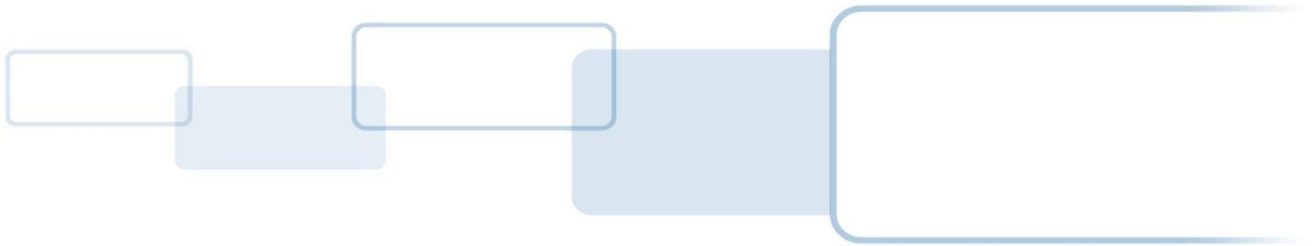




15370 Barranca Parkway
Irvine, CA 92618



HDP5000 Film Cartridge Alignment

APPLICATION NOTE

L001379, Rev 3.1

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Revision History

Revision	Date	Document Title
Revision 3.1	August 2013	HDP Film Cartridge Alignment Procedure Removed the FILM SCROLL PRN step and added the Workbench step. Step 6
Revision 3.0	May 2013	HDP Film Cartridge Alignment Procedure Updated film cartridge procedure with new steps and using the film scroll PRN.
Revision 2.0	March 2011	HDP Film Cartridge Alignment Procedure Added new pictures
Revision 1.0	June 2009	HDP Film Cartridge Alignment Procedure

Contacts

North America	Europe, Middle East and Africa	Asia Pacific	Brazil
15370 Barranca Parkway, Irvine, CA 92618, USA 866 607-7339, #6 M-F 7am-6pm CST	Phoenix Road, Haverhill, Suffolk CB9 7AE, England +44 1440 711 822 M-F 8:30 - 17:30 GMT (17:00 Friday)	19/F 625 King's Road, North Point, Island East, Hong Kong +852 3160 9833 M-F 9am – 6pm GMT +8	Av Guido Caloi 1985 Prédio 18 São Paulo – SP, CEP : 05802-140 55 11 5514-7110 M-F 9am – 6pm ATC

support.hidglobal.com

www.hidglobal.com

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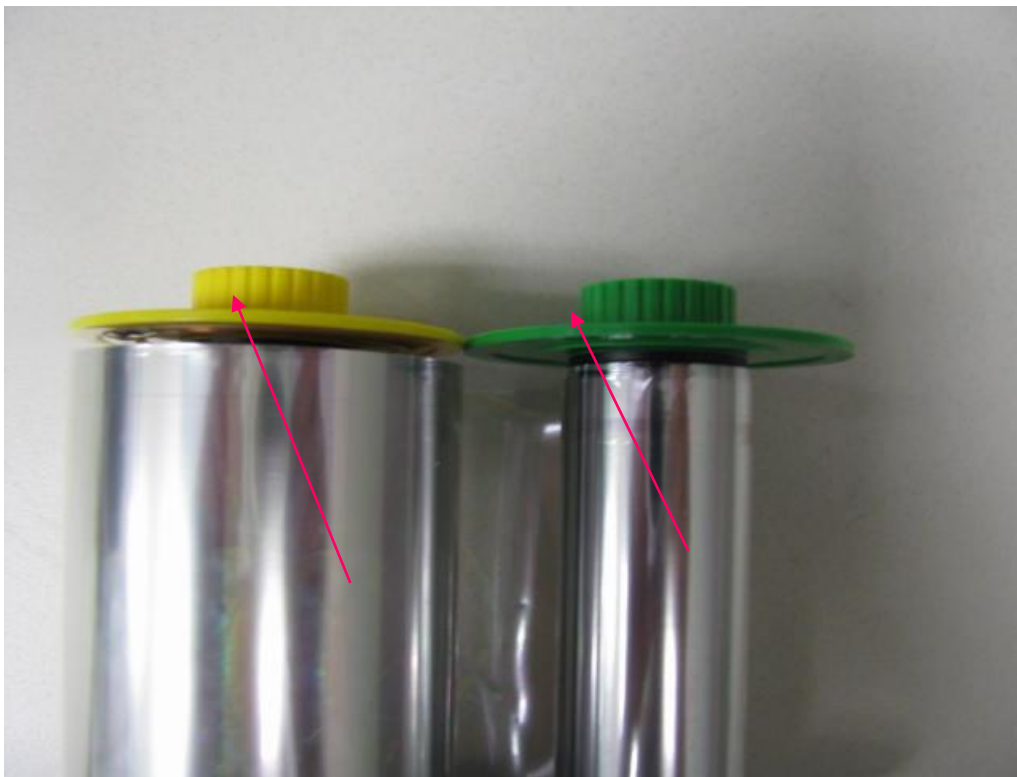
1 Adjustable Film Cartridge Details

- **Please note that not all cartridges need to be adjusted.** Please perform this adjustment on printers that exhibit the walking issue described below. Only adjust the cartridge if the film is walking towards either flange and is not tracking on the take up spool properly.
- It is necessary that the transfer film track straight across from the supply-side spool to the take-up spool and not 'walk' toward one side or the other.
- The set up for this procedure needs to be adjusted with a **brand new roll of transfer film.**
- **Do not adjust the film cartridge** with a roll of transfer film that has already been used. The results will not be accurate.
- Once the cartridge and the new transfer film are adjusted properly, leave the adjusted film cartridge in the printer it was adjusted for. **Note: Do not swap cartridges between printers.**
- **Use the FARGO Workbench Utility Program to send the Film Alignment test to the printer in Step 6.**
- Download the Workbench 3 utility from: <https://www.hidglobal.com/drivers/15325>.

2 Initial Inspection

- Compare your roll of transfer film with the images below.
- This will help to determine whether an adjustment is needed.
- There should be a gap between the film roll itself and the green and yellow flange
- The printer may also display a Check film error if the film has “walked”

No ‘WALKING’ issue



Verify there is a gap between the film roll and green/yellow flange. The gap should be about equal.

No adjustment should be made.

'Film WALKING' Issue



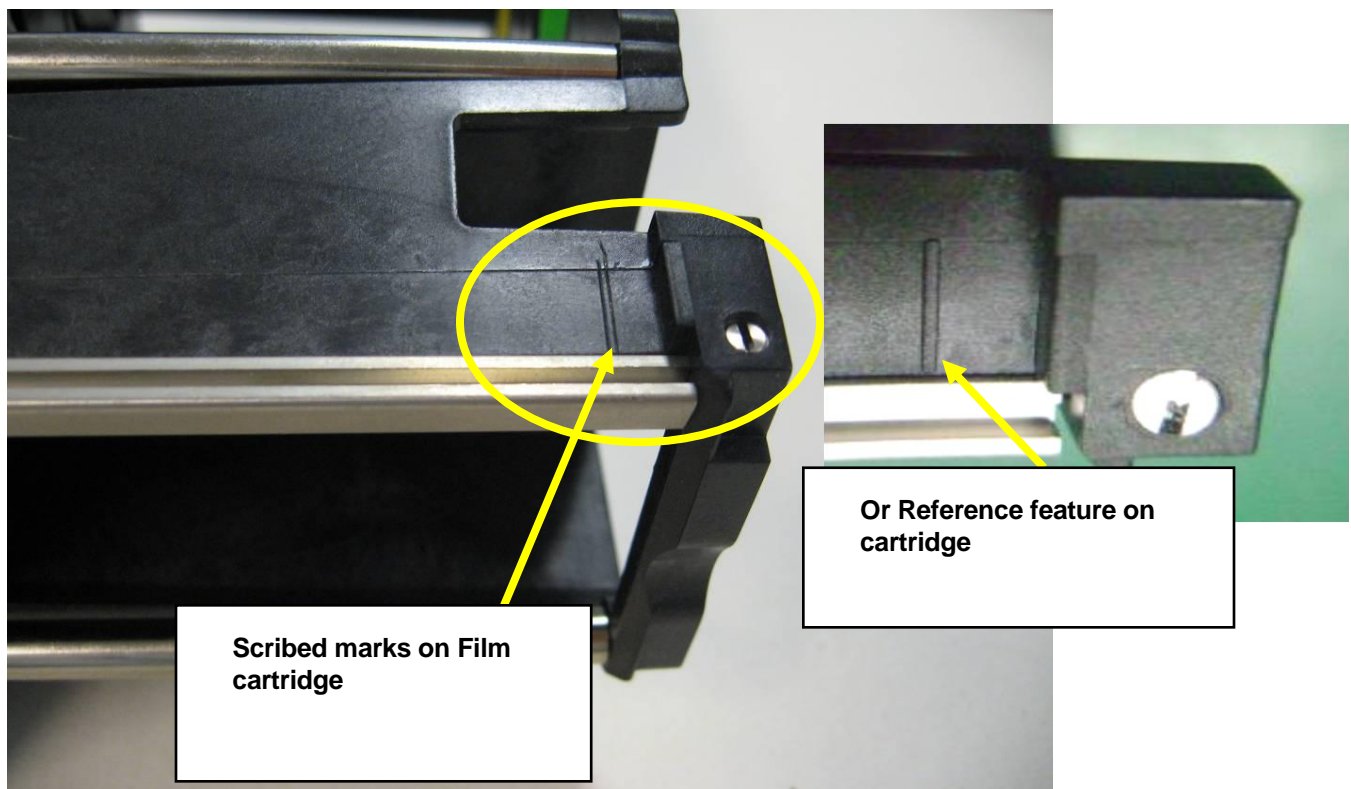
***** No gap between the film roll and the green flange. The film has started to spool up against the green flange (take-up spool).

3 Film Walking Resolution

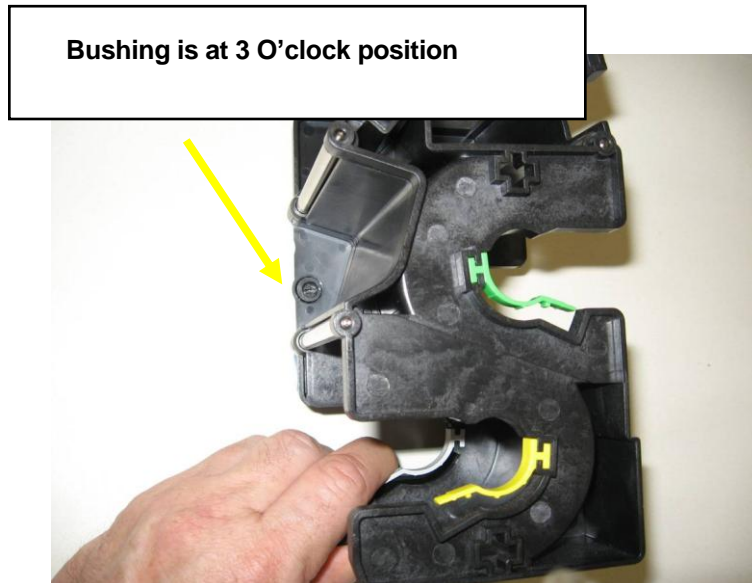
Step 1: Please make sure the printer's firmware version is **4.1.8** or greater.

Step 2: Verify the film cartridge has either scribed marks or the reference feature as shown in the pictures below. These are to be used as the reference point when aligning the film in the cartridge.

(Please contact HID technical support if your film cartridge does not have these scribe marks or reference feature.)



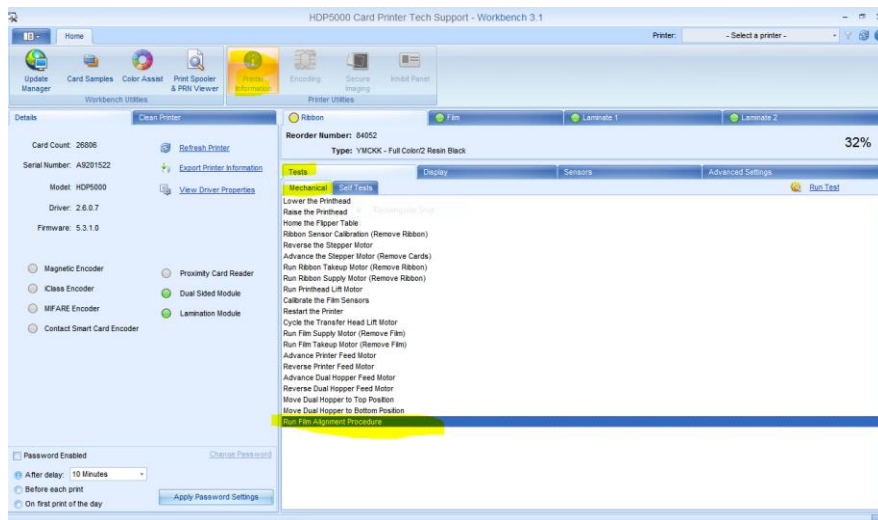
Step 3: Verify the bushing on the film cartridge is at the 3 O'clock position as shown. Adjust bushing to the 3 O'clock position using a flat-bladed screwdriver if required.



Step 4: Install a **brand new** roll of transfer film (84053).

Step 5: Print 1 self test image either from the LCD menu (options>menu>select) or a workbench test sample. (This initializes the tag on the film and writes the correct starting diameter to the tag).

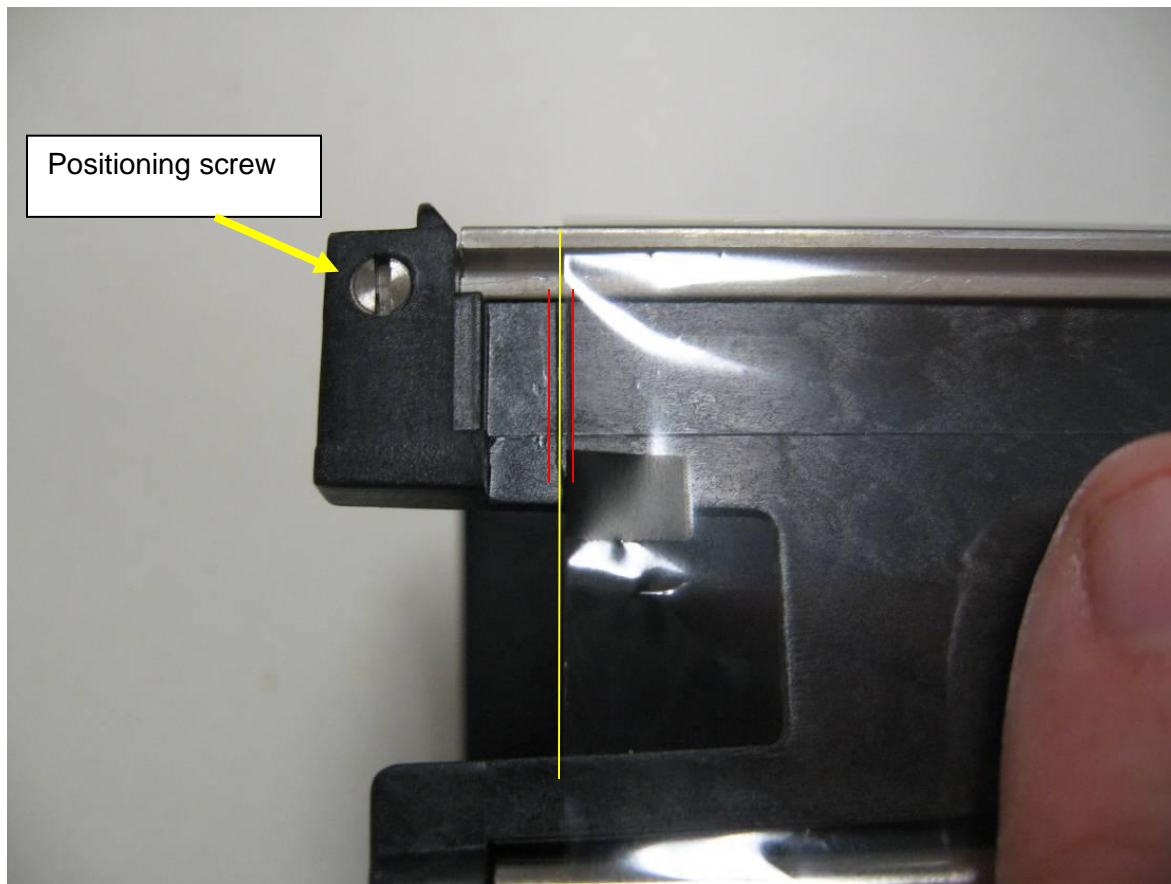
Step 6: Open the FARGO Workbench Utility. Select the PRINTER INFORMATION tab under the Printer Utilities tab. From TESTS go to the MECHANICAL tab and select the RUN FILM ALIGN PROCEDURE.



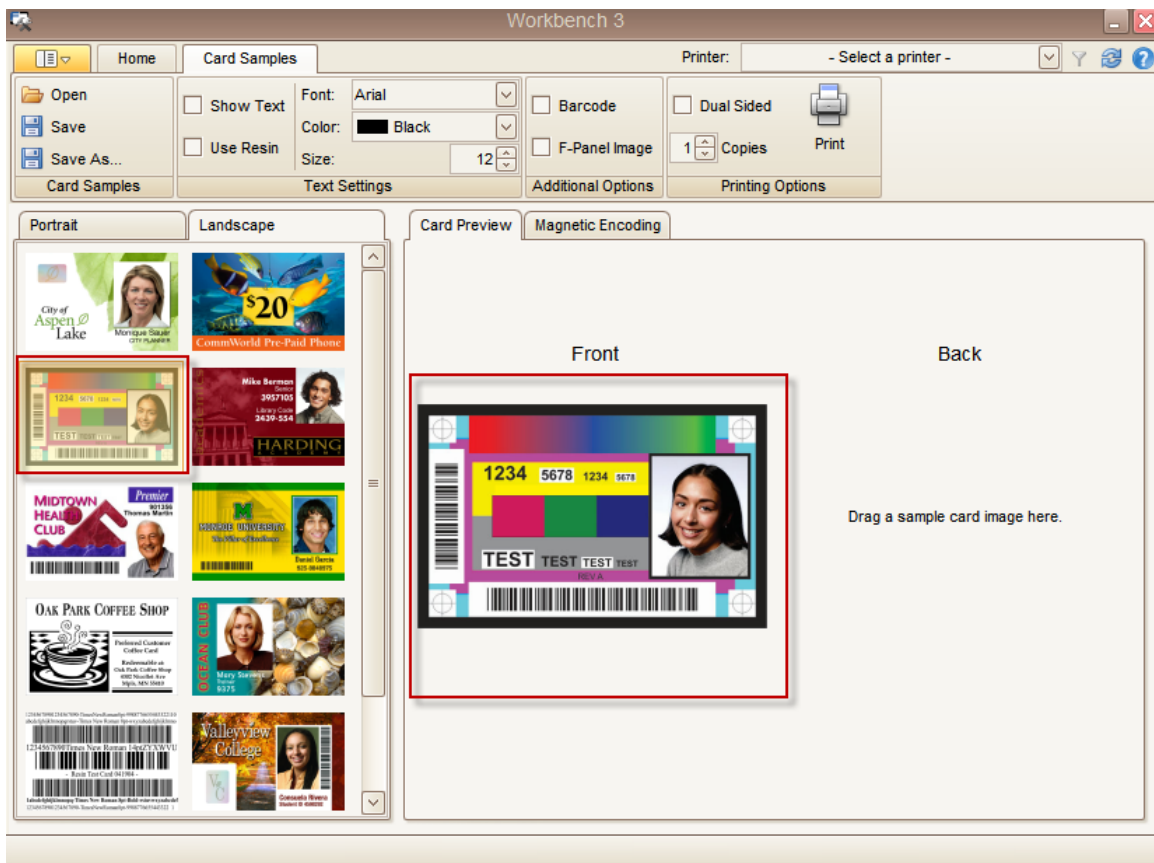
Step 7: Remove the film cartridge from the printer and inspect the location of the edge of the film referenced against the scribed marks or reference feature on the cartridge. In the photo below the yellow line is the edge of the film. (DO NOT ATTEMPT TO POSITION FILM AFTER REMOVING THE FILM CARTIRDGE FROM THE PRINTER).

Step 8: If the film edge is not between the scribed marks then adjust the peel bar positioning screw. To adjust the film to the **left** turn the peel bar screw **clockwise**. To adjust the film to the **right**, adjust the peel bar screw **counterclockwise**.

Step 9: Repeat steps 6, 7 and 8 above until the film edge is positioned between the scribed marks and is not moving in position from test to test.



Step 10: Print 5 Girl Test Cards from the FARGO workbench (See below)

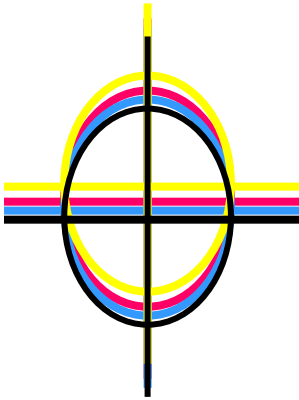


Step 11: Remove the film cartridge and verify that the edge of the film is between the edges of the molded feature and has not walked from the last test.

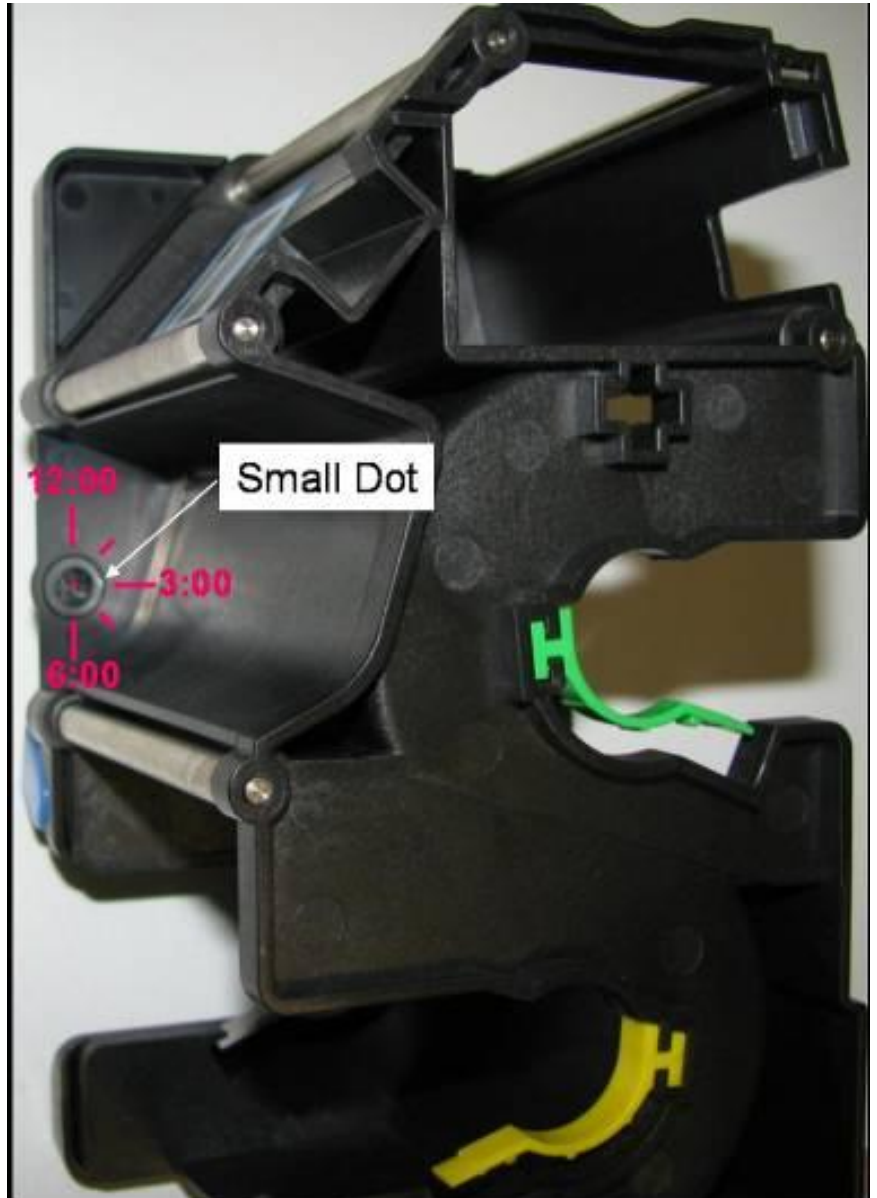
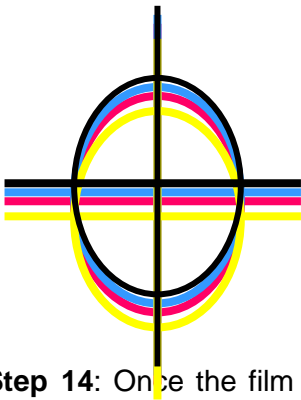
Step 12: Adjust the platen roller bushing to optimize printer registration and to eliminate film walking if required. See below for adjustment guidance. Note- the 3 o'clock position is nominal and provides no offset.

Step 13: Repeat steps 10, 11 and 12 until the film is not walking and registration is within spec.

If **yellow appears above** magenta and magenta above cyan, as in the below picture, turn the bushing using a flat screwdriver to a setting toward **12 (o'clock)**.



If **yellow appears below** magenta and magenta below cyan, as in the below picture, turn the bushing using a flat screwdriver to a setting toward **6 (o'clock)**.



Step 14: Once the film cartridge is adjusted properly, leave the adjusted film cartridge in the printer it was adjusted for. **Note: Do not interchange cartridges between printers.**