PLANON PRINTSTIK 900 SERIES USER GUIDE

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THANKS FROM PLANON

Hello my name is Douglas Verkaik, CEO of PlanOn System Solutions Inc. I wanted to personally thank you for your purchase of our PRINTSTIK 900 series Bluetooth Printer. It has taken much time investment and hard work of a team of individuals at multi-locations in PlanOn to develop the right kind of products for the 21st century that are practical, efficient, and effective! Let's face it, things are rapidly changing and needs are changing which has made convenience and mobility more important than ever.

Originally impacting the market with our portable color and black and white scanners, we have brought customers practical personal and business solutions. And now with a proven successful track record we have come to a new horizon in a new arena with this Bluetooth mobile printer known as the PRINTSTIK. You will find the PRINTSTIK to be light weight and durable. We here at PlanOn hope you make the most of your product. It is delightful to see that it has gotten into the right hands with customers like you.

By all means, please contact us any time letting us know your success story. We'd love to hear about it! And make sure you are registered with us for future products and promotions.

Sincerely,

Douglas Verkaik

INTRODUCING THE **PRINTSTIK**

"The future of Printing will never be the same again…nor will the mobile office"

PLANON has created a technical marvel. At barely over 11" long and only 1.5 pounds in weight, the Bluetooth enabled PRINTSTIK is the ultimate traveling companion. The PRINTSTIK is a fully self-contained and most convenient printer complete with paper and battery making it the smallest in the market. Using advanced Printing Technology, the Bluetooth enabled PRINTSTIK eliminates the need for messy and expensive ink, toner, or ribbons. The Bluetooth connectivity provides a simple, reliable cable-free printing connection of up to 100 meters (approximately 300 feet) to your laptop, PDA or other handheld Bluetooth.-enabled devices.

PRINTSTIK
SPECIFICATIONS

Type	900 Series
Size	Approx 25mm x 48mm x 280mm (~ 1" x 1.9" x 11")
Weight	1lb. (460 g) including paper cartridge
Resolution	200x100dpi, 200x200dpi, 200x400dpi
Method	Direct Thermal Printing
Speed	Up to three pages per minute
Paper sizes (Roll)	Paper Cartridge 8.5" wide 20 pages
Interface	Wireless Bluetooth + Standard USB 2.0
Power supply Options	AC - 100-240 VAC, 50 or 60 Hz with AC Adapter — DC – 12/24V VDC from standard Automobile cigarette lighter socket
Number of pages per charge	Up to 18 pages (15 page equivalent)
Battery type	PRINTSTIK Rechargeable Lithium-ion Polymer
Charging	3 hours for Full charge
Regulatory	CE, IC, FCC
Operating System Supported	XP, Vista, Blackberry, other Java phones (Check Website for new additions)

PRINTSTIK Contents

After opening the packaging of your 900 Series PRINTSTIK, please make sure you have the following items inside the box:

PRINTSTIK

Retractable USB Cable

**Hard Case

Wall Charger

**Car Adapter Charger

*Travel Case

Quick Start Guide

Installation CD

*These items are included only in the 950 series PRINTSTIK
**These items are only included in the 910 series PRINTSTIK

CHARGING YOUR PRINTSTIK

Electrical Connectivity

The PRINTSTIK has an internal rechargeable battery. This gives the mobility to print without any connection to an external power source. The PRINTSTIK can only function if the battery has a charge. There are two main options to how it can be charged discussed below:

Connecting to an AC Outlet

The PRINTSTIK has the ability to connect to a typical wall outlet (AC) via the included wall charger. When connected the PRINTSTIK battery symbol light will turn RED. This light will stay red as the printer charges (see page 9 for more information). This signifies the charging of the PRINTSTIK. It takes 3 hours for a full charge.

Connecting to a DC Outlet

The PRINTSTIK has the ability to charge through the PRINTSTIK's car charger. This can be done by connecting the PRINSTIK's car charger to the car lighter.
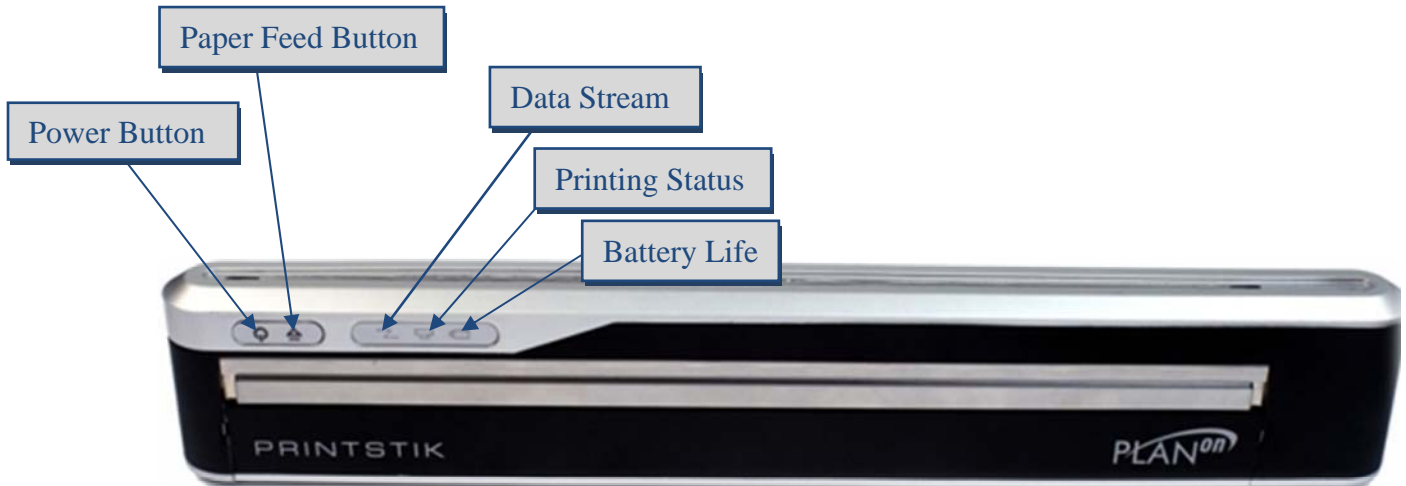

Connecting to a PC USB port

The PRINTSTIK has the ability to charge through the USB port on your personal computer. To do so simply connect your PRINTSTIK USB cable from your PRINTSTIK to the USB port on your PC. It will take 4 hours to fully charge.

PRINTSTIK Main Hardware Control Panel

Paper Feed Button

Data Stream

Power Button

Printing Status

Battery Life

Power Button

This button can turn the PRINTSTIK on or off. Turning the PRINTSTIK on requires holding the button down for three seconds. After this brief period the button can be released. At this point, the **"Battery Life Light"** and **"Data Stream"** will light up signifying the PRINTSTIK is on and operational.

When turning PRINTSTIK off, the power button would need to be pressed down firmly for another three seconds. Once the button is released, the **"Data Stream Light"** and **"Battery Life Light"** should both be turned off signifying the PRINTSTIK is off.

Paper Feed Button

The main function of the **"Paper Feed Button"** is to insert paper into the PRINTSTIK and to release paper. Inserting paper is important for loading a thermal paper roll, paper cartridge or single sheet (For more information see Page 22). Releasing paper is useful to provide spacing after printing and for paper removal.

PRINTSTIK Print Testing

The PRINTSTIK has a convenient method to test its printing ability quickly. This can be accomplished easily by pressing the Paper feed button and the Power button simultaneously. Once you do, a small message will print showing that the PRINTSTIK if functioning properly.

Printing Status

The "Printing Status" being on provides notification that the PRINTSTIK is currently printing.

Battery Life

The "Battery Life" light shows different color lighting in relation to the amount of battery life remaining. The color code and representation is shown below:

Green	= 51-100 percent battery life remaining

Orange	= 26-50 percent battery life remaining

Red	= 5-25 percent battery life remaining

NOTE: When charging the printer, the "Battery Life" light will stay red. The "Battery Life" light will not change color; you must turn on the printer at which point you will see the battery life according to the above battery life color code representation.

This light which is in the shape of a "Z" letter signifies that the printer is on and Bluetooth connectivity is established.

## **Personal Computer Software Installation**

*The following software installation Bluetooth printing through a personal computer. This requires that the computer is Bluetooth enabled whether internally or externally upgraded for Bluetooth capability.

1. Open your PRINTSTIK installation CD

2. Select the "Install PRINTSTIK.exe" file

3. The following page will appear. It addresses copyright information and advises the importance of closing any other programs to ensure a complete and smooth installation. Left click "Next" to continue.

Choose "Next" to continue

4. The next screen (shown below) reveals that the installation process is ready to begin. Clicking on the "next" button at this point will begin the actual installation.


Choose "Install" to begin installation
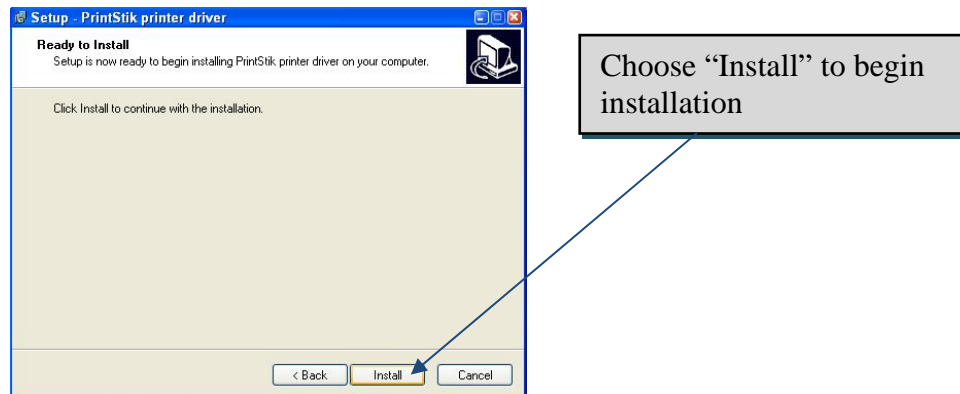
5. As depicted below, installation has begun and its status is shown by the blue bar that progressively extends as the PRINTSTIK driver files are being installed. The files from the CD are being copied into the designated area of your computer automatically. Once completed left click "Finish".
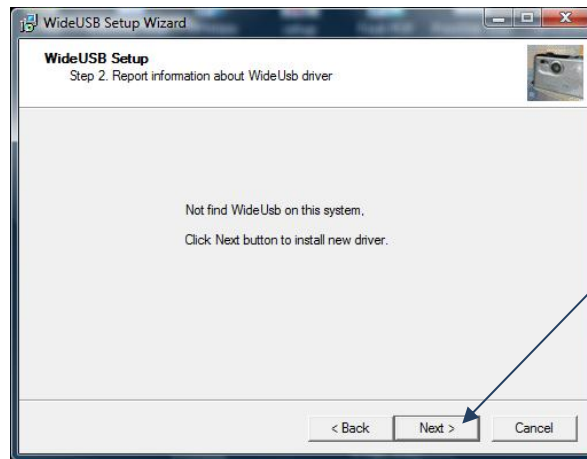

Installation Progress and Status

Installing the PRINTSTIK USB driver

1. Select the "SetupApp.exe" file
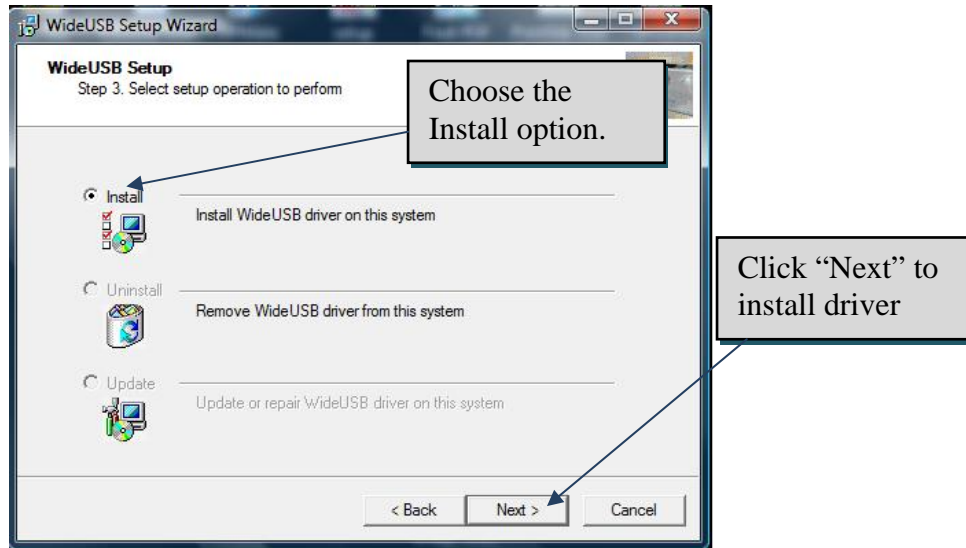2. The following page will appear, click "next".
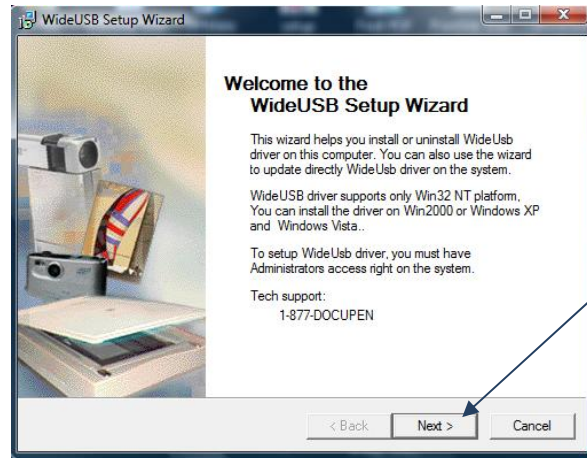
Choose "Next" to begin

3. At this point a search will begin to check whether your computer already contains the USB driver, click "next" after search complete.
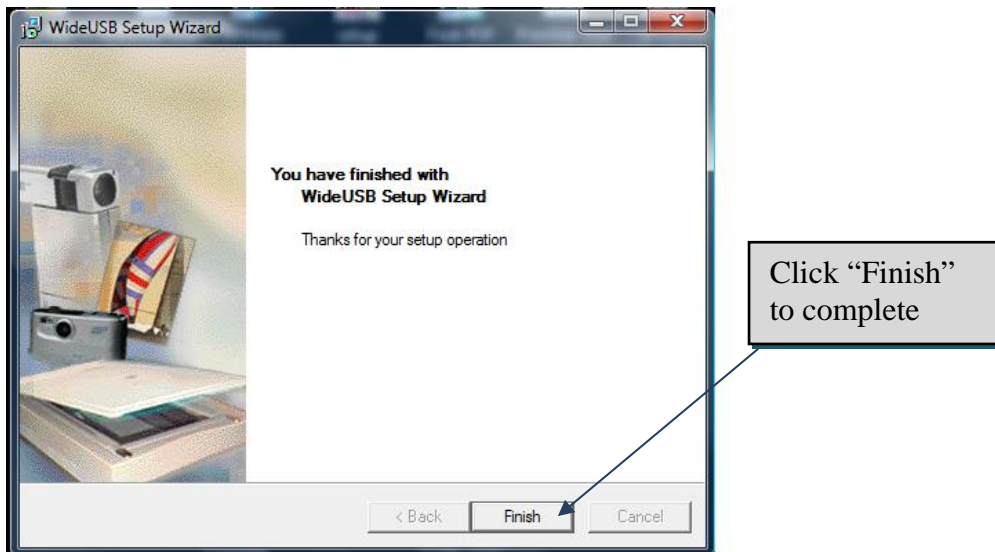

Click "Next"

4. When this window appears, select the "install" option and then choose "next".

Choose the Install option.

Click "Next" to install driver

5. When this window pops up click the "finish" tab to complete the installation.

Click "Finish" to complete

FINAL STEP:

1. Plug in your PRINSTIK via USB cable into your PC or Laptop.
2. Your PC or Laptop's operating system will search and locate the driver automatically and complete the installation or it will walk you through its installation instructions. Your PRINSTIK must be powered on, if the PRINSTIK turns off by itself, turn it on again and complete the installation.

PRINTSTIK Personal Computer Software Usage

The PRINTSTIK driver is now installed into the computer. This means that it can now be chosen for printing any time printing is required as seen in the screen shot shown below.

To change printing preferences with the PRINTSTIK, the "Properties" button can be chosen with the PRINTSTIK selected to adjust printing preferences (ie. resolution settings).
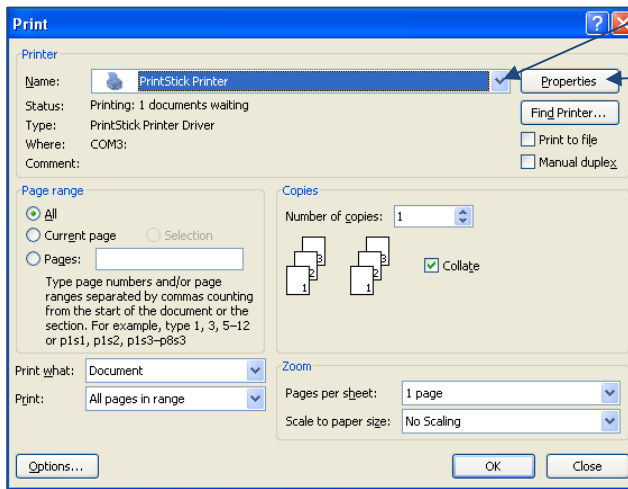
The PRINTSTIK can be chosen as an option for printing.

Choose to set printing preferences.

When the "Properties" button is selected, the following screen will appear with two tabs for setting the printing preferences of the PRINTSTIK. There is the "Layout" tab (Figure 1) and the "Paper/Quality" tab (Figure 2). Select and set accordingly. The "Advanced.." button can be selected for more advanced options.
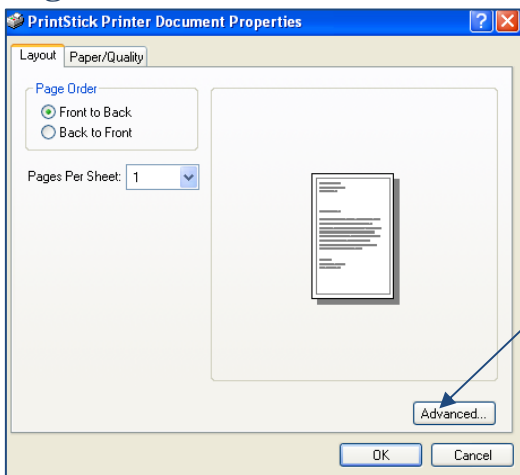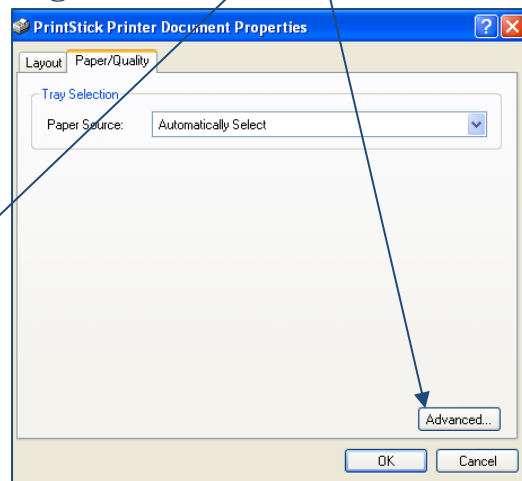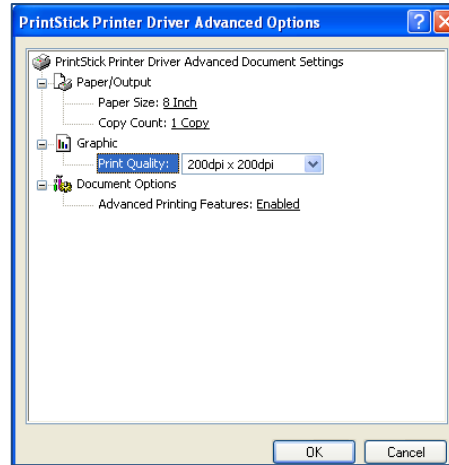
Select for Advanced options

Figure 1

Figure 2

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Selecting the "Advanced..." button opens the screen below with options available for paper size, number of copies, print quality, and advanced printing features. Once these are set, "OK" can be chosen.


*for detailed information regarding the various settings of these preferences, please refer to the Windows instructional manual that addresses printing.

PRINTSTIK Personal Computer Bluetooth Pairing

As with all Bluetooth devices, the PRINTSTIK would have to be paired with the computer before printing as is described below:

1. The PRINTSTIK must first be turned on (Refer to Page 8 for more details). Once on, Bluetooth connectivity is immediately available. It is ready to be paired with any Bluetooth enabled device at this point.

2. To prepare the computer for pairing, please refer to the instruction manual that addresses the computer's Bluetooth capability (this may be internal or an external Bluetooth enabling device).

3. When searching for Bluetooth devices through the computer's Bluetooth software, the PRINTSTIK icon will be found signifying that it can be paired as shown below.
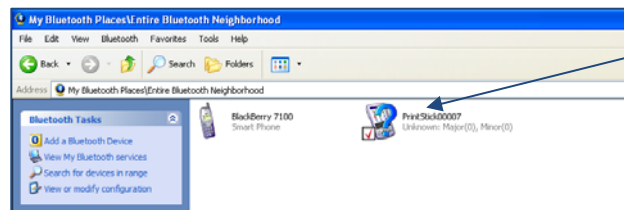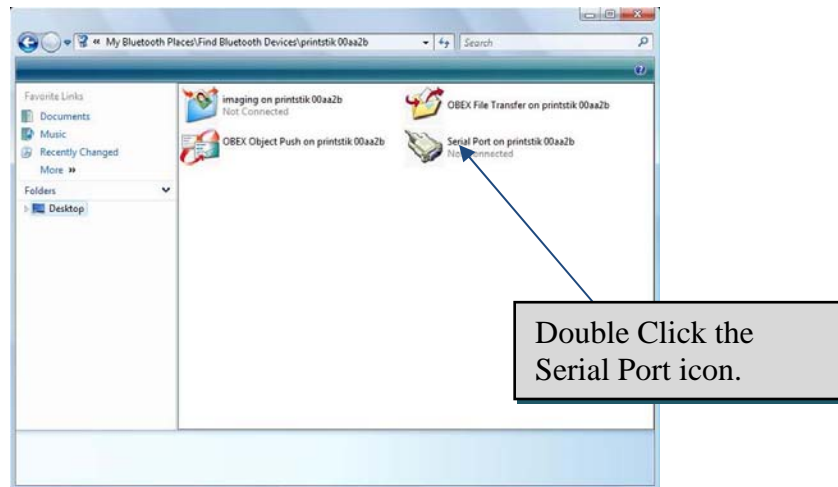

PRINTSTIK Icon shown for pairing

The address on the PRINTSTIK icon will be in the following form:

"PrintStik 00XXXX"

Double click the mouse on the PRINTSTIK icon.
The window below should appear. Double click the Serial Port icon.

Double Click the
Serial Port icon.

Next, in order to complete the pairing of the PRINTSTIK, the
"Bluetooth security code" will be requested. An example is shown
below of this kind of request.   (This can be carried out in different
ways depending on the Bluetooth device's software being used).   The
code to enter in is "0000".

Bluetooth Security
Code Request
(Example)

Once the serial port connection is established, the PRINTSTIK is fully
paired and can be chosen to print.

**IMPORTANT: If the PRINTSTIK is not plugged in via USB <u>when powered on</u> it
defaults to Bluetooth. Only If the PRINTSTIK is off and then plugged in and <u>then
powered on</u> it will default to USB.**

Windows Printing Preferences

After printing has been chosen, there will be an icon of a printer shown at the bottom right of computer screen. Printing preferences can be accessed and adjusted accordingly through this screen. It can be clicked on to look at the printing queue status of the PRINTSTIK (when it has been chosen to print):
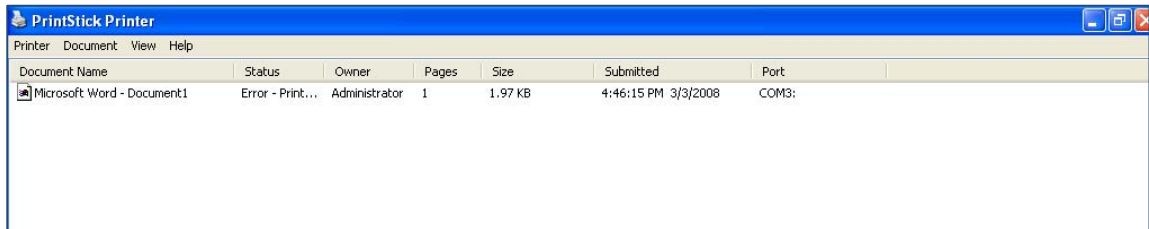
This is a part of the windows configuration. It can also be accessed through the "Control Panel" found in the start menu of windows. For more information, consider the Windows instruction manual in regards to Printers.

Access to adjust PRINTSTIK
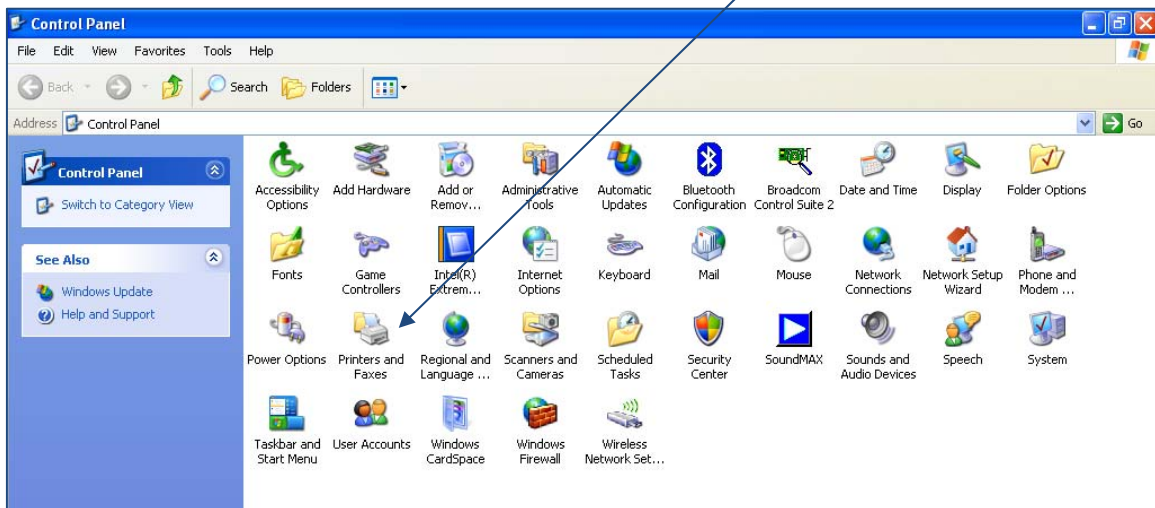
Printing with USB cable

1. Make sure PRINTSTIK is off
2. Connect the USB zip cable to computer
3. Turn on PRINTSTIK
4. Select the PRINTSTIK to print

Thermal Paper

The PRINTSTIK uses special printing technology to print on specially designed paper known as thermal paper. It is recommended that the thermal paper used with it should only be those that PlanOn has approved. Currently available through PlanOn are 8.5" by 11" and 8.5" by 14" thermal paper sheets. There will also be different kinds of thermal paper rolls available. And of course the standard printing cartridge is also available. For more information and pricing please talk to a PlanOn representative (PlanOn@PlanOn.com) for more details.

PlanOn PRINTSTIK Cartridge Removal

Use the following steps to remove the paper cartridge from your PRINTSTIK:

1. Locate the cartridge lock on the back of your PRINTSTIK:

2. Release the cartridge lock by pressing down on the small snap:

3. Hold PRINTSTIK cartridge firmly and raise upwards as depicted in the pictures below

4. Raise cartridge completely up as depicted below

5. The cartridge can now be pulled from its metal arms as shown.


Metal Arms

6. Completely remove the cartridge from the metal arms.

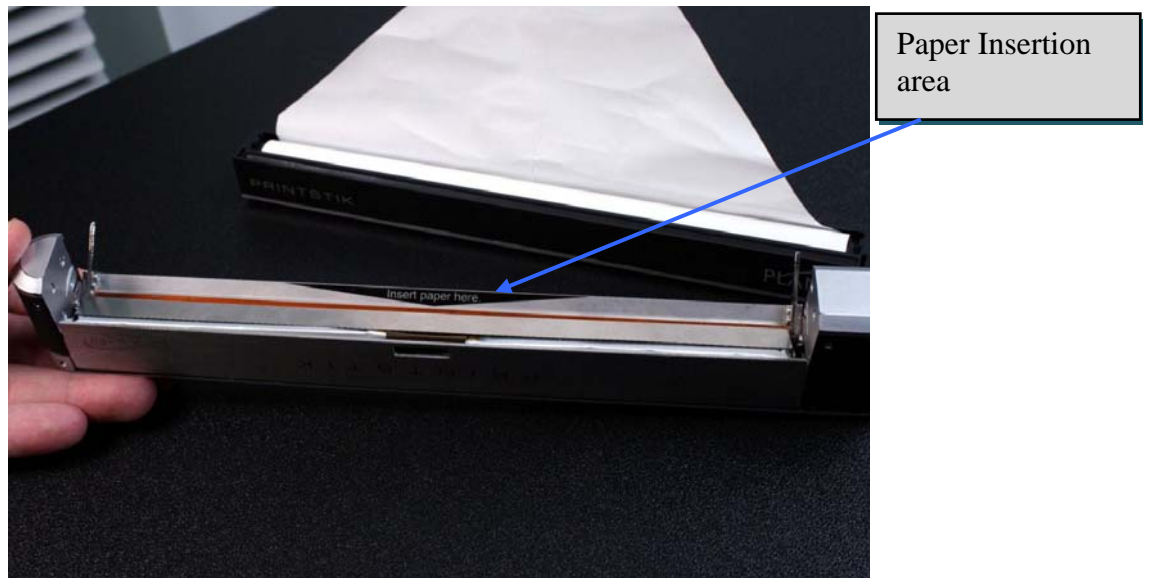7. Once the cartridge has been detached from the metal arms, the paper can be torn to separate the cartridge from the PRINTSTIK.

8. Press the paper feed button to remove remaining paper that is within the PRINTSTIK.

PlanOn PRINTSTIK Cartridge Loading

PRINTSTIK removed from

Each cartridge has a paper "leader" at the beginning of the paper roll.
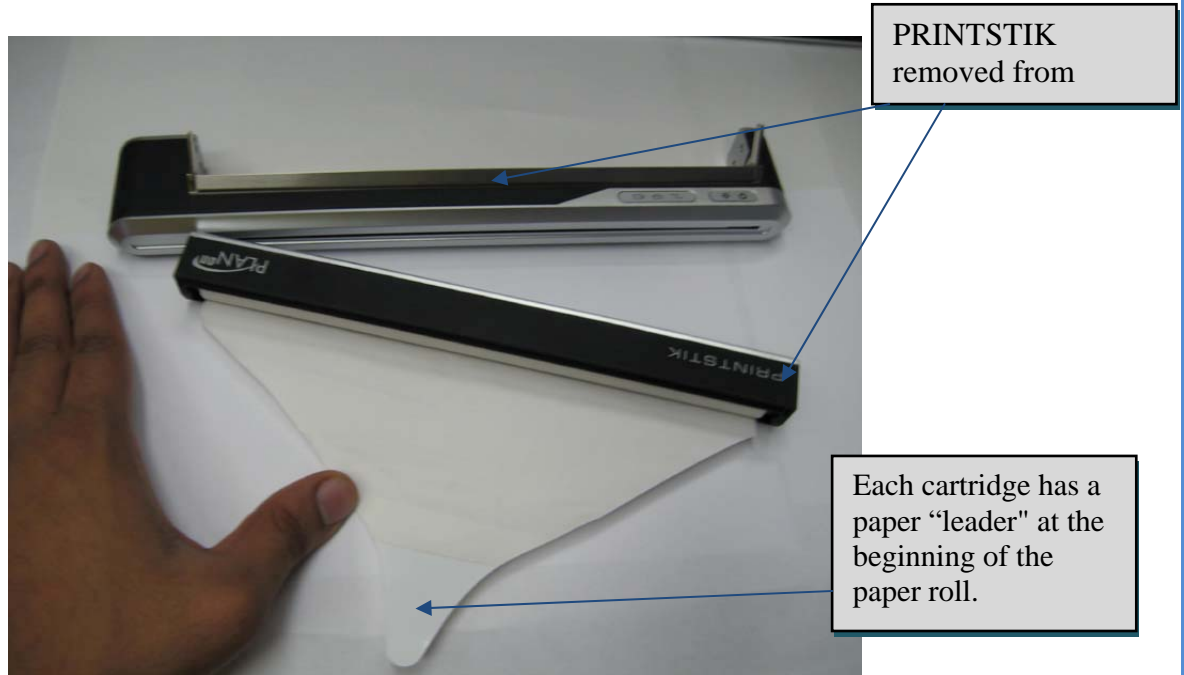
1. Locate the Insertion point on the printer

Paper Insertion area
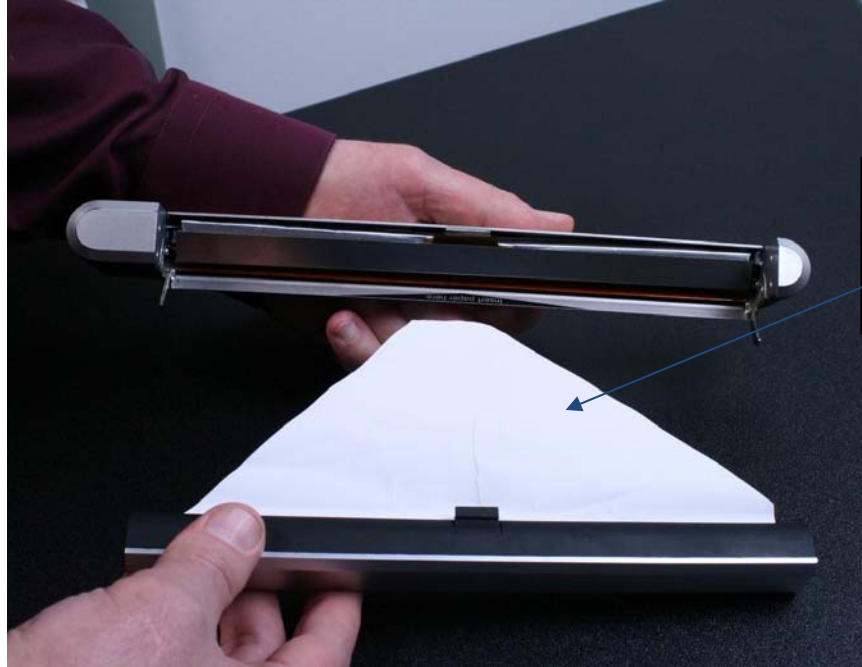
Paper lengthened from cartridge and cut in 4-6 inch triangle for insertion

2. Guide the tip of the paper roll with the paper "leader" through the insertion slight
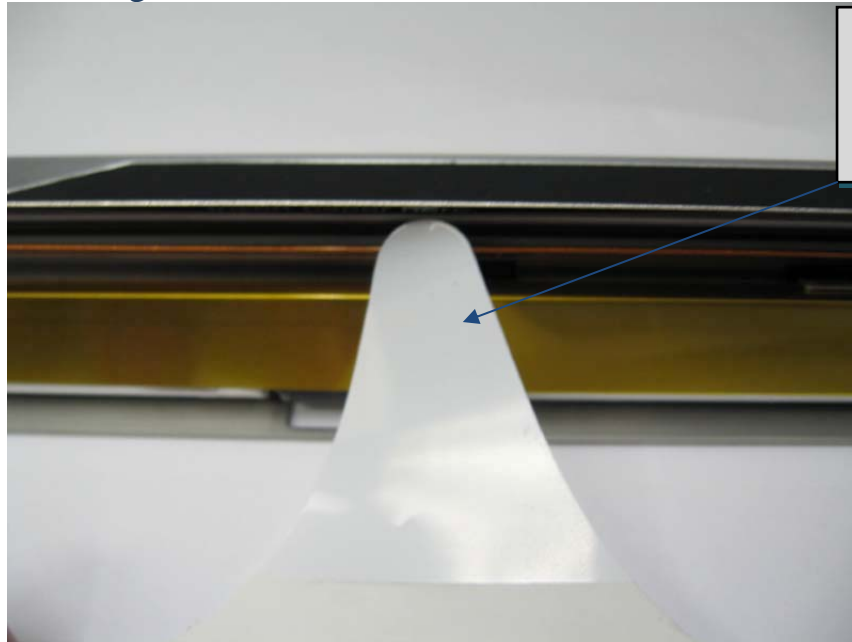
Each cartridge has a "paper leader" at the beginning of the paper roll.
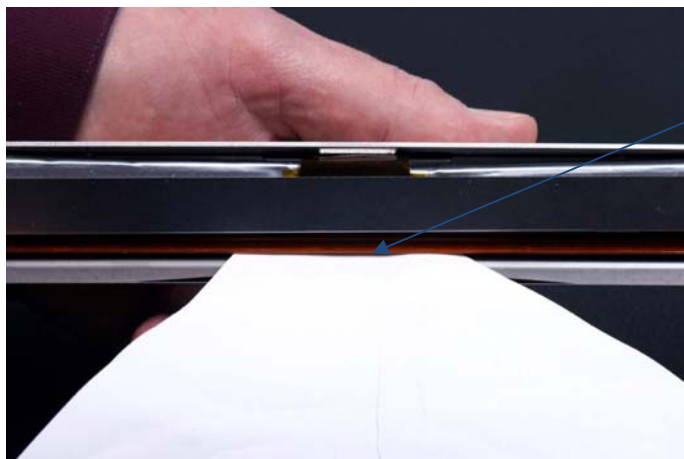
Paper Inserted

3. Once you placed the paper through the insertion slight, have the PRINTSTIK laid down. Now press the paper feed button to draw the paper in.
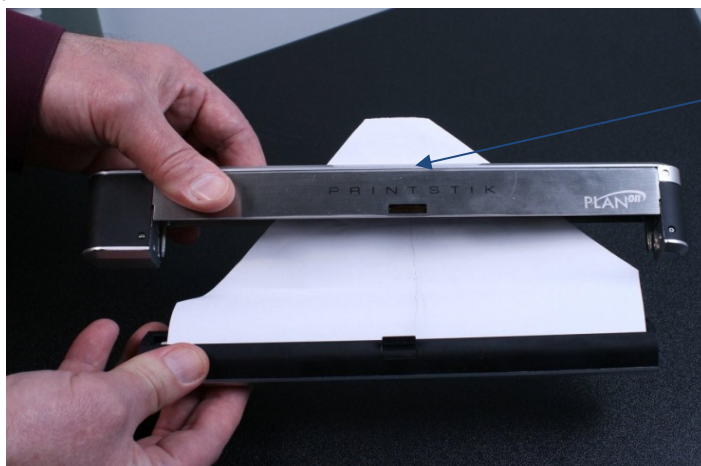
Paper lengthened from cartridge and cut in 4-6 inch triangle for insertion

4. As the paper is drawn through, guide it to make sure it's centered with a result as depicted below.

5. Once some paper has been taken into the PRINTSTIK, raise the metal arms upwards with the PRINTSTIK laid down (the logo would be up)

6. Metal arms can now be lined up with the slots on the PRINTSTIK cartridge as depicted in the picture. This will slide the cartridge into place.

7. Once the cartridge is fully inserted with the metal arms. <u>Slightly pull</u> the paper as depicted below.

8. Now you can close the cartridge down into the printer as shown below

9. To completely lock the cartridge slightly press on the cartridge cover as show below

10. Now the snap is locked in with the printer and the cartridge is secure.

11. Now you are ready to print!

NOTE: After installing paper cartridge and printing, try and avoid taking out cartridge, and re-installing cartridge again, if needed to do so, please see instructions in FAQ section (question 1).

BlackBerry Driver Installation Guide

1. Download <u>latest version</u> of BlackBerry Desktop Manager and install on your computer. Copy the following link to download this program:

   http://na.blackberry.com/eng/services/desktop/

2. Use the BlackBerry USB data cable to connect your Smartphone Device and computer.
3. After you have installed BlackBerry desktop manager, Run it.
4. The following screen will appear
5. Double click the icon "Application Loader" to run.

Choose "Application Loader"

6. Choosing the "Application Loader" leads to the screen below. Click "Next" to continue.

Click "Next" to continue
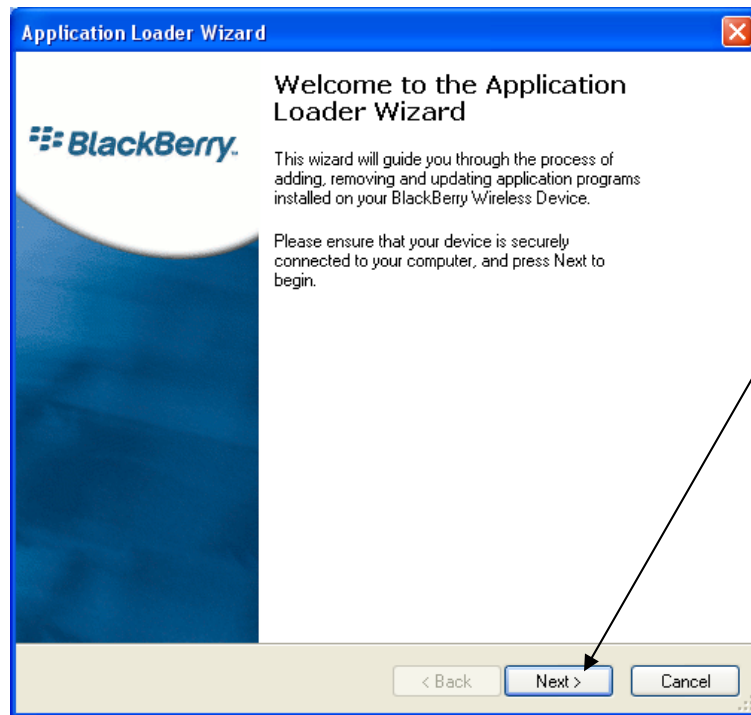
7. Click "Add" to continue

Click "Add" to continue
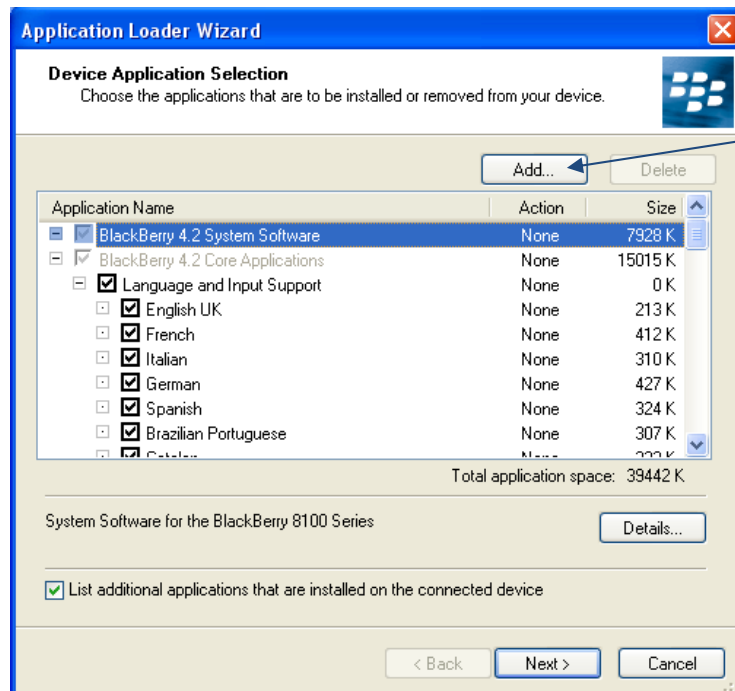
8. After clicking the add button, the window below should appear. Choose the files **settingManager, PRINTSTIKDriver, FileExplorer** and finally **the com_rim_demores file**. Chose "'open" to copy the files you select.
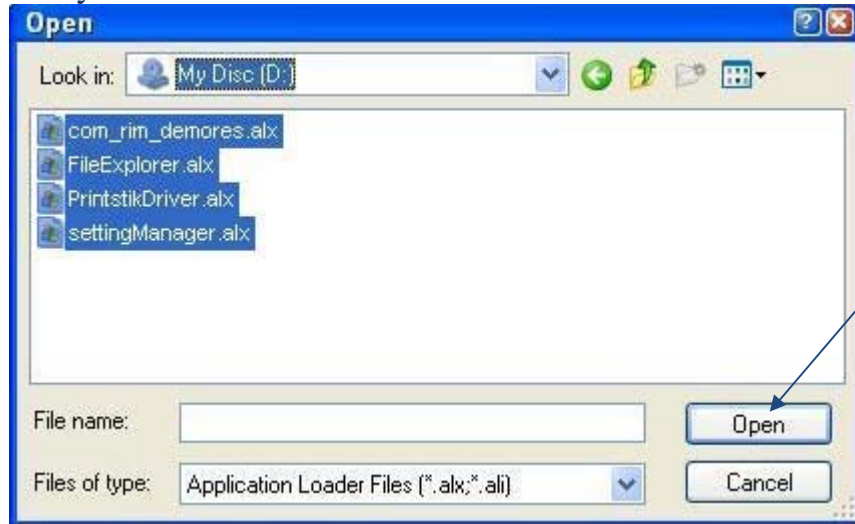
1. Click "open"

9. Once this window appears click "next".
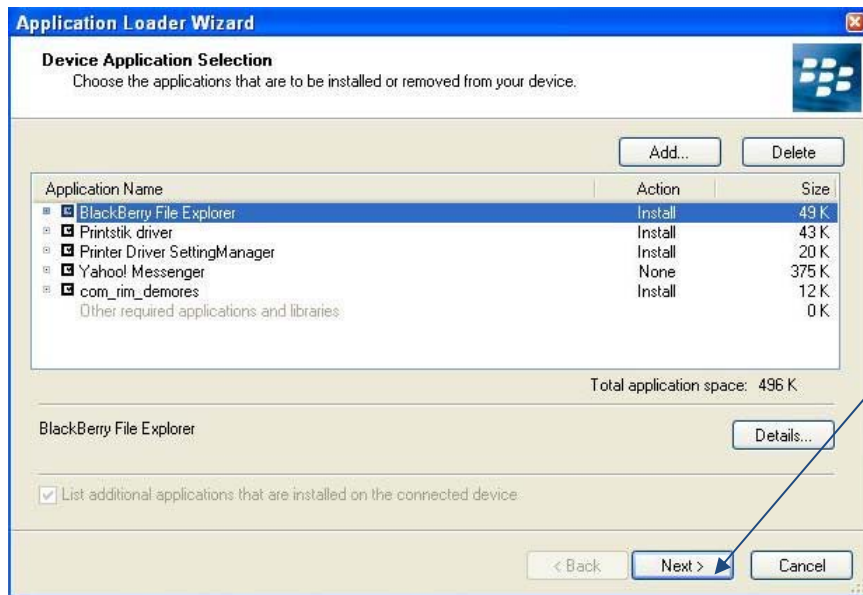
Click "next"

10. Click on "finish" to start the loading process

Click "Finish"
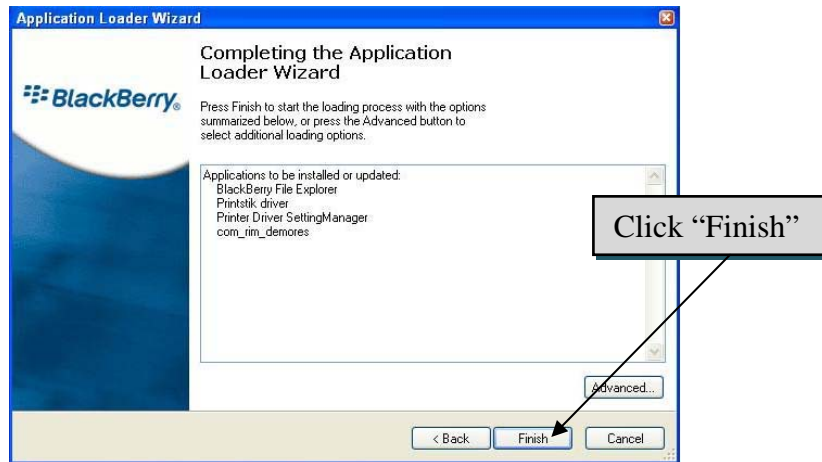
11. Click the "Close" button to close the loading application.

Click "Close"
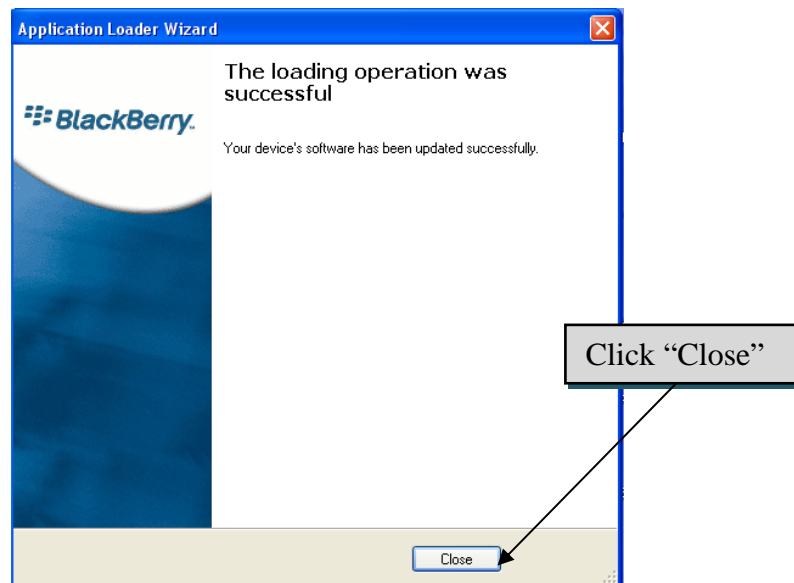
12. Check the BlackBerry phone to make sure it is back to normal status. If not, please allow some time for it to be back in normal status (This should only take a few minutes).

13. After the installation, the phone should be checked for the following applications modules:

    "PrinterDriver settingManger"

    "PRINTSTIKDriver"

    "BlackBerry FileExplorer"

14. Configure the PrinterDriver.

    Click on the "PrinterDriver settingManager" icon and set the following parameters:
    -Print Margin Setting: Leave default settings
    -Print Mode Setting: Choose from Small, Normal and High Quality
    -Font Style Setting: Should be set to Default font
    -Save Paper Setting: Choose from Print Only Printable, Remove White Space, and Print full page.
    -Reload Hooks – if print item is no longer in menu: see FAQ #15.
    -Image Resolution Setting: default is set to 800 x 600
    & Maximum is set to 1600 x 1200.

15. Now click on the **"PRINTSTIKDriver"** icon that will install the driver (you will not see any message).

16. From your applications, choose Bluetooth application to add your Bluetooth printer while the PRINTSTIK is turned on. The Bluetooth code to be used when pairing is "0000".

17. Printing from your Blackberry device: Once you have installed the above mentioned software's You can choose any of the following printing options:

-Print Email
-Print Email List
-Print Memo
-Print contact list
-Print Task List
-Print appointment List
-Print task detail (for chosen contact)
-Print contact detail (for chosen appointment)
-Print memo list
-Print Text Message
-Print Word Document

Printing example 1:

a. Go to your applications, and locate your contact list (most of the time you can find this from your address book)
b. Click on the "Menu" key on your Blackberry device.
c. Scroll and choose "**print contact list**"

Printing example 2:

a. Go to your email. When viewing email, open it and click the menu key. There should be two choices from the printing options:

1. **Print…**
2. **Email List Print**

b. Choose any one, you can print.

Printing example 3:

18. To print images, you must click on the "Blackberry File Explorer" icon.
    You will see the directory named "store/" click on it, and choose "store/home/", then choose "store/home/user/".

    Once you are in the "store/home/user/" directory you will find all images that have been saved onto your Blackberry device. From this point, choose the image you want, press the "track ball" key on your Blackberry device, and select print.

Printing example 4:

19. To print word documents, open your word document. Select word letter and copy. Now create new MemoPad (MemoPad is found in the application menu).
    Now paste word letter in MemoPad, and save. Finally choose print memo.

Here are the supporting Languages for Blackberry

- Afrikaans
- Albanian
- Basque
- Breton
- Catalan
- Danish
- Dutch
- English (US and modern British)
- Estonian
- Faroese
- Finnish
- French
- Galician
- German
- Icelandic
- Irish (new orthography)
- Italian
- Kurdish (The Kurdish Unified Alphabet)
- Latin (basic classical orthography)
- Luxembourgish (basic classical orthography)
- Norwegian (Bokmål and Nynorsk)
- Occitan
- Portuguese (European and Brazilian)
- Rhaeto-Romanic
- Scottish Gaelic
- Spanish
- Swahili
- Swedish
- Walloon
- Welsh

Frequently Asked Questions

1. What should be done if thermal paper is jammed within the PRINTSTIK rollers?

   Turn off the PRINTSTIK printer. Pull the cartridge out; (please see pgs 18-21 for cartridge removal). Now cut off the jammed paper and **do the following:**

   A) After pulling out the cartridge, tear or cut off the remaining jammed paper, have 4-6 inches of paper pulled out then cut a triangular shape with a pair of scissors, as shown below.
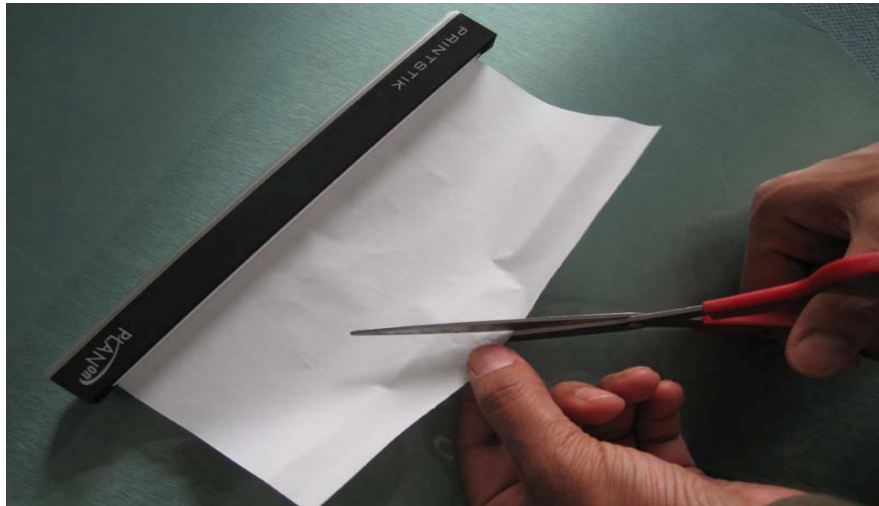
B) Guide paper with tip of triangular cutout of paper into the insertion slight.

C) Once the paper is in the printer, pull some paper in; guide the paper so it is centered and insert the cartridge into the metal arms on the printer. Close the cartridge and lock it into the printer.

2. How can the PRINTSTIK be kept cleaning and maintained?

   The PRINTSTIK should not be used in overly moist environment nor be directly exposed to water. Although, it is okay to lightly dampen a cloth in order to wipe it down.

3. What if printer stops printing?

   The PRINTSTIK can stop printing for numerous reasons which can be addressed below:

   1. It may need to be recharged and has run out of battery life.
   2. It may be too far away from the Bluetooth device. If this is the case, the PRINTSTIK must be brought closer to the Bluetooth enabled device to complete printing.
   3. It may not be paired so this should be considered.
   4. It may have lost its serial connection and this should be re-established according to the instructions shown in this manual.
   5. If the above mentioned solutions are not effective, please contact PlanOn for more information (support@Planon.com)

4. I cannot find the PRINTSTIK when trying to pair it.

   When turned on, the PRINTSTIK will continuously emit a Bluetooth signal. Therefore, make sure that the PRINTSTIK is turned on and try to pair again. If this does not help, consider the configuration setting of the Bluetooth device that is trying to be paired with the PRINTSTIK.

5. The PRINTSTIK seems to get very hot. Is there something wrong?

   The PRINTSTIK does not use ink but thermal printing technology. This will cause it to emit heat. When doing a lot of printing it can become hot but this is not a problem. It is designed to handle this higher temperature. As soon as the PRINTSTIK completes its printing, the heat on its surface will quickly dissipate.

6. Can I use regular paper to print with the PRINTSTIK?

   The PRINTSTIK uses specially designed "thermal paper" which it prints on so you cannot use regular paper for printing.

7. My PRINTSTIK does not seem to be pairing with my Personal Computer. What should I do?

   In order to pair, please look at the section of this instruction manual that addresses pairing the PRINTSTIK with a PC. Make sure the PRINTSTIK is on when

pairing and be sure to refer to the manual of Bluetooth connectivity of the personal computer being paired with the PRINTSTIK.

8. My PRINTSTIK will not print from my personal computer. How can this be fixed?

   In order to address this, you want to first make sure that the PRINTSTIK has been properly paired and that the serial port is connected. Refer to information regarding this stated earlier in this instruction manual. Make sure the PRINTSTIK is close enough to be receiving the Bluetooth signal.

9. When trying to pair I am continually asked for a code to be entered? What should I do?

   The code that you are referring to is for pairing the PRINTSTIK with other devices and that number to enter is "0000".

   You can avoid this by going through the "Adding Bluetooth Device" option. Follow the instructions, once you have reached the "Bluetooth Service Selection" window choose Serial Port and click on Configure. In Bluetooth Properties window uncheck Secure Connection and apply and finish the setup.

10. I want to pair with other Bluetooth enabled devices other than my blackberry. Will it work?

    The PRINTSTIK will continually have more drivers available at no charge for it to be able to pair with many devices like Smartphone's.   Please keep abreast with the latest from our website for when these are made available.

11. My PC/Laptop is not recognizing the PRINSTIK when plugged in via USB cable, what do I do?

    To ensure your PC/Laptop will recognize your PRINSTIK when connected through USB cable, make sure the PRINTSTIK is always on, if the PRINTSTIK automatically turns off, turn it on again.

12. My PRINTSTIK will not turn on.

    This may simply be because the PRINTSTIK needs to be charged. You can follow the charging information that is given earlier in this instruction manual. If you have charged it and this is still happening, please contact our technical support for more information.

13. How long does it take to charge?

It would take 180 minutes to fully charge the PRINTSTIK. Refer to the color of the battery life symbol to understand the level of battery life it would currently have.

14. Can the PRINTSTIK be used while it is being charged?

The PRINTSTIK does have the ability to work while it is being charged. However, it is recommended to disconnect the PRINTSTIK from being charged when it is being used. It should only be connected to a power source to charge.

15. What kind of paper can be used with the PRINTSTIK?

It is best to use the variety of thermal paper offered through PlanOn. This guarantees that it will work effectively. PlanOn offers various kinds like 8.5 by 11 and 8.5 by 14 inch thermal paper and also thermal paper rolls (of various qualities). PlanOn also offers the thermal paper PRINTSTIK cartridge. Please contact PlanOn for more information via the PlanOn.com website and/or PlanOn@PlanOn.com.

15. When I lost a print item from the print menu in my Blackberry phone, what can I do?

Since you have lost the print item from your menu, you should check the following two applications on your BlackBerry:
- PrinterDriver settingManager.
- PRINTSTIK driver
- BlackBerry FileExplorer

If those applications are still on your BlackBerry, please follow these steps to solve this problem.

1) Run settingManager. On the menu, choose **"Reload Hooks"**. Then you will the screen as following:
   "Do you want to Reload Hooks?"
   Choose "Yes" radio button;
   Click menu key on your BlackBerry, choose **"Save"** to save your settings. You will go back to Main Menu automatically. On the Main menu, Click menu key on your BlackBerry, choose **"Exit"** to exit the settingManager.

2) Run "PrinterDriver settingManager" to reload your Hooks.

You will see Print item from email menu.

*Otherwise you need to download those two applications to your BlackBerry.

Radio Frequency related Information

CE:
The equipment has been tested and found to comply with the essential requirements and other relevant provisionsofDirective1999/5/EC.

The Declaration of Conformity related to this product, and any other compliance matters can be obtained by sending a request to compliance@datawind.com.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radiofrequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radiocommunications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: A) Reorient or relocate the receiving antenna. B) Increase the separation between the equipment and receiver. C) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. D) Consult the dealer or an experienced technician for help.

FCC:
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. A separation distance of at least 20 centimeters should be maintained between the transmitter's radiating structure(s) and the body of the user or nearby persons.

CAUTION:
Changes or modifications to this equipment not expressly approved by Planon for compliance could void the user's authority to operate this equipment.

Ordering Information

If you would like to purchase additional PRINTSTIK products please visit the website:
www.planon.com