HID Fargo HDP5000 & HDP5600 Troubleshooting Guide

Contents

Introduction

This guide will go through various common error messages and issues with the HID Fargo HDP5000 ID Card Printer. Please use this guide to troubleshoot, diagnose and resolve issues you might experience with the printer.

Printing Preferences

Throughout this manual you will be required to **Navigate to the** "**Printing Preferences**", in the printer driver.
To access the "Printing Preferences", depending on the version of Windows you are working on, open the windows "Control Panel" and go to the "Devices and Printers" or "Printers and Faxes".
If you are unsure how to do this, please contact your I.T department.

On Windows 10 for example at the time of writing, to access the "Devices and Printers"

1. Click the Windows Start icon, type "Printers" and go to the "Devices and Printers".
2. Right click on the "HDP5000 Card Printer" and select "Printer Properties".
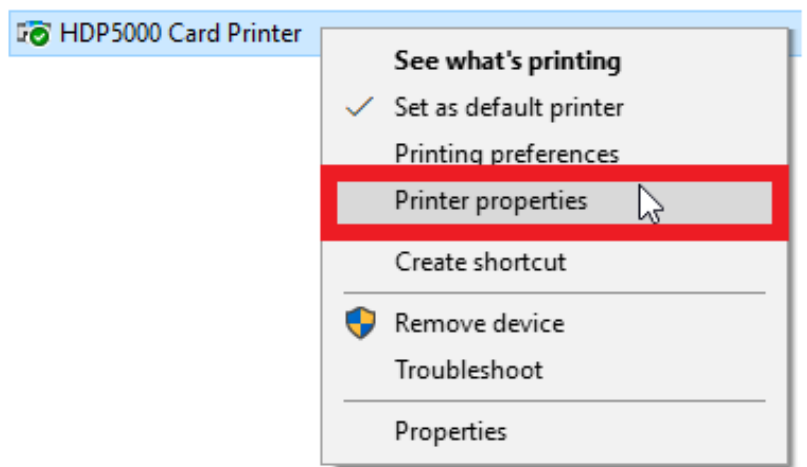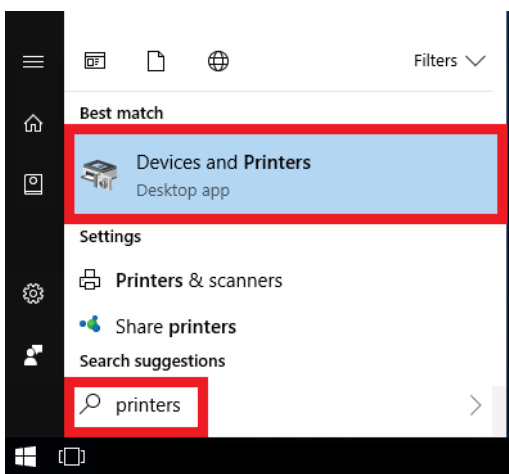
Warnings and Pop up messages

The printer will display warnings and error messages to you when there is an issue, for example:
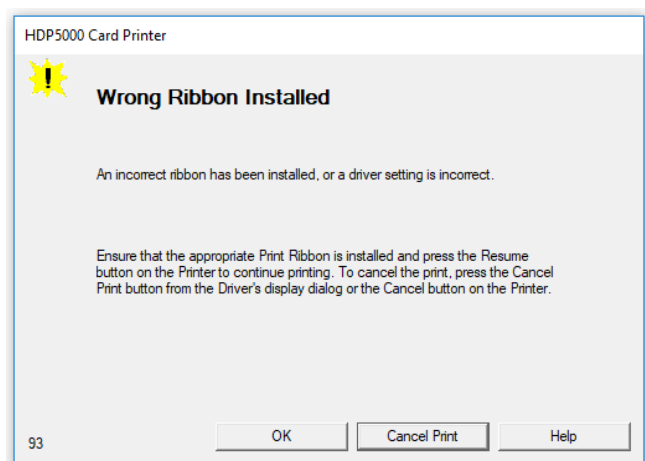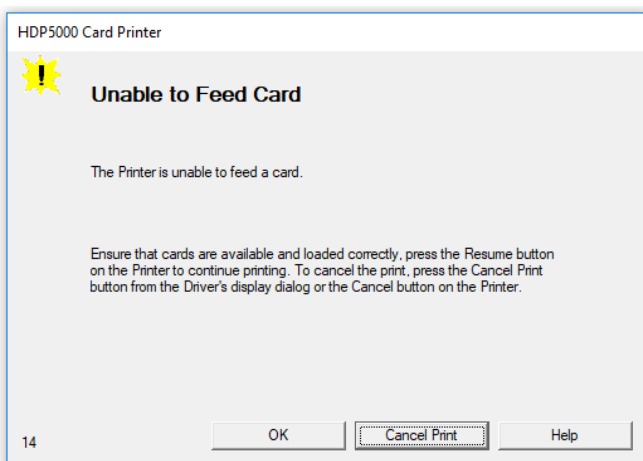
If you are not receiving error messages that pop up when the printer is reporting a problem, you do not have full permissions to manage the printer.

For troubleshooting and changing any printer settings, you must have permission to manage the printer.
To allow permissions, an administrator will need to login on the PC. (See next page for instructions)

Permissions and Printer Management

To allow a user full access to control, manage and adjust printer settings if they are not a Windows Administrator, the printer driver security settings must be adjusted to allow permissions.

Instructions for administrator:

1. Login on the PC connected to the card printer with an administrator account.
2. Click the Windows Start icon, type "Printers" and go to the "Devices and Printers".
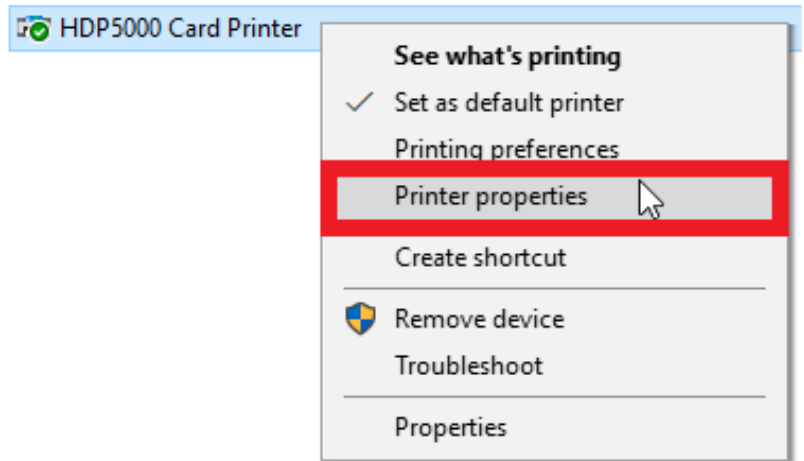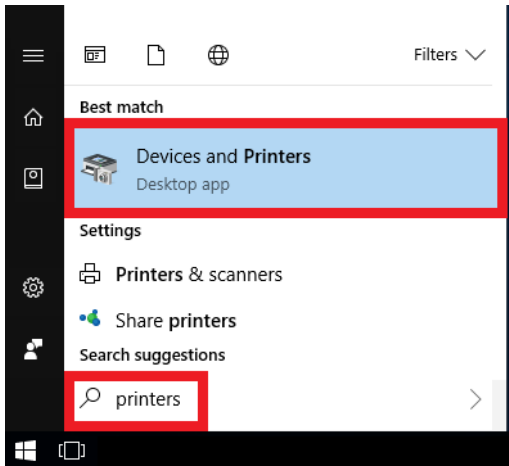3. Right click on the "HDP5000 Card Printer" and select "Printer Properties".

4. Click on the "Security" tab at the top of the "Printer Properties" window.
    (The top pane is the list of users; the bottom is their permissions for the printer).
5. For every user in the top pane, click the 3 "Allow" radio buttons in the bottom pane.

Note: This must be done for all users in the list, ensure each user listed has all 3 permissions "Allow" boxes ticked.

6.   Click "Apply" and "OK"

If the "allow" boxes are greyed out, you are not currently logged in with an administrator account.
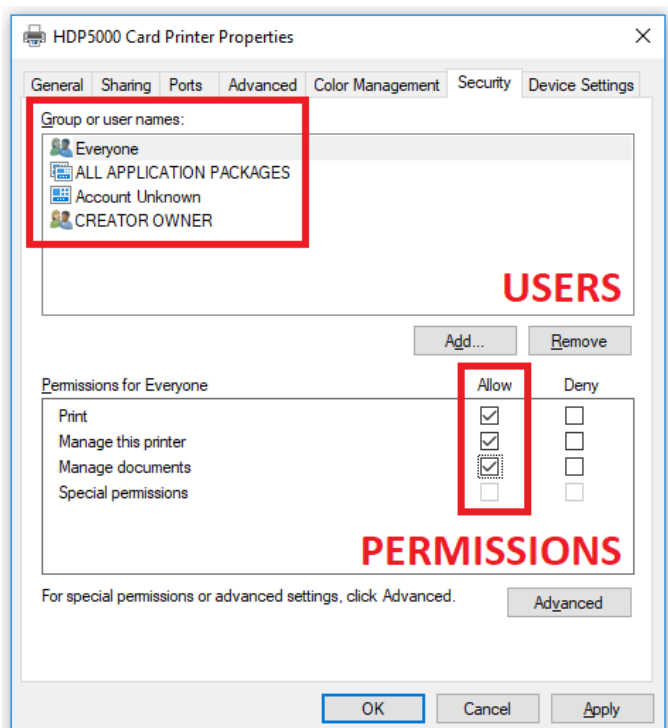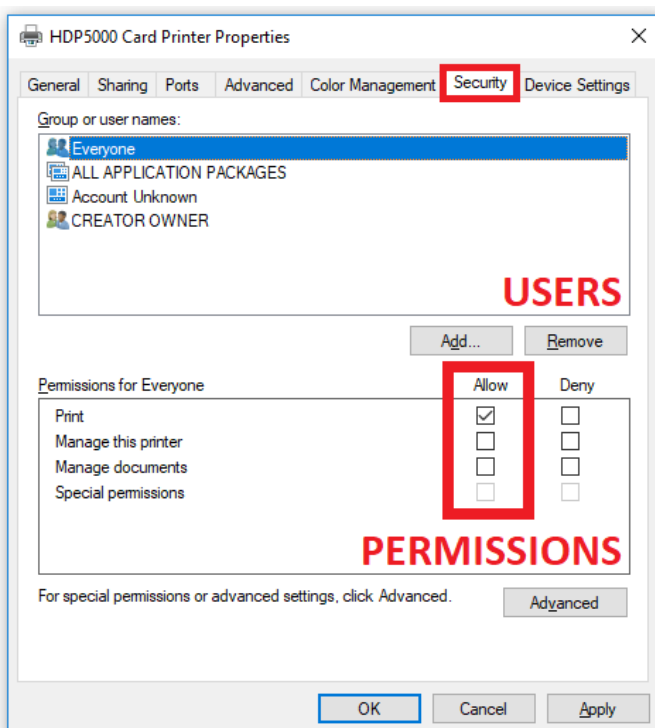
Print Queue and Cancelling Print Jobs

To communicate with the printer for troubleshooting, the printer needs to be "Ready".
If there are print jobs pending in the printer queue, you will not be able to access the printer advanced settings.

When troubleshooting problems such as Card Jam, Check Ribbon, Check Film etc:

Start by cancelling any print jobs in the print queue. To do this, navigate to the windows "Devices and Printers".

1. Click the Windows "Start" icon and type "Printers".
2. Click on "Devices and Printers"
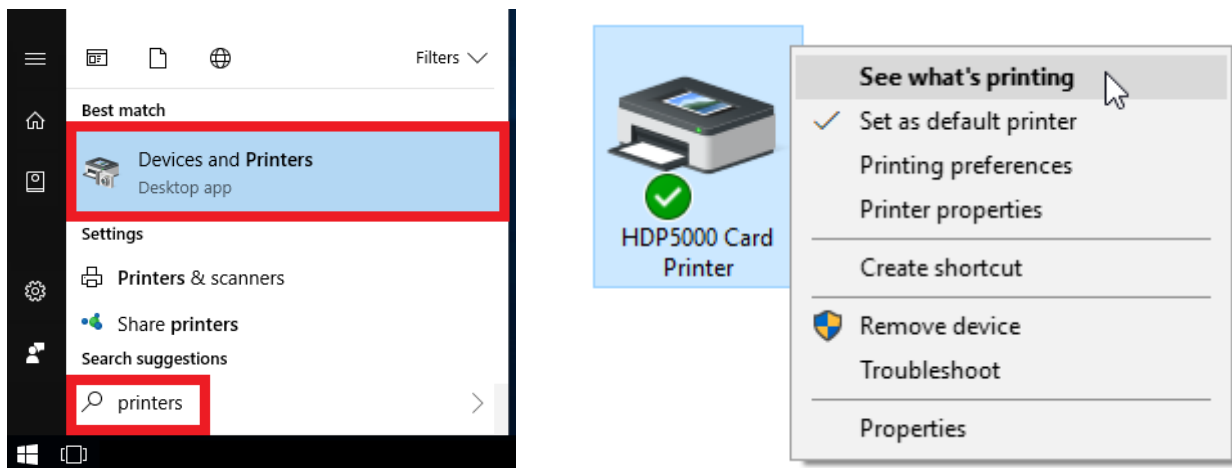3. Double click on the "HDP5000 Card Printer" or Right Click and select "See what's printing".

4. Cancel any jobs in the queue.

You can either click "Printer" and "Cancel all documents", or right click on print jobs one by one and click "Cancel".
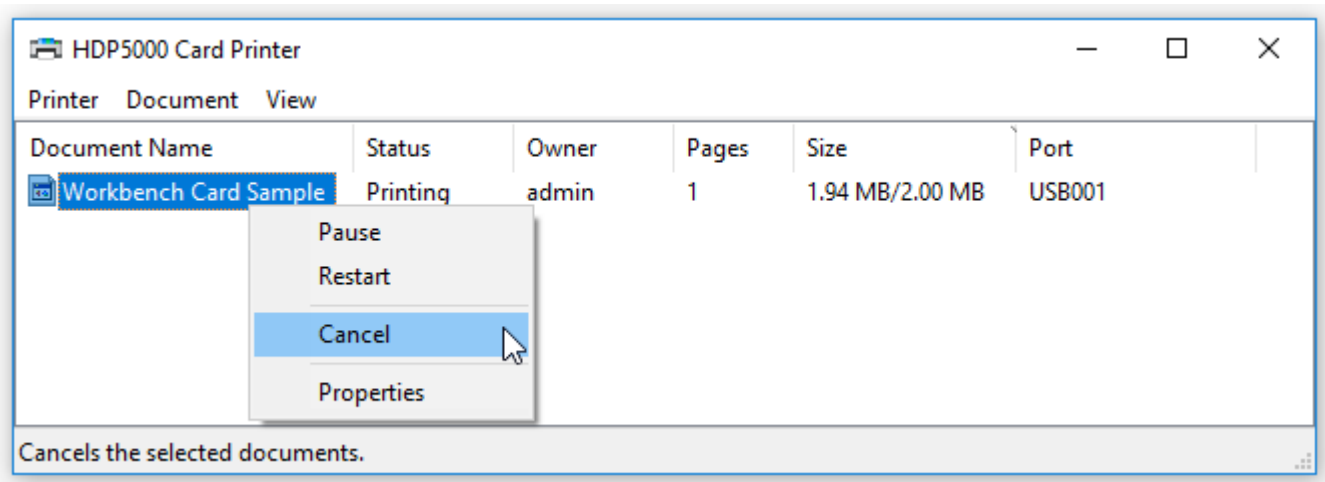
Once you have cancelled the print jobs restart the printer.

Restart the printer power

Unplug the printer power cable from the back of the printer, wait 5 seconds and reconnect the power.

This will cancel the current job, clear any jobs that are stuck in the queue, eject any cards that may be in the middle of printing, reset the printhead and thermal transfer arm to their home positions and perform a quick self-test to ensure the printer is operational. The printer display should return to "Ready".

Printer Driver and Firmware upgrade procedure

This guide will show you how to update your HDP5000 ID Card Printer to the latest version of printer driver and firmware. You will be required to download 3 files, please save them to your desktop for easy access.

Check printer driver version.

1. Click 'Start' or click on the Windows 'Orb' (depending on your version of Windows)
2. Then go to 'Printers and Faxes' or 'Devices and Printers'
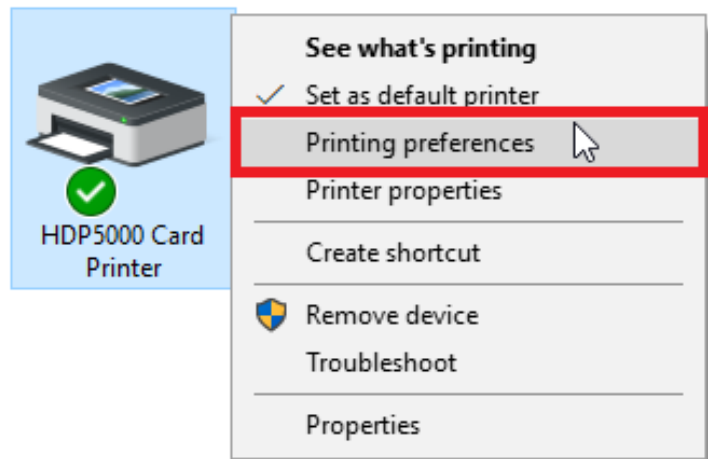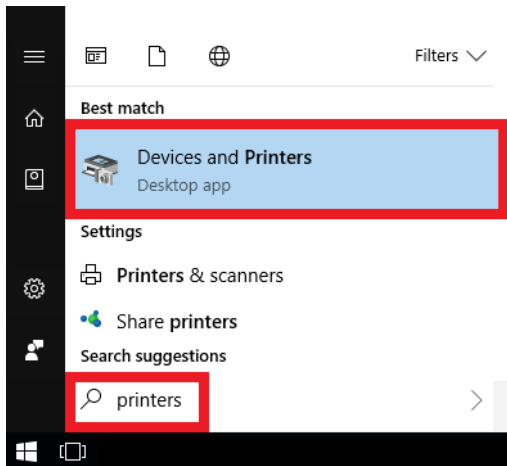
3. Right click on "HDP5000 Card Printer" and select "Printing Preferences".
4. Click on "About" – this will show you what version of the printer driver is installed.
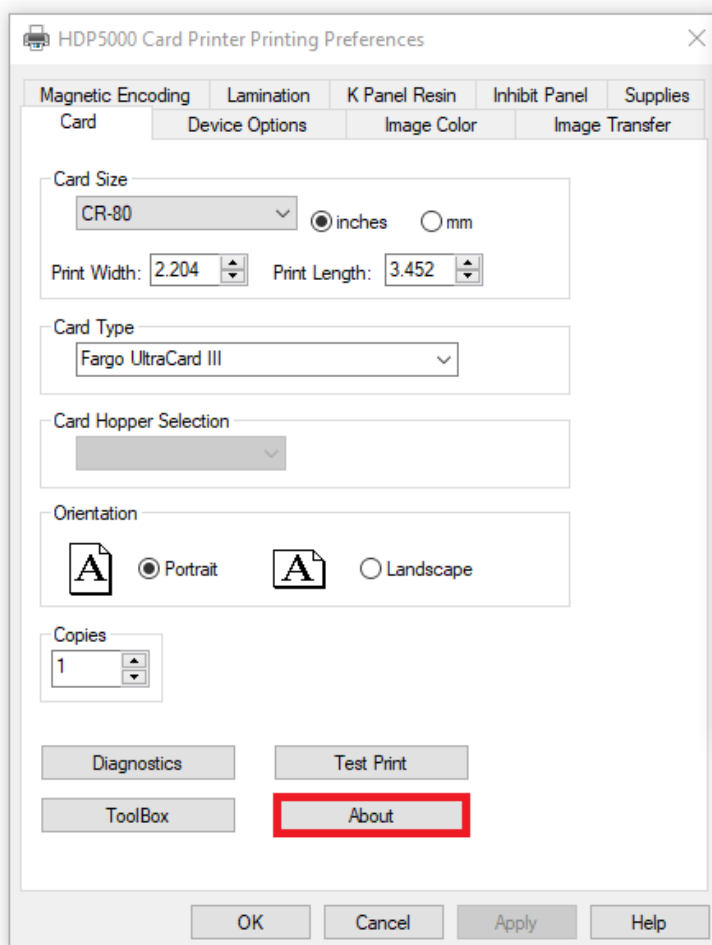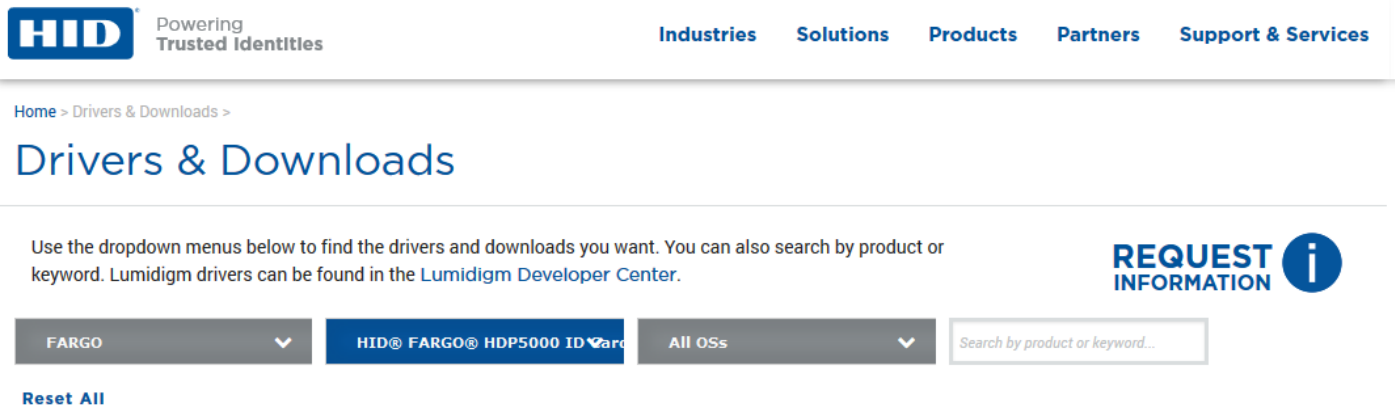
Check for the latest version of driver and firmware
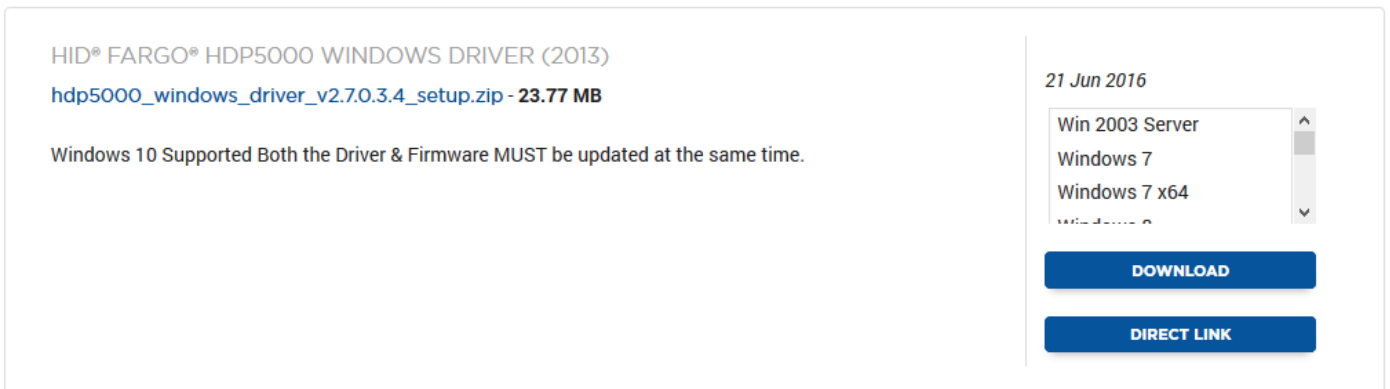
Check the HID Global Drivers website for the latest version of printer driver and firmware:
https://www.hidglobal.com/drivers

Choose "Fargo" and then "HDP5000" or "HDP5600" (depending on your model) from the second drop down list.
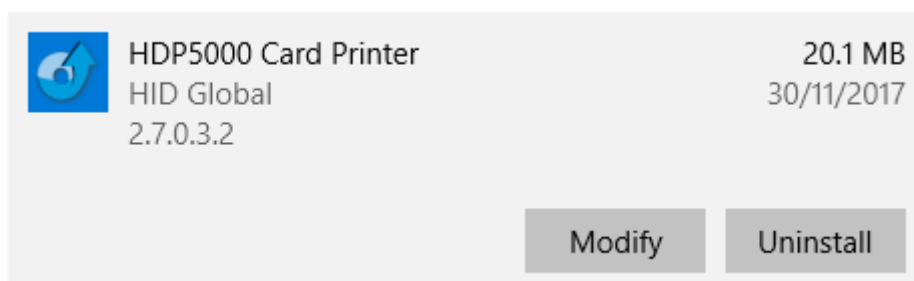
You will need the download the printer driver, Fargo Workbench and the printer firmware.

Upgrading the printer driver

Attention: Before you start, unplug the printers USB cable.

1. Click the windows "START" button / icon
2. Type "Programs" and choose "Add or Remove Programs"
3. Find 'HDP5000 Card printer' in the list
4. Click on the HDP5000 Card Printer and then click "Uninstall".

5. Follow the steps and completely remove the HDP5000 Card Printer.
6. **Restart Your computer.**
7. Install the latest driver.

Only plug in the printer USB cable when the driver installation wizard asks you to.

Upgrading the printer firmware

From the HID Global drivers website: https://www.hidglobal.com/drivers
Download Fargo Workbench and the latest printer Firmware:

8. Install and run Fargo Workbench
9. Unzip the Firmware file to an easy to navigate to location, e.g. the PC desktop.
10. In Fargo Workbench; Choose the printer from the drop down list (top right)
11. Click the "Select Firmware File" button (bottom right)
12. Click "Begin Updating Firmware".
13. Firmware update will take approximately 8 minutes.

Note: Do not unplug the printer during the firmware upgrade.
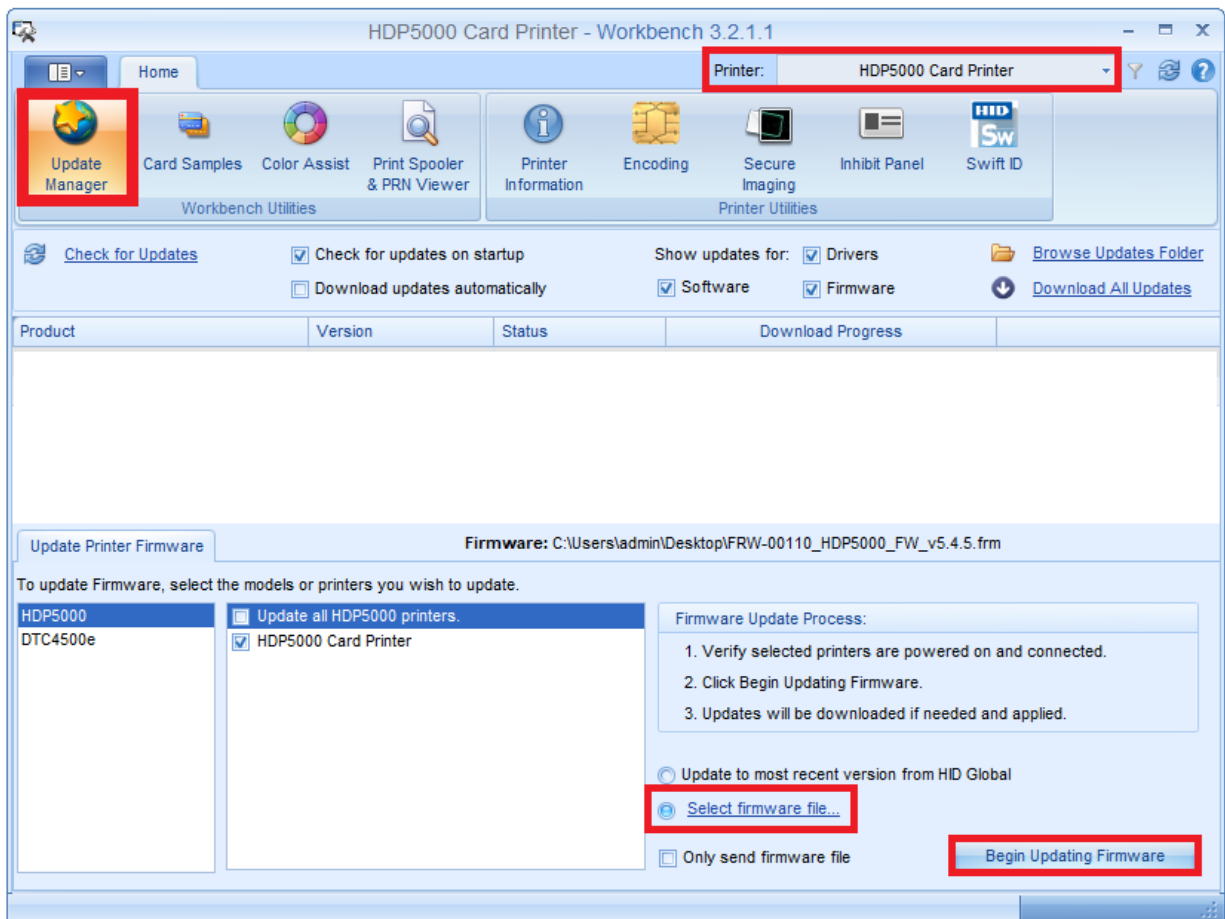
Resolving "Card Jam"

A card jam can be caused by a number of reasons, the most common is 2 cards are "stuck" together and the printer has feed 2 cards instead of 1.

1. Restart the printer. Unplug the power cord, wait 5 seconds and reconnect it. The printer will eject the cards.
   Note: If restarting the printer did not eject the jammed card/s:
2. Open the printer front cover.
3. Remove the ribbon and film cartridges.
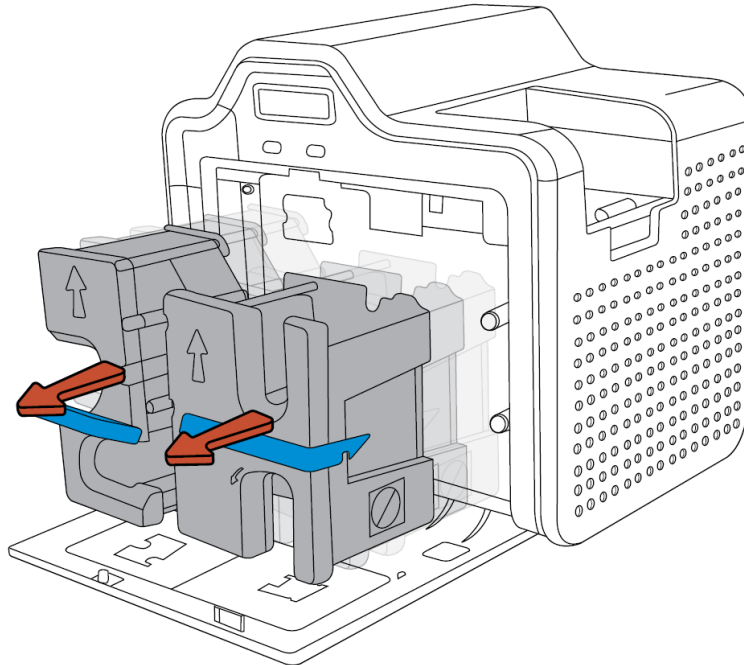
Important: When the HDP5000 front cover is open, the 2 buttons become "Forward" and "Back" buttons. These are used to make all of the printer card path rollers turn either Forward or Backwards.

4. Lean the printer back and inspect the area above where the ribbon and film are normally loaded.
5. If you can see a jammed card, press and hold the "Forward" button and gently try to guide the card out with a thumb or finger towards the exit side of the printer (left).

6. Once the cards are removed from the printer, reinstall the ribbon and film cartridges and restart the printer.

If you are unable to eject the jammed card/s from the printer, contact Unicard support.
Email support@unicard.com.au to create a case in the Unicard support ticket case management system.

Prevent cards from getting stuck together before loading cards, ensure the cards are properly separated.

Warning: Never touch the printing face surfaces of the cards.
To avoid contamination, use the supplied cotton gloves to handle cards at all times.

To separate or fan the card, hold the cards to be loaded by the sides.
Hold the cards vertically against a flat, clean surface such as a desktop.
If the deck is too thick for your hand to hold comfortably, use about half a deck at a time.
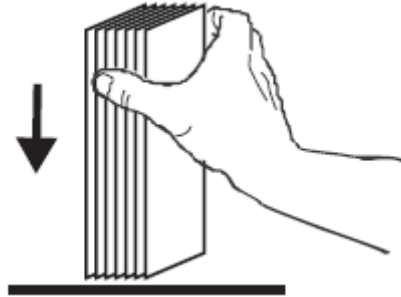
Push the stack back and forth to an angle of about 45 from vertical, so as to separate all of the cards.
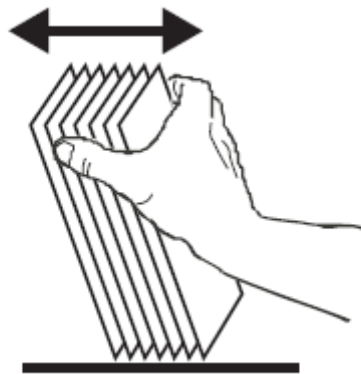
Note: Static charges and edge burrs from the die-cutting process can render individual cards stuck together with significant adhesion force. These cards MUST BE physically separated from each other before inserting into the feeder; if not separated, feeding or printer jams may occur.

Replacing the HDP5000 card printer transfer film

Replace the Film when the card printer displays **"Film Out"** on the LCD screen.

The Film is the left-hand cartridge. The Film spools are GREEN and YELLOW for easy identification and installation.

Remove Left / Film Cartridge
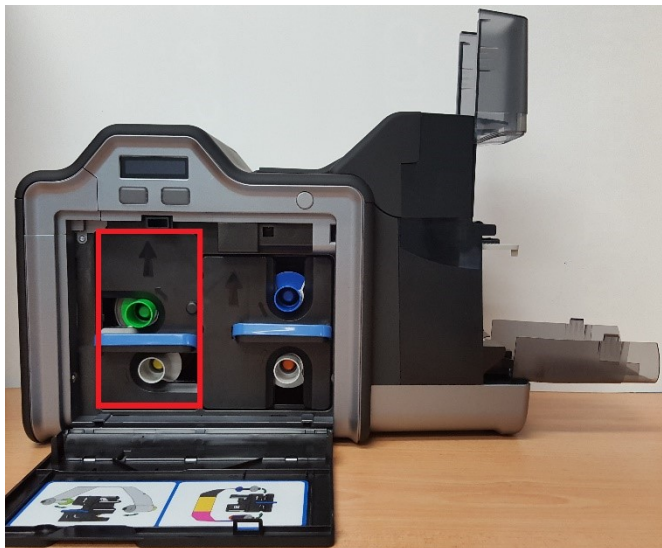
Replace Film (Spools are colour coded)
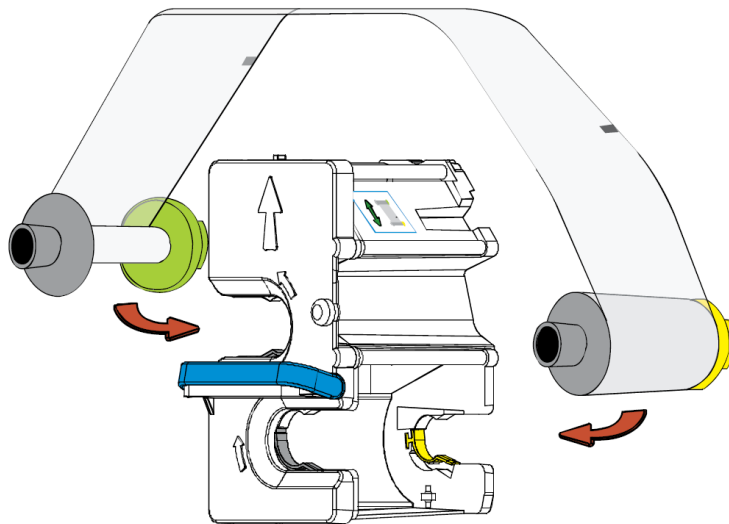
Tighten the film
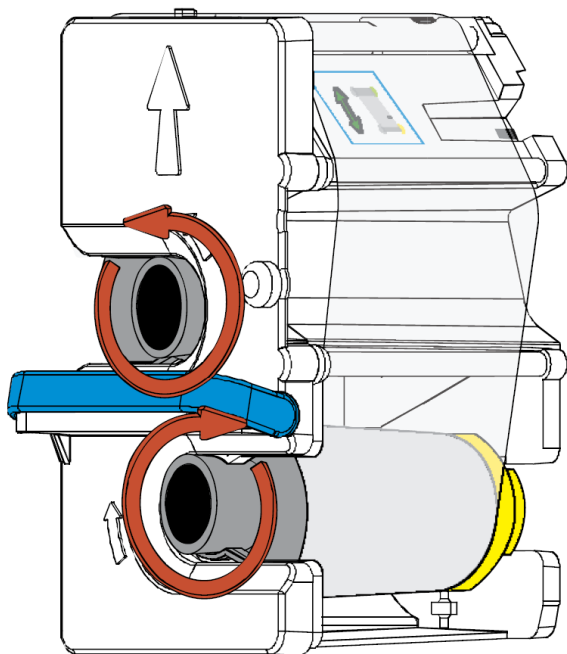
Re-install Film cartridge into the printer
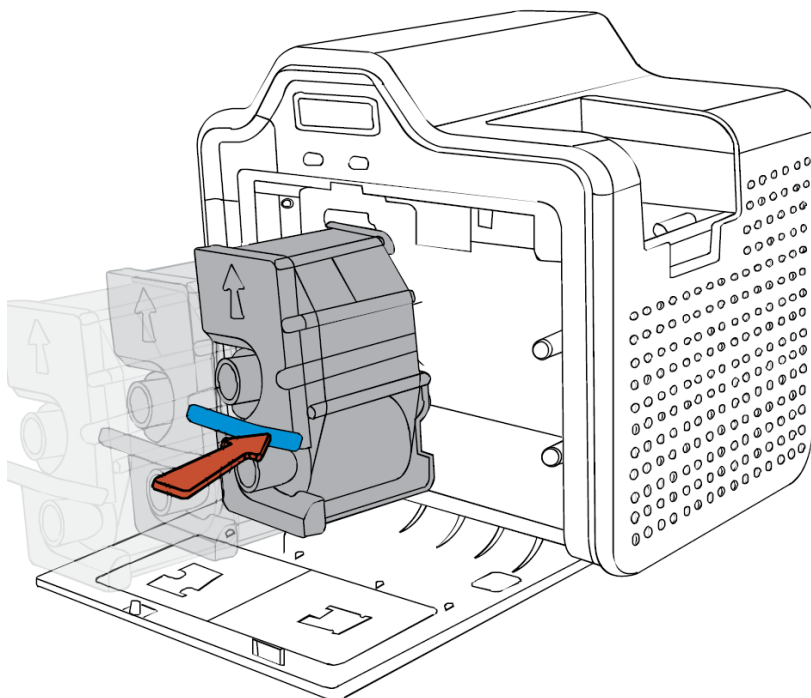
Replacing the HDP5000 colour ribbon

Replace the colour ribbon when the card printer displays "**Ribbon Out**" on the LCD screen.

Ribbon is the right-hand cartridge. The ribbon spools are **BLUE** and **ORANGE** for easy identification and installation.

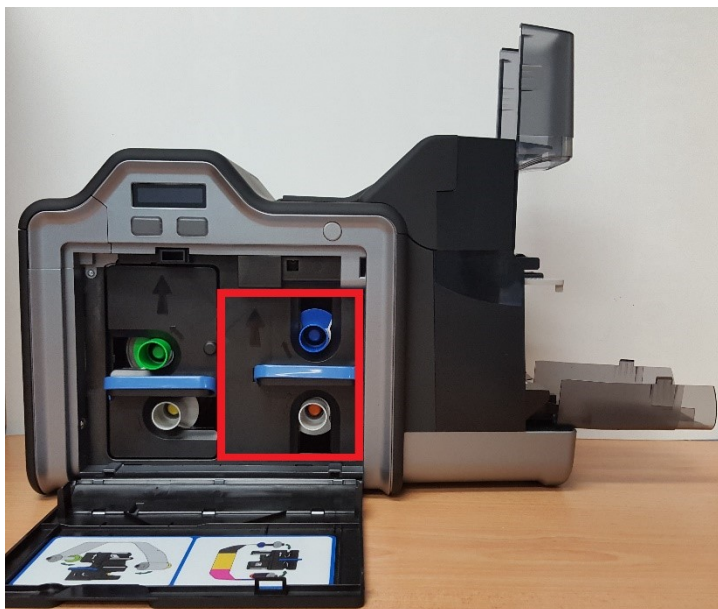**Remove Right / Ribbon Cartridge**

Replace Ribbon (Spools are colour coded)
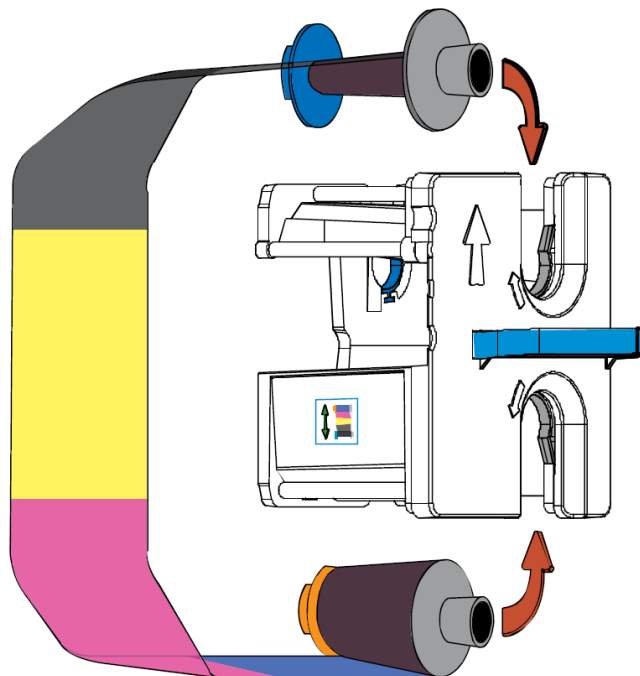
Tighten the ribbon spools
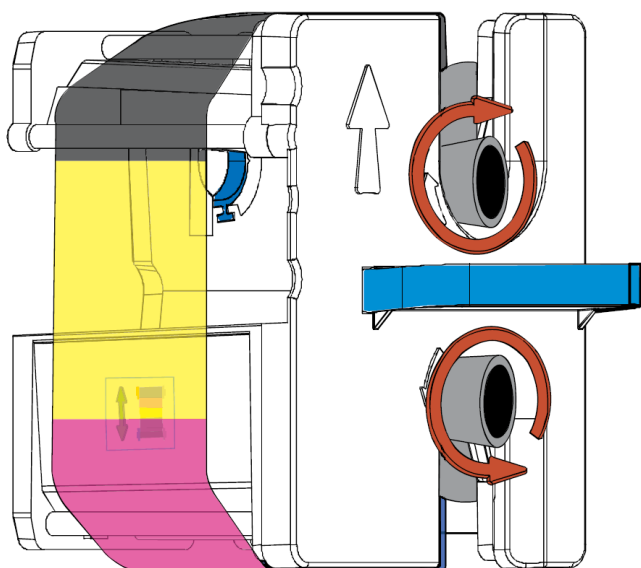
Re-install Ribbon cartridge into printer
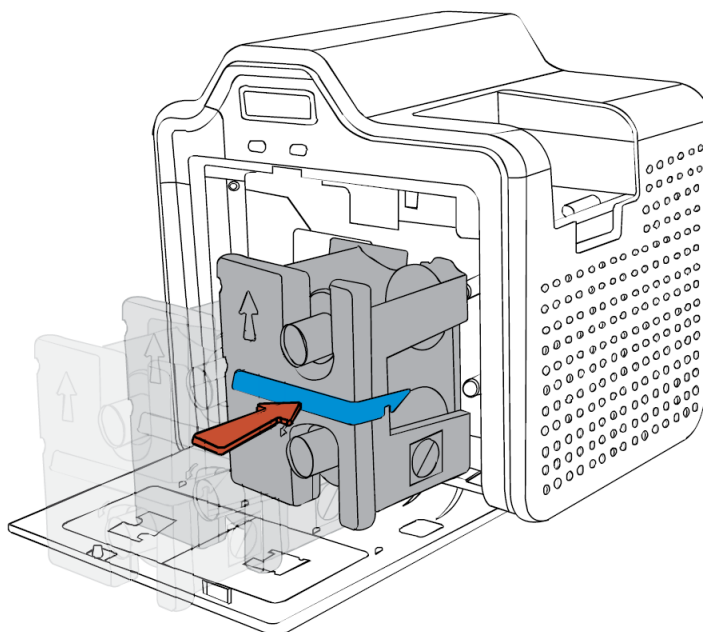
Resolving image issues

This guide will outline how to resolve print quality issues with the HDP5000 Card Printer.

If the printed card has a white gap at the leading edge of the card:

1. Click 'Start' or click on the Windows 'Orb' (depending on your version of Windows)
2. Navigate to 'Printers and Faxes' or 'Devices and Printers'
3. Right click on "HDP5000 Card Printer" - select "**Printing Preferences**"
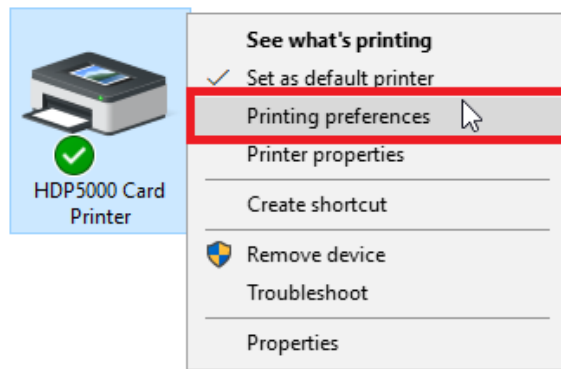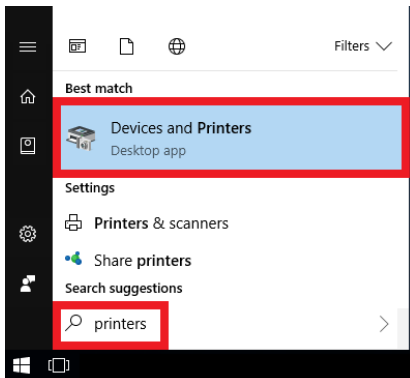
4. Click the "Toolbox" button - go to the "Advanced Settings" tab.
   Warning: Do not change any settings other than those instructed by a Unicard Technician.
5. In the list, find the setting "Transfer TOF"
6. To move the image towards the leading edge of the card – **DECREASE** the setting by 10 (example above, -17 was **decreased** to -27)
7. Print a card and adjust in increments of 5 until the printed image is correct.
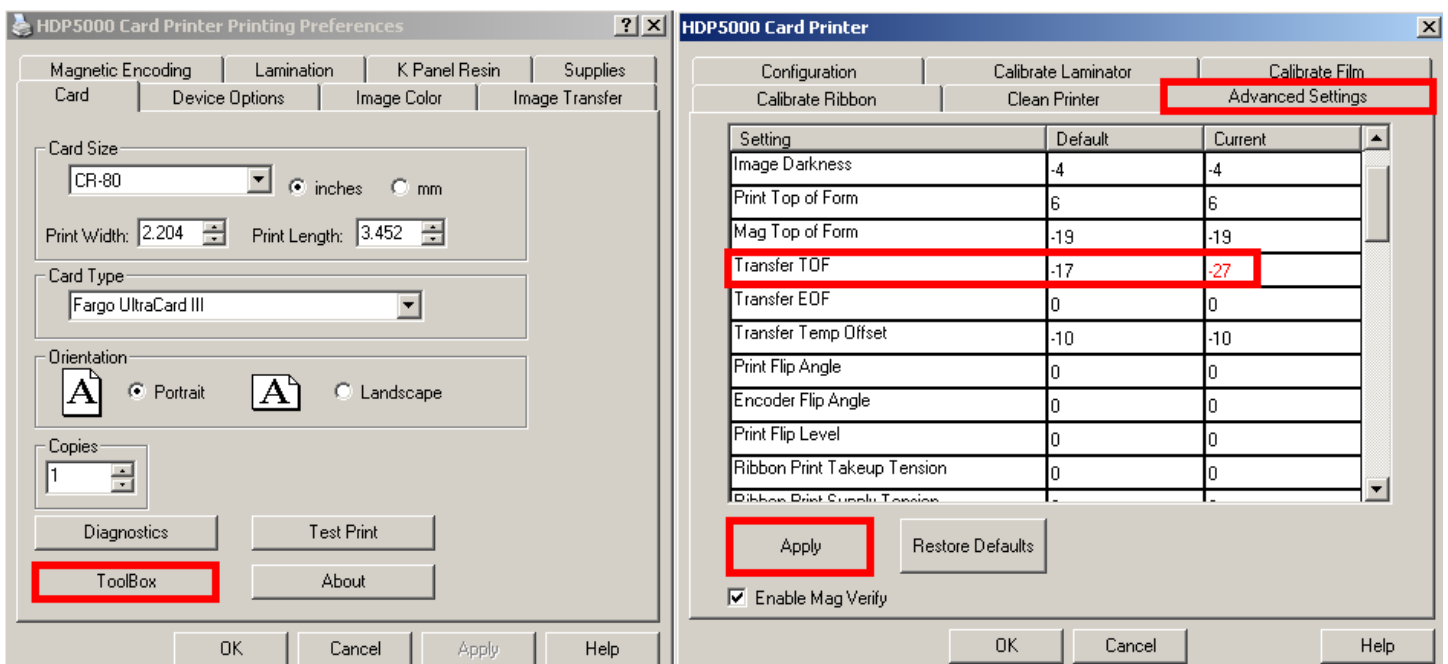
If the printed card has a white gap at the trailing edge of the card :
(**Note**: A white gap will appear on the end of the card when upgrading from Firmware lower than 5.*.*).

1. On your computer click 'Start' or click on the Windows 'Orb' (depending on your version of Windows).
2. Go to 'Printers and Faxes' or 'Devices and Printers'
3. Right click on "HDP5000 Card Printer" - select "**Printing Preferences**"
4. Click the "Toolbox" button - go to the "Advanced Settings" tab.

   Warning: Do not change any settings other than those instructed by a Unicard Technician.

5. In the list, Find and increase the setting "**Transfer EOF**" to 60.
6. Next, find the setting "**Transfer Image Length**"
7. To move the image towards the trailing edge of the card – **INCREASE** the setting by 10 (example above, 0 was **increased** to 10).
8. Print a card and adjust the "Transfer EOF" setting in increments of 2 until the printed image is correct. **(Note: Max setting 20)**
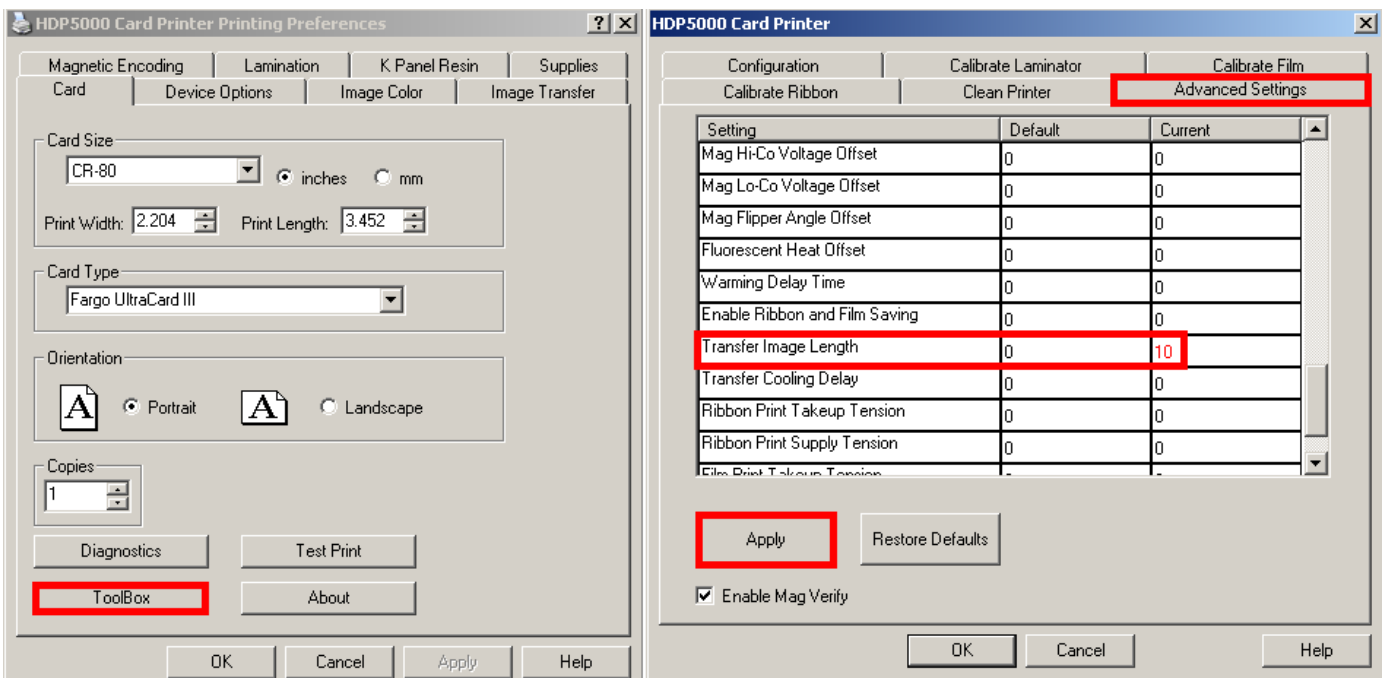
If this does not resolve the image quality issue, please contact Unicard support.
Email support@unicard.com.au to create a case in the Unicard support ticket case management system.

Resolving the "Wrong Ribbon" error message

This issue is normally caused when the user logged in on the PC does not have administrator privileges or permission to manage the printer. Please see the page "**Permissions**" first to confirm.

Start by cancelling any print jobs on the computer or on the printer and make sure the printer is Ready.
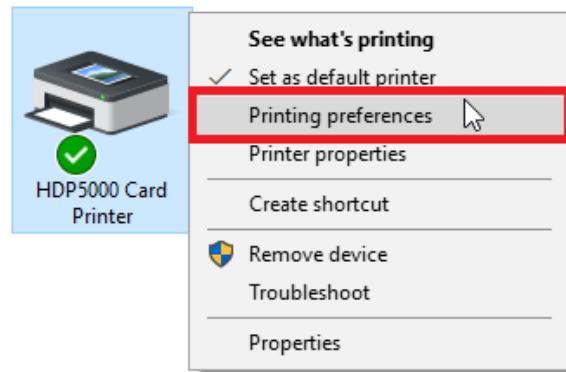
1. Click 'Start' or click on the Windows 'Orb' (depending on your version of Windows)
2. Navigate to 'Printers and Faxes' or 'Devices and Printers'
3. Right click on "HDP5000 Card Printer" - select "Printing Preferences"
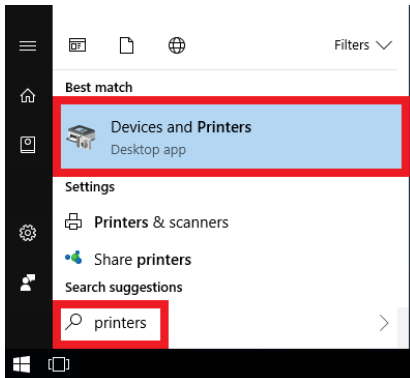
4. Go to the "Device Options" tab
5. If the "Automatically detect the installed ribbon for each print job" box is unticked, after getting an administrator to give you permission to manage the printer, tick the box and click "Apply" and "OK".

If you urgently need to print and cannot wait for an administrator, you will need to manually select your ribbon from the "Ribbon Type" box below it. Then click "Apply" and "OK"
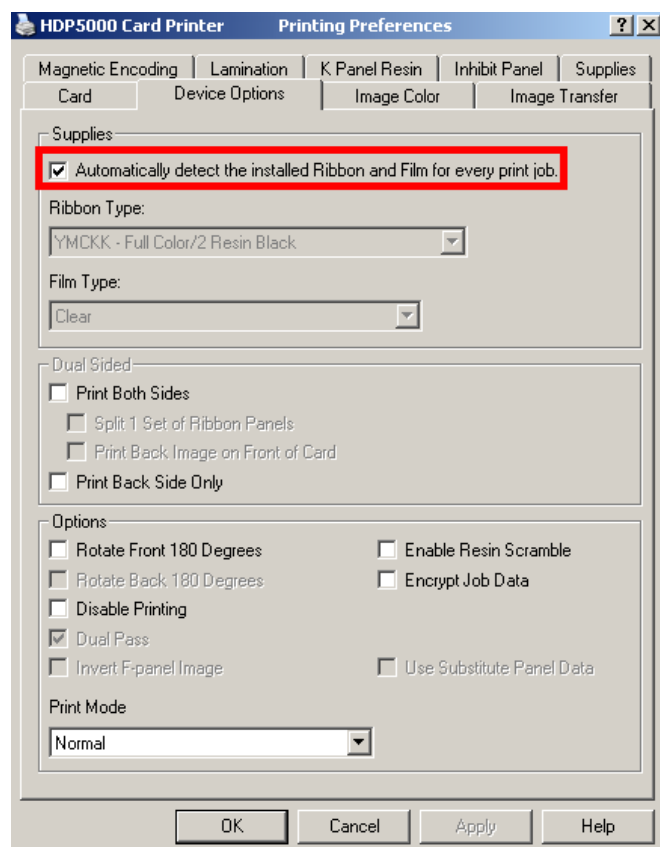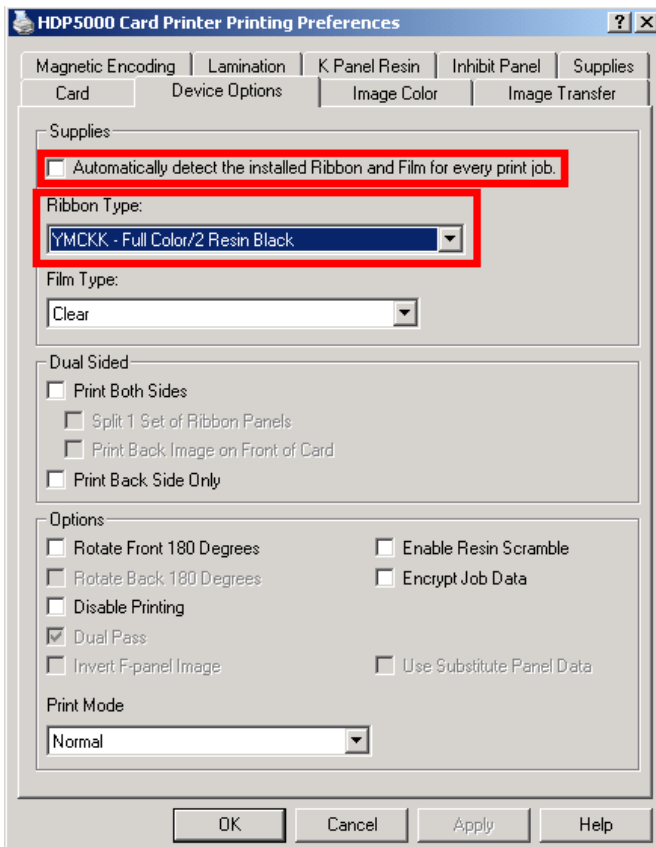
Close the program you use to print ID cards; re-open it and the printer will now have the correct ribbon selected.

Resolving the "Check Film" error message

The error message "Check Film" occurs when the printer can not line up the film alignment markers (small black marks on the edge of the film) with the alignment sensors in the printer film path.

1. Inspect the film cartridge – Remove the film from the printer
2. Try turning the green and yellow film spools by hand. They should spin freely in the cartridge.
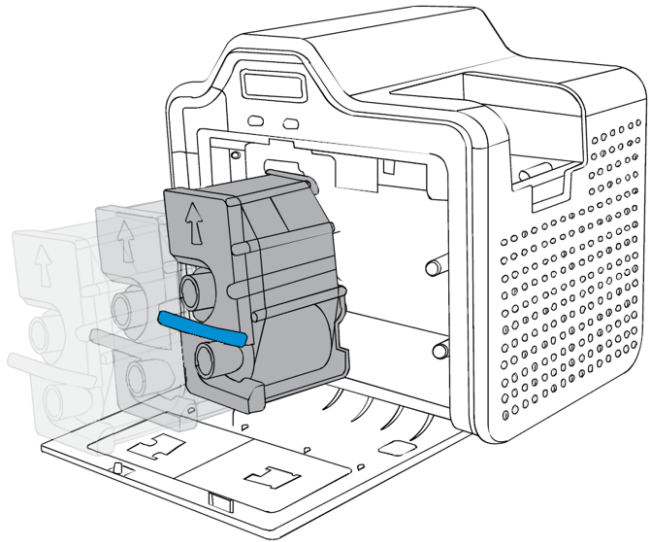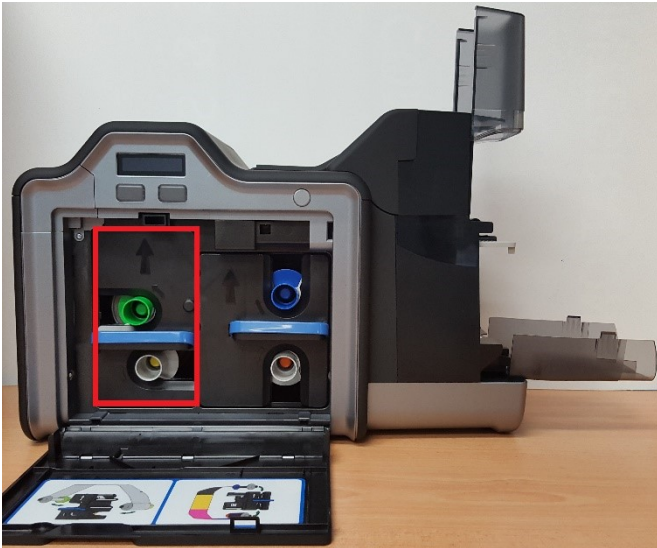
3. If the film feels tight and hard to turn, remove the film from the cartridge and stand the spools on a hard flat surface such as a solid desk.
4. Press down firmly on the spools one by one. The flanges sometimes separate from the grey spool core and cause the film to become tight in the film cartridge.
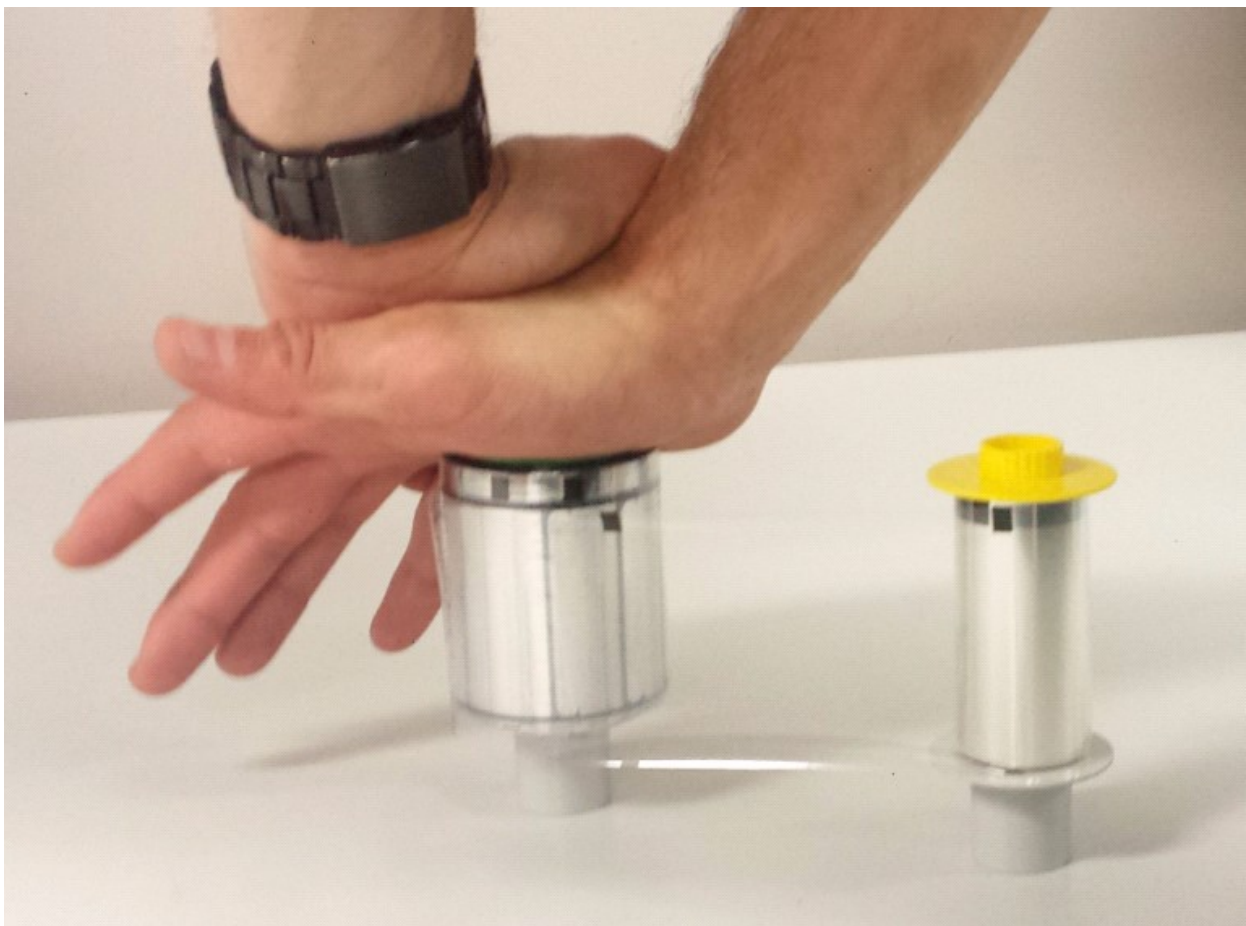
5. Verify a gap between the film roll and green/yellow flange. The gap should be equal:

The image below shows a film that is tracking towards the green flange incorrectly.

FILM SHIFTING TOWARDS GREEN FLANGE
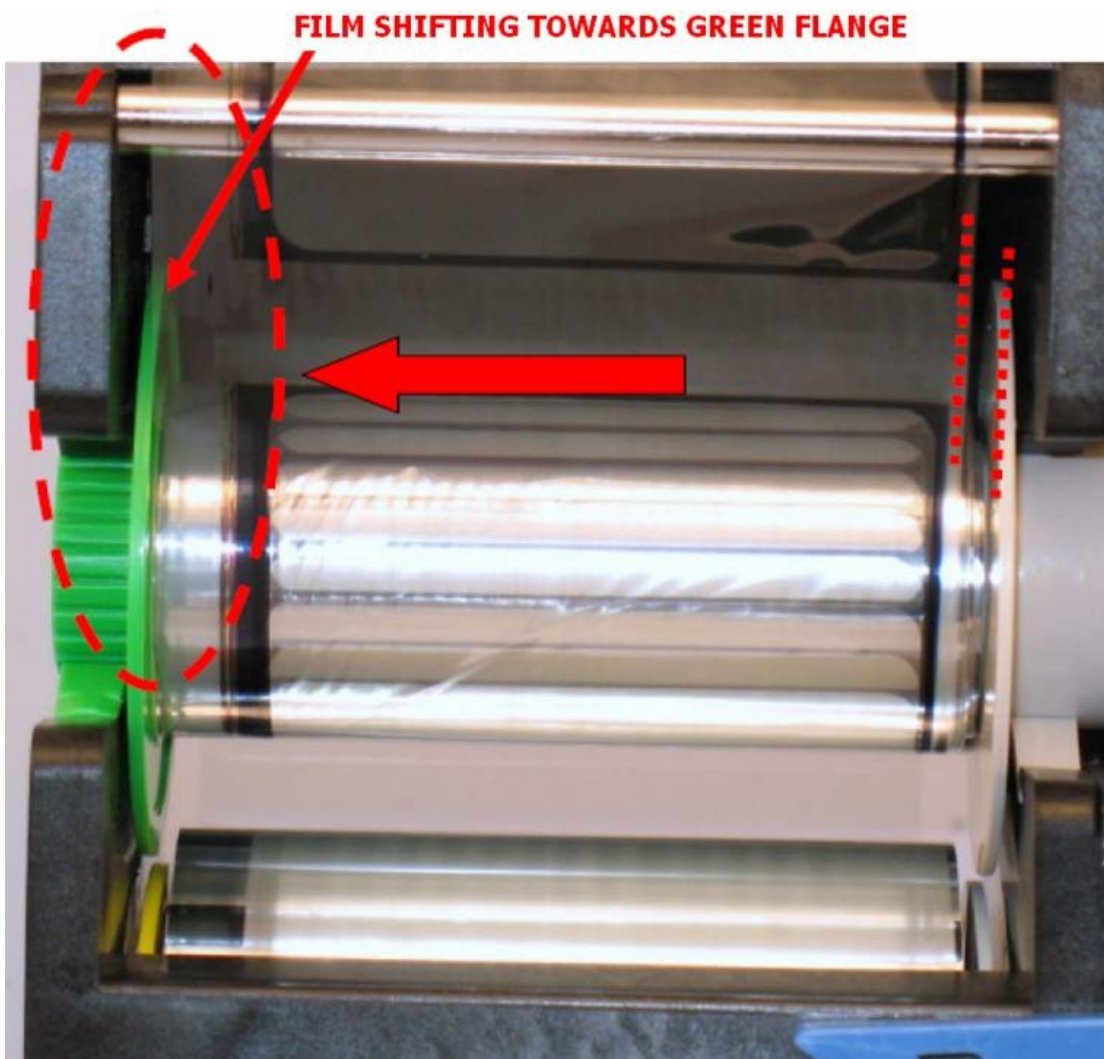
If your printer is displaying the "film walking" issue above, please follow the HID Fargo procedure for aligning the film to resolve the issue:
www.unicard.com.au/Downloads/HDP5000/HDP5000_Film_Cartridge_Alignment_Procedure_L001379_Rev2.0.pdf

Calibrate the Film Sensor

Finally, calibrate the film sensor to ensure the film sensors are working.

IMPORTANT: A Film sensor calibration should ONLY be performed with a brand new film installed.

1. Navigate to "Printers and Faxes" or "Printers and Devices"
2. Right click on 'HDP5000 Card Printer' and select 'Printing Preferences'
3. Click the "Toolbox" button
4. Click on the "Calibrate Film" tab

Ensure a Film and the film cartridge are installed.
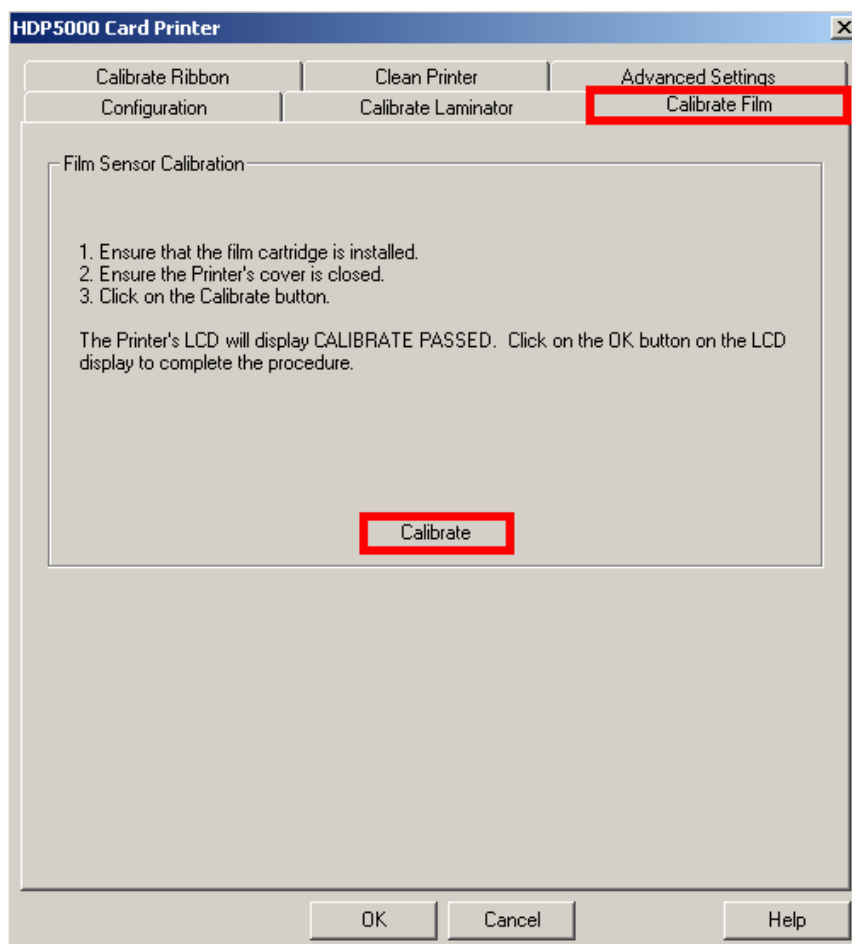
5. Click "Calibrate"

Once the printer displays "Calibrate Passed OK" the printer is ready to begin printing.
If the printer is still displaying "Check Film", try replacing the ribbon.

Resolving the "Check Ribbon" error message

The printer may display the error message "Check Ribbon" if it is unable to detect the next colour panel to use. An LED shines through the ribbon and a received on the opposite side detects what colour panel the printer is currently up to. From time to time this sensor must be calibrated.

Before you start, ensure the ribbon is not simply empty, torn or has come off the spool.

Calibrating the Ribbon ID sensor:

To calibrate the Ribbon Identification Sensor,

1. Navigate to "Printers and Faxes" or "Printers and Devices"
2. Right click on 'HDP5000 Card Printer' and select 'Printing Preferences'
3. Click the "Toolbox" button
4. Click on the "Calibrate Ribbon" tab
   Remove the ribbon cartridge from the printer:
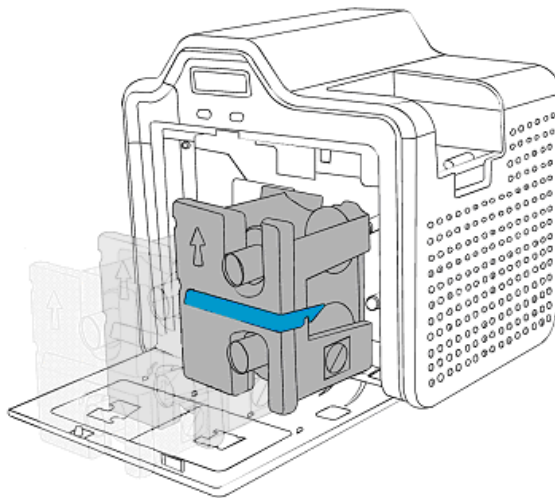
5. Click "Calibrate".
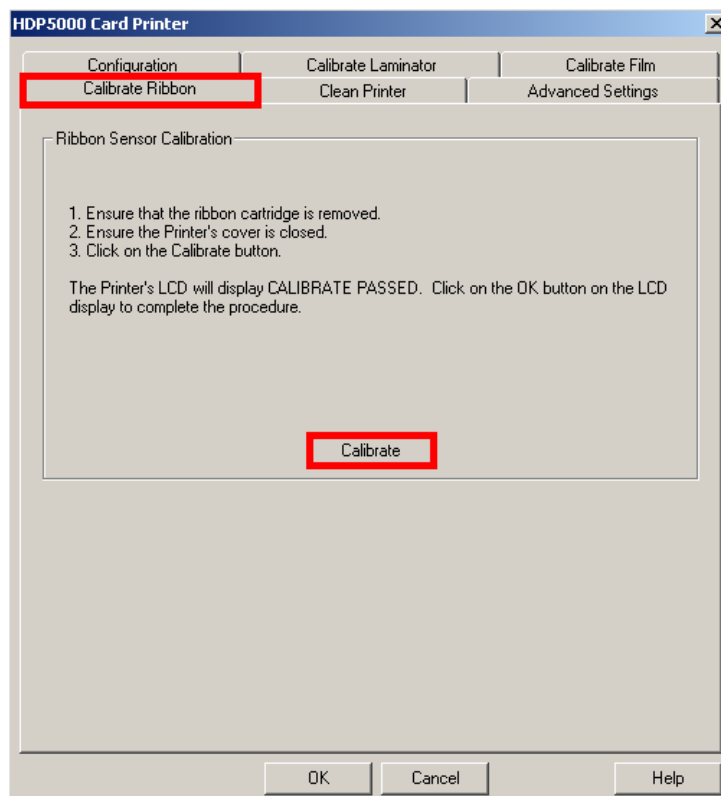
Once the printer displays "Calibrate Passed OK" – reinstall the ribbon cartridge.

Resolving incomplete or patchy image transfer issue

When the thermal transfer roller temperature is not hot enough, not all of the image is transferred from the transfer film onto the card. Some card stock is easier/harder to transfer the image onto than others so from time to time this setting may need to be adjusted to suit the card stock.

To resolve the issue where the entire image is not transferred to the card.

1. Click 'Start' or click on the Windows 'Orb' (depending on your version of Windows)
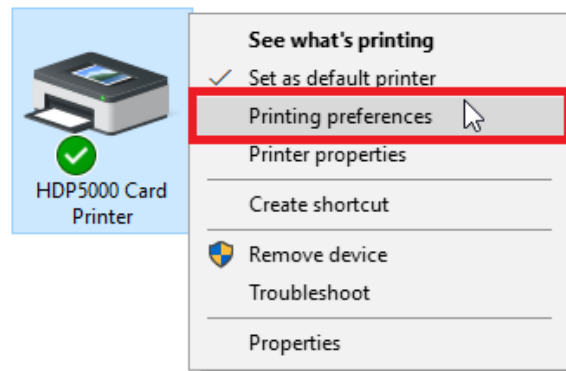2. Navigate to 'Printers and Faxes' or 'Devices and Printers'
3. Right click on "HDP5000 Card Printer" - select "Printing Preferences"
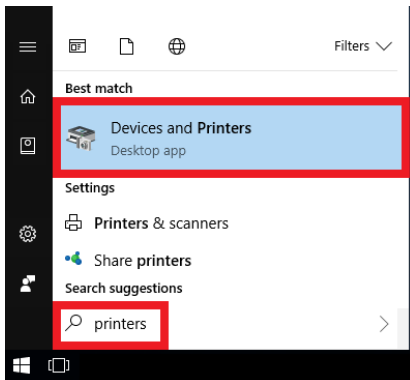
4. Click the "Toolbox" button and go to the "**Advanced Settings**" tab in the toolbox.
   (If you get an error message 'Unable to read settings from printer – See "Permissions")
5. Find the setting in the list; "Transfer Temp Offset" and decrease this setting by 10.
   E.g. If it is currently **0**, decrease it to **-10** (Minus 10). If it is **-10**, decrease to **-20**.
   Note: The range for this setting is **-20** to **20. If this setting does not resolve the issue, see the next page.**
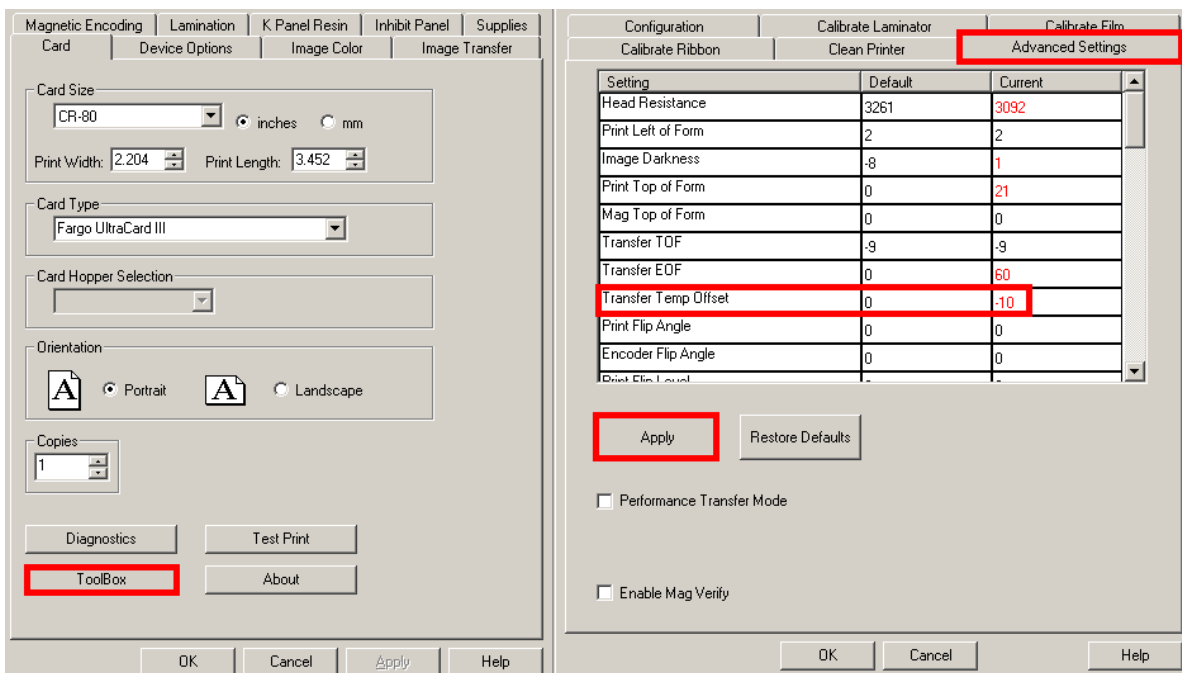
If the "Transfer Temp Offset" setting on the previous page does not resolve the poor image transfer issue, follow the steps below.

1. Navigate to the "**Printing Preferences**" go to the "Image Transfer" tab.
2. Adjust the "Transfer Dwell Time" to 2.2
3. Increase the "Transfer Temperature" in increments of 5.
4. Print a card.
5. Repeat step 3 and 4 until the issue is resolved.
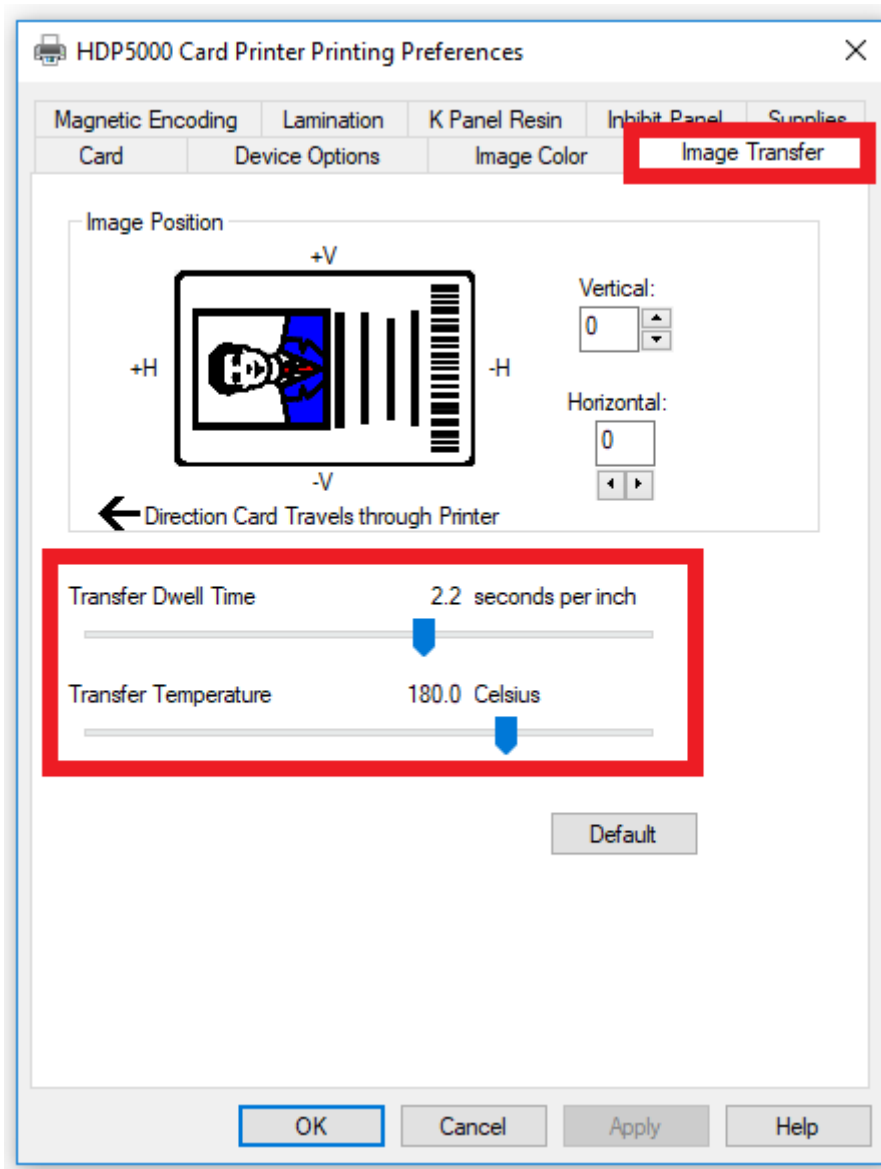
If this does not resolve the image quality issue, please contact Unicard support.
Email support@unicard.com.au to create a case in the Unicard support ticket case management system.

Adjusting the Printed Image – Darker or Lighter

If the cards being printed appear to be too dark or too light, washed out or faded, you can increase or decrease the "Image Darkness" setting.

1. Navigate to the "**Printing Preferences**"
2. Click the "Toolbox" button and click the "Advanced Settings" tab
3. In the list of settings, find "Image Darkness"
4. To make the printed image **DARKER – increase** the "Image Darkness" by 5.
   OR
5. To make the printer image **LIGHTER – decrease** the "Image Darkness" by 5.
6. Print a card after each adjustment and change the setting as needed until the desired outcome is reached.
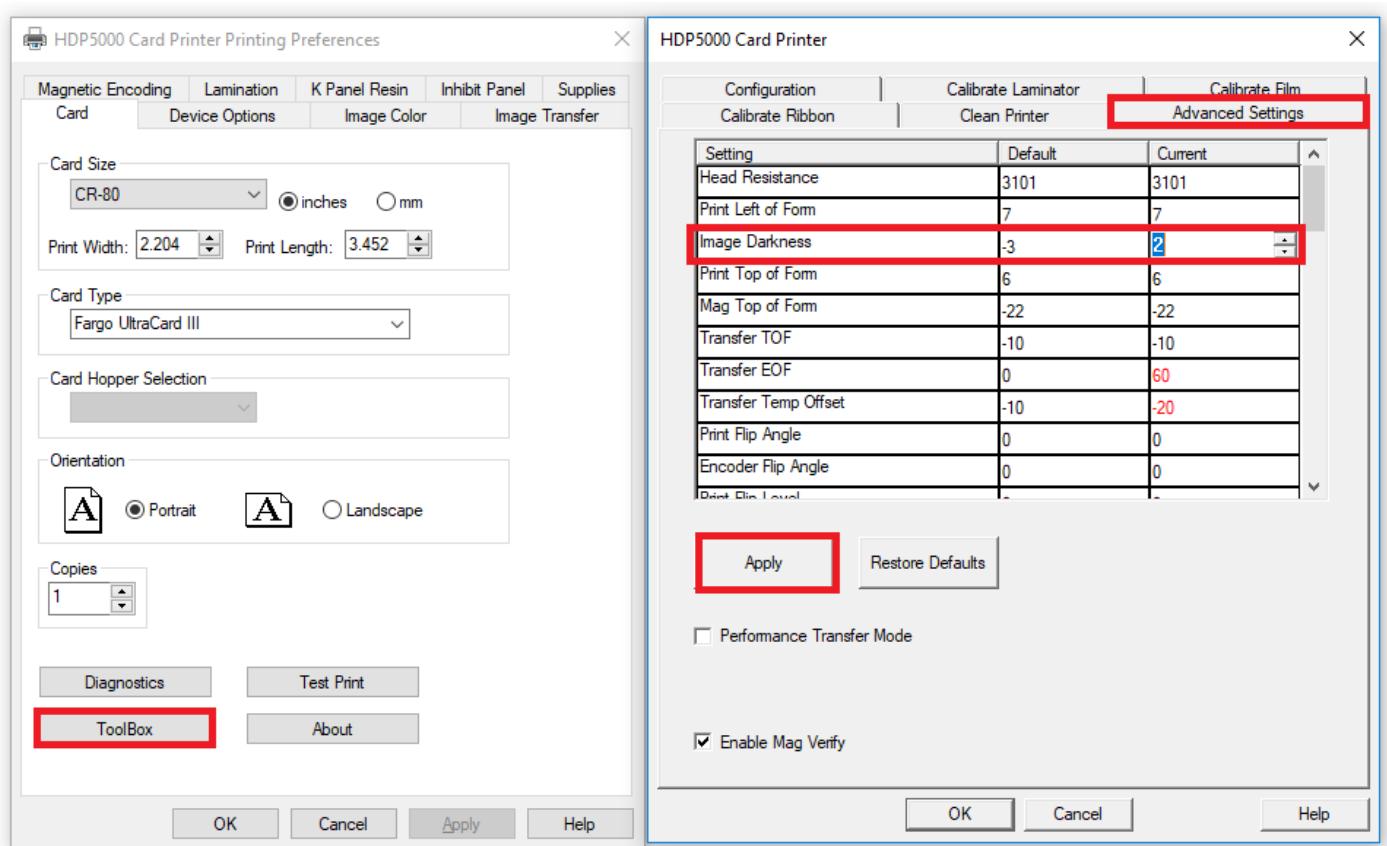
Resolving "Mag Verify Error"

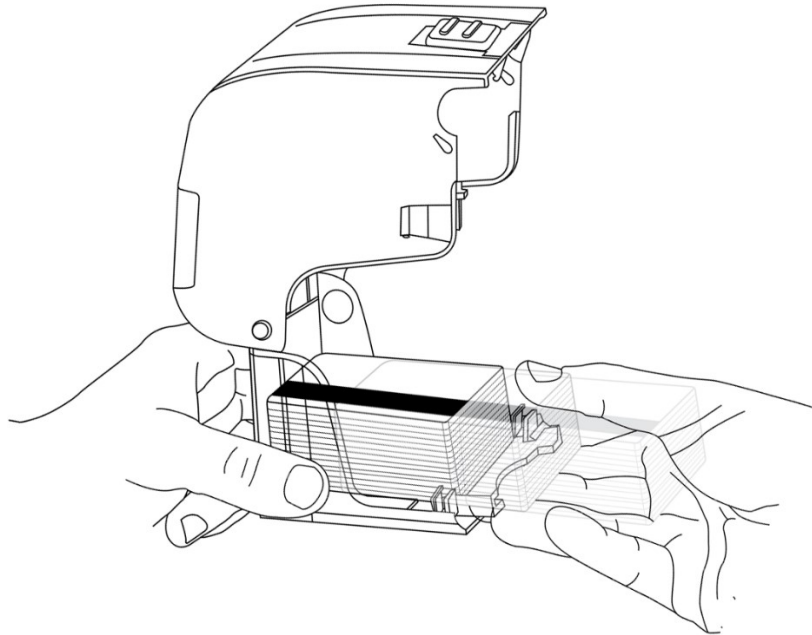"Mag Verify Error" occurs during magnetic encoding when the printer is unable to read back the data it has written to the magnetic stripe. The printer will first write the data, then read it to confirm it is correct.
This error occurs for 3 reasons:

1. The cards have been loaded into the printer in the wrong direction.
2. The printer is dirty and needs to be cleaned – when the card path rollers are dusty, the card slips.
3. The "Mag coercivity" setting is incorrect for the cards. (This is extremely rare – confirm reasons 1 & 2 first)

Make sure the cards are loaded correctly. Check the example picture on the printer card platform for the correct loading direction and make sure all of the cards in the stack are facing the right way.

Note: Cards are loaded the magnetic strip facing UP and facing the FRONT of the printer:

Clean the card printer thoroughly (see "**Cleaning the Card Printer**")
If the card path rollers are dusty, the cards will slip especially during magnetic encoding and cause "Mag Verify error" – the cards are made of smooth slippery PVC and the printer must be cleaned regularly.

Finally, check the **magnetic coercivity setting** matches the type of card magnetic stripe you are trying to encode.

If the coercivity setting does not match, the mag encoding will fail.

If you are unsure – try each setting one by one until the correct setting works, and mag encoding does not fail.

The magnetic coercivity setting can be found in the printer driver in Devices and Printers under the "**Magnetic Encoding**" tab. (See screenshot)

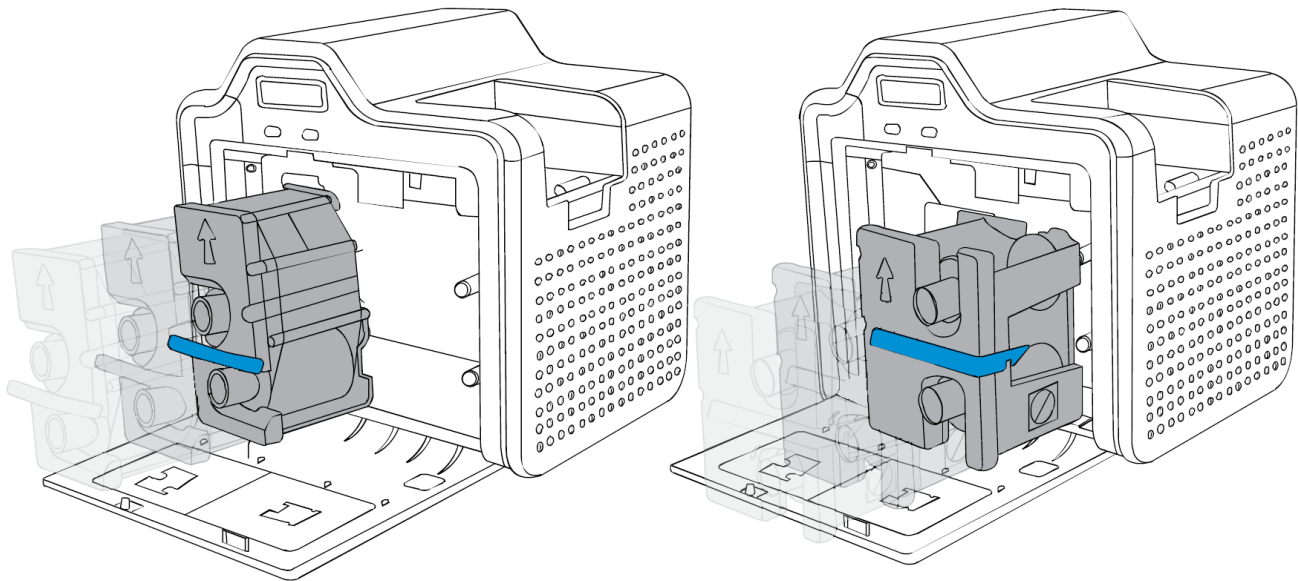Please contact Unicard support before adjusting this setting.
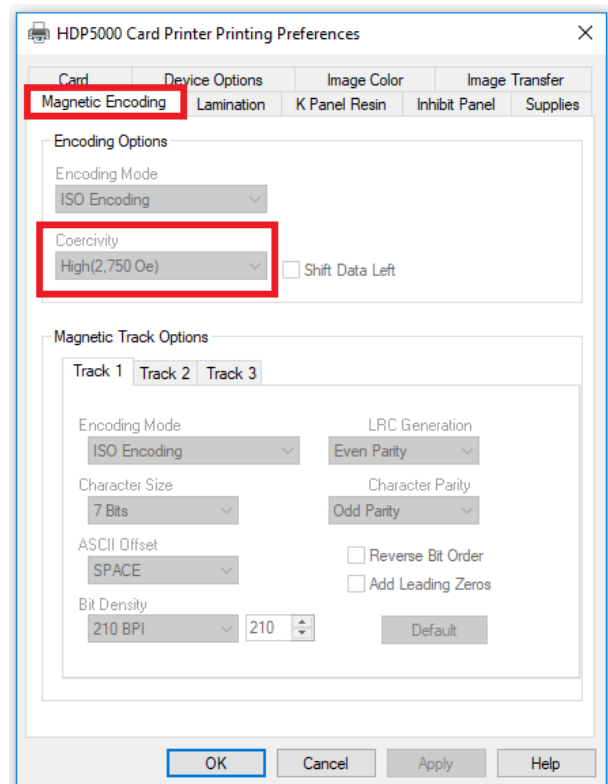
Cleaning the card printer:

Preparing the Printer for Cleaning

Remove the film and ribbon cartridges and any card stock from the input hoppers.
   (Be sure to put the cards in a clean place to prevent dust getting into the card stock)

Remove the adhesive cleaning roller

IMPORTANT: You MUST remove the adhesive cleaning roller before you begin to clean the printer.
Remove the card input hopper and remove the adhesive cleaning roller located underneath the hopper.

Each new ribbon is supplied with a new cleaning roller. If you need more, please contact Unicard
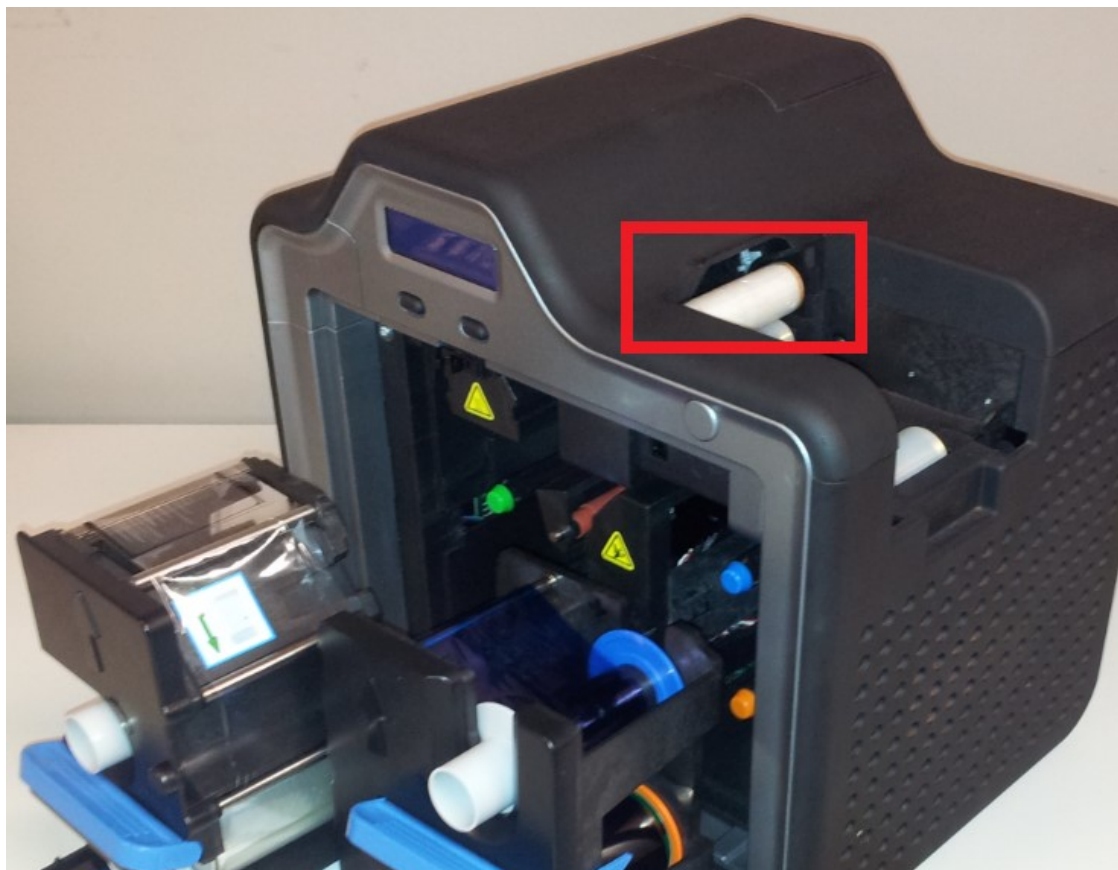
Cleaning the Card Path Rollers (Every Film Change or 1500 cards)

## Using the isopropyl alcohol soaked long cleaning card.

Open the long isopropyl alcohol soaked cleaning card from the white foil packet and be sure to work quickly to prevent the card from drying out. (Once the card has dried out it cannot be used)

Insert the cleaning card into the card input feeder mechanism of the printer. (see next page)

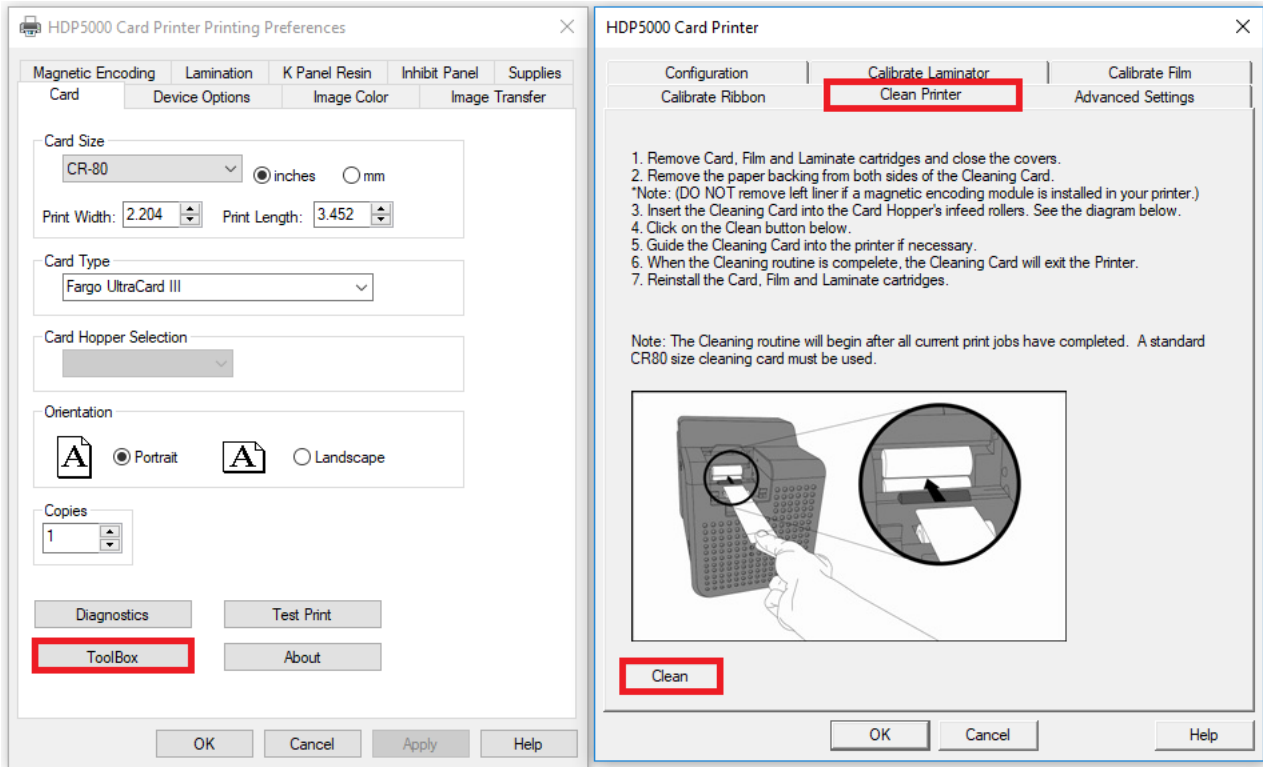The isopropyl alcohol soaked cleaning card:

Warning! Ensure the adhesive cleaning roller is removed.
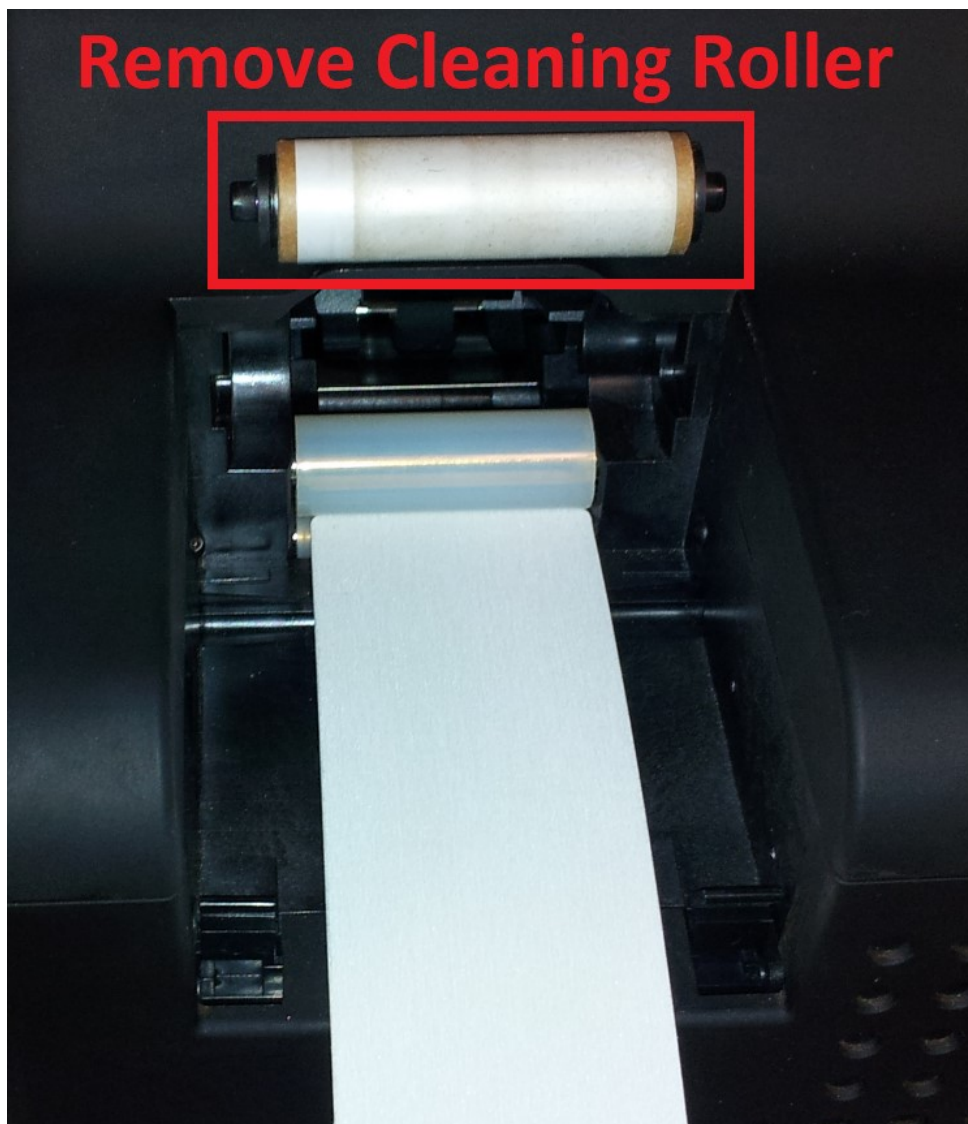
Navigate to the "**Printing Preferences**"
Click the "Toolbox" button and go to the "Clean Printer" tab.
Click the "Clean" button.

Guide the cleaning card into the printer **and hold onto the card firmly to stop it from moving** when it is almost completely in the printer as the rollers spin on the cleaning card. Holding the card in place allows the rollers to wipe themselves clean on the cleaning card freeing any built-up dust, dirt and debris.

Allow the rollers to spin on the cleaning card for 10 seconds then let go of the card. It will automatically eject the card from the printer. Rotate the card and repeat as many times as necessary to ensure the rollers are clean.
Work quickly as once the isopropyl alcohol cleaning card has dried out, it can not be used again.

After using the isopropyl alcohol soaked cleaning card, always use the adhesive cleaning card next. (see next page)

# Cleaning the Card Path (Every Colour Ribbon Change or 500 cards)

Using the Adhesive cleaning card

Take the adhesive cleaning card and peel off the protective layers front and back to expose the adhesive surface.
NOTE: If your printer is fitted with a Magnetic encoder – do not remove the smaller lower strip.
Insert the card into the printer feed rollers and ensure the printers front cover is closed.
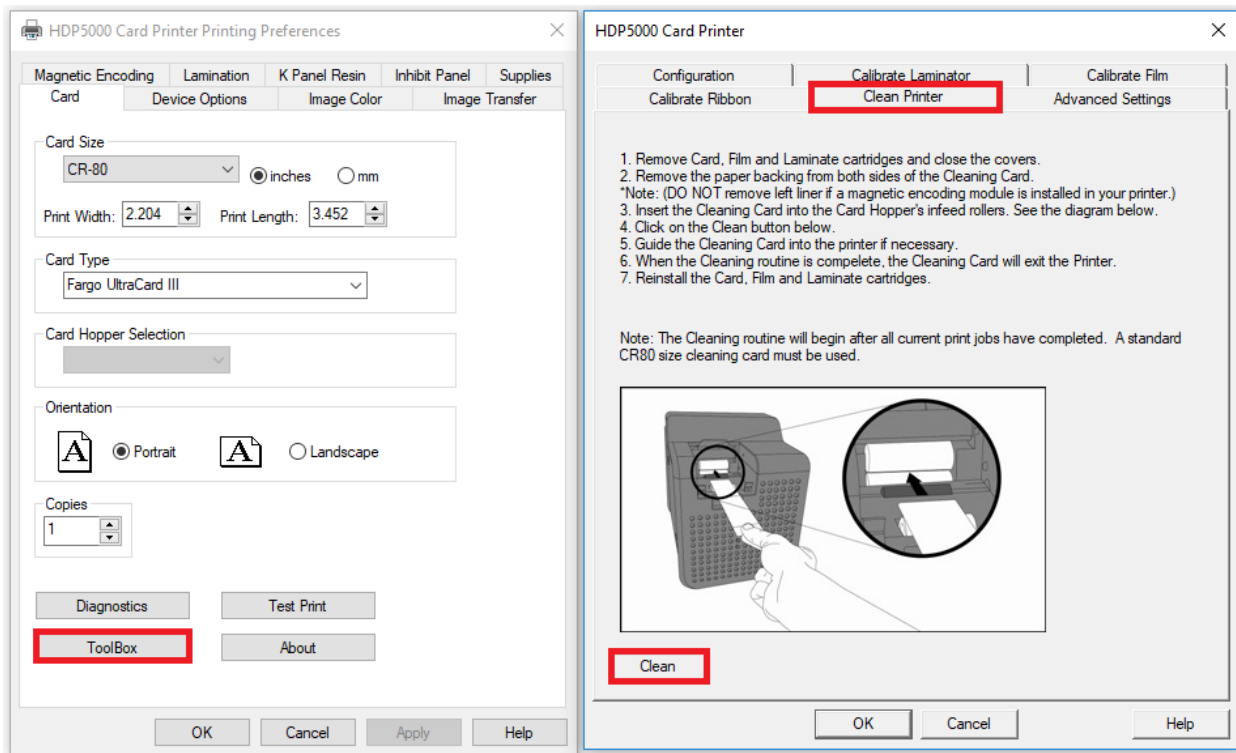You may need to assist the card going in to the printer as it is adhesive it will stick to the input hopper assembly.
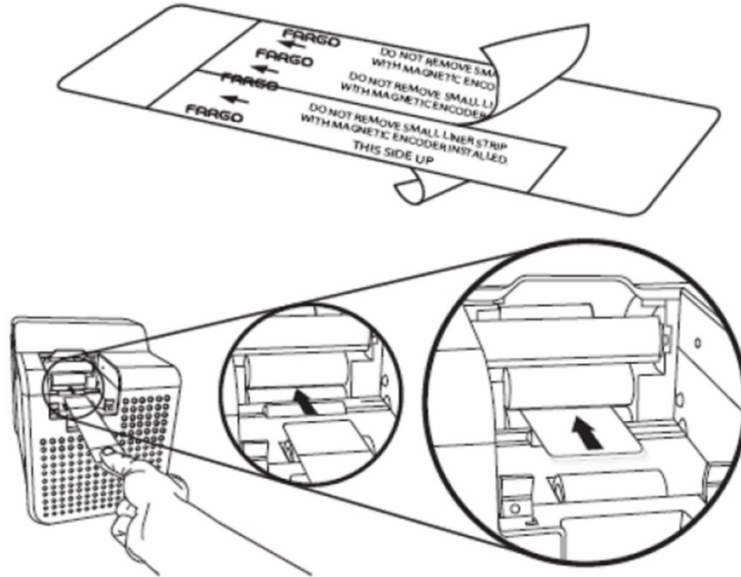
Navigate to the "**Printing Preferences**"
Click the "Toolbox" button and go to the "Clean Printer" tab.
Click the "Clean" button.

The adhesive cleaning card will now feed into the printer and move back and forth several times passing over the printer rollers in the card path to remove dust and dirt. Once completed, please reinstall the ribbon, film and cards.

For any assistance or for any consumable for your ID Card Printer, please contact Unicard support.
Email support@unicard.com.au to create a case in the Unicard support ticket case management system.