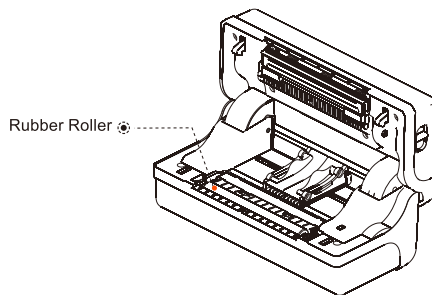# IX.Cleaning the Printer

9.1 Cleaning the Printer Head

Clean the print head when one of the following conditions occurs to the printer:

(1) Printing is not clear.

(2) A vertical column of the printed page is not clear.

(3) The paper feeding noise is high.

The print head cleaning steps are as follows:

(1) Turn off the power supply of the printer, , open the upper cover and remove the paper if exists.

(2) If printing has just been completed, wait for the print head to cool completely.

(3) Clean the printer head with a soft cotton moistened with ethyl alcohol.

(4) After waiting for absolute ethyl alcohol to volatilize completely, close the upper cover and try printing again.

Rubber Roller

9.2 Cleaning the Sensor

Clean the paper shortage sensor when one of the following conditions occurs to the printer:

(1) In the printing process, the printer occasionally stops printing and alarms for paper shortage.

(2) No alarm for paper shortage.

The paper shortage sensor cleaning steps are as follows:

(1) Turn off the power supply of the printer, open the upper cover, and remove the paper if there is any.

(2) Wipe off the dust and stain on the sensor surface with soft cotton cloth (which should be dried) dipped in absolute ethyl alcohol.

(3) After waiting for absolute ethyl alcohol to volatilize completely, close the upper cover and try to start the machine again.
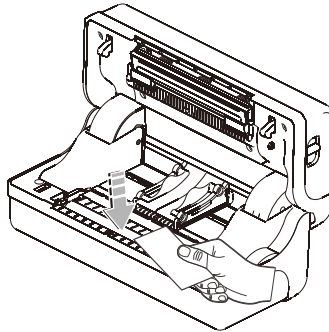
9.3 Cleaning the Printing Rubber Roller

When one of the following conditions occurs to the printer, the printing rubber roller should be cleaned:

(1) Printing is not clear.

(2) A vertical column of the printed page is not clear.

(3) The paper feeding noise is high.

The printing Rubber Rollers cleaning steps are as follows:

(1) Turn off the power of the printer and open the upper cover.

(2) Use a soft cotton cloth (which should be dried) dipped in a neutral detergent to wipe off dust and stains on the surface of the printing rubber roller.

(3) Close the upper cover after the cleaning agent is completely volatilized.

⚠ **Attention:**

(1) The power supply must be turned off during the daily maintenance of the printer.

(2) Do not touch the surface of the print head with hands and metal objects, and do not scratch the surface of the print head, printing rubber roller and sensor with tweezers and other tools.

(3) The organic solvents such as gasoline and acetone shall not be used.

(4) Wait until absolute ethyl alcohol is completely volatilized, then turn on the power supply to continue printing.

Ⅹ. Troubleshooting

The table below shows common problems and solutions for operators.
If you have followed the simple troubleshooting methods but the printer is still not
functioning properly, please contact the customer service department of your dealer
for assistance.

| Fault Phenomenon	Cause	Solution
POWER indicator is off	a. The AC plug and the power supply plug are not properly connected to the printer socket. b. The printer power switch is not on.	a. Check the power connection and confirm that the AC plug and the power supply plug are properly connected to the printer socket. b. Turn on the printer.
Unable to print	a. The communication cable is not properly connected to the printer and PC host. b. Communication interface setting error. c. Print status error.	a. Reconnect the communication cable.
Incomplete print content	a. The paper is not centered. b. Label size setting is incorrect.	a. Adjust the paper position. b. Set the correct label size.
Incorrect positioning	a. Label learning is not performed. b. Seam label detection photocoupler is offset. c. Wrong mode selected.	a. Label learning is performed. b. Open the cover to confirm whether the seam label detection component is offset. For black label paper, move the seam label detection component according to the black label position so that the detection photocoupler can detect the black label. Label paper/continuous paper: The detection photocoupler must be in the paper range. c. Use the setting tool to open the printer information and confirm whether the paper type is the same as the paper loaded in the printer, which can be changed by using the setting tool.
Poor print result	a. Paper loading error. b. Print density/speed setting error. c. Print head/rubber roller has dust or adhesive accumulation. d. The print head is damaged.	a. Reload the paper. b. Readjust the print density/speed of printer by using the setting tool or the software. Printing density can be coarsely tuned with the setting tool and finely tuned with the driver. c. Clean the print head/rubber roller. (refer to 8.1 "Cleaning Print Head"/8.2 " Cleaning Sensor"/8.3 "Cleaning Printing Rubber Roller" of the Manual.) d. Use the setting tool to detect bad point of head piece. If the print head is damaged, please contact the customer service department of your dealer for repairs.

20

XI.Setting Integration Tool Manual

11.1 Connection Test

The operation display is as follows:
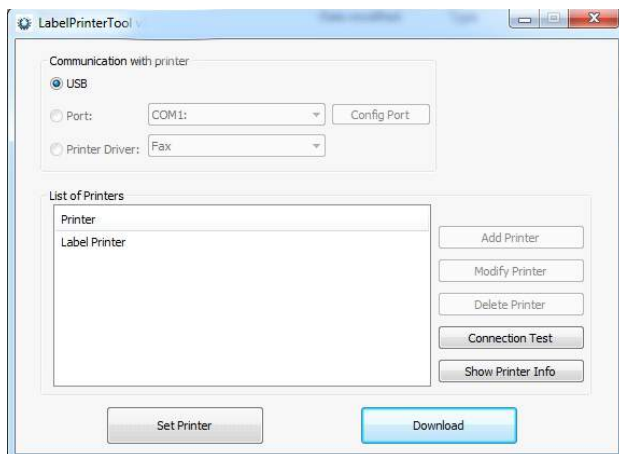
According to the model interface, select U or other port or driver port to connect the printer, and click [Connection Test]. If the following figure is displayed successfully, it means that the printer has been connected.
 (if connection fails, please reinstall the communication cable and check the communication settings.)

LABEL PRINTER
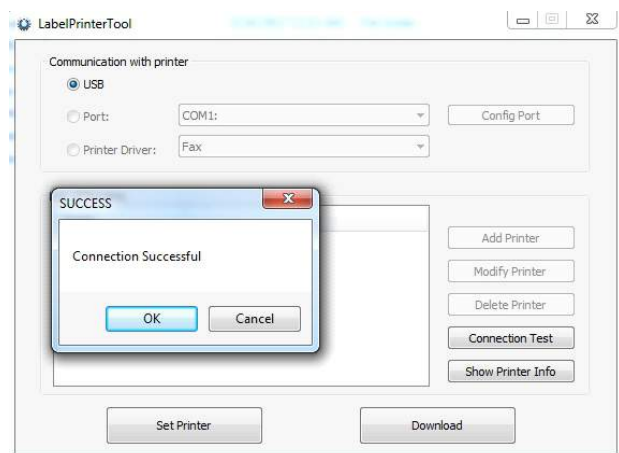
11.2 Display Printer Information

Click [Display Printer Information] to view the basic information of the current printer.

11.3 Download

When the firmware version of the printer is low or not ideal, click [Download]. The dialog box shown below is displayed. Click [Select Program File] to select the program, and then click [Update]. The printer light is off for about 3s, and a sheet of paper will be fed after the printer is automatically turned on. You can check the printer information to confirm whether the update is successful.

LABEL PRINTER
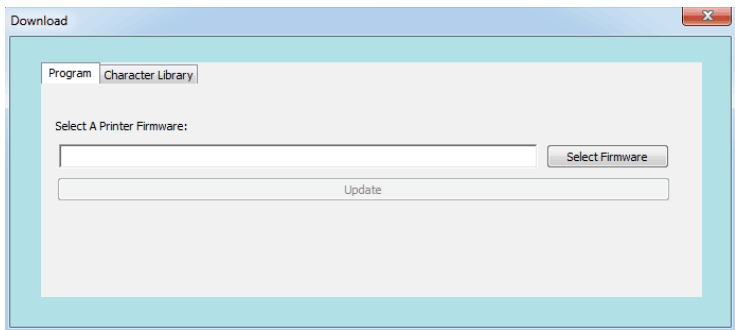
If you want to change the font, select [Font Library], click [Open File] to select the font, and then click [Update]; after the printer beeps once, the font is successfully updated.
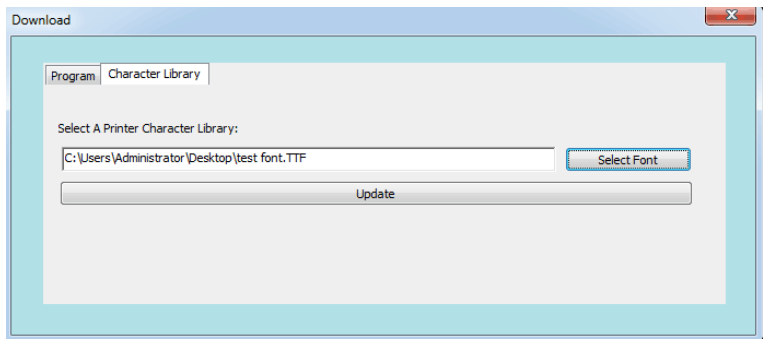
11.4 Set Printer

11.4.1 Print set

Click [Set Printer] to pop up the window shown in the figure below. You can change the basic parameters in the print setting interface.
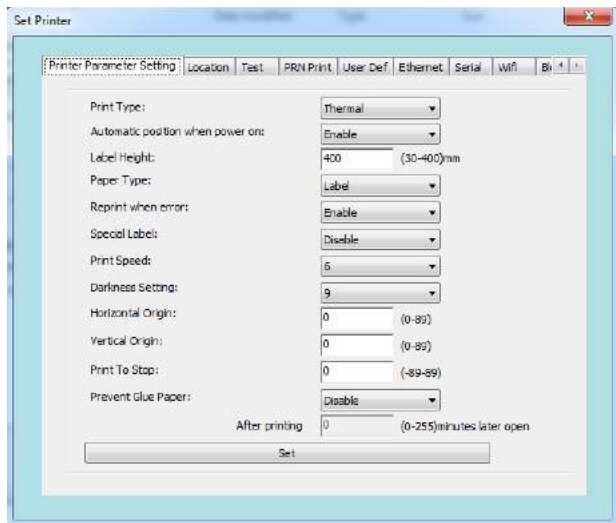

23

The function details are as follows

| Submenu	Description	Parameter description (parameter order is consistent with description)	Defaults
Print Type	Thermal ribbon	0~1	1
Automatic position when power on	Enable/disable	0~1	1
Label height	Max label height supported	30~400mm (Two bytes)	400
Paper type	Continuous paper, label paper, and black-marked paper	0~2	1
Reprint when Error	Enable/disable	0~1	1
Special label	Enable/disable	0~1	0
Print Speed	Speed setting	0~9	5
Darkness setting	Density setting	0~15	8
Horizontal Origin	Adjust the horizontal print start position	Adjust the horizontal start coordinate option: (+00 - +89) point	0
Vertical Origin	Adjust the vertical coordinate of print start position	Adjust the vertical start coordinate option: (+00 - +89) point	0
Print To stop	Locate the regular, paper tearing and cutter positions (take the paper tearing position as the zero point)	Set label stop position option: (-89 - +89) point	0
Prevent Glue Paper	If specified time is exceeded, feed paper back and forth before printing the first sheet	Start 0 - 255 minutes after stopping printing	0

LABEL PRINTER

11.4.2 Label Calibration:

When the printer is ready, switch to the label calibration screen.
（As shown in the figure below）：
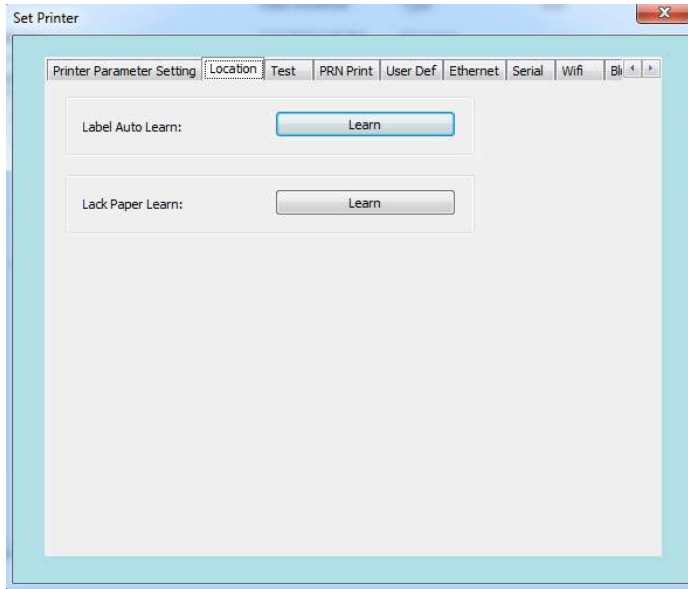

a. Automatic label learning: Recognize the specifications of the newly loaded paper through learning.
b. Paper shortage learning: If paper shortage prompt occurs when there is paper or the seam cannot be found while label learning, you can click [Paper Shortage Learning] when there is no paper and the cover is closed. Finally, reload the paper for automatic label learning.

LABEL PRINTER

11.4.3 Print test

Switch to print test screen.(As shown in the figure below)
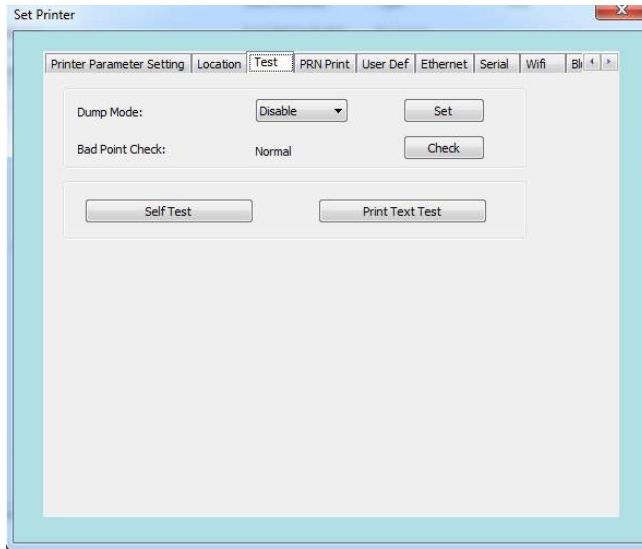
a. Debug mode：The mode is disabled by default. After enabling this mode, the printer prints the original data sent to facilitate finding errors;

b. Print head bad point detection：When the printer is ready, click [Detect] to check whether the print head is normal. If not, the number of bad points will be displayed.
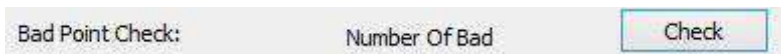

c. Print Self-Test Page：When you first install the printer or if there are any problems with the printer, you can click [Print Self-Test Page] to confirm the firmware version, printer parameter setting status, print quality and relevant setting information of peripheral devices, etc.

LABEL PRINTER

d. Print test text: As shown in the figure below, you can enter the text you want to print in the text box and set the printable area in label mode. Click [Print] to perform print test.
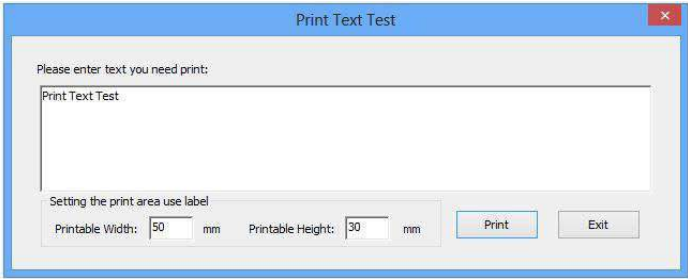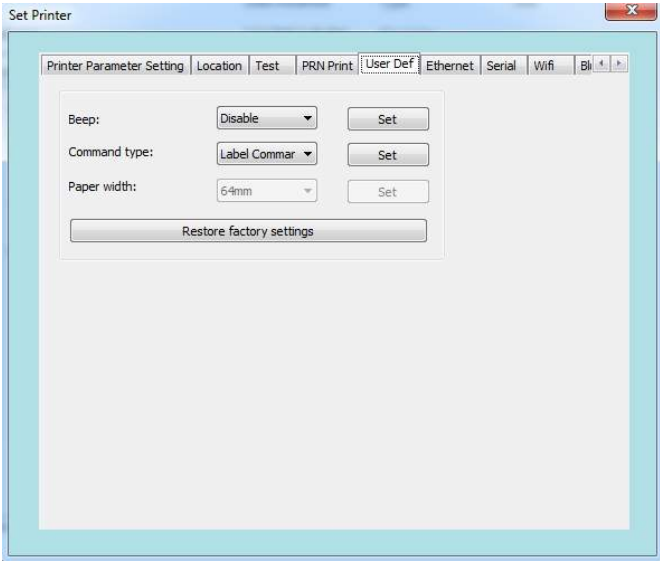

11.4.4 PRN Print

Click [Open File], select an RRN file and click [Print] to print the file.

LABEL PRINTER
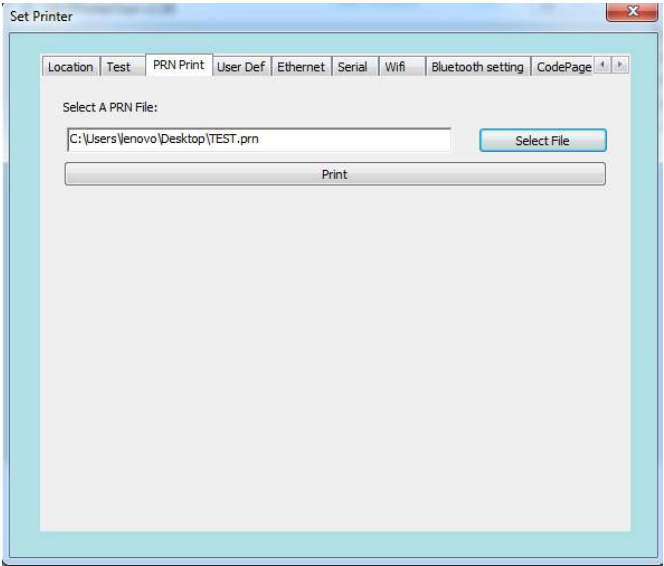
11.4.5 User setting

Switch to the user setting screen to set buzzer on/off or restore the default settings of the printer.

The function details are as follows

Submenu	Description	Parameter description (parameter order is consistent with description)	Defaults
Beep	Change the sound of	ON \ OFF \ 0ON	0
Restore factory setting	Reset printer back to the factory default settings		None

11.4.6 Ethernet

Switch to Ethernet interface to set Ethernet parameters
1. Set the IP address of the printer, change it to "192.168.1.87", and set the communication port
2. Set the printer's subnet mask and change it to "255.255.255.0"
3. Set the printer's gateway as "192.168.1.1"
4. Set the printer's DHCP function. The printer's DHCP is disabled by default. If necessary, it can be enabled to make the printer automatically obtain the address
5. Set the Mac address and set the network transmission rate.
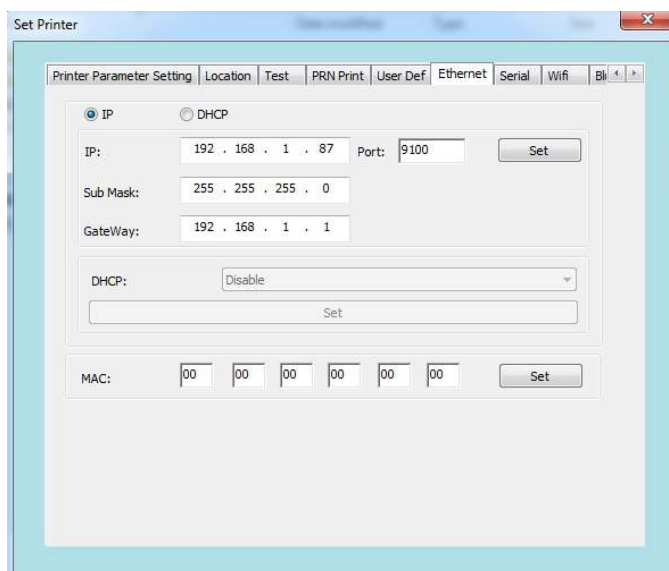
Note：Before setting the web address, if the printer is connected with one of following two methods: "One" uses the "Internet port", "Two" the IP address in the print driver mode. After changing the IP, the printer's IP address is changed. At this point, the printer is disconnected from the tool, and the IP address of the tool needs to be reset before connecting the printer. Other connection methods are not affected.

LABEL PRINTER

11.4.7 WIFI

Printer parameter setting instruction
1. Open the setting tool " PrinterTool ".
2. According to the instruction manual of this setting tool, first make. sure that the printer is connected.
3. Open the setting tool and select "WiFi".
4. Input the SSID (WiFi name) to which the printer is connected, and the corresponding mode.
5. Enter the WiFi encryption type and the WiFi password, as shown in the figure. For example, add WiFi rdhz, with the password encryption type of WPA-PSK, enter the WiFi password, and click "Set".
6. After clicking "Set", the printer will print the set WiFi parameters. Please print a self-test page and compare the printed WiFi parameters with those of the router. If matched, please wait patiently and the printer will connect to the WiFi within 1 minute. If not matched, please reset and repeat the above steps.

Note: The factory default IP address of the printer is 192.168.1.87. If the printer's IP address and the wireless router's IP address are not on the same network segment, you need to set the printer's IP address to ensure the two addresses are on the same network segment.

LABEL PRINTER

## 11.4.8 Serial Port Settings

Switch to serial port setting interface to set serial port parameters. interface to set serial port parameters.

LABEL PRINTER
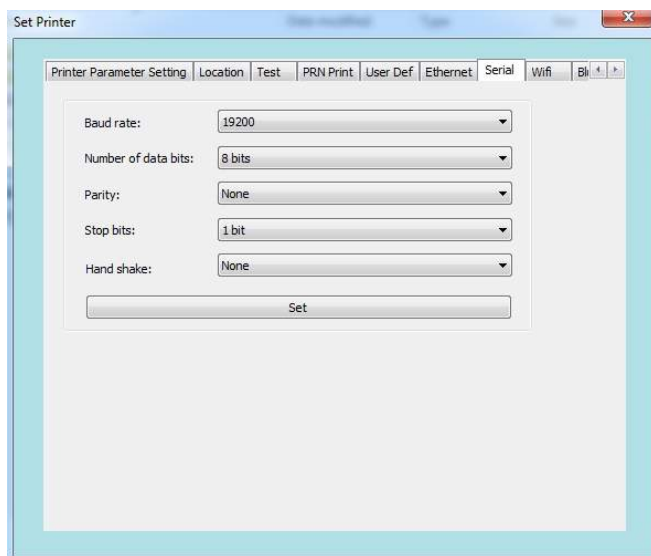
11.4.9 Bluetooth Settings

If the printer has Bluetooth function, you can set the Bluetooth parameters.
1. First press and hold the FEED button of the printer, and then turn on the printer to print the self-test page.From the self-test page, find out the Bluetooth pairing name and password of the printer.
2. The Bluetooth pairing name and password can be changed if necessary. At this time, the "Bluetooth Settings" function in the integrated setting tool needs to be used, as shown in the figure below.
3. Enter the new "Device Name" and "Pin" for the printer Bluetooth, and click "Set". After the printer is restarted, the settings are changed successfully.
4. Power on the main device and search for the external Bluetooth device.
5. Find the Bluetooth printer just changed and enter the corresponding password to complete the pairing. When pairing, the printer must be on.
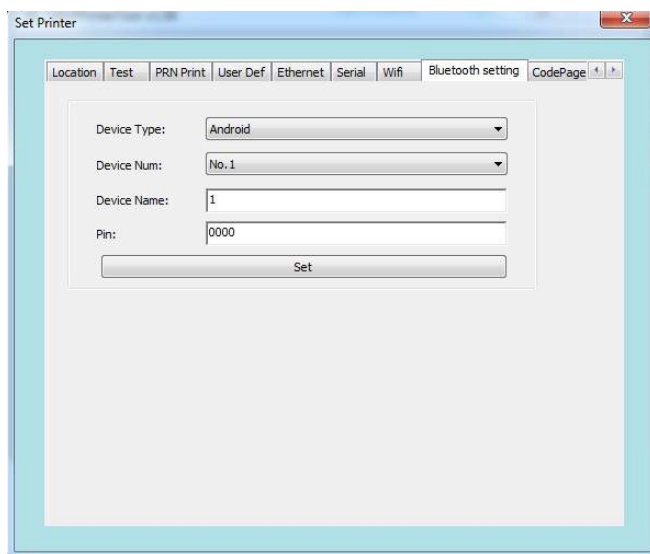
Note: During pairing, please do not turn on multiple printers at the same time; otherwise, you may not be able to judge which printer was successfully paired.

LABEL PRINTER

11.4.10 Character Set Setting

Switch to the character set setting screen, click the drop-down button to select the required codepage, and click "Set".
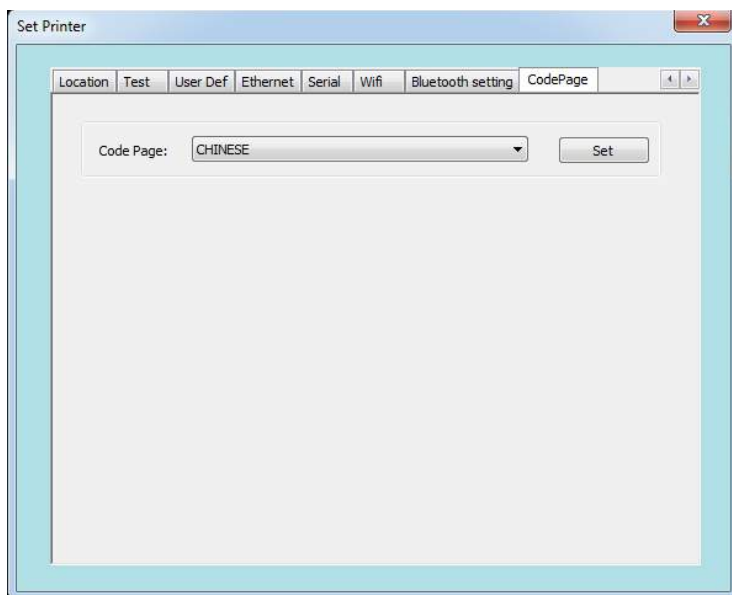
LABEL PRINTER

XII . Windows Driver Installation

12.1 Installation

Before installing the printer driver, please connect your printer to the computer and make sure the power switch is turned on.
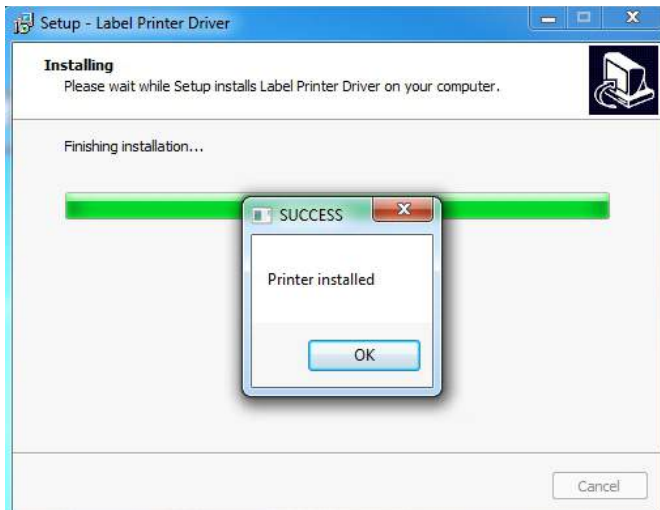
Double click the installation ![LabelPrinterDriverInstall] Then, it will show as below picture:

Select the language, then click "OK" . Then, it will show as below picture:

LABEL PRINTER

Then click "Install".It will show as below picture:

Wait till it shows the above picture, it means, the printer driver has been installed successfully, and then click "OK".

Click "Finish" to finish driver installation.

LABEL PRINTER

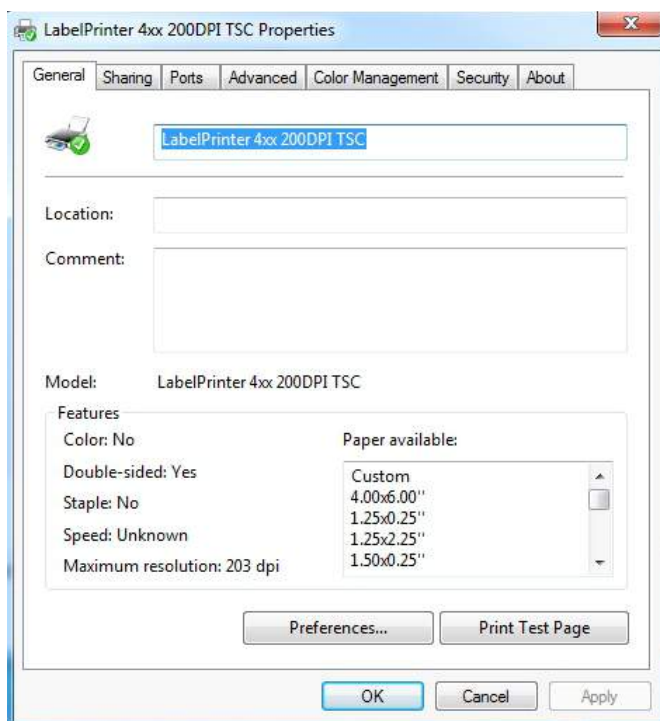## 12.2 Printer Setup and Testing

12.2.1 Setup Printer Properties

Click Start Menu, and then click" Devices and Printers", just as above picture
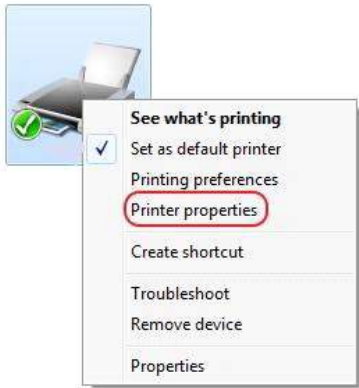
Right-Click "Label Printer" and then click "Printer properties"

LABEL PRINTER

And then, it will show as below picture:

On Label Printer "General", you could configure the printer communication port, such as Serial port, Parallel port and USB port. You also could set the paper specification, beeper etc.

After all the setting, you could start to print the testing page.

12.2.2 Printing Test Page

After finishing port configuration, we start to print test page. On Label Printer "General":
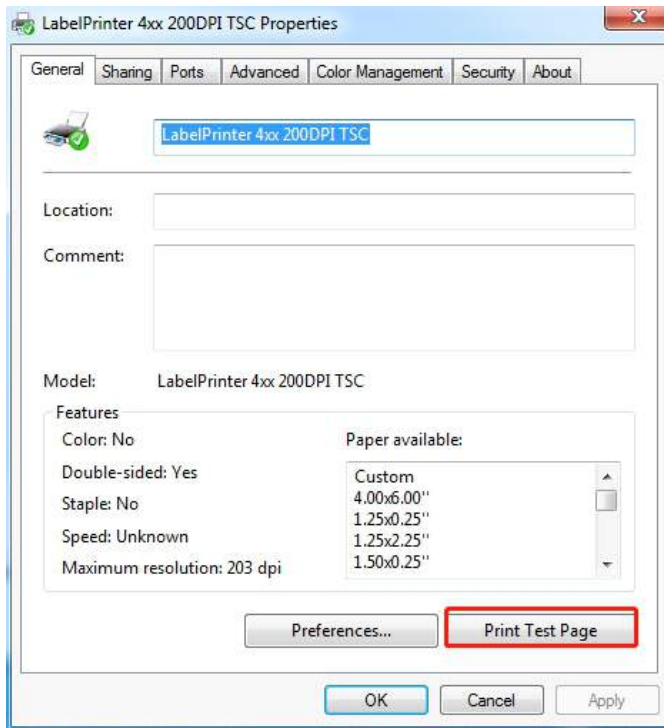

Click "Print Test Page", the printer will print test page, which means the printer has been connected with computer successfully and the port configuration is correct.

LABEL PRINTER

### 12.2.3 Other Properties and Function Configuration

You could set the paper specification etc., please refer to the follows：
Select the printer properties, click on "Print preferred page", enter the page and print settings interface, as shown in the following figure.
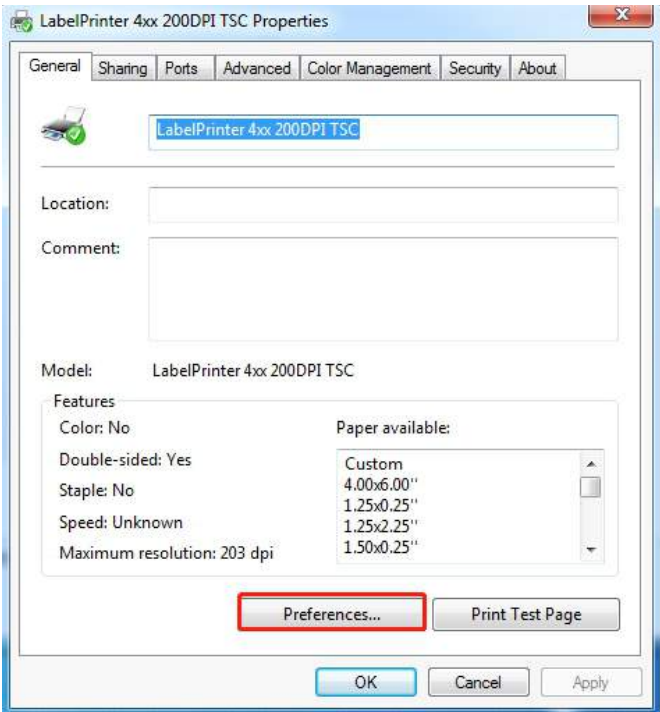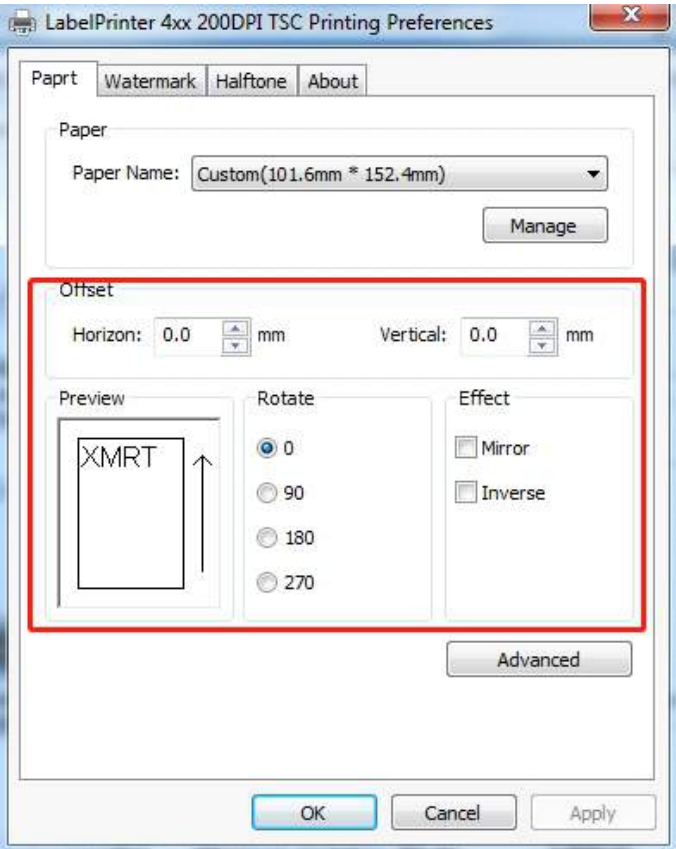
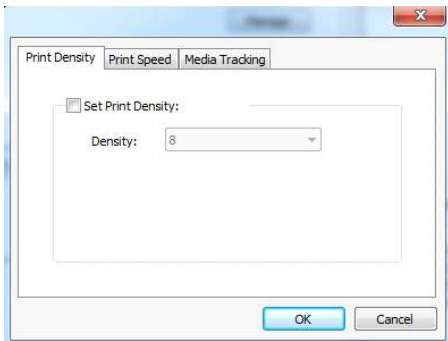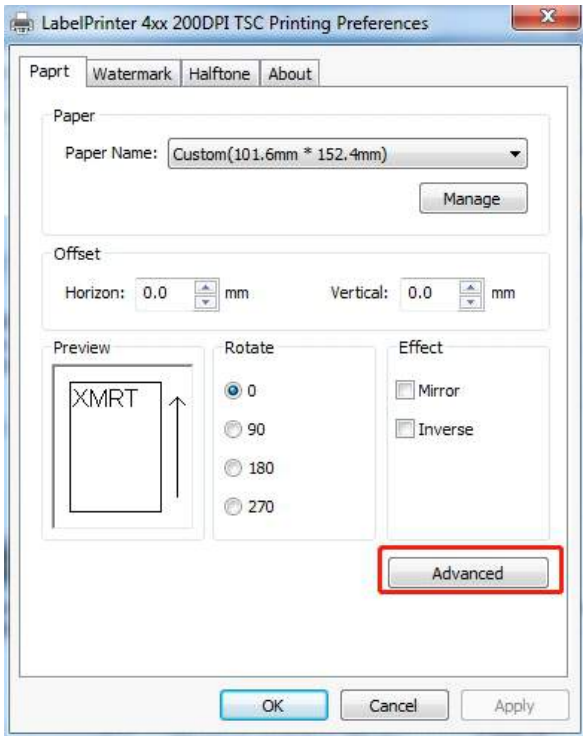Click the Paper Name drop-down box to select the paper size to use.
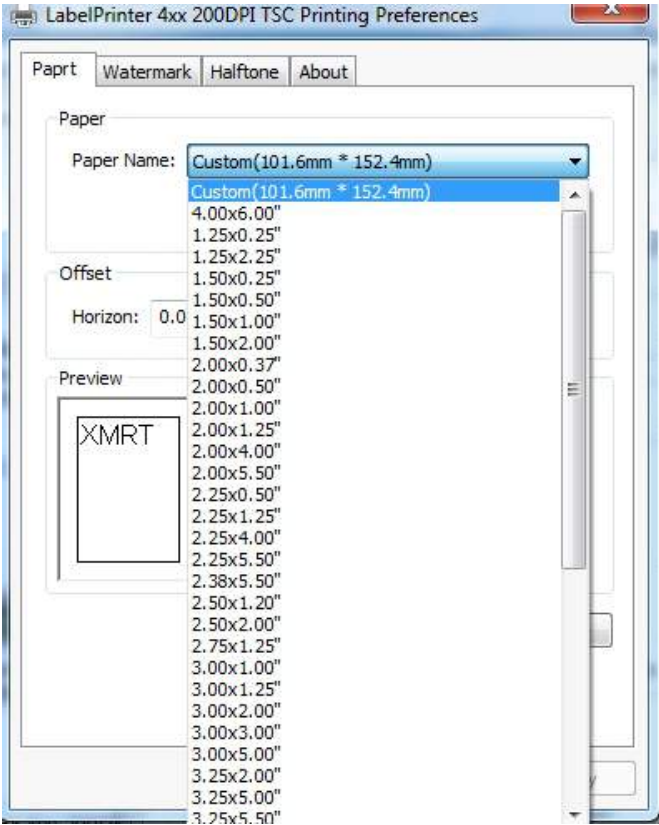
Click "Manage" to enter the custom paper interface.

LABEL PRINTER
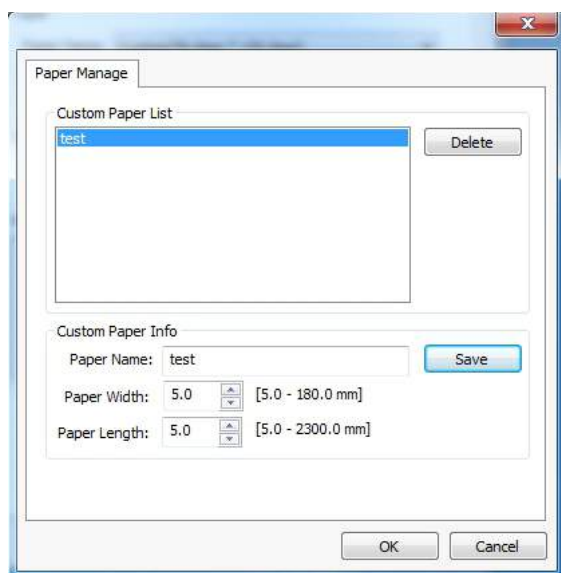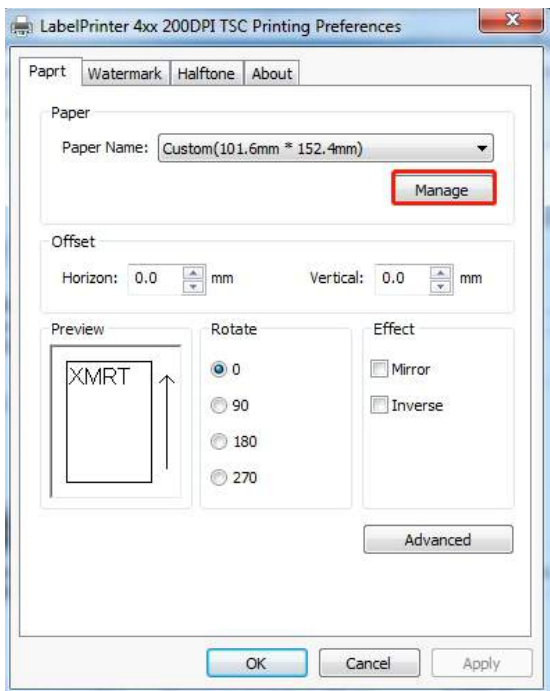
Offset sets horizontal and vertical margins. Rotate to print in different directions.

Click Advanced Settings to enter the Set Print Density and Set Print Speed screen as shown in the following figure.
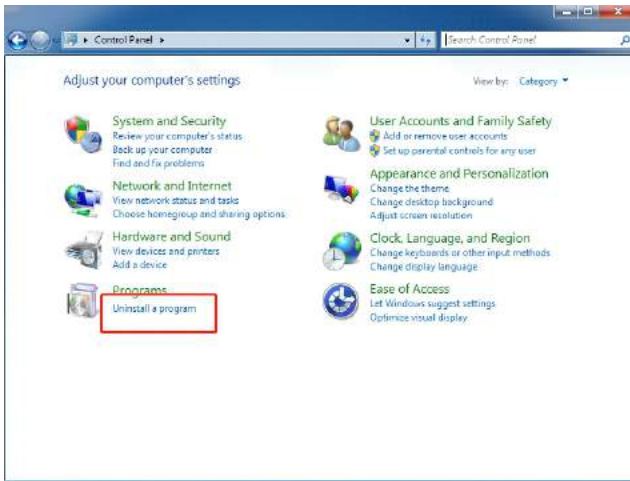
LABEL PRINTER

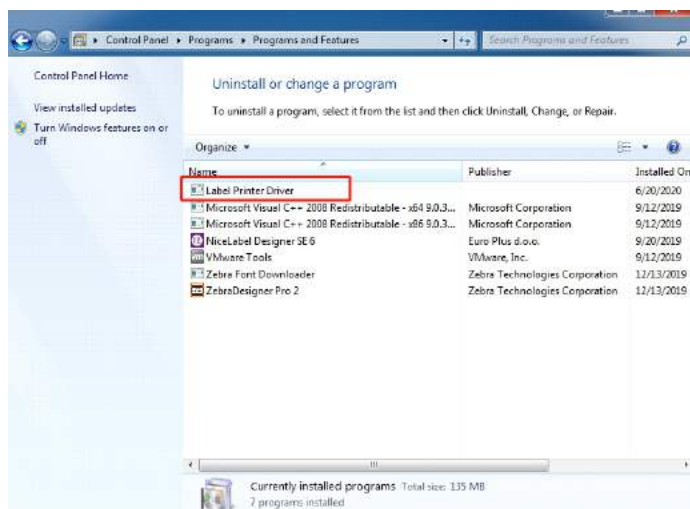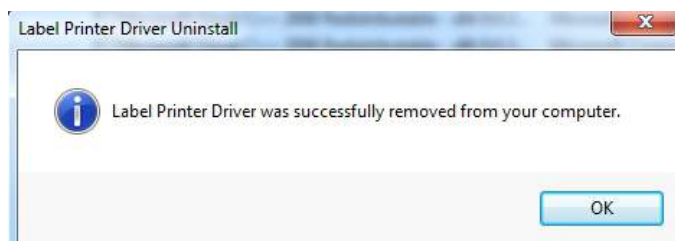## 12.3 Uninstall the driver

(1) Open the control panel

(2) Click "Uninstall a program

LABEL PRINTER

(3) Double-click the driver to be uninstalled

(4) Click "Yes"

(5) Uninstallation complete

LABEL PRINTER

FCC Statement:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. 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. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

RF exposure warning:

This equipment complies with radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with Minimum distance 20cm between the radiator and your body.