PEX-1121/ PEX-1131/ PEX-1161 SERIES
PEX-1221/ PEX-1231/ PEX-1261 SERIES

THERMAL TRANSFER / DIRECT THERMAL PRINT ENGINE

USER'S MANUAL

Copyright Information

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Agency Compliance and Approvals

EN 55032: Class A

EN 55024

EN 55035

EN 61000

EN 60950-1

EN 62368-1

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

FCC part 15B, Class A

ICES-003, Class A

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.

Operation is subject to the following two conditions: (1) This device may cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause harmful interference with radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case you will be required to correct the interference at your own expense.

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conform à la norme NMB-003 du Canada.

AS/NZS CISPR 32, Class A

UL 62368-1:2014

CAN/CSA-C22.2 NO. 62368-1

UL 60950-1：2007

CAN/CSA-C22.2 NO. 60950-1

Mexico CoC	UL 60950
	KN 32 KN 35 K60950-1(2011-12) 이 기기는 업무용(A 급) 전자파적합기기로서 판매자 또는 사용자는 이 점을 주의하시기 바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.
	GB 4943.1 GB/T9254, Class A GB 17625.1 此为 A 级产品，在生活环境中，该产品可能会造成无线电干扰， 在这种情况下，可能需要用户对干扰采取切实可行的措施。
	Energy Star for Imaging Equipment Version 3.0
	TP TC 004 TP TC 020
	CNS 13438 CNS 14336-1 CNS 15663
	IS 13252(Part 1)/ IEC 60950-1

Note: There may have certification differences in the series models, please refer to product label for accuracy.

Important safety instructions:

1. Read all of these instructions and keep them for later use.

2. Follow all warnings and instructions on the product.
3. Disconnect the power from the AC inlet before cleaning or if fault happened.

Do not use liquid or aerosol cleaners. Using a damp cloth is suitable for cleaning.

4. The mains socket shall be installed near the equipment and easily accessible.
5. The unit must be protected against moisture.
6. Ensure the stability when installing the device, Tipping or dropping could cause damage.
7. Make sure to follow the correct power rating and power type indicated on marking label

provided by manufacture.

8. Please refer to user manual for maximum operation ambient temperature.

provided by manufacture.

WARNING:

Moving parts. Keep finger or body away from moving parts.

CAUTION:

(For equipment with RTC (CR2032) battery or rechargeable battery pack)

Risk of explosion if battery is replaced by an incorrect type.

Dispose of used batteries according to the Instructions as below.

1. DO NOT throw the battery in fire.
2. DO NOT short circuit the contacts.
3. DO NOT disassemble the battery.
4. DO NOT throw the battery in municipal waste.
5. The symbol of the crossed out wheeled bin indicates that the battery should not be placed in municipal waste.

aution: Hot surface for printhead.
Do not touch the printhead before it cooling.

WARNING:

Remove the power from AC inlet before opening the media cover for cleaning or repairing faults. After cleaning or fixing faults, media cover closing before power connecting to AC inlet.

CAUTION:

Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

CE Statement:

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

All operational modes:

2.4GHz: 802.11b, 802.11g, 802.11n (HT20), 802.11n (HT40)

5GHz: 802.11a,

The frequency, mode and the maximum transmitted power in EU are listed below:

2400 MHz – 2483.5 MHz: 19.88 dBm (EIRP)

5150 MHz – 5250 MHz: 17.51 dBm (EIRP)

5150-5350MHz for Only indoor use

5470-5725MHz for indoor/outdoor use

Restrictions In AZE

National restrictions information is provided below

Frequency Band	Country	Remark
5150-5350MHz	**Azerbaijan**	**No license needed if used indoor and power not exceeding 30mW**
5470-5725MHz		

Hereby, TSC Auto ID Technology Co., Ltd. declares that the radio equipment type [Wi-Fi] IEEE 802.11 a/b/g/n is in compliance with Directive 2014/53/EU

The full text of the EU declaration of conformity is available at the following internet address: http:// www.tscprinters.com

RF exposure warning (Wi-Fi)

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: 0.736 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 Wi-Fi)**

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)

Contents

1. Introduction 1

1.1 Product Introduction 1

1.2 Product Specification 2

2. Operations Overview 4

2.1 Unpacking and Inspection 4

2.2 Print Engine Orientation 5

2.3 Checking the Installation Space 6

2.4 Print Engine Overview 10

2.4.1 Front View 10

2.4.2 Interior view 11

2.4.3 Rear View 12

2.5 Operator Control 13

2.5.1 LED Indication 13

2.5.2 Keys 13

2.5.2 Main page Icons 14

3. Setup 15

3.1 Setting up the print engine 15

3.2 Loading the Ribbon 16

3.3 Loading the Media 19

3.3.1 Loading the Media 19

3.3.2 Loading Media in Peel-off Mode 22

4. Moveable Print Head Pressure Adjustment Knob 25

4.1 Mechanism Fine Adjustment to Avoid Ribbon Wrinkles 25

5. Ribbon Tension Adjustment Knob 26

Suggestion of Ribbon Tension Adjustment 28

6. TSC Console 30

6.1 Start TSC Console 30

6.2 Set WiFi and Add to TSC Console Interface 32

6.3 TPH Care 34

6.5 Printer Function 35

7 LCD Menu Function 36
7.1 Enter the Menu 36
7.2 Menu Overview 36
7.3 Setting 38
7.3.1 TSPL 38
7.3.2 ZPL2 40
7.3.3 SBPL (Only available on EZS version firmware) 43
7.4 Sensor 44
7.5 Interface 45
7.5.1 Serial Comm 45
7.5.2 Ethernet 46
7.5.3 Wi-Fi 46
7.5.4 Bluetooth 47
7.5.5 GPIO 47
7.5.6 GPIO-DB25 (Only available on EZS Version firmware) 50
7.6 Advanced 52
7.7 File Manager 54
7.8 Diagnostic 55
7.9 Favorites 57
8 Troubleshooting 59
9 Maintenance 62
Revise History 63

1. Introduction

1.1 Product Introduction

Thank you very much for purchasing TSC bar code print engine.

TSC's innovative PEX-1000 Series print engine incorporates a robust die cast construction designed for years of reliability, ease of use, and cost-conscious serviceability. The PEX combines a precision print mechanism with high performance electronics to produce labels at up to 18 inches per second, the fastest in its class.

Designed for ease of integration, the PEX features a bolt-compatible construction with a commonly used GPIO interface and an easy to use color display. The PEX offers simple integration into both new and existing label application installations. It is ideal for manufacturing and logistic applications where high speed and high demand label printing is required.

This document provides an easy reference for operating the PEX-1000 Series. To print label formats, please refer to the TSPL/TSPL2 programming manual for writing the custom programs, the TSPL/TSPL2 programming manual can be found on the accessories CD-ROM or on TSC website at https://www.tscprinters.com.

- Applications
  - Manufacturing
    - Automotive
    - Food and Beverage
  - Warehouse & Logistics
    - Pallet Labeling
    - Carton Shipping
  - Healthcare
    - Pharmaceutical labeling

1.2 Product Specification

Item \ Printer model	PEX-1121/PEX-1221	PEX-1131/PEX-1231	PEX-1161/PEX-1261
Resolution	8 dots/mm (203 DPI)	12 dots/mm (300 DPI)	24 dots/mm (600 DPI)
Printing method	Thermal transfer and direct thermal		
Print speed	457mm (18")/second	356 mm (14")/second	152 mm (6")/second
Max. print width	104 mm(4.09")		
Max. print length	25,400 mm (1000")	11,430 mm (450")	2540 mm (100")
Enclosure	Die-cast based print mechanism		
Physical dimension	245 mm (W) x 300 mm (H) x 390 mm (D) 9.65" (W) x 11.81" (H) x 15.35" (D)		
Weight	13 kg (28.66 lbs)		
Ribbon	600 m long, max. O.D. 90 mm, 1" core (ink coated outside or inside)		
Ribbon width	25.4 mm ~ 114.3 mm (1" ~ 4.5")		
Processor	32-bit RISC CPU		
Memory	■ 512MB Flash memory ■ 512MB DDR2 ■ USB device memory (FAT32) ■ Micro SD card reader for memory expansion, up to 32GB		
Interface	■ RS-232 ■ USB 2.0 ■ Internal Ethernet, 10/100 Mbps ■ USB host * 1 (front side), connecting USB storage device ■ GPIO (DB15F) + Centronics ■ GPIO (DB25F) (dealer option) ■ 802.11 a/b/g/n/ac Wi-Fi + BT wireless (dealer option)		
Power	Auto sensing power supply (20% print ratio) ■ Input: AC 100-240V, 4-2A, 50-60Hz ■ Output: DC 5V, 5A; DC 24V, 7A; DC 36V, 1.4A; Total 243W		
LCD display/ Operation buttons	■ 3.5" color TFT display, 320 x 240 pixel ■ 1 status indicator		
Operation switch, button	■ 6 buttons (Menu, Pause/Feed, Up, Down, Left, Right)		
Sensors	■ Gap transmissive sensor (Position adjustable, 15mm ~ 98mm) ■ Black mark reflective sensor(Bottom or Top black mark sensor switchable and position adjustable)Ribbon end sensor (transmissive) ■ Ribbon encoder sensor ■ Head open sensor ■ Media cover open sensor		
Real time clock	■ Standard		

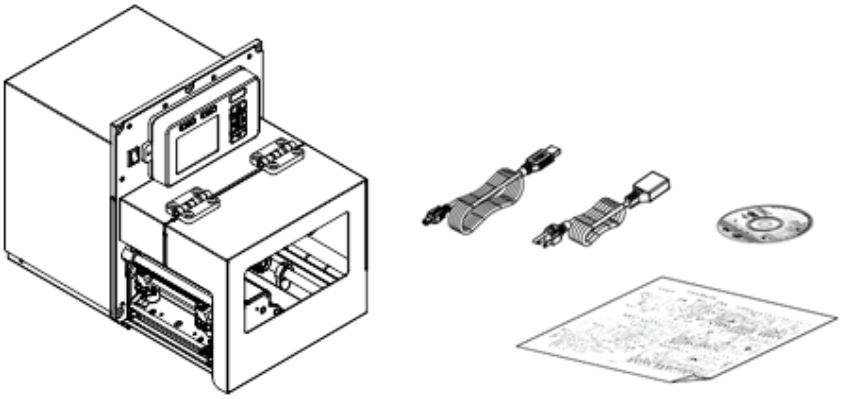
Internal font	■ 8 alpha-numeric bitmap fonts ■ Monotype Imaging® true type font engine with one CG Triumvirate Bold Condensed scalable font		
Bar code	1D bar code Code 11, Code 39, Code 49, Code 93, Code128UCC, Code128 subsets A.B.C, Codabar, Standard 2 of 5, Industrial 2 of 5, Interleave 2 of 5, EAN-8, EAN-13, EAN-14, EAN-128, ITF14, UPC-A, UPC-E, EAN and UPC 2(5) digits add-on, MSI, PLESSEY, PLANET, POSTNET, RSS-Stacked, GS1 DataBar, China Post, Telepen, LOGMARS 2D bar code PDF-417, Micro PDF 417, Maxicode, DataMatrix, QR code, Aztec, TLC 39, RSS		
Font & bar code rotation	0, 90, 180, 270 degree		
Command set	TSPL-EZD (Compatible to EPL, ZPL, ZPL II, DPL)		
Media type	Continuous, die-cut, black mark, fan-fold, notch (outside wound)		
Media width	20 mm ~ 114 mm (0.8” ~ 4.5”)		
Media thickness	0.076 ~ 0.305 mm (2.99 ~ 12.01 mil)		
Label length	5 ~ 25,400 mm (0.2" ~ 1,000")	5 ~ 11,430 mm (0.2" ~ 450")	5 ~ 2,540 mm (0.2" ~ 100")
Environment condition	Operation:0 ~ 40˚C (32~ 104˚F), 25~85% non-condensing Storage: -40 ~ 60 ˚C (-40 ~ 140˚F), 10~90% non-condensing		
Safety regulation	BSMI 、CCC、CE Class A、EAC、FCC Class A , BIS, KC , cTUVus(UL62368-1), Mexico COC		
Accessories	■ Windows labeling software CD disk ■ Quick start guide ■ USB port cable ■ Power cord		
Factory option	■ Bluetooth BT5.0 MFi		
Dealer option	■ Internal 802.11a/b/g/n/ac + Bluetooth 4.2 wireless module kit ■ GPIO (DB25F)		

2. Operations Overview

2.1 Unpacking and Inspection

This print engine has been specially packaged to withstand damage during shipping. Please carefully inspect the packaging and print engine upon receiving the bar code print engine. Please retain the packaging materials in case you need to reship the print engine. Unpacking the print engine, the following items are included in the carton.

- One print engine unit
- One Windows labeling software/ Windows driver CD disk
- One quick setup guide
- One power cord
- One USB interface cable



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

Note: Check the production date

Serial NO.: XXX 18 12 XXXX

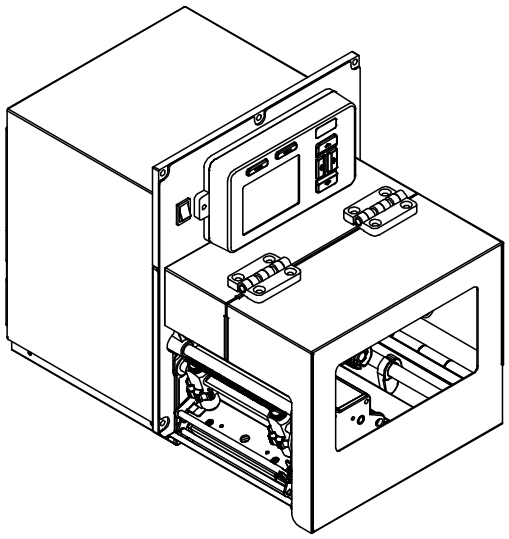
YEAR
Год

WEEK
Неделю

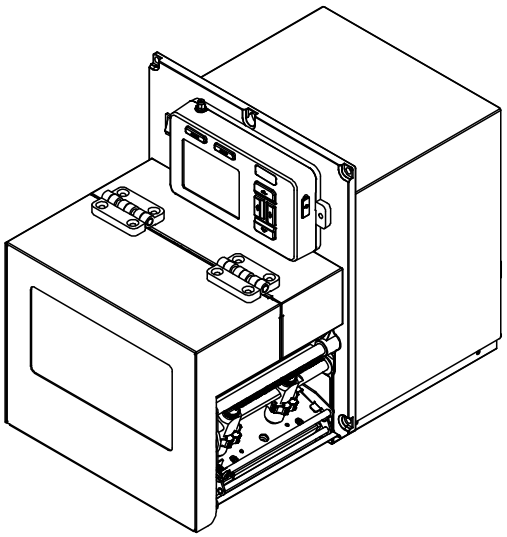
2.2 Print Engine Orientation

The PEX-1000 series are available in a left-hand configuration and a right-hand configuration.

PEX-1121/ PEX-1131/ PEX-1161 series
Left-hand model



PEX-1221/ PEX-1231/ PEX-1261 series
Right –hand model

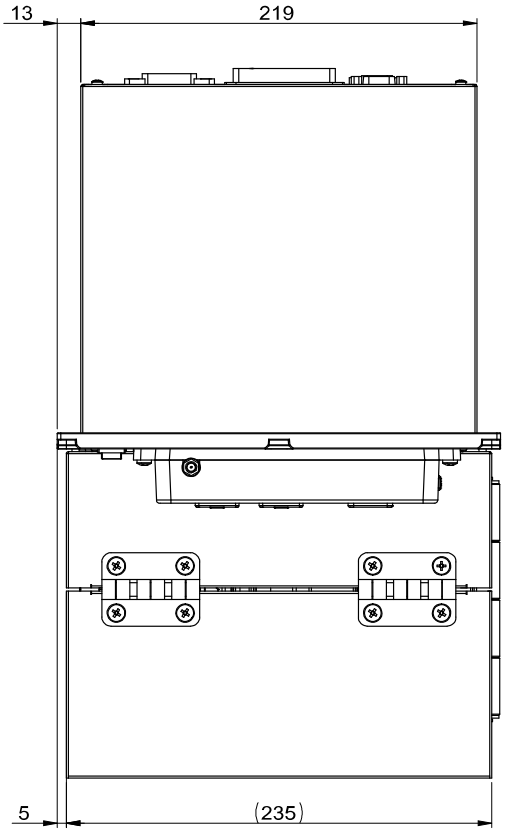


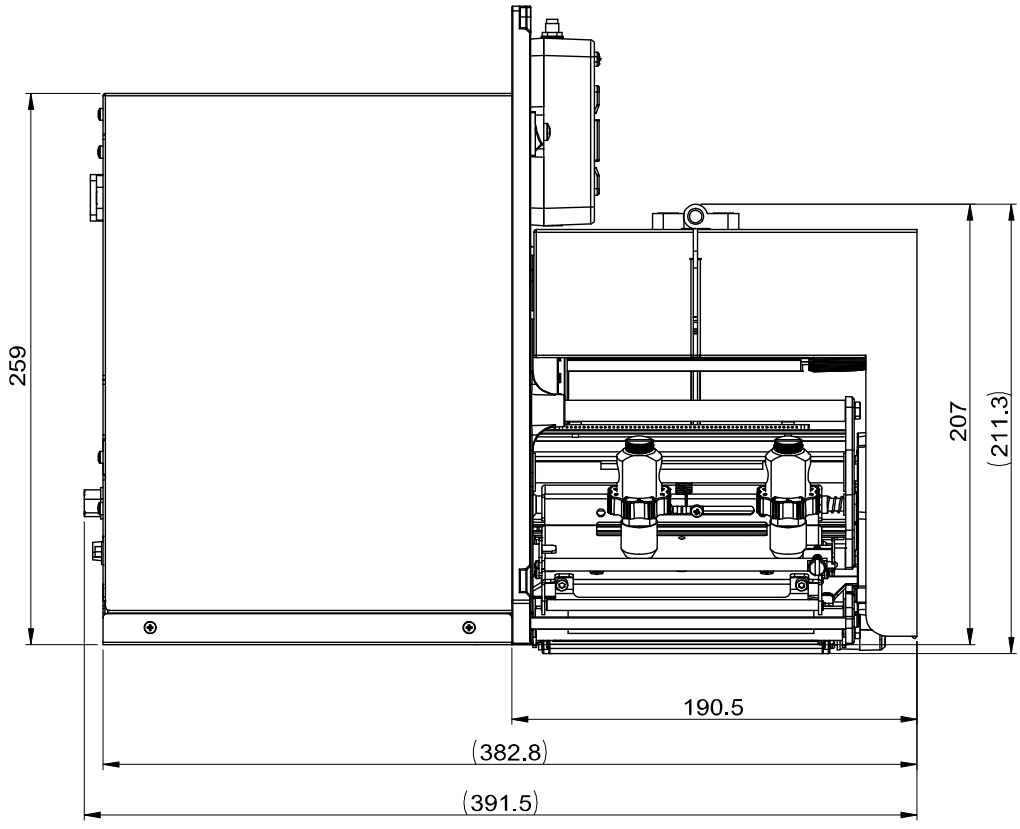
Note:

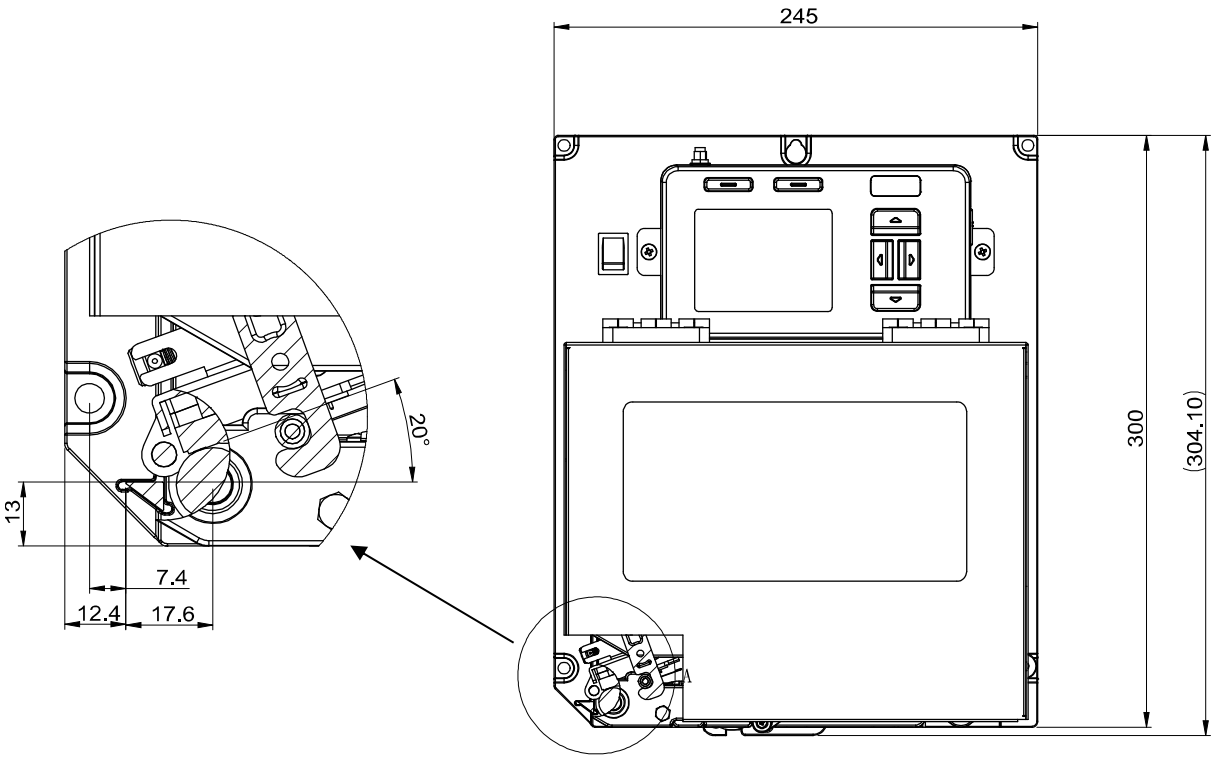
This document is going to show the components inside the media compartment of a left-hand print engine. A right-hand unit contains a mirror image of those components. Familiarize yourself with those components before continuing with the print engine setup procedure.

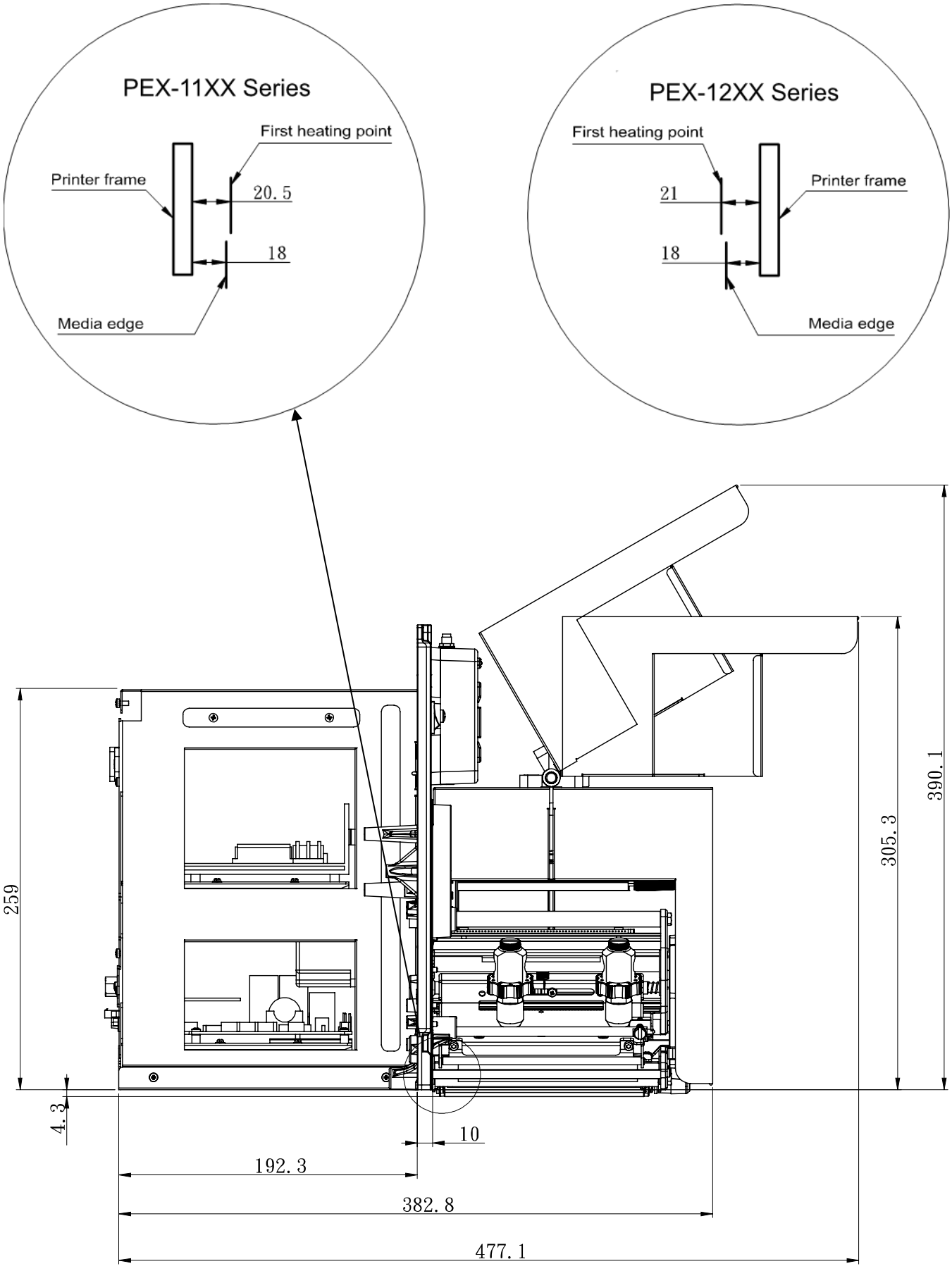
2.3 Checking the Installation Space

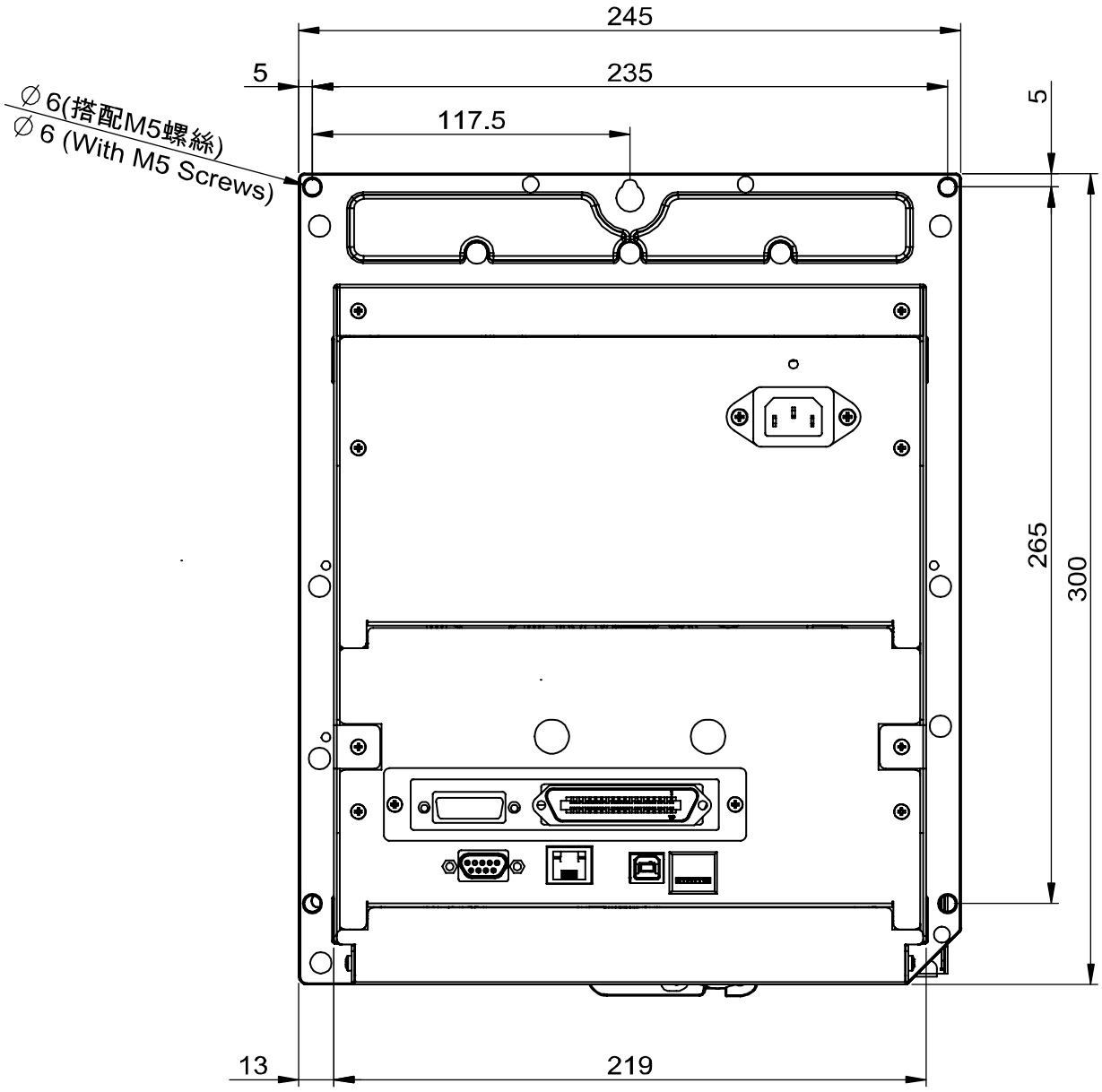
Please check the space for mounting the print engine into an applicator. Please refer to the dimensions in this section.






245
300
(304.10)
20°
13
7.4
12.4
17.6


PEX-11XX Series
First heating point
Printer frame
20.5
18
Media edge
PEX-12XX Series
First heating point
21
Printer frame
18
Media edge
259
390.1
305.3
4.3
10
192.3
382.8
477.1

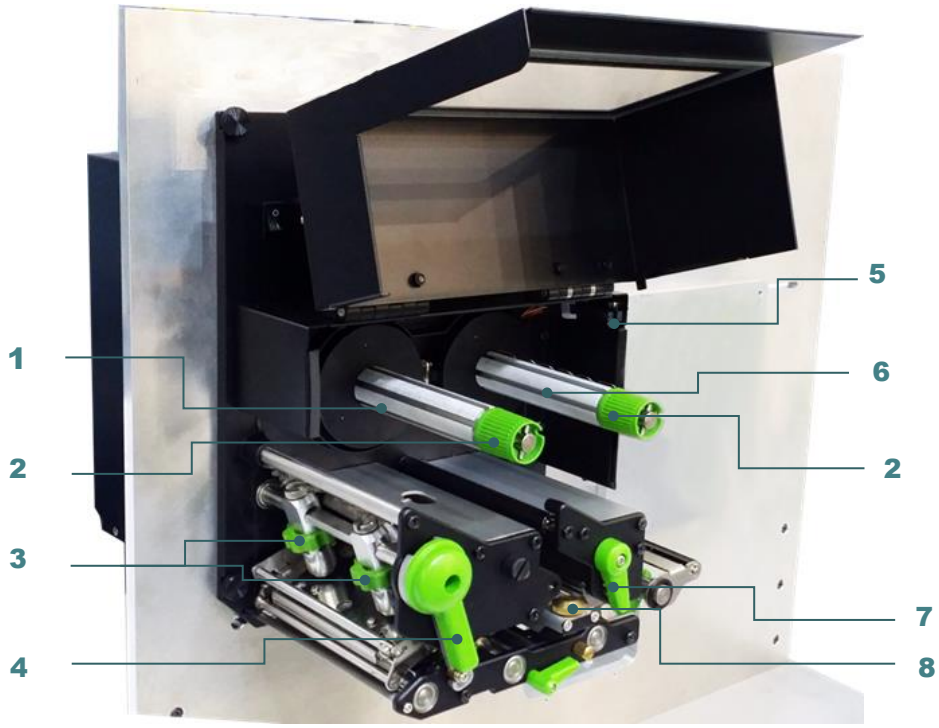

245
5
235
117.5
5
∅6(搭配M5螺絲)
∅6 (With M5 Screws)
265
300
13
219

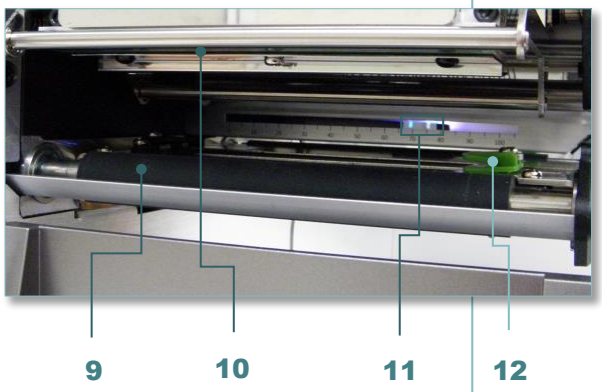
2.4 Print Engine Overview

2.4.1 Front View

1. Soft keys
2. Power switch
3. LCD display
4. Wi-Fi antenna
5. LED indicator
6. Navigational keys
7. Media view window
8. Print engine cover
9. USB host

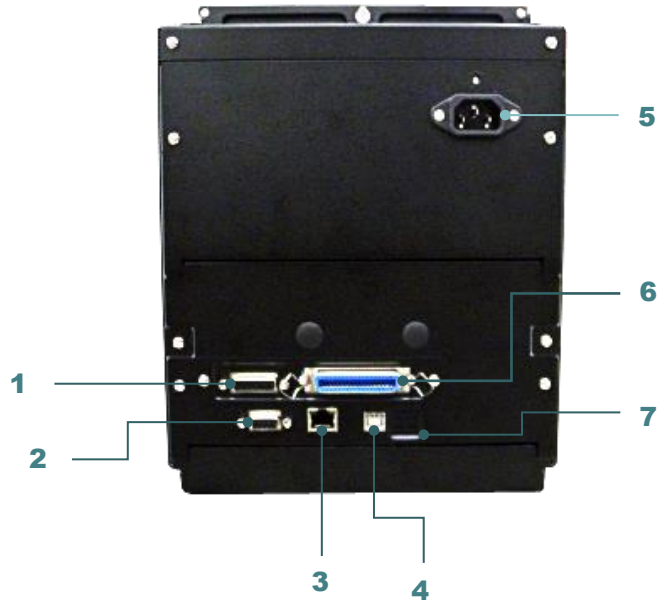
2.4.2 Interior view





1. Ribbon rewind spindle
2. Ribbon tension adjustment knobs
3. Print head pressure adjustment knobs
4. Print head release lever
5. Print engine cover open sensor
6. Ribbon supply spindle
7. Label guide bar release lever
8. Media sensor position adjustment knob
9. Platen roller
10. Print head
11. Media sensor
12. Label guide

2.4.3 Rear View



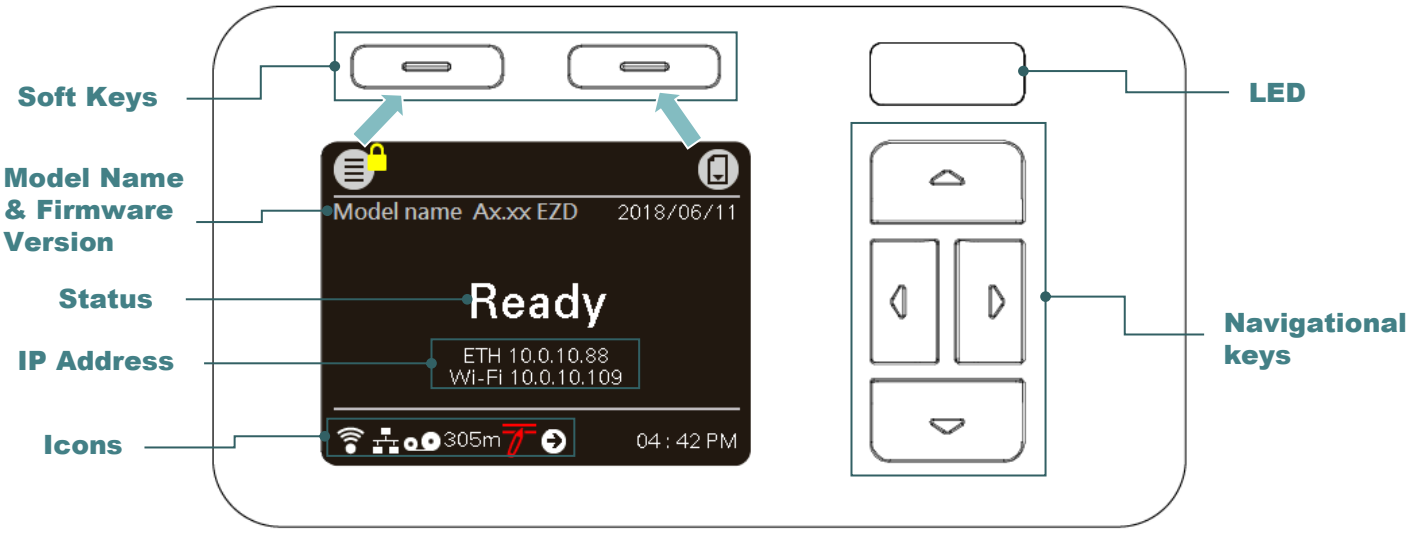
1. GPIO interface (Applicator interface with DB15F connector +5V I/O)
2. RS-232C interface
3. Ethernet interface
4. USB interface
5. Power cord socket
6. Centronics interface
7. * Micro SD card socket

Note:
The interface picture here is for reference only. Please refer to the product specification for the interfaces availability.

*** Recommended SD card specification**

Type	SD card spec	SD card capacity	Approved SD card manufacturer
Micro SD	V2.0 Class 4	4G	Transcend
	V2.0 Class 4	8G	Transcend
	V3.0 Class 10 UHS-I	16G	Transcend
	V3.0 Class 10 UHS-I	32G	Transcend
	V3.0 Class 10	16G	Kingston
	V2.0 Class 4	16G	Scandisk
	V3.0 Class 10 UHS-I	16G	Scandisk
- The DOS FAT file system is supported for the SD card. - Folders/files stored in the SD card should be in the 8.3 filename format. - The miniSD/microSD card to SD card slot adapter is required.			

2.5 Operator Control

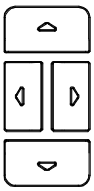


2.5.1 LED Indication

This print engine has one three-color LED indicator.

LED Color / Status	Description
Green/ Solid	This illuminates that the power is on and the device is ready to use.
Green/ Flash	This illuminates that the system is downloading data from PC to memory or the print engine is paused.
Amber	This illuminates that the system is clearing data from print engine.
Red / Solid	This illuminates print head open.
Red / Flash	This illuminates a printing error, such as paper empty, paper jam, or memory error etc.

2.5.2 Keys

Keys	Function
Soft keys	The labels on the header of the UI will explain the function for left and right soft key. Check the labels on the header of the UI screen. The meaning of the soft keys will vary.
Navigational keys 	Used to select items, menu selection, and navigation in the UI.

2.5.2 Main page Icons

Indicated icon	Indication
	Wi-Fi device is ready
	Ethernet is connected
	Bluetooth device is ready
	Remaining amount of ribbon(m)
	Pending documents in the printer
	Security lock
	Print head cleaning notice
	Print engine cover open
Icon button	**Function**
	Enter the Menu or the “Favorites” option
	Enter cursor (be marked in green) located option
	Feed button (advance one label)

3. Setup

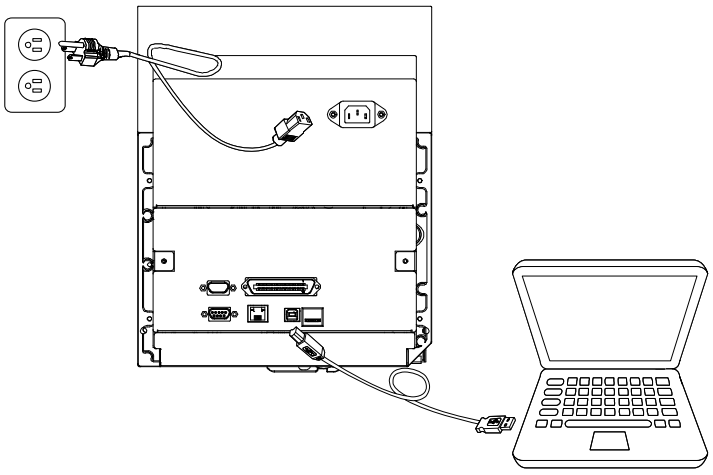
3.1 Setting up the print engine

1. Please refer to the section 2.3 to install the print engine to an applicator.

2. Make sure the power switch is off.

3. Connect the print engine to the computer with the provided USB cable or available connections.

4. Plug the power cord into the AC power cord socket at the rear of the print engine, and then plug the power cord into a properly grounded power outlet.

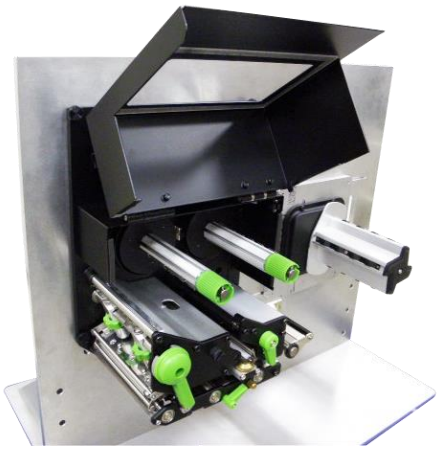


Note: Please switch OFF power switch prior to plug in the power cord to power jack.

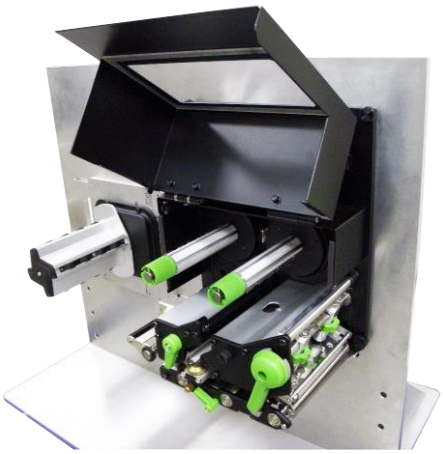
3.2 Loading the Ribbon

1. Open the print engine cover.
   Note: There is no media supply spindle for standard model.

Left-hand model

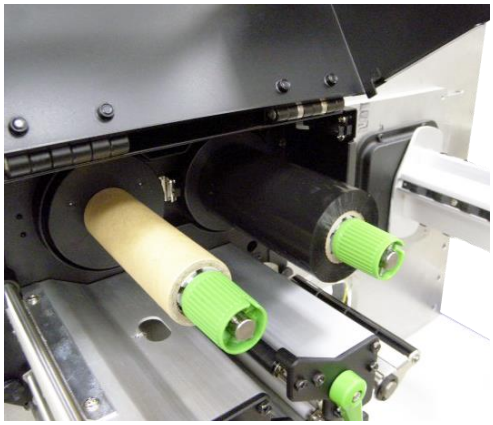


Right –hand model

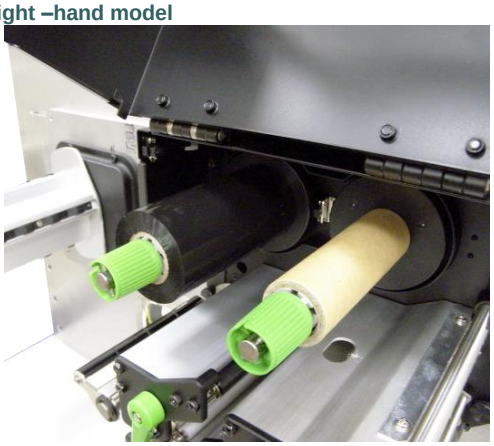


2. Install the ribbon and paper core onto ribbon supply spindle and ribbon rewind spindle.

Left-hand model

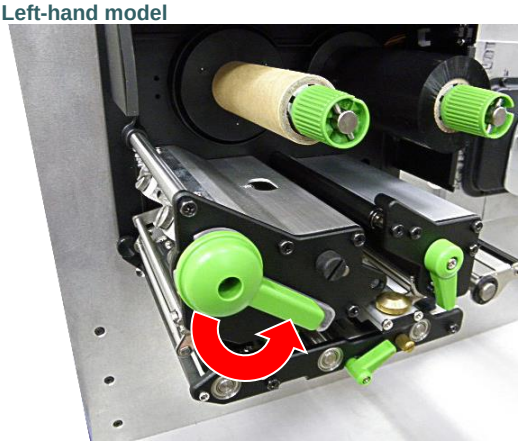


Right –hand model

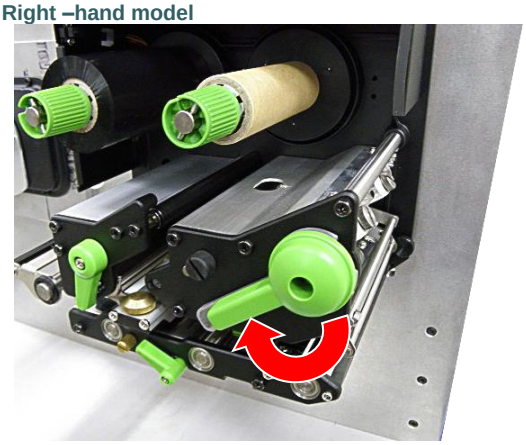


3. Push print head release lever to open print head mechanism.

Left-hand model



Right –hand model



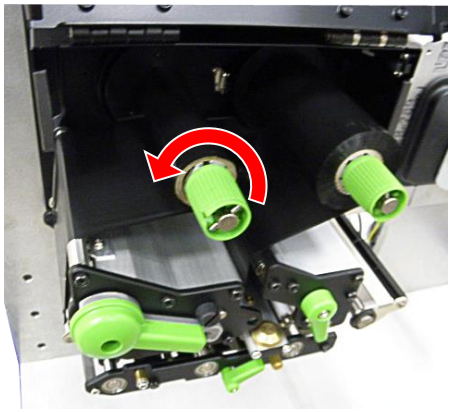
4. Thread ribbon above the ribbon guide bar and through ribbon sensor slot. (Please refer to “Loading path for ribbon” as following fig.)

Left-hand model

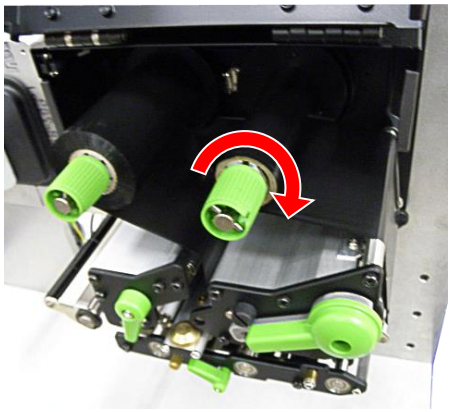
Right –hand model

5. Wind the ribbon rewind spindle counterclockwise roughly 3~5 circles until ribbon is smooth, properly stretched and wrinkle-free.

Left-hand model

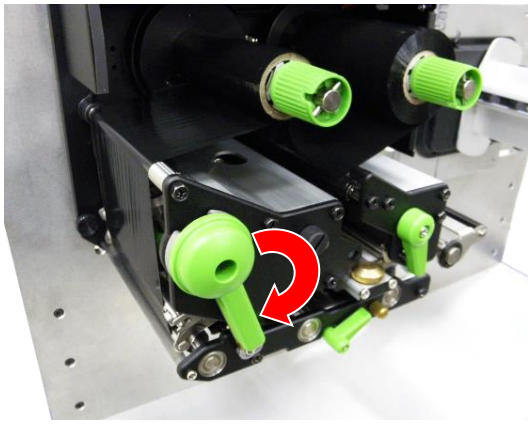


Right –hand model

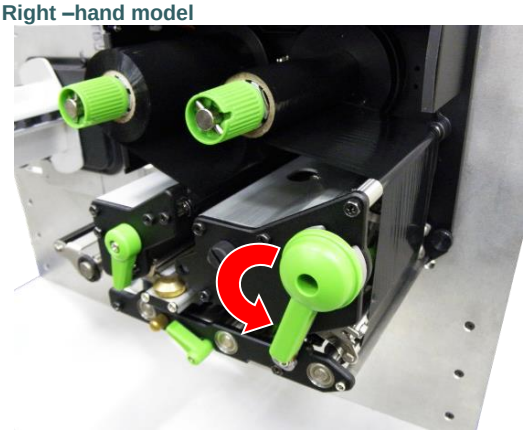


6. Close the print head mechanism by pushing the print head release lever.

Left-hand model



Right –hand model

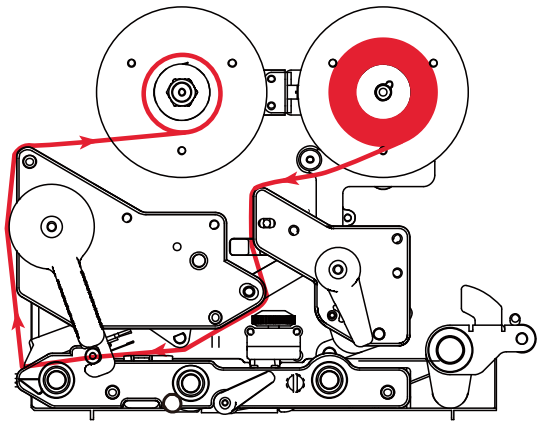


Note:
Please refer to video on TSC YouTube.

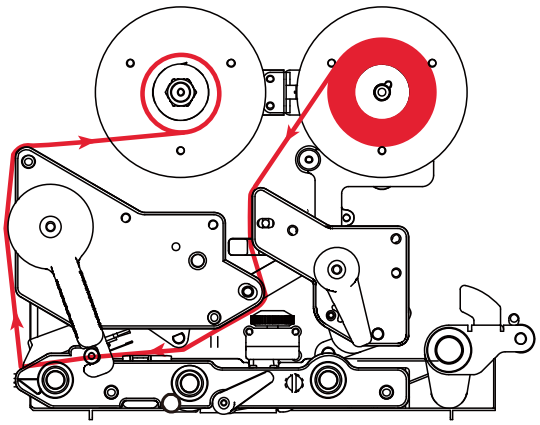
Loading path for ribbon

Left-hand model

*** Ink coated outside wound**

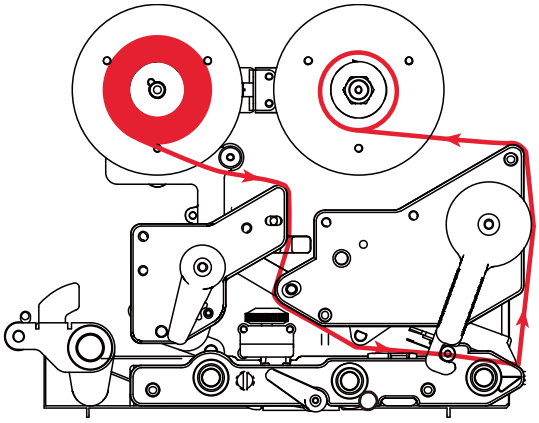


*** Ink coated inside wound**

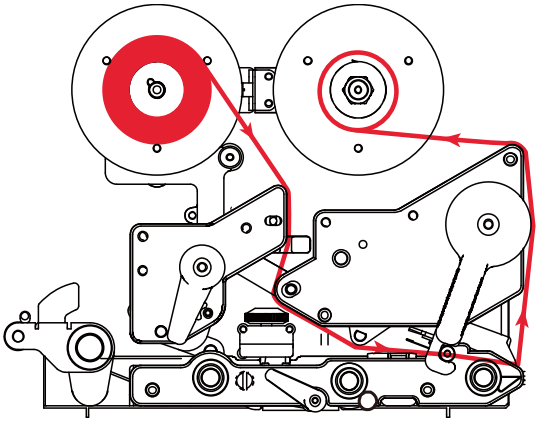


Right –hand model

*** Ink coated outside wound**



*** Ink coated inside wound**

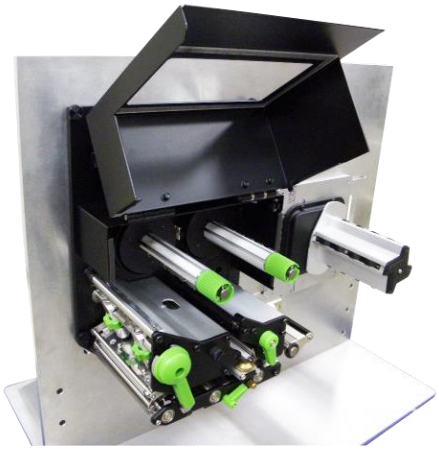


3.3 Loading the Media

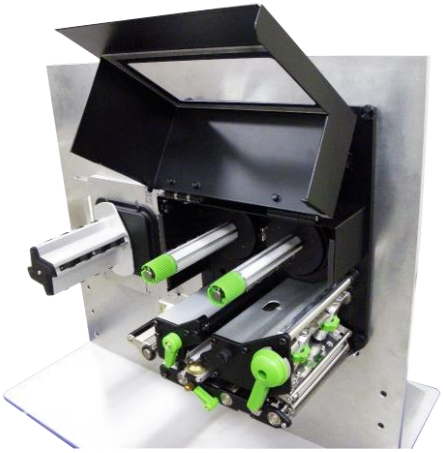
3.3.1 Loading the Media

1. Open the print engine cover.
   Note: There is no media supply spindle for standard model.

Left-hand model

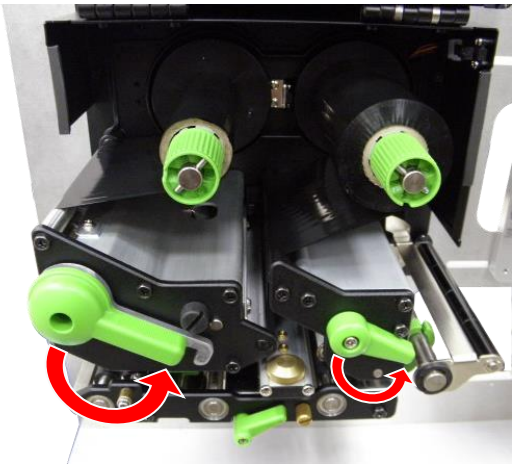


Right –hand model

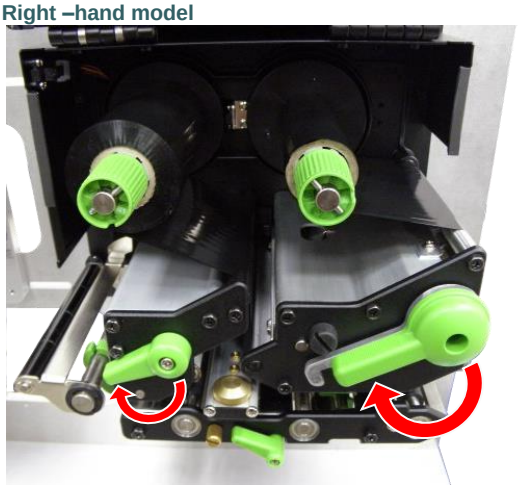


2. Push open the print head release lever and label guide bar release lever for loading media.

Left-hand model



Right –hand model



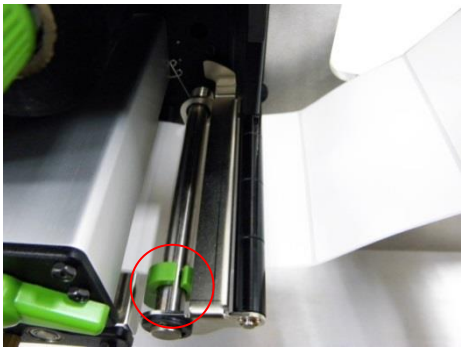
3. Pull the leading edge of the label forward through the media guide bar pass media sensor, and place the leading edge onto the platen roller.

Left-hand model

Right –hand model

4. Adjust the rear label guide (green) to fit the label width.

Left-hand model



Right –hand model

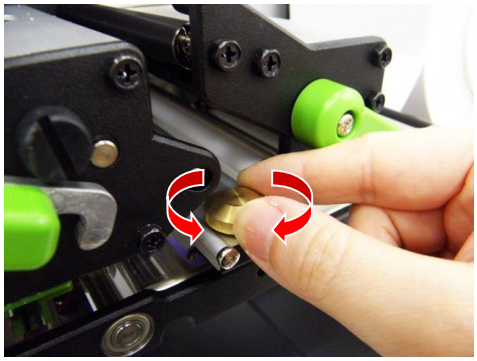
5. Adjust the front label guide (green) to fit the label width.

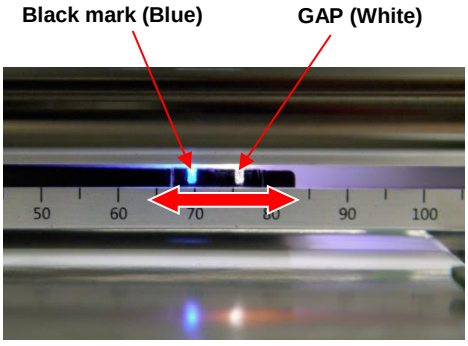
Left-hand model

Right –hand model

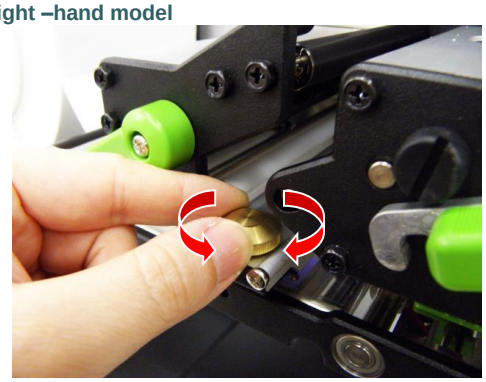
6. Move the media sensor by adjusting the media sensor position adjustment knob, make sure the gap or black mark sensor is at the location where media gap/black mark will pass through for sensing.

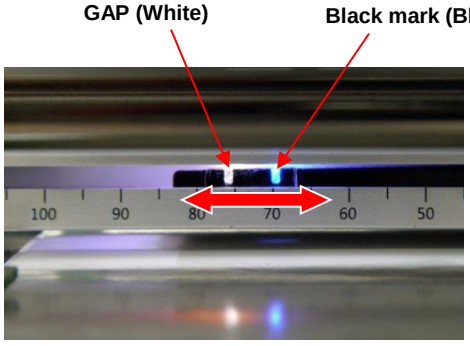
Left-hand model





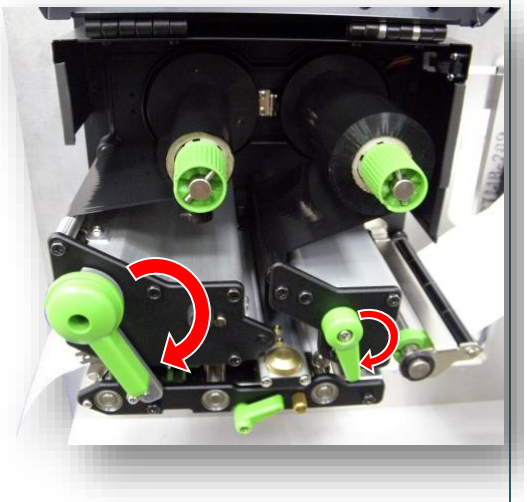
Right –hand model





7. Close print head release lever and label guide bar release lever.
8. Set media sensor type and calibrate the selected sensor.

Left-hand model

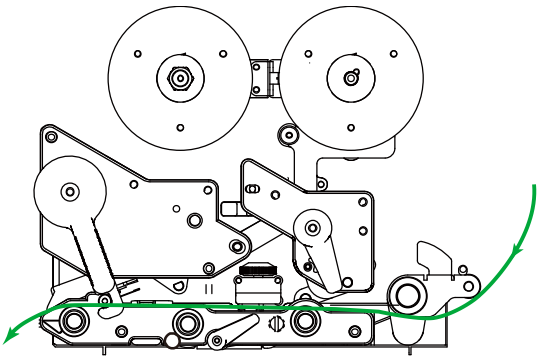


Right –hand model

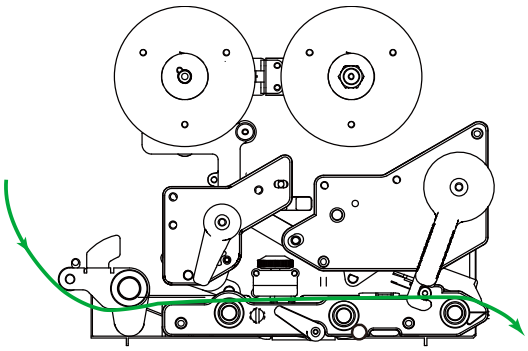
Note:
*** Please calibrate the gap/black mark sensor when changing media.**
*** Please refer to video on TSC YouTube.**

Loading path for media

Left-hand model



Right –hand model



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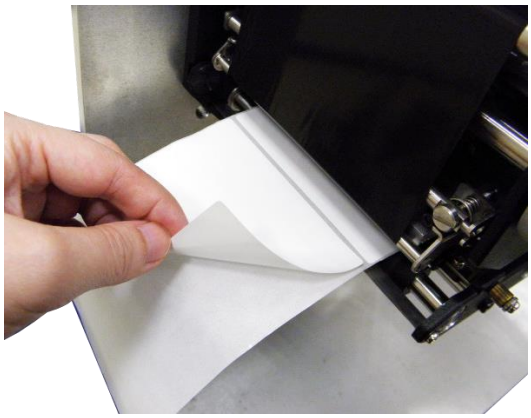
3.3.2 Loading Media in Peel-off Mode

1. Open the print engine cover.
2. Please refer to section 3.3.1 step 3~8 for loading media.

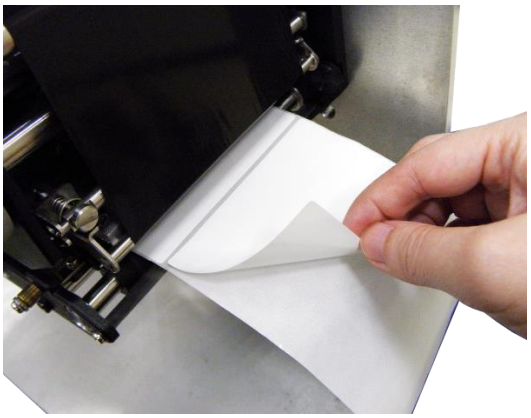
Note:
*** Please calibrate the gap/black mark sensor before loading media in peel-off mode to avoid paper jam.**
*** There are no peel-off sensor and liner rewind spindle for standard model.**

3. Open print head release lever and label guide bar release lever to pull approximately 650mm of label through the front of the print engine.
4. Remove several labels to leave liner.

Left-hand model



Right –hand model



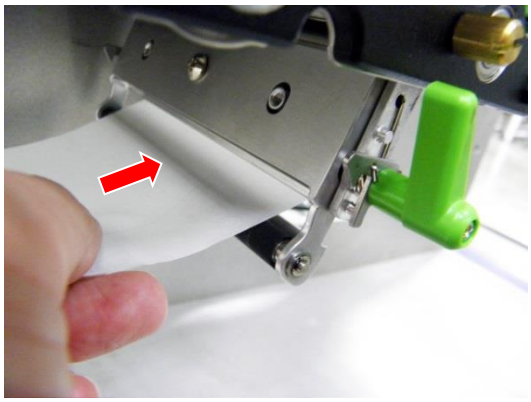
5. Open the peel-off roller release lever.

Left-hand model

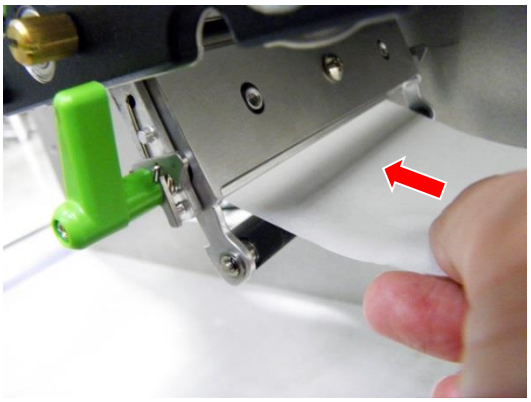
Right –hand model

6. Feed the leading edge of liner through the peel-off roller.

Left-hand model

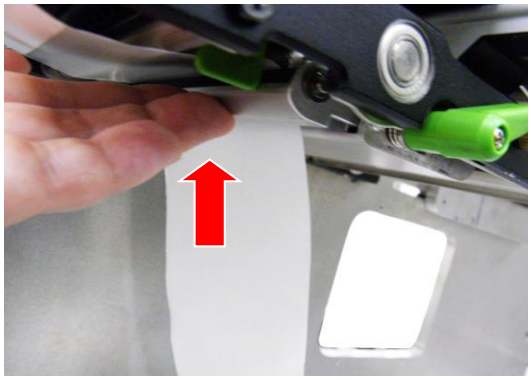


Right –hand model

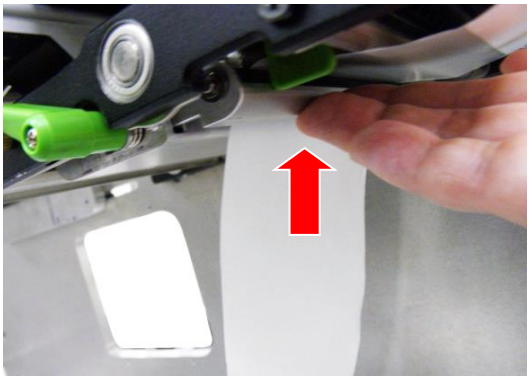


7. Press the middle of the peel-off roller to close the peel-off roller release lever.

Left-hand model

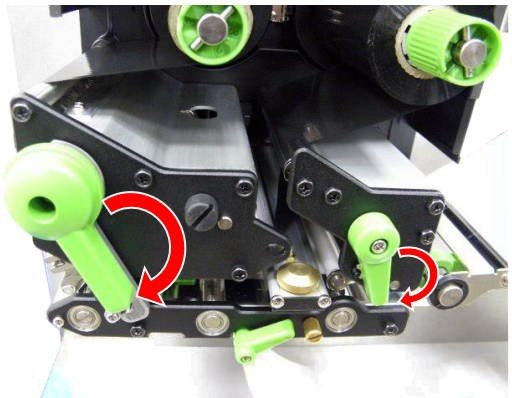


Right –hand model

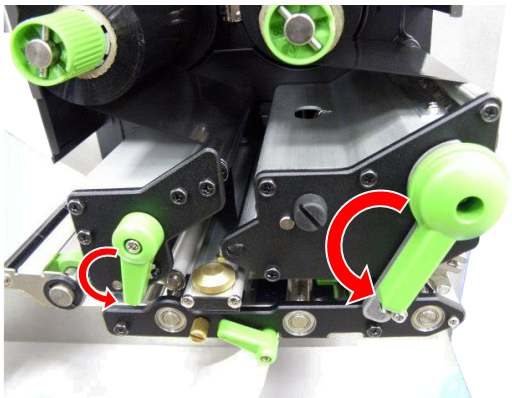


8. Close print head release lever and label guide bar release lever.

Left-hand model



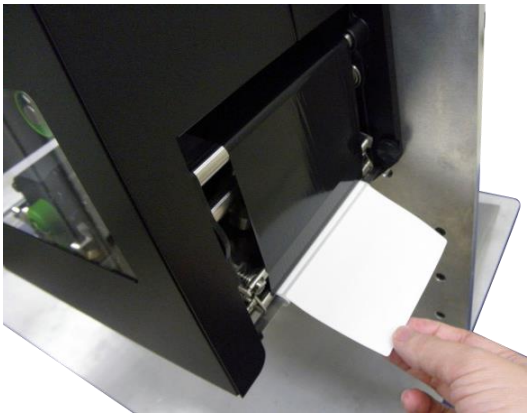
Right –hand model



9. Press the FEED button to test.

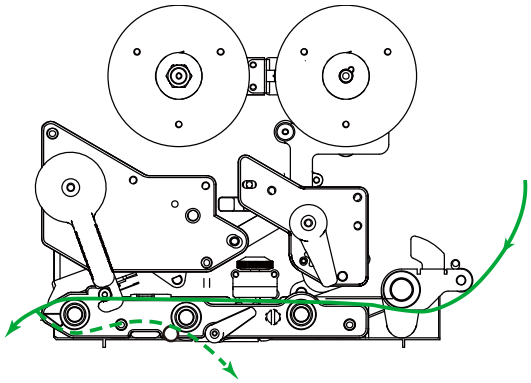
Left-hand model

Right –hand model

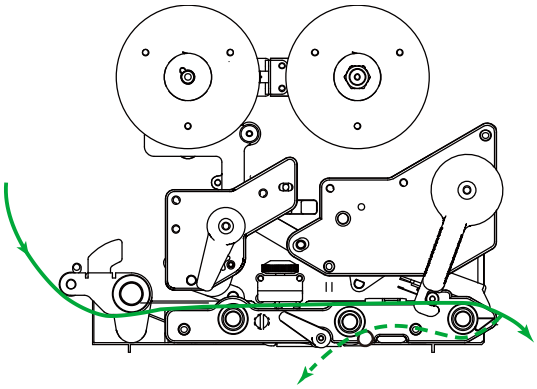


Loading path for media in peel-off mode

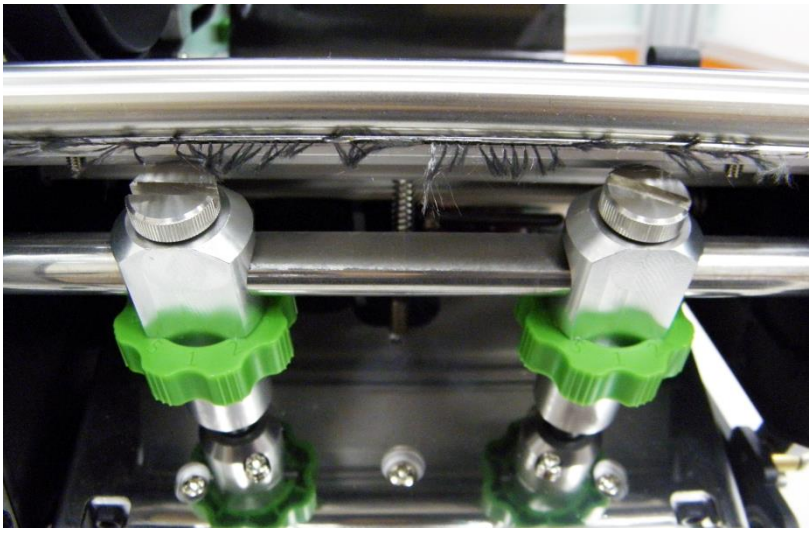
Left-hand model

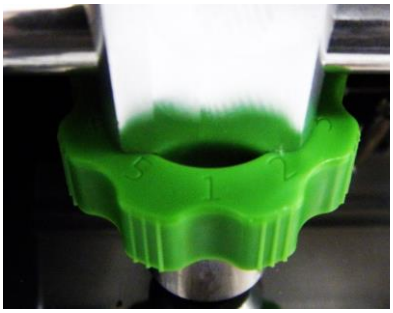


Right –hand model



4. Moveable Print Head Pressure Adjustment Knob



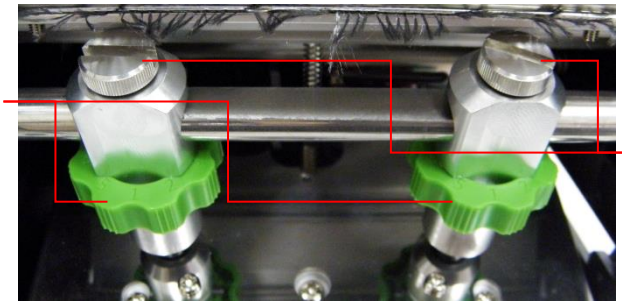
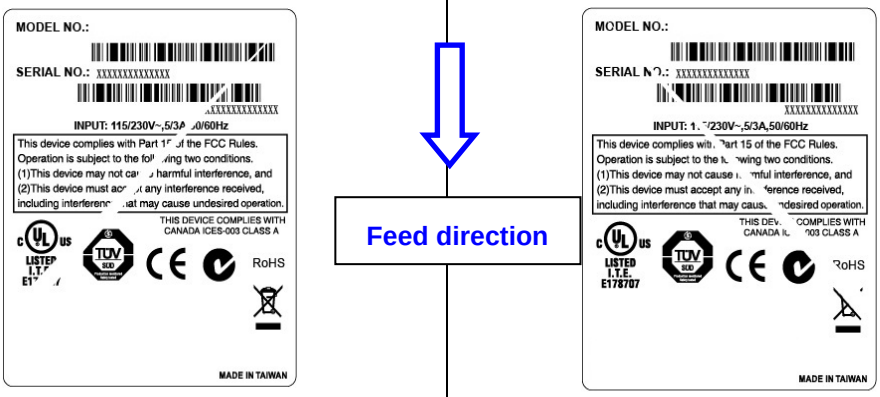


The moveable print head pressure adjustment knob has 5 levels of adjustment. Because the print engine's paper alignment is to the left side (or right side/ PEX-1200 series) of mechanism, different media widths require different pressure to print correctly. Therefore it may require to adjust the pressure knob to get your best print quality. For example, if the label width is 4", adjust both print head pressure adjustment knobs to the same level. If the label is less than 2" wide with PEX-1100 series, increase the left side print head pressure by rotating the adjustment knob clockwise and decrease the right side pressure by rotating the adjustment knob counter-clockwise to level 1.

4.1 Mechanism Fine Adjustment to Avoid Ribbon Wrinkles

This print engine has been fully tested before delivery. There should be no ribbon wrinkle presented on the media for general-purpose printing application. Ribbon wrinkle is related to the media thickness, print head pressure balance, ribbon film characteristics, print darkness setting…etc. In case the ribbon wrinkle happens, please follow the instructions below to adjust the print engine parts.

<table>
<tr><td>Adjustable Print Parts</td><td colspan="2">The print head pressure adjustment knob has 5 levels of settings. Clockwise direction adjustment is to increase the print head pressure. Counter Clockwise adjustment can decrease the print head pressure.

Print head pressure adjustment knobs
 
Fixing screws</td></tr>
<tr><td>Symptom</td><td>1. Wrinkle happens from label lower left to upper right direction (“ / ”)</td><td>2. Wrinkle happens from label lower right to upper left direction (“ \ ”)</td></tr>
<tr><td rowspan="2">Wrinkle Example</td><td colspan="2"> 
</td></tr>
<tr><td>If the wrinkle on the label starts from the lower left side to upper right side, please do following adjustment.

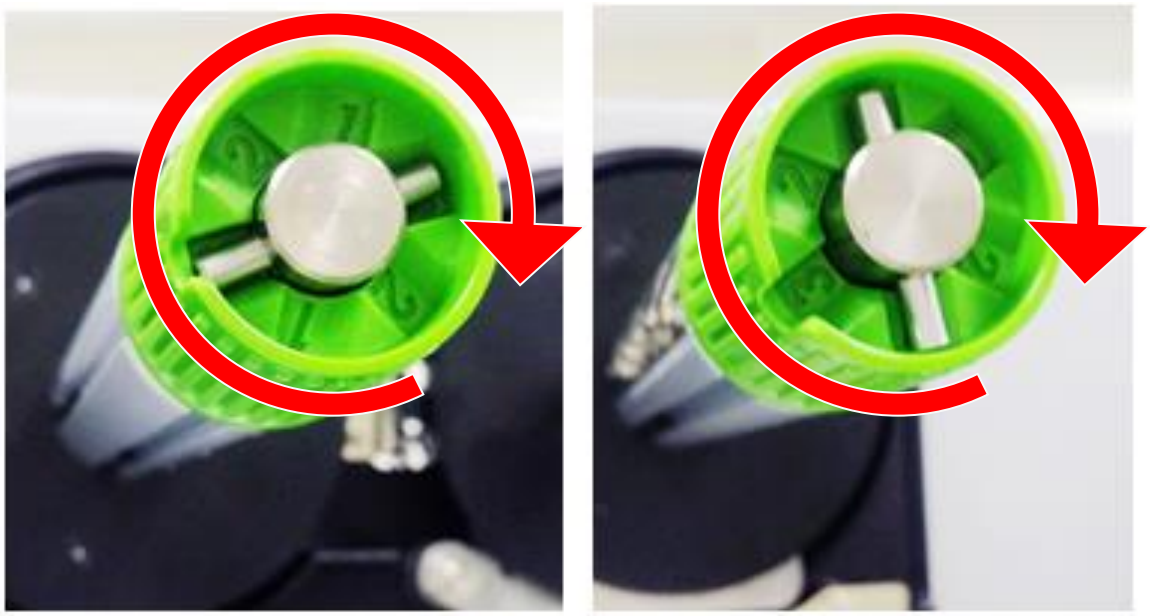
1. Decrease the right side print head pressure adjustment knob setting 1 level per each adjustment then print the label again to check if wrinkle is gone.

2. If the right side print head adjustment knob setting has been set to index 1 (the lowest pressure index), please increase the left side print head pressure.</td><td>If the wrinkle on the label starts from the lower right side to upper left side, please do following adjustment.

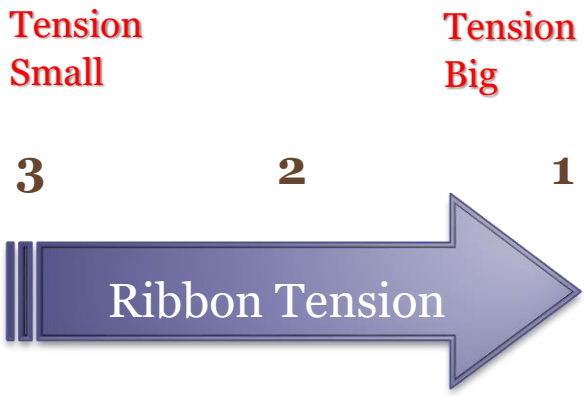
1. Decrease the left side print head pressure adjustment knob setting 1 level per each adjustment then print the label again to check if wrinkle is gone.

2. If the left side print head adjustment knob level has been set to index 1 (the lowest index), please increase the right side print head pressure.</td></tr>
</table>

5. Ribbon Tension Adjustment Knob



The ribbon tension adjustment knob has 3 levels of adjustment. Because the print engine's ribbon alignment is to the left side (or right side/ PEX-1200 series) of mechanism, different ribbon width require different tension to print correctly. Therefore it may require to adjust the ribbon tension knob to get your best print quality. The biggest tension is #1. Adjust the tension by turning the knobs to suitable # (1, 2 or3) on both ribbon supply & rewind spindles, suggest the tension # to be the same on both spindles. Factory default tension is #1.

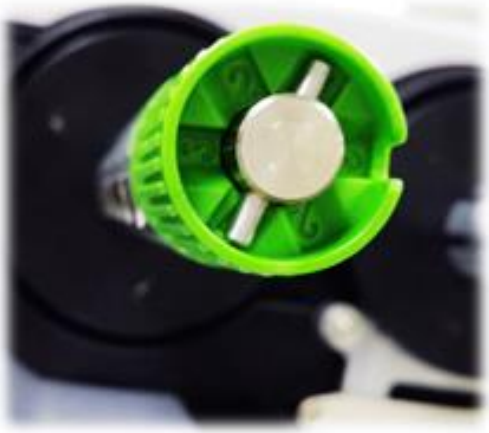


Suggestion of Ribbon Tension Adjustment

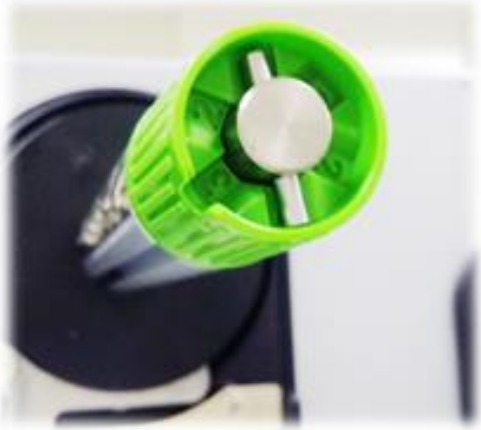
For 4” width ribbon

If the ribbon width is 4”, adjust both ribbon tension adjustment knobs to the #1 on ribbon supply & rewind spindles. (Factory default tension is #1)

Ribbon Rewind Spindle Tension # 1



Ribbon Supply Spindle Tension # 1



For 3” width ribbon

If the ribbon width is 3”, adjust both ribbon tension adjustment knobs to the #2 on ribbon supply & rewind spindles.

Ribbon Rewind Spindle Tension # 2

Ribbon Supply Spindle Tension # 2

For 2” width ribbon

If the ribbon width is 2”, adjust both ribbon tension adjustment knobs to the #3 on ribbon supply & rewind spindles.

Ribbon Rewind Spindle
Tension # 3

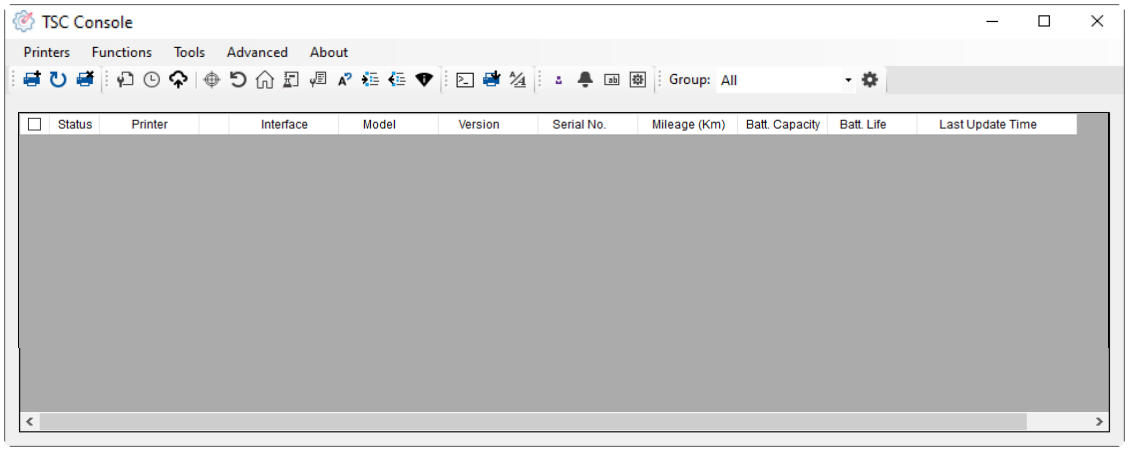
Ribbon Supply Spindle
Tension # 3

6. TSC Console

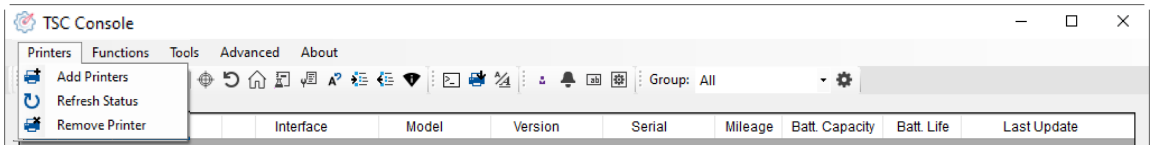
TSC Console combine the Printer Management, Diagnostic Tool, CommTool and Printer Webpage settings, which enables you to adjust printer's settings/status; change printers' settings; download graphics, fonts and firmware; create a printer bitmap font; and send additional commands to printers at the same time.

6.1 Start TSC Console

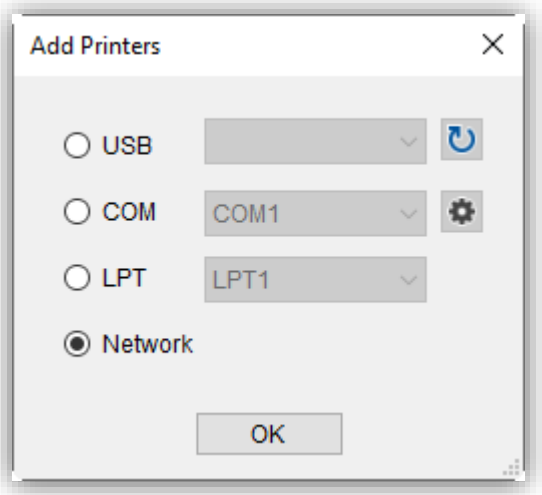
- Double click TSC Console icon to start the software.



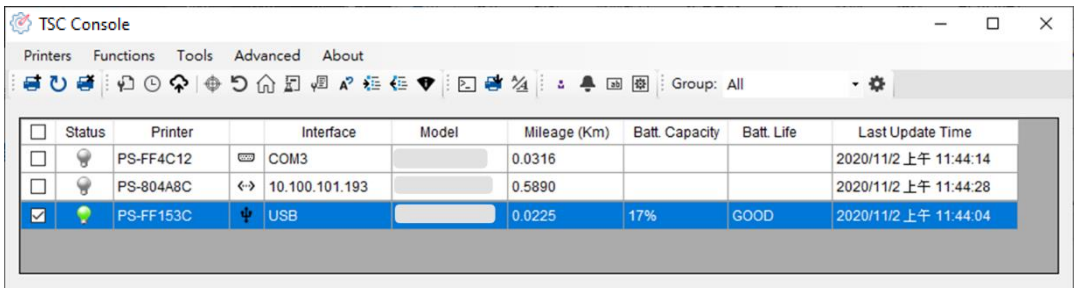
- Manually add the devices by clicking **Printer > Add Printers**.



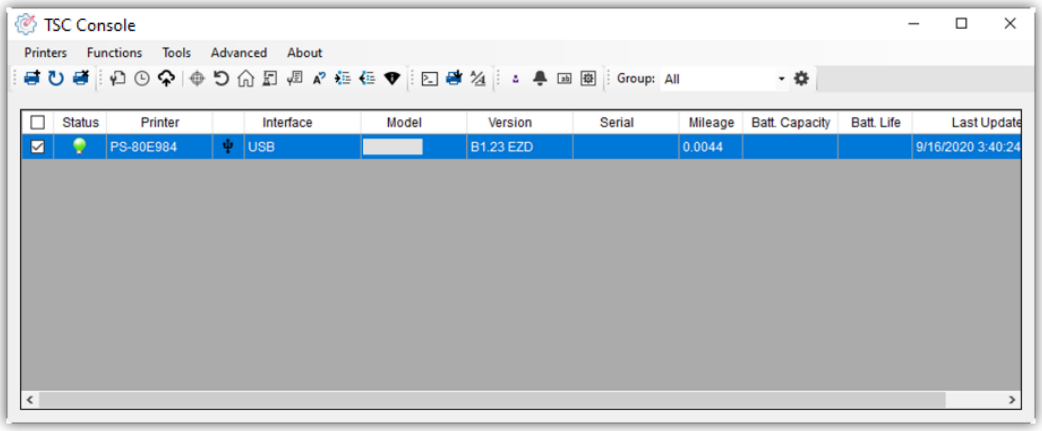
- Select the current interface of the printer.



- The printer will be added to **TSC Console**'s interface



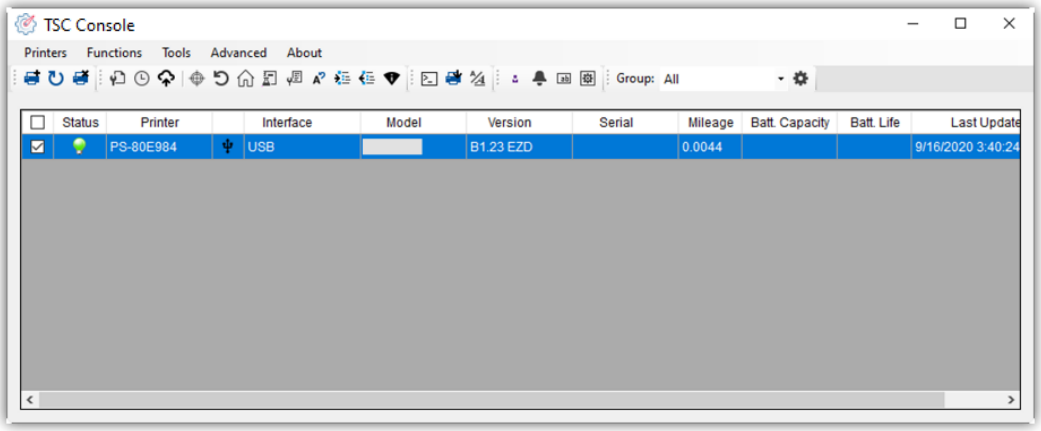
- Select the printer and set the settings.



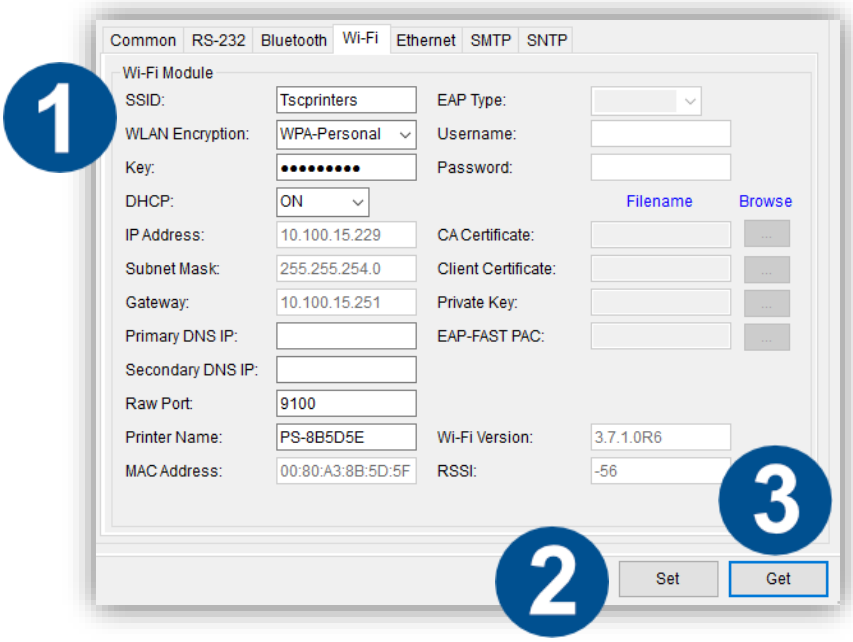
※ For more information, please refer to **TSC Console Users Manual**.

6.2 Set WiFi and Add to TSC Console Interface

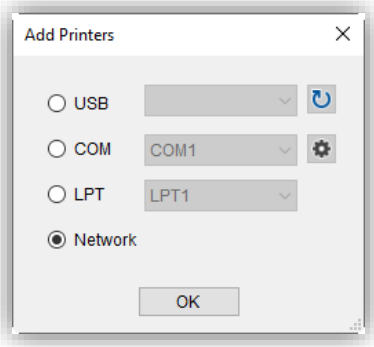
- Use **USB** or **COM Port** to set up the interface.



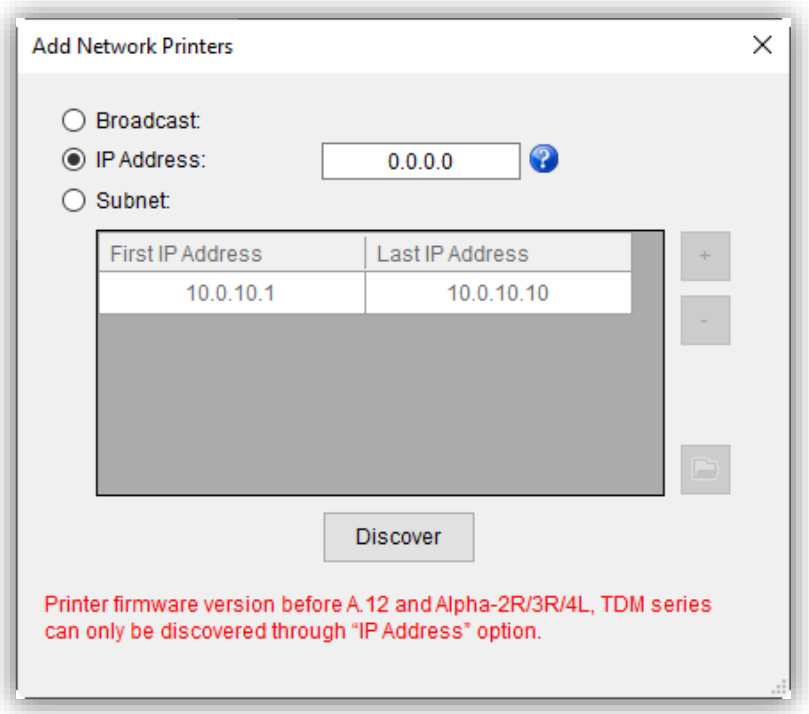
- Click **Get** to receive printer's info and finish WiFi setting by clicking **WiFi tab.**
- Click **Set** and the priter will reset.
- Click **Get** to ensure printer has connected to WiFi.



- Return to the **Add Printers** dialog box and click **Network.**



- Select the ways of searching WiFi devices.



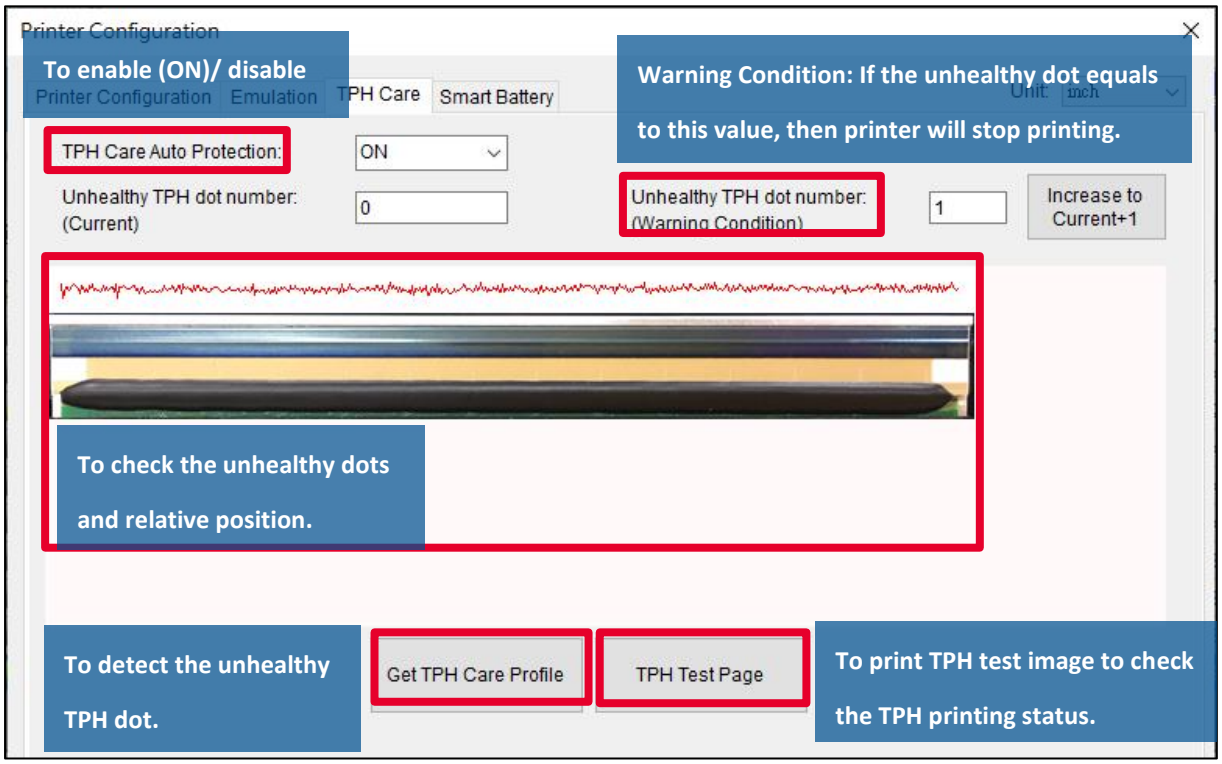
- Click **Discover** to find the printer.

※ **Printer firmware version before A.12 and Alpha-2R/3R/4L, TDM series can only be discovered through "IP Address" option.**

6.3 TPH Care

TPH Care could check condition of the print head. Set the failure dots threshold for indicating errors when the threshold is reached.

Note: If this option is gray, it means this printer does not support this function.



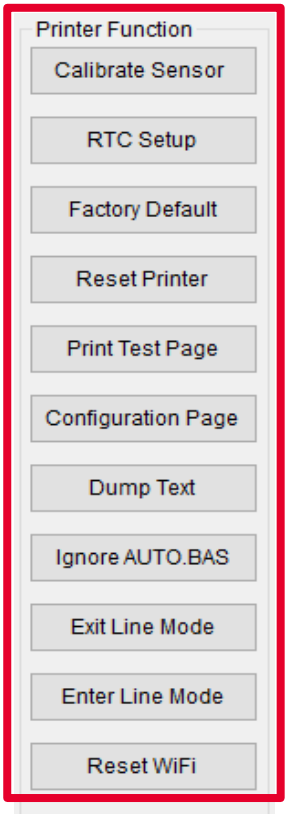
1. Enable the **TPH Care** function. (Note: Default is disabled/OFF.)
   Then click "**Get TPH care profile**" button and a diagram will show above.

2. If the profile is flat, it means the print head is good. Check "**Unhealthy TPH dot number**". If the result is zero (0), it means the print head is good.

3. Bad dots are presented as a spike in the spectrum. The arrow below indicates the presence of potentially damaged dots and printer will stop printing.

6.5 Printer Function

Printer Function could be found in **Printer Configuration**. "**Printer Function**" will be shown on the left side of the window.

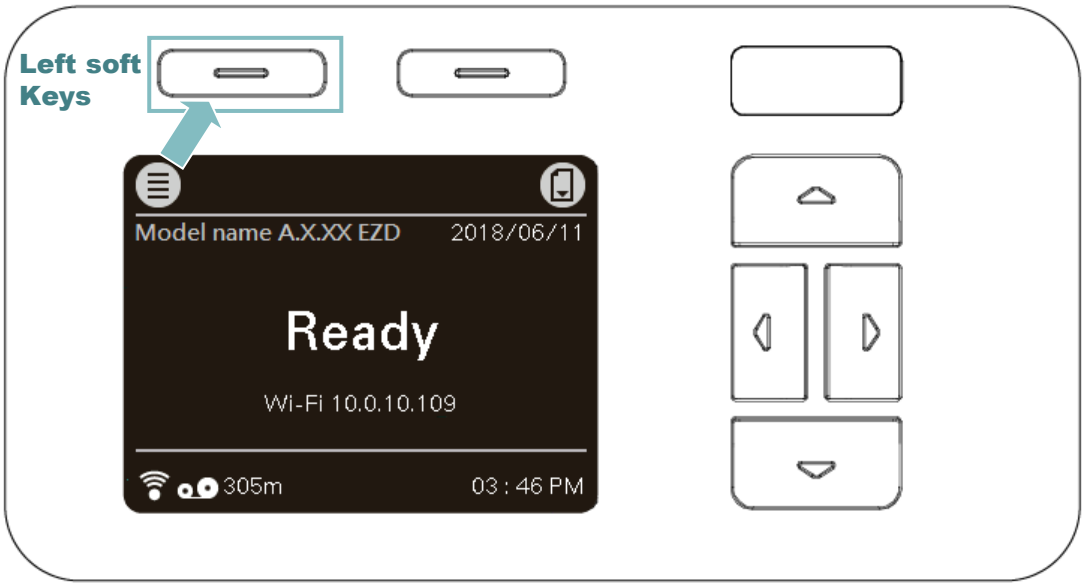


Functions	Description
Calibrate Sensor	Detect media types and the size of the label
RTC Setup	Synchronize printer with Real Time Clock on PC
Factory Default	Initialize the printer to default settings
Reset Printer	Reboot printer
Print Test Page	Print test page according to the specified label size and sensor type.
Configuration Page	Print printer configurations
Dump Text	Activate the printer to dump mode
Ignore AUTO.BAS	Ignore AUTO.BAS file when printer boot up.
Exit Line Mode	Exit the line mode to page mode
Enter Line Mode	Leave page mode and enter line mode
Reset WiFi	Restore the WiFi settings to defaults.

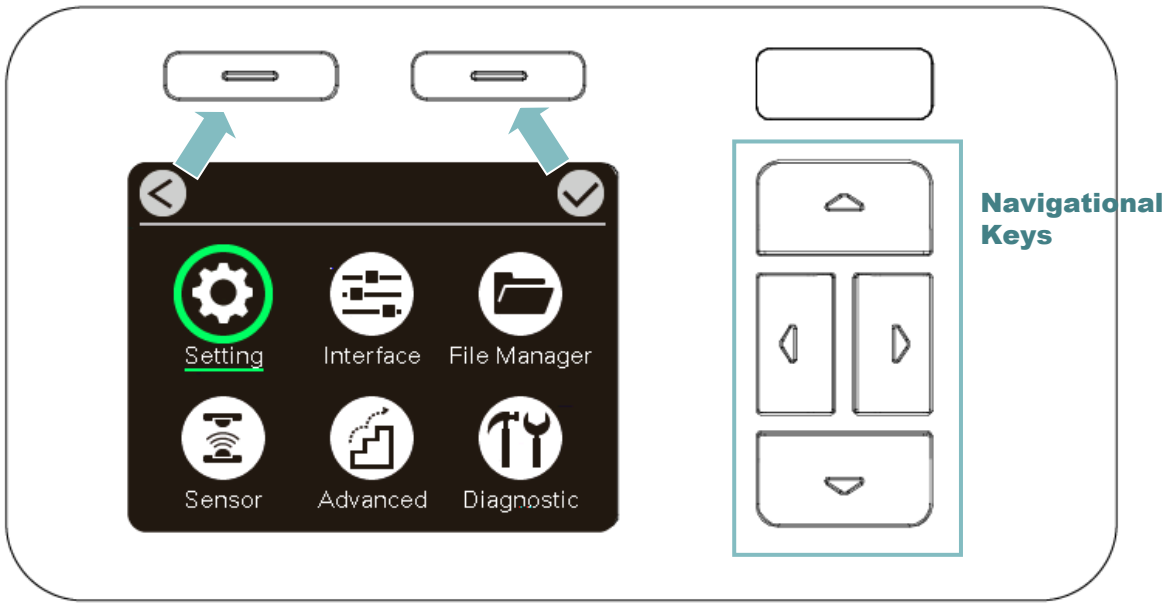
7 LCD Menu Function

7.1 Enter the Menu

Press the left side soft key (means) to enter the “Menu”.



Use the navigational keys to select the “icon” (be marked in green) and press the right soft key (means) to enter the selected item. Press left soft key (means) to back Ready mode.

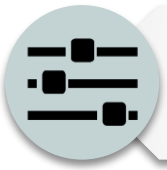


7.2 Menu Overview

There are six categories for the menu. You can easy to set the settings of print engine without connecting the computer. Please refer to following sections for more details.

This “Setting” category can set up the print engine settings for TSPL & ZPL2.

This "Sensor"option is used to calibrate the selected media sensor. We recommend calibrate the sensor before printing when changing the media.



This "Interface" option is used to set the print engine interface settings.

This "Advanced" option is used to set the print engine LCD settings, initialization, ribbon low warning setting %...etc.

This "File Manager" option is used to check/ manager the print engine available memory.

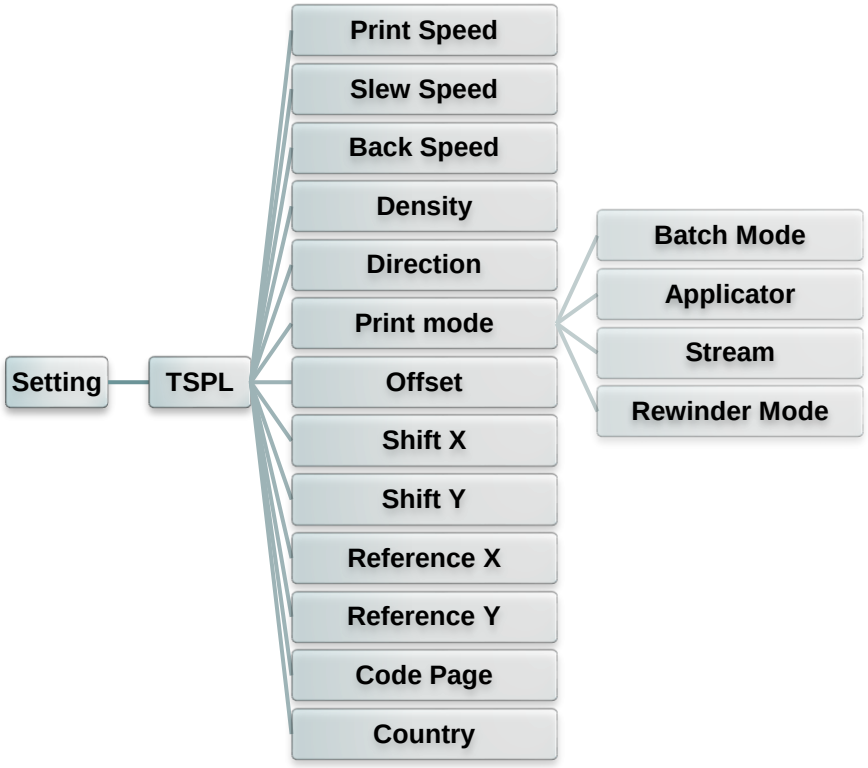
This "Diagnostic" optin is used to review print engine to troubleshoot problems and other issues.

7.3 Setting

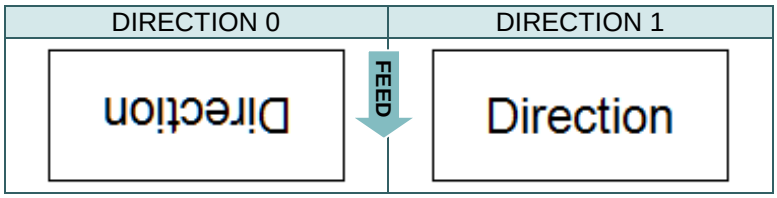
Press the right soft key to switch the TSPL, ZPL2, and SBPL. Select the item by navigational key and press right soft key to enter the selected item.

7.3.1 TSPL

This “TSPL” category can set up the print engine settings for TSPL.



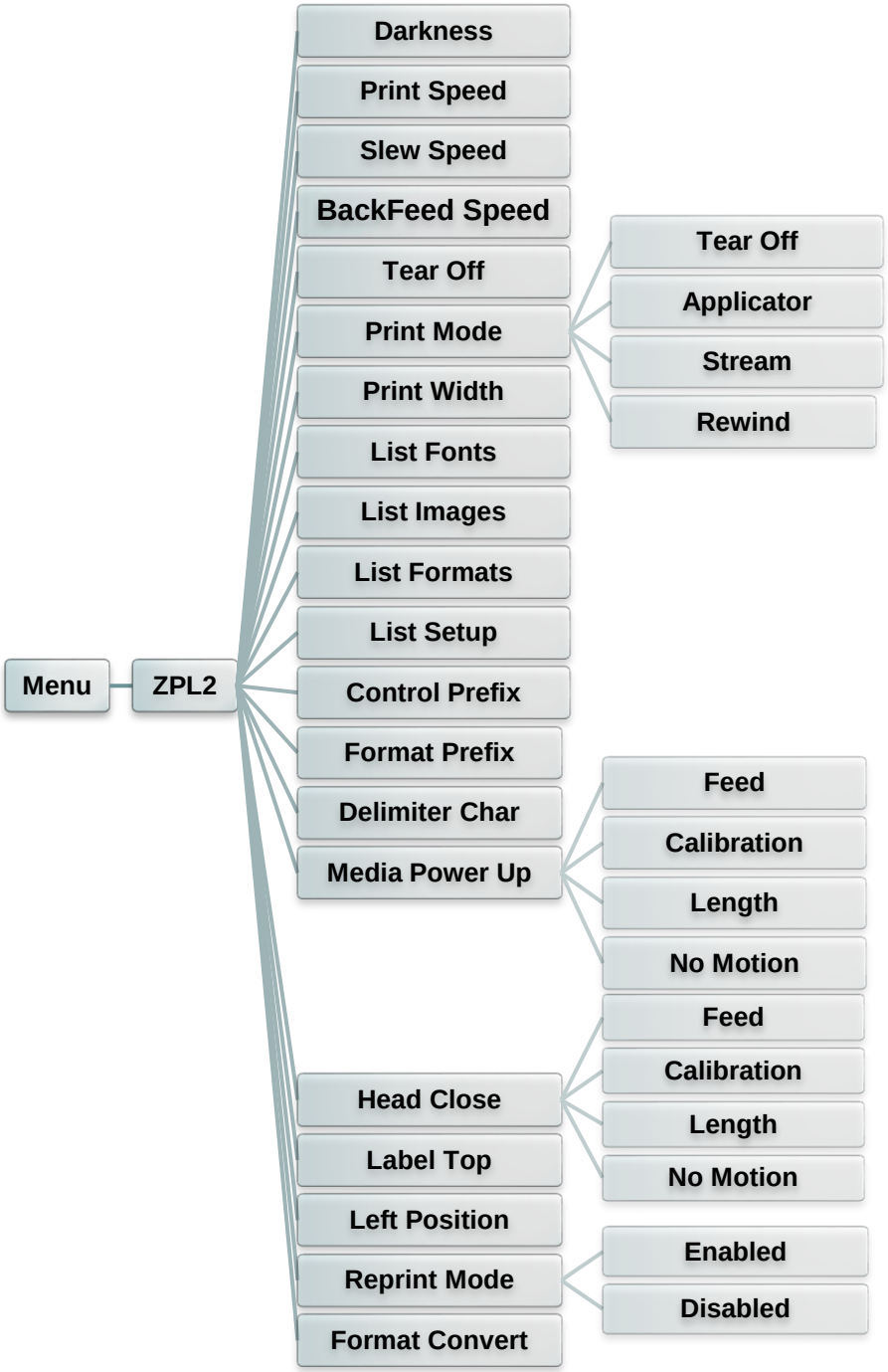
Item	Description	Default
Print Speed	Use this item to setup print speed. Available setting range is 2~18 for 203dpi, 2~14 for 300dpi and 1.5 ~6 for 600dpi.	**203 dpi: 6 ips** **300 dpi: 4 ips** **600 dpi: 3 ips**
Slew Speed	Use this item to setup feed speed. Setting value is up to 8 ips.	**203 dpi: 6 ips** **300 dpi: 4 ips** **600 dpi: 3 ips**
Back Speed	Use this item to setup back feed speed. Setting value is up to 6 ips.	**2 ips**

<table>
<tr><td>Density</td><td>Use this option to setup printing darkness. The available setting range is from 0 to 15, and the step is 1. You may need to adjust your density based on selected media.</td><td>8</td></tr>
<tr><td>Direction</td><td>The direction setting value is either 1 or 0. Use this item to setup the printout direction.
 
</td><td>0</td></tr>
<tr><td>Print mode</td><td>This item is used to set the print mode. There are 6 modes as below,
<table><tr><th>Print Mode</th><th>Description</th></tr><tr><td>Batch Mode</td><td>Once image is printed completely, label gap/black mark will be fed to the tear plate location for tear away.</td></tr><tr><td>Applicator</td><td>The print engine prints a label when it receives a signal from the applicator.</td></tr><tr><td>Stream</td><td>The print engine prints a batch of labels with backfeed occurring only at the start and end of the batch instead of between individual labels.</td></tr><tr><td>Rewinder Mode</td><td>The print engine prints without pausing between labels. The media is wound onto a core after printing.</td></tr></table></td><td>Batch Mode</td></tr>
<tr><td>Offset</td><td>This item is used to fine tune media stop location. Available setting value range is from -999 dots to 999 dots.</td><td>0 dot</td></tr>
<tr><td>Shift X</td><td rowspan="2">This item is used to fine tune print position. Available setting value range is from -999 dots to 999 dots.</td><td>0 dot</td></tr>
<tr><td>Shift Y</td><td>0 dot</td></tr>
<tr><td>Reference X</td><td rowspan="2">This item is used to set the origin of print engine coordinate system horizontally and vertically. Available setting range is from 0 dot to 999 dots.</td><td>0 dot</td></tr>
<tr><td>Reference Y</td><td>0 dot</td></tr>
<tr><td>Code page</td><td>Use this item to set the code page of international character set.</td><td>850</td></tr>
<tr><td>Country</td><td>Use this option to set the country code. Available setting value range is from 1 to 358.</td><td>001</td></tr>
</table>

Note: If printing from enclosed software/driver, the software/driver will send out the commands, which will overwrite the settings set from the panel.

7.3.2 ZPL2

This “ZPL2” category can set up the print engine settings for ZPL2.



Item	Description	Default
Density	Use this item to setup printing darkness. The available setting range is from 0 to 30. You may need to adjust your density based on selected media.	**16**
Print Speed	Use this item to setup print speed. Available setting range is 2~18 for 203dpi, 2~14 for 300dpi and 1.5 ~6 for 600dpi.	**203 dpi: 6 ips** **300 dpi: 4 ips** **600 dpi: 3 ips**

<table>
<tr><td>Slew Speed</td><td>Use this item to setup feed speed. Setting value is up to 8 ips.</td><td>203 dpi: 6 ips
300 dpi: 4 ips
600 dpi: 3 ips</td></tr>
<tr><td>BackFeed Speed</td><td>Use this item to setup back feed speed. Setting value is up to 6 ips.</td><td>2 ips</td></tr>
<tr><td>Tear Off</td><td>This item is used to fine tune media stop location. Available setting value range is from -120~120 dots.</td><td>0 dot</td></tr>
<tr><td>Print mode</td><td>This item is used to set the print mode. There are three modes as below,

<table><tr><th>Print Mode</th><th>Description</th></tr><tr><td>Tear Off</td><td>The print engine prints label formats as it receives them. The print engine operator can tear off the printed labels any time after they print.</td></tr><tr><td>Applicator</td><td>The print engine prints a label when it receives a signal from the applicator.</td></tr><tr><td>Stream</td><td>The print engine prints a batch of labels with backfeed occurring only at the start and end of the batch instead of between individual labels. This setting increases label throughput in batch printing.</td></tr><tr><td>Rewind</td><td>The print engine prints without pausing between labels. The media is wound onto a core after printing.</td></tr></table></td><td>Tear Off</td></tr>
<tr><td>Print Width</td><td>This item is used to set print width. The available value range is 2 ~ 999 dots.</td><td>812</td></tr>
<tr><td>List Fonts</td><td>This feature is used to print current print engine available fonts list to the label. The fonts stored in the print engine’s DRAM, Flash or optional memory card.</td><td>N/A</td></tr>
<tr><td>List Images</td><td>This feature is used to print current print engine available images list to the label. The images stored in the print engine’s DRAM, Flash or optional memory card.</td><td>N/A</td></tr>
<tr><td>List Formats</td><td>This feature is used to print current print engine available formats list to the label. The formats stored in the print engine’s DRAM, Flash or optional memory card.</td><td>N/A</td></tr>
<tr><td>List Setup</td><td>This feature is used to print current print engine configuration to the label.</td><td>N/A</td></tr>
<tr><td>Control Prefix</td><td>This feature is used to set control prefix character.</td><td>N/A</td></tr>
<tr><td>Format Prefix</td><td>This feature is used to set format prefix character.</td><td>N/A</td></tr>
<tr><td>Delimiter Char</td><td>This feature is used to set delimiter character.</td><td>N/A</td></tr>
<tr><td>Media Power Up</td><td>This option is used to set the action of the media when you turn on the print engine.

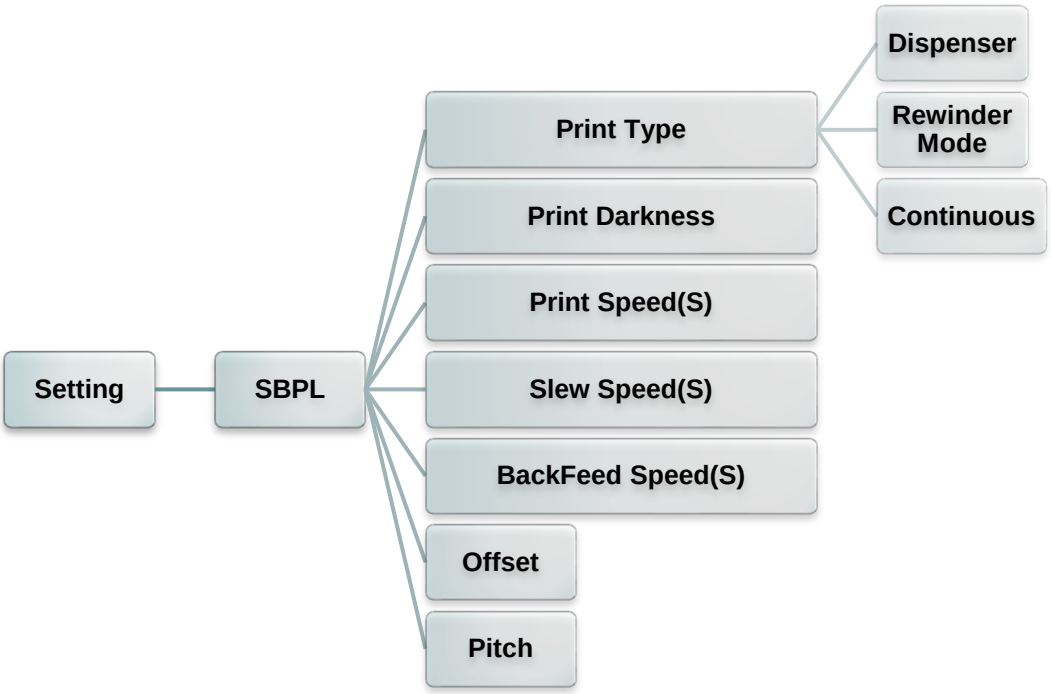
<table><tr><th>Selections</th><th>Description</th></tr><tr><td>Feed</td><td>Print engine will advance one label</td></tr><tr><td>Calibration</td><td>Print engine will calibration the sensor levels, determine length and feed label</td></tr><tr><td>Length</td><td>Print engine determine length and feed label</td></tr><tr><td>No Motion</td><td>Print engine will not move media</td></tr></table></td><td>No Motion</td></tr>
</table>

<table>
<tr><td>Head Close</td><td>This option is used to set the action of the media when you close the print head.

<table><tr><th>Selections</th><th>Description</th></tr><tr><td>Feed</td><td>Print engine will advance one label</td></tr><tr><td>Calibration</td><td>Print engine will calibration the sensor levels, determine length and feed label</td></tr><tr><td>Length</td><td>Print engine determine length and feed label</td></tr><tr><td>No Motion</td><td>Print engine will not move media</td></tr></table></td><td>No Motion</td></tr>
<tr><td>Label Top</td><td>This option is used to adjust print position vertically on the label. The range is -120 to +120 dots.</td><td>0</td></tr>
<tr><td>Left Position</td><td>This option is used to adjust print position horizontally on the label. The range is -9999 to +9999 dots.</td><td>0</td></tr>
<tr><td>Reprint Mode</td><td>When reprint mode is enabled, you can reprint the last label by pressing button on control panel.</td><td>Disabled</td></tr>
<tr><td>Format Convert</td><td>Selects the bitmap scaling factor. The first number is the original dots per inch (dpi) value; the second, the dpi to which you would like to scale.</td><td>None</td></tr>
</table>

Note: If printing from enclosed software/driver, the software/driver will send out the commands, which will overwrite the settings set from the panel.

7.3.3 SBPL (Only available on EZS version firmware)



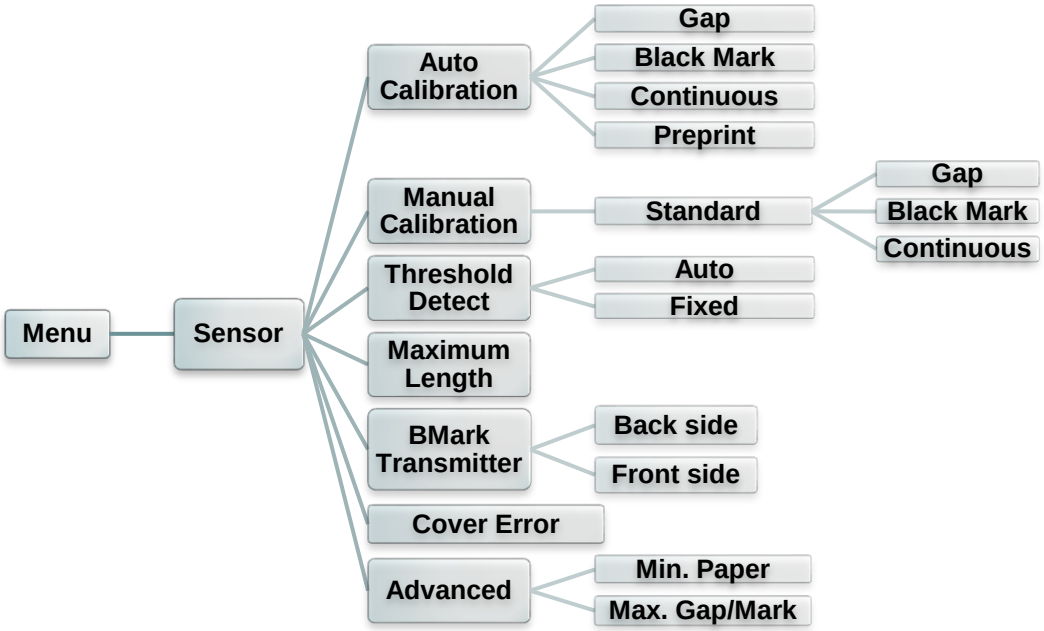
<table>
<tr><th>Item</th><th>Description</th><th>Default</th></tr>
<tr><td>Print Type</td><td>This item is used to set the print mode. There are three modes as below,

<table><tr><th>Print Mode</th><th>Description</th></tr><tr><td>Dispenser</td><td>Once printer complete printing 1 label, it will wait for being removed.</td></tr><tr><td>Rewinder mode</td><td>The print engine prints without pausing between labels. The media is wound onto a core after printing.</td></tr><tr><td>Continuous</td><td>Print the specified number of media</td></tr></table></td><td>Dispenser</td></tr>
<tr><td>Print Darkness</td><td>Use this item to setup printing darkness. The available setting range is from 0 to 10. You may need to adjust your density based on selected media.</td><td>3</td></tr>
<tr><td>Print Speed</td><td>Use this item to setup print speed. Available setting range is 2~18 for 203dpi, 2~14 for 300dpi and 1.5 ~6 for 600dpi.</td><td>203 dpi: 6 ips
300 dpi: 4 ips
600 dpi: 3 ips</td></tr>
<tr><td>Slew Speed</td><td>Use this item to setup feed speed. Setting value is up to 8 ips.</td><td>203 dpi: 6 ips
300 dpi: 4 ips
600 dpi: 3 ips</td></tr>
<tr><td>BackFeed Speed</td><td>Use this item to setup back feed speed. Setting value is up to 6 ips.</td><td>2 ips</td></tr>
<tr><td>Offset</td><td>Adjust offset position</td><td>0 dot</td></tr>
<tr><td>Pitch</td><td>Adjust print position</td><td>0 dot</td></tr>
</table>

Note: If printing from enclosed software/driver, the software/driver will send out the commands, which will overwrite the settings set from the panel.

7.4 Sensor

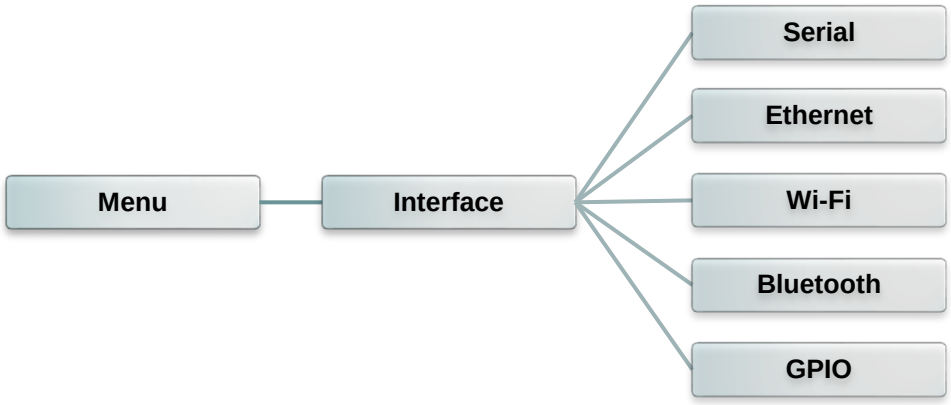
This option is used to calibrate the selected sensor. We recommend calibrate the sensor before printing when changing the media.



Item	Description	Default
Auto Calibration	This option is used to set the media sensor type and calibrate the selected sensor automatically. Printer will feed 2 to 3 gap labels to calibrate the sensor sensitivity automatically.	**N/A**
Manual setup	In case “Automatic” cannot apply to the media, please use “Manual” function to set the paper length and gap/bline size then scan the backing/mark to calibrate the sensor sensitivity. **Note: The “Media Capacity” item is used to calibrate the media capacity sensor %.**	**N/A**
Threshold Detect	This option is used to set sensor sensitivity in fixed or auto.	**Auto**
Maximum Length	This option is used to set the maximum length for label calibration.	**85 mm**
BMark Transmitter	This option is used to set upper or lower black mark sensor as the main transmitter.	**Back side**
Cover Error	Enable pop up the error when opening the media cover	**Disable**
Advanced	This function can set the minimum paper length and maximum gap/bline length for auto-calibrate the sensor sensitivity.	**0 mm**

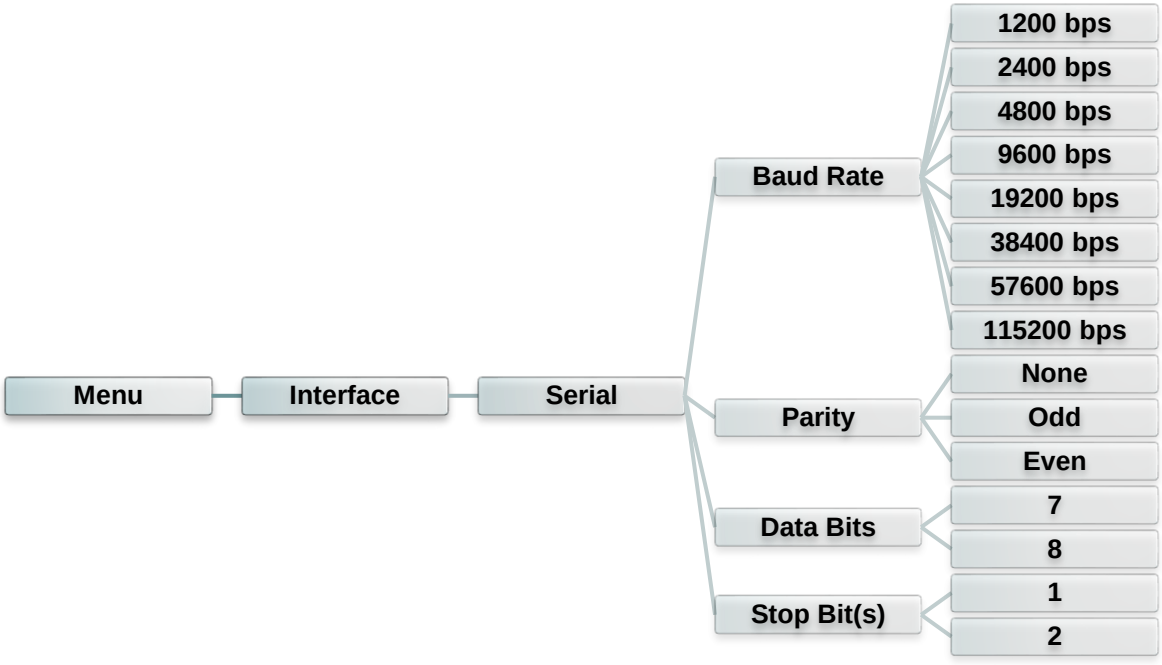
7.5 Interface

This option is used to set the print engine interface settings.



7.5.1 Serial Comm.

This option is used to set the print engine RS-232 settings.

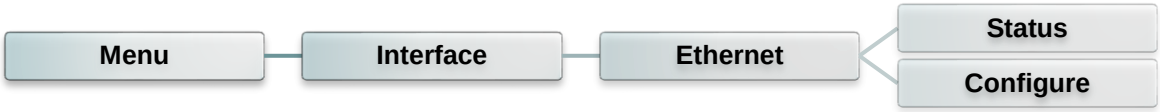


Item	Description	Default
Baud Rate	This item is used to set the RS-232 baud rate.	**9600**
Parity	This item is used to set the RS-232 parity.	**None**
Data Bits	This item is used to set the RS-232 Data Bits.	**8**

Stop Bit(s)	This item is used to set the RS-232 Stop Bits.	**1**

7.5.2 Ethernet

Use this menu to configure internal Ethernet configuration check the print engine's Ethernet status, and reset the Ethernet module.



Item	Description	Default
Status	Use this menu to check the IP address and MAC setting status.	**N/A**
Configure	**DHCP:** This item is used to ON or OFF the DHCP (Dynamic Host Configuration Protocol) network protocol. **Static IP:** Use this menu to set the print engine's IP address, subnet mask and gateway.	**DHCP**

7.5.3 Wi-Fi

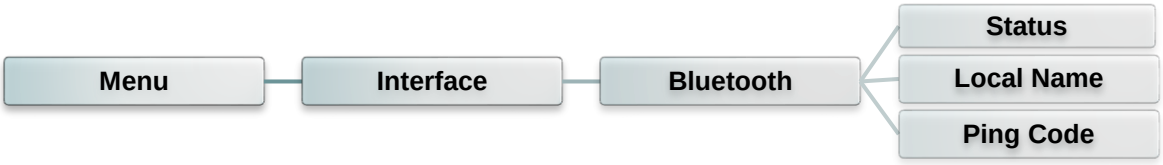
This option is used to set the print engine Wi-Fi settings.

Item	Description	Default
Status	Use this menu to check the Wi-Fi IP address, MAC setting status….	**N/A**

Configure	**DHCP:** This item is used to ON or OFF the DHCP (Dynamic Host Configuration Protocol) network protocol. **Static IP:** Use this menu to set the print engine's IP address, subnet mask and gateway.	**DHCP**
SSID	Use this menu to set the Wi-Fi SSID	**N/A**
Security	Use this menu to set the Wi-Fi security	**Open**
Password	Use this menu to set the Wi-Fi password	**N/A**

7.5.4 Bluetooth

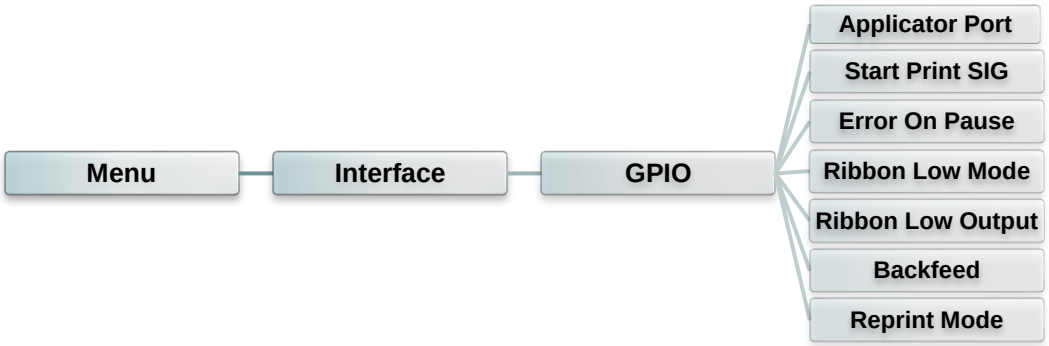
This option is used to set the print engine Bluetooth settings.

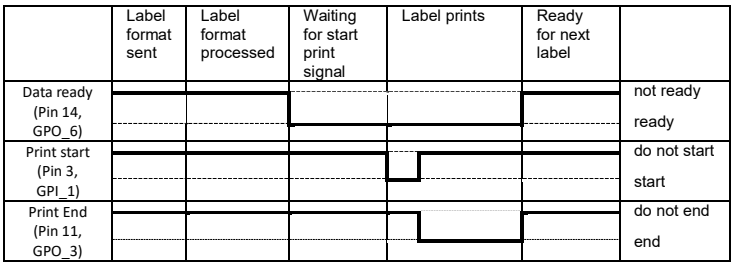
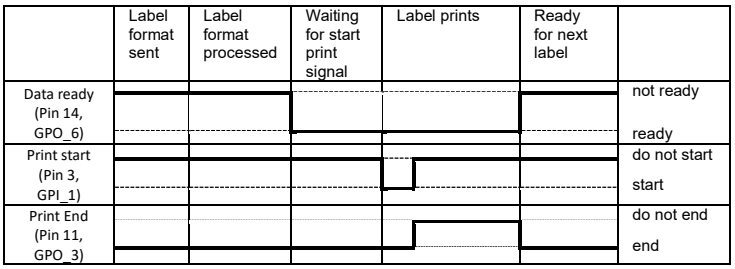
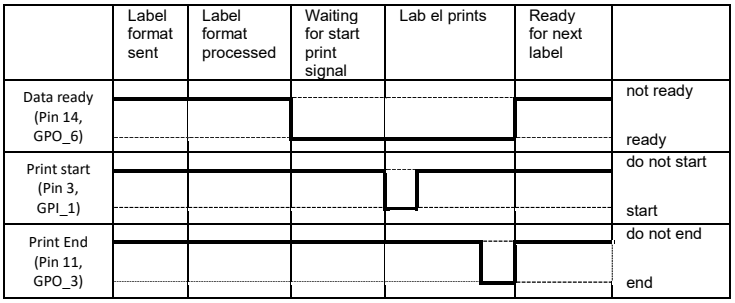
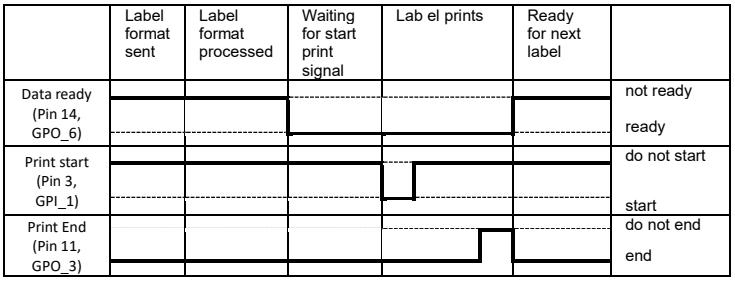


Item	Description	Default
Status	Use this menu to check the Bluetooth status.	**N/A**
Local Name	This item is used to set the local name for Bluetooth.	**RF-BHS**
Ping Code	This item is used to set the local ping code for Bluetooth.	**0000**

7.5.5 GPIO

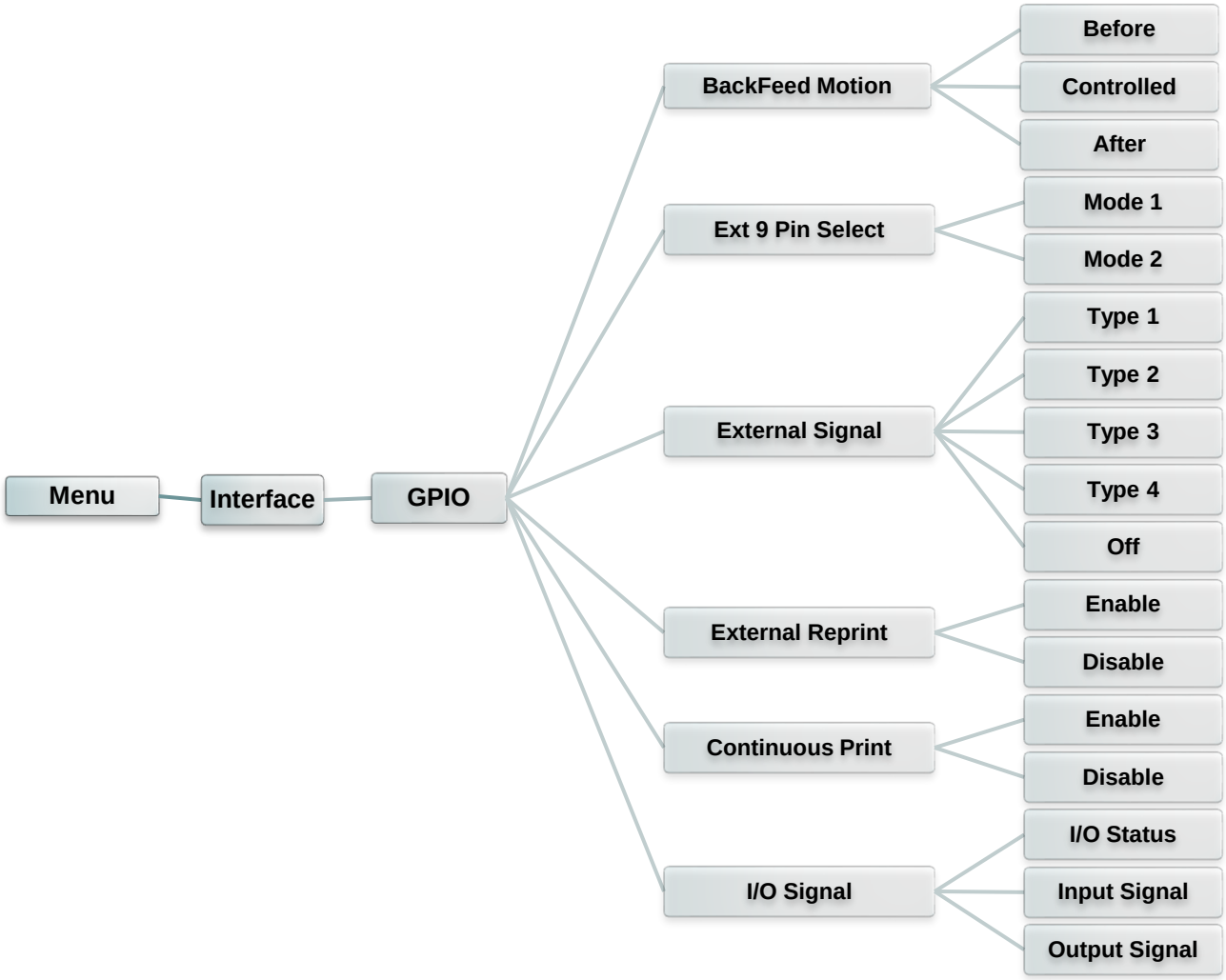
This option is used to set the print engine GPIO settings. (Applicator interface with DB15F connector +5V I/O)



<table>
<tr><th>Item</th><th>Description</th><th>Default</th></tr>
<tr><td>Applicator Port</td><td>
This option is used to set the GPO_3 signal when PRINT END.
<table>
<tr><th>Selections</th><th>Description</th></tr>
<tr><td>Off</td><td>The applicator port is off.</td></tr>
<tr><td>Mode 1</td><td> 
</td></tr>
<tr><td>Mode 2</td><td> 
</td></tr>
<tr><td>Mode 3</td><td> 
</td></tr>
<tr><td>Mode 4</td><td> 
</td></tr>
<tr><td>Customized</td><td>Use GPIO setting commands for customized settings. For GPIO command, please refer to TSPL/TSPL2 programming manual.</td></tr>
</table>
</td><td>Off</td></tr>
<tr><td>Start Print SIG</td><td>This determines the trigger conditions for the printer to control GPI 1 and GPI4.</td><td>Level mode</td></tr>
</table>

Error On Pause	When this option is enabled and the printer is paused, the error signal (GPO_2) is LOW.	**Enable**
Ribbon Low Mode	When this option is enabled and the printer is Low Ribbon (GPO_1), the printer will generate a warning.	**Enable**
Ribbon Low Output	When the Ribbon Low Mode feature is enabled, this parameter determines if the output signal on Pin 9 (GPO_1) is HIGH or LOW.	**Active High**
Backfeed	This determines the timing of pullback.	**Default**
Reprint Mode	When this option is disabled, the printer reprint function (GPI_4) will be invalid.	**Disable**

7.5.6 GPIO-DB25 (Only available on EZS Version firmware)



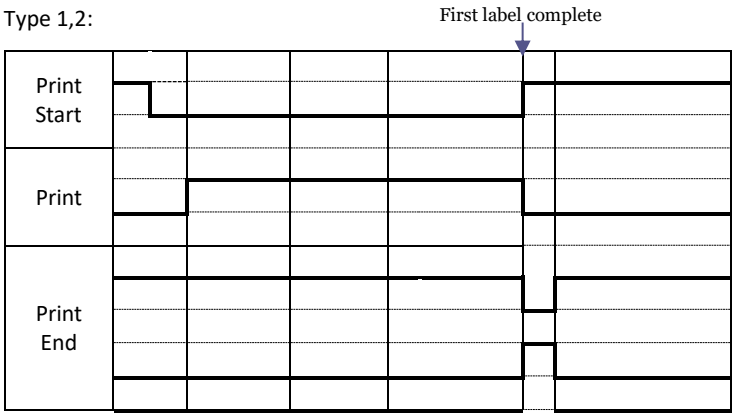
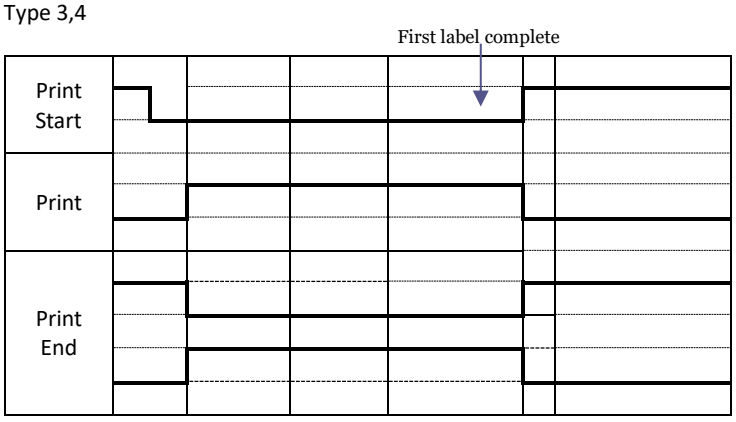
<table>
<tr><th>Item</th><th>Description</th><th>Default</th></tr>
<tr><td>BackFeed Motion</td><td>Set the Backfeed motion in dispenser mode
BEFORE: Backfeed the media to the print head position before printing
AFTER: Backfeed the label after dispensing
CONTROLED: Backfeed motion will be controlled by external signal</td><td>Before</td></tr>
<tr><td>Ext 9 Pin Select</td><td>Set the output mode of the external signal pin 6 when using a 25-pin connector
MODE1: Outputs the signal when the product has/does not have remaining print data.
MODE2: Outputs the signal if the product is in online or offline mode. (offline Is ERROR status)</td><td>Mode 1</td></tr>
<tr><td>External Signal</td><td>Enable or disable the external signal function
OFF: Disable the external signal function

TYPE 1: The Print End signal is High before label printing, and it becomes Low after print completion. The signal level becomes High after 20 msec.

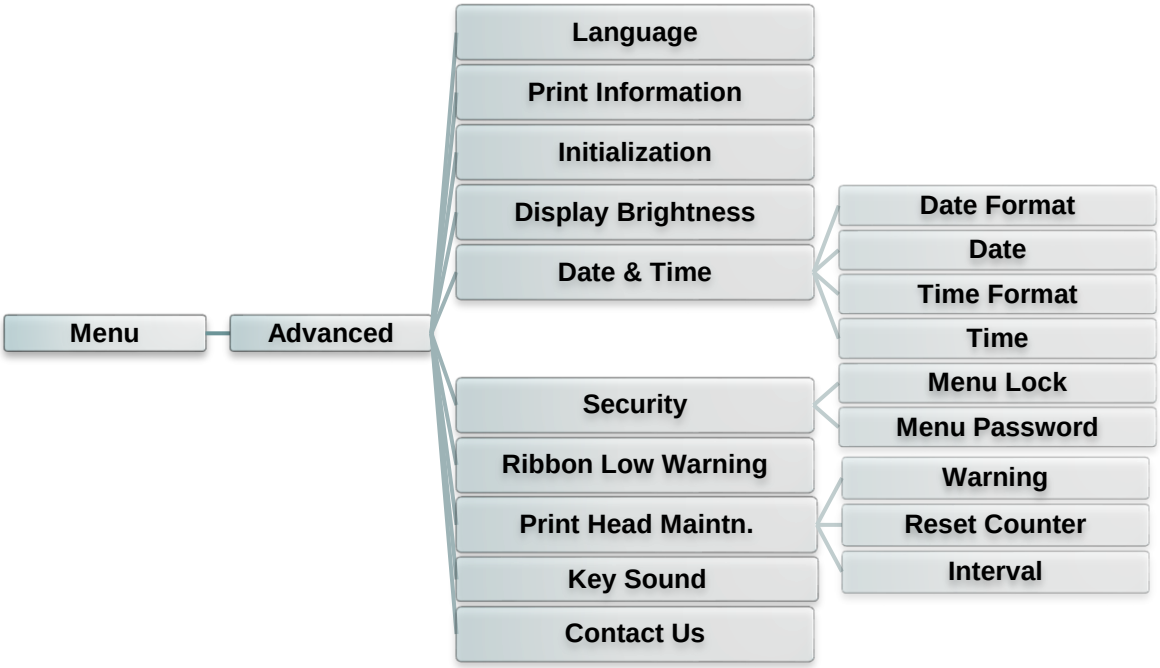
TYPE 2: The Print End signal is Low before label printing, and it becomes High after print completion. The signal level becomes Low after 20 msec.

TYPE 3: The Print End signal is High before label printing, and it becomes Low from the start to the end of print, and it becomes High again after print completion

TYPE 4: The Print End signal is Low before label printing, and it becomes High from the start to the end of print, and it becomes Low again after print completion

Type 1,2:
 
Type 3,4
  </td><td>Off</td></tr>
<tr><td>External Reprint</td><td>Use external signal to trigger the reprint signal to access reprint function
ENABLE: Enable the reprint
DISABLE: Disable the reprint</td><td>Disable</td></tr>
<tr><td>Continuous Print</td><td>Use external signal to trigger the Print start signal to access reprint function
ENABLE: Enable the continuous print
DISABLE: Disable the continuous print</td><td>Disable</td></tr>
<tr><td>I/O Signal</td><td>Check the I/O Signal status and set the input and output pin settings
Input signal: Set the Print Start Pin
Output signal: Set the Print End Pin</td><td>-</td></tr>
</table>

7.6 Advanced



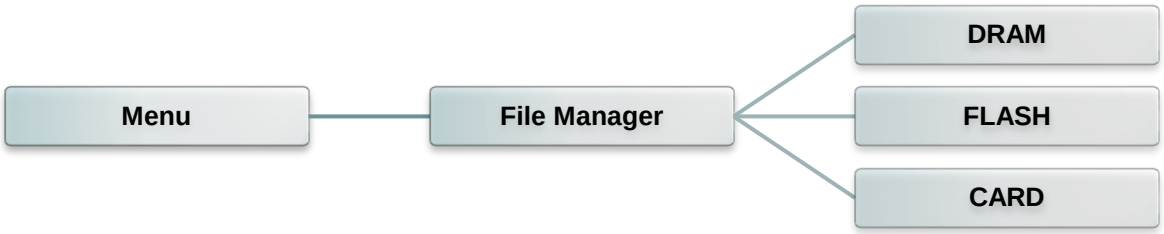
Item	Description	Default
Language	This item is used to setup the language on display.	**English**
Print Information	This feature is used to check the print engine serial number, printed mileage (m), printed labels (pcs) and cutting counter.	**N/A**
Initialization	This feature is used to restore print engine settings to defaults.	**N/A**
Display Brightness	This item is used to setup the brightness for display. (Range 0~100)	**50**
Date & Time	This item is used to setup the date and time on display.	**N/A**
Security	This feature is used to set the password for locking the menu. The default password is 8888.	**Disable**
Ribbon Low Warning	This item is used to set the warning for ribbon low. For example, if setting value is 30m, when ribbon capacity was lower than 30m, the will be shown in red.	**30m**

<table>
<tr>
<td>Print Head Maintn.</td>
<td>This item is used to check print head status and to set the settings for print head care.

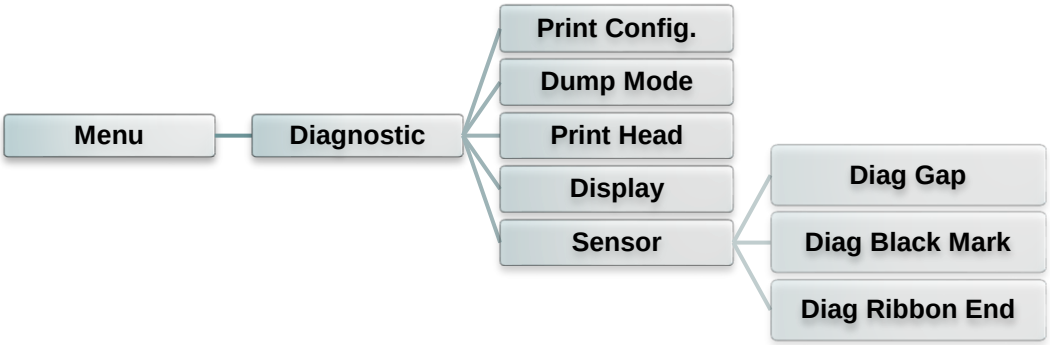
<table>
<tr><th>Item</th><th>Description</th></tr>
<tr><td>Warning</td><td>This item is used to enable/disable the print head clean warning. If enable this feature, once print head has been reached the setting mileage then the warning icon will be shown on print engine UI for reminding user to clean the print head. The default setting is disable.</td></tr>
<tr><td>Reset Counter</td><td>This item is used to reset the print head clean warning mileage after cleaned print head.</td></tr>
<tr><td>Interval</td><td>This item is used to set the expected mileage for reminding user to clean the print head. You have to enable the “TPH warning lock” for use. The default setting is 1 km.</td></tr>
</table>
</td>
<td>N/A</td>
</tr>
<tr>
<td>Key Sound</td>
<td>This feature is used to turn ON/OFF the key sound.</td>
<td>ON</td>
</tr>
<tr>
<td>Contact us</td>
<td>This feature is used to check the contact information for tech support service</td>
<td>N/A</td>
</tr>
</table>

7.7 File Manager

This feature is used to check the print engine available memory, show the files list, delete the files or run the files that saved in the print engine DRAM/Flash/Card memory.

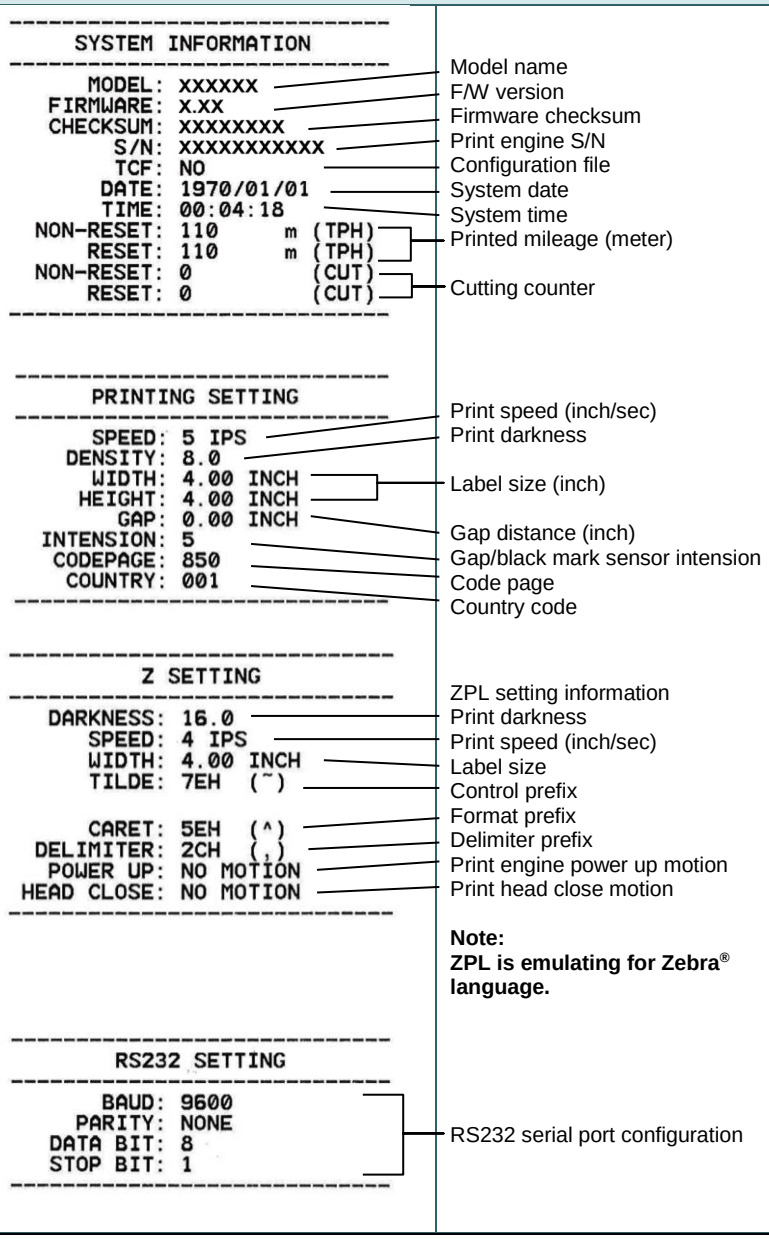


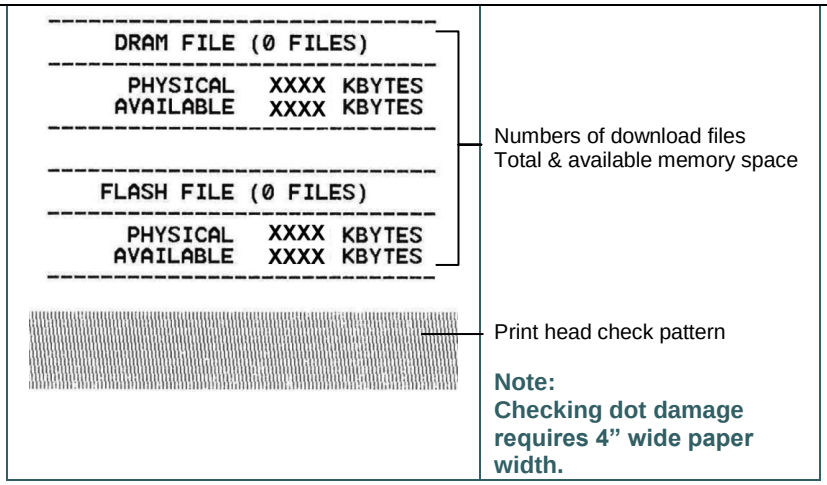
7.8 Diagnostic



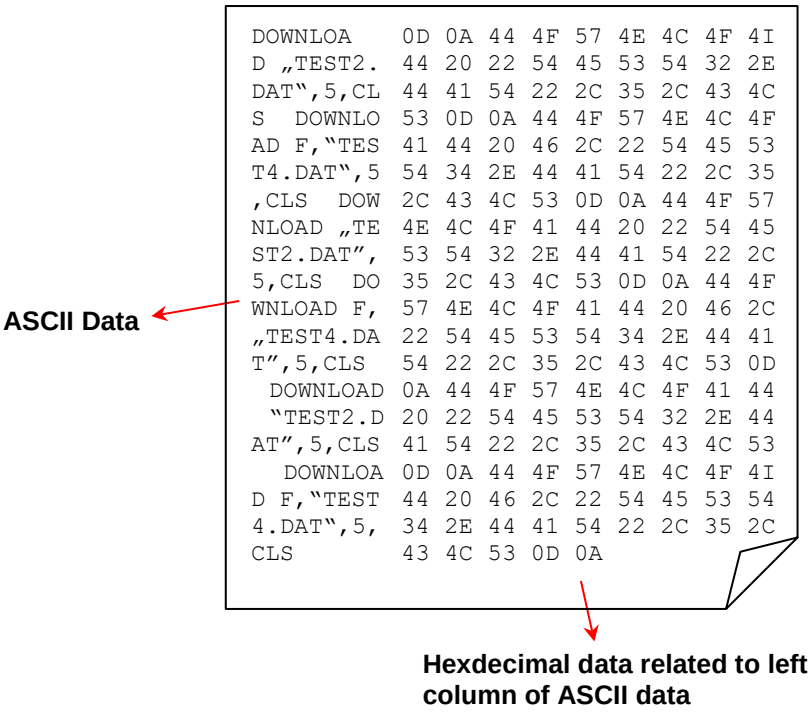
Item	Description
Print Config.	This feature is used to print current print engine configuration to the label. On the configuration printout, there is a print head test pattern, which is useful for checking if there is any dot damage on the print head heater element.

Self-test printout



<table>
<tr><td></td><td>


</td></tr>
<tr><td>Dump Mode</td><td>Captures the data from the communications port and prints out the data received by print engine. In the dump mode, all characters will be printed in 2 columns. 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.



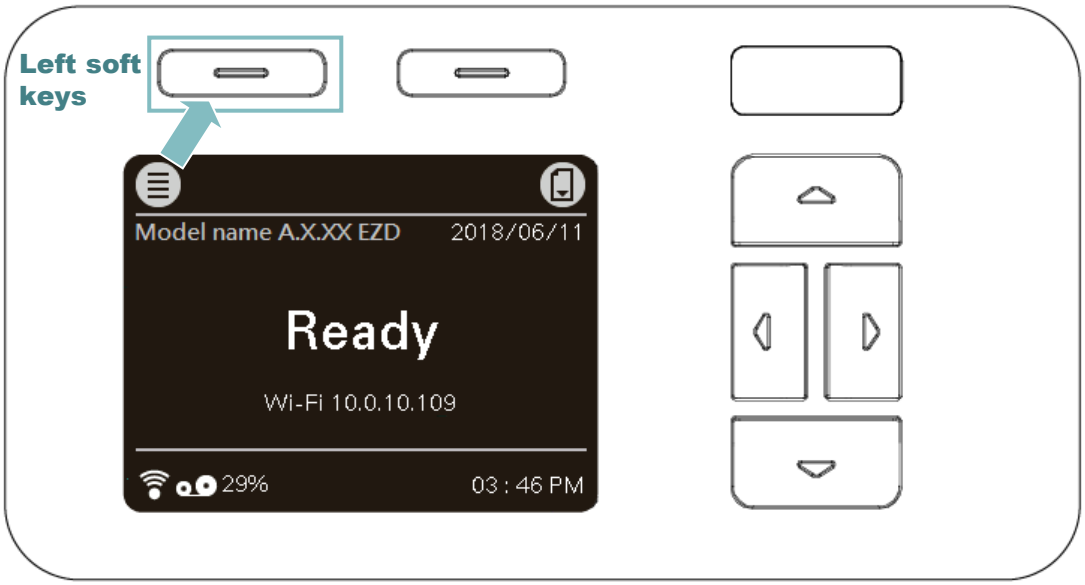
Note:
Dump mode requires 4” wide paper width.</td></tr>
<tr><td>Print Head</td><td>This feature is used to check print head’s temperature and bad dots.</td></tr>
<tr><td>Display</td><td>This feature is used to check LCD’s color state.</td></tr>
<tr><td>Sensor</td><td>This feature is used to check sensors intensity and reading state.</td></tr>
</table>

7.9 Favorites

This feature can create customized menu list. You can organize the commonly used setting options to the Favorites list.

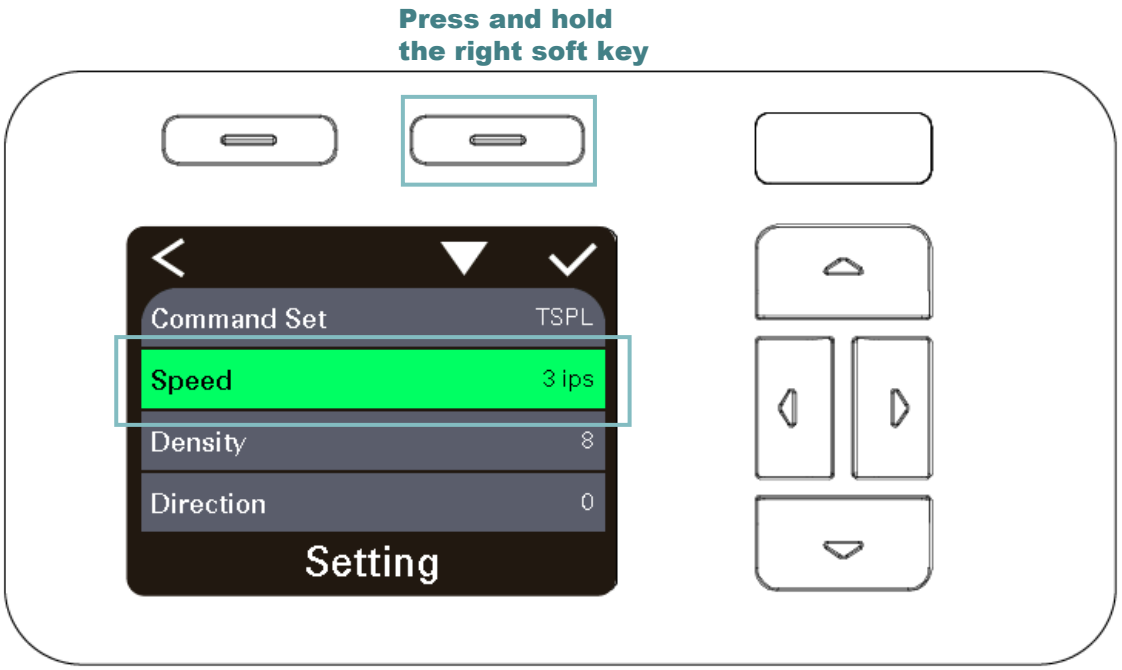
- **Enter the “Favorites”**

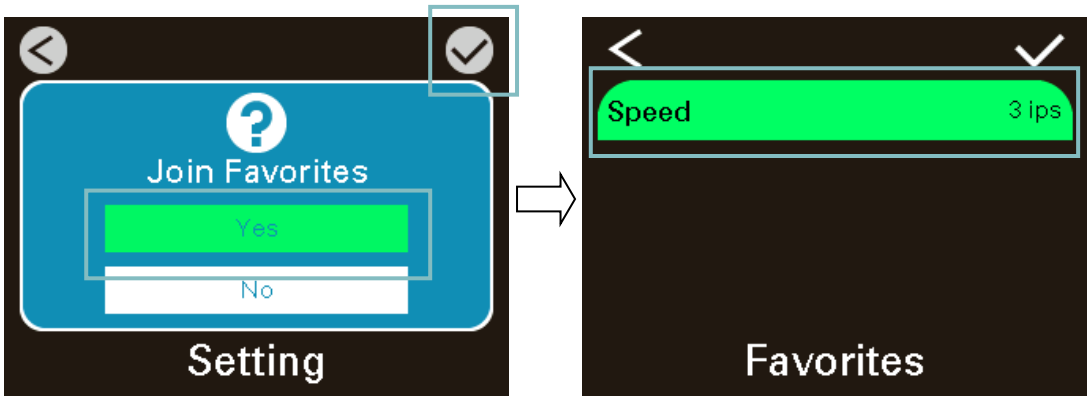
  Press and hold the left side soft key on Ready mode to enter the "Favorites".



- **Get organized “Favorites” list**

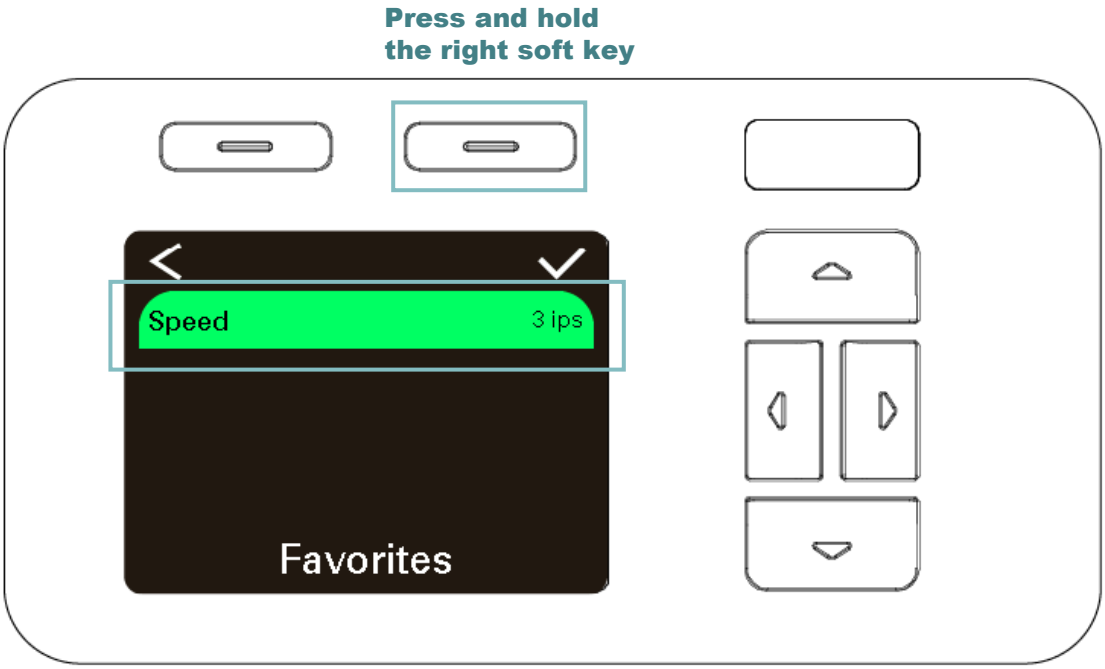
  Press and hold right side soft key on the favorite option item, unit “Join Favorites” setting screen pops up. Select “Yes” to add this setting option item to “Favorites” list.

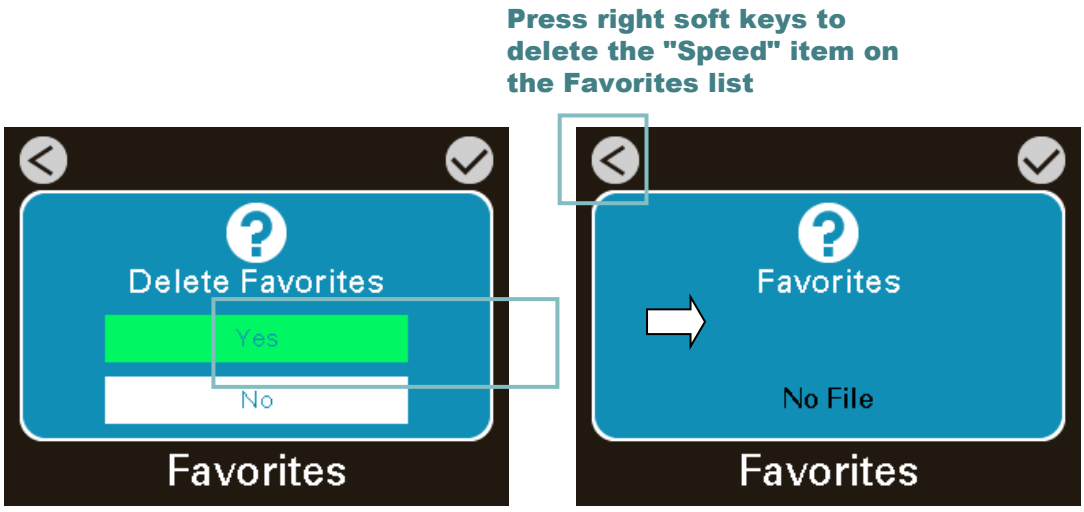




- **Delete option item**

  Press and hold right side soft key on the item of favorite list, unit “Delete Favorites” setting screen pops up. Select “Yes” to delete this setting option item on “Favorites” list.



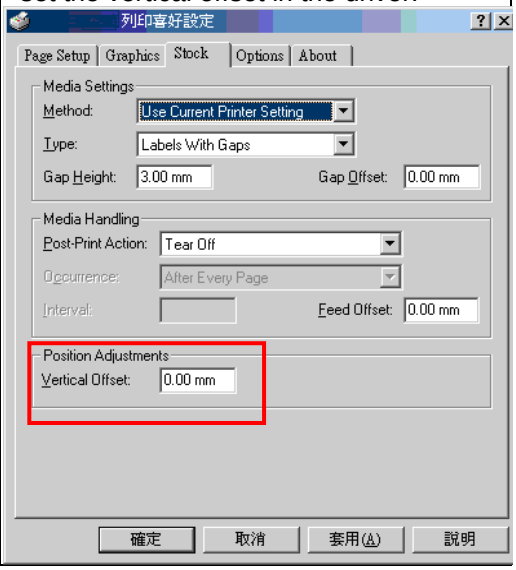


8 Troubleshooting

The following guide lists the most common problems that may be encountered when operating this bar code print engine. If the print engine 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
Power indicator does not illuminate	* The power cord is not properly connected.	* Plug the power cord in print engine and outlet. * Switch the power on.
Carriage Open	* The print head carriages are open.	* Please close the print carriages.
Not Printing	* Check if interface cable is well connected to the interface connector. * Check if wireless or Bluetooth device is well connected between host and print engine. * The port specified in the Windows driver is not correct.	* Re-connect cable to interface or change a new cable. * Please reset the wireless device setting. * Select the correct print port in the driver. * Clean the printhead. * Printhead's harness connector is not well connected with printhead. Turn off the power and plug the connector again. * Check your program if there is a command PRINT at the end of the file and there must have CRLF at the end of each command line.
No print on the label	* Label or ribbon is loaded not correctly. * Use wrong type paper or ribbon	* Follow the instructions in loading the media and ribbon. * Ribbon and media are not compatible. * Verify the ribbon-inked side. * The print density setting is incorrect.
No Ribbon	* Running out of ribbon. * The ribbon is installed incorrectly.	* Supply a new ribbon roll. * Please refer to the steps in user's manual to reinstall the ribbon.
No Paper	* Running out of label. * The label is installed incorrectly. * Gap/black mark sensor is not calibrated.	* Supply a new label roll. * Please refer to the steps in user's manual to reinstall the label roll. * Calibrate the gap/black mark sensor.
Paper Jam	* Gap/black mark sensor is not set properly. * Make sure label size is set properly. * Labels may be stuck inside the print engine mechanism.	* Calibrate the media sensor. * Set media size correctly. * Remove the stuck label inside the print engine mechanism.
Can't downloading the file to memory (FLASH / CARD)	* The space of memory is full.	* Delete unused files in the memory.
SD card is unable to use	* SD card is damaged. * SD card doesn't insert correctly. * Use the non-approved SD card manufacturer.	* Use the supported capacity SD card. * Insert the SD card again. * The supported SD card spec and the approved SD card manufacturers, please refer to section 2.2.3.

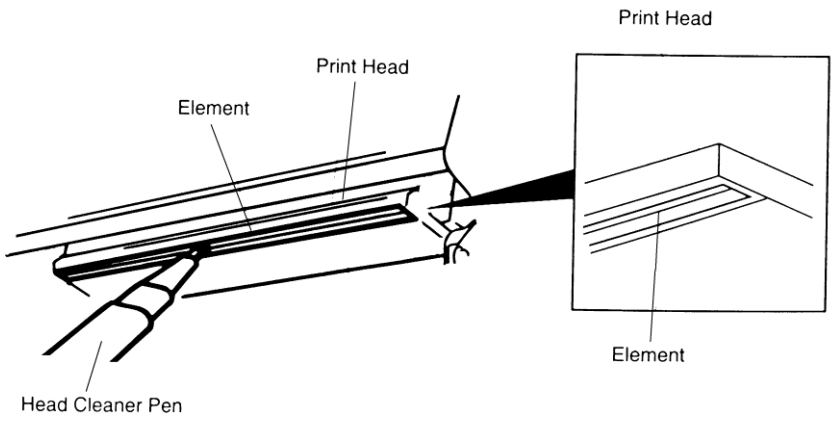
Poor Print Quality	* Ribbon and media is loaded incorrectly * Dust or adhesive accumulation on the print head. * Print density is not set properly. * Printhead element is damaged. * Ribbon and media are incompatible. * The printhead pressure is not set properly.	* Reload the supply. * Clean the print head. * Clean the platen roller. * Adjust the print density and print speed. * Run self-test and check the print head test pattern if there is dot missing in the pattern. * Change proper ribbon or proper label media. * Adjust the printhead pressure adjustment knob. * The release lever does not latch the printhead properly.
Missing printing on the left or right side of label	* Wrong label size setup.	* Set the correct label size.
Gray line on the blank label	* The print head is dirty. * The platen roller is dirty.	* Clean the print head. * Clean the platen roller.
Irregular printing	* The print engine is in Hex Dump mode. * The RS-232 setting is incorrect.	* Turn off and on the print engine to skip the dump mode. * Re-set the Rs-232 setting.
Label feeding is not stable (skew) when printing	* The media guide does not touch the edge of the media.	* If the label is moving to the right side, please move the label guide to left. * If the label is moving to the left side, please move the label guide to right.
Skip labels when printing	* Label size is not specified properly. * Sensor sensitivity is not set properly. * The media sensor is covered with dust.	* Check if label size is setup correctly. * Calibrate the sensor by Auto Gap or Manual Gap options. * Clear the GAP/Black mark sensor by blower.
Wrinkle Problem	* Printhead pressure is incorrect. * Ribbon installation is incorrect. * Media installation is incorrect. * Print density is incorrect. * Media feeding is incorrect.	* Please refer to the next chapter. * Please set the suitable density to have good print quality. * Make sure the label guide touch the edge of the media guide.
RTC time is incorrect when reboot the print engine	* The battery has run down.	* Check if there is a battery on the main board.
The left side printout position is incorrect	* Wrong label size setup. * The parameter Shift X in LCD menu is incorrect.	* Set the correct label size. * Press [MENU] → [SELECT] x 3 → [DOWN] x 5 → [SELECT] to fine tune the parameter of Shift X.

The printing position of small label is incorrect	* Media sensor sensitivity is not set properly. * Label size is incorrect. * The parameter Shift Y in the LCD menu is incorrect. * The vertical offset setting in the driver is incorrect.	* Calibrate the sensor sensitivity again. * Set the correct label size and gap size. * Enter LCD menu (or via DiagTool) to fine tune the parameter of Shift Y. * If using the software BarTender, please set the vertical offset in the driver. 

9 Maintenance

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

1. Please use one of following material to clean the print engine.
   - Cotton swab
   - Lint-free cloth
   - Vacuum / Blower brush
   - Printhead cleaning pen or 100% Ethanol or Isopropyl Alcohol
2. The cleaning process is described as following,

<table>
<tr><th>Print engine Part</th><th>Method</th><th>Interval</th></tr>
<tr><td rowspan="2">Print Head</td><td>1. Always turn off the print engine before cleaning the print head.
2. Allow the print head to cool for a minimum of one minute.
3. Use a cotton swab and 100% Ethanol or Isopropyl Alcohol (or printhead cleaning pen) to clean the print head surface.</td><td>Clean the print head when changing a new label roll.</td></tr>
<tr><td colspan="2"> 
</td></tr>
<tr><td>Platen Roller</td><td>1. Turn the power off.
2. Rotate the platen roller and wipe it thoroughly with water.</td><td>Clean the platen roller when changing a new label roll</td></tr>
<tr><td>Peel Bar</td><td>Use the lint-free cloth with 100% ethanol to wipe it.</td><td>As needed</td></tr>
<tr><td>Sensor</td><td>Compressed air or vacuum</td><td>Monthly</td></tr>
<tr><td>Exterior</td><td>Wipe it with water-dampened cloth</td><td>As needed</td></tr>
<tr><td>Interior</td><td>Brush or vacuum</td><td>As needed</td></tr>
</table>

Note:

- Do not touch printhead by hand. If you touch it careless, please use ethanol to clean it.
- Please use 100% Ethenol or Isopropyl Alcohol. DO NOT use medical alcohol, which may damage the printhead.
- Regularly clean the printhead and supply sensors once change a new media to keep print engine performance and extend print engine life.

Revise History

Date	Content	Editor
2021/2/9	Modify errors on table of contents	Linda
2021/3/2	Add chp.7.5.6 – GPIO DB25	Linda

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