



**ENTRUST**

## User Reference Guide

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### **Entrust Artista® CR875 Instant Issuance System with Embossing Module**



**ENTRUST**

May 2021

527763-001EN, Rev K

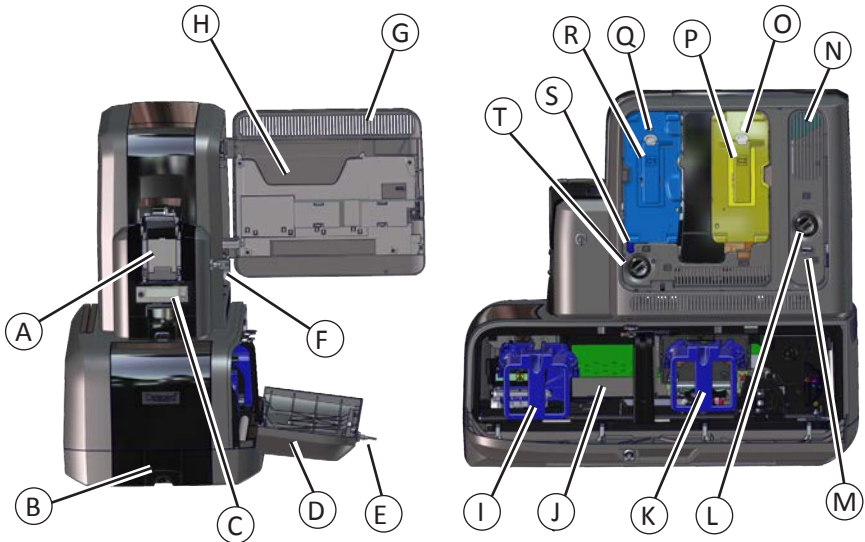
# Artista CE875 Instant Issuance System

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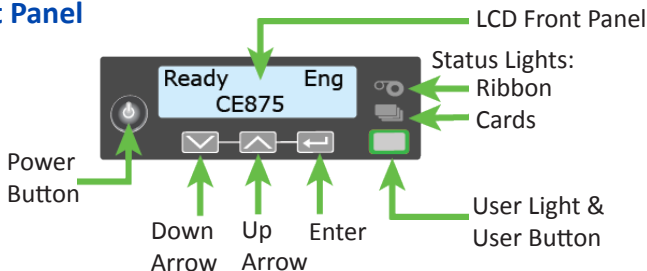
## The CE875 Instant Issuance System



- A Printer Input Hopper
- B Embosser Output Hopper
- C Front Panel
- D Embosser Supplies Access Door
- E Embosser Lock
- F Printer Lock
- G Printer Access Door
- H *User Reference Guide* Slot
- I Topping Foil Cartridge
- J Embosser Reject Tray
- K Indent Cartridge

- L Manual Advance Knob (K2)
- M Rear Access Door Release (K3)
- N Vertical Transport Area
- O Retransfer Film Cartridge Release Button
- P Retransfer Cartridge (C2)
- Q Ink Ribbon Cartridge Release Button
- R Ink Ribbon Cartridge (C1)
- S Cleaning Spindle Handle (C3)
- T Manual Advance Knob (K1)

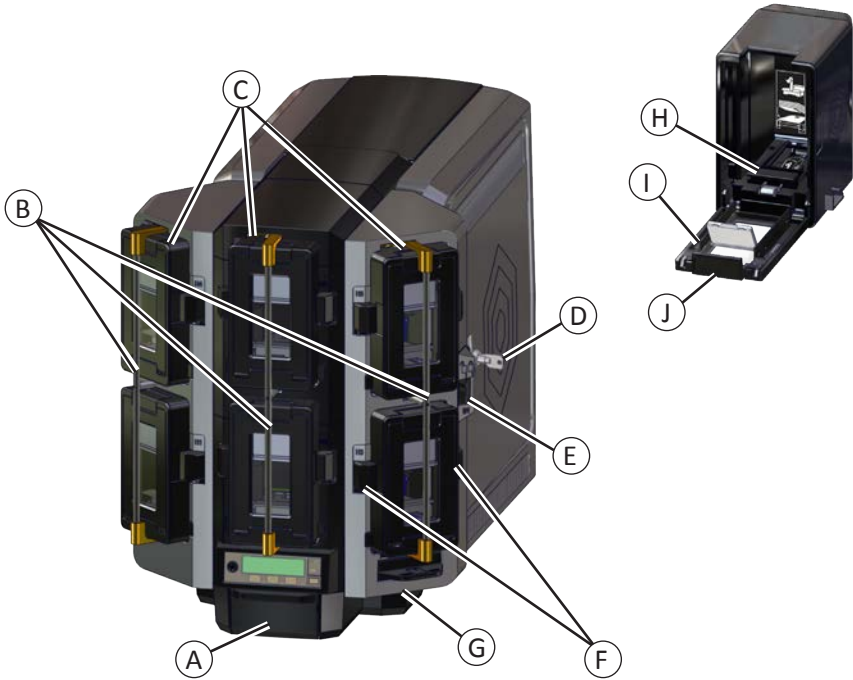
### Front Panel



# Artista CE875 Instant Issuance System

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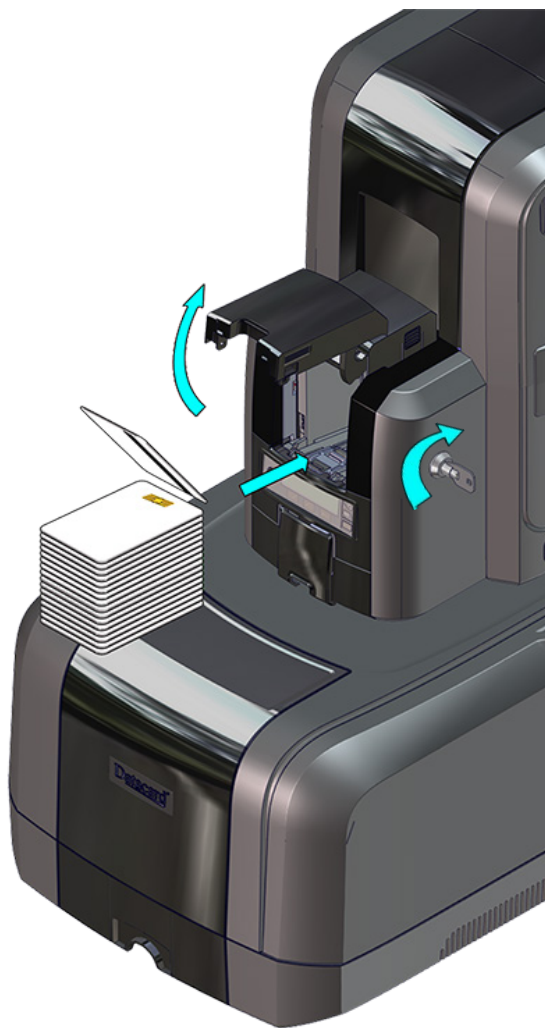
## The Printer with Optional Multi-Hopper



- 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

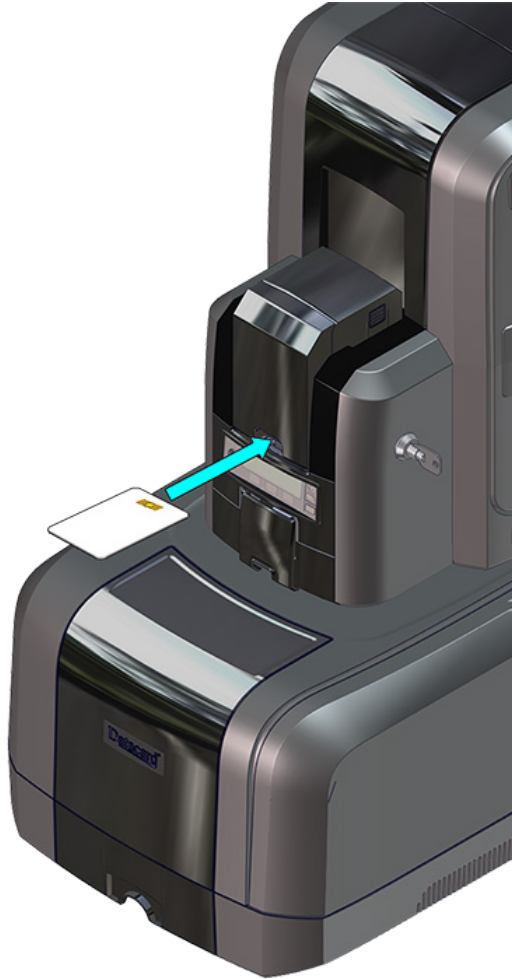
## Load Cards in a Single-Hopper Printer



# Artista CE875 Instant Issuance System

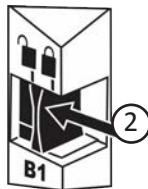
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## Use the Exception Slot



## Load Cards in a Multi-Hopper Printer

- a**
1. Unlock the multi-hopper lock.
  2. Slide the lock bar release button (B1) to the left.
  3. Rotate a lock bar to the left.



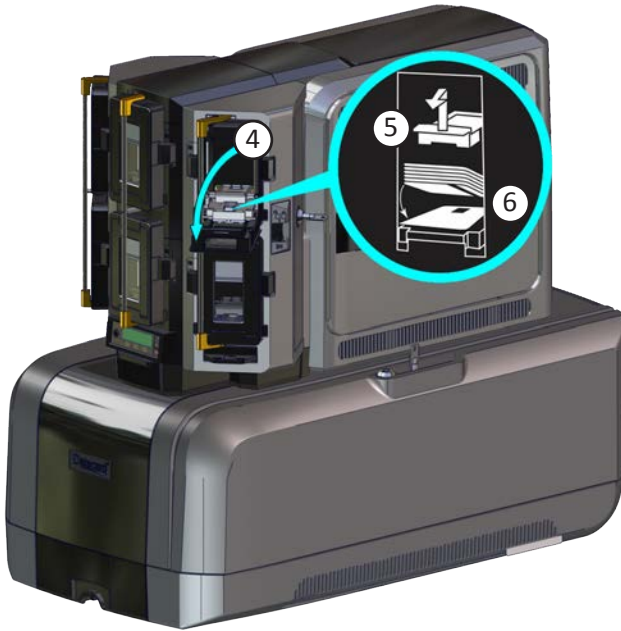
# Artista CE875 Instant Issuance System

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## Load Cards in a Multi-Hopper Printer

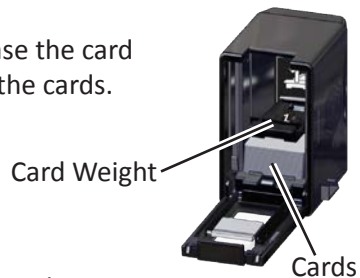
**b**

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.



**c**

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



**d**

Repeat for each input hopper cartridge.  
Return all locks to the locked position when finished.



## Use the Multi-Hopper Exception Slide

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



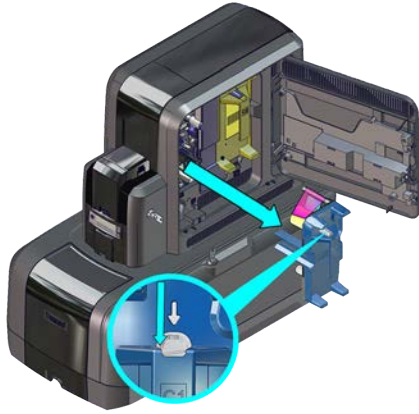
- b** Push in the exception slide.

# Artista CE875 Instant Issuance System

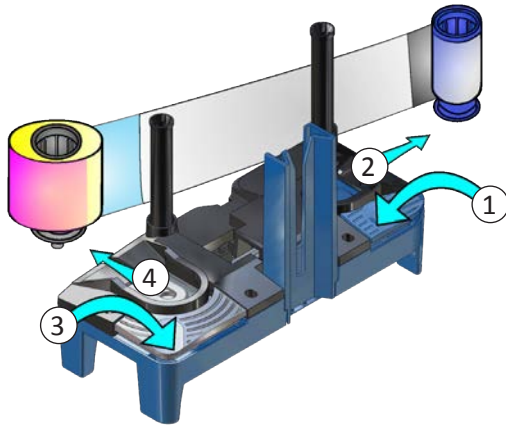
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## Replace the Color Ink Ribbon

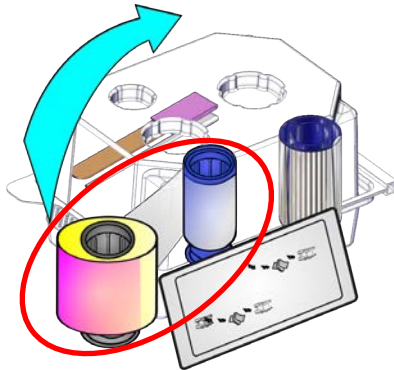
**a**



**b**

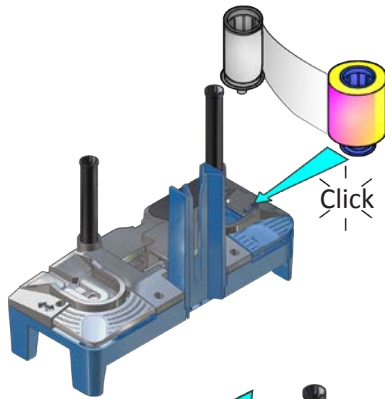


**c**

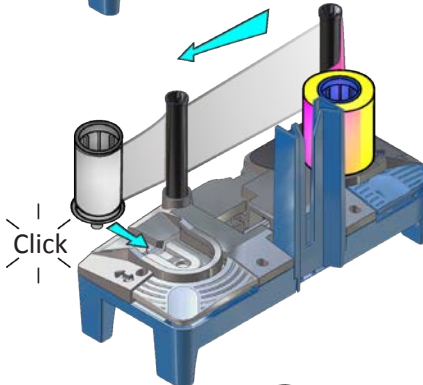


## Replace the Color Ink Ribbon (cont.)

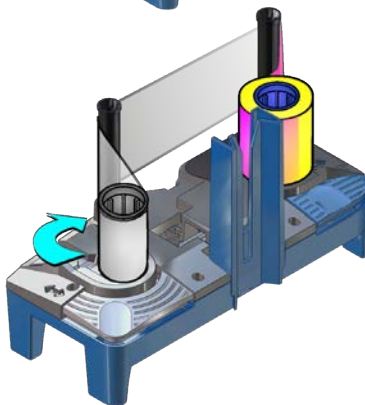
d



e



f



g

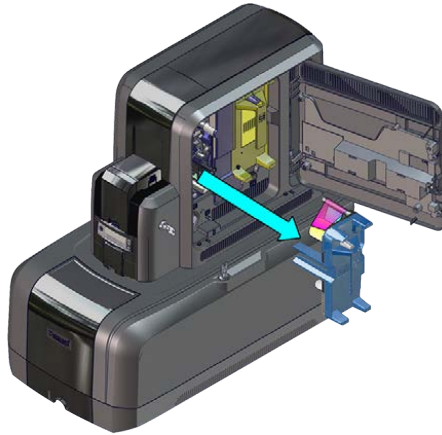
Replace the ink ribbon cartridge in the printer.

# Artista CE875 Instant Issuance System

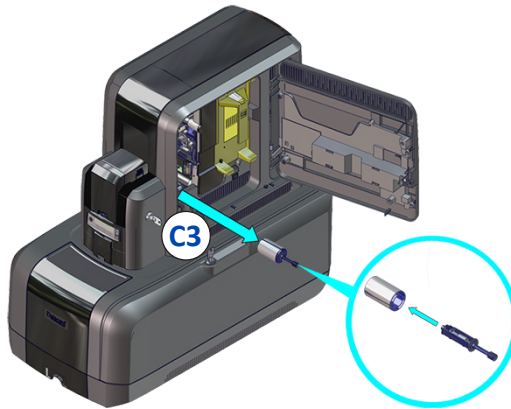
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## Replace the Cleaning Sleeve

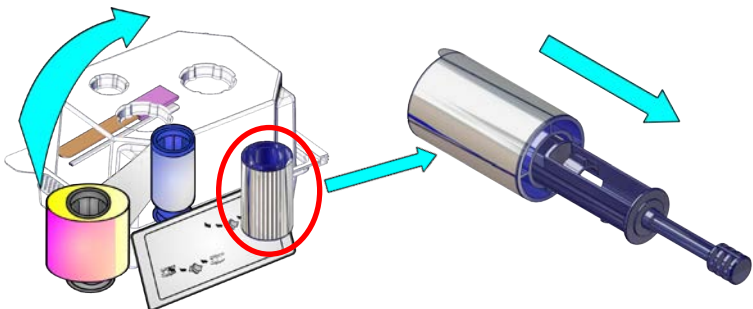
**a**



**b**

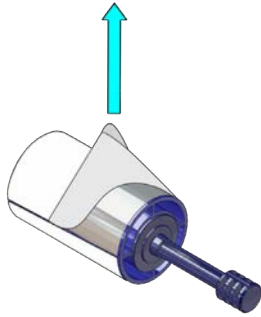


**c**

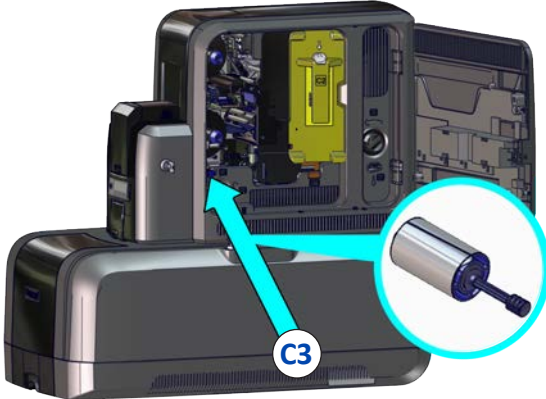


## Replace the Cleaning Sleeve (cont.)

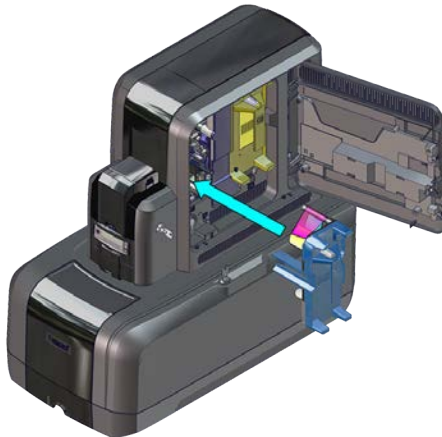
d



e



f

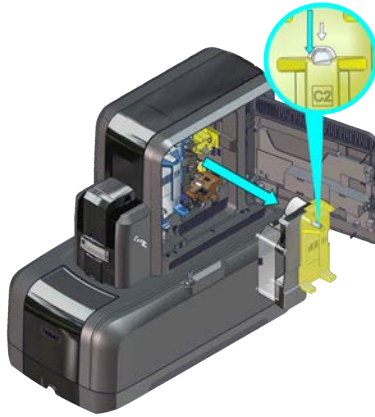


# Artista CE875 Instant Issuance System

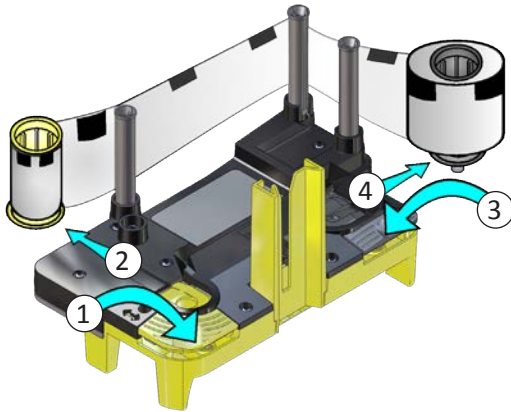
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## Replace the Retransfer Film

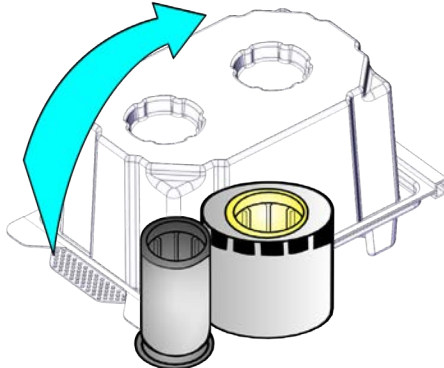
**a**



**b**

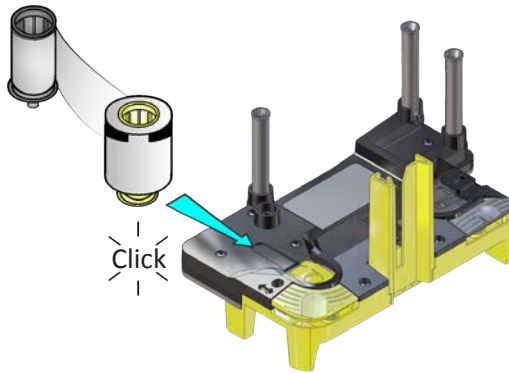


**c**

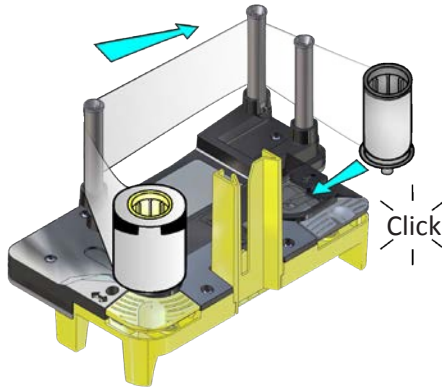


## Replace the Retransfer Film (cont.)

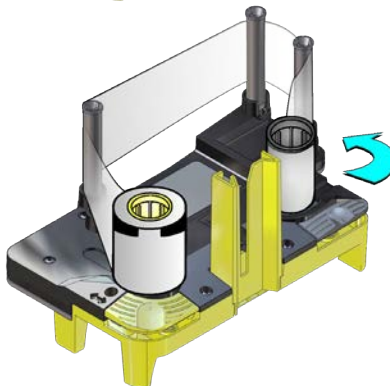
d



e



f



g

Replace the retransfer film cartridge in the printer.

# Artista CE875 Instant Issuance System

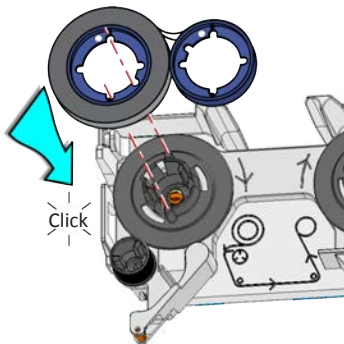
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## Replace the Indent Ribbon

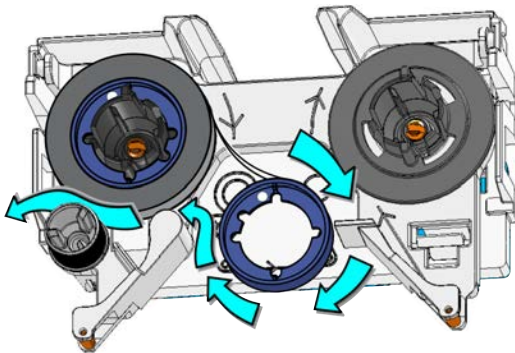
**a**



**b**



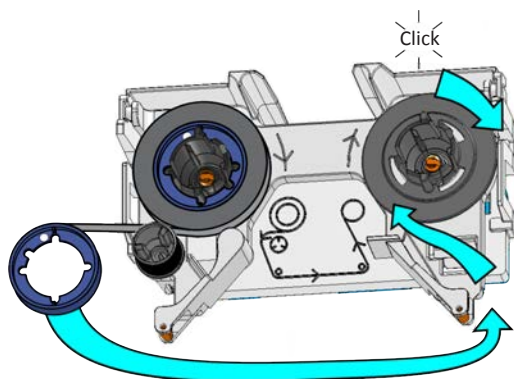
**c**





## Replace the Indent Ribbon (cont.)

d



e



# Artista CE875 Instant Issuance System

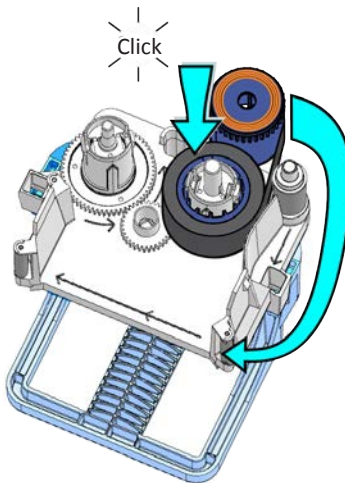
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## Replace the Topping Foil

**a**

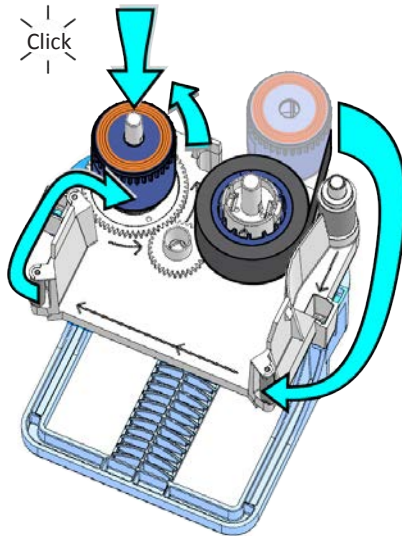


**b**



## Replace the Topping Foil (cont.)

**C**



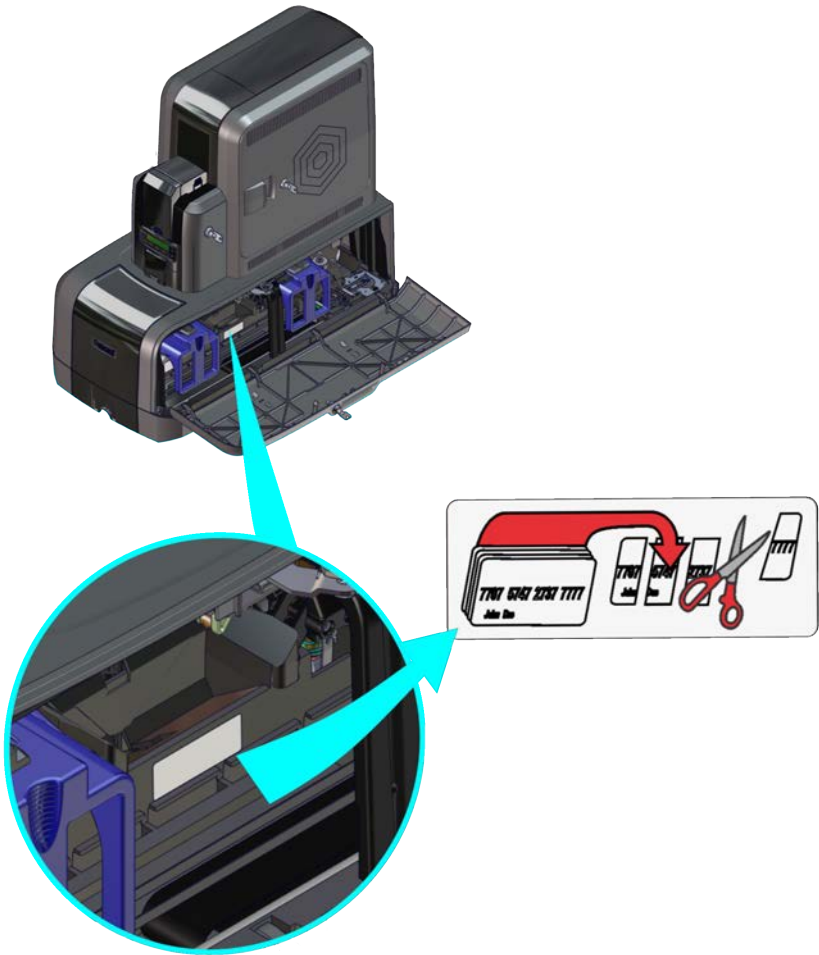
**d**



# Artista CE875 Instant Issuance System

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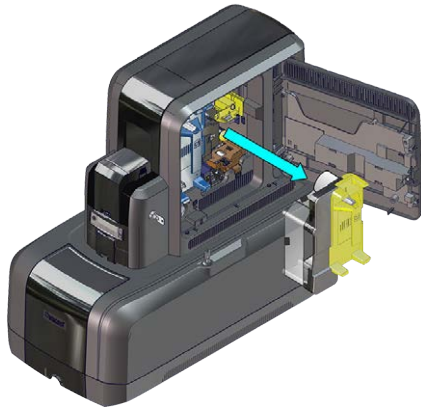
## Empty the Embosser Reject Tray



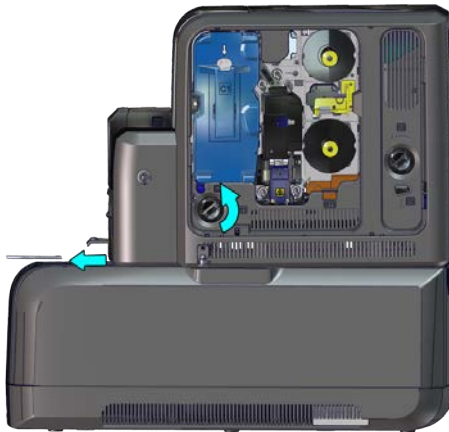
## Clear a K1 Horizontal Transport Card Jam

### Single-Hopper System

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



- b** Turn the K1 manual advance knob counterclockwise to move the jammed card into the output hopper.  
Remove the card through the output hopper.



- c** Replace the retransfer film cartridge and close and lock the printer.

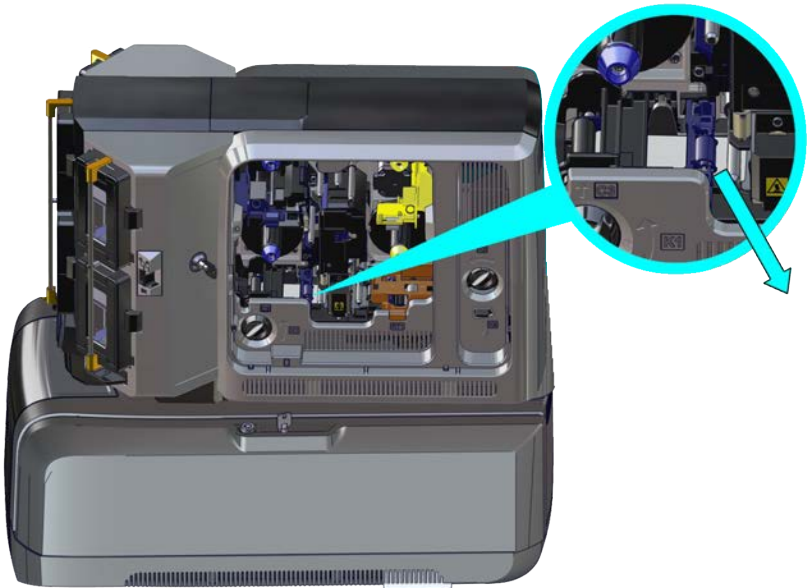
# Artista CE875 Instant Issuance System

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## Clear a K1 Horizontal Transport Card Jam (cont.)

### Multi-Hopper System

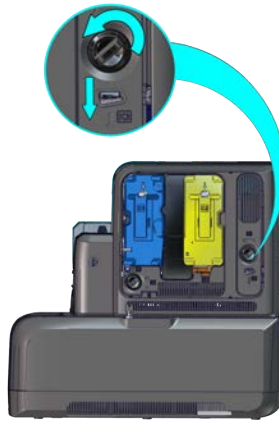
- a**
1. Unlock the printer and open the printer access door.
  2. Remove the ink ribbon and retransfer film cartridges.
  3. Locate the card in the printer. Turn the K1 manual advance knob if necessary to access the card.
  4. Remove the card from the printer.



- b** Replace the cartridges and close and lock the printer.

## Clear a K2 Vertical Transport Card Jam

- a**
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.



- b** Remove the card through the rear access door.



- c** Close the printer doors and lock the printer.

# Artista CE875 Instant Issuance System

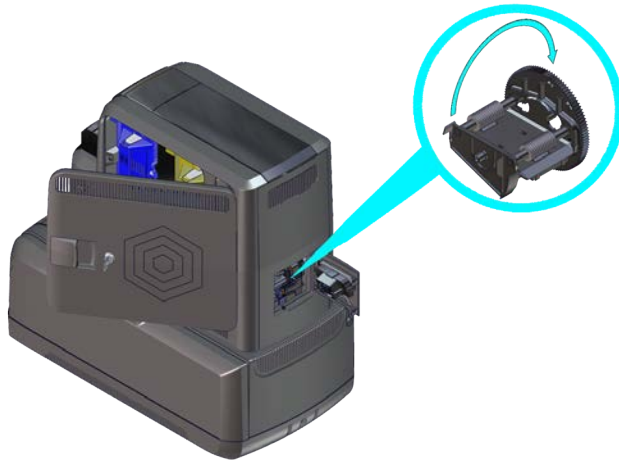
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## Clear a Flipper Card Jam

- a** Unlock the printer and open the printer access door.  
Press the K3 rear access door release to open the rear access door.



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

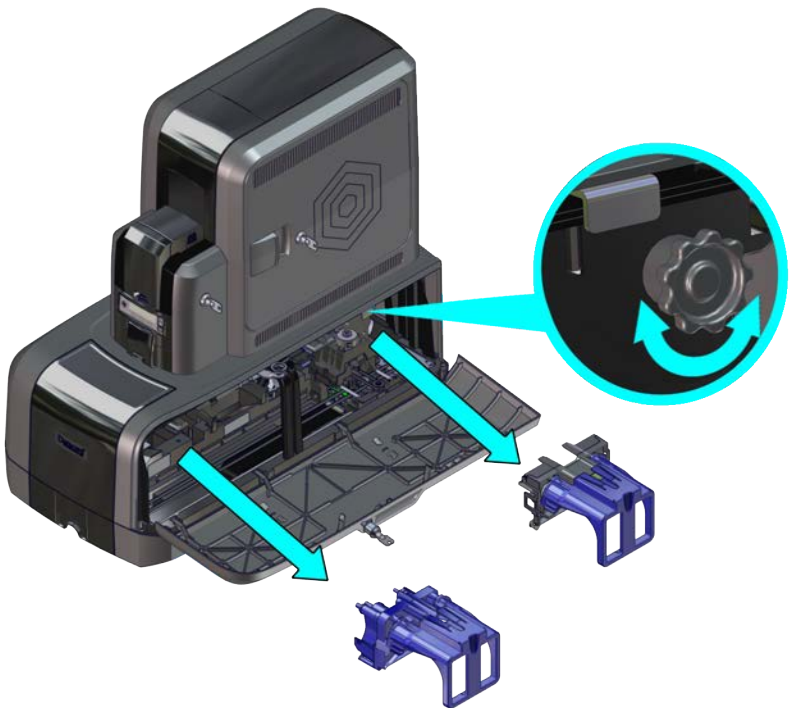


- c** Close the printer doors and lock the printer.



### Clear an Embosser Card Jam

- a**
1. Unlock and open the embosser supplies access door.
  2. Remove the indent ribbon and topping foil cartridges.
  3. Rotate the manual advance knob inside of the embosser until the jammed card is accessible from the rollers.
  4. Remove the card.



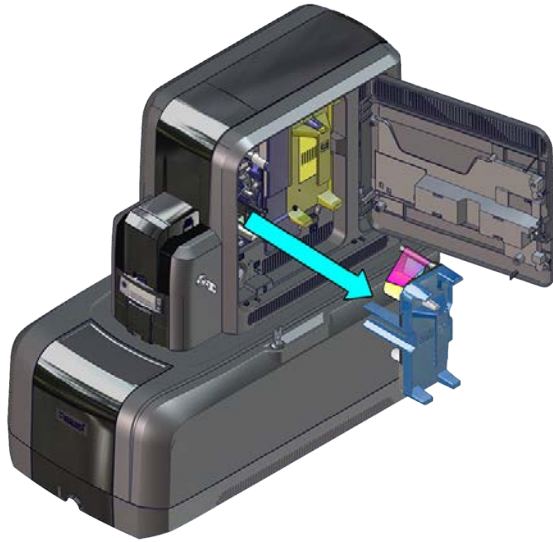
- b**
1. Replace the indent ribbon and topping foil cartridges.
  2. Close and lock the embosser supplies access door.

# Artista CE875 Instant Issuance System

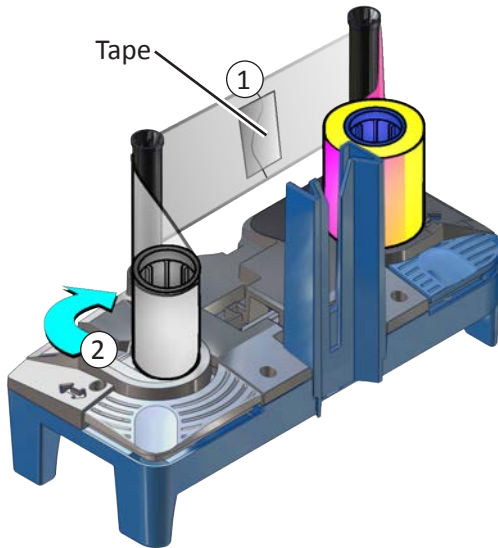
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## Repair a Broken Ink Ribbon

**a**

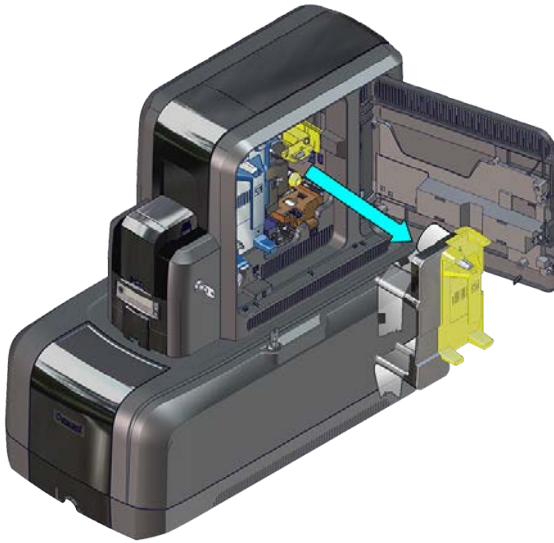


**b**

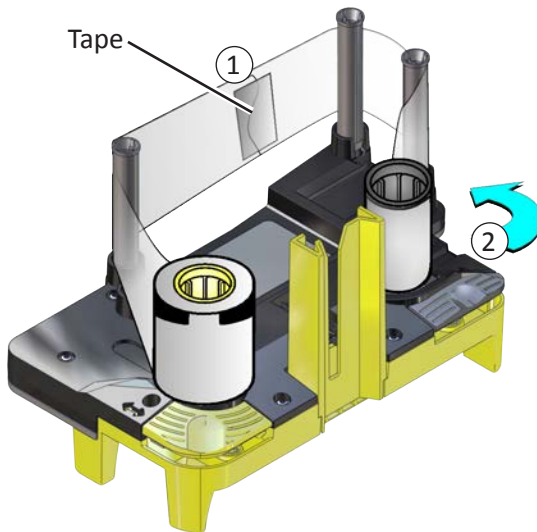


## Repair Broken Retransfer Film

**a**



**b**



# Artista CE875 Instant Issuance System

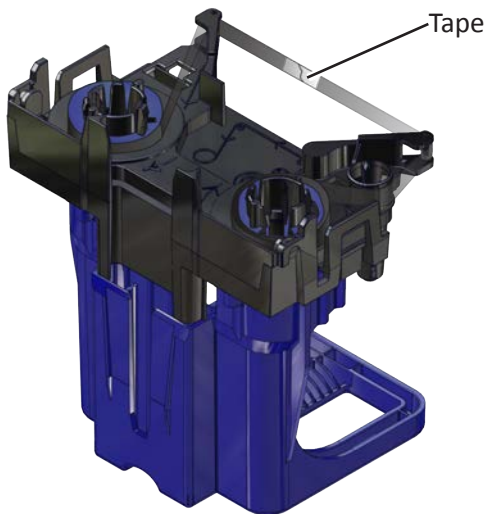
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## Repair a Broken Indent Ribbon

**a**



**b**

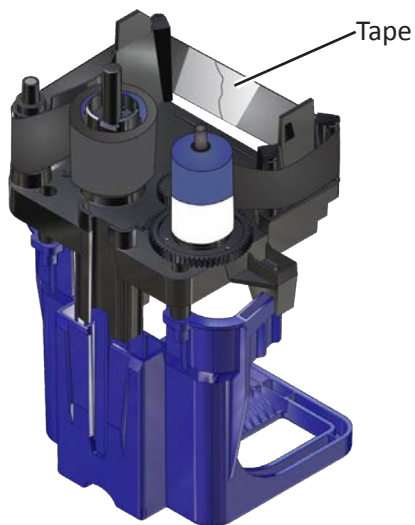


## Repair Broken Topping Foil

**a**



**b**

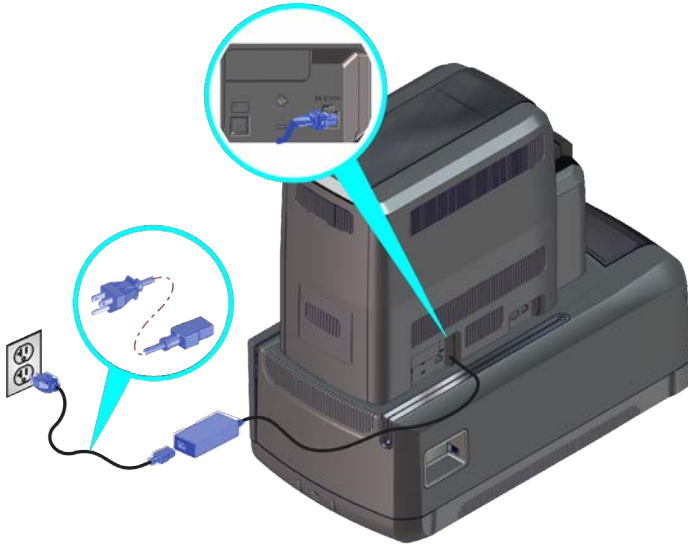


# Artista CE875 Instant Issuance System

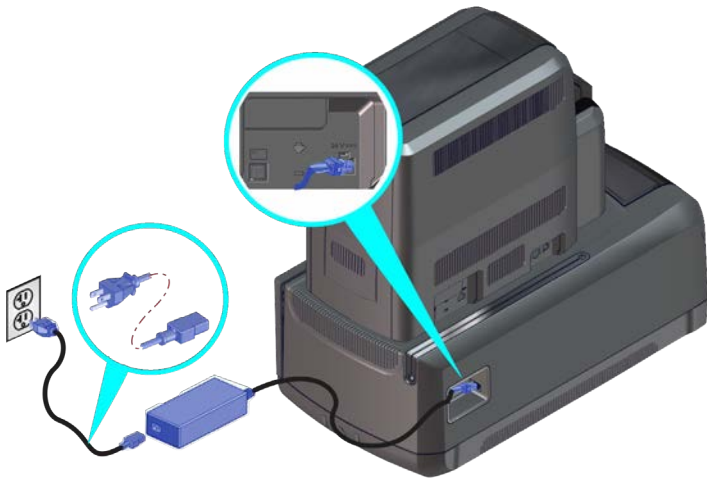
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## Check the Power Connections

### Printer Power Connections

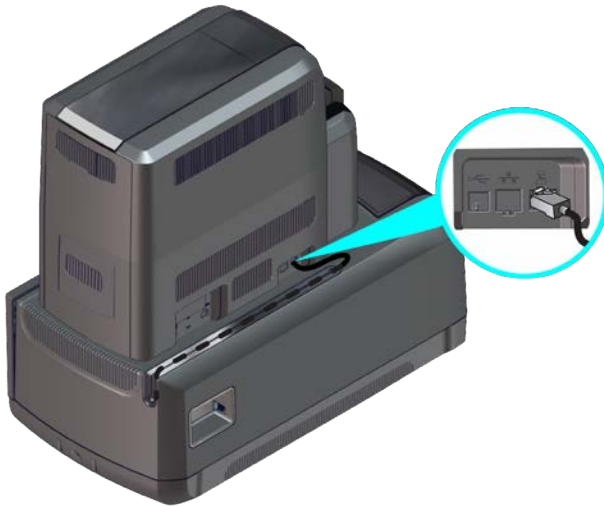


### Embosser Power Connections

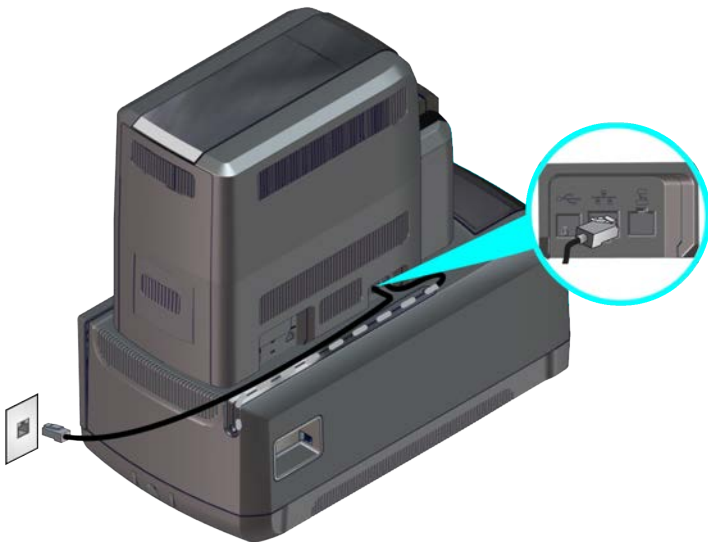


## Check the Data Connections

### Printer-to-Embosser Connection



### Network Connection



# Artista CE875 Instant Issuance System

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## Common Printer LCD Messages

Error Message	Refer to:
112: Card hopper empty	<a href="#">“Load Cards in a Single-Hopper Printer” on page 5</a> <a href="#">“Use the Exception Slot” on page 6</a> <a href="#">“Load Cards in a Multi-Hopper Printer” on page 7</a> <a href="#">“Use the Multi-Hopper Exception Slide” on page 9</a>
166: C2 supply out or missing 167: C2 supply not identified 168: C2 supply not supported	<a href="#">“Replace the Retransfer Film” on page 14</a>
172: Improper shutdown	<a href="#">“Check the Power Connections” on page 30</a> <a href="#">“Check the Data Connections” on page 31</a>
175: C2 supply error	<a href="#">“Repair Broken Retransfer Film” on page 27</a>
234: K1 transport card jam	<a href="#">“Clear a K1 Horizontal Transport Card Jam” on page 21</a>
235: K2 transport card jam	<a href="#">“Clear a K2 Vertical Transport Card Jam” on page 23</a>
236: Flipper module rotate error	<a href="#">“Clear a Flipper Card Jam” on page 24</a>
237: C1 supply out or missing 238: C1 supply not identified 239: C1 supply not supported	<a href="#">“Replace the Color Ink Ribbon” on page 10, and</a> <a href="#">“Replace the Cleaning Sleeve” on page 12</a>
240: C1 supply error	<a href="#">“Repair a Broken Ink Ribbon” on page 26</a>
277: Multi-hopper pick error	<a href="#">“Load Cards in a Multi-Hopper Printer” on page 7</a>



## Common Embosser LCD Messages

Error Message	Refer to:
127: Emboss transport error	<a href="#">“Clear an Embosser Card Jam” on page 25</a>
133: Embosser card reject full	<a href="#">“Empty the Embosser Reject Tray” on page 20</a>
135: Indent ribbon supplies out	<a href="#">“Replace the Indent Ribbon” on page 16</a>
136: Indent ribbon break	<a href="#">“Repair a Broken Indent Ribbon” on page 28</a> <a href="#">“Replace the Indent Ribbon” on page 16</a>
140: Embosser not available	<a href="#">“Check the Data Connections” on page 31</a>
143: Topping foil problem	<a href="#">“Repair Broken Topping Foil” on page 29</a> <a href="#">“Replace the Topping Foil” on page 18</a>
144: Topping foil out 147: Topping foil no tag found	<a href="#">“Replace the Topping Foil” on page 18</a>

# Artista CE875 Instant Issuance System

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## Common Print Quality Concerns

Problem	Cause	Solution
Non-repeating color dots on cards	Dust on the ink ribbon or retransfer film	<ul style="list-style-type: none"><li>• Advance the supply, or</li><li>• <a href="#">“Replace the Color Ink Ribbon” on page 10</a></li><li>• <a href="#">“Replace the Retransfer Film” on page 14</a></li></ul>
Wrinkles appear on cards	Supplies are wrinkled	<ul style="list-style-type: none"><li>• Advance the supply, or</li><li>• <a href="#">“Replace the Color Ink Ribbon” on page 10</a></li><li>• <a href="#">“Replace the Retransfer Film” on page 14</a></li></ul>
Blurred or discolored images Small unprinted areas on cards	Fingerprints, debris, or scratches on cards Debris inside the printer The printhead is dirty	<ul style="list-style-type: none"><li>• Make sure cards are clean</li><li>• Clean the printer. Refer to the <a href="#">“Cleaning Schedule” on page 35</a></li><li>• <a href="#">“Replace the Cleaning Sleeve” on page 12</a></li><li>• <a href="#">“Clean the Printhead” on page 43</a></li></ul>
Repeating color dots on multiple cards	Dust or debris on the cam rollers	<a href="#">“Clean the Printhead Cam Rollers” on page 47</a>
Color or white streaks appear on cards	Dust or debris on the printhead	<ul style="list-style-type: none"><li>• Print another card to see if the problem continues</li><li>• <a href="#">“Clean the Printhead” on page 43</a></li></ul>

Refer to the *CR825 and CE875 Instant Issuance System User’s Guide* for additional troubleshooting information.

Also refer to the [“Cleaning Schedule” on page 35](#) for best-practices recommendations for maintaining the printer.

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## Cleaning Schedule

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

Schedule	Action	Procedure
When you change the ink ribbon	Clean the printer with the isopropanol cleaning card.	<ul style="list-style-type: none"><li>• “Single-Hopper System” on page 36</li><li>• “Multi-Hopper System” on page 37</li></ul>
	Replace the cleaning sleeve (C3).	“Replace the Cleaning Sleeve” on page 12
	Clean the printhead.	“Clean the Printhead” on page 43
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.	<ul style="list-style-type: none"><li>• “Single-Hopper System” on page 39</li><li>• “Multi-Hopper System” on page 40</li></ul>
If you see color or white lines on completed cards	Clean the printhead.	“Clean the Printhead” on page 43
If you see repeating color dots on completed cards	Clean the printhead cam rollers.	“Clean the Printhead Cam Rollers” on page 47



When you clean the printer using either the isopropanol or adhesive cleaning card, remove the ink ribbon (C1) and retransfer film (C2) cartridges, and the cleaning sleeve.

# Artista CE875 Instant Issuance System

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## Use the Isopropanol Cleaning Card

Use the isopropanol cleaning card regularly to clean the printer. Refer to the [“Cleaning Schedule”](#) on page 35.

### Single-Hopper System

**a** Unlock the printer and remove the supply cartridges and cleaning sleeve.

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

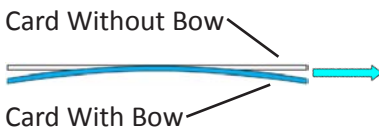


**b** Open the cleaning card package and remove the isopropanol cleaning card.



**c** Load the cleaning card in the input hopper.

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



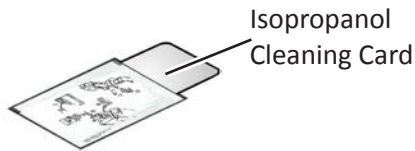
**d** Close the input hopper and lock the printer.  
Continue with [“Run the Isopropanol Cleaning Card”](#) on page 38.

## Use the Isopropanol Cleaning Card (cont.)

### Multi-Hopper System

**a** Unlock the printer and remove the supply cartridges and cleaning sleeve.

**b** Remove the cleaning card from its package.



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

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

Card Without Bow



Card With Bow



Exception Slide

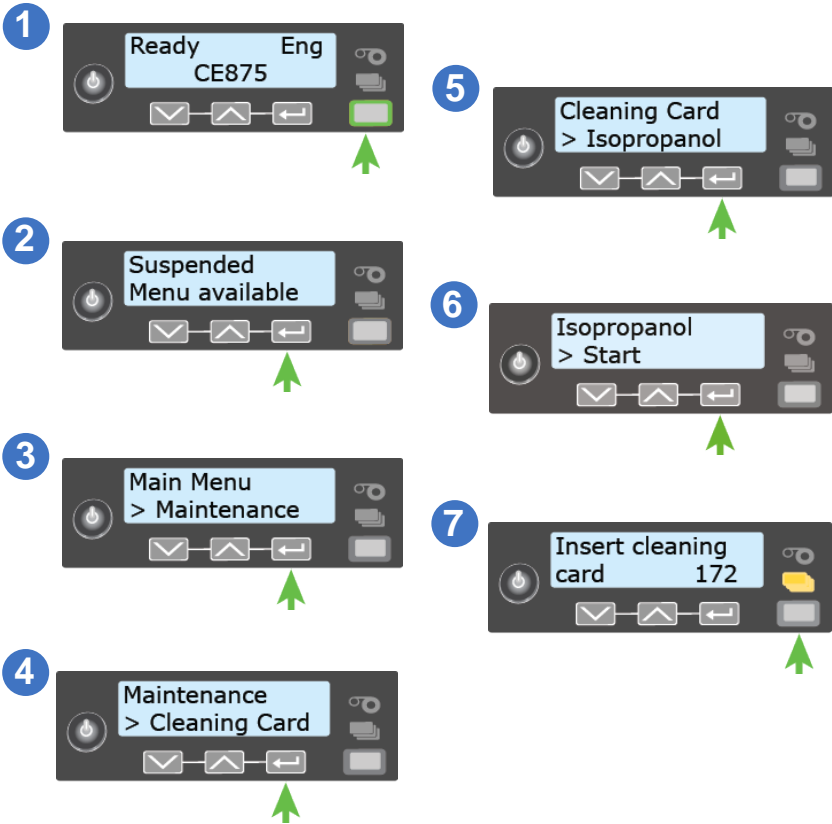
**d** Continue with “Run the Isopropanol Cleaning Card” on page 38.

# Artista CE875 Instant Issuance System

## Use the Isopropanol Cleaning Card (cont.)

### Run the Isopropanol Cleaning Card

**a** Use the LCD panel to run the isopropanol cleaning card.



**i** The isopropanol cleaning card moves into the embosser and is ejected in the embosser reject tray.

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

## 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 35](#) for information about when to use the adhesive cleaning card.

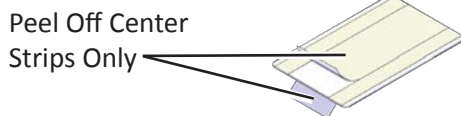
### Single-Hopper System

- a** Unlock the printer and remove the supply cartridges and cleaning sleeve.

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

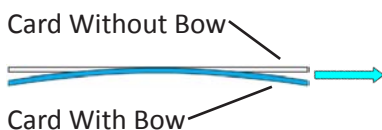


- b** Peel off the center strips on both sides of the adhesive cleaning card. Leave the side strips in place.



- c** Load the adhesive cleaning card in the input hopper.

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



- d** Close the input hopper and lock the printer.  
Continue with [“Run the Adhesive Cleaning Card” on page 42](#).

# Artista CE875 Instant Issuance System

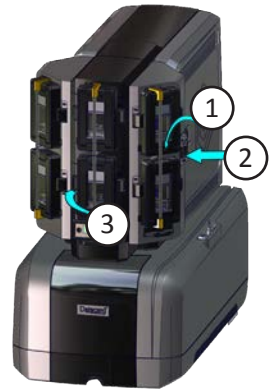
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## Use the Adhesive Cleaning Card (cont.)

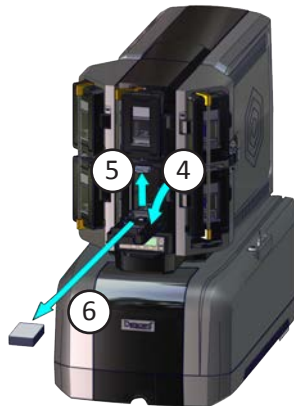
### Multi-Hopper System

**a** Unlock the printer and remove the supply cartridges and cleaning sleeve.

- b**
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.



- c**
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 gently 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.

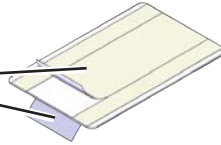




## Use the Adhesive Cleaning Card (cont.)

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

Peel Off Center  
Strips Only



- e** 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



Card With Bow



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

- f** 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.

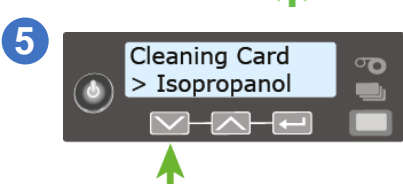
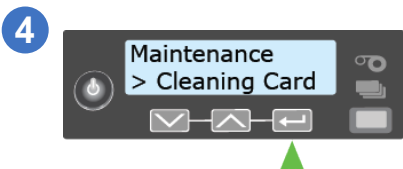
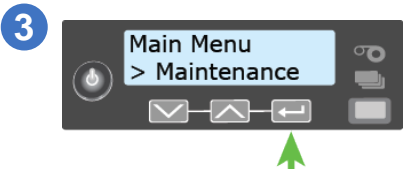
- g** Continue with [“Run the Adhesive Cleaning Card”](#) on page 42.

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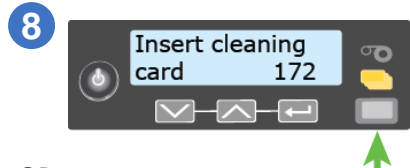
## Use the Adhesive Cleaning Card (cont.)

### Run the Adhesive Cleaning Card

**a** Use the LCD panel to run the adhesive cleaning card.

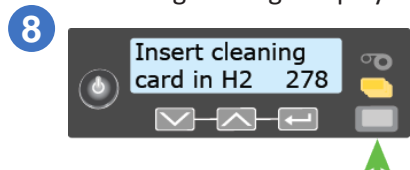


If you are cleaning a single-hopper printer, the following message displays.



OR

If you are cleaning a multi-hopper printer, the following message displays.



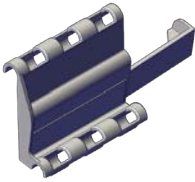
**b** Remove the adhesive cleaning card from the printer reject tray.

**c** 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.

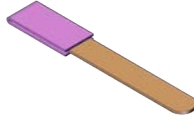
## Clean the Printhead

Clean the printhead each time you change the ink ribbon, or if you notice print quality concerns.

Use the following items to clean the printhead.



Lapping Stick  
Support



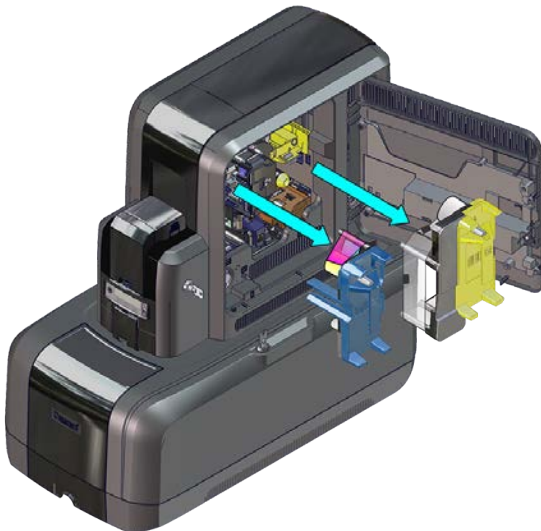
Lapping Stick



Cleaning Swab

**a**

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

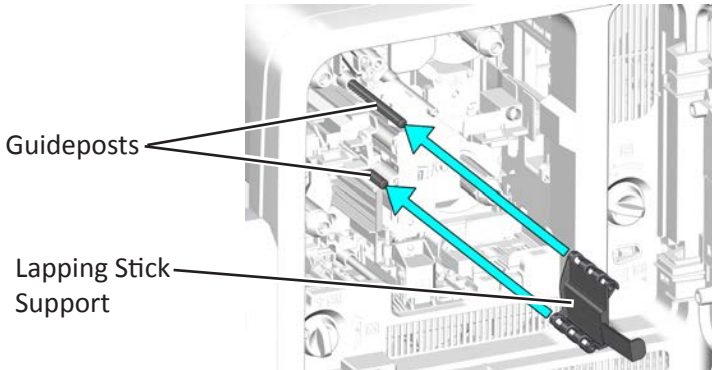


# Artista CE875 Instant Issuance System

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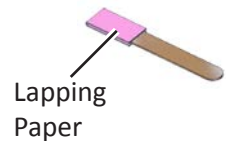
## Clean the Printhead (cont.)

- b** Insert the lapping stick support into the printer. The support tool fits over the cartridge guideposts and slides into the printer.

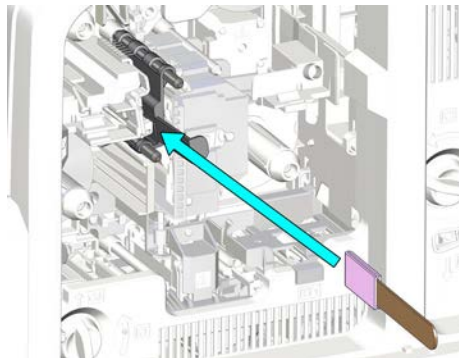


- c** Clean the printhead with the lapping stick.

- i** Do not remove the pink lapping paper from the lapping stick.

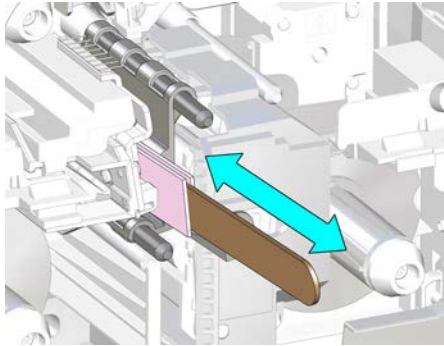


1. Insert the lapping stick into the lower portion of the support tool. Slide it in until it stops.



## Clean the Printhead (cont.)

2. Move the lapping stick back and forth 3 times to clean the printhead.



3. Remove the lapping stick from the support tool.

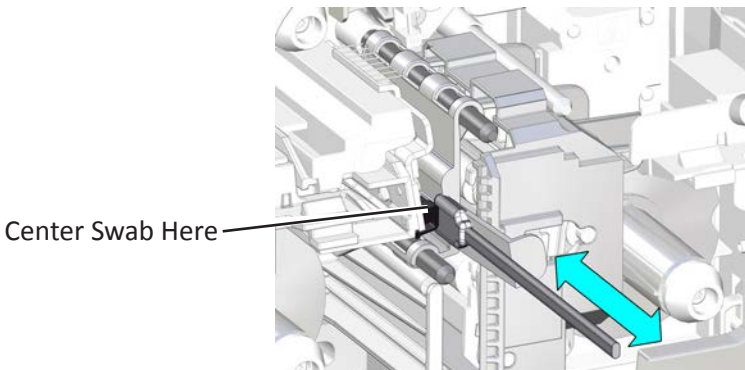


You can use the lapping stick twice, one cleaning per side. Store the lapping stick after the first use.

## d

Clean the printhead with the cleaning swab.

1. Open the cleaning swab package.
2. Insert the cleaning swab into the support tool. Center the swab as shown in the illustration (or toward the top of the support tool handle).



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## Clean the Printhead (cont.)

3. Move the cleaning swab back and forth 3 times to remove any remaining debris from the printhead area.
4. Remove the cleaning swab from the support tool.

e

Remove the support tool from the printer.



Do not discard the lapping stick support tool. Retain it for future cleaning use.

f

1. Replace the ink ribbon and retransfer film cartridges and close and lock the printer access door.
2. Power on the printer.
3. Print one or more test cards to verify the print quality.

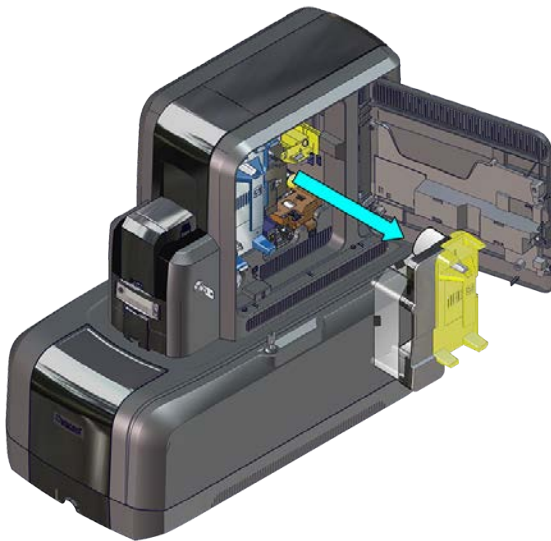


- Use only the lapping stick and cleaning swab to clean the printhead. Other materials can stick to the printhead and cause damage.
- Discard the lapping stick after the second use.
- Use the cleaning swab one time only. Discard the swab after cleaning the printhead.

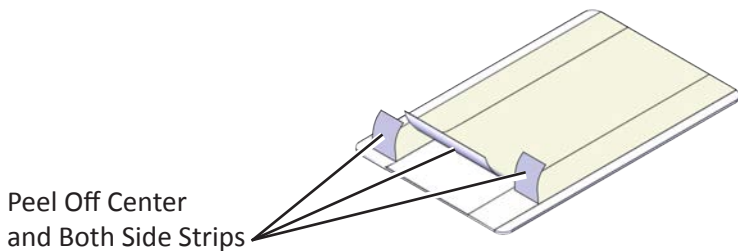
## Clean the Printhead Cam Rollers

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

- a**
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.



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

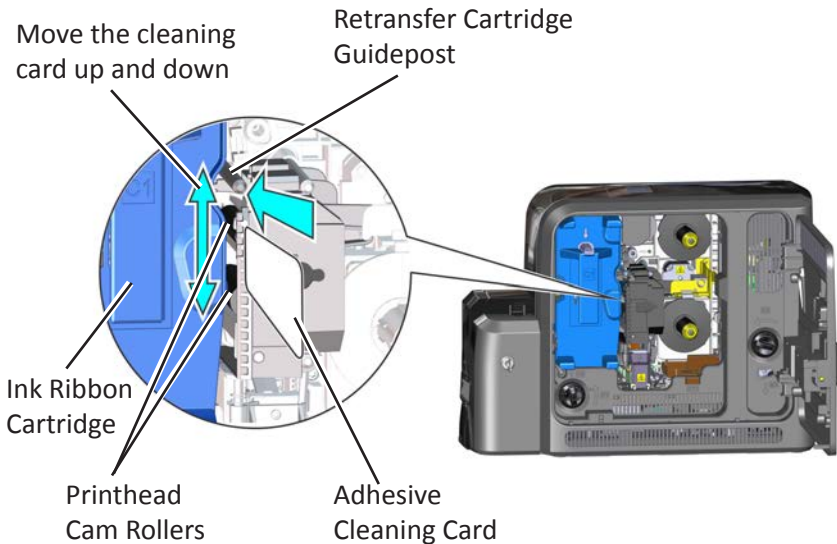


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## Clean the Printhead Cam Rollers (cont.)

- C** 1. Insert the cleaning card into the printer between the retransfer cartridge guidepost and the rollers. Make sure that the adhesive side of the card faces to the right and touches the rollers.
- 2. Move the cleaning card up and down along the rollers to remove debris.



- d** 1. Replace the retransfer film cartridge.
- 2. Close and lock the printer.
- 3. Restart the printer.

- e** Discard the used cleaning card..



## Notes

# Artista CE875 Instant Issuance System

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## Notes

## 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](http://www.P65Warnings.ca.gov) and [www.datacard.com/califpropwarning](http://www.datacard.com/califpropwarning).



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