



**ENTRUST**

## Quick Install Guide

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### **CD820™ Instant Issuance System**

October 2020  
527662-002, Rev H

# CD820 Instant Issuance System

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**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).

Refer to the printer's *Installation and Administrator's Guide* found on the *Owner's Library* CD for detailed installation instructions.

The latest firmware and user documentation for your CD820 printer is available for download at [www.entrustdatacard.com](http://www.entrustdatacard.com).

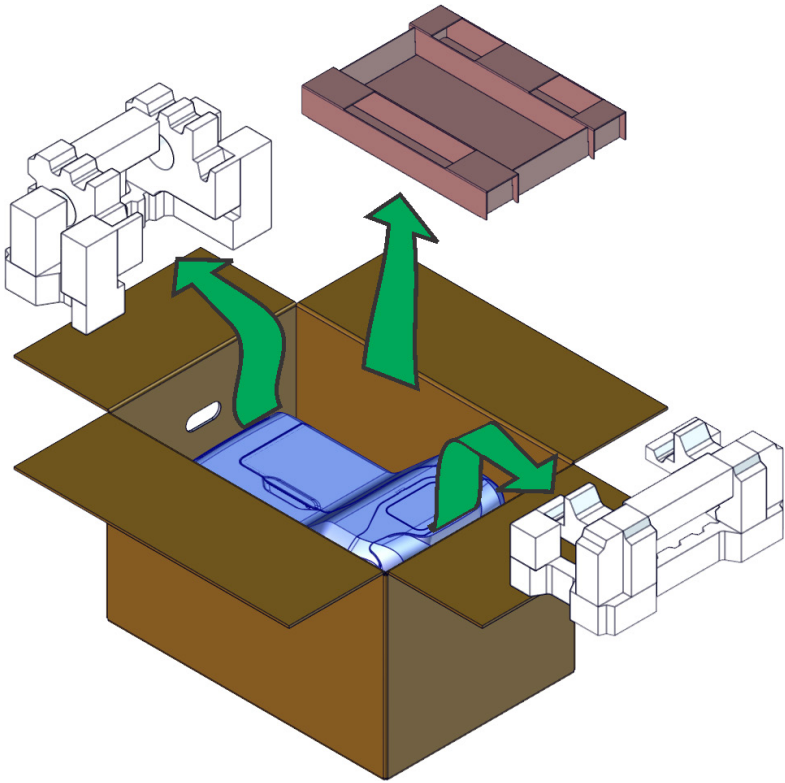
### **1. Select a Location for the Printer**

- Install the printer in a location that is clean and well ventilated, free of vibration or shock.
- For venting and clearance, choose an area that's large enough for your printer configuration based on its options. Refer to the site requirements in the printer's *Installation and Administrator's Guide*.
- Do not install the printer in direct sunlight.
- Install the system in a secure location.
- Install the system in a location that has access to an AC outlet and a network port.

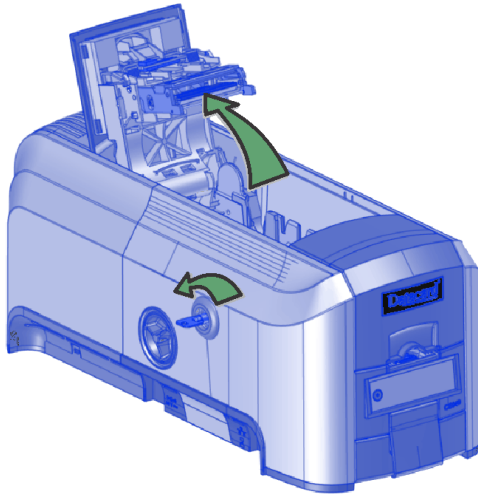
## 2. Set Up the Printer

- a. Remove the printer from its shipping carton.

Refer to the following illustration if the printer has the optional multi-hopper.

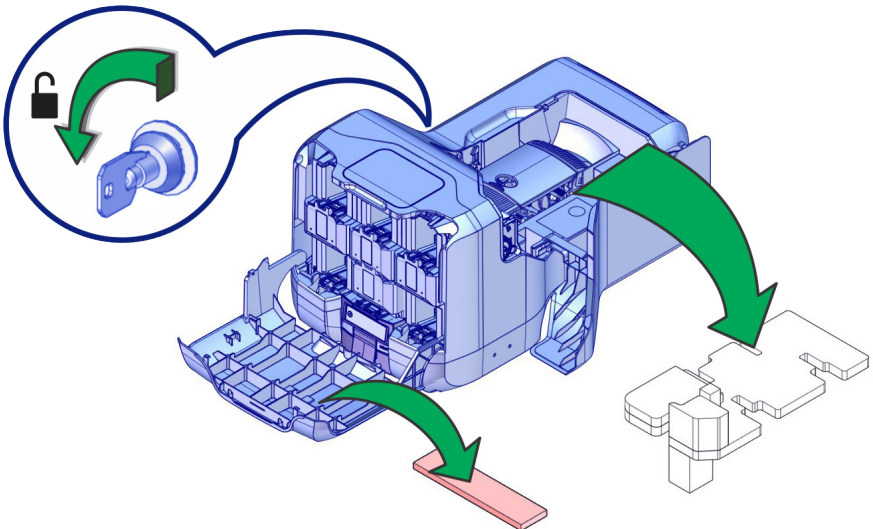


- b. Unlock the printer and open the printer cover.



- c. If the printer has the optional multi-hopper, unlock the printer and open the printer supplies access door and the multi-hopper cover.

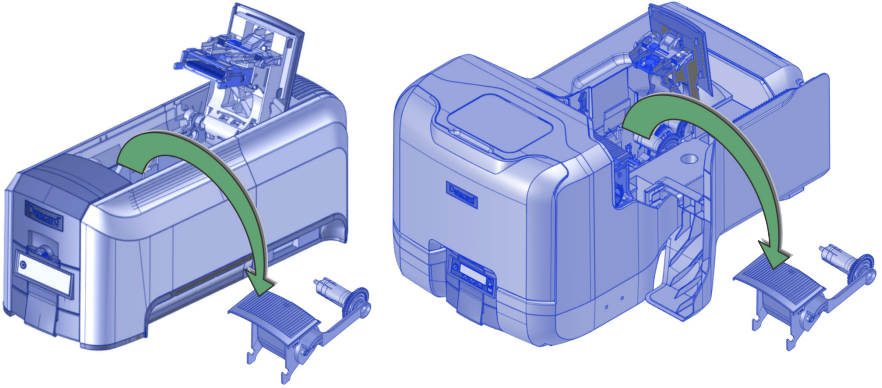
Remove the packing material inserted behind the hopper and inside the cover.



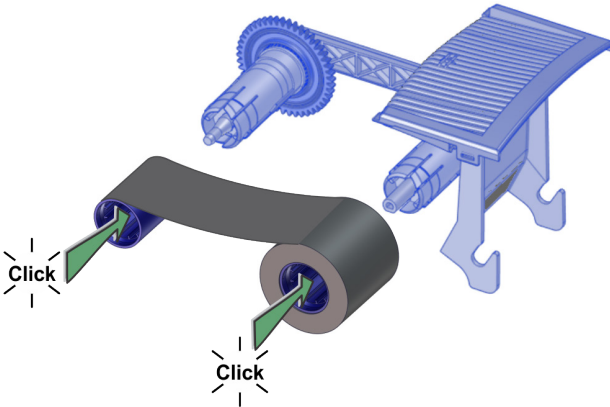
## 3. Load Supplies

Supplies are ordered separately.

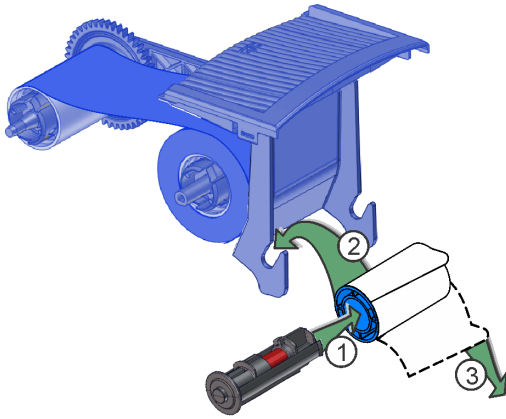
- a. Remove the print ribbon cartridge.



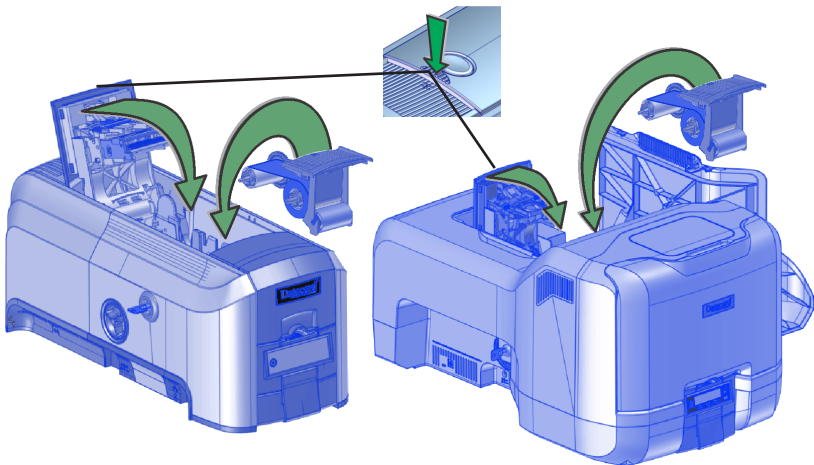
- b. Load the print ribbon onto the cartridge.



- c. Load the cleaning sleeve onto the ribbon cartridge.



- d. Install the print ribbon cartridge in the printer.
- e. Close the printer cover. Press down on the cover ridges to make sure that the cover latches properly on both sides.

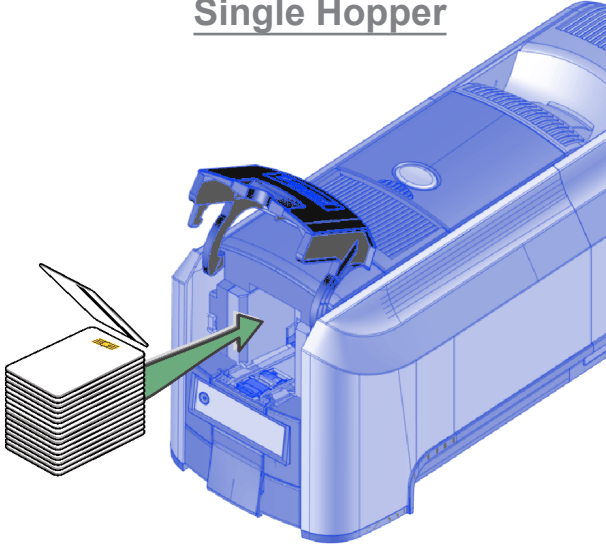


# CD820 Instant Issuance System

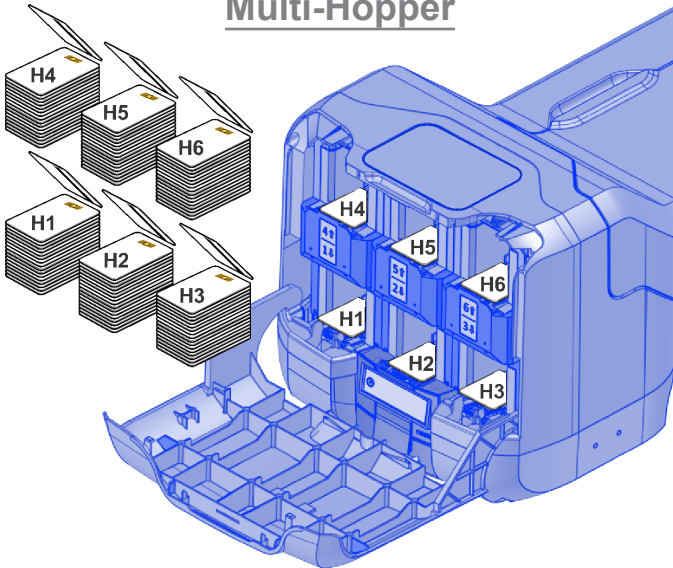
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- f. Load cards in the hopper.

## Single Hopper



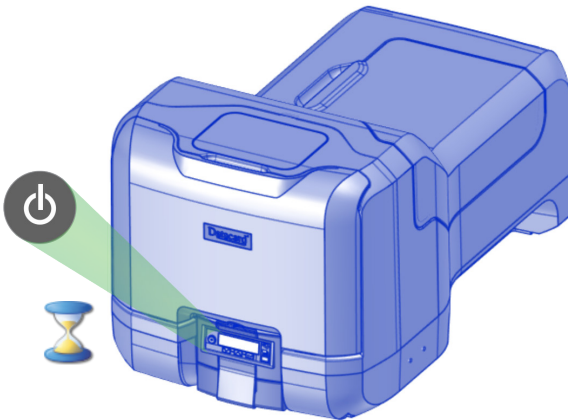
## Multi-Hopper



- g. Close the printer doors and lock the printer.

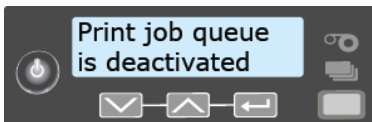
## 4. Plug In and Power On the Printer

- a. Connect the printer power cord to the printer and to the power supply.
- b. Plug the power supply cord into the power outlet.
- c. Press the Power button on the front panel to power on the printer.

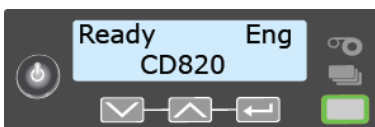


The printer may or may not require activation.

- If **Print job queue is deactivated** displays on the LCD panel, continue with [“5. Activate the Printer”](#) on [page 10](#).

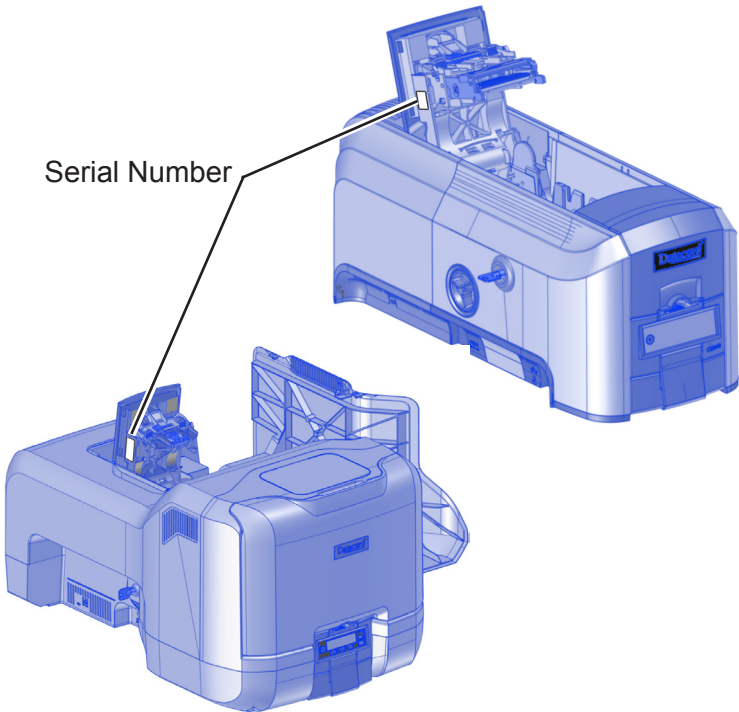


- If **Ready** displays on the LCD panel, continue with [“6. Set a Static IP Address”](#) on [page 12](#).

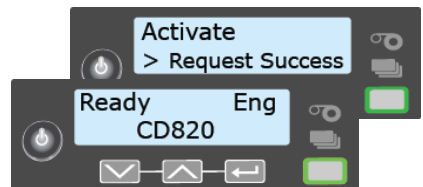
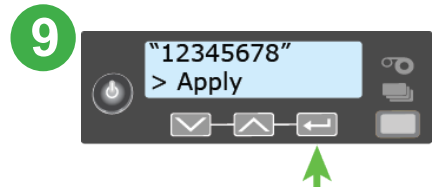
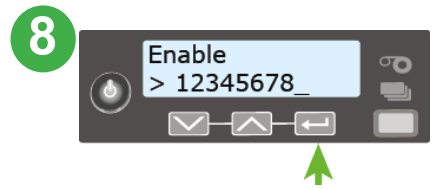
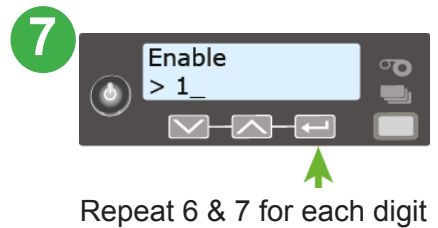
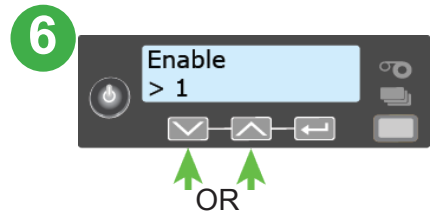
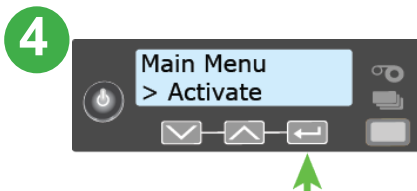
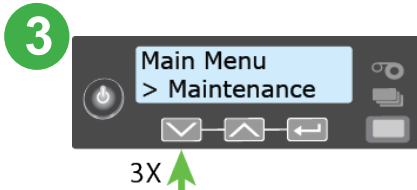
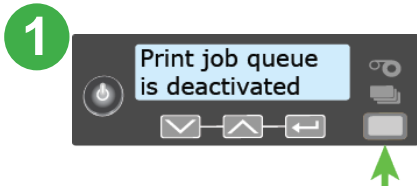


## 5. Activate the Printer

- a. If the printer requires activation, call 1-800-328-3996 to obtain an activation code.
- b. Have the printer's serial number ready when you call. The serial number is located on the configuration label on the printer swingarm.



c. Enter the activation code.



## 6. Set a Static IP Address

Datacard® CardWizard® issuance software requires the printer to have the same IP address at all times.

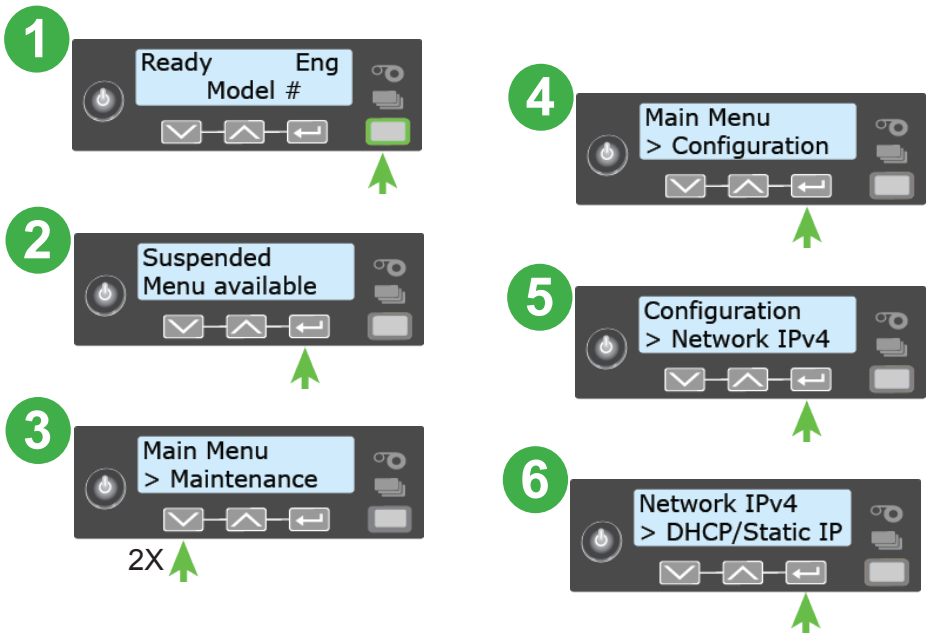
- a. Obtain the following information from your system administrator:

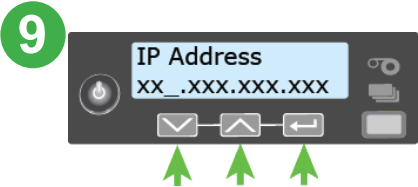
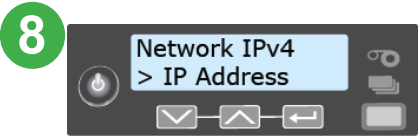
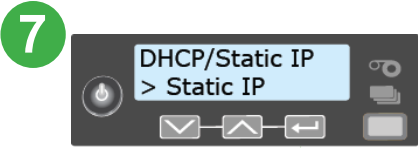
IP address \_\_\_\_\_

Subnet mask \_\_\_\_\_

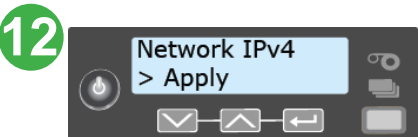
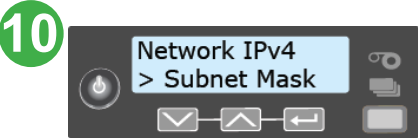
Gateway address \_\_\_\_\_

- b. Use the front panel menu system to enter the IP address information.



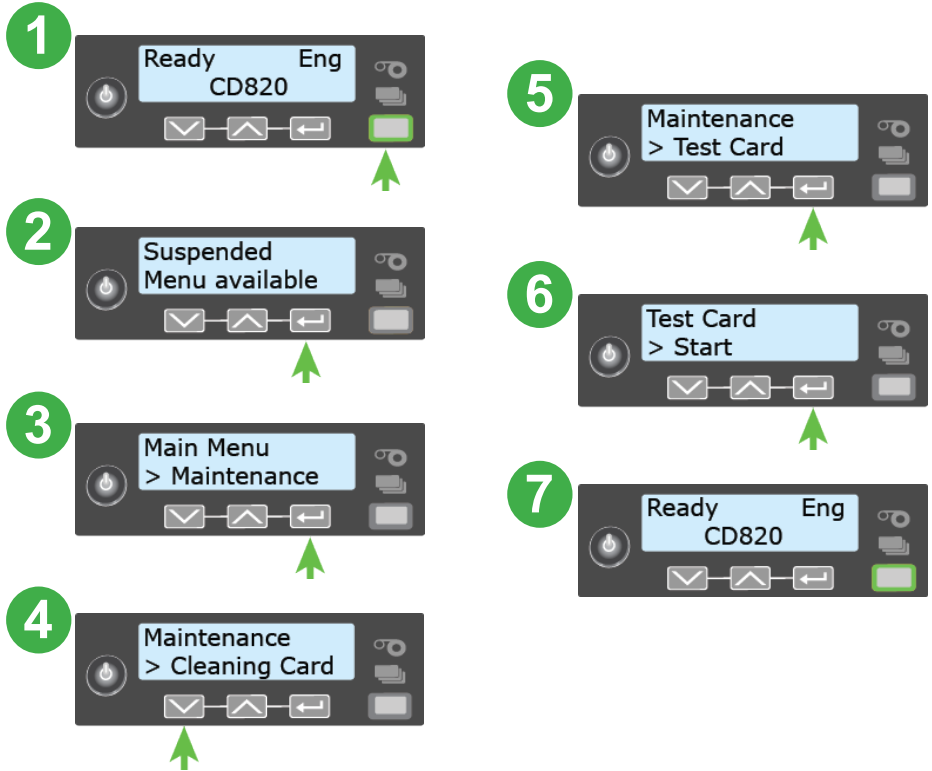


c. Follow the same process to enter the subnet mask and gateway address.



## 7. Print a Test Card (Optional)

Use the printer's LCD panel to print a test card:



### 8. Next Steps

- Define the printer to CardWizard software. Refer to the *CardWizard and Card Printer Setup Guide* for information.
- Contact your system administrator to set up the rest of the system.
- Set up security, including network authorization to the printer.
- Refer to the printer's *Installation and Administrator's Guide* for detailed installation instructions.

Please complete a brief survey about your product installation experience at:

<https://www.datacard.com/datacard-product-installation-report>



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