User Reference Guide

Sigma DS4 and DS4-ES1
Instant Financial Issuance System
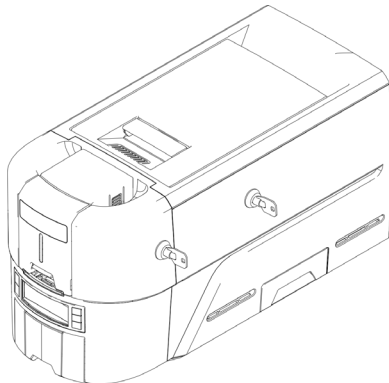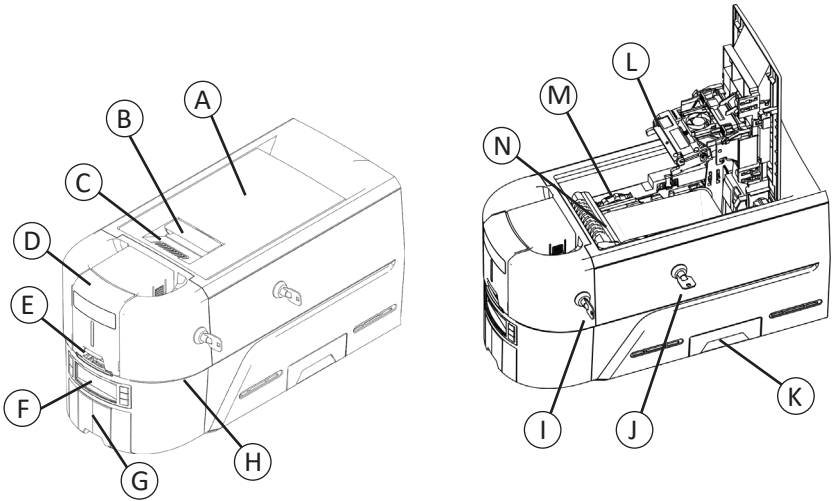
Contents

The Sigma DS Direct to Card Printer

A = Printer Cover
B = Cover Latch Handle
C = Cover Ridges
D = Input Hopper
E = Exception Slot
F = Front Panel
G = Output Hopper
H = LED Light Bar

I = Input Hopper Lock
J = Printer Lock
K = Reject Tray
L = Printhead
M = Manual Advance Knob
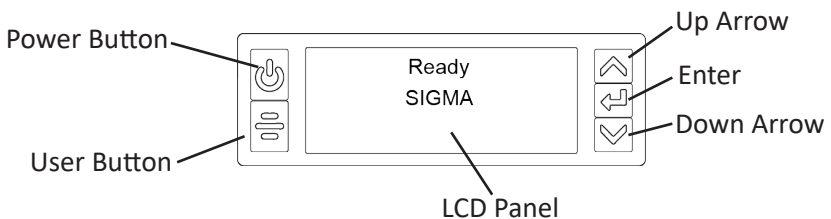N = Ribbon Cartridge or Cassette

Printer Locks are present only on some Sigma DS3 printers.

Hopperless printers require multi-hopper installation.

Front Panel

Power Button

User Button

Up Arrow

Enter

Down Arrow

LCD Panel

Ready
SIGMA

Sigma DS Printer with Optional Multi-Hopper
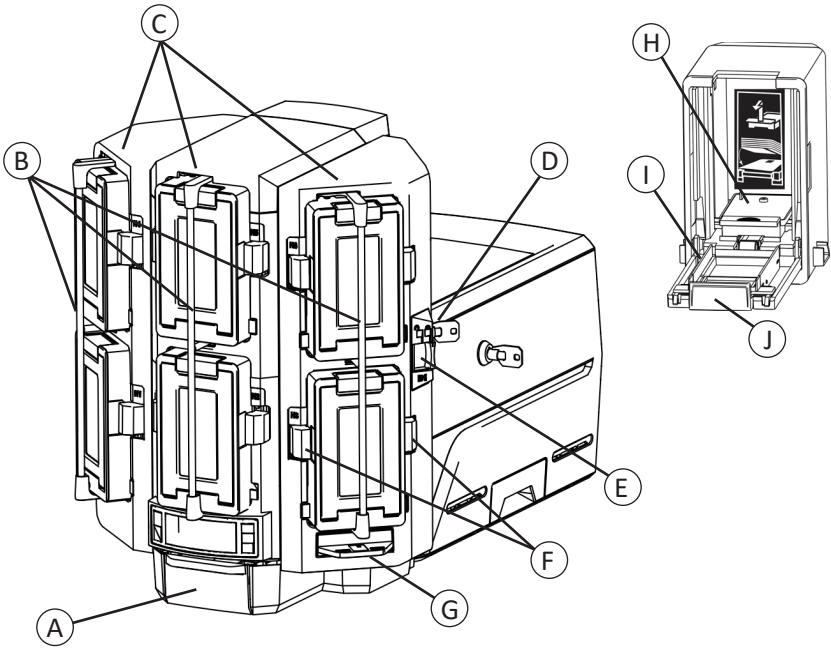
A = Output Hopper
B = Hopper Lock Bars
C = Input Hoppers 1–6
D = Multi-Hopper Lock
E = Lock Bar Release Button (B1)

F = Cartridge Release Buttons
G = Exception Slide
H = Card Weight
I = Cartridge Door
J = Cartridge Door Release Button

Load Cards in a Single-Hopper

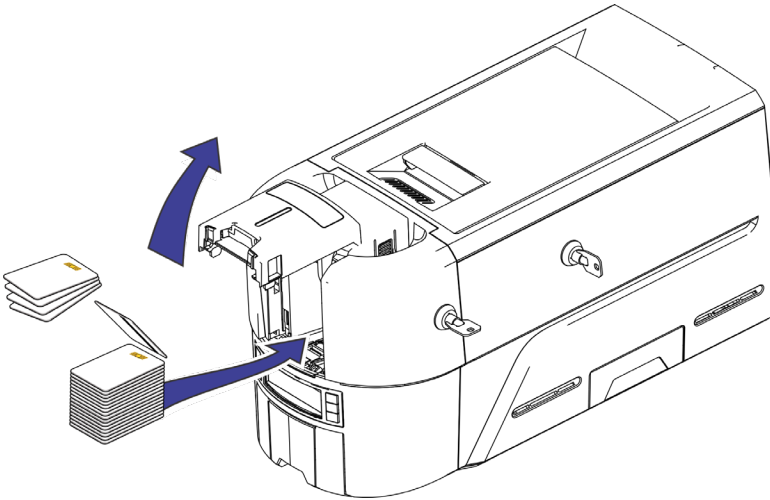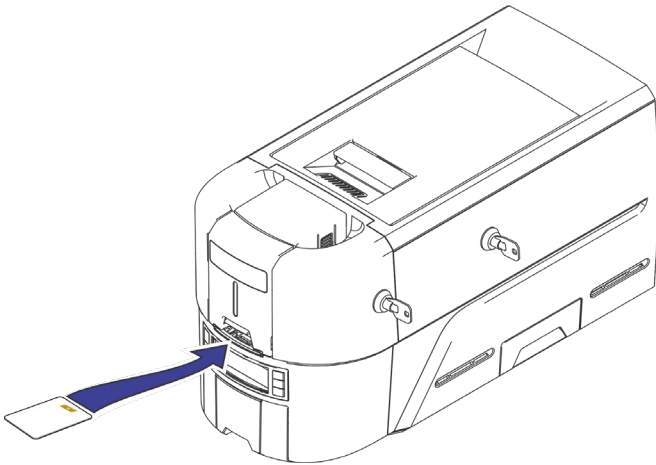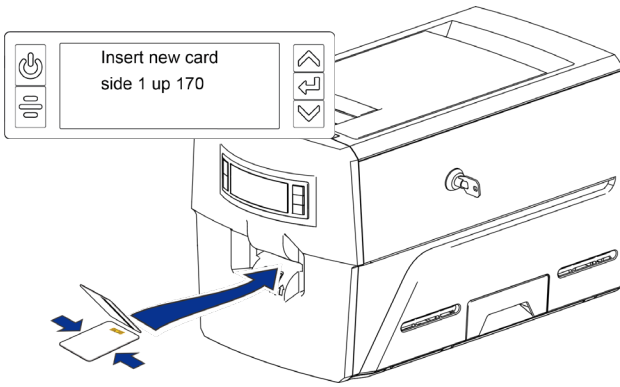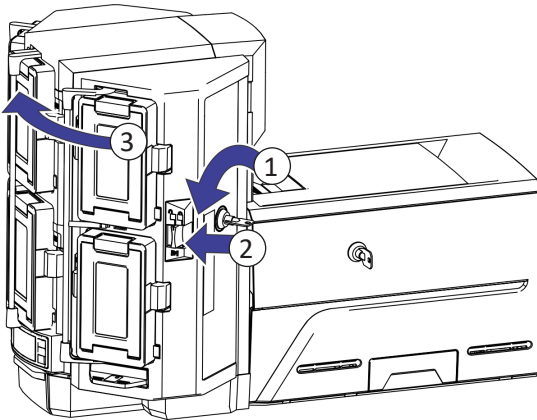## Use the Exception Slot

Load Card in a Manual Feed Input Hopper

1. Hold the card by the edges and slide the card into the manual feed input hopper slot.

2. Push the card all the way into the hopper slot until it is picked.

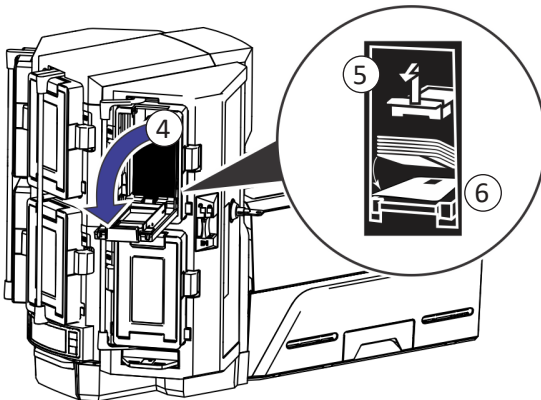## Load Cards in a Multi-Hopper

1. Unlock the multi-hopper lock

2. Slide the lock bar release button (B1) to the left.

3. Rotate a lock bar to the left.

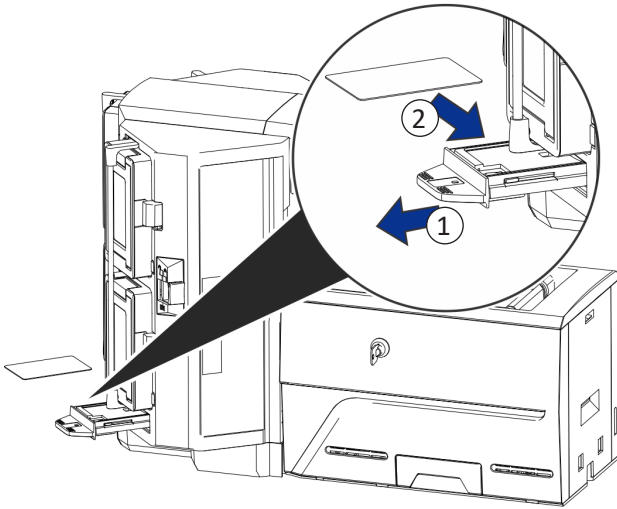

4. Open the cartridge door

5. Lift the card weight and pull it forward until it locks in position.

6. Load cards into the cartridge.

7. Close the cartridge door.

8. Repeat for each cartridge.

9. Return all locks to the locked position.
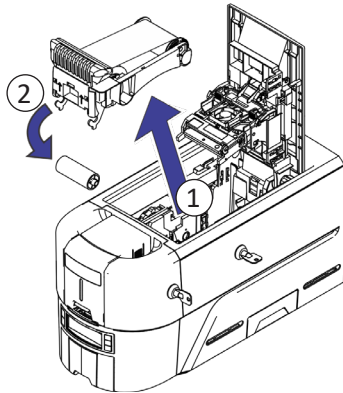
Use the Multi-Hopper Exception Slide

1. Pull out the multi-hopper exception slide.

2. Insert the card.

3. Push in the exception slide.
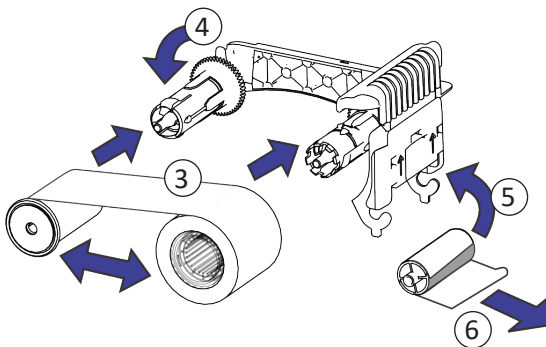
Load the Print Ribbon Cartridge

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

2. Remove the used ribbon spools and cleaning roller and discard them.
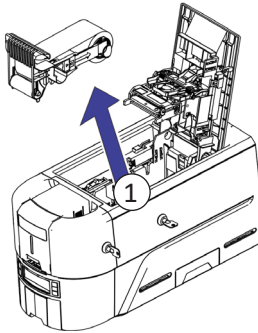

3. Load the print ribbon.

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.

Install the Prefilled Ribbon Cassette

1. Open the printer cover and remove the used print ribbon cassette. Discard the cassette.

2. Remove the print ribbon cassette from its package. The cassette is shipped in a closed position.
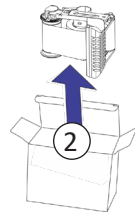
3. Extend the cassette to its fully open position.

    Pull out the front of the cassette until it clicks.

4. Remove the protective wrapper from the cleaning roller.
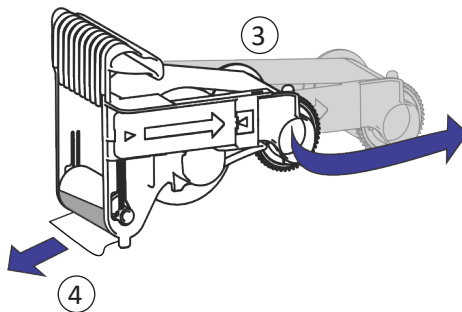
5. Install the cassette in the printer and close the printer cover.

Empty the Reject Tray
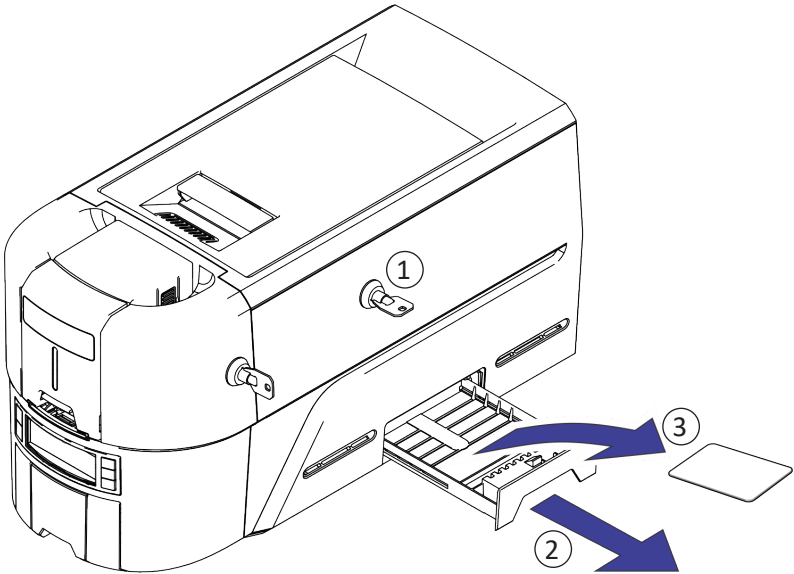
Sigma DS4 and DS4-ES1 Instant Issuance System

Clear a Card Jam

Single-Hopper Printer

Multi-Hopper Printer

Repair a Broken Print Ribbon

Tape

Check the Printer Power Connections

Check the Printer Data Connection

USB

Network
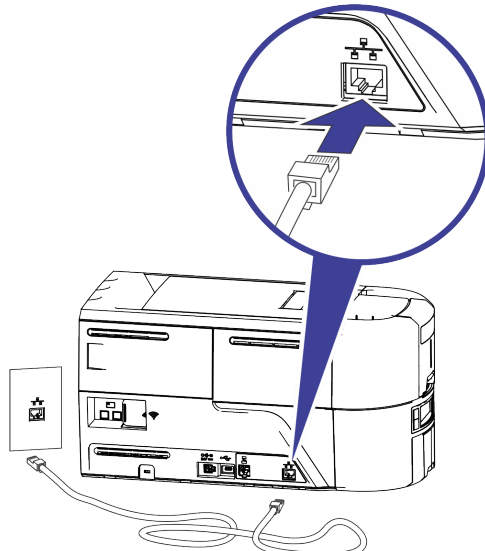
Common LCD Messages

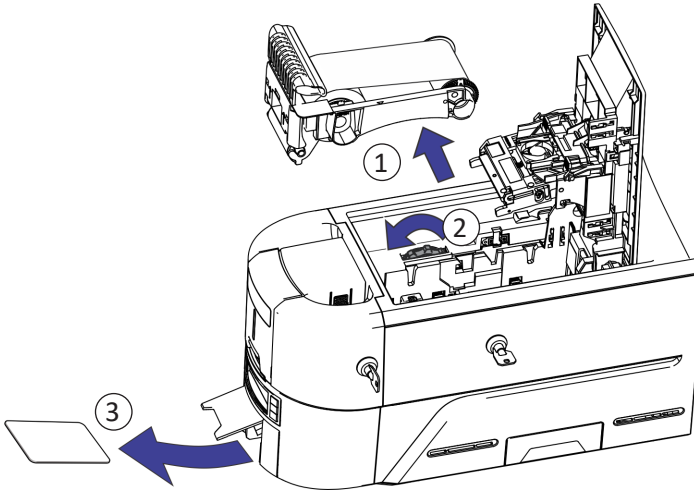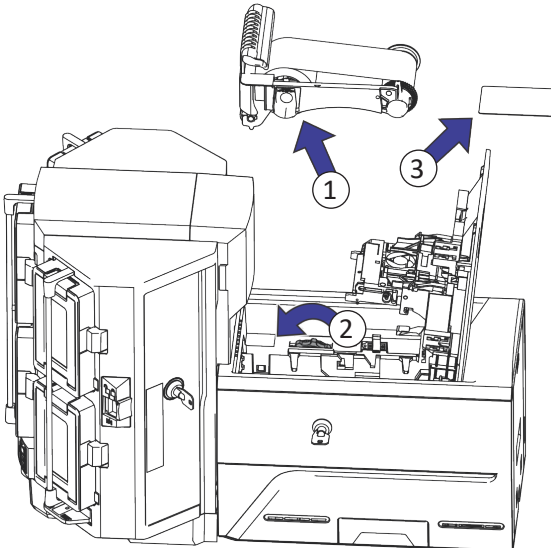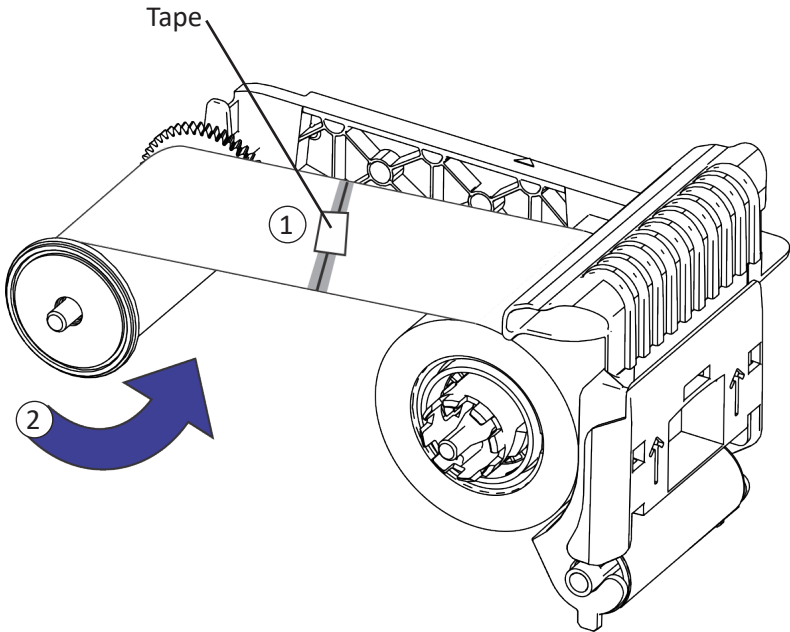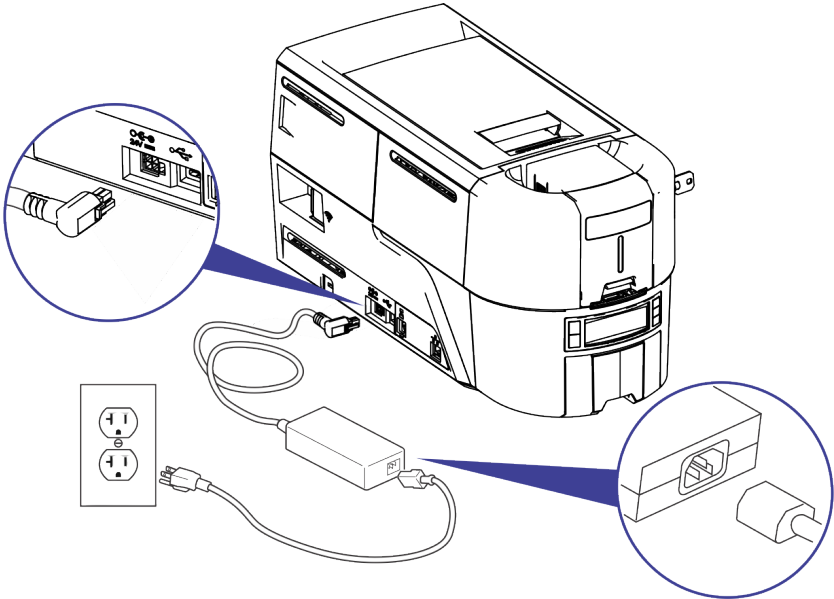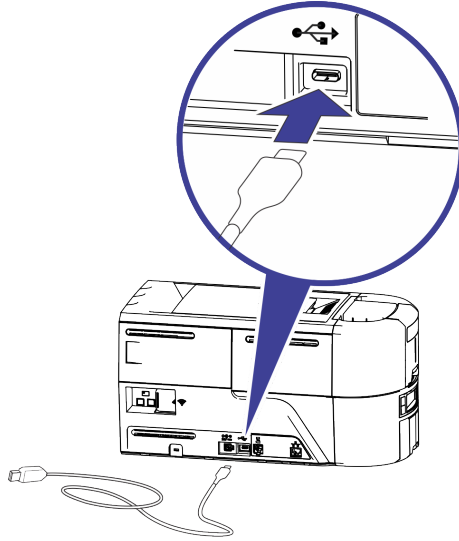| Error Message	Refer to:
110: Print ribbon out or missing	"Load the Print Ribbon Cartridge" on page 9 "Install the Prefilled Ribbon Cassette" on page 10
112: Card hopper empty	"Load Cards in a Single-Hopper Printer" on page 5 "Use the Exception Slot" on page 5 "Load Cards in a Multi-Hopper Printer" on page 7 "Use the Multi-Hopper Exception Slide" on page 8
118: Print ribbon type problem 119: Print ribbon not supported 121: Print ribbon not identified	"Load the Print Ribbon Cartridge" on page 9 "Install the Prefilled Ribbon Cassette" on page 10
172: Insert cleaning card	"Clean the Printer" on page 17
276: Multi-hopper card jam	"Clear a Card Jam" on page 12
277: Multi-hopper pick error	"Load Cards in a Multi-Hopper Printer" on page 7
294: Cleaning required	"Clean the Printer" on page 17

Clean the Printer

Single Hopper Printer

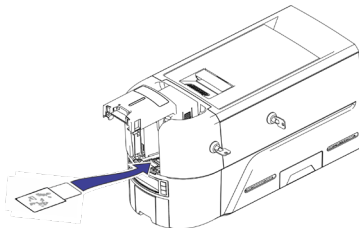If the printer has locks, unlock the printer and input hopper.

1. Open the printer cover and remove the print ribbon cartridge or cassette. Close the cover.
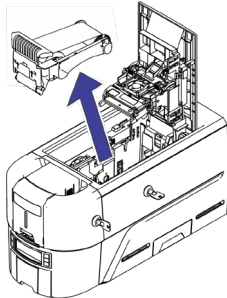
2. Open the input hopper cover and remove any unprinted cards.
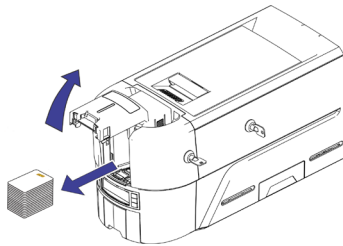
3. Insert the cleaning card in the input hopper.

4. Close the input hopper.

5. Continue with .

Multi-Hopper Printer

1. Unlock the printer and open the printer cover.

2. Remove the print ribbon, close the cover, and lock the printer.

3. Pull out the multi-hopper exception slide and insert the cleaning card.
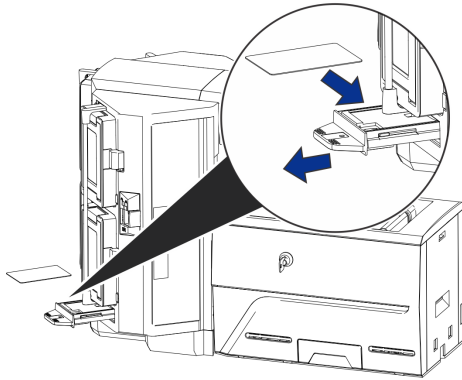
4. Push in the exception slide.

5. Continue with "Run the Cleaning Card" on page 19.

Run the Cleaning Card

Use the LCD menu system to start the cleaning cycle.

①
```
Ready
SIGMA
```

②
```
Suspended:
SIGMA
Menu available
```

③
```
Suspended:
Main Menu
> Maintenance
```
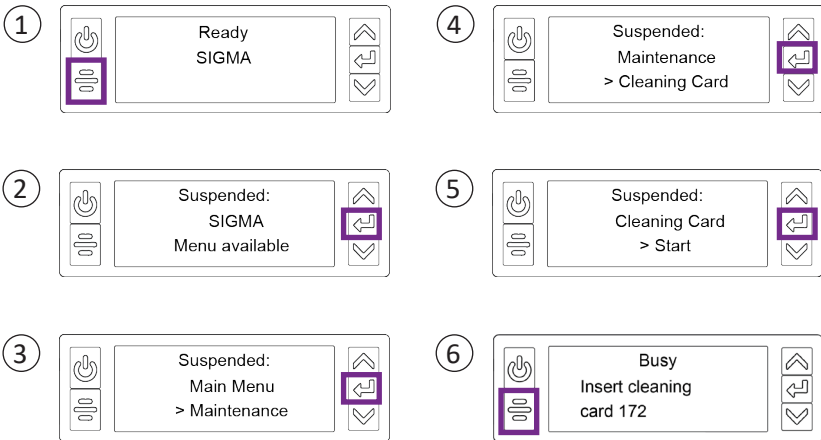
④
```
Suspended:
Maintenance
> Cleaning Card
```

⑤
```
Suspended:
Cleaning Card
> Start
```

⑥
```
Busy
Insert cleaning
card 172
```

Printers without locks: Remove the cleaning card from the output hopper and discard it.

Printers with locks: The cleaning card can remain in the printer reject tray until the tray is emptied.

Replace the print ribbon cartridge or the cassette in the printer, and the cards in the input hopper.

Clean the Printhead

The printhead does not require routine cleaning, however debris can get stuck on the printhead edge and cause horizontal lines in the printed image.

Use the following items to clean the printhead.

Cleaning Swab

Clean the edge of 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 edge of the printhead:

1. Power off the printer.

2. Unlock the printer and open the printer cover.

3. Open and remove a cleaning swab from its package.

4. Retract the printhead protective cover using side handles. Hold in the retracted position while cleaning.
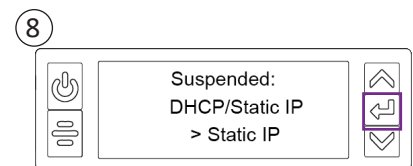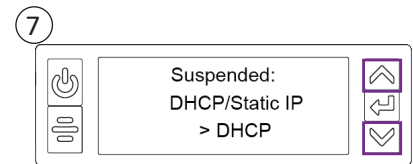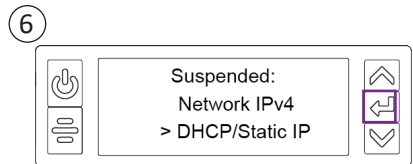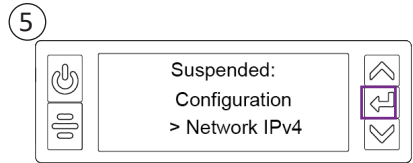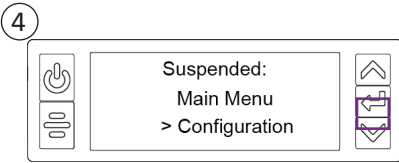

Side handle

Printhead Cover

Printhead Edge

Clean the Printhead (cont).

Edge of the Printhead

Apply Pressure Behind Swab
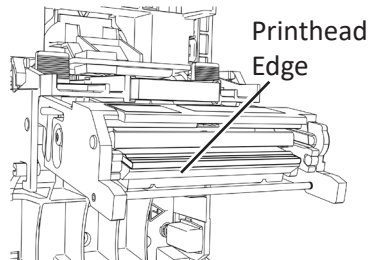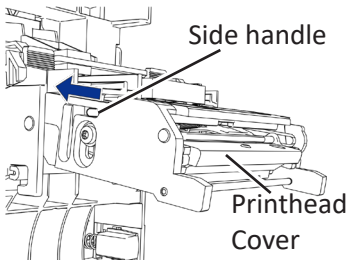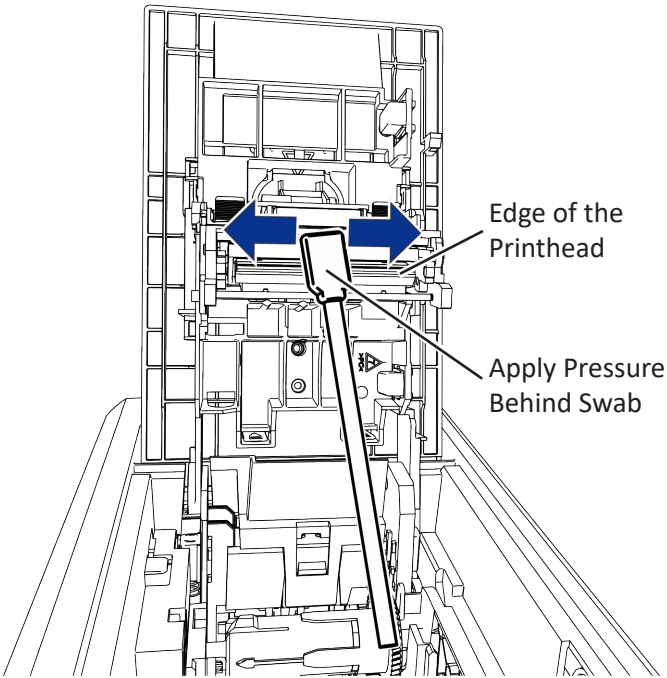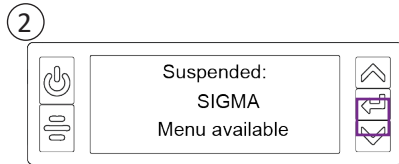
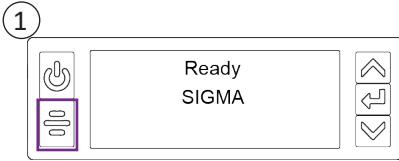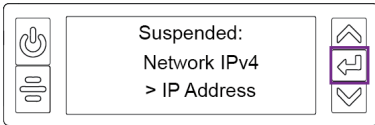5. Hold the swab vertically and scrub the printhead edge back and forth from end to end while using your thumb to apply pressure. Scrub back and forth quickly for at least 10 seconds.

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.

Set a Static IP Address

The DS4 printer requires a static IP address.

1

Ready
SIGMA

2

Suspended:
SIGMA
Menu available

3

Suspended:
Main Menu
> Maintenance

4

Suspended:
Main Menu
> Configuration

5

Suspended:
Configuration
> Network IPv4

6

Suspended:
Network IPv4
> DHCP/Static IP

7

Suspended:
DHCP/Static IP
> DHCP

8

Suspended:
DHCP/Static IP
> Static IP

⑨

```
Suspended:
Network IPv4
> IP Address
```
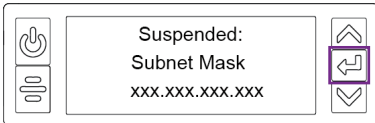
⑩

```
Suspended:
IP Address
xxx.xxx.xxx.xxx
```
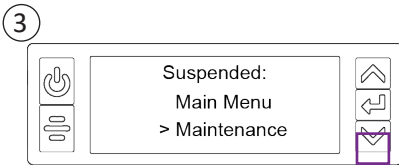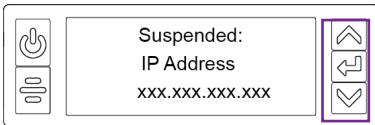
Use the arrow keys to change the right-most digit one number at a time. Press Enter to save each value and continue to the next section of the address. Press Enter when all four sections are correct.
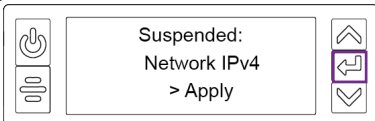
⑪

```
Suspended:
Subnet Mask
xxx.xxx.xxx.xxx
```

Repeat step 10 to enter the subnet mask.

⑫

```
Suspended:
Gateway Address
xxx.xxx.xxx.xxx
```

Repeat step 10 to enter the gateway address

⑬

```
Suspended:
Network IPv4
> Apply
```

Press Enter when you finish entering the address information.

Press Enter to apply your changes.

Power off and restart the printer to verify that the static IP address is correct.

ENTRUST

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