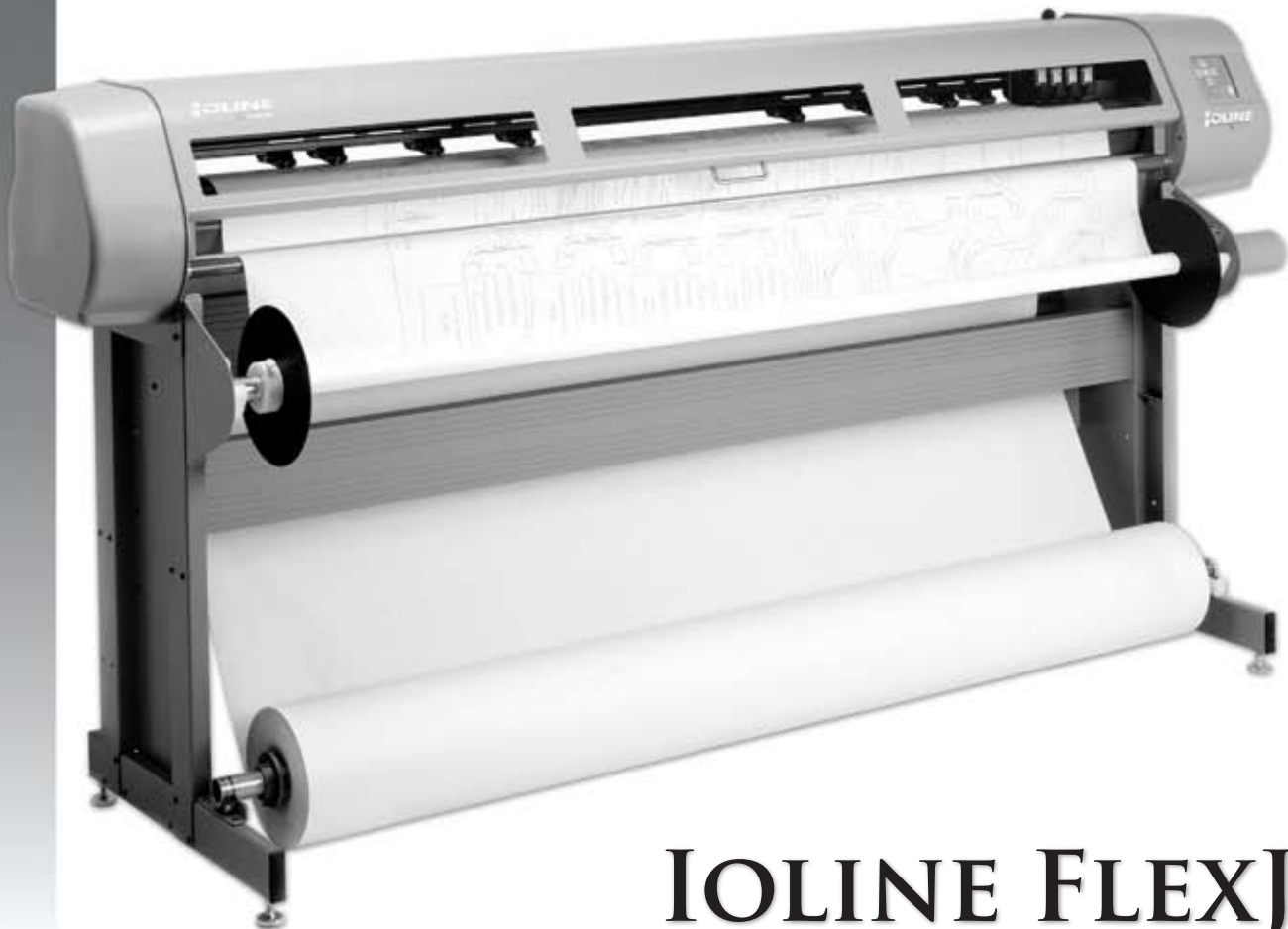


**IOLINE™**



## Quick Start Guide



**IOLINE FLEXJET™**

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It is the responsibility of the operator of the printer to monitor the performance of the printer and maintain it in proper working condition by following the instructions in this Quick Start Guide and the FlexJet User Guide. It is the responsibility of the operator of the printer to follow all safety precautions and warnings that are described in this User Guide. Ioline Corporation is not responsible for injuries that may occur as a result of unsafe use. Ioline Corporation is not responsible for substandard operational performance as a result of failure to maintain the printer as described in Quick Start Guide and the FlexJet User Guide.

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## Service and Support

If you require assistance with an Ioline product, your local Ioline dealer or authorized service center is ready to help. Support information is also available 24/7 on the Ioline Web site—or you may contact Ioline directly:

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**14140 NE 200th Street**  
**Woodinville, Washington 98072 U.S.A.**

Ioline Customer Service Department  
Monday through Friday  
7:00 A.M. - 5:00 P.M. U.S. Pacific Time  
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**www.ioline.com**



IOLINE FLEXJET™

**Quick Start Guide**

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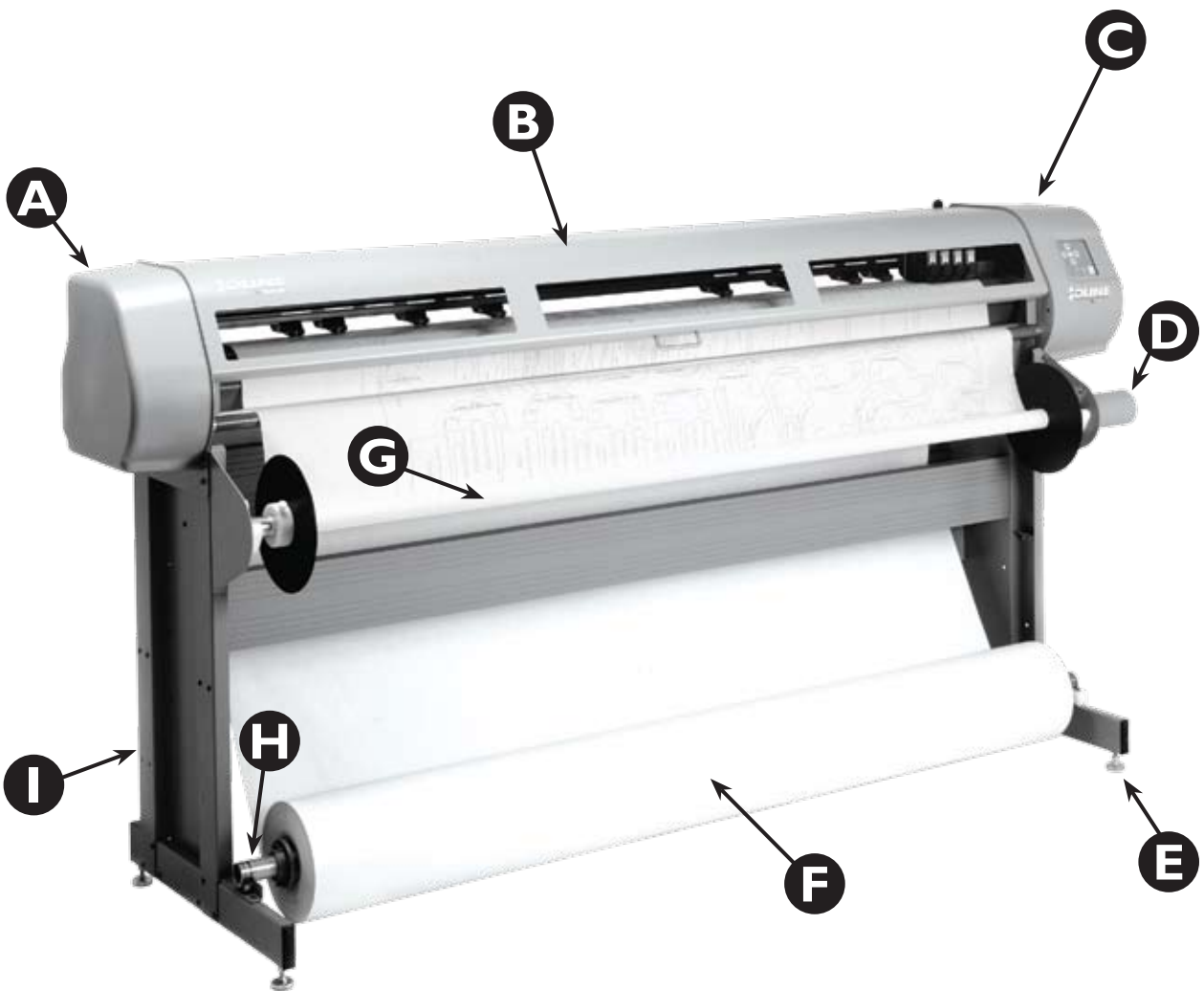
The Ioline FlexJet has many fast moving components. Please read and follow these safety guidelines before beginning operation of the printer:

- **Do not try to repair the machine without factory authorization.** Only qualified service personnel should attempt any disassembly or access to internal components. If external mechanical adjustments are necessary, turn off the printer and disconnect it from all power sources (both the computer and the wall outlet).
- **Be careful with hair, jewelry, or loose clothing near the printer.** They can become caught in the mechanical parts.
- **Never attempt to move the carriage by hand when the power is on.** Always use the **Arrow** keys to move the carriage. To park the carriage safely in the **Service Station** and protect the print cartridges, press the **Clean** button.
- **Keep hands away from the carriage when the printer is in operation.** The carriage will automatically move to touch the left end plate then back to the right end (the **Service Station** position) when the power is turned on.
- **Never insert hands or other objects into the Service Station area on the right side of the printer.** The carriage occasionally enters this area without warning and could collide with an obstruction, potentially causing and injury.
- **Be careful when moving or lifting the printer.** Moving the printer requires at least 2 people. To avoid injury to your fingers, do not lift the printer by the end covers. Hold the gray bars on the printer to lift or move it. See *Figure 1*.
- **Keep fingers away from the drive shaft when the printer is in operation. Serious injury could result.**



**Figure 1.** Lift the printer head using the gray bars to avoid injury to your fingers.

KEY	
A.	Left End Cover
B.	Safety Cover
C.	Right End Cover
D.	Take-up Motor
E.	Stand Leveling Foot
F.	Feed Roll
G.	Take-up Shaft
H.	Feed Shaft
I.	Stand



xiv **Figure 2.** The Ioline FlexJet Printer Front View.

# VISUAL REFERENCE GUIDE

## KEY

- |                                |                                      |
|--------------------------------|--------------------------------------|
| <b>J.</b> Take-up Motor Cable  | <b>N.</b> Platen Leveling Foot       |
| <b>K.</b> Take-up Motor Outlet | <b>O.</b> Cross-member               |
| <b>L.</b> Serial & USB Ports   | <b>P.</b> Paper Out Sensors (hidden) |
| <b>M.</b> Power Switch         |                                      |

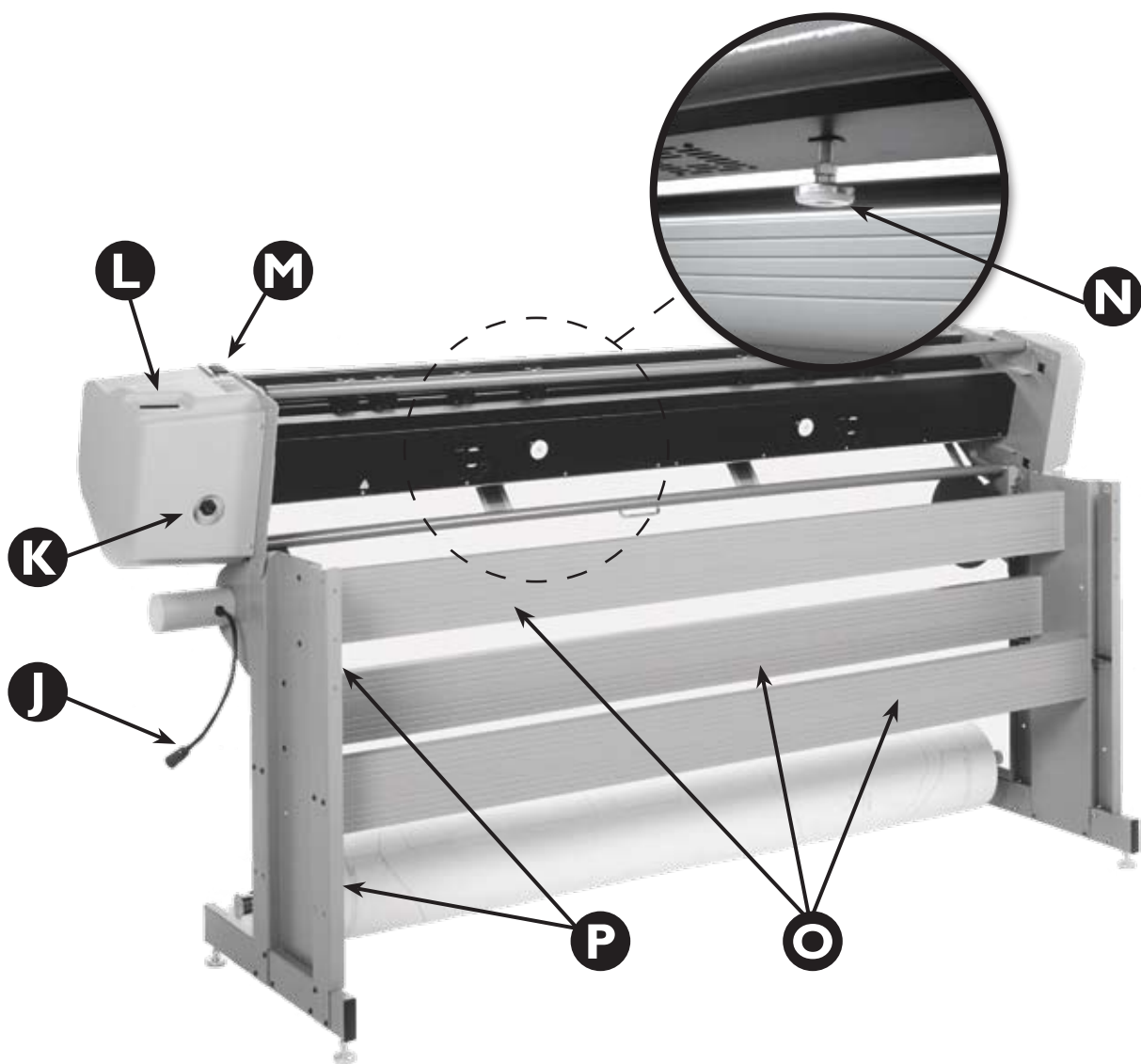
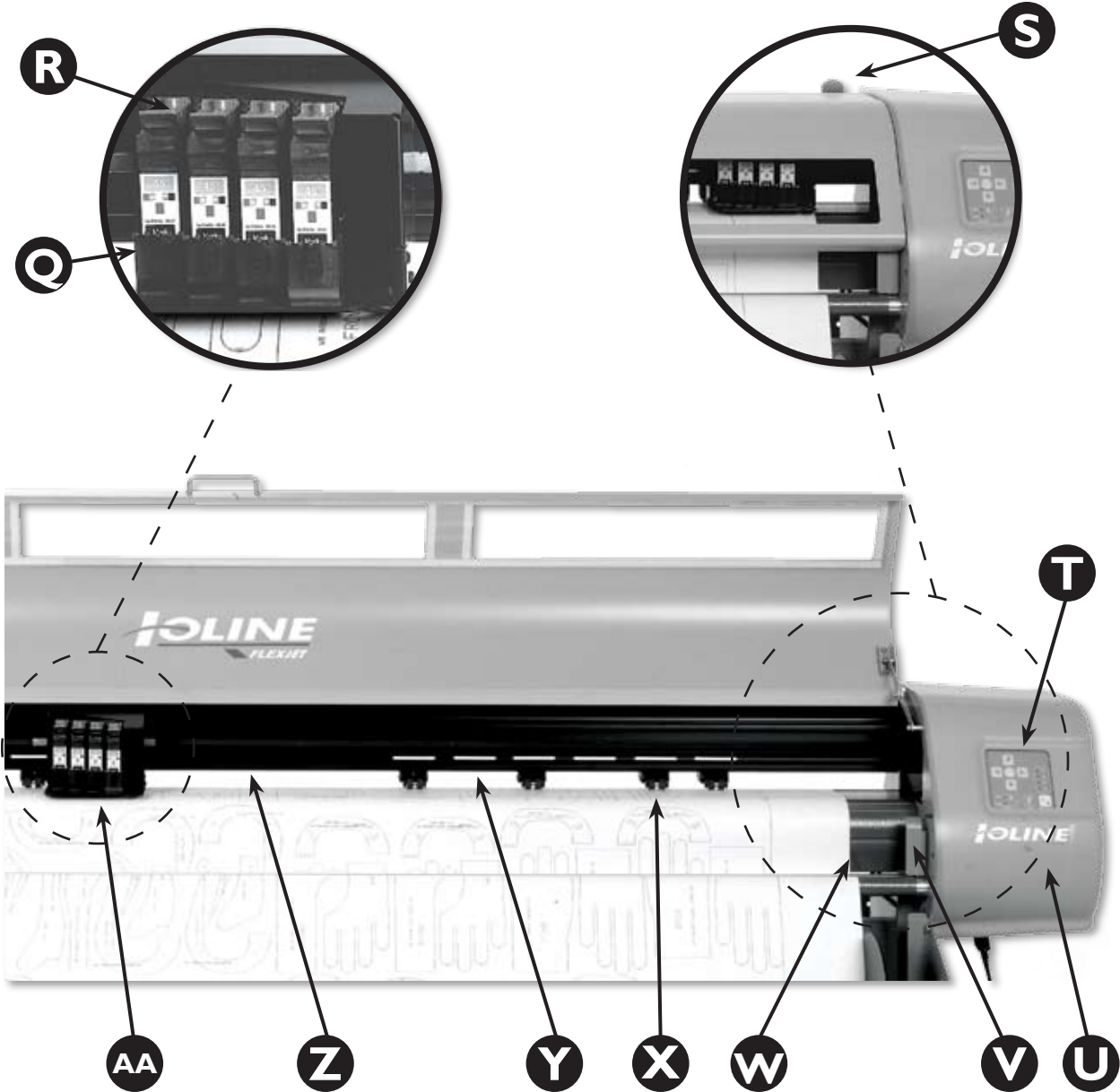


Figure 3. The Ioline FlexJet Printer Rear View (head tilted in maintenance position.)

KEY	
<b>Q.</b> Ink Cartridge Stall	<b>V.</b> Take-up Sensor
<b>R.</b> Cartridge Stall Latch	<b>W.</b> Platen
<b>S.</b> Pinchwheel Lever	<b>X.</b> Pinchwheel
<b>T.</b> Keypad	<b>Y.</b> Drive Shaft Marker
<b>U.</b> Service Station (Beneath Cover)	<b>Z.</b> Traverse
	<b>AA.</b> Carriage Assembly



**Figure 4.** The Ioline FlexJet Printer Front View Close-up (safety cover lifted for clarity.)

## Assembly

This *Quick Start Guide* shows how to assemble and set up the Ioline FlexJet printer. Consult the *FlexJet User Guide* on the CD-ROM for more detailed information about installation and operation. Use the provided Adobe® Acrobat® viewer to read and print the *User Guide* if necessary.

### Unpacking the FlexJet

Remove the printer, stand parts, and Accessory Kit from the box and check the packing list. Always lift the printer with two people, one person holding the gray top bars about 2-in from each end. (*See Step 3 for more details.*) Save all packing materials.

#### Required tools

- Hex (Allen) wrench and grease (included in the **Accessory kit**)
- 1/2-in and 9/16-in open ended or adjustable wrench
- A level
- Rubber headed mallet



#### Note

Save all packing materials.

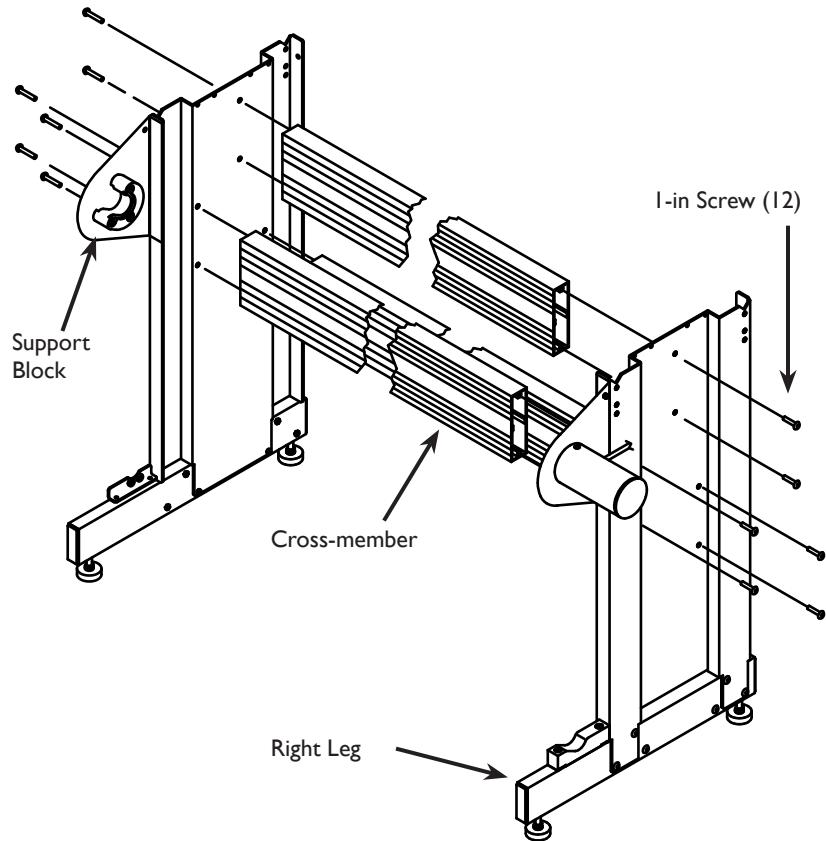
#### CAUTION



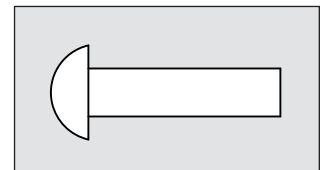
The FlexJet is heavy and could cause injury if it falls. A minimum of two people are required to safely unpack the printer and attach it to the stand.

**Note**

The cross-member is reversible and can be attached upside down and from either side.



**Figure 5.** Proper placement of the three cross-members.



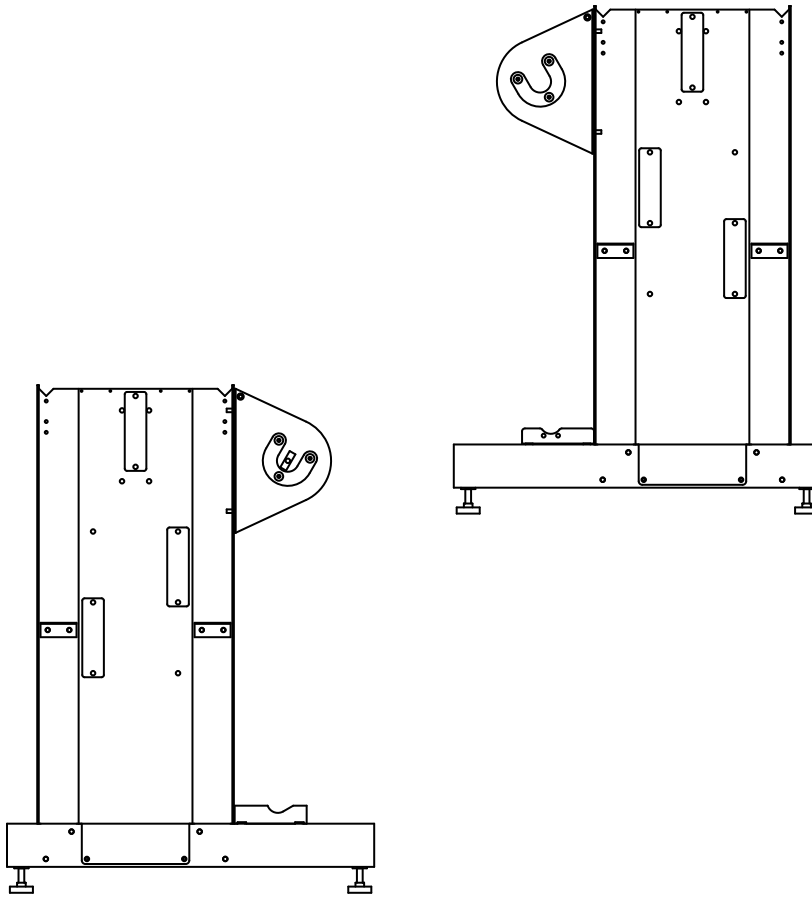
**Figure 6.** 1-in screw—at actual size.

**CAUTION**

Caution: Do not hold the plotting head by the bottom edge of the end plates when attaching it to the stand. Fingers and hands might get pinched between the end plates and stand legs. Hold the grey top bars a few inches from each end when handling the printer.

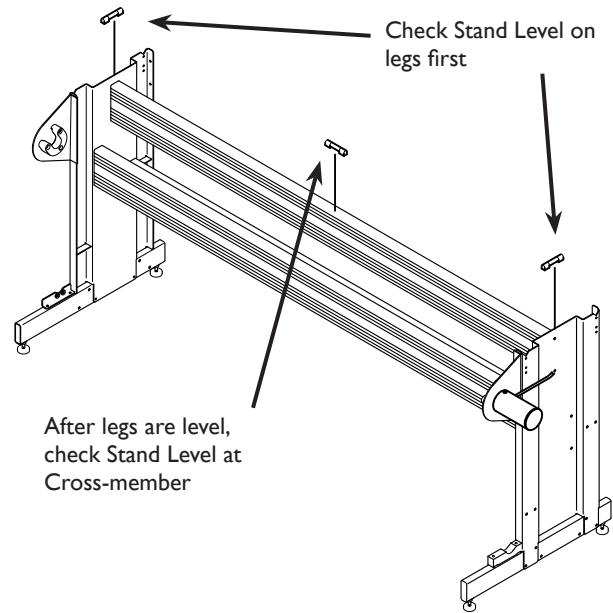
**Step 1: Assemble the Stand**

1. Examine the diagrams showing proper placement of the cross-members in **Figures 5, 6 & 7** before proceeding with assembly.
2. Align the holes in the right leg with the threaded holes in a cross-member.
3. Insert two 1-inch socket head screws into the threaded holes. Leave them loose.

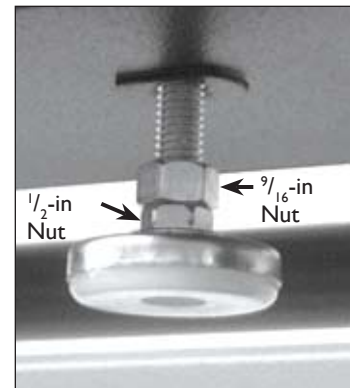


**Figure 7.** Cross-member position on left leg (above left) and right leg (above right).

4. Repeat this procedure for the left leg. Make sure that the support block on the left leg is on the same side as the cross-member.
5. Place the stand assembly upright and attach the second and third cross-members like with the first, following Steps 1 through 5.
6. Tighten all twelve cross-member screws.



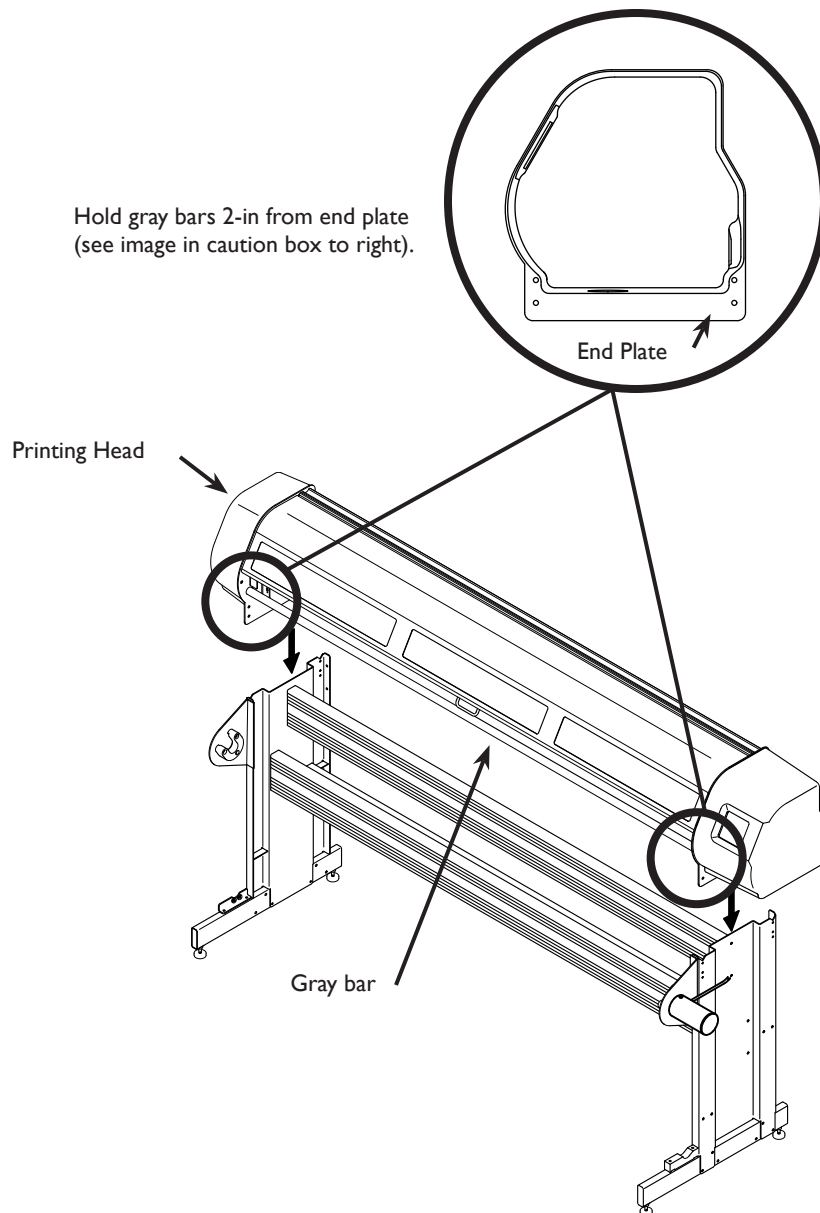
**Figure 8.** Placement of the level on the stand.



**Figure 9.** Platen Leveling Foot.

## Step 2: Level the Stand

1. Use the wrench to loosen the  $\frac{9}{16}$ -in lock nut on both of the right leg leveling pads, turning them counter-clockwise. Place a level across the top of the right stand leg.
2. Turn the  $\frac{1}{2}$ -in nut on each leveling pad counterclockwise to lower the pad or clockwise to raise the pad until the leg is level. Repeat this procedure for the left leg.
3. Place a level on the cross-member. Repeat the adjustment procedure as above except adjust both front and rear levelers on each leg the same amount so that the legs stay level but the cross-member moves. Adjust the threaded feet until the stand is level on the cross-member.
4. Check the level of the legs again and make small adjustments as necessary until the stand is level in both directions.
5. Tighten all of the  $\frac{9}{16}$ -in lock nuts on the levelers by turning them clockwise.



**Figure 10.** The end plates slide into the stand as shown above. Avoid holding the end plates when you install the printing head.

### CAUTION



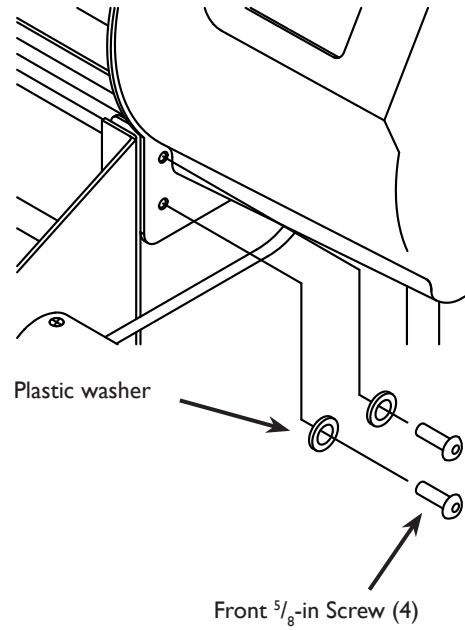
Do not hold the printer chassis by the bottom edge of the end plates when attaching it to the stand. Fingers and hands might get pinched between the end plates and stand legs. Hold the gray metal top bars a few inches from the end plates when handling the head. (See **Figure 10.**)



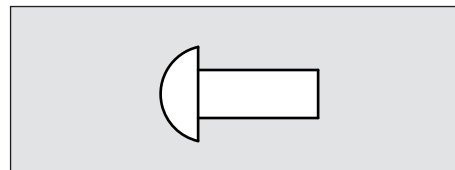
### Step 3: Attach the Printer to the Stand

1. Using two people, lift the print head onto the stand. The front (carriage side) of the printer should face the same direction as the support blocks. Make sure the pin at the rear of each end-plate rests in the 'V'-shaped notch in the rear of both legs.
2. Check that the holes in the endplate line up with the threaded holes in the leg. If they do not align, check to make sure that the rear alignment pin is resting in the rear notch on both legs.

3. Fasten the right and left endplates to the legs with four  $\frac{5}{8}$ -in button-head screws and four plastic washers inserted in the holes as shown. Leave the screws loose.

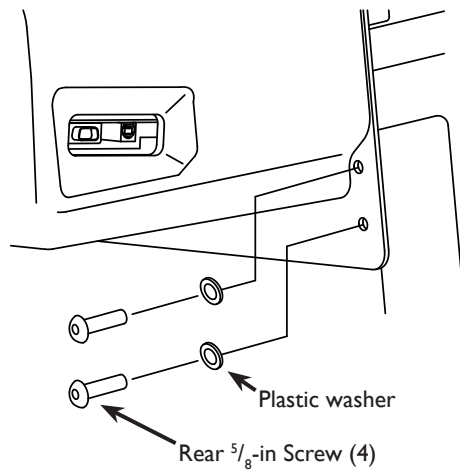


**Figure 11.** Loosely attach the end plates to the legs with the provided screws and washers.



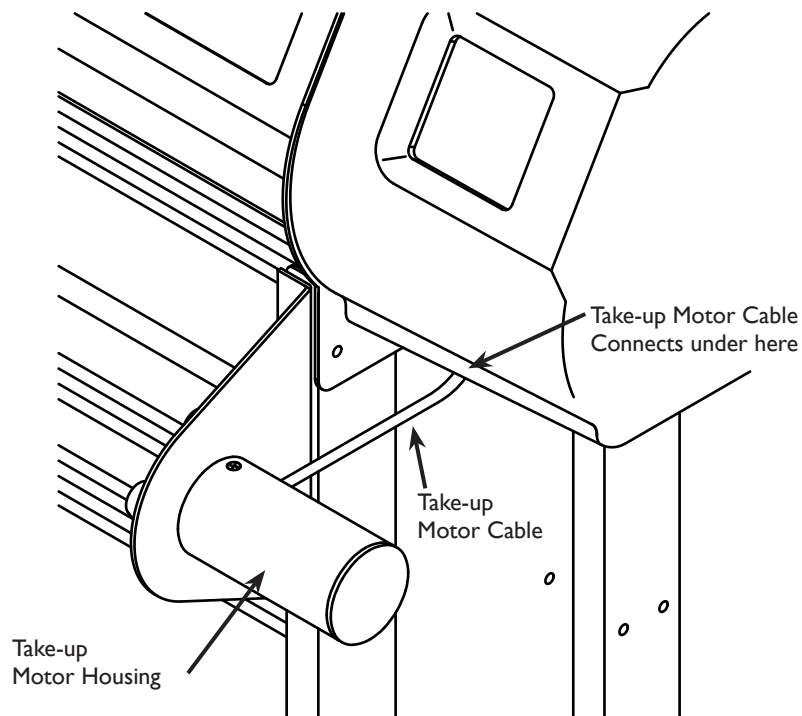
**Figure 12.** Front and rear  $\frac{5}{8}$ -in screws—at actual size.

4. Insert two  $\frac{5}{8}$ -in button-head screws through the holes in the back of both end plates to connect the head to the stand. Leave the screws loose.

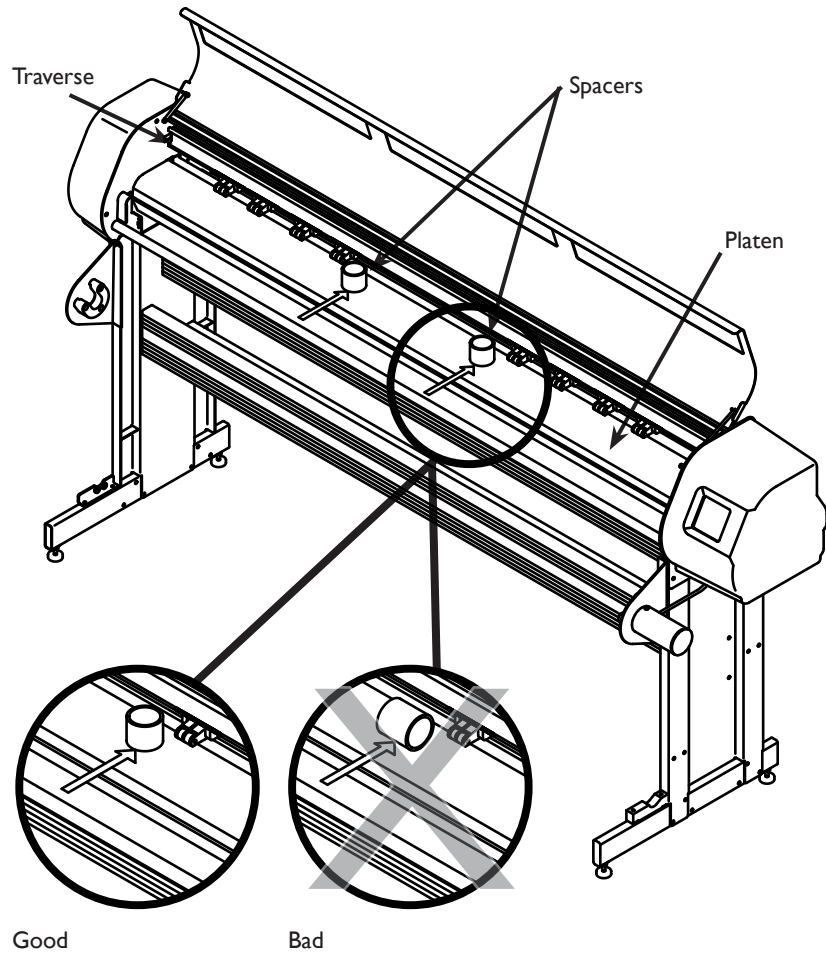


**Figure 13.** Leave the  $\frac{5}{8}$ -in buton-head screws loose when you attach the head to the stand.

5. Plug the take-up motor cable into the socket on the bottom of the right cover and rotate the locking collar until it stops. Gently pull on the cable to ensure that the plug is securely fastened.



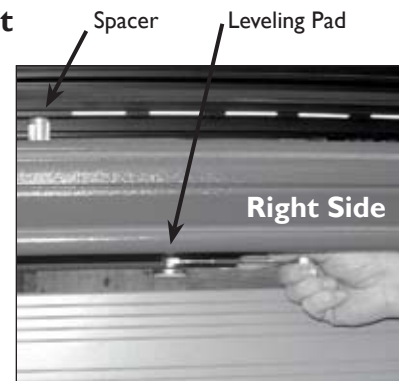
**Figure 14.** Plug the take-up motor cable into the printer head.



**Figure 15.** Stand the spacers vertically when adjusting the platen leveling pads.

#### Step 4: Adjusting the FlexJet

1. Push the pinchwheel lever back to raise the pinchwheels.
2. Position the pinchwheels as shown above, making sure they are under a white marker, then pull the pinchwheel lever forward to lower the wheels.
3. Insert the metal spacers (included in the accessory kit) between the traverse and the platen at the ends of the long bare shaft in the middle of the drive shaft. The spacers must stand vertically as shown below.
4. Turn both the right and left leveling pads by hand until they touch the cross-member. Use a  $\frac{1}{2}$ -in wrench to make one clockwise turn of the pad against the cross-member.



**Figure 16.** Spacer and leveling pad.



**Figure 17.** Leveling pads keep the platen level, helping to maintain paper alignment.



**Figure 18.** Tighten the jam nut against the bottom cover after you adjust the leveling pad.

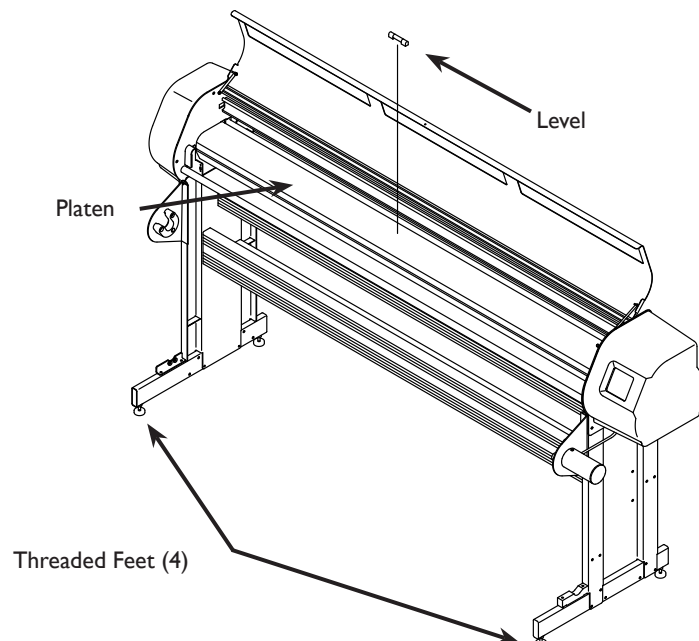
5. The spacers should be tight between the platen and traverse. If they are loose, turn each pad once clockwise and recheck them. Repeat this process until the spacers start to touch the traverse then stop turning.

6. Against the bottom cover, turn the  $\frac{9}{16}$ -nuts counterclockwise by hand. Tighten with a wrench another  $\frac{1}{4}$ -turn counterclockwise. Remove both spacer blocks.

7. Tighten the eight screws that hold the end plates to the stand legs as shown in **Figure 5**. Use the supplied hex wrench.

8. Place a level on the platen so that it is parallel to and in front of the drive shaft. Make small adjustments to the threaded feet in the stand if the machine is not level. If the machine is difficult to level, check the printer for shipping damage and contact Ioline Customer Service.

9. Insert the metal spacers again to verify that the platen is the right height. Correct if necessary.



**Figure 19.** Use a level when adjusting the platen height.

**Note**

Note: *The FlexJet User Guide* contains detailed instructions for communication setup.

**Note**

On the FlexJet, off is marked with a, "0," and on with a, "1."

**Step 5: Connect the Communication and Power Cables**

1. Turn power off to the printer. Off is marked with a, "0," and on with a, "1."
2. Connect the supplied serial cable and power cord to the panel on the back of the right side of the printer. Lock the serial cable to the port on the printer with the thumb screws.
3. Plug the printer power cable into a wall socket or surge protector.
4. Make sure that power is off to the computer.
5. Connect the serial cable to a 9 pin-male-serial port on the back of the computer. If your computer only has a 25 pin connector, acquire a 25 pin to 9 pin serial adapter to make the connection. Tighten the thumbscrews.

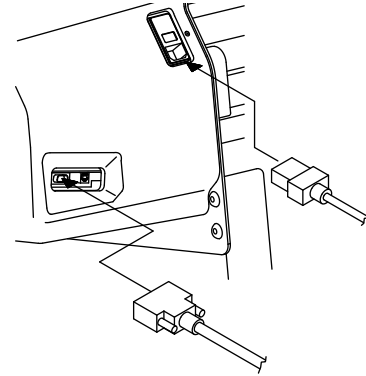


Figure 20. The serial port and power socket.

**Step 6: Install the Software**

1. Insert the installation CD-ROM into the computer CD-ROM drive. The install program should start automatically. If it does not, select *Run* from the *Start Menu*. Browse to the CD-ROM and double click on *iosetup.exe*. Press *OK* to start the install.
2. Install the Ioline **FlexPlot** and **Control Center** software.

**Hint**

The **Installation Disk** also includes electronic copies of the **FlexJet User Guide** and **FlexJet Quick Start Guide**. It is recommended that you install these along with Adobe Acrobat (also included on the disk) to make help easily accessible.

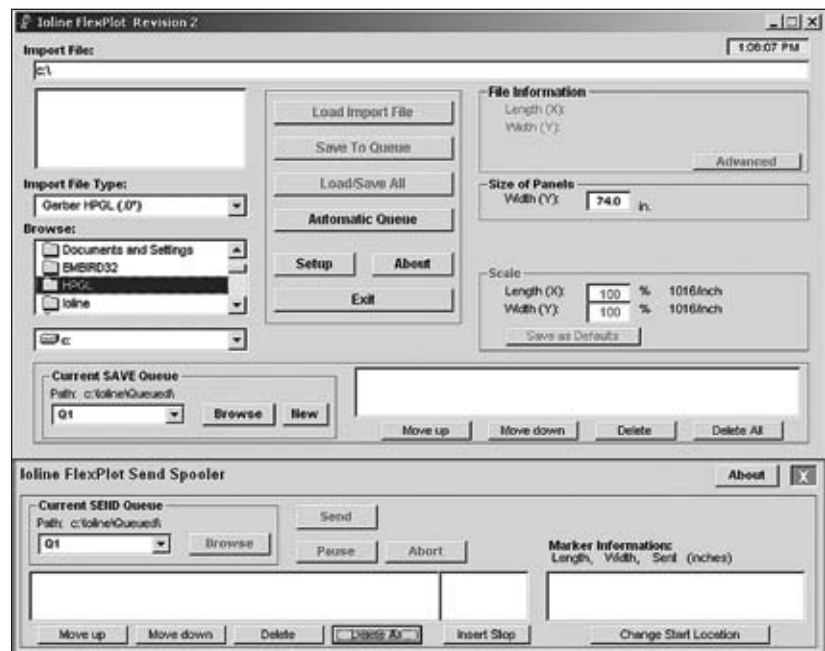


Figure 21. FlexPlot.

## Paper Loading

### Step 1: Loading the Feed Roll

1. Before loading a new paper roll always make sure the drive shaft is clean. See the *Routine Maintenance* section in the **User Guide** for more details.
2. Place a paper hub in each end of the paper roll. Use a rubber mallet to insert the hubs.
3. Slide the feed shaft through the paper hubs and the paper roll. If a paper hub falls out, press it firmly back into the end of the paper roll and set it with a rubber mallet.

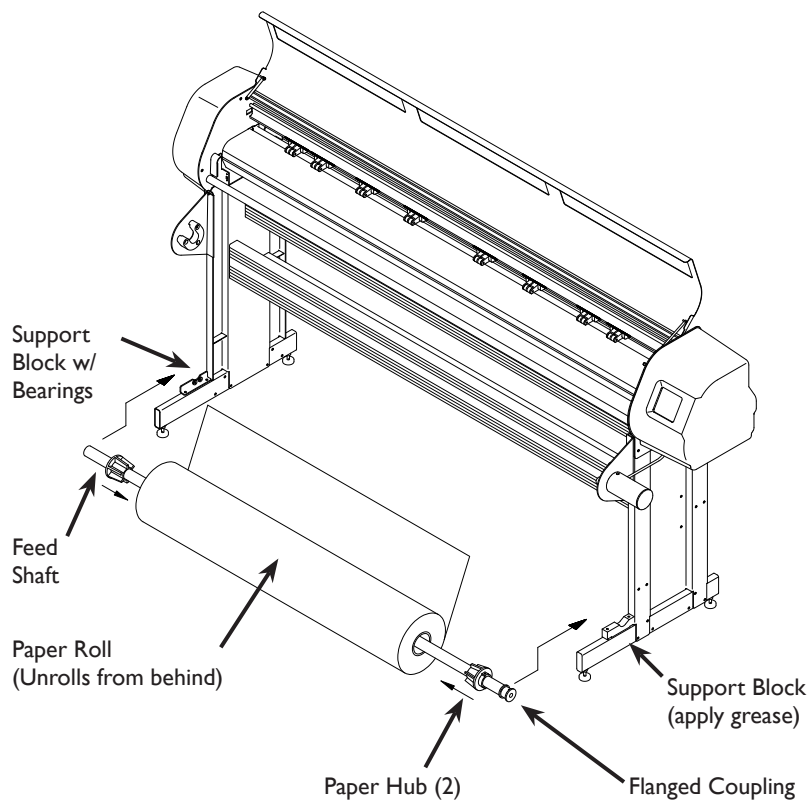
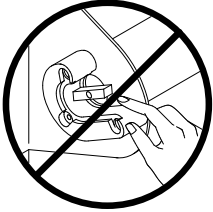


Figure 22. Loading the feed roll.

**CAUTION**

Never touch the take-up key or flanged coupling while they are rotating.

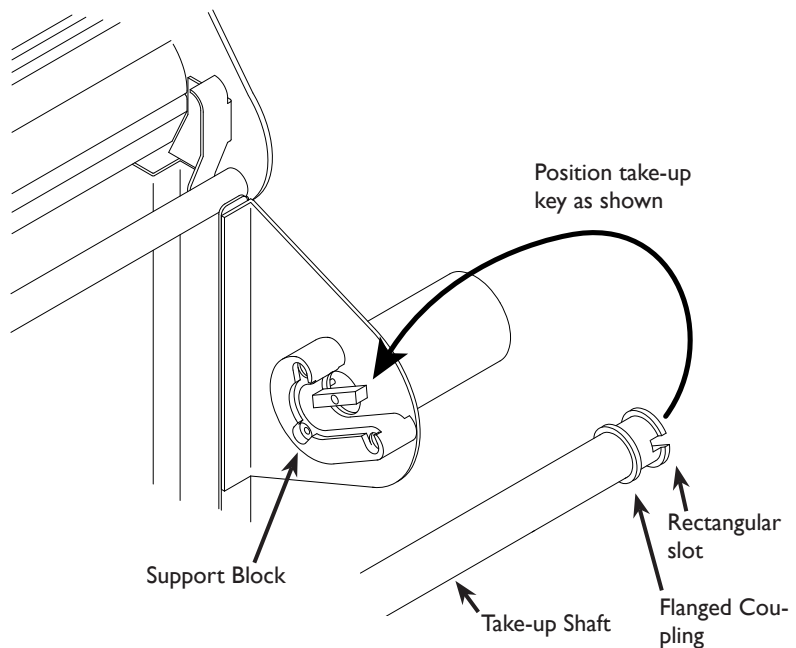
Serious personal injury could result. Turn power off first.



4. This step is very important. Center the paper roll on the feed shaft by aligning the hubs with the black markings. Make sure the hubs remain securely in place.
5. Use the supplied hex wrench to tighten both screws on each paper hub.
6. **IMPORTANT:** Apply a light coating of grease (supplied in the **Accessory Kit**) to the right support block.
7. Lift the feed shaft and paper roll into the support blocks. Make sure the paper unrolls from behind and towards the printer.

**Step 2: Loading the Take-up Roll**

1. Turn on the power to the printer with the switch on the back of the right cover.
2. If the take-up shaft has printed markers on it, remove them. See *Unloading Completed Markers in the Ioline FlexJet Printer in the FlexJet User Guide* for details.
3. Use the keypad **Unroll** key to rotate the take-up key until it is oriented perpendicular to the support block opening as shown below.
4. Put the take-up shaft into the front support blocks with the flanged coupling at the right (keypad) end. Rotate the shaft until the slot in the flanged coupling is aligned with the take-up key. When the shaft slot and the key are aligned, push the take-up shaft into place until it is seated in the support block.

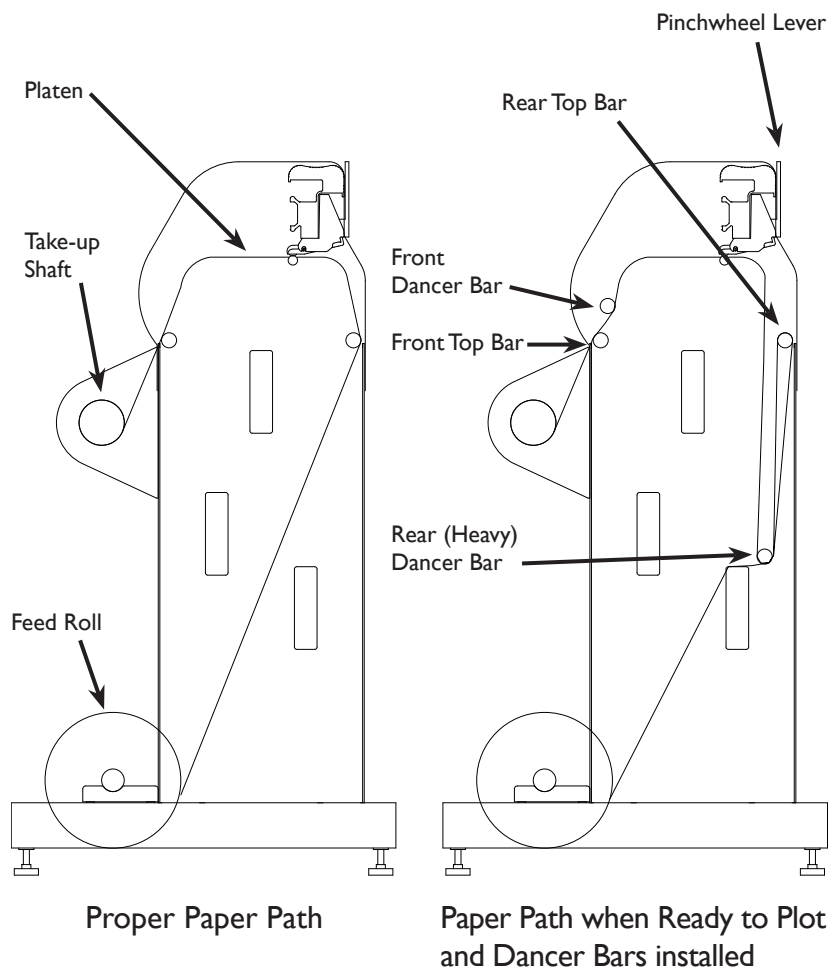


**Figure 23.** The slot in the flanged coupling on the take-up shaft fits into the key in the right front support block

### Step 3: Feeding Paper

Figure 24 shows the proper paper paths. The left side of the diagram shows the paper after it is inserted properly and taped to the take-up shaft. The right side shows the result after the dancer bars are inserted.

1. If the pinchwheels are lowered, raise them by pushing the pinchwheel lever away from the machine.
2. Pull a long leader of paper off of the paper roll and insert it through the stand, behind the print head, over the rear top bar, and between the platen and pinchwheels.
3. Temporarily lock the paper in place by pulling the pinchwheel lever toward the machine to lower the pinchwheels.



**Figure 24.** The correct paper feeding path on the Ioline FlexJet Printer.

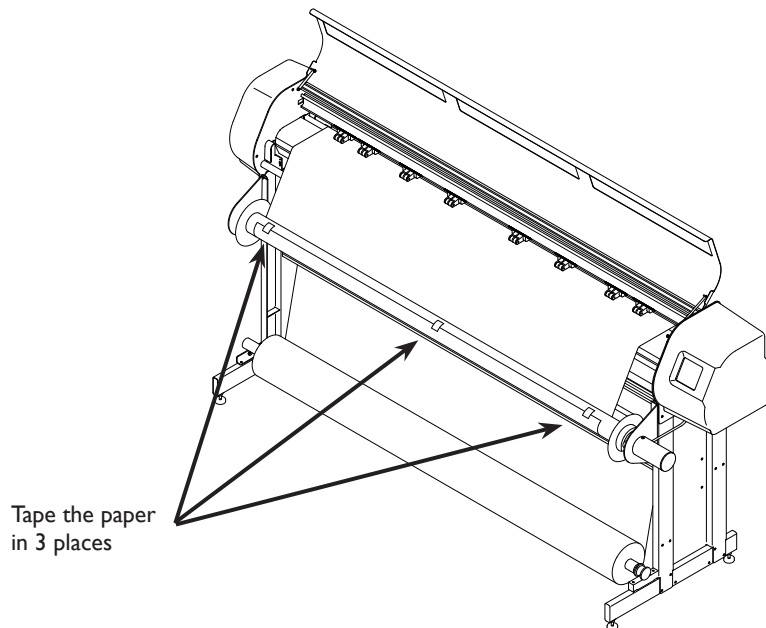


### Hint

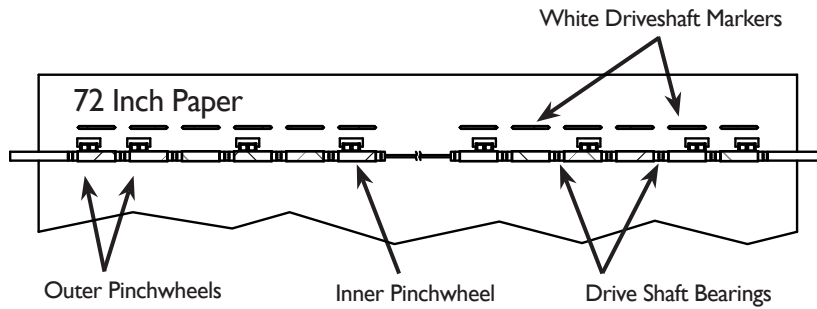
An alternate take-up method that will ease removal of markers is to slide a cardboard tube over the take-up shaft then tape paper to the tube. The cardboard tube will rotate slowly at first and may not raise the front dancer bar but will still roll up completed markers. Simply slide the tube off the take up shaft when plotting is complete.

## Step 4: Taping Paper to the Take-Up Shaft

1. Stand in front of the machine.
2. Temporarily attach a short piece of masking tape to the center of the dust cover on top of the machine.
3. Grasp the front edge of the paper. Push the pinchwheel lever to raise the pinchwheels.
4. Hold the front edge of the paper with both hands and pull 20" (51 cm) of paper over the platen and gray top bar and under the take-up shaft (see Step 3 for the proper paper path).
5. Apply pressure to the feed roll with a foot so that it does not turn.
6. Align the paper by gently pulling it while moving it left and right until the tension feels even. Attach the paper to the take-up shaft using the piece of tape stuck to the dustcover.
7. Tape the right and left ends (about 2" or 5 cm in from the edge) to the take-up shaft.



**Figure 25.** Taping the paper to the take-up shaft.



**Figure 26.** Positioning the pinchwheels for 72-in (183-cm) paper.

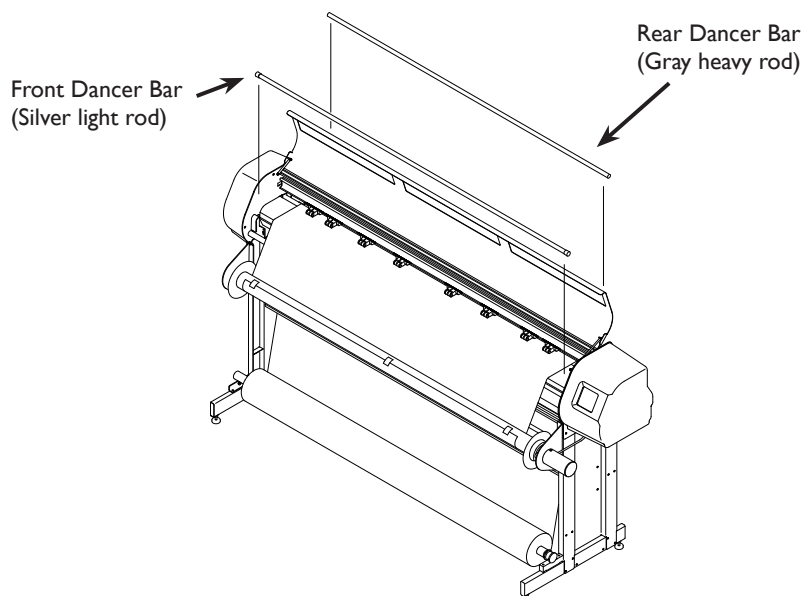
### Step 5: Positioning the Pinchwheels

Different paper sizes require different pinchwheel positions. Experiment to find the proper positions remembering to place two pinchwheels near both edges of the paper.

1. Ensure that the paper is loaded as described in the previous steps.
2. Raise the pinchwheels (if they are not up) by pushing the lever away from the machine.
3. Make sure that the paper roll is centered on the feed shaft.
4. Move the pinchwheels to the proper position. See **Figure 26** for an example. Do not place a pinchwheel over any smooth portion of the drive shaft. Use the white markers on the carriage rail to find drive shaft segments when they are covered by paper.

### Step 6: Insert the Dancer Bars

1. Lower the pinchwheels (if they are not down) by pulling the lever toward the machine.



**Figure 27.** Inserting the dancer bars.

**Note**

Ensure that the paper roll is centered on the feed shaft.

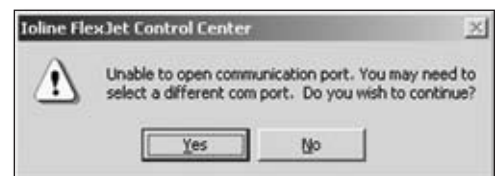
2. Gently apply pressure to the rear top bar then insert the heavy-gray rear dancer bar into the rear dancer bar channel. Continue to hold pressure on the rear bar to slow paper feeding from the roll as the heavy bar falls into the channel.
3. Insert the long front dancer bar into the front dancer bar channels.

## Preparing to Print

1. Close the cover and turn on the power (if it is not already on). There is a brief pause then the carriage will move to the left end plate then return for a cleaning in the **Service Station**. After the initial start-up process is complete, the **OK** light turns red and the **Square** light turns green.
2. Use the **Left Arrow** key to move the carriage until all stalls are exposed. Raise the safety cover.
3. Remove the protective strips from the bottom of the ink cartridges. Starting at the right side of the carriage, insert the included ink cartridges by lifting the latch, inserting the cartridge, then closing the latch until it locks down.
4. Press the **Left Arrow** key to move the carriage over the paper until the small notch in the base is over the desired starting point of the marker. Close the front cover.
5. Press the **Set Origin** key. The **OK** light will turn green. The printer is ready to print.

## Test the Setup

1. Start the Software.
  - a. Close all programs that might be using serial port that the FlexJet is connected to.
  - b. Start the FlexJet **Control Center** software. A link to the program is in the *Start Menu* under *Programs>Ioline*.
  - c. A message may appear that the **Control Center** was unable to communicate with the FlexJet. If you see this message, click on Yes. When the program starts, open the menu *Communications>Settings*. Choose the COM port that the FlexJet is connected to. Leave the baud rate set at 38,400 since this is the default set at the factory.



**Figure 28.** Communications error message.

- d. Press the **Get Plotter Data** button to ensure the connection is established.
2. Send Test Plot File
    - a. Select *Send Plot File* from the *File Menu*.
    - b. Browse to the folder *c:\ioline\calibrate\*.
    - c. Double click on the test plot file *40x8.plt* to send it to the printer.
    - d. When the printer prints the test file correctly, the machine is ready for printing makers.
    - e. Close the FlexJet **Control Center**.
  3. Send Markers
    - a. Start **FlexPlot** or your apparel design software.
    - b. Setup communications so that the COM port and baud rate are the same in the FlexJet and the software. Refer to the *FlexPlot User Guide* and *FlexJet User Guide* or the manual of your apparel design software for more information.
    - c. Send markers to the FlexJet directly from the software.

## Getting Help

Refer to Troubleshooting under the *FlexJet User Guide* for assistance with common issues. Upon request, Ioline Customer Service also offers a more detailed publication—the *FlexJet Service Manual*—which contains expanded troubleshooting information.

## Customer Service

Ioline Corporation is committed to providing quality service and support to our customers. If you need assistance with an Ioline product, contact your local dealer or Ioline authorized service center. You may also contact:

Ioline Customer Service Department  
Monday through Friday  
7:00 A.M. - 5:00 P.M. U.S. Pacific Time  
Voice: 1.425.398.8282  
Fax: 1.425.398.8383  
**support@ioline.com**  
**www.ioline.com**

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