










IMPRESS – Setup Guide for Informs CF-PM43-1 Thermal Transfer Printer

1 INITIAL PRINTER CONFIGURATION

When the printer is first powered up or after a factory reset the Startup Wizard will be invoked. Additionally in order to configure the printer for your particular label stock the Printing Wizard should be run. The Startup Wizard requires the following information:

- Display Language: This defaults to English. If that is the desired language press .
- Command Language: This defaults to Fingerprint. Press **Direct Protocol**. When prompted press **Yes**.
- Unit of Measure: This defaults to dots. The options are dots, inches, and mm. Press the desired unit of measure. If dots is chosen multiply the dimensions of the label without the backing by 203. A 4 x 1 label would be 812 x 203.

Printing Wizard: At the completion of the Startup Wizard the printer will prompt you to run other wizards. Press Yes. Press Printing.

- a. Press Media Setup.
- b. The default is Media with Gaps. If this the correct type press  or press a different type if required.
- c. The default is Ribbon (TTR). If this the correct type press  or press No Ribbon (DT).
- d. Define your media dimensions. To modify a dimension press the field and a virtual keypad will popup to allow you to change the setting. Press  to proceed to the next dimension.
- e. Label positioning: Start adjust is the distance the printer will retract the label to begin printing. Use the  button to delete any entry before entering your settings. A setting of -110 will feed the label to the tear-off position then retract it at print time. You may have to adjust this for your particular stock. Press  to proceed to the next setting.
- f. Stop adjust should be set to 0 if using a start adjust of -110. Press .
- g. Leave print speed at the default setting. Press  to complete the wizard.
- h. Press the  to return to the Ready screen.

2 INSTALL PRINTER DRIVERS

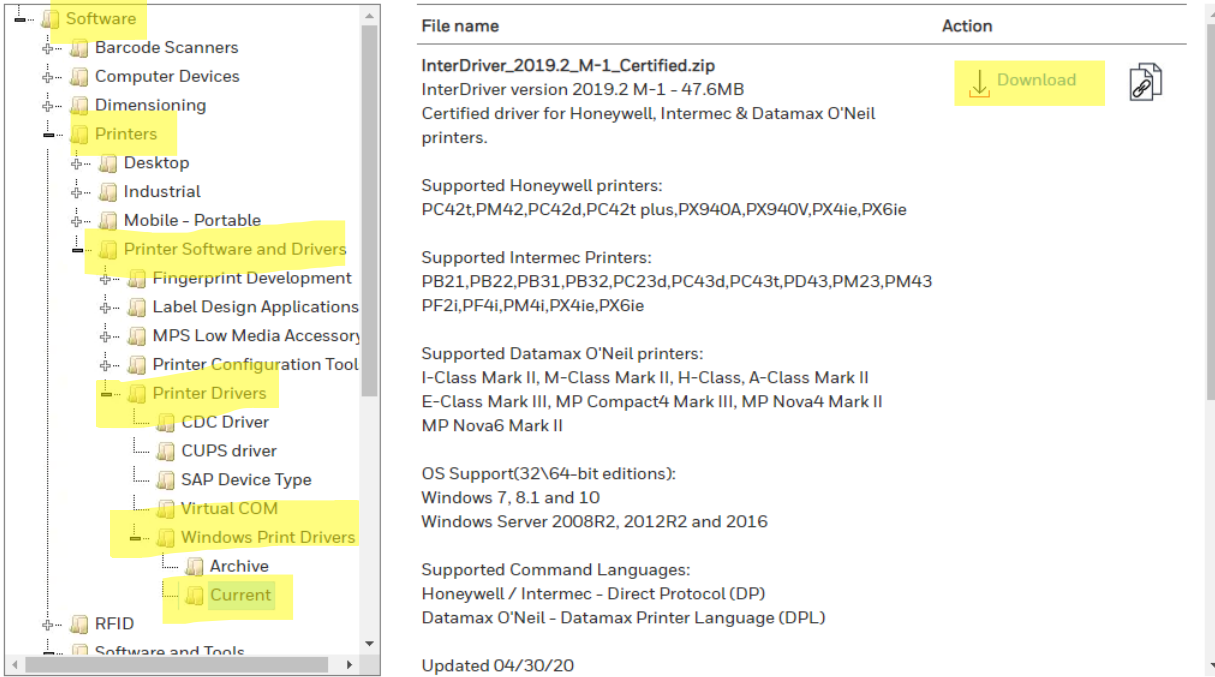
- Go to <https://hsmftp.honeywell.com/>
- If it is your first time accessing the Honeywell Software site, you may need to create a login.
- From the Software listing, select the options below and download the Driver Pack (note: This will install drivers for all Intermec/Honeywell printers):

List of Software

Below you will find our software listings. The plus sign to the left of the folder or the folder itself can be used to navigate through the directory structure. Once the desired software is found select the download action link located to the right of the file. This will invoke the download manager.

Note:

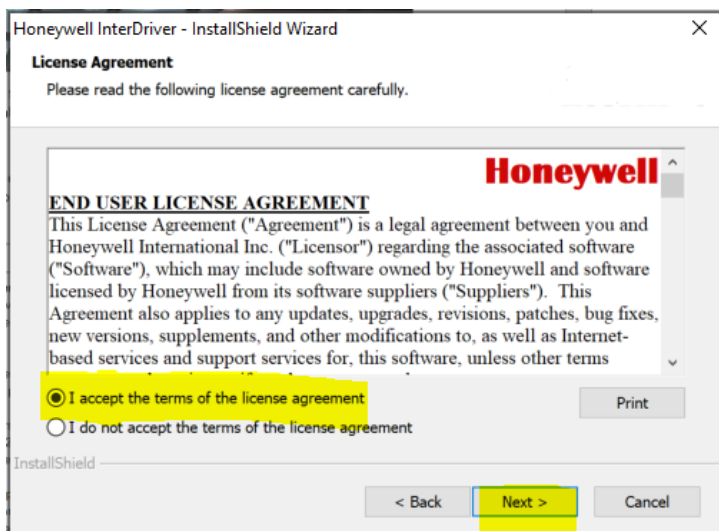
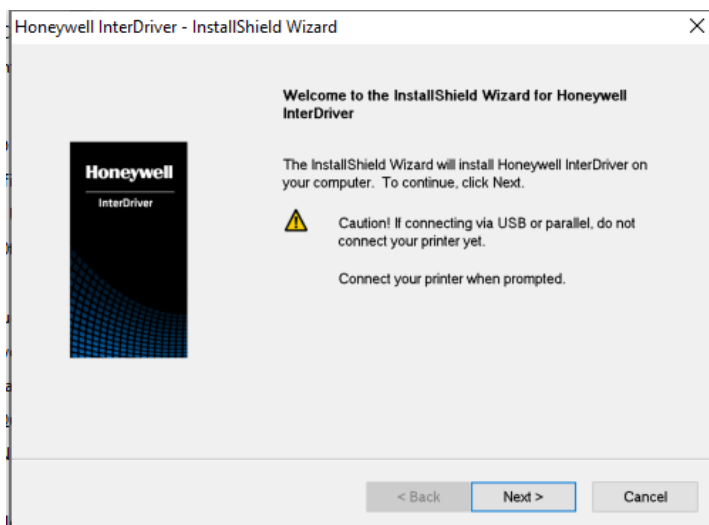
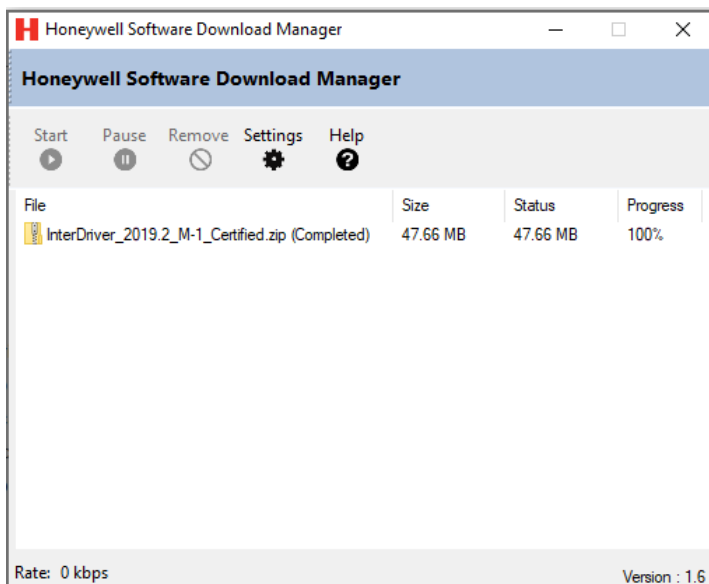
- Please ensure the Honeywell Download manager tool is installed on your PC prior to trying to download files. This tool is required for downloading files. The Download Manager installation file can be downloaded by clicking [here](#)
- [Contact Us](#)



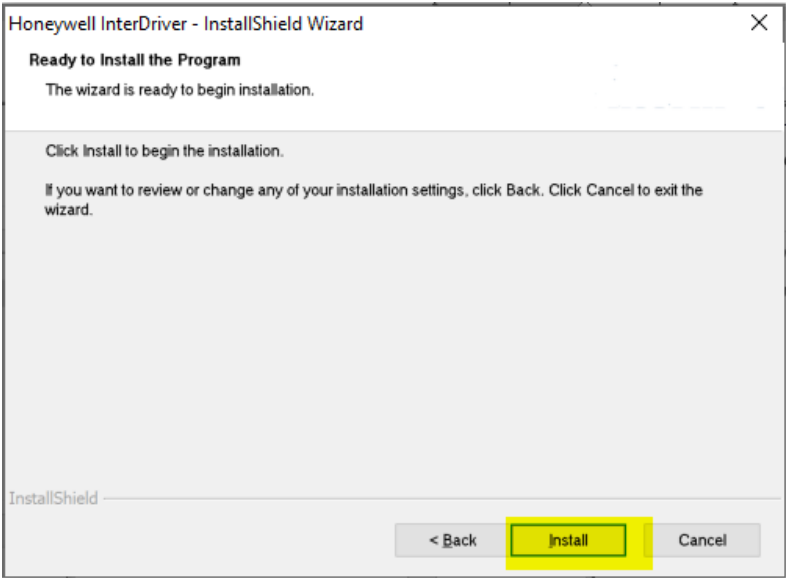
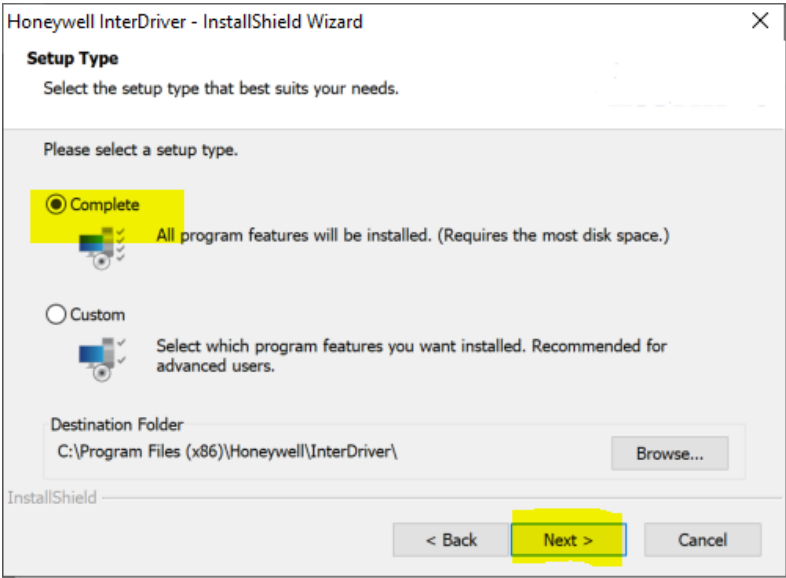
File name	Action
InterDriver_2019.2_M-1_Certified.zip InterDriver version 2019.2 M-1 - 47.6MB Certified driver for Honeywell, Intermec & Datamax O'Neil printers.	Download
Supported Honeywell printers: PC42t,PM42,PC42d,PC42t plus,PX940A,PX940V,PX4ie,PX6ie	
Supported Intermec Printers: PB21,PB22,PB31,PB32,PC23d,PC43d,PC43t,PD43,PM23,PM43 PF2i,PF4i,PM4i,PX4ie,PX6ie	
Supported Datamax O'Neil printers: I-Class Mark II, M-Class Mark II, H-Class, A-Class Mark II E-Class Mark III, MP Compact4 Mark III, MP Nova4 Mark II MP Nova6 Mark II	
OS Support(32\64-bit editions): Windows 7, 8.1 and 10 Windows Server 2008R2, 2012R2 and 2016	
Supported Command Languages: Honeywell / Intermec - Direct Protocol (DP) Datamax O'Neil - Datamax Printer Language (DPL)	
Updated 04/30/20	

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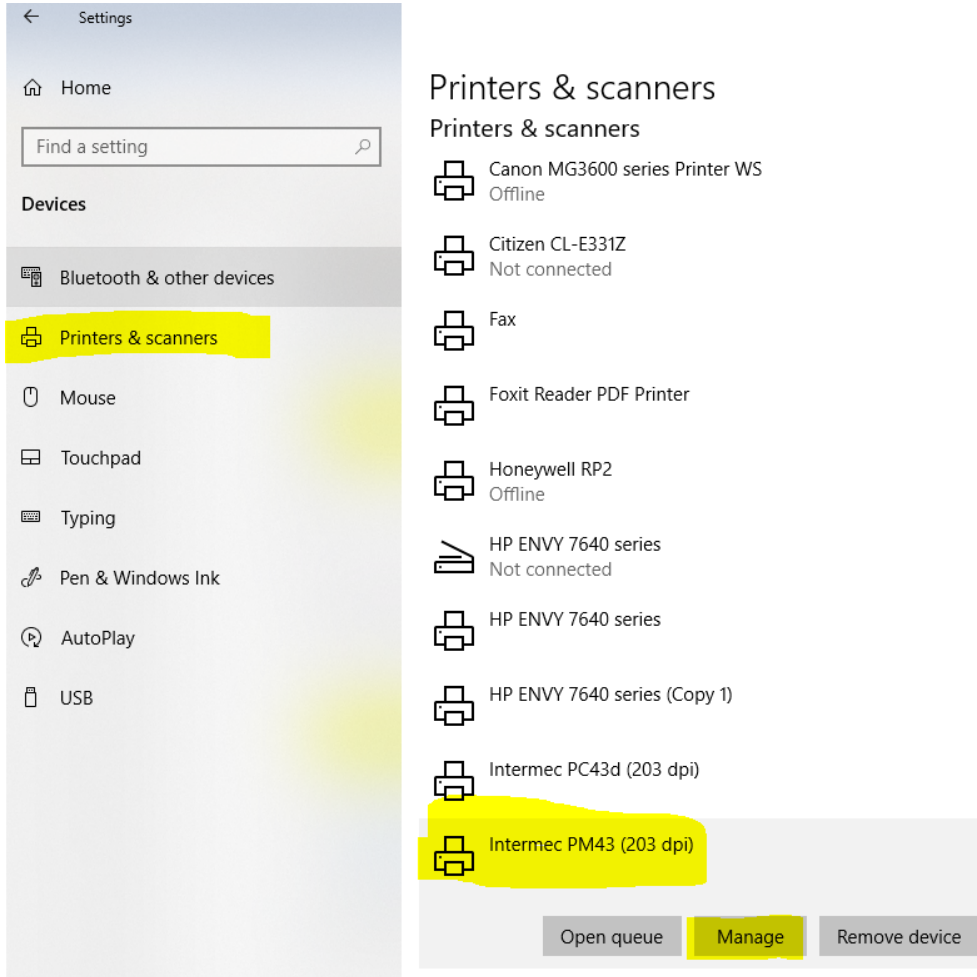


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- 3. SET-UP PRINTER DRIVER** – Once the driver pack is installed, use the “add a printer” option in Windows Settings to install your printer. If you have a USB printer, this can be done by connecting the printer and following the on screen prompts. Once the Printer Driver is installed, go to Start > Printers & Scanners > select your printer:



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Select 'Printing Preferences', and on the 'Page Setup' tab, click the 'New' button. Name your label size (in this example, "IMPRESS 4x2") and enter the dimensions of the label you will be using on this printer (i.e. 4"x2", 4"x1", 4"x1.5", etc.). Click 'OK'.

← Settings

🏠 Intermec PM43 (203 dpi)

Manage your device

Printer status: Idle

Open print queue

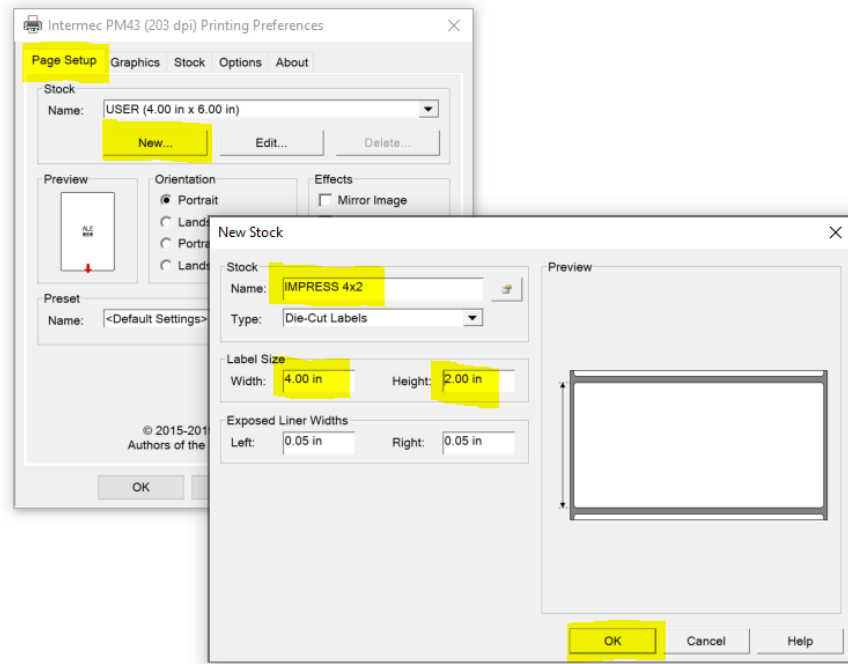
[Print a test page](#)

[Run the troubleshooter](#)

[Printer properties](#)

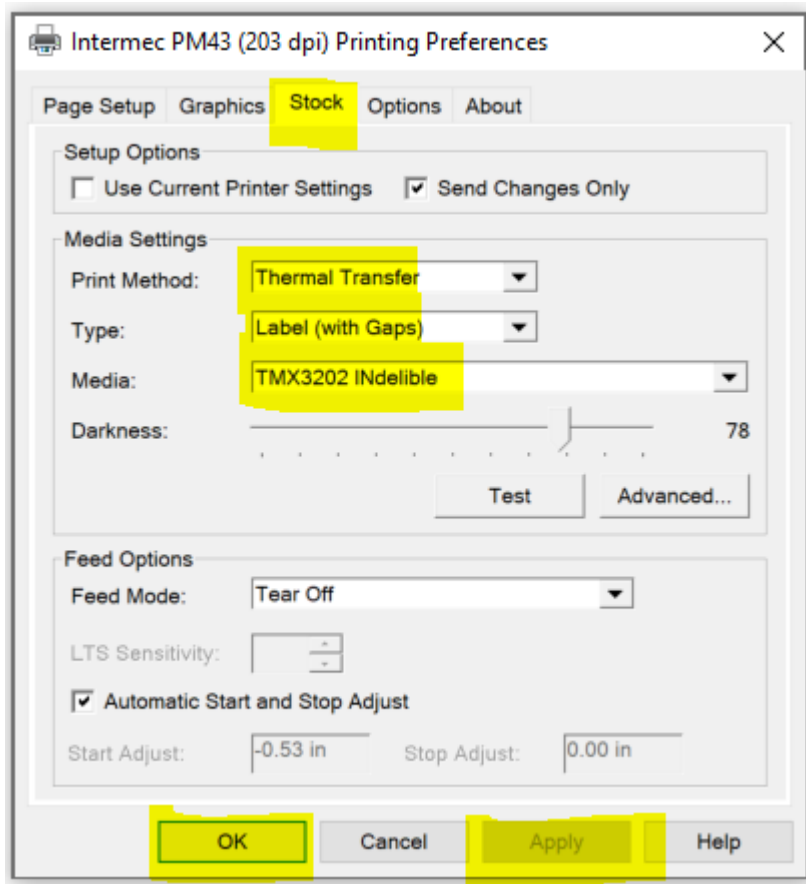
[Printing preferences](#)

[Hardware properties](#)



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On the 'Stock' tab, ensure that the Print Method is set to 'Thermal Transfer', the Type is set to 'Label (with gaps)', and on the Media drop-down, select "TMX3200 INdelible". Click 'Apply' and then 'OK' to return to the main printer management page:



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From the printer management page, select 'Printer Properties'. Click the 'Tools' tab, then click the 'Driver Options' button. Click the 'Network Settings' tab, and ensure that under Printing Preferences both "Share settings between all users" and "Share settings between all documents" boxes are checked. This will ensure that settings will not vary from one user to another on the same PC.

Click 'Apply' and then 'OK':

← Settings

🏠 Intermec PM43 (203 dpi)

Manage your device

Printer status: Idle

Open print queue

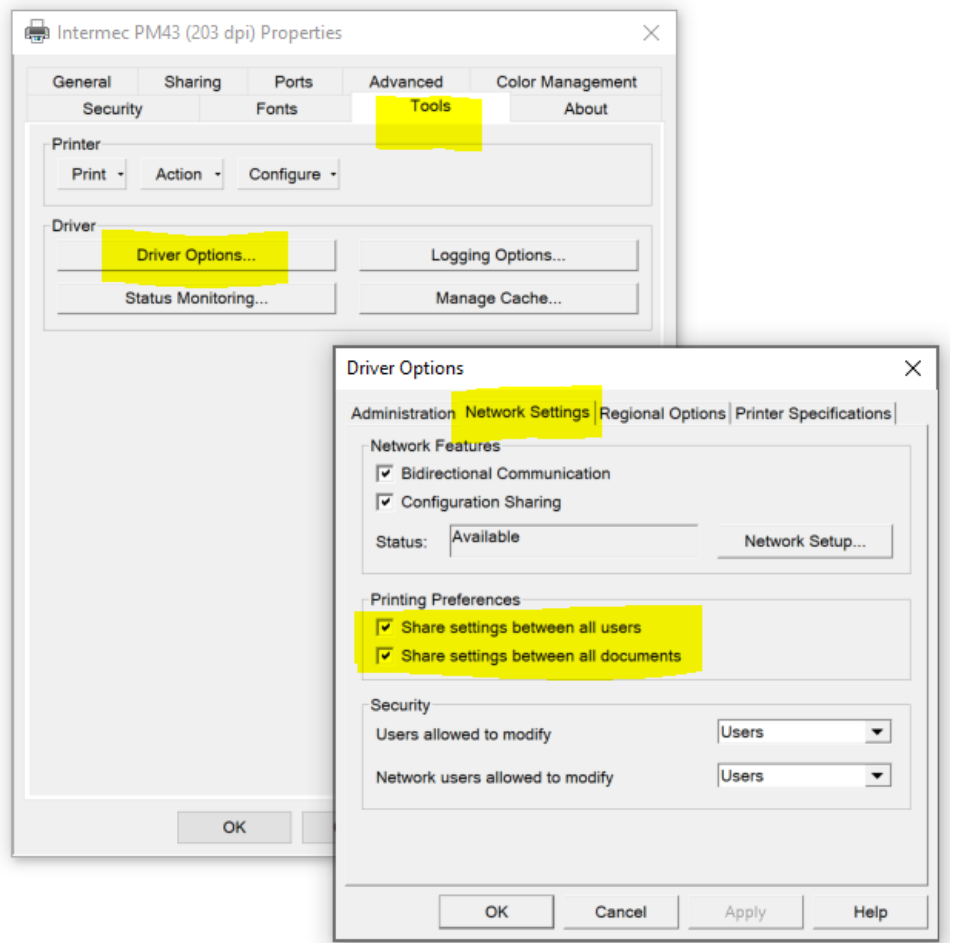
[Print a test page](#)

[Run the troubleshooter](#)

[Printer properties](#)

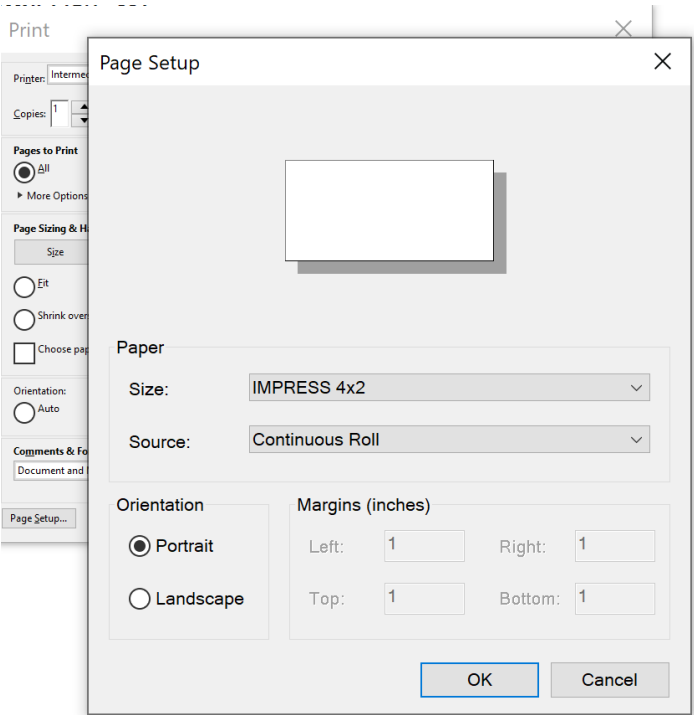
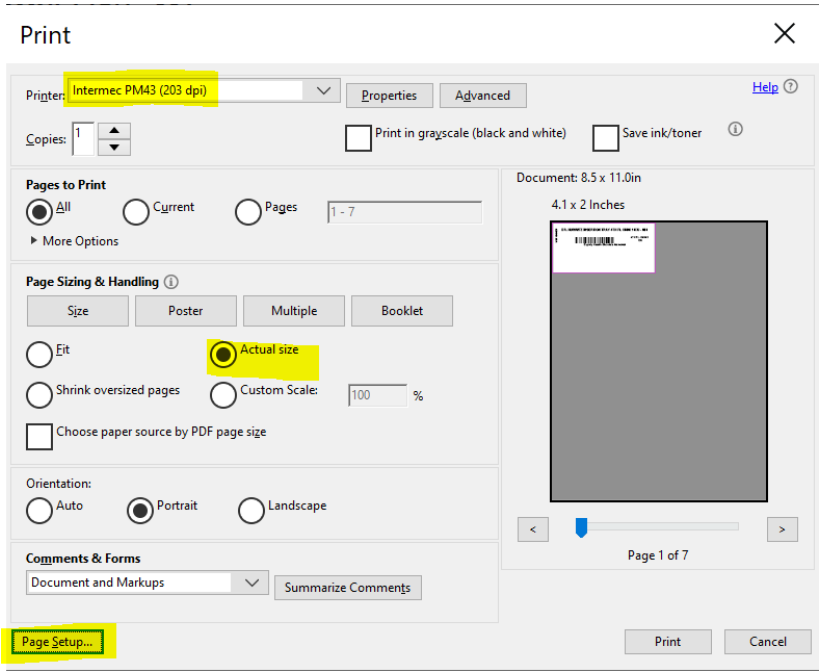
[Printing preferences](#)

[Hardware properties](#)

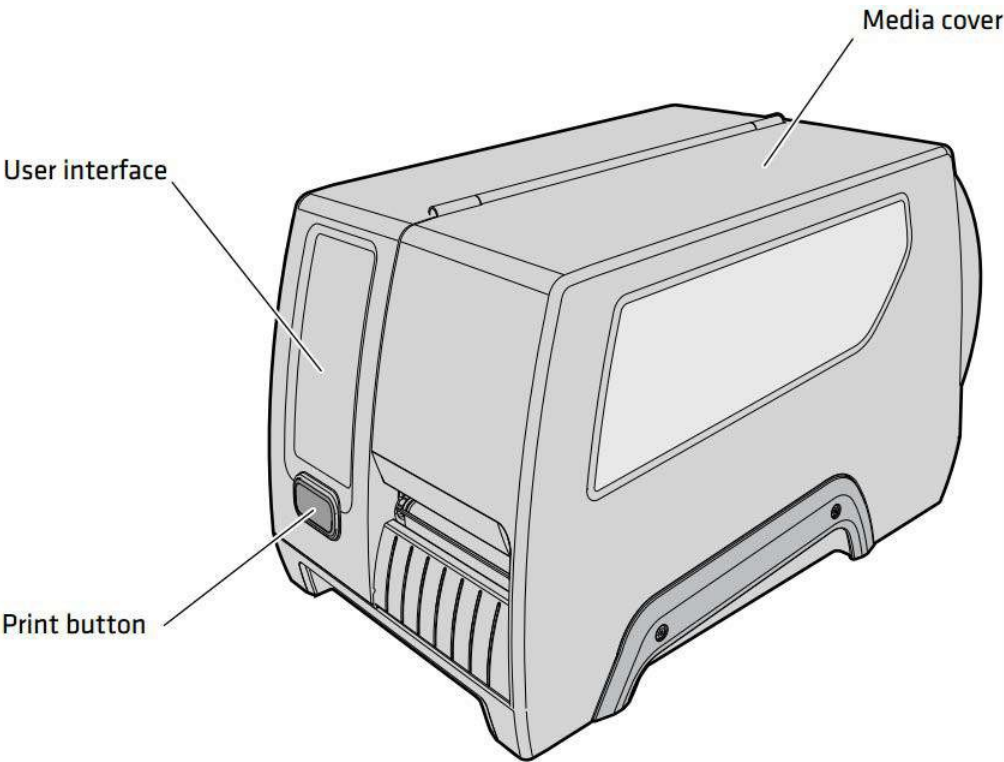


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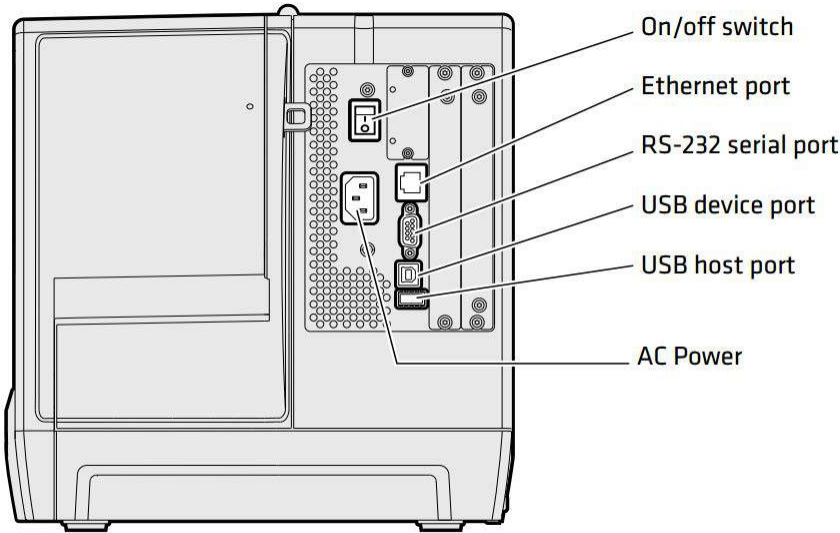
PRINTING – From IMPRESS, when you go to print labels, if you get a Print Preview window in Adobe, just make sure the correct printer is selected. The print preview should look like the image below, with the label image looking like the size you are using. You may need to click 'Actual size' in the 'Page Sizing & Handling' section. If the size is not correct, click the 'Page Setup' button to select the correct size (which you should have created when setting up the Printer Driver):



UNDERSTANDING THE PM43 PRINTER



Front View of PM43 Printer

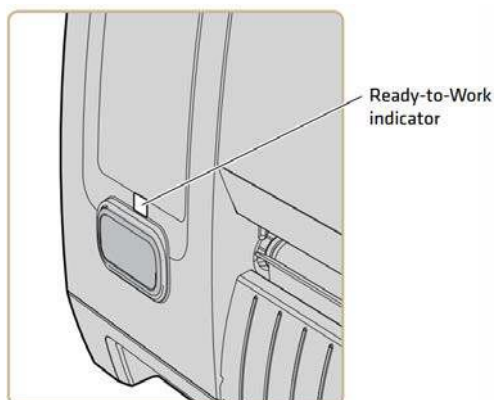


Back View of the PM43 Printer

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Click on the **PM43 LCD Troubleshooting** link at the site below to view a video on some basic printer setup steps: <http://www.informsinc.com/healthcare/impres>

- **About the Ready-to-Work Indicator:** The Ready-to-Work indicator on the front of the printer turns on when the printer is ready to print.






Ready-to-Work Indicator Status	Description
On	Printer is ready for a print job.
Blinking	Printer is not ready for a print job.
Off	Printer is turned off, not communicating, or not ready to print. For example, the printer may be starting up or performing a firmware upgrade.

- **Full Touch Display Front Panel:** The full touch display front panel contains a 3.5-inch touch panel and a keypad for entering information or navigating through the user interface. The full touch screen is a resistive touch panel that supports touch input with fingers, gloved hands, or a stylus. You only need to touch the screen once to make a selection.
- **Ready Screen:** After you turn the printer on, the Ready screen appears when the printer finishes starting up. Icons for Wi-Fi and Bluetooth status appear only when the optional Wi-Fi/Bluetooth module is installed. The IP address appears when the printer is connected to an Ethernet or wireless network. If there is no Ethernet or wireless connection, serial port information appears on the screen.









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Understanding the Ready Screen Icons

Icon	Description
	Press this icon to enter the Main Menu
	Printer Information icon. Press the icon to view printing related settings and system information.
	Data transfer icon. Blinks when data is moving through an interface connection to the printer. Press the icon to view detailed information on the connection.



Understanding the Main Menu Icons


Icon	Description
	Returns to the Main Menu
	Goes back up one level in the menu.
	Returns to the Ready screen.
	Saves the configuration changes.
	Moves between options in a setting menu.
	Moves to additional options not viewable in the menu.

Information and Status Icon Descriptions

Icon	Description of Icon
	Printer Information icon. Press the icon to view printing related settings and system information.
	Wireless Connection icon. This icon appears when the Wi-Fi/Bluetooth module is installed in the printer and indicates the strength of the wireless network connection:  - Strong.  - Good.  - Weak.  - No signal.  - 802.11 is turned off. Press the icon to view status and signal strength.
	Data transfer icon. Blinks when data is moving through an interface connection to the printer. Press the icon to view detailed information on the connection.
	Bluetooth icon. This icon appears when the Wi-Fi/Bluetooth module is installed in the printer and indicates whether the Bluetooth module is enabled or disabled:

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 - Bluetooth is turned on.  - Bluetooth is turned off. Press the icon to view detailed Bluetooth information or to use the Bluetooth wizard.
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- **About the Main Menu:** In the printer Ready screen, press  to view the Main Menu. Press one of the buttons to select the Programs, Settings, Tools, or Wizards menu:



- Select **Programs**: to see a list of programs installed on the printer. This list includes utility programs provided by Intermec as part of the printer firmware, and programs you have installed on the printer. The Programs item appears in the Main Menu only if the printer is using Fingerprint or Direct Protocol as the command language.
 - Select **Settings**: to view and change printer settings.
 - Select **Tools**: to print test labels, manage a connected USB storage device, restore printer default settings, or save and load printer profiles.
 - Select **Wizards**: to see a list of wizards that help you configure printing or communication settings, or calibrate the media sensors.
- **About the Printer Wizards:** The full touch printer firmware includes several wizards you can use to quickly set up your printer. The available wizards depend on the hardware you have installed in the printer. You can start all of the wizards from the Main menu except for the startup wizard. The startup wizard appears the first time you turn on the printer and after the printer has been reset to the factory default state.

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Printing Wizards

Wizard	Description
Media Setup	Select media and printing type (DT or TTR), media width, length, and X-margin, Start and Stop Adjust values, and print speed.
Print Quality	Prints a series of labels to determine the best print quality setting.
Loading Media	Shows how to load media.
Loading Ribbon	(TTR printers only) Shows how to load ribbon.

Communications Wizards

Wizard	Description
Line Analyzer	Logs all incoming data on all communications channels and saves the data to a log file. For experienced users.
Wireless 802.11	Looks for wireless networks and sets up Wi-Fi communications. Available when Wi-Fi/Bluetooth module is installed.
Bluetooth	Looks for discoverable Bluetooth devices and sets up Bluetooth communications. Available when Wi-Fi/Bluetooth module is installed.

Calibration Wizards

Wizard	Description
Media	Calibrates the label gap sensor and shows current print settings.
Screen	Calibrates the touch screen.
RFID	Calibrates the optimal label adjustment and output power setting for the RFID media loaded in the printer. Available when the RFID module is installed.
Label Taken Sensor	Calibrates the label taken sensor used with the label dispenser. Available when the label taken sensor is installed.

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- **Loading Labels And Ribbon:** For assistance with loading labels and ribbons, please click on the PM43 label and ribbon loading link below at our IMPRESS support page to view a video showing step-by-step instructions:

<http://www.informsinc.com/healthcare/impress>

Note: Keep the ribbon core. You will need it the next time you load ribbon.

- **Placing the printer in Direct Protocol Command Language:** use the following procedure to configure the printer to use Direct Protocol:
 1. Press the **Menu** icon in the upper left corner of the LCD.
 2. Press **Settings** and then **System Settings**.
 3. Press **General** then scroll down until you get to Command Language.
 4. Use the left or right arrow until **Direct Protocol** is displayed.
 5. Press the **Save** icon at the top of the LCD.
 6. Press the **Home** icon in the upper right to exit.

Additional Intermec PM43 Documentation can be downloaded from this location:

<http://www.intermec.com/support/manuals/search.aspx?categoryid=7&familyid=10&productnodeid=PRTRPM43A>

TROUBLESHOOT PRINTER PROBLEMS

Problem	Possible Solution
The printout is weak.	Try these possible solutions in order: <ul style="list-style-type: none">• Make sure that your media setting is appropriate for the type of media you are using.• The contrast may be too low. Increase the contrast.• The printhead pressure may be too low. Increase the printhead pressure.• Replace the printhead
The printout is weaker on one side.	Adjust the printhead balance
There are weak spots on the printout.	Try these possible solutions in order: <ul style="list-style-type: none">• There may be foreign particles on the media. Clean or replace the media.• Make sure that your media and ribbon are compatible.• Make sure that you are using high quality media and ribbon.• The contrast may be too low. Increase the contrast.

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The printout is dark or there is excessive bleeding on the media.	<p>Try these possible solutions in order:</p> <ul style="list-style-type: none"> • Make sure your media setting is appropriate for the type of media you are using. • The contrast may be too high. Decrease the contrast. • The printhead pressure may be too high. Decrease the printhead pressure. • The printhead voltage may be incorrect or the energy control may be faulty. For help, contact your Intermec representative.
There are dark lines along the media path.	The printhead may be dirty. Clean the printhead.
There are white vertical lines on the printout.	<p>Try these possible solutions in order:</p> <ul style="list-style-type: none"> • The printhead may be dirty. Clean the printhead. • There may be missing dots on the printhead. Replace the printhead.
Part of a dotted line is missing.	<p>Try these possible solutions in order:</p> <p>The printhead may be failing. Replace the printhead. The strobe signal may be failing. For help, contact your Intermec service representative.</p>
The inner edge of the printout is missing.	<p>Try these possible solutions in order:</p> <ul style="list-style-type: none"> • The media may not be properly installed or aligned. Reload the media. • The media margin or X-start parameter may be set too low. Increase the setting.
The content on my printout is compressed.	The print speed may be too high. Lower the print speed.
Nothing shows up on my thermal transfer printout.	The ink-coated side of the ribbon may not be facing the media. Reload the ribbon.
When I feed or print a label, the ribbon is not taken up. Instead, it spills out the front of the printer.	Make sure the Print Method is set to Ribbon (TTR).
The ribbon breaks.	<p>Try these possible solutions in order:</p> <ul style="list-style-type: none"> • Make sure your media setting is appropriate for the type of media you are using. • Make sure that the ribbon is fitted correctly. Reload the ribbon. • The energy control may be faulty. For help, contact your Intermec Service representative.

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The ribbon wrinkles.	<p>Try these possible solutions in order:</p> <ul style="list-style-type: none">• The ribbon tension bar may not be adjusted correctly. Use a large straight-slot screwdriver to adjust the ribbon tension bar.• You may need to adjust the media edge guide.• The printhead pressure may be too high. Decrease the printhead pressure.
The printer is connected to my PC, using a virtual COM port, and printing stops. There are no errors to indicate that something is wrong.	<p>Make sure that bidirectional support is disabled. From the printer properties dialog box, click the Ports tab, and then clear the Enable bidirectional support check box.</p>
The printer is connected to a serial port on my PC, but the printer is not working.	<p>Try these possible solutions:</p> <ul style="list-style-type: none">• Make sure the serial port settings are configured correctly.• Make sure the serial cable pinouts are correct and that the cable is not damaged.• If you have the Intermec Windows driver for an RS-232 printer installed on your PC, uninstall the driver.

PRINTER MAINTENANCE

- **Cleaning the printer:** To properly maintain the printer, you should clean it regularly. Follow these guidelines for cleaning the printer:
 - Always remove the power cord before cleaning.
 - Never spray the printer with water. Protect it from water when cleaning the premises.
 - Never use any sharp tools for removing stuck labels. The printhead and rollers are delicate.
- **Cleaning the Printhead:** Cleaning the printhead on a regular basis is important for the life of the printhead and for the print quality. You should clean the printhead each time you replace the media. Follow this procedure to clean the printhead using the cleaning card. If you need to clean additional residue from the platen roller or tear bar, use a cotton swab moistened with isopropyl alcohol.

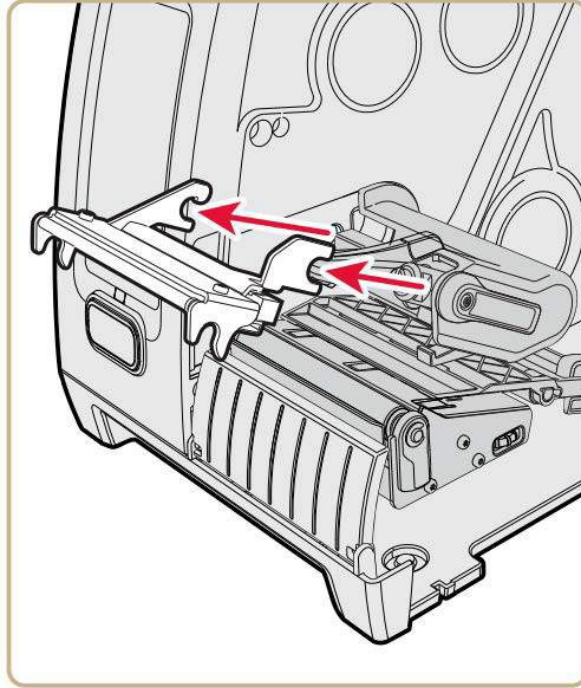
Caution: Never use hard or sharp tools to peel away stuck labels or other material. The printhead is delicate and can easily be damaged.

1. Turn the printer off and disconnect the printer from power.
2. Open the media cover.
3. Remove the media and ribbon (if installed).
4. Insert most of the cleaning card under the printhead, and then lower the printhead.

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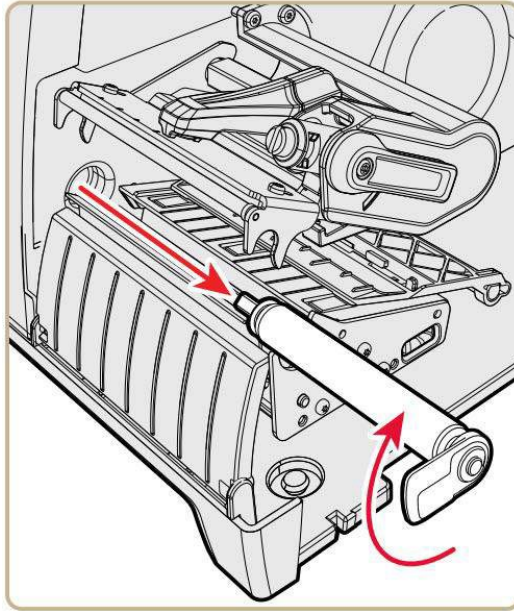
5. Pull out the cleaning card and raise the printhead.
 6. Wait for approximately 30 seconds to allow the cleaning fluid to dissolve the residue.
 7. Repeat Steps 4 through 6 if necessary.
 8. If necessary, clean residue from the platen roller or tear bar with a cotton swab moistened with isopropyl alcohol.
 9. Once the parts are dry, replace the media (and ribbon) in the printer.
 10. Close the media cover, reconnect power, and turn on the printer.
- **Cleaning the Media Guides:** Both the upper and lower media guides are transparent to allow light to pass between the two parts of the label gap and label mark sensors. It is important to keep these surfaces free of dust, stuck labels, and adhesive residue.
 1. Turn the printer off and disconnect the printer from power.
 2. Open the media cover.
 3. Remove the media and ribbon (if installed).
 4. Insert a cleaning card or a soft cloth soaked in isopropyl alcohol between the two media guides to clean them.
 5. Wait for approximately 30 seconds to allow the cleaning fluid to dissolve the residue.
 6. Once the parts are dry, replace the media (and ribbon) in the printer.
 7. Close the media cover, reconnect power, and turn on the printer.
 - **Replacing the Printhead:** You need to replace the printhead periodically when it wears out due to the rapid heating and cooling process used during printing. How often you need to replace the printhead depends on factors such as what type of images you print, the type of media or ribbon you use, the amount of energy to the printhead, the print speed, and the ambient temperature of the room you print in. The firmware detects the new printhead when you restart the printer.
 1. Turn the printer off and disconnect the printer from power.
 2. Open the media cover.
 3. Remove the media and ribbon (if installed).
 4. Turn the printhead lift lever counterclockwise to raise the printhead.
 5. Detach the magnetic pressure arm from the printhead bracket and disconnect the two cables from the printhead as you remove it from the printer.

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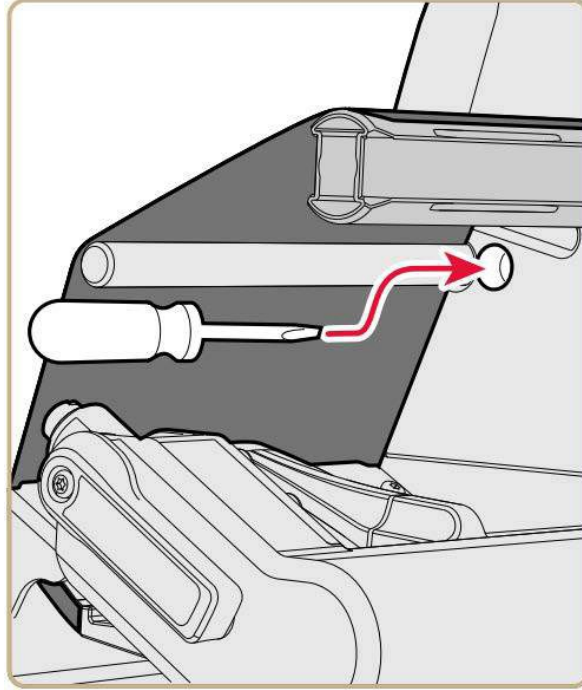
6. Connect the two printhead cables to the new printhead.
 7. As you insert the new printhead bracket into the printer, make sure the metal arms on the printhead go around the magnetic pressure arm bar. Attach the magnetic pressure arm to the printhead.
 8. Replace the media (and ribbon) in the printer.
 9. Turn the printhead lift lever clockwise to lower it.
 10. Close the media cover, reconnect power, and turn on the printer.
- **Replacing the Platen Roller:** If the printer platen roller gets damaged or wears out, it is easy to replace. On the PM43 printer, you can store a spare platen roller in the holder located under the media holder. Just insert the platen roller as you would into the printer and then turn the latch counterclockwise to secure it to the printer base.
 1. Turn the printer off and disconnect the printer from power.
 2. Open the media cover.
 3. Remove the media.
 4. Turn the printhead lift lever counterclockwise to raise the printhead.
 5. Rotate the platen roller latch clockwise to detach it from the printer and pull the platen roller away from the printer.

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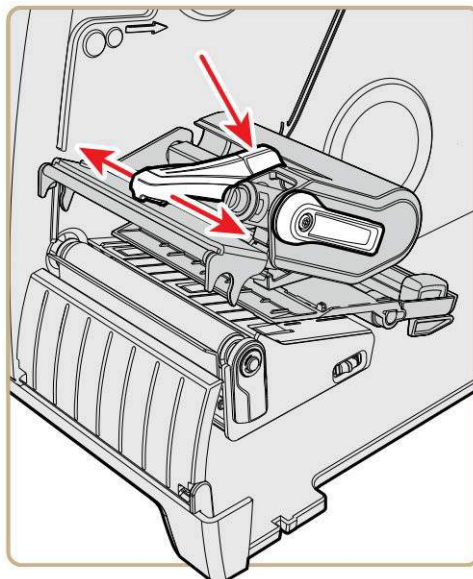


6. Insert the new platen roller into the printer and secure it by turning the latch counterclockwise.
 7. Reload media and turn the printhead lift lever clockwise to lower it.
 8. Close the media cover, reconnect power, and turn on the printer.
- **Prevent Ribbon Wrinkling:** If you have problems with the thermal transfer ribbon getting wrinkled, try adjusting the ribbon tension bar.
 1. Open the media cover.
 2. Use a large straight-slot screwdriver to adjust the ribbon tension bar:
 - Turn the tension bar screw clockwise to move the bar backward and decrease the tension.
 - Turn the tension bar screw counterclockwise to move the bar forward and increase the tension.

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- **Adjust the Printhead Balance:** If your labels are printing lighter on one side than the other, you probably have an unbalanced printhead. The printer is adjusted at the factory for full-width media. If you are using media that is less than full-width (4 inches or 102 mm), Intermec recommends that you adjust the position of the printhead balance arm so that the printhead is correctly pressured against the media.
 1. Open the media cover.
 2. If you have thermal transfer ribbon installed, remove it.
 3. Turn the printhead lift lever counterclockwise to raise the printhead.

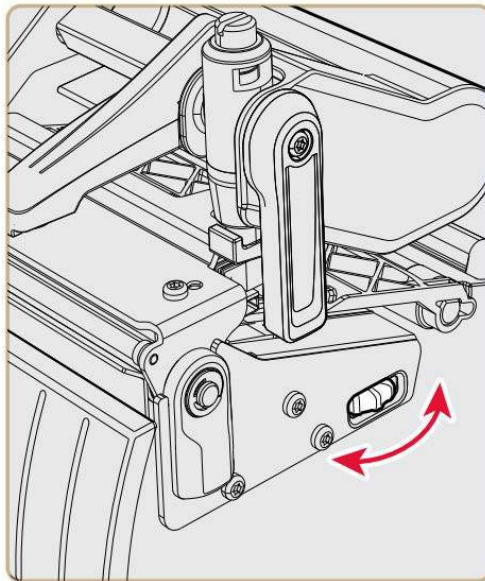


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4. Press down on the blue part of the printhead balance bar and move it:
 - Outward for wider media.
 - Inward for narrower media.
 5. Close the printhead and load the ribbon.
 6. Test and readjust the printhead balance if necessary.
 7. Close the media cover.
- **Adjust the Label Gap and Black Mark Sensor:** The label gap sensor is a transmissive sensor that controls how the printer feeds media by detecting gaps between the labels. The black mark sensor is a reflective sensor that detects black marks on continuous media.

The sensor contains a blue LED which is strong enough to see through media. You can use the blue LED to help determine the proper location for the sensor.

1. Open the media cover.
2. Adjust the label gap and black mark sensor. Ensure it is not located over a gap in the labels:
 - Turn the sensor adjustment knob counterclockwise to move the sensor toward the outside of the printer.
 - Turn the sensor adjustment knob clockwise to move the sensor toward the inside of the printer.



3. Close the media cover.