

FARGO DTC1000, DTC4000, and DTC4500

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Will the C30e, DTC400e, and DTC550 be discontinued?

As in the past, FARGO will give approximately three months notice prior to the discontinuation of any printer/encoder. Furthermore, FARGO is committed to providing parts and service for a minimum of three years following product discontinuation.

Is the Persona brand going away?

Yes, the Persona brand is going away. All printers now carry FARGO as the product brand with HID as the corporate brand.

Is the Persona brand going away?

The current ribbons will not be compatible with the new printers. The security of the DTC1000 and DTC4000 ribbons has been enhanced to ensure that printers use Genuine HID materials. The new ribbons however, will be compatible with the legacy products with a firmware upgrade.

The DTC4500 has an improved ribbon loading process. DTC4500 and DTC550 ribbons are not interchangeable.

Will printer systems be offered in the new product lines?

Yes, these will be available 3-6 months after the launch of the base model printers. The current bundles will not be discontinued until the new printer bundles are available.

Are the new products supported by the existing FARGO SDK?

Yes. The advanced generation DTC product is supported by the same SDK available for the rest of the FARGO card printer line, making integration with the most complex systems more convenient.

What card types does HID recommend for the new line of DTC printers?

The printer can handle most CR-80 PVC or composite PVC card types such as FARGO UltraCard® or UltraCard® Premium. For applications that utilize the lamination module, HID recommends using FARGO UltraCard® Premium.

What is the warranty for the new DTC line?

- Printer: Two years (including one year of free loaner printer service in the US for the DTC4000 and DTC4500)
- Printhead: Two years, unlimited pass

What items are included with the base-model single- or dual-sided advanced generation DTC printers?

- A convenient quick start guide
- Driver installation CD (including Workbench™, FARGO's software toolkit)
- Power supply and cords (US and EU)
- Warranty registration card

The DTC1000 includes:

- 100 card input hopper
- Up to 30 card output hopper
- Multi-color status indicators

The DTC4000 includes everything in the DTC1000 plus:

- 100 card output hopper
- SmartScreen™ graphical display
- Field upgradeability
- Same-side input/output hopper option
- Dual-input card hopper option (200 card capacity)

The DTC4500 includes everything in the DTC4000 plus:

- Higher capacity, refillable ribbon cartridges
- Ethernet and USB standard
- Dual-input card hopper standard
- Field upgradeable to lamination

What is an Ethernet network connection?

USB allows a printer to be connected and used by a single PC. Ethernet is a network connection allowing a single printer to be used by multiple PCs on the same network. With the advanced generation of DTC printers, when Ethernet is added as an option to a printer, USB connectivity is still included.

The DTC4500 comes standard with USB and Ethernet connectivity.

Will the color profiles of the advanced generation DTC printers match the existing DTC printer lines?

There will be color profiles that closely resemble the legacy products. For more information please reference the white paper on color matching.

What is a same-side input/output card hopper?

Traditionally FARGO has offered card printers that have the input and output hopper on opposite sides of the printer, but the advanced generation of card printers allows all card handling to be accessed on the same side of the printer. This allows for quick and efficient use of the printer while allowing it to fit into any desktop configuration.

This option is only available on the DTC4000 and DTC4500, and when ordered this way from the factory it is added at no charge.

What is a dual-input card hopper?

This hopper is similar to the configuration used on the DTC550 as it can handle two different card types. This is ideal for applications that have separate card types such as for visitors and employees. As an added benefit the total card capacity is 200 for higher volume scenarios. This comes standard on the DTC4500, but can also be added to the DTC4000 as an option.

What is dual-sided simultaneous lamination?

A dual-sided simultaneous lamination module allows you to laminate both sides of a card at the same time. This method essentially cuts card lamination time in half! An additional benefit of this lamination method is that you can use two different overlamine materials on one card (e.g. a holographic overlamine on the top side of the card and a clear half-panel overlamine on the bottom of the card).

Can both sides of a card be laminated with a single-sided laminator?

Yes. Both sides of a card can be laminated using a single sided laminator. However, a dual-sided printing module is required to flip the card.

Will the overlamine materials from the DTC550 work in a DTC4500 lamination module?

No, but the part numbers for the lamination materials used in the DTC4500 laminator will be the same as the HDP5000 lamination materials.

Does the advanced generation of DTC printers use the same smart card encoders as the current DTC printers?

Yes, and the new printers offer a first in the industry –inline printing and encoding (contact and contactless) through a single USB or Ethernet connection to the host.

Do you have to purchase different kinds of contact/contactless smart card encoders in order to encode different kinds of smart cards within one printer?

Yes, and depending on what contactless frequency. The two smart card encoders available are multifunctional. One option covers 13.56 MHz technology such as HID® iCLASS®, MIFARE®/DESFire and contact smart card encoding. The other encoder covers 125 kHz HID Prox (read-only) and contact smart card encoding. Either option is available for an MSRP of \$998.

If the flexibility of the multifunctional encoder is not required, a contactless only option is also available for an MSRP of \$699.

Are the new printers field-upgradeable with any of the options available?

Yes, the DTC1000 is field upgradeable to ISO or JIS II magnetic stripe encoding. All other options for the DTC1000 are factory configured at the time of purchase.

The DTC4000/DTC4500 are field upgradeable to the following:

- ISO magnetic stripe encoding
- JIS II magnetic stripe encoding
- Ethernet in addition to standard USB (both are standard on the DTC4500)
- Same-side input/output card hopper
- Dual-input card hopper (standard on the DTC4500)
- Dual-sided printing
- Single- or dual-sided simultaneous lamination (DTC4500 only)
- Contact smart card encoding (ISO 7816) (Must be installed by a Fargo certified service technician.)
- Contactless smart card encoding – 13.56 MHz technology such as HID iCLASS and MIFARE/DESFire and 125 kHz HID Prox (read-only) (Must be installed by a Fargo certified service technician.)

Does the printer have a reject hopper?

Yes, all same-side input/output hopper or lamination printer configurations have a reject hopper.

How do I convert the dual-input card hopper into a same-side input/output card hopper?

Although the hoppers look very similar they cannot be converted into a different hopper. In order to switch the hopper configuration an upgrade module must be ordered from FARGO.

Will the SecureMark programmer work with the new ribbons and printers?

No, the SecureMark program has been discontinued.

Will the new DTC printer line support refill ribbons?

No, the refill ribbon types that were offered on the C30e or DTC400e will not be supported. However, the DTC4500 utilizes high capacity refill ribbons for all its ribbon types.

Are the fluorescent panel ribbons supported by the DTC4000 and DTC4500 printers dye based like the HDP5000?

No, the DTC4000 and DTC4500 supports resin based fluorescent panel printing.

Are half panel ribbons available for all products?

Yes, all three printer models can utilize the economical half panel ribbon increasing the number of cards that can be printed between ribbon replacements.

Does the new line of products come with a User's Guide?

Yes. An electronic User's Guide is included in each installation CD.

How do I find technical support for the new line of DTC printers?

All software updates and support material for the advanced generation DTC printers will be available at online at HIDGlobal.com or please feel free to contact HID Support Services at 1-866-607-7339 opt. 6, or contact us online at:

www.hidglobal.com/main/technical-support