ATP-23

THERMAL TRANSFER / DIRECT THERMAL LABEL PRINTER

USER'S MANUAL

Inhoud

1. Introduction

1.1 Product Introduction

Thank you for purchasing ATP-23 label printer. Although the printer has a small footprint, it delivers reliable, superior performance.

This printer provides direct thermal printing at user selectable speed of: 2.0, 3.0, 4.0 or 5.0 ips. It accepts roll feed, die-cut, and fan-fold media with gap or black mark. All common bar codes formats are available. Fonts and bar codes can be printed in 4 directions, 8 different alphanumeric bitmap fonts and built-in scalable font capability. You will enjoy trouble free, high throughput for printing labels with this printer.

1.2 Compliances

CE Class B:

    EN55022: 1998+A1: 2000+A2: 2003

    EN55024: 1998+A1: 2001+A2: 2003 IEC 61000-4 Series

    EN61000-3-2: 2006 & EN61000-3-3: 1995+A1: 2001

FCC Part 15, Class B

UL, CUL: UL60950-1

C-Tick:

    CFR 47, Part 15/CISPR 22 3rd Edition: 1997, Class B

    ANSI C63.4: 2003

    Canadian ICES-003

TÜ V/Safety: EN60950-1 / IEC 60950-1

CAUTION

1. HAZARDOUS MOVING PARTS IN CUTTER MODULE. KEEP FINGER AND OTHER BODY PARTS AWAY.

2. THE MAIN BOARD INCLUDES REAL TIME CLOCK FEATURE HAS LITHIUM BATTERY CR2032 INSTALLED. RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.

3. DISPOSE OF USED BATTERIES ACCORDING TO THE MANUFACTURER INSTRUCTIONS.

2. Operations Overview

2.1 Unpacking and Inspection
This printer has been specially packaged to withstand damage during shipping. Please carefully inspect the packaging and printer upon receiving the bar code printer. Please retain the packaging materials in case you need to reship the printer.

Unpacking the printer, the following items are included in the carton.

- One printer unit
- One Windows labeling software/Windows driver CD disk
- One power cord
- One auto switching power supply
- One USB interface cable
- One paper core
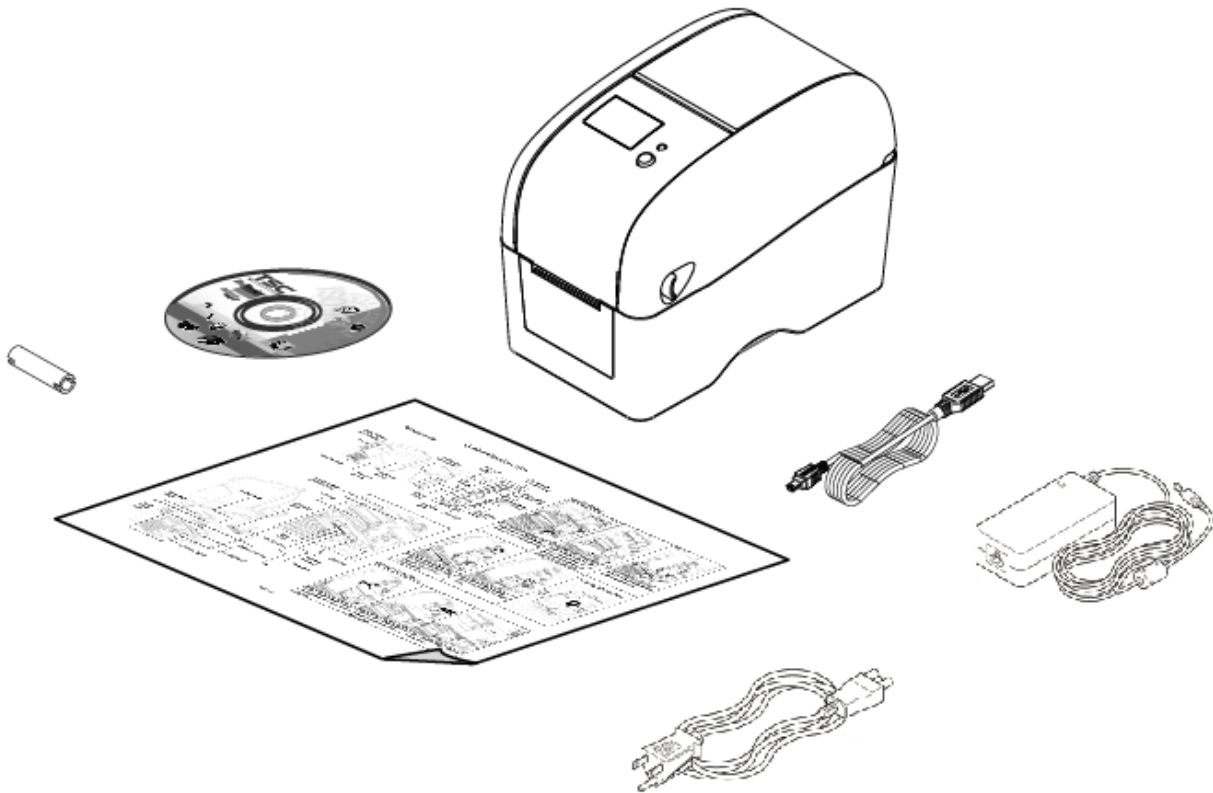
If any parts are missing, please contact the Customer Service Department of your purchased reseller or distributor.

2.2 Printer Overview

2.2.1 Front View

1. LCD display (Factory option)
2. LED indicator
3. Feed button
4. Paper exit chute
5. Media view window
6. Top cover open lever

2.2.2 Interior View
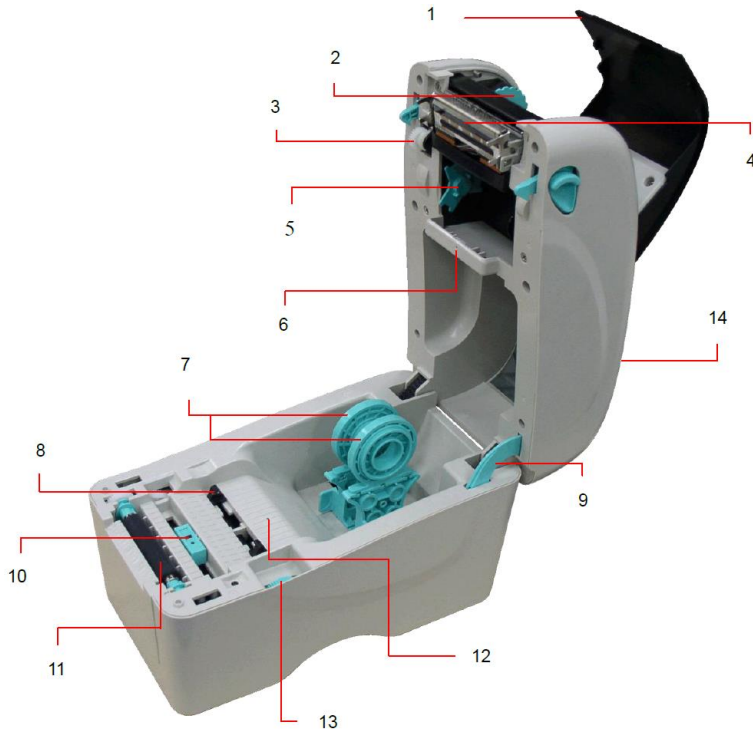
1. Ribbon access cover
2. Ribbon rewind hub
3. Ribbon rewind gear
4. Print head
5. Ribbon supply hub
6. Gap sensor (receiver)
7. Media holders
8. Media guide
9. Top cover support
10. Black mark sensor
11. Platen roller
12. Gap sensor (transmitter)
13. Media guide adjuster knob
14. Top cover

2.2.3 Rear View
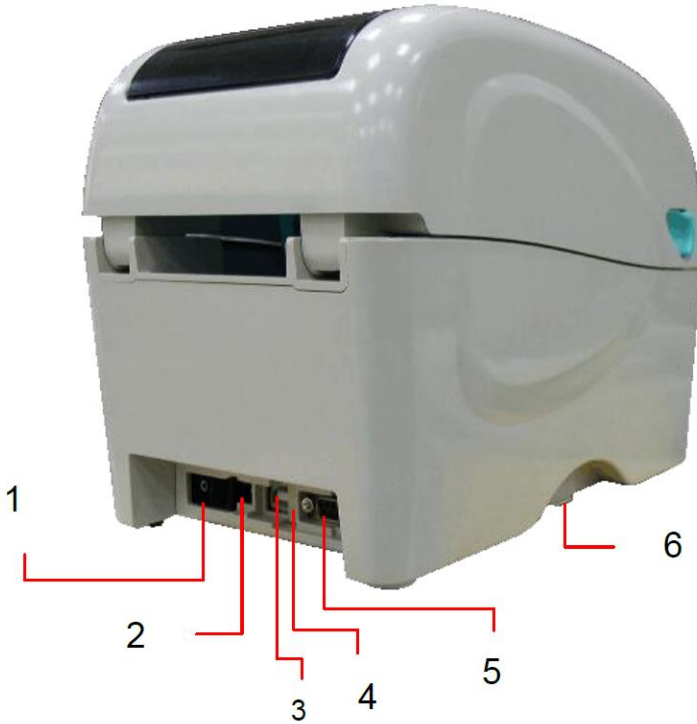
1. Power switch
2. Power jack socket
3. USB interface
4. USB host (Factory option)
5. RS-232C interface / Ethernet interface (Option)
6. SD card socket

Note:
* The interface picture is for reference only. Please refer to the product specification for the interface availability.

* Recommended MicroSD card specification.

SD card spec	SD card capacity	Approved SD card manufacturer
V1.0, V1.1	MicroSD 128 MB	Transcend, Panasonic
V1.0, V1.1	MicroSD 256 MB	Transcend, Panasonic
V1.0, V1.1	MicroSD 512 MB	Transcend, Panasonic
V1.0, V1.1	MicroSD 1 GB	Transcend, Panasonic
V2.0 SDHC CLASS 6	MicroSD 4 GB	Transcend
- The DOS FAT file system is supported for the SD card. - Folders/files stored in the SD card should be in the 8.3 filename format		

3. Setup

3.1 Setting Up the Printer

1. Place the printer on a flat, secure surface.
2. Make sure the power switch is set to "off".
3. Connect the printer to the computer with the provided USB cable.
4. Plug the power cord into the AC power cord socket at the rear of the printer, and then plug the power cord into a properly grounded power outlet.

Note: Please switch OFF printer power switch prior to plug in the power cord to printer power jack.

3.2 Loading the Media

3.2.1 Loading the media

1. Open the printer top cover by pulling the tabs located on each side towards the front of the printer, and then lift the top cover to the maximum open angle.

2. Separate the media holders to the label roll width.
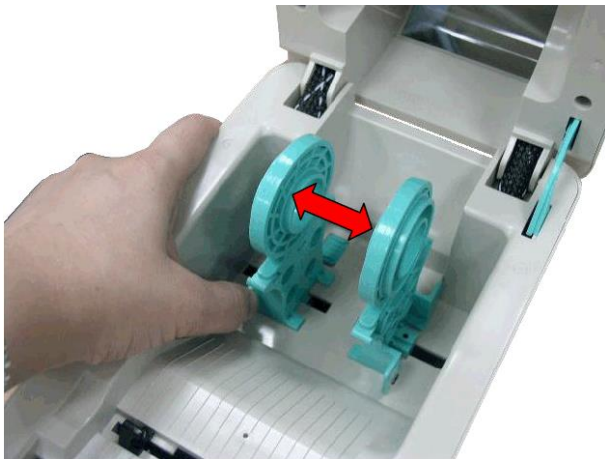
3. Place the roll between the holders and close them onto the core. Place the paper, printing side face up, through the media guides, media sensor and place the label leading edge onto the platen roller.

4. Move the media guides to fit the label width by turning the media guide adjuster knob.
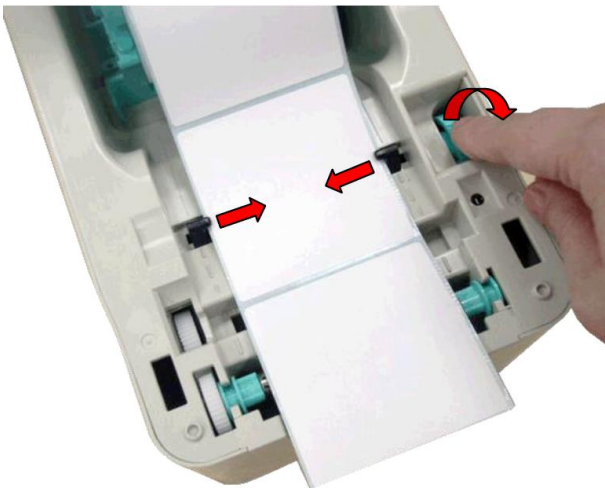
5. Hold the top cover and press the top cover support to disengage the top cover support with lower inner cover. Gently close the top cover. Make sure the cover latches securely.

6. Use "Diagnostic Tool" to set the media sensor type and calibrate the selected sensor. (Start the "Diagnostic tool" ☐ Select the "Printer Configuration" tab ☐ Click the "Calibrate Sensor" button)

Note:
* Please calibrate the gap/black mark sensor when changing media.

3.2.2 Loading Media in Peel-off Mode (Option)

1. Refer to section 3.2.1 to load the media.
2. Open the top cover and peel-off panel after calibrated the sensor.
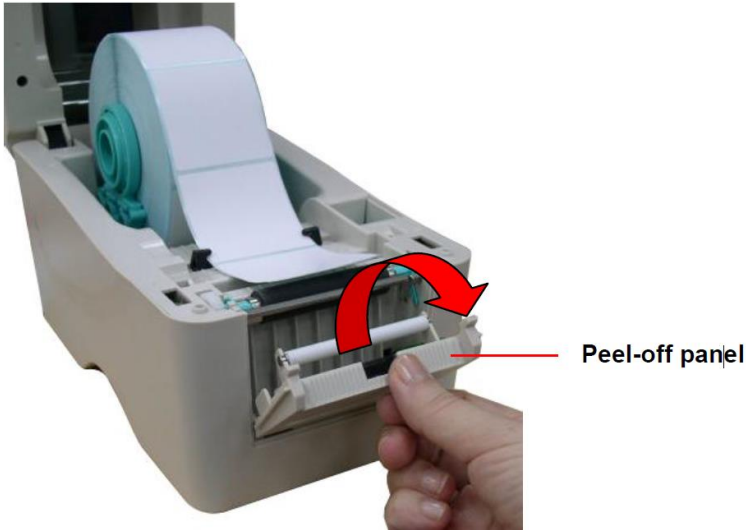
Peel-off panel

3. Lead the media through the backing paper opening, beneath the peel-off roller.

Backing paper opening

Peel-off roller
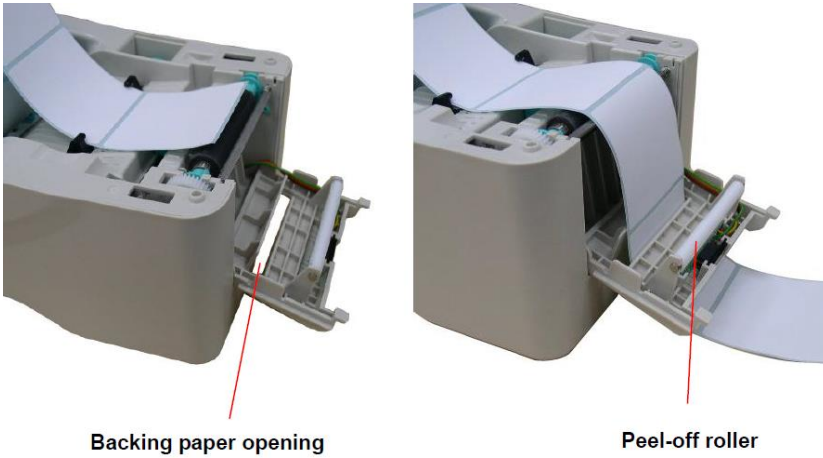
4. Push the peel-off panel back to the printer.
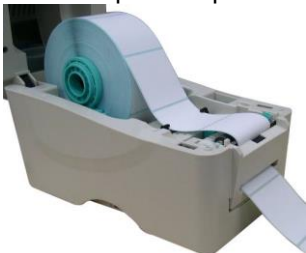
5. Close the top cover gently.
6. Press the FEED button to test.

Backing paper (Liner)

Note:
Please calibrate the gap/black mark sensor when changing media.

3.2.3 Loading Media in Cutter Mode (Option)

1. Refer to section 3.2.1 to load the media.
2. Lead the media through the cutter paper opening.

Cutter paper opening
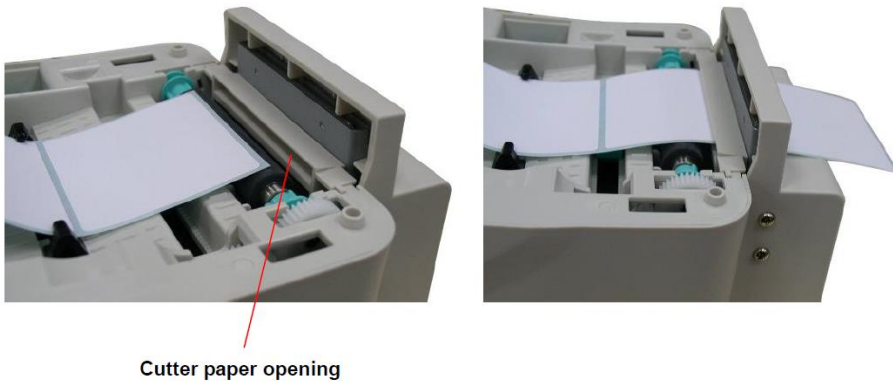
3. Close the top cover gently.

4. Use "Diagnostic Tool" to set the media sensor type and calibrate the selected sensor. (Start the "Diagnostic tool" ▢ Select the "Printer Configuration" tab ▢ Click the "Calibrate Sensor" button)

Note:
* Please calibrate the gap/black mark sensor when changing media.
* Regular cutter specification:
Full cut: Paper thickness: 0.06 ~ 0.19 mm, 200,000 cuts
Partial cut: Paper thickness: 0.06 ~ 0.12 mm, 500,000 cuts
* Except for the linerless cutter, all regular/heavy duty/care label cutters DO NOT cut on media with glue.

3.2.4 Loading the Thick Media (Thickness is 0.19 mm)

1. Open the printer top cover by pulling the tabs located on each side towards the front of the printer, and then lift the top cover to the maximum open angle.
2. Remove the lower front cover.

Lower front cover
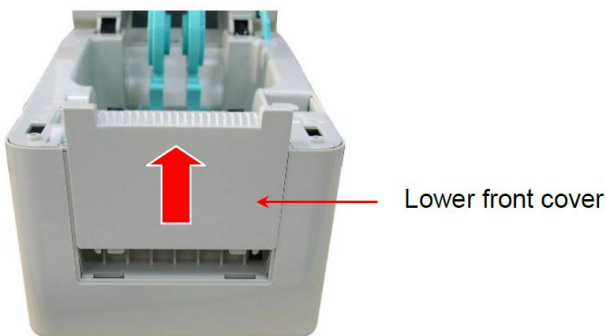
3. Disengage the platen holder tabs from the lower inner cover by pulling out the right side and left side tabs. Alter the both side tabs into the 90 degree position for thick label.
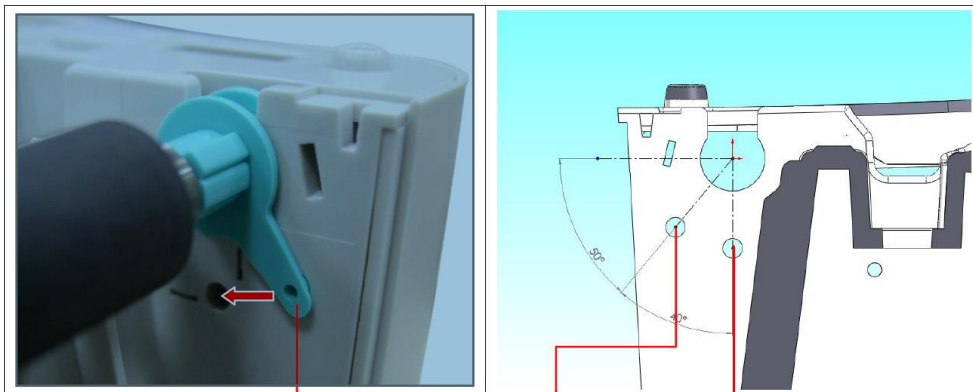
Tab

The tab here is for regular label.

The tab here is for thick label.
(Thickness is 0.19 mm)

4. Reassemble the lower front cover in the reverse procedure.
5. Refer to section 3.2.1 to load the media.

![ALTEC Industrial Identification logo]

3.3 Loading the Ribbon

1. Open the printer's top cover by pulling the top cover open levers located on each side of the printer and lifting the top cover to the maximum open angle.

2. Insert the ribbon right side onto the supply hub. Align the notches on the left side and mount onto the spokes.
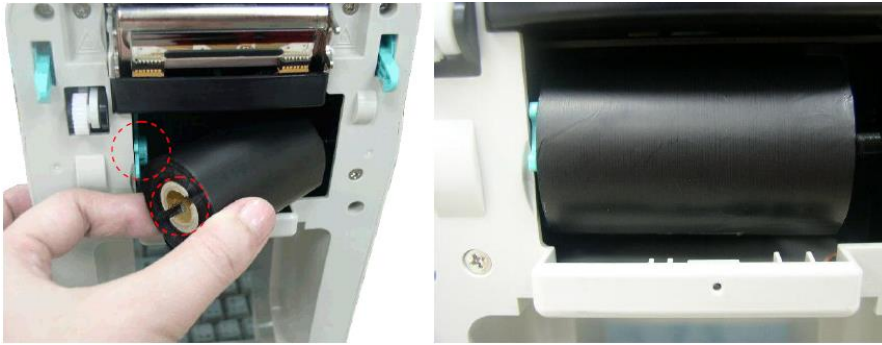
3. Open the ribbon access cover.

4. Insert the paper core right side onto the rewind hub. Align the notches on the left side and mount onto the spokes.
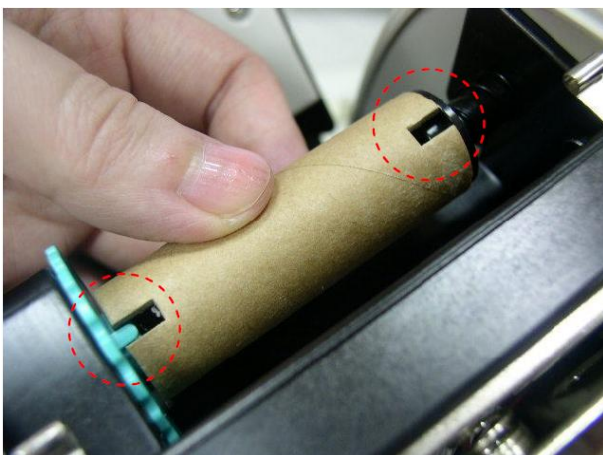
5. Pull the leading ribbon to pass the print head.
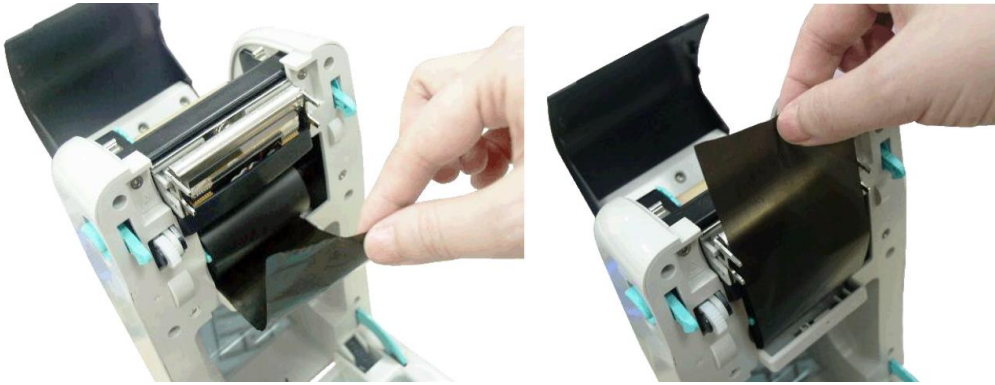
6. Stick the ribbon onto the ribbon rewind paper core.
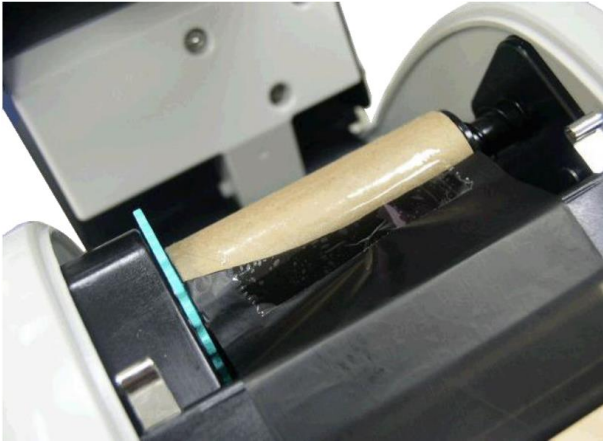
7. Turn the ribbon rewind gear until the ribbon plastic leader is thoroughly wound and the black section of the ribbon covers the print head. Close the ribbon access cover and the top cover.
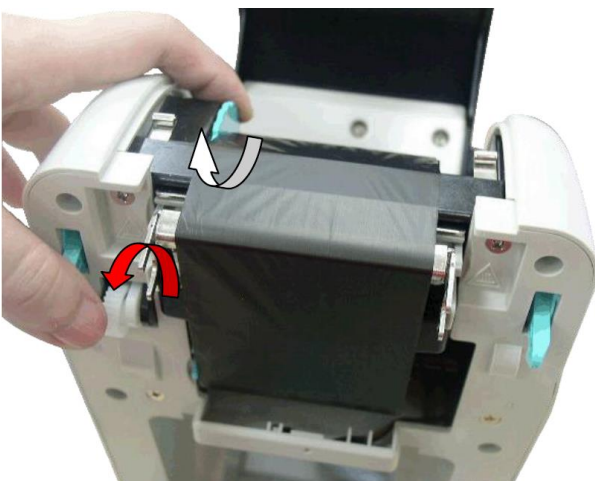
3.4 Setting Ethernet by Diagnostic Utility (Option)

The Diagnostic Utility is enclosed in the CD disk \Tools directory or can be downloaded from www.altec.nl website. Users can use Diagnostic Tool to setup the Ethernet by USB and Ethernet interfaces. The following contents will instruct users how to configure the Ethernet by these interfaces.

3.4.1 Using USB interface to setup Ethernet interface

1. Connect the USB cable between the computer and the printer.
2. Turn on the printer power.

3. Start the Diagnostic Utility by double clicking on the ![DiagTool.exe icon] icon.
   Note: This utility works with printer firmware V6.00 and later versions.
4. The Diagnostic Utility default interface setting is USB interface. If USB interface is connected with printer, no other settings need to be changed in the interface field.
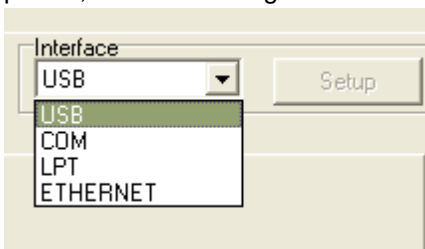
5. Click on the "Ethernet Setup" button from "Printer Function" group in Printer Configuration tab to setup the IP address, subnet mask and gateway for the on board Ethernet.
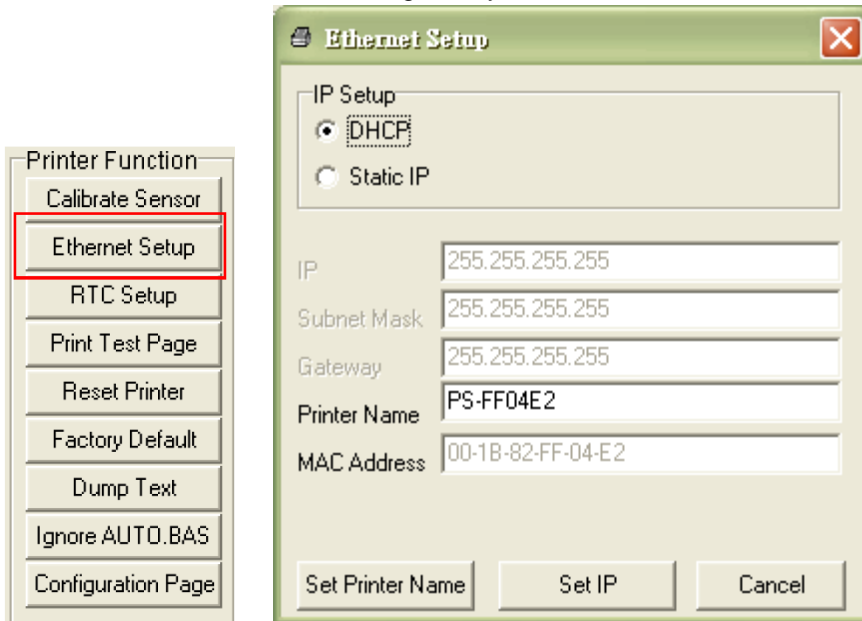
3.4.2 Using Ethernet interface to setup Ethernet interface

1. Connect the computer and the printer to the LAN.
2. Turn on the printer power.

3. Start the Diagnostic Utility by double clicks on the ![DiagTool.exe icon] icon.
   Note: This utility works with printer firmware V6.00 and later versions.
4. Select "Ethernet" as the interface then click on the "Setup" button to setup the IP address, subnet mask and gateway for the on board Ethernet.
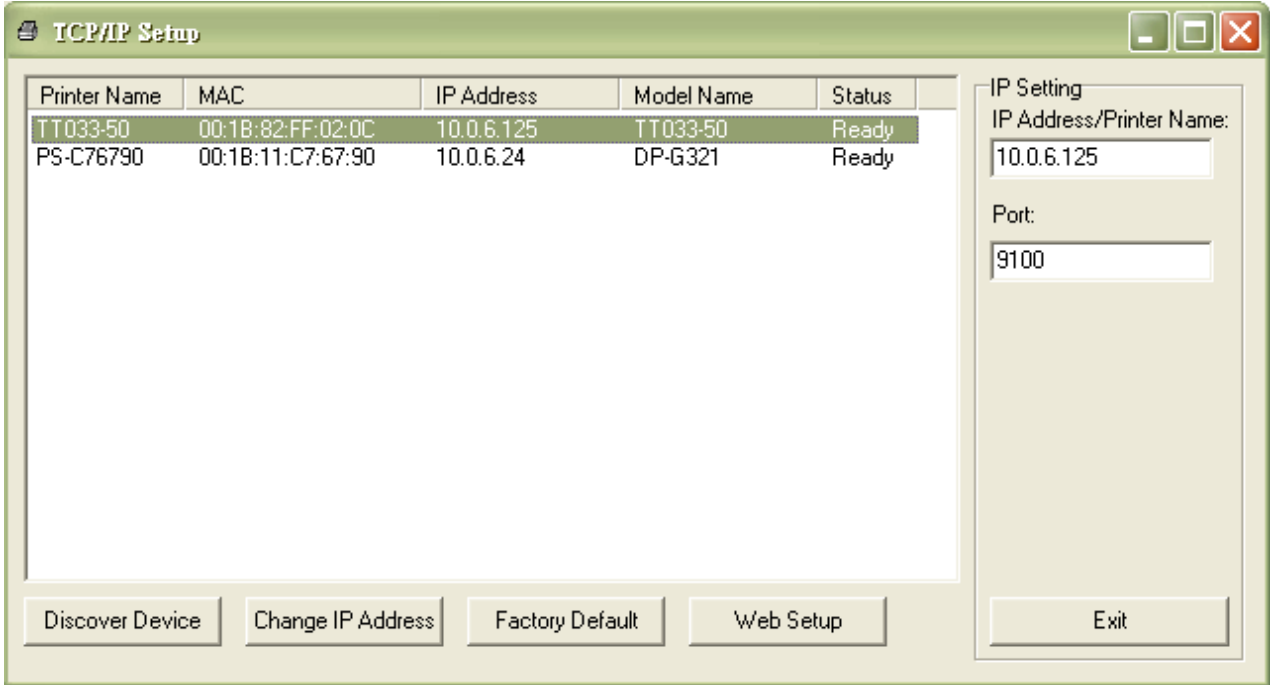
5. Click the "Discover Device" button to explore the printers that exist on the network.
6. Select the printer in the left side of listed printers, the correspondent IP address will be shown in the right side "IP address/Printer Name" field.
7. Click "Change IP Address" to configure the IP address obtained by DHCP or static.
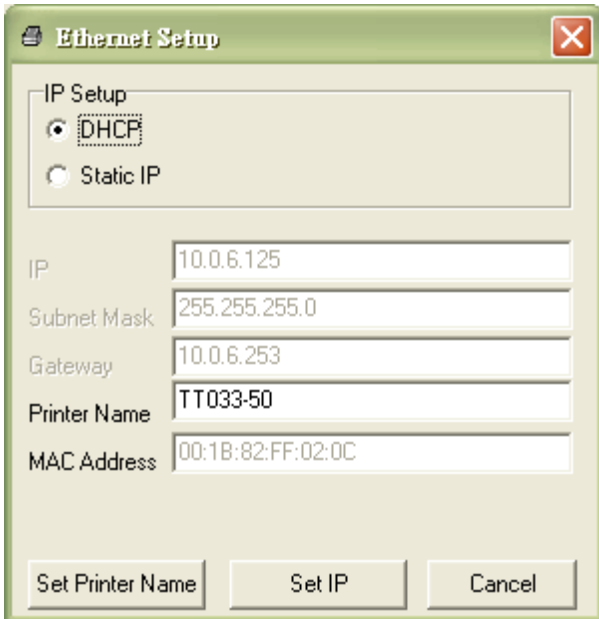
The default IP address is obtained by DHCP. To change the setting to static IP address, click "Static IP" radio button then enter the IP address, subnet mask and gateway. Click "Set IP" to take effect the settings.

Users can also change the "Printer Name" by another model name in this fields then click "Set Printer Name" to take effect this change.

Note: After clicking the "Set Printer Name" or "Set IP" button, printer will reset to take effect the settings.

8. Click "Exit" button to exit the Ethernet interface setup and go back to Diagnostic Tool main screen.

Factory Default button
This function will reset the IP, subnet mask, gateway parameters obtained by DHCP and reset the printer name.

Web setup button
Except to use the Diagnostic Utility to setup the printer, you can also explore and configure the printer settings and status or update the firmware with the IE or Firefox web browser. This feature provides a user friendly setup interface and the capability to manage the printer remotely over a network.

4. LED and Button Functions

This printer has one button and one three-color LED indicator. By indicating the LED with different color and pressing the button, printer can feed labels, pause the printing job, select and calibrate the media sensor, print printer self-test report, reset printer to defaults (initialization). Please refer to the button operation below for different functions.

4.1 LED Indicator

LED Color	Description
Green/ Solid	This illuminates that the power is on and the device is ready to use.
Green/ Flash	This illuminates that the system is downloading data from PC to memory or the printer is paused.
Amber	This illuminates that the system is clearing data from printer.
Red / Solid	This illuminates printer head open, cutter error.
Red / Flash	This illuminates a printing error, such as head open, paper empty, paper jam or memory error etc.

4.2 Regular Button Function

1. **Feed labels**
    When the printer is ready, press the button to feed one label to the beginning of next label.

2. **Pause the printing job**
    When the printer is printing, press the button to pause a printing job. When the printer is paused, the LED will be green blinking. Press the button again to continue the printing job.

4.3 Power on Utilities
There are six power-on utilities to set up and test printer hardware. These utilities are activated by pressing FEED button then turning on the printer power simultaneously and release the button at different color of LED.

Please follow the steps below for different power-on utilities.
1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED indicates with different color for different functions.

Power on utilities	The LED color will be changed as following pattern:						
Functions / *LED color*	Amber	Red (5 blinks)	Amber (5 blinks)	Green (5 blinks)	Green/Amber (5 blinks)	Red/Amber (5 blinks)	Solid green
1. Gap / black mark sensor calibration		*Release*					
2. Gap / black mark sensor calibration, Self-test and enter dump mode			*Release*				
3. Printer initialization				*Release*			
4. Set black mark sensor as media sensor and calibrate the black mark sensor					*Release*		
5. Set gap sensor as media sensor and calibrate the gap sensor						*Release*	
6. Skip AUTO.BAS							*Release*

4.3.1 Gap/Black Mark Sensor Calibration

Gap/black mark sensor sensitivity should be calibrated at the following conditions:
1. A brand new printer
2. Change label stock.
3. Printer initialization.

Please follow the steps below to calibrate the gap/black mark sensor.
1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3 Release the button when LED becomes red and blinking. (Any red will do during the 5 blinks).

- It will calibrate the gap/black mark sensor sensitivity.
- The LED color will be changed as following order：
  Amber → red (5 blinks) → amber (5 blinks) → green (5 blinks) → green/amber (5 blinks) → red/amber (5 blinks) → solid green

Note:
1. **Sensor calibration can be done by Diagnostic Tool or by power on utility. Please refer to "3.3 Diagnostic Tool" Section for more information.**
2. **Please select gap or black mark sensor type prior to calibrate the sensor.**

4.3.2 Gap/Black Mark Calibration, Self-test and Dump Mode

While calibrate the gap/black mark sensor, printer will measure the label length, print the
internal configuration (self-test) on label and then enter the dump mode. To calibrate gap or
black mark sensor, depends on the sensor setting in the last print job.
Please follow the steps below to calibrate the sensor.
1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED becomes amber and blinking. (Any amber will do during the 5 blinks)

    ▪ The LED color will be changed as following order.
      Amber → red (5 blinks) → amber (5 blinks) → green (5 blinks) → green/amber (5 blinks) →
      red/amber (5 blinks) → solid green

4. It calibrates the sensor and measures the label length and prints internal settings then
enter the dump mode.

Note:
1. **Sensor calibration can be done by Diagnostic Tool or by power on utility.**
2. **Please select gap or black mark sensor type prior to calibrate the sensor.**

Self-test

Printer will print the printer configuration after gap/black mark sensor calibration. Self-test printout can be used to check if there is any dot damage on the heater element, printer configurations and available memory space.

Self-test printout

```
PRINTER INFO.

XXXXXX Version: X.XX
MILAGE(m): 0
CHECKSUM: 06A08CB3
SERIAL PORT: 9600,N,8,1
CODE PAGE: 850
COUNTRY CODE: 001
SPEED: 5 INCH
DENSITY: 8.0
SIZE: 2.00 , 2.00
GAP:  X.XX , X.XX
TRANSPARENCE: 16

************************************
FILE LIST:
DRAM FILE:              0 FILE(S)

FLASH FILE:             0 FILE(S)

PHYSICAL  DRAM:     XXXX KBYTES
AVAILABLE DRAM:     XXXX KBYTES FREE
PHYSICAL  FLASH:    XXXX KBYTES
AVAILABLE FLASH:    XXXX KBYTES FREE
END OF FILE LIST
************************************
```

- Print head test pattern
- Printer model name & Main board firmware version
- Printed mileage
- Main board firmware checksum
- Serial port setting
- Code page
- Country code
- Print speed
- Print darkness
- Label size (width, height)
- Gap size (vertical gap, offset)
- Sensor sensitivity
- File management information

Self-test printout (with printer firmware V7.0 and later version)

```
----------------------------------
        SYSTEM INFORMATION
----------------------------------
      MODEL: XXXXXX
   FIRMWARE: X.XX
   CHECKSUM: XXXXXXXX
        S/N: XXXXXXXXXX
        TCF: NO
       DATE: 1970/01/01
       TIME: 00:04:18
  NON-RESET: 110     m (TPH)
      RESET: 110     m (TPH)
  NON-RESET: 0         (CUT)
      RESET: 0         (CUT)
----------------------------------
```

- Model name
- F/W version
- Firmware checksum
- Printer S/N
- TSC configuration file
- System date
- System time
- Printed mileage (meter)
- Cutting counter

```
------------------------------
        PRINTING SETTING
------------------------------
      SPEED: 5 IPS                          ── Print speed (inch/sec)
    DENSITY: 8.0                            ── Print darkness
      WIDTH: 4.00 INCH                      ── Label size (inch)
     HEIGHT: 4.00 INCH                      ── Gap distance (inch)
        GAP: 0.00 INCH
  INTENSION: 5                              ── Gap/black mark sensor intension
   CODEPAGE: 850                            ── Code page
    COUNTRY: 001                            ── Country code
------------------------------
```

```
------------------------------
          Z SETTING                         ── ZPL setting information
------------------------------
   DARKNESS: 16.0                           ── Print darkness
      SPEED: 4 IPS                          ── Print speed (inch/sec)
      WIDTH: 4.00 INCH                      ── Label size
      TILDE: 7EH  (~)                       ── Control prefix

      CARET: 5EH  (^)                       ── Format prefix
  DELIMITER: 2CH  (,)                       ── Delimiter prefix
   POWER UP: NO MOTION                      ── Printer power up motion
 HEAD CLOSE: NO MOTION                      ── Printer head close motion
------------------------------
```

Note:
ZPL is emulating for Zebra® language.

```
------------------------------
        RS232 SETTING
------------------------------
       BAUD: 9600                           ── RS232 serial port
     PARITY: NONE                              configuration
   DATA BIT: 8
   STOP BIT: 1
------------------------------
```

```
------------------------------
     DRAM FILE (0 FILES)
------------------------------
     PHYSICAL   XXXX KBYTES                 ── Numbers of download files
     AVAILABLE  XXXX KBYTES                    Total & available memory
------------------------------                  space

------------------------------
     FLASH FILE (0 FILES)
------------------------------
     PHYSICAL   XXXX KBYTES
     AVAILABLE  XXXX KBYTES
------------------------------
```

── Print head check pattern

Dump mode

Printer will enter dump mode after printing printer configuration. In the dump mode, all characters will be printed in 2 columns as following. The left side characters are received from your system and right side data are the corresponding hexadecimal value of the characters. It allows users or engineers to verify and debug the program.

ASCII Data ⟶

```
SPEED 2.0     53 50 45 45 44 20 32 2E 30 0D
DENSITY 8     0A 44 45 4E 53 49 54 59 20 38
  SET PEEL    0D 0A 53 45 54 20 50 45 45 4C
 OFF  DIRE    20 4F 46 46 0D 0A 44 49 52 45
CTION 0  G    43 54 49 4F 4E 20 30 0D 0A 47
AP 3.00 mm    41 50 20 33 2E 30 30 20 6D 6D
.0.00 mm      2C 30 2E 30 30 20 6D 6D 0D 0A
REFERENCE     52 45 46 45 52 45 4E 43 45 20
0,0  SET C    30 2C 30 0D 0A 53 45 54 20 43
UTTER OFF     55 54 54 45 52 20 4F 46 46 0D
 SIZE 100.    0A 53 49 5A 45 20 31 30 30 2E
02 mm.65.0    30 32 20 6D 6D 2C 36 35 2E 30
4 mm  CLS     34 20 6D 6D 0D 0A 43 4C 53 0D
 BARCODE 1    0A 42 41 52 43 4F 44 45 20 31
44,149,"39    34 34 2C 31 34 39 2C 22 33 39
",120,1,0,    22 2C 31 32 30 2C 31 2C 30 2C
2,6,"57114    32 2C 36 2C 22 35 37 31 31 34
38T"  PRIN    33 38 54 22 0D 0A 50 52 49 4E
T 1.1  SPE    54 20 31 2C 31 0D 0A 53 50 45
ED 2.0  DE    45 44 20 32 2E 30 0D 0A 44 45
NSITY 8  S    4E 53 49 54 59 20 38 0D 0A 53

ET PEEL OF    45 54 20 50 45 45 4C 20 4F 46
F  DIRECTI    46 0D 0A 44 49 52 45 43 54 49
ON 0  GAP     4F 4E 20 30 0D 0A 47 41 50 20
3.00 mm,0.    33 2E 30 30 20 6D 6D 2C 30 2E
00 mm  REF    30 30 20 6D 6D 0D 0A 52 45 46
ERENCE 0,0    45 52 45 4E 43 45 20 30 2C 30
  SET CUTT    0D 0A 53 45 54 20 43 55 54 54
ER OFF  SI    45 52 20 4F 46 46 0D 0A 53 49
ZE 100.02     5A 45 20 31 30 30 2E 30 32 20
mm.65.04 m    6D 6D 2C 36 35 2E 30 34 20 6D
m  CLS  BA    6D 0D 0A 43 4C 53 0D 0A 42 41
RCODE 144,    52 43 4F 44 45 20 31 34 34 2C
149,"39",1    31 34 39 2C 22 33 39 22 2C 31
20,1,0,2,6    32 30 2C 31 2C 30 2C 32 2C 36
,"5711438T    2C 22 35 37 31 31 34 33 38 54
"  PRINT 1    22 0D 0A 50 52 49 4E 54 20 31
,1            2C 31 0D 0A
```

⟵ Hex decimal data related to left column of ASCII data

Note:
1. **Dump mode requires 2" wide paper width.**
2. **Turn off / on the power to resume printer for normal printing.**
3. **Press FEED button to back to the previous menu.**

4.3.3 Printer Initialization

Printer initialization is used to clear DRAM and restore printer settings to defaults.
Printer initialization is activated by the following procedures.
1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns green after 5 amber blinks. (Any green will do during the 5 blinks).

   ▪ The LED color will be changed as following:
     Amber → red (5 blinks) → amber (5 blinks) → green (5 blinks) → green/amber (5 blinks) → red/amber (5 blinks) → solid green

Printer configuration will be restore to defaults as below after initialization.

Parameter	Default setting
Speed	127 mm/sec (5 ips) (203DPI) 76.2 mm/sec (3 ips) (300DPI)
Density	8
Label Width	2" (50.8 mm)
Label Height	2" (50.8 mm)

Sensor Type	Gap sensor
Gap Setting	0.12" (3.0 mm)
Print Direction	0
Reference Point	0,0 (upper left corner)
Offset	0
Tear Mode	On
Peel off Mode	Off
Cutter Mode	Off
Serial Port Settings	9600 bps, none parity, 8 data bits, 1 stop bit
Code Page	850
Country Code	001
Clear Flash Memory	No
IP Address	DHCP

4.3.4 Set Black Mark Sensor as Media Sensor and Calibrate the Black Mark Sensor

Please follow the steps as below.
1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns green/amber after 5 green blinks. (Any green/amber will do during the 5 blinks).

   ▪ The LED color will be changed as following:
     Amber → red (5 blinks) → amber (5 blinks) → green (5 blinks) → green/amber (5 blinks) → red/amber (5 blinks) → solid green

4.3.5 Set Gap Sensor as Media Sensor and Calibrate the Gap Sensor

Please follow the steps as below.
1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns red/amber after 5 green/amber blinks. (Any red/amber will do during the 5 blinks).

   ▪ The LED color will be changed as following:
     Amber □ red (5 blinks) □ amber (5 blinks) □ green (5 blinks) □ green/amber (5 blinks) □ red/amber (5 blinks) □ solid green

4.3.6 Skip AUTO.BAS

TSPL2 programming language allows user to download an auto execution file to flash memory. Printer will run the AUTO.BAS program immediately when turning on printer power. The AUTO.BAS program can be interrupted without running the program by the power-on utility.

Please follow the procedures below to skip an AUTO.BAS program.
Turn off printer power.
Press the FEED button and then turn on power.
3. Release the FEED button when LED becomes **solid green**.
- The LED color will be changed as following:
  Amber → red (5 blinks) → amber (5 blinks) → green (5 blinks) → green/amber (5 blinks) → red/amber (5 blinks) → **solid green**
4. Printer will be interrupted to run the AUTO.BAS program.

5. Troubleshooting

The following guide lists the most common problems that may be encountered when operating this bar code printer. If the printer still does not function after all suggested solutions have been invoked, please contact us.

5.1 LED Status

This section lists the common problems that according to the LED status and other problems you may encounter when operating the printer. Also, it provides solutions.

LED Status / Color	Printer Status	Possible Cause	Recovery Procedure
OFF	No response	No power	* Turn on the power switch. * Check if the green LED is lit on power supply. If it is not lit on, power supply is broken. * Check both power connections from the power cord to the power supply and from the power supply to the printer power jack if they are connected securely.
Solid Green	ON	The printer is ready to use	* No action necessary.
Green with blinking	Pause	The printer is paused	* Press the FEED button to resume for printing.
Red with blinking	Error	The out of label or the printer setting is not correct	1. Out of label * Load a roll of label and follow the instructions in loading the media then press the FEED button to resume for printing. 2. Printer setting is not correct * Initialize the printer by instructions in "Power on Utility" or "Diagnostic Tool".

Note:
Printer status can be easily shown on the Diagnostic Tool. For more information about the Diagnostic Tool, please refer to the instruction in the software CD disk.
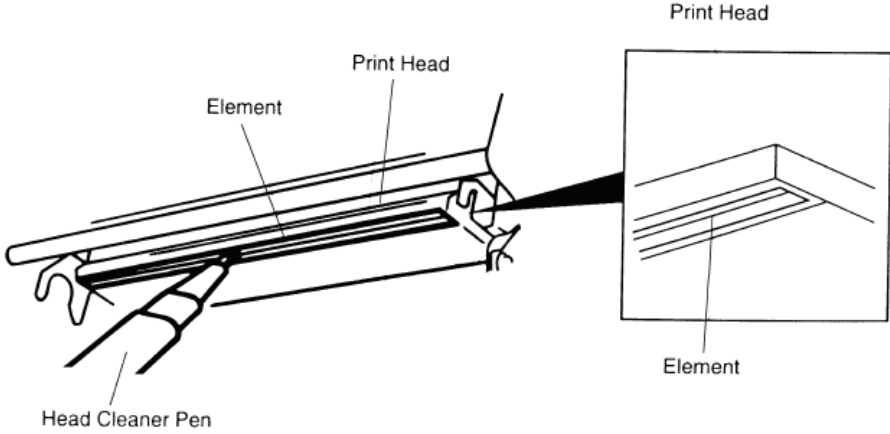
5.2 Print Problem

Problem	Possible Cause	Recovery Procedure
Not Printing	Check if interface cable is well connected to the interface connector.	Re-connect cable to interface.
	The serial port cable pin configuration is not pin to pin connected.	Please replace the cable with pin to pin connected.
	The serial port setting is not consistent between host and printer.	Please reset the serial port setting.
	The port specified in the Windows driver is not correct.	Select the correct printer port in the driver.
	The Ethernet IP, subnet mask, gateway is not configured properly.	Configure the IP, subnet mask and gateway.
No print on the label	Label loaded not correctly.	Follow the instructions in loading the media.
Continuous feeding labels	The printer setting may go wrong.	Please do the initialization and gap/black mark calibration.
Paper Jam	Gap/black mark sensor sensitivity is not set properly (sensor sensitivity is not enough)	Calibrate the gap/black mark sensor.
	Make sure label size is set properly.	Set label size exactly as installed paper in the labeling software or program.
	Labels may be stuck inside the printer mechanism near the sensor area.	Remove the stuck label.
Poor Print Quality	Top cover is not closed properly.	Close the top cover completely and make sure the right side and left side levers are latched properly.
	Wrong power supply is connected with printer.	Check if 24V DC output is supplied by the power supply.
	Check if supply is loaded correctly.	Reload the supply.
	Check if dust or adhesives are accumulated on the print head.	Clean the print head.
	Check if print density is set properly.	Adjust the print density and print speed.
	Check print head test pattern if head element is damaged.	Run printer self-test and check the print head test pattern if there is dot missing in the pattern.

6. Maintenance

This session presents the clean tools and methods to maintain your printer.
1. Please use one of following material to clean the printer.
   - Cotton swab (Head cleaner pen)
   - Lint-free cloth
   - Vacuum / Blower brush
   - 100% ethanol

2. The cleaning process is described as following:

Printer Part	Method	Interval
Print Head	1. Always turn off the printer before cleaning the print head. 2. Allow the print head to cool for a minimum of one minute. 3. Use a cotton swab and 100% ethanol to clean the print head surface. 	Clean the print head when changing a new label roll
Platen Roller	1. Turn the power off. 2. Rotate the platen roller and wipe it thoroughly with 100% ethanol and a cotton swab, or lint-free cloth.	Clean the platen roller when changing a new label roll
Tear Bar/Peel Bar	Use the lint-free cloth with 100% ethanol to wipe it.	As needed
Sensor	Compressed air or vacuum	Monthly
Exterior	Wipe it with water-dampened cloth	As needed
Interior	Brush or vacuum	As needed

Note:
- **Do not touch printer head by hand. If you touch it careless, please use ethanol to clean it.**

- **Please use 100% Ethenol. DO NOT use medical alcohol, which may damage the printer head.**
- **Regularly clean the print head and supply sensors once change a new media to keep printer performance and extend printer life.**
- **The maximum printing ratio per dot line is 15% for this printer. To print the full web black line, the maximum black line height is limited to 40 dots, which is 5mm for 203 DPI resolution printer and 3.3mm for 300 DPI resolution printer.**

7. Contactgegevens

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