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, select an area 45 inches (1.143 m) wide and 19 inches (483 mm) deep.
   • Do not install the printer in direct sunlight.
   • Install the printer in a secure location where it can be seen at all times.
   • Install the printer in a location that has reachable access to 2 AC outlets and a network port.

2. Unpack and Secure the Printer
   a. Open the shipping carton and unpack the printer.

Refer to the Datacard® CR500 Instant Issuance System Installation and Administrator’s Guide found on the CR500 Owner’s Library CD for detailed installation instructions.
b. Secure the printer to the work surface (if required). For detailed specifications and instructions, refer to the printer’s *Installation and Administrator’s Guide*.

c. Attach the concealed output stacker to the printer.

3. Connect the Power Source

   a. Connect the power cord to the print unit (A).
   
   b. Connect the print unit power cord to the power source (B).
   
   c. Connect the power supply to the security enclosure (C).
   
   d. Connect the power cord to the power supply (D).
   
   e. Connect the power cord to the power source (E).
   
   f. Power on the printer to release transport mode. The printer beeps as it powers on. The release takes approximately 30 seconds.
   
   g. Power off the printer.
4. Load Supplies

Order supplies separately.

a. Unlock the printer.

b. Open the security enclosure and the print unit.

c. Remove the orange ink ribbon cartridge.

d. Load the ink ribbon. Make sure that you position the yellow (Y) panel as shown.

e. Reinstall the ink ribbon cartridge.
f. Remove the green retransfer film cartridge.

c. Pull out the exception card slide.

d. Insert the cleaning card.

**Caution:** Use the cleaning card with the label “Printer Only,” part no. 506277-001.

i. Remove the protective paper from the single-sided cleaning card (A).

ii. Insert the cleaning card into the exception slide (B) with the sticky side facing up.

iii. Push the exception slide in, past the resistance until it reaches the stop position (C).

iv. Push the card to the print unit card feed roller (D). Stop when the card is just under the roller (E).

g. Load the retransfer film.

Do not reinstall the retransfer film cartridge until after the cleaning card is run.

5. **Clean the Print Unit**

Do not run the cleaning card if the heated roller is hot. Allow the printer to cool first.

a. Close the print unit door.

b. Keep the security enclosure door open.
e. Power on the printer. The *Film Search A1* message displays.

![Film search A1](image)

f. Use the print unit front panel to run the cleaning card:
   
i. Press **Menu** to display *Cleaning*.
   
  ii. Press **Enter** to display *Rollers OK*.

  iii. Press **Return** to display *Film checking* followed by *Cleaning Start OK*.

  iv. Press **Return**.

   The print unit pulls the cleaning card into the print unit and cleaning begins. The card is discharged and *Cleaning Start OK* displays.

  g. Run the cleaning card a second time.
     
i. Turn the cleaning card over and place it in the exception slide with the sticky side facing down. Follow step 5d to position the card correctly.

   ii. Press **Return** to start the cleaning process.

   The print unit pulls the cleaning card into the print unit and cleaning resumes.

   iii. When the cleaning card is discharged, press **Exit** to end the cleaning process.

   Use a cleaning card one time only. Using a dirty one can damage the rollers.

  h. Reinstall the retransfer film cartridge.

  i. Close the print unit.

  j. On the print unit front panel, press **Exit** to return to the top level of the menu system.
6. Load Cards
   a. With the security enclosure door open, load blank cards in one or all of the three hoppers. If you are using only one hopper, load cards in hopper 3.
   
   **Caution:** Handle cards by the edges, or wear the gloves provided with the printer.

   b. Place the card weight on top of the cards.

   c. Close and lock the printer security enclosure.

7. Power On the Printer
   a. Connect the network data cable (ordered separately).
b. Power on the printer.

The touch screen shows the following sequence as the printer powers up. This takes approximately 2 to 3 minutes.

8. Activate the Printer

Use the touch screen to enter the activation code. Call Datacard Technical Support at 1-800-328-3996 to obtain the activation code. Have your printer’s serial number ready when you call.
9. Set a Static IP Address

CardWizard issuance software requires that the printer use a static IP address.

a. Obtain the following information from your network administrator:
   - IP Address __________________
   - Subnet Mask ________________
   - Gateway Address _____________

b. Use the touch screen to change the address method to Static IP and enter the IP address.
10. Print a Test Card

a. Using an Internet browser, enter https://xxx.xxx.xxx.xxx, where xxx.xxx.xxx.xxx is the printer IP address you entered.
Printer Manager opens.
b. Log into Printer Manager as WebAdmin.
c. Select Troubleshooting >Test Card.

d. Print a one-sided test card with color printing.

Next Steps

- Contact your System Administrator to set up the rest of the system, including network authorization to the printer.
- Refer to the CR500 Instant Issuance System Installation and Administrator’s Guide for detailed installation instructions.

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.

For more information on this warning, refer to www.datacard.com/califpropwarning.