HT Access System Operator Manual



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ML-44243
ML-44244

EPCP-5HTi
EPCP-5HTs
EPCP-5HTx

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Chapter 1: Introduction

Introduction

Welcome

The HT Access System was designed as a meat room or produce back room scale. It gives you merchandising capabilities with multiple fonts, graphics, and label types.



All necessary operator data appears on the touch screen.

FCC Note

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case, the user will be required to correct the interference at their own expense.

Industry Canada Note

The term “IC:” before the equipment certification number signifies that the Industry Canada Technical Specifications were met.

Verify Correctness of Weight and Price

Routinely verify label information. Check the multiplication of price per pound times weight, and check the scale weight against printed label weight. Weigh the same package several times to verify outcome consistency. Packages that weigh near the middle of the 0.005 lb. increment will vary up or down by 0.005 lb. Variation greater than 0.005 lb indicates the need for weigher adjustment. In such a case, or whenever necessary, contact your local Hobart Representative.

Operator Manual Terminology

This manual uses the following terminology for keystrokes and data manipulation procedures:

- The word TYPE means to touch a series of keys on the Numeric Keypad or QWERTY Keyboard.
- The word TOUCH means to activate an entry shown on the display screen.
- The word SELECT means to choose one item from a list brought up on the current screen.
- The word SWIPE means to touch the screen or the area below the screen and drag in a direction.

The following special instructions are used in the manual:

NOTE: A **Note** is information that you need to know, but is not an actual step in the process.

NOTICE A **NOTICE** is information to alert you that you may be doing something that will permanently alter your system.

⚠ WARNING **A WARNING indicates a hazardous situation which, if not avoided, could result in serious injury or death .**

Chapter 2: Understanding the System

Understanding the System

The HT Access System can store information on thousands of products. Retail store information required for product handling and processing, such as PLU number, UPC number, Pricing, Tare, and Shelf Life can be added. Consumer information describing products, such as NutriFacts, Safe Handling, Expanded Text, Health Tips, Meal Planners, Recipes, Cooking Instructions, and Merchandising Graphics can also be added.

NOTICE The system should be installed and/or moved only by a qualified Hobart Service Technician. The system can operate in a temperature range from 14°F to 104°F (-10°C to 40°C).

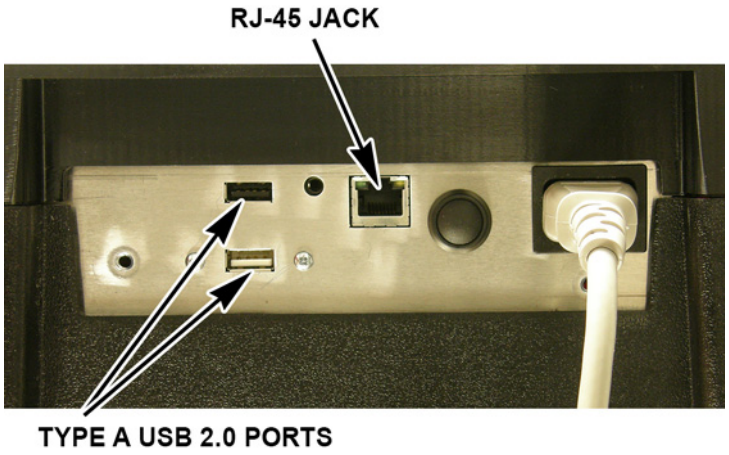
Electrical Connections

A power cord is provided and connects to the back of the printer. Electric power of 120 V., 60 Hz., 1 phase (2-wire plus ground) is required.

Communication Connections

There are several ports that are available.

- Two Type A USB 2.0 Ports
- RJ-45 Jack for an Ethernet Connector (TCP/IP)



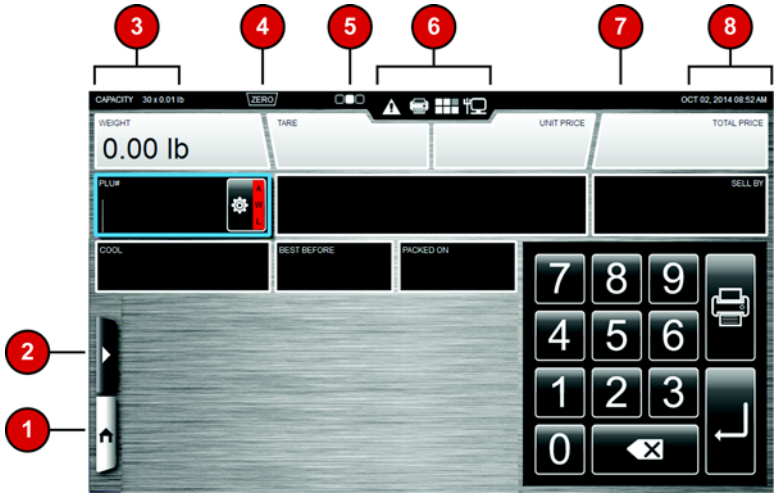
Operator Screens Overview

The Operator Screens are touch screens that enable you to enter information and move through the scale features. There are three screens as indicated by the Screen View Location icon. TOUCH the left square of the icon to move to the left or the right square to move to the right. You can also TOUCH and SWIPE left to right to move to the left screen or TOUCH and SWIPE right to left to move to the right screen.

The following items will appear on all three screens in the same location. See the *Fixed Features on the Operator Screen* table for detailed information about each feature. The center screen is shown.

1. Home Icon
2. Menu Icon
3. Capacity Information
4. Zero Indicator
5. Screen View Location
6. Alert Section
7. Operator Name, if operator login required
8. Date and Time

NOTE: The location of the information bar across the top can be configured to display across the bottom of the screen. The Menu icon and Home icon can be configured to display on the right side of the screen.



Fixed Features on the Operator Screen		
No.	Feature	Description
1.	Home Icon	This icon will return you to the main page. The main page can either be the left or center screen. This is configured in supervisor mode. If the Home Icon has a small square with an arrow in it, that means that a multimedia file is open. TOUCH the icon  to access the multimedia.
2.	Menu Icon	This icon is the access point to additional scale features. See *Menu Icon Features* for more information.
3.	Capacity Information	This area shows the scale capacity. Current capacity range is shown within a trapezoid.
4.	Zero Indicator	This icon appears when no weight is on the scale and the scale is zeroed.
5.	Screen View Location	This icon shows which of the three screens is displayed. A solid square indicates the current screen.
6.	Alert Section	This section displays four different alerts.
	Product Recall 	This icon will flash red when a product recall message is available. TOUCH the icon to display the message. The icon will remain white when there are no active recalls.
	Printer Alert 	This icon will flash red when there is a printer issue such as the label cassette is open or the printer is out of labels. TOUCH the icon to display the message. The icon will remain white when no message exists.
	Planogram 	This icon will flash red when a planogram message is available. TOUCH the icon to display the message. The icon will remain white after the planogram has been viewed.
	Network Connectivity	This area will either display a hard wired icon  or will show bar strength  for a wireless connection. If connectivity is lost, the background of the scale application will be red and the icon will be red and flashing. TOUCH to view network details if enabled.
7.	Operator Name	This area shows the operator name, if login is required.
8.	Date and Time	This area shows the current date and time. This information is provided by the operating system.

The left Operator Screen contains the Fixed Features and an area for dynamic content. The dynamic content area can be configured by the scale supervisor. See *Using the Flashkey Editor* for more information about dynamic content areas.



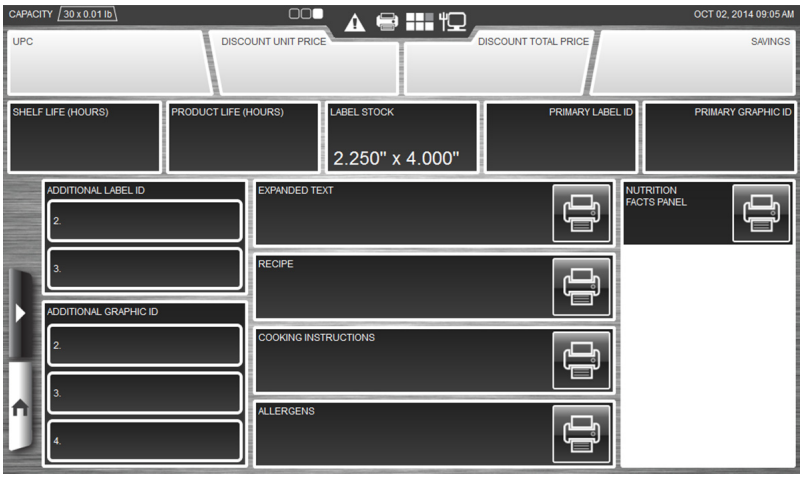
Left Operator Screen

The center Operator Screen contains the Fixed Features, a numeric keypad if configured, product information, run totals if configured, *Operation Mode* settings, and an area for dynamic content. Some information fields such as COOL, Best Before, and Packed On can be turned off by the scale supervisor. The dynamic content area and numerical keypad can be configured by the scale supervisor. See *Using the Flashkey Editor* for more information about dynamic content areas.

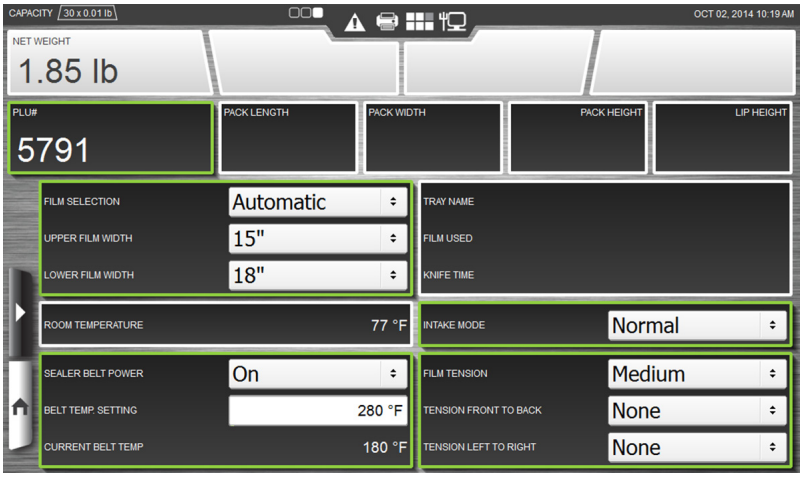


Center Operating Screen

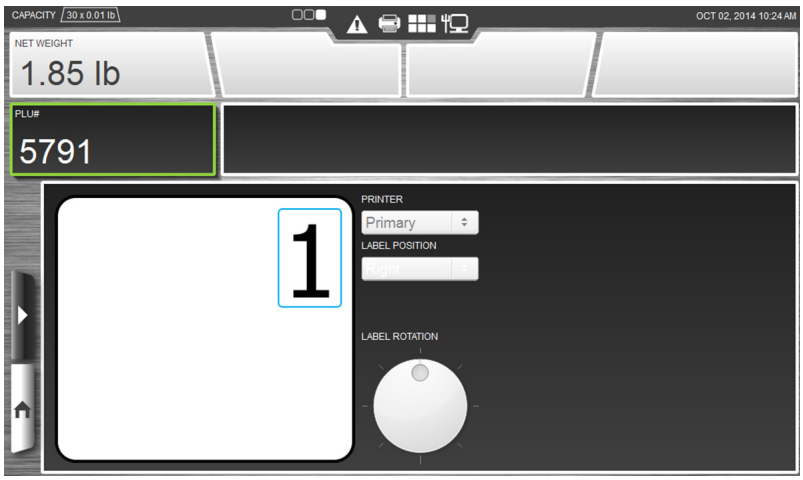
The right Operator Screen can be configured three different ways by the scale supervisor. Each option will contain the Fixed Features along with either the wrapper settings, label placement settings, or product and label information.



Right Operator Screen (with product and label information)



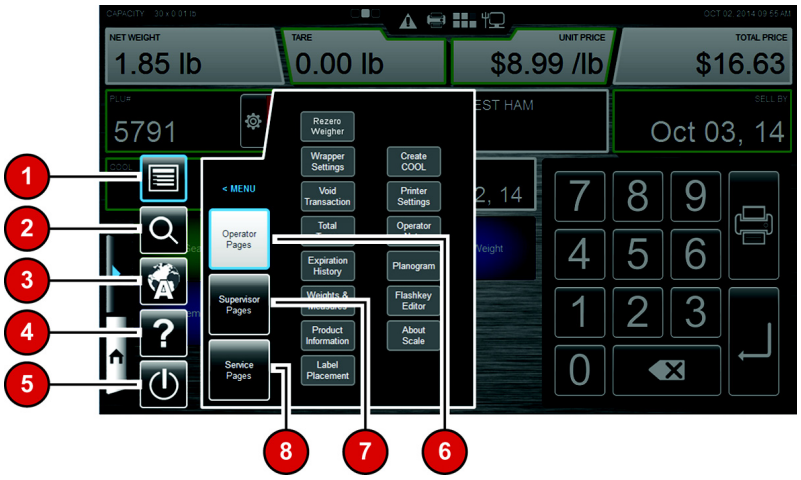
Right Operator Screen (with wrapper settings)



Right Operator Screen (with label placement)

Menu Icon Features

The Menu Icon provides the user access to various features of the scale. TOUCH the Menu Icon . You should now see the ***Menu Window***.



The following items will appear on the Menu Window. See the Menu Icon Features table for detailed information about each feature.

1. Menu
2. Search
3. Language Toggle
4. Help
5. Shutdown Icon
6. Operator Pages
7. Supervisor Pages
8. Service Pages

A blue highlight around the box indicates the feature is selected.

Menu Icon Features			
No.	Feature	Icon	Description
1.	Menu		Default icon to access Operator Pages, Supervisor Pages, or Service Pages.
2.	Search		TOUCH this icon to search for a PLU by name, number, or key word. See *Using the Search Function* for more detailed information.
3.	Language Toggle		TOUCH this icon to toggle between the available languages on the scale. Scales can be configured to toggle between English/Spanish or English/French. If you have questions about this feature, contact your local Hobart Representative.
4.	Help		TOUCH this icon to access the Operator Manual and training videos.
5.	Shutdown		TOUCH this icon to shutdown or reboot the scale operating system. See *Shutting Down the System* for more information.
6.	Operator Pages		TOUCH this box to access various operator functions.
7.	Supervisor Pages		TOUCH this box to access supervisor level functions. Detailed information about the Supervisor level functions can be found in the HT Access System Supervisor Manual.
8.	Service Pages		This feature is only available to authorized Hobart Service Representatives.

Keypad and Keyboard Icons

Use the following chart to identify icons that appear on the keypad or keyboard. The Keypad is the numerical pad. The Keyboard is the alpha-numeric pad visible when using the search function.

Menu Icon Features		
Feature	Icon	Description
Print		TOUCH this icon to print the label.
Enter		TOUCH this icon to accept information.
Delete		TOUCH this icon to delete entered information. One touch will delete one character. If you touch and hold, it will delete all characters.
Keyboard Close		TOUCH this icon to close the QWERTY keyboard.

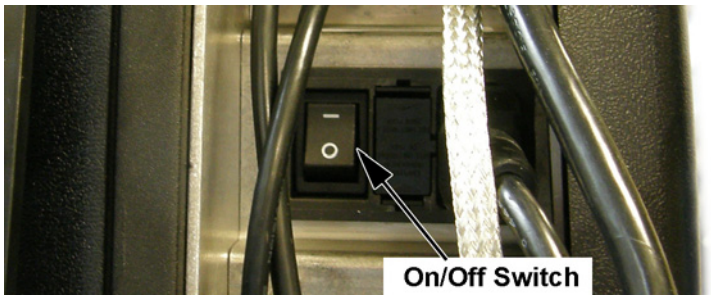
Chapter 3: Using the HT Access System

Using the HT Access System

The instructions for using the HT Access System are detailed in this chapter.

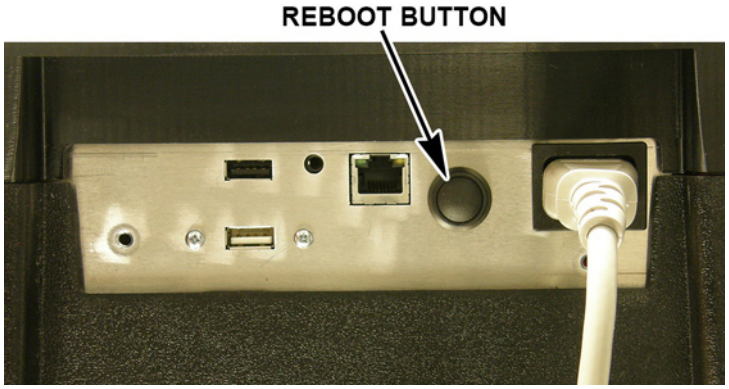
Power Up the System

To power up the HT Access System, use the on/off switch located on the back of the printer.



Reboot Button

Located on the bottom of the console is the Reboot Button.



Press and hold the Reboot Button. A screen will appear and say, "The scale is shutting down."

In the unlikely event the scale stops responding, use the Reboot Button to reboot the scale.

NOTICE Pressing the Reboot Button should only be used when the scale has stopped responding.

NOTICE The reboot button on the console shuts down the operating system only. Power will still be supplied to the console. Do not remove power from the system by unplugging it. Always use the on/off switch on the back of the printer to power down the system.

Logging onto the System

The HT Access System may require an operator to login before printing a label. Not all systems are set up to require an operator to login.

NOTE: The Operator Login Screen can be configured to show a popup keypad or a full keyboard.

If required to login: TYPE the Operator ID and TOUCH OK.

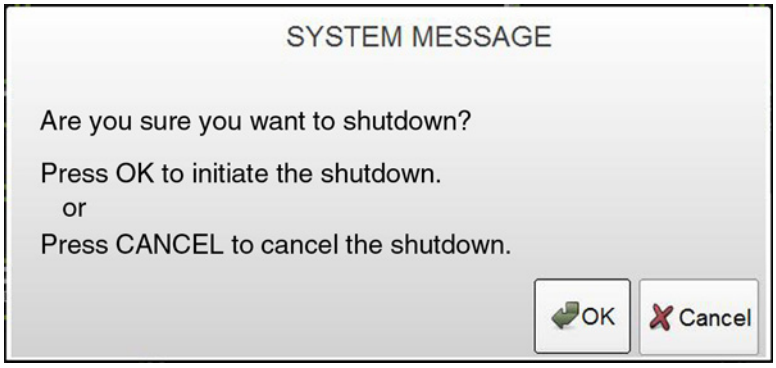


Shutting Down the System

The Shutdown feature is designed to stop all internal functions. Shutdown is required before power can be disconnected from the system.

To Shutdown the System:

1. TOUCH the Menu Icon  .
2. TOUCH the Shutdown Icon  .
3. Screen will appear and ask “Are you sure you want to shutdown?



4. TOUCH OK.
5. When the system is ready to shutdown, a screen will appear and say, “The scale application is ready to shutdown. Press the Shutdown button to power down the scale or Reboot to restart.” TOUCH Shutdown.



NOTICE **DO NOT** disconnect power to the system during shutdown.

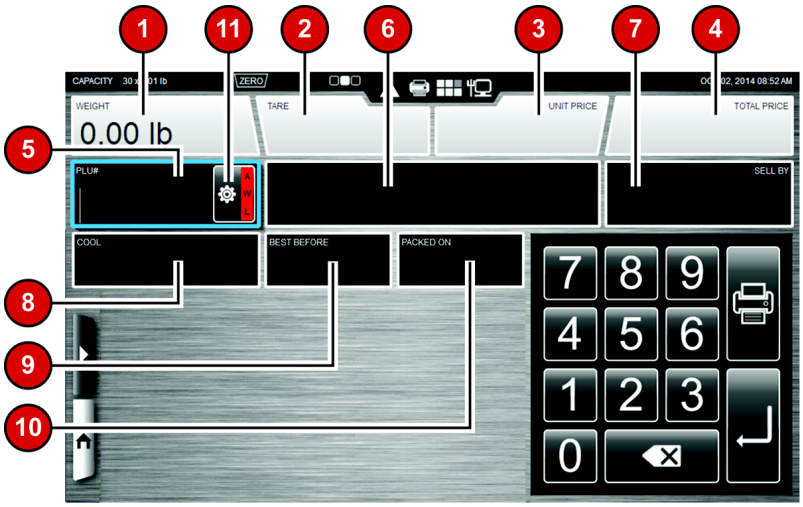
6. Wait for the scale system to shutdown (the screen will go black).
7. Remove power by using the on/off switch on the back of the printer.

Center Operator Screen

The Center Operator Screen displays product information for the PLU that is entered. The type of data displayed depends upon the product weigh type of the PLU.

The Center Operator Screen displays the following information, if applicable:

1. Weight (or will display By Count if PLU is sold by count)
2. Tare
3. Unit Price
4. Total Price
5. PLU Number
6. Description
7. Sell by date
8. Country of Origin Label (COOL) Text & Tracking Number (optional)
9. Best before date (optional)
10. Packed on date (optional)
11. Operation Mode



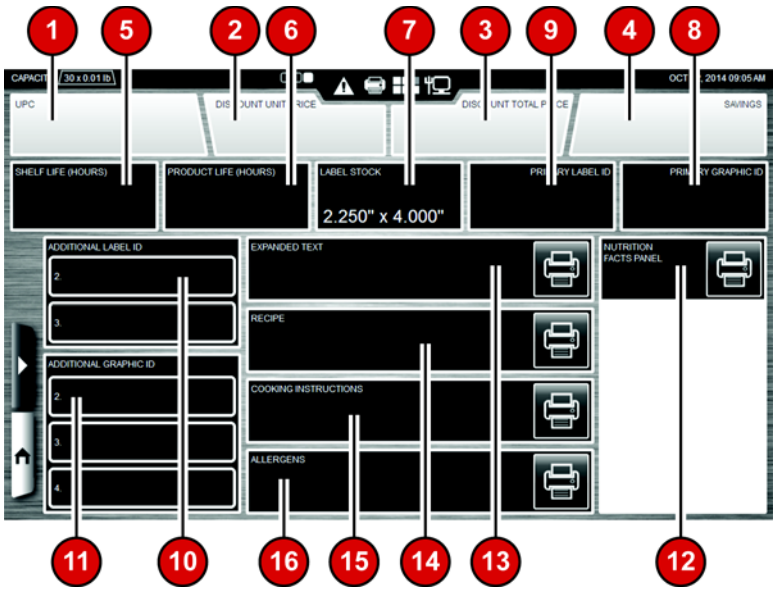
NOTE: System configuration may show different options.

Right Operator Screen

The Right Operator Screen displays wrapper settings, label placement, or product and label information for the PLU that is entered. The type of data displayed depends upon the data loaded for the PLU. See *Modifying the Wrapper Settings* or *Modifying the Label Placement* for information displayed on those screens.

The Right Operator Screen displays the following information, if applicable:

1. UPC Number
2. Discount Unit Price
3. Discount Total Price
4. Savings
5. Shelf Life (Hours)
6. Product Life (Hours)
7. Label Stock
8. Primary Label ID
9. Primary Graphic ID
10. Additional Label IDs
11. Additional Graphic IDs
12. Nutrition Facts Panel
13. Expanded Text
14. Recipe
15. Cooking Instructions
16. Allergens



NOTE: System configuration may show different options.

Modifying the Operator Screens

The operator can modify certain settings that display on the Operator Screens once a PLU is entered. Only text fields with a green highlight around the box can be modified. Text fields with a blue highlight indicate the field is active and input from the keypad will modify the contents of the field. Text fields with a white border cannot be edited and provide information only.

NOTE: Changes made on the Operator Screens, other than certain COOL information, will be in effect for the current run only. The scale will revert to the system default settings when a different PLU is entered.



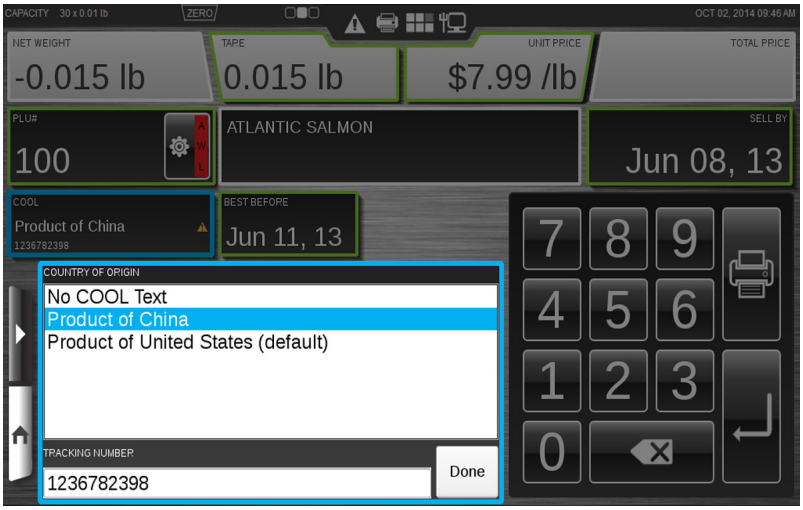
To change Field values: TOUCH the field and TYPE the change on the Keypad. TOUCH Enter. The value change will be displayed in the field. This applies to Unit Price, PLU#, and By Count on the Center Operator Screen. This applies to Shelf Life (Hours), Product Life (Hours), Primary Label, and Additional Labels IDs on the Right Operator Screen.

To change Tare field: TOUCH the Tare field. TYPE the tare on the keypad or TOUCH the desired value from the tare grid as shown.



NOTE: The Tare Grid, shown above in the dynamic content area, is a feature that can be configured by the supervisor or operator.

To change COOL: TOUCH the COOL field. You should now see the ***COOL Window.***



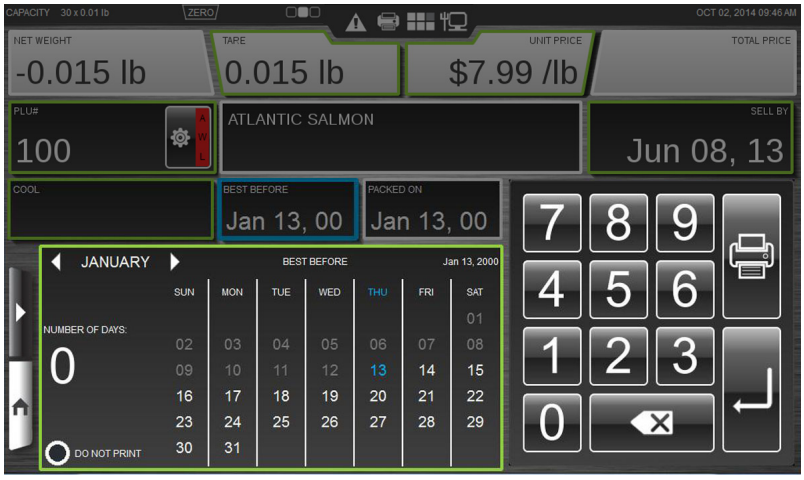
NOTE: See Using Create COOL for information about modifying COOL. The setting changes made will be displayed on the Operator Screens.

SELECT the COOL text from the list available. TOUCH Done.

NOTE: "No COOL Text" means Do Not Print COOL on the label.

NOTE: These fields can only be changed in Operate Mode if you have the proper allowances.

To change the Sell By date or Best Before date: TOUCH the Sell By or Best Before field to activate. You should now see the Calendar Window.

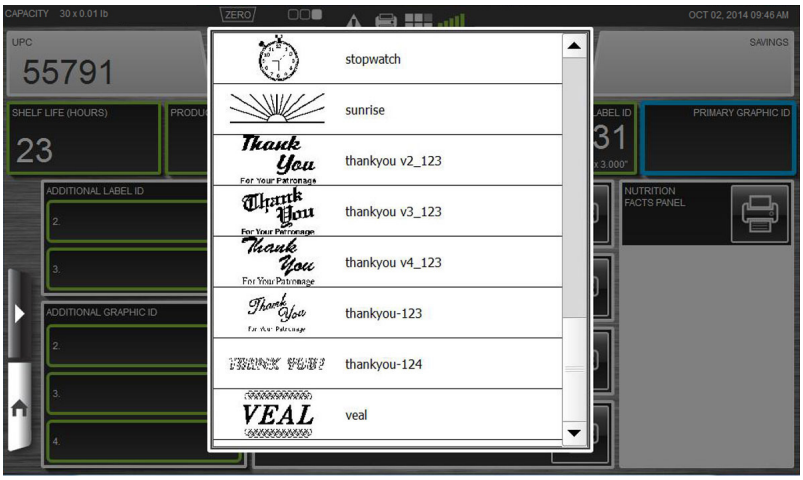


The current date will display in blue. Use the arrows next to the month to change to the next or prior month. Select the date OR TYPE the number of days on the Keypad. The maximum is 998 days. If you do not want this information to appear on the label, TOUCH the Do Not Print circle. A black dot will appear in the circle when selected.

NOTE: Adding days to the Sell By field will automatically add days to the Best Before field in proportion to the days configured for that PLU.

NOTE: This screen is used to temporarily change the product and shelf life fields that will be printed on the label. It may be used to select which fields not to print on the label. These changes are temporary and will be lost when a new product is selected.

To change or add a graphic to the label: TOUCH the Primary Graphic ID and SELECT a graphic from the list or SELECT None from the list to remove the graphic. For additional graphics, use the same process for the Additional Graphic ID fields.



To print additional label information: Additional information, such as Expanded Text, Recipes, Allergens, Nutrition Facts Panel, and Cooking Instructions can be printed on separate labels. TOUCH the printer icon  next to the field to be printed.



NOTE: Changing or adding a graphic to the Label and printing additional label information can be located on Screen 3 of the scale.

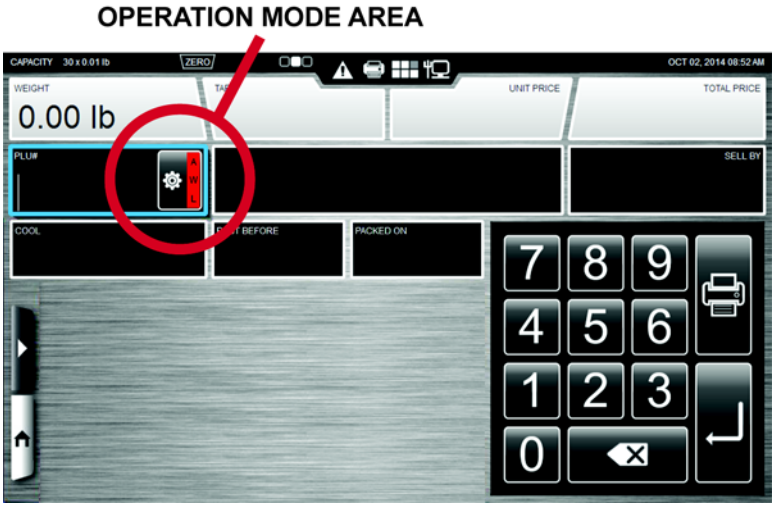
NOTE: Nutrition Facts Panel includes high level information. Additional information may be included on the label.

Operation Mode

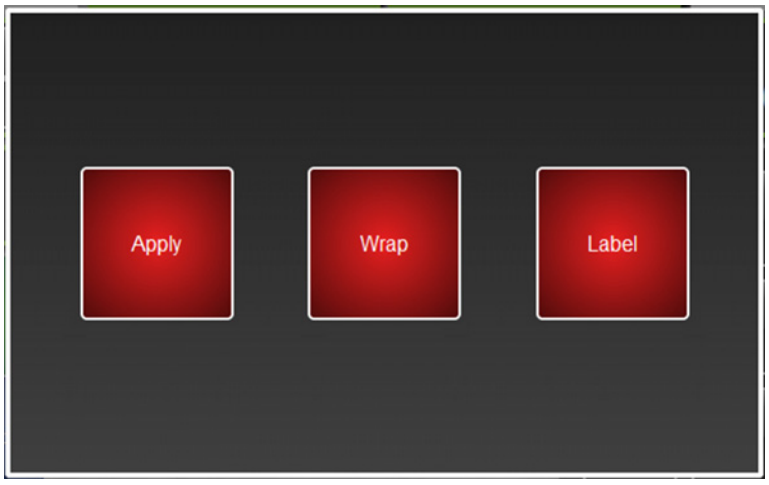
The HT Access System can be configured to be used in different ways according to the needs of your operation. The Operation Mode feature will allow the system to be set up to operate in manual or automatic mode.

NOTE: There are different automatic modes available for use with the HT Access System. If your system is attached to an automatic wrapper, you will have more functions available.

TOUCH the Operation Mode area.



You should now see the Operation Mode Setup Screen.

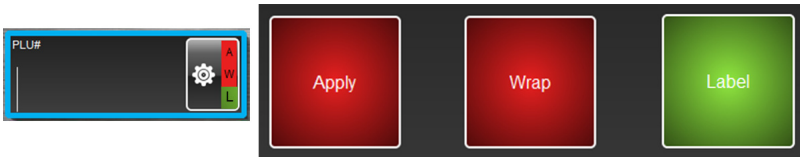


To set the system to automatically wrap the product and print and apply a label: TOUCH the Apply, Wrap, and Label buttons until the buttons are green. TOUCH anywhere outside the Operation Mode Setup Screen to exit.



The A, W, & L in the Operation Mode area will change to green and the PLU# area will be green. A product is placed on the wrapper scale. The product will run through the wrapper and will be wrapped. A label will be printed when a stable weight has been sensed by the scale. The label will be applied to the product as the product emerges from the wrapper.

To set the system to automatically print a label: TOUCH the Label button until the button is green. TOUCH the Apply and Wrap buttons until the buttons are red. TOUCH anywhere outside the Operation Mode Setup Screen to exit.



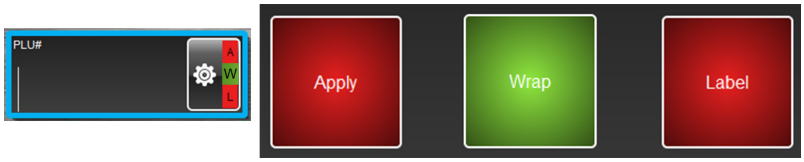
The L in the Operation Mode area will change to green and the PLU# area will be black. Place the product on the wrapper scale. A label will print automatically when a stable weight has been sensed by the scale. The label will not be applied to the product. Manually remove the label from the printer and apply to the product.

To set the system to automatically print and apply label (No Wrap): TOUCH the Apply and Label buttons until the buttons are green. TOUCH the Wrap button until the button is red. TOUCH anywhere outside the Operation Mode Setup Screen to exit.



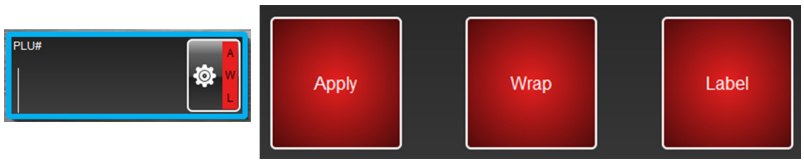
The A & L in the Operation Mode area will change to green and the PLU# area will be yellow. Place the prepackaged product on the wrapper scale. A label will print automatically when a stable weight has been sensed by the scale. The product will travel through the wrapper and the label will be applied. The product will not be wrapped.

To set the system to automatically wrap only: TOUCH the Wrap button until the button is green. TOUCH the Apply and Label buttons until the buttons are red. TOUCH anywhere outside the Operation Mode Setup Screen to exit.



The W in the Operation Mode area will change to green and the PLU# area will be black. A product is placed on the wrapper scale. The product will run through the wrapper and will be wrapped.

To set the system to manual mode: TOUCH the Apply, Wrap, and Label buttons until the buttons are red. TOUCH anywhere outside the Operation Mode Setup Screen to exit.



The A, W, & L in the Operation Mode area will change to red and the PLU# area will be black. A product is placed on the wrapper scale. TOUCH Print to print a label.

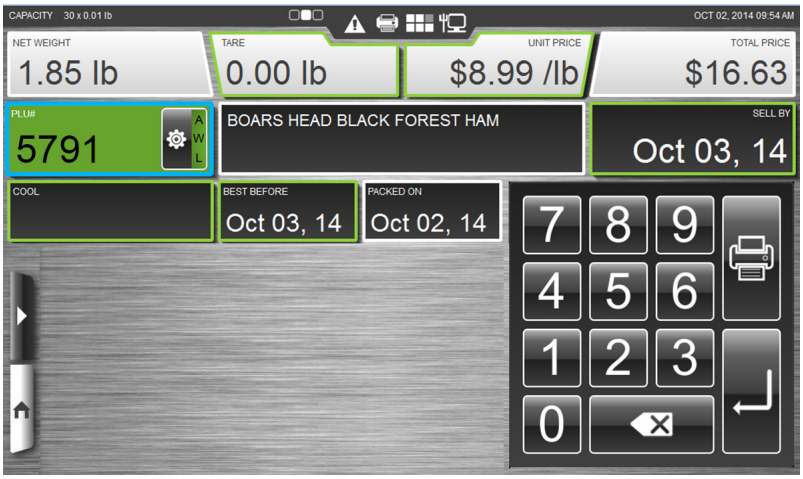
Running a Product

Running a product is the basic function of the operator. This function allows the operator to enter the PLU, weigh, wrap, print, and apply the label.

NOTE: If the PLU number is not known, use the search feature to find the desired product. See *Using the Search Function* for more information.

NOTE: The PLU# is the default field for the keypad.

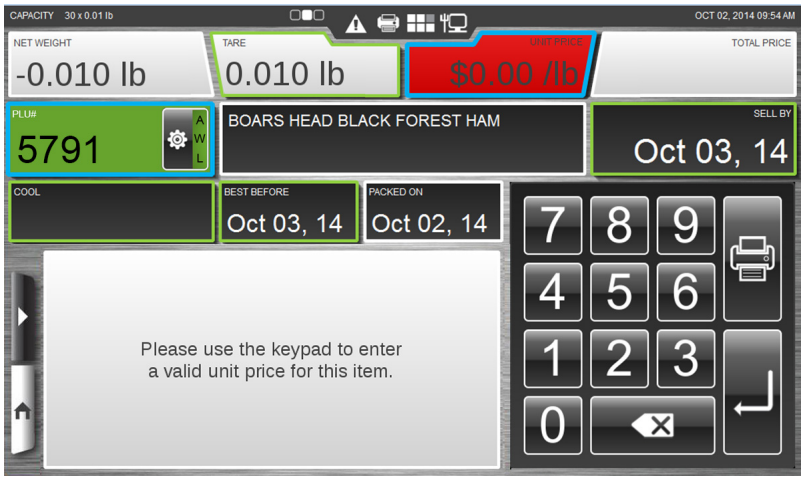
From the ***Operator Screen***, TOUCH a Flashkey –OR– TYPE the product number on the Numeric Keypad. You may need to TOUCH enter  to populate the Screen. You should now see the product information on the Operator Screen.



To run in Manual mode: Place the product on the scale. TOUCH the Print Icon  to print the label.

To run in Automatic mode: Select the automatic setting for this run. See *Operation Mode*. Place the product on the scale. The automatic functions will begin when a stable weight has been sensed by the scale.

Some PLU's may require information to be entered before the run can start or the print icon can be used. This is called a forced field. It can be identified by the red field with a blue highlight. Enter the required information. The example shown requires the Unit Price to be entered before the product label can be printed.



Using Create COOL

From any screen, TOUCH the Menu Icon . TOUCH Create COOL. You should now see the ***Create COOL Window***.



To create COOL text: SELECT the appropriate production step from those listed in the Production Steps box. Repeat this procedure to SELECT the country from the list in the Countries box in which the production step was performed. The production step and country selected will be displayed in the COOL Text name box. TOUCH the Add To Shortlist button to create this COOL option. If needed, TOUCH the Clear button to delete the COOL text.

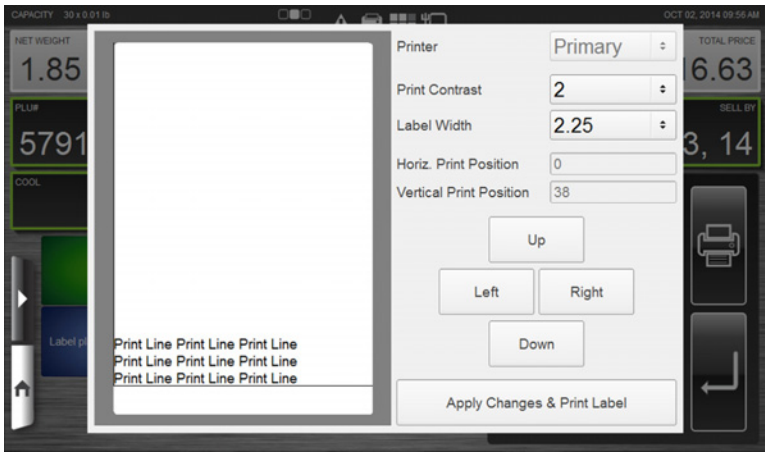
To exit this window: TOUCH anywhere outside of the Create COOL Window or the Operator Pages box. TOUCHING the Home button will result in losing the current PLU information.

Modifying the Printer Settings

From any screen, TOUCH the Menu Icon . TOUCH Printer Settings.



You should now see the ***Printer Settings Window***.



To change the Printer Type: TOUCH the Printer field and SELECT Primary, Second, Third, or None.

To change the Print Contrast: TOUCH the Print Contrast field and SELECT a number from 0-7. TOUCH the Apply Changes & Print Label button to save changes and print a sample label.

NOTE: Use the lowest contrast level that produces acceptable print to preserve print head life. A value of 0 is the lightest and 7 is the darkest.

To change the Horizontal Print Position: TOUCH the Left or Right buttons to move the print to the left or the right on the label. TOUCH the Apply Changes & Print Label button to save changes and print a sample label.

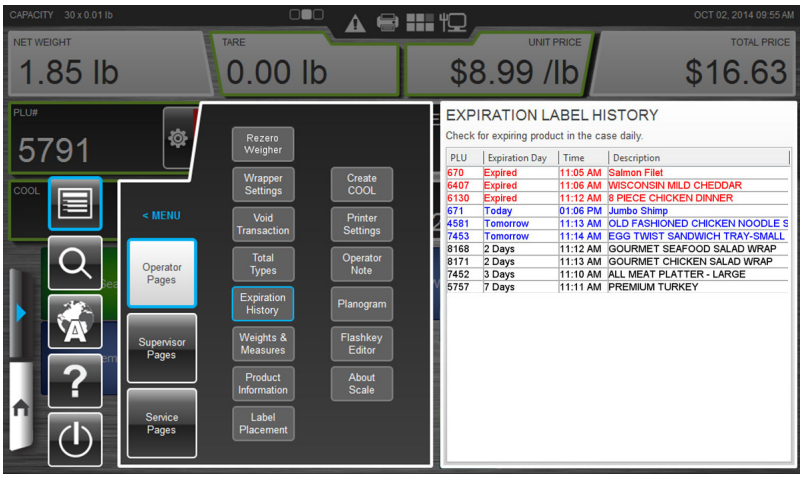
To change the Vertical Print Position: TOUCH the Up or Down buttons to move the print up or down on the label. TOUCH the Apply Changes & Print Label button to save changes and print a sample label.

To exit this window: TOUCH anywhere outside the Printer Settings Window. All changes made will be saved when the window is exited.

Viewing Expiration Label History

This screen is used to view the Expiration Label History Records. An Expiration Label can be printed for an opened item (i.e. a deli meat loaf). This page will show the user the items that have had expiration labels printed. Additionally, it will show what items have expired in the past two days and those about to expire.

From any screen, TOUCH the Menu Icon . TOUCH Expiration History. You should now see the ***Expiration Label History Window***.



Red text Items: These are products whose shelf life have expired. The red text makes the items easily identifiable.

Blue text Items: These are products that have not yet expired, but have less than 24 hours until they do expire. The blue text make the items easily identifiable in order for the Operator to select the items for proactive solutions. This may include discounts and sample platters in order to push the items.

Black text Items: These are products that have Shelf Life Expiration dates of more than one day.

PLU # Column: The Product Number of the item that an Operator has printed a shelf Life Expiration Label.

Expiration Day Column: The date, in days, when the product expires.

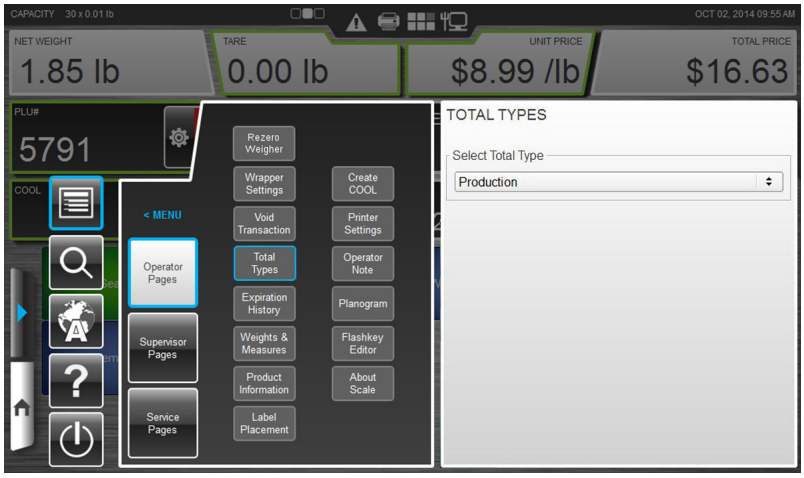
Time Column: The time of day when the product expires.

Description Column: The product description of the item that had a Shelf Life Expiration Label printed.

To exit this window: TOUCH anywhere outside of the Expiration Label History Window.

Selecting Total Types

From any screen, TOUCH the Menu Icon . TOUCH Total Types. You should now see the ***Total Types Window***.

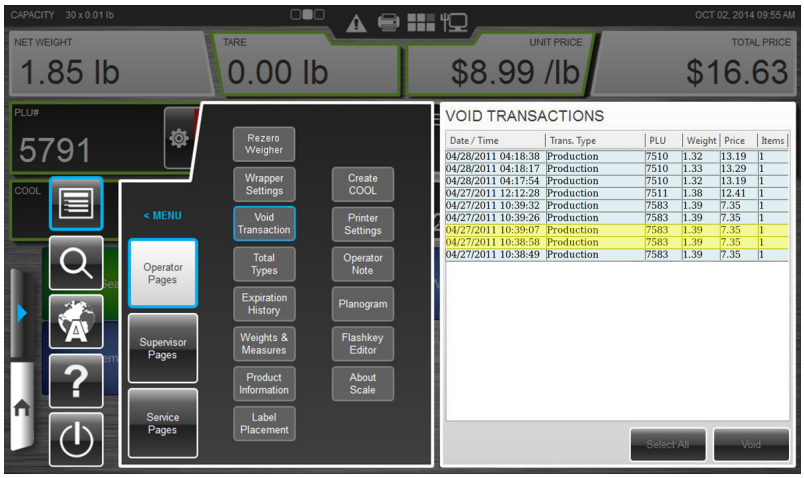


To select a Total Type: TOUCH the Total Type field and SELECT a Total Type.

To exit this window: TOUCH anywhere outside the Total Types Window.

Voiding a Transaction

From any screen, TOUCH the Menu Icon . TOUCH Void Transaction. You should now see the ***Void Transaction Window***.



To Void a Transaction: TOUCH the Transaction to highlight it (multiple transactions can be selected if desired) and TOUCH the Void button. ALL the highlighted transactions will be voided. There will be no further indication on the screen that the transaction has been completed. Void does not remove the item from the database.
To exit this window: TOUCH anywhere outside the Void Transaction Window.

Rezero the Weigher

Ensure that nothing is on the scale platter. From any screen, TOUCH the Menu Icon . TOUCH Rezero Weigher.



A message box will appear briefly; no other action is required.



If system message does not automatically dismiss, TOUCH OK to dismiss message.

Using the Search Function

From any screen, TOUCH the Menu Icon . TOUCH the Search Icon .



You should now see the ***Search Window***. A search can be performed by a product number or by a product description.



To perform a Search by PLU: TOUCH the PLU Search check box. TYPE the PLU number using the keyboard.

To perform a Search by Description: TYPE the letters or numbers on the keyboard describing the product. As you enter characters the search will begin automatically.

TOUCH the scroll bar arrows to the right of the box containing the product list to scroll up or down and view all of the products listed.

SELECT the desired product on the list. The ***Operator Screen*** for the selected product will be displayed.

To exit this window: TOUCH anywhere outside of the keyboard or Search Window.

Viewing Product Notes

If a product note is available, a Product Note message will appear when the PLU is entered.



To exit this window: TOUCH OK.

Viewing Operator Note

From any screen, TOUCH the Menu Icon . TOUCH Operator Note.



You should now see the ***Operator Note Window***. This is only available if there is a note.



To exit this window: TOUCH OK.

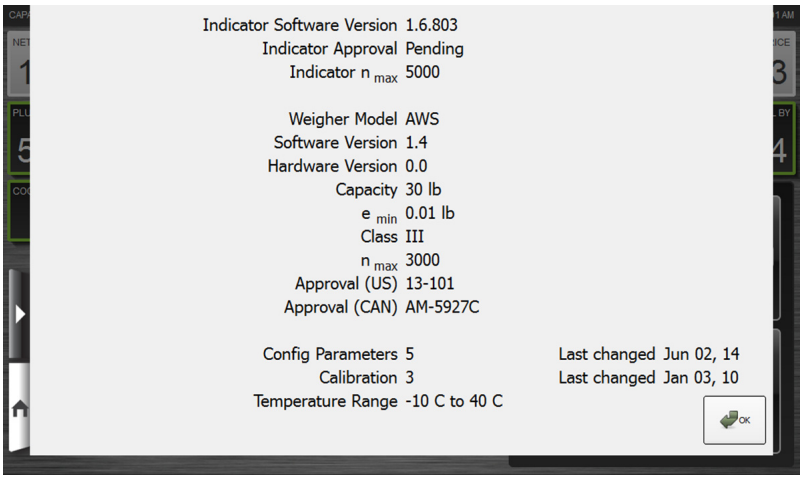
Viewing Weights & Measures Information

From any screen, TOUCH the Menu Icon . TOUCH Weights & Measures.



You should now see the ***Weights & Measures Window***.

NOTE: The information on this screen will vary depending on the peripherals attached. An example screen is shown below.



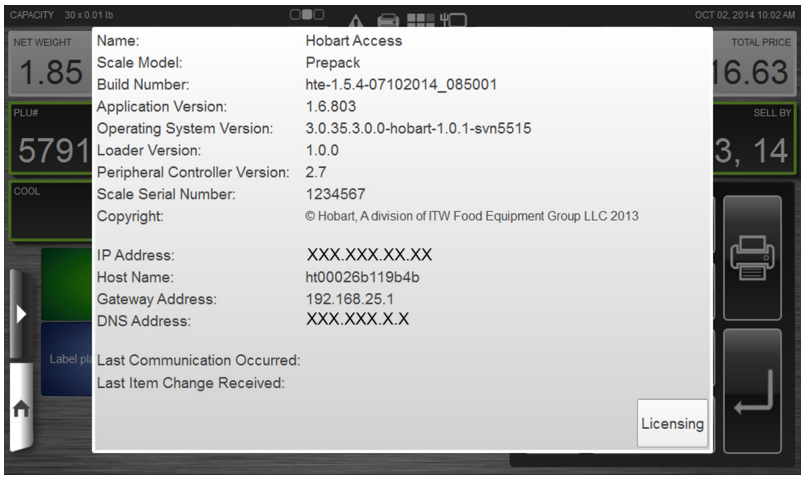
To exit this window: TOUCH OK.

Viewing About Scale Information

From any screen, TOUCH the Menu Icon . TOUCH About Scale.



You should now see the ***About Scale Window***.



To exit this window: TOUCH anywhere outside of the window.

Help

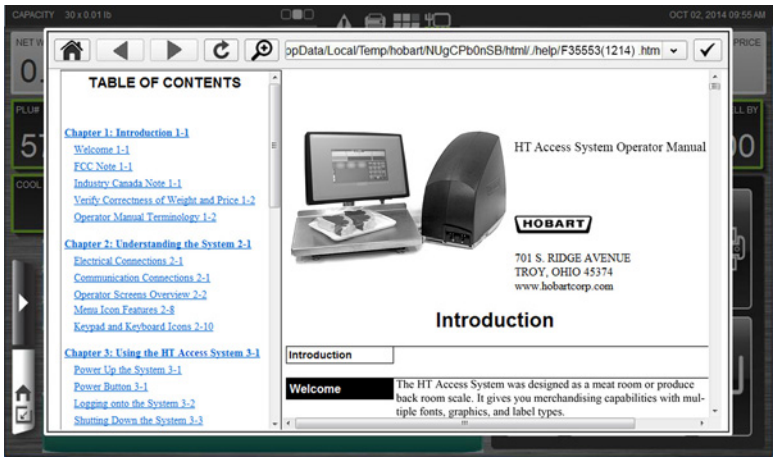
This scale has an Operator Manual loaded on the scale.

To access the Operator Manual: TOUCH the Menu Icon .

TOUCH the Help Icon .



You should now see the Operator Manual and the Multimedia icon  will appear on the Home button. Multimedia files are items such as videos or manuals.



To minimize: TOUCH the Home button. The Multimedia icon should stay on the Home button.

To exit this window: TOUCH the check mark in upper right corner or anywhere outside of the window.

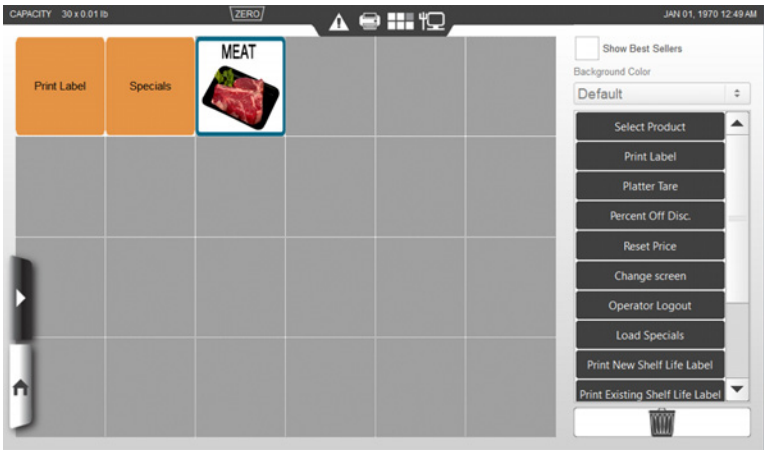
Using the Flashkey Editor

The Flashkey Editor allows the operator to set up quick and easy access to various scale functions and frequently used PLU's. The flashkeys will appear in the dynamic content area of the center operator screen. Additional flashkey features can be configured in supervisor mode.

From any screen, TOUCH the Menu Icon . TOUCH Flashkey Editor.



You should now be on the ***Flashkey Editor Screen***.



NOTE: TOUCHING a flashkey will cause a description of that flashkey to populate in the Function Description box.

To add a flashkey: SELECT a flashkey from the list on the right and drag the flashkey to the desired location on the grid. TOUCH the scroll bar arrows to the right of the box containing the flashkeys to scroll up or down and view all of the flashkeys listed.

To remove a flashkey: TOUCH, hold, and drag the flashkey to the trash can.

To change the background color: TOUCH Change Background Color on the upper right side of the screen. You should now see a list of background colors available.

To use the Best Sellers: TOUCH Use Best Sellers check box in the upper right of the screen. A check will appear in the check box when Best Sellers is activated. The scale automatically determines the best-seller keys based on sales data from that individual scale.

NOTE: The background color for best-seller keys cannot be changed.

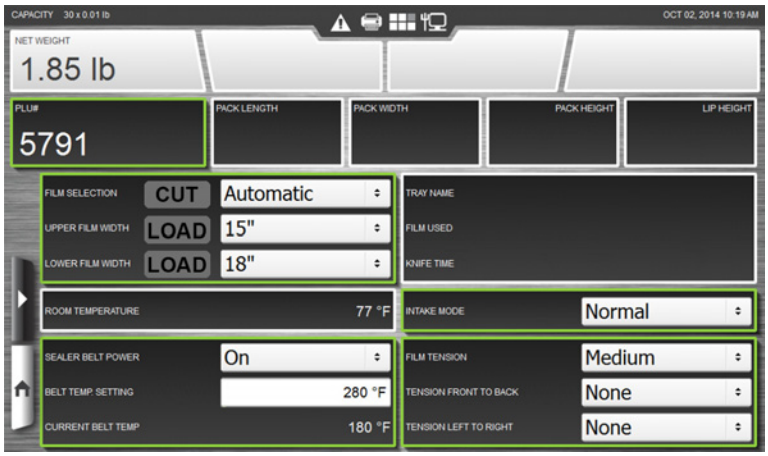
To exit the Flashkey Editor: TOUCH home icon.

Modifying the Wrapper Settings

From any screen, TOUCH the Menu Icon . TOUCH Wrapper Settings.



You should now see the ***Wrapper Settings Screen***.



NOTE: Depending on the configuration of the wrapper, there may be only one film width listed.

To change the Film Width: TOUCH the Film Selection field and SELECT either Upper, Lower, or Automatic.

To load Film: SELECT the film width and TOUCH the Load Film button.

To cut the Film: TOUCH the Cut Film button.

To turn on/off the Sealer Belt Power: TOUCH the Sealer Belt Power field and SELECT either On or Off.

To change the Belt Temperature: TOUCH the Belt Temperature Setting field. The Numeric Keypad will be displayed. TYPE the Belt Temperature Setting on the Numeric Keypad. TOUCH Enter.

To change the Intake Mode: TOUCH the Intake Mode field and bring up the Intake Mode drop-down selections, either Normal, None, or Gentle.

To change Film Tension: TOUCH the Film Tension field and SELECT either High, Medium, or Low.

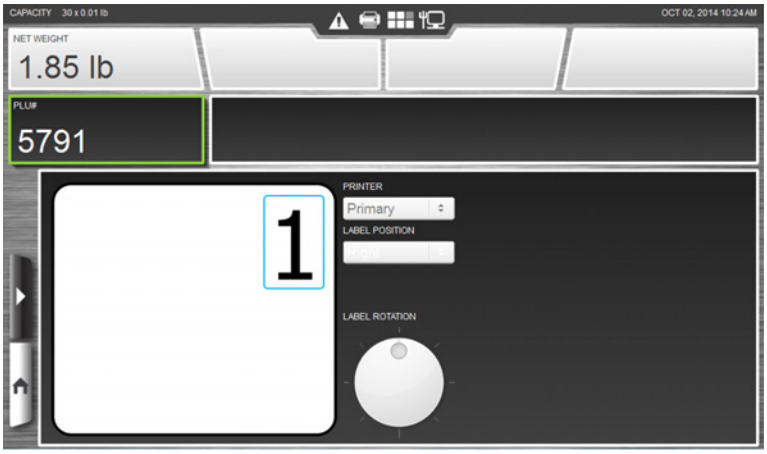
To exit the Wrapper Settings: TOUCH home icon.

Modifying the Label Placement

From any screen, TOUCH the Menu Icon  . TOUCH Label Placement.



You should now see the ***Label Placement Screen***.

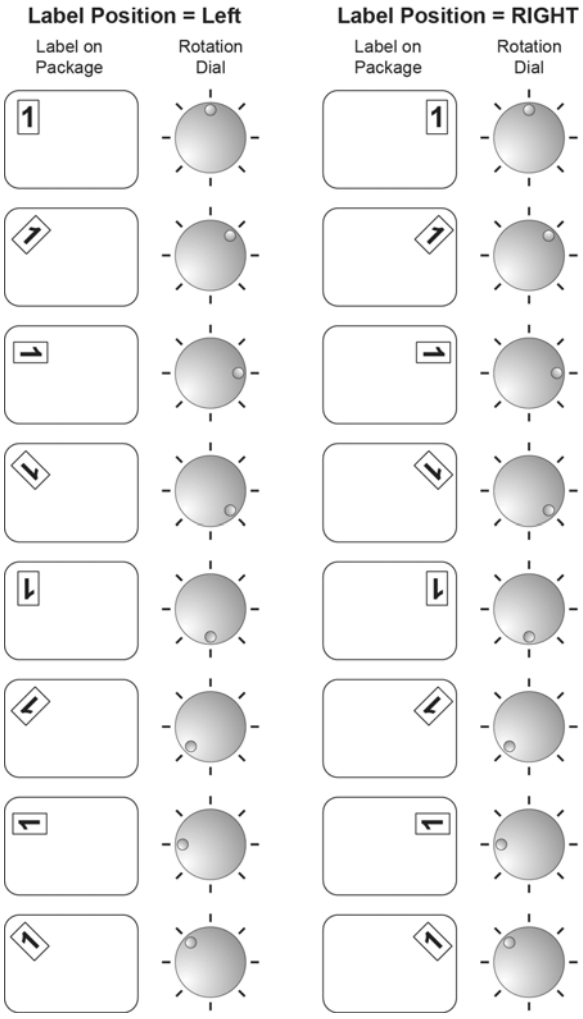


To change the Printer Selected: TOUCH the Printer field. The printer drop-down selections of Primary and Secondary will be displayed. SELECT the printer. The default settings for the selected printer will be displayed.

NOTE: If only a Primary printer is available, the Primary printer text box will be disabled.

To change the Label Position: TOUCH the Label Position and SELECT Right or Left.

To change the Label Rotation: TOUCH the Label Rotation dial until the label shown on the screen is in the desired orientation. The following chart shows the options available.



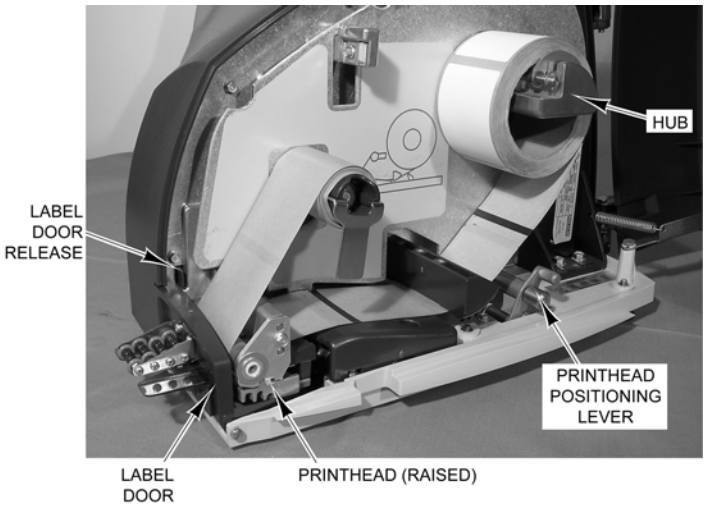
To exit the Label Placement screen: TOUCH home icon.

Chapter 4: Maintenance & Cleaning

Removing Labels

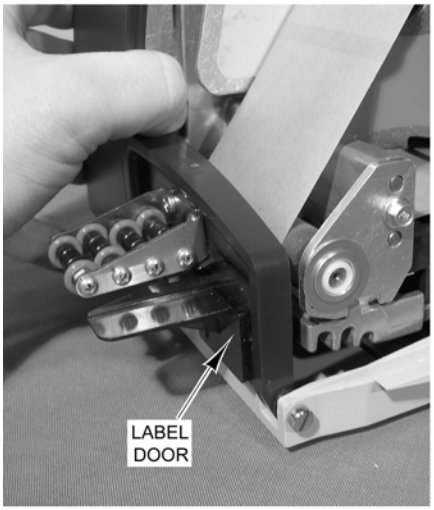
To remove labels from the printer:

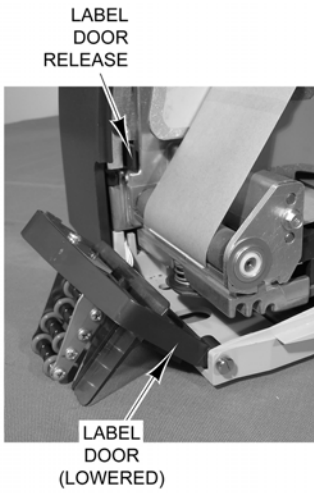
1. Open the printer label access door.
2. Pull the printhead positioning lever toward the printhead to lower the printhead.

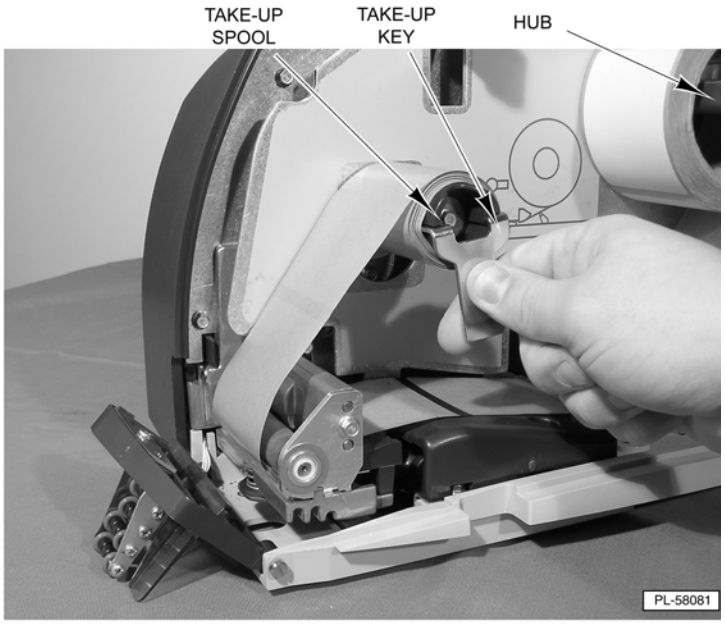


NOTE: The EPP-3 printer does not use the label door release. Pull on the label door to release.

3. Push and hold in the label door release located on the interior back wall behind the roller and lower the label door.







4. Remove the take-up spool key.
5. Remove the label backing paper from the take-up spool and the label roll from the hub.

Loading Labels

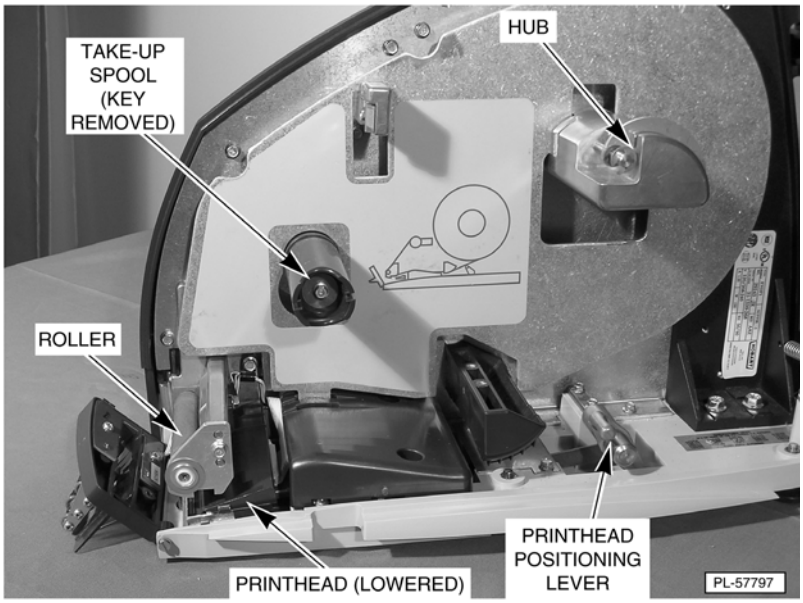
NOTE: Before loading labels:

- See *Cleaning the Printhead*.
- See *Setting the Label Size Plate*.

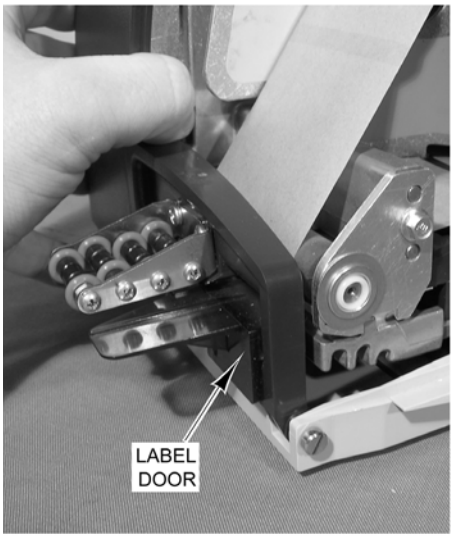
To load labels in the printer:

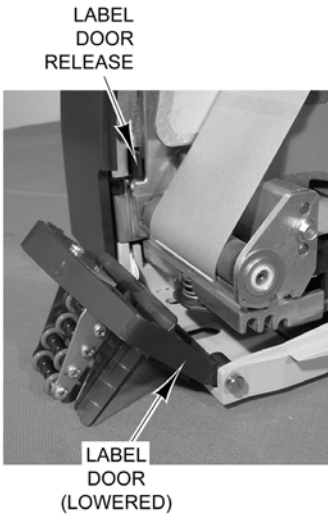
1. Remove labels from the first 12 inches of the new label roll. This will create a leader to attach to the take-up spool.

2. Pull the printhead positioning lever toward the printhead to lower the printhead.



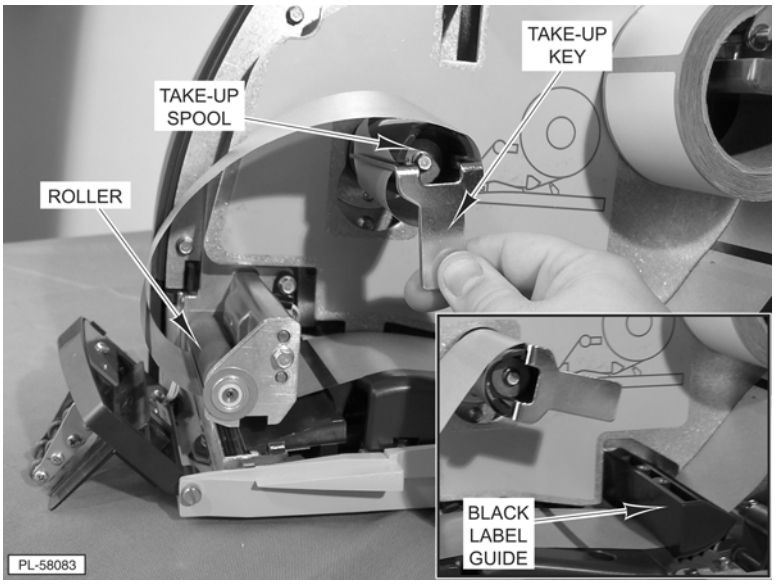
3. Push and hold in the label door release, located on the interior back wall behind the roller, and lower the label door.





4. Place the label roll on the hub. The leader feeds from the bottom of the roll in a clockwise direction.

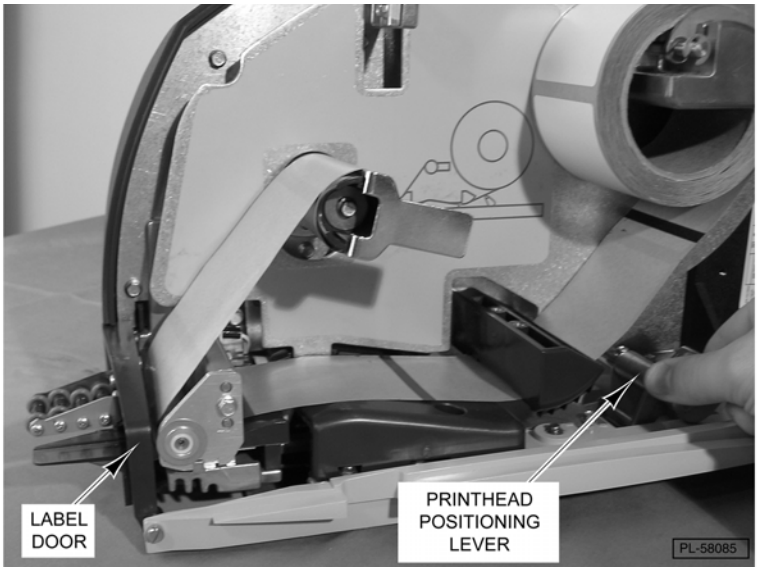
5. Remove the take-up spool key.



6. Wrap the leader under the black label guide, around the roller and the take-up spool, and insert the take-up spool key. Insert the short side of the key first and catch the leader under the long side of the key.

7. Take up the leader slack and align the leader on the spool.

8. Close the label door on the front of the printer.



9. Pull the printhead positioning lever away from the printhead to raise the printhead into position. The printer will automatically advance the labels through the printhead setting the labels in the ready position.

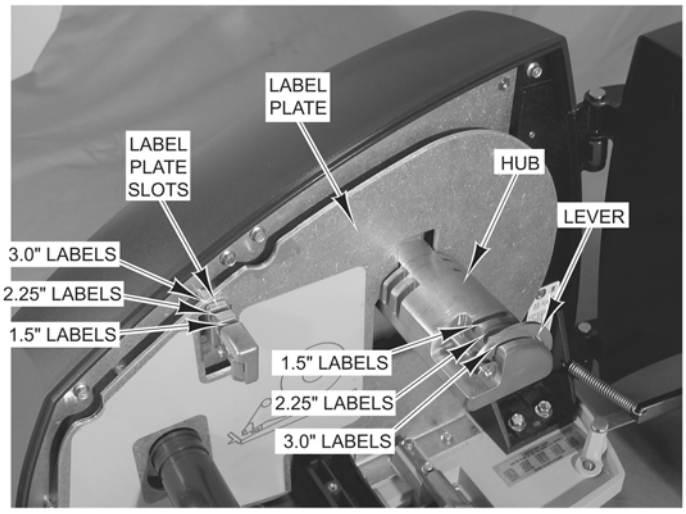
10. Close the printer label access door.

Setting the Label Size Plate

To set the label size plate:

1. Lift the label plate and set it in the slots for the size labels being used.

2. Move the lever on the hub to the slot for the size labels being used.



NOTE: If you change the label size, make sure to adjust the printer settings (see *Modifying the Printer Settings*).

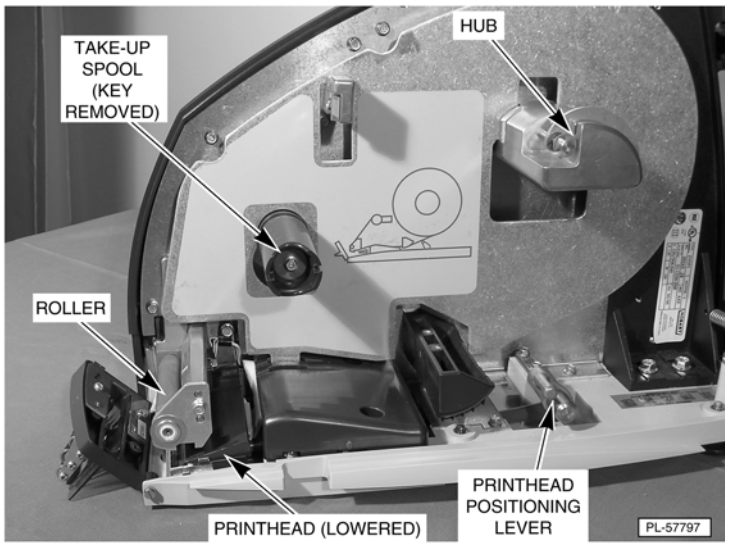
Cleaning the Printhead

The printhead of your HT Access System Printer should be cleaned approximately once each week, or whenever labels are obstructed due to a residue buildup on the printhead and/or roller. It is a good idea to clean the printhead roller whenever a new roll of labels is installed. To obtain a Printhead Cleaning Kit, contact your local Hobart Representative; request Part Number 00-913096-00001. Due to shipping restrictions, the 70% Isopropyl Alcohol must now be purchased locally.

NOTICE ***Do not use a metal tool on the printhead.*** This could scratch or break the printhead. In addition, monitor the printer to look for labels stuck on the printer parts. If found, remove these labels at once following the instructions given below. Cleaning of the Printer Unit is a customer responsibility and will not be covered by Hobart Warranty.

To clean the printhead:

1. With the label door lowered, the labels removed, and the printhead in the lowered position, check to see if the printhead is clean and free of label stock and label adhesive.



2. Use the scraper from the Printhead Cleaning Kit to remove stuck-on label stock.
3. To remove burnt-on adhesive, gently rub the printhead surface with the eraser from the Printhead Cleaning Kit.
4. Using the cleaner and a swab from the Printhead Cleaning Kit, scrub the printhead until all of the residue is removed.
5. Clean the roller with the cleaner and swabs.
6. Allow the printhead and roller to dry before loading labels.

Troubleshooting

In the event that your HT Access System does not operate as expected, please reference the following troubleshooting steps before calling for service.

If you are experiencing problems with the system, the following scenarios may be of help

Problem	Possible Cause	Action/Solution
There is no display on the display unit.	You may not have power running to the system.	Verify the following connections: • *Power switch on back of printer may be turned off.* • *Power cord is plugged into a working electrical outlet.* • *Power cord is plugged into the rear of the printer.* • *Display unit power cord is plugged into the printer.* • *Display unit power cord is plugged into the display unit.* • *USB cable is plugged into the printer.* • *USB cable is plugged into the display unit.*
The Operator ID was not accepted.	You may have entered the wrong ID.	Verify that you are entering the proper ID. If correct, have your supervisor check the ID number.
Product number was not found.	You may have entered an invalid product number.	Verify the product number.
System prompts you to take a label. No label is present.	A portion of the label may be 'hidden' in the label exit.	Make sure that the label exit is clear.
Partial non-printed label is exposed.	The labels may be improperly threaded.	Verify that labels are properly threaded.
System prints blank labels, partially printed labels, or prints across multiple labels.	The labels may be improperly threaded or the printhead or roller may be dirty.	Check to see that labels are threaded properly. If the problem persists, clean the printhead using the Hobart Printhead Cleaning Kit.

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