FREQUENTLY ASKED QUESTIONS

HID® FARGO® HDP6600
High Definition Card Printer/Encoder

June, 2018

1. What is the HID® FARGO® HDP6600?

The industry-leading HID FARGO® HDP6600 is the new, customer demanded standard in retransfer printing. Built on six generations of proven retransfer technology over the last 20 years, the HDP6600 combines innovative, never-seen-before features with unprecedented print speeds making it the most innovative and fastest, desktop-based retransfer printer available on the market today.

For government agencies and service bureaus, universities, medium-to-large businesses and healthcare facilities who need retransfer printing technology to routinely issue secure and durable, high-quality, high definition IDs or cards at high speeds, the HID FARGO HDP6600 is a cost-effective, eco-friendly, energy efficient and reliable solution that provides high resolution 600 dpi printing capability for superior text and image quality as well as wasteless lamination* for an ultra-low cost-per-card.

2. What is wasteless lamination* and how can it benefit my customers?

Wasteless lamination* technologies aim to reduce needless waste by eliminating the need for carrier film and the carrier film's subsequent take-up core as is standard with traditional approaches to lamination*. With wasteless lamination*, overlaminate patches* are attached to one another in a continuous stream of material on a single roll and without an underlying carrier. As each patch is detached from its supply roll and adhered to a card, the lamination cycle is complete. Once the supply roll has been depleted, all that's left is the single empty core that once contained the overlaminate material*. Because there is no carrier film, there is no used carrier film waste.

For those organizations that laminate cards and IDs in high volumes, wasteless lamination* has proven very cost effective, reducing lamination consumables costs as much as 40 percent. This subsequently results in a significantly lower cost-per-card. Wasteless lamination* also supports environmental sustainability and green initiatives. Beyond that, HID also employs energy-saving technologies in our unique approach to lamination* within the HDP6600.

3. How does the FARGO HDP6600 Card Printer fit within HID Global's printer portfolio?

The FARGO® HDP6600, HDP5600 and DTC5500LMX printer/encoders comprise HID Global's Professional Select Series of printers that was first introduced in 2016. Professional Select Series models offer some feature sets and options that are not available for traditional Professional Series printers. The Professional Select Series joins the existing FARGO portfolio that includes the Value, Standard, Professional, Financial and Industrial Series products.

4. What is the Professional Select product category and what are the benefits of being certified to buy and sell Professional Select category products?

The Professional Select product category is comprised of printers and consumables that will be purchased and sold by partners who are product-certified to purchase and sell them. Professional Select product-certified partners are typically value-add solution providers and system integrators wherein the selling and support of card printers and consumables is their primary business. These partners offer high-touch, full service capabilities to their card printer end-customers and possess vertical market expertise. Partners that are certified to sell solutions from HID Global's Professional Select product category enjoy the following benefits:

Maximized Profitability	• MAPP and NAPP Policies (varies by region) protect your investment and selling efforts with strict enforcement by HID Global.
Market Differentiation	• Become your customer's preferred source for unique credential printing solutions not available elsewhere.
Protection of Recurring Revenue Streams	• Ongoing revenue stream is protected from non-certified competitive infiltration for years to come.
Professional Select Products are a Perfect Complement to Your Sales Story	• Professional Select product-certified partners are value-add providers and System Integrators with full-service, high-touch technical expertise – further strengthening how you position yourself today with your customer. • Being uniquely certified to sell Professional Select products adds value and reinforces your full-service story and supports your selling strategy.

5. How will HID Global distribute the FARGO HDP6600 Professional Select Card Printer/Encoder?

- The HDP6600 will be distributed through a worldwide network of qualified system integrators.

6. What are some of the terms and conditions of the Professional Select Series Product Certification Guidelines?

- Must be HID FARGO Authorized Service Provider (ASP) OR have a contractual agreement with an HID-approved 3rd Party HID Secure Issuance ASP.
- Must develop a Business Plan that then must be reviewed and approved by HID Global. A Business Plan template may be accessed within the **HID FARGO HDP6600 Resource Kit** on the **HID Partner Community Site (aka Partner Portal)**. If you do not have access to the Partner Portal, please inquire with your local HID Global Sales Representative to obtain the Business Plan template.
- All appropriate personnel representing HID Global Secure Issuance products and solutions must have completed and passed required product-level HID Academy training modules for the Professional Select Series products they intend to promote and sell.
- Must purchase at least one Professional Select Series Demonstration (Demo) Printer and complete product-specific training for each printer model they plan to promote and sell. (For example, if the FARGO ASP would like to promote and sell more than one model from the

Professional Select Series (the HDP6600 and the DTC5500LMX), they would be required to purchase at least one demo unit of each and complete product-specific training for both models).

- Must adhere to defined NAPP or MAPP and Direct Sales policies with certified channel products as applicable to your region. (Some regions will follow NAPP while others will follow MAPP for Professional Select Series products.) Please inquire with your local HID Global Sales Representative for details specific to your region.
- For those in regions that follow NAPP (No Advertised Pricing Policy), participating Partners within that region must comply with NAPP meaning that advertisements of the Professional Select Series printers, associated components and/or consumables, distributed by any means of communication, may not contain pricing information.

7. How can I learn more about Professional Select Product Certification Online Training for the HDP6600?

Please visit us at https://hidglobal.csod.com for course information and Professional Select Product Certification training. You may also contact your HID Global Sales Representative for detailed information. Please note that this Professional Select Product Certification training is mandatory to be a qualified FARGO HDP6600 integrator, dealer or distributor.

8. Does HID Global offer a demo program for the HDP6600 printer?

Yes. HID Global does offer a demonstration program for the HDP6600 printers. It should be noted that purchase of at least one demo unit is required for Professional Select Product Certification. Our Demo Policy and Demo order form are located within the **HID FARGO HDP6600 Resource Kit** on the Partner Portal website. You may also contact your HID Global Sales Representative for detailed information.

9. Will the FARGO HDP6600 replace any current FARGO printers?

No. The HDP6600 is part of a new FARGO Professional Select Series. This product is specifically built to meet the requirements for printing high quality IDs and cards with a focus on card speed, fast heat-up and intelligent temperature control, wasteless lamination*, energy conservation, reliability, performance and 600 dpi printing resolution. The HDP6600 utilizes High Definition Printing (HDP®) technology.

10. What new features are available with HID Global's new FARGO HDP6600 Card Printer/Encoder?

The HID FARGO HDP6600 offers new and competitively unique features such as:

- **Unprecedented printer speed and readiness** –Retransfer card throughput speeds of up to 230 cards per hour (YMCK with Transfer) make the HDP6600 the fastest desktop-based retransfer printer on the market today. Only the HDP6600 produces high definition cards at unprecedented speeds and features HID Global's innovative iON™ technology for image transfer and lamination* - an industry-first. Patent-pending iON™ or "instant on" technology rapidly heats the transfer roller and optional laminator* allowing the unit to reach optimal operating temperature in just seconds, expediting the entire retransfer printing and lamination processes. Other retransfer printers can take up to five minutes to initially heat up. With the HDP6600, **the unit is ready to produce high quality cards and IDs in just under 60 seconds from a cold start** - virtually eliminating that all-too-familiar long wait for the first card.

For laminated cards, this can mean your first card is ready up to 80% faster than with other products and can save you up to 20 hours in wait-time per year on average.

- **Simultaneous Print and Transfer** – Only the HDP6600 provides the ability to a print card while simultaneously applying transfer film to the next card in line, expediting the entire printing process. The ability to simultaneously print and transfer to the next card makes the HDP6600 ideally suited for significantly speeding up larger batch jobs or for organizations seeking measurable productivity gains with their existing card programs.
- **Low-cost, wasteless lamination* for highly durable cards at a fraction of the cost -** The HDP6600 utilizes HID Global's innovative wasteless lamination* technology, eliminating the need for the standard carrier film and take-up core included in most lamination consumables on the market today. As the only desktop-based retransfer on the market to offer advanced wasteless lamination technology, the HDP6600 can substantially reduce high volume laminate materials costs by as much as 40%. Beyond consumables cost savings, wasteless PolyGuard™ LMX overlaminates extend the life of your cards by providing the highest level of card coverage protection available. Wasteless lamination* is available in both one-material or two-material configuration options*. What's more, every lamination unit* is Dual-side lamination* capable.
- **GreenCircle® Certification** – The HDP6600 is an eco-friendly, energy-efficient solution that supports corporate green initiatives and helps organizations reduce costs. Not only does the HDP6600 considerably reduce consumables waste with innovative wasteless lamination* technology, the printer has been GreenCircle® Certified for its energy conservation attributes. Its industry-leading iON™ technology with intelligent temperature control ensures that the retransfer and lamination* rollers are only on and consuming energy while in operation. This provides unmatched energy efficiency and translates to an energy savings of up to 31% (printer only) over comparable products. What's more, this energy savings directly translates to significant and measurable cost savings for large projects. As an example, a card program supported by 100 laminating printers could save as much as $5,000 per year in energy costs alone!
- **High Volume Performance** - Designed to meet the high volume needs of medium-to-large corporations, universities, government healthcare facilities, government agencies and service bureaus, the HDP6600 includes support for high-yield, full-color ribbon and laminate* consumables - keeping costs at a minimum while maximizing productivity. For greater system capacity, an optional 200-card input hopper is also available.
- **Card quality enhancement features** – Built on six generations of proven retransfer technology over the last 20 years, the HDP6600 includes enhancements specifically designed to provide precision control and substantially improve film tracking during the printing process. As a result, registration performance is second to none, virtually eliminating issues associated with color registration and film alignment, resulting in high-quality, sharp looking cards every time.
- **Optional card flattener** – For consistently high quality card output, the optional card flattener ensures printed cards are flat and even resulting in flawless and professional finished credentials with every print job.
- **Thoughtful design for ease of use and minimal maintenance** - Easy to operate and maintain, the HDP6600 also provides a user-friendly graphical SmartScreen™ display, allowing you to easily scroll through and select printing and lamination* options. When laminating, built-in sensors automatically advance overlaminates* within the unit for proper alignment and optimal results. A convenient slide-out drawer makes ribbon and film loading fast and easy while thoughtfully designed and streamlined module attachment ensures modules attach securely and align effortlessly, virtually eliminating card path issues such as internal card jams. What's more,

should service ever need to be performed, the HDP6600 includes hassle-free, card path access as well as easy access to film and ribbon drawer assemblies.

- **Innovative feature set for enhanced reliability** – Designed for outstanding printer performance and unrivaled quality from the leading brand in card issuance, the HDP6600 has built-in features that ensure dependable reliability for years to come. Due to HID's innovative iON™ and Heated Roller Temperature Sensing technologies, both printer and printhead are protected from unnecessary wear and tear that take a toll on other retransfer printers available in the market today. Because iON™ technology with intelligent temperature control ensures that the retransfer and lamination rollers are only on and consuming energy while in operation, printer components are not subjected to consistent high temperatures which can take a toll on various elements and cause damage or sacrifice performance and dependability over time. As a result, overall printer component life is extended. Additionally, the HDP6600 has a non-contact IR (infrared) sensor for precisely accurate and reliable temperature sensing.

- **600 dpi for sharper, crisper images and text -** The HDP6600 produces IDs and cards with the highest image and text quality available, making it a smart choice for government agencies, corporate organizations, retail stores, recreation facilities, and any organization whose brand image is paramount. Not only are colors more brilliant and images sharper, but the high quality, 600 dpi resin printing capabilities of the HDP6600 give organizations the ability to precisely print small text and crisply defined barcodes like never before. The HDP6600 also includes a built-in diagnostic utility and Color Assist™ tool to help your organization better match spot colors on company logos and service marks.

- **Modular and scalable versatility -** The HDP6600 offers the versatility to meet your card application needs today and in the future. With add-on dual-sided printing, encoding and lamination* modules, the system's flexible architecture lets you expand or reduce production instantly. For greater system capacity, an optional dual input card hopper* lets you easily manage multiple card types and higher card volumes, expediting even the biggest production jobs. And for one-step, inline printing and encoding, HID Global offers multiple, field-upgradable encoder options. It's also the most efficient with improvements at every level, including 1GB memory and a comprehensive set of integration tools. Finally, because the HDP6600 easily integrates with other products within the HID Global portfolio, you can leverage your existing Genuine HID Technology™ investments.

For a comprehensive list of all available features, please refer to then **HID FARGO HDP6600 Specification Sheet** located within the **HID FARGO HDP6600 Resource Kit** on the Partner Portal.

11. What are "One-Material" and "Two-Material" options?

Unlike many traditional laminating* printer products, the HDP6600 offers one- and two-material options for the unit in lieu of single- or dual-side lamination hardware options.

A one-material lamination module* allows you to laminate both sides of a card with the same material. This method essentially laminates one side of the card, flips the card over and laminates the back side of the card before ejecting into the output hopper.

A two-material lamination module* allows you to laminate each side of a card with two different materials. This method essentially laminates one side of the card with one laminate type, flips the card over and laminates the back side of the card with a second laminate type before ejecting into the output hopper.

12. Can both sides of a card be laminated with a "One-Material" laminator*?

Yes. Both sides of a card can be laminated using a one-material laminator*.

13. Will the overlaminate materials from the HDP6600 work within the HDP5600 or HDP5000 lamination module?

No. The HDP6600 uses wasteless PolyGuard LMX laminates that are not compatible with traditional lamination modules such as those that are available with the HDP5600 or HDP5000. However, the HDP6600 wasteless PolyGuard LMX laminates ARE the same as those used for the DTC5500LMX, thus compatible with the DTC5500LMX.

14. What is the quantity of PolyGuard™ LMX patches per roll?

PolyGuard LMX laminate is sold in rolls of 1000 patches.

15. What is HDP or retransfer printing technology?

High Definition Printing (HDP) delivers the highest image quality possible for card issuance applications. This is done by printing the image on the HDP Film rather than directly to the card. This HDP Film is then fused to the card, which allows the image to fill the entire white space of the card. An additional benefit of HDP printing is that it inherently provides an extra layer of durability and security since the image on the underside of the film is fused to the card. Moreover – because HDP film is fused to the surfaces of proximity or smart cards, it conforms to ridges and indentations formed by the embedded electronics inside the card. As a result, images and text printed on the card are crisper and more vibrant.

16. Is the HDP6600 Printer compatible with HDP5600 and HDP5000 Printers?

No. The HDP6600 firmware and driver are not compatible with HDP5600 and HDP5000 printers.

17. Do HDP6600 color profiles match HDP5600 and HDP5000 color profiles?

Yes. There is an optional legacy color profile in the driver that is selectable – but it should be noted that this is not a default setting.

18. Are HDP5600, HDP5000 or HDP8500 ribbon, film and overlaminate* consumables compatible with the HDP6600?

No. Only HDP6600 ribbons and film consumables are compatible with the HDP6600. HDP5600, HDP5000 and HDP8500 consumables are not compatible with the HDP6600. The PolyGuard LMX overlaminates* used with the HDP6600 are also unique to only those FARBO printers that feature wasteless lamination* – these are the HDP6600 and the DTC5500LMX.

19. Can I order standard high security holographic HDP film* for the HDP6600?

Once available, you will be able to order HID Global's High Secure Orbit design* as an off-the-shelf product.

20. What card types does HID recommend for the HDP6600?

HID Global recommends our UltraCard® Premium in applications where a non-technology card will be used. In applications requiring embedded technology, such as Seos™, iCLASS® or Prox, HID Global recommends that the cards are constructed using a PVC/PET composite construction. PVC/PET composite constructions will provide extended card life after the card is issued, while also providing a better user experience during the printing process due to the increased heat resistance these cards offer.

21. Can the HDP6600 handle multiple card types at once?

Yes. Once available, the HDP6600 optional dual-card input hopper* will let you easily manage multiple card types. End users may stock two different card types within the two separate input hoppers. Card cartridges/hoppers not in use can be removed from the printer and stored in a secure location.

22. What is the MSRP for the HDP6600?

Part Number	Description	MSRP** ($USD)
094600	HDP6600 Single-side (SS) Printer	$4995
094640	HDP6600 Dual-side (DS) Printer	$6045
094620	HDP6600 L1M (SS with 1 Material Lamination*)	TBD***
094660	HDP6600 FD/L1M (DS with One Material Lamination*)	TBD***
094680	HDP6600 FD/L2M (DS with Two Material Lamination*)	TBD***

***MSRP denotes North American pricing only – Please contact your local HID Sales Representative for pricing applicable to your region or consult your price book. ***Pricing for those units that include lamination will be updated within this document upon availability of the lamination for the HDP6600.*

23. When will the HDP6600 be commercially available?

The HDP6600 single and dual side printer configurations is expected to be commercially available in November of 2018. Expected availability for the one-material and two-material lamination configurations* will be approximately 60 days following initial printer launch.

24. Does the HDP6600 ship with a physical User's Guide?

No. An electronic User's Guide and the software toolkit are accessible via the driver package. However, a printed Quick Start Guide will accompany your printer.

25. What items are included with the base model single-sided printer or dual-sided printer?

- A convenient Quick Start Guide
- Power cords (US and EU)
- Warranty information sheet
- USB Cable

26. What are the field upgradeable options for the HDP6600?

Field Upgradeable – User Installation	Field Upgradable – Technician Installation Required
Dual-sided Printing (flipper module)	Magnetic stripe encoder
One- and Two-Material Lamination Configurations	Contact smart card encoder (ISO 7816)
200-Card Input Hopper	Contactless smart card encoder – 125kHz (HID Prox), 13.56 MHz technology such as HID iCLASS® and MIFARE™
	Programmer – Programs HID PACS Data
	Card Flattener
	Dual Input Card Hopper

27. What options are available that must be ordered at time of base unit purchase (non-field upgradeable options)?

- Physical, mechanical locks for cards and consumables access are available via special order only.

28. Does the HDP6600 use the same part numbers for field upgradeable option modules as the HDP5600 or the most recent version of the HDP5000?

Only the 200-card Input Hopper option (P/N 089223) for the HDP6600 uses the same part number as was provided for the HDP5600 and HDP5000. All other options such as the Dual Input Card Hopper*, encoder options, lamination* options and the Card Flattener option will have part numbers that are unique to the HDP6600.

29. Does the FARGO SDK support the HDP6600?

Yes.

30. What does the warranty cover?

- Printer – Three years including one year of free printer loaner support (U.S. only); optional Extended Warranty Program (U.S. only)
- Printhead – Lifetime; unlimited pass

31. What are the main advantages of the HDP6600 over competitive 600 dpi reverse transfer printers?

Feature	HDP6600	Competition	Value to customer
Fastest Retransfer Printer (with simultaneous print and transfer!)	Up to 230 cards per hour (YMCK with transfer)	Limited to 60 to 160 cph (Cards Per Hour)	Measurable productivity gains especially for high volume projects and large batch runs
First Card Print Speed	Under 60 seconds	2+ minutes to heat up from initial power up to get their first card out	Measurable productivity gains regardless of volume
Energy Efficiency	31% lower power consumption (printer only)	Continually heats their transfer rollers Continuous heat deteriorates components	Savings of up to $5000 per year in energy costs (Large lamination projects) HDP6600 lasts longer
Wasteless Lamination* **Not available for HDP6600 until approximately 60 days following commercial release*	Uses the popular LMX lamination design	Uses traditional lamination with carrier film and take-up core	Low cost per patch and less waste
True 600 dpi and Card Flattener	Exceptional print / quality card output	Not all use true 600 dpi or offer card flattener	Vibrant, sharp and professional looking cards with every print job
Serviceability	Designed with easy access to card path and consumables assemblies for quick resolution to card jam or alignment issues	Cumbersome design – no easy access to card path or consumables assemblies	Can more readily self-service – quicker, easier issue resolution

For a complete competitive comparison, please refer to the ***Retransfer Printer Competitive Matrix*** or the ***HDP6600 Competitive Battle Card*** located within the **HID FARGO HDP6600 Resource Kit** on the HID Global Partner Community website (a.k.a. Partner Portal).

32. What are the main advantages of the HDP6600 over competitive direct-to-card printers?

Main advantages of the HDP6600 over competitive direct-to-card printers include all of the above in addition to:

- Speed – both first card out and card per hour (cph)
- Over-the-edge printing (not edge-to-edge)
- Optional Dual Card Input Hopper* feature with 200 card total input hopper capacity
- Fully field-upgradeable to meet an organization's changing needs over time
- Superior, photographic high definition image quality
- Superior barcode and minute character print quality
- Higher card durability due to high definition printing process (with transfer film)
- Easy-to-use graphical printer display
- Lifetime printhead warranty – a cost savings in thousands of dollars over the life of the printer

33. How do I contact HID Global Technical Support?

North America & Corporate	Asia Pacific
611 Center Ridge Drive Austin, TX 78753 USA Phone: 866-607-7339 Fax: 949 732 2120	19/F 625 King's Road North Point, Island East Hong Kong Phone: 852 3160 9833 Fax: 852 3160 4809
Europe, Middle East and Africa	**Brazil**
Haverhill Business Park Phoenix Road Haverhill, Suffolk CB9 7AE England Phone: 44 (0) 1440 711 822 Fax: 44 (0) 1440 714 840	Condomínio Business Center Av. Ermano Marchetti, 1435 Galpão A2 CEP 05038001 Lapa - São Paulo/SP Brazil Phone: 55 11 5514-7100
HID Global Support: www.support.hidglobal.com	

For additional global office location and contact information, please visit us at: www.hidglobal.com

** Please note that some options for the HDP6600 will not be available at initial commercial launch of the HDP6600. Lamination configurations, overlaminate consumables, standard high secure holographic HDP film, Dual Input Card Hopper, and physical locks for card and consumables access are expected to be available approximately 60 days after initial printer launch. Expected availability dates of these options are tentative and subject to change. Please contact your local HID Sales Representative for additional information.*

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