

Citizen CL-S700

Citizen CL-S700 Series Thermal Printer User Manual

Model: **CL-S700** | Brand: **Citizen**

1. INTRODUCTION

The Citizen CL-S700 series is a robust thermal transfer and direct thermal barcode and label printer designed for durability and ease of access. It features a large, programmable front LCD control panel and a revolutionary Cross-Emulation control board, allowing seamless switching between Datamax and Zebra emulations. This printer is engineered for years of reliable service in demanding environments.

Key Features:

- Programmable front LCD panel for intuitive control.
- Cross-Emulation control board for broad compatibility.
- Supports both direct thermal and thermal transfer printing methods.
- Fast 10 ips print speed for efficient operation.
- Accommodates 450m ribbons, inside or outside wound (for TT versions).
- Hi-Lift metal mechanism for easy ribbon and media loading.
- Hi-Open design allows vertical case opening, ideal for confined spaces.
- Active Ribbon Control and Positioning system (ARCP) to prevent ribbon wrinkle and media slippage.
- Rugged heavy-duty steel cabinet for enhanced durability.
- Standard internal serial, parallel, and USB interfaces.

2. SAFETY INFORMATION

Please read all safety instructions carefully before operating the printer to prevent injury or damage to the device.

- Always connect the printer to a grounded power outlet.
- Do not expose the printer to water or excessive humidity.
- Ensure proper ventilation around the printer to prevent overheating.
- Keep hands and loose clothing away from moving parts during operation.

- Use only recommended media and ribbons to avoid damage and ensure print quality.
- Unplug the printer from the power source before cleaning or performing maintenance.

3. PACKAGE CONTENTS

Verify that all items are present in the package:

- Citizen CL-S700 Printer Unit
- Power Cable
- USB Cable
- User Manual (this document)
- Software CD (if applicable)

4. SETUP

4.1 Unpacking

Carefully remove the printer from its packaging. Retain the packaging for future transport or storage. Place the printer on a stable, level surface with adequate space for ventilation and access to the rear ports and front media output.

4.2 Connecting the Printer

1. Connect the power cable to the printer's power input and then to a grounded electrical outlet.
2. Connect the appropriate data cable (USB, RS-232 Serial, or Parallel) from the printer to your computer or network device.
3. Power on the printer using the power switch.

4.3 Loading Media and Ribbon

The CL-S700 features a Hi-Lift metal mechanism and Hi-Open design for easy access to the media and ribbon paths.

1. Open the printer's top cover by lifting it vertically. The Hi-Open design allows the case to open to a full 90 degrees.
2. For thermal transfer printing, install the ribbon onto the designated spindles, ensuring it is correctly tensioned. The printer supports 450m ribbons, wound either inside or outside.
3. Load the label roll onto the media spindle. Guide the leading edge of the labels through the print mechanism and out the front output slot.
4. Adjust the media guides to fit the width of your labels, ensuring they are snug but not too tight.
5. Close the printer cover securely.



This image displays the Citizen CL-S700 thermal label printer from a front-right angle. The printer is dark gray with a prominent 'CITIZEN' logo on the top front. The left side features a control panel with an LCD screen displaying 'CL-S700 On Line Ready', and buttons for POWER, ERROR, FEED, PAUSE, STOP, and MENU. A roll of light-colored labels is shown exiting the front output slot, indicating media loading. The printer's robust, industrial design is evident.

5. OPERATING THE PRINTER

5.1 Control Panel Overview

The front LCD control panel provides real-time status and allows for direct printer configuration.

- **LCD Display:** Shows printer status (e.g., 'On Line Ready'), error messages, and menu options.
- **POWER Indicator:** Illuminates when the printer is powered on.
- **ERROR Indicator:** Illuminates or flashes to indicate a printer error (e.g., out of media, ribbon error).
- **FEED Button:** Advances one label or a specified length of media.
- **PAUSE Button:** Temporarily stops printing. Press again to resume.
- **STOP Button:** Halts the current print job.

- **MENU Button:** Accesses the printer's configuration menu.
- **Navigation Buttons (Up/Down/Left/Right):** Used to navigate through menu options and adjust settings.

5.2 Basic Printing

Once the printer is connected and media/ribbon are loaded, you can send print jobs from your computer using compatible label design software or printer drivers. Ensure the printer driver settings match the media size and type you are using.

6. MAINTENANCE

Regular maintenance ensures optimal performance and extends the life of your CL-S700 printer.

6.1 Cleaning

- **Print Head:** Clean the print head regularly (e.g., after every ribbon or media roll change) using a print head cleaning pen or isopropyl alcohol on a lint-free cloth. Allow it to dry completely before use.
- **Platen Roller:** Clean the platen roller with isopropyl alcohol to remove adhesive residue or dust.
- **Exterior:** Wipe the exterior of the printer with a soft, damp cloth. Do not use abrasive cleaners.

6.2 Ribbon and Media Management

The CL-S700's front-loading rewinder option (if installed) simplifies media handling. All rewinder loading and unloading is accomplished from the front of the unit. Ensure ribbons and media are stored in a clean, dry environment to prevent damage and maintain print quality.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with your CL-S700 printer.

- **No Power:** Check the power cable connection to the printer and the electrical outlet. Ensure the power switch is in the 'On' position.
- **Printer Not Responding:** Verify the data cable connection (USB, Serial, Parallel) to both the printer and the computer. Restart both the printer and the computer. Check printer driver status.
- **Poor Print Quality:** Clean the print head. Ensure the correct ribbon and media type are being used and that they are properly loaded. Adjust print darkness settings in the printer driver.
- **Media Jams:** Open the printer cover and carefully remove any jammed media. Ensure media guides are properly adjusted and the media roll is not binding.
- **Ribbon Wrinkle:** Check ribbon loading and tension. The Active Ribbon Control and Positioning system (ARCP) should minimize this, but ensure no obstructions.
- **Error Light On:** Refer to the printer's LCD display for specific error codes or messages. Common errors include 'Out of Media' or 'Ribbon End'.

If the issue persists after attempting these solutions, please refer to the Warranty and Support section.

8. TECHNICAL SPECIFICATIONS

Specification	Detail
Brand	Citizen
Model Name	CL-S700

Printing Technology	Thermal (Thermal Transfer/Direct Thermal)
Connectivity Technology	RS-232 Serial, USB (Optional Internal Ethernet Card)
Maximum Print Width	4 inches
Resolution	203 DPI
Max Print Speed Monochrome	10 ips (inches per second) / 70.59 ppm
Printer Output	Monochrome
Color	Black
Special Feature	LCD Control Panel
Controller Type	Push Button
Product Dimensions	10.04 x 19.29 x 10.43 inches
Item Weight	29.32 Pounds (13.3 Kilograms)
Manufacturer	Citizen
Date First Available	April 10, 2008

9. WARRANTY AND SUPPORT

For warranty information, technical support, or service inquiries, please contact Citizen customer support or visit their official website. Keep your purchase receipt and printer serial number readily available when contacting support.

For the most up-to-date support resources, including drivers, firmware, and FAQs, please visit the official Citizen website: www.citizen-systems.com

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ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question