# Sigma Printer Repackaging for Shipment

Use the following procedures to prepare the Entrust Sigma Direct to Card Printer for shipment.

- If your site security requires that the Sigma DS3 or DS4 is to be disabled before shipping, continue with step 1.

- If you do not need to disable the printer, go to step 2.

1. Disable the printer using the LCD panel.

    a. Press the USER button on the printer until Suspended Menu Available displays on the LCD panel. Press ENTER to enter the main menu.

    ```
    Suspended:
    SIGMA
    Menu available
    ```
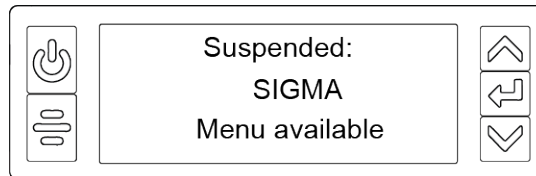
    b. Press the down arrow until Activate displays on line 3 of the LCD panel, and then press ENTER.

    ```
    Suspended:
    Main Menu
    > Activate
    ```
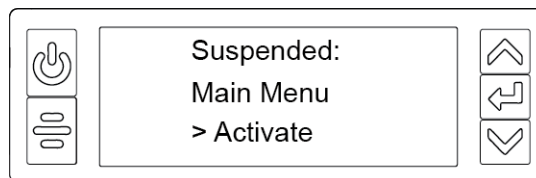
    c. Press the down arrow until Disable displays on line 3 of the LCD panel, and then press ENTER.

    ```
    Suspended:
    Activate
    > Disable
    ```
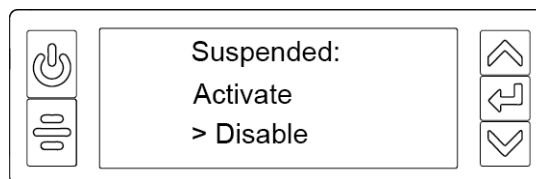
    d. Press the up and down arrows to cycle through the alphabetic and numeric characters. Press ENTER to select each character to enter an 8-digit code.

    - You can enter any 8-digit number to disable the printer. Write down the code used to disable the printer. The printer cannot be enabled again without the correct code.

    - Make sure that you provide the code used to disable the printer to Entrust when it is returned for service.

e. When you finish entering the 8-digit code, press ENTER again with a blank character entry.

f. Press ENTER to apply the code. When the system deactivates, Request Success displays briefly on the LCD panel, and then Ready displays.

2. Press the power button to power off the printer.
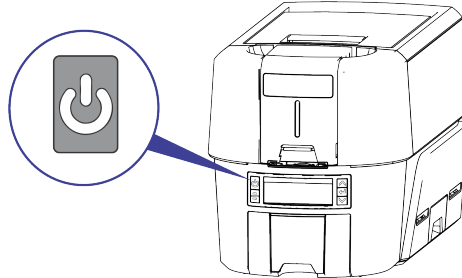
⚠️ **Caution:** Wait until all the lights on the front panel are off to make sure that the printer power is off.

3. Remove all optional components of the printer. Refer to the components repackaging instructions for details on competent removal.

4. Disconnect the network or USB cable (the cable is not required for shipment).
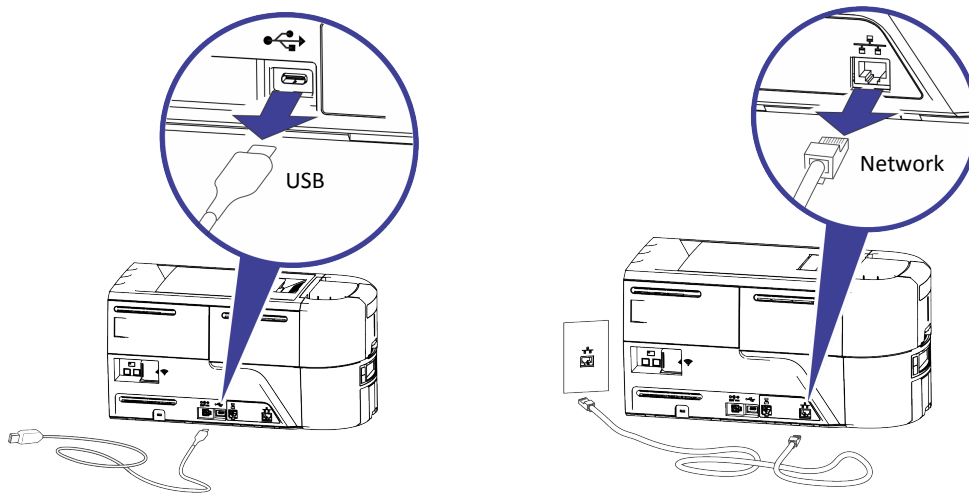
5. Unplug the power cord from the printer (the cord is not required for shipment).
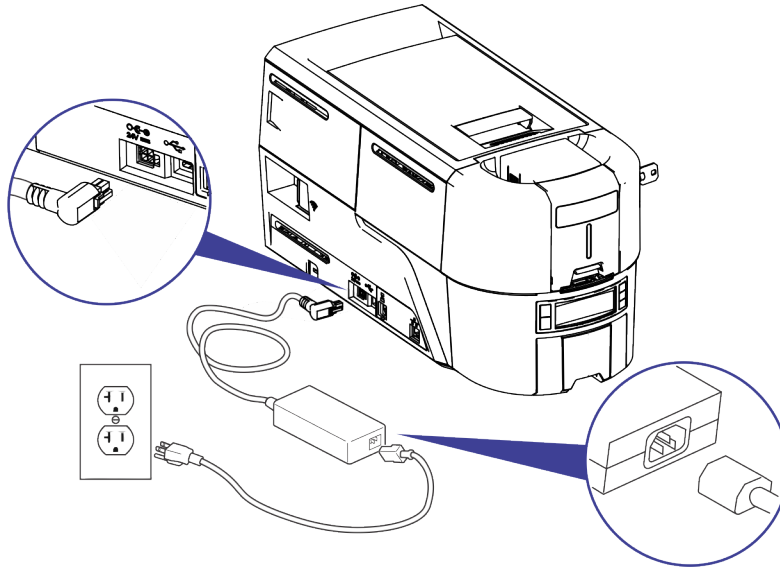
6. Remove the printer supplies.

    a. Unlock (if required) the printer and open the printer swingarm.

    b. Remove the supply cartridge (the cartridge is not required for shipment).

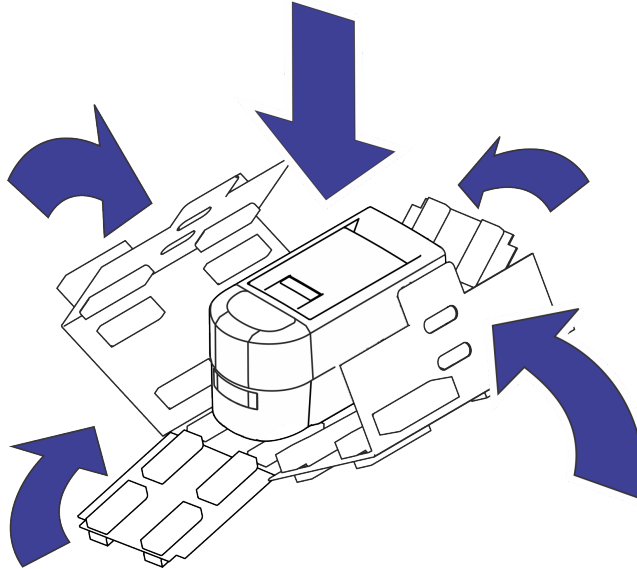   c. Close the swingarm and lock the printer (if required).
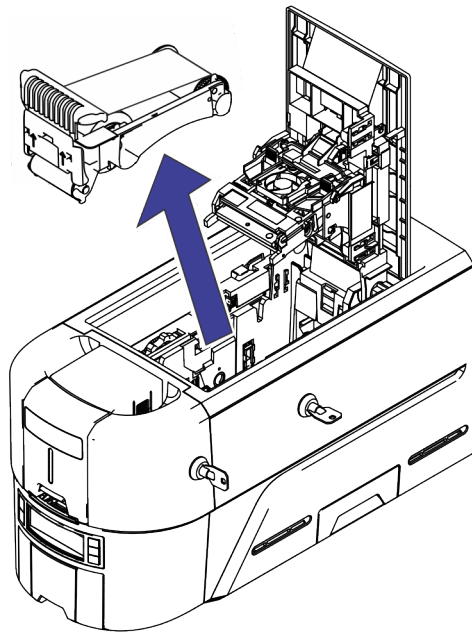
d. Unlock (if required) the hopper and open the hopper door.

e. Remove any unused cards from the hopper.

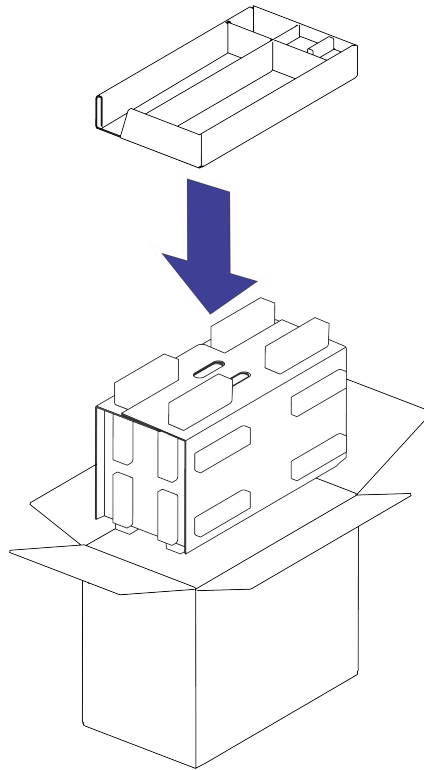f. Close the hopper door and lock the hopper (if required).
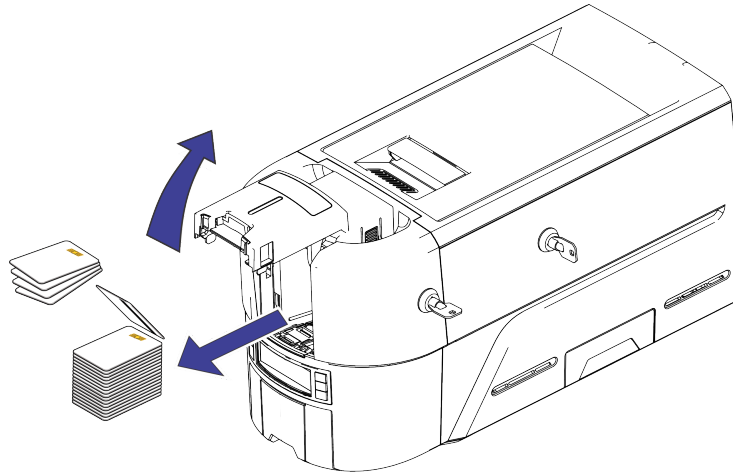
7. Pack the printer.

a. Place the printer on the folding container and close the sides of the container.

b. Lift the folding container using the handle cut outs and place the container in the box.

c. Place the accessories tray in the box.

d. Close and secure the box with shipping tape.