



# Frequently Asked Questions

## PB21, PB31 & PB51 Rugged Mobile Receipt Printers

**Q: What advantages can Intermec's lineup of rugged mobile printers deliver?**

A: Intermec's PB Series of rugged mobile printers are Fast. Rugged. Smart.

They can offer significant advantages over competitive products:

*Fast*

- Dramatically improves mobile workforce productivity with the industry's fastest rugged mobile receipt printers
- Delivers an optimized mobility solution that seamlessly integrates with Intermec mobile computers, media & software

*Rugged*

- Provides the rugged performance a field workforce can depend on with a military standard drop spec, long battery life and more memory than most competitive models

*Smart*

- Simplify business processes and reduce hardware costs with the industry's only mobile 'smart printers' supporting stand-alone printer applications
- Increases connectivity confidence with industry leading wireless and network security options

**Q: What is the difference between PB2/PB3, PB22/PB32/PB50 and PB21/PB31/PB51?**

A: With Intermec's new printer family, we have expanded the rugged mobile printer line to 2", 3" and 4" label and receipt printers. To differentiate the label printers from the receipt printers you can remember that if it ends in a "1" it is a receipt printer. If it ends in an even number it is a label printer. PB22/PB32/PB50 are primarily labeling printers, but will also do receipts and PB21/PB31/PB51 are primarily receipt printers. The PB2 and PB3 are wearable, receipt-only printers.

**Q: Are there other differences between the PB21/PB31/PB51 and the PB22/PB32/PB50?**

A: The PB21/PB31/PB51 do not come with the self-strip option or the label taken sensor. Both of these features are included in the PB22/PB32/PB50. The PB50 offers a WiFi configuration which the PB51 does not. Other than that, they are the same mechanically. The factory firmware loads for the PB51 is only offered with ESCP or Fingerprint. However, the PB51 can be re-flashed to support the same printer languages that are offered on the PB22/PB32/PB50. While all the PBXX printers will support both receipt and labels, if it is a true label application, you should be quoting the PB22/PB32/PB50.

**Q: What languages can I get on the PB21/PB31/PB51?**

A: Typically receipt printers only come with a version of ESC/P or Line Print printer language. However, the PB21, PB31 has an upgraded operating system. With this you will have the choice between Fingerprint (FP), IPL, ESC/P, ZSim, CSim (CPCL), and DSIm, which you can easily select from the front panel menu. The PB51 will be available with ESC/P or Fingerprint, but you can download other languages from the Intermec public website (under the "Downloads" section) and re-flash the PB51. Please note: once you choose ESC/P you will need a serial cable to break out of that language.

**Q: How long will the printer battery last?**

A: The PB printers have been designed to work for a full 8 hour day on a single battery charge. However, many things affect the battery life such as the temperature, print density, and Bluetooth vs WiFi. Under "normal" conditions, (68-71 F, Bluetooth, printing at 25% density) you should be able to work for 8 hours or four rolls of media.

**Q: How do I change the command language?**

A: Changing is easy. When you first power up the PB21 and PB31 printers, you will have a choice of Fingerprint (FP), IPL, ESC/P and ZSIM. Typically receipt printers are a version of ESC/P or Line Print. Please Note: If you choose ESC/P, you will need to use the serial cable to break out of ESC/P to make changes. Fingerprint and IPL can be changed using the front panel.

**Q: What comes in the box with a PB21/PB31/PB51 mobile printer?**

A: The printer, a universal mounting clip (belt clip), radio compliance sheets and a Quick Start Guide is included for all printers. **A battery must be ordered separately for the PB51.** The PB21 and PB31 come with a battery. **Charging equipment must be ordered separately.** Additionally, customers can download demos and drivers from the Intermec public website (under the "Downloads" section).

**Q: Which of the Intermec Media types is supported on the PB21/PB31/PB51?**

A: A wide range of Intermec Duratherm labels are available:

E21016 Duratherm II	Paper Label 4" x 6"
E21079 Duratherm II	Paper Label 4" x 2"
E21013 Duratherm II	Paper Label 3" x 5"
E24457 Duratherm II	Paper Label 3" x 1"
E24458 Duratherm II	5-mil Paper Tag 4" x 6"
E24459 Duratherm II	5-mil Paper Tag 3" x 5"
E22036-32 Duratherm	Receipt 4.375" x 1200"
E22977-32 Duratherm	Receipt 4.375" x 1700"

**Q: Can the PB21/PB31/PB51 accommodate RFID media?**

A: The PB21/PB31/PB51 can print barcode on fan-folded RFID smart labels without damage to the inlay, but it cannot commission the tag. Please note: a fan-fold tray hasn't been developed for the PB21/PB31/PB51.

**Q: What makes the PB21/PB31/PB51 faster than the competition?**

A: The PB21/PB31/PB51 rugged receipt printer family is uniquely designed with high-speed electronics that are normally only used in desktop printers. These are combined with a high-voltage battery and patented techniques for power management of the printhead that allow for full-width printing of all pixels simultaneously. Most of our competitors use low voltage printheads that can only print a portion of the pixels at any one time.

**Q: With the same drop spec (5-foot) and same IP54 seal rating as the Zebra QL420, what makes the PB21/PB31/PB51 more rugged?**

A: The rugged design of the PB family includes larger, thicker gears than the Zebra model. These gears are a known, common point of failure in the Zebra product. The wear and tear on these gears is affected by media loading and intensity of use, which is not measured by a drop spec or seal rating.

**Q: Can the Bluetooth configuration of the PB21/PB31/PB51 be used with one of our Bluetooth scanners (SF51 or SR61)?**

A: While both the printer and the scanner are capable of communicating via Bluetooth, neither device is structured to act as the "host;" both the printer and scanner are Bluetooth "slave" devices and therefore cannot communicate between one another. In the instances where the PB51 is communicating with a Bluetooth-enabled Intermec mobile computer, the mobile computer acts as the Bluetooth host. However, if the printer is using Fingerprint or Smart printing it can then act as the host and accept incoming data from the scanner.

**Q: What accessories are available for the PB21/PB31/PB51?**

Mobile Printer Accessories	Part Number	PB21/ PB32	PB51
<i>BATTERIES</i>			
Battery Pack, 4 cell	318-026-001		X
Battery Pack	318-030-001	X	
<i>POWER &amp; CABLES</i>			
Cable, Truck Power, 8'	206-875-102	X	X
Cable, Truck Power, 16'	206-875-106	X	X
Cable, Truck Power, 22'	206-875-109	X	X
Cable, Serial data	75497	X	X
Cable, RJ11F to DB9	320-080-143		
Cable, USB-A to USB-Mini B Plug, 2M	321-611-102	X	X
Cable, DC power, 4'	226-215-101		X
Cable, DC power, 4', right angle	226-215-102		X
Cable, vehicle dock (AV8) forklift	236-193-003	X	X
Cable, DC power, 4'	226-215-101	X	X
Cable, DC power, 4', right angle	226-215-102	X	X
Quad Battery Charger (Requires AC adapter)	852-915-001	X	X
AC Adapter, 12V DC, US	320-066-142		X
Adapter, Cig lighter	74866	X	X
Universal Power Supply, 12VDC 50W (not for use in North America)	851-082-003	X	X
Universal Power Supply 12V (North America use only)	851-082-203	X	X
Universal Power Supply R/A 2.5x5.5 FWC5012 CEC/RoHS (Right Angle Plug)	851-082-205		X
<i>HOLDERS, HOLSTERS, BELTS &amp; STRAPS</i>			
Shoulder Strap	074788-002	X	X
Hand Strap	74789	X	X
Belt Clip	825-208-001	X	X
Protective Case PB51	825-192-001		X
Protective Case PB21	203-894-001	X	
Protective Case PB31	203-893-001	X	
<i>DOCKS &amp; MOUNTING ACCESSORIES</i>			
Cart Mount	225-741-001		X
Cart Mount	203-895-001	X	
Forklift installation kit*	203-880-002		X
Vehicle Mount	225-740-001		X
Vehicle Mount	203-896-001	X	
<i>MISC</i>			
Media Core Kit (0.4")	320-376-001		X

\*203-880-002 Kit is for printer use only and contains DC converter, forklift power to DC converter cable, DC converter to printer vehicle dock cable and various mounting hardware. Order separate computer power supply kit if both computer and printer are mounted on the same vehicle.

**Q: What is the wireless security offered on the PB21/PB31/PB51?**

A: The PB51 supports WEP (64 and 128 bit encryption), WPA/WPA2 Personal Mode, and WPA/WPA2 Enterprise Mode (PEAP, TTLS, LEAP (Open only)). WPA2 is the Wi-Fi Alliance equivalent for 802.11i. 802.1x is also an equivalent of WPA/WPA2 Enterprise Mode.

**Q: Will the PB21/PB31/PB51 have a credit card reader?**

A: The PB21 and PB31 will have an optional integrated magnetic strip reader and EMV-compliant smart card reader. The PB51 will not at this time.

**Q: Can the universal mounting clip be used on a belt?**

A: Yes. The universal mounting clip can be used with the cart mount in addition to belt mounting.

**Q: Are both the cart mount and truck mounts powered?**

A: No, only the truck mount is powered.

**Q: Why does the PB21/PB31/PB51 have so much memory (16 MB RAM; 64 MB)?**

A: Since the PB family does not support an external memory card such as a CF card; it needs this memory to store fonts for different applications. In fact, the PB21/PB31/PB51 can store the entire Unicode font. In addition the PB family of printers can utilize the Intermec Smart Printing capabilities.

**Q: How many different audio indicators does the PB21/PB31/PB51 emit? Does the competition offer this feature?**

A: First of all, the PB family printers are unique in offering audio indicators. They are comprised of carefully selected poly-phonic tones each alerting the user to a different status of the printer. There are 4 audio indicators in all. These include an error, hardware change, button press and startup alert.

**Q: What if I accidentally downloaded the desktop firmware to re-flash the PB21/PB31/PB51? Would I destroy my PB printer?**

A: No. Re-flashing the wrong firmware to the PB21/PB31/PB51 will not cause damage to the PB21/PB31/PB51. The PB21/PB31/PB51 has the ability to validate the firmware before re-flashing.

**Q: What printer drivers support the PB21/PB31/PB51?**

A: InterDriver Windows Drivers, Windows Drivers by Seagull Scientific

**Q: Is there a graphical user interface (GUI) tool to configure the PB21/PB31/PB51 or do we need to use other tools?**

A: PrintSet software is the GUI application you can use to configure the PB21/PB31/PB51. Also the PB21/PB31/PB51 User's Manual lists all configuration options without using PrintSet and the easy to use front panel allows you to set all the necessary parameters for the printer on the fly. You will need the serial cable, PN #75497 to use PrintSet with your PC.

**Q: Can I use the USB cable to re-flash the printer?**

A: At this time you cannot use the USB cable to upgrade the printer using PrintSet. It can only be done using a serial cable.

**Q: Is it possible to lock the front panel so users can't change the settings?**

A: Yes, the IPL command language allows the front panel to be locked. Please see the PB21/PB31/PB51 User's Manual for instructions.

**Q: Does the PrintHead Replacement Program apply to the PB21/PB31/PB51?**

A: No, not at this time.

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800.123.456.7890  
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