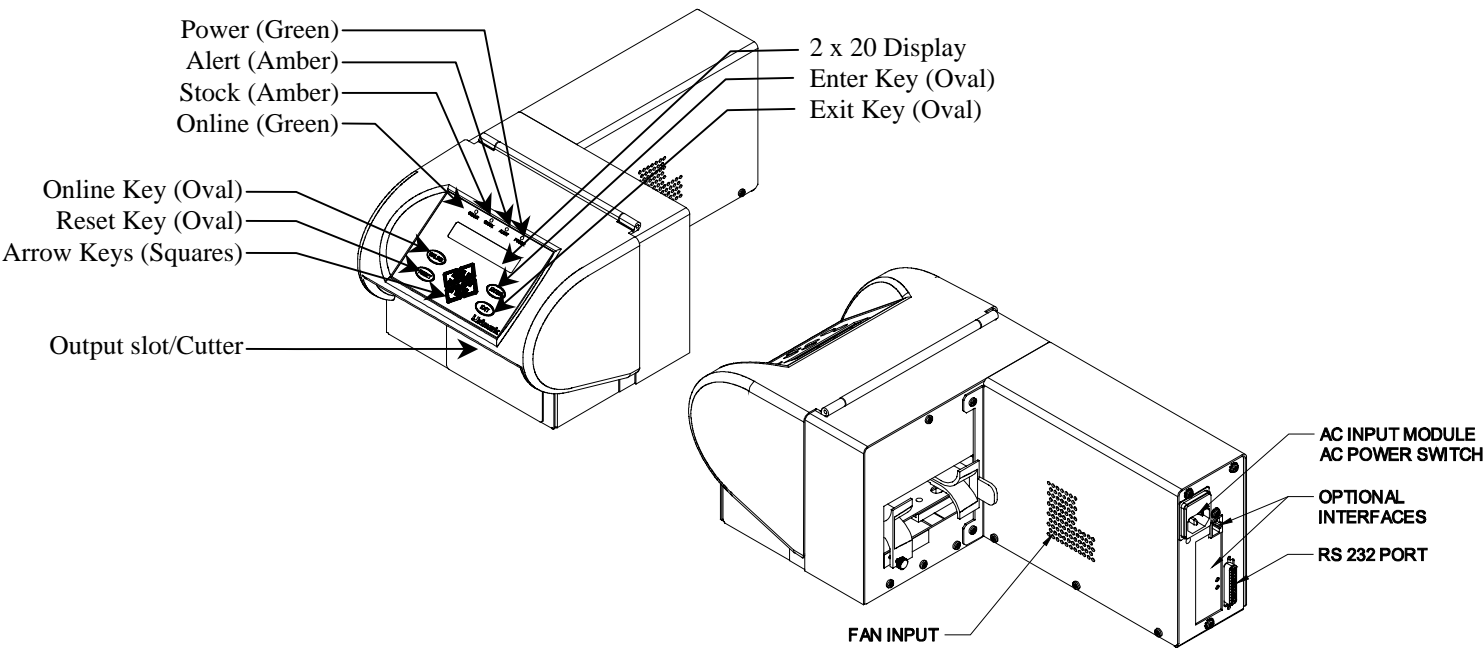


Printer Components

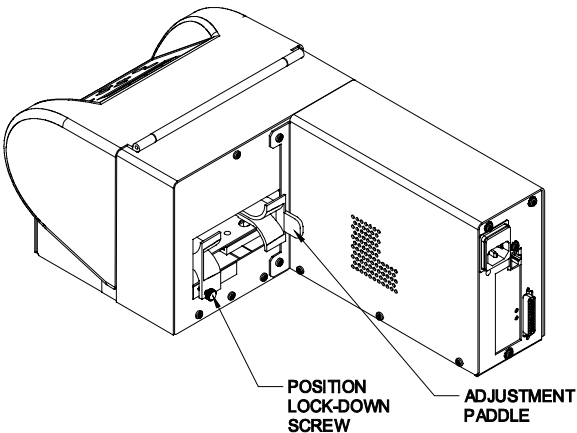


Loading Stock

Adjusting the Input Path Size

The Unit is equipped with a simple input path adjustment method. To adjust the input path, follow these steps:

1. Grip the adjustment paddle.
2. While holding the left guide straight, move it right or left to widen or narrow the input path.
3. Insert stock approximately 1" (2.54cm) into the guide slots.
4. Make any final adjustments to the input path so that it is as close to the stock width as possible. Note that stock width can vary from box to box.
5. The input path adjustment is self centering, therefore no other positioning adjustments are required.

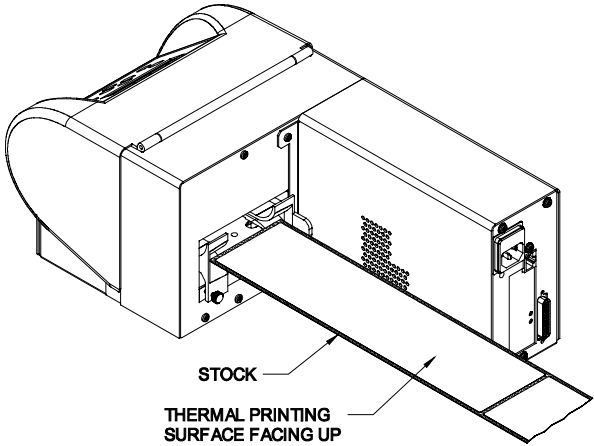


Locking Down the Input Path

The Unit is equipped with a lock-down thumbscrew to secure the path guides. To secure the guides, follow these steps:

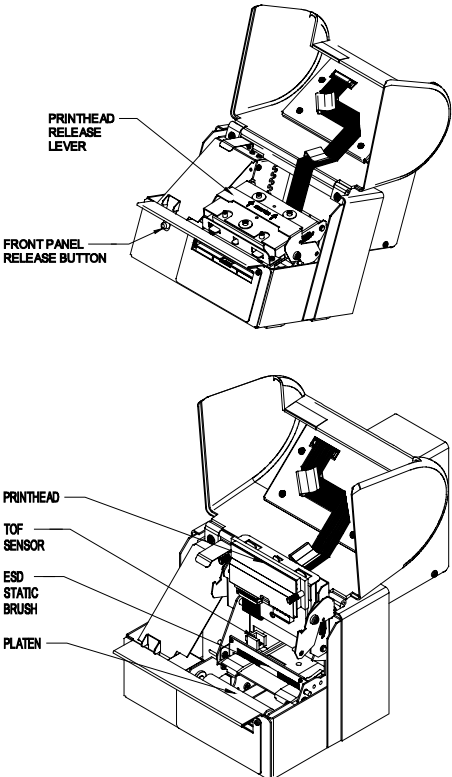
1. Follow steps in adjusting the input path size.
2. While holding the adjustment paddle and ensuring guides are against the installed stock, turn the lock-down screw clockwise until it bottoms out against the rail.

To use a different width stock, turn the lock-down screw counterclockwise to loosen the rails. Retighten the screw once the correct width is determined.



Clearing Jams

1. Press the RESET button on the front panel. If the jam does not clear by itself, proceed with the following steps:
2. **Power the Unit off. CAUTION: Print Head is sensitive to ESD.**
3. Press the front panel release button. Lift the front panel up and out of the way.
4. Pull the print head release lever forward and lift the print head up away from the platen.
5. Grip the stock firmly from the rear of the Unit and remove.
6. Check the print head and platen for adhered label stock.
7. If there is label stock on the print head, use 99% (or higher) isopropyl alcohol to clean the heater element surface. Verify that all label stock, media residue, and any other contaminants are clear from the print head.
8. If label stock is wrapped around the platen, rotate the platen and find a loose end of the stock. Grip the stock firmly and pull it free from the platen. **DO NOT USE A SHARP BLADE TO CUT STOCK FROM THE PLATEN.**



9. If label stock still remains on the platen, use 50% (or lower) isopropyl alcohol to clean the platen surface. Verify that all label stock, media residue, and any other contaminants are clear from the platen.
10. Although the stock guides are very short, check both right and left sides for any label stock which may have adhered to them. Use 99% (or higher) isopropyl alcohol to clean these areas.
11. Verify that stock related contaminants are not blocking the Top Of Form (TOF) sensor in the left stock guide. Use canned air to clear sensor if necessary.
12. Verify that stock related contaminants are not blocking the Present Sensor (PS) at the exit point of the Unit. Use canned air to clear sensor if necessary.
13. Check the ESD static brush for any label stock and related contaminants. Carefully remove these contaminants. **DO NOT USE ALCOHOL OR OTHER CHEMICALS TO CLEAN ESD STATIC BRUSH.** If the brush is damaged, replace the brush and or Unit immediately. Operating the Unit without an ESD static brush, or with a damaged brush, may result in reduced print head life.

Cleaning the Thermal Print head

1.

Power the Unit off. CAUTION: Print Head is sensitive to ESD.

2.

Press front bezel release button and lift it up and out of the way.

3.

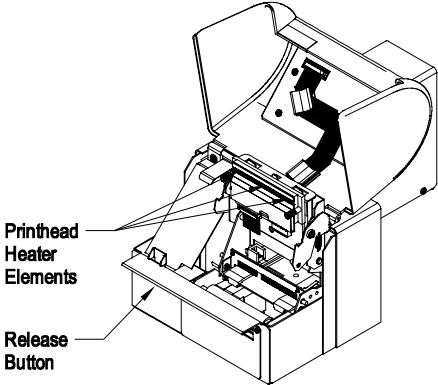
Pull print head release lever forward and lift print head away from platen.

4.

Grip the stock firmly from the rear of the Unit and remove.

5.

Clean the print head heater element surface using the print head cleaning pad (part of cleaning kit P/N 700-5020-000). Verify that all label stock, media residue, and any other contaminants are cleared from the print head.
- Do not use sharp blades or tools like screwdrivers to remove material from the print head surface. Unimark recommends cleaning the print head every fifth box of stock or 100,000 inches of printing.



Cleaning the Platen Roller

1.

Power the Unit off. CAUTION: Print Head is sensitive to ESD.

2.

Press front bezel release button and lift it up and out of the way.

3.

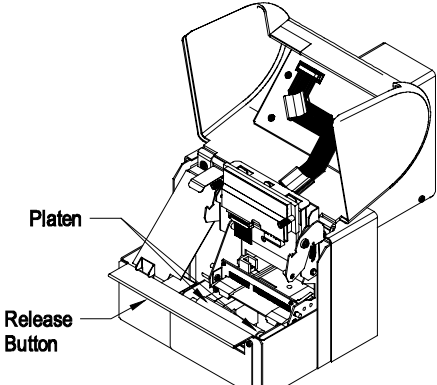
Pull print head release lever forward and lift print head away from the platen.

4.

Grip the stock firmly from the rear of the Unit and remove.

5.

Clean the Platen surface using the Platen cleaning pad (part of cleaning kit P/N 700-5020-000). Verify that all label stock, media residue, and any other contaminants are cleared from the Platen.
- Do not use sharp blades or tools like screwdrivers to remove material from the platen surface. Unimark recommends cleaning the Platen every fifth box of stock or 100,000 inches of printing.



Cleaning Exit and Top Of Form (TOF) Sensors

1.

Press the front bezel release button. Lift the front bezel up and out of the way.

2.

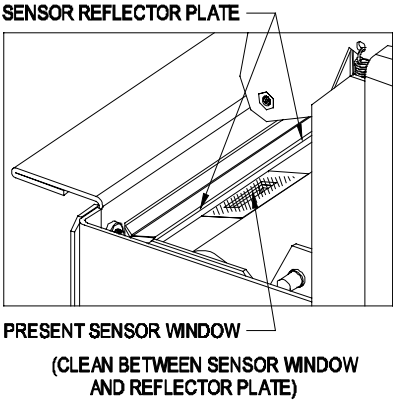
Pull the print head release lever forward and lift the print head up away from the platen.

3.

Grip the stock firmly from the rear of the Unit and remove.

4.

Clean the present sensor window and the sensor reflector plate using a dry cloth. Verify they are clear of particles, paper stock, and dust. Use canned air to clear sensor.
- Do not use alcohol except to clean off adhered labels or adhesives.



1.

Press the front bezel release button. Lift the front bezel up and out of the way.

2.

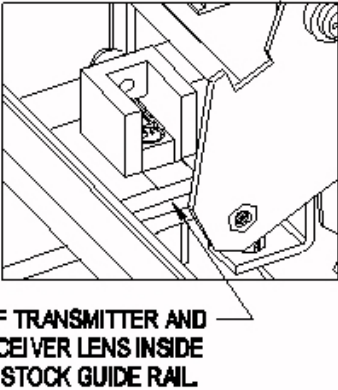
Pull the print head release lever forward and lift the print head up away from the platen.

3.

Grip the stock firmly from the rear of the Unit and remove.

4.

Clean the LEFT top of form transmitter and receiver (inside the left rail) using a dry cloth. Verify they are clear of particles, paper stock, and dust. Use canned air to clear sensor.
- Do not use alcohol except to clean off adhered labels or adhesives.



1.

Press the front bezel release button. Lift the front bezel up and out of the way.

2.

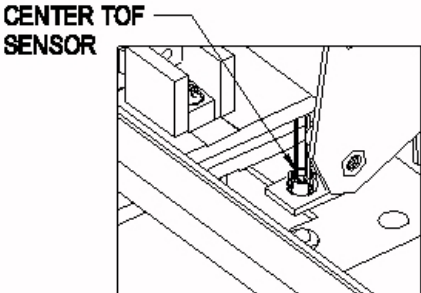
Pull the print head release lever forward and lift the print head up away from the platen.

3.

Grip the stock firmly from the rear of the Unit and remove.

4.

Clean the CENTER top of form transmitter and receiver (located in the center of the paper path) using a dry cloth. Verify they are clear of particles, paper stock, and dust. Use canned air to clear sensor..
- Do not use alcohol except to clean off adhered labels or adhesives.



Basic Troubleshooting

The following provides assistance for installation and trouble shooting of the Unit.

1.

NO POWER (Unit will not power up)

a.

Verify AC plug is installed into the rear of the Unit.

b.

Check the AC line level is not below 90 VAC.

2.

NO COMMUNICATIONS (Unit will not communicate with the host)

a.

Verify that the communication cable is plugged in (rear of Unit).

b.

Verify printer communication parameters match host system.

3.

STOCK ALARM (Unit failed to detect the Top Of Form (TOF)

a.

Verify TOF printer parameter in matches stock being used.

b.

Verify printer stock length (in mm) matches stock being used.

c.

Verify that front or rear of the Unit is not exposed directly to sunlight.

d.

Verify stock guide adjustment so TOF mark runs under sensor.

4.

OUT OF STOCK (Unit is detecting an out of stock condition)

a.

Verify the presence of stock and load if necessary.

b.

Verify that front or rear of the Unit is not exposed directly to sunlight.

c.

Verify that the sensors are clear. Clean as required.

d.

Check sensor readings and run sensor calibration if required.

5.

OFF CENTER PRINT (Print image off the side of the stock)

a.

Verify input path is adjusted to the stock being utilized.

b.

Change the left margin offset to correct print position.

6.

STOCK TEAR OFF DIFFICULT (Stock perf point mis-located)

a.

Verify that the sensors are clear. Clean as required.

b.

Change the perf tear point (steps) so perf stops at the location to provide the best tear point (typically at the edge of the print head).

7.

MESSAGE: HEAD UP

a.

Verify that the print head is properly latched down.

b.

Verify that the head up detect switch is not stuck or broken/damaged.

8.

NO DISPLAY (Display characters difficult to see)

a.

Verify the display interface cable has not pulled out from the front bezel.

b.

Verify Online state and use up/down arrows to adjust the display contrast.

Basic Alert Messages

Alert Message	Possible Cause	Corrective Action
“Stock Empty” “Please Reload”	Unit has detected that stock is not loaded in the print mechanism.	Adjust the input width to the stock being used and insert stock into the input with the thermal surface up.
“Stock Jammed” “Clear, Press Reset”	Unit failed to detect the Top Of Form of the following ticket, or unable to move the ticket through the print mechanism.	Press RESET key. Unit will attempt to clear the jam itself. If it cannot clear the jam you may have to manually remove the stock
“Stock Load Error” “Remove & Reload”	Unit detected a stock load or movement error (perhaps multiple stock jams in a row) that must be cleared manual.	Lift the print head and completely remove the stock from the unit. Latch the print head back in place, and the Unit should clear the message. Reload stock.
“Online” “Communications Error”	There is a mismatch between the host and Unit’s communication parameters (baud, parity, data bits)	Check the host CRS parameters against the Unit’s communication settings. Call the CRS or Airline host Help Desk for assistance
“Online” “Missing PECTAB x”	Unit could not print tickets because the referenced format table (PECTAB) was not in memory	Load the appropriate PECTAB. Call the CRS or Airline Host help desk for assistance. ERR6 will be returned to the host CRS.
“Online” “PT:xx Element:##”	Unit detected an error in the PECTAB being downloaded to Unit. Xx is the PECTAB name and ## is the element that has the error.	Call the CRS or Airline Host help desk. ERR8 will be returned to the host CRS.
“Online” “PT: Bad Header”	Unit detected an error in element 00 (header element) of the PECTAB being downloaded to the Unit.	Call the CRS or Airline Host help desk. ERR8 will be returned to the host CRS.
“Online” “# Stock Type Err” OR “Missing Stock Type #”	Unit detected a mismatch between the stock type being called out in the ticketing data stream and what is setup in the Unit’s configuration for each bin.	Call the CRS or Airline Host help desk for proper stock setup based on the ticketing data stream being utilized. ERRS will be returned to the host CRS.
“Online” “TK: Missing Sep.”	Unit detected an error in the ticketing data. The Unit did not receive a separator character in a location that it expected.	Call the CRS or Airline Host help desk. ERR3 will be returned to the host CRS.
“Online” “TK: Bad Elem ##”	Unit detected an error in the ticketing data stream. ## indicates the element number where the Unit detected the error.	Call the CRS or Airline Host help desk. ERR3 will be returned to the host CRS.