



## EZPi1000 series BARCODE PRINTER USER MANUAL



**USER MANUAL** : EZPi1000 series  
**VERSION** : Rev. E  
**ISSUE DATE** : 2013.07.22  
**P/N** : 920-013011-02

## **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 55022:2006/A1:2007 Class A, EN61000-3-2:2006/A2:2009, EN 61000-3-3:2008 and EN55024:1998/A1:2001/A2:2003, IEC 61000-4-2:2008 series. The equipment also tested and passed in accordance with the European Standard EN55022 for the both Radiated and Conducted emissions limits.

## **EZPi-1000 SERIES TO WHICH THIS DECLARATION RELATES IS IN CONFORMITY WITH THE FOLLOWING STANDARDS**

IEC 60950-1:2005(2nd Edition)+Am 1:2009, GB4943.1-2011 GB9254-2008 (Class A) GB17625.1-2003, EN 55022:2006/A1:2007 Class A, EN61000-3-2:2006/A2:2009, EN 61000-3-3:2008 and EN55024:1998/A1:2001/A2:2003, IEC 61000-4-2:2008 series, UL 60950-1, 1st Edition, 2007-10-31, CSA C22.2 No. 60950-1-03, 1st Edition, 2006-07, CFR 47, Part 15

## **WARNING**

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.

此为Class A产品，在生活环境中，该产品可能造成无线电干扰，在这种情况下，可能需要用户对其干扰采取切实可行的措施。

# 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.

## CAUTION

Danger of explosion if battery is incorrectly replaced

Replace only with the equivalent type recommended by the manufacturer.

Dispose of used batteries according to the manufacturer's instructions.

Only use with power supply adapter model: WDS060240P (9A).

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

Specifications are subject to change without notice.

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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
- ◆ Ribbon
- ◆ Ribbon hubs (set of 2)
- ◆ Empty ribbon core
- ◆ Label supply hub
- ◆ Label guide plates (set of 2)
- ◆ Quick reference guide
- ◆ CD (with QLabel label software / user manual)

## 1-2. Specifications

| Model                   | EZPi1200   | EZPi1300                                 |
|-------------------------|--|--|
| <b>Print Method</b>     | Thermal Transfer / Direct Thermal  |  |
| <b>Resolution</b>       | 203 dpi (8 dot/mm)   | 300 dpi (12 dot/mm)                      |
| <b>Print Speed</b>      | 6 IPS (150 mm/s)   | 4 IPS (102 mm/s)                         |
| <b>Print Width</b>      | 4.25" (108 mm)   | 4.16" (105.7 mm)                         |
| <b>Print Length</b>     | Min. 0.16" (4 mm)**<br>Max. 68" (1727 mm)  | Min. 0.16" (4 mm)**<br>Max. 30" (762 mm) |
| <b>Memory</b>           | 4MB Flash (2MB for user storage) ; 8MB SDRAM   |  |
| <b>Sensor Type</b>      | Adjustable reflective sensor. Fixed transmissive sensor, central aligned   |  |
| <b>Media</b>            | Types: Continuous form, gap labels, black mark sensing, and punched hole; label length set by auto sensing or programming<br>Width: 1" (25.4 mm) Min. - 4.64" (118 mm) Max.<br>Thickness: 0.003" (0.06 mm) Min. - 0.01" (0.25 mm) Max.<br>Label roll diameter: Max. 5" (127 mm)<br>Core diameter: 1", 1.5", 3" (25.4 mm, 38.1 mm, 76.2 mm) |  |
| <b>Ribbon</b>           | Types: Wax, wax/resin, resin<br>Length: 981' (300 m)<br>Width: 1.18" Min - 4.33" (30 mm - 110 mm) Max<br>Ribbon roll diameter.: 2.67" (68 mm)<br>Core diameter: 1" (25.4 mm)   |  |
| <b>Printer Language</b> | EZPL, GEPL (Godex Eltron® Printer Language), GZPL (Godex Zebra® Printer Language)  |  |
| <b>Software</b>         | Label design software: QLabel-IV (for EZPL only)<br>Driver & DLL: Windows 2000, XP and Vista   |  |
| <b>Resident Fonts</b>   | Bitmap fonts: 6, 8, 10, 12, 14, 18, 24, 30, 16X26 and OCR A & B<br>Bitmap fonts 90°, 180°, 270° rotatable, single characters 90°, 180°, 270° rotatable<br>Bitmap fonts 8 times expandable in horizontal and vertical directions<br>Scalable fonts 90°, 180°, 270° rotatable  |  |
| <b>Download Fonts</b>   | Bitmap fonts 90°, 180°, 270° rotatable, single characters 90°, 180°, 270° rotatable<br>Asian fonts 90°, 180°, 270° rotatable and 8 times expandable in horizontal and vertical directions<br>Scalable fonts 90°, 180°, 270° rotatable  |  |

|                         |  |
|-------------------------|--|
| <b>Barcodes</b>         | 1-D Bar codes:<br>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), 1 2 of 5, 1 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:<br>PDF417, Datamatrix code, MaxiCode, QR code and Micro QR code   |
| <b>Code Pages</b>       | CODEPAGE 437, 850, 851, 852, 855, 857, 860, 861, 862, 863, 865, 866, 869, 737<br>WINDOWS 1250, 1251, 1252, 1253, 1254, 1255<br>Unicode (UTF8, UTF16)   |
| <b>Graphics</b>         | Resident graphic file types are BMP and PCX, other graphic formats are downloadable from the software  |
| <b>Interfaces</b>       | Serial port: RS-232 (DB-9)<br>USB port (default on)<br>Parallel port: Centronics 36-pin<br>PS2 port<br>CF Card socket<br>Ethernet 10/100Mbps print server (default off; disables USB when in use)  |
| <b>Control Panel</b>    | Backlit graphics LCD display: 128 x 64 dots or 4 lines x 16 characters<br>Three mono-color status-LEDs: Power on, Ribbon out, Media out<br>Control keys: FEED, PAUSE and CANCEL  |
| <b>Real Time Clock</b>  | Standard   |
| <b>Power</b>            | Auto Switching 100-240VAC, 50-60Hz   |
| <b>Environment</b>      | Operation temperature: 41°F to 104°F (5°C to 40°C)<br>Storage temperature: -4°F to 122°F (-20°C to 50°C)   |
| <b>Humidity</b>         | Operation: 30-85%, non-condensing.<br>Storage: 10-90%, non-condensing.   |
| <b>Agency Approvals</b> | CE(EMC), FCC Class A, CB, cUL, CCC   |
| <b>Dimension</b>        | Length: 11.2" (285 mm)<br>Height: 6.8" (171 mm)<br>Width: 8.9" (226 mm)  |
| <b>Weight</b>           | 6.6 lbs (3.0Kg) ,excluding consumables   |
| <b>Options</b>          | Rotary Cutter<br>Label Dispenser (peel)<br>External label roll holder for 10" (250 mm) O.D. label rolls<br>External label rewinder<br>802.11 b/g wireless print server (Default off; disables USB when in use.<br>Must remove PS2 port and Ethernet card to install)   |

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

**[Note]** The total current to the 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 |

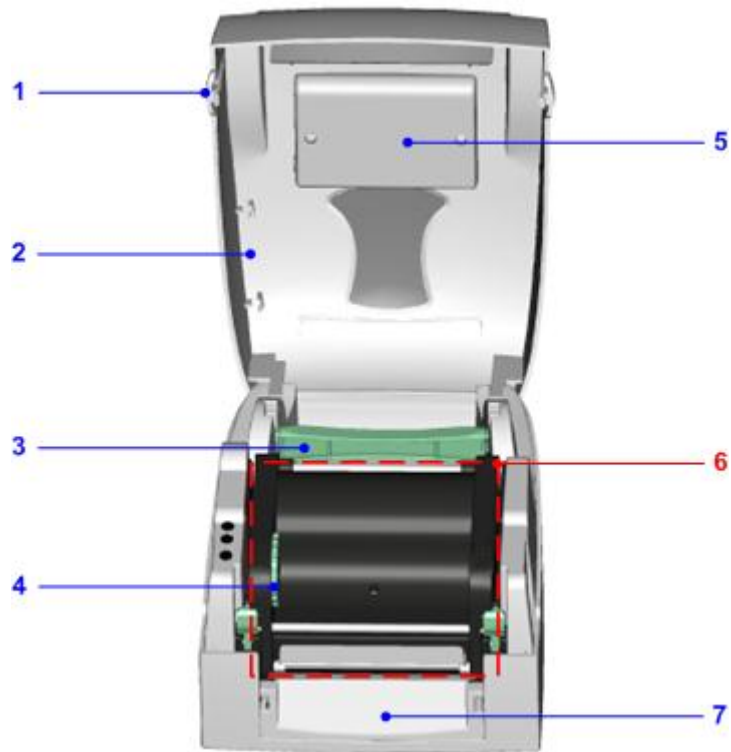
## Internal interface

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

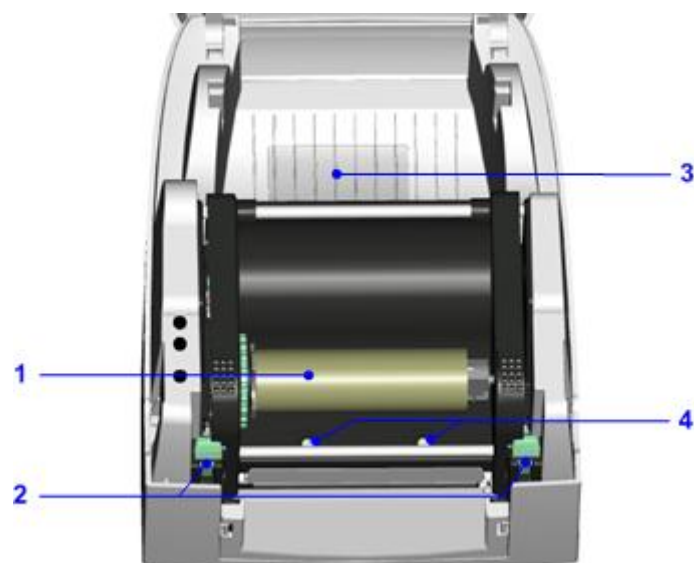
| UART2 wafer |   |   |   | Add-on module |  |
|-------------|---|---|---|---------------|--|
| +5V         | 1 | 1 | 1 | +5V           |  |
| CTS         | 2 | 2 | 2 | RTS           |  |
| TXD         | 3 | 3 | 3 | RXD           |  |
| RTS         | 4 | 4 | 4 | CTS           |  |
| RXD         | 5 |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



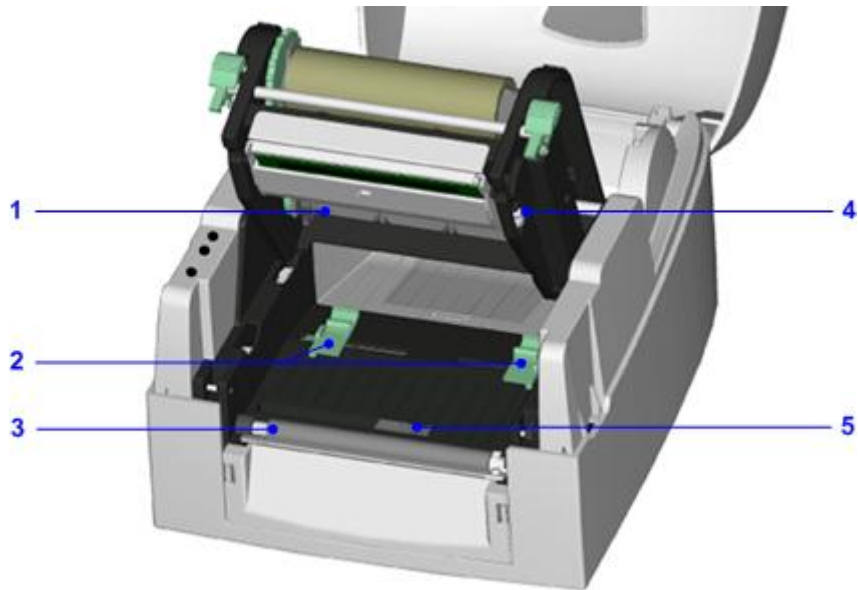
## 1-4. Getting to know your printer



|    |   |
|----|---|
| 1. | Release buttons for opening the printer cover |
| 2. | Printer cover                                 |
| 3. | Label supply hub                              |
| 4. | Ribbon feed mechanism                         |
| 5. | LCD module cover                              |
| 6. | Print mechanism                               |
| 7. | Front cover                                   |



|    |   |
|----|---|
| 1. | Ribbon feed mechanism and empty ribbon core               |
| 2. | Release catches (left/right)                              |
| 3. | CF card slot cover  |
| 4. | Screws for adjusting the print head pressure (left/right) |



|    |                                    |
|----|------------------------------------|
| 1. | Ribbon supply hub                  |
| 2. | Label guides                       |
| 3. | Paper feed roller                  |
| 4. | Screw for adjusting the print line |
| 5. | Label sensor (movable)             |



|    |   |
|----|---|
| 1. | LCD operator panel                        |
| 2. | Feed slot for continuous labels           |
| 3. | PS/2 / WLAN antenna interface (optional)* |
| 4. | On/off switch                             |
| 5. | Ethernet port                             |
| 6. | USB port                                  |
| 7. | Parallel port                             |
| 8. | Serial port (RS-232)                      |
| 9. | Power jack                                |


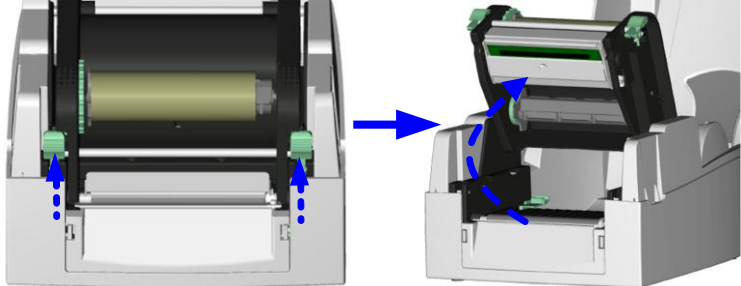
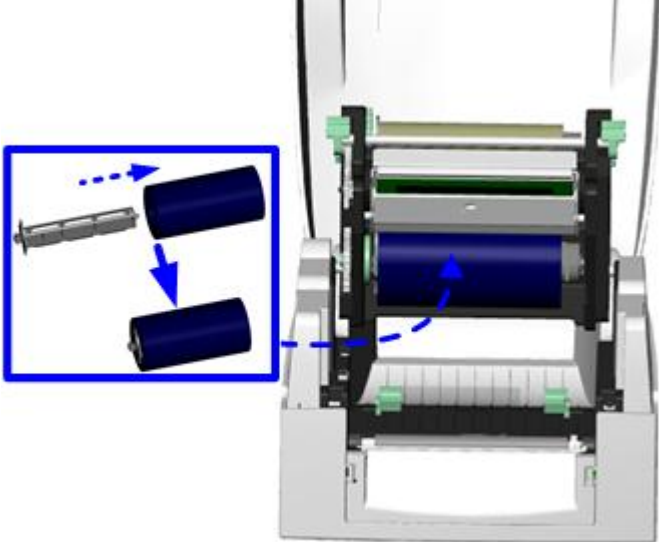
## 2. Printer setup

This printer supports the following printing methods:

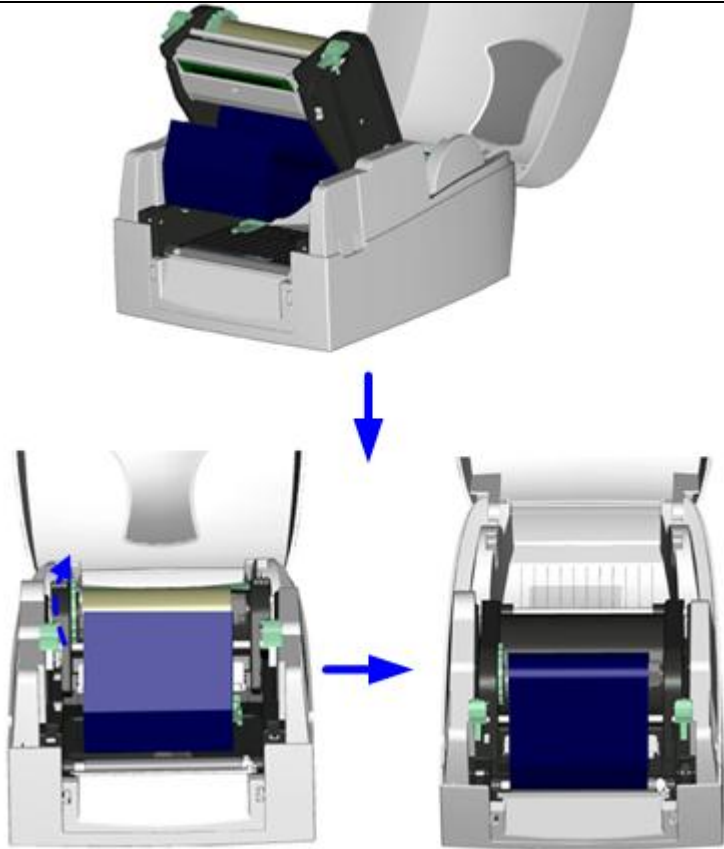
|                                 |   |
|---------------------------------|---|
| Thermal transfer printing (TTP) | Requires a ribbon for transferring a printed image to a medium. |
| Direct thermal printing (DTP)   | Does not require a ribbon, only thermal paper.                  |

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

### 2-1. Loading the ribbon

|  |  |
|--|--|
| <p>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.</p> |   |
| <p>2. Release and lift the print mechanism.</p>  |  |
| <p>3. Remove the ribbon hub at the back.</p> <p>4. Place the ribbon on the hub at the back and replace the ribbon hub.</p>                                     |  |


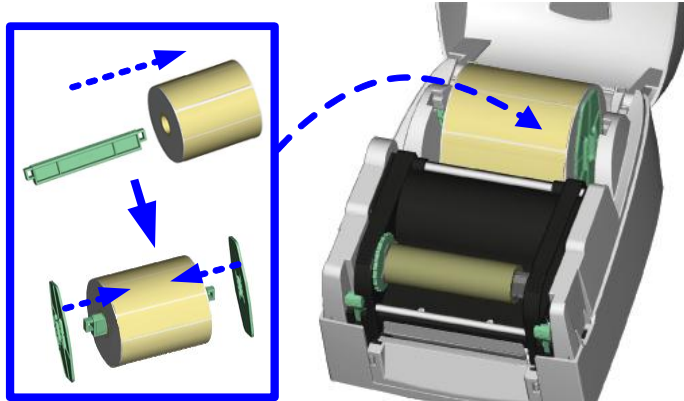
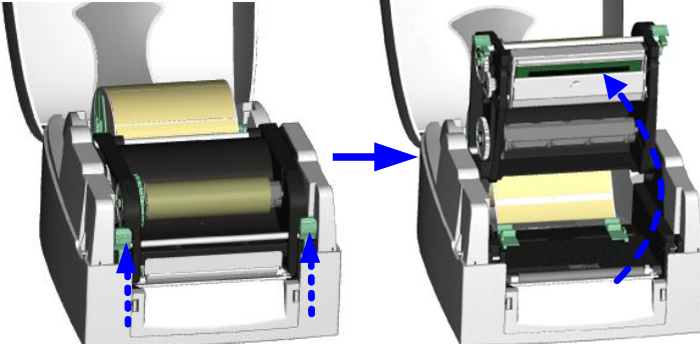
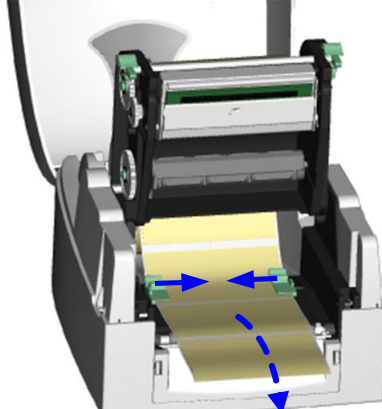
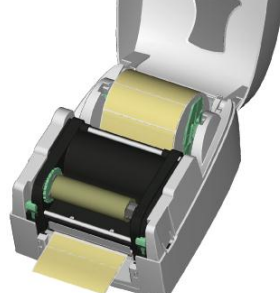
5. Pass the ribbon under the print head.
6. Wind the ribbon onto the rewind core, attaching it with the adhesive strip at the end of the ribbon. Wind the ribbon 2-3 times around the core.



7. Close the print mechanism, making sure that it clicks into place.

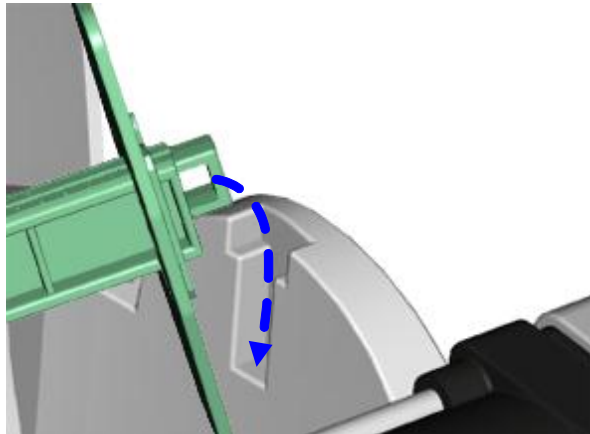
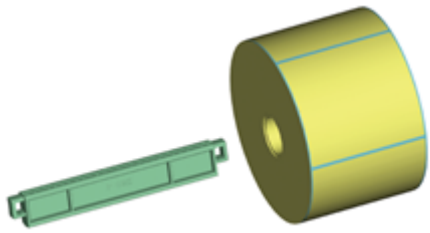


## 2-2. Loading the label roll

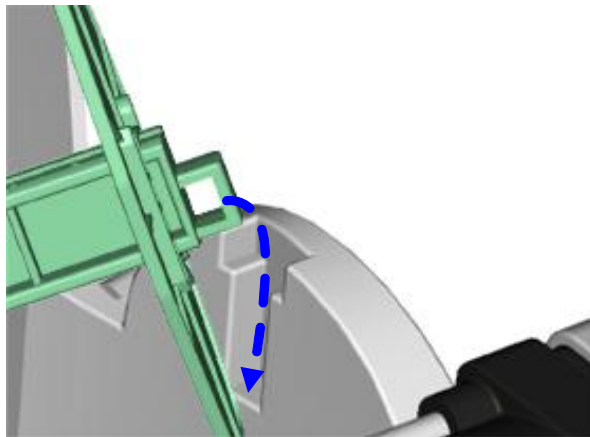
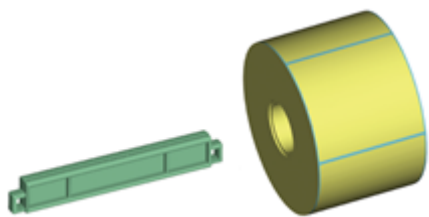
|   |  |
|---|--|
| <p>1. Open the printer cover.</p>   |    |
| <p>2. Place the label roll on the label supply hub.<br/>3. Attach the guide plates to the label roll holder.<br/>4. Now load the label roll into the printer.</p> |    |
| <p>5. Release the print mechanism and lift it.</p>  |   |
| <p>6. Pass the labels through the paper guides up to the tear-off plate.<br/>7. Adjust the paper guides to the label width.</p>                                   |  |
| <p>8. Close the print mechanism.</p>  |  |

## 2-3. Installing the label supply hub

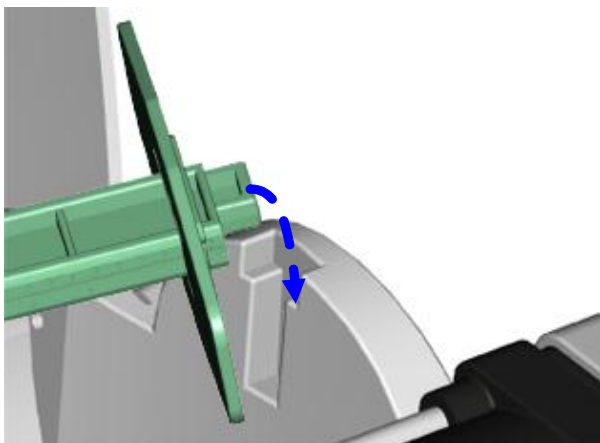
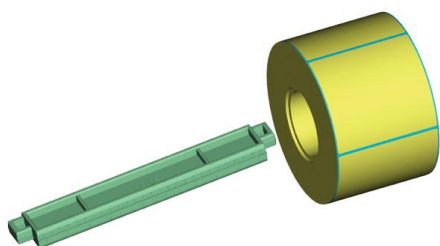
(A) Installing the label supply hub for 1" cores



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

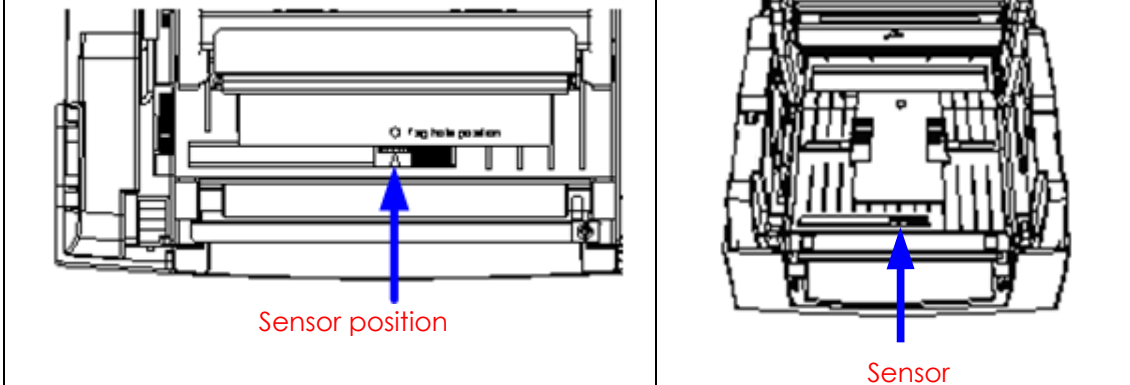


(C) Installing the label supply hub for 3" cores



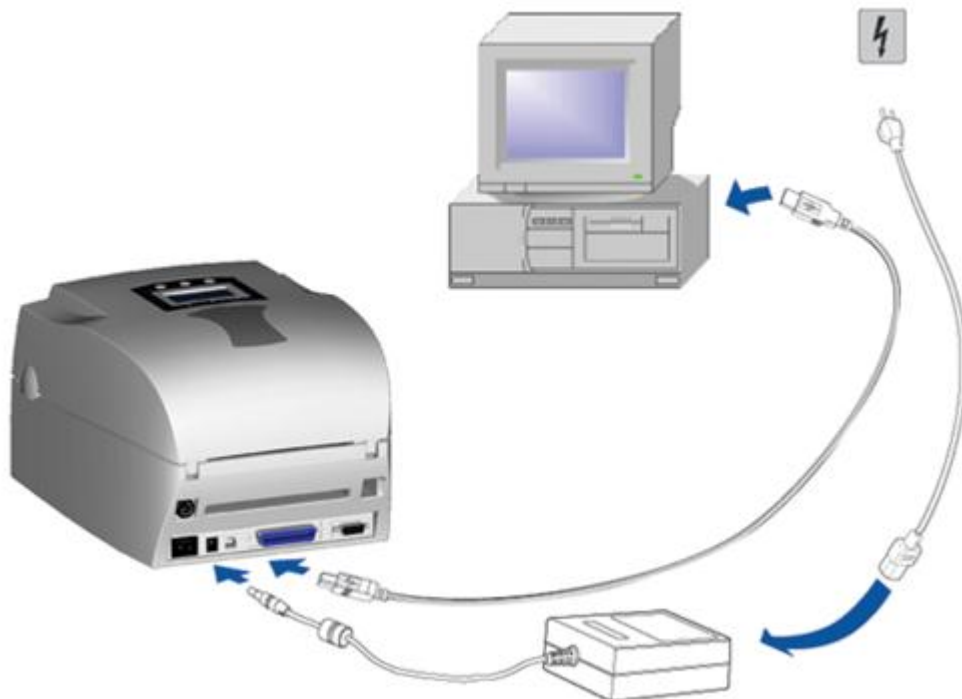
## 2-4. Preparing for tag printing

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.



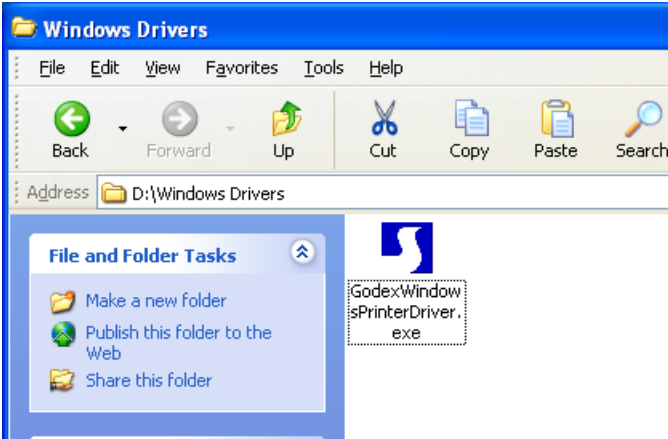

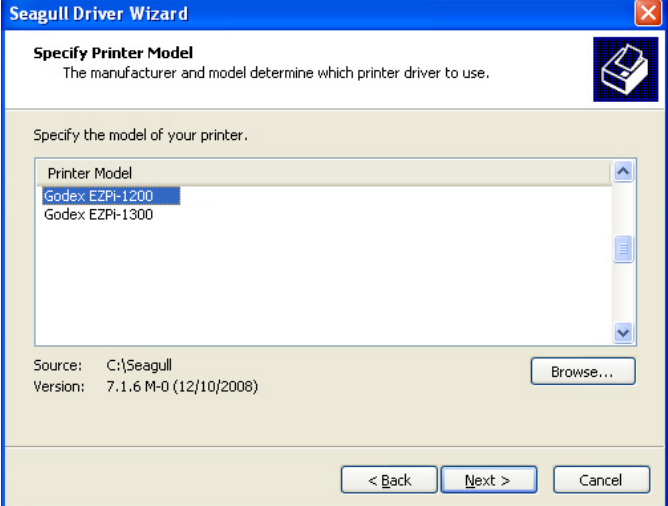
## 2-5. Connecting the printer to the host computer

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

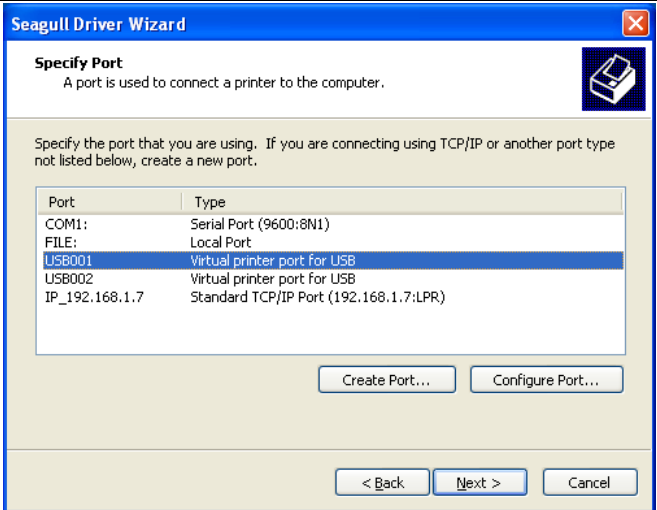
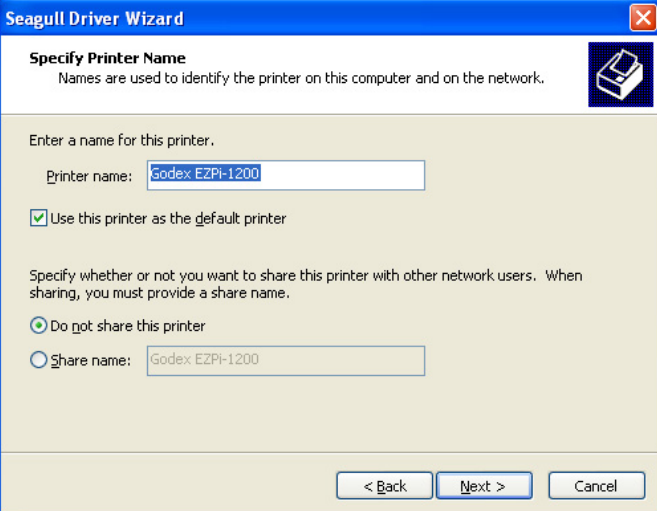






## 2-6. Installing the driver

|   |  |
|---|--|
| <ol style="list-style-type: none"><li>1. Insert the product CD in the CD/DVD drive of the host computer and open the "Windows Drivers" folder on the CD.</li><li>2. Select the icon for the driver file and click it to start the installation.</li></ol> |    |
| <ol style="list-style-type: none"><li>3. Follow the instructions on the screen. The Driver Wizard guides you through the installation procedure.</li><li>4. Select "Install printer drivers".</li></ol>   |   |
| <ol style="list-style-type: none"><li>5. Specify your printer model.</li></ol>  |  |



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

## 3. Operator panel

### 3-1. Operator panel – introduction

|       |                        |  |
|-------|------------------------|--|
|       | Function buttons       |  |
|       |                        | FEED   |
|       |                        | PAUSE  |
|       |                        | CANCEL   |
|       | LED indicators         |  |
|       | POWER                  | The POWER (Ready) LED lights up when the printer has started up and is ready to print. |
|       | RIBBON                 | Ribbon status indicator  |
| MEDIA | Media status indicator |  |

### 3-2. Function buttons

#### 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 3-6**).

#### PAUSE button















Pressing the PAUSE button while the printer is in standby mode will set the printer to pause mode. The message "Pause" is shown on the LCD display. In this mode, the printer can receive commands, but it can only process them when it is reset to standby mode. Pressing the PAUSE button again will reset the printer to standby mode.

Pressing the PAUSE button during printing will interrupt printing. When the PAUSE button is pressed again, the printer resumes printing. Example: While a 10-label print job is running, you press the PAUSE button to pause the printer. Two of the labels have been printed. To resume printing and print the remaining eight labels, you press the PAUSE button again.

#### CANCEL button

Pressing the CANCEL button during printing cancels a print job and the message "Print job cancelled" is shown on the LCD display. Example: While a 10-label print job is running, you press the CANCEL button. Two of the labels have been printed. The print job is cancelled and the remaining eight labels are not printed.

You can combine the FEED, PAUSE and CANCEL buttons in a number of ways to perform different printer functions:

| Function         | Button   | Beeps               | LCD display       | Description   |
|------------------|--|---------------------|-------------------|---|
| Self test        |  + Power On   | 3 beeps             | Self test         | Switch on the printer and keep the  button pressed until you hear 3 beeps.   |
| Dump mode        |  + Power On   | 3 beeps →<br>1 beep | Now in Dump Mode  | After the self test, keep the  button pressed until you hear a beep.   |
| Auto-detection   |  + Power On   | 3 beeps             | Auto Sensing Mode | Switch on the printer and keep the  button pressed until you hear 3 beeps.   |
| Factory settings |  +  + Power On | 2x2 beeps           | Go to default     | Switch on the printer and keep the  and  buttons pressed until you hear 2 beeps. This resets the printer to the factory settings. |
| Download mode    |  + Power On   | 1 beep              | DL Mode Vx.xx     | Switch on the printer and keep the  button pressed until you hear a beep. This mode is for download of the firmware only.  |
| Settings mode    |   | 3 beeps             | Setting mode      | Switch on the printer and keep the  button pressed for about 3-4 seconds, until you hear 3 beeps.  |

### 3-3. Settings mode

In settings mode, you can change different settings, such as the printing mode, accessories / options, or media type.

1. Switch on the printer and make sure that the message "Ready" is shown on the display.
2. Press the PAUSE button and keep it pressed for about 3-4 seconds until you hear 3 beeps and the message "Settings" is shown on the display.
3. In settings mode, the buttons have the following functions:

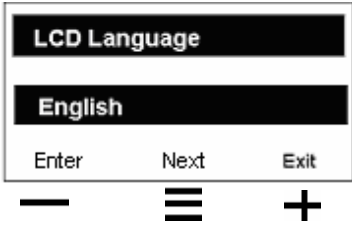
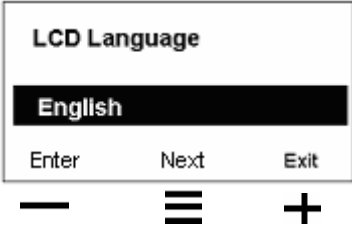
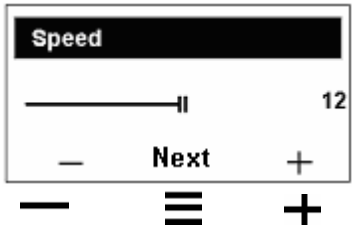
**—** : Minus / Enter

**≡** : Menu / Next

**+** : Plus / Exit

4. Before you exit settings mode, the printer will prompt you to save the changes you have made. Once you have saved or discarded your changes, the printer will switch back to standby mode.

Press the **≡** button and keep it pressed for about 3-4 seconds until you hear 3 beeps and the message "Settings" is shown on the display. The options available are shown in the lower section of the display.

|   |  |
|---|--|
|  <p>The screenshot shows a two-line LCD display. The top line reads "LCD Language" and the bottom line reads "English". Below the display are three buttons: a minus sign (—), a menu icon (≡), and a plus sign (+).</p>                    | <p>In settings mode, the first line always shows the name of a setting, the second line the current selection or value.</p>  |
|  <p>The screenshot is identical to the first one, showing "LCD Language" and "English" on the display with the same three buttons below.</p>   | <p>To change the current selection or value, press the ENTER button. The current selection or value is highlighted.</p>  |
|  <p>The screenshot shows a two-line LCD display. The top line reads "Speed" and the bottom line shows a progress bar and the number "12". Below the display are three buttons: a minus sign (—), a menu icon (≡), and a plus sign (+).</p> | <p>When you change a setting, the first line shows the name of the setting, the second line the current selection.</p> <p>Plus: The <b>+</b> button increases the value.</p> <p>Minus: The <b>—</b> button reduces the value.</p> <p>Next: The <b>≡</b> button switches to the next settings option.</p> |

The following table lists descriptions of the available settings and options:

|                                |   |
|--------------------------------|---|
| <b>Darkness</b>                | <b>Default: 10</b><br>Sets the temperature during printing. Values range from 0 to 19, the default setting is 10.   |
| <b>Speed</b>                   | Sets the print speed (inches per second (ips))  |
| <b>Stop position</b>           | <b>Default: 12</b><br>The stop position determines how far the printed label is moved out (tear-off position / cut-off position)  |
| <b>Adjust stop position</b>    | <b>Default: 0</b><br>Adjusts the printer's stop position. Values range from 0 to 10.<br>This value changes the stop position, irrespective of the driver or software settings.  |
| <b>Vertical position</b>       | <b>Default: 0</b><br>Sets the 0 position of the print head. Values range from -100 to 100.  |
| <b>Printing mode</b>           | <b>Default: Thermal transfer</b><br><b>Thermal transfer:</b> Requires a ribbon to transfer a printed image to a label.<br><b>Direct thermal:</b> No ribbon is required for printing, but a direct thermal print medium must be loaded.                              |
| <b>Accessories / options</b>   | <b>Default: Option disabled</b><br><b>Dispenser mode:</b> Select to enable the dispenser mode.<br><b>Cutter mode:</b> Select to enable the cutter mode.<br><b>Option disabled:</b> Select this setting to disable both options.                                     |
| <b>Paper settings</b>          | <b>Default: Die-cut labels</b><br><b>Black marks:</b> For labels or normal paper with black marks on the reverse side.<br><b>Die-cut labels:</b> For die-cut labels on label liner or labels with tag holes<br><b>Continuous medium:</b> For continuous label stock |
| <b>RS232 (serial) settings</b> | <b>Baud rate:</b><br><b>Default: 9600 bps (bits per second)</b><br>4800 bps<br>9600 bps<br>19200 bps<br>38400 bps<br>57600 bps<br>115200 bps  |
|                                | <b>Parity:</b><br><b>Default: None</b><br>None<br>Odd<br>Even   |
|                                | <b>Data length:</b><br><b>Default: 8 bits</b><br>7 bits<br>8 bits   |
|                                | <b>Stop bit:</b><br><b>Default: 1 bit</b><br>1 bit<br>2 bits  |
| <b>Sensor type</b>             | <b>Default: Automatic</b><br><b>Automatic:</b> Automatic detection of label type (labels with black marks, die-cut labels, or continuous label stock) and label height<br><b>Gap mode:</b> For die-cut labels on label liner or labels with                         |

|                             |  |
|-----------------------------|--|
|                             | <p>tag holes</p> <p><b>Reflective mode:</b> For labels or normal paper with black marks on the reverse side.</p>   |
| <b>LCD language</b>         | <p><b>Default:</b> English</p> <p>English</p> <p>Simplified Chinese</p> <p>Traditional Chinese</p> <p>Spanish</p> <p>Italian</p> <p>German</p> <p>French</p> <p>Turkish</p>  |
| <b>Code pages installed</b> | <p><b>Default: Code page 850</b></p> <p>Code page 850</p> <p>Code page 852</p> <p>Code page 437</p> <p>Code page 860</p> <p>Code page 863</p> <p>Code page 865</p> <p>Code page 857</p> <p>Code page 861</p> <p>Code page 862</p> <p>Code page 855</p> <p>Code page 866</p> <p>Code page 737</p> <p>Code page 851</p> <p>Code page 869</p> <p>Windows 1252</p> <p>Windows 1250</p> <p>Windows 1251</p> <p>Windows 1253</p> <p>Windows 1254</p> <p>Windows 1255</p> |
| <b>Keyboard layout</b>      | <p><b>Default: US</b></p> <p>US (International)</p> <p>English (UK)</p> <p>French</p> <p>German</p> <p>Spanish</p> <p>Italian</p> <p>Finnish</p> <p>Dutch</p> <p>Flemish</p>   |
| <b>Keyboard mode</b>        | <p><b>Retrieve label:</b> Retrieval of a label from the memory</p> <p><b>Keyboard layout:</b> Layout of the keyboard</p> <p><b>Code page setting:</b> Code page setting</p> <p><b>Print option:</b> Print quantity setting</p> <p><b>Clock setup:</b> Sets the time on the clock shown on the display.</p> <p><b>Exit keyboard mode:</b> Resets the printer to normal mode and ready to receive print jobs from the host computer.</p>                             |
| <b>Buzzer</b>               | <p><b>Default: ON</b></p> <p><b>ON :</b> Switches beep signals on or off</p> <p><b>OFF</b></p>   |
| <b>No backfeed</b>          | <p><b>Default: OFF</b></p> <p><b>ON:</b> This function requires a dispenser or cutter.</p> <p><b>OFF</b></p>   |
| <b>Password</b>             | <p><b>Default: OFF</b></p> <p><b>ON:</b> When password protection is enabled, you need a</p>   |

|                       |  |
|-----------------------|--|
|                       | password to access the settings.<br><b>OFF</b>   |
| <b>Top of form</b>    | <b>Default: ON</b><br><b>ON:</b> Always starts printing at the top of the page.<br><b>OFF</b>  |
| <b>USB / Ethernet</b> | <b>Default: USB</b><br><b>USB:</b> Enables the USB port.<br><b>Ethernet:</b> Enables the Ethernet port.  |
| <b>Preview</b>        | Lets you preview and check the settings.   |
| <b>Lock setup</b>     | Locks the value(s) of any setting.<br>When a value is locked, it cannot be altered by changes to the driver or by sending a command.<br>You can lock the following values:<br>EVERYTHING (locks all values)<br>DARKNESS<br>SPEED<br>STOP POS<br>AD STOP POS<br>PRINthead POS<br>PRINTING MODE<br>OPTION SETUP<br>SENSOR SETUP<br>COMPORT SETUP<br>AUTO SENSOR<br>LCD LANGUAGE<br>CODEPAGE<br>KEYBOARD<br>BUZZER<br>SMART BACKFEED<br>TOP OF FORM |

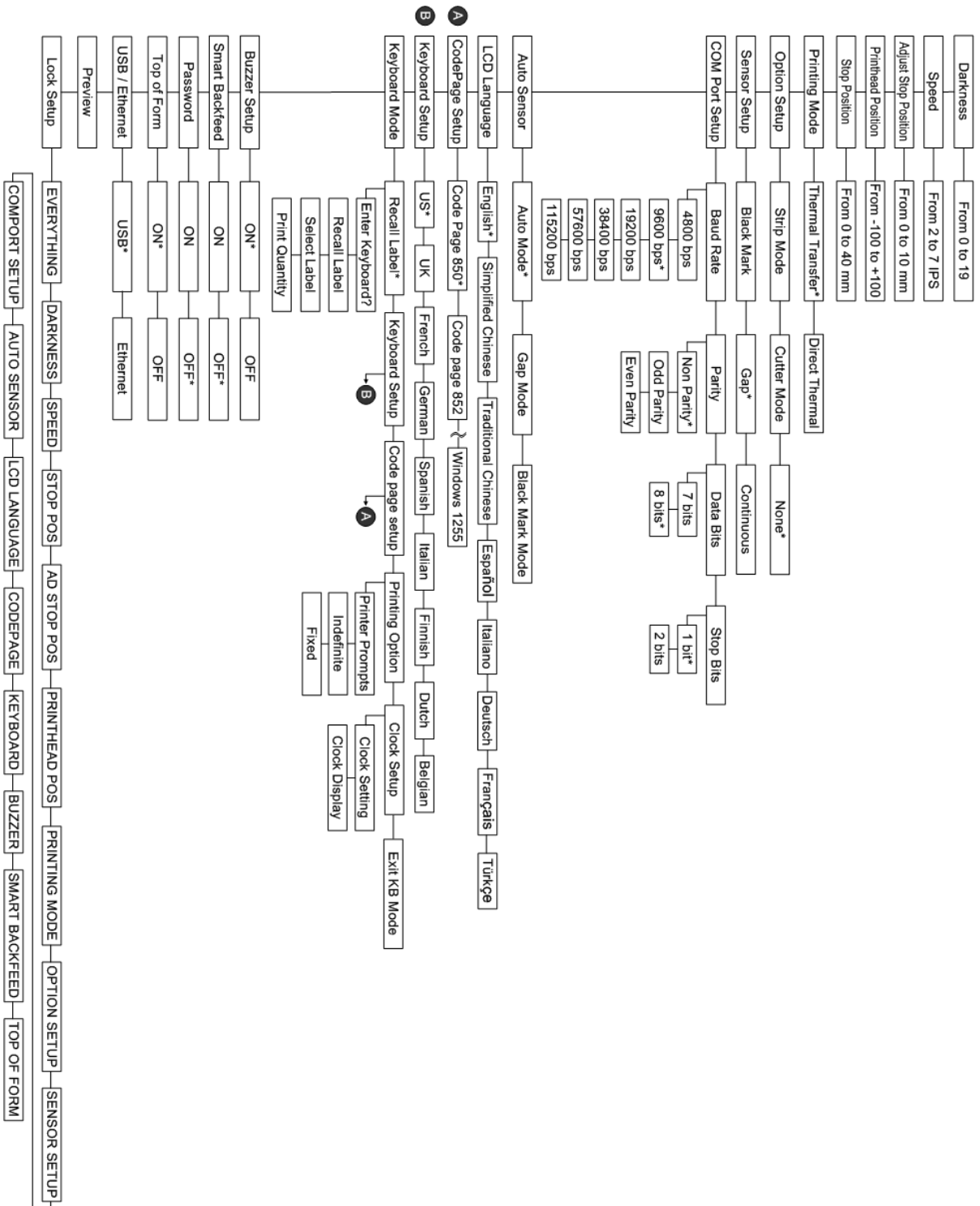
**【Note 1】**

The default settings are the original factory settings. If you have changed the settings, your current settings will be displayed in settings mode.

**【Note 2】**

The printer will store your changes even after it is switched off. You can change the settings again in settings mode.

# Settings mode diagram



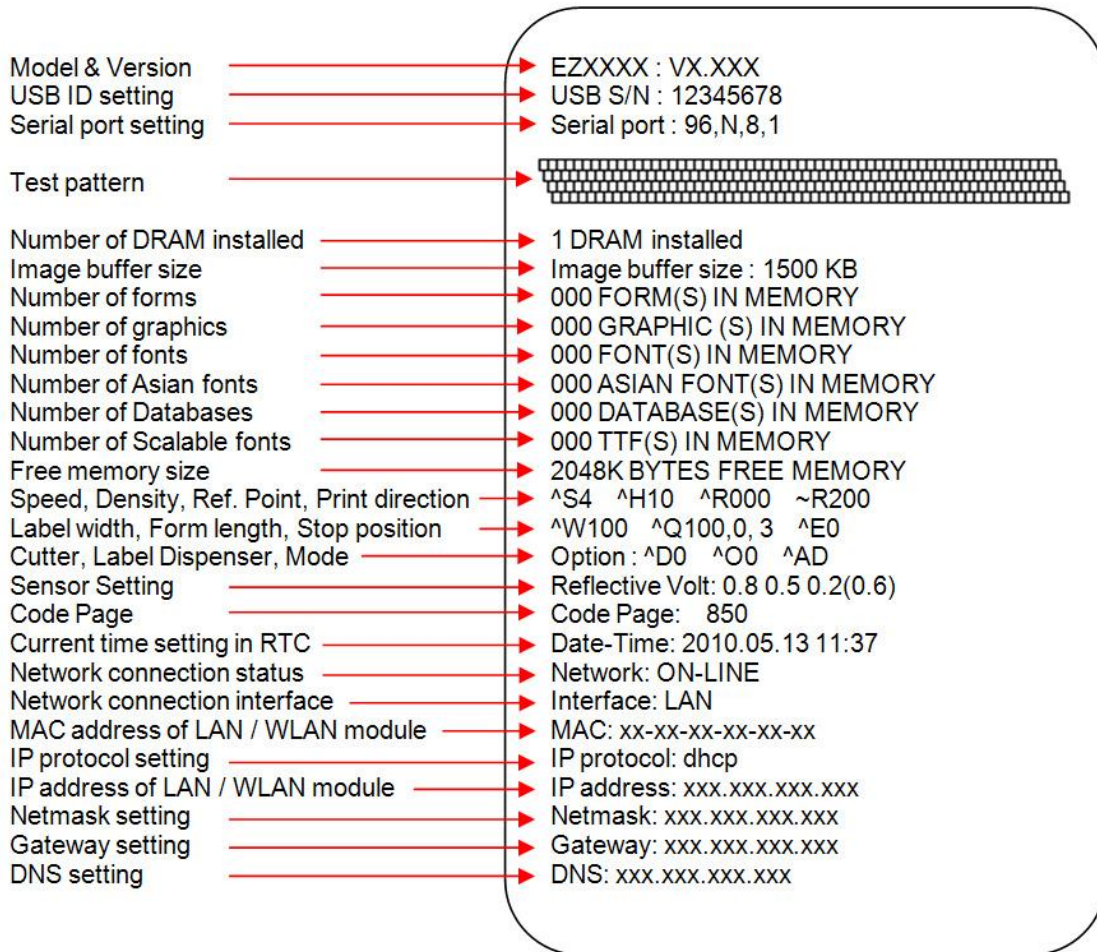
Items marked "\*" are the default settings.



### 3-4. Self test

The self-test function lets you check whether the printer is functioning normally. Here is how you run a self test:

1. Switch off the printer.
2. Switch on the printer, keeping the FEED button pressed until you hear 3 beeps and the message "Self test" is shown on the display.
3. After about one second, the printer will automatically print out the list below. That means the printer is functioning normally.



\* The contents of Self test label may vary depend on the setting of printer.

### 3-5. Dump mode

If the label settings do not match the printer output, you should switch the printer to dump mode to check whether an error has occurred during the transfer between printer and host computer. In dump mode, the unprocessed raw data are sent to the printer and printed. This shows you quickly whether any data are sent to the printer at all. Here is how you switch to dump mode:

1. Switch off the printer.
2. Switch on the printer, keeping the FEED button pressed.
3. When the message "Dump Mode" appears on the display, release the FEED button. The printer will automatically print "Dump Mode Begin". That means the printer is now in dump mode.
4. Send commands to the printer and check whether they match the printer output.

To exit dump mode, press the FEED button. The printer will automatically print "Out Of Dump Mode" and switch to standby mode. Alternatively, you can switch off the printer to exit dump mode.

### 3-6. 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 sensor is positioned correctly.
2. Switch off the printer.
3. Switch on the printer, keeping the PAUSE button pressed. When you hear 3 beeps and the message "Auto Sensing Mode" appears on the display, release the PAUSE button. The printer will now automatically measure the label size and store this information.
4. The label height in mm is shown on the display.

After displaying the label height, the printer switches back to standby mode.

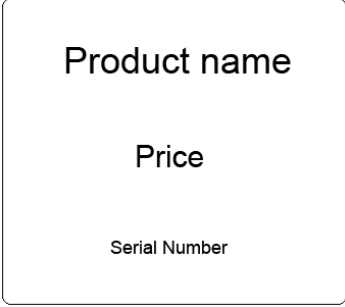

## 3-7. Keyboard mode

The printers of the EZPi1000 series support keyboards with a PS/2 interface. Here is how you connect a PS/2 keyboard:

1. Switch off the printer and plug the PS/2 connector into the appropriate printer port.
2. Switch on the printer. The message "Keyboard mode [Y/N]" is shown on the display. Press the FEED button on the printer or the ENTER key on the keyboard to switch to keyboard mode.

In keyboard mode, you can go back to the previous page at any time by pressing the ESC key on the keyboard or the CANCEL button on the printer. If you keep going back, you will eventually be prompted to exit keyboard mode. To exit keyboard mode, press the ENTER key on the keyboard or the FEED button on the printer when the message "Exit keyboard mode? [Y/N]" appears on the display. To switch back to keyboard mode, either start up the printer again or select "Keyboard mode" in settings mode. If you wish to make any changes to the keyboard settings, please refer to the "Settings diagram" (in **Section 3.3**).

### Printing a stored label in keyboard mode

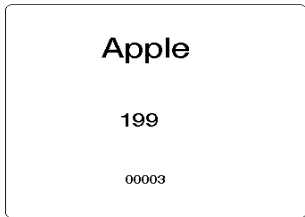
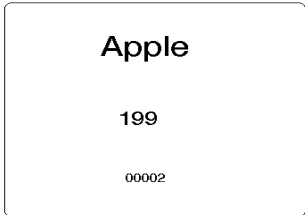
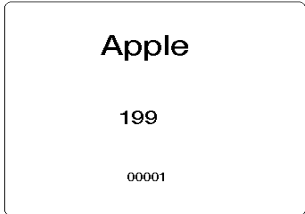
|  |   |
|--|---|
| <pre> ^FTTEST1 ^Q100,3 ^W100 ^H10 ^P1 ^S2 ^AD ^C1 ^R0 ~Q+0 ^O0 ^D0 ^E12 ~R200 ^L Dy2-me-dd Th:m:s C0,00001,+1,Serial Number V00,16,Product Name,jc0 V01,16,Price,jc0 AF,330,566,1,1,0,0,^C0 AH,212,168,1,1,0,0,^V00 AG,308,396,1,1,0,0,^V01 E         </pre> |    |
|   | <ol style="list-style-type: none"> <li>1. At least one form must be stored in the printer. To create a sample label as shown above, copy the commands in the left-hand column and send them to the printer using QLabel or HyperTerminal.</li> <li>2. The sample form contains 2 variables and a serial number: "Product name", "Price" and "Serial Number". Printing will start only when values have been set for all 3 variables.</li> <li>3. Switch off the printer, connect the PS/2 keyboard to the PS/2 printer port and switch the printer on again.</li> <li>4. Press "ENTER" to switch to keyboard mode.</li> </ol> |

|   |   |
|---|---|
| <p><b>GODEX</b><br/>001 FORM NAME :<br/>TEST1</p> | <p>5. Press "ENTER" to select a file.</p> <p>*Note: Press ↑ or ↓ to select the previous or next form in the list.</p>         |
| <p><b>GODEX</b><br/>Serial Number<br/>00001_</p>  | <p>6. The input form for the serial number is now shown on the display.</p> <p>7. Specify a start value (example: 00001).</p> |
| <p><b>GODEX</b><br/>Product Name<br/>_</p>        | <p>8. The input form for the first variable is now shown on the display.</p>  |
| <p><b>GODEX</b><br/>Product Name<br/>Apple_</p>   | <p>9. Specify a product name (example: Apple).</p>  |
| <p><b>GODEX</b><br/>Price<br/>_</p>               | <p>10. The input form for the second variable is now shown on the display.</p>  |
| <p><b>GODEX</b><br/>Price<br/>199_</p>            | <p>11. Specify a random value (example: 199).</p>   |



12. The input form for the print quantity is now shown on the display.

13. Specify a quantity (example: 3).




14. The printer will print three labels with the values for the two variables and the serial number specified.

### 3-8. Error alerts

In the event of a problem that prevents normal functioning of the printer, you will see an error message on the display and hear some beep signals. The LED indicators above the display will also light up.

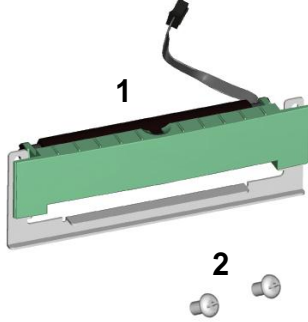
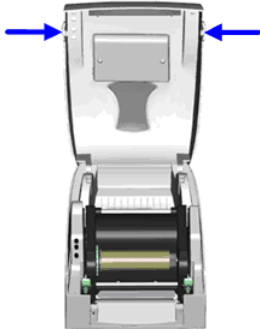
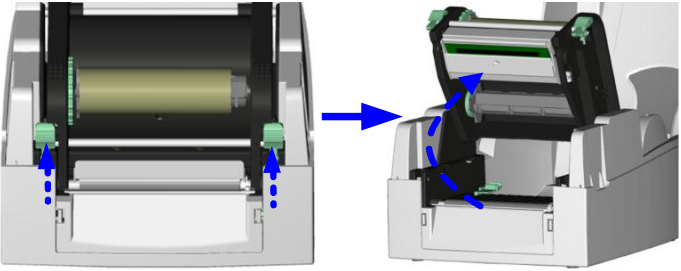
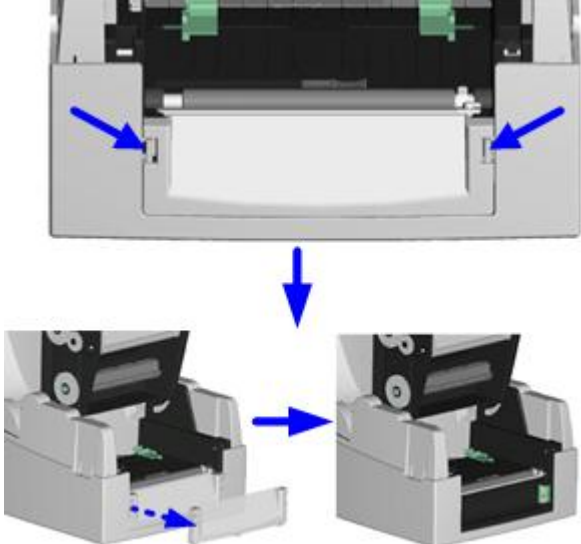


| Error message displayed  | LED above the display |       |                    | Beeps     | Description  | Solution   |
|--------------------------|-----------------------|-------|--------------------|-----------|--|--|
|                          | RIBBON                | MEDIA |                    |           |  |  |
| Print head is open       |                       |       | Both LEDs light up | 4x2 beeps | The print mechanism is not closed.                       | Please make sure that the print mechanism is closed correctly.   |
| Entering cooling process |                       |       | Both flashing      |           | The print head is too hot.                               | Once the print head has cooled down, the printer switches to standby mode.   |
| Out of ribbon            |                       |       |                    | 3x2 beeps | No ribbon is loaded.                                     | Please make sure that the printer is set to thermal direct mode.   |
|                          |                       |       |                    |           | The ribbon is finished or the ribbon roll is not moving. | Replace the ribbon roll.   |
| Out of media             |                       |       |                    | 1x2 beeps | Unable to detect the paper.                              | Please make sure that the gap sensor is positioned correctly. If that does not fix the problem, run the auto-detection function again. |
|                          |                       |       |                    |           | The labels are finished.                                 | Replace the label roll.  |
|                          |                       |       |                    |           | Paper jam.   | Possible reason: paper feed problem.   |
| CF card not formatted    |                       |       | Both flashing      | 2x2 beeps | The CF card is not formatted.                            | Please follow the instructions in Section 4-4 to format the CF card.   |
| Memory full              |                       |       |                    | 2x2 beeps | The memory is full.                                      | Delete data you no longer need from the memory or use a CF card.   |
| File name not found      |                       |       |                    | 2x2 beeps | Unable to find file.                                     | Use the "~X4" command to print all file names and check whether  |

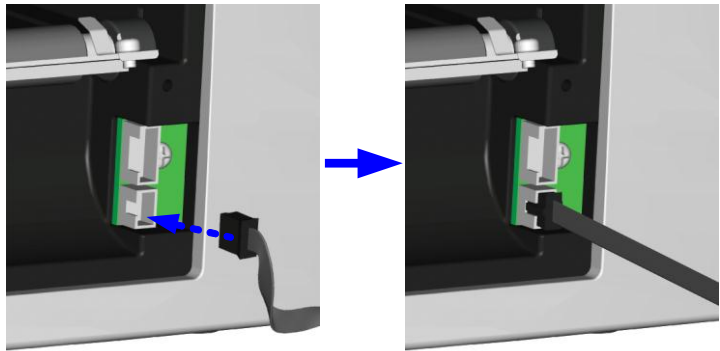
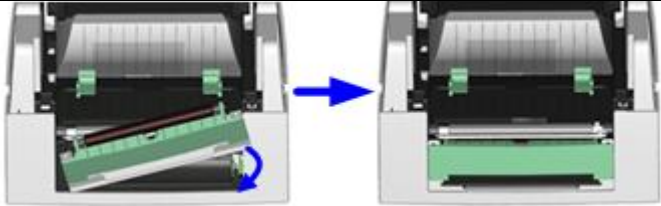
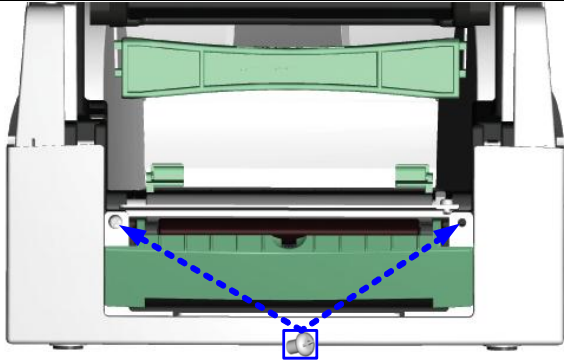
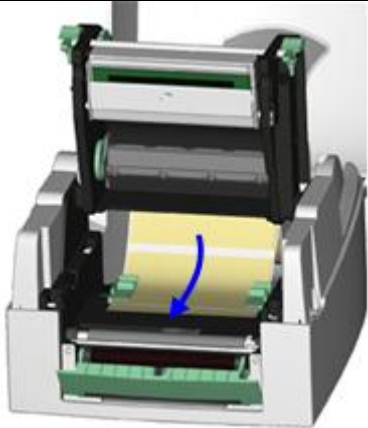
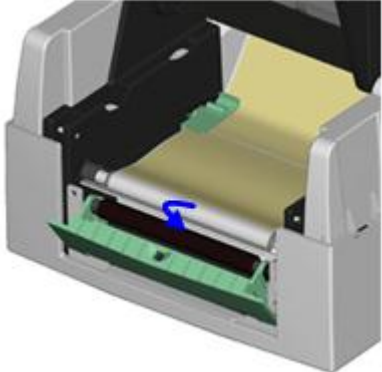
|                          |  |   |  |           |                               |   |
|--------------------------|--|---|--|-----------|-------------------------------|---|
|                          |  |   |  |           |                               | the file exists in the memory.                        |
| File name already exists |  |  |  | 2x2 beeps | The file name already exists. | Change the name of the file and try storing it again. |

## 4. Accessories

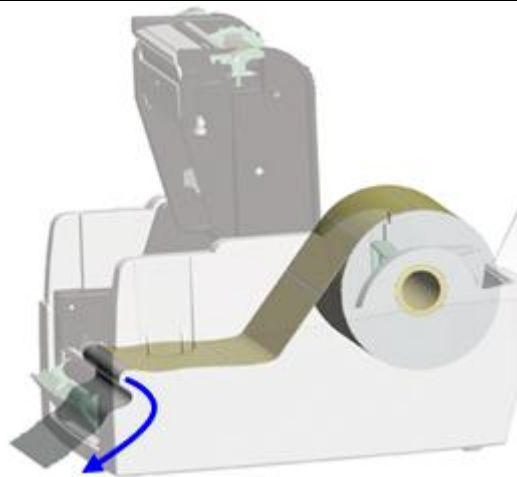
### 4-1. Installing the label dispenser

|   |  |  |
|---|--|--|
| 1   | Dispenser module   |  |
| 2   | Screws (set of 2)  |  |
| <p><b>【Note 1】</b> Remember to switch off the printer before installing the label dispenser.</p> <p><b>【Note 2】</b> A label liner thickness of <math>0.006\text{ mm} \pm 10\%</math> and a weight of <math>65\text{ g/m}^2 \pm 6\%</math> are recommended.</p> <p><b>【Note 3】</b> The label dispenser will take labels up to a max. width of 110 mm.</p> <p><b>【Tip】</b> When using the label dispenser, set the stop position to 9 mm.</p> |  |  |
| <p>1. Open the printer cover by pressing the release buttons on both sides of the printer housing.</p>  |   |  |
| <p>2. Press the release catches on both sides of the print mechanism to open and lift the print mechanism.</p>  |  |  |
| <p>3. To remove the front cover, press in the two plastic release tabs.</p> <p>4. Remove the front cover as shown in the illustration.</p>  |  |  |

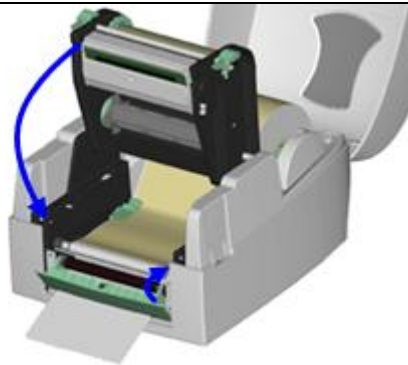


|   |  |
|---|--|
| <p>5. Connect the dispenser cable to the lower jack as shown in the illustration on the right.</p> <p><b>【Important】</b> The printer must be switched off, or the motherboard may be destroyed!</p> <p>There are 2 jacks: the lower jack is for the dispenser, the upper jack for the cutter.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

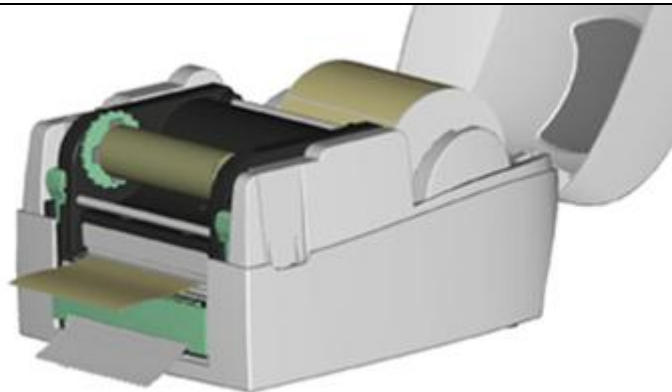
10. Pass the label stock through the printer as shown in the illustration on the right.



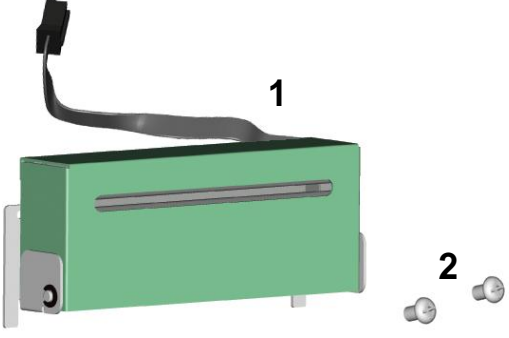

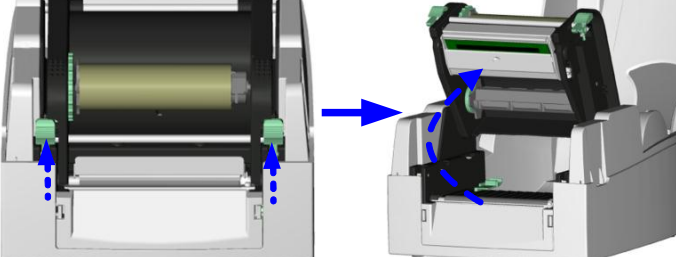
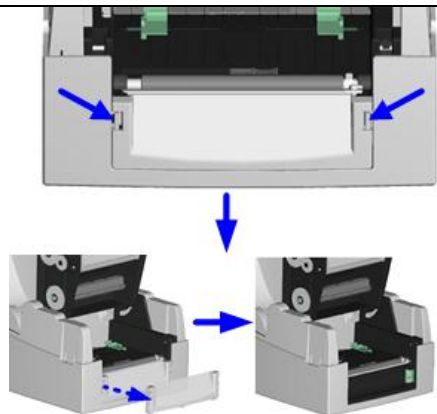
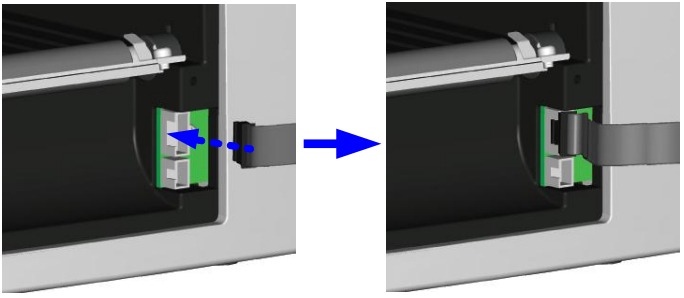
11. Close the print mechanism and the label dispenser.

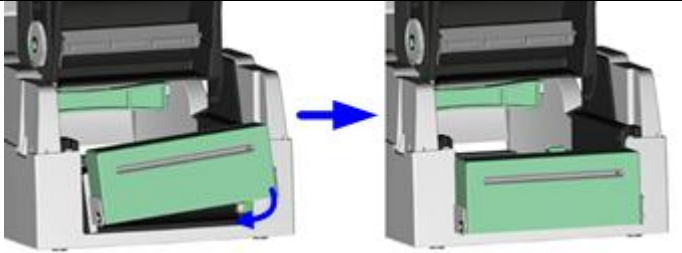
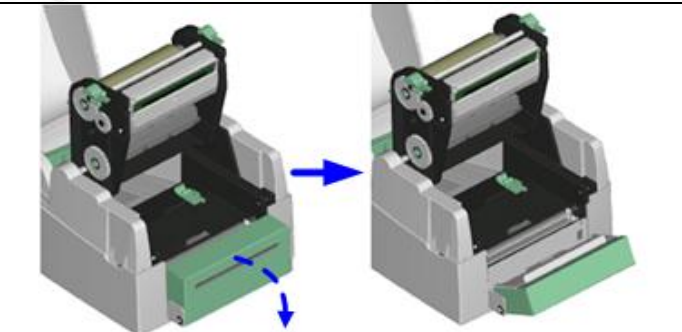
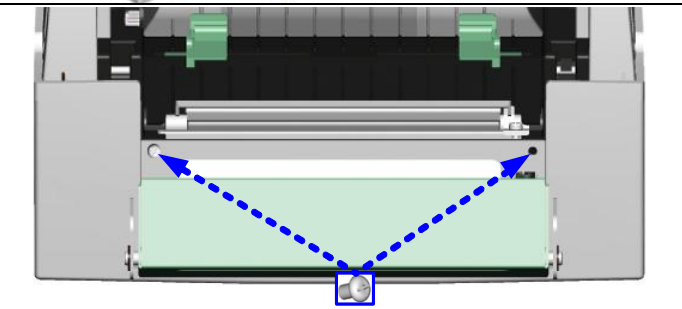
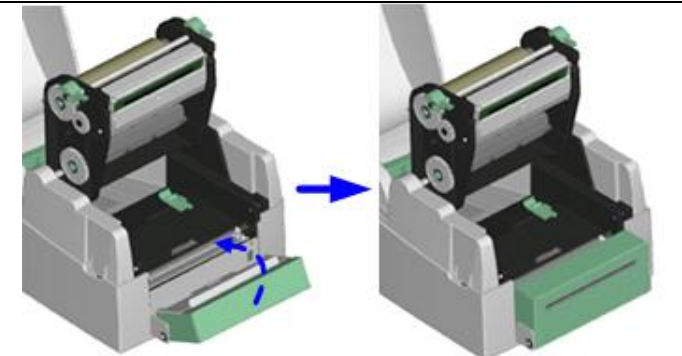
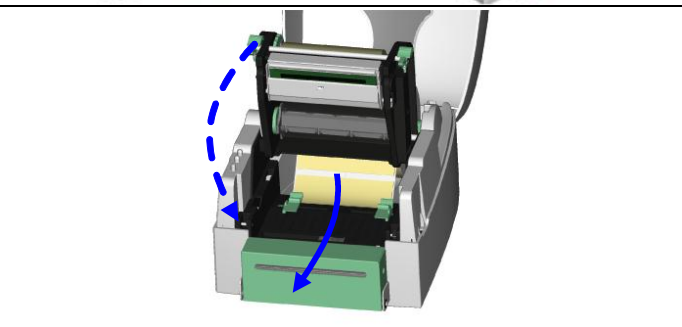


12. Press the FEED button to set the label position and complete the installation.



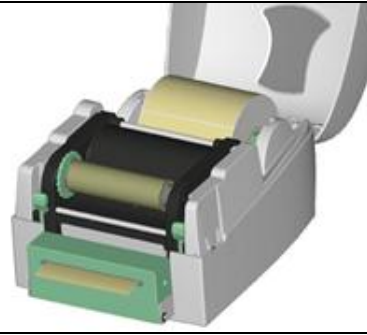
## 4-2. Installing the cutter

|   |  |   |
|---|--|---|
| 1   | Cutter module  |   |
| 2   | Tap screws<br>(3x8 – set of 2)   |   |
| <p><b>【Note 1】</b><br/>Remember to switch off the printer before installing the cutter.</p> <p><b>【Note 2】</b><br/>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/m<sup>2</sup>, and of 250,000 cuts when using paper weighing 200 g/m<sup>2</sup>.</p> |  | <p><b>【Note 3】</b><br/>You can cut paper with a max. width of 116 mm.</p> <p><b>【Suggestion】</b><br/>With the cutter installed, set the stop position in Qlabel to 30, and the E value to 30.</p> |
| <p>1. Open the printer cover by pressing the release buttons on both sides of the printer housing.</p>  |   |   |
| <p>2. Press the release catches on both sides of the print mechanism to open and lift the print mechanism.</p>  |  |   |
| <p>3. To remove the front cover, press in the two plastic release tabs.</p> <p>4. Remove the front cover as shown in the illustration.</p>  |  |   |
| <p>5. Connect the cutter cable to the upper jack as shown in the illustration on the right.</p> <p><b>【Important】</b> The printer must be switched off, or the motherboard may be destroyed!<br/>There are 2 jacks: the lower</p>   |  |   |

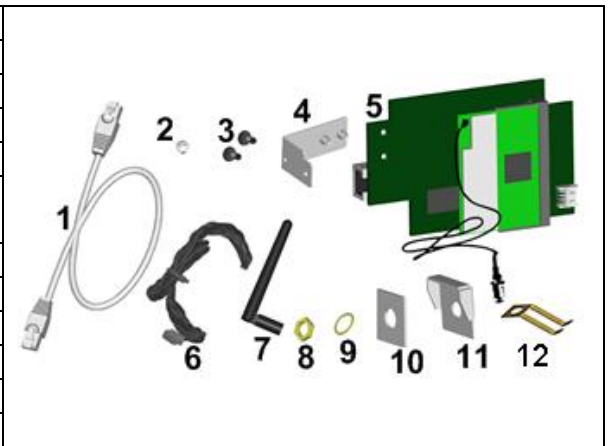
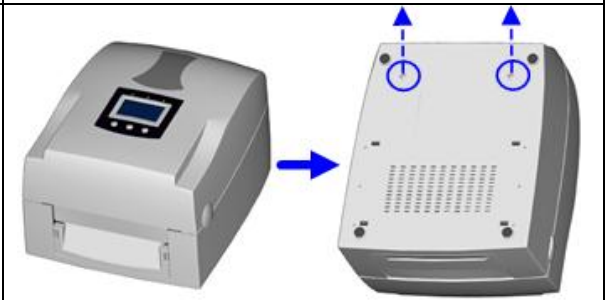
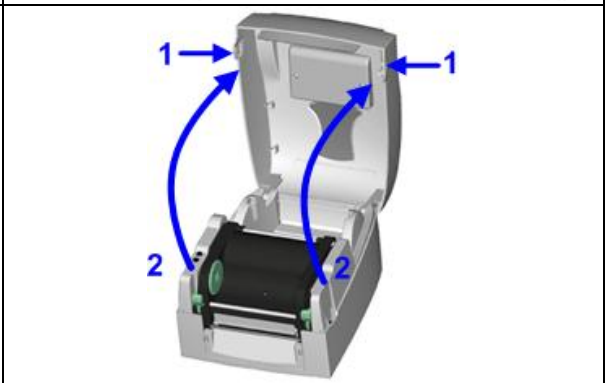
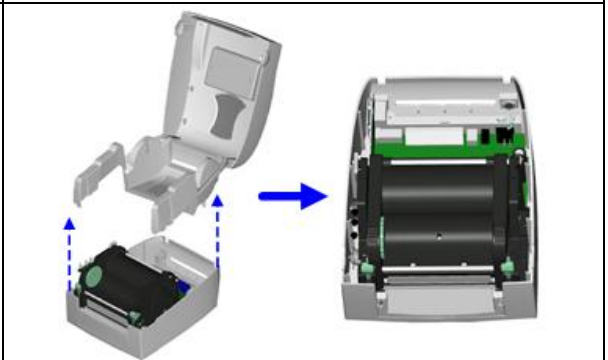
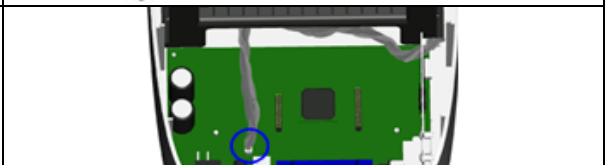
|   |  |
|---|--|
| <p><i>jack is for the dispenser, the upper jack for the cutter.</i></p>   |  |
| <p>6. Install the cutter by pressing down first its left-hand side and then its right-hand side.</p>  |    |
| <p>7. Fold out the cutter as shown in the illustration.</p>   |    |
| <p>8. Secure the cutter using the screws provided for this purpose.</p>   |   |
| <p>9. Once you have secured the cutter with the screws, fold it back in again.</p>  |  |
| <p>10. Pass the labels through the guides.</p> <p>11. Close the print mechanism.</p> <p><b>【Note】</b><br/>We advise against using inside wound label stock.</p> |  |

12. To finish, press the FEED button to set the label position.

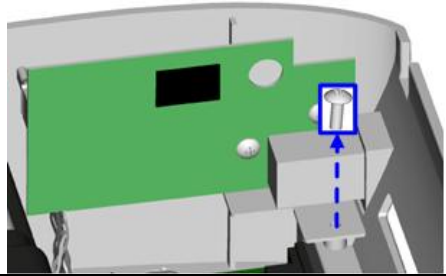
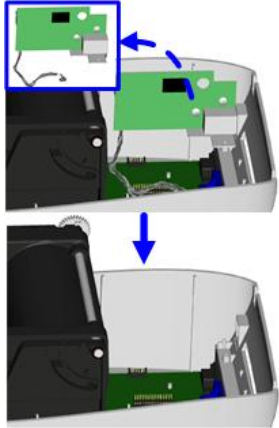
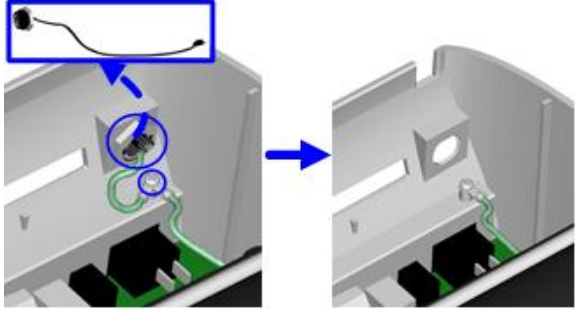
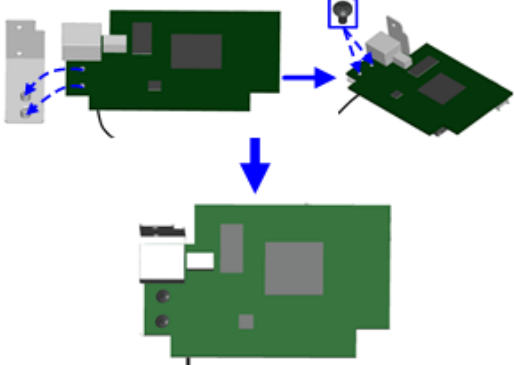
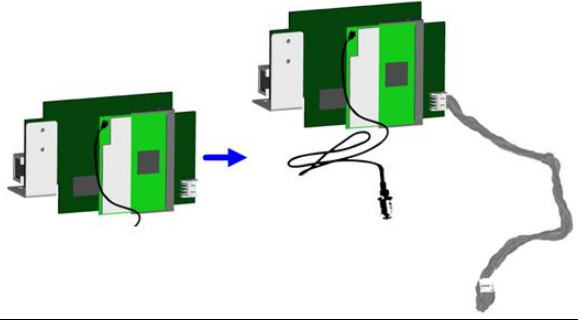
**【Note】** Labels should be at least 20 mm high. When using the printer with the cutter, you should set the stop position (^E) to 30.



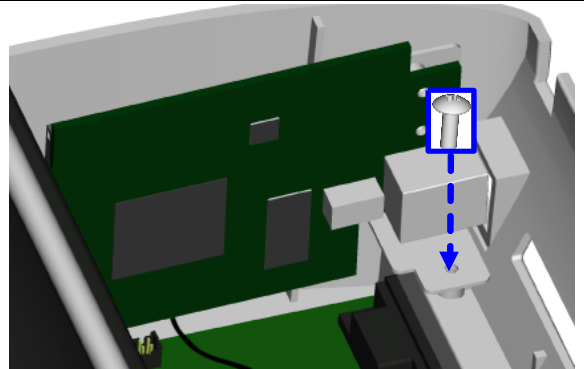
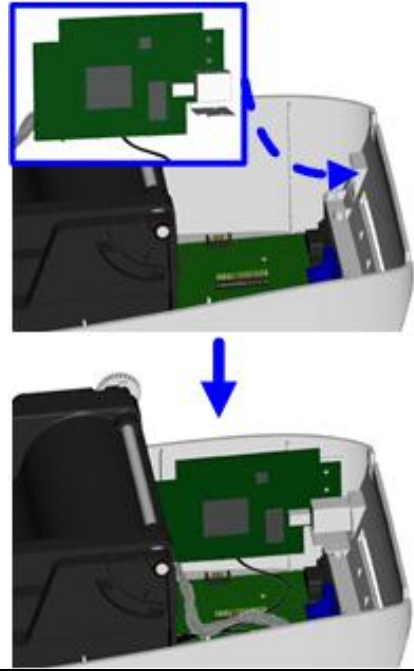
### 4-3. Installing the WLAN module

|    |  |  |
|----|--|--|
| 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  |  |
| 12 | <b>SPRING LEAF</b> 接地彈片  |  |
| 1. | <p>Make sure that the printer is switched off and the power cord disconnected from the printer. You should work on a clean, flat surface.</p> <p>Turn the printer upside down and remove the two screws marked in the illustration from the printer housing.</p> |    |
| 2. | <p>Place the printer the right way up again and lift the printer cover.</p>  |   |
| 3. | <p>To remove the top part of the printer housing, gently pull the open printer cover upwards.</p>  |  |
| 4. | <p>Disconnect the connection cable from the motherboard.</p>   |  |



|  |  |
|--|--|
| <p>5. Unscrew the fastening screw on the Ethernet module.</p>  |    |
| <p>6. Remove the Ethernet module and its connection cable.</p>   |   |
| <p>7. Unscrew the nut on the PS/2 port using a spanner. Unscrew the earthing screw and disconnect the cable from the PS/2 port to remove the PS/2 port. Now tighten the earthing screw again.</p>      |   |
| <p>8. Attach the WLAN module to the bracket.</p>   |  |
| <p>9. 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.</p>  |  |
| <p><b>【Caution】</b>Be careful when removing the cable tie to avoid damage to the connection cable.<br/> <b>Note:</b> Please cut the cable tie carefully. Do not damage the Module Connection Wire.</p> |  |

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

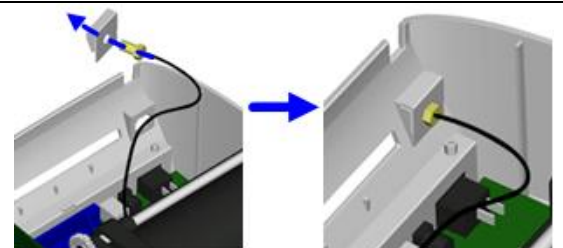


11. Pass the connection cable underneath the other connection cables as shown in the illustration.



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

12. Put the antenna connector through the antenna bracket and then through the opening for the antenna jack as shown.

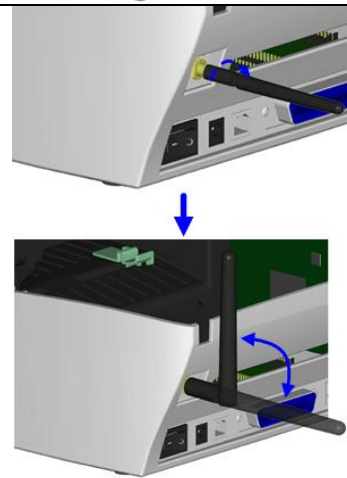




13. Put first the fixing plate and then the washer on the antenna connector. Now secure them with the nut.



14. Screw the antenna onto the antenna connector. You can now adjust the angle of the antenna as required.



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



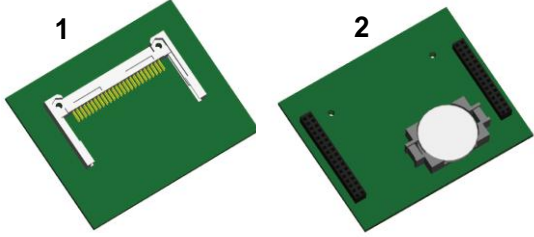

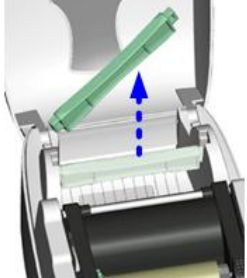
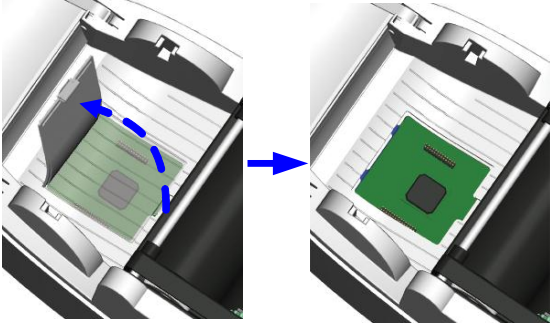
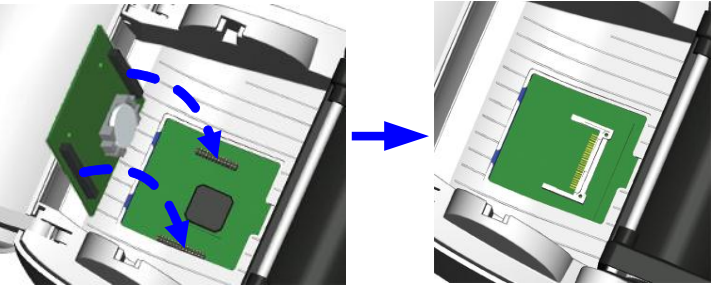
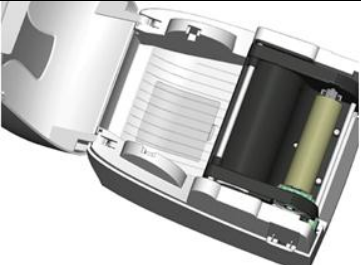
**【Note 1】**

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.

## 4-4. Installing the CF card adapter

|   |  |   |
|---|--|---|
| 1   | CF card adapter (front)  |   |
| 2   | CF card adapter (back)   |   |
| <p><b>【Note】</b><br/>Remember to switch off the printer before installing the CF card adapter.</p>  |  | <p>1. Open the printer cover by pressing the release buttons on both sides of the printer housing.</p>  |
| <p>2. Remove the label supply hub.</p>  |   |   |
| <p>3. Open and remove the plastic cover inside the printer.</p>   |  |   |
| <p>4. Align the sockets and pins on the CF card adapter carefully with those on the motherboard before connecting the adapter.</p> <p><b>【Note】</b><br/>Please make sure that the connections are aligned correctly, to prevent damage to the pins.</p> |  |   |
| <p>5. Close the cover again.</p>  |  |   |

## 4-5. Instructions for using the CF card

Once the CF card adapter is installed, all EZPi1000 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, press the CANCEL button.
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–512MB
  - 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:

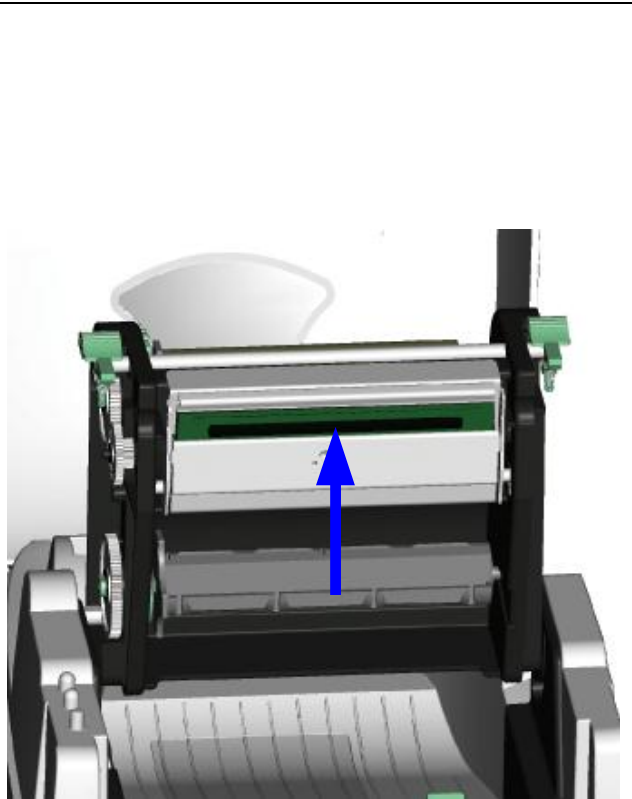
1. Switch off the printer.
2. Open the printer cover.
3. Release the print mechanism and lift it.
4. Remove the ribbon.
5. To remove any label residue or other dirt from the print head (see blue arrow), please use a soft lint-free cloth dipped in alcohol.

**【Note 1】**

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

**【Note 2】**

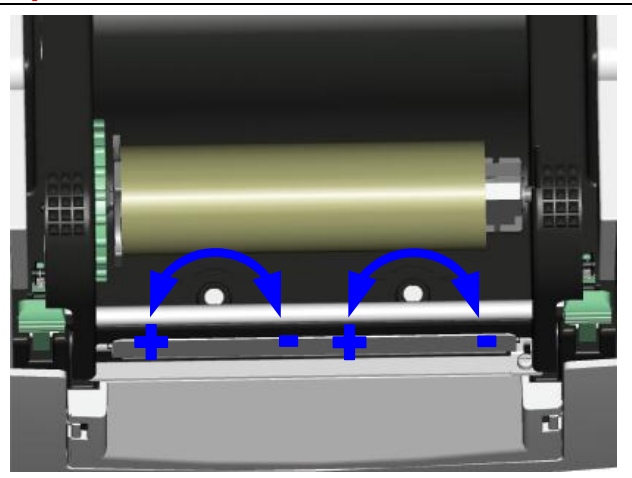
*Please make sure that there are no metal fragments or other hard particles on the soft cloth used to clean the print head.*



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

When printing on special media (with varying material thickness), the print quality may suffer. You will then need to adjust the print head pressure.

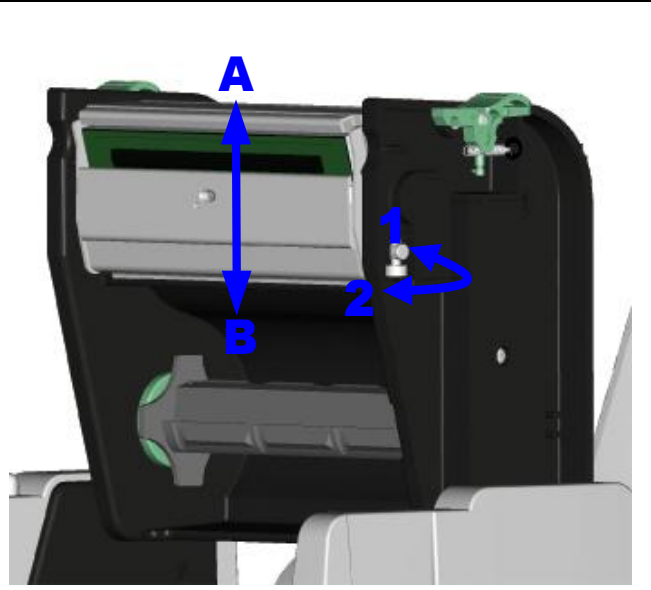
1. Open the printer cover.
2. Remove the ribbon.
3. Use a screw driver and slowly turn the adjustment screws for the print head to increase or reduce the print head pressure.



### 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).

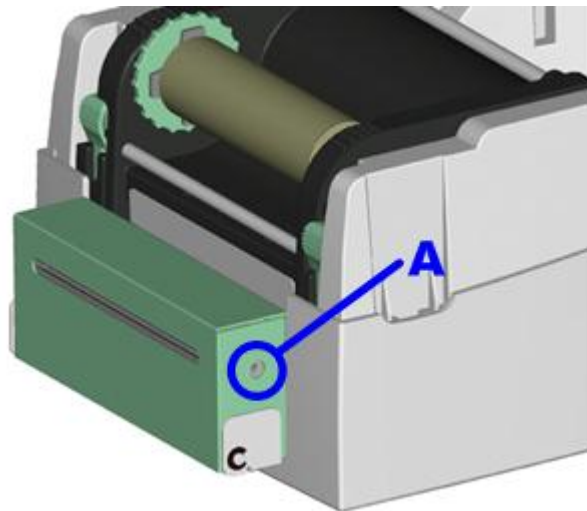


### 5-4. Adjusting the cutter

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 display does not light up.                         | <ul style="list-style-type: none"> <li>◆ Check the power supply.</li> </ul>   |
| One or both LEDs light up red and printing is interrupted.                            | <ul style="list-style-type: none"> <li>◆ Check the software settings (driver settings) or command codes.</li> <li>◆ Look for the error alert in the table in Section <b>3-8. Error alerts</b>.</li> <li>◆ Check whether the cutter is functioning normally and whether it is cutting at all. (Only if a cutter is installed.)</li> </ul>  |
| The label stock passes through the printer but no image is printed.                   | <ul style="list-style-type: none"> <li>◆ Please make sure that the label stock is loaded the right way up and that it is suitable material.</li> <li>◆ Please make sure that the ribbon is loaded correctly.</li> </ul>   |
| The label stock jams during printing.   | <ul style="list-style-type: none"> <li>◆ Clear the paper jam. Remove any label material left on the thermal print head and clean the print head using a soft lint-free cloth dipped in alcohol.</li> </ul>  |
| There is no printed image on part of the label or the image is blurred.               | <ul style="list-style-type: none"> <li>◆ Check the thermal print head for dust or other dirt (label material or ribbon residue).</li> <li>◆ Check for errors in the application software.</li> <li>◆ Check the ribbon for wrinkles.</li> <li>◆ Check the power supply.</li> <li>◆ Run a self test (<b>Section 3-4.</b>) and check the test print pattern to see whether the print head prints over the entire width of the medium.</li> <li>◆ Check the quality of the print medium.</li> </ul> |
| The printed image is positioned incorrectly or a label is missed out during printing. | <ul style="list-style-type: none"> <li>◆ Run the auto-detection function. (<b>Section 3-6.</b>)</li> <li>◆ Check the label height setting.</li> <li>◆ Check whether there is paper or dust covering the sensor.</li> <li>◆ Check the paper guide settings.</li> </ul>   |
| The cutter does not cut off the labels in a straight line.                            | <ul style="list-style-type: none"> <li>◆ Check whether the label stock is positioned straight.</li> </ul>   |
| The cutter does not cut off the labels completely.                                    | <ul style="list-style-type: none"> <li>◆ Check whether the label is more than 0.2 mm thick.</li> </ul>  |
| When using the cutter, the labels are not fed through or cut off incorrectly.         | <ul style="list-style-type: none"> <li>◆ Check whether the cutter has been correctly installed.</li> <li>◆ Check whether the paper guides are functioning correctly.</li> </ul>   |
| The label dispenser is not functioning normally.                                      | <ul style="list-style-type: none"> <li>◆ Check whether there is dust on the label dispenser.</li> <li>◆ Check whether the label stock is positioned correctly.</li> </ul>   |

***【Note】***

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