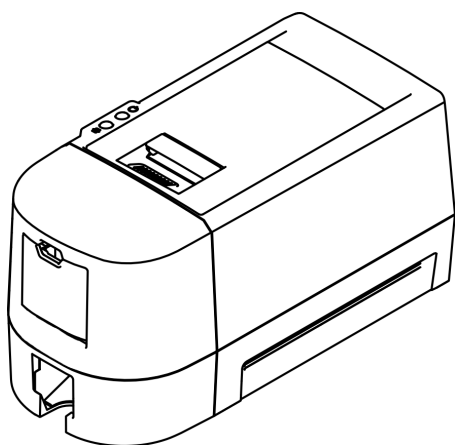


User Reference Guide

Card Printer

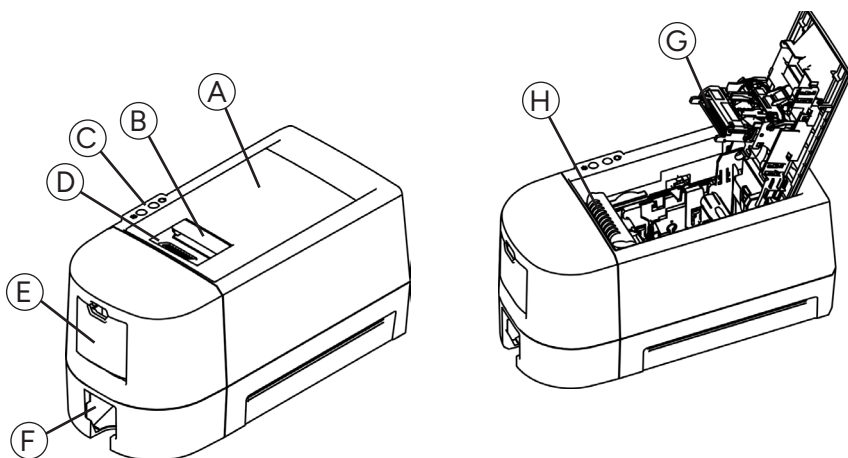


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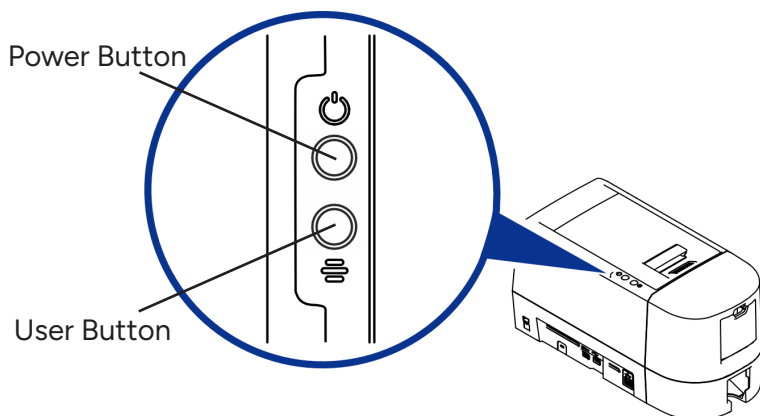
The Card Printer



A = Printer Cover
B = Cover Latch Handle
C = Top Panel
D = Cover Ridges
E = Input Hopper
F = Output Hopper

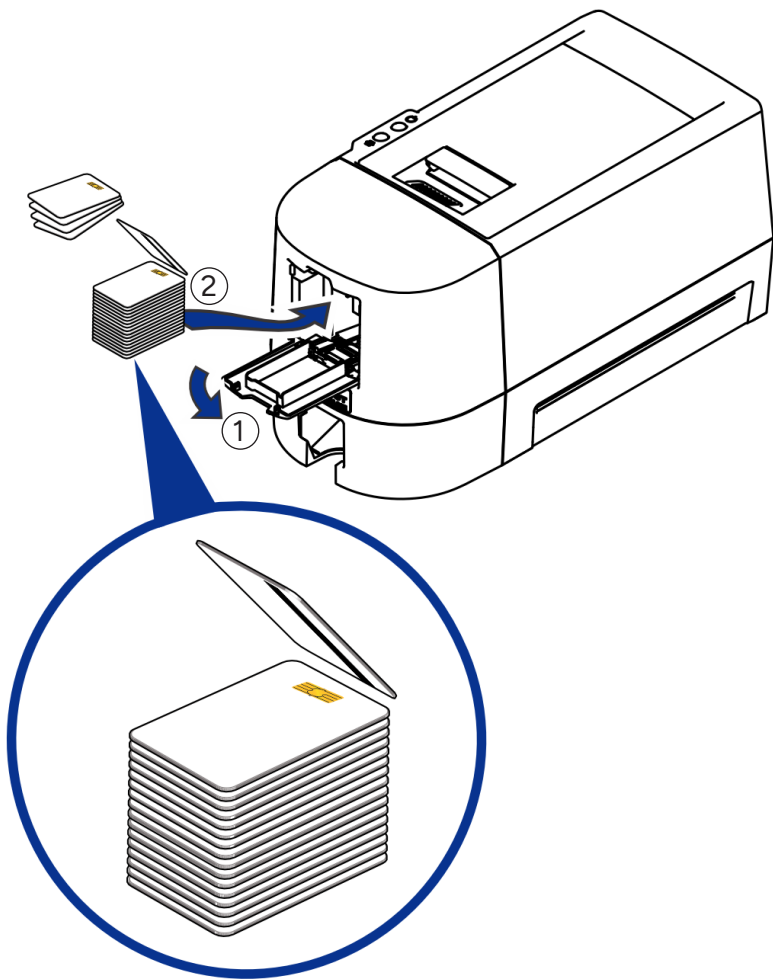
G = Printhead
H = Ribbon Cartridge

Top Panel



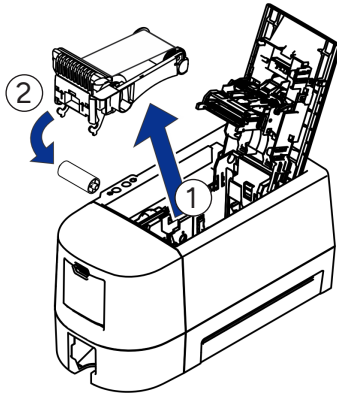
Card Printer

Load Cards in the Hopper

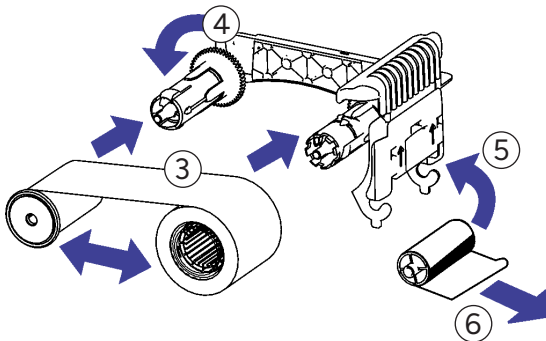


Load the Print Ribbon Cartridge

1. Open the printer cover and remove the print ribbon cartridge.
2. Remove the used ribbon spools and cleaning roller if they are present on the print ribbon cartridge and discard them.



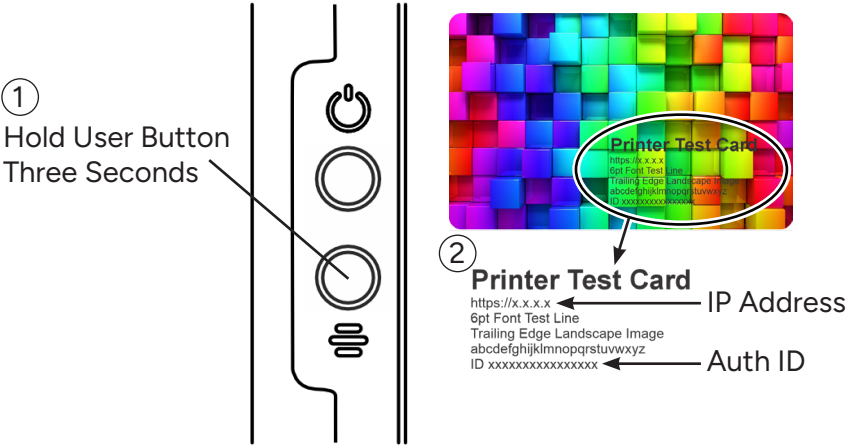
3. Load the print ribbon.
4. Turn the take-up spool counterclockwise.
5. Load the cleaning roller.
6. Remove the protective wrapper from the cleaning roller.



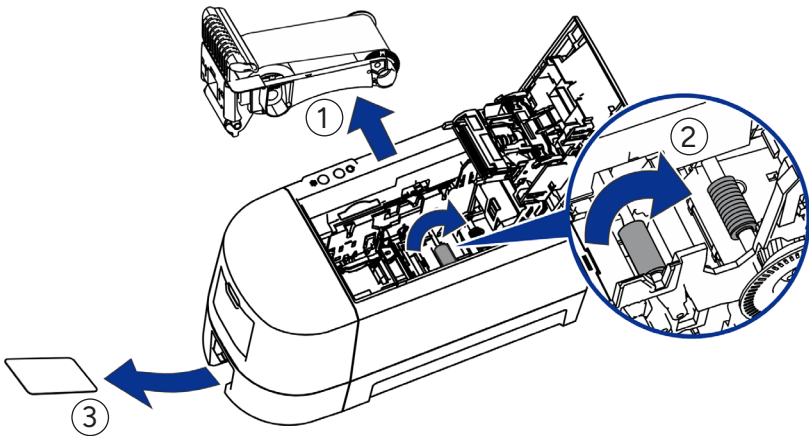
7. Replace the ribbon cartridge and close the printer.

Card Printer

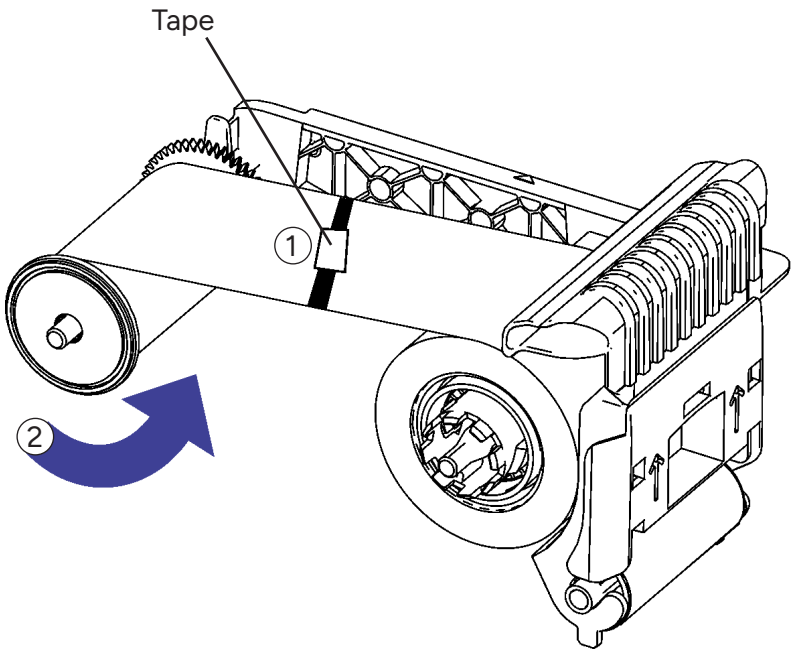
Print Test Card with IP Address and Auth ID



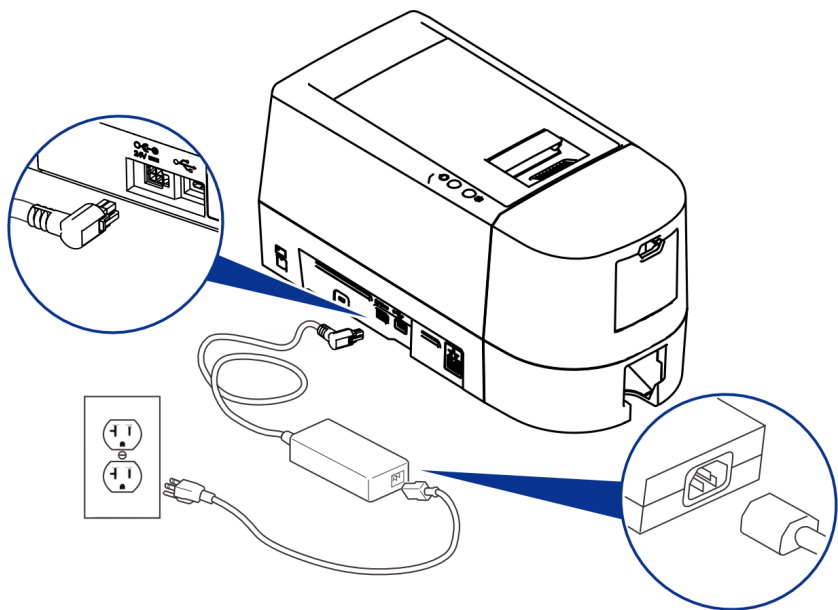
Clear a Card Jam



Repair a Broken Print Ribbon

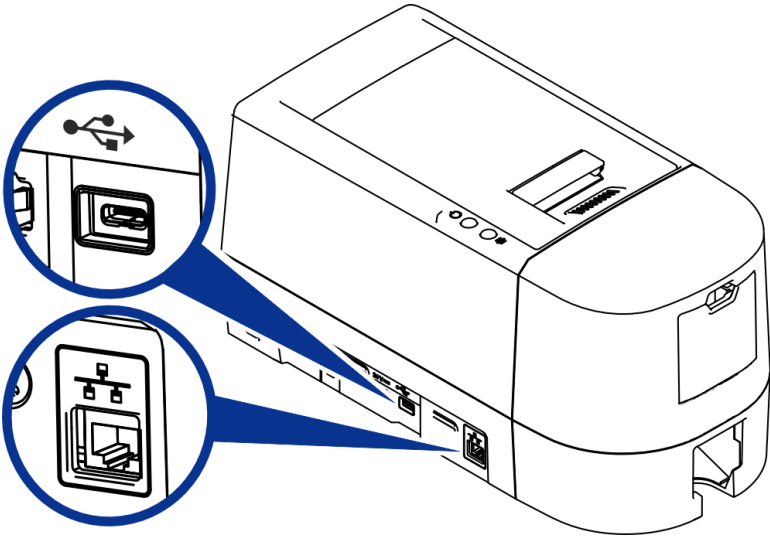


Check the Printer Power Connections



Check the Printer Data Connection

USB or Network (If Available on Printer)

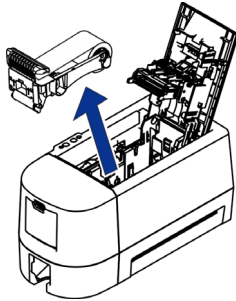


Common Driver Messages

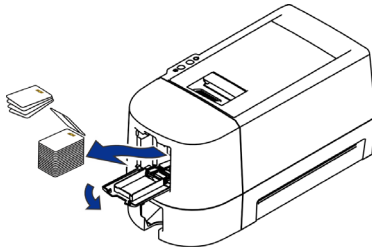
Error Message	Refer to:
110: Print ribbon out or missing	"Load the Print Ribbon Cartridge" on page 5
112: Card hopper empty	"Load Cards in the Hopper" on page 4
118: Print ribbon type problem 119: Print ribbon not supported 121: Print ribbon not identified	"Load the Print Ribbon Cartridge" on page 5
172: Insert cleaning card	"Clean the Printer" on page 11
294: Cleaning required	"Clean the Printer" on page 11

Clean the Printer

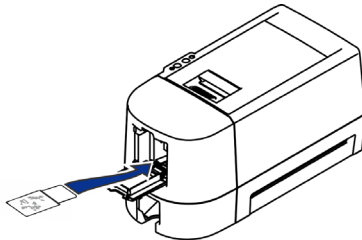
1. Open the printer cover and remove the print ribbon cartridge. Close the cover.



2. Open the input hopper cover and remove any unprinted cards.



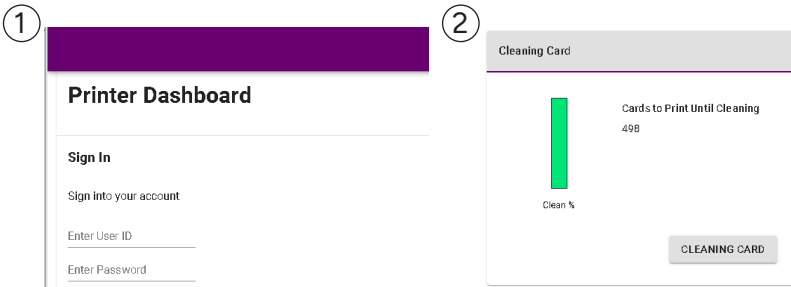
3. Insert the cleaning card in the input hopper.



4. Close the input hopper.
5. Continue with ["Run the Cleaning Card"](#) on page 12.

Run the Cleaning Card

Access Printer Dashboard and click **Cleaning Card**. Refer to the Printer's *Installation and Administrators Guide* on accessing

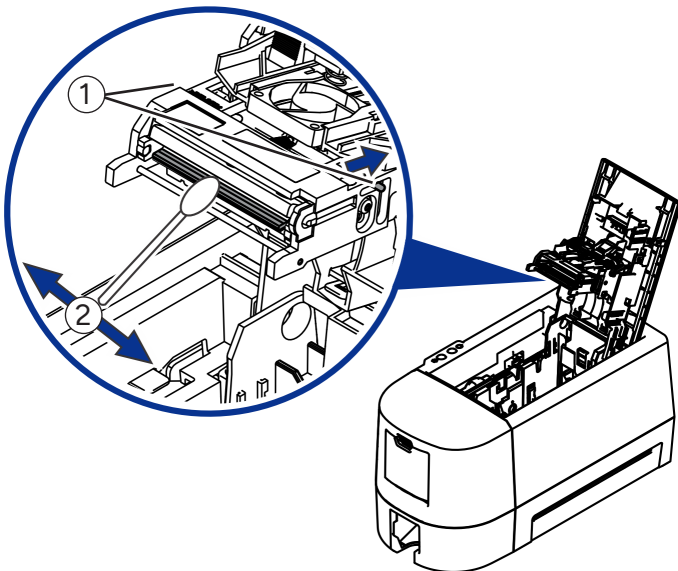


Remove the cleaning card from the output hopper and discard it. Replace the print ribbon cartridge in the printer, and the cards in the input hopper.

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.
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.



Card Printer

Clean the Printhead (Continued)

6. Close the printer cover.
7. Power on the printer.
8. Print a sample card to verify the quality of printing.

Notes:

