

Printer facts

- Direct to card
- One- or two-sided edge-to-edge printing
- Standard one side lamination; can use a tactile laminate
- Speed:
 - 210 cards per hour (front side print & lamination)
 - 185 cards per hour (both side print; front side lamination)

Printer technical info

- Connectivity
 - Bidirectional USB 2.0 high speed
 - Ethernet 10 Base-T/100-Base-TX
- OS Support for printer driver
 - Windows XP/7/8
 - Windows Server 2003/2008/2012
- Can it be in a printer pool? YES
- Uses Windows XPS-based driver
- Power requirement: two power outlets (printer & Lam have separate power supplies)



Physical info

- Printer & Laminator:
 - Footprint: 24 x 11", 20" high
 - Weight: 30lbs
- Access is required on all sides of printer
- Card capacity:
 - Hopper: 100 standard 0.030" cards
 - Reject tray: 10
 - Output: 100

Optional upgrades

- Contactless encoder (read/write) for MiFare, FeliCa, DESFire, iClass
- Contactless read-only for PC Prox
- Tactile impression embosser
- Second laminator
- Extended 200-input card hopper

User survey

The NACCU Technology Research Committee surveyed four schools using the DataCard CD800 printer to gather user experience information about this printer. The card offices in the participating schools serve enrolment of 11k to 31k students, plus faculty. Each office runs between two to six printers, and each has one permanent card office. Most of the printers are between two and three years old, with one senior CD800 clocking in at five years old. These printers have printed over 10,000 cards to as high as 25,000 imprints. **See the results on the next page!**

User Feedback

Software:

For ID production, all surveyed campuses use ID Works, one is trialing TruCredential. The campuses are split evenly between CBORD and Blackboard.

One sided or two?

Three out of the four schools surveyed print only one side of the card at a time and laminate the front. None of the surveyed schools use pre-printed card stock.

Credential technology:

All schools surveyed are using mag stripe, encoded by the printer. Some schools also use prox and MiFare. The school using MiFare encodes the card using a Blackboard MF4100 terminal after the card is printed.

Do you have a service contract?

The survey results were split - two schools have service contracts; the others do not. One discovered that the cost of the contract and services was not worth it when compared to replacement cost.

Have you noticed environmental (room temperature, humidity, etc.) conditions affecting your printers?

Yes, dry winter air causes static issues with card feeding but this problem is not specific to the CD800.

What is the most frustrating thing about your printer?

- Ribbon and laminate are proprietary and can only be purchased from DataCard, removing the ability to negotiate price through competing vendors.
- You must be able to access all sides and the top of the printer to be able to clear jams, replace supplies, or do routine maintenance.
- Repairs are very expensive if you're not on a service contract, making the printers virtually disposable.
- One user has had their printers reset the print count more than once on three different printers.
- Printers have issue with deep colors, causing ribbons to snap.
- They're really loud!
- Moving the printer USB to a different port on the computer can cause the computer to think the printer is a modem.

What has improved your relationship with your printer?

- Keep your drivers as up to date as possible.
- Realizing that printers are essentially disposable due to high service costs.

