

NOTE: In the interest of higher quality and value, Panduit products are continually being improved and updated. Consequently, pictures may vary from the enclosed product.

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FCC COMPLIANCE STATEMENT FOR AMERICAN USERS

This equipment has been tested and found to comply with the limits for a CLASS A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at own expense.

EMS AND EMI COMPLIANCE STATEMENT FOR EUROPEAN USERS

This equipment has been tested and passed with the requirements relating to electromagnetic compatibility based on the standards EN 55022:1998+A1:2000+A2:2003, CISPR 22 , Class A EN 55024:1998+A1:2001+A2:2003, IEC 61000- 4 Series EN 61000-3-2 / 2000 & EN 61000-3-3 / 1995. The equipment also tested and passed in accordance with the European Standard EN55022 for the both Radiated and Conducted emissions limits.

TDP43ME PRINTER TO WHICH THIS DECLARATION RELATES IS IN CONFORMITY WITH THE FOLLOWING STANDARDS

EN55022 : 1998, CISPR 22, Class A / EN55024 : 1998 IEC 61000-4 Serial / EN61000-3-2 : 2000 / EN 6100-3-3 : 1995 / CFR 47, Part 15/CISPR 22 3rd Edition : 1997, Class A / ANSI C63.4 : 2001 / CNS 13438 / IEC60950-1 : 2001 / GB4943 : 2001 / GB9254 : 1998 / GB17625.1 : 2003 / EN60950-1 : 2001

Specifications are subject to change without notice.

Safety Instructions



WARNING

Read and understand all of the instructions and safety information in this manual before operating or servicing this tool.



CAUTION

- Danger of explosion if battery is incorrectly replaced.
- Replace only with the equivalent type recommended by the manufacture.
- Dispose of used batteries according to the manufacturer's instructions.



CAUTION

Electric Shock Hazard:

- Before you connect the equipment to the power outlet, please check the voltage of the power source.
- Disconnect the equipment from the voltage of the power source to prevent possible transient over voltage damage.
- Don't pour any liquid to the equipment to avoid electrical shock.



CAUTION

- Keep the equipment away from moisture and humidity.



CAUTION

- * ONLY qualified service personnel for safety reasons, should open equipment.
- * Don't repair or adjust energized equipment alone under any circumstances. Someone capable of providing first aid must always be present for your safety.
- * Always obtain first aid or medical attention immediately after an injury. Never neglect an injury, no matter how slight it seems.

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1. Printer

1-1. Printer Accessories

After unpacking, please check the accessories that come with the package, and store appropriately.

- | | |
|-----------------------------------|--|
| ◆ TDP43ME printer | ◆ CD (Product Labeling Software) |
| ◆ Power cord | ◆ CD (CD drivers, control center & instruction manual) |
| ◆ Switching Power Adaptor | ◆ Label Roll Core |
| ◆ USB Cable | ◆ Label Roll Core Side Plates |
| ◆ Configuration Label | ◆ Ribbon Rewind Shafts (2) |
| ◆ Ribbon | ◆ Utility Knife |
| ◆ Empty Ribbon Core | ◆ Warranty Card |
| ◆ Thermal Print Head Cleaning Pen | |
| ◆ TDP43ME Quick Guide | |

1-2. General Specifications

Model	TDP43ME
Resolution	300 dpi (12 dot/mm)
Print Mode	Thermal Transfer
CPU	32 Bit
Memory	4MB Flash, 8MB SDRAM
Print Speed	2 IPS ~ 4 IPS
Print Length	Min 12mm (0.47"), Max 762mm (30")
Print Width	105.7mm (4.16")
Sensor Type	Adjustable Reflective sensor; Fixed transmissive, center aligned
Sensor Detection	Type: Label gap and black mark sensing. Detection: Label length auto sensing and / or program command setting
Media	Label Roll OD: Max. 4.92" (125mm) Core Diameter: 1" (25mm), 1.5" (38mm), 3" (76mm) Width: 1" (25mm) ~ 4.64" (118mm) Thickness: 0.0025" ~ 0.0098" (0.06~0.25mm)
Ribbon	Length: 981 ft. (300M) Max. ribbon roll OD: 2.67" (68mm) Type: transfer ribbons (wax, hybrid, and resin) in widths of: 1.18" to 4.33" (30mm to 110mm) Core Inner Diameter: 1" (25.4mm)
Printer Language	EZPL Programming Language
Software	<ul style="list-style-type: none"> • DLL & Driver: Microsoft Windows 2000 and XP, Vista (32 & 64 bit); Microsoft Windows 7 (32 & 64 bit) • Easy-Mark Labeling Software



Image Handling	Support BMP and PCX. Support ICO, WMF, JPG, EMF file through software. Support image resize, rotating, mapping and inverse through software.
Resident Barcodes	Code 39, Code 93, Code 128 (subset A, B, C), UCC/EAN-128 K-Mart, UCC/EAN-128, UPC A / E (add on 2 & 5), I 2 of 5, I 2 of 5 with Shipping Bearer Bars, EAN 8 / 13 (add on 2 & 5), Codabar, Post NET, EAN 128, DUN 14, MaxiCode, HIBC, Plessey, Random Weight, Telepen, FIM, China Postal Code, RPS 128, PDF417, Datamatrix code & QR code
Interfaces	Serial port: RS-232 (Baud rate : 4800 ~ 115200 , Xon/Xoff , DSR/DTR) USB port: V2.0 Parallel port: Bi-direction Ethernet TCP/IP Port (wireless – optional)
Control Panel	Two Bi-color LED: Ready, Status Function Key: FEED
Power	Auto Switching 100/240VAC, 50/60 Hz
Environment	Operation: 41°F to 104°F (5°C to 40°C) Storage: -4°F to 122°F (-20°C to 50°C)
Humidity	Operation: 30-85%, non-condensing. Free air. Storage: 10-90%, non-condensing. Free air.
Cert. Approval	CE, FCC Class A, CCC, CB, cUL, RoHS, WEEE
Printer Dimension	Length: 11.2" (285 mm) Height: 6.8" (171 mm) Width: 8.9" (226 mm) Weight: 6 lbs. (2.72 Kg)

Specifications are subject to change without notice.



1-3. Communication Interface

Parallel Interface

Handshake : DSTB connects to the printer, BUSY connects to the host

Interface cable : Parallel cable compatible to IBM PC

Pin out : See below

PIN NO.	FUNCTION	TRANSMITTER
1	/Strobe	host / printer
2-9	Data 0-7	host
10	/Acknowledge	printer
11	Busy	printer
12	/Paper empty	printer
13	/Select	printer
14	/Auto-Linefeed	host / printer
15	N/C	
16	Signal Gnd	
17	Chasis Gnd	
18	+5V,max 500mA	
19-30	Signal Gnd	host
31	/Initialize	host / printer
32	/Error	printer
33	Signal Ground	
34-35	N/C	
36	/Select-in	host / printer

Serial Interface

Serial Default : 9600 baud rate, no parity, 8 data bits, 1 stop bit, XON/XOFF protocol and
Setting : RTS/CTS.

RS232 HOUSING (9-pin to 9-pin)

DB9 SOCKET		DB9 PLUG
---	1 _____ 1	+5V,max 500mA
RXD	2 _____ 2	TXD
TXD	3 _____ 3	RXD
DTR	4 _____ 4	N/C
GND	5 _____ 5	GND
DSR	6 _____ 6	RTS
RTS	7 _____ 7	CTS
CTS	8 _____ 8	RTS
RI	9 _____ 9	N/C
PC		PRINTER

[Note] The total current output from parallel port and serial port altogether cannot exceed 500mA.



USB Interface

Connector Type : Type B

PIN NO.	1	2	3	4
FUNCTION	VBUS	D-	D+	GND

Internal Interface

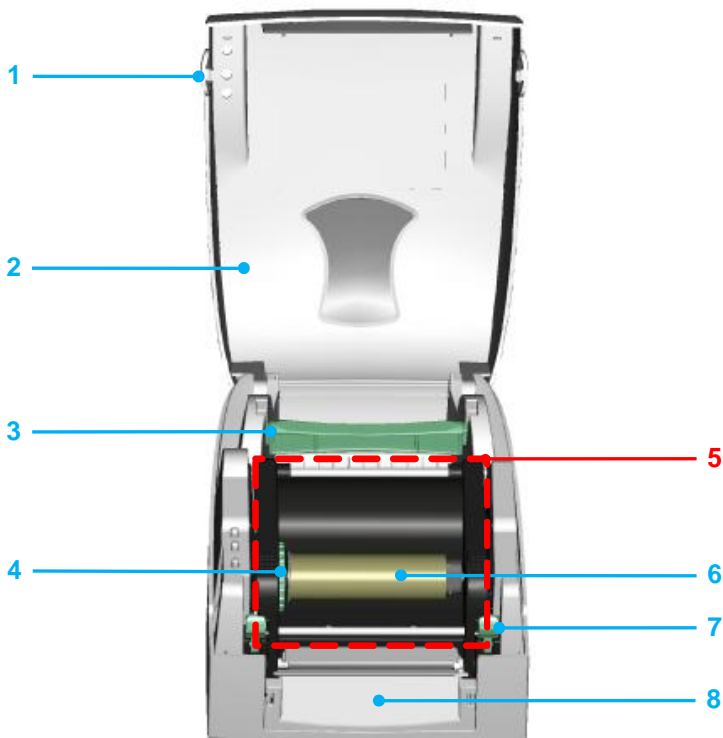
UART1 wafer	
N.C	1 _____ 1
TXD	2 _____ 2
RXD	3 _____ 3
CTS	4 _____ 4
GND	5 _____ 5
RTS	6 _____ 6
E_MD	7 _____ 7
RTS	8 _____ 8
E_RST	9 _____ 9
+5V	10 _____ 10
GND	11 _____ 11
+5V	12 _____ 12

Ethernet module	
N.C	
RXD	
TXD	
RTS	
GND	
CTS	
E_MD	
CTS	
E_RST	
+5V	
GND	
+5V	

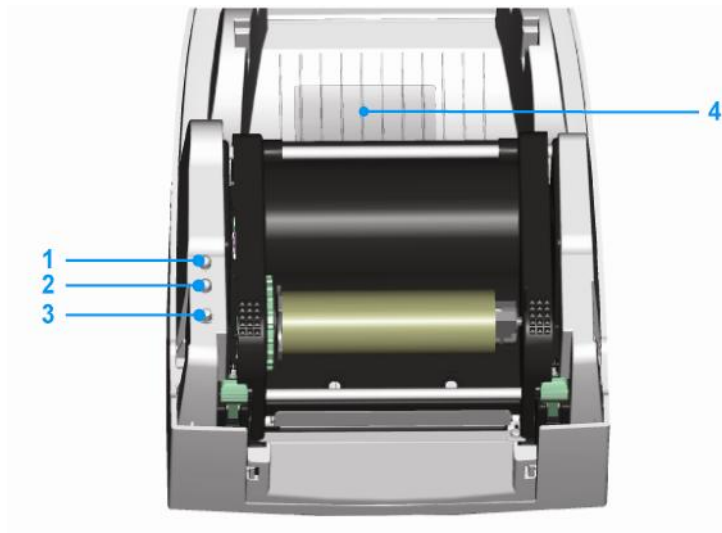
UART2 wafer	
+5V	1 _____ 1
CTS	2 _____ 2
TXD	3 _____ 3
RTS	4 _____ 4
RXD	5 _____ 5
GND	6 _____ 6

Expansion module	
+5V	
RTS	
RXD	
CTS	
TXD	
GND	

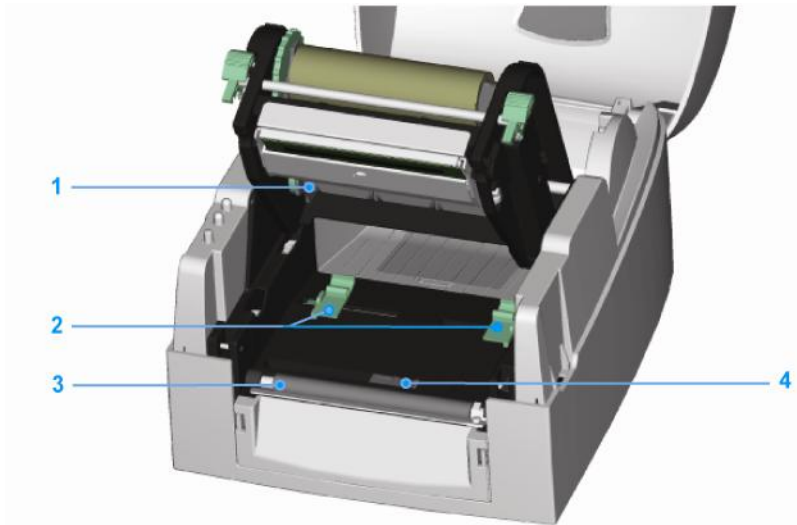
1-4. Printer Parts



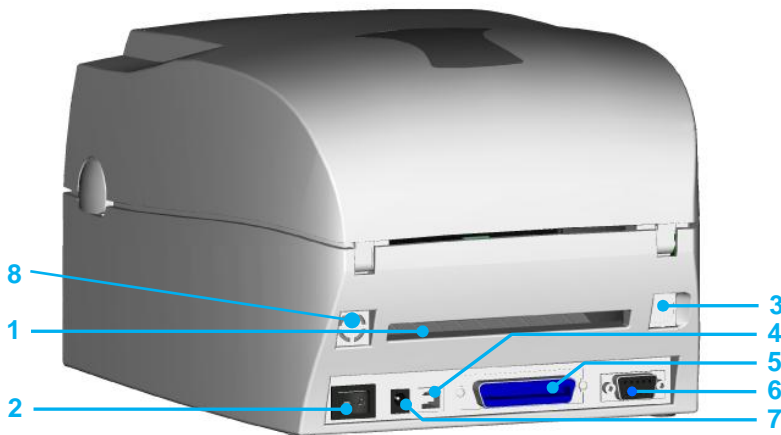
1. Cover Open Button
2. Top Cover
3. Label Roll Core
4. Ribbon Rewind Wheel
5. Print Mechanism
6. Ribbon Rewind Shaft + Empty Ribbon Roll
7. Locking Tenon (left/right)
8. Front Cover Piece



1. LED Light (Ready)
2. LED Light (Status)
3. FEED Key
4. CF Card Slot Cover



1. Ribbon Supply Shaft
2. Label Guide (2)
3. Platen Roller
4. Label Sensor



1. Rear Label Slot
2. Power Switch
3. Ethernet Socket
4. USB Port
5. Parallel Port
6. Serial Port
7. AC Adaptor Socket
8. Wireless Port / Antenna (optional)

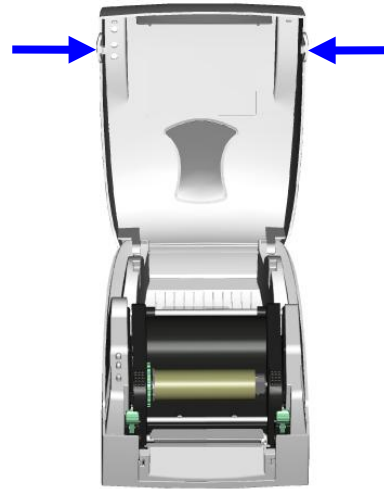
2. Printer Installation

This printer model has the following print modes:

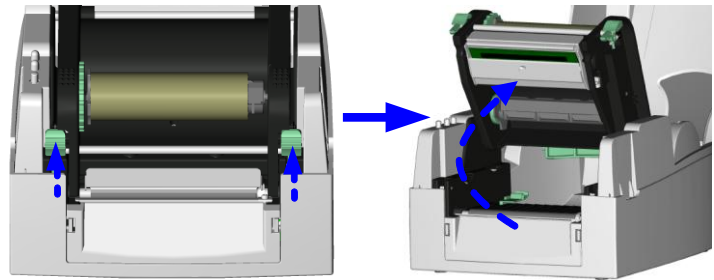
Thermal Transfer (TT)	When printing, ribbon must be installed to transfer the print contents onto the media.
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2-1. Ribbon Installation

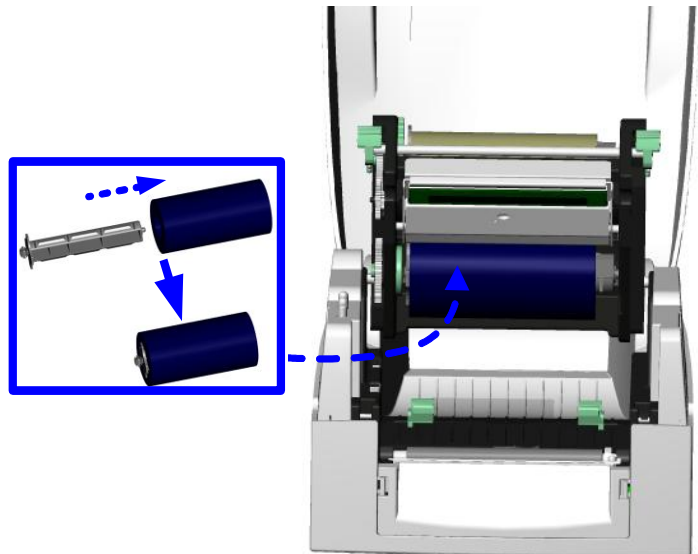
1. Place the printer on a horizontal surface, and open the top cover by pressing the Cover Open Buttons on both sides.



2. Loosen and then lift the upper print mechanism by pressing the locking tenons.



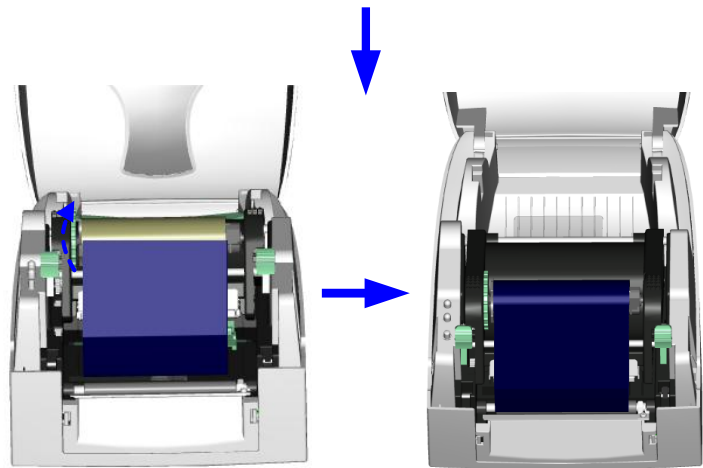
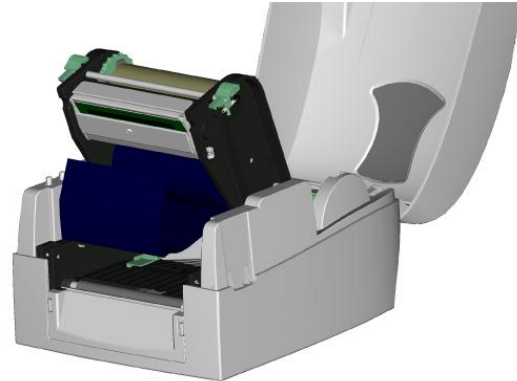
3. Place a new ribbon roll onto the ribbon supply shaft.



4. Feed the ribbon from the Ribbon Supply Shaft under the Print Head.
5. Wrap the ribbon around the Ribbon Shaft and stick the ribbon onto the Empty Ribbon Roll Core.

[Note]
The Ribbon Core must not spin freely on Ribbon Shaft (Mandrel).

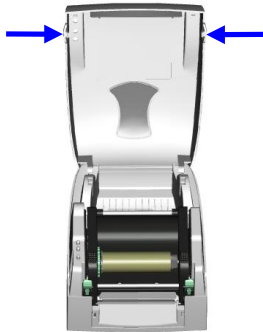
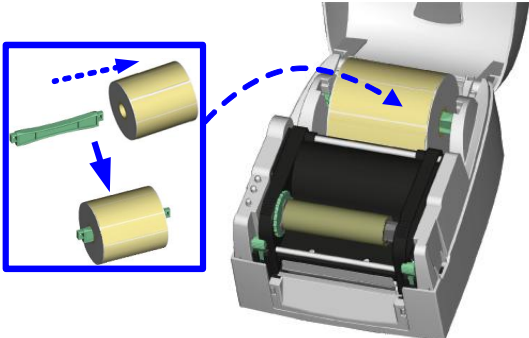
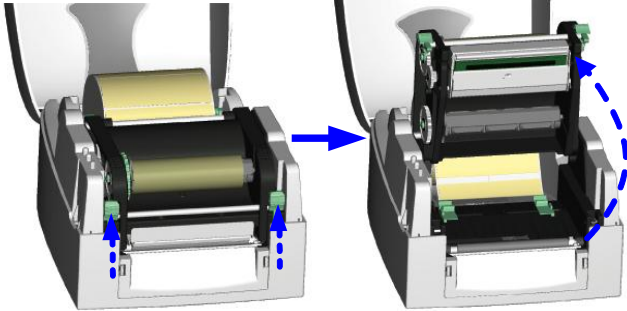
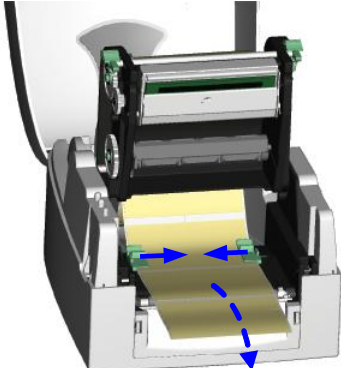
[Note]
Ribbon must be coated side out (away from print head contact).



6. Firmly close the upper print mechanism.



2-2. Label Installation

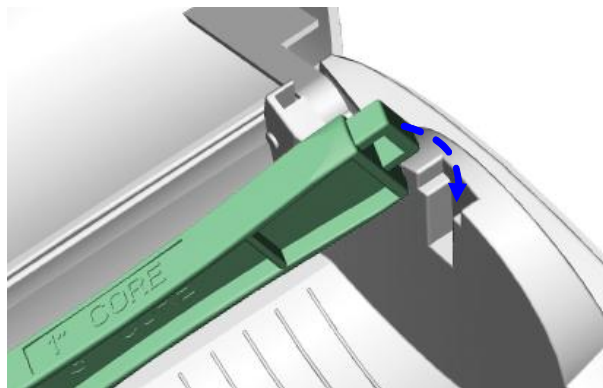
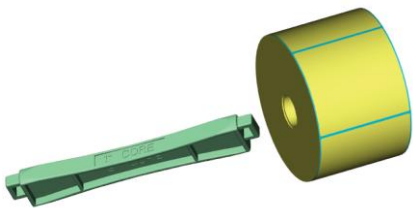
<p>1. Open the top cover by pressing the Cover Open Buttons on both sides.</p>	
<p>2. Place the label roll onto the Label Roll Core.</p>	
<p>3. Loosen and lift the upper print mechanism by pressing the locking tenons.</p>	
<p>4. Feed the label through the two Label Guides to the Tear-off Bar.</p> <p>5. Align the label guides to the label edge.</p>	

6. Close the upper print mechanism from the top to finish label installation.

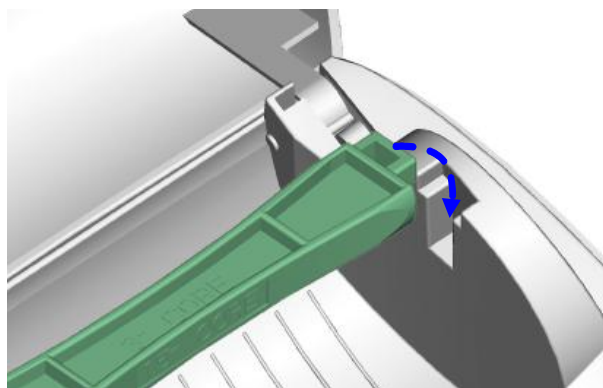
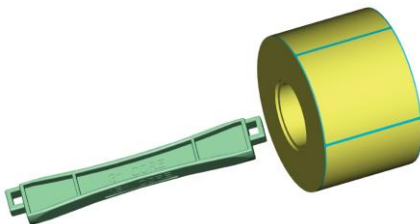


2-3. Label Roll Core Installation Instruction

(A) 1" roll core installation

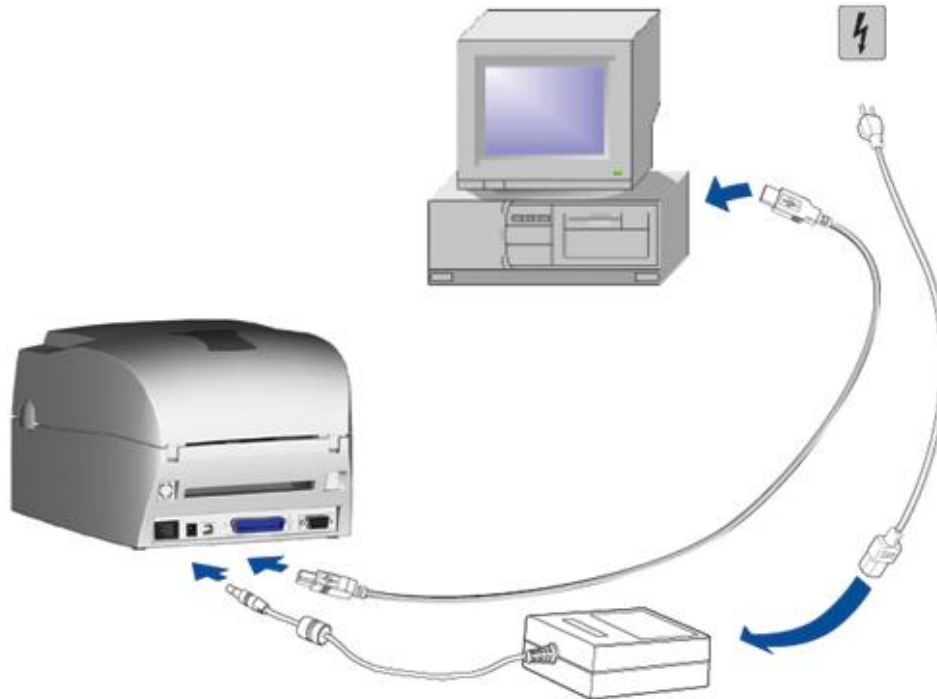


(B) 3" roll core installation



2-4. PC Connection

1. Please make sure the printer is powered off.
2. Plug the power cable into the power adapter; then connect the other end of the power adapter into the printer power socket.
3. Connect the USB cable to the USB port on the printer and on the PC.
4. Power on the printer and the printers' LED will light.



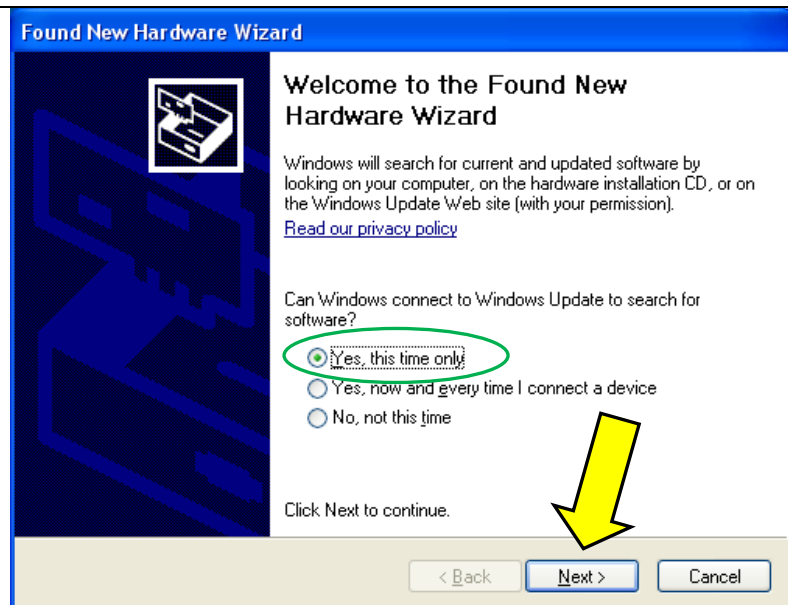
2-5. Driver Installation

IF THE PRINTER IS TO BE INSTALLED ON A USB PORT USING WINDOWS UPDATES:

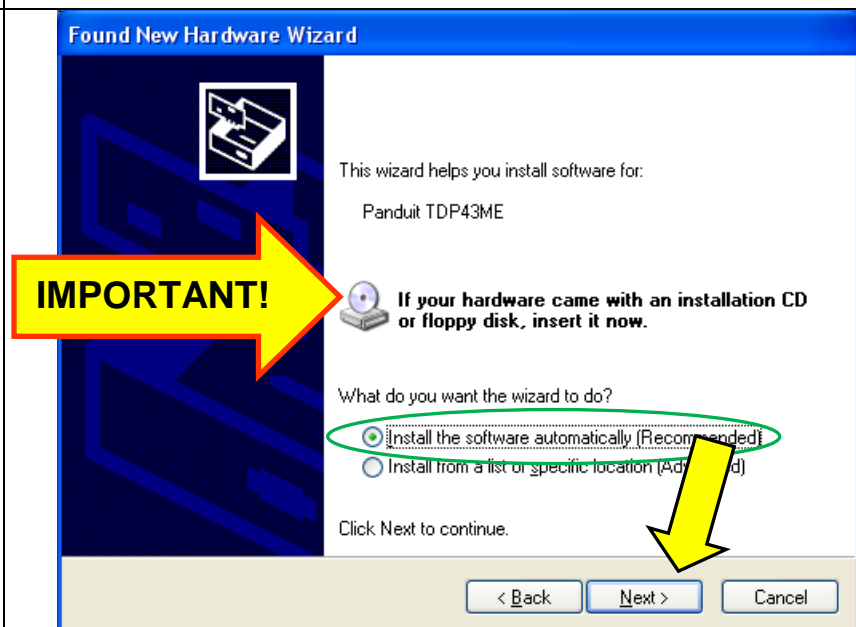
1. If the printer is attached to the USB Port, when the printer is turned on, the following window will appear.



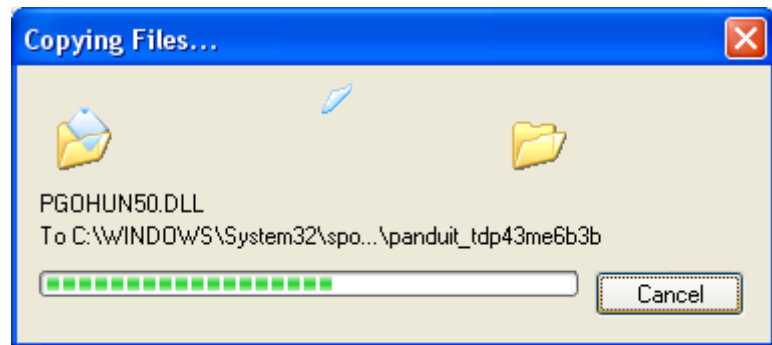
2. The following window will appear to continue the installation process.
3. Select **"Yes, this time only"** to use Windows Certified Driver lookup.



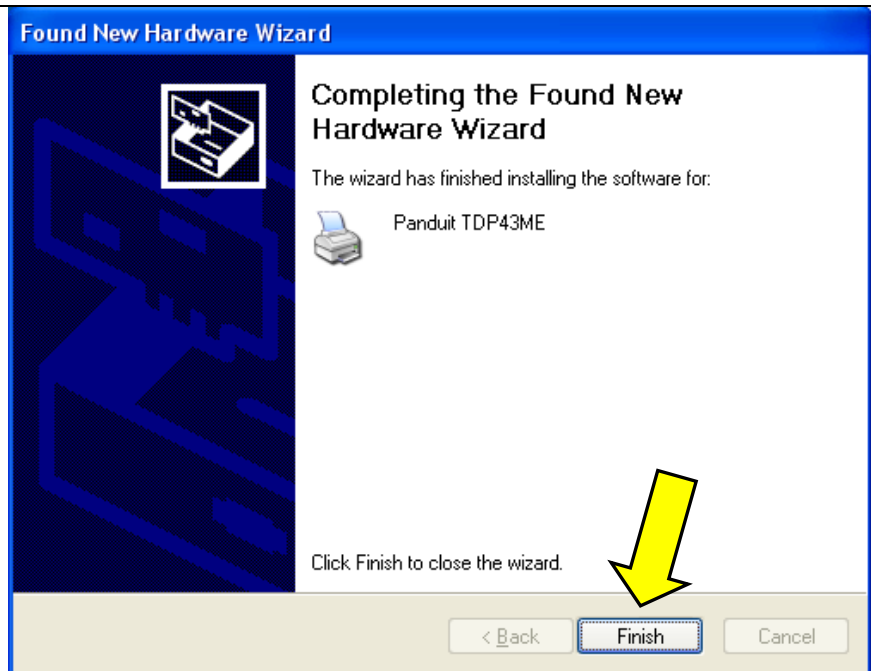
4. The following window will appear to continue the installation process.
5. Select **"Install the software automatically"**.
Click "Next".



6. The driver will begin to load and install the printer.



7. The Printer Driver installation is now complete for USB port using Windows Updates.
- Click "Finish".



8. The window at the left will pop up indicating that the Printer was successfully installed.

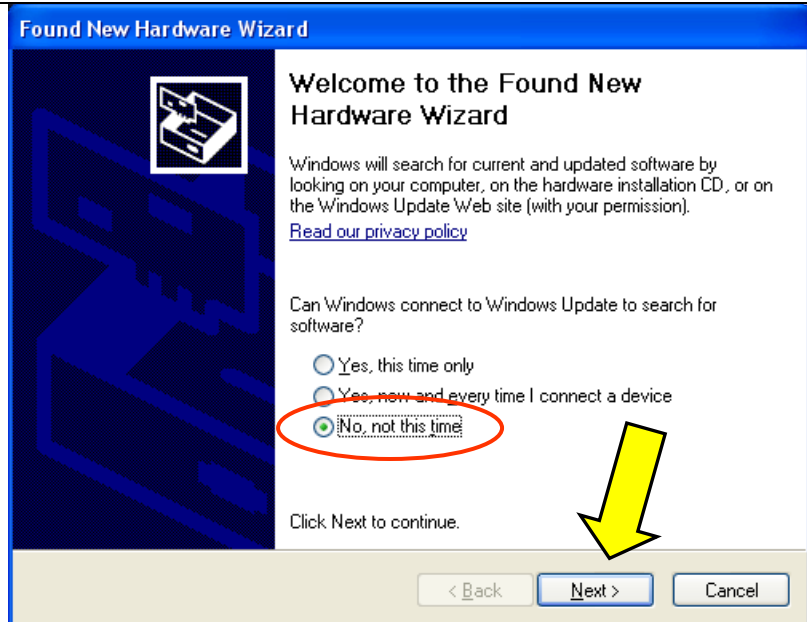


IF THE PRINTER IS TO BE INSTALLED ON A USB PORT, USING PRODUCT CD

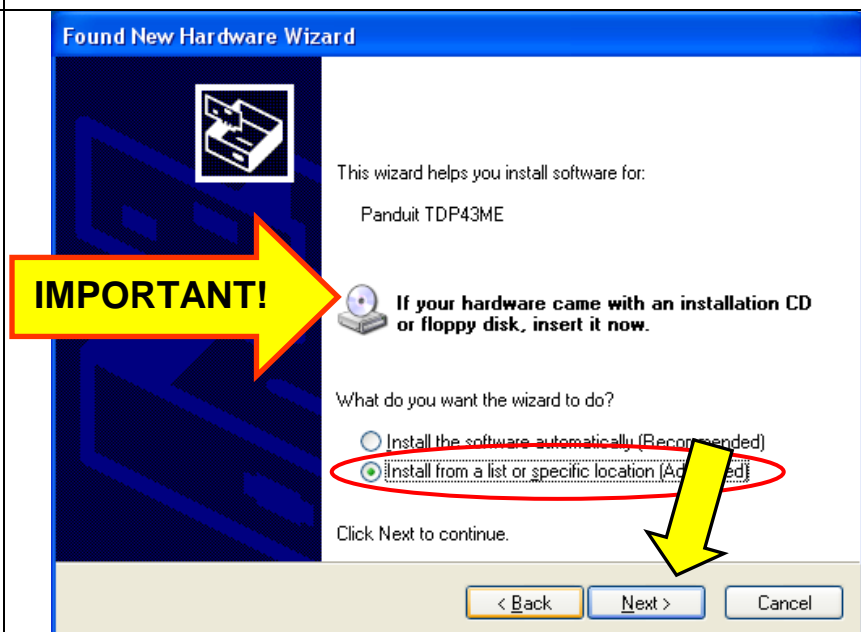
1. If the printer is attached to the USB Port, when the printer is turned on, the following window will appear.



2. The following window will appear to continue the installation process.
3. Select **"No, not this time"** to use the Product CD.



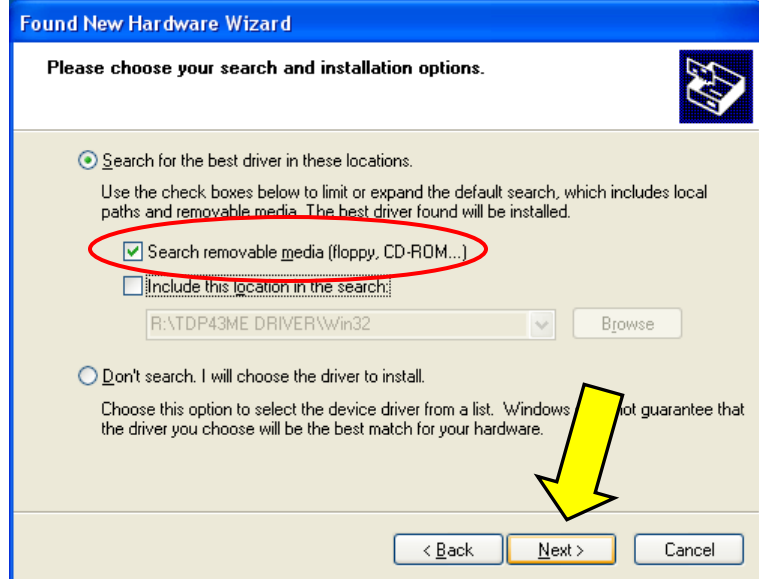
4. The following window will appear to continue the installation process.
 5. If the Product CD is used, select **"Install from a specific location"** and point to the correct CD Drive.
- Click "Next".



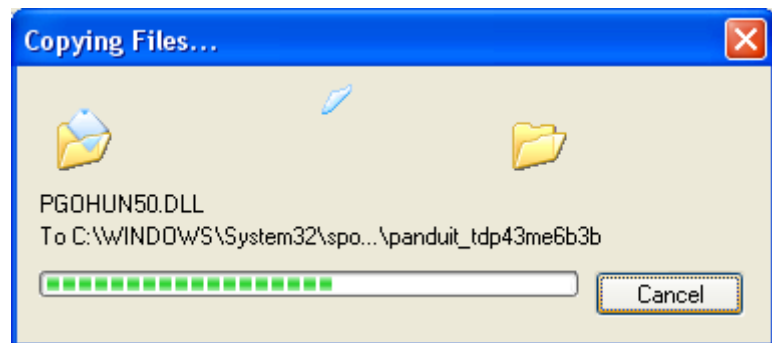
6. The following window will appear.

7. Select **“Search removable media”** with Product CD inserted into CD drive.

Click “Next”

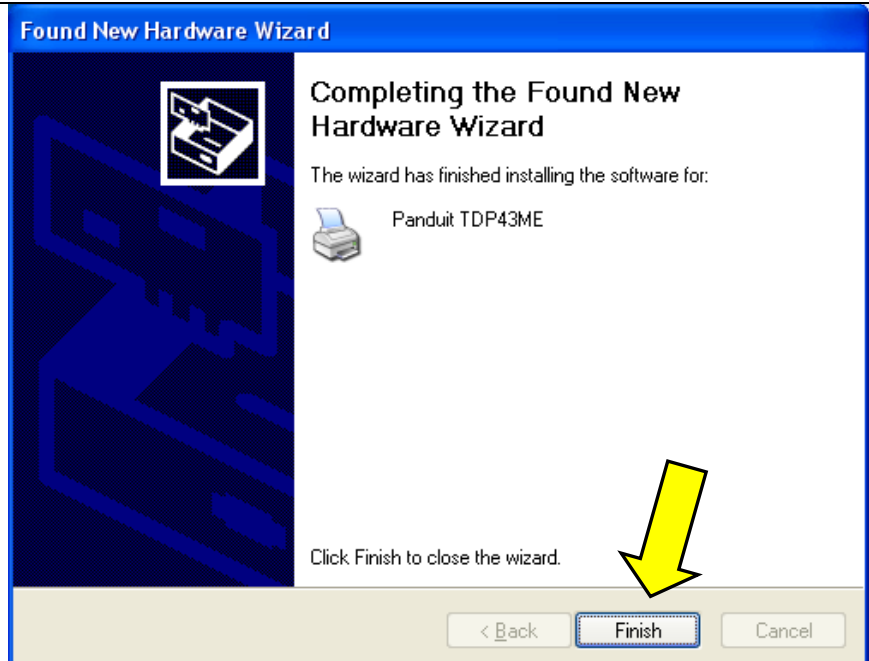


8. The driver will begin to load and install the printer.



9. The Printer Driver installation is now complete for USB port using Product CD.

Click “Finish”.

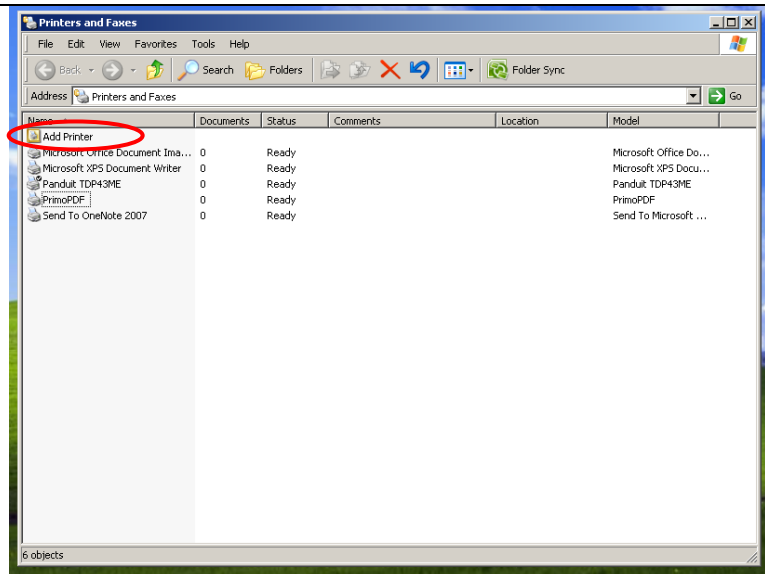


- The window at the left will pop up indicating that the Printer was successfully installed.

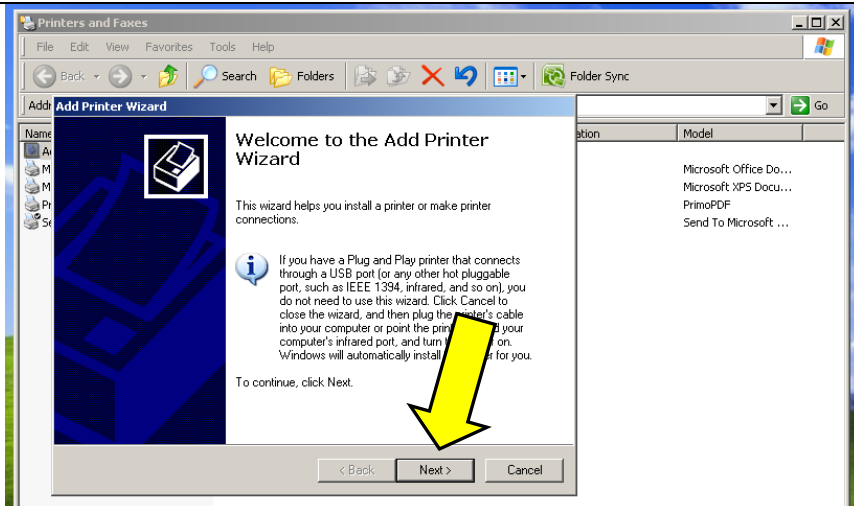


IF THE PRINTER IS TO BE INSTALLED ON A PARALLEL OR SERIAL PORT:

- If the Printer is to be connected to a Parallel or Serial Port, go to the “Printers and Faxes” prompt at the START menu.
- Select **“Add Printer”**.

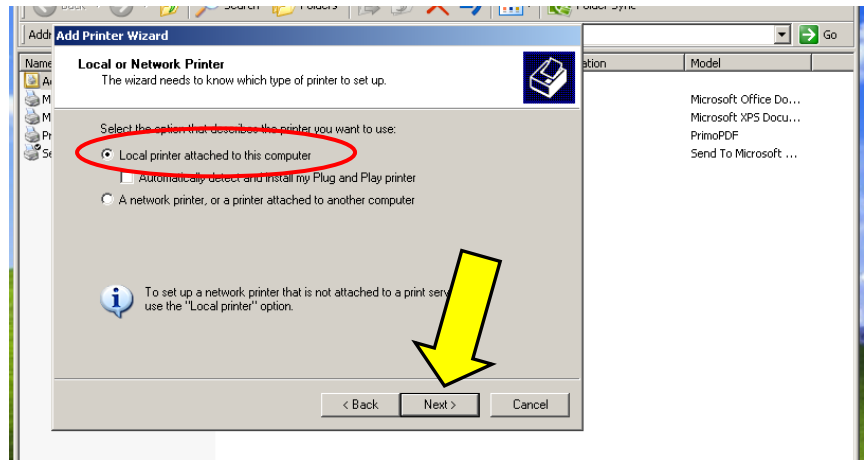


- Click “Next” to continue.



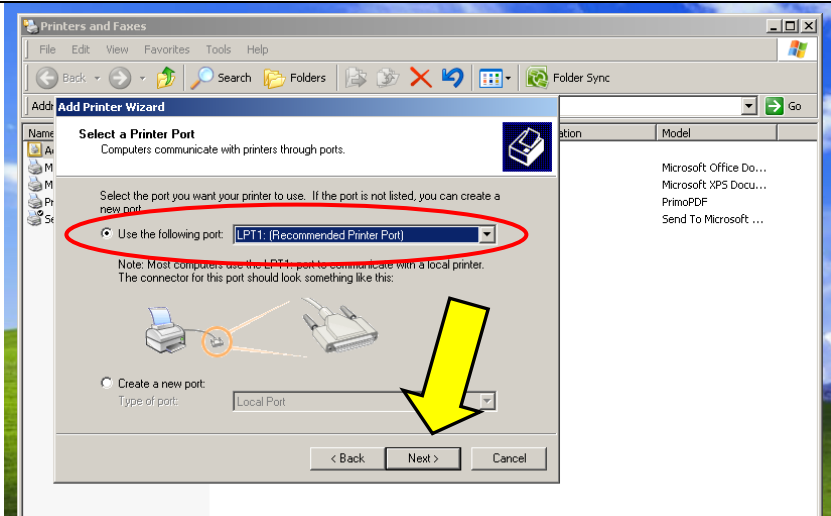
4. If the printer is to be connected to this computer locally, select **"Local Printer..."**

Click "Next".



5. Select the printer port to be used for connection.

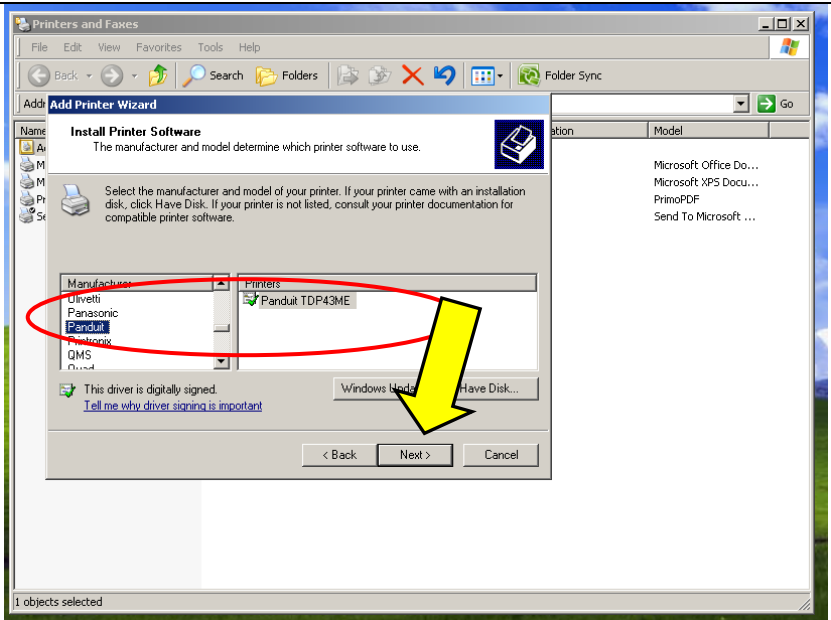
Click "Next".



6. Select **Panduit** and the Panduit TDP43ME printer will show in the right box.

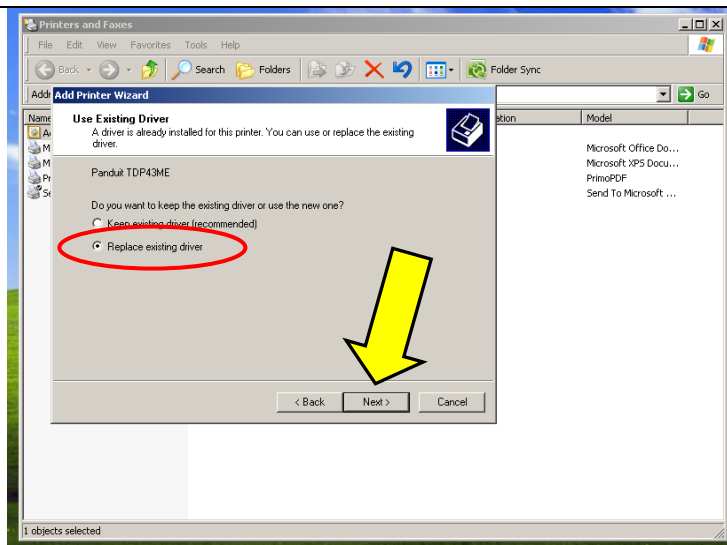
Select **Panduit TDP43ME** printer.

Click "Next".



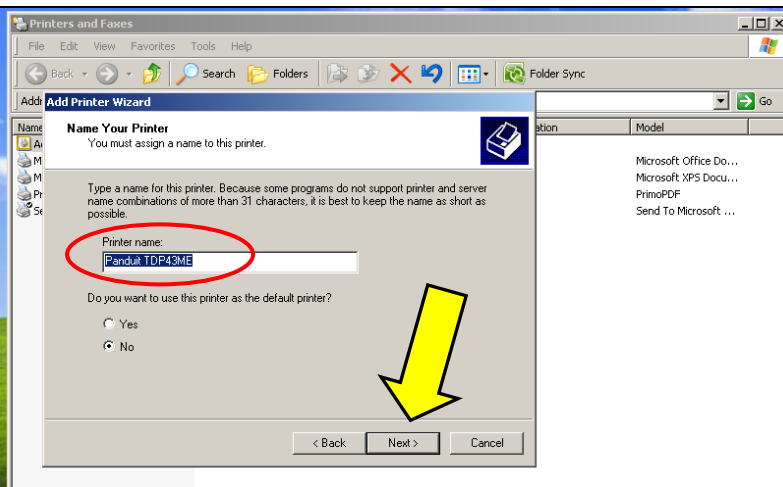
- During the first installation of a Panduit TDP43ME printer, select **"Replace existing driver"**.

Click "Next" to continue.

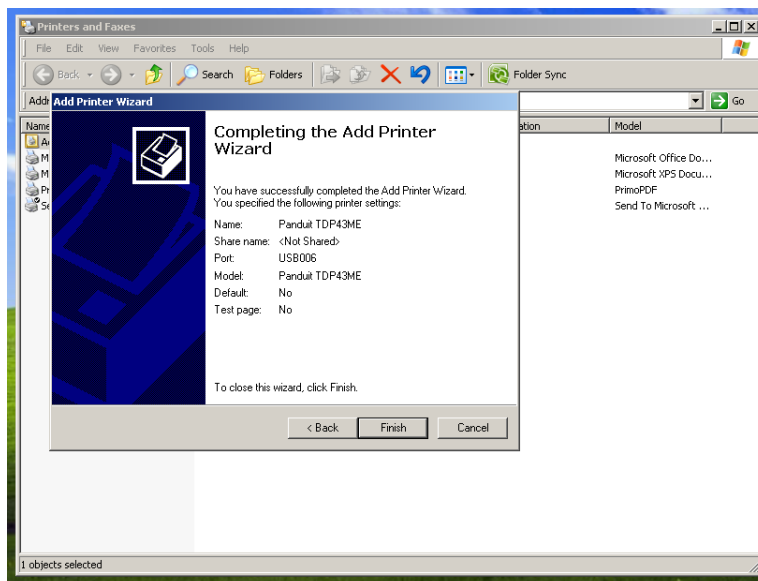


- Select a name for the Printer that is being installed. The default name should be used, unless multiple printers are being installed.

Click "Next" to continue.

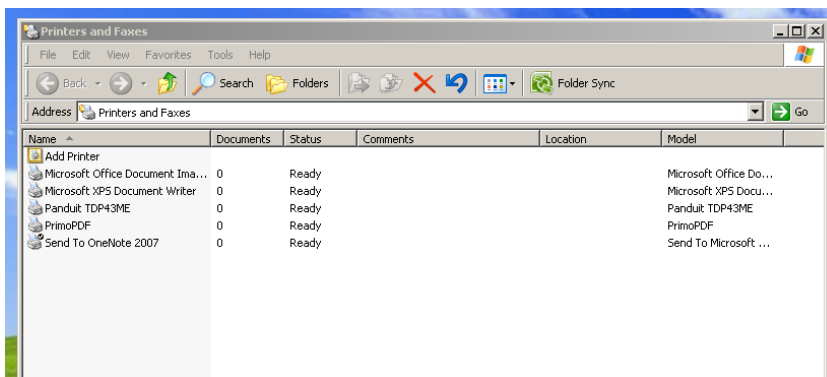


- If requested, follow the instruction on screen to set "Printer Sharing" and "Print Test Page".
- A description page of printer settings will be displayed after all settings are completed.
- Check if all printer settings are correct and then press "Finish" to start copying driver files.
- If a reminder message pops up, just click "Continue Anyway" to continue the installation.
- Wait for file copying to finish and complete the installation.



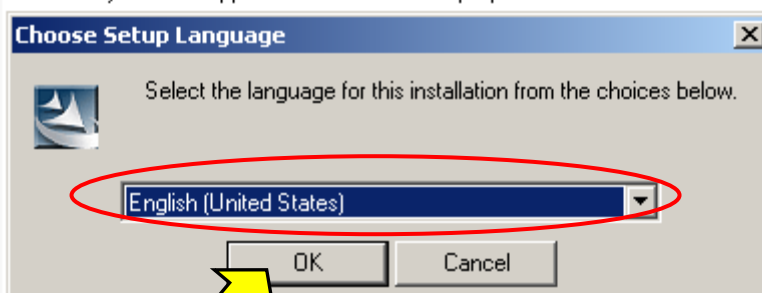
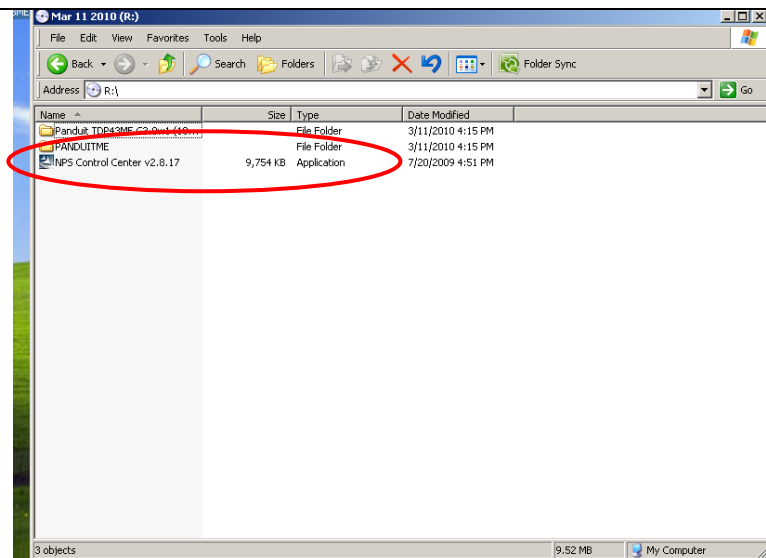


14. After the driver installation is complete, there should be a new printer model on Windows "Printer and Faxes" page. If it does not appear automatically, press "F5" to refresh the page.

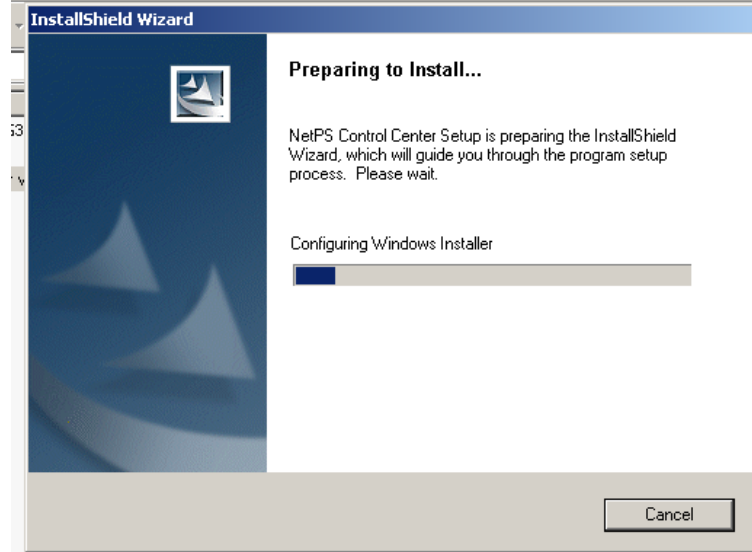


IF THE PRINTER IS TO BE INSTALLED ON AN ETHERNET PORT:

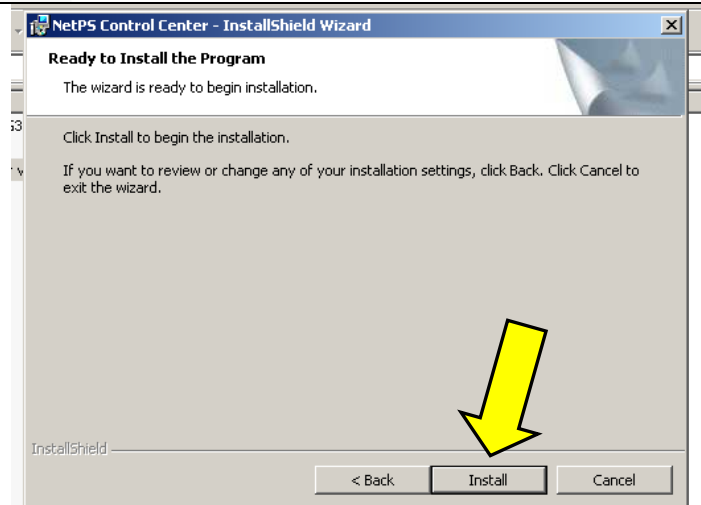
1. The printer default ports are USB, Parallel (LPT1) and Serial (COM1). For the printer to work on the Ethernet port, **the USB port must be installed first**. Install printer on the USB port using steps # 1-8; or 1-10 above prior to continuing this Ethernet port installation.
2. Refer to the Product CD supplied with the printer. Insert the CD into the CD drive and open the file directory. Double click the "**NPS Control Center**" file and start the installation of the Control Center program. Remove "Do Not Install" label from across the Ethernet port of the printer. Insert connected Ethernet cable into the port.
3. Select "**English (United States)**" on the Setup Language screen, Click "OK".



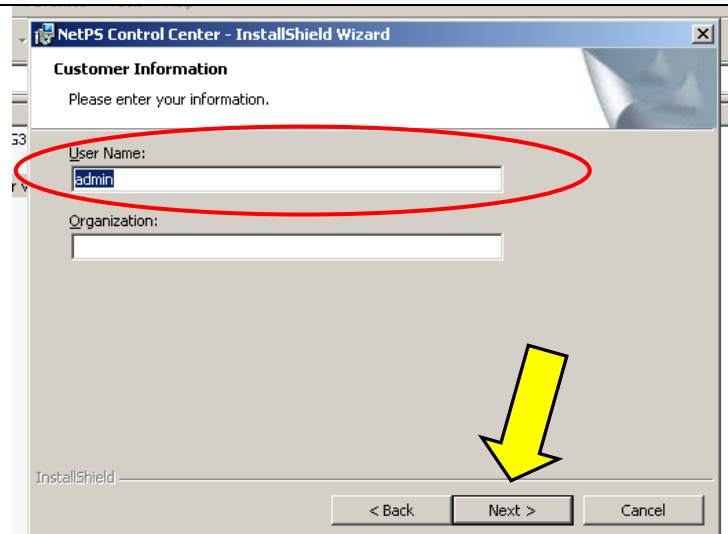
4. The Install Wizard will start the installation process.
5. When complete, click “Next” to continue the installation process.



6. Click “Install” to continue the installation process.

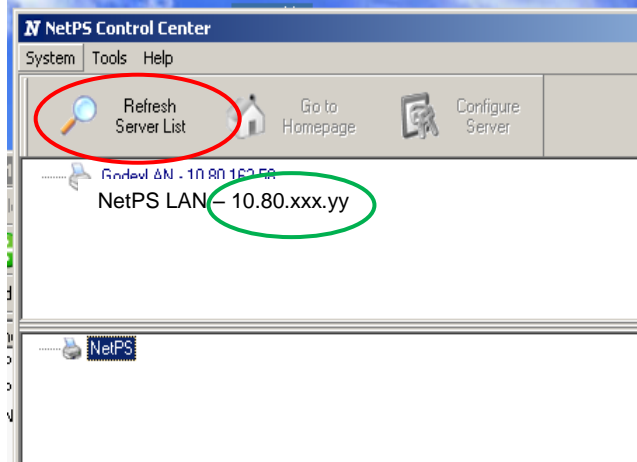


7. Type in User Name and Organization, or leave as defaults.
Click “Next”.



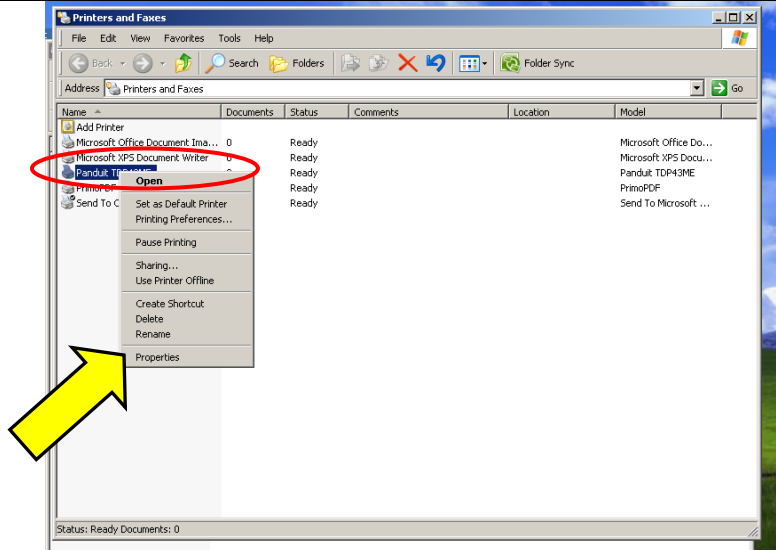
- When Control Center opens, select **“Refresh Server List”**. Note **“IP Address”** of printer attached.

Write this address down, as it will be used to attach printer to network shortly.

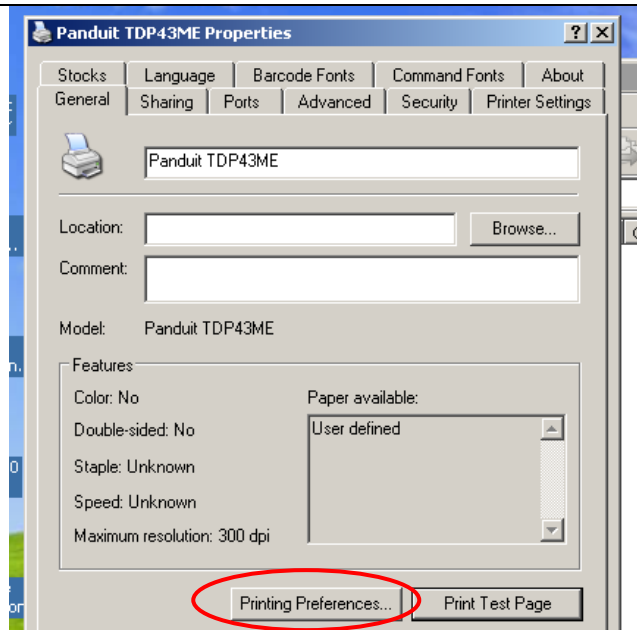


- Go into the “Printers & Faxes” tab in the “Start” menu.
- Right click** on the **TDP43ME** printer icon or name.

Click on “Properties”.



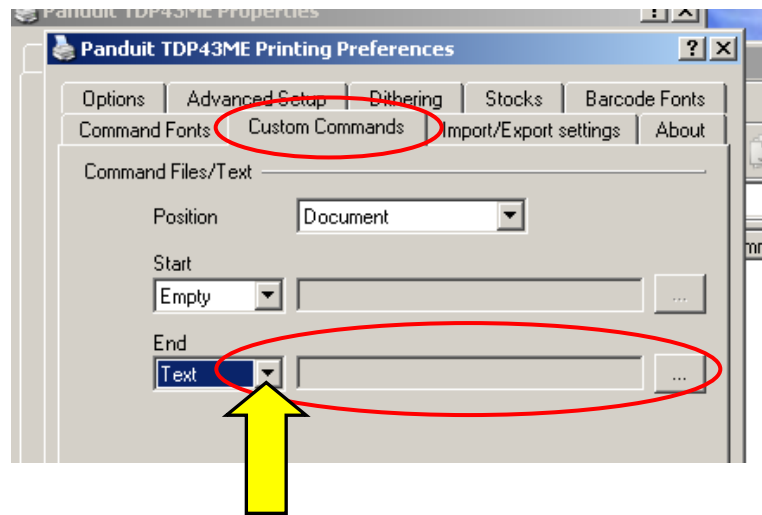
- Select **“Printing Preferences”**.



12. Select **“Custom Commands”**.

Click **“End” Drop Down Arrow**.

Select **“Text”** and the three dots on the right side of the window.

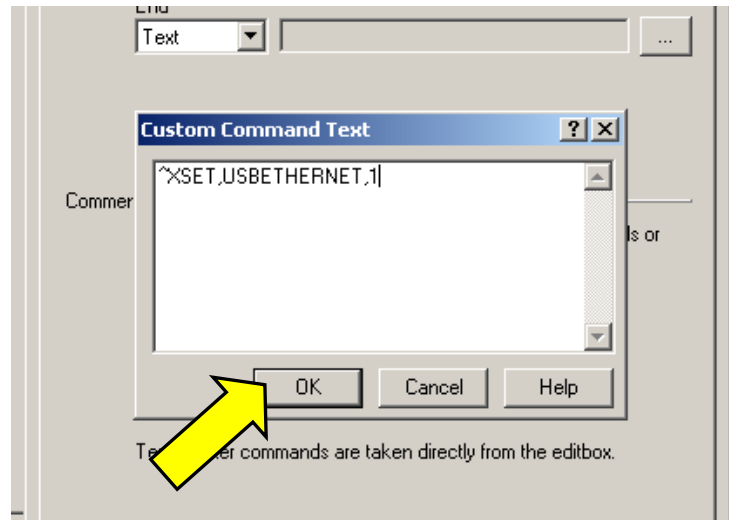


13. Type this string exactly as shown below in the popped open window (**ALL CAPITAL LETTERS**).

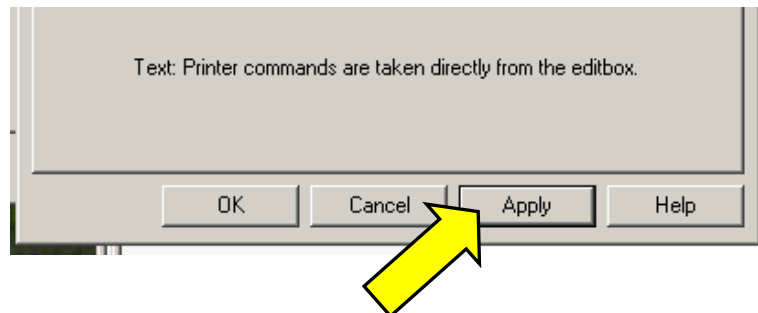
^XSET,USBETHERNET,1

14. This string will turn the printer port from USB to Ethernet after the next print job.

Click “OK”.

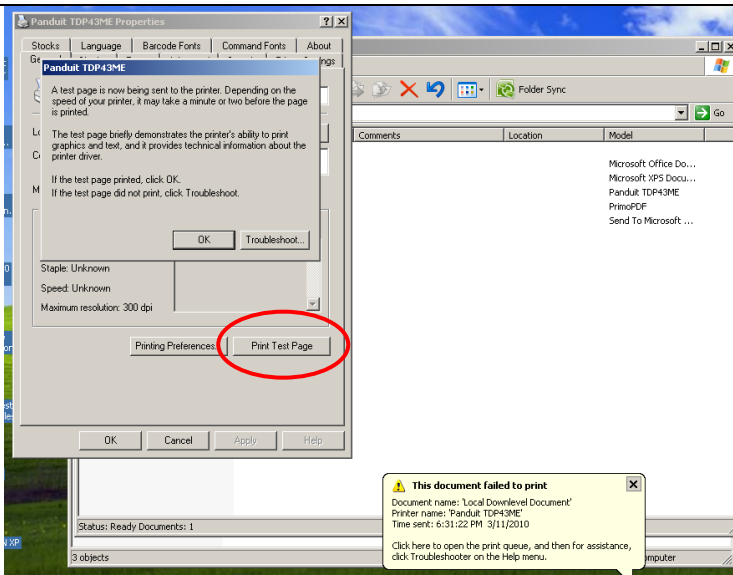


15. Click “Apply” to apply this custom command.

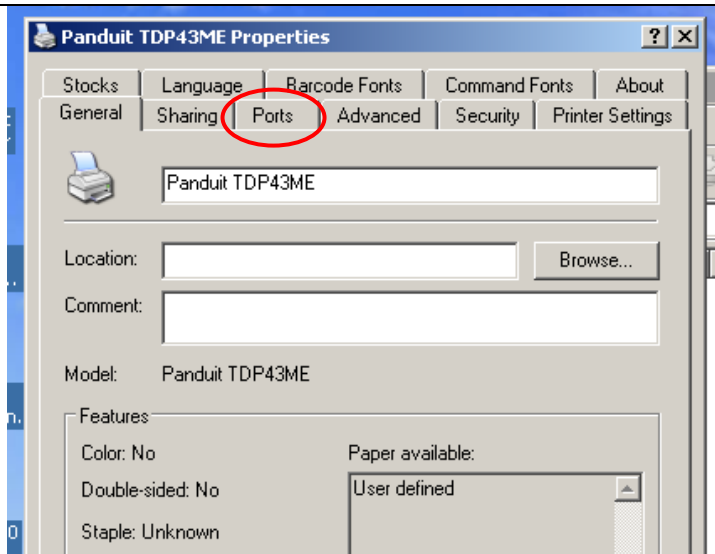


16. At this window, select **“Print Test Page”**. This will print a test page and switch the printer from USB port to Ethernet port. If “Print Test Page”, is clicked again, it should return “This document failed to print”. This indicates that the USB port is no longer working, which is the desired action.

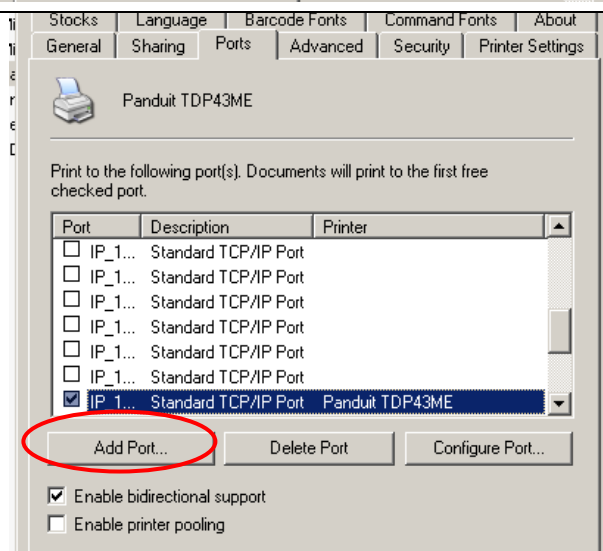
If it prints again, then the port was not switched to Ethernet. Recheck the custom command string and make sure the command is exactly as shown. Repeat steps #12-16.



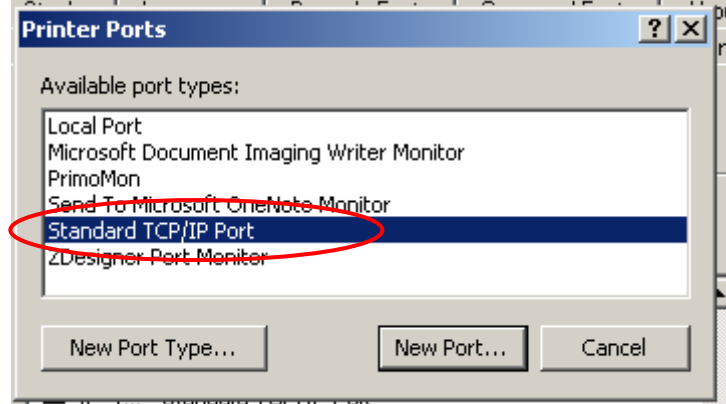
17. Click “X” (Close) to remove the note and “Ok” (Close) to remove the Panduit TDP43ME Print window. Select the **“Ports”** tab.



18. Select **“Add Port”**.

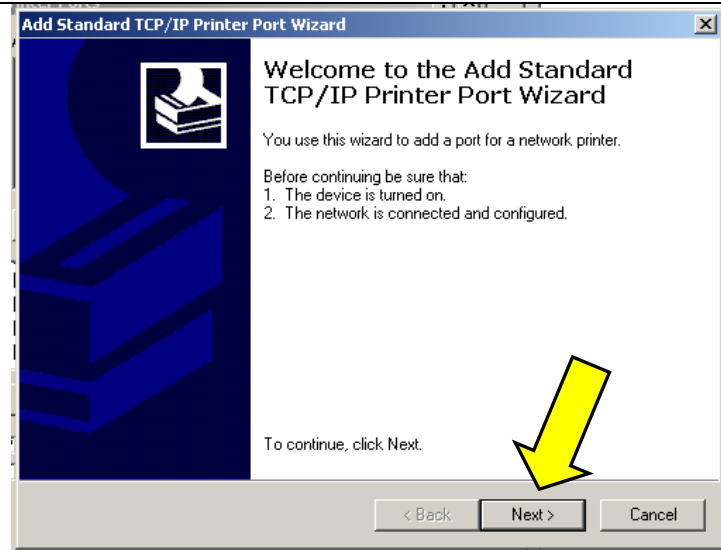


19. Select **“Standard TCP/IP Port”**.

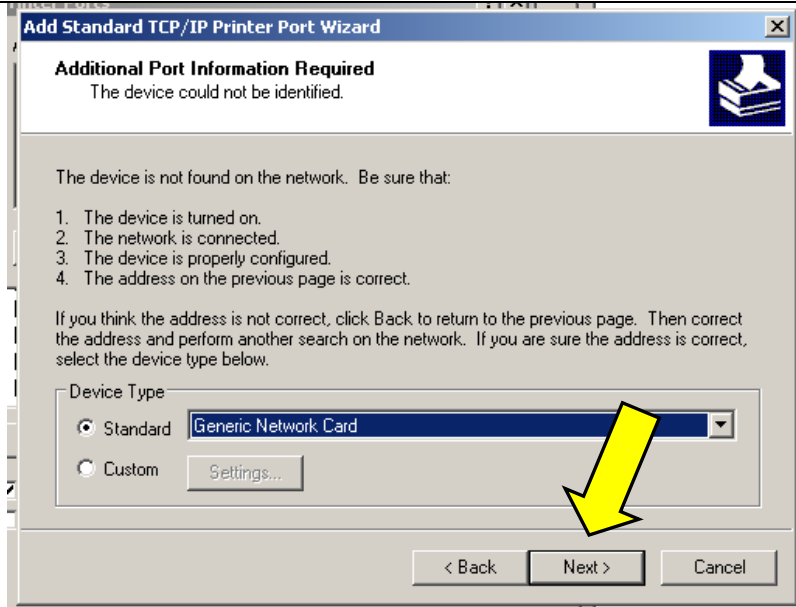


20. This window pops up. Click “Next” to continue.

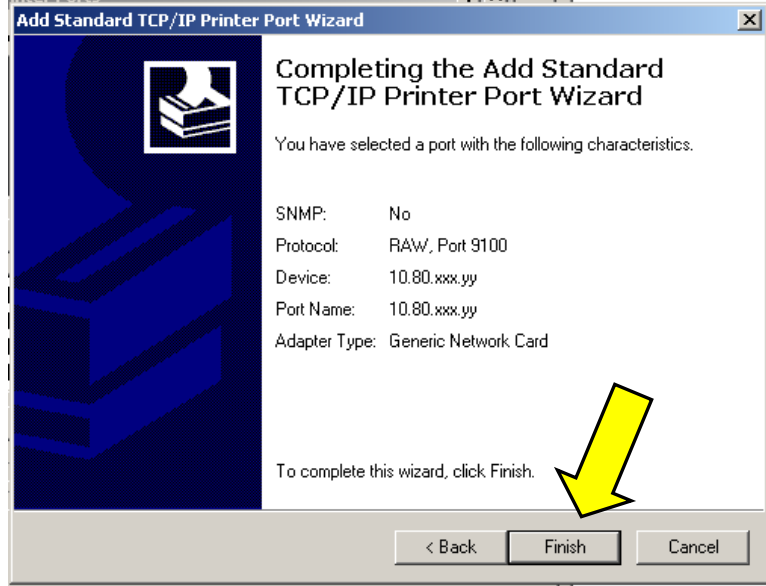
21. In the next box, enter address recovered from Step #8 above. Click “Next” to continue.



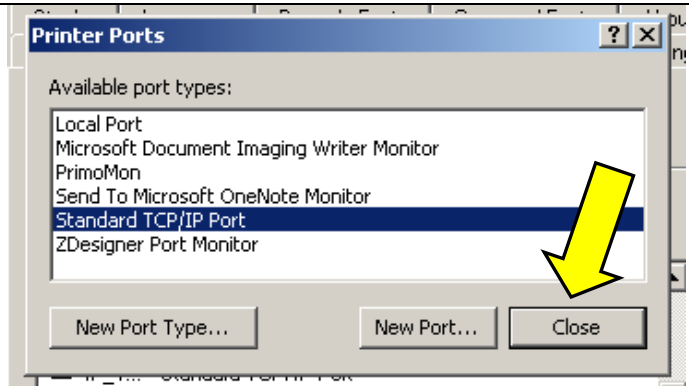
22. This window pops up. Click “Next” to continue.



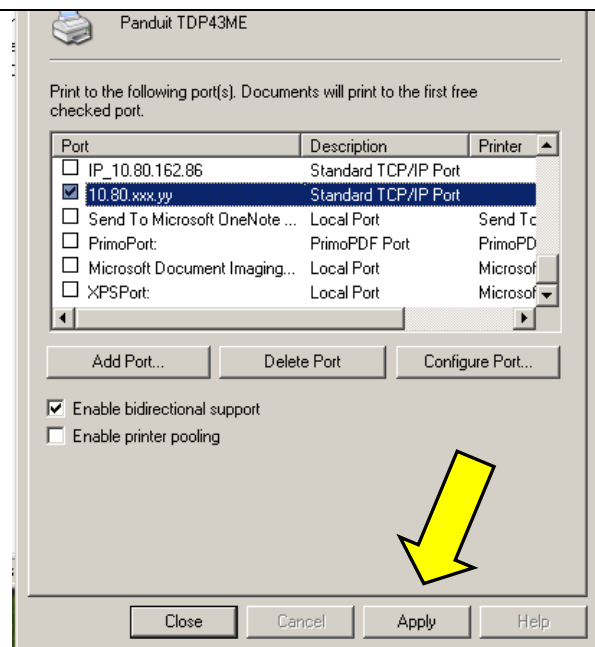
23. Click “Finish” to install the new port.



24. Once this window returns, click “Close” to complete the Port installation.

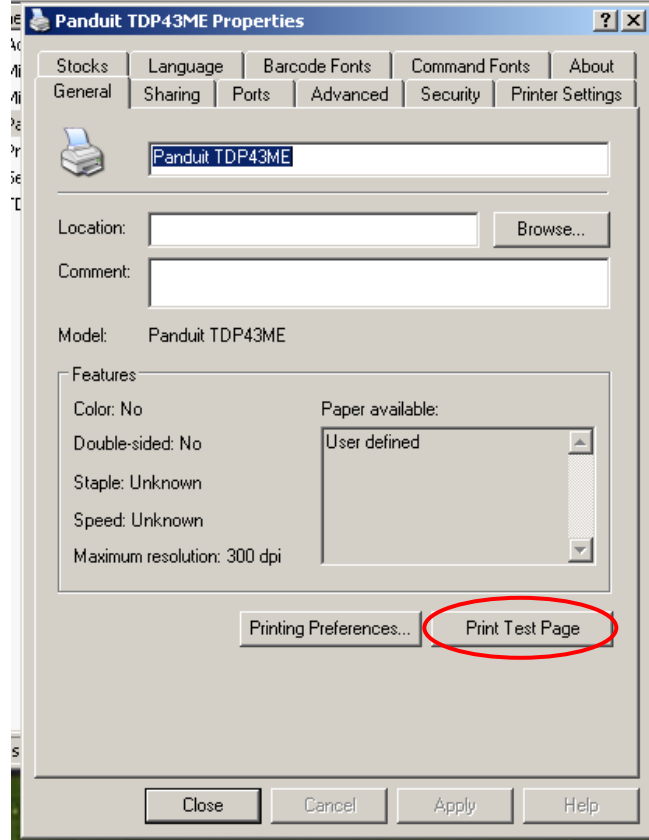


25. In this box, make sure the new port is highlighted and click “Apply” to apply this port to the newly installed printer.



26. At this window, select the **“Print Test Page”** button. A label should print on the new printer. Once finished, the new printer is installed with the new Ethernet port and all windows can be closed.

The USB cable can now be disconnected from the printer (the port is no longer working).





3. Control Panel

3-1. LED Status

Press and hold the FEED key then power on the printer, the printer will beep 3 times and enter into Self-Test status. If you keep holding the FEED key, the status will change in sequence to Auto Sensing Mode, Dump Mode, Direct Thermal Mode, Thermal Transfer Mode, See-through Sensor on/off, and then return to Self-Test again. These different statuses can change the setting of printer, they are described as follows:

READY

STATUS

FEED

FEED	LED Light	Beep	Status	Description
READY	Green	1	Normal status	Normal status
STATUS				
Press and hold the FEED Key then power on the printer.				
↓				
READY	Red (Flash)	3	Self-Test	Printing Self-Test page, for operation instructions please refer to page 28.
STATUS	Orange			
↓				
READY	Orange (Flash)	1	Auto Sensing Mode	Printers currently in Auto Sensing Mode, for operation instructions please refer to page 29.
STATUS	Orange			
↓				
READY	Green (Flash)	1	Dump Mode	Printers currently in Dump Mode, for operation instructions please refer to page 29 .
STATUS	Orange			
↓				
READY	Red (Flash)	1	Direct Thermal (DT) Mode	Set the printer to Direct Thermal (DT) Mode, for operation instructions please refer to page 29.
STATUS	Red			
↓				
READY	Orange (Flash)	1	Thermal Transfer (TT) Mode	Set the printer to Thermal Transfer (TT) Mode, for operation instructions please refer to page 29.
STATUS	Red			
↓				
READY	Green (Flash)	1	See-through Sensor on/off	Set the See-through Sensor on or off, for operation instructions please refer to page 30.
STATUS	Red			
↓				
Return to Self Test				
↓				
READY				Printer is currently downloading F/W
STATUS	Red (Flash)			



3-4. Direct Thermal / Thermal Transfer Mode Switch

1. Power off the printer, press and hold the FEED key.
2. Power on the printer (while still holding the FEED key) and the printer will beep 3 times. Keep holding the FEED key, wait for the STATUS light turn red and READY light flash red, then release the FEED key. The printer will go into Direct Thermal (DT) Mode and automatically print "NOW IS DIRECT THERMAL (DT MODE)". This indicates that printer is currently in DT Mode.
3. Power on the printer (while still holding the FEED key) and the printer will beep 3 times. Keep holding the FEED key, wait for the STATUS light turn red and READY light flash orange, then release the FEED key. The printer will go into the Thermal Transfer (TT) Mode and automatically print "NOW IS THERMAL TRANSFER (TT MODE)". This indicates that printer is currently in TT Mode.

NOW IS THERMAL TRANSFER (TT MODE)

NOW IS DIRECT THERMAL (DT MODE)

3-5. Auto Sensing

Printer can automatically detect label (see-through) length and record it. By doing this, the printer can accurately detect the label (gap) positions without setting the print length.

1. Check if the Label Sensor is located at the correct sensing position.
2. Power off the printer, press and hold the FEED key.
3. Power on the printer (while still holding the FEED key) and the printer will beep 3 times. Keep holding the FEED key, wait for the STATUS light turn orange and READY light flash orange, then release the FEED key. Printer will automatically detect the label size/length and record it.

Printer goes back to standby mode after performing the measurement.

3-6. Dump Mode

When label setting and the print result don't match each other, it is recommended to go into the Dump Mode to check whether there's any mistake in data transmission between the printer and the PC. For example, when printer receives 8 commands, yet without processing these commands, only prints out the contents of commands, this will confirm whether the commands were received correctly. Test procedures to enter the Dump Mode are as follows:

1. Power off the printer, press and hold the FEED key.
2. Power on the printer (while still holding the FEED key).
3. Keep holding the FEED key, wait for the STATUS light turn orange and READY light flash green, then release the FEED key. Printer will automatically print "DUMP MODE BEGIN." This indicates the printer is already in Dump Mode.
4. Send commands to the printer, and check if the printout matches the sent commands.

To cancel (get out of the Dump Mode), press the FEED key, the printer will automatically print out "OUT OF DUMP MODE". This indicates that printer is back in the standby mode. Powering off the printer is another way to exit the Dump Mode.



3-7. See-through Sensor on/off

There are two types of sensors in the TDP43ME printer - Reflective Sensor and See-through Sensor. Users can set one of them as active sensor. By default, the See-through Sensor is turned on and the Reflective Sensor is turned off.

To turn the See-through Sensor OFF, please do as follows:

1. Power OFF the printer, press and hold the FEED key.
2. Power ON the printer (while still holding the FEED key) and the printer will beep 3 times. Keep holding the FEED key, wait for the STATUS light turn red and READY light flash green, then release the FEED key. The printers will automatically print "SEE-THROUGH SENSOR IS OFF". This indicates that the See-Through Sensor is turned OFF (and the Reflective Sensor is turned ON).
3. To turn ON the See-Through Sensor, please repeat above-mentioned procedures. Then the printer will print "SEE-THROUGH SENSOR IS ON" to indicate that the See-Through Sensor is turned ON.

SEE-THROUGH SENSOR IS ON
or
SEE-THROUGH SENSOR IS OFF

For checking the status of See-through Sensor (on or off), please perform Auto Sensing once. If both of READY and STATUS lights are green when doing Auto Sensing, then the See-through Sensor is ON. If both of READY and STATUS lights are orange, then the See-through Sensor is OFF.

[Note]

When the See-through Sensor is enabled, the Label Sensor must be placed in the center of the printer.



3-8. Error Messages

LED Light		Beep	Description	Solution
Ready	Status			
	Red	4 beeps twice	Print head is not firmly closed.	Re-open the print head and make sure it closes tightly.
Red (Flash)	Red (Flash)	None	The temperature of print head is too high.	Wait for the print head temperature drops to the normal temperature range, printer will go back to the standby mode and the LED light will stop flashing.
	Red	3 beeps twice	Ribbon is not installed, and printer shows error message.	Make sure the printer is in the Direct Thermal mode.
			Ribbon is used up or ribbon supply shaft is not moving.	Replace with new ribbon roll.
	Red	2 beeps twice	Unable to detect paper.	Make sure the movable sensor mark is at the correct position, if the sensor is still unable to detect paper, and then go through Auto Sensing again.
			Paper used up.	Replace with new label roll.
	Red	2 beeps twice	Abnormal paper feed.	Possible causes: card tags or paper fall into the gap behind the platen roller, can't find label gap/black mark, black mark paper out. Please adjust it according to actual usage.
	Red	2 beeps twice	Memory is full; printer will print out "Memory full."	Delete unnecessary data in the memory.
	Red	2 beeps twice	Can't find the file; printer will print out "Filename cannot be found."	Use "~X4" command to print out all the files, and then check whether the file exist and the file name is correct.
	Red	2 beeps twice	File name is repeated; printer will print out "Filename is repeated."	Change the file name and download again.

4. Maintenance and Adjustment

4-1. Thermal Print Head Cleaning

Poor print quality may be caused by a dirty print head, ribbon wear, or label adhesive buildup. Please keep the top cover closed when printing. Also, prevent label media from becoming dirty or damaged to ensure good print quality and to prolong the print head life. Print head cleaning instructions are as follows:

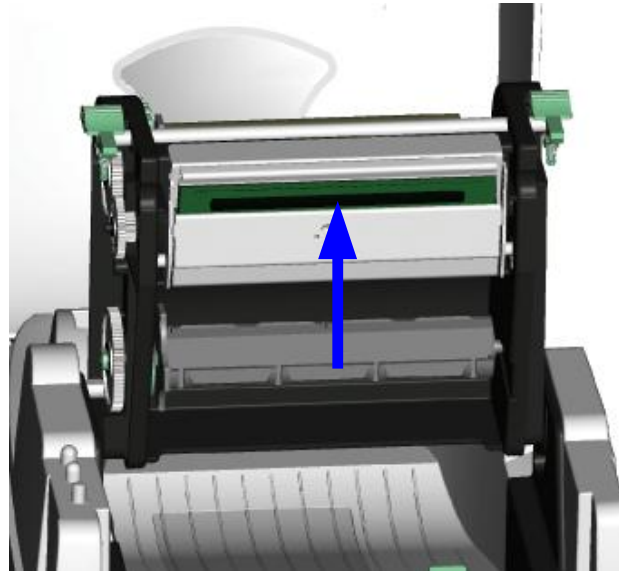
1. Power-off the printer.
2. Open the top cover.
3. Take out the ribbon.
4. Open the print head by pressing the locking tenons.
5. If on the print head (see blue arrow) there's label pieces or other stains, please use a soft cloth with industrial use alcohol to wipe away the stain.

[Note1]

Weekly cleaning on the print head is recommended.

[Note2]

When cleaning the print head with soft cloth, make sure there are no metal or hard particles stuck to print head.





4-2. Troubleshooting

Problem	Recommended Solution
Power on the printer, but the LED does not light up	<ul style="list-style-type: none"> ◆ Check the power connector
LED light turns red (power/status) after printing stops	<ul style="list-style-type: none"> ◆ Check for software setting or program command errors ◆ Replace with suitable label or ribbon ◆ Check if label or ribbon has run out (make sure Ribbon Core is not spinning on Ribbon Mandrels) ◆ Check if label is jammed or tangled up ◆ Check if mechanism is not closed (Thermal Print Head not positioned correctly) ◆ Check if sensor is blocked by paper or label (sensor to the right, centered in printer)
Printing started, but nothing was printed on the label	<ul style="list-style-type: none"> ◆ Check if label is placed upside down or if label is not suitable for the application ◆ Select the correct printer driver ◆ Select the correct label and print type
When printing, label is jammed or tangled up	<ul style="list-style-type: none"> ◆ Clean the label jam, and if label is stuck on Thermal Print Head, please remove it by using soft cloth with alcohol.
When printing, only part of the contents were printed	<ul style="list-style-type: none"> ◆ Check if label or ribbon is stuck on the Thermal Print Head ◆ Check if application software has errors ◆ Check if start position setting has errors ◆ Check if ribbon has wrinkles ◆ Check if ribbon supply shaft is creating friction with the platen roller. If the platen roller needs to be replaced, please contact your reseller for more information ◆ Check if power supply is correct
When printing, part of the label wasn't printed completely	<ul style="list-style-type: none"> ◆ Check if Thermal Print Head is stained or dusted ◆ Use internal command "~T" to check Thermal Print Head can print completely ◆ Check the media quality
Printout not in desired position	<ul style="list-style-type: none"> ◆ Check if sensor is covered by paper or dust ◆ Check if liner is suitable for use, please contact reseller for more information ◆ Select correct label ◆ Check label setting in label software ◆ Check if label roll edge is aligned with Label Width Guide
When printing, page skipping occurs	<ul style="list-style-type: none"> ◆ Check if error occurs on label height setting ◆ Check if sensor is covered by dust
Unclear printout	<ul style="list-style-type: none"> ◆ Check print darkness setting ◆ Check if Thermal Print Head is covered with glue or stains

[Note]

Your distributor is knowledgeable about printers, printing software, and your unique system. Please contact your local distributor, or phone number listed on Tech Support Label.