

Scrip Talk[®]

ScripTalk[®] Talking Prescription Labels & ScripTalk 220-SN[®] Printer User's Manual



User's Manual No. 220-SN-001 v2.2
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INSTALLING SCRIPTABILITY SOFTWARE

*Before you begin, close out of all programs since a restart may be necessary.
Pause or disable anti-virus.*

1 To begin installation, you'll need to be logged in as a Windows administrator.

2 The software is pre-loaded on the provided flash drive. Insert the flash drive into your computer, navigate to the flash drive and double click on the file '*ScriptAbility_Installation_Setup_x.x.x*'



3 Click '**Yes**' if asked, "*Do you want to allow the following program from an unknown publisher to make changes to this computer?*"

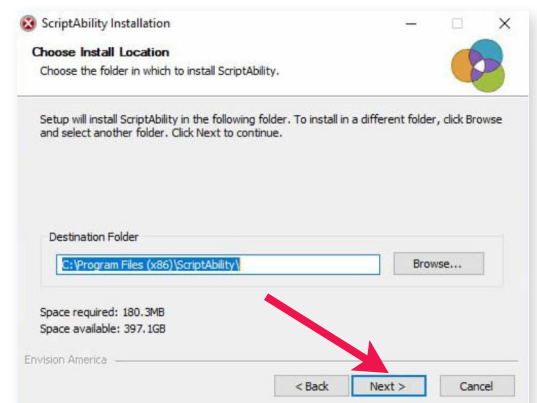
4 You will be greeted by the "*Welcome to ScriptAbility Setup*" dialogue box.

Click '**Next**'.



5 You can change the Destination Folder if desired (*not recommended*). The default is *C:\Program Files (x86)\ScriptAbility*

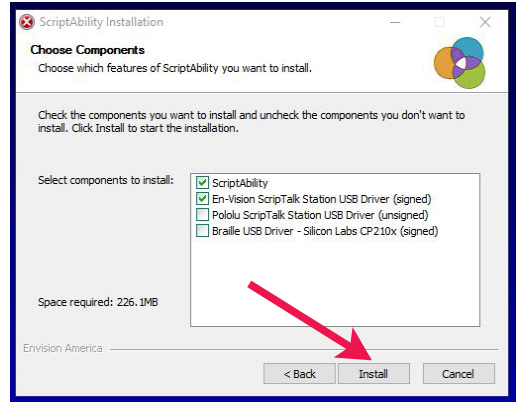
Click '**Next**'.



6

Leave the ScriptAbility and En-Vision USB Driver boxes checked.

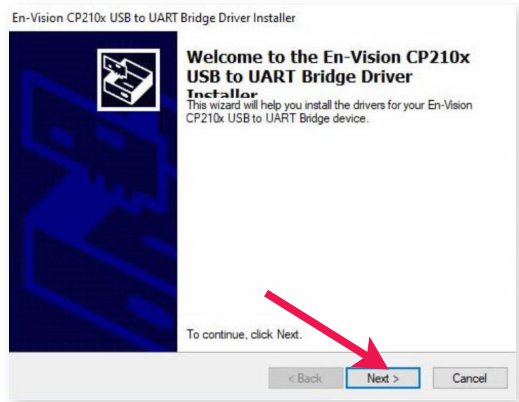
Click **'Install'**.



7

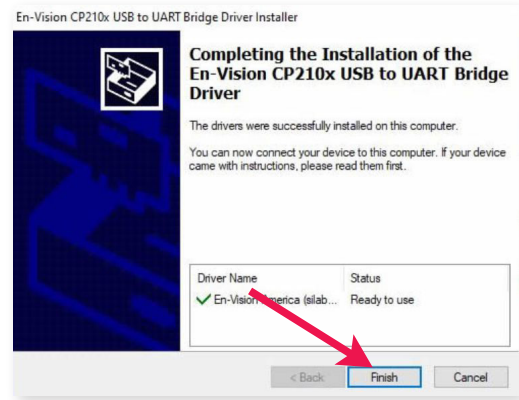
The En-Vision Driver installer dialogue box will appear.

Click **'Next'**.



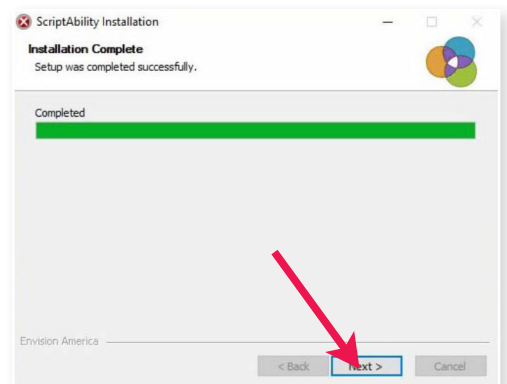
8

Click **'Finish'** to complete the installation.



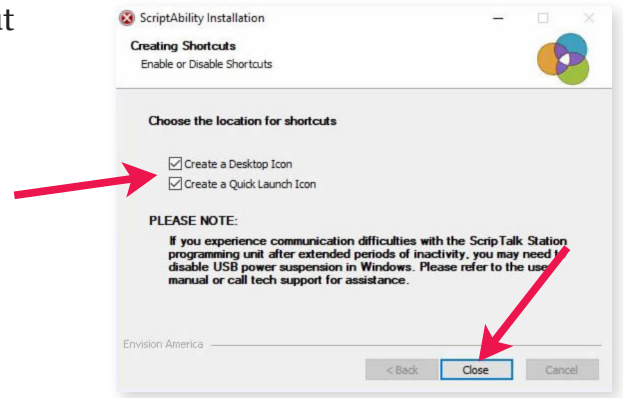
9

Click **'Next'** on the Installation Complete Step.

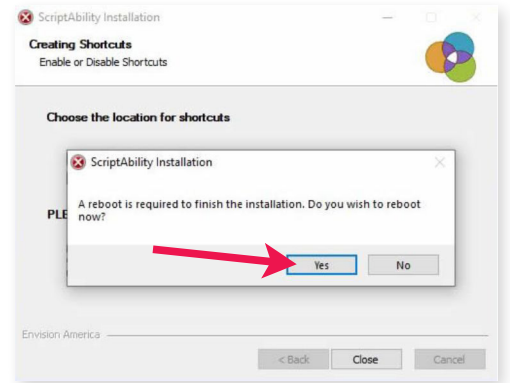


10 Leave the boxes checked to create shortcut icons.

Click **'Close'**.



11 Click **'Yes'** to reboot the computer.



12 Once logged back into Windows, click on the ScriptAbility shortcut on your desktop.



13 Click **'Yes'** if asked, *“Do you want to allow the following program from an unknown publisher to make changes to this computer?”*



TIP:

Click the blue question mark on any tab or settings page to get helpful information and an explanation of features for that page.

THE 220-SN PRINTER

1 – INTRODUCTION

Thank you for your investment in the ScripTalk Printer Model 220-SN. This Operators manual contains the basic information about the installation, setup, configuration, operation, and maintenance of the printer.



It is recommended that you read carefully and become familiar with each section before installing and maintaining the printer.

This section assists you in unpacking the printer from the shipping container. You will also be guided through a familiarization tour of the main parts and controls.

The following information is provided herein:

- *Features of the printer*
- *Unpacking*
- *Parts identification*

1.1 – FEATURES OF THE PRINTER

The **220-SN** is a 2 inch direct thermal RFID printer, with a 32-bit RISC CPU, 4 ips print speed, and 4MB of flash memory.

The key features of the **220-SN** are:

- *High Print Resolution with crisp printing quality (203dpi)*
 - *Direct Thermal Printing – no wax ribbon needed*
 - *Ethernet LAN connectivity*
 - *HF RFID*
 - *Easy Media Loading – no round media plates required*
 - *Tool-less changing of the print head and platen roller for easier maintenance*
 - *Anti-Microbial casing is ideally suited for clinical environments*
- Safety Top Cover Latch*

1.2 – UNPACKING

When unpacking the printer, take note of the following:

- The box should stay right-side up. Lift the printer out of the box carefully.
- Remove all packaging from the printer.
- Remove the accessory items from their protective containers.
- Set the printer on a solid, flat surface. Inspect the shipping container and printer for any sign of damage that may have occurred during shipping. Please note that En-Vision America shall hold no liability for any damage of any kind sustained during shipping of the product.

NOTES

- If the printer has been stored in the cold, allow it to reach room temperature before turning it on.
- Please do not discard the original packaging box and cushioning material after installing the printer. They may be needed in future, if the printer needs to be shipped for repairs.

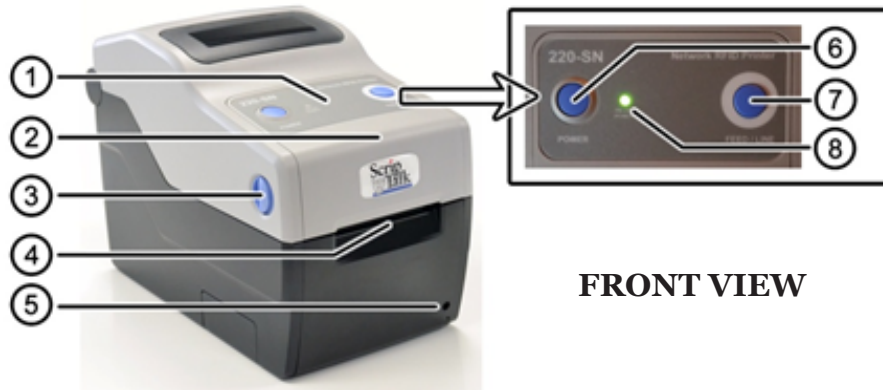
1.2.1 – INCLUDED ACCESSORIES

After unpacking the printer, verify that you have the following materials:

- User Manual
- Power Cable
- Power Supply
- 6-foot USB 2.0 A Male/B Male Cable
- 7-foot RJ45 Cat6 Ethernet Cable
- Thermal Printhead Cleaning Pen

** The shape of the power plug may vary, depending on where it was purchased*

1.3 – PARTS IDENTIFICATION



1. Operator Panel

Consists of two contact buttons and one two-color (*red and green*) LED indicator.

2. Top Cover

Open this cover to load the media and ribbon.

3. Cover Open/Close Latch

Pull latches on both sides of the printer forward to open the Top Cover.

4. Media Ejection Slot

Opening for media output.

5. VR3 Potentiometer (Offset/Pitch) **!! DO NOT ADJUST !!**

6. POWER Button

Press this button to turn the power ON or OFF.

7. FEED/LINE Button

Press this button to select the printer status (online/offline) or to feed the label media.

8. ON LINE (POWER) LED Indicator

The LED lights green when the printer is ready to print and blinks green when the ability to print paused.

1.3 – PARTS IDENTIFICATION (CONT.)

9. Top Cover

10. DC Input Power Terminal

Supplies power to the printer by inserting the power plug via the power supply adapter.

11. LAN Interface Terminal

Provides network connectivity via an RJ-45 Ethernet port.

12. VR1 Potentiometer (Gap) !! DO NOT ADJUST !!

13. VR2 Potentiometer (I-Mark) !! DO NOT ADJUST !!

14. USB Interface Terminal

Provides connectivity via USB.



INTERNAL VIEW WITH TOP COVER OPEN

15. Print Head

This component is used to print on the paper

16. Upper Gap Sensor

Detects the gap of the label in conjunction with the *Lower Gap Sensor (18)*

17. Roll Media Holder

Suspends the roll of labels for smooth feeding

18. I-Mark (Paper) Sensor

Under the left Media Guide; detects the I-Mark (*black bar*) on the media backing

19. Platen Roller

Feeds the labels

20. Media Guide Slide Lever

Push backwards to unlock the *Roll Media Holder (17)* slides for width adjustment

21. Lower Gap Sensor

Detects the gap of the label in conjunction with the *Upper Gap Sensor (16)*

2 – INSTALLATION

This section helps you with installing ScripTalk Talking Label media (10KB) in the 220-SN, as well as adjustment instructions.

The following information is provided:

- 2.1** – *Site Location*
- 2.2** – *Media Identification*
- 2.3** – *Loading Labels*
- 2.4** – *Connections*

2.1 – SITE LOCATION

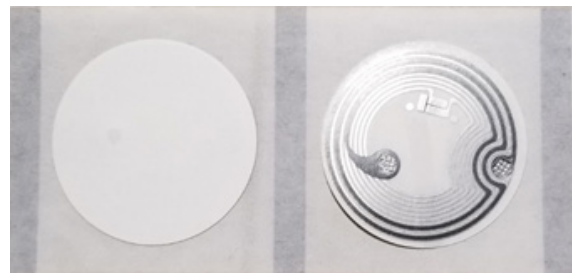
Consider the following when setting up the printer:

- Place the printer on a solid flat surface with adequate space. Make sure there is enough space above the printer to provide clearance for the top cover to swing open.
- Place it away from hazardous materials or dusty environments.
- Place it within operational distance of the host computer, within interface cable specifications.

2.2 – MEDIA IDENTIFICATION

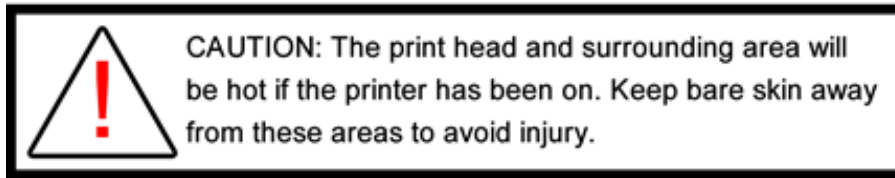
The ScripTalk Printer 220-SN requires specific label stock that can only be purchased from En-Vision America. If you need more labels, have your purchasing agent fax a PO to 309-452-3643.

- The 1” round ScripTalk Label will look similar to the images to the right. The blank printable side is on the left, and the sticky antenna side is on the right.



Part No. 00211-10K-0500
ScripTalk Labels, 10K, 1”, 500/roll

2.3 – LOADING LABELS



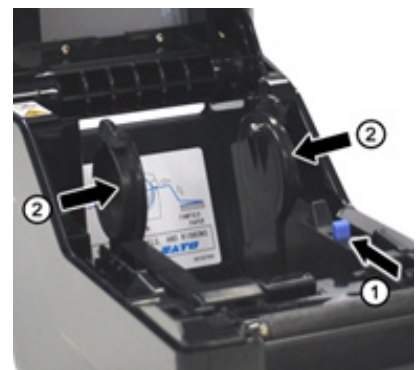
1. With the power supply off, pull the cover **open/close latches (1)** on both sides of the printer toward you to unlock the top cover, and then open the **top cover (2)**.

Make sure the cover rests firmly in the upright position so that it will not fall forward and injure you.



2. **Optional Step:** The width of the media holder will need to be adjusted to fit the width of the label. To adjust:

- a. While holding the **media guide slide lever (1)**, adjust the width of the **media holder (2)** to match the media size. Finding the right width may be easier by moving the media holder to its widest width, placing a roll of ScripTalk Labels between, then adjusting the width to the proper setting.



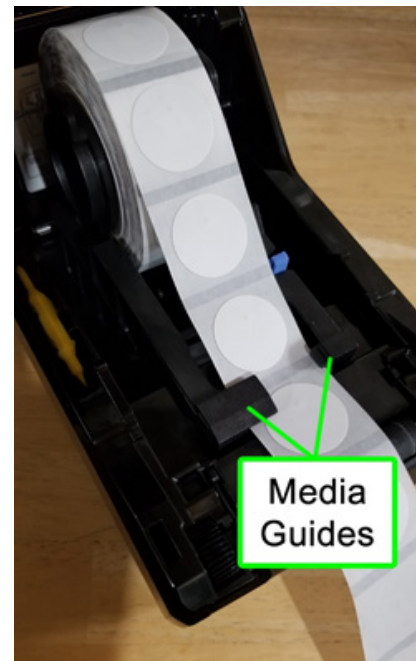
- b. Release the **media guide slide lever (1)** when the proper width is set.

3. Load the media onto the media holder so that the labels feed from the top of the roll. Pass the leading edge of the labels through the media guides and place it on top of the platen roller.

Note: *The black line on the label backing will be down.*

4. Gently close the top cover until it clicks into position.

5. After loading the media, turn on the power with the **POWER** button. The **ON LINE (POWER)** LED indicator will start **SOLID RED**, then turn to **SOLID GREEN** when the printer is online and ready.



When ready, press the **FEED/LINE** button to output one blank label, allowing it to align the next for printing.



2.4 – CONNECTIONS

This section explains the Ethernet and Power Supply Connection procedures.

2.4.1 – POWER SUPPLY CONNECTION

To supply electrical power to the printer, follow these steps:

1. Connect the included power cable to the power supply.
2. Plug the 3-prong plug of the power cable into a grounded wall outlet or a **grounded surge suppressor strip (recommended)**.
3. Plug the 4-pin plug of the power supply into the printer's DC Input Power Terminal. Be sure to orient the plug so that the flat side faces up.

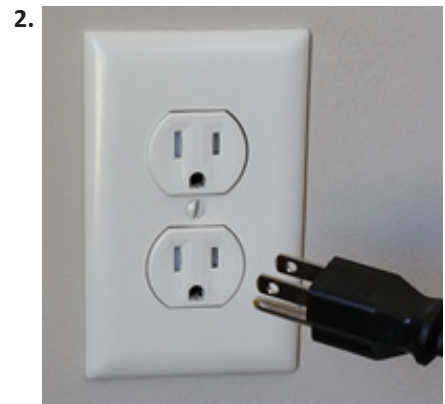
***Note:** To remove this spring-loaded locking plug, be sure to grip only this plug (not the cord) and pull straight out.*

2.4.2 – USB CONNECTION

Connect a standard USB cable between the USB port on the 220-SN and your host PC. **If a USB connection and network connection exist when the printer is powered on, only the USB connection will be active.**

2.4.3 – NETWORK CONNECTION

Connect a Cat5 or faster Ethernet cable between the RJ45 port on the 220-SN and your host PC or network. **If a USB connection and network connection exist when the printer is powered on, only the USB connection will be active.**



3 – NETWORK CONFIGURATION

When shipped, your printer was configured with DHCP enabled. If DHCP has become disabled, it can be re-enabled by doing a **Factory Reset (page 36)**.

Access the printer's web admin by browsing to the printer's IP address, if known.

Click “*Network Configuration*” on the left.

Note: *The TCP Port should be set to 9100 unless you know otherwise.*

Network Configuration	
IP Address Setting:	Manual
Local IP Address:	192.168.001.002
Subnet Mask:	255.255.255.000
Gateway Address:	192.168.001.001
TCP Port:	9100
<input type="button" value="Set"/>	

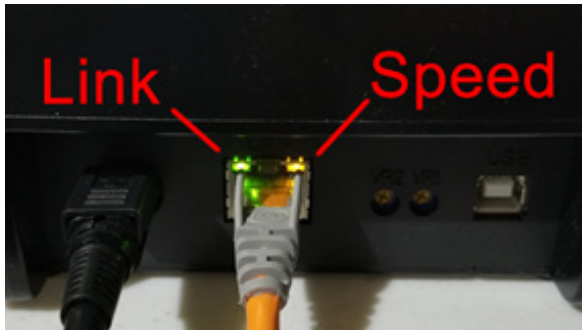
To set a fixed IP address when you can't access the printer's web admin, follow these steps:

1. Download the Sato All-in-One tool here: <https://www.satoamerica.com/resources/software/utilities/all-in-one-printer-utility-software>.
2. Once installed, restart the computer.
3. Turn the printer off and connect it with a USB cable.
4. Launch the All-in-One tool, then go to *Tools > Auto-Discover* and it should list the printer after a few seconds.
5. Highlight the printer and click **Interface Configuration** on the right.
6. Go to the LAN tab and you'll see the form for the needed settings.

LAN Interface Settings (For Onboard Lan Only)	
IP Address Setting	<input type="radio"/> DHCP <input checked="" type="radio"/> Manual setting
IP Address	0.0.0.0
Subnet Mask	0.0.0.0
Default Gateway	0.0.0.0
RARP Setting	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
LAN Mode	Protocol for driver (STATUS4)/ENQ response

7. Once set and saved, you will need to turn the printer off, disconnect the USB, connect Ethernet, and turn on.
8. Do the **Reset & Reinitialize** procedure in the manual (page 35).
9. Now try printing some labels.

3.1 – NETWORK LEDs



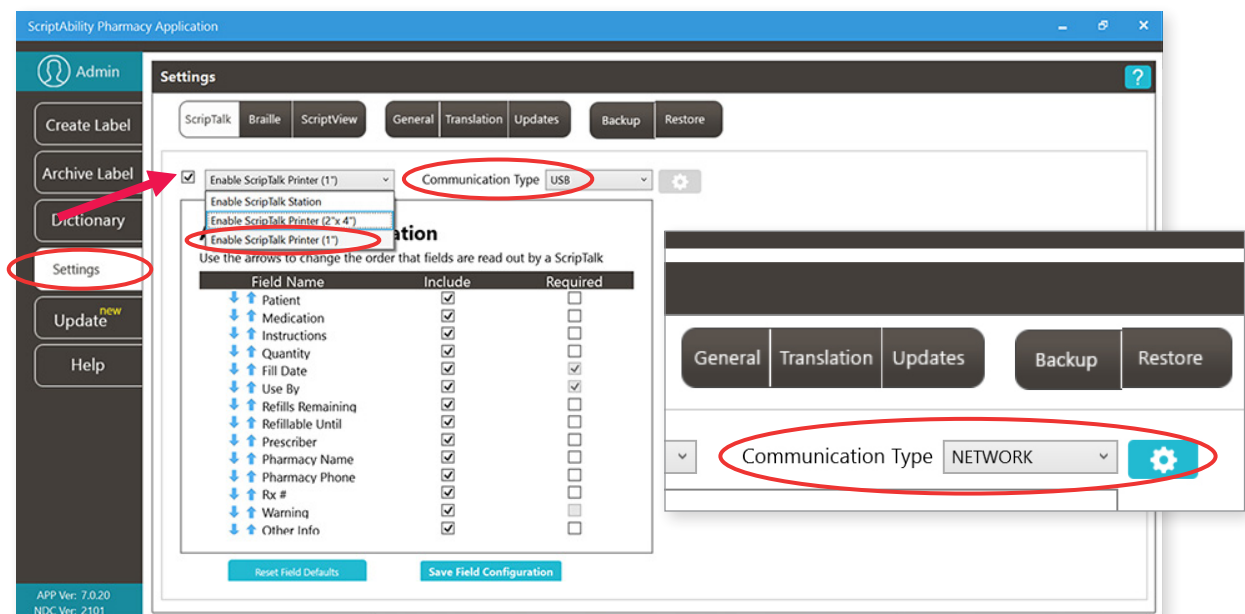
Color	Indicates	Description
Green, On, Solid	Link	Lights up when a network is found
Yellow, On, Solid	Speed	When showing, the network found is recognized as 100BASE-TX
Yellow, Off	Speed	When a network is found & this LED remains off, the network is recognized as 10BASE-T

USING THE PRINTER



- 1 Open the ScriptAbility software (*if it's not already open*) and click on **'Settings'** tab on the left.

- 2 Then click the drop down menu under Enable ScripTalk Printer, select **Enable ScripTalk Printer (1")** and check the box.



- 3 Select Communication Type you will be using, either **USB or Network**.

If you select Network, the gear icon will be enabled to set the printer's IP Address and Port. For guidance on Network Configuration, refer to section 3 (*page 13*).

- 4 Your ScripTalk 220-SN Printer is now set. Click the **'Create Label'** tab to continue.



TIP:

Click the blue question mark on any tab or settings page to get helpful information and an explanation of features for that page.

ENTERING PRESCRIPTION DATA

1 Enter the label information in each field as you want it to be spoken.

NOTES:

A) For patient name, enter first name, then last name.

B) Enter NDC# (if you know it) or you can use the NDC Search button. It will auto-populate medication name and warnings.

C) Use a hashtag (#) to insert a SIG from the Dictionary tab.

D) Enter prescriber as First and Last name. If prescribed by a doctor, precede with the name with 'Dr.'

The screenshot shows the 'ScriptAbility Pharmacy Application' interface. The main window is titled 'Prescription Loaded: *'. It contains several input fields and buttons. Red arrows point to specific fields with labels A through E:

- A** points to the 'Patient' field, which contains 'Sam Smith'.
- B** points to the 'NDC #' field, which contains '00093310701'. A red circle highlights the 'NDC Search' button next to it.
- C** points to the 'Medication' field, which contains 'AMOXICILLIN 250 MG CAPSULE'.
- D** points to the 'Prescriber' field, which contains 'Dr. Nye'.
- E** points to the 'Other' field, which contains 'Take with food'.

Other visible fields include 'Rx # 2233445', 'Vial ID', 'Instructions Take Once a Day', 'Quantity 30', 'Fill Date 3/1/2021', 'Use By 4/1/2022', 'Refillable Until 4/1/2021', 'Refills Remaining 0', 'Pharmacy Name En-Vision America', and 'Pharmacy Phone (800) 890 1180'. There are also 'Warnings' fields with values 0002, 0096, 0275, and 0276. A 'Print ScriptView' button and a 'Print ScriptTalk' button are at the bottom.

E) Pharmacist should use professional judgment to add important auxiliary information to the "Other" field. This will ensure that the patient gets this information, such as physical description of drug or medication condition it is intended to treat.



TIP:

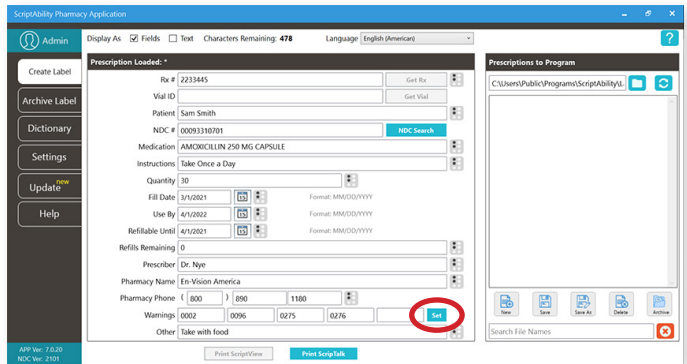
Click the blue question mark on any tab or settings page to get helpful information and an explanation of features for that page.

EDITING WARNINGS

2

If you hover over each warning's box, you will see the warning text. You can edit prescription warnings, if needed.

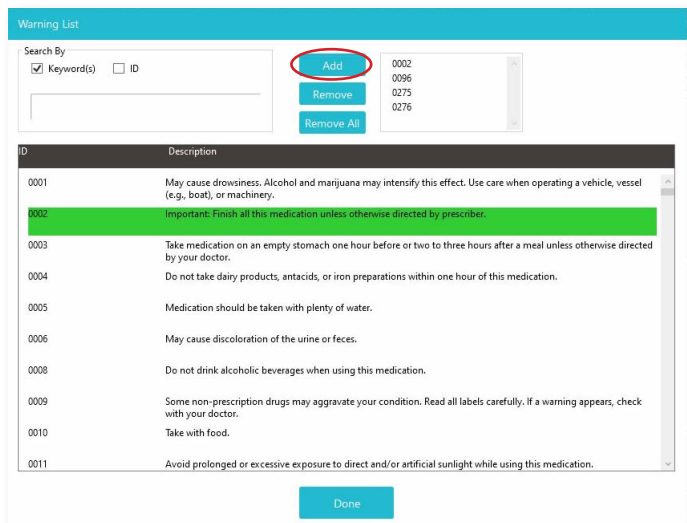
To edit, click on **'Set'**.



3

Individual and/or additional warnings may be selected.

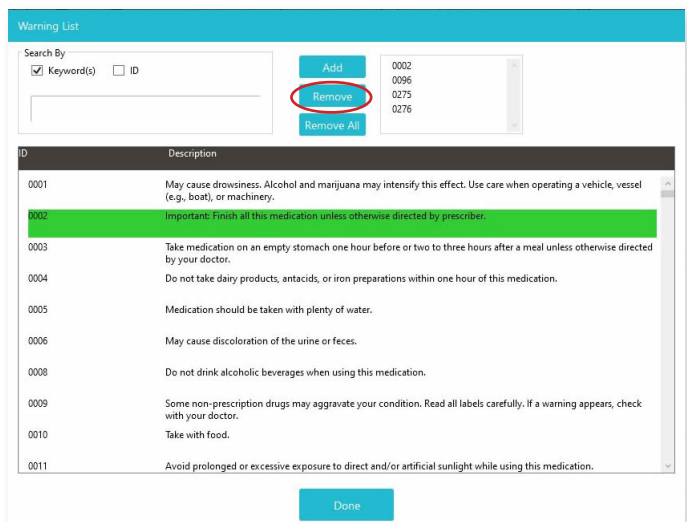
To add a warning, double-click it, or select it and click the **'Add'** button.



4

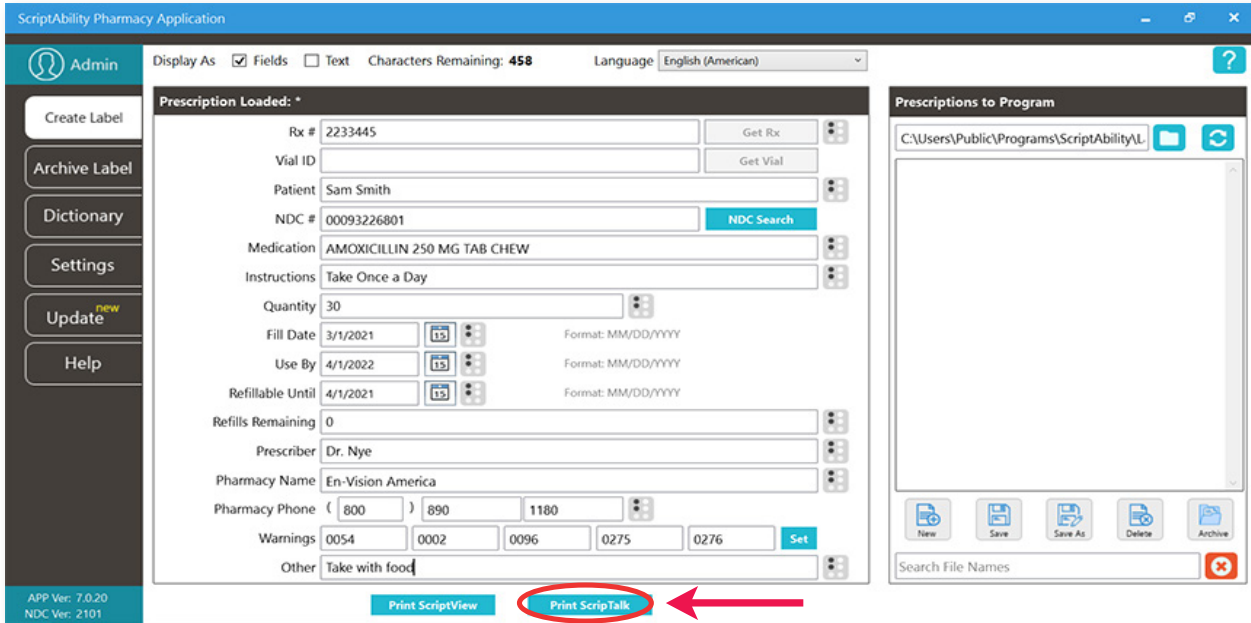
To remove a warning, double-click it in the lower table, or select it in the upper right list and click **'Remove'**.

You may remove all of the warnings at once with the **'Remove All'** button.



PRINTING THE SCRIPTALK RFID LABEL

- 1 Once the patient information and prescription information have been filled in accurately, click the **“Print ScriptTalk”** button.



- 2 A pop up will appear called **ScriptTalk 220-SN Print Preview**. It will show you the spoken information to confirm. It will also show you a preview of the label.

The top of the label will display the **Rx number**. The bottom of the label will show the **patient's name**. If it looks correct, select the 'No. of copies,' and press **“Print.”**



FINAL CHECK OF THE SCRIPTALK LABEL

- 1 Attach a RFID label to the medication container, along with the pharmacy printed label.

We recommend placing the RFID label on the container bottom. If it is not possible, place the RFID label near the printed label.



- 2 Use Hang Tags

When issuing a compliance pack or other prescription with high metallic content such as inhalers, birth control packs and metal tubes, utilize a hang tag to attach the RFID label.



- 3 Place the prescription container on the top of the ScripTalk Station with the RFID label facing down.



4

Final Check of ScripTalk Label

Leave the prescription container with the RFID label in place on the ScripTalk Station and press the oval **‘Read’** button once.

You can remove the container once the device begins to speak. Confirm the accuracy of the label.

The ScripTalk Station will not keep the data in its memory after 15 seconds of inactivity.

If the label is not correct, click **“Edit”** in the pop up and repeat this process until the information read out loud is accurate.



NOTE:

Place the ScripTalk Station in an area of the pharmacy that ensures HIPAA compliance privacy standards during the pharmacist’s label verification.

CORRECTION OF PRONUNCIATIONS

If you encounter a word or name that is not being pronounced correctly, you may enter a correction in the dictionary.

Open the **'Dictionary'** tab and go to the **'Pronunciations'** page.

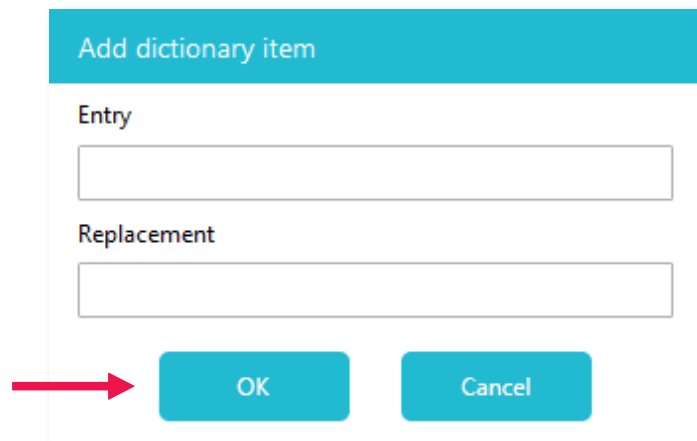
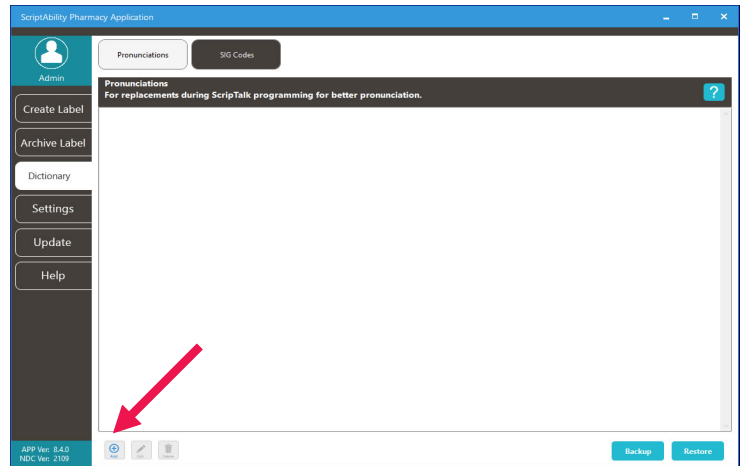
Click **'Add'**.

Enter the word that is being mispronounced in the **'Entry'** field.

Then enter the phonetic spelling in the **'Replacement'** field.

Click **'OK'**

Program the label and check for correct pronunciation. If you need to adjust, highlight the desired entry and click **'Edit'**. Repeat these steps until correct pronunciation is attained.



ADDING TRANSLATION

**Translation is an add-on annual subscription service.*

Call 1-800-890-1180 and ask for sales if you would like this service.



ENSURING YOUR PATIENT HAS THE PROPER DEVICE

Providing translation with ScripTalk requires your patient have the proper device. When submitting the Patient Approval Form (see page 40), **a language must be specified** to ensure proper language configuration. The ScripTalk Station Reader is not a translator.

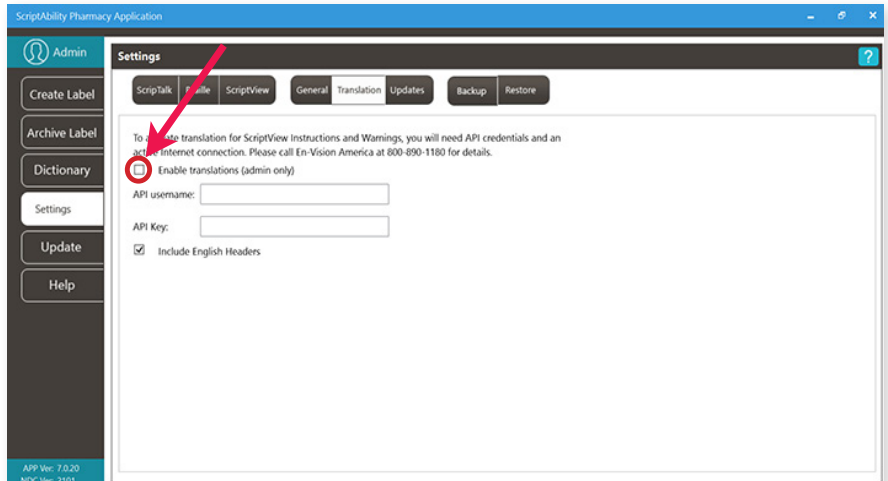
ADDING TRANSLATION (CONT.)

1

Adding Translation Credentials

You will receive an API username and key.

Go to **'Settings > Translation'**, check the **'Enable translations (admin only)'** checkbox, and enter the username and key.

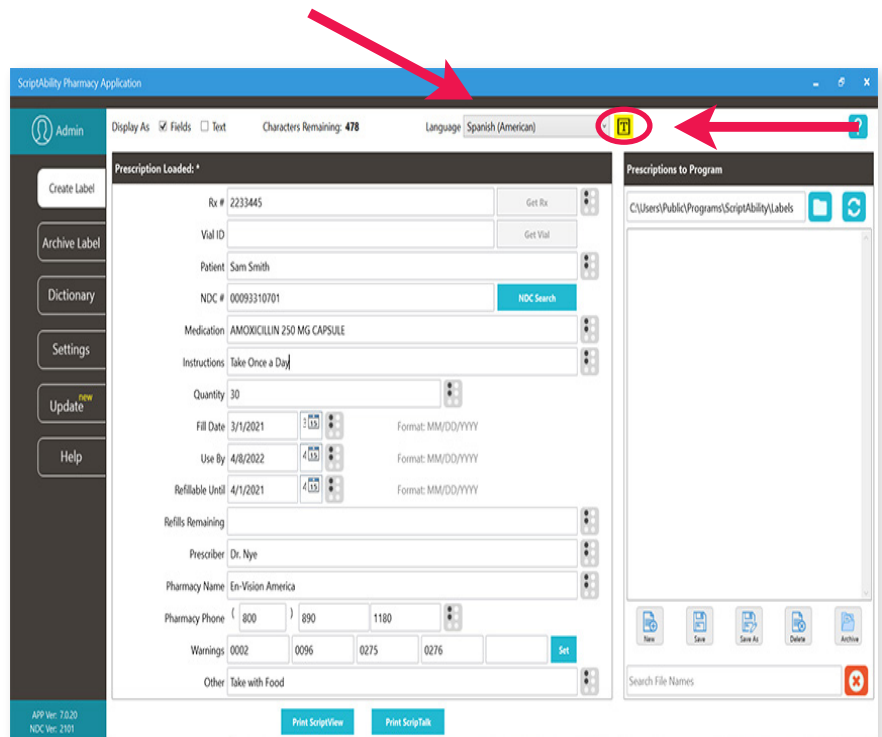


2

Once setup, use the language drop-down menu on the Create Label tab to choose the desired language.

A **"T"** button will appear.

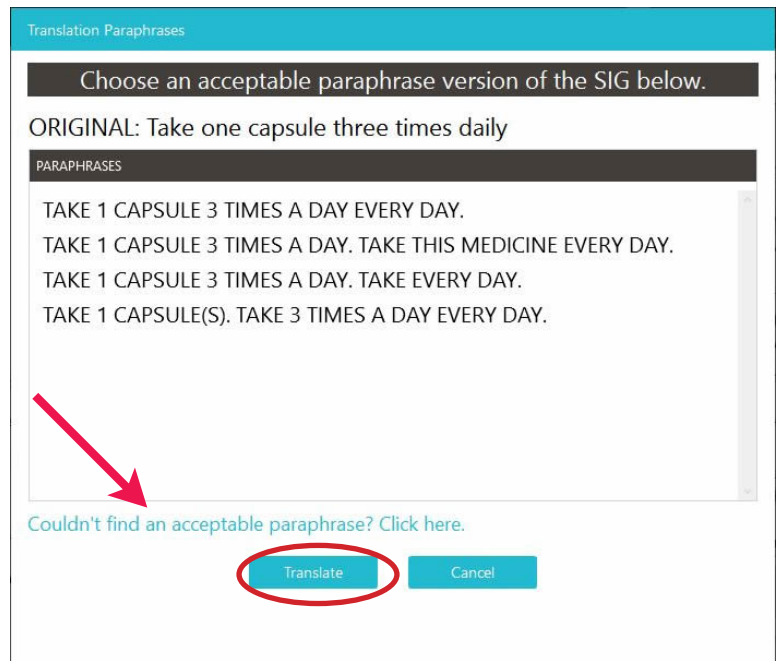
Click on the **T** button.



3

Choose the desired paraphrase and click on the **'Translate'** button.

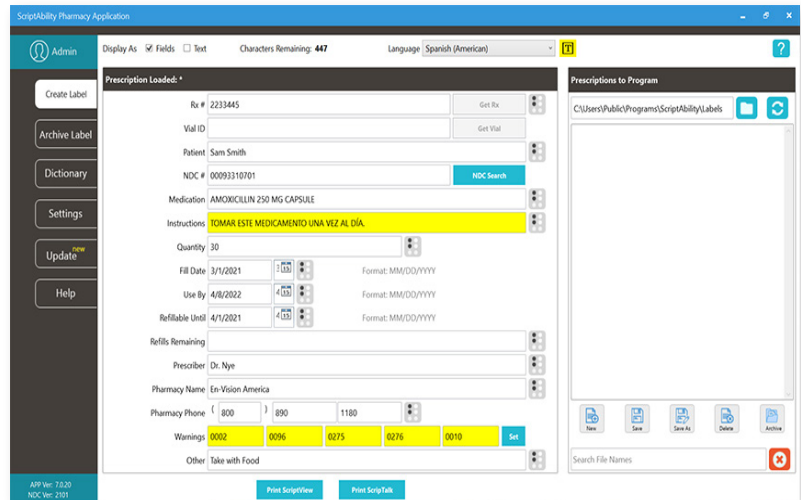
Click *'Couldn't find an acceptable paraphrase?'* for options for problematic results.



4

Translation will be applied to the instructions and warnings. Impacted fields will become highlighted.

TIP: Roll your mouse over the highlighted fields to see the original English instructions and warnings.



UPDATING SCRIPTABILITY SOFTWARE

ScriptAbility Pharmacy Application

Admin

Create Label

Archive Label

Dictionary

Settings

Update^{new}

Help

Update

Select component(s) to update

ScriptAbility Pharmacy Software

Installed version: 8.5.0
Update version: 8.5.1

Change Log

NDC Database

Installed version: 2109
Update version: 2110

Update

- 1** Go to the **“Update”** tab.
- 2** Check the box for the update(s) you would like.
- 3** Click the **“Update”** button.

NOTE: Updates must be enabled in *Settings > Updates* to be available. Only Windows admins can update the software.

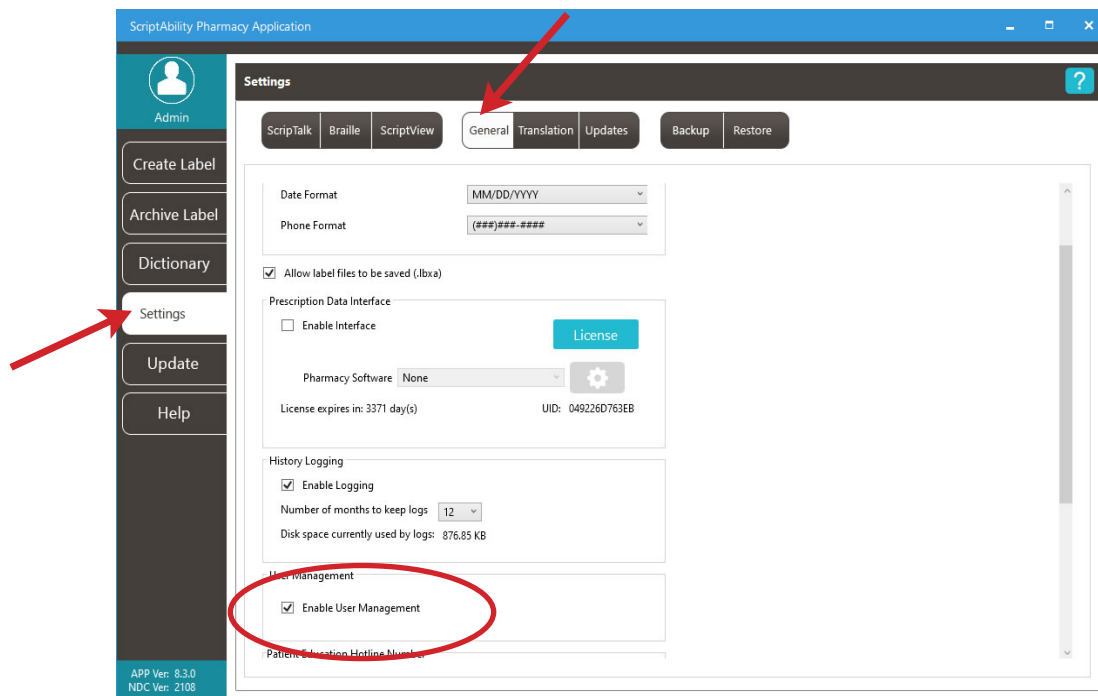
USER MANAGEMENT (SECURITY)

Within ScriptAbility, there is a security feature for login of users to the software. This feature allows for the creation of two types of user within the ScriptAbility Pharmacy Application: Admin and Standard.

1

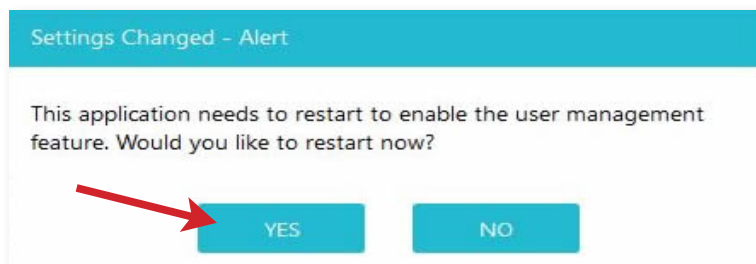
To enable User Management, you must be a PC admin.

Go to *Settings > General*, and check the box for **“Enable User Management.”**



2

When checked, you will be asked to confirm by restarting your computer:



3

When you confirm by clicking the “OK” button, the software will restart.

It will then prompt you to enter a username and password for the first ScriptAbility Pharmacy Application admin.

- Username must be 8-12 characters.
- Password must be 8-12 characters and may consist of numbers, letters, spaces, and special characters.

Once completed, go to *Settings > User Management* to Add, Edit, or Delete Users, or to change passwords.



The image shows a 'User Registration' form. At the top, there is a teal header with the text 'User Registration'. Below the header is the ScriptAbility logo, which consists of four overlapping circles in teal, orange, purple, and green, with the text 'Script Ability' below them. The form contains four input fields: 'Full Name:', 'Username:', 'Password:', and 'Confirm Password:'. Each field is a simple white rectangle with a thin border. At the bottom of the form is a teal button with the text 'Create User' in white.

ADMIN

These users may perform any action within the software, such as:

- Create ScripTalk, ScriptView, and Braille Labels.
- Save, Archive, and Delete label files.
- Add, edit, and delete Dictionary entries.
- Change anything within Settings.

NOTE: *This may be limited by privileges granted to the user by the operating system (e.g., Windows).*

- Update the application itself and the NDC warnings database.



STANDARD

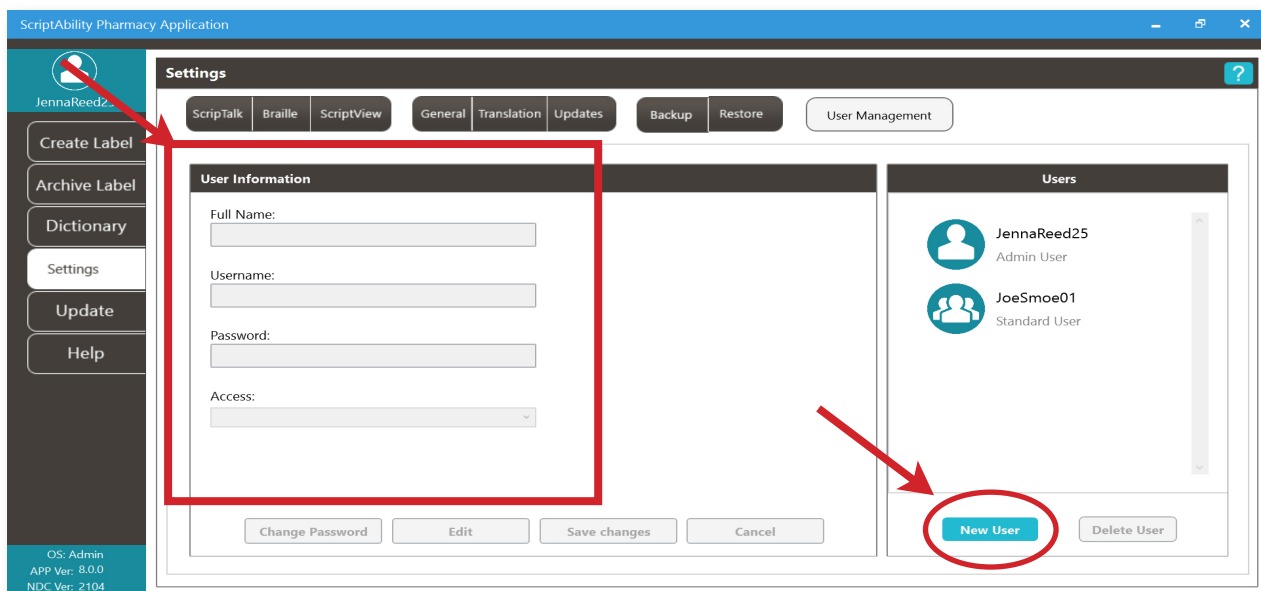
These users may do the following by default:

- Create ScripTalk, ScriptView, and Braille Labels.
- Save, Archive, and Delete label files.
- Add, Edit, and Delete Dictionary entries.
- Change a limited set of options within Settings.
- Update the NDC warnings database.



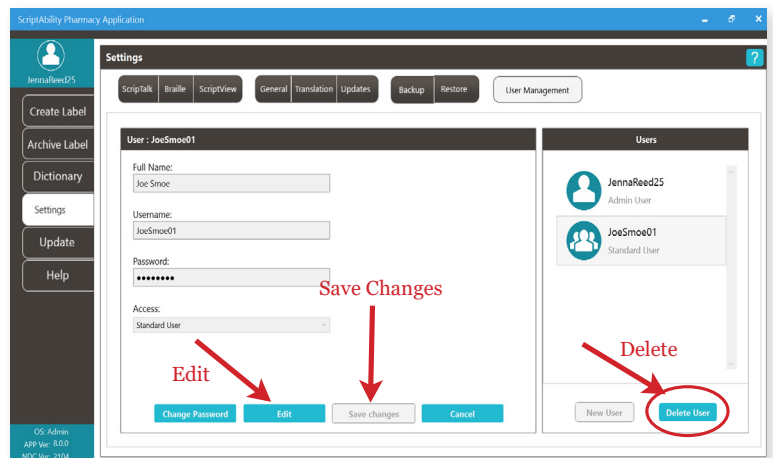
ADDING A USER

1. Click the “**New User**” button.
2. Enter the user’s Full Name.
3. Enter the Username the user will log in with. *Username must be 8-12 characters.*
4. Enter a Password for the user. *Password must be 8-12 characters and may consist of numbers, letters, spaces, and special characters.* The user or an admin may change the password at any time.
5. Select the user’s Access level.
6. Click the “**Save Changes**” button.



EDIT A USER

1. Select the user to edit.
2. Click the “**Edit**” button.
3. Make any changes.
4. Click the “**Save Changes**” button.

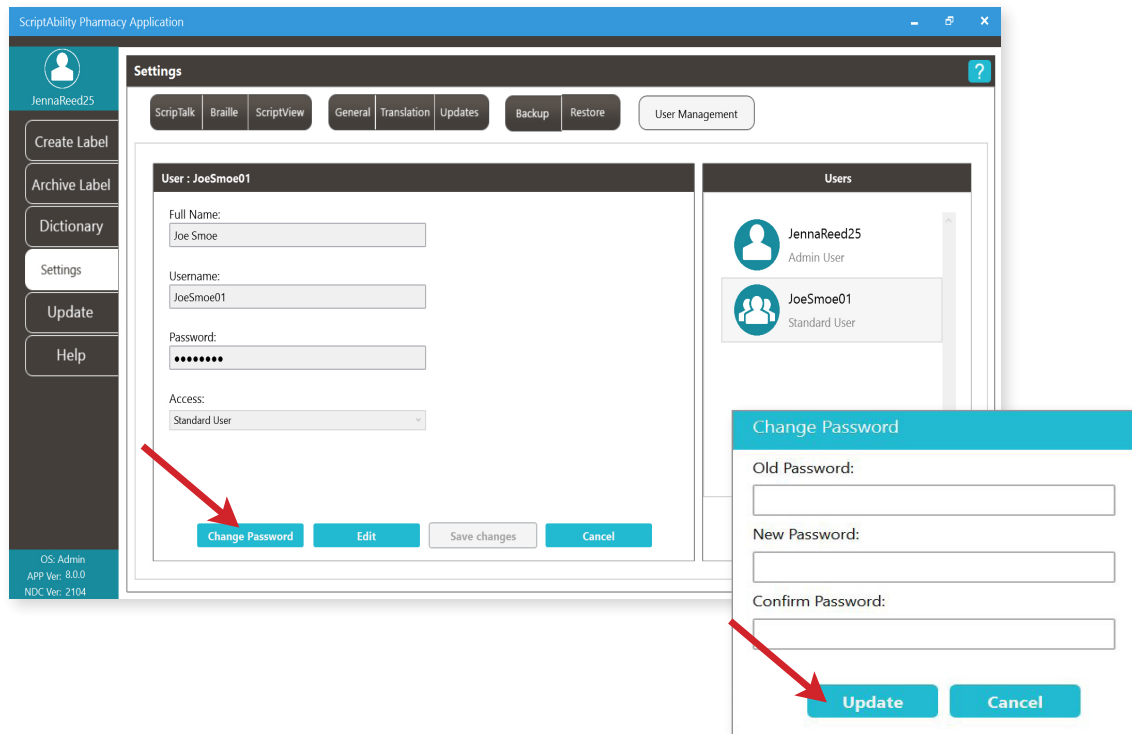


DELETE USER

1. Select the user to delete.
2. Click the “**Delete**” button.
3. Click “**Yes**” to confirm.

CHANGE A PASSWORD

1. Select the user.
2. Click the “**Change Password**” button.
3. Enter the user’s current password.
4. Enter the user’s new password. *Password must be 8-12 characters and may consist of numbers, letters, spaces and special characters.*
5. Enter the user’s new password.
6. Click the “**Update**” button.



ABOUT THE PRINTER

This section will cover environmental precautions, power supply, trouble shooting, cleaning and specifications.

PRECAUTIONS FOR LOCATION AND ENVIRONMENT

Be sure the surface the 220-SN printer is sitting on and the environment around it satisfy the following characteristics for reliable and safe operation.

- Place the printer on a surface that is flat, level, and free from vibration
- Avoid environments with high temperature and humidity, and ones where rapid changes to temperature and humidity are possible
- Avoid locations where the printer may be exposed to water, oil, dust, or direct sunlight

**Failure to adhere to the recommendations listed above may result in a shortened life span for the printer.*

POWER SUPPLY

To avoid the risk of malfunction, follow these guidelines for supplying power to the printer:

- Use only the power supply included with the 220-SN printer (Output: 19V, 2.7A)
- Plug the power supply into a grounded power outlet
- Avoid plugging the power supply into an outlet shared by or near a heater, refrigerator, or other large appliance that draws a large amount of power.

REPAIR

Before returning any equipment to En-Vision America for warranty or out-of-warranty repair, contact ScripTalk Printer Technical Support for troubleshooting assistance.

Phone: 800-890-1180

Email: support-sa@envisionamerica.com

En-Vision America, Inc.

825 4th Street West, Palmetto, FL 34221

www.envisionamerica.com




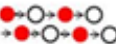
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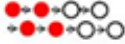




TROUBLESHOOTING

1.1 – ERROR SIGNAL TROUBLESHOOTING

The **ON LINE (POWER)** indicator lights in different colors and patterns listed below to alert the user that an error has occurred. [Indicator sequence (*shown from left to right*): ○ Off, ● Solid Red, ● Solid Green]

Item	Contents	ON LINE (POWER) LED	Causes	Corrective Actions
Hardware error	FLASH ROM error	Solid red 	1) FLASH ROM read/ write error. 2) Exceeded the FLASH ROM write count limits.	1), 2) Board replacement
	Setting information (FROM) error		1) FLASH ROM read/write error. 2) Exceeded the FLASH ROM write count limits.	1), 2) Board replacement
	Kanji data (FROM) error		1) FLASH ROM read/write error. 2) Exceeded the FLASH ROM write count limits.	1), 2) Board replacement
	Machine error		1) Board defect	1) Board replacement
	Head error		1) Print head is damaged (Print head burnout).	1) Replace print head or disable head check function.
Program error	Incorrect program error		1) Download did not complete successfully.	1) Download again
Communication error	Communication error by kit	[Red->Off] x twice ->Red x twice->Off (blinks with changing interval)	Error contents may vary depending on the kit installed.	
	Buffer over		1) Received the amount of data exceeding the limit of receive buffer. 2) Wrong protocol.	1) Correct the software on the host side. 2) Set the correct protocol.
	RFID error	Red x 4 times ->Off (blinks in the longest interval)	1) RFID write error. 2) Wrong protocol for RFID.	1) Reset the paper. 2) Set the correct protocol.
Download error	Download error		1) Downloaded wrong data. 2) Downloaded LAN firmware to USB+RS-232C board.	1) Download again. 2) No need to download LAN firmware to USB+RS-232C board.
Minor error	Cover open	Blinking red	1) Cover is not closed properly.	1) Close the cover.
	Sensor error		1) Wrong sensor level. 2) Wrong sensor type. 3) Label meandering.	1) Level adjustment. 2) Sensor type adjustment.
	Paper end		1) Out of paper.	1) Set the paper properly.
	Ribbon end		1) Out of ribbon or ripped ribbon. 2) Ribbon is not set properly.	1) & 2) Set the ribbon properly.

1.1 – ERROR SIGNAL TROUBLESHOOTING (cont.)

Item	Contents	ON LINE (POWER) LED	Causes	Corrective Actions
Option	Cutter	Red x twice →Off (blinks in long interval) 	1) Cutter is not connected. 2) Cut operation was not performed successfully.	1) Connect the cutter unit. 2) Set and feed the paper again.
Warning	Buffer near full	Green → Red (Lights in turn) 	1) Free space for receive buffer is low.	1) Pause the data transmission on the host side and wait to have enough buffer space.
	Ribbon near end	Green → Red →Off (Blinks in turn) 	1) Remaining amount of ribbon is little.	1) Ribbon replacement.
	Head over-heat protection	Green → Red → Off 	1) Goes over the limit of print head temperature.	1) Automatically recovers when print head temperature drops down to 55°C (131°F) and below.
	AC adapter protect	Red → Green → Off 	1) Going over the maximum print ratio.	1) Automatically recovers after pausing a certain period of time.

1.2 – TROUBLESHOOTING TABLE

NO POWER	
Printer does not turn on	Power connector or AC adapter is not properly connected
NO LABEL MOVEMENT	
Media is not set properly	Set media and media guide correctly
Foreign material on print head	Clean print head and platen roller
Damaged platen gear	Contact En-Vision America for support
INCORRECT LABEL POSITIONING	
Incorrect offset settings	Perform a Default Settings Reset (see Section 1.4)
Data input error	Ensure correct data stream
NO PRINT MOTION	
Data input error	Ensure correct data stream
Network cable is not properly connected	Ensure network cable is fully seated at both ends
Network problems	Troubleshoot network problems (see Section 1.3)
Defective main circuit board	Contact En-Vision America for support
PRINTER CREATES BLANK LABEL	
Data input error	Ensure correct data stream
Incorrect label sensor selection	Perform a Default Settings Reset (see Section 1.4)
Defective print head or main circuit board	Contact En-Vision America for support

1.2 – TROUBLESHOOTING TABLE (cont.)

IMAGE VOIDS	
Wrong labels used	Be sure ScripTalk 10kb labels are being used (PN 00211-10K-0500)
RFID chip failed to encode	Try printing another label; if the problem persists, contact En-Vision America for support
Defective print head or main circuit board	Contact En-Vision America for support
Damaged or worn platen roller	Contact En-Vision America for support
LIGHT PRINT IMAGES	
Low print head darkness or excessive print speed	Perform a Default Settings Reset (see Section 1.4)
Foreign material on print head	Clean print head and platen roller
UNEVEN PRINT DARKNESS	
Damaged or worn platen roller	Contact En-Vision America for support
Foreign material on print head	Clean print head and platen roller
Defective print head	Contact En-Vision America for support
SMEARED PRINT IMAGES	
Wrong label used	Be sure ScripTalk 10kb labels are being used (PN 00211-10K-0500)
Foreign material on print head and/or platen roller	Clean print head or platen roller
Foreign material on labels	Clear foreign material from labels, if possible; otherwise, advance label roll until foreign material is no longer present
Excessive print head energy	Adjust darkness level setting
Excessive print speed	Adjust print speed as required
MEANDERING MEDIA	
Incorrectly loaded media	Ensure media holder and guides are set properly, then reload media
Damaged or worn platen roller	Contact En-Vision America for support

1.3 – NETWORK TROUBLESHOOTING

If you are receiving no label output from the printer, ask your IT department to take these steps to determine whether there is a network issue:

- Ensure the network cable and ports are not defective.
- Ping the printer's IP address.
- Check the print queue to see if label jobs are stuck; the queue may need to be reset or restarted to clear such an issue.
- Have someone monitor the print queue as a prescription job is sent to it to see if the job is arriving and releasing as expected.

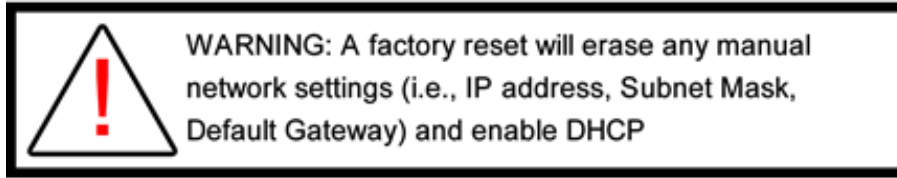
1.4 – RESET AND REINITIALIZE

If the printer is outputting labels with misaligned, light, smeared, garbled, or no print, perform the following steps:

1. The printer should be **OFF** and the cover **CLOSED**.
2. While holding FEED/LINE, turn the printer ON.
3. Release FEED/LINE when LED is **B-L-I-N-K-I-N-G GREEN**.
4. Wait at least 5 seconds.
5. Press and release* FEED/LINE twice. LED should be **B-L-I-N-K-I-N-G RED**.
6. Press and hold FEED/LINE until the LED turns off, then release.
7. The LED will come back on **SOLID GREEN**.
8. Turn the POWER off, then back on.
9. When the LED is **SOLID GREEN**, you are ready to print.

***Note:** When doing a regular press and release of FEED/LINE, make each press just a little longer than you might press a TV remote button, or it won't register.

1.5 – FACTORY RESET



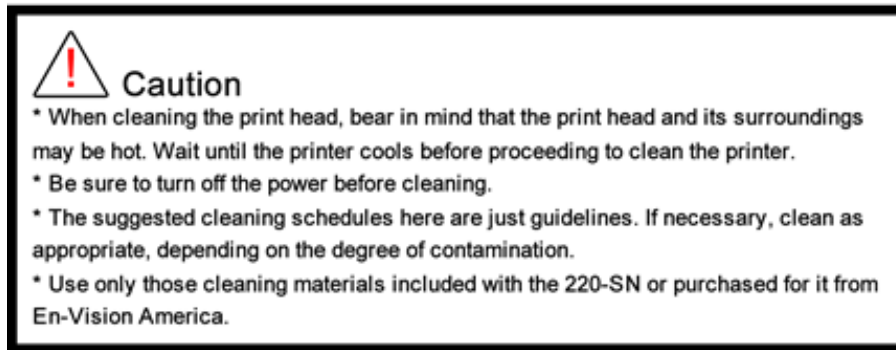
To perform a factory reset on the printer, follow these steps:

1. The printer should be **OFF** and the cover **OPEN**.
2. While holding FEED/LINE, turn the printer ON.
3. When the LED turns **SOLID RED**, release FEED/LINE.
4. Wait at least 5 seconds.
5. Press and release* FEED/LINE twice. The LED should be **B-L-I-N-K-I-N-G RED/ GREEN**.
6. Press and hold FEED/LINE until the LED turns off, then release.
7. Close the cover.
8. When the LED is **B-L-I-N-K-I-N-G GREEN**, the factory reset is complete.
9. Turn the power off, then back on, and perform a **RESET AND REINITIALIZE** (see Section 4.4 above).

***Note:** When doing a regular press and release of FEED/LINE, make each press just a little longer than you might press a TV remote button, or it won't register.

2 – CLEANING

This section provides information on cleaning the 220-SN printer.



2.1 – CLEANING MATERIALS AND SCHEDULE

To produce optimal printing, the printer must be kept clean of the dirt and adhesive that constantly accumulates whenever feeding labels. To ensure only the proper cleaning tool is used, be sure to purchase the Thermal Printhead Cleaning Pen (Part# 00220-SN-CLEAN) from En-Vision America.



When to clean

Each of the parts identified in Section 5.2 (below) should be cleaned of all dirt and adhesive after every other roll of labels. Clean any other parts as needed for smooth operation of the printer.

5.2 – PARTS TO CLEAN

The image below identifies the parts that will need to be cleaned:



- 1. Print Head**
- 2. Upper Gap Sensor**
- 3. I-mark Sensor** (*under left Media Guide*)
- 4. Platen Roller**
- 5. Lower Gap Sensor**

3 – SPECIFICATIONS

PHYSICAL CHARACTERISTICS	
Width	128 mm (5.04")
Depth	235 mm (9.25")
Height	173 mm (6.81")
Weight	3.3 lbs. (1.5 kg)
POWER SUPPLY	
Input Voltage	100-240 V AC, +/-10%, 50/60 Hz (Full Range)
Output Voltage	19 V DC, +/-5%, 3A
Power Consumption	At peak times: 40 Watts / 60 VA (at 30% printing ratio) During standby: 2.5 Watts / 5.3 VA * With input power voltage conditions: AC 100 V
ENVIRONMENTAL (EXCLUDING MEDIA)	
Operating Temperature	32° to 95°F (0° to 35°C)
Storage Temperature	14° to 140°F (-10° to 60°C)
Operating Humidity	30 to 80% RH, Non-condensing
Storage Humidity	15 to 85% RH, Non-condensing
PRINT	
Method	Direct Thermal
Default Speed	50 mm/second or 2 inches/second
Resolution	8 dots/mm (203 Dots Per Inch)
PROCESSING	
CPU	32 Bit RISC-CPU 133MHz
Flash ROM	4 Megabytes
RAM	8 Megabytes
INTERFACE	
Configuration	LAN (10BASE-T/100BASE-TX Automatic Switching) USB 2.0 (Type B) [for En-Vision use only]
HARDWARE & RELATED	
Operation Keys	POWER and FEED/LINE buttons
Indicators	ON LINE (POWER): One (lights or flashes in two colors: green or red)
Surface Treatment	Antibacterial finishing for external cover and operative parts. Tested according to JIS Z 2801 standard.
REGULATORY COMPLIANCE	
Safety Regulation	CCC (GB4943-2001)
NRTL Listed	MET Electrical Safety #E112438
EMC Regulation	FCC15B/FCC15C (USA/Canada)
Environmental (RoHS)	Chromium: below 0.1% Lead: below 0.1% Mercury: below 0.1% Cadmium: below 0.1% Polybrominated Biphenyl (PBB): below 0.1% Polybrominated Diphenyl Ether (PBDE): below 0.1%

ORDERING SCRIPTALK SUPPLIES



**RFID ScripTalk Printable
Prescription Labels (500 labels)**
item#00211-10k-0500



ScripTalk Hang Tags (100 tags)
item#00211-hang-100

Order Supplies

Call En-Vision America
1-800-890-1180

Technical Support

Call En-Vision America, ask for tech support
1-800-890-1180

Send Patient Approval Form

Fax PAF to 1-309-938-4948
www.ScriptAbility.com

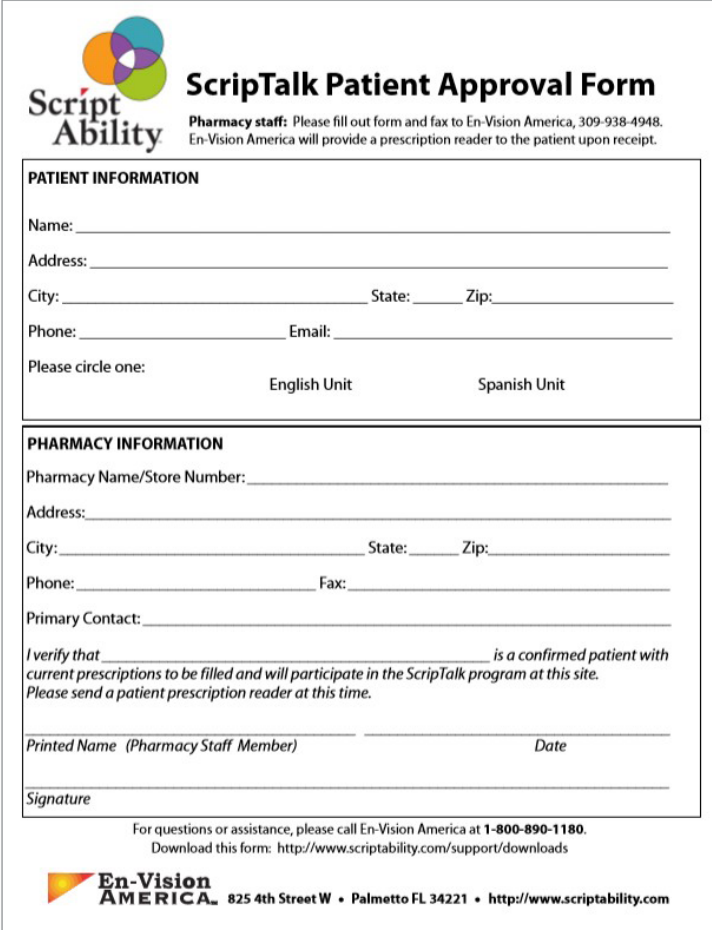
ENROLLING A PATIENT IN SCRIPTALK

A patient may enroll in the ScripTalk program by talking with a member of your pharmacy staff. Complete a **Patient Approval Form (PAF)** and submit to En-Vision America using one of the methods below:

Fax PAF to En-Vision America at 309-938-4948

Scan PAF and email to patientcare@envisionamerica.com

Fill out and **submit the form online** at www.scriptability.com/scriptability-patient-approval-form



Script Ability **ScripTalk Patient Approval Form**
Pharmacy staff: Please fill out form and fax to En-Vision America, 309-938-4948. En-Vision America will provide a prescription reader to the patient upon receipt.

PATIENT INFORMATION

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Email: _____
Please circle one: English Unit Spanish Unit

PHARMACY INFORMATION

Pharmacy Name/Store Number: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Fax: _____
Primary Contact: _____

I verify that _____ is a confirmed patient with current prescriptions to be filled and will participate in the ScripTalk program at this site. Please send a patient prescription reader at this time.

Printed Name (Pharmacy Staff Member) _____ Date _____
Signature _____

For questions or assistance, please call En-Vision America at 1-800-890-1180.
Download this form: <http://www.scriptability.com/support/downloads>

En-Vision AMERICA 825 4th Street W • Palmetto FL 34221 • <http://www.scriptability.com>

Once the patient is enrolled and confirmed, En-Vision America will ship a ScripTalk Station **FREE OF CHARGE** to the patient.

If your pharmacy software permits, update the patient's profile to identify them as a ScripTalk user.

If a patient contacts En-Vision America to request ScripTalk, they will be referred to a participating pharmacy in their area.

Sample Patient Approval Forms (PAF) are included in your marketing kit.

Need more forms? www.scriptability.com/downloads



**Script
Ability®**

Accessible Labels Save Lives.

Thank you for choosing ScriptAbility!

www.scriptability.com



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1-800-890-1180

En-Vision America is an assistive technology company specializing in enhancing the lives of people who are visually impaired, print impaired and blind.

En-Vision America offers ScriptAbility accessible prescription labels, including large print, Braille, dual language/translation, talking labels, talking prescription readers and Controlled Substance Safety Labels (CSSLs).