

FAMJET M5



INSTRUCION
MANUAL

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Introduction

Thank you for purchasing our Famjet M5 ink jet printer for industrial use.

In order to use this unit properly, read this instruction manual carefully.

Please keep this instruction manual on hand so that you can consult it whenever any question and/or trouble arises while in use.

Introduction:

Instruction manual describes how to operate and how to maintain the ink jet printer for industrial use. Read this manual thoroughly and use this printer properly.

About this manual:

This manual is intended only for Famjet series.

This manual shall not be reproduced in part or in whole without our permission. Every effort has been made to prepare this manual. However, if you have any questions or find any errors in this manual, please contact FAM Favata Advanced Marking S.R.L.

This manual is subject to change for improvements, etc. without notice.

Disclaimer:

We shall not be liable for any damage caused by fault, malfunction or defect of the Famjet series (hereinafter called "this product").

We shall not be liable for any matters if any parts, accessories or consumables other than the genuine parts are used, or any unauthorized modification, etc. are carried out

Environment:

1. Temperature: 5-35°C (to be verified based on type of ink used).
2. Humidity: 10%-70%.
3. No condensing.
4. Dust Free.
5. Avoid installations near electromagnetic noises caused by motors and such.

Operation safety:

Make sure the system is completely off before removing any connection.

Only qualified personnel trained by the manufacturer can repair the electronic parts of the system.

Static electricity may damage the printer.

Discharge from static electricity before touching the printer.

Installation

What's inside the Famjet M5:

- 1x Controller 5 "
- 1x Power cable;
- 1x Power supply;
- 1x 3 x 30x30x300mm Brackets * ;
- 1x Printhead;
- 1x Printhead's cable

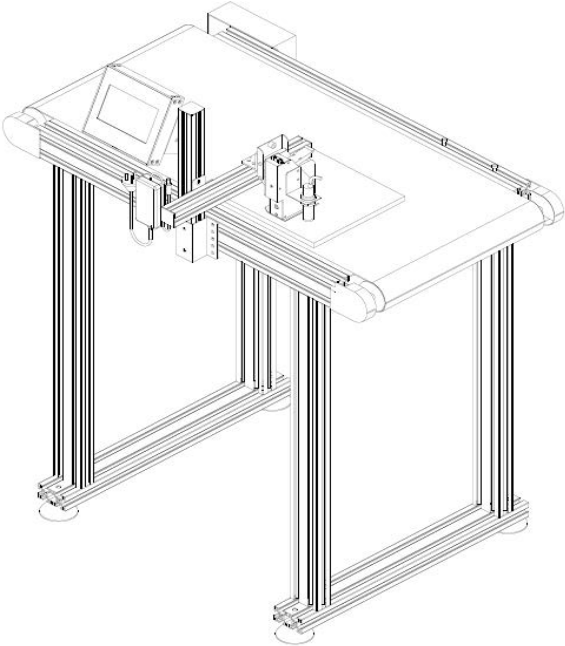
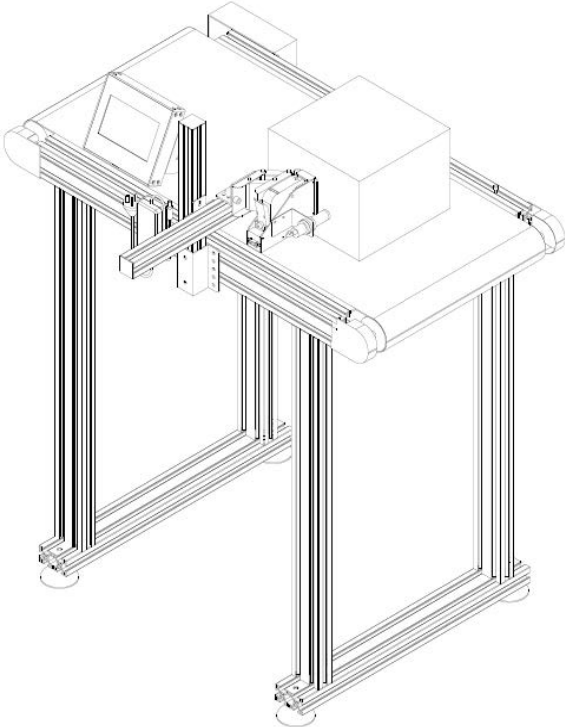
*: quantity may vary based on the customer needs.

Installation procedure:


1. Unpack the box.
2. Install or remove the brackets as you need.
3. According to the type of application, fix the print head and the photocell in the most suitable point
4. Connect the AC power supply cable and the print head cable to the printer.

Note: The drop throw distance should be within 3-4mm, recommended distance is 1mm.

Installation examples :





Main Menu


Press the  icon to get into the home tab.



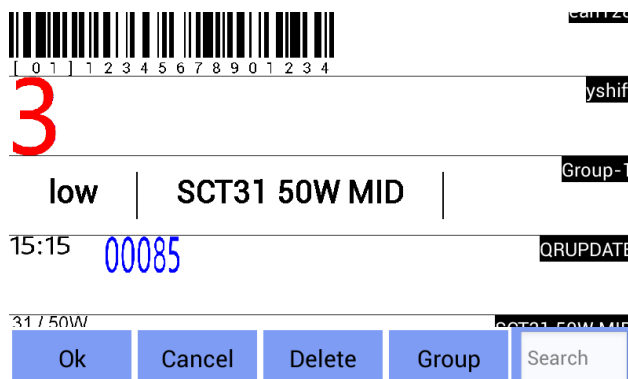
From here you can see the status of the printer and many other parameters:

Press  to activate “**print ON**” mode. The printer will print the selected message every time the photocell gets triggered. While “print ON” mode is activated every change done in the settings menu and in the printing editor won't get applied to your current print. Select “print OFF” mode to apply those changes.

Press  to activate “**print OFF**” mode. The printer will not react to the stimulation arriving from the photocell. During this mode you can do maintenance to your printer, edit the print messages and the printer settings.

Press  to purge the nozzle (It will print a few black vertical lines from the nozzle columns to clean them from dust, impurities or dry ink).

Press  icon to choose between your saved messages.



From here you can find:

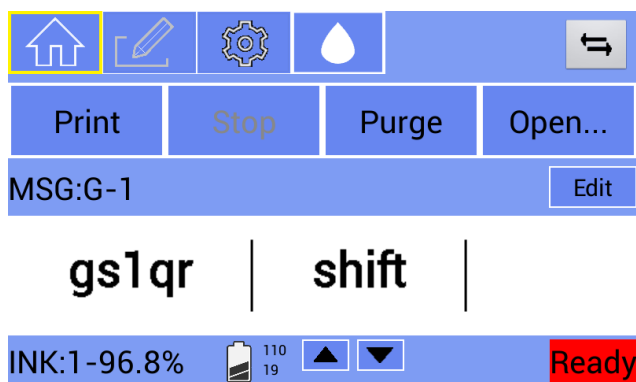
-**OK**: Select the message that you want to print and then click “ok” to save the changes.

-**Cancel**: Cancels all the changes made in this menu and goes back to the home screen.

-**Delete**: Deletes the selected message.

-**Group**: Select 2 or more messages to be printed sequentially. In the second appearing menu you can choose the order of the objects to be printed.

Note: print groups will print one object at a time. Ex: G-1 the printer will print the gs1qr message first then shift



Ink % level: the level of ink remained in the cartridge.

Note 1:if there is more than one cartridge this parameter will change every 2 seconds to let the user read all the cartridge levels. To understand which cartridge is displayed there is a number after the “INK:” text that indicates which printhead is reading the cartridge level from.

Note 2 : If no cartridges are installed the ink level will be shown as RED --.

Note 3: When the ink level goes lower than 0.5% the system will start to beep intermittently. When the ink level goes to 0% the system will stop printing. The beep will become continuous.

Driving voltage and Pulse width: Close to the battery indicator there are two values which represent the driving voltage and the pulse width of the cartridge. They can be set differently in the settings tab.

Arrows: Quickly select the next or previous message saved in the memory.

Status indication : Displays in the lower right part, whether the system is in standby or printing.

Editing menu:

Through this menu it is possible to create new messages, or to edit messages already saved in the memory. (More details will be explained in the next chapter)



Parameters menu:

Through this menu it is possible to edit parameters.



There are 2 password-protected levels for Level1 and Level2. **The level 1 password is “ok”, while the level 2 password is “f12”.**



Each message will have its own parameters in memory, to save these parameters as "default" press the corresponding icon: "Save as default" as well as to load the default parameters by pressing "Load from default"

Ink menu:

Through this menu it is possible to check and reset print counters.

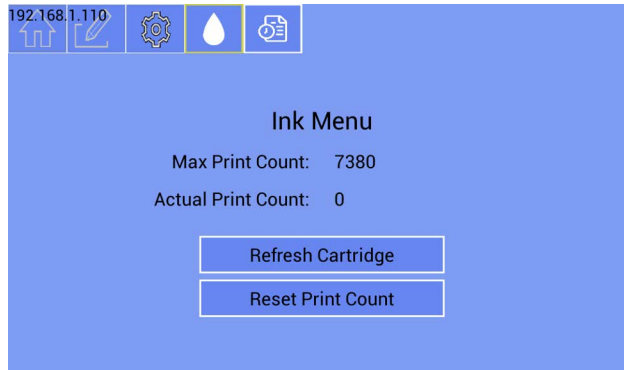


Max print count: reminds the user the total number of the prints that the printer has done until that.

Actual print count: tells the user how many prints have been printed after last reset.

Refresh cartridge: press this icon after inserting a new cartridge, then the level will be read at 100%.

Reset print count: reset the value of print count.




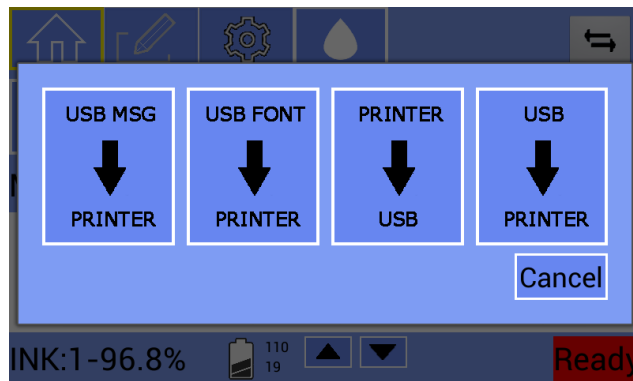
Memory menu:


This menu displays print infos of each message. “ Save “ icon writes into printer flash memory an excel file with infos. To save these informations on the usb key press from Printer to usb in the upper right part (main menu).

Message Name	Print Count	Last Print Time
stx	31	2023-08-23 15:56:40
ttx	11	2023-08-23 15:56:55
t	20	2023-08-23 15:57:11
SCT31 50W MID	24	2023-08-23 15:57:47

USB menu:

On the top right side of main menu, there is the  button.




Insert the USB drive and then press the  key.

Press USB MSG to PRINTER to **add** all messages files **from the USB drive to the printer**.

Press USB FONT to PRINTER to **add** all fonts files (font folder into usb) **from the USB drive to the printer**.

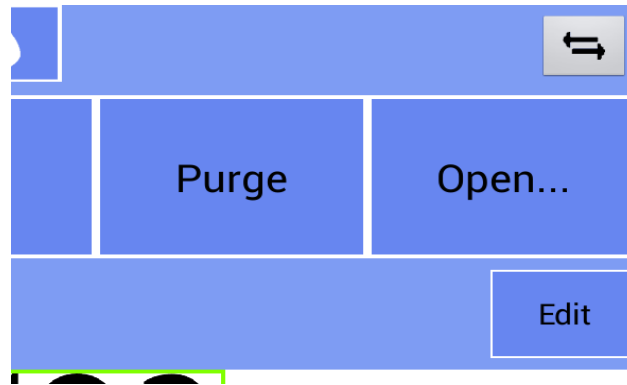
Press Printer to USB to **add** all messages files and parameters **from the printer to the USB drive**.

Press USB to PRINTER to **add** all messages and setting files **from the USB drive to the printer**.

Note1:  with an empty USB drive, the system will reset all the settings and messages saved in the printer.

Note2: It is recommended to copy all files stored in the printer into the USB drive and then do a backup on a computer to make sure no files will be lost.

Main window-icon EDIT:




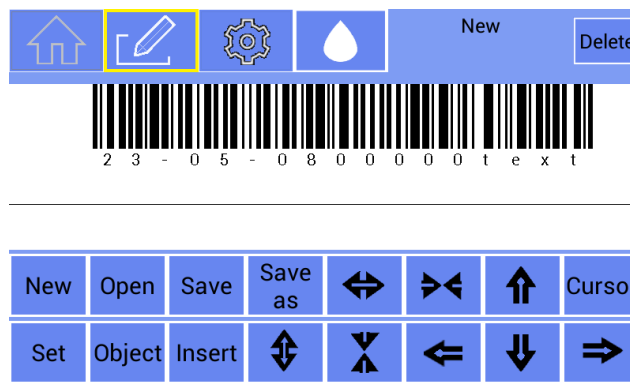
This icon has been added to the main menu to quickly edit text, counters or autodata.

Print editor menu


The basics of the printing editor:

Note: The printing message can be created or edited using both the printing editor (already integrated in the printer) and the TL-linker program which can be found in the USB drive. TL-linker is a Windows PC software that can create much more complex messages than the integrated editor and it's easier to use, for more information about TL-Linker software read its user manual.


To open the printing editor tab click on the  button on the top of the screen.




Press:


 keys to adjust the size of the object.


 keys to move the object.

 keys to create, open or save a message/
image

 key to open the object list.

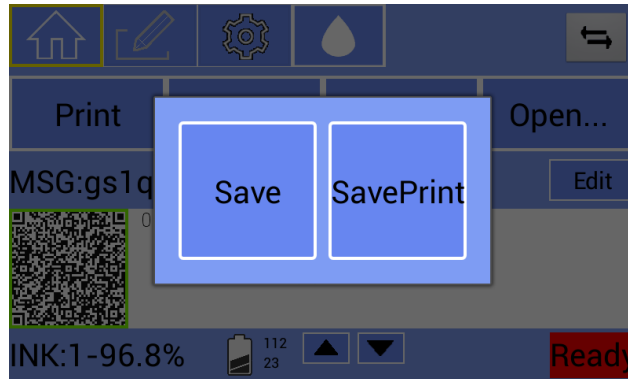
 key to edit the selected object. -Note: the object selected can be recognized by a green line surrounding it.

 key to add a new object.

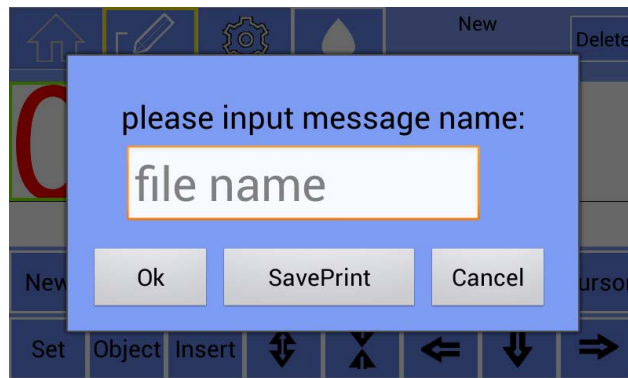
 key to select the cursor mode. If enabled, the arrow keys will move the cursor and not the selected object.

Every time you create or edit an object make sure to save it before exit

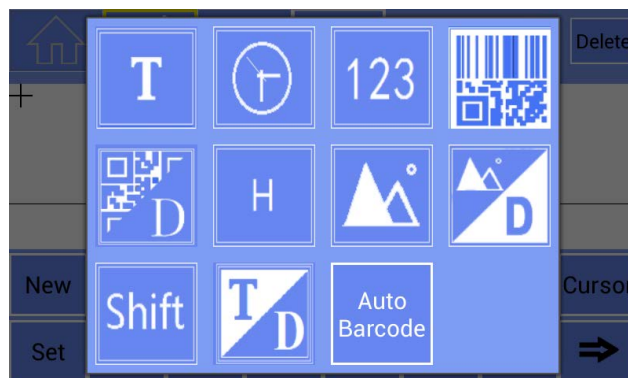
Note: When you click on **Save** you can both save your file or you can save and then print it immediately after with the “Save Print” button.



If you are saving a new file, or if you press "Save as", the system will ask you to assign a name to the saved message. Name cannot contain "/"



Insert window:







After pressing the Insert icon, a second window will appear and allow you to select:

-
1. Text;
 2. Autodata;
 3. Counter;
 4. Barcodes;
 5. Dynamic barcodes;
 6. Alpha hour;
 7. Logo;
 8. Dynamic Logo;
 9. Shift code;
 10. Dynamic Text;
 11. Auto-barcode.

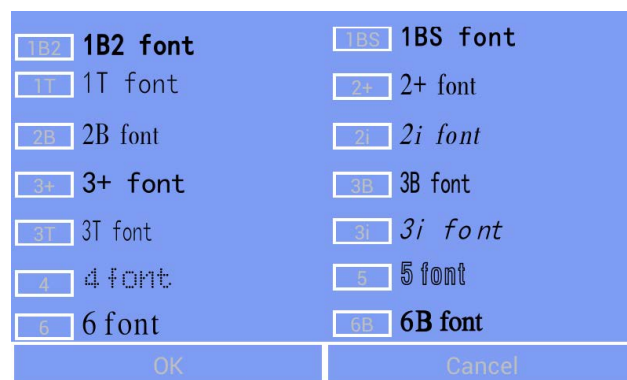
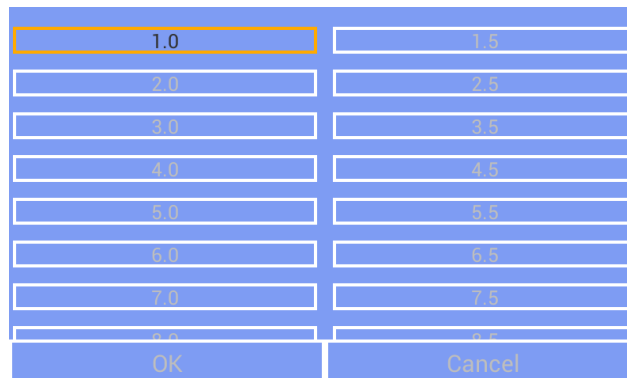
The various objects will be displayed below:

1. Text message :

- A. Press the  icon to get into the editor window.
- B. Tap on  to create a new printing message or open an existing one by pressing .
- C. Press the  icon to add a new object.

Object ID	<input type="text" value="1"/>
Horizon	<input type="text" value="0.0"/> mm
Vertical	<input type="text" value="0.0"/> mm
Rotation	<input type="text" value="0"/> ▼
Size	<input type="text" value="12.7"/> mm
Content	<input type="text" value="text"/>
<input type="button" value="OK"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>	

Insert the text you want to print in the **Content** text box.
If needed, you can personalize your text by tweaking the height and the font of the text.



The main Android fonts will be displayed at the top of the font page, and the main Windows fonts at the bottom. If you need a particular font not present into the list, you will need to save the font (tff format) in the usb key, font folder, and then press the double arrows at the top right and copy font from usb to printer.



You can set the X & Y coordinates (horizontal and vertical indication) from this menu and if you need to move the object selected you can also use the arrow keys in the main menu of the printing editor.

Press the OK icon to save and quit from the text editor.

Font height, font type and coordinates will then be repeated for all subsequent objects.

2. Autodata:


Ref ID	0	
Format	▲	
Type	YYYY	
Offset	YYYY.MM.DD	
15 min update	YY-MM-DD	
	▼	
OK	Cancel	Delete

Insert the date: press the  icon to add a new object and then the  icon. It will pop up the object editor window. From this menu the operator can:

- Select the date/hour format, (also Julian date can be selected).
- Select the time offset in days (useful to indicate the expiration date of a product).
- Font type and size.

15 min update: by inserting the flag on this option, the clock will be updated every 15 minutes.

3. Counter:

After pressing the  icon the counter editor will show up as below:

Object ID	1	
Horizon	0.0	mm
Vertical	0.0	mm
Rotation	0	▼
Size	12.7	▼ mm
Content	00000	
OK	Cancel	Delete

Ref ID	0
Digits	5
Start	0
End	0
CID	0
Step-Len	1
Repeat	1
<div style="display: flex; justify-content: space-around;"> OK Cancel Delete </div>	

From here you can set various parameters:

Content: the first value that will be printed.

Ref Id: counter “name” into the parameters.

Digits: how many digits will be shown during the print.

Start: the first value that will be printed after the reset.


End: the value at which the counter will be reset.

CID: chooses which counter to use. The printer can have up to 10 different counters that will change their value independently from the others. To see which value is saved for every counter go to the settings tab and search for “CounterX” (X = from 0 to 9), from parameter 45 to parameter 54.

Step-Len: how much the counter will be increased after each print.

Repeat: how much time the counter will be repeated before next change.

4. Insert 1/2D barcode:

Press the  icon. The barcode editor will show up. From here you can set:

-**Content:** the content that will be read by the barcode scanner.

-**Code type:** which type of barcode will be used.

The available barcodes at the moment are:

EAN8, EAN13, CODE 128, CODE 39, ADVC128B, ADVC128C, UPCA, ITF14, QR, GS1 QR, DM, GS1 DM.

-Show: Show or hide the barcode content in the lower line.

A screenshot of a configuration dialog box for a barcode. The dialog has a blue header and footer. The 'Content' field contains '123'. The 'Code Type' dropdown is set to 'CODE_128'. The 'Show' checkbox is checked. The 'Font Size' field is set to '20'. At the bottom, there are three buttons: 'OK', 'Cancel', and 'Delete'.

A screenshot of the same configuration dialog box, but with the 'Code Type' dropdown menu open. The menu lists several options: 'ADVC128B', 'ADVC128C', 'UPC_A', and 'ITF_14'. The 'Show' checkbox is unchecked. The 'Font Size' field is set to '20'. The 'OK', 'Cancel', and 'Delete' buttons are visible at the bottom.

5. Dynamic Barcode

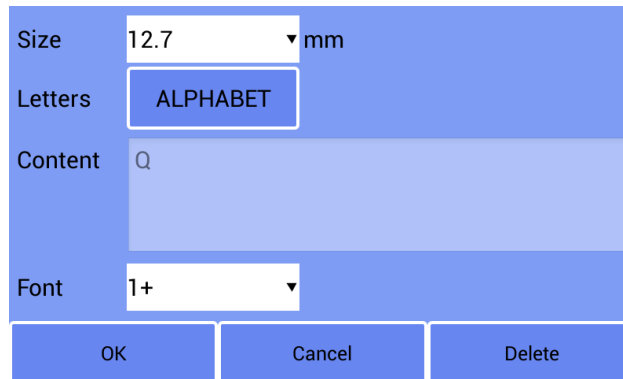
By dynamic barcode we mean a code that changes its image and content based on the commands sent from external software. So this menu allows you to enter the type and size of the code, but you won't need to enter its content.

The available codes are the same as the previous choice for code selection in static format

6. Alpha hour :

Alpha hour is the letter-translated hour of the day. It goes from A (00:00 AM) to X (11:00 PM or 23:00). Minutes are not displayed.

Press the Icon to insert the alpha hour. Note: hour will change automatically



To edit the character press the alphabet icon then touch the text to modify and confirm with the ok icon





7: Insert a logo :

A message with a logo can be created in two ways. The first, using TLink software, the message is created and imported to the controller via USB stick, or via LAN/WiFi connection. (for this option see the TI linker manual). To create the message directly from the controller:


In order to print a logo or an image the user needs to have a Monochrome bitmap (.bmp extension) file loaded in the “pictures” folder of the printer’s USB drive. If there are no “pictures” folders, create it, before this press PRINTER to USB icon, the printer will overwrite all messages, settings and pictures stored into the printer to avoid the risk of losing the user data.

Once you’re sure to have the .bmp file in the right folder insert the USB drive in the printer and click on the USB to PRINTER button on the home screen to load it in the printer’s flash memory. Reboot the controller.

Press the  icon to get into the editor window and click on Insert. Press the  icon to insert the logo.

Object ID	1	
Horizon	0.0	mm
Vertical	0.0	mm
Rotation	0	▼
Size	12.7	▼ mm
Image	0	
OK		Cancel
		Delete

To select the logo saved in the memory, press IMAGE, the following screen will appear.

	LODES NOKRĀSOTAS ZILĀ KRĀSĀ	LODES NOKRĀSOTAS ZILĀ KRĀSĀ	PATRONA 5.56x45mm MĀCĪBU
bitmap.bmp	Lodes.bmp	nokr.bmp	patr.bmp
Ok			
Cancel		Clear	

To select the logo to insert, press on the logo and confirm with the OK icon.

You can change the size of the logo by pressing SIZE and also the rotation.

8. Dynamic Logo

By dynamic logo we mean a logo that changes its image based on the commands that will be sent from external software. This helps faster printing if several different logos must be printed in the same message for subsequent printings

9. Shift code

The “Shift” value is a variable text box that changes its content based on the hour of the day. It can simulate the change of a turn in a production plant.

Clicking on the **SHIFT** button it will open the Shift editor. From here you can set the timer values and the text that will be shown during that period of time.

Example:

Shift1	[900]	[A]	From 09:00 to 13:05 the printed text will be “A”
Shift2	[1305]	[B]	From 13:05 to 17:10 the printed text will be “B”
Shift2	[1710]	[1]	From 17:10 to 22:00 the printed text will be “1”
Shift2	[2200]	[2]	From 22:00 to 09:00 the printed text will be “2”

Note: displayed text or number can not be longer than 2 letters/digits;
Make sure that the hour/date of the printer is correct before using this object.

Font	1+	
Digits	1 bit	
Shift1	0	1
Shift2	600	2
Shift3	1200	3
Shift4	1800	4
OK Cancel Delete		

As for all the other objects it is possible to select the coordinates, the type of font and the number of digits of the code

10. Dynamic Text

By dynamic text we mean a text into the msg that changes its content based on the commands that will be sent from external software. So this menu allows you to enter the font and size of the text, but you won't need to enter its content.

Anonymous characters "#####" will be displayed in the editor page. While on the home page, during printing, the preview of the message sent by the external software will be displayed.

Object ID	1
Horizon	0.0 mm
Vertical	0.0 mm
Rotation	0
Size	12.7 mm
Content	#####
OK Cancel Delete	

11. Insert 1/2D Auto-barcode:

By Auto-barcode we mean a code that contains variable data such as autodata or counters, and which therefore can change automatically.

Horizon	0.0 mm
Vertical	0.0 mm
Rotation	0
Size	12.7 mm
Content	text
[Circular Icon] 123 T Apply	
OK Cancel Delete	

First select the type of variable barcode, then as for the other objects it is possible to select and modify the coordinates, the rotation and the size of the code.

To insert a variable object (and not as text) press the object icon, configure the options and then press the APPLY icon

Entering the Autodate:

The 'Date' dialog box has a blue background and a title bar with 'Date' and a red close button. It contains three input fields: 'Content' with the value '23-05-08', 'Format' with a dropdown menu showing 'YY-MM-DD', and 'Type' with a dropdown menu showing 'Day'. Below these fields are four buttons: a circular arrow icon, a box with '123', a box with 'T', and a box with 'Apply'. At the bottom are three buttons: 'OK', 'Cancel', and 'Delete'.

Select the autodata icon on the left side, then the type of autodata with relative offset if necessary and then press the APPLY icon. The selected date will be displayed in the upper content with another object if necessary.

Entering the Counter:

The 'Counter' dialog box has a blue background and a title bar with 'Counter' and a red close button. It contains three input fields: 'Content' with the value '0', 'Digits' with the value '5', and 'Start' with the value '0'. Below these fields are four buttons: a circular arrow icon, a box with '123', a box with 'T', and a box with 'Apply'. At the bottom are three buttons: 'OK', 'Cancel', and 'Delete'.

Select the counter icon on the middle, then all the setting for the counter and then press the APPLY icon. The selected counter will be displayed in the upper content with another object if necessary.

Entering the Text:

A software dialog box with a blue background. It contains the following elements:

- Step-Len**: A text input field containing the number "1".
- Repeat**: A text input field containing the number "1".
- Text**: A label with a small red square icon to its right.
- Content**: A text input field containing the word "text".
- Buttons**: A row of four buttons: a circular arrow icon, a button with "123", a button with a bold "T" icon, and a button labeled "Apply".
- Footer**: Three buttons labeled "OK", "Cancel", and "Delete".

Select the Text icon on the right, then edit the content and then press the APPLY icon. The selected text will be displayed in the upper content with another object if necessary

Example:




A software dialog box with a blue background, similar to the one above. It contains the following elements:

- Rotation**: A dropdown menu showing "0".
- Size**: A dropdown menu showing "12.7" followed by "mm".
- Content**: A text input field containing "23-05-0800000text".
- Buttons**: A row of four buttons: a circular arrow icon, a button with "123", a button with a bold "T" icon, and a button labeled "Apply".
- Footer**: Three buttons labeled "OK", "Cancel", and "Delete".

Settings Menu

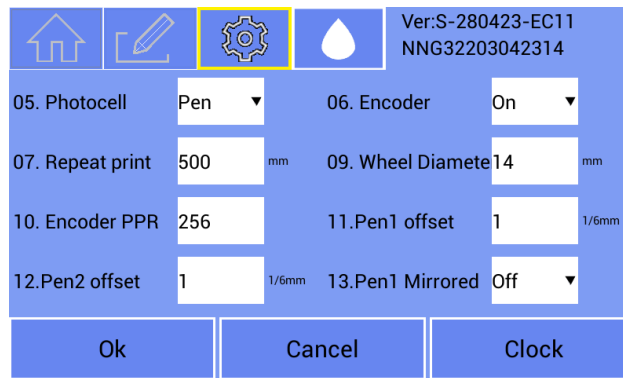
This section contains all of the information necessary to set your printer properly and reach its best print quality.

In order to enter and navigate through this menu:

- A. Press the  icon to get into the settings tab.
- B. Select your LEVEL (psw level1= ok psw level2=f12)
- C. Press the  icon to set the time and date.
- D. Press the  icon to get into the **system settings** mode supported by Android system.

From here you can set the system language, WIFI connection and the IP address.

N.B: parameters that are unique for each message can be saved or recalled in memory using the SAVE or LOAD icons.



Note: Based on your printer, select the right print head setting first. It is P° 31 :

Numbers of heads in use	Cartridge	Setting
1	1/2 inch or 12.7mm	12.7
2	1/2 inch or 12.7mm	2x12.7

Quick settings for M5-Series Printer:

LEVEL 1	(psw → ok)
1: Speed	Sets the conveyor speed, necessary to get the right printing width. The unit is in mm/s
2: Direction	Sets the direction of the conveyor. It can be left (the object is moving from right to left) or right (the object is moving from left to right)
3: Resolution	Sets the horizontal printing resolution (form 75 to 2400 dpi) to adjust the printing darkness/contrast
4: Delay	Sets a time after which the print starts. It is useful when the print needs to start after the trigger has been activated. The path is: Photocell activated -> Delay -> Print starts
8: Nozzle select	In the 12.7mm cartridges (1/2 inch) there are 2 nozzle columns. The user can choose which one to use (the left one or the right one)
LEVEL 2	(psw → f12)
5: Photocell	Sets which photocell you want to use: Pen: Not used for M5 Port: The printer will use the external photocell wired to the corresponding port OFF: The printer will not use the photocell, it is used for repeat printing Note: If there is more than one pen, only the first photocell will be enabled
6: Encoder	If the printer is equipped with a rotating wheel to detect the movement set it to "ON", if not, set it to "OFF"
7: Repeat print	If the photocell and the encoder are both set to "OFF", the system will repeat the print after the distance set in this parameter (calculated by the Speed in setting 1)
9: Wheel diameter	The value in mm of the wheel diameter used on the encoder
10: Encoder PPR	The pulse value used for the encoder
11: Pen 2 offset	Sets an additional delay for Pen 1 only
12: Pen 2 offset	Sets an additional delay for Pen 2 only
13: Pen 1 mirrored	If this is set to ON , pen 1 printing will be mirrored horizontally
14: Pen 2 mirrored	If this is set to ON , pen 2 printing will be mirrored horizontally

15: Pen 1 inverted	If this is set to ON , pen 1 printing will be mirrored vertically
16: Pen 2 inverted	If this is set to ON , pen 2 printing will be mirrored vertically
17: Date delay	Not used for M5
18: Clear zero	If this is set to ON, all the "0" digits before the most significant one will not be printed in the counter
19: Pen 3 offset	Sets an additional delay for Pen 3 only
20: Pen 4 offset	Sets an additional delay for Pen 4 only
21: Pen 3 Mirrored	If this is set to ON , pen 3 printing will be mirrored horizontally
22: Pen 4 mirrored	If this is set to ON , pen 4 printing will be mirrored horizontally
23: Pen 3 inverted	If this is set to ON , pen 3 printing will be mirrored vertically
24: Pen 4 inverted	If this is set to ON , pen 4 printing will be mirrored vertically
25: Auto voltage	If you set it as ON, the printer automatically detects the cartridge voltage from the RFID
26: Voltage setting	When "Auto Voltage " is OFF, this parameter manually sets the driving voltage
27: Auto pulse	If you set it as ON, the printer automatically detects the cartridge pulse from the RFID
28: Pulse width setting	When "Pulse Width" is OFF, this parameter manually sets the pulse width
29: Keep wet	This parameter sets after how much time the print head auto purges when it's not printing. Set to 100, the printer will eject from the nozzle some ink every 100ms. It helps the nozzle stay wet between printings. Default value:0 ms (OFF)
30: Photocell filter	It's a noise filter. Set it to 20, signals coming from the photocell under 20ms will be ignored. Default:60ms
31: Type	Printhead type (12.7 or 12.7x2)
32: Cnt reset	If enabled, the printer will erase the total number of prints done every time it turns off
33: Dotsize	Not used for M5

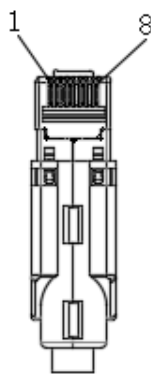
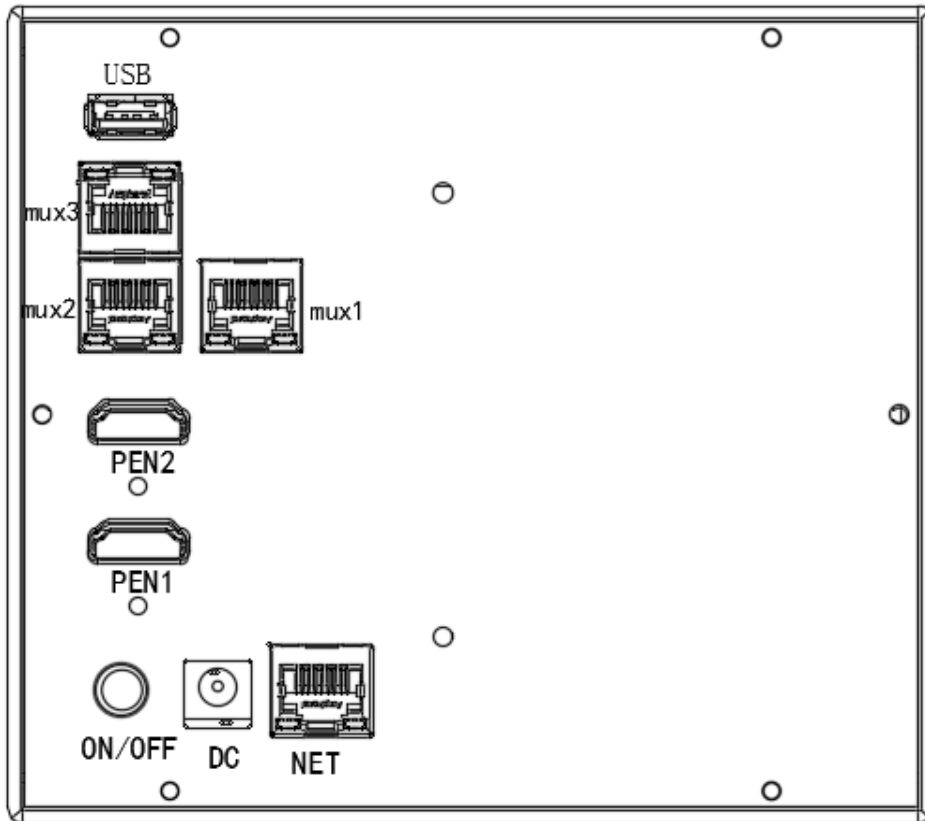
34: PWML	Not used for M5
35: STR	Not used for M5
36: Slant	Not used for M5
37: PWMH	Not used for M5
38: One for all	Parameter used to print the same msg as printhead 1. Ex if the value is 12, both heads will print the same msg
39: Data Source	This function sets the type of communication: Ex LAN or Serial or Via scanner reader
40: Beep	Set to on/off the internal buzzer
41: Reserved	Empty space reserved for future updates
42: On print	Not used for M5
43: Pens	Not used for M5
44: Brightness	Adjusts the brightness of the printer when it's in standby mode. To regulate the overall brightness go to android settings ->display->brightness
45: Counter 0	Last value printed using the counter with CID N°0
46: Counter 1	Last value printed using the counter with CID N°1
47: Counter 2	Last value printed using the counter with CID N°2
48: Counter 3	Last value printed using the counter with CID N°3
49: Counter 4	Last value printed using the counter with CID N°4
50: Counter 5	Last value printed using the counter with CID N°5
51: Counter 6	Last value printed using the counter with CID N°6
52: Counter 7	Last value printed using the counter with CID N°7
53: Counter 8	Last value printed using the counter with CID N°8

54: JFRL	Not used for M5
55: Input	Not used for M5
56: FIFO	Fifo-Buffer type, set it @ 20 for fast speed
57: HD	If ON set new HD resolution
58: Print (No Bulk)	Not used for M5
59: Bulk	Not used for M5
60: Log	When on, log is saved into flash memory
61: Dual Column	When @50 with encoder on, 2 columns are on
62: Obj Size	When @0 text width will change when more chars are used during editing, when 1 width will not change
63: SC level	Not used for M5
64: Fdb Type	Set @1 for feedback after print result
65: Slant2	Not used for M5
66: ADJ2	Not used for M5
67: ENC Filter	Set this value to remove noises from encoder when print result is not necessary
68: ENC Dir	This will prevent inverted print result and set encoder direction
69: Warming	PW settings
70: Repeat print	Function used for customized sw
71: Reserved	Empty space reserved for future updates
72: Fast print	Set the buffer mode to print fastly
73-94 Reserved	Empty space reserved for future updates
95: SS min	Minutes to wait for the screen saver to start

96: SS pin	Password for unlocking the screen saver
97: Reserved	Empty space reserved for future updates

I/O ports

M5



mux1

1. 12v
2. GND
3. IN6
4. OU5
5. OUT4
6. IN5
7. PHO IN
8. ENC IN

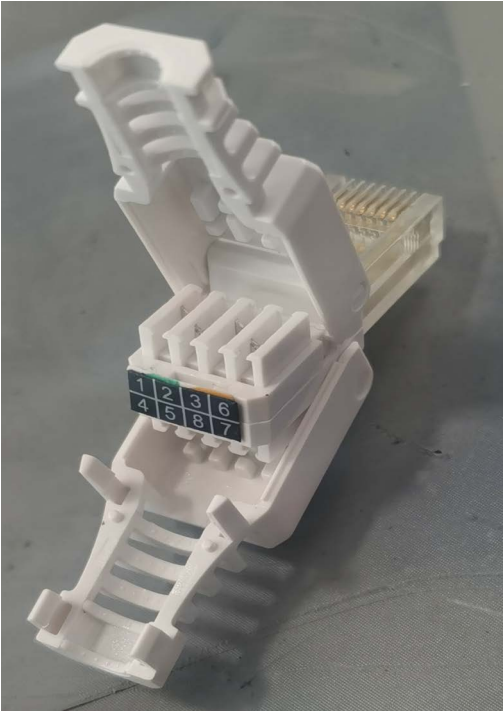
mux2

1. 12v
2. GND
3. TXD
4. OUT3
5. OUT1
6. RXD
7. PHO IN
8. ENC IN

mux3

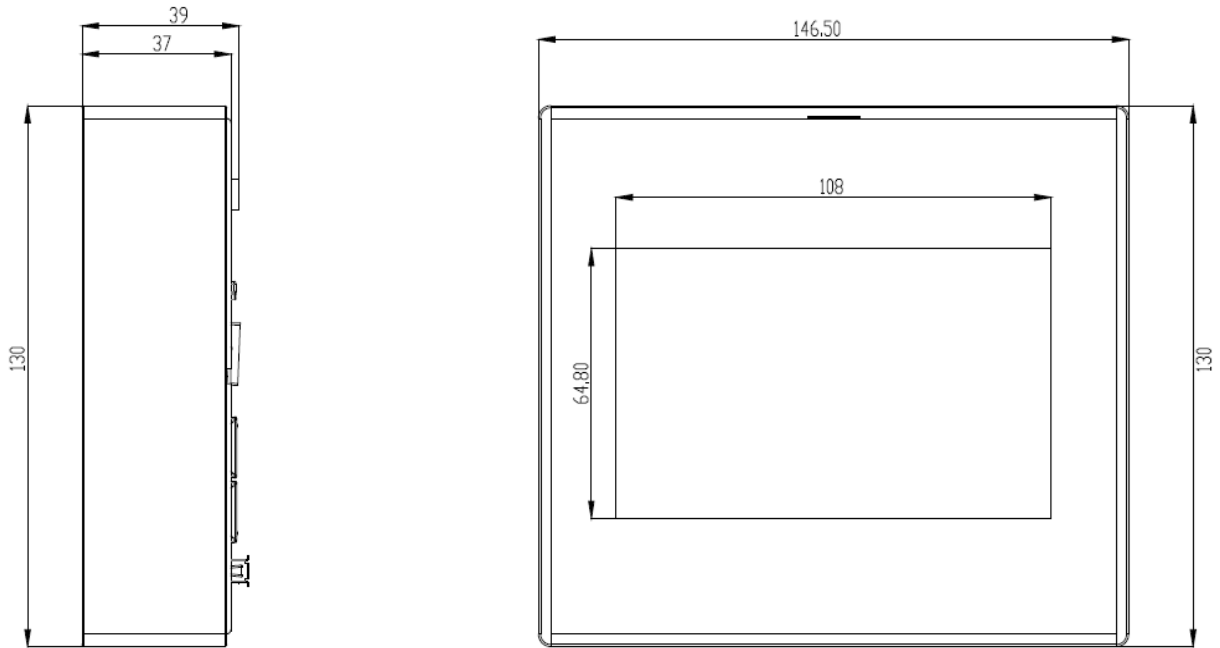
1. 12v
2. GND
3. IN4
4. IN3
5. IN2
6. IN1
7. OUT2
8. OUT1

Connector Diagram:

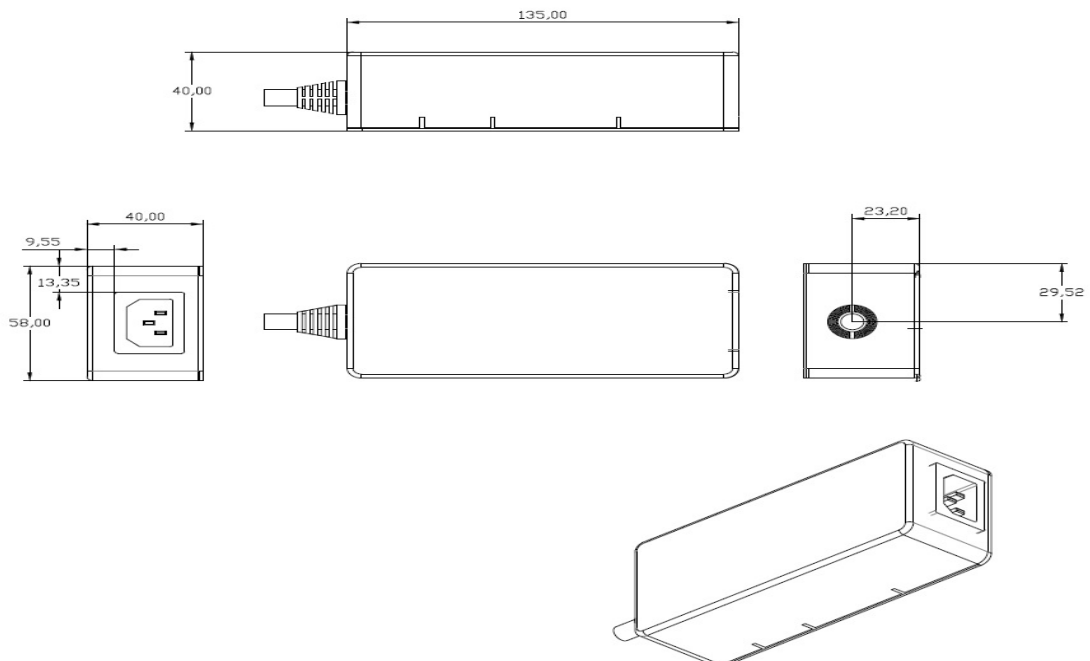


Drawings

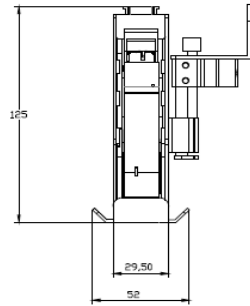
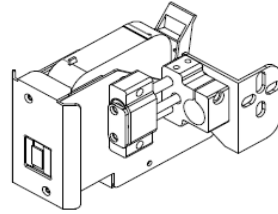
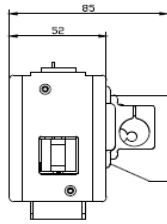
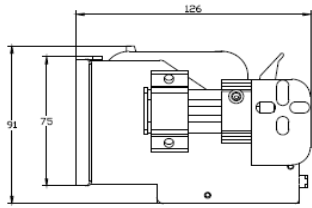
Controller:



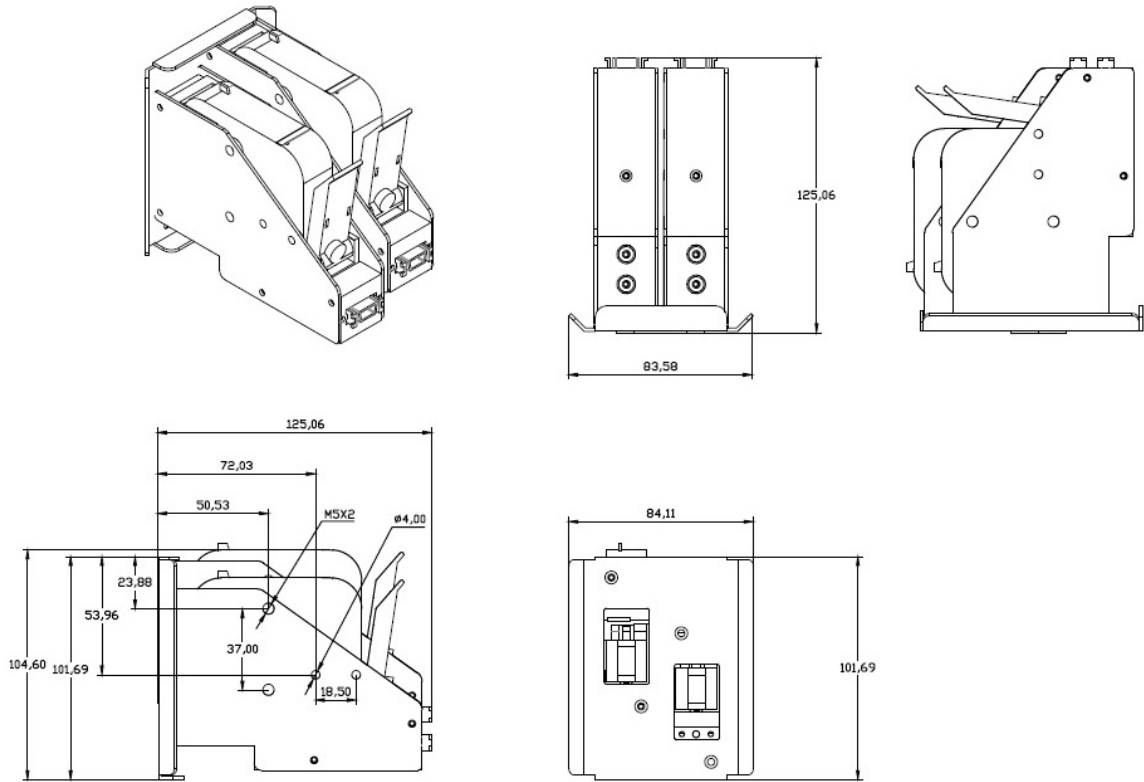
Psu:



Single print head:



Dual print head:



Troubleshooting

BAD PRINTS AND HORIZONTAL BLANK SPOTS: If the printer is leaving horizontal blank spots the reason may be due to the dirty cartridge. If the nozzles are dirty or the ink is dry it can obstruct the nozzles causing a bad print quality. To fix this issue try to clean the cartridge. Try to change value for P08. If the problem persists change the cartridge with a new one.

INK ERROR-RFID ERROR: If your printer is giving you this error check the following steps: Make sure the cartridge is inserted correctly. Check the presence of the RFID sticker on the bottom part of the cartridge. This chip indicates to the printer the presence of the cartridge, the ink type and the remaining ink percentage used. Be sure to use the right cartridge for your printer. Make sure that the pen cable is connected properly on both printhead and controller sides. Use the screws of the connector to ensure a stable connection between the parts. If the problem persists please call your local service team.

PRINT COUNTER NOT INCREASING, THE SYSTEM IS NOT PRINTING: If your printer doesn't respond to the Print command please check the sensor. Try to use another sensor and test the printer without it (p5:off). Otherwise when the printer responds to the Print command but it does not print and the print counter into the ink menu does not increase make sure that the encoder is set to OFF. Go to the page setting and click on the P06. Encoder. If the parameter is ON set it to OFF. Make sure that the pen cable is connected properly on both printhead and controller sides.

STRETCHED AND CROPPED PRINTS: If the print has not the same proportions of the printing preview make sure that your conveyor speed is set correctly. Go to P01.Speed parameter and check if it's set at the same speed of your conveyor line.

FADED OR HIGH CONTRAST PRINTS: If your prints are too faded or too dark regulate the P03. Resolution parameter. The more the resolution (DPI) is high the more the print will have a higher contrast and it will be much more visible. Note: Higher DPI will increase ink consumption.

PHOTOCELL IS NOT RELIABLE DURING PRINTS: If your printer is not reliable in detecting an object passing in front of its photocell make sure that it's clean to prevent accidental prints. First remove the cartridge from the print head, then take a humid paper towel and pass it on the photocell. Dry it out and put the cartridge back in. Also make sure that the photocell filter is set correctly (P30. Pho Filter). If this parameter is too low the printer may read the same signal from the photocell multiple times causing unwanted prints. If this parameter is too high the printer may not read all of the signals coming from the photocell. Recommended value: 60ms.

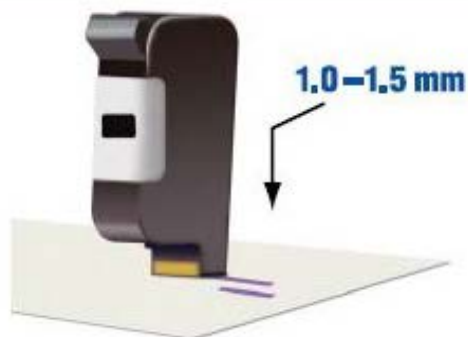
SETTING CHANGES NOT BEING SAVED IN THE PRINTER: If your printer is not saving new settings make sure to: 1. Check that your printer is not on "Print mode ON" (Home tab, page 6). While changing parameters the printer needs to be set to "Print mode OFF". 2. Make sure to click OK in the bottom left of the screen after changing the parameters. The password is "ok" for level 1 and f12 for level2.

Print cartridge maintenance and handling:



Nozzle-to-paper distance

For best print-quality results, maintain 1.0 mm to 1.5 mm printhead nozzle-to-paper distance.



Printhead cleaning

To maintain good print quality, wipe excess ink from the printhead.

1. Use a lint-free cloth, moistened with deionized water.
- 2–3. Wipe slowly and lightly across tip of the long edge with the printhead facing down as shown.

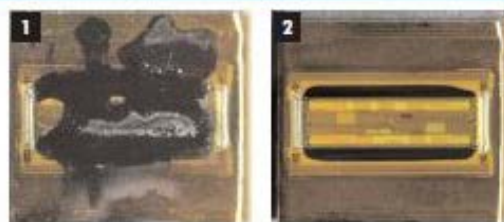
Important notes

- Do not use force or a dry cloth to avoid scratching the nozzles.
- Do not use a cloth with lint to avoid clogging the nozzles.



Does your print cartridge need cleaning?

1. This dirty printhead requires wiping.
2. This is how your printhead should look after cleaning.



Purge the nozzles

If your print cartridge sits inactive for a period of time, you should purge the nozzles by following these steps.

- Wipe the print cartridge as show in the Printhead Cleaning section above.
- Print a few lines of high-resolution text (600 dpi or higher).
 - Higher resolutions exercise more nozzles and push out more ink.

Important note

- Do not shake the cartridge as ink pressure will damage the nozzles.



Short- and long-term storage procedures

If stored for less than two days

- Leave print cartridge in the machine, capped or uncapped.
- Wipe and purge the print cartridge next time it is used.

If stored for more than three days

- Leave print cartridge capped if the printing system has a capping station.
- To prevent print cartridge from drying out, place it in an airtight container with a damp cloth or sponge.
- Close the container tightly.
- Wipe and purge the print cartridge next time it is used.



Support

If you have any other question about our Famjet printer or if you have any problem that the troubleshooting paragraph doesn't cover please contact us at:

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