

BrailleRx™

BrailleRx™ Printer User's Manual



Forward

This manual provides installation and operation information for the BrailleRx prescription label printer, manufactured by En-Vision America, Inc.

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Repair

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

Phone: 800-890-1180

Email: support@scriptability.com

Hours: Monday-Friday, 8:00am-5:00pm Eastern Time

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Introduction

Thank you for your investment in the BrailleRx prescription label printer. This user manual contains the basic information about the unpacking, installation, setup, and safe use of the printer with our ScriptAbility Pharmacy Application. It is recommended that you read carefully and become familiar with each section before installing and maintaining the printer. Refer to the Table of Contents at the front of this manual to search for the relevant information needed.

Safety Instructions

Please read all these safety instructions before using the BrailleRx prescription label printer. In addition, follow all warnings and instructions marked on the BrailleRx itself.

- Ensure that there is adequate ventilation around the unit.
- Do not place unit near a radiator or heat source.
- Keep unit out of direct sunlight.
- Make sure that the printer and computer are switched off before connecting the data cable.
- The print head will become very hot during printing; avoid contact with the print head after printing has finished.
- Do not block or cover slots and openings in the unit's case; do not insert objects through slots.
- Use only the type of power source indicated on the unit's labels.
- Connect all equipment to properly grounded electrical outlets.
- Do not use frayed or damaged power cords. After connecting power cords, ensure that they are not twisted, knotted, or pinched before using the unit.
- Do not use an extension cord with the unit.
- If using a surge protector, ensure that the total current rating of all connected equipment does not exceed the maximum rating of the surge protector or wall outlet.
- Unplug the unit before cleaning it; always clean it with a piece of damp cloth only.
- Do not spill liquid into the unit.
- Detach the unit from power source and refer to qualified service personnel under the following conditions:
 - o If the power cord or plug is damaged.
 - o If liquid has entered the unit.
 - o If the unit has been dropped or tipped over or if the case is damaged.
 - o If the unit does not operate properly or exhibits a distinct change in performance.
 - o If the unit becomes extremely hot, or if smoke, unusual smells or abnormal noises are emitted from the printer.
- Except as specifically explained in the user's manual, do not attempt to service the unit.
- Only adjust those controls that are covered in the user's manual.
- Keep hair, jewelry, and clothing clear of moving **parts in the printer and printer**.
- When clearing media jams or performing routine cleaning of parts as directed in this manual, use caution to prevent touching the printer's fuser unit or the printer's motors, as these parts can be hot and contact may cause injury.

Unpacking

- 1 Place your packaged printer on a solid base.
- 2 Make sure the box is placed with the correct side up.
- 3 Open the box, lift the printer out of cardboard box and remove remaining packaging tape and material.
- 4 Remove the printer's two dark plastic top covers:
 - a Remove the thin rearmost cover first by applying a small amount of downward pressure in the center while lifting on either the left or right ends. The cover should pop off.
 - b The larger forward cover can be removed by lifting on the left and right ends simultaneously.
- 5 Inside, there are two cardboard shipping locks on either side of the print head. Remove them by first releasing the blue tape, then tipping them towards you and lifting them out.
- 6 Replace the two dark plastic covers in reverse order by setting them in place and gently pushing down.



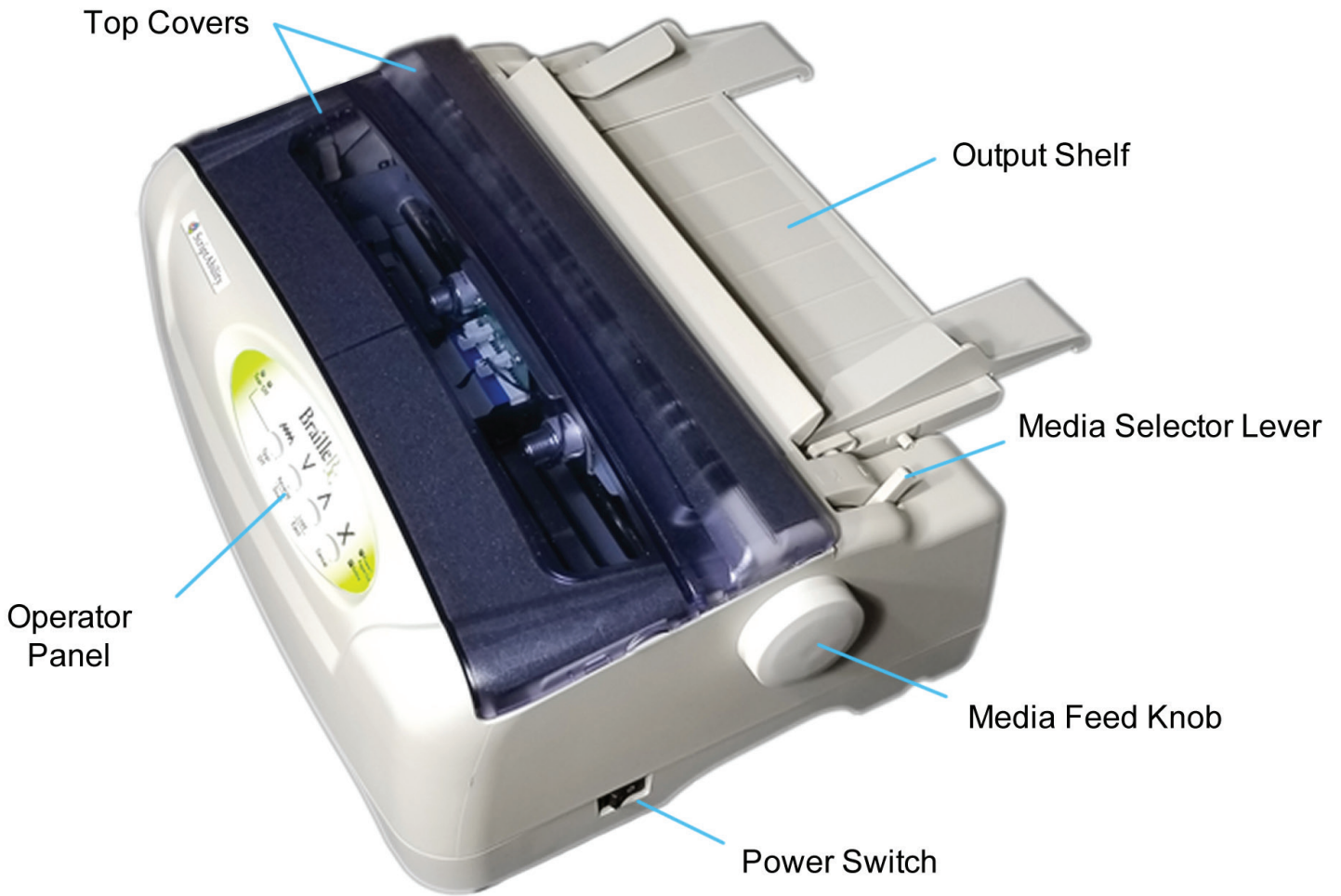
It is recommended that you keep the box and all shipping materials in case the unit ever needs to be sent in for repairs.

Included Accessories

In addition to the BrailleRx prescription label printer, you will have received:

- USB Cable (1.0; Type A-to-B)
- Power Cable
- Output Shelf
- Printer Stand (*assembly required*)

Parts Identification

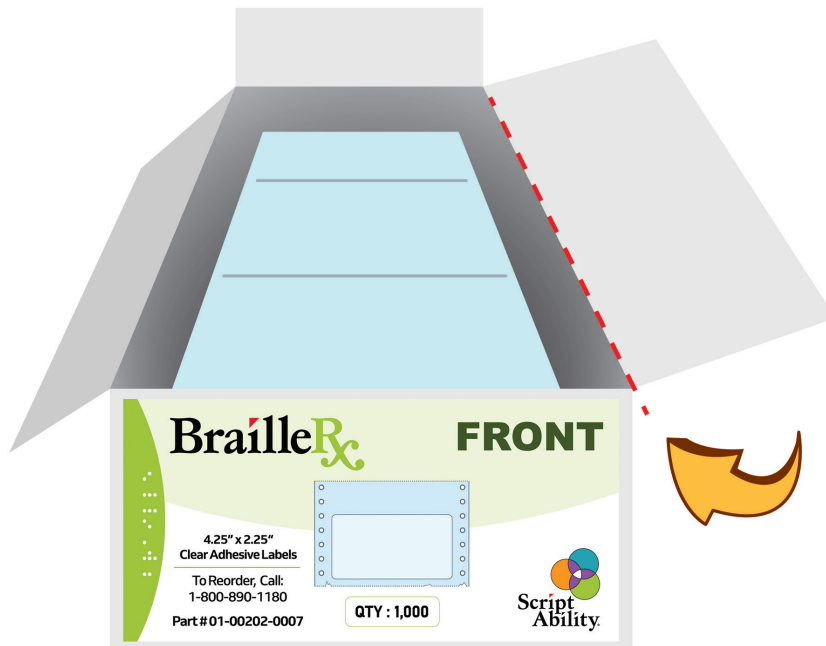


Stand Assembly and Usage

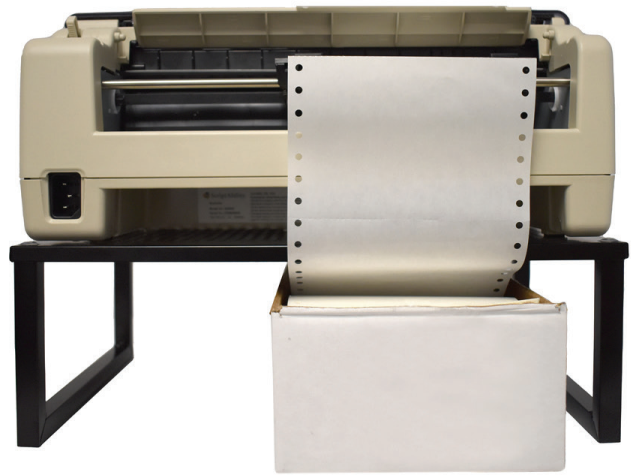
- 1 Assemble stand (see included instructions.)



- 2 Cut the top flaps off of a box of label media.



- 3 Place the printer on the stand with the box of label media below and to the left. Feeding of the media will be described in the “Installation” section below.



Installation

Software Driver

Before connecting the BrailleRx to your PC, be sure the “BrailleRx USB Driver” has been installed.



To verify installation, go to the Windows Start menu, and type “Apps & features”. Hit ‘Enter’.



On the “Apps and features” page, scroll down. The driver is installed if you see the feature shown below:

WARNING: Do not change the BrailleRx Printer Properties in Windows as the results may be unpredictable.

Device Location

Be sure the surface the BrailleRx is sitting on, and the environment around it, satisfy the following characteristics for reliable and safe operation.

- After assembling the printer stand that shipped with the BrailleRx, place the printer on the stand. If you do not use the stand, place the printer on a surface that is flat, level, free from vibration, and has clearance underneath for the label media to sit.
- 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.

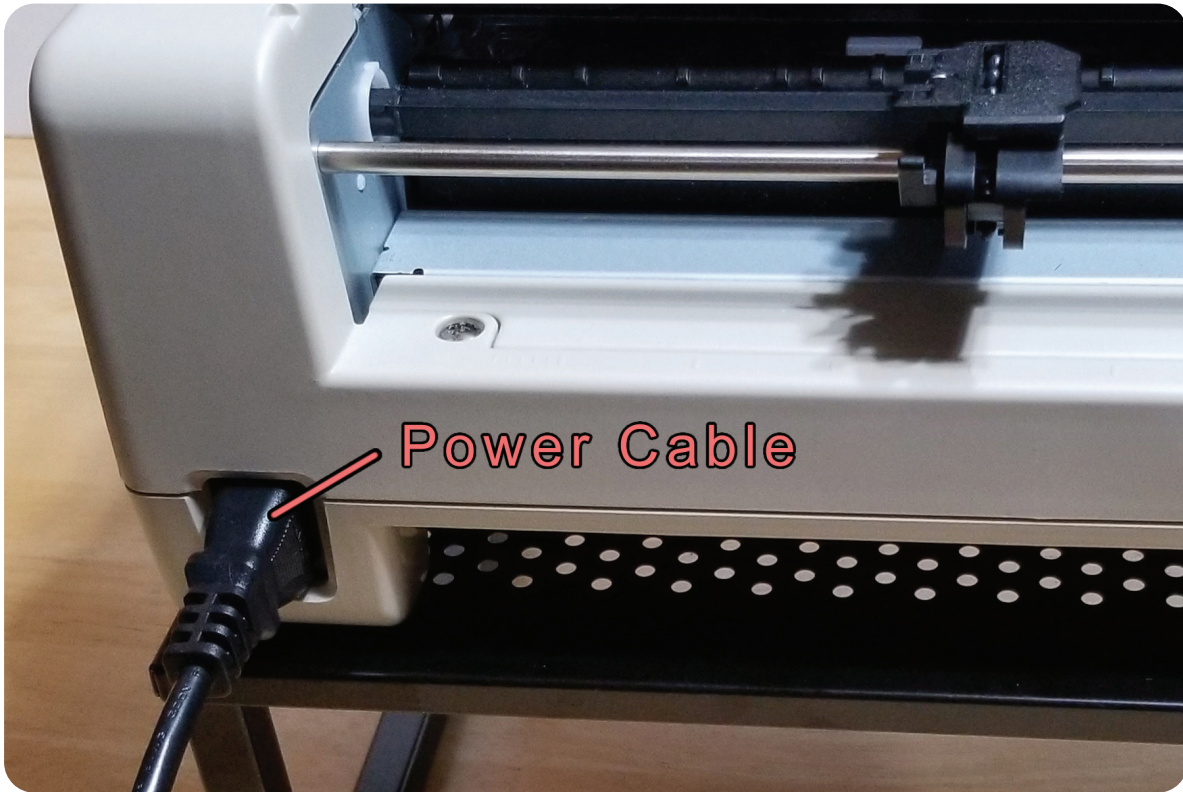
Failure to adhere to the recommendations listed above may result in a shortened life span for the printer.

Connections

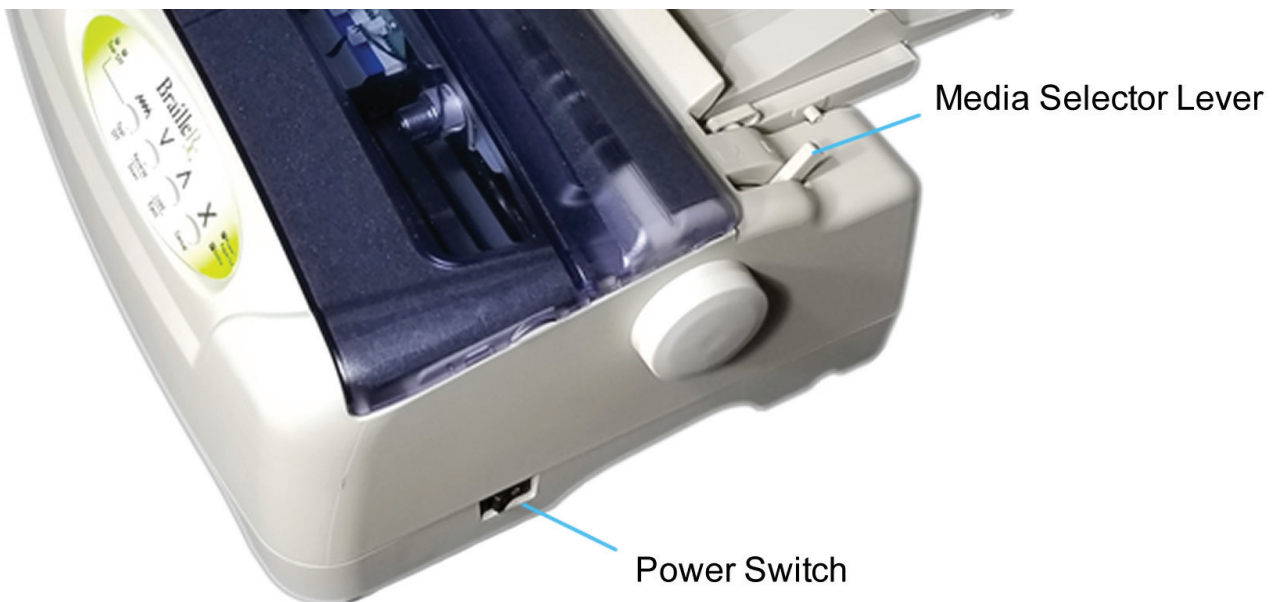
- 1 Plug the included USB cable into the USB port, then to the PC. There is a pass-through notch to the side that will keep the cable out of the path of the label media.



- 2 Plug the included power cable into the back of the printer, then into an electric outlet.

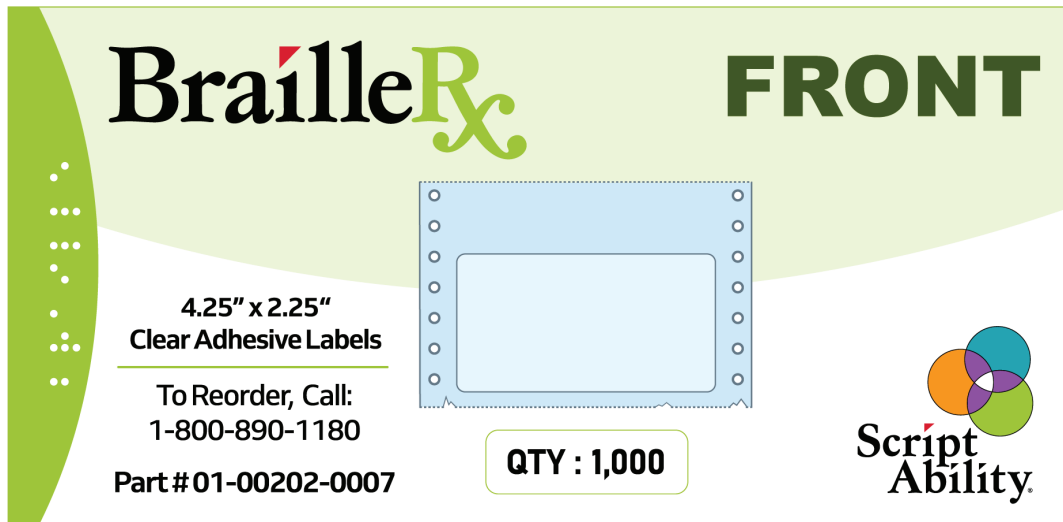


- 3 Turn the power on with the switch on the right side of the printer, and be sure the Media Selector Lever is in the rearward position.



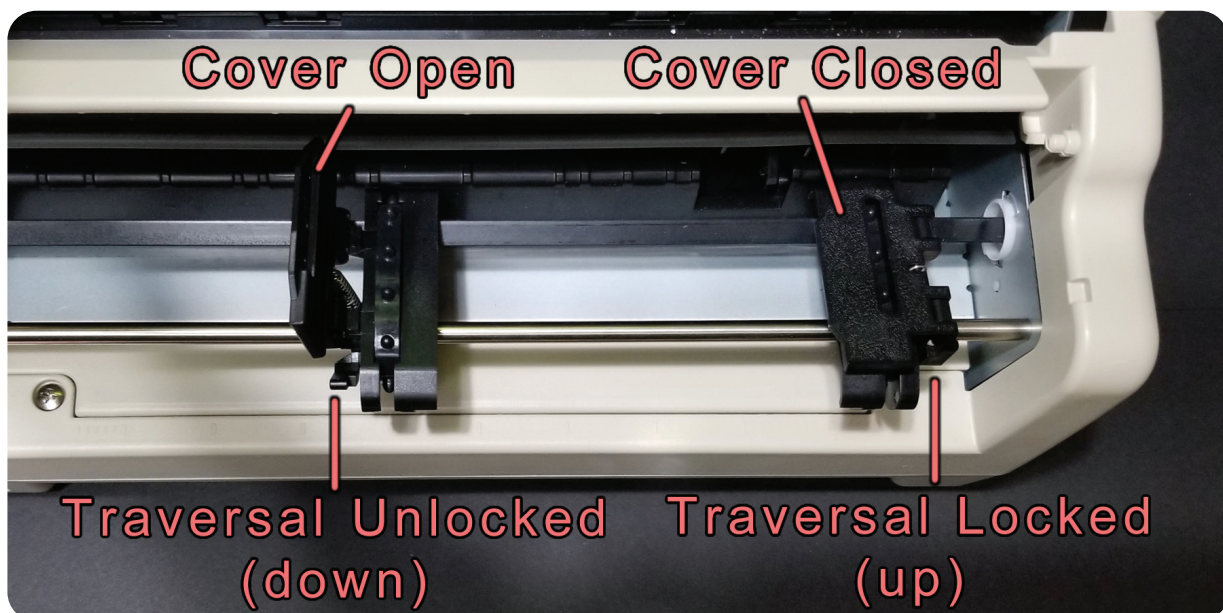
Media Identification

Be sure to use BrailleRx label media with Part # 01-00202-0007. A box of labels will look like the image below:

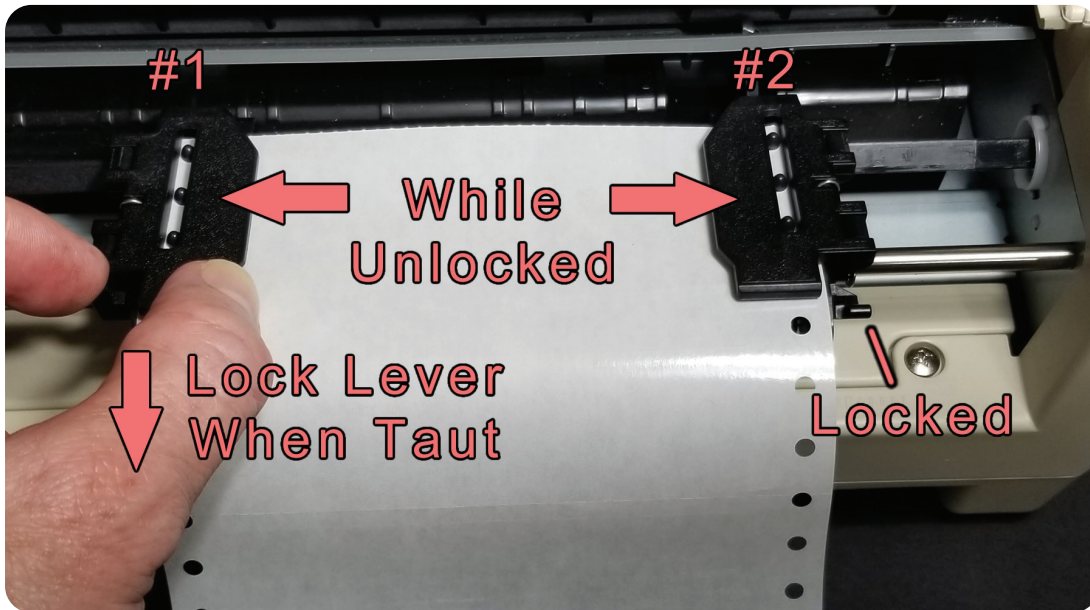


Loading Label Media

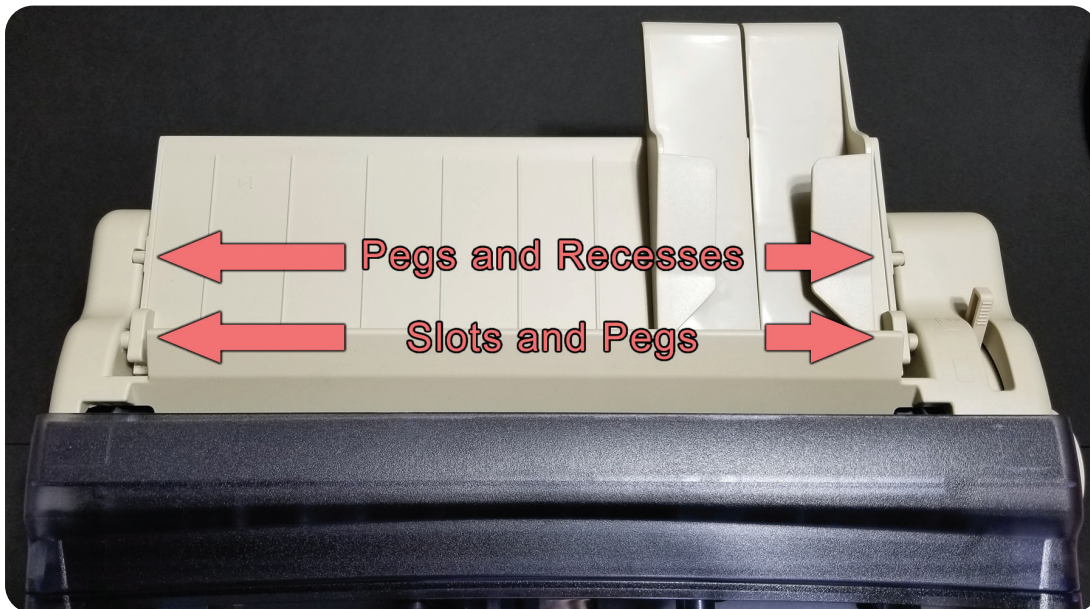
- 1 The sides of the label media have rows of holes that must align with the printer's feed tractors. The tractors have flip-up covers that press the media's side holes against the rotating tractor belts, as well as traversal locking levers used to match the width of the tractors with the width of the media. The views below depict looking at the tractors from the back of the printer.



- 2 Push the #2 tractor (*below*) as far from center as it will go, and lock it in place. With the glossy/label side up, secure the media in the #2 tractor. While unlocked, secure the media in the #1 tractor, lightly pull the media taut, and lock the tractor in place.



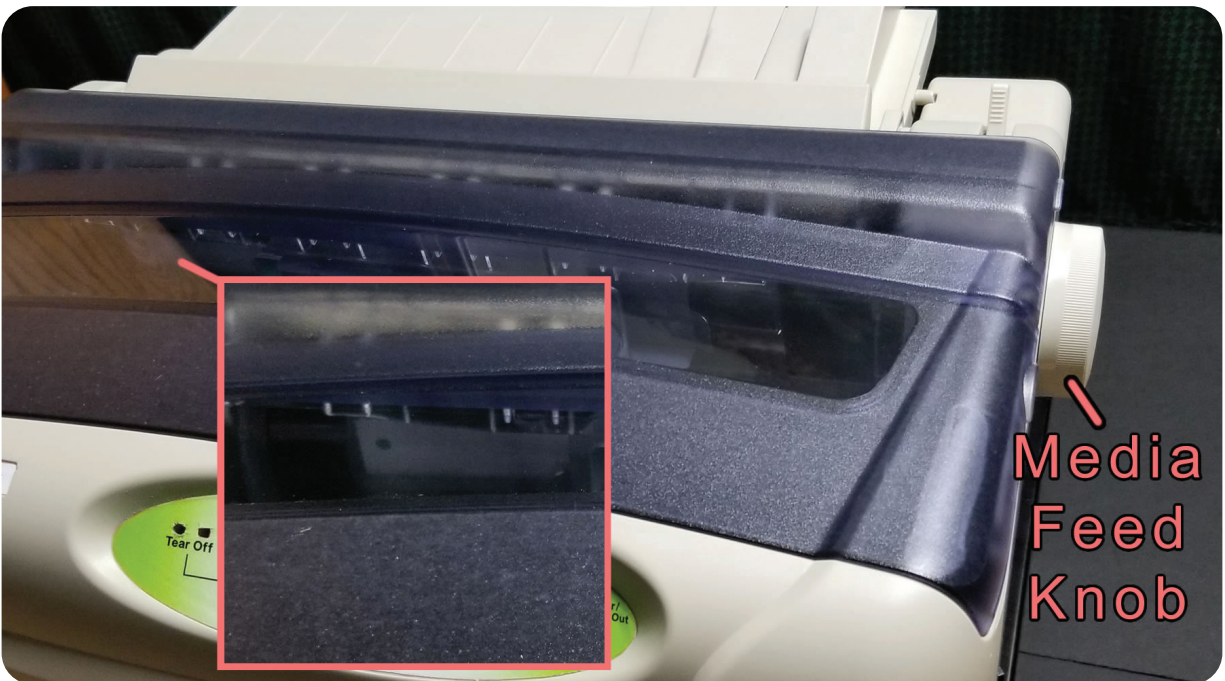
- 3 Install the Output Shelf so that it sits flat. Push the Shelf's right and left slots onto the printer's pegs at a low angle. The Shelf's support pegs will rest in the printer's right and left recesses. The Output Shelf will prevent the label media output from feeding back into the printer.



4 Setup should now look like this:



5 Turn the Media Feed Knob clockwise until the label media can be seen from the front. Exact positioning is not necessary.



- 6 On the Operator Panel, press the “Load|Eject” button. The media will be positioned automatically for printing. If the “Power|Paper Out” LED is blinking, hit “Load|Eject” again. The printer is ready when the right “Tear Off”, “Power|Paper Out”, and “Online” LEDs are all solid.



Your BrailleRx should now be ready to use with the ScriptAbility Pharmacy Application. Please refer to the ScriptAbility Quick Start Guide for further instructions.

Operator Panel



Tear Off (LEDs) –

- Both LEDs will flash when the label media is in the tear-off position.
- If only the left LED is solid, data is in the input buffer, waiting to be printed.
- If only the right LED is solid, the label media is in the ready position.

Tear Off (button) –

Note: This button will not ordinarily be needed, as its function will be handled from the ScriptAbility software. This button will move the current label into position for tearing off. Once the label is torn off, pressing this button again will return the media back to the ready position.

Reverse | Down (button) –

- While in Online mode, press and release this button to advance the media by one line.
- Press and hold to continuously advance the media.

Load | Eject (button) –

- When media is locked in the tractors to be fed, press and release to automatically feed it into the ready position.
- If media is already in position, press and release to retract; media will remain locked in the tractors.
- Press and hold this button to continuously retract the media.

Cancel (button) –

- Press to toggle the printer between Online and Offline mode.
- Pressing while printing will cancel the current print job and advance the media to the end of the page.

Power/Paper Out (LED) –

- Solid when the printer is powered on.
- When flashing:
 - If the Online LED (below) is on and a high-low beep sequence is emitted, the label media has run out.
 - If the Online LED (below) is off, the printer is in a low-power (sleep) mode.
- If the LED is flashing and the printer is beeping, there is a media jam.

Online (LED) –

This LED indicates the printer's readiness. The printer will emit beeps when switching between modes: high-low-low when going Offline, high-high-high when going Online.

- When solid, the printer is "Online" and ready to receive data.
- When off, the printer is "Offline" and will not receive data.
- When flashing, the printer is busy processing data, and cannot receive any additional data.

Troubleshooting

Status LEDs

Tear Off –

- Both LEDs will flash when the label media is in the tear-off position. Return the media to the ready position with the “Tear Off” button (tear off the label first, if necessary).
- If the left LED is solid, data is in the input buffer, waiting to be printed.

Online – If the printer is not printing, and the “Online” LED is off, press the “Cancel” button to put the printer in Online mode.

Power/Paper Out (LED) –

- If the “Power/Paper Out” LED is off, be sure the printer is plugged into a live electrical outlet and the power switch on the side is turned on.
- If the LED is flashing, no media is loaded.
- If the LED is flashing and the printer is beeping, there is a media jam.

Media Jams

There are a few possible reasons for media jams in the main body of the printer.

- The media is not properly locked into the feed tractors.
- The media is feeding in from an obstructed, restricted, or otherwise abnormal path. Check the placement of the media stack.
- The media may be catching on a broken part or debris in the media’s path through the printer.

If a jam is indicated, turn the printer off, then follow this guidance:

1. Release the media from the feed tractors, if any.
2. Try to pull any media out through the back. To facilitate this, try turning the Media Feed Knob counterclockwise.
3. Remove the dark plastic top covers to check for any media inside. Turn the Media Feed Knob clockwise to help with removal of any media found.
4. Once all media is cleared, replace the top covers.
5. Secure label media in the feed tractors, ensuring the lead edge is straight and clean.
6. Turn the printer back on, get the media into the ready position, and try printing.

Maintenance

It is important to follow the Safety Instructions stated previously. Dot quality should be monitored; poor alignment of the hammer tips to the receiving dyes can cause permanent damage to the BrailleRx printer.

Specifications

Feature	Value(s)
<i>Print Speed</i>	Up to 25 CPS
<i>Printing Mode</i>	Single-sided
<i>Tactile Resolution</i>	17 DPI
<i>Label Width</i>	5.5 in. (139.7 mm)
<i>Label Height</i>	3.76 in. (95.5 mm)
<i>Label Media</i>	Continuous (Fan-folded, tractor-fed)
<i>Connection</i>	USB 2.0 (Type-B connector)
<i>Height</i>	6.25 in. (159 mm)
<i>Width</i>	14.13 in. (359 mm)
<i>Depth</i>	11.20 in. (285 mm)
<i>Weight</i>	11 lbs. (5 kg)
<i>Operating Temperature</i>	41 to 95 °F (5 to 35 °C)
<i>Storage Temperature</i>	-4 to 131 °F (-20 to 55 °C)
<i>Humidity</i>	20 to 80% RH (Non-condensing)
<i>Energy Supply</i>	* AC Input: 110-120V~, 50/60Hz, 2A. DC Output: 5VDC/1A, 38VDC/2A * AC Input: 200-240V~, 50/60Hz, 2A. DC Output: 38VDC/2A
<i>Standby</i>	< 4 W
<i>Heavy Embossing</i>	< 85 W
<i>Lifetime</i>	30,000 labels



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