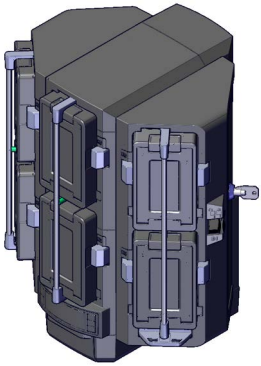
DS Series Multi-Hopper Upgrade Installation Instructions



These instructions apply to the Entrust® Datacard® (formerly Sigma) DS3 Direct-to-Card ID Printer and the Entrust® Datacard® (formerly Sigma) DS4 Instant Issuance Printer and the following upgrade kits:

Upgrade Kit Number	DS3	DS4
Multi-Hopper, Locking	Yes	Yes
Multi-Hopper, Non-Locking	Yes	No
3 Input/3 Output Multi-Hopper, Non-Locking	Yes	No

Installation of the multi-hopper requires updated printer firmware:

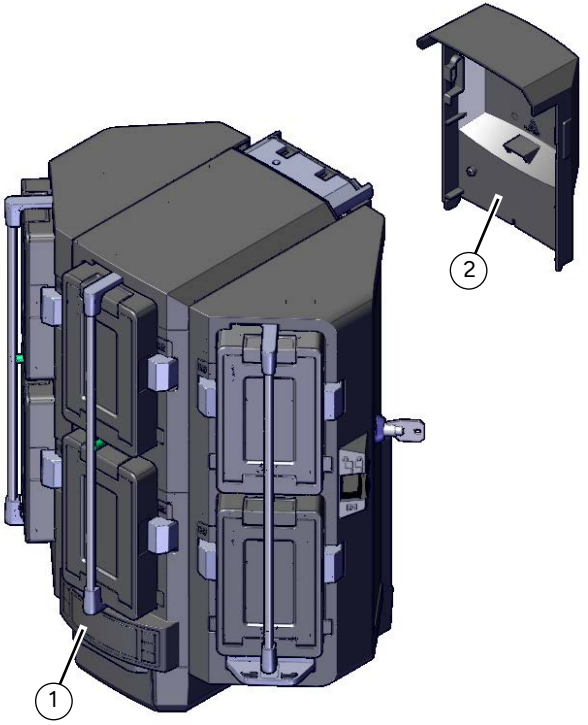
- D4.3.1 or newer on locking and non-locking multi-hoppers.
- D4.3.1-SP1 or newer on 3 input/3 output multi-hoppers.

Refer to **Caution** on page 3 for additional information on firmware compatibility and updates.

Upgrade Kit Contents

The following parts are included in the upgrade kit:

Item	Qty.	Description
1	1	Multi-Hopper, Sigma
2	1	Multi-Hopper Transition, Sigma
3	1	Transition Removal Tool (Not Shown)



Additional Tools and Materials

Items not supplied with this kit:

- The printer's *Installation and Administrator's Guide*

Installation Procedure

The installation of this upgrade kit adds a multi-hopper to Sigma printer.



Caution: Installation of the multi-hopper requires firmware version:

- D4.3.1 or newer on locking and non-locking multi-hoppers.
- D4.3.1-SP1 or newer on 3 input/3 output multi-hoppers.

Installing a multi-hopper on printers with incompatible firmware will result in excessive noise, stalls and retries while picking cards. Condition **275 Multi-hopper error** or **276 Multi-hopper card jam** may display on the printers LCD panel when the multi-hopper is used with incompatible firmware.

If needed, update the printer firmware to a version compatible with the multi-hopper. If excessive noise, stalls, and retries continue to occur after upgrading to the minimum compatible firmware version, contact Entrust service to restore proper multi-hopper operation.

Americas: +1 800.328.3996 or +1 952.988.2316

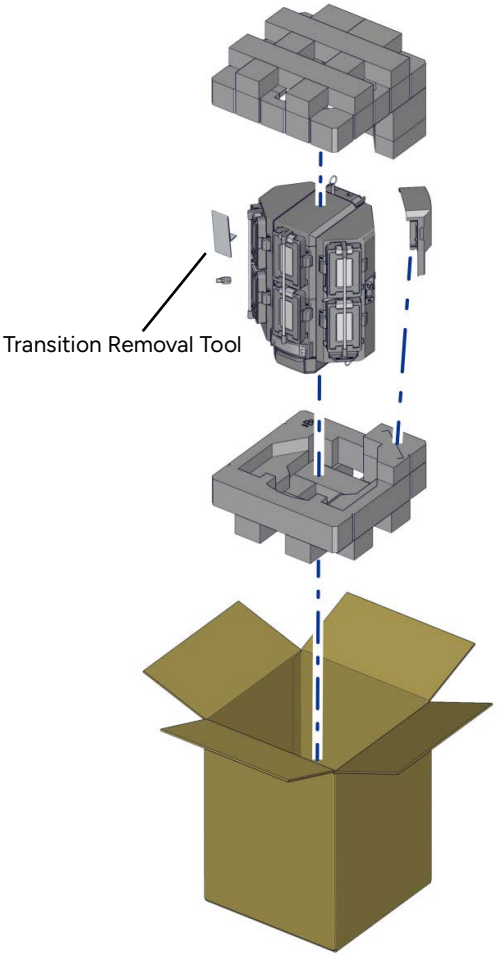
Europe, Middle East, Africa: +44 1489555627

Asia Pacific: +852 2821 0126

Install the Hardware

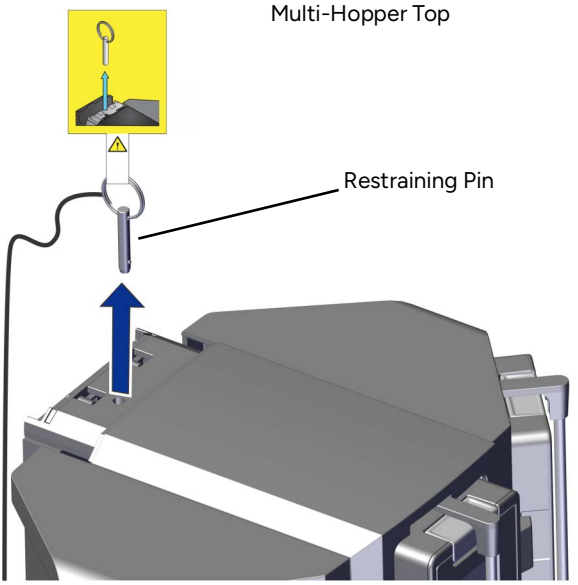
1. Unpack and secure the multi-hopper.
   a. Remove the multi-hopper from the shipping cartons.

Save the transition removal tool.



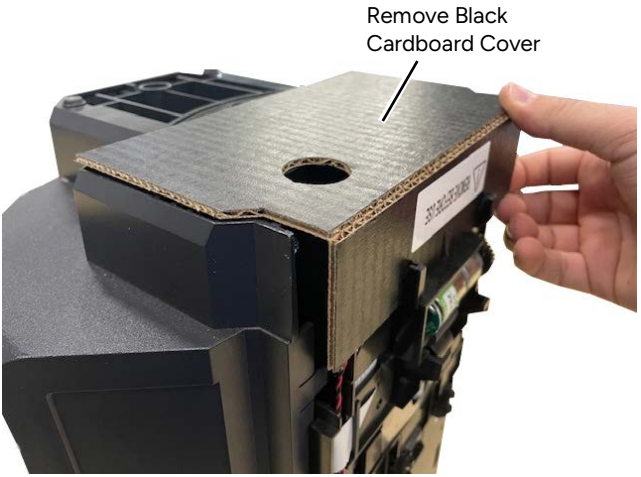
b. Remove the restraining pins.

Save the restraining pins.





c. Remove the black cardboard cover attached to the bottom of the multi-hopper.

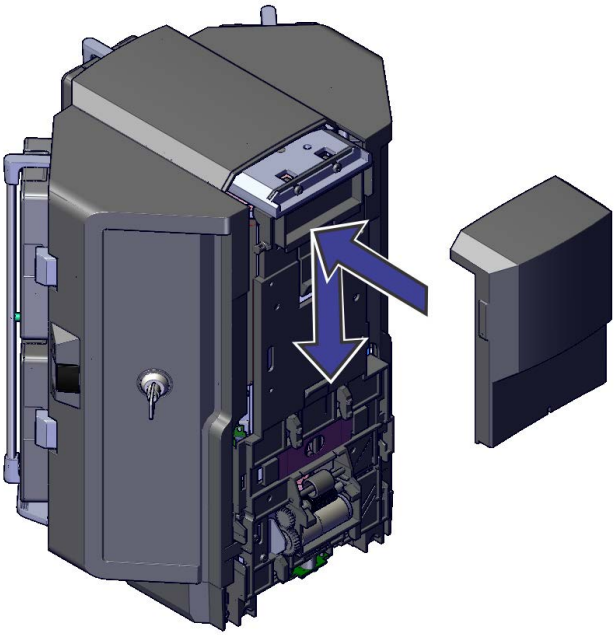




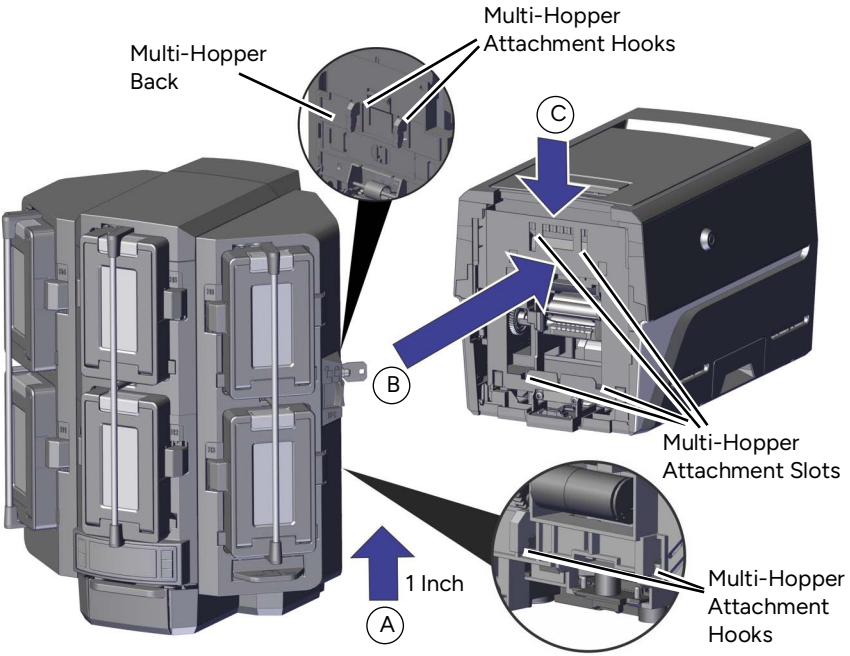
2. Ensure that the printer is hopperless and configured for multi-hopper installation.



3. Install the multi-hopper transition by pushing in and down on the transition into the back of the multi-hopper.



4. Install the multi-hopper on the printer.
   a. Lift the multi-hopper up one inch.
   b. Align the four attachment hooks in the back of the multi-hopper with the four attachment slots in the front of the printer.
   c. Push the multi-hopper into the printer and gently lower until the multi-hopper is seated into the printer.



5. Load cards into the multi-hopper.

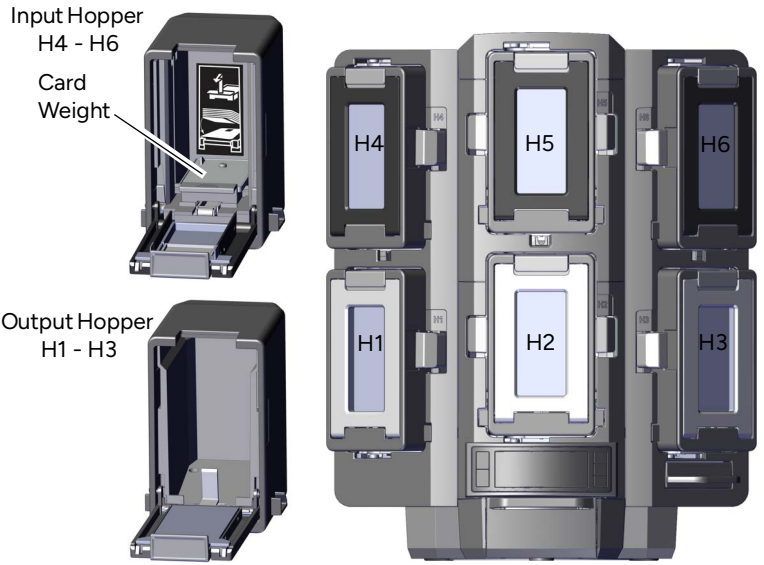
For 3 Input/3 Output Multi-Hoppers Only:

A 3 input/3 output multi-hopper allows the bottom row of cartridges to be used for card output. Cartridges H4, H5, and H6 (top row) are used for card input while cartridges H1, H2, and H3 (bottom row) are used for card output.

Card input and card output cartridges are not interchangeable. Always install card input cartridges on the top row and card output cartridges on the bottom row of the multi-hopper.

- Output cartridges have a light gray door that matches the color of the door release button.
- Inside the cartridge, input cartridges have a card weight while output cartridges do not have a card weight.

Keep the doors of the output cartridges of the 3 input/3 output multi-hopper closed during use.



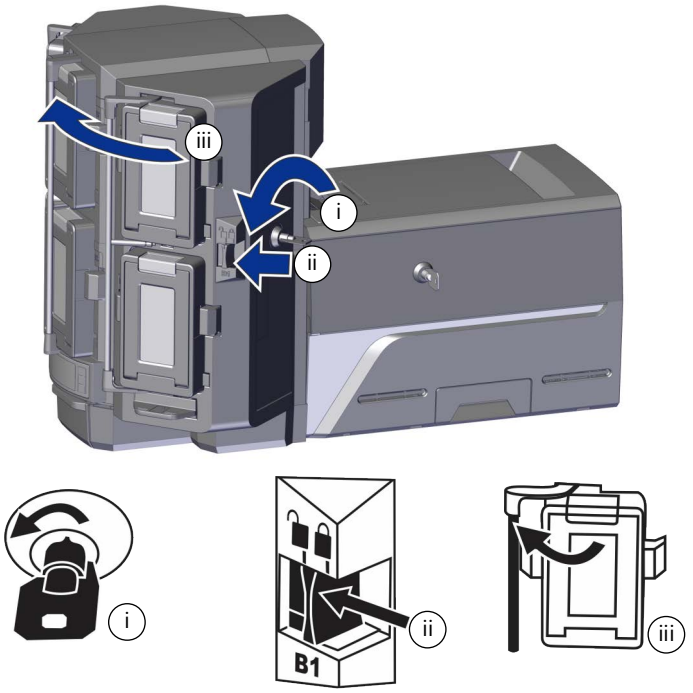
a. Unlock the multi-hopper if the multi-hopper has locks.

> Non-locking multi-hoppers do not require unlocking.

i. Unlock the multi-hopper lock.

ii. Slide the lock bar release button (B1) to the left.

iii. Rotate a lock bar to the left.



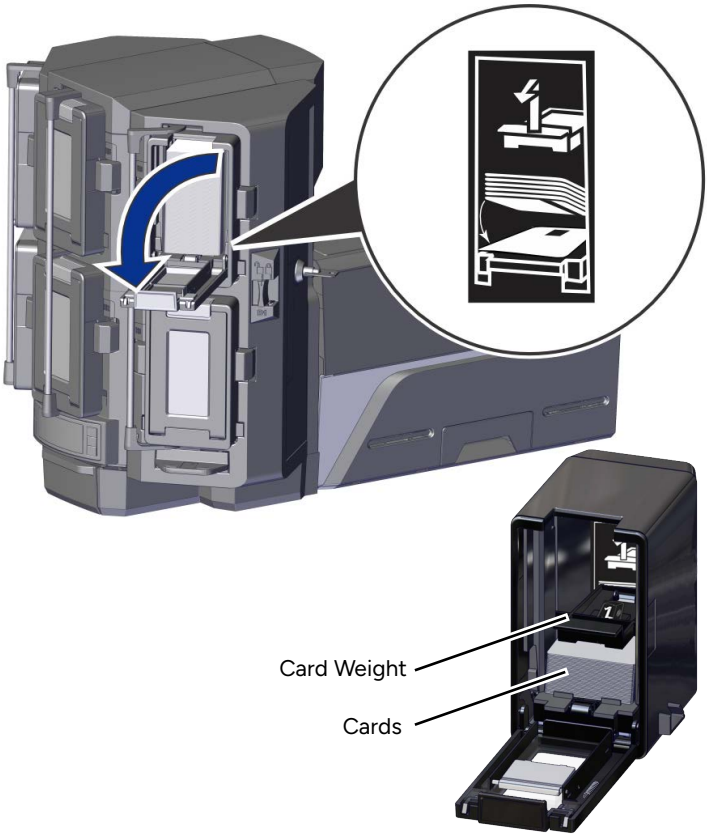
b. Press the cartridge release button at the top of the cartridge and open the cartridge door.

c. Lift the card weight to the top of the cartridge and pull it forward until it locks in position.

d. Load the cards into the cartridge.

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

Keep the doors of the output cartridges of the 3 input/ 3 output multi-hopper closed during use.



6. Connect the network or USB cable to the printer.
7. Connect the power cord to the printer.
8. Press the power button and power on the printer.

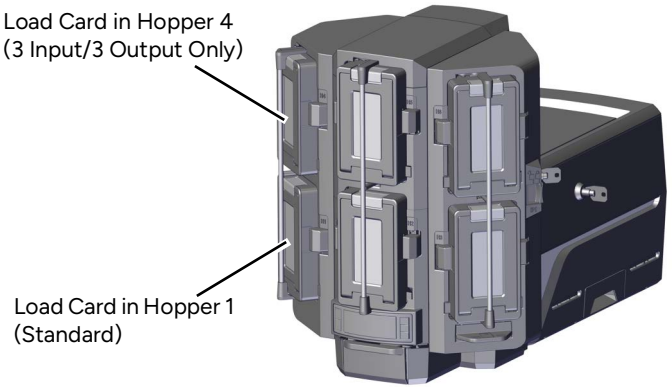
Run a Magnetic Stripe SSA Test Card

Use the printer's LCD panel to print a SSA test card to confirm the installation and configure the magnetic stripe start sentinel alignment (SSA).

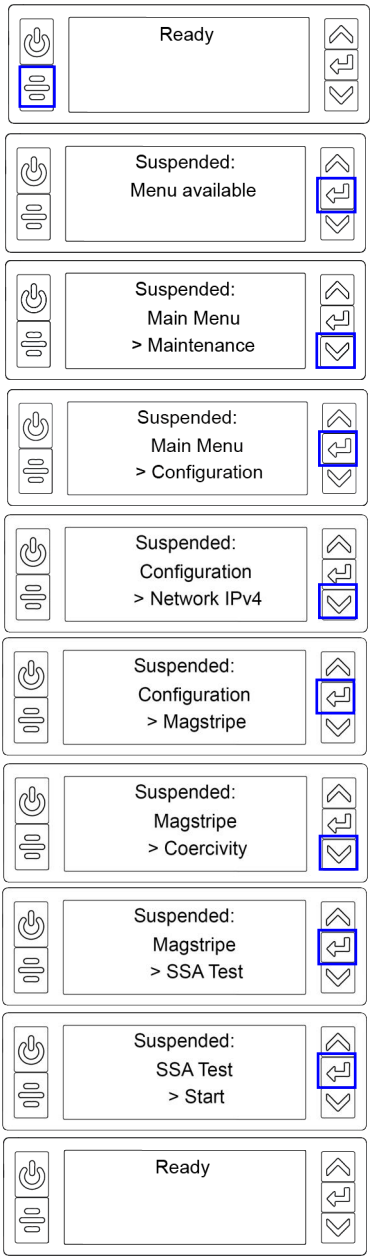
Make sure that a magnetic stripe card is loaded in the correct hopper before you begin:

- Load a magnetic stripe card in hopper 1 (the lower left hand hopper) for standard multi-hoppers.
- Load a magnetic stripe card in hopper 4 (the upper left hand hopper) for the 3 input/3 output multi-hopper.

The start sentinel for magnetic stripe encoding must be adjusted after installing the multi-hopper to prevent magnetic stripe read/write errors. Perform the adjustment by running a magnetic strip card using the SSA test.



1. Begin with the printer in **Ready** status. Press the User button.
2. **Suspended** displays on line 1 of the LCD panel. Press Enter to enter the menu system.
3. **Maintenance** displays on line 3. Press the down arrow until **Configuration** displays on line 3.
4. Press Enter to enter the **Configuration** menu.
5. **Network IPv4** displays on line 3. Press the down arrow until **Magstripe** displays on line 3.
6. Press Enter to enter the **Magstripe** menu.
7. **Coercivity** displays on line 3. Press the down arrow until **SSA Test** displays on line 3.
8. Press Enter to enter the **SSA Test** menu.
9. **Start** displays on line 3. Press Enter to start the SSA test.
10. After the card prints, the printer returns to Ready.



Notes

Notes

ENTRUST

1187 Park Place
Minneapolis, MN 55379
952-933-1223 • Fax: 952-933-7971
www.entrust.com

California Proposition 65 Compliance
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 and https://www.entrust.com/legal-compliance/environmental-product-certifications.

Entrust, Datacard, Sigma, and the hexagon design are trademarks, registered trademarks, and/or service marks of the Entrust Corporation in the United States and other countries.
All other product names are the property of their respective owners.
© 2026 Entrust Corporation. All rights reserved.

July 2026 528120-001, Rev J