

Smart-Jet Plus 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. Make sure you power on the keyboard, this is on the back of the keyboard near the top center
 - c. 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: 80878**

2. **Can I use an encoder?**
 - a. Yes, **P/N: 80865**

3. **Can I have an encoder and use an external photo sensor at the same time?**
 - a. Yes, **P/N: 80875**

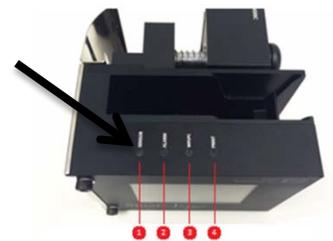
4. **How far away can it print?**
 - a. 2-4mm

5. **How many font sizes can I get?**
 - a. 5, You can print 1 line of 12.7mm (1/2"), up to 2 lines of 5.9mm (1/4"), up to 3 lines of 3.9mm (1/6"), up to 4 lines of 2.5mm (1/10"), and up to 6 lines of 1.7mm (1/14")

6. **Can I change font styles?**
 - a. Yes, using the PC software

7. **Can I print logos?**
 - a. Yes, you can print up to 4 logos

8. **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** on top 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?
 - 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 to 10mm and try again. **See Page 26** of Owner's Manual



2. **If it cannot purge**, then there may be a software conflict. Go to msscllc.com and download the newest software version. Then update according to proper procedures as prescribed in the owner's manual.
 - ii. **No** – You need to adjust the internal sensor sensitivity. 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. If this still does not work, you may need the external photo sensor, **P/N: 80870**
9. **Does the printer software have any foreign languages?**
- a. Yes, the Smart-Jet Plus comes default with English, Spanish, French, German, Chinese, Portuguese, and Swedish. See the settings in the printer for “Language”
10. **Will any HP Ink cartridge work in the Smart-Jet Plus 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

11. **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 Plus printer now and then Settings → Wi-Fi → Connect
 1. If there is a password, insert it
 - 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 should 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
 - i. Press Connect
 - vii. You should now be connected

12. My printer did not get an IP address

- a. Double check your security settings. If you require security, it MUST be WPA/WPA2. Try to turn off security and see if it works.
- b. Turn off the printer and turn it back on.
- c. If using a different type of router, it is possible the Smart-Jet Plus Printer will not be able to recognize it. For best results, you must use the Linksys E1200 router.

13. 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 Plus router “Sj,” double check that your phone/tablet did not switch back to “work”, when you had it on “Sj” 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 get too far away from the product, 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 get the best print quality.

2. Can I print facing up towards the ceiling?

- a. No, we do not recommend printing up!

3. 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

4. Can I connect a computer to run the printer?

- a. Yes, contact MSSC to obtain this software

5. Can I remove the cartridge with the power on?

- a. Yes, the Smart-Jet Plus is Hot Swap enabled

6. Can I name a message?

- a. You can name messages on your app, but not on the printer

7. How many messages can the Smart-Jet Plus store?

- a. 100 on the unit
- b. Unlimited on the phone/tablet

8. How many characters per line of print can I get?

- a. 150

9. 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 insert** to enter variable data such as date, time, shift code, barcodes, and expiration date. See **page 17-18** of the Owner’s Manual