

# Thermal Printer

## HARDWARE GUIDE

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## Thermal Printer Button Controls



### **POWER**

Turns the printer on and off.



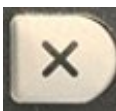
### **PAUSE**

Wakes the printer from sleep mode and should be pressed if/when the printer is not printing when expected.



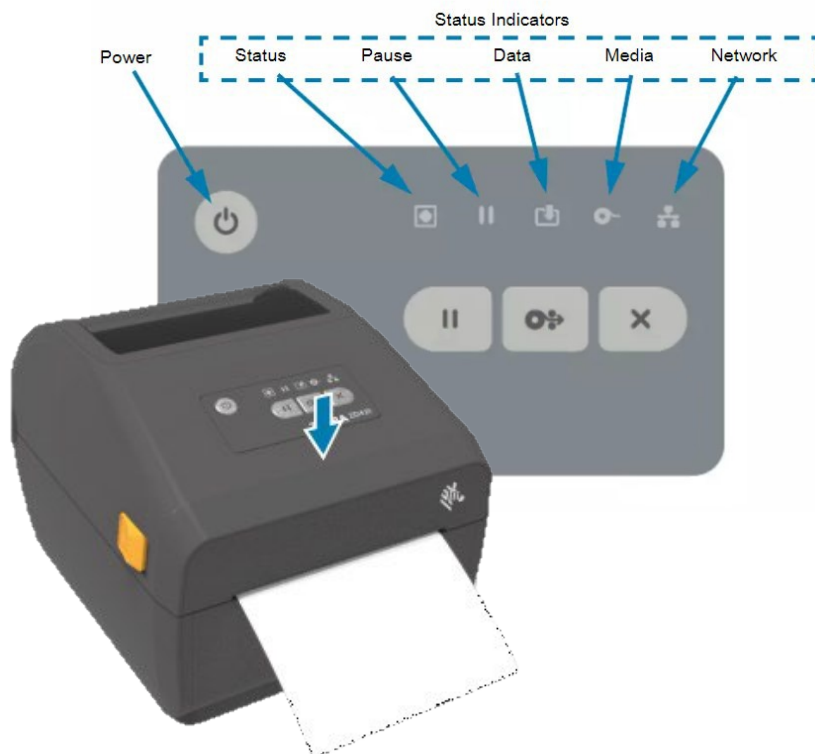
### **FEED**

Aligns the paper roll within the printer and feeds out one empty label.



### **CANCEL**

Cancels an active print job. If held for two seconds, it cancels all print jobs in the queue.



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## Thermal Printer Status Indicators



### STATUS INDICATOR

Power indicator and overall operational health.



### PAUSE

Indicates if the printer is in pause mode. If this indicator is **amber**, the printer is paused. If this indicator is blinking **red**, the printhead is over temperature.



### DATA INDICATOR

Data transfer activity.



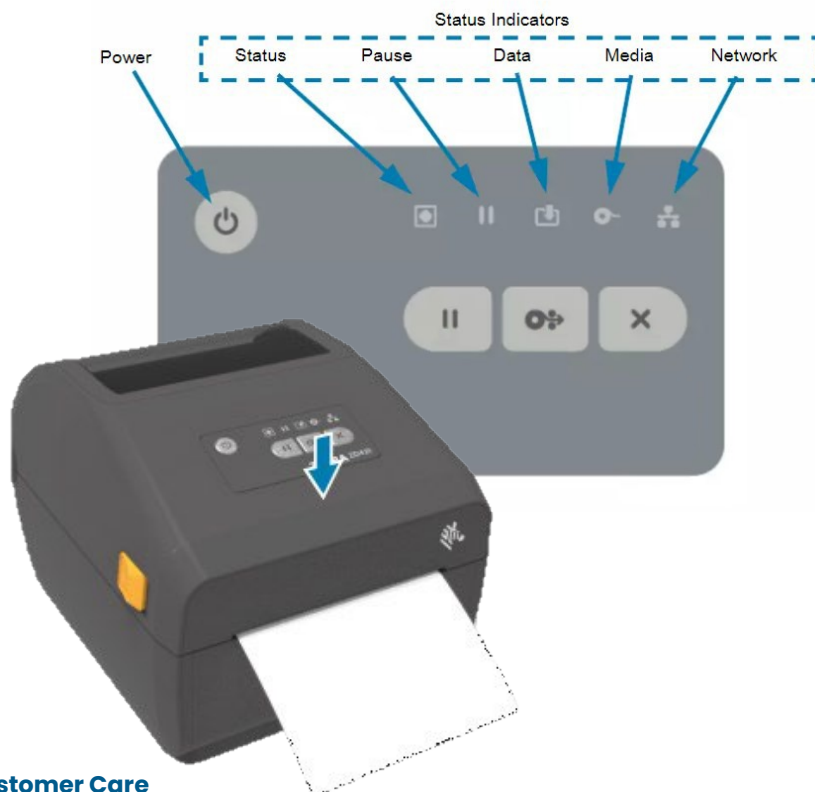
### SUPPLIES INDICATOR

If this indicator is blinking **red**, it means media is out (see **page 4** for how to identify when media is out and steps on how to replace it).



### NETWORK INDICATOR

Network activity and status of printer connection.



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# Replacing Media in the Thermal Printer

When the media runs out in the thermal printer, both the **Status Indicator** and the **Supplied Indicator** will turn **red**, indicating that the media needs to be replaced.

## TO REPLACE MEDIA

1. **Slide forward** the orange release latches to unlock the printer cover.



2. **Remove** the empty label roll.



3. **Slide forward** the black locks from within the printer cavity to unlock.
  - The locks can remain in an unlocked position indefinitely.



4. **Spread** the orange roll holders open.



*continued...*



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5. **Insert** the new roll of labels.
- The orange roll holders will move back into place once the labels have been inserted.



6. **Tug** the roll of labels gently to ensure the roll spins easily.



7. **Pull and press** the roll of labels under the orange guides.



8. **Clean** from the middle to the outside of the printhead, using an alcohol pad or a cotton swab with alcohol.



*continued...*



Cleaning the printhead should be completed each time the label media is replaced.



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9. **DO NOT** clean the bottom roller.



10. **Close** the printer cover until you hear a click to indicate that it has been locked in place.



11. **Press on** the **FEED** button to complete the replacement.



## BEST PRACTICE FOR TEARING LABELS

Now that the labels are loaded and ready to use, do you know the best way to keep them properly aligned in the printer? This is an easy one! **When tearing the labels after a prescription is printed, don't pull on the paper.** Instead, tear the label at the perforation. Pulling may skew the alignment.



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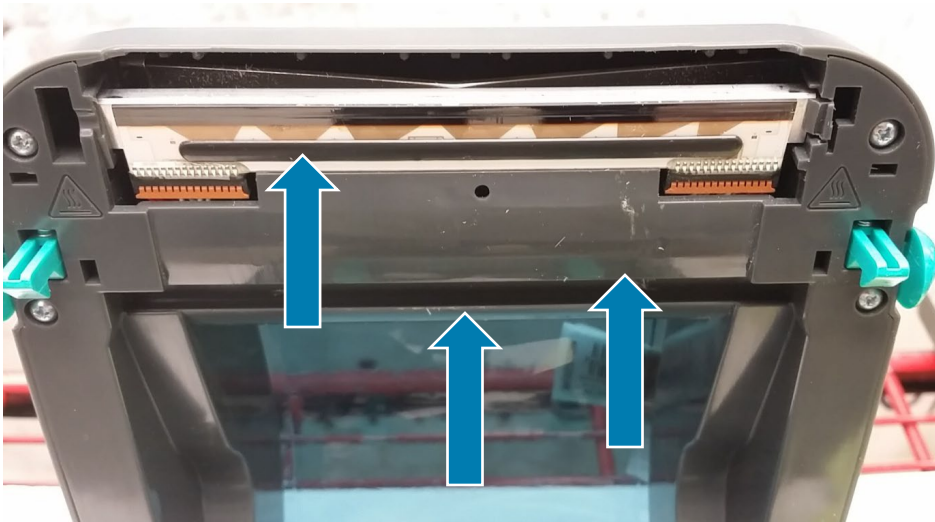


## Cleaning the Thermal Printer

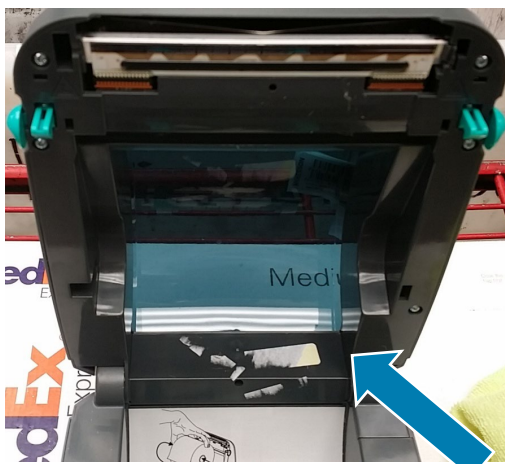
Prolong the life of a thermal printer by removing any adhesive media or other residue inside the printer. When a thermal printer begins to fail, a thorough cleaning usually resolves most of the issues.

### TO CLEAN THE PRINTER

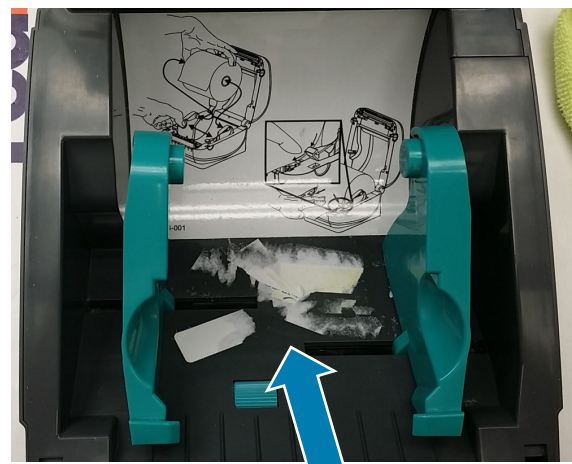
1. **Power off** the printer.
2. **Open** the lid and **remove** any media
3. **Examine** the inside of the printer for any adhesive or discoloration.



**TIP:** Adhesive can be anywhere in the printer. Any **discoloration is adhesive** and should be cleaned. Only cleaning the print head does NOT resolve the problem.



Adhesive and die cuts are often found here...



... and here!



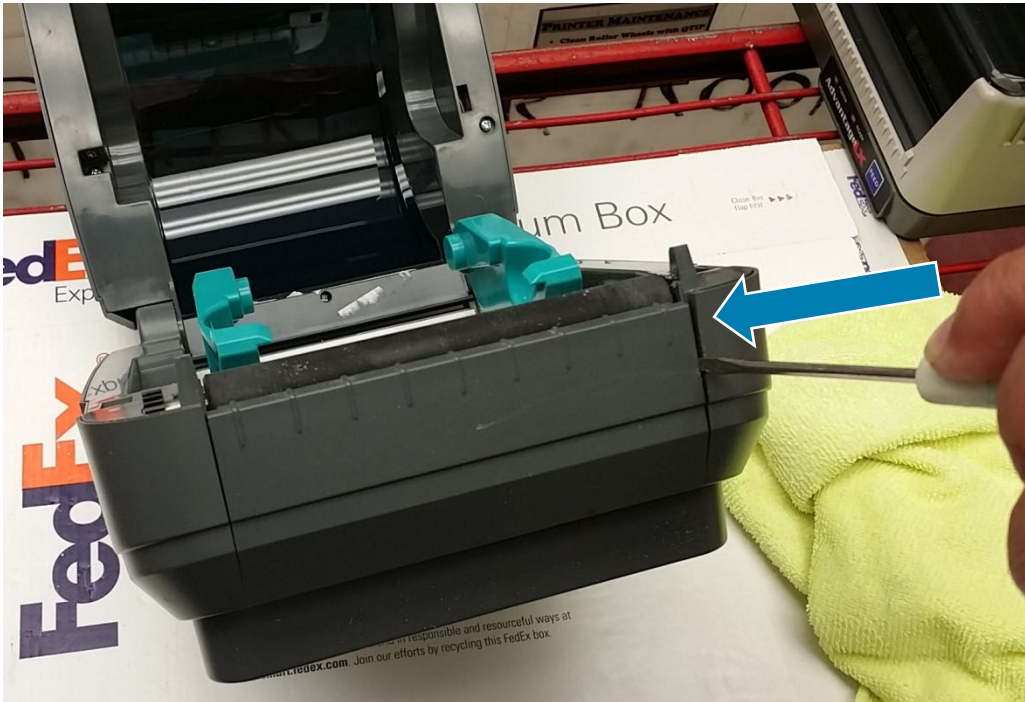
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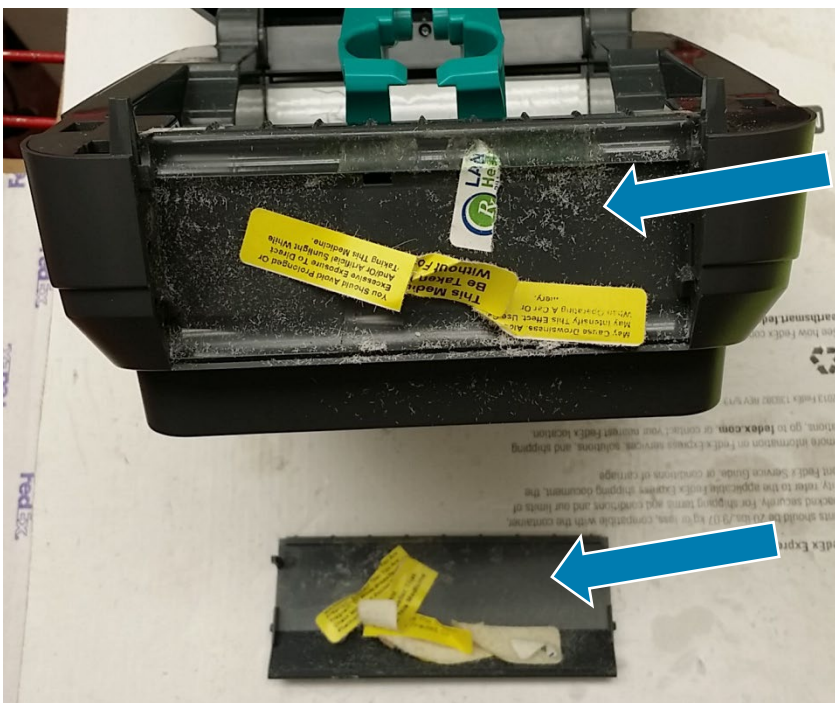


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4. Use a small flat blade screwdriver or knife blade to **gently pry off** the front cover. This is a press fit and some force is required to remove it.
  - Note the large gap created to remove the panel.
  - The screwdriver will also be needed to re-attach the panel (step 8)



5. **Remove** any die cuts and adhesive inside the front cover. Thoroughly clean the area.

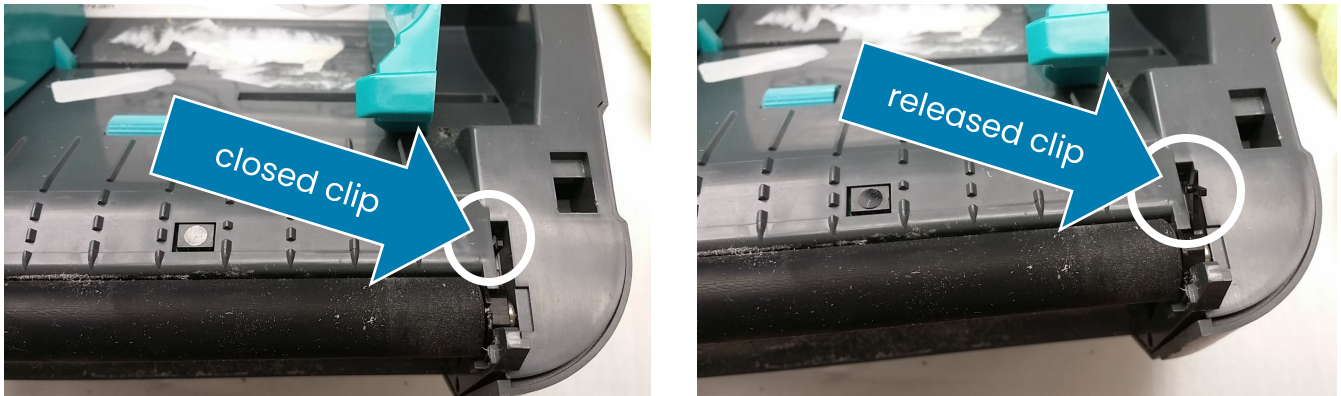


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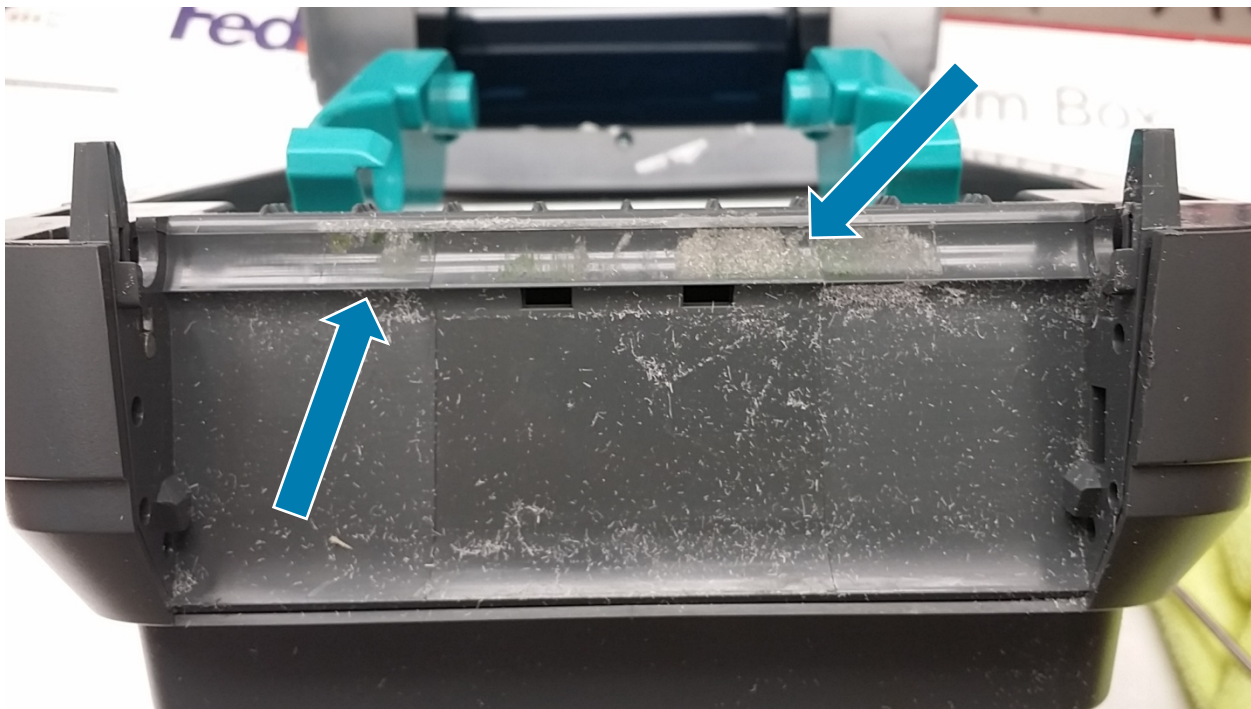
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6. Find the platen clips. **Lift or gently pry** the side to release the platen for removal.



7. Adhesive frequently accumulates behind and under the platen. **CLEAN EVERYTHING!**



8. To **replace the front cover**, insert one side in on an angle, then use the screwdriver to spread the gap to reinsert (similar to step 4). **Be gentle** – forcing the cover will cause the retaining clips to break.



A build-up of adhesive can reduce the printer's feed speed, causing unexpected problems. In fact, a clean printer will resolve 95% of thermal printer failures (short of communication issues or missing dots on the printed material). **Bottom line? KEEP IT CLEAN!**



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