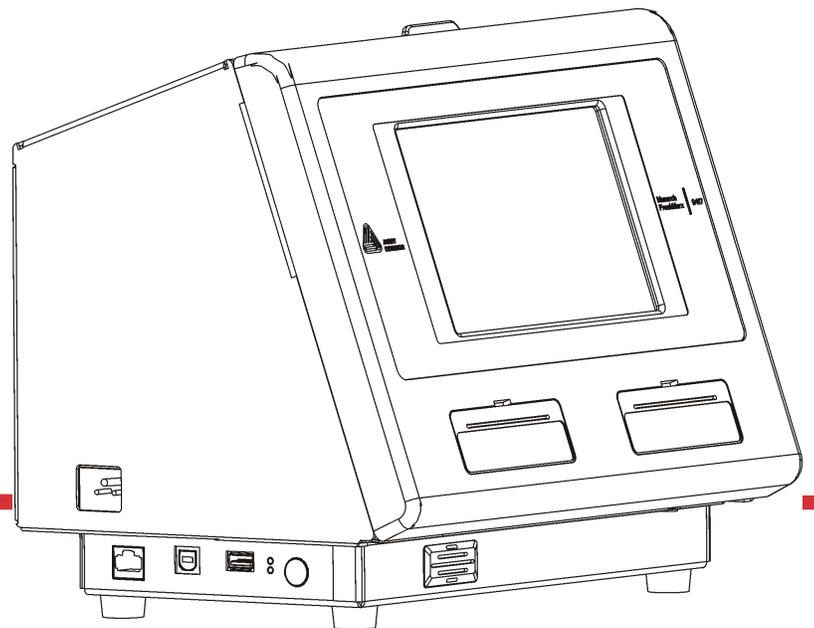


Operator's Handbook

Monarch® FreshMarx® 9417 Food Freshness System



Agriculture



Processing



Logistics



Retail/Food Service

TC9417OH Rev. AE
1/2015



Retail Branding and
Information Solutions

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WARNING

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

CANADIAN D.O.C. WARNING

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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GETTING STARTED

1

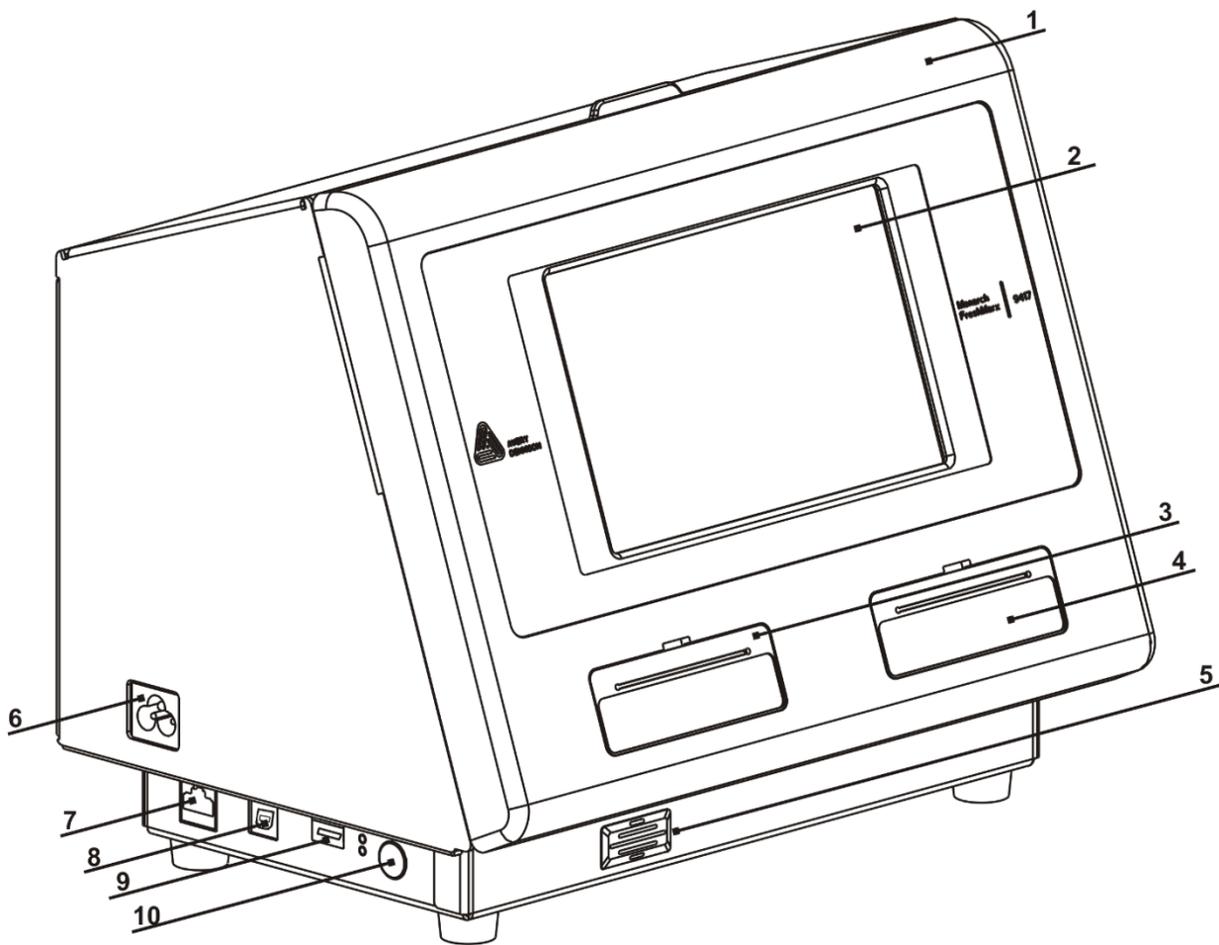
Use the Monarch® FreshMarx® 9417 Food Freshness System for product freshness and to label inventory. The printer is available as a single printer (left printer only) or dual printer (left and right printer).

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.

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).

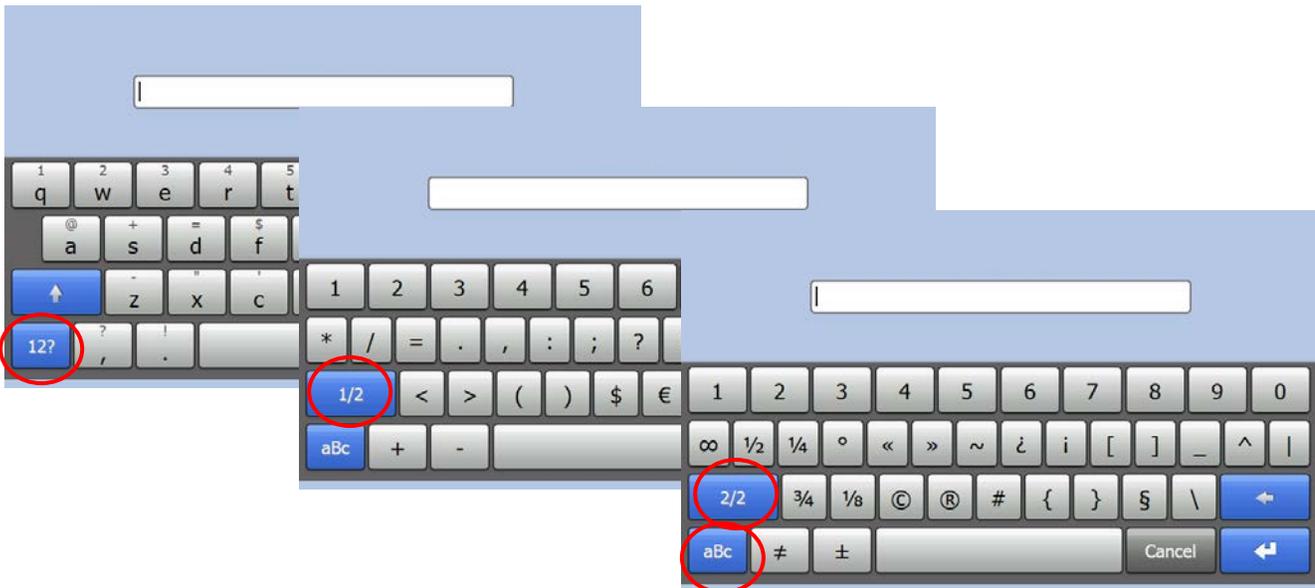
Warning: The printer should never be operated in a location where it can get wet. Personal injury could result.

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 the Shift button  to use uppercase alphabetic characters.
- ◆ Press the 12? Button to use numeric characters or symbols. Press the 1/2 Button to see the second page of symbols; press the 2/2 Button to return to the first page of symbols. Press the aBc Button to return to the lowercase alphabetic keypad.



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



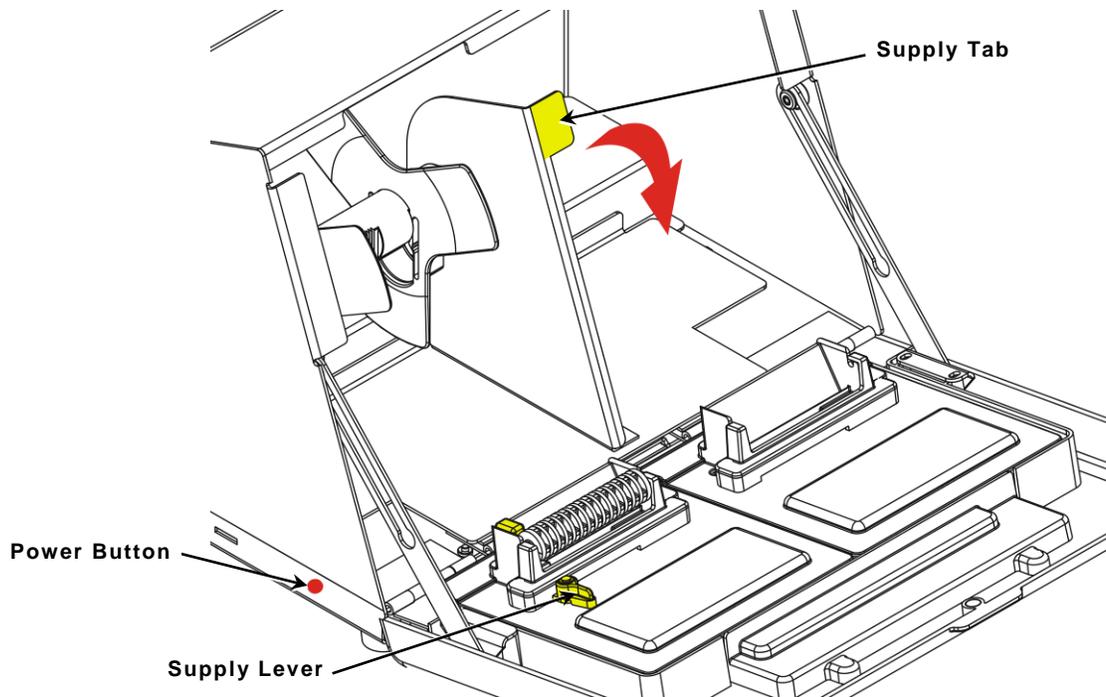
LOADING LABELS

This chapter describes how to

- ◆ load labels in the left printer
- ◆ load labels in the right printer

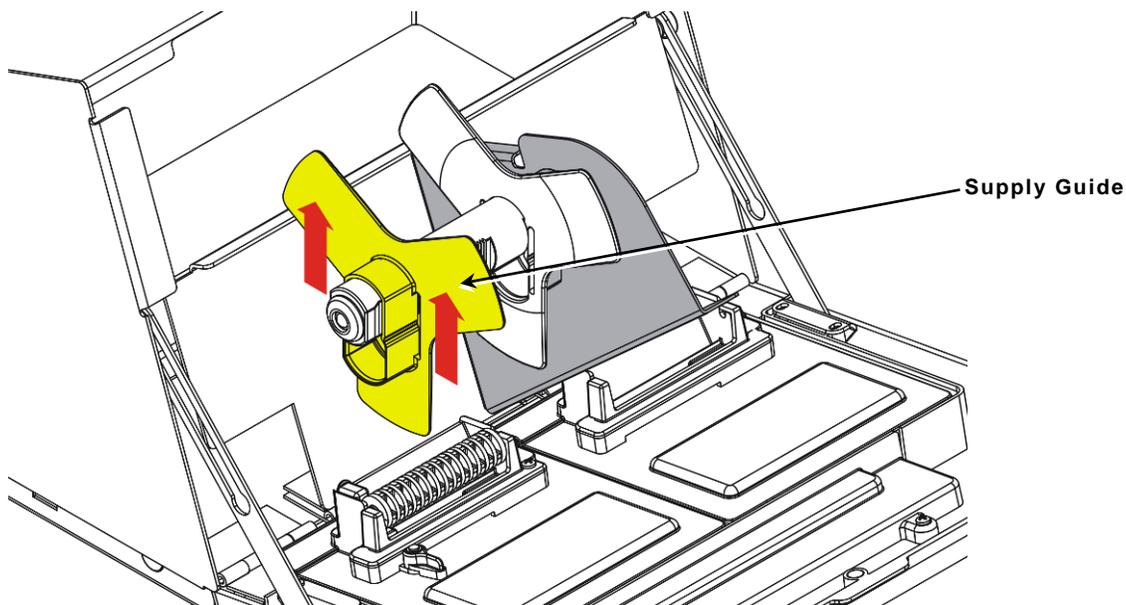
Loading the Left Printer

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.

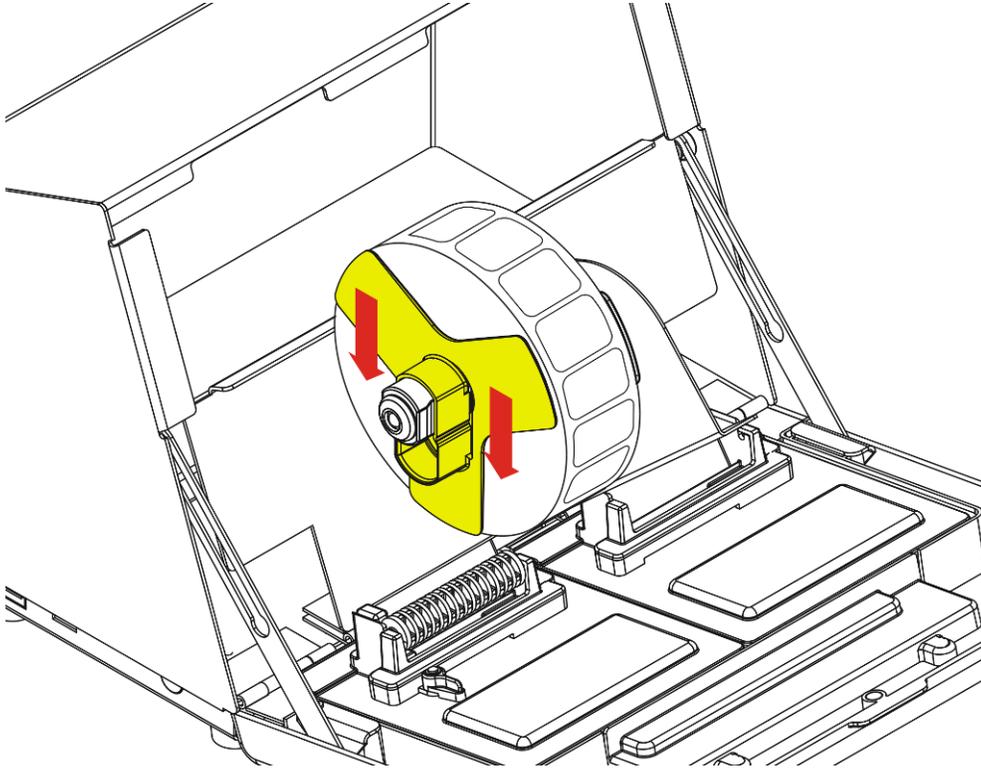


Note: When loading supply, open the supply lever as shown above.

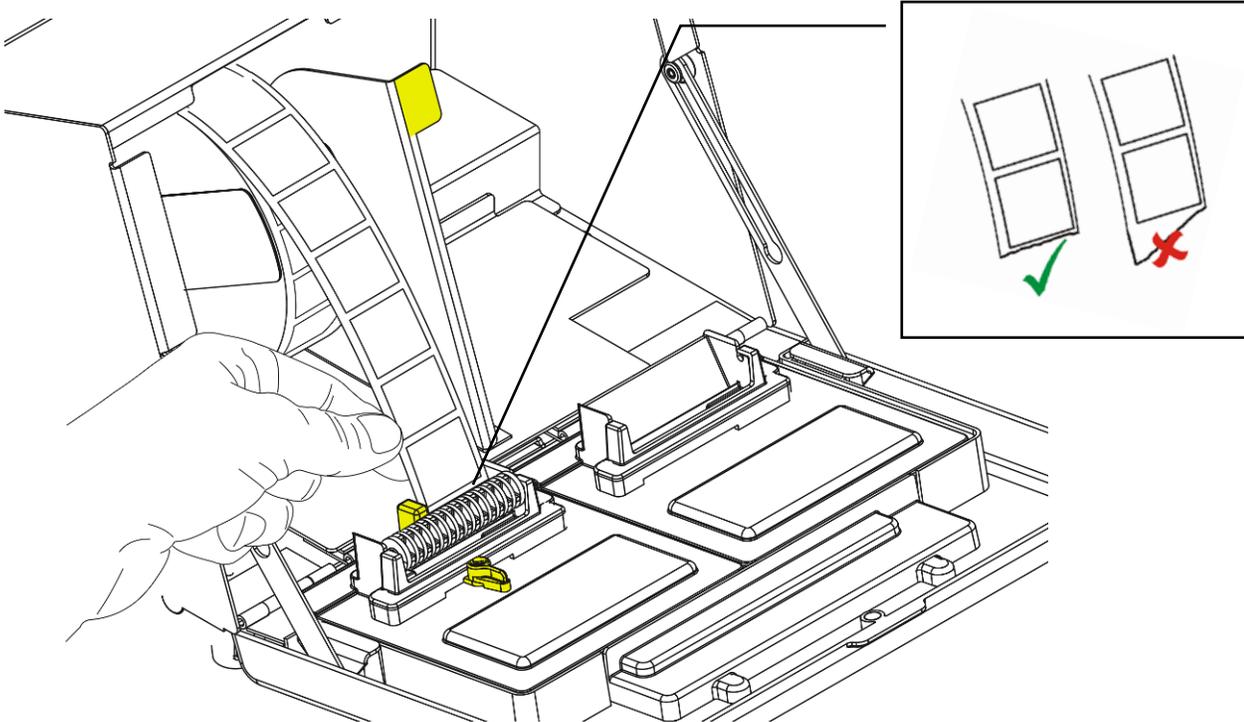
4. Unlock the supply guide. Remove the supply guide from the supply holder.



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.

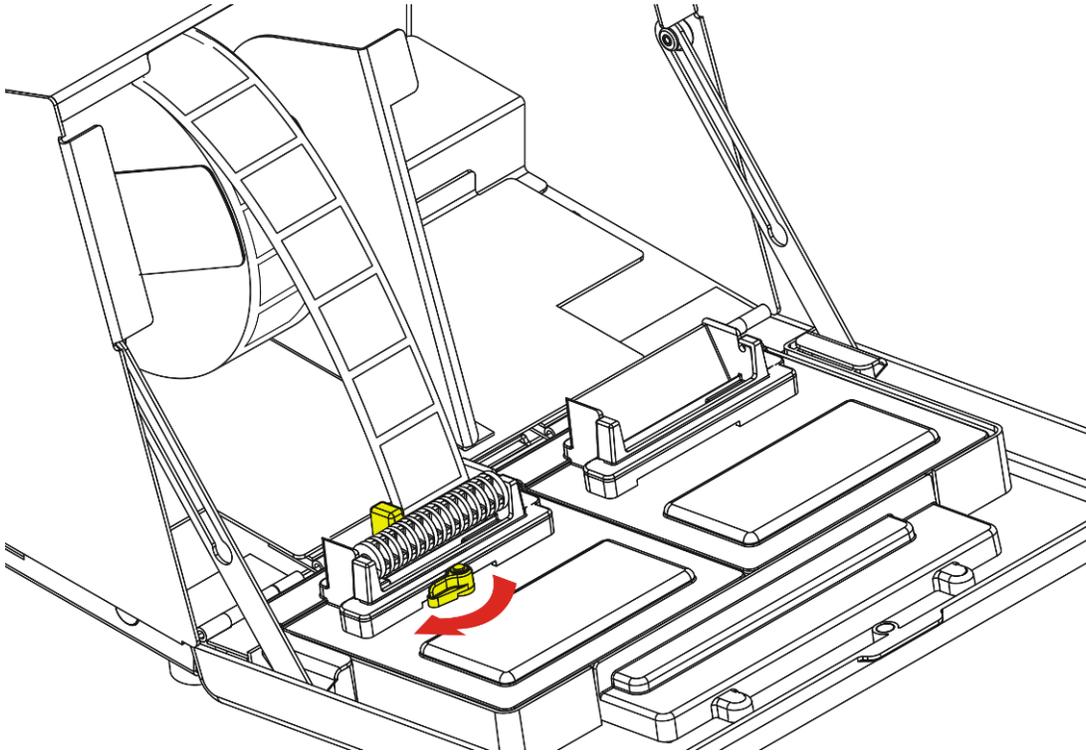


7. Put the supply tab back.
8. Guide the labels along the inside edge and into the slot (behind the white roller). The printer feeds the supply.



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

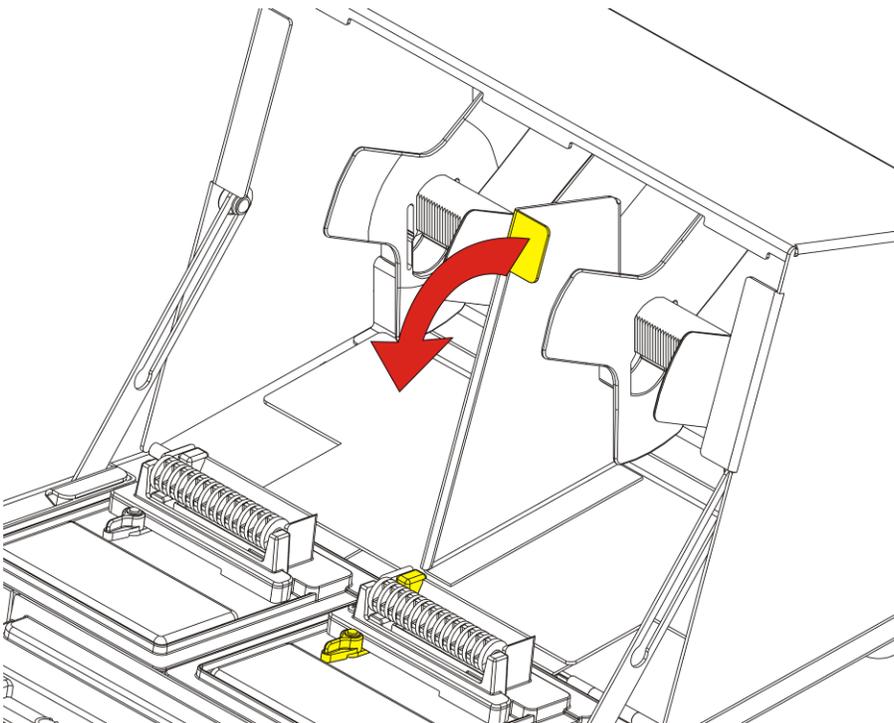
9. Slide the supply lever next to the supply. Close the supply lever.



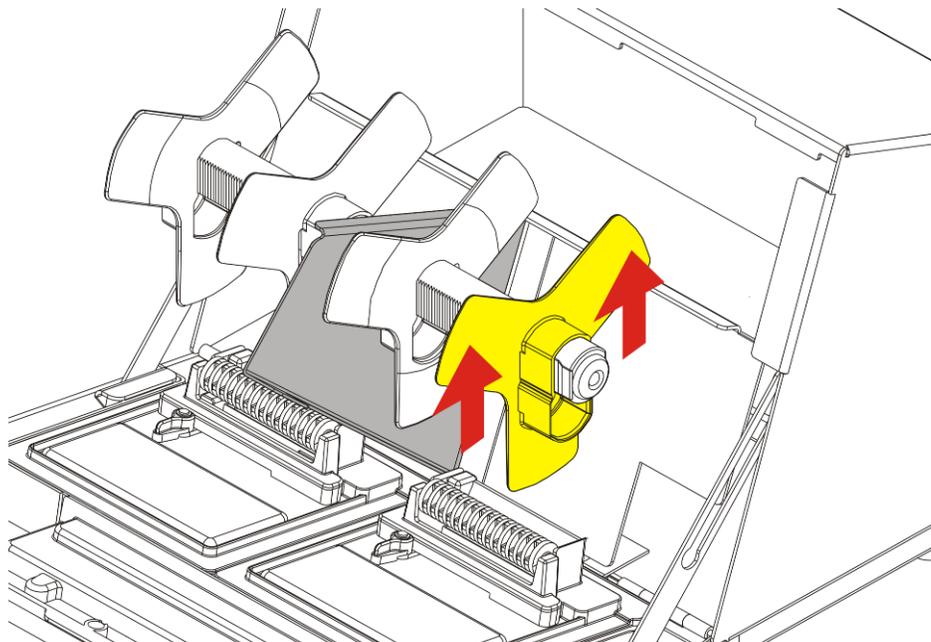
10. Close the cover.

Loading the Right Printer

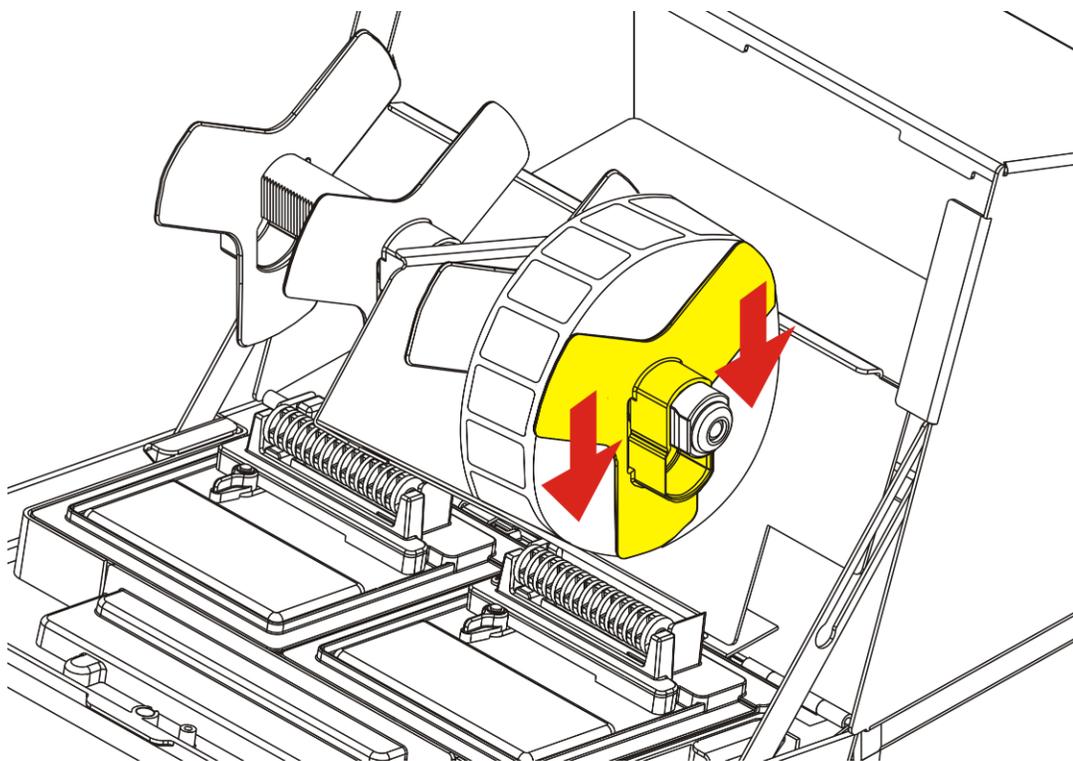
1. Turn on the printer. Press the power button on the side of the printer.
2. Open the cover.
3. Pull on the supply tab.



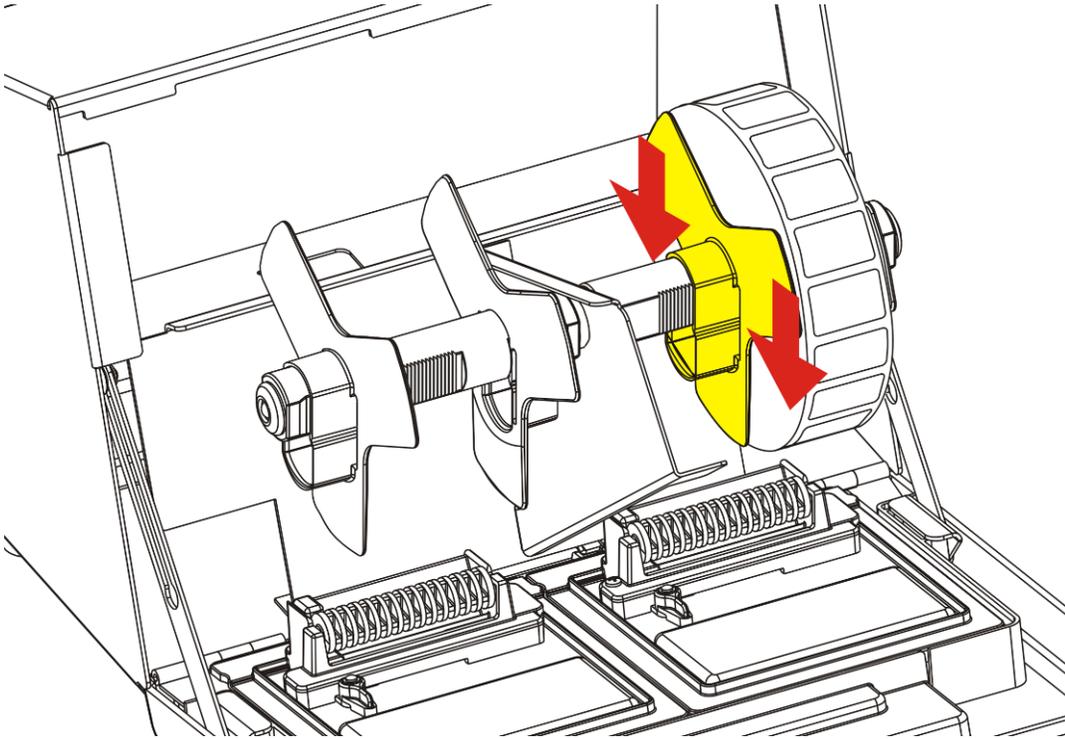
4. Unlock the outer supply guide and remove it.



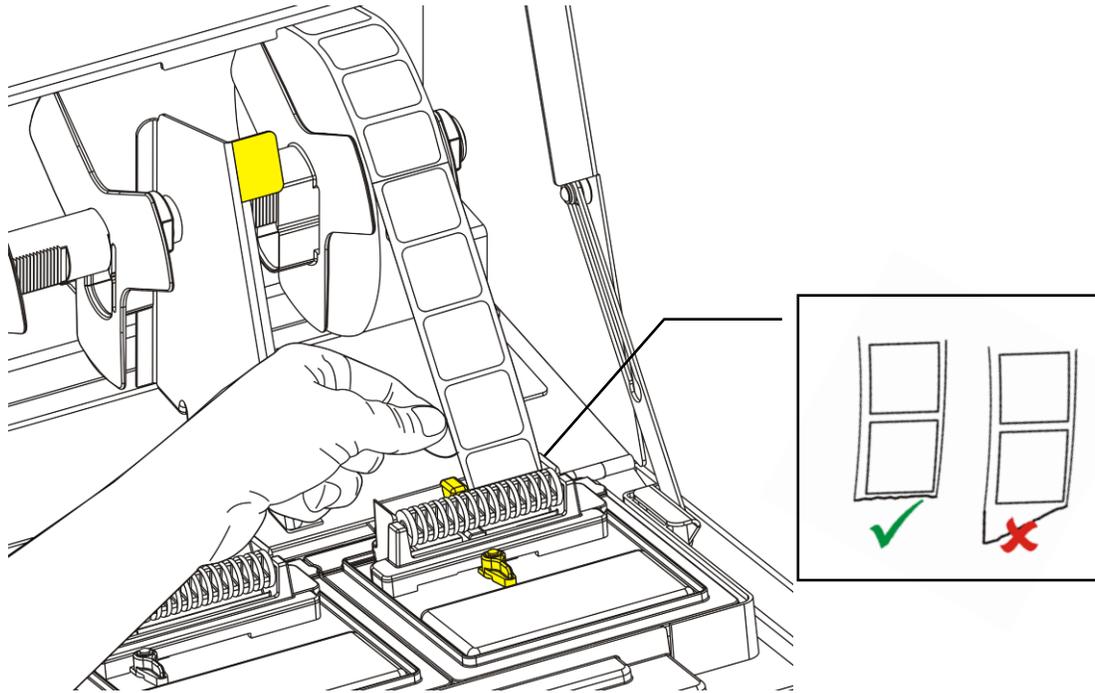
5. Place a roll of labels (label side up) on the supply holder.
6. Place the outer supply guide on the supply holder and lock it in place.



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

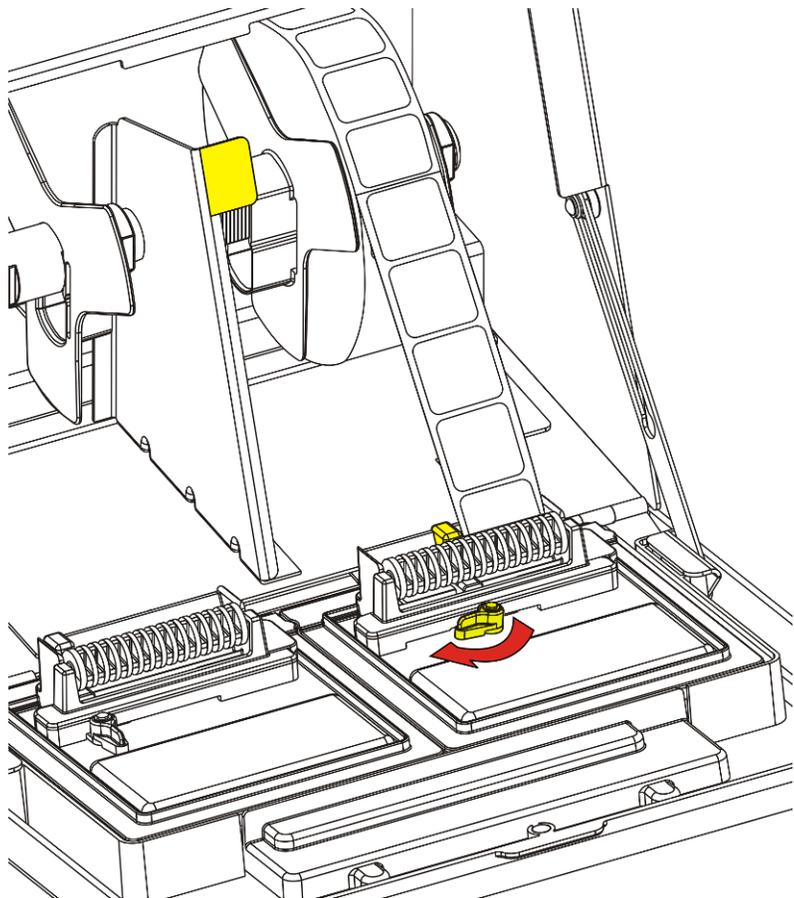


8. Put the supply tab back.
9. Guide the labels along the outside edge and into the slot. The printer feeds the supply.



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.

PRINTING LABELS

This chapter describes how to

- ◆ login using an employee ID
- ◆ use the application
- ◆ print freshness labels
- ◆ print Use First labels
- ◆ print a batch of labels.

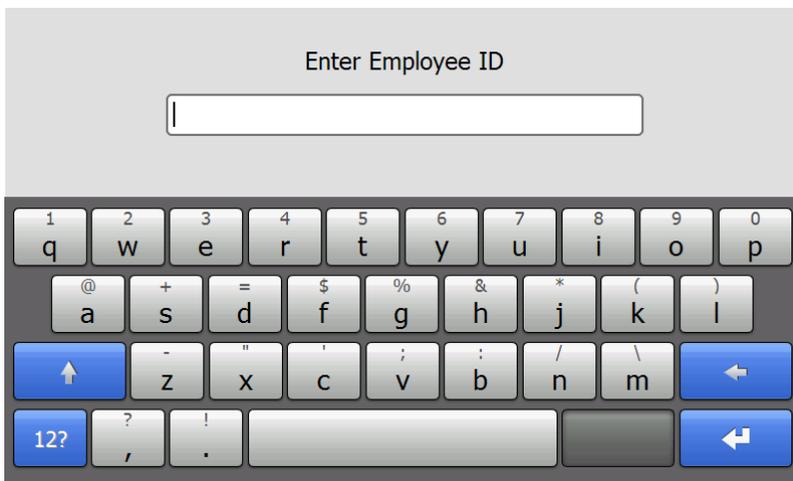
Employee ID

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

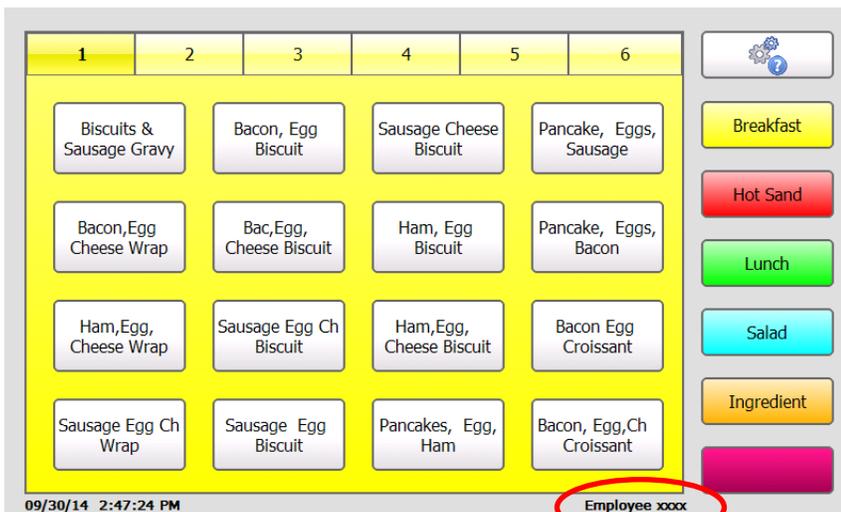
Logging On

To log on:

1. Turn on the printer.



2. Enter your Employee ID and press **Enter** .

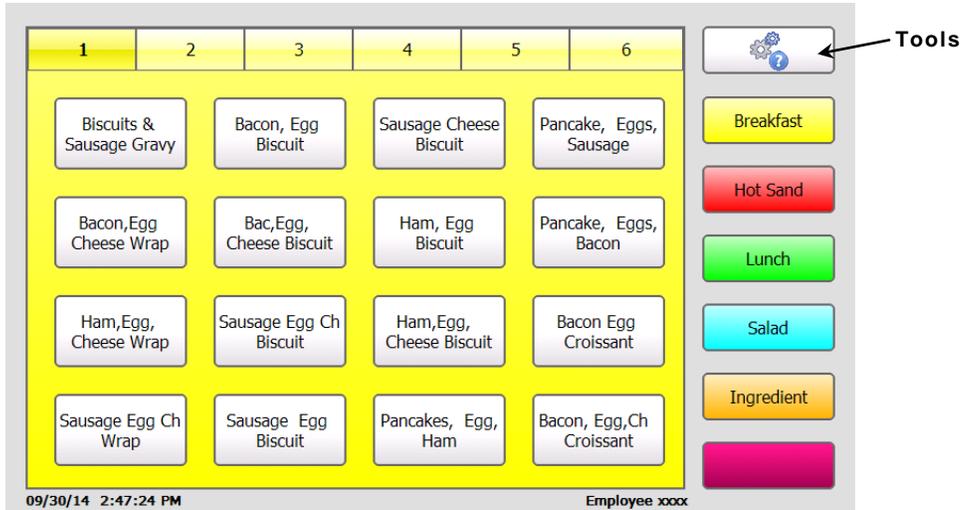


Your ID must be 2-10 alphanumeric characters. Your Employee ID is shown on the screen.

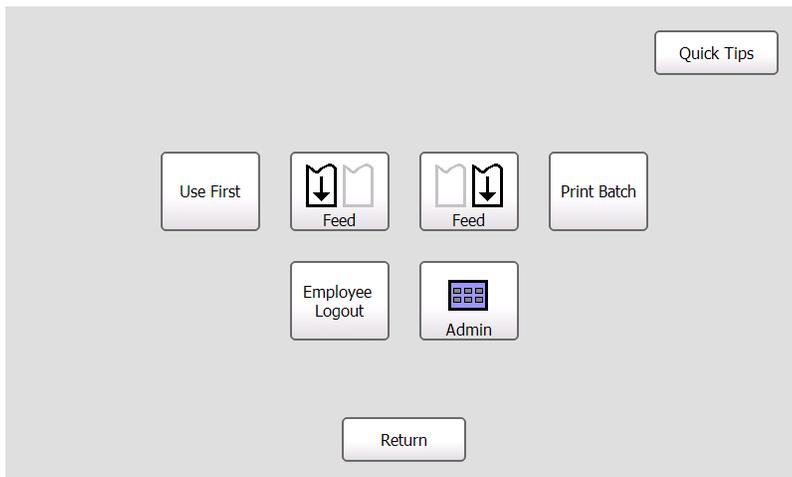
Logging Off

To log off:

1. Press the **Tools** button.



2. Press the **Employee Logout** button.



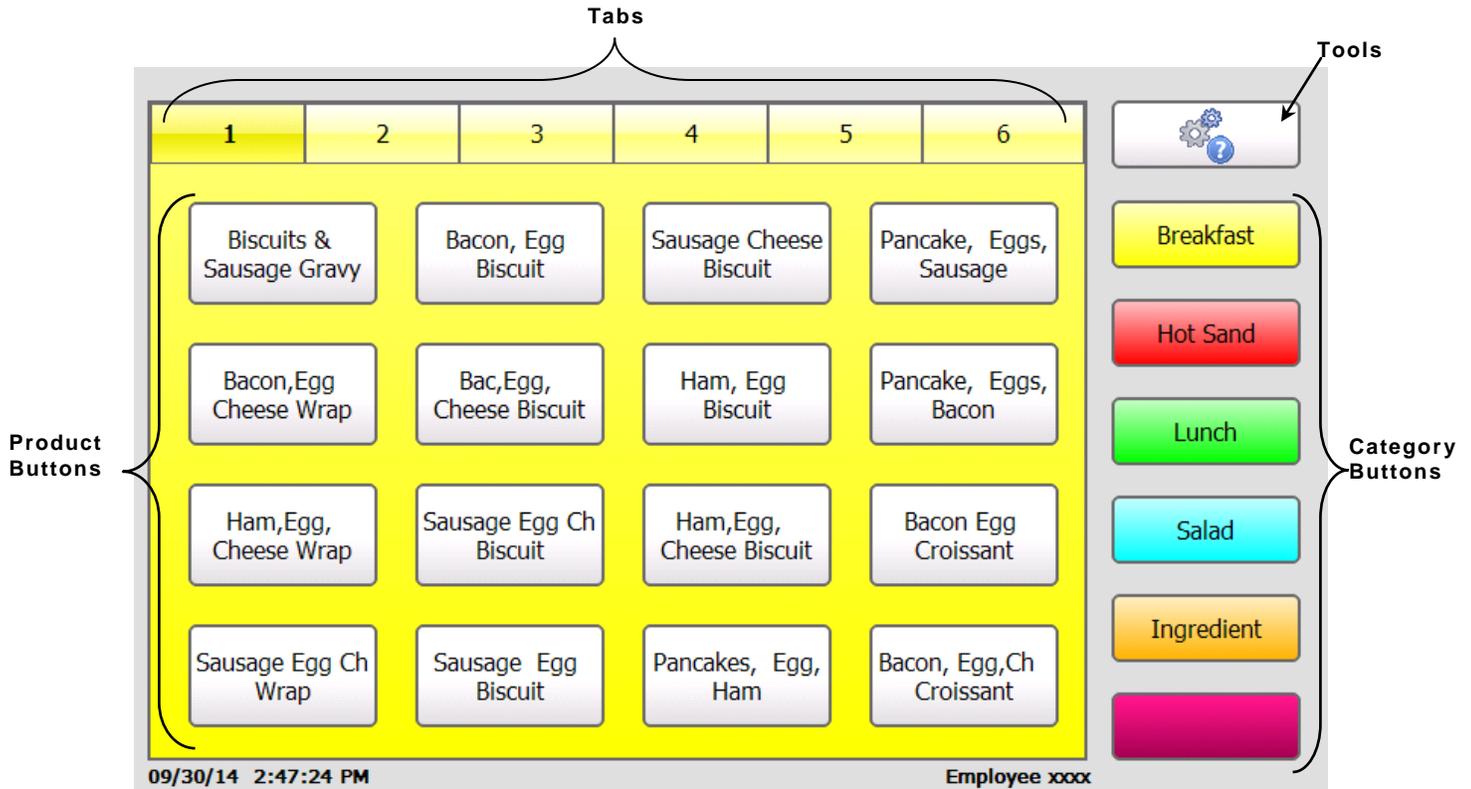
About the Main Screen

The main screen consists of a language toggle button, tools button, six product category buttons, each with six tabs of product buttons, and a “Use First” button.

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.

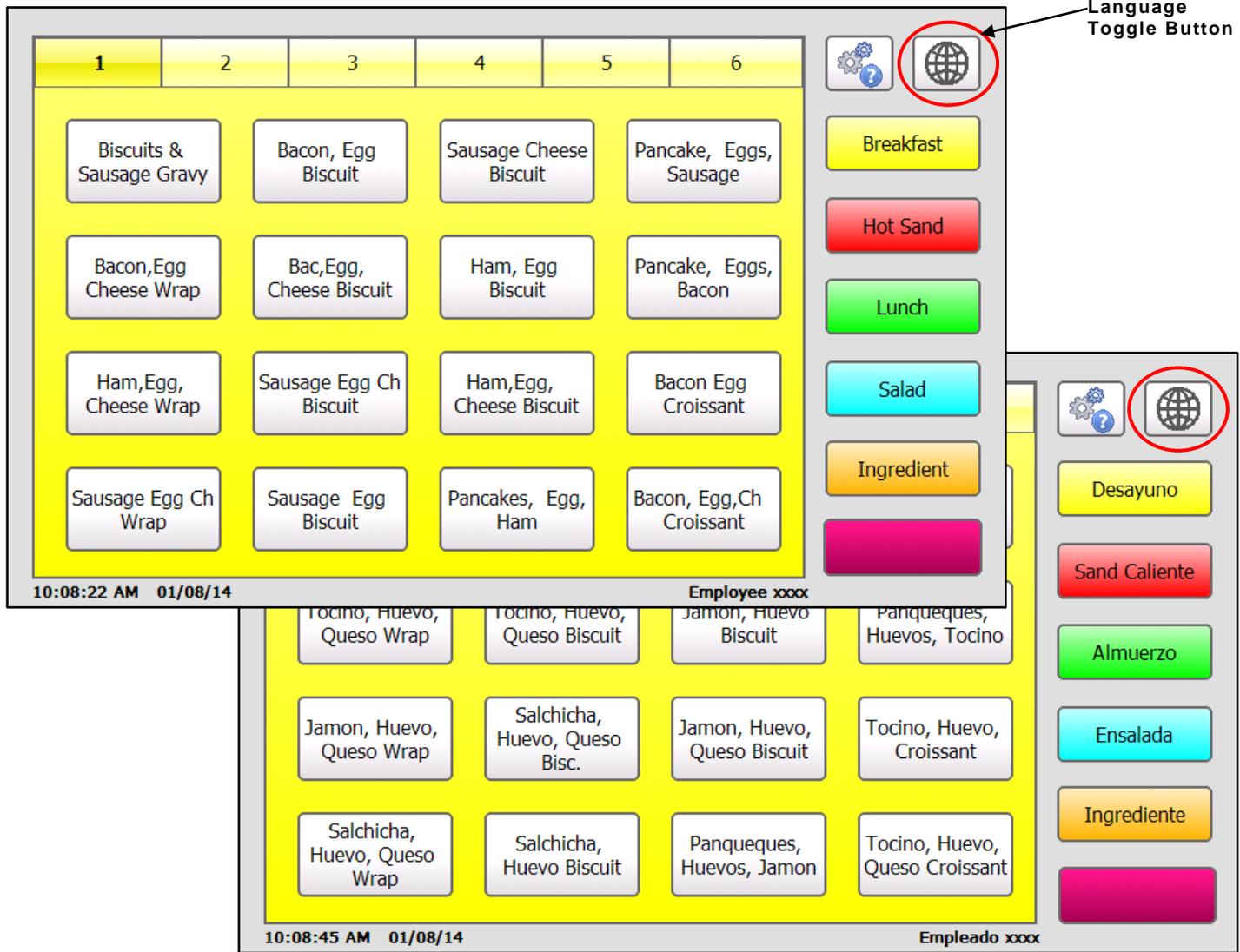
Note: All products in a category may not appear on the screen. Use the numbered tabs at the top of the screen to view more products.



Language Toggle

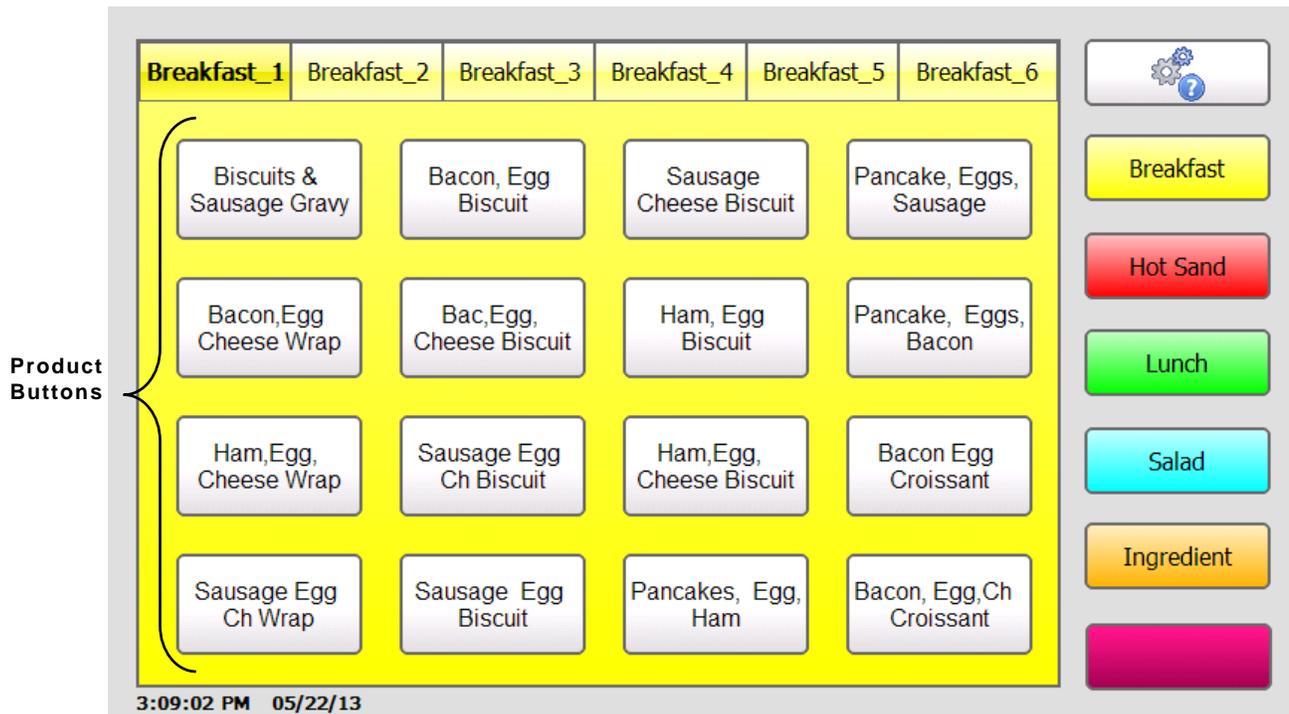
Your printer may be set up to display two different languages. If your printer has the Language Toggle Button (next to the Tools button) you can press it to show another language. Press it again to return to the default language.

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

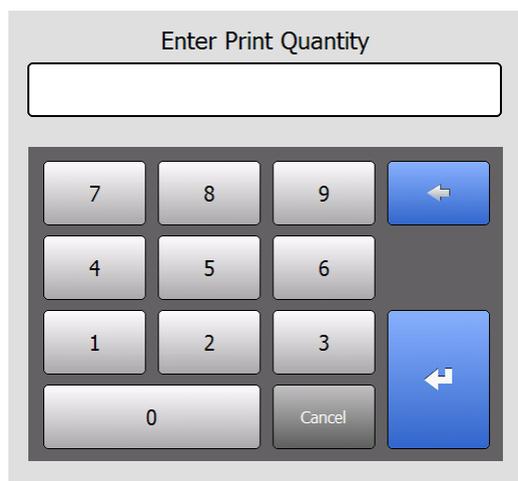


Printing Freshness Labels

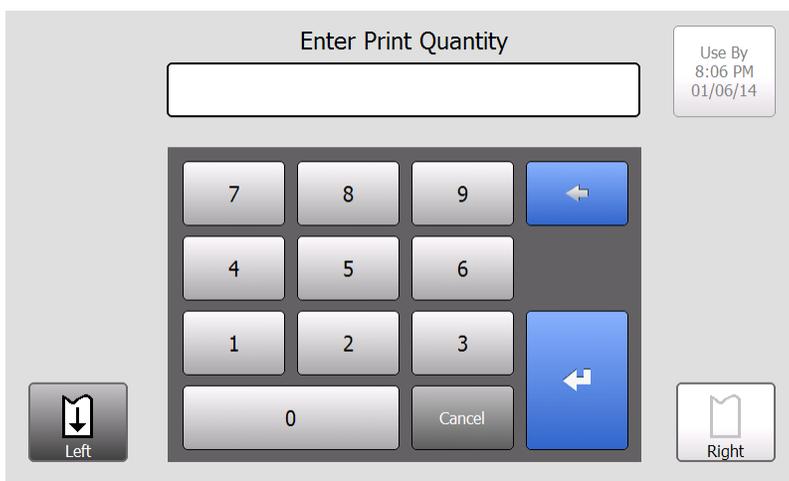
1. Turn on the printer.
2. Enter your Employee ID, if prompted.
3. Press the product button of the label to print.



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



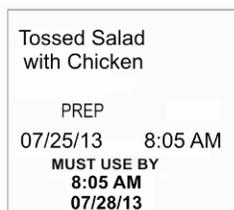
Single Printer



Dual Printer with Backup Printer Selection

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**.

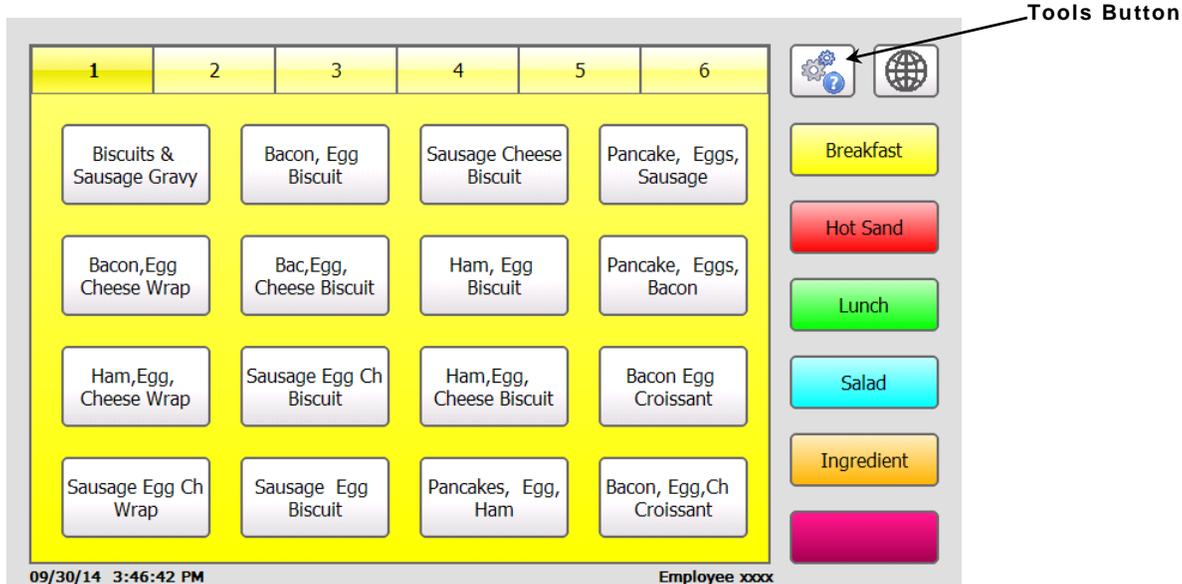
Labels print for the selected product.



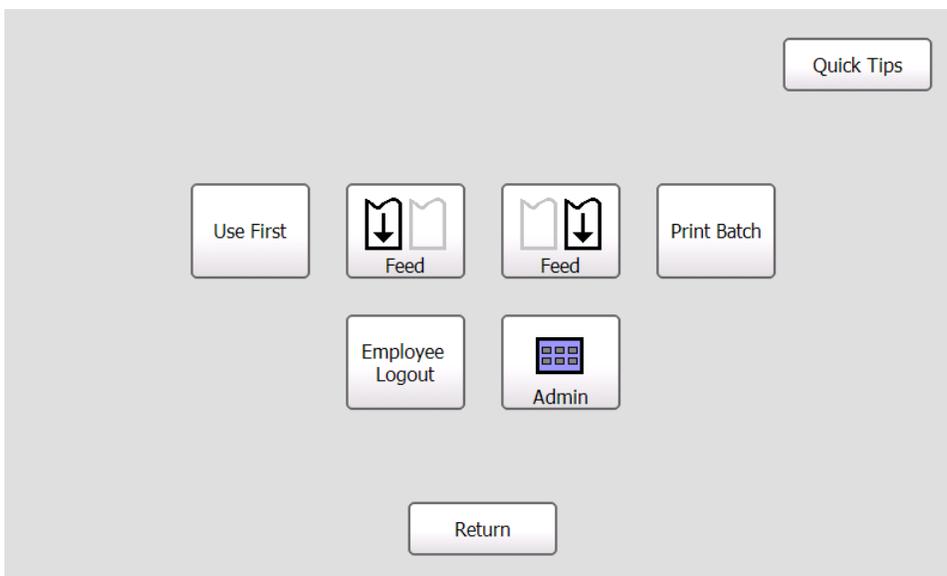
Printing Use First Labels

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

1. Press the **Tools** button.



2. Press the "Use First" button.



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.

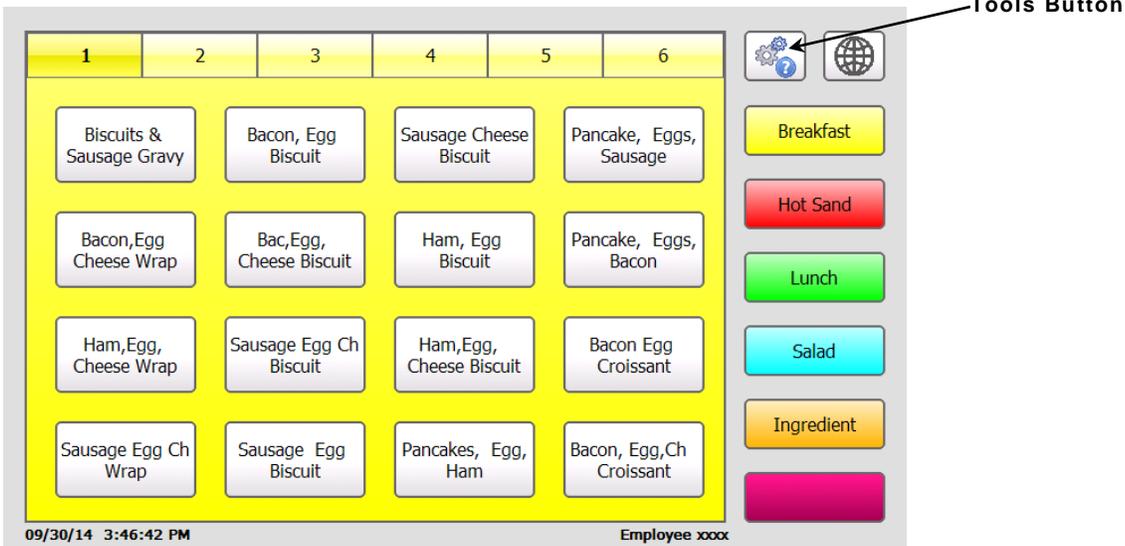


Sample Label

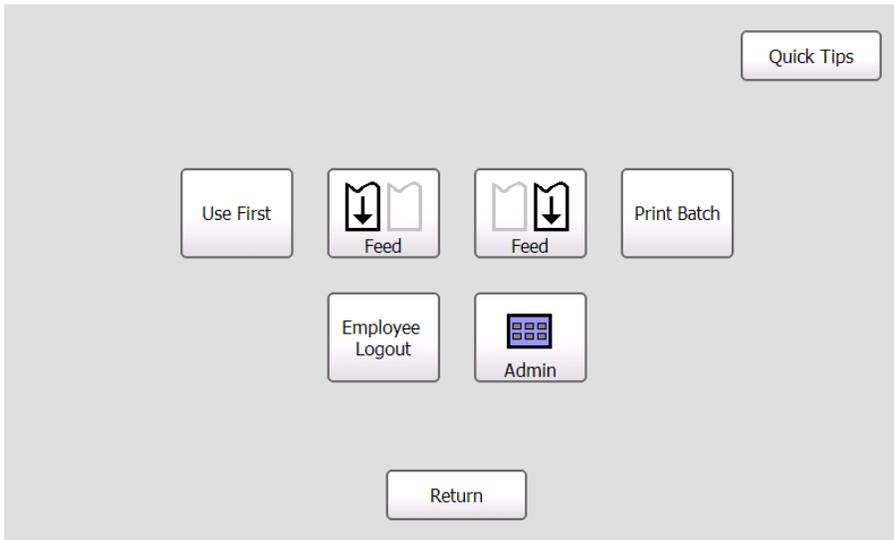
Printing a Batch

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

1. Press the **Tools** button.

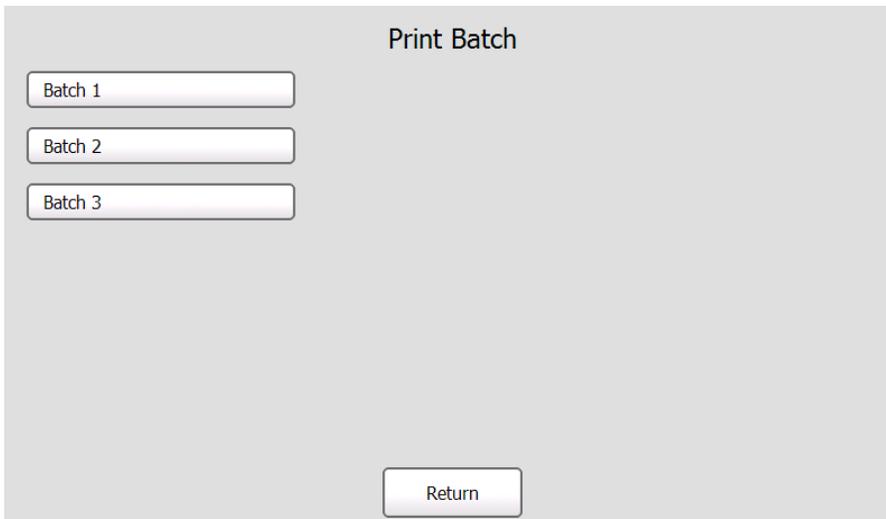


2. Press **Print Batch**.



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.



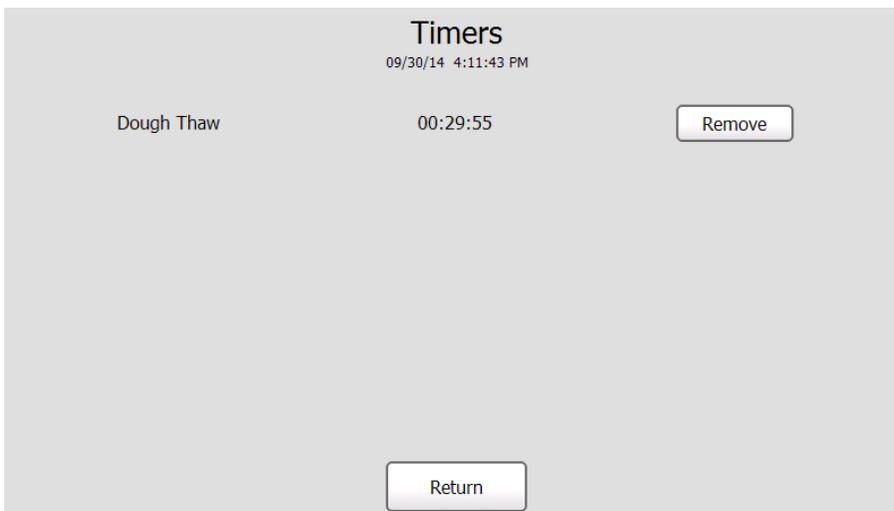
This chapter tells you how to

- ◆ set a timer.
- ◆ view activated timers.
- ◆ remove a timer.

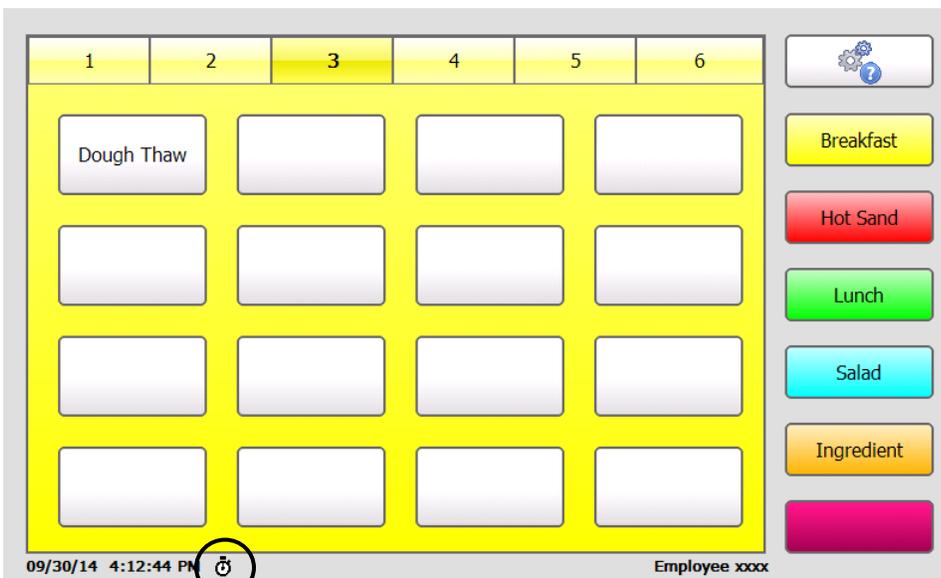
Timers must be created by your System Administrator

Setting a Timer

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. You can see the timer icon at the bottom of the Main screen.

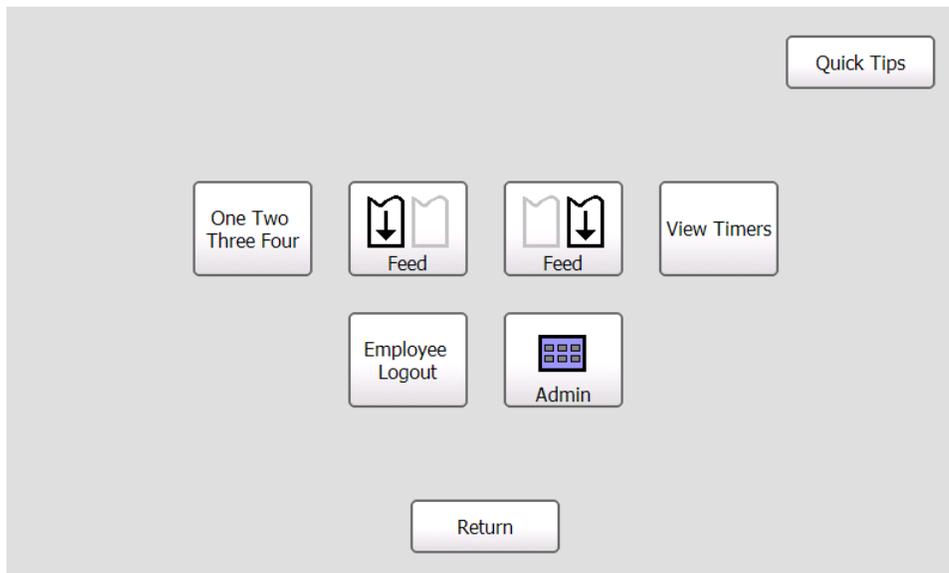


3. When the timer expires, you see the Timers screen and hear a tone. Press **Remove** to clear the expired timer.

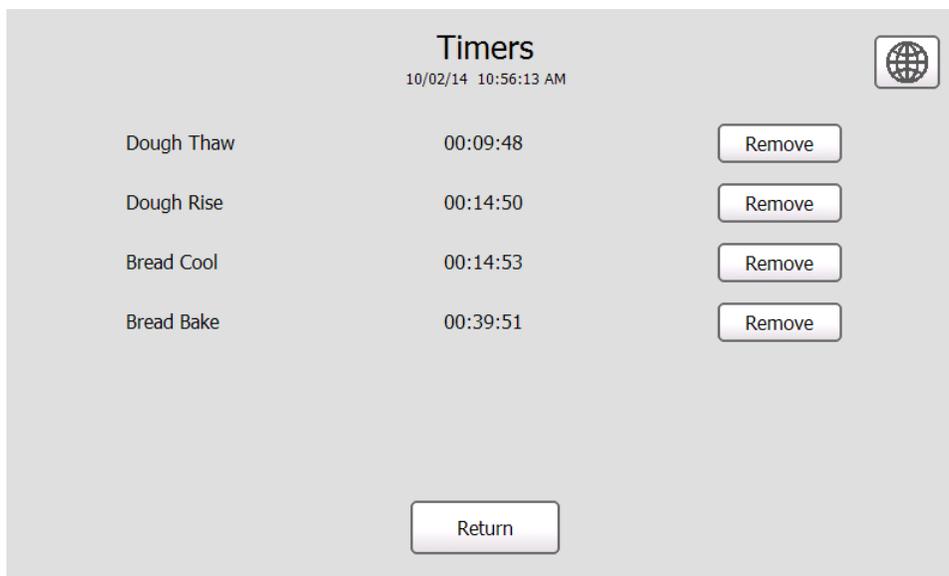
Viewing Timers

You can view a list of timers that are running.

1. Press the **Tools** button.



2. Press **View Timers**. You see a list of timers that are set.



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

Removing a Timer

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

CARE & MAINTENANCE

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:

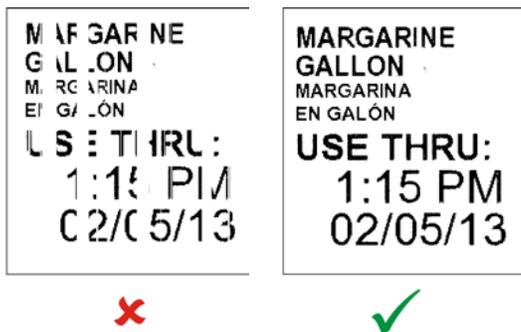
1. Open the cover.
2. Tear the supply and remove the label roll.
3. Remove the jammed labels.

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

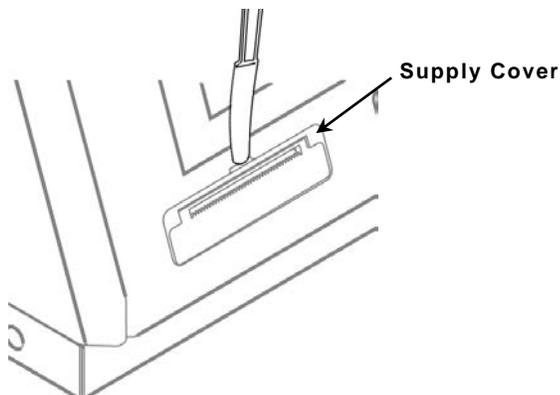
4. Remove any adhesive that might be on the platen roller. See “Cleaning the Platen Roller and Printhead” for more information.
5. Reload the labels.
6. Close the cover.

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.

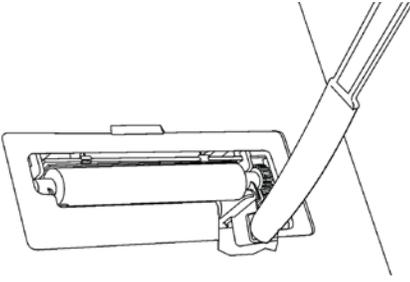


1. Remove any labels.



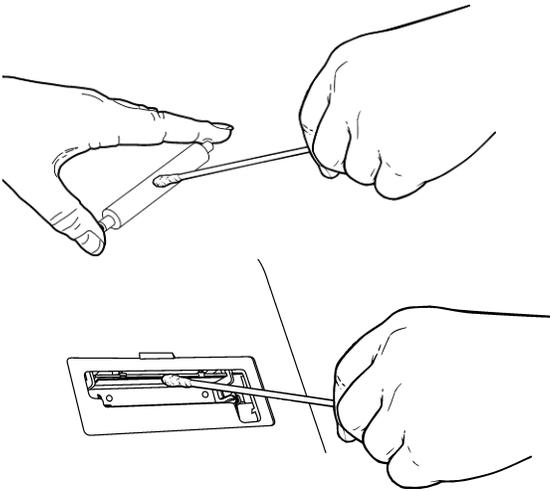
2. Use a plastic knife to remove the supply slot cover.

3. Use the plastic knife 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

This section 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

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 Supply Jams” in Chapter 3 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.

Technical Support

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

SPECIFICATIONS

A

System Specifications

Height:	10.06" (255.55 mm)
Width:	11.86" (301.41 mm)
Depth:	8.36" (212.24 mm)
Weight:	12.42 lbs (5.63 kg), without supply, single printer 13.38 lbs (6.07 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

Length

<u>Minimum</u>	<u>Maximum</u>
0.79"	10.0"
20.0 mm	254.0 mm

Width

<u>Minimum</u>	<u>Maximum</u>
0.75"	2.3"
19.0 mm	58.0 mm

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