

BASIC BARTENDER MANUAL



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TECHNICAL SUPPORT CONTACTS

All of these contacts are knowledgeable about Bartender and the Datamax printer. Feel free to contact any of them with your questions.

****Please call Mark Sullivan if you would like him to walk you through initial set up and or label printing.**

Mark Sullivan, Bartender, Datamax, and Labeling Specialist, Westmark —509-993-8732
Jerry Leslie, Technical Specialist, Westmark — 800-275-2228

Melissa Seith, RD, LD, Nutrition and Labeling Specialist, Dillon Office—406-683-1671

WHAT YOU SHOULD HAVE HANDY:

1. *Bartender Software*
2. *Great Harvest Bartender Software*
3. *Your Computer*
4. *Datamax*
5. *Loaded Roll of Labels*
6. *Loaded Black Printer Ribbon*

*To ensure a smooth and simple set up read the manual
and follow all steps in the order presented.*

***Also, please keep in mind there may be some minimal variances in
solely the appearance of some print screens etc due to different operating
systems (i.e. Windows 7 vs Windows XP) and different
versions of Bartender.*

These small differences will not effect the usability of this manual.

WHAT YOU NEED TO KNOW ABOUT BARTENDER

Bartender:

- This is a database driven program. This means it uses an information source to direct the program.

Database:

- This is the information source. This is the excel spreadsheet titled “All Label Information” that contains the label information (net weight, name of product, ingredients... etc). This is downloaded to your computer when you run the Great Harvest Bartender Software (GHBS) and already contains information for your opening line of products. You will continue to add new label information to this spread sheet as you develop new recipes.

Label Templates/ Label Formats:

- A layout of what your label will look like. These have been designed for you to meet FDA guidelines. There are a variety of label templates to choose from that are downloaded when you run the Great Harvest Bartender Software. Their sizes and common uses are listed below:
 - 4” x 6” – Best for the back bread
 - 3.375” x 7” – Best for the back of a toaster loaf
 - 3.75 “x 5” – Best for sweets
 - 3.5” x 3.5” – Best for small sweets or small packages
 - 7.875”x 4” – Best for fresh ground mixes or Dog Treats
 - 3.25 “x 2” – Best for front of package labels, spreads labels, Facebook or other promotional labels.

HOW IT ALL CONNECTS

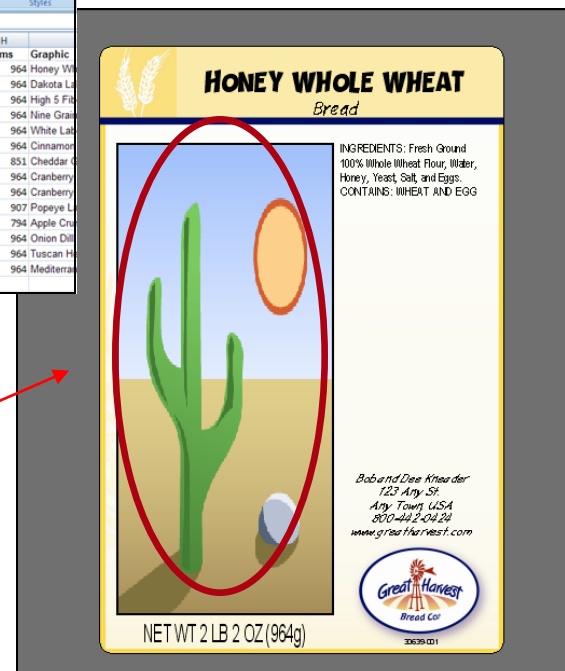
- The database connects to Bartender automatically upon download of the GHBS. This connection allows Bartender to pull information from the All Label Information spreadsheet and insert it into the appropriate spaces in the Bartender label templates when you go to print.
- Examples:
 - Bartender takes the title of the product from the excel spreadsheet and inserts it into the title space on the template
 - Bartender looks at the title of the Nutrition Facts Panel image from the excel spreadsheet, finds that specific image, and inserts it into the Nutrition **Facts Panel place holder on the template.**

All Label Information [Compatibility Mode] - Microsoft Excel

	A	B	C	D	E	F	G	H
	Title	Sub Title	Package Size	Type	LBS	OZ	Grams	Graphic
1								
2	Honey Whole Wheat	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964 Honey W	
3	Dakota	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964 Dakota L	
4	High 5 Fiber	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964 High 5 Fi	
5	Nine Grain	100% Whole Wheat Bread	4 x 6	2 lb	34	963.9	964 Nine Grain	
6	Farmhouse White	Bread	4 x 6	2 lb 2 oz	34	963.9	964 White Lab	
7	Cinnamon Chip	Bread	4 x 6	2 lb 2 oz	34	963.9	964 Cinnamon	
8	Cheddar Garlic	Bread	4 x 6	1 lb 14 oz	30	850.5	851 Cheddar G	
9	Cranberry Orange	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964 Cranberry	
10	Cranberry Orange	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964 Cranberry	
11	Popeye	Bread	4 x 6	2 lb	32	907.2	907 Popeye L	
12	Apple Crunch	Bread	4 x 6	1 lb 12 oz	28	793.8	794 Apple Cr	
13	Onion Dill Rye	Bread	4 x 6	2 lb 2 oz	34	963.9	964 Onion Dill	
14	Tuscan Herb	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964 Tuscan H	
15	Mediterranean Olive	Bread	4 x 6	2 lb 2oz	34	963.9	964 Mediterran	
16								

"All Label Information"
Excel Spreadsheet

Information from the
spreadsheet is automatically
pulled over to the label
template in Bartender.



NOW TIME TO GET STARTED...

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1.) DOWNLOAD THE BARTENDER SOFTWARE

Insert the Bartender software disk

- A menu should pop up and you should choose to install the Bartender Program. This should be option one. After installation is complete you should be sent back to the menu page.

2.) INSTALL THE PRINTER DRIVER

- From the Bartender Software menu select to install the Datamax printer driver.
- After the printer driver installation is complete, select the correct Port by following the steps below:
 - 1.) Plug in your Datamax USB cord into a USB port on your computer and turn on your Datamax.
 - 2.) When the download is complete go to **Printers and Faxes** either by clicking your Start button and go to Printers and Faxes OR go to Control Panel and click on Printers and Faxes. This may also be under alternative headings such as Hardware, or Devices and Printers depending on your computer operating system
 - 3.) Once you are there, you should see the Datamax listed as a printer
 - 4.) Right click on the Datamax and go to **Printer Properties or Properties** (this 'title' may slightly vary depending on your operating system but it will most likely be a variation of 'properties')
 - 5.) Click on the **Ports tab**
 - 6.) If you are using a USB cable, **select one of the USB ports from the list** (it should say USB 001 or something along those lines) and click **Apply**. (nothing will happen at this point)
 - 7.) Now click on the **General tab** and click **Print Test Page** . If a test page doesn't print, start at step 6 again and select a different port then click print test page again.
 - 8.) Repeat this process until a test page prints (or a label prints). This is how you will find which port is set as your Datamax printer driver. This will always be the port you will plug into to print labels.
- *** Note: If the Datamax is not printing, it is because it is not receiving a print job from your computer because you are sending it to a different port.
- 9.) Once the test page prints, you are connected!

3.) DOWNLOAD THE GREAT HARVEST BAKERY BARTENDER SOFTWARE

Insert the Great Harvest Bartender Software disk (GHBS)

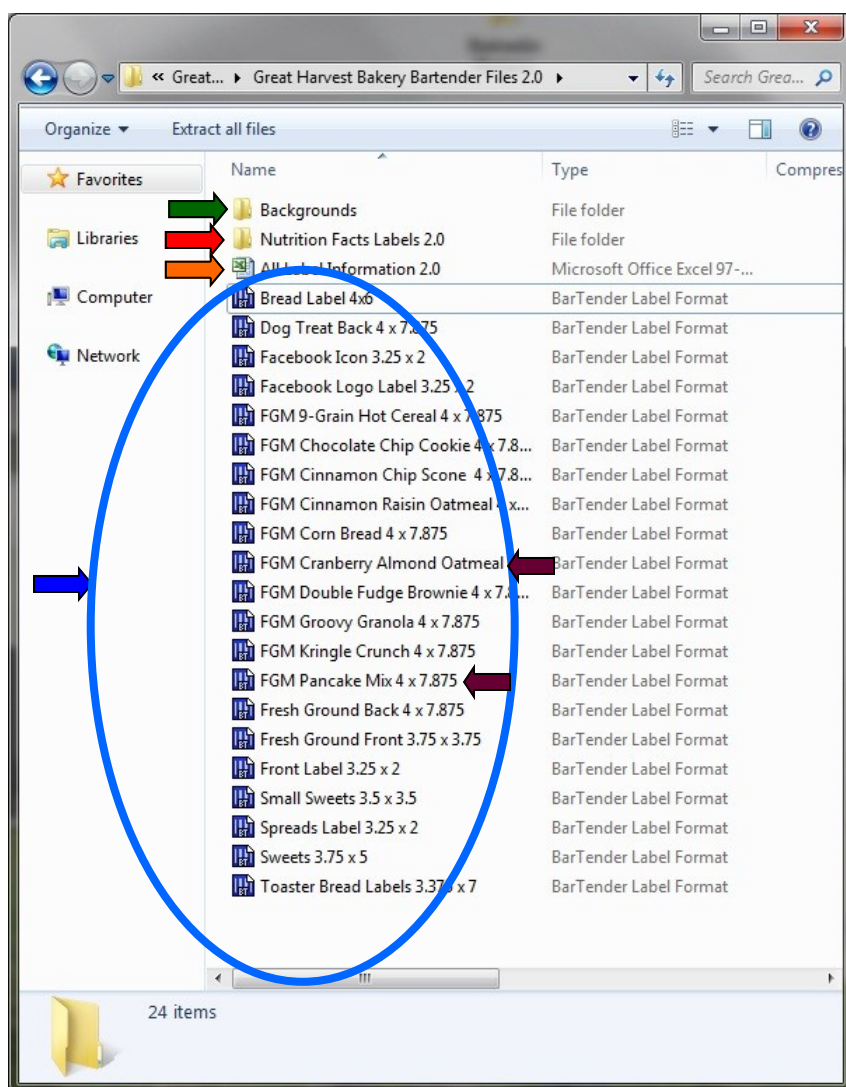
- Click yes it is ok to allow the program to make changes to your computer., next, and finish when prompted. This will **automatically** download all of the appropriate Great Harvest Files into the correct location on your computer and put shortcuts to these locations on your desktop. This will also connect these files to the Bartender Program.

4.) OPEN YOUR GREAT HARVEST BAKERY BARTENDER FILES 2.0 AND MAKE SURE ALL FILES DOWNLOADED

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(all files listed below should be there)

- **'Backgrounds' Folder**- Contains all of the background images of the labels so you can see what the labels will actually look like.
- **'Nutrition Facts Labels 2.0' Folder** - Contains the nutrition facts panels. You will add every nutrition facts panel bmp image you receive to this folder.
- **'All Label Information 2.0'**- Your excel spreadsheet or database.
- **All of the blue icons**- The various label templates. You will not need to create any new label templates. They are listed by name and the label dimension they fit on (ex. Bread Label 4 x 6)



SIDE NOTE:

- As you can see, there are specific label formats listed such as **FGM Cranberry Almond Oatmeal** or **FGM Pancake Mix**.
- These labels are the Fresh Ground Mixes (FGM). Their information is not included in the excel spreadsheet.
- You will need to open these formats and manually enter information into these label formats the initial time you use them.
- This is because at the top of the label there are directions on how to bake, cook, or mix the product and thus this information must remain on the label.

5.) NOW THAT YOU HAVE EVERYTHING DOWNLOADED... LETS GET FAMILIAR WITH THE SPREADSHEET

All Label Information 2.0 [Compatibility Mode] - Microsoft Excel											
Home Insert Page Layout Formulas Data Review View Acrobat											
Normal Page Break Layout Preview Custom Views Screen Message Bar Show/Hide Zoom 100% Zoom to Selection New Window Arrange Freeze Panes Split Hide View Side by Side Synchronous Scrolling Reset Window Position Save Switch Workspace Windows Macros											
Workbook Views											
Apple Crunch											
A2	A	B	C	D	E	F	G	H	I	J	K
1	Title	Sub Title	Package Size	Type	LBS	OZ	g	Grams	Graphic	Contains	
2	Apple Crunch	Bread	4 x 6	1 lb 12 oz	28	793.8	794	Apple Crunch Label.bmp		WHEAT, MILK AND EGG	Fresh Ground
3	Apple Crunch	Bread	4 x 6	1 lb 12 oz	28	793.8	794	Apple Crunch- Blend Label.bmp		WHEAT, MILK AND EGG	Enriched White
4	Breakfast Blast	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Breakfast Blast Label.bmp		WHEAT, SOY, EGG, AND MILK	Fresh Ground
5	Burley	Bread	4 x 6	2 lbs 2 oz	34	963.9	964	Burley Bread Label.bmp		WHEAT AND EGG.	Fresh Ground
6	Caraway Rye	Bread	4 x 6	2 lbs 2 oz	34	963.9	964	Caraway Rye Label.bmp		WHEAT AND EGG	Fresh Ground
7	Cheddar Garlic	Bread	4 x 6	1 lb 14 oz	30	850.5	851	Cheddar Garlic Label.bmp		WHEAT, MILK AND EGG	Enriched White
8	Cherry Apple Berry	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Cherry Apple Berry Golden Wheat La		WHEAT AND EGGS.	Golden Fresh C
9	Cherry Apple Berry	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Cherry Apple Berry Hard Red Wheat		WHEAT AND EGGS	Fresh Ground
10	Cherry Walnut	100% Whole Wheat Bread	4 x 6	1 lb 8 oz	24	680.4	680	Cherry Walnut Label.bmp		WHEAT, WALNUTS AND EGG	Fresh Ground
11	Cinnamon Chip	Bread	4 x 6	1 lb 14 oz	30	850.5	851	Cinnamon Chip-White Label.bmp		WHEAT, MILK, SOY AND EGG	Enriched White
12	Cinnamon Chip	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Golden Wheat Cinnamon Chip Label		WHEAT, MILK, SOY AND EGG	Golden Fresh C
13	Cinnamon Raisin Walnut	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Cinnamon Raisin Walnut Label.bmp		WHEAT, WALNUTS AND EGG	Fresh Ground
14	Cracked Pepper Parmesan	Bread	4 x 6	1 lb 14 oz	30	850.5	851	Cracked Pepper Parmesan Label.bmp		WHEAT, MILK AND EGG	Fresh Ground
15	Cranberry Orange	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Cranberry Orange (Dried Orange Pee		WHEAT AND EGG	Fresh Ground
16	Cranberry Orange	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Cranberry Orange (Fresh Oranges) L		WHEAT AND EGG	Fresh Ground
17	Dakota	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Dakota Label.bmp		WHEAT AND EGG	Fresh Ground
18	Farmhouse White	Bread	4 x 6	2 lb 2 oz	34	963.9	964	White Label.bmp		WHEAT AND EGG	Enriched White
19	Flax Oatbran	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Flax Oatbran Label.bmp		WHEAT, PECANS AND EGG	Water, Fresh G
20	Golden Wheat Apple Cinna	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Golden Wheat Apple Cinnamon Chip		WHEAT, SOY, MILK, WALNUTS	Golden Fresh C
21	High 5 Fiber	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	High 5 Fiber Label.bmp		WHEAT AND EGG	Fresh Ground
22	Honey Whole Wheat	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Honey Whole Wheat Label.bmp		WHEAT AND EGG	Fresh Ground
23	Mediterranean Olive	Bread	4 x 6	1 lb 14 oz	30	850.5	851	Mediterranean Olive Label.bmp		WHEAT AND EGG	Fresh Ground
24	Nine Grain	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Nine Grain Label.bmp		WHEAT AND EGG	Fresh Ground

FIELD NAMES

- These are located in Line # 1 in the excel spreadsheet. It is located in between the red arrows in the above image.
- Be sure to NEVER rename, edit, or alter this row of information in any way.
- The Field Names include:
 - Title
 - Sub Title
 - Package Size
 - Type
 - LBS
 - OZ
 - Grams
 - Graphic
 - Contains
 - Ingredients

COLUMN A: TITLE

- This is what you want to name the product. (ex. Honey Whole Wheat)

COLUMN B: SUB TITLE

- This is required on a label to identify what the product is (ex. bread, muffin, scone, cookie.)
- If you use only 100% Whole Wheat you may state “100% Whole Wheat” before the identity of product (ex. 100% whole wheat muffin, 100% whole wheat bread)
- FOR SWEETS, include the type of product in the title.** (ex. *Apple Cream Cheese Muffin* instead of *Apple Cream Cheese.*)

	A	B	C	D	E	F	G	H	I	J	K
	Title	Sub Title	Package Size	Type	LBS	OZ	g	Grams	Graphic	Contains	Ingredients
1	Apple Crunch	Bread		4 x 6	1 lb 12 oz	28	793.8	794	Apple Crunch Label.bmp	WHEAT, MILK AND EGG	Fresh Ground
2	Apple Crunch	Bread		4 x 6	1 lb 12 oz	28	793.8	794	Apple Crunch- Blend Label.bmp	WHEAT, MILK AND EGG	Enriched White
3	Breakfast Blast	100% Whole Wheat Bread		4 x 6	1 lb 14 oz	30	850.5	851	Breakfast Blast Label.bmp	WHEAT, SOY, EGG, AND MILK	Fresh Ground
4	Burley	Bread		4 x 6	2 lbs 2 oz	34	963.9	964	Burley Bread Label.bmp	WHEAT AND EGG.	Fresh Ground
5	Caraway Rye	Bread		4 x 6	2 lbs 2 oz	34	963.9	964	Caraway Rye Label.bmp	WHEAT AND EGG	Fresh Ground
6	Cheddar Garlic	Bread		4 x 6	1 lb 14 oz	30	850.5	851	Cheddar Garlic Label.bmp	WHEAT, MILK AND EGG	Enriched White
7	Cherry Apple Berry	100% Whole Wheat Bread		4 x 6	1 lb 14 oz	30	850.5	851	Cherry Apple Berry Golden Wheat La	WHEAT AND EGGS.	Golden Fresh C
8	Cherry Apple Berry	100% Whole Wheat Bread		4 x 6	1 lb 14 oz	30	850.5	851	Cherry Apple Berry Hard Red Wheat	WHEAT AND EGGS	Fresh Ground
9	Cherry Walnut	100% Whole Wheat Bread		4 x 6	1 lb 8 oz	24	680.4	680	Cherry Walnut Label.bmp	WHEAT, WALNUTS AND EGG	Fresh Ground
10	Cinnamon Chip	Bread		4 x 6	1 lb 14 oz	30	850.5	851	Cinnamon Chip-White Label.bmp	WHEAT, MILK, SOY AND EGG	Enriched White
11	Cinnamon Chip	100% Whole Wheat Bread		4 x 6	1 lb 14 oz	30	850.5	851	Golden Wheat Cinnamon Chip Label	WHEAT, MILK, SOY AND EGG	Golden Fresh C
12	Cinnamon Raisin Walnut	100% Whole Wheat Bread		4 x 6	2 lb 2 oz	34	963.9	964	Cinnamon Raisin Walnut Label.bmp	WHEAT, WALNUTS AND EGG	Fresh Ground
13	Cracked Pepper Parmesan	Bread		4 x 6	1 lb 14 oz	30	850.5	851	Cracked Pepper Parmesan Label.bmp	WHEAT, MILK AND EGG	Fresh Ground
14	Cranberry Orange	100% Whole Wheat Bread		4 x 6	1 lb 14 oz	30	850.5	851	Cranberry Orange (Dried Orange Pee	WHEAT AND EGG	Fresh Ground
15	Cranberry Orange	100% Whole Wheat Bread		4 x 6	1 lb 14 oz	30	850.5	851	Cranberry Orange (Fresh Oranges) L	WHEAT AND EGG	Fresh Ground
16	Dakota	100% Whole Wheat Bread		4 x 6	2 lb 2 oz	34	963.9	964	Dakota Label.bmp	WHEAT AND EGG	Fresh Ground
17	Farmhouse White	Bread		4 x 6	2 lb 2 oz	34	963.9	964	White Label.bmp	WHEAT AND EGG	Enriched White
18	Flax Oatbran	100% Whole Wheat Bread		4 x 6	2 lb 2 oz	34	963.9	964	Flax Oatbran Label.bmp	WHEAT, PECANS AND EGG	Water, Fresh G
19	Golden Wheat Apple Cinnam	100% Whole Wheat Bread		4 x 6	1 lb 14 oz	30	850.5	851	Golden Wheat Apple Cinnamon Chip	WHEAT, SOY, MILK, WALNUTS	Golden Fresh C
20	High 5 Fiber	100% Whole Wheat Bread		4 x 6	2 lb 2 oz	34	963.9	964	High 5 Fiber Label.bmp	WHEAT AND EGG	Fresh Ground
21	Honey Whole Wheat	100% Whole Wheat Bread		4 x 6	2 lb 2 oz	34	963.9	964	Honey Whole Wheat Label.bmp	WHEAT AND EGG	Fresh Ground
22	Mediterranean Olive	Bread		4 x 6	1 lb 14 oz	30	850.5	851	Mediterranean Olive Label.bmp	WHEAT AND EGG	Fresh Ground
23	Nine Grain	100% Whole Wheat Bread		4 x 6	2 lb 2 oz	34	963.9	964	Nine Grain Label.bmp	WHEAT AND EGG	Fresh Ground

COLUMN C: PACKAGE SIZE

- This is left blank with breads and used only in sweets. Sweets can come in a variety of package sizes. Each package size (4 pack, 6 pack etc) needs a separate label because the nutrition facts panel specifies servings per container and the net weight would be different.
- This column does not show up on the printed label but helps you determine which labels to print and which label you are editing.

COLUMN D: TYPE

- This describes the size label you are using. It is also used by Bartender to control which labels are pulled up when you are going to print.
- If you want to print a different sized label for a product that is already listed in the spreadsheet, right click and add a new row, highlight & copy the entire row of the product you want to print, and paste it into the new row. Then change the ‘Type’ (make sure you have the correct spacing) and make sure the nutrition facts label fits the label size you chose.

COLUMNS E, F, G, & H: LBS, OZ, GRAMS

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- These columns calculate the correct Net Weight. This is the baked weight, it is generally 2-3 ounces below the cut weight.
- You can get this information from weighting out 4-5 of the same product and averaging the weights or by calculating it from the cut weight.
- Enter the Net Weight in the LBS column (Column E) in Lbs and Ozs (16 oz per Lb)
- You have to manually convert the net weight to just Ozs in the Ozs column (Column F).
- From there the next two columns automatically calculate the actual net weight in grams and the net weight in grams rounded respectively when you tab over.

A	B	C	D	E	F	G	H	I	J	K
Title	Sub Title	Package Size	Type	LBS	OZ	g	Grams	Graphic	Contains	Ingredients
Apple Crunch	Bread	4 x 6	1 lb 12 oz	28	793.8	794	Apple Crunch Label.bmp	WHEAT, MILK AND EGG	Fresh Ground	
Apple Crunch	Bread	4 x 6	1 lb 12 oz	28	793.8	794	Apple Crunch- Blend Label.bmp	WHEAT, MILK AND EGG	Enriched White	
Breakfast Blast	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Breakfast Blast Label.bmp	WHEAT, SOY, EGG, AND MILK	Fresh Ground	
Burley	Bread	4 x 6	2 lbs 2 oz	34	963.9	964	Burley Bread Label.bmp	WHEAT AND EGG	Fresh Ground	
Caraway Rye	Bread	4 x 6	2 lbs 2 oz	34	963.9	964	Caraway Rye Label.bmp	WHEAT AND EGG	Fresh Ground	
Cheddar Garlic	Bread	4 x 6	1 lb 14 oz	30	850.5	851	Cheddar Garlic Label.bmp	WHEAT, MILK AND EGG	Enriched White	
Cherry Apple Berry	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Cherry Apple Berry Golden Wheat La	WHEAT AND EGGS	Golden Fresh C	
Cherry Apple Berry	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Cherry Apple Berry Hard Red Wheat	WHEAT AND EGGS	Fresh Ground	
Cherry Walnut	100% Whole Wheat Bread	4 x 6	1 lb 8 oz	24	680.4	680	Cherry Walnut Label.bmp	WHEAT, WALNUTS AND EGG	Fresh Ground	
Cinnamon Chip	Bread	4 x 6	1 lb 14 oz	30	850.5	851	Cinnamon Chip-White Label.bmp	WHEAT, MILK, SOY AND EGG	Enriched White	
Cinnamon Chip	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Golden Wheat Cinnamon Chip Label.I	WHEAT, MILK, SOY AND EGG	Golden Fresh C	
Cinnamon Raisin Walnut	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Cinnamon Raisin Walnut Label.bmp	WHEAT, WALNUTS AND EGG	Fresh Ground	
Cracked Pepper Parmesan	Bread	4 x 6	1 lb 14 oz	30	850.5	851	Cracked Pepper Parmesan Label.bmp	WHEAT, MILK AND EGG	Fresh Ground	
Cranberry Orange	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Cranberry Orange (Dried Orange Pee	WHEAT AND EGG	Fresh Ground	
Cranberry Orange	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Cranberry Orange (Fresh Oranges) L	WHEAT AND EGG	Fresh Ground	
Dakota	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Dakota Label.bmp	WHEAT AND EGG	Fresh Ground	
Farmhouse White	Bread	4 x 6	2 lb 2 oz	34	963.9	964	White Label.bmp	WHEAT AND EGG	Enriched White	
Flax Oatbran	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Flax Oatbran Label.bmp	WHEAT, PECANS AND EGG	Water, Fresh G	
Golden Wheat Apple Cinnai	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Golden Wheat Apple Cinnamon Chip	WHEAT, SOY, MILK, WALNUTS	Golden Fresh C	
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Honey Whole Wheat	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Honey Whole Wheat Label.bmp	WHEAT AND EGG	Fresh Ground	
Mediterranean Olive	Bread	4 x 6	1 lb 14 oz	30	850.5	851	Mediterranean Olive Label.bmp	WHEAT AND EGG	Fresh Ground	
Nine Grain	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Nine Grain Label.bmp	WHEAT AND EGG	Fresh Ground	

COLUMN I: GRAPHIC

- This is where you put the name of the nutrition facts panel graphic. It will most likely be titled as 'name of product label .bmp' (ex. Honey Whole Wheat Label.bmp).
- The name of the file must be exact or it will not recognize the right picture.
- The graphic image will be sent to you with a descriptive name to identify specifics.
 - Products that allow for interchangeable ingredients. For example, Cranberry Orange bread can be made with fresh oranges or with dried orange peel.
 - One image is titled *Cranberry Orange Dried Orange Peel Label.bmp* while the other is listed as *Cranberry Orange Fresh Oranges Label.bmp*
 - Different package sizes for sweets
 - *Dillon Cookie Label.bmp* and *Dillon Cookie 6 Label.bmp*, will help you differentiate between single packages and 6-packs.

COLUMN J: CONTAINS STATEMENT

- This is where the allergen statement will be going.
- The information that belongs in this column can be copy and pasted directly from the word document you receive from the Nutrition Specialist in Dillon. Do **not** include the word CONTAINS or any 'asterisk statements' when you copy over the information.

	A	B	C	D	E	F	G	H	I	J	K
1	Title	Sub Title	Package Size	Type	LBS	OZ	g	Grams	Graphic	Contains	Ingredients
2	Apple Crunch	Bread		4 x 6	1 lb 12 oz	28	793.8	794	Apple Crunch Label.bmp	WHEAT, MILK AND EGG	Fresh Ground
3	Apple Crunch	Bread		4 x 6	1 lb 12 oz	28	793.8	794	Apple Crunch- Blend Label.bmp	WHEAT, MILK AND EGG	Enriched White
4	Breakfast Blast	100% Whole Wheat Bread		4 x 6	1 lb 14 oz	30	850.5	851	Breakfast Blast Label.bmp	WHEAT, SOY, EGG, AND MILK	Fresh Ground
5	Burley	Bread		4 x 6	2 lbs 2 oz	34	963.9	964	Burley Bread Label.bmp	WHEAT AND EGG.	Fresh Ground
6	Caraway Rye	Bread		4 x 6	2 lbs 2 oz	34	963.9	964	Caraway Rye Label.bmp	WHEAT AND EGG	Fresh Ground
7	Cheddar Garlic	Bread		4 x 6	1 lb 14 oz	30	850.5	851	Cheddar Garlic Label.bmp	WHEAT, MILK AND EGG	Enriched White
8	Cherry Apple Berry	100% Whole Wheat Bread		4 x 6	1 lb 14 oz	30	850.5	851	Cherry Apple Berry Golden Wheat La	WHEAT AND EGGS.	Golden Fresh C
9	Cherry Apple Berry	100% Whole Wheat Bread		4 x 6	1 lb 14 oz	30	850.5	851	Cherry Apple Berry Hard Red Wheat	WHEAT AND EGGS	Fresh Ground
10	Cherry Walnut	100% Whole Wheat Bread		4 x 6	1 lb 8 oz	24	680.4	680	Cherry Walnut Label.bmp	WHEAT, WALNUTS AND EGG	Fresh Ground
11	Cinnamon Chip	Bread		4 x 6	1 lb 14 oz	30	850.5	851	Cinnamon Chip-White Label.bmp	WHEAT, MILK, SOY AND EGG	Enriched White
12	Cinnamon Chip	100% Whole Wheat Bread		4 x 6	1 lb 14 oz	30	850.5	851	Golden Wheat Cinnamon Chip Label.I	WHEAT, MILK, SOY AND EGG	Golden Fresh C
13	Cinnamon Raisin Walnut	100% Whole Wheat Bread		4 x 6	2 lb 2 oz	34	963.9	964	Cinnamon Raisin Walnut Label.bmp	WHEAT, WALNUTS AND EGG	Fresh Ground
14	Cracked Pepper Parmesan	Bread		4 x 6	1 lb 14 oz	30	850.5	851	Cracked Pepper Parmesan Label.bmp	WHEAT, MILK AND EGG	Fresh Ground
15	Cranberry Orange	100% Whole Wheat Bread		4 x 6	1 lb 14 oz	30	850.5	851	Cranberry Orange (Dried Orange Pee	WHEAT AND EGG	Fresh Ground
16	Cranberry Orange	100% Whole Wheat Bread		4 x 6	1 lb 14 oz	30	850.5	851	Cranberry Orange (Fresh Oranges) L	WHEAT AND EGG	Fresh Ground
17	Dakota	100% Whole Wheat Bread		4 x 6	2 lb 2 oz	34	963.9	964	Dakota Label.bmp	WHEAT AND EGG	Fresh Ground
18	Farmhouse White	Bread		4 x 6	2 lb 2 oz	34	963.9	964	White Label.bmp	WHEAT AND EGG	Enriched White
19	Flax Oatbran	100% Whole Wheat Bread		4 x 6	2 lb 2 oz	34	963.9	964	Flax Oatbran Label.bmp	WHEAT, PECANS AND EGG	Water, Fresh G
20	Golden Wheat Apple Cinnai	100% Whole Wheat Bread		4 x 6	1 lb 14 oz	30	850.5	851	Golden Wheat Apple Cinnamon Chip	WHEAT, SOY, MILK, WALNUTS	Golden Fresh C
21	High 5 Fiber	100% Whole Wheat Bread		4 x 6	2 lb 2 oz	34	963.9	964	High 5 Fiber Label.bmp	WHEAT AND EGG	Fresh Ground
22	Honey Whole Wheat	100% Whole Wheat Bread		4 x 6	2 lb 2 oz	34	963.9	964	Honey Whole Wheat Label.bmp	WHEAT AND EGG	Fresh Ground
23	Mediterranean Olive	Bread		4 x 6	1 lb 14 oz	30	850.5	851	Mediterranean Olive Label.bmp	WHEAT AND EGG	Fresh Ground
24	Nine Grain	100% Whole Wheat Bread		4 x 6	2 lb 2 oz	34	963.9	964	Nine Grain Label.bmp	WHEAT AND EGG	Fresh Ground

COLUMN K: INGREDIENTS STATEMENT

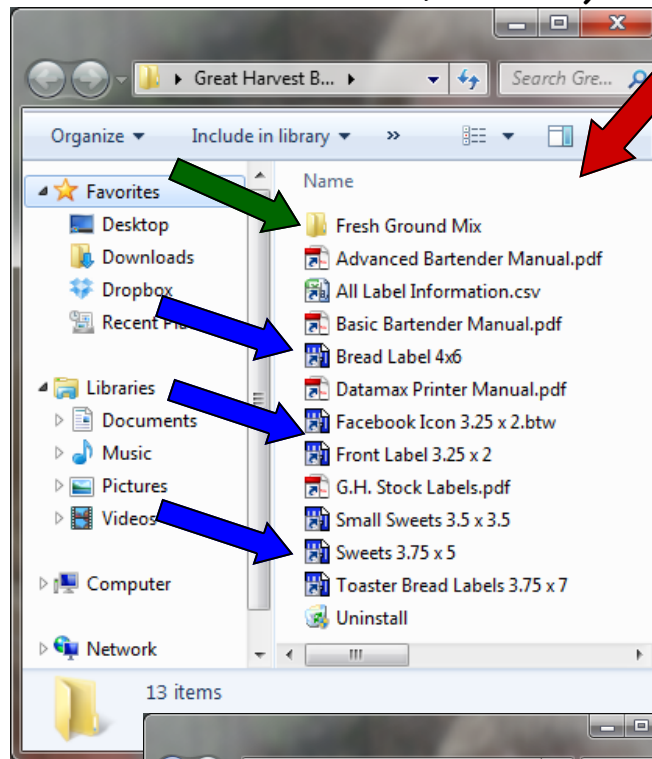
- This is where the ingredient statement will be going.
- The information that belongs in this column can be copy and pasted directly from the word document you receive from the Nutrition Specialist in Dillon. Do **not** include the word INGREDIENTS: when you copy over the information.
- Remember to insert ingredient components in the parenthesis where indicated. Your labels are not accurate without this additional information.

6.) Now Let's Open Up Bartender and Get Started Printing...

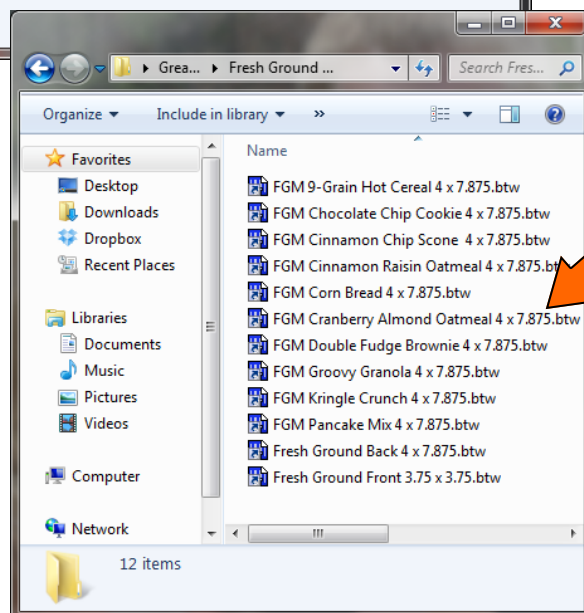
- Double click on the Great Harvest Bartender folder on your Desktop to open it. This is a shortcut to all of the label formats.



7.) Select your label format.



- The **folder** will contain the information as seen on the left.
- The **blue icons** are the label formats. Double click on the one you wish to print. (revert back to page 4 to review label formats/templates)
- If you wish to print a Fresh Ground Mix label double click on the **Fresh Ground Mix Label folder**.
- Once the FGM folder is open, you should see **additional blue icons**. These icons are named by the Fresh Ground Mix Label they represent. Double click on the label you wish to print and update the contact information, ingredient list, contains statement, and nutrition facts panel (wait for page 14 and 17 of this manual for direction on how to do this)



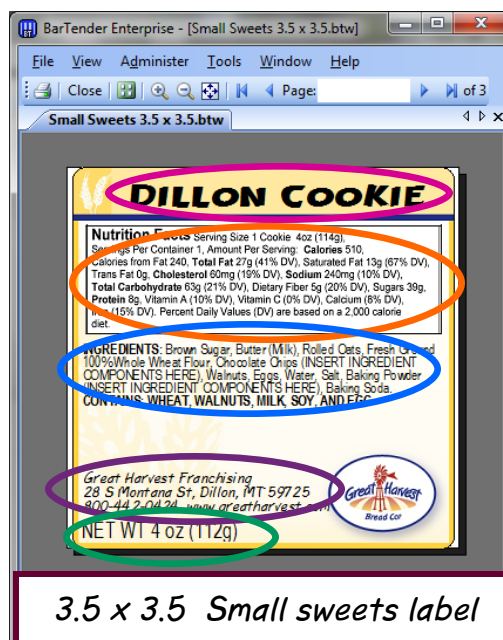
**THE LABEL TEMPLATES WILL CONTAIN THE FOLLOWING ELEMENTS.
THEY ARE PLACEHOLDERS FOR WHAT WILL ACTUALLY BE PRINTED.**

1. The Nutrition Facts Panel
2. Title and Statement of Identity
3. An Ingredient Statement and Contains Statement
4. Net Weight
5. Place of Origin (this is the only element you will have to manually change for the below label formats. The rest of the information on the label will come from the Database. You will only need to do this once. Be sure to Save once updated. See pg 14 for directions on updating your place of origin.)

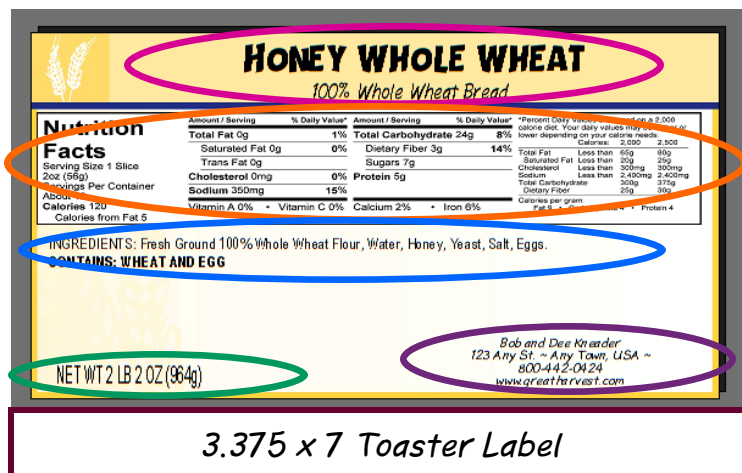
*See page 17 for directions on printing Fresh Ground Mixes



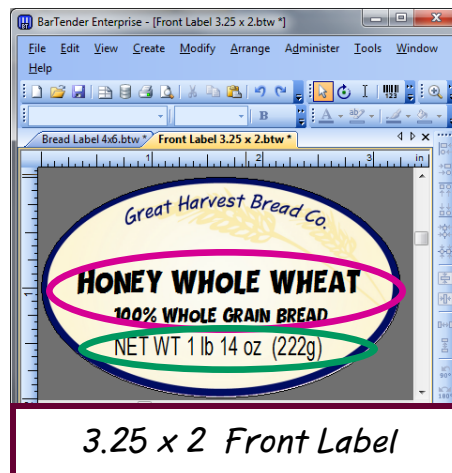
4 x 6 Bread Label



3.5 x 3.5 Small sweets label



3.375 x 7 Toaster Label



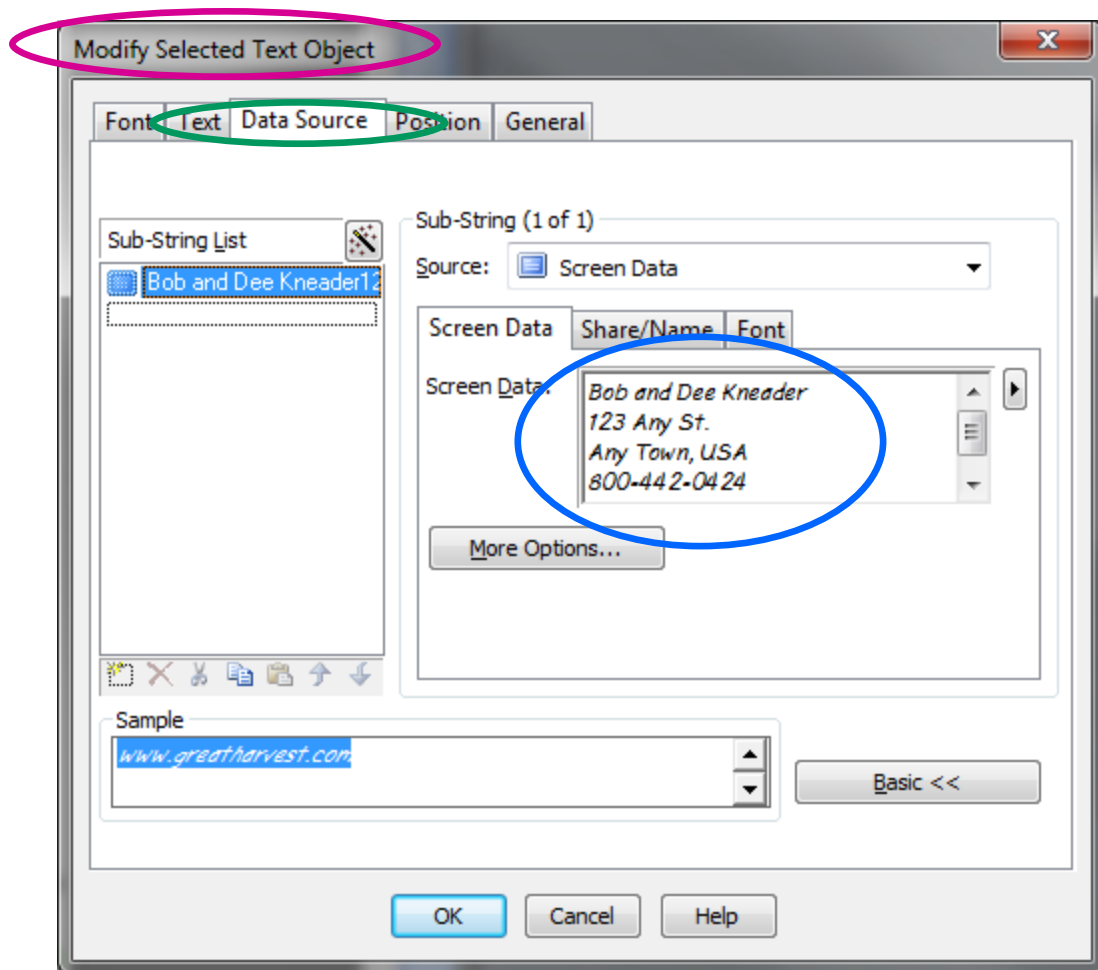
3.25 x 2 Front Label

MAKING ADJUSTMENTS FOR FIRST-TIME USE OF BARTENDER:

The following instructions will need to be followed with each back label format.

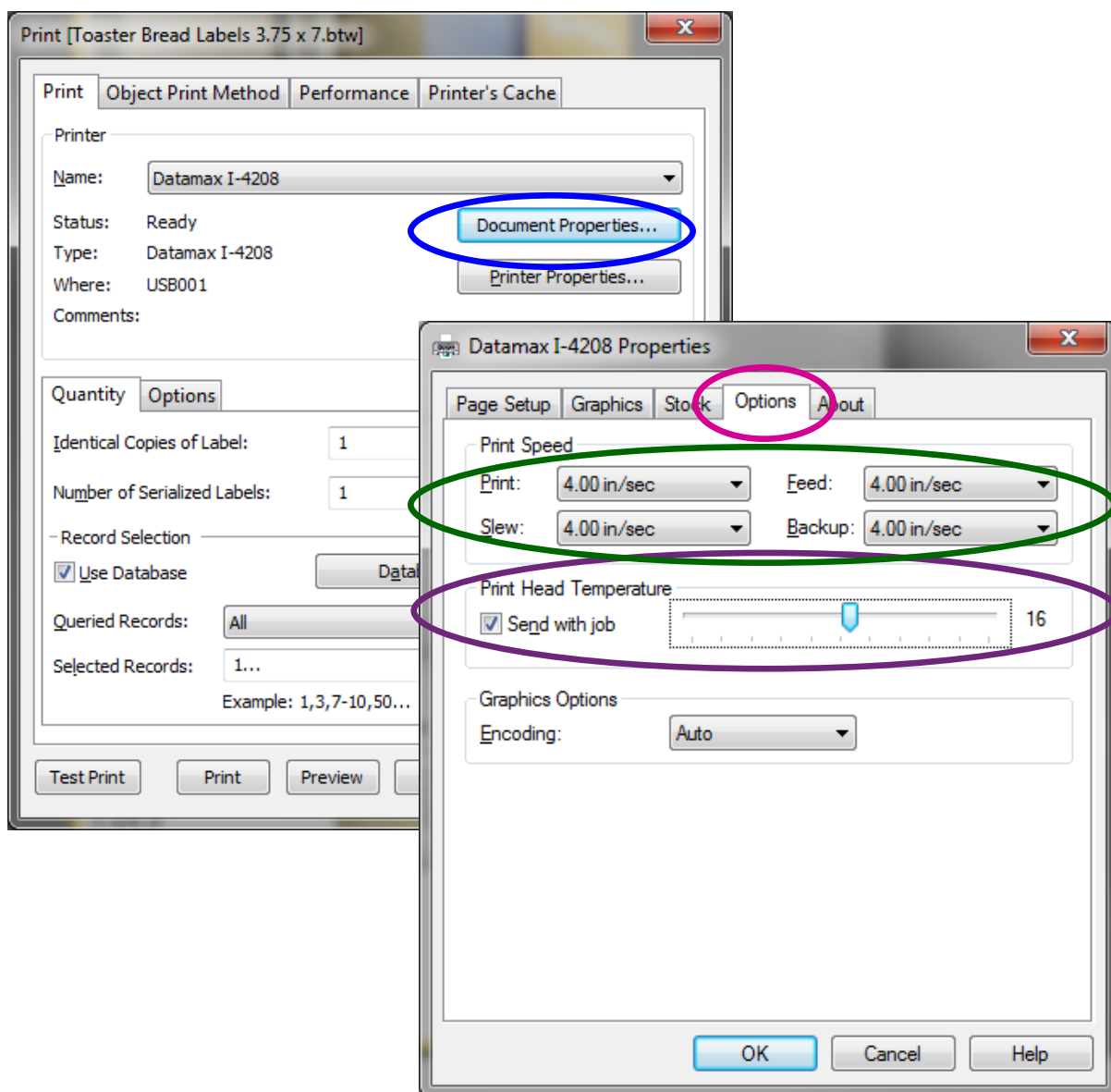
Updating your contact information:

- With your desired label open, **double click** on the contact/address text box.
- A '**Modify Selected Text Object**' box will open select the **Data Source** tab.
- Enter your correct contact information in the **Screen Data** box
- Don't edit or change anything else.
- Click **OK**.



Before you Print, Set the Print Speed and Temperature

- Go to **File > Print** then select **Document Properties** (The wordage of this button may vary with operating system, but it will most likely be Document Properties or something of that nature)
- Then go to the **Options** tab
- Set **Print Speed** to 4.00 in/sec in all boxes
- Set **Print Head Temperature** to 16
 - Higher temperatures will burn through your lights faster while lower temperatures will print too light.
- You should only have to make these changes once for each label format. Be sure to hit save before you close out of the format.

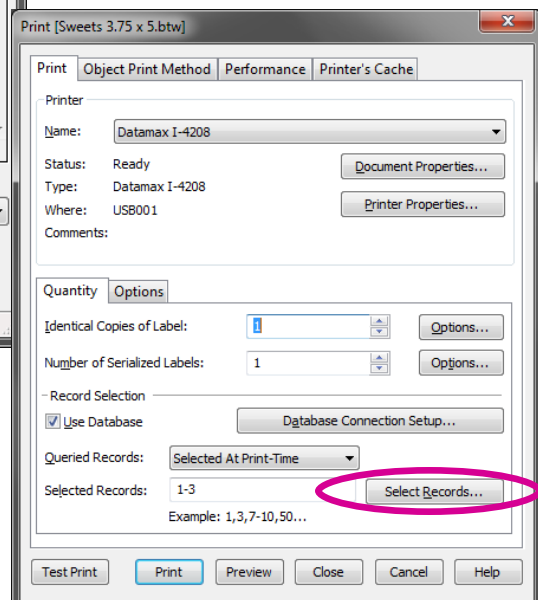
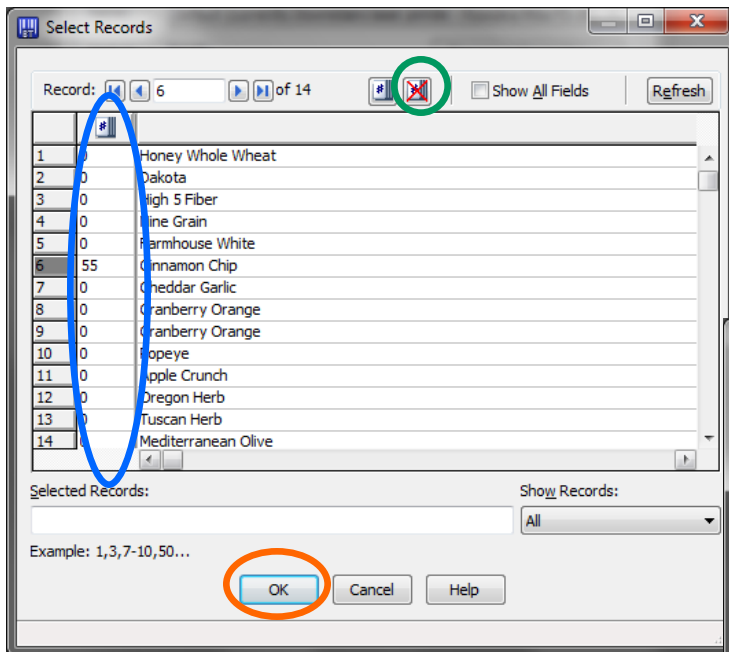


PRINTING LABELS

16

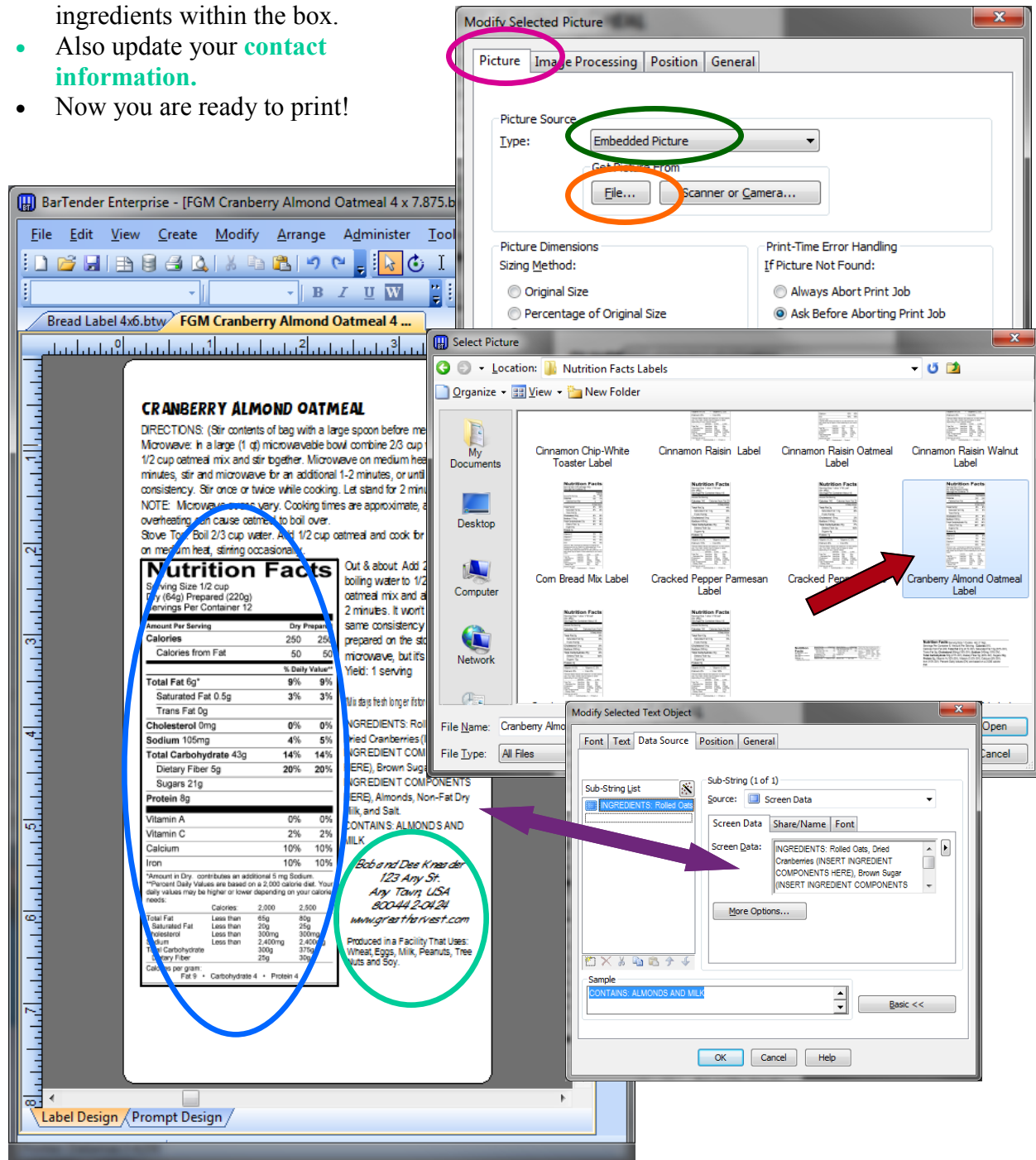
- With your desired label format open, select **File** on your tool bar menu. Then select **Print** or **Print Preview**.
- The Print Wizard box should come up
 - If it doesn't come up, click on **Select Records** which will be on the bottom right
- Most likely, there will be a '1' to the left of the bread title in the '#' column. This means you will print one of each label. You don't want that so deselect by clicking the **book with a # on it and a red X through it**
- From here you can select the labels and quantity of each you wish to print by putting the number of labels you want under the # column. Press **OK**
- Select **Print** or **Preview** when ready.

Note: this assumes that you have already connected the Datamax, have labels loaded and calibration complete. See page 18 if you need help doing these things.



PRINTING FRESH GROUND MIXES LABELS

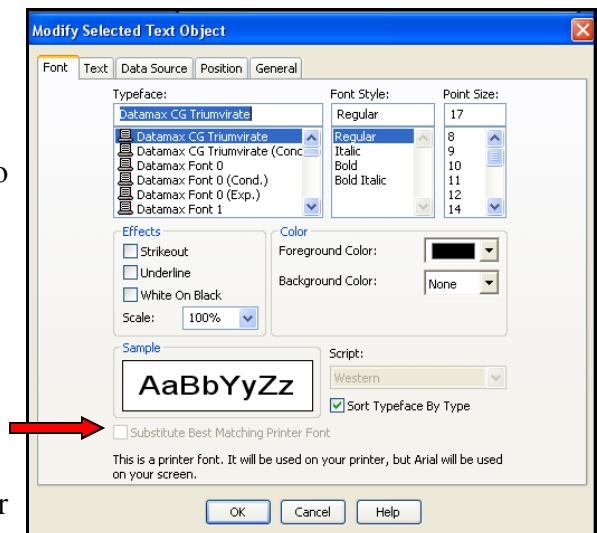
- You will need to open your FGM label you wish to print.
- Double click on **Nutrition Facts Panel** and make sure you are on the **Picture** tab
- Now make sure **Embedded Picture** is selected under Type
- Then go to **File** and go find the Nutrition Facts folder that contains all of your nutrition facts panels and select the label you want. This folder should be found under C: GHBarTender > **Nutrition Facts Labels**
- Now you will just need to double click on the **ingredients text box** and copy and paste your ingredients within the box.
- Also update your **contact information**.
- Now you are ready to print!



IF YOUR LABELS AREN'T PRINTING IN GREAT HARVEST FONT

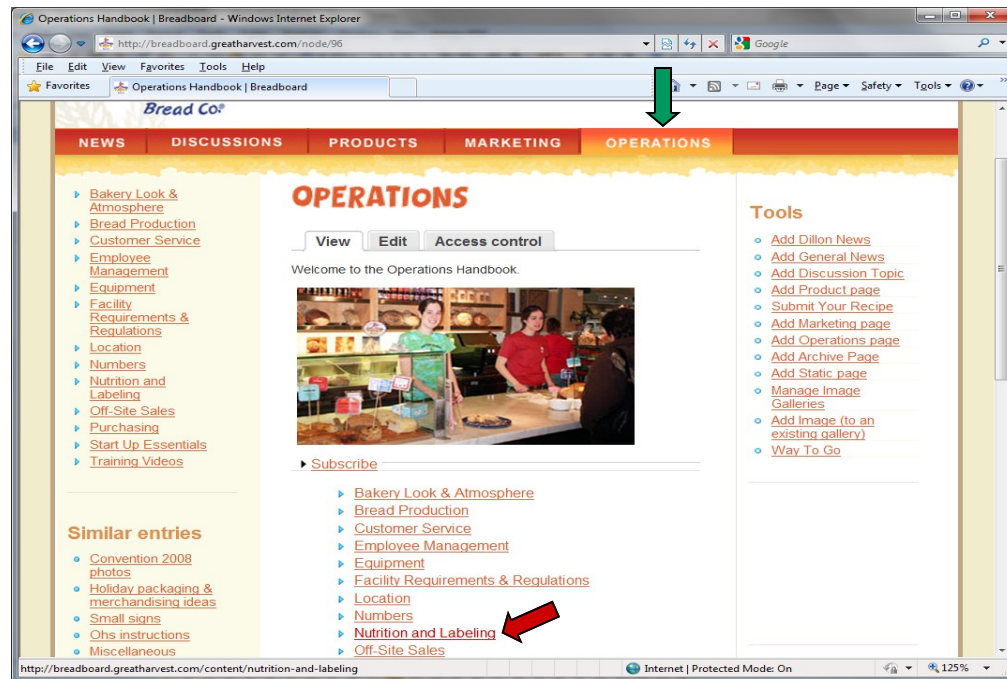
The first time you print labels from your Bartender software, substituting fonts may be selected. If it is, you will notice that your GH Display font changes to an Arial type font when you view the label in print preview. If this happens, follow these steps. You will only need to make the change once.

1. Double click on one of the text boxes.
2. Under the **Font** tab, **uncheck** the box that says *Substitute Best Matching Printer Font*
3. Click **OK**
4. Go to **Print** either by selecting the printer icon or from your File tab.
5. Click **OK**
6. In your Print Wizard select **Next** at the bottom of the page.
7. A *True Type Warning* should appear.
8. Select the option that says *Disable warning for all formats and continue to print True Type Fonts*.



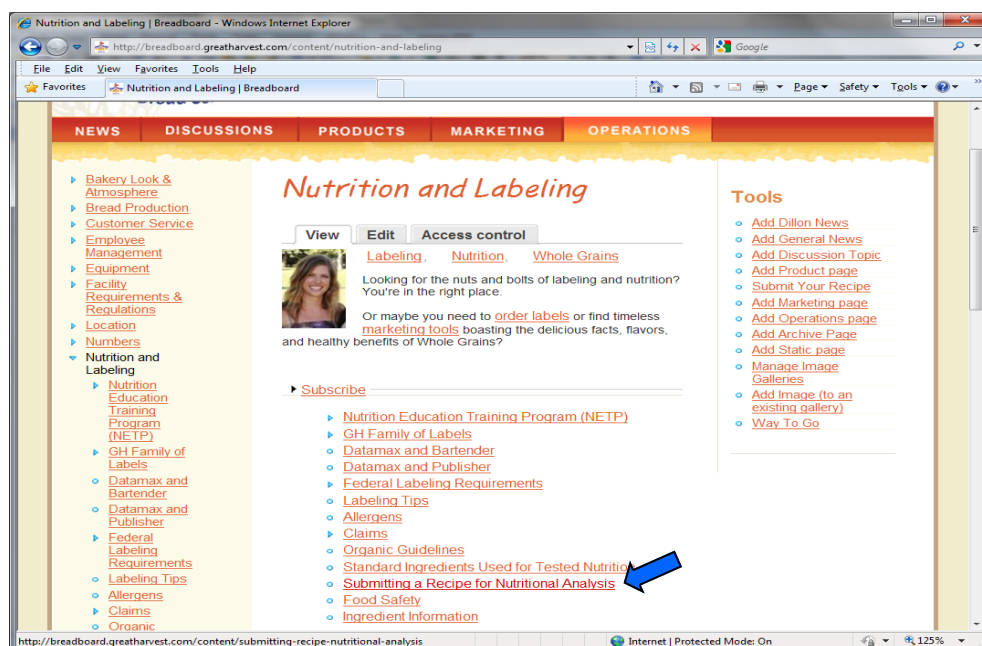
WHEN AND HOW TO REQUEST NUTRITION INFORMATION

The *All Label Information* spreadsheet has a collection of the most popular TESTED recipes. When you make changes to a recipe (including cut weight) the nutrition will need to be re-run. To receive label information for additional products email the Nutrition Specialist in Dillon. You will need to request the nutrition facts for all of your products (even TESTED recipes from the Breadboard) if they are not in the excel spreadsheet. **You will most likely not need to request nutrition for your opening.**



For further information about submitting your recipes for nutrition analysis head to the Bread Board! Go to:

Operations tab > Nutrition and Labeling > Submitting a Recipe for Nutritional Analysis

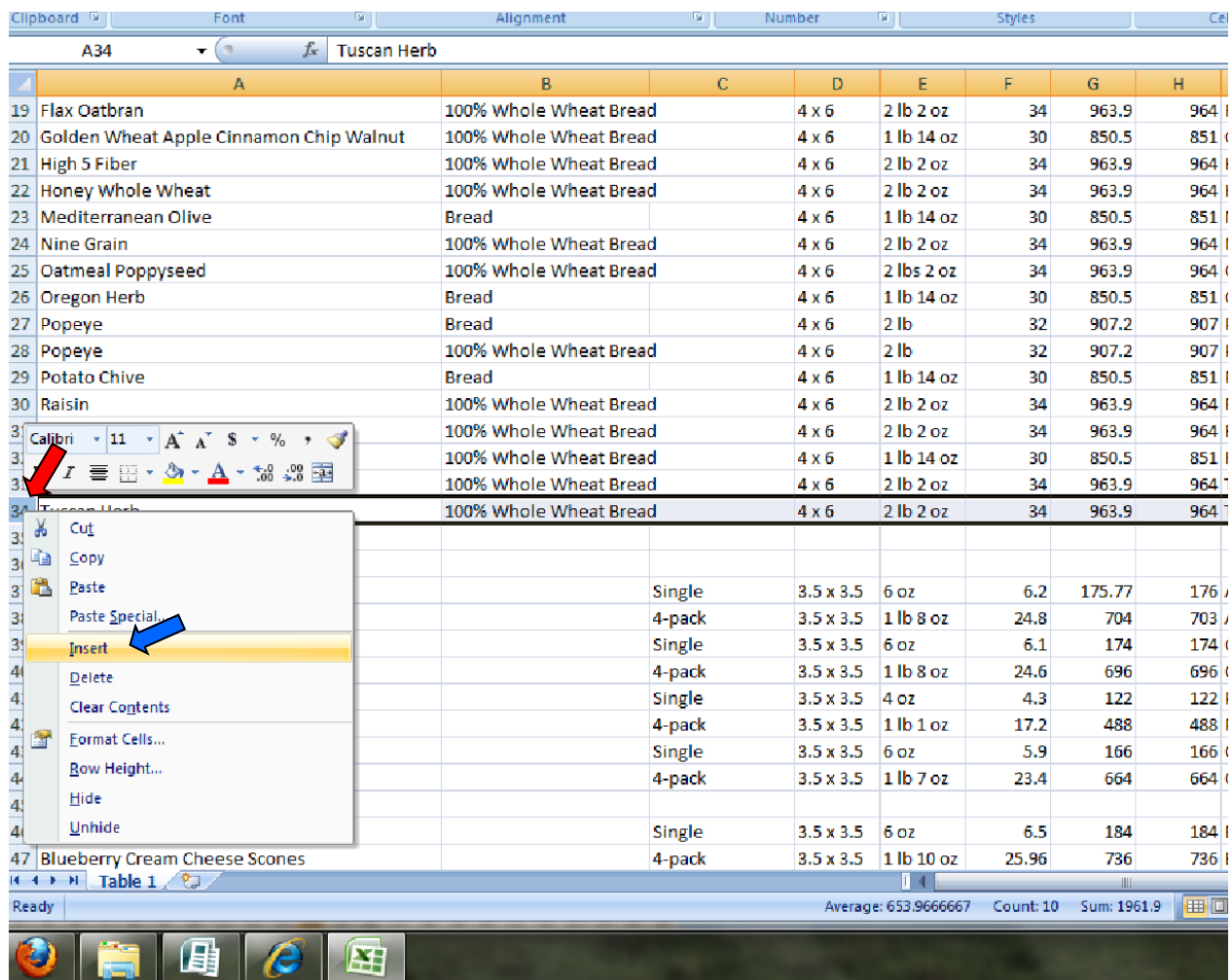


MAKING A NUTRITION REQUEST



ADDING NUTRITION TO YOUR EXCEL SPREADSHEET

- First you will need to add a new row:
 - Put your cursor on the number** of the row you want to add a new row above.
 - When your cursor turns to an inward pointing arrow, **right click** on your mouse.
 - Select **Insert** from the menu.



- Remember that how the information is entered into the spreadsheet is how it will appear on the label so be accurate and check your spelling!
- Do **not** change the font style in the spreadsheet.

ADDING NUTRITION TO YOUR EXCEL SPREADSHEET

- Now you will need to fill in this new row with information:
 - Put your cursor on the **cell you would like to fill in** and start typing
 - Fill in each blank cell as appropriate
 - Make sure these are 100% accurate as this is the exact information that will appear on the label
 - Again, **do NOT change the font**
 - Do NOT alter row 1**
 - Be sure to SAVE before you close out**
 - Be sure to close out before you try to print.**
 - If the excel spreadsheet is open when you try to print you will get an error message and it won't allow you to print

The screenshot shows an Excel spreadsheet with the following data:

	A	B	C	D	E	F	G	H
	Title	Sub Title	Package Size	Type	LBS	OZ	Grams	Graphic
9	Cranberry Orange	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Cranberry Oran
10	Cracked Pepper Parmesan	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Cracked Peppe
11	Cracked Pepper Swiss	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Cracked Peppe
12	Cracked Pepper Swiss	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Cracked Peppe
13	Cinnamon Raisin	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Cinnamon Rais
14	Cinnamon Raisin Walnut	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Cinnamon Rais
15	Cherry Apple Berry	100% Whole Wheat Bread	4 x 6	2 lb	32	907.2	907	Cherry Apple I
16	Dakota	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Dakota Label
17	Gouda and Stout	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Gouda and Stou
18	Golden Wheat	100% Whole Wheat Bread	4 x 6	2 lb 2oz	34	963.9	964	Golden Wheat
19	Golden Wheat Chocolate Cherry Swirl							
20	Golden Wheat Cinnamon Chip	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Golden Wheat
21	Golden Wheat Cinnamon Chip Apple Walnut	100% Whole Wheat Bread	4 x 6	1 lb 14 oz	30	850.5	851	Golden Wheat
22	Honey Whole Wheat	100% Whole Wheat Bread	3.375 x 7	2 lb 2 oz	34	963.9	964	Honey Whole
23	Honey Whole Wheat	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	Honey Whole
24	High 5 Fiber	100% Whole Wheat Bread	4 x 6	2 lb 2 oz	34	963.9	964	High 5 Fiber L
25	Nine Grain	100% Whole Wheat Bread	4 x 6	2 lb 2 Oz	34	963.9	964	Nine Grain La
26	Oregon Herb	Bread	4 x 6	2 lb 2 oz	34	963.9	964	Onion Dill Rye
27	Popeye	Bread	4 x 6	2 lb	32	907.2	907	Popeye Label
28	Potato Chive	Bread	4 x 6	2 lb 2 oz	34	963.9	964	Potato Chive I
29	Pizza	Bread	4 x 6	2 lb 2oz	34	963.9	964	Pizza Bread La

FDA LABELING REQUIREMENTS

23

When do you need to label your products?

- If your product is packaged (saran wrap, poly bag, clamshell, anything that preserves freshness!)
- If your product is packaged or wrapped and available for the customer to pick it up.
- If your product is sold outside of the bakery it was made in.
- If your product is being sold wholesale.
- If your product is making a health claim such as 'light', 'low fat', 'high fiber', 'healthy' etc...

When are you exempt from needing to label your products?

- If your product is unpackaged behind the counter or in the sweets case. (ex. bread cooling on rack or a muffin sitting in a sweets case).
- The food is sold from behind the counter and placed in a wrapper, carryout box, or other non-durable container whose sole purpose is to facilitate handling (ex, cookie in a cookie sleeve, or taking scones, bars, or muffins from the sweets case and placing them in a box to make carrying them easier)
- If it is a ready to eat item that is made to order like a sandwich from the sandwich program.
- If you are giving a product away.

You have two options for labeling:

- A **one label system** would require you to put all label components on one label which would be located on the Principal Display Panel (PDP—the area most readily seen by the consumer such as the top or front of a product).



- A **two label system** would allow you to put only the Name + Statement of Identity and the Net Weight on the PDP. The remaining information as well as the Name + Statement of Identity and Net Weight on the back or bottom or back of the product.



FDA LABELING REQUIREMENTS

The below elements are required by the FDA to be on your product's label. The GH family of labels has all of the required elements on the label and in the correct sizes and formats :

- **Name + Statement of identity**

- Ex. Name = Honey Whole Wheat, Dakota, Cheddar Garlic,
- Ex. Statement of Identity = bread, muffin, scone, cookie (what is the actual item being sold)
- This must be on the area of the package most readily seen by the customer (or the Principal Display Panel or PDP) as well as the back label.

- **Net Wt**

- Must be listed in Lbs, Ozs (grams)
- This is your cut weight minus 3 oz
- This must also be on the PDP as well as on the back label.



- **Ingredients statement + Contains Statement**

- This lists ingredients in descending order of predominance by weight
- Do not change the ingredients list the Dietitian sent you.
- Remember to fill in the ingredient components which identify what ingredients make up certain ingredients like chocolate chips, enriched white flour, or cheese.
- The Contains Statement identifies food allergens present in the product.

- **Responsible party**

- This identifies your name or bakery name, address, and phone number. Including your web address is optional.

- **Nutrition Facts Panel**

- This component identifies all of the nutrition your product provides!
- Your customers love having this information!
- Since you are a bakery, this is actually not required on your label unless you make a health claim (ex. light, healthy, low fat, high fiber), you ship the product, or it is sold outside of the bakery it was made in.
- It is part of the GH Family of Labels Formats.





TROUBLESHOOTING

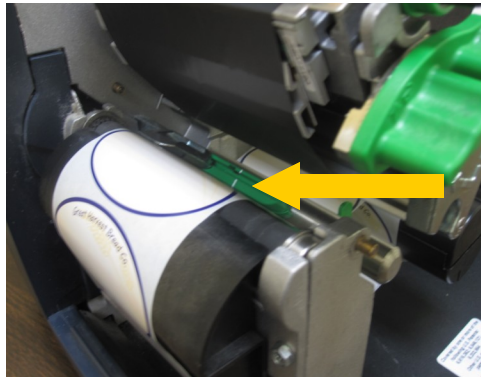


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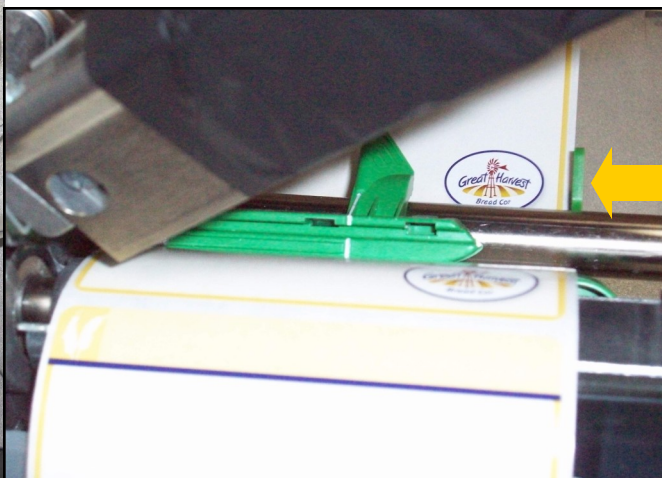
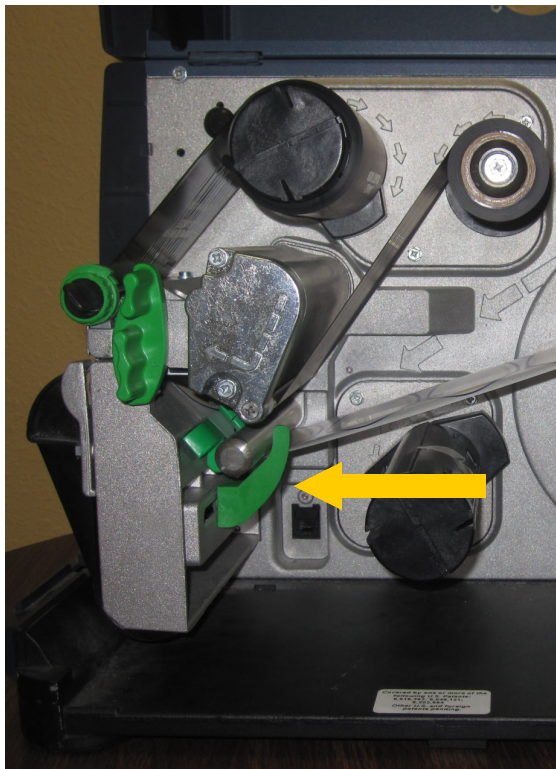
Problem: Your labels won't stop at the right place.

- Make sure you have calibrated your printer. (see Datamax Manual for Quick Calibration)
- With the Print Head open, look at the green slider with a white hash mark. This is the Label Sensor Clip. The labels should be feeding through this green sensor clip (see yellow arrow below). The white hash mark on the clip is the Sensor Eye. This should be lined up with the center of the label. The line tells the printer where the center of the label is so if this is offset the label may not start and stop at the right place.



Problem: Your alignment keeps shifting right and left and won't print on the middle of the label.

- Make sure the Sensor Eye is adjusted (see above) and the Stock Guide is gently touching the side of the label holding it in place. (see yellow arrows below). Your labels will shift right and left when they are printing if the guide is not keeping them in place.



Problem: Your printer is connected but when you click to print nothing happens

- Open up the print window to make sure the correct printer is selected.
- Try plugging the USB cord linking the computer and the printer into a different port on your computer. To set up your printer port, look at the 'Loading print drivers and setting the correct port' section on page 9 of the Datamax manual.

Problem: Your labels are printed with lines or streaks in them.

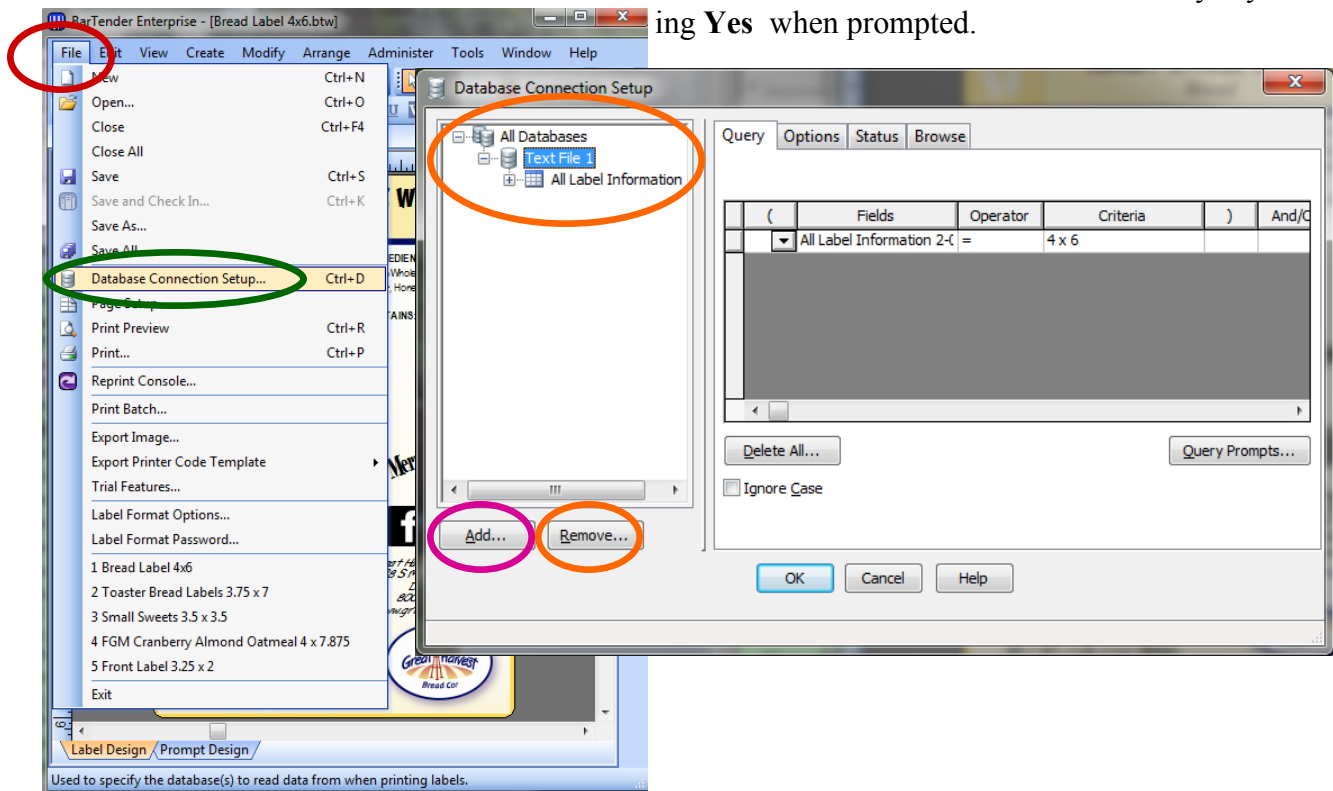
- Small lines or streaks occurring in the same place in every label is a result of one of two things: a dirty print head or a burnt out bulb on the print head.
- First check to see if your print head is dirty. You should clean it every time you change print ribbons otherwise print ribbon residue and dust will collect on the print head. Use a cleaning pen or a Cotton Swab with rubbing alcohol on it to gently rub off any residue. Be gentle and do not scrap or gouge at the fragile print head lights.



- If that does not work you may have burnt out bulbs in the print head:
 - The Datamax printer is a thermal printer transfer that uses tiny light bulbs to burns the image into the label. These little lights periodically go out. Use your judgment on when you should replace this part of the machine. A few lines is probably okay but if it is making the label difficult to read then it is time to get the bulbs replaced.
 - Consult with Mark Sullivan at Westmark a call to see if he thinks it sounds like burnt out bulbs. If so, order new lights. His number is 509.993.8732

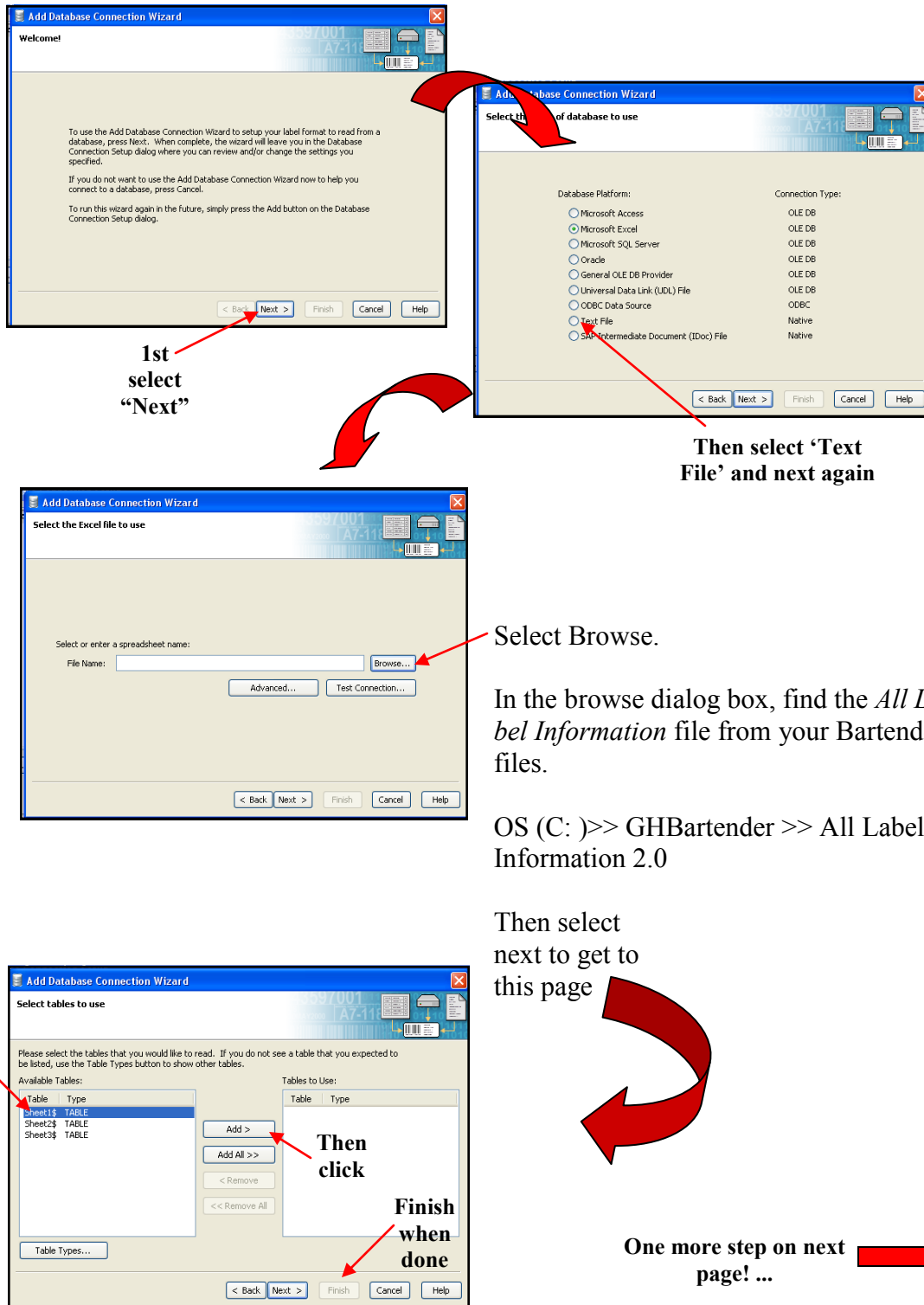
Problem: Bartender is sending an Error Message: ‘OLDB...’ or printing only part of the ingredient statement.

- This means there is something wrong with the linking of the spreadsheet/database and Bartender.
- First, make sure your excel spreadsheet ‘All Label Information’ is closed.
- If that doesn’t work, you may need to **reconnect to the database** by following the steps below:
 - With your desired label open, select **File** on your tool bar menu.
 - Click on **Database Connection Setup**.
 - In the dialog box (pictured below) with the *Text File: All Label Information* highlighted in blue, click on the **Remove** button below.
 - Confirm the removal of the database by saying **Yes** when prompted.



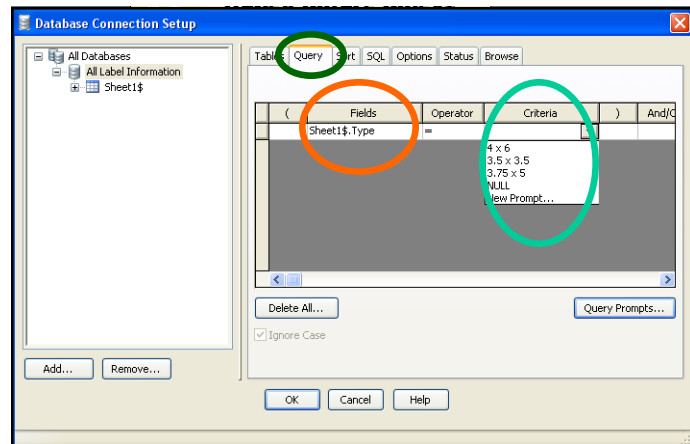
- Now select the **Add** button.

- A database connection wizard window will pop up. Follow the steps as prompted and illustrated below.



When looking at the Database Connection Setup dialog box, select the **Query** tab.

- Under **Fields** use the drop down box to select **Type**.
- Under **Criteria** use the drop down box to select 4 x 6 or whichever label you have opened. This will be left blank when printing the Front Label.
- Then click **OK**.
- Now your database is reconnected but only to this one format. This will have to be done with each label format you are struggling with.



Problem: You keep getting an ERROR message on the Datamax Menu Screen and your labels won't print.

- First make sure your labels have been loaded correctly.
- Then visit Step 1 of the 'Setting up and Calibrating the Datamax' on page 12 of the Datamax manual.

Problem: You are getting the error message 'Top of Form Fault' on your Datamax

- The sensor may have been bumped to the side and may require you to recalibrate the Datamax. Visit Step 6 of the 'Setting up and Calibrating the Datamax' on page 15 of the Datamax manual and perform the Quick Calibration.
- If quick calibration does not work "cannot calibrate" will pop up quickly on the screen and you must now use the Standard Calibration method also found in step 6 of the Setting up and Calibrating the Datamax' on page 16 of the Datamax manual.

Problem: Bartender is telling you it cannot find your Bitmap Image

- First check to see if you put the correct file name for the .bmp image in the excel spreadsheet. This has to match up exactly with the name of the nutrition panel (ex. *Honey Whole Wheat.bmp* cannot be entered into the excel spreadsheet as *HoneyWholeWheat.bmp*)

If that doesn't work try this...

- Double click on the Nutrition Facts Panel Image that is on the label template(in older versions of Bartender this will be the image that looks like a cactus) .
- A box will pop up that says 'Modify Selected Picture' at the top.
- Make sure you are on the Tab that reads 'Picture'
- Look down under 'Picture Source' within this tab and select 'Data Sourced Picture' as the 'Type' and select 'Path' as the 'Source'.
- Then click 'Select Path'. A box will pop up that will allow you to browse for Folders.
- Look for your folder that contains your .bmp images of the Nutrition Facts Panels.... This folder was downloaded as 'Nutrition Facts Labels' with your Great Harvest Bakery Bartender Files so that is likely the name of this folder unless you have changed it. It should be located at OS (C:) >>GHBartender>> Nutrition Facts Labels folder
- Double click on that folder when you find it.
- This will tell Bartender to look to that folder for the nutrition labels it needs.

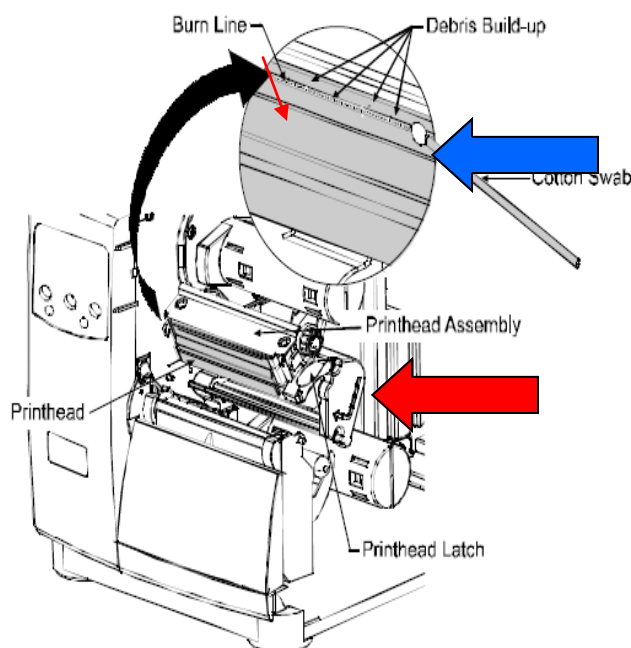
Problem: Your labels are printing too lightly

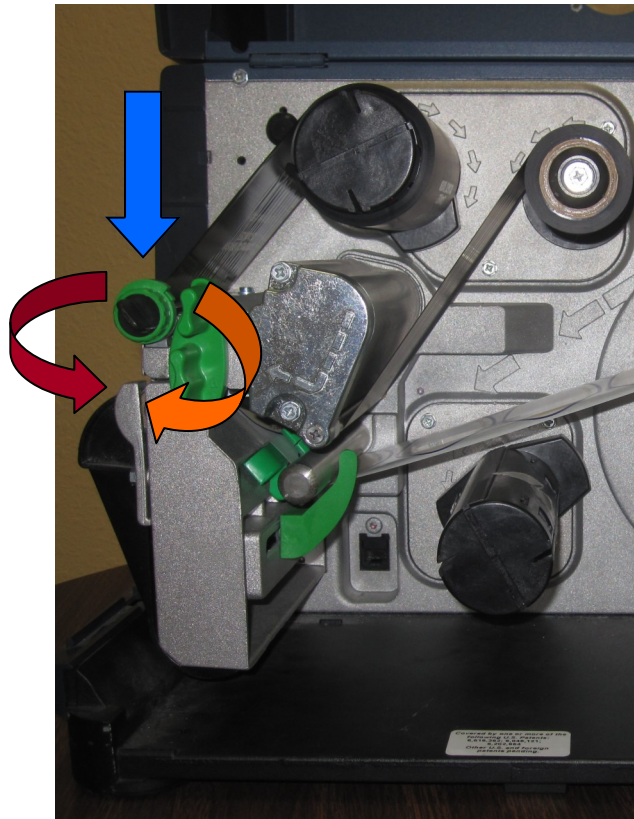
First Try this:

- In Bartender go to Print and make sure the Datamax is selected as the printer.
- Go to Document properties– not printer properties (located right below the printer name) and another box will pop up that is titled “Datamax Properties”
- Go to the tab labeled ‘options’ and make sure print speed is 4 in/sec and the box “send with job” under the subtitle ‘print head temperature’ is checked. Make sure the Print Head Temperature slider is set to 16.
- Press OK

If that doesn’t work try this:

- You may need to clean the printhead burn line (see red arrows)
- Turn off the printer and unlock/raise the print head and allow it to cool before you clean
- Move the ribbon away from the printhead (see yellow arrow) and rub the surface of the burn line (see red arrows) gently with your cleaning pen (see blue arrow) to remove any debris. Your pen tip should be moist.
- If you do not have a pen or your pen is dry, use a cotton swab moistened, not soaked, with isopropyl alcohol and again gently wipe away any build up on the surface of the burn line. (see blue arrow)
- Allow the printhead to dry, replace the ribbon, and proceed with printing.





Problem: Just the right side of your label are printing lightly

- **The Leveling Cam may be incorrectly adjusted and thus causing uneven pressure distribution of the print head on the label.
- The **leveling cam** is the green circular knob next to the print head lever.
- To adjust the leveling cam, **rotate it counterclockwise** until it can't rotate any more so it is now in an over adjusted position.
- Then start printing a batch of labels
- (about 10-15) and **slowly rotate the Leveling Cam clockwise** while printing one click at a time. While printing, pay close attention to the labels to check if the print on the labels is becoming more even..
- When the printed labels contain a complete even image, stop rotating the leveling cam. It is now properly adjusted.

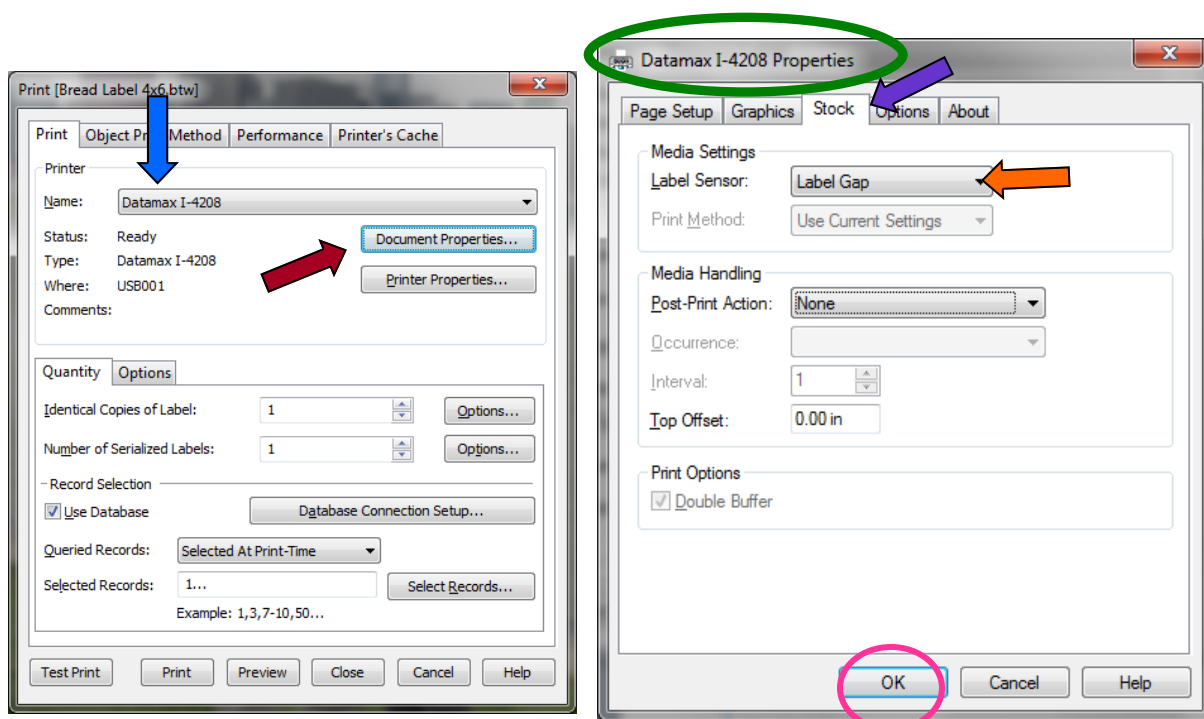
Problem: Your print ribbon is wrinkling

- First check to make sure everything is properly loaded and fed through the print head correctly. (make sure you black print ribbon is fed through exactly as in the image above)
- Also make sure there is no lag in the ribbon before and after it goes through the print head and check if the ribbon is collecting smoothly onto the **recoil spool**.
- If that does not work try this:
 - First, try adjusting the leveling cam (as directed in the first step of the previous page (indicated by a **))



Problem: Your Datamax is skipping labels when printing

- In Bartender, go to File, then Print and make sure the **Datamax is selected as the printer**
- Go to **Document properties**- NOT printer properties (located right below the printer name) and another box will pop up that is titled **“Datamax Properties”**
- Go to the tab that says **“stock”**
- Go to the first drop down box that says **‘label sensor’** and make sure you have **‘label gap’** selected if you use a sticky label and ‘label mark’ is selected if you use inserts as your label. Press **OK**.



Problem: Your labels are not printing in the Great Harvest Font.

1. Double click on one of the text boxes containing the inappropriate font. A box like the one on the left will pop up. 

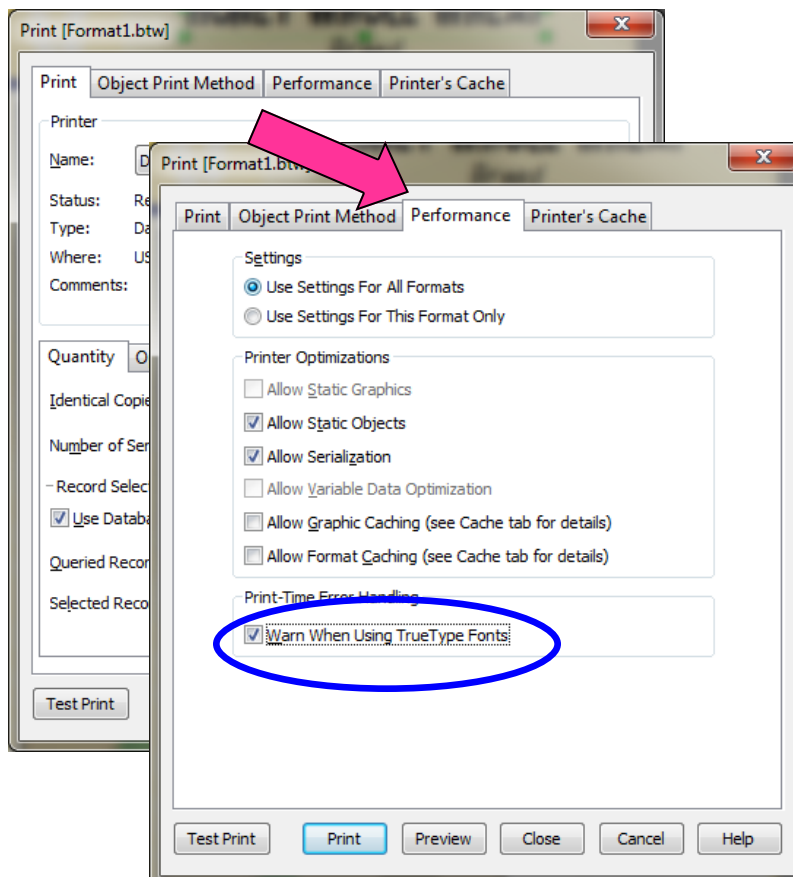
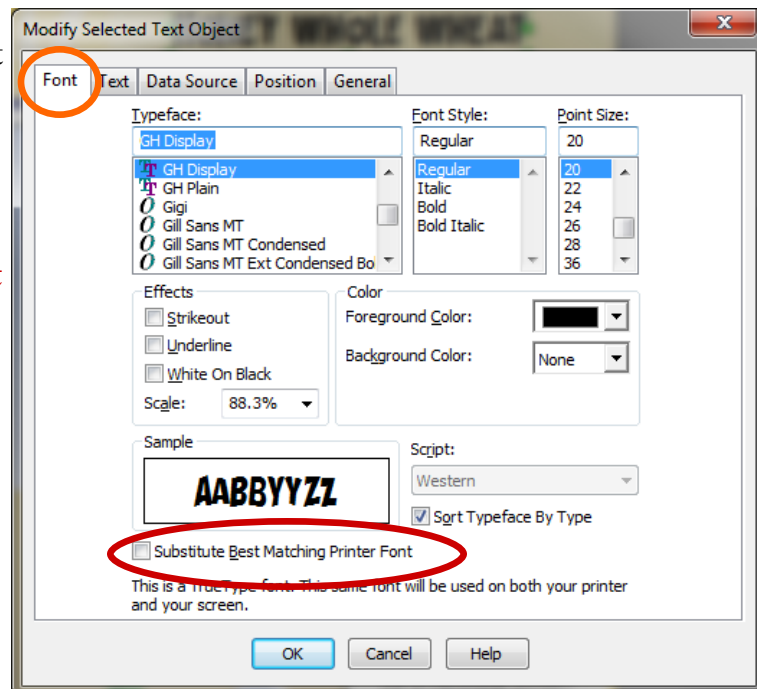
2. Under the **Font** tab, **uncheck** the box that says **Substitute Best Matching Printer Font**

3. Click **OK**

4. Go to **Print Preview** either by going to File >> Print Preview .

5. A box should pop up identifying a *True Type Warning*

6. Select the option that says *Disable warning for all formats and continue to print True Type Fonts.*



If this doesn't work, go to **File >> Print**. Select the **Performance** tab. Check the box that says **Warn When Using True Type Fonts**. Return to and repeats steps 4-6.