



# *ScriptView® SV208 Printer User's Manual*



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# The ScriptView SV208 Printer

## Introduction

Thank you for purchasing the ScriptView Printer Model SV208.

It is recommended that you read carefully and become familiar with each section before installing and maintaining the printer.

This section assists you in unpacking the printer from the shipping container. You will also be guided through a familiarization tour of the main parts and controls.



The following information is provided herein:

- **Features of the Printer**
- **Unpacking**
- **Included Accessories**
- **Parts Identification**

## Features of the Printer

The **SV208** is a 2-inch direct thermal printer, with a 32-bit RISC CPU, 4 ips print speed and 8MB of flash memory.

The key features of the **SV208** are:

- High Print Resolution with crisp printing quality (203dpi)
- Direct Thermal Printing – *no wax ribbon needed*
- Ethernet LAN connectivity
- USB connectivity
- Easy Media Loading
- Anti-Microbial casing is ideally suited for clinical environments
- Safety Top Cover Latches
- Tool-less changing of the print head and platen roller for easier maintenance

## Unpacking

When unpacking the printer, take note of the following:

- The box should stay right-side up. Lift the printer out of the box carefully.
- Remove all packaging from the printer.
- Remove the accessory items from their protective containers.
- Set the printer on a solid, flat surface. Inspect the shipping container and printer for any sign of damage that may have occurred during shipping. Please note that En-Vision America shall hold no liability for any damage of any kind sustained during shipping of the product.

If the printer has been stored in the cold,  
allow it to reach room temperature before turning it on.

Please do not discard the original packaging box and cushioning material  
after installing the printer. They may be needed in future,  
if the printer needs to be shipped for repairs.

## Included Accessories

After unpacking the printer, verify that you have the following materials:

- User Manual
- Power Cable
- Power Supply
- 6-foot USB or 6-Foot Ethernet Cable

# Parts Identification

## Front View



- 1 Top Cover** – Open this cover to load the media.
- 2 Feed Button & Status LEDs** – Press this button to feed the label media and perform certain operations. The top and bottom LEDs will be solid green when the printer is ready to print.
- 3 Cover Open/Close Latch** – Pull latches forward on both sides of the printer to open the Top Cover.
- 4 Media Ejection Slot** – Opening for media output.

## Parts Identification (Cont.)

### Back View



- 5 LAN Interface Terminal** – Provides network connectivity via an RJ-45 Ethernet Port.
- 6 USB Printer Update Terminal** – Used to update the printer’s firmware.  
***WARNING: DO NOT USE UNLESS INSTRUCTED TO DO SO BY SCRIPTALK TECHNICAL SUPPORT.***
- 7 USB Printing Terminal** – Provides printing connectivity via USB.
- 8 DC Input Power Terminal** – Supplies power to the printer by inserting the power plug via the power supply adapter.
- 9 Power Switch**

## Parts Identification (Cont.)

### Internal View with Top Cover Open



- 10 Printhead**— This component is used to print on the label.
- 11 Roll Media Holder** – Suspends the roll of labels for smooth feeding.
- 12 I-Mark Sensor** – Detects the I-mark (black bar) on the underside of the labels for feed accuracy.
- 13 Platen Roller** – Feeds the labels.

# Installation

This section helps you with installing ScriptView label media in the SV208.

The following information is provided:

- **Site Location**
- **Media Identification**
- **Loading Labels**
- **Connections**
- **Network Configuration**

## Site Location

Consider the following when setting up the printer:

- Place the printer on a solid flat surface with adequate space. Make sure there is enough space above the printer to provide clearance for the top cover to swing open.
- Place it away from hazardous materials or dusty environments.
- Place it within operational distance of the host computer, within interface cable specifications.

## Media Identification

The ScriptView Printer SV208 requires a roll of label stock that can only be purchased from En-Vision America. If you need more labels, email [sales@envisionamerica.com](mailto:sales@envisionamerica.com) or call 1-800-890-1180.





# Loading Labels

## CAUTION

The print head and surrounding area will be hot if the printer has been on.  
Keep bare skin away from these areas to avoid injury.

- 1 With the power supply off, pull the cover **open/close latches (1)** on both sides of the printer toward you to unlock the top cover, and then open the **top cover (2)**.

Make sure the cover rests firmly in the upright position so that it will not fall forward and injure you.



- 2 Use one hand to pull the **right** media holder outward.

**WARNING:** Do not pull on the left media holder, as it may break, which will void the printer warranty.



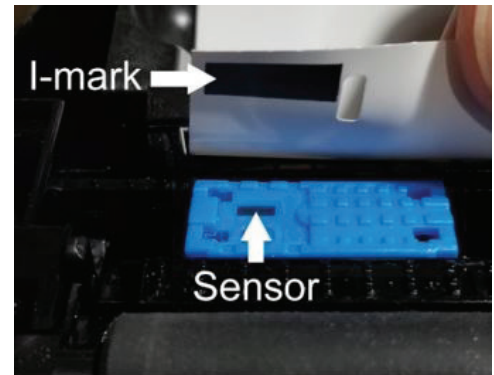
- 3 While holding the roll between the media holders and the labels feeding from the top, release the **media holder**. The **media holders** are spring-loaded and will automatically adjust to the width of the label roll. Feed the labels under the media guides.



**Media Guides**

## Loading Labels (Cont.)

- 4 Make sure the first label has an I-mark on the underside, and that the I-mark sensor is inline with the I-mark. The sensor can be moved side-to-side.



- 5 Line up the first label with the front tear edge and gently close the top cover until it clicks into position.



# Power and Communication Connections

- 1 Connect the included power cable to the power supply.



- 2 Plug the 3-prong plug of the power cable into a grounded outlet or a grounded surge suppressor strip (*recommended*).



- 3 Plug the female end into the back of the printer next to the power switch.



## Power and Communication Connections (Cont.)

- 4** For USB printing, connect a standard USB cable between the USB Type-B port on the SV208 and your host PC.



- 5** For network printing, connect a Cat5 or faster Ethernet cable between the TJ45 port on the SV208 and your network.



- 6** Turn the printer on at the power switch.



- 7** Turn the printer on using the switch on the back. The LED ring around the FEED button will turn solid green when the printer is ready to print.



# Network Configuration

## - Via Web Admin

1. Access the printer's web admin by browsing to the printer's IP address.  
You can get the printer's IP by performing a Print Configuration explained in the Troubleshooting section of this manual.
2. The default username and password are both "admin."
3. Click **"LAN"** on the left.
4. Fill in the "Server" and "TCP/IP" sections, then click **"Send."**

***Note:** The protocol port number should be set to 9100, unless you know otherwise.*

5. Wait 60 seconds and the printer's new IP address should be set.

Parameter Setting LAN Send

General  
COM  
LAN  
IPv6  
Download  
Firmware  
General  
Tool  
Single Command  
Device Setting  
Web Tool Language  
Logout  
Logout

Server

DHCP: Enable

Host Name:

Client ID: FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF

TCP/IP

IP Address: 192.168.10.20

Subnet Mask: 255.255.255.0

Gateway: 0.0.0.0

Current TCP/IP

IP Address: 192.168.10.103

Subnet Mask: 255.255.255.0

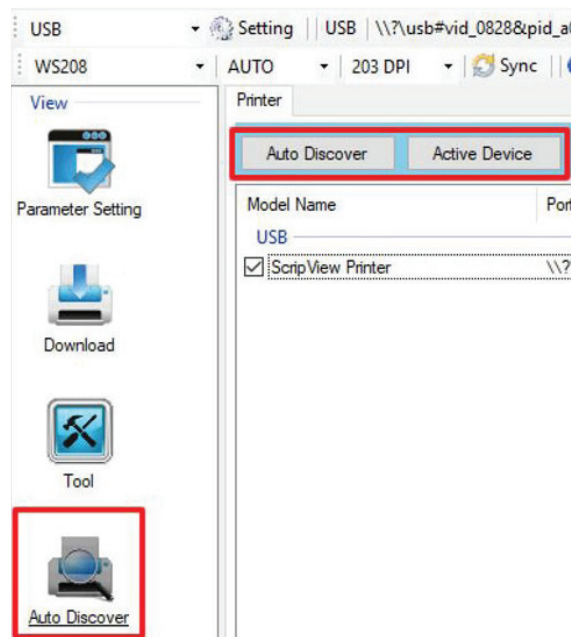
Gateway: 192.168.10.1

## - Via Printer Utility

1. Search the web for the "Sato WS2 Setting Tool," or request a download link by emailing [support-sa@envisionamerica.com](mailto:support-sa@envisionamerica.com).
2. Once installed, restart the computer.
3. Turn the printer off and connect it with a USB cable.
4. Launch the "Sato WS2 Printer Utility."

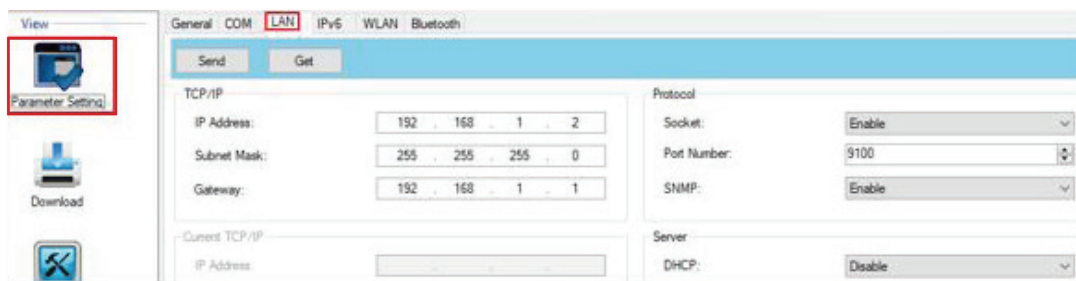
## Network Configuration (Cont.)

5. Go to “Auto Discover” on the left, then click the **“Auto Discover”** button. Click **“Close”** on the “Discover Printer” popup when it is “Done.”
6. Check the box for the “ScriptView Printer,” then click **“Active Device.”**



7. Go to “Parameter Setting” on the left, then click the LAN tab and you’ll see the form for the needed settings.
8. Fill in the “Server” and “TCP/IP” sections, then click **“Send.”**

**Note:** The Protocol Port Number should be set to 9100, unless you know otherwise.



9. Once set and saved, you will need to turn the printer off, connect the printer to the network and turn the printer on.

# About the Printer

This section will cover environmental precautions, power supply, troubleshooting, cleaning and specifications.

## Precautions for Location and Environment

Be sure the surface the SV208 printer is sitting on and the environment around it satisfy the following characteristics for reliable and safe operation.

- Place the printer on a surface that is flat, level, and free from vibration
- Avoid environments with high temperature and humidity, and ones where rapid changes to temperature and humidity are possible
- Avoid locations where the printer may be exposed to water, oil, dust, or direct sunlight

***Failure to adhere to the recommendations listed above may result in a shortened life span for the printer.***

## Power Supply

To avoid the risk of malfunction, follow these guidelines for supplying power to the printer:

- Use only the power supply included with the SV208
- Plug the power supply into a grounded power outlet
- Avoid plugging the power supply into an outlet shared by or near a heater, refrigerator, or other large appliance that draws a large amount of power

## Repair

Before returning any equipment to En-Vision America for warranty or out-of-warranty repair, contact ScriptAbility Technical Support for troubleshooting assistance.

**Phone:** 800-890-1180

**Email:** [support-sa@envisionamerica.com](mailto:support-sa@envisionamerica.com)

**Hours:** Monday-Friday, 8:00am-5:00pm Eastern Time

**En-Vision America, Inc.**

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# Troubleshooting

## Label Output Problems

Most ScriptView Printer troubleshooting scenarios fall into one of two categories: **No Output** or **Faulty Output**.

### No Output

If the printer is not outputting any labels:

#### USB –

- The printer should be listed under Windows “Bluetooth & other devices” as “ScriptView Printer.”
- Try using a different USB cable.
- Try plugging into a different USB port on the PC.

#### Network –

- Try pinging the printer to establish whether basic network communication with it is present.
- Verify the printer’s internal network configuration against the IP address and port (*default: 9100*) that ScriptAbility is trying to send to. This can be found in **ScriptAbility > Settings > ScriptView > Network (gear button)**.
- Test the physical connections, like the Ethernet cable and any network ports from the switch to the printer.

### Faulty Output

If the label output is incorrect in some way:

- Be sure the correct ScriptView label media is being used. See the **Media Identification** section in this manual.
- If the print is streaky or splotchy, clean the printhead with a Thermal Printhead Cleaning Pen or a clean cloth and isopropyl rubbing alcohol. See **Parts Identification**.

*If cleaning the printhead does not resolve the issue,  
the printhead may need to be replaced.*

- If the print is not aligning properly on the label, be sure the first label of the print job has an I-mark (*black bar*) on the underside near the lead edge. If the I-mark was not the issue, perform a **Factory Reset**.



## LED Patterns

The LED status ring around the **FEED** button is actually two LED arcs: a **top LED** and a **bottom LED**.

- Each LED is capable of being either **green**, **orange** or **red**.
- Each LED is capable of being **solid**, **flashing slow** (2 seconds) or **flashing fast** (0.5 seconds).
- The LEDs may flash in an **alternating** pattern.
- If you encounter a pattern not represented below, contact ScriptAbility Technical Support at 1-800-890-1180 or email [support-sa@envisionamerica.com](mailto:support-sa@envisionamerica.com).



### Printer Ready

**Both LEDs solid green:** The printer is online and ready to print.



### Paused

**Both LEDs flash slow green simultaneously:** The printer is paused during its current operation.



### Printhead Overheat

**Top LED solid green + bottom LED solid orange:** The printhead temperature is extremely high, causing the printer to automatically stop. Printing will automatically resume when the printhead has cooled sufficiently.



### Label Media Jam

**Both LEDs solid orange:** The I-mark sensor is not inline with the I-mark on the underside of the labels, or the label media is jammed.



### No Label Media

**Both LEDs flashing fast orange:** No label media is detected.



### Faulty Printhead

**Top LED solid red + bottom LED solid orange:** The printhead is malfunctioning and may need to be replaced.



### Top Cover Open During Printing

**Both LEDs solid red:** The top cover was opened in the middle of a print job.



### Memory Error

**Top LED solid red + bottom LED flashing slow red**: The printer has experienced an issue with its memory.



### Command Error

**Top LED solid red + bottom LED flashing fast red**: The printer has experienced a command error.



### Flash ROM Error

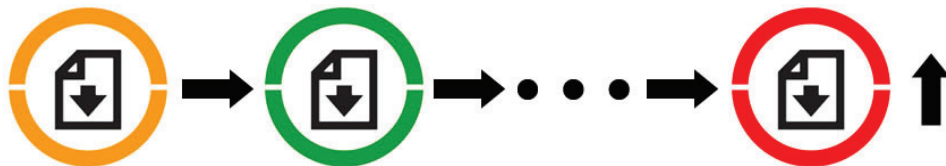
**Both LEDs alternating red**: The printer has experienced an issue with its flash ROM.

## Factory Reset

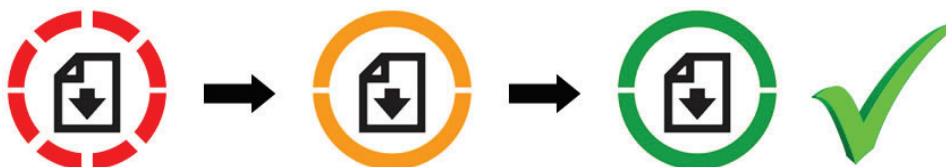
**WARNING:** A factory reset will enable DHCP and erase any manual network settings (i.e., IP Address, Subnet Mask and Default Gateway).

To perform a factory reset on the printer, follow these steps:

1. The printer should be OFF.
2. While pressing the **FEED** button, turn the printer on.
3. Both LEDs will be **solid orange** for a few seconds, then **green**, then other colors. When both LEDs turn **red**, release **FEED**.



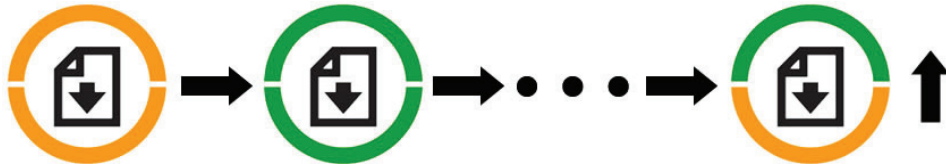
4. Press and hold the **FEED** button for more than 3 seconds, then release. Both LEDs should **flash red** 3 times, then turn **solid orange** for a few seconds. The printer is reset when both LEDs are **solid green**.



## Print Configuration

To print a 3-page configuration list, follow these steps.

1. The printer should be **off**.
2. While pressing the **FEED** button, turn the printer on.
3. Both LEDs will be **solid orange** for a few seconds, then **green**, then other colors. When the top LED is green and the bottom LED is orange, release the **FEED**.



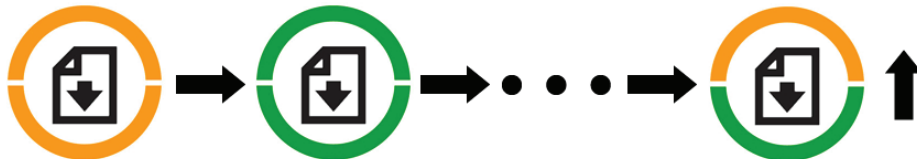
4. Press the **FEED** button to print the configuration.
5. When it's done, use the **FEED** button to get the label perforation lined up with the tear edge. *(Be sure the first label has an I-mark.)*

## Reflective Sensor Calibration



If the printer will not print and is showing both LEDs as **solid orange**, do a calibration of the reflective sensor by following these steps:

1. The printer should be **off**.
2. While pressing the **FEED** button, turn the printer on.
3. Both LEDs will be **solid orange** for a few seconds, then **green**, then other colors. When the top LED is orange and the bottom LED is green, release **FEED**.



4. Press the **FEED** button once.
5. When calibration is complete, the printer should feed a few blank labels, stop with both LEDs **solid green**, and the perforation should be aligned with the tear edge.

# Specifications

PHYSICAL CHARACTERISTICS	
Width	116 mm (4.57")
Depth	215 mm (8.46")
Height	177 mm (6.97")
Weight	2.2 lbs. (1.05 kg)
POWER SUPPLY	
Input Voltage	100-240 V AC +/-10% (Full range), 50/60 Hz +/-5%
Output Voltage	24 V DC, 2.5A
ENVIRONMENTAL (EXCLUDING MEDIA)	
Operating Temperature	41° to 104°F (5° to 40°C)
Storage Temperature	-4° to 140°F (-20° to 60°C)
Operating Humidity	25 to 85% RH, Non-condensing
Storage Humidity	10 to 90% RH, Non-condensing
PRINT	
Method	Direct Thermal
Default Speed	100 mm/second or 4 inches/second
Resolution	8 dots/mm (203 Dots Per Inch)
PROCESSING	
CPU	32 Bit RISC microprocessor
Flash ROM	16 Megabytes
SDRAM	32 Megabytes
User Memory	8 Megabytes
INTERFACES	
Ethernet (RJ-45)	LAN: 10BASE-T/100BASE-T (Auto-detecting)
USB 2.0	Type B: Connected to PC for label printing
USB 2.0	Type A: Not used
HARDWARE AND RELATED	
Operation Keys	FEED button
Indicators	(2) semi-circular LEDs (green/orange/red)
Surface Treatment	Anti-microbial, clinical-ready plastic casing



# Script Ability®

***Accessible Labels Save Lives.***

*Thank you for choosing ScriptAbility!*

[www.scriptability.com](http://www.scriptability.com)



# En-Vision AMERICA®

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En-Vision America is a company that provides high-tech products for pharmacies. The company has spearheaded many label-related innovations, including ScriptAbility Dual Language/Translation, Braille, Large Print, Talking and Controlled Substance Safety Labels (CSSLs).