



# User Manual



EZ1105 / EZ1305



P/N. 920-013611-02  
Rev. B, 05.2010

## **FCC COMPLIANCE STATEMENT FOR AMERICAN USERS**

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

## **EMS AND EMI COMPLIANCE STATEMENT FOR EUROPEAN USERS**

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

### **EZ1105 / EZ1305 TO WHICH THIS DECLARATION RELATES IS IN CONFORMITY WITH THE FOLLOWING STANDARDS**

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

#### **CAUTION**

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

Only use with power supply adapter model: WDS060240 (7A).

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

Specifications are subject to change without notice.

# Safety instructions

Please read the following instructions carefully.

1. Keep the equipment away from humidity.
2. Before you connect the equipment to the power outlet, please check the voltage of the power source.
3. Make sure the printer is off before plugging the power connector into the power jack.
4. It is recommended that you connect the printer to a surge protector to prevent possible transient overvoltage damage.
5. Be careful not to get liquid on the equipment to avoid electrical shock.
6. For safety and warranty reasons, ONLY qualified service personnel should open the equipment.
7. Do not repair or adjust energized equipment under any circumstances.

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# 1. Barcode printer

## 1-1. Box Contents

Please check that all of the following items are included with your printer:

- ◆ Barcode printer
- ◆ Power cord
- ◆ AC adapter
- ◆ USB cable
- ◆ Label stock
- ◆ Ribbon
- ◆ Empty ribbon core
- ◆ Label supply hub
- ◆ Label guide plates (set of 2)
- ◆ Quick reference guide
- ◆ CD (with QLabel label software / user manual)

## 1-2. Specifications

Model	EZ1105	EZ1305
<b>Print Method</b>	Thermal Transfer / Direct Thermal	
<b>Resolution</b>	203 dpi (8 dot/mm)	300 dpi (12 dot/mm)
<b>Print Speed</b>	4 IPS (102 mm/s)	3 IPS (76.2 mm/s)
<b>Print Width</b>	4.25" (108 mm)	4.16" (105.7 mm)
<b>Print Length</b>	Min. 0.16" (4 mm)** Max. 68" (1727 mm)	Min. 0.16" (4 mm)** Max. 30" (762 mm)
<b>Memory</b>	4MB Flash (2MB for user storage) ; 8MB SDRAM	
<b>Sensor Type</b>	Fixed transmissive sensor and reflective sensor.	
<b>Media</b>	Types: Continuous form, gap labels, black mark sensing, and punched hole; label length set by auto sensing or programming Width: 1" (25.4 mm) Min. - 4.64" (118 mm) Max. Thickness: 0.003" (0.06 mm) Min. - 0.008" (0.20 mm) Max. Label roll diameter: Max. 5" (127 mm) Core diameter: 1", 1.5" (25.4 mm, 38.1 mm)	
<b>Ribbon</b>	Types: Wax, wax/resin, resin Length: 360' (110 m) Width: 1.18" Min - 4.33" (30 mm - 110 mm) Max Ribbon roll diameter.: 1.57" (40 mm) Core diameter: 0.5" (12.7 mm) with notch	
<b>Printer Language</b>	EZPL, GEPL (Godex Eltron® Printer Language), GZPL (Godex Zebra® Printer Language)	
<b>Software</b>	Label design software: QLabel-IV (for EZPL only) Driver & DLL: Windows 2000, XP and Vista	
<b>Resident Fonts</b>	Bitmap fonts: 6, 8, 10, 12, 14, 18, 24, 30, 16X26 and OCR A & B Bitmap fonts 90°, 180°, 270° rotatable, single characters 90°, 180°, 270° rotatable Bitmap fonts 8 times expandable in horizontal and vertical directions Scalable fonts 90°, 180°, 270° rotatable	
<b>Download Fonts</b>	Bitmap fonts 90°, 180°, 270° rotatable, single characters 90°, 180°, 270° rotatable Asian fonts 90°, 180°, 270° rotatable and 8 times expandable in horizontal and vertical directions Scalable fonts 90°, 180°, 270° rotatable	

<b>Barcodes</b>	1-D Bar codes: Code 39, Code 93, Code 128 (subset A, B, C), UCC/EAN-128 K-Mart, UCC/EAN-128, UPC A / E (add on 2 & 5), I 2 of 5, I 2 of 5 with Shipping Bearer Bars, EAN 8 / 13 (add on 2 & 5), Codabar, Post NET, EAN 128, DUN 14, HIBC, MSI (1 Mod 10), Random Weight, Telepen, FIM, China Postal Code, RPS 128 and GS1 DataBar
	2-D Bar codes: PDF417, Datamatrix code, MaxiCode, QR code and Micro QR code
<b>Code Pages</b>	CODEPAGE 437, 850, 851, 852, 855, 857, 860, 861, 862, 863, 865, 866, 869, 737 WINDOWS 1250, 1251, 1252, 1253, 1254, 1255 Unicode (UTF8, UTF16)
<b>Graphics</b>	Resident graphic file types are BMP and PCX, other graphic formats are downloadable from the software
<b>Interfaces</b>	USB port (default on)
<b>Control Panel</b>	One Tri-color LED: Power (Green, Orange and Red) Control key: FEED
<b>Power</b>	Auto Switching 100-240VAC, 50-60Hz
<b>Environment</b>	Operation temperature: 41°F to 104°F (5°C to 40°C) Storage temperature: -4°F to 122°F (-20°C to 50°C)
<b>Humidity</b>	Operation: 30-85%, non-condensing. Storage: 10-90%, non-condensing.
<b>Agency Approvals</b>	CE(EMC), FCC Class A, CB, CCC
<b>Dimension</b>	Length: 10" (254 mm) Height: 6.7" (170 mm) Width: 8.8" (224 mm)
<b>Weight</b>	5.5 lbs (2.5Kg) ,excluding consumables
<b>Options</b>	Internal RS-232 card Ethernet 10/100Mbps print server (default off; disables USB when in use) External label roll holder for 10" (250 mm) O.D. label rolls External label rewinder

*\*Specifications are subject to change without notice. All company and/or product names are trademarks and/or registered trademarks of their respective owners.*

*\*\* Minimum print height specification compliance can be dependent on non-standard material variables such as label type, thickness, spacing, liner construction, etc. Godex is pleased to test non-standard materials for minimum height printing capability.*

## 1-3. Interfaces

### USB port

Connector type : Type B

Pin No.	1	2	3	4
Function	VBUS	D-	D+	GND

### Serial port (optional)

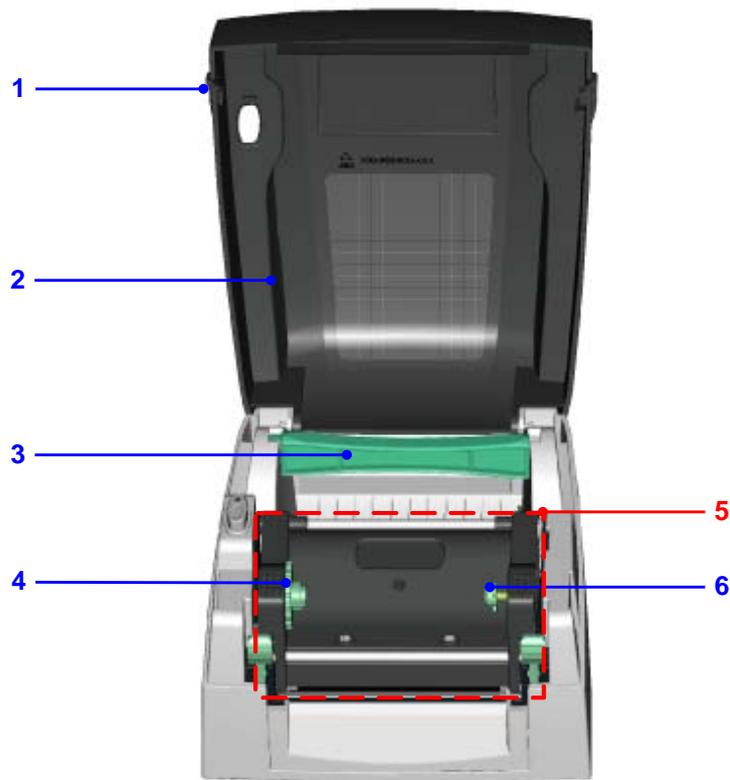
Default settings : Baud rate 9600, no parity, 8 data bits, 1 stop bit, XON/XOFF protocol and RTS/CTS

RS232 housing (9-pin to 9-pin)

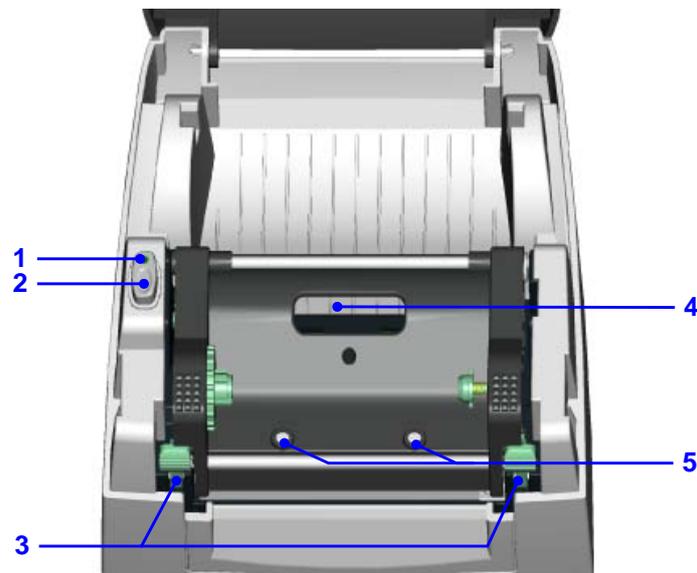
DB9 socket		DB9 plug
---	1	+5V, max 500mA
RXD	2	TXD
TXD	3	RXD
DTR	4	N/C
GND	5	GND
DSR	6	RTS
RTS	7	CTS
CTS	8	RTS
RI	9	N/C
Computer		Printer

***【Note】*** The total current to the serial port may not exceed 500 mA.

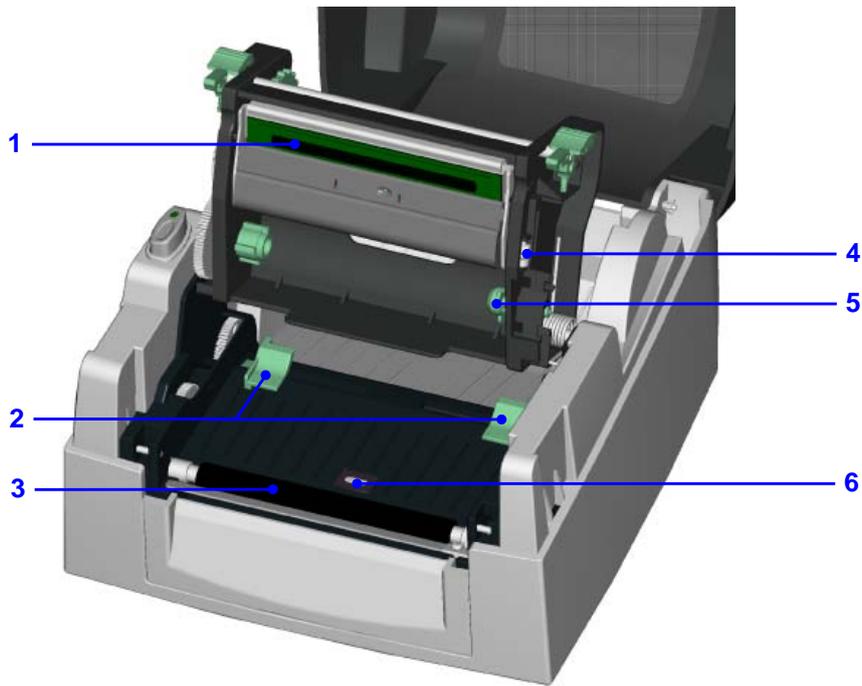
## 1-4. Getting to know your printer



1.	Release buttons for opening the printer cover
2.	Printer cover
3.	Label supply hub
4.	Ribbon feed mechanism
5.	Print mechanism
6.	Holder for ribbon rewind core



1.	LED
2.	FEED button
3.	Release catches (left/right)
4.	Ribbon viewing window
5.	Screws for adjusting the print head pressure (left/right)



1.	Print head
2.	Label guides
3.	Paper feed roller
4.	Screw for adjusting the print line
5.	Holder for ribbon supply core
6.	Label sensor



1.	Feed slot for continuous labels
2.	On/off switch
3.	Power jack
4.	USB port
5.	Ethernet port (optional)
6.	Serial port / RS-232 (optional)

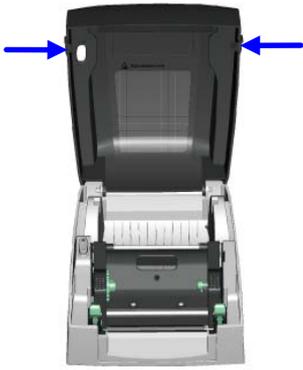
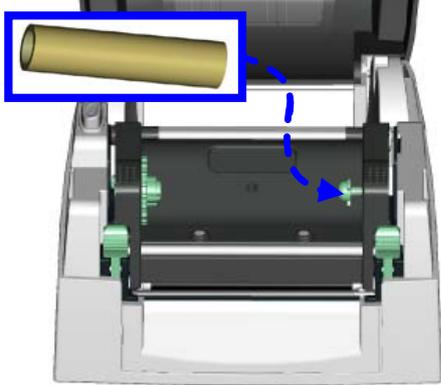
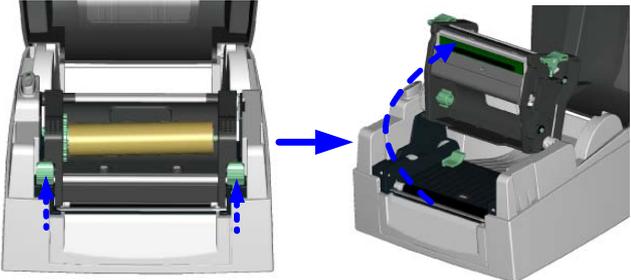
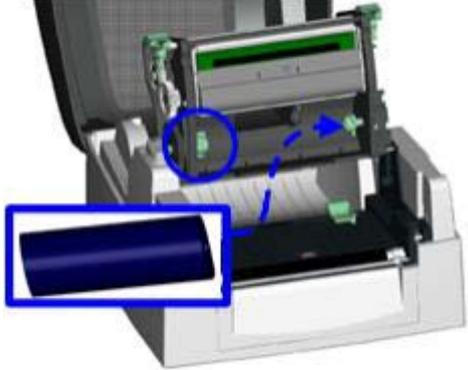
## 2. Printer setup

This printer supports the following printing methods:

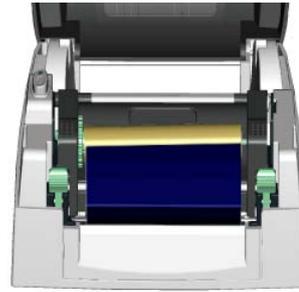
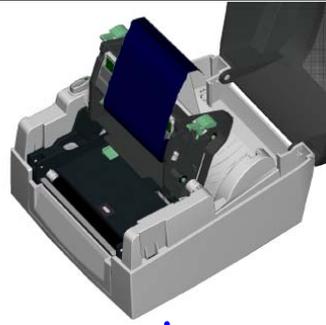
Thermal transfer printing (TTP)	Requires a ribbon for transferring a printed image to a medium.
Direct thermal printing (DTP)	Does not require a ribbon, only thermal paper.

Please check which printing method you are using and alter the settings accordingly in the printer driver and/or software.

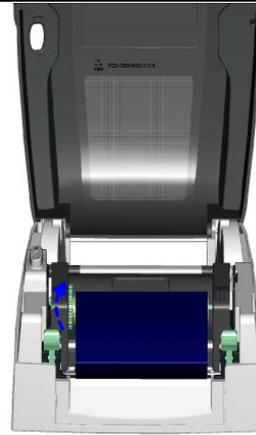
### 2-1. Loading the ribbon

<p>1. Place the printer on a flat surface. To open the printer cover, press the release buttons on both sides of the printer housing and lift the cover.</p>	
<p>2. Install the ribbon rewind core by placing first its right-hand side and then its left-hand side on the holder.</p>	
<p>3. Release and lift the print mechanism.</p>	
<p>4. Install a new ribbon by placing first its right-hand side and then its left-hand side on the holder at the back.</p> <p><b>【Note】</b> When installing the ribbon and empty core, please make sure to align them so the lug on the holder slots into the notch on the ribbon core.</p>	

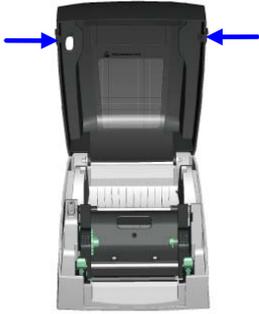
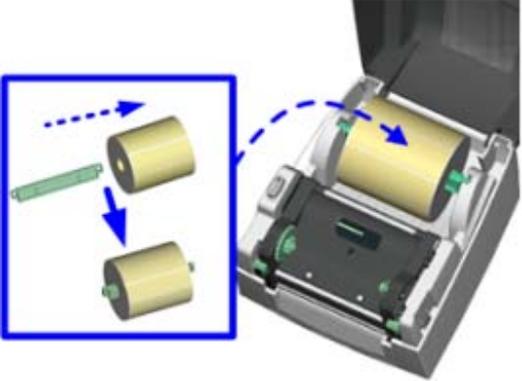
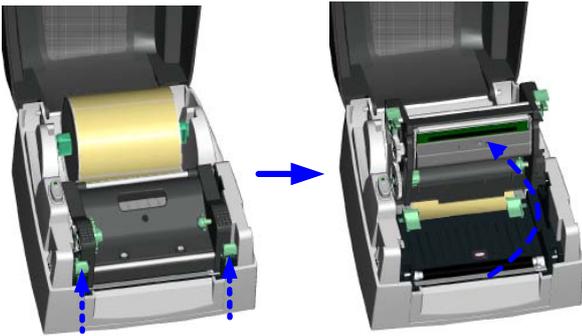
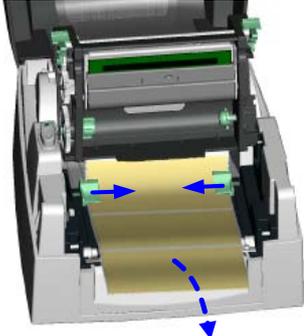
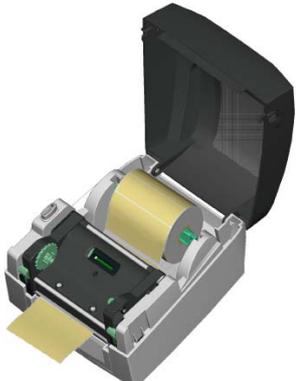
5. Pass the ribbon under the print head.
6. Attach the ribbon to the empty core with the adhesive strip at the end of the ribbon.



7. Turn the ribbon feed mechanism to tighten the ribbon until it has no wrinkles.
8. Close the print mechanism, making sure that it clicks into place.

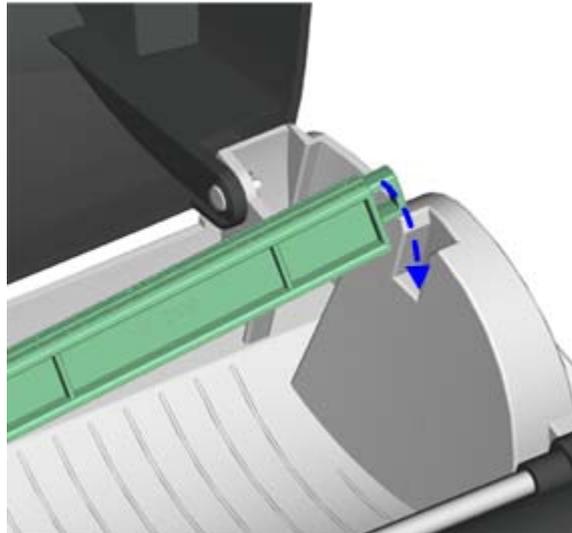
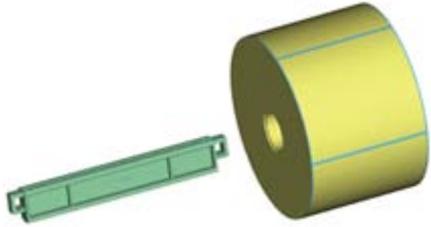


## 2-2. Loading the label roll

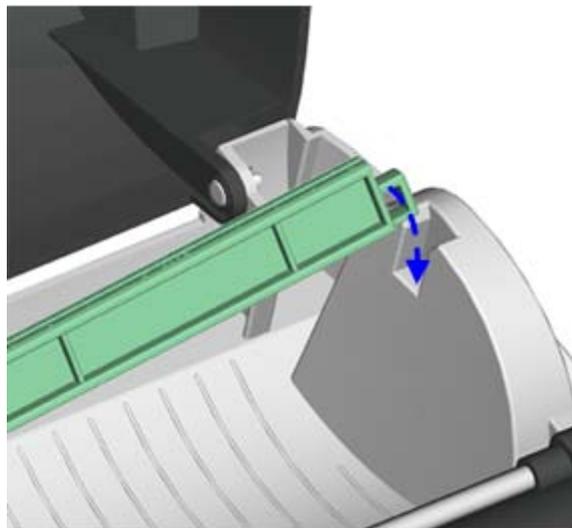
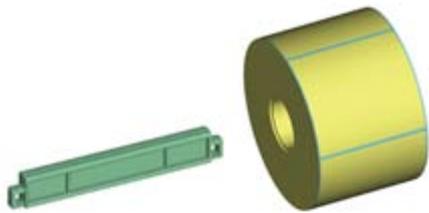
<p>1. Open the printer cover by pressing the release buttons on both sides of the printer housing and lifting the cover.</p>	
<p>2. Place the label roll on the label supply hub.</p>	
<p>3. Release the print mechanism and lift it.</p>	
<p>4. Pass the labels through the paper guides up to the tear-off plate.</p> <p>5. Adjust the paper guides to the label width.</p>	
<p>6. Close the print mechanism.</p>	

## 2-3. Installing the label supply hub

(A) Installing the label supply hub for 1" cores

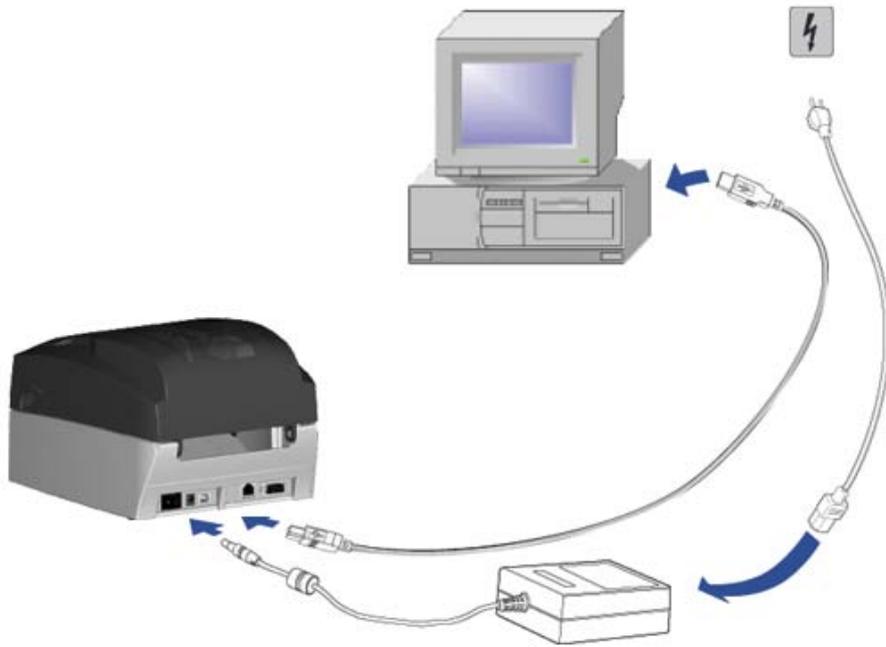


(B) Installing the label supply hub for 1.5" cores



## 2-4. Connecting the printer to the host computer

1. Please make sure that the printer is switched off.
2. Connect the power cord to the AC adapter and connect the adapter to the printer.
3. Connect the USB / parallel cable to the printer and host computer.
4. Switch on the printer. The operator panel should now light up.



## 2-5. Installing the driver

1. Insert the product CD in the CD/DVD drive of the host computer and open the "Windows Drivers" folder on the CD.
2. Select the icon for the driver file and click it to start the installation.

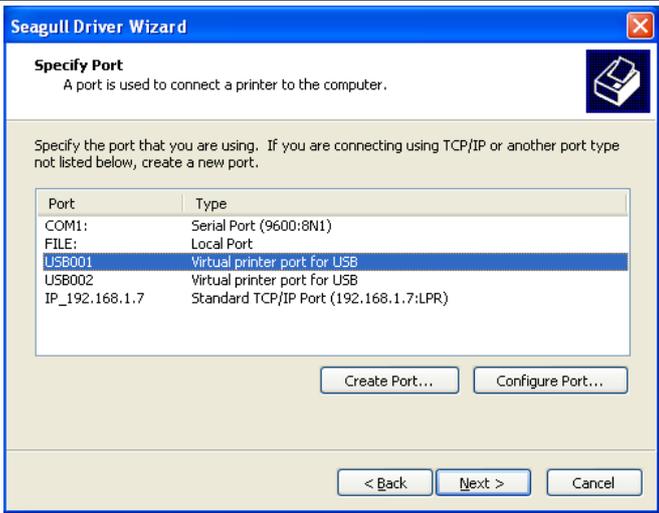
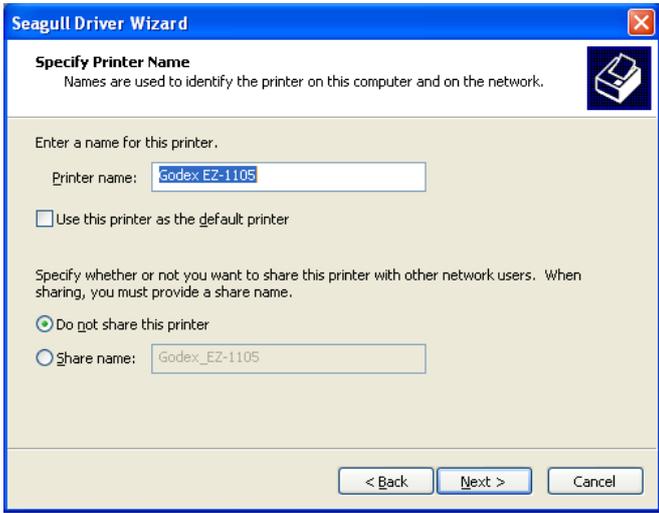


3. Follow the instructions on the screen. The Driver Wizard guides you through the installation procedure.
4. Select "Install printer drivers".



5. Specify your printer model.



<p>6. Specify the port used to connect the printer to the host computer.</p>	 <p><b>Seagull Driver Wizard</b></p> <p><b>Specify Port</b> A port is used to connect a printer to the computer.</p> <p>Specify the port that you are using. If you are connecting using TCP/IP or another port type not listed below, create a new port.</p> <table border="1"> <thead> <tr> <th>Port</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>COM1:</td> <td>Serial Port (9600:8N1)</td> </tr> <tr> <td>FILE:</td> <td>Local Port</td> </tr> <tr> <td>USB001</td> <td>Virtual printer port for USB</td> </tr> <tr> <td>USB002</td> <td>Virtual printer port for USB</td> </tr> <tr> <td>IP_192.168.1.7</td> <td>Standard TCP/IP Port (192.168.1.7:LPR)</td> </tr> </tbody> </table> <p>Buttons: Create Port..., Configure Port..., &lt; Back, Next &gt;, Cancel</p>	Port	Type	COM1:	Serial Port (9600:8N1)	FILE:	Local Port	USB001	Virtual printer port for USB	USB002	Virtual printer port for USB	IP_192.168.1.7	Standard TCP/IP Port (192.168.1.7:LPR)
Port	Type												
COM1:	Serial Port (9600:8N1)												
FILE:	Local Port												
USB001	Virtual printer port for USB												
USB002	Virtual printer port for USB												
IP_192.168.1.7	Standard TCP/IP Port (192.168.1.7:LPR)												
<p>7. Enter a printer name and assign the appropriate rights.</p>	 <p><b>Seagull Driver Wizard</b></p> <p><b>Specify Printer Name</b> Names are used to identify the printer on this computer and on the network.</p> <p>Enter a name for this printer.</p> <p>Printer name: <input type="text" value="Godex EZ-1105"/></p> <p><input type="checkbox"/> Use this printer as the default printer</p> <p>Specify whether or not you want to share this printer with other network users. When sharing, you must provide a share name.</p> <p><input checked="" type="radio"/> Do not share this printer</p> <p><input type="radio"/> Share name: <input type="text" value="Godex_EZ-1105"/></p> <p>Buttons: &lt; Back, Next &gt;, Cancel</p>												
<p>8. Once the installation is complete, a summary of the printer settings is displayed.</p> <p>9. Check whether the printer settings are correct and click "Finish" to start copying the driver files.</p> <p>10. Wait until copying is complete, then finish the installation.</p>	 <p><b>Seagull Driver Wizard</b></p> <p><b>Completing the Seagull Driver Wizard</b></p> <p>A new printer will be installed using the following settings:</p> <p>Name: Godex EZ-1105 Share name: &lt;Not Shared&gt; Port: USB001 Default: No Manufacturer: Godex Model: Godex EZ-1105 Version: 7.1.6 M-4 (05/20/2009)</p> <p>To begin the driver installation process, click Finish.</p> <p>Buttons: &lt; Back, Finish, Cancel</p>												
<p>11. Once the driver installation is complete, the new printer should appear in the "Printers and Faxes" folder.</p>	 <p><b>Printers and Faxes</b></p> <p>Address: Printers and Faxes</p> <p>Printer Tasks: Add a printer</p> <p>Godex EZ-1105 0 Ready</p>												

## 3. Operator panel

### 3-1. FEED button

When you press the FEED button, the printer moves the label to the defined stop position. If you are using continuous labels, pressing the FEED button will move label stock until you release the button again. If you are using individual labels, pressing the FEED button will move only one label. If the label does not stop at the correct position, you need to run the auto-detection function on the label stock (see Section 3-3).

### 3-2. LED indicators

	LED	Status	Description
	Green	<b>Standby mode</b>	The printer is ready for operation.
	Red (flashing)	<b>Error mode</b>	The printer has detected an error. (See Section <b>3-5. Error alerts</b> )

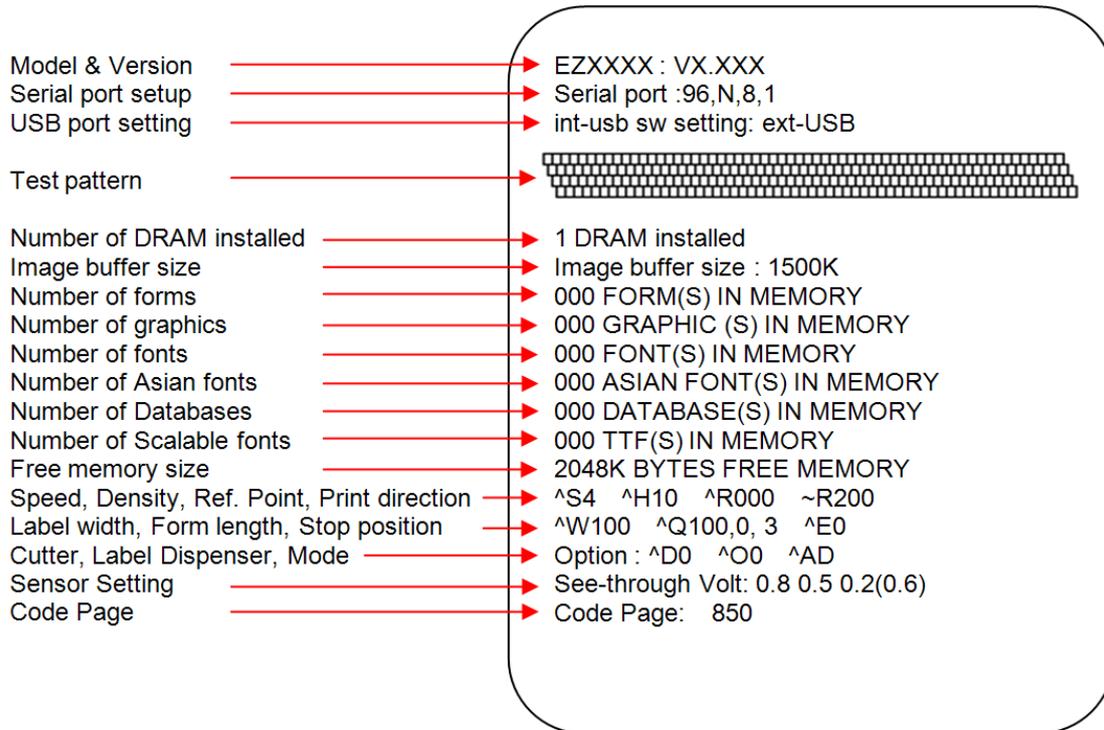
### 3-3. Label size calibration

The printer can automatically detect and store label height. That means the host computer does not need to transmit the label height to the printer.

1. Check that the label stock is loaded correctly.
2. Switch off the printer.
3. Switch on the printer, keeping the FEED button pressed. When the LED starts to flash red, release the FEED button. The printer will now measure the label stock and store the label height.
4. Once the printer has successfully measured the label stock, it will print a self-test label.

### 3-4. Self test

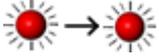
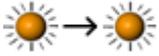
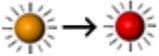
The self-test function lets you check whether the printer is functioning normally.  
The contents of a self-test printout are listed below.



### 3-5. Error alerts

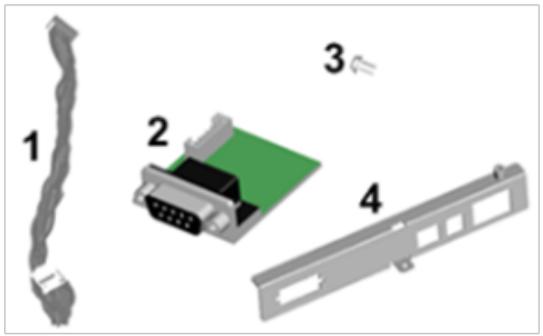
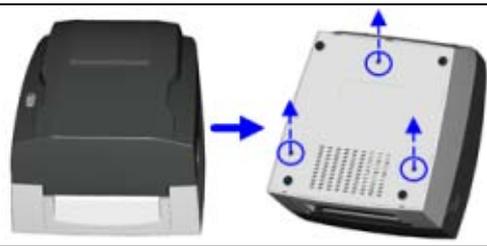
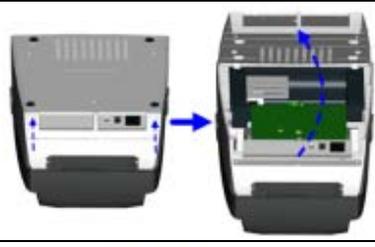
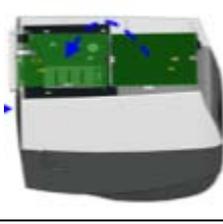
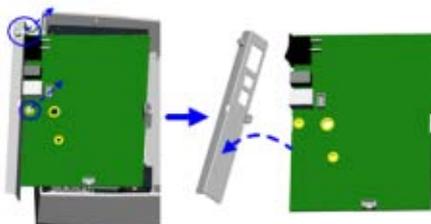
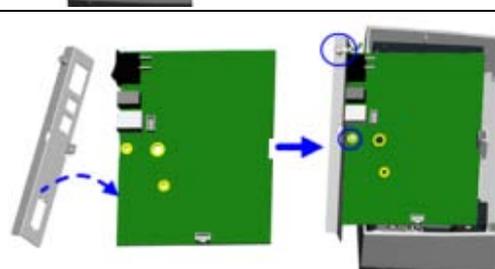
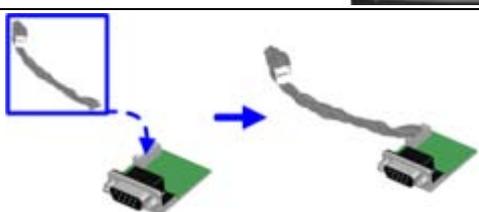
The table below lists the error alerts you may see in the event of a problem that prevents normal functioning of the printer, allowing you to identify and correct the problem.

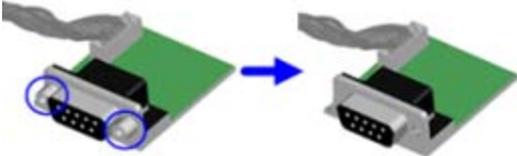
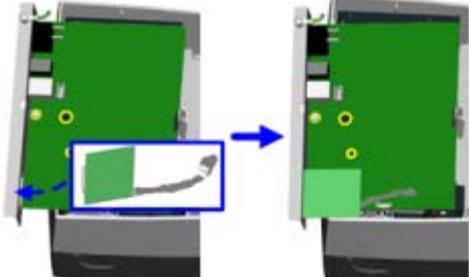
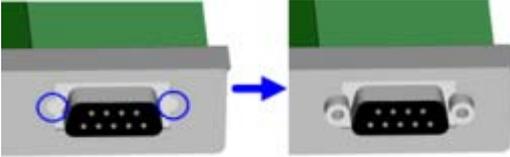
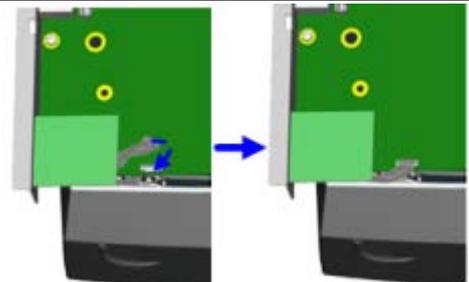
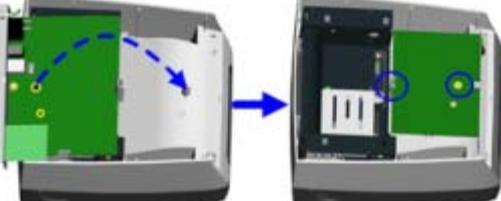
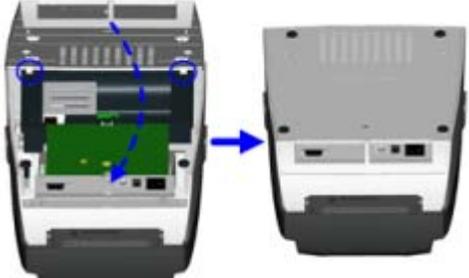
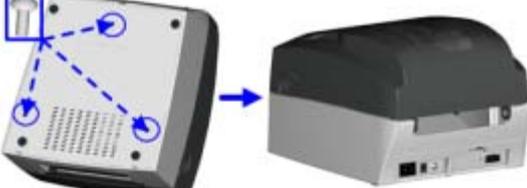
<b>Flashing frequency</b>		Fast flashing		Slow flashing		Light on
<b>Colour</b>		Red		Orange		

LED indicator	Description		Solution
	Media error	Unable to detect the paper.	Run the auto-detection function again.
		The ribbon or labels are finished.	Replace the ribbon or label roll.
		Paper jam.	Possible reasons: The paper feed roller is blocked. No gap or black mark could be detected.
	Settings error	No ribbon is loaded, but thermal transfer mode is selected as printing mode.	1. To work in thermal transfer mode, load a ribbon. 2. Alternatively, select the direct thermal printing mode.
	Memory error	The memory is full. The printer also prints the message "Memory full".	Delete data you no longer need from the printer memory.
		Unable to find file. The printer also prints the message "Filename cannot be found".	Use the "~X4" command to print a list of all existing file names. Check whether the file name is correct.
		File name already exists. The printer also prints the message "Filename is repeated".	Change the name of the file and try storing it on the printer again.
	Print head error	The print head temperature is too high.	Wait for the print head to cool down to operating temperature. The printer will then switch to standby mode and the LED will stop flashing.

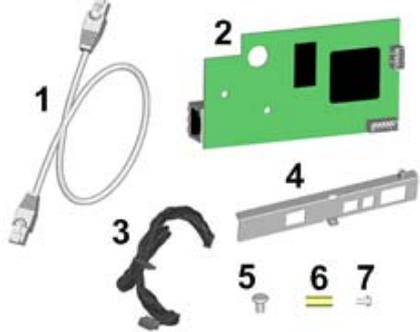
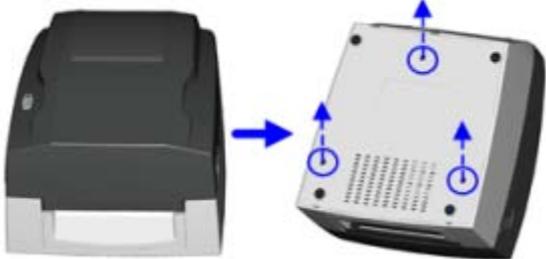
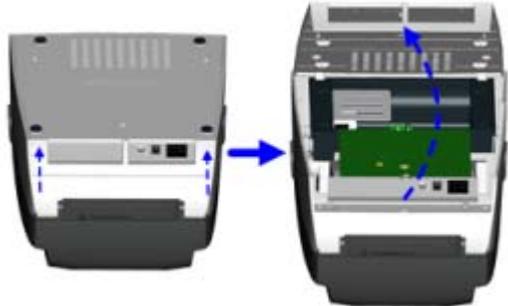
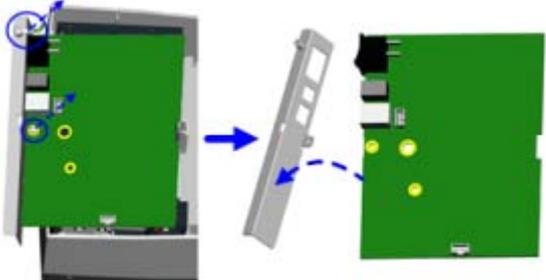
## 4. Accessories

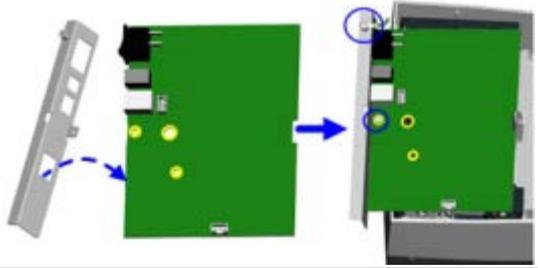
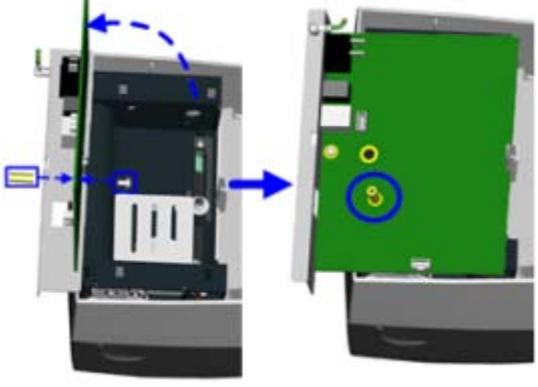
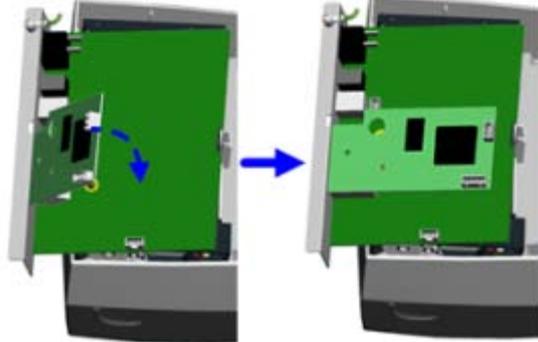
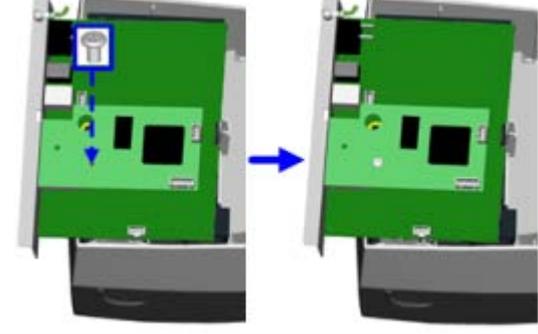
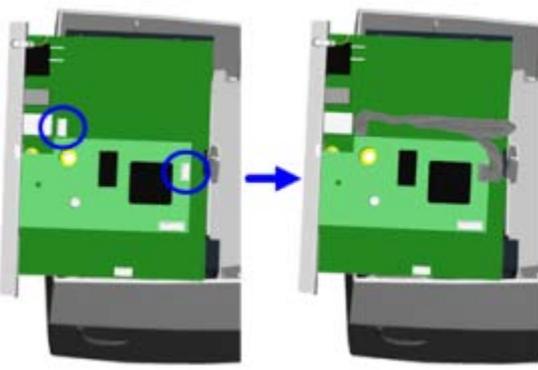
### 4-1. Installing the RS-232 module (serial port)

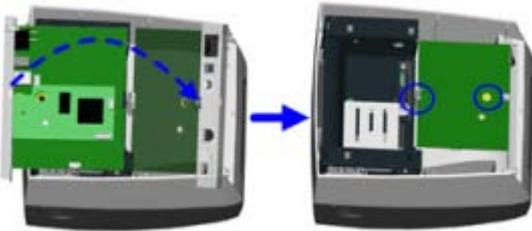
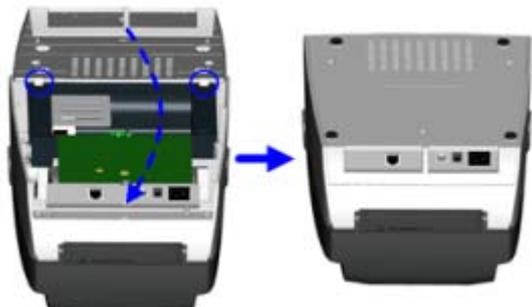
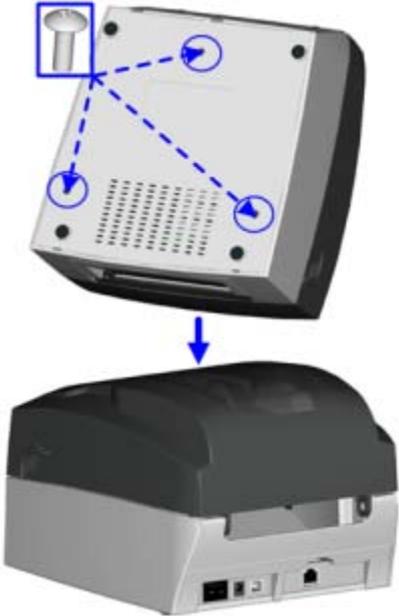
1	Module connection cable	
2	RS-232 module (serial port)	
3	Fastening screw	
4	RS-232 bracket	
<p><b>【Caution】</b> Please make sure that you take precautions to prevent electrostatic discharge during the installation.</p>		
1.	<p>Make sure that the printer is switched off and the power cord disconnected from the printer. You should work on a clean, flat surface. Turn the printer upside down and remove the three screws marked in the illustration from the printer housing.</p>	
2.	<p>Pull the bottom part of the housing upwards to remove it as shown in the illustration.</p>	
3.	<p>Hold the motherboard by the back panel and pull it up. Then turn it over and place it on the print mechanism face down.</p>	
4.	<p>To remove the motherboard back panel, unscrew the earthing screw and the back panel fastening screw.</p>	
5.	<p>Secure the RS232 bracket supplied with the printer on the motherboard using the fastening screw and the earthing screw.</p>	
6.	<p>Plug one end of the connection cable into the module.</p>	

<p>7. Remove the two hex screws on the left and right of the RS-232 module (serial port).</p>	
<p>8. Push the RS232 module through the opening of the RS232 bracket supplied.</p>	
<p>9. Secure the RS-232 module using the hex screws you removed earlier.</p>	
<p>10. Now plug the other end of the connection cable into the motherboard socket.</p>	
<p>11. Return the motherboard to its original position (before the installation). Please make sure that the screw holes are not covered by cables or the motherboard.</p>	
<p>12. Replace the bottom part of the printer housing as shown in the illustration.</p>	
<p>13. Secure the printer housing using the three screws you removed earlier.</p>	

## 4-2. Installing the Ethernet module

<p>1 2 3 4 5 6 7</p>	<p>Ethernet cable, 1.8 m Ethernet module Connection cable (module to motherboard) Motherboard back panel Fastening screw (1 screw) Hex spacer (female) Hex spacer (male)</p>	
<p><b>【Caution】</b> Please make sure that you take precautions to prevent electrostatic discharge during the installation.</p>		
<p>1. Make sure that the printer is switched off and the power cord disconnected from the printer. You should work on a clean, flat surface. Turn the printer upside down and remove the three screws marked in the illustration from the printer housing.</p>		
<p>2. Pull the bottom part of the housing upwards to remove it as shown in the illustration.</p>		
<p>3. Hold the motherboard by the back panel and pull it up. Then turn it over and place it on the print mechanism face down.</p>		
<p>4. To remove the motherboard back panel, unscrew the earthing screw and the back panel fastening screw.</p>		

<p>5. Secure the motherboard back panel supplied with the printer using the back panel fastening screw and the earthing screw.</p>	
<p>6. Using the male hex spacer, secure the female hex spacer on the motherboard in the position shown.</p>	
<p>7. Align the Ethernet module with the new motherboard back panel as shown in the illustration.</p>	
<p>8. Secure the Ethernet module on the motherboard using the fastening screw.</p>	
<p>9. Plug one end of the connection cable into the motherboard and the other end into the Ethernet module.</p>	

<p>10. Align the round opening on the Ethernet module with the round opening on the motherboard and return the motherboard to its original position (before the installation).</p>	
<p>11. Replace the bottom part of the printer housing as shown in the illustration.</p>	
<p>12. Secure the printer housing using the three screws you removed earlier.</p>	
<p><b><i>【Note】</i></b>  Once you have finished installing the Ethernet module, the command "<code>^XSET,USBETHERNET,1</code>" must be sent to the printer to enable the Ethernet module. While the Ethernet module is enabled, the USB port is disabled. To enable it again, send the command "<code>^XSET,USBETHERNET,0</code>" to the printer.</p>	

## 5. Maintenance and adjustment

### 5-1. Cleaning the print head

Dust or dirt on the print head may result in inadequate print quality. The printer cover should therefore always be closed during printing. Please also make sure that there is no dust or dirt on the print medium you wish to use, to ensure a good print quality and print head performance.

Here is how you clean the print head:

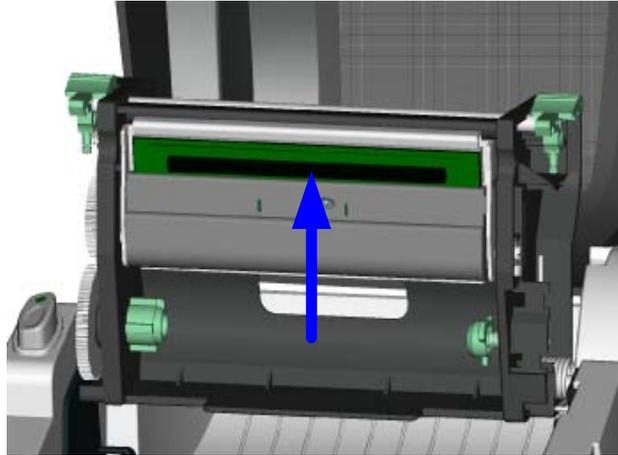
1. Switch off the printer.
2. Open the printer cover.
3. Release the print mechanism and lift it.
4. Remove the ribbon.
5. To remove any label residue or other dirt from the print head (see blue arrow), please use a soft lint-free cloth dipped in alcohol.

**【Note 1】**

*The print head should be cleaned once a week.*

**【Note 2】**

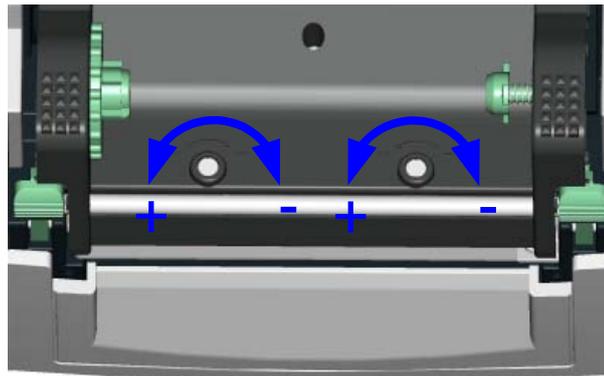
*Please make sure that there are no metal fragments or other hard particles on the soft cloth used to clean the print head.*



### 5-2. Adjusting the print head pressure

If you use a variety of label stocks or ribbon types, the print quality may suffer. You will then need to adjust the print head pressure.

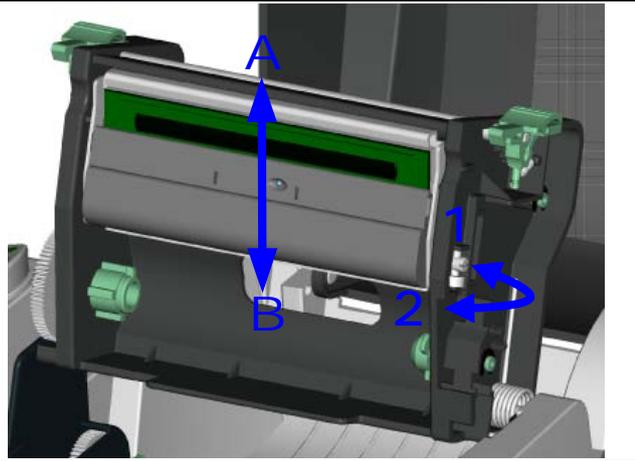
1. Open the printer cover.
2. Remove the ribbon.
3. Use a screw driver and gently turn the adjustment screws for the print head to increase or reduce the print head pressure.



### 5-3. Adjusting the print line

When the print line is incorrectly set, the print quality on one side of the medium may suffer.

1. To move the print head in direction A as indicated by the blue arrow, turn the adjustment wheel anticlockwise (see arrow 1).
2. To move the print head in direction B as indicated by the blue arrow, turn the adjustment wheel clockwise (see arrow 2).



## 5-4. Troubleshooting

Problem	Solution
The printer is switched on but the LED does not light up.	<ul style="list-style-type: none"> <li>◆ Check the power supply.</li> </ul>
The LED lights up red and printing is interrupted.	<ul style="list-style-type: none"> <li>◆ Check the software settings (driver settings) or command codes.</li> <li>◆ Look for the error alert in the table in Section <b>3-5. Error alerts</b>.</li> <li>◆ Check whether the print mechanism is closed correctly.</li> </ul>
The label stock passes through the printer but no image is printed.	<ul style="list-style-type: none"> <li>◆ Please make sure that the label stock is loaded the right way up and that it is suitable material.</li> <li>◆ Choose the correct printer driver.</li> <li>◆ Choose the correct label stock and a suitable printing mode.</li> </ul>
The label stock jams during printing.	<ul style="list-style-type: none"> <li>◆ Clear the paper jam. Remove any label material left on the thermal print head and clean the print head using a soft lint-free cloth dipped in alcohol.</li> </ul>
There is no printed image on some parts of the label.	<ul style="list-style-type: none"> <li>◆ Check whether any label material or ribbon is stuck to the thermal print head.</li> <li>◆ Check for errors in the application software.</li> <li>◆ Check whether the starting position has been set incorrectly.</li> <li>◆ Check the ribbon for wrinkles.</li> </ul>
There is no printed image on part of the label or the image is blurred.	<ul style="list-style-type: none"> <li>◆ Check the thermal print head for dust or other dirt.</li> <li>◆ Use the internal “~T” command to check whether the thermal print head will carry out a complete print job.</li> <li>◆ Check the quality of the print medium.</li> </ul>
The printed image is positioned incorrectly.	<ul style="list-style-type: none"> <li>◆ Check whether there is paper or dust covering the sensor.</li> <li>◆ Check whether the label stock is suitable. Contact your supplier.</li> <li>◆ Check the paper guide settings.</li> </ul>
A label is missed out during printing.	<ul style="list-style-type: none"> <li>◆ Check the label height setting.</li> <li>◆ Check whether there is dust covering the sensor.</li> <li>◆ Run the auto-detection function. (<b>3-3. Automatic detection of label height</b>).</li> </ul>
The printed image is blurred.	<ul style="list-style-type: none"> <li>◆ Check the darkness setting.</li> <li>◆ Check the thermal print head for dust or dirt. (See <b>5-1. Cleaning the print head</b>)</li> </ul>

***[Note]***

*If any problems occur that are not described here, please contact your dealer.*