User Manual

EZ1000 Plus

GODEX

P/N. 920-012411-04
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 both radiated and conducted emissions limits.

EZ PLUS SERIES
TO WHICH THIS DECLARATION RELATES
IS IN CONFORMITY WITH THE FOLLOWING STANDARDS

EN55022 : 1998,CLSPR 22, Class A / EN55024 : 1998IEC 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.

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 content

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

- Barcode printer
- Power cord
- AC adapter
- USB cable
- Parallel cable (Centronics)
- Label stock
- Label supply hub
- Label guide plates (set of 2)
- Ribbon
- Ribbon hubs (set of 2)
- Cleaning card
- Quick reference guide
- CD (with QLabel label software / user manual)

1-2. Specifications

Model	EZ1100 Plus
Print Method	Thermal Transfer / Direct Thermal
Resolution	203 dpi (8 dot/mm)
Print Speed	4 IPS (102 mm/s)
Print Width	4.25” (108 mm)
Print Length	Min. 0.16” (4 mm)** Max. 68” (1727 mm)
Memory	4MB Flash (2MB for user storage) ; 8MB SDRAM
Sensor Type	Adjustable reflective sensor. Fixed transmissive sensor, central aligned
Media	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. - 0.01” (0.25 mm) Max. Label roll diameter: Max. 5” (127 mm) Core diameter: 1”, 1.5”, 3” (25.4 mm, 38.1 mm, 76.2 mm)
Ribbon	Types: Wax, wax/resin, resin Length: 981’ (300 m) Width: 1.18” Min - 4.33” (30 mm - 110 mm) Max Ribbon roll diameter.: 2.67“ (68 mm) Core diameter: 1” (25.4 mm)
Printer Language	EZPL, GEPL (Godex Eltron® Printer Language), GZPL (Godex Zebra® Printer Language)
Software	Label design software: QLabel-IV (for EZPL only) Driver & DLL: Windows 2000, XP and Vista
Resident Fonts	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
Download Fonts	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

Barcodes	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
Code Pages	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)
Graphics	Resident graphic file types are BMP and PCX, other graphic formats are downloadable from the software
Interfaces	Serial port: RS-232 (DB-9) USB port (default on) Parallel port: Centronics 36-pin
Control Panel	Two bi-color status-LEDs: Ready, Status Control key: FEED
Power	Auto Switching 100-240VAC, 50-60Hz
Environment	Operation temperature: 41°F to 104°F (5°C to 40°C) Storage temperature: -4°F to 122°F (-20°C to 50°C)
Humidity	Operation: 30-85%, non-condensing. Storage: 10-90%, non-condensing.
Agency Approvals	CE(EMC), FCC Class A, CB, cUL, CCC
Dimension	Length: 11.2” (285 mm) Height: 6.8” (171 mm) Width: 8.9” (226 mm)
Weight	6 lbs (2.72Kg), excluding consumables
Options	Rotary Cutter Label Dispenser (peel) External label roll holder for 10” (250 mm) O.D. label rolls External label rewinder CF card adapter with real time clock (max. 1GB CF card) Ethernet 10/100Mbps print server (default off; disables USB when in use) 802.11 b/g wireless print server (default off; disables USB when in use)

**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

Parallel port

Handshaking : DSTB is sent to the printer, BUSY to the host computer

Interface cable : Parallel cable compatible with IBM computers

Pinout : See below

Pin No.	Function	Data source
1	/Strobe	Computer / printer
2–9	Data 0-7	Computer
10	/Acknowledge	Printer
11	Busy	Printer
12	/Paper empty	Printer
13	/Select	Printer
14	/Auto-Linefeed	Computer / printer
15	N/C	
16	Signal Gnd	
17	Chassis Gnd	
18	+5V, max 500mA	
19–30	Signal Gnd	Computer
31	/Initialize	Computer / printer
32	/Error	Printer
33	Signal Ground	
34–35	N/C	
36	/Select-in	Computer / printer

Serial port

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

【Note】 The total current to the parallel and serial ports may not exceed 500 mA.

USB port

Connector type : Type B

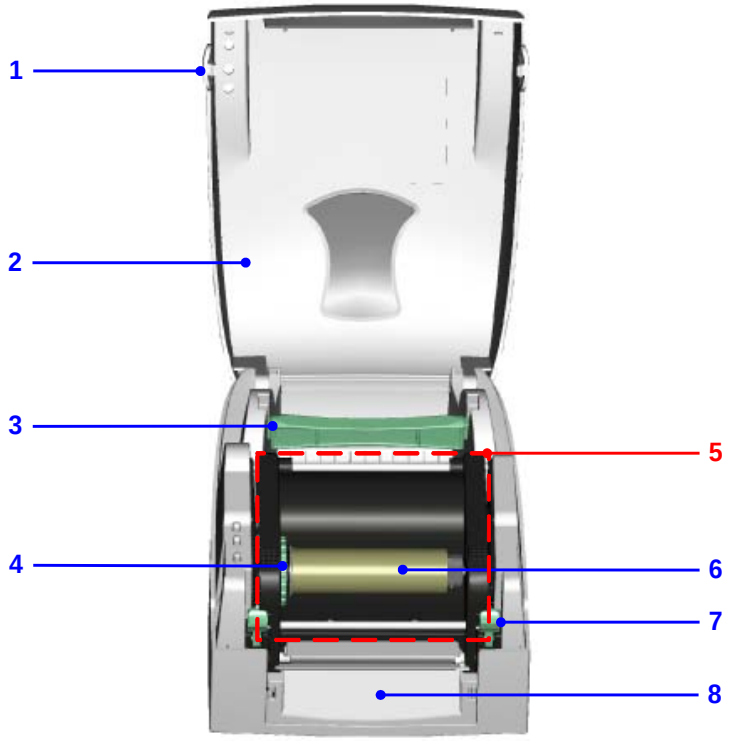
Pin No.	1	2	3	4
Function	VBUS	D-	D+	GND

Internal interface

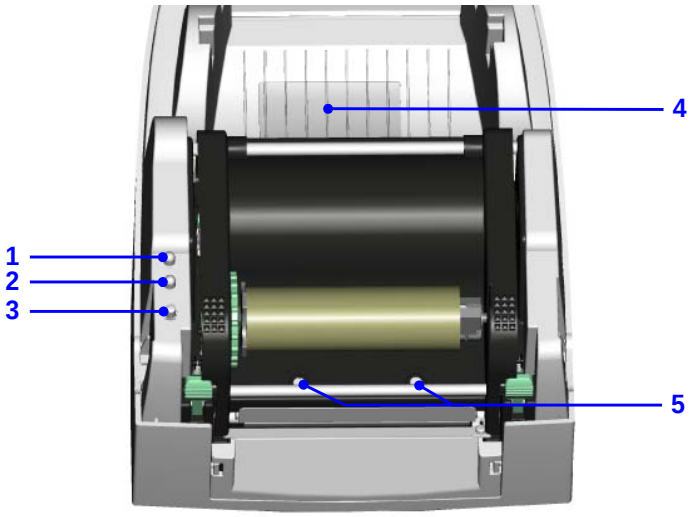
UART1 wafer			Ethernet module
N.C	1	1	N.C
TXD	2	2	RXD
RXD	3	3	TXD
CTS	4	4	RTS
GND	5	5	GND
RTS	6	6	CTS
E_MD	7	7	E_MD
RTS	8	8	CTS
E_RST	9	9	E_RST
+5V	10	10	+5V
GND	11	11	GND
+5V	12	12	+5V

UART2 wafer			Add-on module
+5V	1	1	+5V
CTS	2	2	RTS
TXD	3	3	RXD
RTS	4	4	CTS
RXD	5	5	TXD
GND	6	6	GND

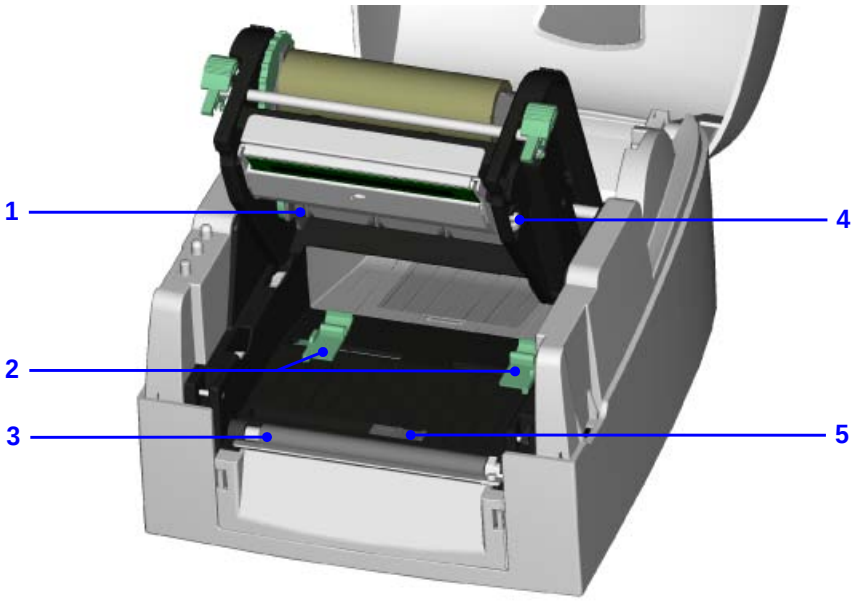
1-4. Getting to know your printer



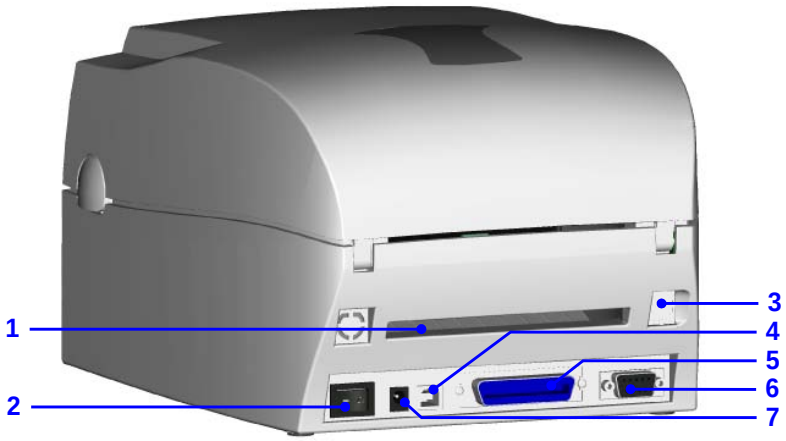
1.	Release buttons for opening the printer cover
2.	Printer cover
3.	Label supply hub
4.	Ribbon feed mechanism
5.	Print mechanism
6.	Ribbon rewind hub and empty ribbon core
7.	Release catches (left/right)
8.	Front cover



1.	LED indicator (READY)
2.	LED indicator (STATUS)
3.	FEED button
4.	CF card slot cover
5.	Screws for adjusting the print head pressure (left/right)



1.	Ribbon supply hub
2.	Label guides
3.	Platen roller
4.	Print line adjustment
5.	Label sensor



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

* Ports and interfaces vary depending on the model.

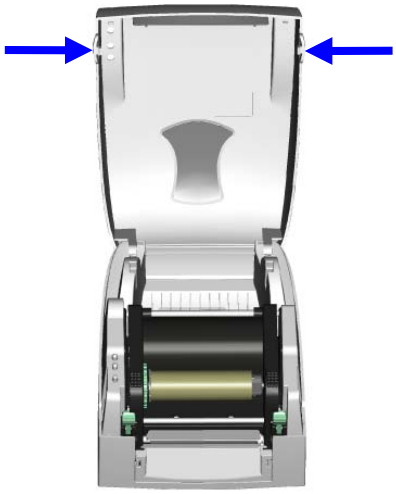
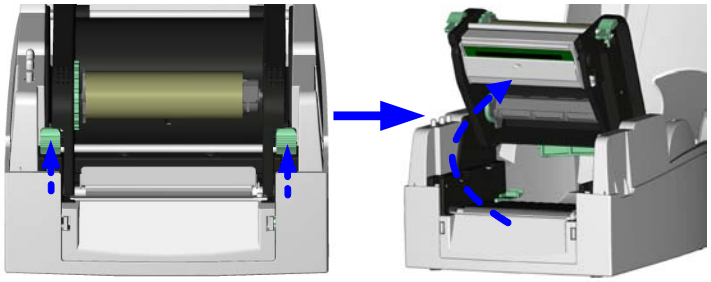
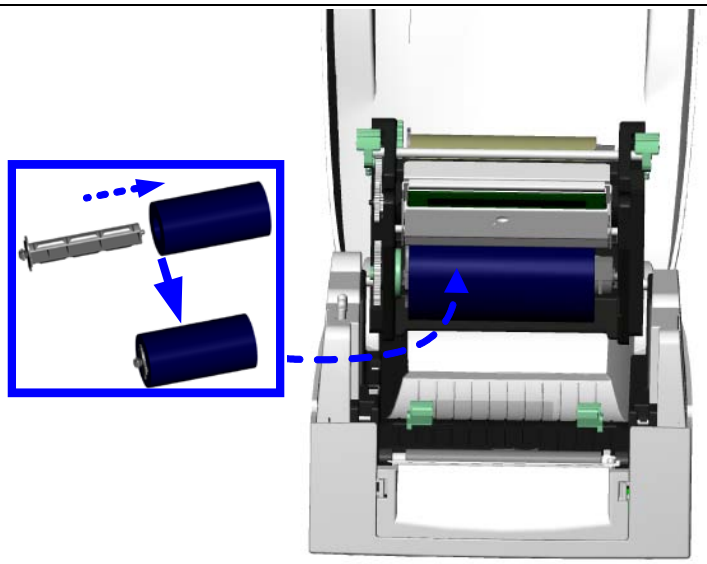
2. Printer setup

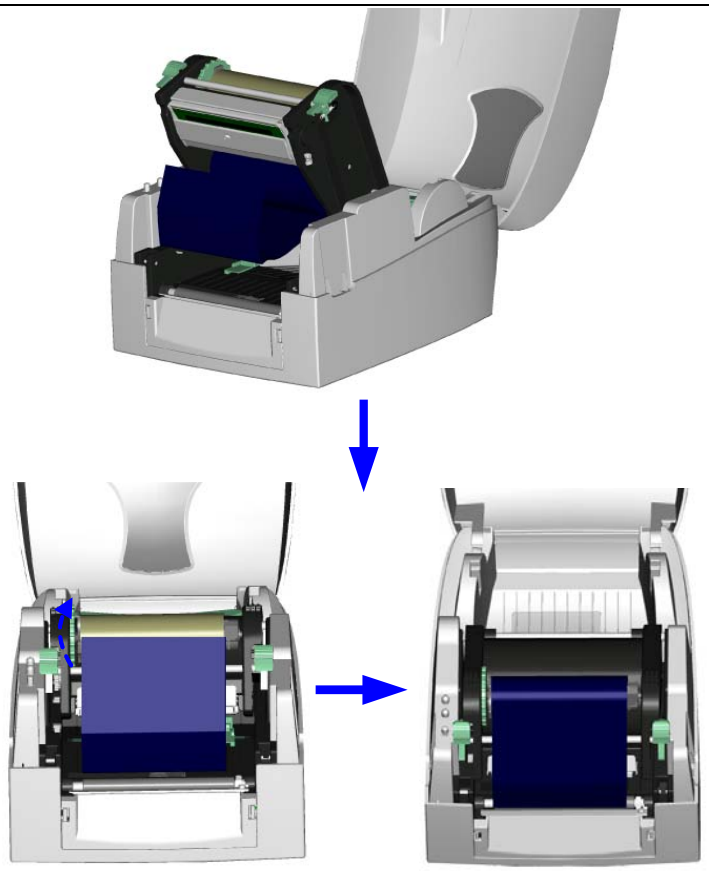
This printer supports the following printing methods:

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.

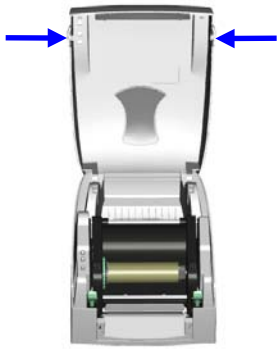
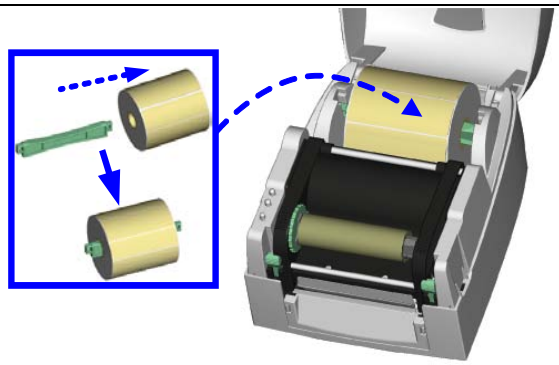
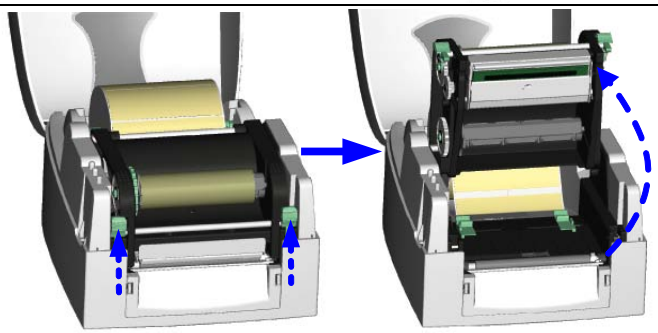
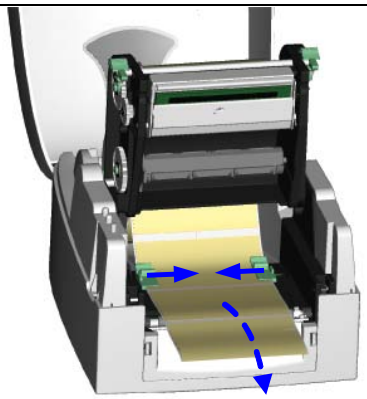
Please check which printing method you are using and alter the settings accordingly in the printer driver, and/or software.

2-1. Loading the ribbon

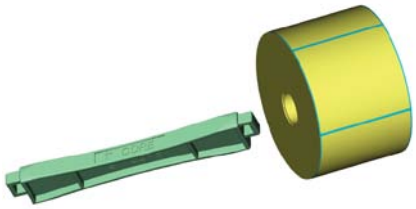
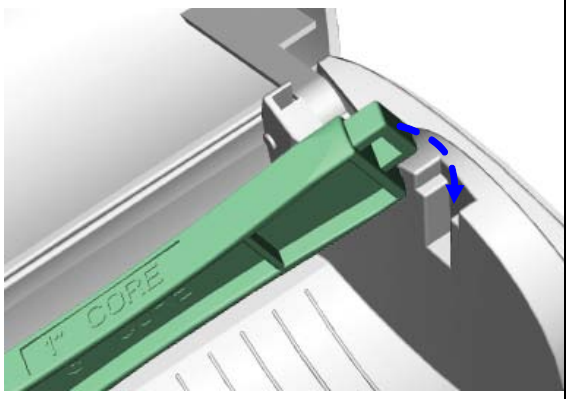
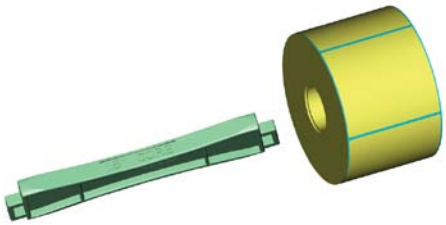
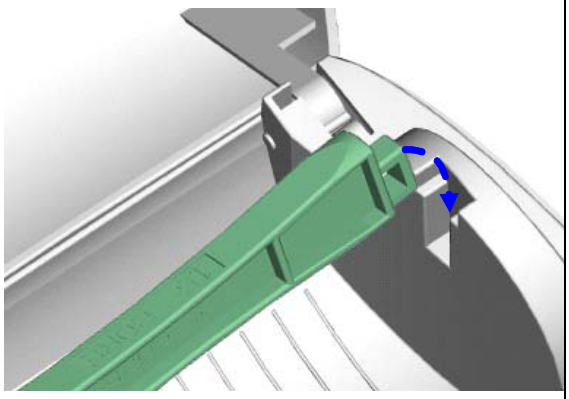
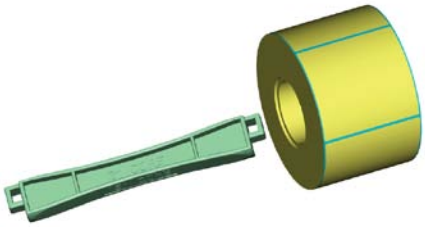
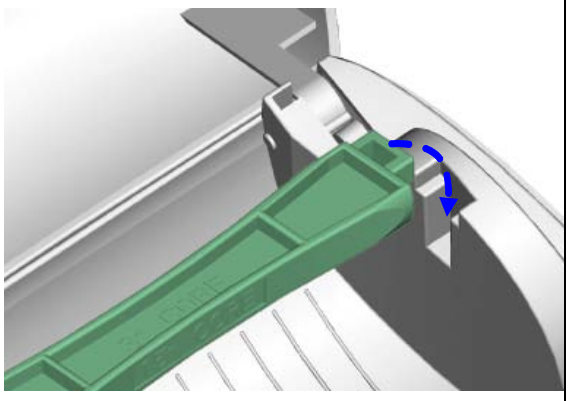
1. Place the printer on a flat surface. Open the printer cover by pressing the release buttons on both sides of the printer housing and lift the cover.	
2. Release and lift the print mechanism.	
3. Remove the ribbon hub at the back. 4. Place the ribbon on the hub at the back and replace the ribbon hub.	

5. Pass the ribbon under the print head. 6. Wind the ribbon onto the rewind core, attaching it with the adhesive strip at the end of the ribbon. Wind the ribbon 2–3 times around the core.	
7. Close the print mechanism. Ensure the release catches click into place.	

2-2. Loading the label roll

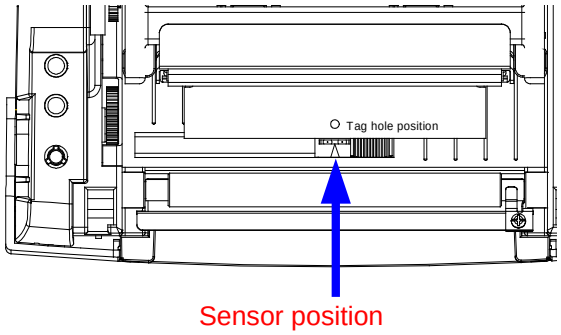
1. Open the printer cover.	
2. Place the label roll on the label supply hub.	
3. Press the release catches and lift the print mechanism.	
4. Pass the labels through the paper guides up to the tear-off plate. 5. Adjust the paper guides to the label width.	
6. Close the print mechanism.	

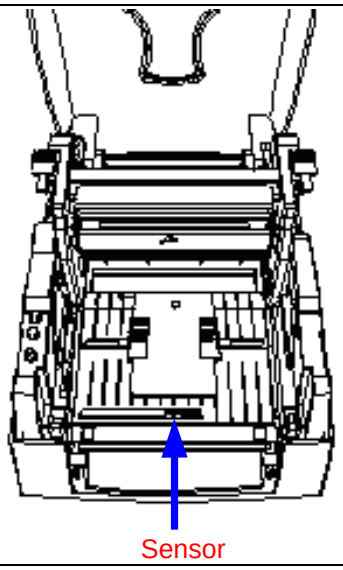
2-3. Installing the label supply hub

(A) Installing the label supply hub for 1" cores 	
(B) Installing the label supply hub for 1.5" cores 	
(C) Installing the label supply hub for 3" cores 	

2-4. Preparing for tag printing

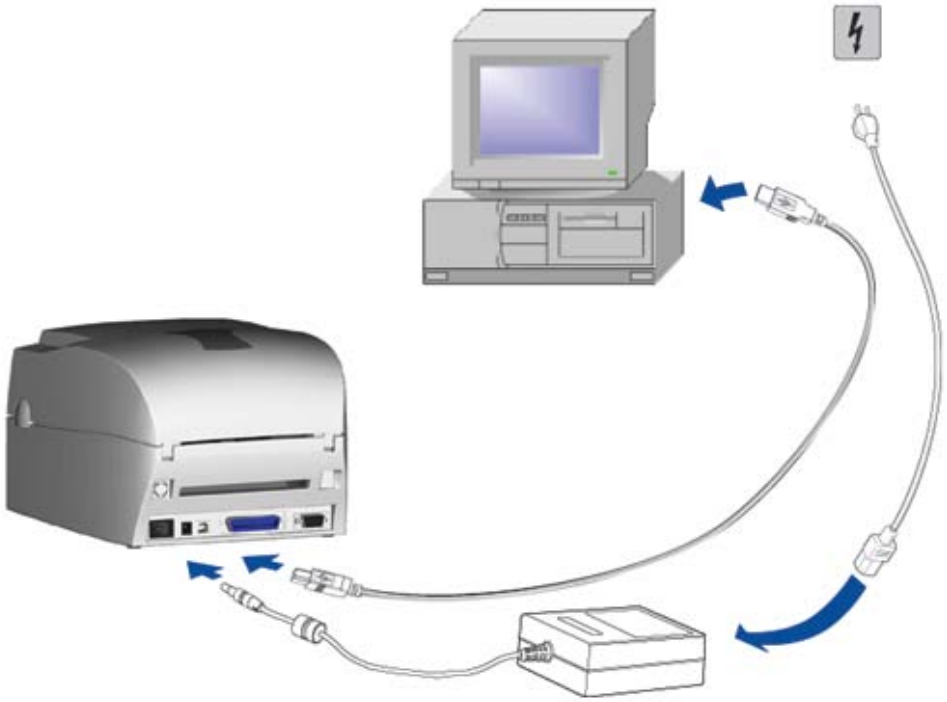
In tag printing, the tag hole indicates the height of a label. During adjustment, the sensor must therefore be positioned directly below the tag hole as shown in the illustration. The tag hole should be at least 3 mm in diameter to ensure correct functioning.





2-5. Connecting the printer to the host computer

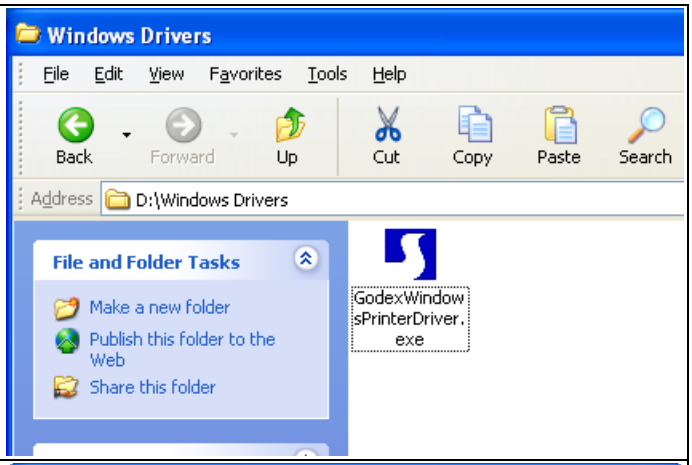
1. Please make sure that the printer is switched off.
2. Connect the power cord to the power supply and to the AC adapter, then connect the adapter to the printer.
3. Connect the printer with the host computer via the USB port or serial port.
4. Switch on the printer. The LED indicator should light up.



2-6. 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.

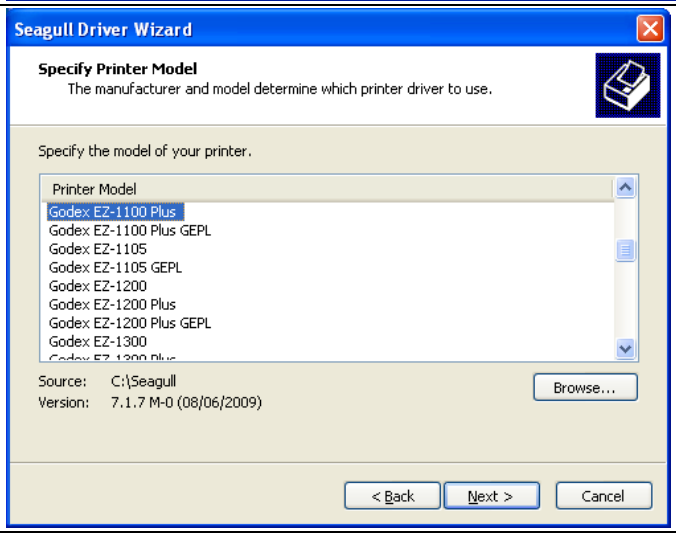
2. Select the icon for the driver file and click it to start the installation.

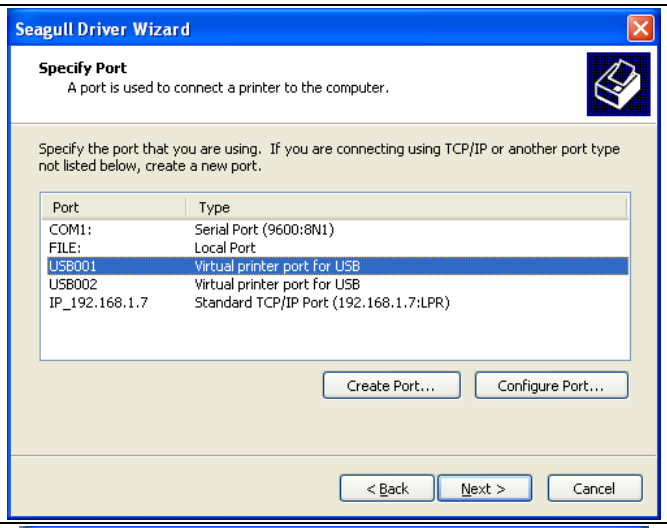
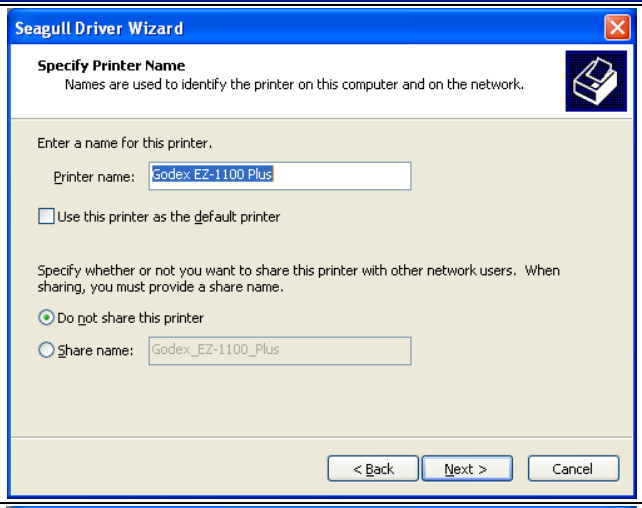
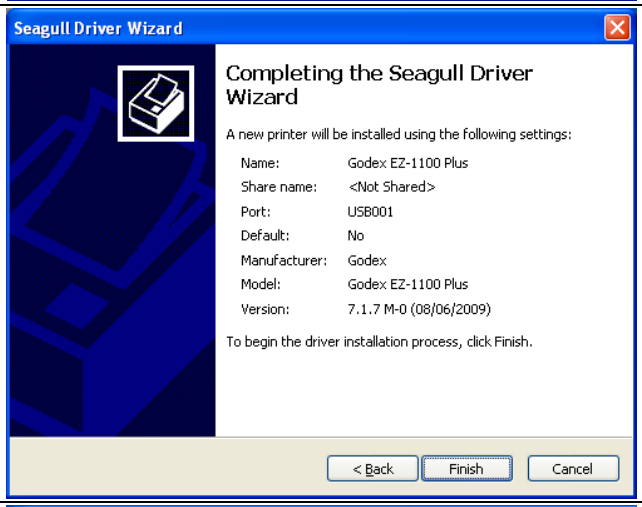
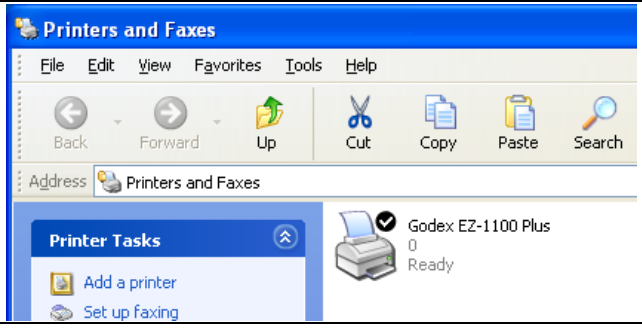


3. Follow the instructions on the screen. The Driver Wizard guides you through the installation procedure.

4. Select "Install printer drivers".

5. Specify your printer model.



6. Specify the port used to connect the printer to the host computer.	
7. Enter a printer name and assign the appropriate rights.	
8. Once the installation is complete, a summary of the printer settings is displayed. 9. Check whether the printer settings are correct and click "Finish" to start copying the driver files. 10. Wait until copying is complete, then finish the installation.	
11. Once the driver installation is complete, the new printer should appear in the "Printers and Faxes" folder.	

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

<table>
<tr><td rowspan="5">
</td><th colspan="2">LED indicator</th><th>Status</th><th>Description</th></tr>
<tr><td>READY</td><td>Green</td><td rowspan="2">Standby mode</td><td rowspan="2">The printer is ready for operation.</td></tr>
<tr><td>STATUS</td><td>-</td></tr>
<tr><td>READY</td><td>-</td><td rowspan="2">Error mode</td><td rowspan="2">The printer has detected an error. (See Section 3-5. Error alerts)</td></tr>
<tr><td>STATUS</td><td>Red</td></tr>
</table>

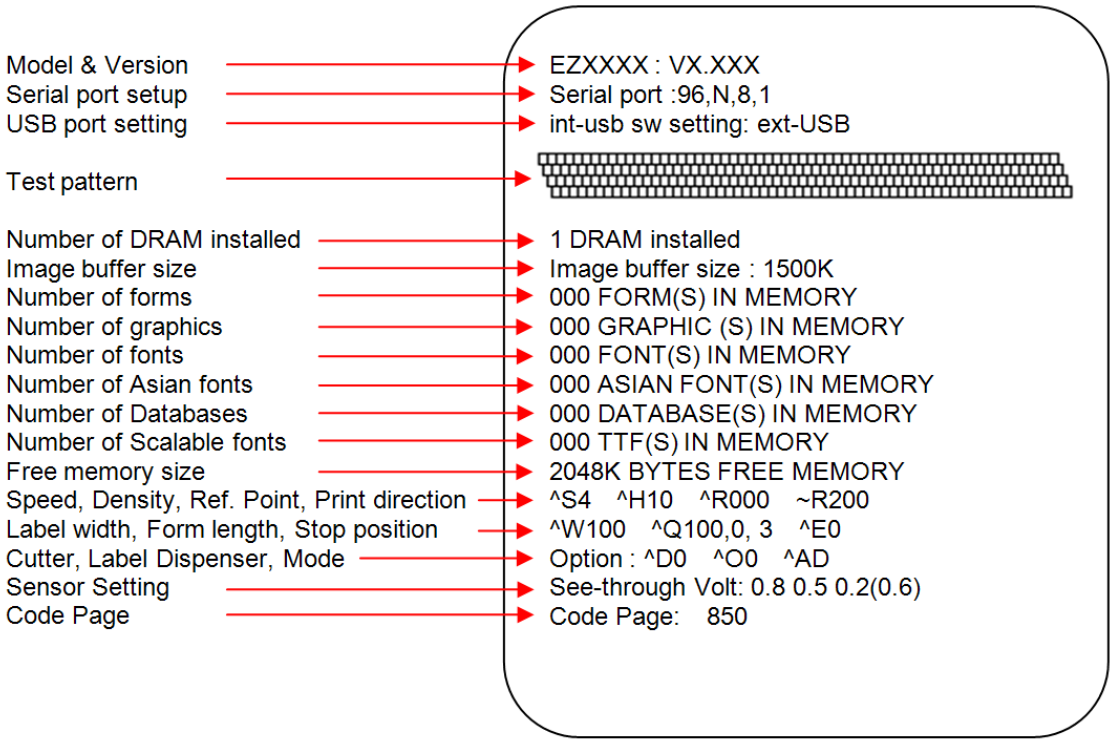
3-3. Label size calibration

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 the printer on again, keeping the FEED button pressed. When the READY LED starts to flash red and the STATUS LED lights up orange, 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

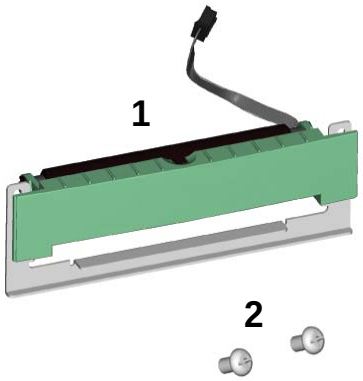
LED indicator		Beeps	Description	Solution
Ready	Status			
	Red	2 x 4 beeps	The print mechanism is not correctly closed.	Open the print mechanism and close it again.
Red (flashing)	Red (flashing)	None	High temperature at the print head.	Once the print head has cooled down, the printer switches to standby mode.
	Red	2 x 3 beeps	No ribbon is installed and the printer displays an error.	Make sure that the printer is set to direct thermal printing mode.
			The ribbon is finished or the label supply hub is not moving.	Replace the ribbon roll.
	Red	2 x 2 beeps	No paper is detected.	Make sure that the label sensor is positioned correctly. If the sensor still does not detect the paper, run the auto-detection function again.
			Paper is finished.	Replace the label roll.
	Red	2 x 2 beeps	Printer feed problem.	Possible reasons: the print medium has become trapped around the rubber roll; the sensor cannot detect a gap or black mark between the labels; there is no paper. Please reset the sensor.
	Red	2 x 2 beeps	The memory is full. The printer prints the message "Memory full".	Delete unnecessary data or install additional memory.
	Red	2 x 2 beeps	Unable to find file. The printer prints the message "Filename cannot be found".	Use the "~X4" command to print all files. Then check whether the files exist and whether the names are correct.
	Red	2 x 2 beeps	A file of the same name already exists. The printer prints the message "Filename is repeated".	Change the name of the file and try storing it again.

4. Accessories

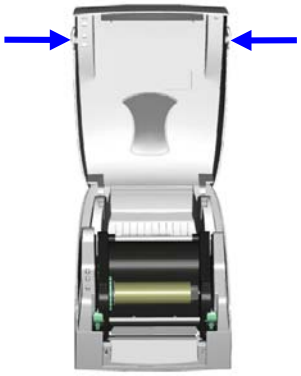
4-1. Installing the label dispenser

1	Dispenser module
2	Screws (set of 2)

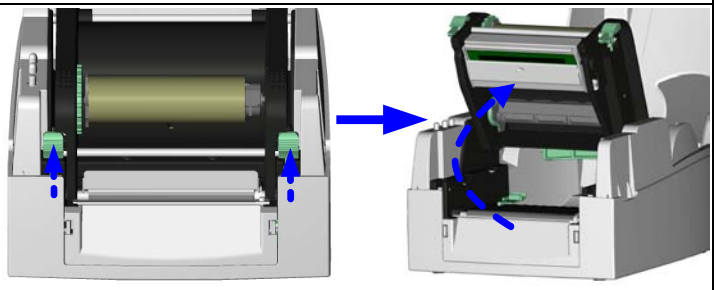
【Note 1】 Remember to switch off the printer before installing the label dispenser.
【Note 2】 A label liner thickness of 0.006 mm ± 10% and a weight of 65 g/m^2 ± 6% are recommended.
【Note 3】 The label dispenser will take labels up to a max. width of 110 mm.
【Tip】 When using the label dispenser, set the stop position to 9 mm.



1. Open the printer cover by pressing the release buttons on both sides of the printer housing.

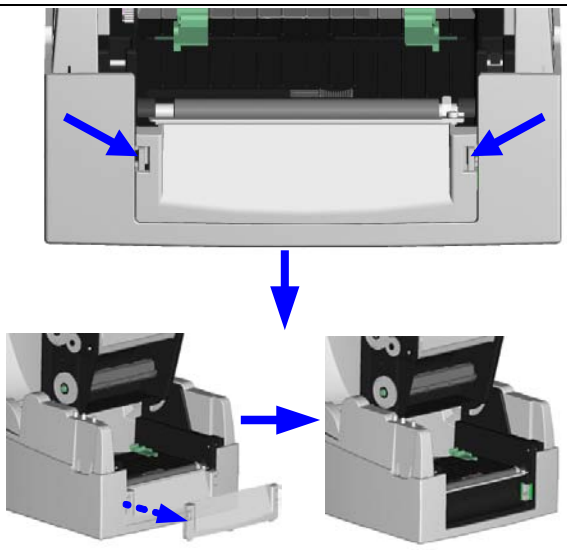


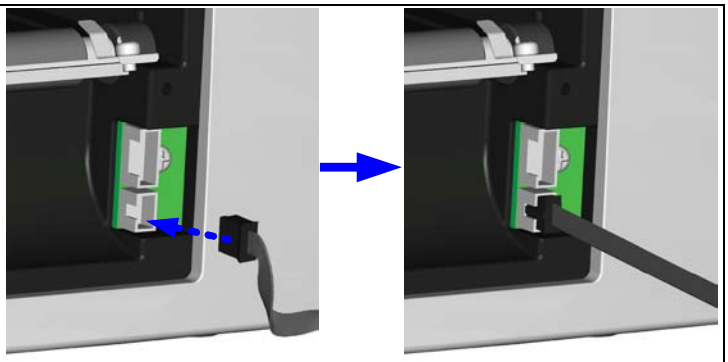
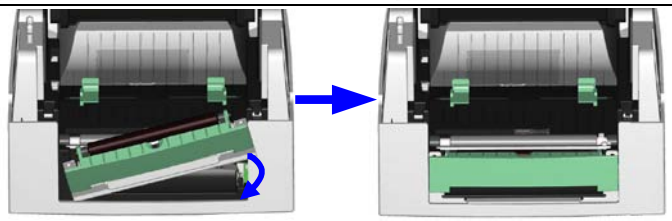
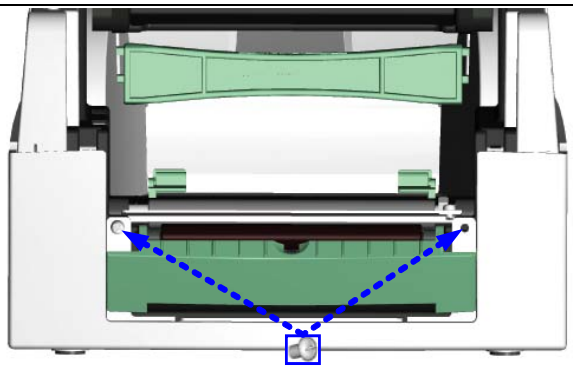
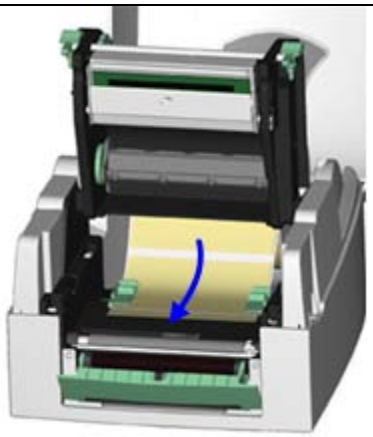
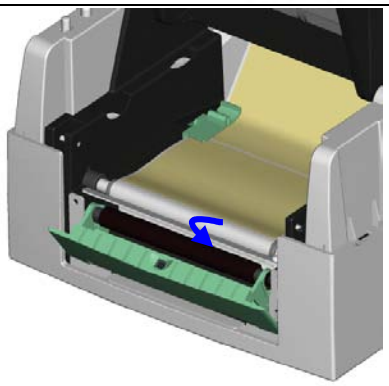
2. Press the release catches on both sides of the print mechanism to open and lift the print mechanism.

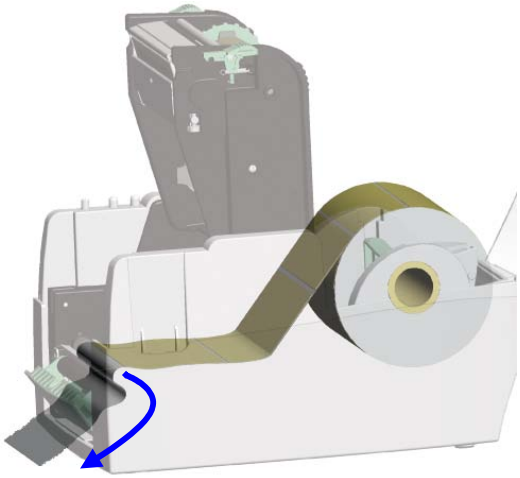
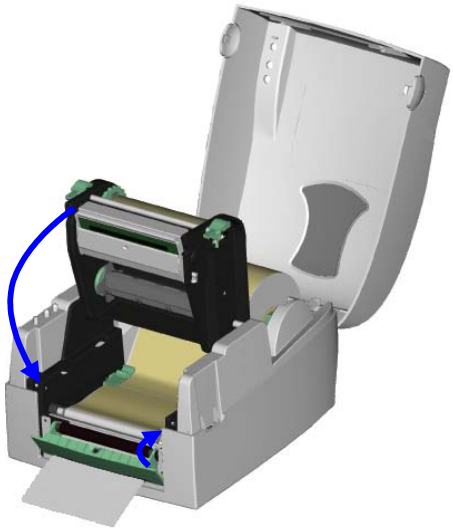


3. To remove the front cover, press in the two plastic release tabs.

4. Remove the front cover as shown in the illustration.

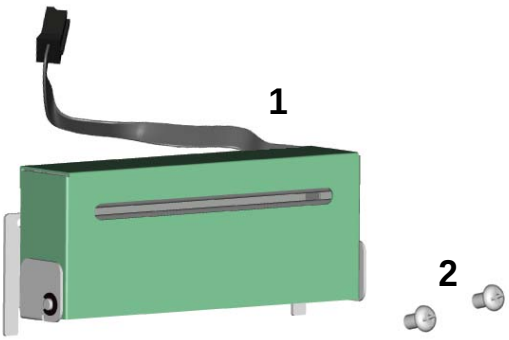


5. Connect the dispenser cable to the lower jack as shown in the illustration on the right. *【Important】The printer must be switched off, or the motherboard may be destroyed! There are 2 jacks: the lower jack is for the dispenser, the upper jack for the cutter.*	
6. Install the dispenser by pressing down first its left-hand side and then its right-hand side.	
7. Secure the dispenser using the screws provided for this purpose.	
8. Pass the paper through the guides. *【Note】Labels should be at least 25 mm high.*	
9. Remove the first labels from the liner, so you can pull the liner through the guides.	

10. Pass the label stock through the printer as shown in the illustration on the right.	
11. Close the print mechanism and the label dispenser.	
12. Press the FEED button to set the label position and complete the installation.	

4-2. Installing the cutter

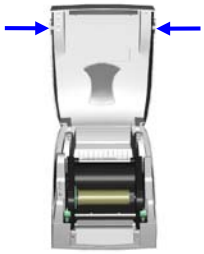
1	Cutter module
2	Tap screws (3x8 – set of 2)



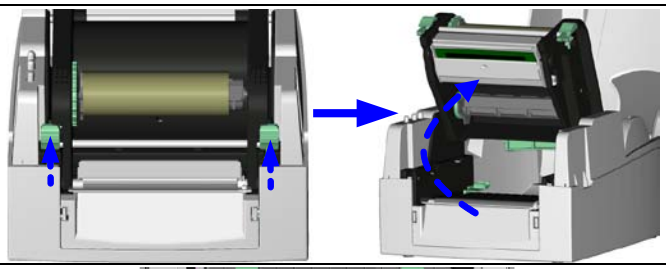
【Note 1】
Remember to switch off the printer before installing the cutter.
【Note 2】
Do not use to cut adhesive labels! Glue residue will be left on the cutter blade and impair its functioning. The cutter has a blade life of 500,000 cuts when using paper weighing 160 g/m², and of 250,000 cuts when using paper weighing 200 g/m².

【Note 3】
You can cut paper with a max. width of 116 mm.
【Suggestion】
With the cutter installed, set the stop position in Qlabel to 30, and the E value to 30.

1. Open the printer cover by pressing the release buttons on both sides of the printer housing.

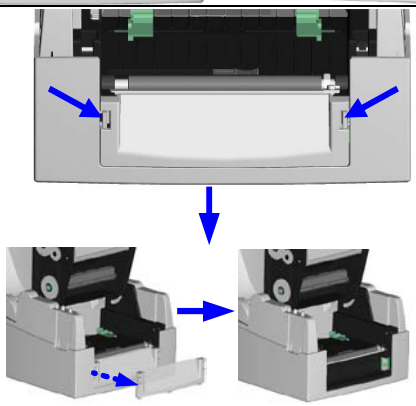


2. Press the release catches on both sides of the print mechanism to open and lift the print mechanism.



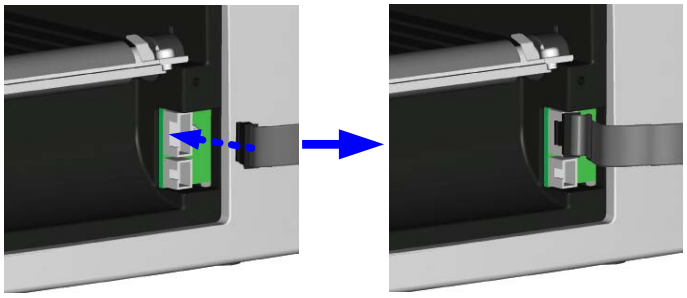
3. To remove the front cover, press in the two plastic release tabs.

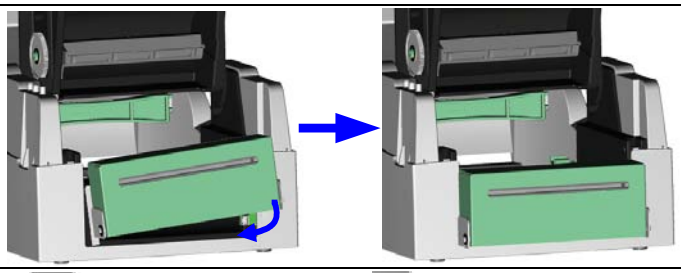
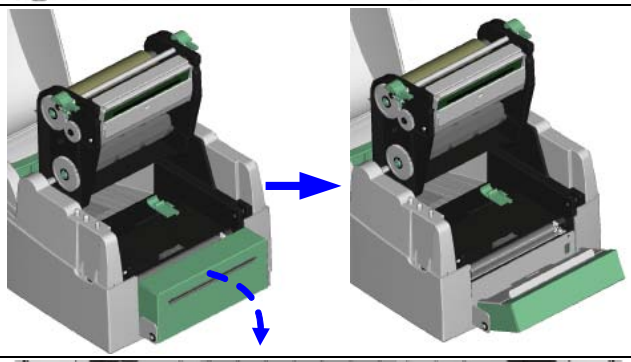
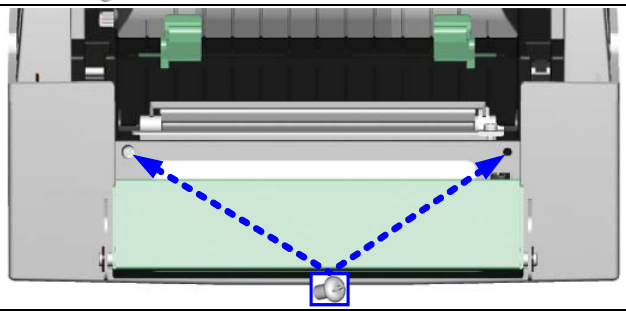
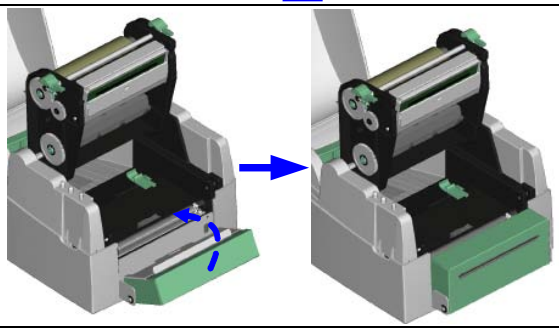
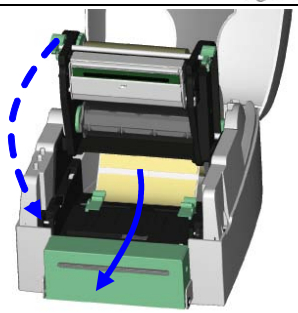
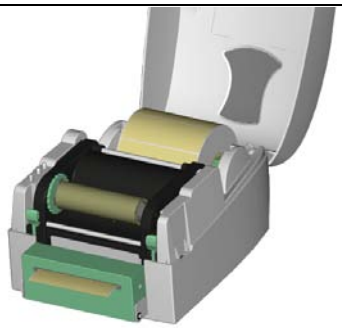
4. Remove the front cover as shown in the illustration.



5. Connect the cutter cable to the upper jack as shown in the illustration on the right.

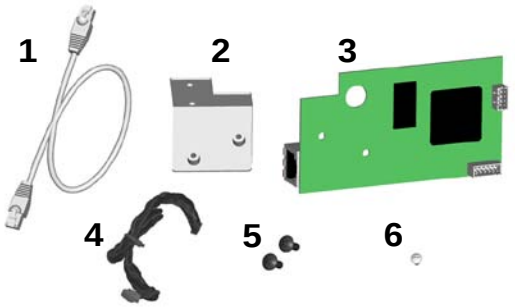
【Important】The printer must be switched off, or the motherboard may be destroyed!
There are 2 jacks: the lower jack is for the dispenser, the upper jack for the cutter.



6. Install the cutter by pressing down first its left-hand side and then its right-hand side.	
7. Fold out the cutter as shown in the illustration.	
8. Secure the cutter using the screws provided for this purpose.	
9. Once you have secured the cutter with the screws, fold it back in again.	
10. Pass the labels through the guides. 11. Close the print mechanism. *【Note】* *We advise against using inside wound label stock.*	
12. To finish, press the FEED button to set the label position. *【Note】* *Labels should be at least 20 mm high. When using the printer with the cutter, you should set the stop position (^E) to 30.*	

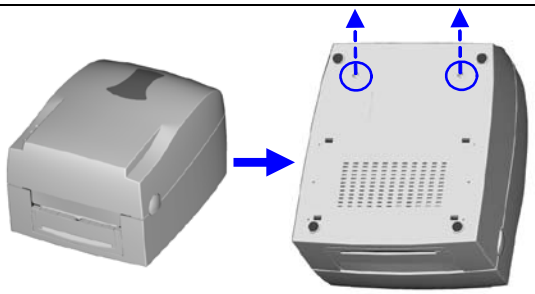
4-3. Installing the Ethernet module

1	Ethernet cable, 1.8 m
2	Bracket
3	Ethernet module
4	Connection cable (module to motherboard)
5	Screws for Ethernet module (set of 2)
6	Fastening screw (1 screw)

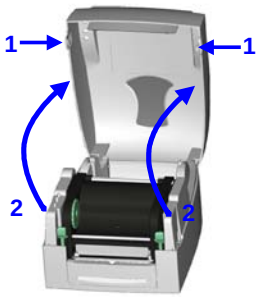


【Caution】Please make sure that you take precautions to prevent electrostatic discharge during the installation.

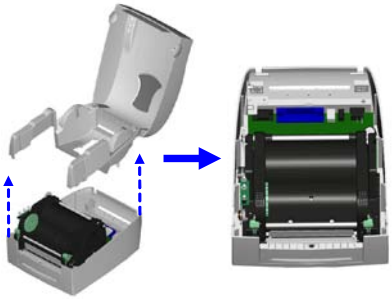
1. Make sure that the printer is switched off and the power cord disconnected from the printer. You should work on a clean, flat surface. Turn the printer upside down and remove the two screws marked in the illustration from the printer housing.



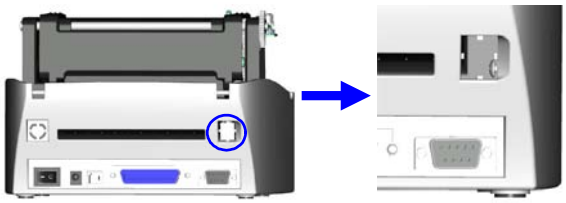
2. Place the printer the right way up again and lift the printer cover.



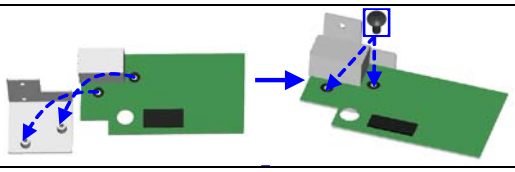
3. To remove the top part of the printer housing, gently pull the open printer cover upwards.



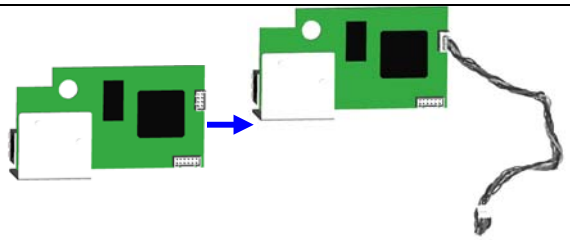
4. Remove the cover from the Ethernet interface at the back of the printer housing.



5. Secure the Ethernet module on the bracket.

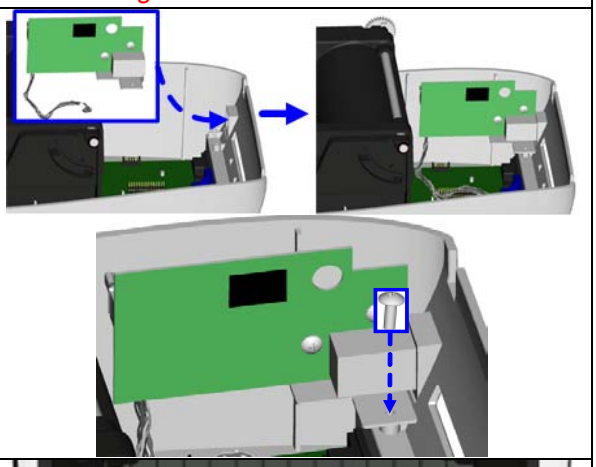


6. Remove the cable tie from the connection cable and extend the cable to its full length. Now plug the cable connector into the Ethernet module socket.



【Caution】Be careful when removing the cable tie to avoid damage to the connection cable.

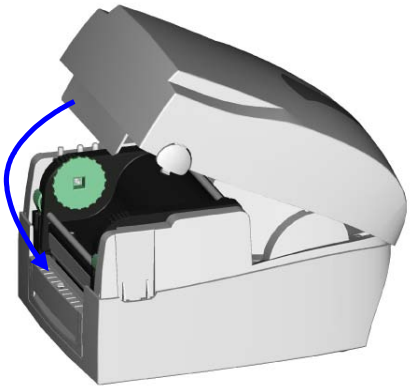
8. Secure the module on the printer housing and plug the other end of the connection cable into the socket on the motherboard.



9. Pass the connection cable underneath the other connection cables as shown in the illustration.

【Caution】Please make sure that you position all cables in such a way that they are not damaged when you reassemble the printer.

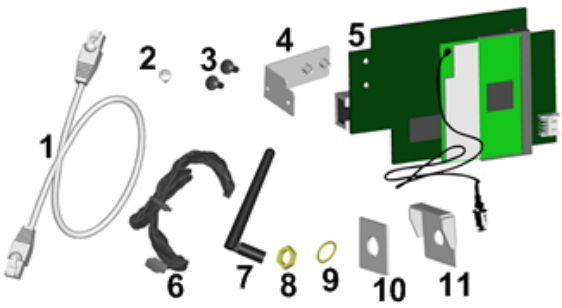
10. Finally, replace the top part of the printer housing and secure it on the underside of the printer using the screws you removed earlier.



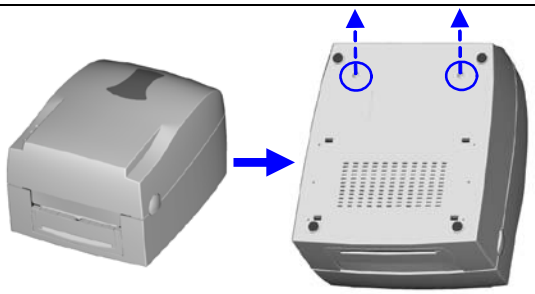
【Note】
Once you have finished installing the Ethernet module, the command "^XSET,USBETHERNET,1" must be sent to the printer to enable the Ethernet module. While the Ethernet module is enabled, the USB port is disabled. To enable it again, send the command "^XSET,USBETHERNET,0" to the printer.

4-4. Installing the WLAN module

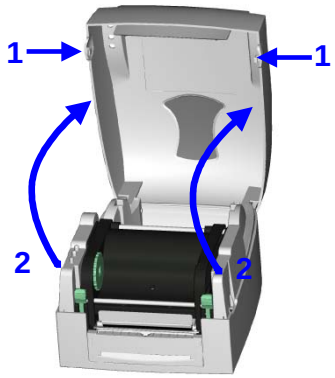
1	Ethernet cable, 1.8 m
2	Fastening screw
3	Screws for Ethernet module (set of 2)
4	Bracket
5	WLAN module
6	Connection cable (module to motherboard)
7	WLAN antenna
8	Nut
9	Washer
10	Fixing plate
11	Antenna bracket



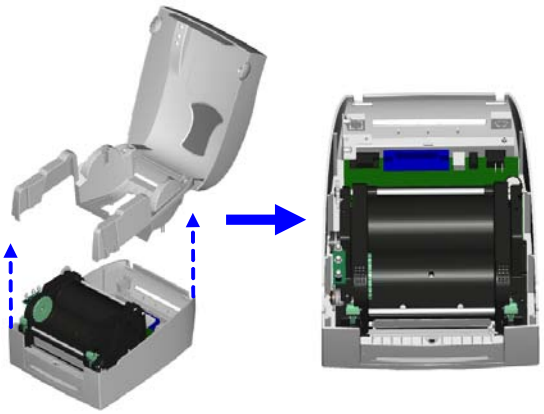
1. Make sure that the printer is switched off and the power cord disconnected from the printer. You should work on a clean, flat surface. Turn the printer upside down and remove the two screws marked in the illustration from the printer housing.



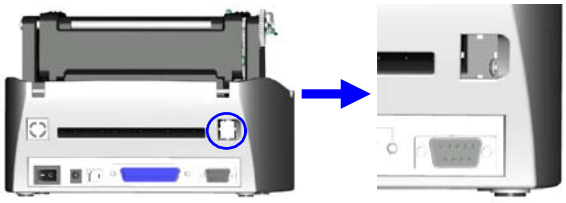
2. Place the printer the right way up again and lift the printer cover.



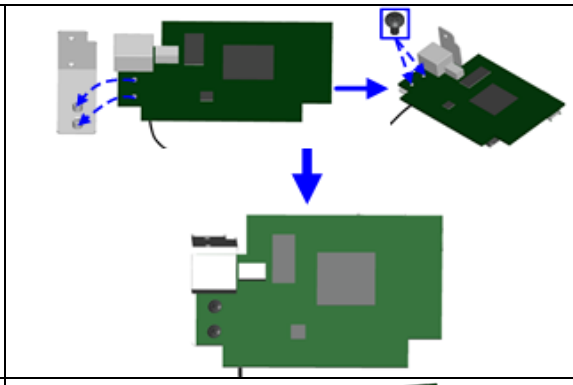
3. To remove the top part of the printer housing, gently pull the open printer cover upwards.



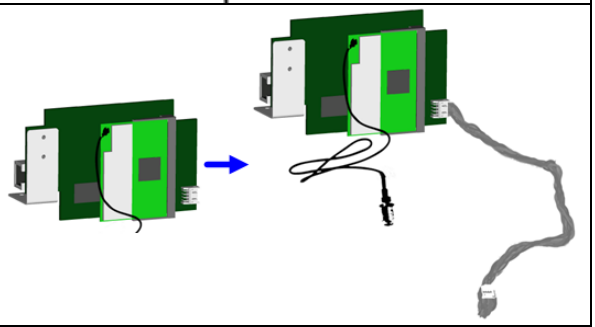
4. Remove the cover from the Ethernet interface at the back of the printer housing.



5. Attach the WLAN module to the bracket.

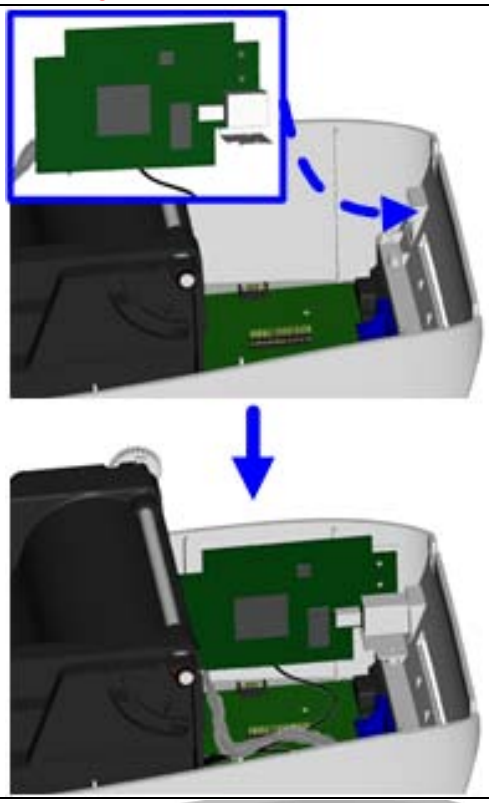


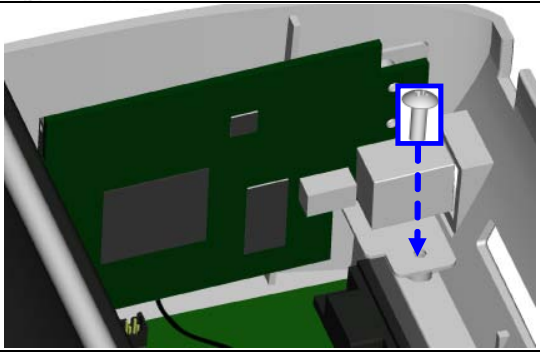
6. Remove the cable tie from the connection cable and extend the cable to its full length. Now plug the cable connector into the Ethernet module socket.

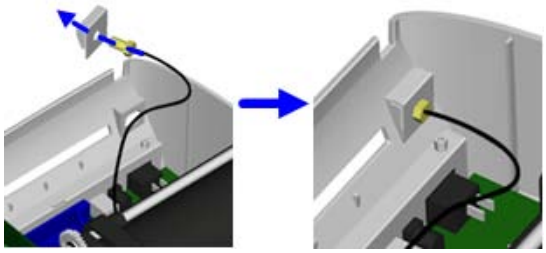


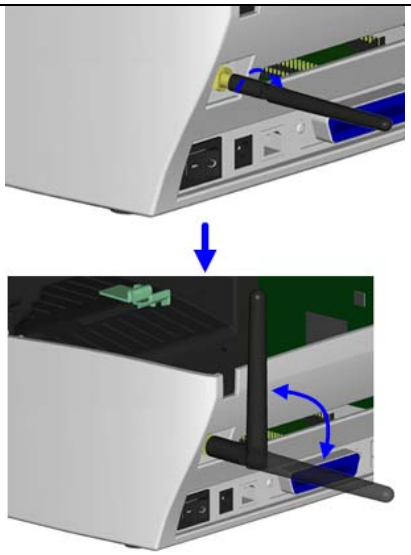
【Caution】Be careful when removing the cable tie to avoid damage to the connection cable.

7. Secure the module on the printer housing and plug the other end of the connection cable into the socket on the motherboard.





8. Pass the connection cable underneath the other connection cables as shown in the illustration.	
【Caution】Please make sure that you position all cables in such a way that they are not damaged when you reassemble the printer.	
9. Remove the cover from the opening for the printer's antenna jack.	
10. Put the antenna connector through the antenna bracket and then through the opening for the antenna jack as shown.	
11. Put first the fixing plate and then the washer on the antenna connector. Now secure them with the nut.	

12. Screw the antenna onto the antenna connector. You can now adjust the angle of the antenna as required.	
13. Finally, replace the top part of the printer housing and secure it on the underside of the printer using the screws you removed earlier.	

【Note 1】

Once you have finished installing the Ethernet module, the command "^XSET,USBETHERNET,1" 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 "^XSET,USBETHERNET,0" to the printer.

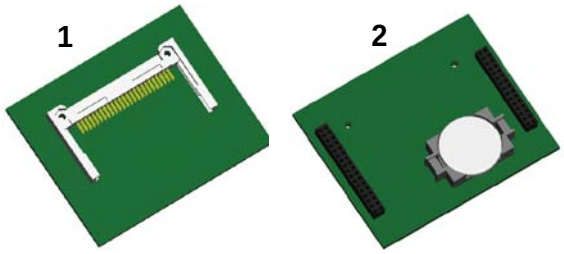
【Note 2】

The wireless network must be configured via a network cable.

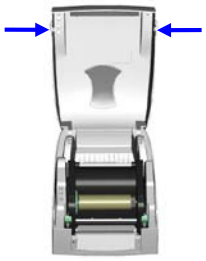
4-5. Installing the CF card adapter

1	CF card adapter (front)
2	CF card adapter (back)

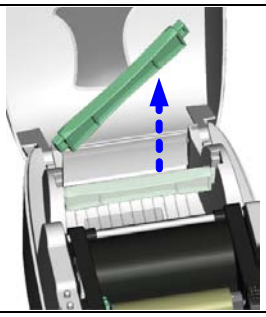
【Note】
Remember to switch off the printer before installing the CF card adapter.



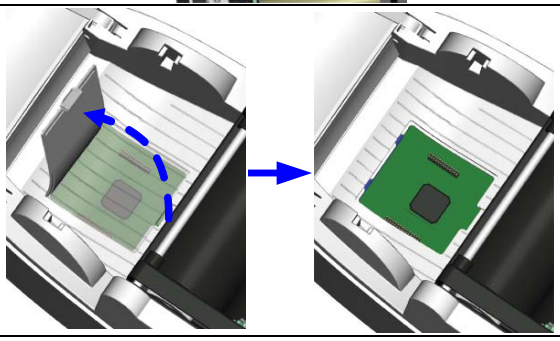
1. Open the printer cover by pressing the release buttons on both sides of the printer housing.



2. Remove the label supply hub.

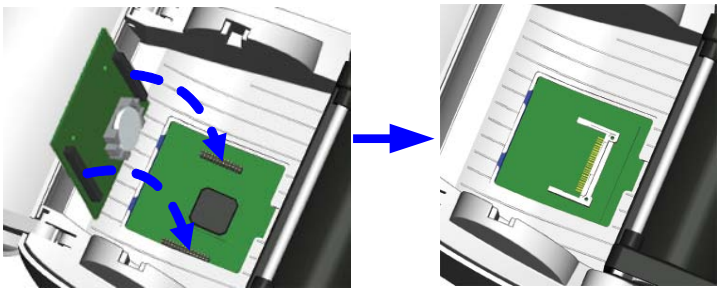


3. Open and remove the plastic cover inside the printer housing.



4. Align the sockets and pins on the CF card adapter carefully with those on the motherboard before connecting the adapter.

【Note】
Please make sure that the connections are aligned correctly, to prevent damage to the pins.



5. Replace the plastic cover.

4-6. Instructions for using the CF card

Once the CF card adapter is installed, all EZ1000 Plus series printers will recognise the CF card. If the printer's internal memory is not sufficient to store label formats, graphics or fonts, you can use the CF card as an external memory to increase the storage capacity.

Please follow these instructions when using the CF card:

1. Remember to switch off the printer before installing the CF card or removing it from the card slot.
2. The CF card must be formatted to FAT16 before you can use it as external memory for the printer. When an unformatted CF card is detected, the printer beeps three times and the STATUS indicator flashes orange.
3. To format the CF card, press the FEED button. The printer then formats the card to FAT16. When formatting is complete, the LED indicator lights up green.
4. If you do not wish to format the CF card, open the print mechanism and close it again to cancel the process.
5. Once formatting is complete, a folder "Godex" is created. This folder including its content (formats, images and fonts) is managed by the printer. Do not edit it manually.
6. The following CF cards are supported:
    - CompactFlash Type I
    - CompactFlash (CF) v1.4 specification
    - Capacity: 128 MB–1 GB
    - File system: FAT16

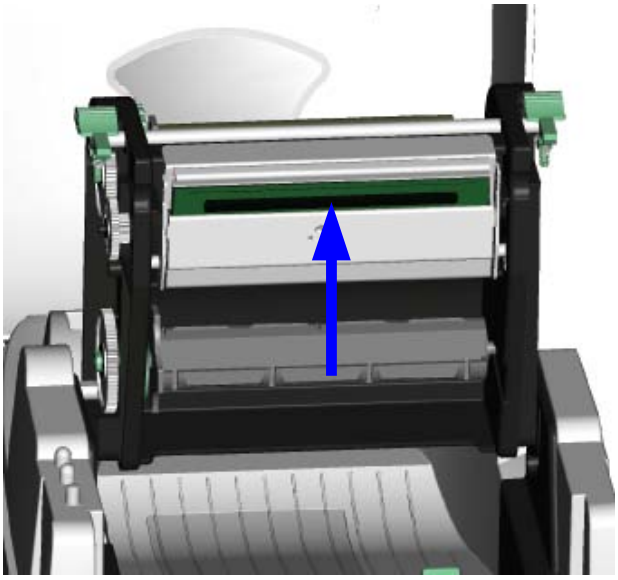
5. Maintenance and adjustment

5-1. Cleaning the print head

Dirt on the print head or ribbon, or glue residue from the label stock may result in inadequate print quality. The printer cover must therefore always be closed during printing. Keeping dirt and dust away from the paper or labels ensures a good print quality and a longer lifespan of the print head. Here is how you clean the print head:

1. Switch off the printer.
2. Open the printer cover.
3. Remove the ribbon.
4. Press the release catches to open the print mechanism.
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.

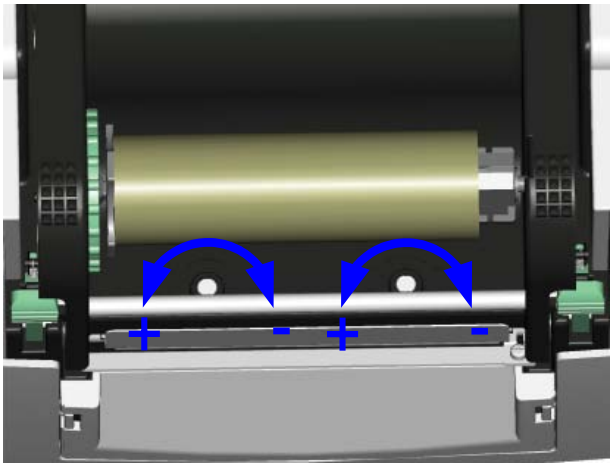
【Note 1】
The print head should be cleaned once a week.
【Note 2】
Please make sure that there are no metal fragments or other hard particles on the soft cloth used to clean the print head.
【Note 3】
You can also use the cleaning card supplied with the printer to clean the print head.



5-2. Adjusting the print head pressure

When printing on special media (with varying material thickness), 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 slowly turn the adjustment screws for the print head to increase or reduce the print head pressure.

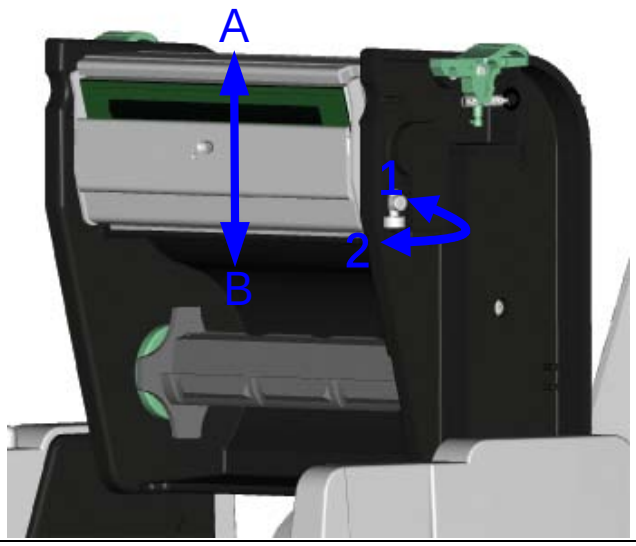


5-3. Adjusting the print line

When the print line is incorrectly set, the print quality on one side of the medium may suffer.
In such a case, the print line must be adjusted so it is positioned parallel to the paper feed roller.

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).

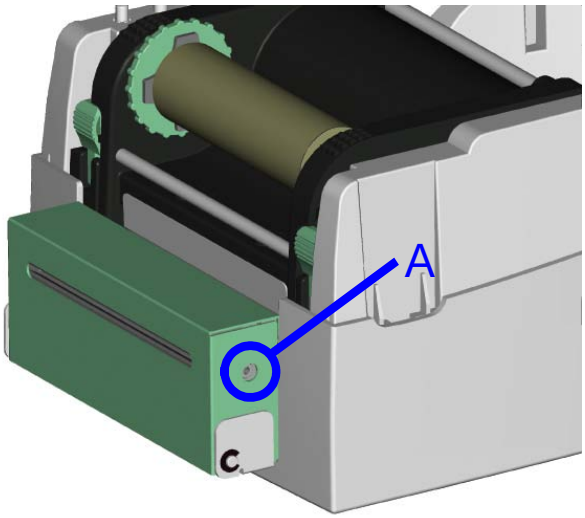


5-4. Adjusting the cutter

1. A socket head screw for adjusting the cutter is located on the side of the printer, as shown in illustration A.
   While using the cutter, paper jams may occur. Switch off the printer and use a hex key (# M3) to turn the socket head screw anticlockwise.

2. When you have cleared the paper jam, switch on the printer again. The cutter will automatically reset.

【Note】
Labels should be at least 30 mm high to ensure correct functioning of the cutter.



5-5. Troubleshooting

Problem	Solution
The printer is switched on but the LEDs do not light up.	♦ Check the power supply.
The STATUS LED lights up red.	♦ Check the software settings (driver settings) or command codes. ♦ Look for the error alert in the table in Section **3-5. Error alerts**. ♦ Check whether the cutter is functioning normally and whether it is cutting at all. (Only if a cutter is installed.)
The label stock passes through the printer but no image is printed.	♦ Please make sure that the label stock is loaded the right way up and that it is suitable material. ♦ Please make sure that the ribbon is loaded correctly.
The label stock jams during printing.	♦ 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.
There is no printed image on part of the label or the image is blurred.	♦ Check the thermal print head for dust or other dirt (label material or ribbon residue). ♦ Check for errors in the application software. ♦ Check the ribbon for wrinkles. ♦ Check the power supply. ♦ Run a self test (**Section 3-4.**) and check the test print pattern to see whether the print head prints over the entire width of the medium. ♦ Check the quality of the print medium.
The printed image is positioned incorrectly or a label is missed out during printing.	♦ Run the auto-detection function. (**Section 3-3.**) ♦ Check the label height setting. ♦ Check whether there is paper or dust covering the sensor. ♦ Check the paper guide settings.
The cutter does not cut off the labels in a straight line.	♦ Check whether the label stock is positioned straight.
The cutter does not cut off the labels completely.	♦ Check whether the label is more than 0.2 mm thick.
When using the cutter, the labels are not fed through or cut off incorrectly.	♦ Check whether the cutter has been correctly installed. ♦ Check whether the paper guides are functioning correctly.
The label dispenser is not functioning normally.	♦ Check whether there is dust on the label dispenser. ♦ Check whether the label stock is positioned correctly.

【Note】

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