



Operators Guide



TRANSACT
Technologies Incorporated

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REV E

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Change History

Rev A	Initial version	August 2012
Rev B	Edits and revised paper load photos	September 5, 2012
Rev C	Added generic photographs and revised formatting for release	October 8, 2012
Rev D	Add new startup and international menu options, other updates	March 25, 2013
Rev E	Removed Rev D change - Reverted back to Rev C	April 10, 2013

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Federal Communications Commission Radio Frequency Interference Statement

The Ithaca® 9700 Printer complies with the limits for a Class A computing device in accordance with the specifications in Part 15 of FCC rules. These regulations are designed to minimize radio frequency interference during installation; however, there is no guarantee that radio or television interference will not occur during any particular installation. Interference can be determined by turning the equipment off and on while the radio or television is on. If the printer causes interference to radio or television reception, try to correct the interference by one or more of the following measures:

- Reorient the radio or television receiving antenna
- Relocate the printer with respect to the receiver
- Plug the printer and receiver into different circuits

If necessary, the user should consult their dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet prepared by the Federal Communications Commission helpful: How to Identify and Resolve Radio/TV Interference Problems. This booklet is available from the US Government Printing Office, Washington, DC 20402. Ask for stock number 004-000-00345-4.

Canadian Department of Communications Radio Interference Statement

The Ithaca® 9700 Printer does not exceed Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Regulatory Compliance

FCC Class A
CE Mark
TUVc / TUVus

Disclaimer

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Chapter 1

Introducing your Ithaca[®] 9700 Printer

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About your Ithaca® 9700 Printer

The Ithaca® 9700 printer by TransAct® represents the very latest technology in on-demand thermal label printing for food safety and nutrition labeling, specifically designed for the needs of the food service industry. It builds upon the experience of the Ithaca® line of printers with a host of features specifically designed to improve the performance of food service labeling, including:

- Large, easy to read 8.4-inch touch screen
- Available in a 1 or 2-printer configuration
- Easy snap-in/snap-out printer mechanisms for flexibility and serviceability
- Ability to handle a variety of label widths and lengths
- Simple PC-based companion utility for quick menu changes
- Easy drop-in label loading
- Real-time clock to generate accurate “prep” and “grab-and-go” labels

These features and more let you quickly and easily integrate the Ithaca® 9700 with your food service applications, while giving you the quality, durability and uptime you have come to expect from Ithaca® by TransAct® printers.

Who Should Read This Guide?

This document provides information useful for end users who will install, configure, and operate the Ithaca® 9700 printer in their operations.

What Is Included in This Guide?

This Operators Guide includes information on the installation, specifications, and operation of the Ithaca® 9700 printer. It provides the following information to support your installation and operational efforts:

- Warranty and technical support information
- Specifications and functionality description
- Installation and operational procedures

We want you to have a trouble-free implementation with your TransAct® printer. For any issues not covered in this guide, quality technical support is available on-line at www.transact-tech.com, or by telephone or fax - consult the following pages for more details about our support services.

Technical and Sales Support

Your printer is backed by the resources of TransAct Technologies, a global technology firm with dedicated technical support and sales assistance. Here is how we can help you:

On-line Technical Support

Our web site at www.transact-tech.com is your on-line portal to obtaining technical assistance with your Ithaca® printer. Click on the Support link to find support information for your Ithaca® 9700 printer, including online access to drivers and documentation, or contact us via e-mail at support@transact-tech.com.

Telephone Technical Support

Live telephone support is available by contacting TransAct or one of its regional affiliates via the contact information listed in this section. To help us serve you faster, please have the following information ready when you call:

- The Model Number and Serial Number of the printer.
- A list of any other peripheral devices attached to the same port as the printer.
- What application software, operating system, and network (if any) you are using.
- What happened and what you were doing when the problem occurred.
- How you tried to solve the problem.

Warranty Information

Ithaca® 9700 Printers come with a standard warranty that commences upon shipment from factory, and covers parts and labor. An optional warranty, covering both parts and labor, may be purchased separately.

Return Materials Authorization and Return Policies

If a support technician determines that the printer should be serviced at a TransAct facility, and you want to return the printer for repair, we will issue you the Returned Materials Authorization (RMA) number that is required before returning the printer. Please prepare the printer being returned for repair as follows:

- Pack the printer to be returned in the original packing material.
- Do not return any accessories unless asked to do so by a support technician.
- Write the RMA number clearly on the outside of the box.

Shipping Printers

Be sure to save the packing materials in the event that you need to send the printer in for servicing. TransAct is not responsible for damaged return items that are not packaged in original shipping material.

Sales Support

To order supplies, receive information about other Ithaca products, or obtain information about your warranty, contact our Sales Department at the contact telephone or fax numbers listed below or visit our web site at www.transact-tech.com.

Contact Information

USA

TransAct Inc.
20 Bomax Road
Ithaca, NY 14850, USA
Telephone 607.257.8901
Fax 607.257.8922
Web Site: www.transact-tech.com

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Telephone 011-44-1709772500
Fax 011-44-1709772505

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Macau
Rash Suliman
Telephone +(853) 6269 6966
E-mail rsuliman@transact-tech.com

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Chapter 2

Safety Precautions

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Important Safety Precautions

General Precautions

- Never place the printer on a slanted or unstable stand or table. If the printer is dropped or slides off, this could cause personal injury.
- Never locate the printer near a water faucet or in any other location where it will be exposed to water. This could cause serious electrical shock.
- Place the printer in a location that meets the specified ranges of temperature and humidity. If the printer is either too cold or too hot, it may not operate normally. Operating environment: 5 - 50°C (41 - 122°F) RH 10 - 90% (with no condensation).
- Place the printer in an area where you can disconnect the power cord immediately; keep the area around the power cord connection free from obstacles. This allows you to unplug the power cord quickly in an emergency.

Power Supply and Power Cord

To avoid the risk of fire, electrical shock, personal injury, or damage to the printer:

- Always use the power cord provided with this printer. To avoid a fire or electrical shock, do not use an extension cord.
- Connect the printer power cord to an independent power source that is not shared by other equipment or appliances.
- Make sure that the power plug is securely and completely inserted into the power source.
- Do not cut, damage, or otherwise alter the power cord. Never place a heavy object on the power cord, never expose it to heat, and never pull the cord to disconnect it. If the power cord is damaged in any way (condensation on exposed wires, broken wires, etc.) contact customer service where you purchased the printer.
- Never handle the power cord or plug when your hands are wet.
- Never knot the power cord or wrap it around itself.
- To avoid a fire hazard, occasionally disconnect the power cord from the printer and the power supply, and use a soft dry cloth to clean the cord connectors and the connection points. Leaving the cord plugged in and not cleaned for a long period, especially in an area subject to dust, oil, and high humidity, could cause the insulation material to deteriorate.
- Turn off the main power before removing the power plug from the outlet.
- Check the power plug and cord for any problem (abnormal heat, rust, bend, cracks, scratches, etc.) at least once a month.
- If any problem is found with the power plug or cord, contact customer service regarding a replacement cord/

- Never pull on the power cord to unplug the cord from the power supply. Always grip the plug to remove it from the power supply.
- If the printer will not be used for a long period, disconnect the power cord from the power source.
- Always keep the area around the power plug free of obstacles so that you can unplug it easily. This allows you to unplug the power cord quickly in an emergency.
- Never use any power source other than the one rated for the printer. This printer is designed to be used in the region where you purchased. Also, make sure that the power source can supply sufficient power for the printer.

Supply Voltage:
AC 100-240 V, 50/60 Hz

Handling the Printer and Accessories

To avoid the risk of fire, electrical shock, personal injury, or damage to the printer:

- Never clean the printer with water or any flammable liquid (alcohol, benzene, thinner, etc.) either applied directly or with a cloth. If you accidentally spill liquid on the printer, switch the printer off immediately, disconnect the power plug from the power source, and call for service.
- If the printer emits smoke, unusual odors, or makes noises, leaving it could cause a fire or serious electrical shock or damage to the printer. Switch the printer off immediately, disconnect the power plug from the power source, make sure that the printer has stopped smoking, and call for service. Do not attempt to repair the printer by yourself.
- Use only a slightly damp cloth, thoroughly wrung out, to clean the printer surfaces. Never use alcohol, thinner or any other flammable liquids, or risk having them come into contact with electrical components inside the printer.
- There are high voltage points inside the printer. Never attempt to disassemble or repair the printer.
- Never insert or drop any metal objects into the printer when it is open. This could cause a fire or serious electrical shock, or damage the printer. If something falls into the printer accidentally, switch the printer off immediately, disconnect the power plug from the power source and call for service.
- If the printer is dropped and damaged, switch the printer off immediately, disconnect the power plug from the power source, and call for service.
- Never use flammable sprays around the printer.
- Never remove the cover from the printer.
- Before cleaning the printer, switch it off and disconnect the power plug from the power source.

Note:

- Do not rapidly switch the printer off and on. This could damage the printer. After switching the printer off, wait at least 5 seconds before switching it on again.
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Chapter 3

Installation and Setup

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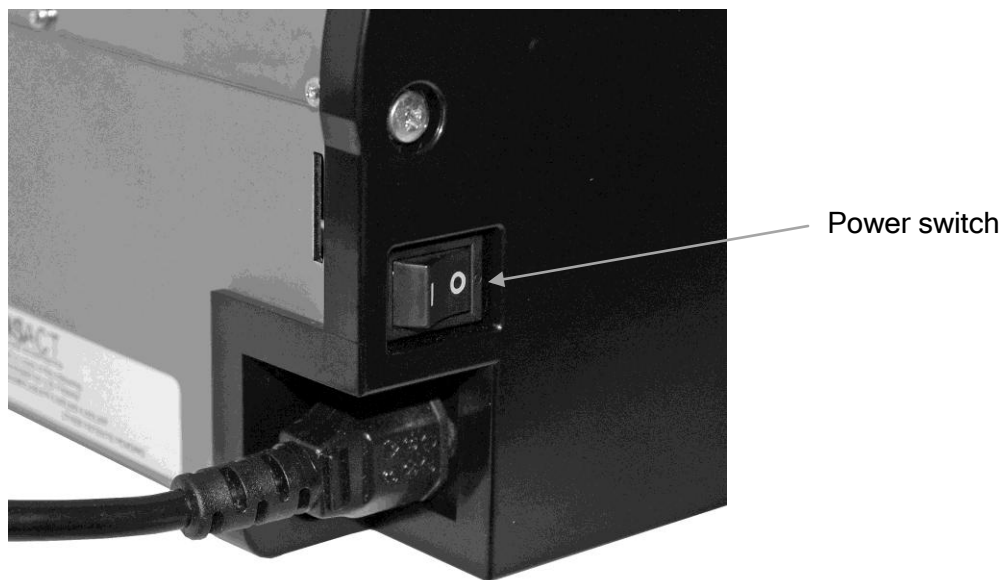
Unpack the Printer

Be sure to save the box and packing materials in case you need to send the printer in for service. TransAct Technologies is not responsible for damaged return items that are not packaged in original shipping material. Refer to “Return Materials Authorization and Return Policies”, on page 6 for information on what to do if you have to return your printer for repair.

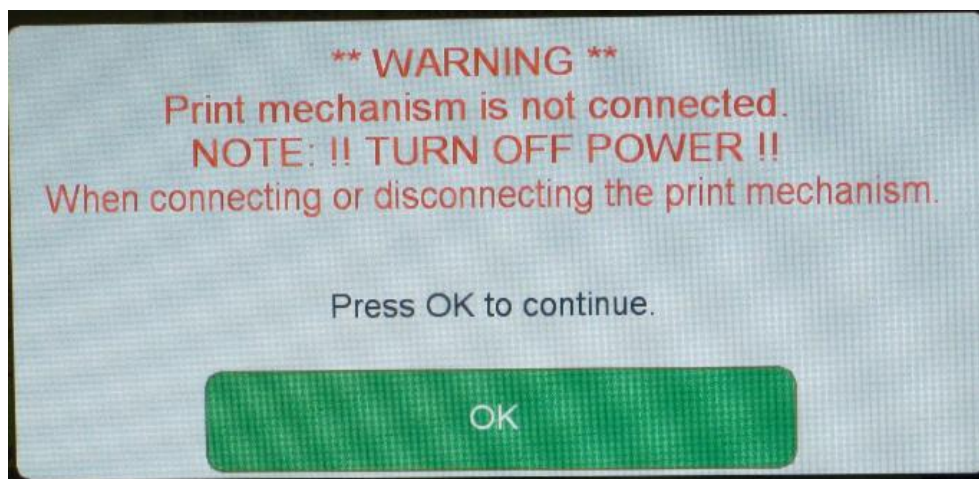
Set Up the Printer

Make sure that there is sufficient space around the printer for access to the touch screen menu, and to open the printer to replace paper and access the printer mechanism, the latter of which is described in the *Printer Maintenance* section of this manual.

Plug the power cord of the printer into an appropriate electrical outlet. To turn the printer on, use the power switch located at the rear of the left side of the printer, as shown in the figure.



A startup screen is displayed while the unit is powering up. In the event that at least one printer mechanism is not connected, an error message is generated.



Printer Features

The diagram below shows the main external features of your Ithaca® 9700 printer.



[1] Front terminal door - swings upward to provide access to label rolls and printer mechanisms.

[2] Touch screen display - contains configured food items and categories, as well as HELP system displays and menu options for SETUP functions.

[3] Function buttons - permanent buttons containing main menu functions.

Note: Touch screen display and function button functions are described in the subsequent section *Operating Your Ithaca® 9700 Printer*.

[4] Access door for USB, Ethernet and SD Card ports.

[5] Label printing slots: up to two printers supported, with varying media sizes.

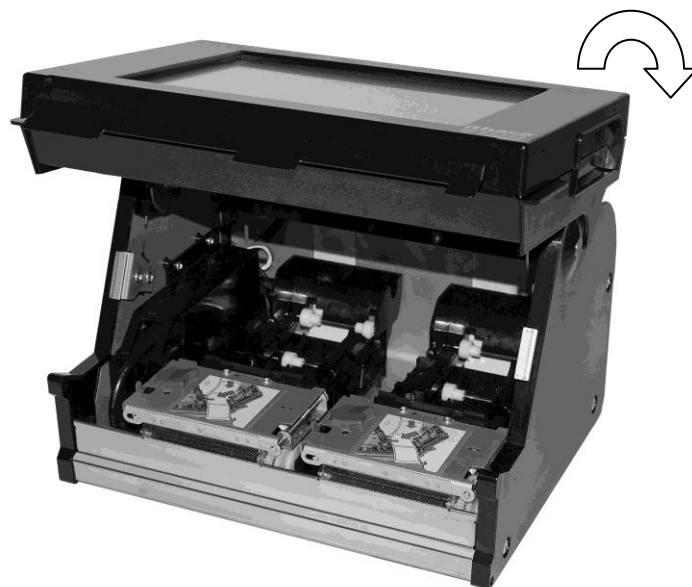
Loading Label Rolls

The Ithaca® 9700 printer features easy, drop-in loading of thermal label roll media. This section discusses how to load label media.

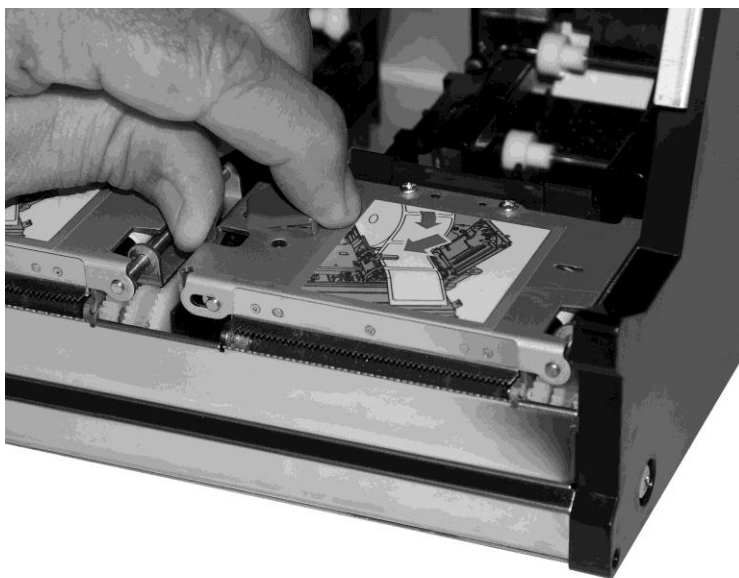
1. Grasp the sides of the display, and rotate it toward the rear of the terminal.



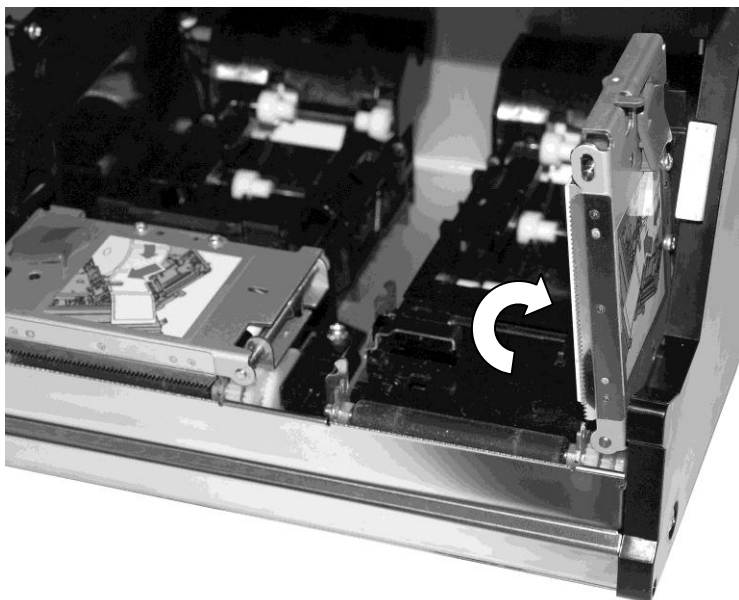
2. Rotate the display until it is in a horizontal orientation as shown in the figure.



3. Grasp the plastic cover latch as shown and squeeze to release it.

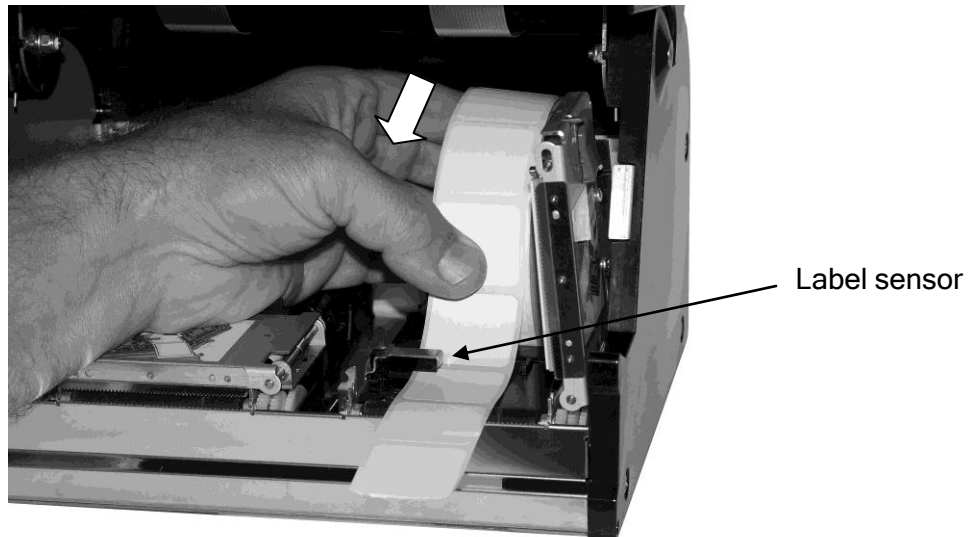


4. Rotate the printer mechanism cover to the open position as shown

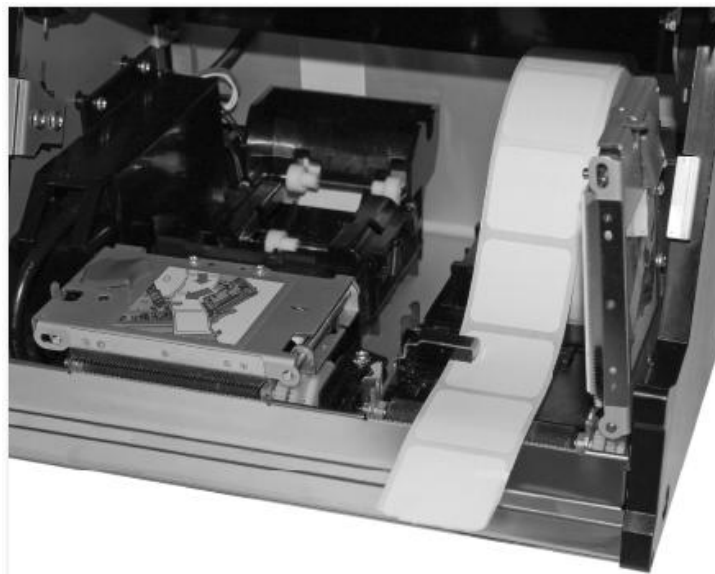


5. Drop the label roll into the label roll bucket. Note the proper orientation of label stock coming off **top** of roll.

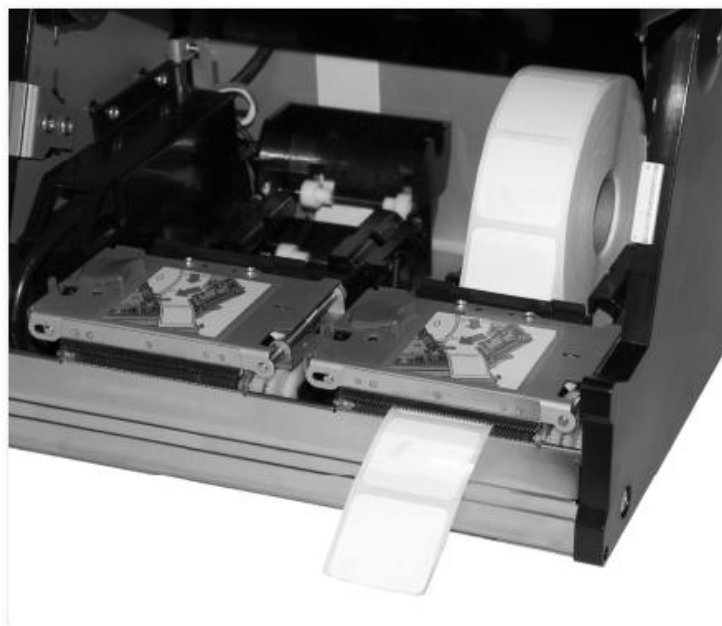
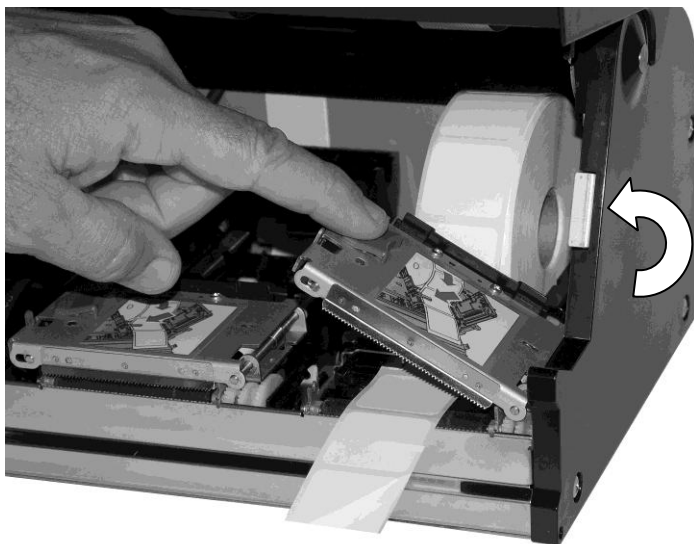
Thread label stock under label sensor in printer mechanism as shown. Leave three or four labels in front of printer mechanism.



Note that following the insertion of the paper, the label sensor should be positioned over a label, not the web between labels, as shown in the figure.



6. Close printer mechanism cover as shown. Rotate cover until it latches securely. Printer automatically aligns to the next label.



7. Grasp sides of display and rotate forward until it is in closed, latched position.



8. Label stock may be torn off by either pulling upwards or pulling downwards.





9. To make sure labels are loaded correctly, press the left or right feed button on front of the display several times (FEED L or FEED R).

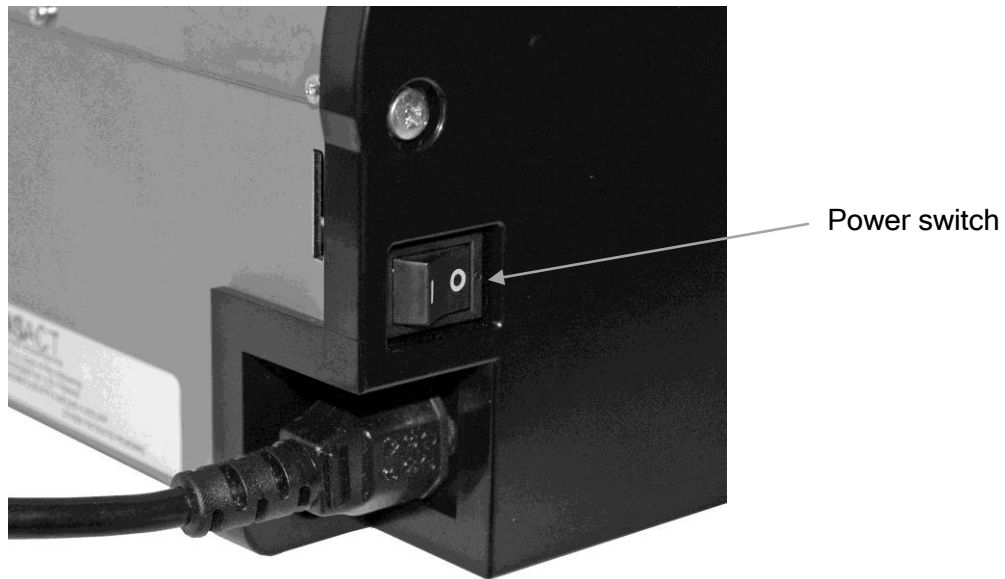


Note: The Ithaca® 9700 printer supports different sizes of label media. See the next section, Changing the Printer Mechanism, for details on installing new printer mechanisms to support different label types.

Changing the Printer Mechanism

The Ithaca® 9700 printer has the capability to quickly and easily load different printer mechanisms to support thermal printing of different sizes of labels. This section discusses how to change the printer mechanism.

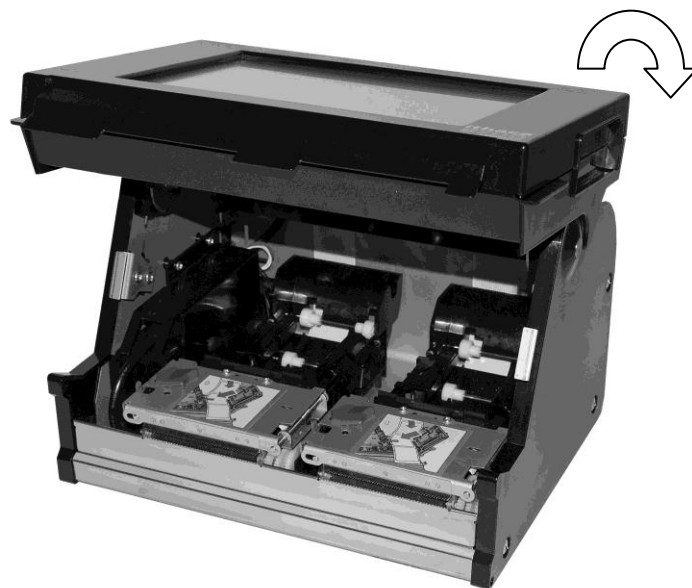
1. Turn the power switch on the side of the terminal **OFF** as shown.



2. Grasp the sides of the display, and rotate it toward the rear of the terminal.



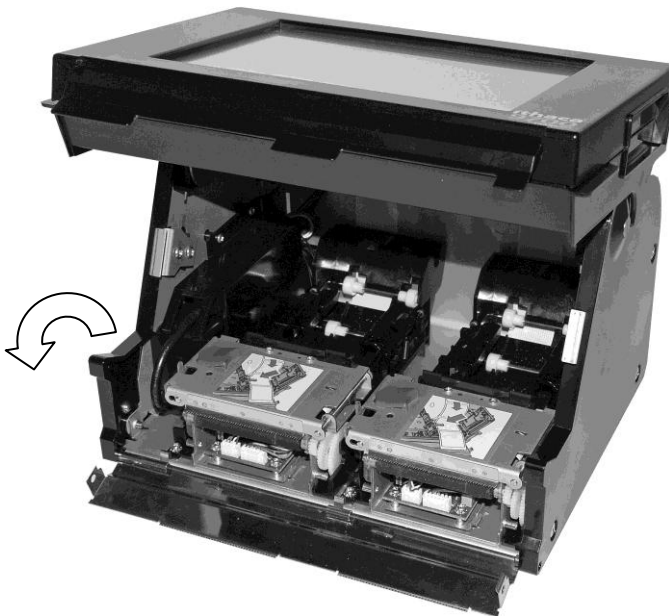
3. Rotate the display until it is in a horizontal orientation as shown in the figure.



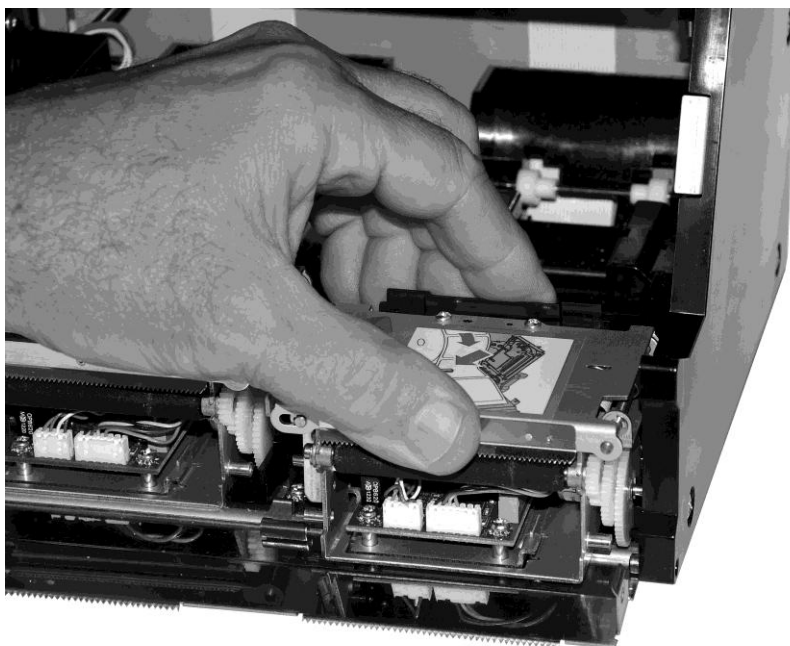
4. Grasp the front terminal door with both hands, and pull it forward and down as shown.



5. Rotate the door to the open position as shown in the figure.



6. Lift and pull the printer mechanism carefully out of the terminal.



8. The printer mechanism is now removed.

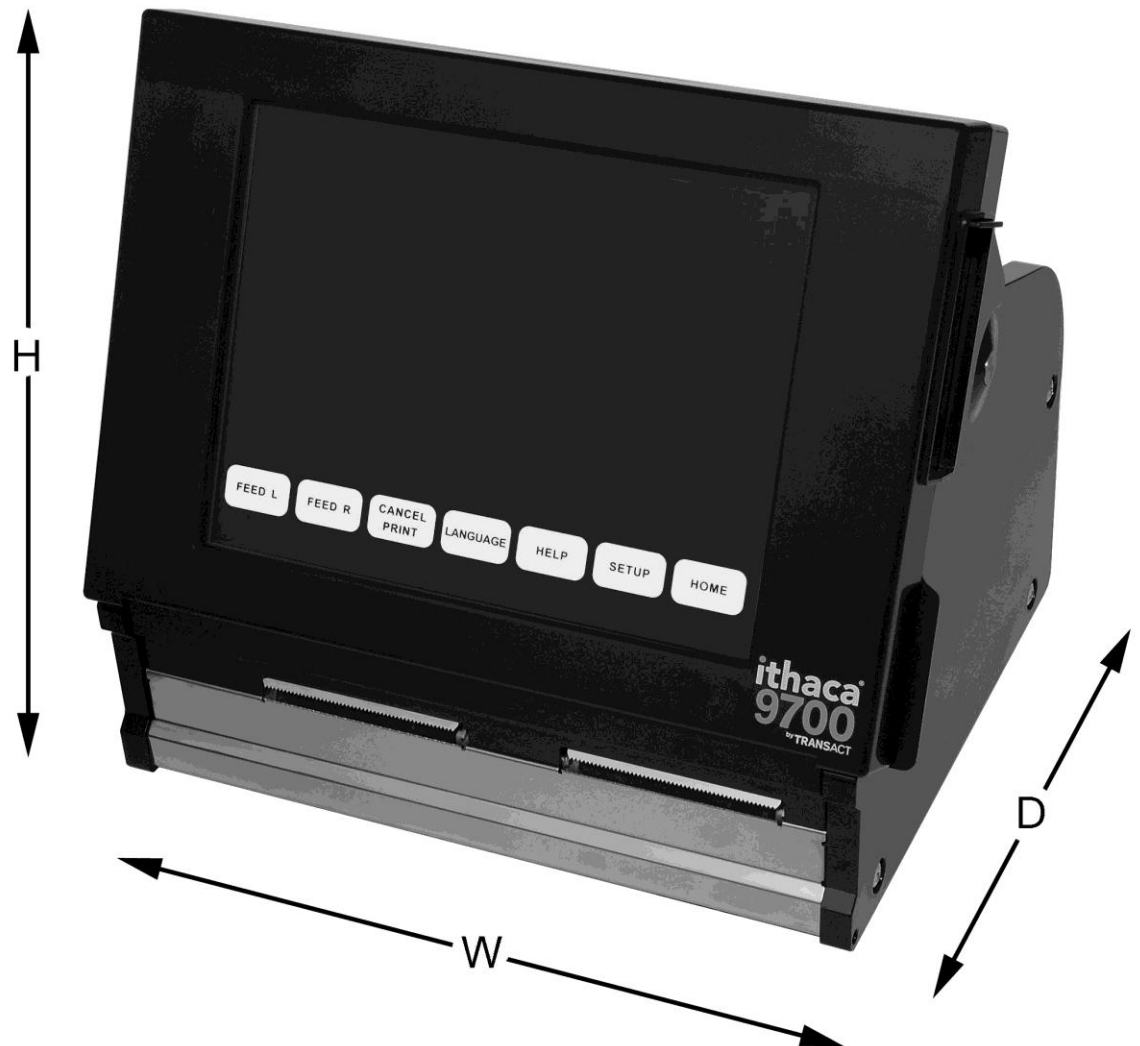


Chapter 4

Ithaca[®] 9700 Specifications and Requirements

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Ithaca® 9700 Specifications and Requirements



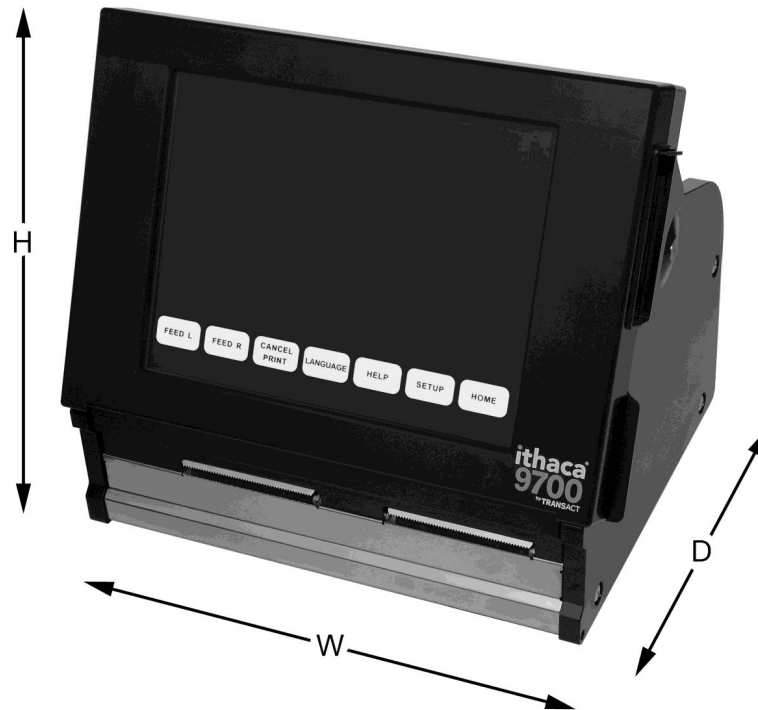
Standard Features

The following features are standard for Ithaca® 9700 printers:

- 8.4-inch touch screen (diagonal measurement) using “hot touch” capability with 7-inch color display
- Standard 2.36 inches (60mm) wide direct thermal printer for printing “prep” and “discard by date” information
- Top-of-form sensor (also acts as label out sensor)
- Capable of printing on various direct thermal die cut labels
- External universal power supply (SEALED) with docking bay in terminal (PowerPocket®)

- On-screen editing capability
 - PC-Based Companion Utility
 - Small terminal footprint
 - Real-time clock (battery backed) to generate “prep” and “discard by” date and time
 - Touch screen and terminal capable of multi languages for all areas of the world (AOW)
 - Self Diagnostics
 - Remote firmware update through Ethernet or USB thumb drive
 - ON/OFF Switch: Accessible but located to minimize spillage susceptibility
 - Easy label loading
 - “Spill-proof” by design
 - Label tear-off (both std. and optional) - tear off in both upwards and downwards direction
 - Capable of printing bar codes, including PDf417
 - Portrait or landscape printing
 - Ladder and fence barcode printing
 - Internal counters to track number of hours on, labels completed, lines fed, error conditions
 - Easy access to print head/platen for cleaning
-

Physical Printer Specifications



Max Dimensions			
	W	D	H
Dimensions in inches	10.5	8.06	9.15
Dimensions in mm	266.7	203.2	232.41

Weight: approx. 7.6 lbs. (3.4 kg)

Interfaces:

USB 2.0 Type A, 10/100 BASE-T Ethernet, SD Card

Printing Characteristics

Printing method:	Thermal monochrome
Resolution:	8 dots/mm (203 DPI)
Print zone:	2 inches (51mm) using 2.2 inch (56mm) wide label
	1 inch (25mm) using 1.2 inch (30mm) wide label
Print speed:	4 inches per second (101.6mm per second) (printing labels)

Environmental Conditions

The Ithaca® 9700 is designed to be placed on a flat, stable surface. Be aware that the environmental conditions of the location where you place the printer will have an effect on the printer's performance and longevity. The printer will run its best when stored and operated in an environment that meets the temperature and humidity conditions described below.

Temperature:

Typical Operating: +5 to +50 °C. (41-122 °F)

Storage & Shipping: -10 to 50 °C. (14-122 °F)

Humidity:

Operating: 10 to 90% RH (non condensing)

Storage & Shipping: 10 to 90 % (RH non condensing)

Electrical Specifications

100 VAC - 240 VAC, 50-60 Hz

Reliability

Print Head Life - 50KM

Media Specifications

Label thickness: .0065 - .0075 inches thick, including liner

Label Roll Diameter: 4.5 inches (114.3mm max)

Label Dimensions:

1.2 inch wide x 1.1 inch long

2.2 inch wide x 1.1 inch long

2.2 inch wide x 1.5 inches long

2.2 inch x 2.0 inch long (color coded blocks)

2.2 inch wide x 3.0 inch long

2.2 inch wide x 4.0 inch long

Adhesives

Permanent

Freezer Grade

Dissolvable

Removable

USB Interface

The USB interface is a Version 2.0 host interface with a standard Series "A" receptacle as defined in the USB Specification.

The standard USB Type A connector has the following pin functions:

Pin Signal

- 1 Vbus (+5 V dc power for external devices @ 500mA)
- 2 Minus data
- 3 Plus data
- 4 Ground

Note: The standard USB interface does not have sufficient power to run the printer.

Regulatory Compliance

FCC Class A
CE Mark (1998) Class A
EN 60950-1, 2nd edition +A11:2007
Energy Star

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Chapter 5

Operating Your Ithaca® 9700 Printer

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Overview

Your Ithaca® 9700 printer is designed to quickly and easily print food safety and nutrition labels, using simple touch screen menus. This chapter outlines the operation of these menu functions to program and print labels in your own food service operation.

This device was intentionally designed to keep user programming to a minimum. Primary menu options specific to your food service operation have been pre-configured as part of your specific printers. Individual menu items can be added or modified within these categories, together with shelf life and/or nutritional data. These items can then easily be selected using the touch screen to print labels.

Home Screen Layout

All user functions of your Ithaca® 9700 printer are accessed through the touch screen. The following figure provides an overview of the Home Screen functions.



[1] Function Buttons: These non-programmable buttons control basic printer functions such as feeding labels from each of two available slots, canceling printing, bringing up help menus, and setup functions.

[2] Item Category Buttons: These buttons select groups of menu items for printing or modification. Items selected are color-coded with the same color buttons as the category button, for quick identification and verification. Category buttons are automatically resized to fit the screen width and do not scroll. The category names are pre-configured as part of your printer setup and cannot be changed.

[3] Item Buttons: These buttons select individual items, for the purpose of either printing a food safety or nutritional label, or modifying the contents of these labels. These item names can be modified, and new items can be added.

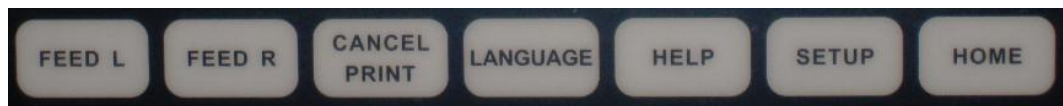
[4] Time and Date Display: Shows the time and date, as programmed in the Setup function. It is important to verify that the accurate time and date are shown, as this data is used to generate expiration times and dates for food safety labels. The Time and Date display also indicates when the currently logged in user will be automatically logged out.

[5] Slider Bar: Allows you to use arrow keys or position along the bar to move between multiple screens of item buttons.

Note: Depending on your configuration settings, you may be prompted to enter a password to enter menu functions. Contact your system administrator to obtain this password if needed.

Function Buttons

The Function Buttons provide access to main printer functions, as shown.



Specific button functions are as follows:

FEED L: Advances the label roll stock from the left printer slot.

FEED R: Advances the label roll stock from the right printer slot.

CANCEL PRINT: This button cancels printing operations. It is used to terminate the printing of multiple labels.

LANGUAGE: Toggles the language used to display food menu items and prompts between the default and the alternate language. Data entry of alternate language labels is documented under the editing of these labels.

HELP: Displays help screen, which provides detailed instructions for contracting TransAct Technologies, loading label stock or changing the printer mechanism.

SETUP: Controls printer setup functions such as setting the date and time, display preferences, backup and restore, system preferences, and print settings

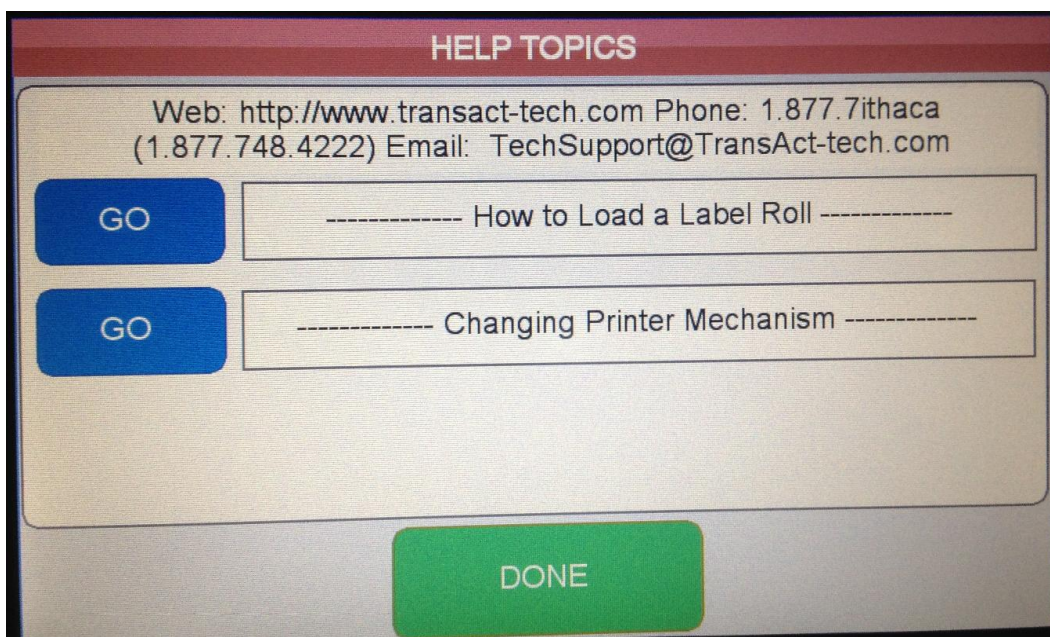
HOME: This button returns the touch screen to the default state of displaying current item buttons.

Functions for the HELP and SETUP buttons are described in subsequent sections.

Note: These buttons are a permanent part of the printer hardware and are non-programmable.

HELP Button

The HELP button brings up the Help Topics screen, which includes TransAct contact information and a menu of visual help for printer operations. Currently there are two help options: how to load a label roll and changing the printer mechanism. Touch the GO button next to any of these options to display the appropriate help screen.



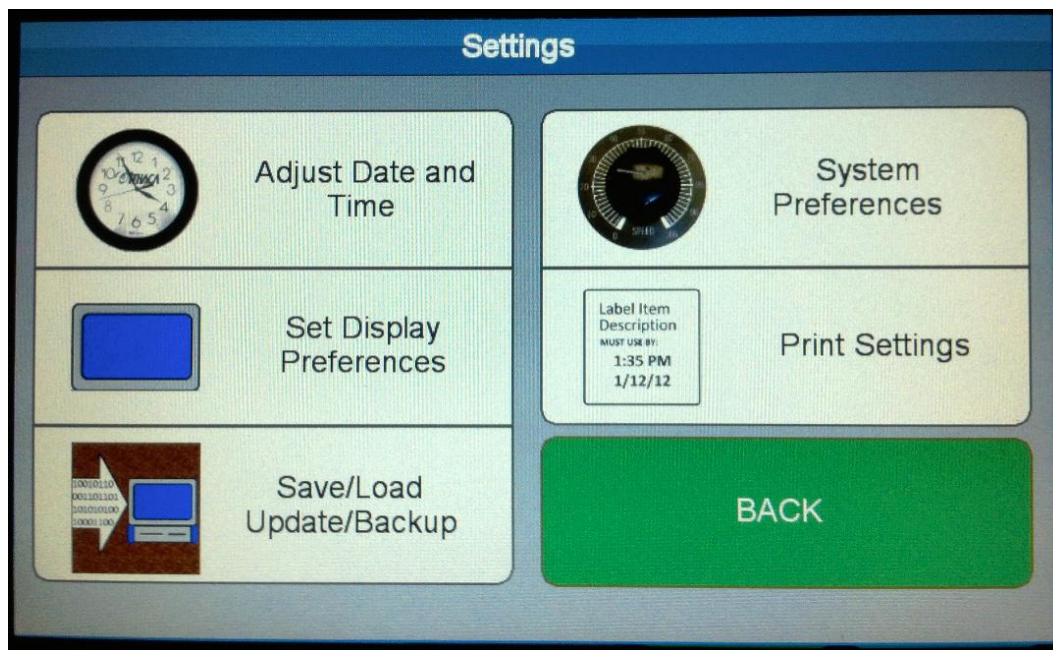
Help sections for loading label rolls or changing printer mechanisms bring up annotated graphics showing how to perform these operations, with a sample screen shown below.



Use the arrow keys on the touch screen (< and >) to navigate between help screens, and use the X button in the upper right hand corner of the screen to return to the main help screen.

SETUP Button

The SETUP button produces a menu providing access to printer setup functions, as shown below. If the system is configured with an Administrative Password the user is prompted to enter a password when the system is not already in Manager Mode.



Setup functions include the following:

Adjust Date and Time: Sets the system date and time.

Note: Setting the system date and time correctly is extremely important for printing accurate food safety labels. Expiration dates and times are calculated by adding a programmed shelf life interval to the current system date and time.

Set Display Preferences: Sets brightness, screen saver settings, and label button size.

Save/Load Update/Backup: Allows the save and/or restore of system and/or food item label data, using a USB stick.

System Preferences: Sets password options as well the label print warning parameter.

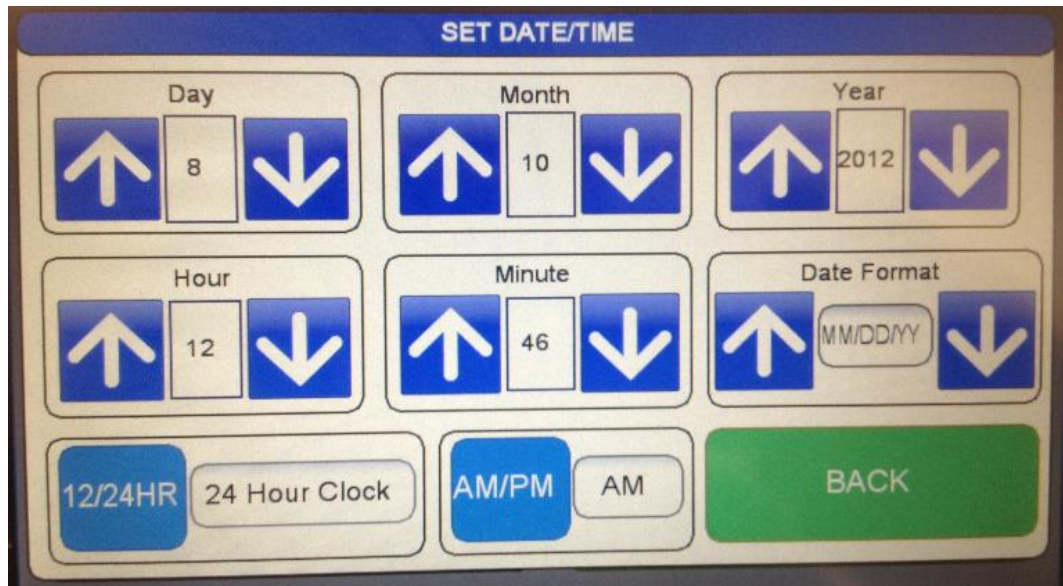
Print Settings: Sets the print layout and printer used for each type of label, by item category.

Details for each of these functions are outlined below. The BACK button returns you to the main items menu on the touch screen.

Adjust Date and Time

This function brings up a screen allowing you to set the current date and time, as shown in the figure. For the date and time functions, use the arrow keys on the touch screen to set the day, month, year, hour, and minute.

Other key options include toggling between a 12-hour and 24-hour clock format (e.g. 1:00 PM versus 13:00), setting the current 12-hour format time to AM or PM, and setting the date format. The BACK button saves changes and returns you to the Setup menu. Pressing the HOME Function button cancels data entry and returns to the Home Screen.



Note: Setting the system date and time correctly is extremely important for printing accurate food safety labels. Expiration dates and times are calculated by adding a programmed shelf life interval to the current system date and time.

Set Display Preferences

This function allows you to set configuration settings for the touch screen display. All changes take effect immediately. Options include the following:

Brightness: Controls the screen brightness level using the arrow keys.

Screen Saver Time Out: Controls the number of minutes before a screen saver is displayed, using the arrow keys, to prevent burn-in of current menu items on the touch screen display.

Note: Screen saver display options are preconfigured as part of your unit.

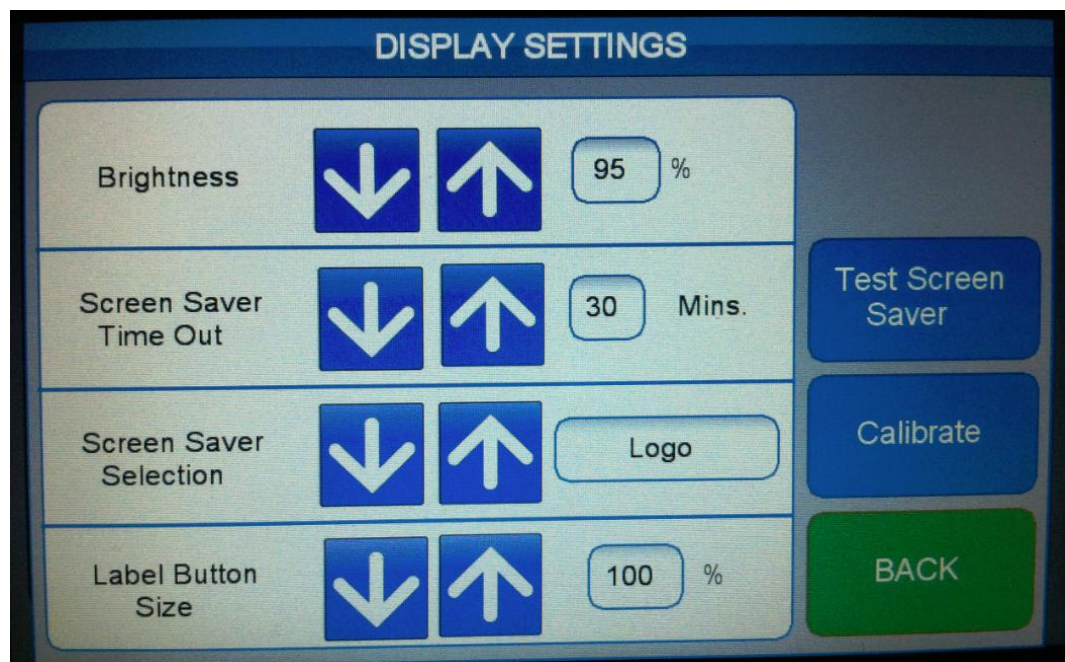
Screen Saver Selection: Toggles between screen saver display modes (Logo, Slide Show, and Clock) using the arrow keys.

Label Button Size: Adjusts the relative size of food item label buttons, as a percentage of the default size, using the arrow keys.

Two other display functions test the screen saver and calibrate the screen:

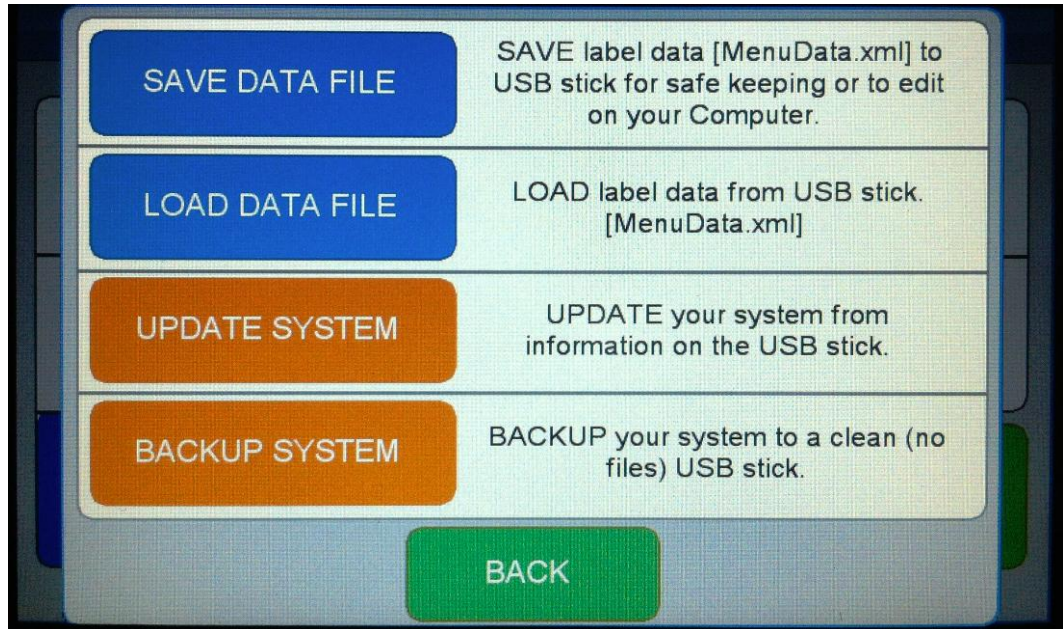
Test Screen Saver: Temporarily displays the current screen saver selection

Calibrate: This function is used when the touch screen display is misaligned. You will be prompted to touch three points at corners of the screen to calibrate it.



Save/Load Update/Backup

This function allows you to load and restore either (a) a backup of the label data file programmed in to your printer, or (b) a copy of current system information, using a USB flash memory stick. Such backups can be useful in editing and/or reloading specific label configurations, or in recovering from hardware errors that may erase the printer's current configuration.



Options include:

Save Data File: Saves the label data file (MenuData.xml) to a USB stick for backup purposes. This file can also be edited on your computer.

Load Data File: Loads a previously saved or edited MenuData.xml file from a USB stick.

Update System: Updates your system configuration from one previously saved on a USB stick.

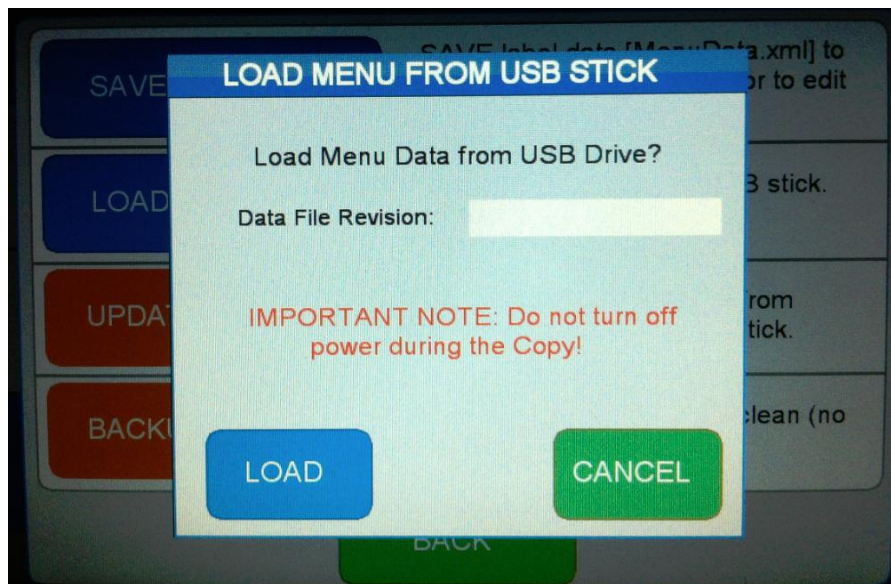
Backup System: Backs up your system to a USB stick.

Note: The Backup System option requires a clean USB stick with no files on it.

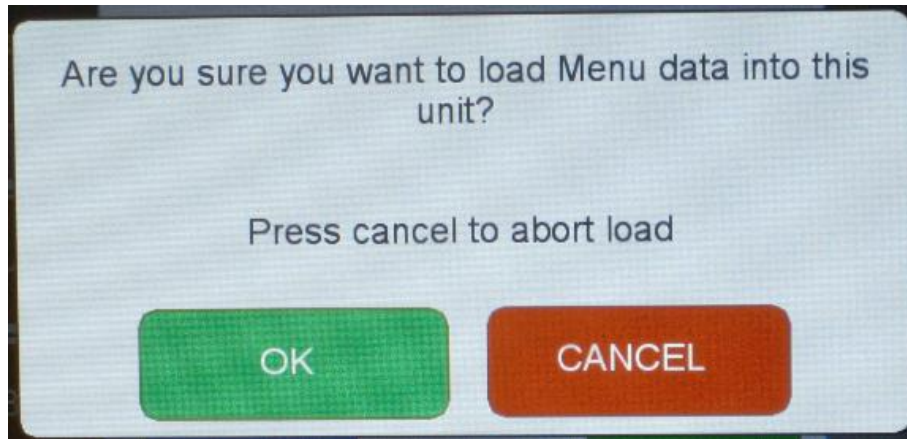
Note: The port for inserting your USB stick is located behind a sliding panel on the upper right-hand side of the touch screen display, as shown in the figure.



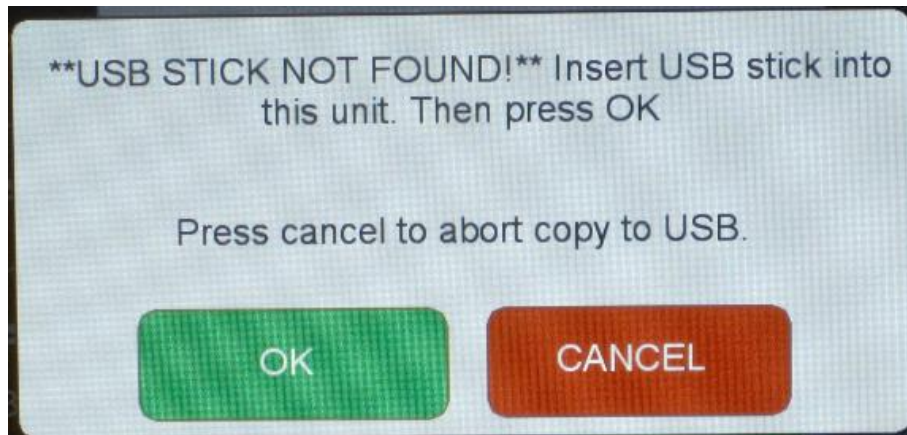
For copying menu data files to or loading them from a USB stick, you will be prompted to use the SAVE or LOAD buttons to complete the operation. The CANCEL button will cancel this operation and return to the previous menu.



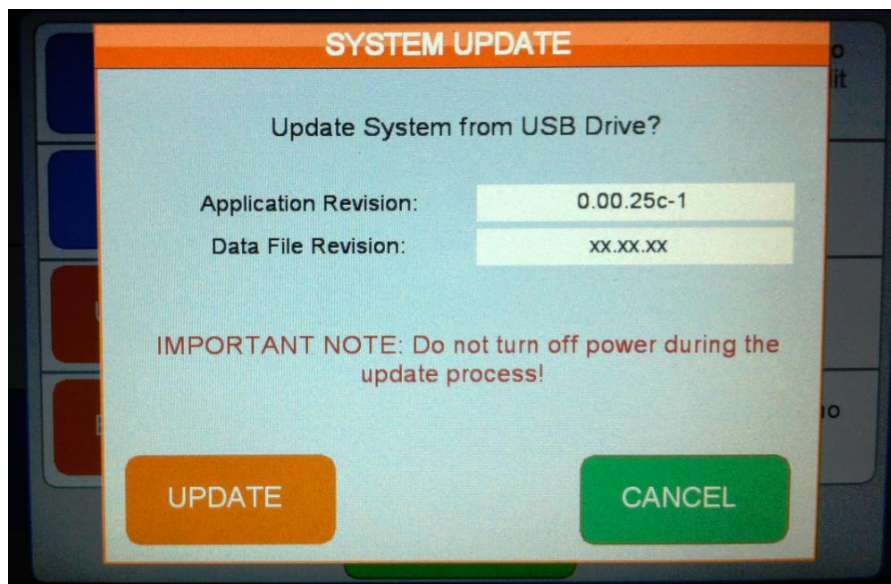
After proceeding with the SAVE or LOAD operation, a screen confirming this operation will appear.



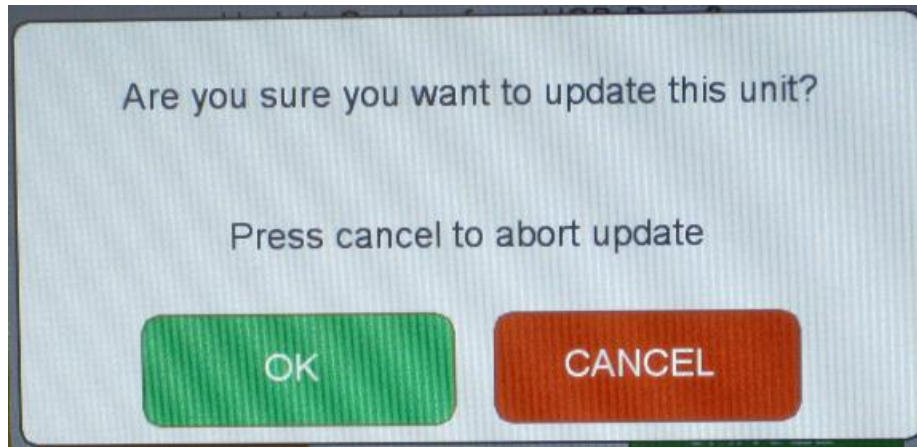
In the event a USB stick is not inserted before proceeding, an error message will be generated. Otherwise, the operation will proceed and then return to the previous menu.



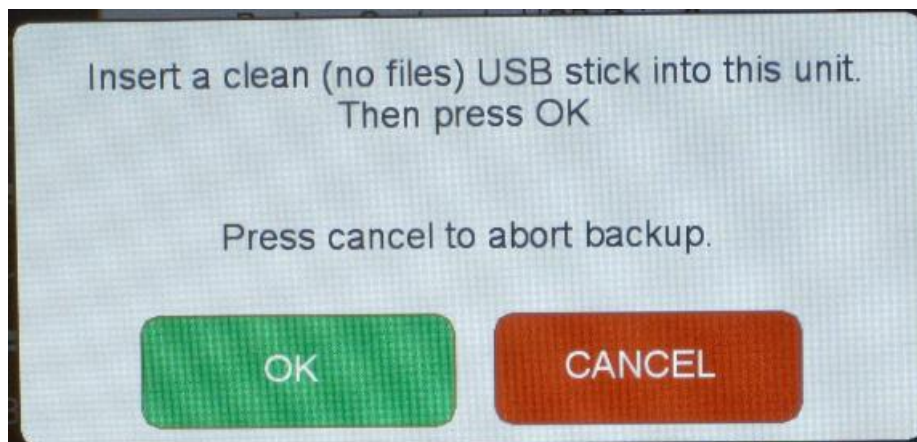
For saving or restoring your system configuration to a USB stick, you will be prompted to use the BACKUP or UPDATE buttons to complete the operation. The CANCEL button will cancel this operation and return to the previous menu.



After proceeding with the BACKUP or UPDATE operation, a screen confirming this operation will appear.



In the case of a BACKUP operation, you will be prompted to insert a clean USB stick into the device's USB port as shown above. For both BACKUP and UPDATE operations, an error message will be generated if a USB stick is not inserted before proceeding.



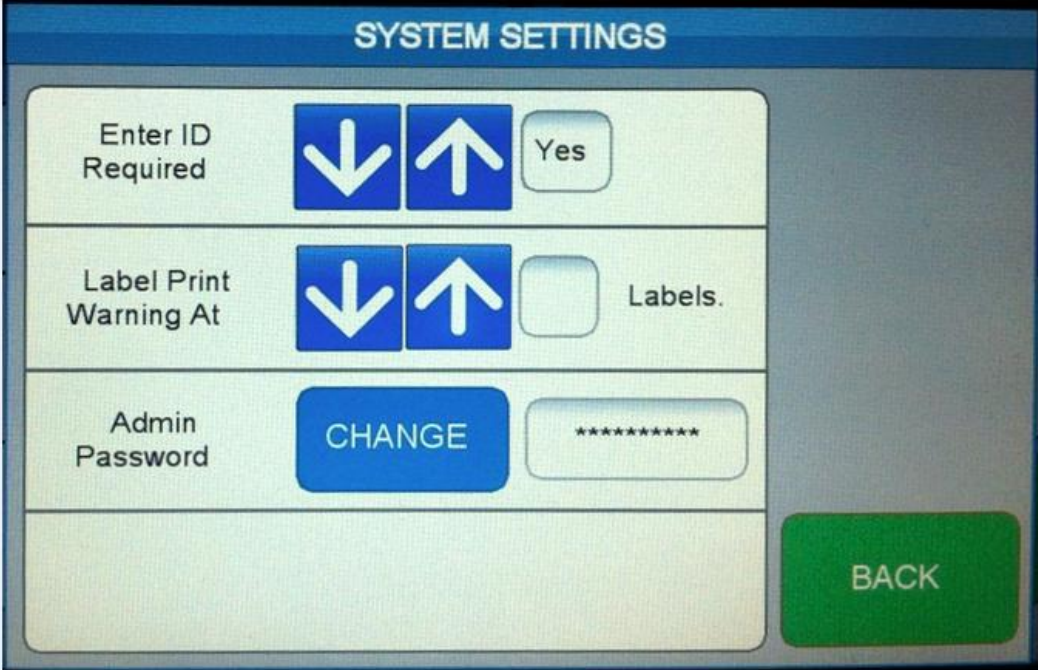
System Preferences

This menu allows you to set the following system options:

Enter ID Required: Use the arrow keys to toggle whether or not to require a login to use system functions.

Label Print Warning At: Use the arrow keys to toggle a warning to be displayed when more than the specified number of labels are requested.

Admin Password: Select the CHANGE key to change the current administrator password.

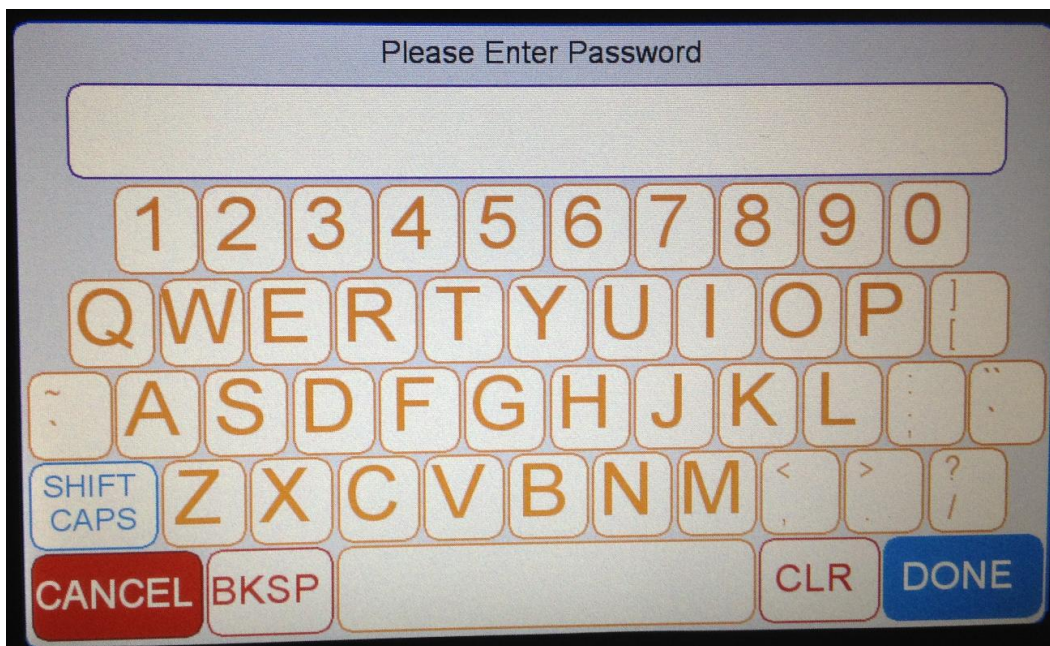


The image shows a touch-screen interface for the 'SYSTEM SETTINGS' menu. The title 'SYSTEM SETTINGS' is at the top in a blue header. Below it are three rows of settings:

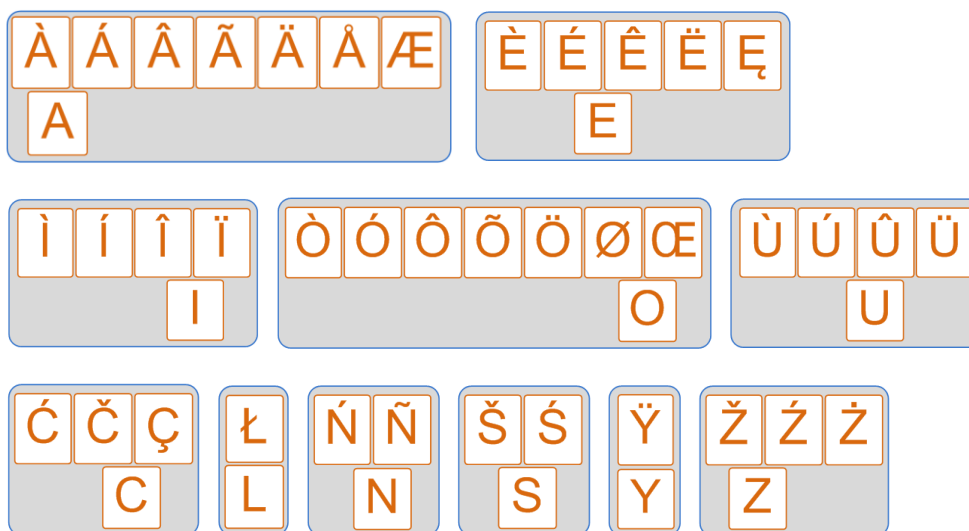
- Enter ID Required:** This row contains a label on the left, two blue square buttons with white down and up arrows in the center, and a rounded rectangular button labeled 'Yes' on the right.
- Label Print Warning At:** This row contains a label on the left, two blue square buttons with white down and up arrows in the center, a small square input field, and the text 'Labels.' on the right.
- Admin Password:** This row contains a label on the left, a blue rectangular button labeled 'CHANGE' in the center, and a rounded rectangular input field containing ten asterisks on the right.

At the bottom right of the screen is a large green rectangular button labeled 'BACK'.

Note: For options requiring alphanumeric input, such as the Admin Password function above, an alphanumeric input screen will appear on the touch screen after the option is selected. A sample of this keyboard is shown below. Use the DONE key to save your input in the original field or CANCEL to return to the previous screen.



The following special characters are supported while using the keyboard:



To select a special character, hold the root letter down until the special characters are displayed (approximately 3 seconds) and then select the desired alternate character.

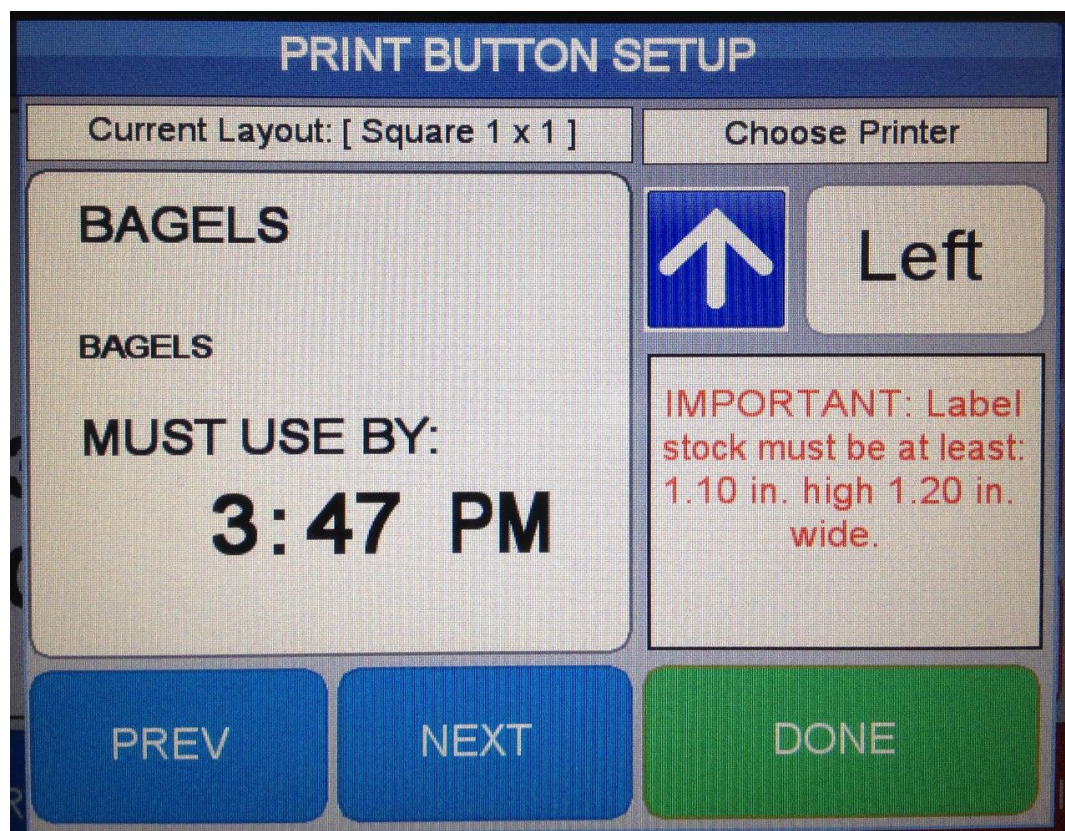
Print Settings

This menu selection allows you to set print options for specific label categories. When the Print Button Setup screen is accessed using the Print Settings button in the Setup screen, the category current selected in the Main Screen is edited. The last label viewed is used for the preview. If no label has been viewed the preview is blank.

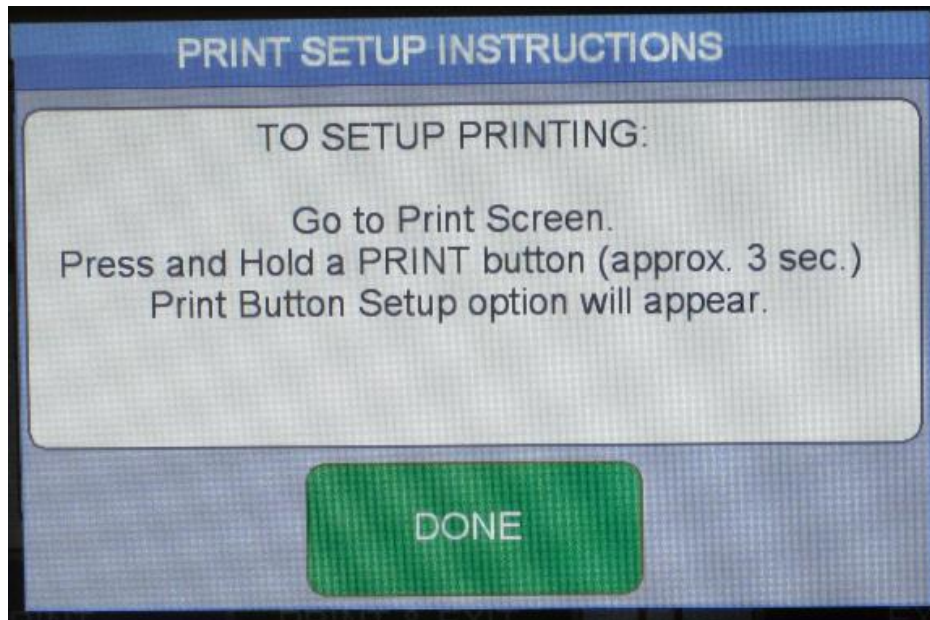
Select the layout type using the PREV and NEXT buttons. Use the arrow key to select which (of up to 2) printer these labels will print to. The DONE button returns you to the Setup Options menu.

Note: The label categories are preconfigured specifically for your system. Layout choices may include food safety labels and/or nutrition labels. The former generally use the current system date and time, plus a shelf life value (programmed and edited via the MODIFY button of the item print menus), to compute the displayed expiration date and time.

Note: Make sure the correct label roll stock is loaded for the specified label. Consider printing one or two test labels to verify correct label roll stock and alignment before printing a large number of labels.



Note: The PRINT SETUP function is also entered by pressing and holding the PRINT button in the item printing menus (described in a subsequent section) for three seconds.



Printing Labels

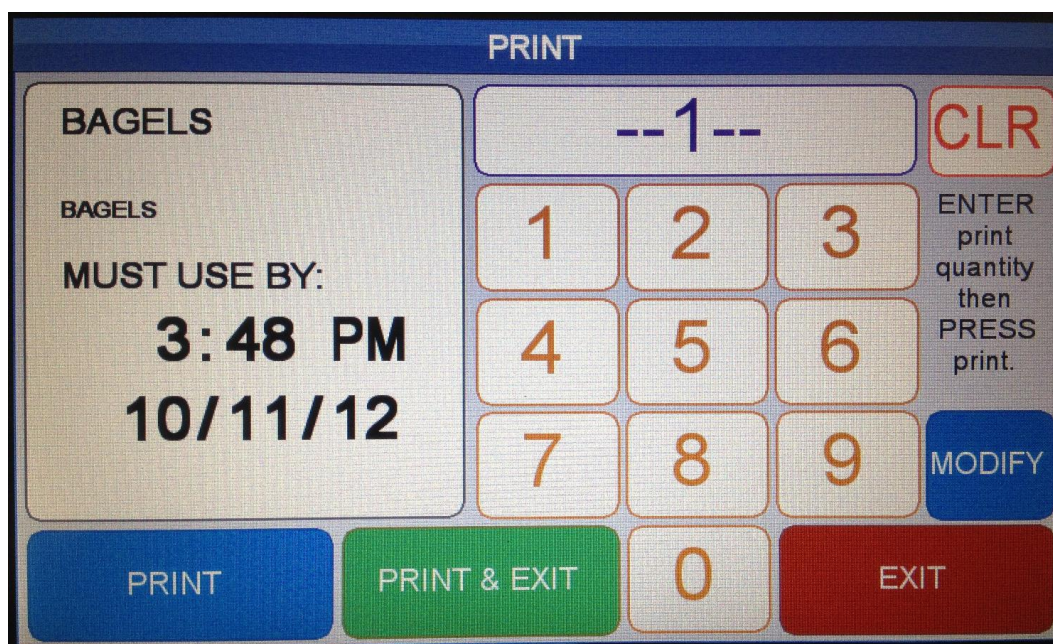
To print one or more labels for an item, first select the item's category from the bottom row of colored category buttons, then select the item you wish to print labels for.



Note: Within a category, use the arrow keys to navigate between groups of items, or tap the appropriate category as shown between these arrows.



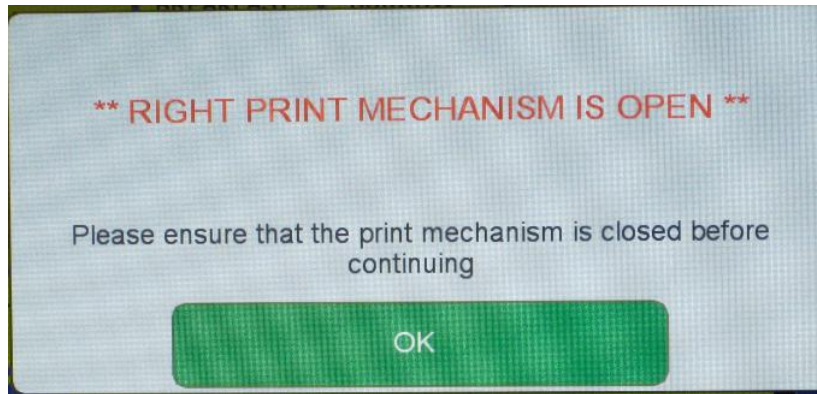
Once the item has been selected, a print menu appears. Enter the number of labels desired using the numeric keypad. (The CLR button will reset the label quantity.) Press PRINT to print the labels, PRINT & EXIT to print the labels and exit the dialog box, or EXIT to exit the dialog box without printing.



Note: It is important to verify the expiration date and time shown before printing a food safety label. If this appears incorrect, check the current system

date and time, and if needed, set it properly using the Adjust Date and Time button on the SETUP menu.

Note: If the selected print mechanism is open, or the printer is not present, error messages are generated. Ensure the printer is properly installed before proceeding.



Pressing and holding either PRINT button on the PRINT screen for three seconds brings up the Print Button Setup screen. The Print Button Setup screen is used to define which label layout to use and which printer mechanism to print with for the selected Category. (See the Print Settings section of this manual)

The MODIFY button of this menu allows you to specify field values and shelf life parameters, as well as delete items. If the system is configured with an Administrative Password the user is prompted to enter a password when the system is not already in Manager Mode. Selecting any of these fields brings up the alphanumeric keyboard. PAGE UP and PAGE DOWN keys (not shown in figure) will display additional fields where appropriate.

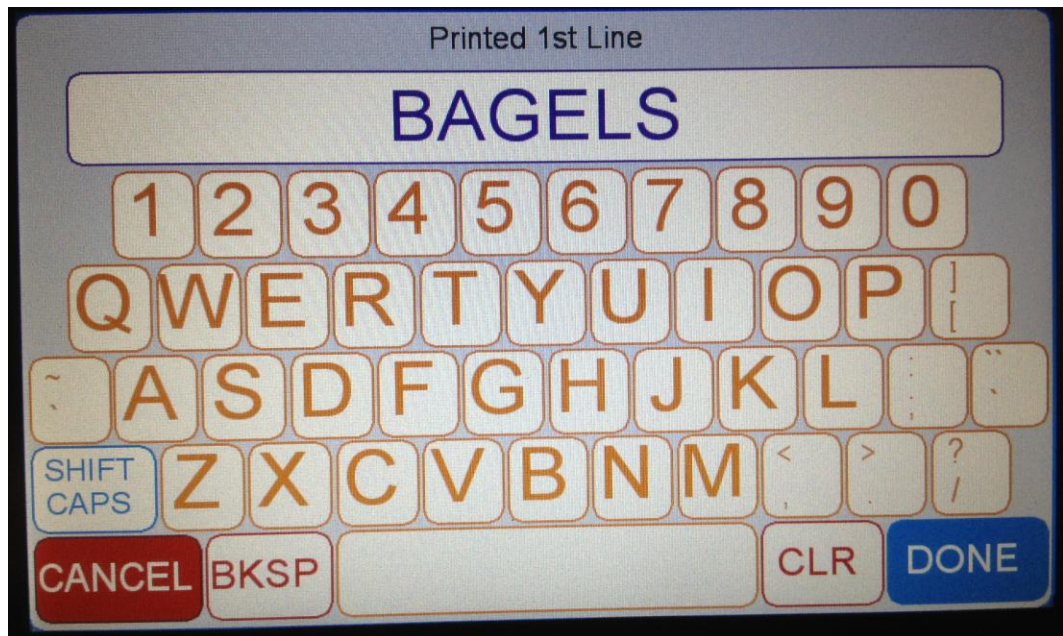
Select the SAVE button to save your items settings, or CANCEL to exit this menu without saving.

The DELETE ITEM button can be used to remove this item from its current items menu.

Note: The shelf life values specified here (in days, hours, and/or minutes) are added to the current system date and time to produce the expiration date and time displayed on the label.

Note: The edit fields for the items in each category are preconfigured for your printer. The example in the image below includes the caption shown on the touch screen for this item, English and Spanish printed names, an expire message, and shelf life values.

EDIT/MODIFY			
Caption	BAGELS		DELETE ITEM
Caption Alt1	BAGELS		
Printed 1st Line	BAGELS		
Printed 2nd line			SAVE
Printed 1st Sp line	BAGELS		
Printed 2nd Sp Line			
Expire Message	MUST USE BY:		CANCEL
Shelf Life In Days	2	Shelf Life In Hours	
		Shelf Life In Mins	



Note: Each menu of items contains a [NEW ITEM] button at the end of the list. Select this button to create and add a new item to the list. An Edit/Modify menu for the new item will appear, as shown below.

The image shows the "EDIT/MODIFY" menu on the printer's screen. The title "EDIT/MODIFY" is at the top in white text on a blue background. Below the title, there are several input fields with labels to their left: "Caption" (with the text "Un-Named Item" inside), "Caption Alt1", "Printed 1st Line", "Printed 2nd line", "Printed 1st Sp line", "Printed 2nd Sp Line", and "Expire Message". At the bottom left, there are three "Shelf Life" input fields labeled "In Days", "In Hours", and "In Mins". On the right side of the screen, there are three large buttons: a red "DELETE ITEM" button at the top, a green "SAVE" button in the middle, and a red "CANCEL" button at the bottom.

Chapter 6

Troubleshooting

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Power is Off

Check Point	Solution
Main power switch is at the off (O) position.	Press main power switch to the on position (I).
Printer power cord unplugged.	Make sure that the power cord is plugged in completely.
Power supply not providing power.	Connect another device to the power supply to confirm that the outlet is providing power. If you cannot restore the printer to normal operation, contact your TransAct dealer.

Printer Does Not Start or Stops during Print Jobs

Check Point	Solution
Paper is not loaded correctly.	Check and load paper.
Paper has jammed.	Check and re-load paper.

Paper is Not Feeding Correctly

Check Point	Solution
Paper is not loaded with the correct side up.	Load paper so that label side is facing up as roll exits printer.
The edge of the paper is folded or curled.	If the leading edge of the paper is folded or curled it will not feed correctly. This could also cause a paper jam.
Paper is not loaded properly in the feeder tray.	Load paper correctly.

Screen Image is Blank or Touch Screen is Misaligned

Check Point	Solution
No screen image.	Touch the screen to dismiss the screen saver. If the screen is still blank, make sure printer has power.
The touch screen is incorrectly calibrated.	Press the SETUP button, then select Set Display Preferences on the screen, select the Calibrate button, then touch the screen at three points where indicated to calibrate it.

Printing is Misaligned on Label

Check Point	Solution
Label size is incorrect.	Check to make sure that label stock dimensions match those specified in Print Setup menu (Setup -> Print Setup).
Label orientation is incorrect.	Check to see that label ribbon is properly aligned inside printer.
Print layout is incorrect.	Verify print layout in Print Setup menu (Setup -> Print Setup).

Dates are Incorrect

Check Point	Solution
Current date and time is incorrect.	Reset current date and time via Setup -> Adjust Date and Time menu on device.
Shelf life values are incorrect.	Check shelf life values for food item via Modify button of item menu.

Appendix A: Ordering Supplies

Ithaca® 9700 supplies can be ordered easily direct from TransAct. We offer convenient one-stop shopping for all your printer needs, including paper, spare parts, manuals, printer servicing/refurbishment and more. For more information, call us at 1-800-243-8941 or visit www.TRANSACTsupplies.com.

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