



# Printronix P7000 Line Matrix Printer Series

## Contents

<b>Item</b>	<b>Page</b>
1. About Printronix	3
2. About Newbury Data	3
<b>P7000 Line Matrix Printer Series</b>	
3. P7000 Line Matrix Printer Series	4
4. P7000 Model Chart	4
5. P7000 Pedestal or Quiet Cabinet Selection Guide	4
6. P7000 Pedestal Printer Model	5
7. P7000 Cabinet Printer Model	5
8. P7000 Integrated Print Management System	6
9. P7000 Ultra Capacity Line Matrix Ribbons	6
10. P7000 v P5000 Feature Comparison	7
11. P7000 Line Matrix Supplies & Accessories	8
12. P7000 Line Matrix FAQ's	9
13. P7000 FAQ's for P5000 Users	10
14. P7000 Line Matrix Consumables FAQ's	11
15. P7000 Integrated Print Management FAQ's	12
<b>Additional Information</b>	
16. About PrintNet Enterprise	13
17. Contacting Newbury Data	14

## 1. Printronix



Printronix printers are the heart of business operations.

Established over 30 years ago, Printronix is a leading provider of industrial and back-office enterprise printing solutions for customers the world over. The long-term market leader in line matrix printers, Printronix has earned an outstanding reputation for its full selection of RFID, thermal, and laser printing technologies and networking solutions, all supported by unsurpassed service.

No one understands the mission-critical printing needs of the distribution supply chain better than Printronix. Whether your applications require forms, smart labels, bar codes or advanced verification technologies, Printronix brings you solutions that integrate seamlessly into networks by delivering unequaled control, unsurpassed diagnostic capabilities and marked cost efficiencies. In short, Printronix turns printers into global enterprise solutions with exceptional advantages.

Do your current printers...

- \* Streamline business processes?
- \* Set industry standards for ease of use and durability?
- \* Multiply global supply chain productivity?
- \* Substantially improve ROI?
- \* Promote consistency, versatility and efficiency on a global scale?

Printronix printers do!

## 2. Newbury Data



Newbury Data is the UK's leading manufacturer of industrial serial impact printers and thermal print/encode (Travel Ticket) printers.

Manufacturing printers since 1974, Newbury Data reputation for our own high quality and highly reliable printers has made us the number one partner of choice to distribute thermal printers for the worlds leading manufacturers such as Citizen, Printronix and Zebra.

30 years of printing expertise means Newbury Data has the skills and understanding of printer communication and programming. This allows Newbury Data to seamlessly integrate new printing solutions into existing systems without changes to the current data streams, a vital requirement when integrating current technologies such as Citizen and Zebra Mobile printers, Printronix and Zebra RFID Printer/Encoders and SAMSys Readers.

Newbury Data's expertise in impact and thermal printing solutions has allowed us to develop unique solutions to help customers migrate from legacy desktop or stand alone systems to Mobile, Wireless, RFID and fully automated solutions interfacing into the latest WMS and ERP systems. Complimenting our printing solutions, Newbury Data has become partners with Datalogic and Psion Teklogix to be able to deliver full data capture solutions including customer specific ERP Middleware or full WMS solutions, making Newbury Data one of the most sophisticated GS1 Auto ID solutions providers in the UK.

### Newbury Data Status

#### **Manufacturer:**

UK's No:1                      Manufacturer of **Newbury Data** Serial Impact Printers  
UK:                              Manufacturer of **Newbury Data** Travel Ticket Printers

#### **Distributor:**

Europe's No:1                Distributor of **Citizen** Thermal Printers  
UK's No: 1                    Distributor of **Printronix** Industrial Printing Solutions  
UK's No: 1                    Distributor **RJS** Scanners/Verifiers

#### **Approved Solution Provider / Value Added Reseller:**

UK:                              Accredited Reseller for **Datalogics** Data Capture Terminals and Scanner  
UK:                              Leading VAR for **Psion Teklogix** Data Capture Terminals and Scanner  
UK:                              Leading Solutions Partner for **Kyocera Mita** Laser Printers  
UK:                              Business Partner for **Zebra** Thermal Printers  
UK:                              Approved Solution Provider for **SAMSys** RFID Readers  
UK:                              Alliance Member Solution Provider **GS1**  
UK:                              Leading Value Added Reseller of **Televideo** Thin Client Terminals

## 3. P7000 Line Matrix Printer Series

Innovative new sixth generation technology for reliable low cost production of reports, labels, and forms.

Printronix extends its worldwide leadership in line matrix printing with the introduction of the 6th generation P7000 family. Advancing its industry leading web-enabled remote management capabilities, and coupling a host of reliability and usability enhancements, the P7000 printer represents the best line printer ever made and the ideal solution for high volume low cost printing of mission critical reports, forms and labels.



### PRODUCT HIGHLIGHTS

- P7000 Ultra Capacity ribbon - up to 300% longer life with darker, sharper print
- Integrated Print Management - total visibility and control of image quality and consumables
- High speed - up to 2000 LPM
- Low cost of operation - typically 10X lower than laser or serial matrix
- Forms flexibility - straight paper path and heavy duty pulling power
- Super rugged design holds up to abuse and harsh environments
- 100% duty cycle - designed for relentless printing
- Whisper quiet operation - models range from 50-53 dBA which is less than an office laser
- Comprehensive bar code support - high quality reliable bar codes in the following symbologies: Code 39, EAN 8/13, UPC A/E, Postnet, Royal Mail, Interleaved 2 of 5, and PDF417.
- New pedestal or quietized cabinet models

## 4. P7000 Model Chart

Model	Print Speed: Lines Per Minute (LPM)	Graphics Speed: Inches Per Minute	Paper Feed Speed: Inches Per Second	Sound Level: dBA	Enclosure Type	SureStack Power Stacker	Print Enterprise
P7005	500	63	12	62	Pedestal	N/a	Optional
P7010	1000	125	20	65	Pedestal	N/a	Optional
P7015	1500	187	25	68	Pedestal	N/a	Optional
P7205	500	63	12	50	Quiet Cabinet	Optional	Optional
P7210	1000	125	20	50	Quiet Cabinet	Optional	Optional
P7215	1500	187	25	52	Quiet Cabinet	Optional	Optional
P7220	2000	250	38.5	55	Quiet Cabinet	Optional	Optional

## 5. P7000 Pedestal or Quiet Cabinet Selection Guide

There are two major configurations of P7000 printers available: pedestal and quiet cabinet. The following chart helps describe how these two different styles compare. Identify the parameters most important for your application and see how each model rates.

<u>Concern</u>	<u>Quiet Cabinet</u>	<u>Pedestal</u>
Cost of ownership	Same	Same
Reliability	Same	Same
Software emulations, I/O options, and system connectivity	Same	Same
Range of media types	Same	Same
Smaller foot print		X
Easier mobility		X
Purchase price		X
Access to printed output		Top & Rear without opening covers
Protection for source and output paper	Fully Enclosed	
Quiet Operation	50-53 dBA	65-68 dBA
Large unattended print runs	Full box capability	
Speed	Up to 2000 LPM	Up to 1500 LPM

## 6. P7000 Pedestal Printer Model

The pedestal model has been completely redesigned for the P7000 line. Most significantly, the cover has been converted to a clamshell design. Now when open, access to all controls is dramatically improved, providing for faster ribbon replacements and easier paper loading. Interior room has now been expanded to accommodate the P7000 Ultra Capacity ribbons creating a 3X increase in ribbon capacity over previous pedestal models.

Standard oversized casters make movement easier than ever. Versatility has also been enhanced with the ability for the paper path to be configured for either top or rear exit standard. Using the top paper exit along with newly refined eject key functionality, this printer is ideal printer for short print runs and easy access to output.



P7000 Pedestal Top Exit



P7000 Pedestal Clamshell Lid



P7000 Pedestal Rear Exit

## 7. P7000 Cabinet Printer Model

P7000 Cabinet Model Line Matrix Printer

The enclosed cabinet models provide for near silent operation, making these printers perfectly suitable for use in the quietest of office environments. In addition these models provide the best paper handling for large print runs. All input paper is sealed inside and protected from bumping and contamination.

Even more importantly, an elegantly simple, but highly effective combination of moveable fences and chains allows for neat stacking all the way up to a full box of paper. For tougher forms that tend not to refold well, a SureStak power stacker option is available for the enclosed cabinet models. With this option, even the toughest forms can be printed and stacked neatly up to a full box. So, in either configuration, the enclosed cabinet models are your best choice for large production printing applications.



P7000 Cabinet Front Forms Access



Wireless P7000 Cabinet Top Open



P7000 Cabinet Rear Forms Access

## 8. P7000 Integrated Print Management System



The P7000 has a new feature that automatically monitors and communicates ribbon life. This allows the system administrator to have precise control over print quality, consumable costs, and job planning. Changing ribbons too frequently wastes money, changing them too seldom produces inconsistent or unusable output, and constantly monitoring the print quality manually is the biggest waste of them all. Now the new P7000 Integrated Print Management system provides the IT manager the tools to work efficiently.

- No set up required – system is configured to work right out of the box
- Fully automatic – Just load ribbons like normal
- Adjustable end point – allows setting for darker or lighter printing to suit application
- Remote visibility – view ribbon type and life anywhere via web
- Instant alerts – remote e-mail notification when ribbon life is low and needs changing
- Usage tracking – provides complete log of all supplies used
- Job planning – know if there is enough ribbon life to start that large job

### Operation

Using a special bar coded spool, the printer automatically detects when a new or used ribbon is installed and determines the ribbon's properties. Then, using a sophisticated algorithm, the system monitors all jobs printed and automatically updates the display to indicate the remaining life of the ribbon. Once the ribbon life gets near the end point, the printer will issue a ribbon low warning by displaying a message and flashing the indicator light. Printing will continue without interruption. When the ribbon reaches 0% remaining, the display will update, the audible alarm will sound (if enabled), the indicator light will flash, and printing will pause. If a new ribbon is installed, the system will automatically detect the ribbon, clear the condition, and restart the life at 100%. If it is not convenient to immediately change the ribbon at this point, printing can be resumed for a few minutes by returning the printer on-line. This should be enough to complete the job. If not, the same procedure can be repeated indefinitely to extend the printing on the same ribbon.

### Ribbon Monitoring with PrintNet Enterprise

The integrated print management system is tied in completely with PrintNet Enterprise (PNE). Using PNE, it is possible for a system administrator to view the current status of all printers remotely. Furthermore, PNE can be configured to deliver alerts on all consumable warnings. So, when a ribbon reaches the low state, PNE will notify the system administrator remotely via an automated e-mail alert of the low condition. This allows corrective action to be taken before the ribbon reaches its end of life. If the ribbon is not changed, an alert will again be initiated once the ribbon reaches the 0% end point.

### Ribbon Log

The system tracks all ribbons that have been used on a particular printer. This data allows the user to monitor how many ribbons, and exactly which types, have been used.

### Output Darkness Adjustment

The system is set up by default to meet most user's requirements. However, some applications require that the output remains darker than the nominal set point, and some applications are less critical and could tolerate a lighter final image. The system can easily be adjusted accommodate this variability. The range is as follows: Darker +3, Darker +2, Darker +1, Normal (default), Lighter -1,-2,-3,-4, Lighter -5. The ribbon life indicator will always start at 100% and end at 0%, even if a darker or lighter setting is selected. If a darker setting is selected zero will be reached more quickly. If a lighter setting is selected, the system will extend the amount of printing it takes to reach zero.

## 9. P7000 Ultra Capacity Line Matrix Ribbons



Bigger spool and new formulation deliver higher performance and lower cost. Central to the development of the new P7000 family of line matrix printers was the design of a completely new consumable. Addressing our customers' requests for fewer user interventions, darker images, and easier ribbon loading, the new P7000 Ultra Capacity Ribbon was created. The combination of specially designed inks, fabrics, and construction, along with a physically larger spool yield a 300% improvement in life over our most popular 30 million character ribbons. Rated at 90 million characters the number of user interventions are significantly reduced. Pedestal users need not worry, as the new P7000 models have been designed to work with these oversized spools.

### Darker Image

Due to the proprietary pigments and dyes used in the P7000 Ultra Capacity ribbon design an image 20% darker than our previous ribbons was achieved. This all means darker print for longer periods of time. All this without introducing the risk of ink contamination common with "dark" third party ribbons. In contrast, most third party ribbons achieve darkness by simply slopping on heavy loads of ink that readily migrates into the print head.

### Lowest Cost of Operation

The P7000 Ultra Capacity ribbon's unique new formulation actually delivers more yield per unit volume of raw materials. These savings are passed on to the user resulting in an actual decrease in the cost per page over the already amazingly economical P5000 ribbons. For example, the popular P5000 Gold Series 50 ribbon at list price costs almost 25% more.

### One Ribbon Fits Almost All Applications

The P7000 Ultra Capacity ribbon is almost always the right choice for your application. It has been designed to give the darkest starting print, longest life, and best cost per page. It contains the necessary ingredients to be readable by infrared OCR and bar code scanners, and produces sharp high contrast bar codes and text.

### Integrated Print Management System

The Ultra Capacity ribbons include the necessary bar code to work integrally with the new Integrated Print Management system to provide complete visibility. The P7000 has a new feature that automatically monitors and communicates ribbon life. This allows the system administrator to have precise control over print quality, consumable costs, and job planning.

## 10. P7000 Versus P5000 Feature Comparison

The following table lists the new features and benefits of the P7000 family that were not part of the 5th generation P5000 family:

P7000 Feature	P7000 Benefit
<b>Enhanced Reliability</b>	
➤ Improvements such as pressed on hubs and new controller with better protection circuitry	➤ Lower service costs
➤ Estimated 20% reduction in service interventions	➤ More uptime
<b>Ribbon Formulation</b>	
➤ Unique (patent pending) combination of inks, dyes, fabric, and construction	➤ Reduces number of ribbon types to be stocked
➤ 20% darker than traditional ribbons	➤ Increased cost savings with lower cost per page
➤ More life with less cost	
➤ One ribbon for nearly all applications – bar codes, text, IR OCR	
<b>Increased Ribbon Capacity</b>	
➤ 300% increase for pedestals	➤ Longer print runs and increased productivity
➤ 160% to 300% increase for cabinets	➤ Reduce user interventions and labor
<b>New Ribbon Hub</b>	
➤ Ribbon hubs are self aligning and locking/unlocking	➤ Faster and easier consumable changes
➤ Eliminates difficult to release tang to get the ribbon off	➤ Less operator training
	➤ Higher reliability due to reduced hub breakage
<b>Color Coded Controls</b>	
➤ All user touch points are blue for fast identification	➤ Speeds training for operators
<b>Integrated Print Management</b>	
➤ Requires no special user handling or extra steps	➤ Eliminates cost of changing ribbons too often, poor output quality from ribbons not changed enough, and time wasted from constantly monitoring quality
➤ Provides precise automatic indication of remaining ribbon life	➤ Enables remote visibility of ribbon status and consumption
➤ Ribbon log allows tracking of how many of each type of consumable used	➤ Precise supply life indication enables user to know if there is enough ribbon life before starting large jobs
➤ Has adjustable end point darkness	
<b>Large Pedestal Ribbons</b>	
➤ Pedestal now accepts even bigger ribbons than previous cabinet models	➤ 3X fewer user interventions and printing interruptions
➤ Common consumable between cabinet and pedestal models	➤ More productivity
	➤ Less inventory
<b>Pedestal clam shell design</b>	
➤ Opening cover exposes all internal controls and media loading features	➤ Faster ribbon and media changes
	➤ Less operator training
	➤ Easier forms alignment
<b>Improved Pedestal Paper Path</b>	
➤ Gently rounded paper path closely follows cabinet geometry	➤ Increased throughput
➤ No slot to thread paper through	➤ Expands maximum form width up to 17 inches
➤ Pedestal paper feed speed now exact same as cabinet models	
<b>Top / Rear Paper Access</b>	
➤ Pedestal can be configured for top or rear paper access	➤ Lower cost – no options to buy
➤ Eliminates previous Quick Access option	➤ More flexibility to adapt to changing requirements
➤ Improved tear bar when in top access mode	➤ Faster and cleaner tear off for individual sheets or short runs
<b>Large Pedestal Wheels</b>	
➤ Three inch diameter heavy duty swivel casters	➤ Increased mobility
	➤ Safer movement around office or across factory floors
<b>Pedestal Control Panel</b>	
➤ Full travel keys	➤ Increased reliability
➤ Matches cabinet design exactly	➤ Easier key press and operation
	➤ Lower training costs
<b>Improved Controller</b>	
➤ Increased memory	➤ Enables P7000 to grow with your IT environment
➤ Faster processor	➤ Increased reliability
➤ Improved overload protection	
<b>Enhanced I/O Flexibility</b>	
➤ Two available I/O slots	➤ Allows versatile configurability for connecting to multiple systems
	➤ Provides expandability for future connection types
	➤ Asset protection
<b>SPX Feature Code Programmer</b>	
➤ Allows printer's security level to be modified by the end user	➤ Asset protection
➤ No tools or opening of product required	➤ Allows rapid reconfiguration for changing requirements
	➤ Lowers upgrade costs
<b>Streamline Menus</b>	
➤ Quick setup menu groups all most common configuration items	➤ Quicker and more reliable printer setup
➤ Rarely required advanced settings grouped separately to reduce clutter	➤ Reduced training and increased ease of use
	➤ Reduced downtime due to incorrect configurations
<b>Auto Configuration Saves</b>	
➤ Prompts user to save configuration after any changes are made	➤ Lowers training – user doesn't need to know printer's configuration and organization structure to successful save and restore configurations
➤ Stores and insures settings will be restored after any power interruptions	➤ Increase uptime by reducing incidental loss of configuration settings
➤ Still enables manual saving and complex configurations by sophisticated users	
<b>Unicode Support</b>	
➤ UTF-8 encoding of character sets	➤ Allows one configuration to span global requirements
	➤ Improved SAP compatibility
<b>Smart Eject and Paper Advance Key Functions</b>	
➤ Keys made to act instantly	➤ Faster operation due to fewer keystrokes and smarter action
➤ No longer requires printer to be off line	➤ Reduced operator training
➤ Form Feed always moves the correct distance for the form	➤ Eliminates form misalignments due to often undesirable paper movements on P5000
➤ Eject moves the correct distances to support tear off and minimize form waste	
<b>Platen Open / Adjustment System</b>	
➤ Separates opening and closing of platen from precise forms thickness setting	➤ Lower training and increased ease of use
➤ * Fixed dial locks in repeatable form's thickness setting	➤ Reduces chance of print quality problems or jams due to incorrect form thickness setting

## 11. P7000 Line Matrix Supplies and Accessories



### P7000 Ultra Capacity Ribbon

The P7000 Ultra Capacity Ribbon is the right choice for most applications. It has been designed to give the darkest starting print, longest life, and best cost per page. It contains the necessary ingredients to be readable by infrared OCR and bar code scanners, and produces sharp, high contrast bar codes and text. Available in six packs.



### P7000 Label Ribbon

This ribbon is designed with a different formulation and a lighter initial ink load than the Ultra Capacity Ribbon to reduce potential smearing on shiny or coated face stocks found in some label applications. It will not be as dark or last as long, but it has the correct formulation for stocks that do not accept ink readily. Available in six packs.



### SureStak Power Stacker

Forms that do not refold well or tend to fluff up during printing may not stack properly with the passive stacking aids found in the standard quiet cabinet models. For these applications, a SureStak power stacker option is available. This device actually pulls the printed paper over the top of the print path and pushes it down into the stacking area. There, a series of paddle wheels refold the forms tightly, so even the toughest forms can be printed and stacked neatly. If you are not sure you need this option, order your printer without it knowing that a field installed option is available later to protect your investment.



### Pedestal Front Paper Tray

This low cost option is the ideal solution if you want your paper source to move with the pedestal printer or simply want to keep the forms off the floor. It installs in seconds to existing holes on the P7000 pedestal printer.



### Extended Form Support

To support large format paper stock, the P7000 can be equipped with optional extended doors. Kits are available with one or two extended doors to fit your application. A single extended door will support forms up to 14 inches in length. Two doors will allow 17 inch forms or smaller to fit inside with both doors closed.



### PrintNet Enterprise Ethernet

PrintNet Enterprise combines a fully integrated Ethernet adapter and Java-based remote management software giving users flexibility and control of their printers. This printer management tool provides increased IT resource efficiency, reduced downtime costs, maximized security, and complete compatibility across Printronix printing technologies.



### Wireless Ethernet

In keeping with the latest trends in IT infrastructure, the P7000 family provides 802.11b wireless Ethernet support. The interface option provides software support and a connection slot for a separately available Lucent® (Proxim®) Orinoco Gold or Cisco® AIR-LMC352 PCMCIA card. Just like its wired counterpart, Printronix wireless includes full support for PrintNet Enterprise. This option can be combined with the wired Ethernet interface to give you maximum flexibility.



### TN5250/3270 Ethernet

Traditionally, migrating away from Twinax or Coax to Ethernet eliminated valuable job control along with costly and inflexible infrastructure. Now, with TN3270, TN5250, or the latest IPDS, the choice between job control and cost reduction / flexibility is eliminated. These new options now enable Ethernet printing with the job control these mission critical applications require. Not only does this option preserve the job control, but it adds all the remote management capability of PrintNet Enterprise.



### IGP Graphics Option

IGP provides support for both of Printronix's original PGL language and Magnum Code-V (VGL) language. The powerful graphics suite makes form design with lines, oversized or rotated text, and bar codes easy. The supported bar codes are: Code 39, EAN 8/13, UPC A/E, Postnet, Royal Mail, Interleaved 2 of 5, and PDF417.

## 12. P7000 Line Matrix FAQs

### **What is the P7000 platform?**

The P7000 platform is the next-generation line matrix series from Printronix. It is the most reliable line matrix printer ever created. The P7000 platform, with a range of new design refinements, gives users more uptime, more mission-critical dependability and lower service costs.

### **Printronix holds the No. 1 market share position for UHF, EPC RFID printing. How is Printronix positioned in the line matrix market?**

Line matrix printing is Printronix's flagship technology, and it remains the most cost-effective workhorse solution for supply-chain and back-office printing applications because of its reliability and lowest total cost of ownership. Printronix created the line matrix printing platform in 1974 with the introduction of the P300. Since then, Printronix has advanced product capabilities with each new generation — delivering a product that is higher in quality and more reliable than its predecessor. Because of the company's commitment to "Leadership By Design," Printronix holds over 60 percent of the worldwide market share for line matrix.

### **What is Leadership By Design?**

"Leadership By Design" is the summation of Printronix's 30-year history of offering the highest-quality products, a range of customer-focused solutions, and unsurpassed service and support. Printronix excels in market share and technological innovations by designing its entire product and solution portfolio to meet the evolving needs of its supply-chain and back-office users. The P7000 is scalable, innovative, best of breed and built for change. These are the four characteristics that comprise Printronix's Leadership By Design corporate brand and technology strategy.

### **What are the technical highlights of the P7000?**

First, Printronix designed the P7000 series to be the most cost-efficient line matrix printing series available. The company invested significantly in the design and testing of new fabrics, ink formulations and construction to develop new consumables. Suitable for text and bar-code applications, **the new patented P7000 Ultra Capacity Ribbon** starts 20 percent darker and last three times longer than Printronix's most popular 30 million character ribbons. With a 90 million character rated life, the number of printer interventions are significantly reduced. In addition to the labor savings from reduced consumable handling, the efficiency of this new design results in an even lower cost per page.

Second, Printronix introduces the **Integrated Print Management System** with the P7000. Changing ribbons too frequently wastes money while changing them infrequently produces inconsistent or unusable output — and constantly monitoring the print quality manually is the biggest waste of all. Without introducing any additional labor or set up, the new P7000 Integrated Printing Management System monitors and communicates ribbon life automatically. The system offers:

- \* Automatic ribbon life tracking
- \* Job control — Know when or if there is enough supplies for a given job
- \* Print image quality control
- \* Consumable usage tracking — The types and volumes of everything used
- \* Remote visibility and control via PrintNet® Enterprise

### **Product Line Expansion Questions**

#### **Will Printronix still sell the P5000 series?**

No, the P7000 supersedes Printronix's existing P5000 series. However, Printronix has earned an outstanding reputation for providing long-term product support. Printronix will continue to fully support all spares, repairs, and services for P5000 products for a minimum of five years, including the building of new spare components as required, aiding the installed base. Printronix will continue to sell P5000 Remanufactured Printers.

#### **Can existing P5000 printers be upgraded to the P7000 platform?**

No. There are several mechanical differences that prevent upgrading the P5000 to a P7000. Customers who want to take advantage of the leading performance and new features of the P7000 printers will need to trade up to the new printer.

### **Competitive Differentiation Questions**

#### **How does the cost of the P7000 platform compare to a laser printer?**

Laser toner and consumables cost 10 to 20 times more than the P7000's low-cost ribbon design. In any moderate volume, this high cost dwarfs all other expenses, making the laser a more expensive proposition. For example, a popular laser printer could cost as much as \$23,900 in consumables vs. \$2,598 for Printronix's line matrix technology. (This is the average savings for users who print 50,000 pages per month over the course of three years.)

#### **Can a line matrix printer match the speed of a band printer?**

Yes. Printronix's P7000 platform supports printing up to 2,000 lines per minute, which is comparable with most band printer throughput rates.

#### **Is the P7000 line matrix printer rugged enough to withstand the high volume of printing usually associated with band printing?**

Yes. The new P7000 platform employs the latest in materials and design to achieve ultra-high levels of reliability and durability. Many core components have a virtually limitless life and can continuously endure 100 percent duty-cycle operation. The printer is designed to withstand harsh environments and harsh operators. The number one reason customers continue to select line matrix technology is reliability; no other technology delivers more trouble-free, high-volume printing than a Printronix line matrix printer.

## 13. 7000 FAQ for P5000 Users

### **Will I have any problems getting spare parts, repairs, or service for my P5000 printers?**

No. Printronix has earned an outstanding reputation for providing long term product support. We will continue to fully support all spares, repairs, and services for P5000 products. We will do so for a minimum of five years, including the building of new spare components as required to support the installed base.

### **How does the operating cost of a P7000 compare to my existing P5000?**

First, P7000 Ultra Capacity Ribbons deliver a lower cost per page, up to 42% less, than all models of Printronix P5000 ribbons. Second, the 6th generation technology of the P7000 encompasses reliability improvements that yield more up time and lower maintenance costs. Finally, the long life of the new ribbon coupled with smart consumable management via the new Integrated Print Management feature, substantially reduces user interventions, resulting in significant labor savings. These three factors combine to provide significant operational cost savings over the already industry leading P5000 family!



### **Can a P7000 printer handle my demanding forms?**

Yes. The quiet cabinet models use the same powerful drive motors, straight paper path through the print station, and gentle curve to the output area as their P5000 counterparts. The pedestal models, however, have been dramatically improved. The fairly sharp bend and thin exit slot on the P5000 models has been eliminated and now the new P7000 pedestal paper path more closely follows the proven design used on the cabinet models. The result is that the P7000 pedestal can now handle 17 inch wide forms and feeds paper at the same high speed as the cabinet units.

### **If I migrate to a P7000 will I have to modify my application?**

No. We are fully aware that modifying host applications are always undesirable and often impossible, so extensive testing has been performed to insure that the P7000 is fully backward compatible with all existing P5000 applications. Additionally, every P7000 comes standard with the ability to intercept and modify a data stream before printing. Any changes can be corrected or modified to create the desired output without any costly host application modification.

### **I currently repair my own P5000 printers, how different will the new P7000 be?**

The P5000's design for repair was outstanding and this has been carried forward with the P7000 family. The same basic components and method of troubleshooting remain the same. The only differences are minor items that improve upon the P5000, for example, making the power supply easier to swap without losing the hardware.

### **Can spare parts be exchanged between my P5000 and a P7000?**

There are a few parts that are common between these two families, but generally they are completely unique. The common parts are smaller items like drive belts and shafts, but all the major components like power supply, controller and shuttles are unique.

### **How stable will spare parts and service pricing be for my P5000?**

In the world of high technology, the P5000 design is fairly old and some parts are becoming harder to source. As always, we will do our best to continue to identify economical sources for these older parts, but over time it is expected that some upward price pressure will be inevitable.

### **Are my P5000 and P7000 ribbons interchangeable?**

No, this is not possible. The P7000 ribbons are too large to physically fit in either pedestal or quiet cabinet P5000 printers. Additionally, the new easy load hub on the P7000 will not accommodate the older P5000 spool design.

### **Can I use common firmware on my P5000 and P7000?**

No. The P7000 is built on a new controller platform that is not compatible with P5000 firmware. Additionally, major new features, such as the Integrated Print Management system, are not supported on a P5000.

### **Will my P5000 be able to grow with my evolving IT requirements?**

No. The core of the P5000 code base was developed in 1996 and is no longer being improved. Therefore, at this point, the P5000 firmware feature level has been frozen and development resources are now focused on advancing the P7000 firmware. This will be the Printronix platform for growth.

### **Can my P5000 be upgraded to a P7000?**

No. Since all major components, including the shuttle, are new, you will not be able to upgrade a P5000 to a P7000. To take advantage of the leading performance and new features of the P7000 printers you will need to trade up to a new P7000 printer.

## 14. P7000 Line Matrix Consumables FAQ

### **Which ribbon is right for my application?**

The P7000 Ultra Capacity ribbon is the right choice for most applications. It has been designed to give the darkest starting print, longest life, and lowest cost per page. It contains the necessary ingredients to be readable by infrared OCR and bar code scanners, and produces sharp, high contrast bar codes and text.

### **When would I require the P7000 Label ribbon?**

The ink used in the Ultra Capacity ribbon may not provide optimum images with some shiny or coated label face stocks. In these cases, Printronix recommends our specialty P7000 Label ribbon, designed specifically for these applications.

### **Will the same P7000 ribbon fit the pedestal and quiet cabinet models?**

Yes. All spools for the P7000 are the same size and are designed for the larger P7000 Ultra Capacity Ribbons. As part of the new pedestal design for the P7000 family, the interior capacity was increased to enable it to handle the new, larger size. So unlike its predecessor, there is no longer a difference in spool sizes between the pedestal and quiet cabinet models.

### **Are the P5000 and P7000 ribbons interchangeable?**

No. The P7000 ribbons are too large to physically fit in either the pedestal or quiet cabinet P5000 printers. Additionally, the new easy load hub on the P7000 will not accommodate the older P5000 spool design.

### **What is the comparable cost of operation between a P5000 and P7000?**

The P7000 Ultra Capacity ribbon's new, unique ink formulation actually delivers more yield per unit than the P5000 ribbons. These savings are passed on to the user resulting in a decrease in the cost per page over the already economical P5000 ribbons. For example, on a per character basis the P7000 supplies are almost 45% less expensive than our most popular P5000 ribbons.

### **If the cost of operation is better than the P5000, why do the P7000 ribbons have a higher price?**

Operating cost is based on cost per volume of printing. Since the P7000 ribbons yield more than any comparable P5000 ribbons, the price will be higher on a per spool basis. However, if you divide the spool price by its yield, you will see that you are saving money with the P7000.

### **Can I buy the ribbons for the P7000 from my current Printronix supplier?**

Yes. All existing suppliers of Genuine Printronix ribbons have access to the new P7000 suite of ribbons.

### **I do not use Genuine Printronix Supplies today. Can I continue to buy from my existing supplier?**

Yes. Many of these suppliers have access to Genuine Printronix Supplies.

### **Why should I use Genuine Printronix ribbons for my P7000?**

The number one reason is reliability. Most manufacturers of third party ribbons use excessive, inconsistent, or low quality ink. Even if the resulting print quality is found to be acceptable, the impact on the mechanism is not. These poor formulations shed their ink into the hammer bank and eventually stop it from printing. The only cure is an expensive tear down and clean up of your printer by a trained service personnel. Since this is a common problem in the field and is not a printer malfunction, these service calls are typically not covered by your service contract.

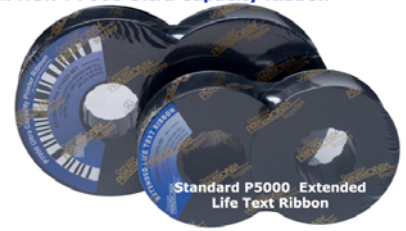
### **Are there other brands of ribbons that will fit my P7000?**

The P7000 ribbon is a brand new product and at the time of its introduction, we are only aware of Printronix and IBM branded ribbons that will function properly. Typically, the compatible manufacturers will wait until they see sufficient demand in the market before proceeding with making their own products.

### **I have found a third party ribbon for my P7000 which the printer identifies as "Unauthorized OEM," what does this mean?**

This product will work on your P7000, but the design is not suitable to prevent ink contamination and does not correctly report its characteristics to the Integrated Print Management system. Since the correct data is not provided, the ribbon life indication will not work and has been disabled. Furthermore, your service provider will be able to tell that your printer has been running unauthorized supplies and may charge for any ink contamination related service calls. We recommend using Genuine Printronix Supplies or other Authorized OEM products.

All New P7000 Ultra Capacity Ribbon



## **15. P7000 Integrated Print Management FAQs**

### **The display on my P7000 now says “Ribbon Life = 100%” what is this?**

This display tells you how much ribbon life is remaining on the currently loaded ribbon. It is fully automatic and does not require any set up or additional procedures to work. Just load and change ribbons as you ever would on an older line printer. It can then tell when new ribbons are loaded and adjust the life display accordingly. Now it is possible to gauge how much longer you have before you need to change ribbons or if you have enough capacity to finish that large job.

### **Can I view the ribbon life indication remotely?**

Yes. On PrintNet Enterprise equipped printers ribbon life can be viewed anywhere remotely via a simple web browser. Even better, PrintNet Enterprise can be set to issue your web enabled portable device an e-mail once the ribbon life is low and again when it is out.

### **What if I run all kinds of different jobs, will the ribbon life indication remain accurate?**

Yes. The system uses a sophisticated algorithm that tracks usage in all the various sections of the ribbon automatically. As print patterns shift, it will use different parts of the ribbon, but this is all tracked and properly accounted for. The net indication then is the life remaining in whatever is the most depleted section of the ribbon.

### **What if I use specialty colored ribbons, the Label ribbon, or mix between various types?**

This is not problem; the system will always be accurate. It is true that not all ribbon types have the same life, but the Integrated Print Managements system automatically detects this and adjusts its display correctly.

### **If I exchange partially used ribbons before they are depleted will the ribbon life indication remain accurate?**

Yes. A ribbon can be taken off and replaced at any time, and the system will correctly tell you the ribbon life remaining on the currently loaded ribbon. The system keeps track of all ribbons being used and remembers how much life was remaining on them when they were removed. When it sees a ribbon is reloaded, it will update the life indication to reflect the correct remaining life. The only restriction is that the ribbon must be replaced onto the same machine and in the same orientation. If a partially used ribbon is placed on a new machine or it is flipped over, it will incorrectly be reported as new.

### **What happens if when the ribbon life reaches the end?**

The life indication will continue to count down until it gets to two percent. At this point, the system will warn of a Ribbon Life Low condition. The indicator lamp will flash, the warning message will be displayed, and optionally e-mail alerts will be issued. Printing, however will continue without any interruption. Once the remaining two percent is consumed the printer will stop to prevent the print quality from degrading below the set limit. The error lamp will flash, the audible alarm will sound, the display will indicate that the ribbon needs to be replaced, and optionally an e-mail alert will be issued.

### **If my ribbon life reaches zero and the printer stops, can I at least finish my printing?**

Yes. By returning the printer to the on-line state, it will resume printing for approximately two more minutes. If still a bit more printing is needed, the printer can continue to be returned to the on-line state to gain extra minutes of operation. This process can be repeated indefinitely to extend printing as long as desired.

### **Can I change the point at which system tells me to change the ribbon?**

Yes this point is totally adjustable and can be set to match your application's requirements. The system is set up by default to meet most user's requirements. However, some applications require that the output remains darker than the nominal set point, and some applications are less critical and could tolerate a lighter final image. A setting under the Printer Control menu is available that allows you to adjust the final image darkness. The range is as follows: Darker +3, Darker +2, Darker +1, Normal (default), Lighter -1,..., Lighter -5. The ribbon life indicator will always cycle between 100% and 0%, but if a darker setting is selected zero will be reached more quickly. If a lighter setting is selected, the system will extend the amount of printing it takes to reach zero. The adjustment procedure is described in your Quick Setup Guide, Users Manual, and in a special addendum included with each printer.

### **Can I program my printer to not stop if the end of ribbon life is reached?**

Yes. Under the Advanced User section of the printer menus, you can select an option to ignore the ribbon end point. The ribbon life indication will continue to work, but no warnings will be issued and the printer will not stop once the life reaches 0%. Responsibility for insuring the proper change interval reverts back to the user.

### **Can I track ribbon usage on the P7000?**

Yes. The printer keeps track of the quantity and types of all ribbons used on the machine. This log can be checked at any time, and viewed remotely via PrintNet Enterprise, to determine how fast and how many ribbons your operation is consuming.

### **I noticed there is something that looks like a bar code on the ribbon spools, what is it for?**

This tells the printer all the key attributes of the ribbon. Whenever a ribbon is loaded on the machine, the printer will read this code to determine the brand, type, length, life and serial number of the ribbon. This data is used to accurately drive the ribbon life indication.

### **The spools say “this side up,” does it really matter which spool goes on which side?**

Generally no. You can ignore this label and load the ribbon in any orientation, and it will work fine. The only exception is cases where you wish to remove a ribbon that is partially used and replace it later. In these cases, you can need to reload the ribbon in the same orientation it was removed.

## 16. PrintNet Enterprise

### The Latest Advancement in Network Printer Management

PrintNet Enterprise Remote Printer Management Successful organizations are flexible enough to meet new requirements in a changing marketplace. PrintNet Enterprise provides this flexibility by placing total control of worldwide print operations in your IT network manager's hands. By combining a fully integrated Ethernet adapter and Java-based remote management software, this remote printer management tool provides:



#### **Increased IT Resource Efficiency**

Centrally manage, organize and control Printronix printers remotely on a LAN/WAN and remotely control, configure, manage and monitor printers over the network

#### **Reduced Downtime Costs**

Maximize printer uptime by instant response to printer issues from email, pager or cell phone alerts

#### **Maximized Security**

Utilize PrintNet Enterprise remote front panel emulation to secure and protect printer configurations by locking out unauthorized users

#### **Complete Compatibility**

Designed for upward compatibility to support and manage the entire Printronix family of future printers in a fast expanding network and fully compatible with Printronix line matrix & fanfold printing solutions that frequently operate in the same enterprise network

By leveraging the full power of today's enterprise network technology, PrintNet Enterprise combines a fully integrated Ethernet adapter with remote management software to produce an unprecedented level of visibility and control. The results - an increase in efficiency of your print operations!

With PrintNet Enterprise, you can organize your networked Printronix thermal, line matrix and laser printers into a worldwide printing network that you can remotely control and monitor from a single PC. Start lowering your costs... saving time... boosting productivity with PrintNet Enterprise.

How Does PrintNet ® Enterprise Meet These Challenges?

- Visibility
- Instant Alerts
- Remote Presence
- Total Control
- Program Once-Influence Many

#### **Visibility**

Whatever the status of your printers, you will receive a message with a clear and comprehensive view of your entire printer operation.

- Main Status Screen – Displays the status of every printer under management, including a “gas gauge” indicating ribbon levels and color-coded icons highlighting problem spots and text messages.
- SNMP – Fully supports the printer MIB, making PrintNet Enterprise-equipped printers visible and accessible with tools such as HP OpenView, WebJet Admin, Tivoli, Computer Associates Unicenter TNG, Sun Net Manager, and Castle Rock SNMPc.

#### **Instant Alerts**

You are instantly notified when a printer situation demands immediate attention. Whether by e-mail, pager or cell phone, these instant messages can be generated to a specific responder, varying according to class of alert. Even if the printer is totally dead due to catastrophic power supply, controller failure, or loss of power, an instant alert is generated.

Alerts can be delivered in numerous ways: Email Message, SNMP Traps, Syslog, Logged to File

#### **Remote Presence**

From any network PC or workstation, you can quickly diagnose a problem without the need to travel to the printer.

- Web Access – Configuration management and remote control panel are accessible over the web using standard web browsers.
- Remote Control Panel – View and operate any printer's control panel online as if it is local.
- Remote Configuration Access – View and modify printer configuration settings.
- Remote Flash File Access – View, download, and upload user files in the printer.

**Total Control**

Whatever the situation demands, you have total control of your printers. Change printer settings, update firmware, download fonts, clear buffers – even lock out local operators from making changes. All these controls are available to you without ever going to the printer.

- Configuration Editor – Creates, saves, and downloads configuration tables consisting of all parameters.
- Configuration Locking - Controls which printer settings, firmware updates and downloaded fonts can and cannot be modified by local operators, including the ability to completely exclude them from making any changes.
- Flash File Manager – Add, remove and move files (such as fonts and predefined forms) stored in the printer's flash file area.
- Automated Firmware Updates – Firmware versions of one or more printers can be updated at the same time. All configurations and files are automatically retrieved and restored as part of the update.
- Speed Keys – One-touch access to change the most commonly accessed printer settings.
- Automatic Configuration Switching – Tie a printer configuration to one of eight internal print queues. Whenever a job is sent to that queue, the specified configuration is automatically loaded. This feature ensures that your jobs will be processed with the correct configuration every time.

**Program Once – Influence Many**

You can ensure all printers have a common configuration by programming once and sending the programming to all your printers.

- Individual, Group or Broadcast Management – Perform an operation to entire groups of printers with one set of commands. There's absolutely no need to configure printers individually.
- Printer Database – Allows organization of printers into groups matching applications, locations, or any other criterion the environment demands.

**17. Further Details and/or Onsite Demonstrations:**

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