



Monarch Printer Installation and Configuration Guide

The first three sections of this Monarch printer guide contain general information, and the subsequent sections are for specific Monarch printer types and operating systems.

- [Monarch Printers](#)
- [Label Types](#)
- [General Information](#)
- Monarch 94XX Printer:
 - Windows 2000 and Windows XP:
 - [Troubleshooting](#)
 - [Install and Configure the Printer](#)
 - [Label Calibration/Print a Test Label](#)
 - Windows 7 and Windows 8:
 - [Install and Configure a Monarch 94XX Printer on Windows 7 and 8](#)
- Monarch 98XX Series Printer (Windows 2000, Windows XP, Windows 7, & Windows 8):
 - [Install and Configure a Monarch 98XX Series Printer](#)
 - [Reset the Monarch 98XX Series Printer](#)
- Monarch 94XX Printer (Windows 10):
 - [Install the Printer Driver](#)
 - [Configure the Printer](#)
 - [Configure and Test the Internet Explorer Connection](#)
 - [Print a Test Label](#)

Tips:

- Use this document in conjunction with your Monarch Reference Manual.
- For out of scope Monarch Label Printer Issues, we recommend that you call Paxar customer support @ 1-800-543-6650 and talk to their helpdesk. They can perform rigorous troubleshooting and dispatch a tech if needed.



MONARCH PRINTERS

The following images will help you identify which type of Monarch printer you are using.

- 9416 Printer with Ink Ribbon:



- 9416 / 9416XL Thermal Printer:



- 98XX Series Printer:





- 9419 Printer:



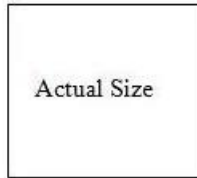
LABEL TYPES

There are four types of labels that are supported by KWI.

1. Small Sticky 1.2" x 1.1"
2. Large Sticky 2" x 1"
3. Rat Tail 3" x 1"
4. Hang Tag 1.5" x 2.75"

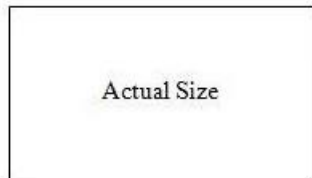


Small Sticky: 1.2" x 1.1"



dept # class # Color Name
Vendor Style
Size
POS description (15 bytes)
barcode
sku
price

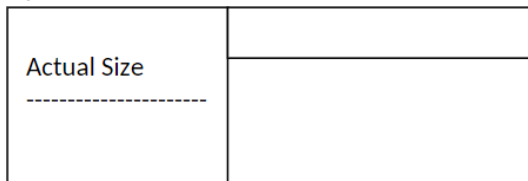
Large Sticky: 2" x 1"



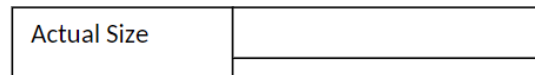
dept # class # Color Name
Vendor Style
Size
POS description (15 bytes)
barcode
sku
price

Rat Tail: 3" x 1"

Open



Folded



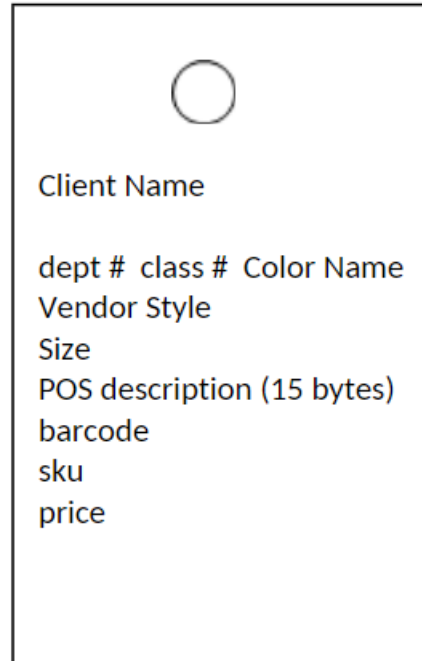
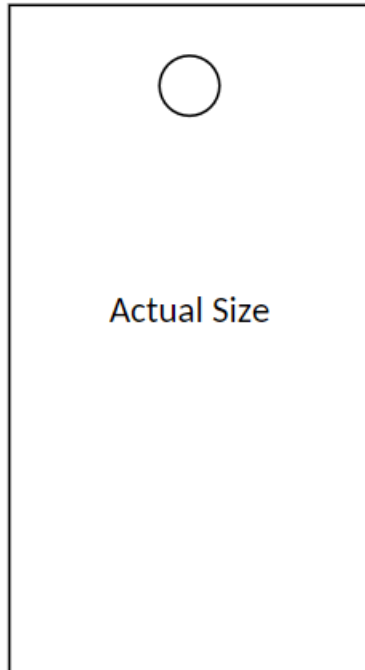
Client Name
POS description (15 bytes)
dept # / class #

Price
Sku
Barcode



Hang Tag:

1.5" x 2.75"



GENERAL INFORMATION

Monarch printers:

- Must be installed as a *Generic/Text Only* printer.
- Use different types of labels (previously described [here](#)).
- Use a USB cable connection.



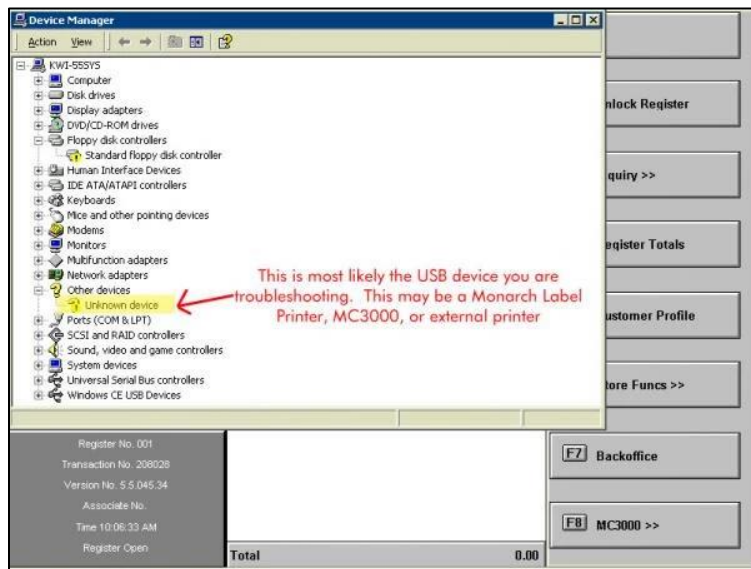
MONARCH 94XX PRINTER (WINDOWS 2000 AND WINDOWS XP)

Notes:

- KWI recommends Internet Explorer (IE) 9 or below for the Monarch 94XX printer
- If you are installing/configuring a Monarch 94XX printer on Windows 10, go [here](#) instead.

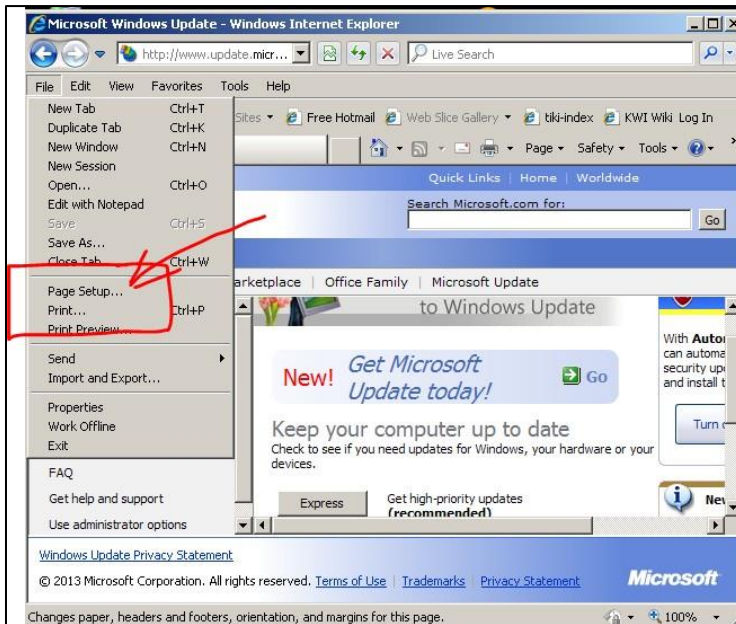
USB TROUBLESHOOTING

After reseating the USB cable and power cycling the printer, if Windows still does not detect it, review the Windows Device Manager and look for any “Unknown Devices” (as shown below):

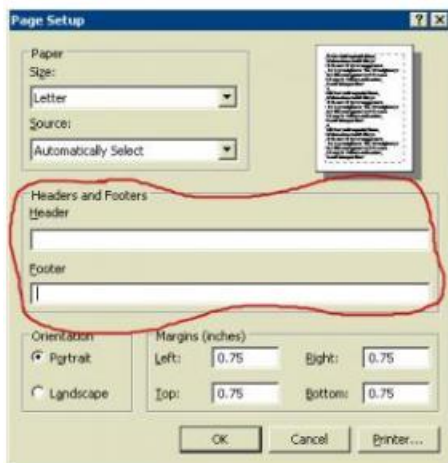


INTERNET EXPLORER TROUBLESHOOTING

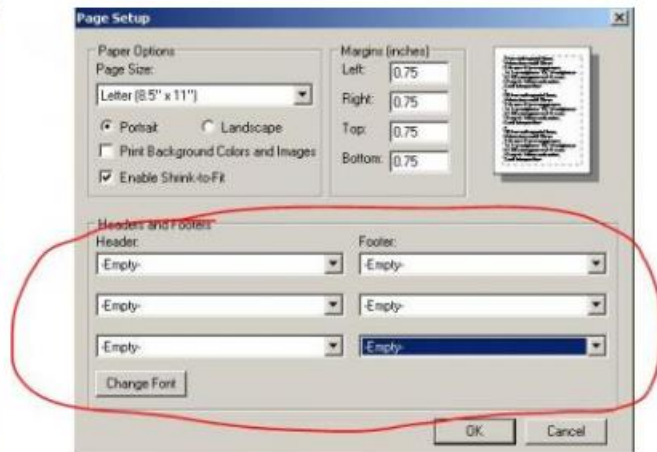
- Verify that your IE settings have no header and footer
- Open IE and select **File** then **Page Setup**



Clear all headers and footers in Page Setup:

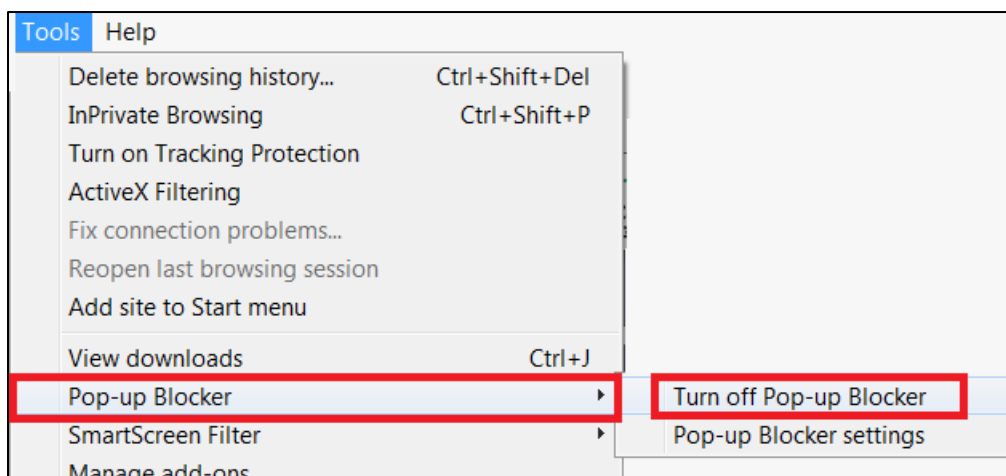


IE6

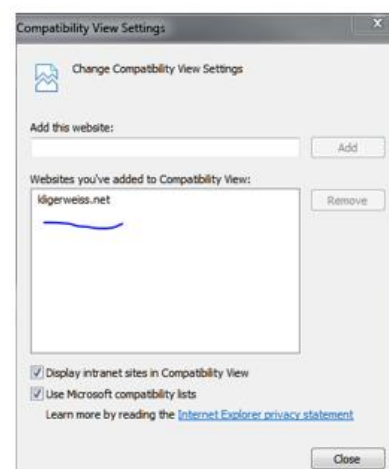
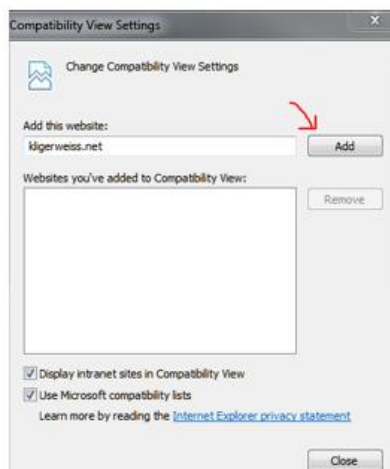
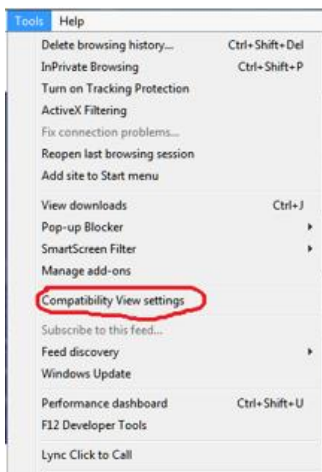


IE7-11

- On IE 9-11, make sure the pop-up blocker is disabled and Compatibility View Settings are set. On the menu bar, click **Tools > Pop-up Blocker > Turn off Pop-up Blocker**.



Click **Tools > Compatibility View Settings**. kligerweiss.net should be listed in the large Compatibility View box. If it is not, type kligerweiss.net into the **Add this website** field, click **Add**, and then click **Close**.

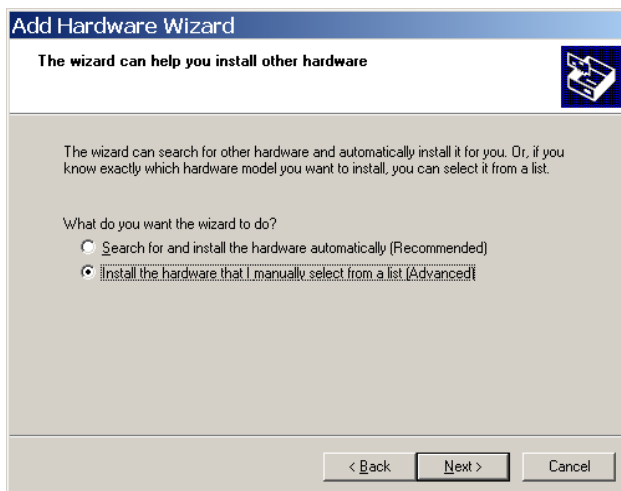




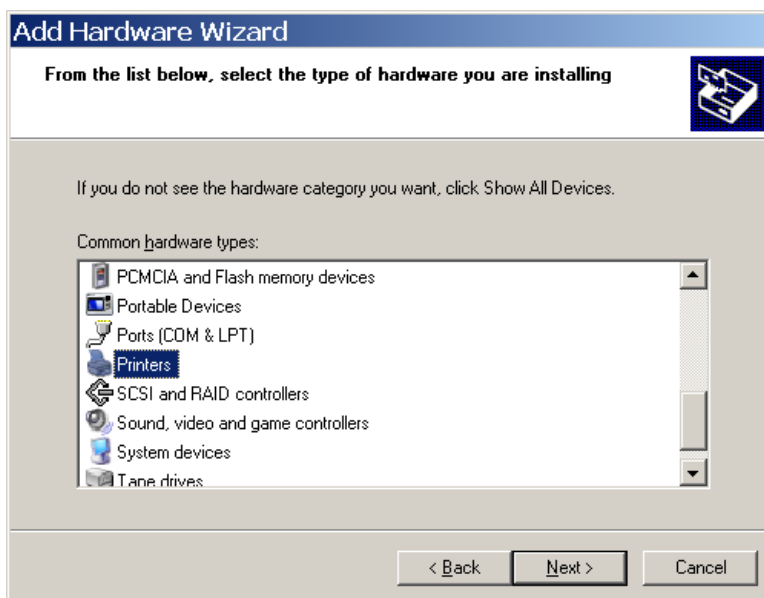
INSTALL AND CONFIGURE A MONARCH 94XX PRINTER



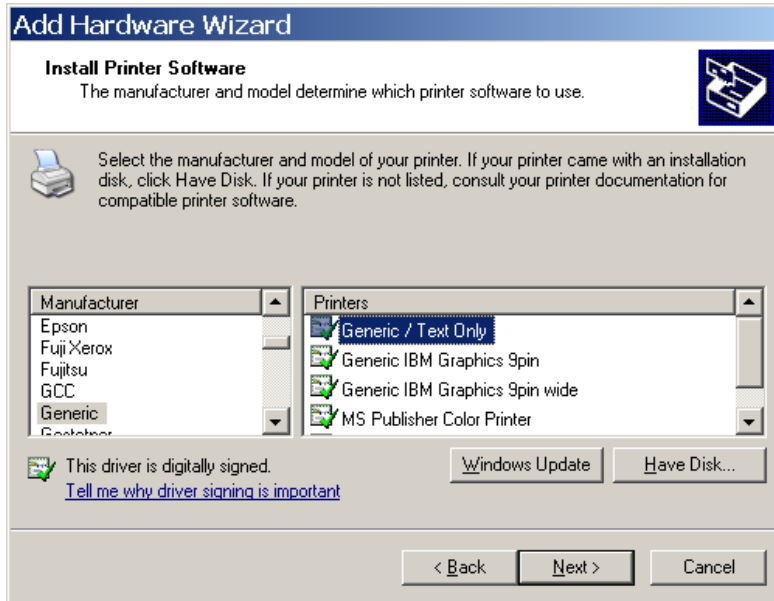
1. Plug in the USB cable to the 94XX printer and to the back of the computer and an **Add Hardware Wizard** should appear.
2. Select **Install the hardware that I manually select from a list (Advanced)** and click **Next**.



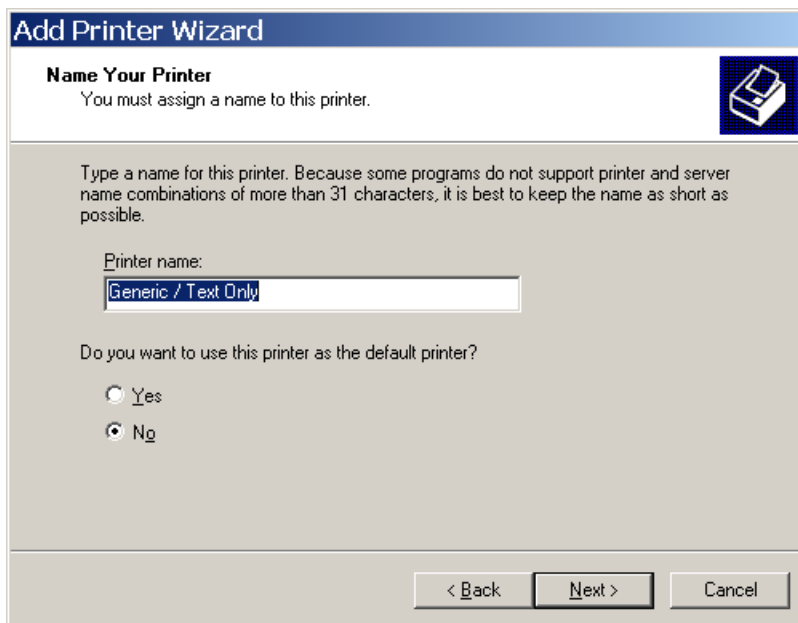
3. Click **Next**.



4. Install as a **Generic/Text Only** printer and save it. Click **Next**.

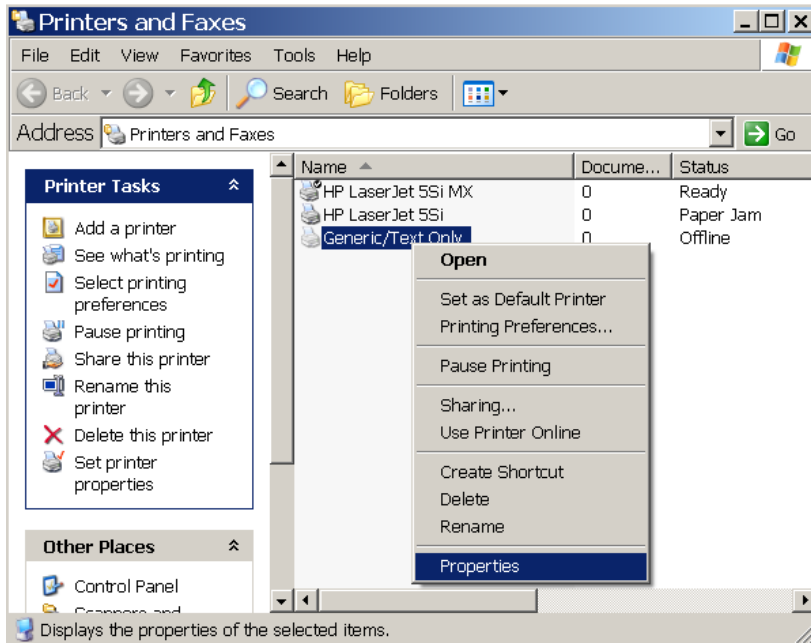


5. Click **Next** and specify **Generic/Text Only** or **Monarch Label Printer** for the **Printer name**.
6. Click **Next** three more times.

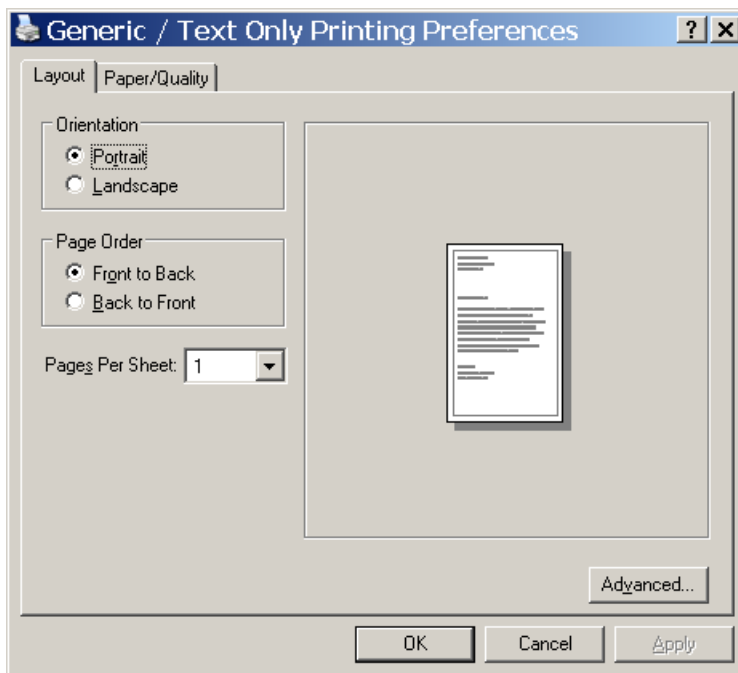


7. Click **Next** to complete the Printer Wizard.
8. Click the **START** button, then **SETTINGS**, then **PRINTERS AND FAXES**.
9. Right-click **Generic/Text Only** and select **Properties**.

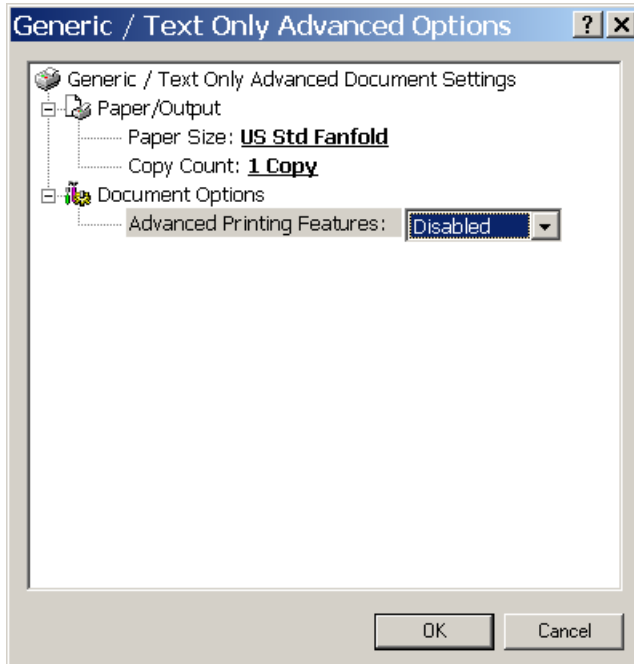
10. Right-click and select **Properties**:



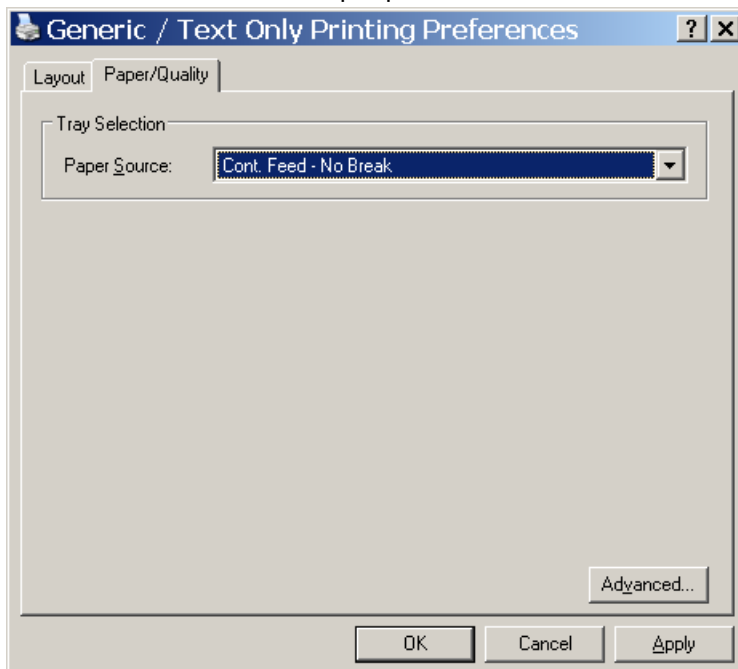
11. Click **Advanced**.



12. Change the **Paper Size** to **US Std Fanfold** and **Advanced Printing Features** to **Disabled**.



13. Click on the **Paper/Quality** tab and change **Paper Source** to **Cont. Feed – No Break**.
Click **OK** and exit out of properties.



14. Ask the client to test the label printer using client procedures in the KWI Back Office.
15. Under the **Advanced** tab, make sure you are using the **Generic/Text Only** drivers:



LABEL CALIBRATION/PRINT A TEST LABEL (MONARCH 9414/9416 ONLY)

To test the printer and calibrate it for the labels being used:

- Make sure the printer is off.
- Hold down the GREEN (9414)/GRAY (9416) feed button on top of the printer
- Turn the printer on.
- When the status light flashes **RED/YELLOW** one time, release the feed button.

The printer should advance labels slowly, then speed up and print out a test label.

The printer is now in data dump mode. Push the feed button again after the test label has printed to take the printer out of data dump mode, or turn the printer off and back on to return to normal operation.



LABEL CALIBRATION/PRINT A TEST LABEL (MONARCH 9416XL ONLY)

To test the printer and calibrate it for the labels being used:

- Turn the printer off.
- Hold down the GRAY feed button.
- Turn the printer on.
- The status lights will blink – yellow (orange), green, yellow (orange), red (5 times), yellow (orange)
- Let go of the feed button as soon as you see the third yellow (orange) light.

A few labels will be printed. Two of them should have a checker board pattern on the bottom and the rest should be blank.

The printer is now in data dump mode. Push the feed button again after the test label has printed to take the printer out of data dump mode, or turn the printer off and back on to return to normal operation.

MONARCH 94XX PRINTER: INSTALL AND CONFIGURE ON WINDOWS 7 and WINDOWS 8

Installing and configuring a Monarch 94XX label printer on Windows 7 & 8 is similar to Windows 2000/XP (documented [here](#)). However, be aware of the following settings which are specific to Windows 7 & 8:

- Driver: Generic/txt only (IF YOU SEE SEAGULL DRIVERS, CHANGE THEM BACK TO GENERIC/TEXT)
- **General** tab > Click on **Preferences** > Click on the **Paper/Quality** tab
- Change the **Paper Source** to **Cont Feed - No Break**. Click on the **Advanced** button.
- Change the **Paper Size** to **US Std Fanfold**.
- Change the Advanced Settings to **Disabled** if the choice is there.
- Press **Apply/OK** three times to save all changes.



MONARCH 98XX SERIES PRINTER (WINDOWS 2000, WINDOWS XP, WINDOWS 7, and WINDOWS 8)

INSTALL AND CONFIGURE A MONARCH 98XX SERIES PRINTER

- Connection is typically via a physical USB cable
- Windows systems will sometimes need a COM port instead of USB port to print

RESET THE MONARCH 98XX SERIES PRINTER



Power the printer off. Hold the escape/clear button as you power on. You should get the message **Preparing for software load** on the screen. Power the printer back off and back on until you get to **Print Mode Ready**. This will reset the printer. After this is done you will need to reset the printer.

- The printer will be at print mode ready when powered back up.
- Press the escape/clear button once and it will take you to Main Menu/Print Mode.
- Press the right arrow 4 times until you get to Main Menu Setup.
- Press Enter once and it will take you to setup/supply.
- Press Enter once and it will take you to supply/supply type.
- Press the right arrow once and it will take you to the ribbon.
- Press Enter once and it will either say ribbon yes or ribbon no. (Open the cover of the printer and check if you have a ribbon installed)
- If you require no ribbon and wish to change it, press the left arrow for no and the right arrow for yes (press Enter to save).



- Press escape/clear once and it will take you to the supply/ribbon and press the left arrow once and it will take you to supply/supply type.
- Press Enter once and it will display supply type/Die Cut or black Mark Check to see if you are using labels with a black mark across the back of the labels. If there are no black marks across the back of the label then you are using a die cut stock.
- Press the right arrow for black mark or left arrow for die cut depending on what stock you are using.
- Press enter once and you will be at supply/supply type.
- Press escape/clear twice and it will display Main Menu/Print Mode.
- Press Enter once and it will take you back to print mode ready.
- Print your labels. To print a test label, on the front of the printer, press the left and right arrows together for 2-3 seconds and then release them.



MONARCH 94XX PRINTER (WINDOWS 10)

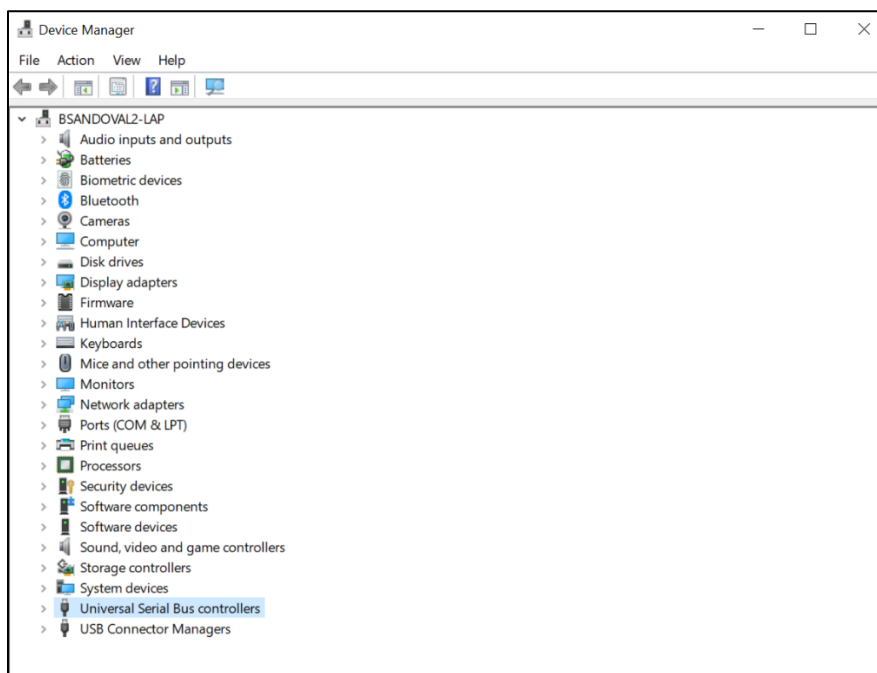
Perform the steps in the following sections before using your Monarch 94XX (i.e. 9419) printer:

- [Install the Printer Driver](#)
- [Configure the Printer](#)
- [Configure and Test the Internet Explorer Connection](#)
- [Print a Test Label](#)

INSTALL THE PRINTER DRIVER

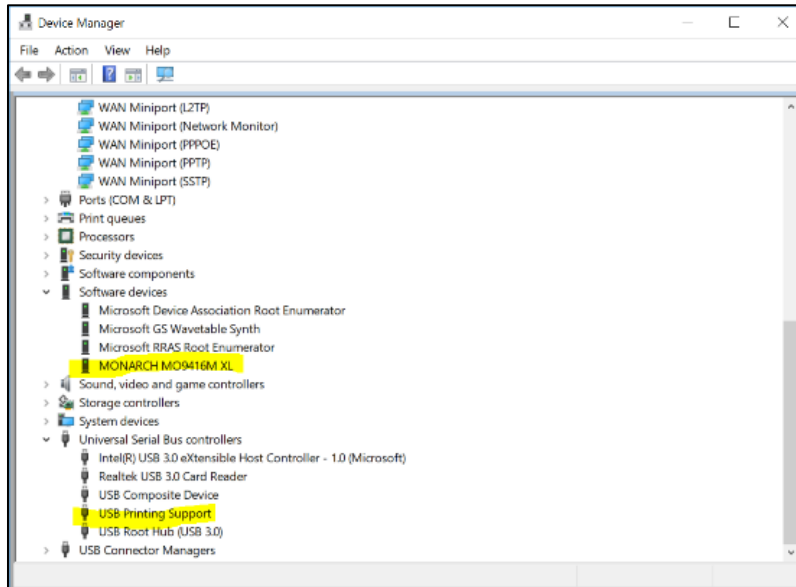
Note: Administrator access will be needed if the current user has certain restrictions

1. From the Start menu, search for Device Manager.



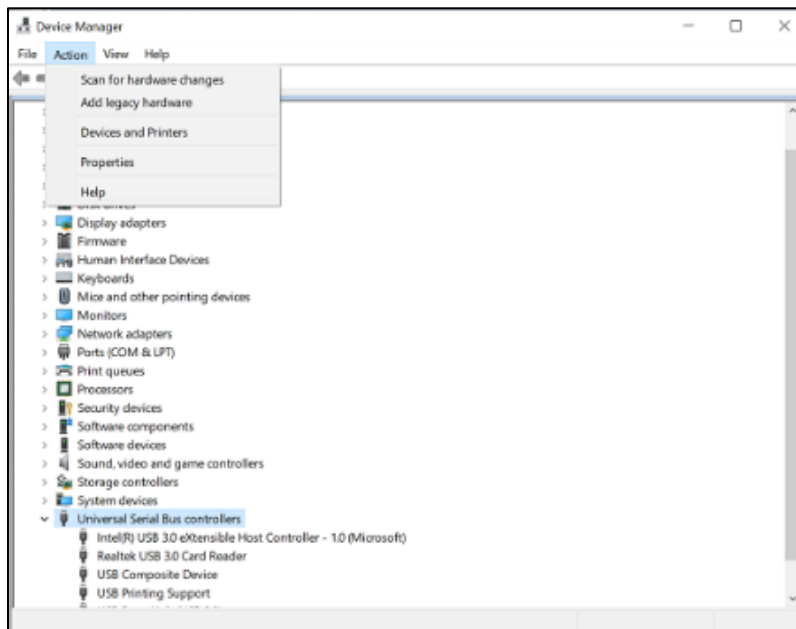
2. Once you have Device Manager open, turn on your Monarch Printer.

3. If Windows 10 has recognized the Monarch Printer, by default it should be placed under “USB Printing Support”.

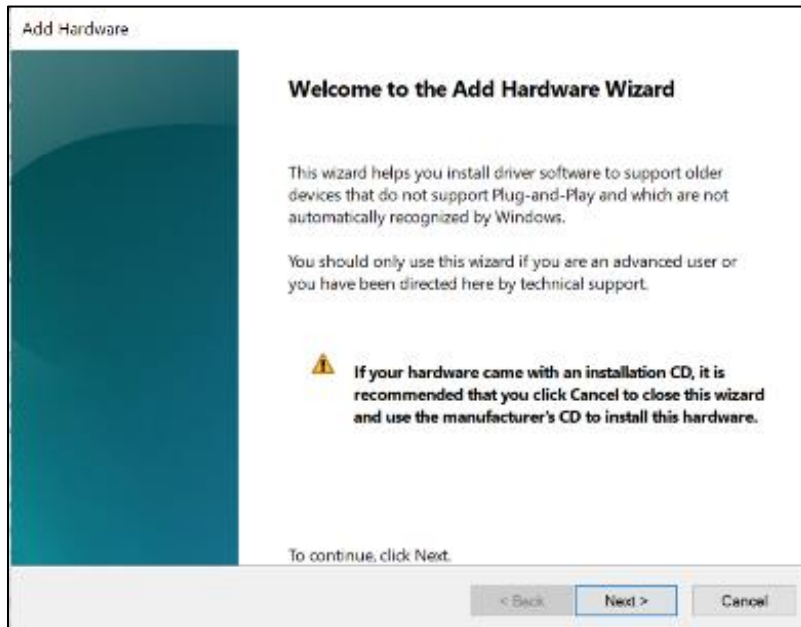


Note: Due to slight Windows 10 variances/versions, you should also check under “Software devices” or “Other Devices” to verify that the default Monarch printer was installed.

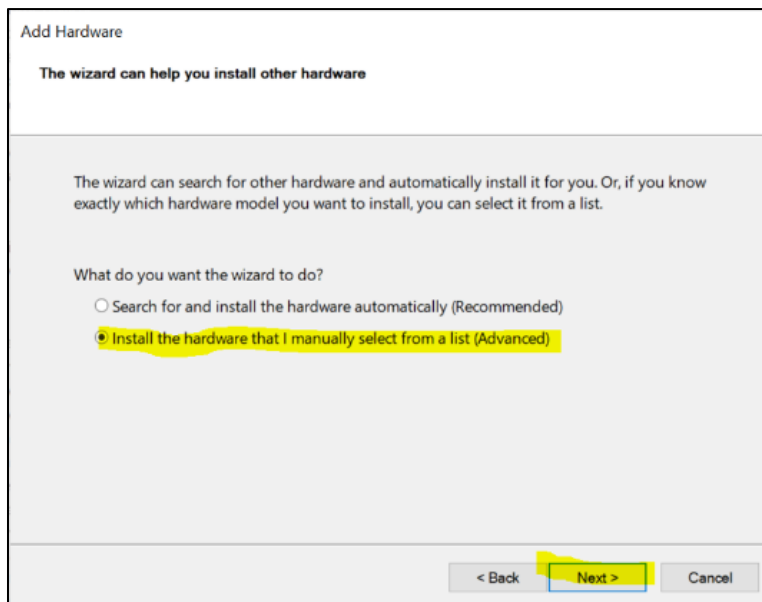
4. Click **Action** > **Add legacy hardware**.



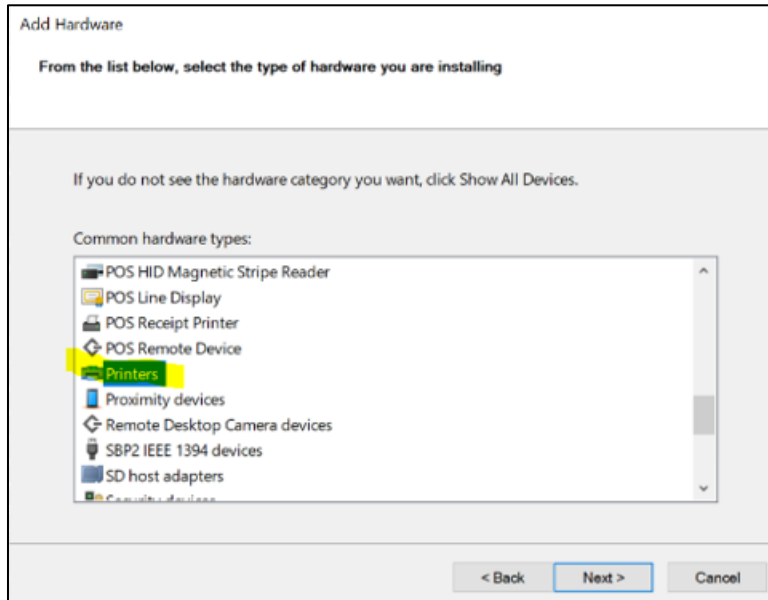
5. Click **Next**.



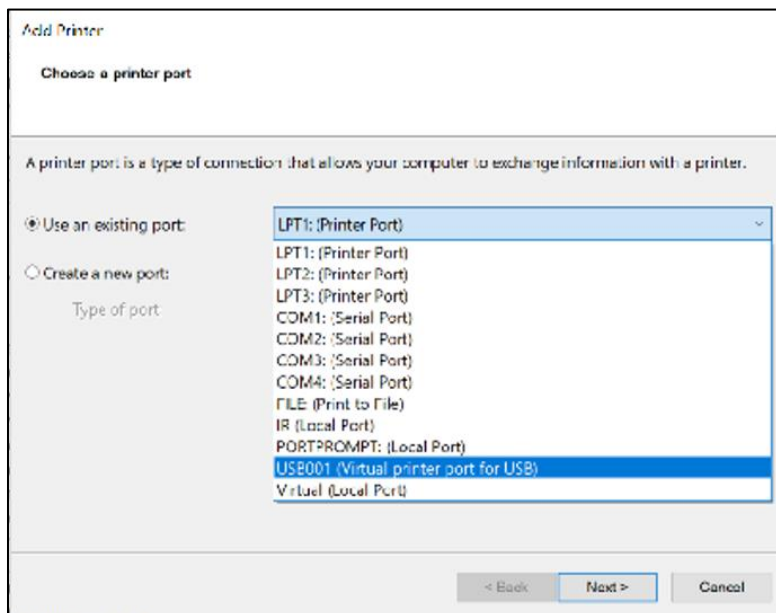
6. Select **Install the Hardware that I manually select from a list (Advanced)** and click **Next**.



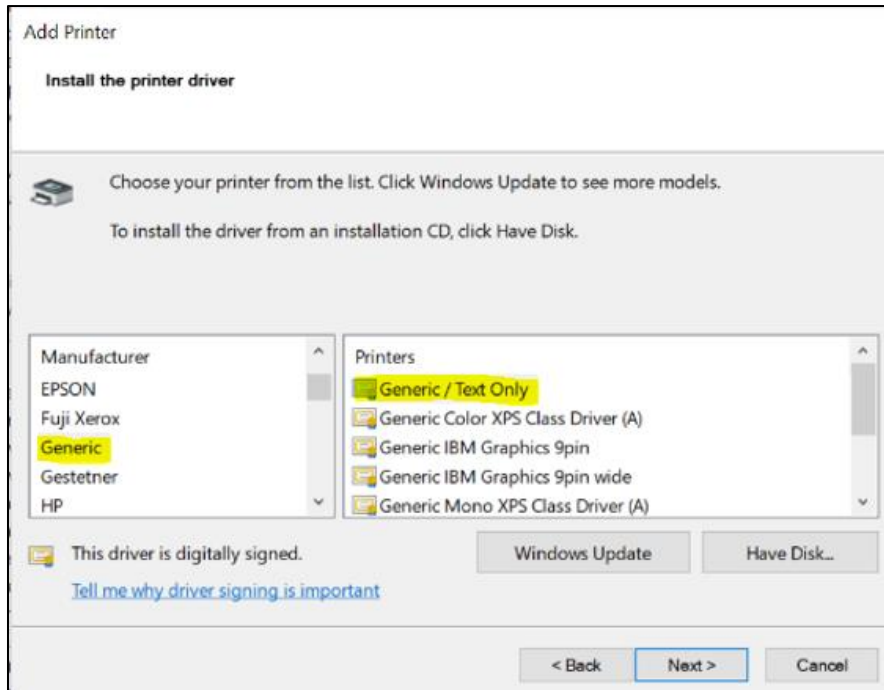
- In the **Common hardware types** box, scroll through the list and choose **Printers**, and then click **Next**.



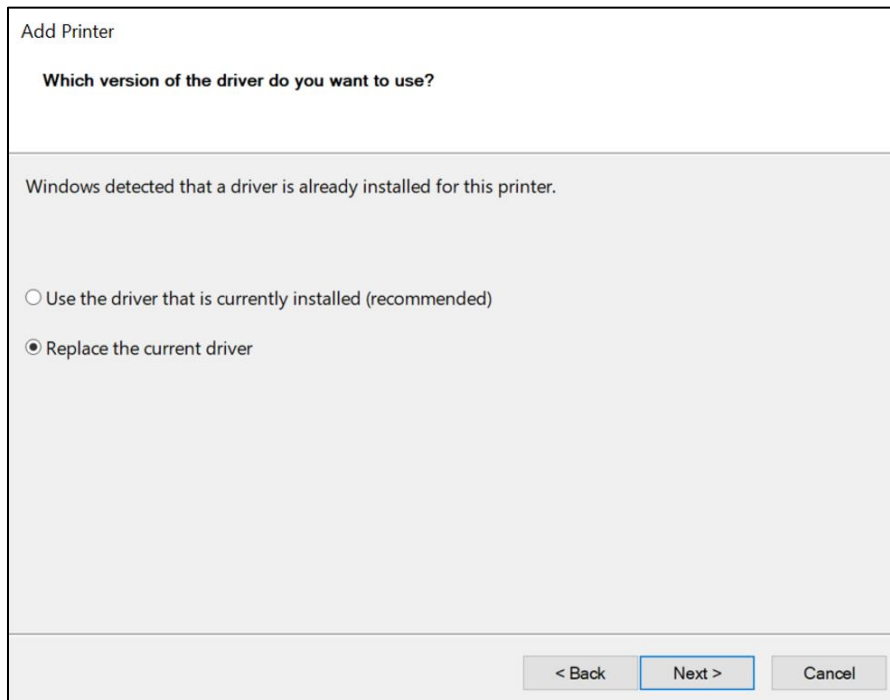
- On the **Add printer** screen, select the radio button **Use an existing port**, and then select **USB00x (Virtual printer port for USB)**, where x is the USB port number into which the Monarch printer is currently plugged.



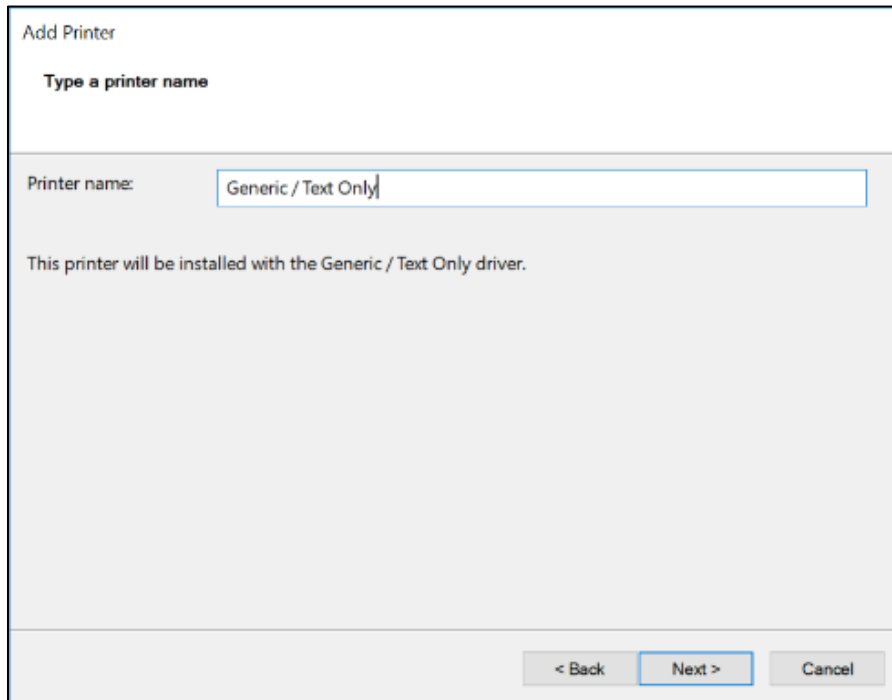
9. When you get to the **install the printer driver** screen, on the left under **Manufacturer** select **Generic**. On the right under **Printers**, select **Generic/Text Only** and then click **Next**.



10. Select **Replace the current driver** and click **Next**.

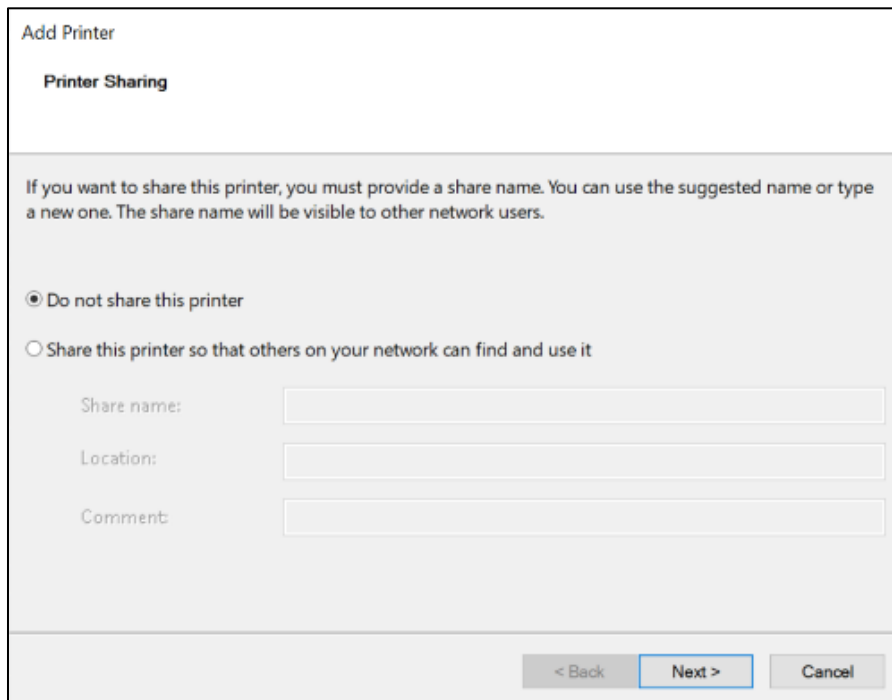


11. Enter a name for your label printer and click **Next**.



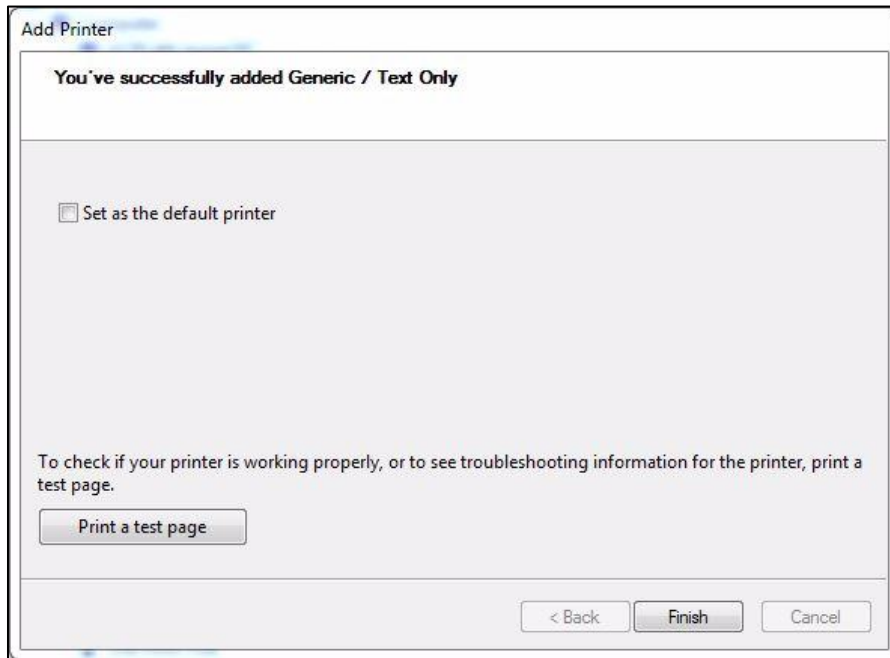
The screenshot shows the 'Add Printer' window with the title 'Add Printer' and the subtitle 'Type a printer name'. Below the subtitle is a text input field labeled 'Printer name:' containing the text 'Generic / Text Only'. Below the input field is a message: 'This printer will be installed with the Generic / Text Only driver.' At the bottom right are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border.

12. On the **Printer Sharing** screen, click **Do not share this printer** and then click **Next**.

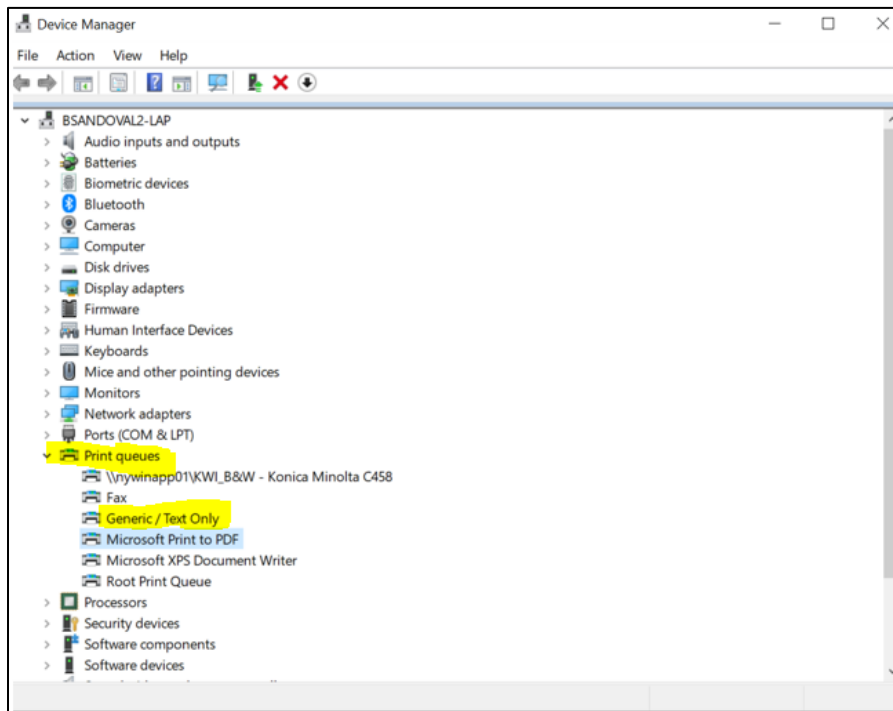


The screenshot shows the 'Add Printer' window with the title 'Add Printer' and the subtitle 'Printer Sharing'. Below the subtitle is a message: 'If you want to share this printer, you must provide a share name. You can use the suggested name or type a new one. The share name will be visible to other network users.' Below the message are two radio button options: 'Do not share this printer' (which is selected) and 'Share this printer so that others on your network can find and use it'. Below the radio buttons are three text input fields labeled 'Share name:', 'Location:', and 'Comment:'. At the bottom right are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border.

13. Click **Finish** to save your changes and complete the installation.

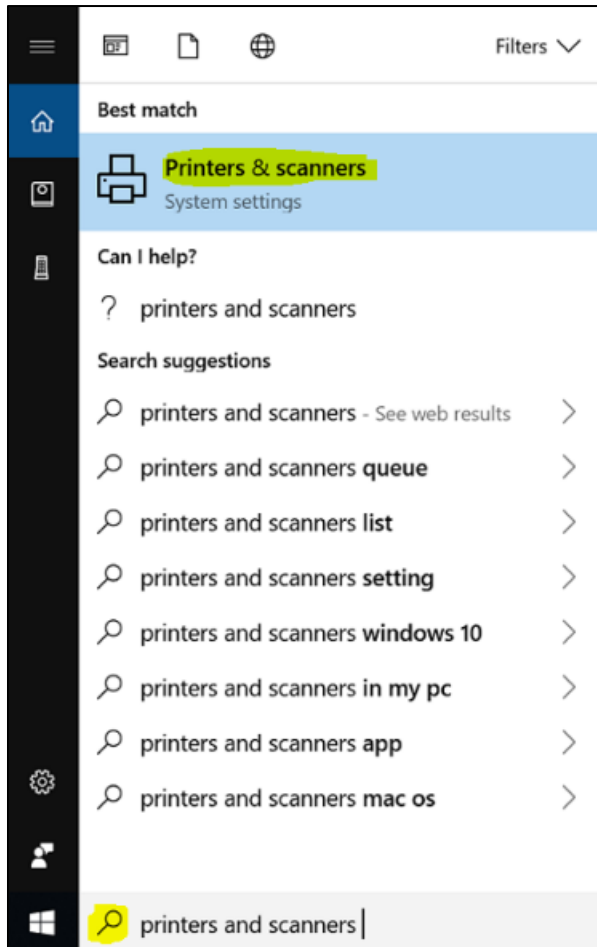


14. After the "Generic/Text only" driver has completed installing, go back to Device Manager. The Monarch Printer should now be visible under **Print queues**.

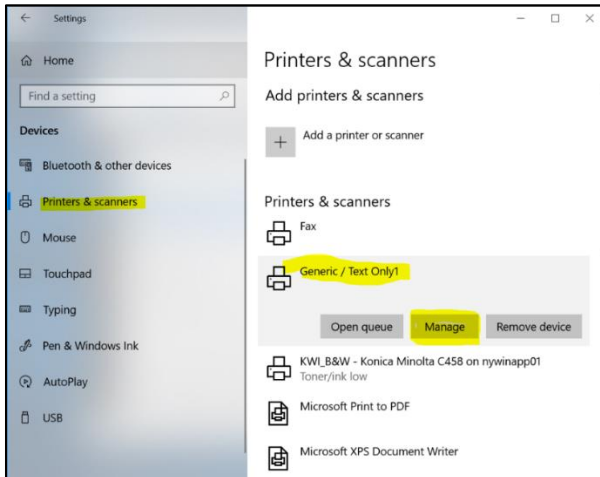


CONFIGURE THE MONARCH 94XX PRINTER ON WINDOWS 10

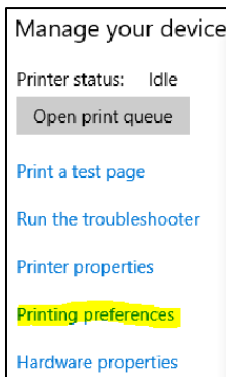
1. On the **Start** menu, search for "Printers & scanners" and then click **Printers & scanners**.



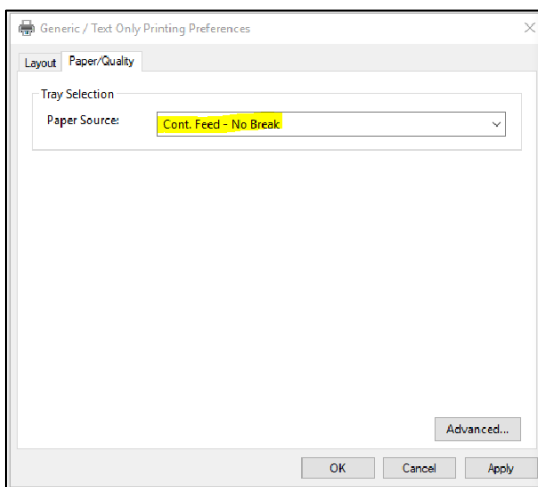
2. Select **Generic / Text only** (this name depends on what was entered previously).
Select **Manage**.



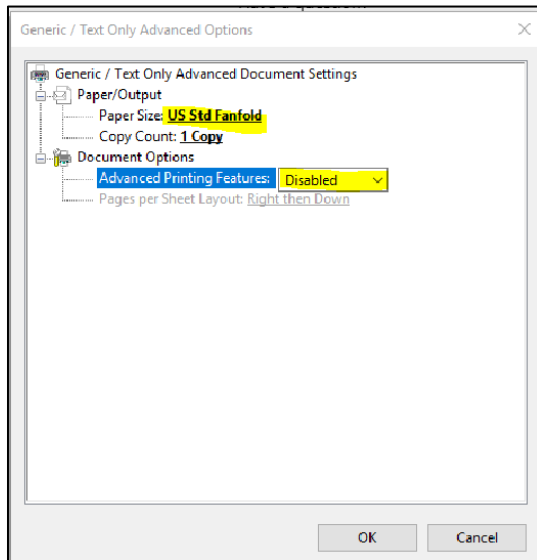
3. On the left side of the **Manage Your Device** screen, click **Printing preferences**.



4. On the **Printing Preferences** screen, click the **Paper/Quality** tab, change the **Paper Source** to **Cont. Feed – No Break**, and then click the **Advanced** button.



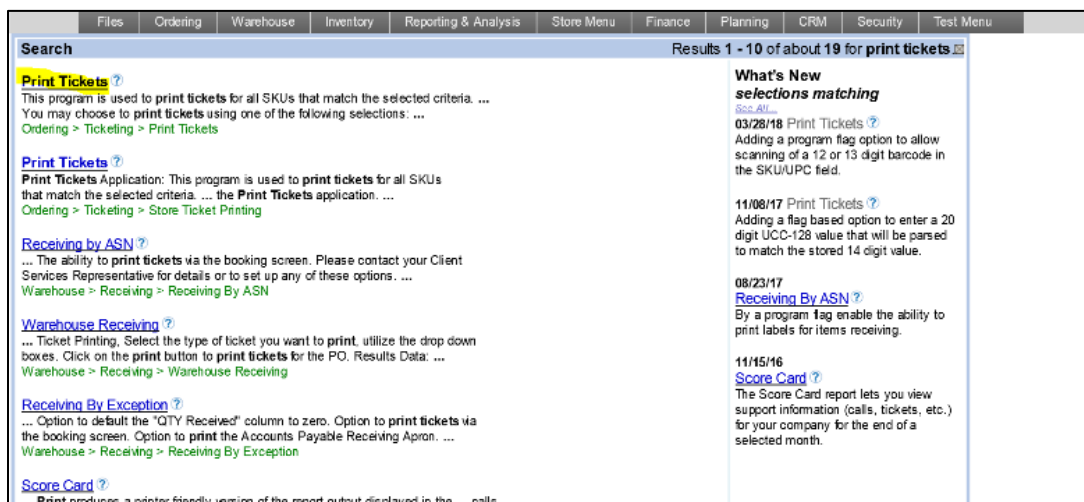
5. Change the **Paper Size** to **US Std Fanfold** and disable **Advanced Printing Features**.



6. Press **OK** on the next two screens to save the changes.

CONFIGURE AND TEST THE IE CONNECTION WITH THE MONARCH 94XX PRINTER

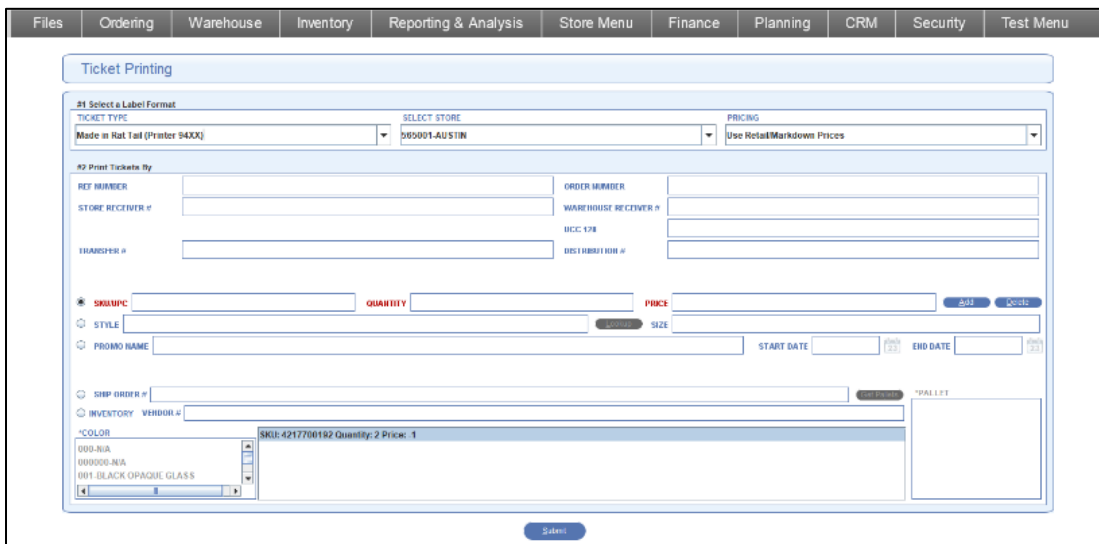
1. Log in to the KWI Back Office website (<http://www.Kligerweiss.net>) and search/select **Print Tickets**.



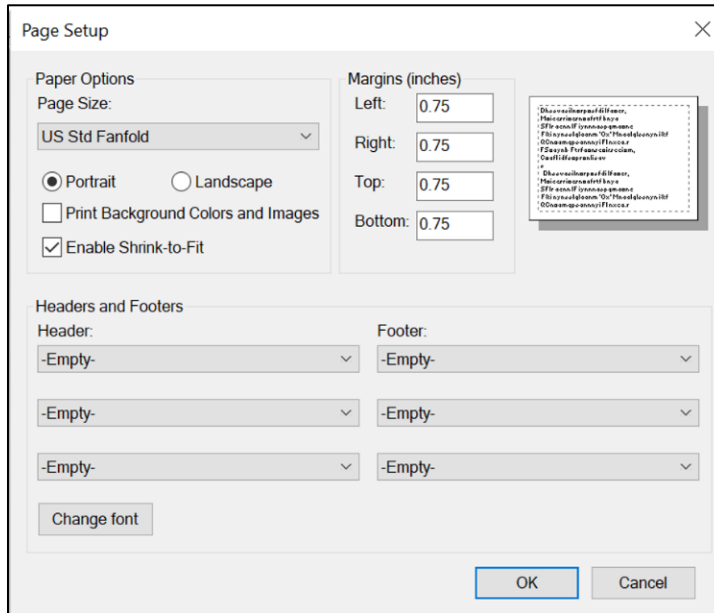
- If Java has not been installed it will ask you to install with a prompt that states **Do you want to run this application?** Select **Do not show this again for apps from the publisher and location above** and click **Run**.



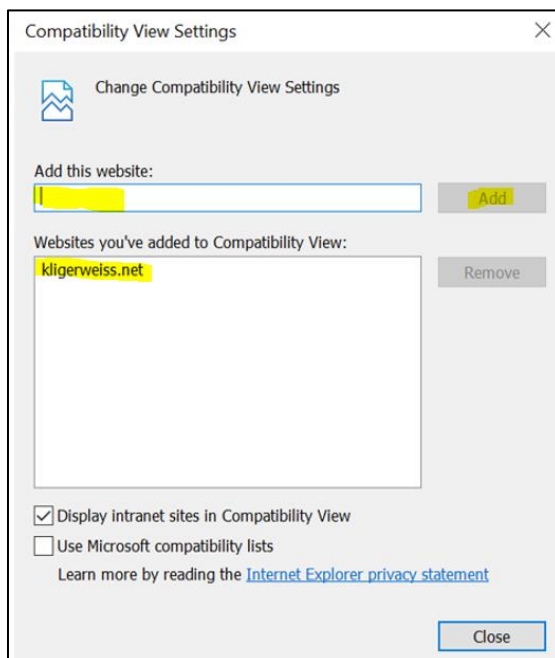
Once Java is installed the **Ticket Printing** screen is available.



- Click the IE **File** menu, select **Page Setup** and under **Headers and Footers**; make sure that all six boxes are set to **-Empty-** as illustrated below. When done, click **OK**.



- Click the IE **Tools** menu and select **Compatibility View Settings**. kligerweiss.net should be listed in the large Compatibility View box. If it is not, type kligerweiss.net into the **Add this website** field, click **Add**, and then click **Close**.





5. In the Ticket Printing application, select your **Ticket Type**, **Store**, and **SKU/UPC**. Click **Add** and then click **Submit**.

6. The Print dialog box will open. Select **Generic / Text Only** (this name depends on what was entered previously) and click **Print**.



PRINT A TEST LABEL

On the Monarch 94XX (i.e. 9419) printer, there are two orange buttons with a larger orange directional key "+" between them.



1. Press the orange button on the left to display the menu.
2. Use the directional keys "+" until you see the Diagnostic option.
3. Select **Diagnostic** and press the right orange button.
4. Select **Test Label** to print a test label.

The following is a sample test label.:

