Smart-Jet FAQ

## Setting up the printer:

1. **My keyboard will not work**
   a. Make sure the keyboard is plugged into the correct usb port on the back of the printer.
   b. If the keyboard worked before, and now it does not, unplug it and power off the machine, then plug it back in, power on the machine. If the keyboard still does not work, it may have been zapped by high voltage and needs to be replaced. **P/N: 80850**

2. **Can I use an encoder?**
   a. No, only the Smart-Jet Plus can use an encoder

3. **How far away can it print?**
   a. 2-4mm

4. **How many font sizes can I get?**
   a. 2, either 12mm (1/2") or 2 lines of 3.3mm (1/8")

5. **Can I change font styles?**
   a. No

6. **The printer will not print anything, even after I made sure I went to operate → start, and the cartridge is in the printer securely**
   a. Does the **red LED light** near the base of the latch at the back of the printer **turn on** when you put the product 1" in front of the printer, making sure it passes the internal sensor under the print head of the cartridge?

      LED LIGHT
      RED SENSOR

      i. **Yes** – the red light turns on. If the internal photo sensor can see the product, and when you pass something in front of the printer nothing prints, make sure you are within 2-4mm of the product.
         1. Try to purge the printer, if **it can purge**, there may be a problem with the "print delay before" setting, turn it down to 10mm and try again.
         2. **If it cannot purge**, then there may a software conflict. Go to msscllc.com and download the newest software version. Then update according to proper procedures as described in the owner's manual.

      ii. **No** – With models newer than August 2015, you can adjust the sensitivity of the internal photo sensor. This is located inside the printer, near the base of the latch. Put the screwdriver that came with the printer in the slot and twist clockwise gently, it increases the sensitivity of the sensor, and you can now see black and clear objects. If your printer is older, then you may need to order an external photo sensor to see clear or black objects.

7. **Does the printer software have any foreign languages**?
   a. No, English only

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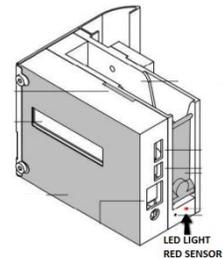
8. **Will any HP Ink cartridge work in the Smart-Jet printer?**
   a. No, you must use MSSC ink, or an "Invalid Cartridge" error will display, and the unit will not print. This ink is uniquely formulated to work in industrial applications in the Smart-Jet, and Smart-Jet Plus printers.

Wi-Fi connection

9. **How do I set up the Wi-Fi feature?**
   a. MSSC requires the E1200 Linksys Router to work properly. There are multiple steps:
      i. Turn on the router and plug it into the wall. Do NOT use the Ethernet cable and do NOT connect it to the internet. This is a Local Area Network (LAN)
      ii. Download the MSSC Printer Application in the Apple store or Google Play store
         1. If there is a username and password, they are: Administrator and mssc@smartjet
      iii. Using your phone/tablet, connect to the new Wi-Fi and note the SSID (name of the router signal)
         1. The router must use either no security, or WPA/WPA2
      iv. Go to the Smart-Jet printer now and then Settings → Wi-Fi → SSID → and then type in the SSID of the router
         1. If there is a password, insert it now
      v. Press enter and the printer will now try to connect to the Router
         1. The printer will assign an IP Address (192.168.1.2, etc.)
         2. Copy the IP Address down
      vi. Go back to the App on your phone/tablet and click the three blue bars stacked on each other in the top left.
         1. Click it, then select Printers
         2. Now at the bottom there will be a blue bar with the word "search" on it.
            a. Select it
         3. Your printer name should pop up
            a. Press and hold on it until a new menu pops up
            b. Press Connect
      vii. You should now be connected

10. **My printer did not get an IP address when I typed in the SSID and password (if needed)**
    a. Make sure you typed in the SSID exactly. Uppercase and lowercase matter.
    b. Double check your security settings. The security MUST be WPA/WPA2. Try to turn off security and see if it works.
    c. Turn off the printer and turn it back on.
    d. If using a different type of router, it is possible the Printer will not be able to recognize it. For best results, you must use the Linksys E1200 router.

11. **My printer was given an IP address, I typed that information into the app, and the app is still not communicating with the printer, why?**
    a. Double check that your phone/tablet is on the same Wi-Fi network as the printer. Sometimes tablets and phones will switch back to the default Wi-Fi. For example, if you have a "work" router with internet, and you named your Smart-Jet router "Smartjet," double check that your phone/tablet did not switch back to work, when you had it on Smartjet earlier. This happens occasionally.

Operating the printer:

1. **Why is my print blurry?**
   a. Make sure the product being printed on is within 2-4mm from the printhead. If you are too far away, the print may get blurry. The printer has a spring loaded head design so the product can kiss the printer skid plate. This position will give the best possible print quality.

2. **Why is the message getting cut off in the middle before fully printing?**
   a. If you are at resolution 300x300, you may only get 15-20 characters before the printer cuts out. If you need more characters, lower the resolution to 300x150, or 300x100, and increase the density.

3. **Can I print facing up towards the ceiling?**
   a. No, we do not recommend printing up!

4. **Can the printer print down towards the ground?**
   a. Yes, you can purchase the print down kit, **P/N: 80805**, which allows you to print down. The print down kit is an extra bar and crossover block

5. **Can I connect a computer to run the printer?**
   a. No

6. **Can I remove the cartridge with the power on?**
   a. No

7. **Why is my screen showing an EEPROM Failure?**
   a. There is a faulty circuit board. Determine the Serial Number and contact MSSC for the correct part number and replacement board

8. **Can I name a message?**
   a. You can name messages on your app, but not on the printer

9. **How many messages can the Smart-Jet store?**
   a. 15 on the unit
   b. Unlimited on the phone/tablet

10. **How do I create a message with an automatic variable (date, time, shift code, expire date, etc.)**
    a. When editing or creating a message, **press Ctrl** to enter variable data such as date, time, shift code, and expiration date. See **page 13** of the Smart-Jet Owner's Manual