



Regional Ribbon FAQs

Q: Which printers can use regionalized supplies?

A: The Entrust SD series, CD series, and CE series direct-to-card printers all utilize the regionalized ribbon item numbers.

Q: Do I need to update the firmware to use regional ribbons?

A: Many printers do not need the firmware update. Printers shipped since August 2016 already include firmware features for regional ribbon capability. Firmware level must be updated to at or above the following levels:

If firmware starts with D2: D2.15.3xx; OR If firmware starts with D3: D3.16.3xx.

Q: Some of my printer fleet uses the Entrust Rapid Repair Replacement Program. Do those replacement printers need the firmware to be upgraded before using regional ribbons?

A: No; printers that are shipped as replacements through the Rapid Repair Replacement Program are shipped with the latest version of firmware, which include the regional ribbon capability.

Q: If I need to update the printer firmware in order to use regional ribbons, where do I go to get the latest firmware update?

A: Printer firmware revisions are available here:

<https://www.entrust.com/resources/instant-id-card-issuance-system>

This site also includes easy-to-follow instructions for successful firmware upgrades.

Q: Why are we implementing regional supplies?

A: Switching to regional ribbons can save you money on your ribbon purchases.

These ribbons ensure superior quality and performance with the Entrust printers for seamless high-quality printed card output. Additionally, regional ribbons have a smaller footprint, reducing waste in our environment.

Q: Which ribbon color panel formats are available as regionalized supplies?

A: Regional ribbons are available in the following top-selling ribbon formats: YMCKT 250, YMCKT 500, ymcKT, and YMCKT-KT. All other ribbon formats such as KT and monochrome black will continue to work in the printers regardless of whether the printer is regionalized or not.

Q: How is the printer regionalized?

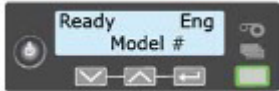
A: Once you have verified the printer firmware is at the latest version, simply load your new regional ribbon in the printer. (Regional ribbons have a “R” toward the end of the supply item number.) The printer will take on the optimized settings for regional ribbon and use the same regional ribbon code exclusively for these ribbon formats: YMCKT 250, YMCKT 500, ymcKT, and YMCKT-KT. All other ribbon formats will continue to operate as normal.



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Q: How can I verify if the printer has been regionalized?

A: A regionalized printer will display the region code to the right of the printer model number on the LCD screen.



Q: Is my printer regionalized when I update the firmware?

A: No; the printer firmware updates the printer with the latest feature set including regional ribbon capabilities. To regionalize your printer, you must load a regional ribbon in the printer.

Q: What happens to the printer when it becomes regionalized?

A: Printer settings are updated to regional supplies for the YMCKT, YMCKT-KT, and ymckT ribbon formats. Previous original color panel ribbons of the same formats can no longer be used. All other non-regionalized supplies will not be impacted.

Q: Is there a difference in price for regional ribbons compared to the previous legacy ribbons?

A: Yes; the original legacy ribbon pricing is increasing due to material and manufacturing cost increases. Regional ribbons are available at a lower price – saving you more money.

Q: Will legacy (non-regionalized) ribbons be discontinued?

A: Legacy ribbons (YMCKT 250, YMCKT 500, ymckT, and YMCKT-KT) will be discontinued for sale on the SD/CD/CE product line due to cost increases. However, we will continue to have a limited supply available to support older printer models SP/CP series printers for a period of time.

Q: How do I go about starting use of regional ribbons?

A: First, take stock of your current color panel ribbons at the customer location. Inventory of these ribbons must be used first, prior to loading regional ribbons. Once a regional ribbon is loaded into the printer, the printer settings are optimized for regional ribbons and can no longer use the previous legacy ribbons. Getting started with regional ribbon is easy: Just load the regional ribbon and begin saving money. Check out all the details in the Regional Ribbon Best Practice Guide at: <https://www.entrust.com/-/media/documentation/brochures/iidi-regional-ribbon-best-practice-guide-br.pdf>



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Q. Do I need to change any printer settings when I start using regional ribbons?

A. In some instances there may be a necessary change if the YMC power settings have been modified to the maximum range. In this case, ribbon wrinkling or ribbon breakage may occur. The power setting will then need to be reduced closer to default for best performance. Work with your local Entrust provider for guidance on any necessary changes.

Q: Which error code is shown on the printer display if a regional ribbon is loaded into a printer that does not have the necessary firmware for regional ribbons?

A: If a regionalized ribbon is installed in the printer before the firmware has been updated, the following error is displayed on the LCD: Print ribbon not supported 119.

Q: Which error code is shown on printer display if a legacy (non-regional) ribbon is installed in a regionalized printer?

A: If a legacy ribbon (in formats: YMCKT, YMCKT-KT, ymckT [1/2], and ymckT-KT [1/2]) is installed into the regionalized printer, the following error would appear on the LCD: Supply region not valid 224.

Q: What can be done if the printer gets regionalized accidentally before all original legacy ribbons on hand are consumed?

A: Contact your local Entrust provider for support.

Q: Where can I find regional ribbon information?

A: Regional ribbon information is available at: <https://www.entrust.com/regionalribbons>



Learn more about our regional ribbons at [entrust.com](https://www.entrust.com/regionalribbons)



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