IMPORTANT!! WHEN YOU FIRST POWER-UP YOUR INTERMEC PM4i PRINTER, YOU WILL NEED TO SELECT **IPL COMMAND LANGUAGE** (SEE BELOW).

**To select your printer language**
- Press the key that corresponds to the printer language you want to run on your PM4i.

![Startup Screen]

*Startup Screen: This screen appears the first time you turn on your PM4i.*

The language you select automatically runs each time you turn on your printer.

Once your printer is running a particular printer language, you can change the printer language from the Setup menu. The way that you access the command language menu depends on which language you are currently running.
If your printer is showing a different language on the display, you can change it to IPL LANGUAGE by following the steps below:

### Changing the Printer Language From the Setup Menu

<table>
<thead>
<tr>
<th>Language</th>
<th>How to Access the Command Language Menu</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPL</td>
<td>• Go to SETUP &gt; TEST/SERVICE &gt; CMD LANGUAGE.</td>
</tr>
<tr>
<td>Fingerprint or Direct</td>
<td>• Go to SETUP &gt; PRINT DEFS &gt; CMD LANGUAGE.</td>
</tr>
<tr>
<td>Protocol</td>
<td></td>
</tr>
<tr>
<td>ZSim or DSim</td>
<td>1 Press (Setup).</td>
</tr>
<tr>
<td></td>
<td>2 Enter the Fingerprint password: 8311.</td>
</tr>
<tr>
<td></td>
<td>3 Press (Enter).</td>
</tr>
<tr>
<td></td>
<td>4 Go to SETUP &gt; PRINT DEFS &gt; CMD LANGUAGE.</td>
</tr>
</tbody>
</table>

For assistance with loading labels and ribbons, please visit our IMPRESS support page to view videos showing step-by-step instructions:

[www.informsinc.com/healthcare/impress](http://www.informsinc.com/healthcare/impress)
0 INSTALL PRINTER DRIVERS – InterDriver 7.1.3 (this may require “Administrator” rights within Windows) –
PLEASE NOTE: If you have an older version of Intermec InterDriver, you will need to remove the older drivers using Intermec’s “InterDriver Removal Tool”. Contact Rich Greene at Informs for assistance with this procedure – (480) 874-9874.

a. Go to www.intermec.com – select “Support” and then “Downloads”
b. Complete the filters below and select the printer model number (i.e. PM4i), and press Submit:

Locate Intermec Downloads

Locate Product

Product Category
Printers and Media

Product Family
Fixed Printers

Product
PM4i

Submit

Still can't find a download? View a list of all downloads
Or, perhaps you are looking for manuals.
c. Scroll to the BOTTOM OF THE PAGE to the “Windows Drivers” section, and select InterDriver Windows version 7.21. Click the file to begin downloading InterDriver files (click RUN to begin installation).
d. After installation is complete, you should now ADD the printer. To do this, click “START” – Control Panel – and open Printers and Faxes. Click “Add a printer” to begin the process. Follow the prompts for the desired setup, and select the model of printer that you wish to install from the list.

**IMPORTANT:** Be sure to select the correct model with the CORRECT RESOLUTION and CORRECT LANGUAGE. You should select “EasyCoder PM4i (203dpi) - IPL.”
The wizard may prompt you to search for a missing file (with a FILES NEEDED window). If so, click "Browse" and select the INTERMEC folder (C:\Intermec) – then the InterDriver7 folder. This should display the missing file. Click "Open" to select the correct path, and then click OK to complete the installation.

YOUR PRINTER SHOULD NOW BE DISPLAYED IN YOUR “PRINTERS AND FAXES” LIST. You are now ready to setup the Driver for IMPRESS®.
1 SET-UP PRINTER DRIVER Open your Barcode Printer Properties window:

In Windows XP, click the Start button and select Printers and Faxes (this may be under Control Panel). Right-click the barcode printer and select Properties.

For other operating systems, consult your network administrator or technical support.

2 Go to the General tab.

3 Click the Printing Preferences button.
**NOTE:** DO NOT EDIT an existing Label; these labels will not work with IMPRESS SCAN 3
Repeat steps 5 – 7 to create new labels for IMPRESS 2x1 with width of 2, height 1; and IMPRESS 4x1, width of 4, height of 1, if applicable.
8. Click the **Apply** button.

9. Then click **OK**.
2. Open your Barcode Printer Properties window:

In Windows XP, click the **Start** button and select **Printers and Faxes**. Right-click the barcode printer and select **Properties**.

For other operating systems, consult your network administrator or technical support.

1. Click on Tool Tab.

2. Click on Driver Options
3. Click on Network Setting Tab.
4. Under Printing Preference check the following
   a. Share Setting between all Users
   b. Share Setting between all Users

Under Security, the Information Service department has the option to set which user can make changes to the setting for the printer. If they opt to allow USER to make these changes it will decrease the need to call them for assistance with printer issues.
Then, within IMPRESS, when printing labels or count sheets, make sure that the **Choose paper Source by PDF page size** and **Auto Rotate and Center** are checked.
NAVIGATING THE PM4i SETUP MENU

Understanding the Buttons
Use the buttons and button combinations to perform functions on the PM4i. If you are using Fingerprint applications, you can assign custom functions to each button or disable individual buttons. For help, see the Intermec Fingerprint Developer’s Guide.

Understanding the Function Buttons

<table>
<thead>
<tr>
<th>Button Name</th>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td><img src="print" alt="" /></td>
<td>Feeds or pauses a print job. Reprints the last printed label</td>
</tr>
<tr>
<td>Pause</td>
<td><img src="pause" alt="" /></td>
<td>Pauses and resumes printing.</td>
</tr>
<tr>
<td>Pause + Shift</td>
<td><img src="pause+shift" alt="" /></td>
<td>Stops a Fingerprint application.</td>
</tr>
<tr>
<td>Setup</td>
<td><img src="setup" alt="" /></td>
<td>Enters Setup mode.</td>
</tr>
<tr>
<td>Feed</td>
<td><img src="feed" alt="" /></td>
<td>Feeds a blank label or other media type.</td>
</tr>
<tr>
<td>Feed + Shift</td>
<td><img src="feed+shift" alt="" /></td>
<td>Perform a Testfeed (feed a blank label and adjust the media feed).</td>
</tr>
<tr>
<td>i</td>
<td><img src="i" alt="" /></td>
<td>Display error messages, Ready-to-Work status, and communication channel information.</td>
</tr>
<tr>
<td>&lt; &gt;</td>
<td><img src=")%20or%20!%5B%5D(" alt="" /></td>
<td>After you press <img src="i" alt="" />, use these buttons to scroll through error and information messages.</td>
</tr>
</tbody>
</table>
Understanding the LEDs

The PM4i has three LEDs: Power, Status, and the Intermec Ready-to-Work® indicator.

<table>
<thead>
<tr>
<th>LED</th>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power</td>
<td>Solid green</td>
<td>Power is on.</td>
</tr>
<tr>
<td>Status</td>
<td>Solid green</td>
<td>The printer is ready.</td>
</tr>
<tr>
<td></td>
<td>Flashing green</td>
<td>The printer is communicating.</td>
</tr>
<tr>
<td>Solid red</td>
<td>Solid red</td>
<td>There is a printer error. For more information, see “Troubleshooting the Printer” on page 84.</td>
</tr>
</tbody>
</table>

The following diagrams will help you navigate the SETUP menu on the PM4i Printer. Press SETUP to enter the setup menu, and press it again at anytime to return to normal operation.

IPL Main Level Setup Menu

[Diagram of setup menu navigation]
IPL Ser-Com Menu

IPL Network Menu
IPL Test/Service Menu

- SETUP:
  - TEST/SERVICE

- TEST/SERVICE:
  - TESTPRINT

- TESTPRINT:
  - CONFIG
    - TEST PRINT: ALL
    - PRINT UDCs
    - PRINT UDPs
    - PRINT PAGES
    - PRINT FORMATS
  - TEST PRINT: PAGE
  - TEST PRINT: UDC
  - TEST PRINT: FONT
  - TEST PRINT: LABELS

- TEST PRINT:
  - FORMAT
    - ALL
  - PRINT QUALITY
  - NETWORK

- DATA DUMP:
  - MEMO RESET
    - ALL
    - CONFIGURATION
IPL Media Menu

- SETUP
  - MEDIA
- MEDIA: MEDIA TYPE
- MEDIA: PAPER TYPE
- MEDIA: LABEL LENGTH DOTS
- MEDIA: FEED MODE
- MEDIA: SENSITIVITY
- MEDIA: DARKNESS

- MEDIA TYPE:
  - CONTINUOUS
- GAP
- MARK

- PAPER TYPE:
  - DT
- STR

- LABEL LENGTH DOTS:
  - 100/200/400/800/1200/1600/2000/2500/3000/3500/4200/4800

- FEED MODE:
  - FAST

- SENSITIVITY:

- RIBBON LOW:
  - 0/5/10/15/20/25/30/35/40/45/50/55/60/65/70/75/80

- PAPER LOW:
  - 0/10/20/30/40/50/60/70/80/90/100/110/120/130/140/150

- LABEL REST POINT:
  - 0/1/2/4/6/8/10/15/20/25/30/35/20/25/20/15/10/5/30/35/30/25/20/15/10/7/6/5/4/2

- FORM ADJ DOTS X:
  - -30 to 500

- FORM ADJ DOTS Y:
  - -30 to 500

- RIBBON LOW:
  - 0/5/10/15/20/25/30/35/40/45/50/55/60/65/70/75/80
**NETWORKING**

The setup diagrams above will help get to the networking settings on the printer, but it is STRONGLY RECOMMENDED that you change the **IP Selection** (in the Network Menu) is set to **MANUAL**. By default, the printer is set to DHCP+BOOTP, but this may cause the IP Address to change each time the power is cycled on the printer. If the printer is configured properly for your network, the blue light on the front of the printer should be solid. If it’s flashing, the printer is probably still setup for DHCP, or does not have proper IP Address information loaded.
TROUBLESHOOTING STEPS / FAQs

If you are having trouble with printing to the PM4i printer, follow these steps:

1) Make sure the **labels and ribbons are loaded properly**. Double check the diagram on the inside of the door. To do a test print, hit SETUP, scroll to the right to TEST/SERVICE, and hit ENTER until you get to TEST PRINT/CONFIG. Hit ENTER, and when the display says TEST PRINT/CONFIG/SW, hit ENTER and a configuration label should print. If it prints, the labels and ribbons are loaded correctly.
   a. If the ribbon feeds out with the labels (and does not rewind on the ribbon take-up spool), the printer is probably in DT (direct thermal) mode. Change the “Paper Type” to “TTR” in the Media menu.
   b. If a label prints, but is too light, check to make sure that the “Sensitivity” (in the Media menu) is set to 366. If not, scroll left or right in the “Sensitivity” setting until it shows that value. Then print another test label. Keep in mind that you need to use the IMPRESS labels and ribbons from Informs, and not any other labels that may have come with the printer (i.e. 4”x4” DT labels).

2) Once you know the printer can print labels, you need to ensure **the printer is properly connected to the PC** (either via the Network or USB/Serial cable. To test this, open the Windows Printer Driver on the PC (Start – Control Panel – Printers & Faxes – right-click the PM4i printer). On the General tab, click “Print Test Page”. A label should print. If it does not, there is an incorrect setting, either in the Windows Driver on the Ports Tab, or in the printer itself. If you’re printing via the network (Ethernet), you need to make sure that the “Port” selected is a “Standard TCP/IP Port”, and make sure that the IP Address matches the IP Address set in printer (under the Network menu). **IP Addresses are normally assigned by the IT Department, and any IP Address or Networking issues should involve the Hospital’s IT Department.**

3) Once the printer can print quality labels, and is connected to all PCs, you are ready to print using IMPRESS. A few other common issues you may run across once up and running with the PM4i are:
   a. **“Paper Out” error** when you know a full roll and ribbon are loaded. This often happens when the ribbon has been fed incorrectly, and is fed through the plastic (smoke-colored) label guide. The labels go through this guide, but the ribbon should above it.
   b. **Flashing blue light**, and the label jobs won’t print. This usually means that the IP Address is incorrect, usually because the “IP Selection” is set to DHCP and not Manual (it should be set to Manual).
   c. **Uneven print quality** from one side of the label to the other. The metal arm (magnetic) that holds the printhead in place can be moved from side to side. It should be in the center of the labels that you are printing (i.e. at the 2” point for 4” wide labels, or the 1” point for 2” wide labels). If the print is uneven, move the position of the arm slightly to apply more pressure toward the “
4) Print is too big – the standard label seems to print on multiple labels like it is “blown up”. This is normally caused by using the incorrect Printer Driver. The standard PM4i for IMPRESS should be a 203dpi (dots per inch) machine, so you need to use the 203dpi driver. If you loaded the 300dpi driver (see instructions above), the result will be an image that seems to be 50% too big. Delete that driver and follow the “add a printer” procedure to load the correct 203dpi (IPL) driver.

5) Ribbon Wrinkle – If you experience jagged voids in your label, they are likely caused by wrinkles in the ribbon. If this is happening, or if you notice that the ribbon take-up is not rewinding straight, you may need to adjust the “ribbon break shaft” in the front of the printer:

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**Ribbon Break Shaft**

If ribbon wrinkling occurs, you may need to adjust the alignment of the front ribbon break shaft so that it runs parallel to the printhead and the ribbon supply and rewind hubs. The adjustment is done using a straight-slot screw that is located immediately behind the front ribbon break shaft.

- If the ribbon tends to slide outwards, turn the screw carefully clockwise (cw) to move the outer end of the break shaft forward.
- If the ribbon tends to slide inwards, turn the screw carefully counterclockwise (ccw) to move the outer end of the break shaft backward.

**Caution**

Before readjusting the break shaft, make sure that there is no other cause for the wrinkling of the ribbon. (See Chapter 9, “Troubleshooting.”)