



# Fastmark ZY Series

**Desktop Barcode Printer**  
(Thermal Transfer & Direct Thermal)

## User's Guide

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# User Caution

## Operational safety



## CAUTION

- Refer to the product label (bottom of the printer) and verify your power source exactly meets those requirements.
- Mechanical and electrical repairs should be conducted by qualified service personnel.
- Do not use this product near heat or water while utilizing AC power outlet.
- Unplug this product from the power outlet before cleaning.

## Cautions in setting up



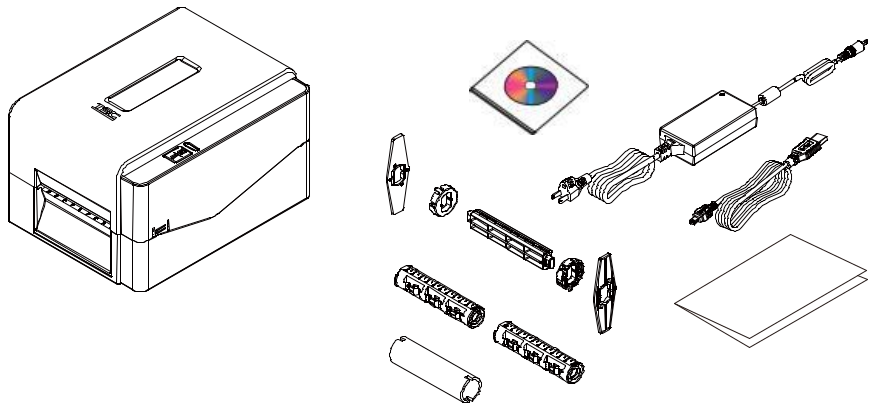
## CAUTION

- Unpack the printer. Make sure that the printer body and all accessories are included in the package and no parts are damaged.
- Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.
- Place the printer on a rigid, horizontal base in a location that is free of vibration.
- Before connecting or disconnecting the USB/Serial cable, be sure to turn off the printer.
- Do not use the printer in any location subject to sudden changes in temperature, humidity or heat generating equipment.
- Do not connect the printer AC adaptor to a non-standard power source. Refer to safety label on adapter.
- Refer to print adjustments in this manual before attempting alignments.
- If the case or cover becomes dirty, clean it with a soft cloth moistened with a small quantity of neutral detergent diluted with water. Never use a hard cloth or volatile solvent such as alcohol, thinner, or benzene.
- Do not turn off the printer during printing, as this may lead to a malfunction.

# Packaging

## Unpacking the printer

- One printer unit
- A pair of “1 spindles and paper core
- One quick installation guide
- One external universal switching power supply + AC power cord
- One USB interface cable
- CD with manuals & driver
- Media guides & spindle



## Removing protective material

- 1.** This printer has been specially packaged to withstand damage during shipping. Please carefully inspect the packaging and printer upon receipt. Open the carton and remove the printer from bubble wrap.
- 2.** If any parts are missing, please contact the Customer Service Department of your purchased reseller or distributor.
- 3.** It is recommended to keep packaging materials for future use if needed.

# Introduction

## Product

Thank you very much for purchasing your AMT Datasouth bar code printer.

The Fastmark ZY series printer features the single motor that can handle a large capacity of 300 meters ribbon and large rolls of media inside its sleek design. If the 5" interior label capacity is not enough, simply adding an external media roll mount and the Fastmark ZY series can easily handle 8" OD rolls of labels designed for expensive industrial label printers.

To meet the various printing requirements, Fastmark ZY10 and ZY15 series provides different memory capacity. Moreover, Fastmark ZY15 series have optional peel-off and cutter kits for users to purchase. The movable black mark sensor design can accept a wide range of label media. Most frequently used bar code formats are included. Fonts and bar codes can be printed in any one of the four directions.

### Applications:

- |                             |                       |
|-----------------------------|-----------------------|
| ❖ Point of sale             | ❖ Retail              |
| ❖ Healthcare patient safety | ❖ Compliance labeling |
| ❖ Work in process           | ❖ Order fulfillment   |
| ❖ Distribution              | ❖ Logistics receipts  |
| ❖ Shipping / Receiving      | ❖ Ticketing           |

## Product specifications

Item	Fastmark ZY Series
Resolution	8 dots/mm, 203 dpi (Optional 12 dots/mm, 300 dpi)
Printing method	Thermal Transfer & Direct Thermal
Max. print speed	Up to 6"/second
Max. print width	108mm (4.25")
Max. print length	ZY10: 110" (2,794mm) / ZY15: 1000" (25,400mm)
Physical dimension	8.03" (W) x 6.45" (H) x 11.02" (D) 204mm (W) x 164mm (H) x 280mm (D)
Weight (Including battery)	5.51 lbs (2.5kg)
Max. roll capacity	5" OD (127mm)
Processor	32-bit RISC CPU
Memory	<ul style="list-style-type: none"> <li>■ ZY10: 16MB SDRAM, 8MB Flash</li> <li>■ ZY15: 64MB SDRAM, 128MB Flash</li> </ul>
Power	Input: AC 100-240V, 2.5A, 50-60Hz, Output: DC 24V, 2.5A, 60W
Interface	<ul style="list-style-type: none"> <li>■ ZY10: USB</li> <li>■ ZY15: USB, USB Host, Ethernet 10/100Mbps, Serial RS232</li> </ul>
User interface	<ul style="list-style-type: none"> <li>■ 1 LED Status indicator (3-colors)</li> <li>■ 1 Operation button (feed &amp; pause)</li> </ul>
Sensors	<ul style="list-style-type: none"> <li>■ Reflective sensor</li> <li>■ Transmissive sensor</li> <li>■ Head open sensor</li> </ul>
Real time clock	<ul style="list-style-type: none"> <li>■ ZY15 Standard</li> </ul>
Internal font	<ul style="list-style-type: none"> <li>■ 8 alpha-numeric bitmap fonts</li> <li>■ Monotype Imaging® true type font engine with one CG Triumvirate Bold Condensed scalable font</li> </ul>
Bar code	<ul style="list-style-type: none"> <li>■ 1D bar code - Code 128UCC, Code 128 subsets A, B, C, EAN128, Interleaved 2 of 5, Interleaved 2 of 5 with check digit, Code 39, Code 39 with check digit, Code 93, EAN13, EAN8, UPCA, UPCE, EAN and UPC 2 (5) digits add-on, Codabar, Postnet, MSI, MSI with check digit, PLESSEY, China post, ITF14, Code 11, TELEPEN, TELEPENN, PLANET, Code49, Deutsche Post Identcode, Deutsche Post Leitcode, LOGMARS</li> <li>■ 2D bar code - GS1 DataBar, GS1 DataMatrix, Maxicode, AZTEC, PDF417, QR Code, Micro PDF 417</li> </ul>
Printer language	TSPL-EZD (Compatible to EPL, ZPL, ZPL II, DPL)
Media type	Die cut, black mark, fanfold, continuous (outside wound)
Media thickness	0.06 ~ 0.19 mm (2.36 ~ 7.48 mil)
Media width	0.78" ~ Max. 4.41" (20mm ~ Max. 112 mm)
Media core diameter	1" (25.4 mm) & 1.5" (38 mm) ID core
Gap height	0.09" (Min. 2 mm)
Black mark height	0.09" (Min. 2 mm)
Black mark width	0.31" (Min. 8 mm)

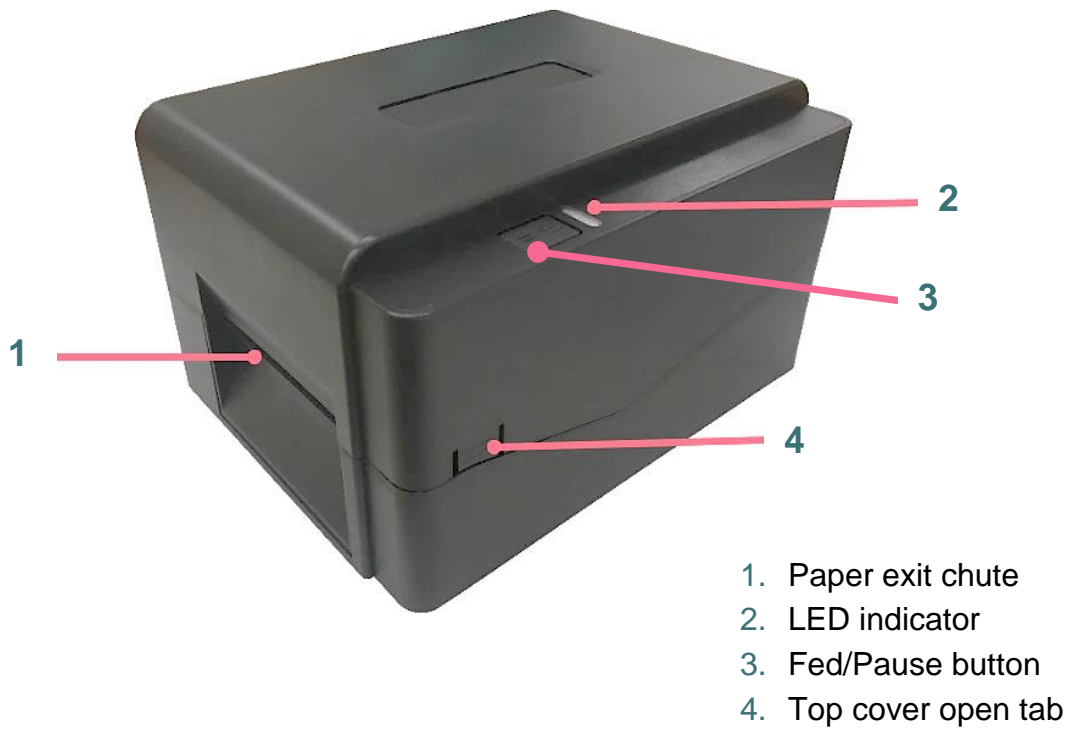


## Product specifications (cont.)

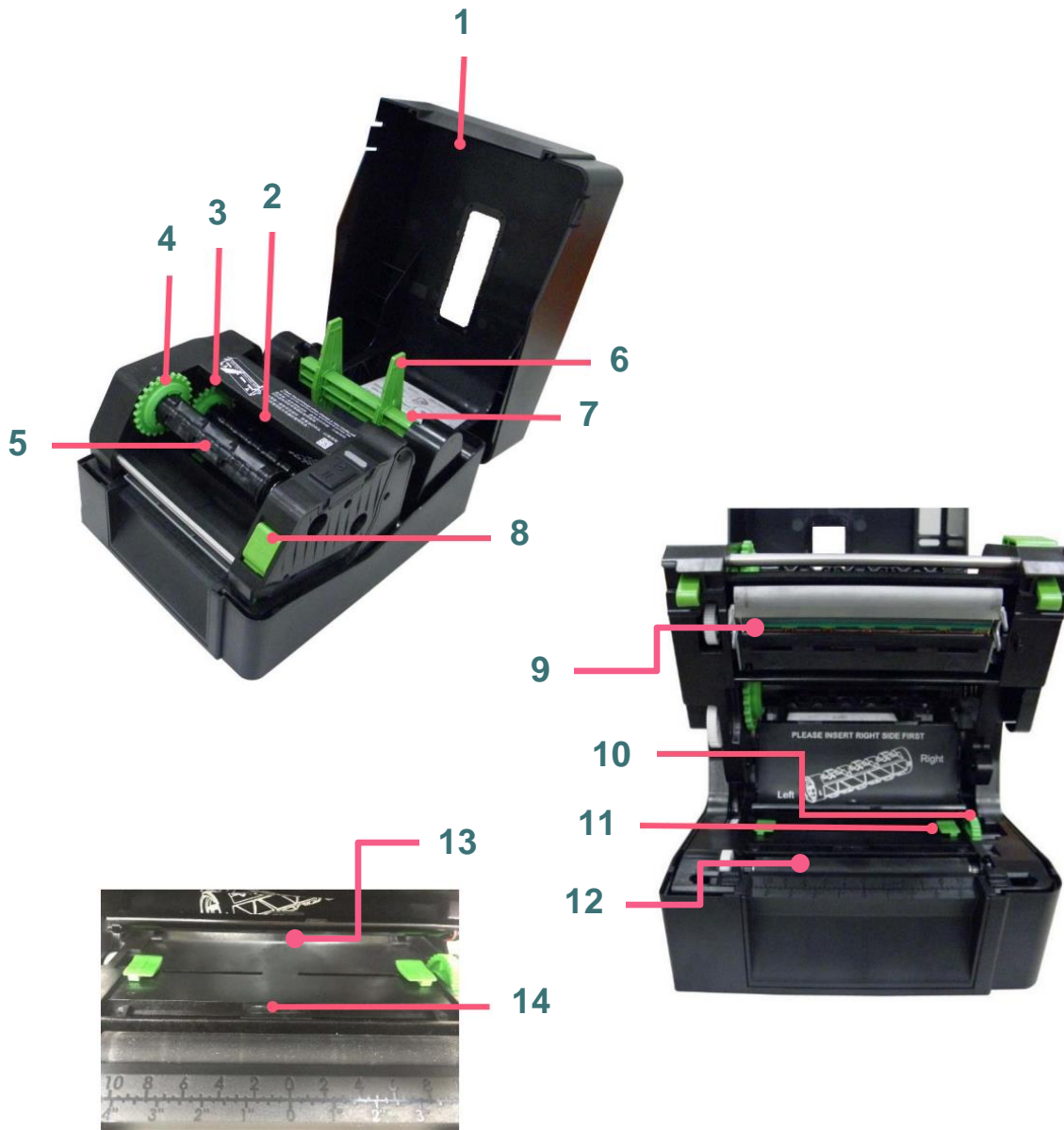
Item	Fastmark ZY Series
<b>Label length</b>	<ul style="list-style-type: none"> <li>■ 12.7 - 2,794mm (0.5" - 110")</li> <li>■ 25.4 - 152.4mm (1" - 6") for peeler mode</li> </ul>
<b>Environment condition</b>	<ul style="list-style-type: none"> <li>■ Operation: 5 ~ 40°C (41 ~ 104°F), 25~85% non-condensing</li> <li>■ Storage: -40 ~ 60°C (-40 ~ 140°F), 10~90% non-condensing</li> </ul>
<b>Environmental concern</b>	Comply with RoHS, WEEE
<b>Limited warranty</b>	<ul style="list-style-type: none"> <li>■ Printer: 2 years</li> <li>■ Print head: 25 km (1 million inches) or 12 months which comes first</li> <li>■ Platen: 50 km (2 million inches) or 12 months which comes first</li> </ul>
<b>User option</b>	<ul style="list-style-type: none"> <li>■ External roll mount, media OD. 214 mm (8.4") with 76.2 mm (3")</li> <li>■ ZY15 - Peel-off module</li> <li>■ ZY15 - Guillotine cutter (full cut and partial cut)</li> </ul>

# Printer Overview

## Front view



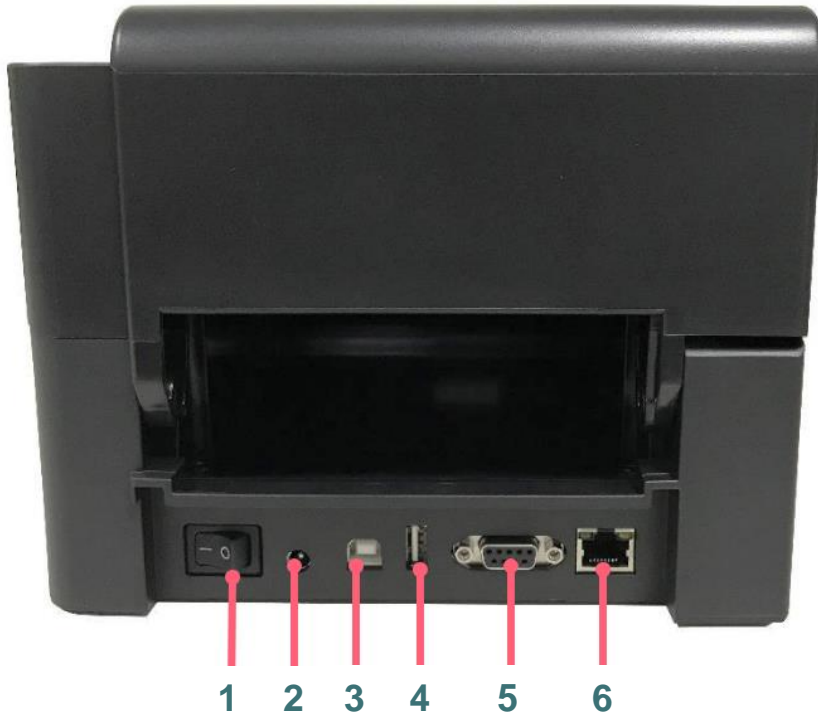
## Interior view



1. Printer top cover
2. Ribbon supply spindle
3. Ribbon supply hub
4. Ribbon rewind hub
5. Ribbon rewind spindle
6. Media role guides
7. Media supply spindle
8. Printhead release button

9. Printhead
10. Media guide adjustment knob
11. Media guide
12. Platen roller
13. Gap sensor
14. Black mark adjustable sensor

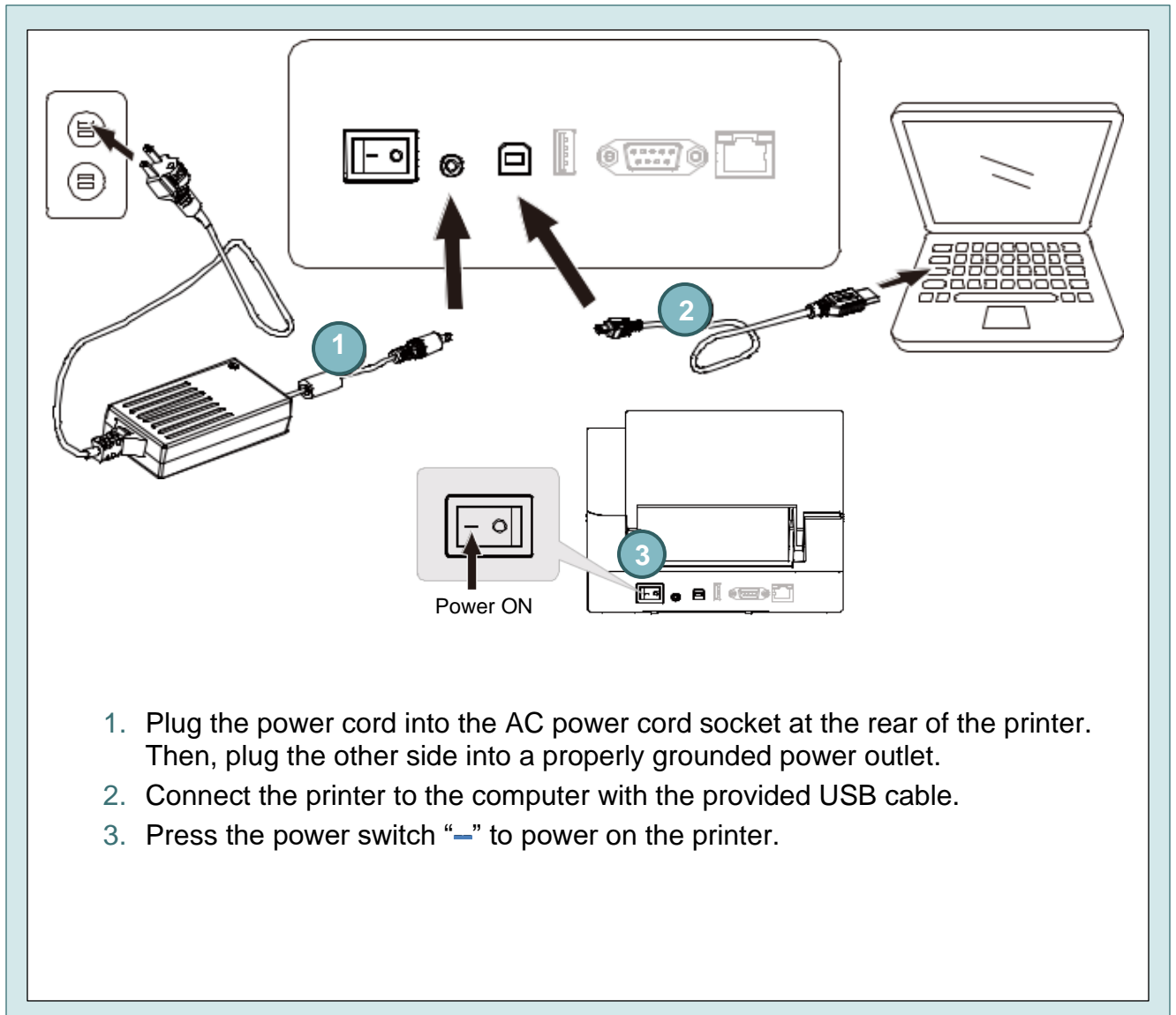
## Rear view



1. Power switch
2. DC Power jack socket
3. USB interface (USB 2.0/Hi-Speed mode)
4. USB host (Fastmark KY15 Series only)
5. RS-232 interface (Fastmark KY15 Series only)
6. Ethernet interface (Fastmark KY15 Series only)

# Setup

## Setting up the printer



### **Warning:**

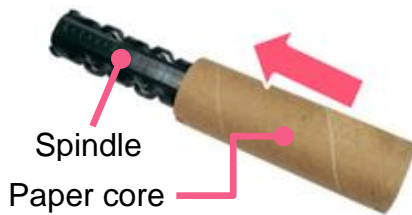
**Please switch OFF the printer before plugging in the power cord to printer power.**

❖ *The interface picture here is for reference only. Please refer to the product specification for the interface availability.*

## Loading the ribbon



1. Open the printer top cover by pressing the top cover open tabs and pulling upward.



Green  
Insert  
Left Side



2. Open the ribbon access cover and the media cover. Insert the paper core onto the rewind spindle.



3. Insert the right side of ribbon rewind spindle first. Then, insert the left side, match green end of spindle with green rewind hub.

**Note:** It can also be substituted by 0.5- or 1-inch paper roll with notches on both sides

## Loading the ribbon (cont.)



4. Push the print head release button to open the print head mechanism.



5. Insert the ribbon onto the ribbon spindle.

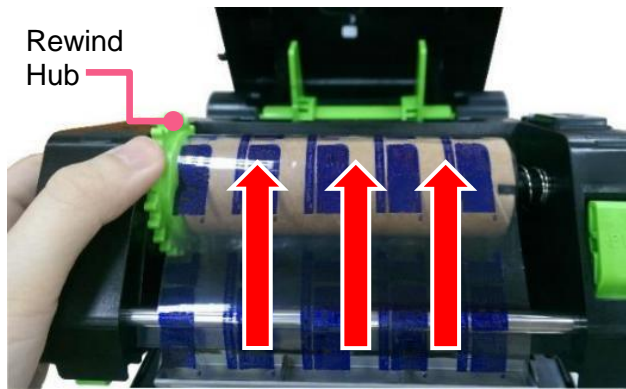


**Note:** The ribbon spindle can be substituted with ribbon core exhibiting notches on both sides.

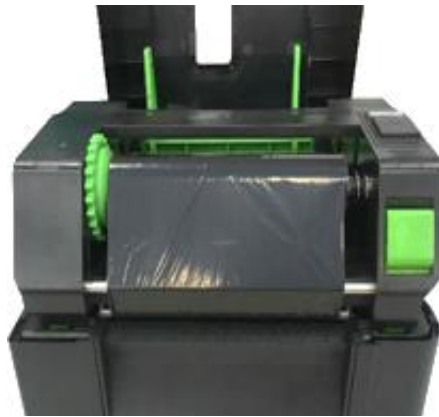


6. Insert the right side of ribbon supply spindle (marked "R") into the ribbon supply hub first. Then, insert the left side, match green end of spindle with green rewind hub.

## Loading the ribbon (cont.)

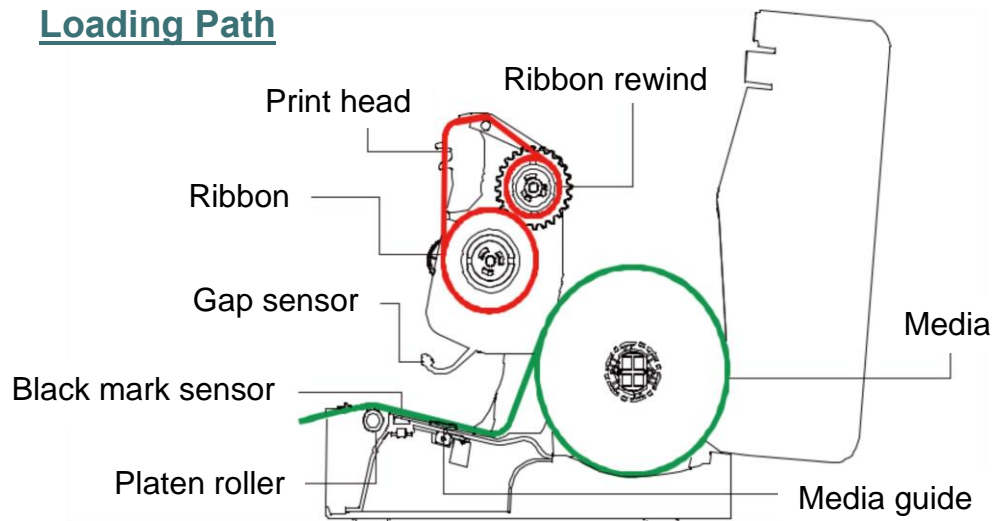


7. Pull the leader of the ribbon through the print head and stick the leader of the ribbon onto the ribbon rewind paper core.
8. Turn the ribbon rewind hub until the ribbon plastic leader is thoroughly wound and the black section of the ribbon covers the print head.



9. Close the print head mechanism with both hands and make sure the latches are engaged securely.

### Loading Path





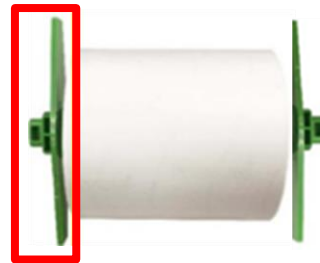
## Loading the media



1. Open the printer top cover by pressing the top cover open tabs and pulling upward.

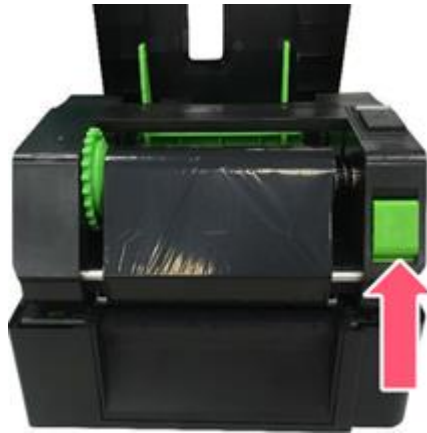


3. Insert the paper roll onto the media supply spindle and use two fixing guides to fix the paper roll onto the center of the spindle. (If paper width is 4", user could remove the fixing guides on both side of the media supply spindle.)

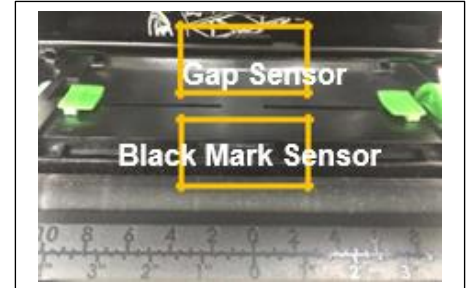


2. Place the media supply spindle with paper roll onto the printer paper roll mount.

## Loading the media (cont.)



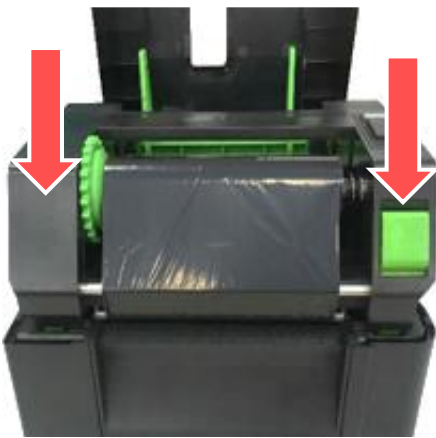
1. Push the print head release button to open the print head mechanism.



**Note:** The black mark sensor position is adjustable, and the gap sensor is fixed. Please make sure the gap or black mark is at the location where media gap/black mark will pass through for sensing.

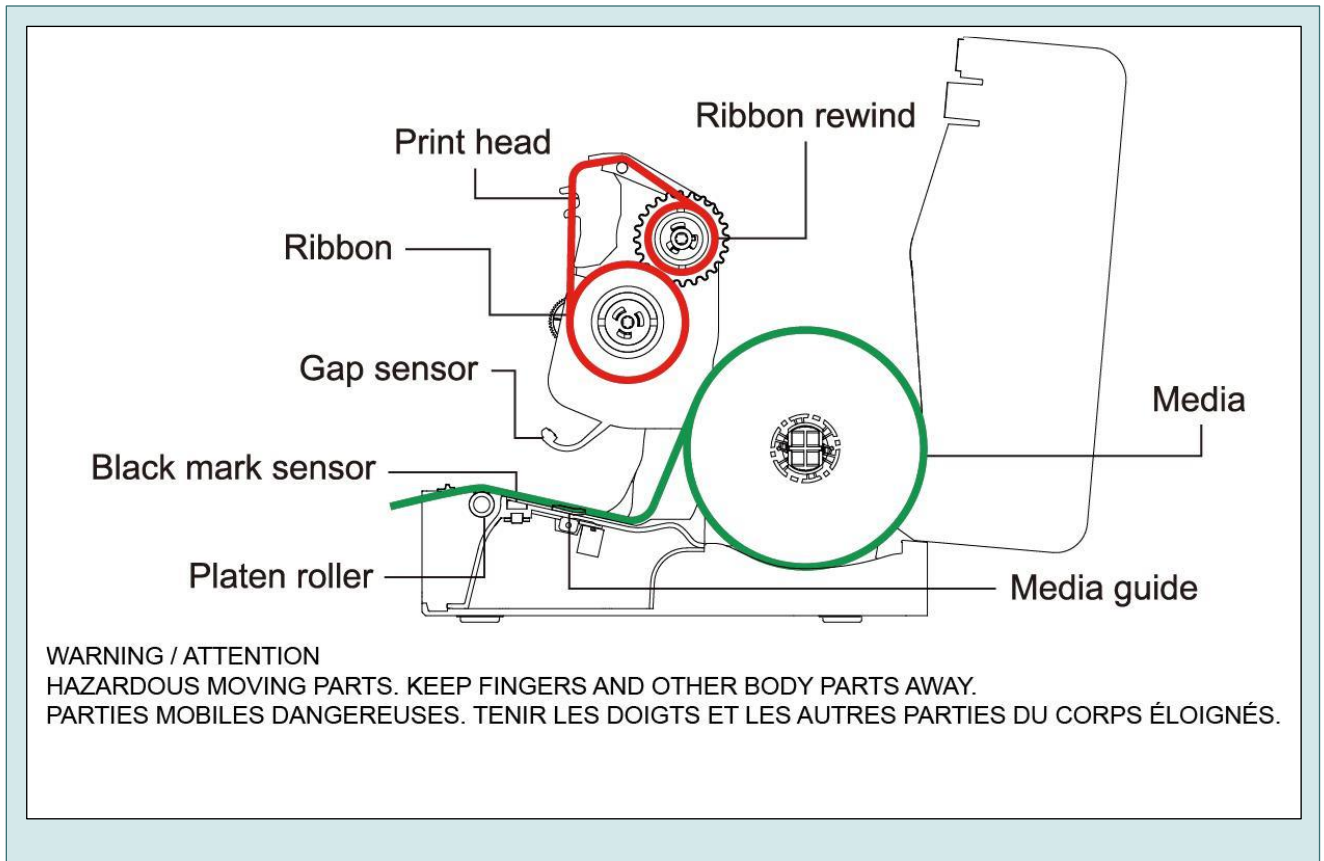


2. Feed the label (printing side facing up) through the media sensor and place the label leading edge onto the platen roller. Adjust the media guides to fit the label width.



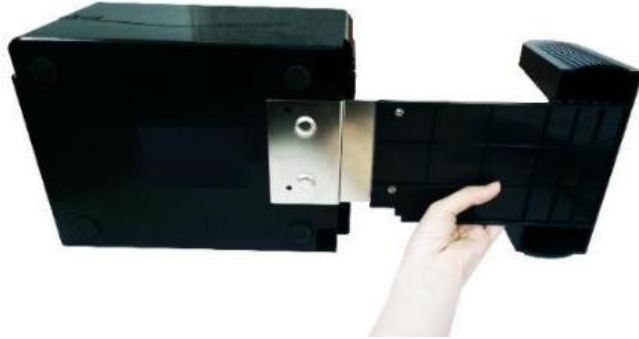
3. Close the print head mechanism with both hands and make sure the latches are engaged securely. Use software utility to set the media sensor type and calibrate the selected sensor.

## Loading the media (cont.)



*Please calibrate the gap/ black mark sensor when changing media.*

## External Label Roll Mount Installation (Option)



1. Attach an external paper roll mount on the bottom of the printer.

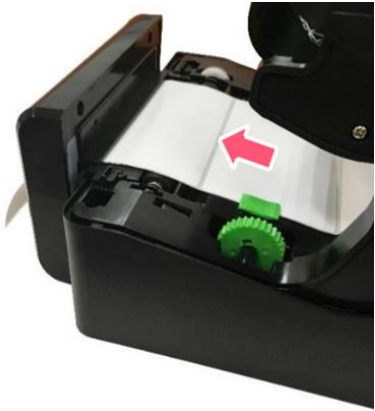


2. Insert a 3" (or 1") label spindle into a paper roll. Then, install it on the external paper roll mount. Feed the media through the rear external label entrance chute.



3. Refer to "Loading the Media" section for label installation instructions.

## Loading Label in Cutter Mode (Option)



1. Refer to “Loading the Media” section for label installation instructions.
2. Lead the media through the cutter paper opening.






3. Close the print head mechanism as indicated.



4. Use software utility or menu function to enable the cutter mode. Press the FEED button to test.

# LED and button functions

## LED Indicator

 <b>(Green)</b>	<b>Solid:</b> Power is on and ready to be used. <b>Flash:</b> System is downloading data or printer is paused.
 <b>(Amber)</b>	<b>Solid:</b> System is clearing data.
 <b>(Red)</b>	<b>Solid:</b> Printer head mechanism is open, cutter error. <b>Flash:</b> Printing error, paper out, paper jam, ribbon out, memory error etc.

## Button function

1. **Feed labels:** When the printer is ready, press the button to feed one label to the beginning of next label.
2. **Pause the print job:** When the printer is printing, press the button to pause a printing job. When the printer is paused, the LED will be green blinking. Press the button again to continue the printing job.

# Power-on utilities

Sequences of settings							
LED Colors	Amber	Red (5 blinks)	Amber (5 blinks)	Green (5 blinks)	Green / Amber (5 blinks)	Red / Amber (5 blinks)	Solid green
Functions							
1. Sensor Calibration (Gap / black mark sensor)		Release					
2. Self-Test (And enter dump mode)			Release				
3. Factory Default				Release			
4. Bline Calibration					Release		
5. Gap Calibration						Release	
6. READY (Skip AUTO.BAS)							Release

## Gap/Black Mark Sensor Calibration

1. Gap/black mark sensor sensitivity should be calibrated at the following conditions:
  - a. A new printer.
  - b. Changing label stock.
  - c. Printer initialization.
2. Steps below outline gap/black mark sensor calibration:
  - a. Turn OFF the power switch.
  - b. Press the FEED button and then turn ON power.
  - c. Release the button when LED becomes **red** and blinking. (Any red will do during the 5-blinks). The gap/black mark sensor sensitivity will calibrate. The LED color will increment as follows:  
**Amber ~ red** (5-blinks) ~ **amber** (5-blinks) ~ **green** (5-blinks) ~ **green/amber** (5-blinks) ~ **red/amber** (5-blinks) ~ solid **green**



Sensor calibration can be performed by Diagnostic Tool or by power on utility. Please refer to “Diagnostic Tool” section for more information. Please select gap or black mark sensor type prior to calibrate the sensor.

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

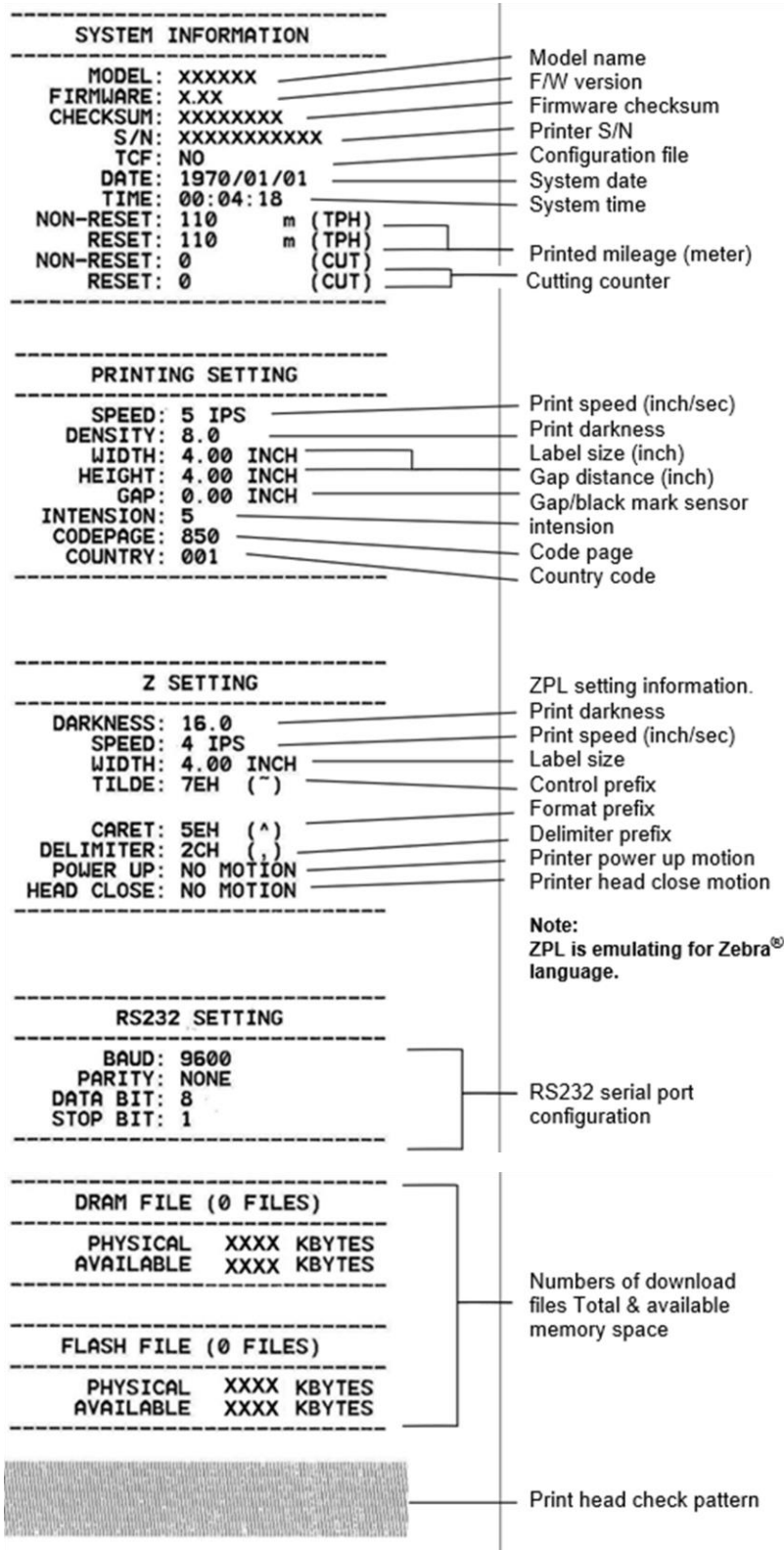
1. While calibrating gap/black mark sensor, the printer will measure label length, print the internal configuration (self-test) on label and then enter the dump mode. To calibrate gap or black mark sensor, depends on the sensor setting in the last print job. Please follow the steps below to calibrate the sensor:
  - a. Turn OFF the power switch.
  - b. Press the FEED button and then turn ON power.
  - c. Release the button when LED becomes **amber** and blinking. (Any amber will do during the 5-blinks). The LED color will increment as follows:  
**Amber ~ red** (5-blinks) ~ **amber** (5-blinks) ~ **green** (5-blinks) ~ **green/amber** (5-blinks) ~ **red/amber** (5-blinks) ~ solid **green**
  - d. The gap/black mark will calibrate. Self-test printout can be used to check if there is any dot damage on the heater element, printer configurations and available memory space.



Sensor calibration can be performed by Diagnostic Tool or by power on utility. Please refer to “Diagnostic Tool” section for more information. Please select gap or black mark sensor type prior to calibrate the sensor.



The printer will only print the configuration after the media 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.



## Black Mark/Media Sensor Calibration

1. Please follow the steps below to calibrate the sensor:
  - a. Turn OFF the power switch.
  - b. Press the FEED button and then turn ON power.
  - c. Release the button when LED becomes **green/amber** and blinking. (Any green/amber will do during the 5-blinks). The LED color will increment as follows:  
**Amber ~ red** (5-blinks) ~ **amber** (5-blinks) ~ **green** (5-blinks) ~ **green/amber** (5-blinks) ~ **red/amber** (5-blinks) ~ solid **green**

## Gap/Media Sensor Calibration

1. Please follow the steps below to calibrate the sensor:
  - a. Turn OFF the power switch.
  - b. Press the FEED button and then turn ON power.
  - c. Release the button when LED becomes **red/amber** and blinking. (Any red/amber will do during the 5-blinks). The LED color will increment as follows:  
**Amber ~ red** (5-blinks) ~ **amber** (5-blinks) ~ **green** (5-blinks) ~ **green/amber** (5-blinks) ~ **red/amber** (5-blinks) ~ solid **green**



## Skip AUTO.BAS

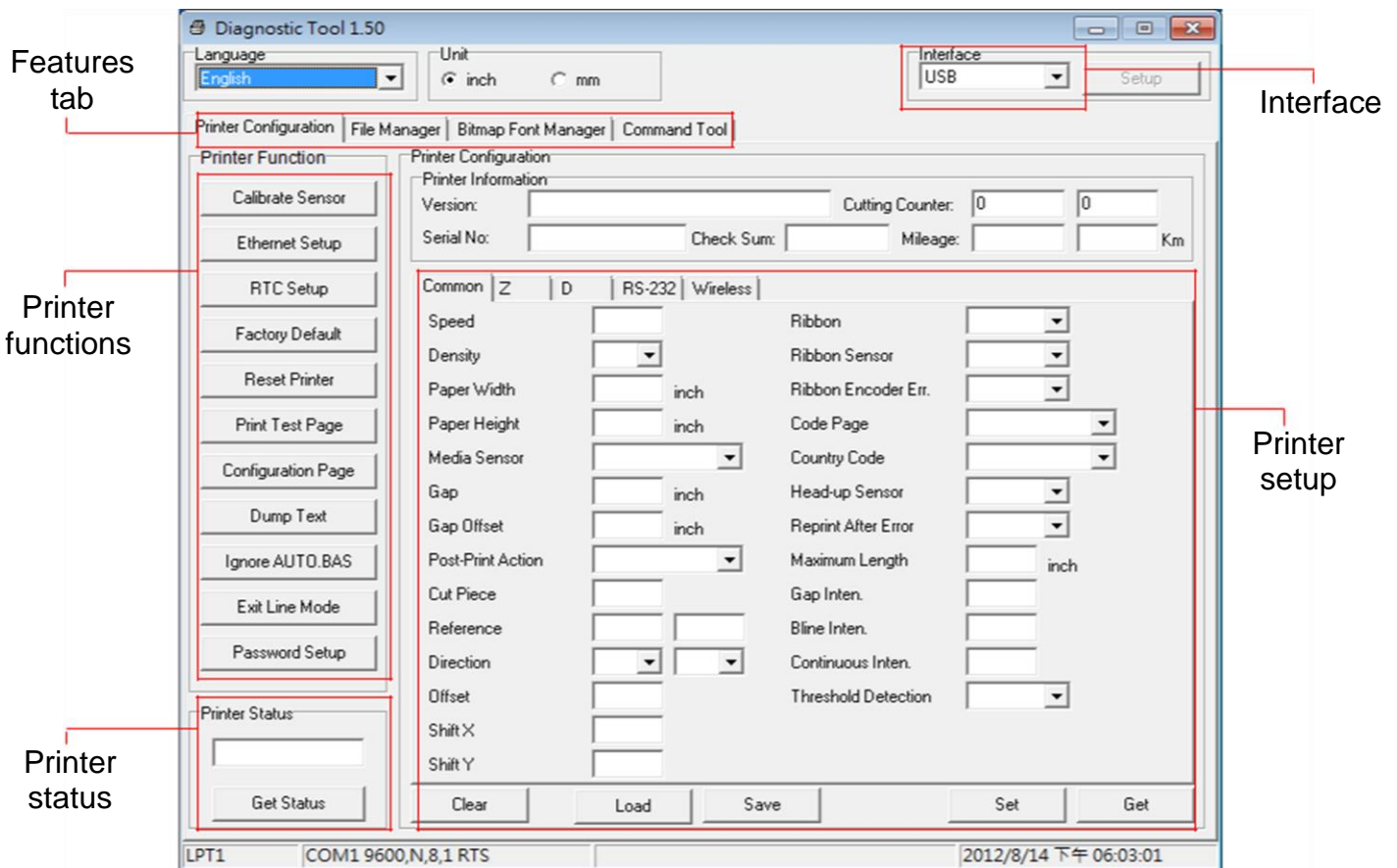
1. PAL programming language allows user to download an auto execution file to flash memory. Printer will run the AUTO.BAS program immediately when turning on printer power. The AUTO.BAS program can be interrupted without running the program by the power-on utility. Please follow the procedures below to skip an AUTO.BAS program:
  - a. Turn OFF the power switch.
  - b. Press the FEED button and then turn ON power.
  - c. Release the button when LED becomes **green** and blinking. (Any green will do during the 5-blinks). The LED color will increment as follows:  
**Amber ~ red** (5-blinks) ~ **amber** (5-blinks) ~ **green** (5-blinks) ~ **green/amber** (5-blinks) ~ **red/amber** (5-blinks) ~ solid **green**
  - d. Printer will be interrupted to run the AUTO.BAS program.

# Diagnostic Tool Utility

Diagnostic Tool is a printer utility software which enables you to adjust printer's settings; change printers' settings; download graphics, deploy fonts, graphics, or upgrade the firmware to the group of printers, and send additional commands to printers at the same time. With the aid of this powerful tool, you can review printer status and setting in an instant, which makes it much easier to troubleshoot problems and other issues.

## Start the Diagnostic Tool

1. Double click on the Diagnostic tool icon   to start the software.
2. There are four features (Printer Configuration, File Manager, Bitmap Font Manager, Command Tool) included in the Diagnostic utility.



## Printer function

1. Connect the printer and computer with an interface cable.
2. Select the PC interface connected to the printer.
3. Select the desired setup/test function. The matrix below describes the functions and their performances.

Printer Function	Function	Description
Calibrate Sensor	Calibrate Sensor	Calibrate the sensor specified in the Printer Setup group media sensor field
Ethernet Setup	Ethernet Setup	Setup the IP address, subnet mask, gateway for the on board Ethernet
RTC Setup	RTC Setup	Synchronize printer Real Time Clock with PC
Factory Default	Factory Default	Initialize the printer and restore the settings to factory default.
Reset Printer	Reset Printer	Reboot printer
Print Test Page	Print Test Page	Print a test page
Configuration Page	Configuration Page	Print printer configuration
Dump Text	Dump Text	To activate the printer dump mode.
Ignore AUTO.BAS	Ignore AUTO.BAS	Ignore the downloaded AUTO.BAS program
Exit Line Mode	Exit Line Mode	Exit line mode.
Password Setup	Password Setup	Set the password to protect the settings




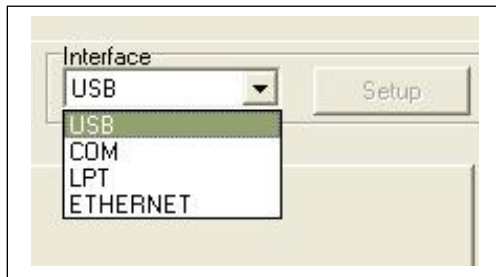
*For more information about the utility and its use, please refer to the diagnostic utility quick start guide provided on the CD disk or website.*

## Setting Ethernet by Diagnostic Tool (Option)

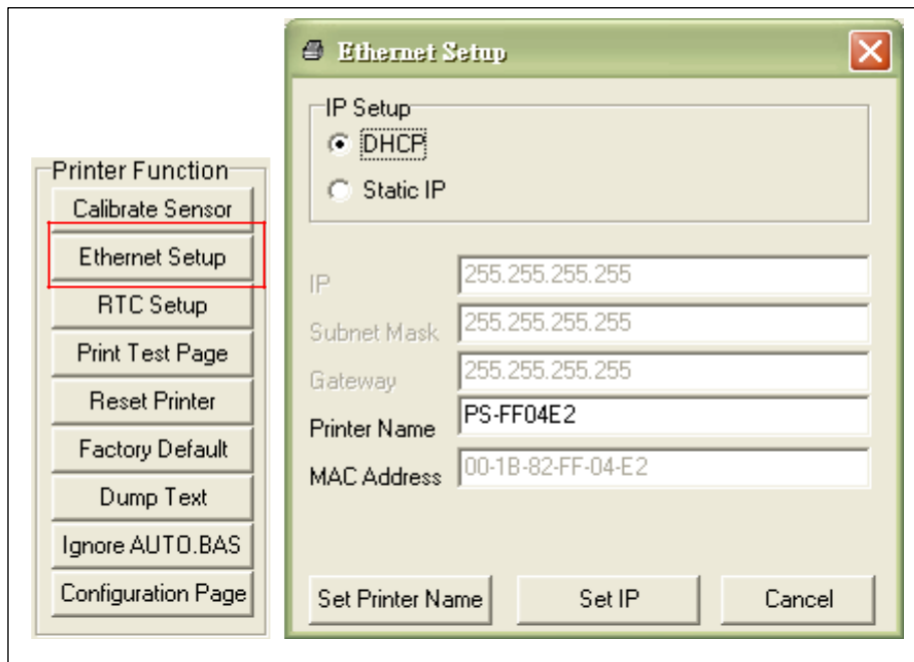
The Diagnostic Utility is enclosed on the CD disk. Users can use Diagnostic Tool to setup the Ethernet by USB and Ethernet interfaces. The following contents will instruct users how to configure the Ethernet by these interfaces.

## Using USB interface to setup Ethernet interface


1. Connect the USB cable between the computer and the printer.
2. Turn ON the printer power.
3. Start the Diagnostic Utility by double clicking on the  **DiagTool.exe** icon.
4. The Diagnostic Utility default interface setting is USB interface. If USB interface is utilized, no other settings need to be changed in the interface field.

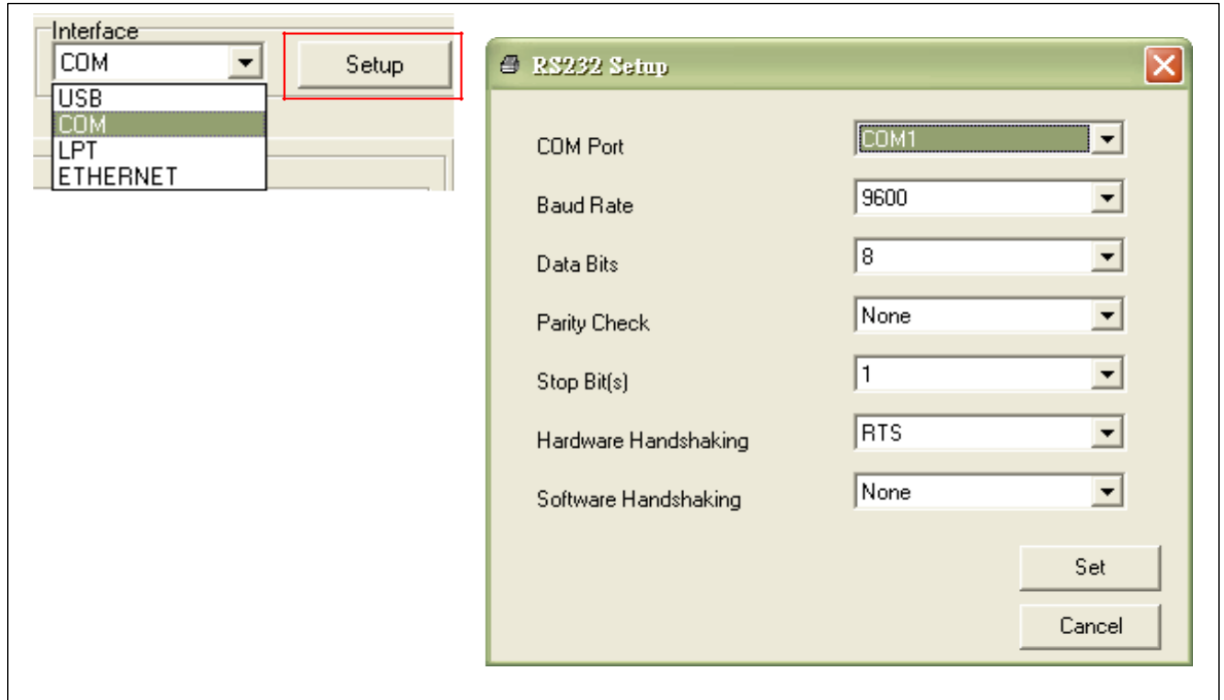


5. Click on the “Ethernet Setup” button from “Printer Function” group in Printer Configuration tab to setup the IP address, subnet mask and gateway for the on-board Ethernet.

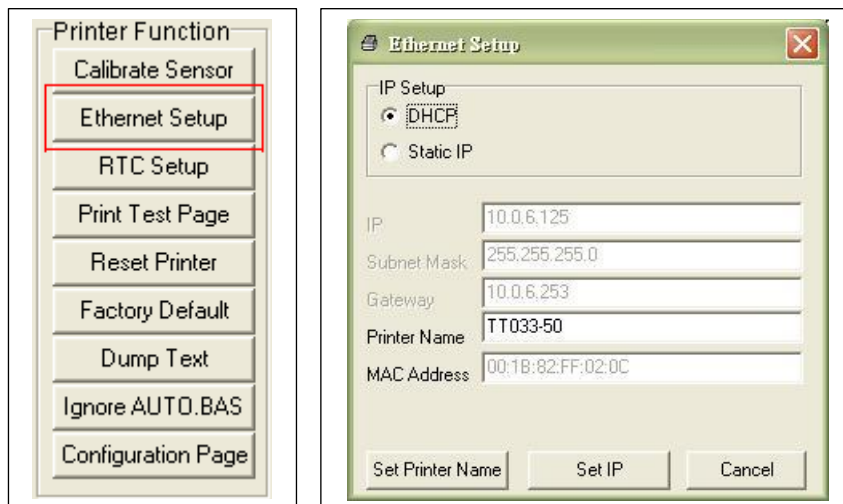


## Using RS-232 interface to setup Ethernet interface


1. Connect the computer and the printer with a RS-232 cable.
2. Turn ON the printer power.
3. Start the Diagnostic Utility by double clicking on the  icon.
4. Select “COM” as interface then click on the “Setup” button to setup the serial port baud rate, parity check, data bits, stop bit and flow control parameters.

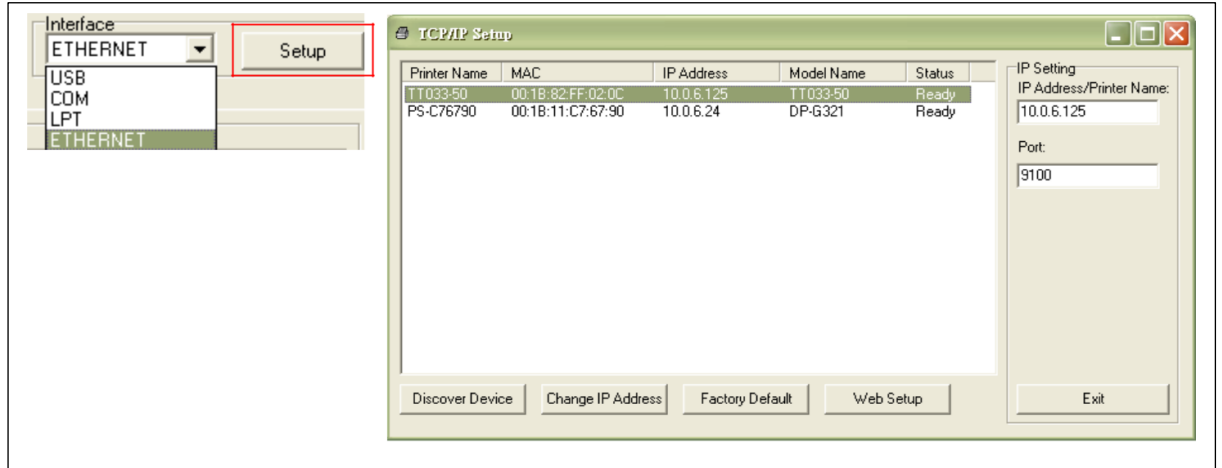


5. Click on the “Ethernet Setup” button from printer function of Printer Configuration tab to setup the IP address, subnet mask and the gateway for the on-board Ethernet.

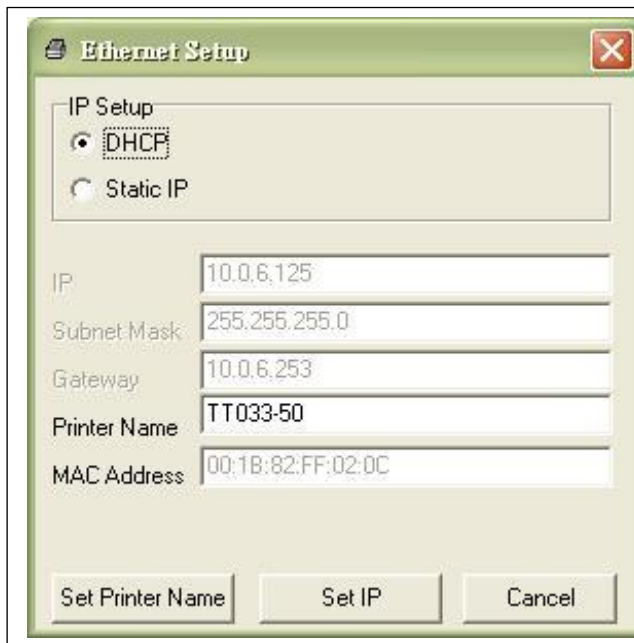


## Using Ethernet interface to setup Ethernet parameters

1. Connect the computer and the printer to the LAN.
2. Turn ON the printer power.
3. Start the Diagnostic Utility by double clicking on the  icon.
4. Select “Ethernet” as the interface then click on the “Setup” button to setup the IP address, subnet mask and gateway for the on-board Ethernet.



5. Click the “Discover Device” button to explore the printers that exist on the network.
6. Select the printer in the left side of listed printers, the correspondent IP address will be shown in the right side “IP address/Printer Name” field.
7. Click “Change IP Address” to configure the IP address obtained by DHCP or static.



The default IP address is obtained by DHCP. To change the setting to static IP address, click “Static IP” radio button then enter the IP address, subnet mask and gateway. Click “Set IP” to take effect the settings.

Users can also change the “Printer Name” by another model name in this fields then click “Set Printer Name” to take effect this change.



After clicking the “Set Printer Name” or “Set IP” button, the printer will reset to take effect the settings.

8. Click “Exit” button to exit the Ethernet interface setup and go back to Diagnostic Tool main screen.

NOTE:

**Factory Default button**

This function will reset the IP, subnet mask, gateway parameters obtained by DHCP and reset the printer name.

**Web setup button**

Except to use the Diagnostic Utility to setup the printer, you can also explore and configure the printer settings and status or update the firmware with the IE or Firefox web browser. This feature provides a user friendly setup interface and the capability to manage the printer remotely over a network.



# Troubleshooting

The following guide lists the most common problems that may be encountered when operating this bar code 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.

Problem	Possible Cause	Recovery Procedure
<b>Power indicator does not illuminate</b>	* The power cord is not properly connected.	* Install the power cord in printer and outlet. * Switch the printer on.
<b>Not printing</b>	* Check if interface cable is well connected to the interface connector. *The port specified in the Windows driver is not correct.	* Change and reconnect interface cable. * Select the correct printer port in the driver. * Check your program if there is a command PRINT at the end of the file and there must have CRLF at the end of each command line.
<b>No print on the label</b>	* Label is incorrectly loaded * Using wrong type paper/label	* Follow the instructions in loading the media. * Use thermal type paper.
<b>The printer status from LED shows "Carriage Open".</b>	* The printer carriage is open.	* Close the print carriage.
<b>The printer status from LED shows "No Paper".</b>	* Media roll empty. * The media is installed incorrectly. * Media sensor is not calibrated.	* Supply a new media roll. * Follow the instructions in loading the media to reinstall the media roll. * Calibrate the media sensor.
<b>The printer status from LED shows "Paper Jam".</b>	* Media sensor is not set properly. * The media size is set incorrectly. * Label may be stuck inside the printer mechanism.	* Calibrate the media sensor. (Select the correct sensor) * Set media size correctly. * Remove the stuck label inside the printer mechanism.
<b>Can't download file to memory (FLASH / DRAM)</b>	* The memory space is full.	* Delete unused files in the memory.

## Troubleshooting (cont.)

Problem	Possible Cause	Recovery Procedure
<b>Poor Print Quality</b>	<ul style="list-style-type: none"> <li>* Media is loaded incorrectly</li> <li>* Dust or adhesive accumulation on the print head.</li> <li>* Print density is not set properly.</li> <li>* Print speed is not set properly.</li> <li>* Print head element is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>* Reload the supply.</li> <li>* Clean the print head.</li> <li>* Clean the platen roller.</li> <li>* Adjust the print density and print speed.</li> <li>* Run printer self-test and check the print head test pattern if there is dot missing in the pattern.</li> <li>* Change proper media roll.</li> <li>* Make sure the print carriage is closed properly.</li> </ul>
<b>Missing printing on the left or right side of label</b>	<ul style="list-style-type: none"> <li>* Wrong label size setup.</li> </ul>	<ul style="list-style-type: none"> <li>* Set the correct label size.</li> </ul>
<b>Irregular printing</b>	<ul style="list-style-type: none"> <li>* The printer is in Hex Dump mode.</li> </ul>	<ul style="list-style-type: none"> <li>* Turn off and on the printer to skip the dump mode.</li> </ul>
<b>Skip labels when printing</b>	<ul style="list-style-type: none"> <li>* Label size is not specified properly.</li> <li>* Sensor sensitivity is not set properly.</li> <li>* The media sensor is covered with dust.</li> </ul>	<ul style="list-style-type: none"> <li>* Check if label size is setup correctly.</li> <li>* Calibrate the sensor by Auto Gap or Manual Gap options.</li> <li>* Clear the sensor by blower.</li> </ul>
<b>Incorrect small label print position</b>	<ul style="list-style-type: none"> <li>* Media sensor sensitivity is not set properly.</li> <li>* Label size is incorrect.</li> <li>* Driver vertical offset setting is incorrect.</li> </ul>	<ul style="list-style-type: none"> <li>* Calibrate the sensor by Auto Gap or Manual Gap options.</li> <li>* Use Diagtool to set the correct label size and gap size.</li> <li>* If using labeling software, please set the vertical offset in the driver.</li> </ul>
<b>Ribbon wrinkle</b>	<ul style="list-style-type: none"> <li>* Ribbon installation is incorrect.</li> <li>* Media installation is incorrect.</li> <li>* Print density is incorrect.</li> <li>* Media feeding is incorrect.</li> </ul>	<ul style="list-style-type: none"> <li>* Please set the suitable density to achieve print quality.</li> <li>* Make sure the label guide is touch the edge of the media.</li> </ul>

# Maintenance

This session presents the clean tools and methods to maintain the printer.

## ■ For Cleaning

Depending on the media used, the printer may accumulate residues (media dust, adhesives, etc.) as a by-product of normal printing. To maintain the best printing quality, you should remove these residues by cleaning the printer periodically. Regularly clean the print head and supply sensors once change a new media to keep the printer at the optimized performance and extend printer life.

## ■ For Disinfecting

Sanitize your printer to protect yourself and others and can help prevent the spread of viruses.

## ■ Important

- Set the printer power switch to O (Off) prior to performing any cleaning or disinfecting tasks. Leave the power cord connected to keep the printer grounded and to reduce the risk of electrostatic damage.
- Do not wear rings or other metallic objects while cleaning any interior area of the printer.
- Use only the cleaning agents recommended in this document. Use of other agents may damage the printer and void its warranty.
- Do not spray or drip liquid cleaning solutions directly into the printer. Apply the solution on a clean lint-free cloth and then apply the dampened cloth to the printer.
- Do not use canned air in the interior of the printer as it can blow dust and debris onto sensors and other critical components.
- Only use a vacuum cleaner with a nozzle and hose that are conductive and grounded to drain off static build up.
- All reference in these procedures for use of isopropyl alcohol requires that a 99% or greater isopropyl alcohol content be used to reduce the risk of moisture corrosion to the printhead.
- Do not touch printhead by hand. If you touch it careless, please use 99% Isopropyl alcohol to clean it.
- Always taking personal precaution when using any cleaning agent.

## Maintenance Cleaning Tools

- Printhead cleaning pen
- Cotton swab
- Lint-free cloth
- Brush with soft non-metallic bristles
- Vacuum cleaner
- 75% Ethanol (for disinfecting)
- 99% Isopropyl alcohol (for printhead and platen roller cleaning)
- Genuine printhead cleaning pen
- Mild detergent (without chlorine)

Printer Part	Method	Interval
<b>Print Head</b>	<ol style="list-style-type: none"> <li>I. Always turn off the printer before cleaning the printhead.</li> <li>II. Allow the printhead to cool for at least one minute.</li> <li>III. Use a cotton swab and 99% Isopropyl Alcohol or genuine print head cleaning pen to clean the print head surface.</li> </ol>	Clean the print head when changing a new label roll.
<b>Platen Roller</b>	<ol style="list-style-type: none"> <li>I. Turn off the printer.</li> <li>II. Rotate the platen roller and wipe it thoroughly with the lint-free 99% Isopropyl Alcohol.</li> </ol>	Clean the platen roller when changing a new label roll
<b>Peel Bar</b>	Use the lint-free cloth with 99% Isopropyl Alcohol to wipe it.	As needed
<b>Sensor</b>	Use brush with soft non-metallic bristles or a vacuum cleaner, to remove paper dust. Clean upper and lower media sensors to ensure reliable Top of Form and Paper Out sensing.	Monthly
<b>Exterior</b>	Clean the exterior surfaces with a clean, lint-free cloth (water-dampened cloth). If necessary, use a mild detergent or desktop cleaning solution then use the 75% Ethanol to wipe it.	As needed
<b>Interior</b>	Clean the interior of the printer by removing any dirt and lint with a vacuum cleaner, as described above, or use a brush with soft non-metallic bristles then use the 75% Ethanol to wipe it.	As needed

# Regulatory Agency Compliance



**Models: TT065-50/TT065-60 (TE200/TE300 Series):**

**EN 55032, Class A**

**EN 55024**

**EN 60950-1**

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

**Models: TT065-52, TT065-62 (TE210/TE310 Series):**

**EN 55032, Class B**

**EN 55024**

**EN 61000-3-2**

**EN 61000-3-3**

**EN 60950-1**



**TT065-50/TT065-60 (TE200/TE300 Series):**

**FCC part 15B, Class A**

**ICES-003, Class A**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

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

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

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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Models: TT065-52, TT065-62 (TE210/TE310 Series):**

**FCC part 15B, Class B**

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 harmful 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 instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful 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:

## Regulatory Agency Compliance



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 technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**This Class B digital apparatus complies with Canadian ICES-003  
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.**



TT065-50, TT065-60 ~ AS/NZS CISPR 32, Class A

TT065-52, TT065-62 ~ AS/NZS CISPR 32, Class B



LISTED  
I.T.E.  
E178707

UL 60950

CSA C22.2 No.60950-1-07



EN 60950-1



Energy Star for Imaging Equipment Version 2.0

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

## Important safety instructions

1. Read all these instructions and keep them for later use.
2. Follow all warnings and instructions on the product.
3. Disconnect the power plug from the AC outlet before cleaning or if fault happened.
4. Do not use liquid or aerosol cleaners. Using a damp cloth is suitable for cleaning.
5. The mains socket shall be installed near the equipment and easily accessible.
6. The unit must be protected against moisture.
7. Ensure the stability when installing the device, Tipping, or dropping could cause damage.
8. Make sure to follow the correct power rating and power type indicated on marking label provided by manufacture.
9. Please refer to user manual for maximum operation ambient temperature.

### **WARNING:**

Hazardous moving parts, keep fingers and other body parts away.

### **CAUTION:**

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

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

Dispose of used batteries according to the Instructions as below.

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



**Caution:** The printhead may be hot and could cause severe burns. Allow the printhead to cool.

### **CAUTION:**

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

**CE Statement:**

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

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

5GHz: 802.11a

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

2400 MHz – 2483.5 MHz: 19.88 dBm (EIRP)

5150 MHz – 5250 MHz: 17.51 dBm (EIRP)

5150-5350MHz for Only indoor use

5470-5725MHz for indoor/outdoor use

**Restrictions In AZE**

National restrictions information is provided below:

<b><i>Frequency Band</i></b>	<b><i>Country</i></b>	<b><i>Remark:</i></b>
5150-5350MHz	Azerbaijan	No license needed if used indoor and power not exceeding 30mW
5470-5725MHz		

Hereby, TSC Auto ID Technology Co., Ltd. declares that the radio equipment type [Wi-Fi] IEEE 802.11 a/b/g/n is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available by the manufacturer.

**RF exposure warning (Wi-Fi)**

This equipment must be installed and operated in accordance with provided instructions and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be providing with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.

**RF exposure warning (For Bluetooth)**

The equipment complies with FCC RF exposure limits set forth for an uncontrolled environment. The equipment must not be co-located or operating in conjunction with any other antenna or transmitter.

**Canada, Industry Canada (IC) Notices**

This Class B digital apparatus complies with Canadian ICES-003 and RSS-210. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.



## **Radio Frequency (RF) Exposure Information**

The radiated output power of the Wireless Device is below the Industry Canada (IC) radio frequency exposure limits. The Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized.

This device has been evaluated for and shown compliant with the IC Specific Absorption Rate (“SAR”) limits when installed in specific host products operated in portable exposure conditions. **(For Wi-Fi)**

This device has also been evaluated and shown compliant with the IC RF Exposure limits under portable exposure conditions. (Antennas are less than 20 cm of a person's body). **(For Bluetooth)**

## **Canada, avis de l'Industry Canada (IC)**

Cet appareil numérique de classe B est conforme aux normes canadiennes ICES-003 et RSS-210.

Son fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas causer d'interférence et (2) cet appareil doit accepter toute interférence, notamment les interférences qui peuvent affecter son fonctionnement.

## **Informations concernant l'exposition aux fréquences radio (RF)**

La puissance de sortie émise par l'appareil sans fil est inférieure à la limite d'exposition aux fréquences radio de l'Industry Canada (IC). Utilisez l'appareil sans fil de façon à minimiser les contacts humains lors du fonctionnement normal.

Ce périphérique a été évalué et démontré conforme aux limites SAR (Specific Absorption Rate – Taux d'absorption spécifique) par l'IC lorsqu'il est connecté à des dispositifs hôtes spécifiques opérant dans des conditions d'utilisation mobile. **(Pour le Wi-Fi)**

Ce périphérique a également été évalué et démontré conforme aux limites d'exposition radio-fréquence par l'IC pour des utilisations par des opérateurs mobiles (les antennes sont à moins de 20 cm du corps d'une personne). **(Pour le Bluetooth)**

## For MFi Bluetooth



Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

### For US Model

Made for iPhone®XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone SE, iPhone 6s, iPhone 6s Plus, iPhone 6, iPhone 6 Plus, iPhone 5s, iPad Pro® 12.9-inch (2nd generation), iPad Pro 10.5-inch, iPad® (6th generation), iPad (5th generation), iPad Pro 9.7-inch, iPad Pro 12.9-inch (1st generation), iPad Air® 2, iPad mini™ 4, iPad mini 3, iPad Air, iPad mini 2, iPod touch® (6th generation) iPad, iPad Air, iPad Pro, iPhone are trademarks of Apple Inc., registered in the U.S. and other countries.

### For JP Model

Made for iPhone XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone SE, iPhone 6s, iPhone 6s Plus, iPhone 6, iPhone 6 Plus, iPhone 5s, iPad Pro 12.9-inch (2nd generation), iPad Pro 10.5-inch, iPad (6th generation), iPad (5th generation), iPad Pro 9.7-inch, iPad Pro 12.9-inch (1st generation), iPad Air 2, iPad mini 4, iPad mini 3, iPad Air, iPad mini 2, iPod touch (6th generation) iPad, iPad Air, iPad Pro, iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. The trademark "iPhone" is used in Japan with a license from Aiphone K.K.

### Except for US, JP Model

Made for iPhone XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone SE, iPhone 6s, iPhone 6s Plus, iPhone 6, iPhone 6 Plus, iPhone 5s, iPad Pro 12.9-inch (2nd generation), iPad Pro 10.5-inch, iPad (6th generation), iPad (5th generation), iPad Pro 9.7-inch, iPad Pro 12.9-inch (1st generation), iPad Air 2, iPad mini 4, iPad mini 3, iPad Air, iPad mini 2, iPod touch (6th generation) iPad, iPad Air, iPad Pro, iPhone are trademarks of Apple Inc., registered in the U.S. and other countries.



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