

User's Manual XQ-840 Series

THERMAL LABEL PRINTER Ver. 1.00



http://www.bixolon.com

Introduction

The XQ-840 series is an all-in-one product that combines tablets and printers. Not only can it be used alone, it can also be printed and controlled by connecting HOST equipment such as computers.

<u>* The main features of the printer are as follows</u>

- 1. XQ-840 : Maximum 152mm/s(Max 6ips) printing speed XQ-843 : Maximum 100mm/s(Max 4ips) printing speed
- 2. 4inch THERMAL LABEL PRINTER
- 3. 194 x 273 x 212 (W x D x H)
- 4. Support for tablet interfaces (Standard: Ethernet, USB A-Type(USB Host), Bluetooth, Wi-Fi)
- 5. Easy media loading
- 6. Can print a range of barcodes
- 7. Option : Peeler, Auto Cutter
- 8. Tablet model (Android OS, 8inch, 800 x 1280)

It is advisable to read the contents of this manual carefully before using the printer for the first time.

<u>* Use only authorized supplies that can be trusted!</u>

- We are not responsible for quality and service for damage caused by the use of unauthorized products (or recycled ones).

Safety Information



Warning: Warnings must be heeded carefully in order to prevent serious physical harm.

Caution: Cautions must be heeded in order to prevent minor injuries, equipment damage, or data loss.

Symbol Information

	DC (Direct current)
Ŵ	Warning, Caution
	USB
율	LAN (Ethernet)

Table of Contents

1. Content Confirmation	8
2. Product Part Names	9
3. Installation & Usage	
3-1 Printer Installation Placings	
3-2 Power Connection	
3-3 Interface	
3-4 Interface Setting	
3-4-1 Ethernet	
3-4-2 Bluetooth	
3-4-3 Wi-Fi	
3-5 Media Installation 3-6 Button & LED	
3-6 Buildin & LED	
3-6-2 LED Indicator For Various Printer Statuses	
3-0-2 LED Indicator For various Finiter Statuses	ΖΙ
4. Self-test	. 22
5. Detailed Features	. 23
5-1 Stand-alone Configuration Mode	
5-1-1 Start Stand-alone Configuration Mode and execute each function	
5-1-2 Function List Of Stand-alone Configuration Mode	
5-2 Pause/Cancel	
5-2-1 Pause/Resume Function	
5-2-2 Print Cancellation	
5-3 Media Calibration	
5-3-1 About Media Calibration	
5-3-2 When Is Media Calibration Required?	
5-3-3 How To Perform Media Calibration	
5-4 Smart Media Detection	
5-5 Gap Sensor Auto Calibration Mode	
5-6 B/M Sensor Auto Calibration Mode	
5-7 Data Dump Mode	
5-8 Factory Reset	
5-9 Print Standby Mode 5-9-1 About Print Standby Mode	
5-9-2 How to switch the printer from Print Standby Mode to Print Ready Mode	
5-10 Media Installation Method of Peeler(Option) Model	
5-10 Media Installation Method of Peeler (Option) Model	
5-12 Auto Cutter (Option)	
6. Cleaning Printer	
6-1 Cleaning Head	
6-2 Replacing Roller	
6-3 Cleaning Sensors, Roller or/and media Path	37
7. Appendix	
7-1 Specifications	
7-2 Label Types	. 38

Manual Information

This user's guide contains basic information for product usage as well as for emergency measures that may be required.

* The following separate manuals provide more detailed content on various technological issues and areas.

1. Program Manual

This manual provides information on label printer commands.

2. Label Artist Mobile Manual

This manual provides information on printing custom Label and Template.

3. Food Safety Label App Manual

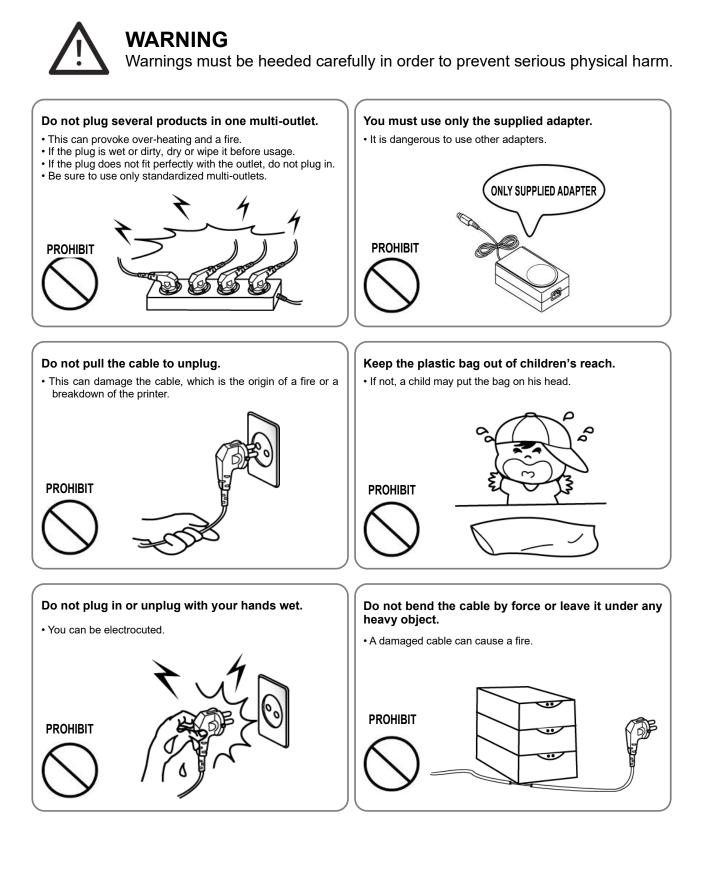
This manual provides information on printing MRD(Made Ready Discard) Label.

4. Bixolon Utility Manual

This manual provides information on the usage of application for function selection of this product, operating condition modification, etc.

Safety Precautions

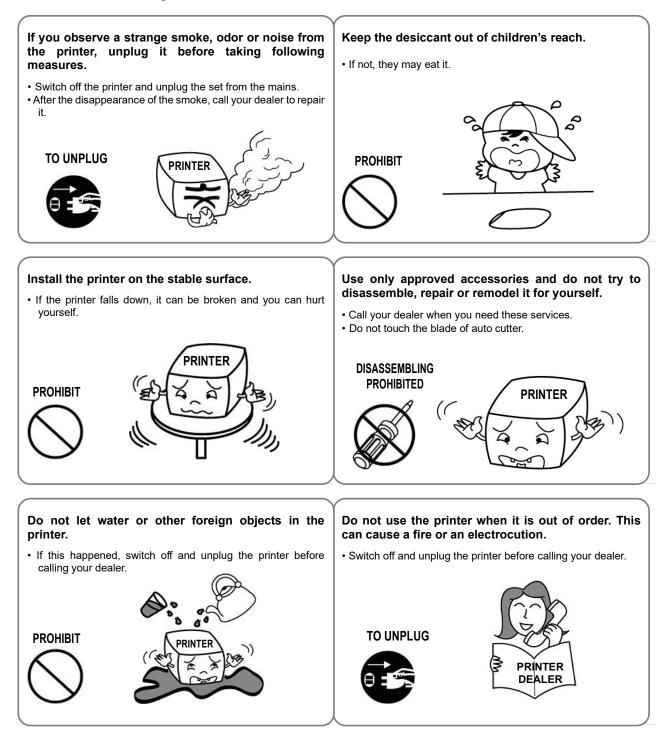
In using the present appliance, please keep the following safety regulations in order to prevent any hazard or material damage.





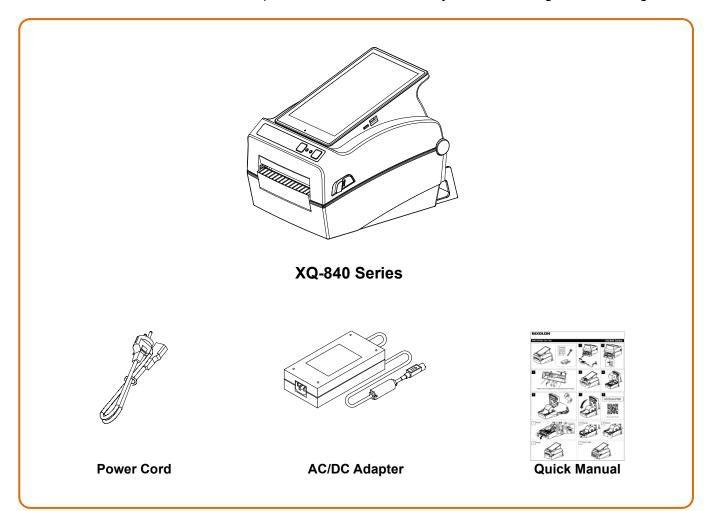
CAUTION

Cautions must be heeded in order to prevent minor injuries, equipment damage, or data loss.

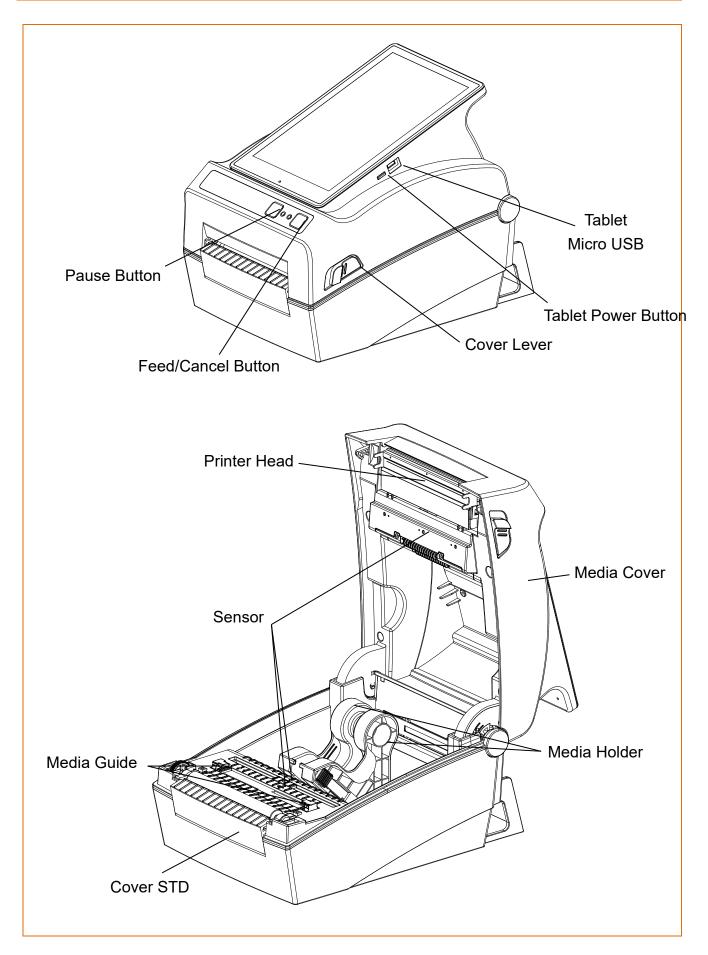


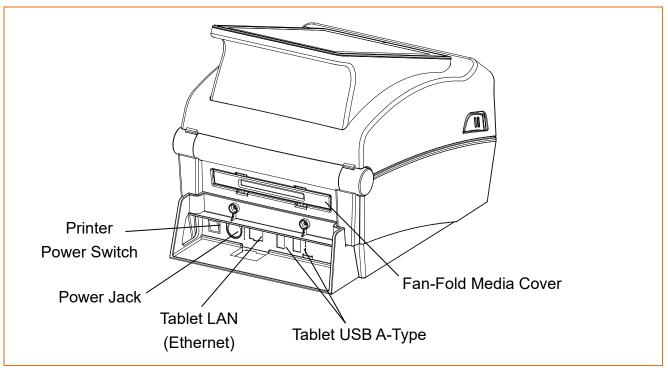
1. Content Confirmation

The following items should all be contained in the printer package. Contact the dealer from which the purchase was made if any item is damaged or missing.



2. Product Part Names





3. Installation & Usage

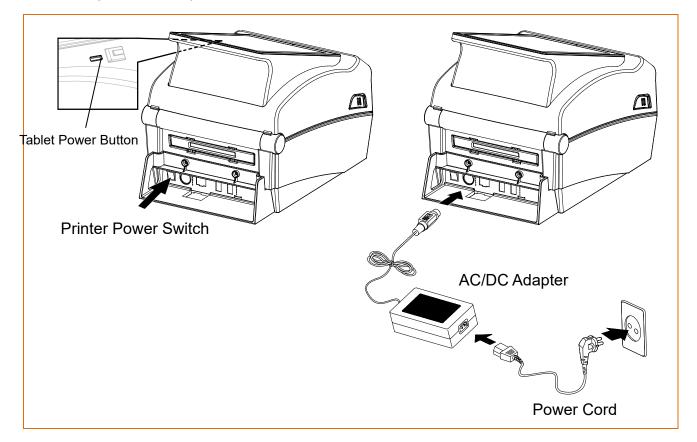
3-1 Printer Installation Placings

• Install the printer in a location that meets the following conditions.

- Allow sufficient space around the printer for proper ventilation.
- Install the printer on a flat and level surface.
- Avoid humid environment.

3-2 Power Connection

• Connect power to the printer as shown below.

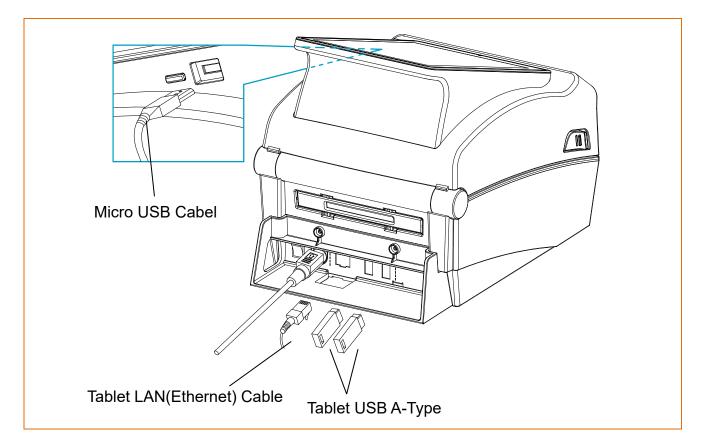


- 1) Turn off the printer power switch.
- 2) Check to see that the AC/DC adapter voltage matches that of the power source.
- 3) Connect the AC/DC adapter jack to the printer power cord.
- 4) Connect the power cord to the AC/DC adapter.
- 5) Connect the power cord to a power source/outlet.
- 6) Turn on the printer power switch.
- 7) Press the tablet power button for two seconds to turn the tablet device on.

Note	By using the power button on your tablet device, you can turn the device on or off independently.						
▲ Caution	 device on or off independently. Only use a power supply provided by BIXOLON. BIXOLON shall bear no responsibility for damage caused by using a third-party power supply. Check the power supply's label to check its electronic specs. For the safety of people and equipment, please use the appropriate power cord for your country or region. When removing the power supply, make sure you have a firm grasp of the plug terminal of the power cable and the printer and horizontally. Pay attention to the direction in which you insert the power cable. 						
⚠ Warning	 Be sure to turn off the printer before connecting the power cord to the printer connector. This can cause serious electrical damage and bodily injury. Do not operate the printer and power supply in a humid environment. This can cause serious electrical damage and bodily injury. Do not connect an input voltage beyond the specifications of the power supply. This may result in product damage and fire. 						

3-3 Interface

- The product supports the following interfaces.
 - LAN(Ethernet) Cable
 - Bluetooth, Wi-Fi
 - USB A-Type (USB HOST)
 - Micro USB (For app development purposes)



- 1) Turn off the printer and tablet..
- 2) Connect the Ethernet cable and USB HOST to port to be used.
- 3) Turn off the printer and tablet.

Note	Shielded cables must be used to prevent radiation and reception of electrical noise. Use the shortest possible communication cable to minimize the detection of electrical noise in the cable. - LAN(Ethernet) Cable (3m or less, CAT-5 or higher UTP Cable)
⚠ Caution	 Connecting unshielded communication cables is in violation of EMC standards. Use the cable approved by us. Do not bundle the communication cable with objects that may cause electrical noise and interference. The printer may be damaged. Use the Micro USB port only for app development purposes. Be aware that the product's electronic components may be damage due to discharging of electrostatic energy that accumulates on the surface of the body or other objects.
⚠ Warning	After turning off the power switch of printer and tablet, connect and disconnect the communication cable. This can cause serious electrical damage and bodily injury.

3-4 Interface Setting

• Configure the communication settings(⁽¹⁾) app on your tablet device.

3-4-1 Ethernet

- 1) Open the settings($^{(1)}$) app and go to the Settings.
- 2) Select Ethernet and switch it on.
- 3) Select Ethernet configuration to configure the settings.
- 4) Connect the Ethernet cable and check the connection $icon(\cdot \cdot \cdot)$ on the top right.

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	Off	(•) =	On
	Ethernet configuration	Ethernet Off / On	Ethernet configuration
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Attentio DNS address			Preferred DNS address
			Alternate DNS address
Touch			
			DISCARE SAVE
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3-4-2 Bluetooth

- 1) Open the settings($^{(1)}$) app and go to the settings.
- 2) Select Bluetooth and switch it on.
- 3) Select the device you wish to pair with.
- 4) After authentication process, check that the device is connected.

≡	Bluetooth	:	≡ Bluetooth	* 4:01
	Off		On	•
		Bluetooth Off / On	Available devices User-PC Touch	
When other	n Bluetooth is turned on, your device can co r nearby Bluetooth devices.	ommunicate with	► Bluetooth	* 8:28 :
			On Paired devices USER-PC Available devices	•
	⊲ 0			

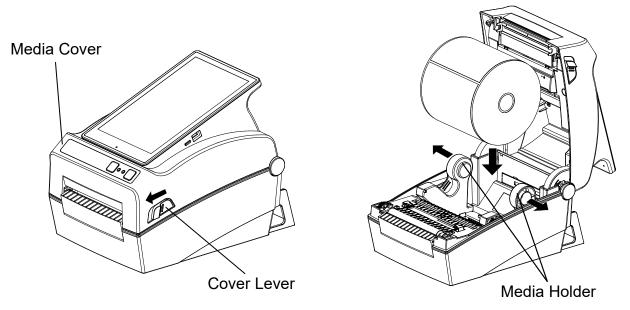
<u>3-4-3 Wi-Fi</u>

- 1) Open the settings ($^{(1)}$) app and go to the settings.
- 2) Select Wi-Fi and switch it on.
- 3) Select a device to connect.
- 4) After authentication process, check whether the device is connected.

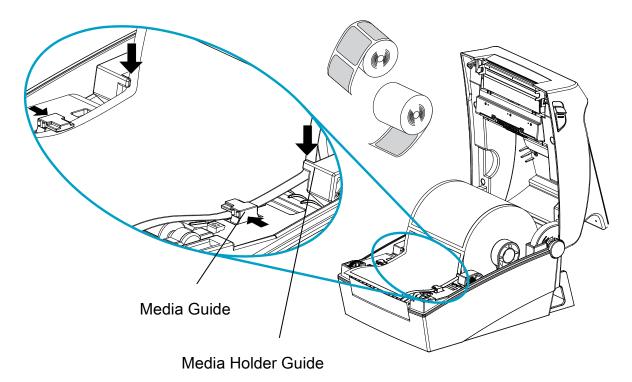
· Wi-Fi	4:03 : :	≡ wi-Fi	✓ 4:03✿ :
Off	(•) -	On	•
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3-5 Media Installation

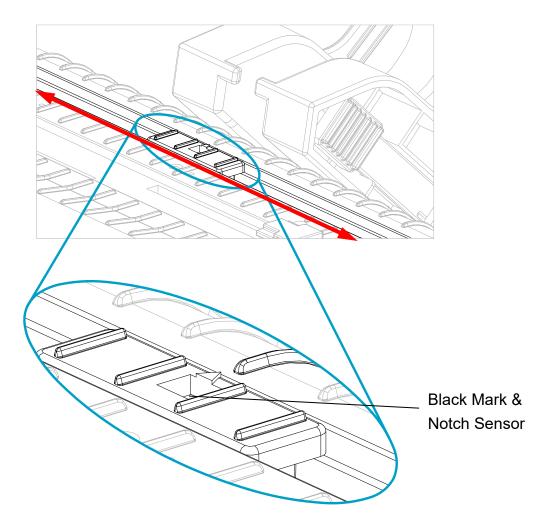
- 1) Pull the cover levers on both sides of the media cover and open the media cover.
- 2) Spread the media holder and insert media as shown.



3) Feed the media between the Media Guide and Media Holder Guide on both side.* Whether the media is rolled outside or inside, the printed side must face up.



4) After Installation the media, lift the media and manually set the sensor(Black-Mark & Notch Sensor) to the correct position



A Caution	 When opening or closing the cover, be careful not to pinch your fingers. Do not open the print head levers while the printer is printing. The printer may be damaged. Change the media when the printer is not receiving data, or data may be lost.
⚠ Warning	While the printer is operating, the print head gets very hot, so turn off the power and let it cool down completely. The hot print head can cause serious burns.

3-6 Button & LED

BIXOLON®	
	LED 1 LED 2 Pause Button Feed/Cancel Button

3-6-1 Button Operations

Printer	But	ton		
state before operation	Feed/ Cancel	Pause	Operation procedure	Printer operation mode
Power OFF	Press	-	Apply power while pressing the button (Hold the button until the printer starts self-test printing)	Self-test Printing Mode.
Print Standby	Press	-	Press the button softly and release it immediately	Feed Mode
Print Standby	-	Press	Press the button for two seconds and continue to hold	Stand-alone Configuration Mode
During Printing	-	Press	Press the button softly and release it immediately	Print Pause Mode
During Printing	Press	-	Press the button for two seconds and continue to hold	Print Cancel Mode
Print Pause Mode	Press	-	Press the button softly and release it immediately	Print Cancel Mode

3-6-2 LED Indicator For Various Printer Statuses

LEI	D 1	LEI	D 2	Printer Operation		
Color	Status	Color	Color	Status		
Green	On	Green	On	Print Ready Mode	Ready Mode	
Green	On	Red	Blink	Print Cancel Mode	Wait For Button Input	
Green	Blink	Red	On	Print Is Paused Temporarily	Wait For Button Input	
Green	Blink	Green	Blink	Print Standby Mode	Wait For Button Input	
Orange	On	Orange	On	Mode Switching	Mode Switching Notification	
Red	On	Orange	On	Error Mode	Media Jam (gap/black mark is not recognized)	
Red	On	Green	Blink	Error Mode	Printer Head Overheating	
Red	On	Orange	Blink	Error Mode	No Media	
Red	On	Red	Blink	Error Mode	Media Cover Open	
Red	On	-	Off	Error Mode	Media Calibration Failure	
Red	Blink	Red	Blink	Error Mode	Auto-Cutter Error	

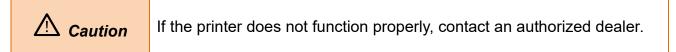
4. Self-test

The self-test checks whether the printer has any problems.

(Remove the printed label from peeler before using the self-test if using the printer's label peeler option.)

The self-test checks the following;

- 1) Make sure that the media roll has been installed properly.
- 2) Turn on the power while holding down the Feed/Cancel button(). The self-test begins. (It takes about 10 seconds before starting self-test)
- 3) The self-test prints the current printer configuration information.
- 4) After the self-test results are printed out, a printer enters into print ready mode.



5. Detailed Features

5-1 Stand-alone Configuration Mode

• Various modes can be executed using buttons and LED only.

5-1-1 Start Stand-alone Configuration Mode and execute each function

- 1) The Pause button(\blacksquare) is pressed for two seconds while in print ready mode.
- 2) Both LEDs will change to orange color, then release the Pause button(^{III}). The printer will be set to stand-alone configuration mode.
- 3) When the printer enters into this mode, the status of LED 1 and LED 2 are changed sequentially.
- 4) When the Feed/Cancel button() is pressed at specific LED color combination, the corresponding printer operation will be selected.

5-1-2 Function List Of Stand-alone Configuration Mode

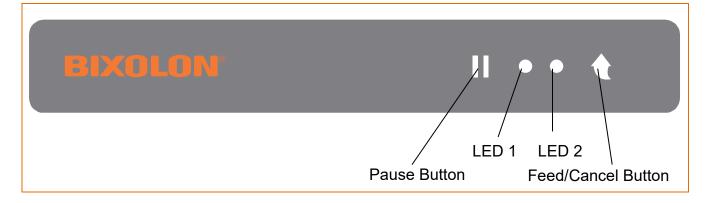
Sequence	ce LED 1		LED 2		Drinter Operation
Number	Color	Status	Color	Status	Printer Operation
1			Green	Blink4 times	Self Test
2	Green	On	Orange	Blink4 times	Print File List
3			Red	Blink4 times	Factory Reset
4	Orange		Green	Blink4 times	Gap Calibration
5		On	Orange	Blink4 times	Black Mark Calibration
6			Red	Blink4 times	Data Dump Mode
7			Green	Blink4 times	Demo Mode
8	Red	On	Orange	Blink4 times	Reserved
9			Red	Blink4 times	Download Items Delete

* This information can be printed out by printer self-test.

	Contact the customer center if the printer does not enter	
	stand-alone configuration mode.	

5-2 Pause/Cancel

• During multiple-page print jobs, the Pause(III) and Feed/Cancel button(C) can be used to temporarily cease printing and cancel the print job altogether, respectively.



5-2-1 Pause/Resume Function

- 1) When printing, pressing the Pause button(III).
- 2) The printer will pause after finishing the current media printing and the status of LED will be as follows.
 - LED 1 : Green Blink
 - LED 2 : Red On
- 3) While the print job is paused, press the Pause button(Π) again to resume printing.

5-2-2 Print Cancellation

- 1) During printing and/or pause mode, pressing the Feed/Cancel(button enters the print cancellation mode.
- 2) The following processes occur in the print cancellation mode.
 - All media printing cancelled
 - All data received in the printer communications buffer deleted.
 - All received data deleted.
- 3) The LED status in the print cancellation mode can be as follows.
 - LED 1 : Green On
 - LED 2 : Red Blink
- 4) While in the print cancellation mode, press the Feed/Cancel() again to return to print ready mode.



Contact the customer center if the printer does not execute pause/resume function.

5-3 Media Calibration

This printer has been designed to recognize the gaps with most print media, but sometimes it
may not recognize the gap and keep feeding media if a special type of media is used. In this
case, run Auto Calibration function so that the printer can recognize the gap. BIXOLON printer
provides various media calibration methods in order to accommodate various special media
types.

5-3-1 About Media Calibration

- This function is for adjusting the sensitivity of the media detection sensor for accurate printing position control and measuring actual length of media.
- Sensor sensitivity adjustment
 - The purpose is to detect the identifier (gap/black mark/groove) of installed media.
- Media length measurement
- Accurate length is required to rotate the printing orientation.
- The purpose is to detect the change of media type.

5-3-2 When Is Media Calibration Required?

- When the printer is installed first time
- When the newly installed media is a different media type
- When printer position is not accurate or printer does not stop in the right position

5-3-3 How To Perform Media Calibration

- The following three methods of media calibration can be used depending on the conditions.
 - Smart Media Detection
 - Gap Sensor Auto Calibration Mode
 - Black Mark Sensor Auto Calibration Mode
- Why are several calibration methods provided?
 - Multiple media should be scanned for media calibration and more accurate sensitivity calibration can be performed when more media are scanned.
 - The number of media to scan for sensor sensitivity adjustment depends on various conditions such as media material, color, surface status, thickness, gap length, pre-printed pattern, etc.
 - Three different media calibration modes are provided for compromise between prevention of excessive use of media and accuracy of sensor sensitivity adjustment.
 - Smart media detection mode that allows for adjustment of sensitivity with minimum amount of scanning should be good enough for most cases with general media.

5-4 Smart Media Detection

- Media with gap and black mark can be identified without separate settings.
- 3~5 pages of media will be used depending on the type of media.
- Smart Media Detection function is executed in the followings cases
 - When the printer is installed first time, it is executed through Feed/Cancel button() or print command.
 - When change media length is detected during feeding or printing.
 - When the media type entered by command is different from the configured media type.
 - After factory reset.



If smart media detection fails, please proceed gap or B/M sensor auto-calibration accordingly

5-5 Gap Sensor Auto Calibration Mode

• Gap sensor auto calibration mode is used when the printer does not detect a gap on the media correctly.

Generally a printer is set to detect most types of gap but sometimes it fails to detect and keep feeding the media without a stop when special media used. In such case, use gap sensor auto calibration mode function for a proper detection.

1) Make sure that media roll has been installed properly.

2) Use stand-alone configuration mode, sequence number 4 (refer to 5-1) - Sequence number 4: Gap sensor auto calibration mode



Contact the customer center if the printer does not execute gap sensor auto calibration mode function.

5-6 B/M Sensor Auto Calibration Mode

• Black mark sensor auto calibration mode is used when the printer does not detect a black mark on the media correctly.

Generally a printer is set to detect most types of black mark but sometimes it fails to detect and keep feeding the media without a stop when special media used. In such case, use black mark sensor auto calibration mode function for a proper detection.

- 1) Make sure that media roll has been installed properly.
- 2) Use stand-alone configuration mode, sequence number 5 (refer to 5-1)
 - Sequence number 5: Black mark sensor auto calibration mode



Contact the customer center if the printer does not execute black mark sensor auto calibration mode function.

5-7 Data Dump Mode

• This function can be used to diagnose the communication issues when the printer does not work correctly.

In this mode, the received data are not analyzed and printed, instead they are dumped in hex format without processing.

Turn the printer off and on to recover to the print ready mode.

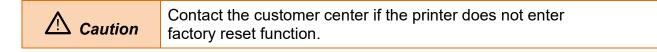
• Use stand-alone configuration mode, sequence number 6 (refer to 5-1) - Sequence number 6: Data Dump Mode



Contact the customer center if the printer does not enter data dump mode function.

5-8 Factory Reset

- This function is used to factory reset the printer settings.
- 1) Make sure that media roll has been installed properly.
- 2) Use stand-alone configuration mode, sequence number 3 (refer to 5-1) to reset the printer to Factory default and execute Smart Media Detection.
 - * The printer will be rebooted automatically.



5-9 Print Standby Mode

5-9-1 About Print Standby Mode

- The printed area may become out of range of media if the media is not in the accurate printing position when the cover is opened and closed.
- The printer is put into print standby mode instead of print ready mode when the cover is closed in order to prevent this problem, and it waits for user input.
- The LED status in the print standby mode can be as follows.
 - LED 1 : Green Blink
 - LED 2 : Green Blink
- The data received during print standby mode is not printed until the printer recovers to print ready mode.

5-9-2 How to switch the printer from Print Standby Mode to Print Ready Mode

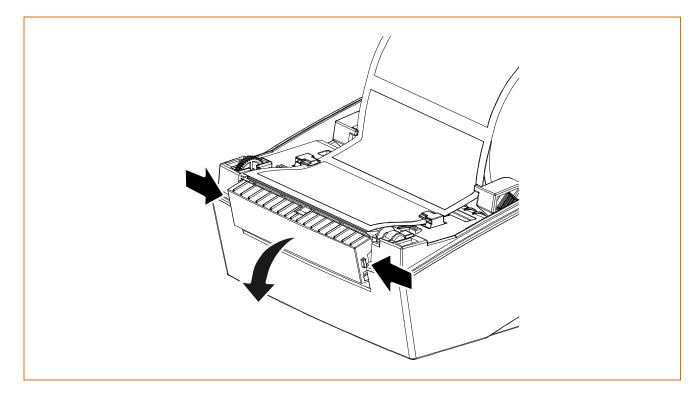
- Press the Pause button(\mathbf{II}) to switch to print ready mode without feeding any media.
- Press the Feed/Cancel button() to feed one page to align the media position and switch to the print ready mode.



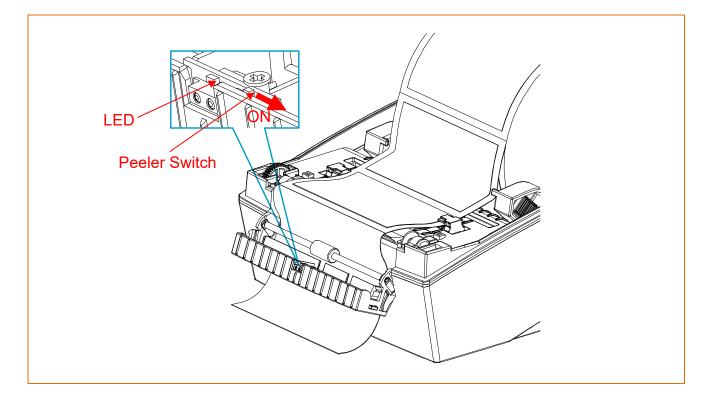
Contact the customer center if the printer does not execute print standby mode function.

5-10 Media Installation Method of Peeler(Option) Model

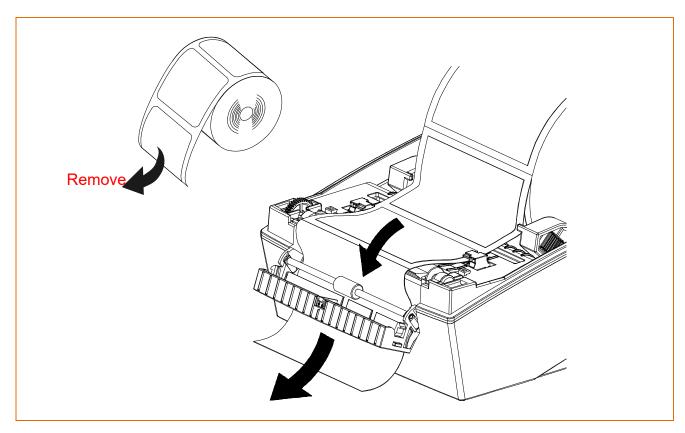
- Use a peeler to automatically separate the printed media from the liner. For peeler model, install media in the following ways:
- 1) Open the media cover.
- 2) Open the peeler cover.



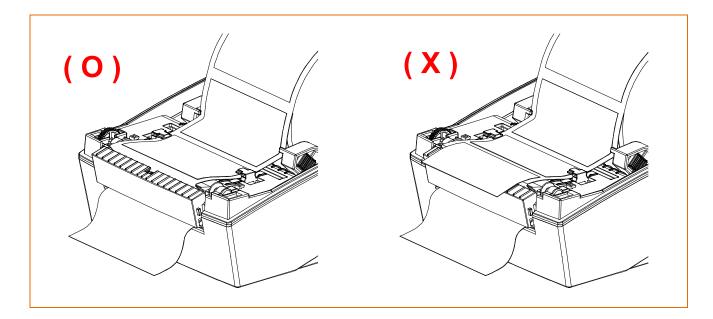
3) Set the peeler switch 'ON' position and check to LED has turned on.



4) Remove the media and insert the media through the slot.



5) Close the peeler cover until a click sound is heard.

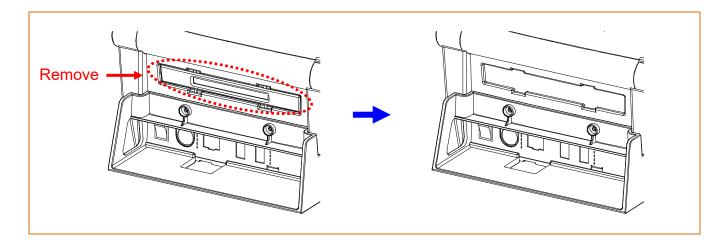


6) Close the media cover until a click sound is heard.

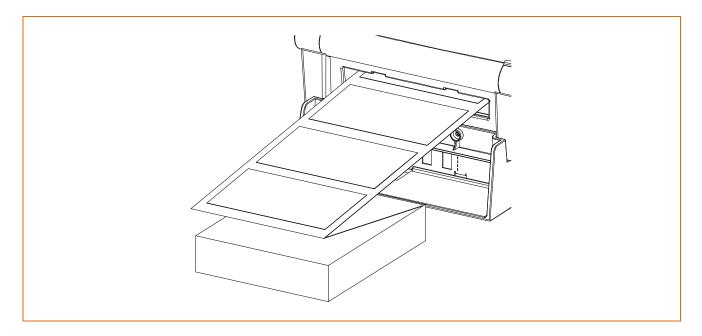
A Caution	 When opening or closing the cover, be careful not to pinch your fingers. The peeler function is only available for Gap media. When the peeler is switched on, the next label will not be printed unless the printed label is removed from the peeler. When the peeler is switched off, the peeler does not work. 	
⚠ Warning	While the printer is operating, the print head gets very hot, s turn off the power and let it cool down completely. The hot print head can cause serious burns.	

5-11 When Using Fan-fold Maida

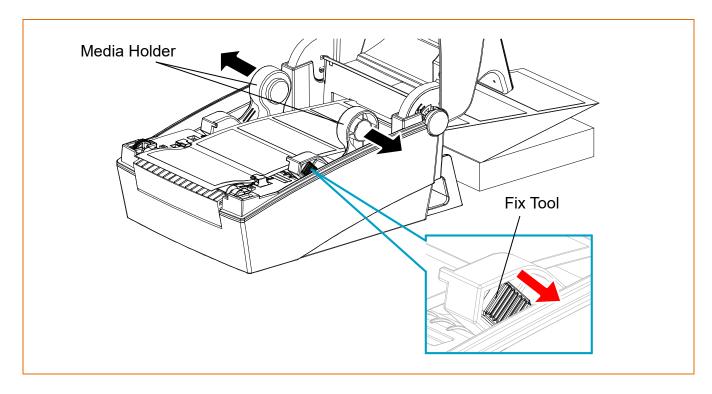
- Supplying fan-fold media to the printer externally is done as follows.
 - 1) Remove the rear media supply cover on the back side of the printer with a knife or other cutting instrument.



2) Insert the media at the rear of the printer as shown below.



3) Adjust media holders to the media width by using the fix tool.



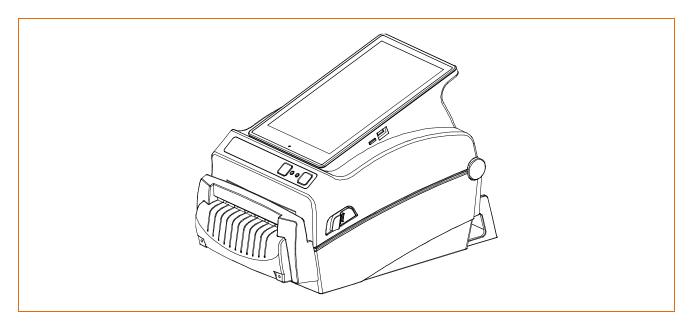
 Take care not to injure the hands and/or any other part of the beween performing this step. Do not open the print cover while the printer is operating, otherwise the printer may be damaged. To prevent data loss, replace media only when the printer is not receiving any data. 	ody
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5-12 Auto Cutter (Option)

• For auto media cutting, products equipped with auto cutter are available.

Auto-Cutter can be controlled by command.

***** The media installation method is the same as media with no auto cutter.



Note	Please refer Advance of Bixolon Utility Manual Explanation for more information.		
 When opening or closing the cover, be careful not to pinch y fingers. Do not open the print head levers while the printer is printin The printer may be damaged. Change the media when the printer is not receiving data, or be lost. 			
⚠ Warning	 Never insert objects or fingers while performing the cutting function. This can cause serious bodily injury. Be careful not to touch the cutter blade with your hand. 		

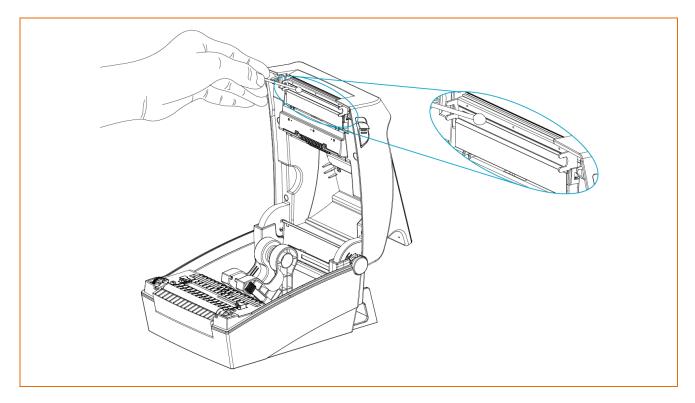
6. Cleaning Printer

Printing quality might be degraded by dust, foreign substance, adhesive substance, or other pollution materials stuck in the printer head or inside the printer.

When dirty, clean the print head as follows

6-1 Cleaning Head

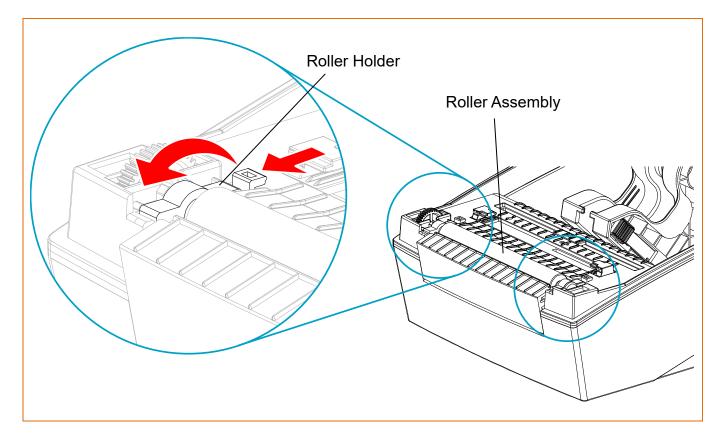
- 1) Open the media cover and then remove adhesive foreign substances or other pollution materials with the cloth or cotton swab soaked in alcohol for medical.
- 2) After cleaning the head, do not use the printer until the alcohol used for cleaning evaporates completely. (1~2 min)



Note	Perform the cleaning process each time the media roll is replaced to prevent print quality deterioration.			
 Be sure to clean after turning the printer off. Be careful not to leave scratches in the print head. The printer may be damaged. Print head is very hot while the printer is printing, so clean the patter cooling it sufficiently with power off. 				
A Warning	Do not touch heated area of print–head when cleaning. Personal injury may result from static electricity, etc.			

6-2 Replacing Roller

- 1) Open the media cover and remove the media.
- 2) Pull the roller holders and separate the roller assembly.

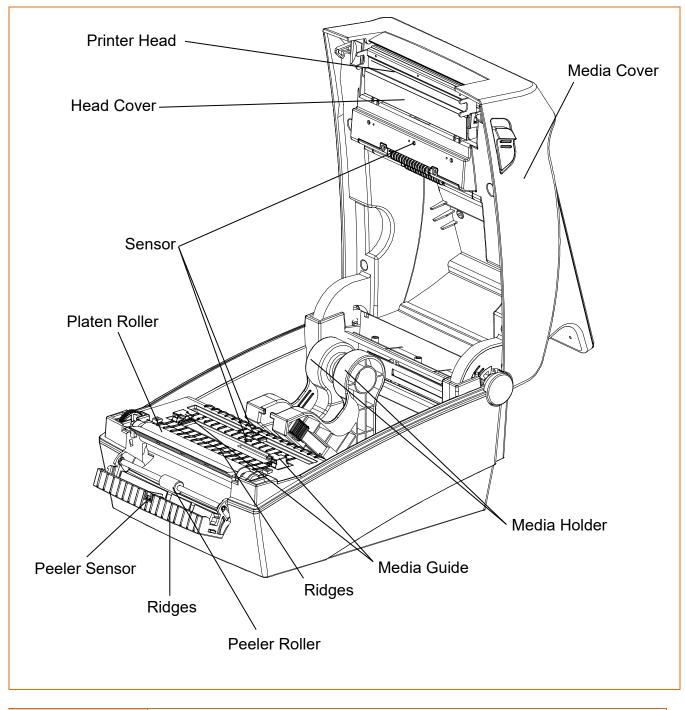


3) Assemble new roller assembly in reverse order.

▲ Caution	Make sure to turn the printer power off prior to cleaning.		
A Warning	While the printer is operating, the print head gets very hot, so turn off the power and let it cool down completely. The hot print head can cause serious burns.		

6-3 Cleaning Sensors, Roller or/and media Path

- 1) Open the media cover and remove the media.
- 2) Remove any dust or foreign substance using dry cloth or cotton swab.
- 3) Soak the cloth or cotton swab in alcohol for medical use and use it to remove adhesive foreign substances or other pollution materials.



A Caution	 Clean the parts when there is a degradation of performance in printing quality or media detection. After cleaning the parts, do not use the printer until the alcohol evaporates completely (1~2 min) and the printer has completely dried.
A Caution	

7. Appendix

7-1 Specifications

ltem		Description
	Printing Method	Direct Thermal Printing
	Dot Density	XQ-840 : 203 dpi (8 dot/mm)
	, ,	XQ-843 : 300 dpi (11.8 dot/mm)
Printer	Printing Width	XQ-840 : Max. 108 mm (Max. 4.25") XQ-843 : Max. 105.7 mm(Max. 4.16")
		XQ-840 : Max. 152 mm/sec (Max. 6ips)
	Printing Speed	XQ-843 : Max. 100 mm/sec (Max. 4ips)
	Printing Length	Up to 1,000mm
	OS	Android 7.1
Display	Size	8inch
	Resolution	800 × 1280
	Roll Width	15 ~ 118 mm (0.59 ~ 4.64")
Media	Roll	Max 127 mm (Max. 5")
	Core	25.4 ~ 38.1 mm (1" ~ 1.5")
	SMPS Input Voltage	AC 100 - 240V
40	Frequency	50/60 Hz
AC Adapter	SMPS Output Voltage	DC 24V ±5%
	SMPS Output Current	2.5A
Usage Conditions	Tomperature	0 ~ 40 ℃ (Operating)
	Temperature	-20 ~ 60 ℃ (Storage)
	Humidity (except for media)	10 ~ 80 % RH (Operating) 10 ~ 90 % RH (Storage)

Note	Print speed may vary depending on the data transfer speed and the combination of command.		
A Caution	 In case of danger, turn off the power to cut the connection. The power cord must be grounded to ensure safety and reduce electromagnetic interference 		

7-2 Label Types

- The label types used with this printer are as follows.
 - Control Labels: PET
 - Other Labels: PET

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Notice - EU

This wireless device is class A that is considered to be used in an industrial environment.

Caution

Some semiconductor devices are easily damaged by static electricity. You should turn the printer "OFF", before you connect or remove the cables on the rear side, in order to guard the printer against the static electricity. If the printer is damaged by the static electricity, you should turn the printer "OFF".

Compliance information

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 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 instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Caution: Exposure to Radio Frequency Radiation.

To comply with FCC RF exposure compliance requirements, a separation distance of at least 20 cm must be maintained between the antenna of this device and all persons.

Caution: Any Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Class A Digital Device : Wired Device

This Apparatus complies with class "A" limits for radio interference as specified in the Canadian department of communications radio interference regulations.

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

Appareil numérique de classe A: appareil filaire

Get appareil est conforme aux normes class "A" d'interference radio tel que specifier par ministre canadien des communications dans les reglements d'interference radio.

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

Waste Electrical and Electric Equipment (WEEE)



This marking shown on the product or its literature, indicates that is should not be disposed with other household wastes at the end of its working life, To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources. Household users should contact either

the retailer where they purchased this product, or their local government office, for details of where and how they can take this item for environmentally safe recycling. Business users should contact their supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.

Revision History

Ver.	Date	Page	Description
1.00	19.10.10	-	New