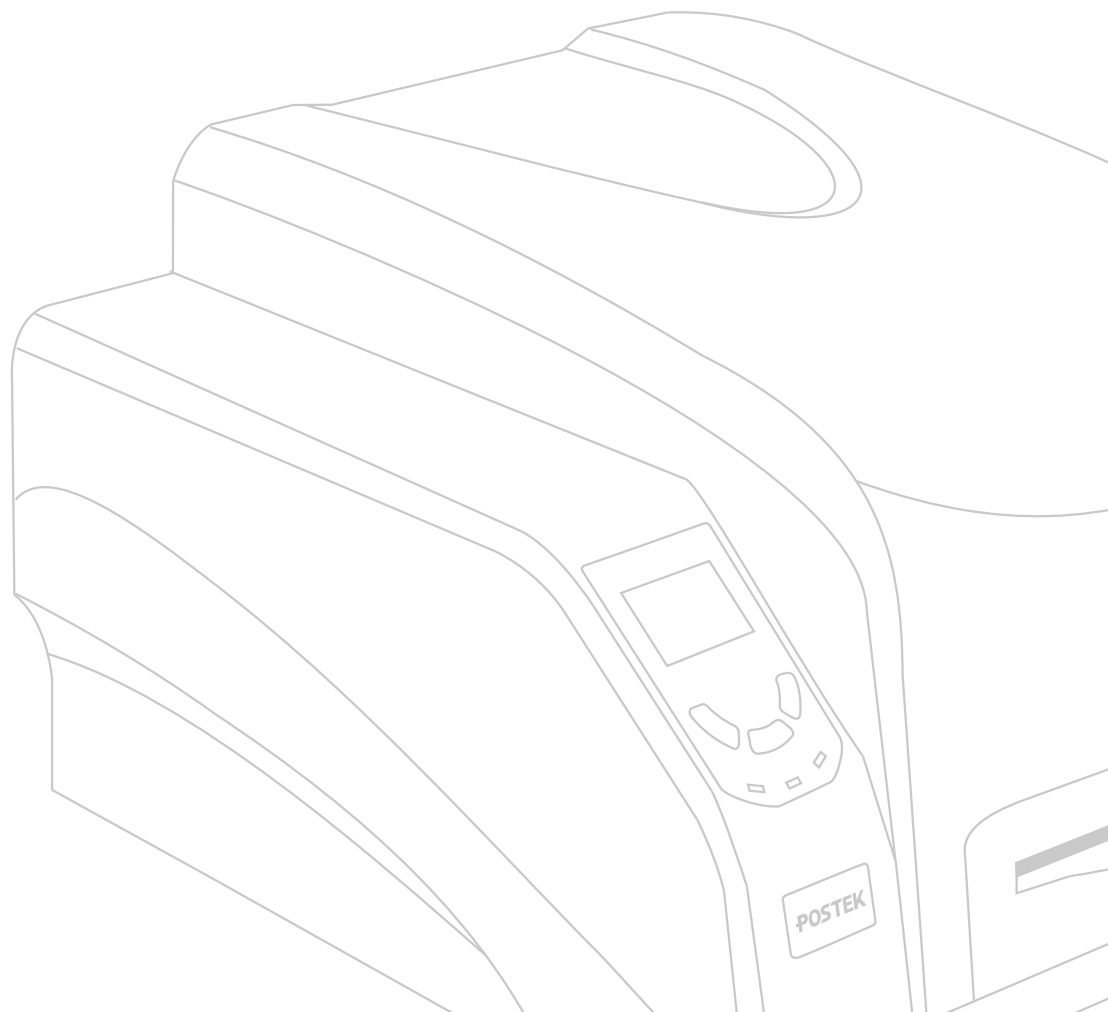# POSTEK

RUGGED PARTS, DURABLE MACHINES

User's Manual

G2000/G3000/G6000

Barcode Label Printer

FCC Notice

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.

This equipment may generate, use and/or radiate radio frequency energy. If not installed and used in full accordance with this instruction manual, interference to radio communications may occur. This equipment complies with the limits for a Class A Information Technology Equipment pursuant to Part 15 of the FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area may also cause interference. In such case the user will be required, at own expense, to correct the interference using whatever means necessary.

Trademarks

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Centronics is a registered trademark of Centronics Data Computer Corporation.

Microsoft, Windows are registered trademarks of Microsoft Corporation.

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G2000/G3000/G6000 Industrial Label Printer User's Manual

3rd edition January 2015

Disclaimer

This manual has been validated and reviewed for accuracy. The instructions and descriptions it contains are accurate for the Postek G Series Industrial label printer at the time of this manual's distribution. However, succeeding printers and manuals are subject to change without notice. Postek assumes no liability for damages incurred directly or indirectly from errors, omissions or discrepancies between the printer and this manual.

Although this manual describes and details many issues which could possibly occur, the manufacturer cannot warrant against unpredictable conditions during the printing process. For problems such as the printer not working, lost or unclear print content, etc., the manufacturer and resellers are responsible for correcting these issues (according to Postek Printer Warranty Clauses). In no event shall the manufacturer or the resellers involved be liable for any damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising from the use of, the results of use or inability to use this product, even if the manufacturer has been advised of the possibility of such damages.

Important Safety Instructions

♦ Only qualified and trained service technicians should attempt to repair the printer.

♦ Do not place the printer on or near a heat source.

♦ Be sure that the output of the power adapter is 24VDC and your power source matches the rating listed on the power adapter. Be certain your power source is grounded.

♦ To avoid getting an electric shock, do not use a worn or damaged power cord. If the power cord becomes damaged or frayed, replace it immediately.

♦ Do not insert anything into the ventilation slots or openings on the printer.

♦ The printer and power adapter should never be operated in a location where either one can get wet. Personal injury may result.

♦ The printhead becomes hot while printing. To protect from damaging the printhead and risk of personal injury, avoid touching the printhead.

♦ To get increased printhead longevity and higher quality printouts, always use approved labels, tags and thermal transfer ribbons. Approved supplies can be ordered from your Postek authorized reseller.

♦ Static electricity that accumulates on the surface of the human body or other surfaces can damage or destroy the printhead or electronic components in this device. DO NOT touch the printhead or the electronic components with bare hands.

♦ Place the printer on a flat, firm, solid surface.

♦ Never jam or block the air vents, or operate in a high temperature environment.

♦ Turn off the power when not in use for extended periods.

♦ Follow all recommendations and setup instructions included in this manual.

Warnings:

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 (see FCC Notice).

Static electricity that accumulates on the surface of the human body or other objects can damage the print head or electronic components in the G2000/G3000/G6000 printers. Observe proper electrostatic safety precautions when handling.

Table of Contents

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Preface

The G Series Industrial printer is designed to provide industrial strength thermal printing in a small footprint.   POSTEK G2000/G3000/G6000 barcode label printers represent a new generation of printing equipment featuring high performance capability with multiple functions. This printer stands out with its new and cutting edge technologies. Carefully designed, the G Series Industrial model is rugged, durable and easily operated and maintained. The 32-bit embedded ARM CPU and high-tech system platform delivers the highest quality possible.

This manual explains how to set up and begin using your G Series Industrial printer. It also provides detailed information on configuring your printer, basic operations, care and troubleshooting.

Please read this manual carefully before using the G Series Industrial printer.

Important Notice, Read Me First

The thermal printhead can be easily damaged due to its precision construction. A printhead damaged by misuse is not covered under the terms of the warranty. To ensure longevity of the printhead, please note the following:

1. DO NOT scrape or use tools that might damage the printhead surface.
2. To protect from corroding the printhead, DO NOT touch the printhead with bare hands.
3. DO NOT use thermal paper or thermal transfer ribbons which contain Na, K or Cl.
4. Keep printhead from any form of liquid or dampness.
5. Only use a cotton swab dipped in anhydrous isopropyl alcohol to clean the printhead.
6. Always use high-quality consumables:
   - When the printhead module is closed, pressure is placed directly onto the printhead; dirt such as paper scraps, sand, dust and glue can scrape or damage the printhead.
   - The TPH is also easily damaged by static electricity, which may be generated by poor quality ribbons.
7. Always inspect consumables for high quality before purchasing.

Note: The G Series printer functions under Direct Thermal or Thermal Transfer print methods. Thermal Transfer is set as the factory default (requires ribbon for printing). However, if you need to print on Direct Thermal materials (ribbon is not required), please contact your printer supplier or service provider to reduce the printhead pressure. This can protect your printhead from early performance deterioration due to direct contact with the thermal media. Any physical printhead damage caused by direct thermal printing is not covered under warranty.

Chapter 1: Introduction

Printer Specifications

Model	G2000	G3000	G6000
Printing method	Direct Thermal & Thermal Transfer		
Printing resolution	203 dpi (8 dots/mm)	300 dpi (11.8 dots/mm)	600 dpi (23.6 dots/mm)
Max printing speed	6ips (76.2 mm/s)	6ips (76.2 mm/s)	3ips (76.2 mm/s)
Max printing width	4.25″ (108 mm)	4.17″ (106 mm)	4.16″ (105.6 mm)
Max printing length	157″ (4000 mm)		40″ (1016 mm)
Memory	8 MB Flash ROM, 16 MB SDRAM		
Media	Roll-feed, die-cut, continuous, fan-fold, tags, tickets in plain paper or thermal paper Width: 4.3″（110 mm）max., 0.98″（25 mm）min. Supply roll: OD 6″ (152 mm) max., ID 1″ (25.4 mm) min.		
Thickness	0.003″~ 0.008″ (0.08 ~ 0.20 mm), including liner		
Ribbon	Wax, Wax/Resin, Resin Ribbon roll: OD 2.75″ (70 mm) max., ID 1″ (25.4 mm) core Max width: 4.3″ (110 mm); Max length: 984.25' (300 m), Ink side: Out		
Fonts	Five built-in ASCII fonts, downloadable truetype fonts.		
Bar Code types	1D Barcode : Code 39, Code 93, Code 128/subset A,B,C, Codabar, Interleave 2 of 5, UPC A/E 2 and 5 add-on, EAN-13/8/128, UCC-128, etc. 2D Barcode : MaxiCode, PDF417, Data Matrix, QR, etc.		
Media sensors	Reflective (Adjustable) / Transmissive		
Interfaces	RS-232 Serial, USB2.0, 10/100M Ethernet, and USB HOST		
LCD Display	Four lines dot matrix LCD		
Power rating*	24 VDC, 4.0 A		
Weight	7.72lbs (3.5 kgs)		
Dimensions	W 10.07″ x D 12.95″ x H 7.8″ (W 256 x D 329 x H 200 mm)		
Operation environment	Temperature: 32° F ~ +104° F (0° C ~ 40° C) Relative humidity: 5% - 85% non condensing		
Storage environment	Temperature: -40° F ~ +140° F (-40° C ~ 60° C) Relative humidity: 5% - 85% non condensing		
Optional items	External Rewinder, External Media Stand, Rotary Cutter, Centronics Parallel and Media Guide Adapter		

* Power for the G6000 Industrial barcode label printer is provided via an external power adaptor.

**Some optional items may require minimum quantities and/or factory installation.   Please contact a Postek sales representative for complete details.

Specifications for Power Adapter

Input	AC 100~240 V, 50~60 Hz
Output	DC 24 V, 4.0 A
Environment	0° C ~ 40° C

Contents of Box

Inspect the shipping carton(s) for possible shipping damage, if damage is discovered, notify the shipping company to report the nature and extent of the damage.

Please check the items according to the Packing List. If there are any items missing, notify your authorized reseller.

Packing List (see Figure 1)

G Series Industrial Printer	1 pc
Power Adapter	1 pc
USB interface cable	1 pc
Media Spindle	1 pc
Media Roll Guides	2 pcs
Media Core Adapters	2 pcs
Ribbon Spindles	2 pcs
Sample Media Roll	1 pc
Sample Ribbon	1 pc
Quick Start Guide	1 pc
*CD-ROM pack	1 pc

*Note: CD-ROM pack includes the printer driver, label software, G2000/G3000/G6000 Industrial User's Manual and the Programming Manual.
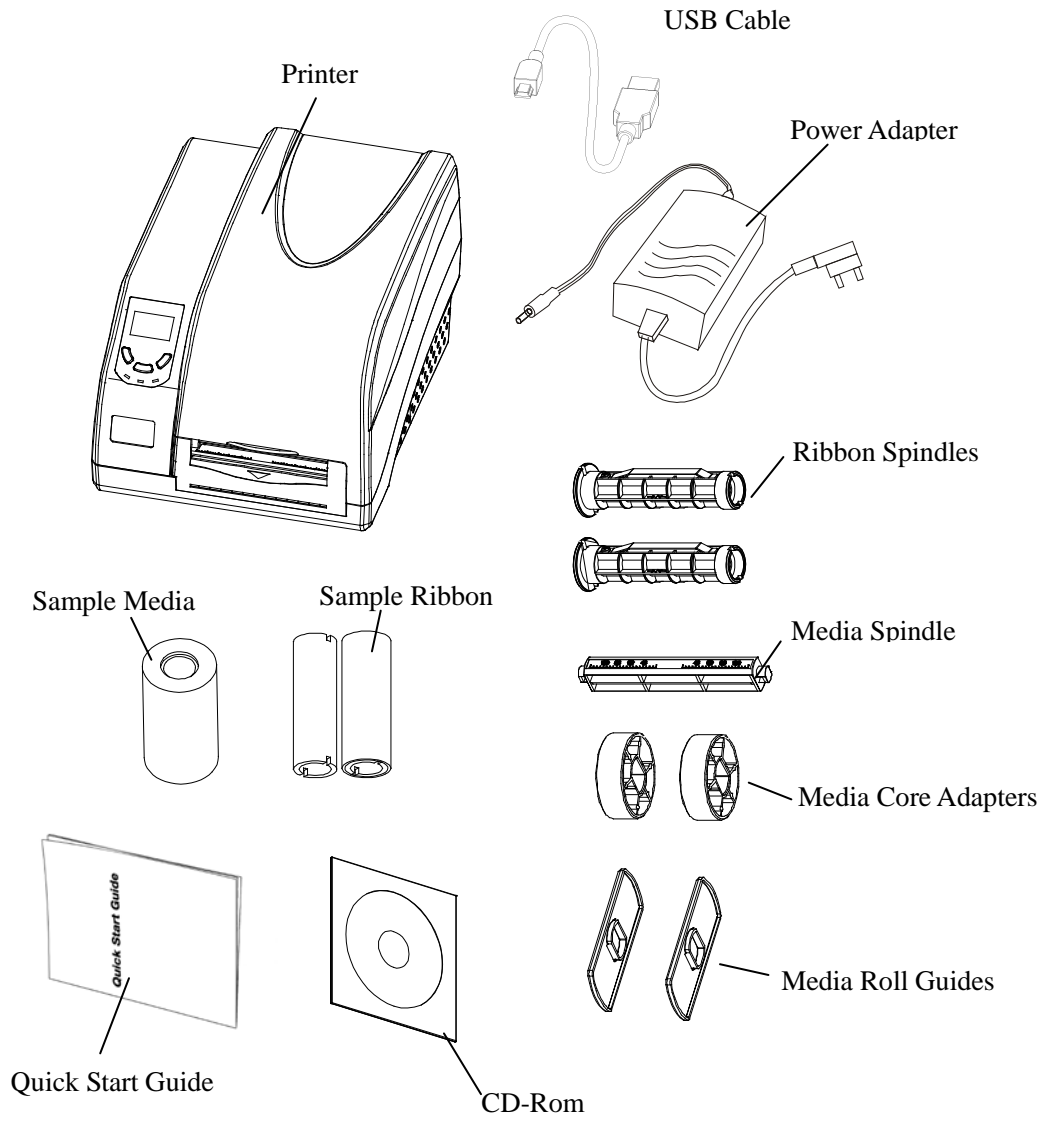
Figure 1:   Printer and Accessories

Chapter 2: Setup and Use

Setting up the Printer

Before setting up the printer consider the following:

1. Make sure there is adequate space around the printer for loading consumables and proper ventilation.
2. Make sure the printer is close to the host so the interface cable is easily accessible at either end.
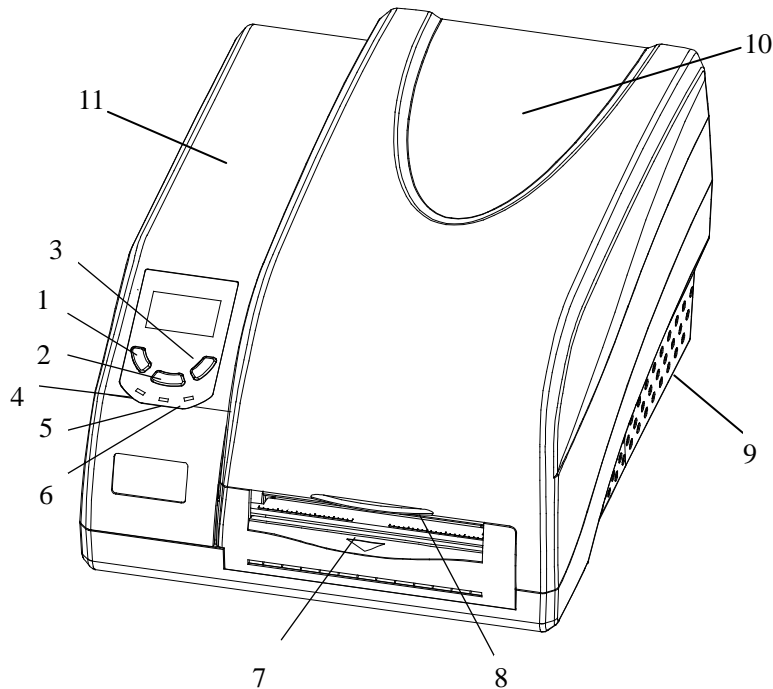
Main Parts and Features

Figure 2

1.	PAUSE/Self-test Button	5. MEDIA Indicator	9. Bottom Case
2.	FEED/Calibration Button	6. RIBBON Indicator	10. Top Cover
3.	CANCEL/Reset Button	7. Media Exit Path	11. Left Cover
4.	READY Indicator	8. Cover Handle	
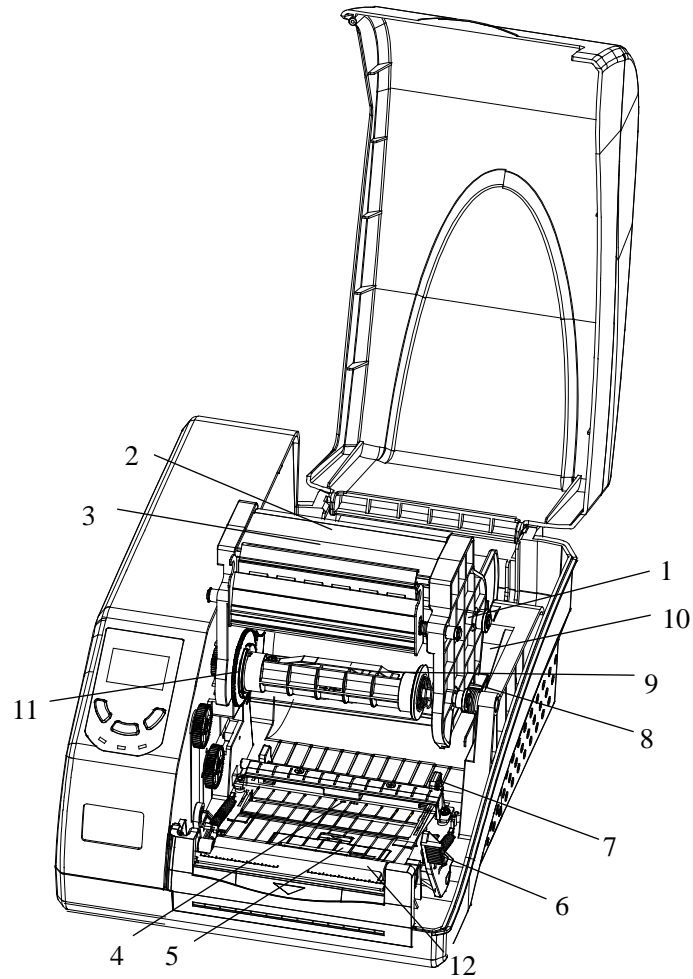
Figure 3

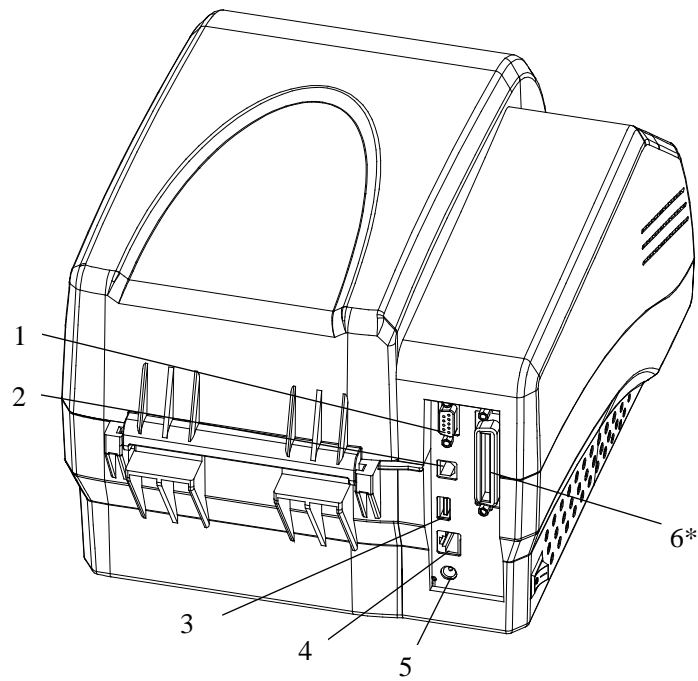|		
1. Printhead Module	2. Printhead Bracket	3. Printhead
4. Transmissive Sensor	5. Reflective Sensor	6. TPH Release Lever
7. Media Guide	8. Ribbon Loading Knob	9. Ribbon Supply Spindle
10. Media Compartment	11. Guide Wheel	12. Platen Roller

Figure 4

1. RS232 Serial Port   2. USB 2.0 Port   3. USB Host
4. Ethernet   5. DC IN Port   6. Centronics Parallel (*optional)

Connecting the Printer

Power Connection

Warnings:

(1) Do not use the printer near liquids or corrosive chemicals.

(2) Using the wrong power adapter may cause damage to your printer. Postek assumes no liability for any damage in such cases. The power rating for the printer is 24VDC.

1. Make sure the printer is switched OFF.
2. Connect the power cord to the Power Adapter.
3. Connect the Power Adapter's DC output plug to the DC IN port on the back of the printer.
4. Plug the power cord into a live wall outlet.

Interface Connection

The G Series Industrial supports RS-232 Serial, USB 2.0, Ethernet and Centronics Parallel (optional) interface connections.

Note: When connecting the G Series Industrial printer to a computer via the USB interface cable, make sure to utilize the same USB port used during the driver installation process, which enables the printer to retrieve needed commands or data from the PC. If the same USB port is not available or not known, then in the printer's Properties Dialogue Box, under the Ports tab, ensure the current port location is checked.

To connect:

1. Make sure the printer is powered OFF.
2. The printer will identify the communication port automatically.

Notes:

a. The default values of printer port can be obtained from the self-test report. (See Chapter 2: Operation Basics/ Advanced Functions/ Self Test)

b. Cable configurations for Serial (RS-232C) interface and parallel (Centronics) is found in Appendix A of this guide.

c. Please take the following measures to reduce cable noise.
    –   Restrict the length of the interface cable to less than 6′ (1.83 M) if possible.
    –   Keep the interface cable separate from power cords.

Loading the Ribbon

Warnings:

(1) Load ribbon only when using the thermal transfer printing method. Remove any ribbon that may be loaded when using the direct thermal printing method.

(2) When using a ribbon roll with a width less than 110 mm, please place the ribbon roll in the middle of the Ribbon Spindle corresponding to the symmetry symbol (→|←).

(3) Make sure the ink side of the ribbon faces outwards. Always make sure the ink side of the ribbon faces the media and not the printhead.

To install the ribbon:

1. Lift the top cover and push down the Printhead Release Lever to release the Printhead Module (see Figure 5-1).

2. Lift the Printhead Module to expose the Ribbon Supply Spindle (see Figure 5-2).

3. Unwrap the ribbon pack and separate the ribbon roll and the core.

4. Slide the ribbon onto one of the Ribbon Spindles and place the core onto the other spindle (see Figure 5-3).

5. Load the Ribbon Spindle into the printer and route the ribbon through the Printhead Module (see Figure 5-4).

6. Wrap the end of the ribbon around the core (see Figure 5-5).

7. Load the core into the Ribbon Take-Up area (see Figure 5-6).

8. Turn the left Guide Wheel to ensure the ribbon is tight and smooth.

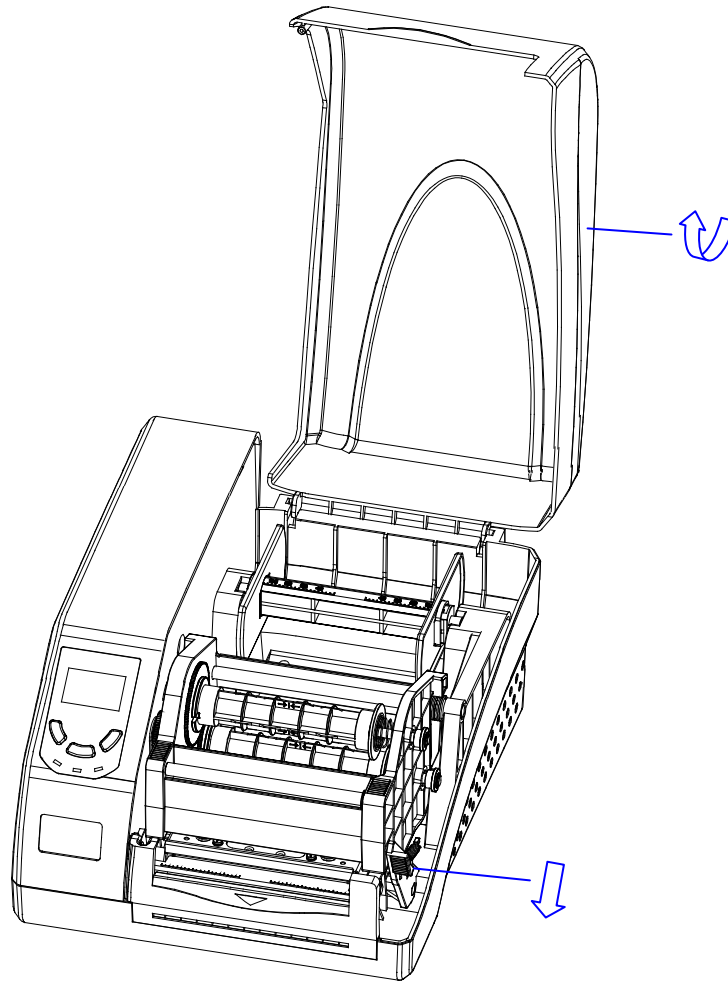9. Close the Printhead Module and press down until it locks into place.
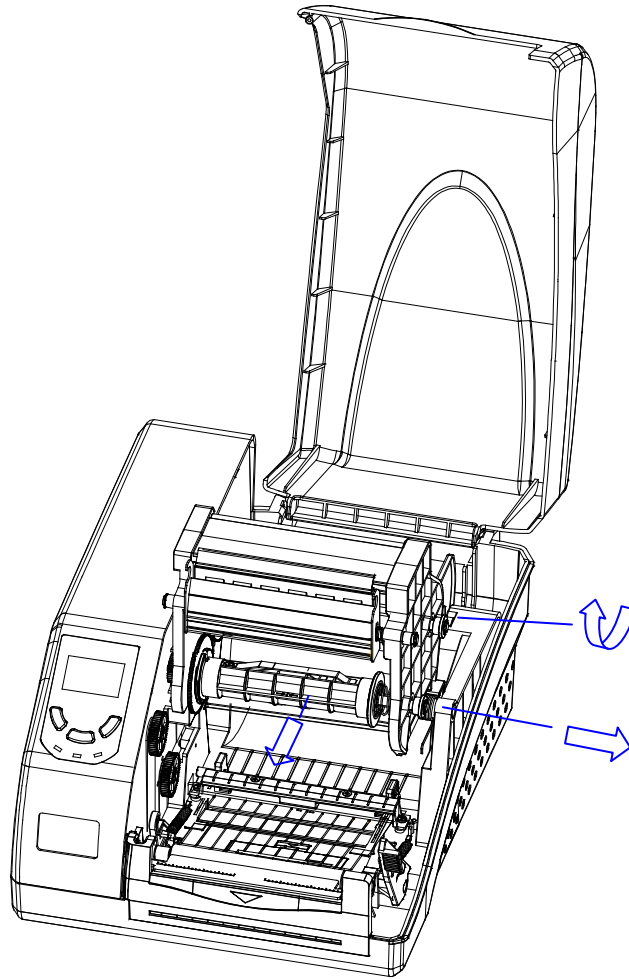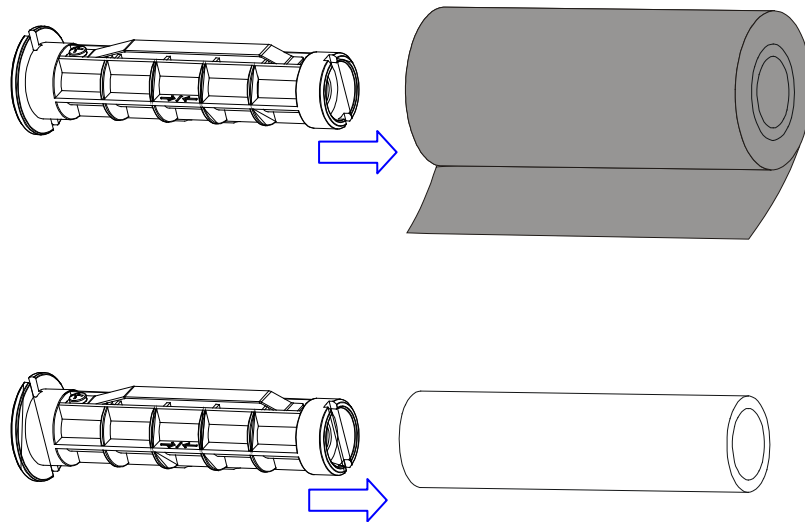
Figure 5-1
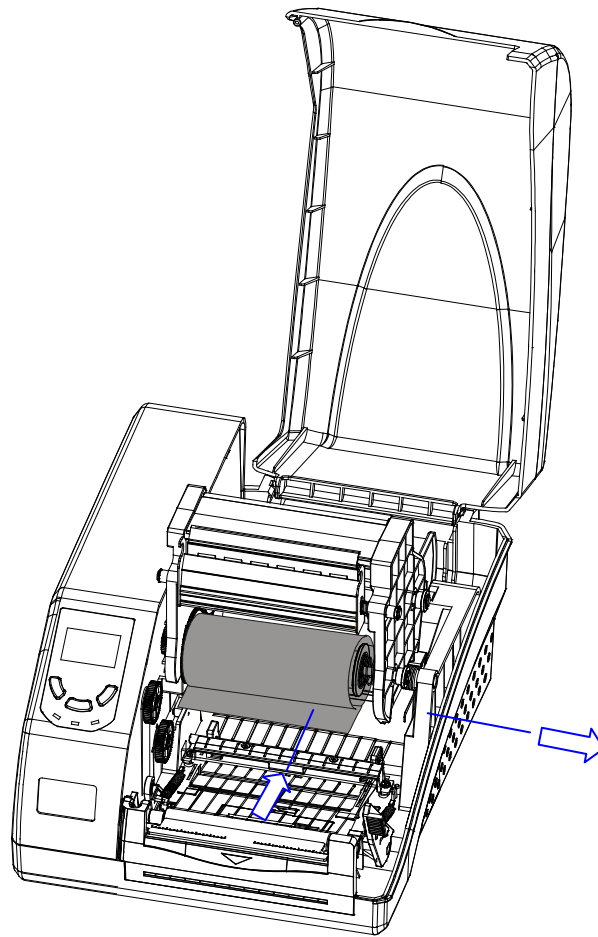
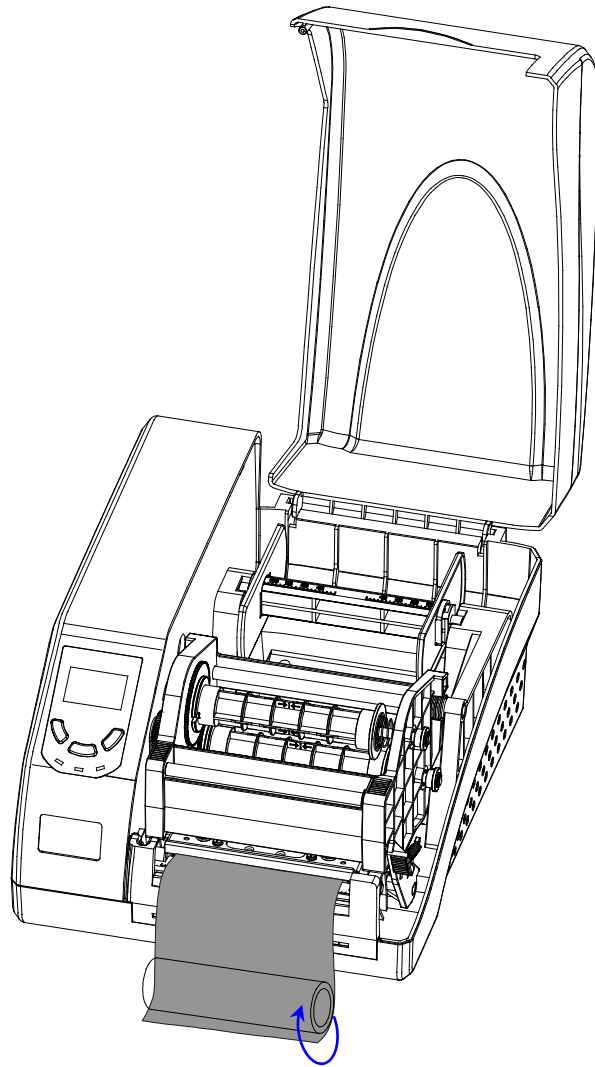**Figure 5-2**
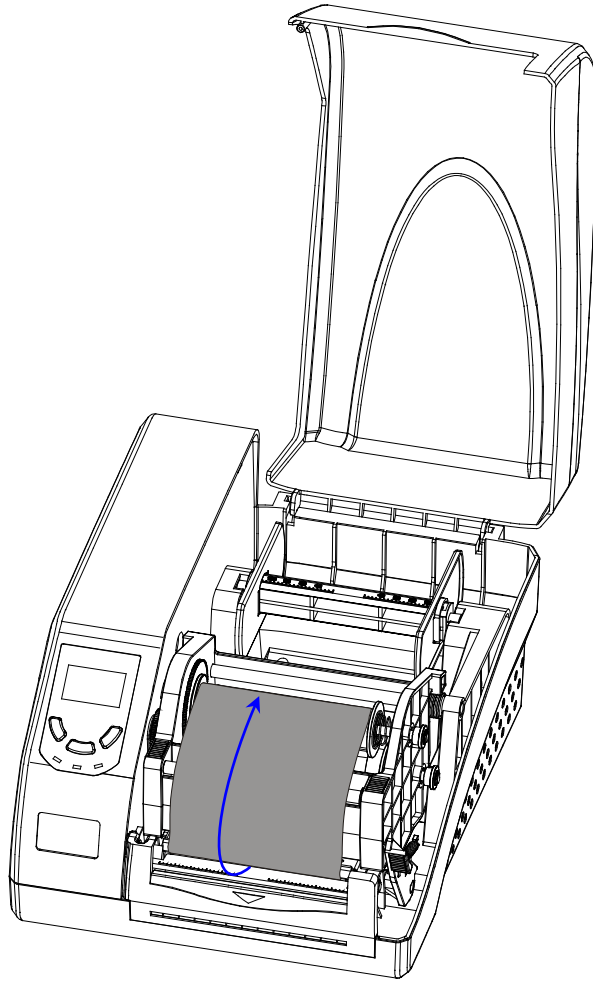
Figure 5-3

Figure 5-4

Figure 5-5

Figure 5-6

Loading the Media

The G6000 Industrial printer can be operated in four different modes: Standard, Cutting, Tear Off and Manual Peeling modes.

- – In Standard mode, each printed label remains on the backing liner.
- – In Cutting mode, the printer automatically cuts the label after it is printed. Requires optional cutter kit. Simply set this function in the LCD menu.
- – In Tear Off mode, the labels will be fed to the tear bar. Simply set this function in the LCD menu.
- – In Manual Peeling mode, the printer pauses after each label is printed. Simply set this function in the LCD menu.

Standard Mode

To load media into the G6000 Industrial printer while using Standard Mode:

1. Lift up the top cover to expose the media compartment (see Figure 6-1).

2. Load a roll of media (labels facing up) on the Media Spindle, then slide the two Media Roll Guides, with smooth sides facing toward the media, onto the Media Spindle from each end until snug against the media. When placing a roll of media with a 3″ ID core, please slide the two Core Adapters onto the Media Spindle first (see Figure 6-2).

3. Insert the entire unit into the media compartment in the printer.

4. Position the media roll in the middle of the Spindle, using the scale for guidance.

5. Release and lift the Printhead Module.

6. Route the media as shown in Figure 6-3.

7. Slide the Media Guide to the edge of the media.

8. Close the Printhead Module and press down until it locks into place (see Figure 6-4).

9. Close the cover and press the "Feed" button to feed the media and ensure proper tracking. If the printer does not correctly detect each label, it may be necessary to perform the Media Calibration procedure (found in the Operation Basics section.)

Figure 6-1

Figure 6-2

Media Guides

Media Leader

Label

Platen Roller
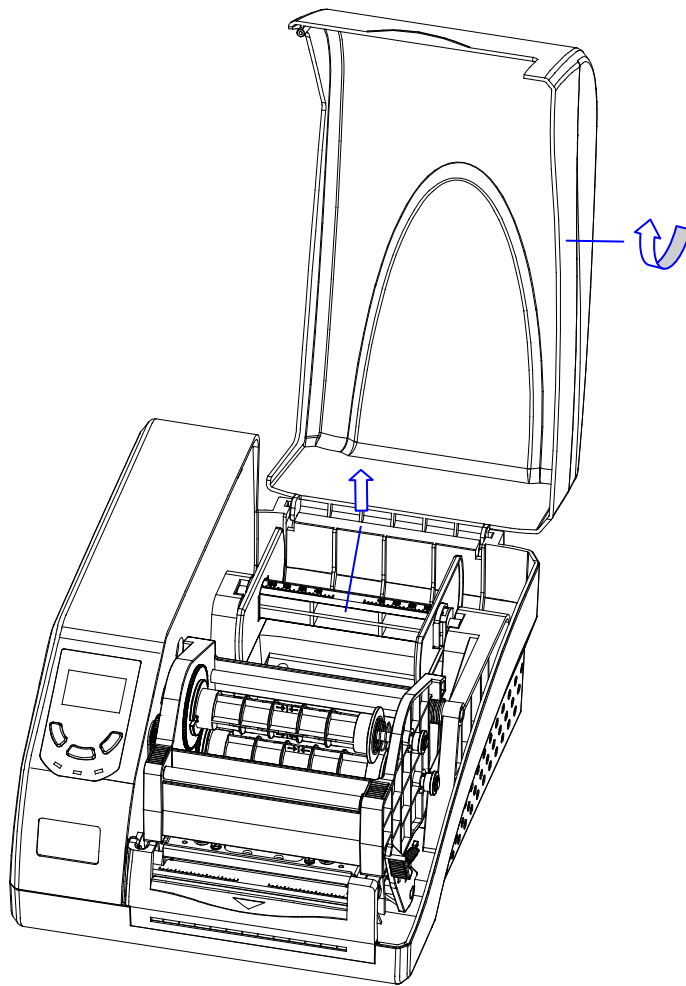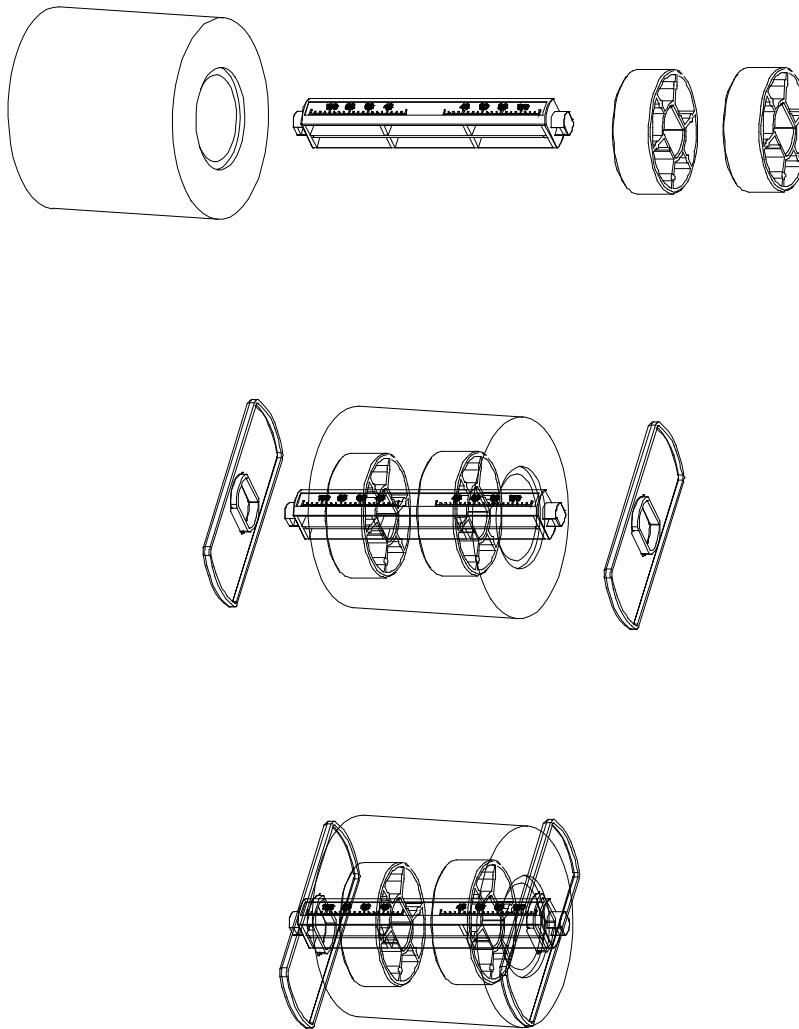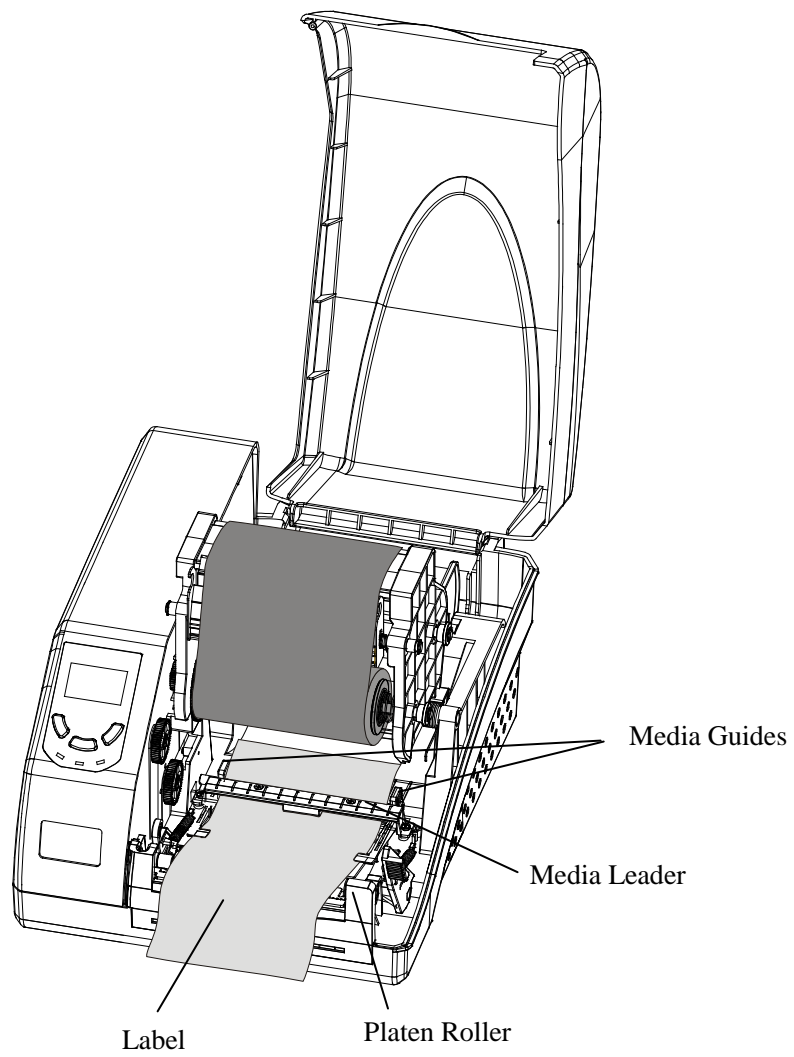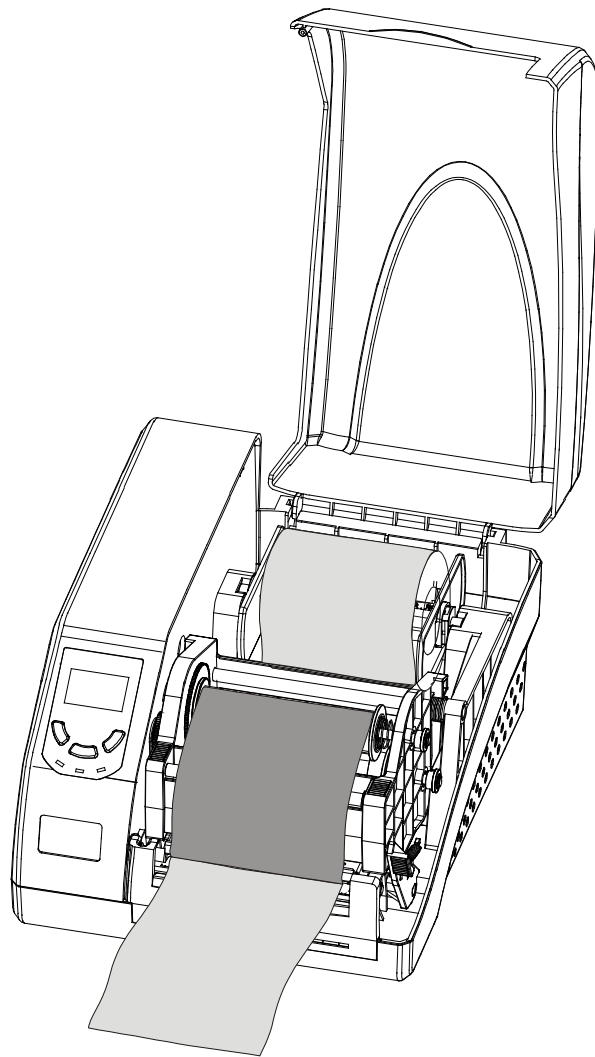
Figure 6-3

Figure 6-4

Cutting Mode

Note: Operating the printer in Cutting mode requires the optional Rotary Cutter kit.

1. Turn on the printer and wait until the screen shows Ready.
2. Press the Pause button to set the printer to the Pause status, press and hold the Feed button for about 2 seconds, and the printer will enter Setup mode.
3. Enable the cutter mode.
4. Reset the printer and cutter: Press and hold the "Cancel" button for 2 seconds, until the 3 indicator lamps begin to blink simultaneously. Release the "Cancel" button and press it again one more time. The 3 indicator lamps stop blinking and remain lit. Reset is complete.
5. Load media as shown in Figure 6-6. The Rotary Cutter is now ready to use.
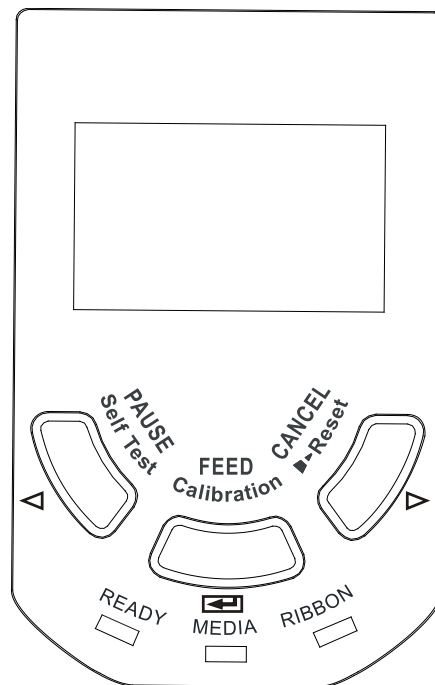
Figure 6-5
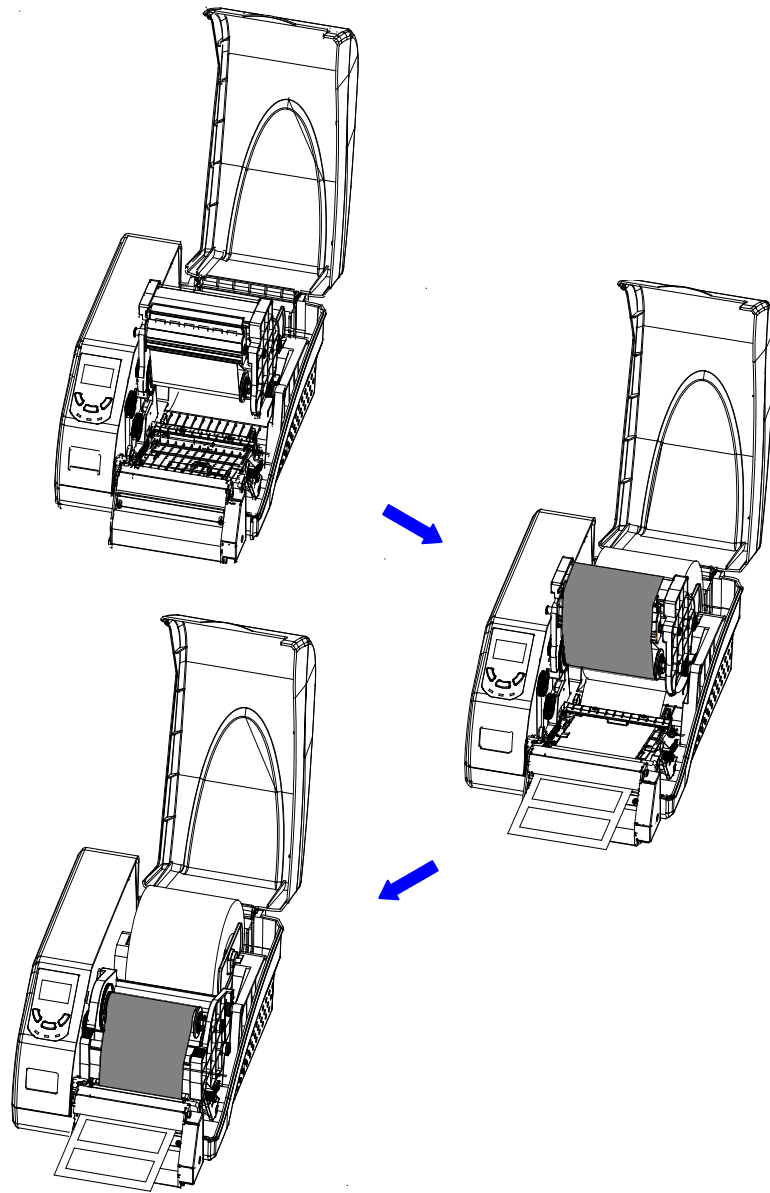
Figure 6-6

Adjusting the Position of Media Sensor

Note: Media sensor adjustment only applies to the reflective sensor.

1. Lift the top cover.
2. Push the Printhead Release Lever to release the Printhead Module.
3. Lift the Printhead Module to expose the Media Sensor cover (see Figure 7-1).
4. Remove the Media Sensor cover and slide the Media Sensor to the appropriate position (see Figure 7-3, 7-4 and 7-5).
5. Replace the media sensor cover.

Note: If there is more than 1 column of media, the Media Sensor must be positioned under the labels of any of the columns. The Media Sensor CAN NOT be positioned right under a vertical gap or over the outer edge of the media, or an error will occur.

Reflective media sensor cover

Figure 7-1

Media sensor

Figure 7-2

2 – 5mm

Media gap

Media gap

Media gap
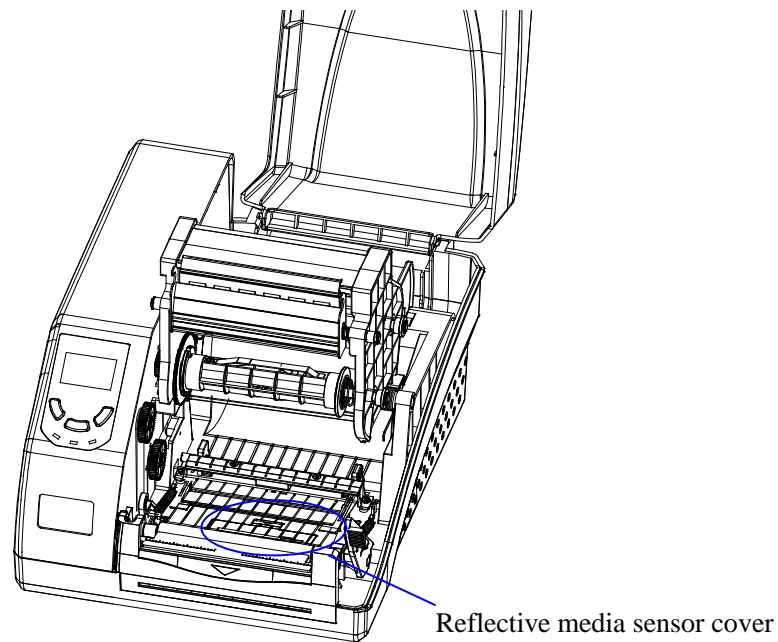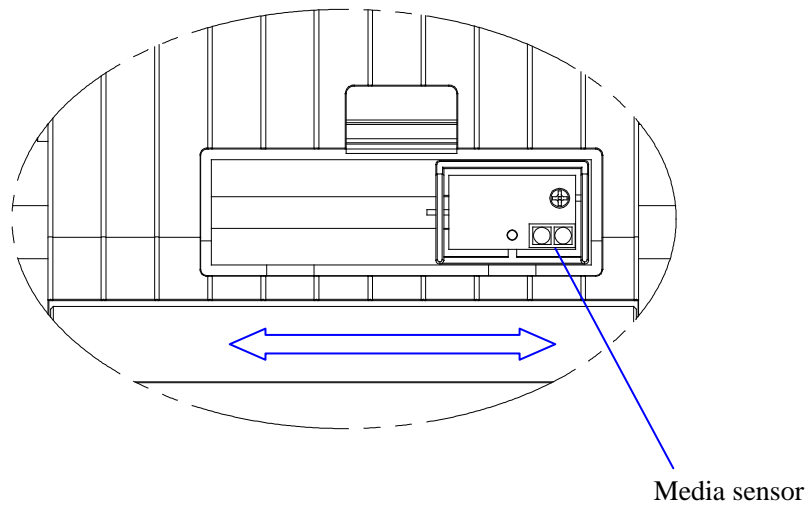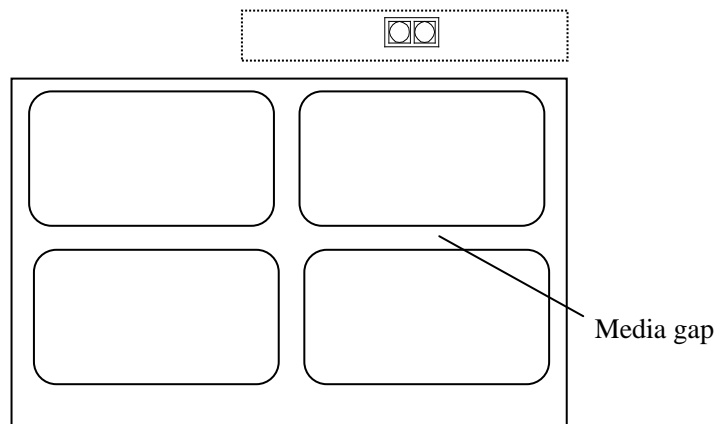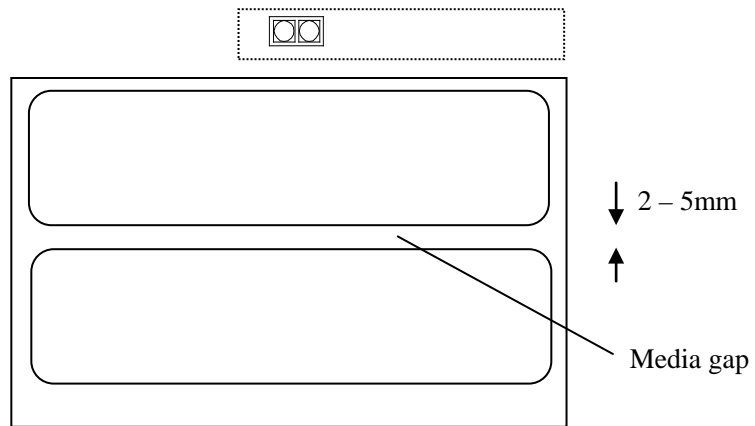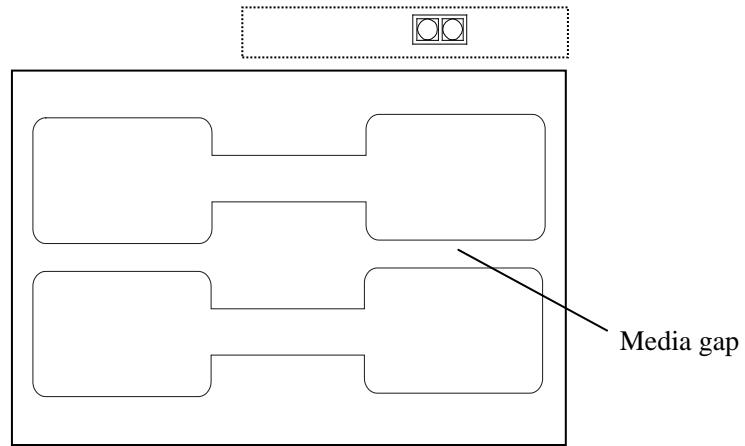
Figure 7-5

Chapter 3: Operations and Settings

Operation Basics

Power Switch

The power switch is on the back panel of the printer. The symbols on the switch are defined as follows:

— — ON

○ — OFF

The Front Panel

The Front Panel of the G Series Industrial printer consists of:
– Three Indicator Lamps: MEDIA, READY and RIBBON
– Three multi function buttons: PAUSE/Self Test, FEED/Calibration and CANCEL/Reset.
– A 128 x 64 graphic dot matrix LCD display

The three lamps indicate the status of the printer (please refer to Chapter 4: Troubleshooting, for error indicators).

READY	- **Solid:** Indicates the printer is in the normal state. **- Blinking:** Indicates the printer is in the 'PAUSE' state.

MEDIA	- **Solid:** Indicates the printer is in the normal state. **- Blinking simultaneously with READY:** Running out of media.

RIBBON	**- Solid:** Indicates thermal transfer printing. **- Off:** Direct thermal printing (no ribbon installed). **- Blinking simultaneously with READY:** Running out of ribbon.

Panel Buttons

The three buttons have different functions based on the mode of the operation is performed.

Mode	Basic Functions	Advanced Functions (see Advanced Functions below)
Feed/Calibration	Feed one label	Media Sensor Calibration
Pause/Self Test	- Press once to pause current print job - Press a second time to resume printing	Self-test: The Printer performs a self-test and prints out a configuration report
Cancel/▶▸Reset	- Cancel current batch of labels - Forces the printer to continue working after an error has been corrected	Reset: Resets the printer to Factory Default Settings

LCD Display

A 128×64 graphic dot matrix LCD display is affixed to the front panel.   Data in the form of characters, letters and numbers are shown on the LCD display. Please see below "LCD Panel Operations."

Advanced Functions

Media Sensor Calibration

It is necessary to accomplish Media Sensor Calibration after a new roll of media has been loaded.

1. Press and hold the Feed/Calibration button for about 2 seconds.
2. The printer will feed approximately 200mm of media.
3. The three indicators stop blinking and remain lit; the printer is back to a normal state.

Self Test

1. Press and hold the Pause/Self Test button for about 2 seconds.
2. The printer will print out a configuration report and the 3 indicators will stop blinking and remain lit. The printer is back to a normal state.

The following information will be printed on the self-test report:

- Font list
- Hardware configuration and status
- DIP switch settings
- Label parameters
- Firmware version

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Reset – Reset the Printer to the Factory Default Settings

1. Press and hold the Cancel/▶▶Reset button for 2 seconds, the three lamps will blink simultaneously (the printer will return to normal state automatically if no operations are performed within 2 seconds).

2. Release and press the Cancel/▶▶Reset button again.

3. The three indicators stop blinking and remain lit. The printer is now in its normal state.

The following parameters have automatically been reset:

–   Label

–   Print darkness

–   Speed

–   Others

Note: The printed label count and printed length may not be reset.

LCD Panel Operation

LCD can display printer status, printed label quantity, error messages, and can also assist in configuring the printer.

1. Examples of LCD display
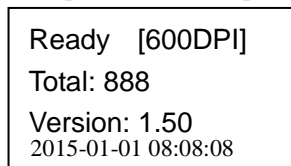
Ready [600DPI] Total: 888 Version: 1.50 2015-01-01 08:08:08	Ready to print Total = number of pages printed. Version: firmware version Note: when the printer is powered off, the counter reverts to 0.
Pause 1 \ 888 Version: 1.50 2015-01-01 8:08:08	In normal printing mode, display only XXXXXXXX as total number of pages printed. In copy printing mode, display YYY/XXXXXXXX.
◀ XXXX ▶ 01/32	Setting the main menu The first row shows the variable selected. 01/32 indicates a total of 32 settings with the 1st item now selected.
XXXX 12	Setting an item The first row shows the variable selected. Some items include a progress bar. 12 - Indicates the current setting value of 12
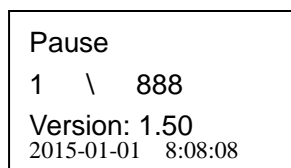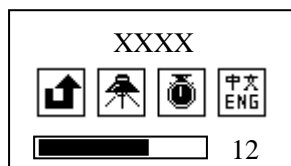
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Button Functions

Button	Function	Description
Combination: PAUSE + FEED	Entering the Main Menu	Press and release PAUSE, then press and hold FEED for 4 seconds
PAUSE（◁）	Item/Parameter Selection	Descending Item/Parameter selection
CANCEL（▷）	Item/Parameter Selection	Increasing Item/Parameter selection
FEED（⏎）	Confirmation	Confirm selection

Items to be set and operating guide

Main Menu	Sub Menu	Description
Exit	Exit the setup menu	
Darkness	When set at '0', the printer will accept the default setting or command setting, if not, the printer will not accept the default setting or command setting.	
Speed		
Language	Chinese and English	
Print Method	Thermal Transfer and Direct Thermal	
Tear off mode	Options: Enable, Disable Default: Disable	
Cutting mode		
Manual Peeling		
Sensor Type	Options: Reflective, Transmissive Default: Reflective	
Baud Rate	Options: 9600, 19200, 38400, 57600 Default: 38400	
Parity	Options: None, Odd, Even Default: None	
Data Bit	Options: 7 Bit, 8 Bit Default: 8 Bit	
Tear Offset	The increment for G2000 is 0.125mm The increment for G3000 is 0.085mm The increment for G6000 is 0.0423mm	
Positioning Offset		
Cutting Offset		
Peeling Offset		
IP Address	The range of XXX is 0-255, press PAUSE/Self Test (◁) to decrease, CANCEL/Reset (▷) to increase, FEED/Calibrate (⏎) to move to next XXX. Upon completion, pressing FEED/Calibrate (⏎) will proceed to the "Save/Abort" screen.	
Subnet Mask		
Gateway		
Port		
Set Date	Set system date.	
Set Time	Set system time.	
View Fonts	View fonts that have been downloaded to the printer.	
Del Fonts	Delete downloaded fonts, one by one, or delete all at one time.	
Command Type	Options: PPLE, PPLZ Default: PPLE	

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DHCP	Options: Enable, Disable Default: Disable Note: After set DHCP to Enable, you need to cycle the printer power as the screen prompts, the IP will be renewed automatically.
Dump Mode	In dump mode, the printer will print out the data (printer commands) that are sent from PC or other devices, instead of print out a label. Options: Enable, Disable. Default: Disable.
Detect Length	The Media feed length when perform Media Calibration. Default 200, Unit mm.
Stand-Alone Printing	Select the downloaded forms and print. Note: USB keyboard or scanner needed.
Clear Form	Delete downloaded Form, one by one, or delete all at one time.
Clear Graphics	Delete the downloaded graphics, one by one, or delete all at one time.
Clear Setup	Clear all the settings made in the LCD menu.

Windows Driver and Label Software

The G Series Industrial printer driver is packaged with the printer in the CD-ROM pack, and is compatible with the following operating systems:

- Windows 7
- Windows NT
- Windows 2000
- Windows Vista
- Windows ME
- Windows 98
- Windows XP
- Windows 2003
- Windows 95
- Windows 2008

Drivers can also be downloaded from www.postek.com.cn and www.postektechnologies.com

Each G Series Industrial printer is also packaged with powerful barcode label editing software.

Note: Prior to uploading a new driver or software or installing an updated driver or software, remove any old version of the driver or software that may be stored in your computer.

Chapter 4: Maintenance

Warnings:

(1) Make sure the printer is powered off before performing maintenance operations.

(2) The Printhead may be hot due to recent printing. Wait until the Printhead cools before performing maintenance.

(3) Use only anhydrous isopropyl alcohol to clean the print head. Anhydrous isopropyl alcohol is solvent containing no more than 1% water. Isopropyl alcohol is a flammable solvent and IS NOT recommended for use with any Postek printer.

(4) Using any other cleaning agent than anhydrous isopropyl alcohol invalidates the printer's warranty.

Cleaning the Printhead

The Printhead is the mechanism that enables the ink to impact the label. Due to the Printheads precision construction and necessary location in the printer, it comes into contact with consumables and therefore is susceptible to dirt accumulation. If dirt is not removed, the Printhead may be damaged. To ensure longevity of the Printhead, follow the recommended maintenance guidelines below:

Note: A Printhead damaged by misuse is not covered under warranty.

Warnings:

(1) Make sure the printer is powered off before performing maintenance operations.

(2) The Printhead may be hot due to recent printing. Wait until the Printhead cools before performing maintenance.

(3) Use only anhydrous isopropyl alcohol to clean the print head.

Cleaning the Printhead

1. Clean the Printhead after every (1) roll of ribbon use or every (3) rolls of label media use. To clean the Printhead:
2. Turn printer power off
3. Open the top cover of G Series Industrial printer
4. Turn the handle to open.
5. Remove the ribbon (if applicable) and media
6. Use a cotton swab dipped in anhydrous isopropyl alcohol. Rub the swab along the Printhead until the swab no longer accumulates ink
7. Let the Printhead dry before using the printer again

Cleaning the Platen Roller

The Platen Roller, located at the exit point and underneath labels, supports the labels as they feed out of the printer. The roller can accumulate debris from consumables, such as dirt, sand, dust or glue. To ensure longevity of the Platen Roller, follow the recommended maintenance guidelines below:

Clean the Platen Roller after every (3) rolls of label media used. To clean the Platen Roller:

1. Turn off the printer.
2. Open the top cover.
3. Release and lift the Printhead Module
4. Remove the ribbon (if applicable) and media.
5. Use a cotton swab dipped in anhydrous isopropyl alcohol. Rub the swab along the Platen Roller while rotating the roller until the swab no longer accumulates ink or debris.

Cleaning the Printer Interior

Over time, the printer's interior may collect dust or debris from the consumables. It is advised to periodically clean the printer's interior in order to prevent the accumulated debris from damaging internal parts.

To clean the printer interior, use a cotton swabs dipped into anhydrous isopropyl alcohol and remove any debris.

Chapter 5: Troubleshooting

Occasionally situations occur that require some troubleshooting. Possible issues and potential solutions are listed in this section. While not every situation is addressed, you may find some of these tips useful.

Error Indications

Typically, when the printer is not functioning, the error will be displayed on the LCD screen, meanwhile, one or two of the three indicator lamps will begin blinking. The possible situations addressed by the status of the three indicator lamps are listed below.

READY and MEDIA Lamps blink simultaneously:

Possible Cause	Recommended Solutions
Media sensor cannot detect labels	a) Check and confirm the media has been loaded correctly b) Check the position of the media sensor and confirm it could detect the media gap or black line c) Calibrate the media sensor **Note:** If using continuous media, ensure correct Media Type settings in chosen in the label software
Media ran out	Load a roll of media
Media jammed	Clear the jam
The Media Roll Guides are not firmly positioned against the Media or have not been installed.	Install the Media Roll Guides correctly and press them firmly press the media.
Media sensor is broken	Contact an authorized POSTEK service provider for technical support.

READY and RIBBON Lamps blink simultaneously:

Possible Cause	Recommend Solutions
Ribbon ran out	Load a new roll of ribbon
Ribbon jammed	Clear the jam
Ribbon Sensor error	Contact an authorized POSTEK service provider for technical support.

Only READY Lamp blinks:

Possible Cause	Recommend Solutions
Serial I/O error	Check DIP switches for the baud rate settings
Memory overflow	a) Restart the printer b) Reset the printer

Miscellaneous

Vertical Blank Lines Appear

If the printer prints vertical blank lines as shown in the below picture, it may be due to a dirty or defective Printhead. See the table below for possible causes and solutions.

Cause	Corrective Action
The Printhead is dirty.	Clean the Printhead. Follow the recommended maintenance guidelines for cleaning the Printhead.
Vertical lines still appear after cleaning the Printhead.	Contact an authorized POSTEK service provider for technical support.

Printer Timeout Error Message

Execute following corrective actions:

1. Check the interface cable for proper connection.
2. Ensure the printer is powered on.

If the trouble still exists, please contact an authorized POSTEK service provider for technical support.

Data Sent but Not Printing

1. Ensure the correct driver is chosen in the label software.
2. Reset the printer.

Poor Printing Quality

When experiencing poor print quality, check the following:

1. Adjust print darkness setting value in the driver under Printing Preferences/Options Tab.
2. Adjust print speed setting value in driver under Printing Preferences/Options Tab.
3. Clean the Printhead and the platen roller.
4. Poor quality printing may be caused from using a low quality ribbon. Change to higher quality ribbon.
5. Poor quality printing may be caused from using low quality media. Change to higher quality media.

Note: The darkness and print speed settings may also be adjusted in printer's menu. Adjusting functions in the hardware always overrides functions set in software.

Recovery

After the miscellaneous has been cleared, press the CANCEL button to clear the alarm or restart the printer to resume the printing automatically.

Note: For errors not listed here, please contact an authorized POSTEK Service Provider for further assistance.

Appendix A: Interface Specifications

The RS232 connector on the printer is a DB9F:

Pin	Direction	Definition
1	/	/
2	Out	TX
3	In	RX
4	In	CTS
5	-	Ground
6	Out	RTS
7	In	DSR
8	Out	DTR
9	/	/

Connection with host:

Host 25S		Printer 9P	Host 9S		Printer 9P
TX 2	………	3 RX	RX 2	………	2 TX
RX 3	………	2 TX	TX 3	………	3 RX
DSR 6	………	8 DTR	DTR 4	………	7 DSR
DTR 20	………	7 DSR	DSR 6	………	8 DTR
RTS 4	………	4 CTS	RTS 7	………	4 CTS
CTS 5	………	6 RTS	CTS 8	………	6 RTS
GND 7	………	5 GND	GND 5	………	5 GND

Alternately you can just connect the 3 wires as follows:

Host 25S		Printer 9P	Host 9S		Printer 9P
TX 2	………	3 RX	RX 2	………	2 TX
RX 3	………	2 TX	TX 3	………	3 RX
GND 7	………	5 GND	GND 5	………	5 GND

pin 4		pin 4	
pin 5		pin 6	
pin 6		pin 7	
pin 20		pin 8	

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- − Baud rate: 9600, 19200, 38400, 57600 (use the LCD menu to set Baud rate for the printer)
- − Data format: always 8 data bits, 1 start bit and 1 stop bit.
- − Parity: always non parity.
- − Flow control: RTS/CTS (Hardware flow control).
  If you are using software or drivers under the Windows environment, the flow control must be set to "hardware."
- − Any communications port can transmit data from the host (RS232, Ethernet, or USB). Preliminary communications settings are not required since the printer will automatically detect which port is active.

Note: Never send data from 2 ports at the same time. Data cannot be sent to more than one port simultaneously or data corruption and print errors may occur.

Parallel (Centronics)

The parallel port is a standard 36-pin Centronics interface. Its pin assignments are as follows:

Pin	Direction	Definition	Pin	Direction	Definition
1	In	/STROBE	13	Out	SELECT
2	In	Data 1	14,15		NC
3	In	Data 2	16	-	Ground
4	In	Data 3	17	-	Ground
5	In	Data 4	18		NC
6	In	Data 5	19~30	-	Ground
7	In	Data 6	31		NC
8	In	Data 7	32	Out	/Fault
9	In	Data 8	33~36	-	NC
10	Out	/ACK			
11	Out	BUSY			
12	Out	PE			

Any communications port can transmit data from the host (Centronics, RS232, Ethernet, and USB). Preliminary communications settings are not required since the printer will automatically detect which port is active.

Note: Never send data from 2 ports at the same time. Data cannot be sent to more than one port simultaneously or data corruption and print errors may occur.

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Appendix B: ASCII Table

	0	1	2	3	4	5	6	7
0	NUL			0	@	P	`	p
1	SOH	XON	!	1	A	Q	a	q
2	STX		"	2	B	R	b	r
3		XOFF	#	3	C	S	c	s
4			$	4	D	T	d	t
5		NAK	%	5	E	U	e	u
6	ACK		&	6	F	V	f	v
7	BEL		'	7	G	W	g	w
8	BS		(	8	H	X	h	x
9			)	9	I	Y	i	y
A	LF		*	:	J	Z	j	z
B		ESC	+	;	K	[	k	{
C	FF		,	<	L	\	l		
D	CR		-	=	M	]	m	}
E	SO	RS	.	>	N	^	n	~
F	SI	US	/	?	O	_	o	DEL

Note: The €sign is included in the embedded table at DEC128 or HEX 80

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