

VariQuestTM

Awards Maker 400



User's Guide

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1. Setting up the VariQuest™ Awards Maker 400

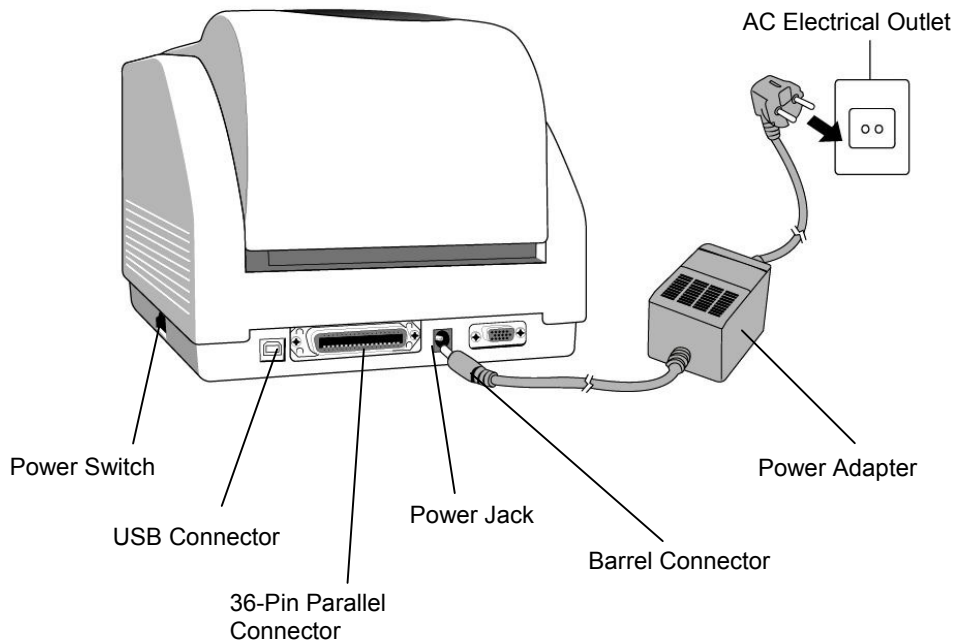
Note: If you have not already unpacked your VariQuest™ Awards Maker 400, please follow the steps in the **Unpacking the VariQuest™ Awards Maker 400** document.

The Awards Maker 400 is shipped in reusable packaging materials. Save these packaging materials for future use in case you need to ship the Awards Maker 400.

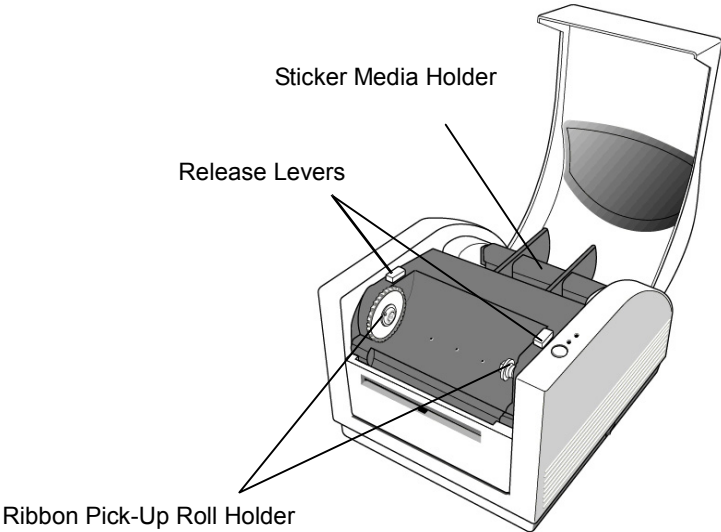
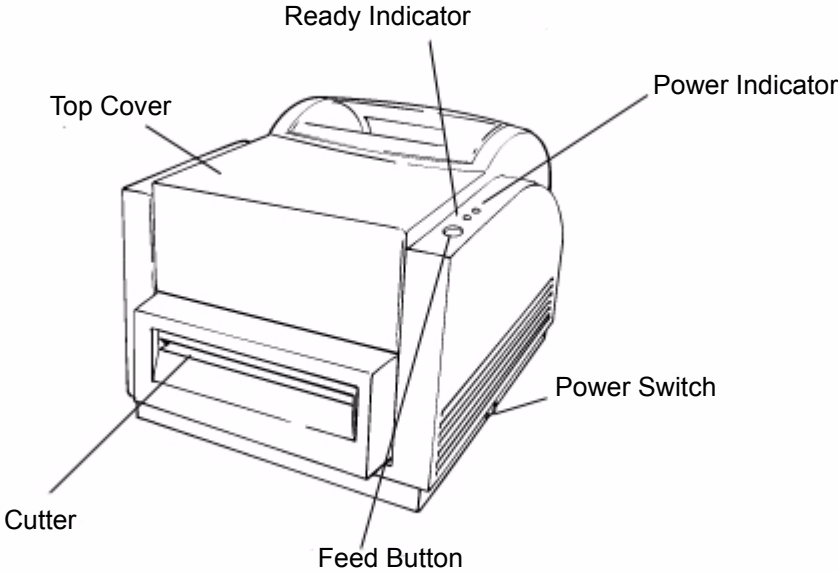
2. Connecting the Power Supply

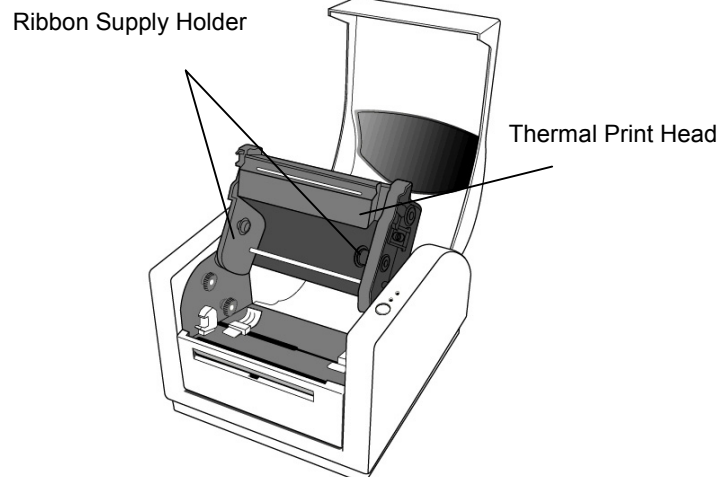
WARNING: NEVER OPERATE THE PRINTER AND POWER SUPPLY IN AN AREA WHERE THEY CAN GET WET.

1. The Power Adapter has a barrel connector on one end that must be inserted into the power jack on the back of the printer.
2. Plug the other end of the cord into an appropriate AC electrical outlet.
3. When plugging the connector into the power jack, leave the power switch in the “O” position and don’t touch the 36-pin parallel connector.



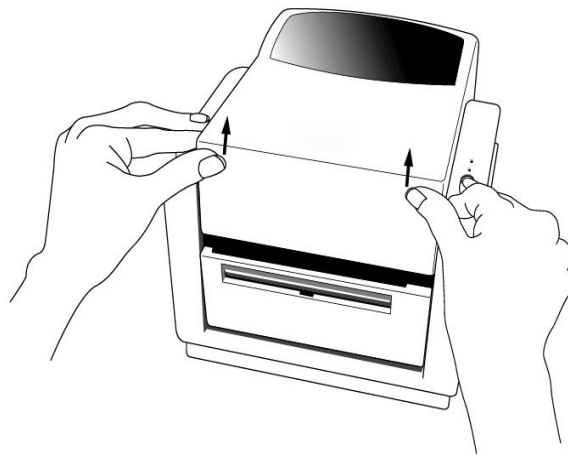
3. VariQuest™ Awards Maker 400 Parts and Features





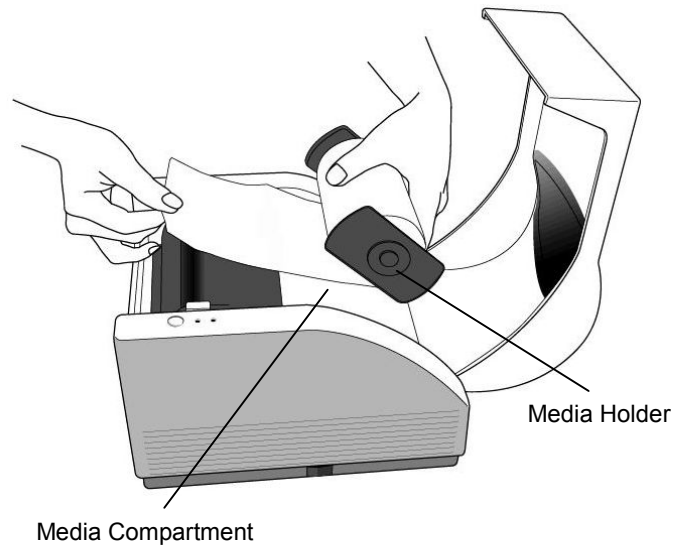
4. Loading the Sticker Media

1. Lift the top cover to expose the printing supplies compartment.

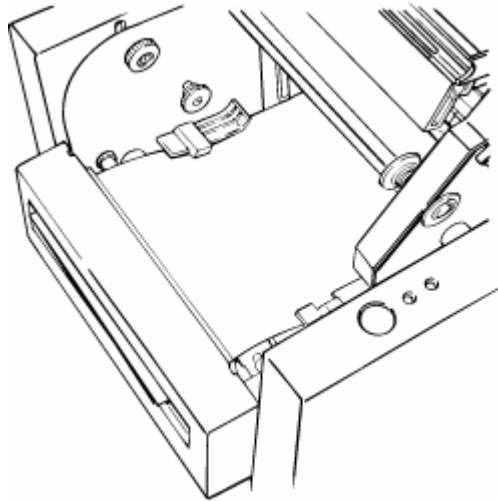


2. Remove the sticker media holder.

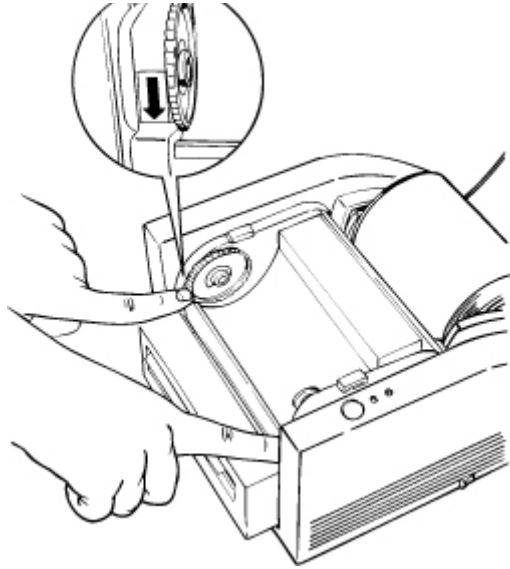
3. Load the media roll onto the holder and place the holder back into place.



4. Lead the sticker so that it touches the roller. The media guides can be adjusted to fit different sticker sizes.

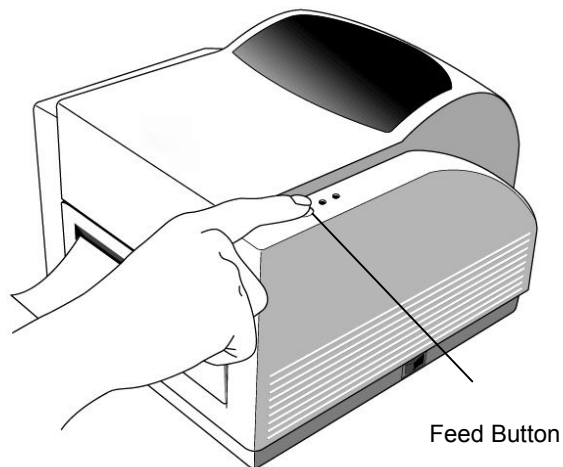


5. **IMPORTANT!** Press down the print head module on both sides firmly until you hear a click on each side. Snap in one side at a time to ensure proper closure.



Tip. To ensure secure closure, tap each release lever with your finger a few times. If it springs up, that side is not properly closed. If it's tightly locked, that side has been properly closed.

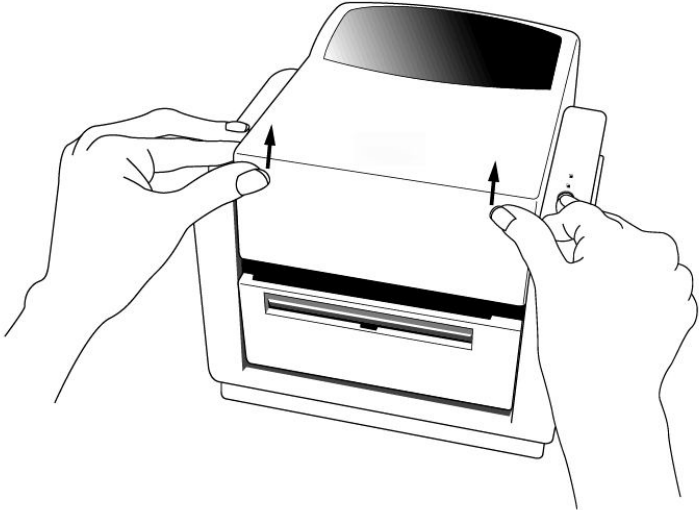
6. Close the top cover and turn on the printer or press the **Feed** button if the printer is already on.



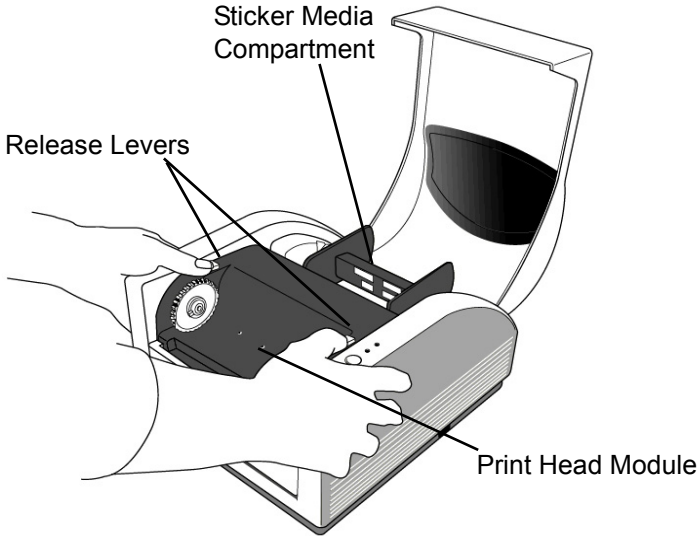
Note: The **Feed** button will not drive the printer to cut. The cutter will cut only when the user sends an actual job from the VariQuest™ Design Center Software.

5. Loading the Ribbon

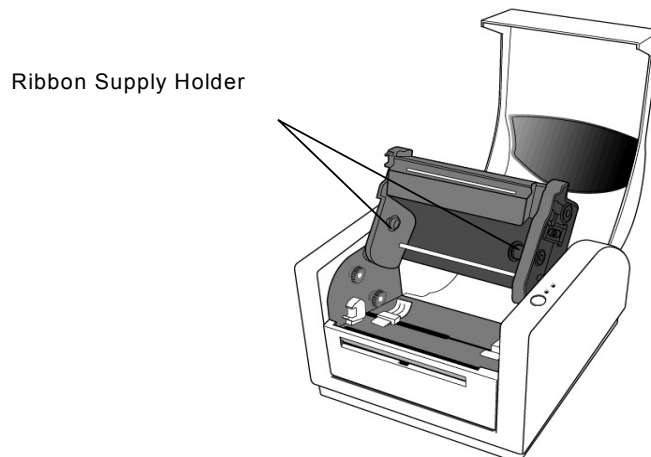
- 1. Lift the top cover to expose the printing supplies compartment.



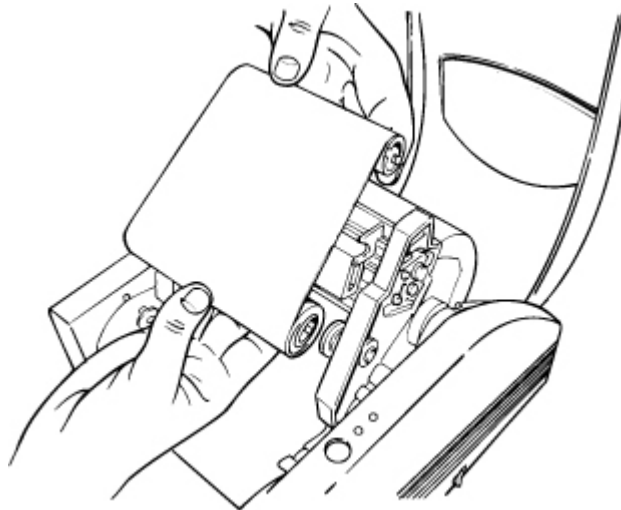
- 2. Unlatch the print head module by pushing the two release levers on the sides.



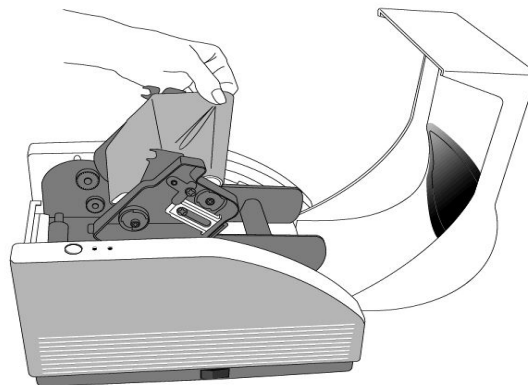
3. Turn over the print head module to expose the ribbon supply holder.



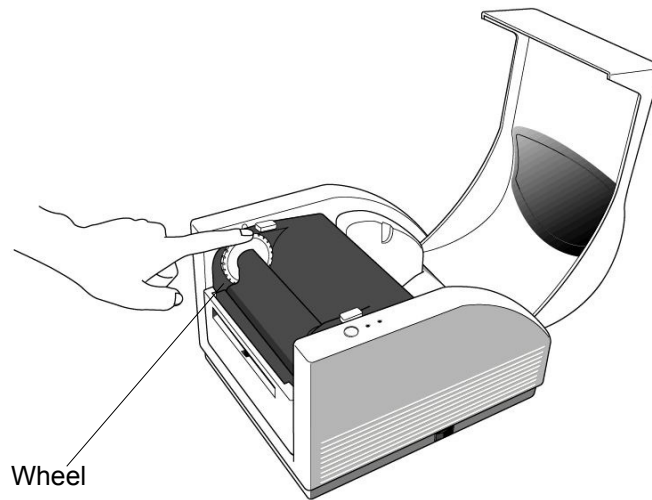
4. Unwrap the ribbon roll pack and separate the supply roll from the bare pick-up roll.
5. Roll the clear part of the supply roll onto the pick-up roll until you see the ribbon color.
6. Insert the supply ribbon roll into the bottom holder by pushing in the spring side first.



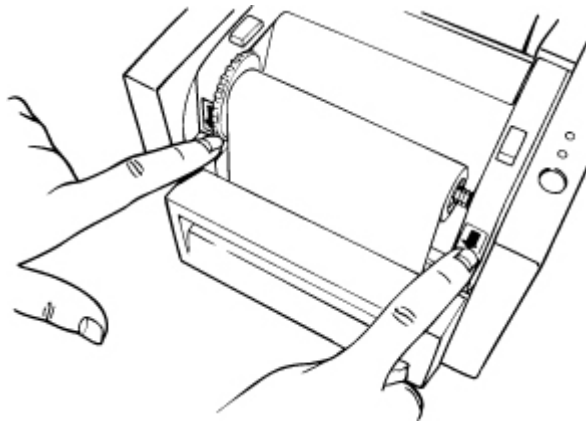
7. Turn back the print head module and then insert the bare pick-up roll into the pick-up holder. Make sure to push in the spring side first.



8. Turn the print head module wheel away from you a few times to ensure the ribbon is tightly wound.



9. **IMPORTANT!** Press down the print head module on both sides firmly until you hear a click on each side. Snap in one side at a time to ensure proper closure.



Tip. To ensure secure closure, tap each release lever with your finger a few times. If it springs up, that side is not properly closed. If it's tightly locked, that side has been properly closed.

6. Operating Functions

Power Switch: Controls the printer power

- * **On.** Normal operation (“1” position)
- * **Off.** The power should be turned off before connecting or disconnecting the USB cable and the Power Cable (“0” position)

Feed Button: Advances the starting point position of the sticker media

1. Press to advance a small length of tape in order to make sure the sticker is fed through properly.
2. Press to take the printer out of a “pause” condition.

Ready Indicator: Indicates the status of the printer

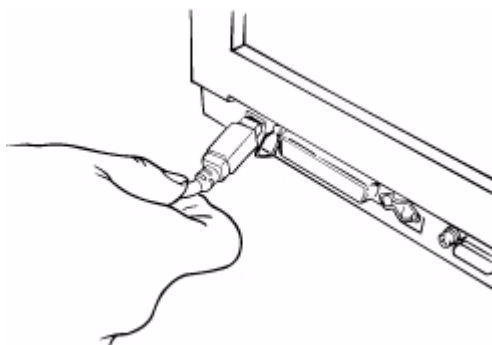
- * **Green.** Printer is ready to operate
- * **Blinking.** Printer has paused

Power Indicator: Shows the power and error status

- * **Off.** Printer power off
- * **Green.** Printer power on
- * **Blinking.** Error has occurred

7. Connecting the Printer to the VariQuest™ Design Center 1000 or PC

Important! Use the USB cord that is supplied with your printer to connect to the VariQuest™ Design Center 1000 or PC. Do not use a parallel or serial cable.



Note: This printer complies with FCC “Rules and Regulations,” Part 15, for Class A Equipment, using fully shielded six-foot data cables. Use of longer cables or unshielded cables may increase radiated emissions above the Class A limits. The power supply barrel connector must be inserted into the power jack on the back of the printer before connecting the communication cables.

8. Troubleshooting

Typically, when there is an error, the Power LED will keep blinking. The printing job and the communication between the Design Center or PC and printer will stop.

Please check the following in order to understand the nature of the problem:

A. Power and Ready LEDs blink at the same time

Power LED	Ready LED
ON	ON
OFF	OFF

Possible Problems	Solutions
Sticker not feeding through	Load the sticker media as indicated in “4. Loading the Sticker Media” on page 3.
Sticker not loaded	Load the sticker media.
Sticker jam	Remove the sticker media and load again.

B. Power and Ready LEDs blink alternately

Power LED	Ready LED
ON	OFF
OFF	ON

Possible Problems	Solutions
Ribbon not loaded	Load the ribbon as indicated in “5. Loading the Ribbon” on page 6.
Ribbon jam	Remove the ribbon and load again.
Ribbon sensor error	Ribbon sensor may need to be changed. Please contact your Dealer or Varitronics® Technical Support for assistance.

C. Only the Power LED blinks

Power LED	Ready LED
ON	ON
OFF	ON

Possible Problems	Solutions
Memory full	Contact your Dealer or Varitronics® Technical Support for assistance.
Cutter failed or jammed	Contact your Dealer or Varitronics® Technical Support for assistance.
Hardware error	Contact your Dealer or Varitronics® Technical Support for assistance.

D. Miscellaneous

- * The VariQuest™ Design Center Software shows “Printer Time Out”:
 1. Check if the USB cable is connected securely to your USB port on the Design Center or PC and to the connector on the printer at the other end.
 2. Check if the printer power is turned on.
- * If the power cord is connected, the power switch is at position “1” and the power LED is still not illuminated, contact your Dealer or Varitronics Technical Support.
- * If the data has been sent, but there is no output from the printer, check the Output Device Selection Screen to be sure that Awards Maker has been selected.
- * Vertical streaks in the printout usually indicate a dirty or faulty print head. Clean the print head first as shown on page 11. If they still persist, call your Dealer or Varitronics Technical Support.
- * Poor printout quality (streaks):
 - * The ribbon may not be an approved VariQuest™ Awards Maker 400 ribbon.
 - * The sticker media may not be approved VariQuest™ Awards Maker 400 sticker media.
 - * Adjust the print density in the VariQuest™ Design Center Software.
 - * See “9. Cleaning the Print Head” on page 11 for information about cleaning the print head.

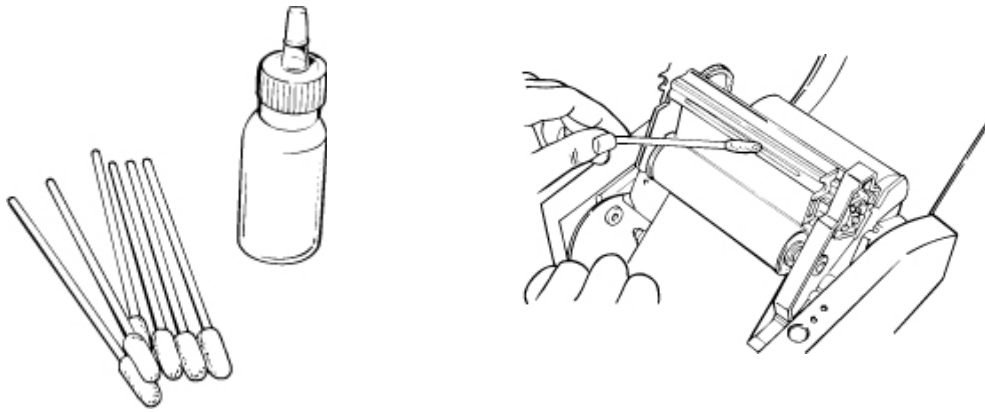
Recovery

To continue your print jobs after the error conditions have been corrected, simply press the **Feed** button or restart the printer by turning the power off and on. Make sure that the LED is not blinking and remember to resend your files by going into the VariQuest™ Design Center Software and reprinting the job(s).

9. Cleaning the Print Head

Important! Disconnect the printer's power plug before performing any maintenance procedures.

Thermal Print Head. Sticker media and ribbon will release debris on the print head and degrade printing quality. Clean the print head with a foam-tipped swab dampened with isopropyl alcohol. Do not touch the heater element with your fingers. Do not soak the foam-tipped swab excessively.



10. Technical Information

Specifications	VariQuest™ Awards Maker 400
Printing Method	Thermal Transfer
Printing Resolution	203 dpi
Printing Speed	1 - 4 ips
Printing Length	1" - 45"
Printing Width	Max 4.1"
Memory	2 MB DRAM 2 MB Flash ROM
CPU Type	32-bit RISC microprocessor
Media Sensor	Reflective See-through
Display	LED indicators x 2
Operation Interface	Button x 1
Communication Interface	USB (Full Speed)
Software	VariQuest™ Design Center Software
Sticker Media	Continuous Sticker Media Vinyl / Polyester Max width 4.25" Min width 2.25" Thickness .0025" - .01"
Power Source	110/220 VAC ± 10%, 50/60 Hz, external power adapter

Specifications	VariQuest™ Awards Maker 400
Agency Listing	UL, CUL, FCC Class A
Operation Environment	40°F - 100°F ; 10-90% non-condensing
Cutter	Rotary Cutter

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 his own expense.

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.



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