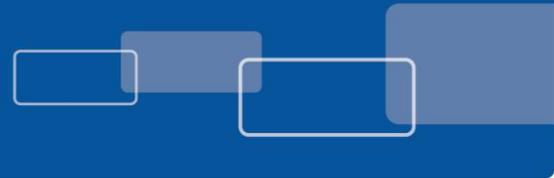


FARGO[®] DTC5500LMX Printer/Laminator/Encoder



March, 2016

1. What is the FARGO[®] DTC5500LMX?

The FARGO DTC5500LMX is the first HID Global card printer utilizing wasteless lamination technology. The all-in-one printer and laminator uses patent-pending technology that can reach operating temps in 45 seconds or less from a cold idle, and maintains operating temp conditions more consistently than any laminator of the past. In parallel to the new wasteless lamination hardware, comes the PolyGuard™ LMX wasteless laminate consumables. Full patch, full patch with IC chip cut-out, and half patch sizes are available in the following configurations to meet all levels of security needs.

| PolyGuard LMX Patch Type | Available In: |
|---------------------------|---|
| Full | Clear, Standard Holographic, Custom Holographic |
| Full with IC Chip Cut-out | Clear and Custom Holographic |
| ½ Patch | Clear and Custom Holographic |

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, overlaminated 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 overlaminated 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 50 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 DTC5500LMX.

For additional information on wasteless lamination, energy conservation, and the many benefits these attributes bring to your end-user customer, please refer to the white paper entitled “**Wasteless Lamination – Your Solution for Low Cost-per-Card Durability**” located within the **DTC5500LMX Launch Kit** on the Partner Portal.

3. How does the FARGO DTC5500LMX Card Printer fit within HID Global’s FARGO product portfolio?

The FARGO[®] DTC5500LMX and the HDP5600 printer/encoders are the first to comprise HID Global’s new Professional Select Series of printers. The Professional Select Series joins the existing FARGO portfolio that includes the Value, Standard, Professional, Financial and Industrial Series of products.

4. What is the new 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 | <ul style="list-style-type: none"> MAPP and NAPP Policies (varies by region) protect your investment and selling efforts with strict enforcement by HID Global. |
| Market Differentiation | <ul style="list-style-type: none"> Become your customer’s preferred source for unique credential printing solutions not available elsewhere. |
| Protection of Recurring Revenue Streams | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 DTC5500LMX Professional Select Card Printer/Encoder?

- The DTC5500LMX 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 **DTC5500LMX Launch Kit** on the **HID 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 both Professional Select Series (the

HDP5600 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 Certified Service Training for the DTC5500LMX?

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 DTC5500LMX integrator, dealer or distributor.

8. Does HID Global offer a demo program for the DTC5500LMX printer?

Yes. HID Global does offer a demonstration program for the DTC5500LMX 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 **DTC5500LMX Launch Kit** on the Partner Portal website. You may also contact your HID Global Sales Representative for detailed information.

9. What new features are available with HID Global's new FARGO DTC5500LMX printer/laminator/encoder?

- Wasteless lamination
 - No carrier film or take-up core waste
 - Low cost-per-card lamination: advanced wasteless lamination technology results in low cost-per-card as it can substantially reduce high volume laminate materials costs by as much as 40%
- iON™ technology ("Instant On" rapid lamination heat-up in 45 seconds or less) means no more waiting for that first card
- Intelligent temperature control
 - Lamination unit heats up rapidly and maintains optimal operating temperature while simultaneously conserving energy
 - GreenCircle® Certified

- Every unit is Dual-side lamination capable (with One-Material or Two-Material options)
- Dual-side DTC printing is standard
- High-capacity, refillable ribbon drawers
- Dual-input card hopper (standard)
- Stylish yet robust aesthetic with the use of both metal and plastic
- Modular design to grow with future needs (WiFi® compatible and compatible with technology encoders such as iCLASS® SE, OMNIKEY® and Smart Chip Contact Station)

In addition, like all current FARGO DTC and HDP® printers, the DTC5500LMX includes our FARGO Workbench™ software and diagnostic utility for printer maintenance with Color Assist™ spot-color matching at no additional cost.

For a comprehensive list of all available features, please refer to the **DTC5500LMX Data Sheet** located within the **DTC5500LMX Launch Kit** on the Partner Portal.

10. What are the factory-only upgradeable options for the DTC5500LMX?

The following features are factory-only upgradeable options and must be selected with your initial printer order.

- Physical hardware locks for input/output hoppers, ribbon drawer, reject bin, and laminate lid
- Andon production status light
- Two-Material lamination hardware (One-Material lamination hardware is standard)

11. What are the field-upgradeable options for the DTC5500LMX?

The following features are field-upgradeable options and can be incorporated into the printer at any time.

- WiFi accessory
- Magnetic stripe encoders
- Contact smart card encoder
- Contactless smart card encoder

12. In which combinations I can purchase technology card encoders with the DTC5500LMX printer?

| Option | Need | Order |
|--------|--|--------------------------|
| 1 | <ul style="list-style-type: none"> • Encode (Read or Write) HID iCLASS SE, HID iCLASS, HID PROX and MIFARE/DESFire technology cards • Desire to encode (Write) HID PACS data to chip • Desire to have encoder be a TIP (Trusted | iCLASS SE Encoder (5127) |

| | | |
|---|--|--|
| | Identity Platform) endpoint in Secure Identity Ecosystem <ul style="list-style-type: none"> • Process HID PACS SIO (Secure Identity Object) data | |
| 2 | <ul style="list-style-type: none"> • Encode (Read or Write) contactless technology cards HID iCLASS, HID PROX and MIFARE/DESFire technology cards • Encode Contact cards | HID Prox, iCLASS, MIFARE/DESFire, and Contact Smart Card Encoder (OMNIKEY Cardman 5121 and 5125) |

13. Is Swift ID™ available with the DTC5500LMX?

No. Swift ID badging software is not available with the DTC5500LMX. However, The DTC5500LMX is compatible with Asure ID® card personalization software for badge design, database management and technology card encoding – as well as EasyLobby® Secure Visitor Management Solutions.

14. Is the DTC5500LMX Printer supported by the existing FARGO Printer SDK?

Yes.

15. What are “One-Material” and “Two-Material” options?

Unlike many traditional laminating printer products, the DTC5500LMX printing and lamination solution offers dual-side lamination as a standard feature and provides one- and two-material options for the unit in lieu of single- or dual-side hardware options. This can prove especially lucrative for your end-user customer if they desire dual-side lamination but only require a single material for both the front and back of their cards. When only a single lamination material will be used, this feature will allow for convenient dual-side lamination without the upfront investment in additional hardware.

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.

16. 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.

17. Will the overlaminate materials from the DTC5500LMX work in a DTC4500e lamination module?

No. The DTC5500LMX uses wasteless PolyGuard LMX laminates that are not compatible with traditional lamination modules such as those that are available with the DTC4500e.

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

PolyGuard LMX laminate is sold in rolls of 1000 patches.

19. What are Professional Select series ribbons and how do they benefit me?

For the purposes of protecting Professional Select category product-certified partners, HID Global has instituted a Professional Select series printer/ribbon strategy program. As only Professional Select product-certified partners can buy and sell Professional Select category printers AND their associated consumables (such as ribbons and laminates), the partner's ongoing consumables revenue stream is protected from non-certified competitive infiltration.

How it Works

For example, a non-Professional Select YMCKO ribbon that is sold through traditional HID Secure Issuance sales channels and is compatible with a DTC4500e will NOT be compatible with a DTC5500LMX. Only Professional Select ribbons and laminates will work in a Professional Select DTC5500LMX.

20. What happens if I put a non-Professional Select ribbon in a DTC5500LMX?

You will receive an error message ("Invalid Region Ribbon") and the printer will not operate.

21. Are the DTC5500LMX Professional Select ribbons compatible with the DTC4500e?

Yes. DTC5500LMX Professional Select ribbons can also be used in the DTC4500e. This is especially convenient for those partners that plan to sell both types of printers but only wish to stock one ribbon type.

22. Are fluorescent panel ribbons supported by the DTC5500LMX printer?

No.

23. Are half-panel ribbons available for the DTC5500LMX?

Yes. The DTC5500LMX does support economical half-panel ribbons.

24. Does the printer have a reject hopper?

Yes. The DTC5500LMX has a 100-card reject hopper.

25. Will the DTC5500LMX be FIPS-201 compliant?

We expect to obtain GSA FIPS-201 APL certification for the Card Printer Station Category for the DTC5500LMX within 2016. As additional details become available, this document will be updated to reflect the status of this certification.

26. Will the FARGO DTC5500LMX replace any current FARGO DTC printers?

No. The DTC5500LMX is part of a new FARGO Professional Select product series and offers features not available with other DTC printers such as wasteless lamination, iON™ technology (fast lamination heat-up), and intelligent temperature control. The DTC5500LMX is ideally suited for

medium-to-large organizations and high lamination volume projects. All other FARGO DTC printers will continue to be available.

27. Why is there a need for two different types of DTC laminating printer models (DTC5500LMX and DTC4500e) and which printer is best suited for which market?

The FARGO portfolio of direct-to-card printers are intended to meet the different needs of different Partners and for different markets. Few partners will actively promote and sell all available DTC models but will instead select the DTC printer model that will allow them to successfully complete in their targeted market(s) and grow their business. The following illustrates how different partners typically position the various models for different markets:

Emerging Markets

In emerging markets, project business may be best served with the DTC5500LMX whereas the DTC4500e is best suited for flow or daily business (non-project specific).

| | |
|---------------------------------------|------------|
| Emerging Market Project Business | DTC5500LMX |
| Emerging Market Flow / Daily Business | DTC4500e |

Mature Markets

In more mature markets, both DTC models may be considered for either project or flow business but in these less price-sensitive markets, the DTC5500LMX may be considered the better, more competitive choice – especially for those opportunities that are project-specific.

| | | |
|--|------------|------------------|
| Mature Market Project and/or Flow/Daily Business | DTC5500LMX | Better / Project |
| | DTC4500e | Good |

28. What is the MSRP for the DTC5500LMX?

- U.S. \$6,499 (USD) – One-Material (DTC5500LMX standard)
- U.S. \$7,499 (USD) – Two-Material (DTC5500LMX option)

Every unit is Dual-side lamination capable (with One-Material or Two-Material options)

29. When will the DTC5500LMX be commercially available?

The DTC5500LMX will be commercially available in March, 2016.

30. Does the DTC5500LMX ship with a User’s Guide?

Yes. An electronic User’s Guide is included on each DTC5500LMX installation CD. A printed Quick Start Guide will also accompany your printer.

31. What items are included with the base model printer/laminator/encoder?

- A convenient Quick Start Guide
- Driver installation CD (Includes Workbench™ - FARGO Printer software toolkit)
- Power supply and cords (US and EU)

- Warranty information sheet

32. What does the warranty cover?

- Printer/laminator – Three years including one year of free printer loaner support (U.S. only); optional Extended Warranty Program (U.S. only)
- Printhead – Three year warranty, unlimited pass with UltraCard

33. Do the color profiles of the DTC5500LMX Printer/Encoder match the color profiles of the existing DTC e-series printers?

Yes. To ensure color match, users are encouraged to use the Color Assist module within the Workbench utility software that comes with your DTC5500LMX printer.

34. What is a dual-input card hopper and what is it used for?

The DTC5500LMX dual-input card hopper is identical to that which is available with the DTC4500e. The purpose of a dual-input card hopper is to manage two different card types without having to physically change out hoppers. This is ideal for applications that utilize separate card types intermittently such as a badge printing for employees versus printing those for visitors. As an added benefit, the DTC5500LMX dual-input card hopper comes standard with your printer and has a 200-card capacity making it ideal for higher volume scenarios.

35. What card types does HID recommend for the DTC5500LMX printer?

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 for best results.

36. What are the main advantages of the DTC5500LMX over competitive DTC laminating printers?

The main advantages of the DTC5500LMX over competitive DTC laminating printers include:

- Cost-saving Wasteless lamination
- Rapid heat-up of lamination module
- Intelligent temperature control
- Energy conservation attributes (GreenCircle Certified)

For a complete competitive comparison, please refer to the ***DTC Printer Competitive Matrix*** located with the **DTC5500LMX Launch Kit** on the Partner Portal website.

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

- Single material or dual material lamination must be selected at time of purchase. End users will **NOT** be able to field upgrade from a single material laminator to a dual material laminator.
- Physical, mechanical locks for cards and consumables access.

38. 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