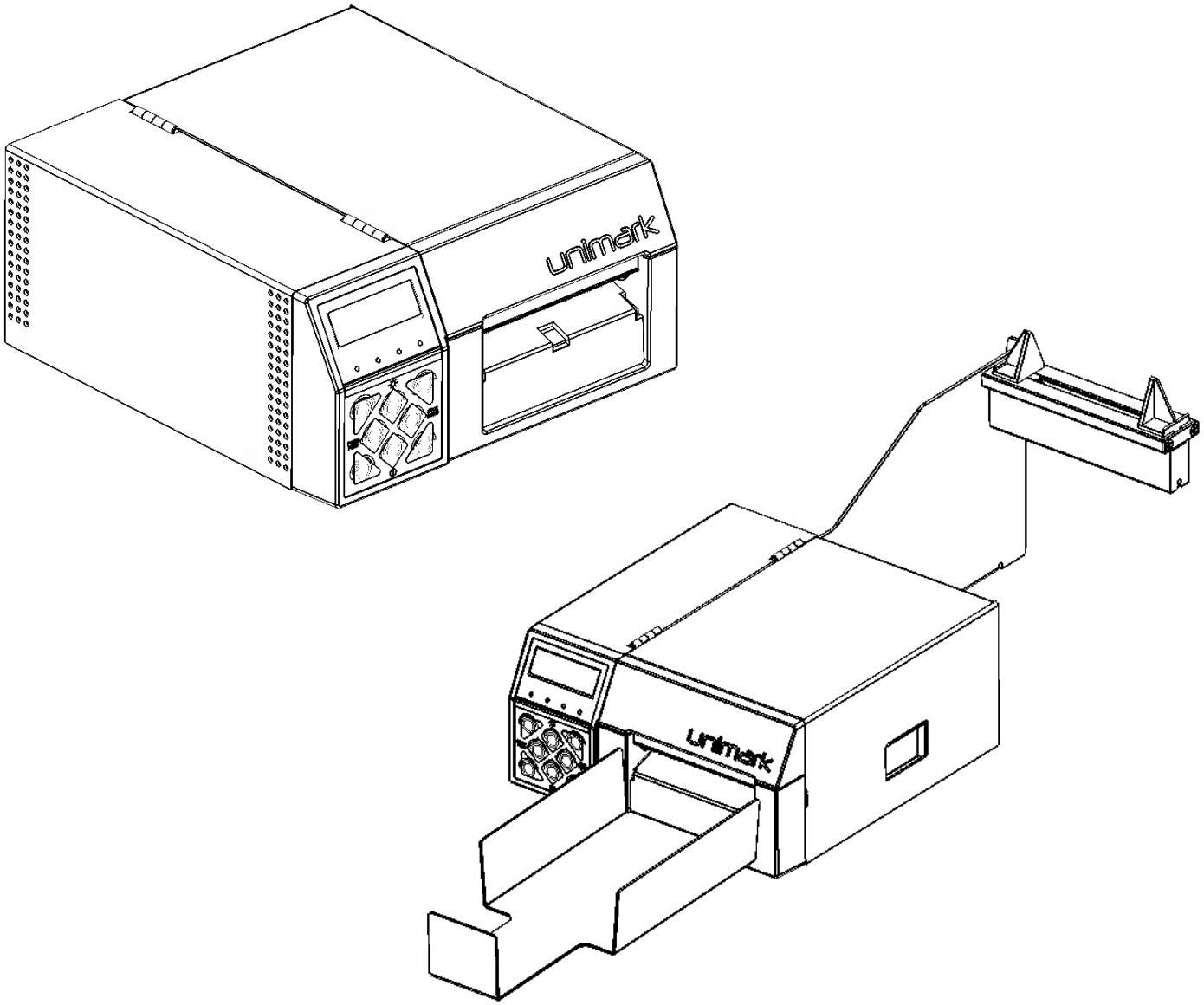
unimark ET7000 Series

Installation and Operator's Manual

P/N: 71U-1453-000K © 2015, REV 05



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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 B 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 7000 Series Compact Printer (hereafter referred to as the Unit) is a small footprint, fast, and versatile direct thermal printer designed for the airline passenger processing industry.

The Unit comes equipped with an RS-232 Asynchronous Serial Communication port and a USB port to interface to the host system. The RS-232 Serial port is configured as DTE (identical to a PC), requiring a null-modem cable for connection to a DTE host system.

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 (See **Appendix A** for physical specifications).

A Dual Device Trolley (DT4000R) is available which mounts two ET7000 units, stores and secures bag tag and boarding pass stock, and provides electrical connections from the Units to the rear panel of the trolley. Multiple mounting, stock and interface configurations are available to customize the trolley and Units to most customer's requirements.

The Unit incorporates a manually adjustable self-centering input path capable of handling stock types for baggage tag, boarding pass, receipt coupon, and cargo label printing applications.

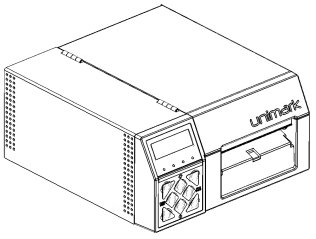
The Unit options include an external roll stock arm / mount, an internal full / partial cutter and an external catcher for ATB document stacking.

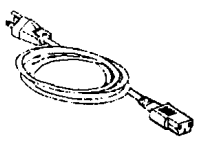
The Unit has a user interface with eight buttons, four status LED indicators and a 2x16 character display with adjustable backlight and contrast settings. Along with the LED indicators the LCD provides status information for normal operation, conditions requiring operator action and menu navigation for setup and diagnostics / servicing (using the buttons).

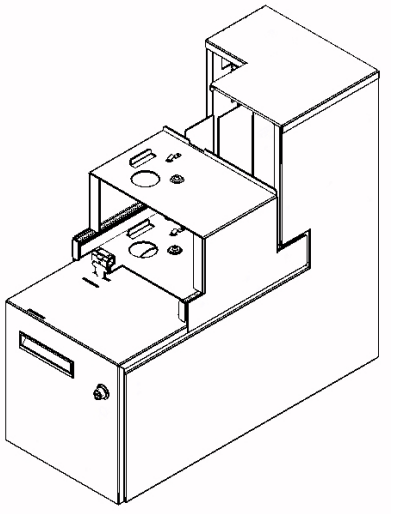
The auto switching power supply allows operation in both 110 and 220 VAC environments without any switches.

2.0 Items Included:

- ET7000 Series Unit
- AC Power Cord
- Optional Interface Cables and Adaptors
- Roll Arm Option
- Catcher Option
- Dual Device Trolley (shipped separately)







3.0 Installation

3.1 Unpacking

3.1.1 Open the shipping carton from the top.

3.1.2 Firmly grip the front and back of the unit.

3.2.3 Lift evenly on the unit and remove it from the box.

3.2.4 Remove the packing foam from each side.

3.2.5 Remove the unit from the shipping container.

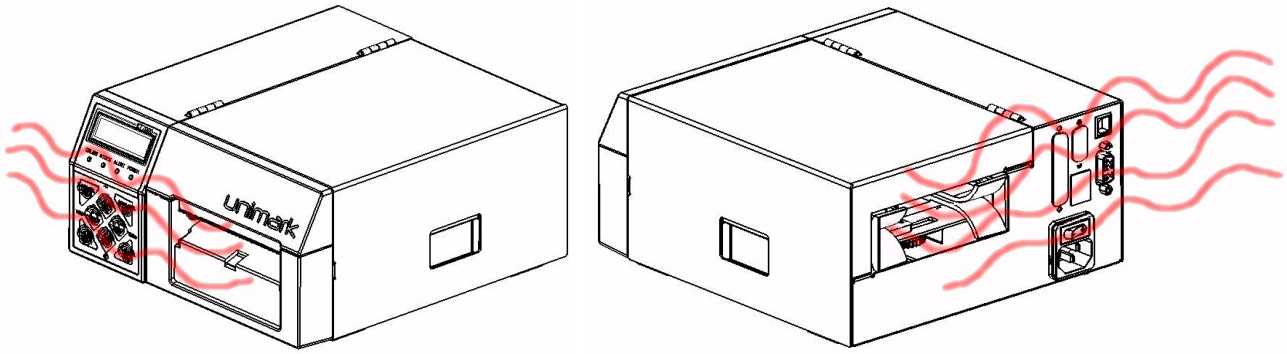
3.2.6 Remove the power cord and other accessory items from the box.

3.2.7 Retain original box and packaging for future use.

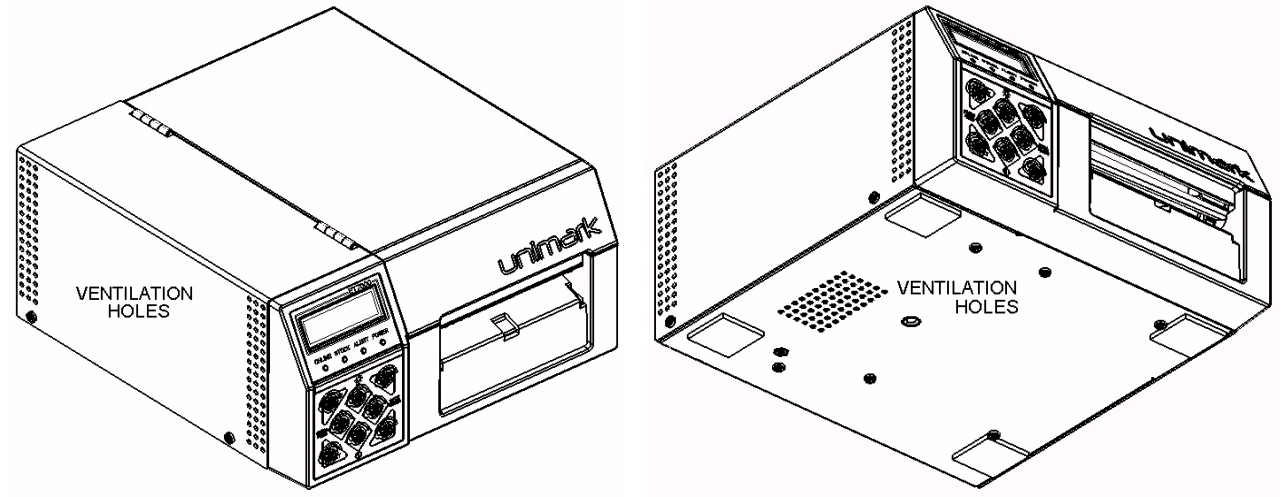
3.2 Location and Setup

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.



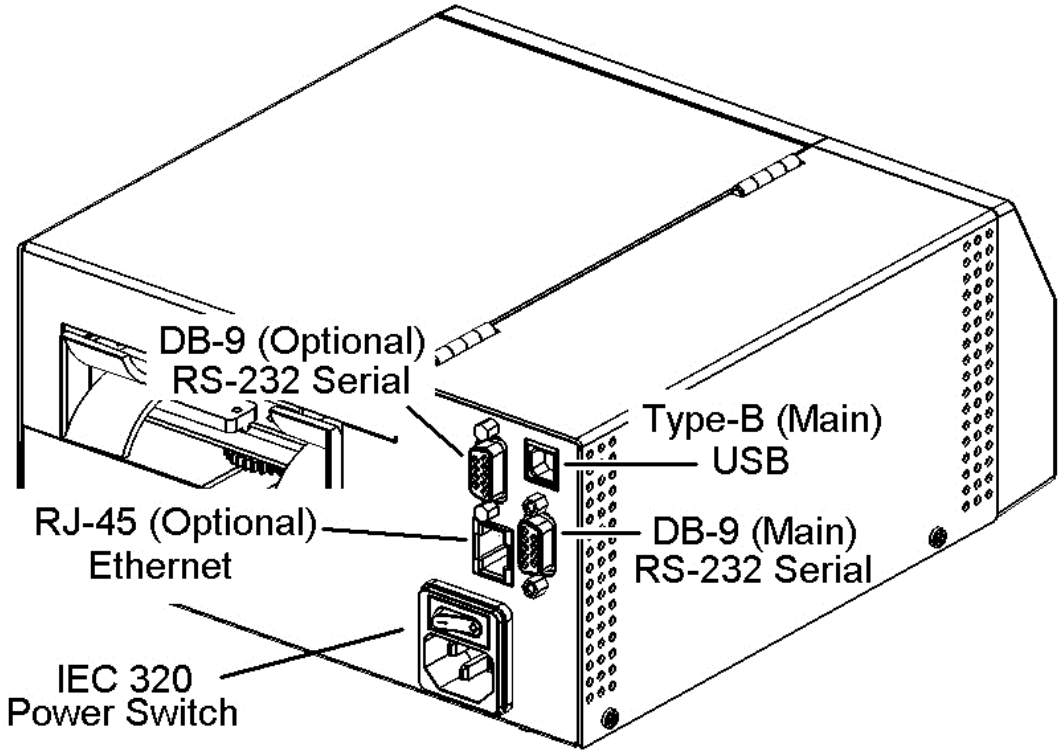
Do not install the Unit where the ventilation holes will be blocked.



3.3 Plugging into the Unit

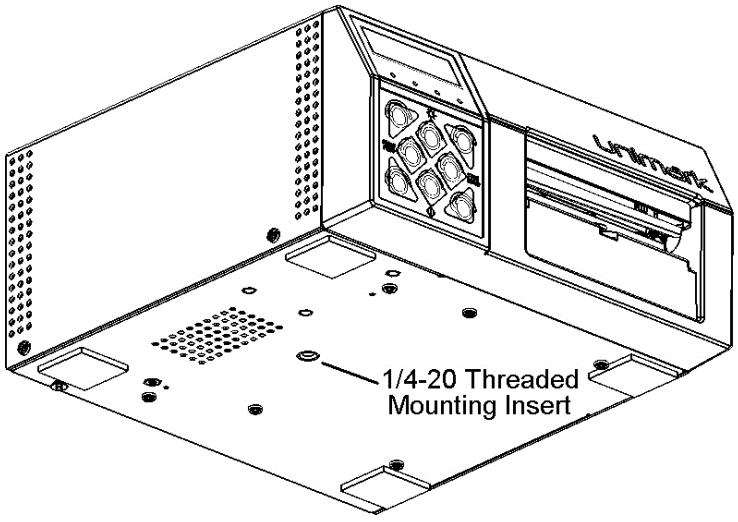
The Unit requires a power connection / IEC 320 (110 or 220VAC / 50 or 60Hz) and a host data connection (RS-232 Serial / DB-9 or 25, USB / Type B or Ethernet / RJ-45). Multiple host connections may be made to the Unit.

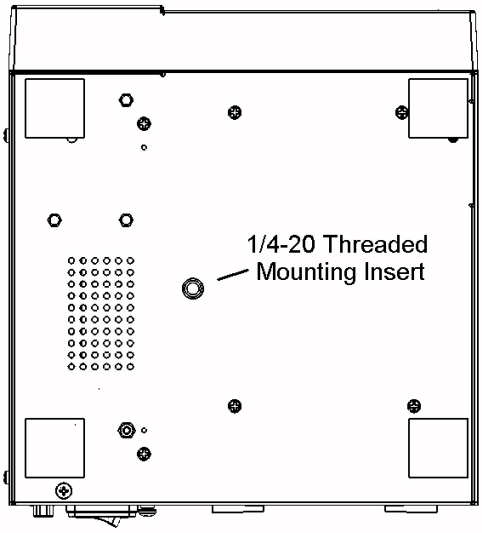
See **Appendix B** for RS-232 Serial interface details.



3.4 Mounting the Unit

The Unit design provides a **1/4-20** threaded mounting 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.





4.0 Stock Handling

4.1 Adjusting the Input Path

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

4.1.1 Turn the Unit off '**O**' and slide the stock into the input path (**thermal side up**) and back out.

4.1.2 If the stock moves through smoothly with very little side to side play proceed to section 4.2

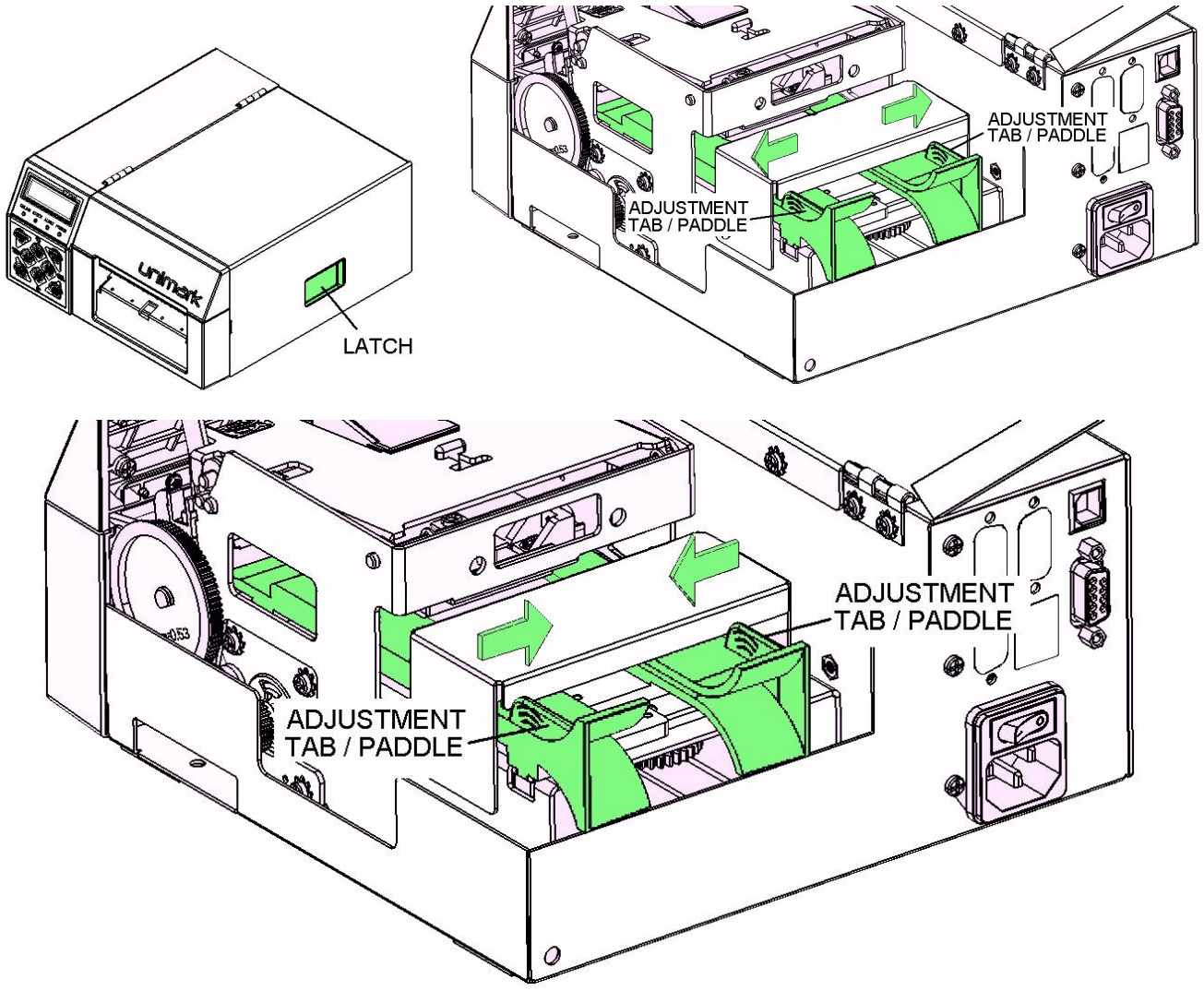
4.1.3 Open the stock path door (lift latch in side panel and rotate door to the left).

4.1.4 Press outward from the center on the adjustment tabs to open or widen the Input Path.

4.1.5 Slide the stock into the input path - press inwards on the adjustment tabs to close the Input Path.

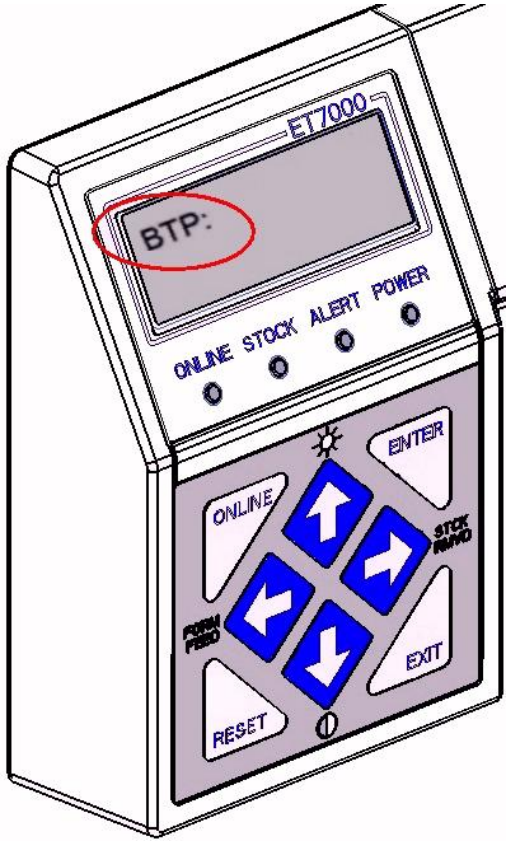
4.1.6 Verify the stock moves through the adjusted path smoothly with very little side to side play.

4.1.7 Close / latch the stock path door.



Notes: ATB stocks require a path approximately 3.25" wide (82mm)
Bag Tag stocks require a path approximately 2.00" wide; (50mm)

4.2 Auto Stock Loading



4.2.1 Power the Unit on 'I'.

4.2.2 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 (refer to **Appendix C and D** for details about the User Interface and menu system).

4.2.3 Press the ONLINE button then change the 'N' to 'Y' using ⇧ and press ENTER to save the change. Check the LCD for ***BTP*** / ***BTR*** ID for bag tag applications, ***CTP*** / ***CTR*** ID for cargo tag applications or ***ATB*** / ***BP*** ID for boarding pass applications.

4.2.4 Insert the corresponding stock into the Unit – thermal print side up.

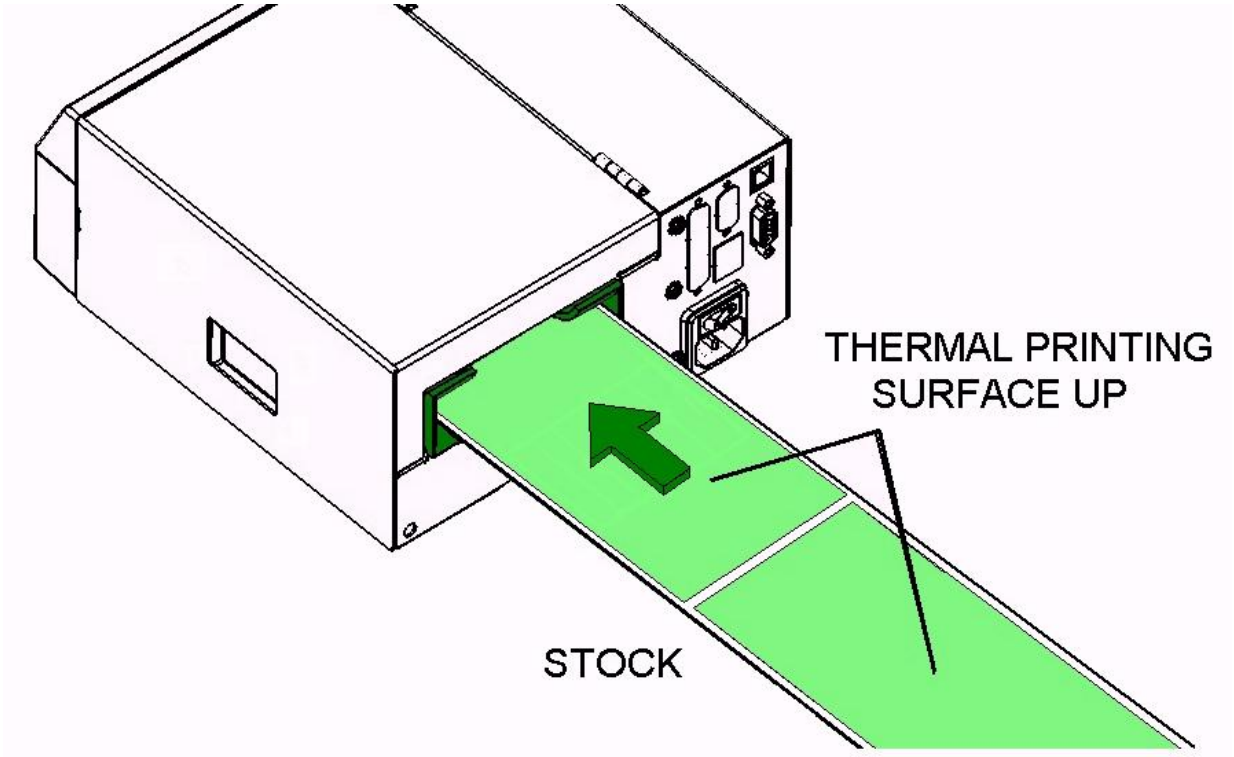
4.2.5 The Unit pauses for the operator to insert the stock up to the platen roller. Do not force the stock.

4.2.6 The Unit advances the platen roller forward turning it approximately 1-2 complete revolutions while checking the Exit sensor for stock movement.

4.2.7 The Unit (depending on the configuration) may advance the stock forward and retract back or advance an entire tag out the exit. During this step sensors are calibrated, document length measured and RFID chip detected.

4.2.8 If the Unit presents a blank document out the exit, remove it by tearing up and to the side.

4.2.9 No LED indicators should be flashing at this point – The Unit is now ready for online printing.



4.3 Using the Roll Stock Option

The Unit uses a simple Roll Stock Support Option. To use this option follow these steps:

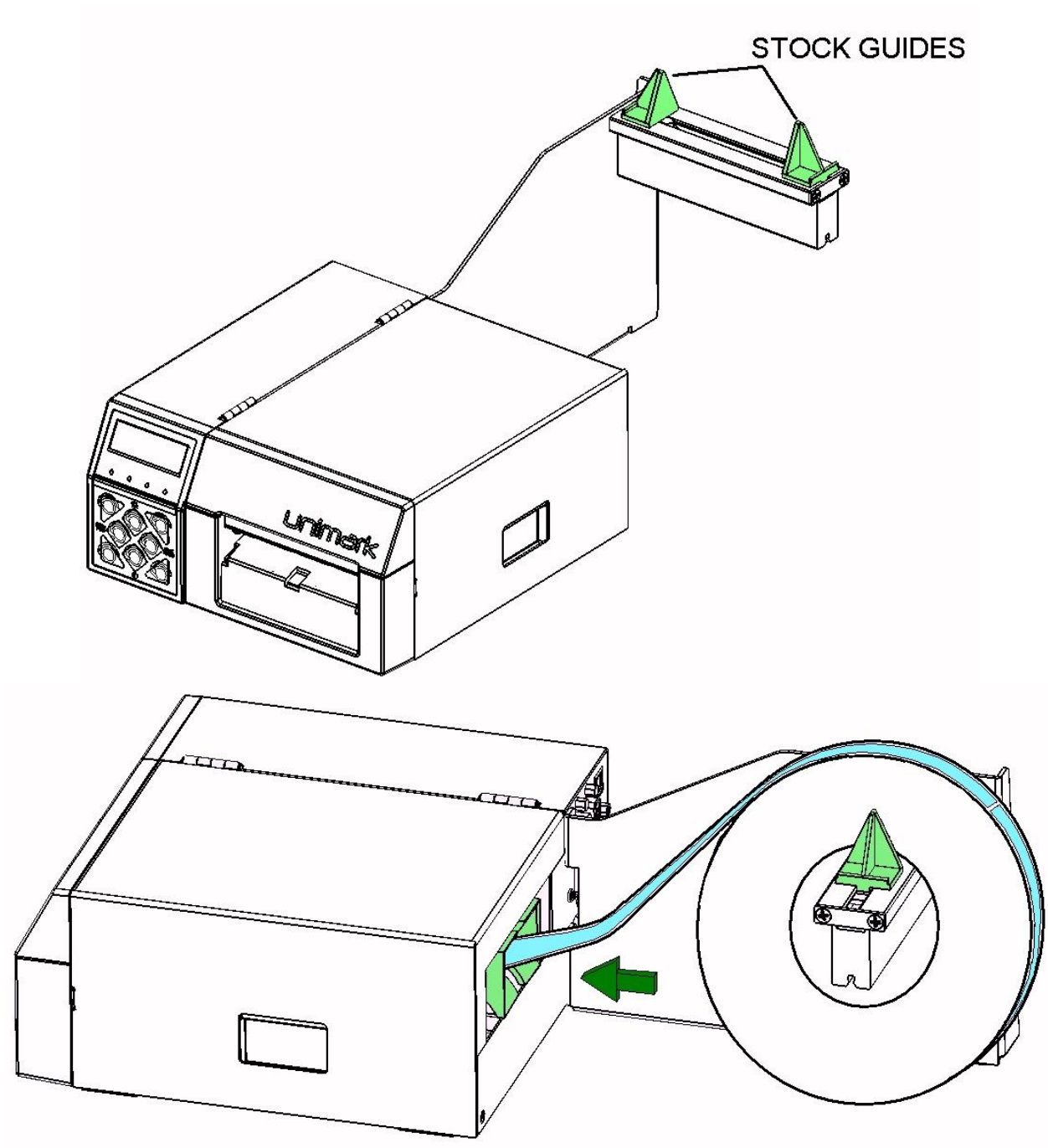
4.3.1 Slide the roll arm Stock Guides apart to clear the width of the roll stock (Tabs are green for identification).

4.3.2 Slide the roll stock onto the support arm over the outer Stock Guide.

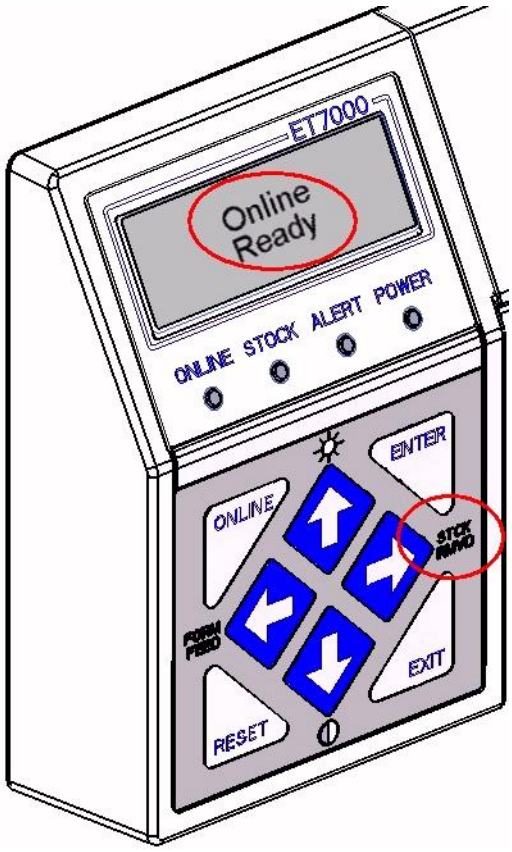
4.3.3 Set the Input Path width as defined in section 4.1

4.3.4 Adjust the roll arm Stock Guides towards the roll stock and center in-line with the Input Path.

4.3.5 Load the stock as defined in section 4.2 with the thermal side up. Roll stock may be wound in or wound out.



4.4 Stock Unloading



The Unit supports an auto unloading function.

4.4.1 Verify that the Unit is in the “online” state.

4.4.2 Remove stock hanging out the front of the Unit.

4.4.3 Press and hold the ⇨ button (also marked as STCK RMVD) for a few seconds until you hear the motor run backwards.

4.4.4 The message “Media Unloaded” will be displayed temporarily on the second line of the LCD.

4.4.5 There will be NO other indication that the stock has been unloaded (Stock LED will NOT be illuminated).

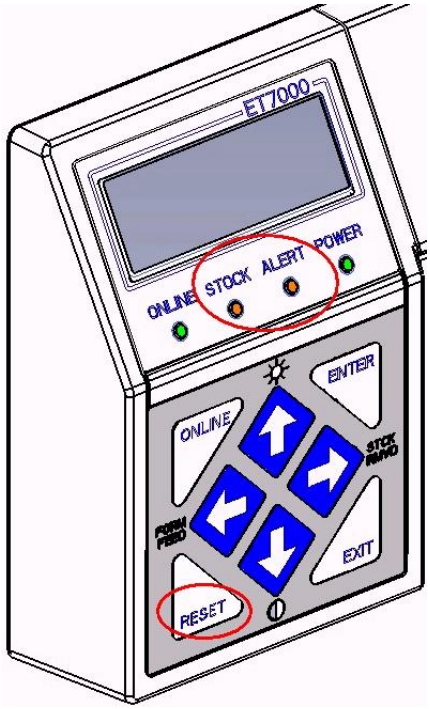
4.4.6 Remove the current stock from the input path.

4.4.7 The Unit will alternate the “Stock Empty / Please Reload” LCD message and flash the Stock LED.

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

4.5 Clearing Stock Jams

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



4.5.1 Press the RESET button on the front panel. If the Unit is able to clear the jam state the Stock and / or Alert LED indicators and any alert messages on the LCD will be cleared.

4.5.2 If the jam does not clear by itself, proceed with the following steps:

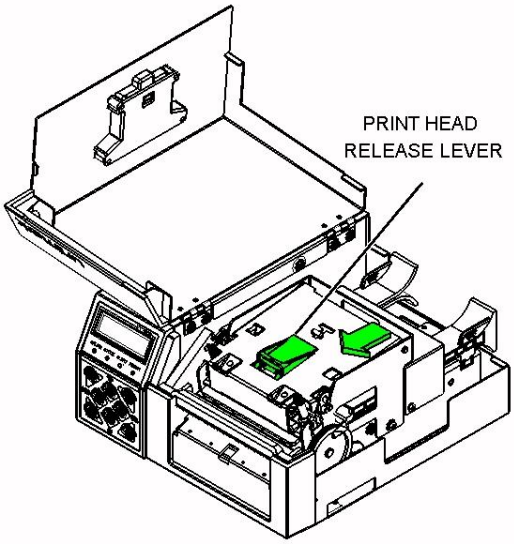
4.5.3 **Power the Unit off 'O'. CAUTION: Print Head is sensitive to static discharge (ESD)**.

4.5.4 Open the stock path door (lift latch in side panel and rotate door to the left).

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

4.5.6 Note the status of the stock around the platen. The stock could be wrapped around the platen or stacked / compressed in this area.

4.5.7 If label stock is wrapped around the platen, detach the last tag from the rest of the stock, feed it forward through the paper path, and then pull the tag straight up unwrapping the tag from the platen. This should clear the stock in this instance.

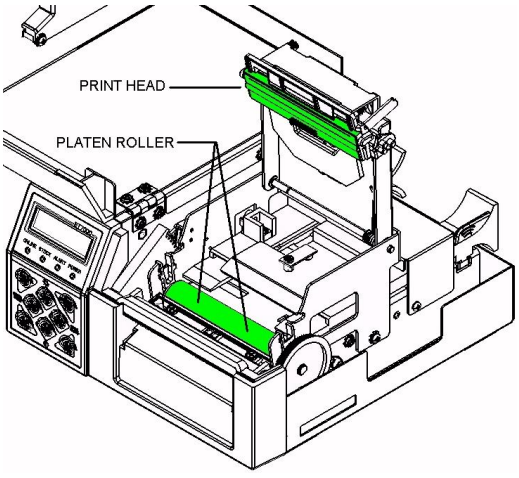


⚠ **DO NOT USE A KNIFE or SCREW DRIVER TO REMOVE JAMMED MEDIA – THIS WILL PERMANENTLY DAMAGE TO THE UNIT**.

4.5.8 If label stock is stacked / compressed in the platen area, pull the stock from the rear Input Path, which should clear the stock jam.

4.5.9 Remove any remaining pieces of stock from the print mechanism. These may block sensors and cause poor printing results.

4.5.10 If there are pieces of label stock or adhesive on the print head or platen roller surface refer to Field Maintenance Guidelines for cleaning procedures and cleaning solution specifications.



4.5.11 Close the print mechanism and the access door. Power the Unit on 'I' and reload stock.

4.5.12 Proceed with normal printing operation.

Note: Refer to **Appendix F** for Stock Status Anomaly reference.

5.0 Options

5.1 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:

5.1.1 Power the Unit off 'O'.

5.1.2 Locate the three pan-head Phillips screws in the rear panel of the Unit.

5.1.3 Remove the top and bottom screws (these will be replaced by longer screws provided in the kit).

5.1.4 Remove the three screws from the aluminum extrusion.

5.1.5 Align the extrusion with the top set of three mounting holes in the bracket. Secure the extrusion to the bracket.

5.1.6 Align the roll stock arm subassembly to the Unit.

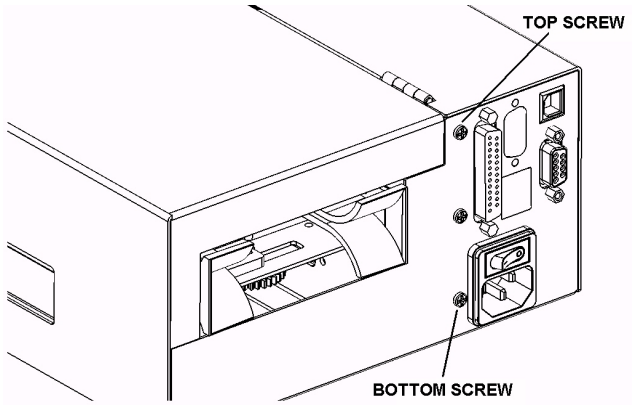
5.1.7 Insert the two Pan Head Phillips screws "provided in the kit" through option and into the back panel of the Unit.

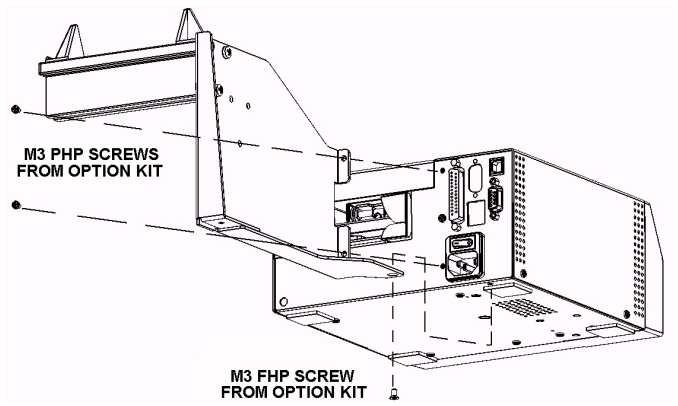
5.1.8 Do not tighten these screws yet.

5.1.9 Insert the Flat Head Phillips screw "provided in the kit" through the option and into the bottom corner of the Unit.

5.1.10 Tighten the bottom and rear panel screws.

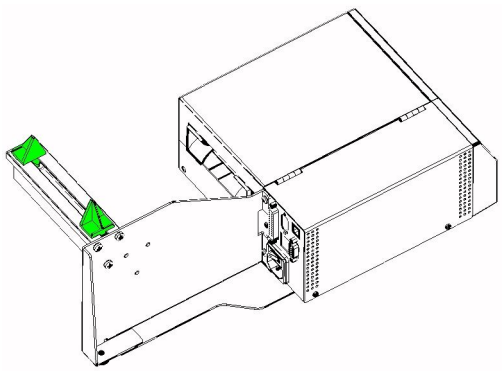
5.1.11 Power the Unit on 'I'.





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 in this manual.



Shipping Notes:

5.1.12 Do not ship the Unit with roll stock on the arm and/or installed/loaded into the print mechanism.

5.1.13 Do not place roll stock in the box around the Unit unless directed to do so.

5.2 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 limited access to the operator.

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's requirements.

The Unit may be configured for full or partial cut operations and the depth of the partial cut is also adjustable.

In the unlikely event that a cutter jam occurs, use the following procedure to clear the jam:

5.2.1 Press the RESET button on the front panel. If the Unit is able to clear the jam state the Stock and / or Alert LED indicators and any alert messages on the LCD will be cleared.

5.2.2 If the jam does not clear by itself, proceed with the following steps:

5.2.3 **Power the Unit off 'O'. CAUTION: Print Head is sensitive to static discharge (ESD)**.

⚠ **CUTTER BLADES ARE SHARP – DO NOT ACCESS, CLEAN or ADJUST CUTTER WITH POWER APPLIED TO THE UNIT.**

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

5.2.5 Pull stock from the rear and front, if applicable, away from both sides of the cutter option.

5.2.6 Close the print head mechanism and power the Unit on 'I'.

5.2.7 See if the Unit will clear the cutter jam as part of the normal boot cycle.

5.2.8 If a jam is still indicated, power the Unit off 'O'.

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

5.2.10 Using canned air, blow into the cutter blade area to remove dust and chad.

5.2.11 If there are pieces of label stock or adhesive on the cutter mechanism refer to Field Maintenance Guidelines for cleaning procedures and cleaning solution specifications.

5.2.12 Close the print head mechanism and power the Unit on 'I'.

5.2.13 See if the Unit will clear the cutter jam as part of the normal boot cycle.

5.3 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:

5.3.1 RF Antenna module is located above the input paper path guides – mounted directly to the print mechanism frame.

5.3.2 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.

5.3.3 The RFID electronics module mounts in the electronics section the Unit.

5.3.4 A flat flex cable connects the RFID electronics module and the Controller Board electronics.

6.0 Customer/Technical Support

6.1 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:

6.1.1 Prepare item for return to Unimark - Do NOT include accessories, power cable or ancillary items unless directed otherwise by Customer Service.

6.1.2 Packaging – Use original packaging materials or equivalent. If not available, Unimark can provide at a small cost.

6.1.3 Write the RA # on the packing list and on the outside of the container in at least two locations for easy identification at Unimark.

6.1.4 Shipping label to include return address as well as “ship to”.

6.1.5 Notify your “carrier of choice” for pick-up and delivery to Unimark.

6.2 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:

- Model Number/description
- Serial Number
- Failure message/code/description

7.0 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 fuses and labels 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 use.

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

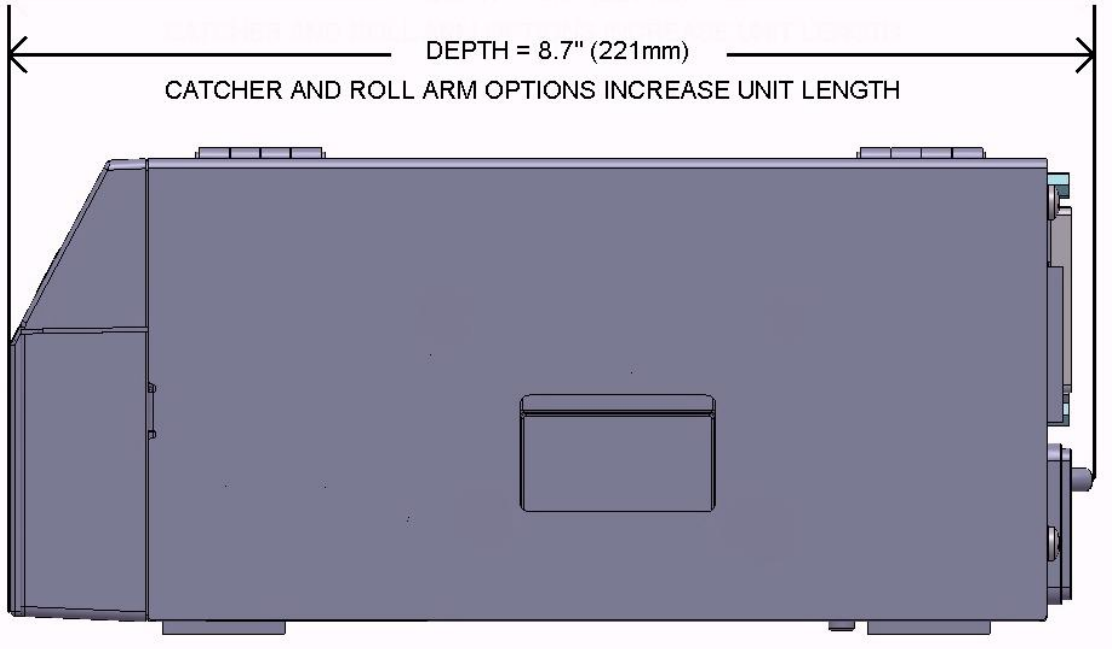
In no event shall Unimark be liable to the purchaser for any indirect, special or consequential damages or lost profits arising out of or relating to Unimark's products, or the performance or a breach thereof, even if Unimark has been advised of the possibility thereof. Unimark's liability, if any, to 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.

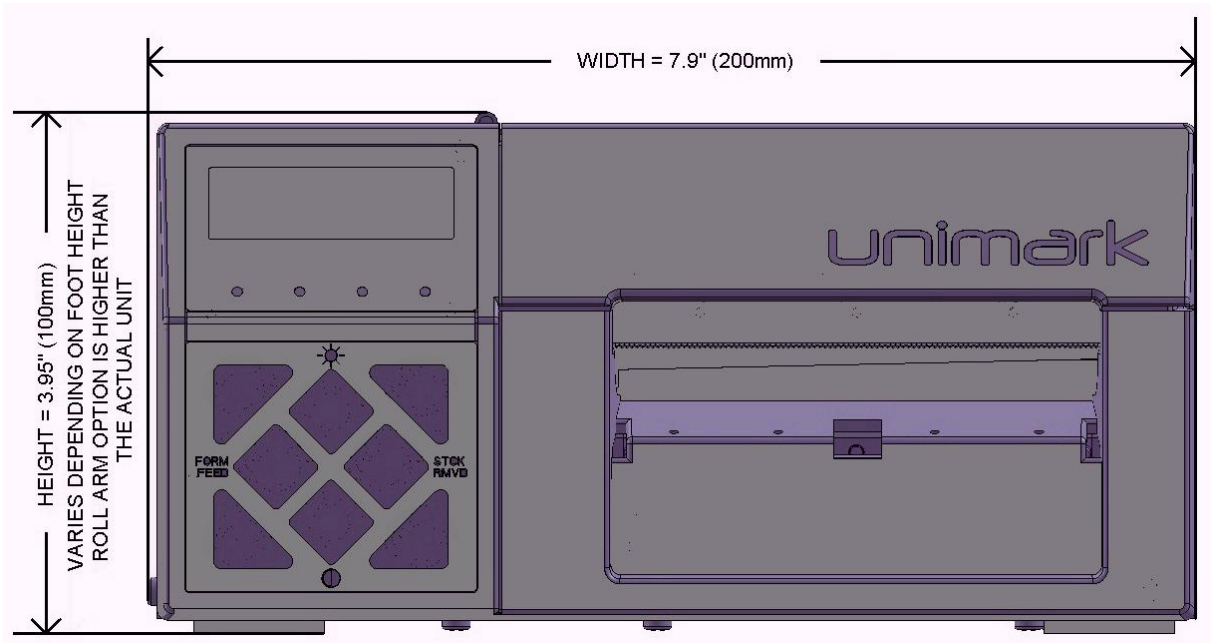
In no event shall Unimark be liable to the purchaser for any damages resulting from or related to any failure or delay of Unimark in the delivery or installation of the computer hardware, supplies or software or in the performance of any services.

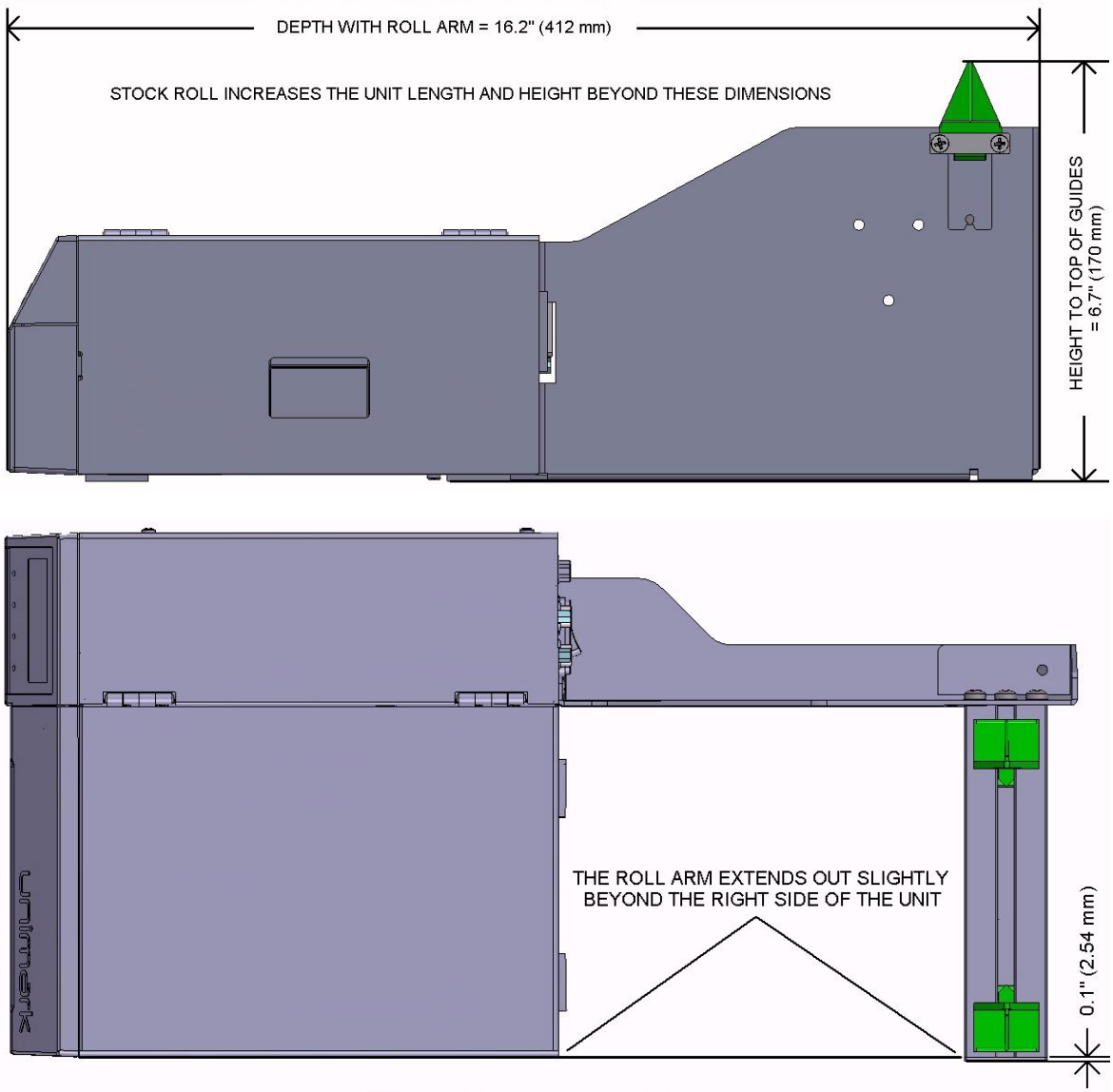
Some states do not permit the exclusion of incidental or consequential damages, and in those states the foregoing limitations may not apply. The warranties herein give you specific legal rights, and you may have other legal rights which vary from state to state.

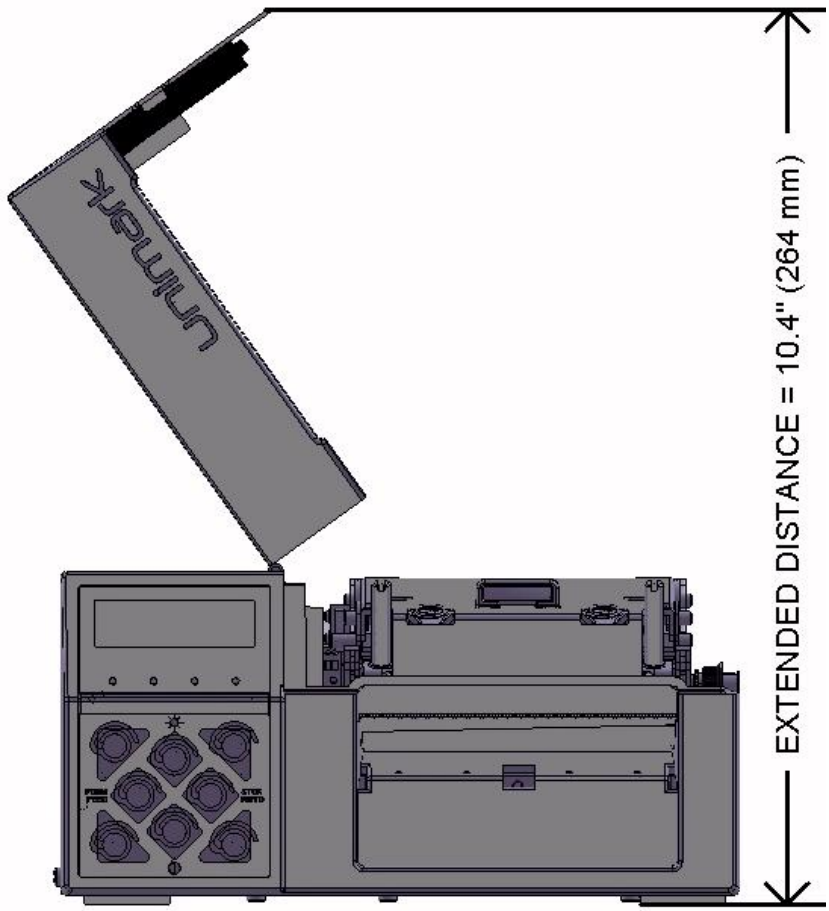
Appendix A: Physical Specifications and Environmental Requirements

Physical Dimensions:






DEPTH WITH ROLL ARM = 16.2" (412 mm)
STOCK ROLL INCREASES THE UNIT LENGTH AND HEIGHT BEYOND THESE DIMENSIONS
HEIGHT TO TOP OF GUIDES = 6.7" (170 mm)
THE ROLL ARM EXTENDS OUT SLIGHTLY BEYOND THE RIGHT SIDE OF THE UNIT
0.1" (2.54 mm)
EXTENDED DISTANCE = 2.9" (74 mm)



Unit Weight:	8.0 lbs (3.6 kg) – without optional roll arm, catcher or interface cables
Shipping Weight:	9.2 lbs (4.2 kg) – without optional roll arm, catcher or interface cables
Input path Range:	The Unit's paper path stock width ranges from 1.89" (48 mm) to 3.53" (90 mm).
Operating Temperature:	40 to 105°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:	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.
Optional Trolley:	The trolley (incorporating two ET7000 Series printers) would occupy a location (slot or opening) in an airline counter approximately 12" wide, 26½" deep and 25½" high.

Appendix B: Communication Port Specifications

Host System Ports

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

Primary RS-232: RS-232 DTE (DB-9F) HOST. This primary port is configured as a DTE device requiring a null-modem cable to connect the Unit to a standard port on a typical PC-based host system.

Secondary RS-232: RS-232 DTE (DB-9F or DB-25F) HOST. This optional port is configured as a DTE device requiring a null-modem cable to connect the Unit to a standard port on a typical PC-based host system.

NETWORK: RJ-45 Ethernet HOST. This optional port is a basic Ethernet network connection. 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.

All host ports are active (or functional) and configurable via the front panel or configuration commands. This means that the Unit may be interfaced via any or all of these connections to the host system simultaneously.

Either RS-232 connection may be configured for data pass-thru operation.

RS-232 Signal Pinout

The Unit uses industry standard RS-232 Asynchronous Serial Communication ports. The physical connection is provided using DB-9(F) or DB-25(F) female pin connectors. 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.

ET7000 Series (COM A/B)		**Function**	**Source**	**(DTE)PC-Host**
DB-9F (DTE)	**DB-25F (DTE)**			**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
Shell / Jackscrew	**Shell / Jackscrew**	Frame / Chassis Ground	Frame / Chassis Ground	**Shell / Jackscrew**

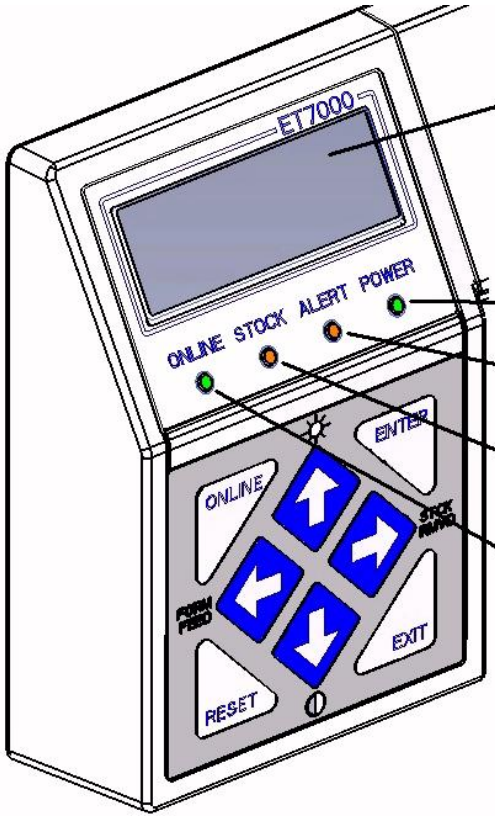
Serial Data Structure

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

Appendix C: User Interface

LCD and LED Indicators



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.

POWER - Indicates that the Unit is powered, and that the logic voltage is operational.

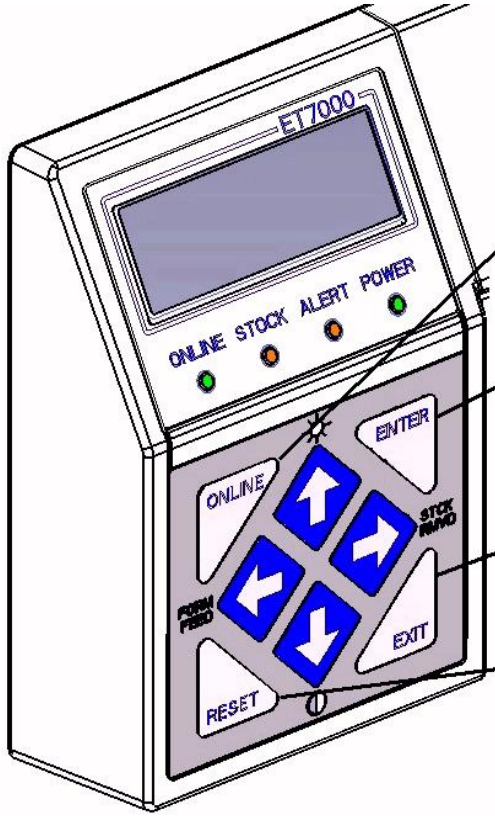
ALERT - Notifies the operator of a conditions that needs immediate user attention.

STOCK - Indicates that the Unit is out of stock.

ONLINE - Indicates if the Unit is in the "online" or "offline" state.

Indicator flashes when activity is detected on the Host Port.

Control Buttons



ONLINE - 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 directly to the "online" state.

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

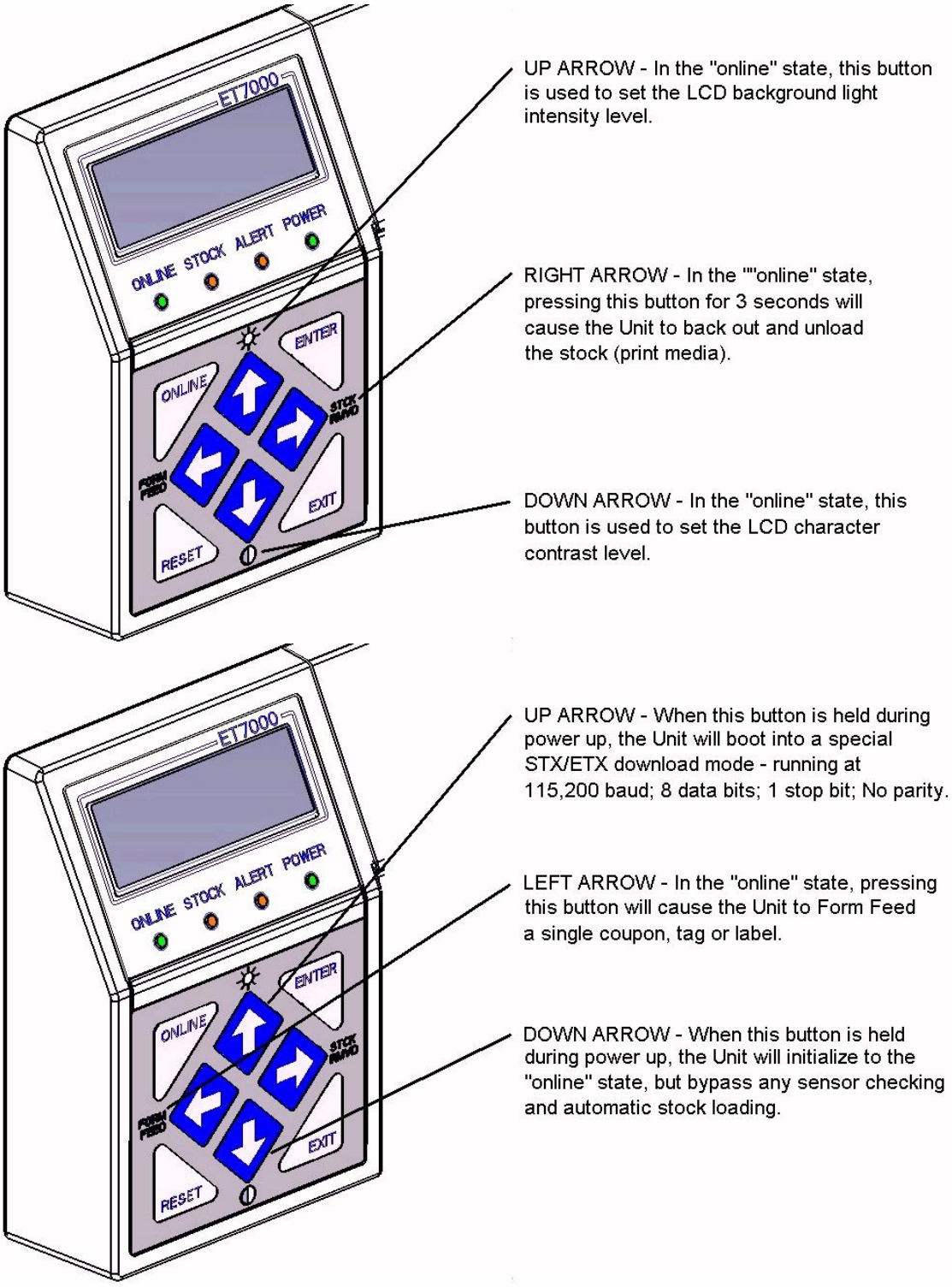
EXIT - Pressing this button moves the operator back a menu level or cancels a particular operation / setting change.

RESET - Used to clear alert messages and conditions.

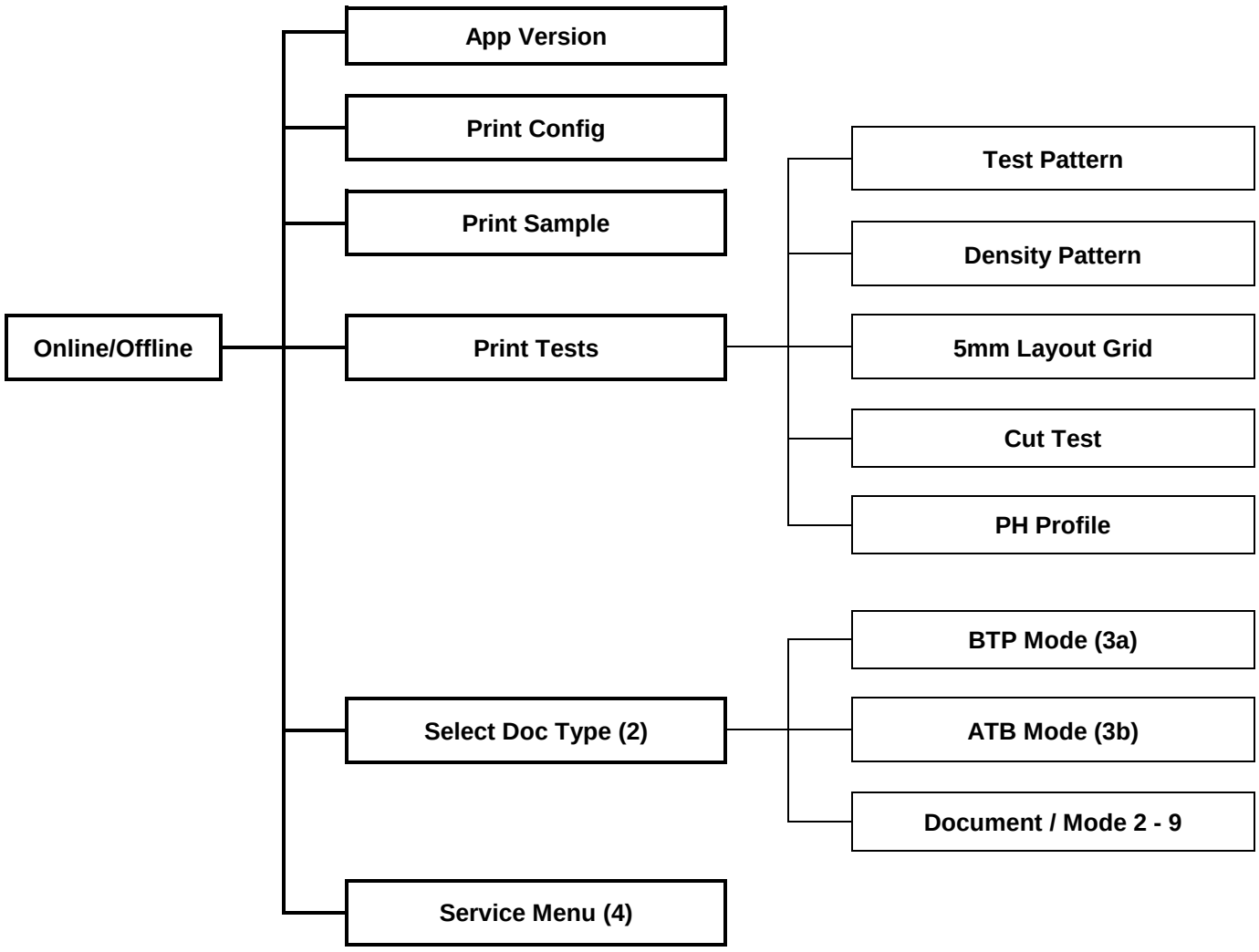
Control Buttons

"Menu" State – While in the menu, the ⇦⇨⇧⇩ buttons are used to navigate through the different options of the current level. The ⇧⇨ buttons have the same basic functionality moving the operator forward through the current level. The ⇩⇦ buttons have the same basic functionality in the opposite order.

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.



Appendix D: Basic Operator Level Menu



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

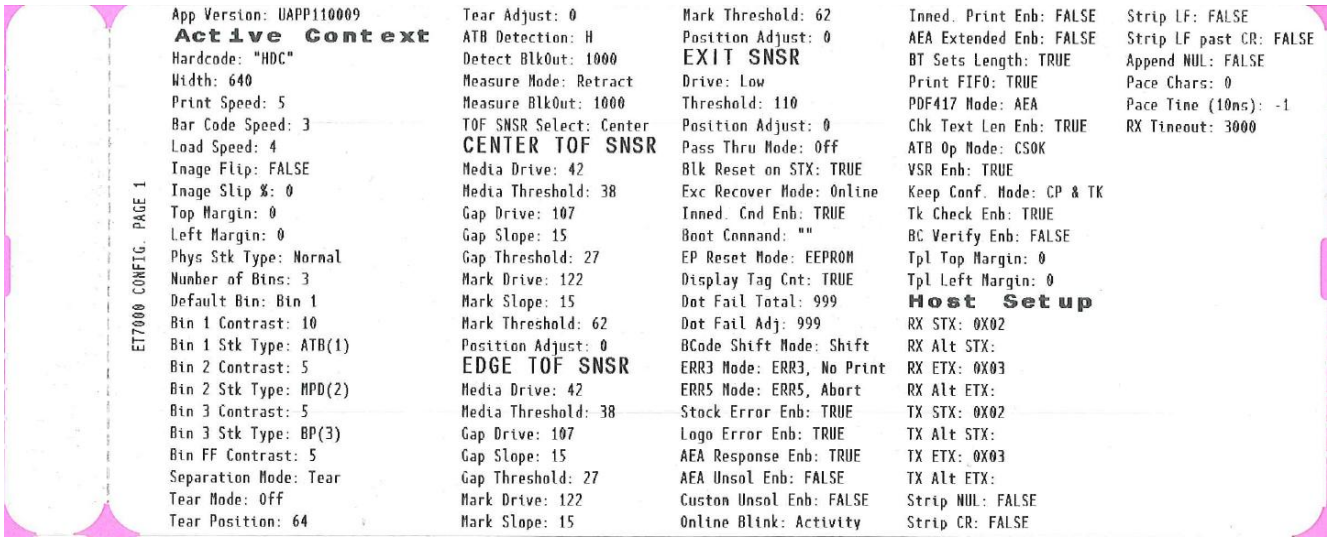
2. This menu allows the Operator to select from a standard list of document types and operating modes.
   3.a Selecting Bag Tag or Cargo Tag type stock selections (names can vary) will setup the Unit for BTP Device Mode (BTP document format).
   3.b Selecting Board Pass, Receipt, Black Mark, Green Card, 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 15 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.

Appendix E: Internal Document Print Samples

Configuration Document



ET7000 CONFIG. PAGE 1

App Version: UAPP110009

Active Context

Hardcode: "HDC"
Width: 640
Print Speed: 5
Bar Code Speed: 3
Load Speed: 4
Image Flip: FALSE
Image Slip %: 0
Top Margin: 0
Left Margin: 0
Phys Stk Type: Normal
Number of Bins: 3
Default Bin: Bin 1
Bin 1 Contrast: 10
Bin 1 Stk Type: ATB(1)
Bin 2 Contrast: 5
Bin 2 Stk Type: MPD(2)
Bin 3 Contrast: 5
Bin 3 Stk Type: BP(3)
Bin FF Contrast: 5
Separation Mode: Tear
Tear Mode: Off
Tear Position: 64
Tear Adjust: 0
ATB Detection: H
Detect BlkOut: 1000
Measure Mode: Retract
Measure BlkOut: 1000
TOF SNSR Select: Center

CENTER TOF SNSR

Media Drive: 42
Media Threshold: 38
Gap Drive: 107
Gap Slope: 15
Gap Threshold: 27
Mark Drive: 122
Mark Slope: 15
Mark Threshold: 62
Position Adjust: 0

EDGE TOF SNSR

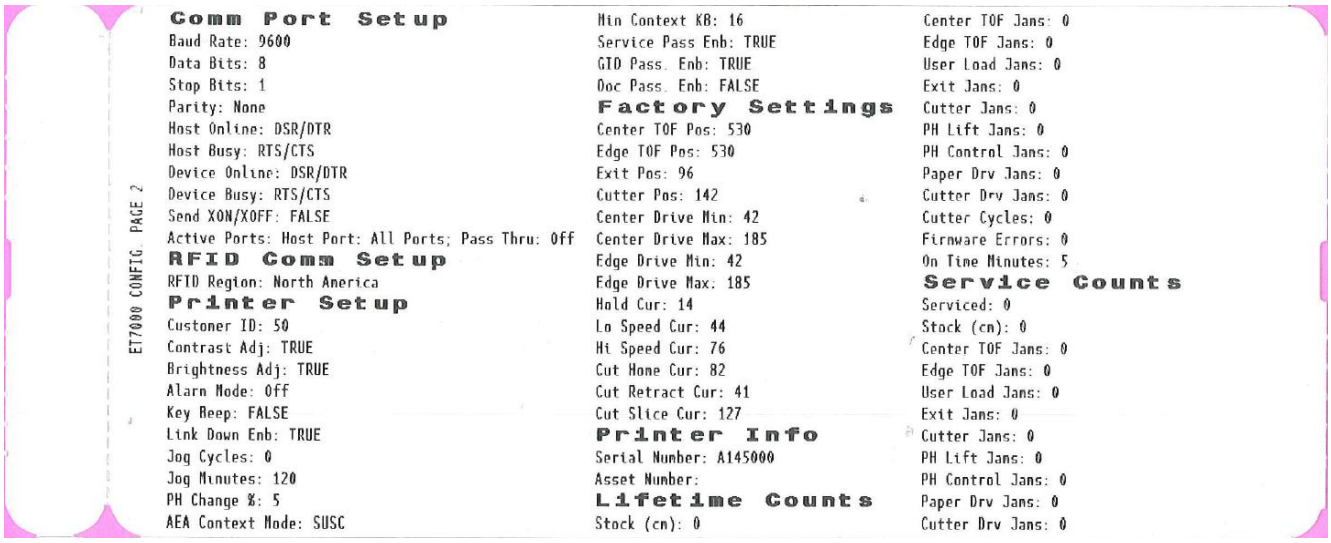
Media Drive: 42
Media Threshold: 38
Gap Drive: 107
Gap Slope: 15
Gap Threshold: 27
Mark Drive: 122
Mark Slope: 15
Mark Threshold: 62
Position Adjust: 0

EXIT SNSR

Drive: Low
Threshold: 110
Position Adjust: 0
Pass Thru Mode: Off
Blk Reset on STX: TRUE
Exc Recover Mode: Online
Inned. Cnd Enb: TRUE
Boot Command: ""
EP Reset Mode: EEPROM
Display Tag Cnt: TRUE
Dot Fail Total: 999
Dot Fail Adj: 999
BCode Shift Mode: Shift
ERR3 Mode: ERR3, No Print
ERR5 Mode: ERR5, Abort
Stock Error Enb: TRUE
Logo Error Enb: TRUE
AEA Response Enb: TRUE
AEA Unsol Enb: FALSE
Custom Unsol Enb: FALSE
Online Blink: Activity
Inned. Print Enb: FALSE
AEA Extended Enb: FALSE
BT Sets Length: TRUE
Print FIFO: TRUE
PDF417 Mode: AEA
Chk Text Len Enb: TRUE
ATB Op Mode: CSOK
VSR Enb: TRUE
Keep Conf. Mode: CP & TK
Tk Check Enb: TRUE
BC Verify Enb: FALSE
Tpl Top Margin: 0
Tpl Left Margin: 0

Host Setup

RX STX: 0X02
RX Alt STX:
RX ETX: 0X03
RX Alt ETX:
TX STX: 0X02
TX Alt STX:
TX ETX: 0X03
TX Alt ETX:
Strip NUL: FALSE
Strip CR: FALSE
Strip LF: FALSE
Strip LF past CR: FALSE
Append NUL: FALSE
Pace Chars: 0
Pace Time (10ms): -1
RX Timeout: 3000



ET7000 CONFIG PAGE 2

Comm Port Setup

Baud Rate: 9600
Data Bits: 8
Stop Bits: 1
Parity: None
Host Online: DSR/DTR
Host Busy: RTS/CTS
Device Online: DSR/DTR
Device Busy: RTS/CTS
Send XON/XOFF: FALSE
Active Ports: Host Port: All Ports; Pass Thru: Off

RFID Comm Setup

RFID Region: North America

Printer Setup

Customer ID: 50
Contrast Adj: TRUE
Brightness Adj: TRUE
Alarm Mode: Off
Key Beep: FALSE
Link Down Enb: TRUE
Jog Cycles: 0
Jog Minutes: 120
PH Change %: 5
AEA Context Mode: SUSC
Min Context KB: 16
Service Pass Enb: TRUE
GID Pass. Enb: TRUE
Doc Pass. Enb: FALSE

Factory Settings

Center TOF Pos: 530
Edge TOF Pos: 530
Exit Pos: 96
Cutter Pos: 142
Center Drive Min: 42
Center Drive Max: 185
Edge Drive Min: 42
Edge Drive Max: 185
Hold Cur: 14
Lo Speed Cur: 44
Hi Speed Cur: 76
Cut Home Cur: 82
Cut Retract Cur: 41
Cut Slice Cur: 127

Printer Info

Serial Number: A145000
Asset Number:

Lifetime Counts

Stock (cm): 0
Center TOF Jams: 0
Edge TOF Jams: 0
User Load Jams: 0
Exit Jams: 0
Cutter Jams: 0
PH Lift Jams: 0
PH Control Jams: 0
Paper Drv Jams: 0
Cutter Drv Jams: 0
Cutter Cycles: 0
Firmware Errors: 0
On Time Minutes: 5

Service Counts

Serviced: 0
Stock (cm): 0
Center TOF Jams: 0
Edge TOF Jams: 0
User Load Jams: 0
Exit Jams: 0
Cutter Jams: 0
PH Lift Jams: 0
PH Control Jams: 0
Paper Drv Jams: 0
Cutter Drv Jams: 0

ET7000 CONFIG PAGE 3

Cutter Cycles: 0
Firmware Errors: 0
On Time Minutes: 5

PH Counts

Stock (cm): 20
Print Heads Used: 1

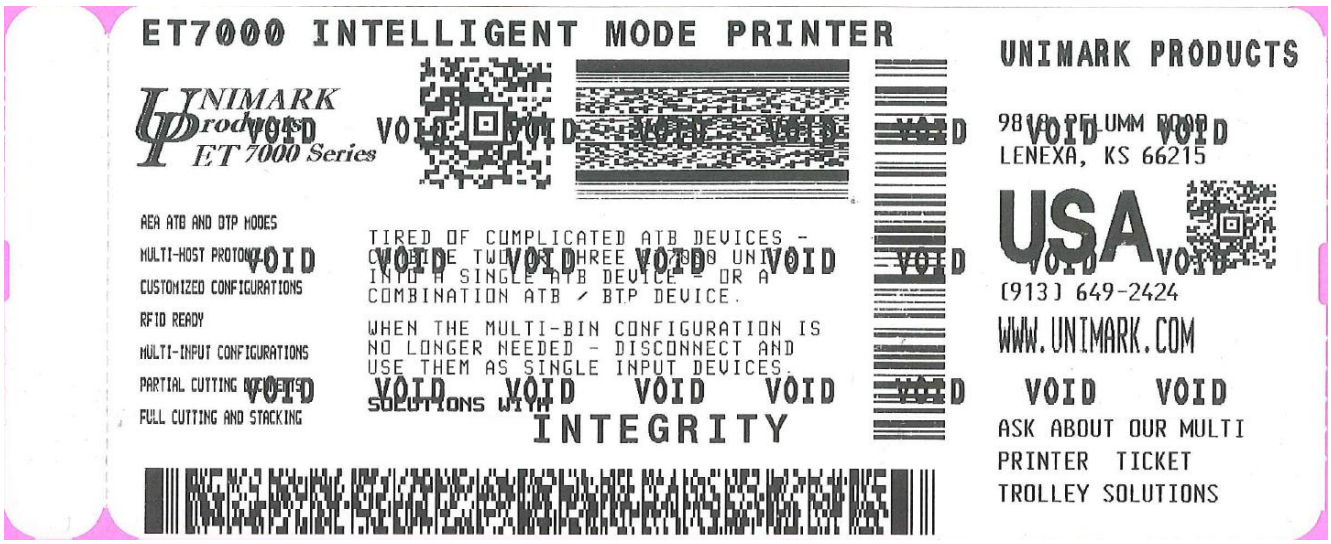
ATB Counts

Tags Printed: 0
Jams: 0

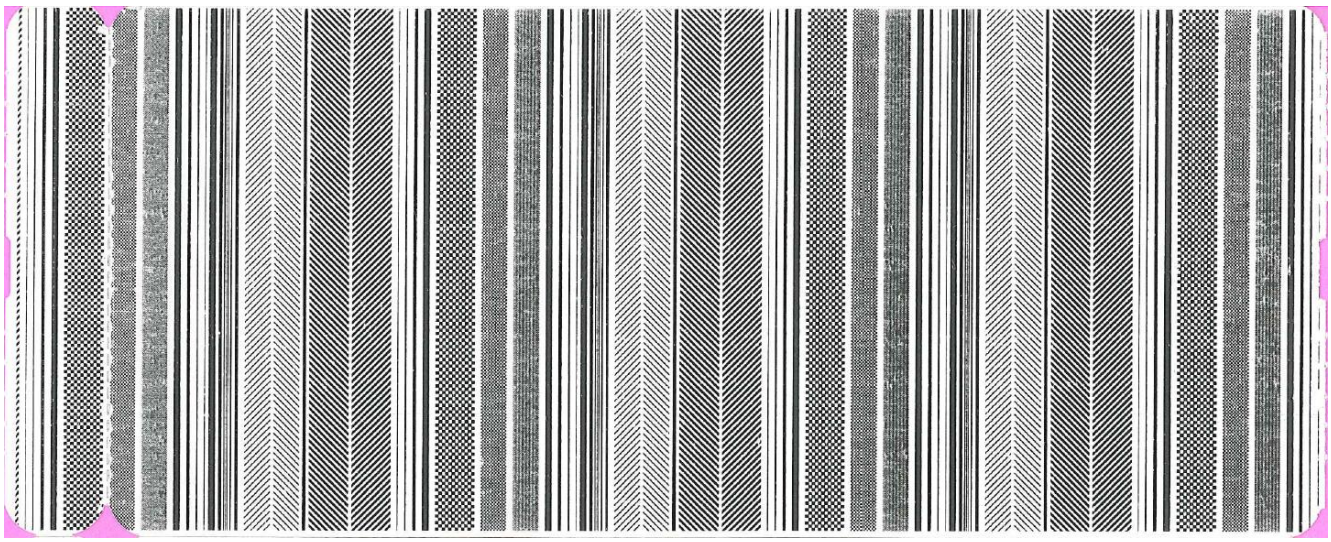
Versions

Boot Version: BOOTX00006
App Version: UAPP110009
Font Version(s): UATB010801,UBTP010001
Logo Version: ULOG012101
RFID Version: 01.07.01.50

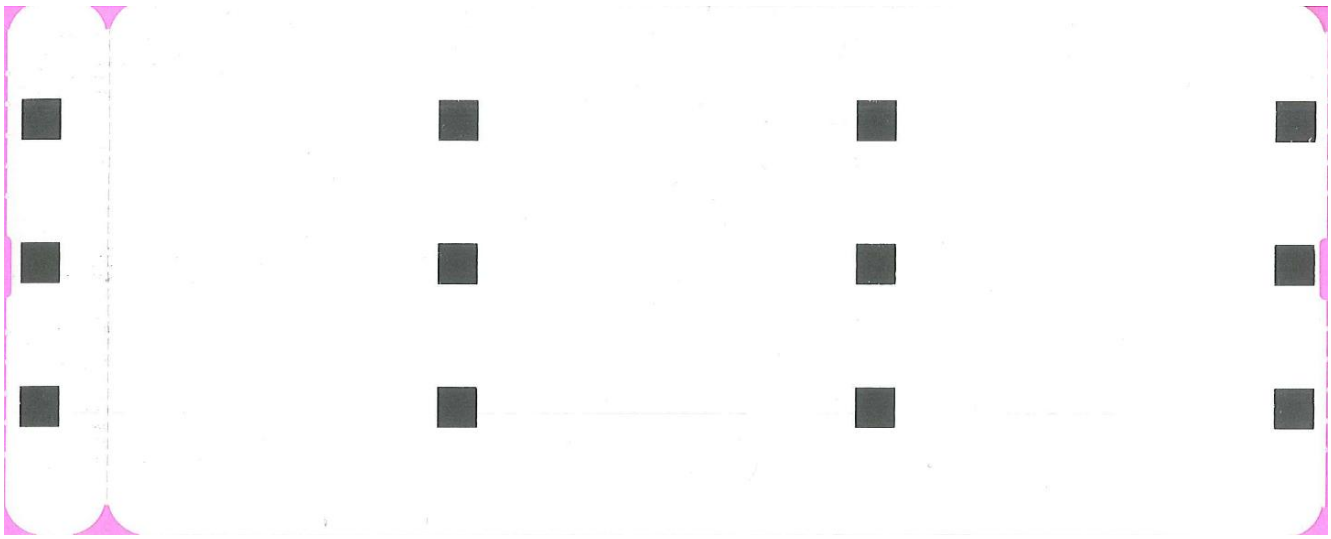
Sample Document



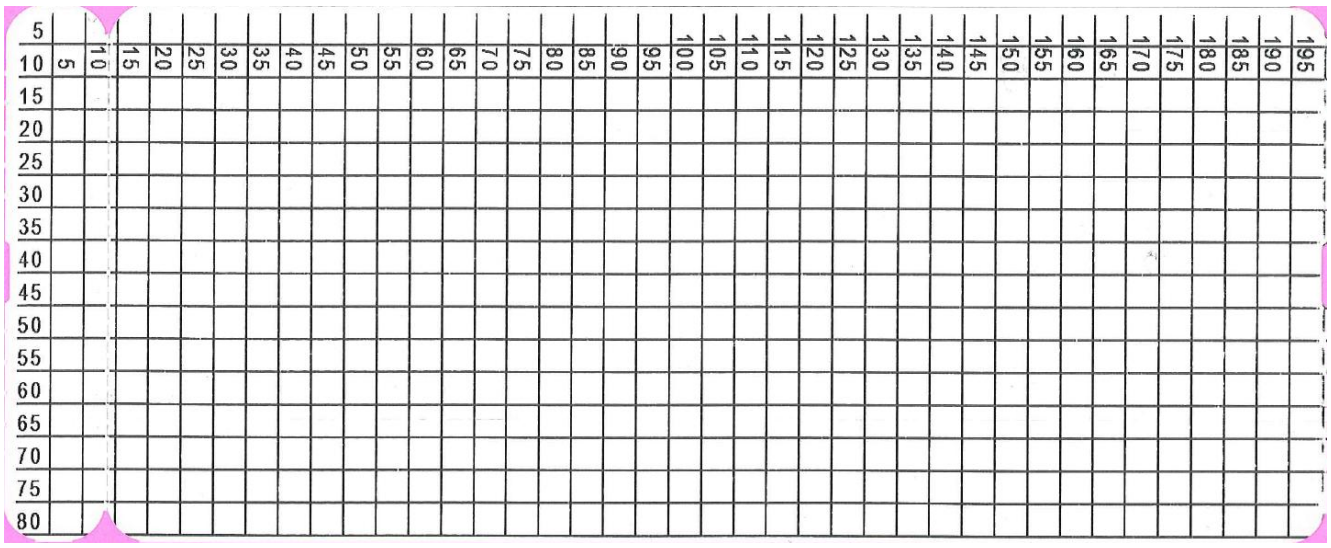
Test Pattern Document



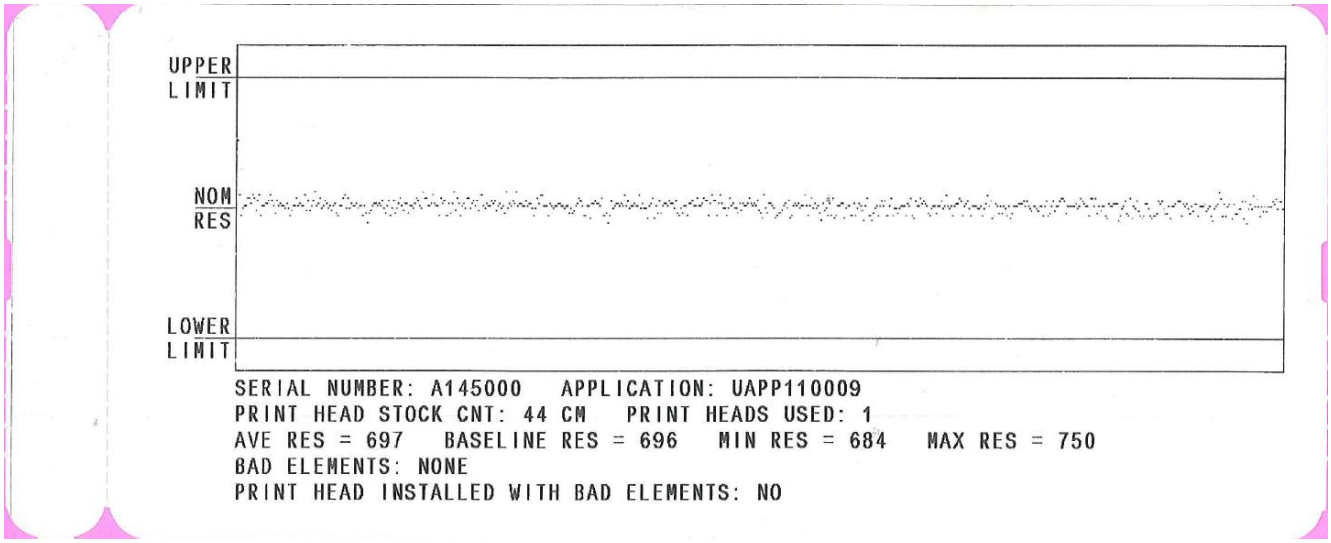
Density Pattern Document



5mm Grid Document



PH Profile Document



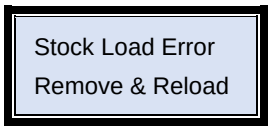
Appendix F: Stock Status Anomalies

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.

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.

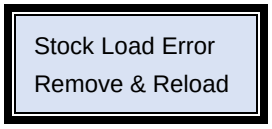
Operator Attempts to load Stock with Documents at the Exit

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.

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.

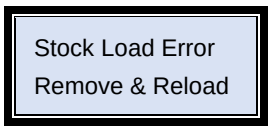
Operator Powers on the Unit With Stock Hanging Out the Front Exit Area

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.



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 re-insert stock into the Unit for it to perform the normal stock loading process.

Appendix G: Troubleshooting

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.

G.1 NO POWER (Unit will not power up)

G.1.1 Verify AC plug is installed into the rear of the Unit.
G.1.2 Check the AC line level. The Unit is designed to operate at voltage sags as low as 90 VAC.

G.2 NO COMMUNICATIONS (Unit will not communicate with the host system)

G.2.1 Verify that the communication cable is plugged into the appropriate connector on the rear of the Unit.
G.2.2 Verify that the communication parameters of the host system match the Unit's parameters.

G.3 STOCK ALERT (Unit failed to detect the Top Of Form (TOF) mark/edge/hole)

G.3.1 Verify the TOF parameter in the menu and verify it is set up for the stock being used.
G.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**.
G.3.3 Verify that the front or rear of the Unit is not exposed directly to sunlight.
G.3.4 Verify that the stock guides are adjusted correctly so that the TOF mark runs under the TOF sensor.
G.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.

G.4 OUT OF STOCK (Unit is detecting an out of stock condition when stock is present)

G.4.1 Verify the presence of stock and load if necessary.
G.4.2 Verify that the front or rear of the Unit is not exposed directly to sunlight.
G.4.3 Verify that the sensors are clear. Clean if required.
G.4.4 Verify TOF and PS sensor readings are valid. Run the appropriate Auto Sensor Set and TOF sensor calibration procedures if necessary.

G.5 OFF CENTER PRINT (Print image is not centered properly)

G.5.1 Verify input path is adjusted to the stock being utilized.
G.5.2 If the input path is adjusted correctly, change the top or left margin offset to center the print.

G.6 EARLY OR LATE PRINT (Start of print position is in the incorrect location)

G.6.1 Verify that the sensors are clear. Clean if required.
G.6.2 If the input path is adjusted correctly, change the top or left margin offset to adjust the start of print (SOP).

G.7 STOCK TEAR OFF DIFFICULT (Stock perforation point does not locate for tear off)

G.7.1 Verify that the sensors are clear. Clean if required.
G.7.2 Change the perforation tear point (steps) so that the perforation stop position is located to provide the best tear point.

G.8 MESSAGE: HEAD UP (Print image starting position is in the incorrect location)

G.8.1 Verify that the print head is properly latched down.
G.8.2 Verify that the head up detect switch is not stuck or broken/damaged.

G.9 NO DISPLAY (Display characters difficult to see, or display blank)

G.9.1 Verify that the Unit is in the "online" state and use the ⇧ and ⇩ buttons to adjust the display contrast.

Appendix H: LCD Status Messages

H.1 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, Press Key for Defaults	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.
Boot Loader Press Key	Application firmware (code) could not be found or loaded into memory.	Power cycle the Unit and see if problem clears. Reload APP FW – 115,200 baud; 8 data bits, no parity.
XXX: Online Test Mode	Unit is running the Boot Loader application firmware.	The operator has access to special Boot Loader features including the ability to load application firmware.
XXX: STX/ETX Ready	Unit is in the advanced configuration / program download mode (⇧ pressed while powering on).	Download configuration or firmware update files to the Unit at 115,200 8, N, 1 STX/ETX settings.
Load Disabled Press Key	Unit does not attempt to load stock during the boot sequence (⇩ pressed while powering on).	The sensors may be tested in this state without the Unit attempting to auto load stock (diagnostic mode).

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

H.2 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 boarding pass printing.
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 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 PrHd	Online Status – The Unit is ready to receive host data and process documents. The "Profile NEW PrHd" message indicates to the operator that the print head was replaced incorrectly.

These messages are all ONLINE STATE or OFFLINE STATE variations.

H.3 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 PT:xxxx Saved	ATB PECTAB object load.
ATB: Online LT:xx Saved	AEA LOGO object saved.
ATB: Online U:xxx TT:xx Saved	ATB Template object saved.
ATB: Online PK Saved	ATB Constant PECTAB object saved.
BTP: Online U:xxx BTT:xxxx Saved	ATB PECTAB object load.
BTP: Online U:xxx Media Unloaded	Media or stock source unloaded from the Unit mechanism using the button pad (⇨ pressed in the "online" state for a few seconds). Operator must remove stock source from the Unit to resume proper operation.

These messages are all ONLINE STATE variations.

H.4 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 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 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 Up Please Close	Print head has been lifted.	Remove all stock and close the print head.
Comm. Port Error: xx	There is a mismatch between the host and Unit's communication parameters (baud, parity, data bits)	Check the host comm. parameters against the Unit's settings. Contact system administrator / help desk with error code.
Please Remove Hanging Tag	Unit requires that the operator remove documents from the Exit area before processing further documents.	Remove documents from Exit area.
BTR: Online RFID 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.

H.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:Err Format	AEA LOGO object load failed due a data format error.	Contact system administrator or help desk with message.
ATB: Online U:xxx PT:Err 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:Err 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:Err Header	BTP print message failure due to syntax error in the header.	Contact system administrator or help desk with message.
ATB: Online LT:Err 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:Err 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:Err 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:Err Elem: xx	ATB PECTAB object load failed due to error in element xx structure.	Contact system administrator or help desk with message.
ATB: Online BTT:Err Elem: 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:Err Elem: xx	BTP print message failure due to syntax error in data xxxxx of element xx.	Contact system administrator or help desk with message.
ATB: Online U:xxx TK:Err Elem: xx	ATB TK print message failure due to error in element xx.	Contact system administrator or help desk with message.
ATB: Online CP:Err Elem: 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:Err Elem: xx	ATB Template object load failed due to error in element xx structure.	Contact system administrator or help desk with message.
ATB: Online PK:Err Elem: 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 Err	Required RFID data elements missing from print message.	Contact system administrator or help desk with message.
ATB: Online U:xxx PT:No Memory	No AEA memory available for ATB PECTAB object load.	Contact system administrator or help desk with message.
ATB: Online LT: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.

Alert Message	Possible Cause	Corrective Action
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 PT 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 PT 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 BTT xxxx	Required BTP PECTAB object could not be found in AEA memory.	Contact system administrator or help desk with message.
ATB: Online TK:Err Cpn Order	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:Err Cpn Order	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.