SourceTechnologies®

DLE and ISD

Installation

Notice

Document Number: 108462
Revision: C

Installing an Option DLE Card (ST9818 / ST9820 / ST9821 / ST9822)

⚠️ **Caution--Shock Hazard:** To avoid the risk of electrical shock, turn off the printer and remove the power cord.

1. Turn off the printer.
2. Unplug the power cord form the electrical outlet or from the printer.
3. Open the controller board access cover, by using a flat blade screw and removing the screw and pulling the cover open. See below pictures.

4. Unpack the option card.
   Warning--Potential Damage: Do not touch the connection points along the edge of the card. Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any components or connectors.

5. Holding the option card by the edges. Push the DLE firmly into place.

Note: The entire length of the connector on the card must touch and be flush against the controller board.

Warning—Potential Damage: Improper installation of the card may cause damage to the card and/or the control board.

6. Close the access cover and replace the screw removed in step 3.
7. Reconnect the power cord removed in step 2.

Caution--Shock Hazard: To avoid the risk of electrical shock or fire, connect the power cord to an appropriately rated and grounded electrical outlet that is near the product and easily accessible.

8. Turn on the printer.

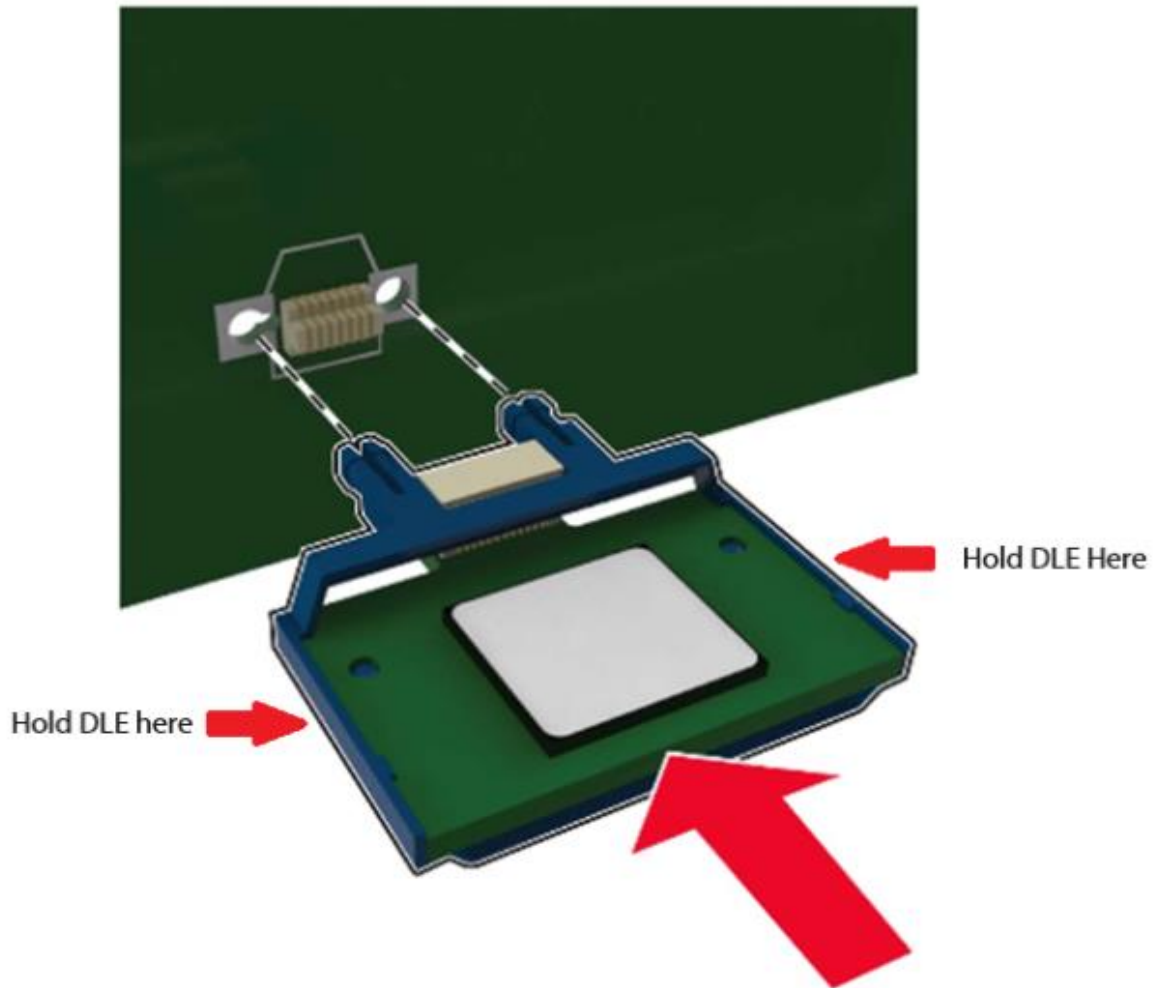## Installing an Option DLE Card (ST9830)

⚠️ **Caution--Shock Hazard:** To avoid the risk of electrical shock, turn off the printer and remove the power cord.

1. Turn off the printer.
2. Unplug the power cord form the electrical outlet or from the printer.
3. Open the controller board access cover, by using a flat blade screw and removing the screw and pulling the cover open. See below pictures.

4. Unpack the option card.

   Warning--Potential Damage: Do not touch the connection points along the edge of the card. Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any components or connectors.

5. Holding the option card by the edges. Push the DLE firmly into place.

Note: The entire length of the connector on the card must touch and be flush against the controller board.

Warning—Potential Damage: Improper installation of the card may cause damage to the card and/or the control board.

6. Close the access cover and replace the screw removed in step 3.
7. Reconnect the power cord removed in step 2.

Caution--Shock Hazard: To avoid the risk of electrical shock or fire, connect the power cord to an appropriately rated and grounded electrical outlet that is near the product and easily accessible.
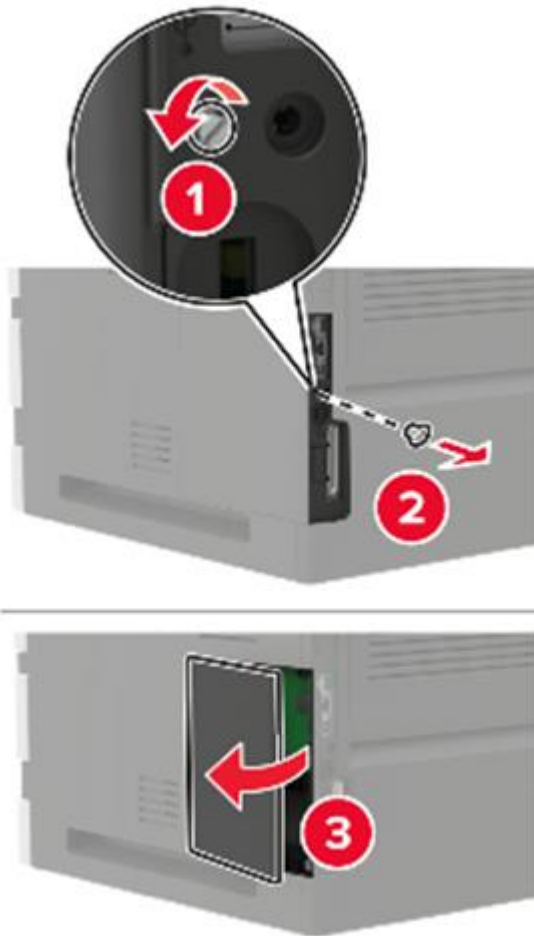
8. Turn on the printer.

Installing an ISD Card (ST9917 / ST9920 / ST9921)

⚠️ **Caution--Shock Hazard:** To avoid the risk of electrical shock, turn off the printer and remove the power cord.
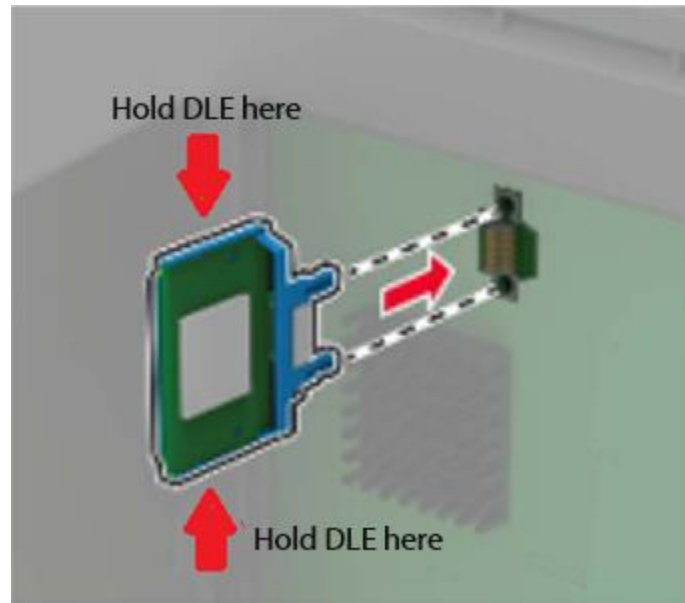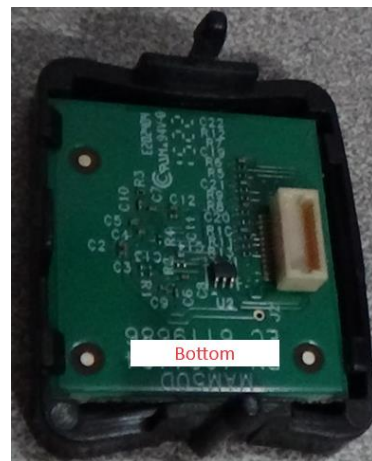
1. Turn off the printer.
2. Unplug the power cord form the electrical outlet or from the printer.
3. Open the controller board access cover, by using a flat blade screw and removing the screw and pulling the cover open. See below pictures.

4. Unpack the ISD card.

   Warning--Potential Damage: Do not touch the connection points along the edge of the card. Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any components or connectors.
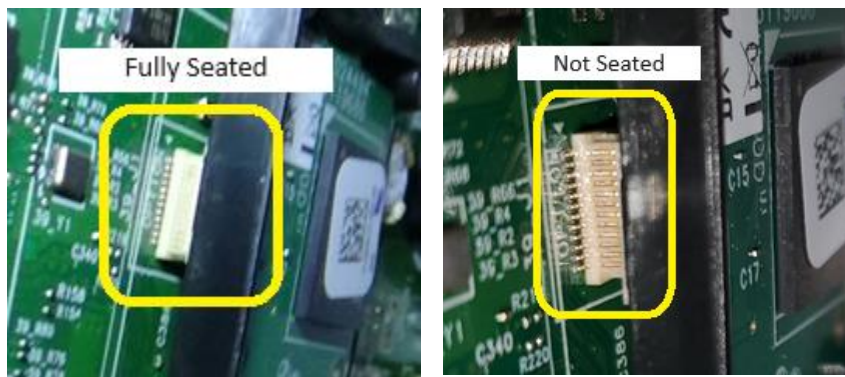
5. With the ISD out of the package. Locate the small connector on the bottom of the board.

6. Locate the ISD Installation area on the control board (Yellow). Holding the card by the edges. Align the connector on the bottom of the ISD with the connector on the control board (black rectangle) The ISD mount post will line up with the holes in the control board (black circles).   Push the ISD firmly into place.

7. Make sure the connector on the ISD is fully seated into the control board.

8. Once the ISD is installed and seated correctly, close the access cover, and replace the screw removed in step 3.
9. Reconnect the power cord removed in step 2.

   Caution--Shock Hazard: To avoid the risk of electrical shock or fire, connect the power cord to an appropriately rated and grounded electrical outlet that is near the product and easily accessible.

10. Turn on the printer and follow the display prompts to format the unit.

Installing an ISD Card (ST9922)

⚠ **Caution--Shock Hazard:** To avoid the risk of electrical shock, turn off the printer and remove the power cord.

1. Turn off the printer.
2. Unplug the power cord form the electrical outlet or from the printer.
3. Open the controller board access cover, by using a flat blade screw and removing the screw and pulling the cover open. See below pictures.
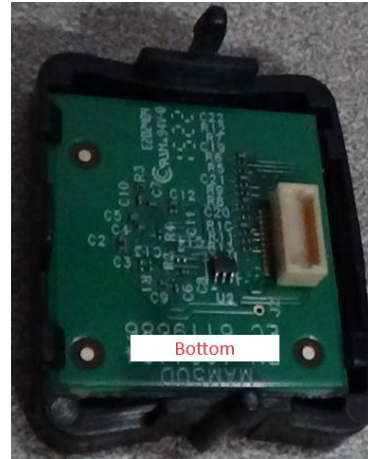

4. Loosen the 2 screws holding the fax module. To allow it to be lifted and slide it out.
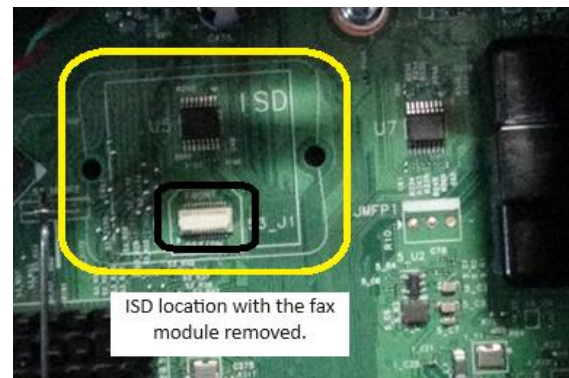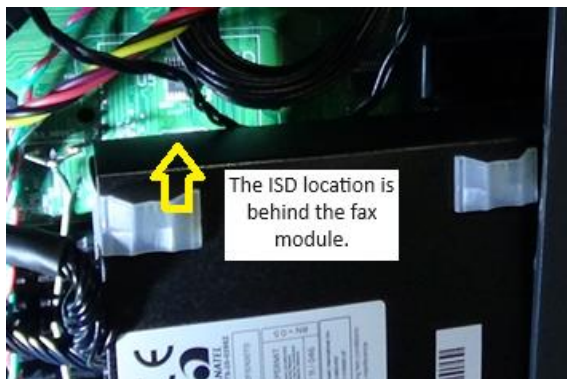
5.   Unpack the ISD card.

     Warning--Potential Damage: Do not touch the connection points along the edge
     of the card. Controller board electronic components are easily damaged by static
     electricity. Touch a metal surface on the printer before touching any components
     or connectors.

6.   With the ISD out of the package. Locate the small connector on the bottom of the
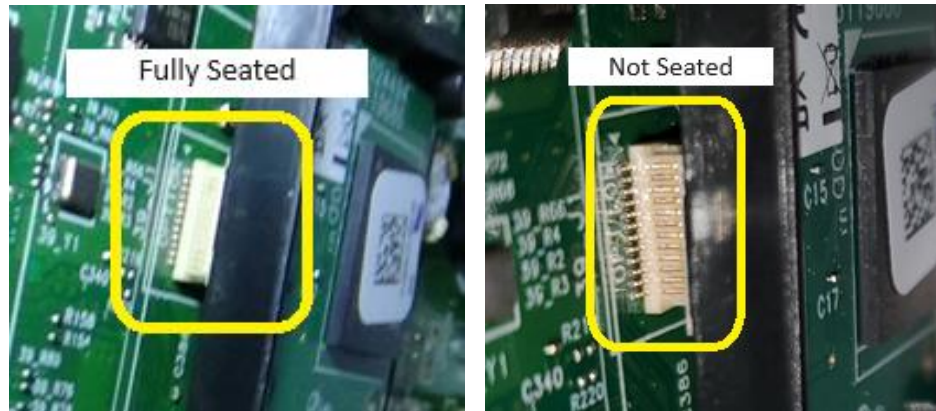   board.

7.   Locate the ISD Installation area on the control board (Yellow arrow).

8.   Holding the card by the edges. Align the connector on the bottom of the ISD with
     the connector on the control board (black rectangle) The ISD mount post will line
     up with the holes in the control board.   Push the ISD firmly into place.

9. Make sure the connector on the ISD is fully seated into the control board. This may require the use of a small mirror.

10. Once the ISD is installed and seated correctly, reinstall the fax module removed in step 4 and tighten the screws.

11. Close the access cover, and replace the screw removed in step 3.

12. Reconnect the power cord removed in step 2.

Caution--Shock Hazard: To avoid the risk of electrical shock or fire, connect the power cord to an appropriately rated and grounded electrical outlet that is near the product and easily accessible.

13. Turn on the printer and follow the display prompts to format the unit.

CONTACT INFORMATION

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Technical Support

Contact Procedure

Before contacting Technical Support, please gather the following information:

1. Printer Model and Serial number.
2. Contact name and phone number of person at the site.
3. Street address where the printer is located.
4. List of all symptoms the printer is exhibiting.

Contact your company's internal help desk and explain the nature of the problem. For technical support, call: 1.800.922.8501