

SumiMark Printing System Operating Tips

Setting Up Freestanding Tubing Payoff Spooler

- a. *Tubing Payoff Spooler* should be positioned directly to the right of the back of the printer at a distance of approximately 24" from the printer.
- b. *Tubing Payoff Spooler* should be allowed to operate without resistance.
- c. Only RFID tags displaying the > symbol and SM3 should be used with the freestanding *Tubing Payoff Spooler*. Using any other version of tag will cause the spooler to operate erratically.
- d. Only 1 (one) RFID tag must be used. 2 tags will cause the spooler to operate erratically.

Loading Tubing & Care

- a. Tubing spool must be loaded so that RFID tag is facing in toward circular spooler antenna.
- b. Tubing should be loaded in guides according to diagram label located on printer's lift door. Guides should fit close to tubing but not enough as to cause resistance.
- c. Tubing should be stored in an upright/standing position with a plastic cover or in a dust-free storage area.
- d. Tubing should be clean and free of dirt.
- e. Only SM3 tubing must be used. Any other tubing will void printer warranty and all Mil-spec requirements.

Software Operation

The SumiMark Ver. 6 software has been tested to operate properly, free from errors, with Windows 7, Vista and XP operating systems. However, other factors such as network connections and host computer settings, Windows OS registry errors, etc may cause unforeseen and unintended affects.

Printer Driver

Correct settings to the SumiMark IV *Printer Driver* are critical to the proper functioning of the SumiMark IV Printing System. Incorrect settings can affect marker length, print quality and cause the printer to not print. **See Printer Driver Settings as noted on within the Quick Setup Guide.**

If the printer will not print, check the printer icon on your Windows taskbar to ensure there are no printer errors. To clear any errors, Cancel or Delete all print jobs within the queue. You may have to restart your computer for all jobs to clear.

Printer Operation

- a. Do not power “off” printer during operation. Doing so may cause print head failure.
- b. Do not open Print Head Latch during operation. Doing so may cause print head failure.
- c. After powering off printer, allow a minimum of 10 seconds to pass before turning powering on. Powering on immediately after powering off may result in a loss of flash memory, thus causing the printer to revert to default settings.

Print Head

- a. Should be cleaned each time a new ribbon is completed used. Clean with alcohol and cotton swab or Q-tip.
- b. Do not touch print head with any metal or sharp object. Doing so will cause damage.

Common Problems and Corresponding Solutions

Problem	Solution
Error Media Feed	Set Printer to Continuous
Error Cutter Jam	1. Reset Cutter using Cutter Reset Switch 2. Cutter Sensor Clip out of position
Not cutting tubing completely	Reposition Cutter Block
Run Time Error	Windows Registry needs cleaning
Incorrect tubing cut lengths	Backfeed mode should be “On”
Printer operates mechanically, but won't print	Deselect Use Current Printer Settings within SumiMark printer driver
Print not centered	Turn Backfeed mode “On.” Set Vertical Print Alignment to 0 (zero)
Printer not operating	1. Incorrect Printer Driver, Com or Printer Port chosen in SumiMark program Default Settings 2. SumiMark Printer Driver not set as Default Printer

If you have questions regard these or other SumiMark related matters, please call us at 760.761.0600 ext 203 or email sumimark@seipusa.com.

