

# M3 Mobile Receipt and Label Printer

## USER GUIDE

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**WiFi Version:**  
**M320-Y010-100**

**Bluetooth Version:**  
**M320-B010-100**

## **Copyright Information**

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## Agency Compliance and Approvals



CE CLASS B

EN 55022:2006 +A1:2007

EN 55024:1998+A1:2001+A2:2003

EN 61000-4 SERIES REGULATIONS

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FCC CFR Title 47 Part 15 Subpart B:2011 Class B

ICES-003 Issue 4:2004 Class B

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AS/NZS CISPR22---ITE

AS/NZS 4268----RF(WIFI & BT)

Following standards for SAR( WIFI)

Radio communications (Electromagnetic Radiation — Human

Exposure) Standard 2003 Amendment 2011

IEC 62209-2

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### Wichtige Sicherheits-Hinweise

1. Bitte lesen Sie diese Hinweis sorgfältig durch.
2. Heben Sie diese Anleitung für den späteren Gebrauch auf.
3. Vor jedem Reinigen ist das Gerät vom Stromnetz zu trennen. Verwenden Sie keine Flüssig-oder Aerosolreiniger. Am besten eignet sich ein angefeuchtetes Tuch zur Reinigung.
4. Die Netzanschluß-Steckdose soll nahe dem Gerät angebracht und leicht zugänglich sein.
5. Das Gerät ist vor Feuchtigkeit zu schützen.
6. Bei der Aufstellung des Gerätes ist auf sicheren Stand zu achten. Ein Kippen oder Fallen könnte Beschädigungen hervorrufen.
7. Beachten Sie beim Anschluß ans Stromnetz die Anschlußwerte.
8. Dieses Gerät kann bis zu einer Außentemperatur von maximal 40°C betrieben werden.

### Battery safety warning:

DO NOT throw the battery in fire.

DO NOT short circuit the contacts.

DO NOT disassemble the battery.

DO NOT throw the battery in municipal waste.

The symbol of the crossed out wheeled bin indicates that the battery should not be placed in municipal waste.

"ORSICHT"

Explosionsgefahr bei unsachgemen Austausch der Batterie. Ersatz nur durch denselben oder einem vom Hersteller empfohlenem nlichen Typ. Entsorgung gebrauchter Batterien nach Angaben des Herstellers.

**Class B:**

FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT  
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 grantee of this device could void the user's authority to operate the equipment.

**RF exposure warning (WiFi)**

This equipment must be installed and operated in accordance with provided instructions and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be providing with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.

SAR Value: 0.023 W/kg

**RF exposure warning (For Bluetooth)**

The equipment complies with FCC RF exposure limits set forth for an uncontrolled environment.

The equipment must not be co-located or operating in conjunction with any other antenna or transmitter.

### **Canada, Industry Canada (IC) Notices**

This Class B digital apparatus complies with Canadian ICES-003 and RSS-210. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

### **Radio Frequency (RF) Exposure Information**

The radiated output power of the Wireless Device is below the Industry Canada (IC) radio frequency exposure limits. The Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized.

This device has been evaluated for and shown compliant with the IC Specific Absorption Rate ("SAR") limits when installed in specific host products operated in portable exposure conditions. **(For WiFi)**

This device has also been evaluated and shown compliant with the IC RF Exposure limits under portable exposure conditions. (antennas are less than 20 cm of a person's body). **(For Bluetooth)**

### **Canada, avis de l'Industry Canada (IC)**

Cet appareil numérique de classe B est conforme aux normes canadiennes ICES-003 et RSS-210.

Son fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas causer d'interférence et (2) cet appareil doit accepter toute interférence, notamment les interférences qui peuvent affecter son fonctionnement.

### **Informations concernant l'exposition aux fréquences radio (RF)**

La puissance de sortie émise par l'appareil sans fil est inférieure à la limite d'exposition aux fréquences radio de l'Industry Canada (IC). Utilisez l'appareil sans fil de façon à minimiser les contacts humains lors du fonctionnement normal.

Ce périphérique a été évalué et démontré conforme aux limites SAR (Specific Absorption Rate – Taux d'absorption spécifique) par l'IC lorsqu'il est connecté à des dispositifs hôtes spécifiques opérant dans des conditions d'utilisation mobile. (**Pour le Wi-Fi**)

Ce périphérique a également été évalué et démontré conforme aux limites d'exposition radio-fréquence par l'IC pour des utilisations par des opérateurs mobiles (les antennes sont à moins de 20 cm du corps d'une personne). (**Pour le Bluetooth**)

NCC 警語：

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。(即低功率電波輻射性電機管理辦法第十二條)

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。(即低功率電波輻射性電機管理辦法第十四條)

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# 1. Introduction

## 1.1 Product Introduction

Thank you very much for purchasing CognitiveTPG bar code printer.

Enjoy CognitiveTPG's reputation for cost-efficient, high durability printers with the M3 economical printer. The M3 is a comfortable, light-weight printer capable of working with any mobile printing application where you need quick, simple receipts/labels on demand.

Our M3 is designed for a rough life, inside the IP54-rated protective case to resist dust and water and with its rubber over-mold design prepared to take up to a five foot fall and keep printing.

These small and light printers can be worn comfortably for a full shift, without interfering with the user's tasks. Use USB, or optional Bluetooth, 802.11 b/g/n Wireless or Serial to connect to a mobile computer or even a smart phone and produce clear easy-to-read receipts hour after hour.

This document provides an easy reference for operating the M3.

The online version of the Programmer's manual, or more information can be downloaded from service and support web site as an Adobe → Acrobat → Reader file. To print label formats, please refer to the instructions provided with your labeling software; if you need to write the custom programs, please refer to the programming manual that can be found on the accessories CD-ROM or on CognitiveTPG's website at <http://www.cognitivetpg.com>.

- Applications
  - Direct store deliveries (DSD)
  - Field repair/installation
  - Mobile point of sale
  - Parking citations
  - Mobile ticketing
  - Onboard transportation ticketing
  - Utility billing/meter reading

## 1.2 Product Features

### 1.2.1 Printer Standard Features

The printer offers the following standard features.

| Product standard feature  |  |
|---|--|
| Direct thermal printing   |  |
| Black mark reflective sensor  |  |
| Head open sensor  |  |
| 3 operation buttons (On/off, feed, and cover-open)  |  |
| 2 color LED for printer status, 3 LEDs for battery status   |  |
| USB 2.0 (full speed) interface  |  |
| 8 MB SDRAM memory   |  |
| 4 MB FLASH memory   |  |
| Powerful 32 bit 200 MHz RISC processor  |  |
| Eltron® and Zebra® emulation languages support  |  |
| Internal 8 alpha-numeric bitmap fonts   |  |
| Fonts and bar codes can be printed in any one of the four directions (0, 90,180, 270 degree)  |  |
| Internal Monotype Imaging® true type font engine with one CG Triumvirate Bold Condensed scalable font   |  |
| Downloadable fonts from PC to printer memory  |  |
| Downloadable firmware upgrades  |  |
| Text, bar code, graphics/image printing (Please refer to the programming manual for supporting code page)   |  |
| Supported bar code  | Supported image  |
| 1D bar code   | 2D bar code  |
| Code 39,<br>Code 93,<br>Code128UCC,<br>Code128 subsets<br>A,B,C, Codabar,<br>Interleaved 2 of 5,<br>EAN-8, EAN-13,<br>EAN-128,<br>UPC-A, UPC-E,<br>EAN and UPC 2(5)<br>digits add-on, MSI,<br>PLESSEY,<br>POSTNET,<br>China POST,<br>GS1 DataBar, | PDF-417,<br>Maxicode,<br>DataMatrix,<br>QR code,<br>Aztec, |
|   | BITMAP,<br>BMP,<br>PCX<br>(Max. 256 colors<br>graphics)    |

## 1.2.2 Printer Optional Features

The printer offers the following optional features.

| Product option feature                                     | User options          | Factory options       |
|--|-----------------------|-----------------------|
| 802.11 b/g/n wireless                                      |                       | <input type="radio"/> |
| Bluetooth 2.0  |                       | <input type="radio"/> |
| CPCL emulation (with Bluetooth)                            |                       | <input type="radio"/> |
| Black mark sensor position<br>(left / right / center)      |                       | <input type="radio"/> |
| Charge station 1 cell<br>(with changeable power connector) | <input type="radio"/> |                       |
| Vehicle power adapter                                      | <input type="radio"/> |                       |
| IP54-rated environmental case with shoulder strap          | <input type="radio"/> |                       |
| USB to RS-232 cable  | <input type="radio"/> |                       |
| USB cable  | <input type="radio"/> |                       |
| Li-ion battery   | <input type="radio"/> |                       |

## 1.3 General Specifications

| General Specifications  |  |
|-------------------------|--|
| Physical dimensions     | 116 mm (W) x 148 mm (H) x 70 mm (D)  |
| Enclosure               | Plastic enclosure with rubber over-mold construction   |
| Weight                  | 550 g (1.21 lb)  |
| Electrical              | DC 7.4V/ 2500 mA/ h rechargeable battery   |
| Environmental condition | Operation: -10 ~ 50°C (14 ~ 122°F), 10 ~ 90% non-condensing<br>Storage: -40 ~ 60 °C (-40 ~ 140°F), 10 ~ 90% non-condensing |

## 1.4 Print Specifications

| Print Specifications               |  | M3 |
|------------------------------------|--|----|
| Print head resolution              | 203 dots/inch (8 dots/mm)                    |    |
| Printing method                    | Direct thermal                               |    |
| Dot size<br>(width x length)       | 0.125 x 0.125 mm<br>(1 mm = 8 dots)          |    |
| Print speed<br>(inches per second) | 2, 3, 4 ips selectable<br>Up to 4 ips        |    |
| Max. print width                   | 72 mm (2.83")                                |    |
| Max. print length                  | 2286 mm (90")                                |    |
| Printout bias                      | Vertical: 1 mm max.<br>Horizontal: 1 mm max. |    |

## 1.5 Media Specifications

| Media Specifications |  | M3 |
|----------------------|--|----|
| Media roll capacity  | Receipt: 57 mm (2.25") OD<br>Label: 55 mm (2.16") OD   |    |
| Media type           | Receipt paper,<br>Bline receipt paper<br>(Black mark in printing side) &<br>Selected label               |    |
| Media wound type     | Printing face outside wound  |    |
| Media width          | Receipt: 2" ~ 3.15"<br>Label: 2" ~ 3.07"   |    |
| Media thickness      | Receipt: 0.0508 ~ 0.1016 mm (2 ~ 4 mil)<br>Label: Fasson standard label media up to<br>0.14 mm (5.5 mil) |    |
| Media height         | Label: Min. 25.4 mm (1")   |    |
| Media core diameter  | 10.2 ~ 25.4 mm (0.4" ~ 1")   |    |

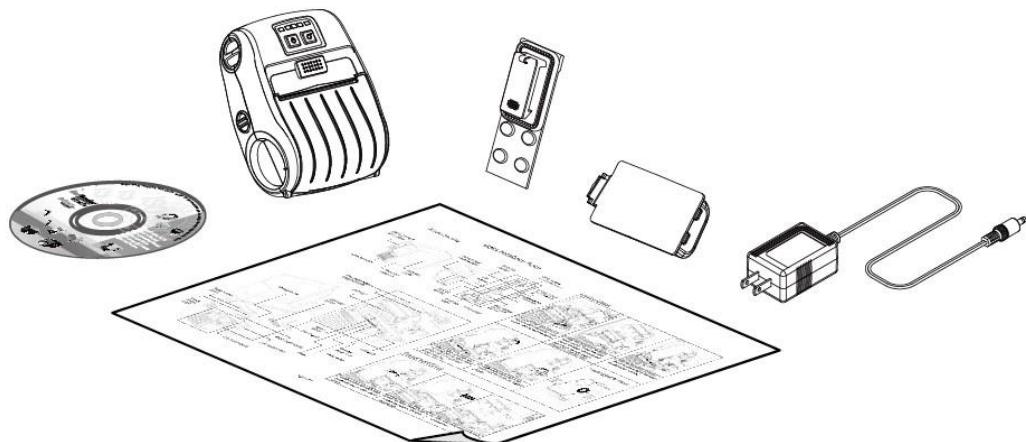
## 2. Operations Overview

### 2.1 Unpacking and Inspection

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

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

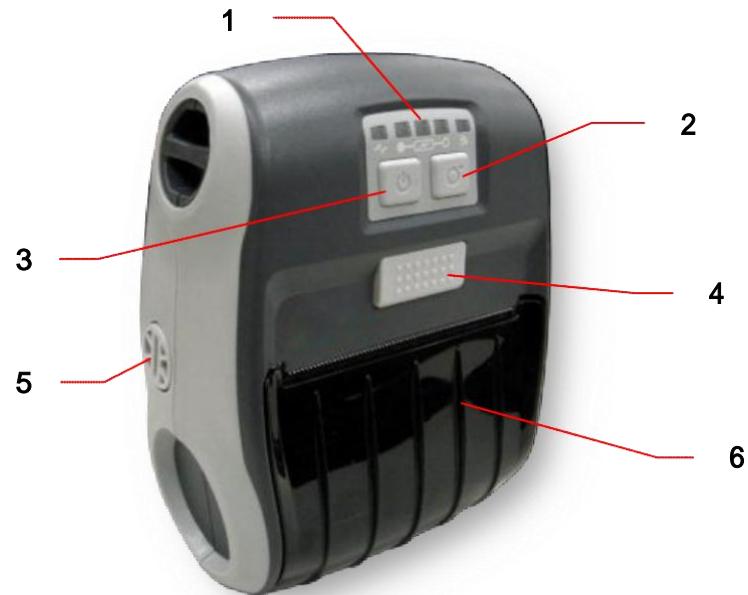
- One printer unit
- One Li-ion battery
- One Windows labeling software/Windows driver CD disk
- One quick installation guide
- One power adaptor
- One belt clip
- One USB Cable



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

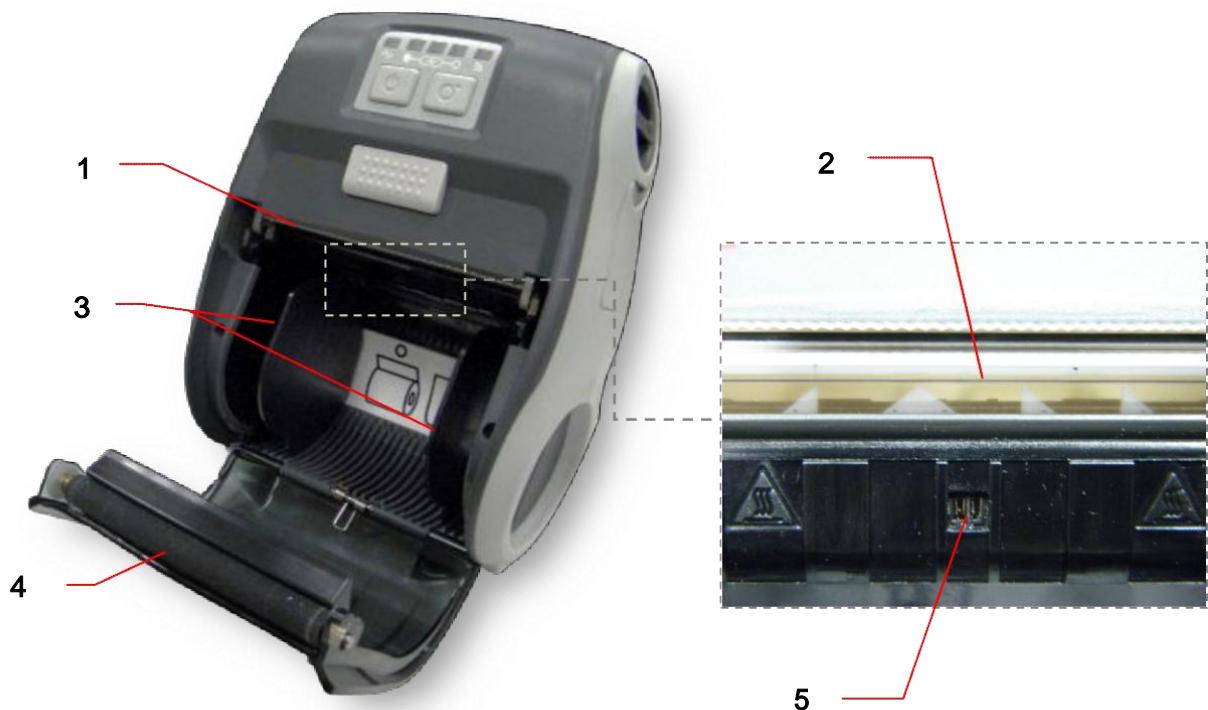
## 2.2 Printer Overview

### 2.2.1 Front View



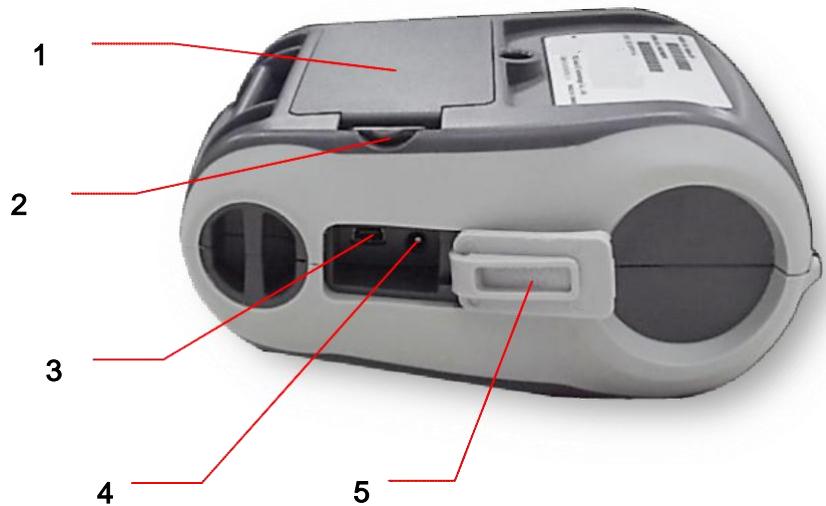
1. LED indicator
2. Feed button
3. Power on/off button
4. Media cover release button
5. Media holder adjustment knob
6. Media cover

## 2.2.2 Interior View



1. Tear edge
2. Print head
3. Media holder
4. Platen
5. Black mark sensor

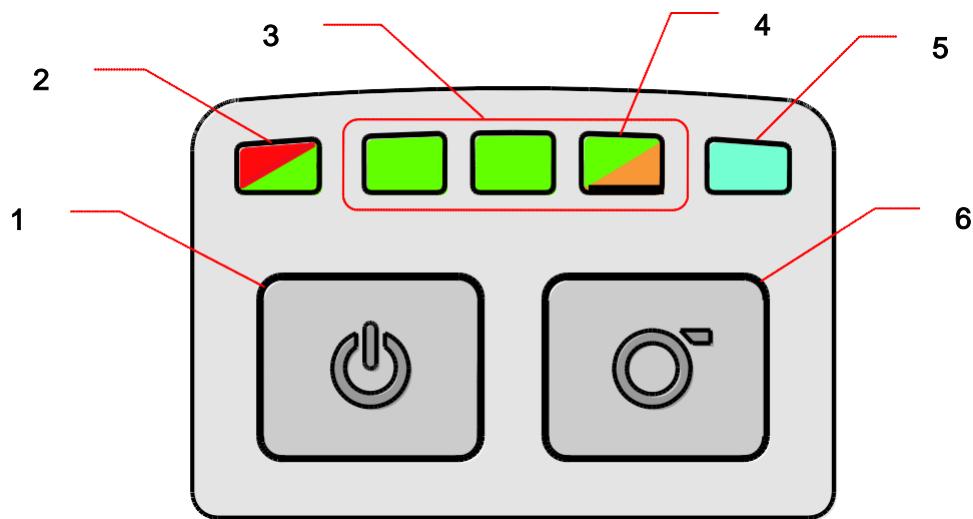
### 2.2.3 Rear View



1. Li-ion battery
2. Battery open clasp
3. USB interface
4. Power jack
5. Interface cover

## 2.3 Operator control

### 2.3.1 LED Indication and Keys



1. Power on/off button
2. Printer status LED indicator
3. Battery charge level LED indicator
4. Battery status LED indicator
5. Wireless status LED indicator
6. Feed button

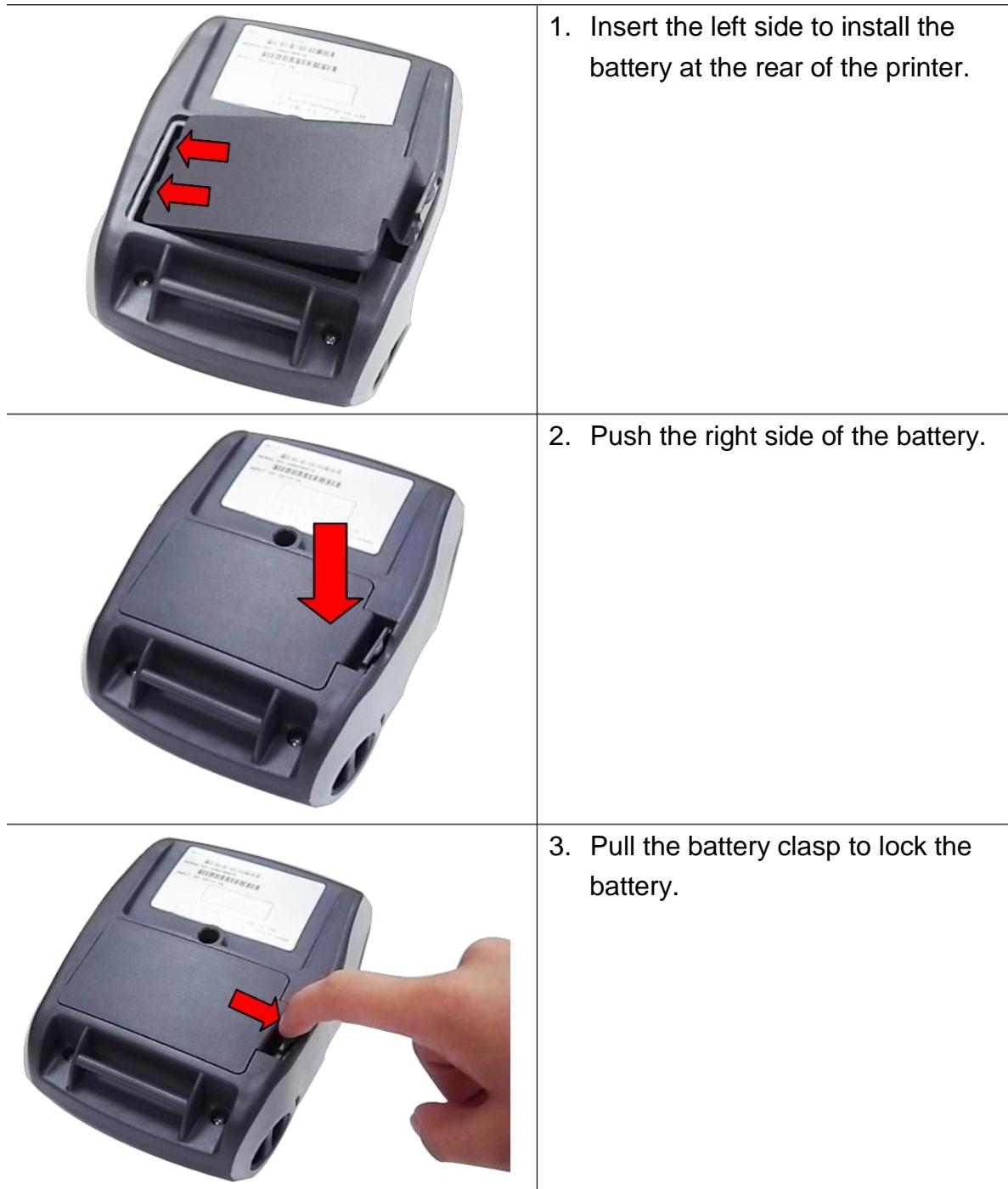
| LED                                | Status           |           | Indication                       |
|------------------------------------|------------------|-----------|----------------------------------|
| Printer status LED indicator       | Off              |           | Printer is ready                 |
|                                    | Green (blinking) |           | Printer is paused                |
|                                    | Red (solid)      |           | Media cover is open              |
|                                    | Red (blinking)   |           | Printer error                    |
| Battery status LED indicator       | Green (blinking) |           | Recharge the battery             |
|                                    | Amber (solid)    |           | Battery is charging              |
| Battery charge level LED indicator | Green (solid)    | ■ ■ ■ ■ ■ | Full charged                     |
|                                    |                  | ■ ■ ■ ■ □ | 2/3 charged level                |
|                                    |                  | ■ ■ ■ □ ■ | 1/3 charged level                |
| Wireless status LED indicator      | Blue (solid)     |           | Wireless device is ready         |
|                                    | Blue (blinking)  |           | Wireless device is communicating |

Note: Wireless module is optional for the M3 model.

| Keys  | Function   |
|---|--|
|  | <ol style="list-style-type: none"><li>1. Press and hold for 2-3 seconds to turn on the printer.</li><li>2. Press and hold for 2-3 seconds to turn off the printer.</li></ol> |
|  | <ol style="list-style-type: none"><li>1. Ready status: Feed one label</li><li>2. Printing status: Pause the print job</li></ol>  |

### 3. Setup

#### 3.1 Install the Battery



##### **Battery safety warning:**

**DO NOT throw the battery in fire. DO NOT short circuit the contacts.**

**DO NOT disassemble the battery. DO NOT throw the battery in municipal waste.**

The symbol of the crossed out wheeled bin indicates that the battery should not be placed in municipal waste.

## 3.2 Charge the Battery

It takes 2 to 3 hours to fully charge the battery before the first time usage. The lifetime of the battery is 300 times for charge/discharge cycles.

### 3.2.1 Charge the Battery



1. Open the interface cover and plug the power cord to the power jack.

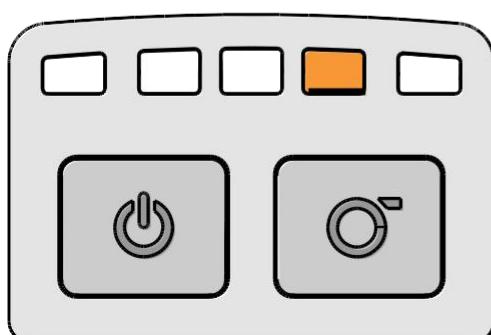


2. Plug the power cord into a properly power outlet.

**Note:**

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

When the battery is charging, please do not remove the battery from the printer, otherwise, please re-plug the power cord into a power outlet.



3. When the battery is charging, the color of battery status LED indicator is solid amber.

**Note:**

When charging over 4 ~ 8 hrs, the battery is completely charged and the amber of LED indicator will be off.

### 3.2.2 Charge by Charger Station (Optional)

|   |  |
|---|--|
|    | 1. Plug the power cord to the power jack on the charger station.               |
|    | 2. Install the battery in the charger station. (Refer to steps on section 3.1) |
|  | 3. Plug the power cord into a properly power outlet.                           |



| LED Color      | Description                                   |
|----------------|---|
| Green / Solid  | Battery is completely charged                 |
| Red / Solid    | Battery is charging                           |
| Red / Blinking | Battery charging error                        |
| Off            | No battery                                    |
|                | Battery is completely charged over 4 ~ 8 hrs. |

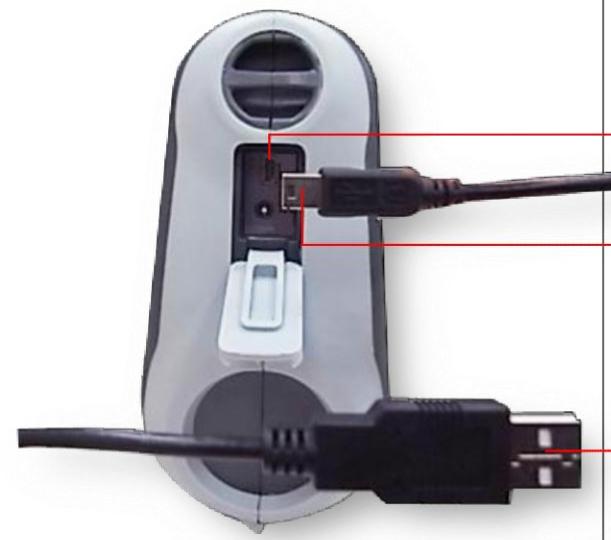
### 3.2.3 Charge by Vehicle Power Adaptor (Optional)

|  |  |
|--|--|
|   | <ol style="list-style-type: none"><li>1. Open the interface cover and plug the power cord to the power jack.</li></ol>   |
|  | <ol style="list-style-type: none"><li>2. Plug the vehicle power adaptor into the car cigarette lighter socket.</li></ol> |

## 3.3 Communicate

### 3.3.1 Connecting with the Communication Cable

\* USB to USB Cable (Optional)

|   |   |
|---|---|
|  | <p>Open the interface cover and connect the printer to the computer with USB cable.</p> <p>USB interface</p> <p>USB connector (Printer)</p> <p>USB connector (PC)</p>  |
|---|---|

\* USB to RS-232 Cable (Optional)

|   |   |
|---|---|
|  | <p>Open the interface cover and connect the printer to the computer with RS-232 cable.</p> <p>RS-232 connector (PC)</p>  |
|---|---|

### 3.3.2 Connecting with Bluetooth (Optional)

| Default |        |
|---------|--------|
| Name    | BT-SPP |
| PIN     | 0000   |

Turn on the printer and make sure the Bluetooth of device is open.

**Note:**

Please refer to section 6.5 to change the name of default and PIN.

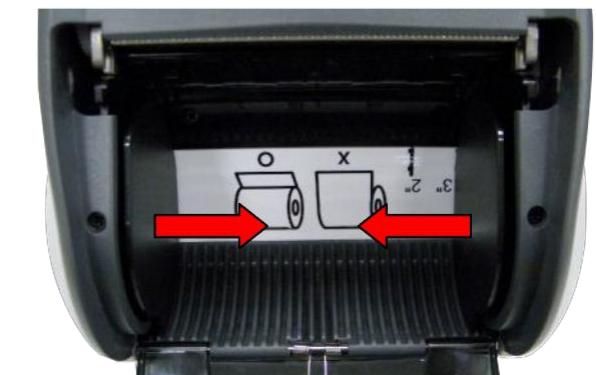
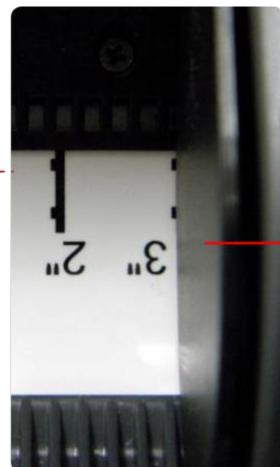
### 3.4 Loading the Media



1. Open the printer media cover by pressing the media cover release button.

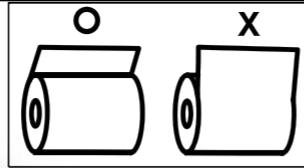


2. Use a coin to rotate the media holder adjustment knob, and the media holder should be placed at the correct place to fit the media roll.



**Note:**

The media holder should be positioned overlap the bold line and remain the media holder alignment indicator visible.



3. Place the media roll at the correct side, and pull out enough paper over the tear edge.



4. Press each side of media cover to close the media cover and make sure the media cover closed correctly.

## 4. Accessories

### 4.1 Install the Belt Clip

|   |   |
|---|---|
|    | <ol style="list-style-type: none"><li>1. Refer to figure beside. Loop the belt clip through the slot below the battery.</li></ol> |
|   | <ol style="list-style-type: none"><li>2. Fasten the belt clip with 2 buttons.</li></ol>   |
|  | <ol style="list-style-type: none"><li>3. The printer can be hung on the belt.</li></ol>   |

## 4.2 Install the IP54-rated environmental case with shoulder strap (Optional)

---

1. Open the case top cover.



Top cover

2. Put the printer into the case.



3. Close the case top cover. And the outside cover should be opened while printing.



Outside cover

## 5. Power-on Utilities

There are three power-on utilities to set up and test printer hardware. These utilities are activated by pressing FEED button(○) then turning on the printer power simultaneously and release the button at different positions of LED indicator.

Please follow the steps below for different power-on utilities.

1. Turn off the printer power switch.
2. Hold on the FEED button(○) then turn on the power switch.
3. Release the button(○) when LED indicates with different positions for different functions.

| <i>Power on utilities</i>               | <b>The positions of LED light will be changed as following pattern:</b> |                |                |                |            |
|---|---|----------------|----------------|----------------|------------|
| <i>Functions</i>                        | <i>LED</i>  | (Solid)        | (5 blinks)     | (5 blinks)     | (5 blinks) |
| <i>1. Media sensor calibration</i>      |   | <i>Release</i> |                |                |            |
| <i>2. Self-test and enter dump mode</i> |   |                | <i>Release</i> |                |            |
| <i>3. Printer initialization</i>        |   |                |                | <i>Release</i> |            |

### 5.1 Media Sensor Calibration

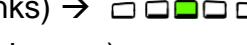
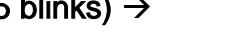
Please follow the steps below to calibrate the media sensor.

1. Turn off the power switch.
2. Hold on the FEED button(○) then turn on the power switch.
3. Release the FEED button(○) when the indicator becomes  and blinking. (Any green will do during the 5 blinks)

- It will calibrate the black mark sensor sensitivity.
- The LEDs will be changed as following order:
  -  (amber) →  (5 blinks) →  (5 blinks) →
  -  (5 blinks) →  (solid green)

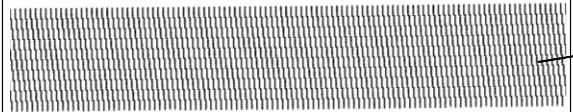
## 5.2 Self-test and Dump Mode

Please follow the steps below.

1. Turn off the power switch.
2. Hold on the FEED button() then turn on the power switch.
3. Release the FEED button() when the indicator becomes  and blinking. (Any green will do during the 5 blinks)
  - The LEDs will be changed as following order:  
 →  (5 blinks) →  (5 blinks) →  (5 blinks) →  (solid green)
4. It calibrates the sensor and measures the media length and prints internal settings then enter the dump mode.
5. Turn off / on the power to resume printer for normal printing.

## ■ Self-test

Printer will print the printer configuration after media 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.

|   |                  |
|---|------------------|
| PRINTER INFO.   |                  |
| MODEL NUMBER:   | M320-B010-100    |
| FIRMWARE VERSION:   |                  |
| SERIAL NO.:   |                  |
| MILEAGE(m):   | 3                |
| CHECKSUM:   | 06ED39DE         |
| SERIAL PORT:  | 9600,N,8,1       |
| CODE PAGE:  | 850              |
| COUNTRY CODE:   | 001              |
| SPEED:  | 2 INCH           |
| DENSITY:  | 12.0             |
| SIZE:   | 2.83 , 2.00      |
| BLINE:  | 0.00 , 0.00      |
| TRANSPARENCY:   | 5                |
| VOLTAGE:  | 8.22 V           |
| TEMPERATURE:  | 27 °C            |
| RESISTANCE:   | 172 ohm          |
| BAD DOT(S):   | 0                |
| *****   |                  |
| BT ADDRESS:   | 00190EA0045A     |
| BT NAME:  | BT-SPP           |
| BT PIN CODE:  | 0000             |
| *****   |                  |
| FILE LIST:  |                  |
| DRAM FILE:  | 0 FILE(S)        |
| FLASH FILE:   | 0 FILE(S)        |
| PHYSICAL DRAM:  | XXXX KBYTES      |
| AVAILABLE DRAM:   | XXX KBYTES FREE  |
| PHYSICAL FLASH:   | XXXX KBYTES      |
| AVAILABLE FLASH:  | XXXX KBYTES FREE |
| END OF FILE LIST  |                  |
| *****   |                  |
|  |                  |
| Print head test pattern   |                  |

## ■ Dump mode

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

ASCII Data → Hex decimal data related to left column of ASCII data

|                |                               |
|----------------|-------------------------------|
| SPEED 2.0      | 53 50 45 45 44 20 32 2E 30 0D |
| DENSITY 8      | 0A 44 45 4E 53 49 54 59 20 38 |
| SET PEEL       | 0D 0A 53 45 54 20 50 45 45 4C |
| OFF DIRE       | 20 4F 46 46 0D 0A 44 49 52 45 |
| CTION 8 G      | 43 54 49 4F 4E 20 30 0D 0A 47 |
| AP 3.0 mm      | 41 50 20 33 2E 30 0D 0A 46    |
| .0.00 mm       | 2C 30 2E 30 2E 30 0D 0A 45 20 |
| REFERENCE      | 55 45 46 52 48 0D 0A 44 45 20 |
| 0 0 SET C      | 30 2C 39 0D 0A 53 45 54 59 0D |
| UTTER OFF      | 55 54 54 4E 52 20 4F 46 46 0D |
| SIZE 100       | 0A 53 49 5A 45 20 31 30 30 2E |
| 02 mm, 65.0    | 30 32 20 0D 0D 2C 36 35 2E 30 |
| 4 mm CLS       | 34 20 6D 6D 0D 0A 43 4C 53 0D |
| BARCODE 1      | 0A 42 41 52 43 4F 44 45 20 31 |
| 44,149, "39    | 34 34 2C 31 34 39 2C 22 33 39 |
| ,120,1.0,      | 22 2C 31 32 30 2C 31 2C 30 2C |
| 2,6, "57114    | 32 2C 36 2C 22 35 37 31 31 34 |
| 3BT* PRIN      | 33 38 54 22 0D 0A 50 52 49 4E |
| T 1.1 SPE      | 54 20 31 2C 31 0D 0A 53 50 45 |
| ED 2.0 DE      | 45 44 20 32 2E 30 0D 0A 44 45 |
| NSITY 8 S      | 4E 53 49 54 59 20 38 0D 0A 53 |
| ET PEEL OF     | 45 54 20 50 4E 45 4C 20 4F 46 |
| F DIRECTI      | 46 0D 0A 44 49 52 45 43 54 49 |
| ON 0 GAP       | 4F 4E 20 30 0D 0A 47 41 50 20 |
| 3.00 mm, 0.    | 33 2E 30 30 20 0D 0D 2C 30 2E |
| 00 mm REF      | 30 30 20 0D 0D 0D 0A 52 45 46 |
| ERENCE 0.0     | 45 52 45 4E 43 45 20 30 2C 30 |
| SET CUTT       | 0D 0A 53 45 54 20 43 55 54 54 |
| ER OFF S1      | 45 52 20 4F 46 46 0D 0A 53 49 |
| ZE 100.02      | 5A 45 20 31 30 30 2E 30 32 20 |
| mm, 65.04 m    | 6D 6D 2C 36 35 2E 30 34 20 6D |
| m CLS BA       | 6D 0D 0A 43 4C 53 0D 0A 42 41 |
| RCODE 144.     | 52 43 4F 44 46 20 31 34 34 2C |
| 149, "39", 1   | 31 34 39 2C 22 33 39 22 2C 31 |
| 20, 1, 6, 2, 6 | 32 30 2C 31 2C 30 20 32 2C 36 |
| ,"571143BT     | 2C 22 35 37 31 31 34 33 38 54 |
| PRINT 1        | 22 0D 0A 50 52 49 4E 54 20 31 |
| ,1             | 2C 31 0D 0A                   |

### Note:

1. Dump mode requires 3" wide paper width.
2. Turn off / on the power to resume printer for normal printing.

## 5.3 Printer Initialization

Printer initialization is used to clear DRAM and restore printer settings to defaults.

Printer initialization is activated by the following procedures.

1. Turn off the power switch.
2. Hold on the FEED button(○) then turn on the power switch.
3. Release the FEED button(○) when the indicator becomes  and blinking. (Any green will do during the 5 blinks).

■ The LEDs will be changed as following:  
 →  →  →  → 

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

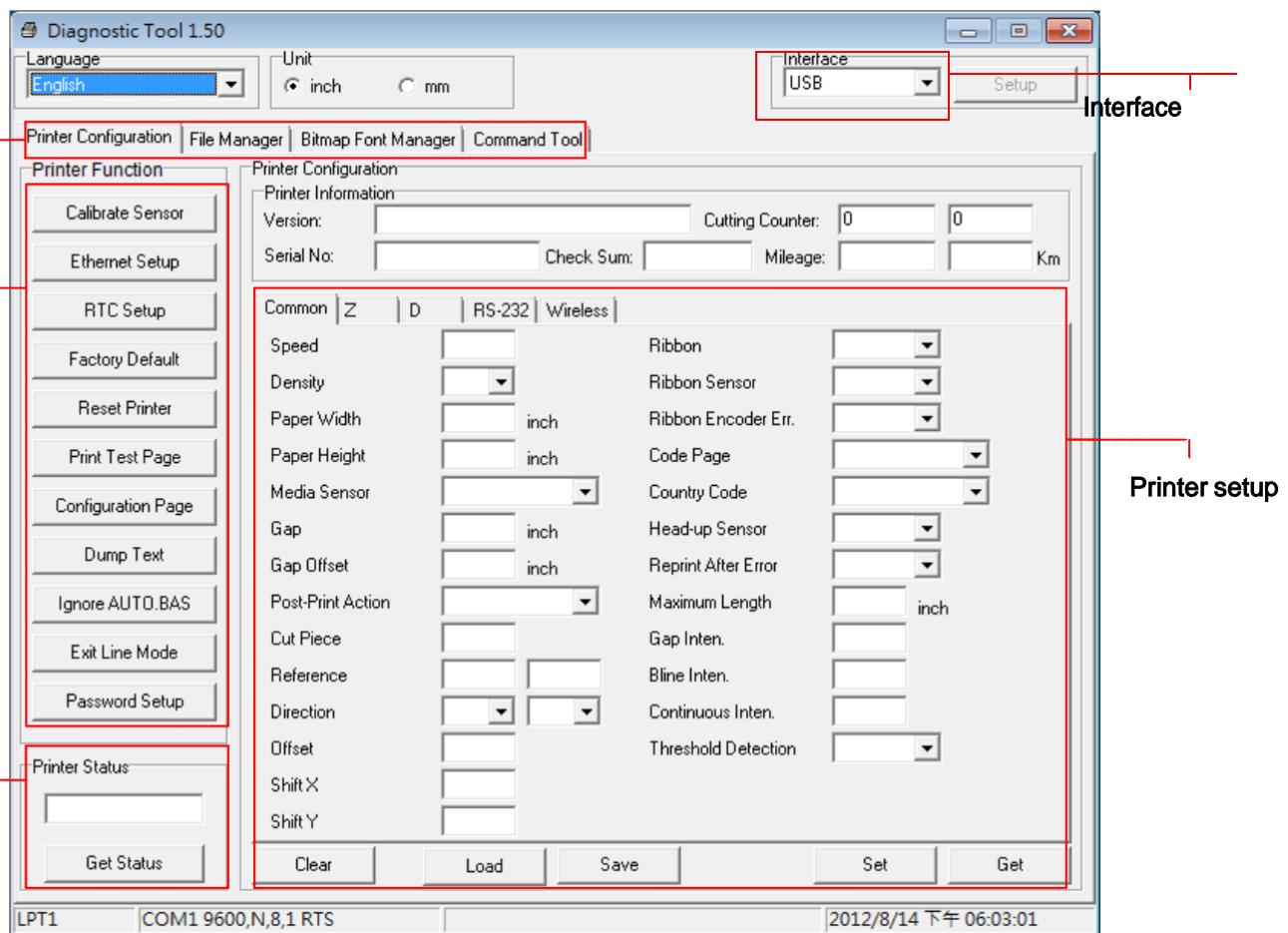
| Parameter            | Default setting                                |
|----------------------|--|
| Speed                | 50.8 mm/sec (2 ips)                            |
| Density              | 8  |
| Media Width          | 2.83" (72 mm)                                  |
| Media Height         | 4" (101.5 mm)                                  |
| Sensor Type          | Black mark sensor (As paper end sensor)        |
| Black Mark Setting   | As paper end sensor                            |
| Print Direction      | 0  |
| Reference Point      | 0,0 (upper left corner)                        |
| Offset               | 0  |
| 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   |

# 6. Diagnostic Tool

Cognitive TPG's Diagnostic Utility is an integrated tool incorporating features that enable you to explore a printer's settings/status; change a printer's settings; download graphics, fonts and firmware; create a printer bitmap font; and send additional commands to a printer. With the aid of this powerful tool, you can review printer status and settings in an instant, which makes it much easier to troubleshoot problems and other issues.

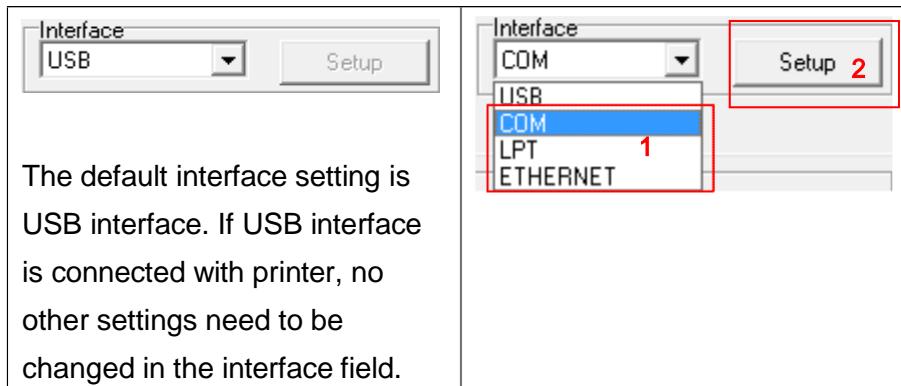
## 6.1 Start the Diagnostic Tool

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



## 6.2 Printer Function

1. Select the PC interface connected with bar code printer.



2. Click the “Printer Function” button to setup.
3. The detail functions in the Printer Function Group are listed as below.

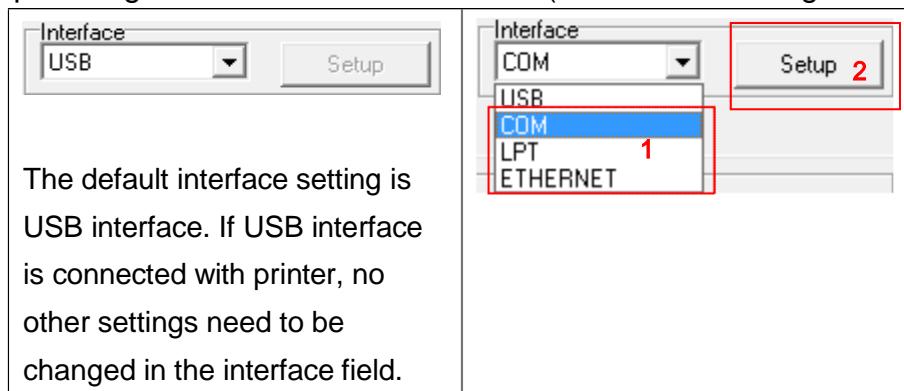
| Function           | Description  |
|--------------------|--|
| Calibrate Sensor   | Calibrate the sensor specified in the Printer Setup group media sensor field                   |
| Ethernet Setup     | Setup the IP address, subnet mask, gateway for the on board Ethernet                           |
| RTC Setup          | Synchronize printer Real Time Clock with PC  |
| Factory Default    | Initialize the printer and restore the settings to factory default. (Please refer section 5.3) |
| Reset Printer      | Reboot printer   |
| Print Test Page    | Print a test page  |
| Configuration Page | Print printer configuration (Please refer section 5.2)   |
| Dump Text          | To activate the printer dump mode.   |
| Ignore AUTO.BAS    | Ignore the downloaded AUTO.BAS program   |
| Exit Line Mode     | Exit line mode.  |
| Password Setup     | Set the password to protect the settings   |

For more information about Diagnostic Tool, please refer to the diagnostic utility quick start guide in the CD disk \ Utilities directory.

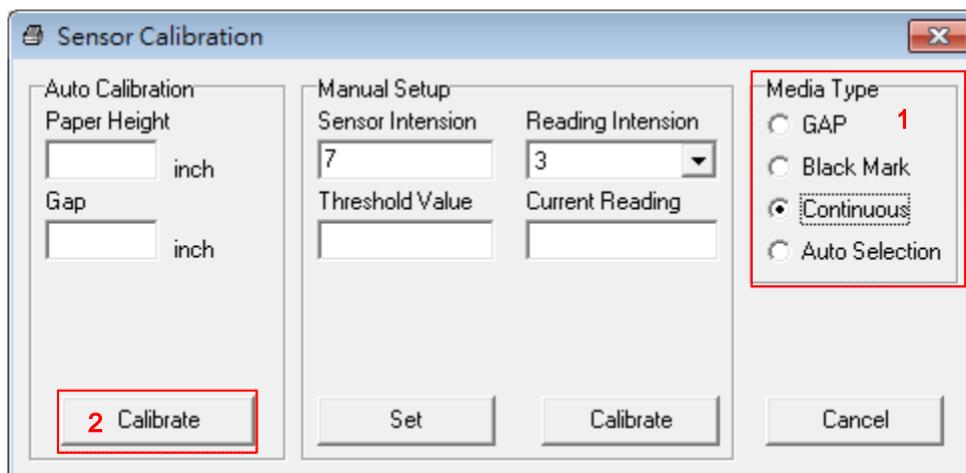
## 6.3 Calibrating Media Sensor by Diagnostic Tool

### 6.3.1 Auto Calibration

1. Make sure the media is installed ready and media cover is closed. (Please refer to section 3.4)
2. Turn on the printer power switch.
3. Open Diagnostic tool and set interface. (The default setting is USB)



4. Click the “Calibrate Sensor” button.
5. Select the media type and click the “Calibrate” button.

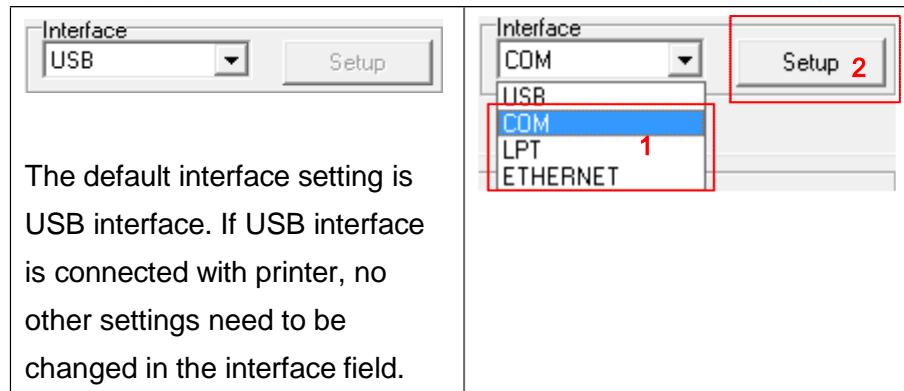


**Note:**

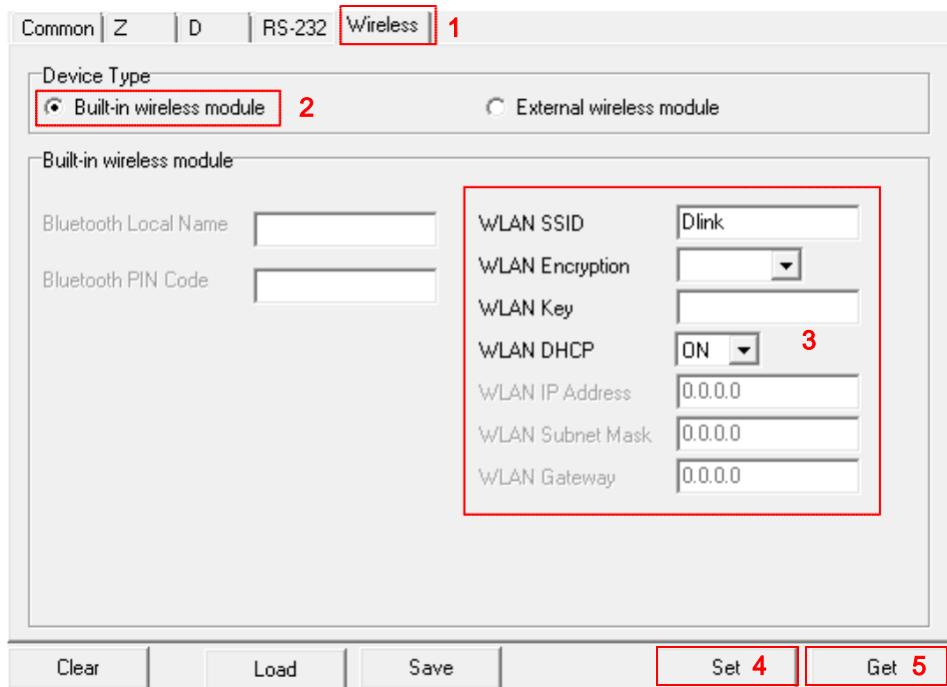
The M3 can only support black mark and continuous of media type.

## 6.4 Setting Wi-Fi by Diagnostic Tool (Optional)

1. Make sure the media is installed ready and media cover is closed. (Please refer to section 3.4)
2. Turn on the printer power switch.
3. Open Diagnostic tool and set interface. (The default setting is USB)



4. Select “Wireless” tab and “Built-in wireless module” item.
5. Enter and select the new WLAN settings in the editor.
6. Press “Set” button to set the new settings to the printer.
7. Press “Get” button to make sure WLAN is set properly.

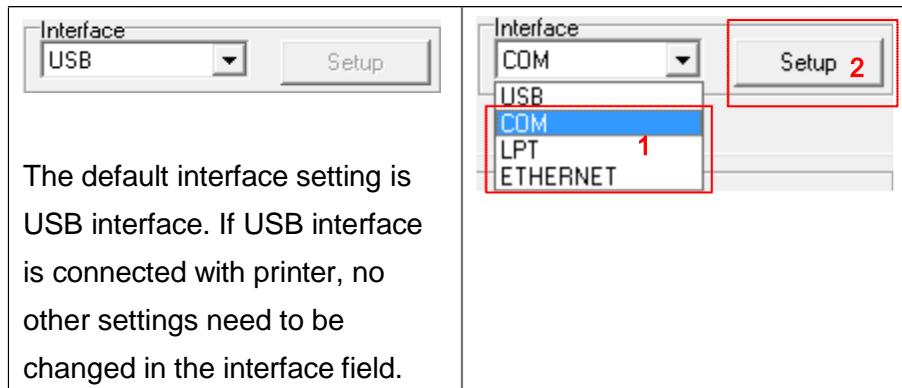


**Note:**

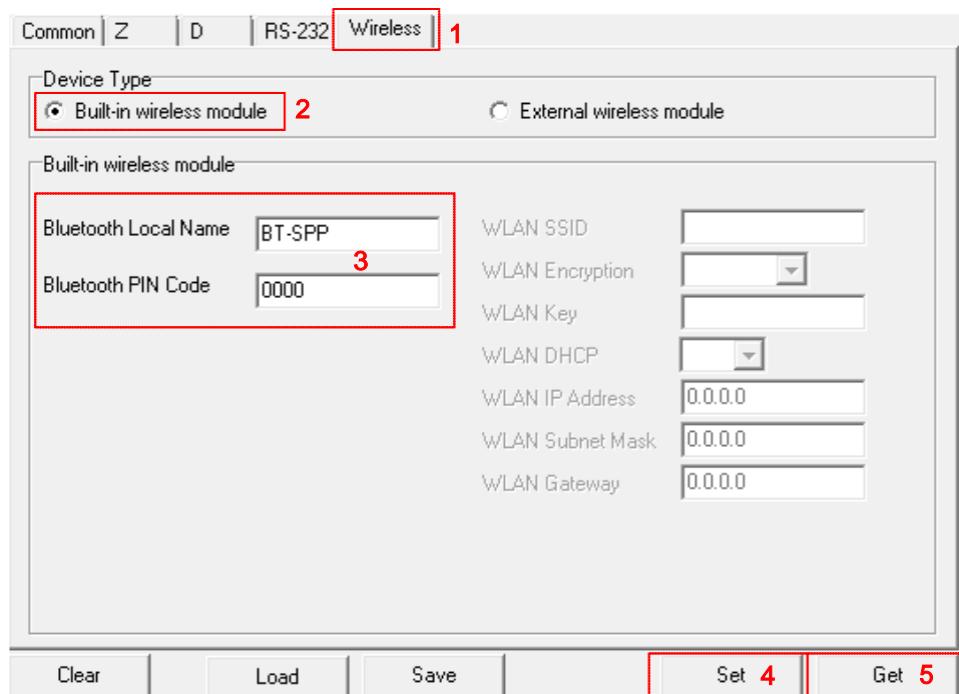
\* The printer connects with the computer via USB cable or RS-232 cable, which are option.

## 6.5 Setting Bluetooth by Diagnostic Tool (Optional)

1. Make sure the media is installed ready and media cover is closed. (Please refer to section 3.4)
2. Turn on the printer power switch.
3. Open Diagnostic tool and set interface. (The default setting is USB)



4. Select “Wireless” tab and “Built-in wireless module” item.
5. Enter the new BT Local Name or BT PIN Code in the editor.
6. Press “Set” button to set the new BT name or BT PIN code of the printer.
7. Press “Get” button to get back the settings. Make sure the Bluetooth module settings are set properly.



**Note:**

\* The printer connects with the computer via USB cable or RS-232 cable, which are option.

# 7. Troubleshooting

## 7.1 Common Problems

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

| Problem  | Possible Cause   | Recovery Procedure  |
|--|--|---|
| <b>Power indicator does not illuminate</b>                         | * The battery is not properly installed.<br>* The battery is dead.   | * Reinstall the battery.<br>* Switch the printer on.<br>* Charge the battery.   |
| - The printer status from DiagTool shows “ <b>Head Open</b> ”.     | * The printer carriage is open.  | * Please close the print carriage.  |
| - The printer status from DiagTool shows “ <b>Out of Paper</b> ”.. | * Running out of media roll.<br>* The media is installed incorrectly.<br>* Black mark sensor is not calibrated.  | * Supply a new media roll.<br>* Please refer to the steps on section 3.4 to reinstall the media roll.<br>* Calibrate the black mark sensor.   |
| - The printer status from DiagTool shows “ <b>Paper Jam</b> ”.     | * Black mark sensor is not set properly.<br>* Make sure media size is set properly.<br>* Media may be stuck inside the printer mechanism.                      | * Calibrate the black mark sensor.<br>* Set media size correctly.   |
| <b>Memory full (FLASH / DRAM )</b>                                 | * The space of FLASH/DRAM is full.   | * Delete unused files in the FLASH/DRAM.<br>* The max. numbers of DRAM is 256 files.<br>* The max. user addressable memory space of DRAM is 256KB.<br>* The max. numbers of file of FLASH is 256 files.<br>* The max. user addressable memory space of FLASH is 2560KB. |
| <b>Poor Print Quality</b>  | * Media is loaded incorrectly<br>* Dust or adhesive accumulation on the print head.<br>* Print density is not set properly.<br>* Printhead element is damaged. | * Reload the supply.<br>* Clean the print head.<br>* Clean the platen roller.<br>* Adjust the print density and print speed.<br>* Run printer self-test and check the print head test pattern if there is dot missing in the pattern.<br>* Change proper media roll.    |
| <b>Missing printing on the left or right side of label</b>         | * Wrong label size setup.  | * Set the correct label size.   |
| <b>Gray line on the blank label</b>                                | * The print head is dirty.<br>* The platen roller is dirty.  | * Clean the print head.<br>* Clean the platen roller.   |

|                           |   |   |
|---------------------------|---|---|
| <b>Irregular printing</b> | <ul style="list-style-type: none"><li>* The printer is in Hex Dump mode.</li><li>* The RS-232 setting is incorrect.</li></ul> | <ul style="list-style-type: none"><li>* Turn off and on the printer to skip the dump mode.</li><li>* Re-set the Rs-232 setting.</li></ul> |
|---------------------------|---|---|

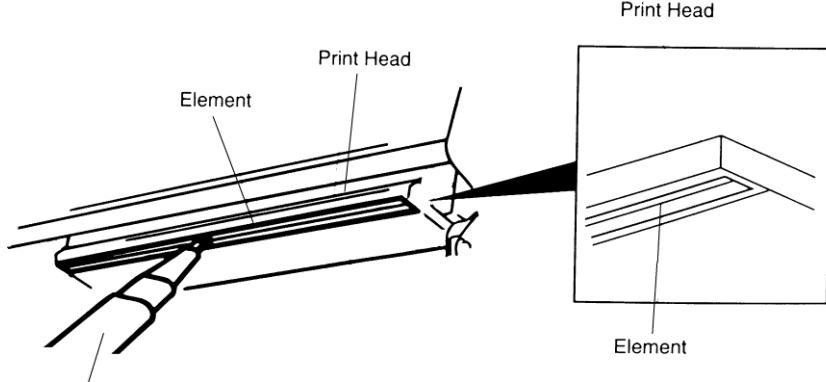
## 8. Maintenance

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

1. Please use one of following material to clean the printer.

- Cotton swab
- Lint-free cloth
- Vacuum / Blower brush
- 100% Ethanol or Isopropyl Alcohol

2. The cleaning process is described as following,

| Printer Part      | Method  | Interval   |
|-------------------|---|--|
| Print Head        | <ol style="list-style-type: none"><li>1. Always turn off the printer before cleaning the print head.</li><li>2. Allow the print head to cool for a minimum of one minute.</li><li>3. Use a cotton swab and 100% Ethanol or Isopropyl Alcohol to clean the print head surface.</li></ol>   | Clean the print head when changing a new label roll    |
| Print Head        |  A technical diagram of a printer's print head. It shows a long, rectangular component with several internal horizontal lines labeled 'Element'. A 'Head Cleaner Pen' is shown being applied to the surface of the print head. The entire assembly is labeled 'Print Head' at the top. |  |
| Platen Roller     | <ol style="list-style-type: none"><li>1. Turn the power off.</li><li>2. Rotate the platen roller and wipe it thoroughly with water.</li></ol>   | Clean the platen roller when changing a new label roll |
| Tear Bar/Peel Bar | Use the lint-free cloth with 100% ethanol to wipe it.   | As needed  |
| Sensor            | Compressed air or vacuum  | Monthly  |
| Exterior          | Wipe it with water-dampened cloth   | As needed  |
| Interior          | Brush or vacuum   | As needed  |

**Note:**

- Do not touch printer head by hand. If you touch it accidentally, please use ethanol to clean it.
- Please use 100% Ethanol or Isopropyl Alcohol. DO NOT use medical alcohol, which may damage the printer head.
- Regularly clean the print head and supply sensors.

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M320-UG-00001