



**ENTRUST**

# User Reference Guide

---

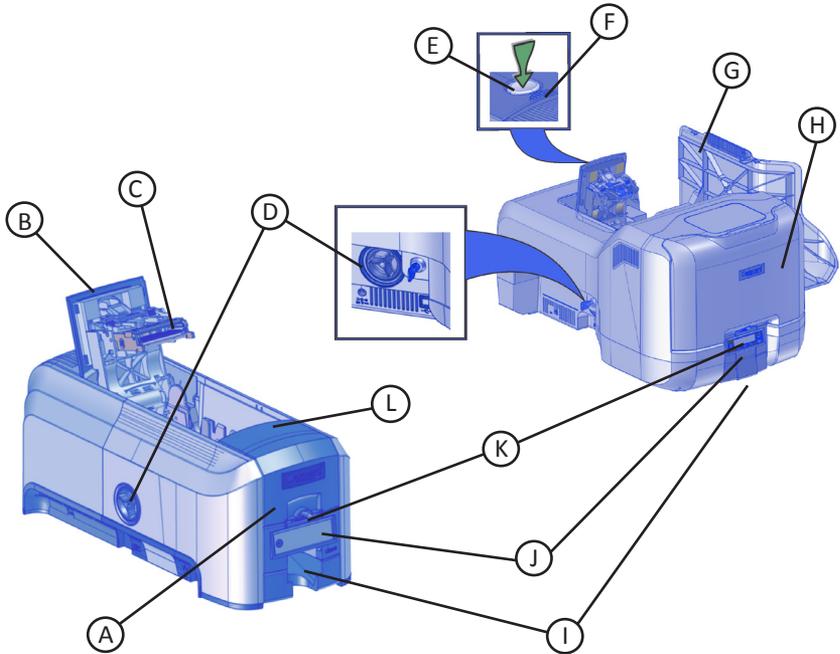
## **CD800™ Card Printer**

October 2020  
527980-001, Rev C

# Contents

|  |           |
|--|-----------|
| <b>The CD800 Card Printer .....</b>                            | <b>3</b>  |
| <b>Common Printer LCD Messages .....</b>                       | <b>4</b>  |
| <b>Load Cards.....</b>   | <b>8</b>  |
| Single-Hopper Printer.....                                     | 8         |
| Multi-Hopper Printer.....                                      | 8         |
| <b>Use the Exception Slot.....</b>                             | <b>9</b>  |
| <b>Load the Print Ribbon.....</b>                              | <b>10</b> |
| <b>Replace the Cleaning Sleeve .....</b>                       | <b>11</b> |
| <b>Clean the Printer .....</b>                                 | <b>12</b> |
| Prepare the Printer for Cleaning .....                         | 12        |
| <b>Clean the Printer .....</b>                                 | <b>13</b> |
| Clean the Multi-Hopper Rollers.....                            | 14        |
| Complete the Cleaning Process.....                             | 14        |
| <b>Clean the Printhead.....</b>                                | <b>15</b> |
| <b>Empty the Printer Reject Tray .....</b>                     | <b>16</b> |
| <b>Clear a Printer Card Jam .....</b>                          | <b>17</b> |
| <b>Repair a Broken Ribbon .....</b>                            | <b>18</b> |
| <b>Close the Printer Doors.....</b>                            | <b>19</b> |
| <b>Check the Printer Power Connections .....</b>               | <b>20</b> |
| <b>Check the Printer Data Connections.....</b>                 | <b>21</b> |
| <b>CD800 Card Printer Notes .....</b>                          | <b>22</b> |
| <b>The CD800 Card Printer with Optional CLM Laminator.....</b> | <b>23</b> |
| <b>Common Laminator LCD Messages .....</b>                     | <b>24</b> |
| <b>Replace Laminator Supplies.....</b>                         | <b>26</b> |
| <b>Empty the Laminator Reject Tray .....</b>                   | <b>28</b> |
| <b>Clear a Laminator Card Jam .....</b>                        | <b>29</b> |
| <b>Clean the Laminator .....</b>                               | <b>30</b> |
| <b>Check the Laminator Power Connection .....</b>              | <b>32</b> |
| <b>Check the Laminator Data Connection .....</b>               | <b>33</b> |

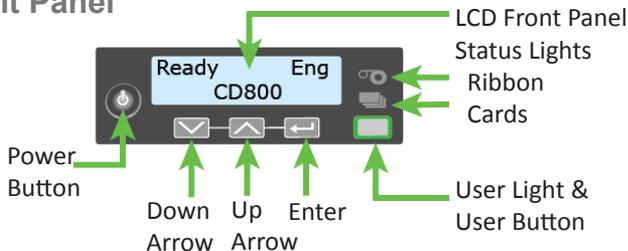
# The CD800 Card Printer



- A = Card Input Hopper
- B = Swingarm
- C = Printhead
- D = Manual Advance Knob
- E = Latch Button
- F = Cover Ridges

- G = Multi-Hopper Printer Supplies Access Door
- H = Multi-Hopper Cover
- I = Card Output Hopper
- J = Front Panel
- K = Exception Slot
- L = Ribbon Cartridge Handle

## Front Panel



# Common Printer 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 CD800 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 Printer 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 14](#) for more information.

#### 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.

## Common Printer LCD Messages (cont.)

### 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 19](#) 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 19](#) 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 Printer Reject Tray” on page 16](#) and [“Close the Printer Doors” on page 19](#) for more information.

### Common Printer 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 the Printer Power Connections” on page 20](#) and [“Check the Printer Data Connections” on page 21](#) for more information

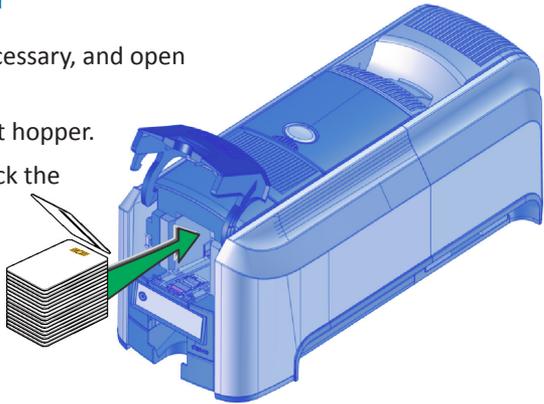
## Load Cards

- 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.

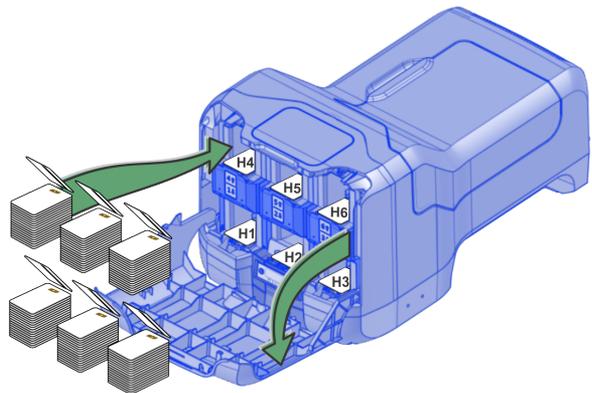
### Single-Hopper Printer

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



### 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.

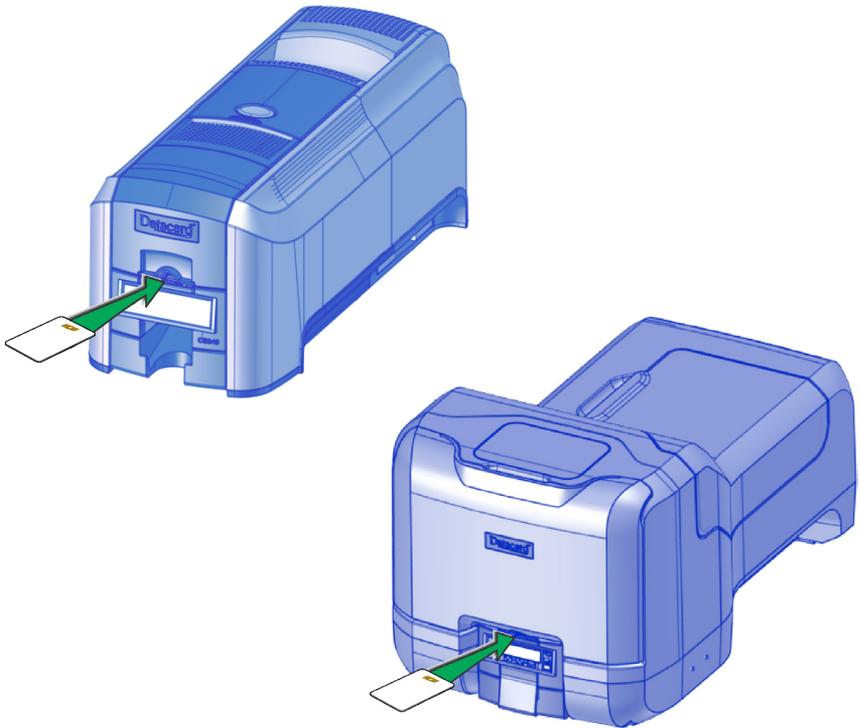


## Use the Exception Slot

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.

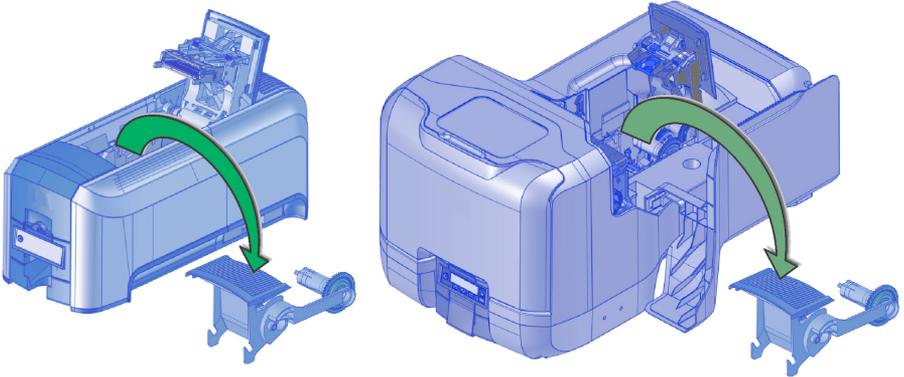
1. Slide the card into the exception slot.
2. Push the card all the way into the input hopper. The card slides under any cards already in the input hopper so that it can be picked.

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

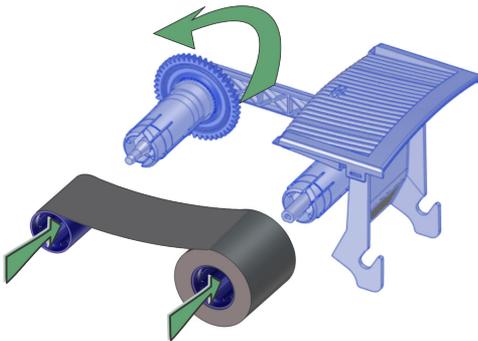


## Load the Print Ribbon

1. Unlock the printer, if necessary, 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.



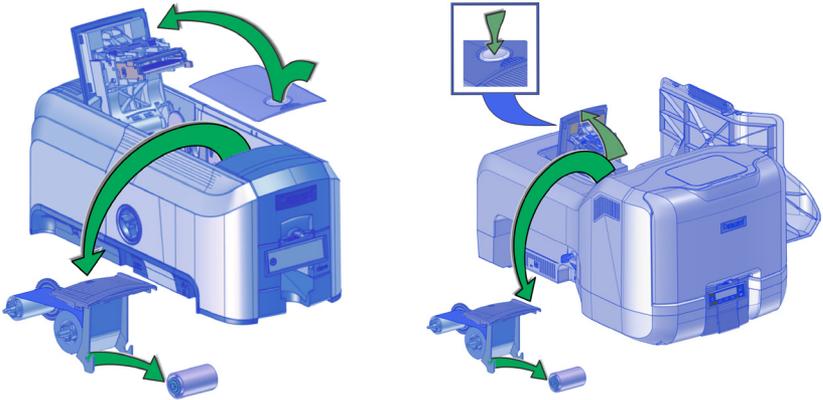
4. Load a full roll of print ribbon (blue spool) onto the spindle closest to the cartridge handle until it clicks into place.
5. Place the silver take-up spool on the spindle with the black gear until it clicks into place.
6. Wind the take-up spool counterclockwise one full turn.



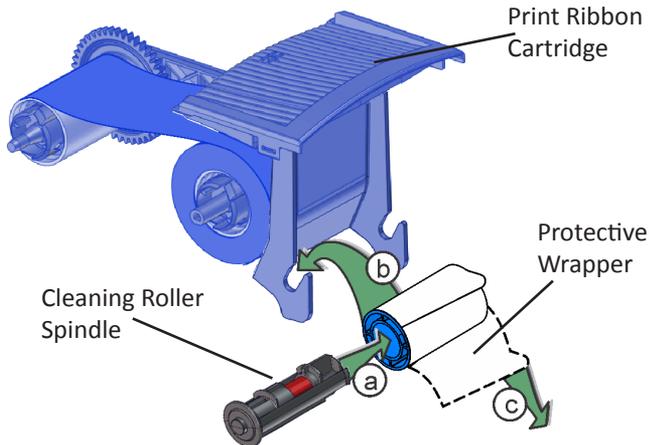
7. Load the cleaning sleeve. Refer to [“Replace the Cleaning Sleeve”](#) on page 11.
8. Replace the print ribbon cartridge.
9. Close the printer swingarm (and close the supplies door on the multi-hopper and lock the printer).

## 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).

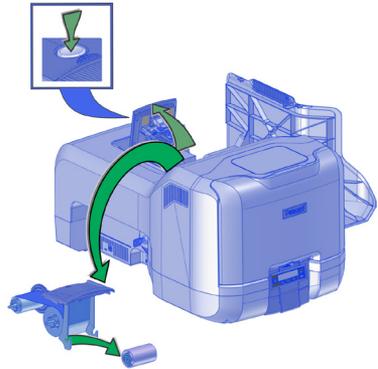
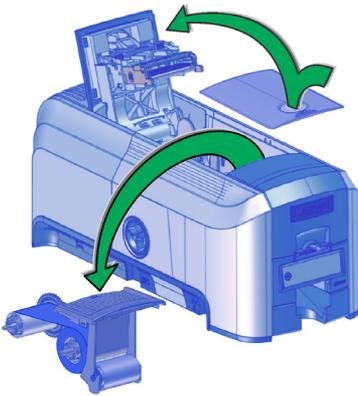


7. Remove the protective wrapper from the cleaning sleeve (c).
8. Reinstall the ribbon cartridge.
9. Close the printer swingarm (and close the supplies door on the multi-hopper and lock the printer).

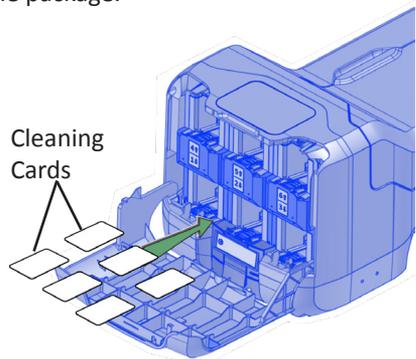
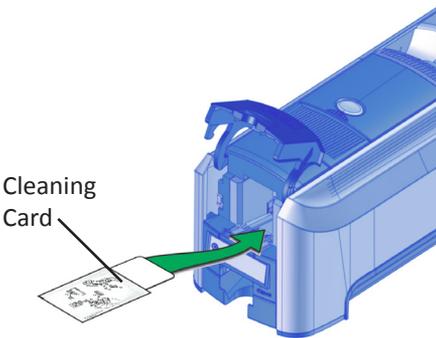
# Clean the Printer

## Prepare the Printer for Cleaning

1. Power on and unlock the printer, if necessary.
2. Open the printer swingarm and remove the print ribbon cartridge.
3. For a multi-hopper printer, remove the cleaning sleeve and replace the ribbon cartridge. (The ribbon must remain installed on the ribbon cartridge.)



4. Close the swingarm.
5. Open the input hopper and remove unprinted cards.
6. Remove the cleaning card(s) from the package.

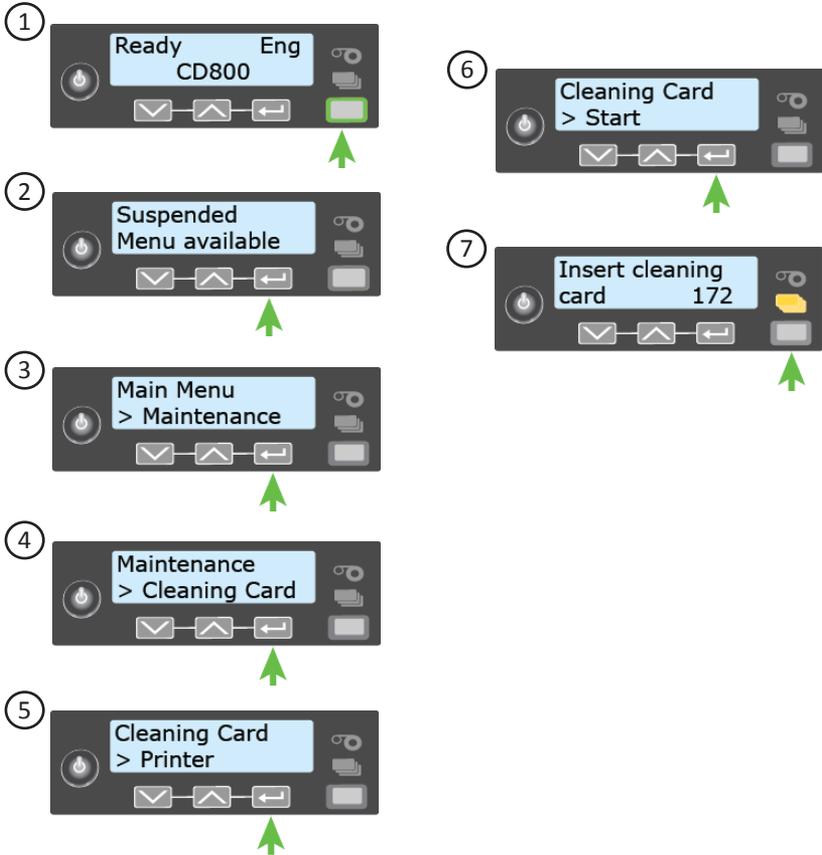


7. Load the cleaning card(s) in the input hopper(s).
8. Close the input hopper and lock the printer, if necessary.

## Clean the Printer

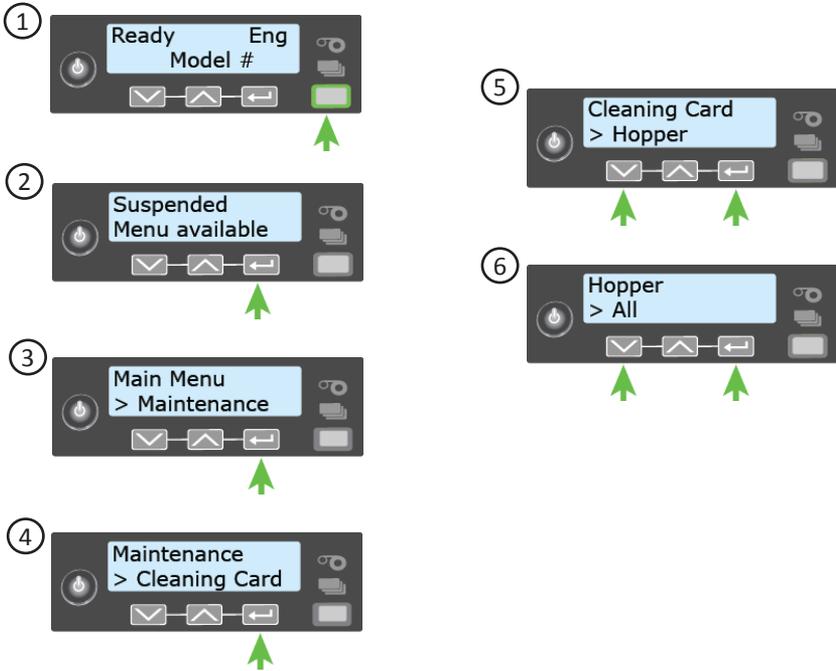
Use the LCD menu system to start the cleaning cycle.

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.

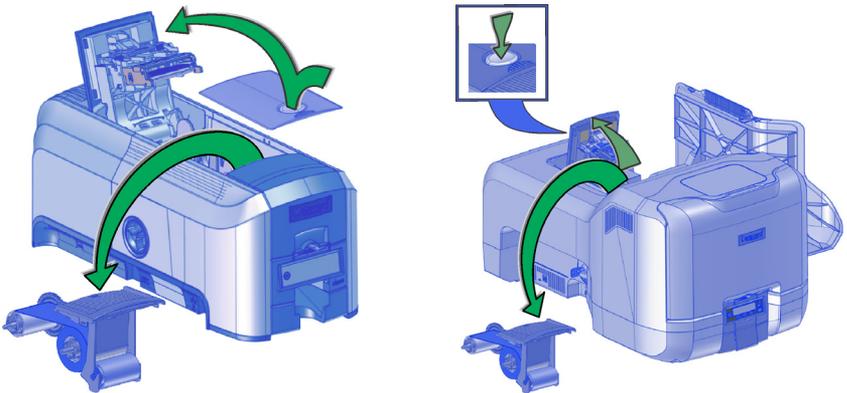


## Complete the Cleaning Process

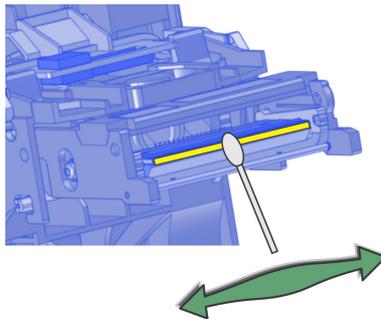
1. Unlock the printer, if necessary.
2. Replace the cards in the input hopper(s).
3. Remove the print ribbon cartridge.
4. Replace the cleaning sleeve. Refer to [“Replace the Cleaning Sleeve” on page 11](#).
5. Replace the ribbon cartridge.
6. Close and lock the printer.

## Clean the Printhead

1. Power off the printer.
2. Unlock the printer, if necessary, and open the printer supplies access door on the optional multi-hopper.
3. Open the printer cover and remove the print ribbon cartridge.



4. Open and remove a cleaning swab from its package.
5. Use gentle pressure, move the cleaning swab back and forth along the full length of the printhead edge until it is completely clean.

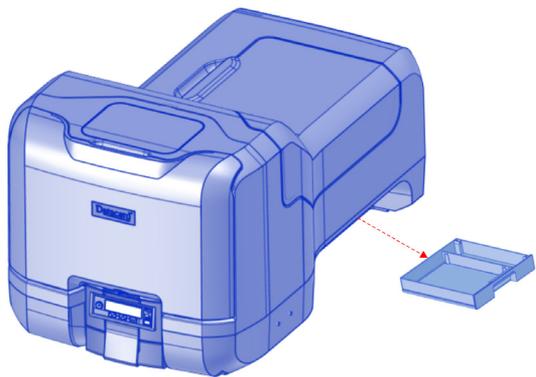
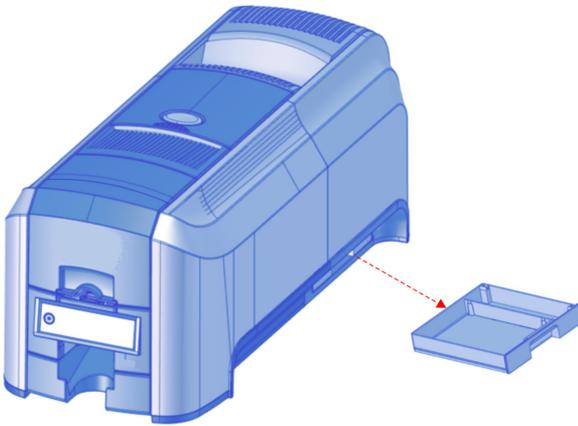


6. Replace the print ribbon cartridge. Do not touch the printhead.
7. Close the printer cover and lock the printer, if necessary.
8. Power on the printer.

## Empty the Printer Reject Tray

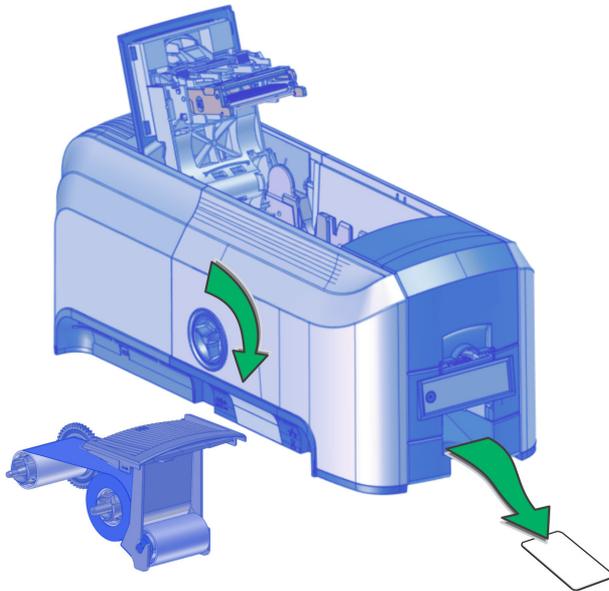
Empty the reject tray regularly. Follow your site's guidelines to dispose of the cards removed from the reject tray.

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



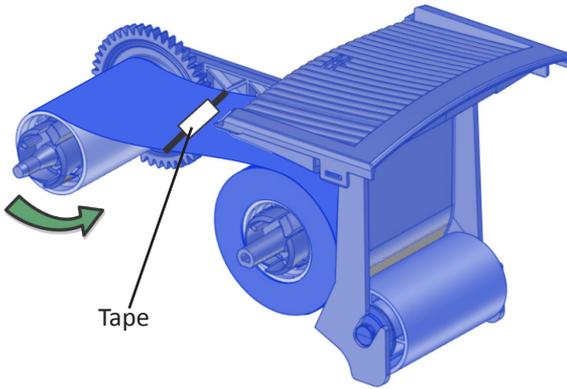
## Clear a Printer Card Jam

1. Unlock the printer, if necessary, and open the printer cover.
2. Remove the print ribbon cartridge.
3. Turn the manual advance knob to move the jammed card until it is accessible from the rollers or exits into the output hopper.
4. Remove the card.
5. Replace the ribbon cartridge and close the printer cover.
6. Lock the printer, if necessary.



# Repair a Broken Ribbon

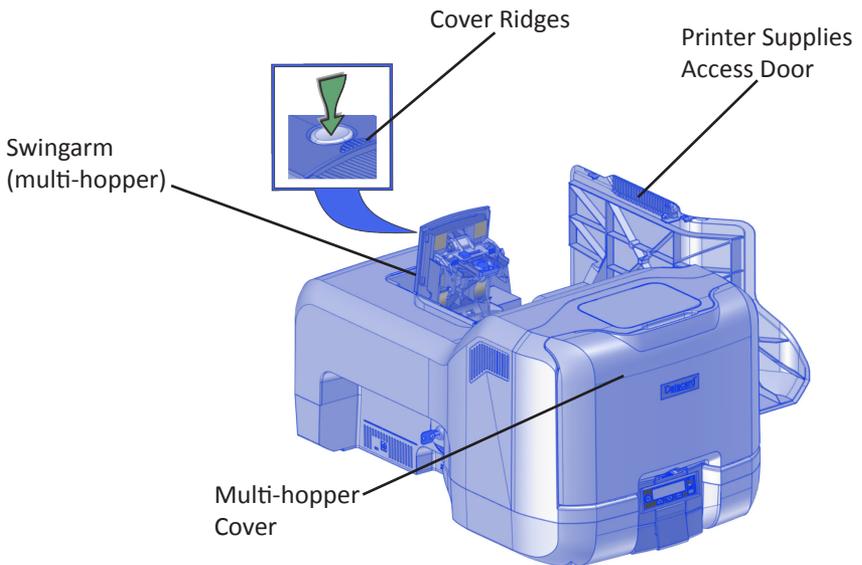
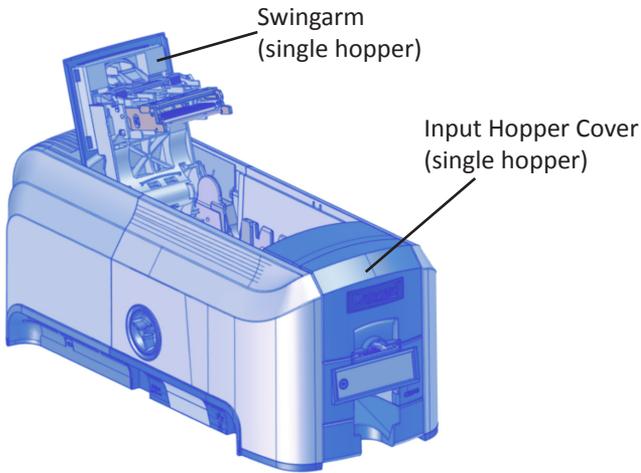
1. Open the printer and remove the print ribbon cartridge.
2. Trim the ends of the broken ribbon evenly.
3. Align the ends of the broken ribbon and apply adhesive tape to secure them.
4. Turn the take-up spool counterclockwise until the mended portion is wound around the spool two or three turns.
5.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



## 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.

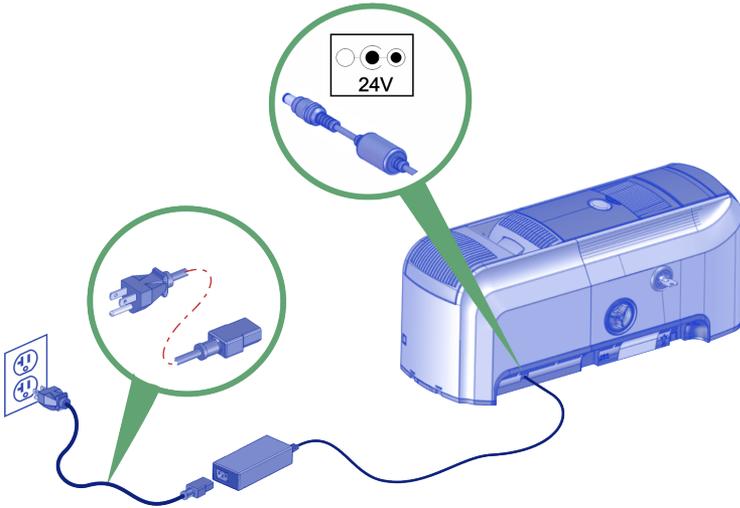
**Note:** Press down on the cover ridges to make sure that the swingarm latches completely on both sides.



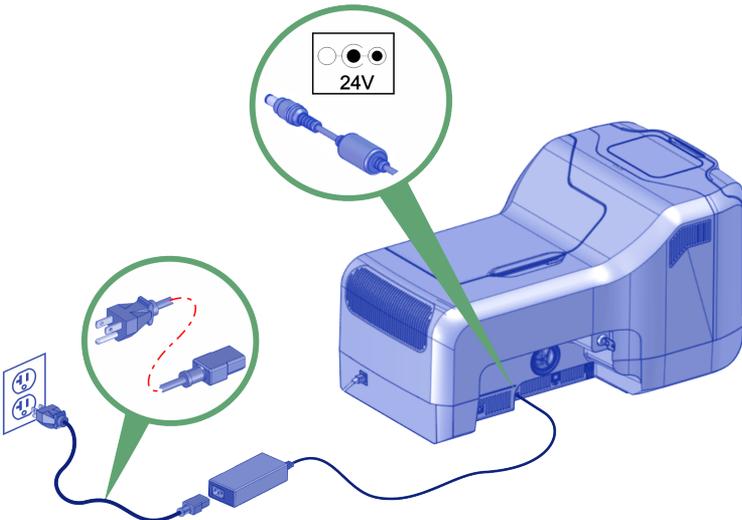
# Check the Printer Power Connections

Make sure that all power cables are securely connected.

## Single-Hopper Power Connections



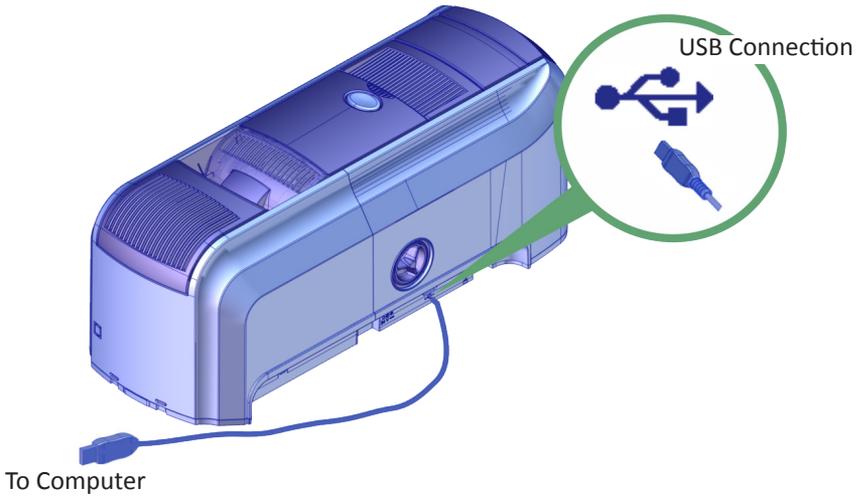
## Multi-Hopper Power Connections



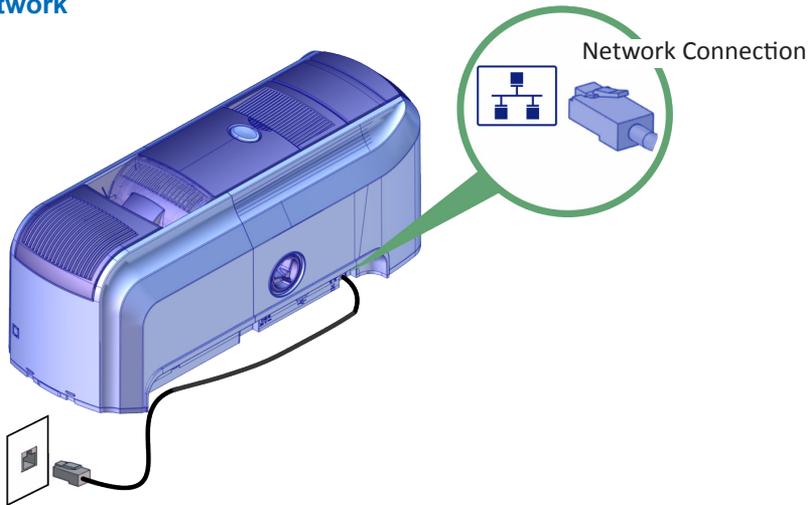
# Check the Printer Data Connections

Make sure that all data cables are securely connected.

## USB

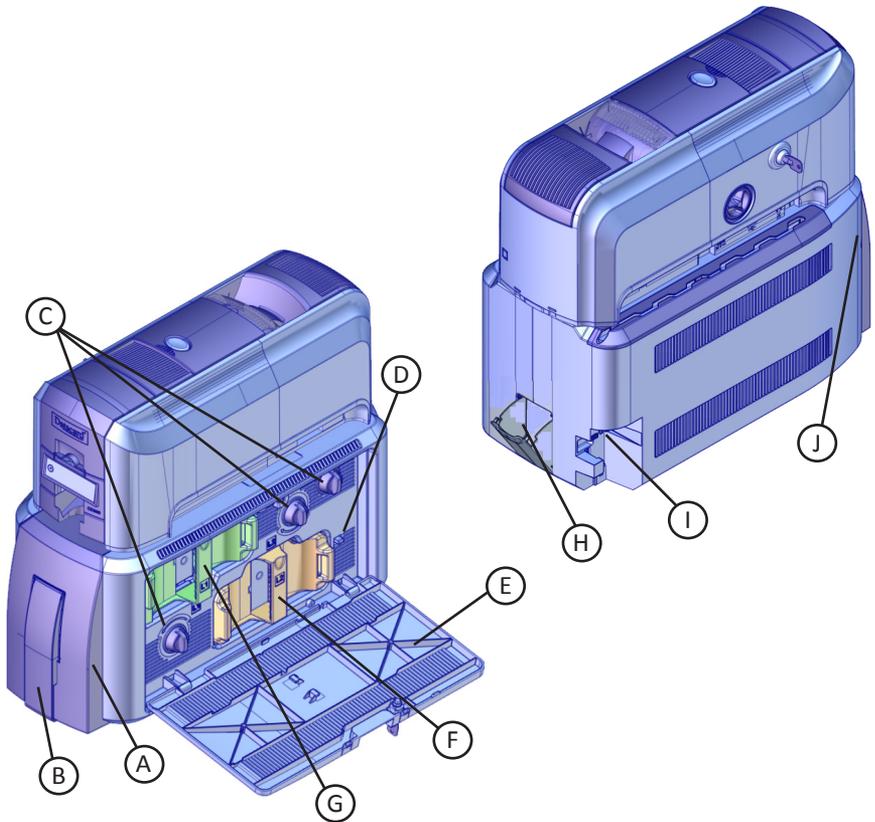


## Network



# CD800 Card Printer Notes

# The CD800 Card Printer with Optional CLM Laminator



- A = Optional Impresser (if installed)
- B = Card Output Hopper
- C = Manual Advance Knobs
- D = Reject Tray Release Button
- E = Laminator Access Door

- F = L2 Laminator
- G = L1 Laminator
- H = Reject Tray
- I = Laminator Power Connection
- J = Laminator Status Light

# Common Laminator LCD Messages

The following laminator messages display on the printer LCD panel.

Refer to [“The CD800 Card Printer with Optional CLM Laminator”](#) on page 23 for the location of the laminator components.

### 177: Laminator not available

**Cause:** The printer and laminator cannot communicate. The card will be canceled.

1. Make sure that the data cable from the laminator to the printer is securely plugged in.
2. Power off and restart the printer.

Refer to [“Check the Laminator Power Connection”](#) on page 32 and [“Check the Laminator Data Connection”](#) on page 33.

### 197: Laminator entry card problem

#### 198: L1 area card problem

#### 199: L2 area card problem

### 200: Laminator exit card problem

**Cause:** The card is not where it should be in the laminator.

1. Open the laminator
2. Remove the appropriate laminator cartridge (L1 or L2), if necessary.
3. Use the manual advance knobs to access and remove the card.

Refer to [“Clear a Laminator Card Jam”](#) on page 29.

### 201: L1 supply problem

### 206: L2 supply problem

**Cause:** The supply is not moving properly.

1. Open the laminator.
2. Remove the appropriate laminator cartridge (L1 or L2).
3. Reposition, repair, or replace the supply and advance the supply one full turn.
4. Replace the supply cartridge and close the laminator.

Refer to [“Replace Laminator Supplies”](#) on page 26.

## Common Laminator LCD Messages (cont.)

### **202: L1 supply out or missing**

### **207: L2 supply out or missing**

**Cause:** The laminator does not have usable supplies.

1. Open the laminator.
2. Replace the supply.
3. Close the laminator.

Refer to [“Replace Laminator Supplies”](#) on page 26.

### **203: L1 supply type problem**

### **204: L1 supply not supported**

### **205: L1 supply not identified**

### **208: L2 supply type problem**

### **209: L2 supply not supported**

### **210: L2 supply not identified**

**Cause:** The laminator cannot use the supply installed.

Use supplies designed for this laminator.

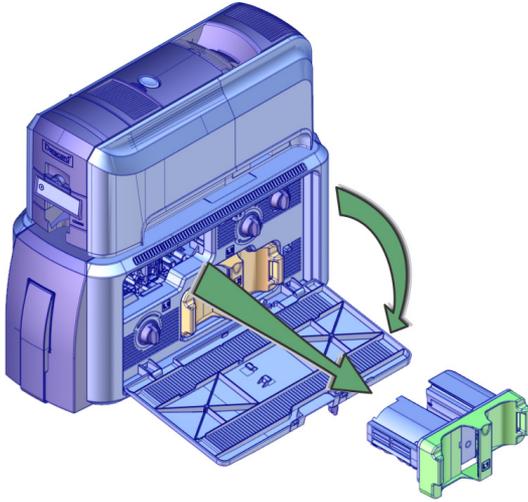
Refer to [“Replace Laminator Supplies”](#) on page 26.

## Replace Laminator Supplies

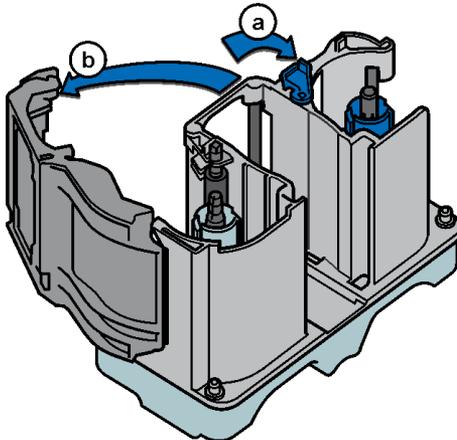


The L1 (green) and L2 (orange) cartridges fit only in their assigned locations inside the laminator. They are not interchangeable.

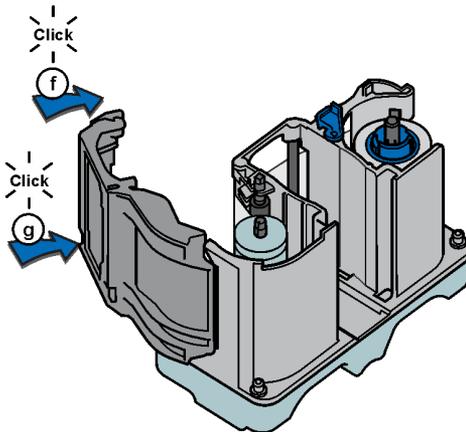
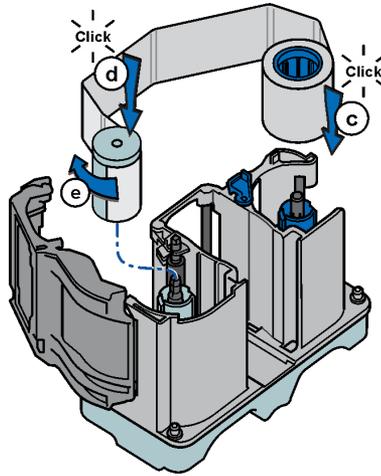
1. Unlock and open the laminator access door.
2. Remove the L1 (green) cartridge from the laminator.



3. Remove the used supply spools from the cartridge.
4. Load the overlay onto the cartridge. Make sure that the overlay spool color matches the cartridge spindle.



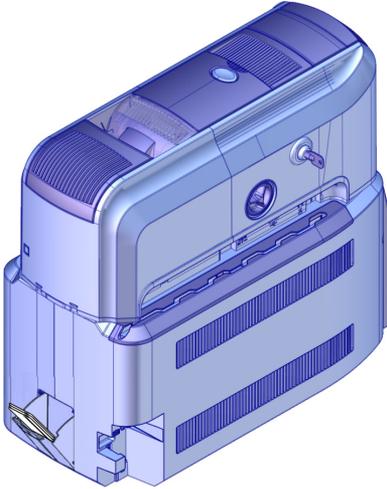
## Replace Laminator Supplies (cont.)



5. Replace the cartridge in the laminator.
6. Remove the L2 (orange) cartridge, if installed, from the laminator.
7. Repeat steps 3 and 4 to load the overlay onto the L2 cartridge.
8. Close and lock the laminator access door when finished.

### Empty the Laminator Reject Tray

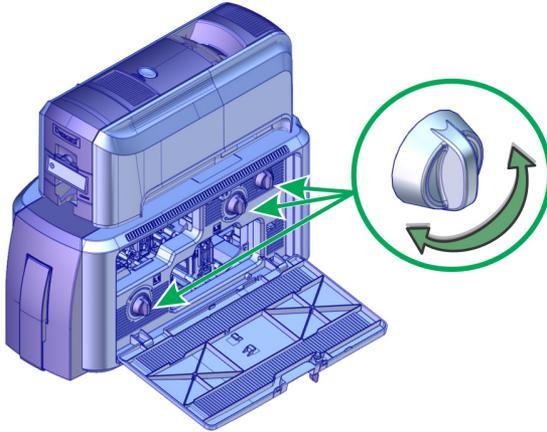
1. Open the laminator access door.
2. Press the reject tray release button to open the laminator reject tray. Refer to [“The CD800 Card Printer with Optional CLM Laminator”](#) on page 23 for the location of the reject tray release button.
3. Remove the rejected cards from the reject tray.



4. Close the reject tray.
5. Close the laminator access door.

## Clear a Laminator Card Jam

1. Open the laminator access door.
2. Remove the L1 and L2 (if installed) laminator cartridges
3. Turn the manual advance knobs inside of the laminator until the card is accessible.



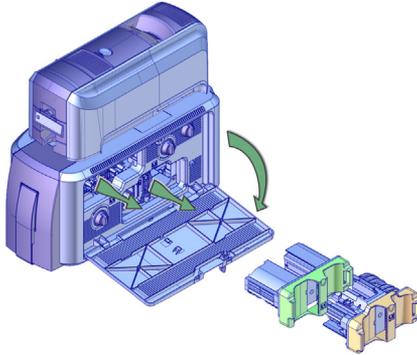
4. Remove the card.
5. Replace the laminator cartridges.
6. Close the laminator access door.

## Clean the Laminator

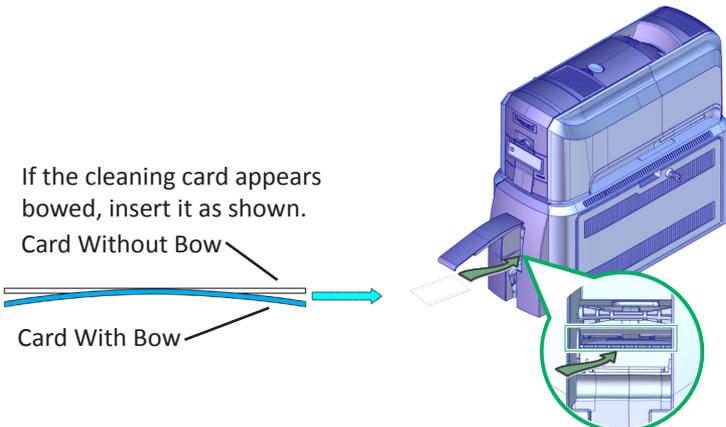
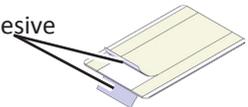


This procedure uses a double-sided, adhesive cleaning card that removes holographic overlay particles from the laminator. When you clean the printer using an isopropanol cleaning card, the card also moves into the laminator and cleans the laminator rollers, the card entry area, and the impresser exit rollers. This is sufficient if you are not using holographic overlay.

1. Unlock the laminator access door and remove the L1 and L2 laminator cartridges.

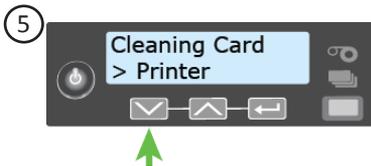
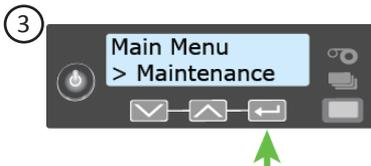


2. Remove printed cards from the output hopper.
3. Peel off the center strips from both sides of the adhesive cleaning card. Leave the side stripes in place
4. Insert the card under the rollers of the card exit slot of the laminator. When it is in the correct location and pushed in far enough, the card stays in place.



## Clean the Laminator (cont.)

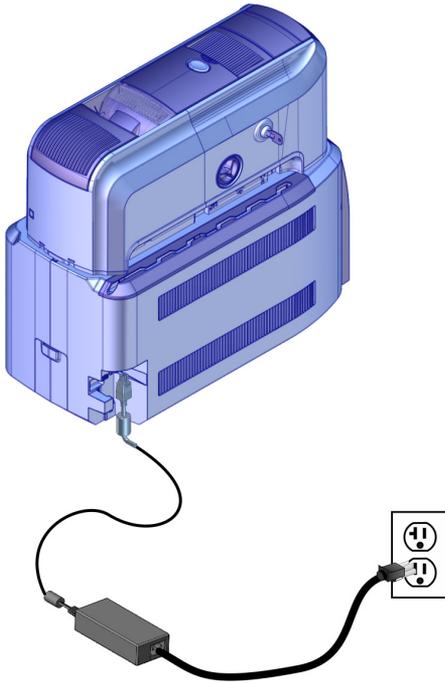
5. Follow the steps on the printer LCD panel (refer to the following illustration).
6. Press the USER button to start the cleaning cycle when “Insert cleaning card” displays on the LCD.



## Check the Laminator Power Connection

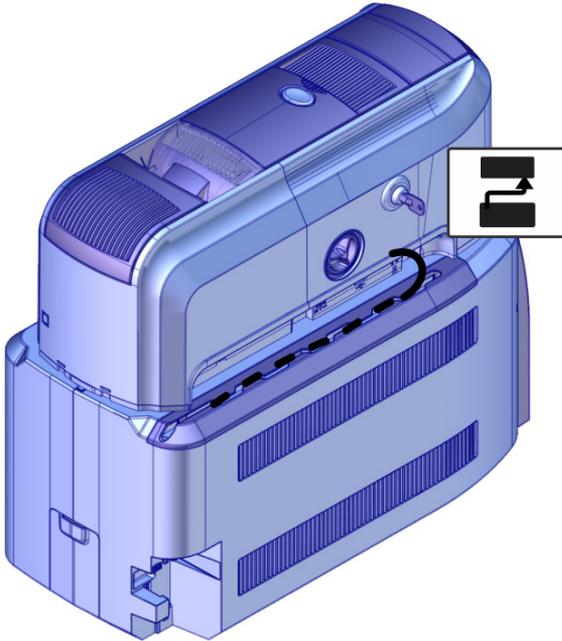
Make sure that the laminator power cord is connected to the power supply and the power outlet.

Also refer to [“Check the Printer Power Connections”](#) on page 20.



## Check the Laminator Data Connection

Make sure that the laminator-to-printer interconnect cable is securely connected.



Notes:

Notes:



**ENTRUST**

1187 Park Place

Minneapolis, Minnesota 55379

952.933.1223 • 952.933.7971 Fax

[www.entrust.com](http://www.entrust.com)

Entrust, Sigma and the hexagon design are trademarks, registered trademarks and/or service marks, and Datacard is a registered trademark and service mark, of the Entrust Corporation in the United States and other countries. All other trademarks are the property of their respective owners.

© 2019, 2020. The design and information contained in these materials is protected