

SD460™ Card Printer - FREQUENTLY ASKED QUESTIONS

GENERAL

Q. What is the print speed of the Datacard® SD460™ card printer?

A. The print speed for the SD460 printer is:

Up to 200 cards per hour, YMCK ribbon with front side lamination

Up to 185 cards per hour, YMCK ribbon with front side lamination and tactile impression

Up to 175 cards per hour, YMCK-K ribbon with front side lamination

Up to 150 cards per hour, YMCK-K ribbon with front side lamination and tactile impression

Q: What standards does the magnetic stripe encoder support?

A: The magnetic stripe encoder supports ISO 7811 standards and high- and low-coercivity.

Q: What encoding protocols are supported by the smart card encoder?

A: The encoder supports ISO 14443 A/B and ISO 7816 protocols.

Q. Is the SD460 printer field upgradeable?

A. The SD460 printer is field upgradeable for magnetic stripe encoding, smart card options, the L2 lamination module and 200 card input hopper by a Datacard authorized service representative or a trained Datacard Channel Partner; however, the Standard Lamination Module as a whole is not field upgradeable.

Q: Is there an option for an extended input hopper? And is it field upgradeable?

A: Yes, there is a 200 input hopper option available.

Q. How many cards can the Output Hopper hold?

A. 100.

Q. What communication interfaces will the SD460 printer support?

A. USB and Ethernet connectivity are supported.

Q. What driver does the SD460 printer use?

A. The SD460 printer and Standard Lamination Module uses driver version 5.0.

Q. Is there a reject bin in the laminator?

A. Yes – it holds up to 10 cards.

Q. How does the card debower work and can it be adjusted?

A. The card debower holds the card in a position to reduce the bow in the card. You can turn the debower off via settings in the printer driver.

Q: Is the tactile impression field upgradeable?

A: Yes, this can be purchased later, and can be upgraded in the field by a Datacard authorized service representative or a trained Datacard Channel Partner.

Q: Does a user need access to the internet or a network in order to use the Printer Manager?

A: No, you can access Printer Manager through a USB connection.

Q: What are the power requirements?

A: The SD460 printer requires 100-240V, 50/60 Hz.

Q: What operating systems support the SD460 printer?

A: The SD460 printer is supported by the following Microsoft operating systems: Windows 8 (32/64 bit), Windows 7 (32/64 bit), Windows XP with SP3 (32 bit), Windows 2003 R2 Server (32 bit), Windows 2008 R2 Server (64 bit), Windows 2012 Server (64 bit).

Q: Is smart card encoding field upgradeable for the SD460 printer?

A: Yes, smart card encoding can be upgraded in the field by a Datacard authorized service representative or a trained Datacard Channel Partner.

Q: Can the SD460 Standard Lamination Module be used as a standalone laminator?

A: No, the SD460 SLM must be attached to a SD460 printer in order to work.

Q. Can the SD460 laminate without printing?

A: Yes.

Q. Can the SD460 create a tactile impression without printing or laminating?

A: Yes.

Q: Where is the diagnostic program located?

A: The diagnostic tools are now built into the SD460 printer and are accessible through the browser-based Print Manager.

Q: Are two different printheads needed to support color printing and monochrome printing?

A: No, a single printhead produces excellent print results for both color and monochrome printed cards.

SUPPLIES

Q: Is DuraShield™ overlay a laminate patch?

A: No. DuraShield™ clear overlay is a coated polyester film that provides true edge-to-edge protection for ID-1 card substrates.

Q: Can DuraShield™ overlay be used with non PVC composite cards?

A: PVC Composite cards are recommended to improve aesthetics and avoid card warping and flash.

Q: Can DuraShield™ overlay be used with a chip card?

A: No, DuraShield cannot be used with a chip card.

Q: Can DuraShield™ overlay be used with non “T” panel supplies?

A: No; DuraShield™ clear overlay has been formulated and tested to work with our patented Datacard supplies with “T” panel only.

Q: Is there an option for a custom impression?

A: Yes. We will have guidelines available to help design a custom impression available on PartnerPageSM under the corresponding supply section.

Q: How do I order a custom impression?

A: Please refer to the Datacard® Certified Supplies Custom Impression Order Form on PartnerPageSM.

Q: Will there be an origination fee for a custom impression?

A: Yes. Please refer to your Price Books on PartnerPageSM.

Q: What is the lead time for a custom impression?

A: The generic impressions will be stocked and available for shipment. Custom impression lead times are approximately 6-8 weeks after design approval and receipt of order.

Q: Will the generic or custom impression be factory installed and shipped with the printer?

A: No, the impression will ship separately and can be installed by a Datacard® authorized service representative or a trained Datacard® Channel Partner.

SOFTWARE

Q: What Datacard® software supports the SD460 printer?

A: ID Works® and IDCentre® software and their software families support SD460 printers.

SERVICE & SUPPORT

Q: What is the warranty for the SD460 printer?

A: The SD460 card printer has a 30 month warranty for both the printer and printhead. Complete warranty details can be found on PartnerPageSM.

Q: What service and support is available for the SD460 printer?

A: Please see the Service Announcement on PartnerPageSM for all service options.

Q: What training is available for the SD460 printer?

A: There is a training setup specifically for the CLM and SLM laminators, under code: TE1157. Other training opportunities are available to Datacard colleagues on PartnerPageSM through e-learning, training webinars and direct customer presentations. Contact your regional service and support teams for more information.

ORDERING

Q: How do I order a SD460 printer?

A: Please refer to Orders and Pricing on PartnerPageSM, or contact your regional customer service representative, sales manager or sales support representative.

Q: When will I be able to place orders for the SD460 printer?

A: Early, 2014.

Q: How do I order a SD460 printer demo package?

A: To order a SD460 printer demo package, please see the ID Solutions Demo Program Overview and Request Form on PartnerPageSM.