

FARGO[®] HDP8500LE

Card Laser Engraver FAQ



September, 2016

What is the FARGO[®] HDP8500LE Industrial Card Laser Engraver?

The new FARGO HDP8500LE Industrial Card Laser Engraver is a new module that integrates seamlessly with the HDP8500 Printer/Encoder and Laminator modules to introduce laser-engraved high security features onto ID cards. Complete HDP8500 card personalization can include superior High Definition Printing™ (HDP[®]), laser engraving, smart card encoding and custom holographic features.

What is laser engraving?

Laser engraving is a highly secure method of monochrome card personalization that etches features into the card body itself. This provides tamper proof and highly durable personalization, making forgery and manipulation virtually impossible. Attempts to alter engraved information will result in visually evident card damage.

What different types of laser engraving are possible with the FARGO HDP8500LE?

The HDP8500LE is capable of several different types of laser engraving.

- Subsurface laser engraving – markings are below the top surface of the card.
- Tactile effect laser engraving – marking goes into the card body and disrupts the top surface. The engraving can be felt as a raised area with your fingertip.
- Microtext laser engraving – a small font in which each character is defined at a size of less than 1 point, i.e., a height of less than about 0.3527 mm so as to be readable only with a loupe or magnifying glass.
- Changeable Laser Image (CLI) – created by engraving two images into the card at two different angles. This creates a morphing image on the card when viewed at different angles, similar to a holographic-type image. This requires a special card body with a lenticular area on the card to accept the laser engraving at the two different angles. Typically, CLI is tilted on the lateral axis, or short axis of the card.
- Multiple Laser Image (MLI) – created by engraving two images into the card at two different angles. This creates a morphing image on the card when viewed at different angles, similar to a holographic-type image. This requires a special card body with a lenticular area on the card to accept the laser engraving at the two different angles. Typically, MLI is tilted on the longitudinal axis, or long axis of the card.
- Ghost image laser engraving – a gray-scaled version of a full color photo image.

What type of laser is used in the FARGO HDP8500LE?

HDP8500LE laser is a 7W air-cooled DPSS(diode pumped solid state) infrared laser. The laser diode consists of three laser diodes. This means that even if one diode fails the unit can be re-calibrated and operation can continue.

Has there been any changes to the laser since its 2012 inclusion within the HDP8500LE module?

Yes. As of August 31, 2016, the laser has been redesigned to utilize less power while maintaining current performance and output standards. HDP8500LE units delivered BEFORE August 31, 2016, included a 12W air-cooled DPSS infrared laser with fifteen diodes. HDP8500LE units delivered AFTER August 31, 2016 include a 7W air-cooled DPSS infrared laser and require only three diodes to perform optimally. The change in wattage and number of diodes do not affect laser capability, resolution or speed. Laser engravings are equal in quality and characteristics to those produced by the previously available 12W laser. **Please note:** In order to sell the new HDP8500LE with the newly designed 7W laser, you will be required to attend a NEW Certified HDP8500LE training event even if you had been previously certified to sell the 12W module. Please see the last page of this FAQ for details regarding training requirements for new and current Industrial Series product-certified partners.

What is the resolution of the laser used in the FARGO HDP8500LE?

Resolution is up to 600 dpi.

Is the laser engraver safe to use in an office environment?

Yes. The laser has been certified as a Class 1 laser device that can be used in office environments. The FARGO HDP8500 also has safety certifications from UL and CE.

How do the HDP8500 and HDP8500LE differ from other printer/laser engraver systems?

The FARGO HDP8500 with the HDP8500LE is a high duty performance ID card issuance solution, geared to produce IDs continuously throughout long shifts, even in the most demanding environments. Several features differentiate the HDP8500LE system:

- Easy system integration with Asure ID[®] (software or SDK) utilizing single template methodology
- Industry-first 400-card input capacity with dual 200-card input hoppers
- Industry-first multi-station card cleaning rollers
- Industry-leading warranty: printer – 3 years; engraver – 2 years
- Faster, more flexible print modes and higher card throughput speeds in the performance print mode
- Secure enclosure of ribbon, film, input hopper cards, output hopper cards and rejected cards via physical locks
- Metal cabinetry
- Secure operator PIN access via the touch screen display lock out for authorized printer operators
- Secure data transmission with AES 256 bit encryption of printer data
- Resin erase feature to eliminate user data from used ribbon spools
- HID Global's Trusted Identity Platform (TIP[®]) provides security at the point of issuance, allowing secure print job authorization
- Ability to physically secure the printer to a counter or work surface
- Lower cost per card with half-panel color ribbon offerings
- High durability consumables offerings
- Industry-first 3.5" graphical touch screen display for ease of operation
- Open, easily accessible card path
- Dual-sided printing is standard
- Optional factory-installed ISO card flattening mechanism
- Optional factory-installed camera vision system

Can a current FARGO HDP8500 printer in the field be upgraded with the HDP8500LE laser engraver module?

Yes. Any installed HDP8500 printer can be upgraded with a HDP8500LE module. Printer firmware and driver updates will be required.

What is the camera vision system on the FARGO HDP8500LE?

The HDP8500LE has an optional camera vision system that can target on a printed feature rather than the card edge. This ensures the most accurate placement and registration between the printed features and the laser engraved features.

What is the standard lead time for a FARGO HDP8500LE Industrial Card Laser Engraver?

The lead time for HDP8500LE module is approximately 12 weeks.

Can the FARGO HDP8500LE be used without the HDP8500 printer?

No. The HDP8500 printer must always be used with the HDP8500LE module. However, if only laser engraving personalization is needed, the printing can be disabled. The printer section is used for the card input and card encoding sections, moving the card through the printing area and into the laser engraver module.

What is the expected useable life of the laser diode?

The expected life of the laser diode is based on usage hours where the laser is actively engraving. It is rated for 10,000 hours of usage. At an average on-time of 30 seconds per card, this equates to 1.2 million cards.

Does the FARGO SDK support the HDP8500LE?

Yes. The HDP8500LE is supported with the latest version of SDK.

What is the MSRP of the HDP8500LE laser engraving module?

The price list is available on www.partnerportal.hidglobal.com

- U.S. \$69,995 (USD) – laser module
- U.S. \$74,995 (USD) – laser module with camera vision system

What is the warranty of the laser engraver?

- Laser module: Two-year warranty
- Laser diode: 100% coverage for failures up to 5000 hrs, 50% coverage for failures between 5000 to 10,000 hrs and at 25% coverage for failures between 10,000 to 15,000 hrs.

What types of cards does HID recommend for the HDP8500LE?

The HDP8500LE is best utilized with polycarbonate (PC) cards. PET, ABS and laserable PVC are other options as well. Please note: Standard PVC cards are not recommended for use with the HDP8500LE.

What is the best way to set up communication to the HDP8500LE?

An Ethernet connection must be used to connect to the HDP8500LE.

Does the HDP8500LE come with a User's Guide?

Yes. An electronic User's Guide is included on the informational CD in the HDP8500LE supply pack.

What technical support does HID Global offer for the FARGO HDP8500LE?

HID will offer software updates and support material for the HDP8500 at www.hidglobal.com/support

How do I contact 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

What items are included with the HDP8500LE packaging?

- An informational CD with electronic quick start guide and User's Guide
- A printed sample card and three blank polycarbonate cards
- Power supply cords (US and EU)
- Warranty information sheet

Does HID Global offer an HDP8500LE demonstration unit purchase program?

No additional discounts are offered for the purchase of a demonstration unit of the HDP8500LE modules. HID will work together with Industrial Series product-certified partners to support product demonstrations. Please [speak to your regional sales account manager](#) for more information.

How will HID Global distribute the FARGO HDP8500LE Industrial Card Laser Engraver?

- In all regions of the world, HID will distribute through our Industrial Series systems integrators who have a depth of experience and success in government and service bureau markets, including selling and supporting hardware systems in those applications.
- Industrial Series product-certified partners must attend a Certified HDP8500LE training event once an initial HDP8500LE product sale is made.
- If you attended a Certified HDP8500LE training event for 12W laser units that were delivered before August 31, 2016, and are seeking to purchase additional HDP8500LE units that will be delivered AFTER August 31, 2016, that will include the new 7W laser, you will be required to attend a NEW Certified HDP8500LE Webinar-based training update event. This Webinar-based training update will provide you with a thorough understanding of the recent laser design changes as they pertain to safe operation and servicing of the new HDP8500LE units. You will be contacted by HID Global with details on how and when to attend this Webinar training update event upon an initial sale of the new HDP8500LE that includes the 7W laser.
- Industrial Series product-certified partners must not advertise pricing/adhere to the No Advertised Price Policy (NAPP).

What type of training do you offer for the HDP8500LE?

- Standard HDP8500LE training is held in conjunction with other FARGO Industrial Series HDP8500 printer trainings. This standard training mainly consists of pre-sales tools and demonstration usage type training - it is not a detailed service training.
- Certified Training for the HDP8500LE – New Industrial Series product-certified partners will include detailed service and safety training. For new Industrial Series product-certified partners, Certified Training will be scheduled directly with you to be held at an HID office site once an initial HDP8500LE unit has been sold. This training may be able to be arranged at a partner or customer site for a fee.
- Certified Training for the HDP8500LE – Current Industrial Series product-certified Partners: If you attended a Certified HDP8500LE training event for 12W laser units that were delivered before August 31, 2016, and are seeking to purchase additional HDP8500LE units that will be delivered AFTER August 31, 2016, that will include the new 7W laser, you will be required to attend a NEW Certified HDP8500LE Webinar-based training update event. This Webinar-based training update will provide you with a thorough understanding of the recent laser design changes as they pertain to safe operation and servicing of the new HDP8500LE units. You will be contacted by HID Global with details on how and when to attend this Webinar training update event upon an initial sale of the new HDP8500LE that includes the 7W laser.