Intermec
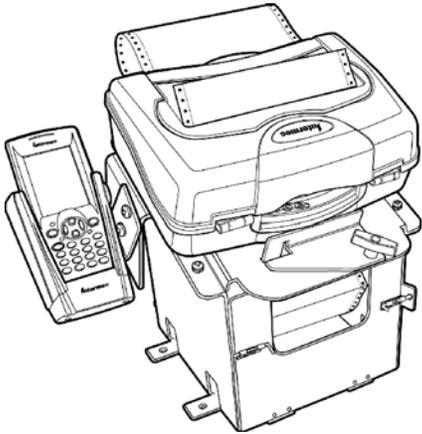
Quick Start
Guide

PK80F
80-Column
Printer

Packing List

Check to ensure that you receive these items:

- Intermec® PK80F 80-Column Printer
- Printer Ribbon Cartridge
- Compliance Statement
- Warranty Card
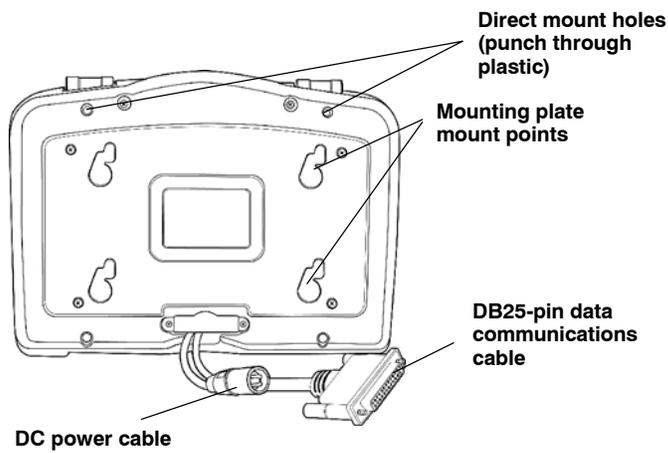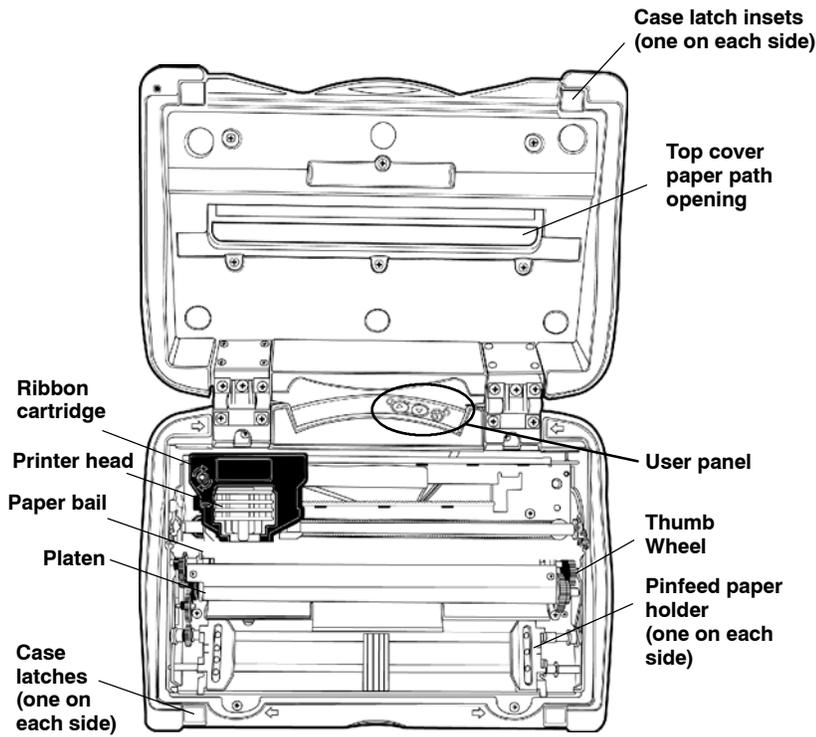- PK80F 80-Column Fixed Mount Printer Quick Start Guide

Common Accessories List

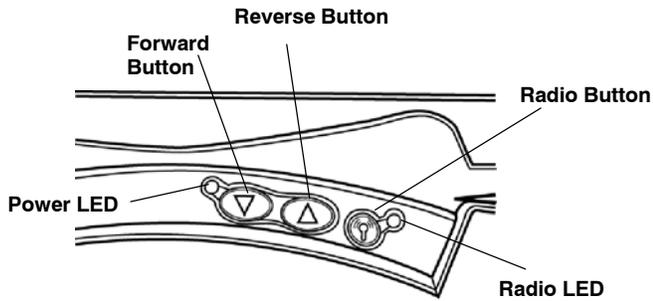| Cable	Part Number
4 Foot Power Cable	226-215-001
8 Foot Power Cable	206-875-002
16 Foot Power Cable	206-875-006
22 Foot Power Cable	206-875-009
"Y" Power Cable	226-325-001
Cleaning Supplies	**Part Number**
MICRO-CLEAN II	901-438-001
Guide Shaft Cleaner	901-439-001
External Power Supply	**Part Number**
External DC Power Supply	851-064-001
Paper	**Part Number**
1-Ply	816-027-111
2-Ply	816-027-012
3-Ply	816-027-013
Ribbons	**Part Number**
Purple Ribbon Cartridge	806-060-002
Black Ribbon Cartridge	805-060-001
Documentation	**Part Number**
PK80 Series 80-Column User's Manual	961-018-004
PK80 Series 80-Column Installation Instructions	962-018-022

Introduction

The Intermec® PK80F 80-Column Fixed Mount Printer can hang on a wall, on a mounting plate secured to a wall, or secured directly to a wall. Mobile computers communicate with this printer through a wireless radio or a wired serial connection. There is no internal paper tray, thus paper is loaded from a separate dashboard mount, compact paper tray, or a box. The printer mechanism is permanently attached inside the printer.

Getting Started

Case latch insets (one on each side)

Top cover paper path opening

Ribbon cartridge

Printer head

Paper bail

Platen

Case latches (one on each side)

User panel

Thumb Wheel

Pinfeed paper holder (one on each side)

Direct mount holes (punch through plastic)

Mounting plate mount points

DB25-pin data communications cable

DC power cable

User Panel

The PK80F Printer user panel is located in the center top of the printer and has three buttons and two Light-Emitting Diodes (LEDs).

Forward and Reverse Buttons

Use the **Forward** and **Reverse** buttons to power the printer On or Off.

Forward (Left) Button

- Press to turn printer On.

- Press button to feed one line.

- Press and hold button longer to feed up to five lines, one line at a time.

- Press and hold this button longer than five feed lines to do a Form Feed, which moves the paper to the top of the next page, or form. Press this button again during a Form Feed to stop the paper feed.

- Press this button any time during a printing job to cancel the current data buffer being printed.

- When there is a paper out, press this button to clear the paper out mode. Insert the paper, then continue to press this button to feed the paper into the printer.

Reverse (Right) Button

- Press button to turn printer On.
- Press and hold this button to do a Back Feed, which pulls the paper back into the printer line-by-line.

Both Forward and Reverse Buttons

Press both buttons to power Off the printer.

Power LED

The power (left) LED shows a steady green when the power is plugged in and a steady green when the printer is awake after coming out of a sleep mode.

Radio Button

Press the third button, the **Radio Button**, to toggle the radio On or Off.

- If the button is pressed when the RF power is Off, then the printer emits one short beep before turning On the RF power.
- If this button is pressed when the RF power is On, the printer emits two short beeps before turning Off the RF power.

Single Color (Blue) Radio LED

The single-color (blue) LED indicator shows the current status of the RF power for this printer as follows:

Printer State	Radio State	Radio Power State
Asleep	Off	Off
Awake	Off	Off
Asleep	Momentary flash at 1 every 5 seconds	On
Awake	On	On

Single Color (Green) Power LED

The single color (green) LED indicator shows the current status of the printer power as follows:

Printer State	Color LED and Meaning
Asleep	Off
Awake	Green

Remote Connections

A printer and a mobile computer, using the Personal Area Network (PAN) radio, can operate while up to 30 feet (10 meters) apart.

Vehicle Battery

Power is provided to the printer through a cable permanently installed in the vehicle.
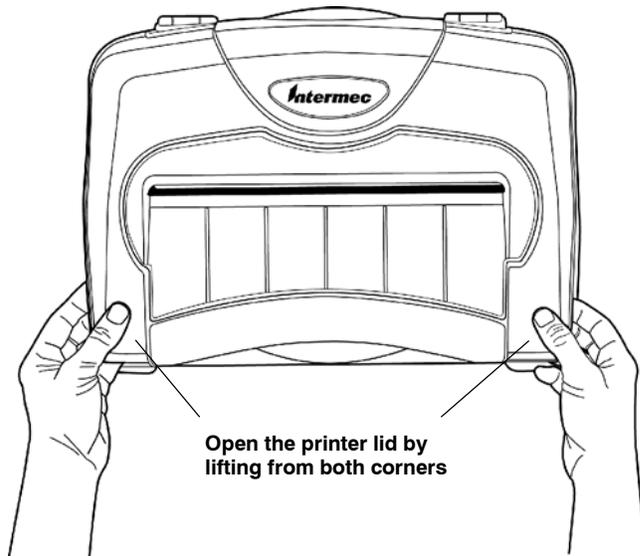
External Power Supply

Using your printer in a settlement room environment power may be provided to the printer through an external DC power supply.

Paper

The printer works with 1–3 ply carbonless paper that is single-edge glued and designed for sprocket feed. Standard paper size is 8.5 x 11" or 8.5 x 12" (241 x 305 mm international). Use 3-ply forms up to a maximum of 0.009 inch (0.23 mm) thick.

Before Using Your Printer The First Time

1 Open the printer lid and remove the twist tie from the print head.
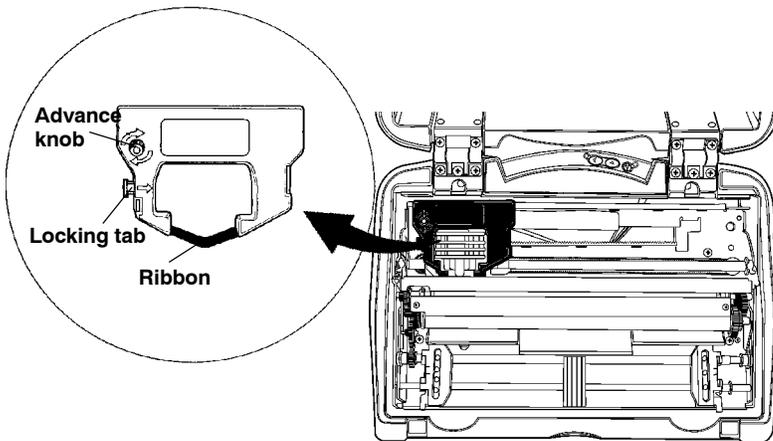

Open the printer lid by lifting from both corners

2 Install the ribbon cartridge.

3 Secure printer to the mounting bracket you are using.

4 Load paper into the paper tray or box.

5 Feed the paper into the printer

Installing The Ribbon Cartridge

Ensure that there is a ribbon cartridge in your printer before using.

1 Turn the ribbon advance knob in the direction of the raised arrows to remove any slack in the cartridge.

2 Squeeze the ribbon cartridge locking tab into the cartridge, then lower the cartridge over the print head.

3 Lower the tab side of the cartridge until it clicks.

4 Release the tab and press down on the arrow to fully seat the ribbon cartridge. The tab clicks outward.

5 Turn the ribbon advance knob to align the ribbon in front of the print head.

Load Paper Tray

Note: Do not exceed the recommended amounts of paper quantity or thickness. When loading multiple-sheet paper, be sure to have the original faced up, with the leading edge towards the rear of the printer.

Load the Compact Paper Tray

If you have a compact paper tray attached to your PK80F Printer, hold a stack of paper, up to 2.5 inches (6 cm) thick, with the

original facing you, and lay the stack flat into the tray. Pull the top form out to load into the printer.

Load the Dashboard Paper Tray

If your PK80F Printer is attached to a dashboard mount, do the following to load paper into that tray:

1 With the original facing you, insert a stack of paper inside the box from the front of the dashboard mount.

2 From the back of the dashboard tray, pull the top form out, then over the printer into the mechanism.

Load Paper into Printer

Follow these steps to load the paper into the printer, or paper jams may occur.

Paper for the PK80F Series Printer has perforated strips that fit onto the pinfeed holder pins, guiding the paper into the printer.
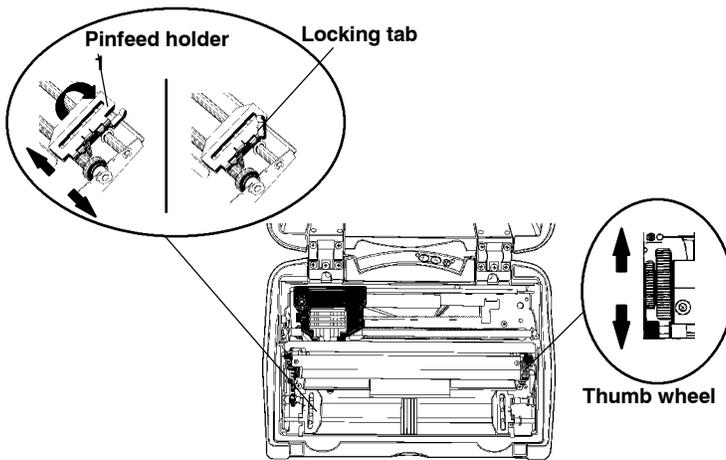
Adjust the Pinfeed Holders

Note: There are two pinfeed holders, one next to the green thumb wheel and one opposite the same wheel. Always loosen the pinfeed holder opposite the green thumb wheel.

Adjusting the pinfeed holder next to the green thumb wheel may cause information to print in the wrong place. If this pinfeed holder is moved, correct its location by releasing the pinfeed holder tab, moving the pinfeed holder as close to the green thumb wheel as possible, then locking the pinfeed holder tab, before adjusting the opposite pinfeed holder.

If the paper does not properly fit on the two pinfeed holder follow these steps to adjust the pinfeed holders.

1 With the pinfeed holders open, release the locking tab on the pinfeed holder opposite the green thumb wheel.

2 Adjust the pinfeed holders to align the pins with the paper.

3 Close the pinfeed holder.

4 Ensure that the paper is smooth (no folds, bulges, bows, etc.) between the pinfeed holders. Then push the locking tab down on the pinfeed holder that you adjusted.

Pinfeed holder   **Locking tab**

Thumb wheel

Position the Paper

1 Open the pinfeed holders outward.

2 Take the top edge of the sheet of paper and position it, original side facing down, over the pinfeed holder pins.

3 Align the first few holes of the paper, on each side of the paper, onto the pinfeed holder pins.

4 Close the pinfeed holders.

5 Raise the paper bail.

Set the Paper

Do the following to feed the paper into the printer:

1 Press, and hold, the **Forward** button on the user panel to feed the paper into the printer.

2 Lower the paper bail. The top of the page should be approximately 1/4" (6.4 mm) above the paper bail.

3 Close the printer lid. Ensure the paper passes through the paper slot when the printer starts printing.

Adjusting The Print Head Gap

When the printer is powered On or awakened, the print head will find home by advancing away from home, then returning to
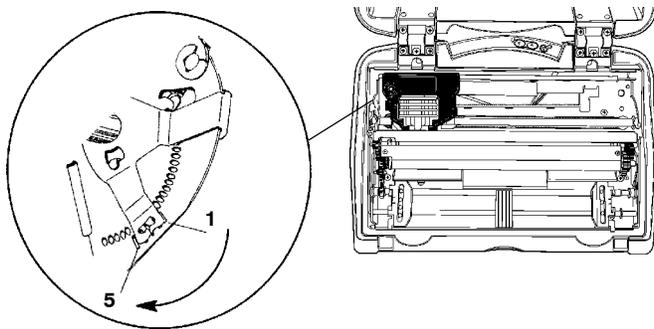
home, or by returning to home if starting from another location, such as where it stopped when the last printing job was complete.

When printing is complete, the print head remains where it stopped with a low hold energy applied to the print head. Further printing activity begins from this stopped point. If there is no activity after ten seconds, the print head returns to its home position and is no longer held in place. If the print head is moved from this position, the printer will relocate to home position before printing again.

The head gap adjuster is near the printer mechanism on the side opposite the green thumb wheel. The print head adjuster has five notches between the print head and the platen for different paper thicknesses.

Verify the thickness of the paper loaded into the printer.

- If you are using single-sheet forms, set the head gap adjuster to the third notch away from the paper.

- If you are using multiple-sheet forms (2-ply or 3-ply), set the head gap adjuster to the fourth notch away from the paper.

- If you experience frequent head jams, set the head gap adjuster to the fifth notch away from the paper. This may stop the head jams.

- If the 2-ply and 3-ply paper have light printing, setting the gap adjuster to a closer setting darkens the print.

Check the Power Source

The printer will automatically power down after a configurable period of inactivity. Activity is either sending data or pressing a button. The timer resets during printing. You can awaken the printer either by sending data or pressing the **Forward** or the **Reverse** button on the user panel.

If there is power, the power LED turns On and the print head moves to its home or starting position. If the printer emits beeps and power LED lights up or flashes, observe the number of beeps and flashes and refer to the Troubleshooting table (see page 16), the Printer LED table (see page 13), or the *PK80 Series 80-Column User's Manual p/n: 961-018-004*.

If there is no reaction from the printer after pressing a button on the user panel, or only the power LED blinks, verify that the power cables are properly connected between the printer and its power source. If neither of these steps "wake" up the problem printer, then return the printer for service.

- **Vehicle cable**:
  Attach the printer to another vehicle power cable.

- **AC power**:
  Plug the printer into another outlet.

Printer LED Indicators

If the power LED is green, but the printer is not printing, press and hold both the **Forward** and **Reverse** buttons. If the power LED light up, refer to the following table:

Printer Failure Indicators

Sets of Beeps	Meaning
1 set of 13 beeps	Configuration error.
2 sets of 3 beeps	Paper Out.
3 sets of 4 beeps	Home switch failure.
4 sets of 2 beeps	Head Jam.
4 sets of 4 beeps	Flash write error.
12 sets of 12 beeps	Operating system software failure.

Printer Self-Test

A Self-Test is performed by pressing and holding the **Forward** button through a form feed (more than five lines). If it is still held down at the end of the form feed, it prints a self-test.

The result of the Self-Test is a one page report which is helpful when diagnosing and troubleshooting printer problems.

Refer to the *PK80 Series 80-Column Printer User's Manual p/n: 961-018-004* for a complete description of the Self-Test report.

Operation Guidelines

Things to Do

✔ Ensure that your mobile computer remains connected to the printer throughout a printing operation.
✔ Ensure the printer cover is closed except during maintenance procedures or paper loading.
✔ Ensure that the paper is properly installed.
✔ Disconnect the printer power cable when jump starting your vehicle.
✔ Keep your printer clean.

Things NOT to do

✔ Spill liquids or food crumbs into the printer.
✔ Sit or stand on the printer.
✔ Use solvents or abrasive cleaners on your printer.
✔ Rest objects on, under, or against the printer.
✔ Allow the printer to be knocked over or physically damaged.
✔ Start or stop the vehicle engine while printing.
✔ Overload paper tray (paper jams will occur).
✔ Use objects to remove paper from between the print head and the platen (damage to mask spring and print head will occur).

General Cleaning

⚠ **Caution**

Do not use glass cleaners with ammonia. Permanent damage to the printer cover will occur if such glass cleaners are used.

⚠ **Caution**

Do not use abrasives or solvents (or any product containing these substances) to clean any part of the unit. Permanent damage to the printer will occur if such substances are used.

⚠ **Caution**

Never use ketonic solvents (acetone or ketone) or aromatic solvents (toluene or xylene) to clean any part of the printer. Doing this can damage the printer.

Note: MICRO-CLEAN II is the only cleaner recommended for this purpose. Other cleaners can damage the case.

Note: GUIDE SHAFT CLEANER is recommended for cleaning your printer guide shafts. Cleaning the printer guide shaft can reduce the number of head jams caused by dirt and buildup.

Both cleaners are sold separately. Order these products by calling Intermec Inside Sales Department 1-800-255-6292.

Periodic cleaning helps maintain the appearance and reliability of the printer. When cleaning the printer, inspect both the outside and the inside for obvious signs of damage, wear, or impending failure.

Outside Cleaning

Do not pour liquid cleaners directly on the printer case. Instead, dampen a soft, lint-free cloth with a quality cleaner and clean the exterior surfaces with this cloth. Do not use solvent solutions. Inspect all cables and the remote terminal holder or vehicle dock for damage.

Inside Cleaning

⚠ **Caution**

Let the printer cool before you clean the inside of the printer, or you may burn your fingers.

Open the printer cover and inspect the ribbon cartridge and all visible moving parts on the printer mechanism for signs of wear or damage.

Use a low-pressure, dry air source, such as "canned air" available at electronic supply houses and typewriter repair facilities, or a vacuum, to remove accumulated paper dust from the printer mechanism.

The printer ribbon contains a special lubricant to ensure that the fine dot wires inside the print head receive adequate lubrication. Replace the ribbon frequently to prolong the life of the print head. The printer requires no additional user-applied lubrication.

Troubleshooting

Possible Printer Problems

Printer does not communicate with the mobile computer.

Incorrect protocol selection. Contact Customer Support 800-755-5505.

Printer emits 1 or 2 beeps or blinking green light is the only indicator.

Printer mechanism does not have adequate power for printing. The 12 volt may be under or over voltage fault. Error lights do not flash if you have a high voltage condition.

Check power supply if one is used, adjust supply voltage to 11-15 volts. Check the vehicle charge cable (see the *PK80 Series 80-Column Printer Installation Instructions* for information.

Printer emits 2 sets of 3 short beeps.

Printer out of paper. Press the **Forward** button to stop the beeps. Reload paper.

Printer does not work.

1) No Voltage. Adjust supply voltage to 11-15 volts.
2) Voltage too high or low. Adjust supply voltage to 11-15 volts.
3) No data input. Tighten computer connections.

Possible Printer Problems (continued)

Printer is emitting four sets of two beeps and has stopped printing.

The printer detected a paper jam during homing. Power Off the printer, clear the paper jam, then power up the printer.

No paper feed (paper jam). When pulling the paper toward the roller the paper resists.

1) Paper tray or dashboard mount may be too full. Ensure less than 200 3-ply sheets are in the paper tray or dashboard mount.
2) The paper perforation may be torn. Remove the torn paper, load and center a clean stack of paper, then adjust the pinfold holders.
3) The paper may be wrinkled, creased, moist, or perforations may be missing. Replace the paper.

No paper feed (head jam). When I move the print head manually from side to side the print head is resistant.

1) Ribbon may be jammed. Remove the ribbon cartridge and turn knob. If ribbon resists, replace ribbon cartridge.
2) Mask spring may be bent or damaged. Refer to the *PK80 Series 80-Column Printer User's Manual p/n: 961-018-004* for instructions on replacing the mask spring.
3) Print head gap adjuster may be too low. Adjust the print head gap.
4) Paper scraps are found in the printer mechanism or around platen. If the ribbon cartridge bumps against the inside of the printer, check the white ribbon cable, home position sensor, and four screws. Remove any paper scraps and do a cleaning.
5) Printer still does not work. Contact Customer Service 800-755-5505.

Specifications

Note: Various print fonts do affect the print speed.

Printer Specifications

Item	Spec Detail
Print Speed	230 characters per second (cps)
Weight	11.09 lb (5 kg) printer
Temperature:	
Operating	-4° to +140°F (-20° to +60°C)
Storage	-22° to +149°F (-30° to +65°C)
Humidity	90% non-condensing
Electrical:	
Voltage	12 volts dc (nominal)
Current	100 mA (sleep mode)
Warranty	One year, includes print head. Extended warranty available.

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 following options:

Technical Support

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

Global Services and Support

- **Factory Repair and On-site Repair**
  To request a return authorization number for one of our authorized service centers, or to request an on-site repair technician, call 1-800-755-5505, then select option 1.

- **Technical Support**
  For technical support on your Intermec product, call 1-800-755-5505, then select option 2.

- **Service Contract Status**
  To inquire about an existing contract, or to renew a contract, call 1-800-755-5505, then select option 3.

- **Schedule Site Surveys or Installations**
  To schedule a site survey, or to request a product or system installation, call 1-800-755-5505, then select option 4.

Web Support

Visit our Web site at http://www.intermec.com to download many of our current manuals in PDF format.

Visit our technical knowledge base (Knowledge Central) at http://intermec.custhelp.com to review technical information or to request technical help for all Intermec products.

Product Warranty

We warrant that Intermec Technologies Corporation products will be free from defects in manufacturing materials and work-manship for one (1) year from date of shipment. This one year warranty applies to the PK80F Printer only.

To Obtain Warranty Service

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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PK80 80-Column Printer Quick Start Guide April 2004

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