

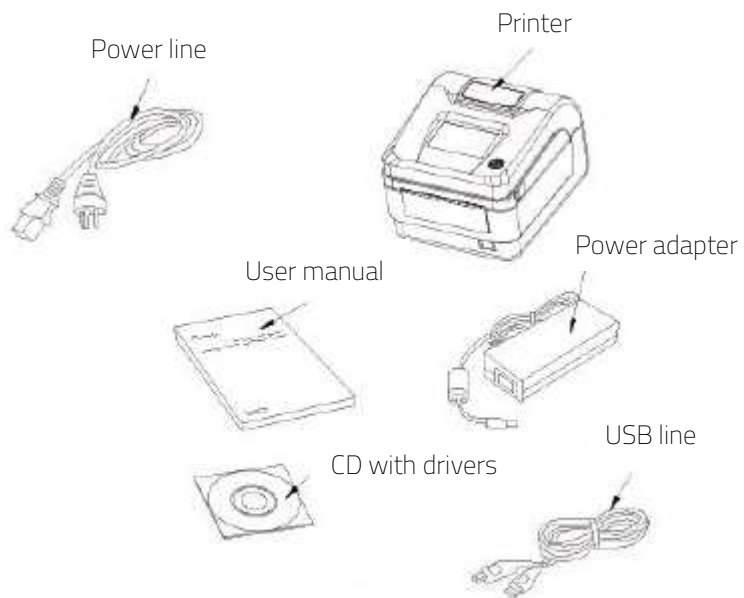


# USER MANUAL

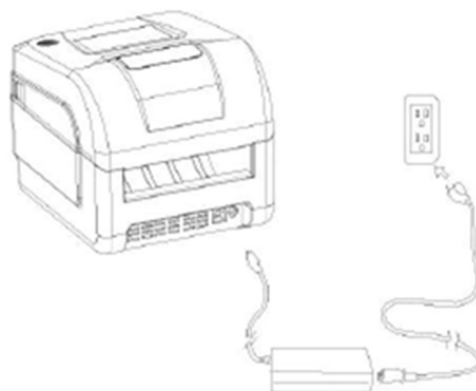
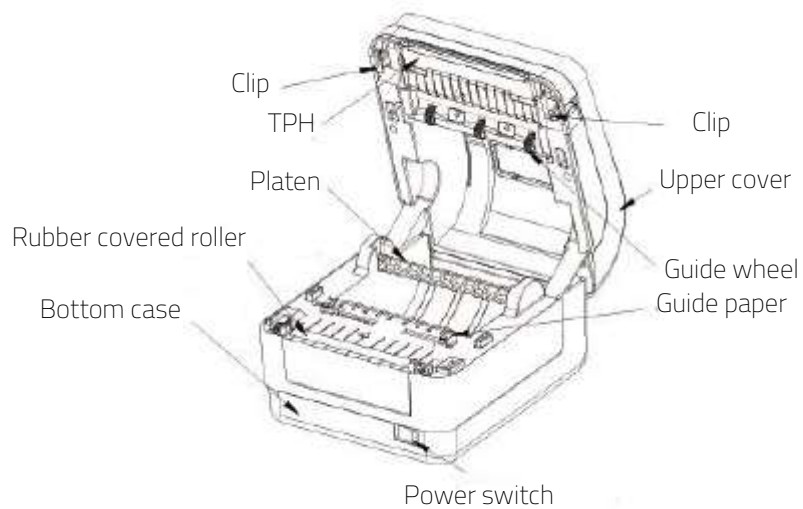
Thermal Transfer Label Printer

MODEL: 50241

## 1. Package content



## 2. Main accessories and functions



- a) The power switch
  - The printer's power switch is in position 1 – the printer starts
  - The printer's power switch is in position 0 – the printer is off.
  - Always turn off the printer with power switch – NEVER turn off the printer by disconnecting power line because it can be damaged easily and printed data will be lost.
- b) Use only mains power – otherwise the life of the device may be shortened.
- c) After shutting down the printer, wait 5 seconds before rebooting the printer – otherwise power adapter can be damaged.
- d) After shutting down the printer, LEDs will turn off after 2-3 seconds.

### **3. Preparation before usage:**

- a) Connect power line.
- b) Connect USB cable.
- c) Turn on the power – Switch has to be in position one.
- d) Install drivers from attached CD.
- e) Choosing the paper type: In the "Printer Preferences" choose "Advanced" and select the paper size.

The printer has ready-to-use templates for thermal transfer labels, which can be easily chosen. You can also change paper size manually if there is such a need.

- f) Printing test page: Enter the Control panel -> Hardware and Sound -> Devices and printers -> right click on your newly installed printer and choose from the drop down list "Printer preferences". New window pops out, then click on Print test page.  
If test page has been printed, it means that driver has been installed properly.

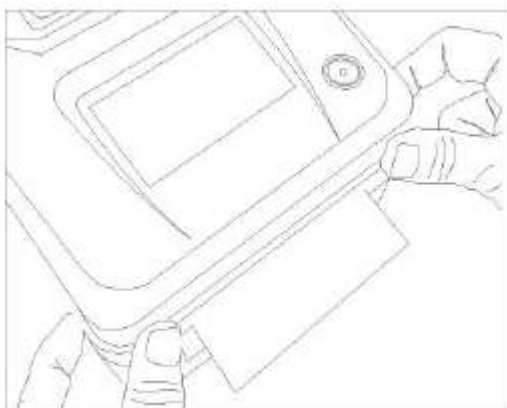
### **4. Printer Setup**

LEDs and sounds inform about printer status and its faults.

- a) Skip a blank label: In standby mode, when paper is loaded properly, press and hold FEED button to skip a blank label.
- b) Automatic label identification: Turn off the printer, open the cover, load the paper and close the cover, reset the printer to initialize the printer (about 3-5 seconds). Press the FEED button and hold until you hear the sound. After button is released the printer will start automatic label identification.
- c) Device self-test: When the printer is in standby mode and the paper is loaded properly, press and hold button, until you hear double sound, self-test is finished.
- d) Paper installation:



- e) Removing jammed paper: Open the cover to remove jammed paper. Check if the printer head is not contaminated, if yes, clean it with cotton swab moistened with an alcohol solvent (ethanol or IPA). Wait until alcohol will completely vaporize and then close the cover.



Printer head can be very hot. Do not touch the printer head and any part around it after the printing.

## 5. LEDs description and troubleshooting

LEDs	Status	Solution
Blue	The printer works properly	-
Blue light is flashing	Printer head is overheated	Printer returns to normal operation after cooling the printer head
Red light is flashing slowly (2 seconds)	Lack of paper	Make sure that paper is loaded properly. Automatic label identification
Red light is flashing (twice per second)	The cover is open	Make sure that cover is completely closed
Red and blue lights are flashing alternately	Paper format error	Make sure that there is no problem with paper, for example if it did not jam. Make sure that the physical size of the paper and the size set on your computer are the same. Automatic label identification.

## 6. Status of the printer monitor.

Replace the printer head for the new one if the printer monitor shows information such as on the below picture:



### Tips:

1. Use only the factory power supply.
2. Avoid poor quality paper because it may damage the printer.
3. Clean the printer head regularly to ensure high quality printing.
4. Every time you change label size, run automatic label identification.



RoHS

