



HID Global
6533 Flying Cloud Drive
Minneapolis, MN 55344 USA

Fargo® DTC400e and Persona® C30e Card Printer/Encoder: Frequently Asked Questions (FAQs) June 16, 2008

Why is Fargo enhancing the DTC400 and C30 printers to create the DTC400e and C30e printers?

There are untapped areas of the entry-level market that Fargo does not serve today. By enhancing our entry-level printers, we will be well positioned to meet the needs of even more entry-level customers.

What does the “e” stand for?

The “e” represents the enhancements that have been made to these printers and is an easy way to distinguish between older versions of the DTC400e and C30e.

What features are being added?

1. Thin card printing (9 – 40 mil)
2. Rewritable printing
3. Linux driver for Linux OS
4. Single-side technology encoding module – OMNIKEY® encoder integration for bidirectional communication
5. Ethernet option (exists today on DTC400, is being added to the C30e)

What about the M30?

Although the M30 will not receive all enhancements, it is also being enhanced and will be renamed the M30e. New features that will be included in the M30e include Linux OS and thin card printing capabilities.

What new markets will these features help partners sell into?

These new features will help partners sell more units into the transportation, loyalty, retail, education, health care markets and more. Please refer to the Sales and Marketing Guide for more information on how to sell the enhanced products into specific vertical markets.

When are the enhanced printers shipping?

We are ready to ship printers today. Place your orders!

Will there be a price change?

No. Check with your sales manager regarding your current pricing.

Will the DTC400e and C30e use the same ribbons as the DTC400 and C30?

Yes. DTC400 ribbons will work in DTC400e printers, and C30 ribbons will work in C30e printers.

Will I still be able to purchase the Fargo DTC400 and Persona C30?

No. The new, enhanced printers are a direct replacement for the current DTC400 and C30 printers. All of the functionality and features of the DTC400 and C30 will be included in the DTC400e and C30e; we are simply enhancing the printers' feature sets.



HID Global
6533 Flying Cloud Drive
Minneapolis, MN 55344 USA

What are the differences between the DTC400e and C30e?

The main differences that exist today between these printers will remain:

1. LCD on the DTC400e; not on the C30e
2. Security features within the Fargo Workbench software for the DTC400e
3. 1-Year On-Call Express Warranty for the DTC400e (U.S. only)
4. Field-upgradeable dual-side printing module for the DTC400e
5. MAP protection on the DTC400e line

Technology card encoding and optional Ethernet interface will be introduced to the C30e product line. This is primarily a competitive response that brings us in line with the competitive market.

What makes the DTC400e and the C30e printers better than the competition?

The enhancements to the DTC400e and C30e printers make them the most feature-rich of all printers in the entry-level market space. No single competitive printer matches up, feature for feature, with either the C30e or the DTC400e.