

## Take a look at what's new from On Time Support!

Look inside to find out more about our new Network based Calibration Label Printers and a money saving coupon.

### Are you on the METLIST?

Be sure to join the On Time Support **METLIST**. It is a great source of information regarding calibration software issues. The best experts, our customers who use the products daily, are available to answer questions in an open forum. Once you have joined the metlist, you can send a message to [metlist@ontimesupport.com](mailto:metlist@ontimesupport.com). All the metlist recipients will receive your message. If someone has an answer, then they can respond to you on the metlist. OTS and Fluke engineers are also on the metlist to help answer questions. Best of all, its free and we will keep your name and email address confidential. You can unsubscribe at any time. Sign up for the METLIST today at [www.ontimesupport.com](http://www.ontimesupport.com).



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## News from N TIME SUPPORT®

So far it has been a busy 2006 and OTS is currently working on several new products and services for you, our customer. This newsletter is dedicated to the sometimes pesky calibration label. At the beginning of 2006, we announced our new network package now available for our calibration label printers and then we introduced this printer package at the Measurement Science Conference receiving a great response. For many years we have sold and supported the Brother Label Printers for use with MET/CAL® and MET/TRACK®. As databases have grown and new requirements have developed, so has a need for a network based calibration printer. Let us go back and have a look at some of the history.

### Calibration Label Printing, “A Humorous History”

Its true, printing calibration labels has not always been easy. When we first started selling the calibration label printers for MET/CAL, we used the old Brother PT-PC or P-Touch. Some customers are even still using them today. They have the RS-232 interface which connected the printer to a workstation, which meant doing things like setting the Baud Rate and communication settings for each printer. Let's not forget that we also had to test the printers to see if they could really operate at a specific baud rate.

Ahhhhh, those days of using RS-232. Don't you miss them? Having to find the right cable and set up the communication parameters/ports and then create the Crystal Report to make the labels for MET/CAL. You can laugh now, but 6+ years ago this was hot stuff. Just think, we actually automated the printing of a calibration label. An actual, readable label. Customers were thrilled. Gone were the days of mislabeling something. Gone were the days the calibration label had a different due date than the database calibration record. Do you remember this time? Do you still have one of these printers?



Some customers decided that they needed several of these printers. That meant installing a printer on multiple workstations. Then there was the issue with the Crystal Report again. What if one printer was using COM1 and another printer was using COM2? That sometimes meant having to configure two different Crystal Reports to print the same label.

Then someone had an idea. “We can connect one of these printers to a single PC and then we will share the PC so everyone can use the same printer!” Eureka, we will save money!” But what if you want to use different sizes of cartridges? Not everyone can use a 1 inch cartridge. Well, some customers tried the networking of a shared machine anyway. Ahhhhh, another unreliable method, sharing a printer on a desktop PC. I used to think these machines had an anxiety meter and they would quit when a critical action had to be performed. Oh and let's not forget those labels that had to be set at a default length in the print driver. Well, those problems are solved with our new Network Label Printer product.

**Proper Networking is here!**

Let's face it, most companies are consolidating their systems and centralizing everything. (Hmmm, I thought we were doing that in the early 80's.) With the security threats, incompatible hardware problems, and reduced manpower, most IT departments pay close attention to what is connected to the network. Today its the company's life blood. How much work is lost when the network goes down? It is a big deal. Sharing PC's so they can be used as print servers for the calibration lab is definitely a no-no. A shared desktop PC might become a risk to the network. You are encouraged to ask the IT guys what they think.

The problem is that the Brother Label Printers were not really networked. There was not really a clean way to network these printers, until now. We took a Brother 9500 Label Printer and packaged all of the electronics into a nice neat box on which the printer is mounted. No more loose wires and power supply bricks. Everything is self contained, including a print server. So what did Brother think? They loved it and are helping us to promote the package.



And for our international customers, the printer package will handle the different voltages found in other countries. All that is needed is a PC power cord. Pretty Neat, Huh!!! (These printers should be available outside the US by the last half of 2006.)



All you need to use the Network Printer is a power cord and an RJ45 network cable using TCP/IP. Now it should be noted that OTS networked printers only use a static IP address. Your IT department can help with that. These printers do not support DHCP (Dynamic Host Configuration Protocol. I'm starting to get a headache with all these acronyms). Anyway, the really neat thing with how these printers work is that there is a true bi-directional communication between the computer that issued the print job and the target printer.

**Error Handling is Important!**

What happens if you trying to print a label that is supposed to use a 1 inch cartridge and a 3/4 inch cartridge is installed? Well, the client computer will initiate the print job and the printer will report back to the client computer that the wrong cartridge is installed. It will even let you change the cartridge and resume printing without starting over. After you change the cartridge, your label will print. Nice, clean, and easy to use. When printing from MET/CAL or MET/TRACK, the calibration label is automatically printed to the designated label printer. This is a different process from how the other printers worked.

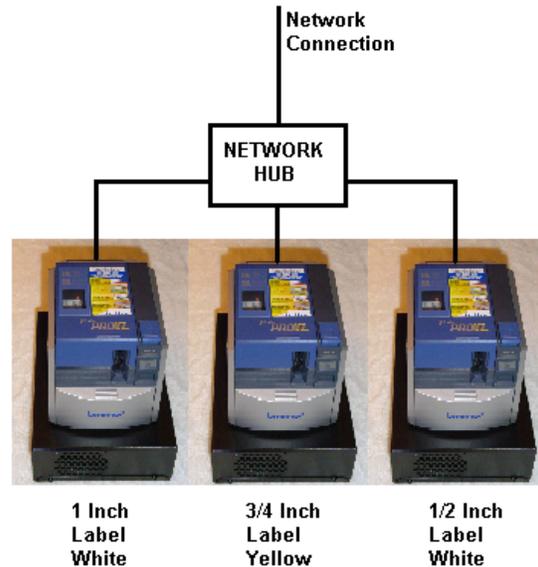
<b>CALIBRATION</b>
Asset: VM0146
Cal'd: 02/10/06
Due: <b>02/10/07</b>
Tech: Jim



When a calibration label is printed, you do not select the label printer to use, the program knows this automatically. Clear instructions are provided on creating labels from scratch and configuring the printers. Its all about saving time, money, and making your calibration systems much easier to use.

**Printer Clustering**

As described before, OTS established that the network label printer is very easy to use. With a network printer, multiple users can use the same printer(s). Networking opens up a new option, printer clustering. With printer clustering you can establish several printers in a central location with different size cartridges or even different color cartridges. With the network configuration, there is no limit to the number of printers that you can use in a cluster. This provides an efficient and less costly way to set up and configure a group of printers for the calibration lab. There are also some new tamper proof labels and industrial stick-em (technical term) labels, where the labels are laminated which protects the print. OTS also offers cluster printer packages.



**We Have a Deal for You!!**

Well, with all this good news, we decided some kind of promotion was needed. So until September 30, 2006, you can use the coupon at right to get a 10% discount on our new network printer. Just clip out the coupon and send it in with your order for a Network Printer, Network Printer Packages, and/or any Network Printer package that includes the Barcode Magician software, Barcode Scanner, and Network Label Printer. We will even offer the same deal to the non-networked label printers and packages. Each network printer comes with complete documentation in color (does anyone print/read manuals anymore?). The manual has a step by step process for installation and a tutorial to create a calibration label. We also supply example Crystal Report label files. Let us know if we can help!

Feel free to contact us at:  
 inquiries@ontimesupport.com

**CALIBRATION**  
 Asset: **VM0146**  
 Cal'd 2/10/2006  
 Due **2/10/2007**  
 Tech JIM



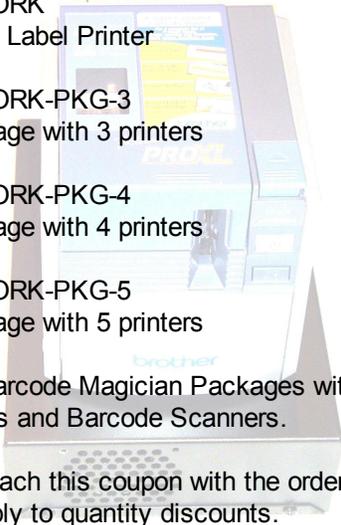
**LIMITED CALIBRATION**  
 Asset: VM0146  
 Cal'd: 02/10/06  
 Due: **02/10/07**  
 Tech: Jim

✂

This genuine coupon entitles the customer to a 10% discount off the list price of the following products:

- 3100-NETWORK  
One Network Label Printer
- 8200-NETWORK-PKG-3  
Printer Package with 3 printers
- 8200-NETWORK-PKG-4  
Printer Package with 4 printers
- 8200-NETWORK-PKG-5  
Printer Package with 5 printers
- Any of the Barcode Magician Packages with Label Printers and Barcode Scanners.

You must attach this coupon with the order.  
 Does not apply to quantity discounts.  
 Expires: 09/30/2006 Only available in the US.



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