



ENTRUST

User Reference Guide

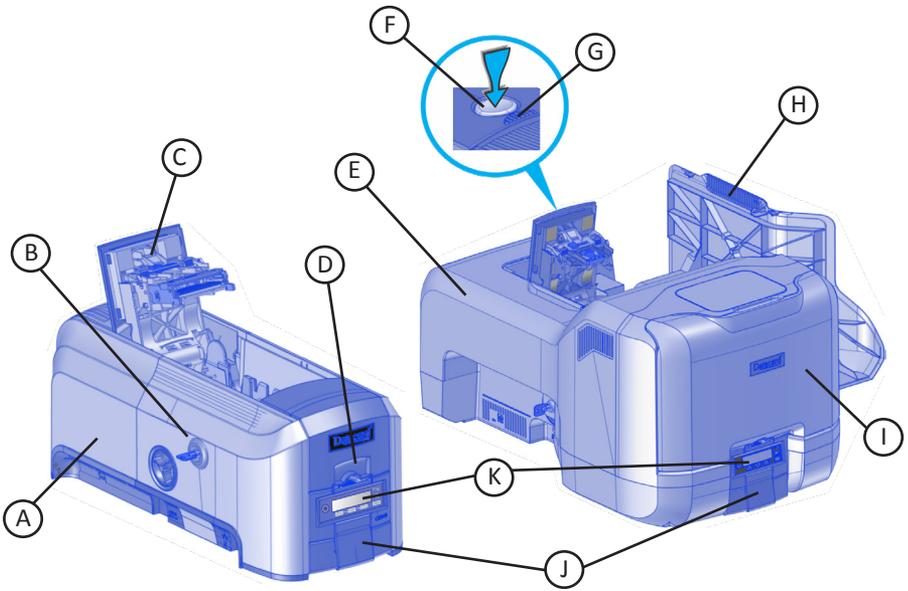
CD820™ Instant Issuance System

October 2020
527715-001, Rev D

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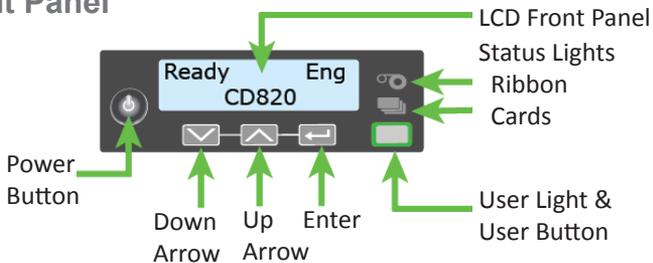
The CD820 Card Printer



A—Single Hopper Printer
 B—Printer Lock
 C—Swingarm
 D—Card Input Hopper
 E—Multi-Hopper Printer

F—Latch Button
 G—Cover Ridges
 H—Printer Supplies Access Door
 I—Multi-Hopper Cover
 J—Card Output Hopper
 K—Front Panel

Front Panel



Common LCD Messages

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

Refer to [“The CD820 Card Printer” on page 3](#) for the location of the system components.

102: Card not in position

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

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

Refer to [“Clean the Printer” on page 12](#) for more information.

103: Printer problem

Cause: The printer had an error.

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

104: Critical problem

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

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

The system must remain powered off.

Common LCD Messages (cont.)

105: Magstripe data error

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

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

Refer to [“Load Cards” on page 8](#) for more information.

110: Print ribbon out or missing

Cause: The printer does not have a usable ribbon.

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

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

Refer to [“Load the Print Ribbon” on page 10](#) and [“Replace the Cleaning Sleeve” on page 11](#) for more information.

111: Card not picked

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

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

Refer to [“Load Cards” on page 8](#) and [“Clean the Multi-Hopper Rollers” on page 10](#) for more information.

Common LCD Messages (cont.)

112: Card hopper empty

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

1. Add cards to the input hopper.
2. Press the USER button to clear the message.

Refer to [“Load Cards” on page 8](#) for more information.

114: Cover opened during job

Cause: The printer cover was opened while printing.

1. Check all printer doors to make sure that they are closed completely.
Press down on the cover ridges to make sure that the cover latches completely on both sides.
2. Make sure that all doors are locked.
3. Press the USER button to clear the message.

Refer to [“Close the Printer Doors” on page 16](#) for more information.

150: Print while unlocked

Cause: The printer is unlocked.

The card will be canceled.

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

Refer to [“Close the Printer Doors” on page 16](#) for more information.

151: Failed to lock

Cause: An attempt to lock the printer failed.

The card will be canceled.

1. Make sure that all access doors are closed securely.
2. Try locking the printer again.

Make sure that the reject tray is installed properly before locking the printer.

Refer to [“Empty the Reject Card Tray” on page 15](#) and [“Close the Printer Doors” on page 16](#) for more information.

Common LCD Messages (cont.)

172: Insert cleaning card

Cause: The printer is ready to be cleaned.

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

OR

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

Refer to [“Clean the Printer” on page 12](#) for more information.

173: Improper shutdown

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

1. Press and hold the USER button to clear the message.
2. Always use the POWER button to power off the printer.

Refer to [“Check Power Connections” on page 17](#) and [“Check Data Connections” on page 18](#) for more information

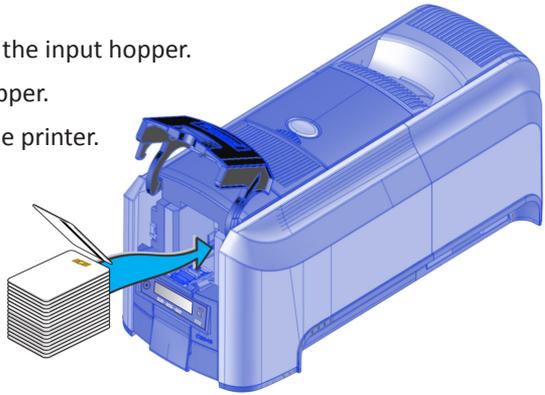
Load Cards

- Fan the cards to separate the edges.
- Insert ISO magnetic stripe cards with the stripe facing down and to the right.
- Insert smart cards with the chip facing up and toward the back of the hopper.

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

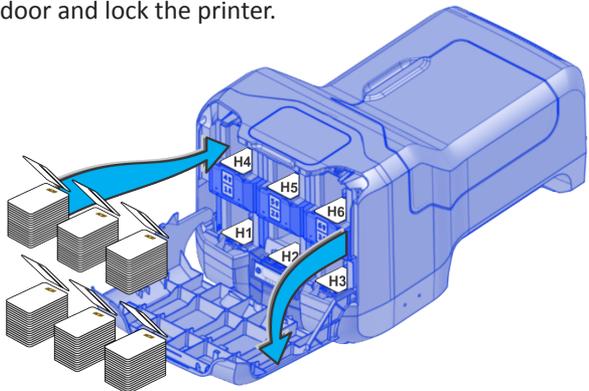
Single-Hopper Printer

1. Unlock the printer and open the input hopper.
2. Load cards into the input hopper.
3. Close the hopper and lock the printer.



Multi-Hopper Printer

1. Unlock the printer and open the multi-hopper door.
2. Load cards into each hopper (H1 through H6). Each hopper holds up to 100 cards.
3. Close the multi-hopper door and lock the printer.

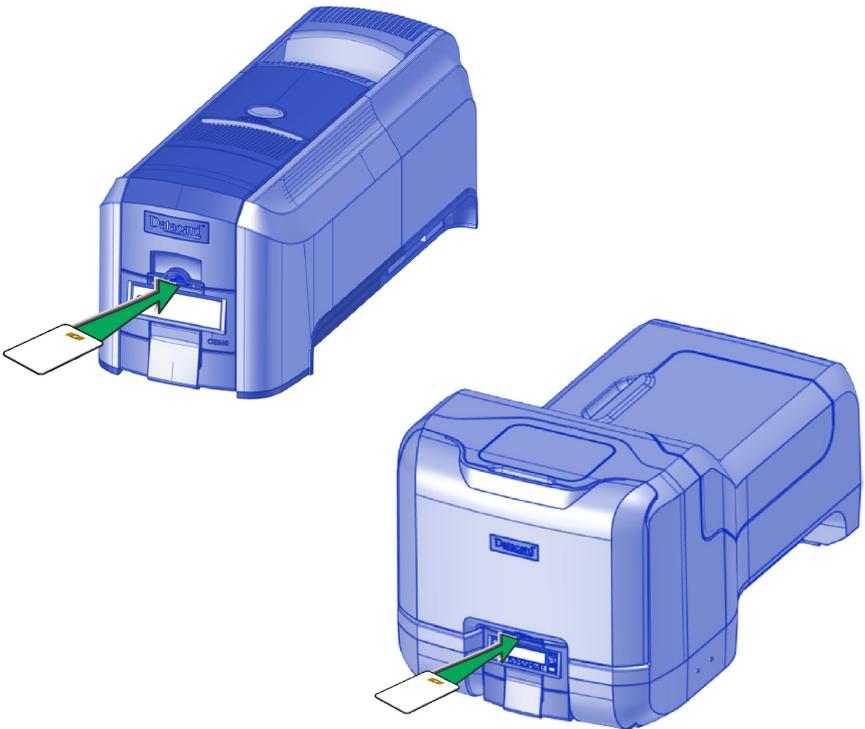


Use the Exception Slot

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

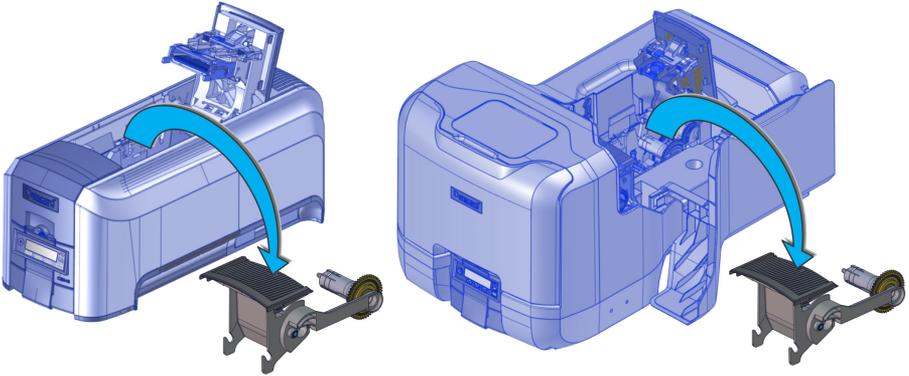
1. Slide the card into the exception slot.
2. Push the card all the way into the input hopper. The card slides under any cards already in the input hopper so that it can be picked.

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

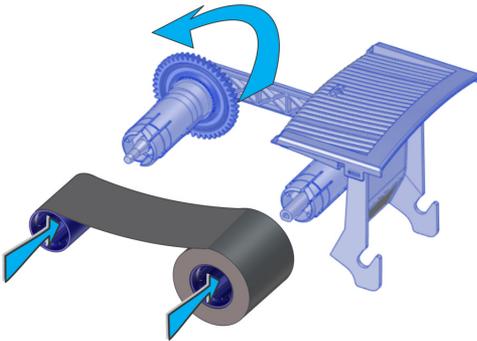


Load the Print Ribbon

1. Unlock the printer and open the printer supplies access door (multi-hopper)
2. Press the latch button to open the printer swingarm.
3. Remove the print ribbon cartridge.



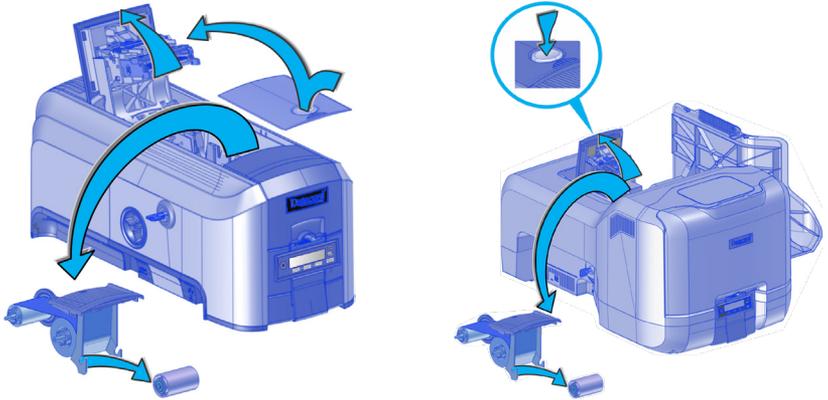
4. Load a full roll of print ribbon (blue spool) onto the spindle closest to the cartridge handle until it clicks into place.
5. Place the silver take-up spool on the spindle with the black gear until it clicks into place.
6. Wind the take-up spool counterclockwise one full turn.



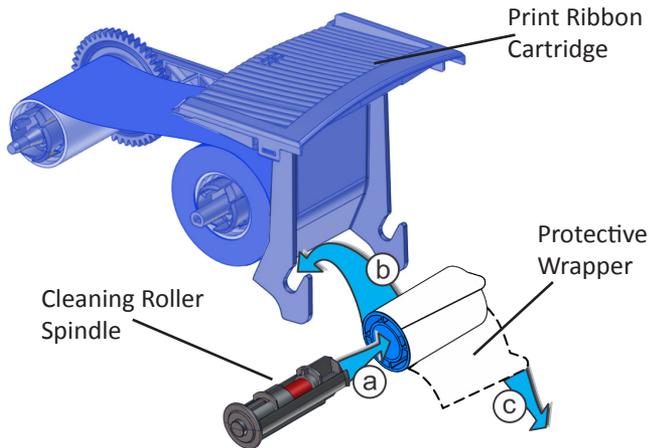
7. Load the cleaning sleeve. Refer to “Replace the Cleaning Sleeve” on page 11.
8. Replace the print ribbon cartridge.
9. Close the printer swingarm (and close the supplies door on the multi-hopper) and lock the printer.

Replace the Cleaning Sleeve

1. Unlock the printer and open the printer supplies access door (multi-hopper).
2. Press the latch button to open the printer swingarm.
3. Remove the print ribbon cartridge.
4. Remove the cleaning roller spindle from the ribbon cartridge.



5. Slide the spindle into the cleaning sleeve (a).
6. Place the spindle back onto the ribbon cartridge (b).
7. Remove the protective wrapper from the cleaning sleeve (c).

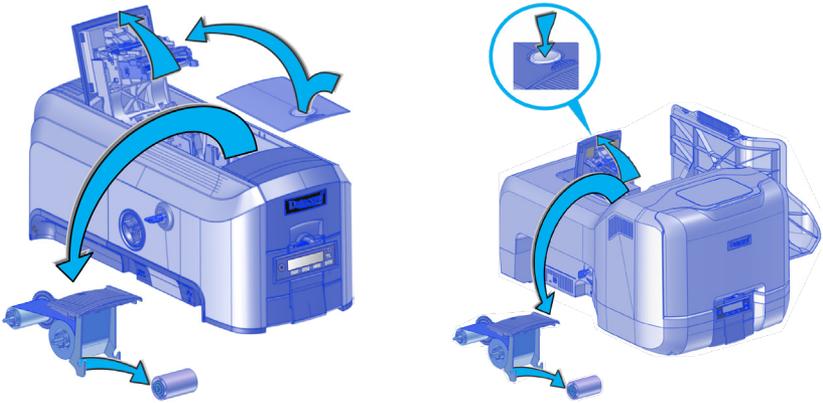


8. Reinstall the ribbon cartridge.
9. Close the printer swingarm (and close the supplies door on the multi-hopper) and lock the printer.

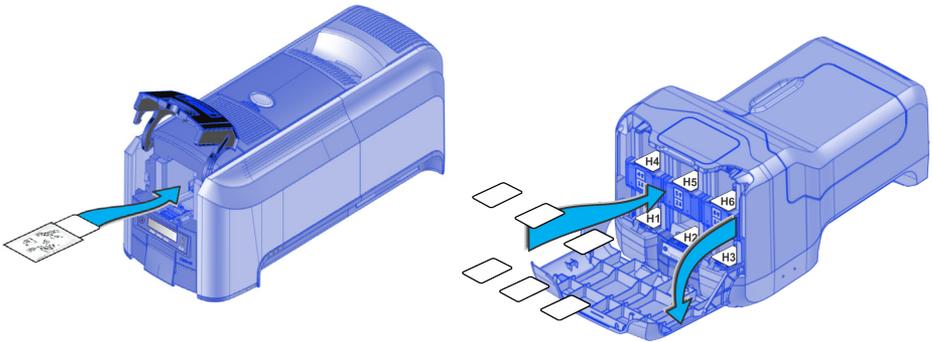
Clean the Printer

Prepare the Printer for Cleaning

1. Power on and unlock the printer.
2. Open the printer swingarm and remove the print ribbon cartridge.
3. Remove the cleaning sleeve. The ribbon must remain installed on the ribbon cartridge.
4. Replace the ribbon cartridge and close the swingarm.



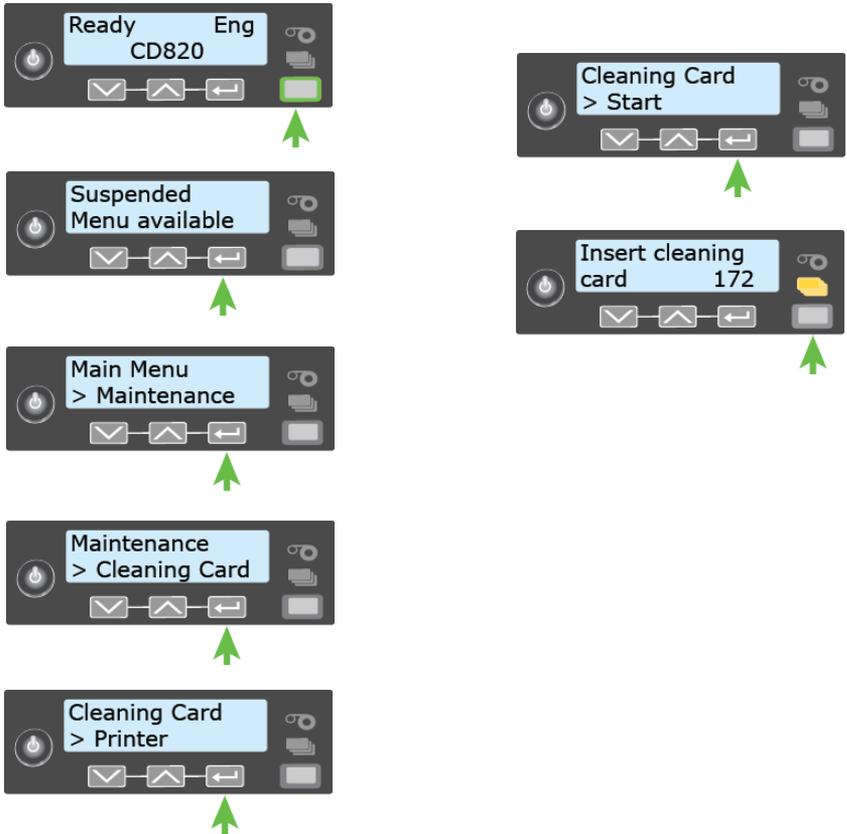
5. Open the input hopper and remove unprinted cards.
6. Remove the cleaning card from its package.
7. Load the cleaning card(s) in the input hopper(s).



8. Close the input hopper and lock the printer.

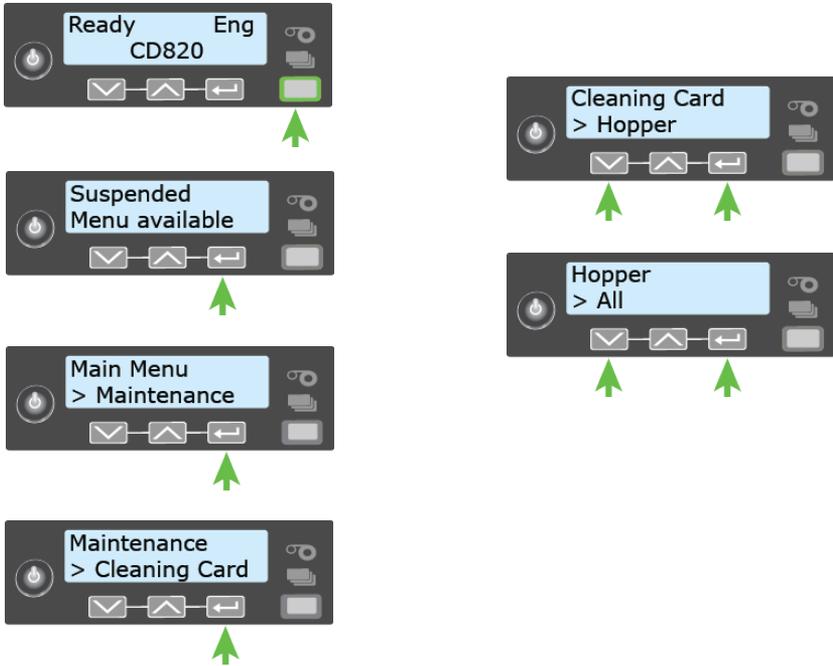
Clean the Printer

1. Enter the menu system.
2. Follow the steps on the LCD panel (refer to the following illustration).
3. Press the USER button to start the cleaning cycle when “Insert cleaning card” displays on the LCD.



Clean the Multi-Hopper Rollers

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



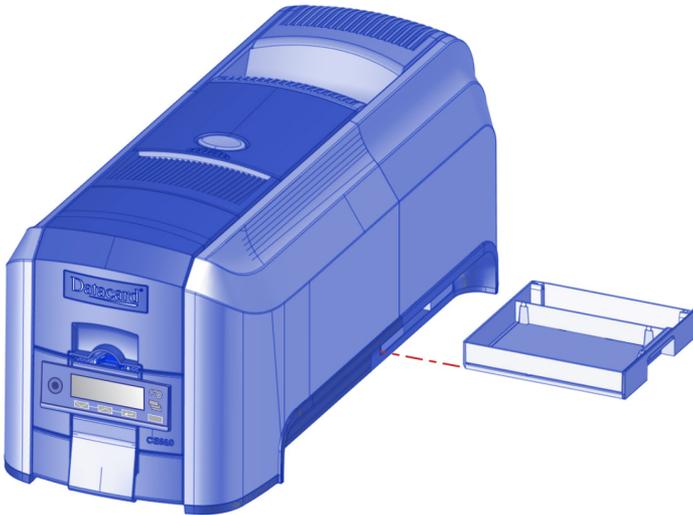
Complete the Cleaning Process

1. Unlock the printer.
2. Replace the cards in the input hopper(s).
3. Remove the print ribbon cartridge.
4. Replace the cleaning sleeve. Refer to [“Replace the Cleaning Sleeve” on page 11](#).
5. Replace the ribbon cartridge.
6. Close and lock the printer.

Empty the Reject Card Tray

Empty the reject card tray regularly. Follow your site's guidelines to dispose of the cards removed from the reject card tray.

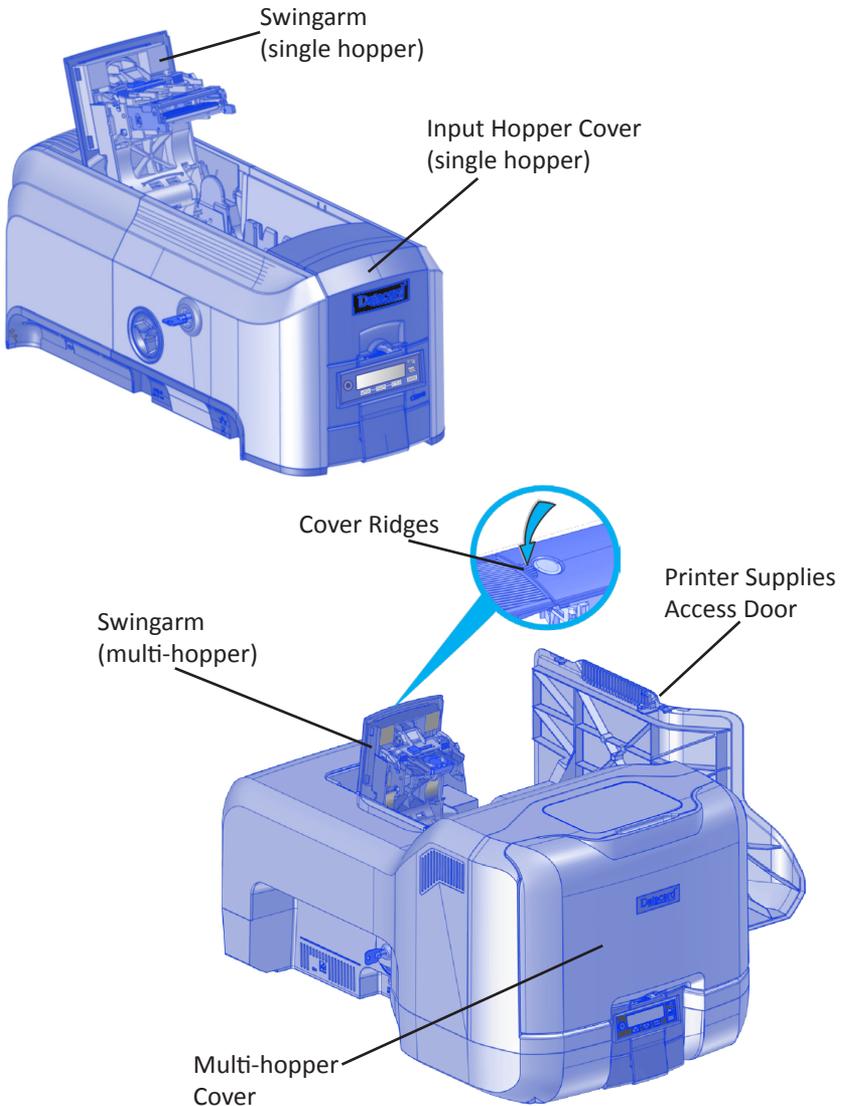
Make sure that the reject tray is installed properly before locking the printer.



Close the Printer Doors

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

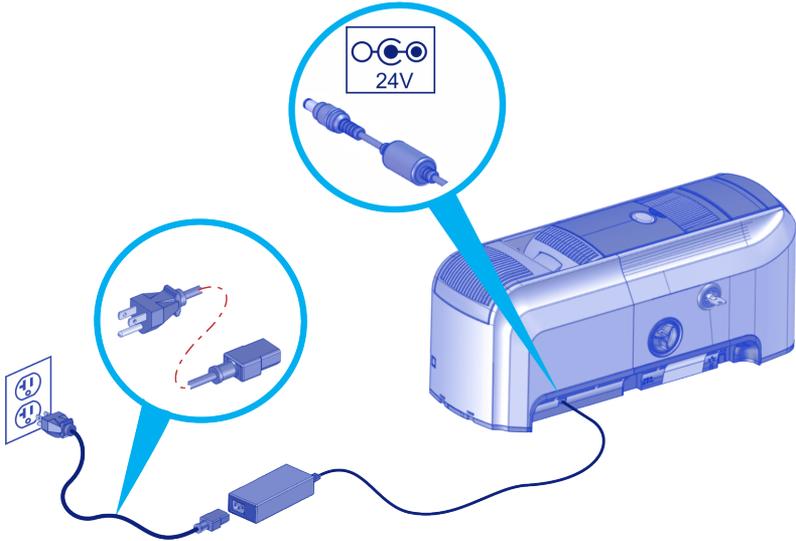
Note: Press down on the cover ridges to make sure that the swingarm latches completely on both sides.



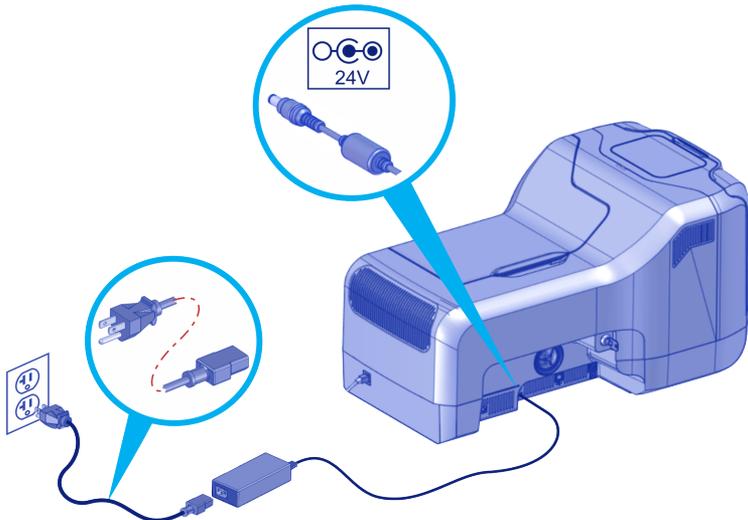
Check Power Connections

Make sure that all power cables are securely connected.

Single-Hopper Power Connections



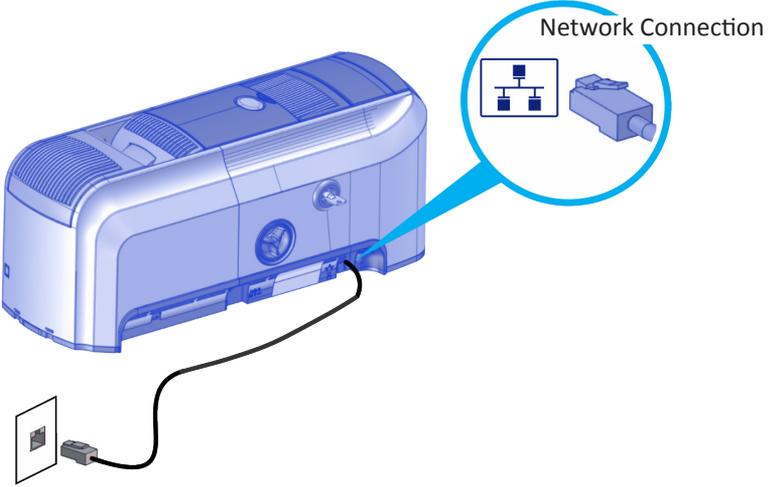
Multi-Hopper Power Connections



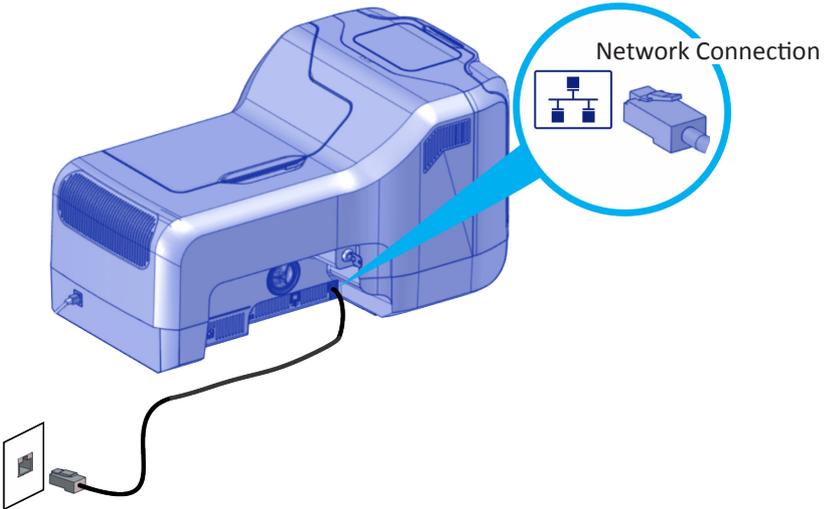
Check Data Connections

Make sure that all data cables are securely connected.

Single-Hopper Printer



Multi-Hopper Printer



Notes



ENTRUST

1187 Park Place

Minneapolis, Minnesota 55379

952.933.1223 • 952.933.7971 Fax

www.entrust.com

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