# XP-470/ XP-450/ XP-460/ XP-425B Series

# DIRECT THERMAL BARCODE PRINTER

# **USER'S MANUAL**

Please keep user manual for reference

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# 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 TÜ V/Safety: EN60950: 2000

# CAUTION 1. THE MAIN BOARD INCLUDES REAL TIME CLOCK FEATURE HAS LITHIUM BATTERY CR2032 INSTALLED. RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. 2. DISPOSE OF USED BATTERIES ACCORDING TO THE MANUFACTURER INSTRUCTIONS.

# 4. Introduction

Thank you for purchasing the Xprinter XP-470/ XP-450/ XP-460/ XP-425B Series Direct Thermal BarCode Printer. Although it is a compact desktop printer, it is reliable and with Superior throughput performance.

This printer provides direct thermal printing at user selectable speed of: 2.0, 3.0, 4.0, 5.0, inches per second. It accepts roll feed, die-cut, and fan-fold labels for direct thermal printing. All common barcodes formats are available. Fonts and barcodes can be printed in 4 directions, 8 different alphanumeric bitmap fonts and a build-in true type font capability. You will enjoy high throughput for printing labels with this printer.

# 2. Getting Started

## 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 barcode printer. Please retain the packaging materials in cover you need to reship the printer.

## 2.2 Equipment Checklist

- Printer
- BarTender UltraLite CD disk
- Quick start guide
- USB port cable
- External universal switching power supply
- Power Cord
- Label Spindle
- Fixing tab x2
- 1.5" core adapter x2

If any parts are missing, please contact the Customer Service Department of your purchased reseller or distributor.

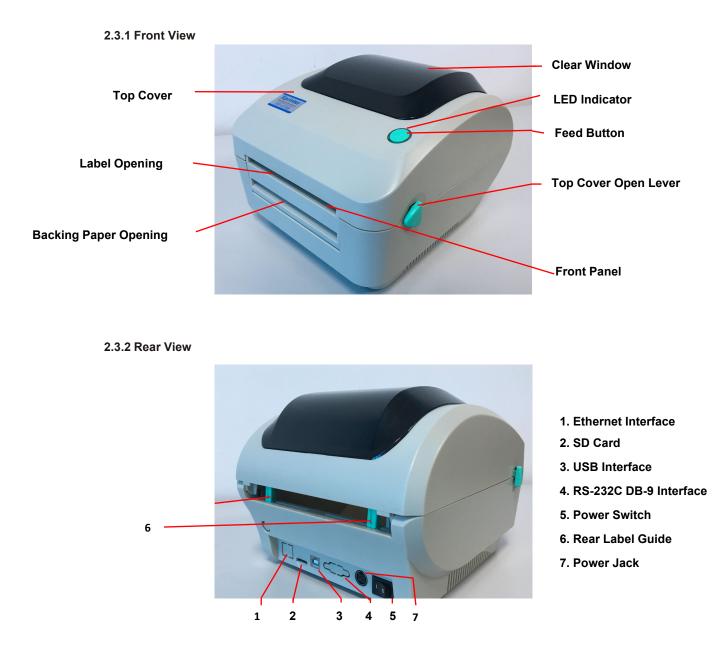
#### **Dealer option**

- Peel off module assembly. Main board integrated with internal Ethernet
- Internal Ethernet print server module

#### User option

- PEEL module
- External roll mount, media OD. 214 mm (8.4") with 3" core label spindle

## **2.3 Printer Parts**



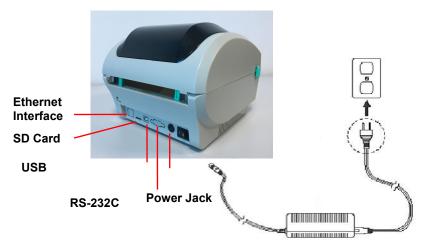
Note: The interface picture here is for reference only. Please refer to the product specification for the interfaces availability.

# 3 Setup

## 3.1 Setting Up the Printer

- 1. Place the printer on a flat, secure surface.
- 2. Make sure the power switch is off.
- 3. Connect the printer to the computer with the RS-232 or USB cable.
- 4. Plug the DC power cord into the power jack at the rear of the printer, and then plug the AC power cord into a properly grounded receptacle.

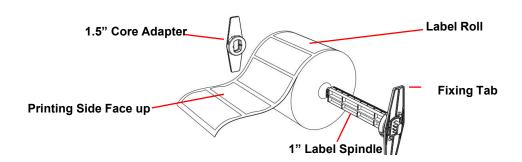
Note: When plug power code into the rear of printer please make sure the printer power switch is off.



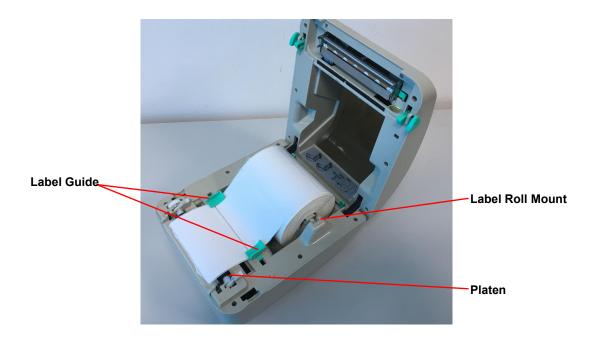
**Power Switch** 

## 3.2 Loading Label Stock

1. Insert a 1" label spindle into a paper roll (If your paper core is 1 inch, remove the 1.5 inch core adapter from the fixing tab).



- 2. Open the printer's top cover by releasing the green **top cover open levers** located on both sides of the printer and lifting the top cover.
- 3. Place a roll of paper into internal paper roll mount.
- 4. Feed the paper, printing side face up, through the **label guides** and place the label over the platen.
- 5. Adjust the label guides in or out so they are slightly touch the edges of the label backing.

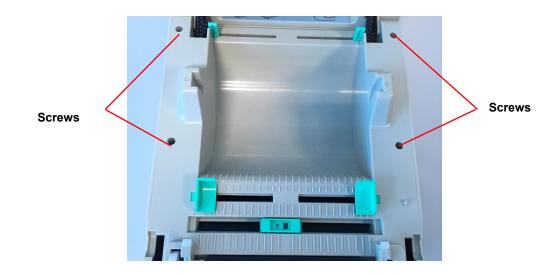


6. Close the printer top cover slowly and make sure the cover locks levers securely.

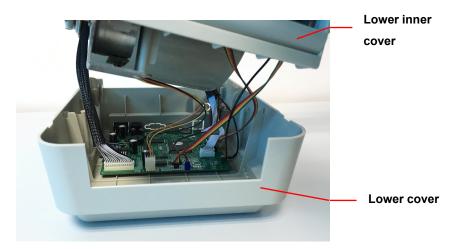


# 3.3 Peel-Off Installation Assembly (Option)

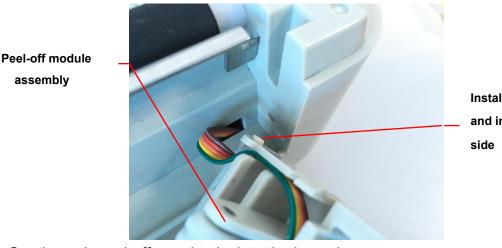
- 1. Open the top cover.
- 2. Unscrew the 4 screws in the lower inner cover.



6. Hold the lower cover and lift up the top cover opening levers to separate the lower inner cover from the lower cover.



7. Thread the harness red connector through the cable hole at the front side of lower inner cover. Plug the red peel off module harness connector at the location JP17 on the main board. Place lower inner cover to the lower cover. Install the peel-off module to the lower inner cover slot.



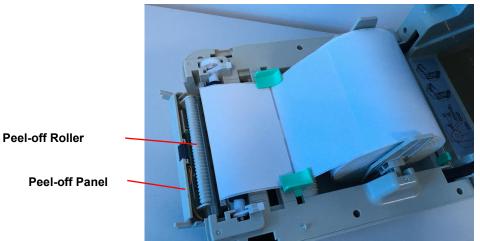
Install one side first and install another side

- 8. Gently push peel-off panel to lock to the lower inner cover.
- 9. Reassemble parts in reverse procedures after installing the module.



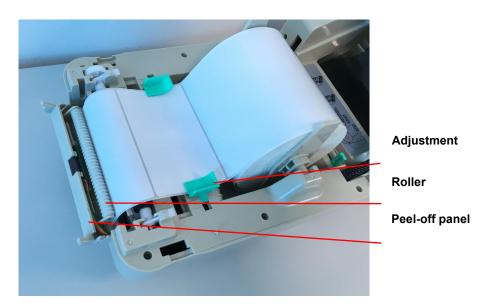
## 3.4 Loading Label for Peel-off Mode (Option)

1. Open the peel-off module by pulling it out.



2. Thread the label, printing side facing up, through the label guides and place it on top of the platen.

- 3. Thread the label through the liner opening, which is beneath the roller.
- 4. Adjust the center-biased label guides by finger to fit the edge of the label backing.

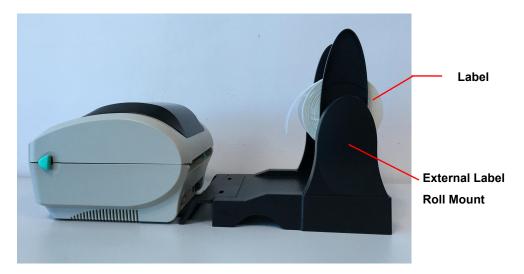


- 5. Push the peel-off panel back to the printer.
- 6. Close the top cover.

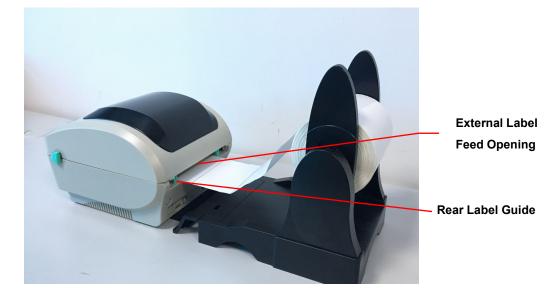


## 3.5 External Label Roll Mount Installation (Option)

- 1. Attach an external label roll mount on the bottom of the printer.
- 2. Install a roll of label on the external label roll mount.



3. Feed the label to the external label feed opening through the rear label guide.



- 4. Open the printer top cover by pulling the top cover open levers.
- 5. Thread the label, printing side face up, through the label guide and place it on top the platen.
- 6. Adjust the label guides by finger to fit the edge of the label backing.
- 7. Close the printer top cover.

## 3.6 Diagnostic Tool

The Diagnostic Utility is a toolbox that allows users to explore the printer's settings and status; change printer settings; download graphics, fonts, and firmware; create printer bitmap fonts; and to send additional commands to the printer. Using this convenient tool, you can explore the printer status and settings and troubleshoot the printer.

#### 3.6.1 Start the Diagnostic Tool

- 1. Double click on the Diagnostic tool icon and DiagToolexe to start the software.
- 2. There are four features (Printer Configuration, File Manager, Bitmap Font Manager, Command Tool) included in the Diagnostic utility.

						P	inter Statu	S
					Interface		1	
	8			Diagno	stic Tool V1.005	b		_ □
atures tab	Language English v	Unit () inch	() mm	1	Interface ETHERNET ¥	Setup	Head Oper	Get Stafus
	Printer Configuration File Manag	er Command Tool	tion					
	Printer Function	Printer Infoorma						
	Calibrate Sensor	Version	XP-H500E	B Version: 1.012	EZ	Cutting Counter		
nter setup	Ethernet Setup	Serial NO		Check	Sum 06A64E3E	Mileage -(	0.0000	
	RTC Setup	Common Z Speed	D	RS-232		Ribbon	ON	~
	Factory Default	Density Paper Width		8 4.00	♥ nch	Ribbon Sensor Ribbon Encoder Err		> >
	Reset Printer	Paper Height Media Senso		4.00 GAP	nch V	Code Page Country Code	850 001	~
	Print TestPage	Gap Gap Offset			nch	Hea-up Sensor Reprint After Error	ON ON	* *
	Configuration Page	Post-Print A	ction	TEAR	~	Maximum Length	10.00 in	ch
	Dump Text	Cut Piece Reference		0		Gap Inten Bline Inten	2	
	Ignore AUTO.BAS	Direction		0 🗸 0	~	Continuous Inten Threshold Detection	4	¥
	Password Setup	Shift X Shift Y		0 0				
	Exit Line Setup	Clear			Load	Save	Set	Get

3.6.2 Printer Function (Calibrate sensor, Ethernet setup, RTC setup......)

- 1. Select the PC interface connected with barcode printer.
- 2. Click the "Function" button to setting.
- 3. The detail functions in the Printer Function Group are listed as below.

inter Function	Function	Description
Calibrate Sensor	Calibrata Sanaar	Calibrate the sensor specified in the Printer
Ethernet Setup	Calibrate Sensor	Setup group media sensor field
RTC Setup	Ethernet Setup	Setup the IP address, subnet mask, gateway for the on board Ethernet (Please refer to next section)
Factory Default	RTC Time	Synchronize printer Real Time Clock with PC
Reset Printer	Factory Default	Initialize the printer and restore the settings to
Print TestPage		factory default.
	Reset Printer	Reboot printer
Configuration Page	Print Test Page	Print a test page
Dump Text	Configuration Page	Print printer configuration
Ignore AUTO.BAS	Dump Text	To activate the printer dump mode.
Password Setup	Ignore AUTO.BAS	Ignore the downloaded AUTO.BAS program
Exit Line Setup	Password Setup	Set Printer password when used.

## 3.7 Setting Ethernet by Diagnostic Utility (Option)

The Diagnostic Utility is enclosed in the CD disk \Utilities directory. Users can use Diagnostic Tool to setup the Ethernet by RS-232, USB and Ethernet interfaces. The following contents will instruct users how to configure the Ethernet by these three interfaces.

#### 3.7.1 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 📲 Diagnostic Tool.exe icon.
- 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

nter Function	🖶 Et	hernet Stup			
Calibrate Sensor	O DUCE				
Ethernet Setup	OHCP				
RTC Setup	○ Static IP				
Factory Default	IP	192.168.1.100			
Reset Printer	Subnet Mask	255.255.255.0 0.0.0.0			
Print TestPage	Gateway				
Configuration Page	Printer Name	XP-FF0351			
Dump Text					
Ignore AUTO.BAS	MAC Address	00-1B-82-FF-03-	51		
Password Setup	Set Printer Name	Set IP	Cancel		
Exit Line Setup					

#### 3.7.2 Using RS-232 interface to setup Ethernet interface

- 1. Connect the computer and the printer with a RS-232 cable.
- 2. Turn on the printer power.
- 3. Start the Diagnostic Utility by double clicks on the Buignostic Toolexe icon.
- 4. Select "COM" as interface then click on the "Setup" button to setup the serial port baud rate, parity check, data bits, stop bit and flow control parameters.

Interface	RS232	Setup	
COM V Setup JSB COM	COM Port	COM1	~
THERNET	Baud Rate	9600	~
	DataBits	8	~
	Parity	None	~
	Stop Bit	1	~
	Hardware Handshaking	g None	~
	Software Handshaking	None	~
	Set Te	et	Cancel

5. Click on the "Ethernet Setup" button from printer function of Printer Configuration tab to setup the IP address, subnet mask and the gateway for the on board Ethernet.

nter Function	Et Et	hernet Stup	
Calibrate Sensor	~ ~ ~ ~ ~ ~		
Ethernet Setup	OHCP		
RTC Setup	O Static IP		
Factory Default	IP	192.168.1.100	
Reset Printer	Subnet Mask	255.255.255.0	
Print TestPage	Gateway	0.0.0.0	
Configuration Page	Printer Name	XP-FF0351	
Dump Text			
Ignore AUTO.BAS	MAC Address	00-1B-82-FF-03-	51
Password Setup	Set Printer Name	Set IP	Cancel
Exit Line Setup			

#### 3.7.3 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 Biagnostic Tool.exe icon.
- 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.

Interface				TCP/IP S	etup	_ 🗆 🗡
ETHERNET V Setup USB COM LPT ETHERNET	Printer Name	MAC	IP Address	Model Name	Status	IP Setting IP Address/Printer Name Port 9100
	Discover	(	Charge IP	Factory Default	Web Setep	Exit

- 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.

Et Et	Ethernet Stup						
DHCP							
) Static IP							
IP	192.168.1.100						
Subnet Mask	255.255.255.0						
Gateway	0.0.0.0						
Printer Name	XP-FF0351						
MAC Address	00-1B-82-FF-03-	51					
Set Printer Name	Set IP	Cancel					

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.

4. 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.

# 3.8. Install Memory Card

- 1. Upside down the printer.
- 2. Remove 1 screw and open the memory card cover.



# 4. Power on Utilities

There are six power-on utilities to set up and test printer hardware. These utilities are activated by pressing FEED button and by turning on the printer power simultaneously.

The utilities are listed as below:

- 1. Gap/Black mark sensor calibration
- 2. Gap/black mark sensor calibration, Self-test and Dump mode
- 3. Printer initialization
- 4. Skip AUTO.BAS

#### 4.1 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 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 :
  - Blue  $\rightarrow$  red (5 blinks)  $\rightarrow$  purple (5 blinks)  $\rightarrow$  blue (5 blinks)  $\rightarrow$  solid blue It calibrates the sensor and measures the label length.

Note:

Please select gap or black mark sensor by GAP or BLINE command prior to calibrate the sensor.

For more information about GAP and BLINE command, please refer to programming manual.

#### 4.2 Gap/Black Mark Calibration, Self-test, Dump Mode

While calibrate the gap/black mark sensor, printer will measure the label length, print the internal configuration (self-test) and then enter the dump mode.

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 becomes **purple** and blinking. (Any **purple** will do during the 5 blinks).
  - The LED color will be changed as following order. Blue → red (5 blinks) → purple (5 blinks) → blue (5 blinks) → solid blue It calibrates the sensor and measures the label length and prints internal

settings then enter the dump mode.

Note:

Please select gap or black mark sensor by Diagnostic Tool or by GAP or BLINE command prior to calibrate the sensor.

For more information about GAP and BLINE command, please refer to programming manual.

## 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.

elf-test printout	
PRINTER INFO.	Print head check pattern
XP-470B(XP-DT108A LABEL) Version:	Model name and F/W version
SERIAL NO.:	Printed mileage (meter)
MILAGE(m): 84	Firmware checksum
CHECKSUM: 06B73177 XPF	Serial port configuration
SERIAL PORT: 9600,N,8,1	Code page
CODE PAGE: 1254	Country code
COUNTRY CODE: 001	Print speed (inch/sec)
SPEED: 5 INCH	Print darkness
DENSITY: 8.0	Label size (inch)
SIZE: 3.11, 4.25	Gap distance (inch)
GAP: 0.00, 0.00	Gap/black mark sensor sensitivity
TRANSPARENCE: 8	Numbers of download files
************************************	Total & available memory space

Note:

- 1. The physical flash memory for RoHS compliant version is 4MB Flash and 8MB SDRAM (XP-470/ XP-450/ XP-460/ XP-425B Model)
- 2. System occupies 4096 KB in Flash memory so total flash memory space for user downloading is 2560 KB
- 3. System occupies 8192 KB in DRAM so total DRAM memory space for user downloading is 256 KB

#### Dump mode

Printer will enter dump mode after printing printer configuration. In the dump mode, all characters will be printed in 2 column s 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.

Ø BACKFEE	30	ØD	ØA	42	41	43	4B	46	45	45	
D 1000 FE	44	20	31	30	30	30	ØD	ØA	46	45	
ED 1000 B	45	44	20	31	30	30	30	ØD	ØA	42	
ACKFEED 10	41	43	4B	46	45	45	44	20	31	30	
00 FEED 1	30	30	ØD	ØA	46	45	45	44	20	31	
000 BACKF	30	30	30	ØD	ØA	42	41	43	4B	46	
EED 1000	45	45	44	20	31	30	30	30	0D	ØA	
FEED 1000	46	45	45	44	20	31	30	30	30	ØD	
BACKFEED	ØA	42	41	43	4B	46	45	45	44	20	
1000 FEED	31	30	30	30	0D	ØA	46	45	45	44	
1000 BAC	20	31	30	30	30	ØD	ØA	42	41	43	
<b>KFEED 1000</b>	4B	46	45	45	44	20	31	30	30	30	
<b>FEED 100</b>	ØD	ØA	46	45	45	44	20	31	30	30	
Ø BACKFEE	30	ØD	0A	42	41	43	4B	46	45	45	
D 1000 FE	44	20	31	30	30	30	ØD	ØA	46	45	
ED 1000 B	45	44	20	31	30	30	30	ØD	ØA	42	
ACKFEED 10	41	43	4B	46	45	45	44	20	31	30	
00 FEED 1	30	30	ØD	0A	46	45	45	44	20	31	
000 BACKF	30	30	30	ØD	ØA	42	41	43	4B	46	
EED 1000	45	45	44	20	31	30	30	30	ØD	ØA	
FEED 1000	46	45	45	44	20	31	30	30	30	ØD	
BACKFEED	ØA	42	41	43	4B	46	45	45	44	20	
1000 FEED	31	30	30	30	ØD	ØA	46	45	45	44	
1000 BAC	20	31	30	30	30	ØD	ØA	42	41	43	
<b>KFEED 1000</b>	4B	46	45	45	44	20	31	30	30	30	
<b>FEED 100</b>	ØD	ØA	46	45	45	44	20	31	30	30	
Ø BACKFEE	30	ØD	ØA	42	41	43	<b>4</b> B	46	45	45	
D 1000 FE	44	20	31	30	30	30	ØD	0A	46	45	
ED 1000 B	45	44	20	31	30	30	30	ØD	ØA	42	
ACKFEED 10	41	43	<b>4</b> B	46	45	45	44	20	31	30	
00 FEED 1	30	30	ØD	ØA	46	45	45	44	20	31	
000 BACKF	30	30	30	ØD	ØA	42	41	43	4B	46	

Dump mode printout

Note :

Turn off and on the power switch to reset the printer for normal printing.

#### 4.3 Printer Initialization

Printer initialization is used to clear DRAM and restore printer settings to defaults. The only one exception is ribbon sensitivity, which will note be restored to default.

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 **blue** after 5 blue blinks. (Any blue will do during the 5 blinks).
  - The LED color will be changed as following:
    - Blue  $\rightarrow$  red (5 blinks)  $\rightarrow$  purple (5 blinks)  $\rightarrow$  blue (5 blinks)  $\rightarrow$  solid blue

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

Parameter	Default setting
Speed	127 mm/sec (5 ips)
Density	8
Label Width	4" (101.6 mm)
Label Height	7.08" (180 mm)
Media Sensor Type	Gap sensor
Gap Setting	0.157" (4.0 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

Note :

Always do gap/black mark sensor calibration after printer initialization.

#### 4.4 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 steps as below.

- 1. Turn off printer power.
- 2. Press the FEED button and then turn on power.
- 3. Release the FEED button when LED becomes **solid blue**.
  - The LED color will be changed as following:

Blue  $\rightarrow$  red (5 blinks)  $\rightarrow$  purple (5 blinks)  $\rightarrow$  blue (5 blinks)  $\rightarrow$  solid blue 4. Printer will be interrupted to run the AUTO.BAS program.

# 5. Maintenance

# 5.1 Cleaning

This session presents the clean tools and methods to maintain your printer.

- Please use one of following material to clean the printer.
- Cotton swab (Head cleaner pen)
- Lint-free cloth
- Vacuum / Blower brush
- 100% ethanol
  - The cleaning process is described as following

Printer Part	Method	Interval	
Print Head	<ol> <li>Always turn off the printer before cleaning the print head.</li> <li>Allow the print head to cool for a minimum of one minute.</li> <li>Use a cotton swab (Head cleaner pen) and 100% ethanol to clean the print head surface.</li> </ol>		
Platen Roller	ethanol and a cotton swab, or lint-free cloth.		
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	As needed	

	cloth	
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 ribbon to keep printer performance and extend printer life.

# 6. Troubleshooting

The following guide lists the most common problems that may be encountered when operating this barcode printer. If the printer still does not function after all suggested solutions have been invoked, please contact the Customer Service Department of your purchased reseller or distributor for assistance.

## • 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 /	Printer Status	Possible Cause	Recovery Procedure
Color			
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 Blue	ON	The printer is ready	* No action necessary.
		to use	
Blue with	Pause	The printer is paused	* Press the FEED button to resume for printing.
blinking			
Red with	Error	The out of label or	1. Out of label
blinking		the printer setting is	* Load a roll of label and follow the instructions
		not correct	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.

# • Print Quality

`Problem	Possible Cause	Recovery Procedure	
	Check if interface cable is well	Re-connect cable to interface.	
	connected to the interface connector.		
	The serial port cable pin configuration	Please replace the cable with pin to	
	is not pin to pin connected.	pin connected.	
Not Printing	The serial port setting is not consistent	Please reset the serial port setting.	
	between host and printer.		
	The port specified in the Windows	Select the correct printer port in the	
	driver is not correct.	driver.	
	The Ethernet IP, subnet mask, gateway	Configure the IP, subnet mask and	
	is not configured properly.	gateway.	
No print on the	Label loaded not correctly.	Follow the instructions in loading the	
label	Laberroaded not correctly.	media.	
Continuous	The printer setting may go wrong.	Please do the initialization and	
feeding labels	The printer setting may go wrong.	gap/black mark calibration.	
	Gap/black mark sensor sensitivity is	Calibrate the gap/black mark sensor.	
	not set properly (sensor sensitivity is		
Paper Jam	not enough)		
	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	Remove the stuck label.	
	mechanism near the sensor area.		
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.	
	Check if supply is loaded correctly.	Reload the supply.	
	Media are incompatible.	Change the label combination.	
	Check if dust or adhesives are	Clean the print head.	
	accumulated on the print head.		
	Check if print density is set properly.	Adjust the print density and print speed.	
	Check print head test pattern if head	Run printer self-test and check the print head test pattern if there is dot	
	element is damaged.	missing in the pattern.	

# 7. LED and Button Operation

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.

## 7.1 LED

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

## 7.2 Button Operation

Feed FEED	<ul> <li>Press the button when the LED is <b>blue</b>.</li> <li>It feeds the label to the beginning of the next label.</li> </ul>
Pause	<ul> <li>Press the feed button during printing.</li> <li>The printing job is suspended.</li> </ul>

Gap/Black Mark	1. Turn off the power switch.	
Sensor Calibration	<b>2</b> . Hold on the button then turn on the power switch.	
	3. Release the button when LED turns <b>red</b> after 5	
	green/amber blinks. (Any red/amber will do during the 5	
	blinks).	
	The LED color will be changed as following order.	
	The LED color will be changed as following order :	
	Blue $\rightarrow$ red (5 blinks) $\rightarrow$ purple (5 blinks) $\rightarrow$ blue (	
	blinks) $\rightarrow$ solid blue	
Gap/Black Mark	1.Turn off the power switch.	
Sensor Calibratio,	2. Hold on the button then turn on the power switch.	
Label Length	3. Release the button when LED becomes <b>purple</b> and blinking.	
Measurement,	(Any amber will do during the 5 blinks).	
Self Test and enter	The LED color will be changed as following order.	
Dump Mode	The LED color will be changed as following order :	
	Blue $\rightarrow$ red (5 blinks) $\rightarrow$ purple (5 blinks) $\rightarrow$ blue	
	blinks) $\rightarrow$ solid blue	
	It calibrates the sensor and measures the label length	
	and prints internal settings then enter the dump mode.	
	Note:	
	Please select gap or black mark sensor by GAP or BLINE	
	command prior to calibrate the sensor.	
	For more information about GAP and BLINE command,	
	please refer to TSPL2 programming manual.	

<i>Printer</i> <i>Initialization</i>	<ul> <li>1.Turn off the power switch.</li> <li>2. Hold on the button then turn on the power switch.</li> <li>3 Release the button when LED becomes <b>bule</b> and blinking. (Any red will do during the 5 blinks).</li> <li>It will calibrate the gap/black mark sensor sensitivity.</li> <li>The LED color will be changed as following order : Blue → red (5 blinks) → purple (5 blinks) → blue ( blinks) → solid blue</li> </ul>	
	<ul> <li>It calibrates the sensor and measures the label length.</li> </ul>	
Skip AUTO.BAS	<ol> <li>Turn off printer power.</li> <li>Press the FEED button and then turn on power.</li> <li>Release the FEED button when LED becomes solid <b>bule</b>.</li> <li>The LED color will be changed as following: Amber→red (5 blinks) →purple (5 blinks)→bule (5 blinks)→solid <b>bule</b></li> <li>Printer will be interrupted to run the AUTO.BAS program.</li> </ol>	

# **Revise History**

Date	Content	Editor
	* Release V1.00	Austin Bill
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