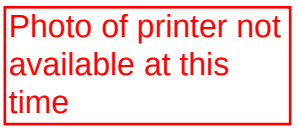
6822

Series 80-Column Printer



User's Manual

Intermec®

6822

Series 80-Column Printer

User's Manual

Intermec®

Intermec Technologies Corporation

Worldwide Headquarters
6001 36th Ave.W.
Everett, WA 98203
U.S.A.

www.intermec.com

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Before You Begin

This section provides you with safety information, technical support information, and sources for additional product information.

Safety Information

Your safety is extremely important. Read and follow all warnings and cautions in this document before handling and operating Intermec equipment. You can be seriously injured, and equipment and data can be damaged if you do not follow the safety warnings and cautions.

This section explains how to identify and understand dangers, warnings, cautions, and notes that are in this document. You may also see icons which tell you when to follow ESD procedures.

A warning alerts you of an operating procedure, practice, condition, or statement that must be strictly observed to avoid death or serious injury to the persons working on the equipment.

A caution alerts you to an operating procedure, practice, condition, or statement that must be strictly observed to prevent equipment damage or destruction, or corruption or loss of data.

This icon appears at the beginning of any procedure in this manual that could cause you to touch components (such as printed circuit boards) that are susceptible to damage from electrostatic discharge (ESD). When you see this icon, you must follow standard ESD guidelines to avoid damaging the equipment you are using.

Note: Notes either provide extra information about a topic or contain special instructions for handling a particular condition or set of circumstances.

Global Services and Support

Warranty Information

To understand the warranty for your Intermec product, visit the Intermec web site at www.intermec.com and click Service & Support > Warranty.

Web Support

Visit the Intermec web site at **www.intermec.com** to download our current manuals (in PDF). To order printed versions of the Intermec manuals, contact your local Intermec representative or distributor.

Visit the Intermec technical knowledge base (Knowledge Central) at **intermec.custhelp.com** to review technical information or to request technical support for your Intermec product.

Telephone Support

These services are available from Intermec.

Services	Description	In the USA and Canada call 1-800-755-5505 and choose this option
Order Intermec products	Place an order. Ask about an existing order.	1 and then choose 2
Order Intermec media	Order printer labels and ribbons.	1 and then choose 1
Order spare parts	Order spare parts.	1 or 2 and then choose 4
Technical Support	Talk to technical support about your Intermec product.	2 and then choose 2
Service	Get a return authorization number for authorized service center repair. Request an on-site repair technician.	2 and then choose 1
Service contracts	Renew a contract, ask about an existing contract.	1 or 2 and then choose 3

Outside the U.S.A. and Canada, contact your local Intermec representative. To search for your local representative, from the Intermec web site, click **Contact**.

Service Location Support

For the most current listing of service locations, click **Support** > **Returns and Repairs** > **Repair Locations**.

For technical support in South Korea, use the after service locations listed below:

AWOO Systems
102-1304 SK Ventium
522 Dangjung-dong
Gunpo-si, Gyeonggi-do Korea, South 435-776
Contact: Mr. Sinbum Kang
Telephone: +82-31-436-1191
Email: sbkang@awoo.co.kr

Sammi Information Systems Co Ltd
7-9FL, Seo Jo Building
103-15, Galwor-Dong
Seoul, Yong San-ku Korea, South 140-807
Contact: Kyung-Hee Koo
Telephone: +82-2-790-5508
Email: jlovekoo@sammicomputer.co.kr

Who Should Read This Document

This user's guide is for the person who is responsible for installing, configuring, and maintaining the 6822 printer.

This user's guide provides you with information about the features of the 6822 printer, and how to install, configure, operate, maintain, and troubleshoot them.

Related Documents

The Intermec web site contains Intermec documents (in PDF) that you can download for free.

To download documents

1 Visit the Intermec web site at www.intermec.com.

2. Click **Support** > **Manuals**.
3. In the **Select a Product** field, choose the product whose documentation you want to download.

To order printed versions of the Intermec manuals, contact your local Intermec representative or distributor.

Patent Information

This product is protected by one or more of the following United States patents:

5,581,293; 5,613,790; 5,927,876; 6,088,049; 6,345,920

There may be U.S. and Foreign Patents Pending.

1 Using the Printer

Use this chapter to familiarize yourself with the 6822 printer. In this chapter you will find these sections:

- Learning about the printer models
- Guidelines for operating the printer
- Understanding the control panel
- Understanding the power supply options

Learning About the Printer Models

The 6822 printer is used in the route accounting industry to produce high-quality customer invoices, receipts, load reports, transfers, and other documents. A unique "sleep" feature saves energy when the printer is not printing, eliminating the need for an ON/OFF switch. Data input is normally provided by hand-held or mobile computers.

The 6822 printer is available in the following models:

- **Fixed Mount Printer**
  The fixed mount printer is mounted in motor vehicles or used in a settlement room. The terminal holder may be mounted on the printer or a remote dock can connect to the side of the printer. A deep paper tray, which holds up to 200 3-ply forms (up to 5 cm or 2 in of paper) is located under the printer mechanism.
- **Portable Printer**
  The portable printer has a handle so that you can carry it. An optional internal battery permits operation without the use of an external power source. The terminal holder is an integral part of this printer. A shallow paper tray, which holds up to 50 3-ply forms (up to 2.5 cm or 1.0 in of paper) is located under the printer mechanism.

Note: The printer models are shown on page 8.

The discharge of electrostatic energy accumulated on the human body, clothing, or other surfaces can damage or destroy the printhead or electronic components used in this printer. Avoid touching the electrical connectors while unpacking or setting up your printer.

Guidelines for Operating the Printer

- Make sure that you mobile computer remains connected to the printer when printing or operating.
- Keep the printer cover closed except during maintenance or when loading paper.
- Make sure the paper is properly installed in the paper tray or dashboard mount.
- Disconnect the printer power cable when jump-starting the vehicle.
- Make sure your printer is loaded with paper before communicating with your mobile computer.
- Do not spill liquids or food crumbs into the printer.
- Do not use solvents or abrasive cleaners on the printer.
- Do not rest objects on, under, or against the printer.
- If the printer is attached to a vehicle electrical system, do not start or stop the vehicle engine while printing.
- Do not overload the paper tray or paper jams will occur.

Understanding the Control Panel

The printer control panel has four status indicators in the top row and three buttons in the bottom row. Three indicators blink when there is a problem. The three buttons adjust and align the paper.

Understanding the Status Indicators

Description	Indicator	Description
Paper Out		The printer is out of paper.
Head Jam		The printhead is jammed and cannot move.
Low Battery		The internal battery voltage, the vehicle battery voltage, or the power module voltage is too low.

Understanding the Status Indicators (continued)

Description	Indicator	Description
Power		The power LED turns green when you press any button and goes off after ten seconds. The LED also goes on when: • the printer is attached to an external power supply • the printer is using the internal battery and the battery charge is low • a print job is sent to the printer • you perform a power-on-self-test

Understanding How to Use the 6822 Buttons

Name	Button	Function
Form Feed		Press this button to feed the paper into the printer mechanism or when the printer should advance to the next form. If the printer ran out of paper, press this button to initiate automatic paper loading.
Set Page		Press this button to signal the beginning of the page to the printer after you have made the appropriate paper adjustments; or to set the line feed counter to zero and move the printhead to its home position. Press this button to clear a Paper Out error so printing can resume.
Line Feed		Press this button to adjust the top of the paper to the next line.

Note: All printer covers are hinged to the printer. These hinges have a tension screw (turn clockwise to tighten, turn counterclockwise to loosen), should you need to adjust them.

Using the Reset Button

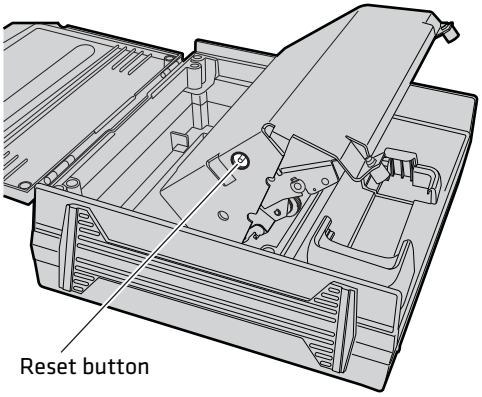
Use the printer reset button to:

- reset a printer that is unresponsive and apparently locked up

- force a synchronization between the printer and a connected PC when sending control codes
- restart the printer for any reason

Note: The reset button does not reset a connected Bluetooth module as it is powered from a different power source.

Both the fixed mount printer and the portable printer have a reset button on the left-hand side of the raised printer mechanism. See the following illustration for the location of the reset button.



Fixed mount and portable printer reset button

Understanding the Power Supply Options

The following power supply options are available for the 6822s.

Using the Internal Battery

The internal battery (P/N 317-075-001) allows the portable printer and some fixed mount printers to operate independently of other power sources.

The 6822 discharges the internal battery even when the printer is not is use. Over time, the internal battery can discharge to the point where the battery is not recoverable.

Plug the printer into an external charge source or disconnect the battery when you store the printer for any length of time.

A total discharge of the battery is most likely to occur when the battery is new and the battery chemical reactions are not fully formed, or the battery has had only one charge cycle.

Connecting to a Vehicle Power Supply

You will need to order a printer installation kit to install the 6822 printer in a vehicle. The following kits are available:

- P/N 203-242-101 (fixed mount printers)
- P/N 203-242-102 (portable printers).

The installation kits contain all of the hardware (nuts, bolts, washers, a terminal ring, and a fuse link) for connecting the battery cable directly to the vehicle battery. These kits also contain adjustable wire clamps to secure the cable in place.

Note: The 6820 printer and associated electrical wiring should be installed under the supervision of properly trained and qualified personnel.

See the *6820 Printer Installation Instructions* (P/N 931-052-001) to learn how to connect the printer to a vehicle power supply.

Connecting to a DC Power Source

Each printer has a dc power jack that connects the printer to a power source, such as the vehicle battery or an external power supply.

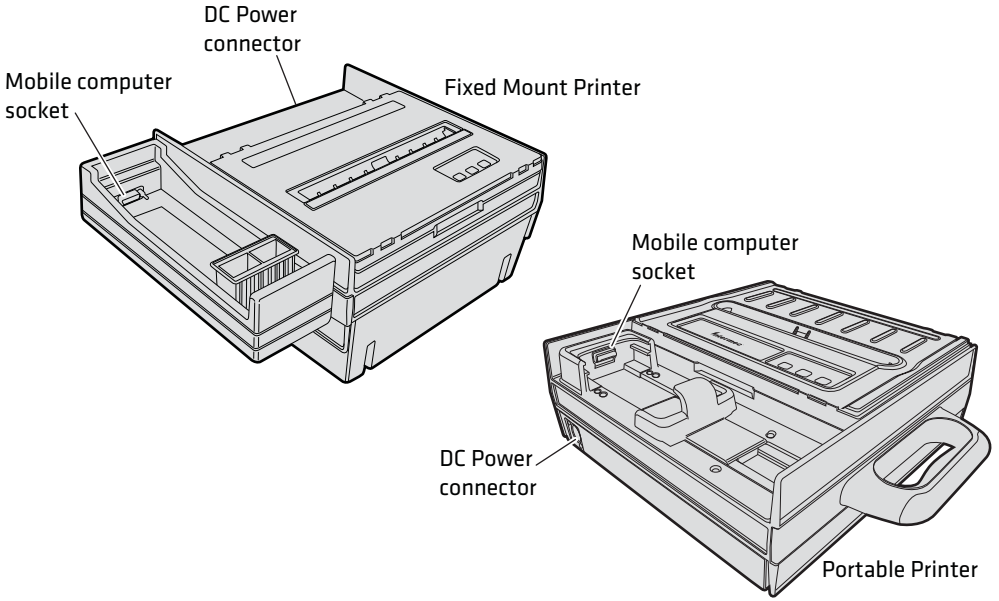
Each printer communicates with a mobile computer through the mobile computer socket (in terminal holder, remote terminal holder, or vehicle dock).

Fixed Mount Printer

The dc power connector is on the bottom rear of the printer behind the printer terminal holder. The data communications socket is in either the printer terminal holder or a separate vehicle dock.

Portable Printer

The dc power connector is on the side of the printer beneath the printer terminal holder. The data communications socket is either in the printer terminal holder or a separate vehicle dock.



6822 Printer Models

2 Installing the Printer

This chapter provides instructions how to set up the 6822 printer for the first time. In this chapter you will find these sections:

- Installing the internal battery
- Installing the ribbon cartridge
- Adjusting the printhead gap
- Loading the paper tray
- Loading paper in the printer
- Inserting a computer in the terminal holder

Installing the Internal Battery

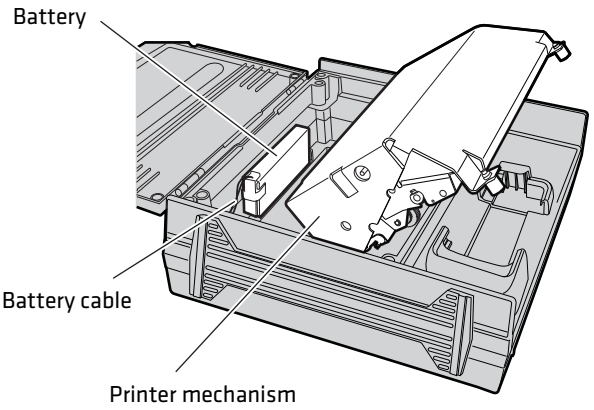
The optional internal battery is primarily for portable printers. The battery can go in some fixed mount printers using a cable and a factory-installed adapter.

The printer battery recharges automatically when the printer is connected to an external power source. For most installations, the external power source is passed through the printer to the mobile computer. The printer battery does not provide charge to the computer.

Note: Remove the printer battery when storing a printer for more than 30 days. After storage, reinstall the battery and connect the printer to an external power source for at least 14 hours to recharge the battery.

To install the internal battery

1. Unlatch and open the printer mechanism.
2. Lower the battery into the rear of the printer case, as shown.
3. Attach the battery cable to the battery.
4. Push the battery down and back under the back edge of the case. The battery should snap into place.
5. Close and latch the mechanism.



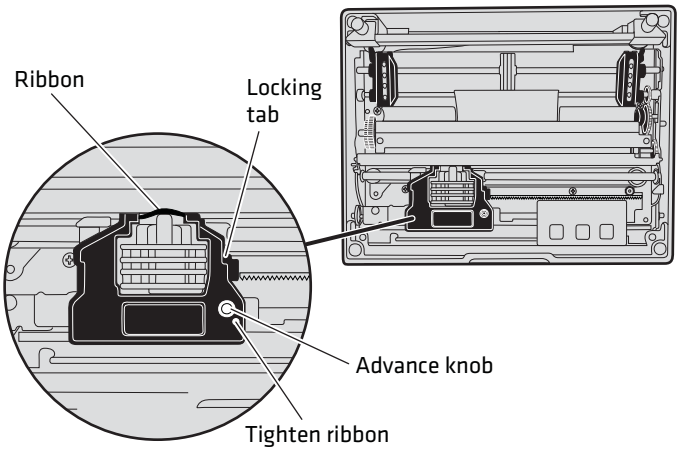
Installing the internal battery

Installing the Ribbon Cartridge

Make sure there is a ribbon cartridge in the printer before you print and that the ribbon is fully seated (the cartridge makes a distinct “snap” or “click” when properly seated) with the visible portion of the ribbon straight and even.

To install the ribbon cartridge

1. Turn the ribbon advance knob (in the direction of the raised arrows) to remove any slack in the ribbon.
2. Squeeze the ribbon cartridge locking tab into the cartridge, then lower the cartridge over the printhead.
3. Lower the tab side of the cartridge until it clicks.
4. Release the tab and press down on the arrow to fully seat the ribbon cartridge (tab clicks outward).
5. Turn the ribbon advance knob *(*follow raised arrows*)* to align the ribbon in the front of the printhead.



Installing the ribbon cartridge

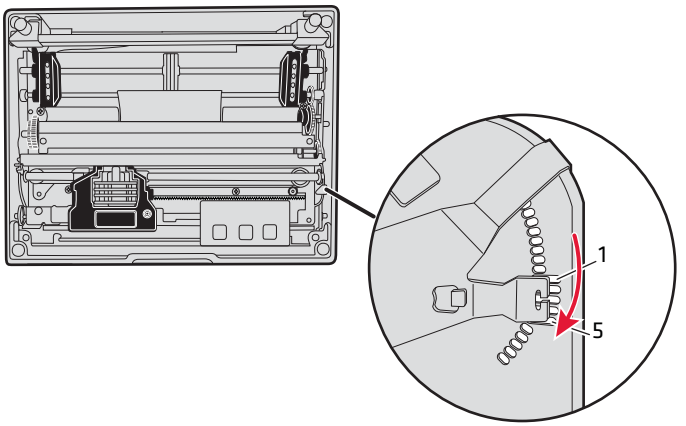
Adjusting the Printhead Gap

The head gap adjuster is near the printer mechanism on the side opposite the green thumb wheel. The printhead adjuster has five notches between the printhead and the platen for different paper thicknesses.

Verify the thickness of the paper loaded into the printer.

To adjust the printhead gap

- If you are using single-sheet forms, set the head gap adjuster to the third notch away from the paper.
- If you are using multiple-sheet forms (2-ply or 3-ply), set the head gap adjuster to the fourth notch away from the paper.
- If you experience frequent head jams, set the head gap adjuster to the fifth notch away from the paper. This may stop the head jams.
- If the 2-ply and 3-ply paper have light printing, setting the gap adjuster to a closer setting will darken the print.



Adjusting the printhead

Loading the Paper Tray

Note: Do not exceed the recommended amounts of paper quantity or thickness. When loading multiple-sheet paper, be sure to have the original faced up, with the leading edge towards the rear of the printer.

To load the paper tray in fixed mount and portable printers

1. Unlatch and raise the printer mechanism.
2. Lower a stack of paper, with the original faced up, into the paper tray under the printer mechanism.
   - The fixed mount printer holds up to 200 3-ply forms about 5 cm (2 in) thick.
   - The portable printer holds up to 50 3-ply forms about 2.5 cm (1 in) thick.
3. Pull the top form out and over the rear of the printer mechanism. Lower and latch the printer mechanism.

To load paper from the flat paper tray

1. Hold a stack of paper, up to 6 cm (2.5 in) thick, with the original facing you, and lay the stack flat into the tray.
2. Pull the top form out to load into the printer.

Loading Paper in the Printer

Caution

Follow these steps to load the paper into the printer, or paper jams may occur.

Positioning the Paper

Paper for the 6822 has perforated strips that fit onto the pinfeed holder pins, guiding the paper into the printer. This paper is sold separately in 1, 2, or 3-ply forms.

To position the paper

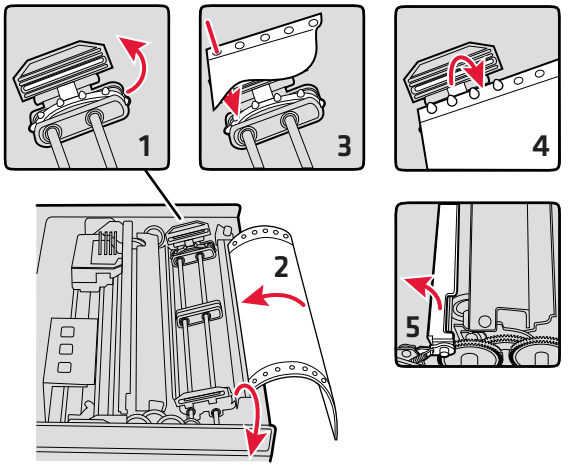
1. Open the pinfeed holders outward.

2 Take the top edge of the sheet of paper and position it, original side facing down, over the pinfeed holder pins.

3 Align the first few holes of the paper, on each side of the paper, onto the pinfeed holder pins.

4 Close the pinfeed holders.

5 Raise the paper bail.



Positioning the paper

Adjusting the Pinfeed Holders

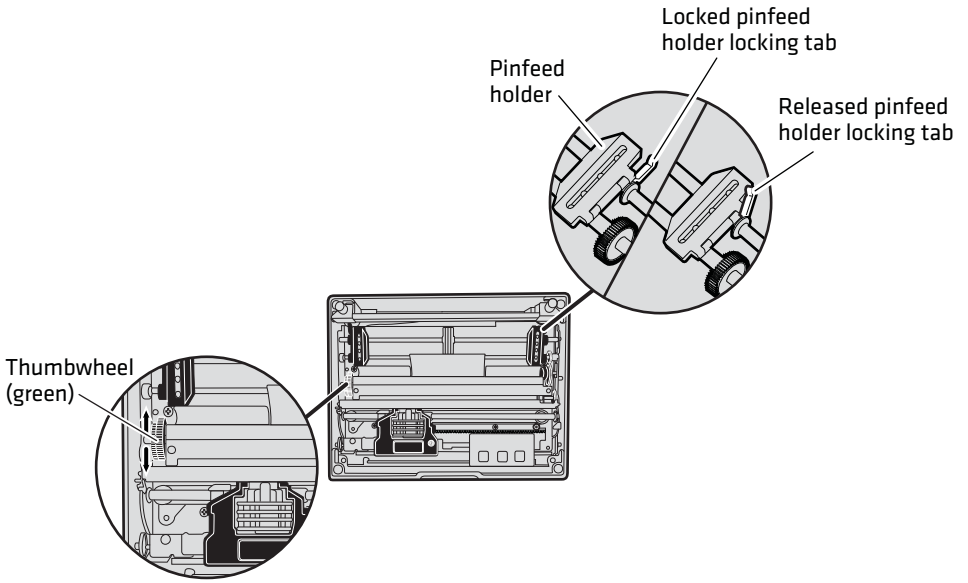
Note: There are two pinfeed holders, one next to the green thumb wheel and one opposite the same wheel. Always loosen the pinfeed holder opposite the green thumb wheel.

Note: Adjusting the pinfeed holder next to the green thumb wheel may cause information to print in the wrong place. If this pinfeed holder is moved, correct its location by releasing the pinfeed holder tab, moving the pinfeed holder as close to the green thumb wheel as possible, then locking the pinfeed holder tab, before adjusting the opposite pinfeed holder.

To adjust the pinfeed holders

1 With the pinfeed holders open, release the locking tab on the pinfeed holder opposite the green thumb wheel.

2. Adjust the pinfeed holder position so that the pins align with the paper.
3. Close the pinfeed holder.
4. Ensure that the paper is smooth (no folds, bulges, bows, etc.) between the pinfeed holders. If so, push the locking tab down on the pinfeed holder that you adjusted.



Adjusting the pin feed holders

To feed paper into the printer

1. Press **Form Feed** button to feed the paper into the printer.
2. Lower the paper bail. An empty printer autofeeds new paper approximately 0.25 cm (0.1 in) beyond the top of the paper bail.

Note: The ideal distance to feed paper beyond the paper bail may vary due to environmental conditions (such as humidity) and specific aspects of certain paper. Use the green thumb wheel to position the paper to a desired distance according to your conditions.

Note: If your paper has a preprinted logo on every page, make sure the printhead is below the preprinted logo. If not, you can adjust the position of the paper, either by pressing the **Line Feed** button, or by using the green thumb wheel.

3. Once the paper is properly positioned, press the **Set Page** button to clear the **Paper Out** light and indicate where the top of the page is.
4. Close the printer lid. Make sure the paper passes through the paper slot when the printer begins to print.

Inserting a Computer in the Terminal Holder

Note: When removing the computer, do not press the computer keys against the terminal slide retainer. Always store the computer in the terminal holder.

The fixed mount or portable printers have terminal holder options for the 4000 Series, 61XX, 62XX, 600 Series, 700 Series, CK60, and the CN3 computers.

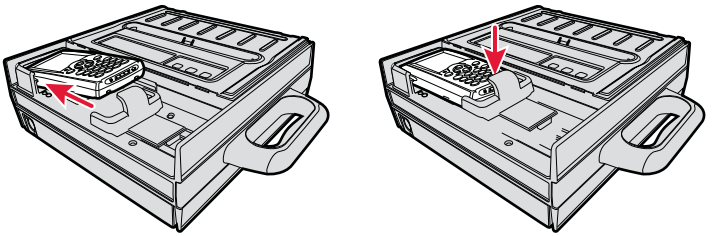
To insert a 4000 series or a 62XX in the terminal holder

1. Insert the bottom of the computer into the terminal slide retainer.
2. Use the computer to push the terminal slide retainer and make room for the computer.
3. Lower the connector end of the computer into the terminal holder.
4. Slide the computer to fully seat it in the printer docking connector.

To insert a 61XX, a 600 Series, a 700 Series, CK60, or a CN3 in a terminal holder

1. Insert the top of the computer into the terminal slide retainer.
2. Use the computer to push the terminal slide all the way in the direction shown.
3. Lower the connector end of the computer into the terminal holder.

4 Slide the computer to fully seat it in the docking connector.



Inserting a computer in a terminal holder

3 Maintaining the Printer

Use this chapter maintain your 6822 printer. In this chapter you will find these sections:

- Cleaning the printer case
- Cleaning the printer ribbon
- Cleaning the mask spring

Cleaning the Printer Case

Periodic cleaning helps maintain the appearance and reliability of the printer. When cleaning the printer, inspect both the outside and the inside for signs of damage or wear.

Glass cleaners containing ammonia will cause permanent damage to the printer cover.

Do not use abrasives or solvents (acetone, ketone, toluene, or xylene) to clean any part of the printer or permanent damage to the printer will occur.

Note: MICRO-CLEAN II is the only cleaner recommended for the printer case. Other cleaners can damage the printer case.

Note: GUIDE SHAFT CLEANER is recommended for cleaning your 80-column printer guide shafts. Cleaning the printer guide shaft can reduce the number of head jams caused by dirt and buildup.

Note: Both cleaners are sold separately.

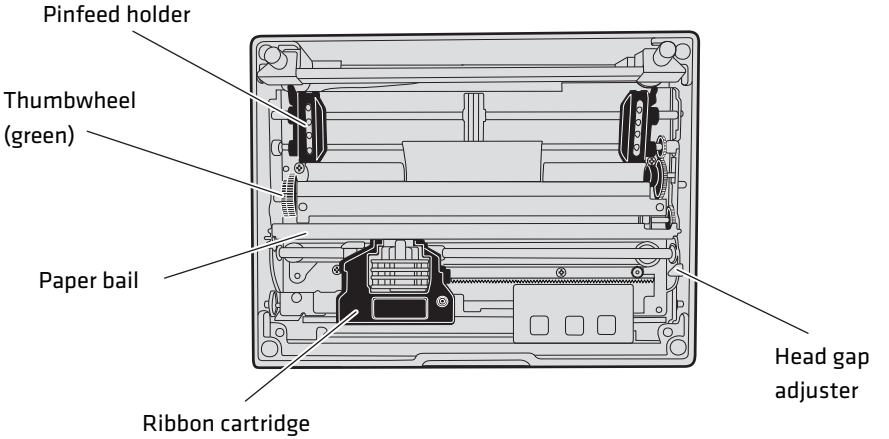
Cleaning the Outside of the Case

Do not pour liquid cleaners directly on the printer case. Instead, dampen a soft, lint-free cloth with a quality cleaner and clean the exterior surfaces with this cloth. Do not use solvent solutions. Inspect the DC power jack, all cables, and the remote terminal holder or vehicle dock for damage.

Cleaning the Inside the Case

Let the printer cool before you clean the inside of the printer or you may burn your fingers.

Open the printer cover and inspect the ribbon cartridge and all visible moving parts on the printer mechanism for signs of wear or damage.



Moving parts in the printer mechanism

Use a low-pressure, dry air source, such as canned air, or a vacuum, to remove accumulated paper dust from the printer mechanism.

Cleaning the Printer Ribbon

The printer ribbon contains a special lubricant to ensure that the fine dot wires inside the printhead receive adequate lubrication. Replace the ribbon frequently to prolong the life of the printhead. The printer requires no additional lubrication.

To remove the ribbon cartridge

1. Move the printhead mechanism to an open area.
2. Squeeze the ribbon cartridge locking tabs (on the side of the cartridge) against the ribbon cartridge.

3. Lift the ribbon cartridge to remove the ribbon from the printhead. Make sure the ribbon does not catch or get sticky.
4. Lift the ribbon cartridge out of the printer.

Cleaning the Mask Spring

Check the mask spring behind the printhead.If the mask spring appears to be in good condition, install a new ribbon cartridge. If the mask spring is dirty, clean it as described below.

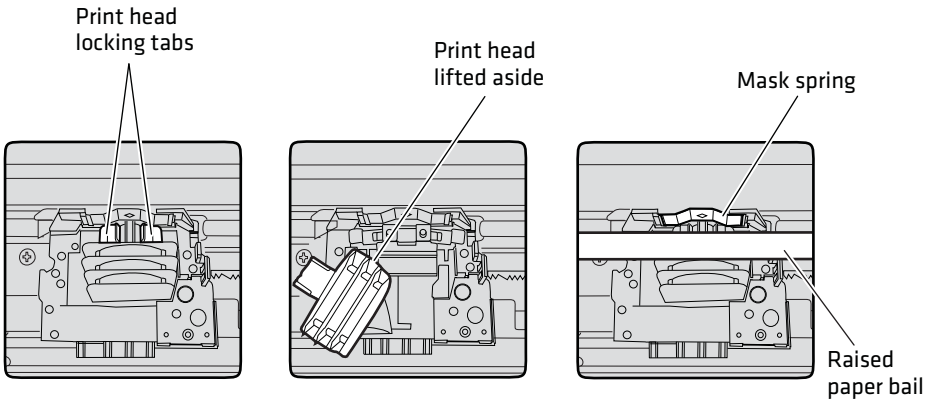
To clean the mask spring

1. Unlatch the printhead locking tabs to release the printhead, lift the printhead aside, then lift up the paper bail. Do not detach the printhead unit.

Never use a sharp object to clean between the printhead and the platen (rubber roller). This can damage the mask spring and printhead.

2. Remove the clear plastic paper guide that seats the mask spring, if necessary. Use your fingernails to loosen the base of the paper guide, then pull the paper guide straight up from the printer mechanism.
3. Remove the metal mask spring from the paper guide and clean with a quality cleaner. Replace if damaged.
4. Insert the mask spring in the paper guide and install the paper guide into the printer.

5 Close the paper bail, reinsert the printhead, latch the two printhead locking tabs, and install the ribbon.



Cleaning the mask spring