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A photograph of a modern office interior. The scene is dominated by glass walls and railings, with a strong blue color palette. The lighting is a mix of recessed ceiling lights and several modern, cone-shaped pendant lights. The floor appears to be a light-colored wood or laminate. In the background, there are large windows and a stone-textured wall section.

FREQUENTLY ASKED QUESTIONS

HID[®] FARGO[®] HDP5000E

AUGUST 15, 2024

HID FARGO HDP5000e FAQ

Introduction

This document provides comprehensive answers to FAQs (Frequently Asked Questions) regarding the HID FARGO HDP5000e retransfer card printer.

How to Navigate This Document

Frequently Asked Questions (FAQs) have been arranged by topic. Clicking on the Topics below will allow you to jump directly to that section of the document.

TOPICS

[About the HID FARGO HDP5000e](#)

This section includes FAQs regarding how the product is defined, release and commercial availability dates, how the HDP5000e fits within the HID Secure Issuance portfolio, optional modules and consumables compatibility, base part numbers, card type recommendations and general Warranty information.

[HDP5000e Features](#)

This section describes new key features of the HDP5000e and their associated benefits, available upgradeable options, and planned features for an upcoming release.

[Advantages Over Competitive Retransfer and Direct-to-Card Printers](#)

This section discusses the many advantages that the HDP5000e has over competitive card printers on the market today.

[Technical Support Contact Information](#)

Consult this section for global technical support contact information.

About the HID FARGO HDP5000e

1. *What is the HID® FARGO® HDP5000e?*

Ideal for government agencies, universities, medium-to-large businesses and healthcare facilities who desire reliable, hassle-free, retransfer printing to routinely issue secure and durable, high-quality cards and IDs, look no further than the FARGO HDP5000e.

Built on the rock-solid foundation of the renowned HDP5000 printer series and seven generations of proven retransfer technology over the last 25 years, the FARGO HDP5000e ID card printer emerges as the next iteration of this market-leading solution, poised to redefine the standards of reliability, usability and printing excellence. Crafted through a meticulous process of listening to feedback provided by our valued users, partners and internal stakeholders, the FARGO team has engineered a printer that not only maintains the exceptional quality of its predecessor but adds customer-inspired usability and performance gains. Key enhancements include:

- Increased card throughput
- Higher definition display
- Advanced color management and more vivid color profile
- Updated electronics platform
- Power switch
- Backward-compatible consumables
- Easy-clean exterior
- Cable protection
- Multi-pass support (coming 2025)

Beyond its robust feature set, the HDP5000e simplifies and streamlines operation with its many usability enhancements. Its user-friendly SmartScreen interface provides easy-to-understand notifications and helpful, walk-through prompts for setup, maintenance and troubleshooting — making it easily accessible to virtually all skill levels.

Only one card printer offers 7th generation retransfer technology for every need — from sharp and vibrant photo ID cards to multi-functional, high-security ID badge and card applications, the customer-inspired FARGO HDP5000e is the solution of choice for superior image quality, ease-of-use and printer reliability.

2. *What is retransfer or HDP printing technology?*

Using a reverse transfer (also known as retransfer) printing method, text and images are first printed onto a clear film. Through heat and pressure, the film is then “transferred” or fused to the surface of the card. Unlike direct-to-card (DTC™) printing methods, the printhead never comes into direct contact with the card surface. HID’s retransfer printing method is referred to as HDP® (High Definition Printing).

HDP technology delivers the highest print quality possible. Images are sharper and text is more crisp than would be possible with DTC printing. HDP also enables over-the-edge printing (or full card coverage) — allowing 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 both durability and security since the image on the underside of the film is fused directly to the card. Barring any additional visual security features and/or overlaminates, retransfer/HDP printed-cards are inherently more durable than DTC-printed cards because the retransfer/HDP film that is applied during the printing process acts

as a natural barrier between text/images and the outside world. Cards produced by retransfer/HDP printing solutions are also more secure than other types of cards because they are inherently tamper-evident — if a counterfeiter tries to peel apart the layers (peel the printed film from the card's surface), the image essentially destroys itself rendering the card unusable.

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 do not suffer any irregularities.

3. *When did the HDP5000e become commercially available?*

A limited quantity of HDP5000e single- and dual-side printer configurations became available in August of 2024. The printer's official launch date (official commercial availability date) was September 18, 2024. Optional configurations such as those that include lamination, a dual input card hopper and/or physical locks are anticipated to be available in 2025.

4. *Does the HDP5000e 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 does accompany the printer.

5. *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

6. *How does the HID FARGO HDP5000e card printer fit within HID's printer portfolio?*

The FARGO HDP5000e joins other printers/encoders that comprise HID's Professional Series of printers. The HDP5000e sets a new standard for the **everyday** retransfer card printing experience while the HDP6600 is HID's **workhorse** retransfer solution:

- HDP5000e: Ideal for everyday retransfer printing where 600 dpi is not required
- HDP6600: Ideal as a workhorse retransfer printer for higher volume jobs/projects that require higher throughput speeds and/or may require 600 dpi

7. *Will the FARGO HDP5000e replace any current FARGO printers?*

Yes. As specific HDP5000e configurations become available, corresponding configurations of the HDP5000 will be discontinued. **How it works:**

The HDP5000e will be released in a phased rollout:

- Single and Dual-Sided Base Printers: Available Today! (As such, single- and dual-sided HDP5000 base printers will be discontinued as soon as current inventory has been depleted)
- Printers with Contactless Encoders: Pre-Order Today for October 2024 Delivery
- Printers with Lamination and Magnetic Encoders: Available Q1 2025

Once a specific HDP5000e configuration is available, it will effectively replace and discontinue the corresponding HDP5000 configuration. For example, once the base version of the single-sided HDP5000e is available, HID will discontinue the base version of the single-sided HDP5000 printer. HID will still offer HDP5000 printers with configurations not yet available in the HDP5000e (i.e., HDP5000e with encoders or lamination) until these configurations are available.

8. *Does the FARGO SDK support the HDP5000e?*

Yes. A new version of FARGO SDK (made available in August 2024) supports the HDP5000e card printer. It is also backwards compatible with other FARGO printers.

For additional information, please contact your regional technical support team or visit the FARGO developer center at:

<https://sdk.hidglobal.com/developer-center/fargo>

9. *Are the HDP5000e printer firmware and driver compatible with the HDP5000 and HDP5600 printers?*

No. The HDP5000e firmware and driver are not compatible with the HDP5000 printer nor the HDP5600 (now discontinued) printer.

10. *Are HDP5000, HDP6600 or HDP8500 ribbon and film consumables compatible with the new HDP5000e?*

No. HDP5000, HDP6600 and HDP8500 ribbon and film consumables are not compatible with the HDP5000e.

11. Are HDP5600 ribbon, film and overlamine* consumables compatible with the new HDP5000e?

Yes. The HDP5000e uses the same ribbon, film and overlamine* part numbers as that of the HDP5600.

It should also be noted that:

- HDP5000e ribbon, film and overlamine* consumables are backward compatible with both the HDP5000 and the HDP5600
- The HDP5000e, HDP5000, HDP5600 and the HDP8500 all use the same overlaminates

**HDP5000e lamination is slated to be available 2025*

12. Precisely what ribbon consumables will be available for the HDP5000e?

All ribbon consumables listed below are orderable now. HOWEVER, please note that some ribbon consumables are not yet supported by the HDP5000e driver. Those ribbons that are not yet supported are listed below as “coming soon”. Driver support for these consumables is anticipated early 2025.

YMC — Full-color ribbon (**coming soon**)

YMCK — Full-color ribbon w/resin black panel

YMCKK — Full-color ribbon w/resin black panel

YMCFK — Full-color ribbon with resin black and dye-based, fluorescing panels (**coming soon**)

K — Premium resin black ribbon (**coming soon**)

13. Will standard high secure holographic HDP film be available for the HDP5000e?

Yes. Currently, standard high secure holographic HDP film is available to order, however, the HDP5000e driver does not yet support it. HDP5000e driver support for standard high secure holographic HDP film is slated for some time in 2025. Please contact your HID sales representative for additional information.

14. Is the HDP5000e dual-sided (flipper) module compatible with the HDP5000 or the HDP5600?

No. The HDP5000e dual-sided (flipper) module is not compatible with the HDP5000 nor the HDP5600 due to enhancements that have been applied to the HDP5000e printer and flipper electronics.

15. Are the HDP5000e encoders (magstripe/contact/contactless) compatible with the HDP5000 or the HDP5600?

No. The HDP5000e encoders are not compatible with the HDP5000 nor HDP5600 due to enhancements that have been applied to the HDP5000e printer and flipper electronics.

16. *What card types does HID recommend for the HDP5000e?*

HID recommends either our UltraCard™ Premium Composite or UltraCard PC (100% polycarbonate) non-technology cards for applications where a non-technology card will be used.

For applications requiring embedded technology, such as Seos™, iCLASS® or HID Prox™, HID recommends that cards are constructed using a PVC/PET composite or are of 100% polycarbonate construction. PVC/PET composite and 100% polycarbonate constructions provide a better user experience during the printing process due to the increased heat resistance these cards offer. These card constructions also extend card life after the card is issued due to their inherent durability.

Conversely, standard PVC cards are **not** recommended for use with retransfer printers nor for those applications that will utilize lamination due to the risk of card warpage (as a result to heat exposure from retransfer and lamination rollers).

17. *What is the MSRP for the HDP5000e?*

Please contact your local HID sales representative for pricing applicable to your region or consult your price book.

18. *What are the printer part numbers associated with the new FARGO HDP5000e Card Printer/Encoder?*

The **base** part numbers for the HDP5000e are:

- 096600 – Single-side printer
- 096640 – Dual-side printer
- 096601 – Dual-sided (flipper) module (*field-upgradable module for single-side printer*)

19. *What does the warranty cover?*

- Printer - Three years including one year of free printer loaner support with option to purchase a second year of printer loaner support (U.S. only)
- Printhead – Lifetime; unlimited card passes

20. *Does HID Global offer a demo program for the HDP5000e printer?*

Yes. HID does offer a demonstration program for the HDP5000e printers. Our Demo Policy and Demo order form are located within the **HID FARGO HDP5000e Resource Kit** on the Partner Community website. You may also contact your HID sales representative for detailed information.

HDP5000e Features

21. *What new and/or enhanced features does the FARGO HDP5000e offer over the HDP5000?*

Increased card throughput — The HDP5000e prints faster than its predecessor (the HDP5000). The HDP5000e prints up to 133 cards per hour (YMCK with transfer) compared to a mere 124 cph by the HDP5000

Higher-definition display — The graphical OLED menu screen has been enhanced to display menu options and printer status in higher definition for easier readability

More vivid color profile — The HDP5000e has been enhanced with a more vivid color profile enabling organizations to print more vivid images than was possible with previous printers from the HDP5000 series

Improved Card Type Selector settings — Within the printer driver, users can access a pull-down menu that presents them with a choice of commonly used card types (technology and non-technology). User will be able to select the card type that most closely resembles the card type on which they are printing. Upon card type selection, the printer will automatically self-adjust settings (speed/temp) to accommodate the chosen card type for an optimal printing experience. The improved card selector and automatic settings adjustments help safeguard against delamination, card jams, and subsequent consumables and card waste.

Updated electronics platform — Updated electronics support advanced color correction algorithms, ensuring accurate color reproduction and consistent print quality. Advanced electronics also ensure faster and more precise control over the printing process, resulting in higher resolution and more vibrant images.

Power switch — Users have immediate control over the printer's power state without having to unplug the power cord. An on/off switch allows users to easily turn off the printer when it is not in use, reducing energy consumption and potentially lowering electricity costs. (The HDP5000 did not include a power switch.)

Easy-clean exterior — The HDP5000e sports a smooth, easy-to-clean exterior. The soft "touch coat" seen on previous HDP5000-series printers has been replaced with a new, sleek exterior that is akin to that of the HDP6600. Easier to clean and more resistant to dust and grime, the printer maintains a professional, high-quality appearance while minimizing exterior maintenance.

Cable protection — The HDP5000e has been designed to strengthen and protect the USB, Ethernet and power cable connection points — actually allowing you to lay the printer on its back without having to unplug the cables. This design increases the overall resilience of the printer to prevent damage to the main board and fraying of cables during connection and/or cable removal. The new design also reduces the risk of intermittent connectivity and/or subsequent data loss — and helps ensure stable and reliable data transfers between the printer and connected devices. Additionally, the cable has a side-plugging, tangle-free design.

Multipass support (coming 2025) — The printer includes a multipass option that allows the user to apply an additional film layer to the card. Additional film layers significantly increase card durability (lessening text or image fade, scratching, etc.). This feature is especially beneficial for the issuance of higher-use credentials in cases where lamination may be cost-prohibitive.

Increased RAM — The HDP5000e includes 1GB of RAM where the HDP5000 only included 16MB. Enhanced memory and processing capabilities allow for more efficient handling of print jobs, especially in high-volume environments.

Increased Ethernet Speed — Ethernet speed has been increased to 100 mbps (IPv6 support has also been added)

Workbench diagnostic utility is now included within the printer driver — Unlike the HDP5000, the workbench diagnostic utility is now conveniently included directly within the printer driver

Backward-compatible consumables — Consumables for the HDP5000e such as ribbons, HDP film and overlaminates are also compatible with previous generations of HDP5000 printer models (i.e.:HDP5000, HDP5600)

22. Can the HDP5000e handle multiple card types at once?

Yes. Once available (expected 2025), the HDP5000e optional Dual Input Card Hopper will let users easily manage multiple card types. End users may stock two different card types within the two separate input hoppers. The use of the Dual Input Card Hopper increases the printer's input capacity to 200 cards. Card cartridges/hoppers not in use can be removed from the printer and stored in a secure location. Expected availability for the optional Dual Input Card Hopper is 2025.

23. How else can I increase the input capacity of the HDP5000e?

An optional, locking 200-card capacity input hopper is available.

24. Tell me more – what exactly is the 200-card input hopper?

For greater system capacity, the HDP5000e offers an optional, single-input 200-card hopper cartridge with lock. With the additional input hopper cartridge, customers can experience continuous, uninterrupted productivity. With competitive products that do not offer expanded input capacity, cards will need to be loaded more frequently. This can significantly slow the entire batch-run down and will require additional manual intervention. For added security, the cartridge comes standard with a lock to secure card access.



25. What are the field upgradeable options for the HDP5000e?

| Field Upgradeable – User Installation | Field Upgradable – Technician Installation Required |
|---------------------------------------|--|
| Dual-sided Printing (flipper module) | Magnetic stripe encoder |
| Lamination Module | 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 |
| | Dual Input Card Hopper |

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

Physical (mechanical) locks for cards and consumables access will be available via special order only. It should be noted that physical locks are slated to be available some time in 2025.

27. How does the new HDP5000e compare with the HDP5000 and the HDP6600?

For a comprehensive feature-for-feature comparison of the HDP5000, HDP5000e, and the HDP6600, please review the “**Product Comparison – HDP Printers**” located within the HDP5000e Resource Kit on Partner Community (the same Resource Kit in which this FAQ was located).

28. What features and/or options will not be available upon initial release but are expected to be available in 2025?

- Lamination
- Magnetic Stripe Encoding
- JISII Mag Encoding
- Multipass Support
- Resin Scramble Data Protection
- Dual Input Card Hopper
- Physical locks

Advantages Over Competitive Retransfer and Direct-to-Card Printers

29. *What are the main advantages of the HDP5000e over most competitive 300 dpi reverse transfer printers?*

Main advantages of the HDP5000e over other many other 300 dpi competitive reverse transfer printers include:

- Smaller footprint and more lightweight than most competitive 300 dpi printers
- HDP5000e retransfer film offers the most images per roll (1500) reducing the amount of time spent replacing consumable rolls
- Graphical OLED display (most offer LCD only) provides more detailed information than typical screens
- Key security features such data encryption and resin scramble data protection are not present in most competitive offerings
- Multipass functionality for added durability and security (ability to apply additional layer of HDP film) – unique to the HDP5000e
- Optional dual input card hopper with 200-card total capacity

For a complete competitive comparison, please refer to the ***Retransfer Printer Competitive Matrix – 300 dpi*** located within the **HID FARGO HDP5000e Resource Kit** on Partner Community.

34. *What are the main advantages of the HDP5000e over competitive direct-to-card printers?*

Main advantages of the HDP5000e over competitive direct-to-card printers include all the above in addition to:

- Over-the-edge printing (not edge-to-edge)
- Superior, photographic high-definition text and image quality
- Higher card durability due to high-definition printing process (with retransfer film)
- Additional layer of card security/durability available without lamination via HID's unique multipass function (Coming early 2025)
- Easy-to-use graphical printer display
- Optional Dual Input Card Hopper feature with 200 card total input hopper capacity
- Lifetime printhead warranty – a cost savings in thousands of dollars over the life of the printer

Technical Support Contact Information

30. How do I contact HID Global Technical Support?

For a complete list of Technical Support hours and phone numbers, please visit our website at:

<https://support.hidglobal.com/call-us>

Telephone numbers are arranged by language, product and region.