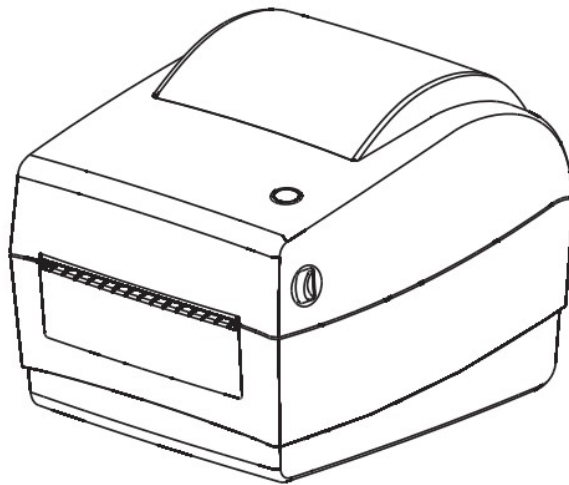




USER GUIDE

THERMAL LABEL PRINTER

MODEL: 50243



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 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:

- 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 seller or an experienced radio/TV technician for help.

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

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.

Introduction

These operating instructions contain information about the printer, the installation process, and technical troubleshooting. Please read the instruction manual carefully.

Safety Instruction

Please read the following precautions to avoid personal injury or equipment damage before installing and using the printer.



Warning: The print head is heating component, during printing and immediately after printing; do not touch the print head and peripheral components.



Warning: Do not touch the print head and the connection plug, to avoid electrostatic damage to the print head.

SAFETY PRECAUTIONS

1. Do not plug several products in one multi-outlet
2. You can only use this package supplied adapter.
3. Do not pull the plug by pulling the cable way
4. Do not plug or unplug the power cord when your hands are wet.
5. Do not bend the cable, or place it under heavy objects.
6. Install the printer on a stable place.
7. Use only approved accessories, do not try to disassemble, repair, or modification the printer.
8. Do not let water or other objects get inside to the printer.
9. Leave enough space for operation and maintenance around the printer.
10. The printer should be far away from water, sunlight and heat.
11. Don not USE or preserve the printer in a high temperature, humidity or severe pollution place.
12. Avoid to place the printer in a vibration and impact environment.
13. Connect the power adapter to a proper grounding socket, and avoid to use same power socket with large electrical machine or other can cause the power supply voltage fluctuation device.
14. Please disconnect the power of the printer power adapter, If you don't use the printer for a long time.
15. In order to keep good quality of printing and long life of the product, suggest you to use good quality paper.
16. Plug or disconnect each interface, must turn off the power, Otherwise it may cause the printer control electrical damage.

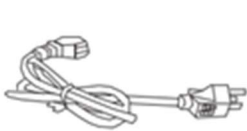
CONTEST OF THE PACKAGE

Note: Open the printer box and save it for future shipping. In case of damage or loss of the device, please contact the seller.

STANDARD ACCESSORIES



Printer



Power cable



Adapter



USB line



Data wire



CD



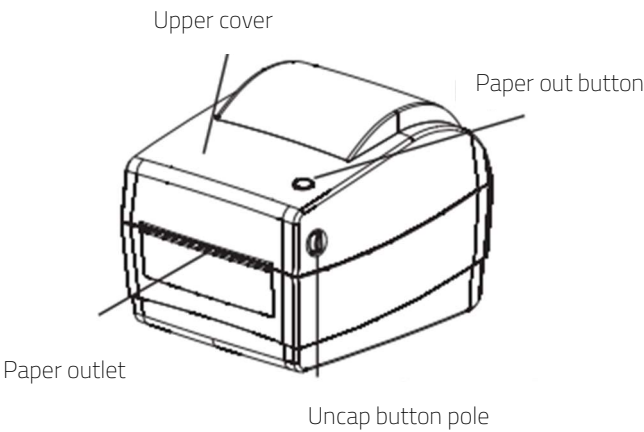
Quick installation guide



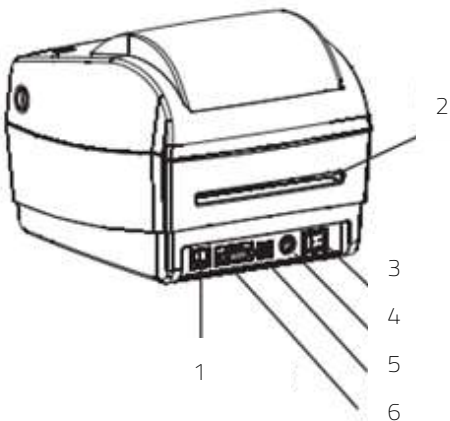
Warranty card

APPEARANCE

- Front view

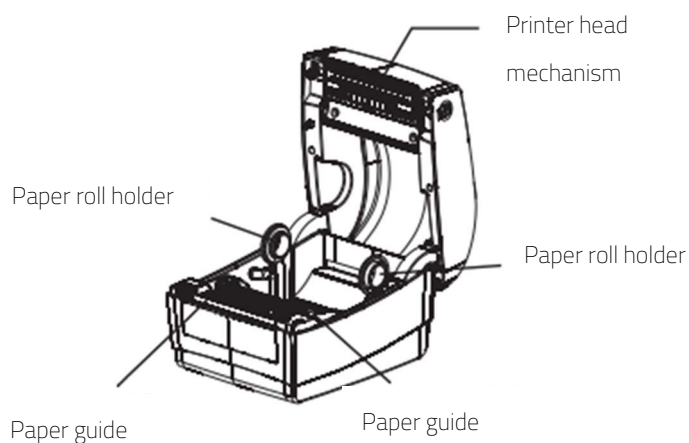


- Rear View



- 1 LAN Interface
- 2 Paper feed
- 3 Power button
- 4 Power interface
- 5 USB interface
- 6 Serial interface

- Inner View



PRODUCT SPECIFICATION

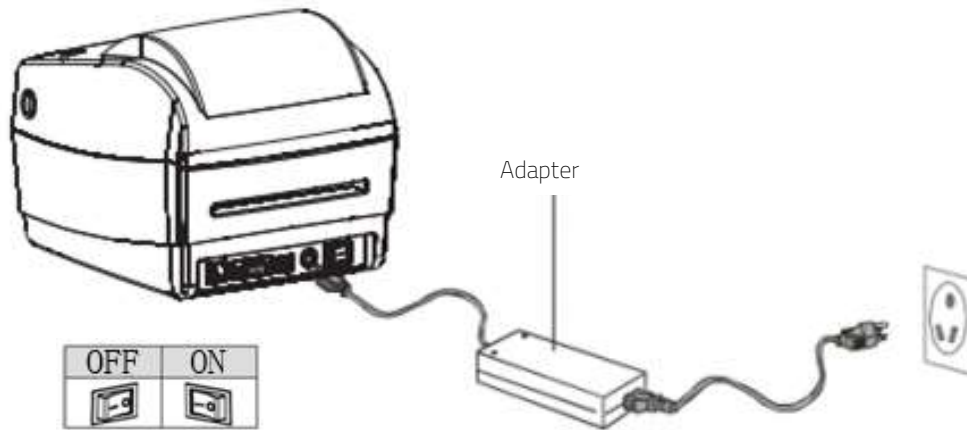
SPECIFICATION

Printing	Printing method	Thermal Transfer/Direct Thermal
	Resolution	203dpi
	Max printing width	104mm
	Printing speed	5inch/s 127mm/s (hoisting speed 150mm realizable 150mm)
	Interface	USB 2.0
Storage	RAM	8M
	Flash	4M (expand memory 8M realizable)
Barcode type	1D	Code 39, Code 93, ITF, EAN 128, Code 128, subsets A, B, C, Codabar, EAN-8, EAN-13, UPC-A, UPC-E, EAN and UPC 2(5), digits, add-on, MSI, MSIC, PLESSEY, CPOST, ITF 14, EAN 14
	2D	QR code
Detecting Function	Sensor	Gap sensor, Paper End Sensor, uncover sensor, black mark sensor
Power supply	External Power	Specification : 24V 2.5A Peak Value : 8A
LED indicator	Unit Key	RGB LED
Paper	Type	Tagboard, Continuation paper, Black mark paper
	Label Width	Min 26.7mm max 120mm
	Label Height	Min 20mm max 300mm
	Operation Temperature	0°C~50°C
	Storage Temperature	-10°C~60°C
	Dimensions	217mm*182mm*170mm
	Net Weight	1.4kg
Accessories		Adaptor, USB cable, Power cable, CD, user manual, Warranty Car, Certificate
TPH lifespan		50km
Software	Operation System	XP/Win7/Win8/Win10

INSTALLATION

POWER CONNECTION

1. Make sure the printer power button is in the "off" position.
2. Connect the power supply plug to the printer's outlet, and then connect the power supply to the power outlet.

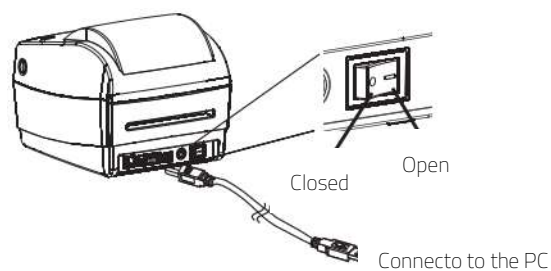


Caution:

- Make sure you have the original power supply to avoid damaging the printer.
- If you have not used the printer for a long time, please unplug it.

CONNECTION TO THE PRINTER AND PC

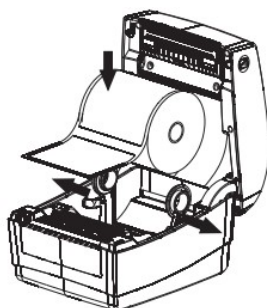
1. Make sure that the printer is off.
2. Connect the printer to the computer with a communication cable.



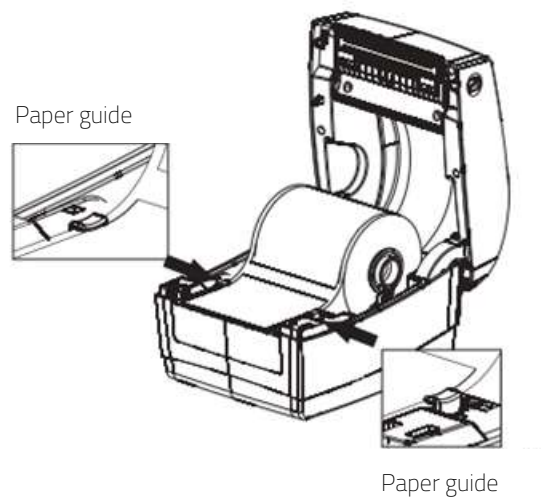
INSTALL PAPER ROLL

Inside

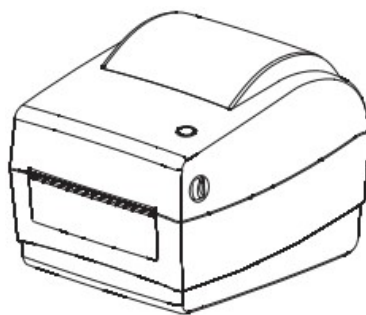
Open the printer cover, place the label roll so that it rolls out of the top of the roll.



Adjust the paper guides to the width of the paper by sliding them, and then lock them after adjusting the width.

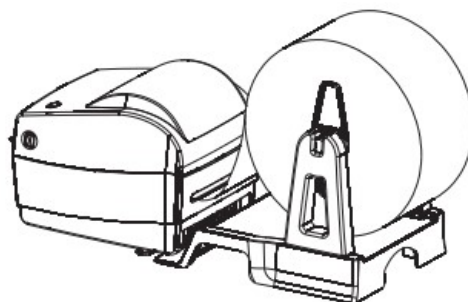


Close the printer cover.

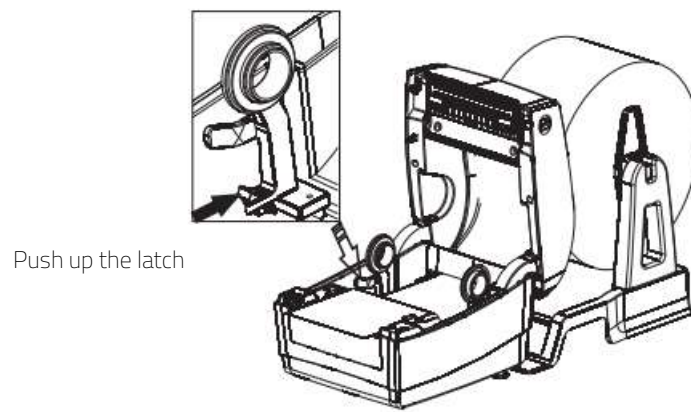


Outside

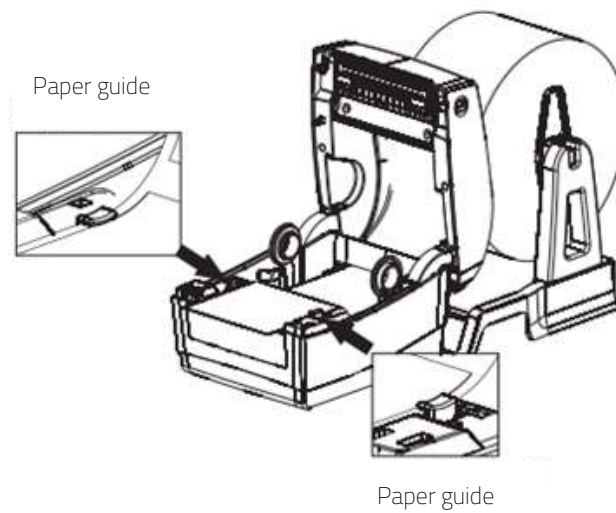
Slide the paper into the paper tray at the back of the printer



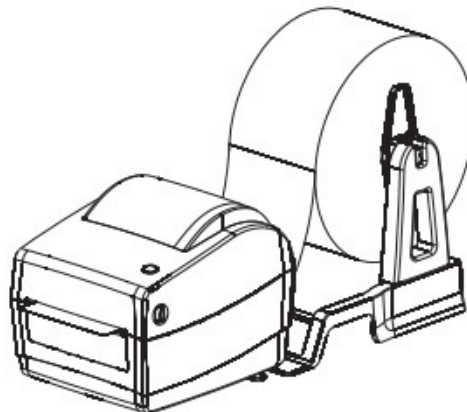
Open the printer head, make sure the paper is positioned properly inside the printer. Push the latch at the paper guide to lock it.



Adjust the paper guides to the width of the paper by sliding them, and then lock them after adjusting the width.



Close the printer cover.



The operator panel

The operational method of FEED

Printer status	Operation of FEED	Function
Standby	Press	Feed in a blank paper automatically
Standby	Press (3 seconds)	Enter into the learn mode of cover sheet
Power off	Hold (release after power on)	Print out self-test page
Open the cover	Press 10 seconds	Factory Reset

Continuous printing	Press	Print pause
Print pause	Press	Resume Printing

Led indication of printer status

Led status	The representative of the printer status
Green light shine	Normal standby
Green light slow flashing	Printer working
Blue light shine	RAM Test Errors
Pink light shine	Printer head over heat
Red light shine	The above cover is not covered
Red light flashing	No paper detected
Yellow light shine always	Low input voltage
Yellow light flashing	Paper jam
White light shine always	Print pause

Printing Test

Print Self-test Page

When initially install a printer or any problems happen to the printer, you can make a self-test page to check the status of firmware version, printer parameter setting, printing quality and related setting information of external equipment etc. Once you confirm printer does not have any problems after self-testing, please check other devices or software. Self-testing function is working independently with other devices and software.

To print a test page, check:

1. The printer is connected to the network and that the paper roll is correctly installed.
2. The printer is off and the cover is closed properly.

Hold down the paper feed button, and then press the power button. When the printer turns on, release the power button.

Printer maintenance

Dust, pollen, viscous substances and other dirt inside the printer can significantly reduce print quality. Follow the steps below to clean the printer head when it is dirty.

Note: Turn off the power before servicing. After printing, the printer head will be hot. After turning off the printer, wait 5 minutes before cleaning the print head.

Do not touch the heated part of the printer head during maintenance to avoid damaging it. Do not scratch or damage the print head.

Cleaning the printer head

1. Open the printer cover, use the cleaning pen (or cotton swab moistened with diluted alcohol (ethanol or isopropanol) to clean the printer head with the direction from the center to two ends.
2. DO NOT use the printer immediately after cleaning the printer head. Need to wait for the cleaning alcohol used to dry completely (about 1-2 minutes) and the printer head is completely dry before using the printer.

Clean the sensor, the rubber roller and paper path

1. Open the printer cover and remove the paper roll.
 2. Use a dry cloth or cotton cloth to wipe dust and other foreign matter.
 3. Use a clean cloth or cotton swab soaked in ethyl alcohol to remove sticky substances and other impurities.
 4. Do not use the printer immediately after cleaning the part. Wait for the alcohol to dry completely (about 1-2 minutes) and make sure the printer head and the cleaned parts are completely dry. If so, you can reuse the printer.
- It is recommended to maintain the printer parts when quality of printing is worse than normal.

Troubleshooting

The table below shows typical problems and ways to solve them. If there is no solution in the table, contact your distributor for help.

Problem	Possible Causes	Recommended Solution
Disable LEDs	The printer is not properly connected to the wall outlet. The printer is off.	Check that the printer is properly connected to mains power. Turn on the printer.
The printer does not print	The communication cable is not properly connected to the printer and the computer. Communication interface error. Printer status error.	Connect the communication cable again. RS232 port: Check the communication settings on your computer and make sure that the settings match the printer settings. The RS232 baud rate can be confirmed by printing a test page; LAN Port: Make sure the green / orange RJ-45 Ethernet light is on. The printer's IP address can be checked by printing a test page. Check that the driver port settings are the same as the printers. Verify that the printer is in standby mode (the green light is solid). Refer to the status LED status table.

Incorrect positioning	No autocalibration. Bad sensor setting. Selection mode error.	Make an autocalibration. Open the printer cover to check the sensors. Check the printer information to confirm that the paper type matches the paper loaded in the printer. You can change the settings using the setting mode.
Poor print quality	Wrong paper loading. Incorrect color saturation and print speed setting. The print head / rubber roller is covered with dust or an adhesive substance. The printer head is damaged.	Reload paper again. Use the setup or software mode to adjust the speed and color density of the print. Refer to the maintenance section. Check the settings of the head defect if it has been damaged - contact your distributor.
Printing part of the label (incomplete)	The paper is not placed in the middle. The label size you set is not correct.	Adjust paper position Set the appropriate label size.



RoHS

