



Regional Ribbon FAQs

Q: Which printers can use regionali ed supplies?

Q: How can I verify if the printer has been regionalized?

A After the printer has been regionalized, the LCD will display the regionalized language.

Q: Is my printer regionalized when I update the firmware?

A No. The printer will remain regionalized. However, if you update the firmware to a version that is not regionalized, the printer will revert to the default language.

Q: What happens to the printer when it becomes regionalized?

A The printer will display the regionalized language. The printer will also display the regionalized language in the LCD. The printer will also display the regionalized language in the printer's menu.

Q: Is there a difference in price for regional ribbons compared to the previous legacy ribbons?

A Regional ribbons are priced the same as legacy ribbons. However, regional ribbons are only available in the regionalized language.

Q: Will legacy (non-regionalized) ribbons be discontinued?

A Yes. Legacy (non-regionalized) ribbons will be discontinued. The last date of availability is 12/31/2012. (0.1 0 0 B, 10 1



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Q: Do I need to change any printer settings when I start using regional ribbons?

A: No. The printer will automatically detect the ribbon type and adjust the print settings accordingly. However, if you are using a legacy ribbon in a regional printer, you may need to adjust the print settings to match the ribbon type. For more information, see the printer's user manual.

Q: Which error code is shown on the printer display if a regional ribbon is loaded into a printer that does not have the necessary firmware for regional ribbons?

A: If you load a regional ribbon into a printer that does not have the necessary firmware, the printer will display an error code on the LCD panel. The error code is 11.

Q: Which error code is shown on printer display if a legacy (non-regional) ribbon is installed in a regional printer?

A: If you install a legacy (non-regional) ribbon in a regional printer, the printer will display an error code on the LCD panel. The error code is 22. The error code is also shown on the printer's display panel.

Q: What can be done if the printer gets regionalized accidentally before all original legacy ribbons on hand are consumed?

A: Contact your account manager for assistance. They can help you determine the best course of action.

Q: Where can I find regional ribbon information?

A: You can find regional ribbon information on the Entrust website at <https://www.entrust.com/regionalribbons>



Learn more about our regional ribbons at [entrust.com](https://www.entrust.com/regionalribbons)

