Datacard® CR500™ Instant Issuance System

User Reference Guide

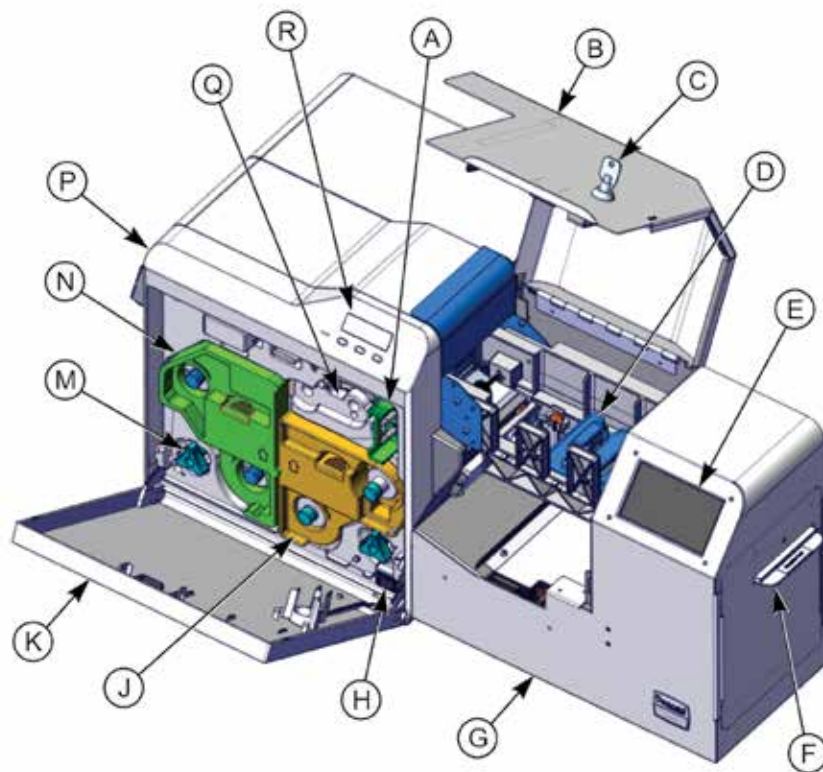January 2018

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The CR500 Instant Issuance System

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View the Printer Touch Screen

The printer touch screen, located on the security enclosure, operates when the printer is powered on. It shows printer status, the printer's menu system, and printer messages or conditions as they are issued.
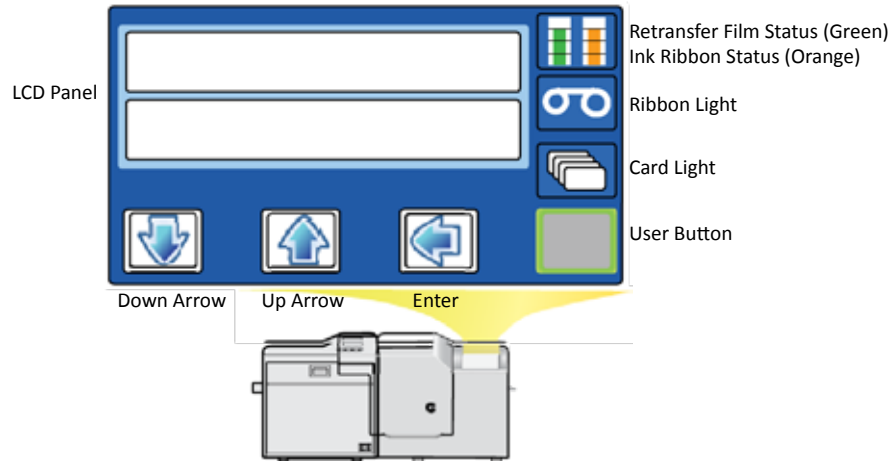
The menu system contains several choices for viewing and changing printer settings, and performing simple maintenance tasks, including printing a test card.

User Button and Light

The touch screen User button displays with a border of light that indicates the system status. Use the User button to:

- Suspend the printer when it displays Ready.
- Clear a message.
- Clear all messages—press the User button for at least 2 seconds.
- Cancel all cards currently printing—press and hold the User button for several seconds. (Make sure that this action is allowed by your organization.)
- Determine whether the printer is ready, busy printing, or not available.

Indicators include the following:

Off (not visible)		The printer is off.
Green		The printer is ready.
Blinking green		The printer is busy.
Amber		The printer is not ready.
Blinking amber		The printer has an error.

Down Arrow, Up Arrow, and Enter Keys

Use the arrow keys to move through the printer menu system. Press the Enter key to make a selection.

Ribbon Light

The ribbon light indicates the status of the ribbon in the printer. It glows green when the print ribbon is low and glows amber when there is a problem with the ribbon, such as a broken ribbon.

Off		Ribbon is okay.
Green		Ribbon is low—less than 10% remains. The percent of ribbon remaining required for notification can be changed using Printer Manager (refer to the printer's *Installation and Administrator's Guide*).
Amber		Ribbon is out or broken.
Blinking amber		The printer problem applies to the ribbon.

Card Light

The card light indicates the status of the cards in the printer. It blinks amber when the printer has a card problem, such as when the printer is out of cards.

| Off		Cards are okay.
Rapid blinking green		Insert a card using the exception card slot.
Blinking amber		The printer problem applies to cards.

Supplies Status Light

The touch screen status light shows the status of the retransfer film and ink ribbon. The green bar shows the amount of retransfer film available: 100% available, 75% available, 50% available, or 25% available.

The orange bar shows the amount of ink ribbon available: 100% available, 75% available, 50% available, or 25% available.

View the Print Unit Front Panel

The print unit front panel is available when the security enclosure door is open. It has two lines of text, indicators for key functions, and symbols for connection type and lock status. At times, you must use the print unit front panel.
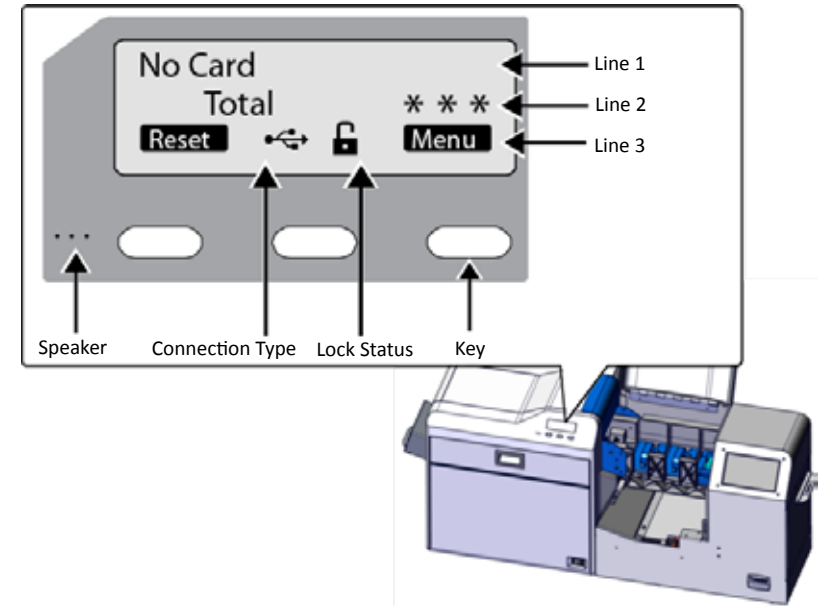
- **Line 1**—Displays messages during error recovery and shows the menu name when using the print unit menu system.

- **Line 2**—Shows card counts or selections available if you are using menus.

- **Line 3**—Presents key indicators, the connection symbol, and the current lock state.

- The display background color changes according to the current state of the print unit. The background is:
    - Bright green during power on.
    - Bright blue when the printer is operating normally, including when initializing, preheating, and printing cards.
    - Medium blue when recovering from errors.
    - Red on print unit error.

Load Supplies

The first time you use the printer, it must be powered on and off once to cancel Transport Mode and allow supplies to be loaded. Transport mode is used when shipping or moving the printer.

Tips for Success

Follow these tips when handling the ink ribbon and retransfer film:

- Do not touch the printing surface of the ink ribbon or retransfer film. Oils on hands will reduce printing quality.
- Place the cartridge on a smooth, level surface when loading or reloading.
- To prevent damage to the door, do not place the cartridge on the printer door.
- Keep unused ink ribbon and retransfer film in the original package until ready for use.
- Do not place ribbon or film on a dusty or dirty surface; dirt can affect print quality.
- Follow your organization's guidelines for tracking the supplies used in the printer.

Load the Ink Ribbon

When the ink ribbon runs out, "Ink Ribbon Out" displays on the print unit front panel, and message 165, "Ink ribbon out," displays on the touch screen. The right column of the touch screen supplies gauge shows white, not orange.

Do the following to load the ink ribbon cartridge.

1. Unlock the printer and open the security enclosure.
2. On the print unit, slide the door latch up, and open the print unit door.
3. Press the ink ribbon cartridge eject button, and remove the orange cartridge.
4. Remove both used ribbon spools from the cartridge (if present).
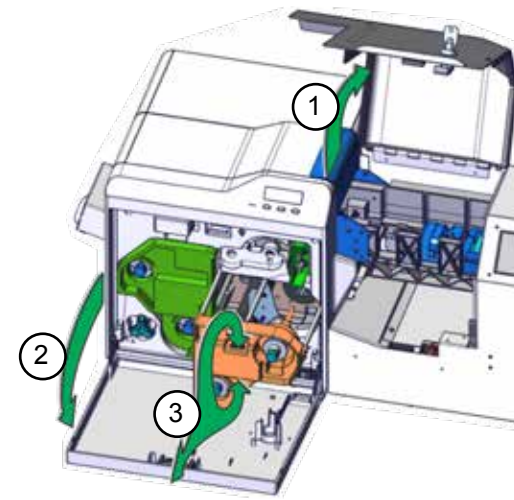
5. Load the new roll of ink ribbon on the cartridge:

   a. Put the full spool of ribbon on the orange supply spindle.

   b. Align the ribbon along the three ribbon guides, as shown on the cartridge diagram.

   c. Put the empty take-up spool on the black take-up spindle.

   d. Turn the take-up knob on the underside of the cartridge to remove any slack. Gently pull out the take-up knob so it turns smoothly.

   If slack cannot be removed, check that the supply and take-up spools are firmly seated on the spindles. To insert the cartridge into the printer, the ribbon must be tight along the ribbon guides. Use the supply and take-up knobs to maintain the proper tension.

6. Insert the loaded ribbon cartridge in the printer until it clicks into position.

7. Close the print unit door.

8. On the print unit front panel, press **Reset** and then **Return** to initialize the ink ribbon.

9. Close the security enclosure door to lock the printer.

Load the Retransfer Film

When the retransfer film runs out, "Media Run Out" displays on the print unit front panel, and message 162, "Retransfer film out," displays on the touch screen. The left column of the touch screen supplies gauge shows white, not green.
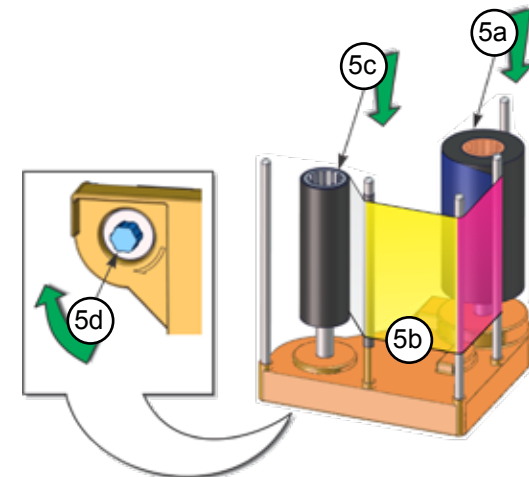
Do the following to load the retransfer film cartridge.

1. Unlock the printer and open the security enclosure.

2. On the print unit, slide the door latch up and open the print unit door.

3. Press the retransfer film cartridge eject button and remove the green cartridge.
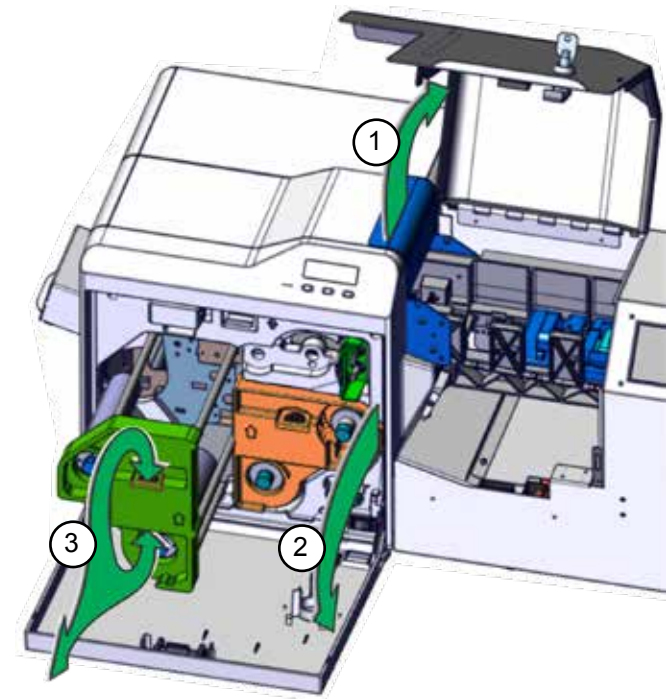
4. Remove both used film spools from the cartridge (if present).

5. Load the new roll of retransfer film on the cartridge:

    a. Put the full roll of film on the green supply spindle.

    b. Align the retransfer film along the three film guides, as shown on the cartridge diagram.

    c. Put the empty take-up spool on the black take-up spindle and wind two frames of film onto the take-up spool.

    d. Turn the take-up knob on the underside of the cartridge to remove any slack. Gently pull out the take-up knob so it turns smoothly.

    If slack cannot be removed, check that the supply and take-up spools are firmly seated on the spindles. To insert the cartridge into the printer, the film must be tight along the film guides. Use the supply and take-up knobs to maintain the proper tension.

6. Insert the loaded cartridge in the printer until it clicks into position.

7. Close the print unit door.

8. On the print unit front panel, press **Reset** and then **Return** to initialize the film.

9. Close the security enclosure door to lock printer.

Load Cards

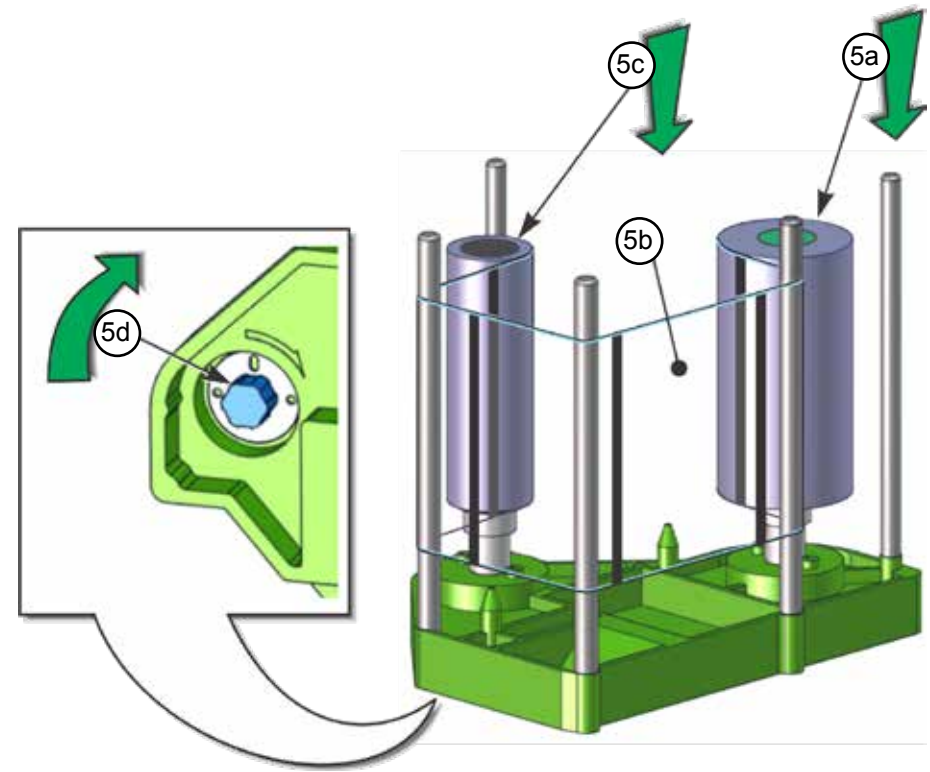ⓘ Track the cards removed from inventory and loaded in the printer following your organization's card tracking procedure.

Follow your organization's guidelines to load the correct cards in hopper 1, hopper 2, and hopper 3.

Tips for Success

Use the following card handling tips as you load cards into the hopper.

⚠️ **Caution:** Do not touch the surface of cards before printing them. (Oils on hands may result in reduced printing quality over time.)

Handle cards by the edges, or wear the gloves provided with the printer, when handling cards.

- Cards can stick together. Slide or fan cards to separate the edges.

- Orient all cards the same way.

- Load only ID-1 cards of 0.030-inch (0.75 mm) thickness.

- Load up to 70 cards in hopper 1, 50 cards in hopper 2, and 50 cards in hopper 3.

- If only one hopper is being used, load cards into hopper 3 for fastest throughput.

- Do not use cards that are bent or otherwise damaged.

- The cards are held in position with a card weight. Always use the card weight to make sure that cards are picked and transported properly.

Load Cards in the Multi-Hopper

1. Unlock the printer and open the security enclosure door.

2. Remove the card weight from each hopper to be loaded.

3. Fan or separate cards before placing them in the hopper.

4. Place cards in the hopper.
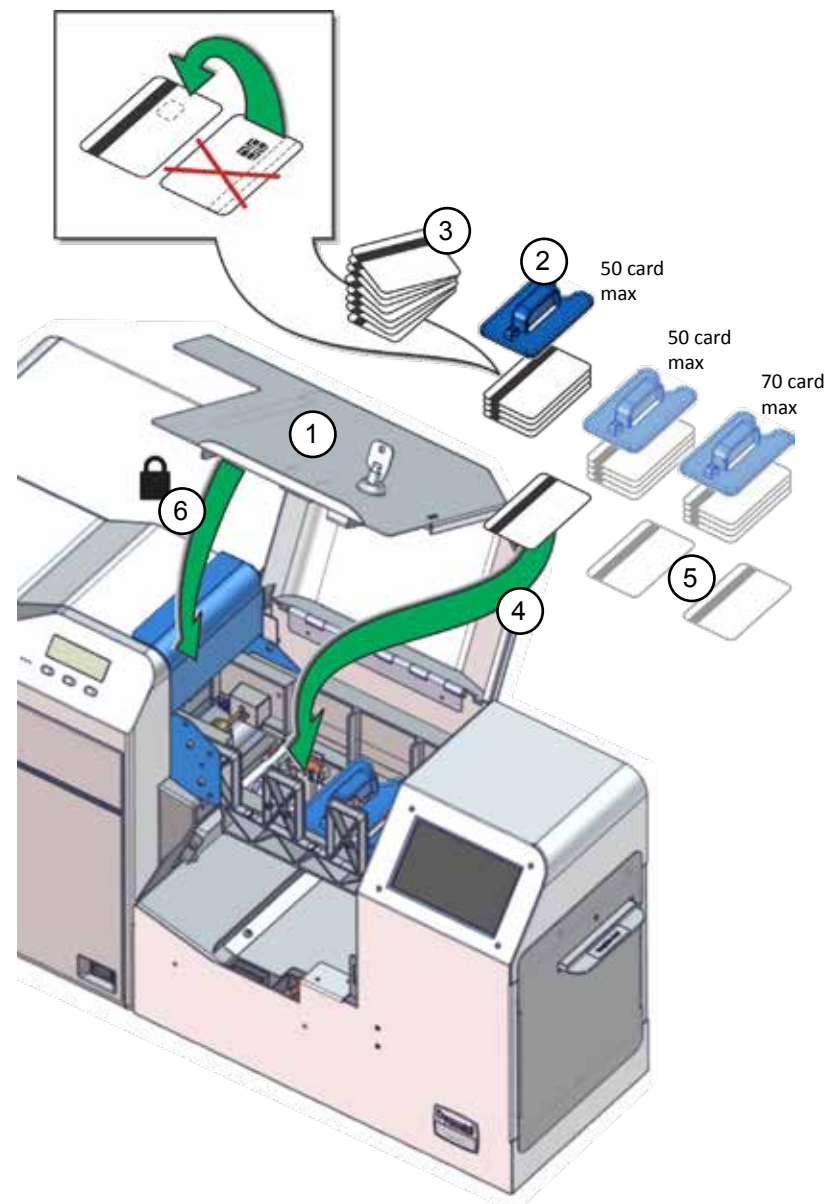
Orient the cards as follows:

- For cards with pre-printed images, load cards with the front of the card down and the top of the image toward the print unit.
- For cards with a magnetic stripe, load cards with the stripe up and toward the print unit.
- For cards with a contact smart card chip, load cards with the chip down and toward the back of the print unit.

5. Load cards in additional hoppers, as needed, following steps 2 through 4. Place a card weight in all hoppers, even if a hopper contains no cards. Make sure the notched end of the card weight faces the back of the printer.

6. After all supplies are loaded, close the security enclosure door to lock the printer.

Remove Rejected Cards

The printer stores rejected cards in the security enclosure. Follow your organization's procedures for when to remove rejected cards and how to track them.

1. Unlock the printer and open the security enclosure door.

2. Remove rejected cards from the reject card tray.
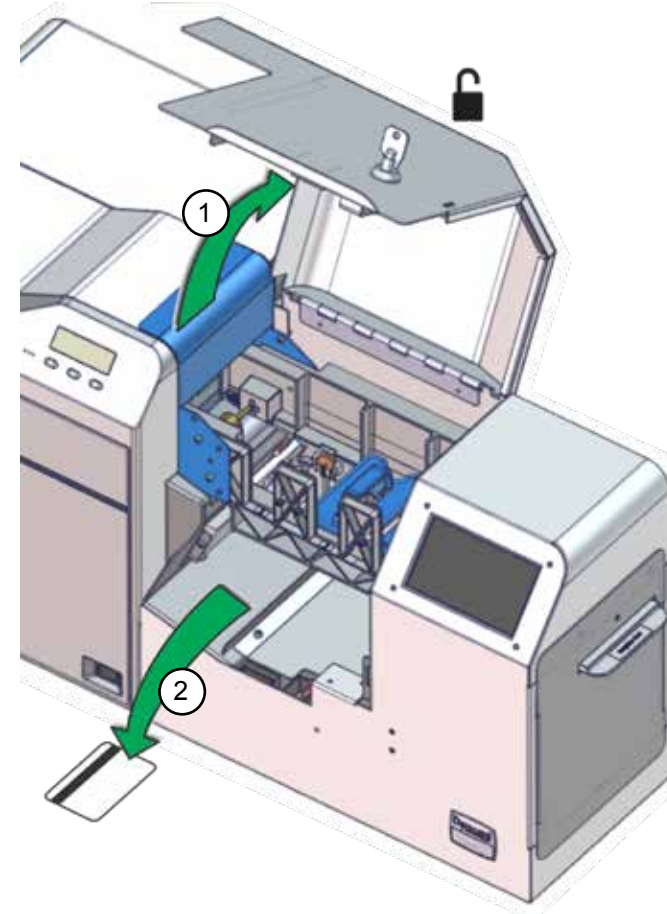
3. Close the security enclosure door to lock the printer.

4. Follow your organization's procedures to track the cards removed and to dispose of them.

Clean the System

Supplies required:

Supply	Part Number
Cleaning Kit—10-time use:	**509630-001**
• Double-Sided Cleaning Cards–cleaning unit rollers only (10 per pack)	
• Single-Sided Cleaning Cards–print unit internal rollers (10 per pack)	
• Isopropanol Cleaning Cards (10 per pack)	
• Cleaning Swabs (2 packs/5 per pack)	
Cleaning Kit—1-time use:	**523318-001**
• 1 Double-Sided Cleaning Card—cleaning unit rollers	
• 1 Single-Sided Cleaning Card–print unit internal rollers	
• 1 isopropanol cleaning swab	
Additional Supplies:	
Double-Sided Cleaning Cards–cleaning unit rollers only (10 per pack)	508976-001
Single-Sided Cleaning Cards–print unit internal rollers (10 per pack)	506277-001
Isopropanol Cleaning Cards (10 per pack)	552141-002
Cleaning Swabs (5 per pack)	507377-001

Cleaning Kit

Each CR500 printer is shipped with a cleaning kit. The kit contains the supplies you need to clean the printer. Order additional cleaning supplies as you need them.

Tips for Success

- To restore the print unit when it is in sleep mode, press the User button on the touch screen or send a card to print.

- Handle cards by the edges to preserve print quality. Do not touch the print surface with your hands.

Printer Cleaning Schedule

Clean parts of the printer using the schedule in the following table.

> When the printer is not in use, turn off the power, let the printer cool, and cover the printer with the plastic shipping bag to keep dust and other debris out of the printer.

| Task	Schedule	Description
*Card Cleaning Rollers/Cleaning Unit	Every 200 cards or when you change the ink ribbon	Wash the blue cleaning rollers with water. Then clean using the dual-sided cleaning card and cleaning swab if debris remains on the rollers. Refer to "Clean the Card Cleaning Rollers and Cleaning Unit" on page 20.
	Yearly	Replace the cleaning unit yearly, or more often if it is no longer cleaning effectively.
*Multi-hopper	Every 200 cards or when you change the ink ribbon	Clean as described in "Clean the Multi-Hopper" on page 24.
Print Unit: • Card Load Roller • Card Feed Roller • Heated Roller	Every 200 cards or when you change the ink ribbon	Clean every time you change the ink ribbon. With heavy use, clean more frequently. Refer to "Clean the Print Unit" on page 26.
*Magnetic Stripe Head	Every 200 cards or when you change the ink ribbon	Clean the magnetic stripe head as described in "Clean the Magnetic Stripe Head" on page 30.
*Thermal Printhead	Every 200 cards or when you change the ink ribbon	Clean as described in "Clean the Thermal Printhead" on page 32.
*Printer Fan Filter	Clean regularly; replace yearly	Wash the filter as described in "Clean the Print Unit Fan Filter" on page 34. Replace the filter every year, or whenever the foam begins to deteriorate.
* May need to be cleaned more often depending on the type of card stock used and the environment.		

Clean the Card Cleaning Rollers and Cleaning Unit

The cleaning unit, located inside the printer door, removes lint and other debris from the cards before printing. Clean the card cleaning rollers after every 200 cards or when you change the ink ribbon.

Use the following procedure to clean the unit.

1. Unlock and open the security enclosure door.

2. Open the print unit door.

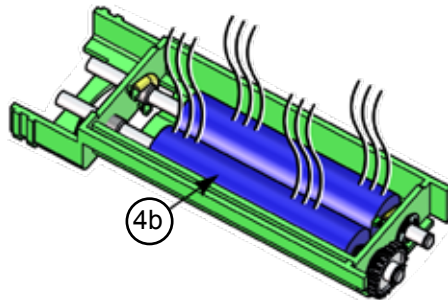3. Pull out the green cleaning unit.
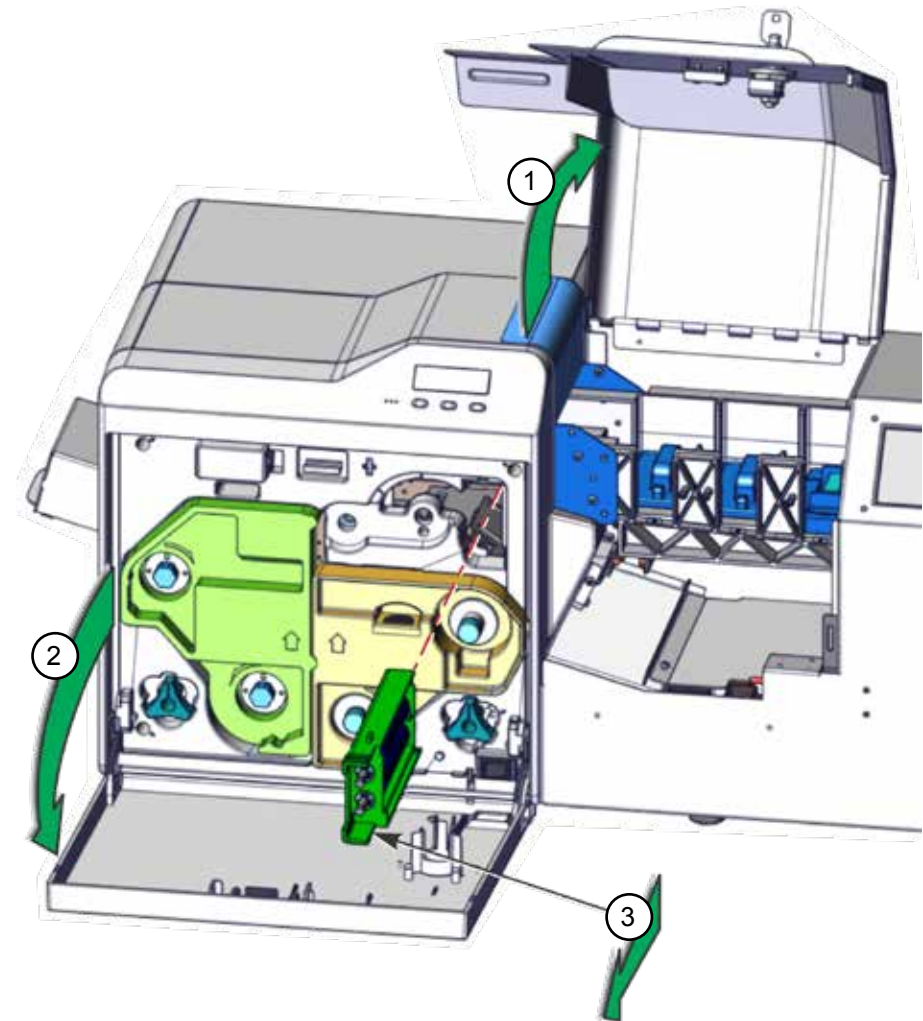
4. Clean the rollers.

   a. Rinse the blue cleaning rollers with cold water. Gently rub the rollers under running water.
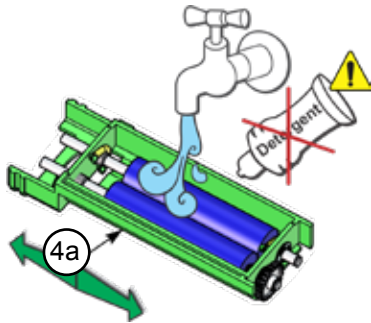
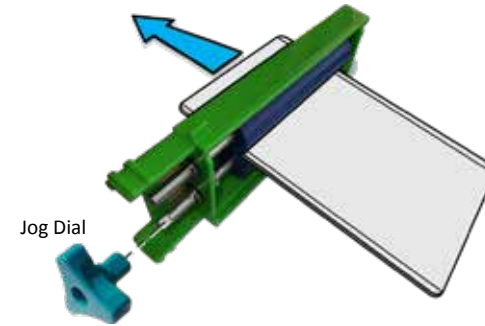⚠ **Caution:** Do not use soap or detergents, which can damage the rollers.

   b. Allow the card cleaning rollers to dry thoroughly.

   c. If debris remains on the rollers, use the double-sided cleaning card.

      i. Remove the protective paper from both sides of the double-sided cleaning card (part no. 508976-001).

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   ii. Insert the cleaning card into the rollers of the cleaning unit.
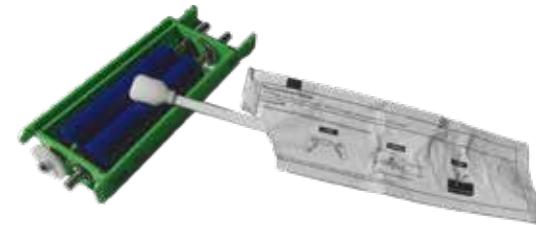

Jog Dial

   iii. Move the cleaning card back and forth through the rollers until all debris possible is removed.

ⓘ If you have trouble moving the cleaning card through the rollers, remove a jog dial from the printer and use it to turn the rollers with the card in place.

   d. If any debris still remains, use a cleaning swab to clean the rollers until no debris is visible.

      i. When finished using the cleaning swab to clean the rollers, rinse the rollers under running water again to remove any traces of isopropanol left by the swab.

      ii. Allow the rollers to dry completely before reinstalling the cleaning unit.

5. Reinstall the cleaning unit with the blue rollers facing to the right.

6. Replace the jog dial if it was removed.

7. If cleaning is complete, close the print unit door and the security enclosure door to lock the printer.

   or

   Continue with "Clean the Multi-Hopper" on page 24.

Clean the Multi-Hopper

The multi-hopper holds cards before they are printed. Clean the hoppers after every 200 cards, when you change the ink ribbon, or if you notice debris on cards.

1. Unlock and open the security enclosure door.

2. Remove all cards from the multi-hopper. Track the hopper(s) in which cards were placed so you can replace them after cleaning.

3. Prepare a cleaning card by folding an isopropanol cleaning card as shown.

4. Clean the tracks:

    a. Insert the folded card into hopper 1 and push it all the way along the back track, toward the print unit. Remove the card. Repeat for hoppers 2 and 3.

    b. Use the clean end of the card to clean the front track following the instructions in step 4a.

5. Discard the used cleaning card.

6. If cleaning is complete, close the security enclosure door to lock the printer.

    or

    Continue with "Clean the Print Unit" on page 26.
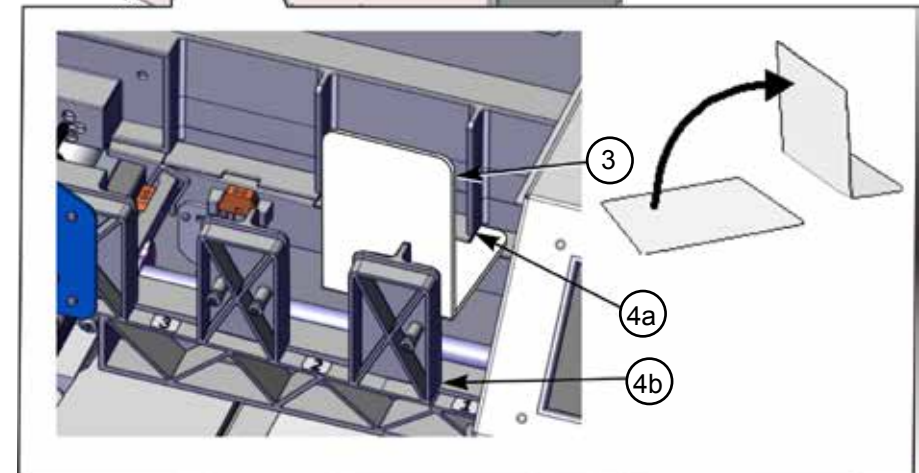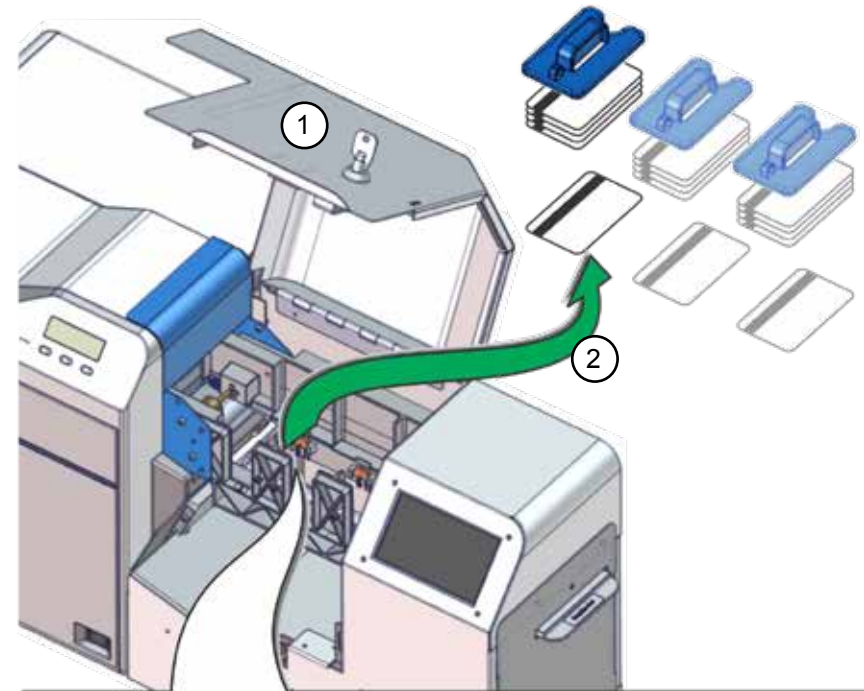
Clean the Print Unit

Use the single-sided, adhesive cleaning card (part no. 506277-001) to clean the card load roller, the print unit card feed rollers, and the heated roller. The card load roller moves cards into the print unit. The card feed rollers move the card through the printer. The heated roller provides the heat that transfers the film to the card. Clean the print unit after every 200 cards or when you change the ink ribbon.

⚠️ **Caution:** Use the single-sided cleaning card whose label reads "Printer Only." Inserting a double-sided cleaning card into the printer will damage the printer.

1. Before beginning this procedure, do the following:

    a. Clean the cleaning unit as described in "Clean the Card Cleaning Rollers and Cleaning Unit" on page 20.

    b. Clean the multi-hopper as described in "Clean the Multi-Hopper" on page 24.

    c. If closed, unlock and open the security enclosure door and the print unit door.

    d. Power off the printer. Wait approximately 10 to 20 minutes for the printer to cool down.

⚠️ **Caution:** Do not clean the heated roller while it is hot. Allow the printer to cool, or perform cleaning before the heated roller reaches operating temperature.

2. Remove the concealed output stacker.

3. Remove the retransfer film cartridge

    a. Press the retransfer film cartridge eject button and remove the retransfer film cartridge.

    b. Close the print unit door.

4. Remove the cards from the multi-hopper. Keep the security enclosure cover open.

5. Remove the protective paper from the single-sided cleaning card.

⚠️ **Caution:** Make sure that you use the single-sided cleaning card with the label "Printer Only" and part no. 506277-001. Inserting the incorrect cleaning card into the printer will damage the printer.

6. Insert the cleaning card into the exception card slide with the sticky side facing up.

506277-001
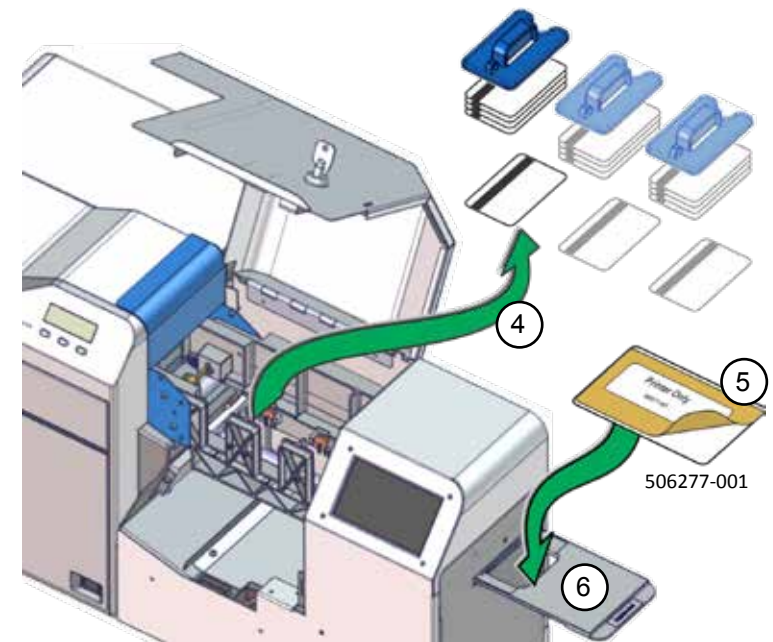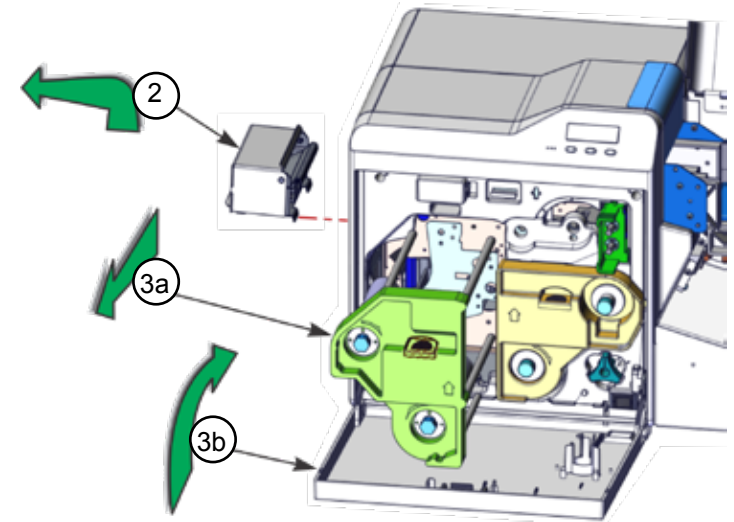
7. Move the cleaning card through the printer.

    a. Rotate the shuttle to the down position.

    b. Push the exception card slide in, past the resistance until it reaches the stop position.

    c. Push the card to the print unit card feed roller.

    d. Stop when the card is under the roller and engages the printer.
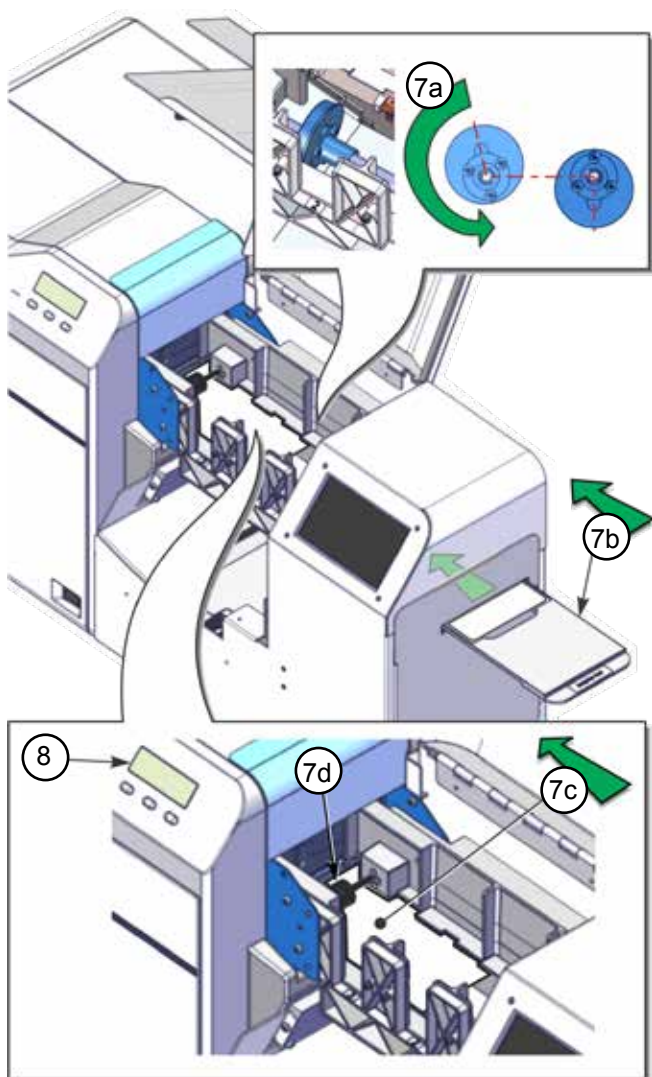
8. Power on the printer. The message "Film Search A1" displays on the print unit front panel.

9. Use the print unit front panel to run the cleaning card.

    a. Press **Menu** to display "Cleaning".

    b. Press **Enter** to display "Rollers OK?".

    c. Press **Return** to display "Film checking" followed by "Cleaning Start OK".

    d. Press **Return**.

    The print unit pulls the cleaning card into the print unit and cleaning begins.

    > ⓘ If the card is not pulled into the unit and no errors display, lightly push the card until the roller catches it and the card moves into the unit.

10. The cleaning card is discharged and "Cleaning Start OK?" displays again.

11. Turn the cleaning card over and place it in the exception card slide with the sticky side facing down. Refer to step 7 to position the card properly.

12. Press **Return**.

13. When the cleaning card is discharged, press **Exit** to end the cleaning process.

14. Discard the used cleaning card.

    > ⚠ **Caution:** Use a cleaning card one time only. Reusing a card can damage the rollers.

15. When cleaning is complete:

    a. Reinstall the retransfer film cartridge.

    b. Replace the concealed output stacker.

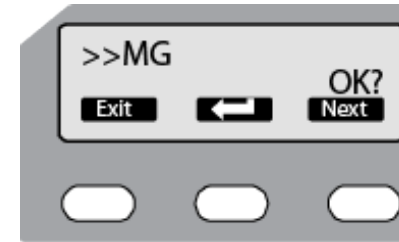   Refer to "Prepare the Printer for Use" on page 34.

Clean the Magnetic Stripe Head

Clean the magnetic stripe head after every 200 cards or when you change the ink ribbon. Use an isopropanol cleaning card to perform the cleaning procedure.

1. Unlock and open the security enclosure door.

2. Remove any cards or card weights in the multi-hopper. Keep the security enclosure cover open.

3. Place the isopropanol cleaning card in hopper 3.

4. Push the card to the print unit card feed roller. Stop when the card is under the roller and engages the print unit.
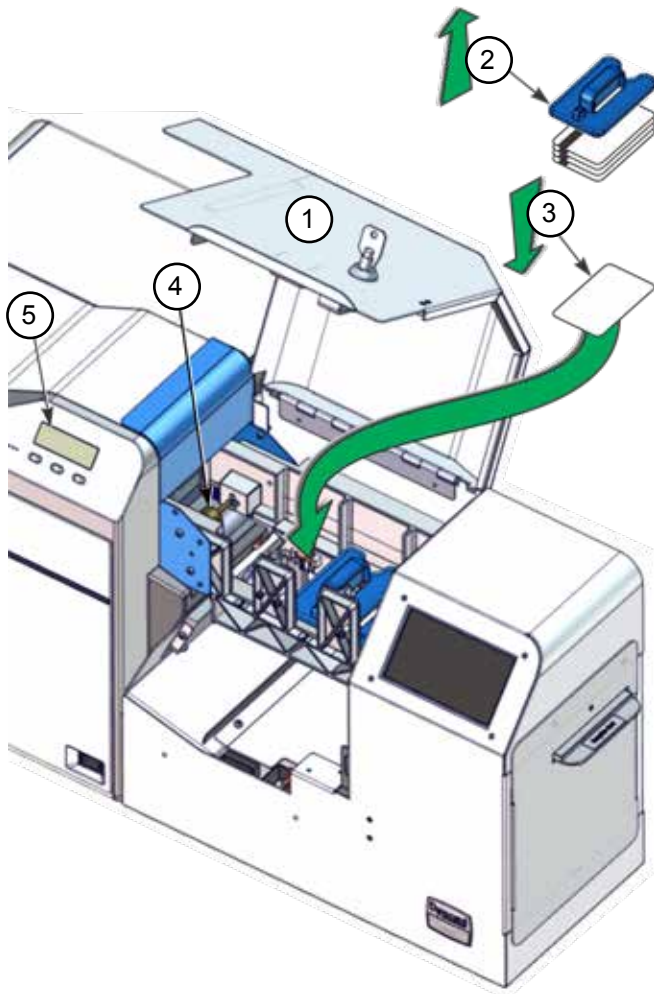
5. At the print unit front panel.

   a. Press **Menu** to display "Cleaning".

   b. Press **Enter**, then press **Next** to display the "MG" option.

   c. Press **Return** to start the cleaning process.

   The print unit pulls the cleaning card into the print unit and cleaning begins.

   > If the card is not pulled into the unit and no errors display, lightly push the card until the roller catches it and the card moves into the unit.

   d. After the print unit ejects the card into the reject tray, press **Exit** to end the cleaning process.

6. Discard the cleaning card.

7. Refer to "Prepare the Printer for Use" on page 34.

Clean the Thermal Printhead

Clean the thermal printhead after every 200 printed cards or when you change the ink ribbon.

⚠️ **Caution:** The thermal printhead can be damaged by an electrostatic charge. Discharge yourself by touching the print unit frame before cleaning the printhead.

1. Prepare the printer.

   a. Unlock the printer and open the security enclosure door.

   b. Power off the printer.

   c. Open the print unit door.

2. Press the ink ribbon cartridge eject button and remove the ink ribbon cartridge.

3. Press the retransfer film cartridge eject button and remove the retransfer film cartridge.

4. Locate the thermal printhead and rollers. The thermal printhead is located in the area between the ink ribbon and retransfer film cartridge slots.

   a. Carefully insert the cleaning swab.

   b. Gently wipe the thermal printhead.

   c. Gently wipe the roller, just above the printhead.

5. Discard the swab after you finish cleaning the printhead.

⚠️ **Caution:** Never use metal or abrasive materials to clean the thermal printhead.

6. Reinstall the ink ribbon and retransfer film cartridges.

7. Refer to "Prepare the Printer for Use" on page 34.
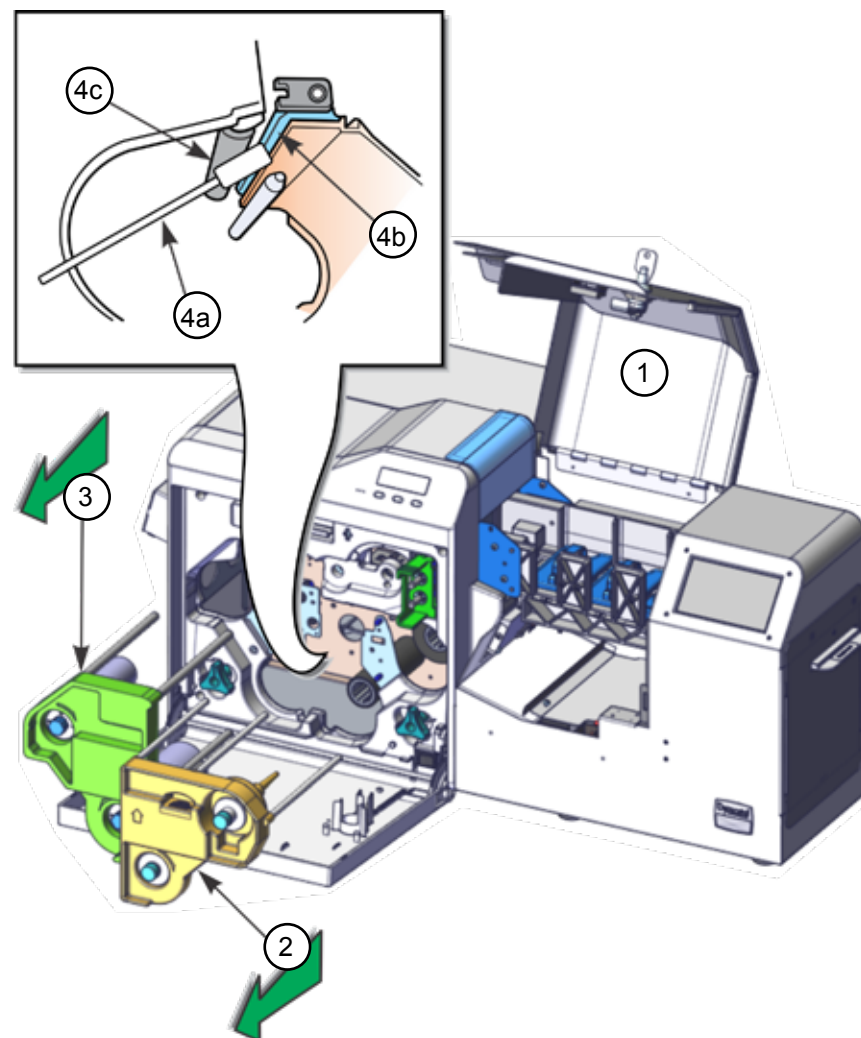
Clean the Print Unit Fan Filter

The print unit has a fan filter to prevent airborne particles from entering the print area. Clean the filter regularly and replace it yearly.

1. Press down on the latch to free the external fan cover.

2. Remove the external fan cover.

3. Rinse the filter under running water.

4. Allow the filter to dry thoroughly.

5. Replace the filter and cover.
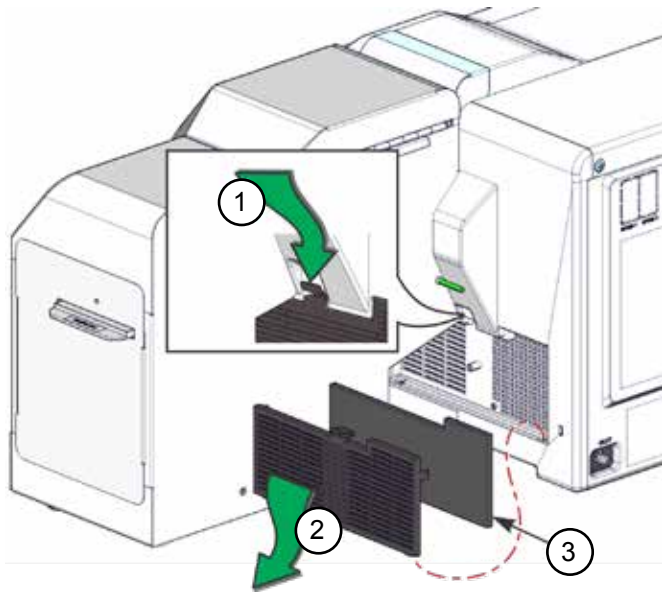
Prepare the Printer for Use

After cleaning is complete:

1. Close the print unit door, if it is open.

2. On the print unit front panel, press **Exit** to return to the top level of the menu system. If an error displays on the front panel, press **Reset** and **Return**. The printer initializes.

3. Replace the cards and card weights in the multi-hopper.

4. Close the security enclosure door to lock the printer.

Common Error Messages

Printer Error Recovery

The printer touch screen displays messages. The print unit front panel background color changes to red when the print unit has an problem, and it displays text that describes the problem.

> Always record the type of card removed (from hopper 1, 2, 3 or the exception card slide), following your organization's guidelines for tracking cards and supplies.

Message 103: Printer problem

Message Source / Text	Possible Cause	Solution
Print Unit: No Card D0	Print unit problem with handling cards.	Power the printer off and then on. If that does not solve the problem, contact your service provider for assistance. **Note:** This is the default print unit front panel message when the security enclosure door is open.
Print Unit: Codes A1, 20, 24, 26, 27, FB,	The printer has a control problem.	Power the printer off and then on. If that does not solve the problem, contact your service provider for assistance.
Security Enclosure	The printer has a control problem.	Power the printer off and then on. If that does not solve the problem, contact your service provider for assistance.
Security Enclosure	The card did not reach the print unit input area.	Power the printer off and then on. If that does not solve the problem, contact your service provider for assistance.
Security Enclosure	The message needs to be cleared from the touch screen.	Press the User button to display **Ready** on the touch screen.

Message 158: Check print unit front panel

Message Source / Text	Possible Cause	Solution
Print Unit: Please, Power Off	The power must be turned off to initialize the printer.	Turn the power switch off and then on again.
Print Unit: Please Remove Media Cassette	Cleaning cannot start when the retransfer film cartridge is in the printer.	Remove the retransfer film cartridge. On the print unit front panel, press **Reset** and then **Return** to initialize the print unit. Start the cleaning cycle again, following the steps in "Clean the Print Unit" on page 26.
Print Unit: HR is too hot	Cleaning cannot start because the temperature of the heat roller is too high.	Power off the printer and allow the heat roller to cool for about 20 minutes. Refer to "Clean the Print Unit" on page 26 for instructions on how to run the cleaning card. Contact your service provider if "HR is too hot" displays on the print unit front panel and you are not cleaning the printer.
Print Unit: Please Adjust Turn Unit Pos!	The card turnover unit is not in the correct position.	Turn the unit to the home position using a jog dial or the turnover unit shaft knob, as described in "Clear a Print Unit Cleaning Roller or Turnover Jam" on page 42. Contact your service provider for assistance if the problem persists.
Print Unit: Testing or Cleaning DC	The print unit is processing a cleaning card or the front panel menu is being used.	Wait until the cleaning is complete, or complete the menu task. On the print unit front panel, press **Reset** and then **Return** to initialize the print unit.

Print Unit: On Setting or Transport Mode DD	The print unit front panel is being used.	Complete any work using the front panel. Close the print unit door and then close the security enclosure door to lock the printer.
	The print unit has been set to Transport Mode.	Power off the printer, wait 15 seconds, and power on to cancel Transport Mode.
Print Unit	The print unit is in power saving mode. Unlock and open the security enclosure door.	On the print unit front panel, press **Reset** and then **Return** to initialize the print unit. Close the doors to lock the printer.

Message 159: Print unit card jam

Message Source / Text	Possible Cause	Solution
Print Unit: Jam (Hopper) 90	There is a card jam in the hopper section.	Remove the jammed card from the card hopper. Refer to "Clear a Multi-Hopper Jam" on page 40.
Print Unit: Jam (Turnover) 91	There is a card jam in the turnover section.	Remove the jammed card from the turnover section. Refer to "Clear a Print Unit Cleaning Roller or Turnover Jam" on page 42.
Print Unit: Jam (MG) 92	There is a card jam in the magnetic stripe encode section.	Remove the jammed card from the turnover section. Refer to "Clear a Print Unit Cleaning Roller or Turnover Jam" on page 42.
Print Unit: Jam (Transfer) 93	There is a card jam in the card feed rollers.	Refer to the *CR500 User's Guide* for detailed instructions.
Print Unit: Jam (Discharge)94	There is a card jam in the card discharge section.	
Print Unit: Jam (Retransfer) 95	There is a card jam near the retransfer rollers.	

Notes

Clear Card Jams

When a card becomes jammed inside the printer, you must remove it before continuing to print cards. The procedure you use depends on the location of the card jam.

To resolve a card jam:

1. Read the message displayed on the touch screen

2. Unlock and open the security enclosure door and look at the print unit front panel for more information about the card jam.

3. Look inside the security enclosure or print unit to locate the card.

4. Remove the card, if possible, using the instructions in this section.

> ⚠️ **Caution:** Some internal parts may be hot. Wear a glove when reaching into the printer, or let it cool first. Use the provided tweezers to remove the card, if possible.

On some systems, the turnover unit shaft may have a knob that prevents the jog dial from fitting on the shaft. This is designed to protect the turnover unit shaft from breaking due to force from the jog dial. To remove a card jam, turn the knob at the end of the shaft to rotate the turnover unit to the proper position.

For detailed information about locating and removing a jammed card, refer to the printer's *User's Guide*.

Clear a Multi-Hopper Jam

If a card jams in the multi-hopper:

1. Press the User button on the touch screen to attempt to clear the problem. If the card jam message displays again, continue with these steps.

2. Unlock the printer and open the security enclosure door.

3. Look at the multi-hopper, near the print unit pick roller, for jammed cards.

   a. If you can reach the jammed card, pull it out.

   b. If necessary, remove the card pick roller to make it easier to pull the card out. Replace the roller after removing the card.

4. If the card is in the middle of the card track, remove all cards and card weights from the input hoppers.

   a. Rotate the shuttle to the down position.

   b. Work the card along the track, back to the exception slide. Then, extend the slide and remove the card.

5. The message "Card Out" should display on the front panel. If it does not, refer to message 158.

6. Return the cards and card weights to the input hoppers and close and lock the security enclosure door.

7. Press the User button to clear the message.
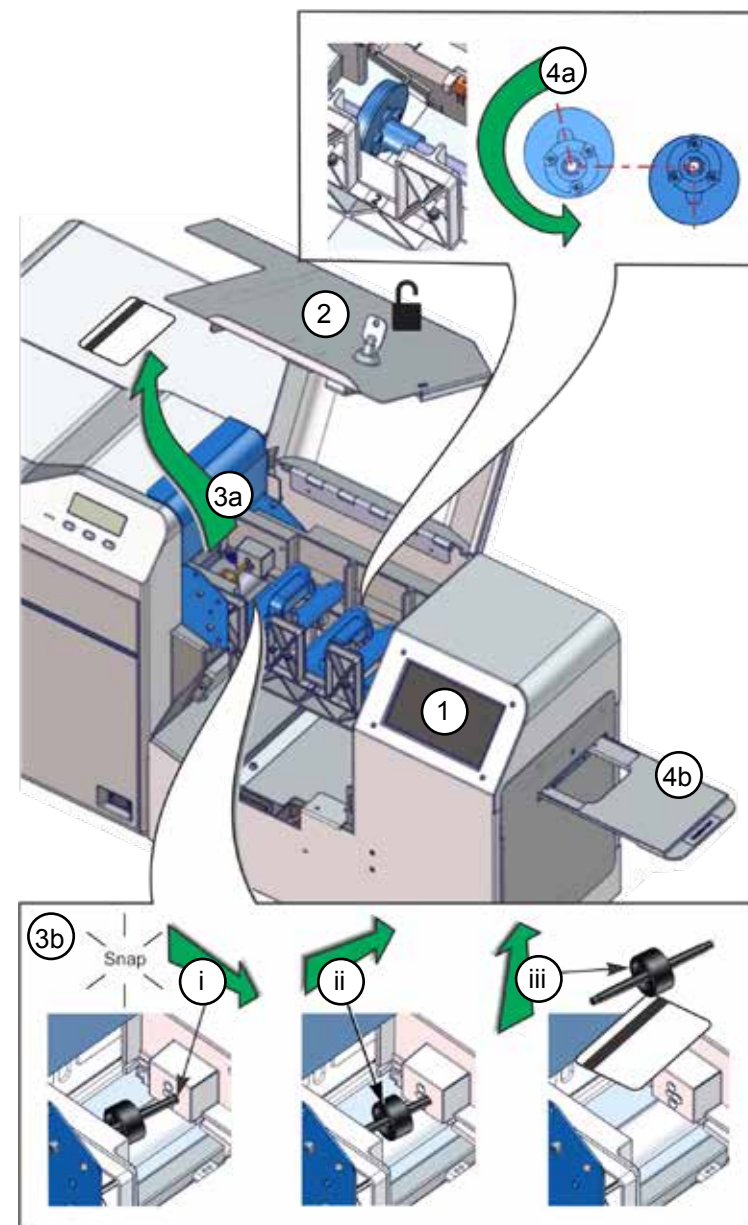
## Clear a Print Unit Cleaning Roller or Turnover Jam

Follow this procedure if a card has entered the print unit and is jammed in the card cleaning rollers or in the turnover unit.

1. Unlock the printer and open the security enclosure door.

2. Read the print unit front panel to verify the location of the jam.

3. Power off the printer and open the print unit door.

4. If part of the card is in the multi-hopper:

   a. Remove the cards and card weight from hopper 3.

   b. Place a jog dial on the lower shaft of the card cleaning unit.

   c. Turn the jog dial clockwise until the card moves into the multi-hopper.

   d. Remove the card from the multi-hopper. Refer to "Clear a Multi-Hopper Jam" on page 40.

   If the card was removed, return the jog dial to its storage location.

   OR

   If the card was not removed, or it is inside the turnover unit, continue with step 5.
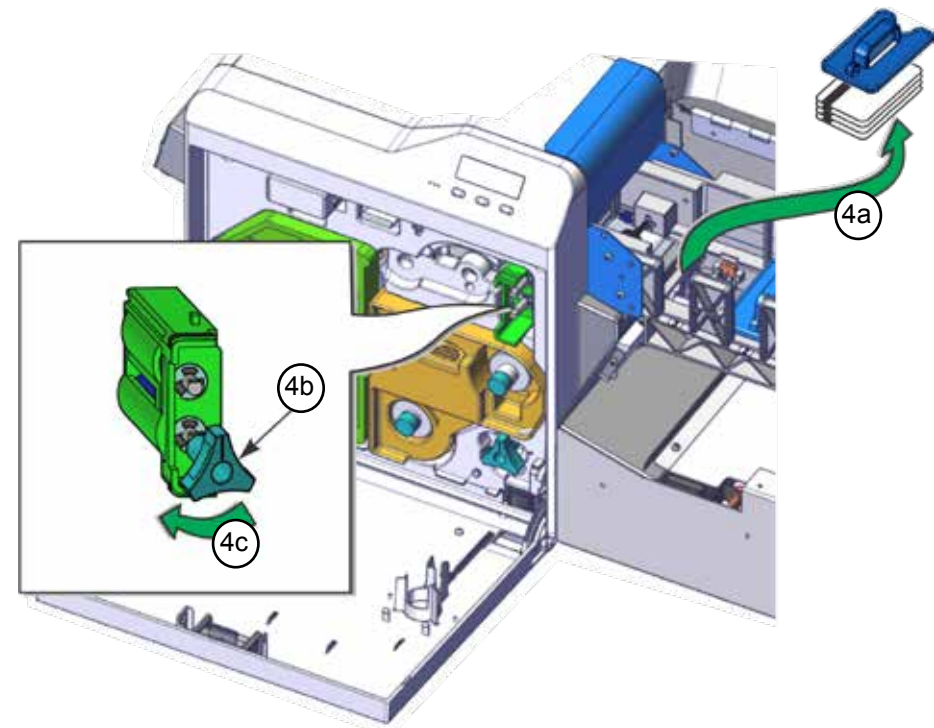
5. If the card is inside the turnover unit, use the jog dials to move it to the reject tray for removal.

   a. Place one jog dial on the lower shaft of the card cleaning unit.

   b. Place the second jog dial on the shaft of the turnover unit, or use the turnover unit shaft knob.

OR

Turnover Unit Shaft Knob
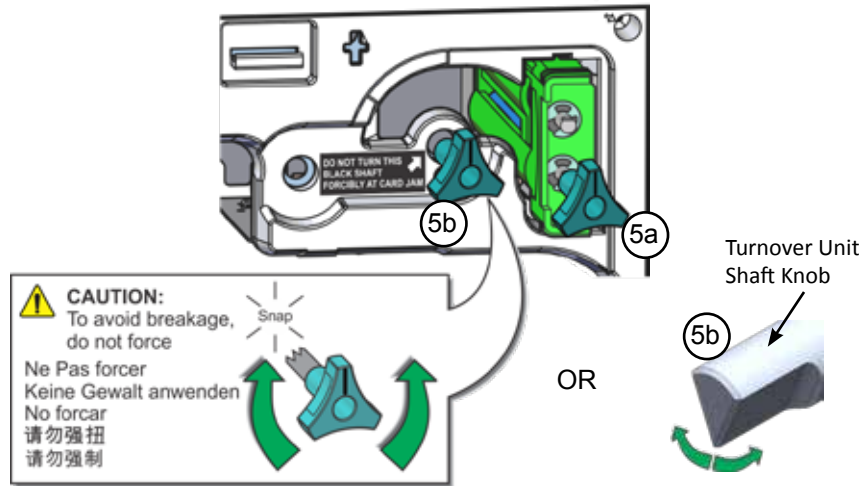
6. Rotate the turnover unit to the 3 o'clock home position.

⚠ **Caution:** Do not force the jog dials when turning them to clear a jam.

7. Rotate the jog dials.

   a. Turn the card cleaning unit jog dial counterclockwise until the card is inside the turnover unit and the edge of the card is just clear of the card cleaning roller.

   b. If necessary, push the card toward the print unit while turning the jog dial.

   c. Rotate the turnover unit clockwise to the 4 o'clock position to angle the card toward the card reject tray.

8. Turn the card cleaning unit jog dial clockwise until the card drops into the card reject tray.

9. When the card jam is cleared, rotate the turnover unit back to the 3 o'clock position.
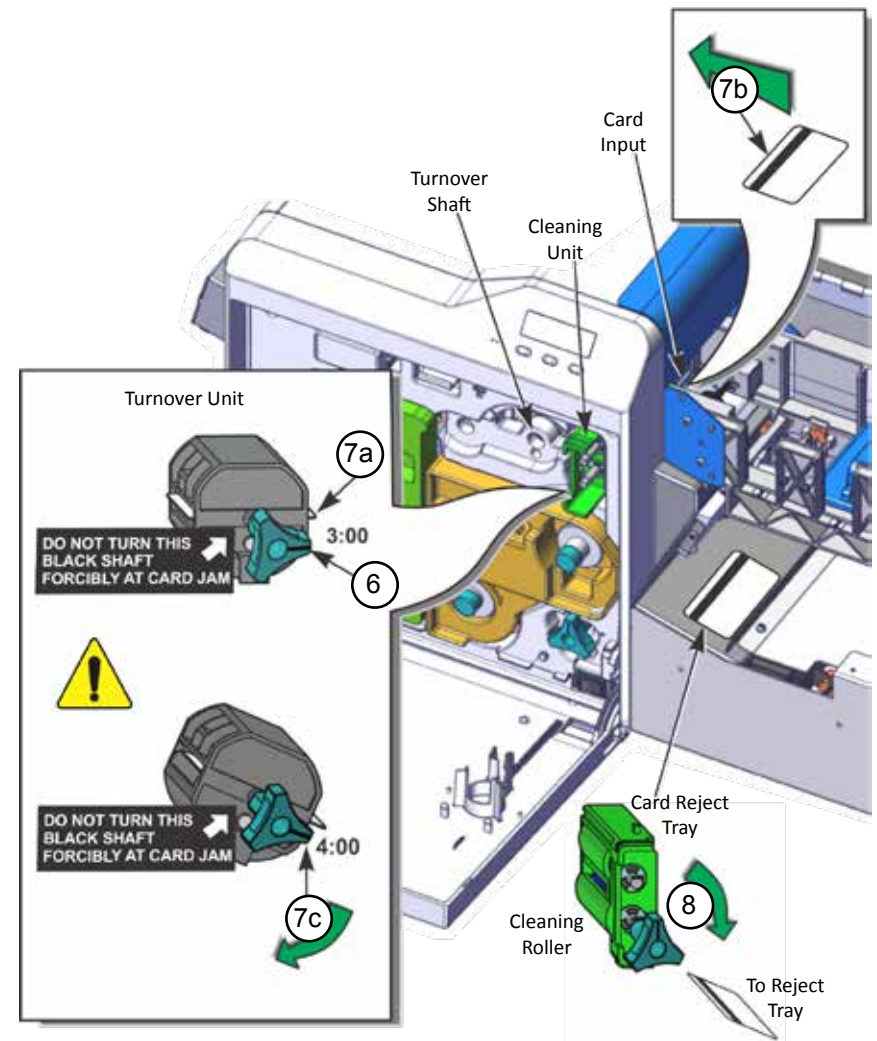
10. Remove the jog dials and return them to their storage location inside the print unit.

11. Return the cards and card weights to the multi-hopper.

12. Close the print unit door.

13. Power on the printer.

14. Close the security enclosure door to lock the printer.

15. On the touch screen, press the User button to clear the error message.

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