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## **RFID UHF option**

**User's Guide** 

www.lexmark.com

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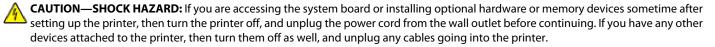
#### **Safety information**

Refer service or repairs, other than those described in the user documentation, to a professional service person.

CAUTION—SHOCK HAZARD: Make sure that all external connections (such as Ethernet and telephone system connections) are properly installed in their marked plug-in ports.

CAUTION—POTENTIAL INJURY: Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific Lexmark components. The safety features of some parts may not always be obvious. Lexmark is not responsible for the use of other replacement parts.



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## **Choosing output and input devices**

## Choosing an output device

Output devices used in printing labels include the output expander, high-capacity output stacker, and the adjustable stacker. Choose an output device based on the software program, the length of label needed, and the number of labels that you expect to print at one time. To order an output device, visit the Lexmark Web site at **www.lexmark.com**.

Output device	Part number
Output expander	30G0851
<b>Note:</b> Lexmark recommends using the adjustable stacker when using dual Web media equal to or greater than the length of an 8.5 x 11-inch sheet.	
High-capacity output stacker	30G0853
<b>Note:</b> Lexmark recommends using the adjustable stacker when using dual Web media equal to or greater than the length of an 8.5 x 11-inch sheet.	
Adjustable stacker (standard exit bin option)	20G1359
<b>Note:</b> The adjustable stacker is useful in situations in which label media approaches lengths that could extend beyond the length of the standard exit bin. It allows customers to tailor the output stacking properties of their media for maximum effectiveness.	

## Choosing an input device

Input devices available for this printer include the 250-sheet drawer and the 550-sheet drawer. Choose an input device based on the software program, the length of label needed, and the number of labels that you expect to print at one time. To order an input device, visit the Lexmark Web site at **www.lexmark.com**.

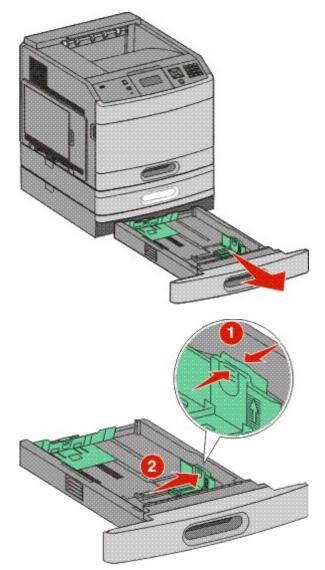
Input device	RFID label support	Part number
250-sheet drawer	Yes	30G0800
550-sheet drawer	Yes	30G0802

## **Preparing to print**

## Loading RFID labels

**Note:** Do not remove a tray when a job is printing or when the printer control panel indicator light is blinking. Doing so may cause a jam.

- **1** Remove the tray from the printer, and place it on a flat, level surface.
- 2 Squeeze the side guide tab, and slide the guide to the outer edge of the tray.



- **3** Flex the label sheets back and forth to loosen them, and then fan them. Do not fold or crease the label sheets. Straighten the edges on a level surface.
- 4 Place the label sheets with the print side facing down and the labels positioned at the front of the tray.

**Note:** When loading labels, leave at least 1 inch of space between the top of the label stack and the top of the drawer. Overloading may cause paper jams or damage to the labels.

- **5** Squeeze the rear guide tab, and slide the guide to the correct position for the size label sheets you are loading.
- **6** Insert the tray into the printer.

The increased thickness of RFID labels reduces the capacity of input and output devices. For information on label construction, see the *Card Stock and Label Guide* on the Lexmark Web site at **www.lexmark.com/publications**.

#### Proper tag orientation for printing

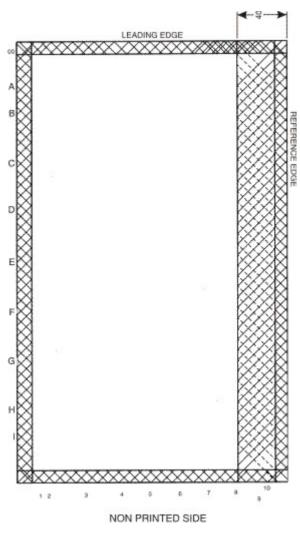
Tags must be built to EPC class 1 generation 2 specifications (ISO 18000-6C).

Examples of tags known to work correctly:

- Avery Dennison: AD-222
- Raflatec: Dogbone 3000838

The following is a sample of a label sheet. Labels can be printed anywhere in the white area and can be printed in portrait or landscape orientation.

Note: The RFID UHF option supports one tag per sheet.



## Label Guidelines

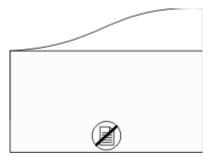
Labels are one of the most difficult print materials for laser printers. Printing labels on the RFID printer requires a special fuser cleaner that prevents duplexing. It is recommended that you install a special oil fuser cleaner, P/N40X2665, when you run labels. When you order a new cartridge, be sure the cartridge includes the correct fuser cleaner.

It is possible to duplex certain labels that have been specifically designed for this application. To duplex labels, consult the Lexmark "Converter Lists" to see which converters have successfully developed this type of label. You must install a special fuser wiper. The wax wiper that is used with the RFID printer is P/N40X2666 (cartridges designed for duplex label printing contain two wax wipers). Change the wax wiper at the halfway point of your normal cartridge usage to provide additional cleaning and optimize performance. It is not recommended that you use wax wipers with vinyl labels. Contact your Supplies and Label Specialist for information on oil and wax vinyl label cartridges.

## Printing

## Identifying rejected labels

When a label is rejected, a unique defective tag marking pattern or symbol appears at the bottom of the label sheet as shown in the following diagram.



Note: A pattern or symbol appears only if Yes is selected from the Mark on Error menu.

### Canceling a print job from the printer control panel

If the job is formatting or already printing, and Cancel a job appears on the first line of the display:

- Press the arrow buttons until Cancel a job appears.
   A list of jobs appears.
- 2 Press the arrow buttons until 🗸 appears next to the job you want to cancel, and then press 🗹.

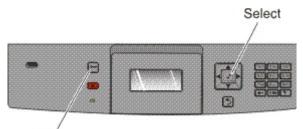
**Note:** Once a print job is sent, to easily cancel a job, press **S**. The **Stopped** screen appears. Press the arrow buttons until **Cancel a** job appears, and then press **I**.

## **Understanding the RFID menu**

## **Configuring RFID-specific settings**

The RFID menu is used to configure RFID-specific settings.

**Note:** RFID settings appear on the menu settings page. For information on printing a menu settings page, see the *User's Guide* available on the *Software and Documentation* CD.





Press 🔄 to access the Menu options. Select **RFID Menu** from the list.

Ð	Menu
	Reports
	Settings
1	RFID Menu

The RFID Menu settings appear.

Menu Settings Page	
Retry Count	
Stop on Error	
Mark on Error	
Reject Bin	
Reset Tag Counters	

#### **Retry count**

Menu selection	Purpose	Option	Comments
Retry Count	Determines how many times to retry programming an RFID page when a tag refuses to program. Each retry uses a new sheet of RFID media.	0–255	Zero is the factory default setting.

#### **Stop on Error**

Menu selection	Purpose	Option	Comments
Stop on Error	Determines whether to stop printing and post a message on the display when the Retry Count is exhausted	Yes No	Yes is the factory default setting.

#### **Mark on Error**

Menu selection	Purpose	Option	Comments
Mark on Error	Tells the printer to print a defective tag pattern on the bottom of	Yes	No is the factory default setting.
	any media when a defective tag is detected	No	

#### **Reject Bin**

Menu selection	Purpose	Option	Comments	
Reject Bin	Determines where to send sheets	Disabled	Disabled is the factory default	
	with RFID tags that failed to	Standard Bin	setting.	
	program correctly. Standard Bin	program correctly. Standard Bin and Disabled are displayed if no	Bin 1	
	option bins are installed.	Bin 2		
		Bin 3		
		Bin 4		
		Bin 5		
		Bin 6		
		Bin 7		
		Bin 8		
		Bin 9		
		Bin 10		
		<b>Note:</b> Bins 7–10 are not recommended for label applications.		

#### Reset Tag Counters

Menu selection	Purpose	Option	Comments
Reset Tag Counters	Clears the current version of tag counters (passed and failed). Reset is the only menu selection.	Value Reset	When Reset is selected, a "Contents will be lost" confirmation prompt appears.

## **Understanding RFID printer messages**

### **RFID error messages**

Message	Action
44.00 RFID error (generic)	<ol> <li>Turn the printer off.</li> <li>Unplug the power cord from the wall outlet.</li> <li>Check all cable connections.</li> <li>Connect the power cord to a grounded outlet.</li> <li>Turn the printer on.</li> <li>If the message recurs, contact Customer Support, and report the message number and a description of the problem.</li> </ol>
44.01 Generic parse error	Cancel the current job and reprint.
44.10 Maximum length exceeded	<ul> <li>Make sure the RFID media is loaded in the proper drawer. For more information see "Loading RFID labels" on page 6.</li> </ul>
44.11 Data is bad	Contact the software program solution provider if the percentage of failure
44.12 Missing bytes in subcommand	seems high.
44.13 Too many bytes in subcommand	
44.14 Generic invalid argument error	
44.15 Invalid magic number	
44.16 Known but unsupported magic number	
44.17 Illegal characters in subcommand	
44.18 Invalid opcode	
44.19 Valid but unsupported opcode	
44.20 Invalid protocol	
44.21 Valid but unsupported protocol	
44.22 Operation not supported by reader	
44.23 Invalid ID length for given protocol	
44.24 Invalid ID bit pattern for given protocol	
44.25 Too many tags on page	
44.26 Tag location parameters invalid	
44.29 Feature not supported	
44.31 Generic run-time reader error	
44.32 Reader response timeout	
44.33 Garbled or short response from reader	
44.34 Read/verify operation failed	

## **RFID service messages**

Message	Action
902.81 Service engine software error	<b>1</b> Turn the printer off.
985.01 Unable to communicate with interface card	2 Unplug the power cord.
985.02 Unable to communicate with radio	3 Check all cable connections.
985.03 Radio fails internal self test	<b>4</b> Make sure the RFID UHF option is positioned under the printer, or, if a duplex unit is installed, it is positioned under
985.04 Antenna appears disconnected	<ul><li>the duplex unit.</li><li>5 Connect the power cord to a properly grounded outlet.</li></ul>
985.05 Radio firmware flash upgrade failed	<ul><li>6 Turn the printer on.</li></ul>
985.06 Antenna is plugged into the incorrect port	<b>7</b> If the service message recurs, contact Customer Support, and report the message number and a description of the problem.

Understanding RFID printer messages

## Troubleshooting

## Solving basic problems

#### Solving basic printer problems

If there are basic printer problems, or the printer is unresponsive, make sure:

- The power cord is plugged into the printer and a properly grounded electrical outlet.
- The electrical outlet is not turned off by any switch or breaker.
- The printer is not plugged into any surge protectors, uninterrupted power supplies, or extension cords.
- Other electronic equipment plugged into the outlet is working.
- The printer is turned on. Check the printer power switch.
- The printer cable is securely attached to the printer and the host computer, print server, option, or other network device.
- All options are properly installed.
- The printer driver settings are correct.

Once you have checked each of these possibilities, turn the printer off, wait for about 10 seconds, and then turn the printer back on. This often fixes the problem.

#### Printer control panel display is blank or displays only diamonds

The printer self test failed. Turn the printer off, wait about 10 seconds, and then turn the printer back on.

If **Performing Self Test** and **Ready** do not appear, turn the printer off and contact Customer Support.

## Solving printing problems

#### Jobs do not print

These are possible solutions. Try one or more of the following:

#### MAKE SURE THE PRINTER IS READY TO PRINT

Make sure **Ready** or **Power Saver** appears on the display before sending a job to print.

#### CHECK TO SEE IF THE STANDARD EXIT BIN IS FULL

Remove the stack of paper from the standard exit bin.

#### CHECK TO SEE IF THE PAPER TRAY IS EMPTY

Load paper in the tray.

#### MAKE SURE THE CORRECT PRINTER SOFTWARE IS INSTALLED

- Verify that you are using the correct printer software.
- If you are using a USB port, make sure you are running a supported operating system and using compatible printer software.

#### MAKE SURE THE INTERNAL PRINT SERVER IS INSTALLED PROPERLY AND WORKING

- Make sure the internal print server is properly installed and that the printer is connected to the network.
- Print a network setup page and check that the status shows **Connected**. If the status is **Not Connected**, check the network cables, and then try printing the network setup page again. Contact your system support person to make sure the network is functioning correctly.

Copies of the printer software are also available on the Lexmark Web site at **www.lexmark.com**.

#### MAKE SURE YOU ARE USING A RECOMMENDED USB, SERIAL, OR ETHERNET CABLE

For more information, visit the Lexmark Web site at **www.lexmark.com**.

#### MAKE SURE PRINTER CABLES ARE SECURELY CONNECTED

Check the cable connections to the printer and print server to make sure they are secure.

For more information, see the setup documentation that came with the printer.

### Solving option problems

Settings chosen from the software program or application can change or override settings chosen from the printer control panel. If an option is not functioning, then make sure it is selected in the software as well as the printer control panel.

#### Option does not operate correctly or quits after it is installed

These are possible solutions. Try one or more of the following:

#### **R**ESET THE PRINTER

Turn the printer off, wait about 10 seconds, and then turn the printer on.

#### CHECK TO SEE IF THE OPTION IS CONNECTED TO THE PRINTER

- 1 Turn the printer off.
- **2** Unplug the printer.
- 3 Check the connection between the option and the printer.

#### MAKE SURE THE OPTION IS SELECTED

From the computer you are printing from, select the RFID option.

#### Paper trays

These are possible solutions. Try one or more of the following:

#### MAKE SURE THE PAPER IS LOADED CORRECTLY

- **1** Open the paper tray.
- 2 Check for paper jams or misfeeds.
- **3** Make sure paper guides are aligned against the edges of the paper.
- 4 Make sure the paper tray closes properly.

#### **R**ESET THE PRINTER

Turn the printer off, wait about 10 seconds, and then turn the printer on.

#### MAKE SURE THE PAPER TRAY IS INSTALLED CORRECTLY

If the paper tray is listed on the menu settings page, but paper jams when it enters or exits the tray, then it may not be properly installed. Reinstall the paper tray. For more information, see the hardware setup documentation that came with the paper tray, or go to **www.lexmark.com/publications** to view the paper tray instruction sheet.

#### 5-bin mailbox

If the 5-bin mailbox is listed on the menu settings page, but paper jams when it exits the printer and enters the mailbox, then it may not be properly installed. Turn the printer off and reinstall the 5-bin mailbox. For more information, see the hardware setup documentation that came with the 5-bin mailbox, or go to **www.lexmark.com/publications** to view the 5-bin mailbox instruction sheet.

#### **Output options**

If the output expander, high capacity output stacker, or the adjustable stacker is listed on the menu settings page, but paper jams when it exits the printer or enters the output option, then the option may not be properly installed. Reinstall the option. For more information, see the hardware setup documentation that came with the option.

#### Memory card

Make sure the memory card is securely connected to the printer system board.

#### Flash memory card

Make sure the flash memory card is securely connected to the printer system board.

#### **Internal Solutions Port**

If the Lexmark<sup>TM</sup> Internal Solutions Port (ISP) does not operate correctly, then these are possible solutions. Try one or more of the following:

#### CHECK THE ISP CONNECTIONS

- Make sure the ISP is securely attached to the printer system board.
- Make sure the cable is securely connected to the correct connector.

#### CHECK THE CABLE

Make sure you are using the correct cable and that it is securely connected.

#### MAKE SURE THE NETWORK SOFTWARE IS CONFIGURED CORRECTLY

For information about installing software for network printing, see the *Networking Guide* on the *Software and Documentation* CD

### **Contacting Customer Support**

When you call Customer Support, describe the problem you are experiencing, the message on the display, and the troubleshooting steps you have already taken to find a solution.

You need to know your printer model type and serial number. For more information, see the label on the inside top front cover of the printer. The serial number is also listed on the menu settings page.

In the U.S. or Canada, call (1-800-539-6275). For other countries/regions, visit the Lexmark Web site at **www.lexmark.com**.

## Notices

#### **Product information**

Machine type:

machine\_type
Model(s):

model number 1

#### **Edition notice**

#### edition\_date

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The FCC Class B limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

**Note:** To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part number 1021294 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Director of Lexmark Technology & Services Lexmark International, Inc. 740 West New Circle Road Lexington, KY 40550 (859) 232–3000

#### **Modification notice**

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the manufacturer may cause harmful interference and void your authority to operate this equipment. Use of supplied data cable is required to comply with the Class B limits of Part 15 of the FCC Rules. This product does not contain any user serviceable components and is to be used with the supplied antenna only.

#### Exposure to radio frequency radiation

The radiated output power of this device is far below the radio frequency exposure limits of the FCC and other regulatory agencies. A minimum separation of 20 cm (8 inches) must be maintained between the antenna and any persons for this device to satisfy the RF exposure requirements of the FCC and other regulatory agencies.

#### US/Canada radio frequency statement

Due to radio frequency limitations, this product works only within the United States and Canada.

#### Industry Canada radio interference statement

#### Industry Canada (Canada)

This device complies with Industry Canada specification RSS-210. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

The installer of this radio equipment must ensure that the antenna is located or pointed such that it does not emit RF fields in excess of Health Canada limits for the general population; consult Safety Code 6, obtainable from Health Canada's Web site www.hc-sc.gc.ca/rpb.

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

#### Industry Canada (Canada)

Cet appareil est conforme à la norme RSS-210 d'Industry Canada. Son fonctionnement est soumis aux deux conditions suivantes :

(1) cet appareil ne doit pas provoquer d'interférences et (2) il doit accepter toute interférence reçue, y compris celles risquant d'altérer son fonctionnement.

L'installateur de cet équipement radio doit veiller à ce que l'antenne soit implantée et dirigée de manière à n'émettre aucun champ HF dépassant les limites fixées pour l'ensemble de la population par Santé Canada. Reportez-vous au Code de sécurité 6 que vous pouvez consulter sur le site Web de Santé Canada www.hc-sc.gc.ca/rpb.

Le terme « IC » précédant le numéro de d'accréditation/inscription signifie simplement que le produit est conforme aux spécifications techniques d'Industry Canada.

## European Community (EC) directives conformity statement for radio products

This product is in conformity with the protection requirements of EC Council directives 2004/108/EC, 2006/95/EC, and 1999/5/EC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility, safety of electrical equipment designed for use within certain voltage limits and on radio equipment and telecommunications terminal equipment.

Compliance is indicated by the CE marking.

## €

A declaration of conformity with the requirements of the directives is available from the Director of Manufacturing and Technical Support, Lexmark International, S. A., Boigny, France.

This product satisfies the limits of EN 55022; safety requirements of EN 60950; radio spectrum requirements of ETSI EN 302 208; and the EMC requirements of EN 55024, ETSI EN 301 489-1 and ETSI EN 301 489-3.

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#### Wireless device notice

In some environments, the use of wireless devices may be restricted. Such restrictions may apply aboard airplanes, in hospitals, near explosives, in hazardous locations, and so on. If you are uncertain of the policy that applies to the use of this device, ask for authorization to use it prior to turning it on.

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