4B-2054F DIRECT THERMAL BARCODE PRINTER

USER'S MANUAL

Please keep user manual for reference

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Copyright statement

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Matters needing attention

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1 printer cover is the fingers and other parts of the body away from the mouth, to avoid pressure injury.

2 motherboard contains the timer battery RTC if the replacement is not correct there will be the risk of explosion.

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3 please use the battery according to the manufacturer's instructions.

1. Product profile

Thank you for purchasing the 4B-2054F thermal barcode printer company. This desktop printer will provide you with safe, reliable and efficient print quality at a reasonable price. In a wide range of label format text or graphics to print out. At the same time, the strong function and easy operation features, is the thermal barcode printer, the best choice for you.

4B-2054F thermal printer to provide print mode. The printing speed can be adjusted in the second 2, 3, 4 and 5 inches. You can use a variety of printing materials, including paper, paper labels and folding sections. In addition, the printer is commonly used in the one-dimensional and two-dimensional bar code, a TTF font and eight groups of different sizes of English font and supports 4 different angle printing direction. Through the enlarged function, the font can be made to enlarge the change. Therefore, you can significantly improve the efficiency of label printing in a short time.

2. Introduction

The printer industry is specially packaged to resist any possible damage during transit. However, in view of the printer in transport

On the way may still be unexpected damage, when receiving the printer, please check the packaging and printer

The. In case of significant damage, please contact the dealer directly to indicate the extent of the damage. If necessary, please

Keep packaging material in order to mail the printer.

2.1 Unpacking and inventory of parts

When you receive your barcode printer, please be placed in a clean, steady level desktop, carefully

Packaging material for printer. Do you have the following items:

A printer CD piece USB transmission line Power supply one (built-in power no) A power cord Quick installation guide

Factory selection:

Built in power supply

User selection:

Electronic face single box





Note: the picture transmission interface printer will vary according to your purchase type, please refer to the actual transmission interface specification product catalog.

3. Install

3.1 install a printer

1. Place the printer on a smooth surface and verify that the power is turned off.

2. Insert the power cord into the power outlet of the printer and insert the other end into the AC socket.

Note: when you insert the power cord into the power outlet of the printer, make sure that the power switch is turned off



3.2 Mounting sheet

- 1. Push forward with both hands on the button to open the printer cover cover.
- 2. The paper is placed on the surface of Media box . (When printing)
- 3. The surface passes through the paper guiding device, and then the surface is pulled over the rubber roller.



4. Close the printer cover.



Note: to avoid printing quality, please close the printer cover.

3.3 Built in power



The power adapter is assembled by the manufacturer to the built-in power box, the user only needs to connect the power cord to open the switch to be used.

3.4 Single print function

That lack of paper in the printer voice, put into leaflets from the printer feeder, the printer will automatically continue printing paper suction. In order to achieve single print function. (in the standby mode, the paper printer is automatically fed to the print position



4. Indicator and key function

This series of aircraft equipped with 2 sets of gear drive motor can handle 300 of the printer has a button and a light indicator will display three colors, in the light of different colors or press the button with the power switch, allowing the printer to start a number of functions, such as: paper, printing machine to suspend action, sensor, calibration label print printer initialization value, self testing, see below introduction.

4.1 LED Indicator light

LED Indicator color	Explain
Blue (fixed)	Power start, printer on standby to print
Blue (flashing)	The printer is downloading data or the printer is paused
Purple	Printer is clearing data
Red (fixed)	Upper cover open
Red (flashing)	Print error, for example: the paper, cardboard or run out of
	memory errors Etc.

4.2 General button function

1. Feed

When the printer is ready (LED blue fixed), click the buttons, label paper into the front end of a paper label.

2. Print job timeout

When the printer is in print, clicking on the button causes the printing to pause. The power indicator light flashes blue. Just click the button to print the job back to normal

4.3 Internal Adaper Boot

The printer has four boot functions can be used to set or test the printer hardware. At the same time, press the button in the boot with the lights, release the button you can start these functions.

Follow these steps to start the boot function:

- 1. Power off printer.
- 2. Press and hold the button to open the printer power supply.

3. Release the button as shown in the following table, as shown in the required function.

Internal Network Adaper Boot	Indicator	color c					
Indicator light	Blue and	Blue	Blue and	Red	Blue and	Blue	Blue
	purple		purple		purple		
function							
				(flashing 5	(flashing 5	(flashing 5	fixed
				times)	times)	times)	
1.Gap sensor detection				Release			
				button			
2. The gap sensor detects, print and enter					Release		
the value of self testing debugging mode					button		
3. Printer initialization (restore factory						Release	
defaults)						button	
4. Skip AUTO.BAS program							Release
							button

4.3.1 Gap sensor detection

This measurement is used to determine the sensitivity of the label paper sensor after the printer is turned on (Sensitivity). When the user replacement of different specifications of the roll or the printer will initialize (Initialization) reduced the set values for the factory set value, namely the need to re label paper determination of gap sensor. To detect the gap or black marker is in accordance with the correction of the last time you set value. The default value of this printer sensor is set to the gap correction.

Follow these steps:

- 1. Power off the printer
- 2. Press the key to open the printer power supply
- 3. In the first light purple, red flashing, release the feed key Indicator color cycle mode:

Blue and purple \rightarrow Blue \rightarrow Blue and purple \rightarrow Red(flashing 5 times) \rightarrow Blue

and purple(flashing 5 times) \rightarrow Blue(flashing 5 times) \rightarrow Blue(fixed)

Be careful:

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

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

4.3.2 The gap sensor detection; print debugging mode and enter the value of Self testing

This measurement is used to determine the sensitivity of the label paper sensor after the printer is turned on. When the user replacement of different specifications of the roll or the printer will initialize the set values for the restore factory settings, namely the need to re label paper determination of gap sensor. To detect the gap or black marker is in accordance with the correction of the last time you set value. The default value of this printer sensor is set to the gap correction.

Please follow the steps below to make the calibration of the label paper:

- 1. Please make sure that the label paper is properly installed
- 2. Power off the printer

3. Press the key to open the printer power supply

4. In the first light purple, blue and purple, flashing, release the feed key Indicator color cycle mode:

Blue and purple \Rightarrow Blue \Rightarrow Blue and purple \Rightarrow Red(flashing 5 times) \Rightarrow Blue and purple(flashing 5 times) \Rightarrow Blue(flashing 5

5. The sensor will do to correct the label paper, and print from the measured value, the last into the debug mode and print out the numerical

6. Please turn off the computer again, so that the printer returns to the normal print mode

Caution:

Before making the label paper sensor calibration, use the Diagnostic Tool or the GAP command to confirm the type of tag to be detected; More instruction information about GAP, Please refer to **XPL programming manual**(Instruction set manual) Self Test

When the sensor is completed, the printer prints the test value. Before you connect your printer to your computer, you can use the self test method to verify that the printer is functioning properly. Print the value of print quality self testing can be used to check the print head and understand the internal state of this printer set.

Dump Mode

When executing the self test after printing, the printer system will enter debug mode. In debug mode in all volume will be printed out the machine code. The ASCII string on the left is the data received by the system. While the data is from the left side of the string of sixteen hexadecimal value printed out. This function is to provide the user or engineer to debug. You only need to shut off the power to jump off the back to the normal print mode debugging mode.

500 A mm 50 50 00 00 47 41 50 20 34 20 50 50

ASCII string

	mm Grap a mm	00	20	30	30	an.		an	00	= 2	AR	EA	20		
	, Ø mm SET	ZC	20	30	20	60	60	OD	OH :	53 4	45	24	20		
	RIBBON OFF	DZ	49	42	42	41	4E	20	4F	46	46	OD	ØA		
	DIRECTION 0.	44	49	52	45	43	54	49	4F	4E 3	20	30	ZC		
1310121	Ø REFERENCE	30	ØD	ØA	52	45	46	45	52	45	4E	43	45		
	0.0 OFFSET	20	30	20	30	ØD	ØA	4F	46	46	53	45	54		
11.211	0 mm SET P	20	30	20	6D	6D	ØD	ØA	53	45	54	20	50		
	EEL OFF SET	45	45	40	20	4F	46	46	ØD	ØA	53	45	54		
	CUTTER OFF	20	43	55	54	54	45	52	20	4F	46	46	ØD		
	SET TEAR ON	00	83	45	54	20	54	45	41	52	20	4E	4F		
Sec. al	OLE DOP 2	an	00	42	40	83	00	20	42	41	52	20	32		
	CLO BHR Z	20	NO	40	40	03	20	DA	72	74	20	26	20		
	02,310, 400,	30	32	20	30	31	30	20	20	34	30	20	20		
	2 BAR 203,	20	32	ØD	ØA	42	41	5Z	20	32	30	33	20		
1.11	608, 2, 203	36	30	38	20	20	32	ZC	20	32	30	33	ØD		ļ
	BAR 202,609	ØA	42	41	52	20	32	30	32	20	36	30	39		
	, 406, 2 BA	20	20	34	30	36	20	20	32	ØD	ØA	42	: 41		
and the second	R 607, 608, 2	52	20	36	30	37	20	36	30	38	20	20	32		
	203 808 2	20	20	32	30	33	ØD	ØA	42	41	52	20	32		
	ap 204 304	20	28	20	38	30	34	20	20	33	39	34	1 20		
2233	00,004, 394,	30	30	20	00	42	41	57	20	32	30	30	3 20		
10000	Z BAR 209,	20	32	00	OH	74	22	20	20	21	20	21	00		
	614, 2, 191	36	31	34	ZC	20	32	20	20	31	35		1 25		
1000	BAR 208,615	ØA	42	41	52	20	32	30	30	20	30	3.	1 30		
	, 394, 2 BA	20	20	33	39	34	2C	20	32	ØD	ØR	4	2 41		
	R 601,614, 2	52	20	36	30	31	20	36	31	34	20	20	0 32		
	191 BAR 5	20	20	31	39	31	ØD	ØA	42	41	52	20	0 35		
25105	05 751 82	30	36	20	37	36	31	20	20	38	32	2	C 20		
2.6.2	10 000 543	31	30	0D	00	42	41	52	20	35	34	3	3 20		
	10 BHK 545,	34	24	20	20	20	21	30	20	20	31	3	2 31		
	649, 10, 121	30	34	33	20	20	20	24	21	25	20		7 36		
200 see	BAR 415,76	ØD	ØH	42	41	DZ	20	34	31	30	20		1 30		
	1, 71, 10 B	31	ZC	20	37	31	20	20	31	30	OL	0	H 42		
	AR 425,705,	41	52	20	34	32	35	2C	37	30	35	5 2	C 20		
	51, 11 BAR	36	31	20	20	31	31	ØD	ØA	42	4:	1 5	2 20		
	415 550 71	34	31	35	20	36	35	30	20	20	3	7 3	1 20		
	10,000, 11,	20	21	30	an	00	47	41	52	20	3	4 3	7 37		
	10 BHK 4/7	20	31	24	20	20	20	21	20	20		2 2	1 22		
	,649, 10, 12	ZC	36	34	39	20	20	31	30	20	2	0 3	1 32		
	1 BAR 324,7	31	ØD	ØA	42	41	52	20	33	32	: 3	4 2	C 31		
	61, 71, 10	36	31	20	20	37	31	20	20	31	. 3	00	D ØA		
10000	BAR 324.705.	42	41	52	20	33	32	34	20	: 37	1 3	0 3	35 20		
	71 11 808	20	37	31	20	20	31	31	00	00	4	2 4	1 52	,	
	71, 11 DHR	20			24	20	20	25	20	20		0 :	7 21		
Sec. 1	324,650, /1	20	33	32	34	20	30	30	30	20			57 UI		
	, 10 BAR 38	ZC	20	31	30	ØD	ØA	42	: 41	52	2 2	0.	33 30		
-	6,704, 10, 6	36	2C	37	30	34	20	20) 31	. 30	0 2	Ci	ZØ 36	3	
	6 BAR 325.6	36	ØD	ØA	42	41	52	20	33	3 32	2 3	5 3	2C 38	i	
	40 10 65	34	30	20	20	31	30	20	20	35	3 3	6	00 00	4	
1	-3, 10, 00	40	41	=	20	20	20	30	20		7 3	6	21 20	-	
The state	BAR 222, 761,	42	41	52	20	32	32	34	20	. 3.	1 3	0	01 20		
	81, 10 BAR	20	38	31	20	20	31	30	0 00	0 01	9 4	2	41 52	4	
	259,649, 10	20	32	35	39	20	36	34	1 39	3 20	C 2	0	31 30	0	
Part .	121 PRINT	20	20	31	32	31	00	00	3 54	0 5	2 4	19	4E 5	4	
1000	, and recalled	20			24	00	0.0								
	1,1	20	31	20	31	00	OH								
And and a design of the local division of the local division of the local division of the local division of the															

The following ASCII string corresponding to sixteen hexadecimal value Caution:

1. Data debugging mode print all need 4 "wide label paper

2. Shut off the power to jump off the debug mode, return to normal print mode or press the FEED button to return to the standby state

4.3.3 Printer initialization

The printer initialization function is to clear the memory (DRAM) download files, and print parameters to restore the factory settings.

Please do the following steps:

1. Power off

2. Press the paper key and turn on the power. The power indicator below color cycle

Indicator color cycle mode:

Blue and purple \rightarrow Blue \rightarrow Blue and purple \rightarrow Red(flashing 5 times) \rightarrow Blue and purple(flashing 5 times)→Blue(flashing 5 times)→Blue(fixed)

3. When the power indicator is blue flashing release paper key will reset the printer, then the power indicator will flash a purple, finally the power indicator is blue ready state.

Ine	e printer configuration	will be restored to the default after initialization:
	parameter	Default value
	speed	152mm/sec (6 ips) (203DPI)

..... ----. C

152mm/sec (6 lps) (203DPI)
76 mm/sec (3 ips) (300DPI)
8
4" (100 mm)
7.9" (180 mm)
Gap sensor
0.16" (4.0 mm)
0
0,0 (upper left corner)
0
On
850
001
No
DHCP

4.3.4 Skip AUTO.BAS program

The XPL command language allows the user to load an automatic executable file (AUTO.BAS) in the flash memory. When the printer is turned on, it will be executed automatically according to the user loaded file. When you want to boot after the AUTO.BAS boot, you can use this power to ignore the function of the automatic implementation of the file.

Please skip AUTO.BAS according to the following steps:

- 1. Power off $_{\circ}$
- 2. Press the paper key and turn on the power. The power indicator below color cycle

Indicator color cycle mode:

Blue and purple \Rightarrow Blue \Rightarrow Blue and purple \Rightarrow Red(flashing 5 times) \Rightarrow Blue and purple(flashing 5 times) \Rightarrow Blue(flashing 5

- 3. Release the FEED key when the indicator light is fixed.
- 4. The printer will skip the AUTO.BAS program.

5. Printer diagnostic tool(Diagnostic Tool)

DiagnosticTool is a simple operation of the window tool program, through the program can view the current state of the printer and set value. According to the needs of customers can be graphics files, procedures, font files... Download and firmware update. Another support for dot matrix word production and download, instruction or file transfer... With this tool, customers can easily set up the printer, view the status of the printer and then eliminate the use of printer problems.

5.1 Enable Diagnostic Tool tools

1. Move the mouse cursor to the image, double-click the left mouse

button. Hoing Diagnostic Tool.exe

2. Open the main screen can be seen in 3 management pages (printer settings, file management, communication tools).

				Pin	ter Status
			Interface	9	
			Diagnostic Tool V1.00	05b	_ 🗆
Features tab	Language	Unit	Interface	Prin	ter Status
1	English			• Setup	Head Open Ger Stald
	Printer Configuration File Manage	er Command Tool			
	Printer Function	Printer Configuration			
	Calibrate Sensor	Version XP-H50	00B Version: 1.012 EZ	Cutting Counter	
		Serial NO	Check Sum 06A64E3E	Mileage -0.0	000
nter setup	Ethernet Setup				
	DTO Ontra	Common Z D	RS-232		
	RTC Setup	Speed	5	Ribbon	ON 👻
	Factory Default	Density	8 🗸	Ribbon Sensor	~
		Paper Width	4.00 inch	Ribbon Encoder Err	~
	Reset Printer	Paper Height	4.00 inch	Code Page	850 🗸
		Media Sensor	GAP Y	Country Code	001 V
	Print TestPage	Gap	0.12 inch	Rea-up Sensor	ON V
	Configuration Page	Gap Offset	0.00 Inch	Maximum Length	10.00 inch
	Conliguration Page	Cut Piece	IEAR V	Gan Inten	4
	Dump Text	Reference		Bline Inten	2
		Direction		Continuous Inten	4
	Ignore AUTO.BAS	offset	0	Threshold Detection	×
		Shift X	0		
	Password Setup	Shift Y	0		
	Exit Line Setup	Clear	Load	Save	Set Get

5.2 Printer settings

1. Select the connection interface between the computer and the printer.



- 2. Pressed the "printer" in the function setup $_{\circ}$
- 3. The printer features in the printer settings management page are as follows.

Printer Function	Function	Description
Calibrate Sensor Ethernet Setup	Calibrate Sensor	Calibrate the sensor specified in the Printer 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.
Configuration Page	Reset Printer	Reboot printer
	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.

5.3 Correction of paper sensor with printer diagnostic tool

5.3.1 Auto Calibration

1. Make sure the paper is installed correctly and the print head is closed.

Note: this type of paper sensor is not adjustable, please confirm the gap position paper



- 2. Printer power supply.
- 3. Open the Diagnostic tool and setup interface (default is USB).

USB - Setup	Interface USB USB COM	Setup
The default communication interface for this printer diagnostic utility program is USB, so	ETHERNET	
if you are using a USB to connect the		
computer to the transmission, this part does		
not have to change its settings		

4. Press press Calibate key。

5. Select the type of paper and press the "Calibrate" button, the printer will

automatically feed movement sensor calibration.

Auto Calibration	Manual Setup	Media Type
Paper Height	Sensor Intensity	🔘 Gap
mm		🔘 Blach Mark
Gap	Threshold Value	Continuous
mm		🔘 Auto Select

6. Trouble shooting

6.1 Common problem

In the table below is the content of the general operator common problems and solutions; if you have to we suggest a way to exclude the fault situation, and not the normal operation of the printer, so please contact your vendor's customer service department, in order to obtain more help.

problem	Possible factors	Resolvent
- Power indicator light is not	* The plug of the AC socket	* Check the power connector
bright	and the plug of the power	and verify that the AC socket
	supply are not properly	and the plug of the power
	connected to the socket of the	supply are connected properly
	printer	to the printer
	* Power switch not open	*Turn on the power switch
- Printer diagnostic tool	* The printing head seat is not	* Please close the print head
(Diagnostic Tool) shows "printer	closed	seat
on"		
- Printer diagnostic tool	* Label paper exhausted	* Install new label paper
(Diagnostic Tool) shows "paper	* Label incorrect installation	* Please refer to the label
exhaustion"	path	installation steps to re install
	* Gap sensor detection is	* Re calibration label sensor
	incorrect	
- Printer (Diagnostic Tool)	* Gap sensor detection is	* Recalibration label sensor
diagnostic tools display "paper	incorrect	* Set the correct label size
jam"	* Label paper size setting is not	* Internal cleaning
	correct	
	* May have a label paper stuck	
	in the internal printer	

problem	Possible factors	Resolvent
- *memory space is full (FLASH / DRAM)	* FLASH/DRAM Memory space is full	 * Remove unnecessary files from FLASH / DRAM * DRAM can store up to 256 files * Users can store a maximum capacity of 256KB in DRAM * FLASH can store up to 256 files * The user can store the maximum capacity in FLASH 2560KB

* MicroSD memory card* Please use the capacity of the microSDdamagememory card support* MicroSD memory card* Please reinstall the microSD memoryinserted incorrectlycard* Use the microSD card* Support microSD memory cardproduced by an unauthorizedspecification capacity and verified microSDmanufacturercard manufacturer see section 2.2.3* The print head, there is dust* Reinstall suppliesor adhesive packing* Clean print head* Improper print density* Clean rubber roller* Print head damage* Adjust printer print density and print* Print head pressure setting* Print head pressure settingis not appropriateKenvalue view of the print head isdamaged, such as the print head isdamaged, such as the print head isdamaged, please replace the print head* Adjust the print head pressureadjust ment knob* Adjust the print head pressure	problem	Possible factors	Resolvent
- MicroSD memory card can not be useddamagememory card support* MicroSD memory card* Please reinstall the microSD memory card* Use the microSD card* Support microSD memory cardproduced by an unauthorized produced by an unauthorized manufacturerspecification capacity and verified microSDadd mage* The print head, there is dust* Reinstall suppliesor adhesive packing* Clean print head* Improper print density setting* Clean rubber roller* Print head damage* Print head damage* Print head pressure setting* Print self testing to determine whetheris not appropriatethe value view of the print head is damaged, such as the print head is damaged, please replace the print head* Adjust the print head pressure adjust the print head pressure adjust the print head pressure		* MicroSD memory card	* Please use the capacity of the microSD
MicroSD memory card can not be used* MicroSD memory card inserted incorrectly* Please reinstall the microSD memory card* Use the microSD card* Support microSD memory card specification capacity and verified microSD manufacturerspecification capacity and verified microSD card manufacturer see section 2.2.3* The print head, there is dust* Reinstall supplies or adhesive packing* Clean print head * Clean rubber roller* Improper print density setting* Clean rubber roller* Print head damage is not appropriate* Print self testing to determine whether the value view of the print head is damaged, such as the print head is damaged, please replace the print head * Adjust the print head pressure adjust ment knob		damage	memory card support
- Microsol memory card can not be used inserted incorrectly card * Use the microSD card produced by an unauthorized manufacturer * Support microSD memory card manufacturer specification capacity and verified microSD card manufacturer see section 2.2.3 * The print head, there is dust or adhesive packing * Reinstall supplies * Improper print density setting * Clean rubber roller * Print head damage * Adjust printer print density and print speed * Print head pressure setting is not appropriate * Print self testing to determine whether the value view of the print head is damaged, such as the print head is damaged, please replace the print head * Adjust the print head pressure adjustment knob	MioroSD momory	* MicroSD memory card	* Please reinstall the microSD memory
Card Carr Hot be used* Use the microSD card* Support microSD memory cardproduced by an unauthorized manufacturerspecification capacity and verified microSD card manufacturer see section 2.2.3* The print head, there is dust or adhesive packing* Reinstall supplies* Improper print density setting* Clean print head* Print head damage * Print head pressure setting is not appropriate* Print self testing to determine whether the value view of the print head is damaged, such as the print head is damaged, please replace the print head * Adjust the print head pressure adjust ment knob		inserted incorrectly	card
produced by an unauthorized manufacturerspecification capacity and verified microSD card manufacturer see section 2.2.3* The print head, there is dust or adhesive packing* Reinstall supplies* Improper print density setting* Clean print head* Print head damage * Print head pressure setting is not appropriate* Print self testing to determine whether 	calu call not be used	* Use the microSD card	* Support microSD memory card
manufacturercard manufacturer see section 2.2.3* The print head, there is dust* Reinstall suppliesor adhesive packing* Clean print head* Improper print density* Clean rubber rollersetting* Adjust printer print density and print* Print head damage* print head pressure setting* Print head pressure setting* Print self testing to determine whetheris not appropriate* Print head isdamaged, such as the print head isdamaged, please replace the print head* Adjust the print head pressureadjust the print head pressure		produced by an unauthorized	specification capacity and verified microSD
* The print head, there is dust* Reinstall suppliesor adhesive packing* Clean print head* Improper print density* Clean rubber rollersetting* Adjust printer print density and print* Print head damage* Speed* Print head pressure setting* Print self testing to determine whetheris not appropriate* Print head isdamaged, such as the print head isdamaged, please replace the print head* Adjust the print head pressureadjustment knob		manufacturer	card manufacturer see section 2.2.3
or adhesive packing* Clean print head* Improper print density setting* Clean rubber roller* Print head damage * Print head pressure setting is not appropriate* Adjust printer print density and print* Print head pressure setting is not appropriate* Print self testing to determine whether the value view of the print head is damaged, such as the print head is damaged, please replace the print head * Adjust the print head pressure adjust the print head pressure		* The print head, there is dust	* Reinstall supplies
 * Improper print density setting * Print head damage * Print head pressure setting is not appropriate * Print head is damaged, such as the print head is damaged, please replace the print head * Adjust the print head pressure adjustment knob 		or adhesive packing	* Clean print head
setting* Adjust printer print density and print* Print head damagespeed* Print head pressure setting* Print self testing to determine whetheris not appropriatethe value view of the print head isdamaged, such as the print head isdamaged, please replace the print head* Adjust the print head pressure* Adjust the print head pressure		* Improper print density	* Clean rubber roller
 * Print head damage * Print head pressure setting is not appropriate * Print self testing to determine whether the value view of the print head is damaged, such as the print head is damaged, please replace the print head * Adjust the print head pressure adjustment knob 		setting	* Adjust printer print density and print
* Print head pressure setting is not appropriate * Print self testing to determine whether the value view of the print head is damaged, such as the print head is damaged, please replace the print head * Adjust the print head pressure adjustment knob		* Print head damage	speed
is not appropriate the value view of the print head is damaged, such as the print head is damaged, please replace the print head * Adjust the print head pressure adjustment knob		* Print head pressure setting	* Print self testing to determine whether
damaged, such as the print head is damaged, please replace the print head * Adjust the print head pressure adjustment knob		is not appropriate	the value view of the print head is
damaged, please replace the print head * Adjust the print head pressure adjustment knob			damaged, such as the print head is
* Adjust the print head pressure adjustment knob			damaged, please replace the print head
adjustment knob			* Adjust the print head pressure
			adjustment knob
If the printed label is left too light, please			If the printed label is left too light, please
adjust and improve the numerical pressure			adjust and improve the numerical pressure
Poor print quality adjusting knob on the left side, if its value	Poor print quality		adjusting knob on the left side, if its value
is "5" and the left side of the printed or too			is "5" and the left side of the printed or too
light, please value of the pressure			light, please value of the pressure
adjusting button to "1" and then adjust the			adjusting button to "1" and then adjust the
Z axis to find the best set pressure			Z axis to find the best set pressure
regulator			regulator
If the printed label is right too light, please			If the printed label is right too light, please
adjust and improve the value of the			adjust and improve the value of the
pressure adjusting knob on the right side,			pressure adjusting knob on the right side,
to improve printing quality			to improve printing quality
If the thickness of the label is more than			If the thickness of the label is more than
0.22 mm, the print quality is not good			0.22 mm, the print quality is not good
enough * Confirm that the print head helder is			* Confirm that the print head holder is
* Label size is incorrect or * Disease make sure the label size is correct		* Label eize is incorrect or	* Diagon make auro the label size is correct
incomplete * Please re label sensor		incomplete	* Please re label sensor
* Replace label without * Use air cleaner to remove dust from		* Renlace label without	* Use air cleaner to remove dust from
- When the jump	- When the jump	recalibration sensor	sensor
occurs when printing	occurs when printing	* The label sensor is covered	
with dust and the detection is		with dust and the detection is	
incorrect		incorrect	

problem	Possible factors	Resolvent	
- The small print volume when the print position is not correct	* Label sensor is not set correctly * Label size is not set correctly * In the printer driver in the style. The vertical displacement (vertical offset) is not set correctly	 * Recalibration label sensor * Set label size and the size of the gap between the correct label * If you are using BarTender software, set the vertical offset (vertical offset) in the printer driver Page Setup Graphics Stock Options About Media Settings Method: Direct Thermal Uppe: Use Current Printer Setting Courrence: After Every Page Vertical Offset: 0.0 mm Postion Adjustments Vertical Offset: 0.0 mm Metical Offset: 0.0 mm	
- The left and right sides want to print content lost	* Label size is not set correctly	* Set the correct label size	
- RTC time is incorrect when the printer is restarted	The battery is dead	* Please confirm the battery on the motherboard	
- Fold problem	 * Print head uneven pressure * Label paper is not installed correctly * Incorrect print density * Label paper feed is not correct 	See the pressure adjustment of the print head for the next chapter * Set the appropriate label printing density * Adjust the label width adjuster to fit the label width	
- Black label paper	* Print dirty head	* Clean print head	
- Print instability	* Printer in Hex Dump mode mode	* Turn the printer back on and off the dump mode mode	

7. Printer simple maintenance

This simple printer maintenance program to ensure the quality of printing, but also to extend the life of the printer, the following are some of our recommendations for maintenance.

1 please use the following tools to clean and maintain your printer: Cotton swab cotton Vacuum cleaner or air cleaner

Medical alcohol

2. Cleaning steps:

Clean part	step	Recommended cleaning frequency	
	1.Please turn off the printer power2.Cool the print head for at least one minute3.Swab with cotton swab to wipe the surface of the print head	When replacing a new label paper	
Print head			
Rubber roller	1.Please turn off the printer power	When replacing a new label	
	2.While rotating the rubber roller, while paper		
	carefully using cotton cloth or cotton		
	swab dipped in medicinal alcohol wipe		
Torn paper	Use cotton cloth dipped in medicinal alcohol wipe	When there is a need	
Sensor	Remove dust from the sensor using an air cleaner or a vacuum cleaner	Monthly	
External	Wipe with wet cotton cloth	When there is a need	
machine			
Internal	Remove dust from the machine using an air	When there is a need	
machine	cleaner or a vacuum cleaner		

Caution:

Do not touch the printer head directly with your hands. If you touched accidentally, please clean it with a cotton swab dipped medical alcohol.

Please use medical alcohol. Do not use industrial alcohol which will damage the printer head.

If you frequently get error messages from the printer, please often clean your printer's sensor Equipment for safe use in tropical climate conditions

This is a Class A product. In the living environment, this product may cause radio interference. In this case, users may need to take practical measures to the interference

Update record

Date	Content	Editor
2017/03/26	Release V1.00	Austin Bill
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