

O Entrust Datacard User Reference Guide

April 2019 527693-001EN, Rev. E

CR805 Retransfer Card Printer

Contents

The CR805 Card Printer	3
The CR805 Printer with Optional Multi-Hopper	4
Load Cards in a Single-Hopper Printer	5
Use the Exception Slot	6
Load Cards in a Multi-Hopper Printer	7
Use the Multi-Hopper Exception Slide	9
Replace the Color Ink Ribbon	10
Replace the Cleaning Sleeve	
Replace the Retransfer Film	
Empty the Reject Tray	16
Clear a K1 Horizontal Transport Card Jam	
Clear a K2 Vertical Transport Card Jam	19
Clear a Flipper Card Jam	20
Repair a Broken Ink Ribbon	21
Repair Broken Retransfer Film	22
Check the Power Connection	
Check the Data Connection	
Common Printer LCD Messages	
Common Print Quality Concerns	
Cleaning Schedule	27
Use the Isopropanol Cleaning Card	
Use the Adhesive Cleaning Card	32
Clean the Printhead Cam Rollers	
Clean the Printhead	
The CR805 Card Printer with Optional CLM Laminator	
Replace Laminator Supplies	
Empty the Laminator Reject Tray	
Clear a Laminator Card Jam	
Clean the Laminator	
Check the Laminator Power Connection	
Check the Laminator Data Connection	
Common Laminator LCD Messages	50

The CR805 Card Printer





Retransfer Cartridge (C2)

M Vertical Transport Area

Reject Tray (RT1)

Button

Button

Manual Advance Knob (K2)

Rear Access Door Release (K3)

Retransfer Film Cartridge Release

Ink Ribbon Cartridge Release

- Input Hopper J
- B Output Hopper
- C Front Panel

А

- D Printer Lock (optional, see note)
- E Printer Access Door
- F User Reference Guide Slot
- G Cleaning Spindle Handle (C3)
- H Manual Advance Knob (K1)
- I Ink Ribbon Cartridge (C1)
- 6

If your printer does not have locks, disregard instructions that ask you to unlock or lock the printer.

Κ

L

Ν

0

Ρ

Front Panel LCD Front Panel Status Lights: Eng Ready Ribbon ര CR805 Cards Power Button User Light & Up Enter Down User Button Arrow Arrow

The CR805 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



Use the Exception Slot



Load Cards in a Multi-Hopper Printer

1. Unlock the multi-hopper lock.

a

- 2. Slide the lock bar release button (B1) to the left.
- 3. Rotate a lock bar to the left.





Load Cards in a Multi-Hopper Printer (cont.)

- b
- 4. Press the cartridge release button at the top of the cartridge and open the cartridge door.
- 5. Lift the card weight to the top of the cartridge and pull it forward until it locks in position.
- 6. Load the cards into the cartridge.





Close the cartridge door to release the card weight so that it rests on top of the cards.





Repeat for each input hopper cartridge.

Return all locks to the locked position when finished.

Use the Multi-Hopper Exception Slide

Pull out the multi-hopper exception slide and insert the card.



Exception Slide



Push in the exception slide.







10



Replace the Retransfer Film

a

b

С

Replace the Retransfer Film (cont.)





Empty the Reject Tray



b

a



Clear a K1 Horizontal Transport Card Jam

Single-Hopper Printer



Unlock the printer and open the printer access door. Remove the retransfer film cartridge.





Turn the K1 manual advance knob counterclockwise to move the jammed card into the output hopper.

Remove the card through the output hopper.





Replace the retransfer film cartridge and close and lock the printer.

Clear a K1 Horizontal Transport Card Jam

Multi-Hopper Printer

- a
- 1. Unlock the printer and open the printer access door.
- 2. Remove the ink ribbon and retransfer film cartridges.
- 3. Locate the card in the printer. Turn the K1 manual advance knob if necessary to access the card.
- 4. Remove the card from the printer.





Replace the cartridges and close and lock the printer.

Clear a K2 Vertical Transport Card Jam

- 1. Unlock the printer and open the printer access door.
- 2. Press the K3 rear access door release to open the rear access door.
- 3. Turn the K2 manual advance knob counterclockwise to move the jammed card inside the vertical transport until it is accessible through the rear access door.





a

Remove the card through the rear access door.





Close the printer doors and lock the printer.

Clear a Flipper Card Jam

a

Unlock the printer and open the printer access door.

Press the K3 rear access door release to open the rear access door.



Rotate the flipper module to access the card. Remove the card through the rear access door.





Close the printer doors and lock the printer.

Repair a Broken Ink Ribbon

a

b





Repair Broken Retransfer Film

Check the Power Connection



b

a





Check the Data Connection



Network



Common Printer LCD Messages

Error Message	Refer to:
112: Card hopper empty	"Load Cards in a Single-Hopper Printer" on page 5 "Use the Exception Slot" on page 6 "Load Cards in a Multi-Hopper Printer" on page 7 "Use the Multi-Hopper Exception Slide" on page 9
166: C2 supply out or missing	
167: C2 supply not identified	"Replace the Retransfer Film" on page 14
168: C2 supply not supported	
172: Improper shutdown	"Check the Power Connection" on page 23 "Check the Data Connection" on page 24
175: C2 supply error	"Repair Broken Retransfer Film" on page 22
234: K1 transport card jam	"Clear a K1 Horizontal Transport Card Jam" on page 17
235: K2 transport card jam	"Clear a K2 Vertical Transport Card Jam" on page 19
236: Flipper module rotate error	"Clear a Flipper Card Jam" on page 20
237: C1 supply out or missing	
238: C1 supply not identified	"Replace the Color Ink Ribbon" on page 10 "Replace the Cleaning Sleeve" on page 12
239: C1 supply not supported	
240: C1 supply error	"Repair a Broken Ink Ribbon" on page 21
242: RT1 reject tray full	"Empty the Reject Tray" on page 16
277: Multi-hopper pick error	"Load Cards in a Multi-Hopper Printer" on page 7

Common Print Quality Concerns

Problem	Cause	Solution
Non-repeating color dots on cards	Dust on the ink ribbon or retransfer film	 Advance the supply, or "Replace the Color Ink Ribbon" on page 10 "Replace the Retransfer Film" on page 14
Wrinkles appear on cards	Supplies are wrinkled	 Advance the supply, or "Replace the Color Ink Ribbon" on page 10 "Replace the Retransfer Film" on page 14
Blurred or discolored images Small unprinted areas on cards	 Fingerprints, debris, or scratches on cards Debris inside the printer The printhead is dirty 	 Make sure cards are clean Clean the printer. Refer to the "Cleaning Schedule" on page 27 "Replace the Cleaning Sleeve" on page 12 "Clean the Printhead" on page 38
Repeating color dots on multiple cards	Dust or debris on the cam rollers	"Clean the Printhead Cam Rollers" on page 36
Color or white streaks appear on cards	Dust or debris on the printhead	 Print another card to see if the problem continues "Clean the Printhead" on page 38

• Refer to the *CR805 Retransfer Card Printer User's Guide* for additional troubleshooting information.

• Also refer to the "Cleaning Schedule" on page 27 for best-practices recommendations for maintaining the printer.

Cleaning Schedule

Follow the recommended cleaning schedule to maintain the printer and obtain the best print quality.

Schedule	Action	Procedure
Every 250 cards	Clean the printer with the isopropanol cleaning card (refer to "Notes" on page 28).	 "Single-Hopper Printer" on page 29
		 "Multi-Hopper Printer" on page 30
When you change Cle the ink ribbon car pag	Clean the printer with the isopropanol cleaning card (refer to "Notes" on page 28).	 "Single-Hopper Printer" on page 29
		 "Multi-Hopper Printer" on page 30
	Replace the cleaning sleeve (C3).	"Replace the Cleaning Sleeve" on page 12
If you see particles on completed cards	Replace the cleaning sleeve (C3).	"Replace the Cleaning Sleeve" on page 12
	Clean the printer with the adhesive cleaning card (refer to "Notes" on page 28).	 "Single-Hopper Printer" on page 32
		 "Multi-Hopper Printer" on page 33
If you see repeating color dots on completed cards	Clean the printhead cam rollers.	"Clean the Printhead Cam Rollers" on page 36

Cleaning Schedule (cont.)

Schedule	Action	Procedure
If you see color or white lines on completed cards	 Clean the printhead using the cleaning swab. 	"Clean the Printhead" on page 38
	 If print quality continues to diminish, clean the printhead using the lapping stick. 	

Notes

- When you clean a printer using either the isopropanol or adhesive cleaning card, we recommend that you remove both the ink ribbon (C1) and retransfer film (C2) cartridges. If you are not authorized to do so, disregard that portion of the instructions.
- When using the isopropanol cleaning card:
 - Between ribbon changes (250 cards), removing the ink ribbon and retransfer film cartridges is optional.
 - When you change the ink ribbon, always remove the supplies to clean the printer.

Use the Isopropanol Cleaning Card

Use the isopropanol cleaning card regularly to clean the printer. Refer to the "Cleaning Schedule" on page 27.

Single-Hopper Printer



Unlock the printer and remove the supply cartridges.

Open the input hopper and remove the unprinted cards. Handle the cards by the edges, or wear card inspection gloves.



Isopropanol Cleaning Card





Load the cleaning card in the input hopper.

Open the cleaning card package and

remove the isopropanol cleaning card.

If the cleaning card appears bowed, insert it as shown.

Card Without Bow





Close the input hopper and lock the printer.

Continue with "Run the Isopropanol Cleaning Card" on page 31.

CR805 Retransfer Card Printer

Use the Isopropanol Cleaning Card (cont.)

Multi-Hopper Printer



Unlock the printer and remove the supply cartridges.

b

Remove the cleaning card from its package.



- С
- 1. Pull out the multi-hopper exception slide and insert the cleaning card.
- 2. Push in the exception slide.



Use the Isopropanol Cleaning Card (cont.)

Run the Isopropanol Cleaning Card



Use the LCD panel to run the isopropanol cleaning card



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 (RT1) until the tray is emptied.



Replace the supply cartridges in the printer, and the cards in the single input hopper.

527693-001EN_E

527693-001EN E

Use the Adhesive Cleaning Card

Use the adhesive cleaning card to remove particles that result from the retransfer process. Refer to the "Cleaning Schedule" on page 27 for information about when to use the adhesive cleaning card.

Single-Hopper Printer

a

Unlock the printer and remove the supply cartridges.

Open the input hopper and remove the unprinted cards. Handle the cards by the edges, or wear card inspection gloves.



Peel off the center strips on both sides of the adhesive cleaning card. Leave the side strips in place.

> Peel Off Center Strips Only.



Load the adhesive cleaning card in the input

If the cleaning card appears bowed, insert it as shown.

Card Without Bow

Card With Bow -



Close the input hopper and lock the printer.

Continue with "Run the Adhesive Cleaning Card" on page 35.

527693-001EN E

Use the Adhesive Cleaning Card (cont.)

Multi-Hopper Printer



- Unlock the printer and remove the supply cartridges.
- 1. Unlock the multi-hopper door lock.
 - 2. Slide the lock bar release button (B1) to the left to release the hopper lock bars.
 - 3. Rotate the center lock bar to the left to provide access to the H2 and H5 multi-hopper input cartridges.



- 4. Press the cartridge release button at the top of the H2 cartridge and open the cartridge door.
- 5. Lift the card weight to the top of the cartridge and pull it forward until it locks in position.
- 6. Remove the unprinted cards from the H2 cartridge. Handle the cards by the edges, or wear card inspection gloves.



Use the Adhesive Cleaning Card (cont.)



Peel off the center strips on both sides of the adhesive cleaning card. Leave the side strips in place.



• Load the adhesive cleaning card in the H2 cartridge and close the cartridge door.

If the cleaning card appears bowed, insert it as shown.

Card Without Bow





Do not insert the adhesive cleaning card in the exception slide of the multi-hopper.

Lock the multi-hopper.

- 1. Rotate the center lock bar to the right to the lock position.
- 2. Slide the lock bar release button to the right to lock the lock bars into place.
- 3. Lock the multi-hopper door lock.



Continue with "Run the Adhesive Cleaning Card" on page 35.

Use the Adhesive Cleaning Card (cont.)

Run the Adhesive Cleaning Card



Use the LCD panel to run the adhesive cleaning card.





Remove the adhesive cleaning card from the printer reject tray.



Replace the supply cartridges, and the cards in the input hopper of a single-hopper printer, or the H2 cartridge of a multi-hopper printer.

527693-001EN_E

527693-001EN E

Clean the Printhead Cam Rollers

Use the adhesive cleaning card to clean the printhead cam rollers.

- 1. Power off the printer.
- 2. Unlock the printer and open the printer access door.
- 3. Remove the retransfer film cartridge (C2) from the printer.



$\square \cup \square$
N 7

a

Peel off the center and both side strips from one side of the adhesive cleaning card.



Clean the Printhead Cam Rollers (cont.)

C Insert the cleaning card vertically into the printer between the retransfer cartridge guidepost and the rollers. The adhesive side of the card should face to the right and touch the rollers.

Move the cleaning card up and down along the rollers to remove debris.





Replace the retransfer film cartridge, and close and lock the printer.

Discard the used cleaning card.

Clean the Printhead

Use the Cleaning Swab

- 1. Power off and unlock the printer.
- 2. Open the printer access door and remove the ink ribbon (C1) and retransfer film (C2) cartridges.





a

Open and remove a cleaning swab from its package.

С

Using gentle pressure, move the cleaning swab along the full length of the heater line on the printhead.



Clean the Printhead (cont.)

- 1. Replace the ink ribbon and retransfer film cartridges.
- 2. Close the printer access door and lock the printer.
- 3. Press the Power button to restart the printer.
- 4. Print a sample card to verify the quality of printing.

Use the Lapping Stick

If the print quality does not improve after using the cleaning swab, clean the printhead using the lapping stick.



Power off the printer and remove the supply cartridges.







Do not remove the pink lapping paper from the lapping stick.



Repeat step "c" on page 38 using the lapping stick.



Open a new cleaning swab and repeat step "c" on page 38 to remove any leftover debris that was loosened by the lapping stick from the printhead.

Repeat step "d" (above) to complete the cleaning process. Discard the cleaning swabs and lapping stick.

Notes

The CR805 Card Printer with Optional CLM Laminator



- A = Card Output Hopper
- B = Impresser
- 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 Connect

Replace Laminator Supplies

a

b



Replace Laminator Supplies (cont.)





d

С



Empty the Laminator Reject Tray

Clear a Laminator Card Jam





Clean the Laminator



Clean the Laminator (cont.)



527693-001EN E

Check the Laminator Power Connection

Check the Laminator Data Connection

Printer-to-Laminator Connection





Common Laminator LCD Messages

Error Message	Refer to:
177: Laminator not available	"Check the Laminator Power Connection" on page 48 "Check the Laminator Data Connection" on page 49
197: Laminator entry card problem	
198: L1 area card problem	"Clear a Laminator Card Jam" on page 45
199: L2 area card problem	
200: Laminator exit card problem	
201: L1 supply problem	
202: L1 supply out or missing	
203: L1 supply type problem	
204: L1 supply not supported	
205: L1 supply not identified	"Poplace Laminator Supplies" on page 42
206: L2 supply problem	Replace Laminator Supplies on page 42
207: L2 supply out or missing	
208: L2 supply type problem	
209: L2 supply not supported	
210: L2 supply not identified	

Notes

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.*

WARNING: This product can expose you to chemicals including Di(2-ethylhexyl)phthalate (DEHP), which is known to the State of California to cause cancer, and Di(2-ethylhexyl)phthalate (DEHP) and Butyl benzyl phthalate (BBP), which are known to the State of California to cause birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov and www.datacard.com/califpropwarning.



1187 Park Place Shakopee, Minnesota 55379 952.933.1223 • 952.933.7971 Fax www.entrustdatacard.com

Datacard is a registered trademark and service mark of Entrust Datacard Corporation, and Entrust is a registered trademark and service mark, in the United States and other countries. All other trademarks are the property of their respective owners. © 2016-2019. The design and information contained in these materials is protected by US and international copyright law.