



Printer
Solutions

OPERATOR'S HANDBOOK

Avery Dennison®
Monarch® FreshMarx®
9417+ Solution
Version 3.1

TC9417POH Rev. AB 6/17
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Avery Dennison
170 Monarch Lane
Miamisburg, OH 45342



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GETTING STARTED

1

Use the Avery Dennison® Monarch® FreshMarx® 9417+ Solution for product freshness and to label inventory. The printer is available as a single printer (left printer only) or dual printer (left and right printer).

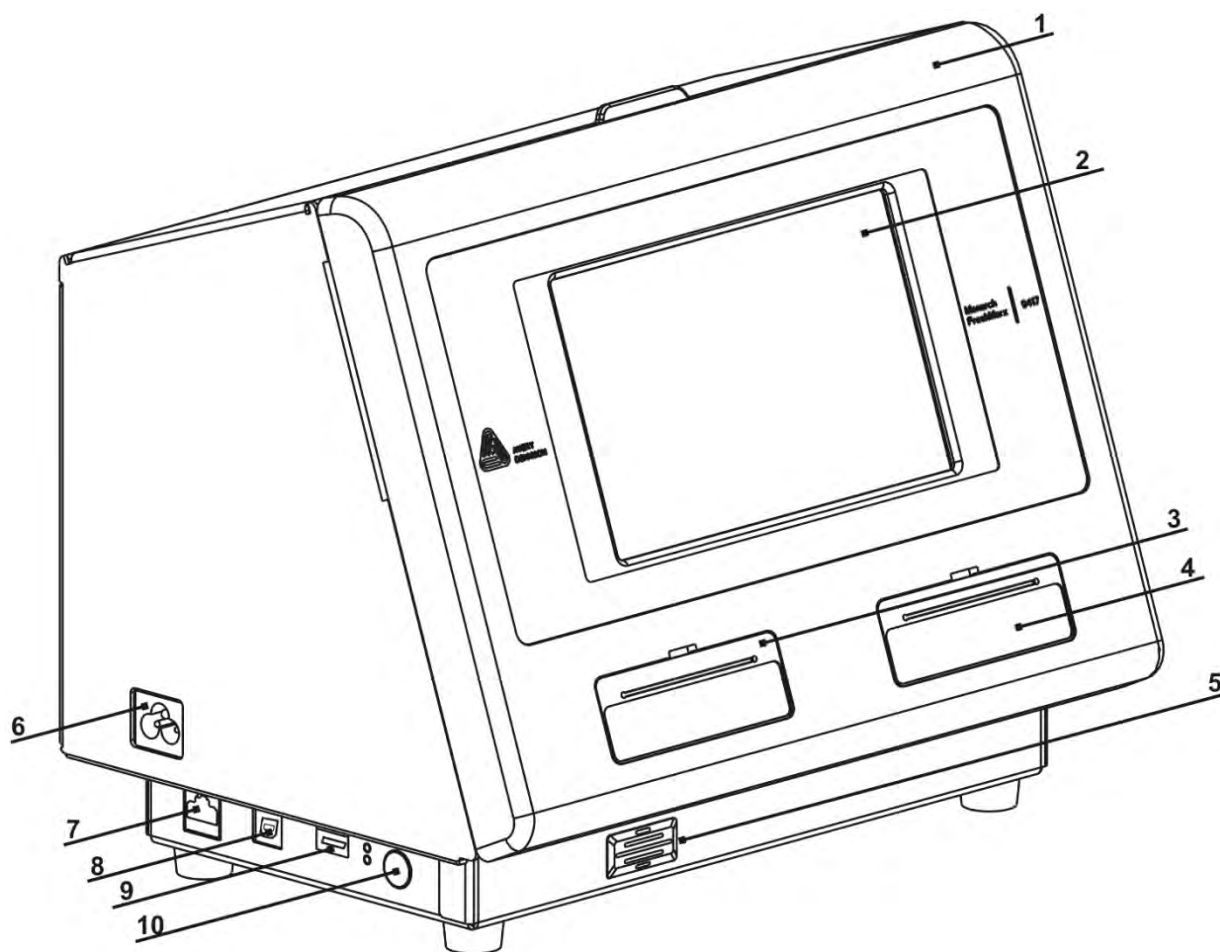
Audience

The *Operator's Handbook* is for users who print and apply freshness labels.

Your Manager or System Administrator should review the information in the *System Administrator's Guide*. It describes how to set the printer's time and date, configure the printer, and use the built-in FreshMarx application.

This revision of the manual is for FreshMarx application version 3.1 and higher. Version 3.1 includes secure file transfer protocol and in-application Wireless setup.

Printer Overview



1.	Cover	6.	Power Cord Connection
2.	Display	7.	Ethernet Port
3.	Left Printer	8.	USB (Type B) Port
4.	Right Printer	9.	USB (Type A) Port
5.	Speaker	10.	Power Button

Connecting the Power Cord






1. Plug the power cord into the socket on the side of the printer (#6 above).
2. Plug the other end of the power cord into a grounded electrical outlet.
3. Turn on the printer. Press the power button on the side of the printer (#10 above).

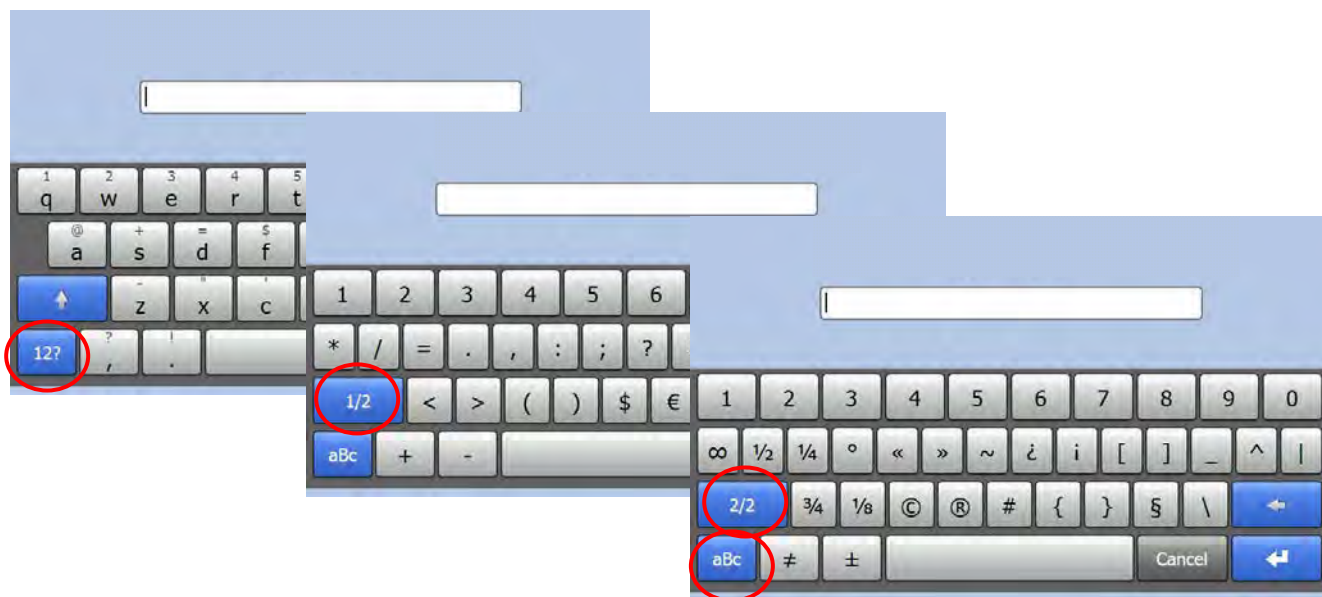
Warning: The printer should never be operated in a location where it can get wet. Personal injury could result.

About the Setup Wizard

The first time the 9417+ printer is powered on or after updating the software, a setup wizard appears. The wizard guides you through important tasks such as setting the printer's language and setting the time and date.

Using the Keypad

- ♦ The default keypad is lowercase alphabetic. Press  (**Shift**) to use uppercase alphabetic characters.
- ♦ Press  to use numeric characters or symbols. Press  to see the second page of symbols; press  to return to the first page of symbols. Press  to return to the lowercase alphabetic keypad.



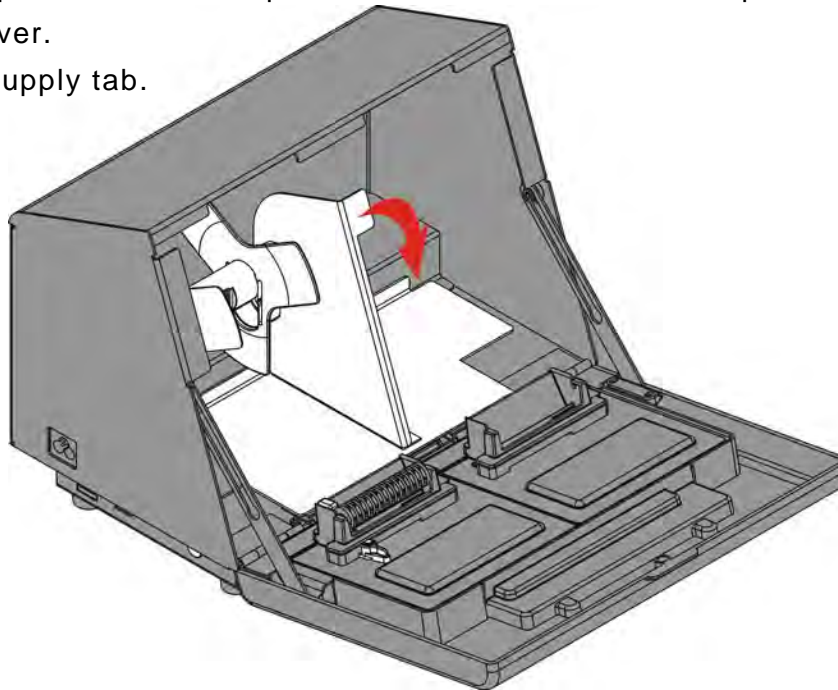
Press and hold a key to use symbols and accented characters.



This chapter describes how to load labels for a single printer (left printer only) and dual printer (left and right printers).

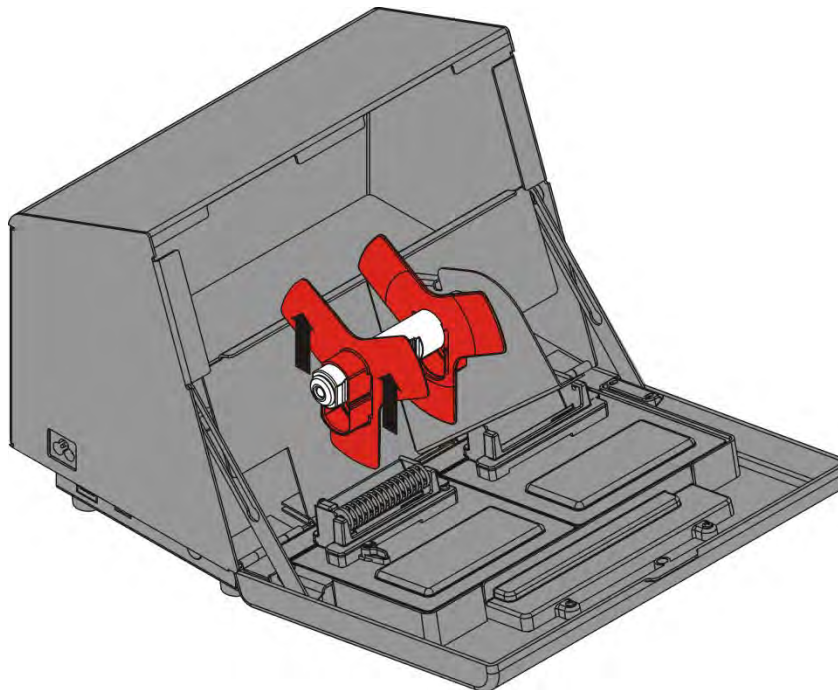
Loading the Left Printer

1. Turn on the printer. Press the power button on the side of the printer.
2. Open the cover.
3. Pull on the supply tab.

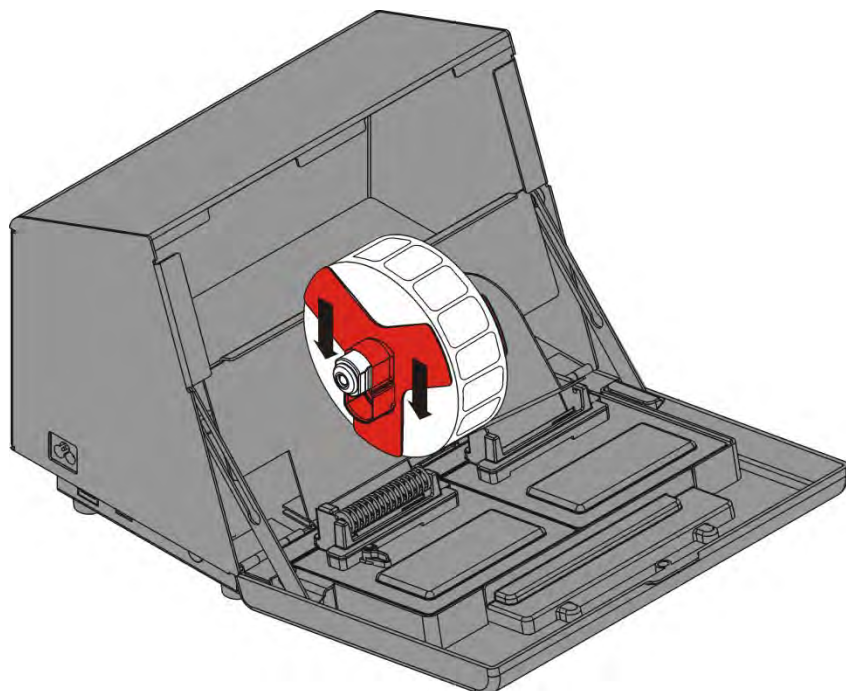


Note: When loading supply, open the supply lever as shown above.

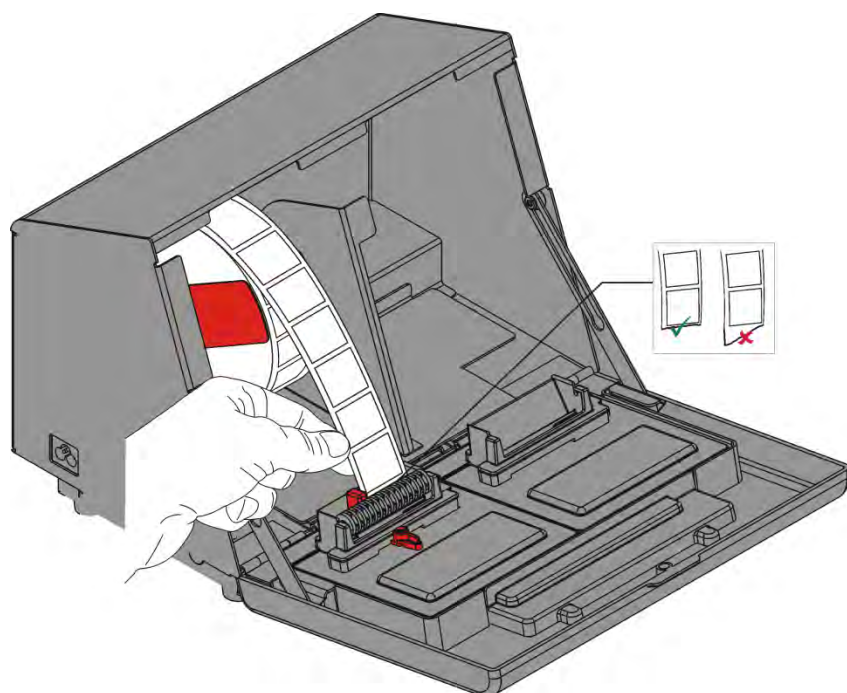
4. Unlock the supply guide. Remove the supply guide from the supply holder.



5. Place a roll of labels (label side up) on the supply holder.
6. Place the supply guide on the supply holder until it touches the supply. Lock the supply guide.

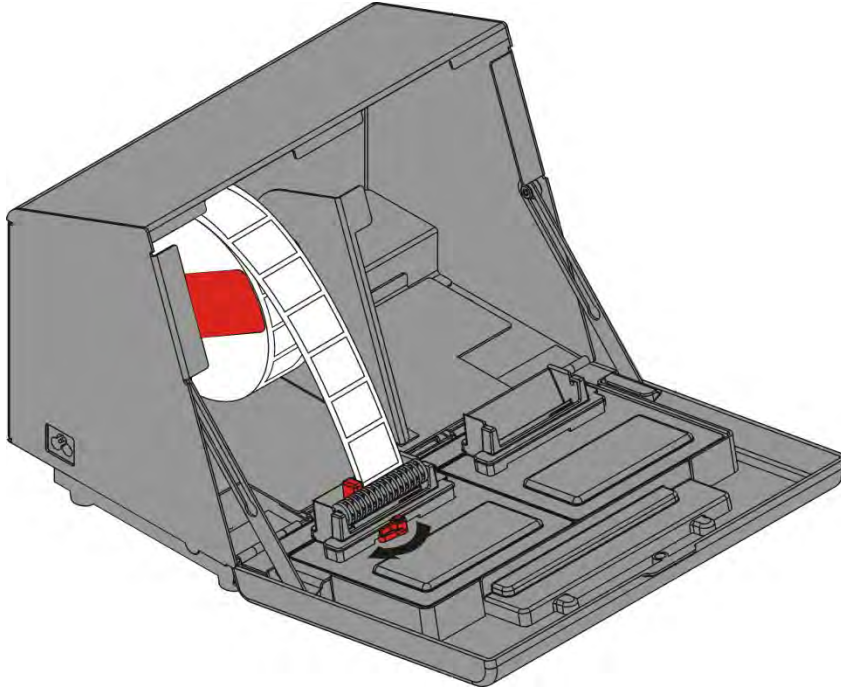


7. Put the supply tab back.
8. Guide the labels along the inside edge and into the slot (behind the white roller). The printer feeds the supply.



Note: Tear a straight edge on the supply before feeding it into the printer.

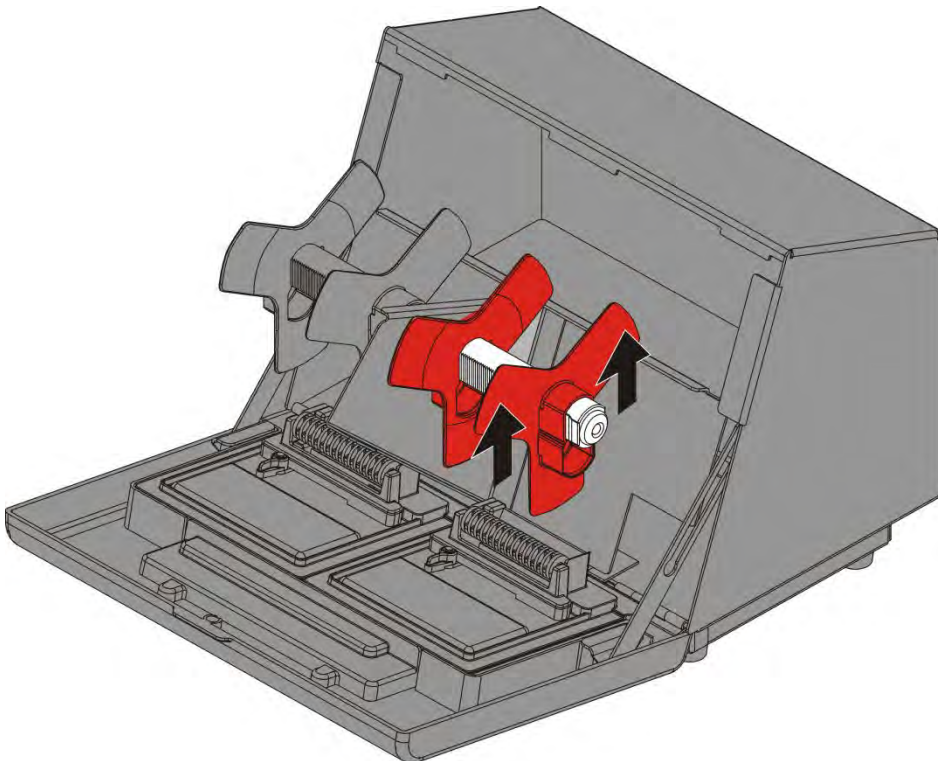
9. Slide the supply lever next to the supply. Close the supply lever.



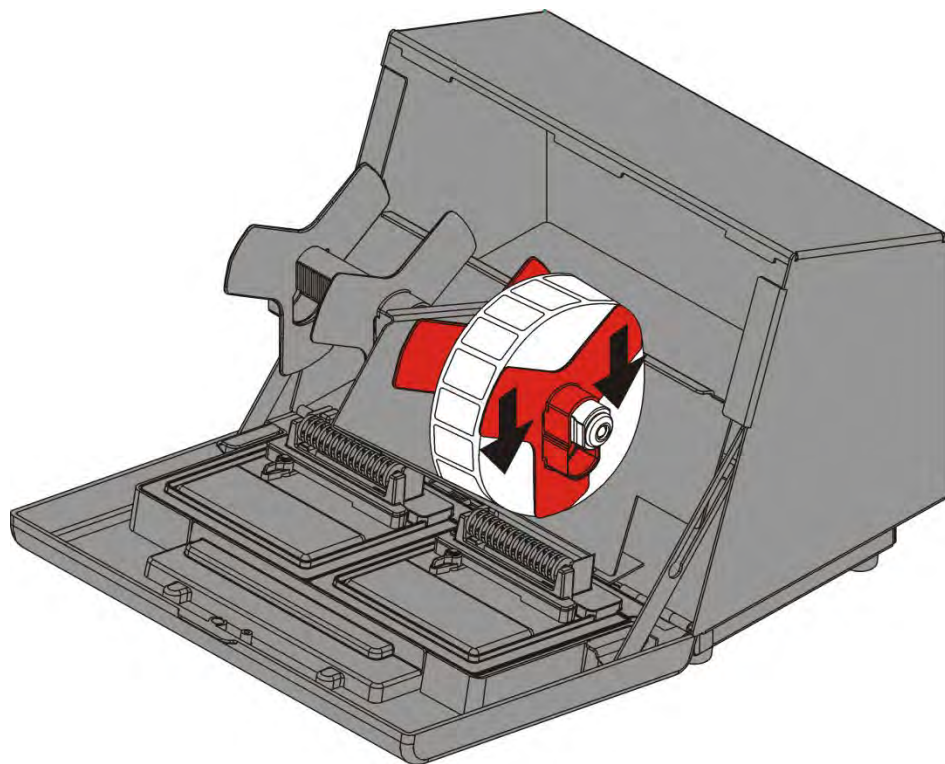
10. Close the cover.

Loading the Right Printer

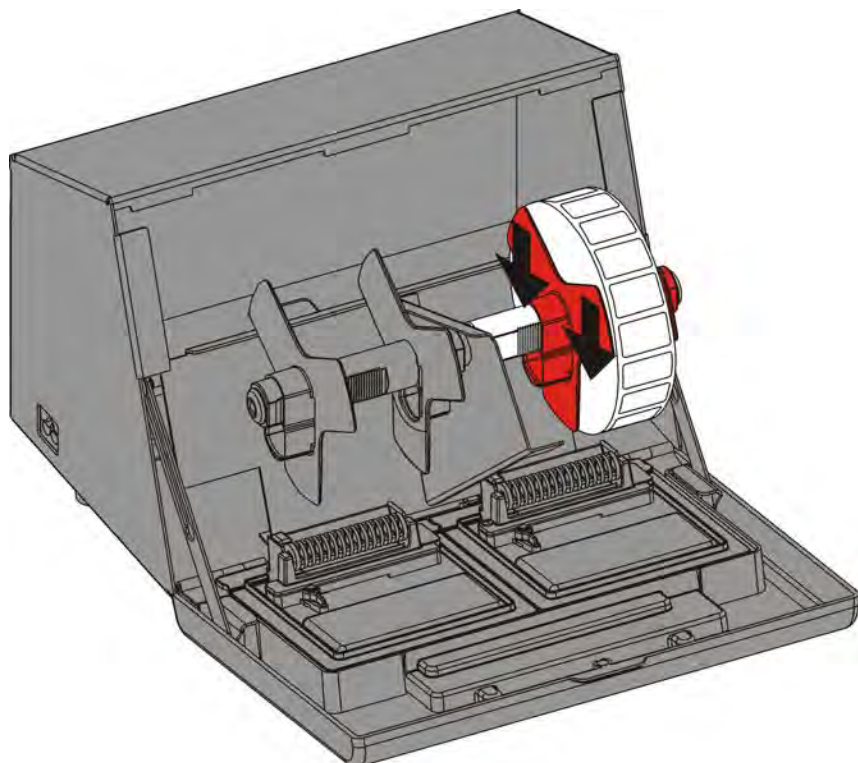
1. Turn on the printer. Press the power button on the side of the printer.
2. Open the cover.
3. Pull on the supply tab.
4. Unlock the outer supply guide and remove it.



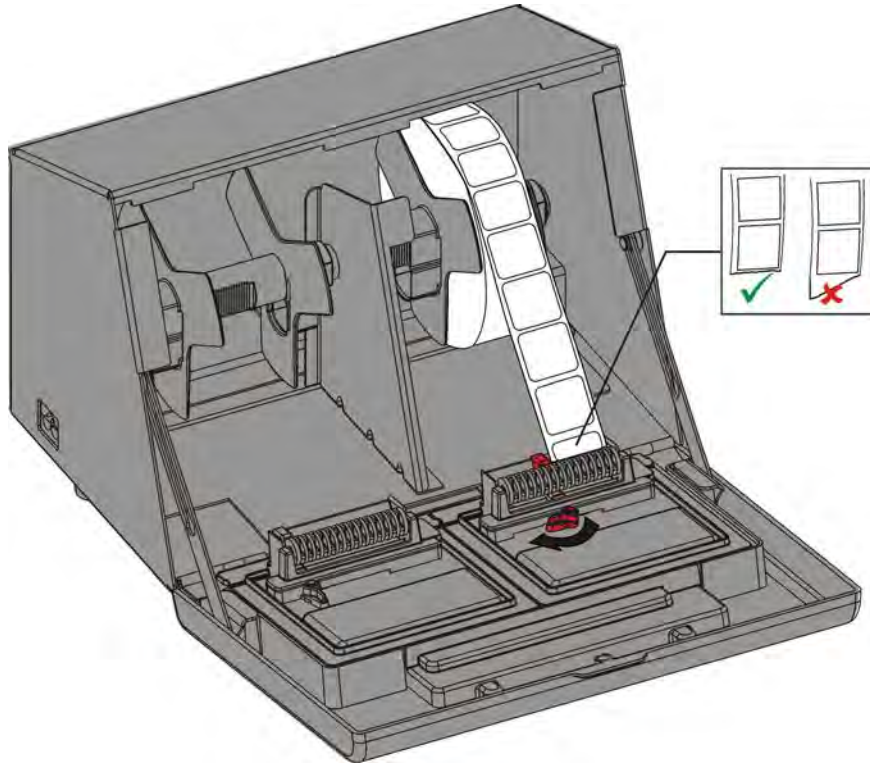
5. Place a roll of labels (label side up) on the supply holder.
6. Place the outer supply guide on the supply holder and lock it in place.



7. Unlock the inner supply guide and move it until it touches the supply. Lock it into place.



8. Put the supply tab back.
9. Guide the labels along the outside edge and into the slot. The printer feeds the supply.
Note: Tear a straight edge on the supply before feeding it into the printer.



10. Slide the supply lever next to the supply and close it.
11. Close the cover.

USING THE APPLICATION

Employee ID

The Employee ID login may appear. This option is set by your Manager.

Logging On

To log on:

1. Turn on the printer.

2. Enter your Employee ID and press  (Enter).

1	2	3	4	5	6
Biscuits & Sausage Gravy	Bacon, Egg Biscuit	Sausage Cheese Biscuit	Pancake, Eggs, Sausage		
Bacon, Egg Cheese Wrap	Bac, Egg, Cheese Biscuit	Ham, Egg Biscuit	Pancake, Eggs, Bacon		
Ham, Egg, Cheese Wrap	Sausage Egg Ch Biscuit	Ham, Egg, Cheese Biscuit	Bacon Egg Croissant		
Sausage Egg Ch Wrap	Sausage Egg Biscuit	Pancakes, Egg, Ham	Bacon, Egg, Ch Croissant		

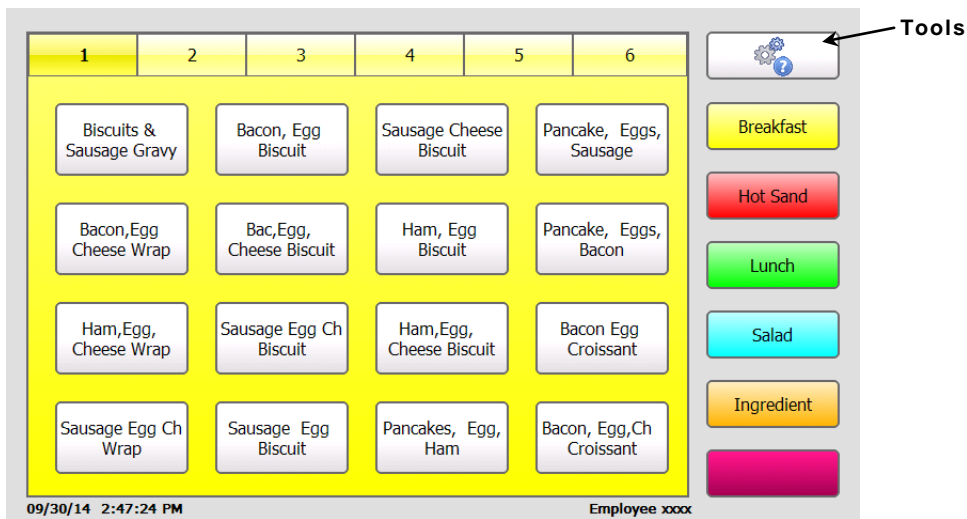
09/30/14 2:47:24 PM Employee xxxx

Your ID must be 2-10 alphanumeric characters. Your Employee ID is shown on the screen.

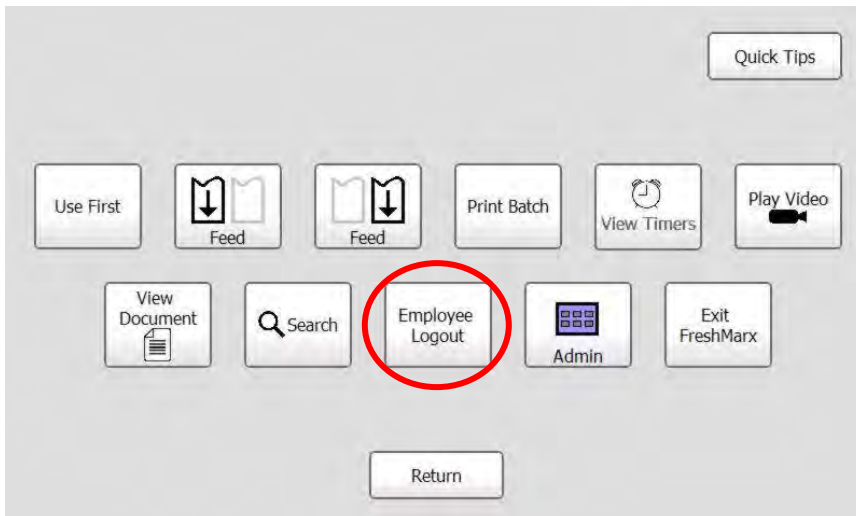
Logging Off

To log off:

1. Press  (**Tools**).



2. Press **Employee Logout**.

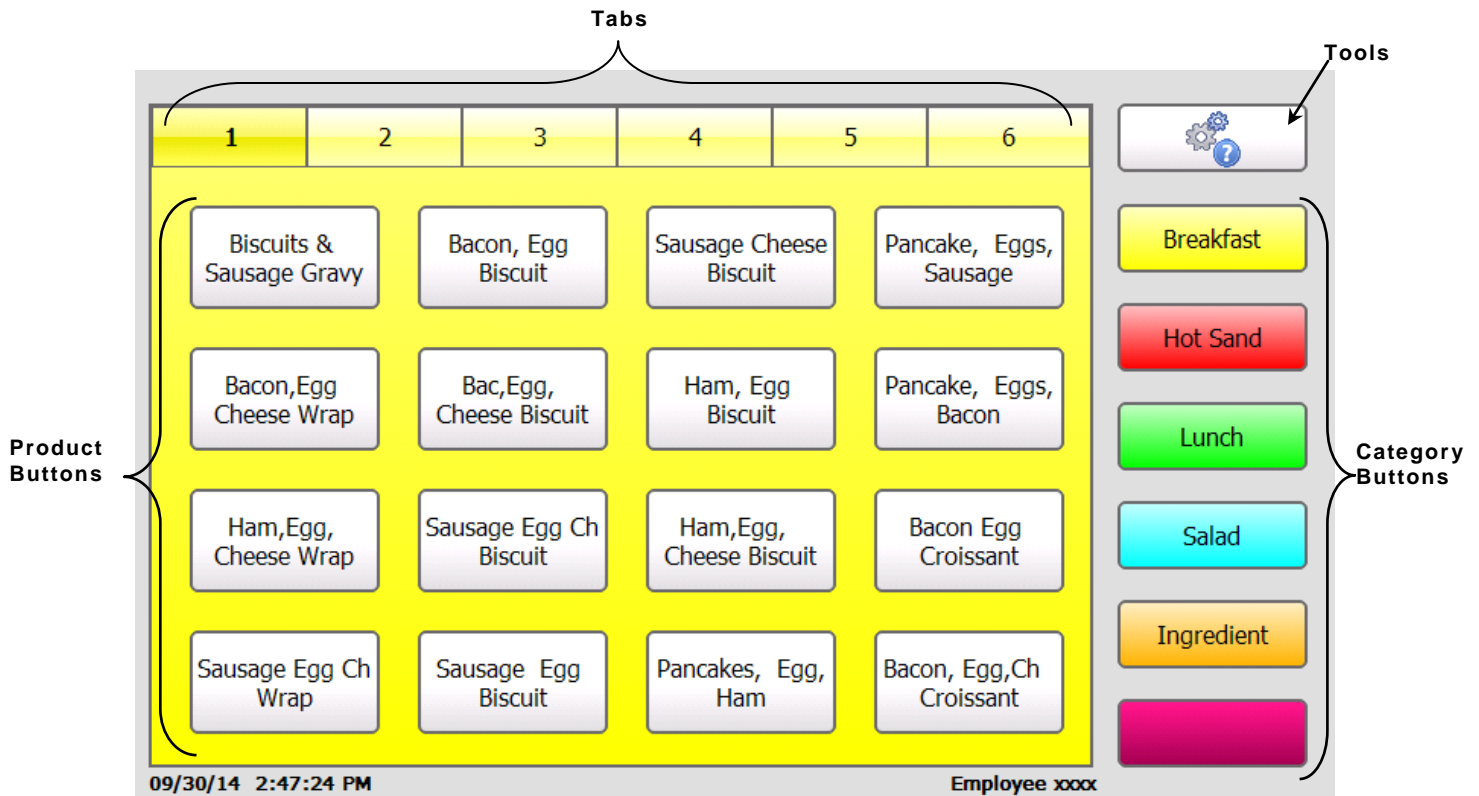


Using the Main Screen

The main screen consists of a language toggle button (optional, set up by the System Administrator), tools button, six product category buttons, each with tabs of product buttons. The product category buttons and their tabs of product buttons are color-coded so you can easily print freshness labels.

Select a new category by touching one of the color-coded buttons on the right side of the screen.

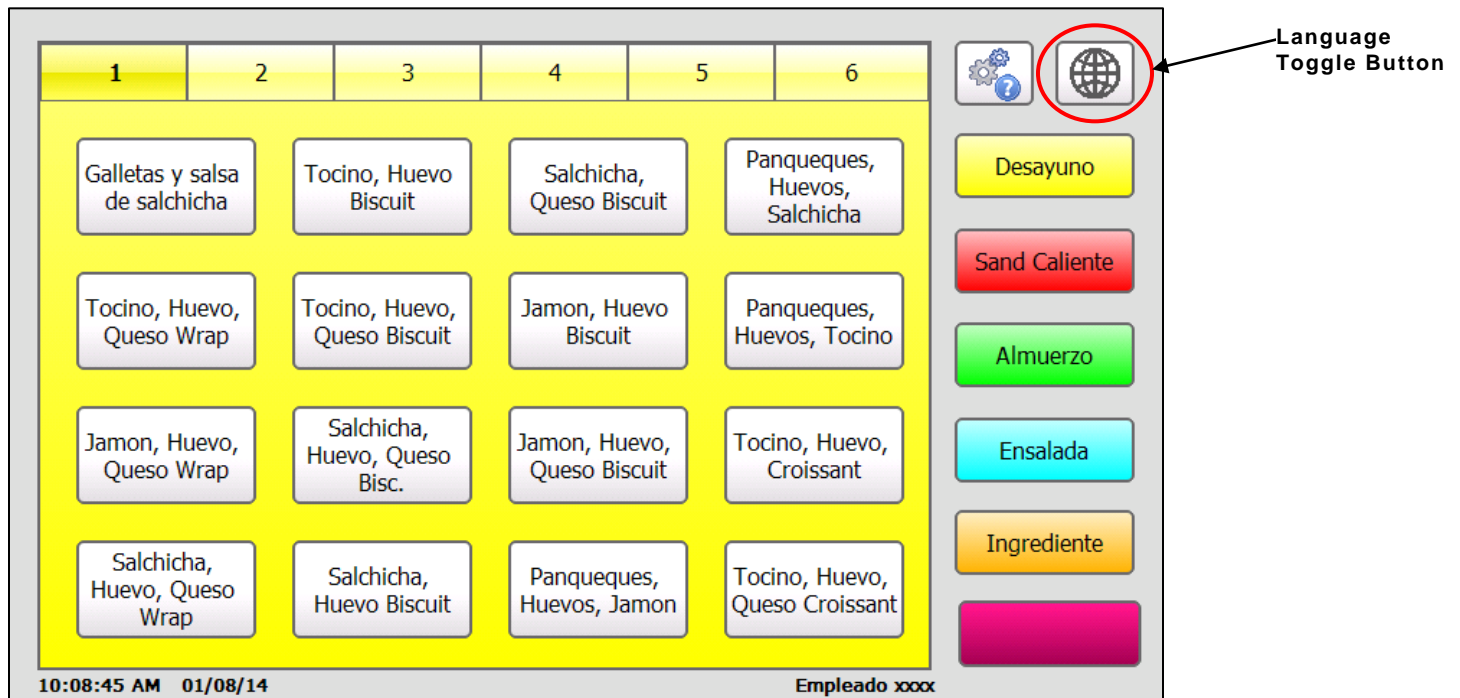
Note: All products in a category may not appear on the screen. Use the numbered tabs at the top of the screen to view more products.



Language Toggle

Your printer may be set up to display two different languages. If your printer has the Language Toggle Button (next to the Tools button) you can press it to show another language. Press it again to return to the default language.

Note: English and Spanish were used as an example; your printer may show other languages.

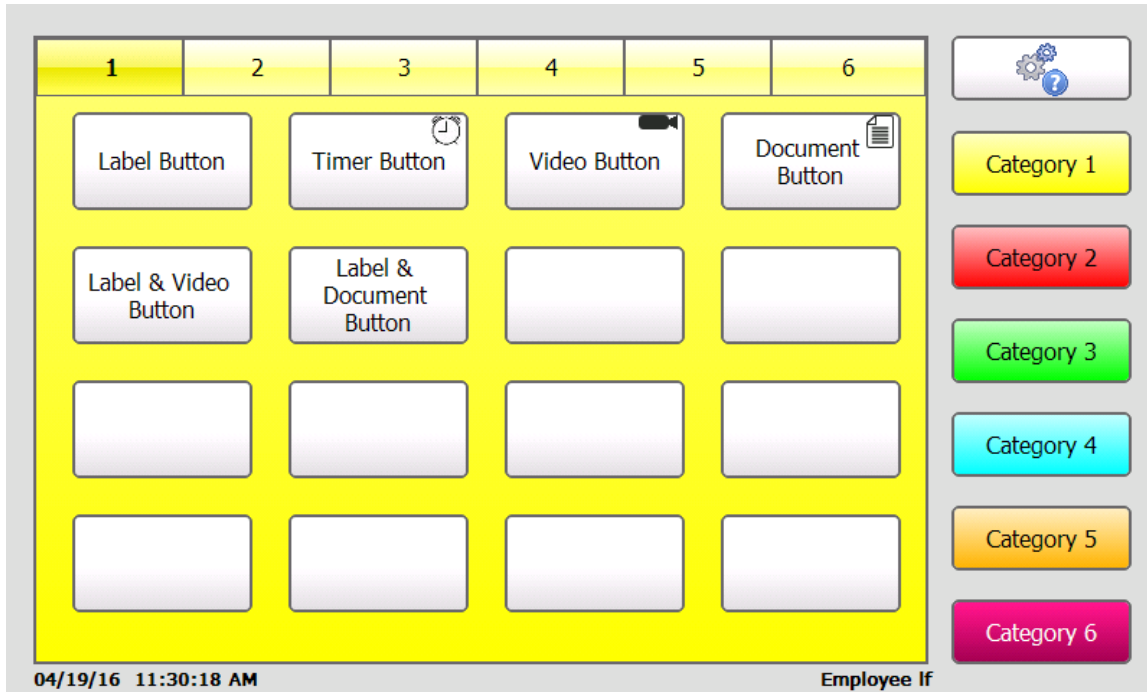


Button Modes

The button modes are:

- ♦ Label – Prints labels (See Chapter 4, “[Printing Labels](#)”)
- ♦ Timer – Starts a timer
- ♦ Video – Plays a video
- ♦ Document – Opens a document viewer
- ♦ Label + Video – Prints labels with the option of first playing a video
- ♦ Label + Document – Prints labels with the option of first viewing a document
- ♦ Label + Timer – Prints labels and starts a timer


Once you create product buttons and exit Edit Mode, the buttons appear as shown:

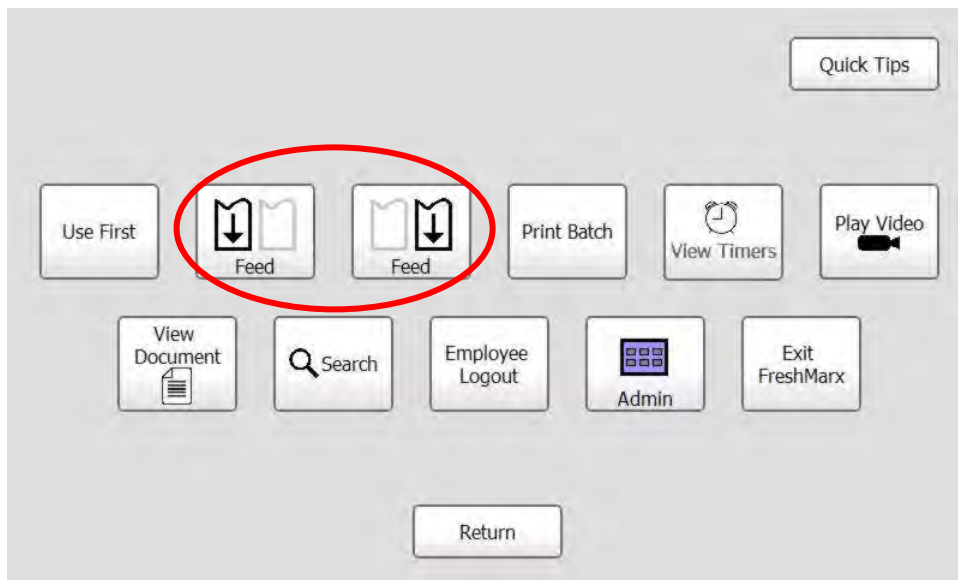


- ♦ Timer, video, document, and Label & Timer buttons have icons in the top right corner of the button so you know the button's function.
- ♦ Label buttons are the default; they do not have an icon.
- ♦ Label & video and label & document buttons do not have an icon because the button's primary function is to print a label. As a secondary function the user can view a video or a document.

Feeding a Label

To feed a label:

1. Press  (**Tools**).
2. Press **Feed** (left printer) or **Feed** (right printer). The feed arrow on the left feeds labels on the left printer, the feed arrow on the right feeds labels on the right printer. If your printer only has a left printer, the **Feed** (right printer) is disabled.



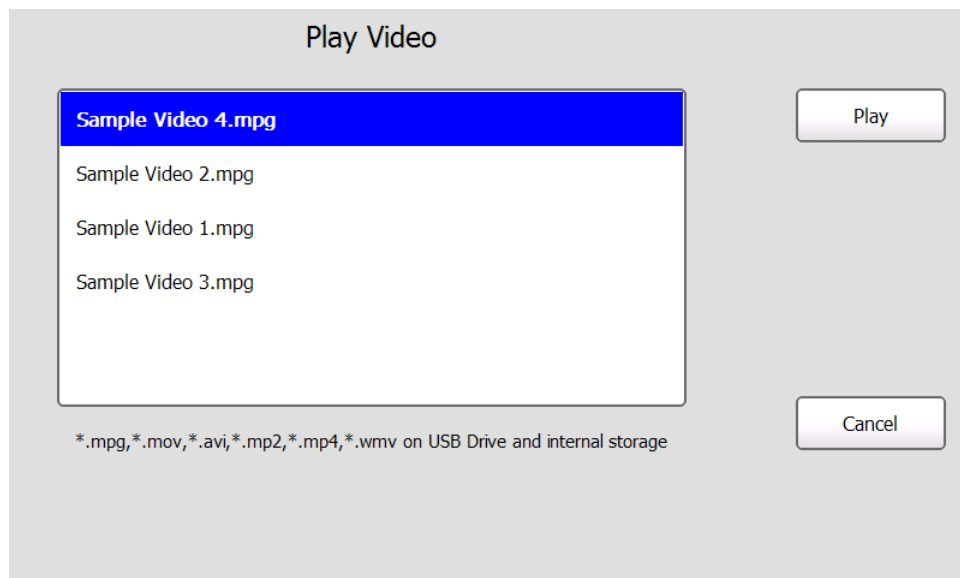
Playing Videos

Videos can be played through the Tools menu or by pressing a button (if your Administrator linked a video to a button).

Tools Menu

To play a video:

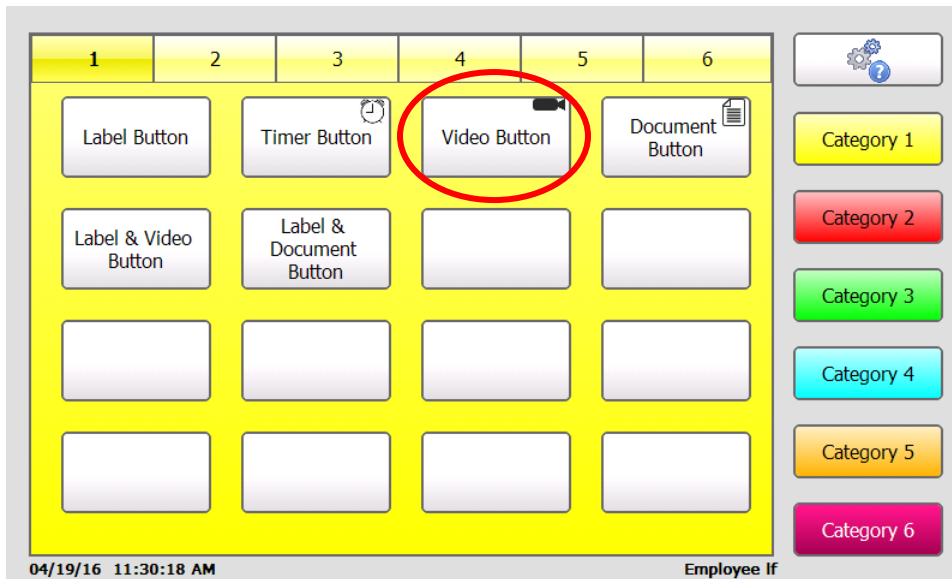
1. Press  (**Tools**).
2. Press **Play Video**.



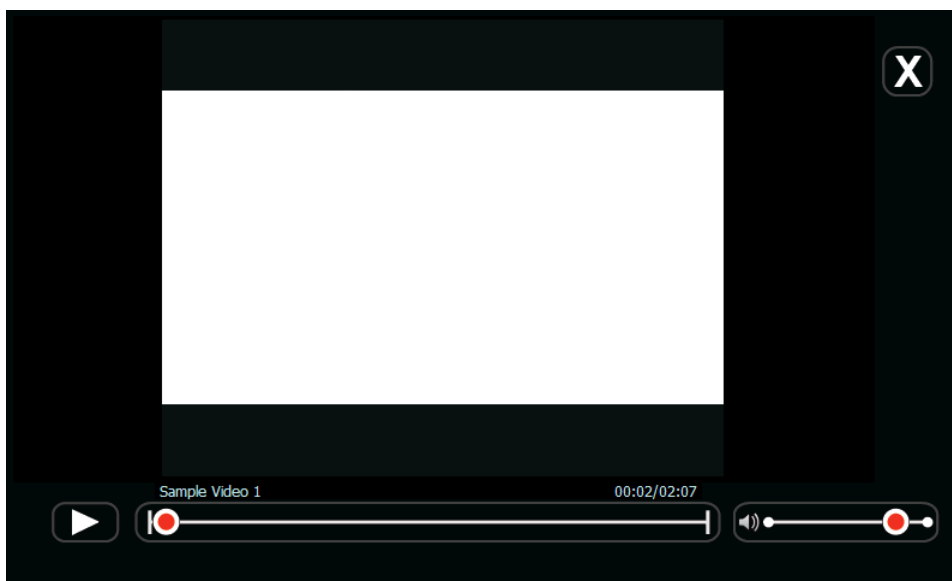
3. Select the video you want to play, then press **Play**.

Video Product Button

Product buttons that play a video have a video player icon in the upper right corner.



When you press a video button, the video player opens and plays the video. The video player opens the video in full screen mode. Tap the screen to exit full screen mode and use the video player controls. You can pause the video, jump to a different place within the video, adjust the volume, and exit the video player. Tap the screen again to return to full screen mode.



Label & Video Product Button

When you press a Label & Video product button, the print quantity screen opens. To view the video press **Play Video**. After the video concludes, you return to the print quantity screen where you can print labels.

Enter Print Quantity

Use By
9:32 AM
05/03/16

Play Video

7 8 9

4 5 6

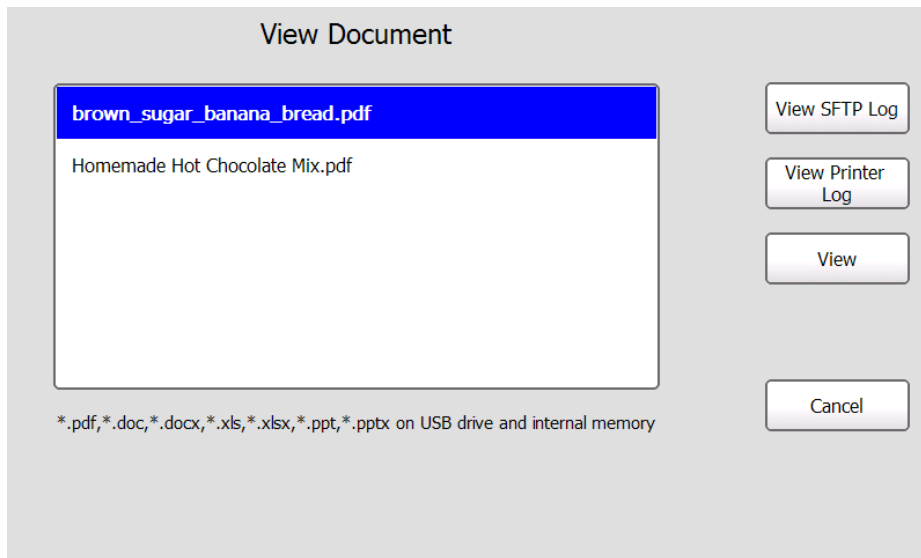
1 2 3

0 Cancel

Viewing Documents

Documents can be viewed through the Tools menu or by pressing a button (if your Administrator linked a document to a button).

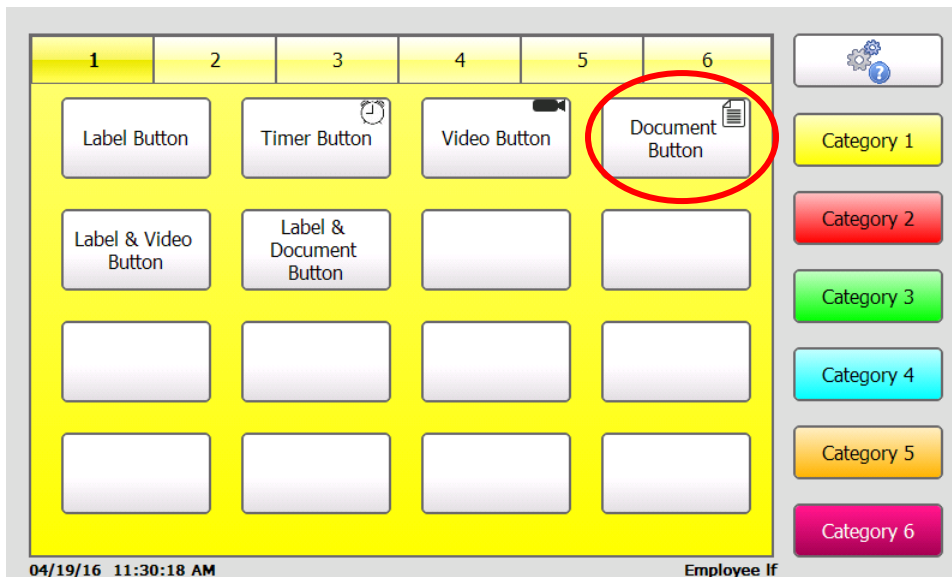
1. Press  (**Tools**).
2. Press **View Document**.



3. Select the document to view, then press **View**.

Document Product Button

Product buttons that open a document have a document icon in the upper-right corner.



When you press a document button, the document opens. Press the X button in the upper right corner of the screen to close the document.

Viewing Log Files

Two types of log files are viewable on the printer: SFTP logs and Printer logs.

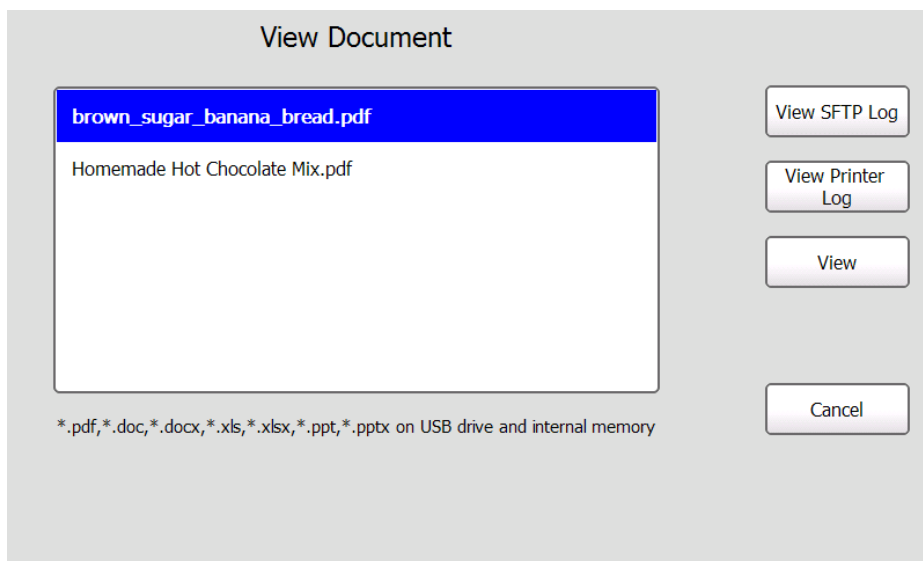
SFTP log Contains the files pushed and processed and files pulled and processed. For each file pulled, a log file “FreshMarx-yyyymmddThhmmssZ.log” is created.

Printer log Contains 7 rolling days of data including the time and date that a label was printed with button name, category name, tab name, quantity, and employee.

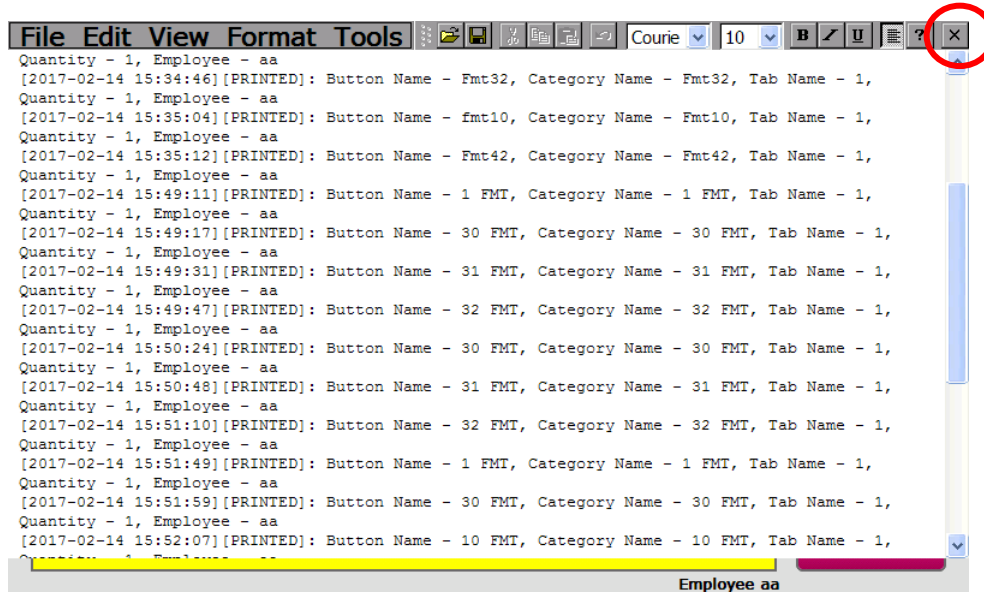
Your System Administrator can use EasyEdit+ to retrieve this file.

To view a log file on the printer:

1. Press  (**Tools**).
2. Press **View Document**.



3. Press either **View SFTP Log** or **View Printer Log**. If no labels have been printed or SFTP updates performed, the log file does not exist/appear.



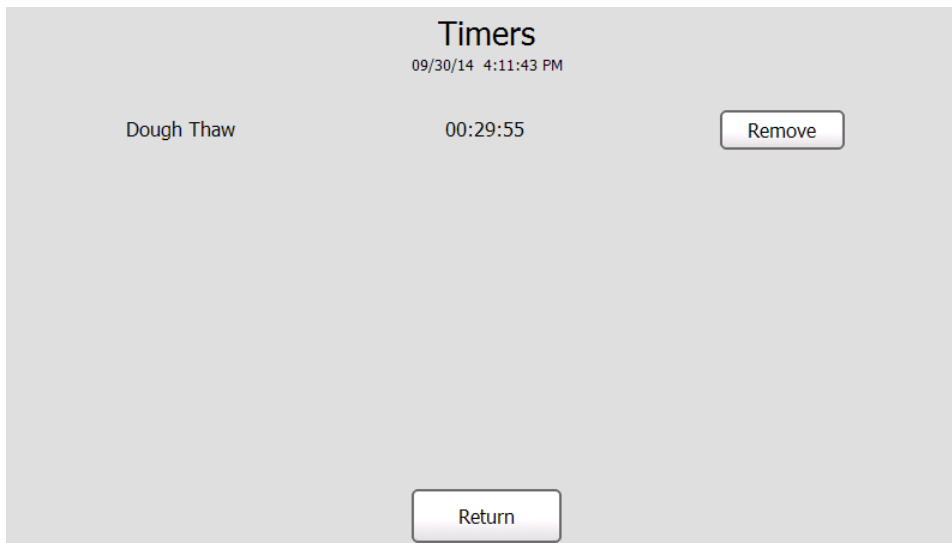
The log file is displayed. Use the scroll bar to view all the data.

4. Press **X** in the upper-right corner to close the file.

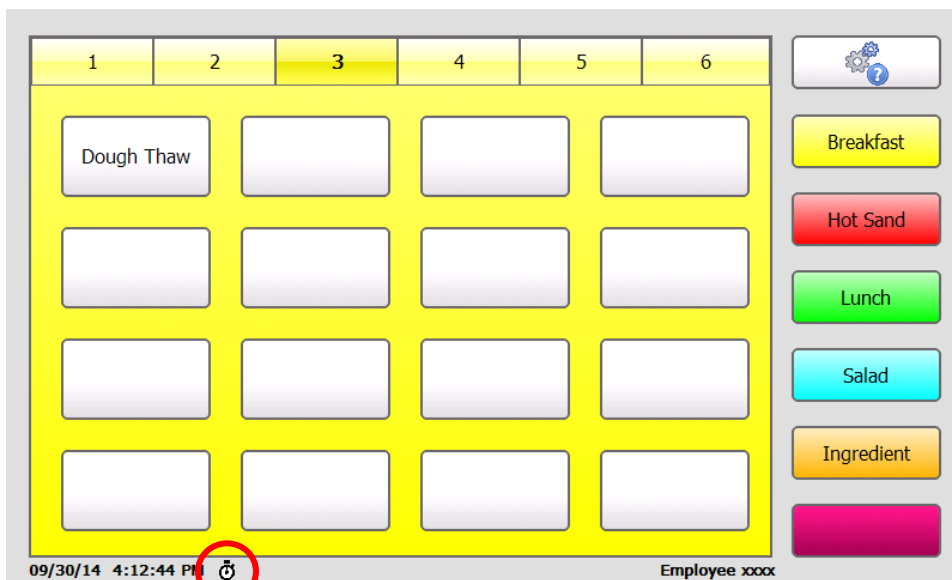
Setting a Timer

Timers must be created by your System Administrator.

1. Press the product/timer button you want to set. You see the list of timers.



2. Press **Return** to go back to the Main screen. The timer continues to count down. The timer icon appears at the bottom of the Main screen.

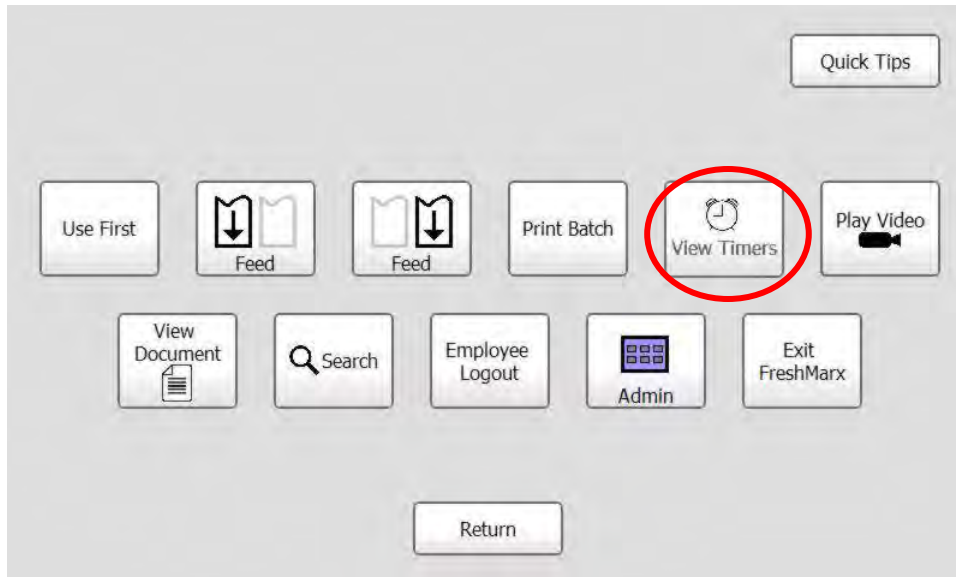


3. When the timer expires, you see the Timers screen and hear a tone. Press **Remove** to clear the expired timer.

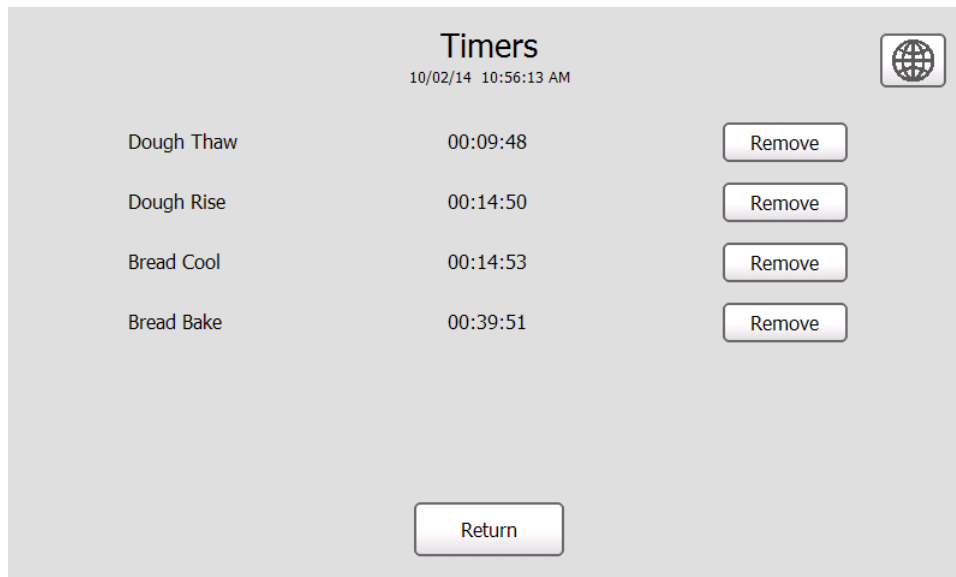
Viewing Active Timers

You can view a list of the active timers.

1. Press  (**Tools**).




2. Press **View Timers**. You see a list of timers that are in use (counting down).



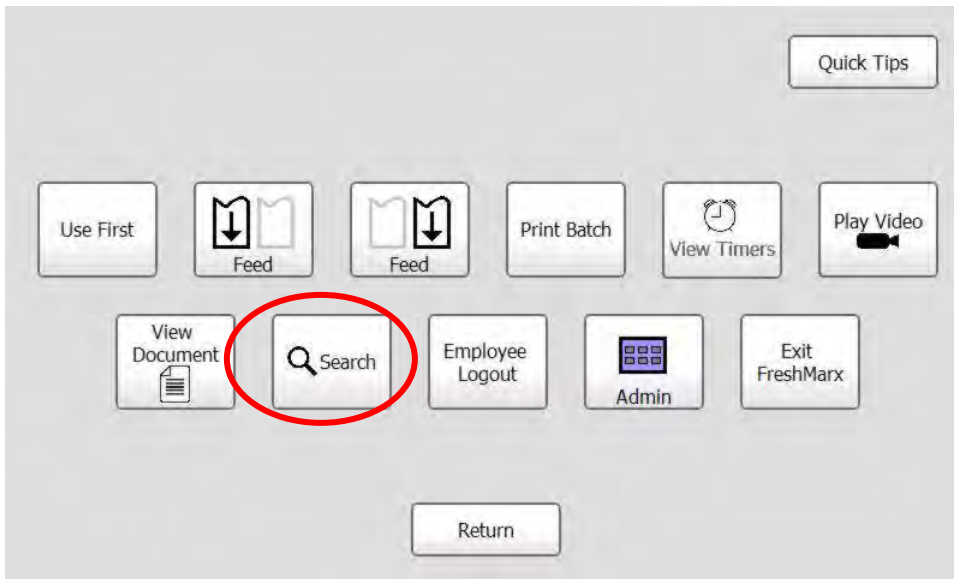
3. Press **Return** to go back to the Main screen.

Removing a Timer

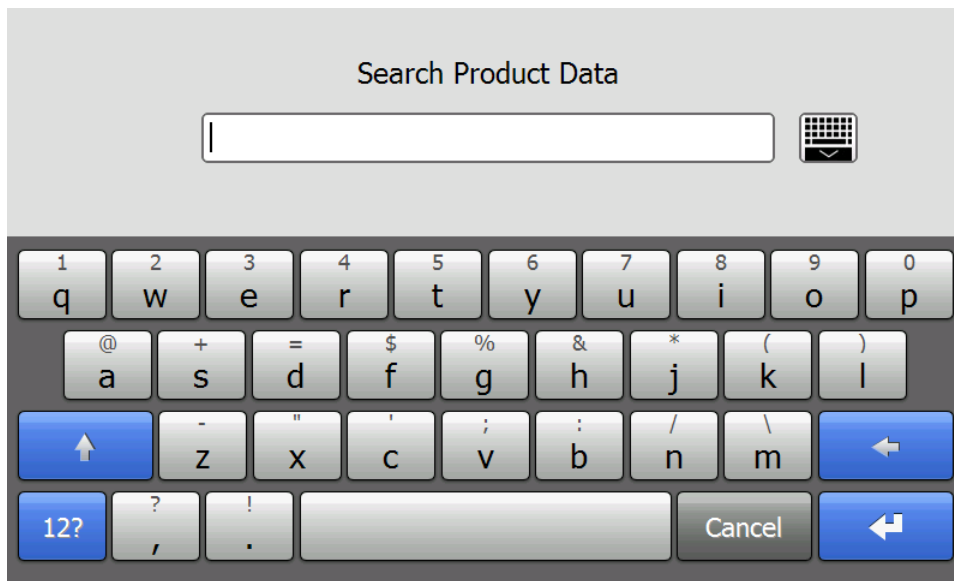
1. Press  (**Tools**).
2. Press **View Timers**.
3. Press **Remove** to cancel a timer before it expires.

Using the Search Feature

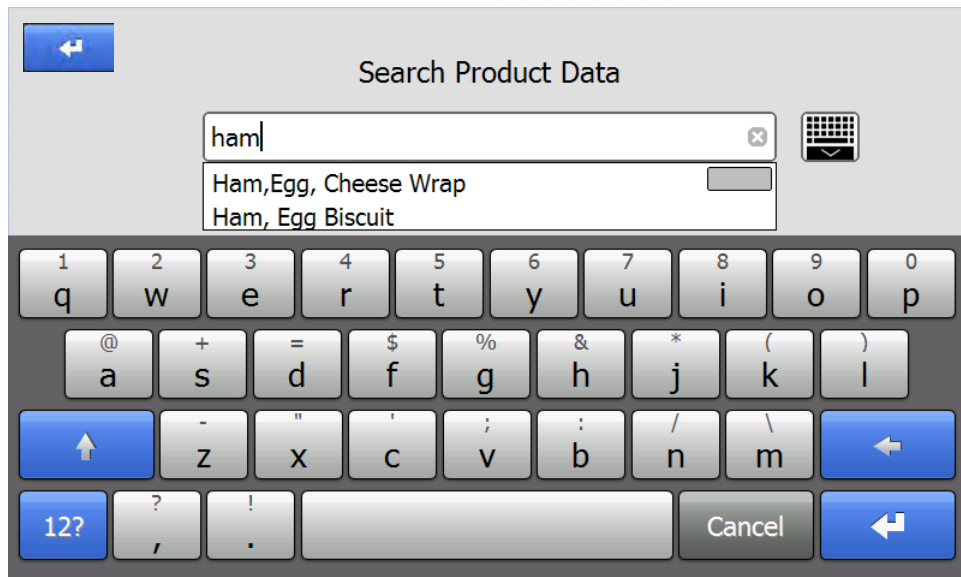
1. Press  (**Tools**) then press **Search**.



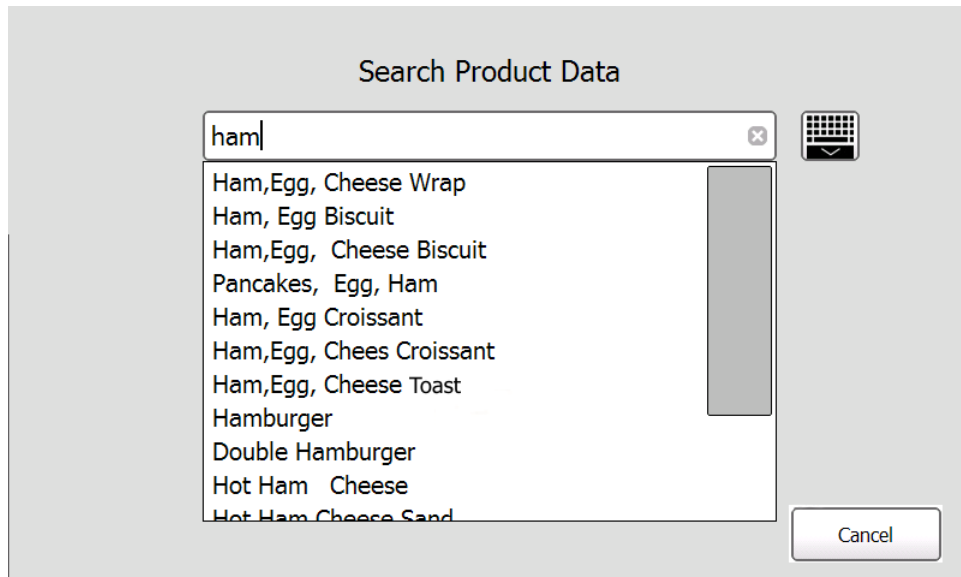
2. Enter the word to search.



3. The search box drops down to suggest possible results.



4. Press the show/hide keypad button to expand the drop down. If you see what you want to search, select it then press (**Enter**). Otherwise, continue typing your search words then press (**Enter**).



To cancel the search at any time, press **Cancel**. You return to the Tools screen.

5. The resulting product buttons are displayed in the color of their category. Press the button you want to print/view.

Search results for: "ham"

Ham,Egg, Cheese Wrap	Ham, Egg Biscuit	Ham,Egg, Cheese Biscuit	Pancakes, Egg, Ham
Ham, Egg Croissant	Ham,Egg, Chees Croissant	Ham,Egg, Cheese Toast	Hamburger
Double Hamburger	Hot Ham Cheese	Hot Ham Cheese Sand	Ham and Cheese
Ham and Cheese Hoagie			

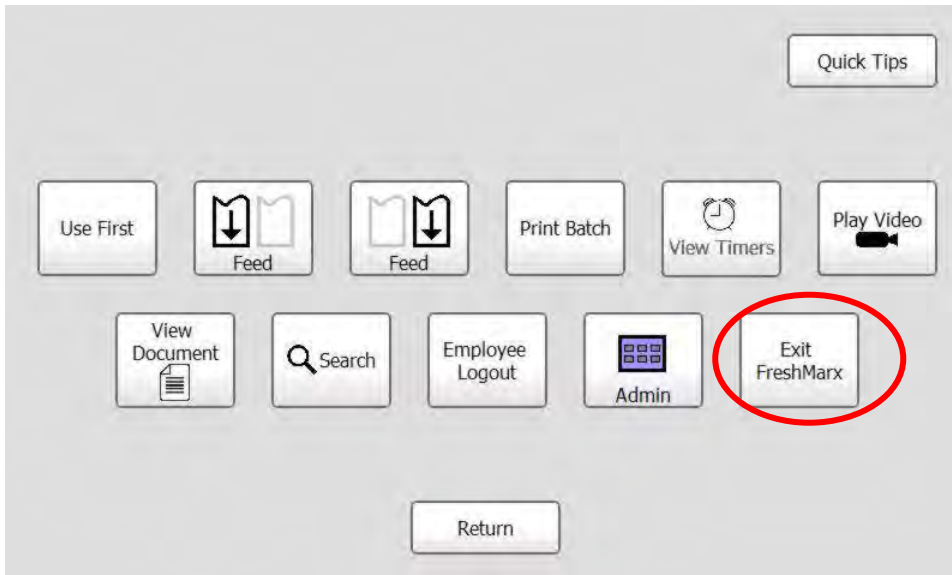
Return

Exiting the Application

Your System Administrator may have installed additional applications on your printer.

To open one of these applications:

1. Press  (**Tools**).



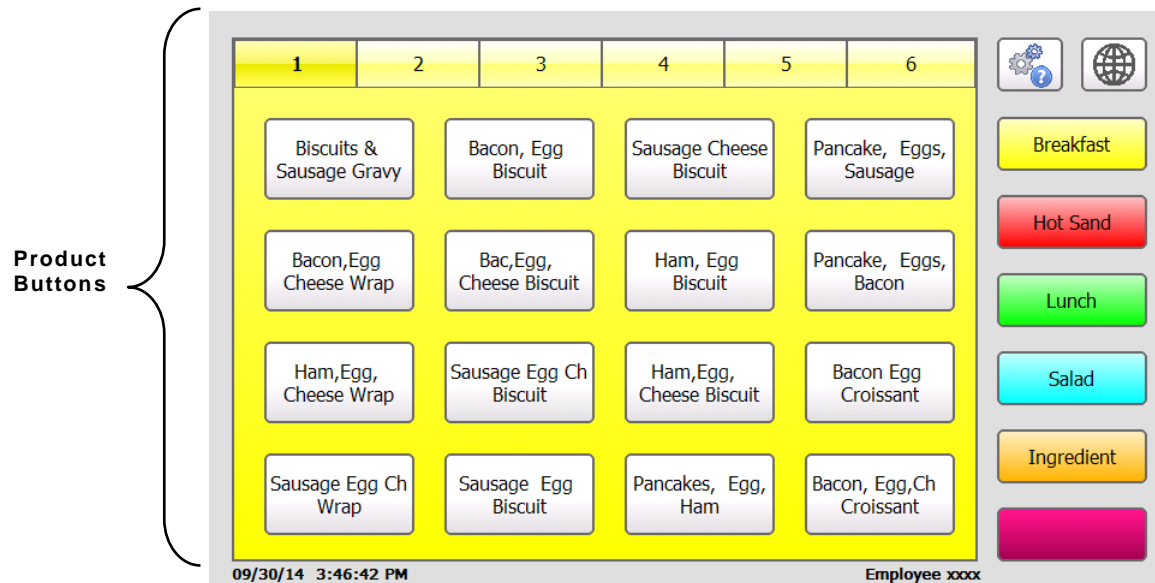
2. Press **Exit FreshMarx**. The FreshMarx application closes and you see icons for the programs installed on your printer.
3. Select the application to open.

PRINTING LABELS

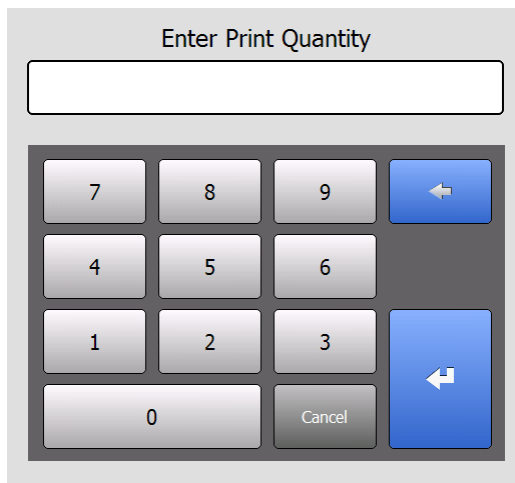
This chapter describes how to print freshness and Use First labels and batches of labels.

Printing Freshness Labels

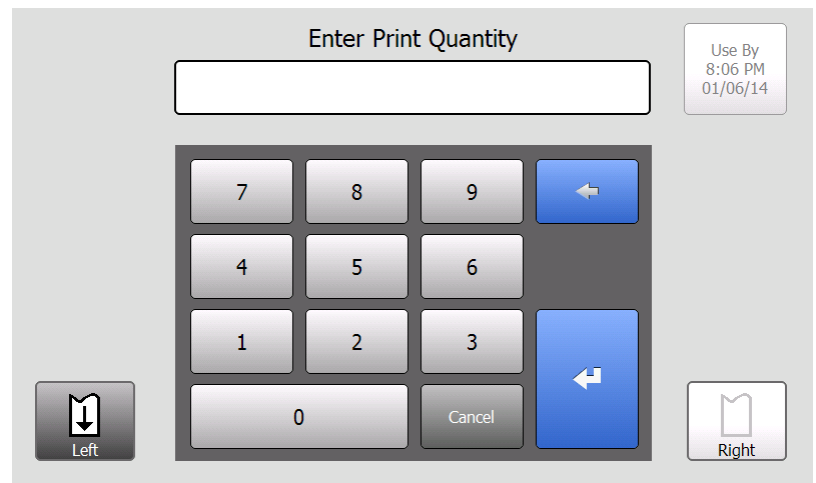
1. Turn on the printer.
2. Enter your Employee ID, if prompted.



3. Press the product button of the label to print.



Single Printer

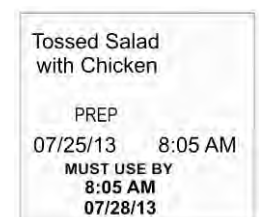


Dual Printer

4. Select the number of labels to print and press (Enter). To print a single label, press (Enter).

Note: If you have a dual printer, your System Administrator can enable the Backup Printer selection option. Select the number of labels to print, then select the printer (left or right), and then press (Enter).

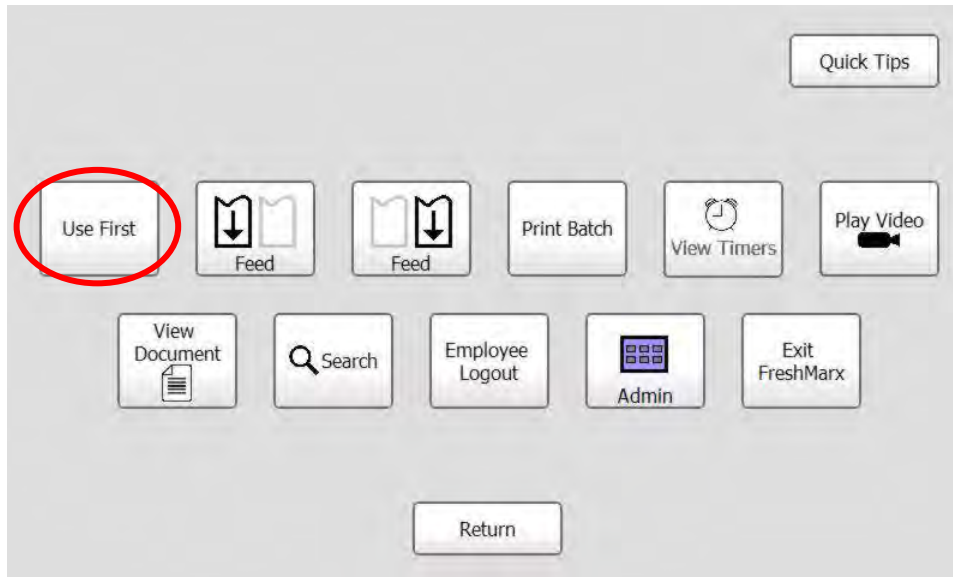
Labels print for the selected product.





Printing Use First Labels

Apply a "Use First" label to any product that needs to be used first.

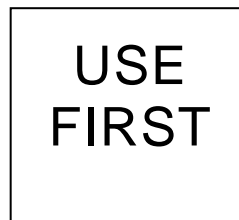
1. Press  (**Tools**).



2. Press **Use First**.
3. Enter the quantity of Use First labels you need to print and press  (**Enter**).
OR
Press  (**Enter**) without entering a quantity to print a single label.

Note: On dual printer models you can choose to print the Use First labels on the left printer or on the right printer. Press the Left and Right toggle buttons to make your selection.

Labels with the words "Use First" print.

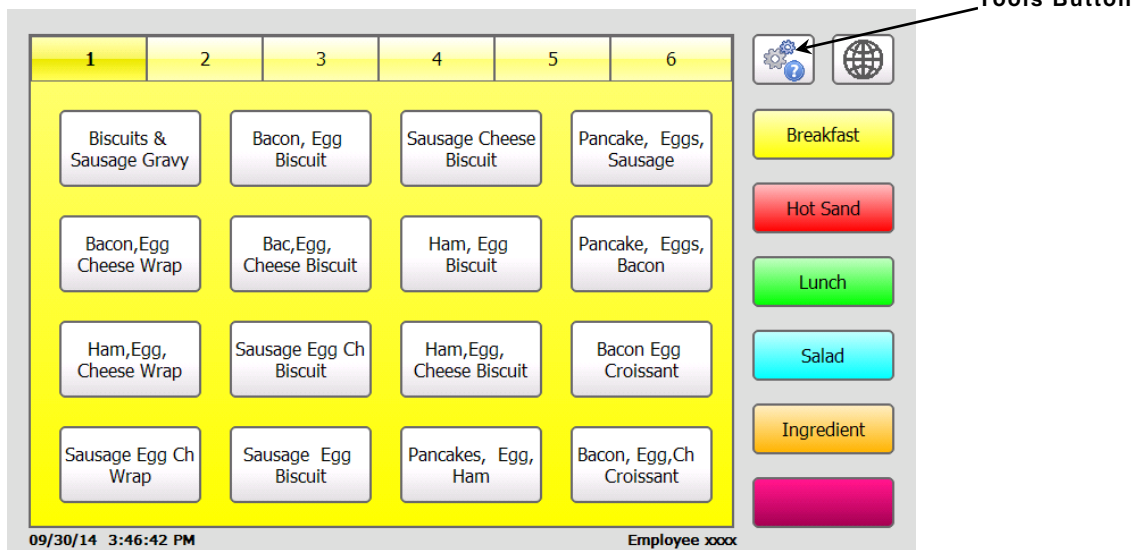


Sample Label

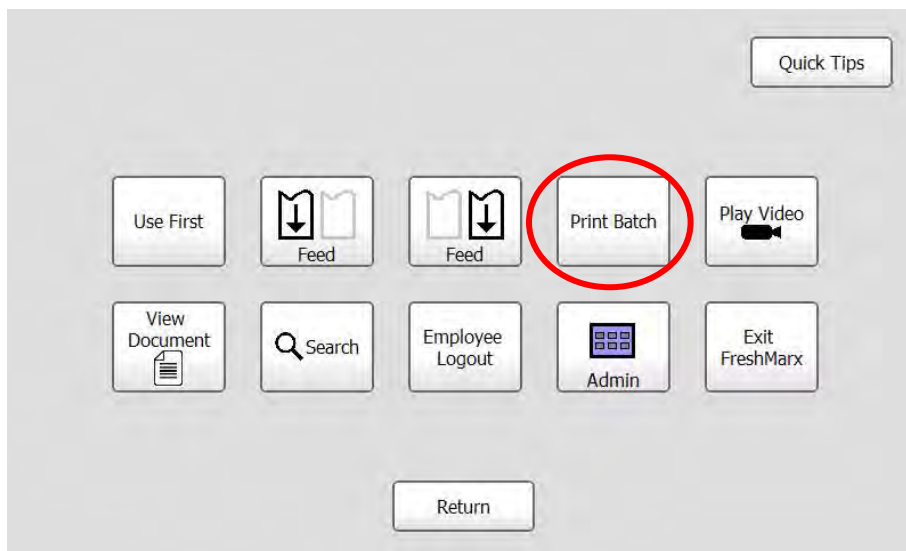
Printing a Batch

You can print a batch of labels. Batches must be created by your System Administrator.

1. Press  (**Tools**).



2. Press **Print Batch**.



Note: If you do not see the Print Batch button, your System Administrator has not created any batches.

3. Select the batch to print. All labels in the batch print.

Print Batch

Batch 1

Batch 2

Batch 3

Return

This chapter tells you how to

- ◆ clear label jams
- ◆ clean the platen roller and printhead
- ◆ clean the printer.

Clearing Label Jams

To clear a jam:

1. Open the cover.
2. Tear the supply and remove the label roll.
3. Remove the jammed labels.

Caution: Do not use sharp or pointed objects to remove labels. It may damage the printer.

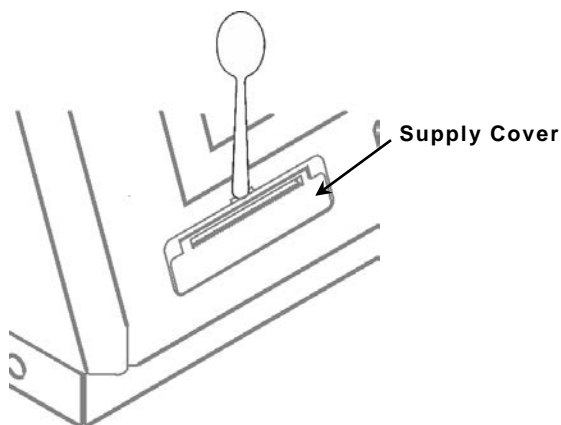
4. Remove any adhesive that might be on the platen roller. See “Cleaning the Platen Roller and Printhead” for more information.
5. Reload the labels.
6. Close the cover.

Cleaning the Platen Roller and Printhead

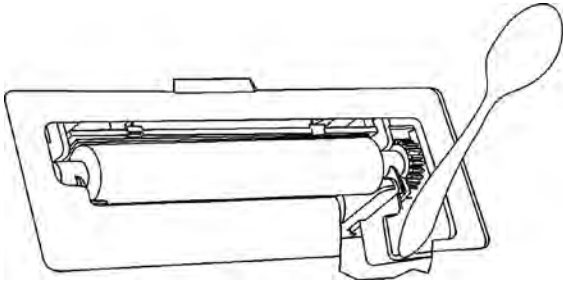
Clean the platen roller and printhead after every five rolls of labels or when you see voids in the print.



1. Remove any labels.
2. Use a plastic utensil to remove the supply slot cover.

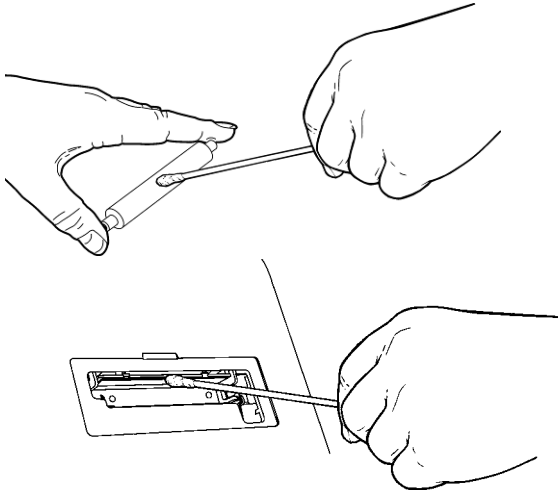


3. Use the plastic utensil to press the L-shaped bar. The platen roller is released. You may need to slightly open the front cover to eject the platen roller.



Note: Art is cut-away to show detail.

4. Clean the platen roller and printhead using a cotton swab moistened with isopropyl alcohol.



5. Allow time for the parts to dry.
6. Replace the platen roller.
7. Snap the cover into place.
8. Reload the labels. See "[Loading Labels](#)" in Chapter 1 for more information.

Cleaning the Display

Make sure the printer is turned off when cleaning the display. Use a soft, lint-free cloth to wipe the display.

Caution: **Do not** use sharp objects or abrasive cleaners on the display; they can cause damage.

Cleaning the Printer

- ♦ Slightly dampen a cloth with water and wipe off the printer's case.
- ♦ Open the cover and use a dry, soft-bristled brush to remove paper dust.

Caution: **Do not** use household cleaners to clean the printer.

TROUBLESHOOTING

6

This chapter lists some common printer problems and solutions.

Problem	Action
The screen is off or the printer is not responding.	Press the Power Button to turn the printer off, press it again to turn the printer back on. If the printer will not turn off, unplug it from the outlet, wait 10 seconds, then plug it back in.
The printer does not print, has voids, or is too light.	Make sure the printer is turned on and has power. Correctly load supply. Clean the printhead.
Printing stops OR the printer does not correctly advance from one label to the next.	Clear any jammed labels. Correctly load supply. Make sure your printer is turned on and has power.

Error Codes

Contact your System Administrator if you cannot clear an error or you see an error not listed below. Many of these errors require action by your *System Administrator*.

Code(s)	Description
004 - 005	Supply size is incorrect. Reload the correct supplies. See " Loading Supplies " in Chapter 1 for more information.
267 – 271; 410 - 413	Communication error. See your System Administrator.
703 - 704	Supply Error. Load supplies or make sure they are loaded correctly.
706	Remove any jammed supplies. See " Clearing Label Jams " in Chapter 5 for more information.
750	Printhead overheated. Turn off the printer to let it cool.
751 - 753	The printer sensed a problem with a mark on the supplies. Check the supplies to see if they are loaded correctly.
756	The printer is out of supplies. Load supplies.
757	The calibrated supply length differs by plus or minus .25 inches from the format. Load correct supplies.
768	Printhead error. See your System Administrator.
790 - 791	The printer is busy or has an error pending. Turn off the printer, wait two seconds, and then turn it back on.
904 – 911	System error. See your System Administrator.
SYSTEM ERROR VECTOR ##	System error. See your System Administrator.

If these solutions do not work or you receive an error message that is not listed, call Technical Support at the number listed on the back of this manual.

System Specifications

Height:	10.06" (255.55 mm)
Width:	11.86" (301.41 mm)
Depth:	8.36" (212.24 mm)
Weight:	13.2 lbs (6 kg), without supply, single printer 13.8 lbs (6.3 kg), without supply, dual printer
Shipping Weight:	16.2 lbs (7.4 kg), without supply, single printer 16.8 lbs (7.6 kg), without supply, dual printer
Power:	100-240V AC, 47 to 63Hz input supplies 24V DC, 90W to system
Operating Limits:	Operating: 32° to 122° F (0° to 50° C) Storage: -4° to 149° F (-20° to 65° C)
Relative Humidity:	0% - 90% non-condensing
Printhead:	203 dpi (8.0 dots per mm)
Printing Method:	Thermal Direct
Display:	7" LCD Touch Screen
Memory:	256 MB NAND Flash

Supply Specifications

Supply Length:	<i>Minimum</i>	<i>Maximum</i>
	0.79" (20mm)	10.0" (254mm)
Supply Width:	<i>Minimum</i>	<i>Maximum</i>
	0.75" (19mm)	2.3" (58mm)

AMERICAS

170 Monarch Lane
Miamisburg, OH 45342
937 865 2123 (direct)
Tel +800 543 6650
(8:00 a.m. – 6:30 p.m., EDT)
Fax +937 865 6663

ASIA

No. 7 Chun Ying Street
Tseung Kwan O Industrial Estate
New Territories, Hong Kong
Tel +852 2372 3169
Fax +852 2995 0014

WESTERN EUROPE

1 Thomas Road
Wooburn Green
Bucks HP10 0PE
Tel +(44) 1628 859500
Fax +(44) 1628 859567

ASIA PACIFIC**NEW SOUTH WALES**

61 Vore Street
Silverwater NSW 2128
Tel +(02) 9647 1833
Fax +(02) 9647 1914
Toll free (Outside Sydney only)



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