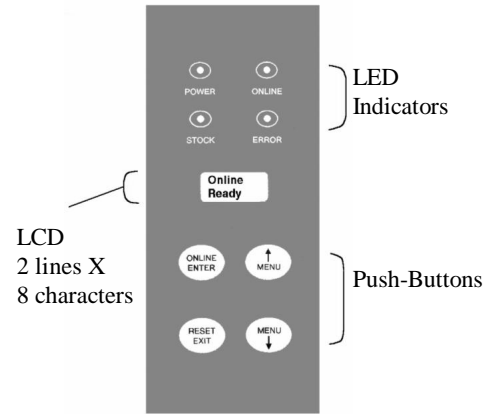
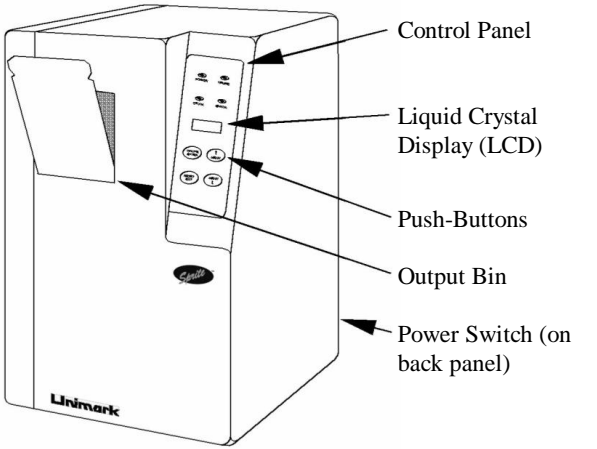


Control Panel



Push-button	Function
ONLINE ENTER	Toggles the Unit between on-line and off-line. When off-line, it is used to accept an off-line menu selection or to accept a field entry option.
↑ MENU	Initiates menu operations when Unit is off-line. Steps through menu selections for Unit configuration and setup.
MENU ↓	Initiates menu operations when Unit is off-line. Steps through menu selections for Unit configuration and setup.
RESET EXIT	Resets the Unit following an error indication when unit is on-line. When off-line, it is used to exit the menu level.



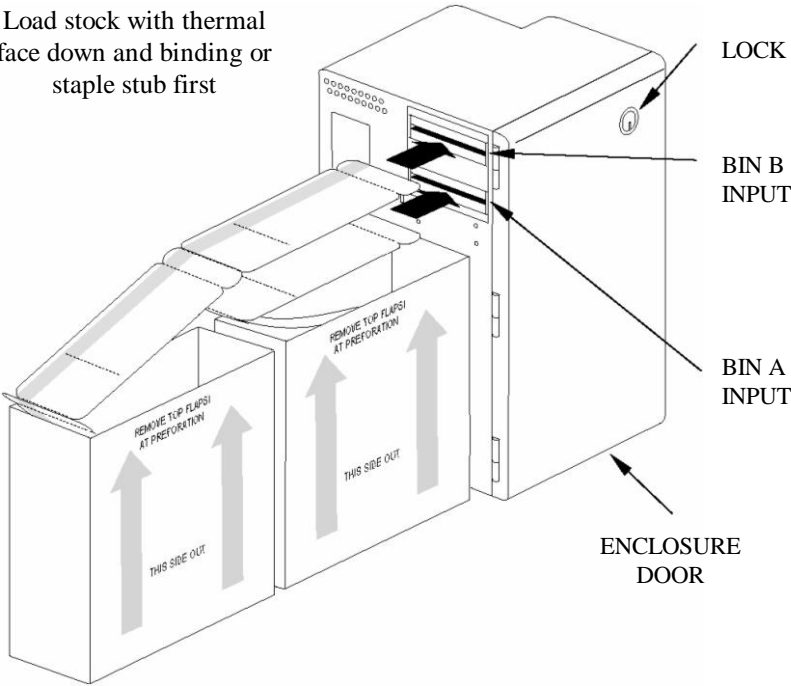
LED Indicator	LED Color	Function
POWER	Green	Illuminated when the Unit power switch is ON. When not illuminated, power is OFF.
ONLINE	Green	When illuminated, the Unit is on-line and ready to receive data from the CRS. When not illuminated, the Unit is off-line and cannot receive data, or an alarm state exists (error occurred or Unit is out of stock). When flashing, Unit is receiving data.
STOCK	Amber	Illuminates when the selected input bin (A or B) is out of stock.
ERROR	Red	Illuminates when the Unit diagnostic program detects an alarm condition, such as a ticket stock jam

Loading Stock

The Unit is equipped with two external stock inputs.

1. Verify the power switch is in the I (ON) position and the unit has completed initialization.
2. Position the ticket stock box(es) behind the printer in line with the ticket inputs for Bin A and Bin B. Refer to figure for orientation.
3. Insert the ticket stock into the input. Thermal printing surface must face down, and the staple stub must be inserted first.
In this orientation, the magnetic stripe (if applicable) on the back of the coupon will be facing up.
4. As the stock is inserted, the bin motor will begin to run.
5. Release the stock when the bin motor begins to pull it into the printer. The stock will be automatically positioned for use.
6. Repeat the above procedure for the other bin.
7. Check the LCD display; if the unit is Off-line, place it On-line by pressing the ON-LINE/ENTER key

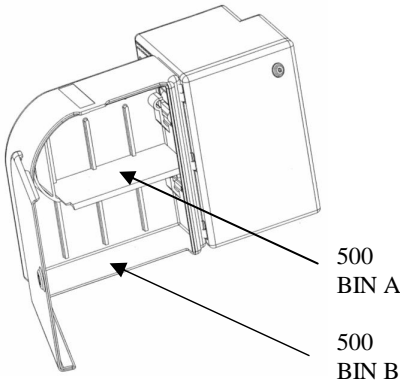
NOTE
Load stock with thermal face down and binding or staple stub first



Locked Stock Bin

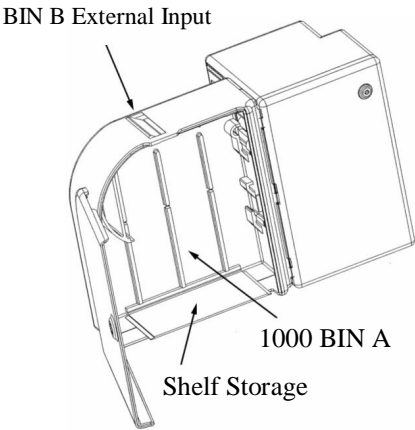
The Unit will come equipped with a locked stock bin. To install, perform the following:

1. Locate the stock bin and use the keys provided to open the door.
2. Locate the two captive thumbscrews inside the stock bin.
3. Locate the stock bin behind the unit and line up the thumbscrews with the brass inserts in the Unit's main case.
4. Screw in the thumbscrews until hand tight.



The stock bin may be configured to hold two (2) secured stacks of 500 coupons for each bin:

1. Install the removable shelf as shown in the figure above.
2. The stock bin can now be loaded with two stacks of 500 coupons each, both of which are secured when the door is closed and locked.
3. Load stock into the stock bin and load bin inputs as defined in the previous section.

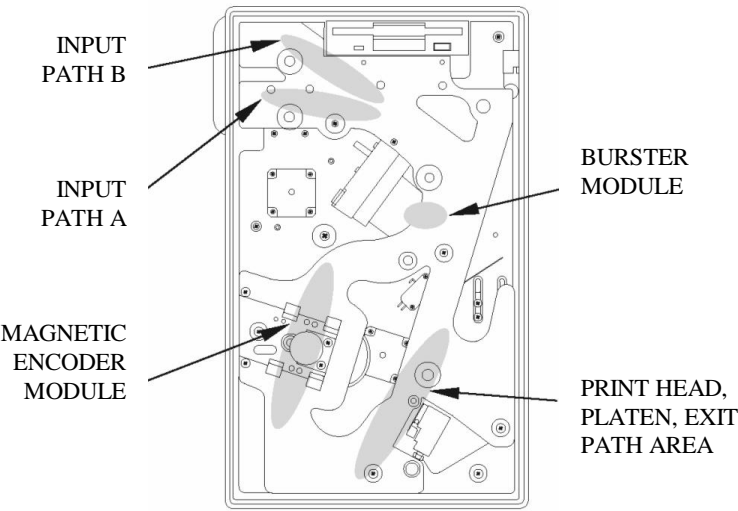



The stock bin may be configured to hold one (1) secured stack of 1000 coupons for Bin A and another unsecured stack of 1000 coupons for Bin B:

1. Remove the shelf and place in the bottom of the stock bin as shown in the figure above.
2. If using Bin B, slide the Bin B entry latch and flip the entry point door down.
3. Load stock into the stock bin for Bin A only and stock for Bin B if applicable directly behind the stock bin. Load bin inputs as defined in the previous section.

Clearing Stock Jams

- To remove a ticket stock jam, use the following procedure:
1. Note the location of the jam indicated on the LCD and refer to the figure to the left to locate the corresponding area where the jam occurred.
 2. Press the RESET key to try to clear the jam.
 3. If the Document Path Jam message is cleared, press the ONLINE key to continue operation.
 4. If the jam condition persists, complete the following procedure:
 - 4.1 Toggle the power switch to 0 (OFF) and disconnect the power cord from the rear of the printer.
 - 4.2 Unlock and open the door on the left side of cabinet..
 - 4.3 Remove the ticket stock causing the jam through the opening in the middle of the transport module.
 - 4.4 Make sure that all the pieces of the jammed ticket stock are removed from the transport module before continuing.
 5. Plug the power cord back into the printer, toggle the power switch to I (ON), and reload the ticket stock as described on page one.



 **WARNING**

To prevent personal injury, remove power before clearing stock jams.

To prevent personal injury, do not touch motors when clearing ticket stock jams. After extended printer use, motors may become hot to the touch.

CAUTION

To prevent damage, do not force door open beyond 90°. The cabinet has door locks to limit door opening to 95°.

To prevent damage, do not hit or scratch the printhead and encoder assemblies when clearing ticket stock jams. Contact with hard objects can easily damage the printhead and encoder assemblies.

Cleaning

Using the Cleaning Card

A cleaning card is available for the Unit, which will clean the print head and the paper path via a menu selection. To use the cleaning card (P/N 700-5014-200*) follow these instructions:

1. Press ONLINE/ENTER key to take the Unit to Offline/Menu.
2. Press the up or down arrow keys to access MENU PRINT. Press ONLINE/ENTER key.
3. Press the up or down arrow keys to access PRINT CLEAN. Press ONLINE/ENTER key.
4. The display will scroll REMOVE ALL STOCK FROM INPUT AND EXIT BINS.
5. Once the stock has been removed, the display will scroll INSERT CLEANING CARD IN EITHER BIN.

NOTE

- Follow the instructions on the cleaning card envelope. Do not open the envelope until you are ready to insert the cleaning card into the printer.**
6. Upon inserting the pre-saturated cleaning card, the coupon will move back and forth three times over the print head and the magnetic read/write heads while the display scrolls CLEANING IN PROGRESS. The operator will hear the drive rollers inside the printer spin dry for about 10 seconds after each pass.
 7. The cleaning card will exit the unit when the cleaning cycle is complete. Properly dispose of the used cleaning card.
 8. Press EXIT/RESET three times to return to Offline/Menu, then press ONLINE/ENTER to return to Online.

External Surfaces Cleaning Procedure

Examine the enclosure's external and internal surfaces, ventilation slots, transport assembly, and internal components for dust buildup. Dust buildup should be removed to maintain performance.

1. Vacuum dust accumulation from the ventilation slots and other external surfaces of the Unit.
2. Dampen a soft cloth or paper towel with a mild solution of soap and water or a mild commercial cleaner and wipe the surface.
3. Dry the cleaned area with a clean, dry cloth or paper towel.

Internal Surfaces Cleaning Procedure

Dust is primarily produced by ticket stock passing through the transport assembly inside the enclosure. Clean the internal surfaces of the enclosure as follows:

1. Turn the Unit off and unplug the power cord.
2. Unlock door on left side of enclosure and open.
3. Remove all card stock from enclosure by rotating knurled knobs along transport path as required.
4. Use compressed air to blow dust from ticket stock path.
5. Vacuum as much dust as possible from inside enclosure.

*** Order cleaning cards by contacting Unimark at: 800-255-6356 (US only) or 913-649-2424**

Basic Troubleshooting

The table below describes typical problems that may occur, possible causes, and corrective actions.		
Problem	Possible Cause	Corrective Action
Not operating	No power to unit	Power Switch in OFF position Power cord not plugged in completely
Off-Line	ONLINE/ENTER button pressed while Unit was on-line	Press ONLINE/ENTER button to return On-line
	Error forced printer off-line	Clear error, press RESET/EXIT and ONLINE/ENTER
Blank coupons	Stock loaded incorrectly	Remove stock and reload
	Wrong stock type	Load direct thermal stock
	Contrast adjusted too low	Adjust Contrast option in the menu
Print too dark	Contrast adjusted too high for current stock being used	Adjust darkness using the Adjust Contrast option
Stock Light flashing	Stock supply depleted	Reload stock in depleted bin
	Stock not loaded correctly	Remove and reload stock
Print not aligned	Print misalignment	Adjust Top and/or Left Margin
Printer Jamming	Stock left in transport	Check transport for pieces of stock in paper path
Burst Failure	Stock damaged and did not burst	Remove damaged stock and press RESET
	Burst position incorrect	Adjust Burst Position in the menu

Basic Alert Messages

LCD Message s	Description	Corrective Action (ALARM CLEAR)
Floppy Failed	No floppy diskette detected in disk drive.	Insert Unimark Application System Software floppy diskette in disk drive. Ensure diskette is fully inserted in disk drive.
No Fonts Found	Font files unreadable, missing, or corrupted.	Insert backup floppy diskette in disk drive. Ensure diskette is fully inserted in disk drive.
No APP Found	Application files unreadable, missing, or corrupted.	Insert backup floppy diskette in disk drive. Ensure diskette is fully inserted in disk drive.
No Setup Found	Setup files unreadable, missing, or corrupted.	Insert backup floppy diskette in disk drive. Ensure diskette is fully inserted in disk drive.
Stock A Out	Out of stock in Stock A ¹ .	Replenish Stock A supply. Soft alarm cleared.
Load Stock	Alternating message.	
Stock B Out	Out of stock in Stock B ¹ .	Replenish Stock B supply. Soft alarm cleared.
Load Stock	Alternating message.	
Burster Jam	Burster failure ¹ .	Remove damaged stock from burster area and press RESET push-button to clear hard alarm.
Clear – Reset	Alternating message.	
Coupon Jam	Document jam ¹ .	Clear jam, load stock correctly, and press RESET push-button to clear hard alarm.
Clear – Reset	Alternating message.	
Exit Full	Output bin full ¹ .	Remove coupons from output bin. Soft alarm cleared.
Remove Coupons	Alternating message.	