User's Guide

Durable Graphics Module (DGM)

June 2026

528304-001, Rev C

Notice

Please do not attempt to operate or repair this equipment without adequate training. Any use, operation or repair you perform that is not in accordance with the information contained in this documentation is at your own risk.

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Safety

The following basic safety tips are given to ensure safe installation, operation and maintenance of Entrust® 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:

https://www.entrust.com/legal-compliance/environmental-product-certifications

Revision Log

Revision	Date	Description of Changes
A	May 2022	First release of this document
B	December 2025	Product name change; updated to Figtree font
C	June 2026	Updated branding.

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Chapter 1: Introduction

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About this Manual

This manual provides user information for the Durable Graphics Module (DGM). The manual includes:

- An overview of the module, and a description of the system label.
- 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 Durable Graphics Module (DGM)

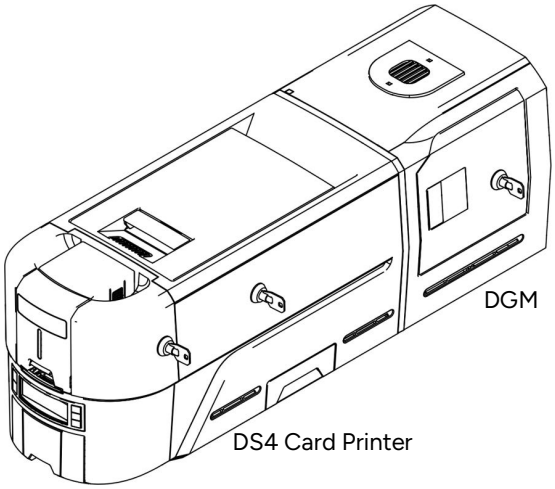
2

This guide provides information about the optional Durable Graphics Module (DGM) that you can add to your printer at the time of purchase or later, as a field upgrade.

The Durable Graphics Module (DGM)

The Durable Graphics module can be added to the back of a Entrust® Datacard® (formerly Sigma) DS4 Instant Issuance Printer. It allows the printer to use UV light to cure cards printed with monochrome UV curable print ribbons.

The DS4 Instant Financial Issuance Printer requires D4.2.2 firmware or higher for DGM compatibility.
Contact your system administrator for details on printer firmware.



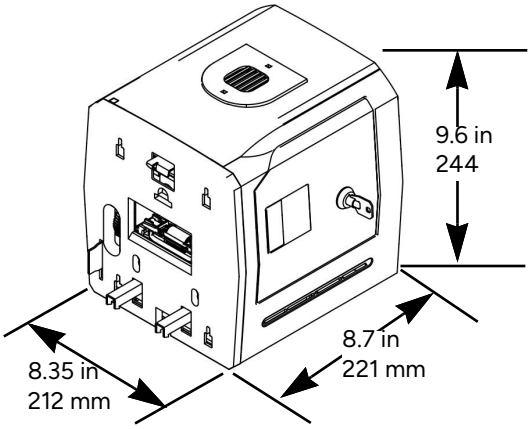
Site Requirements

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

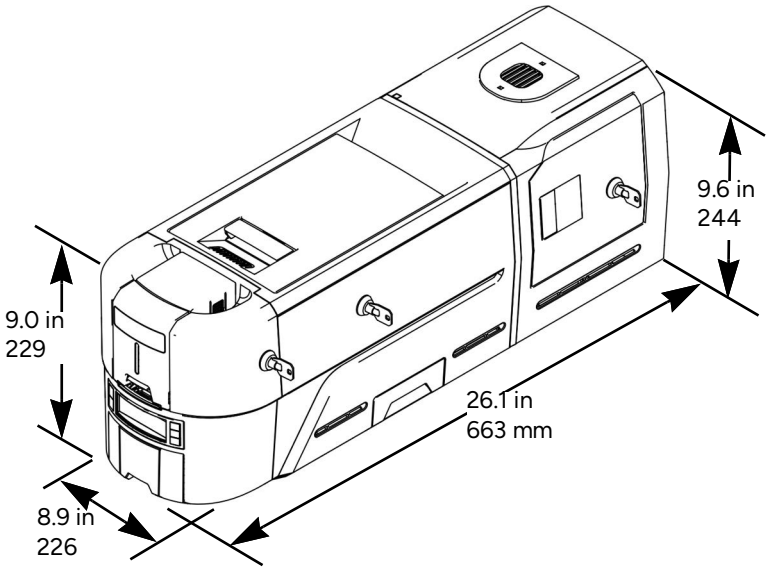
System Dimensions

The external system dimensions are shown in the following illustrations.

Durable Graphics Module (DGM)



Entrust® Datacard® DS4 Instant Issuance Printer with Durable Graphics Module



Clearance Requirements

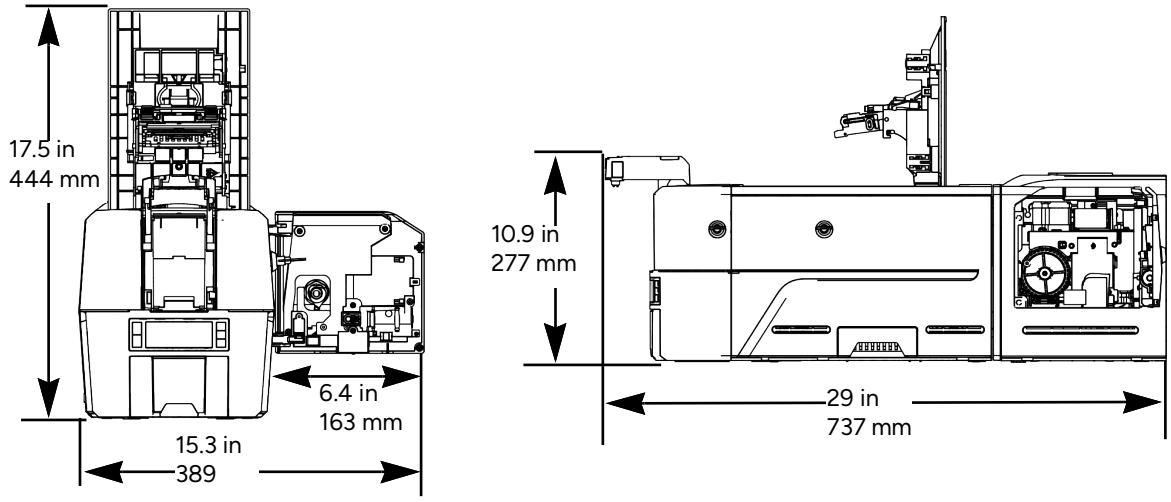
The following measurements show the system dimensions when the printer input hopper, printer cover, and DGM access door are open.

Caution: Do not block the fan vent on the top of the DGM.

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.

Do not block the fan vent on the top of the DGM.

Entrust® Datacard® DS4 Instant Issuance Printer with Durable Graphics Module



Electrical Requirements

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

Electrical Requirements

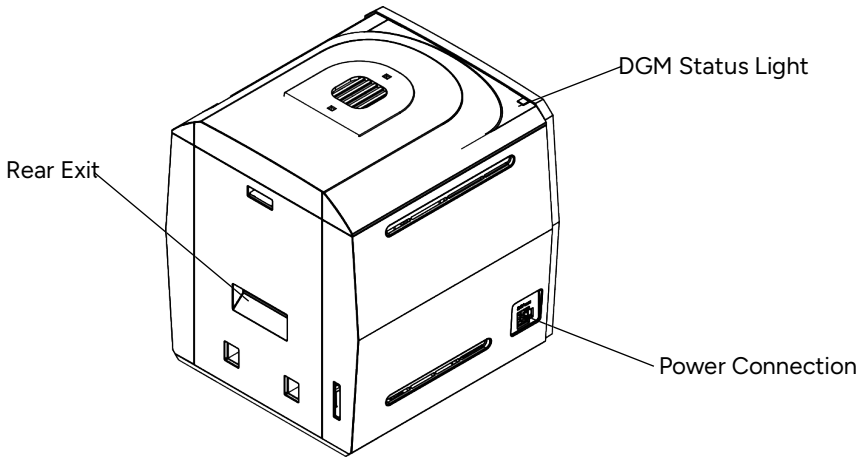
Input	Output
100-240AVC, 50/60Hz, 2.0A	24V, 6.67A, 160W

- The DGM 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 Durable Graphics Module (DGM)

Use the following information to become familiar with the DGM.

Back and Left Side



DGM Status Light — The light shows the status of the DGM. Refer to "DGM Status Light" on page 7.

Rear Exit — The rear exit allows a card to be moved out of the DGM, for example to clear a card jam.

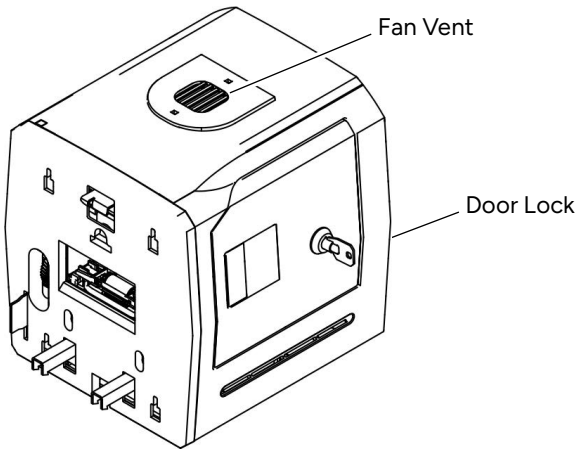
Power Connection — The power connection provides a plug-in connector for the DGM power supply.

DGM Status Light

The status light shows the status of the DGM:

Ready	Solid green	
Busy	Blinking green	
Idle/Not ready	Solid blue	
Error	Blinking red	

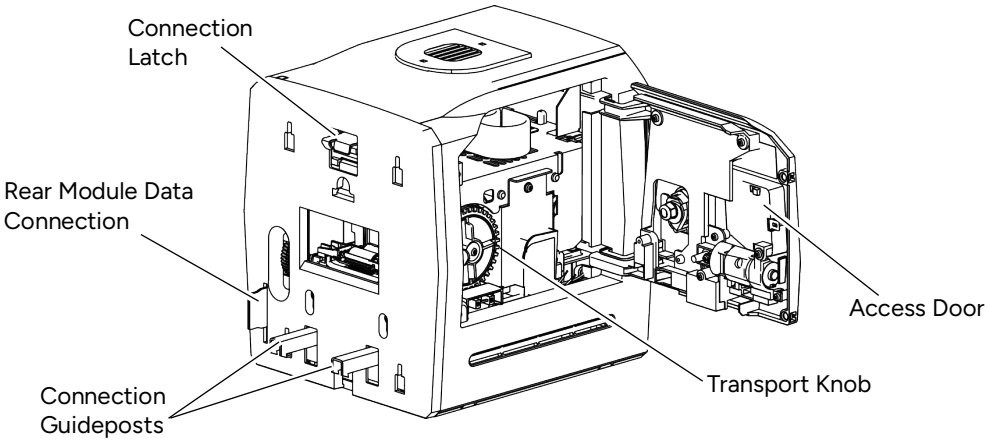
Right Side



Door Lock	The door lock secures access to interior of the DGM.
Fan Vent	Provides ventilation for the DGM.

Caution: Do not block the fan vent on the top of the DGM.

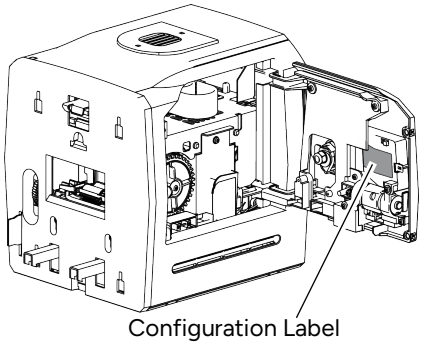
Front and Inside



Access Door	The access door provides access to advance wheel and connection latch.
Transport Knob	The transport knob allows you to move a card out of the DGM if a card jam occurs. Refer to "Clear a DGM Card Jam" on page 11.
Connection Guideposts	The guideposts connect the DGM to the printer.
Rear Module Data Connection	The electrical connection for the DGM to connect to the printer. **Note:** Avoid touching or jarring the electrical connection. Damage to the DGM can occur.
Connection Latch	Secures the DGM to the printer.

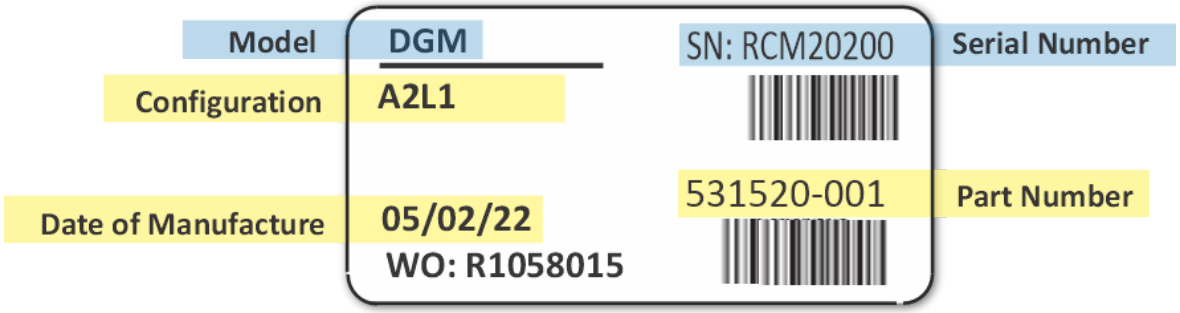
DGM Configuration Label

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



The configuration label shows the following information:

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



Option	Configuration Code
Adapter Plate	A2=DS Printer
Lock Option	L1=Rear Module Lock

Card Design

Set up your card design using your card production software or another application.

300x300 dpi printing is not supported with UV curable ribbons. The recommended print modes for image quality and durability are 300x600 dpi or 300x1200 dpi.

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

Verify Setup

After you set up the print preferences, print several test cards to determine if the settings meet your requirements. You can print test cards from the Printer Dashboard (refer to the Printer Dashboard Help).

Chapter 3: Troubleshooting

3

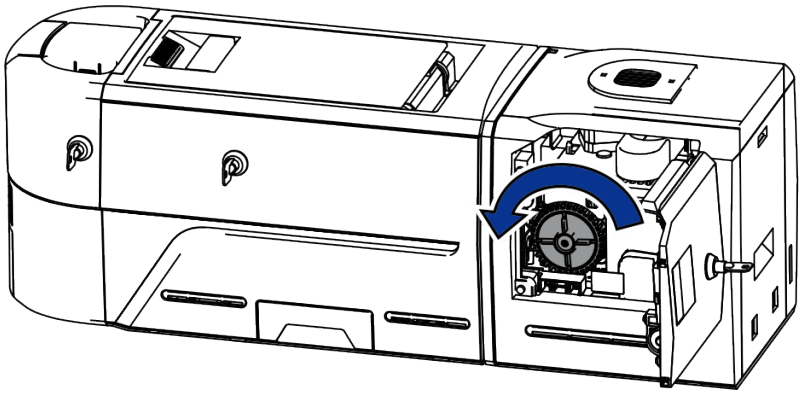
This chapter provides information to help you identify and fix basic issues that can occur when using the Durable Graphics Module (DGM).

Clear a DGM Card Jam

A card jam occurs when the card does not reach the proper position for the next action, such as curing 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 DGM.

1. Unlock and open the DGM access door.
2. Rotate the transport knob counter-clockwise at least 6 turns to move the card out through the DGM and out the rear exit.



3. Close and lock the DGM access door.

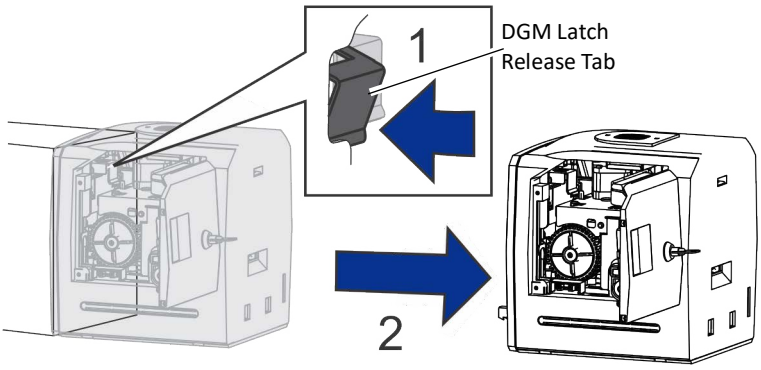
Remove the DGM from the Printer

Remove the DGM from the printer when moving or repackaging the system.

1. Power off and unplug the printer and DGM.
2. Unlock and open the DGM access door.
3. Remove the DGM from the printer.

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

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



DGM 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 DGM. 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.

Some messages include a reference to the earlier name of the module: LCM.

247: Rear module error

The printer cannot communicate with the rear module.

Confirm that 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.

311: LCM card jam

The card is not in position in the DGM.

1. Open the DGM door.
2. Rotate the transport knob counter-clockwise at least 6 turns to move the card out the rear of the DGM.
3. Close the DGM door.

312: LCM lost card

The card cannot be located in the DGM.

1. Open the DGM door.
2. Rotate the transport knob counter-clockwise at least 6 turns to move the card out the rear of the DGM.
3. Close the DGM door.

313: LCM lamp drive problem

The DGM lamp drive has encountered a problem.

1. Power off the printer and DGM.
2. Open the DGM door.
3. Inspect lamp area for a warped or stuck card.
4. Close the DGM door.
5. Reassemble and power on the printer and DGM.

If the issue continues to occur, request service.

314: LCM lamp problem

The DGM has detected a problem with the lamp.

Power off and restart the printer.

If the issue continues to occur, request service.

315: LCM fan problem

The DGM has detected a problem with a cooling fan.

1. Power off and unplug the printer and DGM.
2. Inspect enclosure fan to make sure it is not obstructed.
3. Plug in the power cords and restart the printer.

If the issue continues to occur, request service.

318: UV ribbon requires LCM

The inserted UV ribbon requires an attached Durable Graphics Module (DGM) for curing.

To resolve the issue, shut down the printer, attach a rear DGM, and power on the printer.

Alternatively, replace the UV ribbon with a standard ribbon.

324: LCM service required

The attached Durable Graphics Module (DGM) is in need of periodic service to maintain high performance. Request service.

325: Close rear module door

A rear module door is open. Close the door to resume card processing.

326: Rear module door opened

A rear module door was opened while it was processing a card. The card will be rejected.

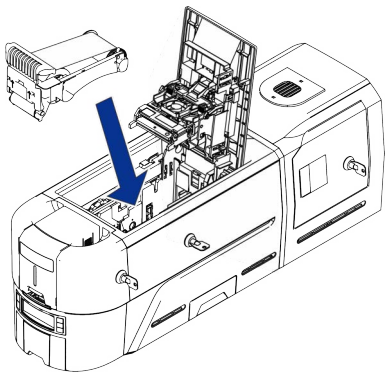
Chapter 4: Supplies and Parts

4

This chapter describes the supplies and replacement parts available for the Durable Graphics Module (DGM).

Durable Graphics Print Ribbons

Printing using the DGM requires the use of compatible monochrome UV curable print ribbons.

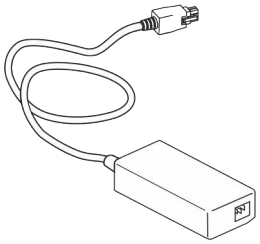


Ribbons available are:

Part Number	Description
525905-001	Black UV Curable Ribbon
525905-004	White UV Curable Ribbon
525905-014	Silver UV Curable Ribbon
525905-015	Gold UV Curable Ribbon
525955-001	Black UV Curable Cassette
525955-004	White UV Curable Cassette
525955-014	Silver UV Curable Cassette
525955-015	Gold UV Curable Cassette

Power Supplies

The DGM power supply is rated as follows:



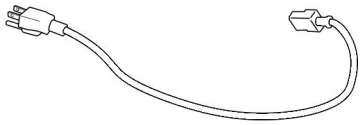
- Input: 100-240AVC, 50/60Hz, 2.0A
- Output: 24V, 6.67A, 160W

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

Power Cords

The power cord connects the DGM 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