

## Section 6

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# Troubleshooting

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This section contains troubleshooting information for isolating problems in the printer to a field-replaceable consumable item (paper and ribbon) or printer assembly.

Primary troubleshooting aids include the alert LED on the control panel and control panel LCD display messages. Troubleshooting procedures include eliminating paper jams and diagnosing mechanical and electrical malfunctions.

### TROUBLESHOOTING THE PROBLEM

Diagnosing a print quality problem can sometimes be difficult and time consuming, especially if you are doing it over the phone. Here are some tips to determining the origin of the problem. A sample question form is available later in this section.

1. Gather as much information as you can on what type of media (ribbon and label material) is being used. This information should include:
  - Size of label material.
  - Material type (i.e. polyester, paper, card stock).
  - Size of ribbon and type of ribbon.
  - Whether the label is die-cut or continuous stock.
  
2. Gather information on the printer setup. This information should include:
  - Print speed used.
  - Density settings.
  - Print head settings.

See “Menu Tree” in Section 3 for information on how to use the control panel to determine the printer setup.

3. Print a copy of all test pages and examine them closely. See “Self-Test” in Section 3 for a description of the available test pages for the printer.
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**NOTE:** Always perform the self tests to ensure that the machine is operating correctly.

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4. Make sure the media is within specification and that the print head settings are correct for the media. See “Label and Ribbon Requirements” in Section 2 for media specifications.
5. Check the print speed to see if an adjustment is needed in speed to correct the problem. Table 5-1 in Section 5 lists IntelliBar print speeds.
6. Make sure the print head is securely mounted to the housing.
7. Enter the maintenance menu and check that the print head resistance value matches the print head. See “Menu Tree” in Section 3 for information on how to use the control panel to enter the maintenance menu.
8. If the print output exhibits light or dark print, check the print density level. See “Print Density Adjustment” in Section 5 for more information.
9. Examine the ribbon for wrinkle during printer operation. If wrinkling occurs, adjust the ribbon guide plate (see “Mechanical Adjustments” in Section 5 for information on how to adjust the guide plate for your printer).
10. Place pressure on the print head housing and look for dramatic improvement in print quality.
11. Reset to the factory defaults. See “Menu Tree” in Section 3 for information on how to use the control panel to restore the printer default settings.

## USING LCD DISPLAY ERROR MESSAGES

Table 6-1 lists simple troubleshooting procedures for the LCD display error messages.

**Table 6-1 LCD Display Error Messages**

Status Message	Corrective Action
<b>Engine Errors</b>	
RIBBON OUT	<p>Ribbon sensor detects no ribbon.</p> <ul style="list-style-type: none"> <li>• A new ribbon roll needs to be installed. See Section 2 for installation steps.</li> <li>• The label roll is not installed correctly under the print head, blocking ribbon detection. Install the label roll properly, making sure to feed the label liner under the label sensor plate. See Section 2 for installation procedures.</li> </ul>

<ul style="list-style-type: none"> <li>• Ribbon leader is under ribbon sensor, blocking ribbon detection. Rotate take-up spindle to move leader away from sensor.</li> <li>• Replace faulty ribbon sensor (for more information, call <i>IntelliTech</i> International, Inc. at 800-694-3034).</li> </ul>
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**Table 6-1 LCD Display Error Messages (cont'd)**

Status Message	Corrective Action
<b>Engine Errors (cont'd)</b>	
CUTTER ERROR	<p>The controller senses an error in cutter operation.</p> <ul style="list-style-type: none"> <li>• The printer is configured in “Cut-Off” mode without having the cutter option installed.</li> <li>• The cutter cable is not properly connected to the control panel board.</li> <li>• The cutter blade is jammed or the cutter is faulty. Clear the jam or replace the cutter (for more information, call <i>IntelliTech</i> International, Inc. at 800-694-3034).</li> </ul>
LABEL OUT	<p>Label sensor detects no label.</p> <ul style="list-style-type: none"> <li>• A new label roll needs to be installed (see Section 2).</li> <li>• Label media improperly loaded (the label media should be under label sensor).</li> <li>• Label sensor needs adjusting (for more information, call <i>IntelliTech</i> International, Inc. at 800-694-3034).</li> <li>• More than one label missing from release paper (liner).</li> </ul>
MEDIA JAM	<p>IntelliBar cannot measure label length or gap.</p> <ul style="list-style-type: none"> <li>• Sensitivity of label sensor needs adjustment (for more information, call <i>IntelliTech</i> International, Inc. at 800-694-3034).</li> <li>• Wrong media in use; change to label type that matches sensitivity setting of label sensor.</li> <li>• If the “MEASURE LABEL, FIXED” parameter is set from the control panel and the value is set for a specified length, a media jam occurs if you load labels of a different length.</li> <li>• If “MEASURE LABEL, AUTOMATIC” is set from the control panel with 6 in. labels loaded (for example), a media jam will occur if you load labels of another size. You must do another auto measure, i.e., turn</li> </ul>

printer off and then on.

**Table 6-1 LCD Display Error Messages (cont'd)**

Status Message	Corrective Action
<b>Engine Errors (cont'd)</b>	
MEDIA JAM (cont'd)	<p>Label sticking or slipping due to improper label installation or the build up of label residue, dirt, or foreign material under the print head or on the platen roller. See "Loading Labels" in Section 2 for label installation procedures; see "Cleaning" in Section 5 for cleaning procedures.</p> <p>Mechanical failure:</p> <ul style="list-style-type: none"> <li>• Replace stepper motor (for more information, call <i>IntelliTech</i> International, Inc. at 800-694-3034).</li> <li>• Bad driver</li> <li>• Bad label sensor</li> </ul>
PRINT HEAD OPEN	<p>Appears when printer is online or offline and the print head is not closed and latched. When it occurs, printer automatically goes offline. Close and latch print head, and press <b>Online</b> button. "READY" appears in the control panel display.</p>
SUB RAM ERROR	<p>Cutter option failed to cut or blade is jammed. Clear the jam or replace the cutter option.</p>
HEAD POWER LOAD	<p>Main board controller requires service (for more information, call <i>IntelliTech</i> International, Inc. at 800-694-3034).</p> <p>Print head and/or power supply problem. Drawing too much current. Reset the printer by turning it off and then on.</p>
HEAD OVERHEAT	<p>Print head has overheated. The printer stops printing. It will resume printing when the print head cools down. Reset the printer.</p>
FRONT DOOR OPEN	<p>Front panel is not fully closed and latched.</p>

**Table 6-1 LCD Display Error Messages (cont'd)**

Status Message	Corrective Action
<b>Engine Errors (cont'd)</b>	
<b>PCL Errors</b>	
FATAL ERROR	No fonts on main board or PCL failure. Replace main board (call <i>IntelliTech</i> International, Inc. at 800-694-3034 for more information).
OUT OF MEMORY	Job requires more memory than is available.
ENGINECOMM ERROR	Image processor (main) side of main board receives status or command that it cannot interpret. Replace main board (call <i>IntelliTech</i> International, Inc. at 800-694-3034 for more information).
INSUF. MEMORY FOR PAGE PROTECT	Add additional SIMM memory to enable page protection (see Section 4 for SIMM memory installation procedures).
<b>Serial Interface Errors</b>	
OVERRUN ERROR	Printer could not keep up with host. Use a lower baud rate.
PARITY ERROR	Printer received the wrong parity bit from the host. Check the host protocol or the serial cable connections.
FRAMING ERROR	Printer received an invalid stop bit for a character. Check the host protocol or the serial cable connections.
BREAK INTERRUPT	Host system has broken or is holding communications open. Check the host protocol.
SERIAL OVERFLOW	Host system continues to send data after the printer has signaled that it cannot accept more data. Check the host protocol.

## CORRECTING PRINT QUALITY

Table 6-2 lists print quality troubleshooting procedures.

**Table 6-2 Print Quality Problem Solving**

Problem	Corrective Action
Print quality too light	<ul style="list-style-type: none"><li data-bbox="824 491 1393 611">• Wrong ink on media; for example, wax ribbon on synthetic label stock. Ensure that you have the correct combination of ribbon and label material (see Section 2).  If necessary, use a different ribbon or label stock.</li><li data-bbox="824 758 1393 940">• Adjust the print head balance lever and/or pressure knob, depending on the label material being used (see “Print Head Balance Lever for Label Width” and “Print Head Pressure Knob for Label Thickness” in Section 5).  See also “Sample Adjustment” in Section 5.</li><li data-bbox="824 1031 1393 1121">• Increase print density using control panel menu until quality is acceptable (see “Print Density Adjustment” in Section 5).  The factory default level is 0. If application software controls print density, the LCD display will not change from the factory default. If this is the case, use the software command (as described in the <i>Programmer’s Reference Guide</i>) and run the self-test to check print density.</li><li data-bbox="824 1398 1276 1425">• Use different ribbon or paper stock.</li></ul>

**Table 6-2 Print Quality Problem Solving (cont'd)**

Problem	Corrective Action
Dark print	<p>Too much print head energy can cause printed characters (especially serifs) to spread or blossom (character fill-in).</p> <ul style="list-style-type: none"> <li>• Reduce print density using the control panel (see “Print Density Adjustment” in Section 5) or software (see the <i>Programmer’s Reference Guide</i>).</li> <li>• Increase the print speed using the control panel or software and recheck print density (see “Print Density Adjustment” in Section 5).</li> </ul>
Uneven density (light or dark print only on one side or in middle of label)	<ul style="list-style-type: none"> <li>• Adjust print head balance (see “Print Head Balance Lever for Label Width” in Section 5 ).</li> <li>• A label or foreign material may be wrapped around platen roller. Check platen roller, remove foreign material, and clean platen as necessary (see “Cleaning” in Section 5).</li> </ul>
Label mistracking (label rides over the label guides)	<ul style="list-style-type: none"> <li>• Check the position of the label width guides (see “Label Width Guides” in Section 5).</li> <li>• Adjust print head balance lever for print head balance across width of label (see “Print Head Balance Lever for Label Width” in Section 5).</li> </ul>

**Table 6-2 Print Quality Problem Solving (cont'd)**

Problem	Corrective Action
Ribbon wrinkle	<p data-bbox="824 333 1382 489">Reload the ribbon (see Section 2). Ensure that the supply ribbon spool is firmly seated to the ribbon supply spindle. Check that the ribbon film is tracking squarely through the print head with no creases or wrinkles.</p> <p data-bbox="824 537 1382 758">Reduce the print density using the control panel menu (see “Print Density Adjustment” in Section 5) or software (see the <i>IntelliBar Programmer’s Reference Guide</i>). Excessive print density causes the ribbon to stick to the label facestock during printing, adversely affecting ribbon tracking.</p> <p data-bbox="824 806 1354 863">Adjust ribbon tension plate (see “Ribbon Guide Plate” or “Ribbon Tension Plate” in Section 5).</p> <p data-bbox="824 911 1354 1003">Adjust print head balance lever for print head balance across width of label (see “Print Head Balance Lever for Label Width” in Section 5).</p> <p data-bbox="824 1052 1382 1272">Turn the print head position dial clockwise (see “Print Head Position Dial for Label Thickness” in Section 5); also, decrease the print head pressure by turning the print head pressure knob counterclockwise (see “Print Head Pressure Knob for Label Thickness” in Section 5).</p>
Print too dark; bar codes bleed together	<p data-bbox="824 1293 1333 1350">Reduce print density using the control panel menu (see Section 3).</p> <p data-bbox="824 1377 1333 1404">Poor match between label and ribbon media.</p> <p data-bbox="824 1432 1386 1524">Decrease the print head pressure by turning the print head pressure knob counterclockwise (see “Print Head Pressure Knob for Label Thickness”).</p>
Data sent to printer, but no label prints	<ul data-bbox="824 1545 1341 1650" style="list-style-type: none"> <li data-bbox="824 1545 1341 1602">• Check data cable for loose connection to interface port (see Section 2) or defect.</li> <li data-bbox="824 1619 1203 1650">• Reboot computer and printer.</li> </ul>

## TOP-LEVEL PROBLEM SOLVING

Table 6-3 lists top-level troubleshooting procedures for isolating a problem to a field-replaceable printer assembly.

**NOTE:** To have a printer repaired, place a service call to *IntelliTech* International, Inc. at 800-694-3034.

You will be required to fill out and fax the service request form provided at the end of this section.

**Table 6-3 Top-Level Problem Solving**

Problem	Corrective Action
Control panel POWER indicator OFF.	<ul style="list-style-type: none"> <li>• Verify that the power cord is connected to a live, properly grounded AC power outlet.</li> <li>• Check that the power switch is turned on.</li> <li>• Check cable connections from power supply to main board.</li> <li>• Check that power supply jumper is set to match 110 volt or 220 volt power source (call 800-694-3034 for service).</li> <li>• Check power supply fuse and replace as necessary (call 800-694-3034 for service).</li> <li>• Replace power supply (call for service).</li> </ul>
Ribbon and paper do not feed. Control panel POWER indicator ON.	<ul style="list-style-type: none"> <li>• Is printer online? Press <b>Online</b> button.</li> <li>• Is Alert LED on and does message appear in control panel LCD? See Table 6-1 and take corrective action.</li> <li>• Check cable connections between main board and ribbon and paper empty sensors.</li> <li>• Check cable connections between stepper motor and main board.</li> <li>• Check cable connections between print head and power supply.</li> <li>• Check cable connections between power supply and main board.</li> <li>• Replace stepper motor (call for service).</li> <li>• Replace main board (call for service).</li> </ul>

## GETTING SERVICE AND SUPPORT

This section provides information on getting service and support for your IntelliBar printer. In addition, this section contains warranty information that you should read.

If you have a problem with your printer, first review Section 5, Cleaning and Adjustments. If you still have a problem, continue with the suggestions that follow.

### Maintenance Programs

*IntelliTech* International, Inc. offers three maintenance choices in addition to standard printer warranties: on-site service, extended factory warranty, and factory repair.

#### ***On-Site Service***

On-site printer service for IntelliBar printers is provided by the IBM Printing System Company. IBM Printing Systems services printers exclusively. As a result, they deliver an unequaled degree of expertise and skill in printer technical knowledge and repair. *IntelliTech*'s on-site program offers prompt and professional printer repair service at your location in the United States, Canada and Puerto Rico.

On-site service provides Monday through Friday, 8:00 AM to 5:00 PM, coverage. Response time from your call to arrival of an IBM customer engineer is four hours within a fifty mile radius of an IBM Printing System office. On-site service costs \$468 per printer, per year (U.S. and Puerto Rico only, Canada slightly higher).

#### ***Extended Factory Warranty***

*IntelliTech* offers a return direct to factory, extended warranty program for our printers. The extended warranty lengthens *IntelliTech*'s standard warranty in yearly increments. *IntelliTech* will repair your printer at our depot within two business days of our receipt and ship it back to you via UPS ground delivery service. Federal Express, next day air, is also available for an additional charge. (Customers are responsible for freight in and insurance costs.) The *IntelliTech* extended warranty cost is \$350 per year, per printer, payable in advance.

#### ***Post Warranty Factory Repair Program***

*IntelliTech* offers factory depot repair for out of warranty printers. Post-warranty repair service is charged on a time and material basis. Labor is currently charged at \$75/hour. Materials are charged at the prevailing rate of the IntelliBar Repair Components Price List. Estimates are available, if requested in advance and incur a minimum of an one hour labor charge if repairs are not performed. After receipt of your printer, *IntelliTech* will ship the repaired printer back to you within five business days via UPS ground.

For additional information on the above programs, or to purchase an extended factory warranty or an on-site service program, please call *IntelliTech* at **1-800-694-3034**.

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**NOTE:** All pricing is subject to change without notice. If an *IntelliTech* Customer Care Service representative determines that a technical problem cannot be resolved via telephone, a product return authorization will be issued. The customer is responsible for proper packaging of the product for shipment, freight costs, and insurance costs.

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## WARRANTY AND SERVICE PROGRAMS

The following *IntelliTech* International, Inc. **Limited Warranty** policy and procedures are described in this subsection:

- IntelliBar Printer Warranty
- IntelliBar Printer Option Warranty
- IntelliBar Printer Ribbon Warranty
- IntelliBar Replacement Parts
- Non-Warranty Service and Repair

*IntelliTech* International, Inc. products are warranted in accordance with the terms of this **LIMITED WARRANTY**. Users are cautioned that product performance is affected by system configuration, software, the application, customer data, and operator control of the system, among other factors. Products are considered to be compatible with many systems; the specific functional implementation by the consumer of the Product may vary; therefore, the suitability of a product for a specific purpose or application must be determined by the consumer and is not warranted by *IntelliTech* International, Inc.

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**NOTE:** Warranty varies from product to product for all *IntelliTech* International, Inc. products. Please contact *IntelliTech* International, Inc. to receive warranty information on any products in question.

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## **IntelliBar Printer Warranties**

IntelliBar printers are warranted to be free from defects in material and workmanship, and *IntelliTech* International, Inc. agrees to repair or replace any part of the unit which proves defective under these terms and conditions:

- Warranty period
- Who is protected
- What is not covered
- What *IntelliTech* will pay for and what we will not pay for
- How to get Warranty Service
- Warranty Return Procedure
- Limitation of Damages and Implied Warranties

### ***Warranty Period***

Printer Parts and Labor are warranted for one (1) year from the date of the first consumer purchase provided the customer can show proof of purchase. The print head is a consumable item and is warranted for ninety (90) days from date of the first consumer purchase or 500,000 linear printed inches, whichever occurs first.

### ***Who is Protected***

This warranty may be enforced only by the first end-user-purchaser, and it is not transferable.

### ***Who is Not Covered***

The above warranty is contingent upon the proper use of the Products and will not apply to Products on which the original identification marks have been removed or altered. In addition, this warranty shall not apply to defects or failures due to:

1. Accident, neglect or misuse, fire, water, lightning or other acts of nature, improper storage, unauthorized modification, or failure to follow instructions supplied with the Printer.
  2. Failure or defect of electrical power, external electrical circuitry, air-conditioning or humidity control.
  3. The use of items not provided by *IntelliTech* International, Inc.
  4. Unusual stress.
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5. Modification or alteration of the printer by any party other than *IntelliTech International, Inc.*
6. Misadjustment, repair or attempted repair or service of the printer by any party other than *IntelliTech International* or an authorized representative.
7. Damage caused by shipment of the printer (claims must be submitted to the carrier).
8. Installation or removal of the Printer.
9. Any other cause which does not relate to a printer defect. Cartons or any accessories used in conjunction with the Printer.
10. Cartons or any accessories used in conjunction with the Printer.

***What IntelliTech International, Inc. Will Pay for and What We Will Not Pay For***

*IntelliTech International, Inc.* will pay labor and material expenses for covered items. Also we will cover the cost of prepaid return freight to the end user. But we will not pay for the following:

1. Removal or installation charges.
2. Costs of initial technical adjustments (setups) including adjustment of user controls. Shipping insurance charges.
3. Insurance is the responsibility of the end user. *IntelliTech International* will prepay insurance and bill the end user for return shipment of repaired printers at the end user's request.
4. Freight costs to return the printer to *IntelliTech International, Inc.* for repair.

***How to Get Warranty Service***

Customers should call the *IntelliTech International* Customer Service and Support line at 800-694-3034. Please have the following information ready for the Customer Service Representative:

- Model number
- Serial number
- Date of purchase

To obtain a warranty repair Return Material Authorization (RMA) number, a Service Request Form (SRF) must be filled out and returned to *IntelliTech International*. See "Fax Form" later in this section for a copy of the Service Request Form (or you may obtain an SRF from *IntelliTech International* by calling our technical support staff at (800) 694-3034. The customer MUST submit a completed SRF along with a dated copy of the sales receipt or other dated proof of purchase in order to receive *IntelliTech International's* warranty repair service.

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### ***Warranty Return Procedure***

Printers returned under warranty must follow *IntelliTech* International's RMA procedures. Printers must be returned directly to an *IntelliTech* International repair depot for warranty service. *IntelliTech* International, Inc. will either repair your printer or replace it with a printer that will be, at *IntelliTech* International's option, new or like new, and meets all of the specifications of the replaced printer. The repaired or replaced printer will be shipped to you at *IntelliTech* International's expense within the United States or Canada.

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**NOTE:** All Products returned for service **MUST** be issued an RMA # from *IntelliTech* International prior to return shipment. An RMA may be obtained by calling the *IntelliTech* International Customer Service department. Products returned to *IntelliTech* International without an RMA Number will be refused and returned to the sender at the sender's expense. To receive the warranty services, it is the sender's obligation and expense to ship the Product, freight prepaid, or to deliver it to the *IntelliTech* International repair depot in either the original package or a similar package affording an equal degree of protection. Ribbon and Label Stock ***must be removed*** from the printer prior to shipment and removable spindles must be properly packaged and secured or the printer will suffer shipping damage.

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Product damage suffered during shipment is the responsibility of the sender. Obtaining freight insurance and payment for insurance charges are the responsibility of the Customer.

### ***Limitation of Damages and Implied Warranties***

*IntelliTech* International's sole liability for any defective Product is limited to the repair or replacement of the Product at our option. *IntelliTech* International, Inc. shall not be liable for:

1. Damage to other property caused by any defects in this Product, damages based upon inconvenience, loss of use of the Product, loss of time or data, commercial loss.
  2. Any other damages, whether incidental, consequential or otherwise.
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THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY EITHER EXPRESSED OR IMPLIED. INTELLITECH INTERNATIONAL, INC. MAKES NO OTHER WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. INTELLITECH INTERNATIONAL, INC., SHALL NOT BE LIABLE FOR ANY DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE RESULTING FROM DEFECTIVE PRODUCTS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

### **IntelliBar Printer Option Warranty**

*IntelliTech* International, Inc. warrants its IntelliBar printer options to be free from manufacturing defects in materials and workmanship for a period of ninety (90) days after date of purchase by the ultimate end user. Any defective Product will be replaced at no charge if it is returned to the authorized *IntelliTech* Reseller from which it was purchased within the warranty period. (Authorized *IntelliTech* International Resellers must follow the *IntelliTech* International, Inc. RMA policy when returning defective options when they are under warranty.)

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY EITHER EXPRESSED OR IMPLIED. INTELLITECH INTERNATIONAL, INC. MAKES NO OTHER WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. INTELLITECH INTERNATIONAL, INC. SHALL NOT BE LIABLE FOR ANY DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE, RESULTING FROM DEFECTIVE PRODUCTS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

### **IntelliBar Printer Ribbon Warranty**

*IntelliTech* International, Inc. warrants its IntelliBar ribbons to be free from manufacturing defects in materials and workmanship for a period of one (1) year after date of purchase by the ultimate consumer. Any defective Product will be replaced at no charge if it is returned to the *IntelliTech* Reseller from which it was purchased within the warranty period. (Authorized *IntelliTech* International Resellers must follow the *IntelliTech* International, Inc. RMA policy when returning defective ribbons when they are under warranty.)

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THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY EITHER EXPRESSED OR IMPLIED. INTELLITECH INTERNATIONAL, INC. MAKES NO OTHER WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. INTELLITECH INTERNATIONAL, INC. SHALL NOT BE LIABLE FOR ANY DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE, RESULTING FROM DEFECTIVE PRODUCTS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

### **IntelliBar Replacement Parts Warranty**

*IntelliTech* International, Inc. warrants its IntelliBar replacement parts to be free from manufacturing defects in materials and workmanship for a period of ninety (90) days after date of purchase by the ultimate consumer. Any defective Product will be replaced at no charge if it is returned to the *IntelliTech* reseller from which it was purchased within the warranty period. (Authorized *IntelliTech* International Resellers must follow the *IntelliTech* International, Inc. MRA policy when returning defective replacement parts when they are under warranty.)

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY EITHER EXPRESSED OR IMPLIED. INTELLITECH INTERNATIONAL, INC. MAKES NO OTHER WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. INTELLITECH INTERNATIONAL, INC. SHALL NOT BE LIABLE FOR ANY DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE, RESULTING FROM DEFECTIVE PRODUCTS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

### **Non-Warranty Service and Repair**

Non-warranty service and repair will be performed by *IntelliTech* International, Inc. at the prevailing factory repair rate for IntelliBar printers. Post warranty repair service is charged on a time and material basis. Labor is charged at the prevailing rate. Materials are charged at the prevailing rate of the IntelliBar Repair Components Price List. Estimates are available, if requested in advance and incur a minimum of one-hour labor charge if repairs are not performed. After receipt of the printer, *IntelliTech* International, Inc. will ship the repaired printer back to you within five business days via UPS ground.

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Repairs performed under this policy are warranted for parts and labor for 90 days. Print heads are warranted for 270 days with no limited mileage.

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**NOTE:** All Products returned for service **MUST** be issued an RMA # from *IntelliTech* International prior to return shipment. An RMA may be obtained by calling the *IntelliTech* International Customer Service department. Products returned to *IntelliTech* International without an RMA Number will be refused and returned to the sender at the sender's expense. To receive the warranty services, it is the sender's obligation and expense to ship the Product, freight prepaid, or to deliver it to the *IntelliTech* International repair depot in either the original package or a similar package affording an equal degree of protection. Ribbon and Label Stock *must be removed* from the printer prior to shipment and removable spindles must be properly packaged and secured or the printer will suffer possible shipping damage.

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Product damage suffered during shipment is the responsibility of the sender. Insurance charges are the responsibility of the Customer.

## COMMON QUESTIONS AND ANSWERS

Some of the most commonly asked questions about the IntelliBar printers are listed below. You will also find this information helpful when troubleshooting a particular problem.

**Q. What number do I call for IntelliBar Support ?**

**A.** The following numbers should be used for IntelliBar support:

For technical questions, problems, or service calls, dial 800-694-3034 x209.

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**NOTE:** When calling in a problem, it is very important that you fill out all the required information on the fax form (see "Fax Form" in the next subsection).

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The *IntelliTech* International, Inc. Web site is located at <http://www.intellitech-intl.com>.

**Q. When I change my label stock from a smaller to a larger length I get a media jam error.**

- A. When you change lengths or widths of label stock you must do the following two things.
- Make sure the *label present sensor* is over the label.
  - Reinitialize the printer as follows so the sensor will automatically adjust for label length.
    1. Take the printer off line by pressing the Online button
    2. Hold down the Cancel button for five seconds until the LCD display reads “INITIALIZE”. After initialization completes, place the printer on line by pressing the Online button.

**Q. Can I connect an IntelliBar printer to an AS/400 ?**

- A. Yes, by using IntelliBar AS series printers. The IntelliBar AS Series provides an AFP/IPDS logical controller and twinax or coax connectivity, in addition to RS232 and Centronics interfaces.

For non-IPDS systems, third party connectivity products may be required to connect standard IntelliBar series printers to an AS/400 system. There are several manufacturers of products that allow you to connect the IntelliBar printer to the AS/400. Depending on the specific system network configuration and the printing language used in the system, different connectivity products may be needed.

To connect a standard IntelliBar printer to an AS/400 system, see “Connecting the Communications Interface Cables” in Section 2 and call *IntelliTech* technical support at 800-694-3034.

**Q. Can I connect my IntelliBar to a network ?**

- A. There are different third party manufacturers of after-market network connectivity devices that allow you to connect the IntelliBar printer to a network.
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These network connectivity products are widely available from vendors of personal computer (PC) products.

**Q. What Windows driver do I use for the IntelliBar printer ?**

- A.** IntelliTech's Windows driver disk includes the drivers for all three IntelliBar models and allows you to address certain functions of the printer through software.

If you do not have the driver disk or you are not using Windows, you can use the HP LJIII driver for the Model 48 and Model 412.

**Q. How do I print multiple copies of the same label ?**

- A.** You can print multiple copies of the same label by utilizing the PCL command for multiple copies. A typical PCL driver may not always send a copy command to the printer when multiple copies are requested. In this case, multiple copies can be selected through the printer's Menu mode.

**Q. My printout is shifting the data sideways.**

- A.** Turn Page Protect on (found in the Configuration menu ) and add additional memory.

**Q. What is an error 7 ?**

- A.** There are certain circumstances where the imaging of data and the printing cycle become unsynchronized. This situation only occurs when Page Protect is OFF. The error can be cleared by turning the printer off and then on again. Turning Page Protect ON from the Configuration menu and adding additional memory should solve the problem.

**Q. My ribbon is moving and wrinkling.**

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- A. Make sure you have the correct print head settings for your application. If this does not solve the problem, adjust the ribbon tension plate.

**Q. When I turned on my printer, the display went blank or the Power and Alert lights flash.**

- A. Check the revision level of your U1 chip on the main board. If it is below revision 2.10, you need to upgrade. A free upgrade chip will be sent out to you as soon as you call the technical support line and give the required information.

**Q. Does the IntelliBar have internal bar code generation capability ?**

- A. The IntelliBar Models 48, 412, and 88 have internal bar code generation capability. Bar codes and fonts are created by ESC codes that are provided in the *IntelliBar Programmer's Reference Guide*.

*IntelliTech* can provide you with a chip set and ESC codes for your printer if you do not have the current firmware.

*IntelliTech* recommends that you be familiar with PCL programming before attempting to access the printers commands. Call 800-694-3034 to request this chip set.

**Q. I am using the HP LJ drivers and cannot get close to the edge of the label.**

- A. All HP LaserJet drivers have a default top and bottom, left and right edge margin of approximately 1/4-inch. This default margin is a result of mechanical considerations for the LaserJet printers. The IntelliBar has a 2 mm (.078 in.) top and bottom margin and can print closer to the edge of the label by using the *IntelliTech* Windows drivers.
-

When using a standard LaserJet driver, the first print position will be 2 mm plus 1/4” from the top edge of the label. In order to override the default Laserjet 1/4” margin, the driver must be modified. Customers using the IntelliBar Windows driver can print within 2 mm of the top edge. By using the Print Position function in the Adjustments Menu, the first print line can be further adjusted by plus or minus 3 mm (refer to “Print Position Adjustment”).

**Q. When I set the printer for page rotation, it doesn't work right.**

A. The software overrides the printer's control panel settings. The printer control panel commands will only work for host based machines, not for application driven print jobs.

**Q. I get a constant media jam error upon initialization and can't find a jam.**

A. The Label Sensor may be dirty or out of calibration. Clean the label sensors by following the procedure on page 5-3 of this guide.

If you still have media jam problems after cleaning the sensor, call the *IntelliTech* technical support line at 800-694-3034 for assistance.

**Q. Can I use the IntelliBar with a Macintosh PC ?**

A. Yes. There are several applications that will provide you with the necessary connectivity and label design and print capability (see Table 6-4 and Table 6-5).

**Table 6-4 Macintosh Connectivity Products**

Connectivity Products	Contact Information	Comments
Power Print Networks	IntelliTech International, Inc. 800-694-3034 x202, x207	Power Print Pro provides a complete solution that lets your Macintosh use virtually any PC-compatible printer. Using the HP Laser Jet II driver allows Macintosh users to print to IntelliBar HP PCL5 printers via ethernet.

T-Script	TeleTypesetting 311 Harvard Street Brookline, MA 02146 800-717-4478 Tscript@teletype.com	T-Script for the Macintosh is a postscript to HP PCL protocol translation application that enables IntelliBar printers to interpret Postscript.
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**Table 6-5 Macintosh Label Design and Print Products**

Label Design and Print Products	Contact Information	Comments
Bar Code Pro Filemaster	SNX 692 10 <sup>th</sup> Street Brooklyn, NY 11215 718-499-6293	Bar Code Pro Filemaster for the Macintosh allows users to customize their own database, add bar codes, graphics, video images, text or numbers and print any sort of label imaginable on IntelliBar printers.

**Q. I am using PowerPrint with a Macintosh, and when I print I get white spaces where data should be.**

**A.** This combination of application packages requires you to add more memory to your IntelliBar. *IntelliTech* recommends increasing your memory to a minimum of 2 MB.

**Q. Where can I purchase supplies for my IntelliBar printer?**

**A.** The dealer where you purchased your *IntelliTech* IntelliBar printer can provide you with the necessary supplies. You may also call 800-694-3034 for availability information.

**Q. Where do I buy memory for my IntelliBar?**

- A. You can use 8- or 9-bit, 30-pin, 70-nanosecond (ns) or faster SIMMs with tin connectors on Rev. 12, 13, or 14 main boards. You can use 8- or 9-bit, 30-pin, 60-ns or faster SIMMs on Rev. 15 or Rev. 16 main boards. These are industry-standard memory packages that are widely available from PC vendors.

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**NOTE:** SIMMs must be installed in pairs of the same value. These SIMMs can be found in most PC stores that sell Macintosh computers. See “Memory Expansion” in Section 4 for suggested SIMM upgrades.

**CAUTION:** Illegal combinations of SIMMs (SIMM stick size not listed for Model type) will cause failures or error messages.

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**Q. Where do I buy spare parts such as print heads?**

- A. Your dealer will be able to provide you with the necessary parts or you can call *IntelliTech* at 800-694-3034.

**Q. Why does the printer feed four labels on initialization?**

- A. If the Label Measure mode is set to Automatic (found in the Label Menu), the printer advances a preset number of labels in order to accurately measure the length of the label and gap. This function sets the label length so that the controller can format data for the label. If the same length label will always be used, the Label Measure mode can be set to Fixed. This will eliminate the automatic advancing of labels at power on. If the label length changes while in the Fixed mode, a Media Jam will occur and either Automatic or Operator Panel will have to be selected from the menu in order to enter the new label length.

**Q. My label seems to be missing data, like it has been clipped off.**

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A. HP PCL printers perform pixel-level clipping. When printing characters or graphics, if any portion of the character cell or graphic is outside the printable area, only that portion outside the printable area is clipped. The fix is to make sure you are within the printable area of your application.

**Q. *My label stock gets pulled backwards into the printer. Why?***

A. In non-peel-off or tear-off mode, this can occur if the label stock has been changed without a re-measure of the new stock. To create a re-measure of the label stock, you must turn the power off, load the new label stock, and then turn the power back on. The printer, if set for automatic mode, will do an automatic measure of the stock.

If tear-off or peel-off mode is used, check the Label Present Sensor adjustment (VR5).

**Q. *My Model 412 feeds the label and then retracts it approximately 1/4 inch. Why?***

A. Due to the speed at which the Model 412 prints, it cannot stop within the normal label gap range, so it must stop and then retract the label stock to the first print position of the next label. If you are using a larger label gap, you may not experience this occurrence.

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**NOTE:** The information in this section is subject to change without notice. This information is provided "as is" without either express or implied warranty. *IntelliTech* International, Inc. disclaims any and all warranties with regard to this information. *IntelliTech* shall not be liable in any event for any special, indirect or consequential damages or any damages whatsoever resulting from loss of data, profits or use, for any reason or in any action, arising out of or in connection with the use or performance of this information.

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## **Fax Form**

When calling in a problem or requesting service, please fill out all the required information on the following fax form or fill out your request online at [IntelliTech International - Online Service Request Form](#)

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**IntelliTech International, Inc.**

**RMA#** \_\_\_\_\_

577 Main Street

Hudson, MA 01749

Tel: 800-694-3034 (or 978 568-0370) x209 or x213

FAX: 978-568-9591

Web: [www.intellitech-intl.com](http://www.intellitech-intl.com)

Email: [support@intellitech-intl.com](mailto:support@intellitech-intl.com)

*Advancing the way the world prints labels...*

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**Service Request Form**

In order for us to better fulfill your request for service, we ask that the following questions be answered. Please complete all questions to the best of your knowledge and fax the completed form to the fax number listed above. Service cannot be started until this information is returned to *IntelliTech*. Once the information is received, you will be contacted with a return material authorization (RMA) number. *You must ship the products back to IntelliTech in their original packaging or equivalent, prepay shipping charges, and you must insure the shipment or accept the risk of loss or damage during shipment. IntelliTech pays freight charges on warranty units only when shipping directly back to you, the customer. (Note\*: if you wish to insure return shipment, you must request in writing and you will also be responsible for the return charge.)*

Do not ship the printer back with labels and ribbons loaded on printer. Doing so will cause damage to the printer that you will be held responsible for. Please package labels and ribbons separately if you need to send them.

Estimates are available, if requested in advance, and incur a minimum one-hour labor charge of \$75.00 if repairs are not performed.

Company Information:

Company Name:

\_\_\_\_\_

Shipping Address (no P.O. Box please):

\_\_\_\_\_

\_\_\_\_\_

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Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

\*I authorize *IntelliTech* to insure the shipment of my repaired property upon its return to my location. \_\_\_\_  
(If blank is left unchecked, the property will not insured.)

Who should we contact regarding the problem:

\_\_\_\_\_

Contact Tel: \_\_\_\_\_ Contact Fax: \_\_\_\_\_

Contact e-mail address: \_\_\_\_\_

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Who sold you the printer? \_\_\_\_\_

**Printer Information:**

Model No. (on back of printer): \_\_\_\_\_ Serial No.: \_\_\_\_\_

Error Message on display:  
\_\_\_\_\_

Type of Ribbon (Express Wax, Dura Wax, Dura Wax/Resin, Rugged Resin, Dura Resin Plus): \_\_\_\_\_

Width of ribbon stock being used (1 inch, 2 inch, etc.): \_\_\_\_\_

Type of label stock (thermal paper, polyester, tag, other): \_\_\_\_\_

Is label stock continuous or die cut:  
\_\_\_\_\_

Are any options installed (cutter, internal rewinder, reflective sensor): \_\_\_\_\_

If so, which: \_\_\_\_\_ Who installed it:  
\_\_\_\_\_

Are you using the printer with a PC, Mac, AS400, or other network: \_\_\_\_\_

What software are you using: \_\_\_\_\_ Rev:  
\_\_\_\_\_

What drivers are you using:  
\_\_\_\_\_

If you are using a PC, are you using DOS or WINDOWS: \_\_\_\_\_

**\*If under warranty, please provide a copy of bill of sale.**

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**Problem Information:**

Please provide a detailed description of your problem:

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If the printer is operational, please provide a copy of the test page from the configuration menu and place it on a separate piece of paper.

**[Jump to Appendix A](#)**

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