User Guide

Rear Indent Module (RIM)

November 2021

528265-001, Rev A

Notice

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Safety

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

- Connect equipment to a grounded power source. Do not defeat or bypass the ground lead.
- Place the equipment on a stable surface (table) and ensure floors in the work area are dry and non-slip.
- Know the location of equipment branch circuit interrupters or circuit breakers and how to turn them on and off in case of emergency.
- Know the location of fire extinguishers and how to use them. ABC type extinguishers may be used on electrical fires.
- Know local procedures for first aid and emergency assistance at the customer facility.
- Use adequate lighting at the equipment location.
- Maintain the recommended temperature and humidity range in the equipment area.

Safe Human Interface

- Use proper lifting techniques when moving or installing the equipment.
- Use standard electrostatic discharge (ESD) precautions when working on or near electrical circuits.
- Do not defeat or disconnect safety interlocks on covers.

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

Liability

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

California Prop

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

For more information on this warning, refer to:

www.datacard.com/califpropwarning.

Revision Log

Revision	Date	Description of Changes
A	November 2021	First release of this document

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Chapter 1: Introduction

1

About this Manual

This manual provides user information for the Rear Indent Module (RIM). The manual includes:

- An overview of the module, and a description of the system label.
- How to load and replace supplies.
- How to perform routine maintenance and troubleshooting tasks.

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

Intended Audience

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

Technical Support

Use the following to contact Entrust Technical Phone Support.

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

Chapter 2: About the Rear Indent Module (RIM)

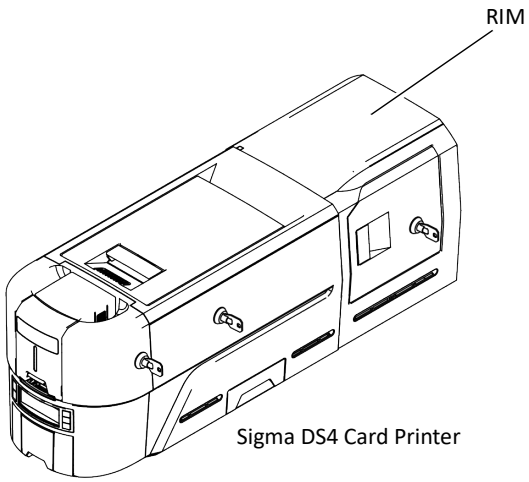
2

This guide provides information about the optional Rear Indent Module (RIM) that you can add to your system at the time of purchase or later, as a field upgrade.

The Rear Indent Module

The RIM can be added to the back of a Sigma DS4 Instant Financial Issuance System. It allows you to place indent characters on the front or back of the card. The RIM uses an indent character wheel and an ink ribbon to indent numbers below the surface of the card.

Sigma DS4 Instant Financial Issuance System requires D4.2.1 firmware or higher for RIM compatibility.
Contact you system administrator for details on printer firmware.



Sigma DS4 Card Printer

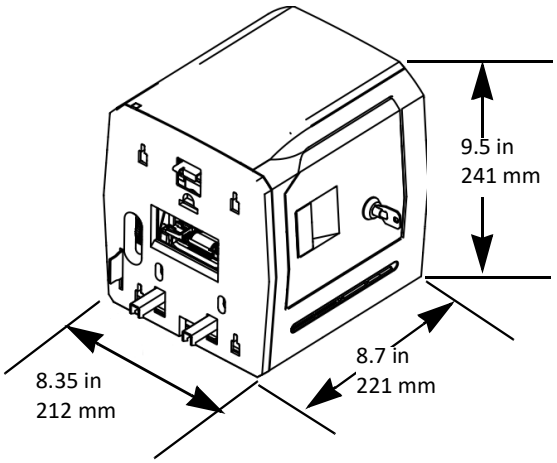
Site Requirements

Provide space for the system and for clearance around the system.

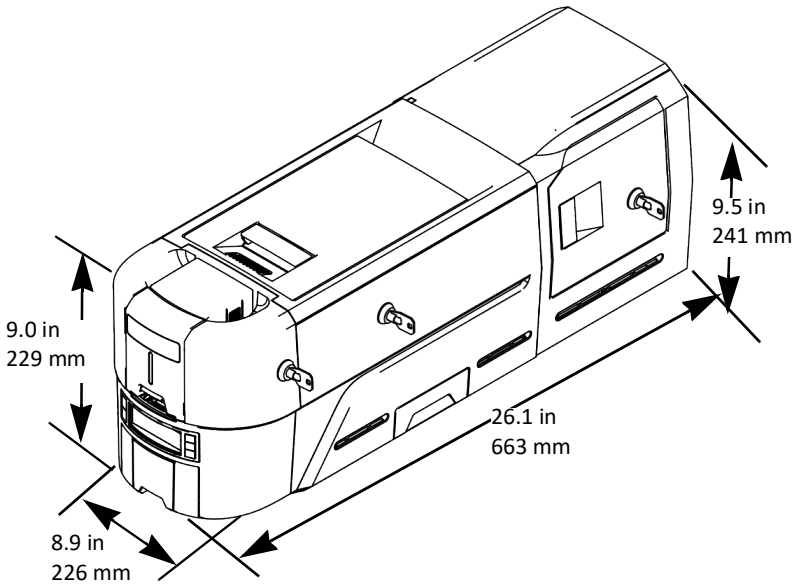
System Dimensions

The external system dimensions are shown in the following illustrations.

Rear Indent Module (RIM)



RIM with Sigma DS4 Instant Financial Issuance System

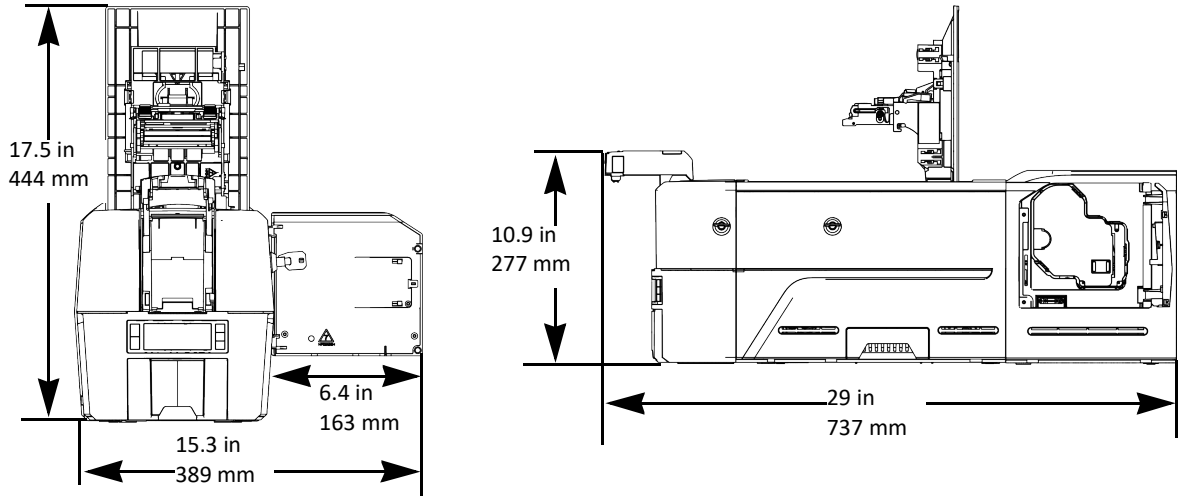


Clearance Requirements

The following measurements show the system dimensions when the printer input hopper, printer cover, and RIM access door are open.

Best practices recommend that you provide a minimum of 3 inches (76.2 mm) of additional clearance around the sides and rear of the system to maintain access to the power cords and data cables, to load and remove cards and supplies, and to provide ventilation.

Sigma DS4 Instant Financial Issuance System



Electrical Requirements

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

Electrical Requirements

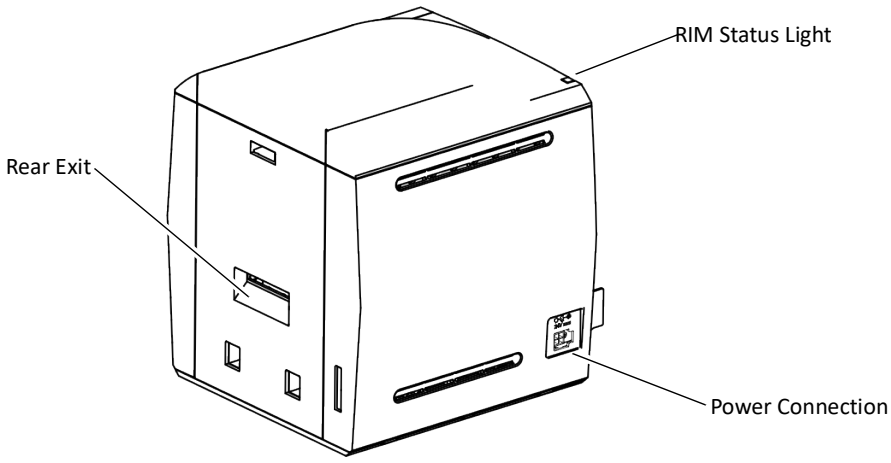
Input	Output
100–240V/50–60 Hz/1.6Amp	24V/3.0Amp/72W

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

About the Rear Indent Module

Use the following information to become familiar with the RIM.

Back and Left Side



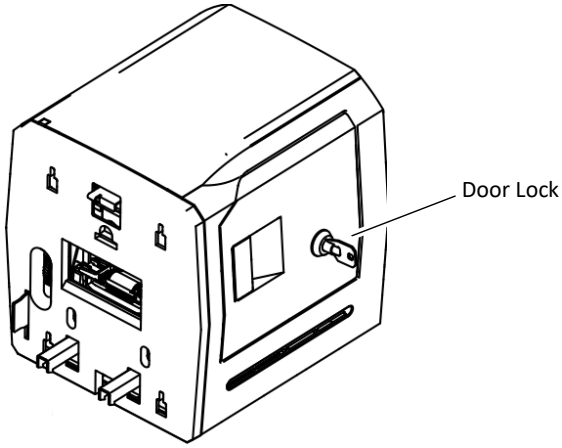
RIM Status Light	The light shows the status of the RIM. Refer to "RIM Status Light" on page 7.
Rear Exit	The rear exit allows a card to be moved out of the rear indent module, for example to clear a card jam. **Note:** The card also moves a short distance out the rear exit while indenting.
Power Connection	The power connection provides a plug-in connector for the RIM power supply.

RIM Status Light

The status light shows the status of the RIM:

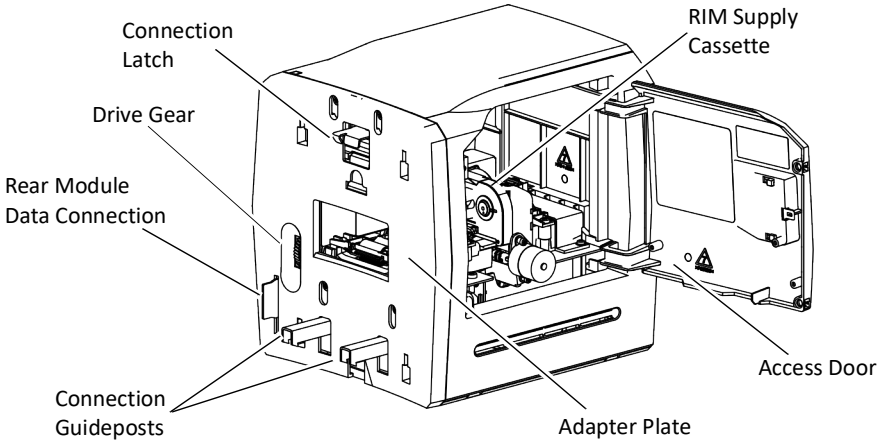
Ready	Solid green	
Busy	Blinking green	
Idle/Not ready	Solid blue	
Error	Blinking red	
Lost communication with printer	Solid red	

Right Side



Door Lock The door lock secures access to interior of the RIM.

Front and Inside



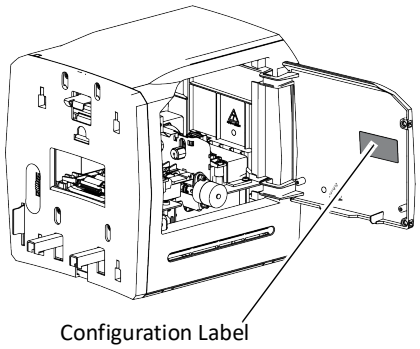
Access Door	The access door provides access to RIM supply cassette and connection latch.
RIM Supply Cassette	The supply cassette holds the indent ribbon.
Adapter Plate	The adapter plate allows the RIM to fit against the printer. **Note:** The adapter plate may differ from the illustrations in this guide,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

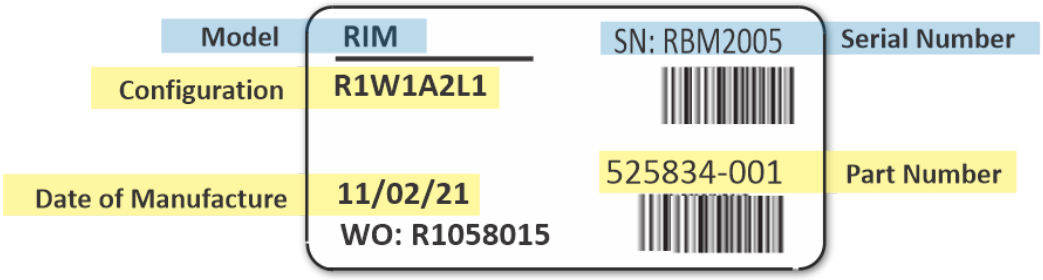
RIM Configuration Label

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

The configuration label shows the following information:

- Module name
- Serial number
- Configuration
- Part number
- Date





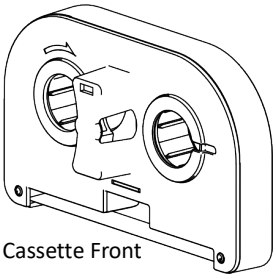
Option	Configuration Code
Ribbon Drive	R1=Indent Ribbon Required
Wheel Option	W1=Reverse Italic, Standard Orientation W3=Helvetica, Standard Orientation
Adapter Plate	A2=Sigma Printer
Lock Option	L1=Rear Module Lock

Load the Indent Ribbon Cassette

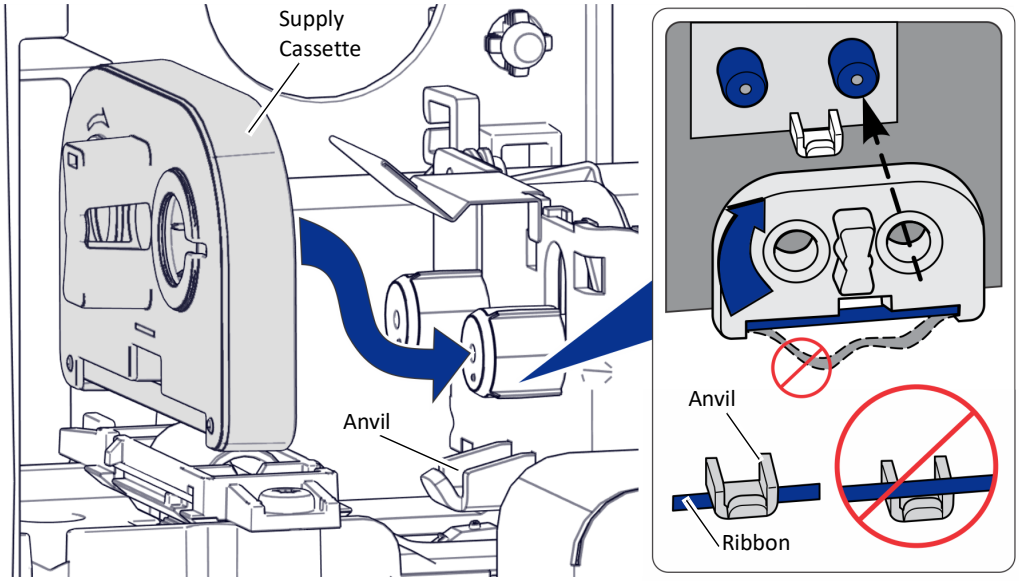
The RIM ribbon cassette installed. Message 304, RIM supply out, displays on the printer LCD if a cassette is not installed.

The ribbon cassette contains a one-time-use roll of indent ribbon.

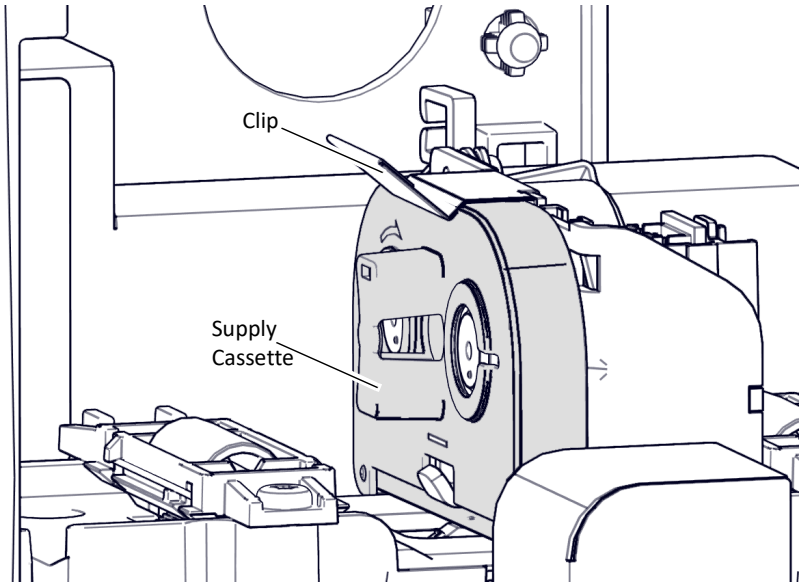
1. Press the power button to power down the printer.
2. Unlock the RIM and open the side access door.
3. Remove the supply cassette from the shipping bag and position the cassette as shown.
4. Turn the left spool clockwise to remove any slack in the supply. Look into the cassette to ensure that the slack is removed from both spools and the ribbon.
5. Position and push in the supply cassette as shown to install it into the RIM.



Make sure the ribbon is installed under the anvil feature located beneath the supply posts.



Make sure the supply cassette is secured under the clip when installed.

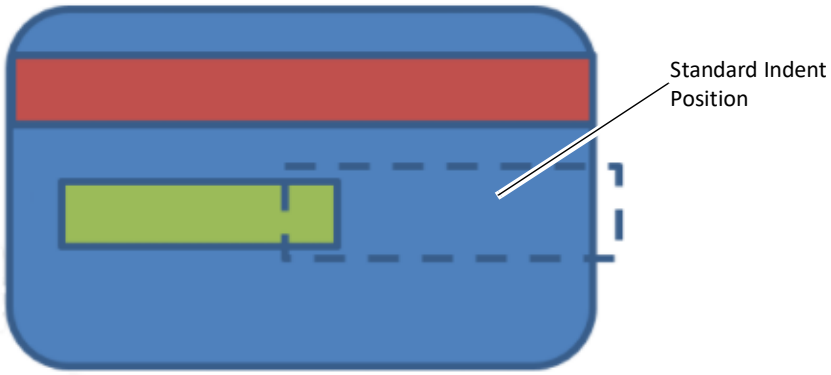


6. Close the side access door and lock the RIM.

Card Design

Set up your card design using your card production software or another application, such as Microsoft Word.

Standard indent position is on the right half of the card (starts 1.8" from left side of card).



The RIM can indent characters on either the front or back of the card.

The indent module does not support indenting a card that previously has been laminated using the CLM laminator.

You can fine-tune the settings that control the RIM using Printer Dashboard. Refer to the Printer Dashboard Help for information about using Printer Dashboard.

Verify Setup

After you set up the indent preferences, print several test cards to determine if the settings meet your requirements.

When evaluating a card, make sure that:

- The indent characters are positioned correctly and have the proper depth.
- The indent characters are applied correctly. Look for voids, or faint lines in the indent characters.

Chapter 3: Troubleshooting

3

This chapter provides information to help you identify and fix basic issues that can occur when using the Rear Indent Module (RIM).

Clear a Rear Indent Module Card Jam

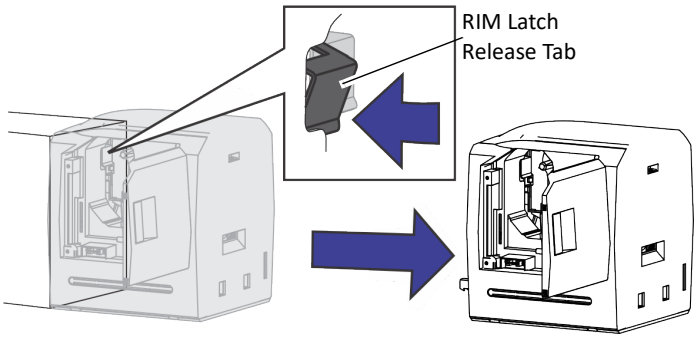
A card jam occurs when the card does not reach the proper position for the next action, such as indenting or ejecting the card.

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

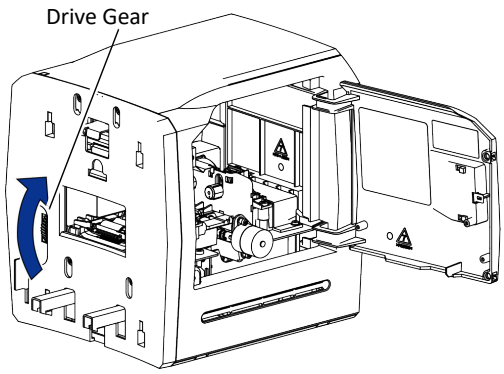
1. Power off and unplug the printer and RIM.
2. Unlock and open the RIM.
3. Remove the RIM from the printer.

   Push in the RIM latch release tab and pull the RIM away from the printer. Slide the RIM straight back from the printer.

   Caution: Avoid pulling out the RIM at an angle as this can damage the electrical connection.

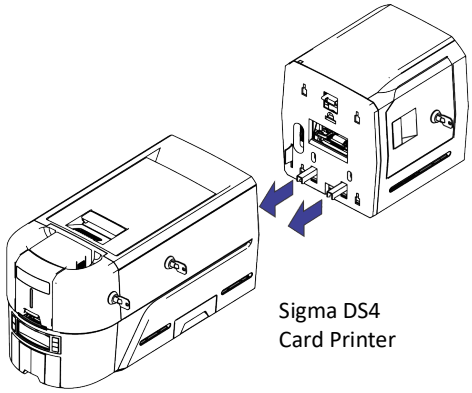


4. Rotate the drive gear to move the card out of the RIM.



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

Caution: Do not attempt to connect the RIM at an angle as this can damage the electrical connection.

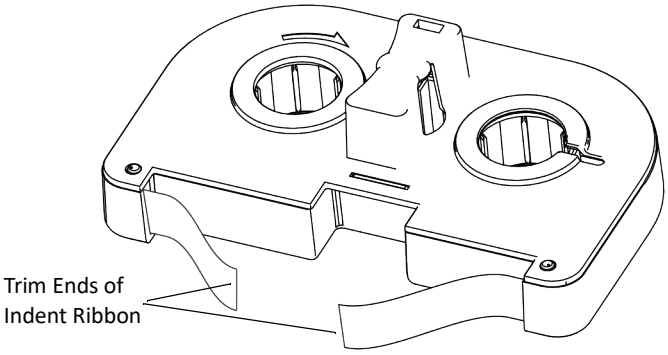


6. Plug the power supplies into the printer and RIM. Then, plug the power cords into the facility power source.
7. Restart the printer.

Repair a Broken Indent Ribbon

Do the following to repair a broken indent ribbon in the RIM supply cassette.

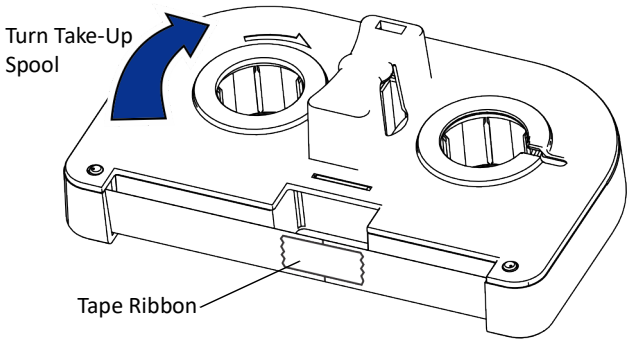
1. Unlock and open the RIM access door and remove the supply cassette.
2. Pull out an excess of indent ribbon from both spools of the cassette.
3. Trim the ends of the broken indent ribbon to be square and even.



4. Align the ends of the broken indent ribbon and apply adhesive tape to secure them.

Keep the two ends of broken indent ribbon aligned and parallel when you tape them so that they will not cause any binding inside the cassette.
Use a piece of adhesive tape that is not wider that the indent ribbon.

5. Turn the take-up spool clockwise until the mended portion is wound around the spool two or three turns.



6. Reinstall the supply cassette in the RIM.
7. Close and lock the RIM access door.

RIM Messages on the Printer LCD Panel

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

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

247: Rear module error

The printer cannot communicate with the rear module.

Confirm the rear module has power and power off and restart the printer.

If the error occurs again:

1. Power off and unplug the printer and rear module.
2. Remove the rear module from the printer.
3. Reconnect the rear module and printer.
4. Plug in the power cords and restart the printer.

If the error continues to occur, request service.

HINTS AND TIPS:

Make sure the power cord is connected into the power supply.

301: RIM not detected

The printer cannot communicate with the RIM.

Power off and restart the printer.

If the error continues:

1. Power off and unplug the printer and RIM.
2. Remove the RIM from the printer.
3. Reconnect the RIM and printer.
4. Plug in the power cords and restart the printer.

If the error continues, request service.

HINTS AND TIPS:

Make sure the power cord is connected into the power supply.

302: RIM arm error

An unexpected error has occurred in the RIM.

Power off and restart the printer.

If the error occurs again, request service.

HINTS AND TIPS:

Press the user button to clear the message.

303: RIM wheel error

An unexpected error has occurred in the RIM.

Power off and restart the printer.

If the error occurs again, request service.

HINTS AND TIPS:

Press the user button to clear the message.

304: RIM supply error

A RIM supply problem has occurred or the cassette is out of ribbon. Remove supply cassette and address any issues with the supply or install a new supply cassette.

HINTS AND TIPS:

Ribbon may be at the end of roll. The cassette is translucent so you can see how much ribbon is left.

Ribbon may be broken. Refer to "Repair a Broken Indent Ribbon" on page 15.

Make sure the ribbon is underneath the anvil.

Make sure both spools are wound tight before installing the ribbon.

After fixing the ribbon, push the user button to clear the message.

If the problem persists try using a new ribbon.

305: RIM lost card

The card cannot be located in the RIM.

1. Power off and unplug the printer and RIM.
2. Remove the RIM supply and the RIM from the printer.
3. Rotate the drive gear to move the card out.
4. Reconnect the RIM and printer, and reinstall the RIM supply.
5. Plug in the power cords and restart the printer.

HINTS AND TIPS:

Press the user button to clear the message.

306: RIM card jam

The card is not in position in the RIM.

1. Power off and unplug the printer and RIM.
2. Remove the RIM supply and the RIM from the printer.
3. Rotate the drive gear to move the card out.
4. Reconnect the RIM and printer, and reinstall the RIM supply.
5. Plug in the power cords and restart the printer.

HINTS AND TIPS:

Press the user button to clear the message.

307: RIM rear pick error

The printer did not pick a card from the rear of the RIM. To complete the current card, press the user button on the printer's front panel and insert the card into the rear of the RIM.

308: RIM dispense error

The card failed to dispense properly from the RIM. The card has been sent to the reject tray.

HINTS AND TIPS:

Press the user button to clear the message.

309: RIM error

An unexpected error has occurred in the RIM.

Power off and restart the printer.

If the error occurs again, request service.

322: RIM door open

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

HINTS AND TIPS:

Make sure the door is locked when closed.

Chapter 4: Supplies and Parts

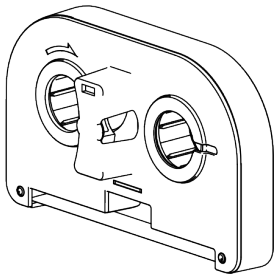
4

This chapter describes the supplies and replacement parts available for the Rear Indent Module (RIM).

Indent Ribbon Cassette

The indent ribbon cassette contains a one-time use ribbon. The length of the indent ribbon is 50 ft (15.24 m). Indent character yield per cassette will vary depending on card design elements. The following ribbon cassettes are available.

- Black

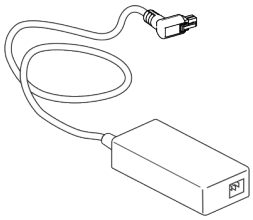


Storage Guidelines

- Store the indent ribbon cassette in the original package until you load it in the RIM. Keep the original packaging closed until you are ready to use the cassette.
- The cassette maintains its quality for about one year. For optimum card quality, purchase and store quantities of material that can be used within one year.
- If your site requires secure storage and tracking, follow your organization's policy for storing and tracking the supplies used to make cards.
- Store the cassette in a location away from direct sunlight, with a temperature between 50° and 80°F (10° and 27°C). A range of 30% to 70% humidity is recommended.
- Install the cassette at room temperature. If supplies are stored in an environment that is cooler than the printer environment, allow supplies to reach room temperature before you use them.
- If the printer will not be used for an extended period, remove supplies from the system and store them with new supplies.

Power Supplies

The RIM power supply is rated as follows:



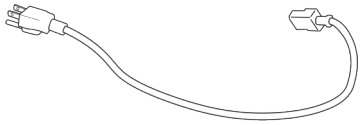
- Input: 100–240V/50–60 Hz/1.6Amp
- Output: 24V/3.0Amp/72W

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

Power Cords

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

The following country-specific power cords are available:



- USA Power cord
- Australia power cord
- Brazil power cord
- China power cord
- Denmark power cord
- European power cord
- India power cord
- Israel power cord
- Italy power cord
- Japan power cord
- South Africa power cord
- Swiss power cord
- United Kingdom power cord