service for the printer from your system administrator.
    - ◆ If the power supply is not functioning, replace it and begin with [step 1](#).
3. Print a test card from the printer top panel. Refer to “[Print a Test Card with IP Address and Auth ID](#)” on [page 15](#) for more information.
  - If the test card prints, the printer is working correctly. Continue to [step 4](#).
  - If the test card does not print, the printer is not working correctly. Request service for the printer.
4. Connect the printer data cable, if necessary. Make sure that you use the same type of cable (USB or network) used when the printer was installed.
5. If you use the XPS Card Printer Driver, print a driver sample card. For the steps to follow, refer to the *XPS Card Printer Driver User’s Guide*.
  - If the sample card prints, the printer and driver are working correctly. Continue to [step 6](#).
  - If the sample card does not print, the printer and driver have a communication problem. Determine the cause of the problem and try the sample card again.

If you do not use the Card Printer Driver, ask your service provider or software provider for assistance.
6. Print a card using your card production software.

- If the card prints, your software is working successfully with the printer. Troubleshoot the card design, if necessary.
- If the card does not print, check the following:
  - ◆ In the application, is the correct printer selected in the Print Setup or Print dialog?
  - ◆ If the printer produced a blank card, review the page size or other settings.

If the card causes an error, the card might have a type of data the printer does not support.

# Installation Problems

This section describes issues that prevent a successful installation and provides recommended solutions to those issues. Select from the following topics:

- [USB Installation Troubleshooting](#) on [page 35](#)
- [Network Installation Troubleshooting](#) on [page 36](#)

## USB Installation Troubleshooting

Problem	Solution
The cable is loose.	Reconnect the USB cable to the ports on the PC and the printer. Power the printer off, and then back on. If the PC and printer still do not communicate, restart the PC.
The data cable is damaged or frayed.	Power off the printer. Replace the cable if you have a spare. Contact your service provider to order a new data cable.
The system has a temporary communication problem.	<p>Check for the following:</p> <ul style="list-style-type: none"><li>• USB extension cables can cause communication problems. The recommended USB cable is 6-ft. (2 meters) long. Make sure that the cable is rated for USB 3.0 data transmission.</li><li>• If you are using a USB hub, a self-powered hub is recommended.</li></ul>
The PC USB port does not communicate with the printer USB port.	<p>Power management on the PC has shut down USB communication. Check the following:</p> <ul style="list-style-type: none"><li>• Open Device Manager and the list of USB devices. Disable shutdown for each hub in the list. Restart the PC to make the changes take effect, if necessary.</li><li>• Hibernation on a laptop requires several moments to enable USB communication. Unplug the USB printer port and then connect it again.</li><li>• Replace the PC port or the PC. Contact your PC or port vendor if you need assistance.</li></ul> <p><b>Note:</b> If USB communication has been disabled by your site administrator, contact your system administration for additional information.</p>

## Network Installation Troubleshooting

Problem	Solution
The network cable is loose.	Reconnect the data cable to the network port and the printer. Restart the printer.
The Status page of the Card Printer Driver Printer Properties shows the printer is not available, but the printer the USER button light is solid green	<p>Follow your network troubleshooting procedures to isolate and test each component of the computer-to-printer communication link.</p> <p>Suggestions:</p> <ul style="list-style-type: none"><li>• Verify the computer-to-network connection by accessing a network resource, such as a network drive.</li><li>• The network administrator can test communication between a server and the printer.</li><li>• Make sure that the user is logged on to the network.</li></ul>
The printer is not configured with the correct network address	<p>Make sure that the server name or IP address is entered in the Port Settings or Configure Port dialog box on the computer. For more information about retrieving the printer's IP address, refer to <a href="#">"Retrieve the Printer's IP Address and Auth ID"</a> on <a href="#">page 15</a>.</p> <p>Make sure the USER button light on the top panel is solid green.</p>

# Card Printer Driver Problems

The Card Printer Driver and printer can have the following communication problems:

- [The Card Printer Driver does not detect the network-connected printer on page 37.](#)
- [The Card Printer Driver does not detect the USB-connected printer on page 38.](#)
- [Driver status or Windows print queue does not provide expected data on page 38.](#)
- [Printer Messages do not display on the PC on page 40.](#)

## The Card Printer Driver does not detect the network-connected printer

Problem	Solution
The <b>Printer Properties &gt; Status</b> tab shows the printer is not available.	Make sure that you use the same type of data cable—USB or network—that was used when the printer was installed. You cannot switch the type of data cable after installation. Make sure that the current printer IP address is the same as the IP address on the <b>Printer Properties &gt; Ports</b> tab. For more information about retrieving the printer's IP address, refer to <a href="#">"Retrieve the Printer's IP Address and Auth ID" on page 15.</a>
Message 500 displays after you send a card to print.	If this happens often, consider switching from DHCP network addressing to static IP addressing. For more information about setting the network communication method, refer to the Printer Dashboard Help.
The network is not operating properly.	Test the network using another device and fix or report network problems. To test the network, print to a different (paper) printer or verify the availability of network drives.
The printer is not connected to the network, or the PC is not connected to the network.	Make sure that both ends of the data cable are connected. Replace defective cables if needed.

## The Card Printer Driver does not detect the USB-connected printer

Problem	Solution
The <b>Printer Properties &gt; Status</b> tab shows the printer is available, but Message 500 displays after you send a card to print.	<p>Make sure that you use the same type of data cable—USB or network—that was used when the printer was installed. You cannot switch the type of data cable after installation.</p> <p>Make sure that both ends of the data cable are connected. Replace a defective USB cable if needed.</p>

## Driver status or Windows print queue does not provide expected data

Problem	Solution
The Card Printer Driver sample card or magnetic stripe test cards do not print.	<p>Check the following:</p> <ul style="list-style-type: none"><li>• <b>Enable bidirectional support</b> must be selected on the <b>Printer Properties &gt; Ports</b> tab to allow printing from the Card Printer Driver.</li><li>• If <b>Print directly to printer</b> is selected in the <b>Printer Properties &gt; Advanced</b> tab, clear the selection to allow printing of the Card Printer Driver sample cards.</li></ul>



Problem	Solution
A print job disappears from the print queue but does not print.	The printer USB cable was disconnected after the application sent the job. Reconnect the cable and try the job again.
The Card Printer Driver <b>Printer Status</b> page shows a USB-connected printer as <b>Ready</b> , but a card sent to the printer does not print.	<p>The Windows print queue is offline. This can result if the printer is powered on before the computer. Do one of the following:</p> <ul style="list-style-type: none"> <li>• Unplug the USB cable, and plug it back in.</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• Place the print queue online: <ul style="list-style-type: none"> <li>– Open the Devices and Printers control panel.</li> <li>– Right-click the printer icon and select <b>See what's printing</b> to display Windows Print Manager.</li> <li>– Clear the check mark from <b>Use Printer Offline</b> in the Printer drop-down list.</li> </ul> </li> </ul> <p>Best practices recommend that you turn on the PC and wait until it has started before powering on the printer.</p>

## Printer Messages do not display on the PC

Problem	Solution
A USB-connected printer issues a message in Printer Dashboard but the message does not display on the PC.	<p>Windows has a 15-character limit for the computer name. If the computer name is longer than 15 characters, it treats the name as not valid and does not display the message. Do the following to change the computer name:</p> <ol style="list-style-type: none"><li>1. Press the USER button on the printer to clear the condition.</li><li>2. On the PC, open <b>Control Panel/System and Security/System</b>.</li><li>3. Locate the computer name and click <b>Change settings</b>.</li><li>4. On the Properties window, click <b>Change</b> next to the rename this computer... field</li><li>5. Enter the new computer name on the <b>Computer Name/Domain Changes</b> dialog box and click <b>OK</b>.</li></ol> <p><b>Note:</b> If your computer is part of a corporate domain, you may not be allowed to change the computer name. Contact your network administrator for more information.</p>

# Card Appearance

Card appearance problems can be caused by many different factors. Click the link below that best describes the card appearance issue on the printed card.

- [Something did not print on page 41](#)
- [Printing includes unexpected data on page 42](#)
- [The color printing has flaws on page 42](#)
- [The printing is too light on page 44](#)
- [The printing is too dark on page 45](#)
- [The monochrome printing has flaws on page 45](#)

## Something did not print

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

## Printing includes unexpected data

Problem	Probable Cause	Solution
Text that was intended for the magnetic stripe printed on the card instead.	The magnetic stripe font was not applied to the text.	Refer to "Magnetic Stripe Fonts" in the <i>XPS Card Printer Driver User's Guide</i> .
	The escape was typed incorrectly.	Refer to "Magnetic Stripe Escapes" in the <i>XPS Card Printer Driver User's Guide</i> .
	The text to encode was longer than one line.	Reduce the font size to keep all text on one line.
Several blank cards are ejected before the full card prints.	The application uses the page size that is in effect when a card design document is created. Setting the page size after creating the document can cause errors.	Use the page setup feature of the application to set the page size before creating the document. Consider creating a template for cards that opens at the correct page size.

## The color printing has flaws

Problem	Probable Cause	Solution
One or more lines appear on the card.	The printhead is dirty or damaged.	Clean the printhead. Refer to " <a href="#">Clean the Printhead</a> " on <a href="#">page 29</a> .
The print quality changes from the previous card.	The ribbon type was changed while card jobs were in the printer queue.	The type of ribbon installed in the printer determines the color profile used when the card is sent to print. If the ribbon type changes while jobs are queued, the card may not print correctly. Allow all queued jobs to complete before changing the type of ribbon in the printer. Changing to a ribbon of the same type does not affect printing.

Problem	Probable Cause	Solution
One color panel is not aligned correctly with other color panels.	The cards are slipping in the track.	Run a cleaning card. Refer to <a href="#">“Clean the Printer”</a> on <a href="#">page 26</a> .
	The cards are not the correct size for the printer.	Use cards that meet the size requirement for the printer. Refer to “Cards” in the printer’s <i>Installation and Administrator’s Guide</i> for specifications. If you must use the cards you have, ask your system administrator for help.
Printing is blurred.	The cards have a matte, not glossy, finish.	Use cards that meet the requirements for the printer. Refer to “Cards” in the printer’s <i>Installation and Administrator’s Guide</i> for specifications.
	The rollers are dirty.	Run a cleaning card. Refer to <a href="#">“Clean the Printer”</a> on <a href="#">page 26</a> .
	The printhead is dirty.	Clean the printhead. Refer to <a href="#">“Clean the Printhead”</a> on <a href="#">page 29</a> .
The printed card has small unprinted areas.	Unprinted cards have scratches.	Handle cards carefully. Refer to “Card Quality Guidelines” in the printer’s <i>Installation and Administrator’s Guide</i> .
	Cards have embedded particles, an uneven surface, or the card edge has burrs.	Use cards that meet the requirements for the printer. Refer to “Cards” in the printer’s <i>Installation and Administrator’s Guide</i> .
	The rollers are dirty or the card packaging contains debris.	Run a cleaning card. Refer to <a href="#">“Clean the Printer”</a> on <a href="#">page 26</a> .

Problem	Probable Cause	Solution
Part of the printed image is discolored.	Cards have fingerprints or other dirt on them.	Handle cards carefully. Refer to "Card Quality Guidelines" in the printer's <i>Installation and Administrator's Guide</i> .
	A signature panel is located on the other side of the card.	Design the card to avoid printing photos over signature panel residue.
	The rollers are dirty or the card packaging contains debris.	Run a cleaning card. Refer to " <a href="#">Clean the Printer</a> " on <a href="#">page 26</a> . Use cards that meet the requirements for the printer. Refer to "Cards" in the printer's <i>Installation and Administrator's Guide</i> .

## The printing is too light

Problem	Probable Cause	Solution
Photos look faded.	The image capture system needs adjustment.	Color settings might not be optimal. Adjust color settings. Refer to the documentation for the image capture system, "Color Printing" in the printer's <i>Installation and Administrator's Guide</i> , and "Color Adjustment Tab" in the XPS Card Printer Driver User's Guide. Refer to the documentation for the image capture system, and "Color Printing" in the printer's <i>Installation and Administrator's Guide</i> .
The printing is very light.	The ribbon is loaded incorrectly.	Load the print ribbon correctly. Refer to " <a href="#">Replace the Print Ribbon</a> " on <a href="#">page 17</a> .
	The card was previously printed and has topcoat on it.	Print only new cards. Refer to "Cards" in the printer's <i>Installation and Administrator's Guide</i> .
	The printhead is not installed correctly.	Contact your service provider for instructions to install the printhead correctly.

## The printing is too dark

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

## The monochrome printing has flaws

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

Problem	Probable Cause	Solution
Printing is uneven or is missing in some areas.	The monochrome (K) power setting is too low. The cards require a different setting.	Increase the monochrome intensity. Find a balance between printing all card data and causing wrinkles.
A black-and-white image prints using the color panels.	The Windows Picture Print Wizard or Picture and Fax Viewer is printing the file. Many applications use the Windows tool to preview and print graphics. The tool does not render to true black and white.	Use another application, such as ID software or Microsoft Word, to create the card.



# Magnetic Stripe Problems

To begin troubleshooting a magnetic stripe problem, first print a magnetic stripe test card from the Printer Dashboard or the Card Printer Driver. For complete information, refer to the Printer Dashboard Help or “Print a Driver Sample Card” in the *XPS Card Printer Driver User’s Guide*.

The printer uses the coercivity and data format set using the Printer Dashboard.

There may be several probable causes if a card is rejected due to failure to write a magnetic stripe.

Probable Cause	Solution
Cards are not loaded correctly.	Load ISO cards with the magnetic stripe (back side) facing down and to the right. Refer to <a href="#">“Load Cards” on page 16</a> .
Cards do not have a magnetic stripe.	Load magnetic stripe cards in the input hopper. If the cards have a magnetic stripe, check the quality of the cards. Change card stock, if needed.
The card has dirt or damage on the magnetic stripe.	Encode and send a new card to print. If an error message displays indicating a magnetic stripe problem, run a cleaning card to clean the magnetic stripe head. Refer to <a href="#">“Clean the Printer” on page 26</a> .
The magnetic stripe on the card is low-coercivity material and the High Coercivity setting is selected.	To use the cards you have, select low-coercivity encoding. Refer to the Printer Dashboard Help for more information about setting the coercivity. To encode with high coercivity, obtain cards manufactured for high-coercivity encoding. Refer to <a href="#">“Print a Test Card with IP Address and Auth ID” on page 15</a> .
The magnetic stripe on the card is high-coercivity material and the Low Coercivity setting is selected.	To use the cards you have, select high-coercivity encoding. Refer to the Printer Dashboard Help for more information. To encode with low coercivity, obtain cards manufactured for low-coercivity encoding.
The data for this job includes characters not allowed by the magnetic stripe format selected for the track.	Cancel the current print job. Make sure that you know which characters are allowed on the track. Change the data to be encoded, and resend the print job. Refer to <i>“Magnetic Stripe Design”</i> in the printer’s <i>Installation and Administrator’s Guide</i> for more information.

Probable Cause	Solution
The magnetic stripe data was sent in an encoding format not supported by the track.	<p>Review the encoding format setting for the tracks in the Printer Dashboard. Refer to the Printer Dashboard Help for more information. Make sure that the application is using the selected encoding format for the track.</p> <p>If the application and track are set to the same format, and the error message displays repeatedly, contact the application provider for assistance.</p>
The application sent track data for a track not supported by the magnetic stripe module.	<p>Verify the type of magnetic stripe option in the printer.</p> <p>If the printer label indicates a 3-track ISO module, you can send data for tracks 1, 2, and 3.</p> <p>If the printer label indicates a single-track JIS module, you can send data for track 1.</p> <p>The magnetic stripe option and cards must be capable of accepting and encoding each track of data sent by the card production software.</p>

## Use Advanced Troubleshooting Tools

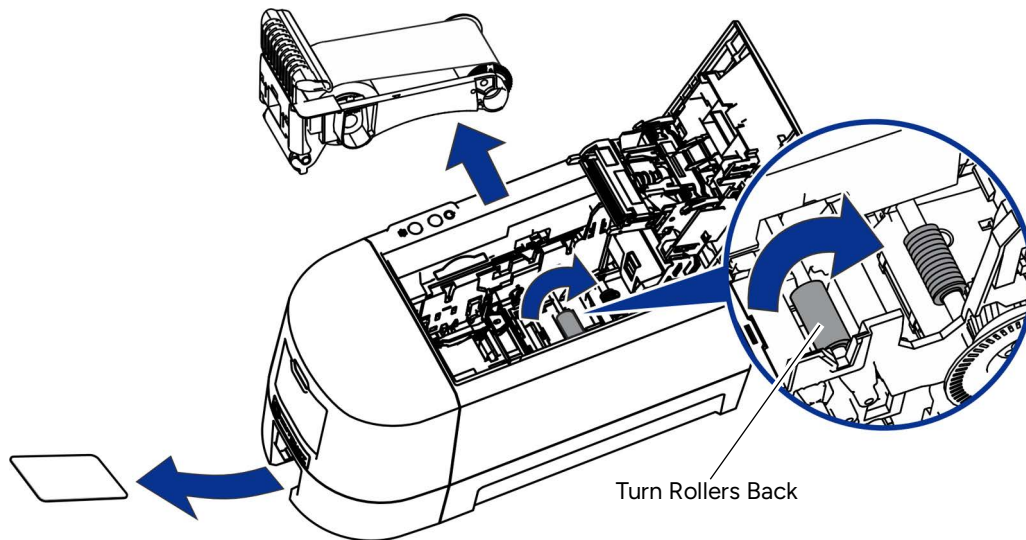
The Printer Dashboard provides access to card design settings and additional troubleshooting tools. The Dashboard also allows you to perform advanced troubleshooting with the guidance of your service provider. Refer to the Printer Dashboard Help for more information.

# Clear a Card Jam

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

You usually can resolve the error by pressing the USER button so that the USER button is solid green. If the error persists, do the following to remove the card from the printer.

1. Open the printer.
2. Remove the print ribbon cartridge.



3. Turn the rollers inside the printer back to move the jammed card until it exits into the output hopper, or is accessible to pull out from the card track in the printer.
4. Remove the card.
5. Replace the ribbon cartridge and close the printer.
6. Press the USER button on the printer.

## HINTS & TIPS

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

# Repair a Broken Ribbon

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

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

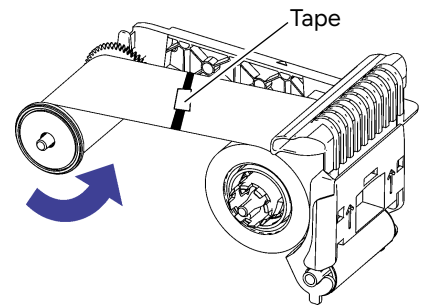


Do not remove the used ribbon from the take-up spool.

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



A broken ribbon can become stuck in the printhead cover. Check the cover to make sure that the ribbon is not stuck to the cover.



# Messages and Conditions

When the printer cannot process a card, or a printer problem occurs, it issues a condition. The condition displays in the Printer Dashboard. When you use the XPS Card Printer Driver, the printer driver displays the condition as a message on the PC that sent the print job. In a shared printer environment, messages can differ slightly from the messages and conditions described in this section.

- [Messages from the XPS Card Printer Driver on the PC on page 51](#)
- [Messages in the Printer Dashboard on page 52](#)
- [Other Messages on page 52](#)

## Messages from the XPS Card Printer Driver on the PC

- The Card Printer Driver displays the same messages as those in Printer Dashboard. The messages that display on the PC provide additional information about the condition that caused the message and contain recovery instructions. Click the appropriate button to clear the message.
- Messages display on the PC that sent the card print job.
- If you cancel a job at the printer, the message is removed from the PC. Any additional messages for the canceled job (for example, for a broken ribbon) do not display on the PC.
- Messages can display in the background, behind the application sending the card. On some operating systems, the message displays in the status bar. Click the blinking Explorer (folder) icon in the status bar to open the message.
- If more than one message was issued, the next message displays after you close the current message.
- If there is more than one card printer installed on the PC, messages display one at a time. The title bar of each message shows the printer name.
- If there is more than one card printer installed on the PC and each has issued errors, the printer driver displays the messages received, even if you cleared the error at the printer.
- The Card Printer Driver can issue messages that do not display in Printer Dashboard. Refer to [“Driver-Only Messages” on page 64](#) and [“Driver SDK Messages” on page 66](#) for a list of these messages.
- The Card Printer Driver can issue messages that do not display in Printer Dashboard. Refer to [“Driver-Only Messages” on page 64](#) for a list of these messages.

## Messages in the Printer Dashboard

The Printer Dashboard also displays error messages. Follow the instructions in the message to continue working with the printer. Refer to the Printer Dashboard Help for more information.

## Other Messages

- The card production application you use also may issue messages.
- Other printers can cause messages if more than one model of card printer is installed.
- The Card Printer Driver can issue a message if a print job is sent to the printer using the driver. Refer to [“Driver-Only Messages”](#) on [page 64](#).

## Respond to Messages

You can respond to printer messages using the printer user button or by clicking the appropriate response in the message displayed by the Card Printer Driver on the PC.

## Printer Messages

The following messages display on the Printer Dashboard, and in a message on the PC that issued the card print job when you use the Card Printer Driver. Use the recovery instructions to respond to the message.



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

### Close and lock doors

A door is physically open on the system.

1. Gently try to open all doors on the system.
2. Close any open door.

### 100: Request not supported

The printer does not support the personalization being requested for the card. The card will be canceled.

Change the card data to match the printer's options and settings, or print to a printer that is configured to support the personalization being requested.

Press the USER button on the printer to clear the message. Or, click **OK** in the Card Printer Driver message.

### 101: Job could not complete

The card took too much time to complete.

The card will be canceled.

Press the USER button on the printer on the PC to clear the message. Or, click **OK** in the Card Printer Driver message.

### 102: Card not in position

The card is not positioned in the printer correctly.

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

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

### 103: Printer problem

The printer had an error. The card will be canceled.

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

Click **OK** in the Card Printer Driver message.

### 104: Critical problem

The printer had a serious error. The card will be canceled.

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

The system must remain powered off.

Click **OK** in the Card Printer Driver message.

### 105: Magstripe data error

The printer failed to verify that the correct magnetic stripe data was written on the card.

1. Make sure that you are using magnetic stripe cards that match the printer settings.
2. Make sure that the cards are placed in the printer correctly.

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

#### HINTS & TIPS

- The card might have been turned the wrong way. A diagram inside the input hopper shows the correct orientation.
- The card might not have a magnetic stripe.



## 106: Magstripe data not found

The printer did not find magnetic stripe data on card.

1. Make sure that you are using magnetic stripe cards that match the printer settings.
2. Make sure that the cards are placed in the printer correctly.

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

### HINTS & TIPS

- The card might not match printer settings or the data sent.
- Ask the system administrator to verify that the card, the data, and the printer settings match.

## 107: Magstripe read data error

The printer failed to read the magnetic stripe data from the card. The card will be canceled.

1. Make sure that you are using magnetic stripe cards that match the printer settings.
2. Make sure that the cards are placed in the printer correctly.

Press the USER button on the printer to send a new card to the printer. Click **OK** in the Card Printer Driver message.

### HINTS & TIPS

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

## 108: Magstripe read no data

The printer did not find any magnetic stripe data on card. The card will be canceled.

1. Make sure that you are using magnetic stripe cards that match the printer settings.
2. Make sure that the cards are placed in the printer correctly.

Press the USER button on the printer to send a new card to the printer. Click **OK** in the Card Printer Driver message to clear the message.

### HINTS & TIPS

- The card might have been turned the wrong way. A diagram inside the input hopper shows the correct orientation.
- The card might not have a magnetic stripe.

## 109: Print ribbon problem

The print ribbon is not moving properly.

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

Press the USER button on the printer to clear the message and send a new card to the printer. Click **Retry**, or click **Cancel** to cancel the card, in the Card Printer Driver message.

### HINTS & TIPS

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

### 110: Print ribbon out or missing

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

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

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

#### **HINTS & TIPS**

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

### 111: Card not picked

The printer did not pick a card. To complete the current card, open the input hopper, add or reposition the cards, and close the hopper.

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

### 113: Close cover to continue

The printer cover is open. Close the cover to continue.

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

#### **HINTS & TIPS**

- Make sure that the ribbon cartridge is installed properly with the cartridge handle even with the edges of the printer.
- Press down on the cover ridges to make sure that the cover latches completely on both sides.
- All access doors must be closed to process cards. Open, and close all printer doors to make sure they are closed completely.

#### 114: Cover opened during job

The printer cover was opened while printing.

Push down on the cover to latch it.

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

##### HINTS & TIPS

- Make sure that the ribbon cartridge is installed properly with the handle even with the edges of the printer.
- Press down on the cover ridges to make sure that the cover latches completely on both sides.
- All access doors must be closed to process cards. Open, and close all printer doors to make sure they are closed completely.

#### 116: Magstripe not available

The printer does not have a magnetic stripe option. The card will be canceled.

Remove magnetic stripe data from the card or use a printer that has a magnetic stripe option installed.

Press the USER button on the printer to clear the message. Click **OK** in the Card Printer Driver message.

##### HINTS & TIPS

- Look at the printer configuration label inside the printer. If the label shows either "M" or "J", the system has a magnetic stripe option that is not working. Request service.
- To process the card without magnetic stripe processing, remove the magnetic stripe data from the card design and send it again.

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

To remove magnetic stripe data, you or your system administrator may need to:

- Clear a check box in the card production application.
- In the Card Printer Driver, change the font from Mag Trackx XPS Card Printer to a printable font such as Arial, Verdana, or Calibri. Refer to "Magnetic Stripe Fonts" in the *XPS Card Printer Driver User's Guide*.

### 117: Reader not available

The printer does not support the personalization being requested for the card. The card will be canceled.

Change the card data to match the printer's options and settings or print to a printer that is configured to support the personalization being requested.

Press the USER button on the printer to clear the message. Or, click **OK** in the Card Printer Driver message.

#### **HINTS & TIPS**

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

### 118: Print ribbon type problem

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

Use ribbon designed for this printer.

Press the USER button on the printer to clear the message. Or click **OK** in the Card Printer Driver message.

#### **HINTS & TIPS**

- Purchase ribbon from your dealer or authorized reseller.
- Use the Printer Dashboard to update the printer firmware, which may add support for new ribbon types.
- Check with your authorized service provider for updated firmware that may add support for new ribbon types.

### 119: Print ribbon not supported

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

Press the USER button on the printer to clear the message. Or, click **OK** in the Card Printer Driver message.

#### **HINTS & TIPS**

- Purchase ribbon from your dealer or authorized reseller.
- Use the Printer Dashboard to update the printer firmware, which may add support for new ribbon types.
- Check with your authorized service provider for updated firmware that may add support for new ribbon types.

### 120: User paused the printer

The printer was paused while printing.

To complete the current card press the printer's USER button.

Click **OK** to clear the message and complete the current card, or click **Cancel** to cancel the card, in the Card Printer Driver message.

#### **HINTS & TIPS**

If the user pressed the USER button for several seconds, the card has been canceled.

- If this message occurs often, ask your system administrator to set the button sensitivity to a lower value.

### 121: Print ribbon not identified

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

Use ribbon designed for this printer.

Press the USER button on the printer to clear the message. Or, click **OK** in the Card Printer Driver message.

#### **HINTS & TIPS**

Ask your dealer or authorized reseller for a replacement ribbon.

### 122: Magstripe format problem

The magnetic stripe data sent does not match the format set in the printer. The card will be canceled.

Press the User button on the printer to clear the message. Or, click **OK** in the Card Printer Driver message.

### 123: Insert new card side 1 up

1. Insert a new card in the printer with side 1 facing up.
2. If the card is not immediately picked, press the printer's USER button.
3. If the card is not immediately picked, press the printer's USER button or click **OK**.

Click **Cancel** in the Card Printer Driver message to cancel the card.

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

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

Click **Cancel** in the Card Printer Driver message to cancel the card.

#### 149: Option not installed

The printer does not support the personalization being requested for the card. The card will be canceled.

Change the card data to match the printer's options and settings, or print to a printer that is configured to support the personalization being requested.

Press the User button on the printer to clear the message. Or, click **OK** in the Card Printer Driver message.

#### HINTS & TIPS

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

#### 152: Insert new card side 2 up

1. Turn a new card over end to end so side 2 is facing up.
2. Insert the card in the printer.
3. If the card is not immediately picked, press the printer's USER button.
4. If the card is not immediately picked, press the printer's USER button or click **OK**.

Click **Cancel** in the Card Printer Driver message to cancel the card.

### 153: Insert same card side 2 up

1. Take the card from the printer and turn it over end to end so side 2 is facing up.
2. Insert the card in the printer.
3. If the card is not immediately picked, press the printer's USER button.
4. If the card is not immediately picked, press the printer's USER button or click **OK**.

Click **Cancel** in the Card Printer Driver message to cancel the card.

### 170: Insert new card side 1 up

1. Insert a new card in the printer with side 1 facing up.
2. If the card is not immediately picked, press the printer's USER button.
3. If the card is not immediately picked, press the printer's USER button or click **OK**.

Click **Cancel** in the Card Printer Driver message to cancel the card.

### 171: Insert same card side 1 up

1. Take the card from the printer and turn it over end to end so side 1 is facing up.
2. Insert the card in the printer.
3. If the card is not immediately picked, press the printer's USER button.
4. If the card is not immediately picked, press the printer's USER button or click **OK**.

Click **Cancel** in the Card Printer Driver message to cancel the card.

### 172: Insert cleaning card

1. Insert cleaning card.
2. If the card is not immediately picked, press the printer's USER button.
3. If the card is not immediately picked, press the printer's USER button or click **OK**.

Click **Cancel** in the Card Printer Driver message to cancel the cleaning card.

### 173: Improper shutdown

Always use the power button to power off the printer.

Press and hold the USER button to set the printer to **Ready**.

Click **OK** in the Card Printer Driver message to clear the message.



#### 224: Supply region not valid

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

Use a supply with the correct code for your region.

Click **OK** in the Card Printer Driver message to clear the message.

#### 245: Configuration error

The configuration is not compatible with the printer model. The printer cannot print cards until the configuration issue is corrected. Contact your service provider for assistance.

#### 294: Cleaning Required

The printer's configured cleaning count has been reached. Clean the printer to continue printing.

Click **OK** in the Card Printer Driver message.

#### 295: Settings error

One or more settings could not be updated. Update the setting values and try the update again.

Click **OK** in the Card Printer Driver message.

#### 297: Option Tag Error

The option tag update has encountered an error. Reposition the instruction card and try the update again.

If the update fails again, it may not be supported by the printer, the function may already be enabled, or it is not authorized. Contact your service provider for assistance.

Click **OK** in the Card Printer Driver message.

#### 298: Option Tag Success

The option tag update completed successfully. Restart the printer to allow the change to take effect. If you are adding multiple updates, you do not have to restart the printer until all have completed successfully.

Click **OK** in the Card Printer Driver message.

## Driver-Only Messages

The following messages are issued by the Card Printer Driver and display on the PC that sent the card print job. These messages do not display in Printer Dashboard.

### 500: The printer is not available

The computer cannot communicate with the printer. To complete the current card:

1. Make sure that the printer is powered on and in the **Ready** state.
2. Make sure the printer is connected to the computer using a USB or network cable, but not both.

When the printer is ready, click **OK**.

Click **Cancel** if you want to cancel the card

### 501: The printer connection was lost

The computer lost communications with the printer during printing. The card will be canceled.

1. Make sure the printer is powered on.
2. Make sure the printer connection to the computer is secure.

Click **OK** to clear the message.

### 502: The card data is missing or is not usable

The printer driver has detected invalid or missing data. The card will be canceled.

Make sure the data being sent is formatted properly and matches the options and settings in the printer.

Click **OK** to clear the message.

### 504: The card data is missing or is not usable

The printer driver has detected invalid or missing data. The card will be canceled.

Make sure the data being sent is formatted properly and matches the options and settings in the printer.

Click **OK** to clear the message.

#### 505: USB communication issue

An important driver component is not running. The card will be canceled.

1. Restart the computer. The component should start automatically.
2. If this message is displayed after restarting, notify your printer support contact.

Click **OK** to clear the message.

#### 506: A card is currently processing

The printer is busy processing an interactive job. The card will be canceled.

Wait until the current card is complete and then try again.

Click **OK** to clear the message.

#### 508: The printer is shutting down

The printer is shutting down or resetting. The card will be canceled.

When printer is powered back on, try again.

Click **OK** to clear the message.

#### 509: The printer is offline or suspended

The printer must be online to print.

To complete the current card press the printer's **USER** button until the printer returns to the **Ready** state.

Click **OK** to clear the message, or click **Cancel** to cancel the card.

#### 523: Apply topcoat or overlay to the card.

The L panel requires topcoat or overlay to be applied to the card. The card does not print if topcoat or lamination is not selected.

#### 524: Printer driver requires a reinstall

Uninstall the printer driver and then reinstall the driver.

#### 526: Invalid configuration

The ribbon requires overlay to be applied to the card. The card does not print if lamination is not applied.

#### 527: Invalid configuration

Image must be 1 bit per pixel.

528: Invalid configuration

Image must be portrait.

529: Invalid configuration

Image size must be full card.

530: Printer driver did not receive print data.

The card will be canceled.

## Driver SDK Messages

The following messages are issued when you use an application with the Card Printer Driver Software Development Kit (SDK) to define your card printing. These messages display at the computer that sent the job and are available to the application through the driver API.

In addition, printer errors display at the computer that sent the job, and are available to the application through the driver API (refer to [“Messages and Conditions”](#) on [page 51](#)).



The messages returned to the SDK are determined by the printer model and the options installed on the printer. The following messages may not apply to all printers.

516: Timeout expired before bar code could be read.

**Severity:** Notice

517: Wrong printer job ID.

**Severity:** Critical

