

Printer Migration Guide

Models 3400, 3440, 4420, and 4440



This migration guide helps ensure that your printing operations continue with minimal interruption when upgrading from an Intermec EasyCoder® 3400, 3440, 4420, or 4440 printer to an Intermec EasyCoder® PF4i, PM4i, PX4i, PD41, or PD42 printer.

This guide assumes that you are generally familiar with the interior and operations of your printer. If this is not the case, refer to your new printer user's guide for fully detailed procedures and illustrations. These documents are listed below in "Related Documentation."

One of the most obvious differences between the older and newer printer models is the reliance on the control panel at the front of the printer. For a brief introduction, see "**Control Panel Operation**" on page 4.

- The Transferring Supplies section addresses loading and adjusting the new printer to handle partially-used media and ribbon.
- The Configuration section addresses adjusting the new printer to function as desired.
- The Communication section lists connectivity challenges and finding and setting associated values.
- The Troubleshooting section contains notes on handling possible situations that may arise after loading and setting up the printer correctly.

Related Documentation

Intermec provides extensive documentation for printers and programming languages available for download from www.intermec.com. This guide does not cover switching to the Fingerprint programming language.

IPL Reference:

- *Intermec Printer Language (IPL) Command Reference Manual* (P/N 937-007-xxx)
- *Intermec Printer Language (IPL) Developer's Guide* (P/N 934-013-xxx)

Printer Models and Related Documentation

| Printer | Document Name | Part Number |
|---------|---|-------------|
| PF4i | <i>EasyCoder PF4i Bar Code Label Printer User's Guide (IPL Version)</i> | 934-027-xxx |
| PM4i | <i>EasyCoder PM4i Bar Code Label Printer User's Guide (IPL Version)</i> | 934-020-xxx |
| PX4i | <i>EasyCoder PX4i User's Guide (IPL)</i> | 1-960625-xx |
| PD41 | <i>EasyCoder PD41 Printer User's Guide</i> | 1-960652-xx |
| PD42 | <i>EasyCoder PD42 Printer User's Guide</i> | 934-009-xxx |

Transferring Supplies

In most cases, the new printer can use the same media and ribbon as the old printer. It is not necessary to throw away partially-used supplies or unwind used ribbon from the take-up roll. If you are starting with new media, the following steps are not necessary.

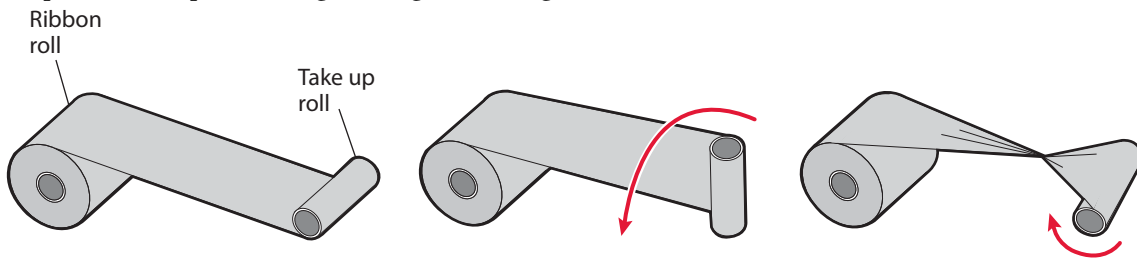


Ensure that the shiny side of the ribbon is facing up towards the printhead and that the dull, inked side is facing down towards the print media. If the ribbon is installed upside down, nothing will print and the ink may end up on the printhead itself or otherwise require cleaning or even part replacement. For instructions on how to clean the printhead, see the printer user's guide.

- The older printers use a DB-25 serial connector and the new printers use a DB-9. You may need a DB-9 Intermec serial cable (P/N 1-974024-018).
- Although you do not have to replace partially-used ribbon or media, Intermec recommends that you use the 18000-inch rolls instead of the 6000-inch rolls.
- When installing either a ribbon or media roll, push on the cardboard core and not on the side of the roll to keep it from telescoping around the core. If it does telescope, simply straighten it out and then push on the core to finish installing it on the spindle.
- Make sure you do not cover the sensor when routing the ribbon or media over the printhead. For detailed installation information, see the printer user's guide.
- Leaving a little slack in the ribbon loop or media will not cause a problem. The printer automatically takes up extra slack in the ribbon or media when it is turned on.
- If necessary, move the outside edge guide inward until the media can no longer move side-to-side. If the media wrinkles, the edge guides are too tight. Loosen them slightly until the wrinkles flatten out.
- The factory default setting on newer printers assumes a 4-inch wide media roll. If your media is narrower than 4 inches, follow the narrow media adjustment procedure in your printer user's guide.
- On newer printers, the ribbon take-up roll may wind in the opposite direction from the older printers. Follow this procedure to switch the take-up direction. You do not need to remove the ribbon from the take-up roll.

To switch the ribbon roll take-up direction

- 1 Flip the take-up roll along its length 180 degrees. A twist will form in the ribbon.



- 2 Roll the ribbon onto the take-up roll until the twist has been completely wrapped up onto the take-up roll.
- 3 Install the ribbon roll and take-up roll onto their spindles per the normal installation instructions.

Switching to Thermal Transfer Printing

By default, newer printers are set up to perform direct thermal printing. Thermal transfer printing must be enabled. Rather than using the DIP switches at the rear of the printer to set this parameter, use the front panel to access the setup menus. Note that this setting is under the menu titled **Paper Type**.

Configuration



Intermec strongly discourages installing additional printer drivers for the new printer. They are not necessary and improperly installed or configured drivers may prevent the printer from communicating successfully. If you choose to install additional printer drivers, ensure that you thoroughly understand and are comfortable with changing operations and settings on the print driver level.

Setting the Media Sensitivity Number (MSN)

The default settings for the newer Intermec printers are 567 for thermal transfer printing and 420 for direct thermal. If necessary, follow the procedure in your printer user's guide to adjust the media sensitivity number.

Setting Control Panel Permissions

Using IPL commands, it is possible to lock down the control panel to prevent unauthorized access. If locked down prematurely, however, the control panel cannot be used to set up the printer. If the control panel seems to be unresponsive, this parameter may have been set. Refer to the *Intermec Printer Language (IPL) Command Reference Manual* (P/N 937-007-xxx) and look under Control Access Permission, Set.

Communication

On the older printers, communication parameters are set using the DIP switches at the rear of the printer. On the new printer, they are set via the front panel and setup menus over an RS232 (serial) connection. Note that the old terminology "Word Length" has been replaced by the term "Data Bits".

Serial Communication Parameters

| Parameter | Default Value on New Printer |
|-------------------------|------------------------------|
| Word Length (Data Bits) | 8 |
| Baud Rate | 9600 |
| Parity | None |
| Stop Bits | 1 |
| Protocol | XOn, XOff |

- Use the Setup menus to manually enter the IP Address. The Setup menus are laid out in detail in the new printer user's guide.
- Use the Network menu to assign the printer to the network. The Network menus are laid out in detail in the new printer user's guide.
- Parallel connectivity is an optional interface on the newer printers. If you wish to continue using a parallel connection, ensure that you order this interface when you order the new printer.
- The older printers use a DB-25 serial connector and the new printers use a DB-9. You may need a DB-9 Intermec serial cable (P/N 1-974024-018).
- You may need to know the previous printer's EasyLAN settings in order to configure the new printer's interface. While the EasyLAN board is still installed, push the **Test** button on the rear of the interface board. The printer prints out a label with the MAC address and other information. For more information, see the *EasyLAN User's Guide* (P/N 1-960590-xx).
- To determine the new printer's IP address, use the Setup menu to have the printer print a test label. For help using the Setup menu, see the printer user's guide. If necessary, the IP address can be manually entered. See the printer user's guide for instructions on how to enter an IP address.

Troubleshooting

If the printer does not behave as expected after you have loaded and connected it, and all the settings are correct, check the table below.

Printer Problems and Solutions

| Printer | Problem | Solution |
|------------|---|---|
| PM4i; PF4i | Ribbon comes out of the exit slot along with the media. Display says “Ribbon Fitted”. Nothing is printed on the labels. | Printer is set to direct thermal printing. Change the paper type to thermal transfer printing. See “Switching to Thermal Transfer Printing” on page 2 . Wind up the excess ribbon manually on the take-up roll. |
| PX4i | Printer display says “Ribbon Fitted” and the ribbon is taken up, but nothing prints. The status LED is red. | Printer is set to direct thermal printing. Change the paper type to thermal transfer printing. See “Switching to Thermal Transfer Printing” on page 2 . Wind up the excess ribbon manually on the take-up roll. |
| Any | Control panel buttons, when pressed, do nothing. | Access permission may be disabled. See “Setting Control Panel Permissions” on page 3 . |

If you are still experiencing difficulties, call Intermec Technical Support at 1-800-755-5505 for expert assistance between 5 a.m. and 5 p.m. Pacific Standard Time (PST). At the prompt, press 4 for technical support. Tell the customer service representative that you have “printer migration questions” and provide the model numbers of both the old and new printer. You will be routed to the appropriate Intermec printer technical expert.

Control Panel Operation

Instead of using DIP switches to change printer settings, use the control panel at the front of the printer.

- The **Setup** key toggles between Setup Mode, where the printer’s configuration can be modified, and Run Mode, where the printer is ready to print. For more information on printer modes, see the printer user’s guide.
- To open a submenu, press **Enter** when the title of the desired menu appears.
- To back up one menu towards the root, push **ESC**.
- To step through all the options available in a submenu, press the left and right arrows.
- To move the cursor when manually entering data, press the left and right arrows.
- To increment/decrement a digit when you are manually entering data, press the up and down arrows.



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