IMPRESS – Setup Guide for Informs CF-PC43t Thermal Transfer Printer

1 INITIAL PRINTER CONFIGURATION

When the printer is first powered up or after a factory reset the Startup Wizard will be invoked. Additionally in order to configure the printer for your particular label stock the Printing Wizard should be run. The Startup Wizard requires the following information:

- <u>Display Language:</u> This defaults to English. If that is the desired language press ▶.

- <u>Command Language:</u> This defaults to Fingerprint. Press **Direct Protocol**. When prompted press **Yes**.

- <u>Unit of Measure:</u> This defaults to dots. The options are dots, inches, and mm. Press the desired unit of measure. If dots is chosen multiply the dimensions of the label without the backing by 203. A 4 x 1 label would be 812 x 203.

Printing Wizard: At the completion of the Startup Wizard the printer will prompt you to run other wizards. Press Yes. Press Printing.

a. Press Media Setup.

b. The default is Media with Gaps. If this the correct type press ▶ or press a different type if required.

c. The default is Ribbon (TTR). If this the correct type press ▶ or press No Ribbon (DT).

d. Define your media dimensions. To modify a dimension press the field and a virtual keypad will popup to allow you to change the setting. Press ▶ to proceed to the next dimension.

e. Label positioning: Start adjust is the distance the printer will retract the label to begin printing. Use the ⌫ button to delete any entry before entering your settings. A setting of -110 will feed the label to the tear-off position then retract it at print time. You may have to adjust this for your particular stock. Press ▶ to proceed to the next setting.

f. Stop adjust should be set to 0 if using a start adjust of -110. Press ▶.

g. Leave print speed at the default setting. Press ▶ to complete the wizard.

h. Press the ⌂ to return to the Ready screen.

2 INSTALL PRINTER DRIVERS

- Go to https://hsmftp.honeywell.com/
- If it is your first time accessing the Honeywell Software site, you may need to create a login.
- From the Software listing, select the options below and download the Driver Pack *(note: This will install drivers for all Intermec/Honeywell printers)*:

IMPRESS − Setup Guide for Informs CF-PC43t Thermal Transfer Printer

IMPRESS − Setup Guide for Informs CF-PC43t Thermal Transfer Printer

Honeywell InterDriver - InstallShield Wizard

Setup Type

Select the setup type that best suits your needs.

Please select a setup type.

⊙ Complete

All program features will be installed. (Requires the most disk space.)

○ Custom

Select which program features you want installed. Recommended for advanced users.

Destination Folder

C:\Program Files (x86)\Honeywell\InterDriver\   Browse...

InstallShield

< Back   Next >   Cancel

Honeywell InterDriver - InstallShield Wizard

Ready to Install the Program

The wizard is ready to begin installation.

Click Install to begin the installation.

If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.

InstallShield

< Back   Install   Cancel

3. SET-UP PRINTER DRIVER – Once the driver pack is installed, use the "add a printer" option in Windows Settings to install your printer. If you have a USB printer, this can be done by connecting the printer and following the on screen prompts. Once the Printer Driver is installed, go to Start > Printers & Scanners > select your printer:
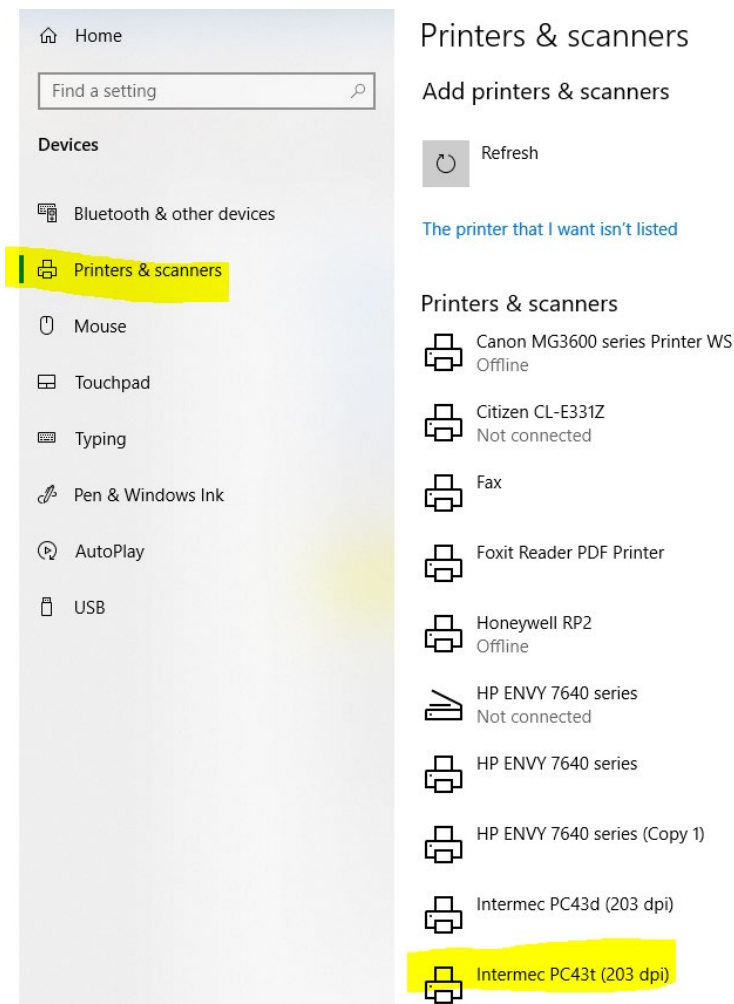
IMPRESS – Setup Guide for Informs CF-PC43t Thermal Transfer Printer

Select 'Printing Preferences', and on the 'Page Setup' tab, click the 'New' button. Name your label size (in this example, "IMPRESS 4x2") and enter the dimensions of the label you will be using on this printer *(i.e. 4"x2", 4"x1", 4"x1.5", etc.). Click 'OK'.*
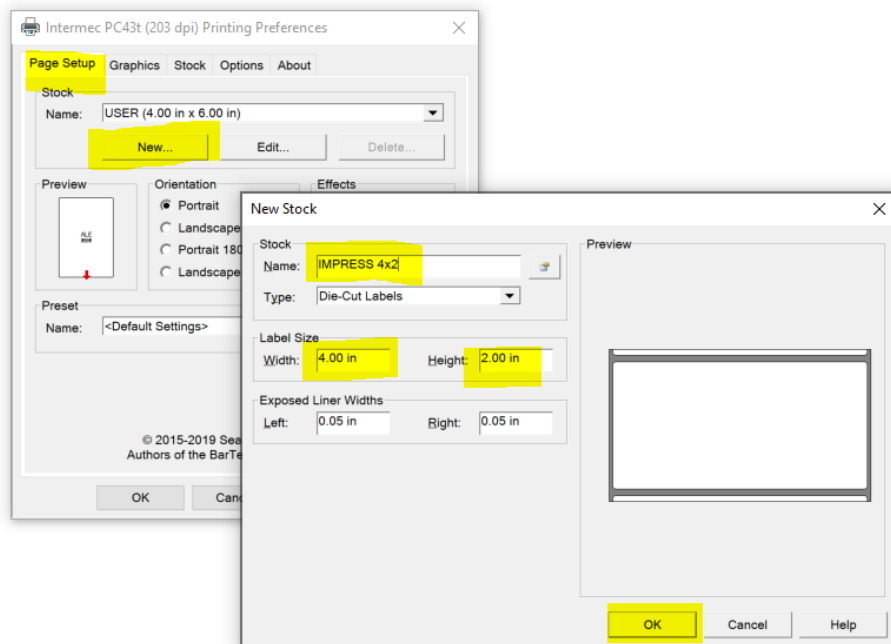
IMPRESS – Setup Guide for Informs CF-PC43t Thermal Transfer Printer

On the 'Stock' tab, ensure that the Print Method is set to 'Thermal Transfer', the Type is set to 'Label (with gaps)', and on the Media drop-down, select "TMX3200 INdelible". Click 'Apply' and then 'OK' to return to the main printer management page:
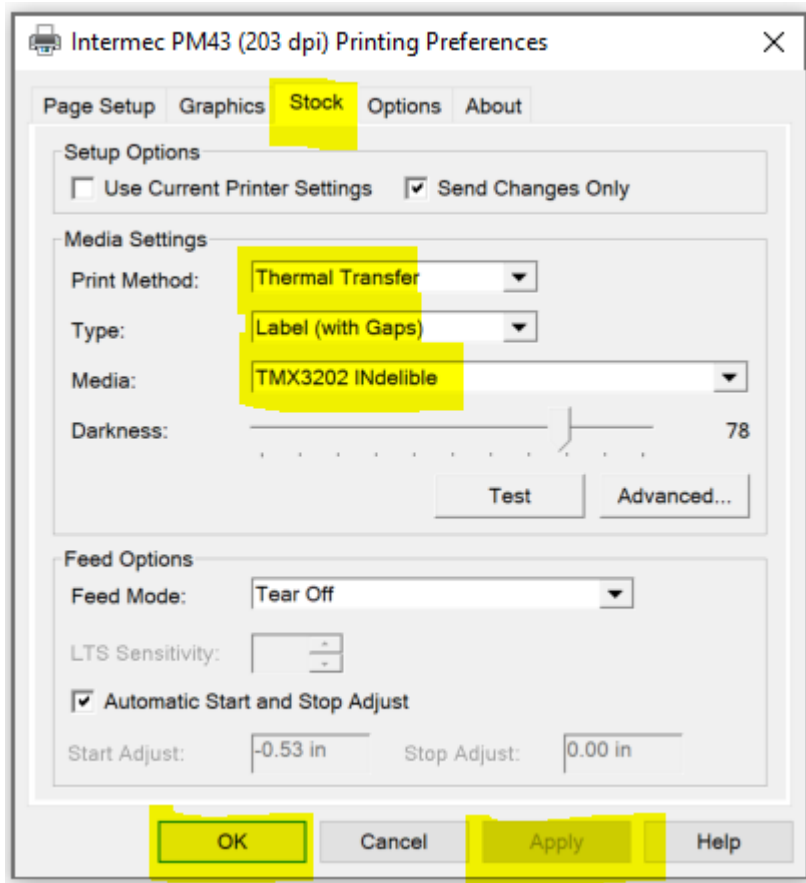
IMPRESS – Setup Guide for Informs CF-PC43t Thermal Transfer Printer

From the printer management page, select 'Printer Properties'. Click the 'Tools' tab, then click the 'Driver Options' button. Click the 'Network Settings' tab, and ensure that under Printing Preferences both "Share settings between all users" and "Share settings between all documents" boxes are checked. This will ensure that settings will not vary from one user to another on the same PC.

Click 'Apply' and then 'OK':
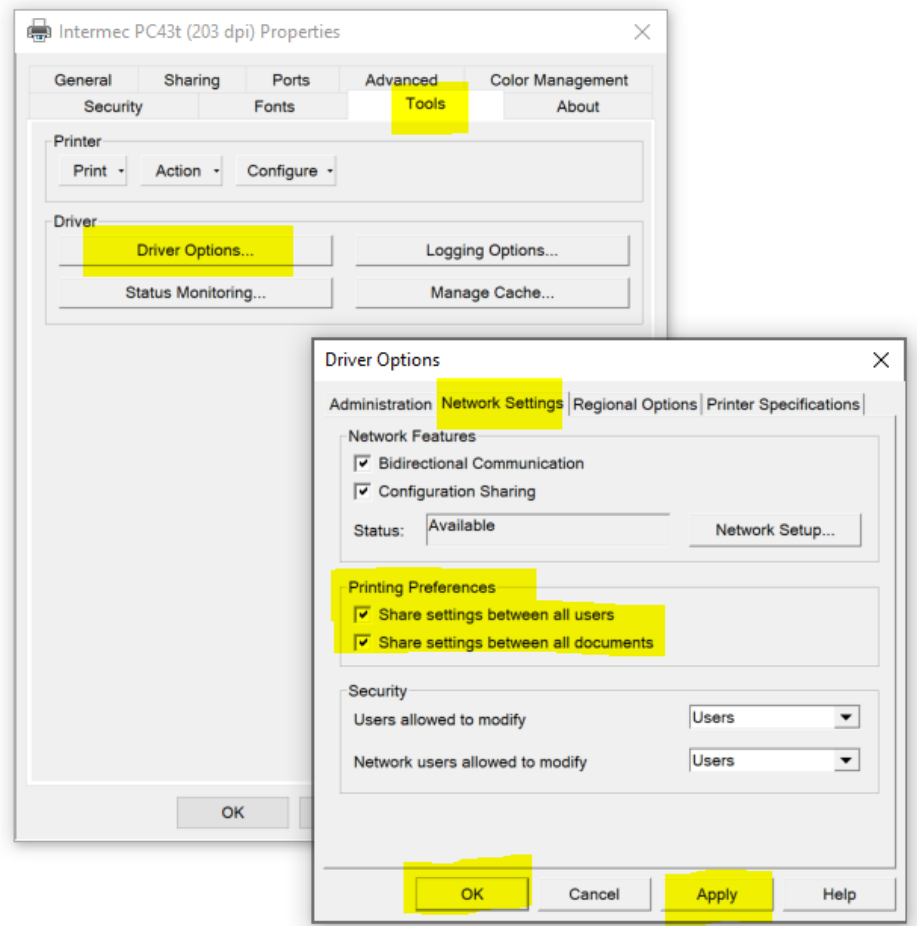
PRINTING – From IMPRESS, when you go to print labels, if you get a Print Preview window in Adobe, just make sure the correct printer is selected. The print preview should look like the image below, with the label image looking like the size you are using. You may need to click 'Actual size' in the 'Page Sizing & Handling' section. If the size is not correct, click the 'Page Setup' button to select the correct size (which you should have created when setting up the Printer Driver):
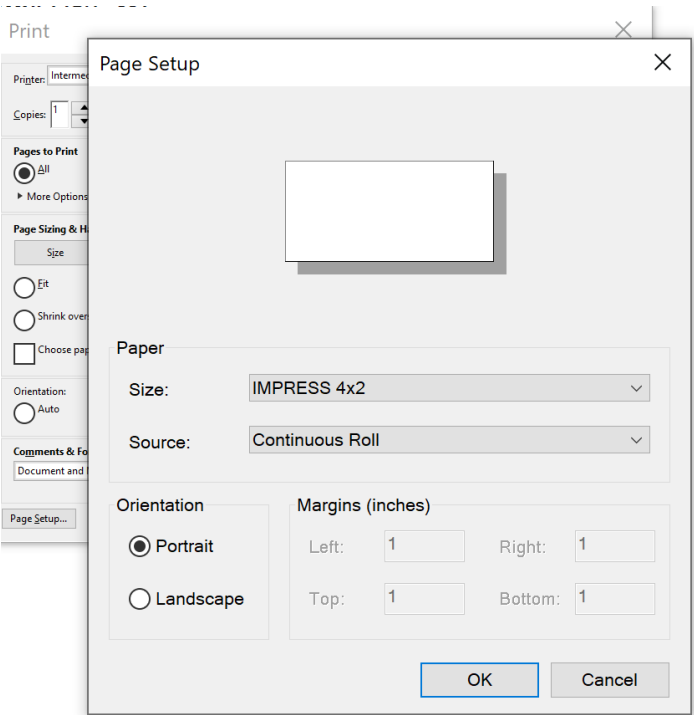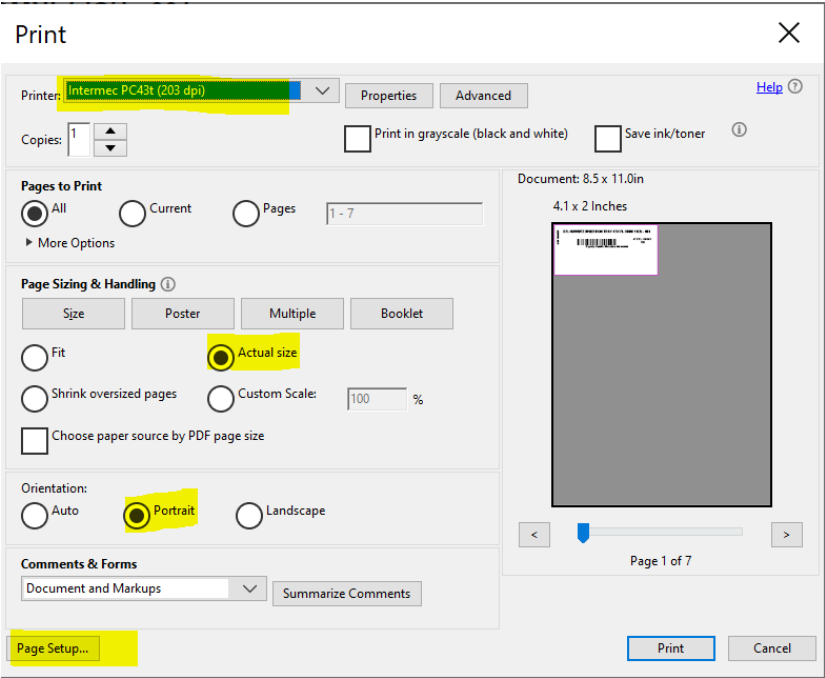
UNDERSTANDING THE PC43t PRINTER

Media window   LCD screen
Navigation buttons
Print/Feed button
Ready-to-Work
indicator

Latch

USB Host port
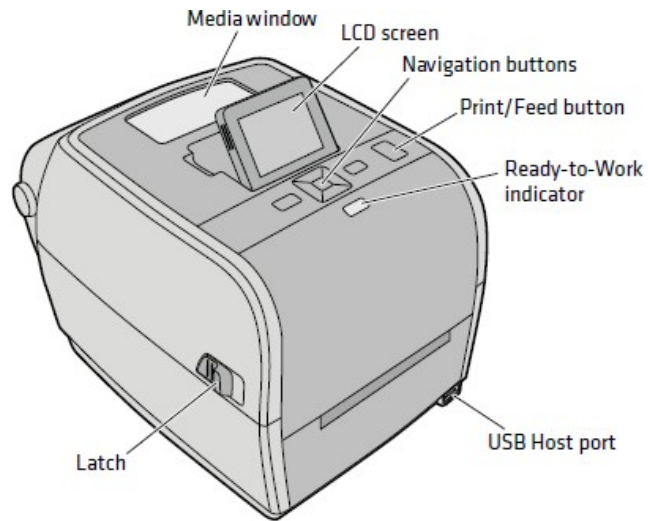
PC43t Front Panel (LCD Model)
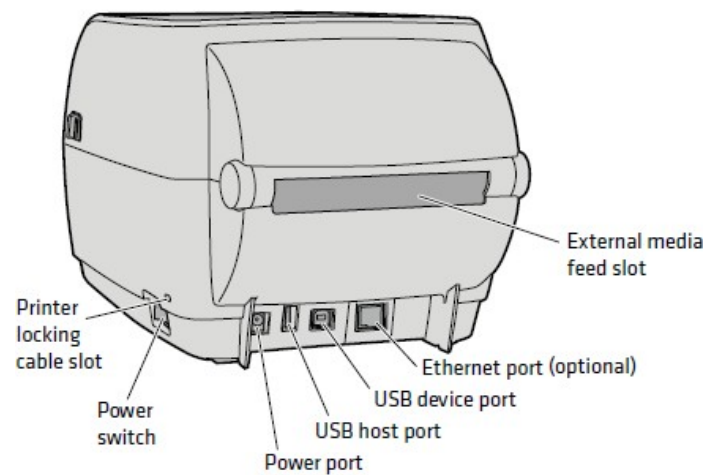
External media
feed slot

Printer
locking
cable slot

Ethernet port (optional)
USB device port
Power
switch   USB host port
Power port

PC43t Rear Panel

About the Ready-to-Work™ Indicator

The Ready-to-Work™ indicator on the front of the printer turns on when the printer is ready to print.

Ready-to-Work
indicator
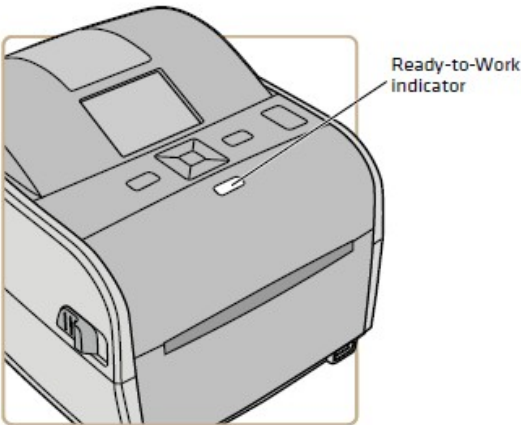
Ready-to-Work Indicator Location

Ready-to-Work™ Indicator Status	Description
On	Printer is ready for a print job.
Blinking	Printer is not ready for a print job.
Off	Printer is turned off, not communicating, or not ready to print. For example, the printer may still be starting up, or a firmware upgrade is underway.

About the LCD Interface

The printer LCD interface includes a screen, navigation buttons, and a Print/Feed button.
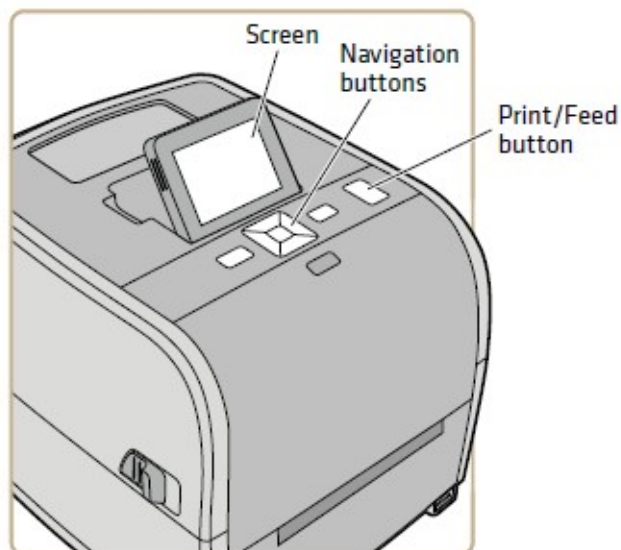
PC43t Printer with LCD Interface

On the PC43t, you can adjust the screen for the best viewing angle.

⚠️ **Caution: Do not tilt the screen past its maximum angle or you could damage the screen.**

LCD Interface Navigation and Print/Feed Buttons

IMPRESS − Setup Guide for Informs CF-PC43t Thermal Transfer Printer

LCD Interface Navigation Button Descriptions

Button	Description
	Menu/Home button. From the Ready screen, press to toggle between the Ready screen and the printer Main Menu.
	Directional pad: Press ⌃, ⌄, ⌃, or ⟩ to move the selection highlight to another item. Press ▮ to select the highlighted item and to save settings in a menu or list.
	Back button. Press to return to the previous menu or page.
	Print/Feed button. Press to begin printing, or to feed a single label.

About the Ready Screen

After you turn the printer on, the Ready screen appears when the printer is finished starting up and is ready to print.
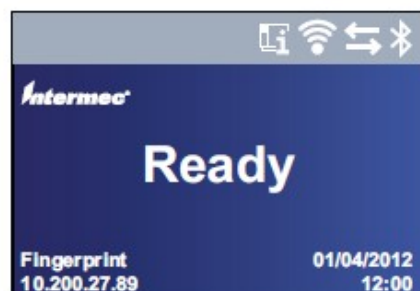
PC23 and PC43 Ready Screen

Note: Icons for Wi-Fi and Bluetooth status appear only when the optional Wi-Fi/Bluetooth module is installed. The IP address appears when the printer is connected to an Ethernet or wireless network.

By default, the bottom of the screen shows the printer command language, the IP address, and the time and date. You can customize the screen as necessary to show different kinds of information.

The status bar at the top of the screen includes these information and status icons:

Information and Status Icon Descriptions

Icon	Description
	Printer Information icon. Select this icon to view basic printer information.
	Wi-Fi Connection icon. This icon appears when the Wi-Fi/Bluetooth module is installed in the printer and shows the strength of the Wi-Fi connection:
	- Strong.
	- Good.
	- Weak.
	- No signal.
	- Wi-Fi is disabled.
	Connectivity icon. Blinks when data is moving through a wired or wireless connection to the printer.
	Bluetooth icon. This icon appears when the Wi-Fi/Bluetooth module is installed:
	- Bluetooth is enabled.
	- Bluetooth is disabled.

View Basic Printer and Connection Information

In the Ready screen, use the control panel buttons to select an icon in the status bar at the top of the screen to view printer or connection information.

1 Press any arrow key to select the one of the icons in the status bar at the top of the Ready screen.

Printer information
icon selected

Status bar

Ready

Intermec

Fingerprint   01/04/2012
10.200.27.89   12:00
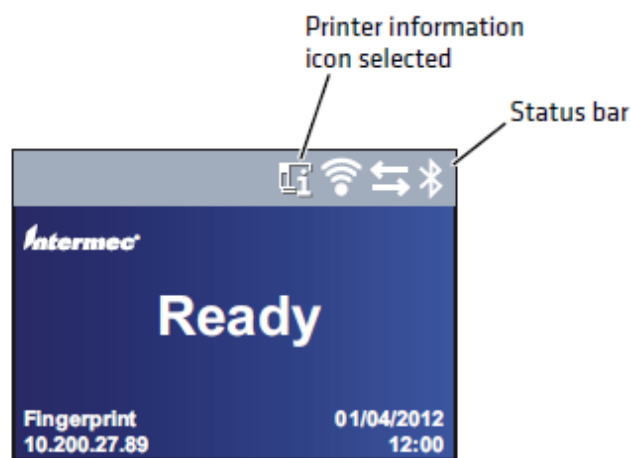
2 Press ▪. A list of basic printer or connection information appears.

⚏ Printing

Printer Configuration Number
   A0000000000000002
Printer Serial Number:
   S0000000411
Product Name:
   PC43t
Firmware Version:
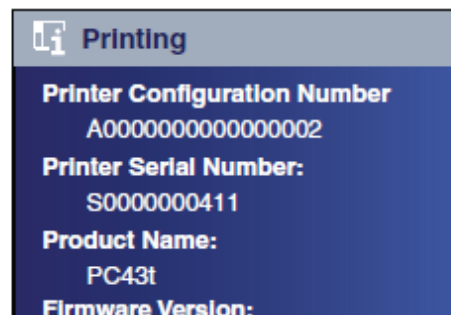
3 Press ⌄ or ⌃ to scroll through the list.

(Optional) Press ‹ or › to view information for one of the other icons.

4 Press ⟲ or 🏠 to return to the Ready screen.

IMPRESS – Setup Guide for Informs CF-PC43t Thermal Transfer Printer

In the Programs, Settings, Tools, or Wizards menus:

- Press ∧ and ∨ to change the item in the list, and then press ■ (the center of the directional pad) to select the item. Another menu or a list of items appears.
- Press ↺ to return to the previous screen or menu.
- Press ⌂ to return to the Ready screen.

In any list of items, press ∨ or ∧ to select another item in the list, and then press ■.

- If the item you selected requires you to select an option from a preset list, press ‹ or › to scroll through the list items.
- If the item you selected requires alphabetic or numeric input, such as Network Name, press ■ and use the alphanumeric or numeric keypad on the screen to type a value.
- If you changed the value for an item, press ■ to save your changes. A "Saving..." message briefly appears to confirm that your changes have been saved.
- Press ↺ to return to the previous screen. If you made changes without saving them, you are prompted to save your changes:
  - Select **Yes** to save your changes and return to the previous screen.
  - Select **No** to abandon your changes and return to the previous screen.
  - Select **Cancel** to abandon your changes and remain on the current screen.

About the Printer Wizards

The printer firmware includes several wizards you can use to quickly set up printing and communications. You can start the wizards from the Main Menu.

Printing Wizards

Name	Description
Media Setup	Select media and printing type (DT or TTR), media width, length, and X-margin, Start and Stop Adjust values, and print speed.
Print Quality	Prints a series of labels to test print quality.
Loading Media	Shows how to load media.

Printing Wizards (continued)

Name	Description
Loading Ribbon	(TTR printers only) Shows how to load a roll of ribbon.

Communications Wizards

Name	Description
Line Analyzer	Logs all incoming data on all communications channels and saves the data to a log file. For experienced users.
Wireless 802.11	Looks for wireless networks and sets up Wi-Fi communications. This item appears in the Communications wizards list when the optional Wi-Fi/Bluetooth module is installed.
Bluetooth	Looks for discoverable Bluetooth devices and sets up Bluetooth communications. This item appears in the Communications wizards list when the optional Wi-Fi/Bluetooth module is installed.

Calibration Wizard

Name	Description
Media	Calibrates the label gap sensor and shows current print settings.
RFID	Calibrates the RF power setting for the RFID module and adjusts RFID tag media settings for best performance. This item appears in the Calibration wizards list when the optional RFID module is installed in the printer.
Label Taken Sensor	Calibrates the label taken sensor. This item appears in the Calibration wizards list when the label dispenser or cutter accessory is installed.

LOADING LABELS

Adjust the Media Holders

The first time you load media in the printer, or when you use different sizes of media, you must adjust the media holders. After you adjust the media holders, you do not need to adjust them again for a new roll of the same size media.

Note: The illustrations show the PC43d printer. Adjusting the media holders is done the same way for all printers.

1 Pull one or both of the printer latches toward the front of the printer and lift the printer lid.
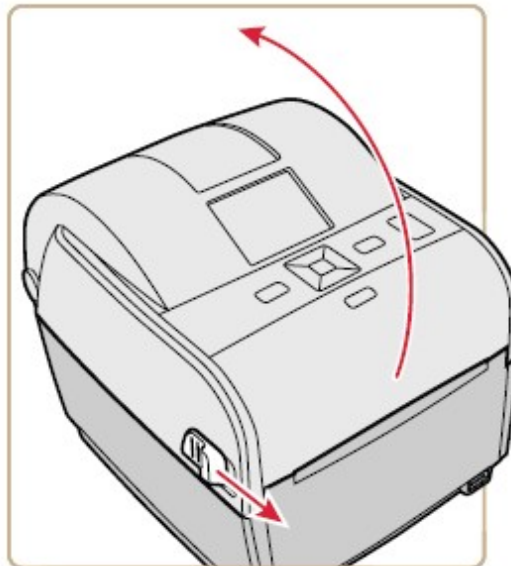
2 Pull the locking tab up.
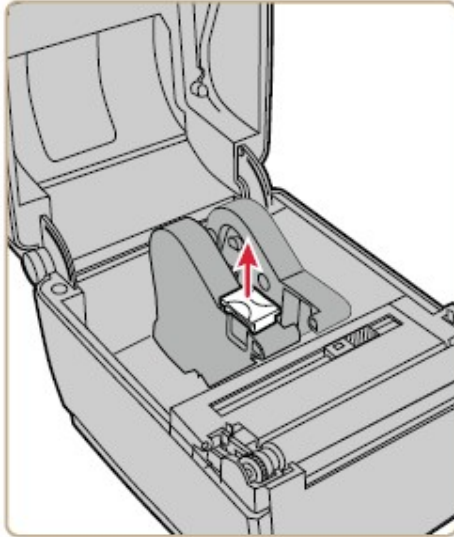
3 Slide the media holders to adjust the distance between them, and place the media roll between the holders.
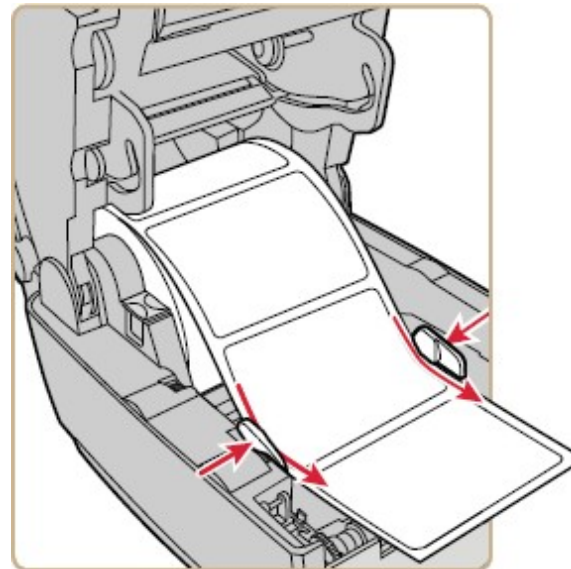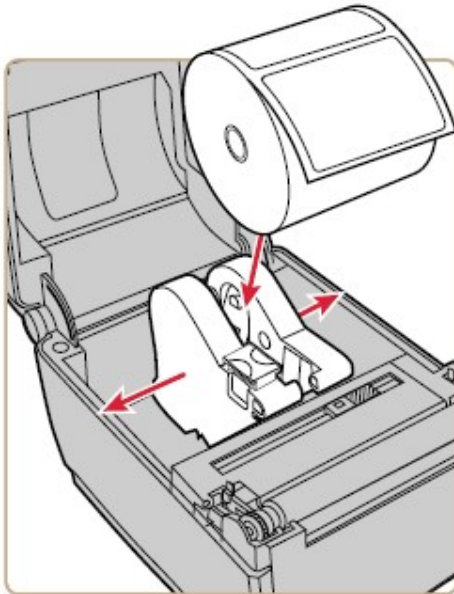
LOADING RIBBONS

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

1 Press the printer latches toward the front of the printer and open the printer lid.
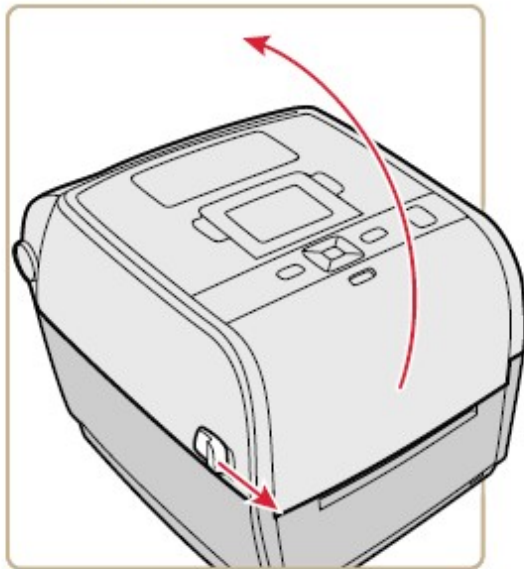
2 If there is an empty ribbon core in the media compartment, remove the core and set it aside.

3 Remove and discard the full ribbon takeup core.

4 Place the new ribbon roll between the rear ribbon holders. The ribbon should come off the roll as shown in the illustration.
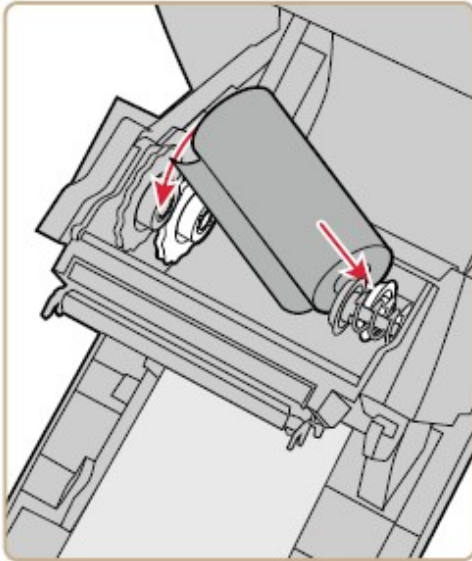
5 Place the takeup core between the front takeup core holders.
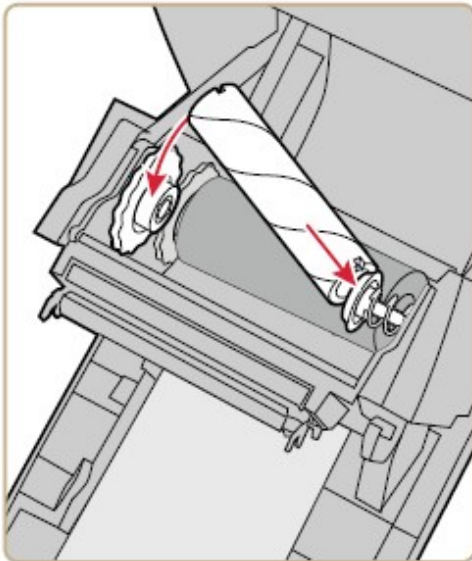
6 Attach the end of the ribbon to the takeup core.
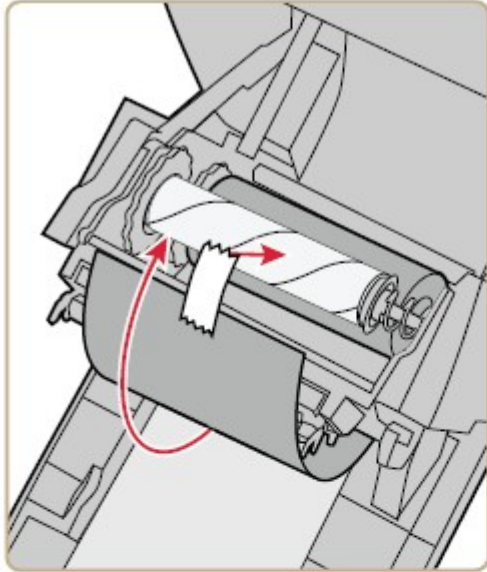
7 Turn the slack-wheel to take up slack in the ribbon.
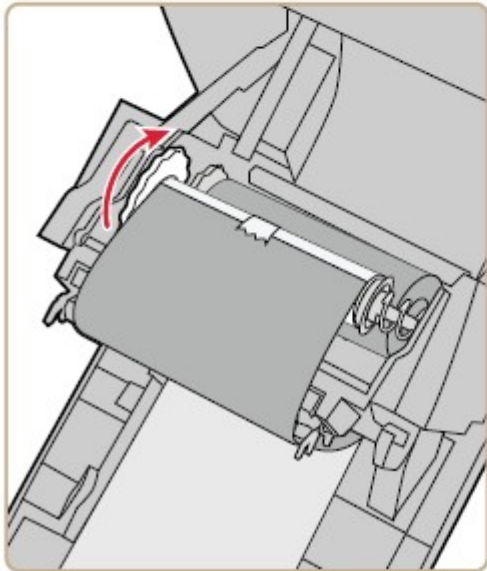
8 Close the printer lid until it snaps shut.
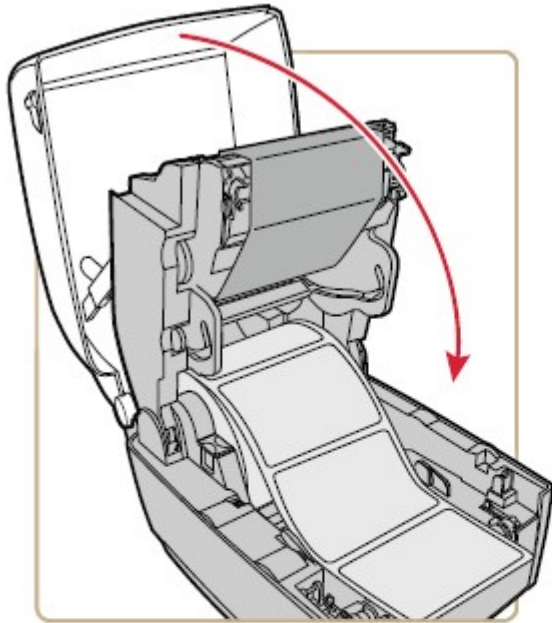
9 If you have already configured the printer for thermal transfer printing, continue with the next step. Otherwise, from the printer Main Menu, select **Settings > Printing > Media > Print Method > Ribbon (TTR)**.

For an icon printer, you must use the printer web page or Intermec PrintSet to configure thermal transfer printing.

10 Save your changes.

Keep the ribbon core. You will need it the next time you load ribbon.

Note:

TROUBLESHOOTING STEPS / ALERT MESSAGES

Message	Description and Solution
Label Not Taken	Printing has been stopped because a label is obstructing the label taken sensor. Remove the label to resume printing.
Printhead Lifted	Lower the printhead.
Out of Ribbon	Load ribbon in the printer.
Out of Media	Load media in the printer.
Ribbon Low	The diameter of the remaining roll of media is lower than the specified value in the Ribbon Low Diameter setting. Replace the ribbon.
Media Low	The diameter of the remaining roll of media is lower than the specified value in the Media Low Diameter setting. Replace the media.
Ribbon Installed	The printer is configured as a direct thermal printer and thermal transfer ribbon is installed. Remove the ribbon or configure the printer for thermal transfer media.
Printer in Pause Mode	A print job is paused from the front panel. Press the **Print** button to resume printing.
Printer in Menu Mode	A user entered a menu from the front panel. Press the **Home** button to return to the Ready screen.
Application Break	Fingerprint only. An application breaks uncontrolled.
Print Job Complete	A print job has been successfully completed.
Odometer (Printer)	The printer has reached a limit set in the Odometer (Printer) setting in Maintenance Alerts for the amount of media to print before being alerted.

Message	Description and Solution
Odometer (User Resettable)	The printer has reached a limit set in the Odometer (User Resettable) setting in Maintenance Alerts for the amount of media printed since the last reset.
Printhead Too Hot	The printhead is overheated and needs to cool down. Wait for printing to resume automatically.
Printhead Not Detected	The printer is not detecting the printhead. Check the printhead cable.
Faulty Dot	The printhead has reached the number of faulty dots set in the Faulty Dots setting in Maintenance Alerts. You may need to replace the printhead.
Replace Printhead	The printer has reached a limit set in the Replace Printhead setting in Maintenance Alerts for the amount of media to print before replacing the printhead. Replace the printhead.
Clean Printhead	The printer has reached a limit set in the Clean Printhead setting in Maintenance Alerts for the amount of media to print before cleaning the printhead. Clean the printhead.
No RFID Tag Found	The printer cannot find an RFID tag.
RFID Not Installed	You are attempting to write to a tag, but the printer does not support RFID. You must install the RFID module in the printer to be able to write to RFID tags.
Upgrading Firmware	The printer is going to start upgrading the firmware. Do not try to send anything to the printer.
Printer is Rebooting	The printer is going to restart. Wait until the printer is ready before attempting to communicate with it.
Started	The printer is in the process of starting up.
Motor Too Hot	The printer motor has reached its maximum operating temperature limit. Let the motor cool down before you resume printing.

Clean the Printhead

Cleaning the printhead on a regular basis is important for the life of the printhead and for the print quality. You should clean the printhead each time you replace the media. Follow this procedure to clean the printhead using the cleaning card. If you need to clean additional residue from the platen roller or tear bar, use a cotton swab moistened with isopropyl alcohol.

⚠️ **Caution: Never use hard or sharp tools to peel away stuck labels for other material. The printhead is delicate and can easily be damaged.**

1 Turn the printer off and disconnect the printer from power.

2 Open the printer and remove the media and ribbon (if installed).

3 Insert most of the cleaning card under the printhead, and then lower the printhead.

4 Pull out the cleaning card and raise the printhead.

5 Wait for approximately 30 seconds to allow the cleaning fluid to dissolve the residue.

6 Repeat Steps 3 through 5 if necessary.

7 If necessary, clean residue from the platen roller or tear bar with a cotton swab moistened with isopropyl alcohol.

8 Once the parts are dry, replace the media (and ribbon) in the printer.

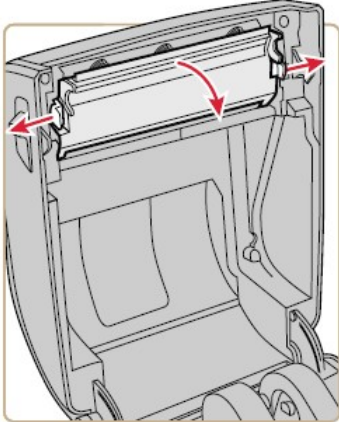9 Close the printer, reconnect power, and turn on the printer.

Replace the Printhead

1 Turn off the printer and disconnect the power cord.

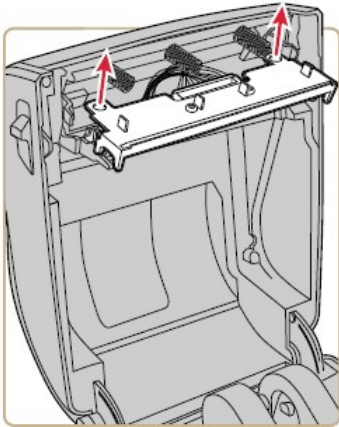2 Pull one or both of the printer latches toward the front of the printer and lift the printer lid.

For a thermal transfer printer, remove the ribbon.

3 Press the printhead latches apart until the printhead slides forward.

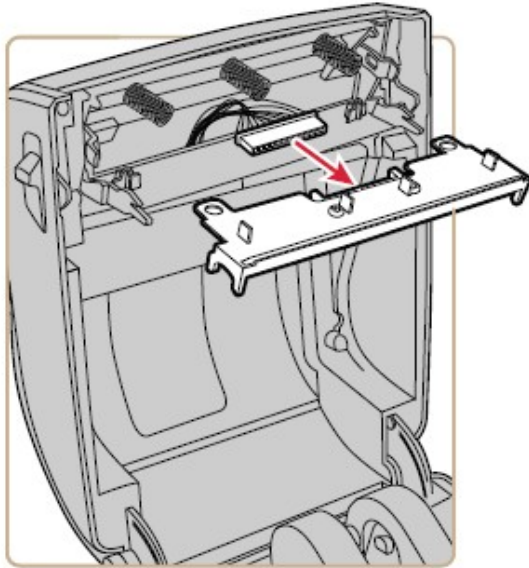**4** Carefully slide the printhead out of the mechanism. The printhead is still attached to the mechanism by a ribbon cable.

5 Disconnect the cable from the printhead and remove the printhead from the printer.


⚠️ **Caution: Do not touch the printhead surface area.**

6 Connect the ribbon cable to the new printhead.

7 Slide the printhead into the holders in the print mechanism.

8 Press the printhead onto the locator pins in the mechanism.

9 Tilt the printhead up into the printer lid and press it into place. When the printhead is in the correct position, the printhead latches snap into place on the sides of the printhead.

10 For a thermal transfer printer, install the ribbon.

11 Close the printer lid until it snaps shut.

12 Print a test label.

Clean the Platen Roller

Follow this procedure to remove, clean, and replace the platen roller as part of standard maintenance for the printer. Intermec recommends that you check the platen roller for debris and clean it each time you replace media.

1 Turn the printer off and disconnect the power cord.

2 Pull one or both of the printer latches toward the front of the printer and lift the printer lid.

3 Remove the installed media.

4 Press the roller latches apart and tilt them up.
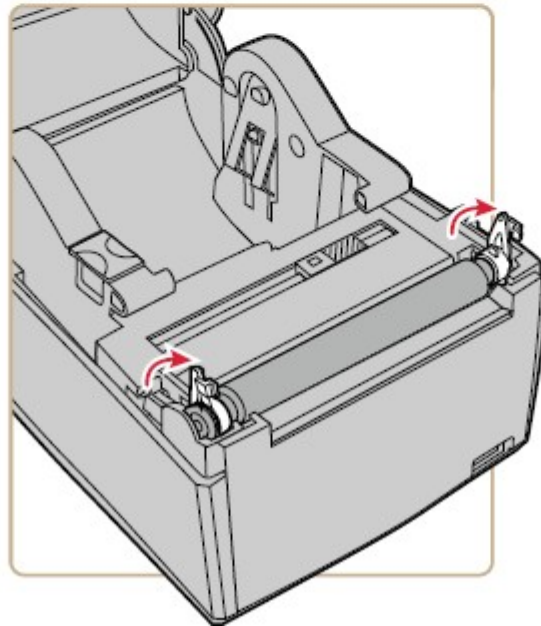
5 Pull the latches up to remove the platen roller from the printer.
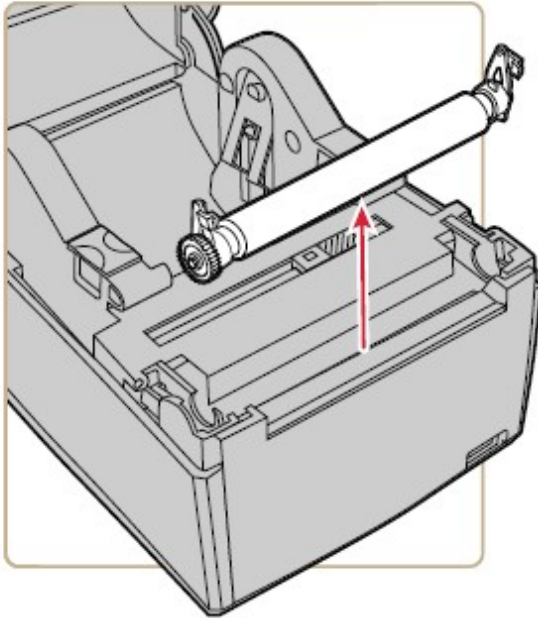
6 Remove any adhesive residue from the roller with a cotton swab moistened with isopropyl alcohol.

7 Reverse Steps 4 and 5 to install the roller.

8 Press the latches into the printer until they snap into place.

9 Replace the media in the printer.

10 Close the printer lid until it snaps shut.

z