

HID® FARGO® Connect™ Console

User Guide

PLT-03680, A.5
October 2024



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Contacts

For technical support, please visit: <https://support.hidglobal.com>.

What's new

Date	Description	Revision
October 2024	Updated document to support HID FARGO Connect 1.11.	A.5

A complete list of revisions is available in [Revision history](#).

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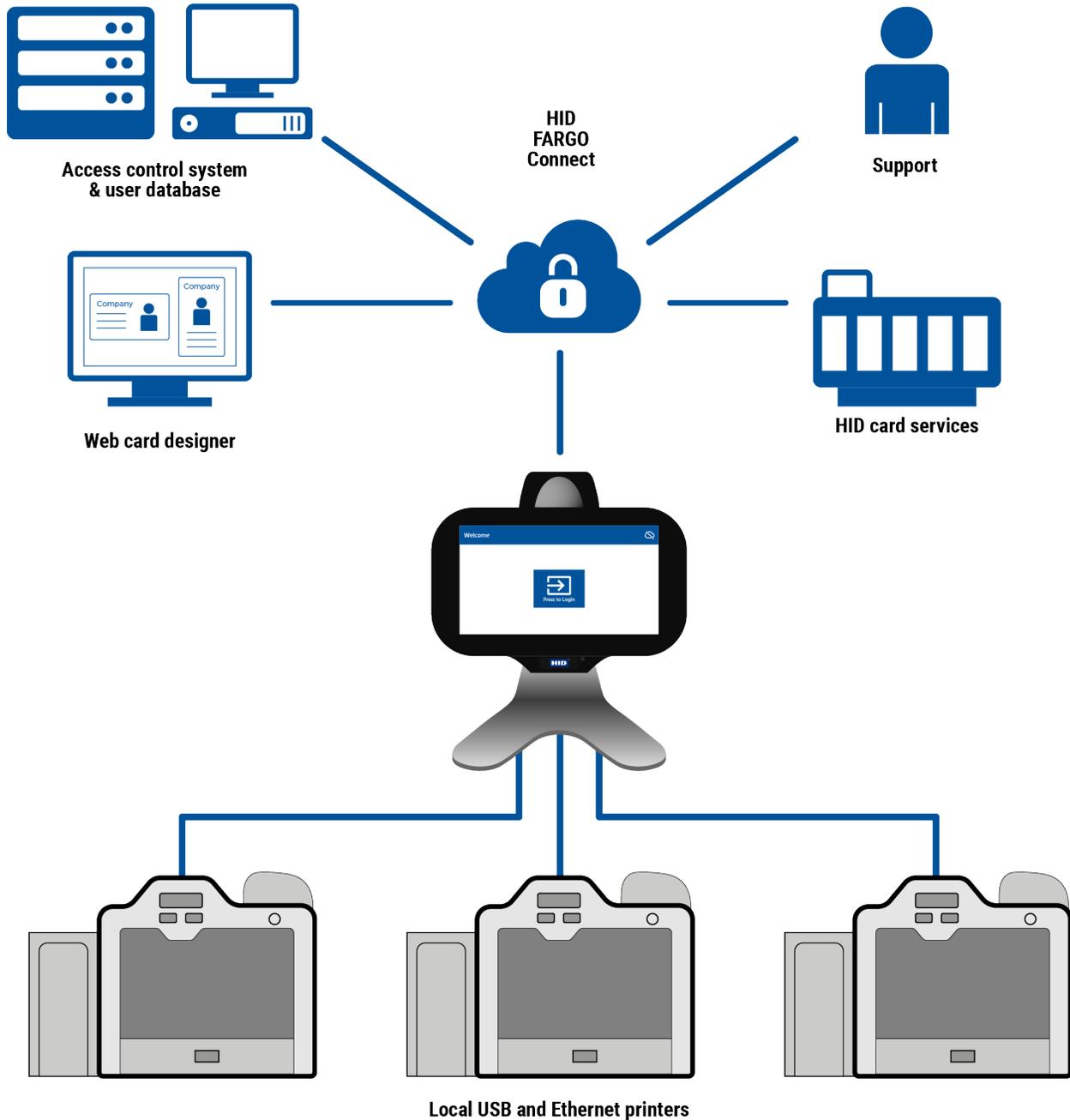
Section 01

Overview

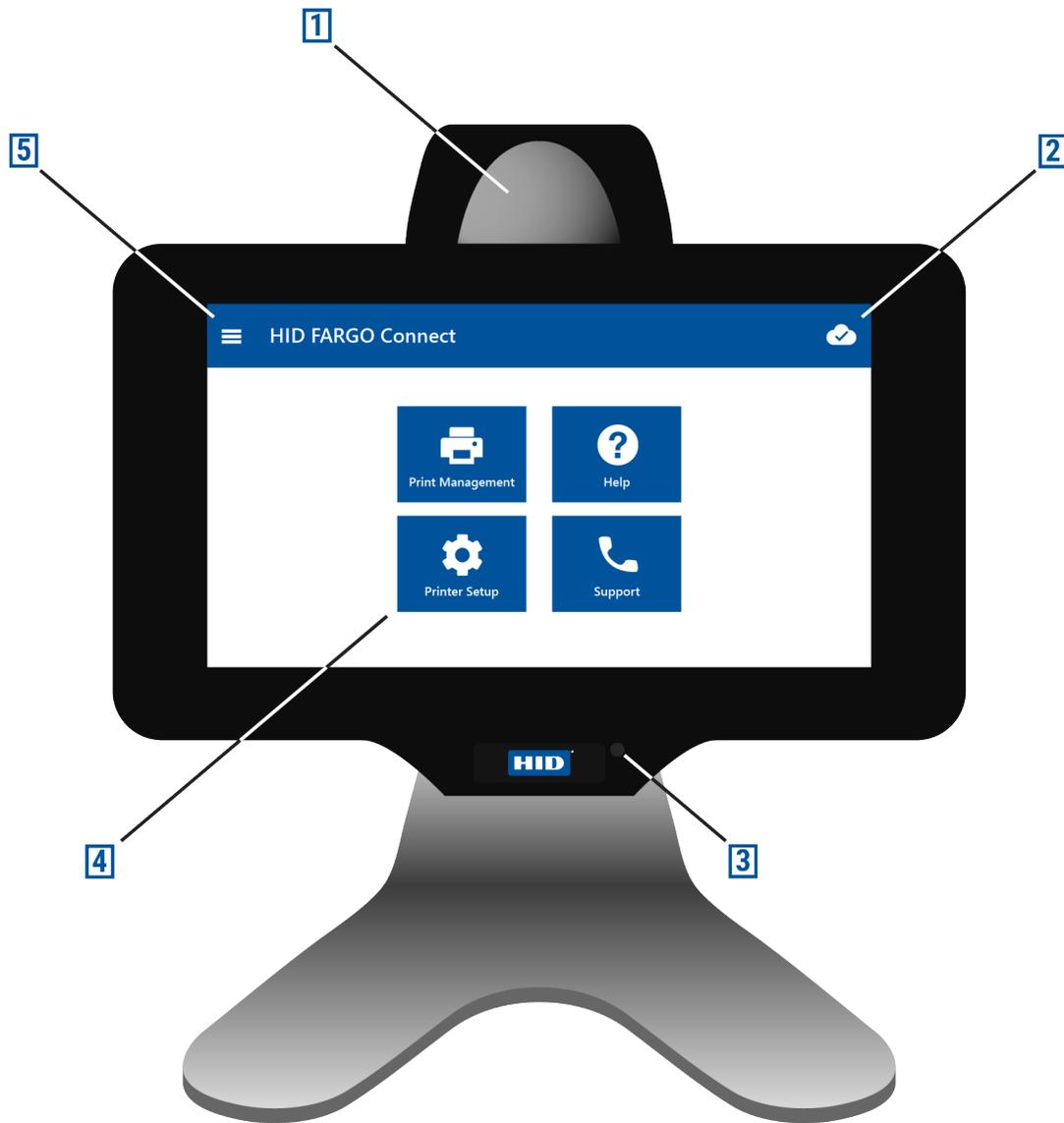
1.1 Introduction

The HID FARGO® Connect™ Console provides a secure gateway between your local FARGO card printers and the HID FARGO Connect platform, whether installed on-premises or in the cloud. The console provides a clear, easy to use touchscreen interface for local control and monitoring of the connected FARGO card printers.

Note: If you are using the new, version 2 HID FARGO Connect Console, you must use version 1.11 of HID FARGO Connect for the console to work correctly.



1.2 Console layout



Number	Description
1	Card reader zone. See 3.1 Log in for more information.
2	HID FARGO Connect cloud connection status
3	Power status LED
4	Function buttons. See 3.2 Print Management , 3.3 Printer Setup , 3.4 Help , and 3.5 System Support for more information.
5	Side menu control. See 3.6 Side menu for more information.

1.3 Quick reference

<p>HID FARGO Connect cloud See 3.6 Side menu</p>	 Connected	 Disconnected	<p>If the console is connected to the internet and is not registered with the portal the Connected icon flashes.</p>	
<p>Check printing status/queue See 3.2 Print Management</p>	 Print Management			
<p>Manually start a print job See 3.2 Print Management</p>	 Print Management	 +	 Print	
<p>Check printer consumables See 3.2 Print Management</p>	 Print Management	Show Printer	 <p>Ribbon 84511 YMCK 79% Transfer Film 84053 Clear 6%</p>	<p>Use the displayed part number to re-order stock</p>
<p>Edit printer settings See 3.3 Printer Setup</p>	 Printer Setup	Edit Settings	 or  to select printer type	
<p>Enable auto printing See 3.3 Printer Setup</p>	 Printer Setup	Edit Settings	<p>Enable Auto Print <input checked="" type="checkbox"/></p>	
<p>Change display brightness See 3.6 Side menu</p>	 Settings	Display Settings	<p>Display Brightness </p>	
<p>Change server settings See 3.6 Side menu</p>	 Settings	Server Settings	 Edit	<p>Check with your administrator before changing server settings</p>
<p>Logout See 3.6 Side menu</p>	 Logout			

Section **02**

Connection

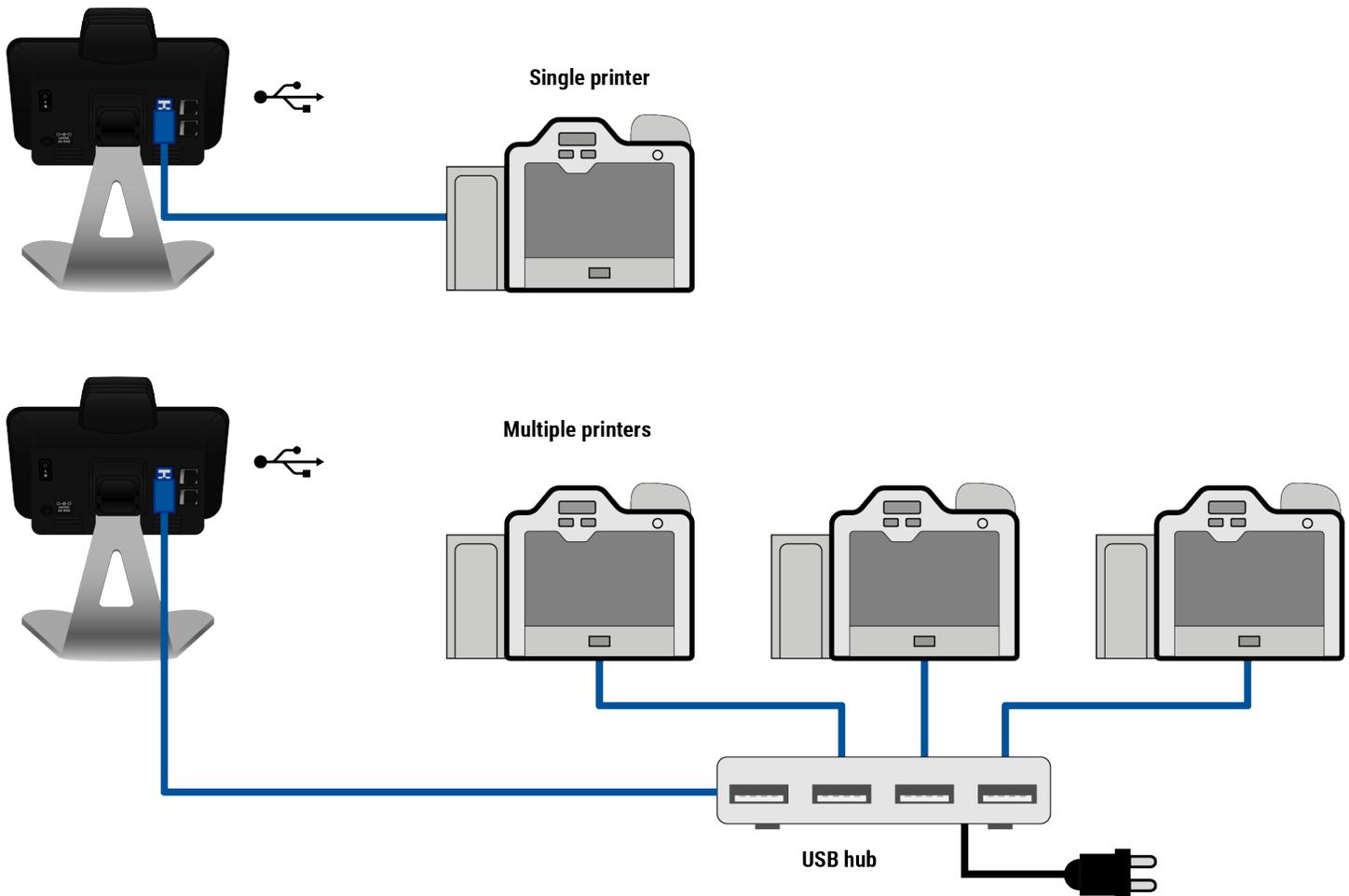
2.1 Connecting the console

The console can be connected to a total of three printers, using USB, Ethernet, or a combination of both.

Note: To read or write to a contactless smart card during the print process, the printer must be connected to the console using a USB connection.

2.1.1 Connecting to a printer via USB

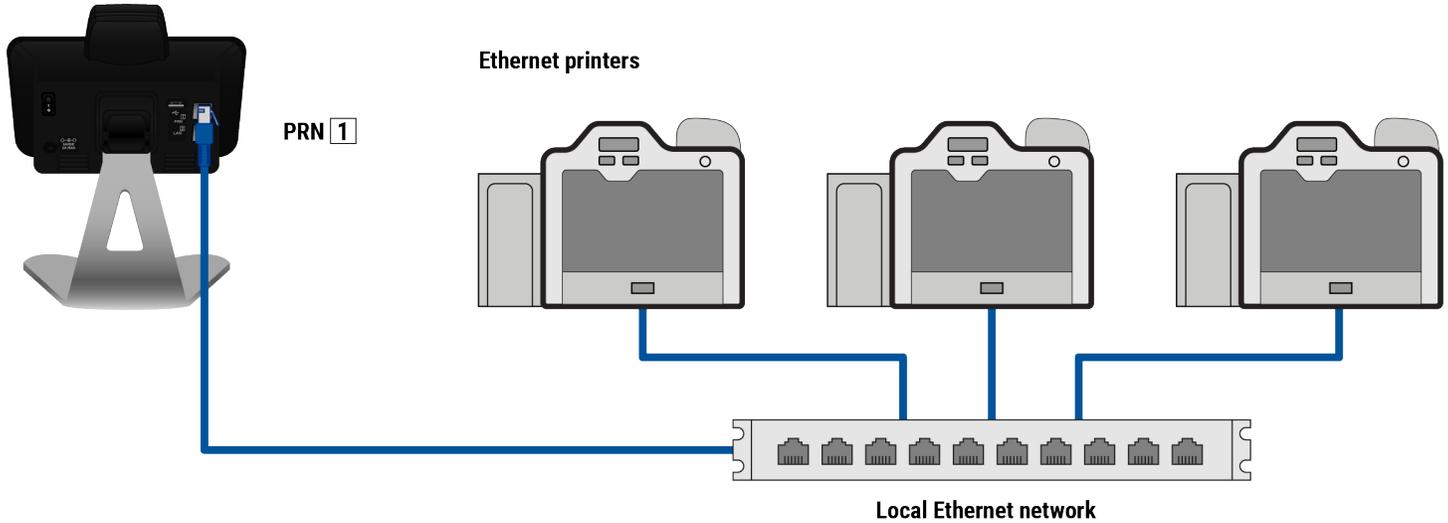
- If you have only one printer, you can connect it directly to the USB port on the console.
- If you have more than one printer, you can connect the printers to a self-powered USB 2.0 hub and then connect the console using the USB port.



2.1.2 Connecting a printer via Ethernet

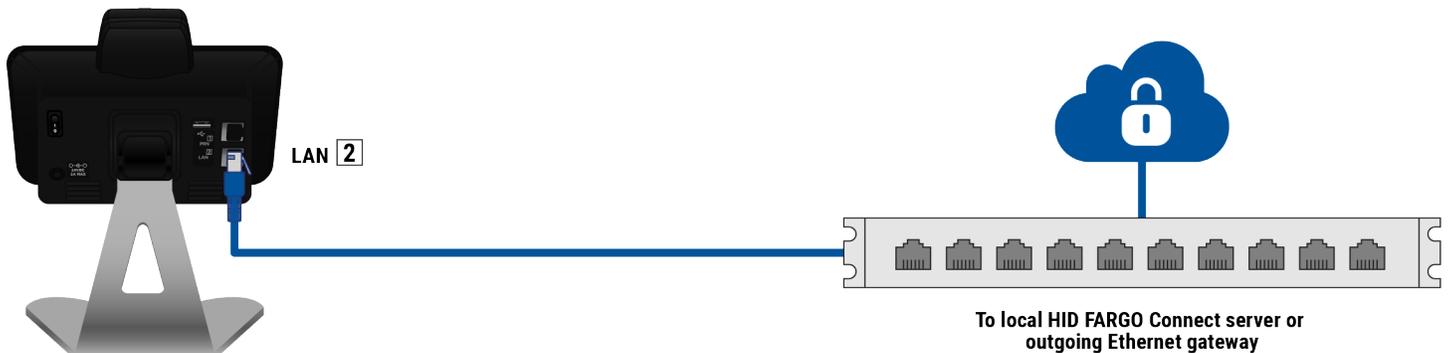
Connect an Ethernet cable between the **PRN 1** Ethernet port on the console and the local Ethernet network.

Note: The console and printer must be on the same network, so that the printer is "visible" to the console.

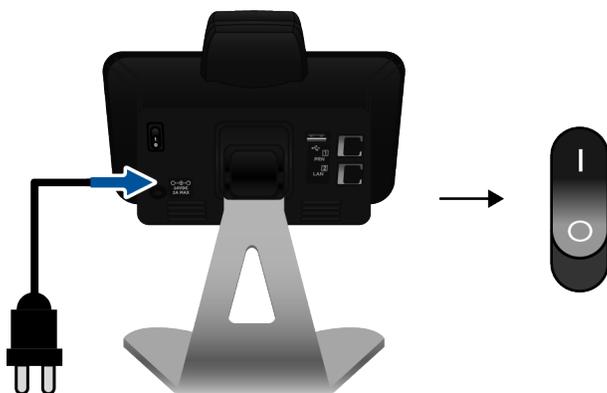


2.1.3 Connecting to a local network via Ethernet

The **LAN 2** port connects the console to HID FARGO Connect, which may be hosted on a local "on-premises" server, or using the HID cloud solution.



2.1.4 Connecting the power

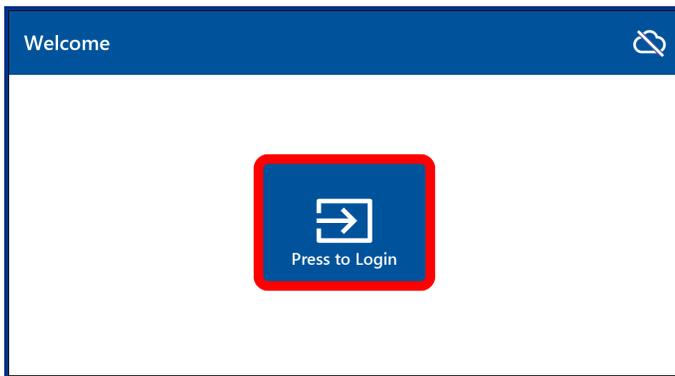


Section **03**

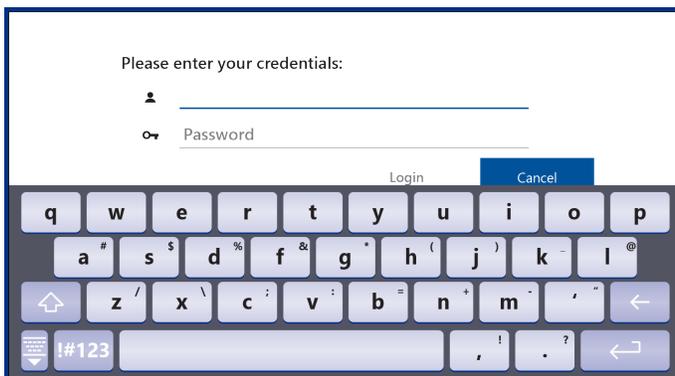
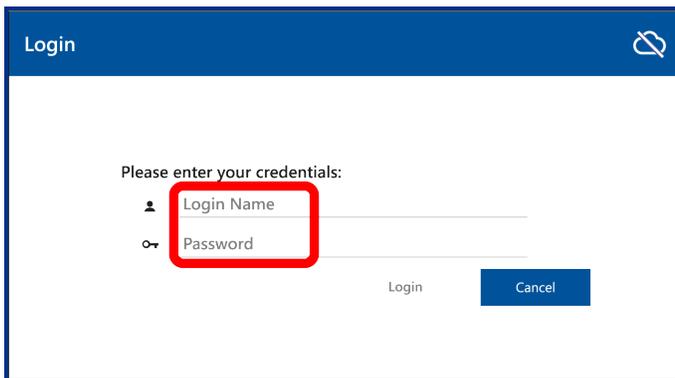
Operation

3.1 Log in

1. On the Welcome screen, tap **Press to Login**.

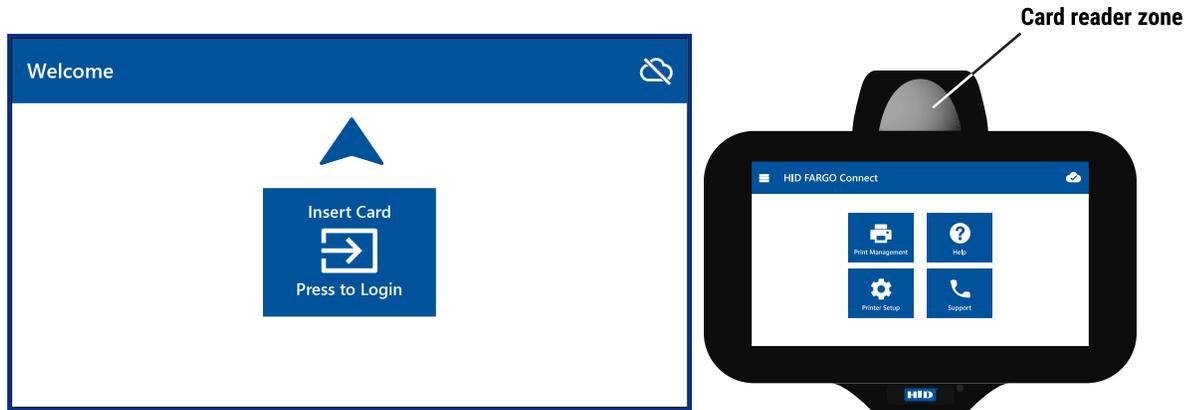


2. Tap the **Login Name** and **Password** fields and enter your credentials using the on-screen keyboard. The default Login Name is "fargo" and the default Password is "connect". Tap **Login**.



Alternatively, if you have enabled smart card authentication in the portal (see *HID FARGO Connect Portal User Guide*, PLT-03980), a prompt is displayed to tap (or hold) your contactless ID card beside the card reader zone at the top of the console.

Place your smart card on the card reader zone at the top of the console.



3. If log in is successful, the home screen is displayed.

Note: You can log in to the console even if you are not connected to the HID FARGO Connect network.

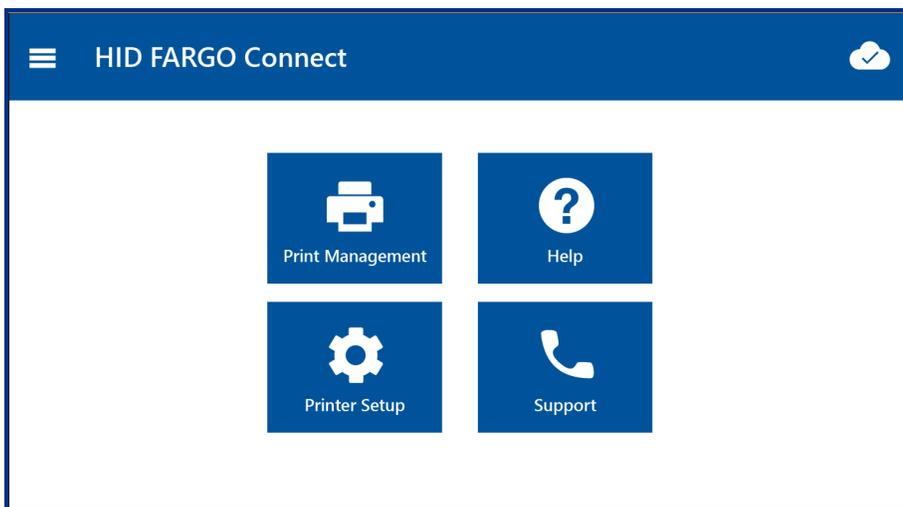
Note: If you remove your smart card from the card reader zone, you are automatically logged off.

Note: After the initial log in using your smart card, you can place your card on the card reader zone to log in without entering any credentials.

3.1.1 Home screen

The four large icons on the home screen provide access to the console's major functions.

- Tap an icon to select Print Management, Printer Setup, Help, or Support.
- Tap  to display the side menu. See [3.6 Side menu](#).
- Tap  to display the HID FARGO Connect network connection status.
- Tap  then **Home** (or the **HID** logo) to return to the home screen at any time.

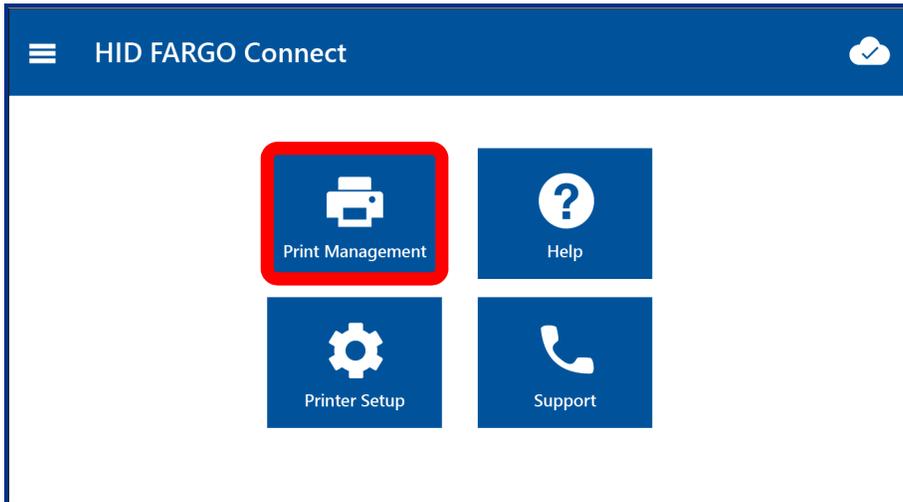


3.2 Print Management

The Print Management screen allows you to view the print queue, start or cancel print jobs, and view printer status.

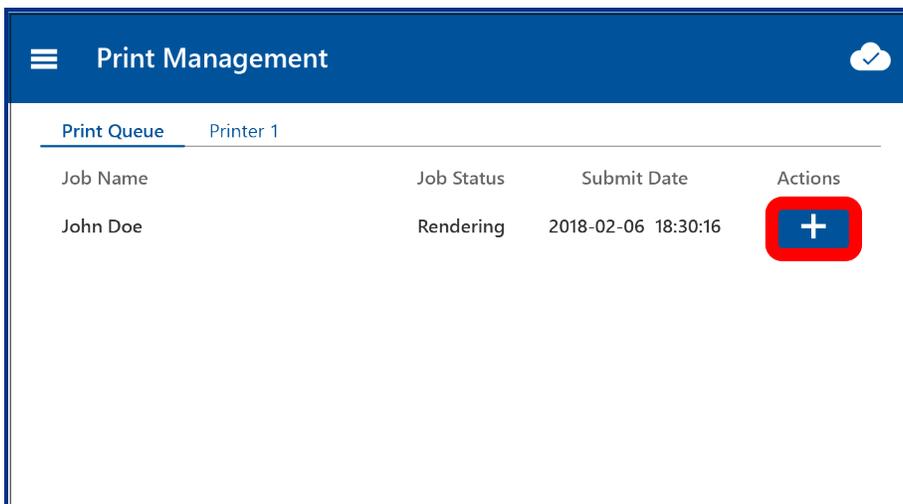
3.2.1 Print Queue tab

1. On the home screen, tap **Print Management**.

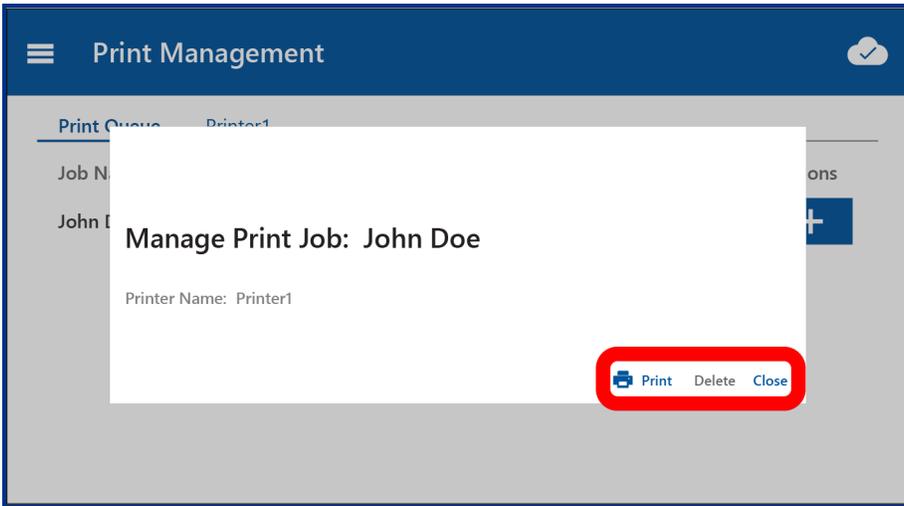


2. On the Print Management screen, tap **+** to display the available actions for a print job.

Note: If print jobs have been set to start automatically, you don't have to start them here.
See [3.3.1 Printer Settings: Ethernet](#) or [3.3.2 Printer Settings: USB](#).



3. The Actions dialog provides three options.



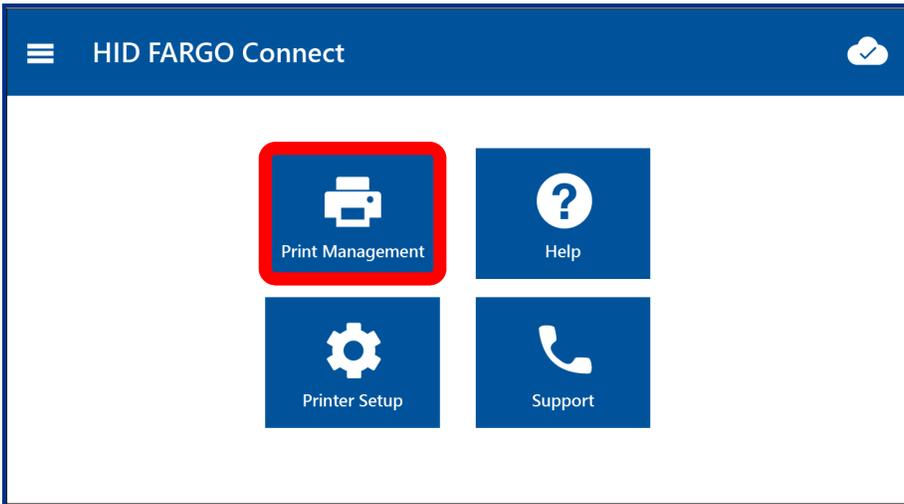
- Tap **Print** to start the print job (if Auto Print is not selected).
- Tap **Delete** to remove the job from the print queue.
- Tap **Close** to return to the print queue.

Note: The Actions dialog also provides information about failed print jobs, if applicable.

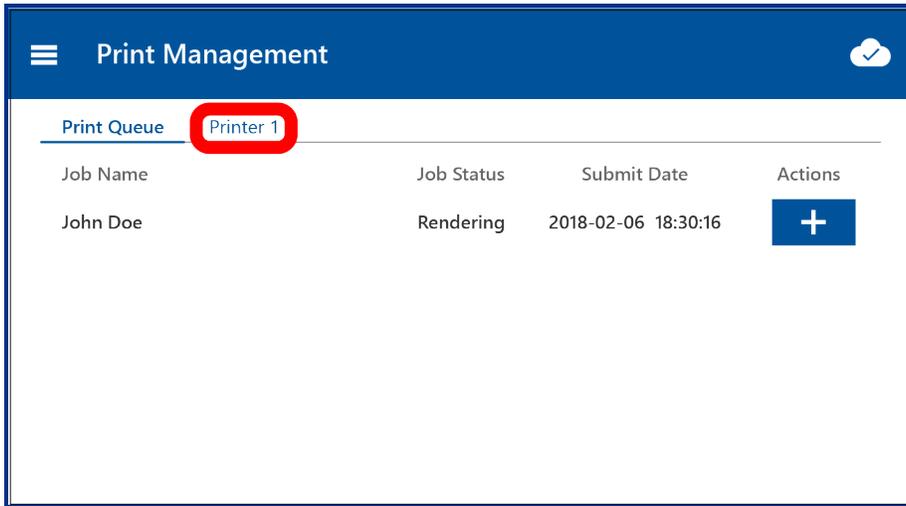
3.2.2 Printer status tab

Each connected printer has its own status tab at the top of the Print Management screen.

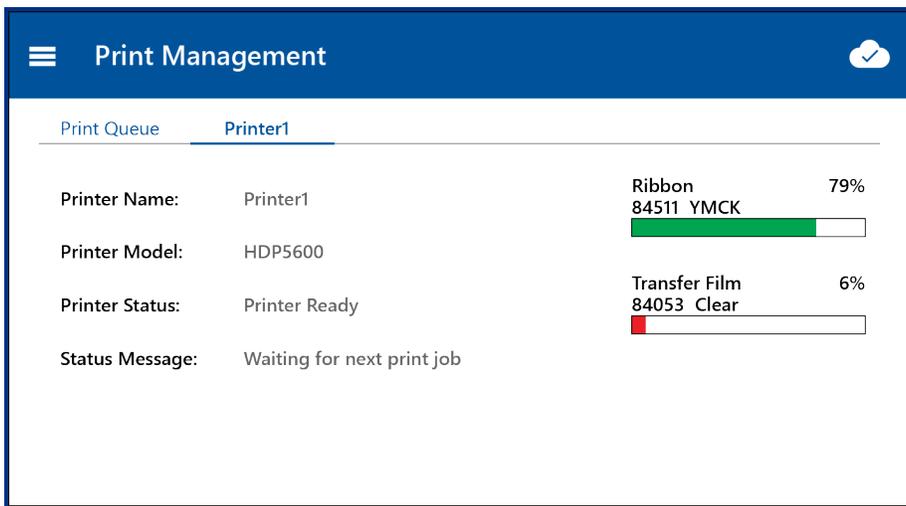
1. On the home screen, tap **Print Management**.



2. On the Print Management screen, tap the printer's name tab, e.g. **Printer1**.



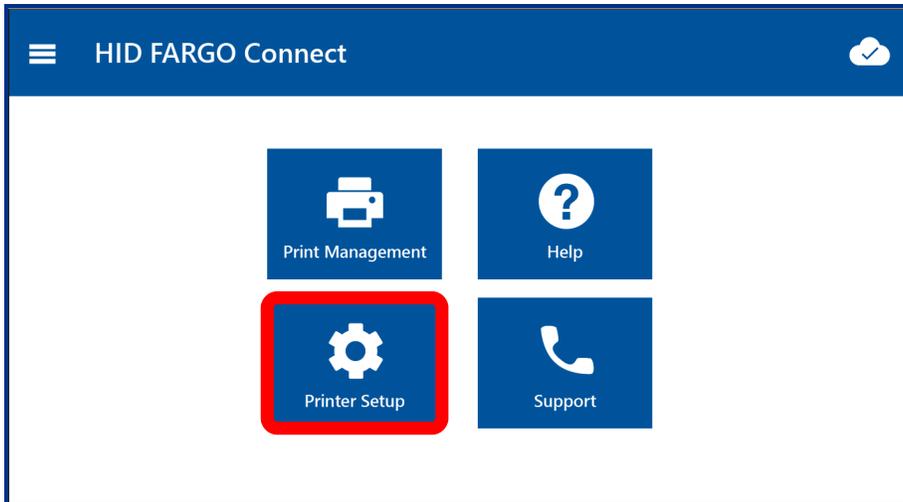
The printer status is displayed. The status bars indicate the level of each consumable in the printer, together with the replacement order code, e.g. Ribbon 84511 YMCK or Transfer Film 84053 Clear.



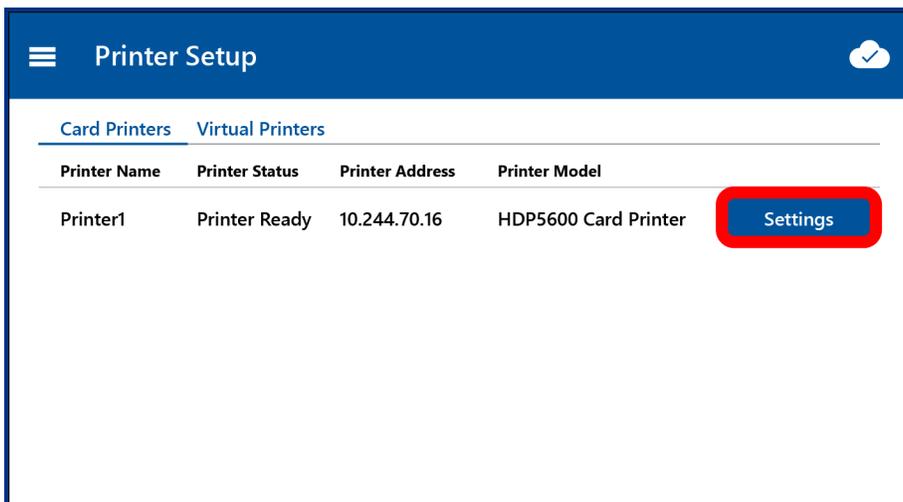
3.3 Printer Setup

The Printer Setup screen allows you to configure attached or virtual printers.

1. On the home screen, tap **Printer Setup**.



2. On the Printer Setup screen, the Card Printer tab is selected. Select the **Card Printer** or **Virtual Printers** tab. Tap **Settings** for the printer you wish to configure.

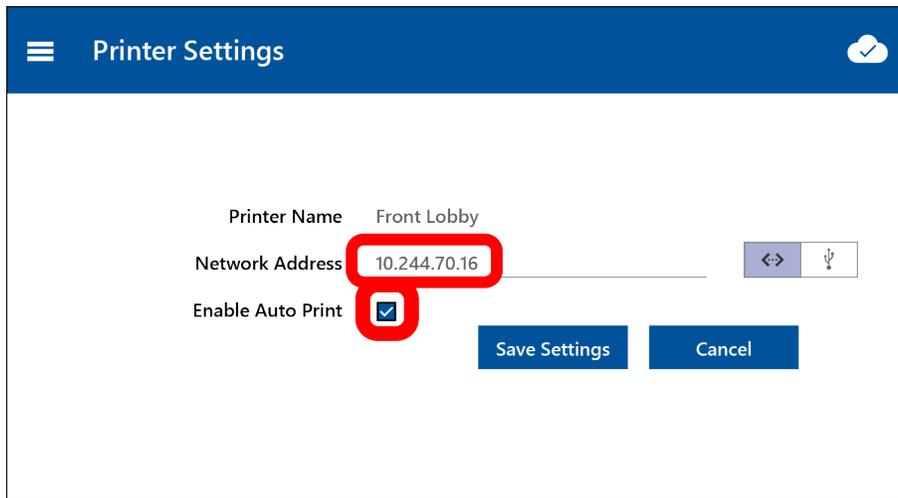


3.3.1 Printer Settings: Ethernet

Ethernet printers are indicated by the  icon.

Note: To read or write to a contactless smart card during the print process, the printer must be connected to the console using a USB connection.

1. Tap the **Network Address** field to enter the printer's IP address, which can be found in the printer's status screen Info menu. The console and printer must be on the same network, so that the printer is "visible" to the console.



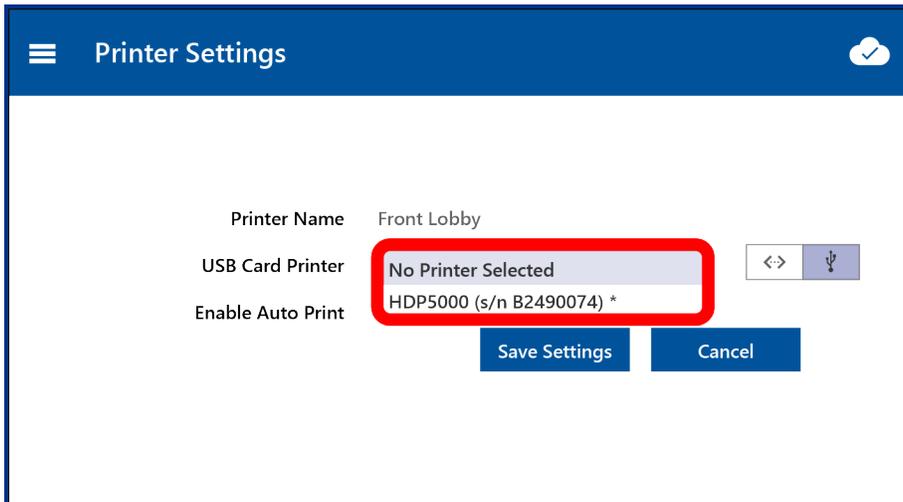
2. Tap the **Enable Auto Print** check box to make all incoming print jobs go straight to the printer. This allows you to leave the console unattended, without having to start each job using the Print Management > Actions screen.

3.3.2 Printer Settings: USB

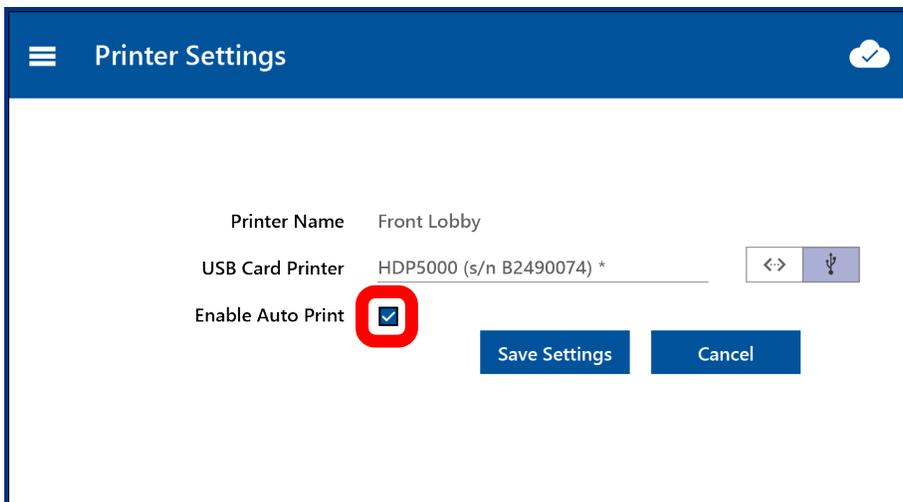
USB printers are indicated by the  icon.

1. Tap the **USB Card Printer** field to select the printer. The printer model and serial number are listed.

Note: If there are multiple printers of the same model type, the serial number can be used to identify an individual printer.



2. Tap the **Enable Auto Print** check box to make all incoming print jobs go straight to the printer. This allows you to leave the console unattended, without having to start each job using the Print Management > Actions screen.

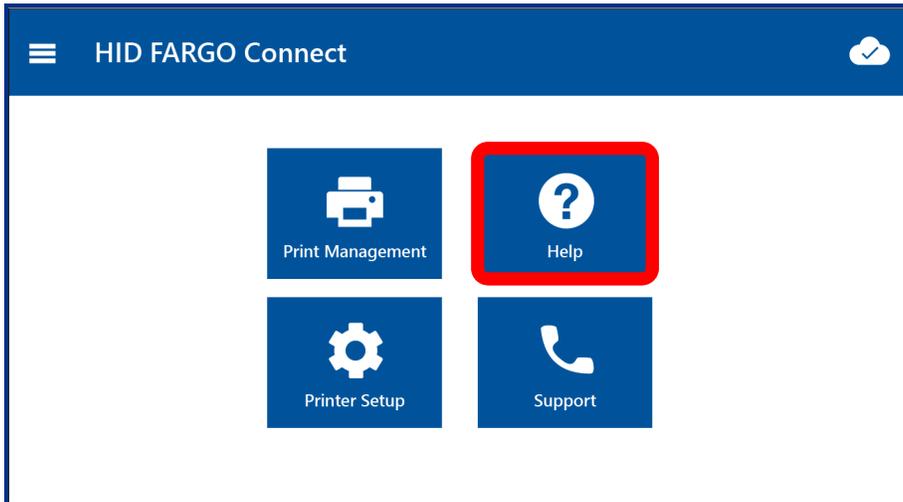


3.4 Help

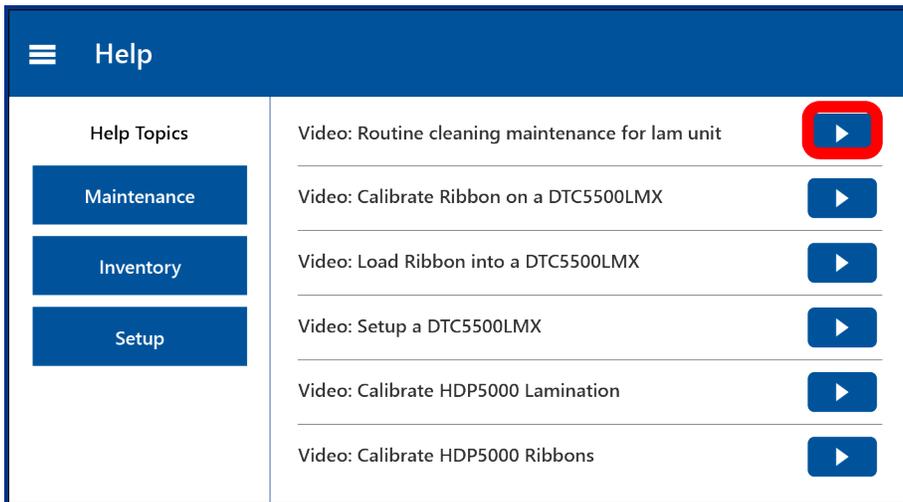
The Help screen provides many help videos and topics to assist you.

3.4.1 Help: Maintenance tab

1. On the home screen, tap **Help**.

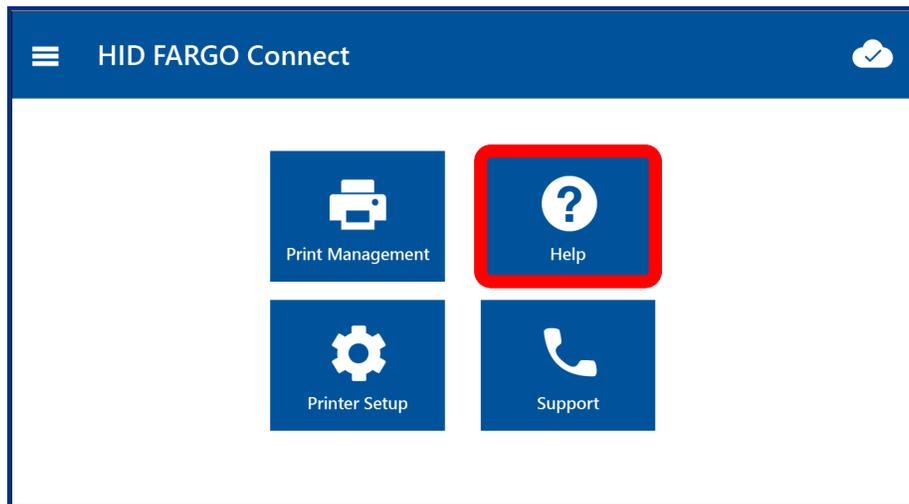


2. On the Help screen, tap  to play a video.

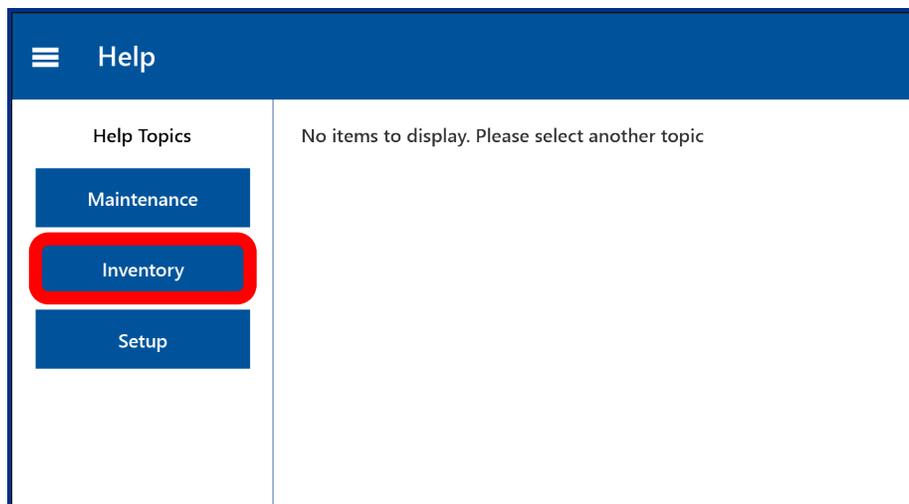


3.4.2 Help: Inventory tab

1. On the home screen, tap **Help**.



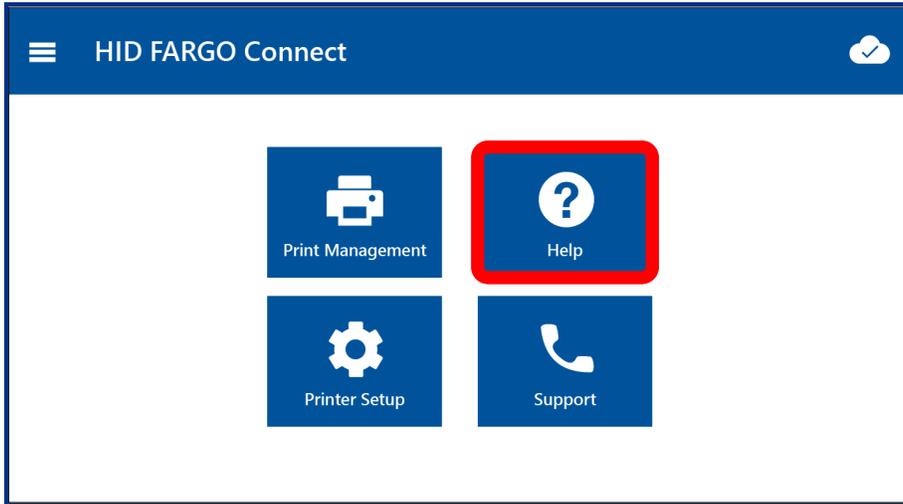
2. On the Help screen, tap **Inventory**.



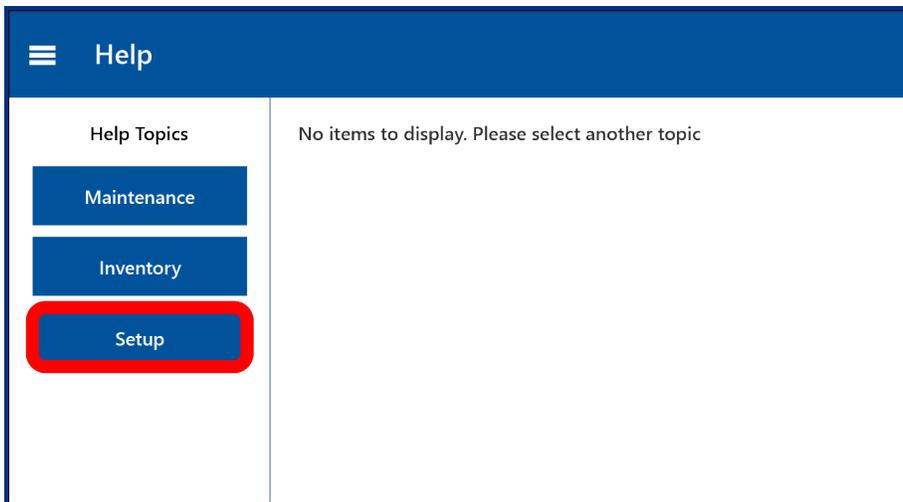
Note: The Inventory screen is currently in development, and new features will be added in future updates.

3.4.3 Help: Setup tab

1. On the home screen, tap **Help**.



2. On the help screen, tap **Setup**.



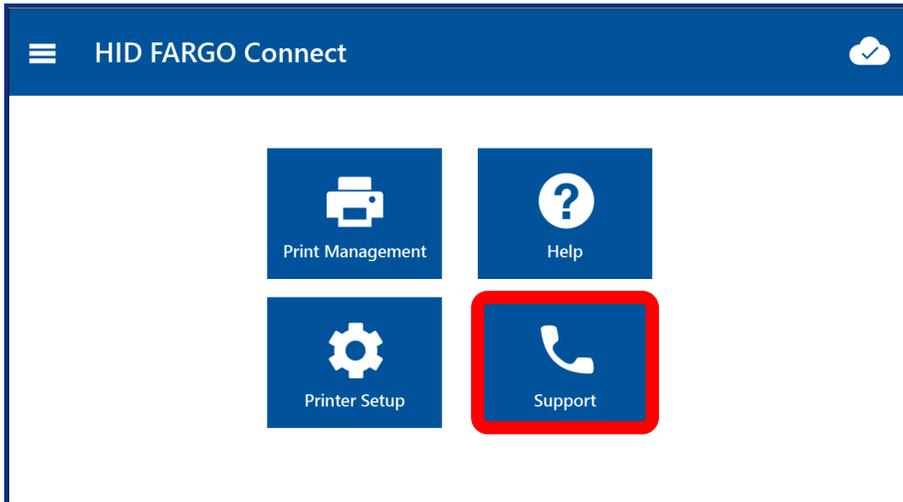
Note: The Setup screen is currently in development, and new features will be added in future updates.

3.5 System Support

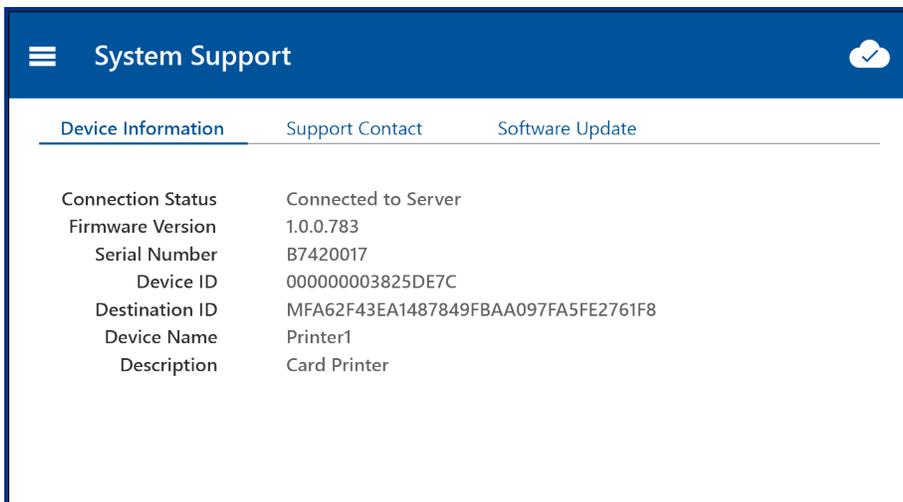
The System Support screen displays device information, contact information, and the software update screen.

3.5.1 Device Information tab

1. On the home screen, tap **Support**.

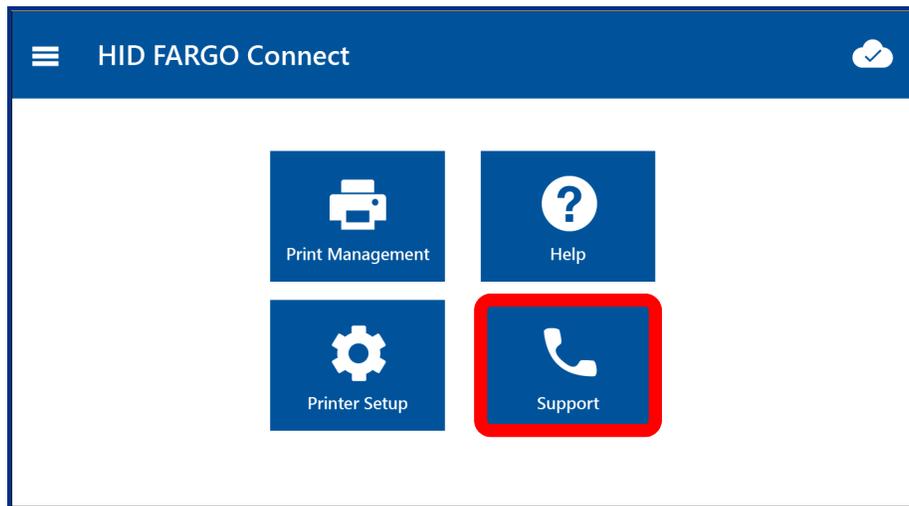


The **Device Information** tab is displayed. This shows all hardware information, including the firmware version; see [3.5.3 Software Update tab](#).

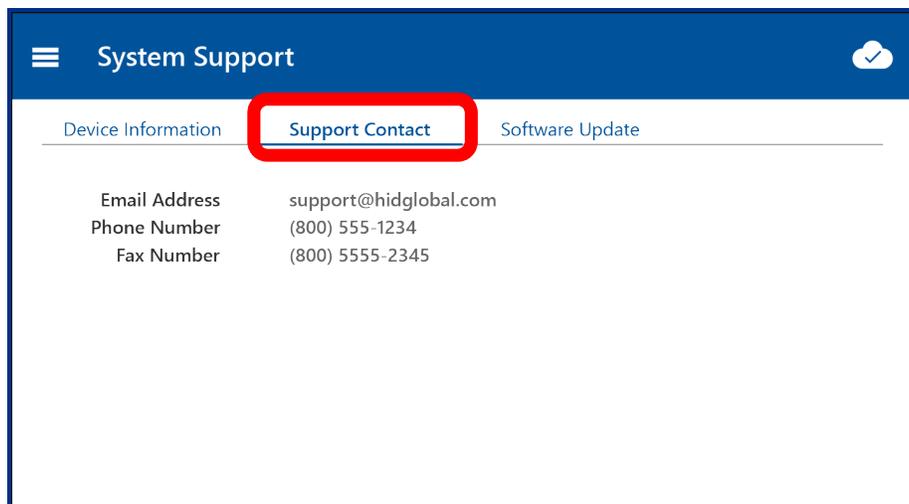


3.5.2 Support Contact tab

1. On the home screen, tap **Support**.



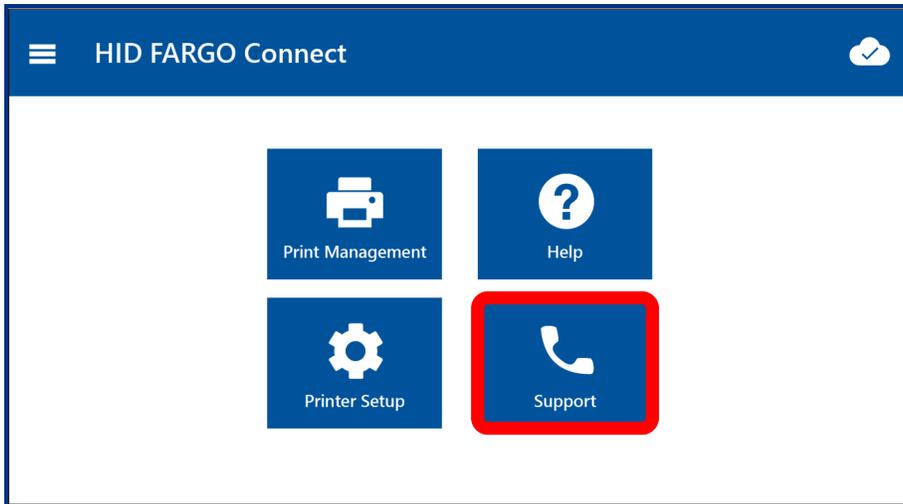
2. On the System Support screen, tap **Support Contact** to display HID contact information.



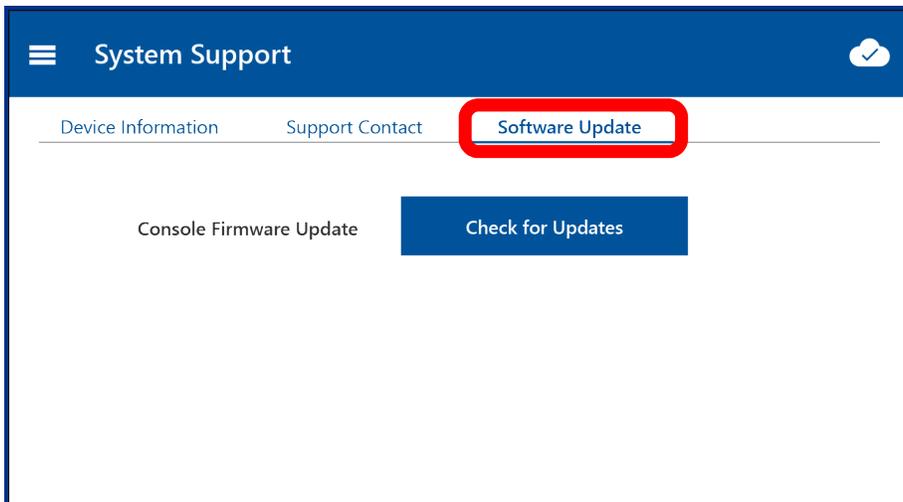
3.5.3 Software Update tab

The console can check online for firmware updates.

1. On the home screen, tap **Support**.



2. On the System Support screen, tap **Software Update**.



3. Tap **Check for Updates** to search for console firmware updates.

3.6 Side menu

The side menu provides access to all of the main console tools and an additional system settings menu.

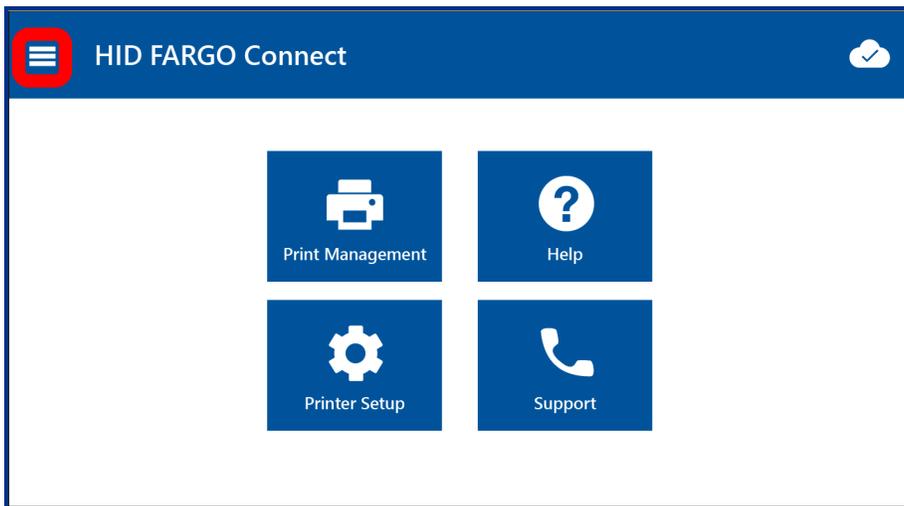
Note: Tap the **HID** logo (or **Home**) on the side menu to go back to the home screen at any time.

3.6.1 Settings: Server Settings tab

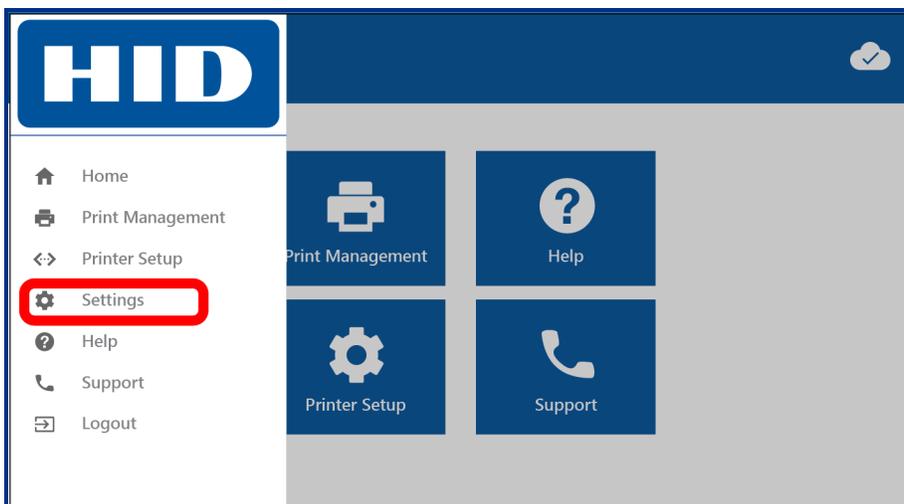
The Server Settings tab allows you to configure and test the connection settings for the HID FARGO Connect server.

Note: Please check with your system administrator before changing server settings. Incorrect settings can cause the console to become disconnected from the HID FARGO Connect server.

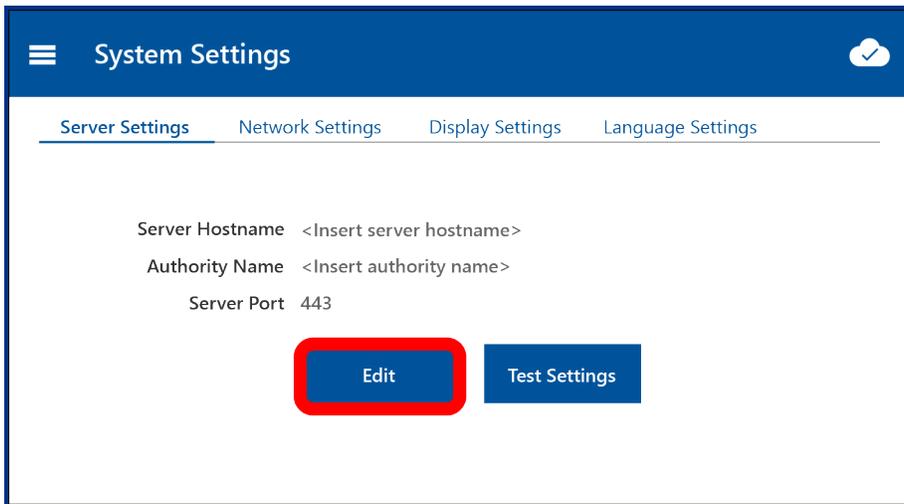
1. On the home screen, tap  to display the side menu.



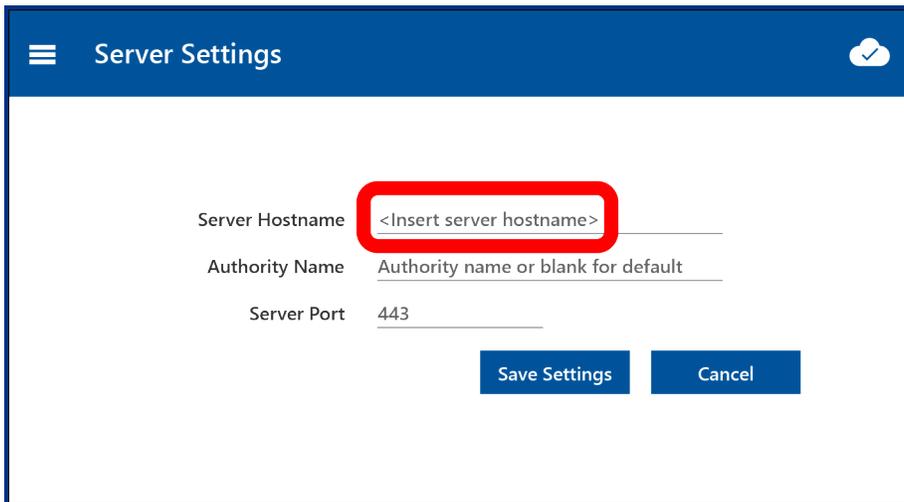
2. On the side menu, tap **Settings**.



3. On the **Server Settings** tab, tap **Edit**.

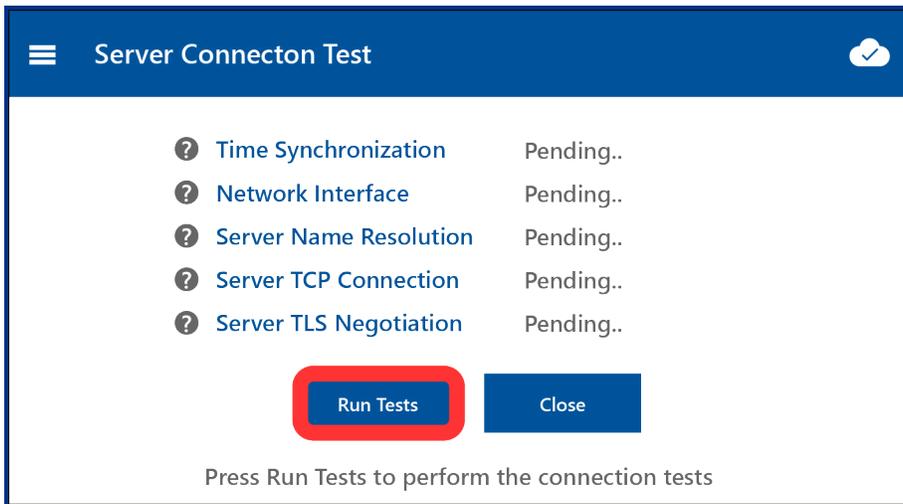


4. Enter the Server Hostname, Server Port and, optionally, the Authority Name.

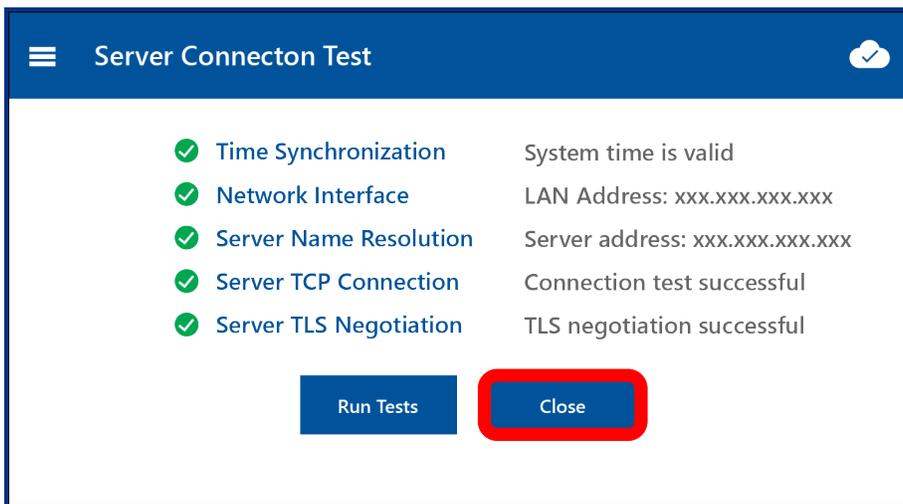


5. Tap **Save Settings** to return to the Server Settings tab.
When the Server Settings are established, you can test the connections to verify connectivity.
6. On the **Server Settings** tab, tap **Test Settings**.

7. Tap **Run Tests**.



8. When complete, tap **Close**.

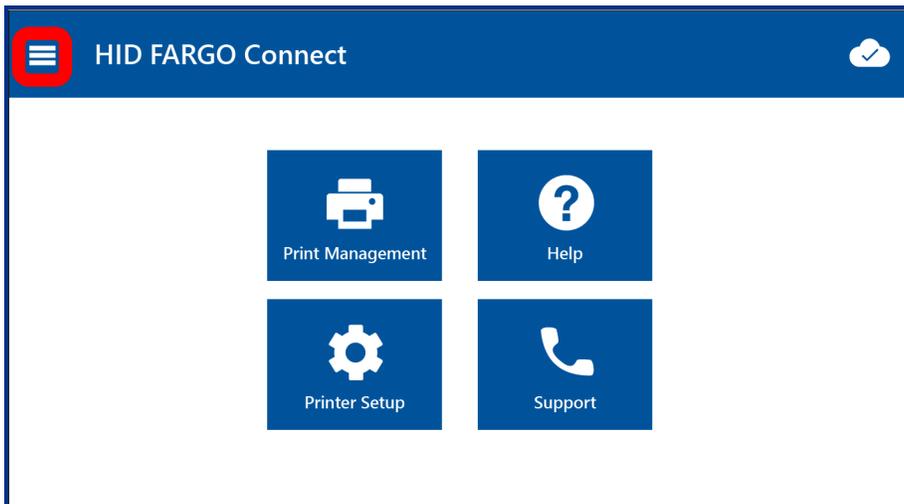


3.6.2 Settings: Network Settings tab

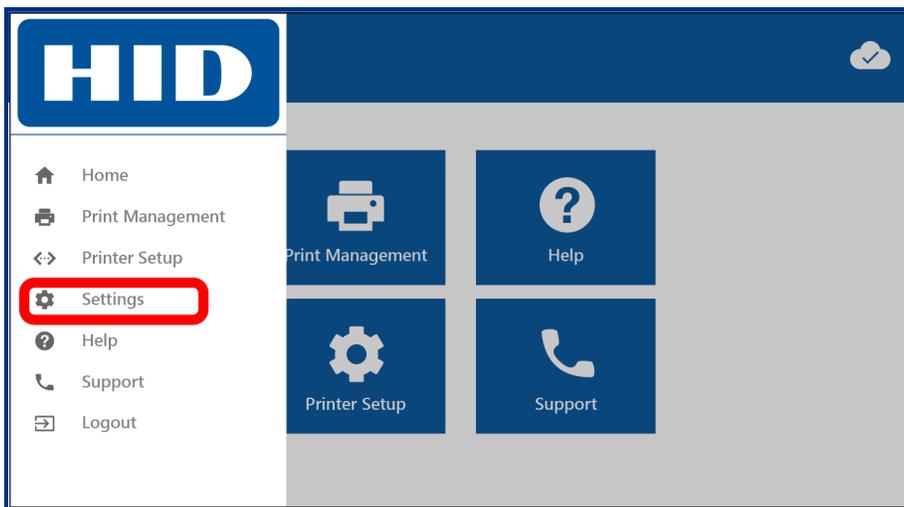
The Network Settings tab displays the MAC address and IP address of the console's rear panel Ethernet ports:

- **PRN 1** is the printer network port.
- **LAN 2** is the HID FARGO Connect network port.

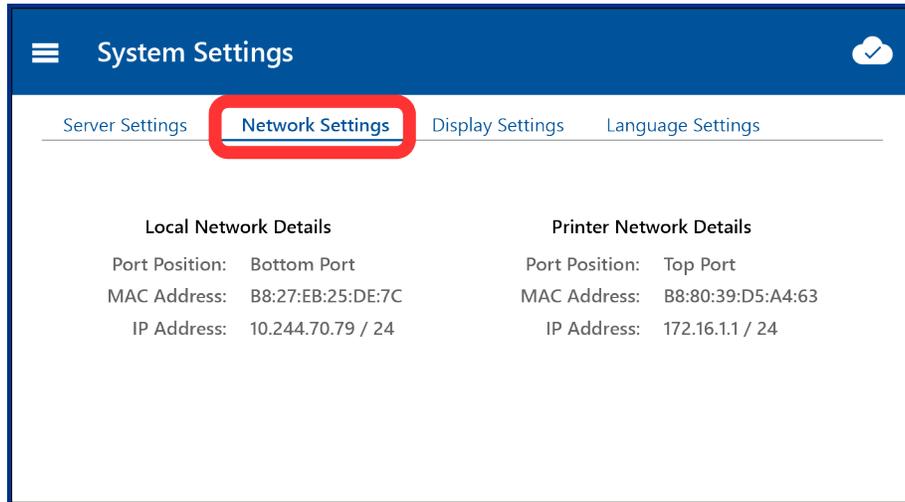
1. On the home screen, tap  to display the side menu.



2. On the side menu, tap **Settings**.



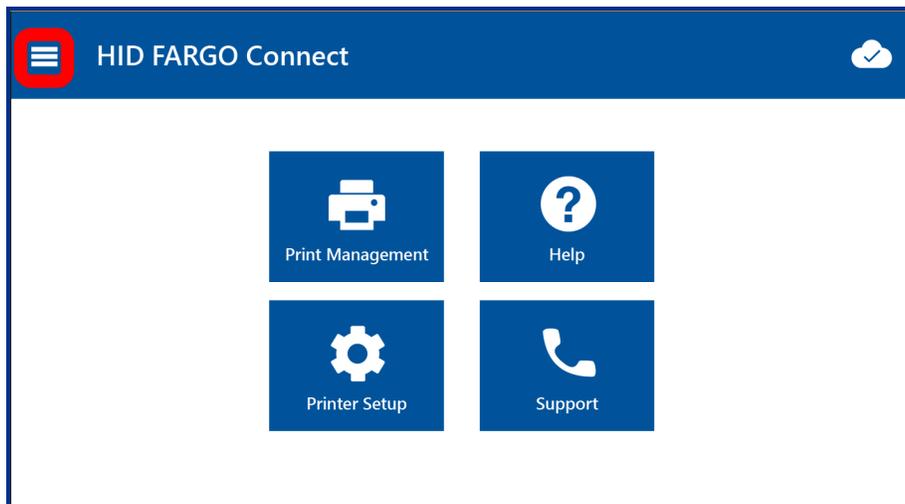
3. On the System Settings screen, tap **Network Settings**.



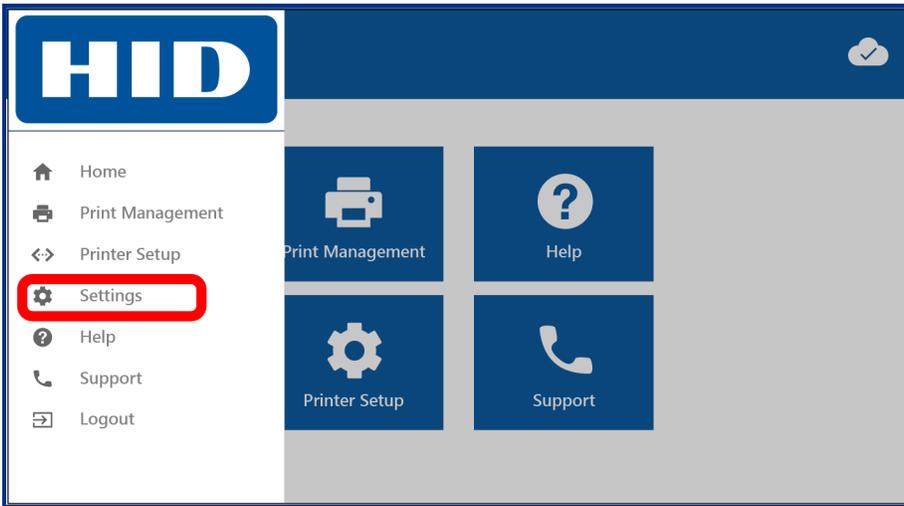
3.6.3 Settings: Display Settings tab

The Display Settings tab allows you to configure the display brightness and auto-dimming period.

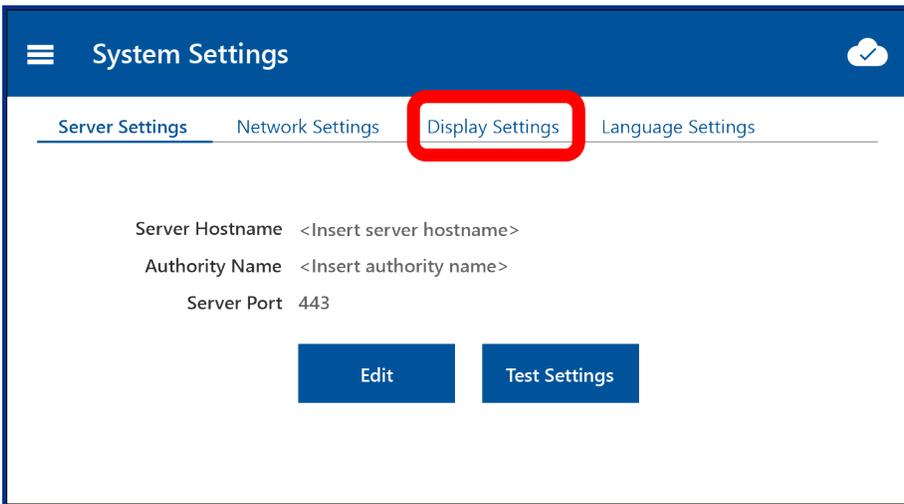
1. On the home screen, tap  to display the side menu.



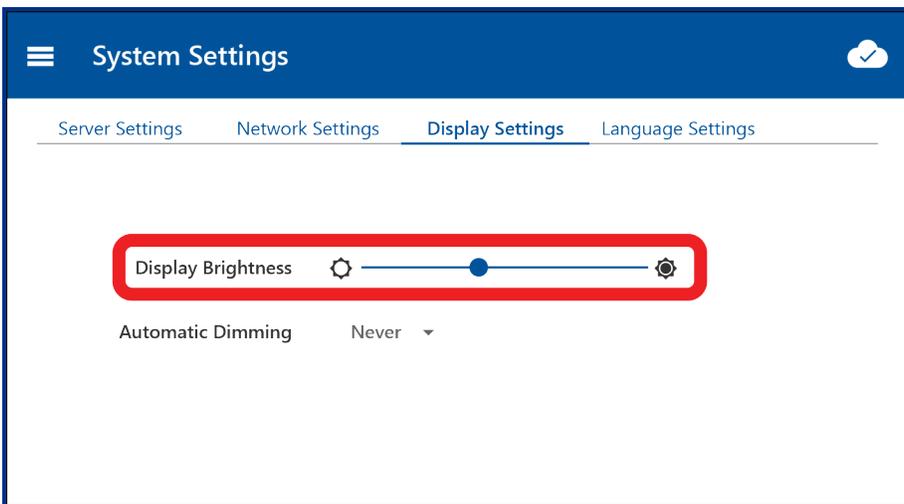
2. On the side menu, tap **Settings**.



3. On the System Settings screen, tap **Display Settings**.



4. On the **Display Settings** tab, tap or drag the **Display Brightness** slider.

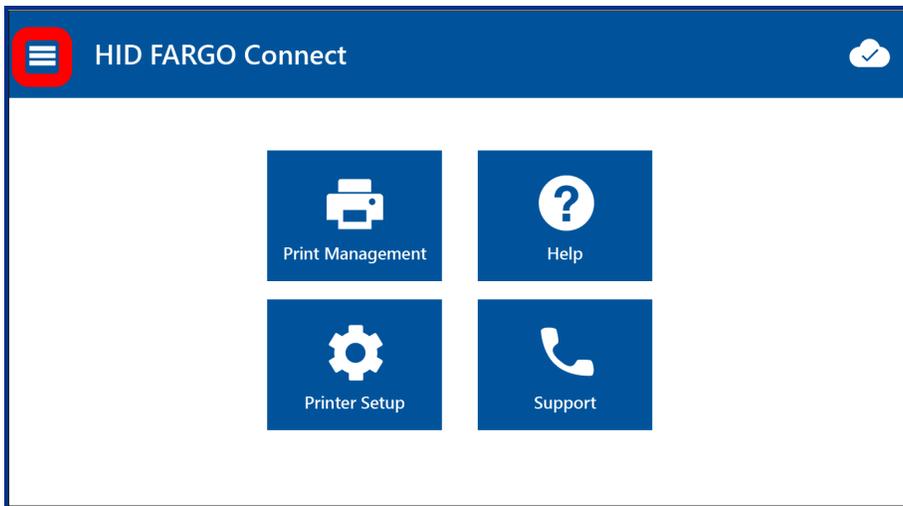


5. Tap the **Automatic Dimming** field. If the console is not being used, it will dim the display after a preset period to reduce distraction and prolong screen life.
 - **Never** means the console does not dim the display.
 - **x Minutes** sets the period after which the display is dimmed.Touching the screen restores normal brightness.

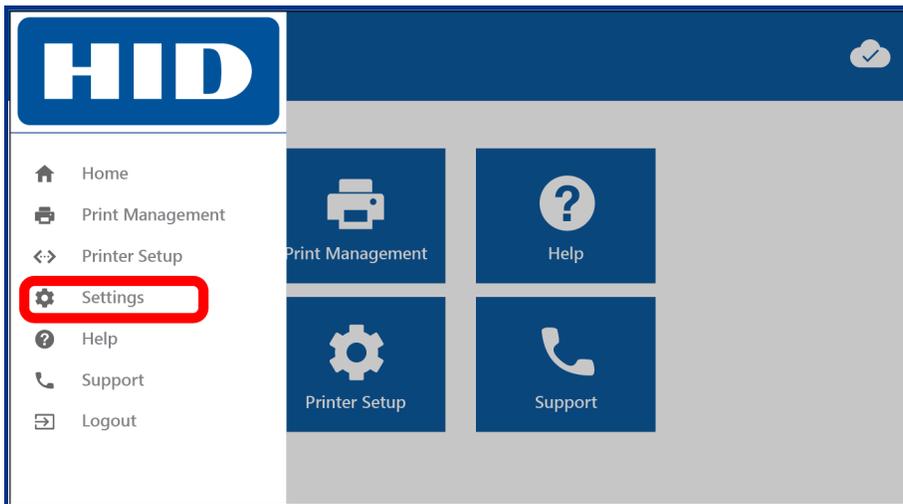
3.6.4 Settings: Language Settings tab

The Language Settings tab allows you to select the menu screen language.

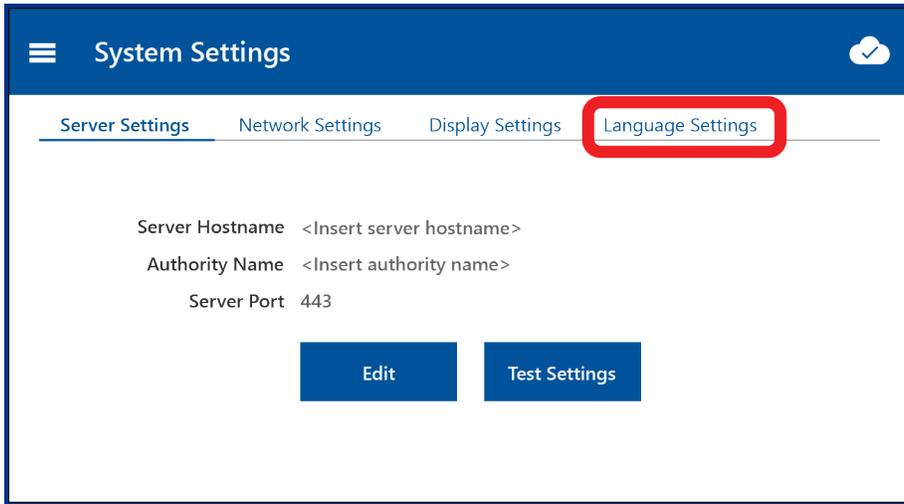
1. On the home screen, tap  to display the side menu.



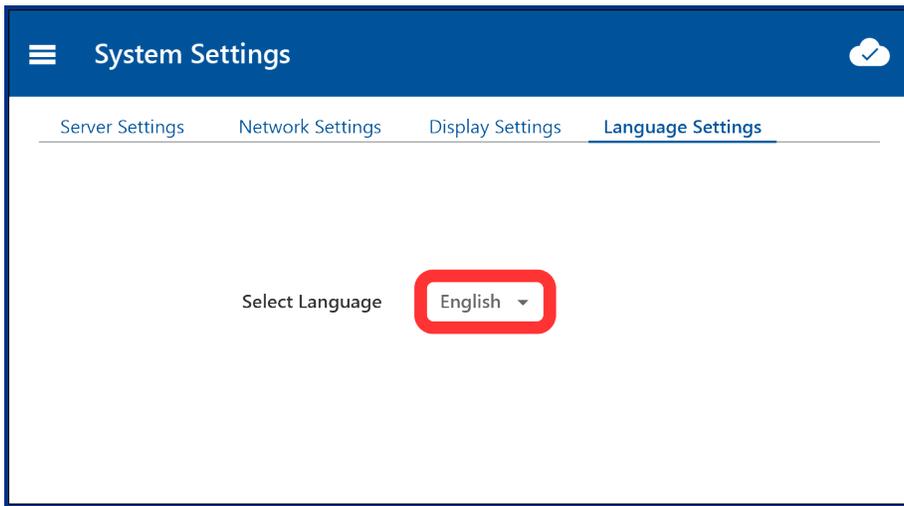
2. On the side menu, tap **Settings**.



3. On the System Settings screen, tap **Language Settings**.



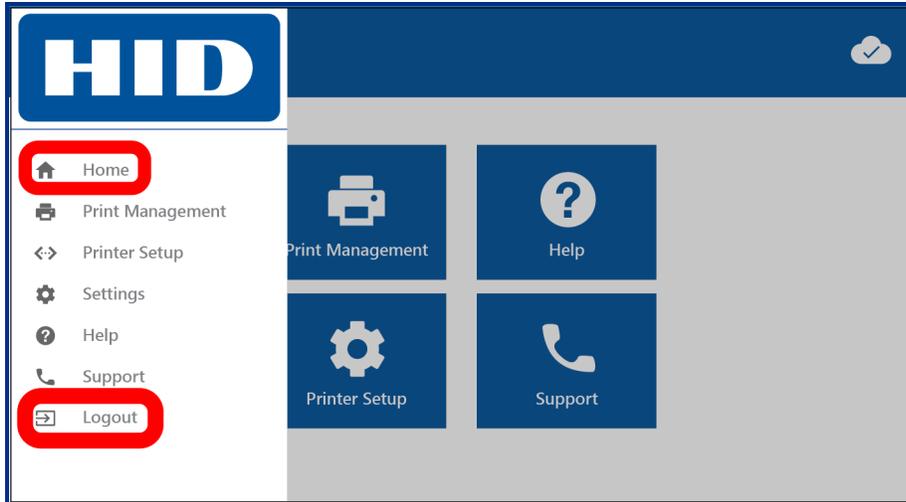
4. On the **Language Settings** tab, tap the **Select Language** drop-down to choose a language.



3.6.5 Home and Logout

Note: If you logged in by placing your smart card on the card reader zone at the top of the console, you can log out by removing your card from the card reader zone.

1. From any screen, tap  to display the side menu.
2. On the side menu:
 - Tap **Home** to return to the home screen.
 - Tap **Logout** to log out and return to the Welcome screen (see [3.1 Log in](#)).



Section **04**

Specifications

4.1 Regulatory

FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CAUTION: Any changes or modifications to this device not explicitly approved by the manufacturer could void your authority to operate this equipment.

Canada Radio Certification

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le present appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

CE Marking

HID Global hereby declares that these proximity readers are in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. Por el presente, HID Global declara que estos lectores de proximidad cumplen con los requisitos esenciales y otras disposiciones relevantes de la Directiva 2014/53/EU. HID Global declare par la presente que ces lecteurs a proximite sont conformes aux exigences essentielles et aux autres stipulations pertinentes de la Directive 2014/53/EU. A HID Global, por meio deste, declara que estes leitores de proximidade estao em conformidade com as exigencias essenciais e outras condicoes da diretiva 2014/53/EU. HID Global bestatigt hiermit, dass die Leser die wesentlichen Anforderungen und anderen relevanten Bestimmungen der Richtlinie 2014/53/EU erfullen. HID Global dichiara che i lettori di prossimita sono conformi ai requisiti essenziali e ad altre misure rilevanti come previsto dalla Direttiva europea 2014/53/EU. Download copies of the Radio Equipment Directive (RED) Declaration of Conformity (DoC) at <http://www.hidglobal.com/certifications>.

Korean KCC

	HID FARGO Connect Console (X002400)
항목	규격
송신주파수	RFID:13.56 MHz, BLE 2.4 -2.48GHz
수신주파수	RFID:13.56 MHz, BLE 2.4 -2.48GHz
출력	RFID: 10m에서, 47.544mv이하
전원	DC 12.0V
전파형식	A1D
발진방식	X-tal
변조방식	RFID: ASK

인증번호 : R-C-JQ6-X002400

제품명칭 : Console

모델명 : X002400

인증 받은 자의 상호 : HID Global Corporation

제조업체명 : Integral Components, 1220 Tech Ct, Westminster, MD 21157

제조국명 : USA

제조년, 월 : September 1, 2018

Japan MIC

"この装置は総務省の型式指定を受けています。"

(総務省指定番号は第AC-xxxxx号です)

本製品は電波を使用したRFID機器の読み取り・書き込み装置です。

そのため使用する用途・場所によっては、医療機器に影響を与える恐れがあります

Israel

השימוש במכשיר הינו על בסיס "משני" ופטור מרשיון הפעלה אלחוטי.

רק "בפעולת בזק" לשימוש עצמי של הלקוח בלבד, הלקוח פטור מרשיון הפעלה אלחוטי.

אסור להחליף את האנטנה המקורית של המכשיר, ולא לעשות בו כל שינוי טכני אחר.

UAE



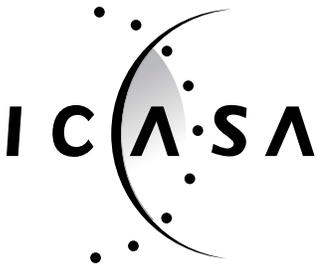
Singapore

Complies with
IMDA Standards
DB106440

Indonesia

(Certificate Number)
(PLG ID Number)

South Africa



TA XXXX-YYYY
APPROVED

Australia and New Zealand



E4662

Philippines



Type Accepted
No.: ESD-RCE-2127927

4.2 Warranty

<https://www.hidglobal.com/warranty-policy>

Revision history

Date	Description	Revision
October 2024	Updated document to support HID FARGO Connect 1.11.	A.5
November 2022	Updated document to support HID FARGO Connect 1.10.	A.4
April 2022	Added Philippines certification to Section 4, reformatted and refreshed document with HID branding.	A.3
July 2020	Added additional Regulatory information in Section 3.	A.2
December 2018	Updated document to support HID FARGO Connect 1.2.5.	A.1
March 2018	Initial release.	A.0



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For technical support, please visit: <https://support.hidglobal.com>

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PLT-03680, Rev. A.5

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