

The Intermec logo, consisting of the word "Intermec" in a bold, blue, sans-serif font.

Quick Start Guide



PW40A
Printer

Packing List

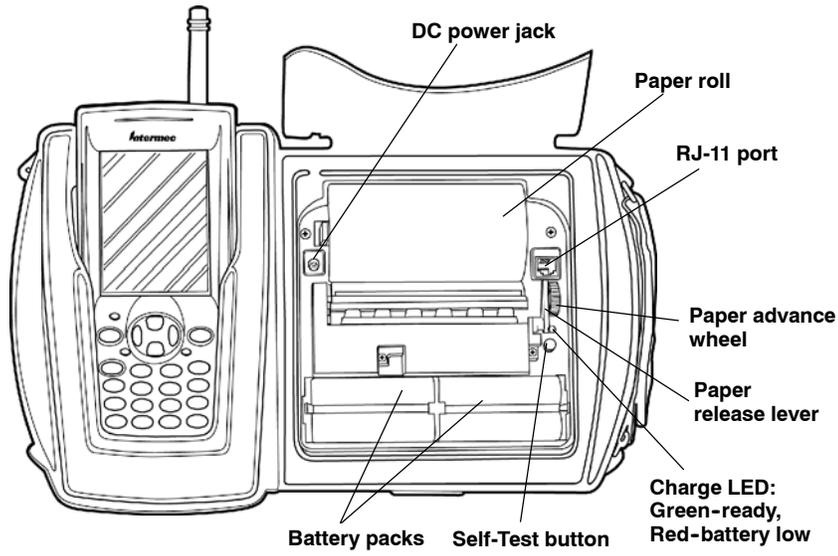
Check to ensure that you receive these items:

- ▶ PW40A Printer
- ▶ 1 roll of paper
- ▶ 2 battery packs
- ▶ Compliance Insert
- ▶ Product Warranty card

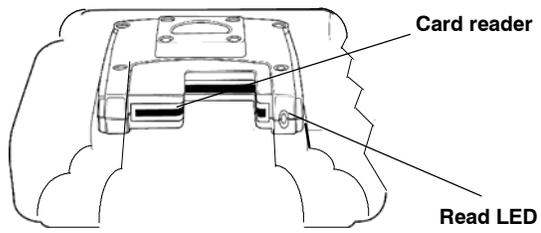
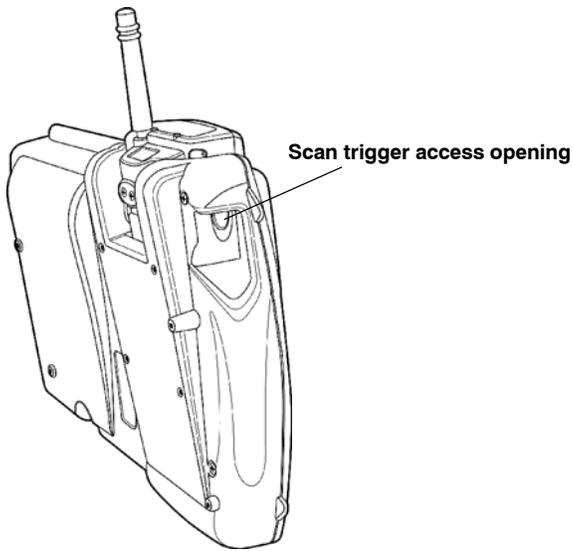
Common Accessories List

Cables	Part Number
Data Cable (Hirose to RJ-11)	226-469-002
Power Adapters	Part Number
Cigarette Lighter Auto Adapter, (5 Amp. 12 Volt 6 in. coiled)	320-066-133
Charger for Mobile Computer batteries ONLY	851-060-102
Charger for Workboard and Mobile Computer	851-060-104
Supplies	Part Number
Replacement Li-Ion 1350mAh Battery	320-081-122
Thermal Paper 130'/roll, 50/case	320-081-011
Cleaning Card	320-081-014

Getting Started



PW40A Printer Components

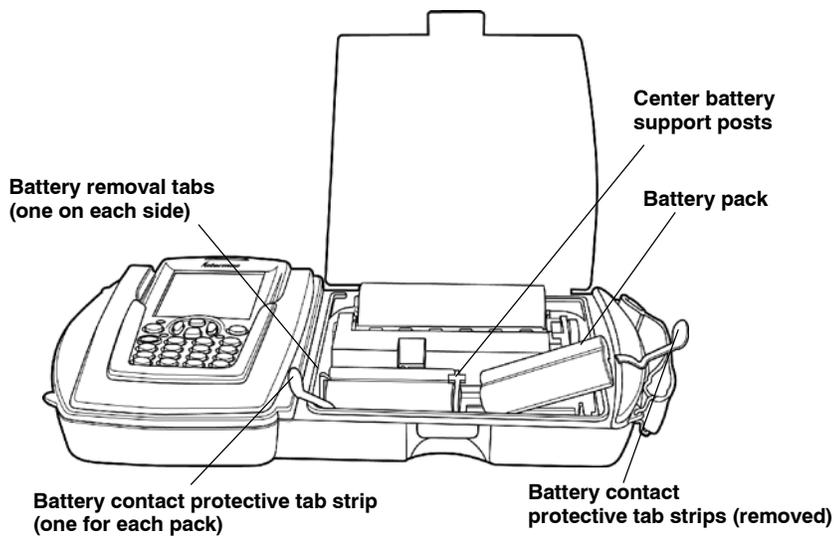


PW40A Printer Components

Before Using Your Printer For The First Time

Remove the battery contact protective tab strips underneath the batteries. They are placed there to keep your printer from self-discharging during shipment.

1. Push against the battery removal tabs and lift the battery up before pulling on the protective tab strips. These protective tabs prevent the battery contacts from touching and therefore, no charging occurs.
2. If your printer won't charge after removing the protective tabs, check for and remove any residue in the battery pin area.



Removing the Battery Contact Protective Tabs

Charging the Lithium Ion Batteries

- ▶ The printer battery charges in about 3 hours.
- ▶ Depending on the charger you are using, you can charge the mobile computer battery, workboard battery, or both.

Table 1-1
LED Battery Indicators

LED	State of Charge	Action
Solid Red	In progress	Waiting for green LED. Occasionally a new battery pack that is in a low battery state may get “stuck” at flashing orange and remain at that trickle charge state. To correct, disconnect charger from the printer for 5 seconds and reconnect.
Green	Complete	Remove charger
Slow Red flashing	Low temperature or battery is disconnected	Change environment or connect battery
Fast Red flashing	High temperature	Change environment
Slow Red and Orange flashing	Low voltage	Wait for solid red
Fast Red and Orange flashing	High voltage	Wait for solid red

Table 1-1 (Continued)
LED Battery Indicators

LED	State of Charge	Action
Slow Orange flashing	Timeout	Restart charge
Fast Orange flashing	Internal error	Remove battery to power down completely and reconnect. Or unplug from charging source, wait 15-20 seconds and reconnect.

Table 1-2
Beep Indicators

Number of Beeps	Indicates
One	Printer has come out of sleep mode
Two	Printer is out of paper
Three	Battery is low
One long beep	No program in printer, only boot code

Determining Current Battery Power

To determine the current charge on the battery pack, print out a self test by pressing and holding the red self-test button for four seconds. If the battery is good, you will see the abbreviation for the word “GOOD” next to the Battery voltage print out.

This printer has a built in low battery detector. When the printer’s battery voltage is low, the printer beeps three times, indicating a Low Battery Warning. This only happens if the printer is awake.

Printer Self Test

Push the red button and hold for about four seconds to print a self test. Below is an explanation of the print-out.

Table 1-3
Print-out Explanations

Self Test	Description
F/W Ver	The internal software version (4.27 for printer, 1.09 or greater for card reader)
Timeout	The seconds between printing and sleep mode.
Baud Rate	The speed at which the printer receives data.
Parity	Odd, Even, or None
Data Bits	Matches with computer sending data to printer.
Handshake	The way the printer handles flow control from host.
Burn Adj	Amount of heat used to print on the thermal paper.
Beeper	May be turned On or Off.
Batt Volt	Current voltage of the battery pack.
Batt Temp	Temperature of the battery.
Flash/RAM	1 Meg or 4 Meg Flash/ 1 Meg or 4 Meg RAM
Boot Ver- sion	Boot sector firmware.
Prnhd Tmp	Temperature of print head (between 0 and 50 degrees).
Infrared	Not available at this time.
Device Name	Shows type of device (i.e. PW40A)
Device Nickname	Shows user name for printer.
IrDA* Ver	Not available at this time.

Table 1-3(continued)
Print-out Explanations

Self Test	Description
Available Fonts	“LOC” shows whether a font is Resident (R) or Downloaded (D). “CPI” shows characters per inch. “DESCRIPTION” describes the font. “NAMES” give the “Easy Print” name, the Line Printer name, and the hexadecimal equivalent of that name.
Available Graphics	“LOC” shows whether a font is Resident (R) or Downloaded (D). “CPI” shows characters per inch. “DESCRIPTION” describes the graphic. “NAMES” give the “Easy Print” name, the Line Printer name, and the hexadecimal equivalent of that name.
Available Bar Codes	All supported barcodes are displayed. “DESCRIPTION” describes the graphic. “NAMES” give the “Easy Print” name, the Line Printer name, and the hexadecimal equivalent of that name.
Card Reader Option	Shows the current Card Reader configuration.

Paper Loading

Out of Paper

The PW40A Printer sounds two quick beeps when it runs out of paper. If the printer is out of paper, the printer suspends operation until paper is present and the lever is down. The printer continues to communicate with the mobile computer as long as it does not “time out.” Once the printer restarts, it finishes the rest of the print job from where it left off.

Removing Paper Core from your PW40A Printer

1. Unsnap the latch and lift up the cover.
2. Wrap your index finger around the empty paper core and pull up. The paper rod will snap out.
3. Remove the empty paper core and discard.

Paper Loading

Standard Paper

If you are using standard paper, you can load the paper automatically or manually. Experiment to find out which method is best for you.

Linered Labels

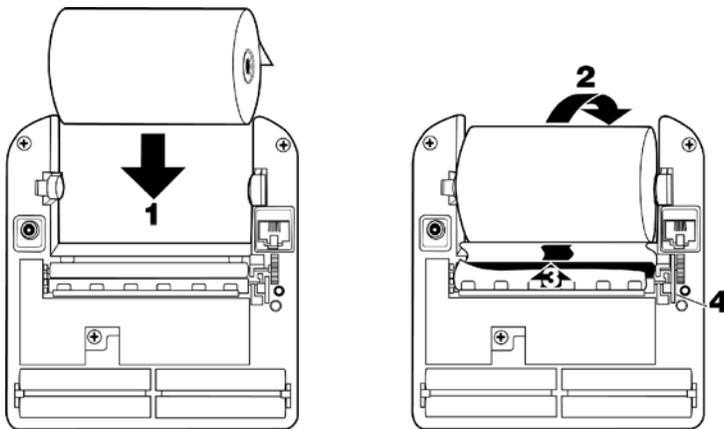
If you are using linered paper, it is best to use the manual paper loading method.

Automatic Paper Loading

1. Press the red self test button to wake the printer.
2. With the loose, clean edge of the paper coming from the bottom of the roll, insert the edge of the paper between the roller and the platen.
3. Push the button again while the printer is awake causes the mechanism to feed about 6–8 inches of paper.
4. Insert the paper into the paper well with it resting on the paper rod clips.

Manual Paper Loading

1. Lift up the paper release lever. This takes the pressure off the platen. Make sure you have a clean edge on the new paper roll.
2. Take the edge of the paper and fold it 45 degrees.
3. Insert the tip of the paper between the roller and the platen.
4. Push on the paper until the tip is peeking out the other side.
5. Grab the tip and pull it through until the paper is straight.

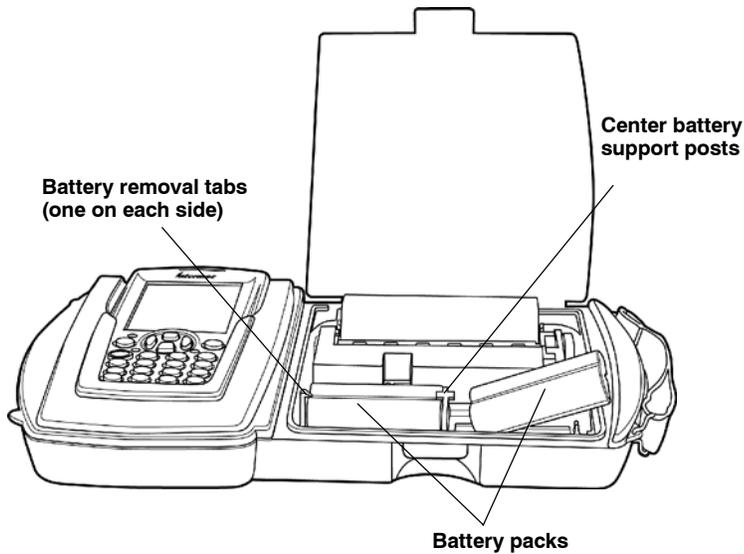


Paper Loading

6. Push down the paper release lever and insert the paper into the paper well with it resting in the paper rod clips.
7. Press the red button while the printer is on and it will feed paper. You will need about 2 inches of paper coming out of the mechanism.
8. Lower the cover while placing the extra paper through the tear bar.
9. Latch Cover closed and tear off extra paper.

Replacing the Battery Pack

1. Open the cover and push the battery removal tabs away while lifting the battery up. The battery pack fits very tightly so it takes some effort to remove them.
2. Insert the new battery by putting the non contact area of the battery in first and resting against the center battery support posts.
3. Push down on the battery near the battery removal tabs. Ensure that the battery is completely seated and tab fits over the top of the battery.
4. Charge the new battery.



Replacing the Battery Packs

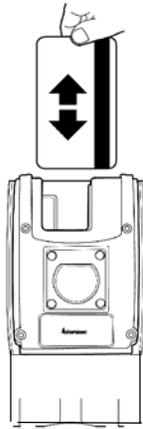
Using Your Printer

1. Put the mobile computer in the holder on the printer.
2. As you use the printer the power comes from the battery in the printer. When the printer battery runs down the printer will not operate until the battery is recharged.

Using the Card Reader

The magnetic card must meet the following ISO standards: 7810 (physical characteristics) 7811 (recording techniques) and 7816 (smart card standards).

Slide the card down into the reader with the magnetic tape to the right side. The following tables show the LED and audible read alert descriptions.



Using the Card Reader

Table 1-4
Card Reader LED Indicators

LED	Indicates
Green	Good read
Red	Read failed, try again, if it continues to fail call Intermec Technical Support (1-800-755-5505) for assistance

Table 1-5
Audible Card Reader Alerts

Sound	Indicates
Short (pleasant) two beep chirp	Good read
Long (unpleasant) tone	Bad read
No sound	No read, or the audible beep feature is disabled in printer firmware

Cleaning Your Printer

Interior

Dirt, adhesive and residue collect on the print head of the printer and need to be removed. Clean your printer once a month if you use it frequently, or once every three months if used infrequently. To clean the interior of your printer, purchase the printer cleaning kit (p/n: 320-081-014). The cleaning kit contains a box of 25 paper-sized cards saturated with a cleaning solution.

Exterior

When the outside of your workboard printer needs cleaning, use a soft cloth and mild cleanser if necessary. Do not use abrasive cleanser, chemicals or scrubbing pads, as your printer's finish could become marked.

Troubleshooting

Paper Loading Problems

If the paper feed mechanism does not feed correctly on the first part of a new paper roll, remove two to three feet of paper from the outside of the roll. The length of paper rolls can vary by as much as five feet, making the roll too thick for the printer to accommodate.

If the printer is out of paper (or the paper release lever is in the up position) this condition interrupts a batch of receipts, and the printer suspends operation until the condition is fixed. The printer continues to communicate with the mobile computer as long as it does not “time out.”

Once the printer is operational, the suspended print batch (if any) continues to print, ensuring that all receipts are properly printed.

Not Printing

1. Print a self test. If the self test will not print, check battery voltage by plugging the printer into a wall outlet using the AC adapter. Repeat the self test, and check the Battery Voltage print out. Charge battery if necessary or replace.

► **NOTE:** *If the battery is depleted, it may take 5-10 minutes of charging before the printer can print a self test.*

2. Ensure mobile computer is securely seated in holder connector.
3. Make sure the paper is properly installed (with lever closed).
4. Turn the print head knob to ensure that paper is not jammed.
5. Use only the recommended battery pack for the printer.
6. Printer will not print on wrong side of paper. Re-load if necessary.

Print Roller Appears Dirty

Clean Your Printer.

Lined Labels

Lined label printing can cause the print head to become sticky.

Print is Too Light

If you are not getting satisfactory darkness, connect your printer to the personal computer containing your Configuration Program and click on the Paper Options button. Adjust the Darkness setting to a higher percentage until the print is dark and crisp. Refer to the *Intermec Portable Printers Technical Reference Manual* (p/n: 978-018-001) for more details.

Charging Problems

Using an AC Adapter

If the printer does not respond when it is connected to an AC adapter, there could be a problem with the adapter or with the wall outlet.

► **NOTE:** *If the battery is depleted, it may take 5-10 minutes of charging before the printer can print a self test.*

Using a Cigarette Lighter Adapter

If the printer does not respond when it is connected to a cigarette lighter adapter, it is possible that the fuse may be blown. To check, remove the cigarette lighter adapter from all power supplies and unscrew the cover over the pin. Pull out the fuse. If the elements in the fuse appear broken, replace the fuse.

Programming Problems

Refer to the *Intermec Portable Printers Technical Reference Manual* (p/n: 978-018-001) for more details OR call the Intermec Technical Support 1-800-755-5505 for assistance.

Specifications

Dimension	13.875 x 8.25 x 2.625 in. (35.2425 x 20.955 x 6.6675 cm)
Weight:	3.07 lb. (1392.53 g) with batteries, paper, but no card reader, 3.16 lb. (1433.352 g) with batteries, paper, and card reader option.
Print Method:	Direct thermal
Print Medium:	Thermal paper, linerless
Paper Width:	4.40 in. (11.2 cm)
Print Width:	4.09 in. (10.4 cm), 832 dots
Print Speed:	1.64 in. per second depending on amount of data being processed, running of self test, and battery charge level.
Duration:	More than 4200 inches with two batteries.
Operating Temp:	-4 to +122° F (-20 to +50° C) standard unit. +14 to +122° F (-10 to +50° C) with card reader. +41 to +122° F (+5 to +50° C) with smart card.
Interface:	Workboard dock
Characters:	Full IBM and international character sets
Protocol:	Easy Print Protocol for Bar Codes, Stored Graphics, Rotated Fonts.
Power:	Li Ion 1400 mA
Charger AC Power Usage:	Each charger power supply (p/n: 320-066-042) has a maximum AC load current of 0.21 amps @ 100 volts AC.
Battery Operating Temperature:	-4 to +122° F (-20 to +50° C)
Recharging:	Internal, intelligent, automatic
Flash Memory:	4 Meg
Drop Test:	Four feet to concrete for standard printer and printer with card reader.

Global Services and Support

To request technical support, on-site repair service, return your equipment for factory repair, arrange to have a site survey or product installation or check on service contract status, you may select one of the options:

Web Support

Visit our web site <http://www.intermec.com> to download many of our current manuals in PDF format, utilize our technical knowledge base 'Knowledge Central' or to request technical support.

Technical Support

To request technical support on your Intermec product call 1-800-755-5505.

Product Warranty

We warrant that Intermec Technologies Corporation products will be free from defects in manufacturing materials and workmanship for one (1) year from date of shipment. This one year warranty applies to the PW40A Printer only. The warranty on the battery pack is 90 days from date of shipment.

Conditions of warranty

1. Purchaser must obtain a Return Authorization (RA) number from the Intermec Service Center (1-800-755-5505) within the warranty period.
2. Purchaser will provide a written, detailed description of the defect.
3. The product must be promptly returned to the designated Intermec Service Center, freight prepaid by Purchaser.
4. Upon examination of the product, Intermec must agree that the defect exists and is covered by this warranty. Warranty repairs will be completed at the Service Center and returned to the Purchaser by prepaid surface freight.

The foregoing is a summary of the standard warranty, which shall be purchaser's sole remedy. Complete warranty details can be found in your purchase agreement or obtained from your local Intermec sales office.

In no event shall Intermec Technologies Corporation nor its suppliers be liable for any special, consequential or incidental damages.



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