FRESHMARX® 9417 QUICK REFERENCE

For more detailed information, refer to the Operator's Handbook available on our Web site (www.monarch.com).

Review the printer safety information in the Safety Sheet provided with your printer.



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



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Using the Home Screen



Using Quick Tips

You can view the Quick Reference Guide information on the printer. Push the Tools button then select Quick Tips.

Setting the Time and Date

- 1. Press the Tools 🖾 button then select Admin.
- 2. Enter the Admin password and press Enter. The default password is 1234.
- 3. Press Time/Date.



4. Press **OK** when you are finished.

- 1. Turn on the printer then open the cover.
- 2. Pull on the supply tab.



3. Unlock the supply guide and remove it.



- 4. Place a roll of labels (label side up) on the supply holder.
- 5. Place the supply guide on the supply holder.



6. Lock the supply guide.



- 7. Put the supply tab back.
- 8. Guide the labels along the inside edge and into the slot. The printer feeds the supply.



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



10. Close the cover.

Loading Labels - Right Printer

- 1. Turn on the printer then open the cover.
- 2. Pull on the supply tab.



3. Unlock the outer supply guide and remove it.



4. Place a roll of labels (label side up) on the supply holder.



5. Place the outer supply guide on the supply holder and lock it in place.



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



7. Put the supply tab back.

8. Guide the labels along the outside edge and into the slot. The printer feeds the supply.



9. Slide the supply lever next to the supply and close it.



10. Close the cover.

Printing Labels

Before you print labels, make sure the time and date are set.

- 1. Turn on the printer.
- 2. Press the product button of the label to print.
- 3. Select the number of labels to print and press Enter. To print a single label, press Enter.
- 4. Labels print for the selected product.
- **Note:** To print a Use First label, press the Use First button then select the number of labels to print.

Cleaning and Maintenance

Clearing Label Jams

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

- 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.



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

3. Use the plastic knife to press the L-shaped bar. The platen roller is released.



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.

Cleaning the Display and Case

- 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.
- 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

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.

If these solutions do not work or you get an error that is not listed, call 1-800-543-6650.