



ENTRUST

User Reference Guide

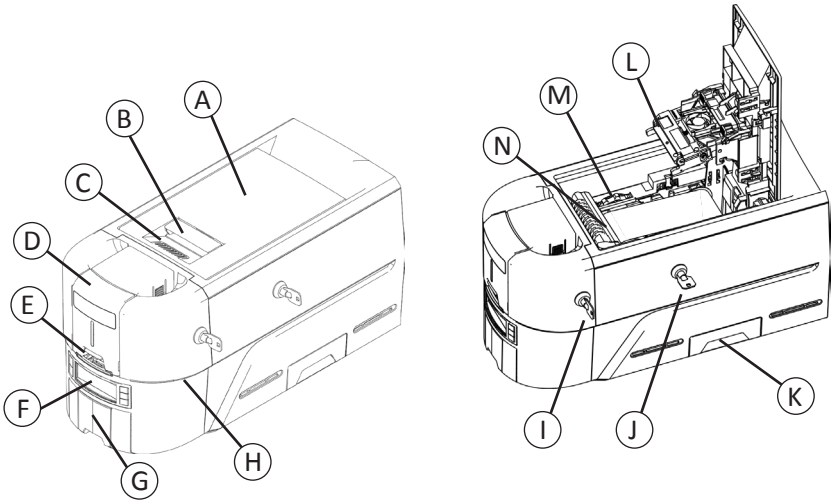
Sigma DS1, DS2, and DS3 Direct to Card Printers

October 2020
528169-001EN, Rev B

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The Sigma DS Direct to Card Printer



A = Printer Cover

B = Cover Latch Handle

C = Cover Ridges

D = Input Hopper

E = Exception Slot

F = Front Panel

G = Output Hopper

H = LED Light Bar

I = Input Hopper Lock

J = Printer Lock

K = Reject Tray

L = Printhead

M = Manual Advance Knob

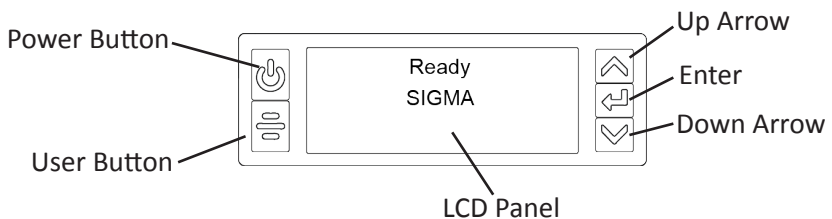
N = Ribbon Cartridge or Cassette



Printer Locks are present only on some Sigma DS3 printers.

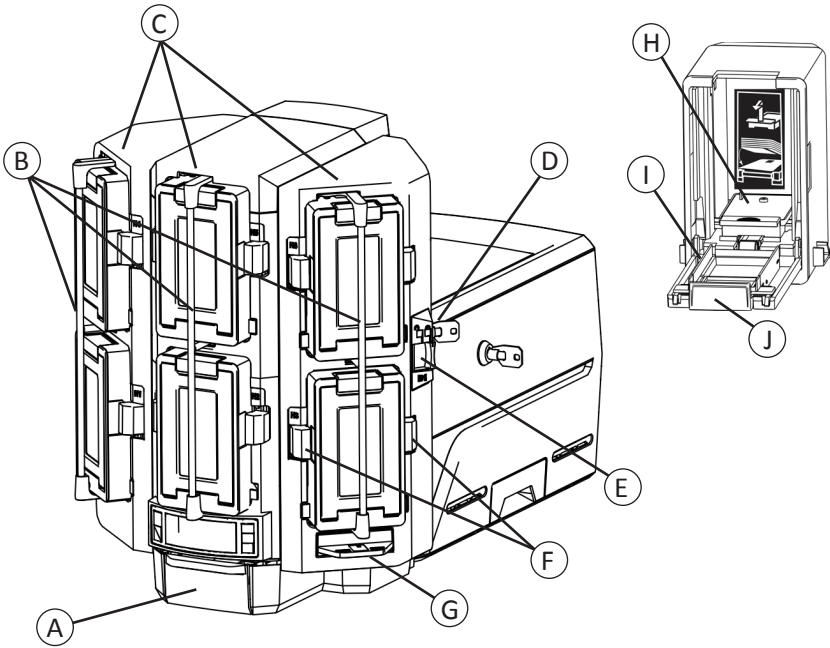
Hopperless printers require multi-hopper installation.

Front Panel



Sigma DS Direct to Card Printer

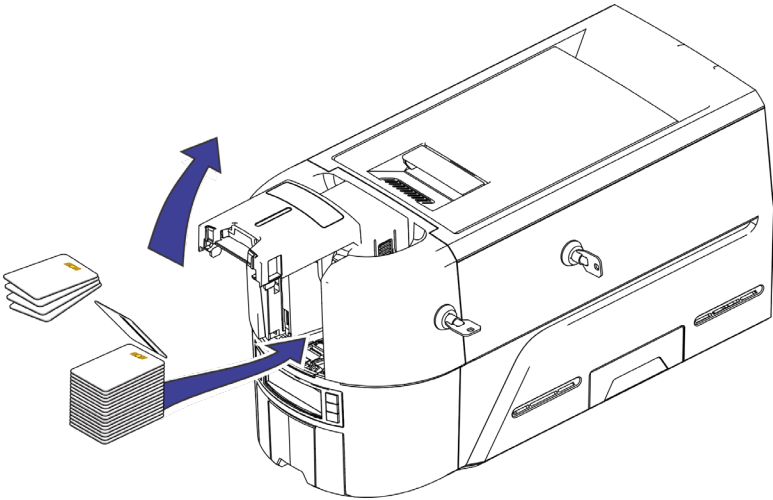
Sigma DS Printer with Optional Multi-Hopper



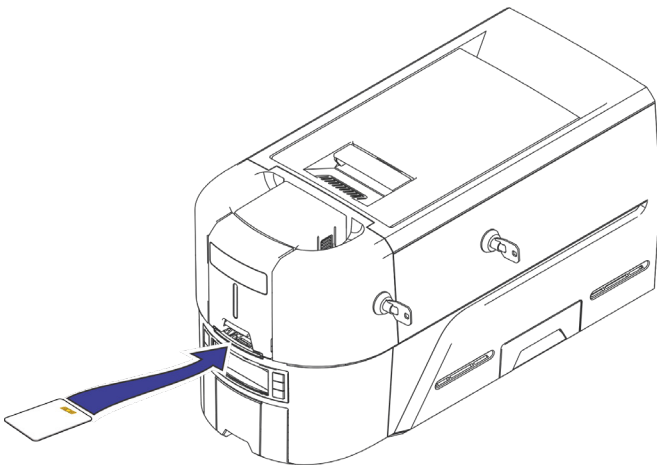
- A = Output Hopper
- B = Hopper Lock Bars
- C = Input Hoppers 1-6
- D = Multi-Hopper Lock
- E = Lock Bar Release Button (B1)

- 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

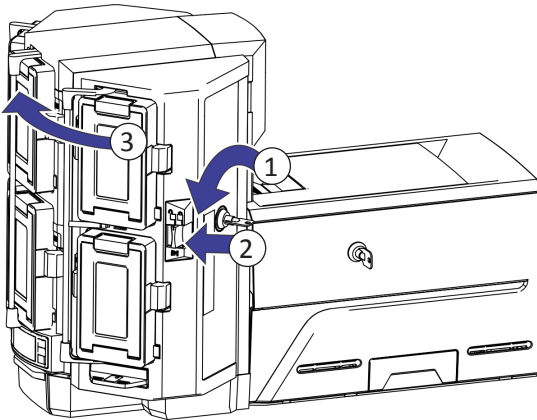


Use the Exception Slot

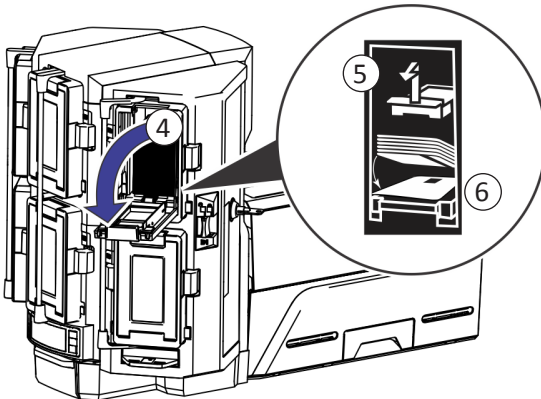


Load Cards in a Multi-Hopper Printer

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.



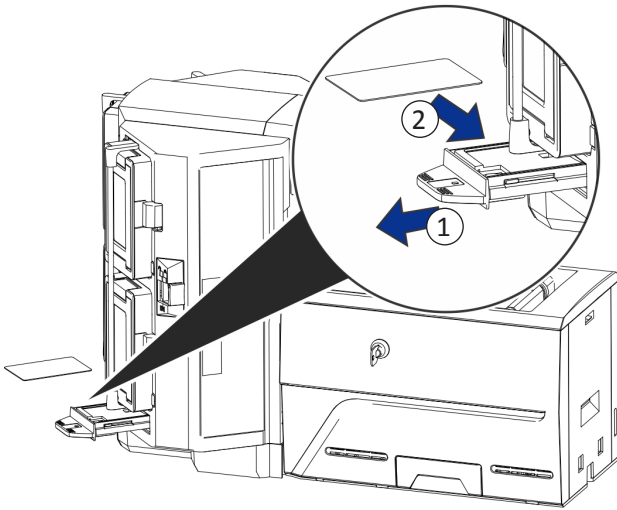
4. Open the cartridge door
5. Lift the card weight and pull it forward until it locks in position.
6. Load cards into the cartridge.



7. Close the cartridge door.
8. Repeat for each cartridge.
9. Return all locks to the locked position.

Use the Multi-Hopper Exception Slide

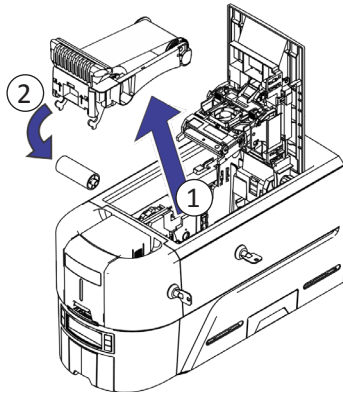
1. Pull out the multi-hopper exception slide.
2. Insert the card.



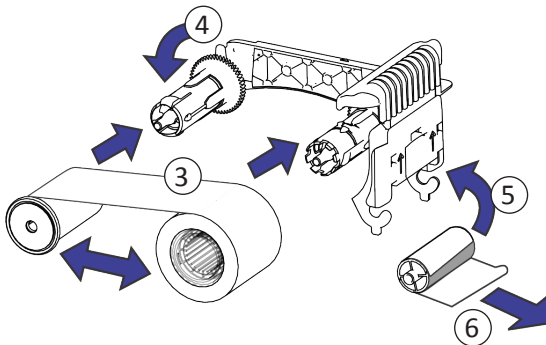
3. Push in the exception slide.

Load the Print Ribbon Cartridge

1. Open the printer cover and remove the print ribbon cartridge.
2. Remove the used ribbon spools and cleaning roller and discard them.



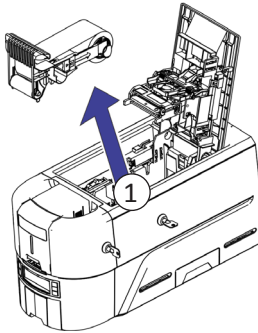
3. Load the print ribbon.
4. Turn the take-up spool counterclockwise.
5. Load the cleaning roller.
6. Remove the protective wrapper from the cleaning roller.



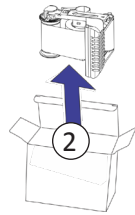
7. Replace the ribbon cartridge and close the printer.

Install the Prefilled Ribbon Cassette

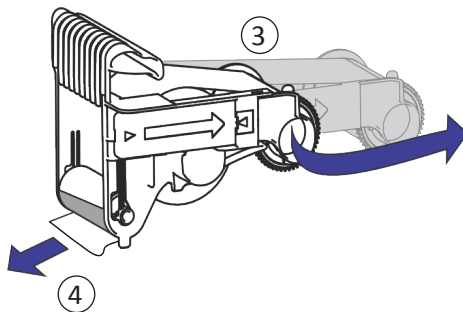
1. Open the printer cover and remove the used print ribbon cassette. Discard the cassette.



2. Remove the print ribbon cassette from its package. The cassette is shipped in a closed position.

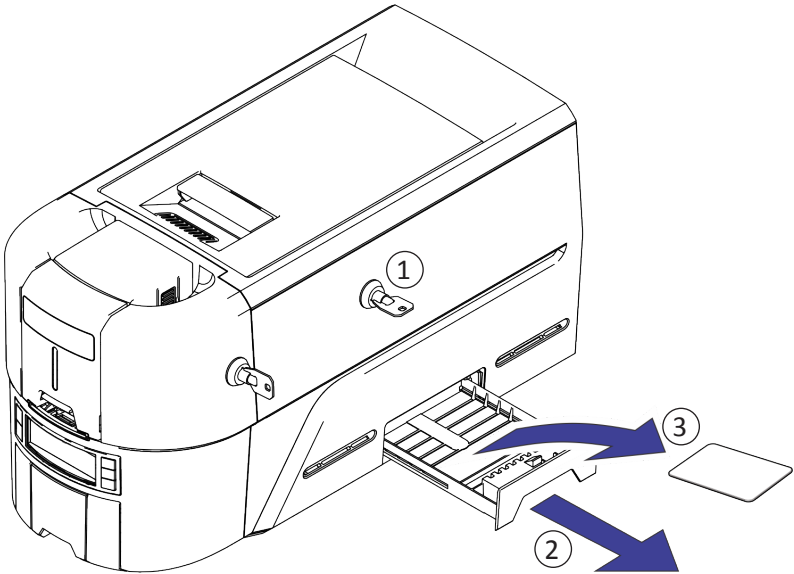


3. Extend the cassette to its fully open position. Pull out the front of the cassette until it clicks.
4. Remove the protective wrapper from the cleaning roller.



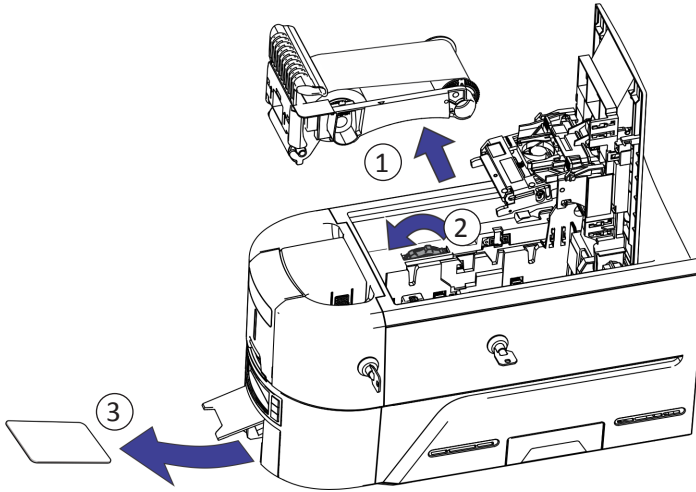
5. Install the cassette in the printer and close the printer cover.

Empty the Reject Tray

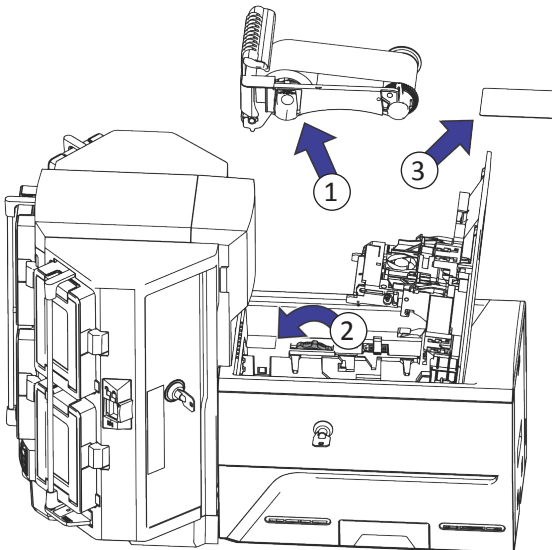


Clear a Card Jam

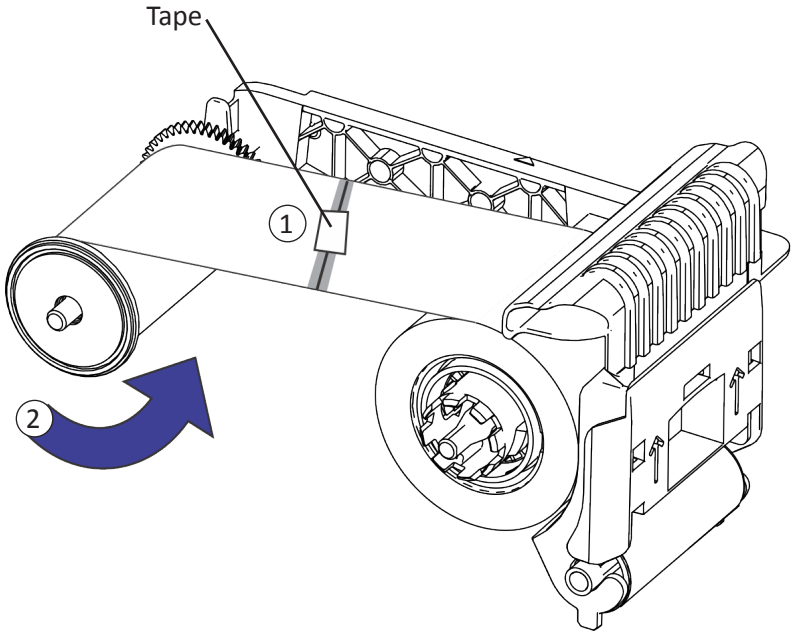
Single-Hopper Printer



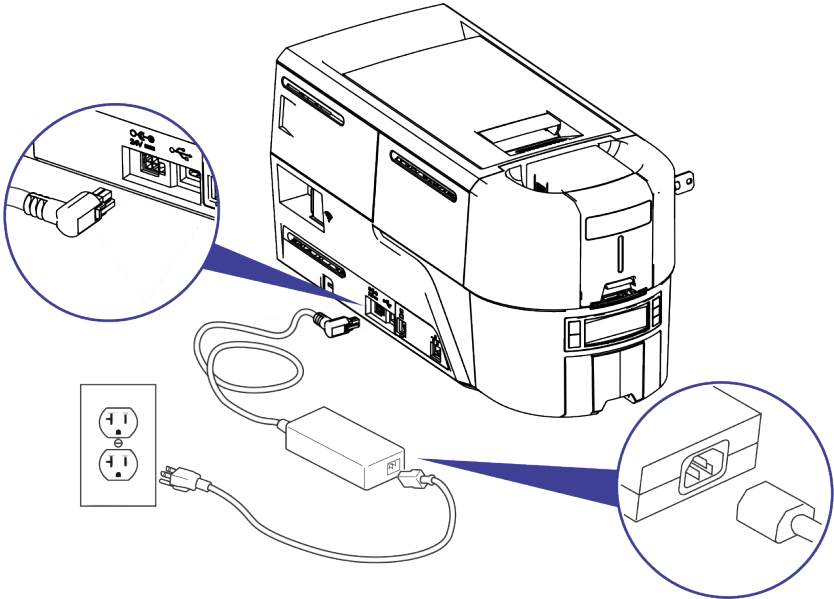
Multi-Hopper Printer



Repair a Broken Print Ribbon



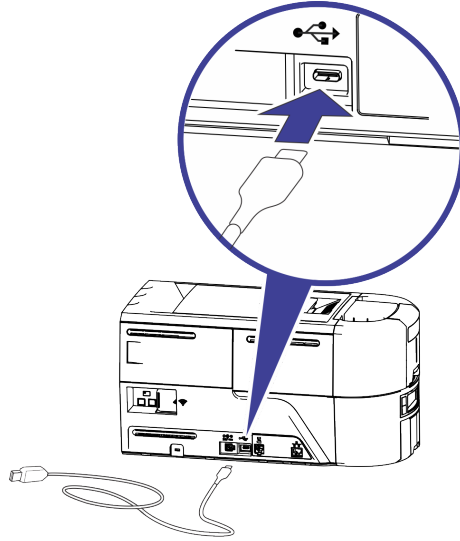
Check the Printer Power Connections



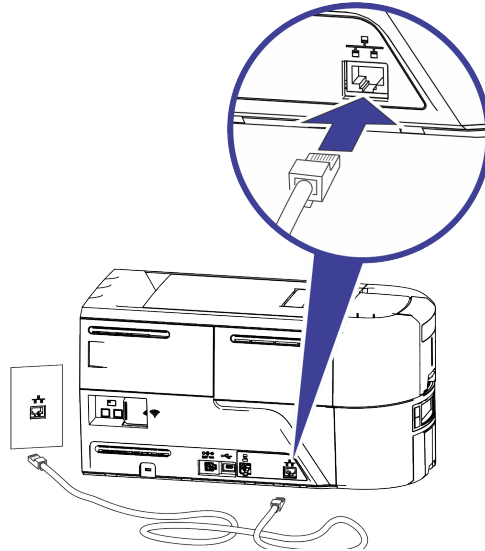
Sigma DS Direct to Card Printer

Check the Printer Data Connection

USB



Network



Common LCD Messages

Error Message	Refer to:
110: Print ribbon out or missing	“Load the Print Ribbon Cartridge” on page 8 “Install the Prefilled Ribbon Cassette” on page 9
112: Card hopper empty	“Load Cards in a Single-Hopper Printer” on page 5 “Use the Exception Slot” on page 5 “Load Cards in a Multi-Hopper Printer” on page 6 “Use the Multi-Hopper Exception Slide” on page 7
118: Print ribbon type problem 119: Print ribbon not supported 121: Print ribbon not identified	“Load the Print Ribbon Cartridge” on page 8 “Install the Prefilled Ribbon Cassette” on page 9
172: Insert cleaning card	“Clean the Printer” on page 16
276: Multi-hopper card jam	“Clear a Card Jam” on page 11
277: Multi-hopper pick error	“Load Cards in a Multi-Hopper Printer” on page 6
294: Cleaning required	“Clean the Printer” on page 17

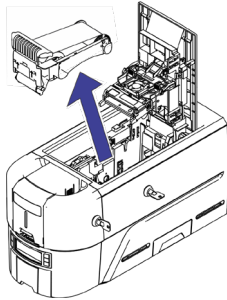
Sigma DS Direct to Card Printer

Clean the Printer

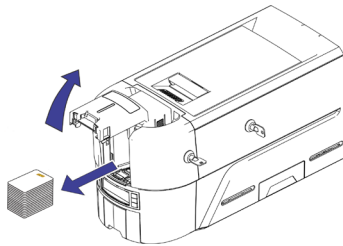
Single Hopper Printer

If the printer has locks, unlock the printer and input hopper.

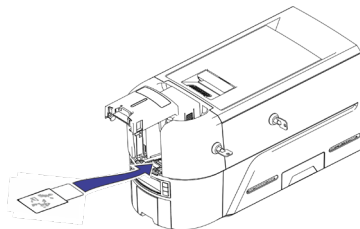
1. Open the printer cover and remove the print ribbon cartridge or cassette. Close the cover.



2. Open the input hopper cover and remove any unprinted cards.



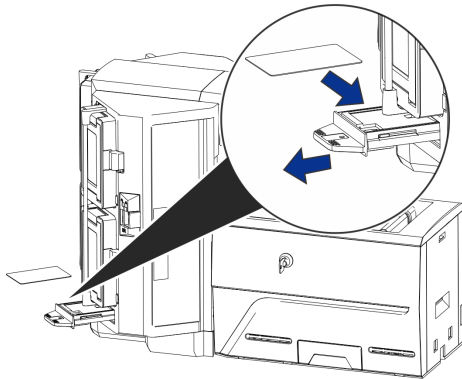
3. Insert the cleaning card in the input hopper.



4. Close the input hopper.
5. Continue with [“Run the Cleaning Card”](#) on page 18.

Multi-Hopper Printer

1. Unlock the printer and open the printer cover.
2. Remove the print ribbon, close the cover, and lock the printer.
3. Pull out the multi-hopper exception slide and insert the cleaning card.

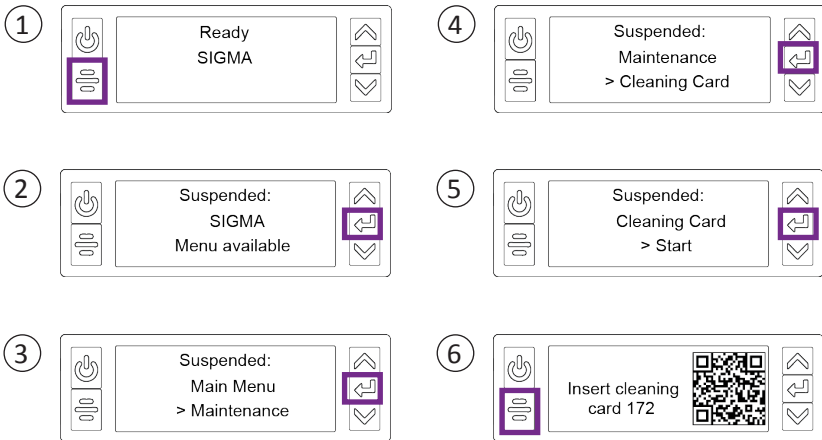


4. Push in the exception slide.
5. Continue with [“Run the Cleaning Card”](#) on page 18.

Sigma DS Direct to Card Printer

Run the Cleaning Card

Use the LCD menu system to start the cleaning cycle.



Printers without locks: Remove the cleaning card from the output hopper and discard it.

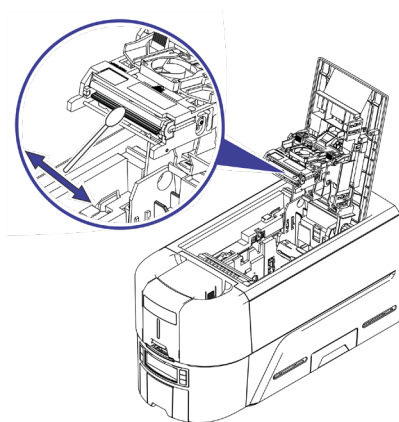
Printers with locks: The cleaning card can remain in the printer reject tray until the tray is emptied.

Replace the print ribbon cartridge or the cassette in the printer, and the cards in the input hopper.

Clean the Printhead

Clean the printhead in the following situations:

- There are unprinted lines on the finished card. This usually indicates dirt or contaminants on the printhead.
 - The printhead is touched accidentally. Oils from hands can affect print quality and damage the printhead.
 - A ribbon break caused part of the ribbon to stick to the printhead or printhead cover.
 - The printhead has been replaced.
1. Power off the printer.
 2. Unlock the printer and open the printer cover.
 3. Open and remove a cleaning swab from its package.
 4. Lift the printhead protective cover. Use the sides of the cover to rotate it away from the printhead.
 5. Use gentle pressure to move the cleaning swab back and forth along the full length of the printhead edge until it is completely clean.
 6. Close the printer cover.
 7. Power on the printer.
 8. Print a sample card to verify the quality of printing.





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