

Frequently Asked Questions FAQs :

Check this page on a regular basis for more Frequently Asked Questions

Barcode Printers

Question

1. The Empty/Pause LED is on all the time, or comes on intermittently and the printer skips labels. How do I troubleshoot this problem?

Answer

The Empty/Pause LED will light, and stay on solid if the printer detects that it is out of label or ribbon, or if the printer does not detect the start of a label before it feeds the maximum label length value that is set in the printer. The common causes are;

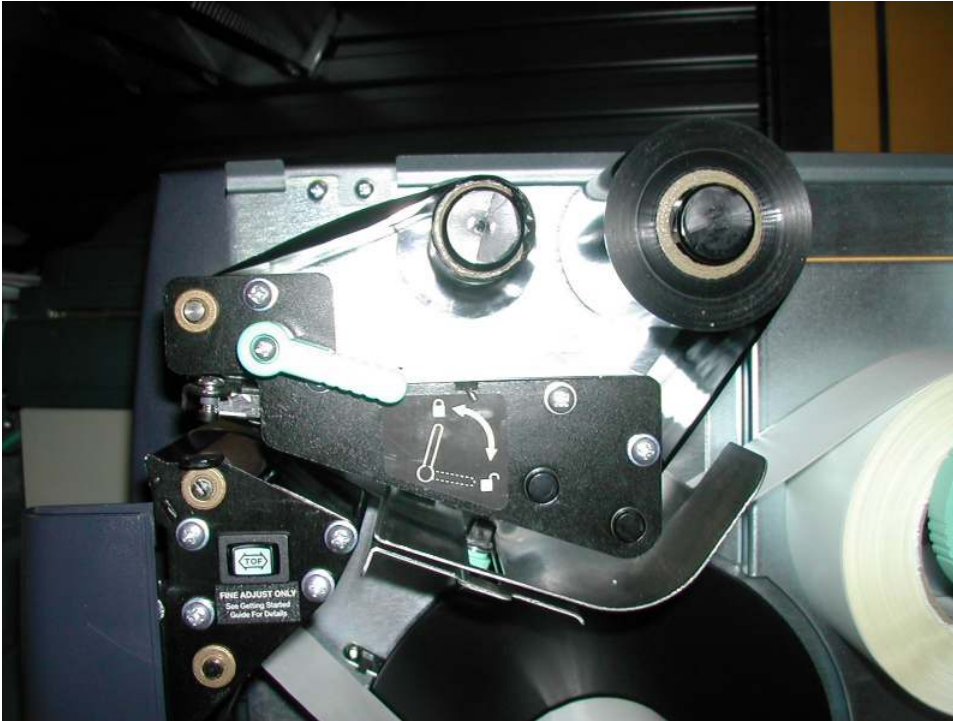
- The printer is out of label stock.
- The printer is out of ribbon.
- The ribbon is routed incorrectly.
- The label Edge guide is not adjusted correctly.
- The maximum label length is shorter than the labels in the printer. (Also called Label Out Length.)
- The printer is set for the wrong Label Stock Type.
- The sensor position is set incorrectly.
- The printhead is not locked down.
- A label is stuck in the media path.
- The label stock is not compatible with the printer
- The gap sensor is dirty.
- There is a hardware failure in the printer.

Question : If printer does not feed labels then what to do?

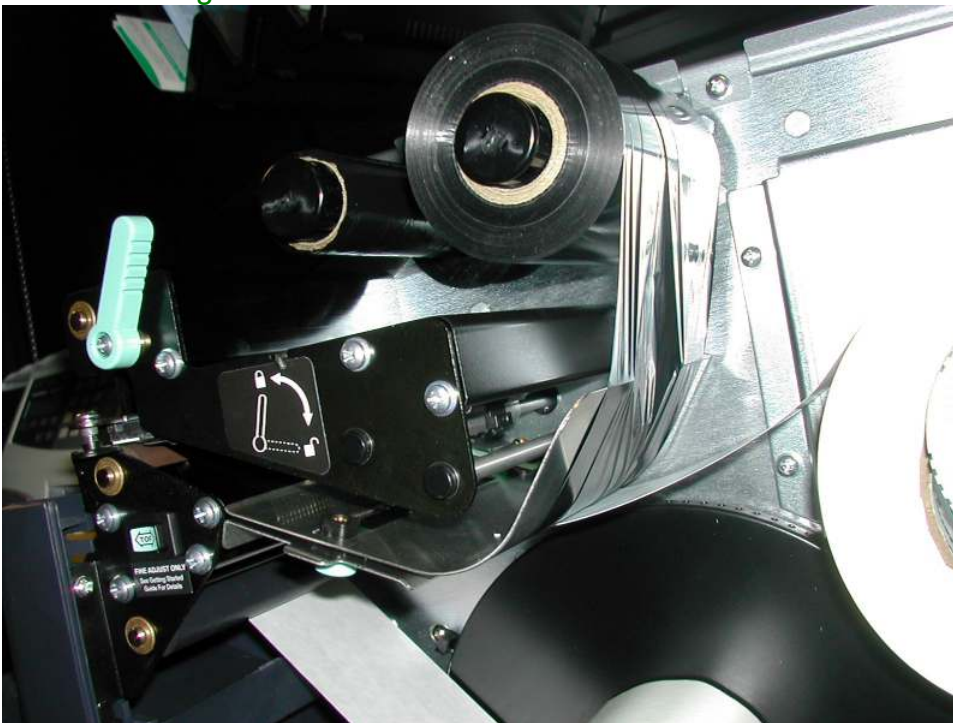
- Make sure that the printhead is locked down and press the feed button.
 - If the Empty/Pause LED flashes when the Feed/Pause button is pressed but the printer does not feed labels there is a hardware problem with the printer.
 - If the printer feeds and the Empty/Pause LED goes out then the printhead was not locked down.

Question : How to install the ribbon?

- Slide the roll of ribbon on the rear ribbon hub. The ribbon should come off of the back of the roll.
- The ribbon should be routed under the ribbon guide roller.
- The ribbon should not touch the upper media guide.
- Route the ribbon between the platen roller and the printhead.
- Install an empty core on the ribbon takeup hub and attach the end of the ribbon to the core.



Correct routing of ribbon



Incorrect routing of ribbon. This causes the ribbon to block the label sensor

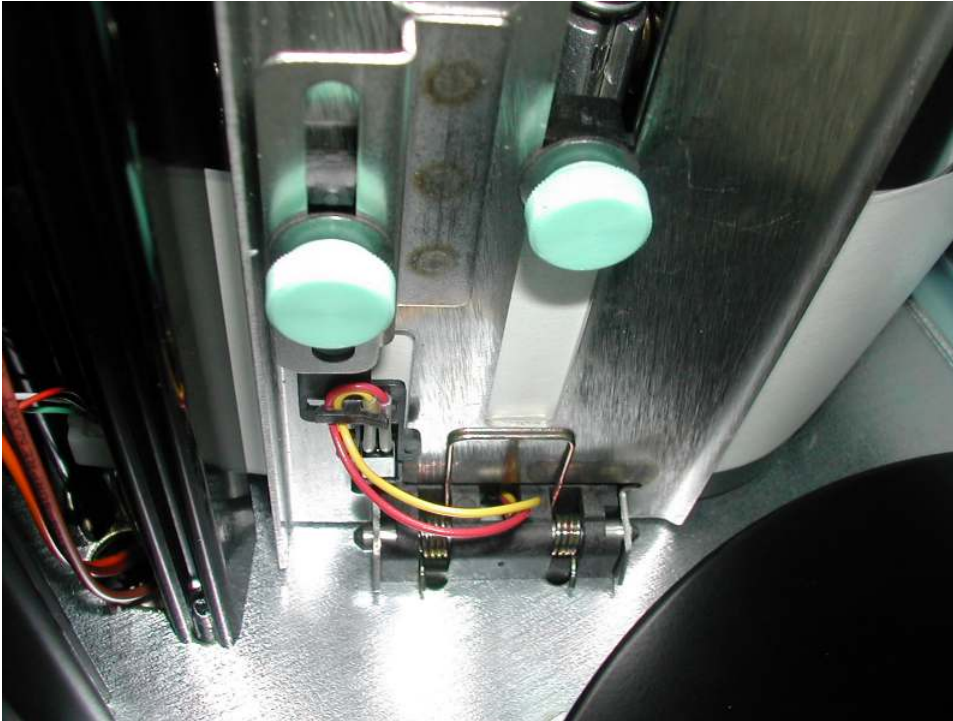
Question : How to install and adjust the Label edge guide.

- Install the edge guide into the lower media guide as shown in the picture.



Label edge guide assembly installed in lower media guide.

- Raise the printhead by turning the printhead lever clockwise.
- Make sure that the labels are all the way over against the inside wall of the printer.
- Loosen the knob attached to the edge guide.
- Slide the edge guide until it touches the media, then tighten the knob.



Properly adjusted edge guide and adjustable gap sensor.

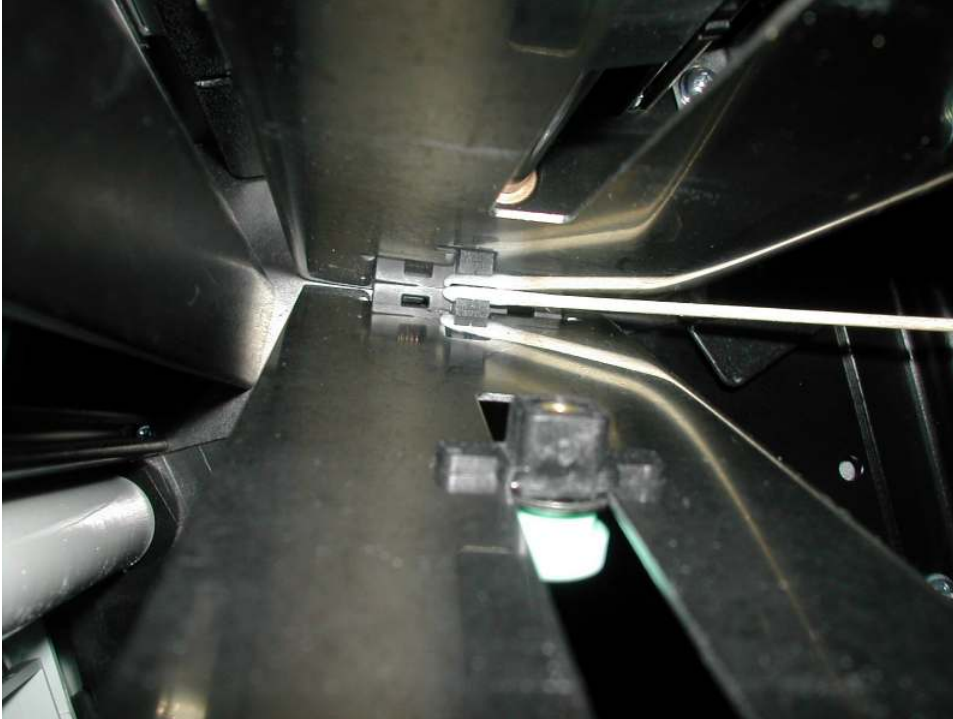
Question : How do I adjust the gap sensor position (3240, 4420, 4440)?

On the 3240, 4420 and 4440 the gap sensor can be adjusted from a position near the inside edge of the label to a position approximately an inch from the inside edge of the label.

- To obtain a good starting point for gap label stock
 1. Loosen the gap sensor knob
 2. Push the knob toward the inside of the printer until it stops
 3. Pull the knob out about a quarter inch
 4. Tighten the gap sensor knob

Question : How do I clean the gap sensor.

- Inspect the gap sensor to see if there is a label stuck, blocking the sensor.
- Clean the gap sensor with isopropyl alcohol.
 - On 3240,4420, and 4440 printers clean the adjustable bottom sensor on the lower media guide and the whole row of sensors on the upper media guide.
 - On 3400A, 3400B, 3400C, 3400D and 3400E, and 3440 printers clean the upper and lower sensors located near the hinge for the lower media guide.



Cleaning gap sensor with an alcohol soaked swab (34X0, 3600)

Question : How do I reset or default my 3400 series printer?

Answer

Performing this procedure will completely default the printer. All user downloaded formats, fonts and graphics will be lost. The printer's configuration will be returned to its original default settings from the factory.

Some 3400 printers (3400C, 3400D) had a reset button located between the two banks of dip switches located on the back of the printer. If your printer has this reset button follow procedure #2. If it does not, follow procedure #1 to default the printer.

Note: Procedure #1 will work on any 3400 printer.

Procedure #1 (3400A, 3400B, 3400C, 3400D and 3400e)

1. Power off the printer and disconnect any data cable connected to the printer.
2. Record how the 8 dip switches are set on the top bank of dip switches on the back of the printer. Don't worry about the bottom bank of dip switches, they will not be changed for this procedure.
3. Turn OFF all the dip switches on the top bank.
4. Turn ON switches 3,4,5 and 6 on the top bank.
5. Press and hold in the Feed button on the front of the printer and power on the printer. Continue to hold in the Feed button until the Hardware Configuration label is printed and the printer stops feeding labels forward.
6. Release the Feed button.

7. Press and release the Feed button 3 more times. Nothing will happen on the printer when you do this.
8. Power off the printer.
9. Turn OFF dip switches 3,4,5 and 6 on the top bank.
10. Return the dip switches to their original position (recorded in step #2).
11. Reconnect the data cable and power the printer back on.

The printer has now been defaulted and is back to its original factory settings.

Procedure #2 (3400C & 3400D Only)

1. Turn the printer off.
2. Located between the two banks of dip switches is a small black or red reset button. Using something small (end of paper clip), press and hold in the reset button for 1 minute. Make sure that you hear or feel the button "click" when you press it in.
3. Release the button and turn the printer back on.

The printer has now been defaulted and is back to its original factory settings.

Synel SY 7XX series

Question: How to cause the memory to crash?

This operation must be performed by qualified and authorized personnel only! This operation requires that you work with an open unit. Make sure to unplug the unit wherever the instructions call for it. Take extreme care during the stages where the terminal is plugged into a power source. Failure to heed this warning may result in harmful contact with electrical current.

Location of jumpers

- Step 1: Unplug the terminal and make sure that it is off.
The backup battery automatically supplies power for approximately 15 seconds.
- Step 2: Unscrew and remove the front panel.
- Step 3: Remove the J4 jumper from the 1-2 position to 2-3 position.
- Step 4: Reposition J4 to (1-2
- Step 5: Plug the terminal back into a power source and make sure that

MEM CRASH reappears in the terminal display.

Question: How to format the memory if a crash occurs:-

If the memory crashes the following message will appear on the display:
CRASH

You will need to clear the terminal's memory and return the terminal to the NO PROGRAMMING state according to the procedure below.

- Step 1: Press 6 times on the 0 key.**
An asterisk appears for each time that this key is pressed.
- Step 2: Press once on the Enter key.**
- Step 3: Press 3 times on the line up key.**
- Step 4: Press twice on the line down key.**
- Step 5: Press 3 times on the line up key.**

The message CLEAR MEMORY? will appear on the display.

Step 6: Press twice on the line down key.

Step 7: The message MEMORY CLEARED will appear on the display.

Step 8: You receive a NO PROG display.

This will cause the terminal to enter the Technician mode. The message on the display will alternate between *TECHNICIAN MODE* and the date and time in the following format: DD/DW hh:mm:ss where DW represents the day of the week.

If you make an error during steps 3 through 6, the terminal will revert to the state just prior to step 3. If you find yourself unable to complete this operation, exit the technician mode by pressing the twice the Enter key. Then begin again from step 1.

Question : How to do system configurations in the technician mode?

Technician Mode can be entered by swiping an authorized badge or by pressing both the line up/down keys six times simultaneously (When the system is in working condition. Scrolling between screens is done using the Enter Key, scrolling between options within the selected screen is performed using the line up/down keys. To scroll to the previous screen use the key. To exit the Technician mode press twice on Enter key. Entrance to the technician mode enables setting up of:

- Real Time Clock (RTC) Calibration
- Baud rate
- Finger print unit Baud rate
- Printer Baud rate
- Station ID settings
- Modem rings
- Network connection

Step 1: Enter into the Technician Mode

The display screen flashes for a five seconds interval and displays the Version then flips to display the TECHNICIAN MODE and time and date alternately, (time and date are adjusted from the PC).

Step 2: Adjust the RTC (N/Y)

This adjustment option is for internal clock calibration purposes.

Step 3: Adjust the baud rate

The available baud rates are: 1200, 2400, 4800, 9600 (default) and 19200.

Step 4: Adjust the Finger print unit baud rate

The available baud rates are: 57600 (default), 9600, 19200 and 38400.

Step 5: Adjust the printer baud rate

The available baud rates are: 9600 (default), 1200, 2400 and 4800.

Step 6: Adjust the Station ID

The Station (terminal) ID is the SY-780 terminal's address on a communication line. It enables you to add several SY-780 terminals to the communication port on your PC. In this way, you can expand your system to meet your organization's needs in the future. Any number from 0 to 31 may be used for the terminal ID. As before, scroll until you have reach the Station ID number of your choice.

Step 7: Adjust the amount of modem rings

Choose either the number of rings you prefer or choose N for no rings.

Step 8: Network connection

Programming the network connection requires addressing several sub-topics. In the initial screen there three available options: N for no connection, Y for answering when terminal has been addressed, and P for Polling, which means that a connection will be made whenever required.

Question : How to do Network Settings

Polling Sec

This parameter determines how often you want to transmit data to the SY-Server. If your terminals are not set to an Online (query) check, define the polling time as approximately 10 - 20 seconds. If otherwise, raise the polling time to avoid network collisions. Use the numeric keys to select the polling seconds you want, then press Enter to accept the settings.

My IP Address

Press line up/down to view the TCP/IP address of the terminal. Use the numeric keys to enter the IP Address you want then press Enter to accept the settings.

Gateway Address

Press line up/down and use the numeric keys to enter the gateway address you want. Press Enter to accept the setting.

Remote Address

Press line up/down to view the TCP/IP address of the personal computer on which the SY-Server runs. Use the numeric keys to enter the Remote Address you want then press Enter to accept the settings.

Num Host Bits

Use the numeric keys to enter the number of host bits you want, depending on your network mask. Press Enter to accept the setting.

My Port

TCP/IP enables you to connect a number of applications on the same address. The port number selected here is the application identification number used by the computer when communicating with the terminal. Synel applications use the default port number = 5000. However, you may change this according to your specific needs. Use the numeric keys to change the port number, then press Enter to accept the settings.

Host Port

Synel applications use the default port number=5000. However, you may change this according to your specific needs. Use the numeric keys to change the port number, then press Enter to accept the settings.

Disconct Sec

Disconnect seconds defines the number of seconds you want to wait before reverting to offline mode. Press 03 to enable a fast disconnection. Press Enter to accept the settings.

Send Ping

To verify that the connection to the host is in order, you can transmit a fixed message. The result displays the number of milliseconds between the time of transmission and time of receipt.

Ping Address

If you selected to send a ping in the previous parameter, you must define the Ping address. Access the Ping address, use the numeric keys to enter the address you want. Press Enter to accept the settings.

Then open the **syncomm** software and see the status the of the synel system if you got the status true then click the reprogramming option. It asks **“do you want to repromming?”** Then click YES and reprogram the terminal. Then synel is in normal mode.

FINGER PRINT UNIT

Question : How to do FPU operation? Let us know Instructions and regulations.

- In view of our experience, we strongly recommend that each employee practices finger positioning on the sensor prior to actual enrollment!
- Avoid using thumb and pinky fingers since they are typically awkward to position consistently on the sensor.
- Place the higher joint of your finger on the ridge lock and lower your finger onto the sensor surface (make sure all other fingers are held straight to avoid creating an angle between the enrolled finger and the sensor surface -incorrect positioning).
- Touch the sensor's plastic casing (black) in order to discharge static electricity. Keep your finger steady!
- Press your finger gently onto the panel, avoid excessive pressure as it will blur the print.
- Make sure your finger is touching the sensor's drive ring.
- It is recommended that quality be 50% and content 90% at least.
- Make sure you use the enrolled finger for verification!
- If your finger is extremely dry, touch your forehead or the side of your nose before placing it on the sensor.
- Do not use a wet/moist finger for scanning.

Note:

- *For user's convenience mount the terminal at a height of 1.4 meters (55.2") (measured from the top end of the terminal to the floor) and at a distance of 15 cm (5.9") from the right-side wall (closer to the sensor side).*
- *If it is impossible to sample an employee's fingerprint , you can disable finger verification and revert to card or code mode instead.*

Question : What are examples of a correct and incorrect finger placements ?

[Attach Link : FpuOperation.pdf](#)

Question : What are the Fingerprint Unit Regulation & sampling instructions

Quality: Good quality enrollment.

Content: Core is properly centered; surface area and ridge pattern are well defined.

Quality: User should apply more pressure to help better image the fingerprint surface area.

Content: Core is properly centered.

Quality: Bad quality enrollment. Ridges are not well-defined. Enroller should try to locate an alternate finger that provides better imagery.

Content: Core is properly centered, but is not well-defined. Enroller should try to locate an alternate finger that provides better imagery.

Quality: Good quality enrollment.

Content: Core is not properly centered. User should reposition finger by properly using Ridge-Lock.