TECH TIP INDEX

EQUIPMENT: Artista CX Retransfer Series

TT#	Date	Author	CR805	CR825	CE875	CL900	Subject
							ARTISTA CX RETRANSFER SERIES-000
Artista 102	6/7/22	Brandt	X				CR805 CLM Laminators with Rubber rollers When using laminate with a Smartcard cut-out in the CLM laminators, laminate and/or chip adhesive can accumulate on the heated roller(s).
Artista 101	3/10/2021	Rodeman	X	X	X	X	Configuration code S23 printers must use R4.10.4-10 or higher
Artista 100	11/2/2021	Rodeman	X	X	X	X	FW to R4.10.3-5020 causing E103 issue
Artista 099	11/1/2021	Rodeman	X	X	X	X	Identifying-Retransfer-Print-Quality-issues
Artista 098	8/2/2021	Rodeman	X				Update firmware and Power Head settings when using primerless ribbon in some CR805 printers.
097	5/2021		X				DNP Power Settings
096	8/2020		X	X	X	X	Communication failures due to DHE Ciphers
095	8/2020		X	X	X	X	FCOCR8XX-010 has been released –System belts wearing
094	6/2020			X	X		240 Errors may be caused by a bad ribbon Lot #
093	6/2020		X	X	X	X	**Revised 6-2020** - Support Utility 1.0 has been released
092	5/2020		X	X	X		Large gap between multi-hopper and printer allows dust to collect on printhead
091	5/2020		X				New printer driver release - 7.6.726
090	3/2020		X	X	X	X	Flipper frame separates
089	2/2020		X	X	X	X	'Take-up Side' Film Wrinkles
088	1/2020		X	X	X	X	New film cartridge helps reduce film wrinkles
087	1/2020		X	X	X	X	Ribbon Spindle Assembly and Film Spindle Assembly can no longer be repaired in the field
086	1/2020			X	X		Printer activation change
085	1/2020		X	X	X	X	**Revised 1-2020** - Leading edge defects and flash
084	1/2020		X	X	X	X	FCOCR8XX-008 has been released –Card jams in vertical transport assembly and flipper assembly
083	11/2019		X	X	X	X	New Printhead Assembly
082	11/2019		X	X	X	X	**Revised 1-2020** - New High Force Dual Cam Assembly
081	11/2019		X	X	X	X	**Revised 11-2019** - Card stalling in the vertical transport module causes card jam and magstripe errors
080	11/2019		X	X	X	X	**Revised 11-2019** - Retransfer Printer Firmware R4.10.1 Service Pack 2 has been released
079	11/2019		X	X	X	X	**Revised 3-2020** - New lapping stick support tool makes it easier to clean printhead
078	11/2019		X	X	X	X	Card jams and motor stalls in K2 Flipper

077	10/2019		X	X	X	X	**Revised 3-2020** - FCOCR8XX-007 has been released –System belts wearing
076	9/2019		X	X	X	X	Card Stock Requirement's Document
075	9/2019		X	X	X	X	Card does not pick from exception slide
074	9/2019		X	X	X	X	**Revised 10-2019** - 235 vertical transport error caused by card guide binding
073	9/2019		X			X	New printer driver release - 7.5.709
072	7/2019		X	X	X	X	Blocking Recommendations **Revised 1/6/21 to update software names**
071	7/2019		X	X	X	X	Retransfer Printer Firmware R4.10.1-3 has been released
070	6/2019		X	X	X	X	Setting changes that correct issues.
069	6/2019		X	X	X	X	Retransfer Printer Firmware R4.9.4-12 has been released
068	6/2019		X	X	X	X	**Revised 6-2019** - Trailing edge calibration
067	5/2019		X	X	X	X	**Revised 5-2019** - Incorrect mounting of color sensor can cause errors
066	5/2019		X	X	X	X	FCOCR8XX-005 has been released –Belts wearing
065	5/2019		X	X	X	X	New starter cleaning kit
064	5/2019		X	X	X	X	New adhesive cleaning card
063	4/2019		X	X	X		Card jams under rubber heated roller
062	4/2019		X	X	X	X	**Revised 5-2020** - New color sensor address specific error
061	4/2019		X	X	X	X	**Revised 6-2020** - New capstan roller assembly
060	4/2019		X	X	X	X	New print platen roller assembly
059	4/2019		X	X	X	X	FCOCR8XX-004 has been released – New Dual Cam Assembly
058	3/2019		X	X	X	X	**Revised 11-2019** - Latest service code error list for R4.10.1 Service Pack 2 firmware
057	3/2019		X	X	X	X	Issues, Observations and Resolution Guide
056	3/2019		X				Card Design Guide
055	2/2019		X	X	X	X	**Revised 1-2020** - Wrinkling caused by film spooling off core
054	2/2019		X	X	X	X	**Revised 3-2019** - New Dual Cam Assembly fixes light or no printing.
053	2/2019		X	X	X	X	**Revised 3-2019** - Light or no printing – alternate solution
052	2/2019		X	X	X	X	New color sensor requires calibration upon replacement from an old sensor.
051	2/2019		X	X	X	X	Printer Clock **Revised 1/6/21 to update software names**
050	1/2019		X	X	X	X	Lock solenoid sticks.
049	1/2019		X	X	X	X	**Revised 2-2019** - Primer panel breaking on rear of card.
048	1/2019		X	X	X	X	**Revised 6-2019** - How to tension Dual Cam & Capstan timing belts?
047	12/2018		X	X	X		Print quality – Triangle shapes on rear side printing only
046	1/2019		X	X	X	X	**Revised 3-2019** - FCOCR8XX-003 has been released - 523992-001 version of film cartridge may cause film
045	12/2018		X	X	X	X	**Revised 3-2019** - FCOCR8XX-002 has been released - 235 error caused by smartcard micro-switch not
044	12/2018		X	X	X	X	**Revised 1-2019** - Retransfer Printer Firmware R4.9.3 Service Pack 1 has been released.
043	12/2018		X	X	X	X	**Revised 12-2018** - How to diagnose multi-hopper lock and sensor issues using the printer activity log?

042	12/2018		X			X	New SDK (Software Developers Kit) release - 7.4.099
041	12/2018		X			X	Retransfer Printer Firmware R4.9.3-7 has been released.
040	11/2018		X	X	X	X	Dual cam and capstan belts wearing
039	11/2018			X	X		Supplemental troubleshooting guide
038	10/2018		X	X	X	X	Retransfer Printer Firmware R4.9.2 Service Pack 1 has been released
037	9/2018		X	X	X	X	**Revised 3-2019** - New print head angle makes an incremental improvement on print quality issues
036	9/2018		X	X	X	X	New Modular Input Hopper
035	9/2018		X	X	X	X	Retransfer Printer Firmware R4.9.2-7 has been released
034	9/2018		X	X	X	X	**Revised 3-2019** - FCOCR8XX-001 has been released – Dust and debris mitigation
033	9/2018		X	X	X	X	**Revised 9-2018** - Discoloration on leading edge of the card.
032	8/2018		X	X	X	X	**Revised 8-2019** - Updated Insight Utility 3.0 captures the current state of a given printer.
031	8/2018		X	X	X	X	Printhead Lapping Cleaning Stick
030	8/2018		X			X	New printer driver release - 7.4.673
029	8/2018		X			X	Re-Installing XPS USB Printer Driver.
028	8/2018		X	X	X	X	Using incorrect glove material to handle cards causes print quality problems.
027	8/2018		X				PC Prox Option Alignment issue
026	8/2018		X	X	X	X	Card jams caused by cards not falling into the reject tray
025	8/2018		X	X	X	X	**Revised 8-2018** - Firmware Hot Fix R4.8.3-5004 is available.
024	7/2018		X	X	X	X	**Revised 8-2018** - Dust is entering from rear access door vent getting into printer.
023	7/2018		X	X	X	X	**Revised 8-2018** - Dust is entering from top enclosure vent getting into printer.
022	7/2018		X	X	X	X	**Revised 6-2020** - Panel to panel alignment
021	7/2018		X	X	X	X	**Revised 1-2020** - New ribbon cartridge corrects C1 supply and print ribbon problems
020	6/2018		X	X	X	X	**Revised 7-2018** - Retransfer Printer Firmware R4.8.3-3 has been released
019	6/2018		X	X	X	X	**Revised 2-2019** - Different dust mitigation levels to combat dust in printer.
018	6/2018		X	X	X	X	Retransfer Printer Firmware R4.8.3-2 has been released
017	5/2018		X				**Revised 5-2018** - Printer loses communication over Ethernet connection after PC is shut down then power on
016	4/2018		X				**Revised 3-2019** - White edge on the bottom and right edges of card.
015	3/2018		X	X	X		**Revised 1-2020** - Ferrite bead not being secured properly causes printhead cable to become disconnected
014	3/2018		X				Monochrome fonts in a PDF file do not print correctly.
013	3/2018		X	X	X		**Revised 5-2018** - Dropout on card
012	1/2018		X	X	X	X	Information required in order to resolve problems faster
011	1/2018		X	X	X		Retransfer Printer Firmware R4.8.2-4 has been released
010	12/2017		X				Card does not print over the edge
009	12/2017		X				New SDK (Software Developers Kit) release - 7.3.086
008	11/2017		X				New printer driver release - 7.3.644

007	10/2017		X			CLM laminator now supports the CR805
006	10/2017		X	X	X	**Revised 8-2018** - Error 229 - C2 heat sensor error
005	9/2017		X	X	X	Printer is noisy
004	9/2017		X	X	X	**Revised 3-2018** - Missing print on card
003	8-2017		X	X	X	**Revised 7-2019** - Flash and wrinkling improvements with CR/CE Retransfer Printers - **OBSOLETE**
002	4-2017		X	X	X	**Revised 9-2019** - Flash reduction
001	4-2017		X	X	X	New helical gears are being used in spindle assemblies.