



BMP™ 21 LABEL PRINTER

Frequently Asked Questions

- **What are the different types of tape cartridges that will work in the BMP™21 label printer?**
The BMP21 printer can be used with continuous nylon, continuous indoor/outdoor vinyl, continuous polyester, self laminating or Permasleeve™ heat shrink sleeve cartridges.
- **What is the Auto Size font that is listed in the font menu?**
When using the Auto Size font the text size will automatically be adjusted to the largest possible size that will fit on that label width. If the label has multiple lines, the printer will automatically reduce the size of the font to allow the multiple lines but still be at the largest possible size that will fit per line.
- **When cutting labels do I use one or both of the cutter buttons?**
You can use either both of the cutter buttons at the same time or you can use either button by itself.
- **Will the BMP™21 Label Printer serialize alpha/numerical characters?**
The BMP21 printer will serialize 1 alpha or numeric character up to 999 or ZZZ. BMP21 printer will serialize in increments up to 99.
- **When doing serialization multiple labels of the same legend print. Why is this?**
This could be due to pressing the down arrow too far and changing the copies field, to something other than 1. The menu structure is
 - Starting Number
 - Ending Number
 - Increments By
 - Number of Copies
- **When doing serialization and printing multiple copies the printer will group all of the same legends together. How do I prevent this?**
The BMP21 printer is programmed so when printing multiple copies of a serialization the printer will group the same legends together. For example if you serialize 1-5 and want 3 copies it will print as follows: 1, 1, 1, 2, 2, 2, 3, 3, 3, 4, 4, 4, 5, 5, 5.

To get the serialization grouped together by the range a new batch would need to be printed. To do this create the serialization and then save the serialization. Print the serialization and clear the screen, recall the serialization and print. Repeat as necessary.
- **When creating a barcode a box appears around the text. What is this box and how do I exit from it?**
The box that appears is the actual information that will be in the barcode. This box will appear once you select the barcode type. Once the barcode text is entered press the right arrow key to exit the box. *Note that the barcode box will remain on the screen.*
- **How do you turn the back light on and off?**
To turn the back light on press the Function key then press the Space Bar key. The light will stay on either until the machine is turned off or the backlight is manually turned off. To turn off the backlight manually simply press the Function key and then press the Space Bar.

- **Will the IDPAL™ Printer cartridges work in the BMP™21 Label Printer and vice versa?**
The cartridges from the BMP21 printer will work in the IDPal with the exception of the Self Laminating Vinyl and .125" PermaSleeve cartridges. The cartridges for the IDPal will also work in the BMP21 printer.
- **What languages are installed on the printer?**
The BMP21 printer comes with 6 languages installed on the printer. They are:
 - English • Spanish
 - French • Portuguese
 - Dutch • German
- **Can the BMP™21 Label Printer be connected to a PC and which software will it work with?**
There is no PC connection on the BMP21 printer.
- **How do I upgrade the firmware in the BMP™21 Label Printer?**
Due to there not being any PC connection it isn't possible to upgrade the firmware in the field.
- **I opened the package and there is only a quick start guide. Where do I find a copy of the user guide?**
The BMP21 printer only ships with a quick start guide. The user manual can be downloaded from www.bradyid.com.
- **Is there a way to set the BMP™21 Label Printer back to factory defaults?**
The printer doesn't have a default function.
- **How many tape cartridges can I print to a set of batteries?**
The battery will print approximately 252' of 3/4" tape at 40 pt. font. This is would equal about 12 rolls of 21' tape or 1,512 labels that are 2" long.
- **What is the warranty length on the BMP™21 Label Printer?**
Can an extended warranty be purchased?
The warranty on the BMP21 printer is one year and an extended warranty isn't available for purchase.
- **From what height can the BMP™21 Label Printer be dropped from and still work?**
The BMP21 printer has been drop tested from 5 feet.
- **How do I clean the cutter blade?**
There is no way to clean the cutter. The cutter blade is Teflon coated to prevent adhesive buildup and is rated for the life of the machine.
- **My BMP™21 Label Printer no longer works. Can it be repaired?**
Due to the cost of BMP21 printer it isn't practical to repair the printer. If the printer is under the original one year warranty the broken printer will be replaced with a new one. If the BMP21 printer is out of warranty then a new printer would need to be purchased.
- **What happens to IDPAL™ printers which are under warranty after Brady runs out of IDPAL™ units**
Under warranty IDPAL printers will be replaced with IDPAL printers until we no longer have IDPAL printers. Then under warranty IDPAL printers will be replaced with BMP21 printer printers.

- **What is available for launch materials**
 - Counter display
 - Literature
 - Cross Reference Guide & Price List
 - Competitive Analysis
- **Can I still purchase an IDPAL™ printer and IDPAL™ cartridges**

IDPAL printers and cartridges will be available until approximately December 2009 or January 2010
- **When a customer registers a BMP™21 Label Printer do they receive a free gift?**

Yes they will receive a free magnet accessory for registering their BMP21 printer printer
limited time only
- **What is the suggested list price of BMP™21 Label Printer?**

\$139
- **What is testimonial group? Why are there customers who purchase cartridges direct from Brady and received a free BMP™21 Label Printer from Brady?**

Testimonial group is a field test of the BMP21 printer printer. Customers signed a Testimonial contract with Brady to provide us with feedback on biweekly basis through the completion of surveys. For completing their surveys, they were given a BMP21 printer printer and are able to purchase consumables direct from Brady for a 20% discount. This program started in August and will last 6 months.

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