

LABELS

LabelMax SP2



Manuali d'uso

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1 Generali

1.1 Copyright Declaration

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1.2 Conformita'

CE Class B:

EN55022: 1998+A1: 2000+A2: 2003

EN55024: 1998+A1: 2001+A2: 2003 IEC 61000-4 Series

EN61000-3-2: 2006 & EN61000-3-3: 1995+A1: 2001

FCC Part 15, Class B

UL, CUL

C-Tick:

CFR 47, Part 15/CISPR 22 3rd Edition: 1997, Class B

ANSI C63.4: 2003

Canadian ICES-003

TÜV-GS: EN60950: 2000

1.3 Introduzione

Grazie d'aver scelto LabelMax SP2 stampante di etichette a trasferimento termico .

Anche se la stampante richiede solo una piccolo spazio, offre affidabilita', prestazioni superiori.

Questa stampante stampa sia a trasferimento termico e stampa termica diretta

Selezione Velocita' da 2.0 o 3.0 ips. Accetta etichette continue e fustellate per la stampa a trasferimento termico. E un piacere stampare etichette spettacolari con questa stampante.

2 Per iniziare

2.1 imballaggio e ispezione

Questa stampante e' stata imballata in modo speciale per resistere durante il trasporto. Controllare attentamente l'imballaggio e la stampante dopo aver ricevuto la LabelMax SP2. Conservare i materiali di imballaggio nel caso sia necessario rispedire la stampante..

2.2 Elenco delle parti

- LabelMax SP2
- SignMax DVD + Dongle
- Cavo porta USB
- Alimentatore esterno universale
- Cavo Alimentazione
- Albero bobina
- Albero ribbon x 2
- Mandrino riavvolgimento nastro centro

Nel caso di parti mancanti, vi preghiamo di contattarci

2.3 Parti Stampante

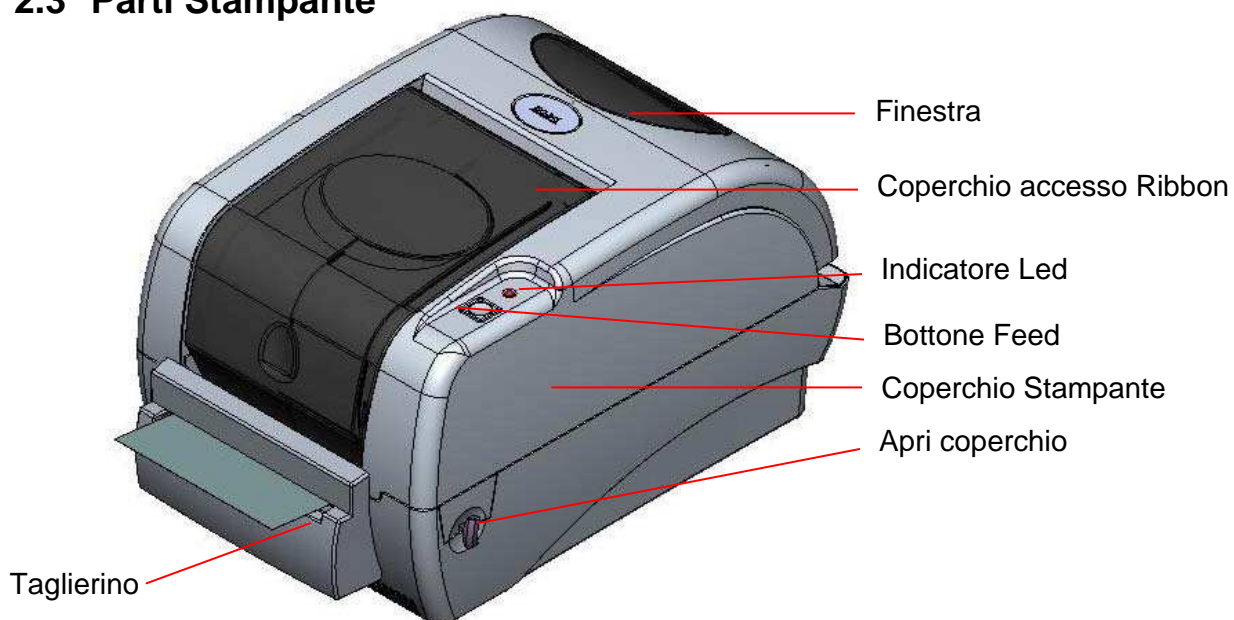


Fig. 1 Vista frontale

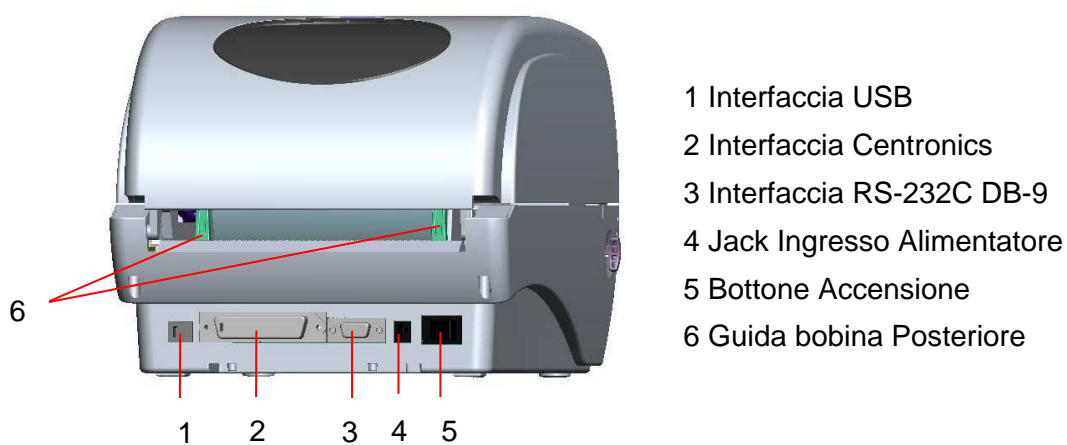


Fig. 2 Vista posteriore

3 Installazione

3.1 Installazione della stampante

- Collocare la stampante su una superficie piana e sicura
- Assicurarsi che l'interruttore di alimentazione è spento
- Collegare la stampante al computer con il cavo USB
- Collegare il cavo di alimentazione nel connettore di alimentazione nella parte posteriore del stampante, quindi collegare il cavo di alimentazione ad una presa di corrente.

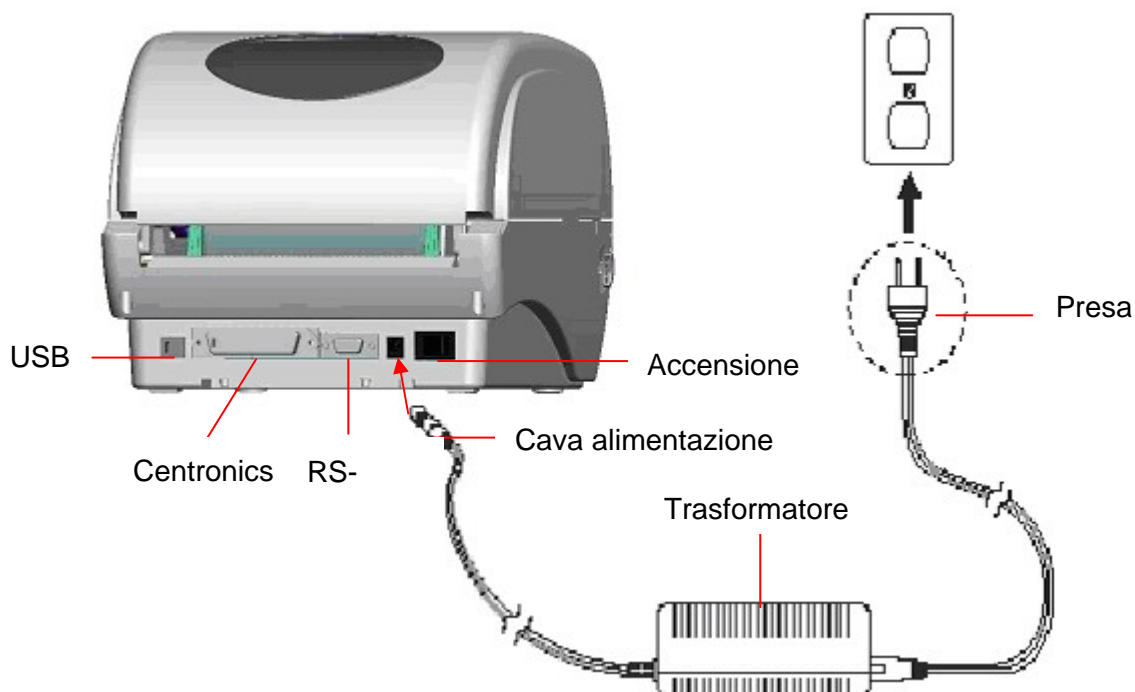


Fig. 3 Collegare l'alimentatore alla stampante

3.2 Istruzioni Operazione Coperchio Sopra

Attenzione quando si apre o si chiude il coperchio superiore della stampante seguendo con attenzione queste istruzioni

Per aprire:

- Quando siete di fronte la parte anteriore della stampante tirare le leve di rilascio del coperchio su entrambi i lati della stampante verso di voi.
- Sollevare il coperchio gradualmente.
- Ci sono due posizioni di stop per il coperchio superiore. Posizione 1 e 2 sono indicati sull'etichetta sotto.
- Nota: Per tenere il coperchio aperto in posizione 1, e' necessario sollevare il coperchio superiore che il punto di arresto in posizione 1 e delicatamente abbassare il coperchio per fermare.
posizione 1. **NON CHIUDERE in caduta libera il coperchio superiore**

Aprire completamente il coperchio superiore e abbassare delicatamente per fermare posizione 2

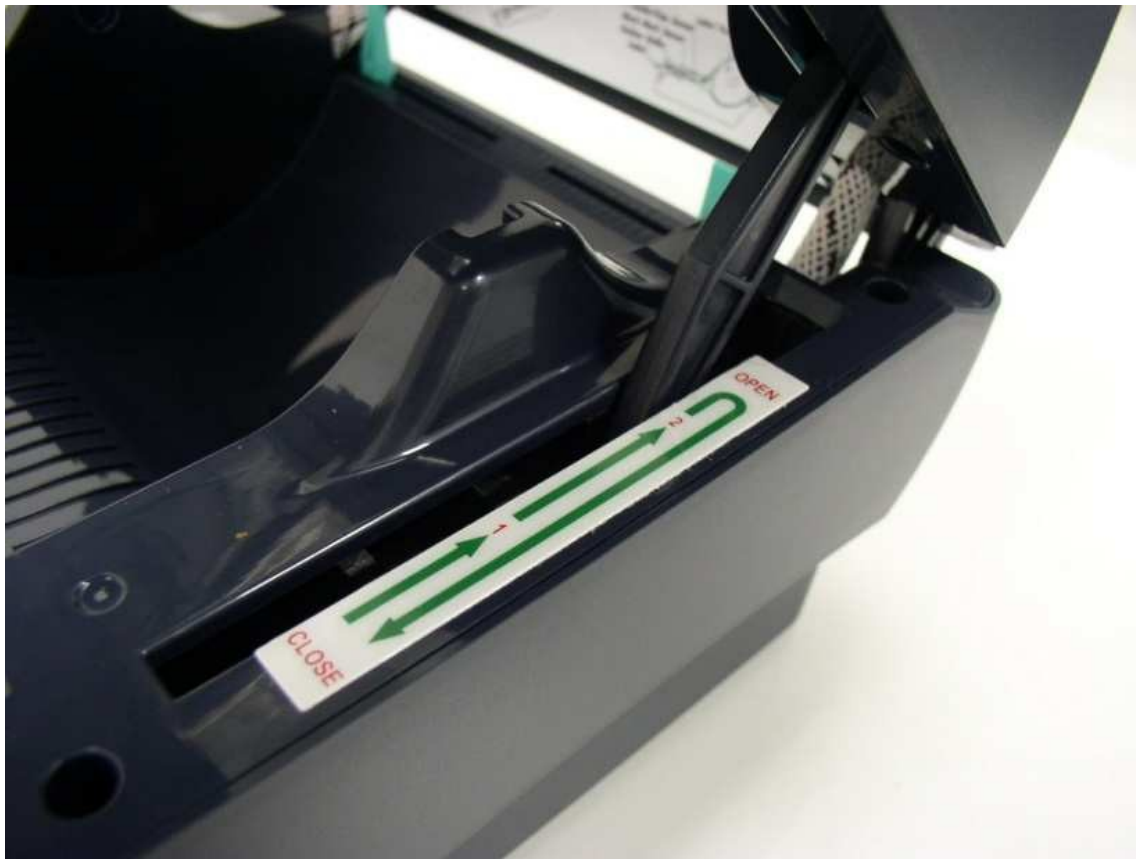


Fig. 1 Il coperchio superiore e' posizionato nella posizione 2

Per chiudere il coperchio, sollevare il coperchio superiore per l'alto quindi chiudere il coperchio superiore con delicatezza e sarà mantenuta ad una posizione di stop compreso tra 1 e 2 per un po'. Usare entrambi le mani per spingere delicatamente verso il basso il coperchio superiore per chiuderlo e assicurarsi che la chiusura dello sportellino su entrambi i lati.

Nota: Non mettere le mani tra coperchio superiore e il coperchio inferiore, durante la chiusura del coperchio superiore!



Fig. 2 Il coperchio superiore e' completamente aperto e pronto per la chiusura



Fig. 3 Usare entrambi le mani per chiudere il coperchio superiore!

Non forzare il coperchio! Se non siete sicuri se il coperchio superiore e' fissato in posizione di arresto, per favore non spingere coperchio superiore per poi chiuderlo per evitare di danneggiarlo.

Si prega di aprire il coperchio superiore fino l'angolo finale per chiuderlo di nuovo. Usare entrambi le mani per chiudere il coperchio superiore.

3.3 Caricamento nastro ribbon

La stampante rileverà se il nastro sia installato dopo l'accensione e sia impostata la modalità di stampa a trasferimento termico o stampa termica diretta in modo automatico.

Se la stampante non rileva il nastro, il motore adozione nastro si spegnerà

Assicurarsi che il coperchio superiore della stampante è chiusa correttamente su entrambi i lati prima di accendere la stampante!

Si prega di attenersi alla seguente procedura per installare il nastro nella stampante:

- Premere verso il basso il coperchio di accesso ribbon per sbloccare e aprire il coperchio.
- Mettere il tubo di carta sul mandrino di riavvolgimento nastro
- Montare mandrino con tubo carta di riavvolgimento nastro anteriore
- Inserire un nastro ribbon sull'albero porta ribbon.
- Montare mandrino porta ribbon sul perno posteriore
- Percorrere il nastro verso il basso per passare davanti la testina di stampa.
- Fissare la parte adesiva sull'albero riavvolgimento nastro anteriore
- Ruotare l'albero riavvolgimento nastro fino quando divenda teso,
- Chiudi coperchio accesso ribbon.

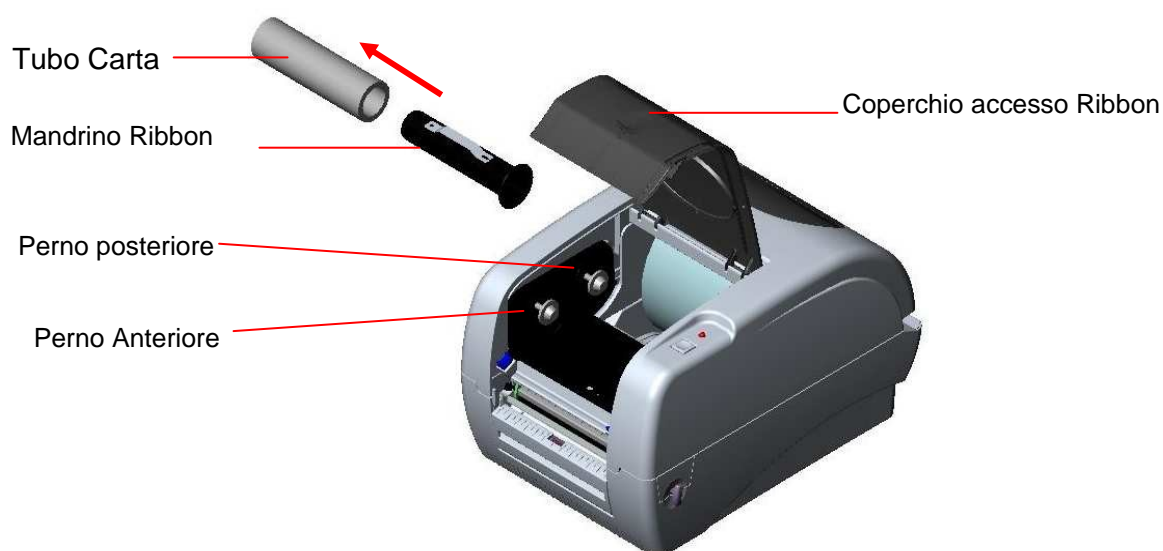


Fig. 4 Installazione Ribbon (I)

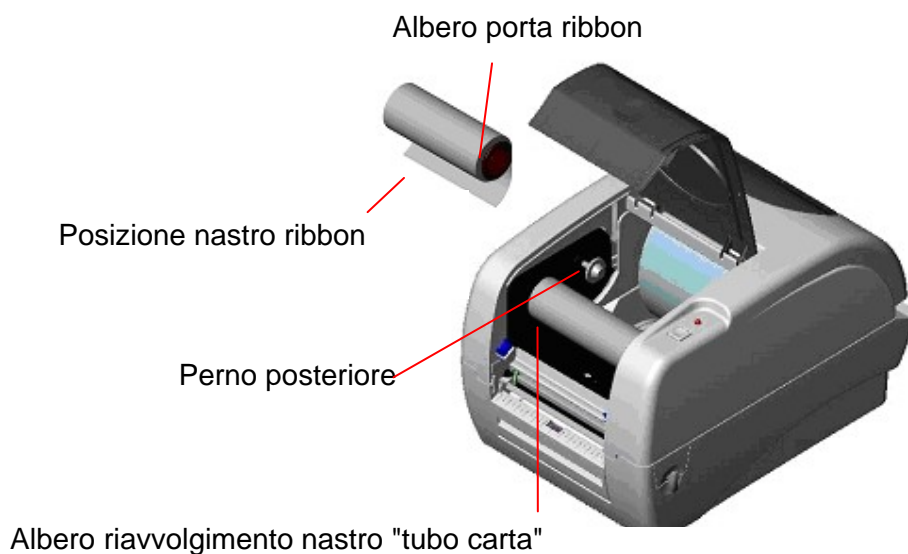


Fig. 5 Instalazione Ribbon (II)

3.4 Caricamento di etichette

Inserire il mandrino in un rotolo di etichette "Bobina"

Aprire il coperchio superiore della stampante tirando in avanti le leve verdi su ciascun lato della stampante e sollevare il coperchio superiore. Il supporto della parte posteriore della stampante manterra' il coperchio superiore della stampante aperto.

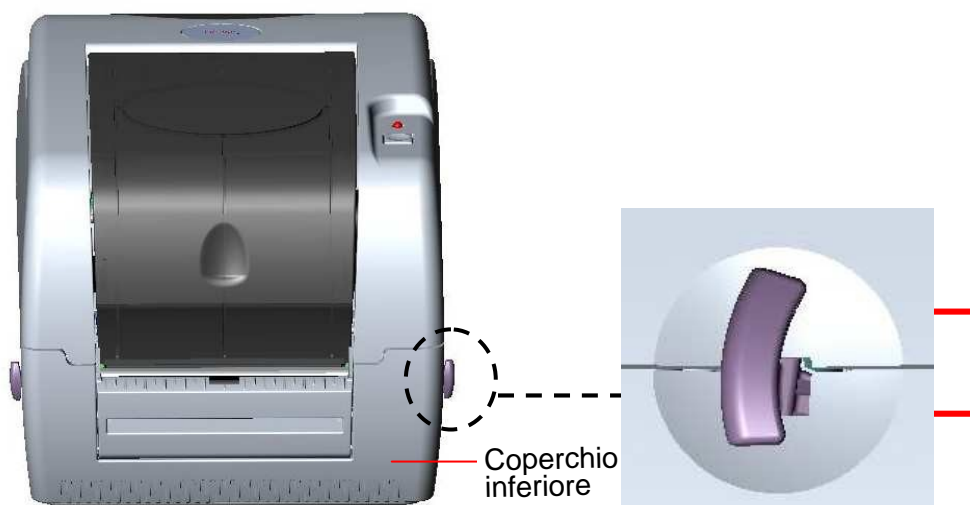


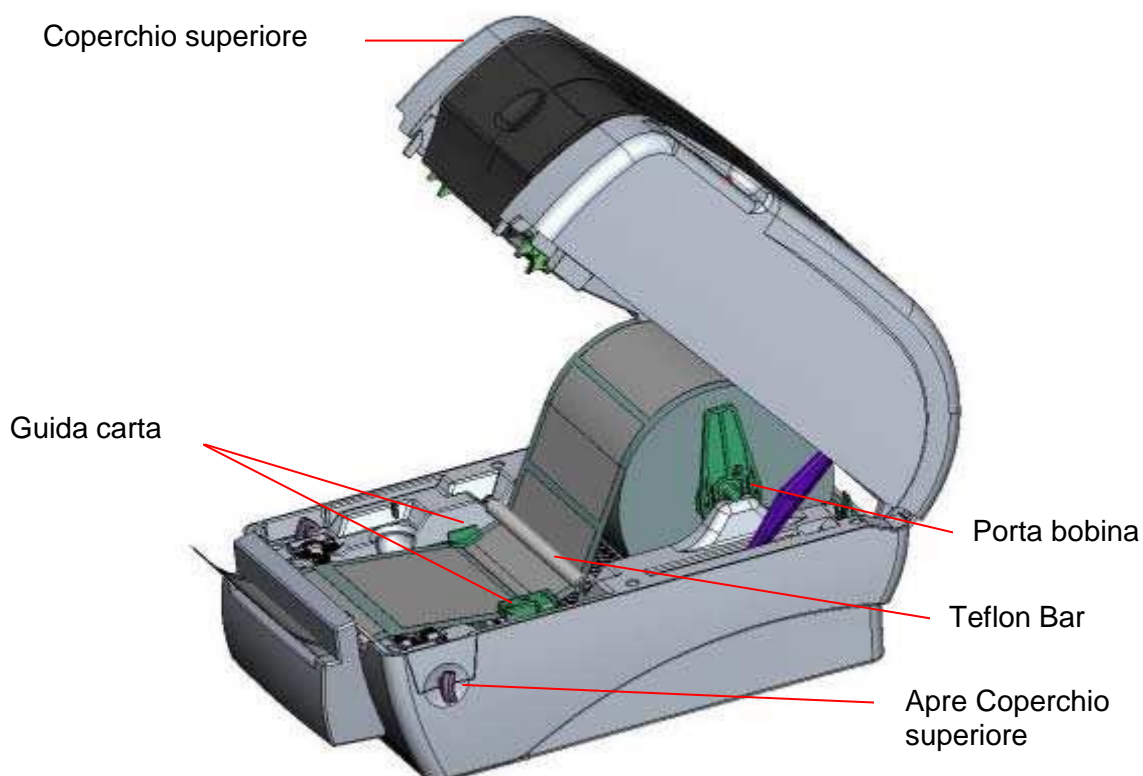
Fig. 7 Tirare la leva per aprire il coperchio

- Inserire una bobina etichette nel centro porta bobine.
- Fai passare nastro etichette sotto Teflon bar e guida nastro, con lato stampa sopra! poi sopra platen.
- Aggiustare le guide verdi nel modo che sfiorano i lati del nastro etichette.
- Per chiudere il coperchio superiore, aprire fino l'angolo finale ed usare entrambi le mani per chiudere il coperchio con delicatezza e assicuratevi che ganci di chiusura hanno fatto presa.

Nota:

Attenzione, non mettere le mani fra il coperchio superiore e quello inferiore durante la chiusura. Qualora il coperchio e' stato chiuso male, cio' puo' influire sulla qualita' della stampa.

Usare le due mani per chiudere!



4 Power-On Utilities

There are six power-on utilities to set up and test printer hardware. These utilities are activated by pressing FEED button and by switching on the printer power simultaneously. The utilities are listed as below:

- Ribbon sensor calibration and Gap or black mark sensor calibration
- Gap/black mark sensor calibration ; Self-test and dump mode
- Printer initialization
- Set black mark sensor as media sensor and calibrate the black mark sensor
- Set gap sensor as media sensor and calibrate the gap sensor

4.1 Ribbon and Gap/Black Mark Sensor Calibration

Gap/black mark sensor sensitivity should be calibrated at the following conditions:

- A brand new printer
- Change label stock.
- Printer initialization.

Please follow the steps below to calibrate the ribbon and gap/black mark sensor.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
1. Release the button when LED becomes **red** and blinking. (Any red will do during the 5 blinks).

It will calibrate the ribbon sensor and gap/black mark sensor sensitivity.

The LED color will be changed as following order :

Amber → **red (5 blinks)** → amber (5 blinks) → green (5 blinks) → green/amber (5 blinks) → red/amber (5 blinks) → solid green

4.2 Gap/Black Mark Calibration, Self-test and Dump Mode

While calibrate the gap/black mark sensor, printer will measure the label length, print the internal configuration (self-test) on label and then enter the dump mode. To calibrate gap or black mark sensor depends on the sensor setting in the last print job.

Please follow the steps below to calibrate the sensor.

1. Turn off the power switch.
2. Hold on the button while turning on the power switch.
3. Release the button when LED becomes **amber** and blinking. (Any amber will do during the 5 blinks).

The LED color will be changed as following order.

Amber → red (5 blinks) → **amber (5 blinks)** → green (5 blinks) → green/amber (5 blinks) → red/amber (5 blinks) → solid green

4. It calibrates the sensor and measures the label length and prints internal settings then enter the dump mode.

4.3 Self-test

Printer will print the printer configuration after gap/black mark sensor calibration. Self-test printout can be used to check if there is any dot damage on the heater element, printer configurations and available memory space.

Self-test printout	
<pre> PRINTER INFO. XXXXXXXXXX XXXXXXXXXX Version: X.XX MILAGE(m): 0 CHECKSUM: XXXXXXXX SERIAL PORT: 9600,N,8,1 CODE PAGE: 850 COUNTRY CODE: 001 SPEED: X INCH DENSITY: 8 SIZE: 4.00 , 4.00 GAP: 0.12 , 0.00 TRANSPARENCE: XX ***** FILE LIST: DRAM FILE: 0 FILE(S) FLASH FILE: 0 FILE(S) PHYSICAL DRAM: XXXX KBYTES AVAILABLE DRAM: XXXX KBYTES FREE PHYSICAL FLASH: XXXX KBYTES AVAILABLE FLASH: XXXX KBYTES FREE END OF FILE LIST ***** </pre>	<ul style="list-style-type: none"> Print head check pattern Model name and F/W version Printed mileage (meter) Firmware checksum Serial port configuration Code page Country code Print speed (inch/sec) Print darkness Label size (inch) Gap distance (inch) Gap/black mark sensor sensitivity Numbers of download files Total & available memory space

4.4 Dump mode

Printer will enter dump mode after printing printer configuration. In the dump mode, all characters will be printed in 2 columns as following. The left side characters are received from your system and right side data are the corresponding hexadecimal value of the characters. It allows users or engineers to verify and debug the program.

ASCII Data	→	<pre> SPEED 2.0 53 50 45 45 44 20 32 2E 30 0D DENSITY 8 0A 44 45 4E 53 49 54 59 20 38 SET PEEL 0D 0A 53 45 54 20 50 45 45 4C OFF DIRE 20 4F 46 46 0D 0A 44 49 52 45 CTION 0 0 43 54 49 4F 4E 20 30 0D 0A 47 AP 3.00 mm 41 50 20 33 2E 30 30 20 6D 6D .0.00 mm 2C 30 2E 30 30 20 6D 6D 0D 0A REFERENCE 52 45 46 45 52 45 4E 43 45 20 0.0 SET C 30 2C 30 0D 0A 53 45 54 20 43 UTTER OFF 55 54 54 45 52 20 4F 46 46 0D SIZE 100. 0A 53 49 5A 45 20 31 30 30 2E 02 mm,65.0 30 32 20 6D 6D 2C 36 35 2E 30 4 mm CLS 34 20 6D 6D 0D 0A 43 4C 53 0D BARCODE 1 0A 42 41 52 43 4F 44 45 20 31 44,149,"39 34 34 2C 31 34 39 2C 22 33 39 ",120,1,0. 22 2C 31 32 30 2C 31 2C 30 2C 2.6,"57114 32 2C 36 2C 22 35 37 31 31 34 38T" PRIN 33 38 54 22 0D 0A 50 52 49 4E T 1.1 SPE 54 20 31 2C 31 0D 0A 53 50 45 ED 2.0 DE 45 44 20 32 2E 30 0D 0A 44 45 NSITY 8 S 4E 53 49 54 59 20 38 0D 0A 53 </pre>	←	Hex decimal data related to left column of ASCII data
		<pre> ET PEEL OF 45 54 20 50 45 45 4C 20 4F 46 F DIRECTI 46 0D 0A 44 49 52 45 43 54 49 ON 0 GAP 4F 4E 20 30 0D 0A 47 41 50 20 3.00 mm,0. 33 2E 30 30 20 6D 6D 2C 30 2E 00 mm REF 30 30 20 6D 6D 0D 0A 52 45 46 ERENCE 0.0 45 52 45 4E 43 45 20 30 2C 30 SET CUTT 0D 0A 53 45 54 20 43 55 54 54 ER OFF SI 45 52 20 4F 46 46 0D 0A 53 49 ZE 100.02 5A 45 20 31 30 30 2E 30 32 20 mm,65.04 m 6D 6D 2C 36 35 2E 30 34 20 6D m CLS BA 6D 0D 0A 43 4C 53 0D 0A 42 41 RCODE 144. 52 43 4F 44 45 20 31 34 34 2C 149,"39",1 31 34 39 2C 22 33 39 22 2C 31 20,1,0,2,6 32 30 2C 31 2C 30 2C 32 2C 36 ,"5711438T 2C 22 35 37 31 31 34 33 38 54 " PRINT 1 22 0D 0A 50 52 49 4E 54 20 31 .1 2C 31 0D 0A </pre>		

Fig. 30 Dump mode printout

Note:

Switch off / on the power to resume printer for normal printing.

4.5 Printer Initialization

Printer initialization is used to clear DRAM and restore printer settings to defaults. The only one exception is ribbon sensitivity, which will not be restored to default.

Printer initialization is activated by the following procedures.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns **green** after 5 amber blinks. (Any green will do during the 5 blinks).

The LED color will be changed as following:

Amber → red (5 blinks) → amber (5 blinks) → **green (5 blinks)** → green/amber (5 blinks) → red/amber (5 blinks) → solid green

Printer configuration will be restored to defaults as below after initialization.

Parameter	Default setting
Speed	203DPI :127 mm/sec (5 ips) 300DPI: 76 mm/sec (3 ips)
Density	8
Label Width	4" (101.6 mm)
Label Height	4" (101.6 mm)
Sensor Type	Gap sensor
Gap Setting	0.12" (3.0 mm)
Print Direction	0
Reference Point	0,0 (upper left corner)
Offset	0
Tear Mode	On
Peel off Mode	Off
Cutter Mode	Off
Serial Port Settings	9600 bps, none parity, 8 data bits, 1 stop bit
Code Page	850
Country Code	001
Clear Flash Memory	No
IP Address	DHCP

Note :

Always do gap/black mark sensor calibration after printer initialization.

4.6 Set Black Mark Sensor as Media Sensor and Calibrate the Black Mark Sensor

Please follow the steps as below.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns **green/amber** after 5 green blinks. (Any green/amber will do during the 5 blinks).

The LED color will be changed as following:

Amber → red (5 blinks) → amber (5 blinks) → green (5 blinks) → **green/amber (5 blinks)** → red/amber (5 blinks) → solid green

4.7 Set Gap Sensor as Media Sensor and Calibrate the Gap Sensor

Please follow the steps as below.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns **red/amber** after 5 green/amber blinks. (Any red/amber will do during the 5 blinks).

The LED color will be changed as following:

Amber → red (5 blinks) → amber (5 blinks) → green (5 blinks) → green/amber (5 blinks) → **red/amber (5 blinks)** → solid green

5 Maintenance

5.1 Cleaning

This chapter presents the clean tools and methods to maintain your printer.

Please use one of following material to clean the printer.

- Cotton swab (Head cleaner pen)
- Lint-free cloth
- Vacuum / Blower brush
- 100% ethanol

The cleaning process is described as follows

Printer Part	Method	Interval
Print Head	1. Always switch off the printer before cleaning the print head. 2. Allow the print head to cool down for a minimum of one minute. 3. Use a cotton swab (Head cleaner pen) and 100% ethanol to clean the print head surface.	Clean the print head when changing a new label roll
Platen Roller	1. Switch the power off. 2. Rotate the platen roller and wipe it thoroughly with 100% ethanol and a cotton swab, or lint-free cloth.	Clean the platen roller when changing a new label roll.
Tear Bar/Peel Bar	Use the lint-free cloth with 100% ethanol to wipe it.	As required
Sensor	Compressed air or vacuum	Monthly
Exterior	Wipe it with water-dampened cloth	As required
Interior	Brush or vacuum	As required

Note:

Do not touch printer head by hand. If you touch it careless, please use ethanol to clean it. Please use 100% Ethanol. DO NOT use medical alcohol, which may damage the printer head. Regularly clean the print head and supply sensors once change a new ribbon to keep printer performance and extend printer life

6 Troubleshooting

The following guide lists the most common problems that may be encountered when operating this label printer. If the printer still does not function after all suggested solutions have been invoked, please contact the Customer Service Department of your purchased reseller or distributor for assistance.

6.1 LED Status

This chapter lists the common problems that according to the LED status and other problems you may encounter when operating the printer. Also it provides solutions.

LED Status / Color	Printer Status	Possible Cause	Recovery Procedure
OFF	No response	No power	* Switch on the power switch. * Check if the green LED is lit on power supply. If it is not lit on, power supply is broken. * Check both power connections from the power cord to the power supply and from the power supply to the printer power jack if they are connected securely.
Solid Green	ON	The printer is ready to use	* No action necessary.
Green with blinking	Pause	The printer is paused	* Press the FEED button to resume for printing.
Red with blinking	Error	The out of label or ribbon or the printer setting is not correct	1. Out of label or ribbon * Load a roll of label and follow the instructions in loading the media then press the FEED button to resume for printing. * Load a roll of ribbon and follow the instructions in loading the ribbon then press the FEED button to resume for printing. 2. Printer setting is not correct * Initialize the printer by instructions in "Power on Utility" or "Diagnostic Tool".

Note:

Printer status can be easily shown on the Diagnostic Tool. For more information about the Diagnostic Tool, please refer to the instruction in the software CD disk.

6.2 Print Quality

Problem	Possible Cause	Recovery Procedure
Not Printing	Check if interface cable is well connected to the interface connector.	Re-connect cable to interface.
	The serial port cable pin configuration is not pin to pin connected.	Please replace the cable with pin to pin connected.
	The serial port setting is not consistent between host and printer.	Please reset the serial port setting.
	The port specified in the Windows driver is not correct.	Select the correct printer port in the driver.
	The Ethernet IP, subnet mask, gateway is not configured properly.	Configure the IP, subnet mask and gateway.
No print on the label	Label or ribbon loaded not correctly.	Follow the instructions in loading the media or loading the ribbon.
	Ribbon run out.	Loading the ribbon.
Continuous feeding labels	The printer setting may go wrong.	Please do the initialization and gap/black mark calibration.
Paper Jam	Gap/black mark sensor sensitivity is not set properly (sensor sensitivity is not enough)	Calibrate the gap/black mark sensor.
	Make sure label size is set properly.	Set label size exactly as installed paper in the labeling software or program.
	Labels may be stuck inside the printer mechanism near the sensor area.	Remove the stuck label.
Poor Print Quality	Top cover is not closed properly.	Close the top cover completely and make sure the right side and left side levers are latched properly
	Check if supply is loaded correctly.	Reload the supply.
	Ribbon and media are incompatible.	Change the ribbon or label combination.
	Check if dust or adhesives are accumulated on the print head.	Clean the print head.
	Check if print density is set properly.	Adjust the print density and print speed.
	Check print head test pattern if head element is damaged.	Run printer self-test and check the print head test pattern if there is dot missing in the pattern.

6.3 LED Status Codes

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