

CPX4P

COLOR LABEL PRINTER

USER'S GUIDE

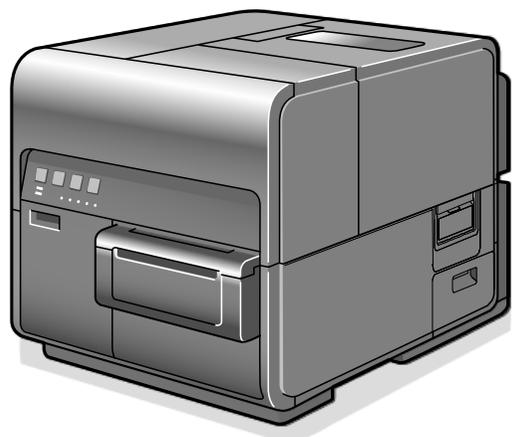


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Before You Begin

Conventions

The following marks are used in this guide.



Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. To use the machine safely, always pay attention to these warnings.



Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the machine safely, always pay attention to these cautions.



Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correctly, and avoid damage to the machine or property.



Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.



Indicates an operation that must not be performed. Read these items carefully, and make sure not to perform the described operations.

Sample Screens

The sample CPX4P printer driver screens displayed in this manual were created with Windows 10.

Trademarks

- TSC & the TSC logo are registered trademarks of TSC Auto ID Technology Co., Ltd.
- Microsoft, Windows are trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.
- Adobe and the Adobe logo are trademarks or registered trademarks of Adobe Systems Incorporated in the United States and/or other countries.
- Other brand and product names may be trademarks or registered trademarks of their respective companies.

Abbreviations

Throughout this manual the following abbreviations are used in text.

- Microsoft Windows 10 is abbreviated as “Windows 10”
- Microsoft Windows 8.1 is abbreviated as “Windows 8.1”
- Microsoft Windows 7 is abbreviated as “Windows 7”
- Microsoft Windows is abbreviated as “Windows”

Important Notices

- Copying this manual or any part of this manual without permission is strictly forbidden.
- The specifications for this printer as well as the software provided with the printer are subject to change without prior notice.
- We have done our best to make this manual as complete and accurate as possible, and we ask you to contact your place of purchase. If you find any omissions or mistakes in this manual.
- We can accept no responsibility for loss or damages resulting from the use of this printer or its software; please accept this before you use the printer.

Legal Notice

■ Legal Limitations on the Usage of Your Product and the Use of Images

- It is illegal to reproduce currency, bills, negotiable securities and other documents prohibited by law. Reproduction of such items may be subject to criminal prosecution.
- It is illegal to reproduce legal certificates, licenses, and certain public and private documents prohibited from reproduction by law. Reproduction of such items may be subject to criminal prosecution.
- Please note that intellectual property protected by copyright may not be reproduced without the express permission of the copyright holder except for personal or household use under limited circumstances.

■ Product Name

CPX4P

■ FCC (Federal Communications Commission)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV engineer for help.

Use of shielded cable is required to comply with class B limits in Subpart B of Part 15 of FCC Rules. Do not make any changes or modifications to the equipment unless otherwise specified in the manual. If such changes or modifications should be made, you could be required to stop operation of the equipment.

■ CE

This equipment conforms to the essential EMC requirements of EC Directive. We declare that this product conforms with the EMC requirements of EC Directive at nominal mains input 230V, 50 Hz although the rated input of the product is 100 to 240 V, 50/60 Hz.

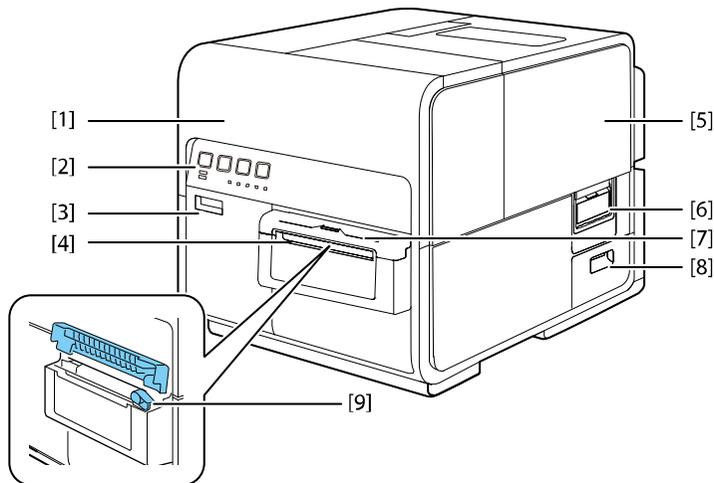
Use of shielded cable is necessary to comply with the technical EMC requirements of EC Directive.

Basic Operation

This chapter describes basic things to remember before using this product.

Printer Part Names and Functions

■ Front/Right Side View



[1] Upper unit

Open this unit when setting paper or removing the paper jammed in the paper feed path or cleaning inside of the machine. Holds the printhead.

[2] Operation panel

Keys necessary for operation and lamps to indicate the state of printer are provided on this panel.

[3] Ink tank door

Open this door when replacing ink tanks or opening the upper unit.

[4] Paper delivery slot

Printed paper is delivered through this slot.

[5] Roll cover

This cover protects the roll paper feeder.

[6] Roll cover handle

Use this handle to open the roll cover.

[7] Cutter cover

When using the manual cutter, open this cover.

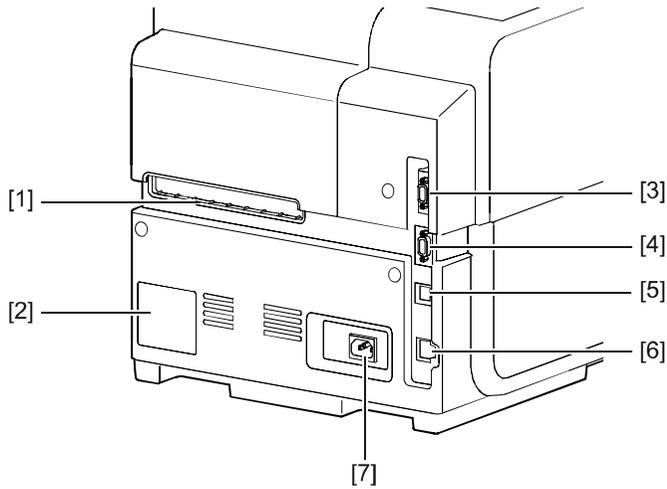
[8] Maintenance cartridge door

Open this door when replacing the maintenance cartridge.

[9] Manual cutter

Use this cutter to cut the ejected paper manually.

■ Rear Side View



[1] Rear feeder slot

This slot is used to feed fanfold paper.

[2] Rating plate

A serial number for identifying the printer is shown on this plate.

(The serial number is required when you contact customer support or require any sort of printer repairs.)

[3] RS232C port

Connect a barcode reader to this port.

[4] RS232C port

This is an extended interface for connecting an external unit.

[5] USB port

Connect a USB cable here to connect to the computer.

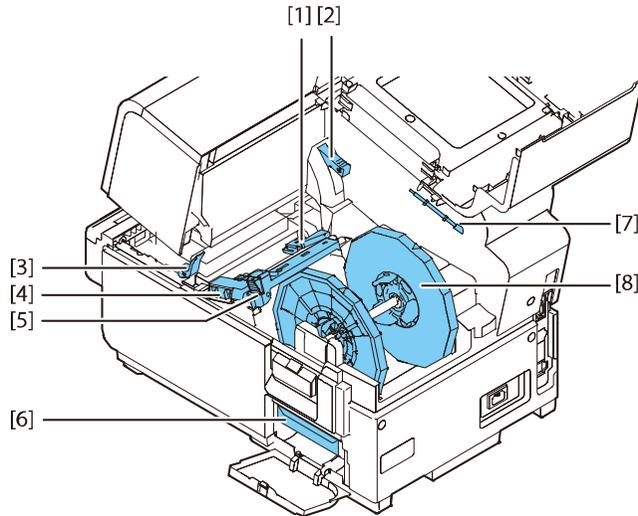
[6] LAN port

Connect a LAN cable here to connect to the computer.

[7] Power Socket

Connect the power cord here.

■ Inside the Printer



[1] Transport guide (Left)

This is a fixed guide for transporting paper straight.

[2] Upper unit open lever

Push this lever down to open the upper unit.

[3] Jam release lever

Pull down this lever when paper is jammed.

[4] Transport guide (Right)

This guide is used to transport paper straight and detect the width of paper.

[5] Paper guide

This guide prevents paper from floating.

[6] Maintenance cartridge

Ink used to clean the print head is collected here.

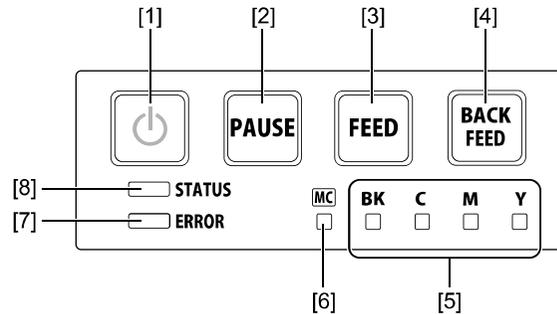
[7] Cleaning stick

Use this cleaning stick when cleaning the transport section.

[8] Roll holder

This holder is used to set paper.

■ Operation Panel



[1] Power key/lamp

Press this key to turn on/off the printer. This lamp lights up or blinks depending on the power supply status.

- On: The printer is powered.
- Blink: The printer is in sleep mode (power-saving mode).
- Off: The printer is not powered.

[2] PAUSE key

Pressing this key suspends printing.
Pressing this key restarts printing.

[3] FEED key

Press to feed paper by 1 page. Pressing and holding this key continuously feeds paper.

[4] BACK FEED key

Pressing this key feeds paper one page backward. Pressing and holding this key continuously feeds the paper backwards. The possible back feed length is 300 mm (11.81 inch) or less (accumulated total) *.

* When the auto cutter is installed, it is 330 mm (12.99 inch) or less (accumulated total).

[5] Ink warning lamp (Bk/C/M/Y)

These lamps indicate the remaining amounts of Black (Bk), Cyan (C), Magenta (M) and Yellow (Y) inks.

- Lit: There is no ink available for printing or the ink tank is faulty.
- Blink: The ink tank is low.
- Off: The ink tank is full.

[6] Maintenance cartridge warning lamp

This lamp lights up or blinks when there remains a small or no maintenance cartridge space to collect ink.

- Lit: The maintenance cartridge is full or faulty.
- Blink: The maintenance cartridge is running out of space.
- Off: The maintenance cartridge free space.

[7] ERROR lamp

Lights when an error occurs.

- Lit: An operator call error has occurred.
- Blink: A service call error has occurred.

[8] STATUS lamp

A service call error has occurred.

- On: Printing from the computer is possible. (Online mode)
- Blink: The printer is processing or operating (printing, cleaning, etc.)
- Off: Instructions and print data cannot be received from the computer (offline mode) or Sleep mode.

Important

- Opening the ink tank door or maintenance cartridge door during printing will cause an error and suspend printing. Do not open the ink tank door or maintenance cartridge door except when replacing an ink tank or maintenance cartridge or opening/closing the upper unit.
- Never attempt to open the upper unit by force or hit the upper unit. This could damage the printer or result in poor print quality. Always open and close the upper unit slowly.

■ Online and Sleep Mode

Online mode: This mode can print data from the computer. The power lamp and status lamp stays lit.

Sleep mode: The printer is in power-saving mode. The printer automatically switches to sleep mode to save power when a certain amount of time elapses without receiving a print job or operating printer controls. Power lamp is blinking and the Status lamp stays lit. When print data is received, the printer is automatically placed in the online status to start printing.

Status of the printer	Receive data	Power lamp	Status lamp
Online	Printable	Lighting	Lighting
Sleep	Printable	Blinking	OFF

Connecting the Printer and Computer

This section explains how to connect the printer to the computer. The printer is compatible with Hi-Speed USB and LAN.

Important

- The USB cable is hot-swappable. However, it should be noted that the USB cable should not be connected or disconnected in the following cases:
 - When the computer is being booted. (before the desktop appears)
 - When the printer is printing.
 - When the printer driver is being installed.

When disconnecting the USB cable with the computer or printer powered, be sure to remove the USB plug on the computer side (USB hub side) in advance.

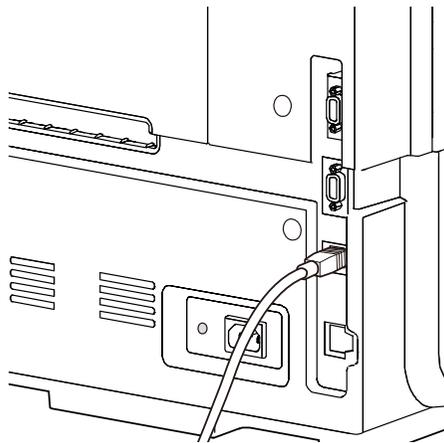
When reconnecting the USB cable, wait for at least 5 seconds after disconnecting it. If you connect the USB cable too early, the printer may malfunction.

Note

- A USB cable is not provided with the printer. Please prepare a cable that matches the port on your computer.

■ Connecting with USB Cable

1. Connect the USB cable to the printer and then to the computer.

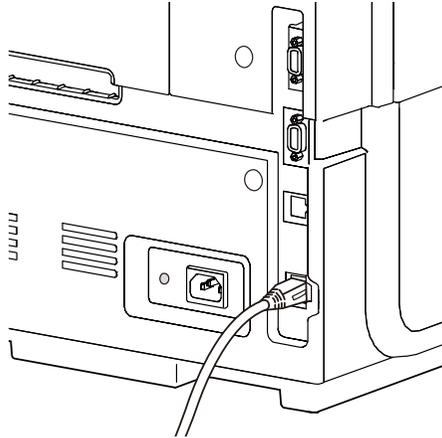


Note

- The printer driver must be installed prior to connecting the USB cable.
- For instructions on how to install the printer driver, refer to the Getting Started Guide.

■ Connecting with LAN Cable

1. Connect the printer to the network (LAN) using a LAN cable.



Note

- Use a Category 5e or better twisted pair Ethernet cable.
- Connection to a corporate LAN must be made by a network administrator.
- For instructions on how to install the printer driver and how to connect a printer to a network, refer to the Getting Started Guide.

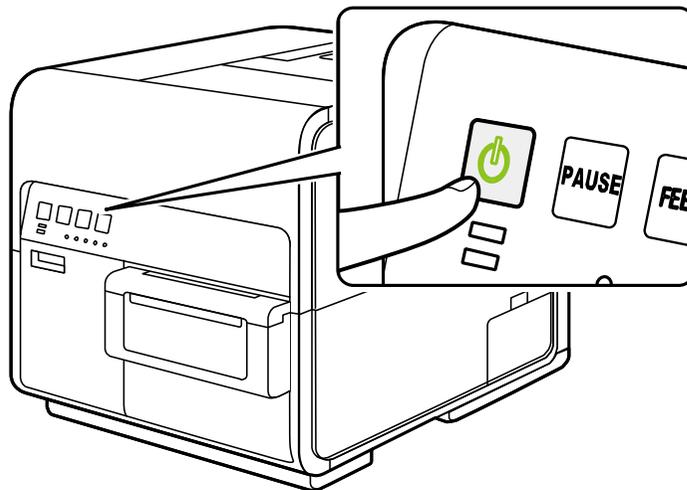
Turning the Printer On/Off

This section explains how to turn the printer on and off.

■ Turning the Printer On

1. Press the Power key.

Printhead cleaning is performed, the printer becomes ready for printing. The status lamp stays lit when the printer is in the online mode.

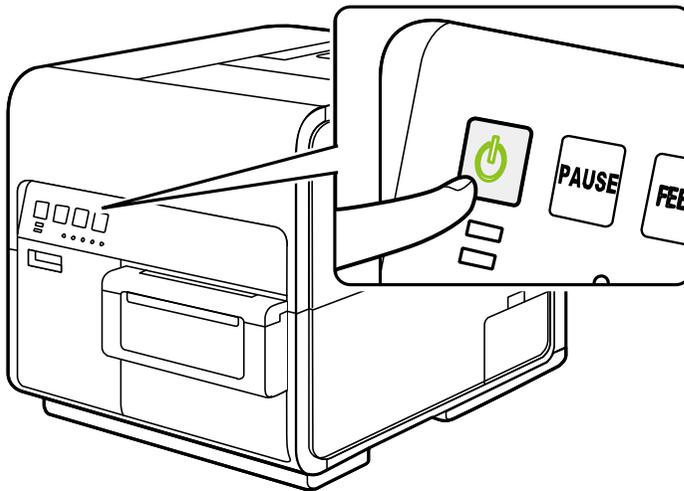


Note

- When the printer is in the sleep mode, press the power key to return the printer to online mode. The printer will also wake up from the sleep mode automatically as soon as it starts receiving a print job. If the printer will not be used for a long period of time, remove paper from the printer to prevent it from discoloring and curling. Place the removed paper in the supplied plastic bag or box, and store it in a place which is not exposed to high temperature, high humidity, or direct sunlight.

■ Turning the Printer Off

1. Make sure the printer is not operating.
2. Press the Power key for at least 1 second.



When the power lamp stops blinking, the printer is turned off.

Note

- When a given length of time elapses after switching to sleep mode, the printer is automatically turned off.

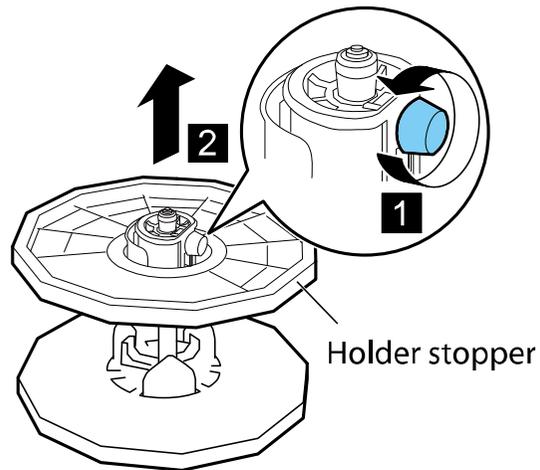
Important

- Make sure the power lamp is off before removing the power plug. Removing the power plug while the power lamp is lit or blinking could result in a dry print head, paper jams and/or poor quality prints.
- If the printer will not be used for a long period of time, disconnect the power cord, and interface cable.

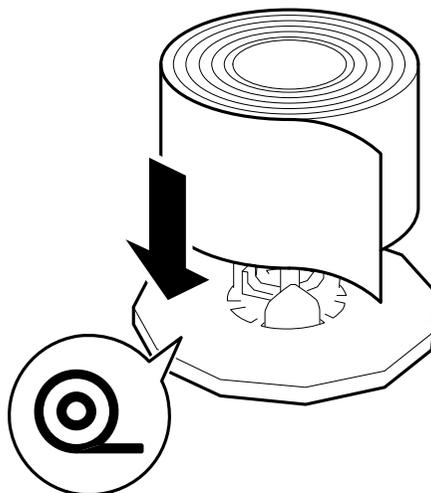
Loading Paper

■ Using Roll Paper

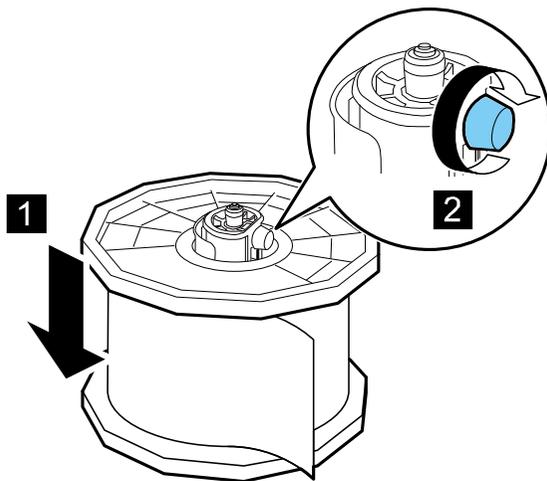
1. Loosen the fixing screw of holder stopper, and then remove the holder stopper.



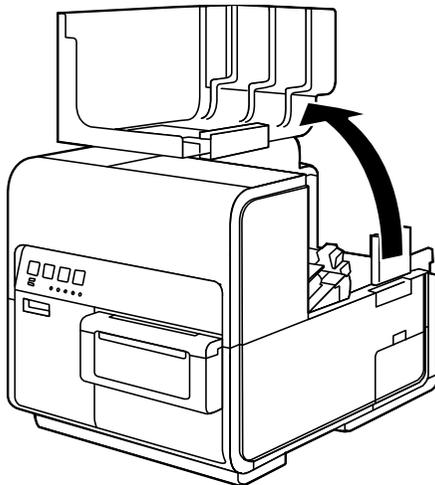
2. With the edge of the roll paper as shown below, insert the roll holder. Insert it firmly until the roll touches the flange of the roll holder, leaving no gap.



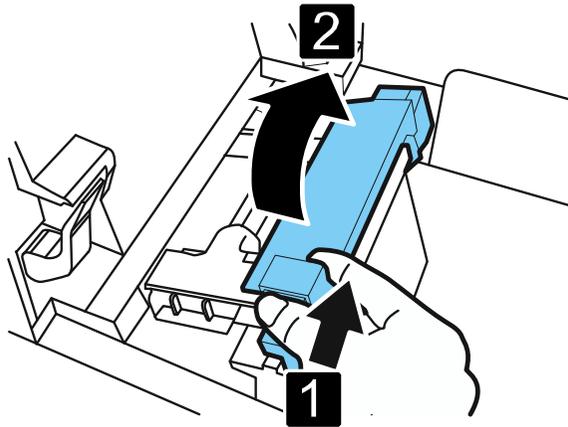
- 3.** Insert the holder stopper in the roll holder, and then tighten the fixing screw while lightly pressing it against the paper.



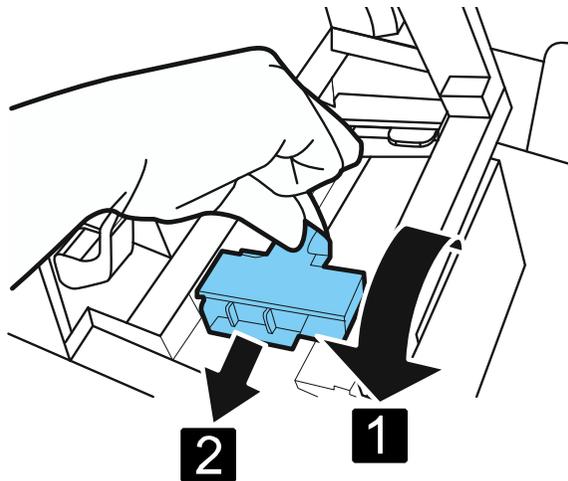
- 4.** Open the roll cover.



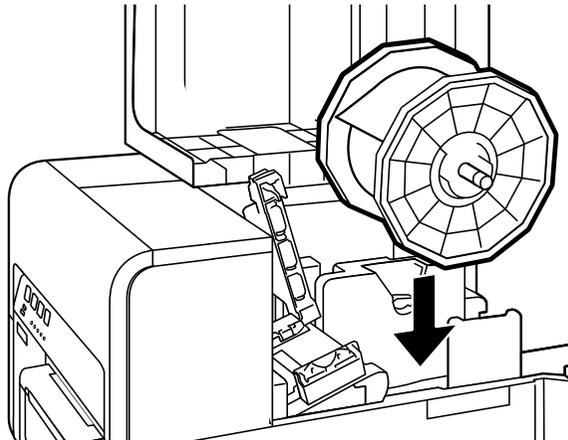
5. Push the lever of the paper guide to open it.



6. Open the transport guide (right), and slide it as shown until it stops.



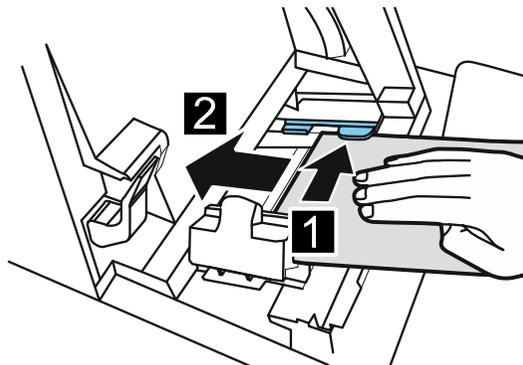
7. Mount the roll holder in the printer.



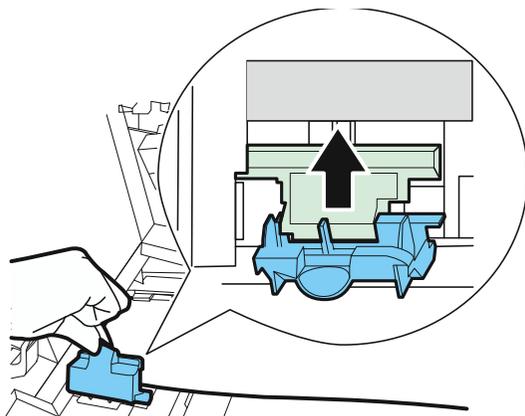
8. Set paper.

Insert paper along the left guide under the transport guide (left) until it stops at the roller in the feeder slot.

Paper stopping at the roller in the feeder slot is automatically pulled in a little.



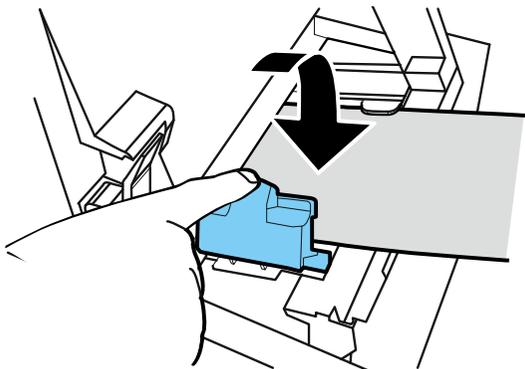
9. Slide the transport guide (right) in accordance with the width of paper.



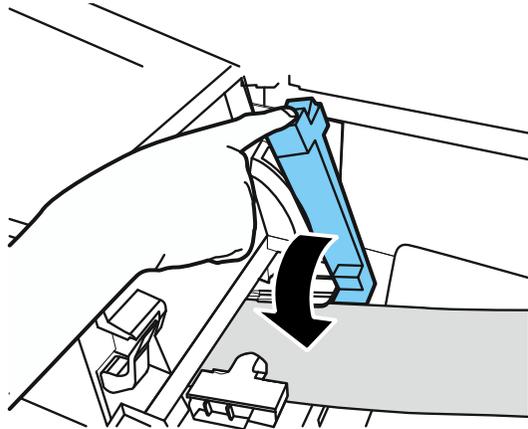
Important

- Do not press the transport guide (right) with force against the paper edge. A paper jam can result.

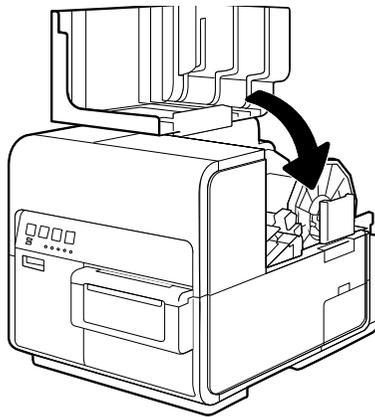
10. Slowly close the transport guide (right) to lock it.



- 11.** Slowly push the paper guide down until it clicks (locks).
When it locks, paper is transported automatically.



- 12.** Close the roll cover.



Important

- Be sure to close the roll cover before printing.

Note

- If there is a large slack in the paper roll, remove the roll and tighten the paper.
- When using tag paper, do not fold perforations. Auto-cutter may cut at wrong position.

■ Information about Paper

Types of paper that can be used with this printer are as follows:

- Matte Coated Paper
- Glossy paper
- Synthetic paper

Please contact your place of purchase for paper specifications and availability.

Important

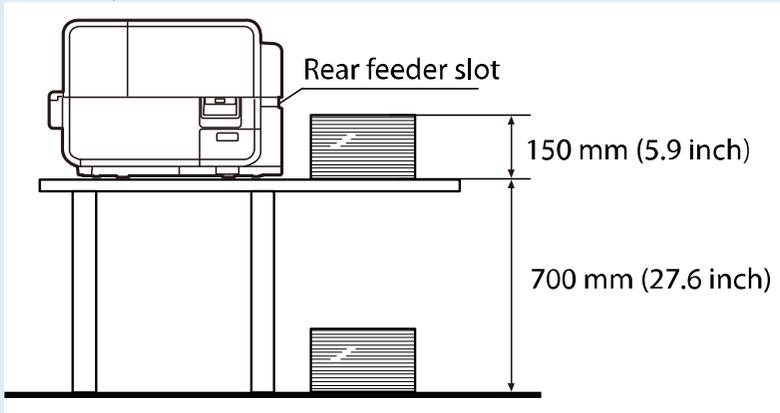
- Only use compatible paper. Using incompatible paper could cause paper jams and printer malfunctions.
- If the printer will not be used for a long period of time, remove paper from the printer to prevent it from discoloring and curling. Place the removed paper in the supplied plastic bag or box, and store it in a place which is not exposed to high temperature, high humidity, or direct sunlight.
- It is recommended that unpacked paper be used up first.
- Do not print outside the printable area of the dedicated paper.

■ Using Fanfold Paper

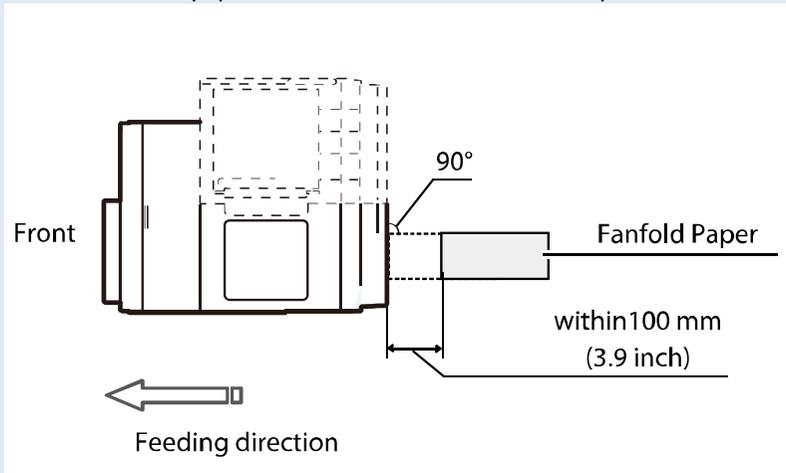
When using fanfold paper, observe the following precautions:

Important

- The top surface of the fanfold paper stack must be lower than the level at which paper is set in the printer.

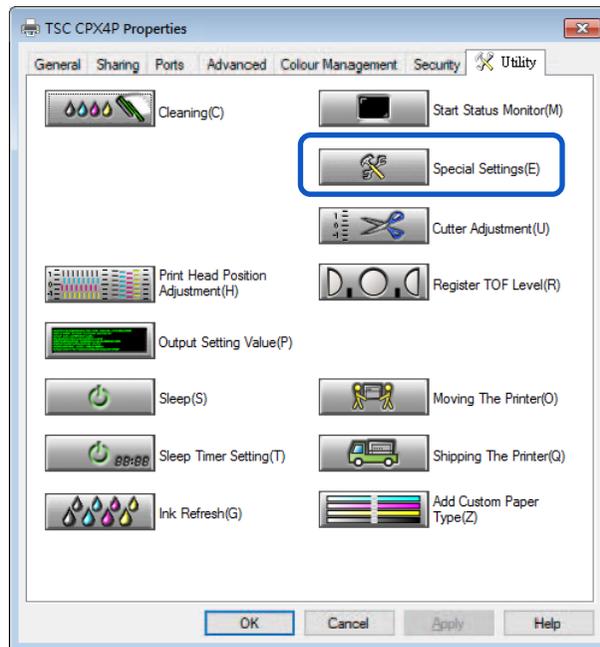


- Place the fanfold paper stack so that it is not fed to the printer in an oblique direction.



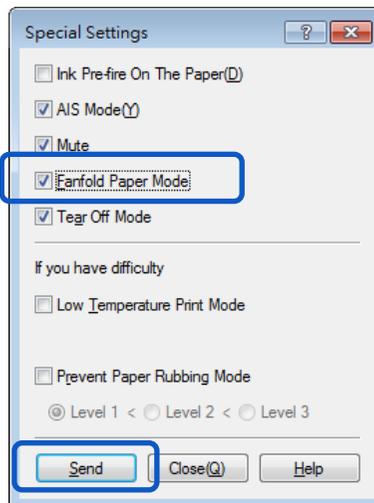
1. Open the properties window of the printer.

2. Click the [Utility] tab and click [Special Settings].



The Special Settings dialog box will appear.

3. Check [Fanfold Paper Mode] check box, and then press [Send].

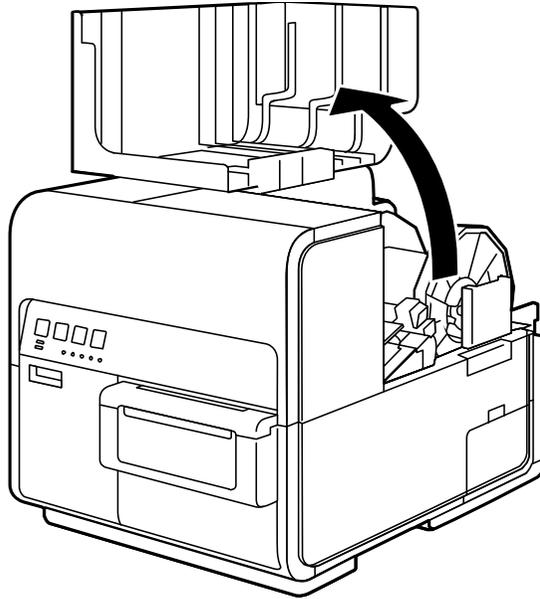


Important

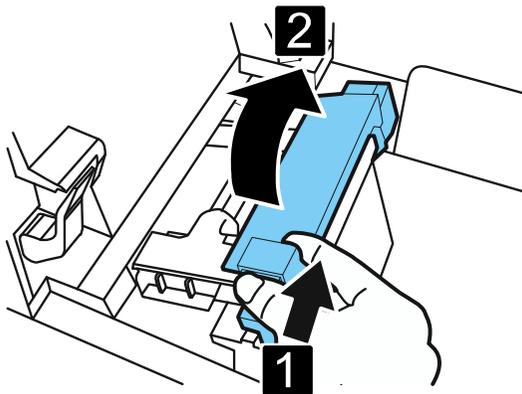
- If fanfold paper is used, remove the roll holder.
- Paper can be loaded in the same way as roll paper is loaded.
- Be sure to close the roll cover before printing.
- When loading roll paper, uncheck the [Fanfold Paper Mode] check box in the Special Settings.
- When using fanfold paper, the temperature and humidity of the installation environment must be 15 degrees Celsius (59 degrees Fahrenheit) and 40% or higher respectively to assure the print quality.

■ Changing Paper

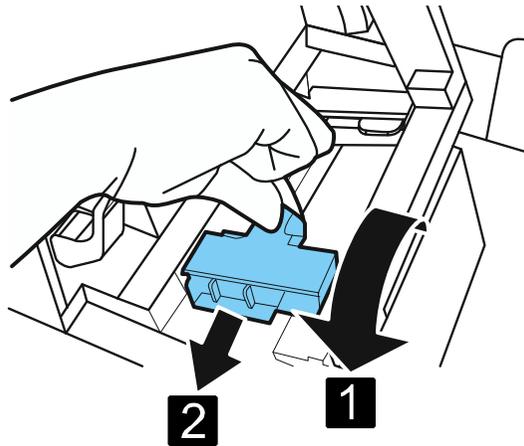
1. Open the roll cover.



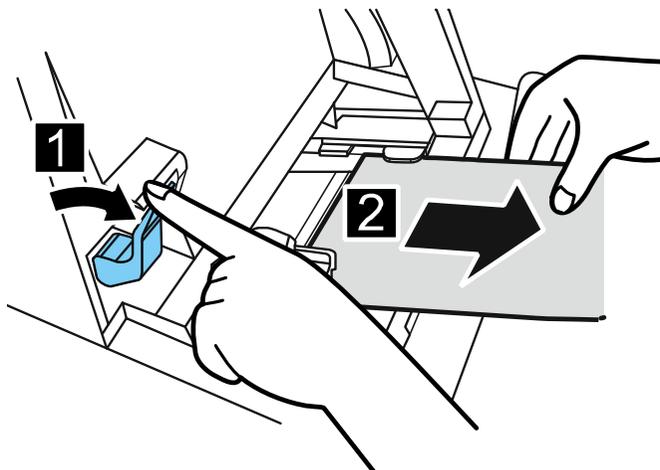
2. Push the lever of the paper guide to open the guide.



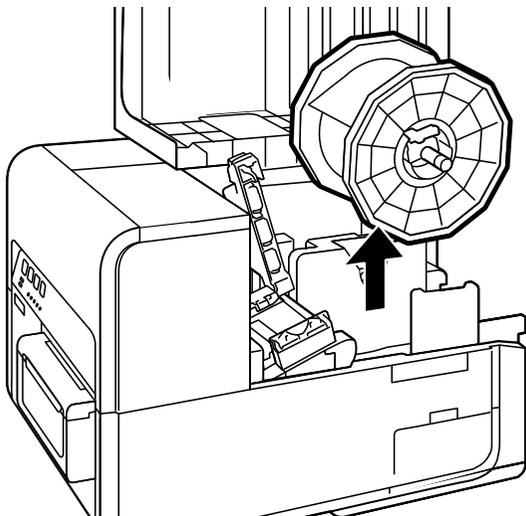
3. Open the transport guide (right), and slide it rightward until it stops.



4. While pressing the jam release lever down, pull the paper out.



5. Remove the roll holder.



6. Load new paper.

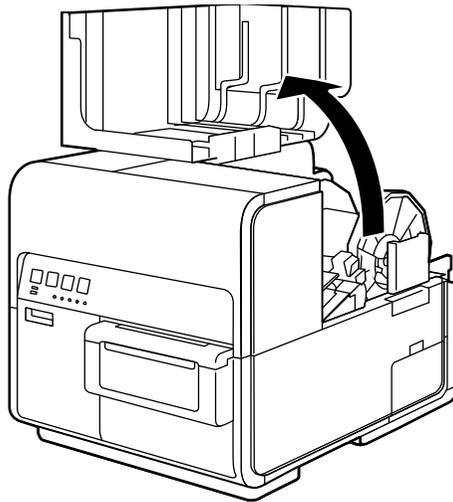
Note

- Roll Holder may idle when pressing BACK FEED Key with small remaining amount of paper.

■ Treating the Trailing Edge of Paper

When paper has been used up, "No more paper" is displayed on the Status Monitor and the printer stops. To continue printing, load new paper following the procedure described below.

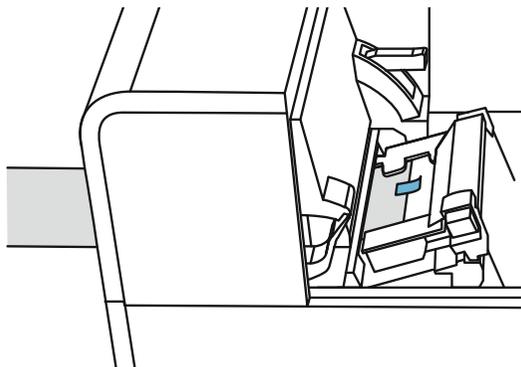
1. Open the roll cover.



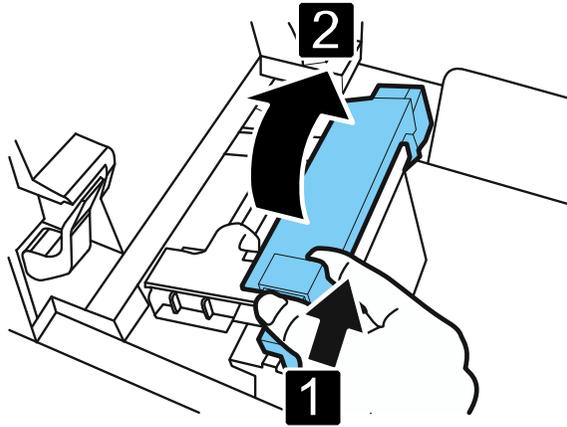
Note

- Roll Holder may idle when starting printing with small remaining amount of paper.

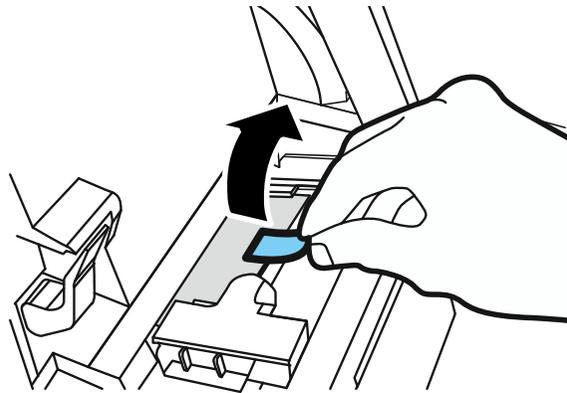
2. Confirm the tape adhered at the trailing edge of paper.



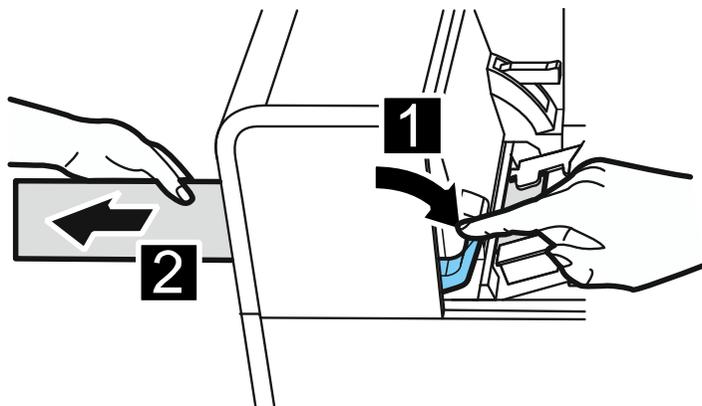
3. Push the lever of the paper guide to open the guide.



4. Remove the tape.



5. While pushing the jam release lever down, pull out paper through the delivery slot.



6. Load new paper.

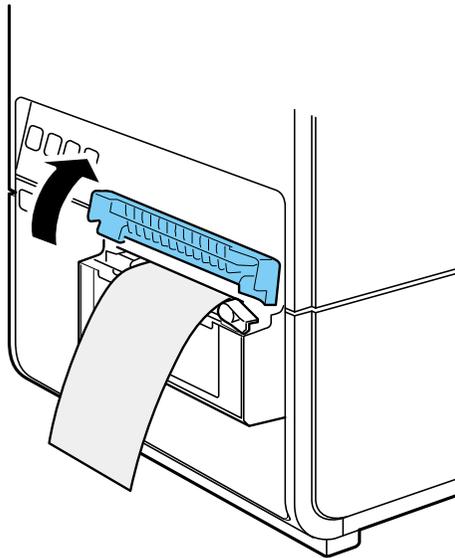
■ Using the Manual Cutter

Once label printing is complete, cut the label using the manual cutter.

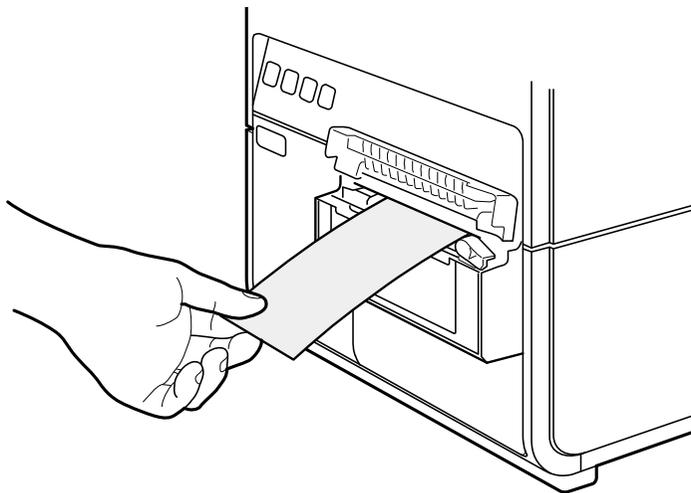
Caution

- Use caution with the manual cutter, be careful not to touch the sharp edges.. It may result in personal injury. Be sure that the label printing is completed prior to cutting the label.

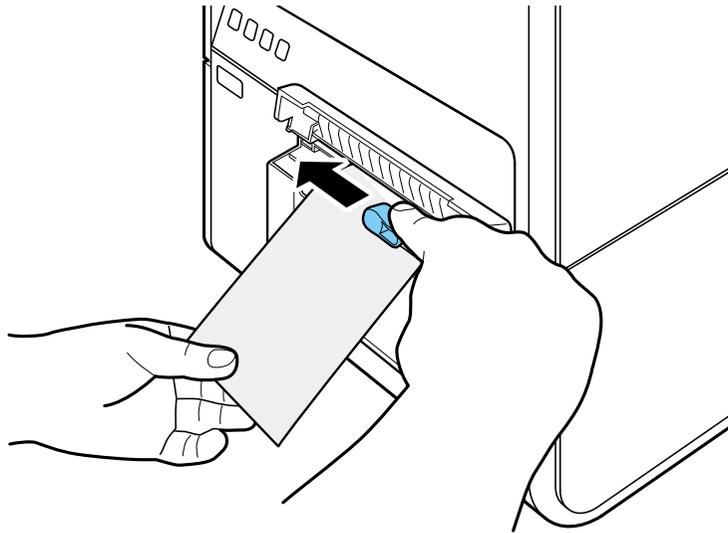
1. Open the cutter cover.



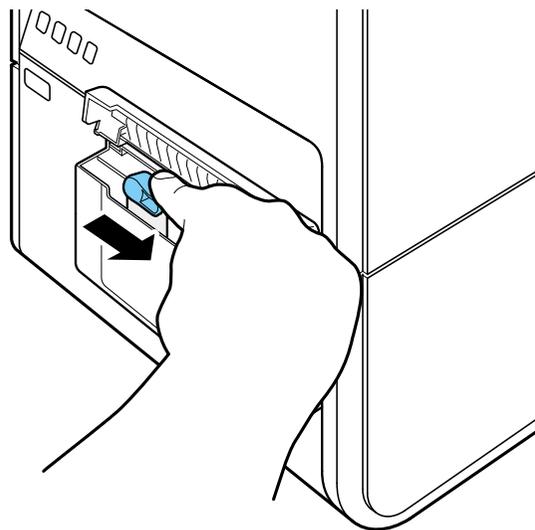
2. Hold the printed label as shown.



3. Cut the label by moving the cutter as shown below while pressing it lightly.



4. Return the cutter to its original position, then close the cutter cover.



Note

- When the cutter has become dull, contact your place of purchase. Do not disassemble the cutter.

How to Print

The section describes how to basic printing procedure.

Making Prints

The basic printing procedure is described below.

Important

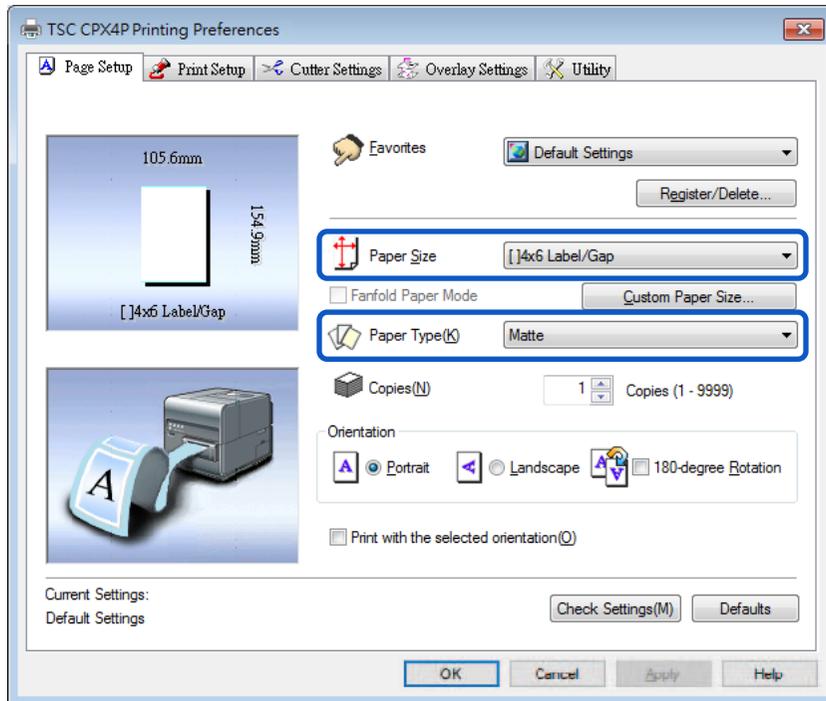
- Keep the printer free from vibration or impact while it prints. Paper jams or printing failures could occur.

Note

- Make sure that the Power Saver settings of the computer does not allow the computer to enter sleep mode during printing. The printer is designed to discard data received from the computer when the computer returns from a resting or sleep state to an operating state. Selecting "Never" in the Microsoft Windows Power Saver or Power Option settings will prevent the computer from entering a sleep state. Follow the procedure below to open the Windows Power Saver or Power Option settings.
 - Windows 10
Selecting Control Panel -> Control Panel -> Power Options
 - For Windows 8.1/Windows 7
Selecting Control Panel -> Hardware and Sound -> Power OptionsRefer to Microsoft Windows product documentation for instructions on adjusting your computer's power settings.

1. Create a document using a paper size supported by the printer.
2. Select [Print] from the [Files] menu (or the toolbar) of the application software.
The Print dialog box appears.
3. Select [TSC CPX4P], and then click [Preferences] or [Properties].

4. Set the paper size and type.



Important

- Select the correct paper type to ensure optimal print quality.
- If the paper size you want to select is not found in the list, use the Customize feature to create a custom paper size.
- See "How to Use the Printer Driver" to modify print settings to suit specific purposes.

5. Click [OK].

6. Click [Print] in the Print dialog box.

Printing starts.

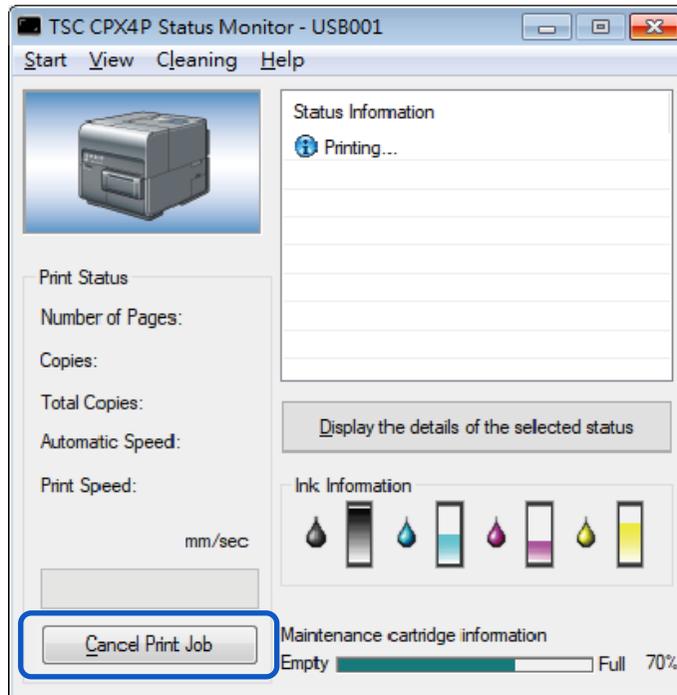
Important

- Do not print outside the printable area of the dedicated paper.
- Prior to starting printing, check that the paper set in the printer is the same as the paper set with the printer driver in terms of size, shape and type.
- Selecting a wrong paper size could cause ink to be ejected into the transport area. If this occurs, clean the transport area.
- If the application software and printer driver have the same setting options such as Paper Size, Orientation, and Copies, the settings made by the application software may be given priority.
- The print settings made by the application software are used only by this application software. To make print settings which can be commonly used by multiple application software, open the [Devices and Printers] folder. For more details.

Canceling Printing

■ Canceling Print Jobs from the Status Monitor

To cancel printing from the computer, click [Cancel Print Job] on the status monitor.



The print job is canceled. The current print job and jobs that are processing or receiving data in the printer are also canceled. In addition, all print data in process in the computer will be canceled.

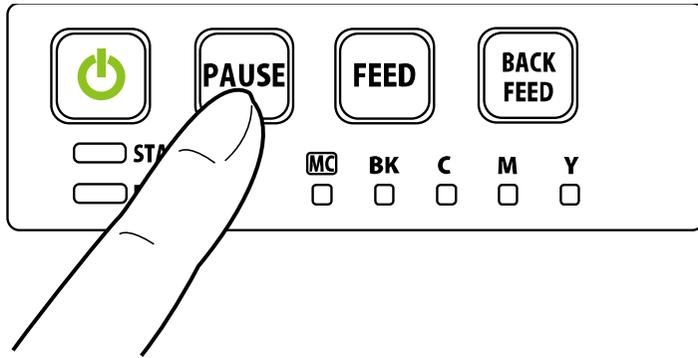
Note

- If the Status Monitor is not displayed, check the following items.
 - Click the Status Monitor icon if it is minimized in the Status bar or Status Tray.
 - Confirm that the auto start function for the Status Monitor is not disabled. To start the status monitor, click [Start Status Monitor] in the [Utility] tab.
- Besides the status monitor, you can cancel printing from the Print Queue window (a window in which print data order is registered). For more details, refer to Microsoft Windows product documentation.

■ How to Pause Printing

To stop printing temporarily, press the Pause key on the operation panel.

Press the Pause key again to resume printing.



Note

- Printing can be paused to perform printhead cleaning.

How to Use the Printer Driver

This section describes the function of the each item in the printer driver dialog box.

Opening the Printer Driver

There are multiple ways to access the printer driver and adjust settings:

- **Opening the printer driver setup window from the application software**
The settings are effective only for the document that is currently open.
- **Opening the printer driver setup window from the [Devices and Printers] folder**
The settings are effective for all documents.
- **Opening the Properties window**
Display the [Utility] tab to perform printer maintenance or change printer settings.

■ Opening the Printer Driver Setup Window from the Application Software

Note

- The procedure may be different depending on the application software you use. For more details, refer to the Instruction Manual that comes with your application software.

1. Select [Print] from the [Files] menu or toolbar of the application software.
The Print dialog box appears.
2. Select [TSC CPX4P] and then click [Preferences] (or [Properties]).
The printer driver setup window appears.

■ Opening the Printer Driver Setup Window from the [Devices and Printers] Folder

1. Select as described below:

Windows 10:

Right-click on start and then select Control Panel -> Hardware and Sound -> Devices and printers.

Windows 8.1:

From the Desktop charms, select Settings -> Control Panel -> Hardware and Sound -> Devices and Printers.

Windows 7:

Select the Start menu -> Devices and Printers.

2. Right-click on the Printer icon and then select the [Printing Preferences].

The printer driver setup window appears.

Important

- The settings that can be configured on the [Utility] tab of the printer properties window are different from those that can be configured on the [Utility] tab of the printing preferences window.

■ Opening the Printer Properties Window

1. Select as described below:

Windows 10:

Right-click on start and then select Control Panel -> Hardware and Sound -> Devices and printers.

Windows 8.1:

From the Desktop charms, select Settings -> Control Panel -> Hardware and Sound -> Devices and Printers.

Windows 7:

Select the Start menu -> Devices and Printers.

2. Right-click on the Printer icon and then select the [Printing Preferences].

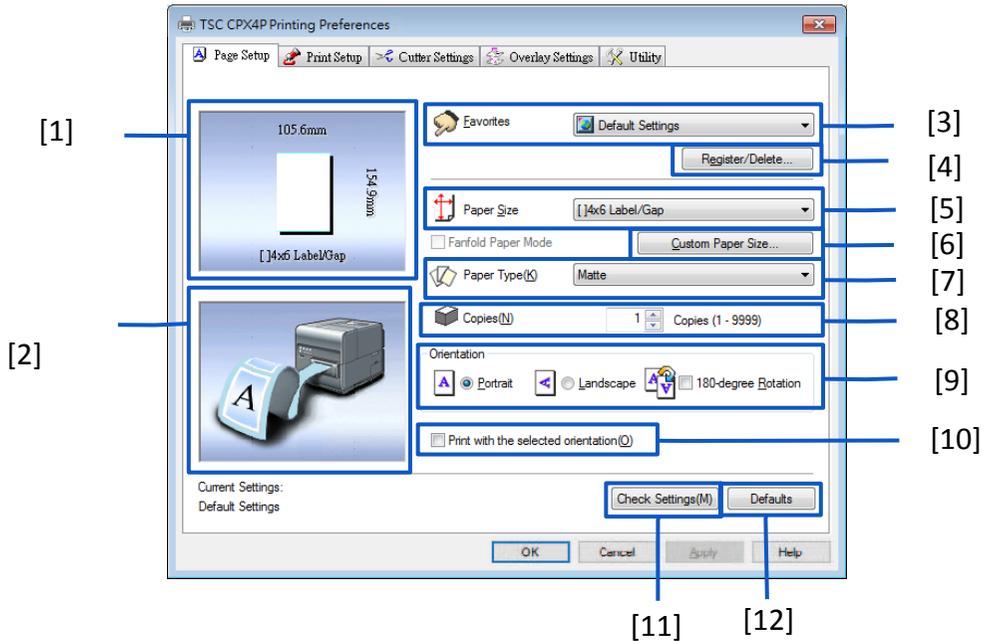
The printer driver setup window appears.

Important

- Some Windows functions and print settings are displayed in the printer properties window. Print settings are located in the [General] tab and the [Utility] tab of the printer properties window. Refer to Windows product documentation for information related to Windows functions.
- The settings that can be configured on the [Utility] tab of the printer properties window are different from those that can be configured on the [Utility] tab of the printing preferences window.

Using Page Setup Features

Changes to paper size, paper type, number of copies, page orientation and more can be adjusted in the [Page Setup] tab of the [Printing Preferences] window.



[1] Paper Size Preview The current paper size is displayed in a preview.	[7] Paper Type Set a paper type.
[2] Print Orientation Preview Paper orientation for printing is displayed in a preview.	[8] Copies Set the number of copies to print.
[3] Favorites Register commonly used print settings.	[9] Orientation Set the orientation of printing on the paper.
[4] Register/Delete Register or delete Favorites.	[10] Print with the selected orientation Click the check box on when printing with the selected the [Orientation].
[5] Paper Size Set a paper size.	[11] Check Settings Displays the current print settings.
[6] Custom Paper Size Set an optional paper size.	[12] Defaults Reset the [Page Setup] tab to its defaults.

Important

Keep the following points in mind when running [Obtain Printer Information].

- Close the Status Monitor if it is running.
- If this function is run on a shared printer, make sure the Status Monitor has not been launched on the client when working on a server, or has not been launched on the server when working on the client. The process may not be completed correctly if the Status Monitor is running.

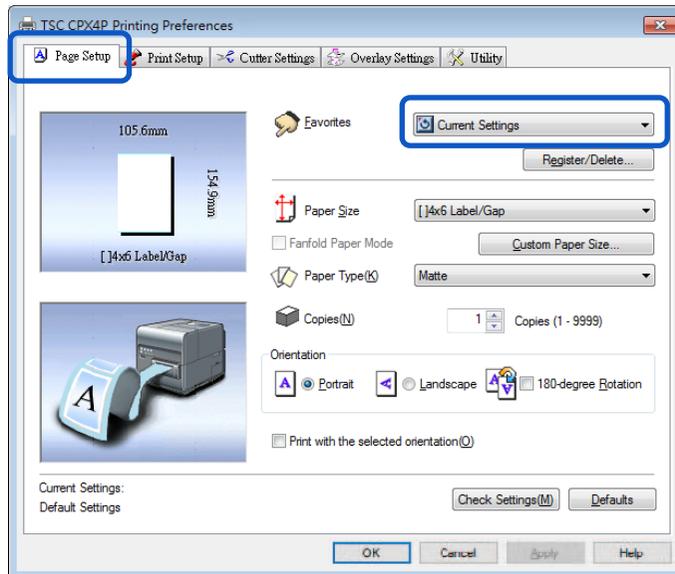
■ Registration of Favorites

Frequently used print settings can be registered using [Favorites]. Selecting a registered favorite from the [Favorites List] allows you to make prints with the registered print settings.

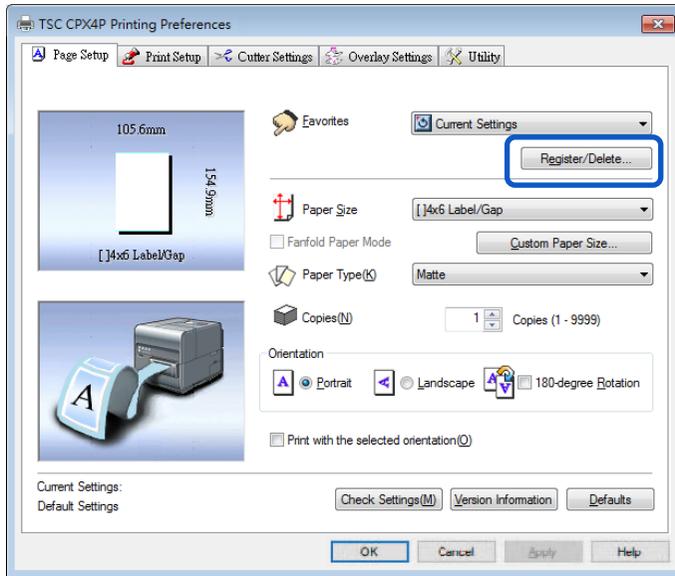
Note

- Up to ten print settings can be registered in [Favorites].
- When the [Settings] screen of the printer driver is displayed from the application software, it is not possible to register or delete settings in/from [Favorites]. To do so, display the [Settings] screen of the printer driver from the [Devices and Printers] folder of Windows.

1. Open the printer driver setup window from the [Devices and Printers] folder.
2. On the [Page Setup] tab, [Print Setup] tab, [Cutter Settings] tab, [Overlay Settings] tab, and [Advanced Settings] tab, configure the settings you want to register.
3. Click the [Page Setup] tab.
Make sure the [Current Settings] is selected from the [Favorites].

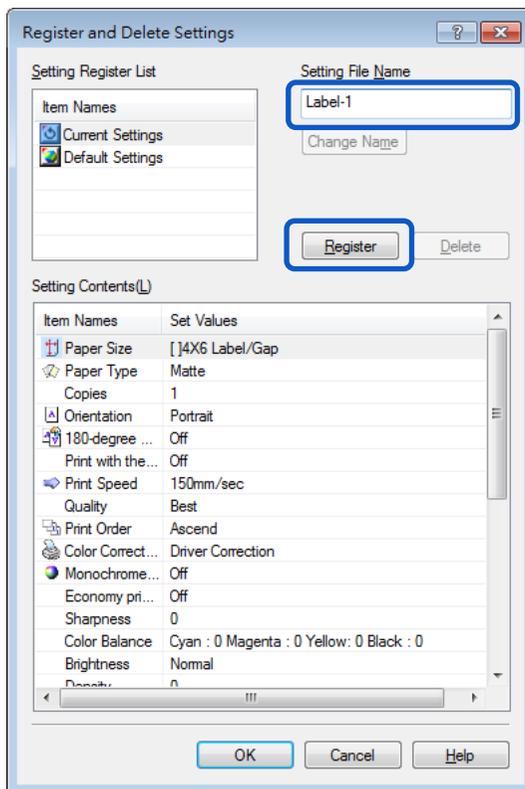


4. Click [Register/Delete].



The Register/Delete Favorites dialog box appears.

5. Enter a desired name in the [Setting File Name] entry box and then confirm the [Setting Contents].

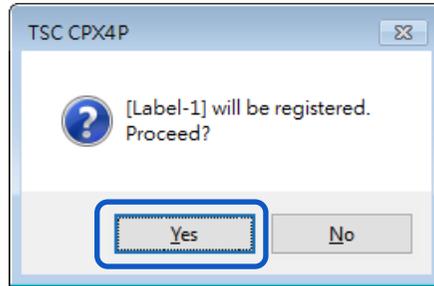


Note

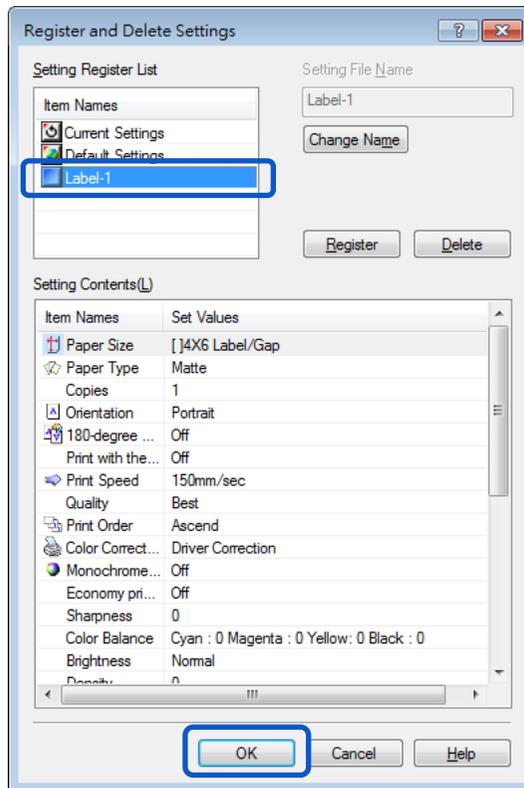
- Entry in the [Setting File Name] entry box is mandatory.
- Up to 16 characters can be entered. Spaces and tabs are not allowed.

A confirmation message appears.

6. Click [Yes].



7. Click [OK].



Note

- Changing the Name of a Favorite
To change the name of a registered favorite, select it from the [Registered Settings List] and then click [Change Name]. After changing the name, click [Register].
 - Deleting a Favorite
To delete a registered favorite, select it from the [Registered Settings List], and then click [Delete].
- Confirming a Registered Favorite (Settings)
Clicking [Check Settings] on the [Page Setup] tab allows you to confirm the print settings registered in [Favorites].
Clicking [Copy] in the dialog box allows you to copy the print settings to the clipboard of the OS. To read the copied print settings, paste the settings into Notepad.

- **Default Settings**

Default settings are as follows:

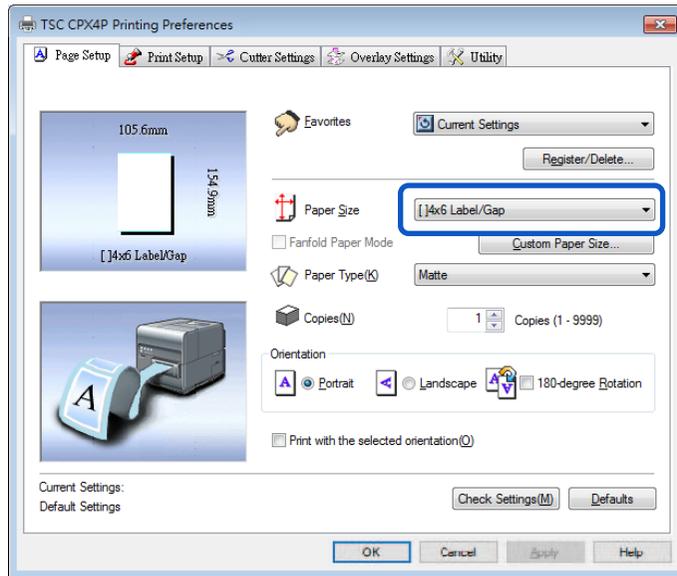
Tab Name	Item Name	Setting
Page Setup	Paper Size	[]4 x 6 Label/Gap
	Paper Type	Matte
	Copies	1
	Orientation	Portrait
	180-degree Rotation	Off
	Print with the selected orientation	Off
Print Setup	Print Speed	150 mm/sec
	Quality	Best
	Set Pinpoint Color Matches	off
	Print Order	Ascend
	Color Correction	Driver Correction
	Monochrome Print	Off
	Economy print mode	Off
	Sharpness *	0 (None)
	Color Balance *	Bk/C/M/Y All 0
	Brightness *	Normal
	Density *	0
	Contrast *	0
Cutter Settings **	Auto Cutter	Off
Overlay Settings	Overlay Off	Off
	Print Mode	-
	Preview	-
	Comment	-
	Print the overlay with simple setting	-

* Items in the Detailed Settings dialog box.

** Use [Cutter Settings] tab when an optional auto cutter is installed.

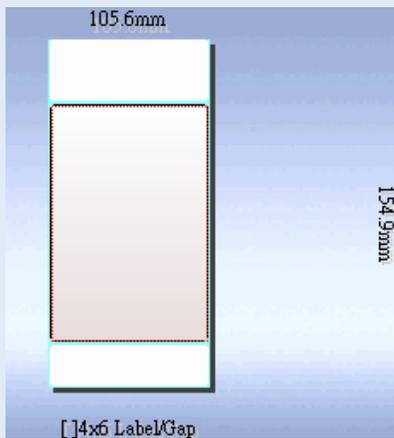
■ Selecting the Paper Size

Select the size of the paper to use for printing from the pull-down menu.



Note

- The current paper size can be identified in a preview.



- **Standard label paper**

In addition to the selections for standard paper sizes, you can also register custom paper sizes.

Paper Size	Paper Form	Paper Size (W x L) mm	Margins mm				Gap/Mark mm	Gap mm	
			Top	Bottom	Left	Right		Left	Right
4 X 1.5 Label/Gap	Label/Gap	101.6 x 38.1	1.5	1.5	1.5	1.5	2.5	2.0	2.0
4 X 3 Label/Gap	Label/Gap	101.6 x 76.2	1.5	1.5	1.5	1.5	2.5	2.0	2.0
4 X 4 Label/Gap	Label/Gap	101.6 x 101.6	1.5	1.5	1.5	1.5	2.5	2.0	2.0
4 X 5 Label/Gap	Label/Gap	101.6 x 127	1.5	1.5	1.5	1.5	2.5	2.0	2.0
4 X 6 Label/Gap	Label/Gap	101.6 x 152.4	1.5	1.5	1.5	1.5	2.5	2.0	2.0
2 X 1.5 Label/Gap	Label/Gap	46.5 x 38.1	1.5	1.5	1.5	1.5	2.5	2.0	2.0
2 X 3 Label/Gap	Label/Gap	46.5 x 76.2	1.5	1.5	1.5	1.5	2.5	2.0	2.0
2 X 8 Label/Gap	Label/Gap	46.5 x 203.2	1.5	1.5	1.5	1.5	2.5	2.0	2.0

- **Customize**

It is possible to register in the printer driver a desired paper size (width, length, etc.) which cannot be selected from the [Paper Size] pull-down menu of the printer driver as "Customize." However, this setting is effective only for the documents that are currently open.

Paper Size	Paper Form	Paper Size (W x L) mm	Margins mm				Gap/Mark mm	Gap mm	
			Top	Bottom	Left	Right		Left	Right
Customize	Label/Gap	101.6 x 152.4	1.5	1.5	1.5	1.5	2.5	2.0	2.0

- **Setting a Custom Paper Size**

If the desired paper size is not found in the [Paper Size], set a new paper size in the [Custom Paper Size Settings].

This setting is effective for all documents.

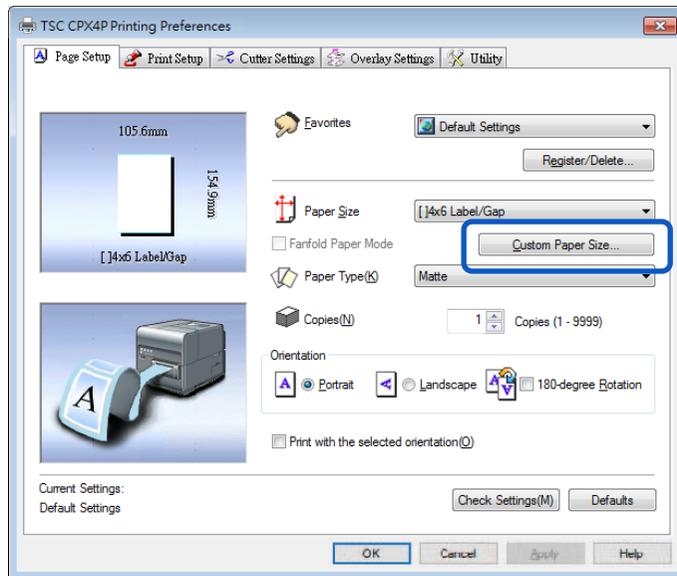
Registering this setting as a custom paper size allows the size to be selected from the [Paper Size] pulldown menu. Up to 50 different paper sizes.

Note

- Preregistered paper settings marked with (🔒) cannot be deleted.

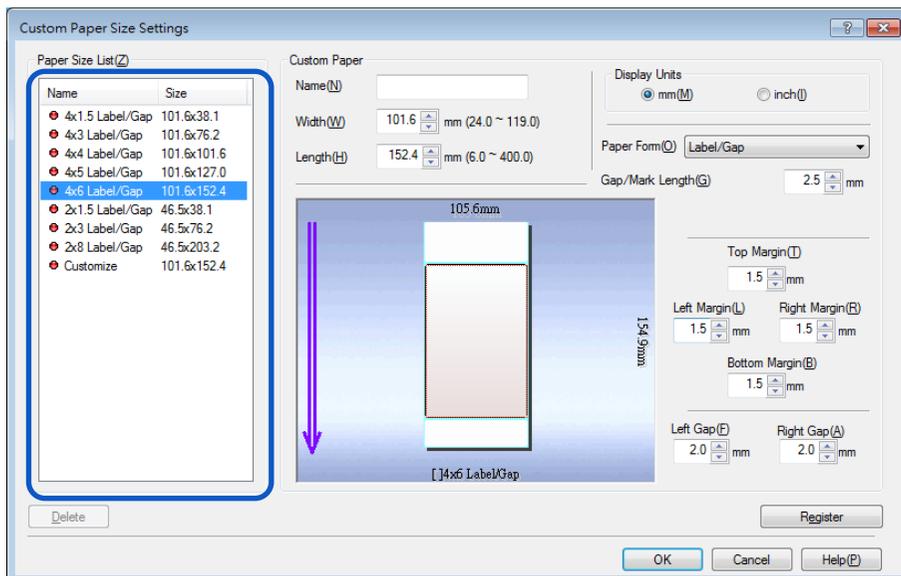
1. Open the printer driver setup window from the [Devices and Printers] folder.

2. Click [Custom Paper Size] on the [Page Setup] tab.

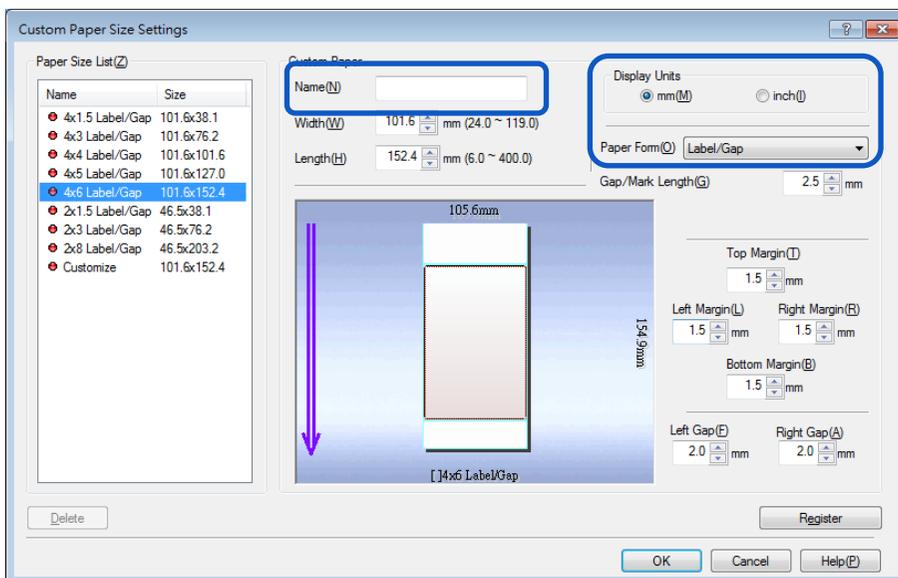


The Custom Paper Size Settings dialog box opens.

3. Select a basic paper size from the [Paper sizes list].

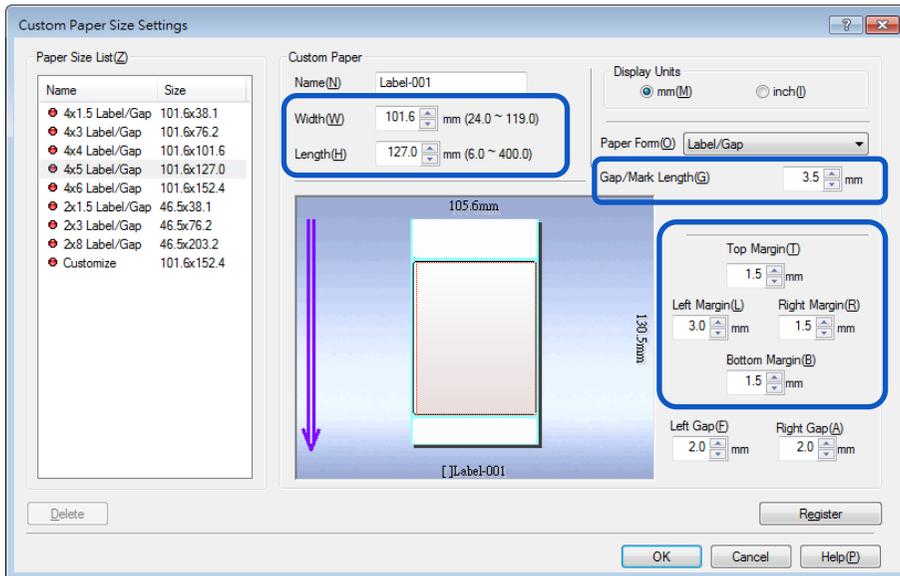


4. Enter information about the new paper.

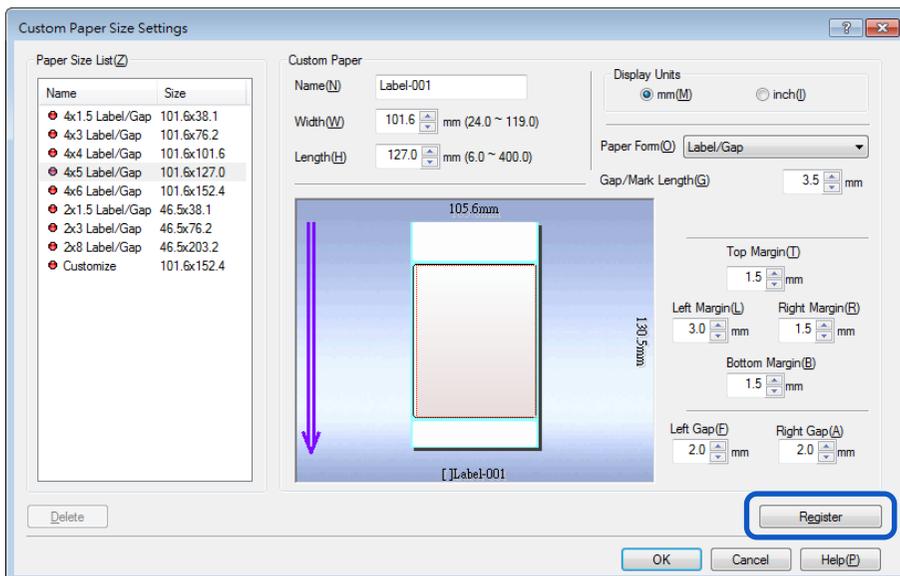


Name	Enter the name of new paper in the [Name] text box. Up to 15 characters can be entered. Spaces and tabs cannot be used.											
Display Unit	Either mm or inch can be set.											
Paper Form	<p>Select one of the following paper forms.</p> <table border="1" data-bbox="391 1072 1208 1335"> <tr> <td data-bbox="391 1072 603 1136">Label/Gap</td> <td data-bbox="610 1072 1208 1136">Normal label paper. The leading edge of paper is recognized on detecting a label gap.</td> </tr> <tr> <td data-bbox="391 1141 603 1205">Label/Marker</td> <td data-bbox="610 1141 1208 1205">A TOF mark is printed on the back of label paper to identify the leading edge of the paper.</td> </tr> <tr> <td data-bbox="391 1211 603 1275">Tag/Marker</td> <td data-bbox="610 1211 1208 1275">A TOF mark is printed on the back of tag paper to identify the leading edge of the paper.</td> </tr> <tr> <td data-bbox="391 1280 603 1304">Label/No TOF</td> <td data-bbox="610 1280 1208 1304">No TOF mark is printed on the back of label paper.</td> </tr> <tr> <td data-bbox="391 1309 603 1335">Tag/No TOF</td> <td data-bbox="610 1309 1208 1335">No TOF mark is printed on the back of tag paper.</td> </tr> </table>		Label/Gap	Normal label paper. The leading edge of paper is recognized on detecting a label gap.	Label/Marker	A TOF mark is printed on the back of label paper to identify the leading edge of the paper.	Tag/Marker	A TOF mark is printed on the back of tag paper to identify the leading edge of the paper.	Label/No TOF	No TOF mark is printed on the back of label paper.	Tag/No TOF	No TOF mark is printed on the back of tag paper.
Label/Gap	Normal label paper. The leading edge of paper is recognized on detecting a label gap.											
Label/Marker	A TOF mark is printed on the back of label paper to identify the leading edge of the paper.											
Tag/Marker	A TOF mark is printed on the back of tag paper to identify the leading edge of the paper.											
Label/No TOF	No TOF mark is printed on the back of label paper.											
Tag/No TOF	No TOF mark is printed on the back of tag paper.											

5. Enter the paper size, Gap/Mark length and margin (Top/Bottom/Left/Right).
Items to be set differ depending on the paper form.

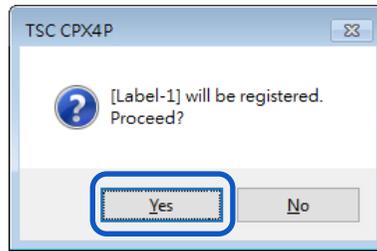


6. Click [Register].

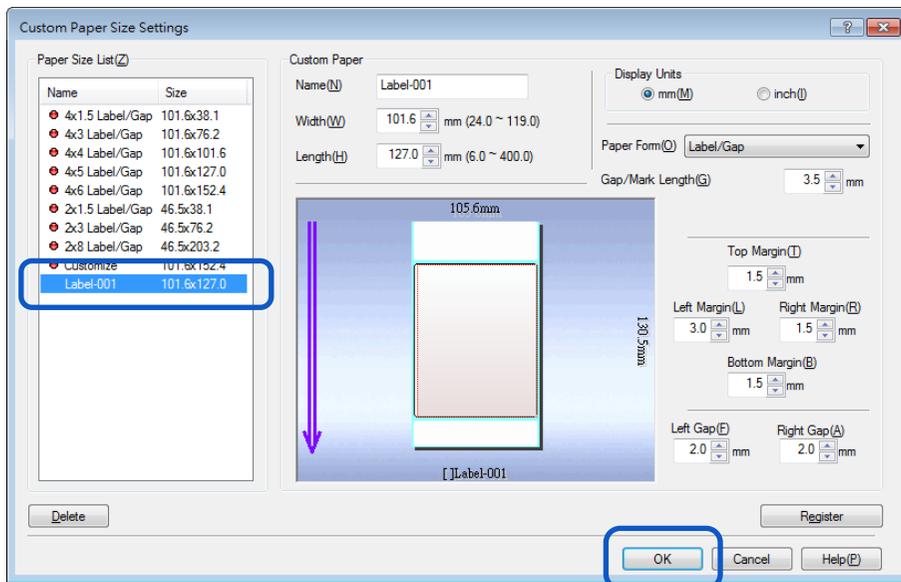


A confirmation message appears.

7. Click [Yes].

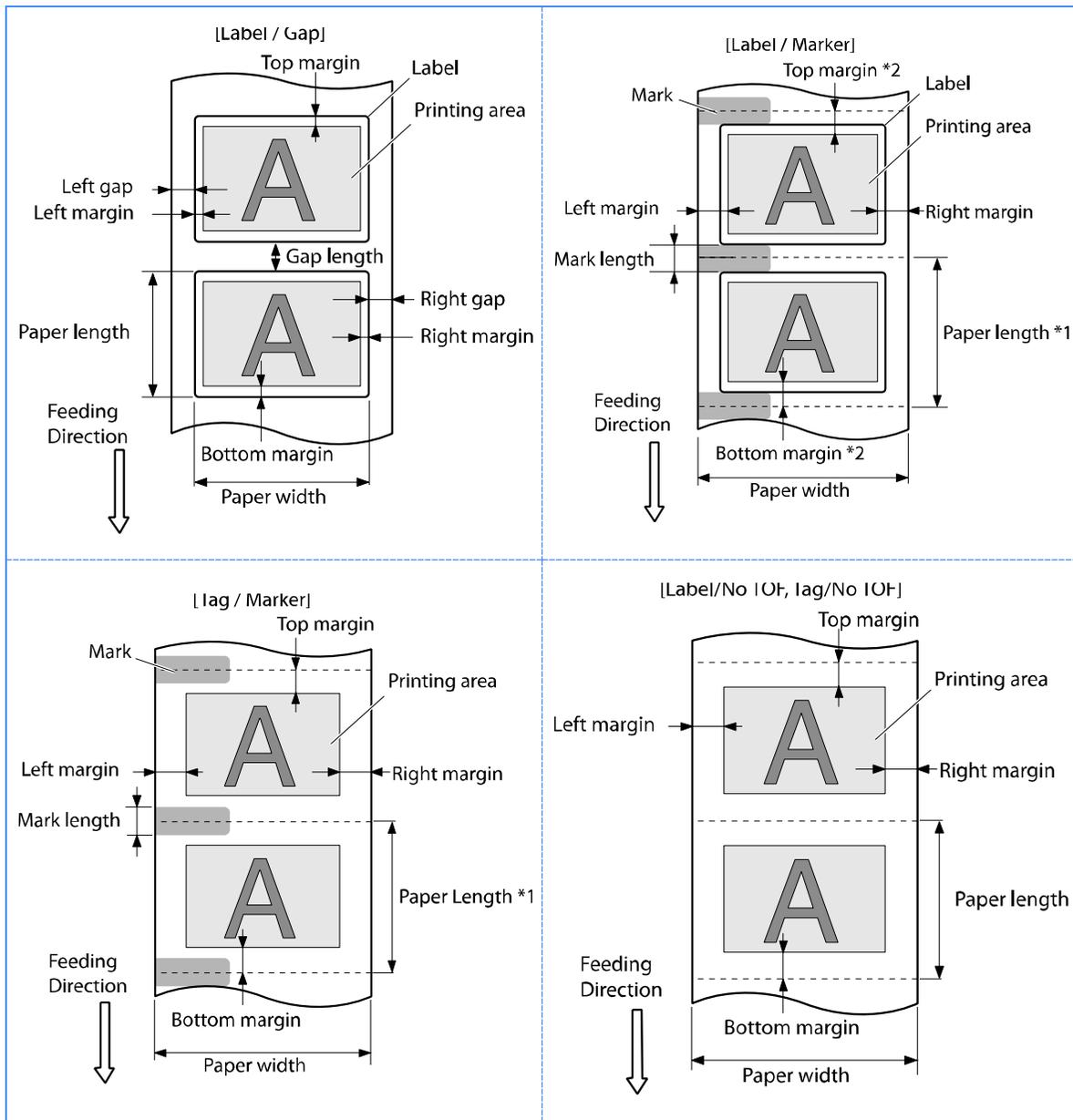


8. Click [OK].



- **Ranges of Custom Paper Sizes**

Custom paper sizes can be selected from a range of values that are dependent on the paper type and form. Enter values within the ranges indicated in the table below.



*1 Paper length: Length from the center of a mark to the center of the next mark.

*2 Top margin(bottom margin): Total of the half of the mark length and the top (bottom) margin of the label.

- Label/Gap

	Minimum	Maximum
Paper Width mm (inch)	24.0 (0.94)	119.0 (4.68)
Paper Length mm (inch)	6.0 (0.24)	400.0 (15.75)
Top margin mm (inch)	1.5 (0.06)	Paper Width - 3 (0.12) - Bottom margin
Bottom margin mm (inch)	1.5 (0.06)	Paper Width - 3 (0.12) - Top margin
Left margin mm (inch)	1.5 (0.06)	Paper Width - 3 (0.12) - Right margin
Right margin mm (inch)	1.5 (0.06)	Paper Width - 3 (0.12) - Right margin
Gap/Mark length mm (inch)	2.5 (0.1)	9.5 (0.37)
Left Gap mm (inch)	1.5 (0.02)	2.5 (0.10)
Right Gap mm (inch)	1.5 (0.02)	95.5 (3.76)

- Label/Marker, Tag/Marker

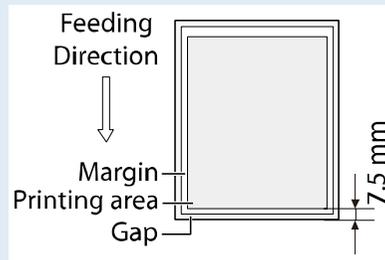
		Minimum	Maximum
Paper Width mm (inch)		25.0 (0.98)	120.0 (4.72)
Paper Length mm (inch)		6.0 (0.24)	400.0 (15.75)
Top margin mm (inch)		1.5 (0.06)	Paper Width - 3 (0.12) - Bottom margin
Bottom margin mm (inch)		1.5 (0.06)	Paper Width - 3 (0.12) - Top margin
Left margin mm (inch)	AIS Mode ON	2.5 (0.10)	Paper Width - 3 (0.12) - Right margin
	AIS Mode OFF	2.7 (0.11)	
Right margin mm (inch)	AIS Mode ON	2.5 (0.10)	Paper Width - 3 (0.12) - Left margin
	AIS Mode OFF	2.7 (0.11)	
Gap/Mark length mm (inch)		3.0 (0.12)	10.0 (0.39)

- Label/No TOF, Tag/No TOF

		Minimum	Maximum
Paper Width mm (inch)		25.0 (0.98)	120.0 (4.72)
Paper Length mm (inch)		6.0 (0.24)	400.0 (15.75)
Top margin mm (inch)		1.5 (0.06)	Paper Width - 3 (0.12) - Bottom margin
Bottom margin mm (inch)		1.5 (0.06)	Paper Width - 3 (0.12) - Top margin
Left margin mm (inch)	AIS Mode ON	2.5 (0.10)	Paper Width - 3 (0.12) - Right margin
	AIS Mode OFF	2.7 (0.11)	
Right margin mm (inch)	AIS Mode ON	2.5 (0.10)	Paper Width - 3 (0.12) - Left margin
	AIS Mode OFF	2.7 (0.11)	
Gap/Mark length mm (inch)		3.0 (0.12)	10.0 (0.39)

Important

- Paper in paper form [Label/Gap] must meet the following requirements:
 - The total of the paper width, left gap, and right gap is 25.0 mm (0.98 inch) or more.
 - The total of the left margin and left gap or the total of the right margin and right gap is 2.5 mm (0.10 inch) or more. (When printing in AIS mode, it is 2.7 mm (0.11 inch).)
- The AIS mode is a function to reduce consumption of the print head. When activated, left and right minimum margin is 2.7 mm (0.11 inch). (In the case of [Label/Gap], the total of the left margin and left gap or the total of the right margin and right gap is 2.7 mm (0.11 inch).)
- Do not print outside the printable area of the selected paper.
- Printed image may be blurred when the image is placed within 7.5mm from paper leading edge.

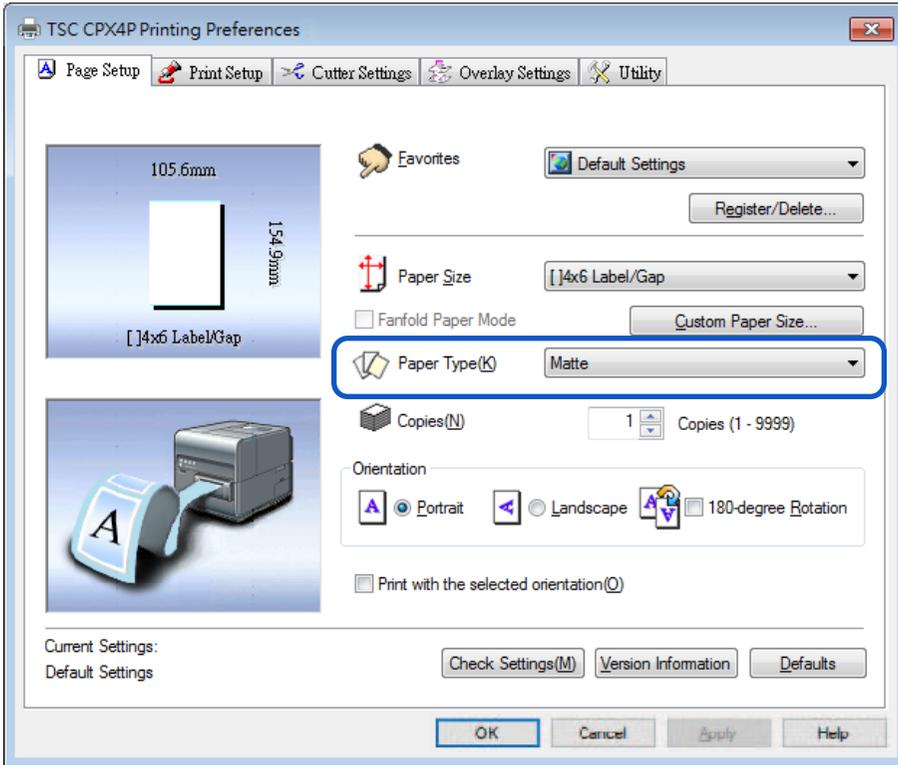


Note

- "Tag paper" is non-adhesive paper.
- "Gap" is the space between separator (label-mount) and label (upper paper).

■ Selecting the Paper Type

Select the correct paper type in the Paper Type drop down menu.



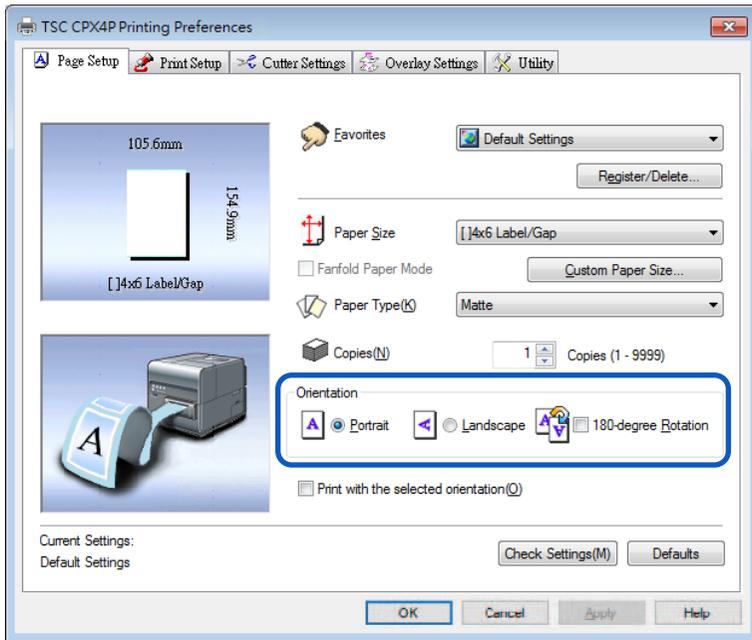
Matte	Choose when you select matte coated paper to print.
Gloss	Choose when you select glossy paper to print.
Synthetic	Choose when you select Synthetic paper to print.

Note

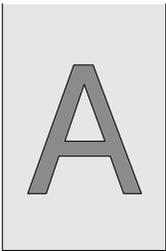
- Select the correct paper type in order to receive optimal print quality.
- When a paper type associated with Profile (the start character is "*") is selected, the [Color Correction] and [Brightness] cannot be adjusted.

■ Selecting the Orientation

Select the direction of print under Orientation.

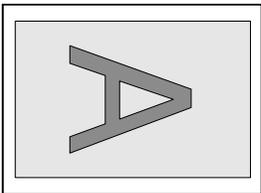


Printed results for portrait and landscape orientation can be achieved by following the descriptions below.

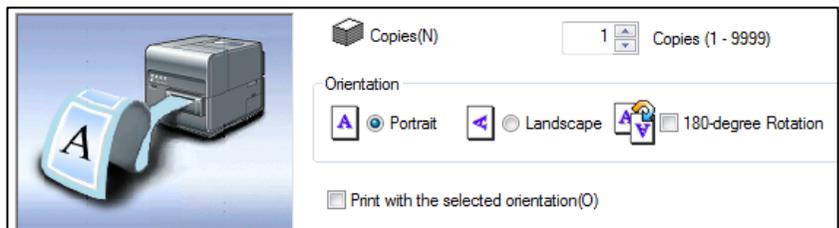


[Portrait]

Select this option to print the document rotated 90 degrees to the right in relation to the direction of paper feeding.

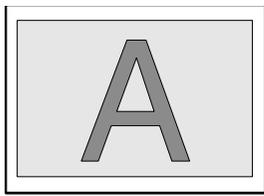


Direction of paper feed

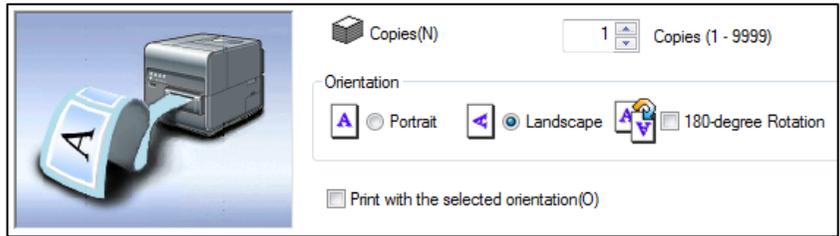


[Landscape]

Select this option to print the document horizontally in relation to the direction of paper feeding.



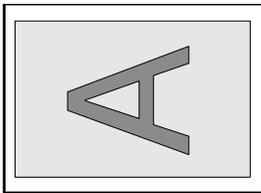
Direction of paper feed



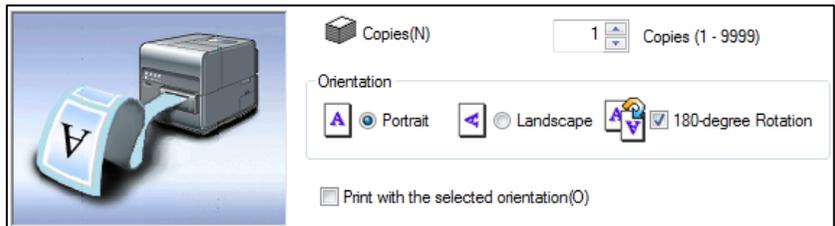
[180-degree Rotation]

Check this check box to print a document set for [Portrait] or [Landscape] rotated 180 degrees.

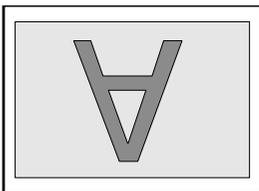
- Portrait/rotated 180 degrees



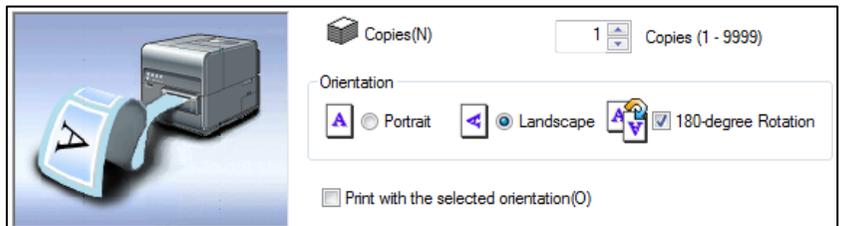
Direction of paper feed



- Landscape/rotated 180 degrees



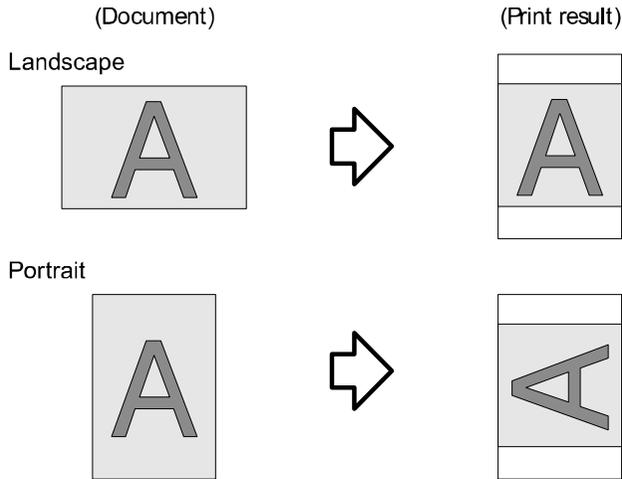
Direction of paper feed



■ Setting the Print with the Selected Orientation

When you print to a paper whose width is longer than its height, some application software may automatically change the paper orientation, which could impact proper printing.

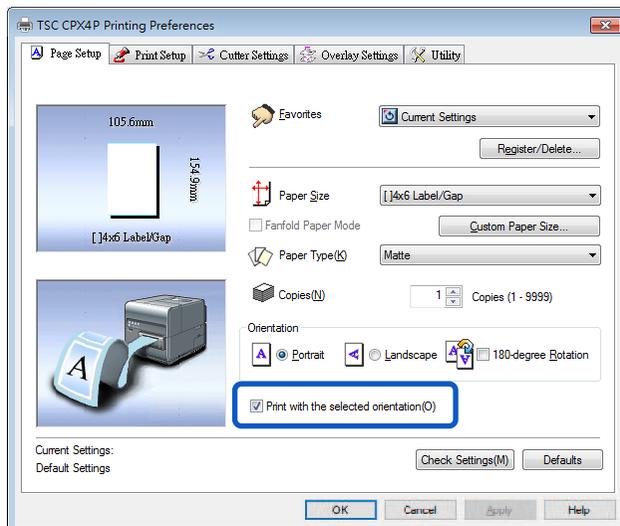
If this happens, check the [Print with the selected orientation] check box so that proper printing takes place according to the [Orientation] setting of the printer driver.



Note

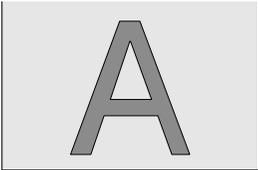
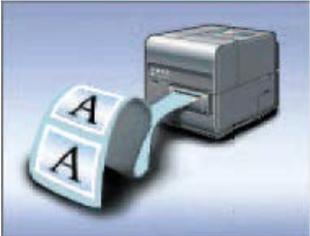
- Choose this setting when proper printing is not possible from the application software. Normally, you do not have to choose this setting.
- Even if [Print with the selected orientation] is specified, proper printing may not be possible from some application software.
- [Print with the selected orientation] setting does not affect [180-degree Rotation].

1. Select the [Print with the selected orientation] check box.

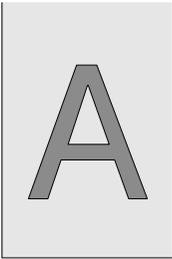
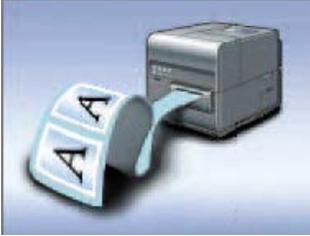


2. Set the [Orientation].

When printing a document is in the Landscape:
Select [Portrait] from the [Orientation] of the printer driver.

Document	[Orientation] of the printer driver
Landscape 	Portrait 

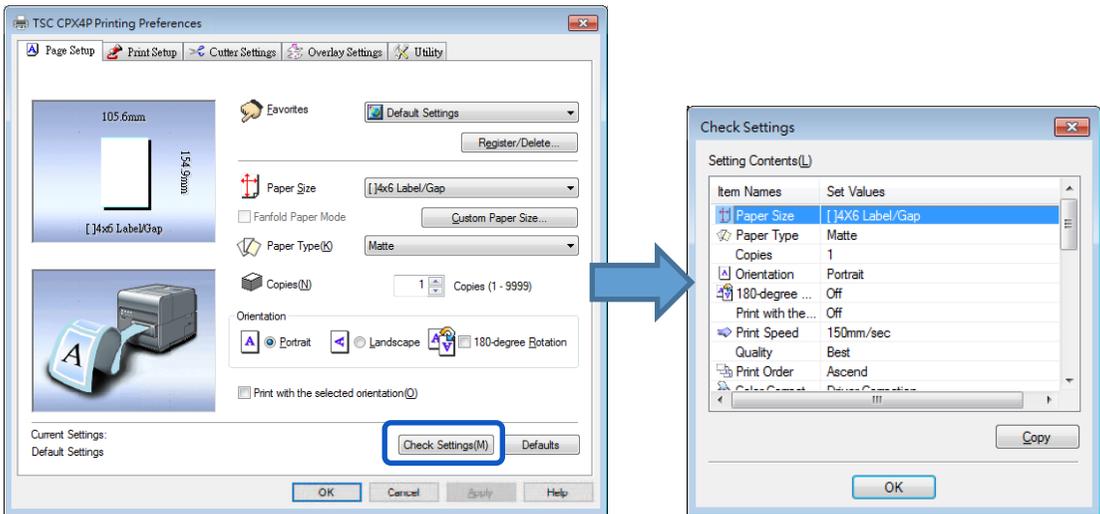
When printing a document is in the Portrait:
Select [Landscape] from the [Orientation] of the printer driver.

Document	[Orientation] of the printer driver
Portrait 	Landscape 

3. Click [OK].

■ Checking the Setting Contents

Click [Check Settings] to confirm the current paper settings.



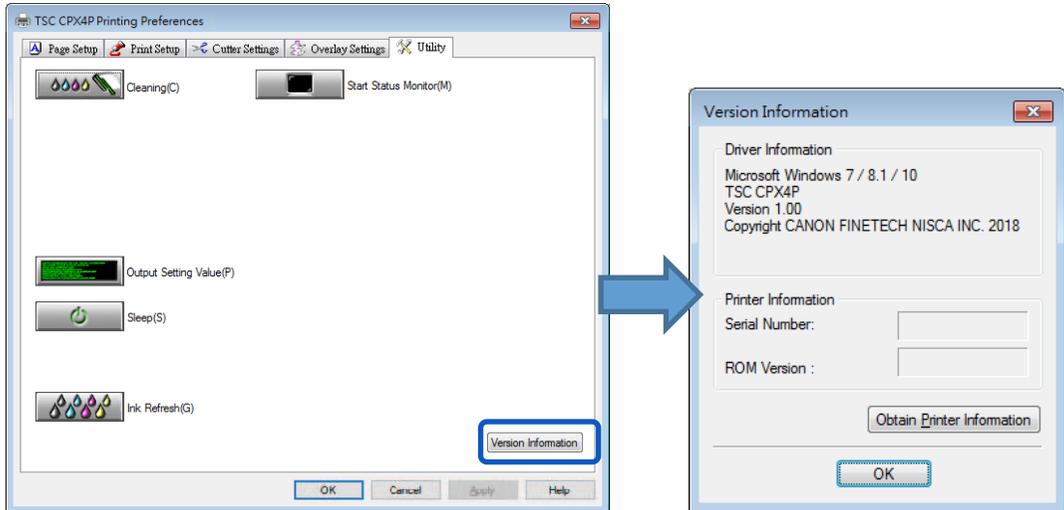
Note

- On the displayed screen, clicking [Copy] allows you to copy the settings. To read the copied settings, paste them to the page of an application software such as Notepad.

■ Checking the Version Information

Click the [Utility] tab. Follow this procedure to confirm the printer driver version and copyright information.

Click Version Information to open the Version Information dialog box.



Serial number	Printer serial number
ROM Version	Printer ROM version
Obtain Printer Information	Click [Obtain Printer Information] to get information on the printer connected.

Important

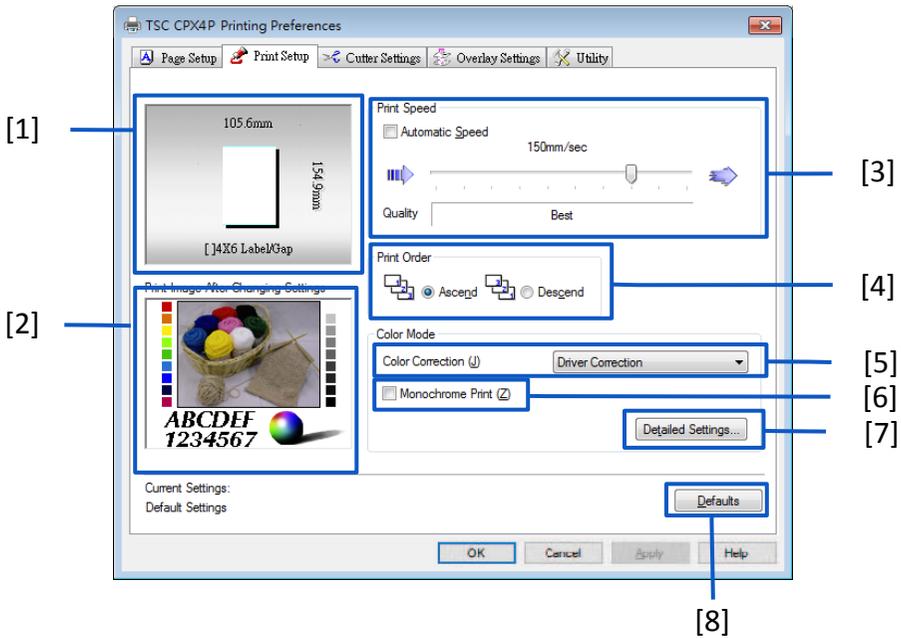
- Keep the following points in mind when running [Obtain Printer Information].
 - Close the Status Monitor if it is running.
 - If this function is run on a shared printer, make sure the Status Monitor has not been launched on the client when working on a server, or has not been launched on the server when working on the client. The process may not be completed correctly if the Status Monitor is running.

Note

- Printer information may not be collected depending on the status of printer connection.
 - Not connected to the printer.
 - Telecommunications lines or networks are busy.

Using Print Setup Features

Print setup and color settings can be configured in the [Print Setup] tab of the [Printing Preferences] window.



[1] Paper Size Preview
The current paper size is displayed in a preview.

[2] Print Image After Changing Settings
Preview of the image to be printed with the current color settings.

[3] Print Speed
Specify the order of printing.

[4] Print Order
Specify the order of printing.

[5] Color Correction
Select the color correction method.

[6] Monochrome Print
Select this check box to make black-and-white prints.

[7] Detailed Settings
Clicking this button displays the [Detailed Settings] dialog box. Use this dialog box to adjust advanced color settings. (Color Balance, Brightness, Density, Contrast, Economy print mode, Sharpness)

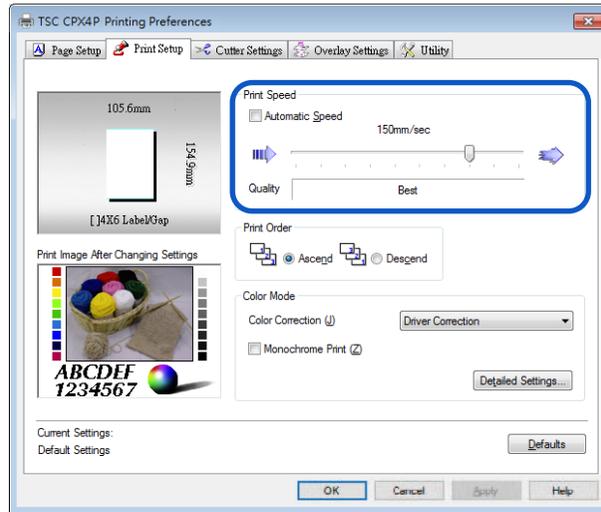
[8] Defaults
Reset the [Print Setup] tab to its defaults.

Note

The settings configured on the [Detailed Settings] dialog box do not change even if you click [Defaults] in the [Print Setup] tab.

■ Adjusting the Print Speed

Printing can be performed at gradually varying printing speeds.



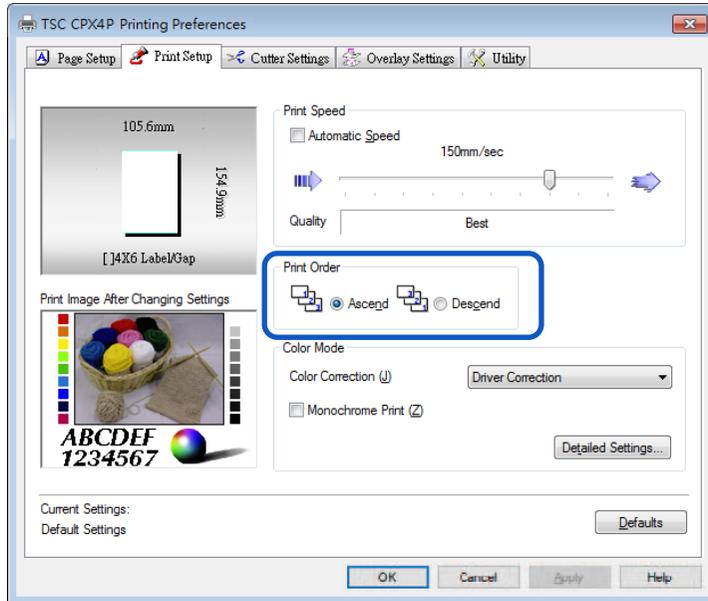
Note

- Adjust the paper feed interval by moving the sliders. Default setting is "150 mm/sec". The scale marks representing 300/200/150/120/100/90/80/70/60/50 mm/sec are arranged from right.
- The printing speed automatically changes to 150 mm/sec, 120 mm/sec, or 90 mm/sec.
- When performing high-density printing on glossy paper, increase the paper feed interval.

■ Selecting Print Order

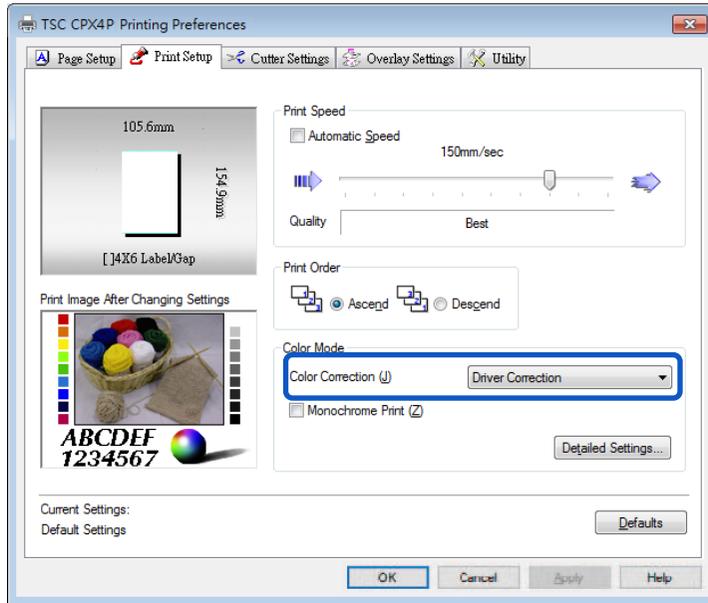
Decide on whether to start printing from the first or last page.

To print from the first page afterwards, select [Ascend]; to print from the last page upward, select [Descend].



■ Selecting a Color Correction

It is possible to select a color correction method suitable for the document to be printed.



Driver Correction	The optimum color adjustment is made for this printer.
Disable	Image processing is performed at the highest speed without color correction. Select this method to give priority to the printing speed.

Note

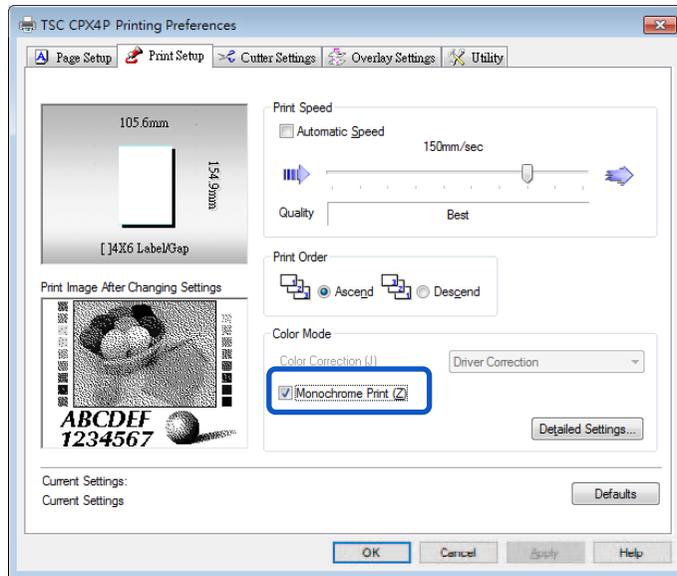
- [Color correction] cannot be selected when a paper type associated with Profile (the start character is "*") is selected.

■ Printing in Black and White

Color documents can be printed in black and white.

When black-and-white prints are made, only black ink is used.

To print in black-and-white, click the [Monochrome Print] check box.

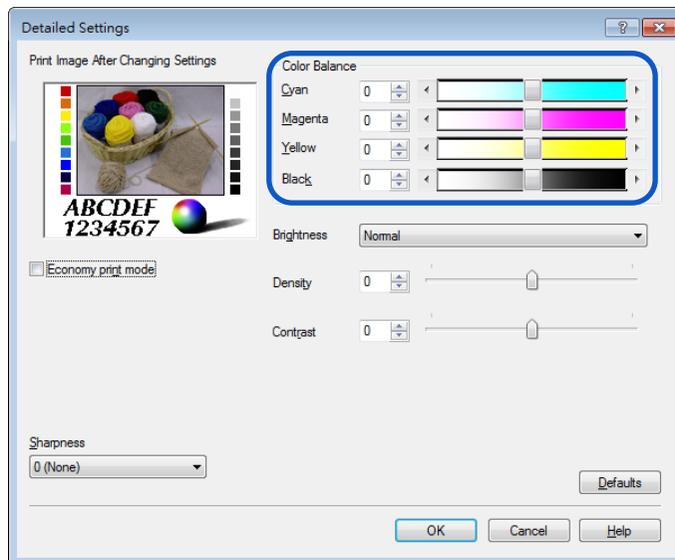


■ Adjusting the Color Balance

You can adjust the color balance for printed colors (cyan, magenta, yellow and black) if you are dissatisfied with the color tone of the printout.

1. Click the [Detailed Settings] in the [Print Setup] tab.
2. Adjust the color balance by moving the sliders for each color, and then click [OK].

The center of the slide bar is the default position (0). The slider can be moved between -50 to +50. The more you move the slider to the left, the color becomes lighter. The more you move the slider to the right, the color becomes darker.



Note

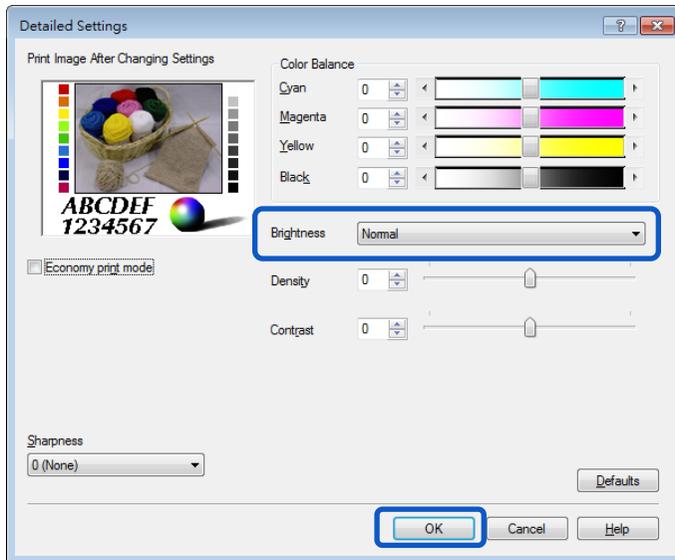
- Color balance values can be directly entered into the entry box located to the left of the slider bars. Alternatively, clicking the arrows on both sides of the slide bar can decrease or increase the setting by 1.
- Click [Defaults] to return the printer to the default settings in the [Detailed Settings] dialog box.
- The print image with selected color corrections is displayed in the [Print Image After Changing Settings] section of the window.
- [Color Balance] in cyan, magenta and yellow cannot be adjusted when the [Monochrome Print] check box is selected.

■ Adjusting the Brightness

If you believe the overall image is too dark or too bright, a brightness adjustment can be made.

This adjustment changes the mid-range colors without affecting the darkest or brightest areas of the image.

1. Click the [Detailed Settings] in the [Print Setup] tab.
2. Selecting from the [Brightness] pull-down menu, and then click [OK].
Select one from the [Brighter], [Normal], and [Darker].



Brighter	Print with a brighter appearance. Select this setting when you feel that the result is too dark.
Normal	Print at normal brightness. Use this setting at first, and change the Brighter and Darker adjustments if needed.
Darker	Print with a darker appearance. Select this setting when you feel that the result is too light.

Note

- Click [Defaults] to return the printer to the default settings on the [Detailed Settings] dialog box.
- The print image with selected color corrections is displayed in the [Print Image After Changing Settings] section of the window.
- [Brightness] cannot be selected when [Color Correction] is set to [Disable].
- [Brightness] cannot be selected when a paper type associated with Profile (the start character is "*") is selected.

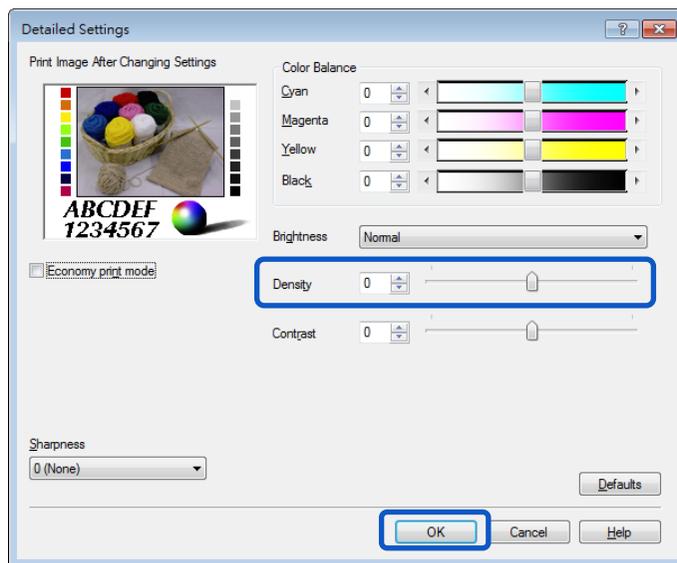
■ Adjusting the Density

The overall density of the printout can be adjusted if you are dissatisfied with the results.

1. Click the [Detailed Settings] in the [Print Setup] tab.
2. Adjust the density by moving the slider, and then click [OK].

The center of the slide bar is the default position (0). The slider can be moved between -50 to +50.

Moving the slider to the left decreases the density. Moving the slider to the right increases the density.



Note

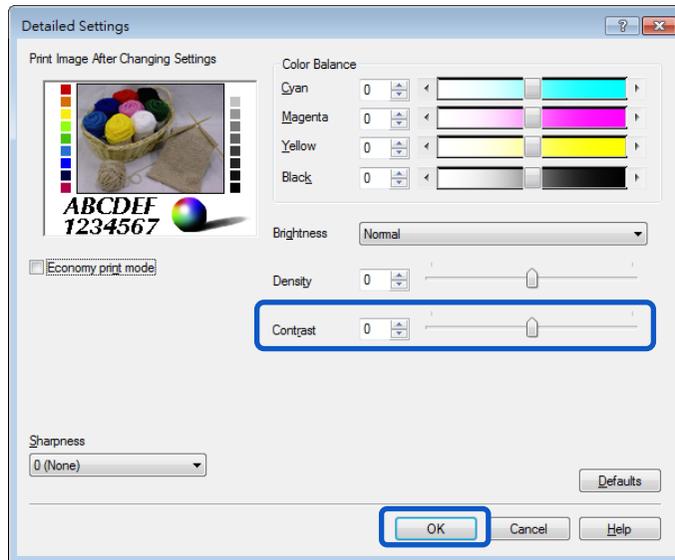
- A density value can be directly entered into the entry box located to the left of the slider bar. Alternatively, clicking the arrows on both sides of the slide bar can decrease or increase the setting by 1.
- Click [Defaults] to return the printer to the default settings on the [Detailed Settings] dialog box.
- The print image with selected color corrections is displayed in the [Print Image After Changing Settings] section of the window.
- [Density] cannot be adjusted when the [Monochrome Print] check box is selected.

■ Adjusting the Contrast

An overall contrast adjustment can be made if you would like to better distinguish the light and dark areas of the printout.

1. Click the [Detailed Settings] in the [Print Setup] tab.
2. Adjust the contrast by moving the slider, and then click [OK].

The center of the slide bar is the default position (0). The slider can be moved between -50 to +50. Moving the slider to the left decreases the contrast. Moving the slider to the right increases the contrast.



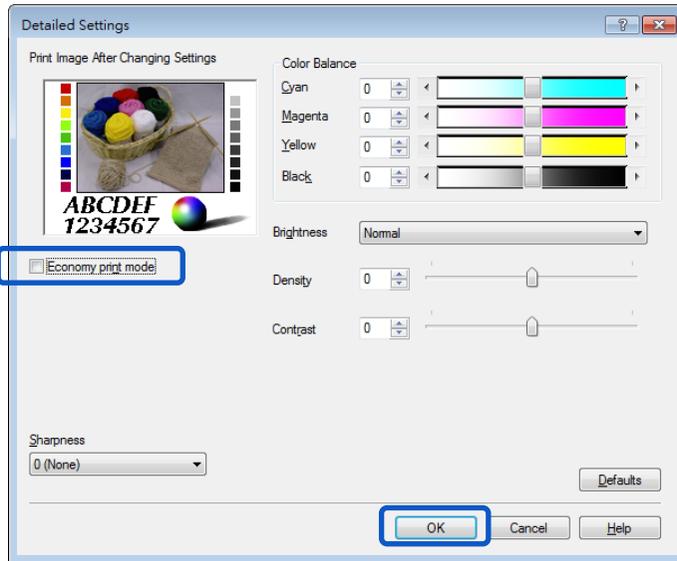
Note

- To distinguish clearly between the light portion and dark portion, increase the contrast. To increase the number of intermediate colors by reducing the difference between the light portion and dark portion, decrease the contrast.
- A density value can be directly entered in the entry box located to the left of the slider bar. Alternatively, clicking the arrows on both sides of the slide bar can decrease or increase the setting by 1.
- Click [Defaults] to return the printer to the default settings on the [Detailed Settings] dialog box.
- The print image with selected color corrections is displayed in the [Print Image After Changing Settings] section of the window.
- [Density] cannot be adjusted when the [Monochrome Print] check box is selected.

■ Economy print mode

Use the [Economy Print mode] feature if you would like ink saving.

1. Select [Driver Correction] from the [Color Correction] option in the [Print Setup] tab.
2. Click [Detailed Settings] in the [Print Setup] tab.
3. Click the [Economy Print mode] check box, and then [OK].



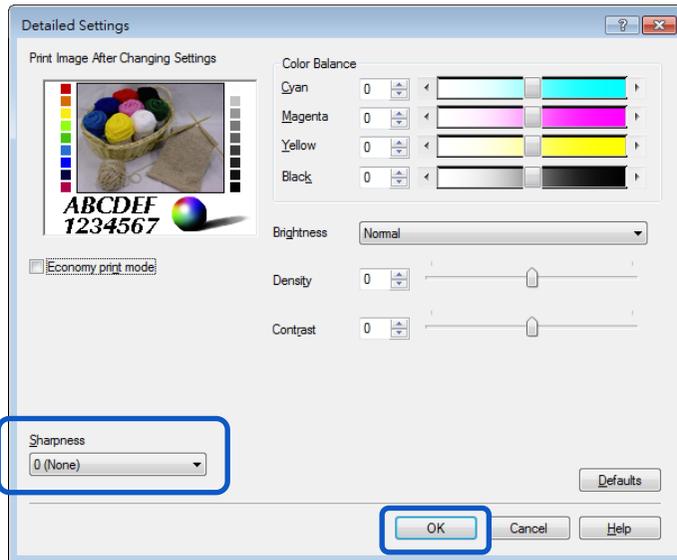
Note

- Click [Defaults] to return the printer to the default settings in the [Detailed Settings] dialog box.

■ Setting the Sharpness

You can improve contours (edge definition) and reduce blurriness in an image by adjusting the sharpness.

1. Click the [Detailed Settings] in the [Print Setup] tab.
2. Adjust the sharpness level, and then click [OK].



0 (None)	No adjustment is made to sharpness.
1 (Small)	To increase sharpness, select one of [1 (Small)], [2 (Medium)], and [3 (Large)].
2 (Medium)	The more the number, the more the contour enhancement effect.
3 (Large)	

Note

- Click [Defaults] to return the printer to the default settings in the [Detailed Settings] dialog box.
- The print image with selected color corrections is displayed in the [Print Image After Changing Settings] section of the window.

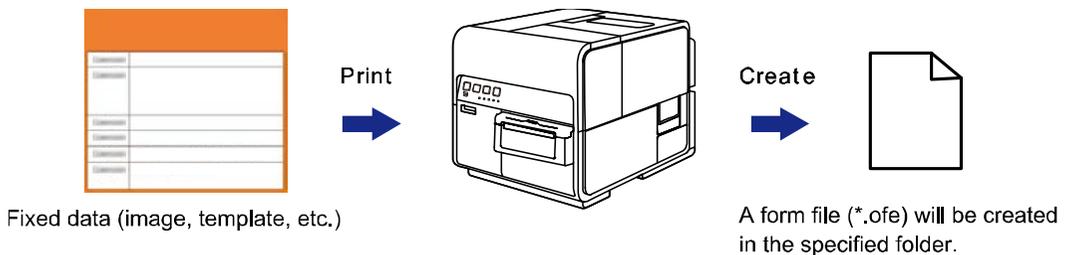
Using the Overlay Settings Feature

Overlay printing is a printer function which internally combines two pieces of data, i.e., the fixed data created in advance as a "form file" that is commonly printed on all pages and the data on each page of a document (variable data such as characters.) The combined data (form and variable data) is printed onto each printed sheet using the same form but different information from the variable data.

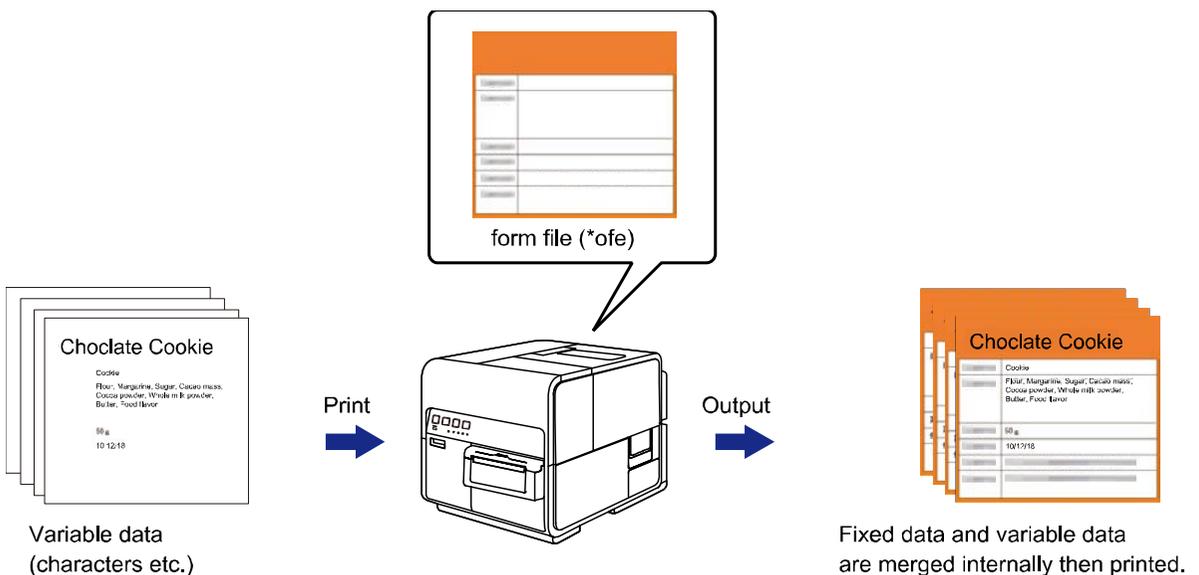
Data using a template containing a lot of images can be printed without transferring large-capacity image data to the printer many times, allowing the data to be printed quickly.

■ Overlay printing process

Step1 Print fixed data (image, template, etc.) to the printer to create a form file.



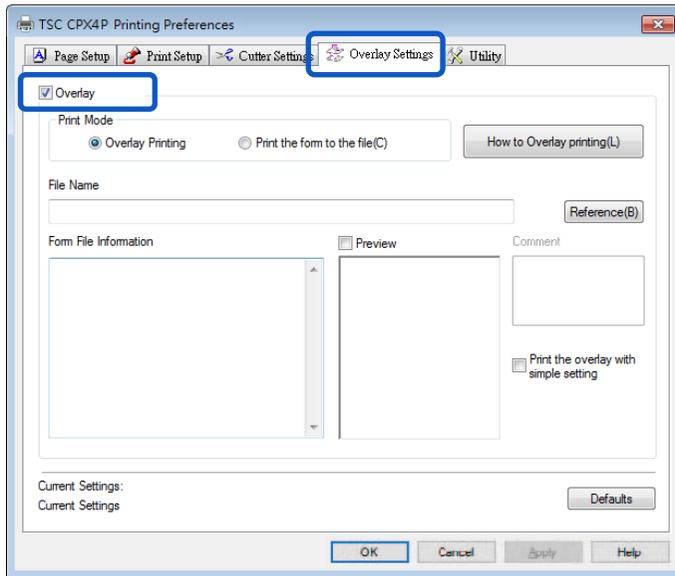
Step2 Print variable data such as characters, then use overlay printing.



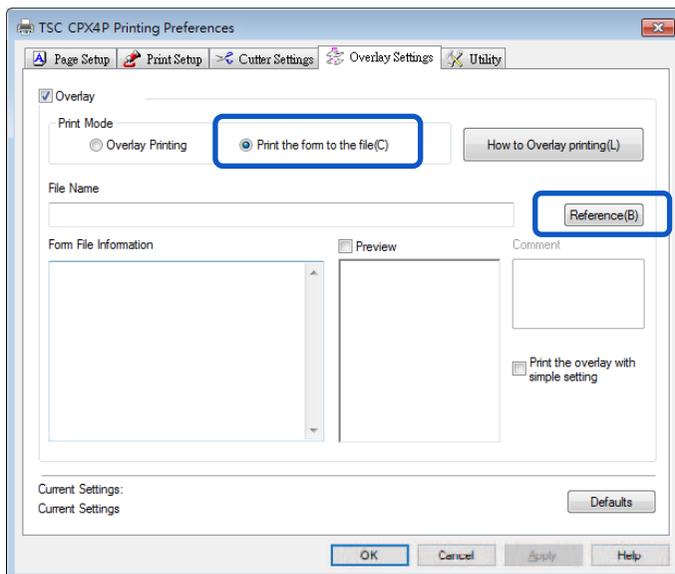
■ Printing a Form to a File

Send (print) fixed data (image, template, etc.) to the printer to create a form file.

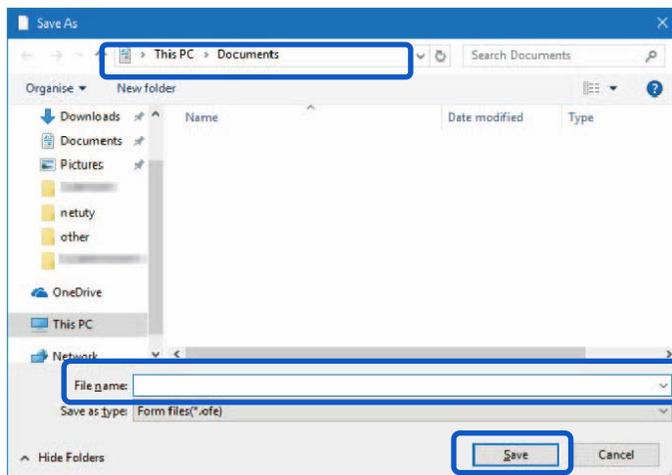
1. Open the data to be created as a form file using the application software used to create the data.
2. Display the printer driver setup window from the application software
3. Click the [Overlay Settings] tab, and then check the [Overlay] check box.



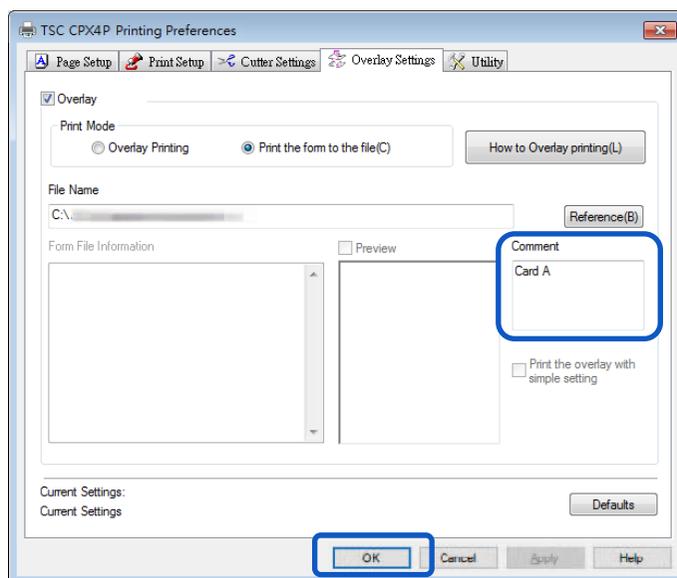
4. Select [Print the form to the file], and then click [Reference].



5. Specify the [File Name] and location to save the form file, and then click [Save].



6. Enter a comment (Optional), and then click [OK].
Can be entered up to 31 characters.



7. Click [Print] in the Print dialog box.
The form file (*.ofe) is stored at the specified storage location.

Note

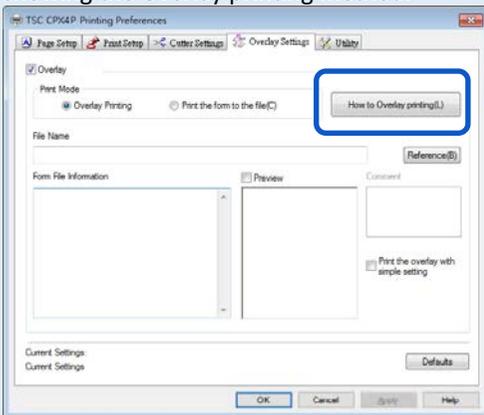
- Even when two or more pages of print data are created as form files, they are stored as one file.

Important

- When carrying out overlay printing in the server/client environment, observe the following setting precautions:
 - Store the form file (*.ofe) in a shared folder that can be referenced by both the server and client.
 - The file name to be entered in the [File Name] (storage location of form file (*.ofe)) entry box must be a path name (e.g., \\PC-Common\FormFolder\file.ofe) that can be referenced by both the server and client over the network.

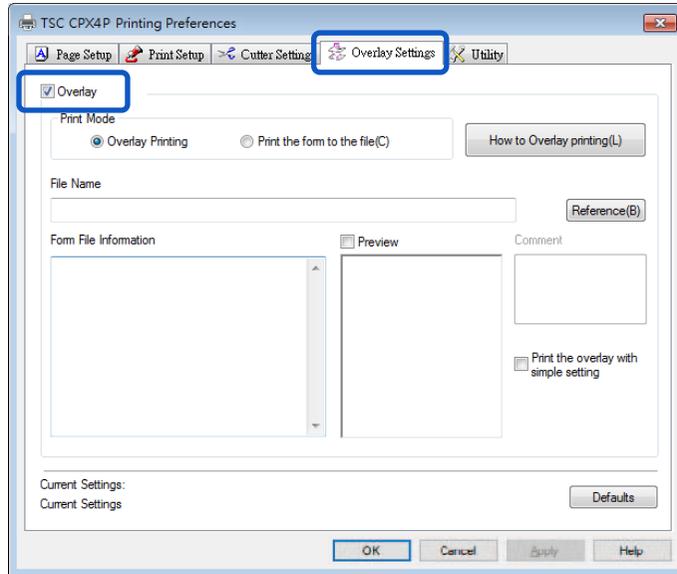
Note

- Clicking [How to Overlay printing] in the [Overlay Settings] tab will display the help screen showing the Overlay printing method.

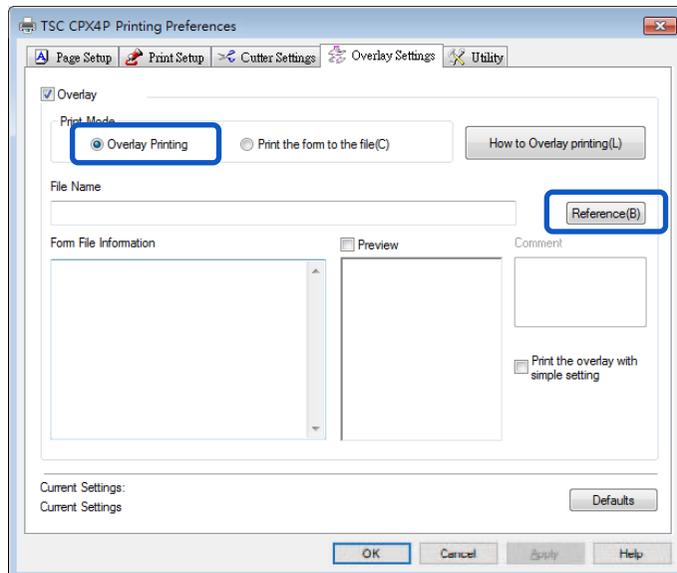


■ Carrying out Overlay Printing

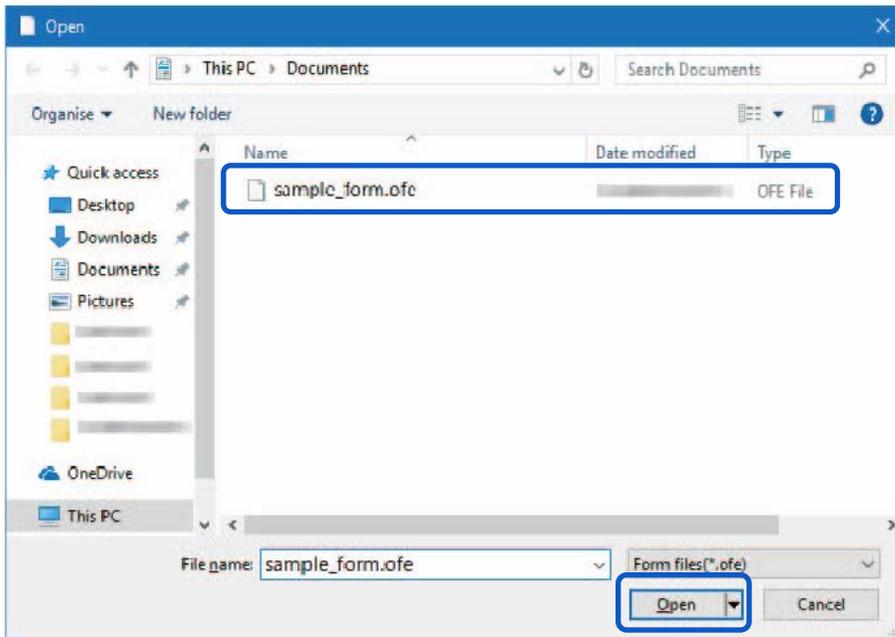
1. Open the data to be used as print data using the application software used to create the data.
2. Display the printer driver setup window from the application software.
3. Click the [Overlay Settings] tab, and then check the [Overlay] check box.



4. Select the [Overlay Printing], and then click [Reference].
You can directly enter the file path name in the [File Name] entry box.



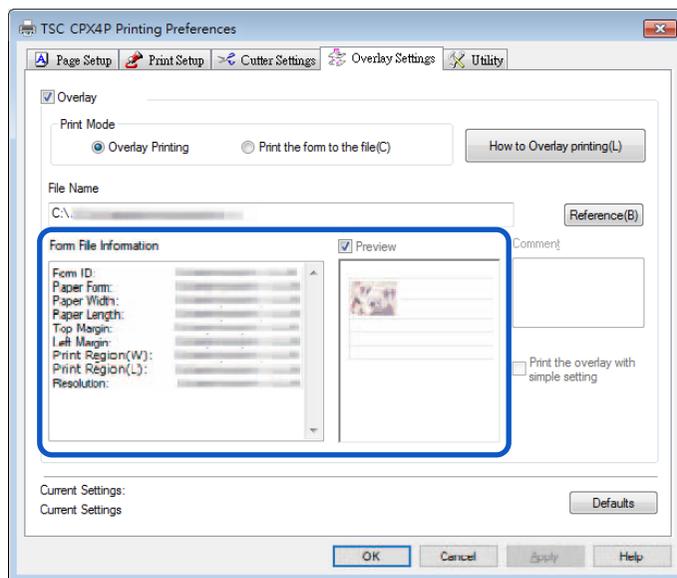
5. Specify a form file and click [Open].
Select the file with an extension ".ofe."



6. Confirm the information about the form file shown in the [Form File Information] and the [Preview] panes.

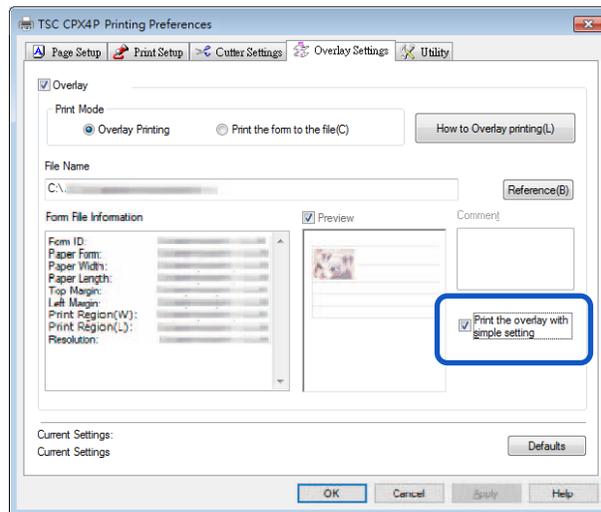
To see the preview, check the [Preview] check box.

Some form files may not show its information in the [Form File Information] and the [Preview] panes.



7. Select the method of combining the document and form data.

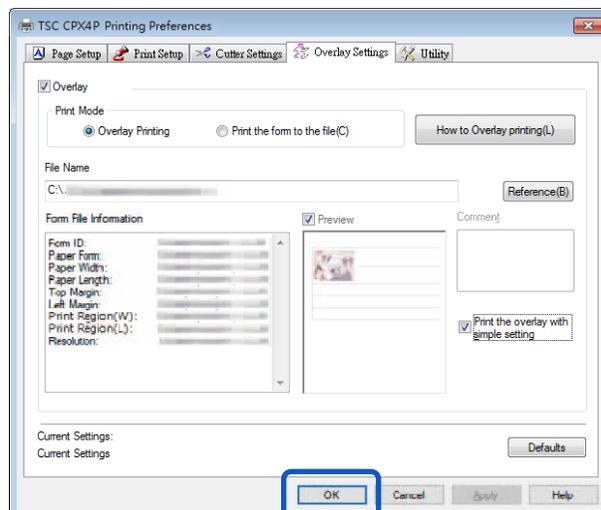
To complete overlay printing with simple settings, check the [Print the overlay with simple setting] check box.



Note

- Carrying out Overlay Printing with Simple Settings
When the [Print the overlay with simple setting] check box is checked, overlay printing can be completed faster than normal overlay printing ([Print the overlay with simple setting] check box is not checked). However, since both the form file and document are printed in the portions where they overlap, colors of the form file and documents are mixed there.
When normal overlay printing is performed ([Print the overlay with simple setting] check box is not checked), neither the form file nor document is printed in the portions where they overlap. Accordingly, the document is printed just like the original image.

8. Click [OK].



9. Click [Print] in the Print dialog box.

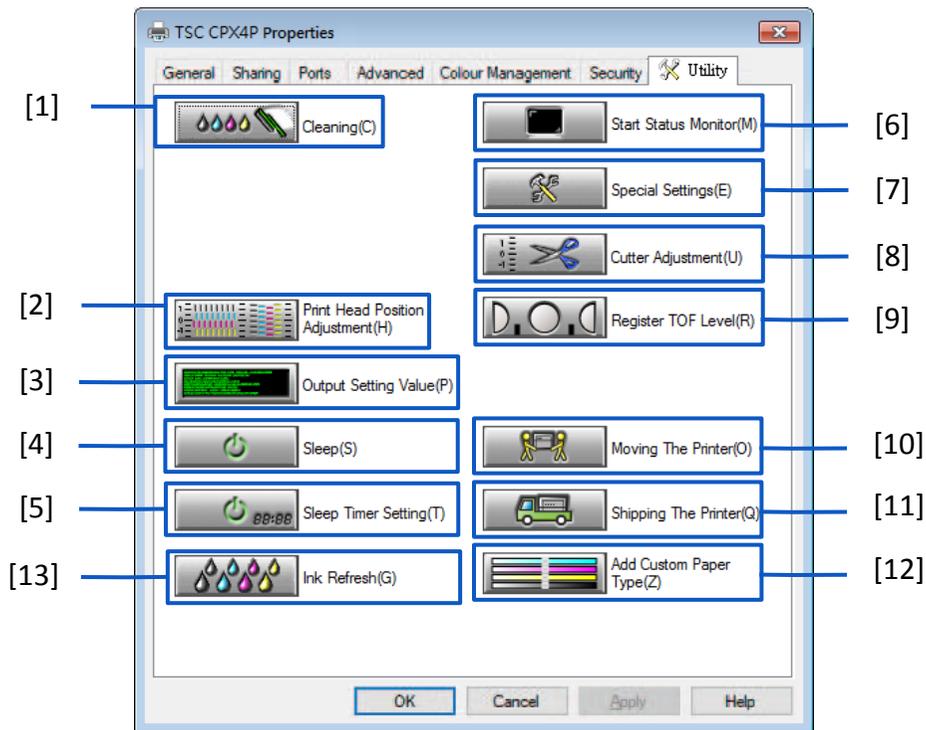
The document is printed over the form data.

Note

- When carrying out overlay printing, the print settings made for the form file must be completely the same as those made for the document. If any setting is different between them, overlay printing cannot be performed.
Print settings: Paper form, paper size (length, width, margins), and print quality
- If the version of the printer driver used to create the form file is different from the version of the printer driver used for printing, you may not be able to carry out overlay printing. In such a case, create the form file using the printer driver used for printing.

Using Utility Features

Printer maintenance and control of some printer features is performed in the [Utility] tab of the [Printing Preferences] window or the [Printer Properties] window.



<p>[1] Cleaning Clicking this button cleans the print head.</p>	<p>[8] Cutter Adjustment Adjusts the stop position at which to cut printed paper with the manual cutter and the position at which to cut printed paper with an optional auto cutter.</p>
<p>[2] Print Head Position Adjustment * Adjustment the Print head position.</p>	<p>[9] Register TOF Level Registers a specific value without using the TOF automatic adjustment function of the printer.</p>
<p>[3] Output Setting Value Prints the current settings of the printer.</p>	<p>[10] Moving The Printer * Prepares for relocating the printer on the same floor or to another floor in the same building.</p>
<p>[4] Sleep Switches the printer to the sleep mode.</p>	<p>[11] Shipping The Printer * Prepares for long-haul transport, as on truck or aboard aircraft.</p>
<p>[5] Sleep Timer Setting * Sets the interval of time to elapse to switch to the sleep mode and the power off state.</p>	<p>[12] Add Custom Paper Type * Allows the user to adjust ink jetting amounts and register them along with the paper type of new paper.</p>
<p>[6] Start Status Monitor Displays the Status Monitor window.</p>	<p>[13] Ink Refresh * While the ink tank is not replaced in 54 days or 84 days, "Warning" or "Operator Call " error appear.</p>
<p>[7] Special Settings * Configure custom printer settings. Normally, do not use this button.</p>	<p>* Items displayed are from the [Utility] tab of the printer properties window.</p>

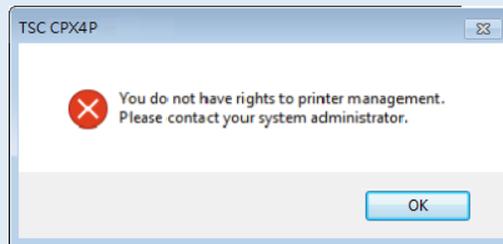
Important

- The settings that can be configured on the [Utility] tab of the printer properties window are different from those that can be configured on the [Utility] tab of the printing preferences window.
- When configuring settings in the [Utility] tab, the printer must be powered and connected to the computer.

- **Administrative privileges required for certain features**

Administrative privileges over this printer are required when configuring settings (marked with *) on the [Utility] tab of the printer properties window.

If a user without administrative privileges over this printer attempts to configure settings, the following message appears.



If this message appears, contact the administrator of the computer and proceed with operation following the procedure below.

1. Select as described below:

Windows 10:

Right-click on start and then select Control Panel -> Hardware and Sound -> Devices and printers.

Windows 8.1:

From the Desktop charms, select Settings -> Control Panel -> Hardware and Sound -> Devices and Printers.

Windows 7:

Select the Start menu -> Devices and Printers

2. Right-click on the Printer icon, and then select [Printer Properties].
The printer properties window appears.
3. Click [Change Properties] in the [General] tab.
If the [User Account Control] screen appears, enter the password of the administrator of this printer.

■ Placing the Printer in Sleep Mode

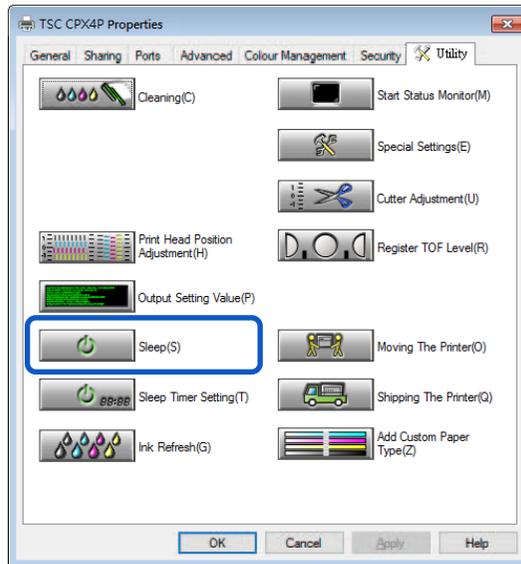
Important

- When printing is in progress or an error has occurred, the printer cannot be switched to sleep mode.
- The printer enters sleep mode automatically when it has been left idle for a certain period of time under normal operating conditions.

Note

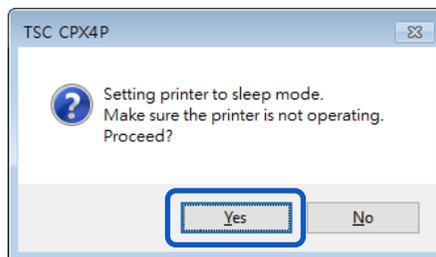
- By default, the sleep timer is set to 4 minutes.
- The printer is automatically switched back from sleep mode to online in the following cases:
 - When the Power key is pressed.
 - When print data is received.
 - When cleaning, etc. is performed.

1. Make sure the printer is online. (the status lamp is lit.)
2. Open the printer driver setup window.
3. Click the [Utility] tab and click [Sleep].



A confirmation message appears.

4. Click [Yes].



The power lamp blinks slowly, and the printer is switched to sleep mode.

■ Changing the Sleep Timer/Off Timer Setting

This printer can automatically enter sleep mode (sleep timer), or turn off (off timer) when it is not operated for a default amount of time.

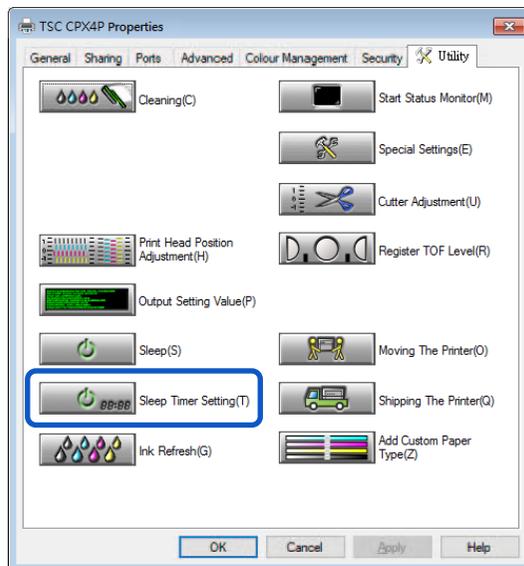
Important

- When printing is in progress or an error has occurred, the printer cannot be set to the sleep timer and off timer.
- Administrative privileges over this printer are required to configure settings of this printer. If a user without administrative privileges proceeds with configuration of settings, a message "You do not have rights to printer management. Please contact your system administrator." appears.

Note

- By default, the sleep timer is set to 4 minutes and the off timer 240 minutes (4 hours).
- For the off timer, set how much time must elapse after switching to sleep mode before the printer is turned off.

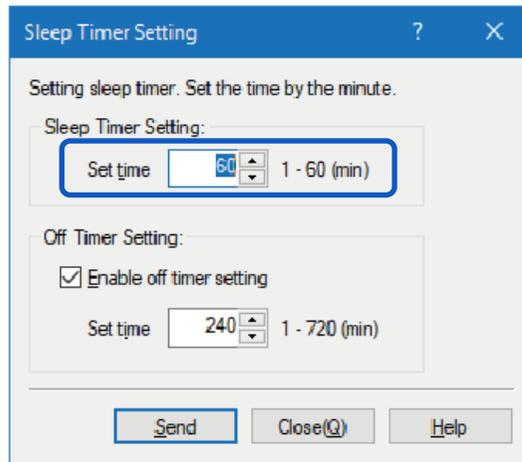
1. Make sure the printer is online. (the status lamp is lit.)
If the printer is offline (the status lamp is off), press the Power key to switch the printer back to online.
2. Open the Properties window of the printer driver.
3. Click the [Utility] tab and click [Sleep Timer Setting].



The Sleep Timer Setting dialog box appears.

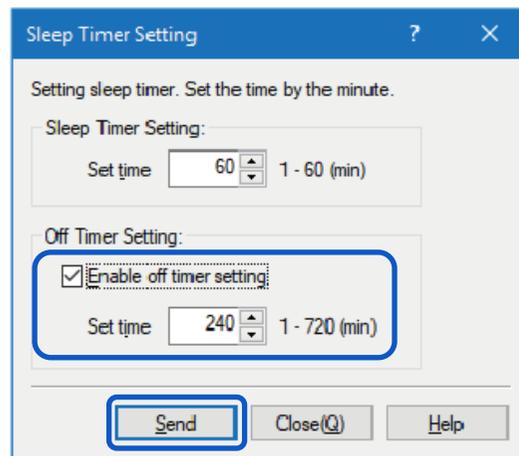
4. Enter the setting time of the sleep timer.

The time can be set in minutes within the range from 1 to 60 (min).



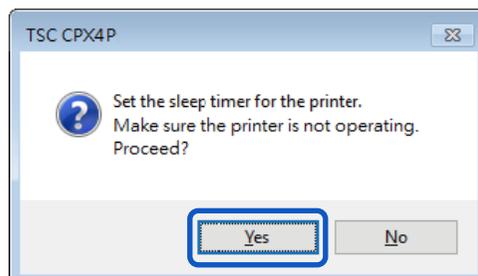
5. Enter the setting time of the off timer.

The time can be set in minutes within the range from 1 to 720 (min). If the off timer is not necessary, uncheck the [Enable off timer setting] check box. Click [Send].



A confirmation message appears.

6. Click [Yes].



■ Adjusting the Paper Stop Position (or Cutting Position)

The stop position at which to cut printed paper with the manual cutter can be adjusted. If the printer is furnished with an optional auto cutter, [Cutting Position] can be adjusted.

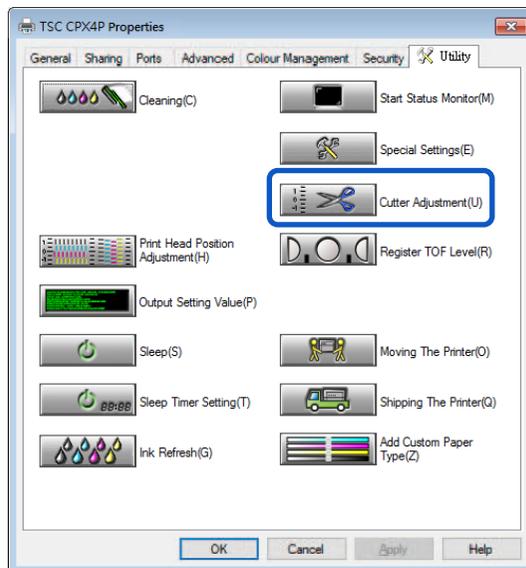
Important

- When printing is in progress or an error has occurred, the printer cannot be set to the cutter adjustment.
- Administrative privileges over this printer are required to configure settings of this printer. If a user without administrative privileges proceeds with configuration of settings, a message "You do not have rights to printer management. Please contact your system administrator." appears.

Note

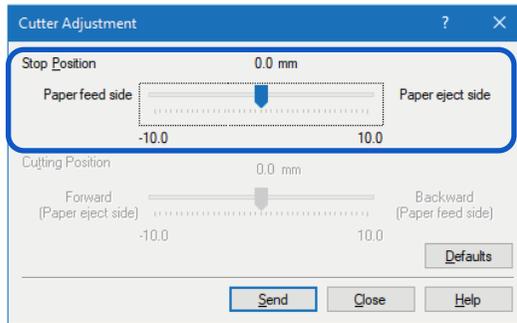
- Whenever paper has been replaced, perform [Cutting Position] adjustment.

1. Make sure the printer is in the online state (the status lamp is lit).
If the printer is in the offline state (the status lamp is off), press the Power key to switch the printer back to the online state.
2. Open the Properties window of the printer driver.
3. Click the [Utility] tab and click [Cutter Adjustment].

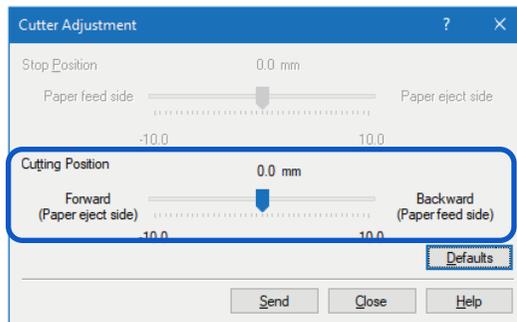


[Cutter Adjustment] dialog box appears.

4. Drag slider to adjust the stop position (or cutting position) on the paper.
Using the manual cutter:



Using the Auto cutter:

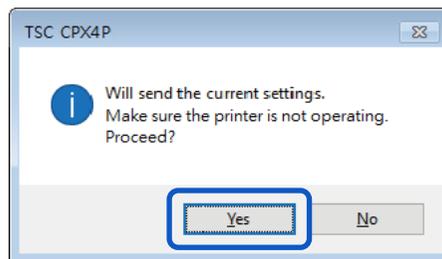


Note

- The Stop position (or Cutting position) can be set in increments of 0.5 mm (0.02 inch) between -10.0 (-0.39 inch) and +10.0 mm (+0.39 inch).
- To reset the Stop position (or Cutting position) settings to the defaults, click [Defaults].

5. Click [Send].
A confirmation message appears.

6. Click [Yes].



The setting is transmitted to the printer.

7. Perform test printing.
Check that the paper has been cut in the middle between two sheets of paper, and then start an actual print job.

■ Changing the Special Settings

Use the [Special Settings] to change the special settings of the printer as required. Normally, it is not necessary to change the settings.

There are seven special settings.

[Ink Pre-fire On The Paper]

A very small quantity of ink is constantly discharged onto paper at regular intervals in order to maintain the print head performance. If this check box is unchecked, the printing time increases due to an extra process for print head cleaning.

The default setting is "ON".

[AIS Mode]

The AIS mode is a function to reduce consumption of the print head.

When activated, left and right minimum margin is 2.7 mm (0.11 inch). (When not activated, it is 2.5 mm (0.10 inch))

The default setting is "ON".

[Mute]

Use this function to mute the key operation sound.

Note: Beep sound at error will not turned off.

The default setting is "ON".

[Fanfold Paper Mode]

Select this option when fanfold paper is used.

The default setting is "OFF".

[Tear Off Mode]

Tear Off Mode selects the printer behaviors after printing.

The default setting is "ON".

Tear Off Mode Setting	Auto-cutter Equipped	Printer Behavior
ON	YES	Printed paper is cut off and the next leading edge of paper is set at the printing position.
	NO (or cutter setting is switched to OFF)	Trailing edge of the printed paper is set at the cutting position so expecting the printed paper is teared off. When receiving the next print data, leading edge of paper is set at the printing position.
OFF	YES	Printed paper is cut off and the next leading edge of paper is set at the printing position.
	NO (or cutter setting is switched to OFF)	Leading edge of the printed paper is set at the printing position right after the print has been completed.

[Low Temperature Print Mode]

Set the printer to [Low Temperature Print Mode].

When the printer is used at a temperature of less than 13 degrees Celsius (55 degrees Fahrenheit), the amount of ink pre-fire on the paper is increased for printing. Therefore, when used in a location where the room temperature easily fluctuates, the mode automatically switches according to room temperature when printing, resulting in uneven print quality. Use this mode when you want to keep printing quality consistent. The default setting is "OFF".

Use this function only when necessary, as it consumes more ink than other modes.

[Prevent Unevenness]

This prevents uneven printing.

The default setting is "OFF".

When activated, it takes longer than usual for printing to begin and printing speed is slower than usual.

[Prevent Paper Rubbing Mode]

When printing a high-density image, you can increase the gap between the print head and paper to prevent paper rubbing.

The default setting is "OFF".

Level 1: Raises the Print heads from the paper to reduce their contact with the paper.

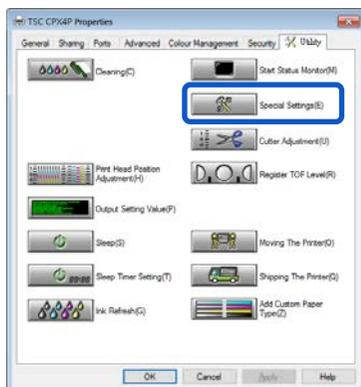
Level 2: Maximizes paper suction to reduce contact with the paper.

Level 3: Executes Levels 1 and 2 simultaneously.

Important

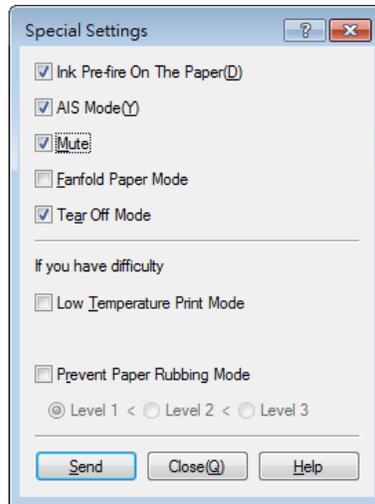
- When printing is in progress or an error has occurred, you cannot change any special setting.
- Administrative privileges over this printer are required to configure settings of this printer. If a user without administrative privileges proceeds with configuration of settings, a message "You do not have rights to printer management. Please contact your system administrator." appears.

1. Open the properties window of the printer.
2. Click the [Utility] tab and click [Special Settings].



The Special Settings dialog box appears.

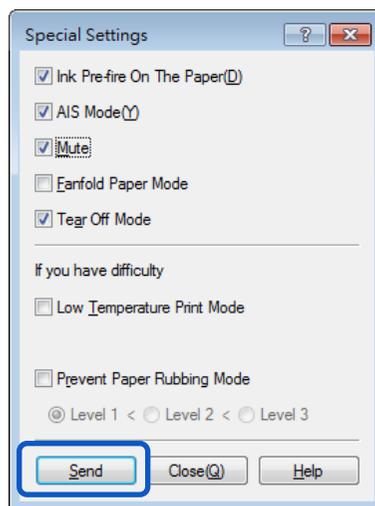
3. Change settings as needed.



Note

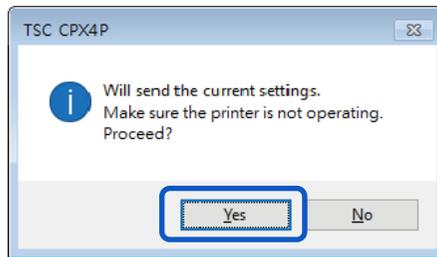
- When the computer cannot communicate with the printer (offline status), the special settings that the computer received in the last communication (when the printer was in the online status) are displayed.

4. Click [Send].



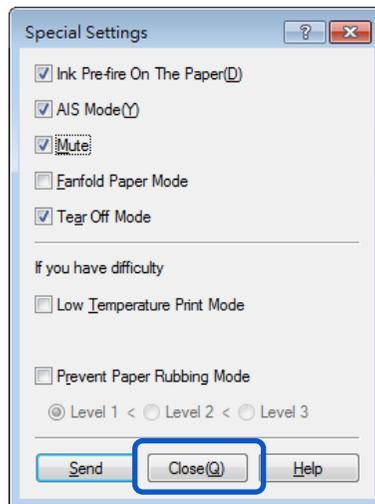
A confirmation message appears.

5. Click [Yes].



The changed special settings are sent to the printer.

6. Click [Close].



■ Changing the Ink Jetting Amount for Printing

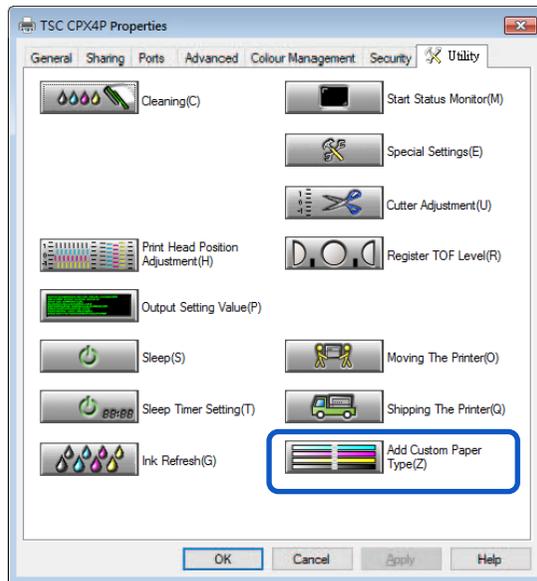
Change the amount of ink used for printing.

You can adjust the overall density, changing color settings such as color balance and density to exceed the setting range. You must first register a new paper type before increasing the ink jetting amount for printing.

Important

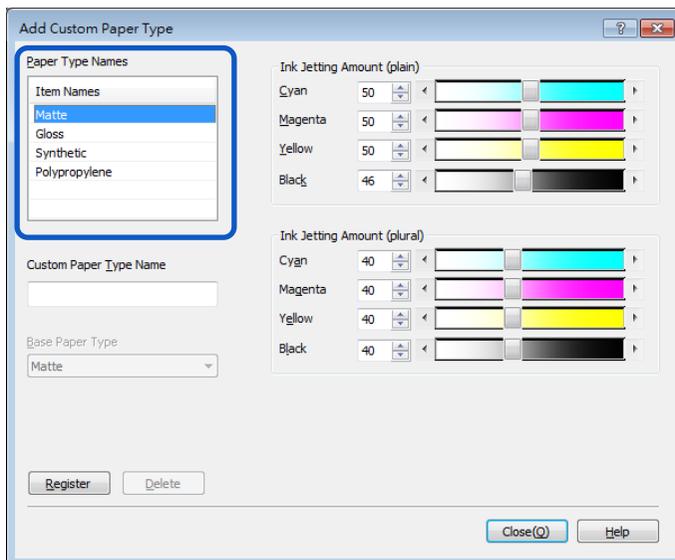
- Up to 100 custom paper types can be registered.
- Pre-registered paper types cannot be changed. (Matte, Glossy, and Synthetic)
- Administrative privileges over this printer are required to configure settings of this printer.
If a user without administrative privileges proceeds with configuration of settings, a message "You do not have rights to printer management. Please contact your system administrator." appears.
- **When increasing ink jetting amount for printing**
Because this mode uses more ink than in usual printing, it may bleed through the paper, stain the edges or back of the paper, or the transport area.
 - Do not touch the printed surface until the ink dries.
 - If the print is dirty, clean the transport area.

1. Display the properties window of the printer.
2. Click the [Utility] tab and click [Add Custom Paper Type].

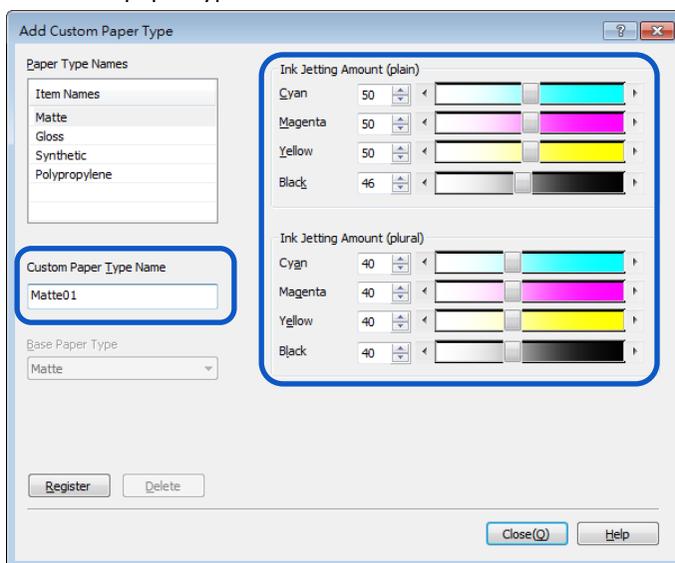


The Add Custom Paper Type dialog box appears.

3. Select the profile from [Paper Type Names].
Select one from Matte, Glossy, and Synthetic.

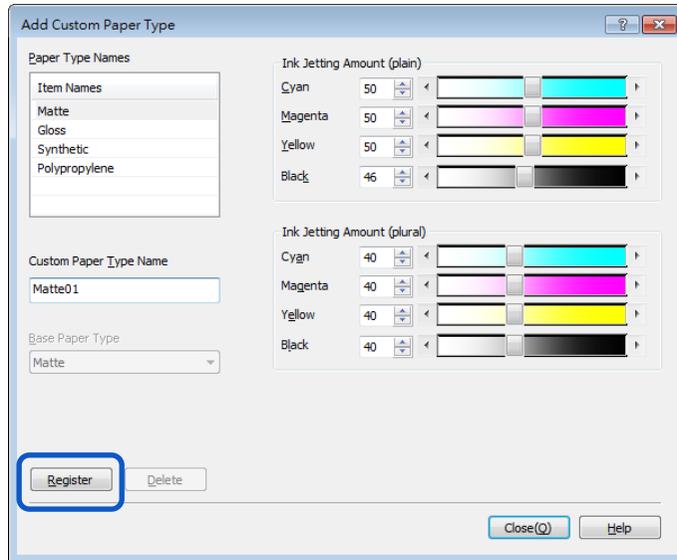


4. Enter information about new paper type.



Custom Paper Type Name	Enter the name of new paper. Can be entered up to 31 characters. "*" cannot be used as the start character of the paper type name.
Set ink jetting amount	Set ink jetting amounts for respective colors. Moving the slider to the left decreases the ink jetting amount, and moving the slider to the right increases the ink jetting amount. Determine the ink jetting amounts optimum for the selected type of paper after conducting the print test several times.

5. Click [Register].



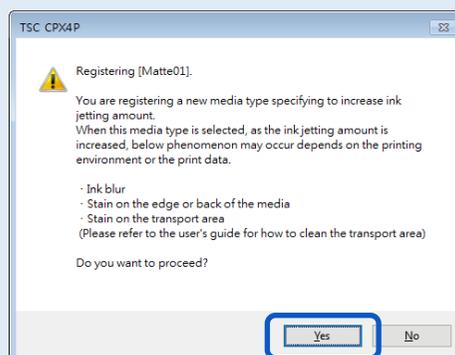
A confirmation message appears.

6. Click [Yes].



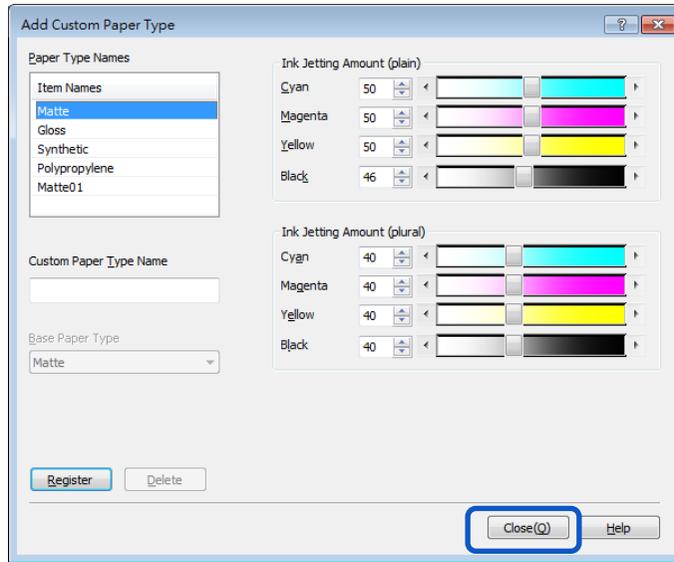
Note

- When registering a new media type specifying to increase ink jetting amount, a confirmation message such as the following will be displayed. Confirm the message, and then click [Yes].



The paper types are registered in the [Paper Type Names].

7. Click [Close].



Note

- Deleting a paper type
To delete a registered paper type, select it from the [Paper Type Names], and then click [Delete].

How to Use the Status Monitor

The status monitor allows you to check the current status of the printer.

Displaying the Status Monitor

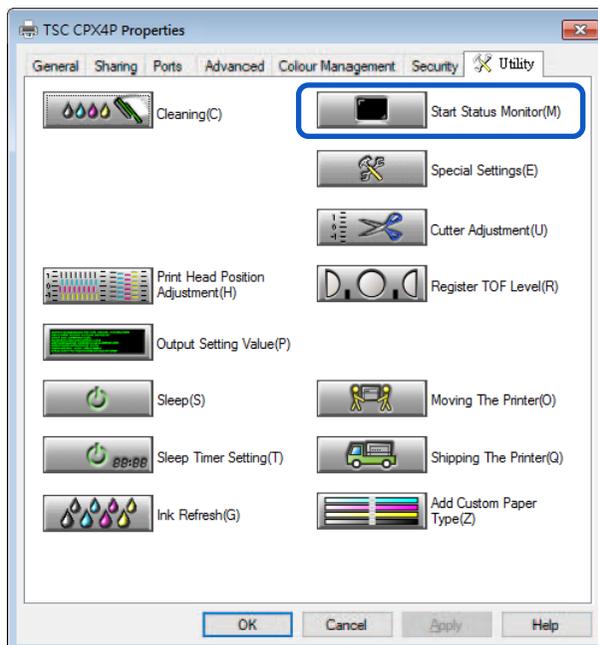
This section describes how to start and display the Status Monitor.

■ Starting the Status Monitor

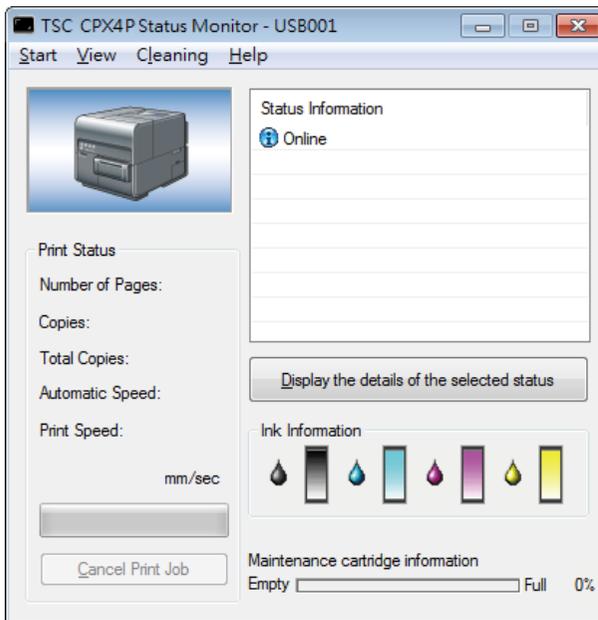
Note

- By default, the Status Monitor will start automatically every time a print job begins.
- You can also start the Status Monitor as soon as Windows starts up by selecting the specific function in the menu.
- You can store the Status Monitor normally in the taskbar or the task tray and display it only if an error occurs.

1. Open the printer driver setup window.
2. Click the [Utility] tab and click [Start Status Monitor].



The Status Monitor starts.



■ How to Start and Display the Status Monitor

The method to start and display the Status Monitor can be set.

● Start Options

Use either method described below to set the start method.

[Start During Printing]

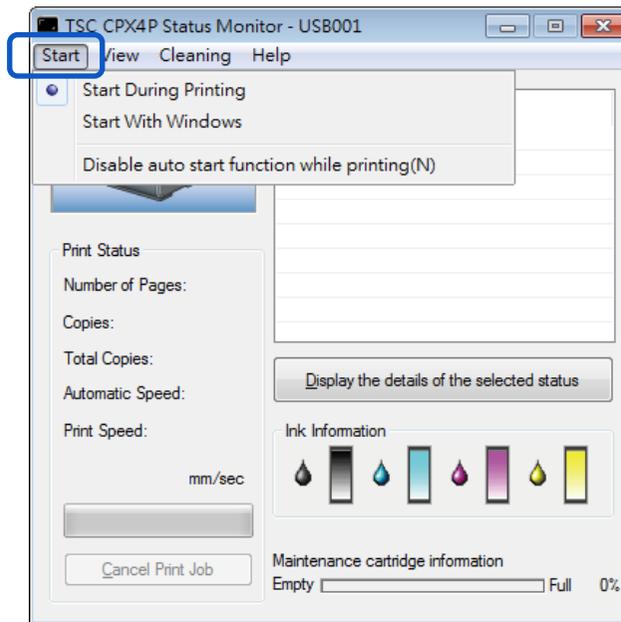
The Status Monitor automatically starts and displays when a print job starts.

The Status Monitor closes automatically when the print job ends. (This is the default setting.)

[Start With Windows]

The Status Monitor Starts when Windows starts.

1. Click the [Start] and select the desired option.
Click either Start During Printing or Start With Windows. A dot symbol (●) marks the currently selected item.



Note

- Disable auto start function while printing
If you want to disable the Status Monitor from automatically appearing when printing begins, click the [Disable auto start function while printing] check box in the Start menu.
 - If both [Start During Printing] and [Disable auto start function while printing] are selected, [Disable auto start function while printing] takes priority.
 - Only the administrator of this printer (user who installed the printer drivers) can change the [Disable auto start function while printing] setting.
 - To start the status monitor, click [Start Status Monitor] on the [Utility] tab.

- **View Options**

Use one of the methods described below to set the display method.

[Start With Popup]

Open and display the Status Monitor window. (This is the default setting.)

[Minimize at Start]

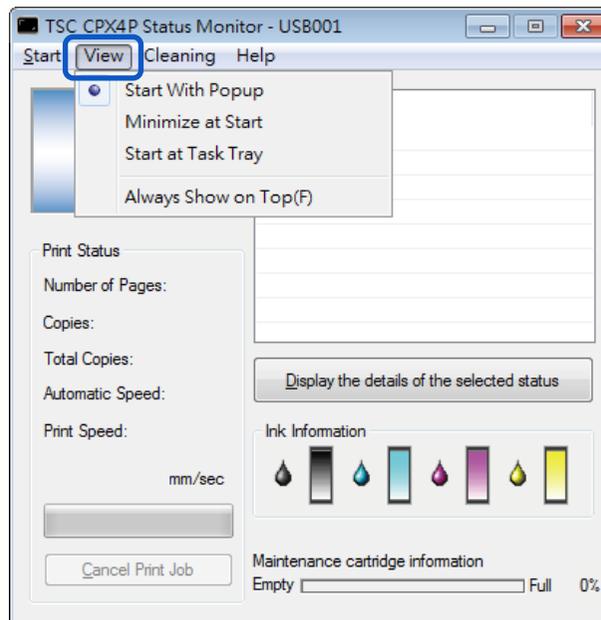
Minimize and store the open Status Monitor window on the taskbar.

[Start at Task Tray]

Create an icon for the open Status Monitor window and stores the icon in the task tray.

1. Click the [View] and select the desired option.

Click Start With Popup, Minimize at Start, or Start at Task Tray. A dot symbol (●) marks the currently selected item.

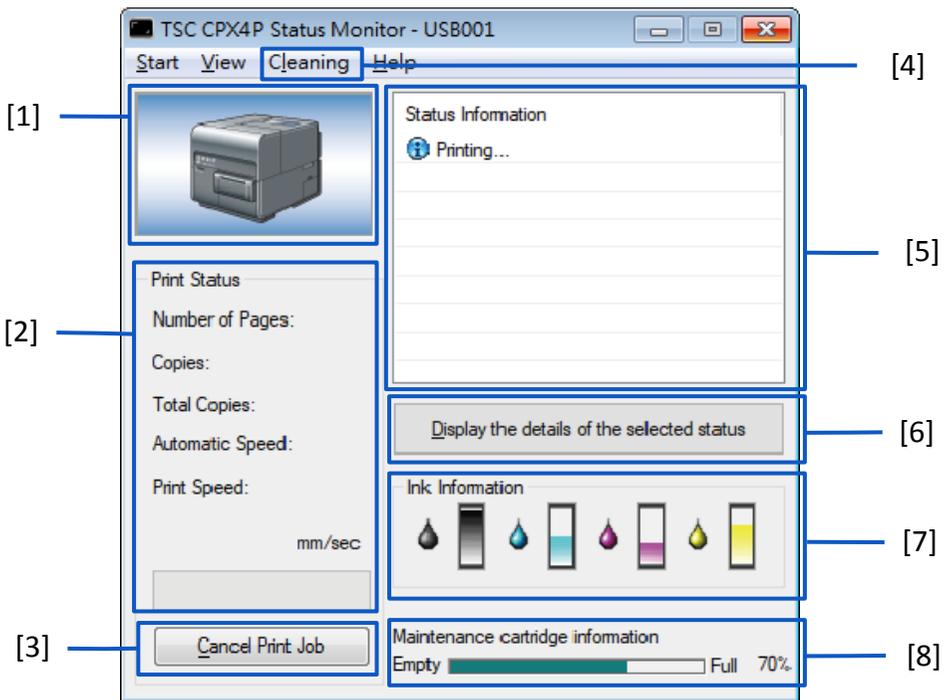


Note

- To always display the window on top, click [Always Show On Top]. The Status Monitor will appear semi-transparent on the screen.
- Even if you select [Minimize at Start] or [Start at Task Tray], the Status Monitor will pop up and display a message when an error occurs. If you click the minimize button in the pop-up window, you can restore Status Monitor to the task bar.

Using the Status Monitor

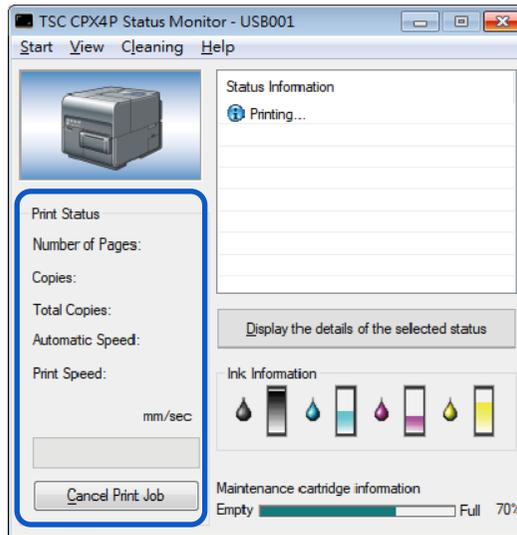
The status monitor allows you to check the current status of the printer, print status, ink information, and maintenance cartridge information.



<p>[1] Graphic image of the printer status Graphic image showing the current status of the printer.</p>	<p>[5] Status Information Messages to inform you about the current status of the printer.</p>
<p>[2] Print Status Current printing status will be displayed with numerical value and indicator.</p>	<p>[6] Display the Details of the Selected Status Open a separate window to display more information about the status of the printer.</p>
<p>[3] Cancel Print Job Cancel print job in progress.</p>	<p>[7] Ink Information Displays the amount of remaining ink.</p>
<p>[4] Cleaning This option is only effective when the Pause key of the printer is pressed for temporary stop.</p>	<p>[8] Maintenance Cartridge Information Displays the amount of ink collected in the maintenance cartridge</p>

- **Viewing the Print Status**

Use these features to monitor the progress of print jobs.



[Number of Pages]

Display the number of pages to be printed.

[Copies]

The status of the specified number of copies in progress appears.

For example, if the printing of a three-page document in 10 copies is set, "0001/0010" to "0010/0010" appears while the first page is printed. The progress bar represents the status of printing the number of copies specified.

[Total Copies]

A total count of the specified number of copies printed appears.

[Automatic Speed]

Display the on/off state of the auto speed setting.

[Print Speed]

Display the current speed setting.

[Cancel Print Job]

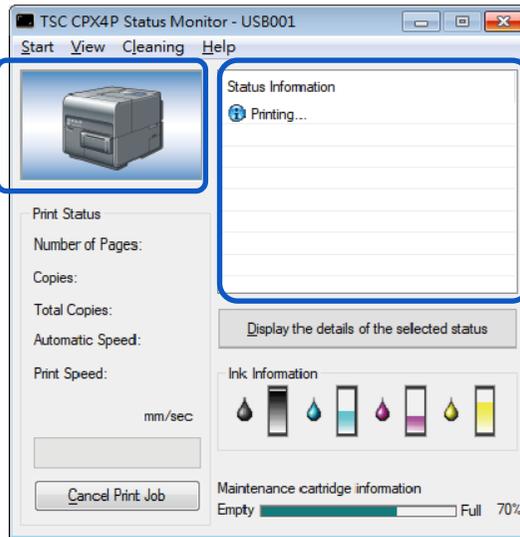
Click to cancel a print job in progress. The printer stops after the current print job is completed.

Note

- If the print job does not stop even after clicking [Cancel Print Job], turn off the printer.

- **Viewing the Printer Status**

Use these features to monitor the status of the printer.



The printer status will be displayed using one of the following images.



Displayed when the printer is in normal state. (Background is blue)
The printer is online and ready to print.



Displayed when the printer is offline. (Background is gray)



Displayed when a warning has been issued. (Background is yellow)
A warning message is displayed with the printer status, printing can be completed when a warning is issued. Troubleshoot the problem as required.



Displayed when an error has been issued. (Background is red)
An error message is displayed with the printer status, printing cannot be completed when an error is issued. Troubleshoot the problem as required.

Note

- The Status Monitor will only open when an error occurs if it has been minimized or placed in the task tray.

The Status Information indicates the status of the printer by displaying the following 4 icons and messages.

**Information**

Displays printer related information. Please confirm the content of the messages displayed here.

**Warning message**

Indicates a warning has been issued, review the message, printing will continue when a warning occurs.

**Operator Call Error**

These errors are issued for a problem that requires your attention. Review the message and follow the required troubleshooting procedure.

**Service Call Error**

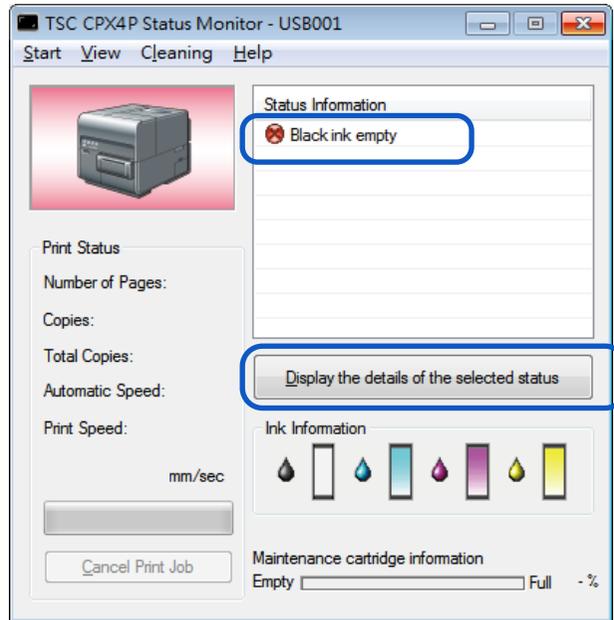
This error message will be issued for problems that cannot be solved by the user. Please power the printer off and power back on, if the error occurs again make note of the 4 digit error code, and contact your place of purchase.

Note

- If multiple errors occur at once, the errors will be prioritized based on importance.

After you read the message displayed in the Status Information, follow the procedure below if you want to open another window to learn more details.

1. Select the message to read, and click [Detailed Status Display button].



The description window opens and displays details of the message and provides troubleshooting advice.

Note

- You can also double-click the message in the Status Information list to open the same information window.

Maintenance

Cleaning the Print Head

If your prints appear faint, this could mean that dust and paper dust have clogged the print head. Clean the print head to clear clogged nozzles.

Select light, medium, or strong cleaning based on print results.

Light Cleaning	Recovery operation performed first when print head nozzle clogging occurs.
Medium Cleaning	Recovery operation performed when print head nozzle clogging occurs even after light cleaning is performed.
Strong Cleaning	Recovery operation performed when print head nozzle clogging occurs even after medium cleaning is performed.

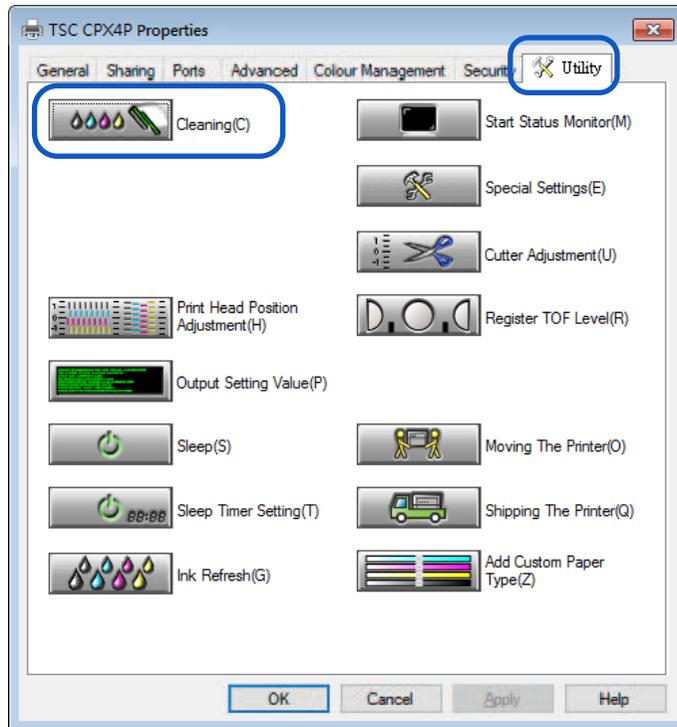
Note

- Do not perform any other operation while cleaning is in process.
- Cleaning cannot be completed during a print job or if an error has occurred.
- If strong cleaning does not unclog the print head, replacement of the print head may be required. Contact your place of purchase.
- Cleaning consumes ink, only clean the print head when necessary.

■ Print Head Cleaning

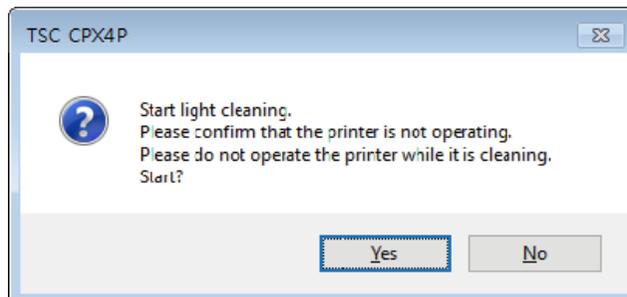
This section describes how to perform print head cleaning from the [Utility] tab.

1. Open the printer driver setup window
2. Click the [Utility] tab and choose [Light Cleaning], [Medium Cleaning] or [Strong Cleaning].



A confirmation message will appear.

3. Confirm the displayed message and then click [Yes].



Cleaning starts.

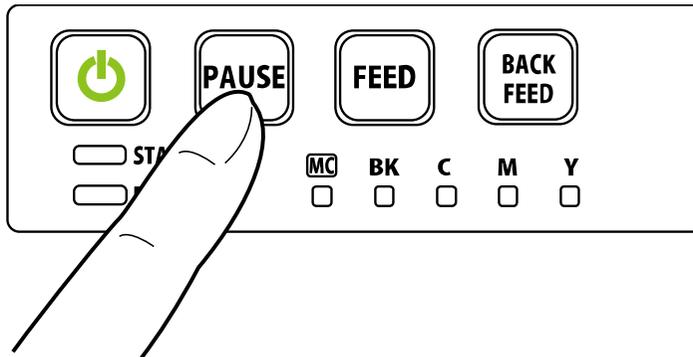
■ Cleaning During Printing

You can stop printing temporarily to clean print heads.

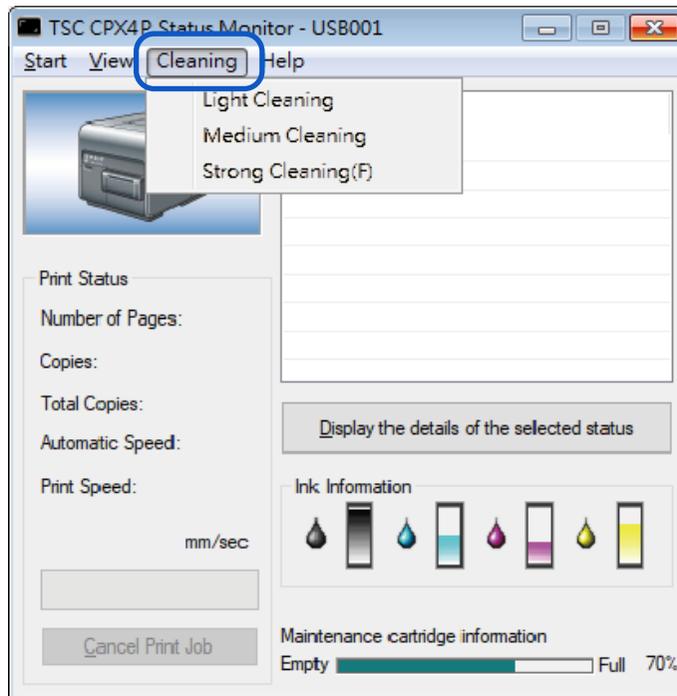
Important

- The [Utility] tab will not be available when the printer is paused.

1. Press the Pause key.



2. Select [Light Cleaning], [Medium Cleaning] or [Strong Cleaning] from the [Cleaning] menu on the status monitor.



Cleaning starts.

Adjusting Print Head Position

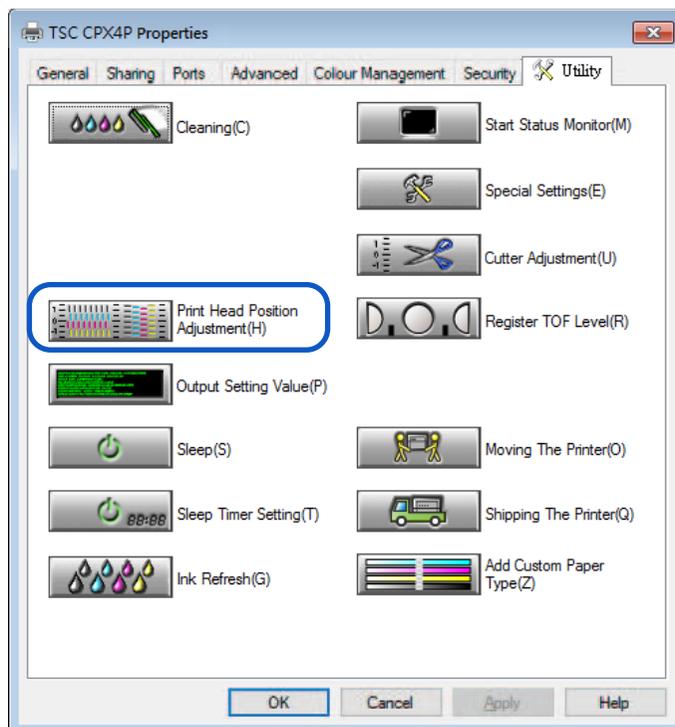
Adjust the print head position if a color shift is found.

To adjust the print head position, print adjustment pattern and enter adjustment values while looking at the printed adjustment pattern.

Important

- When adjusting the print head make sure to use the actual paper you will use for printing.
- Adjustment patterns change depending on the size of the paper being set to printer, although the adjustment method is the same.
- The print head position cannot be adjusted while printing is in progress or if an error has occurred.
- Administrative privileges over this printer are required to configure the printer settings. If a user without administrative privileges proceeds with configuration of settings, the following message will appear, "You do not have rights to printer management. Please contact your system administrator."

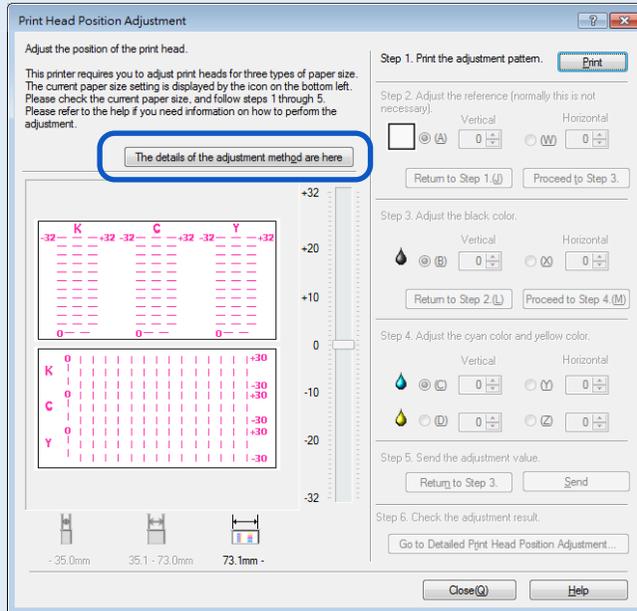
1. Check that paper is set in the printer.
2. Open the properties window of the printer
3. Click the [Utility] tab, and click [Print Head Position Adjustment].



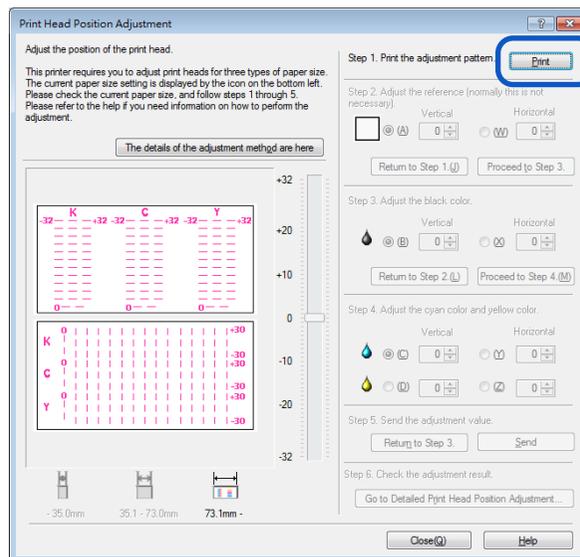
The Print Head Position Adjustment dialog box appears.

Note

- Clicking [The details of the adjustment method are here] in the Print Head Position Adjustment dialog box will display the help screen showing the print head adjustment method.

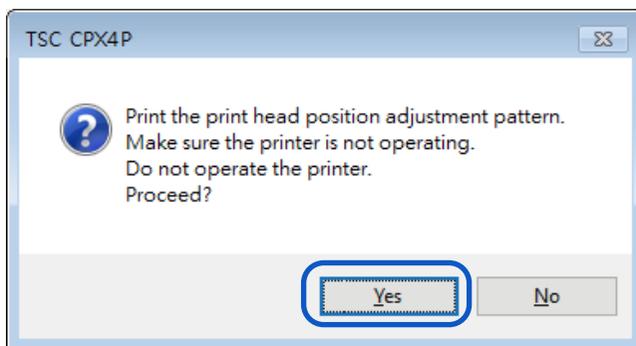


4. Make sure the printer is not operating, [Step 1] Print adjustment pattern. Click [Print].

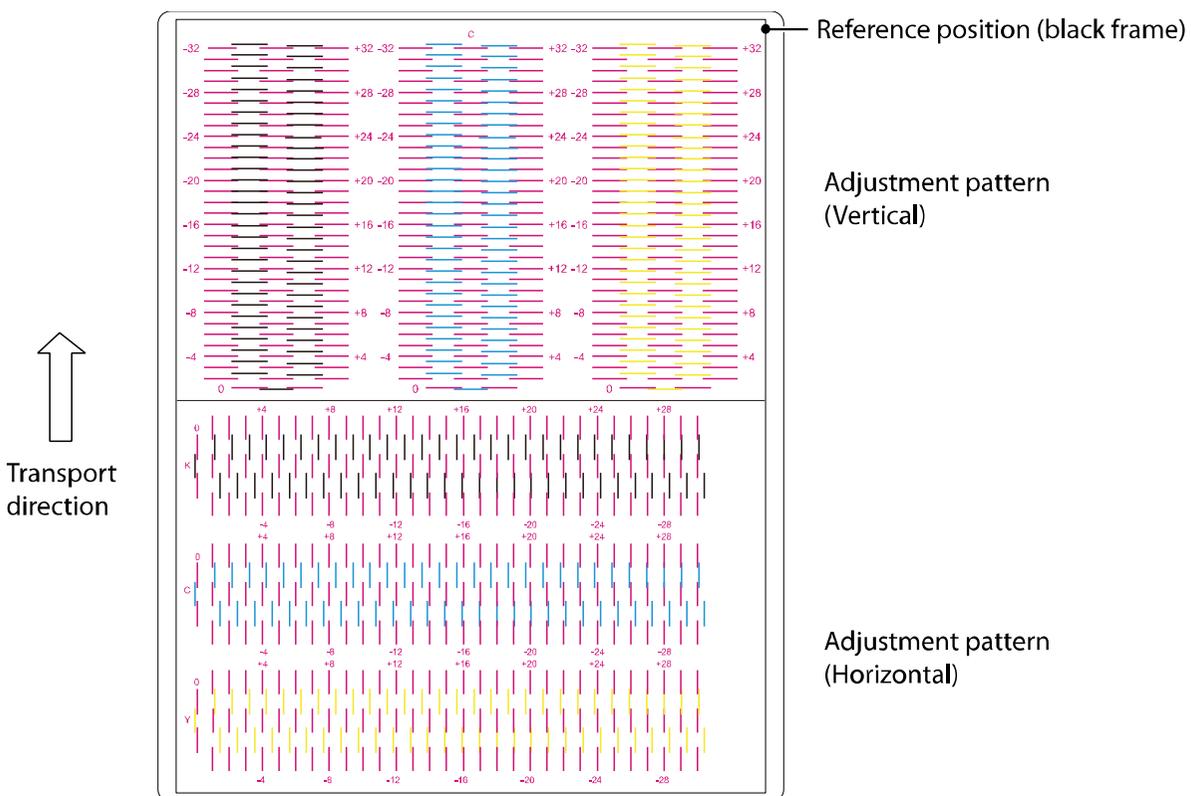


A confirmation message appears.

5. Confirm the displayed message, and then click [Yes].

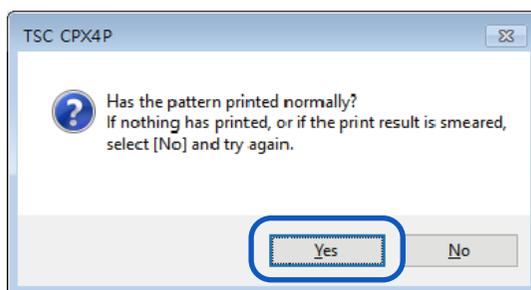


An adjustment pattern is printed.



A confirmation message appears.

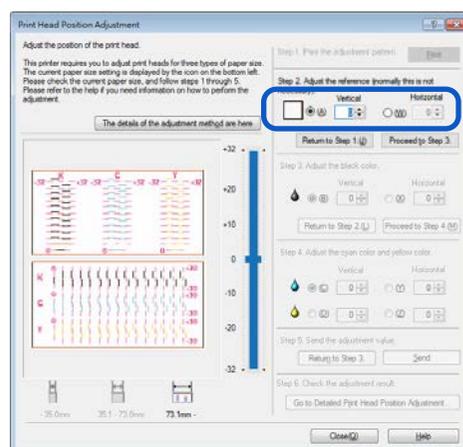
6. If the adjustment pattern has printed correctly, click [Yes].
If you select [No], adjustment pattern will be printed again.



7. [Step 2] Check the reference position.
Check whether the black frame is centered on the paper.
Normally, this frame border is drawn 2.0 mm (0.08 inch) above the top end of the paper and 2.0 mm (0.08 inch) from the leftmost end. Adjust the reference position only when it is deviated significantly.

■ Adjusting the Reference Position

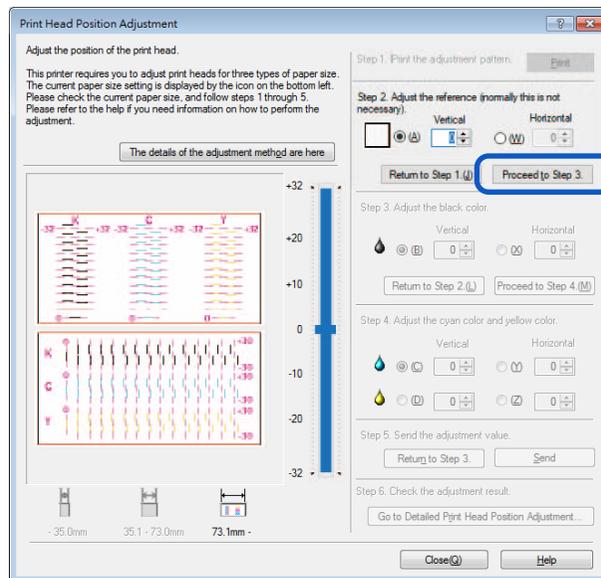
- Vertical adjustment:
If the black frame is shifted upward, specify a negative (-) value. If the black frame is shifted downward, specify a positive (+) value. Click the radio button (A) and then specify the adjustment value.
- Horizontal adjustment:
If the black frame is shifted leftward, specify a positive (+) value. If the black frame is shifted rightward, specify a negative (-) value. Click the radio button (W) and then specify the adjustment value.



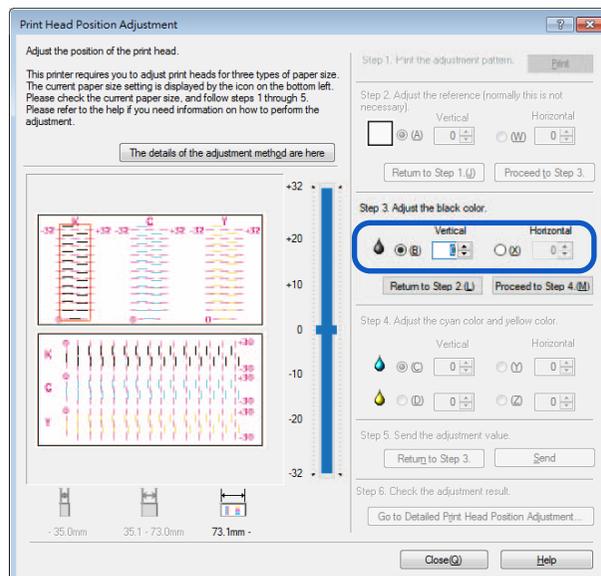
Note

- A value can be entered in the text box.
- Click the and buttons to increase or decrease the current value by one.
- Changing the value by 1 will move the black frame 0.0212 mm (0.0008 inch) upward/downward/leftward/rightward.
- The vertical adjustment range is from -32 to +32, and the horizontal adjustment range is from -30 to +30. However, the adjustment range may be limited depending on the current setting. Specify the adjustment value between ▲ and ▼ shown on the slider scale.

8. Click [Proceed to Step 3].



9. [Step 3] Adjust the print head position for black.
Check (B) Vertical Direction and (X) Horizontal Direction in adjustment pattern [K] (Black).



Note

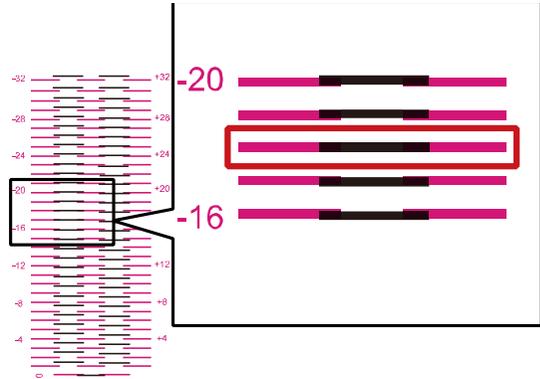
- If the radio button is selected, the visible point in the adjustment pattern in [Head Position Adjustment] dialog box will be outlined in red.
- To retry from [Step 2] (adjustment of the reference position), click [Return to Step 2].

• **Vertical adjustment:**

The adjustment value is found on the magenta and black lines which appear to be connected most smoothly (without steps).

For example, in the pattern shown on the right, the adjustment value is -18.

Click the radio button (B) and then specify the vertical adjustment value.

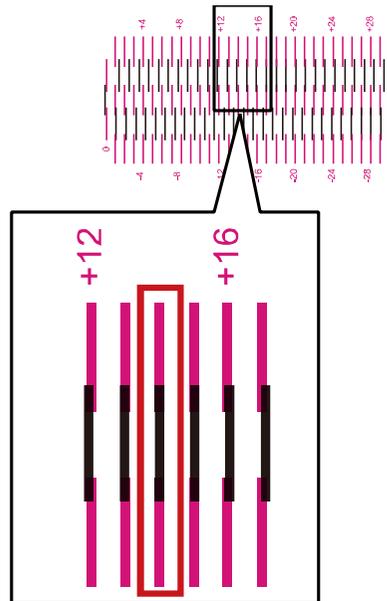


• **Horizontal adjustment:**

The adjustment value is found on the magenta and black lines which appear to be connected most smoothly (without steps).

For example, in the pattern shown on the right, the adjustment value is +14.

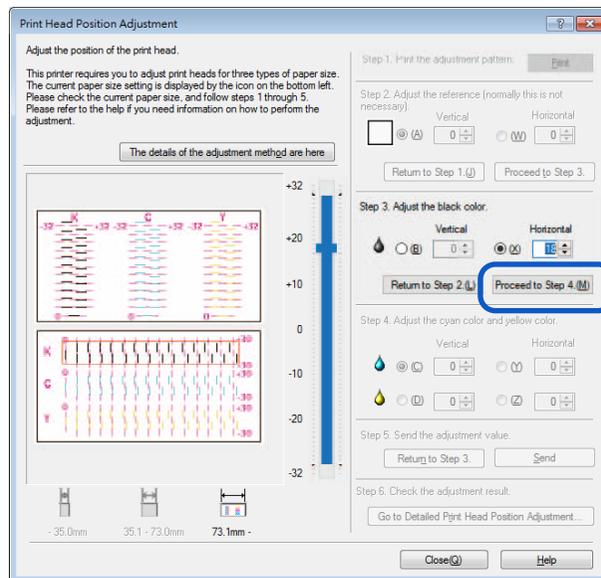
Click the radio button (X) and then specify the horizontal adjustment value.



Note

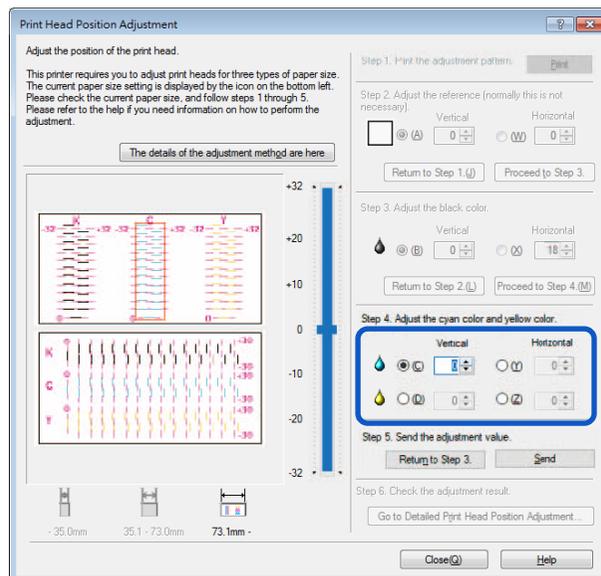
- Click the  and  buttons to increase or decrease the current value by one.
- The vertical adjustment range is from -32 to +32, and the horizontal adjustment range is from -30 to +30. However, the adjustment range may be limited depending on the current setting. Specify the adjustment value between ▲ and ▼ shown on the slider scale.

10. Enter the adjustment value, click [Proceed to Step 4].



11. [Step 4] Adjust the print head position for cyan and yellow.

Adjust the print head position for cyan while looking at the adjustment pattern [C], and adjust the print head position for yellow while looking at the adjustment pattern [Y].



Note

- If the radio button is selected, the visible point in the adjustment pattern in [Head Position Adjustment] dialog box will be outlined in red.
- To retry from [Step 3] (Adjust the black color), click [Return to Step 3].

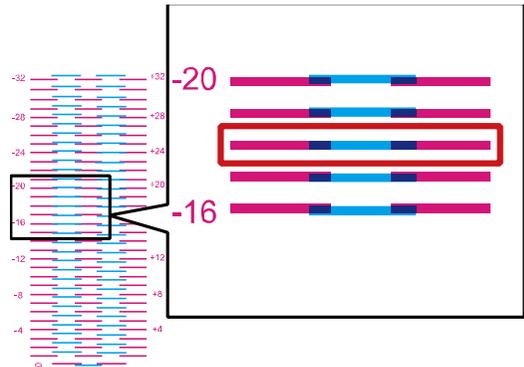
12. Adjust the print head position for cyan and yellow.

• Vertical adjustment:

With regard to cyan and yellow, the adjustment value is found on the magenta and cyan (or yellow) lines which appear to be connected most smoothly (without steps).

For example, in the pattern shown on the right, the cyan adjustment value is +18. Click the radio button (C) and then specify the vertical adjustment value.

Adjust yellow (D) in the same manner.

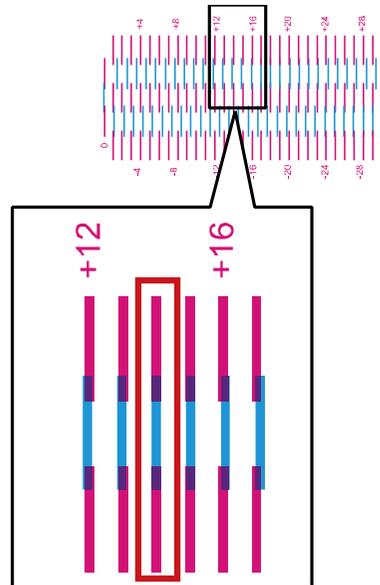


• Horizontal adjustment:

With regard to cyan and yellow, the adjustment value is found on the magenta and cyan (or yellow) lines which appear to be connected most smoothly (without steps).

For example, in the pattern shown on the right, the adjustment value is +14. Click the radio button (Y) and then specify the horizontal adjustment value.

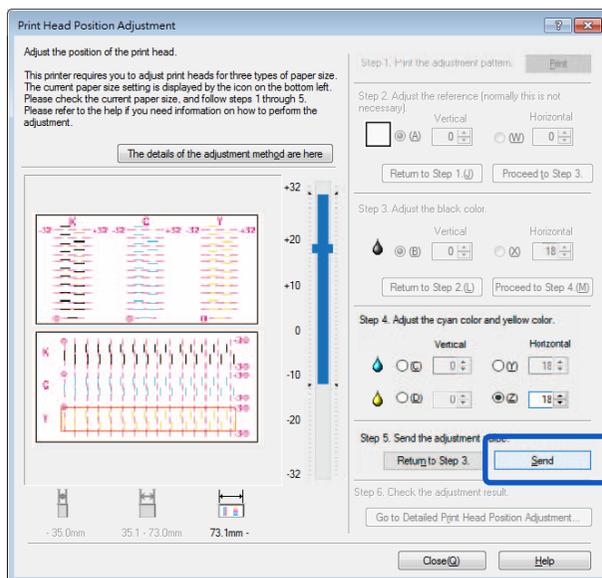
Adjust yellow (Z) in the same manner.



Note

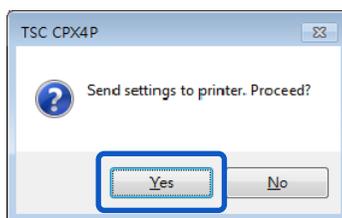
- Click the  and  buttons to increase or decrease the current value by one.
- The vertical adjustment range is from -32 to +32, and the horizontal adjustment range is from -30 to +30. However, the adjustment range may be limited depending on the current setting. Specify the adjustment value between ▲ and ▼ shown on the slider scale.

13. When the entry is complete, click [Send].



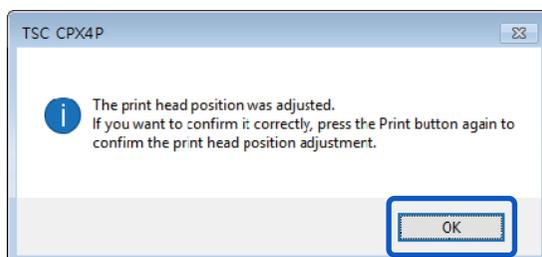
A confirmation message appears.

14. Click [Yes].

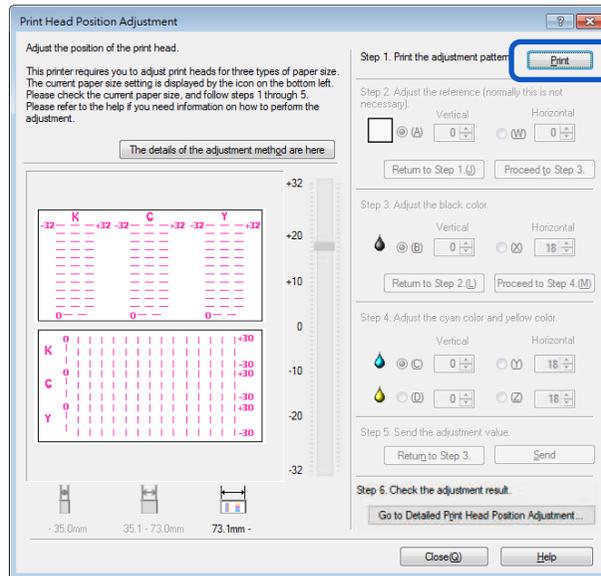


The adjustment value is transmitted to the printer to adjust the head positions.

15. Click [OK].

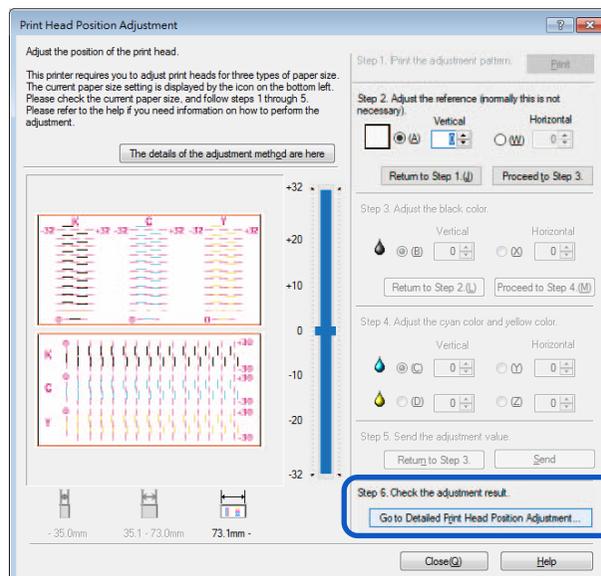


16. Click [Print] again to print a head position adjustment pattern and check that the head positions have been adjusted correctly.

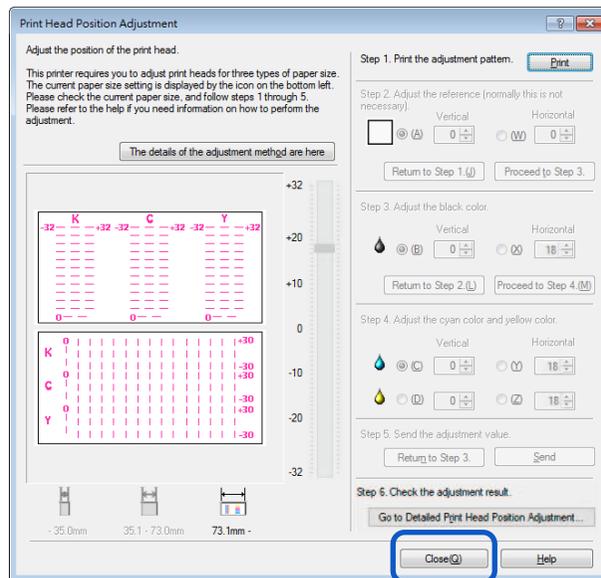


Make sure the lines of each color are smoothly connected at "0" on the adjustment pattern. If the lines appear to be out of alignment (stepped), readjustment is required.

To perform detailed adjustment, click Step 6 [Go to Detailed Printhead Position Adjustment].



17. When the head position adjustment process is complete, click [Close].



A confirmation message appears.

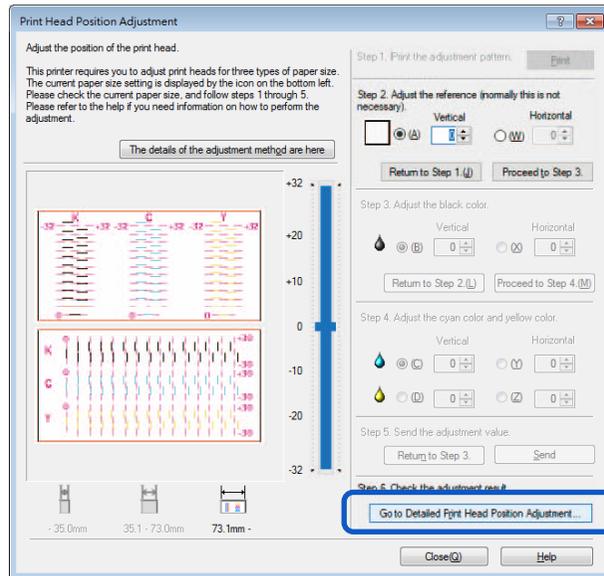
18. Click [Yes].



Detailed Printhead Position Adjustment

These adjustment procedures are intended for maintenance personnel who have completed regular [Printhead Position Adjustment] but seek more detailed adjustment.

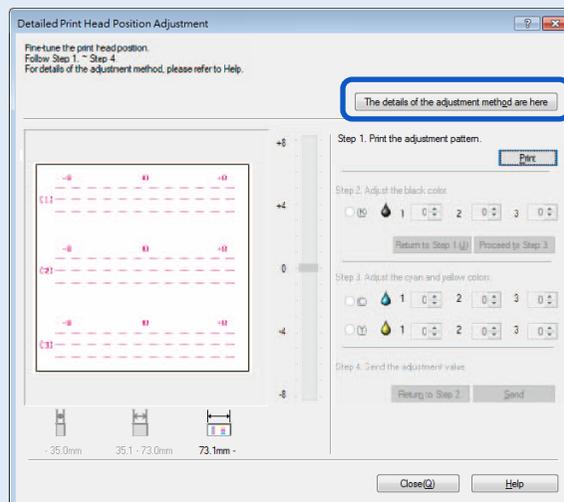
1. Click Step 6 [Go to Detailed Printhead Position Adjustment].



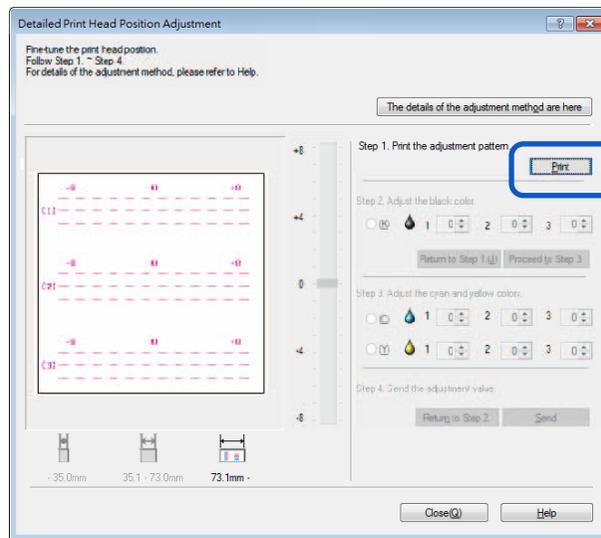
Detailed Printhead Position Adjustment dialog box appears.

Note

- Clicking [The details of the adjustment method are here] in the Detailed Print Head Position Adjustment dialog box will display the help screen showing the print head adjustment method.

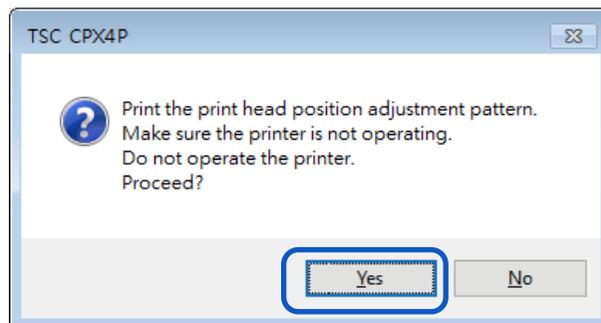


2. Make sure the printer is not operating, and then click [Print].



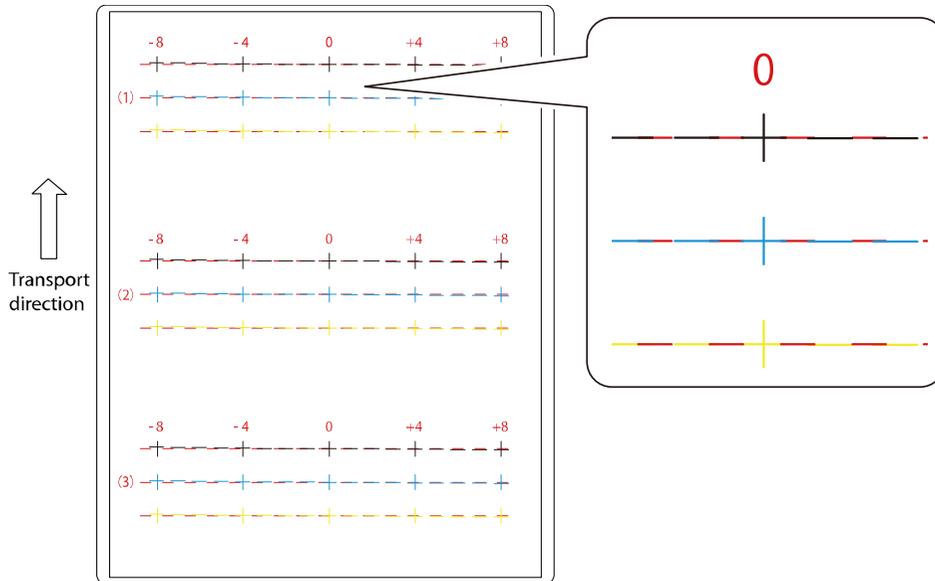
A confirmation message appears.

3. Confirm the displayed message, and then click [Yes].

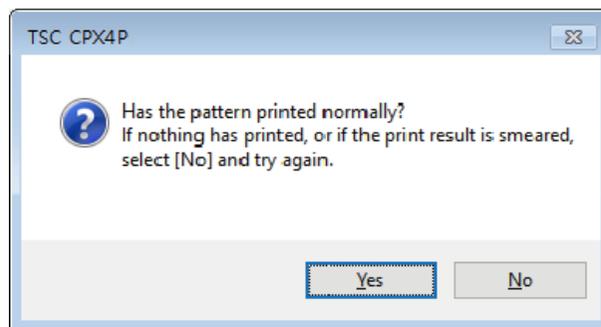


Printing of adjustment pattern starts.

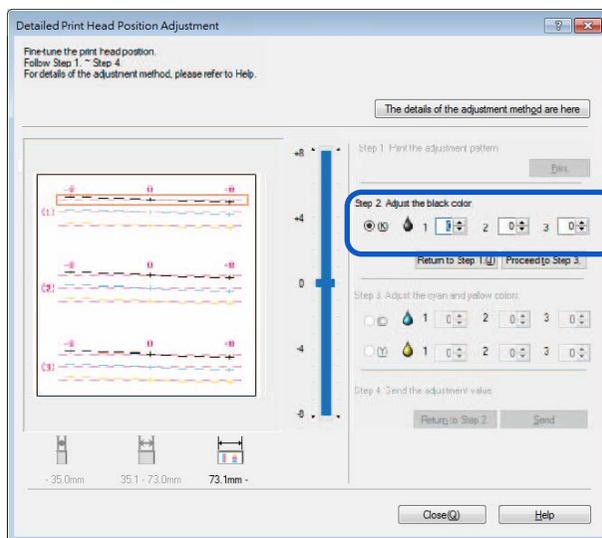
- Detailed printhead position adjustment pattern



4. If adjustment pattern have been printed normally, click [Yes].
If you select [No], adjustment pattern will be printed again.



5. [Step 2] Adjust the print head position for black.

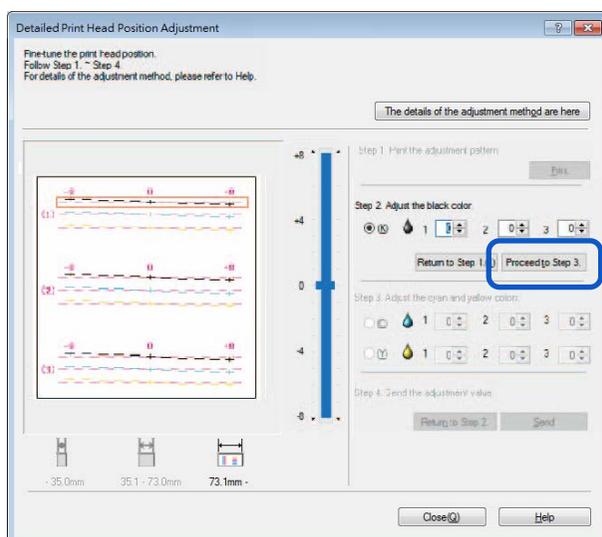


Check (1), (2) and (3) in adjustment pattern [K] (Black) and read and enter the value at the point of their intersection with the Magenta line.

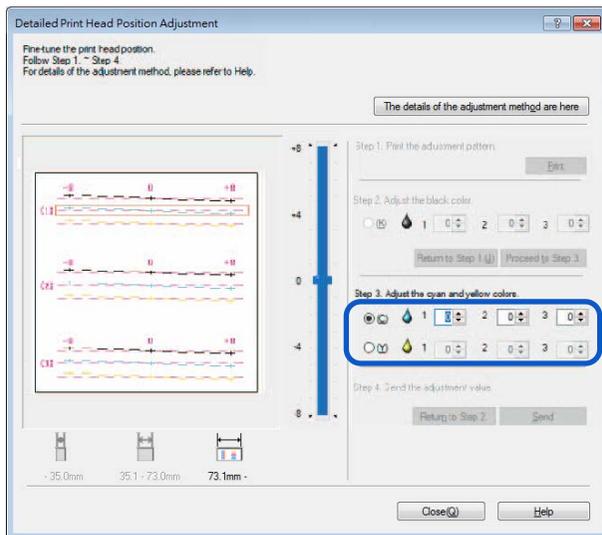
Note

- If the radio button is selected, the visible point in the adjustment pattern in Detailed Print Head Position Adjustment dialog box will be outlined in red.
- To retry from [Step 1] (Print the adjustment pattern), click [Return to Step 1].

6. After entering the adjustment value, click [Proceed to Step 3].



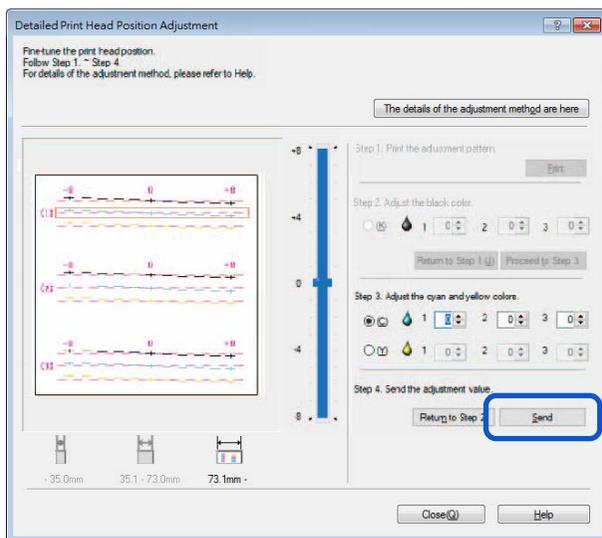
7. [Step 3] Adjust the print head position for cyan and yellow.
Check (1), (2) and (3) in adjustment pattern [C] (Cyan) and [Y] (Yellow), read and enter the value at the point of their intersection with the Magenta line.



Note

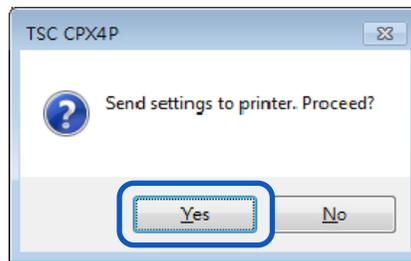
- If the radio button is selected, the visible point in the adjustment pattern in Detailed Print Head Position Adjustment dialog box will be outlined in red.
- To retry from [Step 2] (Adjust the black color), click [Return to Step 2].

8. When the entry is complete, click [Send].



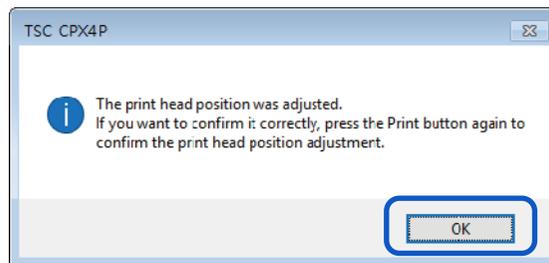
A confirmation message appears.

9. Click [Yes].

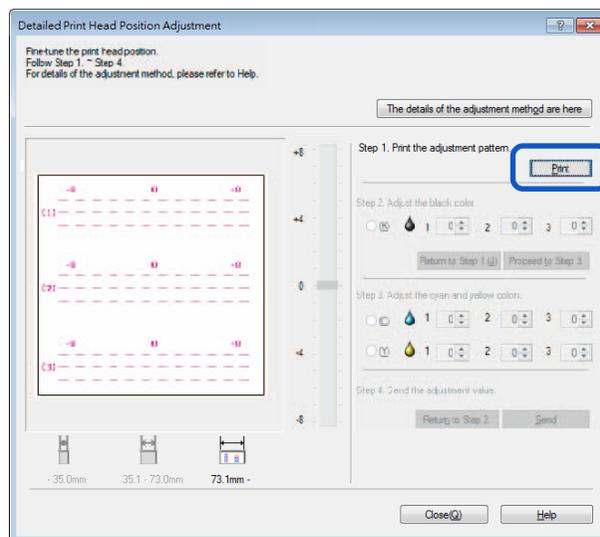


The adjustment value is transmitted to the printer to adjust the head positions.

10. Click [OK].

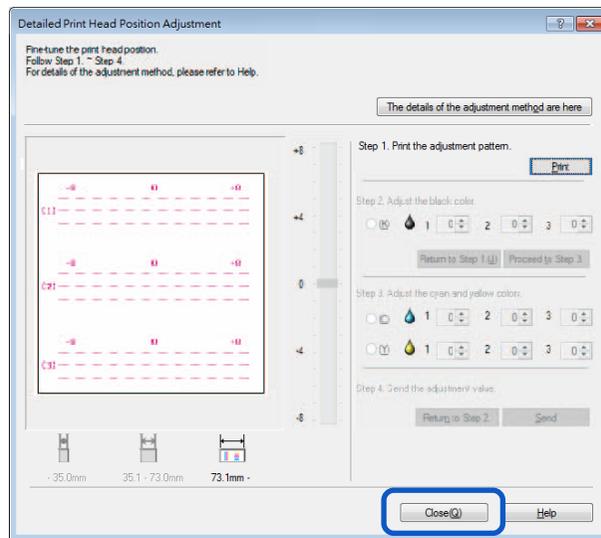


11. Click [Print] again to print a detailed head position adjustment pattern and check that the head positions have been adjusted correctly.



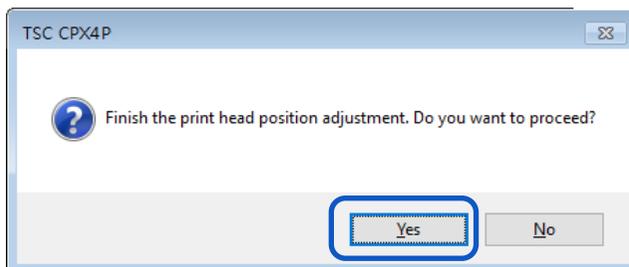
Make sure the lines of each color are smoothly connected at "0" on the adjustment pattern. If the lines appear to be out of alignment (stepped), readjustment is required.

12. Click [Close].



A confirmation message appears.

13. Click [Yes].



Checking Setting Values

How to print information about the current settings of the printer.
Select the printer or a file (*.txt) as the output destination.

Important

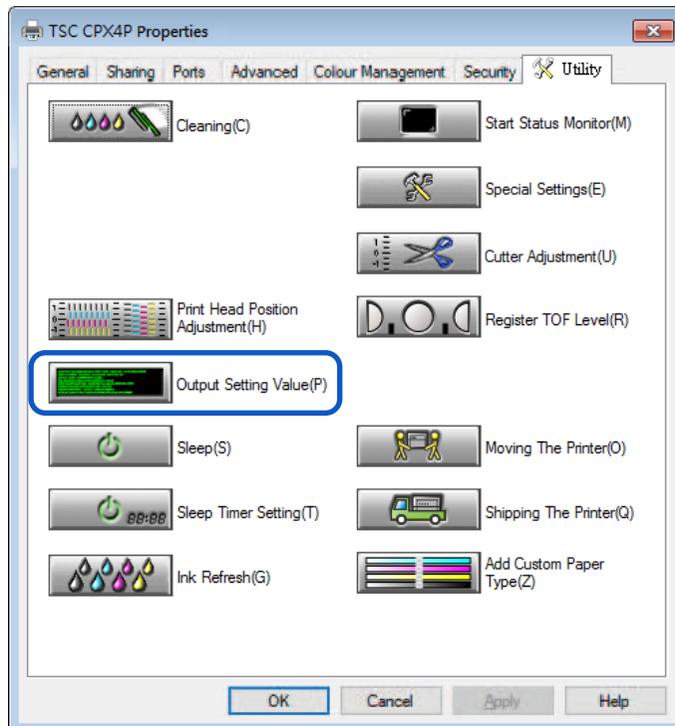
- The setting information cannot be printed if an error has occurred or while the printer is printing.

1. When printing the setting information, check that paper is set in the printer.

Note

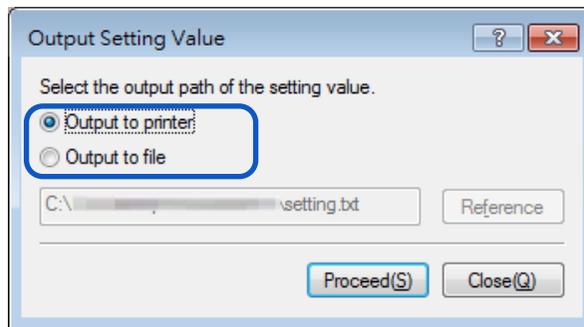
- If paper size is smaller than 4 x 3 inch, the print result may appear void or the setting values not printed on the paper.

2. Open the printer driver setup window.
3. Click the [Utility] tab, and click [Output Setting Value].



A confirmation message appears.

4. Select [Output to Printer] or [Output to File] and click [Proceed].



The setting values have printed.

- **How to Read the Printed Setting Values**

TSC CPX4P			
Printer Serial Number	----- No.XXXXXX	-----	Serial Number of Printer
Firmware ROM Version	----- Ver.XX.XX	-----	Firmware ROM Version
Date and Time	----- dd/mm/20yy hh:mm	-----	The print date and time
Printhead Position Adjustment-V	-----	-----	Vertical adjustment value of each
(Wide Paper)			print head (BkCMY)
	K----- X dot		
	C----- X dot		
	M----- X dot		
	Y----- X dot		
Printhead Position Adjustment-H	-----	-----	Horizontal adjustment value of each
(Wide Paper)			print head (BkCMY)
	K----- X dot		
	C----- X dot		
	M----- X dot		
	Y----- X dot		
Printhead Position Adjustment-V	-----	-----	Vertical adjustment value of each
(Medium Paper)			print head (BkCMY)
	K----- X dot		
	C----- X dot		
	M----- X dot		
	Y----- X dot		
Printhead Position Adjustment-H	-----	-----	Horizontal adjustment value of each
(Medium Paper)			print head (BkCMY)
	K----- X dot		
	C----- X dot		
	M----- X dot		
	Y----- X dot		
Printhead Position Adjustment-V	-----	-----	Vertical adjustment value of each
(Small Paper)			print head (BkCMY)
	K----- X dot		
	C----- X dot		
	M----- X dot		
	Y----- X dot		
Printhead Position Adjustment-H	-----	-----	Horizontal adjustment value of each
(Small Paper)			print head (BkCMY)
	K----- X dot		
	C----- X dot		
	M----- X dot		
	Y----- X dot		
Ink Pre-fire on the Paper	----- XXX	-----	Ink Pre-fire on the Paper (ON/OFF)
AIS Mode	----- XXX	-----	AIS Mode (ON/OFF)
FanFold Mode	----- XXX	-----	FanFold Mode (ON/OFF)
Tear Off Mode	----- XXX	-----	Tear Off Mode (AUTO/PRESENT)
Low Temperature Mode	----- XXX	-----	Low Temperature Mode (ON/OFF)
Prevent Unevenness	----- XXX	-----	Prevent Unevenness (ON/OFF)
Prevent Paper Rubbing Mode	----- XXX	-----	Prevent Paper Rubbing Mode (ON/OFF)
Sleep Timer Setting	----- XXX min	-----	Sleep Timer Setting
Power Off Timer Setting	----- XXX min	-----	Power Off Timer Setting
Ethernet Information	-----	-----	
Use DHCP	----- xxx	-----	DHCP (ON/OFF)
Mac Address	----- xx-xx-xx-xx-xx-xx	-----	Mac Address
IP Address	----- xxx.xxx.xxx.xxx	-----	IP Address
Subnet Mask	----- xxx.xxx.xxx.xxx	-----	Subnet Mask
Default Gateway	----- xxx.xxx.xxx.xxx	-----	Default Gateway
Ink Level Detection Mode	----- XXXXXXX	-----	Each ink level detection
Black Ink Tank	----- XXXXXXX	-----	function (BkCMY) (Enable/Disable)
Cyan Ink Tank	----- XXXXXXX	-----	
Magenta Ink Tank	----- XXXXXXX	-----	
Yellow Ink Tank	----- XXXXXXX	-----	

Replacing the Ink Tank

If an ink tank is out of ink, the corresponding ink warning lamp lights up and an error message "TSC CPX4P ink empty" appears on the status monitor.

The procedures for replacing the ink tank and checking the ink condition are described below.

■ Replacing the Ink Tank

! Caution

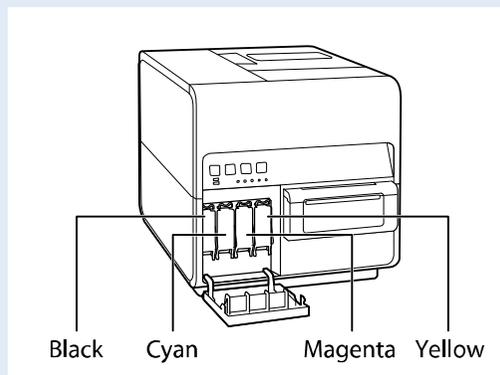
- For safety, keep ink tanks out of the reach of children.
- If a child licks or swallows ink by mistake, consult a physician immediately.

Important

- To maintain printhead quality, printer stops operating before it is completely out of ink. Therefore, a small amount of ink remains in ink tank to be replaced.
- For best results, use up each ink tank within six months of purchase.
- Do not remove an ink tank unless you have to replace it.
- Replace the ink tanks quickly to avoid drying out.
- Do not store ink tanks in high temperature areas.
- Be sure to store ink tanks in a cool dry area.

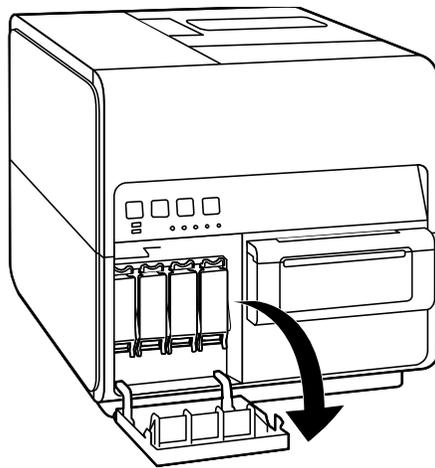
Note

- For best results, only use TSC CPX4P ink tanks.
- The ink tank positions are shown below.
The printer is designed so that ink tanks cannot be inserted in wrong ink tank slots. Do not attempt to force ink tanks into the wrong slots.

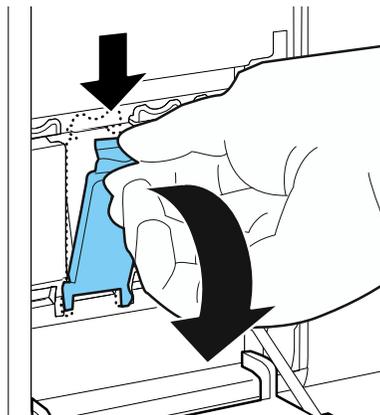


- Inks other than black ink may be used when characters represented only in black are printed or black-and-white prints are made. Cleaning performed to maintain the printer consumes all color inks. When a tank is out of ink, replace it with a new one as soon as possible.

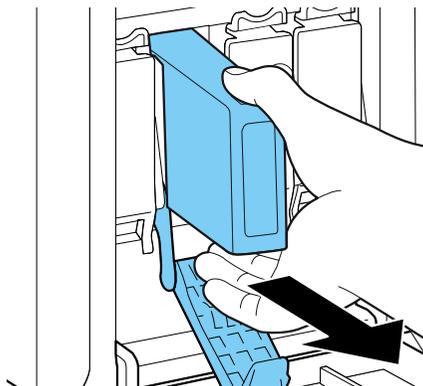
1. Open the ink tank door.



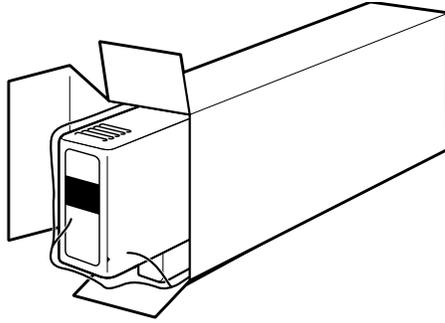
2. Open the ink tank cover.



3. Slowly remove the ink tank.

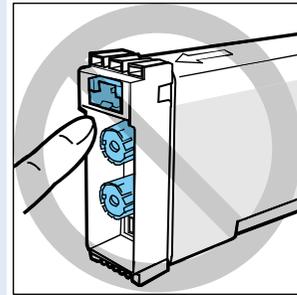


4. Remove the new ink tank from the box.



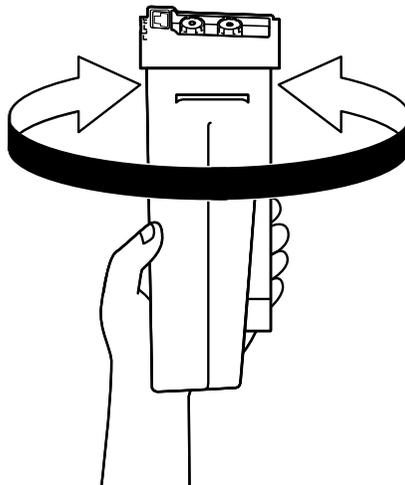
Important

- To prevent soiling of the surrounding area, damage to the ink tank and poor printing, do not touch the ink outlet and terminal.



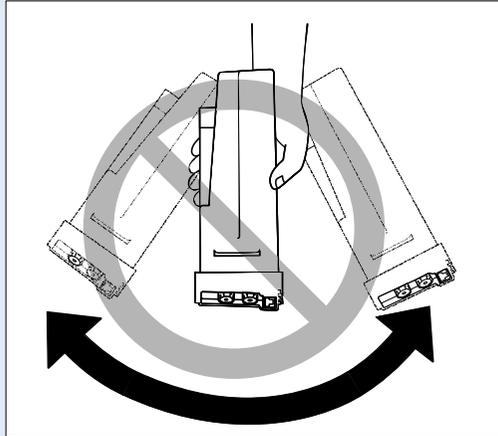
- Never drop or apply excessive force to an ink tank. Ink can stain clothing and the work area.
- Do not shake the ink tank. If you do, the error message "xxx ink empty" may appear immediately after replacing the ink tank. If this happens, remove the ink tank and insert it again.

5. Because the components of the pigment ink are likely to settle, please shake the ink tank 2-3 times slowly with the ink supply port facing upward before installing it to the printer. Even for a used ink tank for water-based pigment ink, be sure to similarly shake it before installing to printer.

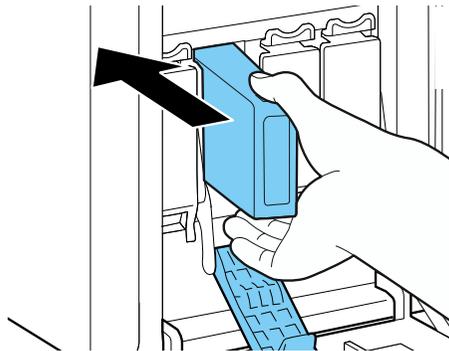


Important

- Because ink may leak from the ink supply port and get on clothing or blemish the surrounding area, do not shake the ink tank with the port facing down.

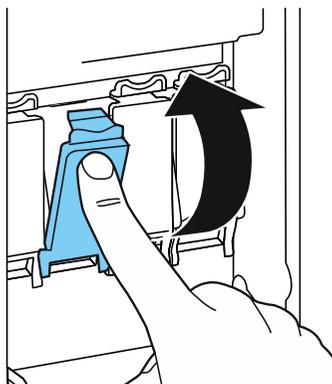
**6. Load a new ink tank.**

Insert the ink tank into the ink tank slot with the correct side up.

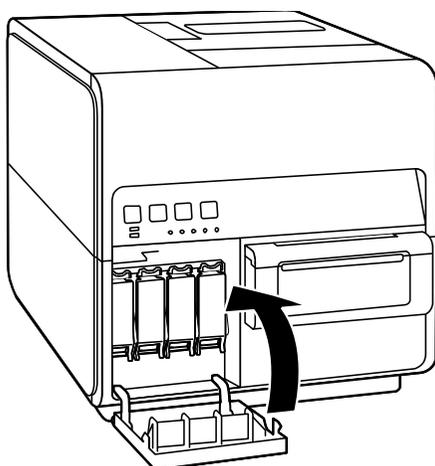
**! Caution**

- There are sharp pins in the ink tank slots. To avoid injury, never put your fingers into this area.

7. Close the ink tank cover securely.



8. Close the ink tank door.

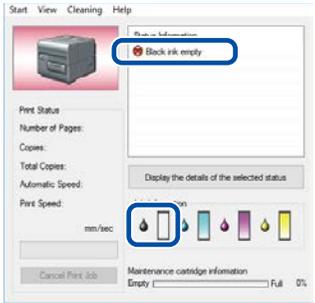
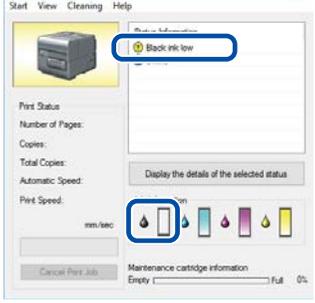
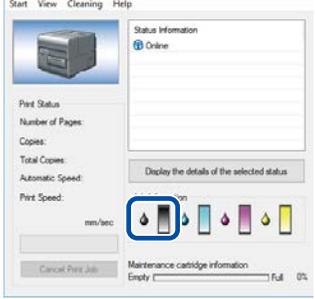


Important

- Dispose the used ink tank according local laws and regulations.

■ Checking the Ink Information

The ink information will be indicated on the status monitor and by the ink warning lamp.

Indication by ink warning lamp	Indication on status monitor	Status
<p>Lit</p> <p>STATUS <input type="checkbox"/></p> <p>ERROR <input checked="" type="checkbox"/></p> <p>MC BK C M Y <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>		<ul style="list-style-type: none"> The ink tank must be replaced.
<p>Blinking</p> <p>STATUS <input checked="" type="checkbox"/></p> <p>ERROR <input type="checkbox"/></p> <p>MC BK C M Y <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>		<ul style="list-style-type: none"> The ink tank is low. Remaining ink level: About 20% (It is recommended to have a new ink tank ready.)
<p>Off</p> <p>STATUS <input checked="" type="checkbox"/></p> <p>ERROR <input type="checkbox"/></p> <p>MC BK C M Y <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>		<ul style="list-style-type: none"> The ink tank is full.

The pictures of ink tanks shown on the status monitor stand for black (BK), cyan (C), magenta (M) and yellow (Y) ink tanks from left.

Note

- For details on how to purchase a new ink tank, contact your place of purchase.

Replacing the Maintenance Cartridge

When the maintenance cartridge becomes full of collected ink, the maintenance cartridge warning lamp lights up and a message "Maintenance cartridge full" appears on the status monitor.

■ Replacing the Maintenance Cartridge

! Caution

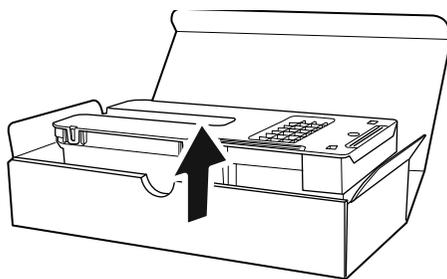
- For safety, keep the used maintenance cartridge out of the reach of children.
- If a child licks or swallows ink, consult a physician immediately.

Important

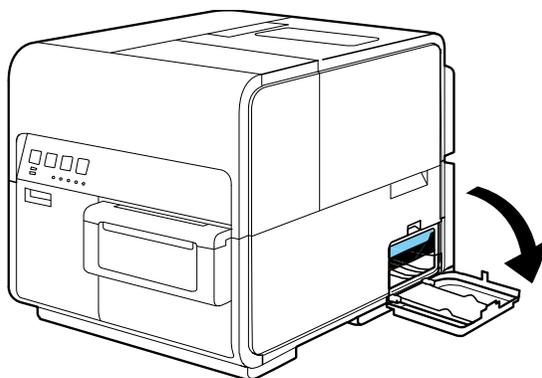
- Do not leave the printer for a long time with the maintenance cartridge removed.
- Do not insert or remove the maintenance cartridge except when replacing it.
- Avoid dropping the cartridge or storing it at an angle to prevent ink from leaking, if ink does leak it may cause stains.
- Ink adheres to the top of the Maintenance Cartridge after it has been used. Handle the Maintenance Cartridge carefully during replacement. The ink may stain clothing.

1. Take out a new maintenance cartridge from the box.

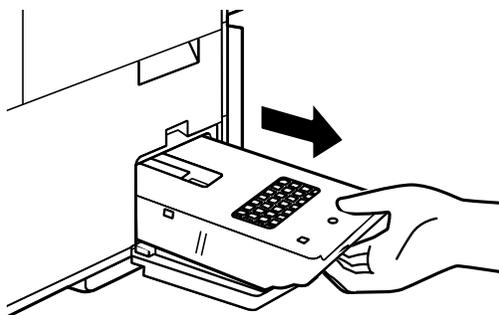
A new maintenance cartridge comes with a plastic bag for putting a used maintenance cartridge in it.



2. Open the maintenance cartridge door.



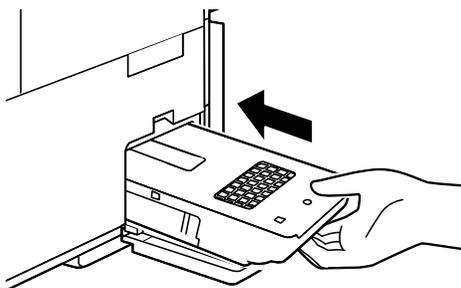
3. Slowly pull out the maintenance cartridge.



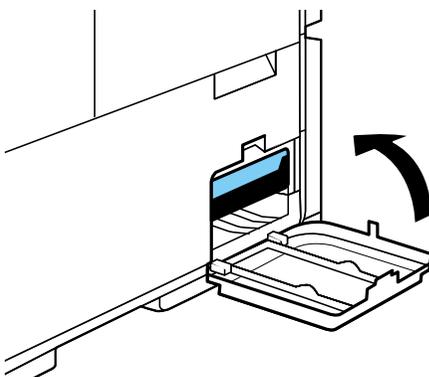
Important

- Be sure not to drop the maintenance cartridge, ink may stain the floor or clothing.

4. Insert a new maintenance cartridge.

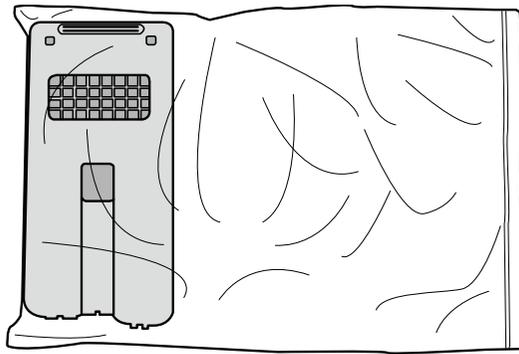


5. Close the maintenance cartridge door.



The error message on the Status Monitor disappears, and printing will begin.

6. Put the used maintenance cartridge in the plastic bag.
Zip the plastic bag completely closed.

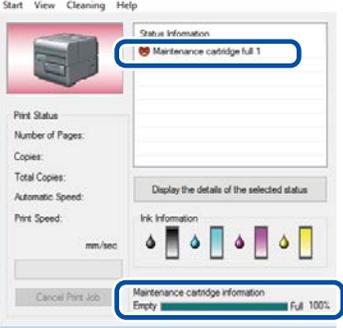
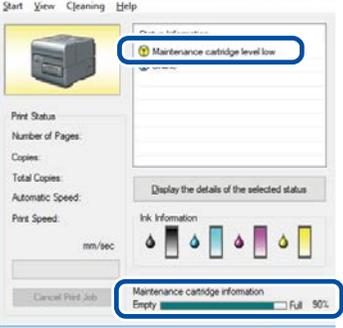
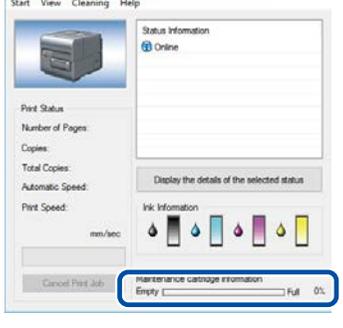


Important

- Dispose the used maintenance cartridge according local laws and regulations.
- Avoid dropping the cartridge or storing it at an angle to prevent ink from leaking, if ink does leak it may cause stains.

■ Checking the Maintenance Cartridge Information

The maintenance cartridge information will be indicated on the status monitor and by the maintenance cartridge warning lamp.

Indication by ink warning lamp	Indication on status monitor	Status
<p>Lit</p> <p>STATUS </p> <p>ERROR </p> <p>MC BK C M Y  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>		<ul style="list-style-type: none"> The maintenance cartridge is full and must be replaced.
<p>Blink</p> <p>STATUS </p> <p>ERROR </p> <p>MC BK C M Y  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>		<ul style="list-style-type: none"> The maintenance cartridge has limited free space. Free space: About 20% (It is recommended to have a new maintenance cartridge ready.)
<p>Off</p> <p>STATUS </p> <p>ERROR </p> <p>MC BK C M Y <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>		<ul style="list-style-type: none"> The maintenance cartridge has free space.

Note

- For details on how to purchase a new maintenance cartridge, contact your place of purchase.

Cleaning the Printer

Clean the printer periodically to preserve the print quality and prevent issues.

Warning

- When cleaning the outside and inside of the printer, do not use a flammable solvent such as thinner, benzene, or alcohol. As a result, a fire or electric shock may occur.

■ **Cleaning the Exterior of the Printer**

If the exterior is dirty, paper may become dirty and dust may find its way into the printer, resulting in poor quality prints. To preserve the print quality, clean the exterior of the printer periodically.

Caution

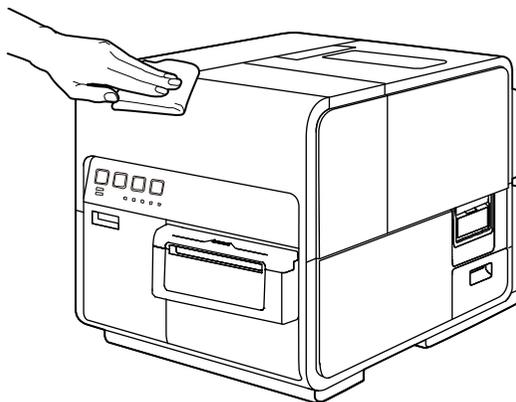
- Be sure to remove the power plug from the outlet before cleaning the printer. This can prevent personal injury or damage to the printer if you make a mistake during cleaning.

1. Turn off the printer.
2. Disconnect the power plug from the outlet.

Important

- While the power lamp is lit or blinking, do not remove the power plug from the outlet. A printer failure could result.

3. Disconnect the power cord and interface cable.
4. Wipe the exterior clean with a damp cloth wrung out thoroughly.



5. Connect the power cord and interface cable.

■ Cleaning the Transport Area

If the transport area becomes dirty or clogged with paper dust, paper may not be transported properly, and prints may be dirty. Clean it regularly to ensure quality prints.

! Caution

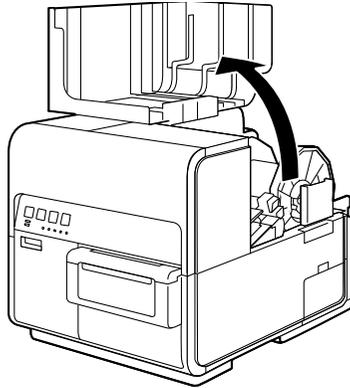
- Be sure to remove the power plug from the outlet prior to cleaning the printer. This can prevent personal injury or damage to the printer if you make a mistake during cleaning.

1. Turn off the printer.
2. Disconnect the power plug from the outlet.

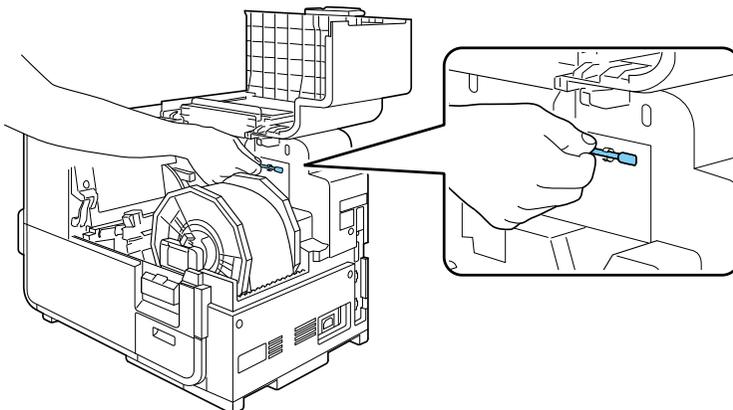
Important

- While the power lamp is lit or blinking, do not remove the power plug from the outlet. A printer failure could result.

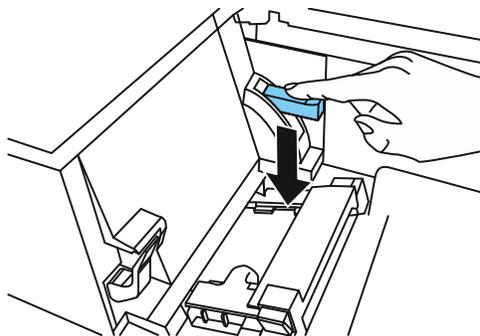
3. Disconnect the power cord and interface cable.
4. Open the roll cover.



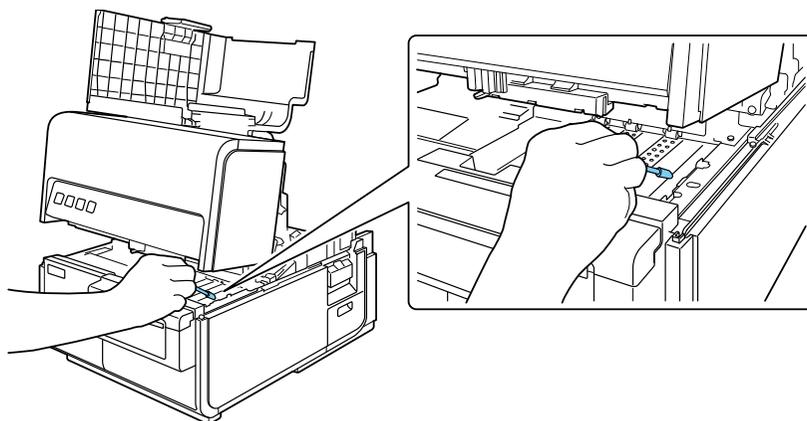
5. Remove the attached cleaning stick.



6. Press down the upper unit open lever (at the back of the feeder) to open the upper unit.



7. Using a cleaning stick, clean the transport section stained with ink.



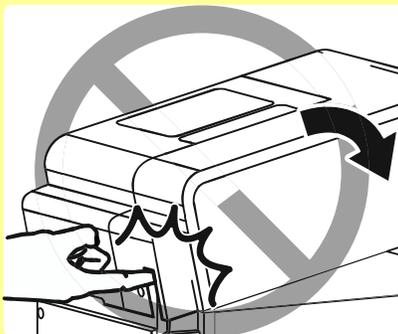
Important

- Do not use paper towels or tissue paper. Cut paper chips or paper dust could enter the printer and cause a failure.

8. Close the upper unit.

! Caution

- When closing the upper unit, be careful not to touch the interface at the back with your finger. Your finger can be caught in the interface, resulting in injury.



Perform the Ink Refresh

Gradually settles with the passing of time. Circulation of ink within the print head and through ink flow channels, as well as agitation of the ink in the ink tank must be performed periodically.

Important

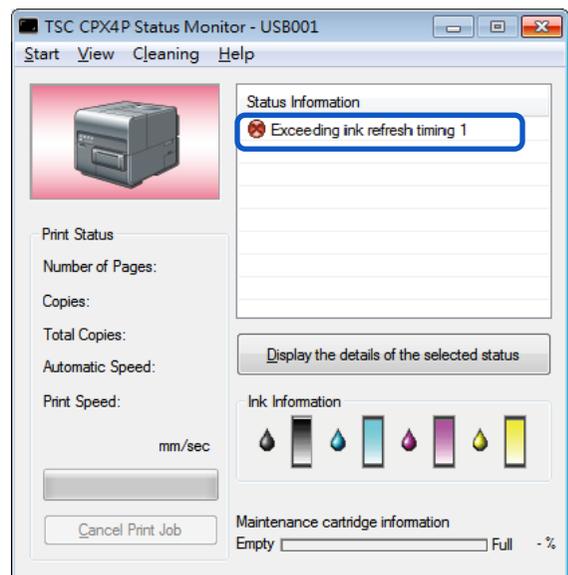
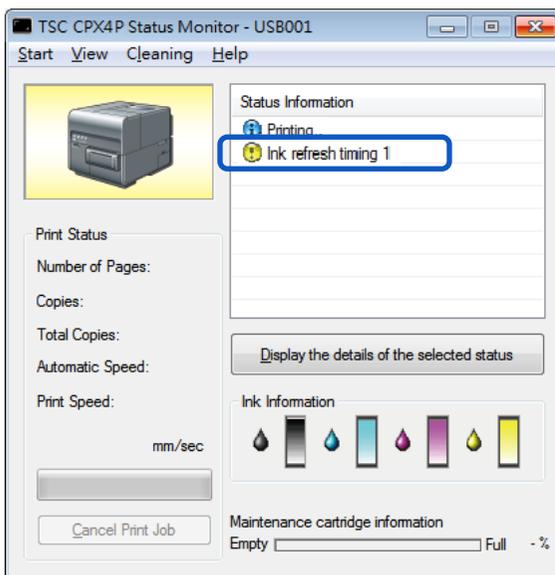
- The day count for the “Warning” or “Operator Call” of the ink refresh function starts upon the installation of the ink tank. If the ink tank is not replaced in 54 days or 84 days, “Warning” or “Operator Call” will appear on the status monitor.
- Do not execute any other operations while Ink Refresh is in progress.
- Be sure to perform Ink Refresh if “Warning: Ink Refresh Timing 1” or “Operator Call: Exceeding Ink Refresh Timing 1” is displayed. Note that performing Ink Refresh when “Operator call: Exceeding Ink Refresh Timing 2 or 3” is displayed will consume ink.

Status monitor message	Warning1	Operator call 1	Operator call 2
Time after installation of ink tank	55 days to 59 days [5 days]	60 days to 89 days [30 days]	From the 90 days
Display name on status monitor	Ink refresh timing 1	Exceeding ink refresh timing 1	Exceeding ink refresh timing 2
Solution	<p>Performing ink refresh at this point in time does not consume ink.</p> <p>Once ink refresh is performed, “Warning 1” will be displayed after the next 55 days.</p> <p><Printer will not stop.></p>	<p>Appears when ink refresh is not performed when “Warning 1” is displayed.</p> <p>This operation does not consume ink.</p> <p>Once ink refresh is performed, “Warning 1” will be displayed after the next 55 days.</p> <p><Printer will be forcibly stopped.></p>	<p>Appears when ink refresh is not performed at both “Warning 1” and “Operator Call 1”.</p> <p>Once ink refresh is performed, “Warning 1” will be displayed after the next 55 days.</p> <p>Note that performing ink refresh at this timing will consume ink.</p> <p><Printer will be forcibly stopped.></p>

Status monitor message	Operator call 3
Time after installation of ink tank	60 days or longer
Display name on status monitor	Exceeding ink refresh timing 3
Solution	<p>Appears if printing or ink refresh has not been performed at all for 60 days or more since last printing operation (only tuning on the power does not count as printing operation).</p> <p>Settling of the ink will have progressed to a point where it cannot be returned to the ink tank, therefore all ink within the flow channels is discharged.</p> <p>Note that this operation will consume large amount of ink.</p> <p>If ink refresh is performed at this point, "Warning 1" or "Warning 2" will be displayed the next time Ink Fresh is required.</p> <p>In order to avoid this condition, at least 1 printing operation every 2 months is recommended.</p> <p><Printer will be forcibly stopped.></p>

■ Ink Refresh Part 1

1. The warning for [Ink refresh timing 1] or operator call for [Exceeding ink refresh timing 1] appears on the status monitor.



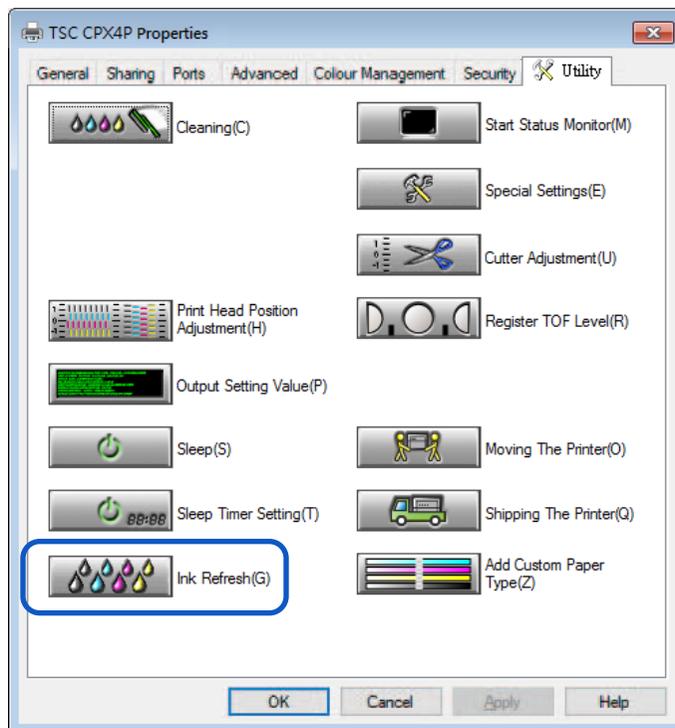
Note

- Check details by clicking “Display the details of the selected status” on the status monitor.

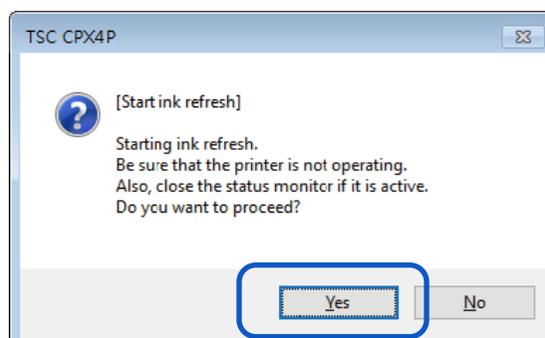
Important

- Because the “Ink Refresh” may not properly operate, be sure to close the status monitor after checking details.

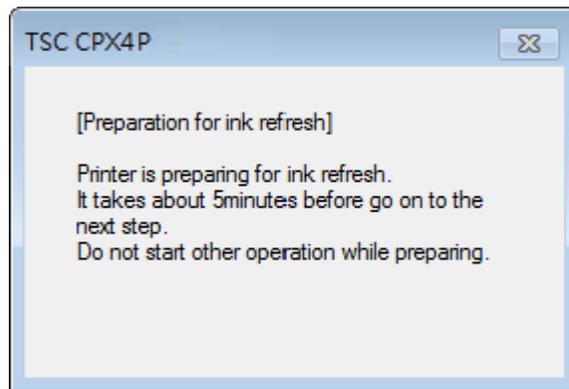
2. Click [Ink Refresh] on [Utility] dialog box.



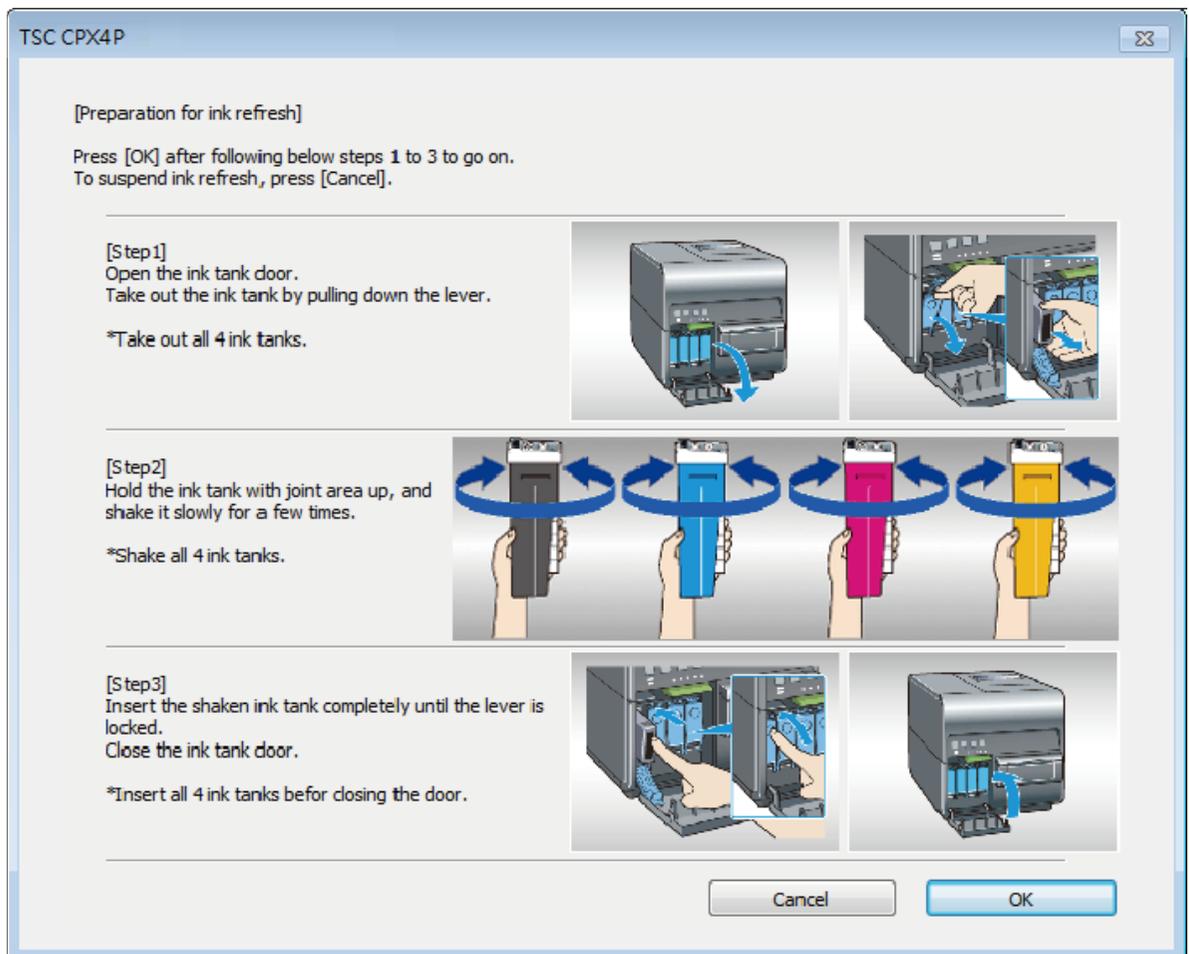
3. Click [Yes] on the confirmation dialog.
Preparation takes approximately 5 minutes.



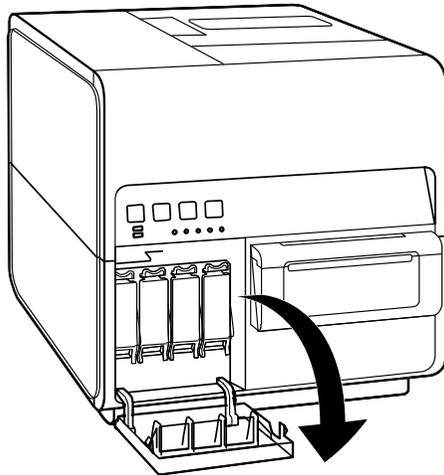
4. The printer undergoes "Preparation for ink refresh".
All ink within ink flow channels is returned to the ink tank.



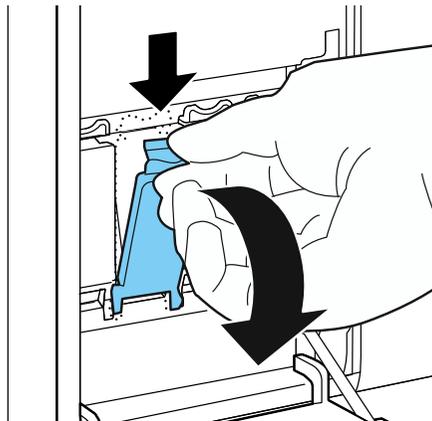
5. Once preparation is complete, the dialog will automatically close and the next dialog appears.



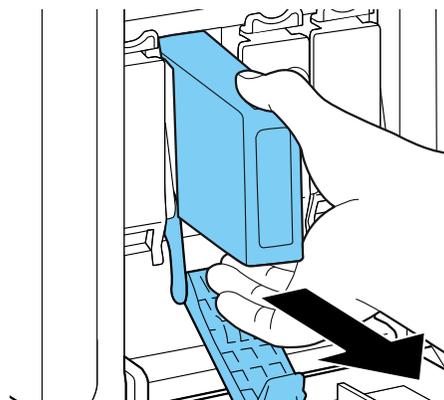
6. Open the ink tank door.



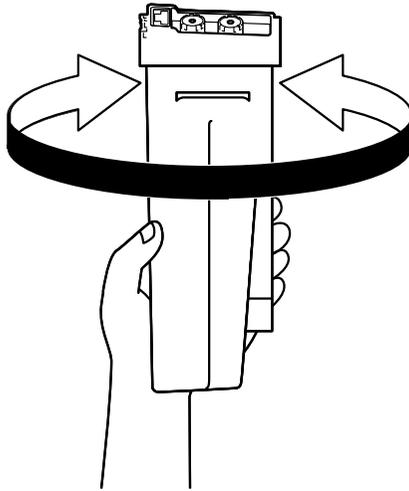
7. Open the ink tank cover.



8. Pull out an ink tank slowly.

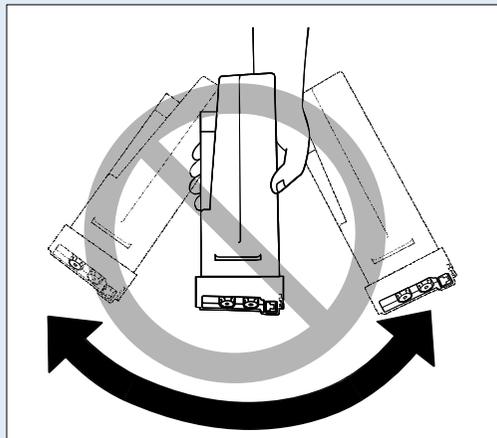


9. Slowly shake the each of the ink tanks 2 to 3 times with the ink supply port facing up as shown below.



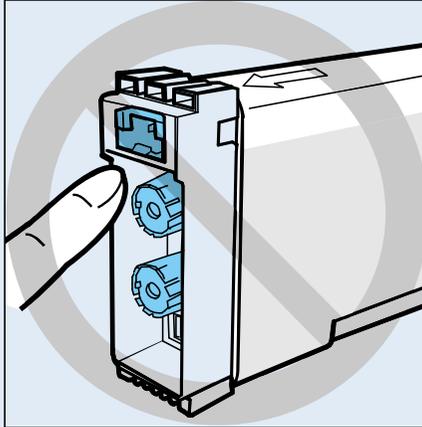
Important

- Be sure to shake the ink tank of all 4 colors.
- Because ink may leak from the ink supply port and get on clothing or blemish the surrounding area, do not shake the ink tank with the port facing down.

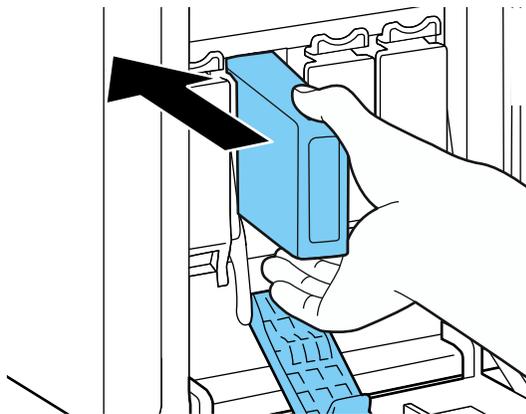


Important

- Do not touch the ink outlet and terminal to prevent soiling of the surrounding work area, damage to the ink tank, and poor printing.
- Never apply excessive force nor drop an ink tank. Ink can stain clothing and the work area.

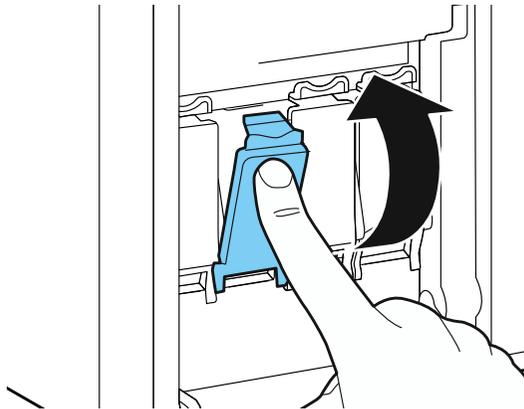
**10.** Load a ink tank.

Slowly insert the ink tank deeply into the ink tank slot with the correct side up.

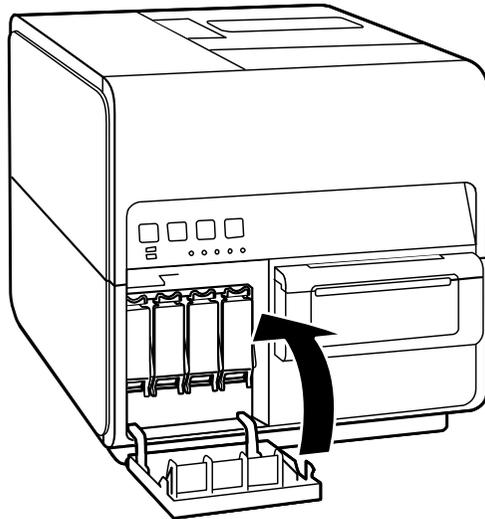
**! Caution**

- There are sharp pins in ink tank slots. Never put your fingers into this area.

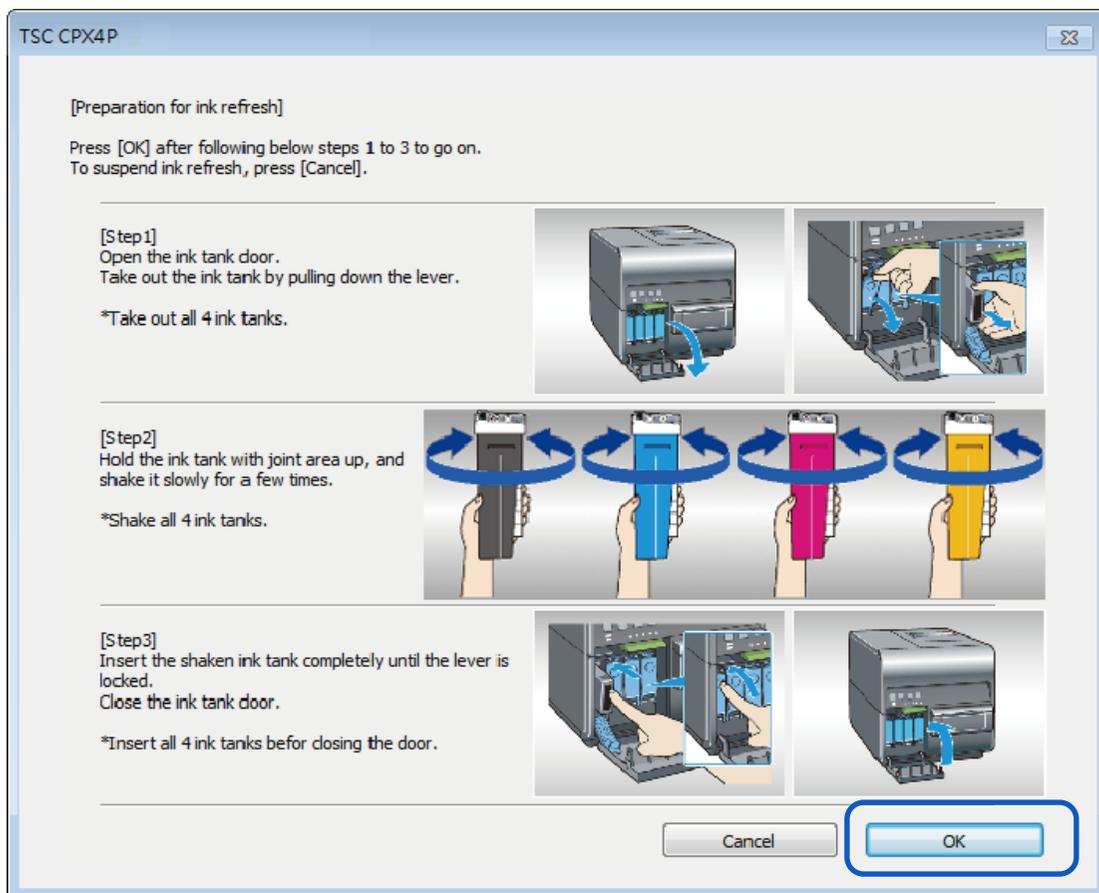
11. Close the ink tank cover securely.



12. Close the ink tank door.



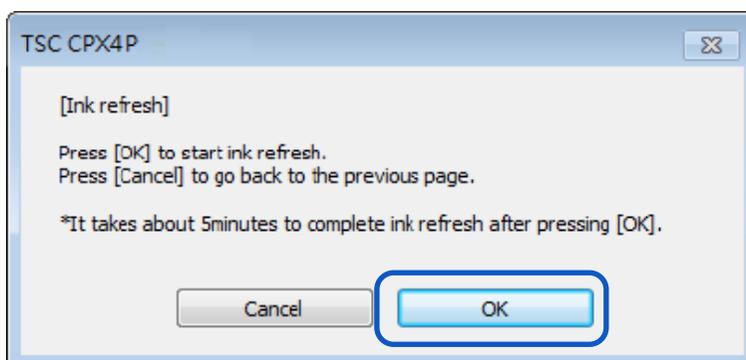
13. Click [OK].



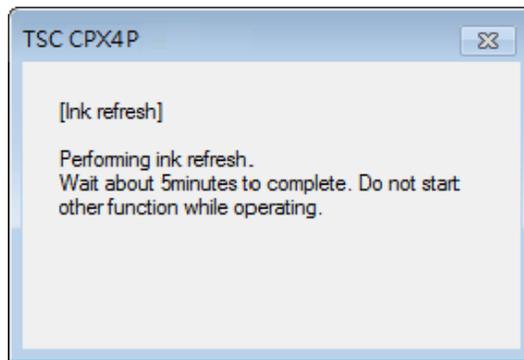
Important

- Be sure not to press the “Cancel” key while operation is in progress. Pressing “Cancel” causes the initial print to take time.

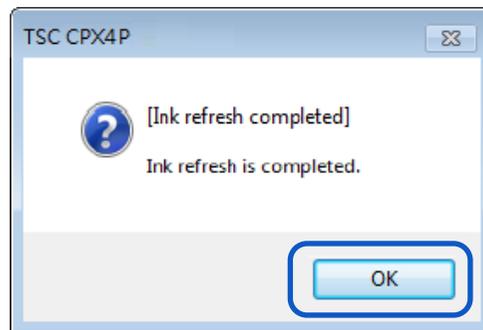
14. When the confirmation window appears, click [OK].



- 15.** The printer performs "Ink Refresh".
This operation takes approximately 5 minutes.

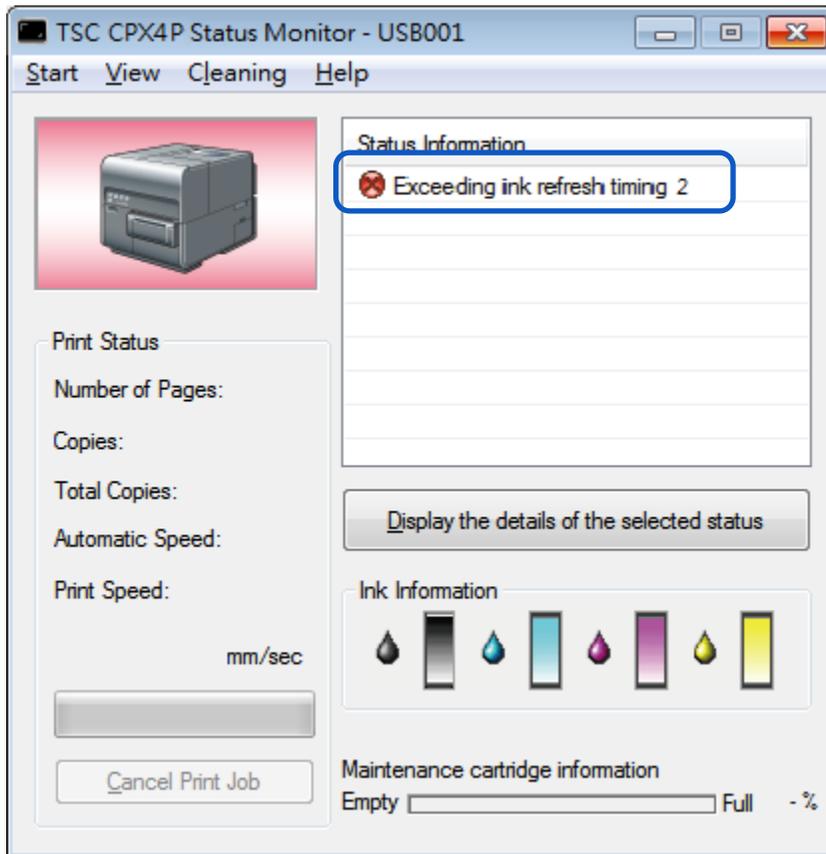


- 16.** "Ink Refresh" has been completed. Click [OK].



■ Ink Refresh Part 2

1. [Exceeding ink refresh timing 2] appears on the status monitor and printer is stopped.



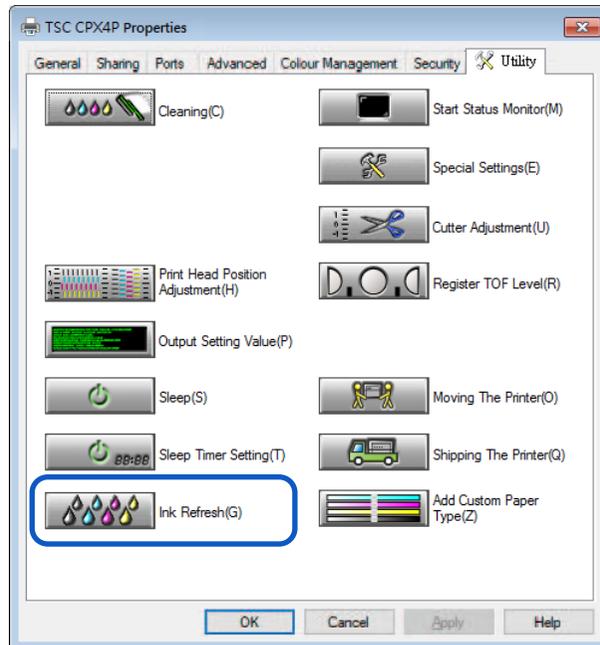
Note

- Check details by clicking “Display the details of the selected status” on the status monitor.

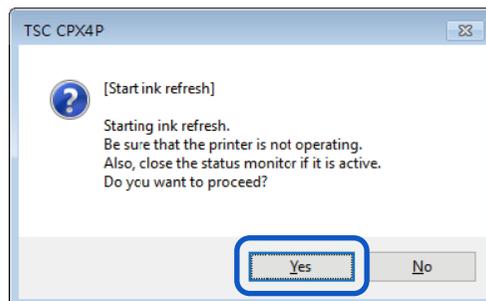
Important

- Because the “Ink Refresh” may not properly operate, be sure to close the status monitor after checking details.

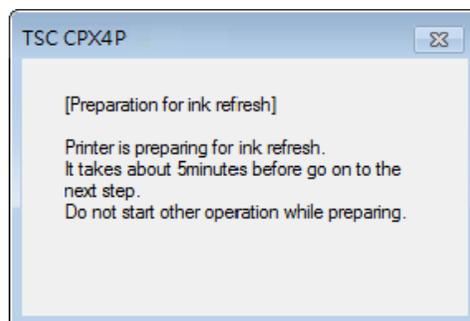
2. Click [Ink Refresh] on [Utility] dialog box.



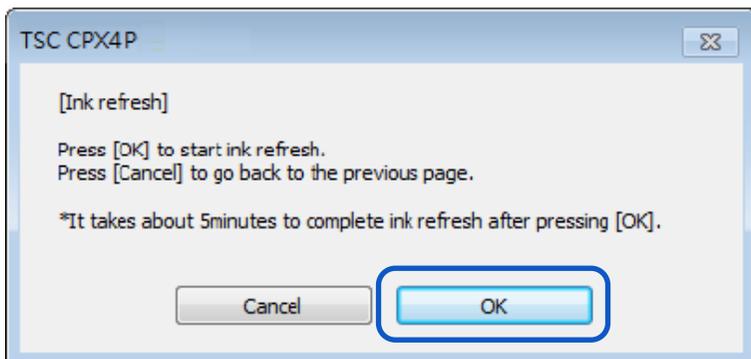
3. Click [Yes] on the confirmation dialog.
Preparation takes approximately 5 minutes.



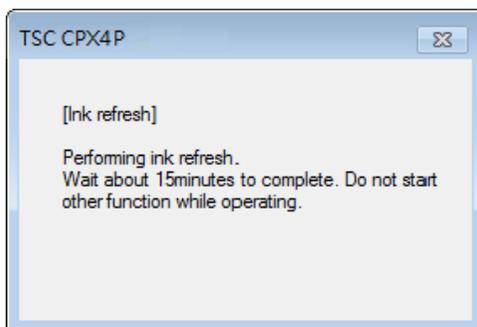
4. The printer undergoes preparation for "Ink Refresh".
Ink within the ink channels inside the printer is discharged



5. Perform steps 5 through 13 of "Ink Refresh Part 1".
6. When the confirmation window appears, click [OK].



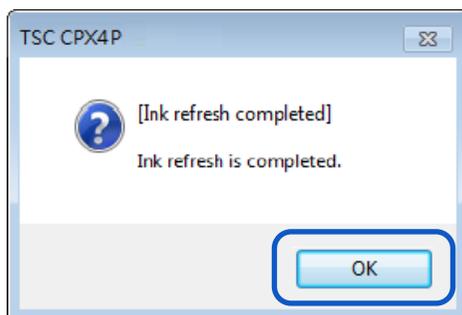
7. The printer performs "Ink Refresh".
This operation takes approximately 15 minutes.



Important

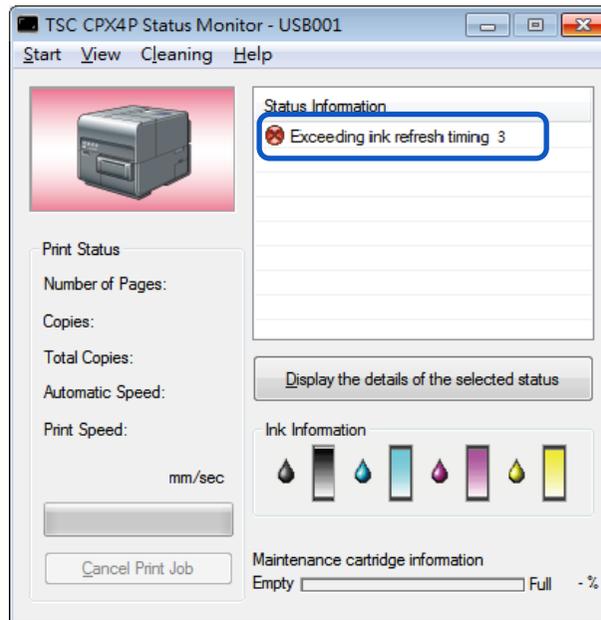
- If ink refresh has not been performed until 90 days have passed, the operation of Ink Refresh will take approximately 15 minutes.

8. "Ink Refresh" has been completed. Click [OK].



■ Ink Refresh Part 3

1. [Exceeding ink refresh timing 3] appears on the status monitor and printer is stopped.



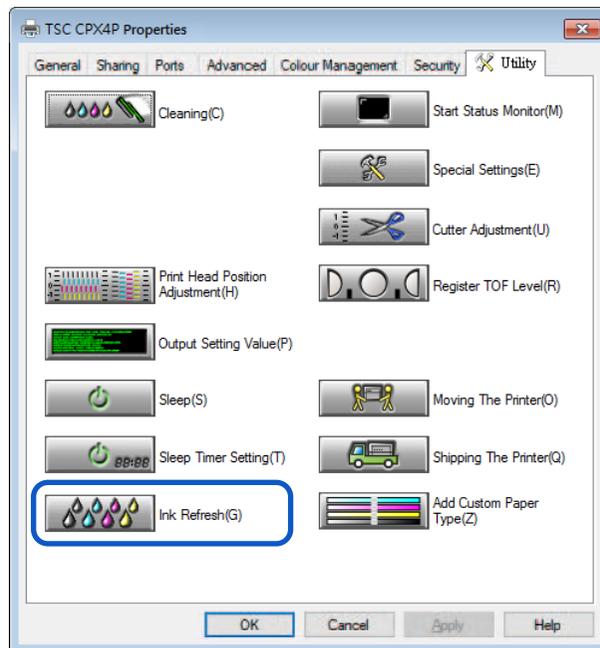
Note

- Check details by clicking “Display the details of the selected status” on the status monitor.

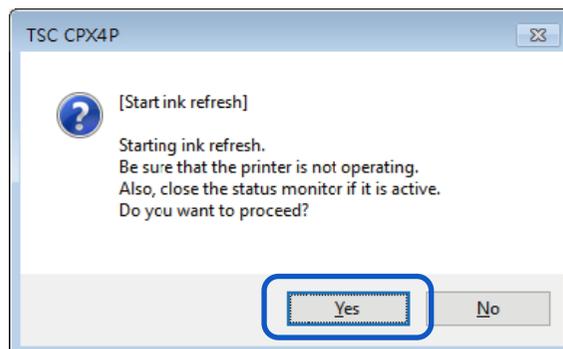
Important

- Because the “Ink Refresh” may not properly operate, be sure to close the status monitor after checking details.

2. Click [Ink Refresh] on [Utility] dialog box.

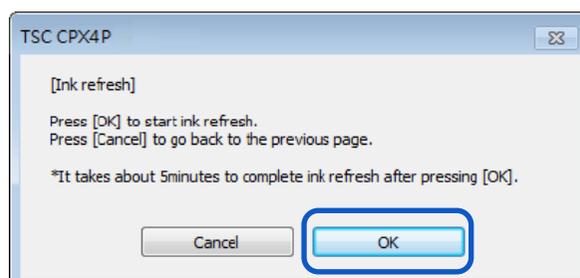


3. Click [Yes] on the confirmation dialog.

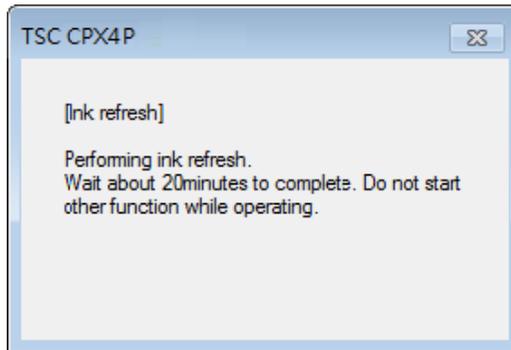


4. Perform steps 5 through 13 of "Ink Refresh Part 1".

5. When the confirmation window appears, click [OK].



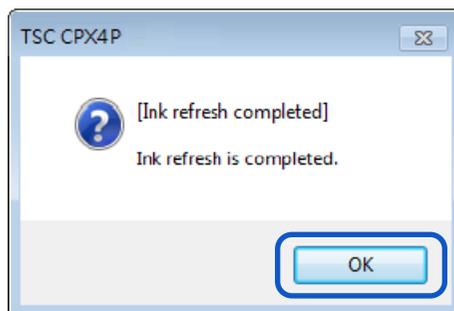
- The printer performs "Ink Refresh".
This operation takes approximately 20 minutes.



Important

- Only in conditions where printing operation has not been performed for 60 days or more, the operation for Ink Refresh will take approximately 20 minutes.

- "Ink Refresh" has been completed. Click [OK].



Troubleshooting

For Troubleshooting Operations

If problems persist after trying these procedures, contact your place of purchase.

■ Power does not Turn On

Check Point	Solution
Power key is not switched on?	Press the Power key.
Printer power cord unplugged?	Make sure that the power cord is plugged in completely.
Is the power outlet supplying electricity?	Try plugging in other electric appliances. If it works properly, a printer failure is possible. Contact your place of purchase.

■ Printing does not Start/Complete

Check Point	Solution
Did an error occur?	Double-click the message of the [Status Information] displayed on the Status Monitor and operate according to the directions given.
Is it connected to the computer?	Connect the computer and the printer correctly with the interface cable.
Is the correct printer selected?	Select the printer to be used with the [Printing] dialog box.
Are you printing something such as a large image?	If the status lamp is flashing, the data is still being processed, stand by.
Are you printing for long periods of time?	When printing for a long period of time, the print head temperature will rise. To protect the head, printing operations will be interrupted. After a while printing will resume.
Did the test pattern print?	From [Utility] tab of the printer driver, try performing the print out of a head position adjustment pattern or setting value. If printed, confirm the configuration and operation procedures of the application software and confirm the contents of the data to be printed.
Are there problems occurring with the computer?	Print after restarting the computer. Also, delete any print jobs left over when starting.
Is the computer's configuration for suspend or sleep state set to something other than "Never"?	Selecting "Never" in the Microsoft Windows Power Saver or Power Option settings will prevent the computer from entering a sleep state. Refer to Microsoft Windows product documentation for instructions on adjusting your computer's power settings.

Check Point	Solution
Is "no ink" displayed even though an ink tank with remaining ink is set?	Reinstall the ink tank.
Are the port settings correct?	<p>Follow the steps below to confirm the port settings:</p> <ol style="list-style-type: none"> 1. Select as described below: <ul style="list-style-type: none"> • For Windows 10 Right-click on start and then select Control Panel -> Hardware and Sound -> Devices and printers. • For Windows 8.1 From the Desktop charms, select Settings -> Control Panel -> Hardware and Sound -> Devices and Printers. • For Windows 7 Select the Start menu -> Devices and Printers. 2. Right-click the printer icon and select [Printer Properties]. The properties window will appear. 3. Click on the [Ports] tab and confirm that the port is correctly selected. e.g.)For USB connection: USBnnn ("nnn" represents numbers) For network connection: CPXnnnnnn@MDL ("n" represents the last six digits of the printer's Mac address, and MDL is the printer's model name.) If the setting is incorrect, set it correctly. If the port to be used is not available, uninstall the printer driver and install the printer driver again. 4. Click [OK].
(When you are connected within a network environment) Are the printer and computer configured on the same network?	<p>Make sure that the computer and this printer are installed on the same network according to the following steps:</p> <p>(Confirming the IP address)</p> <ol style="list-style-type: none"> 1. Confirm the printer's IP address. Open the network settings. When the network settings open, the printer used will be detected and the configured IP address will be displayed. 2. Confirm this computer's IP address. <ol style="list-style-type: none"> 1) Enter "cmd" in the "Search the WEB and Windows" of the Desktop. <ul style="list-style-type: none"> ● For Windows 8.1 From the Desktop charms, select Settings and enter "cmd". ● For Windows 7 Enter "cmd" in the "Search programs and files" of the [Start] menu. 2) In the window started, enter "ipconfig/all". 3) After confirming the IP address, close the screen. <p>Once you have confirmed the IP addresses, if the printer and computer are not on the same network, change the printer's IP address according to the following steps and add a new port.</p> <p>(Changing the printer's IP address) Open the network settings and change the printer's IP address.</p>

	<p>(Adding a new port)</p> <ol style="list-style-type: none"> Select as described below: <ul style="list-style-type: none"> For Windows 10 Right-click on start and then select Control Panel -> Hardware and Sound -> Devices and printers. For Windows 8.1 From the Desktop charms, select Settings -> Control Panel -> Hardware and Sound -> Devices and Printers. For Windows 7 Select the Start menu -> Devices and Printers. Right-click the printer icon and select [Printer Properties]. The properties window will appear. Click on the [Ports] tab and click [Add port]. Select [CPX4 Network Port] and click [New Port...]. The [CPX4 Network Port] dialog box will be displayed. Click [Detect Printers]. This printer will appear in [List of Printers]. If this printer is not displayed, click [Limit detect area] and search for the IP address. Enter the new port name in the [Output]. Click [OK]. 								
<p>(When you are connected within a network environment) Is communication with the printer enabled?</p>	<p>The port number and protocol that the printer uses for communication are set as follows. Use these settings as references.</p> <table border="1" data-bbox="484 894 1074 1031"> <thead> <tr> <th>Port number</th> <th>Protocol</th> </tr> </thead> <tbody> <tr> <td>50000</td> <td>TCP</td> </tr> <tr> <td>50001</td> <td>TCP/UDP</td> </tr> <tr> <td>50002</td> <td>UDP</td> </tr> </tbody> </table>	Port number	Protocol	50000	TCP	50001	TCP/UDP	50002	UDP
Port number	Protocol								
50000	TCP								
50001	TCP/UDP								
50002	UDP								

■ **Slow to Print**

Check Point	Solution
Did you set the number of prints in the application software?	In such a case, specify the number of copies on the printer driver side. Depending on the application software, it may take more time than usual to print if you have set the number of prints in the application software.
Check whether the print speed is set.	Open the [Advanced Settings] tab of the printer driver, and then check whether the settings in [Print Speed].
Check whether the Special Settings is set.	Open the [Utility] tab of the printer driver, and then check whether the settings in [Special Settings]. Printing may be slower than normal depending on settings.

■ Printing Does Not Stop/Data is Not Sent/Settings are Not Sent from Utility

Check Point	Solution
Check whether Print Queue window (in which print data order is registered) remains.	Stop the printer temporarily to cancel printing from the Status Monitor, or delete the Print Queue window data. Next, reboot the computer.

■ Paper is Not Feeding Correctly

Check Point	Solution
Check whether the paper used conforms to the setting on [Special Settings] tab.	Click [Special Settings] in the [Utility] tab of the printer driver, and then check the setting of [Fanfold paper mode] check box. - Do not check this check box when using roll paper. - Check this check box only when using fanfold paper.
Is the dedicated paper being used?	Use dedicated paper. Using paper other than dedicated paper can cause paper jams and malfunctions.
Is the paper leading edge folded or is the paper curled?	If the paper leading edge is folded or curled, the paper will not feed properly. Also, it can cause paper jams and malfunctions.
Check whether the label is likely to come off due to deteriorated adhesive.	Never use paper having labels which are likely to come off. Machine troubles can result.
Check whether the paper guide is set in accordance with the paper width.	Set the transport guide in accordance with the paper width, and then set the paper guide such that it clicks.
Is the transport area stained?	If the transport area is stained with paper dust or ink, paper jams are more likely to occur. Clean the transport area regularly.

■ Status Monitor Does Not Start

Check Point	Solution
The Status Monitor setting is incorrect.	With some Status Monitor settings, printer errors will not be displayed and the Status Monitor will not start. Open the [Utility] tab of the printer driver, and click [Start Status Monitor]. Set the details after the Status Monitor starts.
Check whether the printer and computer can communicate interactively.	If the printer and computer cannot communicate interactively, the Status Monitor will not start even if printing starts. Open [Properties] of the printer driver, click [Port] tab, and then verify that [Enable bidirectional support] check box is checked. If the problem persists after taking the above action, uninstall the printer driver, and then reinstall the printer driver.

■ Improving the Print Quality

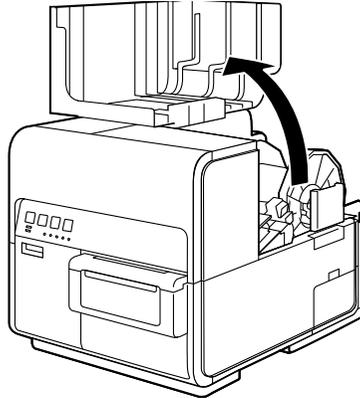
Check Point	Solution
Streaks appear on the print.	Confirm that the paper set (size, shape, and type) matches the paper (size, shape, and type) configured by the application software or printer driver.
	Set the resolution to [Input resolution 1200dpi] (prioritize image quality) and then print.
	If you are using the printer at low temperature☒ Room temperature is 14 degrees Celsius (57 degrees Fahrenheit), or lower) : Open the [Utility] tab in the printer driver and then select the [Low Temperature Print Mode] in the [Special Settings].
Areas aren't being printed on completely.	Confirm that the paper set (size, shape, and type) matches the paper (size, shape, and type) configured by the application software or printer driver.
	Clean the print head.
The printing is blurred.	Confirm that the paper set (size, shape, and type) matches the paper (size, shape, and type) configured by the application software or printer driver.
	Clean the print head.
	If you are using the printer at low temperature☒ Room temperature is 14 degrees Celsius (57 degrees Fahrenheit) or lower) : Open the [Utility] tab in the printer driver and then select the [Low Temperature Print Mode] in the [Special Settings].
The color deviation appears on the print.	Confirm that the paper set (size, shape, and type) matches the paper (size, shape, and type) configured by the application software or printer driver.
	Adjust the position of the print head.
	Set the resolution to [Input resolution 1200dpi] (prioritize image quality) and then print.
The halftone representation is coarse.	Open the [Color] tab of the printer driver, and set the [Half-tone] to [Error Diffusion].
The area around characters or the layer areas appear uneven.	Open the [Utility] tab in the printer driver and then select the [Prevent Unevenness] in the [Special Settings].
	Open the [Color] tab of the printer driver, and set the [Half-tone] to [Error Diffusion].
	Confirm that the paper set (size, shape, and type) matches the paper (size, shape, and type) configured by the application software or printer driver.

Check Point	Solution
Overall appearance of the print is poor.	Use dedicated paper. Do not use paper other than dedicated paper. It can cause paper jams and malfunctions.
	Confirm that the paper set (size, shape, and type) matches the paper (size, shape, and type) configured by the application software or printer driver.
	Set the resolution to [Input resolution 1200dpi] (prioritize image quality) and then print.
Printed paper is wavy and rubbing marks are left on the paper.	Confirm that the paper set (size, shape, and type) matches the paper (size, shape, and type) configured by the application software or printer driver.
	Open the [Utility] tab in the printer driver and then select the [Prevent Paper Rubbing Mode] in the [Special Settings].
The color printed differs from the color on screen.	Open [Color] tab of the printer driver, and adjust the settings for image quality and color.
	Confirm that the [Display] and [Screen Properties] are correctly configured in the control panel of the computer used. Especially if the type of display or gamma factor is wrongly configured, the proper color will not be displayed.
The back side of the paper is stained.	Clean the transport area.
The images on the edge of the paper are missing.	<p>Paper whose width is longer than its height is being printed with any of the following application software.</p> <ul style="list-style-type: none"> - Microsoft Office PowerPoint - Microsoft Office Word 2010 - Microsoft Office Word 2013 <p>When you print to a paper whose width is longer than its height, some application software may automatically change the paper orientation, hindering proper printing.</p> <p>Open the [Page Setup] tab in the printer driver and set [Orientation] and [Print with the selected orientation] according to the document orientation.</p>

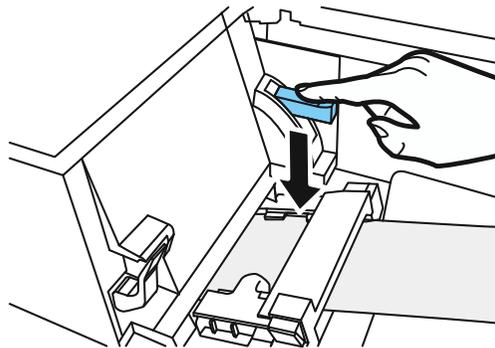
■ Paper Is Jammed

When a paper jam occurs during printing, the printing is interrupted and the Status Monitor will display an error message such as "Paper jam #". Follow the steps below to remove the paper jam.

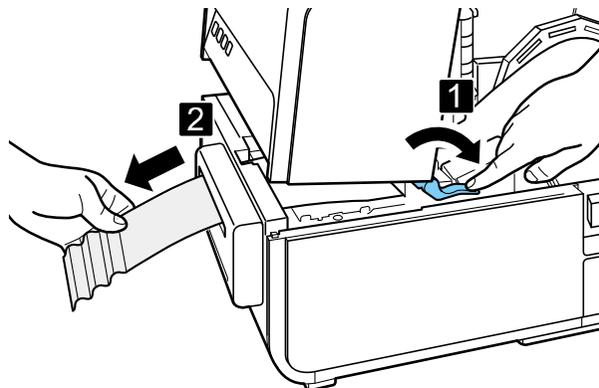
1. Open the roll cover.



2. Press down the upper unit open lever (at the back of the feeder) to open the upper unit.



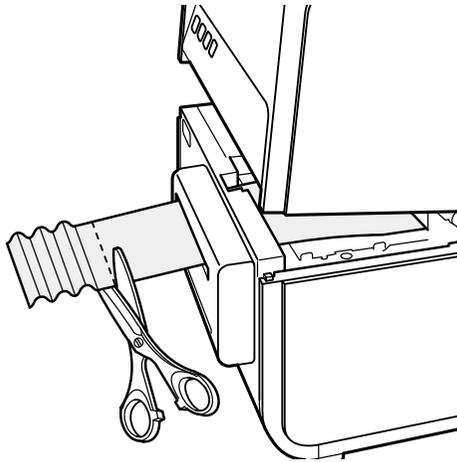
3. While pushing the jam release lever, pull out the paper jammed in the transport section.



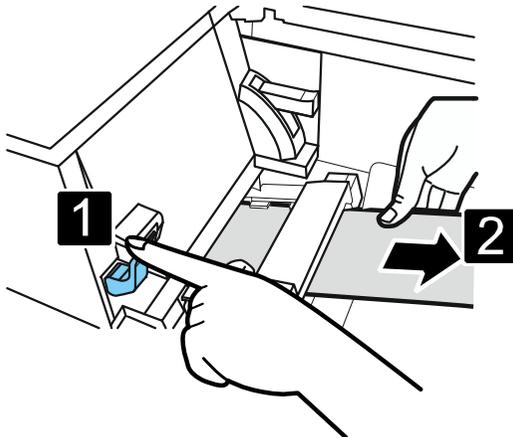
! Caution

- When pulling out the jammed paper from the transport section with the upper unit open, take care not to touch the spur inside the upper unit. You can get injured or stained with ink.

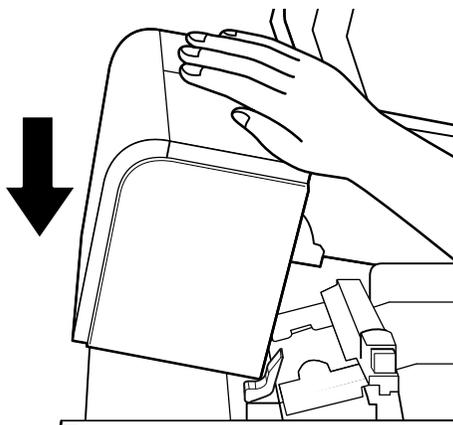
4. Cut the pulled out paper neatly.



5. While pushing the jam release lever, pull out paper in the direction opposite to the transport direction.

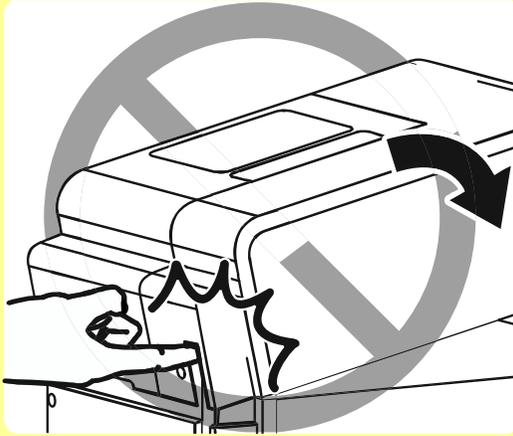


6. Close the upper unit.



! Caution

- When closing the upper unit, take care not to touch the interface at the back with your finger. Your finger can be caught in the interface, resulting in injury.

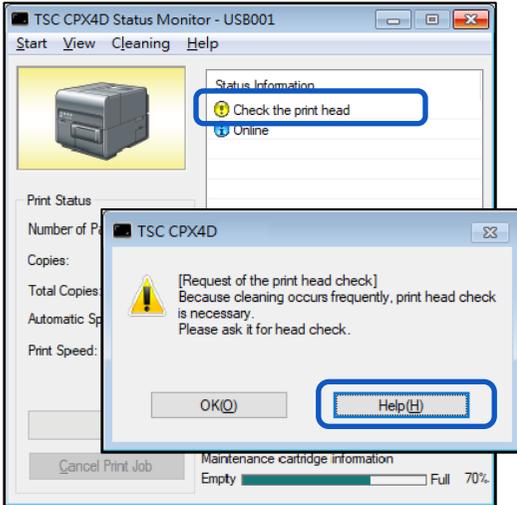


7. Load a paper again.
Printing restarts.
To cancel the print job, click [Cancel Print Job] on the status monitor.

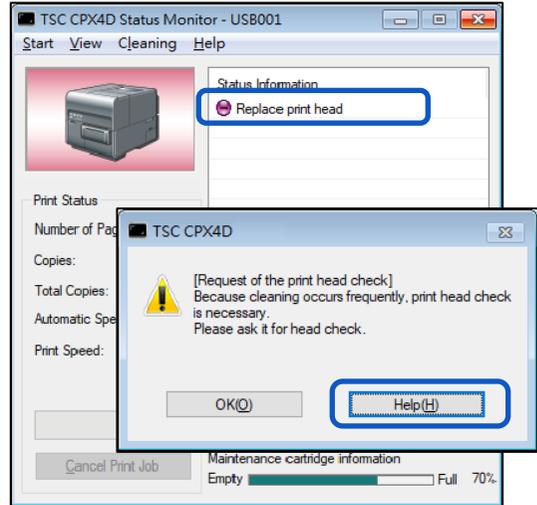
■ "Request of the print head check" Appears on the Screen

If a "Check the print head" warning or "Replace print head" a Service Call Error appears, "Request of the print head check" will also appear as a pop-up on the screen. Because cleaning is more frequent than usual, print head check is necessary. If this message appears, click [Help].

- Check the print head (Warning Messages)



- Replace print head (Service Call Error)



Note

- If the "Check the print head" warning appears, ask for print head check right away.

List of Error Messages/Warning Messages

When trouble occurs while operating the printer or printing, the Status Monitor will activate and display error messages and warning messages. If problems persist after trying these procedures, please contact your place of purchase.

Note

- When error messages are displayed the printer will automatically go offline. Depending on the type of error, even after handling the error, there are cases where it will not go online automatically. In this case, press the pause key and return the printer to online state.
- If multiple errors occur simultaneously, the errors will be shown in order from the importance.
- If the Status Monitor is minimized or is in the task tray, Status Monitor window will be displayed when an error occurs.
- After selecting the message displayed, if [Display the details of the Status] is clicked (or the message of the [Status Information] is double-clicked), a separate screen will appear to confirm the message details along with steps to handle the error.

■ Error Message

● Operator Call Error

If problems persist after trying these procedures, please contact your place of purchase.

Error Message	Error Content	Handling
Upper unit open.	The upper unit is open.	Close the upper unit.
Ink tank door open.	The ink tank door is open.	Close the ink tank door.
Maintenance cartridge door open.	The maintenance cartridge door is open.	Close the maintenance cartridge door.
Paper guide open.	The paper guide is open.	Close the paper guide.
Roll cover open.	The roll cover is open.	Close the roll cover.
Paper empty X ("X" represents number).	The paper has run out. Or the paper is not fed.	Load a paper.
Paper Length different X ("X" represents number)	The length of the paper that is set differs from the paper size configured by the application software or printer driver.	If the paper is different, replace with the proper paper.
		If the application software or printer driver's configuration is different, click on the Status Monitor's [Cancel Print Job] and print again after correctly configuring the paper size.

Error Message	Error Content	Handling
Paper Width different	The width of the paper that is set differs from the paper size configured by the application software or printer driver.	If the paper is different, replace with the proper paper.
		If wrong paper is loaded or the paper guide is out of position, replace with correct paper or move the paper guide to the correct position.
		If the application software or printer driver's configuration is different, click on the Status Monitor's [Cancel Print Job] and print again after correctly configuring the paper size.
Paper jam XX ("XX" represents numbers)	The transport area, rear feeder slot, or paper delivery slot is clogged with paper.	Remove the paper jam and reload the paper.
		If the same error occurs again, update the printer drivers and firmware to the latest versions.
Gap/Mark length difference X	The gap/mark length of the set paper differs from the gap/ mark length of the paper size set by the application software or printer driver.	If the paper is different, replace with the proper paper.
		If the application software or printer driver's configuration is different, click on the Status Monitor's [Cancel Print Job] and print again after correctly configuring the paper size.
Paper load error.	The paper is not fed.	Reload a paper.
		Check to make sure the printer driver paper type settings are correct. *When using a custom paper size
XXXX ink empty. ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	There is no ink available for printing.	Replace with a new ink tank.
XXXX ink tank setting error. ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	The ink tank is not inserted properly.	Install the ink tank again.
XXXX ink tank abnormality X ("X" represents number) ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	The ink tank is not recognized. Either the ink tank is abnormal or an unsupported ink tank is installed.	Replace with a new ink tank.
Maintenance cartridge full X ("X" represents number)	The maintenance cartridge's ink is full.	Replace with a new maintenance cartridge.
Maintenance cartridge setting error.	The maintenance cartridge is not installed correctly.	Install a maintenance cartridge again.

Error Message	Error Content	Handling
Maintenance cartridge abnormality X ("X" represents number)	The maintenance cartridge is not recognized.	Replace with a new maintenance cartridge.
Update error X ("X" represents number)	The firmware update has failed.	Retry the update.
Data mismatch X ("X" represents number)	Abnormal data was received from the computer.	Confirm the cable connection and print again
		If the same error occurs again, update the printer drivers and firmware to the latest versions.
Memory full.	Insufficient memory due to the overlay printing's form data being large.	Click on [Cancel Print Job] in the Status Monitor, and cancel printing and recreate the form data.
Overlay data error.	Error with overlay printing data.	Confirm the cable connection and retry printing.
Unknown error. XXXX ("XXXX" represents number)	An unknown error was returned.	If the same error occurs again, update the printer drivers and firmware to the latest versions. If the same error occurs again, take note of the message displayed "XXXX" and contact your place of purchase.
Connected to a model other than TSC CPX4P	It is connected to a printer other than this printer.	Connect with this printer.
Bidirectional communication error	An unknown error was returned.	Confirm that the printer's power is on (online or sleep state).
		Restart the computer and printer.
		If the printer is connected to the computer with LAN connection, check the [Extend Time-Out value] check box from the network utility.
		If the printer is shared, start Windows Task Manager, and confirm that "TSC XXXX Status Monitor Service" (where XXXX is the model name) is registered in the [Service] tab. If it is not registered, follow the steps below to register the service. 1. Start CD-ROM. 2. Click [Install the printer driver]. 3. Select [Server Client Registration], and then click [OK].
		Confirm the port settings
XXXX ink level unknown ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	The remaining ink level cannot be detected.	Replace with new ink tank. To continue printing, the ink level detection function must be disabled. Press the printer's pause key for more than 5 seconds.

		After this, the ink tank's ink level detection will be disabled and the disabling action will be logged.
Exceeding ink refresh timing 1	Displayed when ink refresh has not been	Perform "Ink Refresh". (Ink refresh part 1)
Exceeding ink refresh timing 2		Perform "Ink Refresh". (Ink refresh part 2)
Exceeding ink refresh timing 3	Displayed when 60 days have passed without printing since last printing operation.	Perform "Ink Refresh". (Ink refresh part 3)

Important

- Printing with the ink level detection function disabled may damage the printer or cause errors. We cannot be held responsible for malfunctions as a result of refilling the ink or installing unsupported ink tanks.
- Once the ink level detection function is disabled, the ink level function cannot be restored for that ink tank. Replace with a new ink tank.
- If the same ink tank is removed and inserted many times, the joint between the ink tank and printer can be damaged and consequently ink can leak from the ink tank, damaging the printer.
- The ink tank's ink level detection will be disabled and the disabling action will be logged on this printer.

● Service Call Error

Error Message	Error Content	Handling
Service call error XXXX ("XXXX" represents number)	An error that cannot be fixed by the customer occurred.	Turn the power off then on. If the same error occurs again, take note of the message displayed (XXXX) and contact your place of purchase.
Replace print head	Cleaning is performed very frequently. Print heads need to be checked.	Please ask for print head check

■ Warning Message

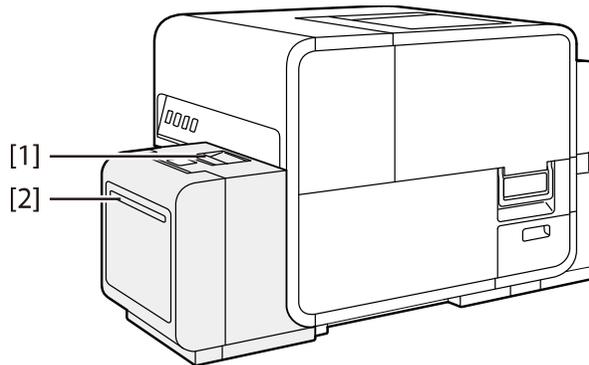
Warning Message	Error Content	Handling
XXXX ink low. ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	The remaining ink is low.	Prepare a new ink tank.
Maintenance cartridge level low.	The maintenance cartridge is running out of space and is about to be full.	Prepare a new maintenance cartridge.
Check the print head	Cleaning is performed very frequently. Print heads need to be checked.	Please ask for print head check.
Print head error	Replace with the print head.	Take note of the message displayed and contact your place of purchase.
Change XXXX print head ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	Time to replace the Bk/C/M/Y print head.	
Change purge unit.	Time to replace the purge unit.	
Change blade cleaner.	Time to replace the blade cleaner.	
Change transport unit.	Time to replace the transport unit.	
Stopping XXXX ink level detection ("XXXX" represents Black, Cyan, Magenta, or Yellow.)	The ink level detection function is disabled.	Set an ink tank that is compatible with this printer.
The print speed is not optimal	A fixed print speed is specified but the print speed is not optimal.	Open the [Advanced Settings] tab of the printer driver and then select the [Automatic Speed] in the [Print Speed].
		Set the print speed to something slower than the current setting.
The battery for the clock has ran out	The clock's (RTC) battery needs to be replaced.	Take note of the message displayed and contact your place of purchase.
Unknown warning XXXX ("XXXX" represents number)	An unknown warning was returned.	If the same error occurs again, update the printer drivers and firmware to the latest versions. If the same error occurs again, take note of the message displayed "XXXX" and contact your place of purchase.
Ink refresh timing 1	Displayed when ink refresh has not been performed.	Perform "Ink Refresh".

How to Use the Auto Cutter

If an optional auto cutter is purchased, it will cut paper at high speed.

This section introduces the names of the components of the auto cutter and how to use it.

Part Names and Functions



[1] **Auto cutter door**
If a paper jam occurs, open and remove the jammed paper.

[2] **Paper delivery slot**
Cut paper is ejected.

Important

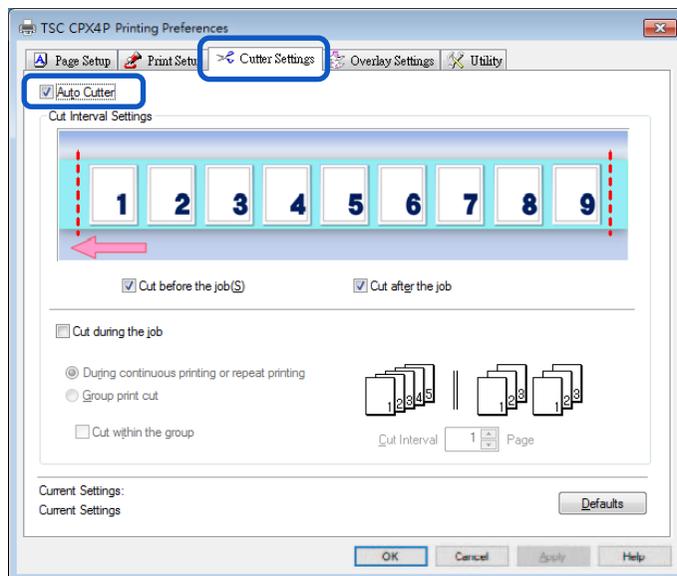
- Install the printer so there is enough space for the auto cutter.
- If you cut the adhesive portion of the label sheet, the cutter edge may become dull due to the glue.

Settings for Using Auto Cutter

Note

- For instructions on how to adjust the cutting position, refer to "Adjusting the Paper Stop Position (or Cutting Position)".
- [Cutter Setting] tab becomes active only when the optional auto-cutter is equipped.

1. Check [Auto Cutter] check box in [Cutter Settings] tab.



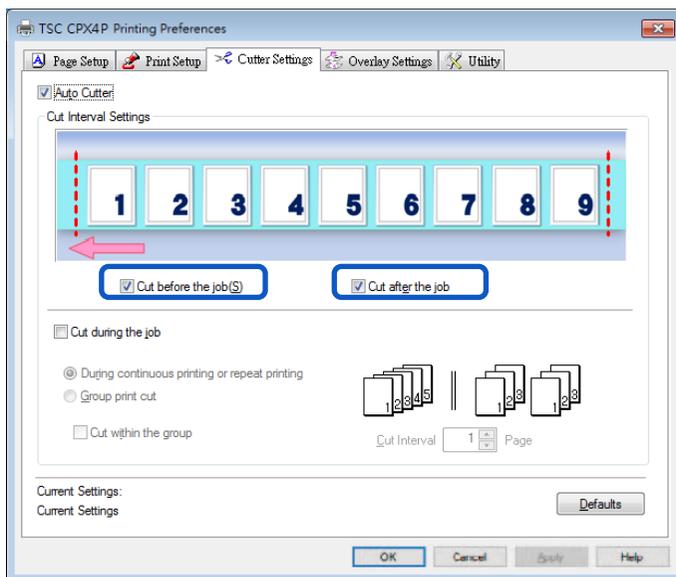
2. Set [Cut Interval Settings] for the auto cutter.

Set the timing at which to cut paper, and the number of pages at intervals of which paper is cut. Set how to cut paper in the beginning and end of a job and in the middle of a job.

- **Setting How to Cut Paper in the Before and After of a Job**

To cut at the beginning of the job, check, [Cut before the job] check box.

To cut at the end of the print job, check [Cut after the job] check box.



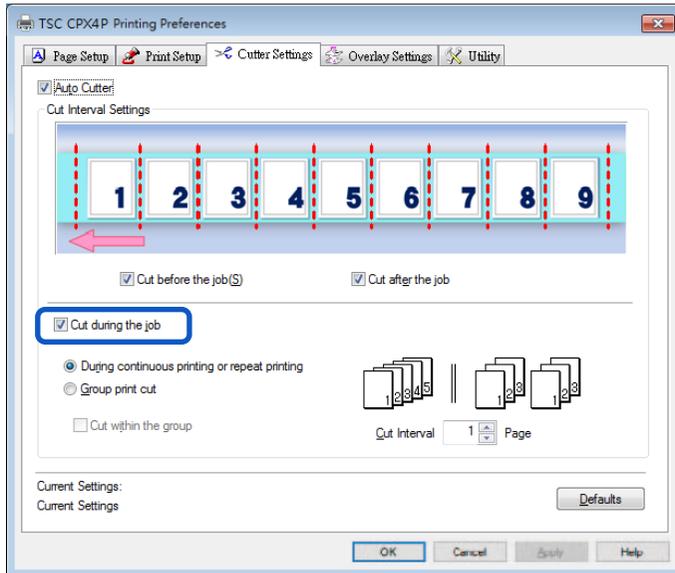
Note

- Visual settings of cutting position and the cutting interval are displayed in a preview.



- **Setting How to Cut During the Job**

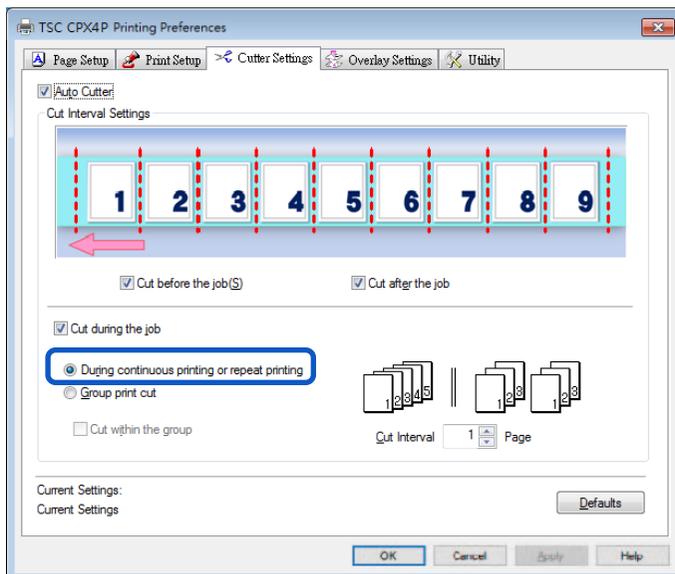
To cut in the middle of the print job, check [Cut during the Job] check box.



[During continuous printing or repeat printing]

Select this option to print continuously or print repetitively per the number of copies.

Cuts paper at intervals of the number of pages set in [Cut Interval] per the number of copies.



Note

- To cut paper per the number of copies, set the number of pages per the number of copies in [Cut Interval].
- The settings of cutting position and cut Interval are displayed in a preview.
Cut Interval: 1 page



Cut Interval: 2 page



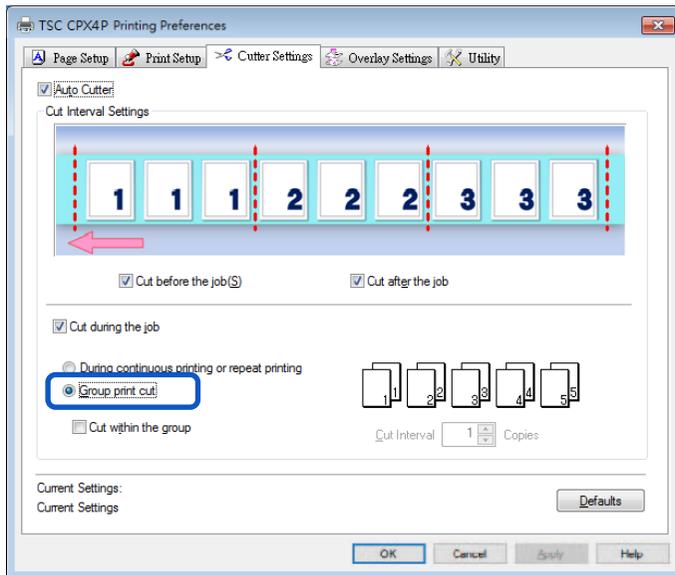
Cut Interval: 3 page



[Group print cut]

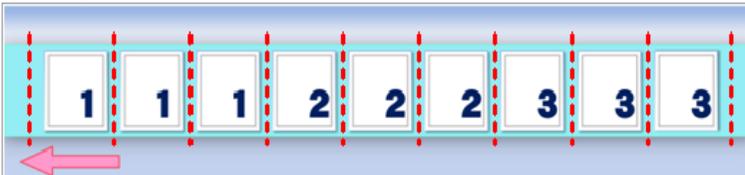
Select this option to print multiple copies of the same page in a batch.

Cuts paper by group and, if [Cut within the group] check box is checked, also within each group at intervals of the number of pages set in [Cut Interval].

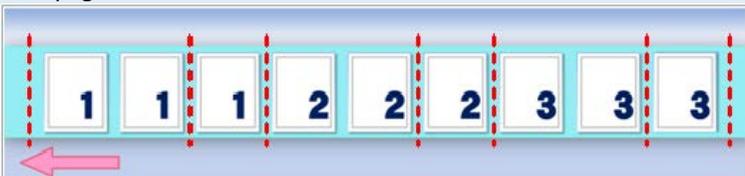


Note

- Cutting within a group won't work if the number of pages set in [Cut Interval] is greater than the number of pages in the group.
- The settings of cutting position and cut Interval are displayed in a preview.
Cut Interval: 1 page



Cut Interval: 2 page



3. Click [OK].
Sets a cutting interval.

Note

- To reset [Cut Interval] to its default, click [Defaults].

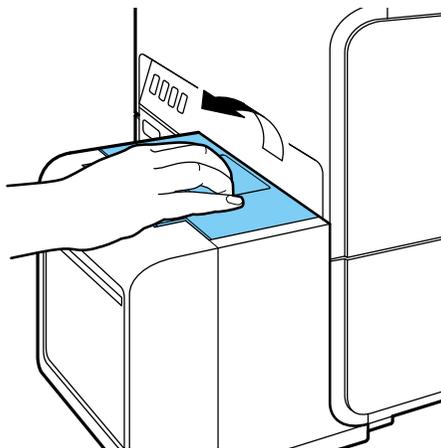
Paper is Jammed

If a paper jam occurs while using an optional auto cutter, remove the jammed paper in the following manner:

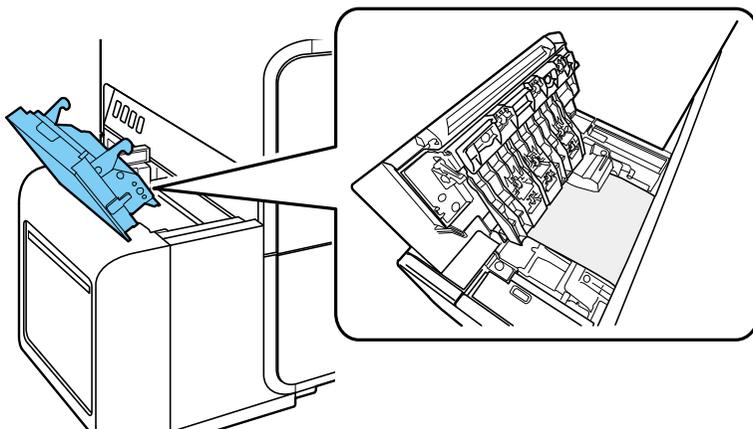
Note

- Do not use incompatible paper in order to avoid paper jams and printer malfunctions.
- Do not use of curled or creased paper in order to avoid paper jams.

1. Open the auto cutter door.



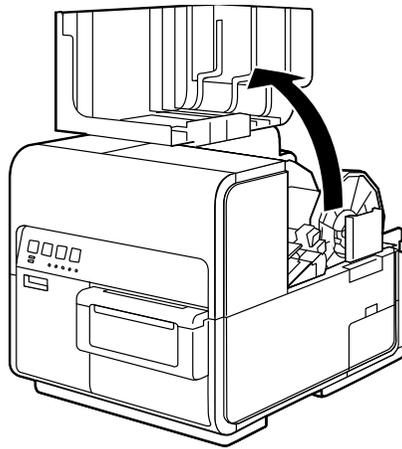
2. Look into the auto cutter to check for paper jams.



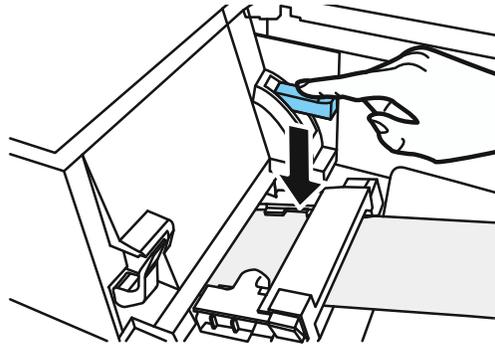
Important

Check to see if labels or any other foreign substances are stuck inside the auto cutter. Labels or cutting chips stuck inside the auto cutter could disable successful performance. Be sure to remove them.

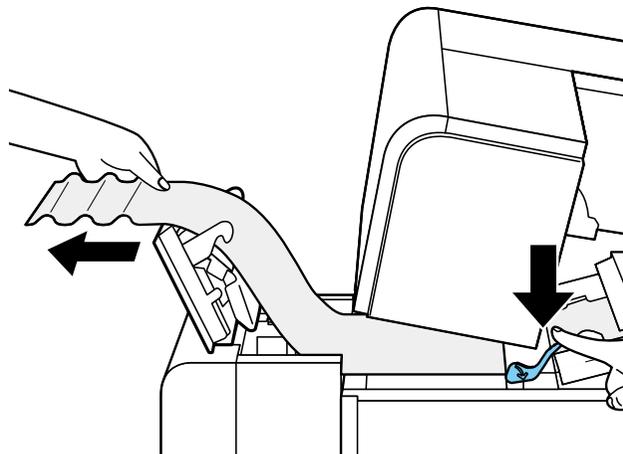
3. Open the roll cover.



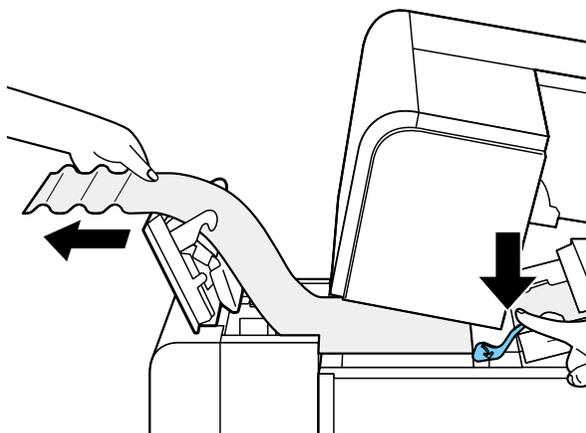
4. Press down the upper unit open lever (at the back of the feeder) to open the upper unit.



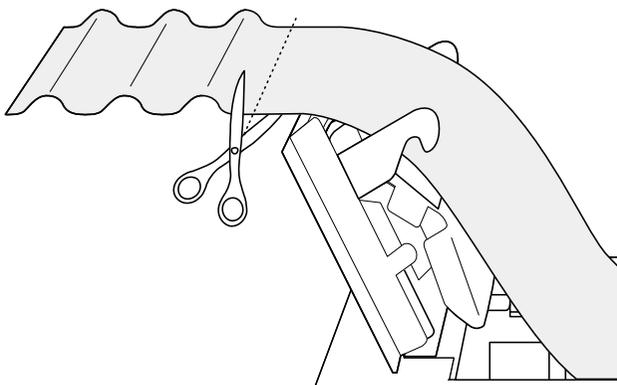
5. While pushing the jam release lever, pull out the paper jammed in the transport section.



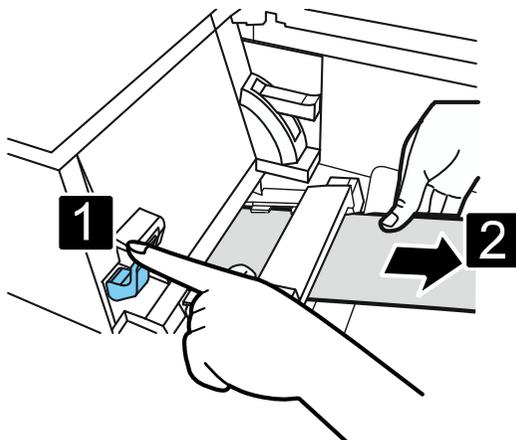
6. Cut out wrinkled portions of the paper.



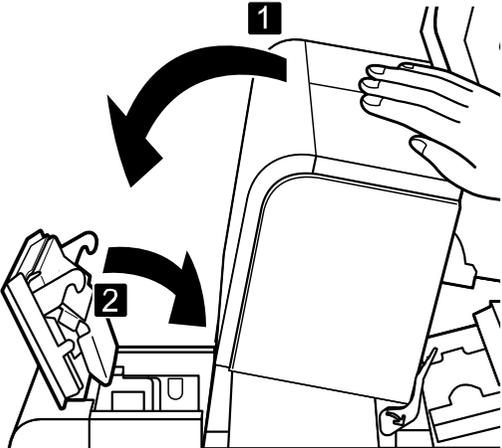
7. While pushing the jam release lever, pull out paper in the direction opposite to the feeding direction.



8. Close the upper unit and auto cutter door.



9. Set paper again.



Appendix

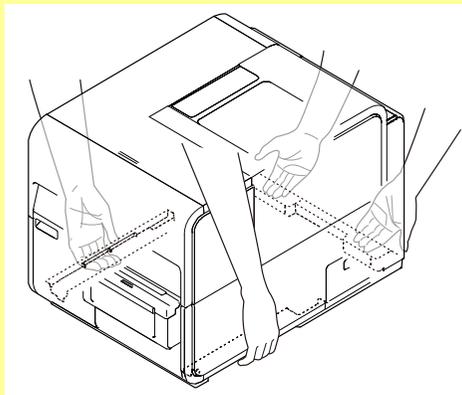
This section describes the function of the each item in the printer driver dialog box.

Moving the Printer

When moving the printer on the same floor or to another floor, follow the procedure below.

! Caution

- Before moving the printer, be sure to execute [Moving The Printer] from the printer driver. Moving the printer without taking necessary measures could cause ink leak inside the printer, resulting in a fire, electric shock, or machine failure.
- This product weighs about 24 kg (53 lbs.). Be sure to lift the printer with 2 people, grasping the handles located on the base from both sides, in a firm embrace. Lifting the printer in an abnormal fashion or by a single person can result in injury by dropping it.

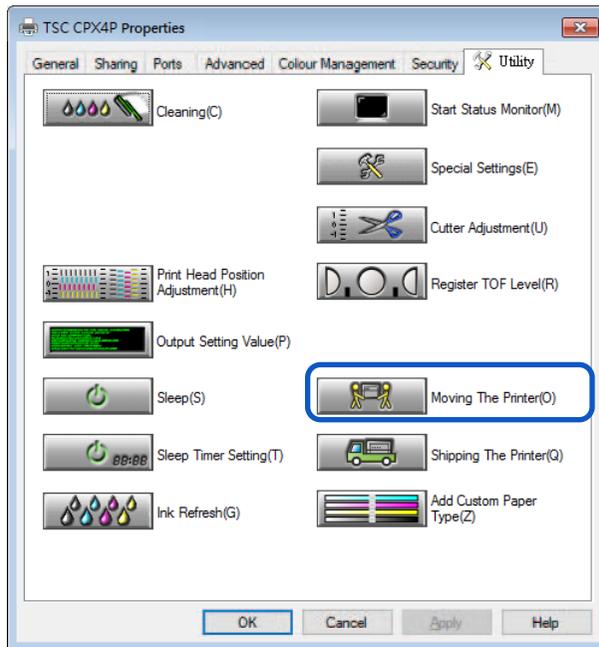


- Always hold the printer level and carry it slowly. If ink is spilled inside the printer while moving it, this could cause a fire or serious electrical shock or damage the printer.
- Check the Getting Started Guide included with this product for precautions on where the printer is installed.

Important

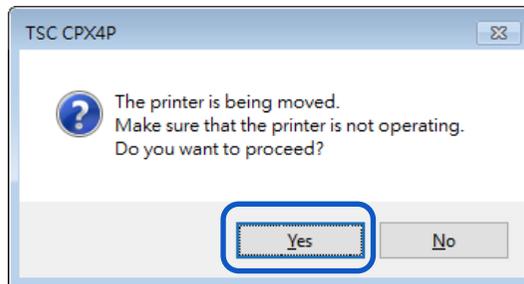
- Administrative privileges over this printer are required to configure settings of this printer. If a user without administrative privileges proceeds with configuration of settings, a message "You do not have rights to printer management. Please contact your system administrator." appears.
- When printing is in progress or any error has occurred, [Moving The Printer] cannot be executed.
- Close the Status Monitor if it is running.
- If this function is run on a shared printer, make sure the Status Monitor has not been launched on the client when working on a server, or has not been launched on the server when working on the client. The process may not be completed correctly if the Status Monitor is running.
- [Moving The Printer] consumes ink. Execute it only when necessary.
- Do not move the printer with the upper unit, ink tank door, or maintenance cartridge door open. The printer can break down or it can be damaged.

1. Open the Properties window of the printer driver.
2. Click the [Utility] tab and click [Moving The Printer].
Remove ink from the ink receiver so that ink does not leak during movement.



A confirmation message appears.

3. Click [Yes].

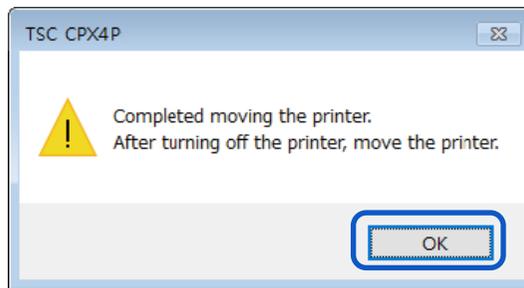


It takes approximately 2 minutes for the printer to prepare to be moved.
Do not operate the printer before the message indicating that removal of ink is completed appears.

Important

- During execution of [Moving The Printer], review the following precautions:
 - Do not turn off the printer.
 - Do not open/close the ink tank door and maintenance cartridge door.
 - Do not operate any other component of the printer.

4. Check that execution of [Moving The Printer] is completed, and then click [OK].



5. Turn the power off after you confirm that the printer has stopped.
6. Disconnect the power plug from the outlet.

Important

- When the power lamp is lit or blinking, do not remove the power plug from the outlet. A printer failure could result.

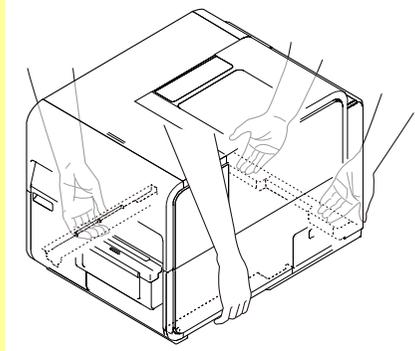
7. Disconnect the power cord and interface cable.
8. Move the printer.
There is no need to remove the ink tank.

Shipping the Printer

When shipping the printer for relocation, moving, etc. over a long distance or by use of a transportation means (airplane, train, automobile, etc.) accompanied by vibrations, be sure to make preparations following the procedure described below.

Caution

- Call place of purchase for advice before you ship the printer a long distance or move the printer by car or truck where it may be subjected to shock and vibration. Moving the printer without the proper preparation could subject it to shocks and vibrations which could damage the printer and cause a fire.
- Before shipping the printer, be sure to execute [Shipping The Printer] from the printer driver. Shipping the printer without taking necessary measures could cause an ink leak inside the printer, resulting in a fire, electric shock, or machine failure.
- This product weighs about 24 kg (53 lbs.). Be sure to lift the printer with 2 people, grasping the handles located on the base from both sides, in a firm embrace. Lifting the printer in an abnormal fashion or by a single person can result in injury by dropping it.

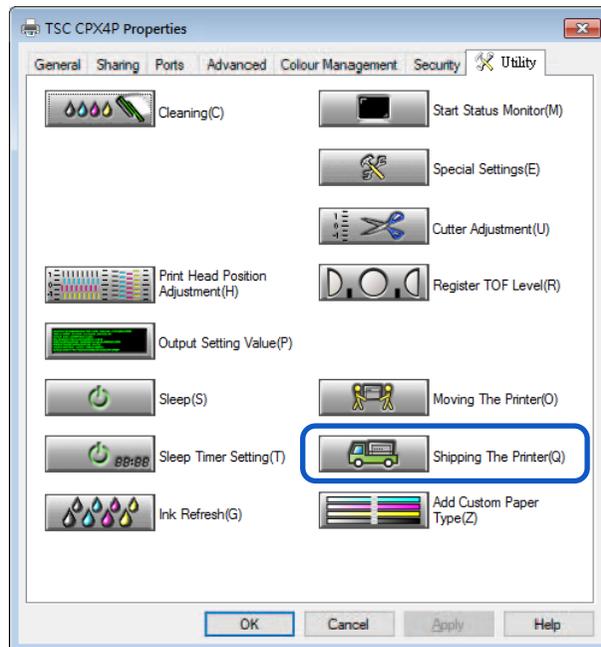


- Always hold the printer level and carry it slowly. If ink is spilled inside the printer while moving it, this could cause a fire or serious electrical shock or damage the printer.

Important

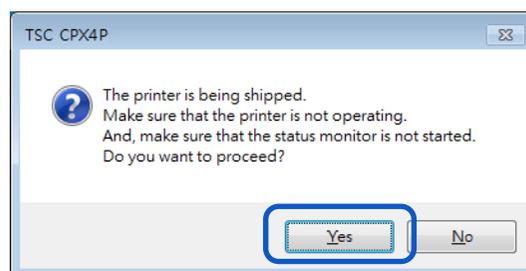
- Administrative privileges over this printer are required to configure settings of this printer. If a user without administrative privileges proceeds with configuration of settings, a message "You do not have rights to printer management. Please contact your system administrator." appears.
- When printing is in progress or any error has occurred, [Shipping The Printer] cannot be executed.
- Close the Status Monitor if it is running.
- If this function is run on a shared printer, make sure the Status Monitor has not been launched on the client when working on a server, or has not been launched on the server when working on the client. The process may not be completed correctly if the Status Monitor is running.
- [Shipping The Printer] consumes ink. Execute it only when necessary.
- Do not move the printer with the upper unit, ink tank door, or maintenance cartridge door open. The printer can break down or it can be damaged.
- Before transporting the printer, be sure to drain the printer of ink. If ink tanks are removed before draining the printer of ink, ink leaks from the needle sections in the ink tank slots and may stain your clothes and surrounding work area.

1. Check that the warning message "Maintenance cartridge near full" is not displayed on the Status Monitor.
When the warning message is displayed, replace the maintenance cartridge with a new one, and then start the work.
2. Open the Properties window of the printer driver.
3. Click the [Utility] tab and click [Shipping The Printer].
Remove ink from the ink receiver so that ink does not leak during movement.



A confirmation message appears.

4. Click [Yes].



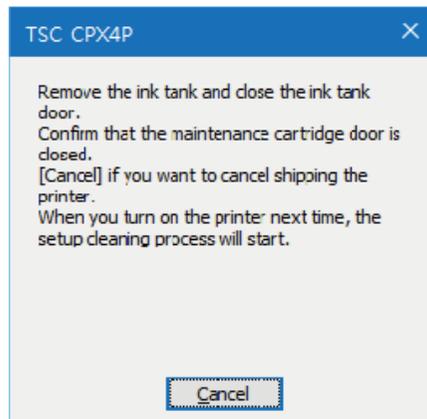
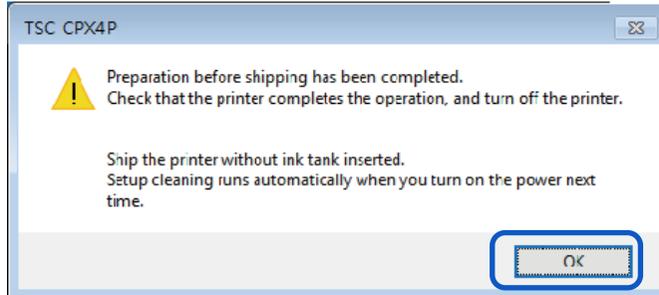
It takes approximately 20 minutes for the printer to prepare to be moved. Only operate the printer after the message indicating that the removal of ink has been completed appears.

Important

- During execution of [Shipping The Printer], review the following precautions:
 - Do not turn off the printer.
 - Do not open/close the ink tank door and maintenance cartridge door.
 - Do not operate any other component of the printer.

5. When the following message appears, remove ink tanks.

Do not operate the printer before the message indicating that [Shipping The Printer] is completed appears.

**6.** Check that execution of [Shipping The Printer] is completed, and then click [OK].**7.** Turn the power off after you confirm that the printer has stopped.**8.** Disconnect the power cord and interface cable.**Important**

- When the power lamp is lit or blinking, do not remove the power plug from the outlet. A printer failure could result.

9. Disconnect the power cord and interface cable.**Important**

- Setup cleaning runs automatically when you turn on the power next time.

Uninstall Printer Driver

Before uninstalling, exit all running software applications and confirm that all print jobs are completed.

1. Remove all interface cables.
After confirming that printing is completed, remove all interface cables after turning off the printer's power.
2. From Start menu, select All apps -> TSC CPX4P -> TSC CPX4P Printer Driver Uninstall.

Windows 8.1:

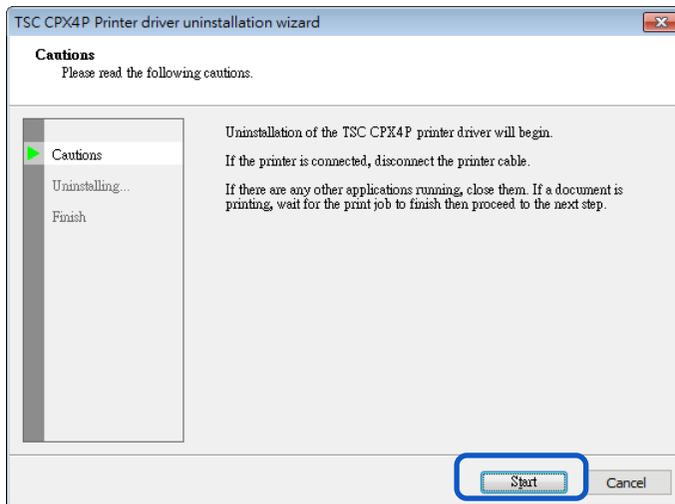
1. Move the mouse pointer to the lower right corner (or upper right corner) of the window to show the Charms bar, and click [Start].
2. On the Start screen, move the mouse pointer, and click the down arrow that appears at the bottom left of the screen.
3. From All apps, TSC CPX4P -> TSC CPX4P Printer Driver Uninstall.

Windows 7:

From Start menu, select All Programs -> TSC CPX4P -> TSC CPX4P Printer Driver Uninstall.

The uninstaller starts.

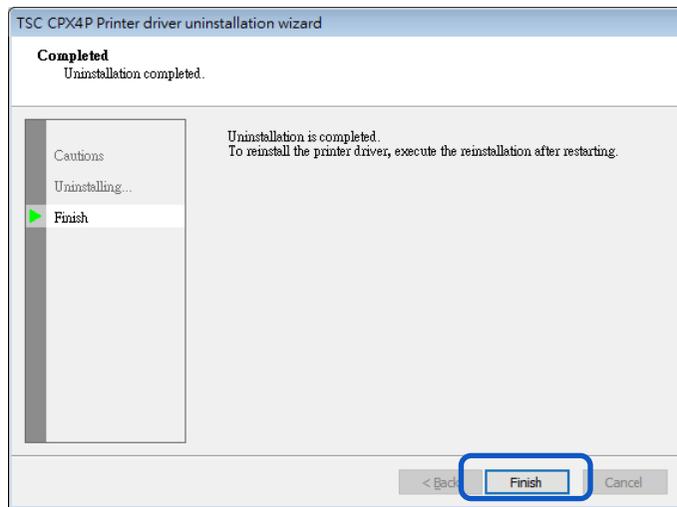
3. Click [Start].



Note

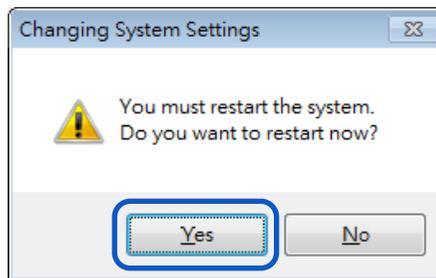
- A user account control dialog box may appear. In this case, click [Yes].

4. Click [Finish].



The [Changing System Settings] dialog box will appear.

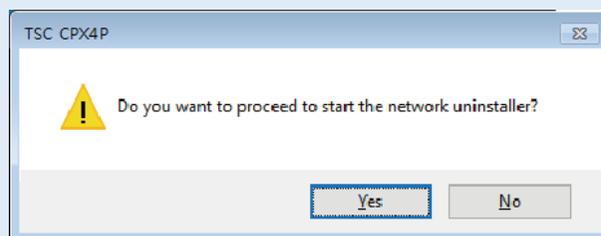
5. Click [Yes].



Restart Windows.

Note

- If [No] is selected, always restart your computer before installing the printer driver again.
- If the network utility is installed, a screen such as the following will be displayed. To continue uninstalling, follow the instructions on the screen.



About Network Utility

The network utility is software that configures the printer's network environment. The network administrator needs to configure the network utility.

■ Starting the Network Utility

1. From Start menu, select All apps ->TSC CPX4P Network IF -> Utility.

Windows 8.1:

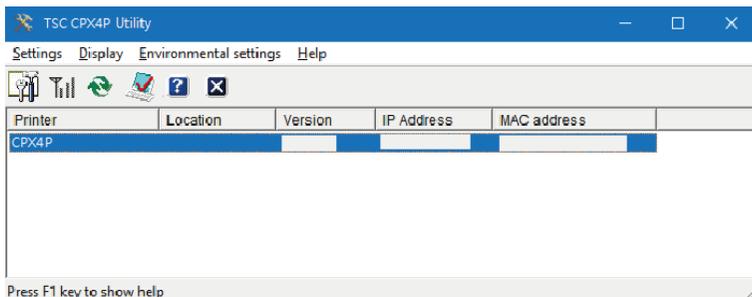
1. Move the mouse pointer to the lower right corner (or upper right corner) of the window to show the Charms bar, and click [Start].
2. On the Start screen, move the mouse pointer, and click the down arrow that appears at the bottom left of the screen.
3. From All apps, TSC CPX4P Network IF -> Utility.

Windows 7:

- From Start menu, select All Programs -> TSC CPX4P Network IF -> Utility.
The network utility will be launched.
After searching for a printer, the main screen will be displayed.

The network utility will be launched.

After searching for a printer, the main screen will be displayed.



Note

- **Searching for the Printer**

When the network utility is launched, it will automatically search for a printer but if the printer is not detected perform a search for the printer.

From the main screen's [View] menu, click [Find Again] (or click  on the toolbar).

- **Displaying Help**

Displaying help will present an explanation of various network utility features and allow you to confirm configuration methods.

From the main screen's [Help] menu, click [Help] (or click  on the toolbar).

- **Displaying Version Information**

From the main screen's [Help] menu, click [Version Information].

- **Exiting the network utility**

From the main screen's [Settings] menu, click [Exit Utility] (or click  on the toolbar).

■ Configuring the Network

Important

- Regarding the Network Configuration Password
Changing the printer's network configuration requires a password. The default password is "admin".
To prevent people other than the network administrator from configuration, it is recommended to change the default password at the time of purchase.

● Configure the Installation Site

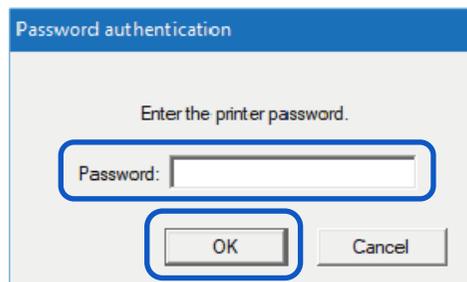
Configure the installation site for this printer.

1. Select the printer to configure from the main screen.
2. From the [Settings] menu, click [Printer settings].

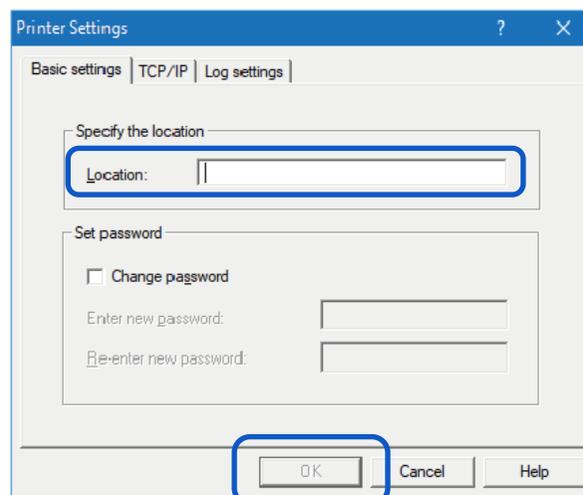


Or click  on the toolbar.

3. Enter the password, click [OK].



4. Enter the printer's installation site into [Location], click [OK].
When changing the configuration, limit it to 15 characters. (single byte alphanumeric characters and some symbols. For details, refer to help.)



● Changing the Password

Change the password necessary for changing this printer's network settings.

It is recommended to change the default password at the time of purchase so that only the network administrator can change the settings.

1. Select the printer to configure from the main screen.
2. From the [Settings] menu, click [Printer settings].

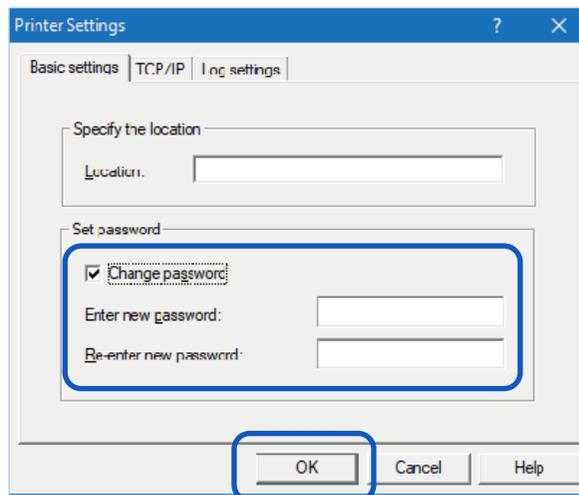


Or click  on the toolbar.

3. Enter the password, click [OK].
The default password is "admin".



4. Check the option [Change password], enter the new password.
Enter a password that is up to eight characters (single byte alphanumeric characters).



5. To confirm enter the same new password again, click [OK].

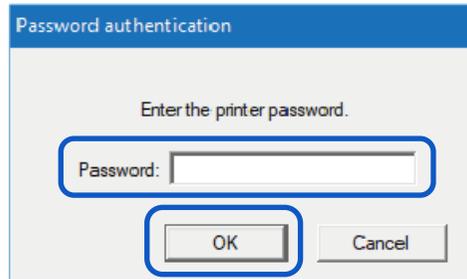
● Setting IP Address

1. Select the printer to set an IP address from the main screen.
2. From the [Settings] menu, click [Printer settings].

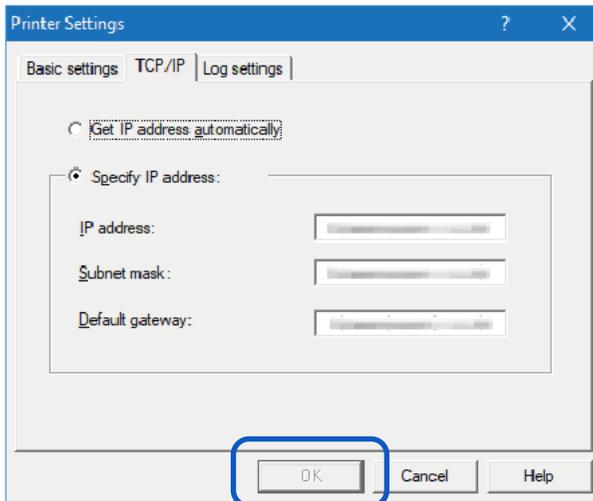


Or click on the toolbar.

3. Enter the password, click [OK].



4. Click on the [TCP/IP] tab, select one of the followings.



[Get IP address automatically]
If there is a DHCP server on the network, the printer's IP address will be acquired automatically.

[Specify IP Address]
Manually set the printer's IP address.

The IP address, subnet mask, and default gateway show the currently configured information. To change it, re-enter.

5. Click [OK].

● **Saving the Printer's Log File**

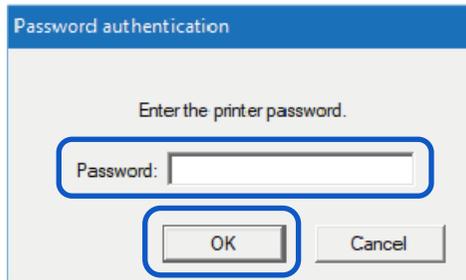
Save the log files (*.log) of this printer and network communication. Follow the steps below when instructed by dealer. Normally, this is unnecessary.

- 1. Select the printer to configure from the main screen.
- 2. From the [Settings] menu, click on [Printer settings].

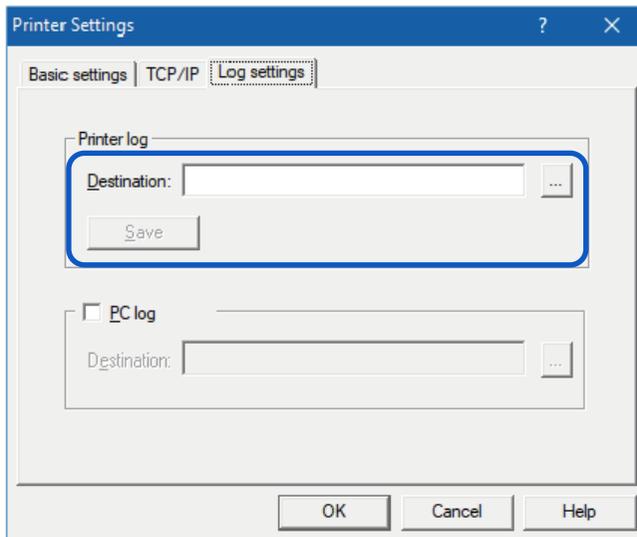


Or click on the toolbar.

- 3. Enter the password, click [OK].



- 4. Click on the [Log Settings] tab. Designate the destination to save and click [Save].



- 5. Click [OK].

● Saving the Computer's Log File

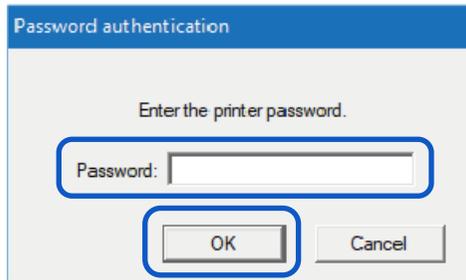
Save the log file (*.log) of network communication between this printer and the computer. Follow the steps below when instructed by dealer. Normally, this is unnecessary.

- 1. Select the printer to configure from the main screen.
- 2. From the [Settings] menu, click on [Printer settings].

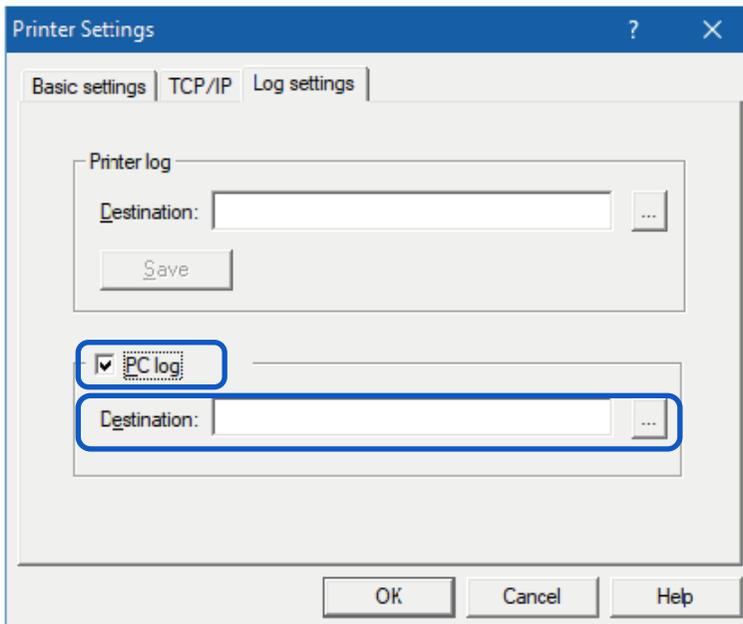


Or click on the toolbar.

- 3. Enter the password, click [OK].



- 4. Click on the [Log Settings] tab. Check the option [PC Log] and designate the destination to save.



- 5. Click [OK].

● Confirming Communication Status

Confirm this printer's network status.

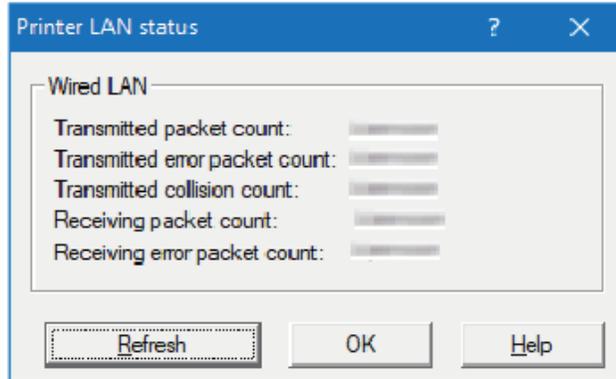
1. Select the printer to configure from the main screen.
2. From the [Settings] menu, click [Printer LAN Status].



Or click  on the toolbar.

The LAN's communication status will be displayed.

To update to the latest information, click [Refresh].

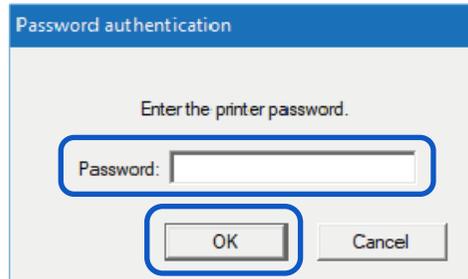


3. Click [OK] after confirming.

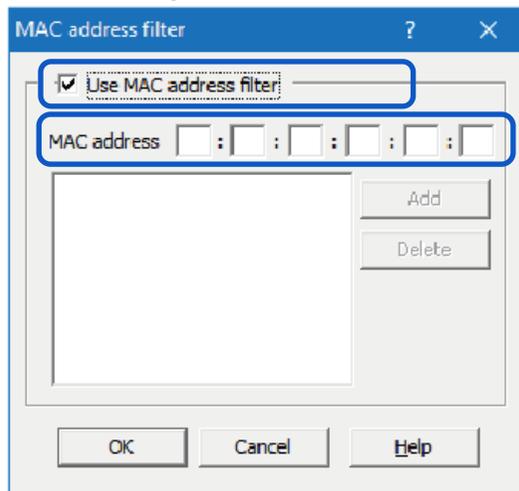
● **Confirming Access Restrictions for the Printer**

Configure so that only computers with the designated MAC address can connect to this printer.

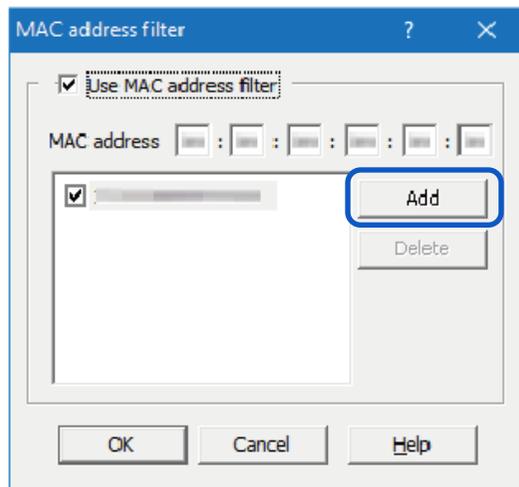
1. Select the printer to configure from the main screen.
2. From the [Settings] menu, click [MAC address filter].
3. Enter the password, click [OK].



4. Check the option [Use MAC address filter], Enter MAC address.



5. Click [Add].



The MAC address will be added. A maximum of 32 addresses can be configured.

Note

- **To remove a MAC addresses that was added:**
Select a MAC address to delete from the list and click [Delete].

6. Click [OK].

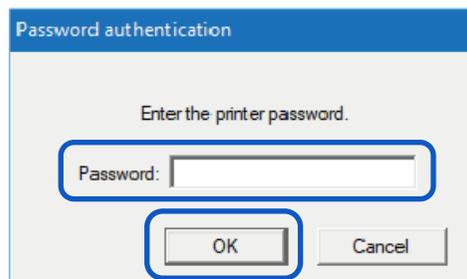
Important

- When the **MAC** address set had been wrong, the computer will not be able to connect to this printer. If you are unable to cancel the setting, contact your place of purchase.

● Initializing the Printer's Network Settings

All the network settings of this printer will be initialized.

1. Select the printer to configure from the main screen.
2. From the [Setting] menu, click [Restore the factory default value].
3. Enter the password, click [OK].



A confirmation message will be displayed.

4. Click [OK].

Note

- After executing [Restore Factory Default Settings], the password necessary for configuring the printer's network will also be initialized. The default password is "admin".

■ Configuring Network Using the Network Utility

The following explains how to configure the network using the network utility such as setting this printer's search range and the network's time-out value.

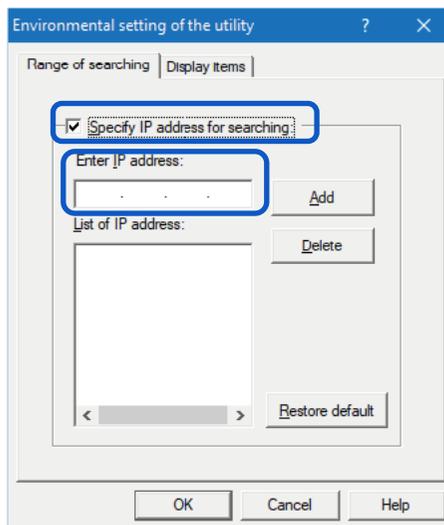
● Setting the Range for Printer to be searched for

When searching for this printer, the IP address to be searched for can be specified.

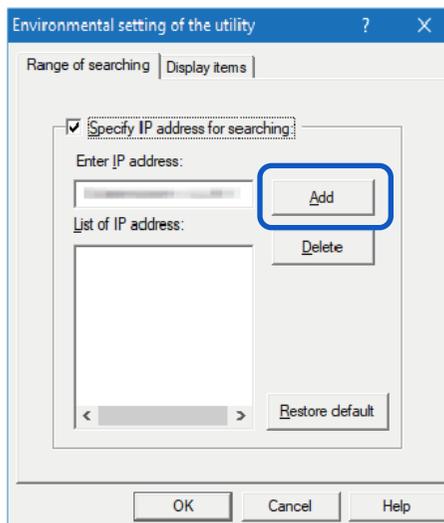
1. [From the [Environmental settings] menu, click [Utility environmental settings].

Or click  on the toolbar.

2. Check the option [Specify IP Address to Search], enter the IP address.



3. Click [Add].

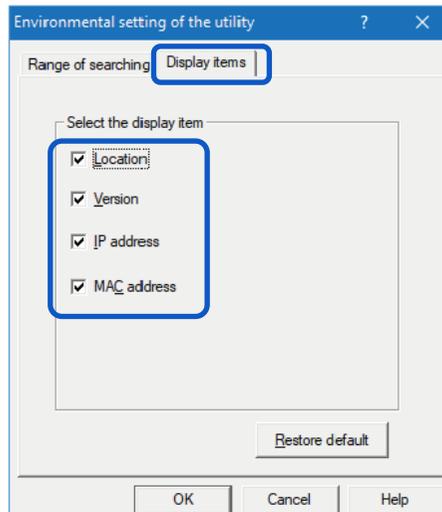


The IP address will be added. Up to 16 IP addresses can be specified.

Note

- To remove an added IP addresses, select from the list and click [Delete].
- Clicking [Restore default] will restore the content of the [Search Range] tab to its defaults.

4. Click the [Display Items] tab and check an item (such as Installation Location) check box to display.

**Note**

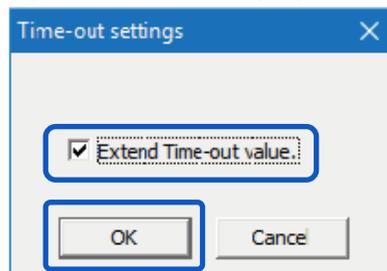
- Clicking [Restore default] will restore the content of the [Display Items] tab to its defaults.

5. Click [OK].

● Extending Network Time-Out Value

If you want to avoid resending print data due to the printer timing out, or fix errors due to network delays (Bidirectional communication error), extend the network time-out value.

1. From the [Environmental settings] menu, click [Time-out setting].
2. Check the [Extend Time-Out value] check box and click [OK].



Specifications

■ Printer

Product Name	CPX4P
Printing method	Inkjet
Print colors	Full color
Print resolution	Vertical 1200dpi x Horizontal 1200dpi Vertical 600dpi x Horizontal 1200dpi
Printing speed	Auto printing speed: 150-> 120-> 90 mm/sec Preset printing speed: 300/200/150/120/100/90/80/70/60/50 mm mm/sec
Printable area (W x L)	AIS mode ON: 105.9 mm x 397.0 mm (4.17 inch x 15.6 inch) AIS mode OFF: 106.3 mm x 397.0 mm (4.19 inch x 15.6 inch)
Print margin (in relation to paper transport direction)	Top/Bottom: 1.5 mm (0.06 inch) Left/Right (Including Liner): AIS mode ON: 2.7 mm (0.11 inch) * AIS mode OFF: 2.5 mm (0.10 inch) *
Print head	5,030 nozzles (effective nozzles)
Ink used	Water based pigment ink Yellow (Y), Magenta (M), Cyan (C), and Black (Bk)
Interface	USB 2.0 (High Speed), Ethernet, RS-232
Operating noise	About 60 dB (A) or less
Installation environment	Temperature: 15 to 30 degrees Celsius (59 to 86 degrees Fahrenheit) Humidity: 10% to 80% (with no condensation)
Power supply	AC100-240V 50/60Hz
Power consumption	Maximum power consumption: 233 W (Reference value: with optional cutter: 268 W) Sleep mode: 8 W
Dimensions	386 mm x 570 mm x 394 mm (15.2 inch x 22.4 inch x 15.5 inch) With optional cutter: 386 mm x 687 mm x 394 mm (15.2 inch x 27.0 inch x 15.5 inch)
Weight	About 24 kg (About 53 lbs) (without ink tanks and printhead)

* When using label paper, it must have left and right margins, each of which is 1.5mm or wider in relation to the left and right paper edges respectively.

■ Paper

Paper form	Dedicated roll paper (Label, Tag) Dedicated fanfold paper
Paper type	Matte coated paper, Glossy paper, Synthetic paper
Paper size	Width: 24.0 mm - 119.0 mm Length: 6.0 mm - 400.0 mm
Paper thickness	145 µm - 255 µm (5.71 mil - 10.0 mil)
Paper capacity	Outer diameter: ø 200 mm (7.87 inch) and less Core diameter: ø 76.2 +/- 1.0 mm (3 +/- 0.039 inch) Fanfold paper Recommended media feeding condition): Media height: 40 mm (1.57 inch) - 850 mm (33.5 inch) from rear feeder slot to a downward direction. Transportation direction Media front-edge alignment : 100 mm (3.94 inch) and less from rear feeder slot to a backward direction

■ Auto Cutter (Option)

Type	Rotary Cutter	
Installation configuration	Screwed to the paper delivery slot of printer.	
Cutting rate	Similar to the printer speed.	
Condition of the paper	Paper	Dedicated paper (matte coated paper, glossy paper, synthetic paper)
	Cut size	25.4 mm - 120 mm (1.00 inch - 4.72 inch) (W) 38.1 mm - 400 mm (1.50 inch - 15.75 inch) (L)
	Paper thickness	145 µm - 255 µm (5.71 mil - 10.0 mil)
Dimensions (W x D x H)	221 mm x 193 mm x 230 mm (8.70 inch x 7.60 inch x 9.06 inch)	
Weight	Approx. 4.0 kg (8.82 lbs)	
Installation environment	Temperature: 15 to 30 degrees Celsius (59 to 86 degrees Fahrenheit) Humidity: 10% to 80% (with no condensation)	



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