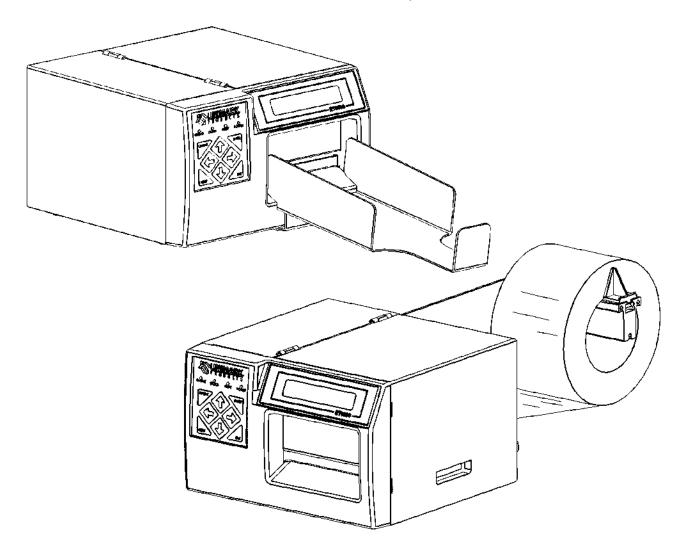


ET6500 Series

Installation and Operator's Manual

P/N: 71U-1415-300K © 2015, REV 20



Unimark Service: USA #: (913) 649-2424

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FCC Emission Interference

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.

Any changes or modifications not expressly approved by Unimark could void the operator's authority to operate the equipment under these conditions and rules.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own cost.

RFID Transmitter

To comply with FCC's RF radiation exposure requirements, the antenna(s) used for this transmitter must be installed such that a minimum separation distance of 25cm is maintained between the radiator (antenna) & user's/nearby people's body at all times and must not be co-located or operating in conjunction with any other antenna or transmitter.

The transmitting portion of this device carries with it the following two warnings:

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.

Any changes or modifications to the transmitting module not expressly approved by ThingMagic Inc. could void the user's authority to operate this equipment.

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1.0 Introduction:

The Express Tag 6500 Compact Printer (hereafter referred to as the Unit) is a small footprint, fast, and versatile direct thermal printer. The Unit is provided with an RS-232 Asynchronous Serial Communication port to interface to the host system. The port is configured as DTE (identical to a PC), requiring a null-modem cable for connection to a DTE host system. A selectable USB interface is included in the standard configuration, and an optional Ethernet interface is available.

The Unit is designed to fit into ticket, gate, and curbside counters, podiums and kiosks. The Unit can also sit on a counter top, requiring minimum counter space.

In addition Unimark Products has designed a Dual Device Trolley (DT4000R) which provides mounting for two ET6500 units, stores stock for each, and provides all necessary electrical connections from the Units to the rear panel of the trolley.

Multiple interface, stock location, and printer mounting configurations are available to customize the trolley and Units to most customers' requirements. The trolley plus two ET6500 units would occupy a location (slot or opening) in an airline counter approximately 12" wide, 26½" deep and 25½" high (see DT4000R technical specifications for exact dimensions).

The Unit's print mechanism accepts stock widths ranging from 1.87" (4.74cm) to 3.43" (8.7cm). This allows the Unit to be used in baggage tag, boarding pass, receipt coupon, and cargo label printing applications. The Unit incorporates a manually adjustable self-centering input path.

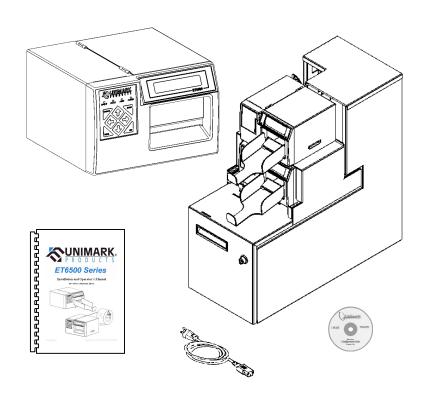
If required, an optional roll stock mount is available.

The Unit has a user interface with eight buttons, four status LED indicators and a 2x20 character display (LCD) with adjustable contrast setting. Along with the LED indicators the LCD provides all necessary Unit status information for normal operation, conditions requiring operator action and menu navigation for setup and diagnostics (using the buttons).

The Unit uses an autoswitching power supply, allowing automatic operation in both 110 and 220 VAC environments.

2.0 Items Included:

- 2.1 ET6500 Unit
- 2.2 AC Power Cord
- 2.3 Optional Manual or Product CD
- 2.4 Optional Interface Cables and Adaptors
- 2.5 Roll Arm Option
- 2.6 Catcher Option
- 2.7 Dual Device Trolley (shipped separately)



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3.0 Installation

3.1 Unpacking

Open the shipping carton from the top and remove the top packing foam. Lift the Unit from the box, ensuring a firm grip on the main enclosure. Remove the power cord and other accessory items. Retain original shipping carton and packaging for future use.

3.2 Location and Setup

Install the Unit on a flat stable surface. This may be on top of or inside a standard airline podium or counter. Two Units may be installed in tandem using the Dual Device Trolley (DT4000R).

Do not install the Unit or trolley (with Units) where they will be directly exposed to sunlight. Sunlight will affect the Unit's optical sensors at the stock input and exit points. Sunlight will also affect the readability of the front panel.

Physical and Environmental Installation Requirements (Base Model)

Power: $100-120 / 200-240 \text{ VAC} \pm 10\%$, 47-63Hz Single Phase. Three wire ground plug.

Dimensions: Length: 9.2" (23.4cm) / Width: 8.6" (21.8cm) / Height: 5.8" (14.7cm)

Overall depth with optional roll arm: 16.0" (40.6cm)

Unit Weight: 9.85 lbs (4.5kg) – including optional roll arm

Operating Temperature: 40 to 104°F (4 to 40°C)

Storage Temperature: -4 to 140°F (-20 to 60°C)

Relative Operating Humidity: 10 to 95%, non-condensing, without degradation of performance **Relative Storage Humidity:** 10 to 95%, non-condensing, without damage to any components

Ventilation: Make sure that the ventilation holes are kept clear and free of foreign obstructions.

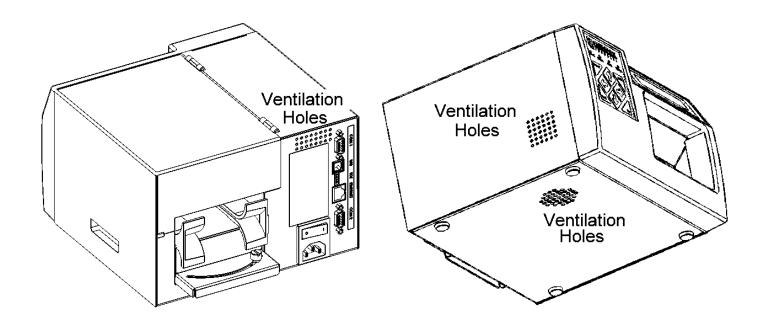
The ventilation holes are located on the left side, bottom, and rear panel of the Unit.

Typically the Unit can be installed in very enclosed (tight) areas, as long as these holes

are kept clear.

The Unit has been designed so that the stock itself cannot block any ventilation holes. The Dual Device Trolley provides all necessary spacing for proper ventilation without

any further design considerations.



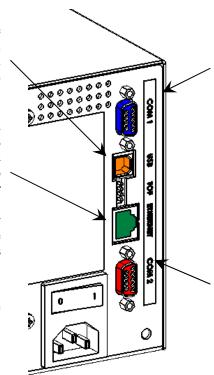
3.3 Plugging into the Unit

The Unit requires a power (110/220VAC) and a host data connection.

USB: Standard Type B USB. The USB connection is available on all Units. A Windows© driver is used to create a virtual serial port on the PC/Host.

NET: Standard RJ-45 Ethernet. An optional network connection is available. A Windows© based Lantronix© application is used to access the option when installed for the first time to set the correct IP, Subnet, Port and Gateway information. This must typically be done on the network the Unit is installed into.

DIP switches on the back panel are used to select between the COM 1, NET and USB host connections



COM 1: Standard RS-232 DTE (DB-9F) HOST. Since this connection is configured as a DTE device, a null-modem cable connection will interfaces the Unit to a standard connection on a typical PC-based host system.

Legacy Printers: Older legacy ATB and BTP printers typically used a DB-25F connection (Identical to the Unimark ET6000). Unimark can provide replacement cables and adaptors as part of the ET6500 product to adapt to these existing connections.

Trolley: The Dual Device Trolley can be configured to automatically provide the conversion between the legacy DB-25 and the Unit's DB-9 connections.

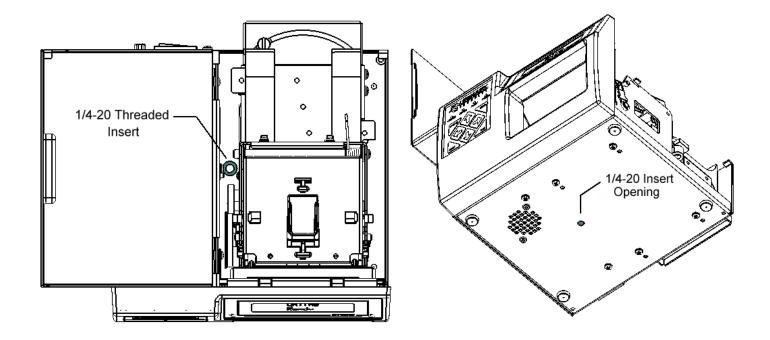
COM 2: Standard RS-232 DTE (DB-9M) DEVICE. This connection is also configured as a DTE device but it is used for slave devices and serial pass-thru (daisy-chain) connection to a second ET6500 Unit.

Installation of the RFID option excludes this port functionality.

POWER: An IEC 320 connector and ON/OFF switch accepting 110/220 VAC (50/60Hz).

3.4 Mounting the Unit

The Unit design provides a **1/4-20** threaded insert for mounting or securing it to the airline counter, podium, or the Dual Device Trolley. The Trolley provides specific locating features and thumbscrews for mounting the Unit.



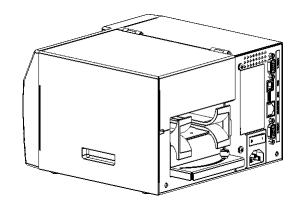
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3.5 Setting the Rear Panel Switches

The rear panel switches are set at the factory for specific configurations. The switch settings should only be changed as directed by Unimark Engineering.

S1 & S2: The top two switches are used to select between the Left (IATA© position) and Center TOF sensor pair.

S3 & S4: The bottom two switches are used to select the Host interface port.

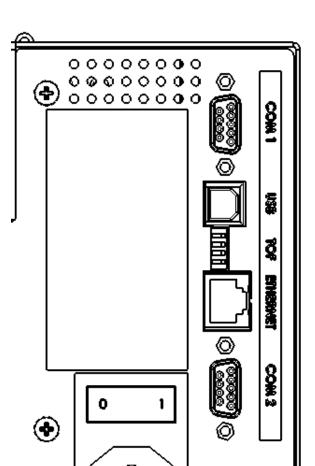


All connections to the Unit are located away from the stock path, following the same convention of the ET6000 Series.

Only one HOST port is active at a time.

Example:

With the RS-232 serial port selected (active) the USB and Ethernet ports are inactive.



Switch Setting Matrix (S1 & S2) – Selecting the TOF sensor location.

Selecting CENTER TOF Location

S1 = CLOSED/LEFT

S2 = OPEN/RIGHT



Selecting LEFT TOF Location

S1 = OPEN/RIGHT

S2 = CLOSED/LEFT



Note: 1. Set S1 & S2 positions with the Power Off 'O'.

2. DO NOT set both S1 & S2 to CLOSED or OPEN.

Switch Setting Matrix (S3 & S4) – Selecting the Host Port.

Selecting COM1 - RS-232 Serial

S3 = OPEN/RIGHT

S4 = OPEN/RIGHT



Selecting USB

S3 = OPEN/RIGHT

S4 = CLOSED/LEFT



Selecting ETHERNET

S3 = CLOSED/LEFT

S4 = OPEN/RIGHT



Note: 1. Set S3 & S4 positions with the Power Off 'O'.

2. S3 & S4 CLOSED/LEFT combination unused.

4.0 Host Interface Specifications

4.1 Hardware Interface

The Unit uses an industry standard RS-232 Asynchronous Serial Communications host port. The physical connection is provided using a single DB-9(F) female pin connector. The table below provides the DB-9 and equivalent DB-25 pin-out for the Unit along with the matching pin-out for the PC host assuming a standard full null modem connection.

ET6500 (COM 1)		Europeine	G	PC-Host
DB-9F	DB-25F ⁽²⁾	Function	Source	DB-9
1	8	Carrier Detect (CD)	Printer (normally N/C)	N/C
2	3	Receive Data (RxD)	Host	3
3	2	Transmit Data (TxD)	Printer	2
4	20	Data Terminal Ready (DTR)	Printer	6
5	7	Signal Ground	n/a	5
6	6	Data Set Ready (DSR)	Host	4
7	4	Request to Send (RTS)	Printer	8
8	5	Clear to Send (CTS)	Host	7
9	22	Ring Indicator	N/C	N/C

Notes: 1. The Connector shell/frame is connected to the chassis, and provides chassis GND for the signal lines/cabling.

2. DB-9M to DB-25F adaptors available, providing an industry standard printer interface for existing cables.

3. Specialty adaptors can be designed providing non-standard pin-out configurations.

4.2 Serial Data Structure

The serial communications port uses an asynchronous serial data transmission method. Data is transmitted and received based on a combination of the following possible communication parameters:

Baud	Data Length	Parity	Stop Bit
1200 – 115,200	7, 8	None, Even, Odd, Mark, Space	1, 2

5.0 ASCII Control Character List (character usage depends on comm. protocol and options enabled)

NULL - NULL character (0x00).

SOH - Start Of Header character (0x01). Sometimes used to prefix special commands or messages.

STX - Start Of Text character (0x02). The STX Sequence is used to prefix messages to and from the Unit.

ETX - End Of Text character (0x03). The STX Sequence is used to terminate messages to and from the Unit.

The STX and ETX Sequence are usually set to 0x02 and 0x03 respectively (true STX/ETX characters). However, both the STX and ETX Sequence may be multiple characters combinations (up to any three) and may vary from ATB Device mode to BTP device mode.

ACK - Acknowledge character (0x06). Verifies data block received (ACK/NAK protocol).

LF - Line Feed character (0x0A).

FF - Form Feed character (0x0C).

CR - Carriage Return character (0x0D).

DLE - Data Link Escape character (0x10). Used in some circumstances to allow control characters to be

processed as data.

DC1 - XON character (0x11). Used to indicate that the host serial port is ready.

DC3 - XOFF character (0x13). Used to indicate that the host serial port is NOT ready.

NAK - Negative Acknowledge character (0x15). Signals data block not valid (ACK/NAK protocol).

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6.0 Operator Interface

6.1 LCD and LED Indicators

ALERT LED – Notifies the operator of a condition that needs immediate attention.

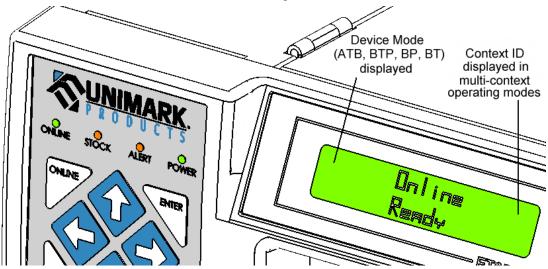
POWER LED – Indicates that the Unit is powered, and voltage is available for logic circuits.

An LCD provides the operator with information about the Unit's state and is used to navigate the Unit's menu system.

The operator can change settings and address conditions to which the Unit has alerted the operator.

STOCK LED – Indicates that the Unit is out of stock.

ONLINE LED – Indicates if the Unit is in the "online" or "offline" state. Indicator flashes when activity is detected on the Host Port.



6.2 Button Pad - Control Buttons

ENTER Button – Used to access the Unit's menu system. Pressing this button moves the operator up a menu level or selects/accepts a particular setting.

ONLINE Button – Used to toggle the Unit's operating state between "online" (ready) to "offline" (standby). Pressing this button while in the menu system causes the Unit to return immediately to the "online" state.

RESET Button – Used to clear alert messages and conditions.

When the RESET Button is pressed and held during the power-up sequence, the Unit will initialize to the boot code for firmware downloading.

on moves the cels a

EXIT Button – Pressing this button moves the operator back a menu level or cancels a particular operation/setting change.

6.3 Button Pad - Arrow Buttons

When entering the SERVICE MENU password the 🖘 buttons move the cursor through the character positions. The 🌣 buttons change the character value at each position allowing the operator to enter the password and then press ENTER to accept it. Other password and data entry points in the menu use the 🖘 buttons in the same manner.

UP ARROW Button – In the "online" state, the $\widehat{\psi}$ button is used to <u>increase</u> the contrast level between the LCD backlight intensity and the displayed text.

RIGHT ARROW Button – In the "**online**" state, pressing the ⇒ button for a few seconds will cause the Unit to back out and unload the current stock (application firmware revision 2.53.xx or higher).

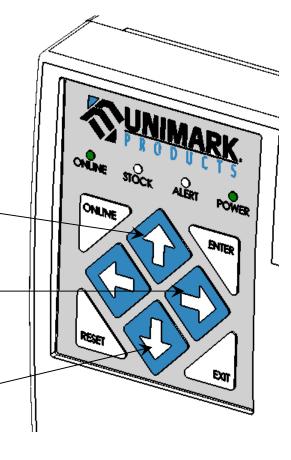
DOWN ARROW Button – In the "online" state, the \bigcirc button is used to <u>decrease</u> the contrast level between the LCD backlight intensity and the displayed text.

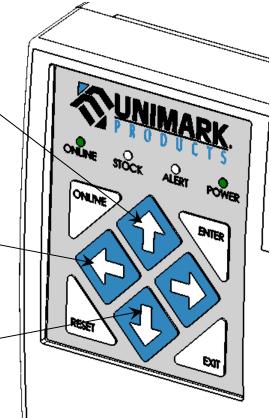
UP ARROW Button – When the $\[\widehat{\psi} \]$ button is pressed and held during the power-up sequence, the Unit will initialize to the advanced configuration and firmware download mode. Communication port settings automatically set to 115,200 baud, 8 data bits, no parity, and STX/ETX = 0x02/0x03. Most of the customer communication functions are bypassed or disabled.

LEFT ARROW Button – In the "online" state, pressing the ⇔ button initiates a form or document feed. This function may not be available in Global Context (supervisor) modes or undefined user contexts.

DOWN ARROW Button – When the ♣ button is pressed and held during the power-up sequence, the Unit will initialize to the "online" state, but bypass sensor checking and any automatic stock loading sequences.

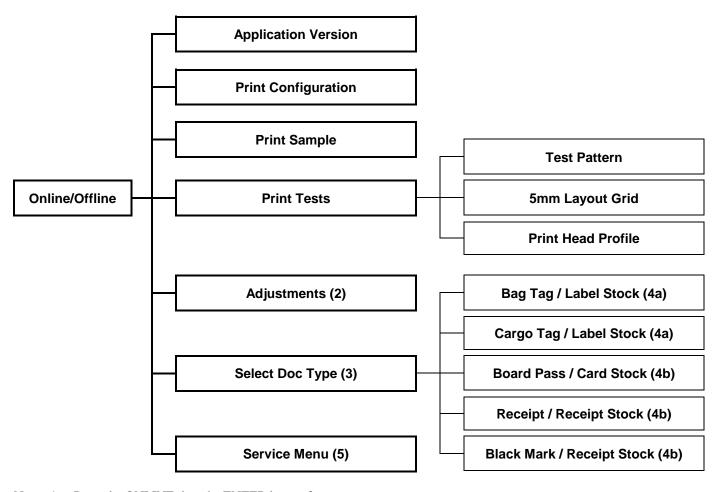
If the Unit is encountering issues loading stock at power up, this may be used to get the Unit booted up so that tests can be performed on the sensors from the service menu.





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6.4 Basic Operator Level Menu – Airline or Dedicated User (Single User)



Notes: 1. Press the ONLINE then the ENTER button for menu access.

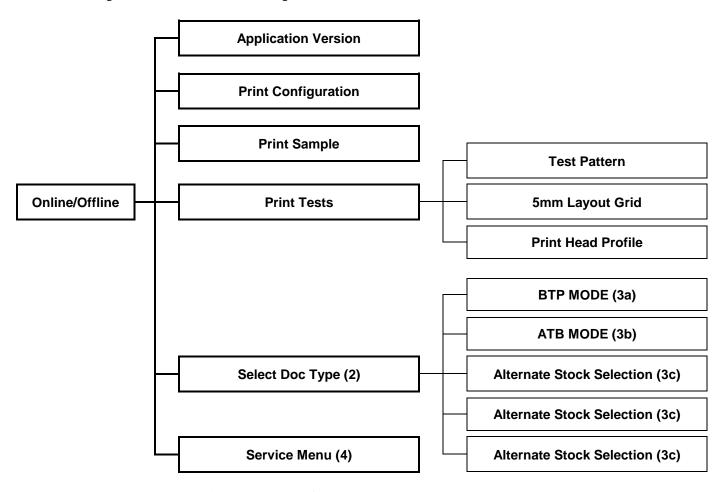
- 2. This menu allows access to various print adjustments, like top and left margin, print speed, and contrast.
- 3. This menu allows the Operator to select from a standard list of document types and operating modes.
 - 4.a Selecting Bag Tag or Cargo Tag type stock selections (names can vary) will setup the Unit for BTP Device Mode (BTP document format).
 - 4.b Selecting Board Pass, Receipt, Black Mark, Green Card, White Card, Ticket or Onion Skin type stock selections (names can vary) will setup the Unit for ATB Device Mode (ATB document format).

Note: Stock Menu names can be redefined per customer requirements (maximum of 11 characters).

5. This menu allows access to menus to configure all aspects of the Unit's behavior and perform important diagnostics. Menu is password protected.

Contact Unimark engineering for full menu tree documentation. Some maintenance sections of the service menu (test options, sensor calibration and platen cleaning) are covered in the Field Maintenance Guidelines document.

6.5 Basic Operator Level Menu – Airport or Common Use (Multi User)



Notes: 1. Press the ONLINE then the ENTER button for menu access.

- 2. This menu allows the Operator to select from a standard list of document types and operating modes.
 - 3.a Selecting BTP MODE (names can vary) will setup the Unit for BTP Device Mode (BTP document format).
 - 3.b Selecting ATB MODE (names can vary) will setup the Unit for ATB Device Mode (ATB document format).
 - 3.c Unused alternate stock selections will have the name cleared and are unavailable to the operator as a selection.

Note: Stock Menu names can be redefined per customer requirements (maximum of 11 characters).

4. This menu allows access to menus to configure all aspects of the Unit's behavior and perform important diagnostics. Menu is password protected.

Contact Unimark engineering for full menu tree documentation. Some maintenance sections of the service menu (test options, sensor calibration and platen cleaning) are covered in the Field Maintenance Guidelines document.

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6.6 Configuration Documents

6.6.1 Airline or Dedicated User – Single-User Single-Context (SUSC)



6.6.2 Airport or Common Use – Single-User Multi-Context (SUMC)

```
APPLICATION VERSION 1.55.85 ID:59

UID DEFAULT CONTEXT CONTEXT CONTAGE 1 STATE OF THE PROPERTY OF THE PROPERTY CONTAGE 1 STATE OF THE PROPERTY CONTAGE 1 STATE
```

6.6.3 Airport or Common Use – Multi-User Multi-Context (MUMC-MM) Mono-User Mode



6.6.4 Airport or Common Use – Multi-User Multi-Context (MUMC-MX) Multi-User Mode

```
APPLICATION VIESION: 4. 55. 05. 10:50 CUIPOS: 10

UID DEFAULT CONTEXT
ERSION: MORAL
INCOMES PRESENTATION NOTES AND THE SERVING MORAL
PRINTING ASSESSMENT OF THE SERVING MORAL
INCOMES PRESENTATION NOTE IN MARKED THE SERVING MORAL
PRINTING ASSESSMENT OF THE SERVING MORAL
PRINTING ASSES
```

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6.6.5 Airport or Common Use – Multi-User Multi-Context (Global or Undefined) MUMC-GC



6.6.6 Airport or Common Use – Multi-User System Environment (AEA Context) MUSE



6.6.7 Airport or Common Use – Multi-User System Environment (Supervisor Context) MUSE



6.6.8 Airport or Common Use – Undefined or Default Only (Printer Power-Up State) CUTE

```
APPLICATION VERSION: 4.55.11 10.5

DEFAULT SETTINGS
CONTRAST: 6

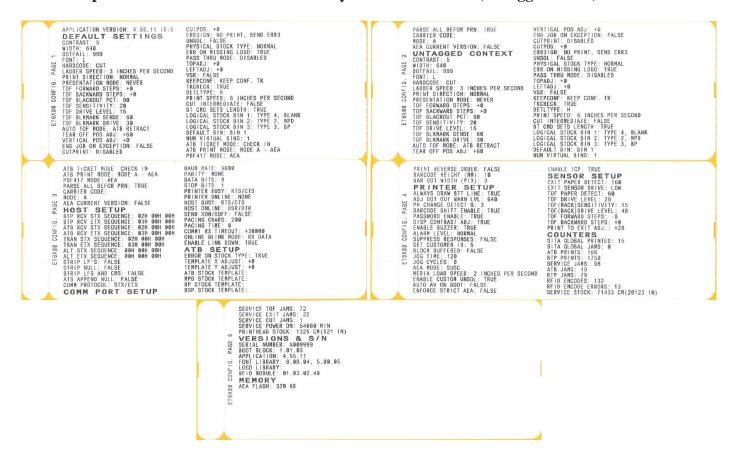
DOTTALL 989

FORTIL: 989

FORTI
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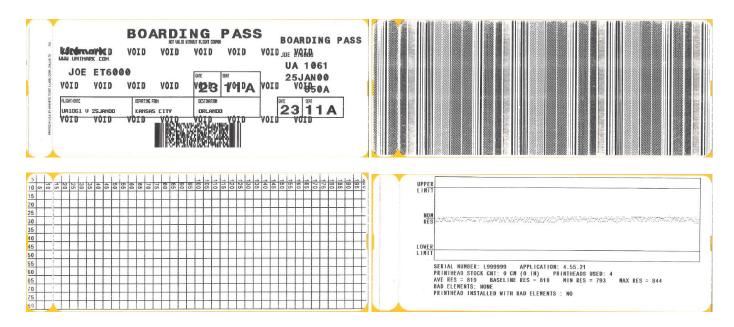
6.6.9 Airport or Common Use – Multi-User System Environment (Untagged Mode) CUTE



6.6.10 Airport or Common Use – Multi-User System Environment (Tagged Mode) CUTE

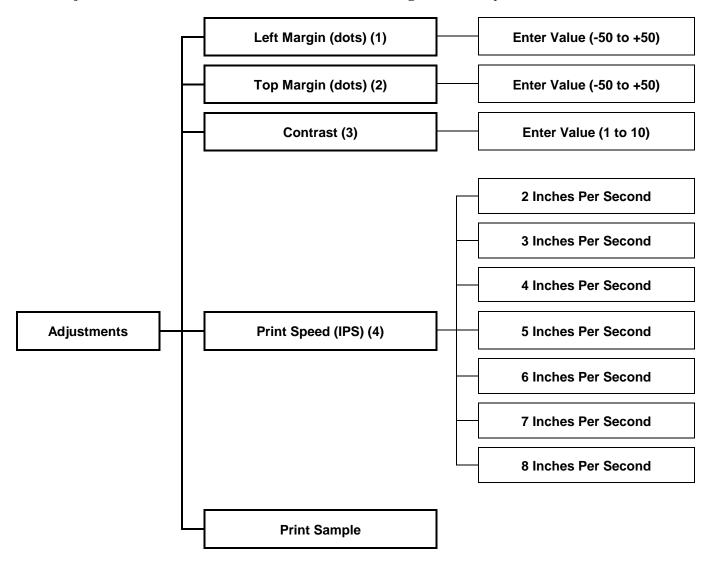


6.7 Print Sample and Print Test Documents



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6.8 Adjustments Menu – Airline or Dedicated User (Single User) only



Notes: The following adjustments affect only the active Document or Stock Type (Single User). Each Document or Stock Type has its own independent series of equivalent settings.

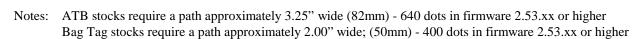
- 1. Left Margin shifts the entire printed image left or right (passenger perspective). ATB and BTP directions are opposite.
- 2. Top Margin shifts the entire printed image up or down (passenger perspective). ATB and BTP directions are opposite.
- 3. Contrast sets the amount of energy the Unit will use to generate the print image.
 - 3.a Contrast should be adjusted to achieve the best possible print results; clarity, print edge definition, and darkness.
 - 3.b Contrast should be set as low as possible and still achieve desired results.
 - 3.c Thermally sensitive stocks generally require low contrast settings to be affective.
 - 3.d Bar code readability generally requires low speed settings to create clean edge definition without bleeding.
- 4. Print Speed sets the overall stock speed parameter. Ladder Print Speed acts independently on bar code print areas.
- 5. Adjustments menu inaccessible in Common Use or Multi User modes (CUPPS, MUSE, CUTE).

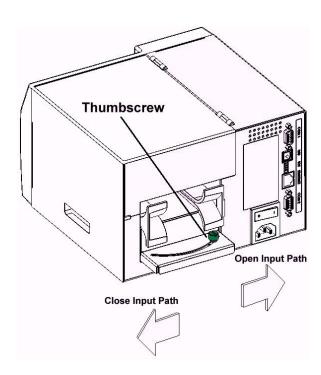
7.0 Stock Handling

7.1 Adjusting & Securing the Input Path

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

- 7.1.1 Power the Unit off 'O' and verify that the print head is fully latched down.
- 7.1.2 Locate the path width adjustment thumbscrew.
- 7.1.3 Turn it counter-clockwise to loosen.
- 7.1.4 Move the thumbscrew towards the interface connectors to open or widen the Input Path.
- 7.1.5 Slide the stock into the input path (thermal side up) until it comes into contact with the platen (do not force/crumple stock).
- 7.1.6 Move the thumbscrew away from the interface connectors to close or narrow the Input Path until it contacts the stock on both sides (do not force closed as this will damage or distort the stock).
- 7.1.7 Turn thumbscrew clockwise to tighten.
- 7.1.8 Remove and re-insert stock several times to verify proper stock movement through the Input Path.
- 7.1.9 Power the Unit on '1'.

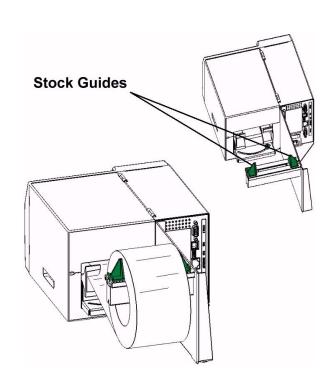




7.2 Using the Roll Stock Option

The Unit can be equipped with a simple Roll Stock Support Option. To use this option follow these steps:

- 7.2.1 Power the Unit off 'O'.
- 7.2.2 Slide the roll arm Stock Guides apart to clear the width of the roll stock (these are typically green to identify them as Operator adjustable components).
- 7.2.3 Slide the roll stock onto the support arm over the outer Stock Guide.
- 7.2.4 Set the Input Path width as defined in section 7.1 above (may be done at any point).
- 7.2.5 Adjust the roll arm Stock Guides towards the roll stock and center inline with the Input Path.
- 7.2.6 Power the Unit on '1'.



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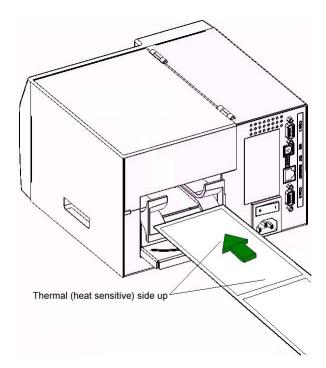
7.3 Loading and Unloading Stock

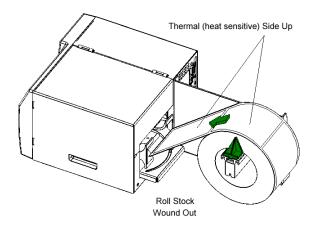
AUTO STOCK LOADING:

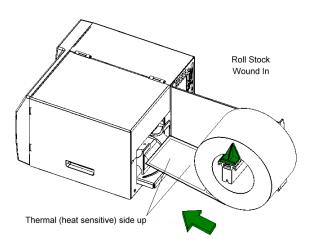
- 7.3.1 Power the Unit on '1'.
- 7.3.2 Enter the menu (ONLINE then ENTER button) and locate the SELECT DOC TYPE menu and press ENTER. Use the ⊕⊕ buttons and locate the appropriate document/mode selection for ATB or BTP printing operation and press the ENTER button to select.
- 7.3.3 Press the ONLINE button then change the 'N' to 'Y' using ⊕ and press ENTER to save the change. Verify the BTP or ATB ID on the LCD (ATB may be BP or some other ATB logical stock type indicator depending on the Unit settings).
- 7.3.4 Insert the matching stock into the Unit thermal print side up.
- 7.3.5 The Unit detects stock when inserted into the paper path input (bin input) breaking the beam from the TOF transmitter to the TOF receiver.
- 7.3.6 The Unit waits or pauses after detecting the stock so that the operator has some time to insert the stock all the way (or very close to) to the print head / platen contact point. Do not force the stock.
- 7.3.7 The Unit advances the platen roller forward turning it approximately 1-2 complete revolutions while checking the Exit sensor for stock movement.
- 7.3.8 Once the Unit has advanced the stock to the Exit sensor the initial stock loading process is done.

AUTO STOCK LENGTH DETECTING:

- 7.3.9 Depending on the Device Mode (ATB or BTP) and other settings (primarily the AUTO TOF Mode parameter), the Unit may perform additional stock movements as part of the auto loading process.
- 7.3.10 For BTP Device Mode, the Unit will simply park the stock at the Exit sensor.
- 7.3.11 Auto length detection in BTP Device mode is done when searching for the TOF point.
- 7.3.12 For ATB Device Mode, the Unit may "advance and retract" or "advance and feed" the stock forward and attempt to locate the Top Of Form at the 8" (203mm) or 7-3/8" (187mm) points.
- 7.3.13 This is required to determine the length of the loaded stock and whether it is type "long" (with staple stub) or "short".
- 7.3.14 ATB Device mode must know this information so that it can account for the staple stub before printing documents on the stock loaded.







AUTO STOCK UNLOADING:

For firmware versions **2.53.xx or higher**, the Unit supports an auto unloading function.

- 7.3.15 Verify that the Unit is in the "online" state.
- 7.3.16 Remove stock hanging out the front of the Unit.
- 7.3.17 Press and hold the ⇒ button for a few seconds until you hear the motor run for a short period of time.
- 7.3.18 The message "Media Unloaded" will be displayed temporarily on the second line of the LCD.
- 7.3.19 There will be NO other indication that the stock has been unloaded (Stock LED will NOT be illuminated).
- 7.3.20 Remove the current stock from the input path.
- 7.3.21 The Unit will alternate the "Stock Empty / Please Reload" LCD message and flash the Stock LED.

PRINT HEAD LIFT UNLOADING:

- 7.3.22 Remove stock hanging out the front of the Unit.
- 7.3.23 Obtain clear unobstructed access to the Unit.
- 7.3.24 Lift the right side access door up and swing fully open to the left (as seen from the front of the Unit).
- 7.3.25 Pull the print head release lever forward and lift the print head up and away from the platen.
- 7.3.26 Remove the current stock from the input path.
- 7.3.27 Close the print mechanism and the access door.
- 7.3.28 The Unit will alternate the "Stock Empty / Please Reload" LCD message and flash the Stock LED.

PULL STOCK UNLOADING:



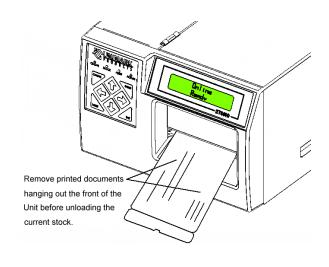
Never attempt to remove or hold the stock while printing documents. Stock moves quickly and can cause paper cuts.

- 7.3.29 Remove stock hanging out the front of the Unit.
- 7.3.30 Obtain clear access to the rear input of the Unit.
- 7.3.31 Firmly grip the stock on both sides and pull the stock from the unit.



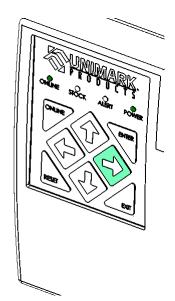
Do not attempt to remove stock one handed as the stock can slip out easily and cause paper cuts.

7.3.32 The Unit will alternate the "Stock Empty / Please Reload" LCD message and flash the Stock LED.



Press and hold the RIGHT ARROW button for a few seconds.

If the Unit does not back the stock out, then check the application firmware version.



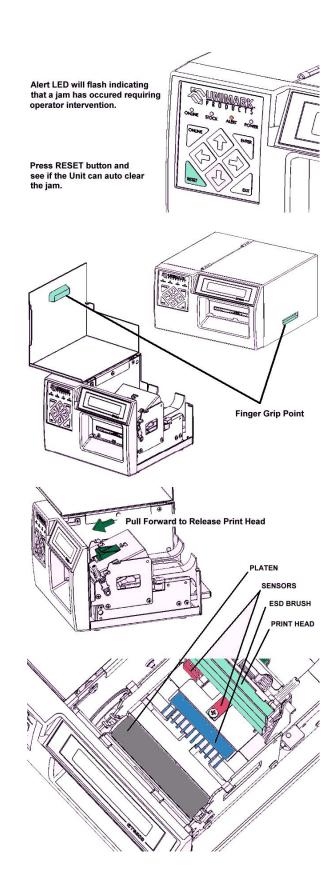
7.4 Clearing Stock Jams

In the unlikely event that a stock jam occurs, use the following procedure to clear the jam and continue printing operations:

- 7.4.1 Press the RESET button on the front panel. If the jam does not clear by itself, proceed with the following steps:
- 7.4.2 Power the Unit off 'O'. CAUTION: Print Head is sensitive to static discharge (ESD).
- 7.4.3 Locate the right side access door hand or finger hold or grip point.
- 7.4.4 Lift the right side access door up and swing fully open to the left (as seen from the front of the Unit).
- 7.4.5 Pull the print head release lever forward and lift the print head up and away from the platen.
- 7.4.6 Note the status of the stock around the platen. The stock could be wrapped around the platen or stacked/compressed in this area.
 - 7.4.6.1 If label stock is wrapped around the platen, pull the stock from the rear Input Path firmly while rotating the platen. This should clear the stock in this instance.

DO NOT USE A KNIFE or SCREW DRIVER TO CUT STOCK FROM THE PLATEN.

- 7.4.6.2 If label stock is stacked/compressed in the platen area, pull the stock from the rear Input Path firmly, which should clear the stock jam.
- 7.4.7 Remove any remaining pieces of stock from the print mechanism. These may block sensors and cause poor printing results.
- 7.4.8 If there are pieces of label stock or adhesive on the print head, use a solution of 99% (or higher) isopropyl alcohol to remove them and clean the heater element surface. Verify that all label stock, media residue, and any other contaminants are clear from the print head.
- 7.4.9 If there are pieces label stock or adhesive on the platen, use a solution of 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.
- 7.4.10 Allow the platen and print head to dry completely.
- 7.4.11 Close the print mechanism and the access door. Power the Unit on '1' and reload stock.
- 7.4.12 Proceed with normal printing operation.



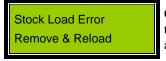
7.5 Stock Status Anomalies

There are a few circumstances or sequences concerning stock loading that should be avoided. These are related to circumstances where the Unit cannot determine the initial state or position of the stock. Specifically the starting edge and the Top Of Form location.

If the Unit cannot determine an initial status or stock position, it will not attempt to load or position the stock for document printing.

7.5.1 Operator Closes the Print Head with Stock Loaded

If the operator closes the print head with stock loaded (located at either stock sensor), the Unit will declare a "Stock Load Error" condition on the LCD.



Operator must lift the print head and manually remove ALL stock from the Unit and then close the print head to resume normal operation. The message will automatically clear from the LCD.

7.5.2 Operator Attempts to load Stock with Documents at the Exit

If the operator attempts to load stock with previously printed document(s) at the Exit (or more specifically at the Exit sensor), the Unit will declare a "Please Remove Tag(s)" condition on the LCD.



Operator must remove the inserted stock and then remove the printed document(s) from the exit of the Unit. Now the operator may re-insert stock into the Unit and it will perform the normal stock loading process.

7.5.3 Operator does not Advance Stock during Loading in the Prescribed Time Period

If the operator attempts to load stock but does not advance the stock forward to the print head / platen contact point in the prescribed period of time, the Unit will declare a "Stock Load Error" condition on the LCD.



Operator must remove the stock completely. The message will automatically clear from the LCD. Then the operator may re-insert stock properly (advancing it to the print head / platen contact point) so the auto loading routine can process normally.

7.5.4 Operator Powers on the Unit With Stock Hanging Out the Front Exit Area

If the operator attempts to power on a Unit with stock hanging out the front Exit area the Unit will attempt to find the beginning of the stock (the leading edge) at the Exit sensor by backing the stock up a fixed distance.

This distance is fairly limited because retracting unknown stock to far within the print mechanism can cause the stock to bind up to the point the Unit cannot position the stock.

If the Unit is configured for ATB Device Mode and Auto TOF is enabled to detect the stock length then this scenarios will always result in a "Stock Load Error" message on the LCD, because the Unit must find the starting edge to be able to run the length detect routine.

If the Unit is configured for BTP Device Mode or ATB Device Mode with the length detect disabled, the Unit will back the stock up a short distance and attempt to find the starting edge and then feed the stock out to the next Top Of Form (TOF) point. If neither of these can be found, the will indicate in a "Stock Load Error" message on the LCD.

Stock Load Error Remove & Reload Operator must remove the document(s) from the Exit and Input of the Unit. Lift the print head if necessary and close it without stock in the paper path. Operator may reinsert stock into the Unit for it to perform the normal stock loading process.

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8.0 Options

8.1 Roll Stock Arm

The Roll Stock Arm option is a simple non-mechanical subassembly (no electro-mechanical moving parts) used to hold, position, and support a roll of bag tag, cargo label, or ATB type coupon stock.

The Roll Stock Arm option becomes part of the outer enclosure, and is considered part of the case in terms of carrying, positioning and mounting.

To install the option perform the following:

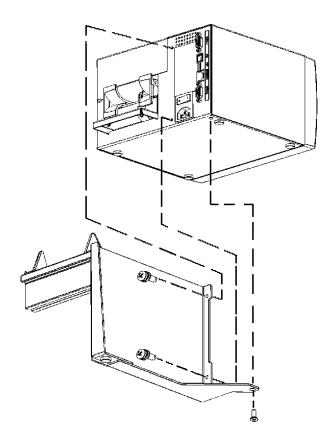
- 8.1.1 Power the Unit off 'O'.
- 8.1.2 Remove the two pan-head Phillips screws in the rear panel of the Unit.
- 8.1.3 Align the roll stock arm subassembly to the Unit.
- 8.1.4 Insert the two pan-head Phillips screws "provided in the kit" through the option and into the back panel of the Unit.
- 8.1.5 Do not tighten the screws yet.
- 8.1.6 Insert the flat-head Phillips screw "provided in the kit" through the option and into the bottom corner of the Unit.
- 8.1.7 Tighten the bottom screw.
- 8.1.8 Now tighten the two rear panel screws.
- 8.1.9 Power the Unit off '1'.

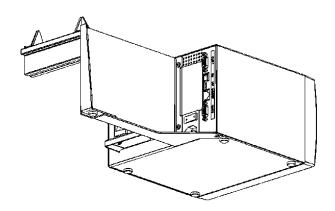
The Roll Stock Arm option may now be used.

The exact form of the Roll Stock Arm option mounting bracket, or the support arm itself may vary. For example, roll stock with a core ID smaller than 3 inches will require a different arm than is shown as an example in this manual.

Shipping Notes:

- 8.1.a The Unit is designed to be shipped with this option installed. Do not remove for shipping purposes unless directed to do so.
- 8.1.b Do not ship the Unit with roll stock on the arm and/or installed/loaded into the print mechanism.
- 8.1.c Do not place roll stock in the box around the Unit unless directed to do so.





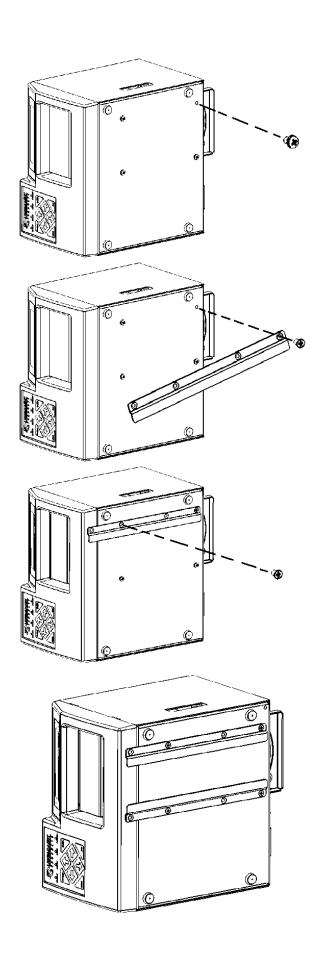
8.2 ATB Catcher

The ATB Catcher option is a simple non-mechanical subassembly (no moving parts) used to capture ATB coupons (receipt or card types) after they are printed and cut by the integrated Cutter option.

The Unit must already have the integrated Cutter option installed, or it must be installed by an appropriately trained service technician.

To install the Catcher Slide Rails:

- 8.2.1 Power the Unit off 'O'.
- 8.2.2 Set the Unit on the electronics side panel so that the screws securing the print mechanism are elevated.
- 8.2.3 Remove the top-rear screw securing the print mechanism.
- 8.2.4 Align one slide rail with the rear of the unit and the open side facing down towards the center of the print mechanism paper path.
- 8.2.5 Install one flat head screw to hold the rail, and turn it until it stops. Do NOT tighten yet.
- 8.2.6 Remove the top-front screw securing the print mechanism.
- 8.2.7 Rotate the slide rail towards the front of the unit and align with the other screw hole.
- 8.2.8 Install second flat head screw into the top–front location and tighten BOTH screws fully.
- 8.2.9 Remove the bottom–rear screw securing the print mechanism.
- 8.2.10 Align the other slide rail with the rear of the unit and the open side facing UP towards the center of the print mechanism paper path.
- 8.2.11 Install one flat head screw to hold the rail, and turn it until it stops. Do NOT tighten yet.
- 8.2.12 Remove the bottom–front screw securing the print mechanism.
- 8.2.13 Rotate the slide rail towards the front of the unit and align with the other screw hole.
- 8.2.14 Install second flat head screw into the bottom–front location and tighten BOTH screws fully.
- 8.2.15 Set the Unit back on its base.
- 8.2.16 Power the Unit on '1'.



To install or attach the Catcher:

The ATB Catcher option is essentially ready at this point.

The Catcher is installed into and held in place by the slide rails just attached (or previously field or factory installed).

- 8.2.17 Locate the catcher.
- 8.2.18 Identify the 2.5 inch wide tab that extends from the rear of the Catcher.
- 8.2.19 Position the tab in front of the Unit and center the tab at the stock output opening.
- 8.2.20 Slide the catcher towards the Unit. The tab will be guided back by the slide rails.

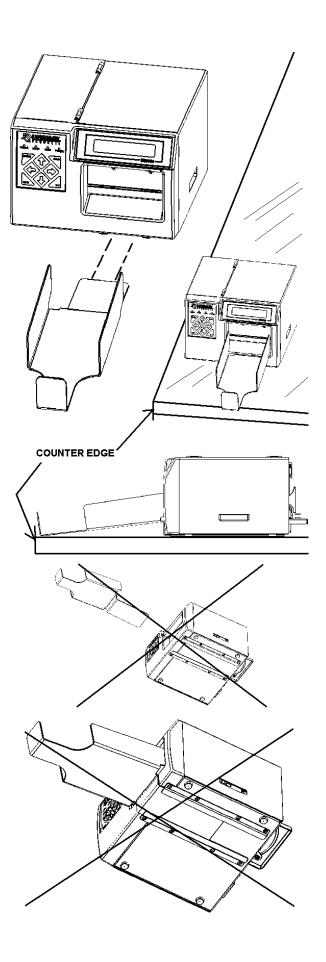
The ATB Catcher option may now be used in conjunction with the cutter to print and stack ATB prints (card and receipt style coupons).

Precautions:

- Do not install Catcher while holding the Unit.
- Set Unit on a stable surface and then insert Catcher into the slide rails.
- Position the Unit so the Catcher does not extend into the walkway.
- Never lift the Unit by raising the Catcher.
- Never position the Unit by pulling or pushing on the Catcher.
- Never carry the Unit by holding onto the Catcher.

Shipping Notes:

- 8.2.a Never ship the Unit with the catcher option installed or permanent damage will occur to the Unit and the catcher option.
- 8.2.b Retain the catcher option at the site, installing it into the replacement unit.
- 8.2.c If directed to ship the catcher option back with the Unit, wrap it with protective shipping material and place it in the shipping carton along with the Unit (or ship individually).



8.3 Integrated Cutter

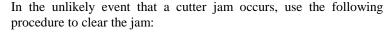
The Cutter option must be installed at a qualified manufacturing or service center by properly trained personnel. This option should not be installed at a counter or in other locations where the Unit is being operated.

The Cutter is located in the front of the Unit, integrated within the enclosure (part of the print mechanism), with a cover plate to prevent operator access to the cutter area.

The Cutter is designed to cut between each stock piece at the perforation point, in the label gap area, or cut at a Black Mark TOF point or a set distance for continuous stock.

The Unit monitors the cutter and automatically detects when the cut is made while the stock is released at the same. The stock position resets for the next print and cut cycle.

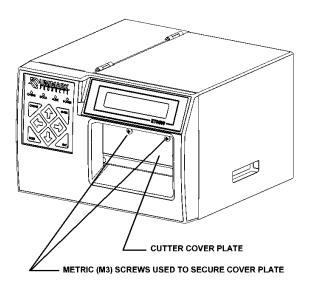
The Cutter option is set up through the front panel, and exact operation will depend on customer requirements.



- 8.3.1 Press the RESET button on the front panel. If the jam does not clear by itself, proceed with the following steps:
- 8.3.2 Power the Unit off 'O'. CAUTION: Print Head is sensitive to static discharge (ESD).
- 8.3.3 Pull the print head release lever forward and lift the print head up away from the platen.
- 8.3.4 Pull stock from the rear and front, if applicable, away from both sides of the cutter option.
- 8.3.5 Close the print head mechanism and power the Unit on '1'.
- 8.3.6 See if the Unit will clear the cutter jam as part of the normal boot cycle.
- 8.3.7 If a jam is still indicated, power the Unit off 'O'.
- 8.3.8 Pull the print head release lever forward and lift the print head up away from the platen.
- 8.3.9 Using canned air, blow into the cutter blade area and up into the mechanism. This will remove the remaining dust and chad which should normally fall freely down from the mechanism.
- 8.3.10 Close the print head mechanism and power the Unit on '1'.
- 8.3.11 See if the Unit will clear the cutter jam as part of the normal boot cycle.

Shipping Notes:

8.3.a The Cutter option is fully integrated into the Unit. There are no special shipping requirements or restrictions concerning the Cutter option.



8.4 Integrated RFID Reader/Writer

The RFID Reader/Writer option provides the capability of reading and writing to RFID chips placed in the inlay of baggage tags (per IATA specifications).

The RFID Reader/Writer option must be installed at a qualified manufacturing or service center by properly trained personnel. This option should not be installed at a counter or in other locations where the Unit is being operated.

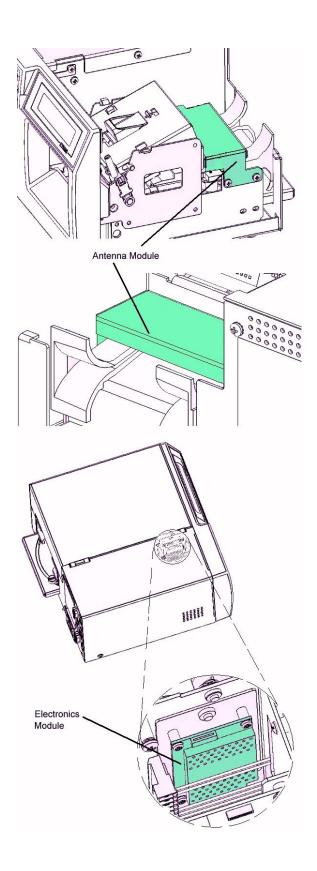
The RFID Reader/Writer option is located in two sections with interconnecting cabling:

- 8.4.1 RF Antenna module is located above the input paper path guides mounted directly to the print mechanism frame.
- 8.4.2 A shielded coax cable plugs into the antenna module and is routed through the main chassis wall into the electronics section. In the electronics section this cable plugs directly into the RFID electronics module.
- 8.4.3 The RFID electronics module mounts to the electronics side of the main chassis wall.
- 8.4.4 A flat flex cable connects the RFID electronics module and the Controller Board electronics.

Shipping Notes:

8.4.a The RFID option is fully integrated into the Unit.

There are no special shipping requirements or restrictions concerning the RFID option.



9.0 Troubleshooting

9.1 Basic Failure Analysis

The following section is provided to assist in the installation of the Unit and covers issues which may occur when installing new equipment. This section is not intended for regular maintenance or repair of the Unit.

9.1.1 NO POWER (Unit will not power up)

- 9.1.1.1 Verify AC plug is installed into the rear of the Unit.
- 9.1.1.2 Check the AC line level. The Unit is designed to operate at voltage sags as low as 90 VAC.

9.1.2 NO COMMUNICATIONS (Unit will not communicate with the host system)

- 9.1.2.1 Verify that the communication cable is plugged into the appropriate connector on the rear of the Unit.
- 9.1.2.2 Verify that the communication parameters of the host system match the Unit's parameters.

9.1.3 STOCK ALERT (Unit failed to detect the Top Of Form (TOF) mark/edge/hole)

- 9.1.3.1 Verify the TOF parameter in the menu and verify it is set up for the stock being used.
- 9.1.3.2 Verify that the correct stock length has been entered, generally matching the print area length of the stock being used (not perforation to perforation length). **Not applicable for auto detect modes of operation**.
- 9.1.3.3 Verify that the front or rear of the Unit is not exposed directly to sunlight.
- 9.1.3.4 Verify that the stock guides are adjusted correctly so that the TOF mark runs under the TOF sensor.
- 9.1.3.5 Verify that the stock has been inserted properly, with the thermal printing side up. Check that the stock has been inserted in the correct direction.

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

- 9.1.4.1 Verify the presence of stock and load if necessary.
- 9.1.4.2 Verify that the front or rear of the Unit is not exposed directly to sunlight.
- 9.1.4.3 Verify that the sensors are clear. Clean if required.
- 9.1.4.4 Verify TOF and PS sensor readings are valid. Run the appropriate Auto Sensor Set and TOF sensor calibration procedures if necessary.

9.1.5 OFF CENTER PRINT (Print image is not centered properly)

- 9.1.5.1 Verify input path is adjusted to the stock being utilized.
- 9.1.5.2 If the input path is adjusted correctly, change the top or left margin offset to center the print.

9.1.6 EARLY OR LATE PRINT (Start of print position is in the incorrect location)

- 9.1.6.1 Verify that the sensors are clear. Clean if required.
- 9.1.6.2 If the input path is adjusted correctly, change the top or left margin offset to adjust the start of print (SOP).

9.1.7 STOCK TEAR OFF DIFFICULT (Stock perforation point does not locate for tear off)

- 9.1.7.1 Verify that the sensors are clear. Clean if required.
- 9.1.7.2 Change the perforation tear point (steps) so that the perforation stop position is located to provide the best tear point.

9.1.8 MESSAGE: HEAD UP (Print image starting position is in the incorrect location)

- 9.1.8.1 Verify that the print head is properly latched down.
- 9.1.8.2 Verify that the head up detect switch is not stuck or broken/damaged.

9.1.9 NO DISPLAY (Display characters difficult to see, or display blank)

9.1.9.1 Verify that the Unit is in the "online" state and use the ♀ and ♣ buttons to adjust the display contrast.

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9.2 Boot Sequence Messages

A number of hardware systems are checked during the boot or power on sequence. The Unit should boot to the "Online" state, which allow the Unit to communicate with the host and process documents.

If the boot process stops at one of the following messages, try the "corrective Action" listed to continue to the "Online" state or to use the selected "Online" state variation.

The following table describes typical boot sequence messages that are used.

Boot Message	Possible Cause	Corrective Action
Setup Lost, Using Defaults, Press Key	The Unit is in an inoperable state waiting for operator interaction. This is likely due to a firmware update that has restructured the setup memory.	Press key to continue to the Online Sate.
Printhead Profile Not Found, Press Key	The baseline print head profile information could not be found or verified in the setup memory.	Power cycle the Unit and see if problem clears. If not contact your service manager.
Timer Allocation Failure	An operating system resource could not be initialized. App flash could be corrupted.	Power cycle the Unit and see if problem clears. If not contact your service manager.
Comm Initialization Failure	Host communication port could not be initialized.	Power cycle the Unit and see if problem clears. If not contact your service manager.
RAM Test Failed A; xxxxxx D;xxxxxxxx	RAM read/write pattern test failed. Location and test pattern displayed if available.	Power cycle the Unit and see if problem clears. If not contact your service manager.
Non-Volatile Memory Failure	Non-Volatile memory test failed.	Power cycle the Unit and see if problem clears. If not contact your service manager.
No Application 19200,8,N,1 STX/ETX	Application firmware (code) could not be properly verified during the boot sequence.	Power cycle the Unit and see if problem clears. If not contact your service manager or attempt to reload firmware at the indicated communication parameters.
ATB: Online STX/ETX Ready	Unit is in the advanced configuration / program download mode (û pressed while powering on).	Download configuration or firmware update files to the Unit at 115,200 8, N, 1 STX/ETX settings.
No Application	Unit is in a configuration / program download "only" mode (RESET pressed while powering on).	Download configuration or firmware update files to the Unit at 115,200 8, N, 1 STX/ETX settings.
Stock Load Disabled	Unit does not attempt to load stock during the boot sequence (press while powering on).	The operator (or likely service provider) may test the sensors in this state without the Unit attempting to auto load stock (diagnostic mode).

These messages are all BOOT STATE or INITIAL ONLINE STATE variations.

9.3 Steady State Status Messages

The steady state status or condition of the Unit will typically be indicated on the LCD in the form of a human readable message. The following table describes typical steady state status messages that are used.

Status Message	Explanation of Steady State Status or Change in Status
BTP: Online Ready	Online Status – The Unit is ready to receive host data and process documents. Unit is in a non-context mode. The BTP indication in the upper left corner indicates the current Device Mode is set for baggage tag printing.
ATB: Online Ready	Online Status – The Unit is ready to receive host data and process documents. Unit is in a non-context mode. The ATB indication in the upper left corner indicates the current Device Mode is set for ticket & boarding pass printing. ATB may change to the logical stock type setting (BP, MPD, etc.) depending on the pass thru mode.
ATB: Online U:xxx Ready	Online Status – The Unit is ready to receive host data and process documents. The U:xxx indicates that the Unit is in a multi context mode. "xxx" is the context or User ID (UID).
BTP: Online U: Ready	Online Status – The Unit is ready to receive host data and process documents. The U: indicates that the Unit is in the MUMC-MM Mode. "" is the User ID (UID) for Mono Mode.
ATB: Online U:??? Ready	Online Status – The Unit is ready to receive host data but cannot process documents or load AEA objects. The U:??? indicates that the Unit is in the MUMC Mode. "???" is the User ID (UID) for undefined context.
BTP: Online U:GID Ready	Online Status – The Unit is ready to receive host data but cannot process documents or load AEA objects. The U:GID indicates that the Unit is in the MUMC-GC Mode. "GID" is the User ID (UID) for Global-Context.
Offline Press Enter for Menu	Offline Status – The Unit may receive some query messages from the host, but for the most part it will not process messages or commands. This is the interim state between Online and the Menu state.
BTP: Online Change Printhead	Online Status – The Unit is ready to receive host data and process documents. The "Change Printhead" message indicates to the operator that the print head status needs to be checked.
ATB: Online U:xxx Profile NEW Prnthead	Online Status – The Unit is ready to receive host data and process documents. The "Profile NEW Prnthead" message indicates to the operator that the print head was replaced incorrectly.

These messages are all ONLINE STATE or OFFLINE STATE variations.

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9.4 Operator Information Messages

The Unit may detect activity and display purely informational messages on the LCD. These are temporary and require no action on the part of the operator.

The following table describes these informational messages.

Info Message	Cause of Activity Message
ATB: Online U:xxx	ATB PECTAB object load.
Pectab xxxx Saved	
ATB: Online	AEA LOGO object saved.
Logo xx Saved	
ATB: Online U:xxx	ATB Template object saved.
Template xx Saved	
ATB: Online	ATB Constant PECTAB object saved.
PK: Constants Saved	
BTP: Online U:xxx	ATB PECTAB object load.
BTP Pectab xxxx Saved	
BTP: Online	AEA LOGO object saved.
Logo xx Saved	
BTP: Online U:xxx	Media or stock source unloaded from the Unit mechanism using the button pad (≒) pressed in the "online" state
Media Unloaded	for a few seconds). Operator must remove stock source from the Unit to resume proper operation.
Profile Err: BAD OBJ	Unable to obtain motor resource to run print head profile routine.
Ready	
Profile Err: NO MEM	Unable to obtain memory resource to run print head profile routine.
Ready	
Profile Err: PH USED	Unable to obtain print head resource to run print head profile routine.
Ready	
Profile Aborted	Profile routine was aborted because the Unit received a print message and the routine must be aborted to process
Ready	the requested documents.

These messages are all ONLINE STATE variations.

9.5 Operator Information Alert Messages

The Unit may detect conditions that the operator may be alerted about, but that there is generally no action that the operator may take to resolve the situation. These messages could however be helpful for the operator when detailing the situation to a help desk or system administrator. Messages may vary depending on the Operating Mode.

The Unit will also flash the Alert LED.

The following table describes typical alert messages that may occur, the possible causes, and corrective actions to be taken.

Alert Message	Possible Cause	Corrective Action
ATB: Online U:xxx LT:01 Bad Format	AEA LOGO object load failed due a data format error.	Contact system administrator or help desk with message.
ATB: Online U:xxx PT: Bad Header	ATB PECTAB object load failed due to error in the object header structure.	Contact system administrator or help desk with message.
BTP: Online BTT: Bad Header	BTP PECTAB object load failed due to error in the object header structure.	Contact system administrator or help desk with message.
BTP: Online U:xxx BTP: Bad Header	BTP print message failure due to syntax error in the header.	Contact system administrator or help desk with message.
ATB: Online LT: Bad Header	AEA LOGO object load failed due to error in the object header structure.	Contact system administrator or help desk with message.
ATB: Online U:xxx PK: Bad Header	ATB Constant PECTAB object load failed due to error in the object header structure.	Contact system administrator or help desk with message.
ATB: Online TT: Bad Header	ATB Template object load failed due to error in the object header structure.	Contact system administrator or help desk with message.
ATB: Online U:xxx PT:xxxx Element:xx	ATB PECTAB object load failed due to error in element xx structure.	Contact system administrator or help desk with message.
ATB: Online BTT:xxxx Element:xx	BTP PECTAB object load failed due to error in element xx structure.	Contact system administrator or help desk with message.
BTP: Online U:xxx BTP,EI:xx Data:xxxxx	BTP print message failure due to syntax error in data xxxxx of element xx.	Contact system administrator or help desk with message.
BTP: Online BTP: Elem xx	BTP print message failure due to syntax error in element xx.	Contact system administrator or help desk with message.
ATB: Online U:xxx TK: Bad Element xx	ATB TK print message failure due to error in element xx.	Contact system administrator or help desk with message.
ATB: Online CP: Bad Element xx	ATB CP print message failure due to error in element xx.	Contact system administrator or help desk with message.
ATB: Online U:xxx TT: Element Error xx	ATB Template object load failed due to error in element xx structure.	Contact system administrator or help desk with message.
ATB: Online PK: Bad Element xx	ATB Constant PECTAB object load failed due to invalid element xx.	Contact system administrator or help desk with message.
BTP: Online U:xxx RFID Elem(s) Missing	Required RFID data elements missing from print message.	Contact system administrator or help desk with message.
ATB: Online TK Illogical Data	ATB TK print message failure due to the Unit detecting an illogical command structure.	Contact system administrator or help desk with message.
ATB: Online U:xxx CP Illogical Data	ATB CP print message failure due to the Unit detecting an illogical command structure.	Contact system administrator or help desk with message.
BTP: Online U:xxx BTP: Invalid Format	BTP print message failure due to syntax missing ETX.	Contact system administrator or help desk with message.

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Alert Message	Possible Cause	Corrective Action
ATB: Online LC: Invalid Format	Format of the LOGO object clear command is invalid.	Contact system administrator or help desk with message.
ATB: Online U:xxx PC: Invalid Format	Format of the PECTAB object clear command is invalid.	Contact system administrator or help desk with message.
ATB: Online TC: Invalid Format	Format of the Template object clear command is invalid.	Contact system administrator or help desk with message.
ATB: Online PK: Load Failure	General failure due to data corrupted in the file system.	Contact system administrator or help desk with message.
ATB: Online TK: Missing Logo xx	ATB TK print message failure due to a missing LOGO object.	Contact system administrator or help desk with message.
ATB: Online U:xxx CP: Missing Logo xx	ATB CP print message failure due to a missing LOGO object.	Contact system administrator or help desk with message.
ATB: Online TK: Missing Sep.	ATB TK print message failure due to the Unit detecting a missing or misplaced separator character.	Contact system administrator or help desk with message.
ATB: Online U:xxx CP: Missing Sep.	ATB CP print message failure due to the Unit detecting a missing or misplaced separator character.	Contact system administrator or help desk with message.
ATB: Online U:xxx PT:xxxx No Memory	No AEA memory available for ATB PECTAB object load.	Contact system administrator or help desk with message.
ATB: Online LT:xx No Memory	No AEA memory available for LOGO object load.	Contact system administrator or help desk with message.
ATB: Online U:xxx TT: No Memory	No AEA memory available for Template object load.	Contact system administrator or help desk with message.
BTP: Online BTT: No Memory	No AEA memory available for BTP PECTAB object load.	Contact system administrator or help desk with message.
BTP: Online U:xxx EP: No Memory	No AEA memory available for creating a new context.	Contact system administrator or help desk with message.
BTP: Online UC: No Memory	No AEA memory available for creating a new context.	Contact system administrator or help desk with message.
ATB: Online U:xxx PK: No Memory	No AEA memory available for PK object load.	Contact system administrator or help desk with message.
ATB: Online TK: No Pectab xxx	Required (within the TK print message) ATB PECTAB object could not be found in AEA memory.	Contact system administrator or help desk with message.
ATB: Online U:xxx CP: No Pectab xxx	Required (within the CP print message) ATB PECTAB object could not be found in AEA memory.	Contact system administrator or help desk with message.
BTP: Online BTP: No Pectab xxxx	Required BTP PECTAB object could not be found in AEA memory.	Contact system administrator or help desk with message.
ATB: Online TK: Wrong Cpn Order	ATB TK print message failure due to the Unit detecting a coupon order syntax error.	Contact system administrator or help desk with message.
ATB: Online U:xxx CP: Wrong Cpn Order	ATB CP print message failure due to the Unit detecting a coupon order syntax error.	Contact system administrator or help desk with message.
ATB: Online TK: Wrong Stock Type	ATB TK print message is requesting a logical stock type not available in the Unit.	Contact system administrator or help desk with message.
ATB: Online U:xxx CP: Wrong Stock Type	ATB CP print message is requesting a logical stock type not available in the Unit.	Contact system administrator or help desk with message.

These messages are all ONLINE RECEIVE STATE variations.

9.6 Operator Intervention Alert Messages

When the Unit detects a condition that must have operator intervention, it displays an alert message on the display. These alerts are also indicated by a flashing Stock or Alert LED. Messages may vary depending on the Operating Mode.

The following table describes typical alert messages that may occur, the possible causes, and corrective actions to be taken.

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 or was unable to move the ticket through the print mechanism properly.	Press RESET button. Unit will attempt to clear the jam itself. If it cannot, manually remove and reload stock
Cutter Jammed Clear, Press Reset	Unit failed to cut the current document at the Top Of Form and return the mechanism to the home position.	Press RESET button. Unit will attempt to clear the jam itself. If it cannot, manually remove and reload stock
Stock Load Error Remove & Reload	Unit was unable to properly load stock (once detected) within the time allowed.	Completely remove the stock from the Unit and reload properly.
Print Head Lifted Please Close	Print head has been lifted.	Remove all stock and close the print head.
ATB: Online U:xxx Communications Error	There is a mismatch between the host and Unit's communication parameters (baud, parity, data bits)	Check the host communication parameters against the Unit's settings. Contact system administrator or help desk with message.
BTP: Online Printhead Temp xx	Unit has detected a print head over-temperature condition and prevents further printing.	Contact your service manager.
BTP: Online Printhead Volt xx	Unit has detected a print head over-voltage condition and prevents further printing.	Contact your service manager.
BTP: Online Please Remove Tag(s)	Unit requires that the operator remove documents from the Exit area before processing further documents.	Remove documents from Exit area.
Clear Jam Manually Press Reset Key	Unit fails to clear jam multiple times using the RESET button.	Remove documents from Unit and manually clear the jam condition. Reload stock.
BTR: Online RFID ERR Check Stock	RFID encoding process was terminated due to consecutive voids. Unit ready for next print message.	Remove documents from Unit and confirm the RFID inlay in the inserted end of the bag tag.

These messages are all ONLINE STATE or OFFLINE STATE variations.

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10.0 Customer/Technical Support

10.1 Return Authorization/Customer Service

To return a product to Unimark for repair or other assistance, please be prepared with the following information before calling our Customer Service department at (913) 649-2424 (U.S. office).

- Customer name and telephone number
- Product model number or description
- Product serial number
- Description of failure
- Billing address
- Customer ship to address and method of shipping
- Repair option selection (Warranty, Flat Rate, Time and Materials or Refurbishment)

Our Customer Service Specialist will be entering the information into our system during your call to ensure quick and accurate handling of your return. You will then be given a return authorization number. Perform the following steps to complete the return process:

- 10.1.1 Prepare item for return to Unimark Do NOT include accessories, power cable or ancillary items unless directed otherwise by Customer Service.
- 10.1.2 Packaging Use original packaging materials or equivalent. If not available, Unimark can provide at a small cost.
- 10.1.3 Write the RA # on the packing list and on the outside of the container in at least two locations for easy identification at Unimark.
- 10.1.4 Shipping label to include return address as well as "ship to".
- 10.1.5 Notify your "carrier of choice" for pick-up and delivery to Unimark.

10.2 Technical Support

As a purchaser or Unimark authorized third party maintainer of Unimark products, you have the added benefit of technical assistance in the installation, diagnosis and use of Unimark products.

Call our number (913) 649-2424 and allow the auto-attendant to guide you to our technical support line. A technical support analyst will assist you.

To better serve you, please have the product in question on-line and ready to test prior to calling technical support. In addition, have the following information available:

- 10.2.1 Model Number/description
- 10.2.2 Serial Number
- 10.2.3 Failure message/code/description

11.0 Unimark Products, LLC. Warranty Statement

Printer

Unimark Products, LLC. warrants to Purchaser that under normal use and service, the products (with the exception of the thermal print head, platen roller, and gears/pulleys) purchased hereunder shall be free from defects in material and workmanship for a period of one year (365 days) from the date of shipment by Unimark.

Expendable and/or consumable items or parts such as lamps, fuses, labels, and ribbons are not covered under this warranty. This warranty does not cover equipment or parts which have been misused, altered, neglected, handled carelessly, or used for purposes other than those for which they were manufactured. This warranty also does not cover loss, damages resulting from accident, or damages resulting from unauthorized service.

Thermal Print head / Platen Roller / Gears/Pulleys

This warranty is limited to a period of one year, (365 days) or 1,000,000 linear inches of use, whichever comes first, for the thermal print head, platen roller, and gears/pulleys. This warranty does not cover print heads, platen roller, and gears/pulleys which have been misused, altered, neglected, handled carelessly, or damaged due to improper cleaning or unauthorized repairs.

Warranty Service Procedures

If a defect should occur during the warranty period, the defective Unit shall be returned, freight and insurance prepaid, in the original shipping containers to Unimark Products, LLC. A Return Authorization (RA) number must be issued before the product can be returned. To open an RA, please call the Unimark Customer Service Department at 913-649-2424. Please print your RA number on the outside of the box and on the shipping document. Include a contact name, action desired, a detailed description of the problem(s), and examples when possible with the defective Unit. Unimark shall not be responsible for any loss or damages incurred in shipping. Any warranty work to be performed by Unimark shall be subject to Unimark's confirmation that such product meets Unimark warranty. In the event of a defect covered by its warranty, Unimark will return via ground transportation, the repaired or replaced product to the Purchaser at Unimark's cost.

With respect to a defect in hardware covered by the warranty, the warranty shall continue in effect until the end of the original warranty period, or for ninety (90) days after the repair or replacement, whichever is later.

General Warranty Provisions

Unimark makes no warranty as to the design, capability, capacity or suitability of any of its hardware, supplies, or software.

Software is licensed on an "as is" basis without warranty. Except and to the extent expressly provided in this warranty and in lieu of all other warranties, there are no warranties, expressed or implied, including, but not limited to, any warranties of merchantability or fitness for a particular purpose.

Purchaser shall be solely responsible for the selection, use, efficiency and suitability of Unimark's products.

Limitation of Liability

In no event shall Unimark be liable to the purchaser for any indirect, special or consequential damages or lost profits arising out of or relating to Unimark's products, or the performance or a breach thereof, even if Unimark has been advised of the possibility thereof. Unimark's liability, if any, to the purchaser or to the customer of the purchaser hereunder shall in no event exceed the total amounts paid to Unimark hereunder by the purchaser for a defective product.

In no event shall Unimark be liable to the purchaser for any damages resulting from or related to any failure or delay of Unimark in the delivery or installation of the computer hardware, supplies or software or in the performance of any services.

Some states do not permit the exclusion of incidental or consequential damages, and in those states the foregoing limitations may not apply. The warranties herein give you specific legal rights, and you may have other legal rights which vary from state to state.

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