

Scrip Talk[®]

ScripTalk[®] Talking Prescription Labels & ST400[®] ScripTalk Printer User's Manual



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Installing ScriptAbility Software

*Before you begin, close out of all programs since a restart may be necessary.
Pause or disable anti-virus program.*

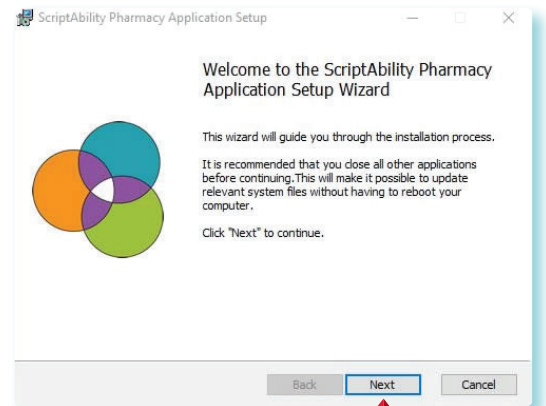
1 To begin installation, you'll need to be logged in as a Windows administrator.

2 To download the software, go to www.evam.us/dlsa, and click the 'ScriptAbility_Installation_Setup_x.x.x.msi' button in the 'Installers' section. Then, find the file on your local drive, and double-click it.

3 Click 'Yes' if asked, "Do you want to allow the following program from an unknown publisher to make changes to this computer?"

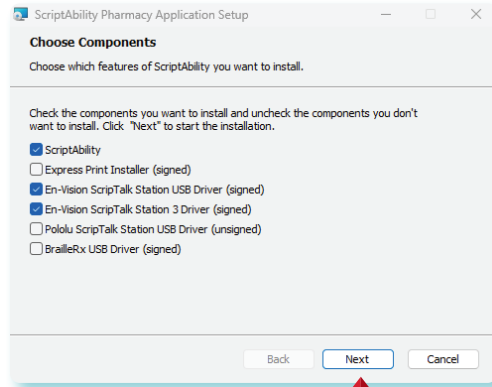
4 You will be greeted by the "Welcome to the ScriptAbility Pharmacy Application Setup Wizard" dialogue box.

Click 'Next'.



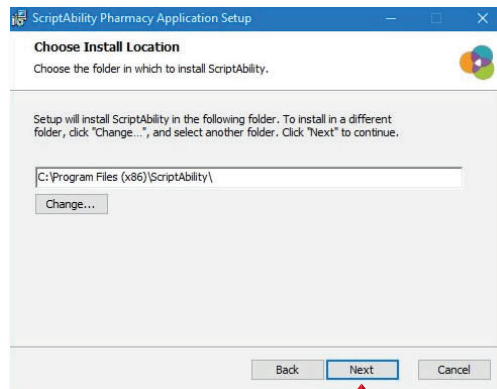
- 5 Leave the **ScriptAbility**, **ScriptTalk Station USB** and **ScriptTalk Station 3 Driver** boxes checked.

Click **'Next'**.

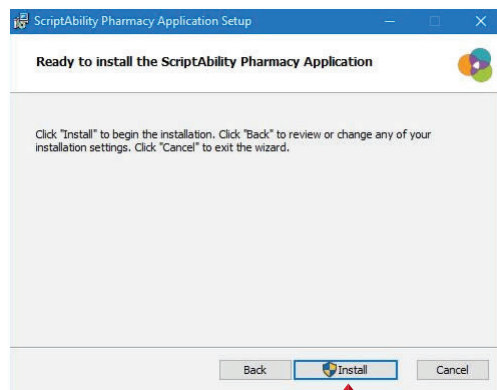


- 6 You can change the installation folder, if desired (*not recommended*). The default is **C:\Program Files (x86)\ScriptAbility**.

Click **'Next'**.

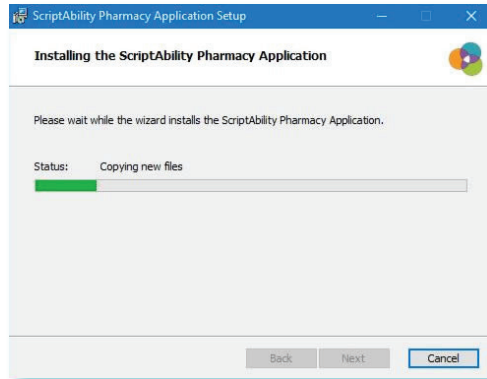


- 7 Click **'Install'** to begin the installation.



8

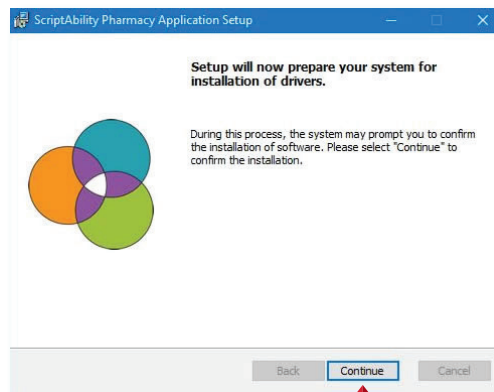
Wait for the installation of program files.



9

Setup will now prepare your system for installation of drivers.

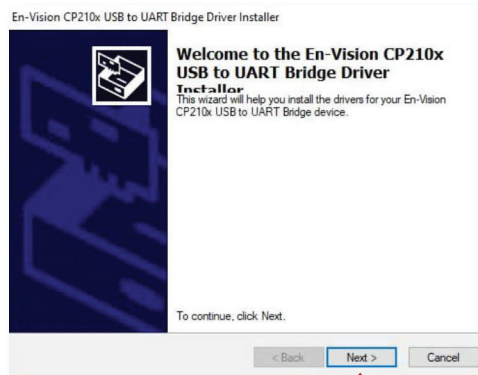
Click **'Continue'**.



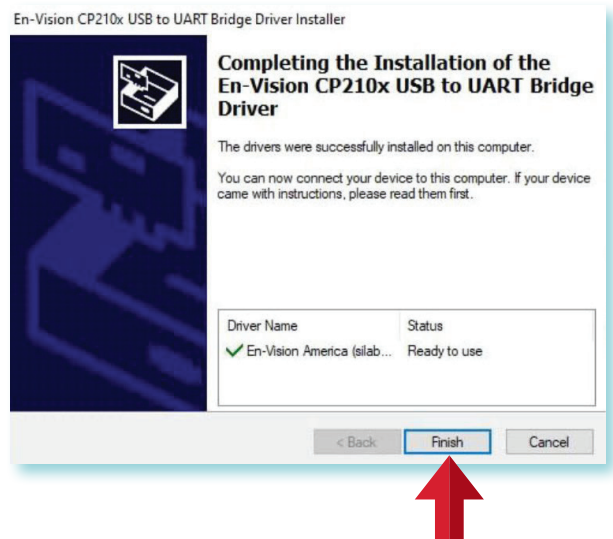
10

The En-Vision driver installer dialogue box will appear.

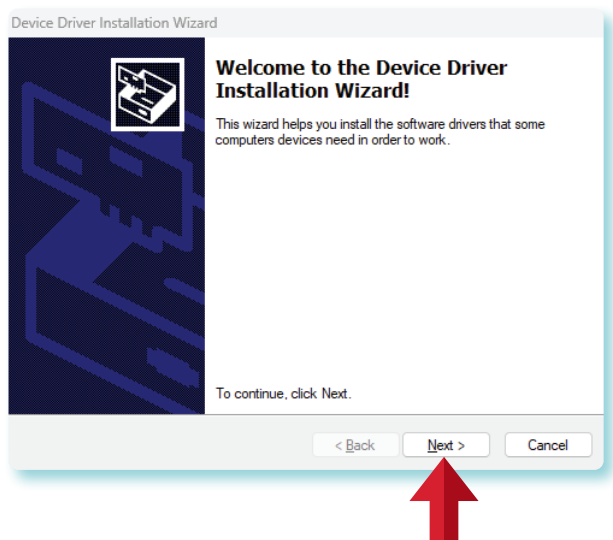
Click **'Next'**.



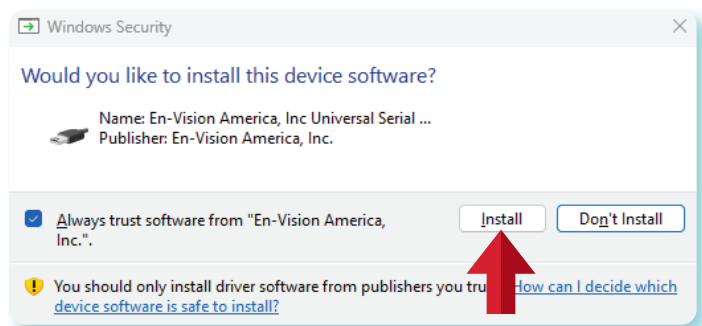
11 Click **'Finish'** to complete the installation.



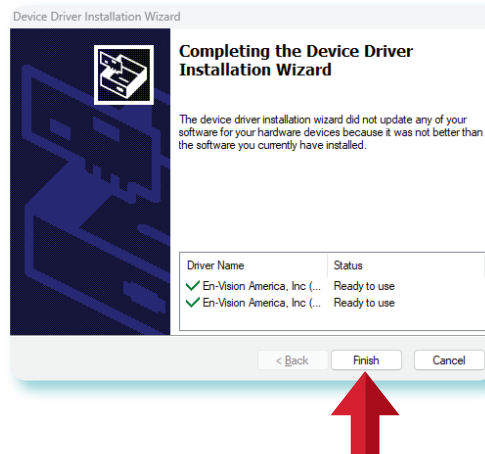
12 Another En-Vision driver dialog box will appear. Click **'Next'**.



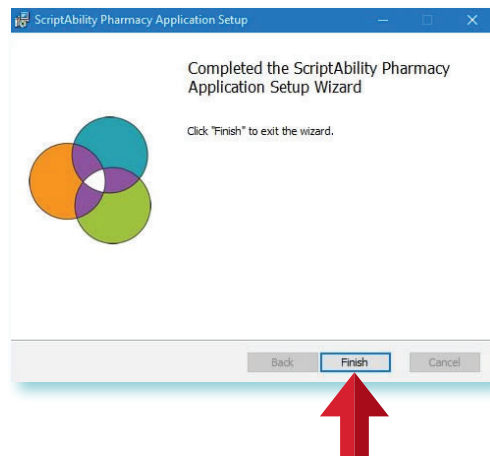
13 If asked "Would you like to install this device software?", click **'Install'**.



14 Click **'Finish'** to complete the installation.



15 Click **'Finish'** on the “Completed the ScriptAbility Pharmacy Application Setup Wizard” dialogue box.



16 Reboot the computer.

17 Once logged back into Windows, click on the ScriptAbility shortcut on your desktop.



18 Click **'Yes'** if asked, “Do you want to allow the following program from an unknown publisher to make changes to this computer?”



TIP Click the blue question mark on any tab or settings page to get helpful information and an explanation of features for that page.

The ST400 ScripTalk Printer

Introduction

Thank you for purchasing the ScripTalk Printer Model ST400.

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*
- *Parts identification*

Features of the Printer

The ST400 is a 4-inch direct thermal RFID printer, with 4 ips print speed and 4GB of flash memory.

The key features of the ST400 are:

- *High Print Resolution with crisp printing quality (203dpi)*
- *Direct Thermal Printing – no wax ribbon needed*
- *Ethernet LAN connectivity*
- *USB connectivity*
- *HF RFID*
- *Easy Media Loading – no round media plates required*
- *Anti-Microbial casing is ideally suited for clinical environments*
- *Safety Top Cover Latch*



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 7-Foot RJ45 Ethernet Cable
- Thermal Printhead Cleaning Pen

Parts Identification

Front View



- 1 LED Status Indicator** – 3 states: Online (blue), Offline (off), Error (red).
- 2 4.3” Full Color Touch Screen** – Control and configure the printer with taps and swipes.
- 3 Home/Power Button** – Press and hold to power ON or OFF. Press and release while ON to return to the main screen.
- 4 Top Cover** – Open this cover to load the label media.
- 5 Media Ejection Slot** – Opening for media output.
- 6 Cover Open/Close Latch** – Push down on the cover release latch on the right side to open the Top Cover.

Parts Identification (Cont.)

Back View

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



Internal View with Top Cover Open



- 11 Print Head** – This component is used to print on the paper.
- 12 Roll Media Holder** – Suspends the roll of labels for smooth feeding.
- 13 Media Guide Slide Lever** – Push backwards to unlock the Roll Media Holder slides for width adjustment.
- 14 Platen Roller** – Feeds the labels.

Installation

This section helps you with installing ScripTalk Talking Label media in the ST400, as well as adjustment instructions.

The following information is provided:

- *Site Location*
- *Media Identification*
- *Loading Labels*
- *Connections*
- *Using the Touch Screen*
- *Passwords*
- *Network Configuration*

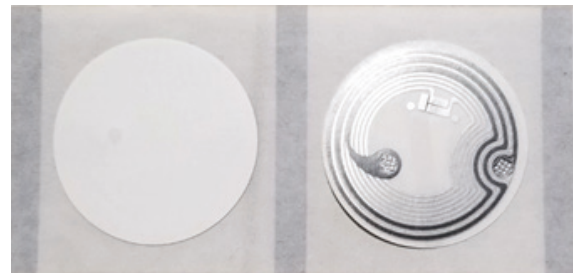
Site Location

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 ScripTalk Printer ST400 requires specific label stock that can only be purchased from En-Vision America. If you need more labels, email sales@envisionamerica.com or call **1-800-890-1180** to place your order.



Part No. 00211-10K-500
ScripTalk Labels, 10K, 1", 500/roll

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.

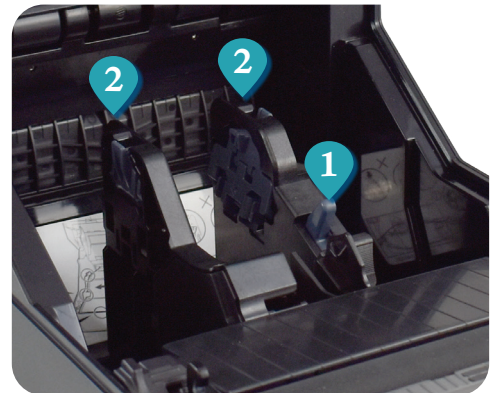
- 1 With the power supply off, push the cover **open/close latch (1)** on the right side to unlock the top cover, and then open the **top cover (2)**.

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



- 2 **Optional Step:** The width of the media holder should already be set when you receive the ST400. If the width seems off:

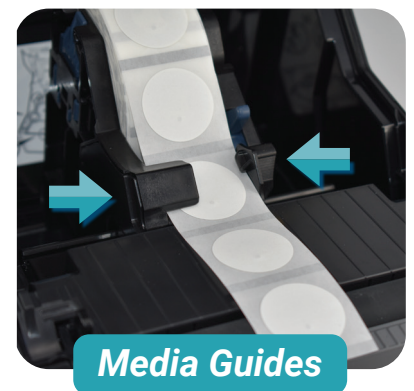
- a While holding the **media guide slide lever (1)**, adjust the width of the **media holder (2)** to match the media size. To do this, move the media holder to its widest width, place a roll of ScripTalk Labels in between, then move the holder towards the center.
- b Release the **media guide slide lever (1)** when the proper width is set.



- 3 Load the media onto the **media holder** so that the labels feed from the top of the roll. Pass the leading edge of the labels through the **media guides** and place it on top of the **platen roller**.

Note: The black line on the label backing will be down.

- 4 Gently close the top cover until it clicks into position.



Power Supply Connection

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



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



- 7 Plug the other end of the cable into the printer's DC Input Power Terminal.



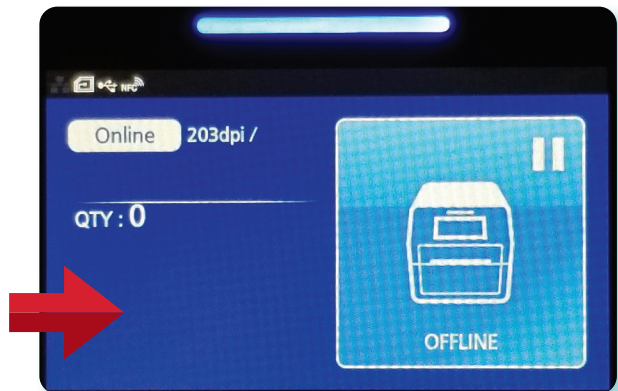
- 8 Connect the printer to the ScriptAbility PC with a USB cable or to the network with a Cat5 or faster Ethernet cable.



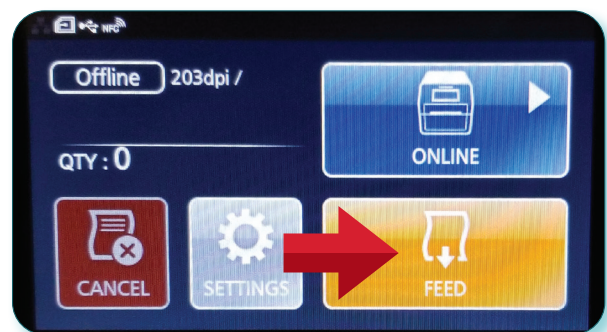
- 9 Turn on the power with the **Home/Power** button.



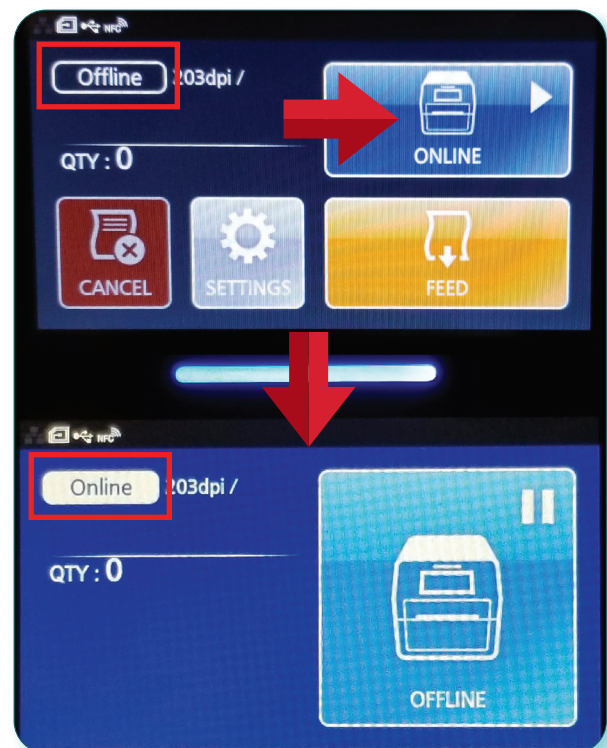
10 When the printer is done booting up, tap the blue **"OFFLINE"** button:



11 Tap the orange **"FEED"** button to output one blank label, allowing it to align the next for printing.



12 Tap the blue **"ONLINE"** button to make the printer ready to print. The current status of the printer (Offline vs. Online) is indicated in the upper left.



Using the Touch Screen

The ST400's color LED touch screen provides easy access to nearly all of the information, settings, and features of the printer. This section will cover only those aspects relevant to using the printer for creating ScripTalk labels.

WARNING: *It is recommended not to change any settings that are not covered in this section.*

The following information is provided:

- *Gestures*
- *Low Power Mode*
- *Powering Off*
- *Passwords*
- *Network Configuration*

Gestures

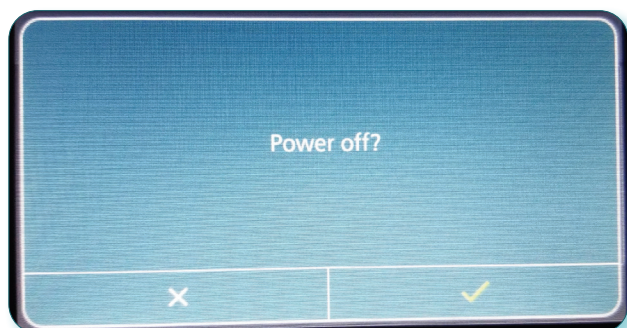
The printer's touch screen can be navigated with taps and swipes, much like a smartphone. Tapping is used to do things such as select buttons and place the cursor in text input fields. Swiping is used to scroll lists of options, either up and down, or right and left. When swiping to scroll, press firmly, and be sure to swipe passed the edge of the touch screen. This will help avoid unintended tapping.

Low Power Mode

After three minutes of no printing and no interaction with the touch screen, the printer will enter a low power mode. It will be necessary to tap either the Home button or touch screen once to bring it out of this low power mode and perform other actions. You will notice the screen brighten slightly when this occurs.

Powering Off

To turn the printer off, press and hold the Home/Power button until you see the screen below. Tap the checkmark button to confirm, or the 'X' to cancel.



Passwords

By default, the password requirement feature for the printer is enabled.

Note: *This feature should not be disabled.*

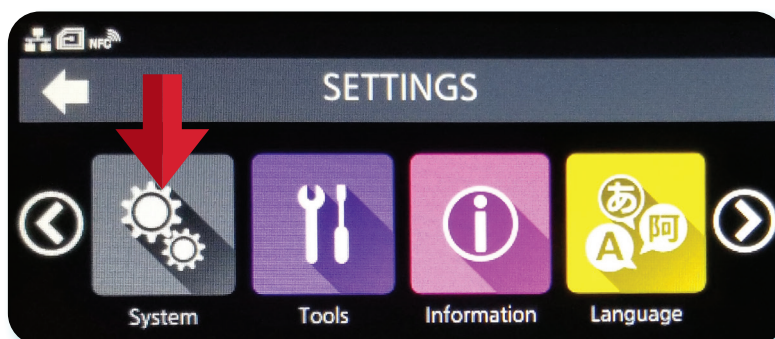
The touch screen interface and the printer's web admin – accessible via the printer's IP address in a web browser – have different usernames that share common passwords.

Touch Screen	Web Admin	Default PW
level1	settings	0310
manager	service	6677
admin	factory	*

* *The admin/factory password is reserved strictly for the manufacturer's personnel, and is not shared with the end user.*

To change passwords, follow these steps:

1. Turn the printer on.
2. Tap the blue **"OFFLINE"** button.
3. Tap the **"SETTINGS"** button.
4. Use the **'level1'** password to enter the System menu.
5. Swipe left or right, or use the left or right arrow button, to see the **"System"** button. Tap it.

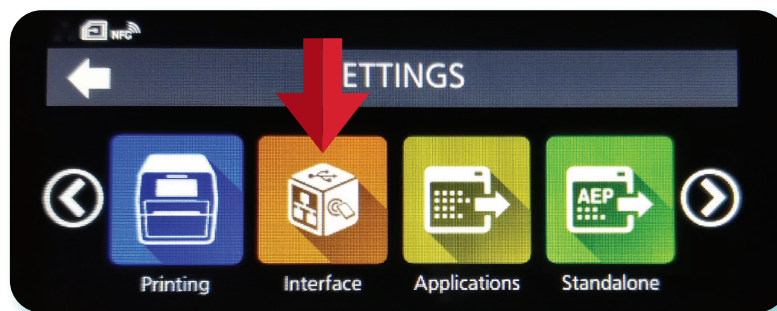


6. Scroll down and tap **Password**.
7. Scroll down and tap **Change Password**.

Network Configuration

To set the printer's network configuration settings, follow the steps below.

1. Turn the printer on.
2. Tap the blue **"OFFLINE"** button.
3. Tap the **"SETTINGS"** button.
4. Use the **'level1'** password to enter the System menu.
5. Tap the orange **"Interface"** button.



6. Tap through the following series of options: **Network > Settings > LAN**.
7. Tap **"IPv4"** or **"IPv6"**.
8. Configure the printer's Mode for **"Static"**.*
9. Configure the printer's IP Address, Netmask, Gateway, and DNS.*

* Use the checkmark button to save, and the "X" to cancel.

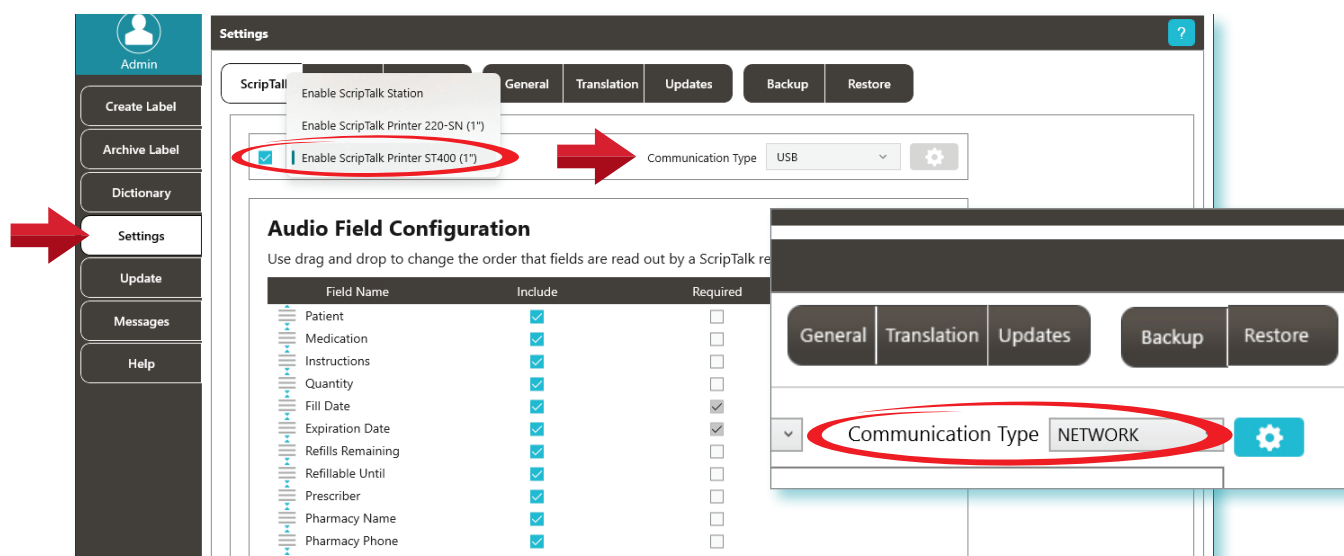
*The settings will take effect after several seconds, but will **not** be stored permanently until the printer is restarted.*

Using the Printer



- 1 Open the ScriptAbility software (*if it's not already open*) and click on '**Settings**' tab on the left.

- 2 Check the box, then in the drop down menu, select **Enable ScripTalk Printer ST400 (1")**.



- 3 Select Communication Type you will be using, either **USB** or **Network**.

If you select Network, the gear icon will be enabled to set the printer's IP Address and Port. For guidance on Network Configuration, refer to section 3 (*page 16*).

- 4 Your ScripTalk Printer ST400 is now set. Click the '**Create Label**' tab to continue.



TIP Click the blue question mark on any tab or settings page to get helpful information and an explanation of features for that page.

Entering Prescription Data

1 Enter the label information in each field as you want it to be spoken.

A) For patient name, enter first name, then last name.

B) Enter NDC# (if you know it) or you can use the NDC Search button. It will auto-populate medication name and warnings.

C) Right-click wavy lines for spellcheck and SIG code options.

D) Enter prescriber as First and Last name. If prescribed by a doctor, precede the name with "Doctor".

E) Pharmacist should use professional judgment to add important auxiliary information to the "Other" field. This will ensure that the patient gets this information, such as physical description of drug or medication condition it is intended to treat.

The screenshot shows a prescription entry form with the following fields and annotations:

- A** → Patient: John J Smith
- B** → NDC #: 00093310701 (with an **NDC Search** button circled in red)
- C** → Instructions: TAKE ONE CAPSULE DAILY WITH FOOD (with wavy lines underlined and circled in red)
- D** → Prescriber: Ben Casey
- E** → Other: Take for infection

Other fields include: Rx # 568923, Vial ID, Medication AMOXICILLIN 250 MG CAPSULE, Quantity 30, Fill Date 05/18/2023, Expiration Date 05/18/2024, Refillable Until 06/18/2023, Refills Remaining 1, Pharmacy Name ScriptAbility Pharmacy, Pharmacy Phone (309) 555 1212, Warnings 0002, and buttons for Print ScriptView and Program ScriptTalk.



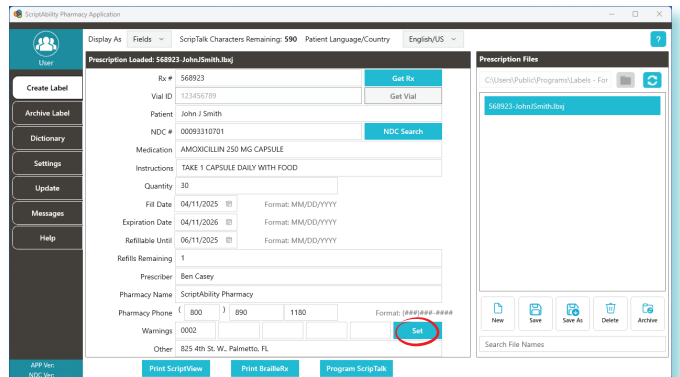
TIP

Click the blue question mark on any tab or settings page to get helpful information and an explanation of features for that page.

Editing Warnings

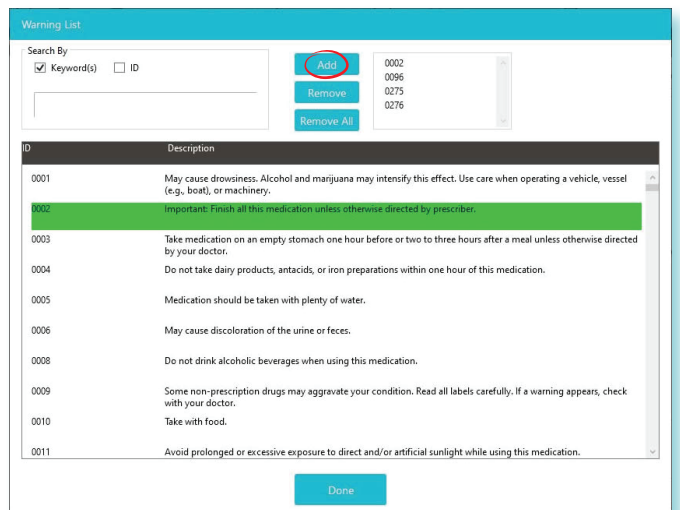
2 If you hover over each warning's box, you will see the warning text. You can edit prescription warnings, if needed.

To edit, click on **'Set'**.



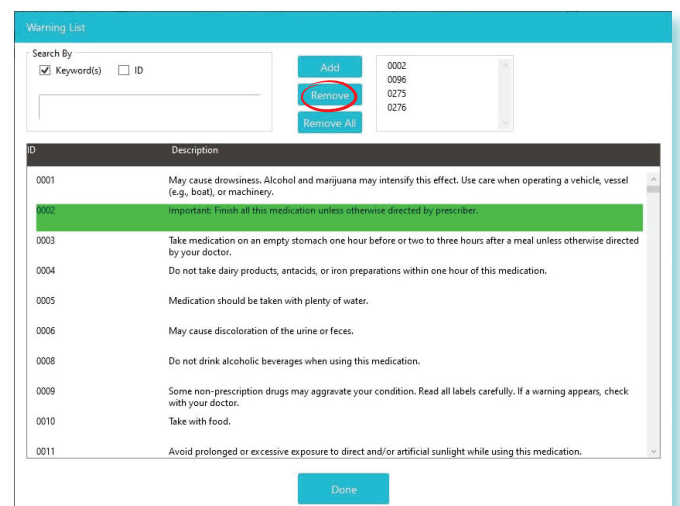
3 Individual and/or additional warnings may be selected.

To add a warning, double-click it, or select it and click the **'Add'** button.



4 To remove a warning, double-click it in the lower table, or select it in the upper right list and click **'Remove'**.

You may remove all of the warnings at once with the **'Remove All'** button.



Printing the ScriptTalk RFID Label

- 1 Once the patient information and prescription information have been filled in accurately, click the **“Print ScriptTalk”** button.

The screenshot shows the 'ScriptAbility Pharmacy Application' window. The 'Prescription Loaded:' section contains the following information: Rx # 2233445, Vial ID, Patient Sam Smith, NDC # 00093226801, Medication AMOXICILLIN 250 MG TAB CHEW, Instructions Take Once a Day, Quantity 30, Fill Date 3/1/2021, Use By 4/1/2022, Refillable Until 4/1/2021, Refills Remaining 0, Prescriber Dr. Nye, Pharmacy Name En-Vision America, Pharmacy Phone (800) 890 1180, Warnings 0054, 0002, 0096, 0275, 0276, and Other Take with food. A red arrow points to the 'Print ScriptTalk' button at the bottom of the form.

- 2 A pop up will appear called **ScriptTalk ST400 Printer Preview**. It will show you the spoken information to confirm. It will also show you a preview of the label.

The top of the label will display the **Rx number**. The bottom of the label will show the patient's name. If it looks correct, select the 'No. of copies,' and press **“Print.”**

The screenshot shows the 'ScriptTalk ST400 Printer Preview' dialog box. It contains a 'Spoken Data' section with the following text: 'Main Street Pharmacy, F17513762-6779Fecha de caducidad 10-22-2021; F185 6 8 9 2 3; F1304-22-2021; F141; F103ohn J Smith; F12TAKE 1 CAPSULE DAILY WITH FOOD; F15Dr; Ben Casey;Cantidad:30; F11AMOXICILLIN 250 MG CAPSULE;NDC:00093310701;Se puede renovar hasta 08-22-2021; F15Important: Finish all this medication unless otherwise directed by prescriber; F15This medicine may be taken with or without food; F15May cause diarrhea during treatment. If it persists or becomes severe, tell your doctor or pharmacist; F15Persistent diarrhea due to colitis may rarely occur weeks or months after using antibiotics. If this occurs, notify your doctor or pharmacist promptly; Main Street Pharmacy, F17513762-6779Fecha de caducidad 10-22-2021; F185 6 8 9 2 3; F1304-22-2021; F141; F103ohn J Smith; F12TAKE 1 CAPSULE DAILY WITH FOOD; F15Dr; Ben Casey;Cantidad:30; F11AMOXICILLIN 250 MG;'. Below the text is a preview of the RFID label with the number 568923 and the name John J Smith. At the bottom, there is a 'No. of Copies' dropdown menu set to 1, and 'Print' and 'Cancel' buttons. A red arrow points to the 'Print' button.

Final Check of the ScripTalk Label

- 1 Attach a RFID label to the medication container, along with the pharmacy printed label.

We recommend placing the RFID label on the container **bottom**. If it is not possible, place the RFID label near the printed label.



- 2 Use Hang Tags

When issuing a compliance pack or other prescription with high metallic content such as inhalers, birth control packs and metal tubes, utilize a hang tag to attach the RFID label.



- 3 Place the prescription container on the top of the ScripTalk Station with the RFID label facing down.



Final Check of the ScripTalk Label (Cont.)

- 4 Leave the prescription container with the RFID label in place on the ScripTalk Station and press the oval **'Read'** button once.

You can remove the container once the device begins to speak. Confirm the accuracy of the label.

The ScripTalk Station will not keep the data in its memory after 15 seconds of inactivity.

If the label is not correct, click **"Edit"** in the pop up and repeat this process until the information read out loud is accurate.

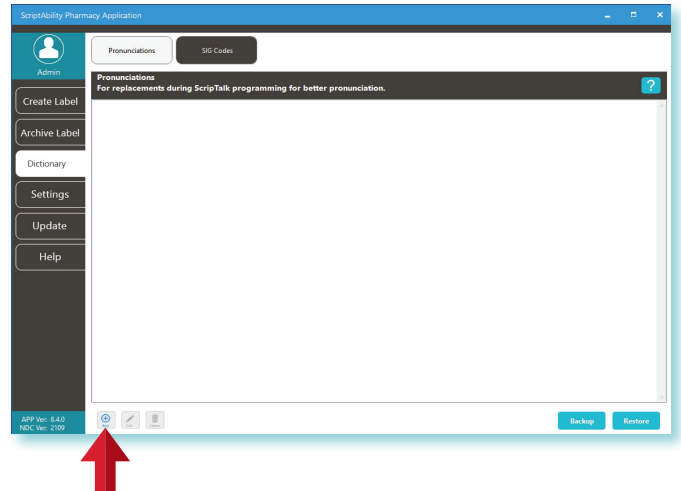


Place the ScripTalk Station in an area of the pharmacy that ensures compliance with HIPAA privacy standards during the pharmacist's label verification.

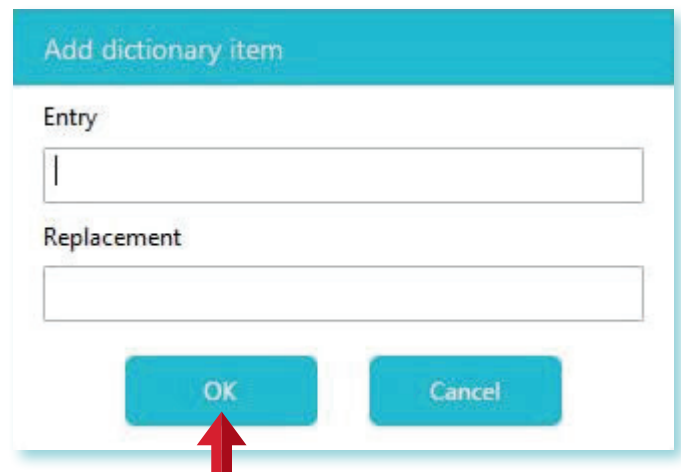
Correction of Pronunciations

If you encounter a word or name that is not being pronounced correctly, you may enter a correction in the Dictionary.

- 1 Open the **'Dictionary'** tab and go to the **'Pronunciations'** page.
- 2 Click **'Add'**.
- 3 Enter the word that is being mispronounced in the **'Entry'** field.



- 4 Then enter the phonetic spelling in the **'Replacement'** field.



- 5 Click **'OK'**.

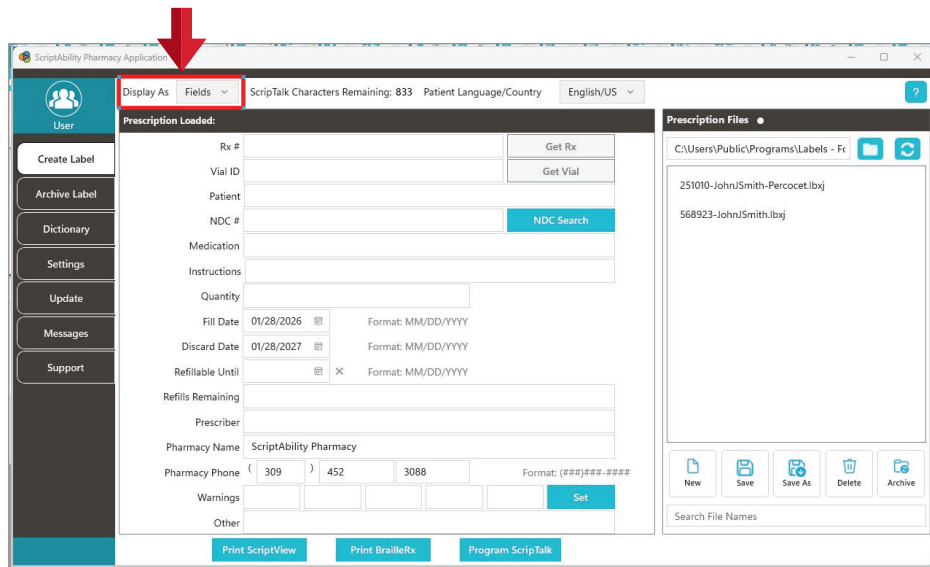
- 6 Program the label and check for correct pronunciation.

If you need to adjust the phonetic pronunciation, highlight the desired entry and then click **'Edit'**.

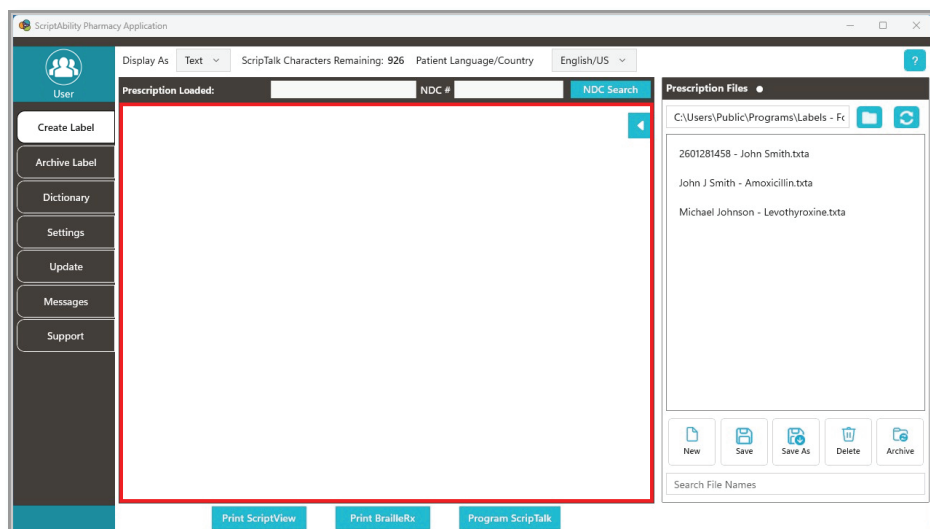
Repeat these steps until correct speech is attained.

Using the Display as Text Field in ScriptAbility

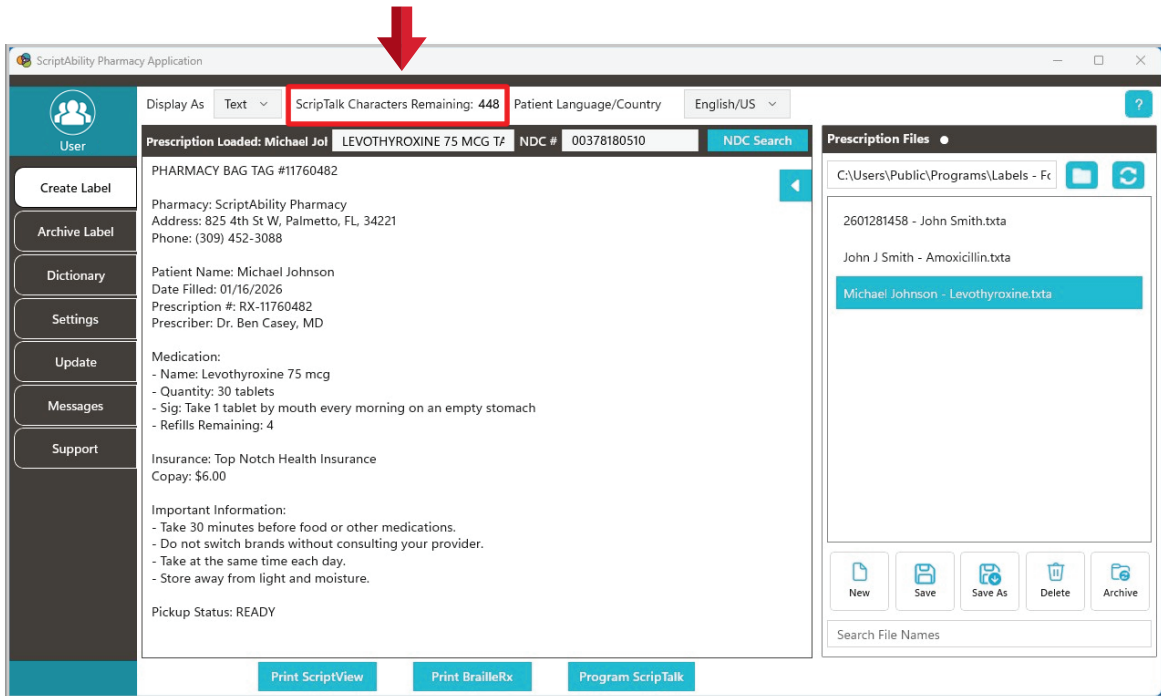
- 1 Open ScriptAbility and change the “Display As” view in the upper left hand corner from **‘Fields’** to **‘Text’**.



- 2 ScriptAbility gives you a text box to enter the information you want your patient to hear or read. Whether bag tag info, extra warnings or complex instructions, whatever is copied or manually entered into this section can be placed on a ScripTalk, ScriptView, or BrailleRx label.



3 The Characters Remaining counter is there to show you when you've gone over the programmable space on a ScripTalk label.



Adding Translation

There are two types of translation available within ScriptAbility:

- **Translation**, a subscription service
- **Live Translator**, a pay-per-use service

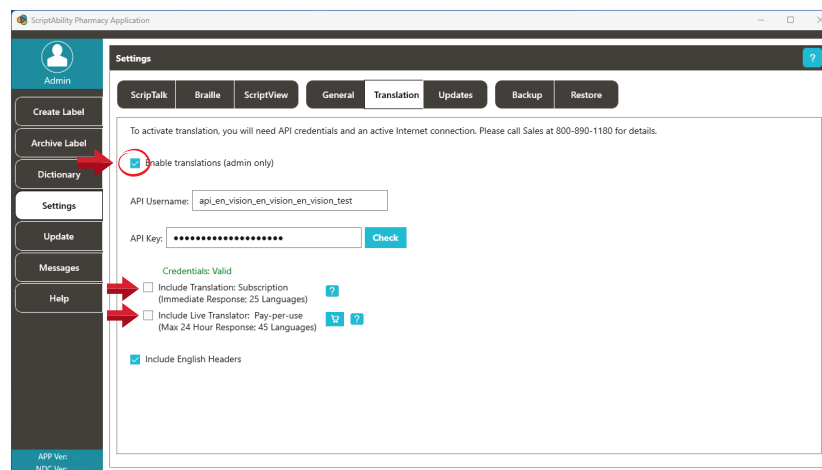
Translation is an annual subscription service.

Live Translator is a pay-per-use translation service utilizing native-speaking human translators. Translation credits may be purchased through your sales representative or directly from the ScriptAbility Pharmacy Application. No contract is required for this particular service.

Both services will require a specific API username and key. To obtain these credentials or discuss translation options, email sales@envisionamerica.com or call 1-800-890-1180 and ask for sales.

Adding Translation Credentials

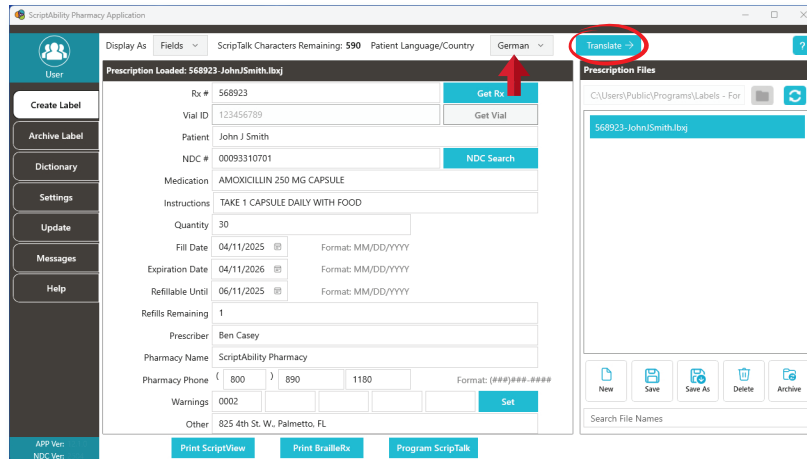
Go to **'Settings > Translation,'** check the **'Enable translations (admin only)'** checkbox, enter the specific username and key, then click the **'Check'** button to validate. Then check either **'Include Translation: Subscription'** or **'Include Live Translator: Pay-per-use.'**



Translation Subscription

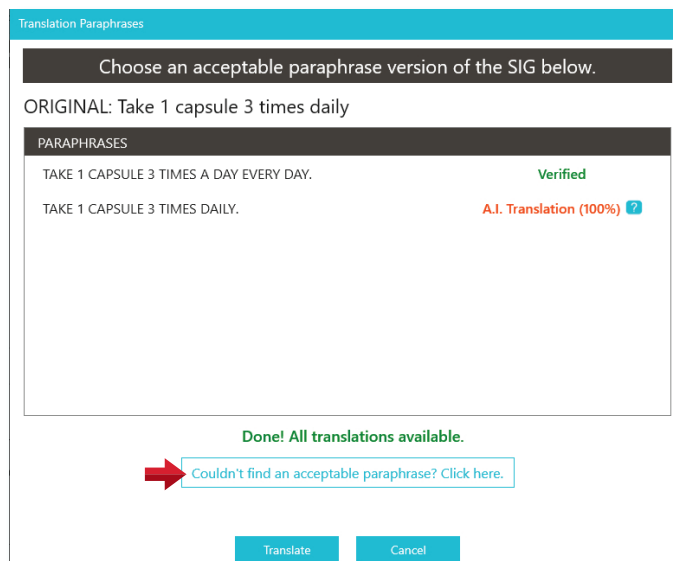
1 Once setup, use the language drop-down menu on the Create Label tab to choose the desired language.

Click on the **“Translate”** button that appears.

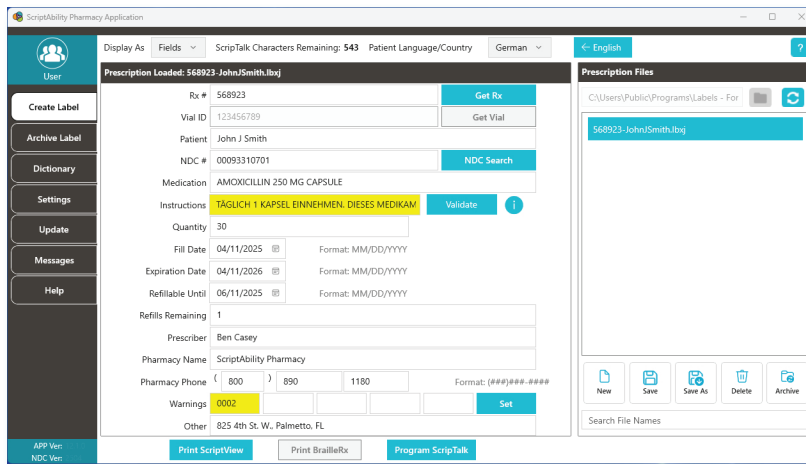


2 Choose the desired paraphrase and click on the **‘Translate’** button.

Click **‘Couldn’t find an acceptable paraphrase?’** for options for problematic results.



- 3 Translation will be applied to the instructions and warnings. Effected fields will become highlighted.

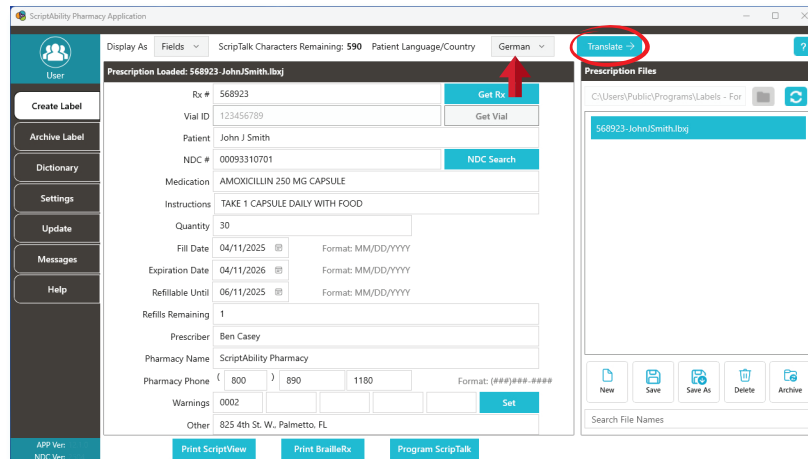


TIP Roll your mouse over the highlighted fields to see the original English instructions and warnings.

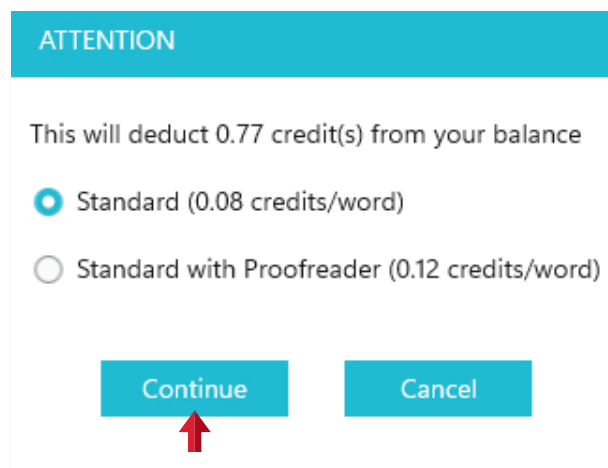
Live Translator

- 1 Once setup, use the language drop-down menu on the Create Label tab to choose the desired language.

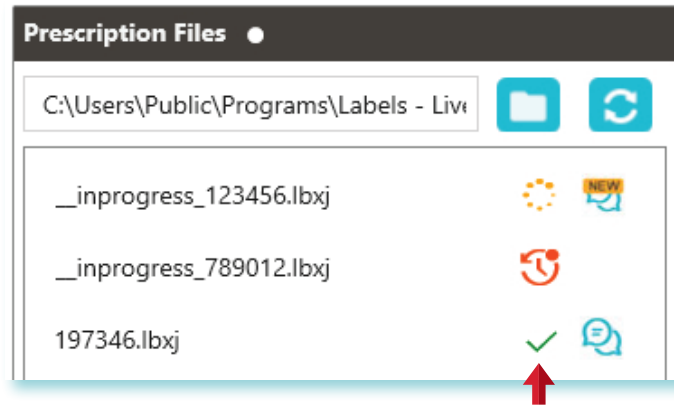
Click on the **“Translate”** button that appears.



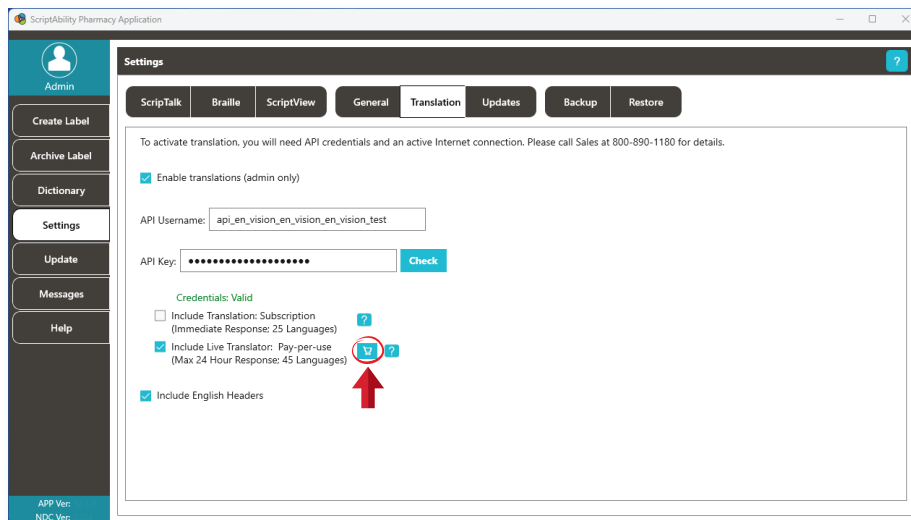
- 2 You will be asked to confirm the method of Live Translation and total cost to deduct from your credit balance. Click **‘Continue’**.



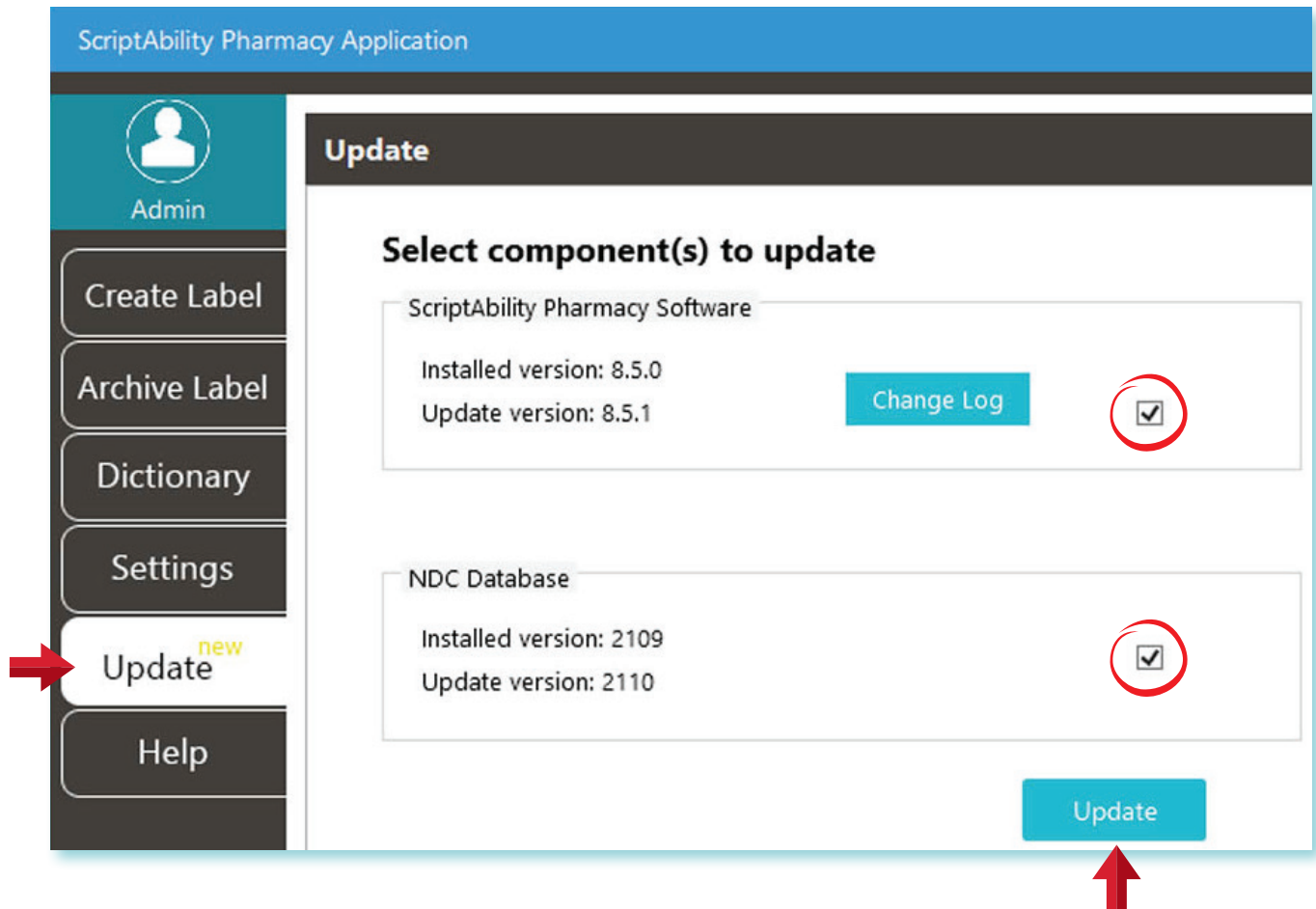
- 3 A file for the translation will be shown in the Prescription Files list showing its status. When translation is ready, it will have a green checkmark. Double-click it to load it in the Create Label tab.



- 4 To purchase more credits, contact your account manager, or use the shopping cart button on the **'Settings > Translation'** page.



Updating ScriptAbility Software



- 1 Go to the **"Update"** tab.
- 2 Check the box for the update(s) you would like.
- 3 Click the **"Update"** button.

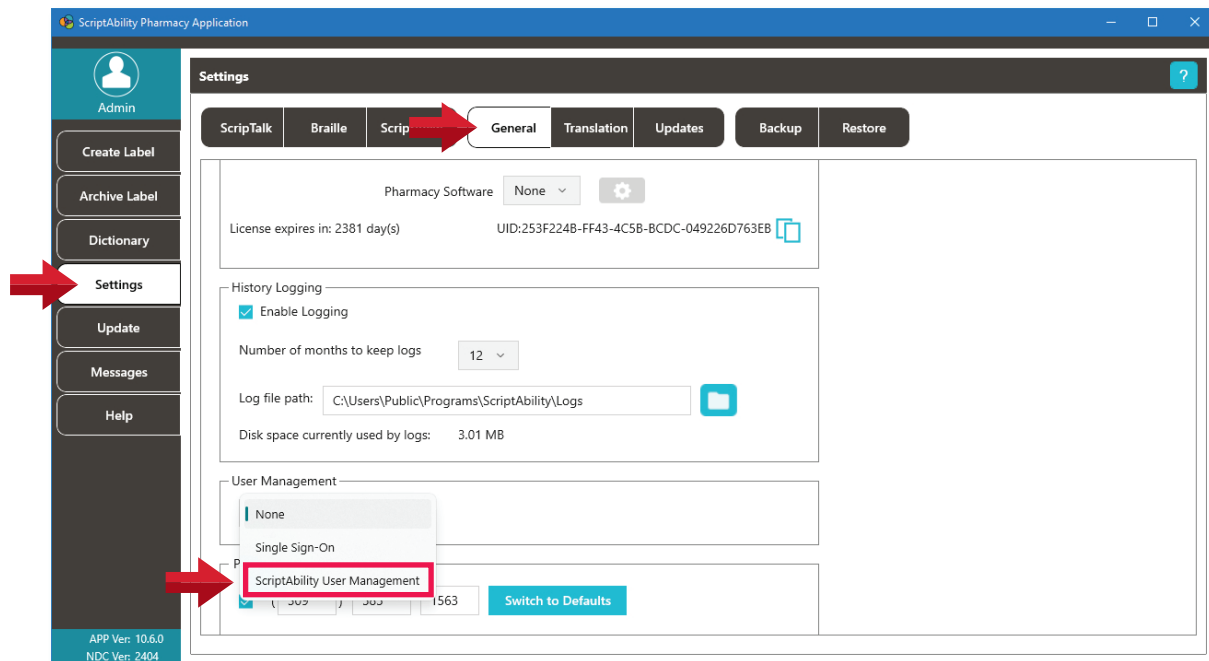
NOTE Updates must be enabled in **Settings > Updates** to be available. Only Windows admins can update the software.

User Management (Security)

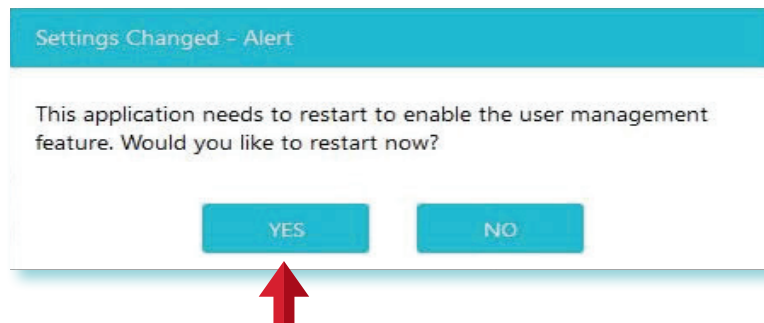
Within ScriptAbility, there is a security feature for login of users to the software. This feature allows for the creation of two types of user within the ScriptAbility Pharmacy Application: *Admin* and *Standard*.

1 To enable ScriptAbility User Management, you must be a PC admin.

Go to **Settings > General > User Management**, and select **"ScriptAbility User Management"**.



2 When selected, you will be asked to confirm by restarting the computer:



3 When you confirm by clicking the **“YES”** button, the software will restart. It will then prompt you to enter a username and password for the first ScriptAbility Pharmacy Application admin.

Username must be 3-30 characters.

Password must be 8-30 characters and may consist of numbers, letters, spaces, and special characters.

Once completed, go to **Settings > User Management** to Add, Edit, or Delete users, or to change passwords.



The image shows a 'User Registration' form with a teal header. The ScriptAbility logo, consisting of four overlapping circles (orange, teal, purple, green) and the text 'Script Ability', is centered above the form fields. The form contains four input fields: 'Full Name:', 'Username:', 'Password:', and 'Confirm Password:'. A teal 'Create User' button is positioned at the bottom center of the form.

Admin

These users may perform any action within the software, such as:

- Create ScripTalk, ScriptView and Braille labels.
- Save, archive and delete label files.
- Add, edit and delete Dictionary entries.
- Change anything within Settings.

NOTE: This may be limited by privileges granted to the user by the operating system (e.g., Windows).

- Update the application itself and the NDC warnings database.



Standard

These users may do the following by default:

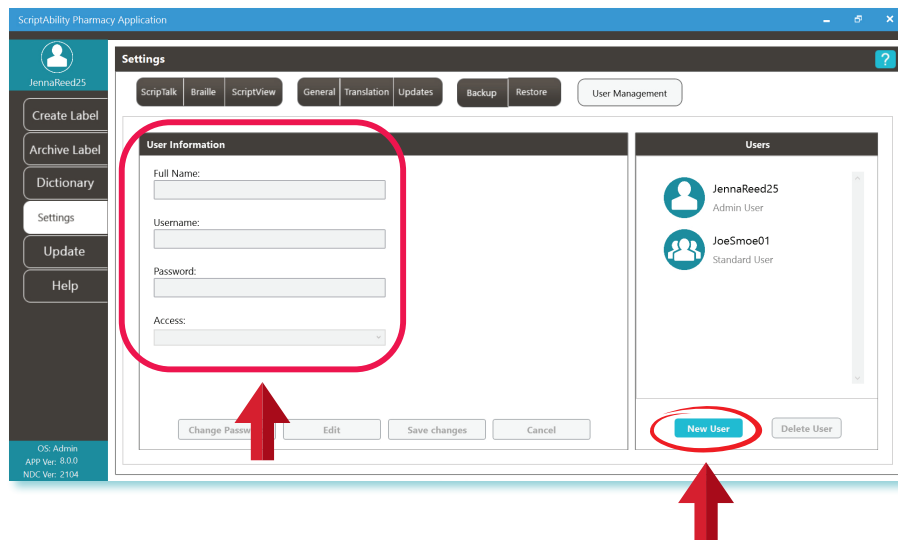
- Create ScripTalk, ScriptView and Braille labels.
- Save, archive and delete label files.
- Add, edit and delete Dictionary entries.
- Change a limited set of options within Settings.
- Update the NDC warnings database.





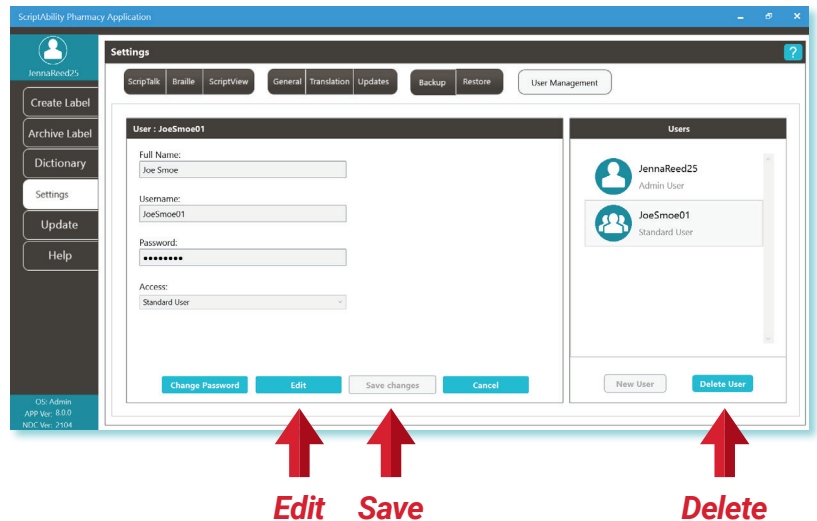
Adding a User:

1. Click the **"New User"** button.
2. Enter the user's Full Name.
3. Enter the Username the user will log in with. Username must be 8-12 characters.
4. Enter a Password for the user. Password must be 8-12 characters and may consist of numbers, letters, spaces, and special characters. The user or an admin may change the password at any time.
5. Select the user's Access level.
6. Click the **"Save Changes"** button.



Edit a User:

1. Select the user to edit.
2. Click the **"Edit"** button.
3. Make any changes.
4. Click the **"Save Changes"** button.

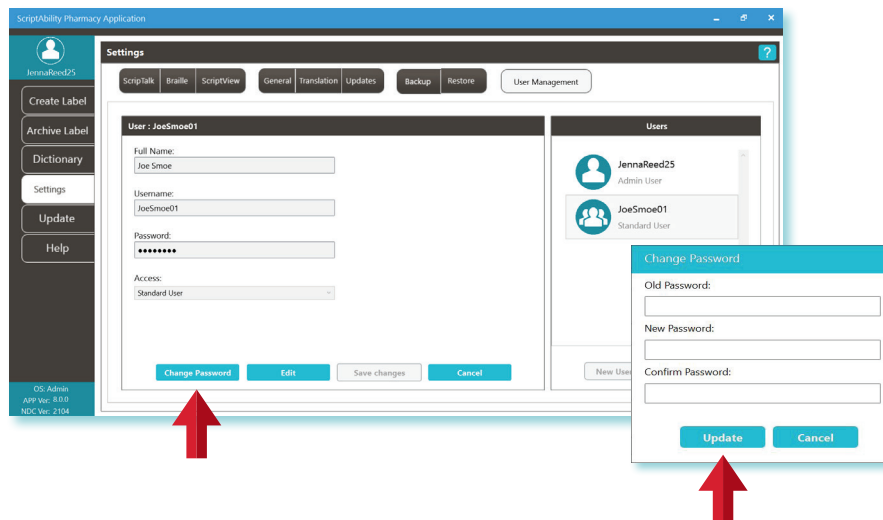


Delete a User:

1. Select the user to delete.
2. Click the **“Delete”** button.
3. Click **“Yes”** to confirm.

Change a Password:

1. Select the user.
2. Click the **“Change Password”** button.
3. Enter the user’s current password.
4. Enter the user’s new password. Password must be 8-12 characters and may consist of numbers, letters, spaces and special characters.
5. Enter the user’s new password.
6. Click the **“Update”** button.



A Single Sign-On option is also available for User Management. For assistance, contact ScriptAbility Technical Support by emailing support@scriptability.com or call 1-800-890-1180.

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 ST400 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 ST400.
- 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 ScripTalk Printer Technical Support for troubleshooting assistance.

Phone: 800-890-1180 • **Email:** support@scriptability.com
En-Vision America, Inc. • 825 4th Street West, Palmetto, FL 34221

www.envisionamerica.com

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Troubleshooting

Label Output Problems

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

No Output

If the printer is not outputting any labels:

- 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 that your system is trying to send to. See [Network Configuration](#).
- 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 ScripTalk label media is loaded. Check the inner core of the roll of labels for Part Number 00211-10K-500.
- Perform a Printing reset. See [Resetting](#) for guidance.
- If a Printing reset does not resolve the issue, perform a Factory (-Interface) reset, followed by a reload of the profile. See [Resetting](#) and [Reloading the Profile](#) for guidance.
- If a Factory (-Interface) reset does not resolve the issue, contact ScripTalk technical support for instructions on reflashing the printer's firmware. Email support@scriptability.com.

Resetting

If you are faced with a situation that may only be resolved with a reset action, please contact ScripTalk technical support for guidance.

There are several different kinds of resets that can be performed within the printer, each of which effect different sets of configuration values. Resets are available in the following touch screen menu:

Settings > Tools > Reset

Reset Types

- **Data** – Fonts and graphics.
Do not include Data in your reset unless instructed to do so by ScripTalk technical support.
- **Settings:**
 - o **User** – Resets the Settings values.
 - * **User (-Interface)** – Performs a User Reset without resetting Interface settings.
 - o **Factory** – Resets to factory default settings.
 - * **Factory (-Interface)** – Performs a Factory Reset without resetting Interface Settings.
 - o **Interface** – Resets only those options found in the Settings > Interface area of the printer. In particular, this will set Network > Settings > LAN > IPv4|IPv6 > Mode to “DHCP”.
 - o **Printing** – Resets only options found in the Settings > Printing area of the printer.

After performing any reset, restart the printer to complete it (but do NOT pull the power cable from the printer).

Reloading the Profile

After User and Factory resets, reload the profile by following these steps:

1. Go to Settings > Tools > Profiles.
2. Tap “Load”.
3. Tap “Envision_Commercial”.
4. Tap the checkmark.
5. Tap the back arrow.
6. Tap “Start with”.
7. Tap “Envision_Commercial”.
8. Tap the checkmark.

To place the printer Online for printing, push the Home/Power button twice.

You can fully reflash the firmware using a set of restore files, available upon request by emailing support@scriptability.com.

Error Codes

Error	Cause(s)	Solution(s)
1001: Machine Error	A defect has occurred in the product.	Restart the printer.
1002: Program Error	A program error occurred in the memory.	Restart the printer.
1007: Cover Open	<ol style="list-style-type: none"> 1. The top cover is open. 2. The sensor for detecting the open/close status of the top cover is dirty or defective. 	<ol style="list-style-type: none"> 1. Close the top cover so that it clicks when locked. 2. Clean the sensor using an air duster.
1008: Out of Paper	<ol style="list-style-type: none"> 1. The media is not loaded. 2. The media is not loaded correctly. 3. The media is jammed. 4. The media sensor is dirty, blocked, or has poor sensitivity. 5. The media sensor is not set correctly. 	<ol style="list-style-type: none"> 1. Be sure the media is loaded. 2. Be sure the media is loaded correctly. 3. Check for and remove any misplaced media. 4. Clean the media sensor. 5. Contact ScripTalk technical support.
1010: Media Error	<ol style="list-style-type: none"> 1. There is a mismatch between the media size and the media itself. 2. The media is fed a longer distance due to the incorrect sensor level. 	<ol style="list-style-type: none"> 1. Check the media size of the print data and the actual media size. Try restarting the printer. 2. Try restarting the printer. If not resolved, contact ScripTalk technical support to adjust the media sensor level.
1012: Head Error	The print head is worn or damaged.	Replace the print head.
1017: SBPL Command Error	Incorrect command or parameter in the print data.	Check the print data. If the error is not resolved, restart the printer.
1019: RFID System Error	<ol style="list-style-type: none"> 1. RFID module is not operating correctly. 2. The setting of the RF Analyze board is incorrect. 	<ol style="list-style-type: none"> 1. Repair or replacement of the RFID module is required. Contact ScripTalk technical support. 2. The setting of the RA board needs to be changed. Contact ScripTalk technical support.

Error Codes (Cont.)

Error	Cause(s)	Solution(s)
1022: Print Head Overheated	The temperature of the printhead has exceeded its tolerance value.	Stop the operation of the printer to let the temperature decrease.
1024: Head Density Changed	<ol style="list-style-type: none"> 1. The print head is not installed. 2. A new print head with a different resolution has been installed. 	<ol style="list-style-type: none"> 1. Install the print head. 2. Install a print head with the same resolution as the old print head.
1035: I-mark Not Found	<ol style="list-style-type: none"> 1. Meandering media. 2. A label is attached to the media sensor. 3. The media sensor type is incorrect. 4. The media sensor level is incorrect. 	<ol style="list-style-type: none"> 1. Load the media correctly. 2. Clean the media sensor. 3. Set the media sensor type which is compatible with the media you use. 4. Contact ScripTalk technical support to adjust the sensor level.
1066: Paper Jam	<ol style="list-style-type: none"> 1. The media has jammed. 2. The media is not loaded correctly. 	<ol style="list-style-type: none"> 1. Remove the jammed media. 2. Load the media correctly. Load the media so its leading edge is in contact with the rubber feed roller.
1099: Config Warning	The power was cut off in an inappropriate way, such as the power cord was pulled out while the power was on.	<ul style="list-style-type: none"> * Power off the product correctly. * Reset the printer in the Settings menu.
1114: Tag not Found	Did not find, or failed to read, the ScripTalk RFID tag.	Be sure the correct ScripTalk label media is loaded (P/N 00210-10K-0250).
1115: Write Tag Error	Failed to write to the ScripTalk RFID tag.	
1116: Failed to Read the Tag Data	Failed to read the tag by using the tag data print <TU> command.	
1117: Write Tag Error	<ol style="list-style-type: none"> 1. Tried to write a write-locked inlay. 2. Tried to write to an address to which writing is impossible. 	

Error Codes (Cont.)

Error	Cause(s)	Solution(s)
1121: Multiple Tags Are Detected	Multiple ScripTalk RFID tags detected at same time.	Check for errant labels within the printer, particularly in the space below the rubber feed roller.
1123: Write Tag Error	<ol style="list-style-type: none"> 1. Tried to write to an RFID tag that was write-locked or to an tag that had more than 64 digits of EPC written to it. 2. Tried to write to an inlay when the writing power is low. 	Be sure the correct ScripTalk label media is loaded (P/N 00210-10K-0250).
1124: Wrong Tag Type	Incorrect tag type is specified.	
1129: Unsupported Tag Error	Using an unsupported tag or a tag already encoded that cannot be written.	
1131: Exceed Address Error	<ol style="list-style-type: none"> 1. Tried to write the data to the memory which exceeds the address range. 2. The memory does not exist in the memory block address where the data should be written. 	

Cleaning

This section provides information on cleaning the ST400 printer.

CAUTION

- When cleaning the print head, bear in mind that the print head and its surroundings may be hot. Wait until the printer cools before proceeding to clean the printer.
- Be sure to turn off the power before cleaning.
- The suggested cleaning schedules here are just guidelines. If necessary, clean as appropriate, depending on the degree of contamination.
- Use only those cleaning materials included with the ST400 or purchased for it from En-Vision America.

Cleaning Materials and Schedule

To produce optimal printing, the printer must be kept clean of the dirt and adhesive that constantly accumulates whenever feeding labels. To ensure only the proper cleaning tool is used, be sure to purchase the Thermal Printhead Cleaning Pen (Part# 00220-SN-CLEAN) from En-Vision America.



When to clean

Each of the parts identified in the section below should be cleaned of all dirt and adhesive after every other roll of labels. Clean any other parts as needed for smooth operation of the printer.

Parts to Clean

The image below identifies the parts that will need to be cleaned:



- 1 Print Head
- 2 I-mark Sensor (*under left Media Guide*)
- 3 Platen Roller

Specifications

PHYSICAL CHARACTERISTICS	
Width	177.8 mm (7.0")
Depth	238 mm (9.37")
Height	214.1 mm (8.43")
Weight	7.5 lbs. (3.4 kg)
POWER SUPPLY	
Input Voltage	100-240 V AC, +/-10%, 50/60 Hz (Full range)
Output Voltage	24 V DC, +/-5%, 2.7A
ENVIRONMENTAL (EXCLUDING MEDIA)	
Operating Temperature	32° to 104°F (0° to 40°C)
Storage Temperature	14° to 140°F (-10° to 60°C)
Operating Humidity	30 to 80% RH, Without condensation
Storage Humidity	15 to 90% RH, Without condensation
PRINT	
Method	Direct Thermal
Default Speed	100 mm/second or 4 inches/second
Resolution	8 dots/mm (203 Dots Per Inch)
MEMORY	
Flash ROM	4GB
RAM	1GB
INTERFACE	
Configuration	USB 2.0 (Type B) Ethernet (DHCPv4/DHCPv6) NFC
HARDWARE AND RELATED	
Operation Keys	HOME and POWER sensor buttons
Display	4" full-color touchscreen
Indicators	ON LINE (POWER): One (lights or flashes in two colors: green or red)

Ordering Supplies



RFID ScripTalk Printable Prescription Labels (500 labels)

Item# 00211-10K-0500



ScripTalk Hang Tags (100 tags)

Item# 00211-HANG-100

Order Supplies

Call En-Vision America
1-800-890-1180

Technical Support

Call En-Vision America, ask for Tech Support
1-800-890-1180

Send Patient Approval Form

Fax PAF to **1-309-938-4948**
www.ScriptAbility.com

Enrolling a Patient in ScripTalk

A patient may enroll in the ScripTalk program by talking with a member of your pharmacy staff. Complete a Patient Approval Form (PAF) and submit it to En-Vision America using one of the methods below.

- Fax PAF to En-Vision America at **309-938-8948**
- Scan PAF and email to **patientcare@envisionamerica.com**.
- Fill out and submit the form online at www.scriptability.com/scriptability-patient-approval-form



Script Ability **ScripTalk Patient Approval Form**
Pharmacy staff: Please fill out form and fax to En-Vision America, 309-938-4948. En-Vision America will provide a prescription reader to the patient upon receipt.

PATIENT INFORMATION

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Email: _____
Please circle one: English Unit Spanish Unit

PHARMACY INFORMATION

Pharmacy Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Fax: _____
Primary Contact: _____
I verify that _____ is a confirmed patient with current prescriptions to be filled and will participate in the ScripTalk program at this site. Please send a patient prescription reader at this time.
Printed Name _____ Date _____
Signature _____

For questions or assistance, please call En-Vision America at 1-800-890-1180.
Download this form: scriptability.com/scriptability-patient-approval-form

En-Vision AMERICA 825 4th Street W • Palmetto FL 34221 • <http://www.scriptability.com>

Once the patient is enrolled and confirmed, En-Vision America will ship a ScripTalk Station **free of charge** to the patient.

The patient can also elect to download the free ScripTalk Mobile App for iPhone or Android to read their prescription information out loud; however you must still submit the PAF.

If your pharmacy software permits, please update the patient's profile to identify them as a ScripTalk user.

Sample Patient Approval Forms (PAF) are included in your marketing kit.
Need more forms? Go to www.scriptability.com/downloads.



Script Ability®

Accessible Labels Save Lives.

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www.scriptability.com



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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).