

BradyJet J5000

COLOR LABEL PRINTER

V1.53



WHEN PERFORMANCE MATTERS MOST™

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Operator's Guide

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Revision A

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Brady Warranty

Our products are sold with the understanding that the buyer will test them in actual use and determine for him or herself their adaptability to his/her intended uses. Brady warrants to the buyer that its products are free from defects in material and workmanship, but limits its obligation under this warranty to replacement of the product shown to Brady's satisfaction to have been defective at the time Brady sold it. This warranty does not extend to any persons obtaining the product from the buyer.

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Agency Compliance and Approvals

FCC Compliance Statement:

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,
- (2) this device must accept any interference received, including interference that may cause undesired operation.

For Users in the United States

FCC Notice-US Only

Warning: This product is intended to be supplied by a UL listed Direct Plug-In Power Supply marked "Class 2" or a UL listed ITE Power Supply marked "LPS" with output rated 12VDC, 4.5A or higher. 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. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. 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:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Use of shielded cables is required to comply with the Class A limits of Part 15 of the FCC Rules. You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate and/ or obtain warranty service for this equipment.

Canada

ICES-003 Class A Notice, Classe A

Industry Canada ICES-003: CAN ICES-3 (A)/NMB-3(A)

This device complies with Industry Canada license-exempt RSSs. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Europe

Warning – This is a Class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures.

Waste Electrical and Electronic Equipment Directive



In accordance with the European WEEE Directive, this device must be recycled in the European Union country in which it was purchased.

RoHS Directive 2011/65/EU

This product is CE marked and complies with the European Union's Directive 2011/65/EU OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 8 June 2011 on the restriction of the use of certain hazardous substances in electrical and electronic equipment.

Turkey

Turkish Ministry of Environment and Forestry

(Directive on the Restriction of the use of certain hazardous substances in electrical and electronic equipment).

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

Wireless Technical Specifications

WLAN IEEE 802.11b/g/n connectivity

Radio protocol	WLAN IEEE 802.11b/g/n
RF Operating Frequency	2.401 – 2.473 GHz
RF Output Power	< +20dBm EIRP (100mW)
Antenna Type \ Antenna Gain	PCB PIFA antenna \ 2.2 dBi gain

13.56MHz RFID

Radio protocol	ISO15693 compliant RFID reader/writer
RF Operating Frequency	13.56 MHz
RF Output Power	< +23dBm (200mW)
Antenna Type	PCB loop antenna, 2.5uH @ 13.56 MHz

Wireless Regulatory Information

Regulatory markings, subject to country certification, have been applied signifying wireless (radio) approvals.



Operation of the device without regulatory approval is illegal.

United States

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 own expense.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

Canada

Industry Canada ICES-003: CAN ICES-3 (A)/NMB-3(A)

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

European Union

This is a Class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

Radio Equipment Directive (RED) 2014/53/EC

WLAN IEEE 802.11b/g/n

Frequency band(s) in which the radio equipment operates; 2.401GHz to 2.473GHz

Maximum radio-frequency power transmitted in the frequency band(s) in which the radio equipment operates; < +20dBm EIRP (100mW)

13.56MHz RFID

(a) Frequency band(s) in which the radio equipment operates; 13.56MHz

(b) Maximum radio-frequency power transmitted in the frequency band(s) in which the radio equipment operates; < +23dBm (200mW)

RF exposure guidelines\Important note:

United States (FCC) \ Canada (ISED)

Radiation Exposure Statement: This equipment complies with FCC and IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 7.9in or (20cm) between the radiator and your body.

Note Importante: Déclaration d'exposition aux radiations: Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20cm de distance entre la source de rayonnement et votre corps.

Co-located statements: To comply with FCC and IC co-location requirements, the antenna used for this transmitter must not be co-located or operating in conjunction with any other transmitter/antenna except those already with radio module filing.

International

The WLAN IEEE 802.11b/g/n radio module complies with internationally recognized standards covering human exposure to electromagnetic fields, i.e.

EN 62311 “Assessment of electronic and electrical equipment related to human exposure restrictions for electromagnetic fields (0 Hz - 300 GHz)”.

Physical and Environmental Characteristics

The J5000 printer has the following physical and environmental characteristics:

Physical	Metric Units	U.S. Units
Dimensions	495mmW x 259mmH x 521mmD	19.5"W x 10.2"H x 20.5"D
Weight	20.4 kg	45 lbs.
Environmental	Operation	Storage
Temperature	Recommended operating conditions: 15° to 32° C (59° to 90° F)	-40° to 60° C (-40° to 140° F)
Relative Humidity	20 to 80 % RH non-condensing	5 to 90% RH non-condensing

Technical Support and Registration Contact Information

For repair or technical assistance, locate your regional Brady Technical Support office by going to:

- **United States:** www.bradyid.com
- **Europe:** www.bradyeurope.com
- **Canada:** www.bradycanada.ca
- **Australia:** www.bradyaust.com.au

Registration Information

To register your printer, go to:

- www.bradycorp.com/register

Repair and Return

If for any reason you need to return the J5000 printer for repair, please contact Brady Technical Support for repair and replacement information.

Table of Contents

Section 1: Getting Started.....	2
A: Choosing a Good Location	2
B: Unpacking and Inspection.....	2
C: Identification of Parts	3
D: Install Driver and Brady Status J5000 App.....	5
Section 2: Label Stock	6
A: Label and Roll Specifications	6
B: Installing Label Stock.....	6
C: Set the Output/Cut Mode.....	8
Section 3: Brady Status J5000.....	11
A: Monitoring Ink Levels	12
B: Printhead Life Gauge	13
C: Replacing Ink Cartridges/Low Ink Warning.....	13
D: Alignment Print.....	15
Section 4: Printing from a PC	18
A: Using Brady Workstation	18
B: Adjusting Print Alignment.....	18
Section 5: Troubleshooting and Maintenance.....	20
A: Solving Print Alignment Problems	20
Image is vertically offset	20
B: Solving Print Quality Problems	21
C: Color Matching and Design Tips	23
D: Save the Log Files.....	24
E: Cleaning the printer and Replacing Ink Pads	25
F: Cleaning the Printhead.....	25
G: Printer Buttons and Lights.....	27

Section 1: Getting Started

Thank you...

...for choosing the J5000 Color Label Printer. The J5000 Printer will print razor-sharp text and barcodes, vibrant colors, and even stunning photo-realistic photographs directly onto rolls of labels.

This Operator's Guide is your complete step-by-step guide to quickly and easily set up and print with your new J5000 Printer.

A: Choosing a Good Location

- Place the printer on a flat surface in a location with adequate air circulation to prevent internal heat buildup
- Do not place the printer near heat sources such as radiators or air ducts, or in a place subject to direct sun light, excessive dust, mechanical vibration or shock
- Allow for adequate clearance in front of the printer to accommodate the printed label stock as it is leaving the printer to avoid the possibility of binding or jamming of the label stock. Except in the case of individual cut labels, the printer should sit close to edge of a table so that the printed labels hang from the front of the printer and fall to the floor or an empty container. This will prevent labels from bunching up in the front of the printer which can cause print quality issues.
- Allow for adequate overhead and left side clearance for opening the top cover to allow easy access to the label stock and ink cartridge
- Be careful when you close the top cover. (Pinch points exist)

B: Unpacking and Inspection

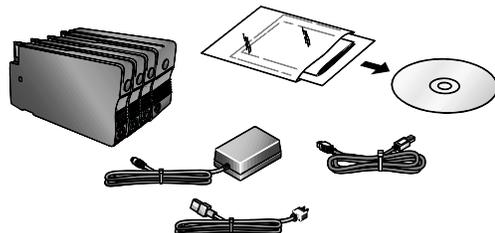
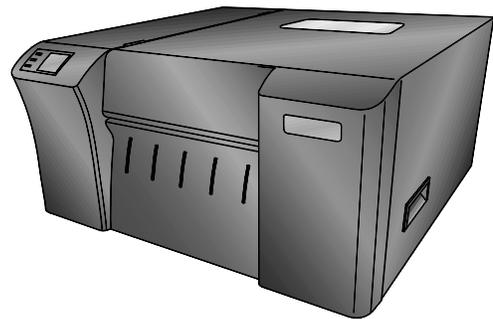
While unpacking your printer, inspect the carton to ensure that no damage has occurred during shipping. Make sure that all supplied accessories are included with your unit.

The following items are included in the supply box:

- Power Adapter
- Power Cord
- USB Cable
- Software Installer CD
- Cyan, Magenta, Yellow and Black Ink Setup Cartridges
- Quick Start Guide
- Instructions on how to download Brady Workstation

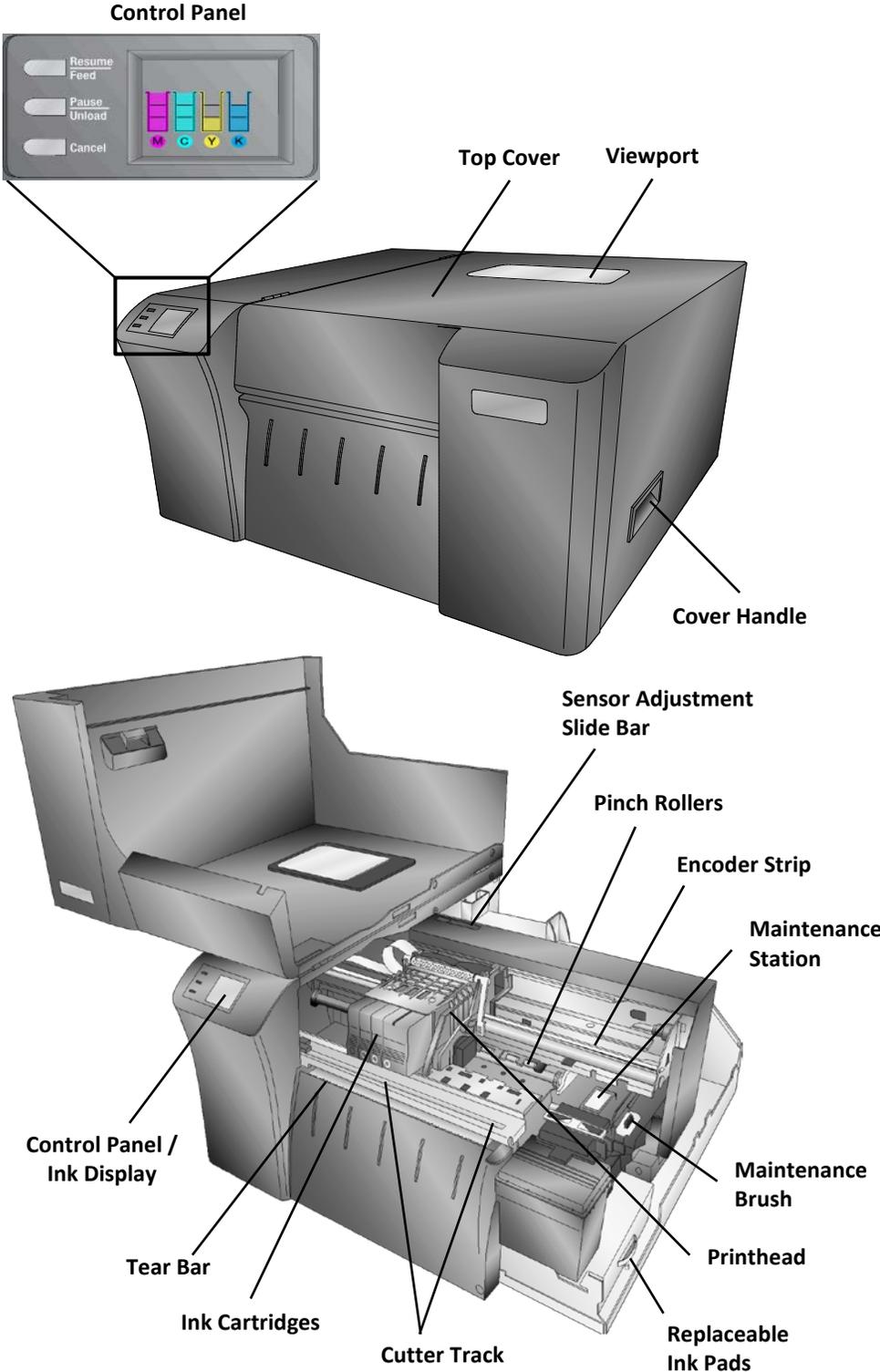
The following items are inside the printer:

- Replaceable printhead (Already installed in the printer)

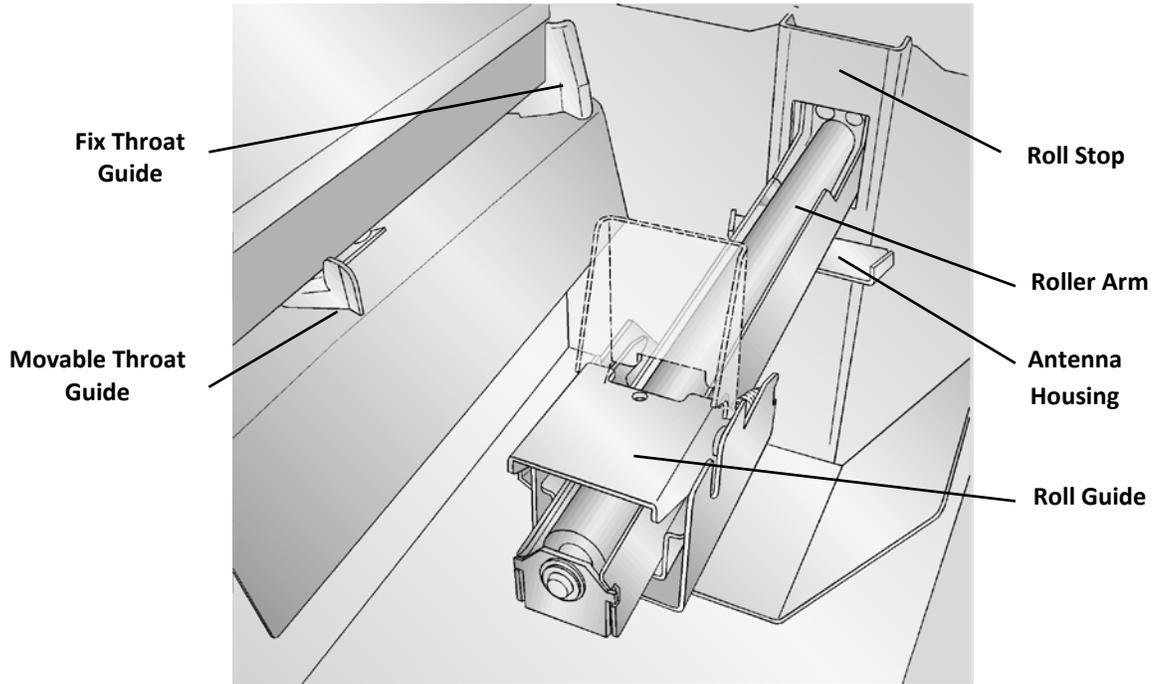


Save the carton and packing materials. They will be required should the printer need to be transported.

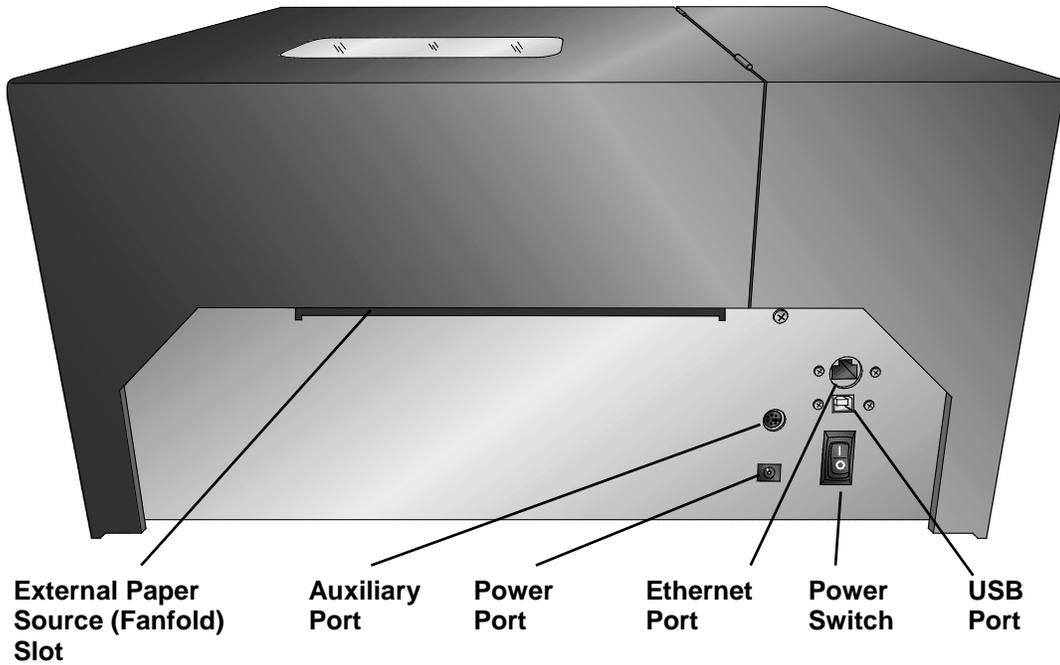
C: Identification of Parts



Interior Label Loading Area

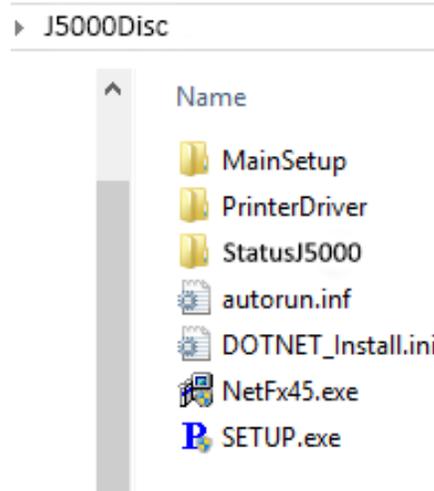


Back



D: Install Driver and Brady Status J5000 App

- Insert the supplied CD in the CD-ROM drive on your PC, and it will auto launch the Setup.exe. To launch Setup.exe manually, navigate to the CD and double click on the Setup.exe.



The setup will guide you through the installation of both the printer driver and Brady Status J5000 app and instruct you when to connect your printer to your PC via a USB cable.

Section 2: Label Stock

A: Label and Roll Specifications

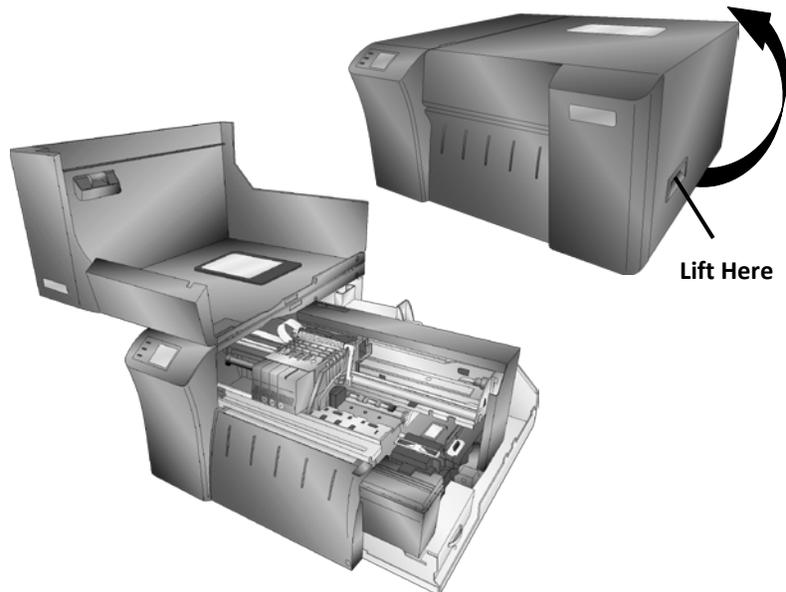
Only Brady approved label stock will be recognized in the printer. Refer to Brady's website for a list of label parts available.

B: Installing Label Stock

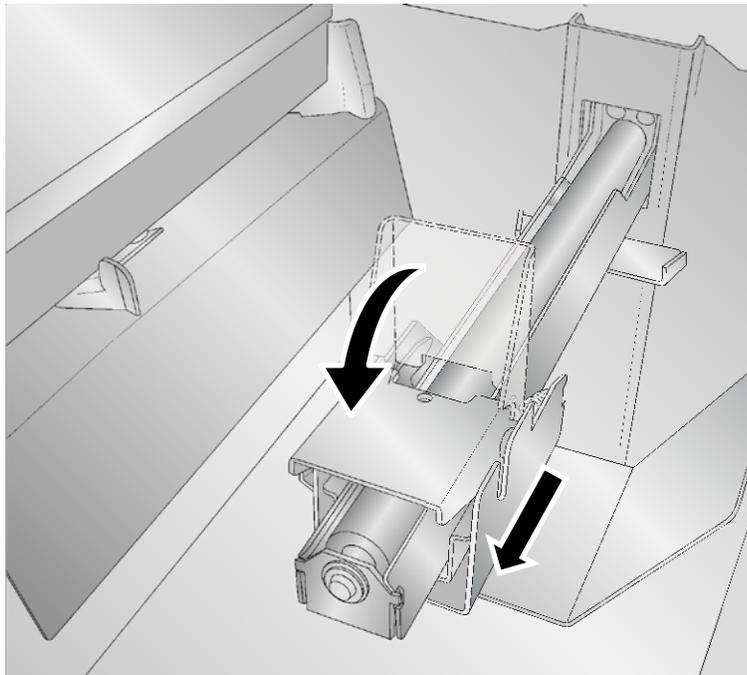
The following steps will guide you through loading label stock in your printer:

NOTE: Make sure power is connected and printer is ALWAYS on.

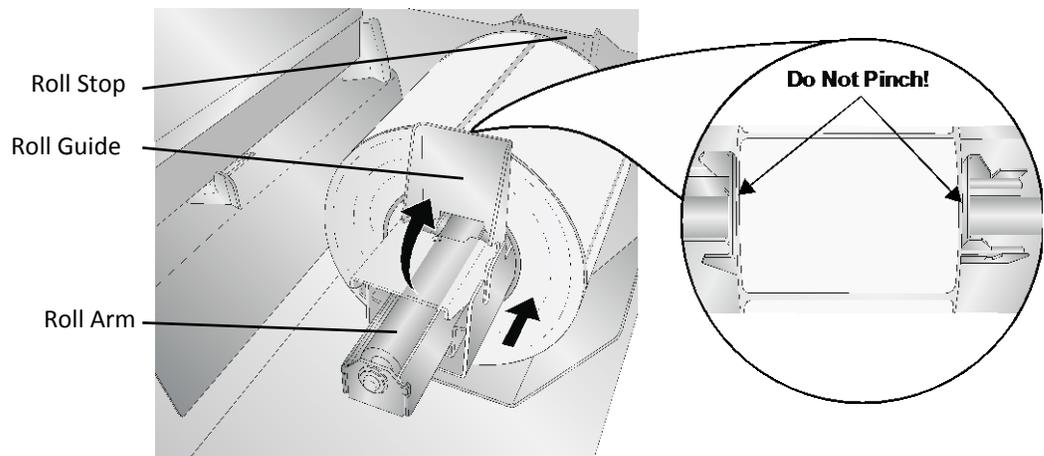
1. Open the Top Cover.



2. Lower the Roll Guide and pull it outward to make room for your label stock.



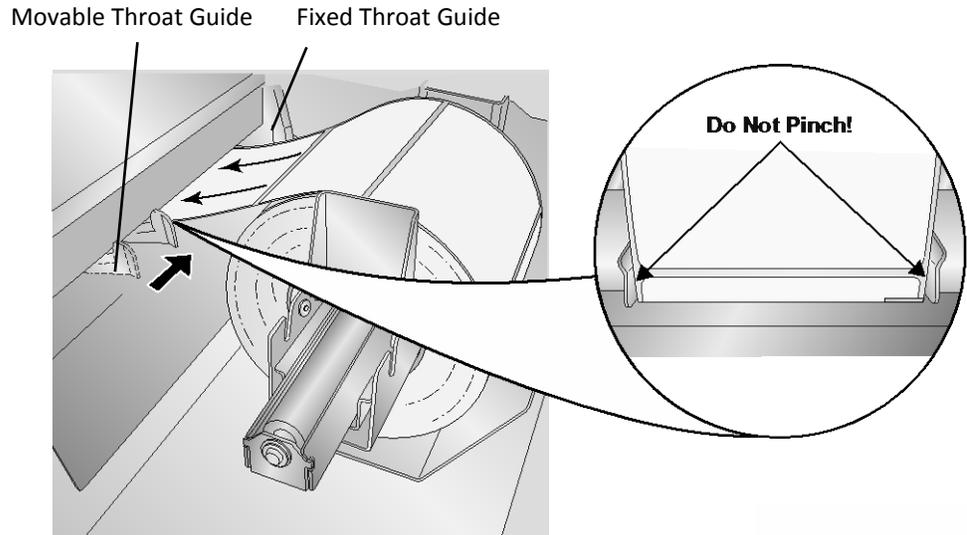
3. Remove any shipping tape from your label stock roll to ensure that it can unroll freely; making certain that no adhesive portion is exposed. It is important to note that any exposed adhesive surface can attach itself to the inner workings of the print mechanism and cause a media jam.
4. Place your roll of label stock, so that labels unwind with the labels facing upward, on the Roll Arm and push it inward until it touches the Roll Stop.



5. Flip up the Roll Guide and slide it inward until it touches the label stock. The Roll Guide will automatically pull back slightly to the correct position. There should be approximately a 0.04" (1 mm) gap between the roll guide and the roll.
6. Pull the Movable Throat Guide outward to make room for the label stock.
7. Place the leading edge of the label stock under the "Label Stock" symbols on the Throat Guides. The label stock should be placed far



enough into the throat of the printer (about 3in or 75mm) to correctly position the Movable Throat Guide but not yet into the printer itself.



8. Slide the Movable Throat Guide inward until it **almost** touches the label stock.

Important Note: The label stock should be close enough to the Fixed and Movable Throat Guides to provide proper guidance but not close enough to pinch the label stock. If the label stock is pinched by the guides, poor print quality or feeding problems could result.

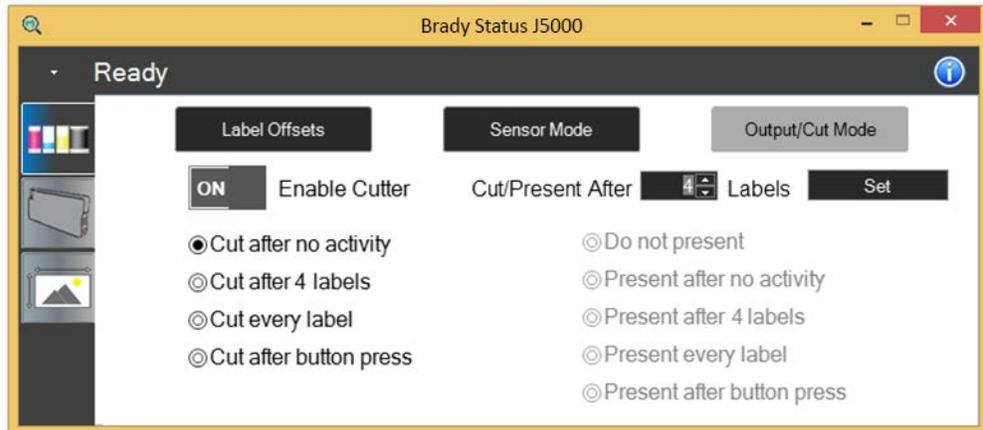
9. Feed the label stock further into the printer until it senses the label and automatically feeds it through the printer. If the printer fails to feed the label stock, press the Load/Feed button on the front panel while continuing to guide the label stock into the printer. If the printer does not automatically grab and feed the stock or continues to feed the stock without stopping check the Stock Sensor position or mode.

C: Set the Output/Cut Mode

Use the Output/Cut Mode to adjust how the printer presents labels after they are printed or if/when they are cut after printing. To adjust the Output/Cut Mode, open the **Brady Status J5000** program. The **Brady Status J5000** automatically installs with your printer driver and can be accessed through the printer driver or as a program that is accessible in the same manner as all other programs.

1. Connect the printer via USB and turn on the power. The Output/Cut Mode Setting is stored on the printer main board so you will not be able to access it unless the printer is turned on and properly communicating with the computer.
2. Go to Start - **Programs** – **Brady Corp** – **Brady Status J5000**.
3. Click on the **Alignment** Tab (3rd tab from top).

- Click on the **Output/Cut Mode** button.



There are different options available which change if the cutter is enabled or disabled. If the cutter is disabled, the label present options will be available. If the cutter is enabled the present options are no longer available but cut options become available.

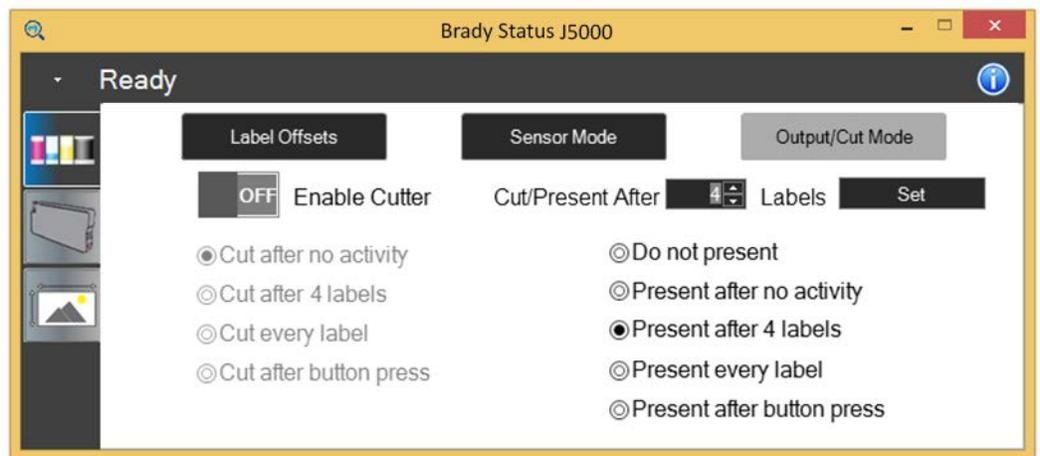
Cutter Options:

Cut after no activity - This setting will cut at the end of a print job if the printer does not receive another print job within one second of the last print job in the queue. You can use this feature to cut at the end of multi-copy job, multi-page job or multiple individual jobs in the queue.

Cut after specified number of labels - This option will cut after the number of labels specified in the "Cut/Present After ___ Labels" setting above. Change the value and then click "Set" to send it to the printer. The quantity will change on the setting to reflect the change.

Cut every label - This setting will cut after every label.

Cut after button press - This setting will cut after you press the Load/Feed button on the printer. This can be used after one label or an entire job. This feature is useful if you will not be present at the end of the print to catch the cut label.



Present Options:

Do not present - In this mode the label stock does not move after the last label is printed. This means that part of the last label printed is still in the printer. This should be used only if you have a label rewinder attached.

Present after no activity - This setting will present at the end of a print job if the printer does not receive another print job within one second of the last print job in the queue. You can use this feature to present at the end of multi-copy job, multi-page job or multiple individual jobs in queue.

Present after specified number of labels - This option will present after the number of labels specified in the "Cut/Present After ___ Labels" setting above. Change the value and then click "Set" to send it to the printer. The quantity will change on the setting to reflect the change.

Present after every label - This setting will cause the printer to feed the last label printed forward so that it and the previously printed labels can be torn off using the tear bar. If no other jobs are sent to the printer within one second after the last label has printed, the last printed label will present for tear off.

Present after button press - This setting will present after you press the Load/Feed button on the printer. This can be used after one label or an entire job.

Section 3: Brady Status J5000

Brady Status J5000 is used to interact with the printer for gathering ink levels, maintenance, alignment, and several other functions.

Brady Status J5000 automatically installs with your printer driver and can be accessed through the printer driver preferences or as a program on your Windows start menu.

1. Connect the printer via USB or Ethernet and turn on the power. The **Brady Status J5000** accesses most of the information it uses from the printer itself so the printer must be turned on and communicating for the program to open.
2. Go to **Start - Programs – Brady Corp – Brady Status J5000**. Once open, the **Brady Status J5000** consists of three tabs that are arranged on the left side of the window. Each tab opens a screen that has various similar functions. The tabs will only be displayed if the printer is idle (not printing).
 - **Ink Tab (First Tab)** - Displays ink levels, printhead life, pauses or cancels a job, displays print counter.
 - **Cartridge Utilities Tab (Second Tab)** - Aligns Printhead, cleans printhead and changes the Ink Cartridges.
 - **Alignment Tab (Third Tab)** - Adjusts vertical and horizontal print alignment, changes the Stock Sensor Mode, and toggles the Output Mode.



A: Monitoring Ink Levels

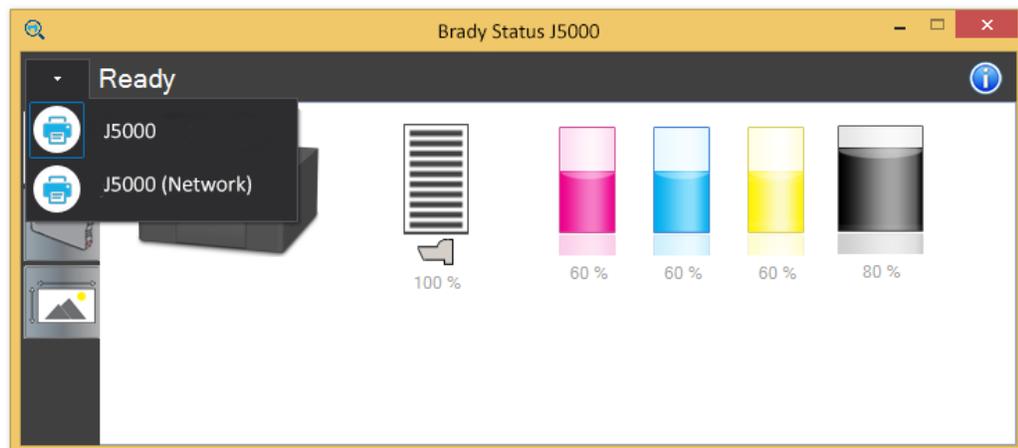
Ink levels can be monitored at any time by using the **Brady Status J5000**. Immediately after printing starts the **Brady Status J5000** will display the ink levels in the lower right corner of your screen.

The print status will also be displayed on the top bar.



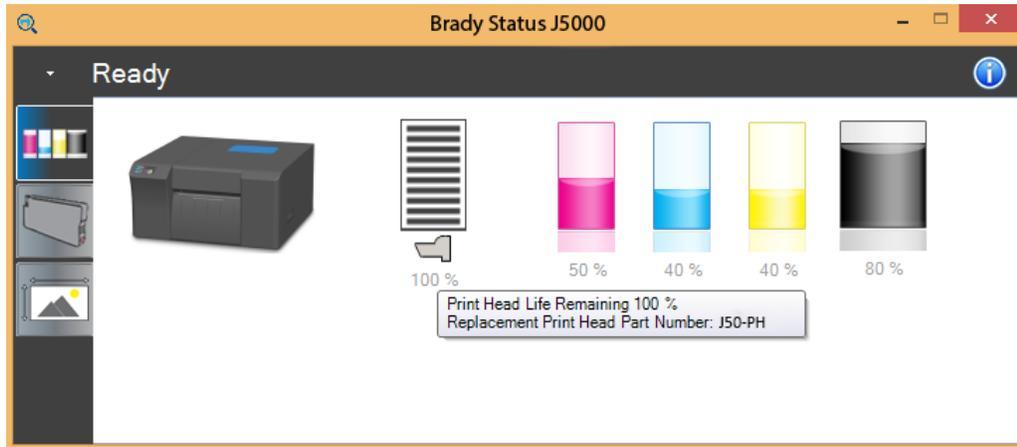
In the Ready mode, the ink percentages and printhead life will be displayed, along with three tabs. The tabs will only be displayed if the printer is Ready (not printing).

Note: If you are using multiple printers, you can switch between them using the drop down arrow at the top of the **Brady Status J5000**. The title of each will correspond to the printer name as shown in Devices and Printers.



B: Printhead Life Gauge

Printhead life remaining is displayed in the **Brady Status J5000**; hover your mouse over the icon to the display the remaining printhead life.



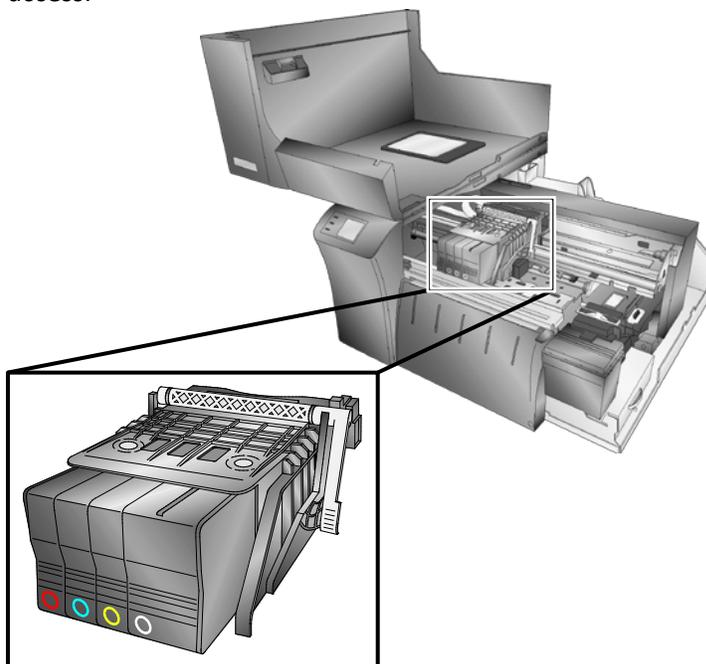
C: Replacing Ink Cartridges/Low Ink Warning

Note: For best results, use only Brady Branded inks

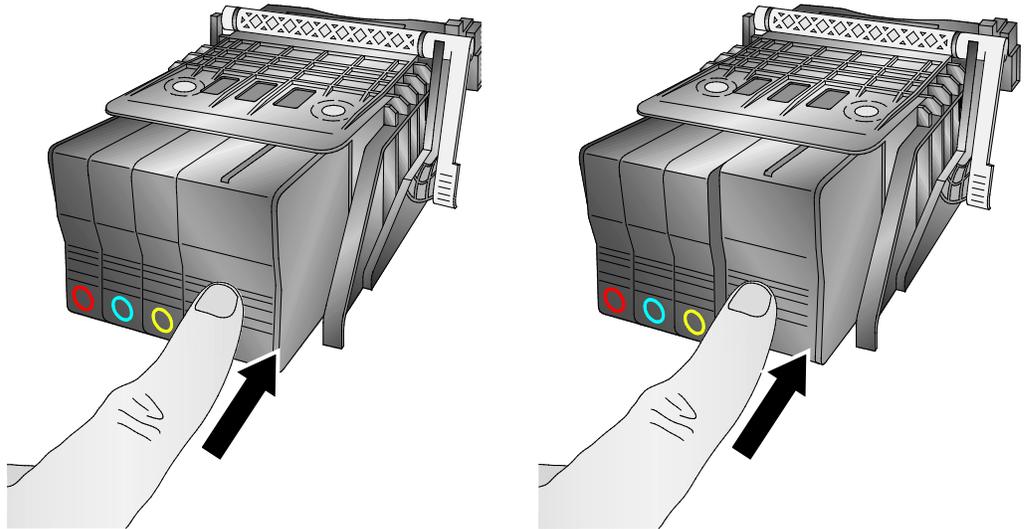
You can replace the ink cartridges at any time or wait for the Low Ink Warning to prompt you to replace the cartridges. The low ink warning will display continuously at 20% or less. When the cartridge is empty you will be prompted to change the cartridge. At the empty point there is no way to ignore the warning. You must change the cartridge.

To change an ink cartridge, follow this procedure:

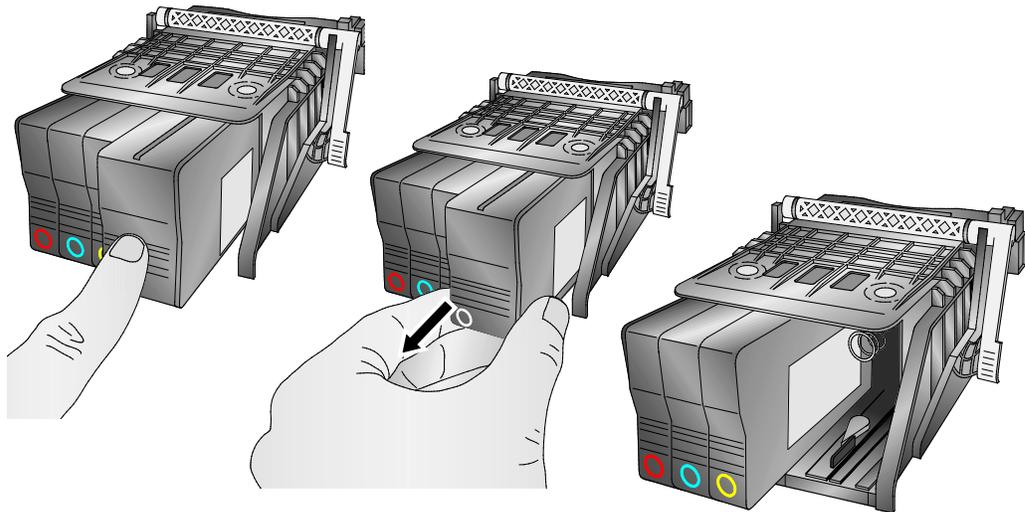
1. Open the cover. The printhead will move to the center of the print area for easy access.



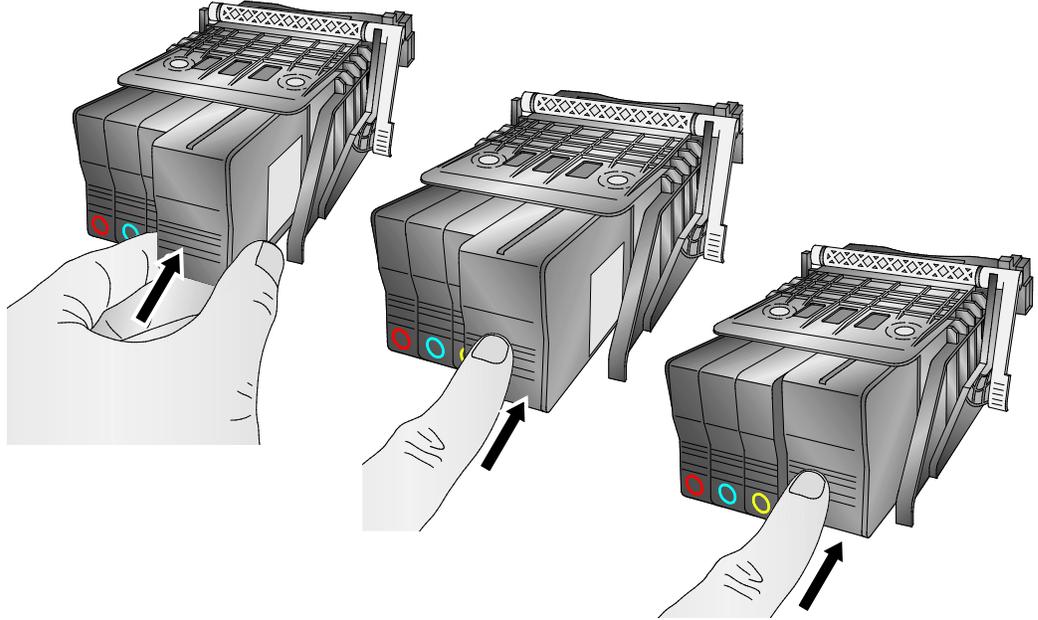
2. Remove the cartridge by pressing inward on the corresponding cartridge.



3. The cartridge will pop out slightly. Pull out the cartridge.



4. Install the new cartridge by pushing the cartridge in as far as you can and then letting go.



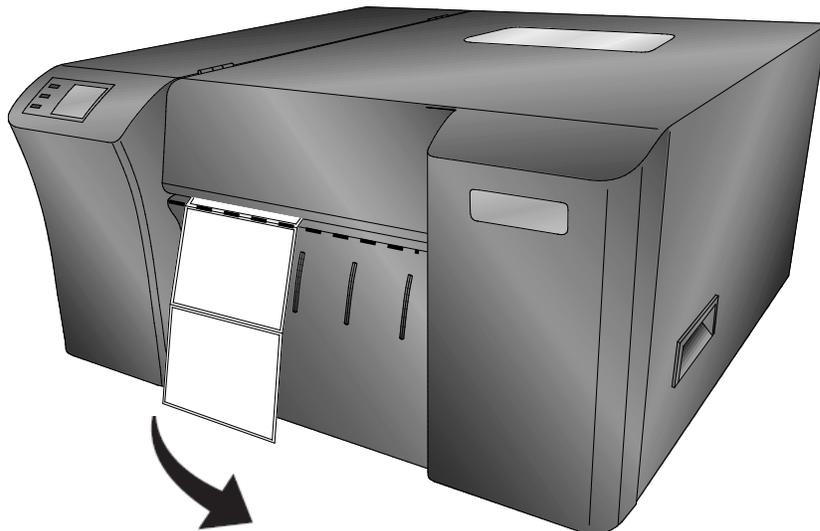
5. Close the cover. The printer will prime the new ink cartridge(s) and then continue to print if it was in the middle of a print job.

D: Alignment Print

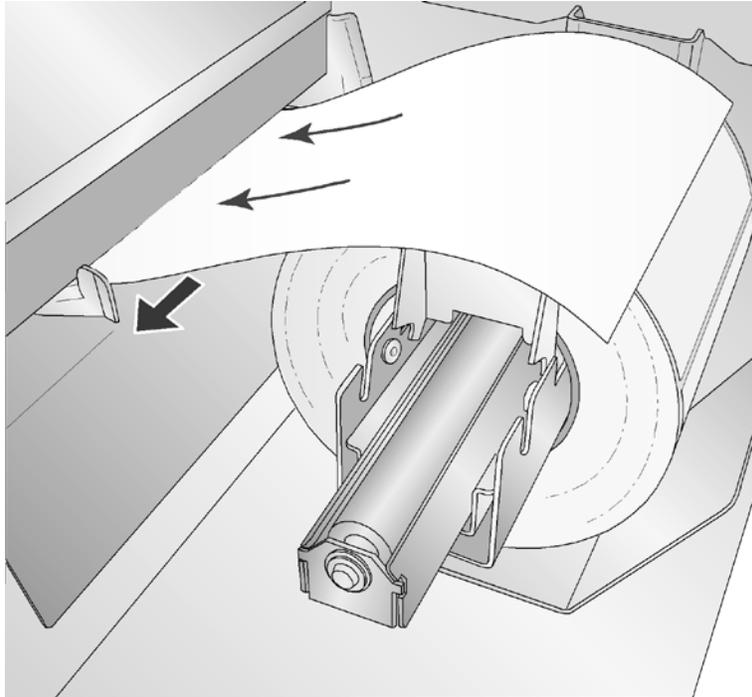
An alignment print is necessary after every 5,000 prints and after a printhead change. In those cases, you will be prompted by the software to run an alignment print.

You may also manually run an alignment print to improve print quality. Follow these instructions:

1. Open **Brady Status J5000**. Click on the **Cartridge Tab** (Second Tab). Click the **Align Printhead** button.
2. Tear off any printed labels. Click **Next**.

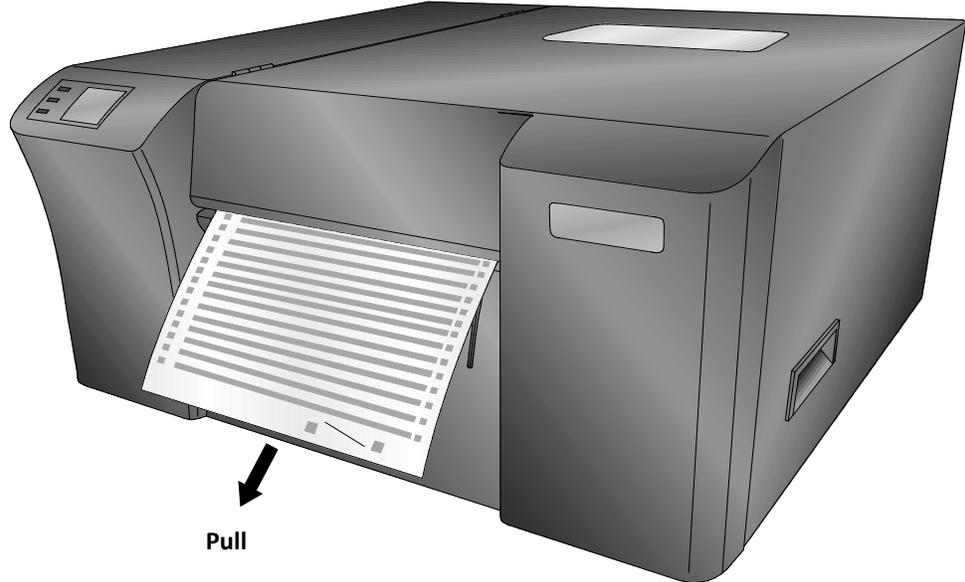


3. The printer will now automatically back the remaining labels out of the printer. You can leave the label stock roll in the printer.
4. Move the Throat Guide to the widest position and feed the alignment paper into the printer. Ten alignment sheets were included with the printer. These are slightly smaller than a standard 8.5" x 11" sheet used for most office printers. The size is actually A4, which is 8.27" x 11.69" or 210mm x 297mm. If you do not have the alignment paper, you can cut a 0.25" strip off of a standard size sheet to make a usable sheet.



Important Note: Use included Alignment Paper or an 8.27" x 11" (210mm x 297mm) sheet.

5. Once the alignment is complete, you will need to pull the finished alignment sheet from the printer.



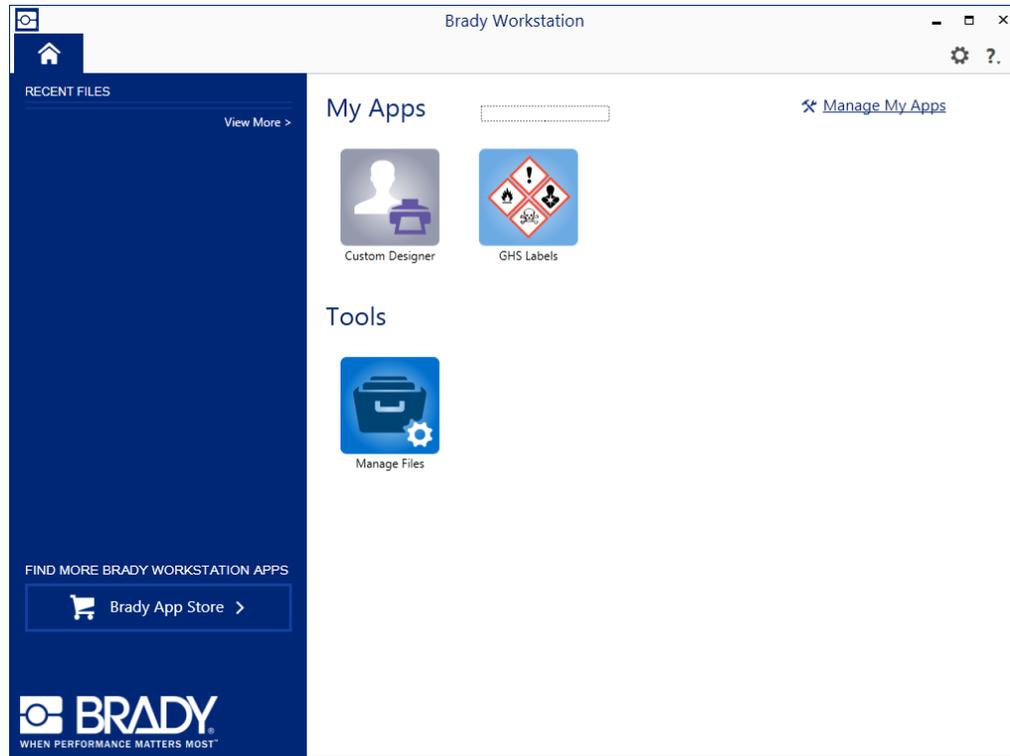
Note: Keep the remaining blank alignment paper sheets for future alignment prints.

Section 4: Printing from a PC

A: Using Brady Workstation

Brady Workstation is Brady's premier labeling software, providing a variety of label and sign making apps that are simple to use yet flexible to meet your individual needs. Brady Workstation is a free download from www.workstation.bradyid.com.

After downloading Brady Workstation software, install it on your PC, the Home screen should look as below.



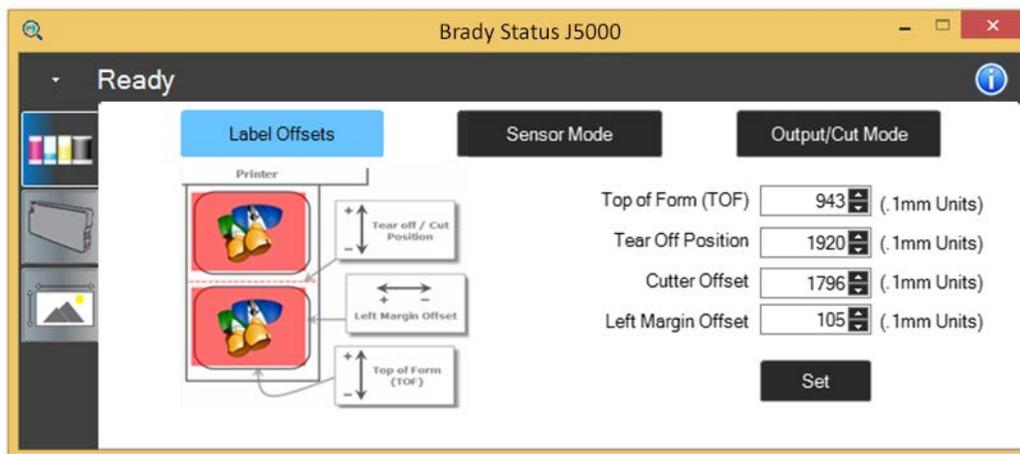
B: Adjusting Print Alignment

Standard ink jet printers feed a sheet and start printing based on the start of the sheet. They also prohibit printing to the edge of the sheet. This is to avoid any need for alignment. The J5000 senses the beginning of the label with an optical sensor and is capable of printing to top, bottom, left and right edges. Because of this it may be necessary to align the printer to work with specific types of label stock.

The J5000 is factory calibrated to print exactly to the edge of Brady label stock. However, due to variations in the left margin and other variables, it may be necessary to fine tune these settings at the beginning of each roll.

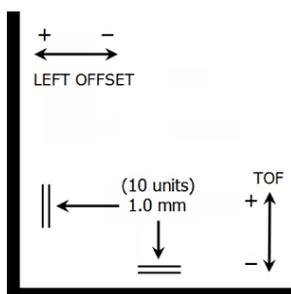
Important Note: Before adjusting alignment settings first print one label at the quality level you intend for the entire job. This will ensure the label stock is moving at the same speed and the stock sensor will sense the gap in the same way.

Adjust print alignment using the **Brady Status J5000**. Go to the **Alignment Tab** (third tab).

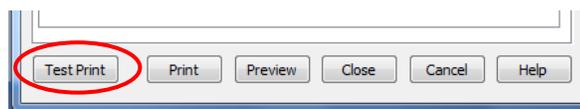


Four items can be adjusted here:

- **Top of Form (TOF)** - This value moves the print start position up or down on the label. Add to the current value to move the printed label down or toward the printer. Subtract from the current value to move the printed label up or away from the printer. After adjusting the value click the "Set" button to send the value to the printer.
- **Tear off Position** - This value adjusts the position of the last label printed after it has been presented for tear off. This only applies if the output mode is set to "Present the label." Add to the current value to move the tear point closer to the printer. Subtract from the current value to move the tear point away from the printer. After adjusting the value click the "Set" button to send the value to the printer.
- **Cutter Offset** - This setting will adjust the position of the cut (if enabled). By default it should cut in the center of gap between the labels. Add to the current value to move the cut toward the printer. Subtract from the current value to move the cut away from the printer. After adjusting the value click the "Set" button to send the value to the printer.
- **Left Margin Offset** - This value moves the printed label left or right. Add to the current value to move the printed label to the right. Subtract from the current value to move the printed label to the left. After adjusting the value, click the "Set" button to send the value to the printer. Note: Before adjusting this value make sure the label stock is properly loaded so that there is no gap between the edge of the liner and the fixed throat guide. Any gap at this point will greatly affect the Left Margin Offset value needed to align the label. Also, if you adjust the value with improperly loaded label stock you will have to adjust it again if you load the label stock correctly the next time.



You may have to make several adjustments to one or more of these values. After each adjustment you can click the Test Print button on the printer dialog box to print a small test pattern on the label. This will help you find the proper alignment value.



Section 5: Troubleshooting and Maintenance

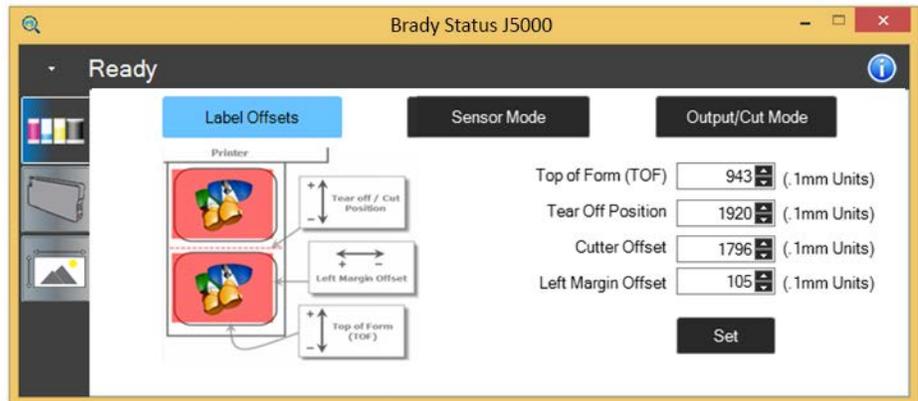
A: Solving Print Alignment Problems

Image is vertically offset

The J5000 decides where to start printing by detecting the start of the die-cut label (or leading edge for continuous stock). This is done by detecting an inter-label gap that corresponds to the start of the label.

The following items can cause the label sensor to improperly detect the start of a label:

1. **Top of Form (TOF)** - This setting allows you to fine-tune the alignment of your printing on your label stock. This will be factory calibrated. If fine-tuning is needed, increase this setting to move the image down on the label; decrease this setting to move the image up on the label. The increment of movement is 0.1mm. This setting is found on the **Alignment** Tab of the **Brady Status J5000**.



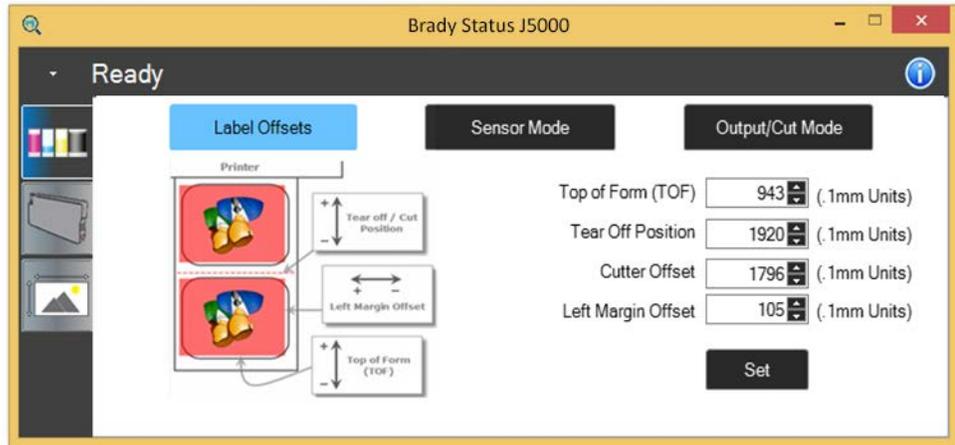
2. **Portrait/Landscape:** If the Portrait/Landscape setting does not correspond to the label stock installed this will also cause the printer to print over the gap and onto the next label. Make sure this is set correctly.

The Image is Printing Horizontally Offset

Three things can affect this issue.

Label Stock Loading - It is very important to correctly load the label stock so that there is no space between the throat guides and the label liner edge. If there is a gap between the throat guides and the label stock it may "walk" back and forth causing inconsistent horizontal image location.

Left Margin Offset - This adjustment is found on the **Alignment** tab of the **Brady Status J5000**. See Section 3D.



Page Size – Brady Workstation will set the appropriate page size at print time for the part you have selected.

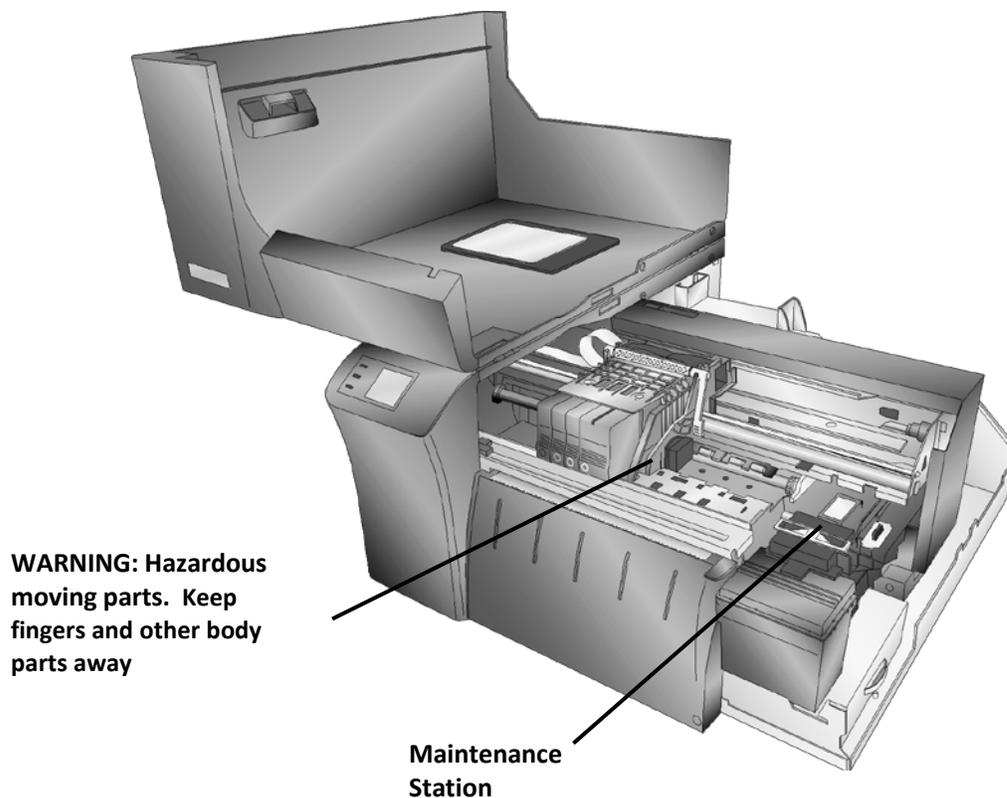
B: Solving Print Quality Problems

Many factors can affect the quality of the print. The following are listed in order from most likely to least likely:

1. **Quality Setting** – For printing on Brady label stock, the best print quality, color mode, and speed setting will be set automatically when you load the label stock. For all Brady label stock, the default print quality mode setting is **normal mode, medium color + black**. If you want to change your quality setting manually, the lowest quality setting (fastest printing) may not be sufficient for many photos or graphics. The highest quality setting may cause ink to bleed on certain graphics. Increasing the quality increases print time because the printer makes more horizontal passes across the label.

Note: To maximize the chemical resistance of your label, allow at least 5 hours before exposure to chemicals.

2. **Clean the Printhead** - Run an automatic printhead cleaning print or manually clean the printhead as described in Section 5F.
3. **Change Cartridge** - Try a new Ink Cartridge. Make sure that the ink cartridge has ink remaining. Check the ink levels via the **Brady Status J5000**.
4. **Align Printhead – Normally** - Printhead alignment is only necessary after changing a printhead. However, in certain cases, running the alignment again can improve print quality. Align the printhead by opening the **Brady Status J5000**. Click on the **Align Printhead** button on the **Cartridge Utilities** Tab (second tab). Follow the onscreen prompts to load your paper for alignment.
5. **Clean the Maintenance Station** - Power off the printer! Clean the maintenance station located on the right side of the print area. This includes the rubber cartridge nozzle cap and the plastic squeegee. Under normal use this can become dirty with ink. Clean with rubbing alcohol and a paper towel.



6. **Color Matching** - Change your Color Matching setting to Graphics or Photos via the printer driver preferences.
7. **Cartridge Setting** - Change the cartridge setting in the driver. Try Color + Black or Color only. To change the cartridge setting, right click on the printer in the Printers and Faxes area - choose preferences -click cartridge - set it to Color + Black or Color. Color only will still print black, but will use the color cartridges to print it. We recommend "Color" only for the best possible quality on photographic images with small amounts of black. If your image has large areas of black text, graphics or barcodes, we recommend Color + Black for the best quality.
8. **Source File Image Mode** - The image mode of the source file may be set to RGB instead of CMYK. This can cause the color matching to be off. Change the image mode of the original file, resave and reprint.
9. **Copper Contacts** - Clean the copper contacts on the back of the print carriage and the contacts on the printhead with rubbing alcohol.
10. **Image Resolution (Dots per inch, DPI)** - Try another Image. Perhaps the resolution of the current image is not sufficient for a quality print. Many graphics suitable for viewing onscreen have a DPI of 72. This is the minimum DPI for proper screen display. However, if you print this image it will look blurry and pixilated. Images that are 72 DPI are typically graphics saved for web use. We recommend a 300 DPI image.
11. **Cable** - Try another USB cable. Make sure that it is less than 6ft (2 Meters) long. Faulty cables or cables that are too long interrupt communications which can result in print quality issues.

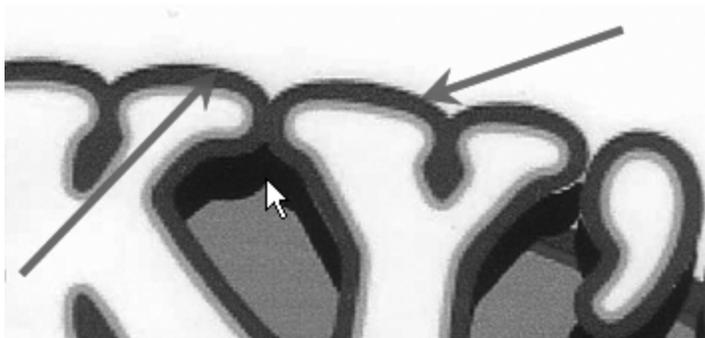
12. **Saturation** - If ink is bleeding, decrease saturation in driver preferences.
13. **Change the Printhead** - If print nozzles of certain colors are still clogged after repeated cleanings it may be time to replace the printhead. See Section 5G.

C: Color Matching and Design Tips

These guidelines will help you get the best quality labels out of your J5000.

1. **Image Size/Shape** - The image size should correspond with the size of the label you will be printing. Note: If the source image is smaller and must be enlarged to fill the entire label space, this will affect the DPI. A 2" x 2" 300 dpi label blown up to fit on a 4" x 4" label would have an effective DPI of 75. This would not be a sufficient resolution.
2. **Resolution** - Resolution is measured in dots per inch or DPI. 300 dpi is sufficient to get the best possible quality from most images. A 72 DPI image will look fine on screen but WILL NOT print well. Graphics and logos found on websites are typically 72 DPI. The image below was printed from a 72 DPI image. Notice the jagged edges. Remember, print quality settings found in the label printer driver will have no effect on improving a low dpi source image.

On the other hand, resolutions higher than 300 DPI will not produce better quality but may require more RAM to print and hard drive space to store. They could even slow down the print process.

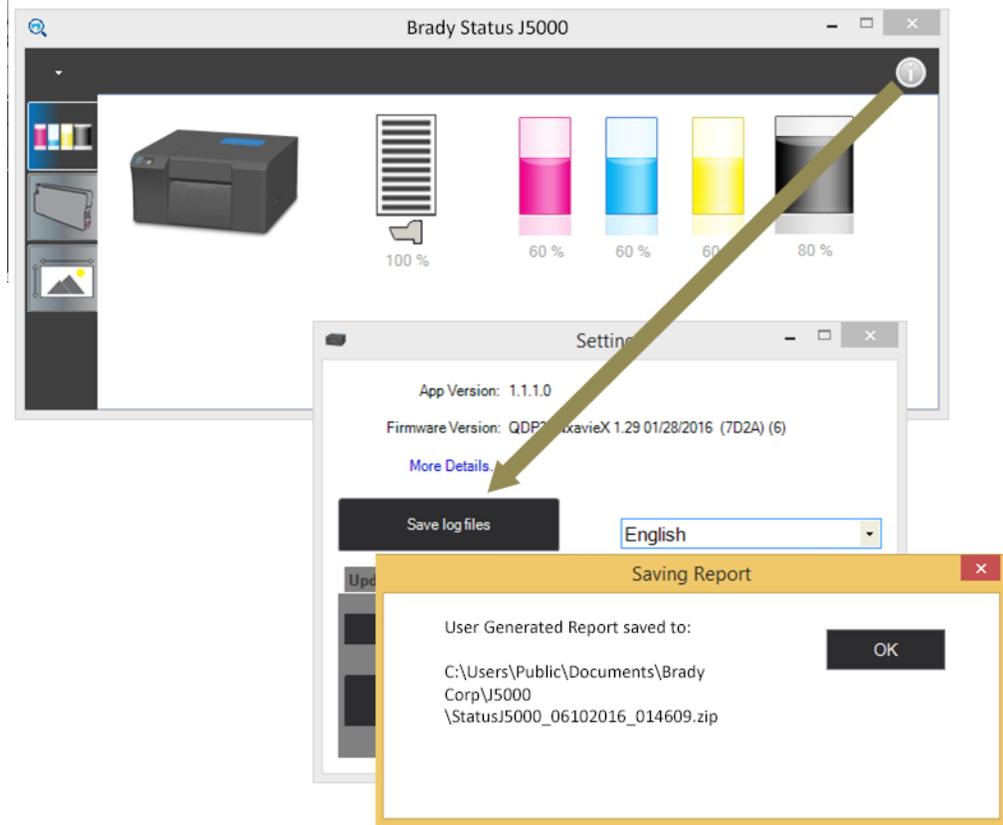


72 DPI Image printed with J5000

3. **Image File Format** - Most graphics are created in a graphic application. Since this graphic application is not usually on the same computer as the label printer doing the printing, it is necessary to export the graphic into a universal format that can be read by other programs. Supported graphic file formats are BMP, JPG, GIF, JPEG, PNG, WMF, EMF, SVG, and XAML. The JPG files also work well for graphics that include photographs. All nine formats can be imported into the Brady Workstation application.
4. **Color Mode** - Set the color mode in the source graphic application to CMYK. In most cases, this will produce the most accurate color reproduction of the image on screen. However, if CMYK is not producing the desired color matching try changing the source image to RGB and then exporting the image again in one of the universal formats mentioned above.

D: Save the Log Files

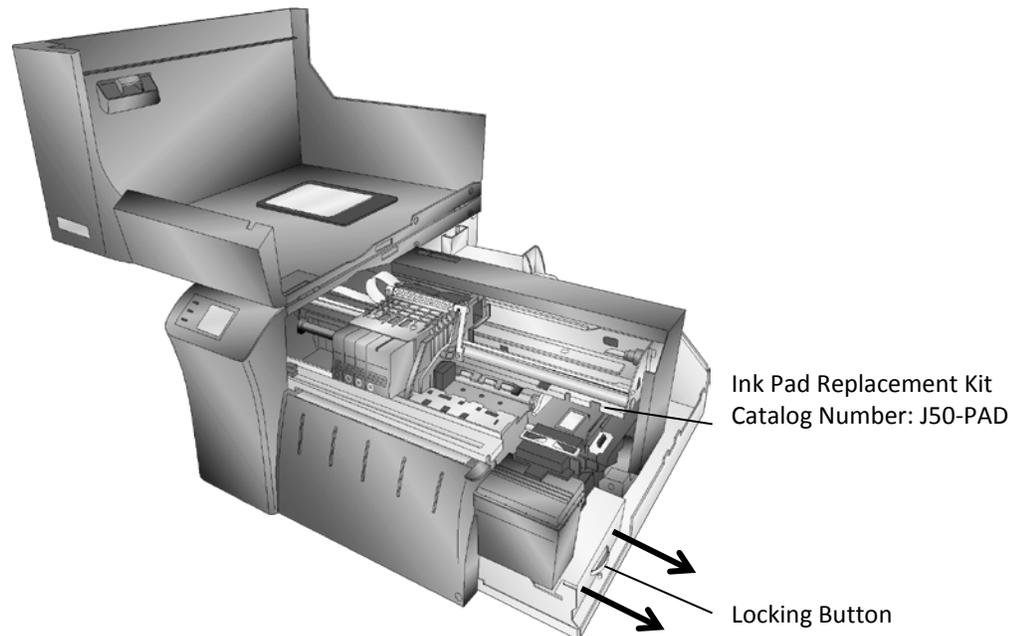
If you are encountering any problems with your J5000 Brady technical support may ask you to create a Tech Support Report. You can do this from the **Brady Status J5000** by clicking the "i" icon and clicking Save Log Files. A zip file will be created in the path shown below.



E: Cleaning the printer and Replacing Ink Pads

Over time, ink overspray may gather at the base of the printer. The printer uses a vacuum system to gather most of this ink on a series of saturation pads. Eventually, these pads may need to be replaced if ink begins to leak or if you notice the ink pad tray is full of liquid ink.

Open the cover. Push down on the locking button. Remove the ink pad tray by pulling it out. Replace it with a new one.

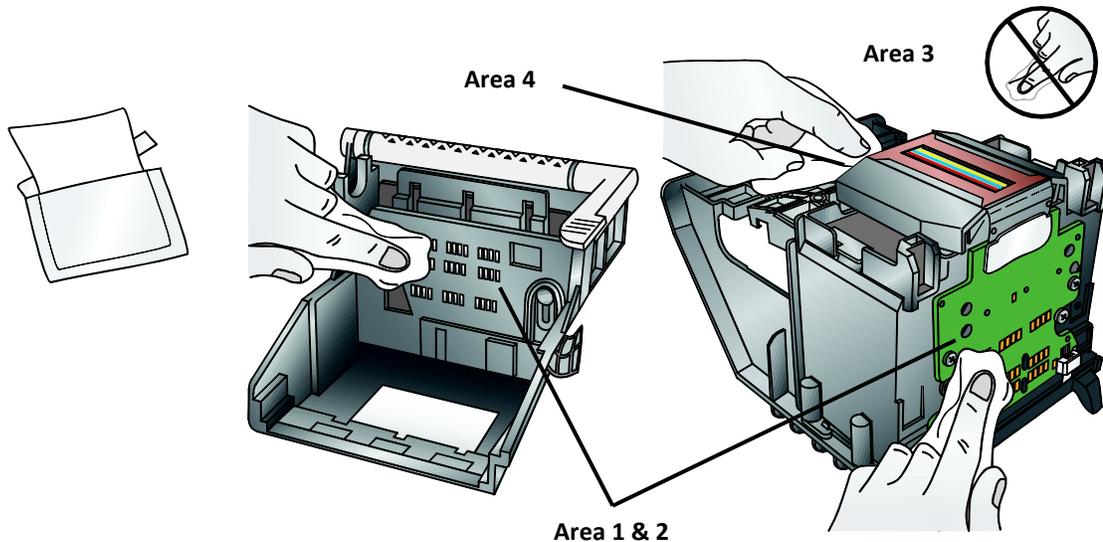


F: Cleaning the Printhead

It may be necessary to clean the printhead nozzles if you notice reduced print quality, missing colors or if you suspect a cartridge nozzle has become slightly dried out or clogged. Try the following solutions:

1. **Secure Ink Cartridges** - Make sure the corresponding cartridge is snapped into place. Remove and reload the cartridge to make sure an air-tight connection has been made.
2. **Clean the Copper Contacts** - Ink over-spray can build up inside the printer over time causing interrupted electrical signals. Remove the printhead and clean the copper contacts on the printhead carrier and the printhead. (Area 1, 2 and 4 below). Do not clean the print nozzles! (Area 3)

Replaceable printhead – Catalog number J50-PH



3 Clean the Printhead.

DO NOT touch the printhead nozzles with a tissue or paper towel. This can damage the nozzles. This may be different from other printers. Instead use the methods described below:

1. Open **Brady Status J5000**.
2. Click **Clean Printhead** on the **Cartridge Utilities** Tab (second tab).

You may need to repeat this process up to 4 times depending on how clogged the printhead is. Repeat the procedure only if you start to see improvement after each clean print.

3. During this process the printer will make several loud whirring noises. This is normal! This is the sound of a pump forcing ink through the nozzles. If you do not hear this sound, the clean/purge print did not complete successfully. Try again.
4. **Preventing Clogged Nozzles.**

Clogged nozzles on the printhead can be caused by not using the printer for extended periods of time. Follow these guidelines:

- **Always keep the J5000 plugged in and turned on.** The printer will do periodic maintenance to make sure the nozzles do not clog.
 - Never store a used printhead outside of the printer. The nozzles will dry out with exposure to air. If you must store a Printhead outside of the printer, place full or empty cartridges in the printhead and put the entire printhead and cartridges in a sealed plastic bag.
 - Use the printer regularly!
5. **Quality Setting** - Change your quality setting. The lowest quality (fastest printing) may not be sufficient for many photos or graphics. The highest quality setting may cause ink to bleed on certain graphics in combination with certain label stock. Increasing the quality increases print time because the printer makes more passes over the media.
 6. **Backup Printhead/Cartridge** - The cartridge may be empty or defective. The printhead nozzle for one color could be clogged. The fastest way to diagnose a

quality problem is to have backup printheads and cartridges available for comparison testing. If one color is missing, replace that color cartridge(s). Next try replacing the printhead.

7. Defective Printhead/Cartridge Replacement Procedure.

If you think your Ink Cartridge/Printhead is defective, please contact Brady Technical support to arrange for a replacement. Brady Technical support may ask you to perform troubleshooting before sending a replacement cartridge or printhead.

Notes on Ink Cartridge/Printhead Replacement

- All replacements for defective cartridges or printheads must be processed through Tech Support.
- To receive replacement cartridges, you may be required to send in your defective cartridges/Printhead.
- Tech Support will perform the cleaning procedures and tests mentioned above on all cartridges/Printheads received.
- Tech Support will not replace cartridges with less than 50% ink remaining.
- Printheads with zero percent life remaining will not be replaced.
- Printheads with greater than zero percent life remaining prints may be replaced depending on the description and circumstances of the failure at the discretion of Brady Tech Support.

G: Printer Buttons and Lights

Button/Cover Functions:

RESUME/FEED-BUTTON	
<i>Printer State</i>	<i>Press Action</i>
SYSTEM IDLE:	Feeds to next label, Cuts the label if cutter enabled. Cuts current label in LOAD BUTTON CUT MODE.
SYSTEM PAUSED:	Unpauses system
SYSTEM BUSY PRINTING	Retries to correct error or just clears error state
PAUSE/UNLOAD-BUTTON:	
<i>Printer State</i>	<i>Press Action</i>
SYSTEM BUSY PRINTING:	Pauses system
COVER OPEN:	Unloads stock
SYSTEM PAUSED:	Unpauses system/Resumes printing
CANCEL-BUTTON:	Cancels current job in progress
COVER OPEN SENSOR:	
WHEN COVER OPENED:	Pauses current job if active, will finish printing current label. Moves Carrier to Head Change Position
COVER CLOSED:	If closed after it has been opened the Printer will be in a pause mode. Press Resume/Feed to continue
BOTTON COMBINATIONS	
LOAD-BUTTON and	Hold buttons down until Wireless symbol changes; this will

UNLOAD-BUTTON	toggle the wireless antennae ON/OFF
LOAD-BUTTON and CANCEL BUTTON	After 2 seconds hold will reset the Printer

LED Indicator Lights:

RESUME/FEED-LED on solid others off	Printer Ready/Idle
RESUME/FEED-LED flashing fast (6 times/second)	Printer error is present -see Brady Status J5000 for more information
RESUME/FEED-LED PULSES, other off	Printer is busy or printing
SYSTEM BUSY PRINTING	Retries to correct error or just clears error state
RESUME/FEED-LED and PAUSE/UNLOAD-LED flashing slow (50/50 on /off per second)	Printer is paused by external input from pin mini din
RESUME/FEED-LED and PAUSE/UNLOAD-LED alternately flash	Cover is open
ALL LEDs flash in chase mode	Printer is powering up