![UNIMARK PRODUCTS logo]

ET6500 Series

Installation and Operator's Manual

P/N: 71U-1415-300K © 2014, REV 19

Table Of Contents

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.

UBUNTU FONT LICENSE Version 1.0

PREAMBLE

This License allows the licensed fonts to be used, studied, modified and redistributed freely. The fonts, including any derivative works, can be bundled, embedded, and redistributed provided the terms of this license are met. The fonts and derivatives, however, cannot be released under any other license. The requirement for fonts to remain under this license does not require any document created using the fonts or their derivatives to be published under this license, as long as the primary purpose of the document is not to be a vehicle for the distribution of the fonts.

DEFINITIONS

"**Font Software**" refers to the set of files released by the Copyright Holder(s) under this license and clearly marked as such. This may include source files, build scripts and documentation.

"**Original Version**" refers to the collection of Font Software components as received under this license.

"**Modified Version**" refers to any derivative made by adding to, deleting, or substituting -- in part or in whole -- any of the components of the Original Version, by changing formats or by porting the Font Software to a new environment.

"**Copyright Holder(s)**" refers to all individuals and companies who have a copyright ownership of the Font Software.

"**Substantially Changed**" refers to Modified Versions which can be easily identified as dissimilar to the Font Software by users of the Font Software comparing the Original Version with the Modified Version.

To "**propagate**" a work means to do anything with it that, without permission, would make you directly or secondarily liable for infringement under applicable copyright law, except executing it on a computer or modifying a private copy. Propagation includes copying, distribution (with or without modification and with or without charging a redistribution fee), making available to the public, and in some countries other activities as well.

PERMISSION & CONDITIONS

This license does not grant any rights under trademark law and all such rights are reserved.

Permission is hereby granted, free of charge, to any person obtaining a copy of the Font Software, to propagate the Font Software, subject to the below conditions:

1) Each copy of the Font Software must contain the above copyright notice and this license. These can be included either as stand-alone text files, human-readable headers or in the appropriate machine- readable metadata fields within text or binary files as long as those fields can be easily viewed by the user.

2) The font name complies with the following: (a) The Original Version must retain its name, unmodified. (b) Modified Versions which are Substantially Changed must be renamed to avoid use of the name of the Original Version or similar names entirely. (c) Modified Versions which are not Substantially Changed must be renamed to both (i) retain the name of the Original Version and (ii) add additional naming elements to distinguish the Modified Version from the Original Version. The name of such Modified Versions must be the name of the Original Version, with "derivative X" where X represents the name of the new work, appended to that name.

3) The name(s) of the Copyright Holder(s) and any contributor to the Font Software shall not be used to promote, endorse or advertise any Modified Version, except (i) as required by this license, (ii) to acknowledge the contribution(s) of the Copyright Holder(s) or (iii) with their explicit written permission.

4) The Font Software, modified or unmodified, in part or in whole, must be distributed entirely under this license, and must not be distributed under any other license. The requirement for fonts to remain under this license does not affect any document created using the Font Software, except any version of the Font Software extracted from a document created using the Font Software may only be distributed under this license.

TERMINATION

This license becomes null and void if any of the above conditions are not met.

DISCLAIMER THE FONT SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OF COPYRIGHT, PATENT, TRADEMARK, OR OTHER RIGHT. IN NO EVENT SHALL THE COPYRIGHT HOLDER BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, INCLUDING ANY GENERAL, SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF THE USE OR INABILITY TO USE THE FONT SOFTWARE OR FROM OTHER DEALINGS IN THE FONT SOFTWARE.

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 ET6000 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)
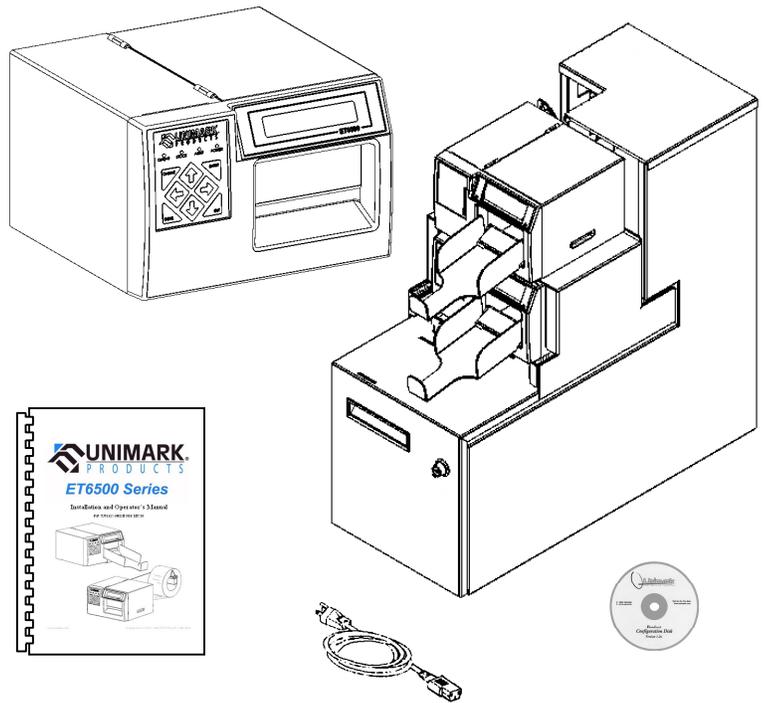
3.0 Installation

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 VAC ±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.
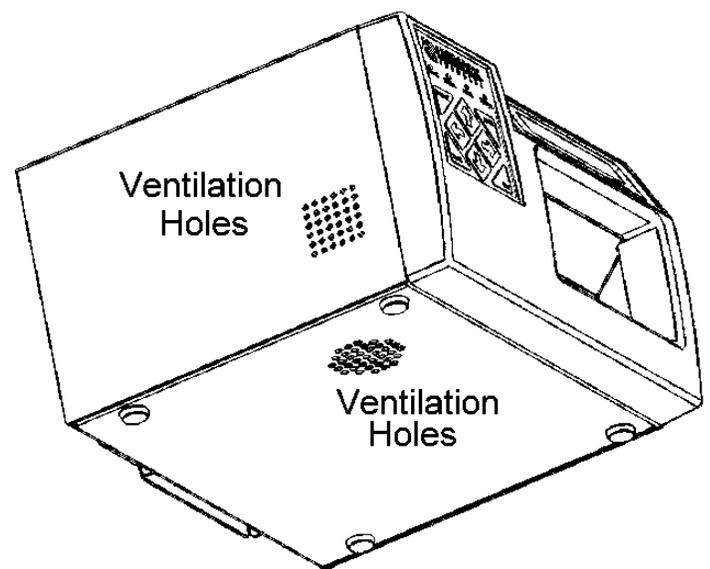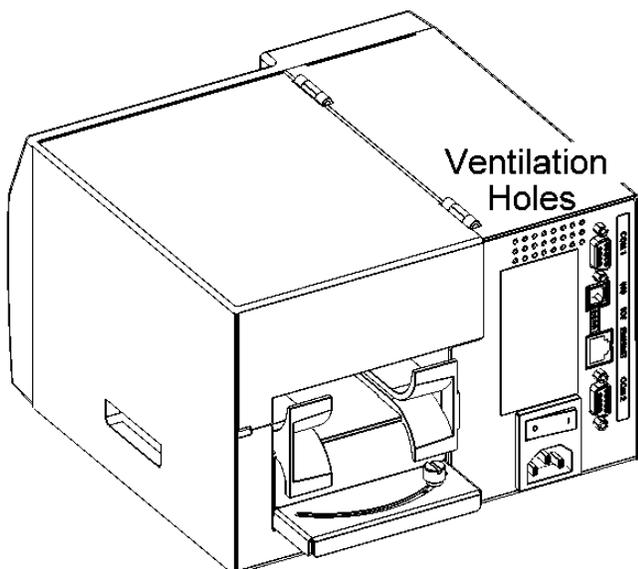
3.3   Plugging into the Unit

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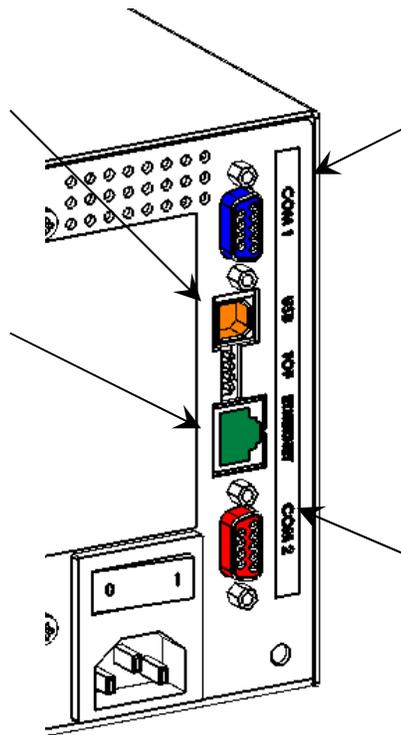
COM 1: Standard RS-232 DTE (DB-9F) HOST. Since this connection is configured as a DTE device, a null-modem cable connection will interfaces the Unit to a standard connection on a typical PC-based host system.

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.

1/4-20 Threaded Insert

1/4-20 Insert Opening
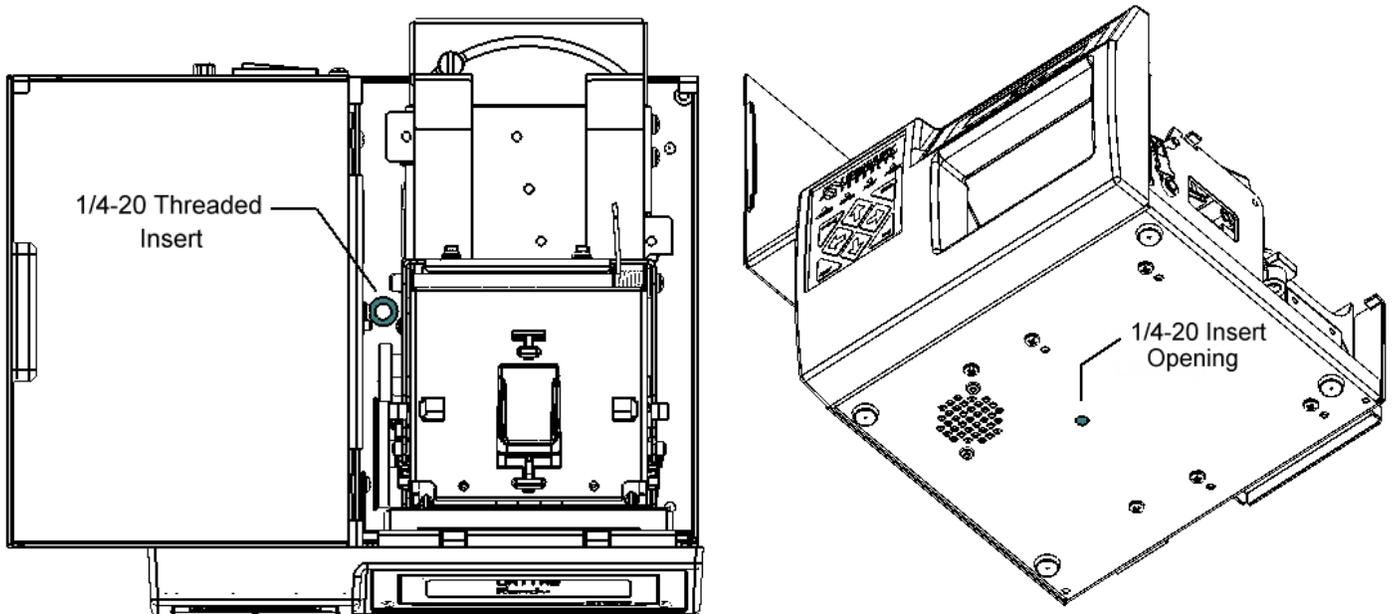
3.5 Setting the Rear Panel Switches

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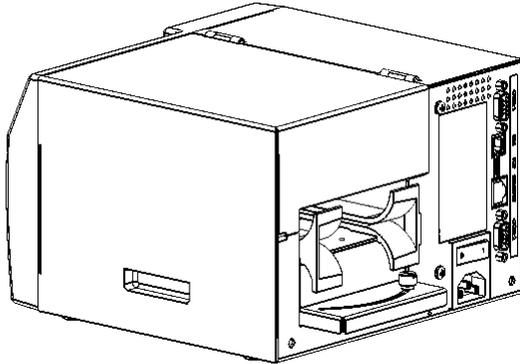
All connections to the Unit are located away from the stock path, following the same convention of the ET6000 Series.

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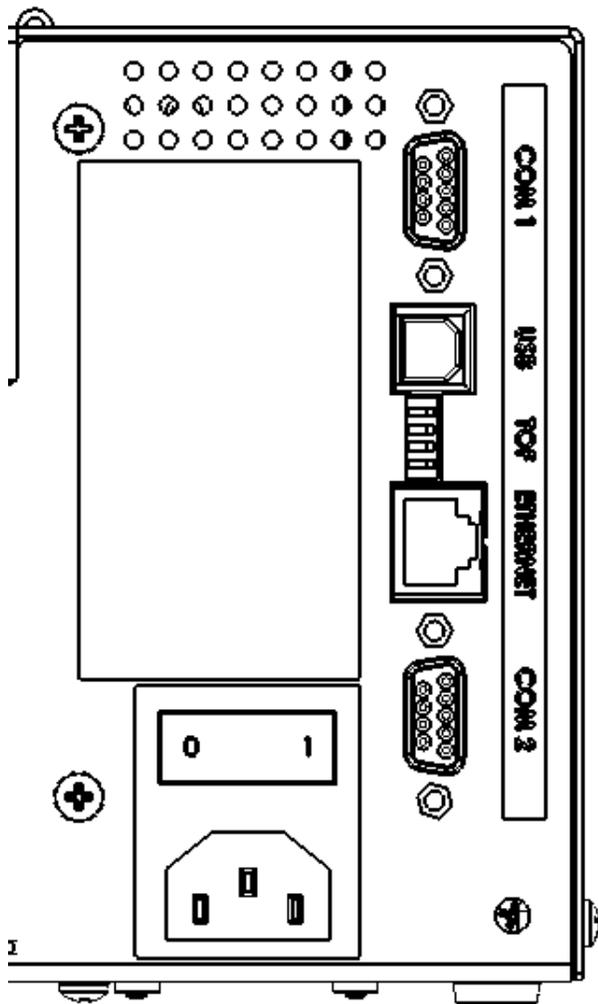
Switch Setting Matrix (S1 & S2) – Selecting the TOF sensor location.

Selecting **CENTER TOF** Location

S1 = CLOSED/LEFT

S2 = OPEN/RIGHT

Selecting **LEFT TOF** Location

S1 = OPEN/RIGHT

S2 = CLOSED/LEFT
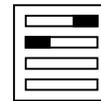
Note: 1. Set S1 & S2 positions with the Power Off 'O'.
       2. DO NOT set both S1 & S2 to CLOSED or OPEN.

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
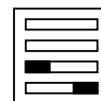
Note: 1. Set S3 & S4 positions with the Power Off 'O'.
       2. S3 & S4 CLOSED/LEFT combination unused.

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) | | Function | Source | PC-Host |
DB-9F	DB-25F[(2)]			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).

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.

Device Mode (ATB, BTP, BP, BT) displayed

Context ID displayed in multi-context operating modes

Online Ready
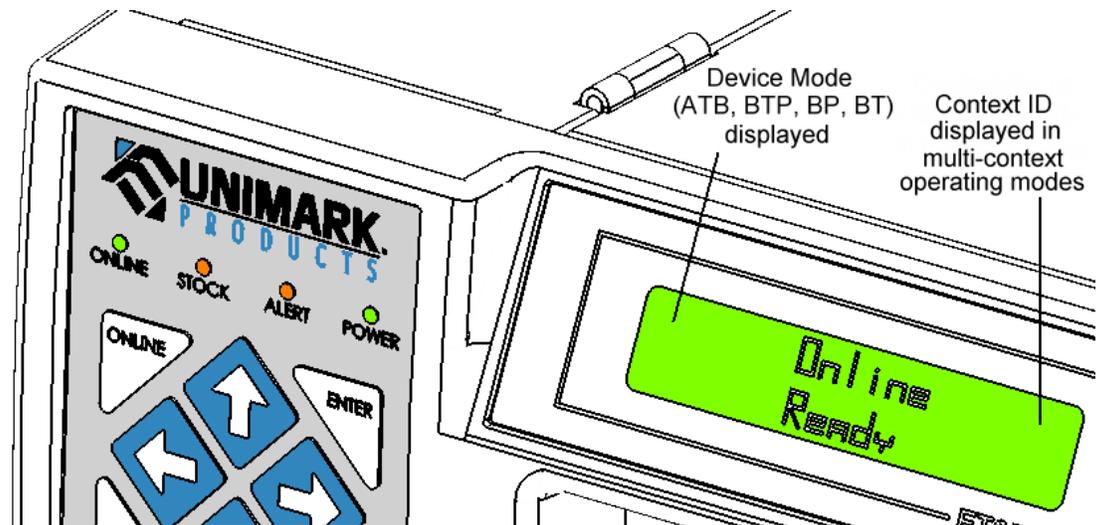
6.2   Button Pad - Control Buttons

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.

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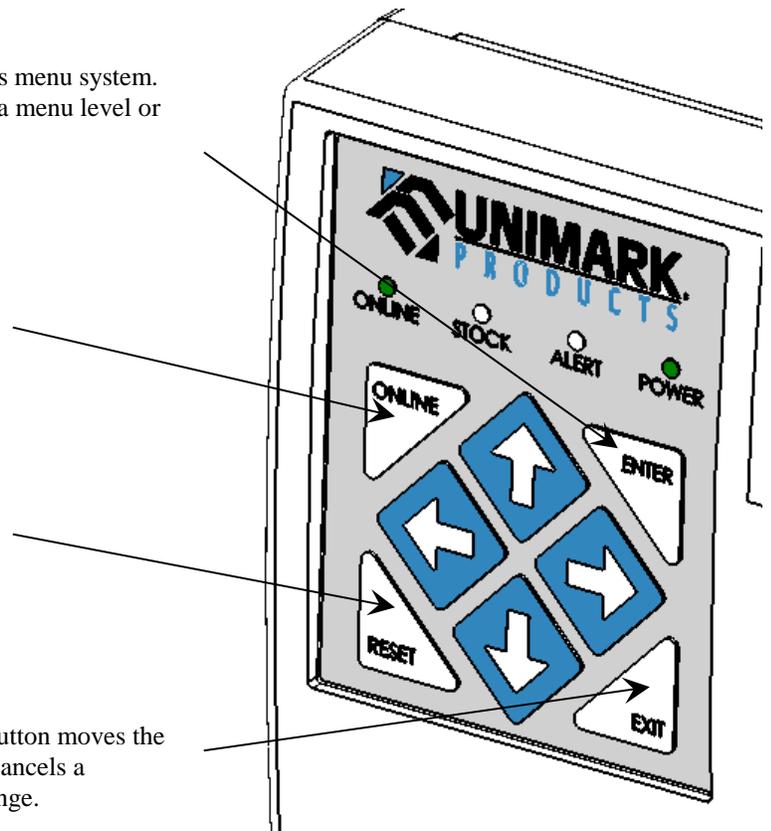
6.3 Button Pad - Arrow Buttons

"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.

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

**UP ARROW Button** – When the ⇧ 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.
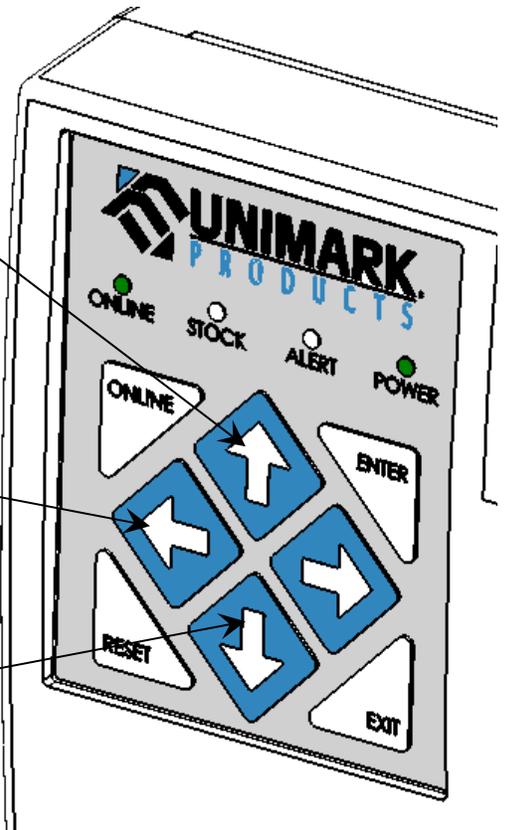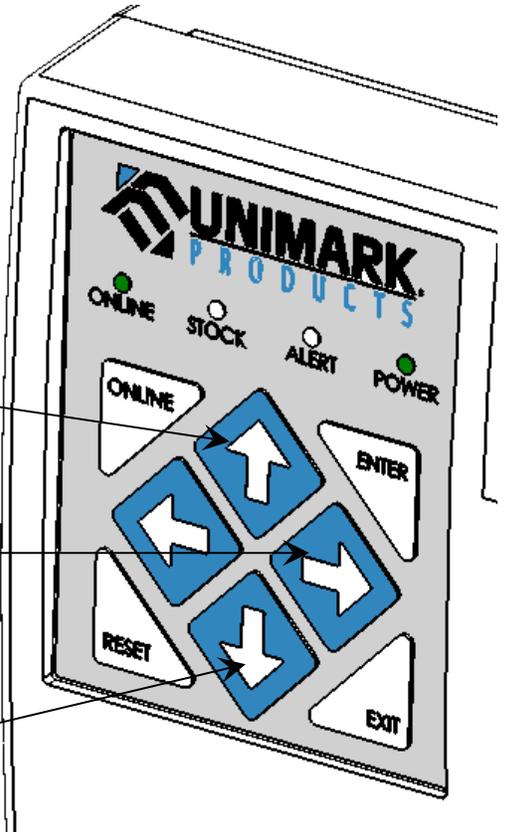
6.4 Basic Operator Level Menu – Airline or Dedicated User (Single User)

```
                              ┌─────────────────────────┐
                              │   Application Version    │
                              └─────────────────────────┘
                              ┌─────────────────────────┐
                              │   Print Configuration    │
                              └─────────────────────────┘
                              ┌─────────────────────────┐
                              │      Print Sample        │
                              └─────────────────────────┘                    ┌─────────────────────────┐
                                                                             │      Test Pattern        │
┌─────────────────┐          ┌─────────────────────────┐                    ├─────────────────────────┤
│  Online/Offline │──────────│       Print Tests        │────────────────────│     5mm Layout Grid      │
└─────────────────┘          └─────────────────────────┘                    ├─────────────────────────┤
                                                                             │    Print Head Profile    │
                                                                             └─────────────────────────┘
                              ┌─────────────────────────┐                    ┌─────────────────────────┐
                              │      Adjustments (2)     │                    │  Bag Tag / Label Stock (4a) │
                              └─────────────────────────┘                    ├─────────────────────────┤
                                                                             │ Cargo Tag / Label Stock (4a) │
                              ┌─────────────────────────┐                    ├─────────────────────────┤
                              │    Select Doc Type (3)   │────────────────────│ Board Pass / Card Stock (4b) │
                              └─────────────────────────┘                    ├─────────────────────────┤
                                                                             │ Receipt / Receipt Stock (4b) │
                              ┌─────────────────────────┐                    ├─────────────────────────┤
                              │     Service Menu (5)     │                    │ Black Mark / Receipt Stock (4b) │
                              └─────────────────────────┘                    └─────────────────────────┘
```
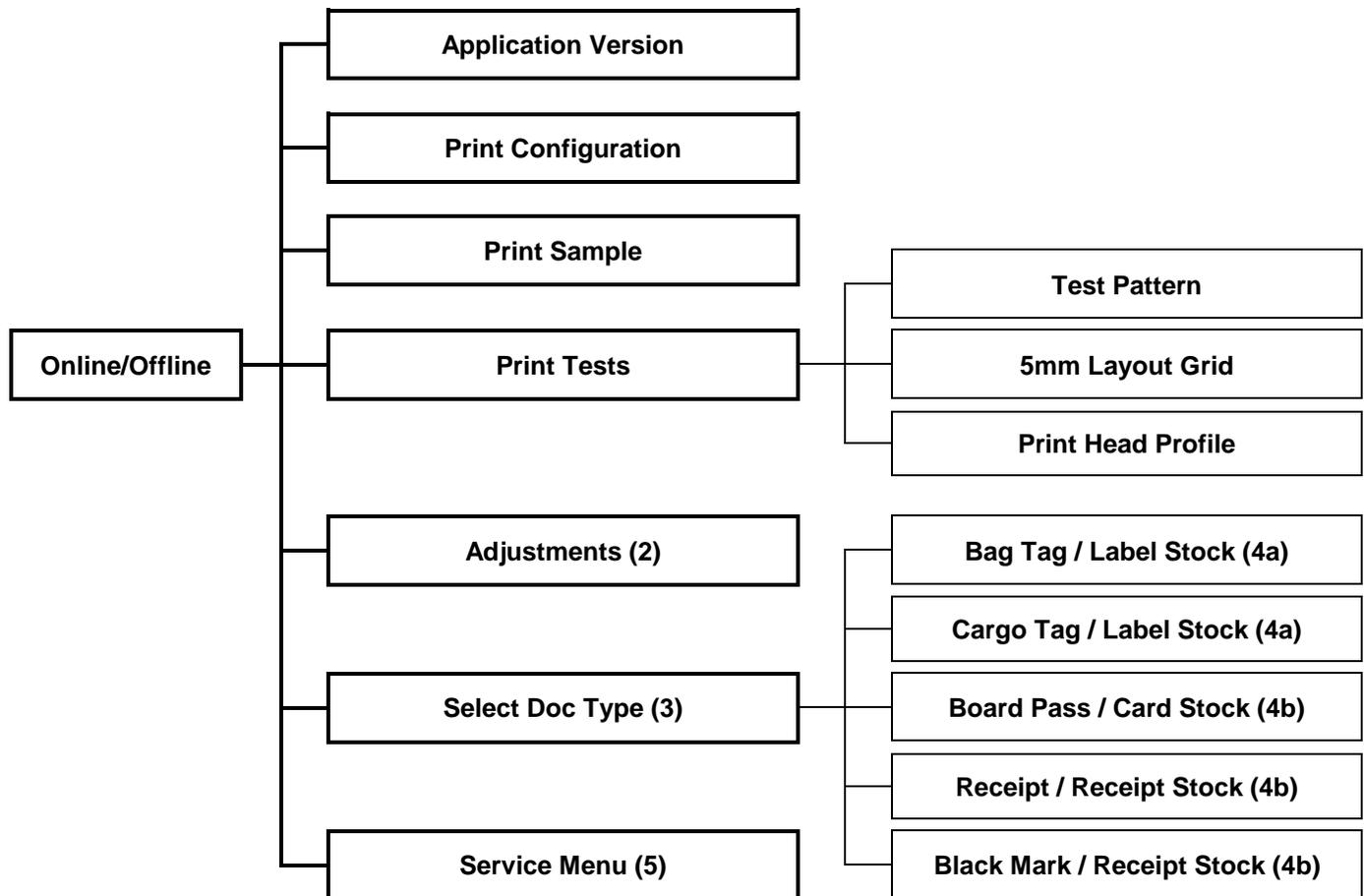
Notes: 1. Press the ONLINE then the ENTER button for menu access.

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)

```
                          ┌─────────────────────────────┐
                          │     Application Version      │
                          └─────────────────────────────┘
                          ┌─────────────────────────────┐
                          │     Print Configuration      │
                          └─────────────────────────────┘
                          ┌─────────────────────────────┐
                          │        Print Sample          │
                          └─────────────────────────────┘
                                                          ┌──────────────────────────────┐
                                                          │        Test Pattern          │
                                                          └──────────────────────────────┘
┌──────────────────┐      ┌─────────────────────────────┐┌──────────────────────────────┐
│  Online/Offline  │──────│        Print Tests          │───│      5mm Layout Grid        │
└──────────────────┘      └─────────────────────────────┘└──────────────────────────────┘
                                                          ┌──────────────────────────────┐
                                                          │      Print Head Profile      │
                                                          └──────────────────────────────┘

                                                          ┌──────────────────────────────┐
                                                          │        BTP MODE (3a)         │
                                                          └──────────────────────────────┘
                                                          ┌──────────────────────────────┐
                                                          │        ATB MODE (3b)         │
                                                          └──────────────────────────────┘
                          ┌─────────────────────────────┐┌──────────────────────────────┐
                          │     Select Doc Type (2)     │──│ Alternate Stock Selection (3c)│
                          └─────────────────────────────┘└──────────────────────────────┘
                                                          ┌──────────────────────────────┐
                                                          │ Alternate Stock Selection (3c)│
                                                          └──────────────────────────────┘
                          ┌─────────────────────────────┐┌──────────────────────────────┐
                          │      Service Menu (4)       │  │ Alternate Stock Selection (3c)│
                          └─────────────────────────────┘└──────────────────────────────┘
```
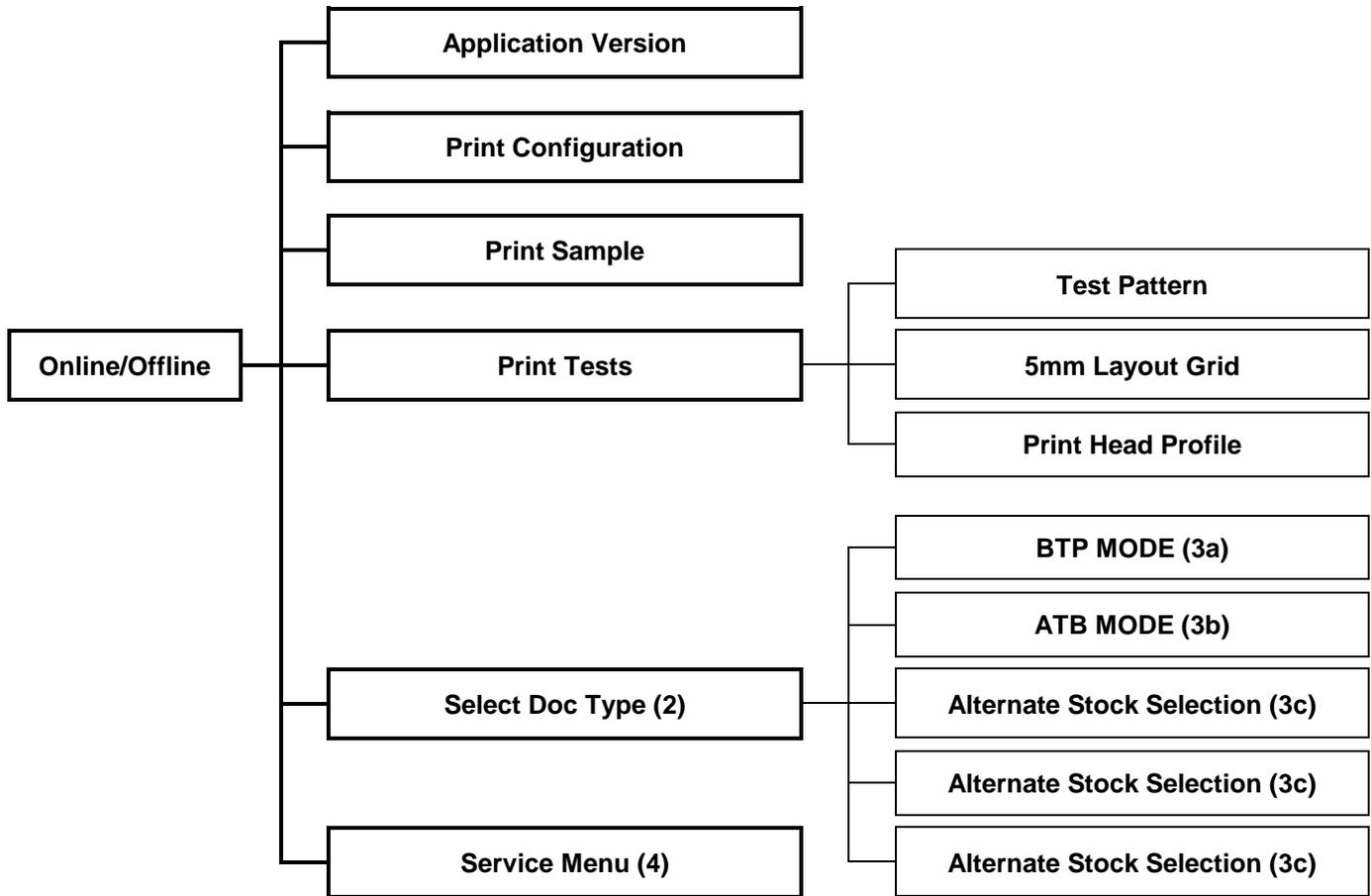
Notes: 1.   Press the ONLINE then the ENTER button for menu access.

    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.

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)

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

```
ET6X00 CONFIG. PAGE 1
APPLICATION VERSION: 4.55.05 ID:50      CUTPOS: +0
UID DEFAULT CONTEXT                     ERRSIGN: NO PRINT, SEND ERR3
CONTRAST: 5                             UNSOL: FALSE
WIDTH: 640                              PHYSICAL STOCK TYPE: NORMAL
DOTFAIL: 999                            ERR ON MISSING LOGO: FALSE
FONT: L                                 PASS THRU MODE: DISABLED
HARDCODE: HDC                           TOPADJ: +0
LADDER SPEED: 3 INCHES PER SECOND       LEFTADJ: +0
PRINT DIRECTION: NORMAL                 VSR: TRUE
PRESENTATION MODE: NEVER                KEEPCONF: TRUE
TOF FORWARD STEPS: +0                   TKCHECK: FALSE
TOF BACKWARD STEPS: +0                  DETLTYPE: H
TOF BLACKOUT PCT: 90                    PRINT SPEED: 5 INCHES PER SECOND
TOF SENSITIVITY: 20                     CUT INTERMEDIATE: TRUE
TOF DRIVE LEVEL: 15                     BT CMD SETS LENGTH: TRUE
TOF BLKMARK SENSE: 30                   LOGICAL STOCK BIN 1: TYPE 3, BP
TOF BLKMARK DRIVE: 60                   LOGICAL STOCK BIN 2: NONE
AUTO TOF MODE: ATB RETRACT              LOGICAL STOCK BIN 3: NONE
TEAR OFF POS ADJ: +60                   DEFAULT BIN: BIN 1
VERTICAL POS ADJ: +0                    ATB TICKET MODE: CHECK IN
END JOB ON EXCEPTION: FALSE             ATB PRINT MODE: MODE A - AEA
CUTPRINT: DISABLED                      PDF417 MODE: AEA
                                        PARSE ALL BEFOR PRN: TRUE

ET6X00 CONFIG. PAGE 3
HOST SETUP                              HOST BUSY: NONE
BTP RCV STX SEQUENCE: 02H 00H 00H       HOST ONLINE: NONE
BTP RCV ETX SEQUENCE: 03H 00H 00H       SEND XON/XOFF: FALSE
ATB RCV STX SEQUENCE: 02H 00H 00H       PACING CHARS: 200
ATB RCV ETX SEQUENCE: 03H 00H 00H       PACING TIME: 0
TRAN STX SEQUENCE: 02H 00H 00H          COMM1 RX TIMEOUT: +30000
TRAN ETX SEQUENCE: 03H 00H 00H          ONLINE BLINK MODE: RX DATA
ALT STX SEQUENCE: 00H 00H 00H           ATB SETUP
ALT ETX SEQUENCE: 00H 00H 00H           ERROR ON STOCK TYPE: FALSE
STRIP LF'S: FALSE                       TEMPLATE X ADJUST: +0
STRIP NULL: FALSE                       TEMPLATE Y ADJUST: +0
STRIP LFS AND CRS: FALSE                ATB STOCK TEMPLATE:
ATB APPEND NULL: FALSE                  MPD STOCK TEMPLATE:
COMM PROTOCOL: STX/ETX                  BSP STOCK TEMPLATE:
ATB TRANS. CODE: HDC                    PRINT REVERSE ORDER: FALSE
COMM PORT SETUP                         BARCODE HEIGHT (MM): 10
BAUD RATE: 9600                         BAR DOT WIDTH (PIX): 3
PARITY: NONE                            PRINTER SETUP
DATA BITS: 8                            ALWAYS DRAW BTT LINE: TRUE
STOP BITS: 1                            ADJ DOT OUT WARN LVL: 640
PRINTER BUSY: RTS/CTS                   PH CHANGE DETECT %: 3
PRINTER ONLINE: DSR/DTR

ET6X00 CONFIG. PAGE 2
SINGLE USER CONTEXT                     ERRSIGN: NO PRINT, SEND ERR3
CONTRAST: 5                             UNSOL: FALSE
WIDTH: 640                              PHYSICAL STOCK TYPE: NORMAL
DOTFAIL: 999                            ERR ON MISSING LOGO: FALSE
FONT: L                                 PASS THRU MODE: DISABLED
HARDCODE: HDC                           TOPADJ: +0
LADDER SPEED: 3 INCHES PER SECOND       LEFTADJ: +0
PRINT DIRECTION: NORMAL                 VSR: TRUE
PRESENTATION MODE: NEVER                KEEPCONF: TRUE
TOF FORWARD STEPS: +0                   TKCHECK: FALSE
TOF BACKWARD STEPS: +0                  DETLTYPE: H
TOF BLACKOUT PCT: 90                    PRINT SPEED: 5 INCHES PER SECOND
TOF SENSITIVITY: 20                     CUT INTERMEDIATE: TRUE
TOF DRIVE LEVEL: 15                     BT CMD SETS LENGTH: TRUE
TOF BLKMARK SENSE: 30                   LOGICAL STOCK BIN 1: TYPE 3, BP
TOF BLKMARK DRIVE: 60                   LOGICAL STOCK BIN 2: NONE
AUTO TOF MODE: ATB RETRACT              LOGICAL STOCK BIN 3: NONE
TEAR OFF POS ADJ: +60                   DEFAULT BIN: BIN 1
VERTICAL POS ADJ: +0                    ATB TICKET MODE: CHECK IN
END JOB ON EXCEPTION: FALSE             ATB PRINT MODE: MODE A - AEA
CUTPRINT: DISABLED                      PDF417 MODE: AEA
CUTPOS: +0                              PARSE ALL BEFOR PRN: TRUE

ET6X00 CONFIG. PAGE 4
BARCODE SHIFT ENABLE: TRUE              TOF(BACK)DRIVE LEVEL: 48
PASSWORD ENABLE: TRUE                   TOF FORWARD STEPS: -8
DISP CONTRAST ADJ: TRUE                 TOF BACKWARD STEPS: +0
ENABLE BUZZER: FALSE                    PRINT TO EXIT ADJ.: +28
ALARM LEVEL: NORMAL                     COUNTERS
SUPPRESS RESPONSES: FALSE               ATB PRINTS: 1169
SET CUSTOMER ID: 50                     BTP PRINTS: 1864
BLOCK BUFFERED: FALSE                   SERVICE JAMS: 34
JOG TIME: 120                           ATB JAMS: 4
JOG CYCLES: 0                           BTP JAMS: 30
AEA MODE: MUMC                          RFID ENCODES: 123
MEDIA LOAD SPEED: 2 INCHES PER SECOND   RFID ENCODE ERRORS: 68
ENABLE CUSTOM UNSOL: FALSE              SERVICE STOCK: 103661 CM(40811 IN)
AUTO AV ON BOOT: FALSE                  SERVICE TOF JAMS: 19
ENFORCE STRICT AEA: TRUE                SERVICE EXIT JAMS: 11
ENABLE ICP: TRUE                        SERVICE CUT JAMS: 1
SENSOR SETUP                            SERVICE POWER ON: 41979 MIN
EXIT PAPER DETECT: 120                  PRINTHEAD STOCK: 103661 CM(40811 IN)
EXIT SENSOR DRIVE: LOW                  VERSIONS & S/N
TOF PAPER DETECT: 37                    SERIAL NUMBER: A009999
TOF DRIVE LEVEL: 15                     BOOT BLOCK: 1.01.03
TOF(BACK)SENSITIVITY: 15                APPLICATION: 4.55.05

ET6X00 CONFIG. PAGE 5
FONT LIBRARY: 6.08.04, 5.00.05
LOGO LIBRARY:
RFID MODULE: 01.03.02.40
MEMORY
AEA FLASH: 320 KB
```

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

```
ET6X00 CONFIG. PAGE 1
APPLICATION VERSION: 4.55.05 ID:50      CUTPOS: +0
UID DEFAULT CONTEXT                     ERRSIGN: NO PRINT, SEND ERR3
CONTRAST: 5                             UNSOL: FALSE
WIDTH: 640                              PHYSICAL STOCK TYPE: NORMAL
DOTFAIL: 999                            ERR ON MISSING LOGO: FALSE
FONT: L                                 PASS THRU MODE: DISABLED
HARDCODE: HDC                           TOPADJ: +0
LADDER SPEED: 3 INCHES PER SECOND       LEFTADJ: +0
PRINT DIRECTION: NORMAL                 VSR: TRUE
PRESENTATION MODE: NEVER                KEEPCONF: TRUE
TOF FORWARD STEPS: +0                   TKCHECK: FALSE
TOF BACKWARD STEPS: +0                  DETLTYPE: H
TOF BLACKOUT PCT: 90                    PRINT SPEED: 5 INCHES PER SECOND
TOF SENSITIVITY: 20                     CUT INTERMEDIATE: TRUE
TOF DRIVE LEVEL: 15                     BT CMD SETS LENGTH: TRUE
TOF BLKMARK SENSE: 30                   LOGICAL STOCK BIN 1: TYPE 3, BP
TOF BLKMARK DRIVE: 60                   LOGICAL STOCK BIN 2: NONE
AUTO TOF MODE: ATB RETRACT              LOGICAL STOCK BIN 3: NONE
TEAR OFF POS ADJ: +60                   DEFAULT BIN: BIN 1
VERTICAL POS ADJ: +0                    ATB TICKET MODE: CHECK IN
END JOB ON EXCEPTION: FALSE             ATB PRINT MODE: MODE A - AEA
CUTPRINT: DISABLED                      PDF417 MODE: AEA
                                        PARSE ALL BEFOR PRN: TRUE

ET6X00 CONFIG. PAGE 3
BTP RCV STX SEQUENCE: 02H 00H 00H       HOST ONLINE: NONE              PASSWORD ENABLE: TRUE
BTP RCV ETX SEQUENCE: 03H 00H 00H       SEND XON/XOFF: FALSE           DISP CONTRAST ADJ: TRUE
ATB RCV STX SEQUENCE: 02H 00H 00H       PACING CHARS: 200              ENABLE BUZZER: FALSE
ATB RCV ETX SEQUENCE: 03H 00H 00H       PACING TIME: 0                 ALARM LEVEL: NORMAL
TRAN STX SEQUENCE: 02H 00H 00H          COMM1 RX TIMEOUT: +30000
TRAN ETX SEQUENCE: 03H 00H 00H          ONLINE BLINK MODE: RX DATA
ALT STX SEQUENCE: 00H 00H 00H           ATB SETUP
ALT ETX SEQUENCE: 00H 00H 00H           ERROR ON STOCK TYPE: FALSE
STRIP LF'S: FALSE                       TEMPLATE X ADJUST: +0
STRIP NULL: FALSE                       TEMPLATE Y ADJUST: +0
STRIP LFS AND CRS: FALSE                ATB STOCK TEMPLATE:
ATB APPEND NULL: FALSE                  MPD STOCK TEMPLATE:
COMM PROTOCOL: STX/ETX                  BP STOCK TEMPLATE:
ATB TRANS. CODE: HDC                    BSP STOCK TEMPLATE:
COMM PORT SETUP                         PRINT REVERSE ORDER: FALSE
BAUD RATE: 9600                         BARCODE HEIGHT (MM): 10
PARITY: NONE                            BAR DOT WIDTH (PIX): 3
DATA BITS: 8                            PRINTER SETUP
STOP BITS: 1                            ALWAYS DRAW BTT LINE: TRUE
PRINTER BUSY: RTS/CTS                   ADJ DOT OUT WARN LVL: 640
PRINTER ONLINE: DSR/DTR                 PH CHANGE DETECT %: 3
HOST BUSY: NONE                         BARCODE SHIFT ENABLE: TRUE

ET6X00 CONFIG. PAGE 2
UID 456 CONTEXT                         ERRSIGN: NO PRINT, SEND ERR3   HOST SETUP
CONTRAST: 5                             UNSOL: FALSE
WIDTH: 640                              PHYSICAL STOCK TYPE: NORMAL
DOTFAIL: 999                            ERR ON MISSING LOGO: FALSE
FONT: L                                 PASS THRU MODE: DISABLED
HARDCODE: HDC                           TOPADJ: +0
LADDER SPEED: 3 INCHES PER SECOND       LEFTADJ: +0
PRINT DIRECTION: NORMAL                 VSR: TRUE
PRESENTATION MODE: NEVER                KEEPCONF: TRUE
TOF FORWARD STEPS: +0                   TKCHECK: FALSE
TOF BACKWARD STEPS: +0                  DETLTYPE: H
TOF BLACKOUT PCT: 90                    PRINT SPEED: 5 INCHES PER SECOND
TOF SENSITIVITY: 20                     CUT INTERMEDIATE: TRUE
TOF DRIVE LEVEL: 15                     BT CMD SETS LENGTH: TRUE
TOF BLKMARK SENSE: 30                   LOGICAL STOCK BIN 1: TYPE 3, BP
TOF BLKMARK DRIVE: 60                   LOGICAL STOCK BIN 2: NONE
AUTO TOF MODE: ATB RETRACT              LOGICAL STOCK BIN 3: NONE
TEAR OFF POS ADJ: +60                   DEFAULT BIN: BIN 1
VERTICAL POS ADJ: +0                    ATB TICKET MODE: CHECK IN
END JOB ON EXCEPTION: FALSE             ATB PRINT MODE: MODE A - AEA
CUTPRINT: DISABLED                      PDF417 MODE: AEA
CUTPOS: +0                              PARSE ALL BEFOR PRN: TRUE

ET6X00 CONFIG. PAGE 4
SUPPRESS RESPONSES: FALSE               ATB PRINTS: 1185
SET CUSTOMER ID: 50                     BTP PRINTS: 1864
BLOCK BUFFERED: FALSE                   SERVICE JAMS: 34
JOG TIME: 120                           ATB JAMS: 4
JOG CYCLES: 0                           BTP JAMS: 30
AEA MODE: MUMC                          RFID ENCODES: 123
MEDIA LOAD SPEED: 2 INCHES PER SECOND   RFID ENCODE ERRORS: 68
ENABLE CUSTOM UNSOL: FALSE              SERVICE STOCK: 103967 CM(40931 IN)
AUTO AV ON BOOT: FALSE                  SERVICE TOF JAMS: 19
ENFORCE STRICT AEA: TRUE                SERVICE EXIT JAMS: 11
ENABLE ICP: TRUE                        SERVICE CUT JAMS: 1
SENSOR SETUP                            SERVICE POWER ON: 42110 MIN
EXIT PAPER DETECT: 120                  PRINTHEAD STOCK: 103967 CM(40931 IN)
EXIT SENSOR DRIVE: LOW                  VERSIONS & S/N
TOF PAPER DETECT: 37                    SERIAL NUMBER: A009999
TOF DRIVE LEVEL: 15                     BOOT BLOCK: 1.01.03
TOF(BACK)SENSITIVITY: 15                APPLICATION: 4.55.05
TOF(BACK)DRIVE LEVEL: 48                FONT LIBRARY: 6.08.04, 5.00.05
TOF FORWARD STEPS: -8                   LOGO LIBRARY:
TOF BACKWARD STEPS: +0                  RFID MODULE: 01.03.02.40
PRINT TO EXIT ADJ.: +28                 MEMORY
COUNTERS                                AEA FLASH: 320 KB
```

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

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


```
ET6X00 CONFIG. PAGE 1

APPLICATION VERSION: 4.55.11 ID:5
DEFAULT SETTINGS
CONTRAST: 5
WIDTH: 640
DOTFAIL: 999
FONT: L
HARDCODE: CUT
LADDER SPEED: 3 INCHES PER SECOND
PRINT DIRECTION: NORMAL
PRESENTATION MODE: NEVER
TOF FORWARD STEPS: +0
TOF BACKWARD STEPS: +0
TOF BLACKOUT PCT: 90
TOF SENSITIVITY: 20
TOF DRIVE LEVEL: 15
TOF BLKMARK SENSE: 60
TOF BLKMARK DRIVE: 30
AUTO TOF MODE: ATB RETRACT
TEAR OFF POS ADJ: +60
VERTICAL POS ADJ: +0
END JOB ON EXCEPTION: FALSE
CUTPRINT: DISABLED

CUTPOS: +0
ERR3IGN: NO PRINT, SEND ERR3
UNSOL: FALSE
PHYSICAL STOCK TYPE: NORMAL
ERR ON MISSING LOGO: TRUE
PASS THRU MODE: DISABLED
TOPADJ: +0
LEFTADJ: +0
VSR: FALSE
KEEPCONF: KEEP CONF. TK
TKCHECK: TRUE
DETLTYPE: H
PRINT SPEED: 6 INCHES PER SECOND
CUT INTERMEDIATE: FALSE
BT CMD SETS LENGTH: TRUE
LOGICAL STOCK BIN 1: TYPE 4, BLANK
LOGICAL STOCK BIN 2: TYPE 2, MPD
LOGICAL STOCK BIN 3: TYPE 3, BP
DEFAULT BIN: BIN 1
NUM VIRTUAL BINS: 1
ATB TICKET MODE: CHECK IN
ATB PRINT MODE: MODE A - AEA
PDF417 MODE: AEA
```

```
ET6X00 CONFIG. PAGE 2

PARSE ALL BEFOR PRN: TRUE
CARRIER CODE:
MODE: A
AEA CURRENT VERSION: FALSE
UNTAGGED CONTEXT
CONTRAST: 5
WIDTH: 640
DOTFAIL: 999
FONT: L
HARDCODE: CUT
LADDER SPEED: 3 INCHES PER SECOND
PRINT DIRECTION: NORMAL
PRESENTATION MODE: NEVER
TOF FORWARD STEPS: +0
TOF BACKWARD STEPS: +0
TOF BLACKOUT PCT: 90
TOF SENSITIVITY: 20
TOF DRIVE LEVEL: 15
TOF BLKMARK SENSE: 60
TOF BLKMARK DRIVE: 30
AUTO TOF MODE: ATB RETRACT
TEAR OFF POS ADJ: +60

VERTICAL POS ADJ: +0
END JOB ON EXCEPTION: FALSE
CUTPRINT: DISABLED
CUTPOS: +0
ERR3IGN: NO PRINT, SEND ERR3
UNSOL: FALSE
PHYSICAL STOCK TYPE: NORMAL
ERR ON MISSING LOGO: TRUE
PASS THRU MODE: DISABLED
TOPADJ: +0
LEFTADJ: +0
VSR: FALSE
KEEPCONF: KEEP CONF. TK
TKCHECK: TRUE
DETLTYPE: H
PRINT SPEED: 6 INCHES PER SECOND
CUT INTERMEDIATE: FALSE
BT CMD SETS LENGTH: TRUE
LOGICAL STOCK BIN 1: TYPE 4, BLANK
LOGICAL STOCK BIN 2: TYPE 2, MPD
LOGICAL STOCK BIN 3: TYPE 3, BP
DEFAULT BIN: BIN 1
NUM VIRTUAL BINS: 1
```

```
ET6X00 CONFIG. PAGE 3

ATB TICKET MODE: CHECK IN
ATB PRINT MODE: MODE A - AEA
PDF417 MODE: AEA
PARSE ALL BEFOR PRN: TRUE
CARRIER CODE:
MODE: A
AEA CURRENT VERSION: FALSE
HOST SETUP
BTP RCV STX SEQUENCE: 02H 00H 00H
BTP RCV ETX SEQUENCE: 03H 00H 00H
ATB RCV STX SEQUENCE: 02H 00H 00H
ATB RCV ETX SEQUENCE: 03H 00H 00H
TRAN STX SEQUENCE: 02H 00H 00H
TRAN ETX SEQUENCE: 03H 00H 00H
ALT STX SEQUENCE: 00H 00H 00H
ALT ETX SEQUENCE: 00H 00H 00H
STRIP LF'S: FALSE
STRIP NULL: FALSE
STRIP LFS AND CRS: FALSE
ATB APPEND NULL: FALSE
COMM PROTOCOL: STX/ETX
COMM PORT SETUP

BAUD RATE: 9600
PARITY: NONE
DATA BITS: 8
STOP BITS: 1
PRINTER BUSY: RTS/CTS
PRINTER ONLINE: NONE
HOST BUSY: RTS/CTS
HOST ONLINE: DSR/DTR
SEND XON/XOFF: FALSE
PACING CHARS: 200
PACING TIME: 0
COMM1 RX TIMEOUT: +30000
ONLINE BLINK MODE: RX DATA
ENABLE LINK DOWN: TRUE
ATB SETUP
ERROR ON STOCK TYPE: TRUE
TEMPLATE X ADJUST: +0
TEMPLATE Y ADJUST: +0
ATB STOCK TEMPLATE:
MPD STOCK TEMPLATE:
BP STOCK TEMPLATE:
BSP STOCK TEMPLATE:
```

```
ET6X00 CONFIG. PAGE 4

PRINT REVERSE ORDER: FALSE
BARCODE HEIGHT (MM): 10
BAR DOT WIDTH (PIX): 3
PRINTER SETUP
ALWAYS DRAW BTT LINE: TRUE
ADJ DOT OUT WARN LVL: 640
PH CHANGE DETECT %: 3
BARCODE SHIFT ENABLE: TRUE
PASSWORD ENABLE: TRUE
DISP CONTRAST ADJ: TRUE
ENABLE BUZZER: TRUE
ALARM LEVEL: NORMAL
SUPPRESS RESPONSES: FALSE
SET CUSTOMER ID: 5
BLOCK BUFFERED: FALSE
JOG TIME: 120
JOG CYCLES: 0
AEA MODE: SUSC
MEDIA LOAD SPEED: 2 INCHES PER SECOND
ENABLE CUSTOM UNSOL: TRUE
AUTO AV ON BOOT: FALSE
ENFORCE STRICT AEA: FALSE

ENABLE ICP: TRUE
SENSOR SETUP
EXIT PAPER DETECT: 160
EXIT SENSOR DRIVE: LOW
TOF PAPER DETECT: 60
TOF DRIVE LEVEL: 28
TOF(BACK)SENSITIVITY: 15
TOF(BACK)DRIVE LEVEL: 48
TOF FORWARD STEPS: -8
TOF BACKWARD STEPS: +0
PRINT TO EXIT ADJ.: +28
COUNTERS
SITA GLOBAL PRINTED: 15
SITA GLOBAL JAMS: 0
ATB PRINTS: 166
BTP PRINTS: 1759
SERVICE JAMS: 98
ATB JAMS: 19
BTP JAMS: 79
RFID ENCODES: 132
RFID ENCODE ERRORS: 13
SERVICE STOCK: 71433 CM(28123 IN)
```

```
ET6X00 CONFIG. PAGE 5

SERVICE TOF JAMS: 72
SERVICE EXIT JAMS: 22
SERVICE CUT JAMS: 1
SERVICE POWER ON: 54660 MIN
PRINTHEAD STOCK: 1325 CM(521 IN)
VERSIONS & S/N
SERIAL NUMBER: A009999
BOOT BLOCK: 1.01.03
APPLICATION: 4.55.11
FONT LIBRARY: 6.08.04, 5.00.05
LOGO LIBRARY:
RFID MODULE: 01.03.02.40
MEMORY
AEA FLASH: 320 KB
```

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


```
ET6X00 CONFIG. PAGE 1

APPLICATION VERSION: 4.55.11 ID.5
DEFAULT SETTINGS
CONTRAST: 5
WIDTH: 640
DOTFAIL: 999
FONT: L
HARDCODE: CUT
LADDER SPEED: 3 INCHES PER SECOND
PRINT DIRECTION: NORMAL
PRESENTATION MODE: NEVER
TOF FORWARD STEPS: +0
TOF BACKWARD STEPS: +0
TOF BLACKOUT PCT: 90
TOF SENSITIVITY: 20
TOF DRIVE LEVEL: 15
TOF BLKMARK SENSE: 60
TOF BLKMARK DRIVE: 30
AUTO TOF MODE: ATB RETRACT
TEAR OFF POS ADJ: +60
VERTICAL POS ADJ: +0
END JOB ON EXCEPTION: FALSE
CUTPRINT: DISABLED

CUTPOS: +0
ERR3IGN: NO PRINT, SEND ERR3
UNSOL: FALSE
PHYSICAL STOCK TYPE: NORMAL
ERR ON MISSING LOGO: TRUE
PASS THRU MODE: DISABLED
TOPADJ: +0
LEFTADJ: +0
VSR: FALSE
KEEPCONF: KEEP CONF. TK
TKCHECK: TRUE
DETLTYPE: H
PRINT SPEED: 6 INCHES PER SECOND
CUT INTERMEDIATE: FALSE
BT CMD SETS LENGTH: TRUE
LOGICAL STOCK BIN 1: TYPE 4, BLANK
LOGICAL STOCK BIN 2: TYPE 2, MPD
LOGICAL STOCK BIN 3: TYPE 3, BP
DEFAULT BIN: BIN 1
NUM VIRTUAL BINS: 1
ATB TICKET MODE: CHECK IN
ATB PRINT MODE: MODE A - AEA
PDF417 MODE: AEA
```

```
ET6X00 CONFIG. PAGE 2

PARSE ALL BEFOR PRN: TRUE
CARRIER CODE:
MODE: A
AEA CURRENT VERSION: FALSE
TID 123X CONTEXT
CONTRAST: 5
WIDTH: 640
DOTFAIL: 999
FONT: L
HARDCODE: CUT
LADDER SPEED: 3 INCHES PER SECOND
PRINT DIRECTION: NORMAL
PRESENTATION MODE: NEVER
TOF FORWARD STEPS: +0
TOF BACKWARD STEPS: +0
TOF BLACKOUT PCT: 90
TOF SENSITIVITY: 20
TOF DRIVE LEVEL: 15
TOF BLKMARK SENSE: 60
TOF BLKMARK DRIVE: 30
AUTO TOF MODE: ATB RETRACT
TEAR OFF POS ADJ: +60

VERTICAL POS ADJ: +0
END JOB ON EXCEPTION: FALSE
CUTPRINT: DISABLED
CUTPOS: +0
ERR3IGN: NO PRINT, SEND ERR3
UNSOL: FALSE
PHYSICAL STOCK TYPE: NORMAL
ERR ON MISSING LOGO: TRUE
PASS THRU MODE: DISABLED
TOPADJ: +0
LEFTADJ: +0
VSR: FALSE
KEEPCONF: KEEP CONF. TK
TKCHECK: TRUE
DETLTYPE: H
PRINT SPEED: 6 INCHES PER SECOND
CUT INTERMEDIATE: FALSE
BT CMD SETS LENGTH: TRUE
LOGICAL STOCK BIN 1: TYPE 4, BLANK
LOGICAL STOCK BIN 2: TYPE 2, MPD
LOGICAL STOCK BIN 3: TYPE 3, BP
DEFAULT BIN: BIN 1
NUM VIRTUAL BINS: 1
```

```
ET6X00 CONFIG. PAGE 3

ATB TICKET MODE: CHECK IN
ATB PRINT MODE: MODE A - AEA
PDF417 MODE: AEA
PARSE ALL BEFOR PRN: TRUE
CARRIER CODE:
MODE: A
AEA CURRENT VERSION: FALSE
HOST SETUP
BTP RCV STX SEQUENCE: 02H 00H 00H
BTP RCV ETX SEQUENCE: 03H 00H 00H
ATB RCV STX SEQUENCE: 02H 00H 00H
ATB RCV ETX SEQUENCE: 03H 00H 00H
TRAN STX SEQUENCE: 02H 00H 00H
TRAN ETX SEQUENCE: 03H 00H 00H
ALT STX SEQUENCE: 00H 00H 00H
ALT ETX SEQUENCE: 00H 00H 00H
STRIP LF'S: FALSE
STRIP NULL: FALSE
STRIP LFS AND CRS: FALSE
ATB APPEND NULL: FALSE
COMM PROTOCOL: STX/ETX
COMM PORT SETUP

BAUD RATE: 9600
PARITY: NONE
DATA BITS: 8
STOP BITS: 1
PRINTER BUSY: RTS/CTS
PRINTER ONLINE: NONE
HOST BUSY: RTS/CTS
HOST ONLINE: DSR/DTR
SEND XON/XOFF: FALSE
PACING CHARS: 200
PACING TIME: 0
COMM1 RX TIMEOUT: +30000
ONLINE BLINK MODE: RX DATA
ENABLE LINK DOWN: TRUE
ATB SETUP
ERROR ON STOCK TYPE: TRUE
TEMPLATE X ADJUST: +0
TEMPLATE Y ADJUST: +0
ATB STOCK TEMPLATE:
MPD STOCK TEMPLATE:
BP STOCK TEMPLATE:
BSP STOCK TEMPLATE:
```

```
ET6X00 CONFIG. PAGE 4

PRINT REVERSE ORDER: FALSE
BARCODE HEIGHT (MM): 10
BAR DOT WIDTH (PIX): 3
PRINTER SETUP
ALWAYS DRAW BTT LINE: TRUE
ADJ DOT OUT WARN LVL: 640
PH CHANGE DETECT %: 3
BARCODE SHIFT ENABLE: TRUE
PASSWORD ENABLE: TRUE
DISP CONTRAST ADJ: TRUE
ENABLE BUZZER: TRUE
ALARM LEVEL: NORMAL
SUPPRESS RESPONSES: FALSE
SET CUSTOMER ID: 5
BLOCK BUFFERED: FALSE
JOG TIME: 120
JOG CYCLES: 0
AEA MODE: SUSC
MEDIA LOAD SPEED: 2 INCHES PER SECOND
ENABLE CUSTOM UNSOL: TRUE
AUTO AV ON BOOT: FALSE
ENFORCE STRICT AEA: FALSE

ENABLE ICP: TRUE
SENSOR SETUP
EXIT PAPER DETECT: 160
EXIT SENSOR DRIVE: LOW
TOF PAPER DETECT: 60
TOF DRIVE LEVEL: 28
TOF(BACK)SENSITIVITY: 15
TOF(BACK)DRIVE LEVEL: 48
TOF FORWARD STEPS: -8
TOF BACKWARD STEPS: +0
PRINT TO EXIT ADJ.: +28
COUNTERS
SITA GLOBAL PRINTED: 20
SITA GLOBAL JAMS: 0
ATB PRINTS: 171
BTP PRINTS: 1759
SERVICE JAMS: 98
ATB JAMS: 19
BTP JAMS: 79
RFID ENCODES: 132
RFID ENCODE ERRORS: 13
SERVICE STOCK: 71533 CM(28162 IN)
```

```
ET6X00 CONFIG. PAGE 5

SERVICE TOF JAMS: 72
SERVICE EXIT JAMS: 22
SERVICE CUT JAMS: 1
SERVICE POWER ON: 54661 MIN
PRINTHEAD STOCK: 1425 CM(561 IN)
VERSIONS & S/N
SERIAL NUMBER: A009999
BOOT BLOCK: 1.01.03
APPLICATION: 4.55.11
FONT LIBRARY: 6.08.04, 5.00.05
LOGO LIBRARY:
RFID MODULE: 01.03.02.40
MEMORY
AEA FLASH: 320 KB
```

6.7   Print Sample and Print Test Documents

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

```
                          ┌─────────────────────────┐      ┌──────────────────────────┐
                          │   Left Margin (dots) (1) │──────│  Enter Value (-50 to +50)│
                          └─────────────────────────┘      └──────────────────────────┘
                          ┌─────────────────────────┐      ┌──────────────────────────┐
                          │   Top Margin (dots) (2)  │──────│  Enter Value (-50 to +50)│
                          └─────────────────────────┘      └──────────────────────────┘
                          ┌─────────────────────────┐      ┌──────────────────────────┐
                          │       Contrast (3)       │──────│   Enter Value (1 to 10)  │
                          └─────────────────────────┘      └──────────────────────────┘

                                                            ┌──────────────────────────┐
                                                            │    2 Inches Per Second    │
                                                            └──────────────────────────┘
                                                            ┌──────────────────────────┐
                                                            │    3 Inches Per Second    │
                                                            └──────────────────────────┘
                                                            ┌──────────────────────────┐
                                                            │    4 Inches Per Second    │
                                                            └──────────────────────────┘
  ┌─────────────┐        ┌─────────────────────────┐      ┌──────────────────────────┐
  │ Adjustments │────────│   Print Speed (IPS) (4)  │──────│    5 Inches Per Second    │
  └─────────────┘        └─────────────────────────┘      └──────────────────────────┘
                                                            ┌──────────────────────────┐
                                                            │    6 Inches Per Second    │
                                                            └──────────────────────────┘
                                                            ┌──────────────────────────┐
                                                            │    7 Inches Per Second    │
                                                            └──────────────────────────┘
                                                            ┌──────────────────────────┐
                                                            │    8 Inches Per Second    │
                                                            └──────────────────────────┘
                          ┌─────────────────────────┐
                          │       Print Sample      │
                          └─────────────────────────┘
```
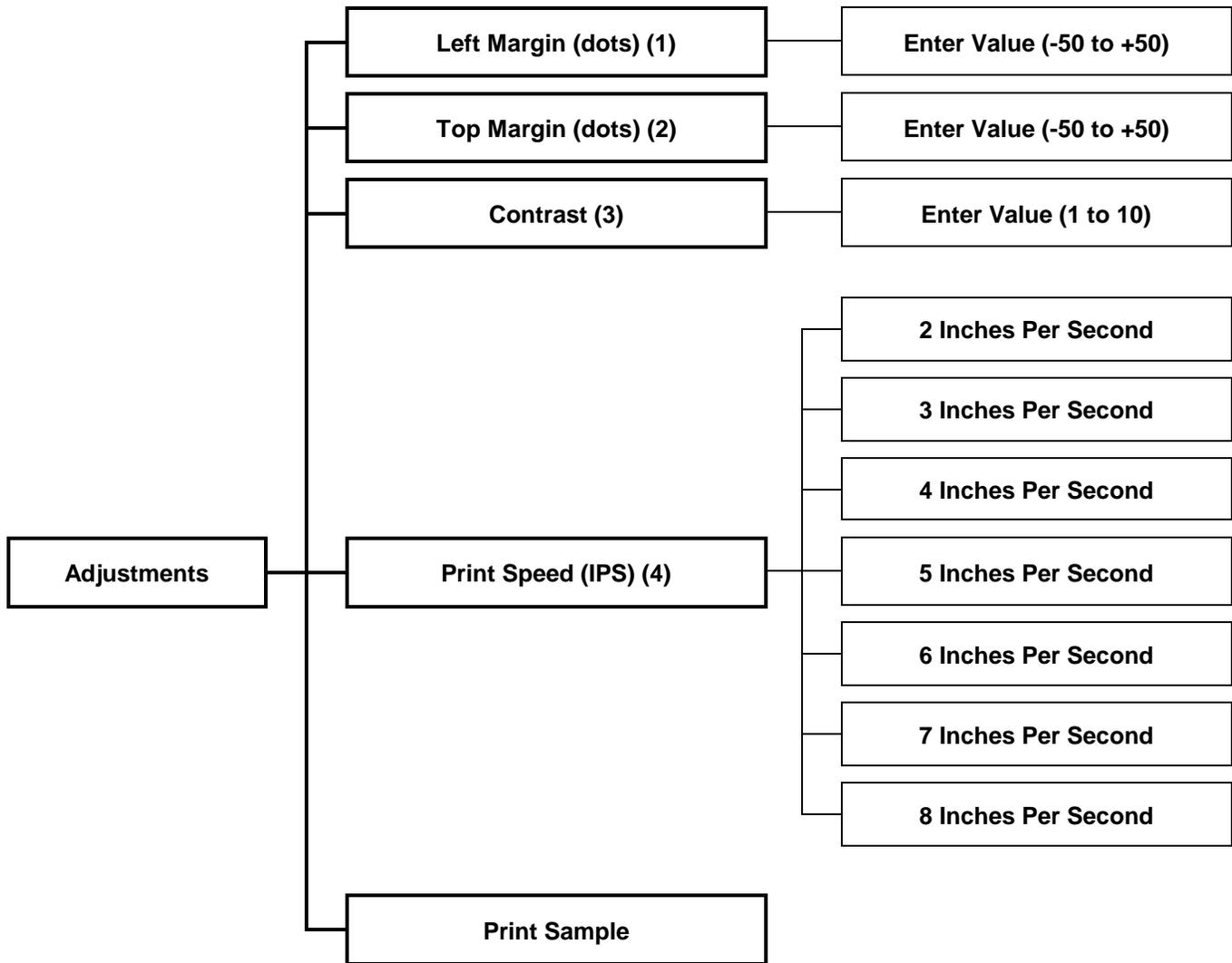
Notes: The following adjustments affect only the active Document or Stock Type (Single User). Each Document or Stock Type has its own independent series of equivalent settings.

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 'I'.

Notes: ATB stocks require a path approximately 3.25" wide (82mm) - 640 dots in firmware 2.53.xx or higher
Bag Tag stocks require a path approximately 2.00" wide; (50mm) - 400 dots in firmware 2.53.xx or higher
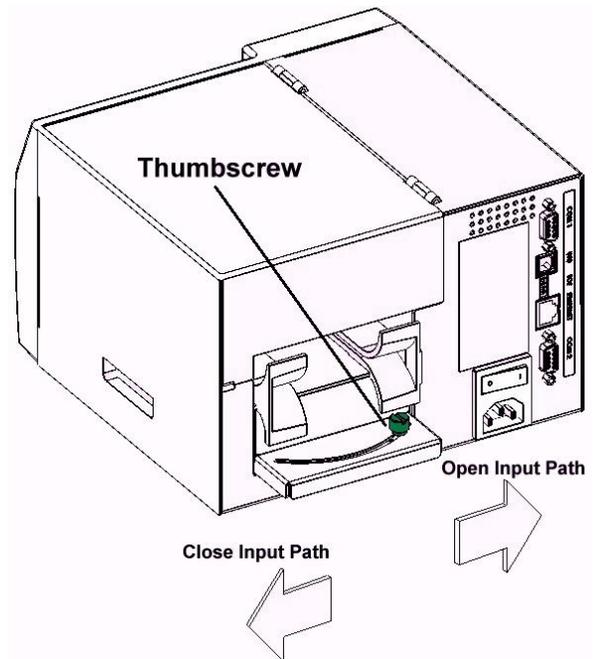
7.2   Using the Roll Stock Option

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 'I'.
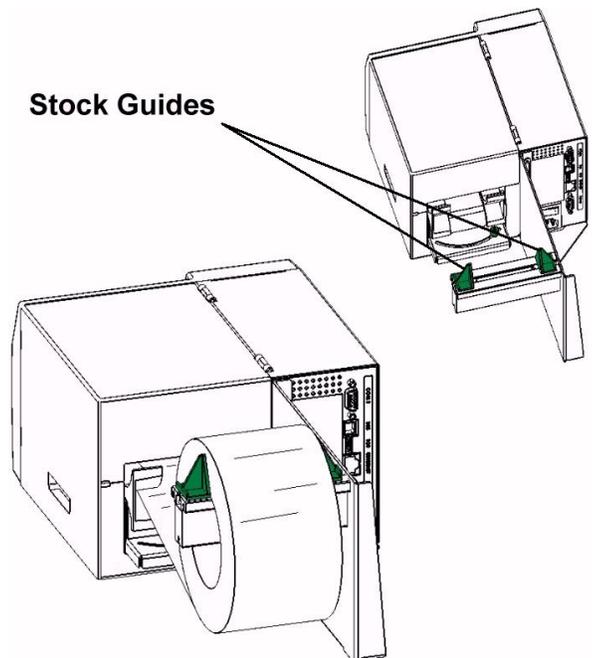
7.3 Loading and Unloading Stock

AUTO STOCK LOADING:

7.3.1 Power the Unit on 'I'.

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.
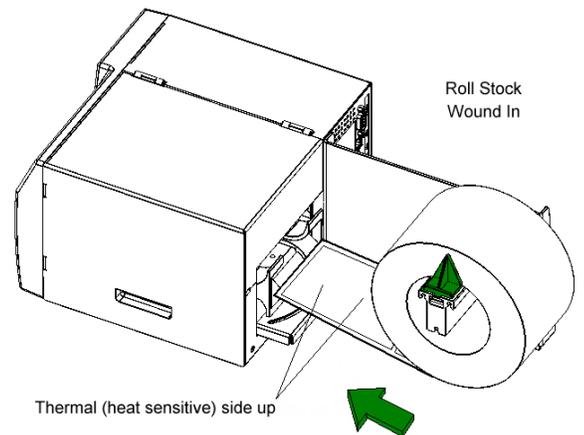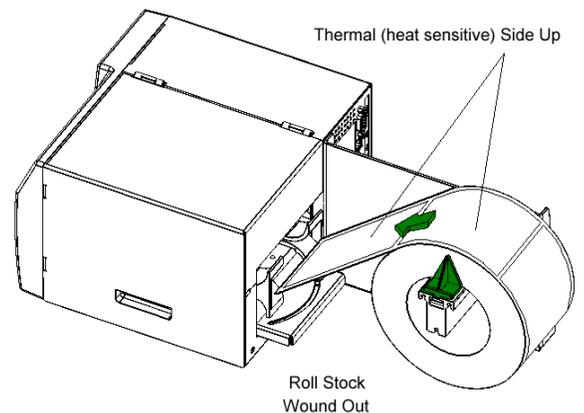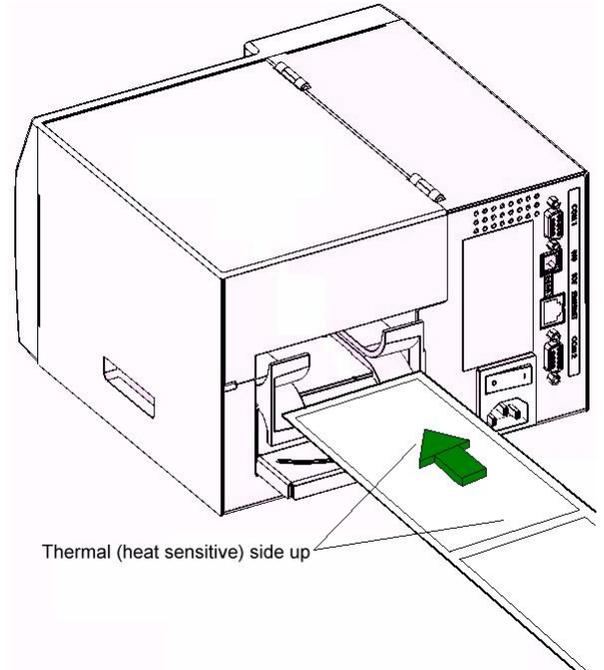
AUTO STOCK LENGTH DETECTING:

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.

Thermal (heat sensitive) side up

Thermal (heat sensitive) Side Up

Roll Stock Wound Out

Roll Stock Wound In

Thermal (heat sensitive) side up

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.

Remove printed documents hanging out the front of the Unit before unloading the current stock.
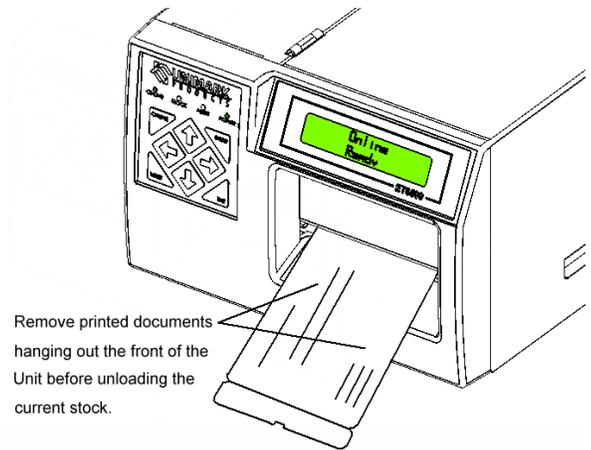
PRINT HEAD LIFT UNLOADING:

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.

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.
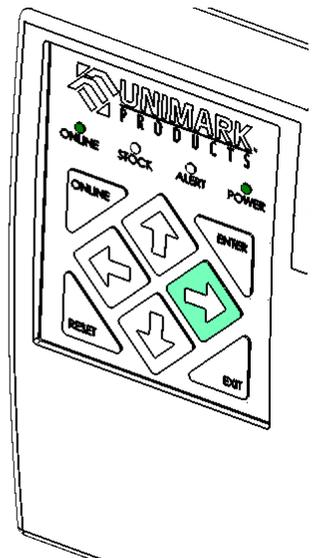
PULL STOCK UNLOADING:

⚠ **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.

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 'I' and reload stock.

7.4.12 Proceed with normal printing operation.

Alert LED will flash indicating that a jam has occured requiring operator intervention.

Press RESET button and see if the Unit can auto clear the jam.

Finger Grip Point

Pull Forward to Release Print Head

PLATEN
SENSORS
ESD BRUSH
PRINT HEAD
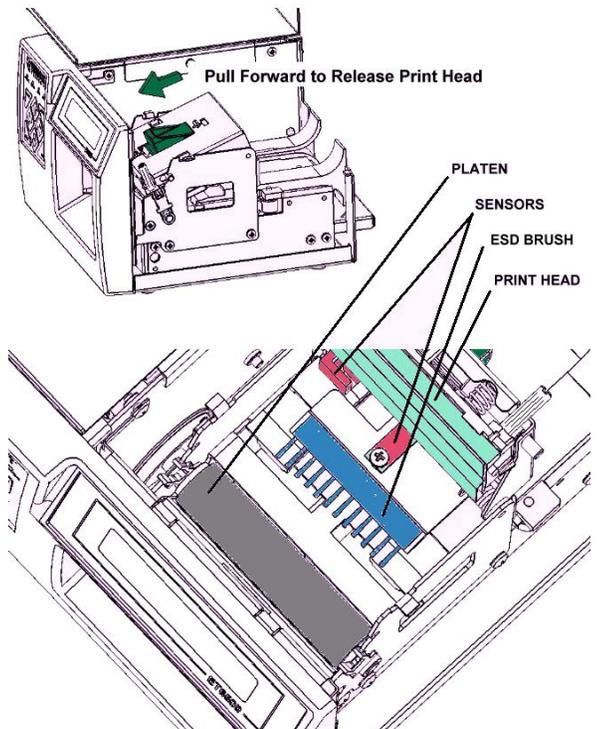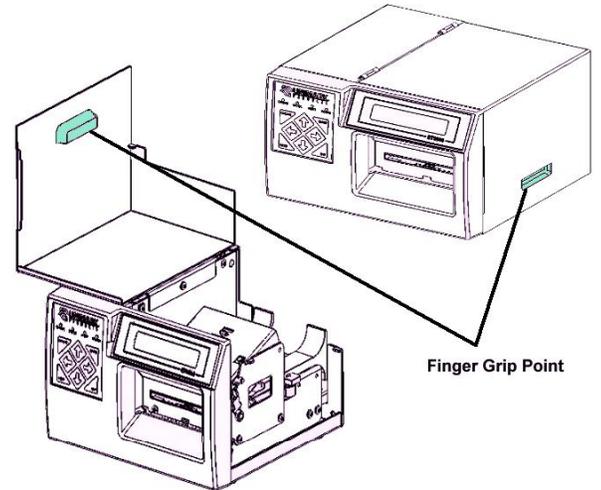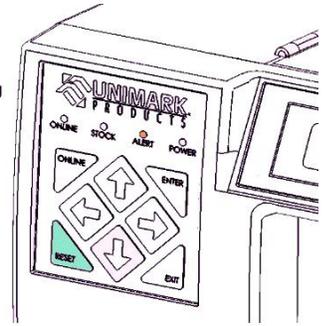
7.5   Stock Status Anomalies

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.

```
Stock Load Error
Remove & Reload
```

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.

```
ATB    Online    U:xxx
Please Remove Tags(s)
```

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.

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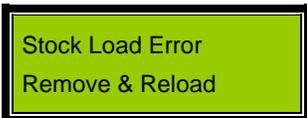
Operator must remove the stock completely. The message will automatically clear from the LCD. Then the operator may re-insert stock properly (advancing it to the print head / platen contact point) so the auto loading routine can process normally.

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
```
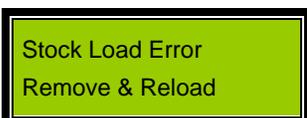
Operator must remove the document(s) from the Exit and Input of the Unit. Lift the print head if necessary and close it without stock in the paper path. Operator may re-insert stock into the Unit for it to perform the normal stock loading process.

8.0   Basic & Preventative Maintenance

8.1   Cleaning the Thermal Print Head

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

8.1.2   Lift the right side access door up and swing fully open to the left (as seen from the front of the Unit).

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

8.1.4   Remove the stock from the rear of the Unit to prevent it from getting contaminated by cleaning solutions.

8.1.5   Clean the print head heater element surface using the print head cleaning pad (part of cleaning kit P/N 700-5020-000). Verify that all label stock, media residue, and any other contaminants are cleared from the print head.

8.1.6   Allow the print head to dry completely.

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

8.1.8   Proceed with normal printing operation.

Unimark recommends cleaning the print head every fifth box of stock or 100,000 inches of printing.
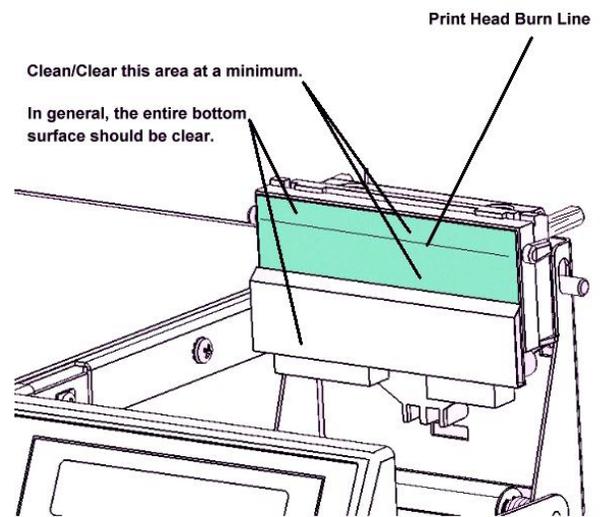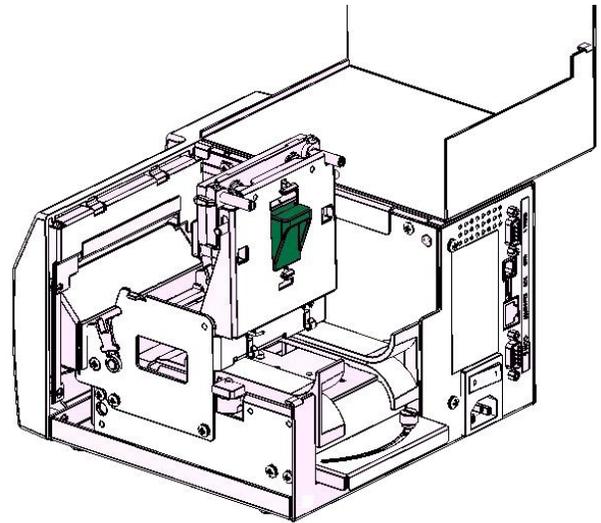
8.2   Cleaning the Platen

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

8.2.2   Lift the right side access door up and swing fully open to the left (as seen from the front of the Unit).

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

8.2.4   Remove the stock from the rear of the Unit to prevent it from getting contaminated by cleaning solutions.

8.2.5   Clean the Platen surface using the Platen cleaning pad (part of cleaning kit P/N 700-5020-000). Verify that all label stock, media residue, and any other contaminants are cleared from the Platen.

8.2.6   Allow the platen to dry completely.

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

8.2.8   Proceed with normal printing operation.

Unimark recommends cleaning the Platen every fifth box of stock or 100,000 inches of printing.

Print Head Burn Line

Clean/Clear this area at a minimum.

In general, the entire bottom surface should be clear.

With power off, the platen will free turn by applying forward or reverse direction pressure after cleaning the current exposed area of the platen surface.

Platen Surface
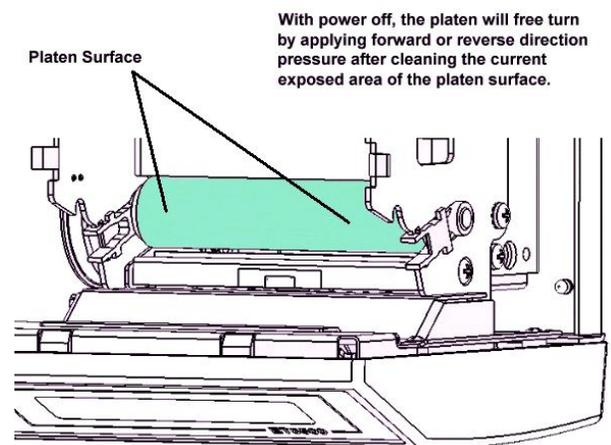
8.3 Replacing the Thermal Print Head

8.3.1 While the suspect print head is still installed, print the print head profile and configuration coupons. Retain for return to Unimark Products with the suspect print head if an RA has been requested.

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 Place a coin into the tool slot in each thumbscrew, and turn counter clockwise to loosen.

8.3.5 Once both thumbscrews have been loosened, the print head will drop free of the print head mounting plate. Remove the power and interface cables from the print head.

8.3.6 Wrap the print head profile and configuration coupons around the suspect print head and secure in a bag for shipment back to Unimark Products for evaluation.

8.3.7 Install the power and interface cables into the replacement print head.

8.3.8 Place the print head inside the four locator tabs (part of the mounting plate).

8.3.9 While holding the print head in place, secure it by turning the two thumbscrews clockwise.

8.3.10 Unimark recommends torqing to 6in-lbs, and using Loctite #222 to secure the thumbscrews.

8.3.11 Clean the print head burn line are using a solution of 99% (or higher) isopropyl alcohol.

8.3.12 Allow the print head to dry completely.

8.3.13 Close the print mechanism and the access door.

8.3.14 Power the Unit on 'I'. Take the Unit offline by pressing the ONLINE button.

8.3.15 Press the ENTER button and then either the ⇧ or ⇩ until the SERVICE MENU appears. Press the ENTER button. Enter the service password (⇧⇩ changes the individual character value and ⇦⇨ move the cursor side to side). Press the ENTER button to accept the password entry.

8.3.16 Press ⇧ or ⇩ until the MAINTENANCE menu appears. Press the ENTER button.

8.3.17 Press ⇧ or ⇩ until the NEW PRINTHEAD option appears. Press the ENTER button. The Unit will read the baseline resistance of the print head you just installed. Once the baseline resistance has been read, press the ONLINE button to put the Unit back into service.

Thumbscrews

Interface Connectors

Print Head Placement or Locator Tabs
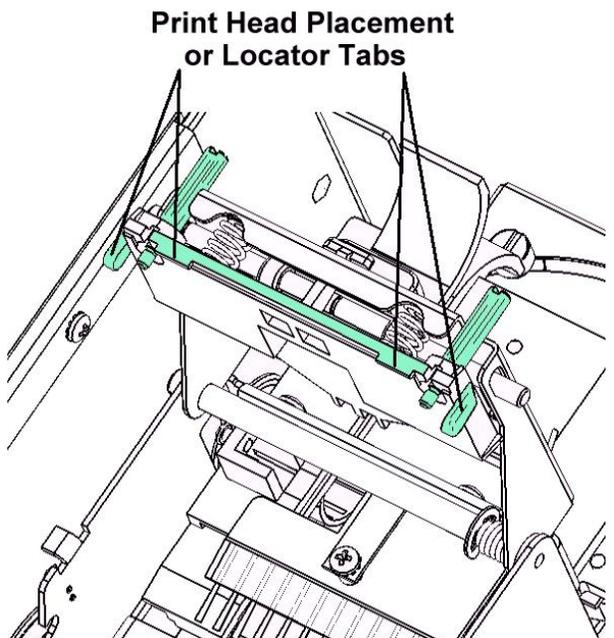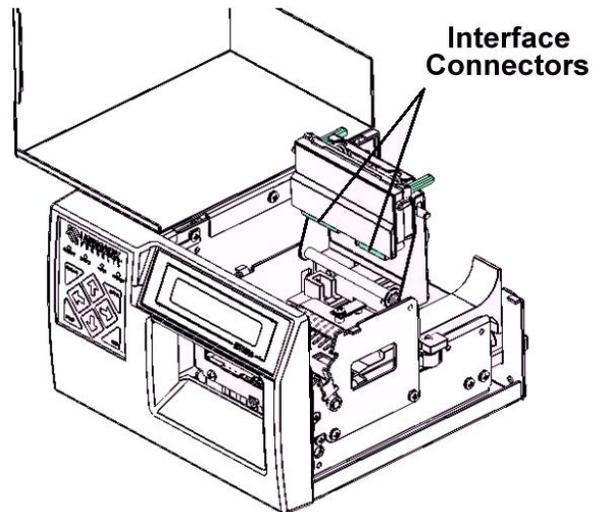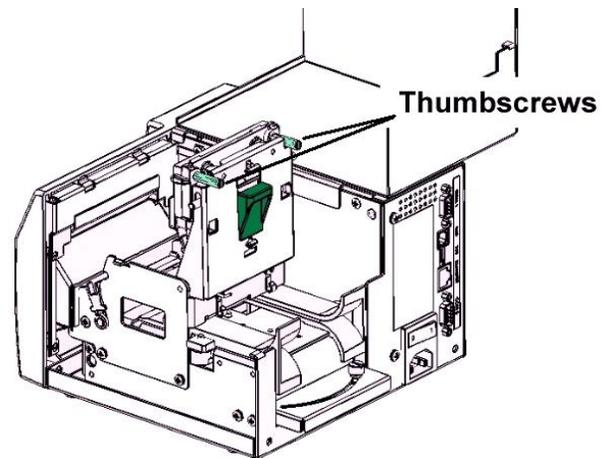
8.4 Cleaning/Clearing the Present Sensor (PS)

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

8.4.2 Pull the print head release lever forward and lift the print head up away from the platen. Remove stock from the Unit.

8.4.3 Clean the Exit (or present) sensor area using canned air blown between the reflector bracket and the sensor window. Alternately a very thin and rigid cloth or pad can be run across this area.

8.4.4 Verify the area is clear of particles, paper stock, and dust. **Do not use alcohol except to clean off adhered labels or adhesives.**

8.4.5 Close the print mechanism and the access door. Power the Unit on 'I'.
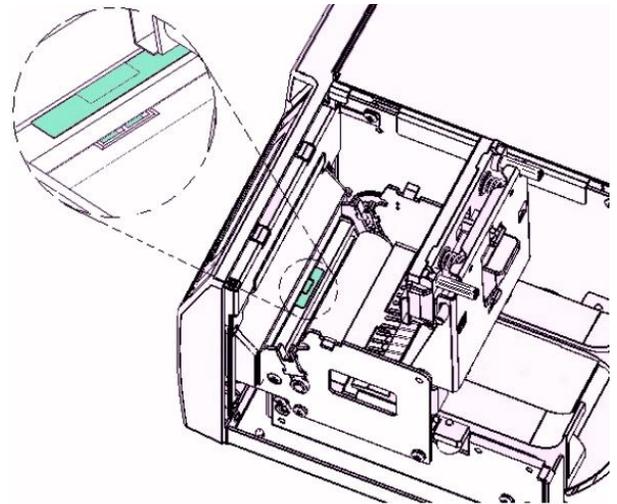
8.5 Cleaning/Clearing the Left Top Of Form Sensor

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

8.5.2 Pull the print head release lever forward and lift the print head up away from the platen. Remove stock from the Unit.

8.5.3 Clean the "Left" top of form transmitter and receiver using canned air blown straight through/down the left rail. Alternately a very thin and rigid cloth or pad can be run through the rail.

8.5.4 Verify they are clear of particles, paper stock, and dust. **Do not use alcohol except to clean off adhered labels or adhesives.**

8.5.5 Close the print mechanism and the access door. Power the Unit on 'I'.
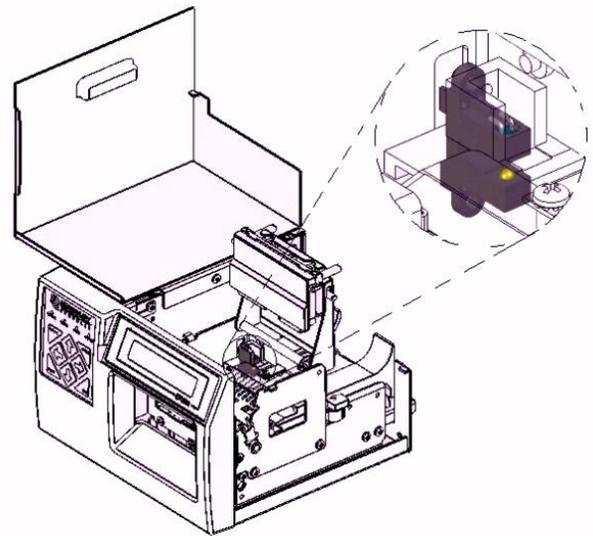
8.6 Cleaning/Clearing the Center Top Of Form Sensor

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

8.6.2 Lift the right side access door up and swing fully open to the left (as seen from the front of the Unit).

8.6.3 Remove stock from the Unit.

8.6.4 Clean the "Center" top of form transmitter and receiver using canned air blown from the rear of the mechanism between the rails. Alternately a very thin and rigid cloth or pad can be run between the devices from the same direction.

8.6.5 Verify they are clear of particles, paper stock, and dust. **Do not use alcohol except to clean off adhered labels or adhesives.**

8.6.6 Close the print mechanism and the access door. Power the Unit on 'I'.
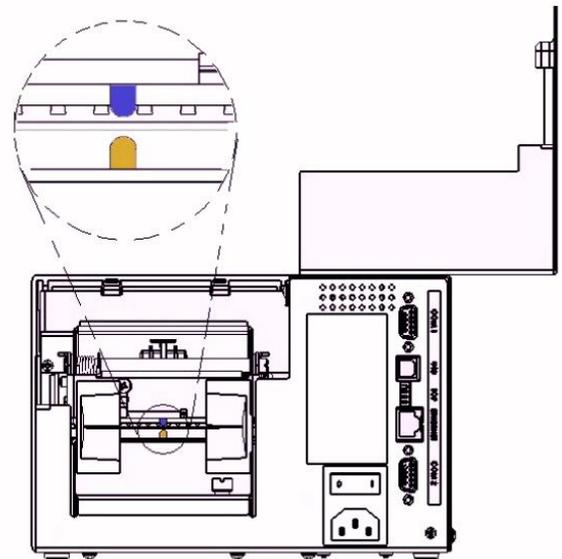
8.7 Cleaning the Static Brush

8.7.1 The internal static brush is located in the paper path parallel to the print head / platen contact point.

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

8.7.3 Lift the right side access door up and swing fully open to the left (as seen from the front of the Unit).

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

8.7.5 Check the static brush for any label stock and related contaminants. Carefully remove these contaminants. **DO NOT USE CHEMICALS TO CLEAN THE STATIC BRUSH**.

8.7.6 Replace any missing or damaged brushes immediately. Operating the Unit without a static brush, or with a damaged brush, will result in reduced print head life.

8.7.7 Close the print mechanism and the access door. Power the Unit on 'I'.
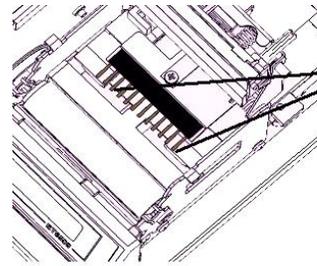
EDS fibers are placed in bundles along the adhesive backed strip.

If any bundles are missing or damaged the entire strip must be replaced.

8.8 Replacing the Platen Assembly

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

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

8.8.3 Squeeze the locking tabs on the right side plastic bearing. Using a flat blade screw driver or similar device, push up on the bottom of the plastic bearing until it just starts moving up the mounting slot.

8.8.4 Insert a hook tool (like a dentist tool) around the core of the large pulley. Squeeze the locking tabs on the left side plastic bearing. Pull up with the hook tool until it just starts moving up the mounting slot.

8.8.5 Move back and forth a couple times between the two bearings until the entire assembly is free of the print mechanism.

8.8.6 Install the replacement platen assembly guiding the plastic bearings into the slots in the print mechanism. Bearings will snap in place.

8.8.7 Verify the platen assembly gear is meshing with the print mechanism gear by moving the platen forward and backwards and checking that the other gears move freely with the platen assembly pulley.

8.8.8 Close the print mechanism and the access door. Power the Unit on 'I'.
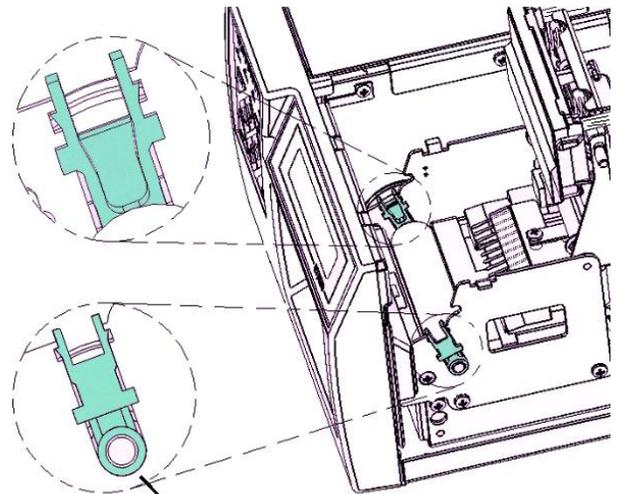
Apply upward pressure here (outside the print mechanism - right side) as the locking tabs are squeezed to release the plastic bearings.
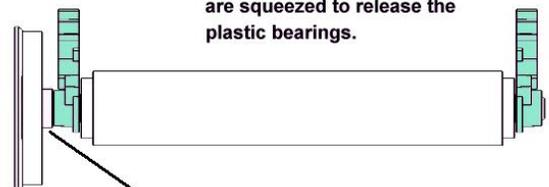
Loop hook tool around this area (outside the print mechanism - left side).

Pull up as the locking tabs are squeezed to release the plastic bearing.

9.0   Options

9.1   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:

9.1.1   Power the Unit off 'O'.

9.1.2   Remove the two pan-head Phillips screws in the rear panel of the Unit.

9.1.3   Align the roll stock arm subassembly to the Unit.

9.1.4   Insert the two pan-head Phillips screws "provided in the kit" through the option and into the back panel of the Unit.

9.1.5   Do not tighten the screws yet.

9.1.6   Insert the flat-head Phillips screw "provided in the kit" through the option and into the bottom corner of the Unit.

9.1.7   Tighten the bottom screw.

9.1.8   Now tighten the two rear panel screws.

9.1.9   Power the Unit off '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 as an example in this manual.

Shipping Notes:

9.1.a   The Unit is designed to be shipped with this option installed. Do not remove for shipping purposes unless directed to do so.

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

9.1.c   Do not place roll stock in the box around the Unit unless directed to do so.
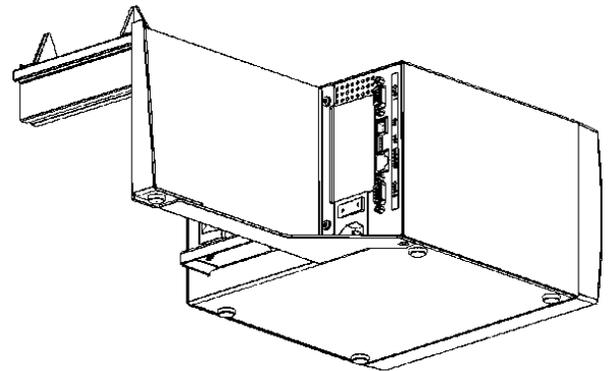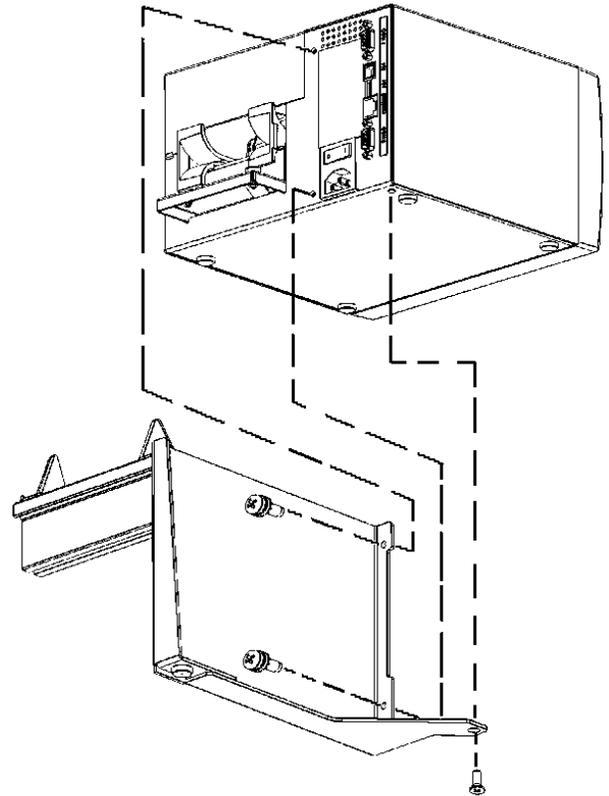
9.2 ATB Catcher

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:

9.2.1   Power the Unit off 'O'.

9.2.2   Set the Unit on the electronics side panel so that the screws securing the print mechanism are elevated.

9.2.3   Remove the top–rear screw securing the print mechanism.

9.2.4   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.

9.2.5   Install one flat head screw to hold the rail, and turn it until it stops. Do NOT tighten yet.

9.2.6   Remove the top–front screw securing the print mechanism.

9.2.7   Rotate the slide rail towards the front of the unit and align with the other screw hole.

9.2.8   Install second flat head screw into the top–front location and tighten BOTH screws fully.

9.2.9   Remove the bottom–rear screw securing the print mechanism.

9.2.10   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.

9.2.11   Install one flat head screw to hold the rail, and turn it until it stops. Do NOT tighten yet.

9.2.12   Remove the bottom–front screw securing the print mechanism.

9.2.13   Rotate the slide rail towards the front of the unit and align with the other screw hole.

9.2.14   Install second flat head screw into the bottom–front location and tighten BOTH screws fully.

9.2.15   Set the Unit back on its base.

9.2.16   Power the Unit on 'I'.
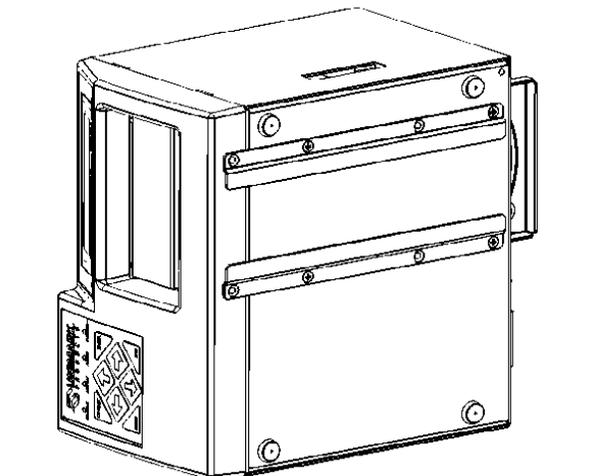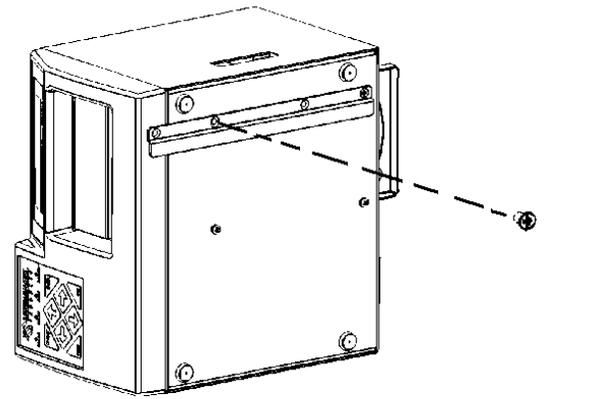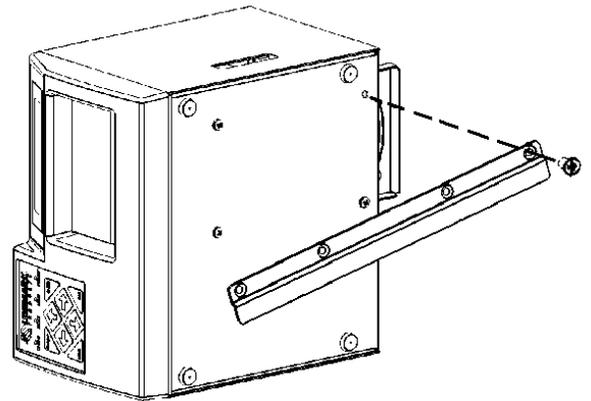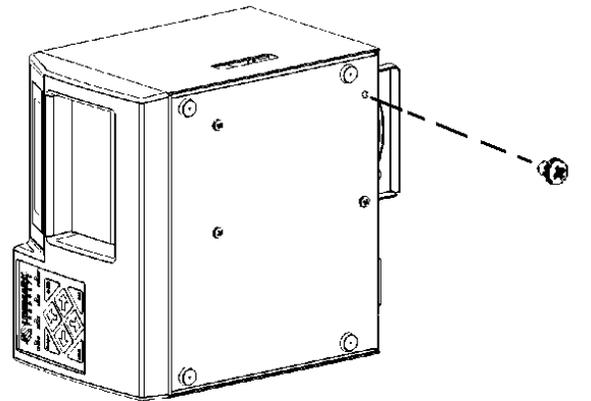
To install or attach the Catcher:

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).

9.2.17 Locate the catcher.

9.2.18 Identify the 2.5 inch wide tab that extends from the rear of the Catcher.

9.2.19 Position the tab in front of the Unit and center the tab at the stock output opening.

9.2.20 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:

9.2.a Never ship the Unit with the catcher option installed or permanent damage will occur to the Unit and the catcher option.

9.2.b Retain the catcher option at the site, installing it into the replacement unit.

9.2.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).

COUNTER EDGE
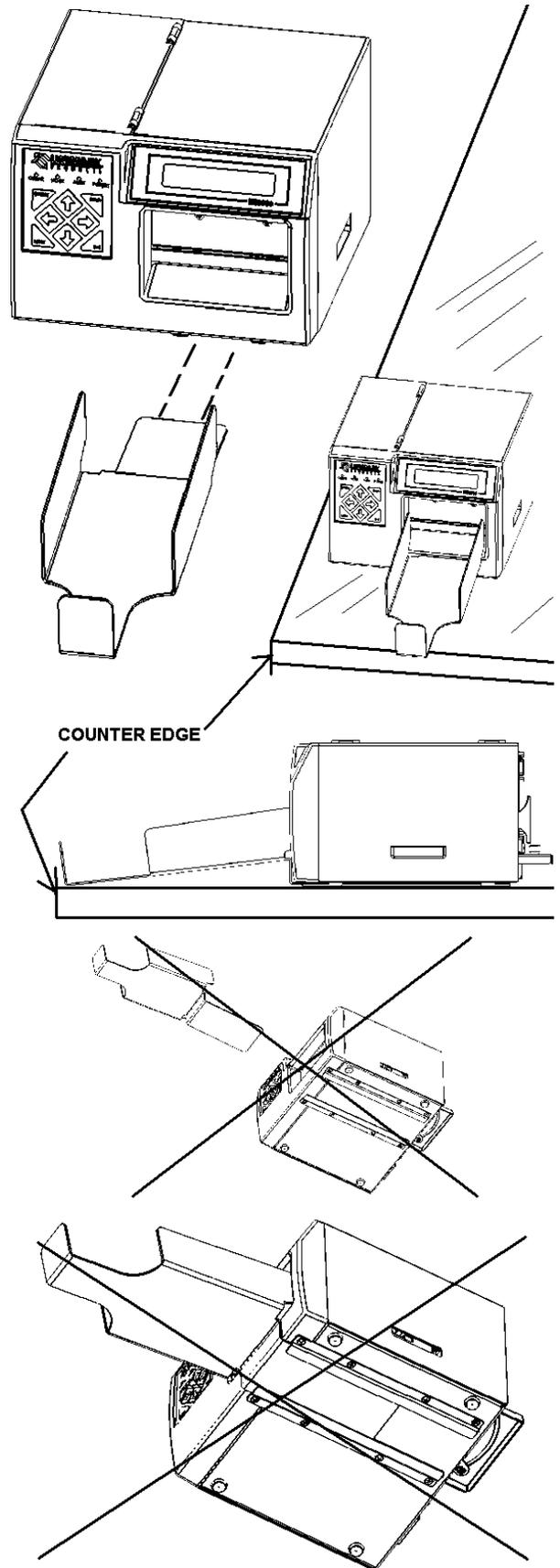
9.3 Integrated Cutter

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.

CUTTER COVER PLATE

METRIC (M3) SCREWS USED TO SECURE COVER PLATE
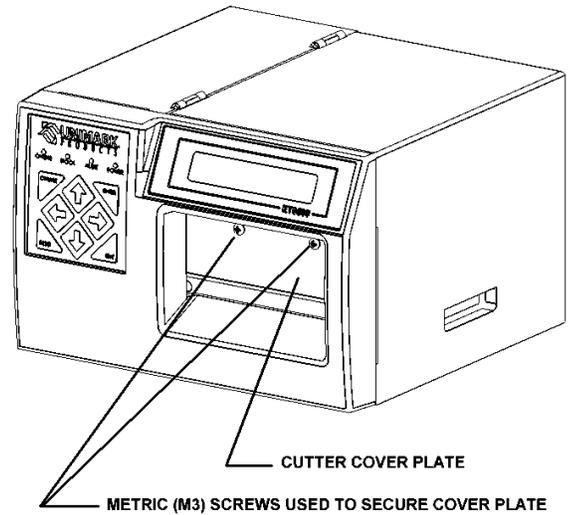
In the unlikely event that a cutter jam occurs, use the following procedure to clear the jam:

9.3.1   Press the RESET button on the front panel. If the jam does not clear by itself, proceed with the following steps:

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

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

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

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

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

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

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

9.3.9   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.

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

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

Shipping Notes:

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

9.4   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:

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

9.4.2   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.

9.4.3   The RFID electronics module mounts to the electronics side of the main chassis wall.

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

Shipping Notes:

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

Antenna Module

Electronics Module
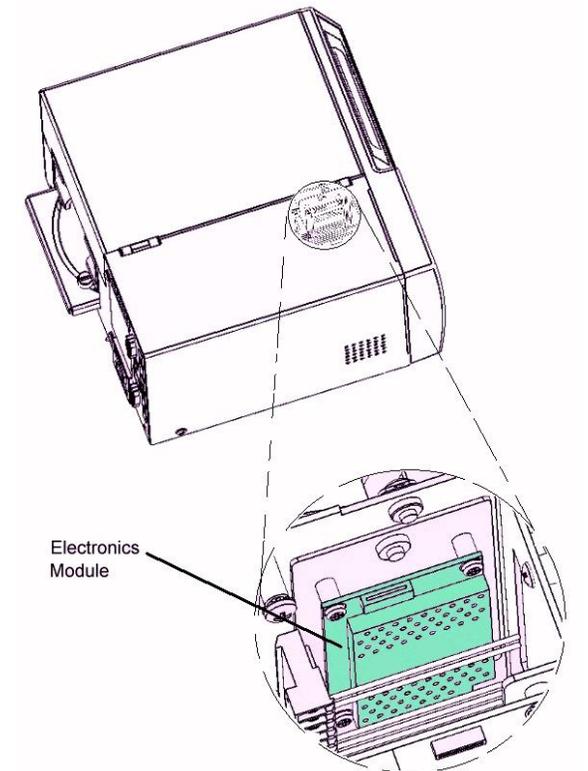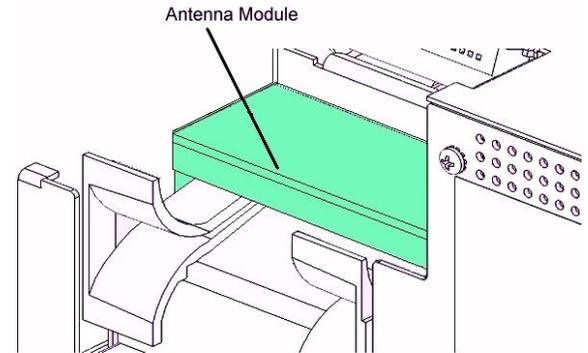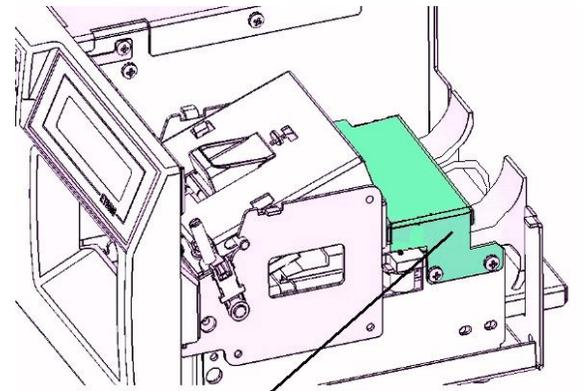
10.0 Troubleshooting

10.1 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.

10.1.1 NO POWER (Unit will not power up)

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

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

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

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

10.1.3.1   Verify the TOF parameter in the menu and verify it is set up for the stock being used.
10.1.3.2   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**.
10.1.3.3   Verify that the front or rear of the Unit is not exposed directly to sunlight.
10.1.3.4   Verify that the stock guides are adjusted correctly so that the TOF mark runs under the TOF sensor.
10.1.3.5   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.

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

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

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

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

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

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

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

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

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

10.1.8.1   Verify that the print head is properly latched down.
10.1.8.2   Verify that the head up detect switch is not stuck or broken/damaged.

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

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

10.2 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 (⇧ 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.

10.3 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.

10.4 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 Pectab xxxx Saved	ATB PECTAB object load.
ATB: Online Logo xx Saved	AEA LOGO object saved.
ATB: Online U:xxx Template xx Saved	ATB Template object saved.
ATB: Online PK: Constants Saved	ATB Constant PECTAB object saved.
BTP: Online U:xxx BTP Pectab xxxx Saved	ATB PECTAB object load.
BTP: Online Logo xx Saved	AEA LOGO object saved.
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.
Profile Err: BAD OBJ Ready	Unable to obtain motor resource to run print head profile routine.
Profile Err: NO MEM Ready	Unable to obtain memory resource to run print head profile routine.
Profile Err: PH USED Ready	Unable to obtain print head resource to run print head profile routine.
Profile Aborted Ready	Profile routine was aborted because the Unit received a print message and the routine must be aborted to process the requested documents.

These messages are all ONLINE STATE variations.

10.5 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,El: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.

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.

10.6 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.

11.0   Customer/Technical Support

11.1   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:

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

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

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

11.1.4   Shipping label to include return address as well as "ship to".

11.1.5   Notify your "carrier of choice" for pick-up and delivery to Unimark.

11.2   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:

11.2.1   Model Number/description
11.2.2   Serial Number
11.2.3   Failure message/code/description

12.0   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.