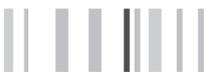
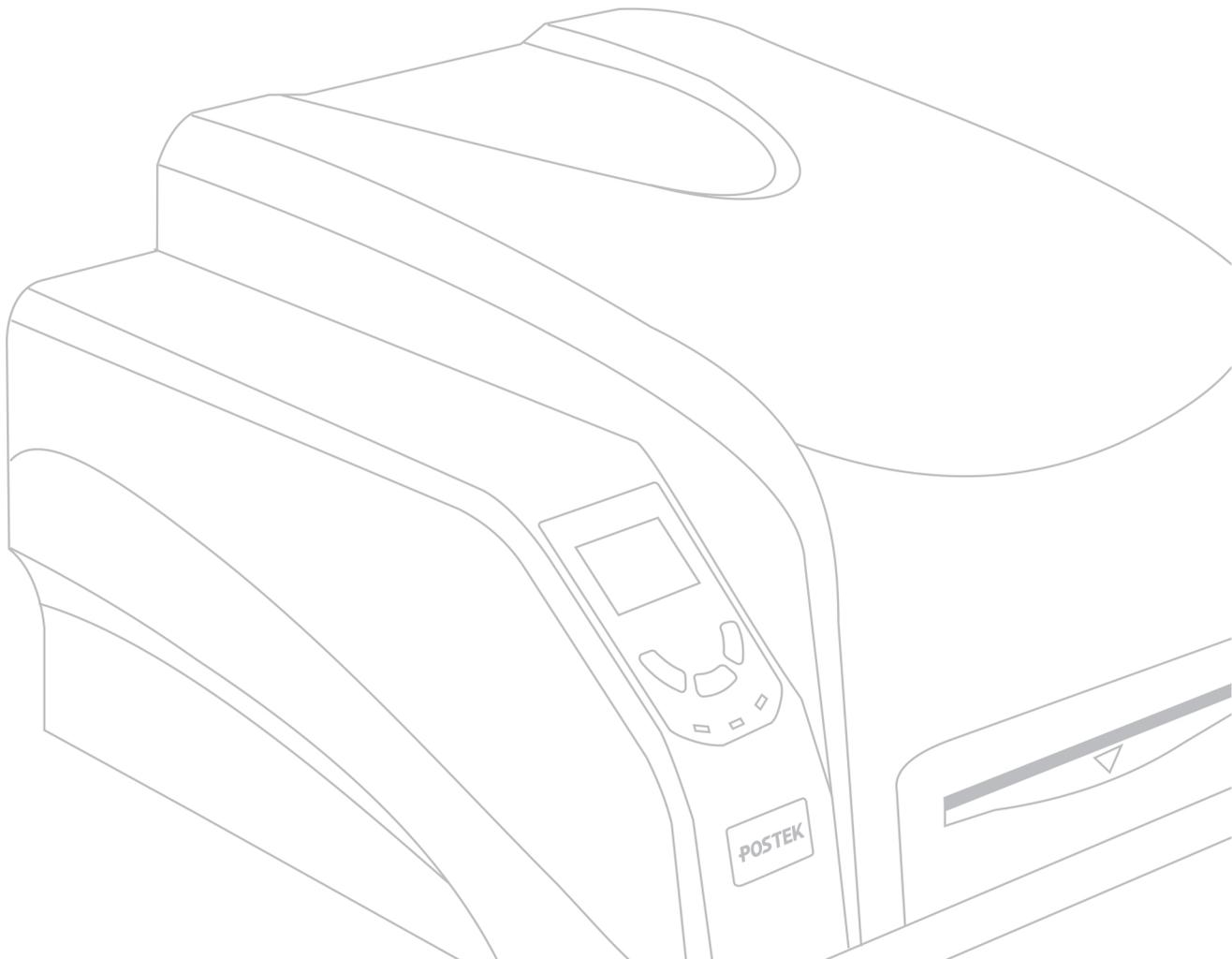




# User's Manual

**G2000e | G3000e | G6000e**  
RFID 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 User's 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, at his/her expense, will be required to correct the interference using whatever means necessary.

## **Trademarks**

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ARM is a registered trademark of Advanced RISC Machines Ltd.

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## **Disclaimer**

POSTEK barcode/RFID printers are developed and produced by Postek Electronics Co., Ltd (hereinafter as "POSTEK") with the adoption of direct thermal/thermal transfer printing and RFID encoding techniques. For thermal transfer printing, matching ribbons and media are required. Meanwhile, the wide variety of RFID chip and antenna designs make it difficult to guarantee RFID tag's 100% compatibility with POSTEK printers, to satisfy your printing needs, please consult with the local reseller(s) to choose the matching consumables for POSTEK printers.

This manual has been validated and reviewed for accuracy. The instructions and descriptions it contains are accurate for the POSTEK 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.

To protect your interest, and to prevent loss due to improper handling, please read the

corresponding user's manual before operation, and don't use the printer during abnormal conditions. In no event shall POSTEK be liable for any damage or loss caused by human misoperation, including but not limited to loss of business profits, business interruption, loss of business information, or other pecuniary loss.

Although this manual describes and details many issues which could possibly occur, the manufacturer cannot warrant against unpredictable conditions during the printer's application. For problems such as the printer not working, missed or unclear print content, etc., POSTEK and/or its resellers are responsible for troubleshooting (according to POSTEK Warranty Clauses). In no event shall POSTEK or the resellers involved be liable for any direct or indirect loss, including but not limited to loss of business profits, business interruption, loss of business information, or other pecuniary loss.

## **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 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.

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# Preface

The Ge Series printer is designed to provide industrial strength thermal printing in a small footprint. POSTEK G2000e/G3000e/G6000e RFID 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 Ge Series printer model is rugged, durable and can be 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 Ge Series label printer. It also provides detailed information on configuring your printer, basic operations, care and troubleshooting.

Please read this manual carefully before using the Ge Series Label printer.

## Symbol Conventions

The symbols that may be found in this document are defined as follows.

| Symbol   | Description   |
|--|---|
|  <b>WARNING</b> | Alerts you to a medium or low risk hazard that could, if not avoided, result in moderate or minor injury.   |
|  <b>CAUTION</b> | Alerts you to a potentially hazardous situation that could, if not avoided, result in equipment damage, data loss, performance deterioration, or unanticipated results. |
|  <b>NOTE</b>    | Provides additional information to emphasize or supplement important points in the main text.   |

## Version

Version 1.2, published in August, 2021.

# Important Notes

Please read the following passages thoroughly before proceeding.

## Printhead

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:

- DO NOT scrape or use tools that might damage the printhead surface.
- To protect from corroding the printhead, DO NOT touch the printhead with bare hands.
- DO NOT use thermal paper or thermal transfer ribbons which contain Na, K or Cl elements.
- Keep printhead from any form of liquid or dampness.
- Only use a cotton swab dipped in anhydrous isopropyl alcohol to clean the printhead.
- 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 printhead is also easily damaged by static electricity, which may be generated by poor quality ribbons.
- Always inspect consumables for high quality before purchasing.



### CAUTION

*The Ge Series printer functions under Direct Thermal or Thermal Transfer print modes. 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.*

---

## Cutter (Optional)

The printer equipped with a cutter can automatically cut the label after printing. However, automatic cutters pose a safety hazard since the blades are very sharp. To prevent injuries and cutter failures while using one of the many types of automatic cutters, please follow the safety and maintenance rules listed below:

- Before using the cutter, be sure you have been trained by a qualified individual. A written procedure covering the cutter's use is recommended.
- It is very important to choose the right cutter model for the application to ensure personal safety and prevent damage to the cutter caused by cutting wrong types of media.

- Keep loose items such as long hair, clothing, jewelry, away from the cutter.
- Don't put anything except print media inside the cutter.
- Turn off power of printer if you notice abnormality with the cutting process and alert a qualified technician to resolve the issue.
- Never cut a print media which exceeds the maximum operating conditions of the cutter.
- Not every cutter model is designed to be able to cut through adhesive. Use only the dedicated cutters to cut through adhesive materials. Even so, regular cleaning is required to remove the adhesive built up on the blades over time to prevent cutter jam.
- Routine inspection and maintenance are required to be performed by a qualified technician to keep the cutter in good working conditions.

# Chapter 1: Introduction

## 1.1 Specifications

| Model by Resolution   | 203DPI   | 300DPI            | 600DPI             |
|-----------------------|--|-------------------|--------------------|
| Printing Mode         | Direct Thermal and Thermal Transfer  |                   |                    |
| Max Printing Speed    | 6ips (153 mm/s)  | 4ips (101.6 mm/s) | 4 ips (101.6 mm/s) |
| Max Printing Width    | 4.25" (108 mm)   | 4.17" (106 mm)    | 4.16" (105.6 mm)   |
| Max Printing Length   | 315" (8000 mm)   | 157" (4000 mm)    | 40" (1016 mm)      |
| HEAT™ Level           | I  | I                 | I                  |
| Memory                | 64 MB Flash ROM, 16 MB SDRAM   |                   |                    |
| Media                 | Width: 4.4" (112 mm) max., 0.98" (25 mm) min.<br>OD: 6" (152 mm) max., ID: 1" (25.4 mm) min.   |                   |                    |
| Media Thickness       | 0.003"~ 0.008" (0.08 ~ 0.20 mm), including liner   |                   |                    |
| Ribbon                | Width: 4.3" (110 mm) max.<br>Length: 984' (300 m) max.<br>OD: 2.75" (70 mm) max.<br>ID: 1" (25.4 mm) min.  |                   |                    |
| RFID                  | Integrated UHF Reader/Encoder (EPC Class 1 Gen2/ISO 18000-6C)  |                   |                    |
| Media Sensors         | Reflective (Adjustable) / Transmissive (Two positions)   |                   |                    |
| Fonts                 | Five built-in dot matrix ASCII fonts, user-downloadable TrueType Fonts   |                   |                    |
| Barcode 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.<br>2D Barcode: MaxiCode, PDF417, Data Matrix, QR Code, etc. |                   |                    |
| Interfaces            | RS-232 Serial, 10/100 M Adaptive Ethernet, USB DEVICE 2.0, USB HOST  |                   |                    |
| Power Adapter         | Input: AC 100~240 V, 50~60 Hz<br>Output: DC 24 V, 4.0 A  |                   |                    |
| Weight                | 7.72lbs (3.5 kgs)  |                   |                    |
| Dimensions            | W 10.2" (259 mm) x D 13.9" (354 mm) x H 8.1" (205 mm)  |                   |                    |
| Operating Environment | Temperature: 32° F ~ +104° F (0° C ~ 40° C)<br>Relative humidity: 5% - 85% non condensing  |                   |                    |
| Storage environment   | Temperature: -22° F ~ +140° F (-30° C ~ 60° C)<br>Relative humidity: 5% - 85% non condensing   |                   |                    |
| Optional items        | Centronics Parallel Port*<br>Cutter, External Label Rewinder, External Media Stand, Media Guide Adapter  |                   |                    |

*HEAT™, or Heating Equilibrium Adaptive Tuning, is a POSTEK designed and developed cutting-edge technology that sets the benchmark for heat management in thermal printing. Printers equipped with HEAT™ have significant improvements in their printout clarity and print speed. The HEAT™ level represents the fineness of the heating uniformity with level I being the finest.*

*\*Factory dependent.*

## 1.2 Contents in the 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.

# Chapter 2: Setup and Use

## 2.1 Main Parts and Structures

### 2.1.1 Front View

Figure 2-1 shows the front view of the Ge Series printer.

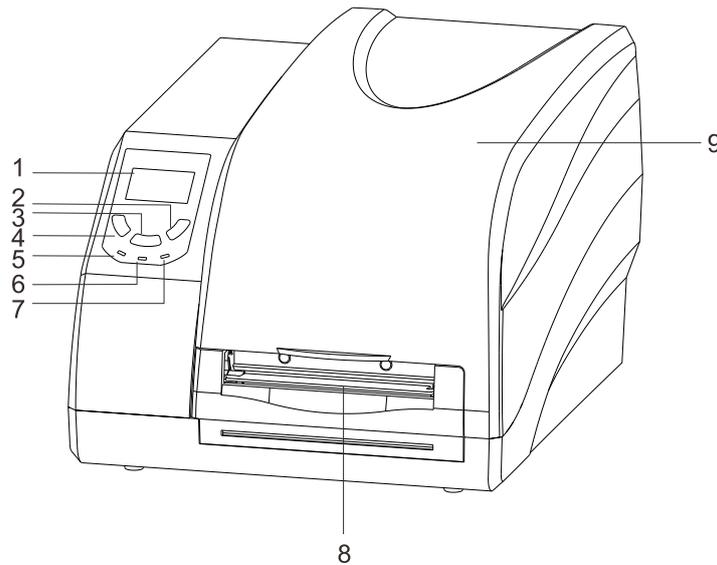


Figure 2-1 Front View

Table 2-1 Front View Description

| Number | Description               |
|--------|---------------------------|
| 1      | LCD Display               |
| 2      | [CANCEL/Reset] Button     |
| 3      | [FEED/Calibration] Button |
| 4      | [PAUSE/Self Test] Button  |
| 5      | [READY] Indicator         |
| 6      | [MEDIA] Indicator         |
| 7      | [RIBBON] Indicator        |
| 8      | Tear-off Bar              |
| 9      | Right Cover               |

## 2.1.2 Internal View

Figure 2-2 shows the detailed structure of the printer.

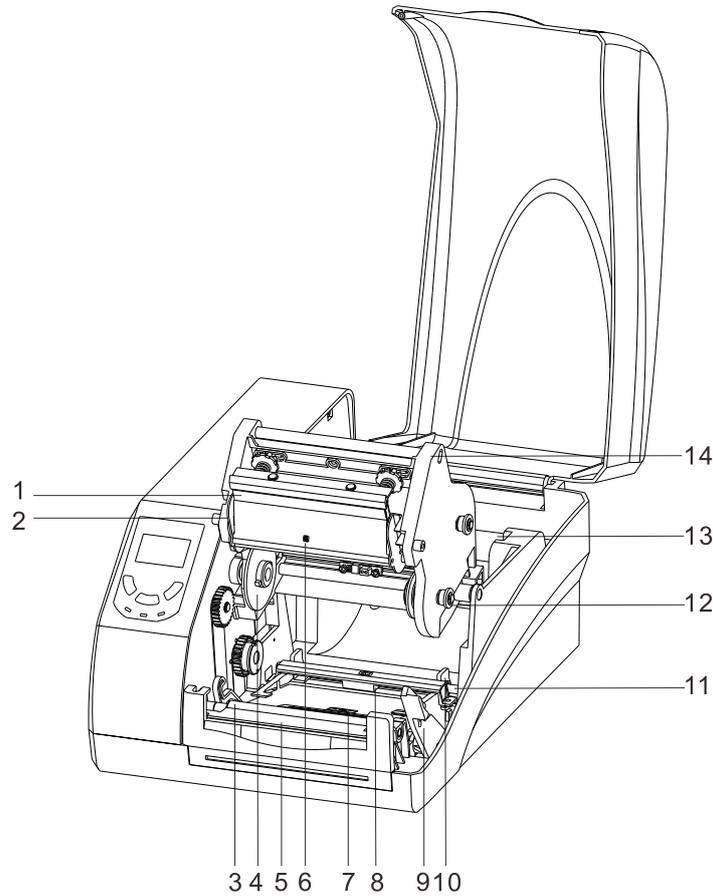


Figure 2-2 Internal View

Table 2-2 Internal View Description

| Number | Description               |
|--------|---------------------------|
| 1      | Printhead                 |
| 2      | Printhead Bracket         |
| 3      | Platen Roller             |
| 4      | Left Mount_Ribbon supply  |
| 5      | RFID R/W Antenna          |
| 6      | Ribbon End Sensor         |
| 7      | Reflective Media Sensor   |
| 8      | Transmissive Media Sensor |
| 9      | Printhead Release Lever   |
| 10     | Media Guide               |
| 11     | Media Guide Rod           |
| 12     | Release Knob              |
| 13     | Media Compartment         |
| 14     | Printhead Module          |

## 2.1.3 Rear View

The printer is equipped with multiple interfaces. See Figure 2-3.

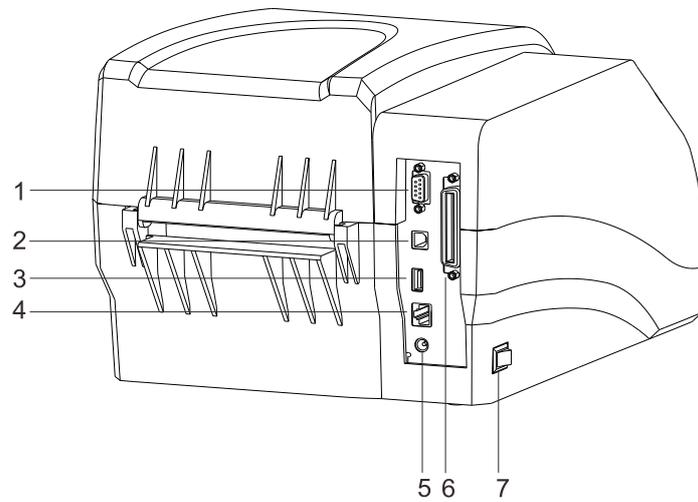


Figure 2-3 Rear View

Table 2-3 Rear View Description

| Number | Description                           |
|--------|---------------------------------------|
| 1      | RS232 Serial Port                     |
| 2      | USB Device Port                       |
| 3      | USB Host Port                         |
| 4      | Ethernet Port                         |
| 5      | DC In Port                            |
| 6      | Centronics Parallel Port (Extensible) |
| 7      | Power Switch                          |

## 2.2 Setting up the Printer

### 2.2.1 Interface Connection

---



#### CAUTION

*When connecting the Ge Series printer to a computer via the USB interface cable, make sure to utilize the same USB port used during the driver installation process. If the same USB port is not available or not known, then please go to the printer driver's Properties Dialogue Box, and make sure the correct port is checked under the Ports tab.*

---

The Ge Series printer supports RS-232 Serial, USB Device, and 10/100 M Adaptive Ethernet interface connections. Centronics parallel connection requires an optional Centronics Parallel Interface Card.

#### To connect:

- Make sure the printer is powered OFF.
- The printer will identify the communication port automatically.
- The default values of printer port can be obtained from the self-test report. (Please refer to [3.1.3 Advanced Functions/Obtaining Printer Configuration Information](#))
- Cable configurations for Serial (RS-232C) interface can be found in [Appendix A: Interface Specifications](#) of this guide.
- 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.

### 2.2.2 Power Connection

---



#### WARNING

- *Do not use the printer near liquids or corrosive chemicals.*
  - *Using a wrong power adapter may cause damage to your printer. POSTEK assumes no liability for any damage in such cases. The 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.

## 2.2.3 Loading the Ribbon

---



### CAUTION

- Please make sure the ribbon you are using has the ink side out.
  - 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 ( $\rightarrow|\leftarrow$ ).
  - No need to load the ribbon when printing direct thermal media.
- 

### To install the ribbon:

1. Lift the right cover and push down the Printhead Release Lever to release the Printhead Module, see Figure 2-4.

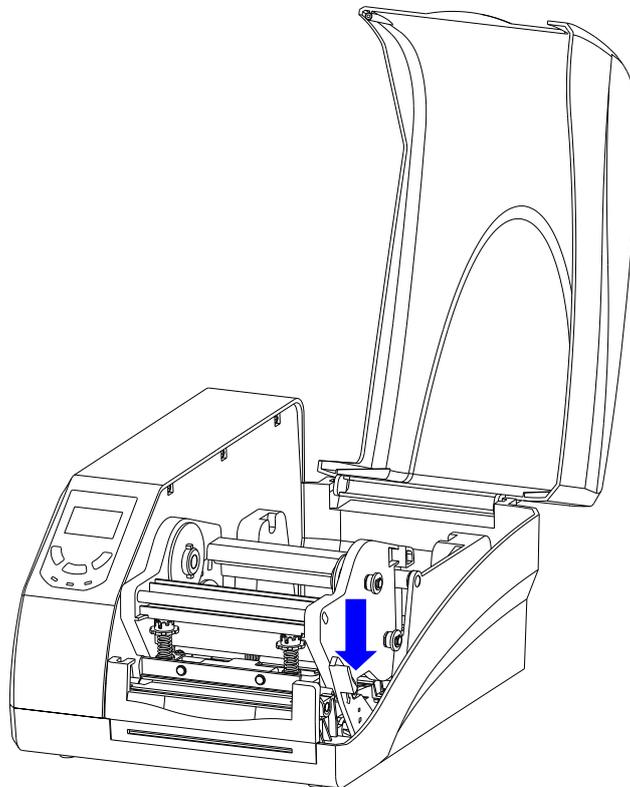


Figure 2-4 Release the Printhead Module

2. Lift the Printhead Module to expose the Ribbon Supply compartment, see Figure 2-5.

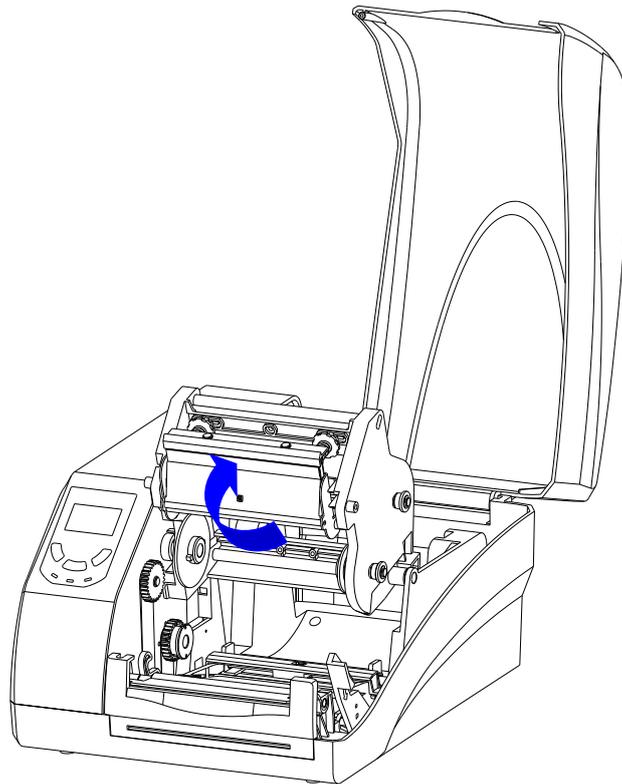


Figure 2-5 Lift the Printhead Module

3. Unwrap the ribbon package and separate the ribbon roll and the spare core.
4. Slide the ribbon roll onto one of the Ribbon Spindles and place the spare core onto the other spindle, see Figure 2-6.

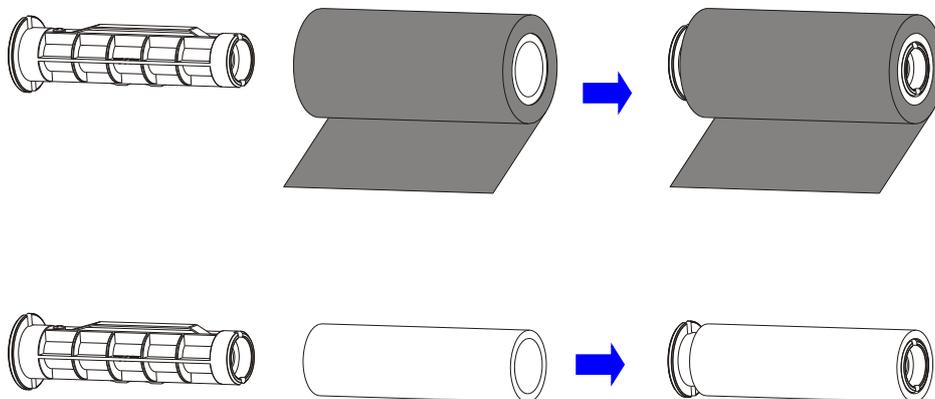


Figure 2-6 Place Ribbon Roll and Spare Core on Ribbon Spindles

5. Pull the Release Knob of the Ribbon Supply compartment outwards and place the ribbon roll in the Ribbon Supply compartment, aligning its ends with the Left Mount and the Right Mount which the Release Knob is attached to. Release the knob to secure the ribbon roll in the Ribbon Supply compartment, see Figure 2-7.

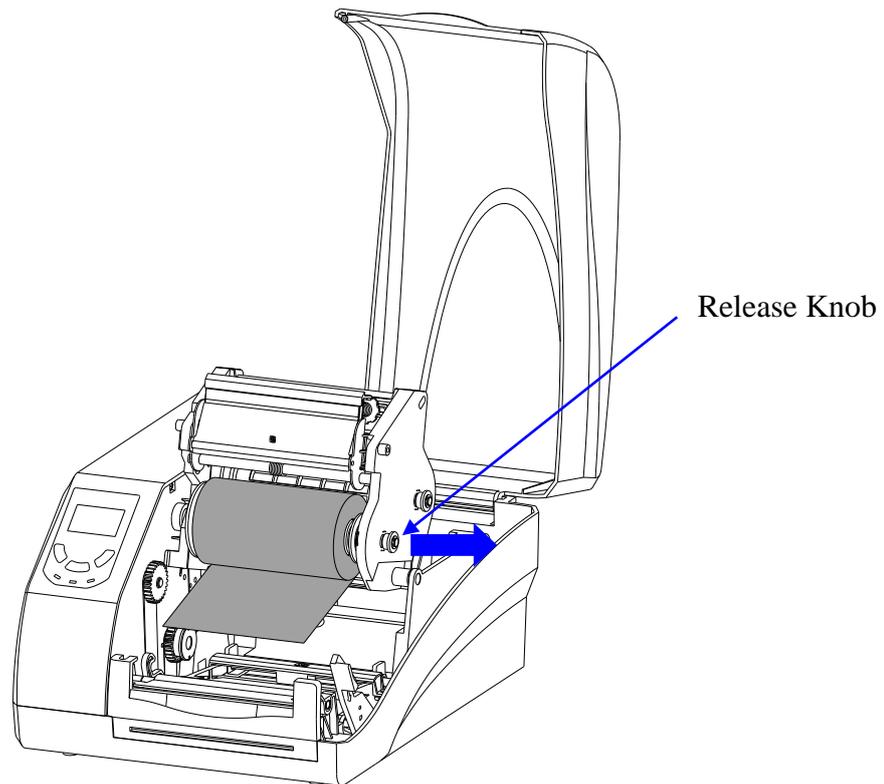


Figure 2-7 Load Ribbon Roll

6. Route the ribbon through the Printhead Module and wrap the end of the ribbon around the spare core, see Figure 2-8.

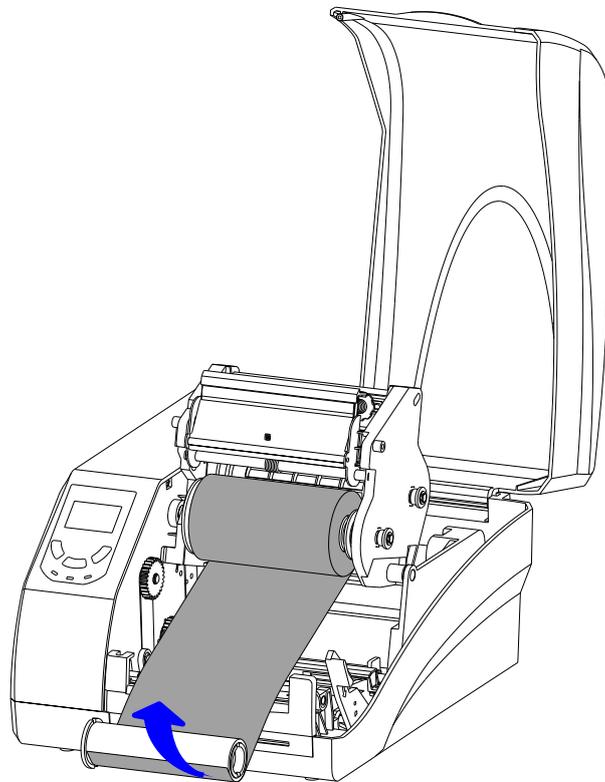


Figure 2-8 Wrap Ribbon on the Core

7. Pull the Release Knob of the Ribbon Take-up compartment outwards and load the core in the Ribbon Take-Up compartment, see Figure 2-9.

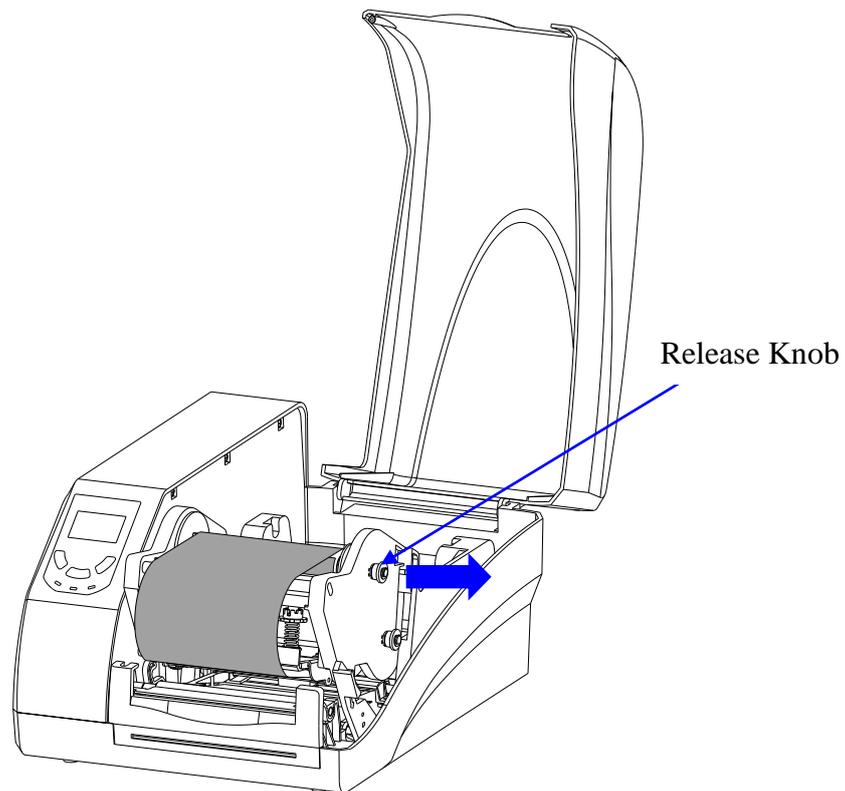


Figure 2-9 Place the Core on Ribbon Take-up

8. Turn the Left Mount of Ribbon Take-up to ensure the ribbon is tight and smooth, see Figure 2-10.

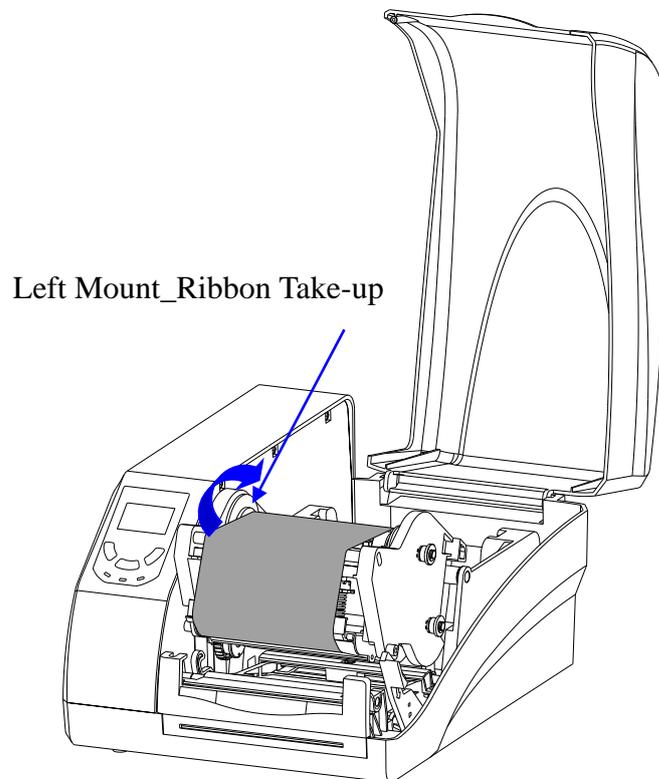


Figure 2-10 Ribbon Roll loaded

 **NOTE**

*To make sure the Ribbon End Sensor works properly, please use ribbon rolls which end with reflective materials or transparent materials with good reflective performance.*

## 2.2.4 Loading the Media

The Ge Series Label printer can be operated under four different modes: Standard Mode, Tear-off Mode, Cutter Mode, and Peeler Mode.

- In Standard Mode, the printer stops and goes into standby as soon as the print job is complete.
- In Tear-off Mode, after the print job is finished, the printer will feed the label until the edge of it aligns with the edge of the Tear-off Bar allowing easy tear off for the user.
- In Cutter Mode, the printer stops and cuts the printed label(s) (Only available on models with cutter installed).
- In Peeler Mode, printer stops and waits for the printed and peeled off label to be taken away before resuming the print job (Only available on models with peeler installed).

### Standard Mode

To load media into the Ge Series Label printer while under Standard Mode, follow the steps below:

1. 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 both Media Roll Guides touch the media. When placing a roll of media with a 3" ID core, please slide the two Core Adapters onto the Media Spindle first, as shown in Figure 2-11.

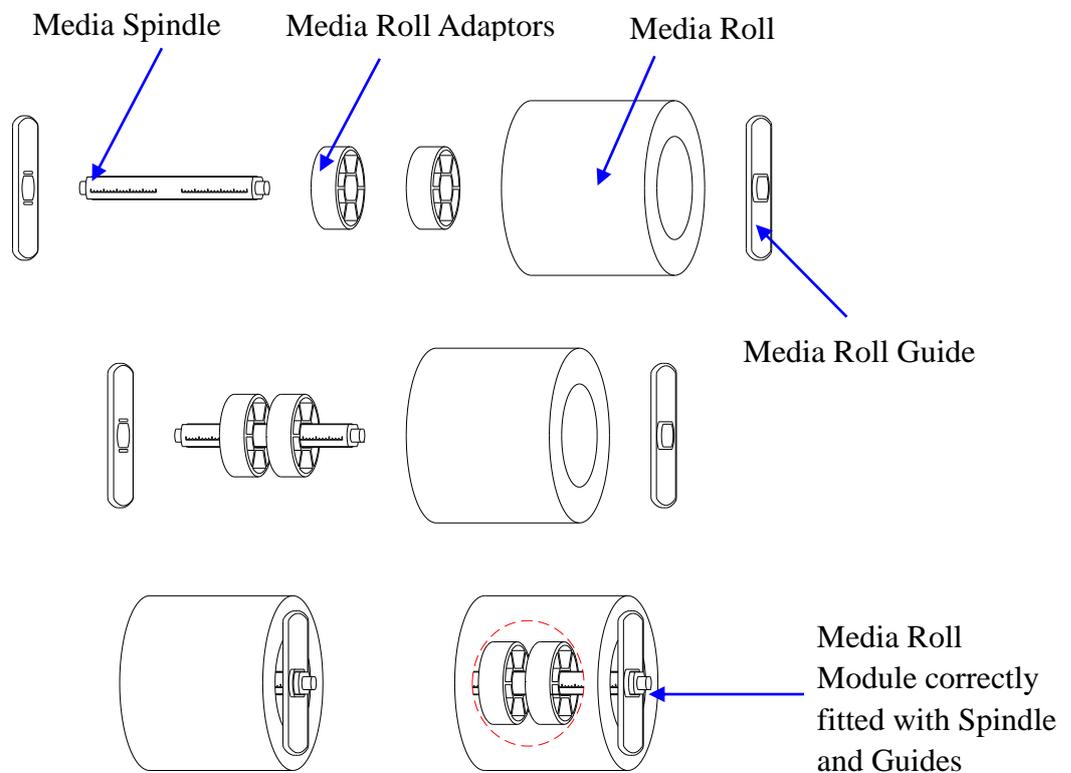


Figure 2-11 Place Media Roll on Media Spindle

2. Place the entire unit into the media compartment in the printer.
3. Position the media roll in the middle of the Spindle, using the ruler on the Media Spindle for

alignment.

4. Thread the media under the Media Guide Rod and Transmissive Media Sensor, as shown in Figure 2-12.

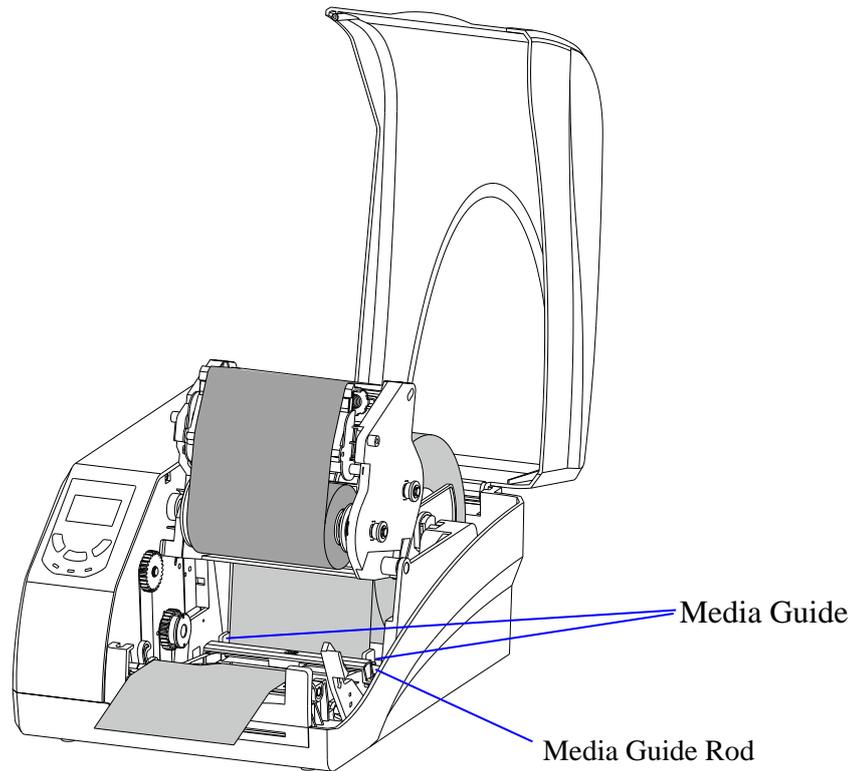


Figure 2-12 Load the Media

5. Slide the Media Guide to the edge of the media, making sure that the media remains flat and is placed in the middle of the Tear-off Bar. This can be checked with the ruler on the Tear-off Bar.
6. Press the Printhead Module downward until you hear a “click”, as shown in Figure 2-13.

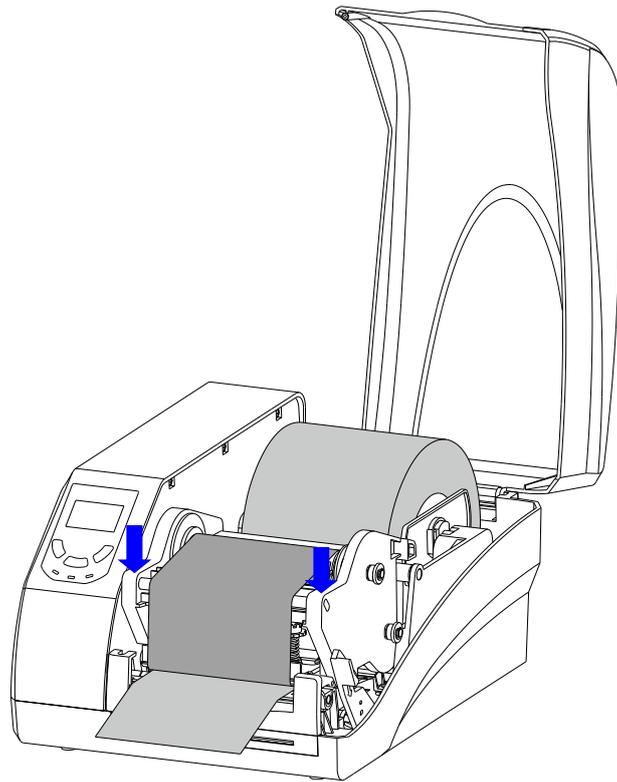


Figure 2-13 Press Down to Lock the Printhead Module

7. Turn on the printer, press and hold the [FEED/Calibration] button (hold for around 4 seconds), then the printer will automatically feed labels and the media calibration is done.

 **NOTE**

*Calibration must be made when media is loaded to the printer for the first time, or when there is a change to a different type of media.*

## 2.2.5 Adjusting the Position of Media Sensor

1. Lift the right cover.
2. Push down the Printhead Release Lever to release the Printhead Module.
3. To adjust the position of the Reflective Sensor: Lift the Printhead Module to expose the Media Sensor cover, remove the Media Sensor cover and slide the Media Sensor to the appropriate position, then replace the media sensor cover.
4. To adjust the position of the Transmissive Sensor: Flip the Toggle Switch to choose center or right position according to the media type, see Figure 2-14.

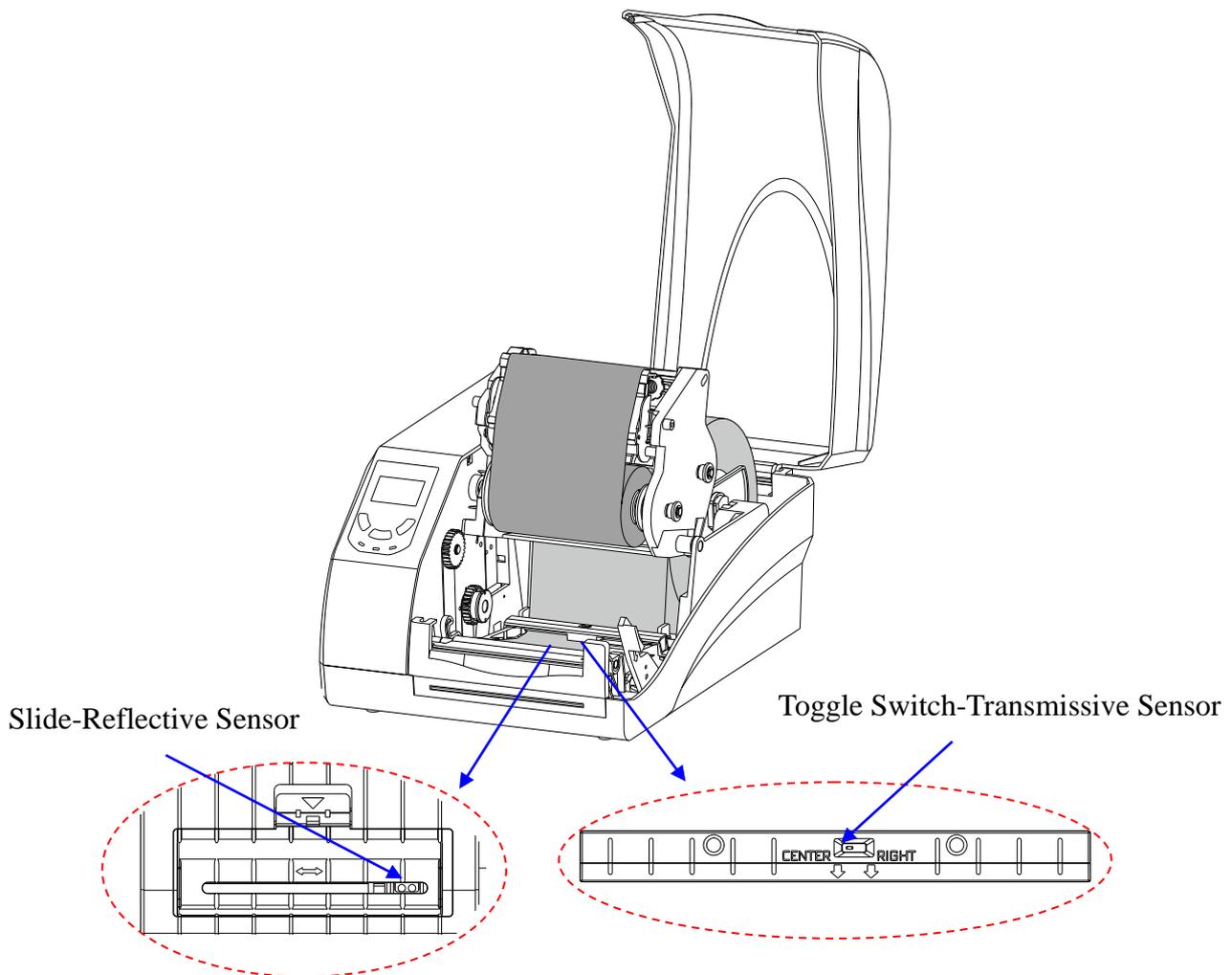


Figure 2-14 Adjust the Media Sensor Position

 **NOTE**

- *Black ribbon is required when use Reflective Sensor, or the Media Out signal may not be detected.*
- *Technically, the Transmissive Sensor is designed to detect a gap, hole or notch between labels, the Reflective Sensor is for detecting black marks. However, in many cases, the Reflective Sensor also can be used to detect gap, hole or notch. When choose Reflective Sensor to detect gap between labels, please refer to Figure 2-15(a) (b) (c) to adjust the position of the sensor for different media types as shown, the sensor shall be placed between the dotted lines.*

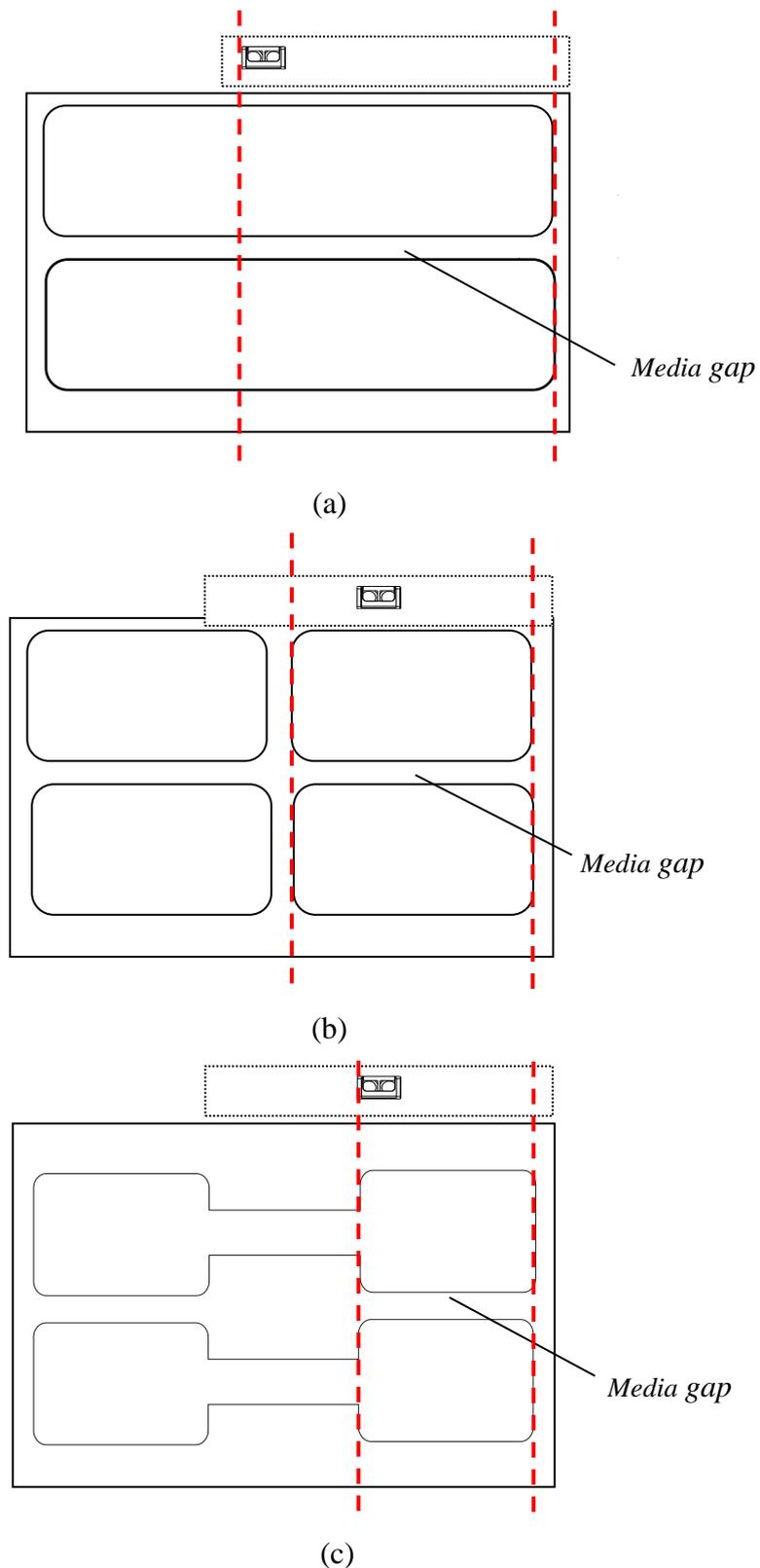


Figure 2-15 Media Sensor Position

- When roll media is produced, the media end would be fixed on the media core by duct tape or scotch tape. If your printer cannot detect Media Out signal well, please refer to Figure 2-16 to check the position of the tape.

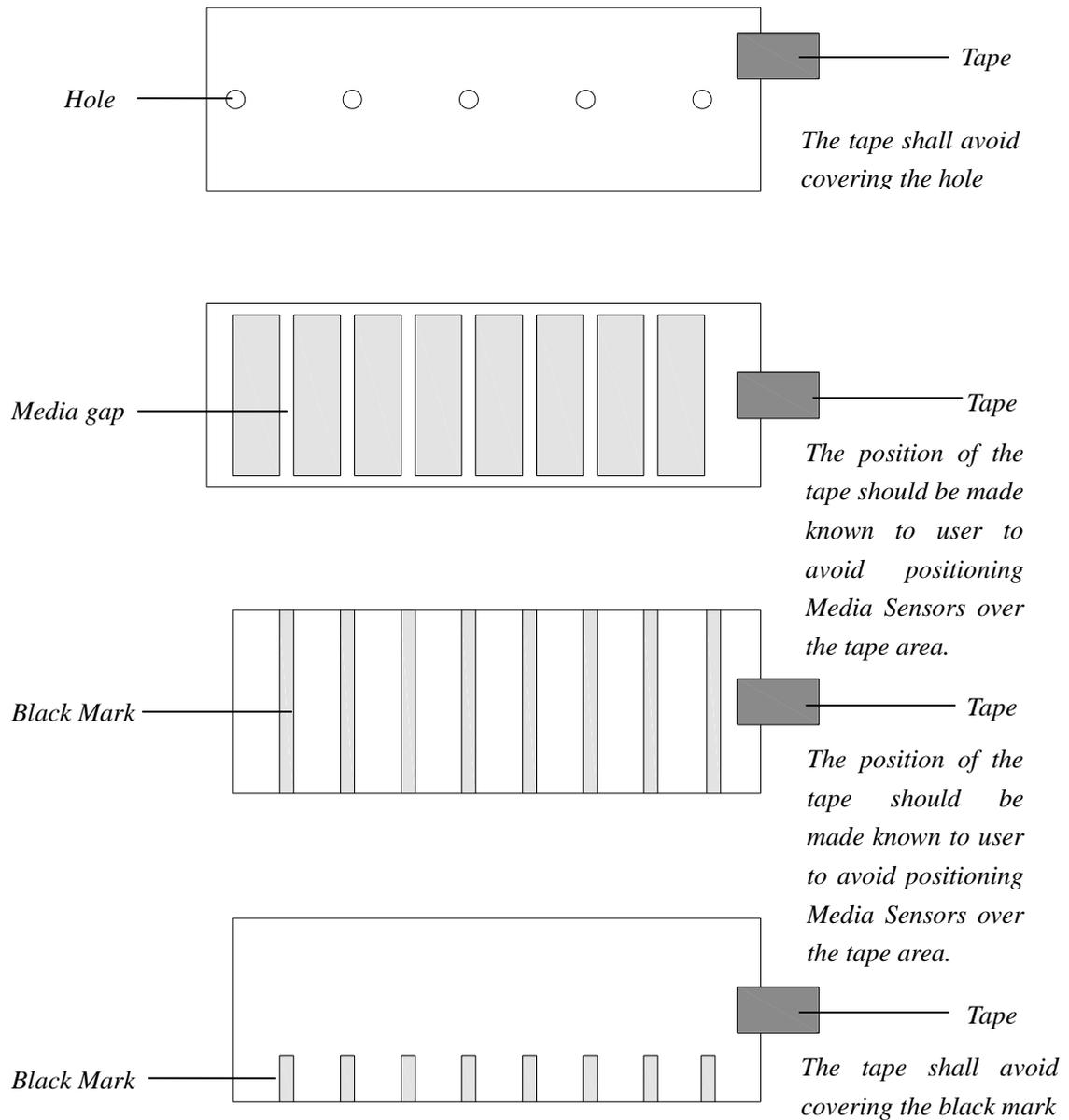


Figure 2-16 End-fixing Tape Position

# Chapter 3: Operations and Settings

## 3.1 Basic Operations

### 3.1.1 Power Switch

The power switch is on the rear left side of the printer. The symbols on the switch are defined as follows:

- - ON
- - OFF

### 3.1.2 The Front Panel

The Front Panel of the Ge Series label printer consists of:

- Three LED Indicators: [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

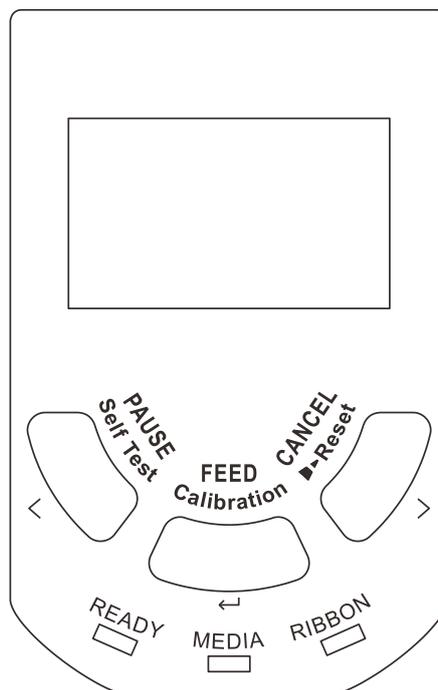


Figure 3-1 Front Panel

### LED Indicator

The LED indicator on the front of the printer shows the different states that the printer is in, please refer to Table 3-1 below for details.

Table 3-1 LED Indicator Description

| LED Indicator | Description  |
|---------------|--|
| [READY]       | <ul style="list-style-type: none"> <li>If the indicator is on, the printer is ready and waiting for user input</li> <li>If only the [READY] indicator is blinking, then the printer is paused and awaiting further instruction</li> </ul>  |
| [MEDIA]       | <ul style="list-style-type: none"> <li>If the indicator is on, it means the printer is at a normal working state</li> <li>If both the [READY] and [MEDIA] indicators are blinking, then the printer detected media out</li> </ul>  |
| [RIBBON]      | <ul style="list-style-type: none"> <li>If the indicator is on, it means the printer is using thermal transfer mode (Requires ribbon)</li> <li>If the indicator is off, it means the printer is using direct thermal mode (No ribbon required)</li> <li>If both [READY] and [RIBBON] indicators are blinking, then the printer detected ribbon out</li> </ul> |

## Panel Buttons

The three buttons on the front of the printer, please refer to Table 3-2 below for details regarding their functionality.

Table 3-2 Panel Button Description

| Buttons            | Basic Functions  | Advanced Functions<br>(Press and hold for 4 seconds)                                 |
|--------------------|--|--|
| [FEED/Calibration] | <ul style="list-style-type: none"> <li>When printer is in a standby state, press once and the printer would feed one label</li> <li>When printer is in an error state, press to choose Reprint or Print Next</li> </ul>  | Media Calibration  |
| [PAUSE/Self Test]  | <ul style="list-style-type: none"> <li>When printer is in working or standby state, press once to pause the printer</li> <li>When printer is in pause state, press once to resume</li> </ul>   | Self-test:<br>The Printer performs a self-test and prints out a configuration report |
| [CANCEL/▶Reset]    | <ul style="list-style-type: none"> <li>During printing, press to cancel the current print job</li> <li>When printer is in an error state, and there is no print job in process, press to clear the error report</li> <li>When printer is in an error state, and there is unfinished print job in process, press to cancel the print job</li> </ul> | Reset:<br>Resets the printer to Factory Default Settings                             |

## LCD Display

The LCD can display the printer's status, total print quantities, error messages, and is also valuable when configuring the printer. Table 3-3 are common examples of LCD displays.

Table 3-3 Menu Example Description

| Main Menu   | Description  |
|---|--|
| READY [600DPI]<br>TOTAL: 888<br>VERSION: 1.50<br>2016-01-01 08:08:08  | Ready Status [Resolution]<br>Total printed labels count, it will be reset to 0 if cycle the printer power.<br>Firmware Version<br>Current Date Current Time  |
| PAUSE<br>1\888<br><br>2016-01-01 08:08:08   | Printing Pause Status<br>Remaining labels (pages) count of the current job / Total labels (pages) qty of the current job, it will be reset to 0 if cycle the printer power.<br>Current Date Current Time |
| ◀ XXXX ▶<br><br>01/40  | Setting the main menu<br>The first row shows the variable selected.<br>01/40 indicates a total of 40 settings with the 1st item now selected.  |
| XXXX<br><br> 12 | Setting an item<br>The first row shows the variable selected. Some items include a progress bar.<br>12 indicates the current setting value of 12.  |

### 3.1.3 Advanced Functions

#### Media Calibration

When the printer is on standby, press and hold the [FEED/Calibration] button (hold for around 4 seconds), the printer will automatically feed labels and the media calibration is done. During this process, all three indicators will start blinking. When all three indicators stop blinking and return to a steady state, the media calibration is complete.

#### NOTE

- When it is the first time installing the media or when changing to a different type of media, media calibration must be performed.
- No calibration is needed when using continuous media.

#### Obtaining Printer Configuration Information

When the printer is on standby, press and hold the [PAUSE/Self Test] button (hold for around 4 seconds), all three indicators will blink once and then return to a steady state, the printer will print a self-test page with detailed information regarding the printer's configuration then return to standby.

The information includes: The printer's model, firmware version, hardware's parameters and its current status, thermal transfer/direct thermal mode, font list, etc.

## Reset to Factory Settings

When the printer is on standby, press and hold the [CANCEL/▶Reset] button (hold for around 4 seconds), all three indicators will start blinking (if no further input is detected for the next 8 seconds then the printer will return to standby). Release the [CANCEL/▶Reset] button and press it again to initiate the reset process, the [READY] indicator would be off and the rest two indicators would blink simultaneously, when all three indicators are lit and return to a steady state, the reset process is complete.

### NOTE

*The number of printed labels (pcs) and printed length (m) cannot be restored to factory default value.*

## 3.1.4 Setting Menu

### Button Functions

Table 3-4 Button Function Description

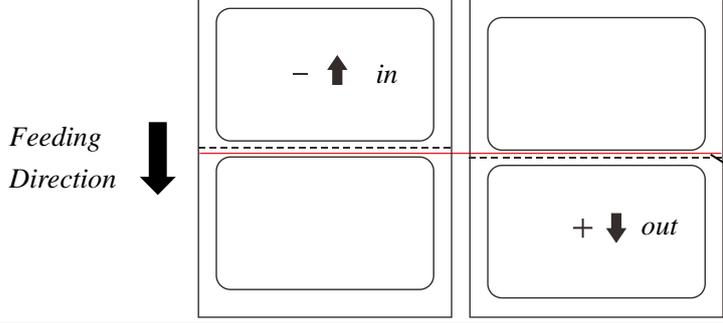
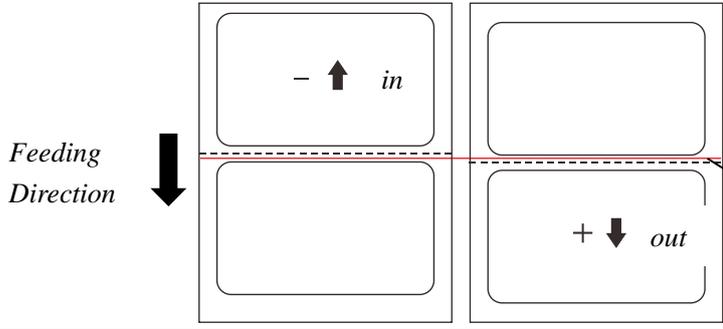
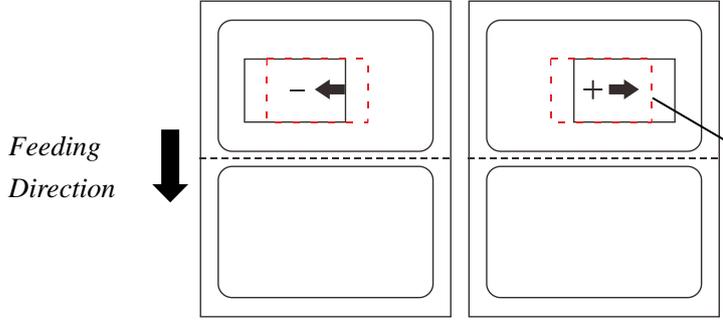
| Button   | Function                 | Description   |
|--|--------------------------|---|
| Combination:<br>[PAUSE/Self Test]+<br>[FEED/Calibration] | Entering the Main Menu   | Press and release [PAUSE/Self Test], then press and hold [FEED/Calibration] for 4 seconds |
| [PAUSE/Self Test]  | Item/Parameter Selection | Descending Item/Parameter selection   |
| [CANCEL/▶Reset]  | Item/Parameter Selection | Increasing Item/Parameter selection   |
| [FEED/Calibration]                                       | Confirmation             | Confirm selection   |

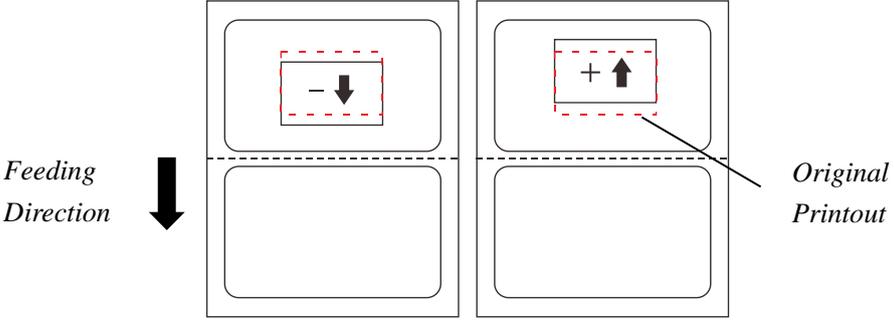
### Items to be set and operating guide

Table 3-5 Main Menu Description

| Main Menu      | Description  |
|----------------|--|
| EXIT           | Exit the setup menu  |
| PRINT DARKNESS | When set as "0", the printer would either follow the command settings or the default values (10/20 or 15/30 for PRINT DARKNESS, 2ips for PRINT SPEED) when the relevant command settings are absent; |
| PRINT SPEED    | When set as other values, the printer would follow the settings in the printer LCD menu, command settings would not take effect.   |
| LANGUAGE       | Options: CHINESE, ENGLISH, ESPA<br>Default: ENGLISH  |
| PRINT MODE     | Options: THERMAL TRANSFER, DIRECT THERMAL<br>Default: THERMAL TRANSFER   |

| Main Menu   | Description  |
|-------------|--|
| TEAR MODE   | Tear-off Mode<br>Options: ENABLE, DISABLE<br>Default: ENABLE   |
| CUT MODE    | Cutter Mode/Peeler Mode<br>Options: ENABLE, DISABLE<br>Default: DISABLE  |
| PEEL MODE   |  |
| SENSOR TYPE | Media Sensor Type<br>Options: TRANSMISSIVE, REFLECTIVE<br>Default: TRANSMISSIVE  |
| BAUD RATE   | Options: 9600, 19200, 38400, 57600, 115200<br>Default: 38400   |
| PARITY BIT  | Options: NONE, ODD, EVEN<br>Default: NONE  |
| DATA BITS   | Options: 7 BITS, 8 BITS<br>Default: 8 BITS   |
| TEAR OFFSET | <p>Adjust the media stop position over the tear-off bar after printing under tear-off mode.</p> <ul style="list-style-type: none"> <li>• Set higher values to move the media stop position out.</li> <li>• Set lower values to move the media stop position in.</li> </ul> |
| FEED OFFSET | <p>Adjust the media stop position.</p> <ul style="list-style-type: none"> <li>• Set higher values to move the media stop position out.</li> <li>• Set lower values to move the media stop position in.</li> </ul>  |

| Main Menu          | Description  |
|--------------------|--|
| <p>CUT OFFSET</p>  | <p>Adjust the cut off position under cutter mode.</p> <ul style="list-style-type: none"> <li>• Set higher values to move the cut off position out.</li> <li>• Set lower values to move the cut off position in.</li> </ul>                   |
| <p>PEEL OFFSET</p> | <p>Adjust the peel off position under peeler mode.</p> <ul style="list-style-type: none"> <li>• Set higher values to move the peel off position out.</li> <li>• Set lower values to move the peel off position in.</li> </ul>               |
| <p>H-OFFSET</p>    | <p>H-OFFSET adjusts the horizontal position of the printout.</p> <ul style="list-style-type: none"> <li>• Set higher values to move the printout towards right.</li> <li>• Set lower values to move the printout towards left.</li> </ul>  |

| Main Menu      | Description   |
|----------------|---|
| V-OFFSET       | <p>V-OFFSET adjusts the vertical position of the printout.</p> <ul style="list-style-type: none"> <li>• Set higher values to move the printout up (the printout moves in the opposite direction of feeding).</li> <li>• Set lower values to move the printout down (the printout moves in the direction of feeding).</li> </ul>  <p><i>Feeding Direction</i> ↓</p> <p><i>Original Printout</i></p> <p> <b>NOTE</b><br/>Vertical offset can only be set to a value not less than 0.</p> |
| CUT FREQUENCY  | <p>Specify the quantity of the printed labels for each cut.</p> <p>Default value: 01</p> <p>Range: 01 to 99</p>   |
| ERROR FEEDBACK | <p>Allow or forbid the printer to send back error information to the host. When it is enabled, the printer would send back the current status information to the host via the communication port after receiving ^ee command.</p> <p>Options: ENABLE, DISABLE</p> <p>Default: ENABLE</p>  |
| IP ADDRESS     | <p>The range of XXX is 0-255, press [PAUSE/Self Test] to decrease, [CANCEL/▶Reset] to increase, [FEED/Calibrate] to move to the next XXX. Upon completion, pressing [FEED/Calibrate] will proceed to the “Save/Abort” screen.</p>   |
| SUBNET MASK    |   |
| GATEWAY        |   |
| NETWORK PORT   | <p>Set network port.</p> <p>Default: 9100</p>   |
| SET DATE       | <p>Set system date.</p>   |
| SET TIME       | <p>Set system time.</p>   |
| FONT LIST      | <p>Browse the stored fonts.</p>   |
| DELETE FONTS   | <p>Delete the stored fonts.</p>   |
| CMD TYPE       | <p>Select the command type that the printer recognizes.</p> <p>Options: PPLE, PPLZ</p> <p>Default: PPLE</p>   |
| DHCP           | <p>After DHCP is enabled, the printer will ask for a restart. As the printer being powered on again, the LCD will prompt “DHCP CONFIGURING, PLEASE WAIT...” Normally it takes 2 minutes to finish the network settings. If failed, the printer will disable the DHCP and prompt “DHCP CONFIGURATION FAILED, PLS CHECK NETWORK CONNECTION!”</p> <p>Options: ENABLE, DISABLE</p> <p>Default: DISABLE</p>  |

| Main Menu          | Description  |
|--------------------|--|
| DUMP MODE          | In dump mode, the printer will print out the data (print commands) that are sent from PC or other devices, instead of executing the print task.<br>Options: ENABLE, DISABLE<br>Default: DISABLE  |
| CALIB LENGTH       | Set media feeding length for calibration.<br>Default 200, the unit is mm.<br> <b>NOTE</b><br><i>Calibration length shall be set to at least twice of the height of one label.</i> |
| STANDALONE MODE    | Standalone function is available when the printer is connected to a keyboard or scanner. Label form needs to be downloaded to the FLASH ROM in advance.  |
| DELETE FORMS       | Clear the forms downloaded to the printer.   |
| DELETE IMAGES      | Clear the graphics downloaded to the printer.  |
| LOAD DEFAULT       | Restore factory default settings.  |
| RFID CALIBRATION   | Automatically finds the optimal RFID READ/WRITE position, prior to RFID calibration, a proper media calibration is required.   |
| RFID POWER         | RFID READ/WRITE POWER, the unit is dBm.<br>Range: 1-27<br>Default: 25  |
| RFID OFFSET        | Optimal distance between RFID READ/WRITE position and the leading edge of the label, this value can be automatically set by performing RFID calibration. Select this option to manually adjust the value.  |
| READ RFID DATA     | Read data from the EPC block of the RFID tag.  |
| RFID FUNCTION      | Options: ENABLE, DISABLE<br>Default: ENABLE  |
| RFID, No. OF TRIES | RFID encoding maximum retry times to complete a successful encoding job.<br>Default: 00, Range 00 to 200<br>Both 00 and 01 means try 1 time after an RFID error.   |
| RESET PASSWORD     | Set password for network settings and enable/disable RFID function.<br>Default password: 0000  |
| PASSWORD           | Options: ENABLE, DISABLE<br>Default: DISABLE<br>Input default password: 0000 to enter the setting.   |

| Main Menu           | Description  |
|---------------------|--|
| BITMAP<br>CONVERT*  | Set the bitmap size. When set as NONE, the bitmap would be in normal size; When set as 300->600, the bitmap size would be enlarged by 1 time; When set as 600->300, the bitmap size would be reduced by 1 time.<br>Options: NONE, 300->600, 600->300<br>Default: NONE    |
| SCALE<br>CONVERT    | Set the size of the printout. When set as NONE, the print contents would be in normal size; When set as X0.5, the print contents would be reduced by 1 time; When set as X2, the print contents would be enlarged by 1 time.<br>Options: NONE, X0.5, X2<br>Default: NONE |
| FREQUENCY<br>REGION | Select corresponding RFID frequency range according to the RFID label specification.   |

*\*Only available for 300dpi and 600dpi printers.*

### 3.1.5 Setting Operation Mode

---



#### CAUTION

- *Tear-off Mode is the default operation mode and is the recommended mode to be used in conjunction with RFID functionalities. Turning it off may affect the normal usage of RFID functionalities.*
  - *Cutter and Peeler Mode are built upon Tear-off Mode, switching Cutter or Peeler Mode on will automatically enable Tear-off Mode.*
  - *The Printhead module needs to be closed before adjustment can be made to the settings menu.*
- 

#### Tear-off Mode

The steps to set the printer to Tear-off Mode are as follows:

1. Connect the printer to PC using the preferred communication port and connect the printer power supply.
2. Install the media and ribbon as shown above, turn on the printer and wait for the printer to boot normally.
3. After “READY” is displayed on the screen, press the [PAUSE/Self Test] button, and then press and hold [FEED/Calibration] button to enter the setting menu. Find “TEAR MODE” in the menu and select it, select “ON” to enable Tear-off Mode.
4. Find “EXIT” in the menu and press the [PAUSE/Self Test] button to exit the setting menu.
5. Press and hold the [FEED/Calibration] button (hold for around 4 seconds), the printer will automatically feed labels and the media calibration is done.
6. Create the label template on your PC using the Bartender label software. Click at “print” to initiate the print job. After the print job is complete, the gap between the labels would stop at the edge of the tear-off bar, so the label can be torn off easily.
7. If the stopping position of the label needs to be adjusted, press the [PAUSE/Self Test] button, and then press and hold [FEED/Calibration] button to enter the setting menu. Select “TEAR OFFSET” and adjust the value accordingly.

#### Peeler Mode (Peeler accessory required)

The steps to set the printer to Peeler Mode are as follows:

1. Connect the printer to PC using the preferred communication port and connect the printer power supply.
2. Install the media and ribbon as shown above, turn on the printer and wait for the printer to boot normally.
3. After “READY” is displayed on the screen, press the [PAUSE/Self Test] button, and then press and hold [FEED/Calibration] button to enter the setting menu. Find “PEEL MODE” in the menu and select it, select “ON” to enable Peeler Mode.
4. Find “EXIT” in the menu and press the [PAUSE/Self Test] button to exit the setting menu.

5. Press and hold the [FEED/Calibration] button (hold for around 4 seconds), the printer will automatically feed labels and the media calibration is done.
6. Create the label template on your PC using the Bartender label software. Click at “print” to initiate the print job.
7. Remove the peeled label, and the printer will resume printing.
8. If the peeling position of the label needs to be adjusted, press the [PAUSE/Self Test] button, and then press and hold [FEED/Calibration] button to enter the setting menu. Select “PEEL OFFSET” and adjust the value accordingly.

## Cutter Mode (Cutter accessory required)

The steps to set the printer to Cutter Mode are as follows:

1. Connect the printer to PC using the preferred communication port and connect the printer power supply.
2. Turn on the printer and wait for the printer to boot normally.
3. After “READY” is displayed on the screen, press the [PAUSE/Self Test] button, and then press and hold [FEED/Calibration] button to enter the setting menu. Find “CUT MODE” in the menu and select it, select “ON” to enable Cutter Mode.

### NOTE

*Peeler Mode and Cutter Mode can't be both enabled at the same time, please turn off Peeler Mode first before switching Cutter Mode on.*

4. Find “EXIT” in the menu and press the [PAUSE/Self Test] button to exit the setting menu.
5. Reset the cutter before use. To reset, press and hold the [CANCEL/▶-Reset] button until three indicators start blinking (This process takes around 4 seconds), release the button and press it again to finish the reset.

### NOTE

*Please reset the cutter before installing the media to prevent any issues with installation.*

6. Turn off the printer. Load the ribbon and media in the order as shown above. Thread the media through the opening on the cutter as shown in Figure 3-2.

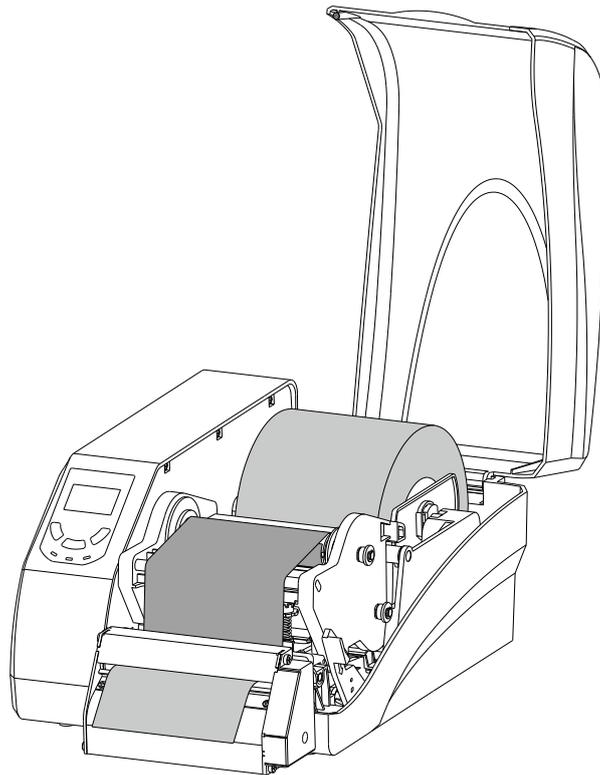


Figure 3-2 Cutter Mode

7. Turn on the printer, press and hold the [FEED/Calibration] button (hold for around 4 seconds), the printer will automatically feed labels and the media calibration is done.
8. Create the label template desired on PC using the Bartender label software. Click at “print” to initiate the print job. After each finished printing, the printer will automatically cut off the printed label(s).
9. If the cutting position of the label needs to be adjusted, press the [PAUSE/Self Test] button, and then press and hold [FEED/Calibration] button to enter the setting menu. Select “CUT OFFSET” and adjust the value accordingly.

## 3.2 Adjusting the Printhead Pressure

### CAUTION

*A qualified technician is required to adjust the printhead pressure. Printhead damage or poor printout quality may occur if the procedure is not done correctly.*

The printhead pressure module contains two spring assemblies, respectively controlling the pressure of the printhead on both sides, as shown in Figure 3-3.

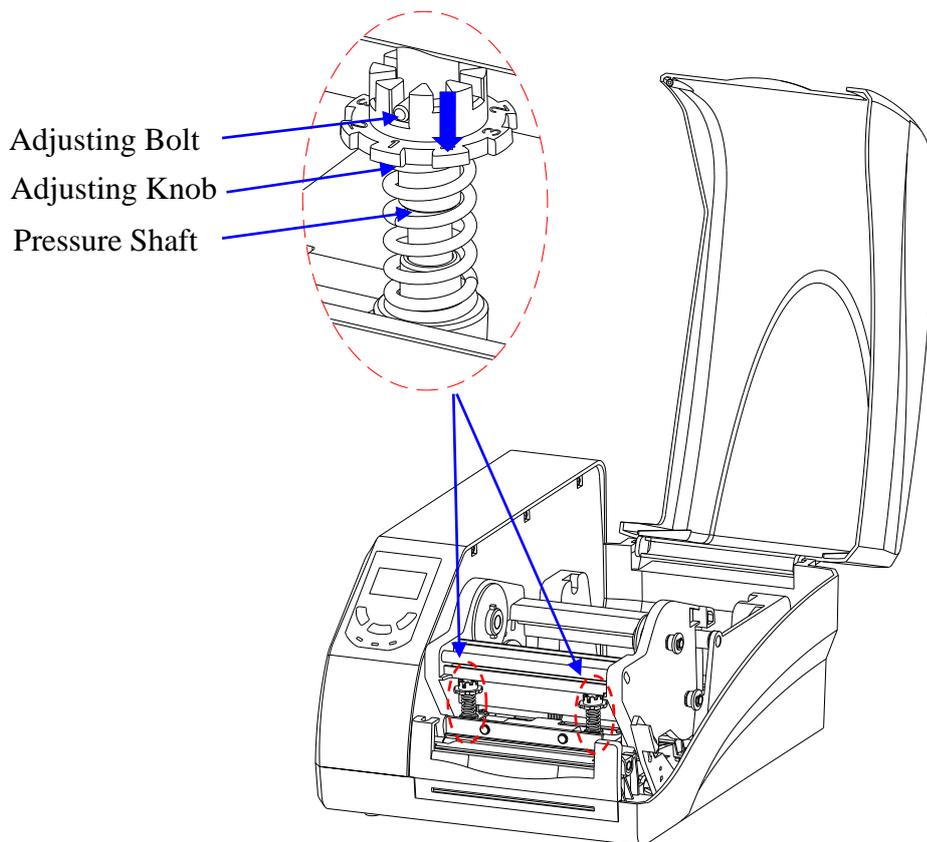


Figure 3-3 Printhead Pressure Adjustment

Follow the steps below to adjust the printhead pressure:

1. Press down the Adjusting Knob, and twist the Adjusting Knob to align the numbered pressure level with the Adjusting Bolt to apply different level of pressure (The bigger the number, the more pressure the spring assembly brings to the printhead).
2. Repeat step 1 on another spring assembly to complete the adjustment of the printhead pressure.

## 3.3 RFID Operations

Make sure the RFID FUNCTION is enabled in the setting menu, refer to [3.1.4 Setting Menu](#).

### 3.3.1 RFID Calibration

When installing a new type of media or switching to media of different specifications, please perform RFID calibration to ensure successful encoding. To perform RFID calibration, please follow the steps shown below:

1. Install the media and ribbon, turn on the printer and wait for the printer to boot normally.
2. Press and hold the [FEED/Calibration] button for 4 seconds to perform calibration. If media calibration fails, "MEDIA ERROR" would be displayed on the screen and [READY] and [MEDIA] indicators would blink simultaneously, please refer to [5.2 LED Error Indications](#) to solve the problem. If media calibration succeeds, the printer would continue with RFID calibration automatically.
3. If RFID calibration succeeds, the LCD screen will return to the ready state. If error occurs during the process, the LCD screen will display "RFID CALIB ERROR XX" and both the [READY] and [MEDIA] indicator will start blinking, please refer to [5.3 RFID Error](#) to solve the problem.

### 3.3.2 Reading RFID Data

The data encoded in the RFID label can be checked through the use of the Read RFID function. Please follow the steps below for more details:

1. Install the media and ribbon, turn on the printer.
2. After "READY" is displayed on the screen, press the [PAUSE/Self Test] button, and then press and hold [FEED/Calibration] button to enter the setting menu, find "READ RFID DATA".
3. Press the [FEED/Calibration] button to confirm select of "READ RFID DATA", the printer will now display any RFID data read on the LCD screen.
4. Push down the Printhead Release Lever to release the Printhead Module, take a piece of label with encoded RFID data and gently slide it in and out above the RFID antenna bracket. Once the RFID antenna inside the label is within a readable range of the built-in printer RFID antenna, the RFID data stored within the label will be displayed on the LCD screen.

 **NOTE**

- *The printer can only read one RFID label at a time. To read the RFID data stored in multiple labels, swap the label being read with another one and the LCD screen will display the data stored within the current label.*
  - *The data is displayed in hexadecimal format.*
5. Press the [FEED/Calibration] button again to stop receiving data, the screen will return to settings menu.

### 3.3.3 Setting RFID Power

It is recommended to use the default value of the RFID power on the printer. However, the value can be changed for specific case or requirements.

1. Install the media and ribbon, turn on the printer.
2. After "READY" is displayed on the screen, press the [PAUSE/Self Test] button, and then press and hold [FEED/Calibration] button to enter the setting menu, find "RFID POWER".
3. Press the [FEED/Calibration] button to select "RFID POWER", the current power value will be displayed on the LCD screen.
4. Press the [PAUSE/Self Test] button to decrease the value and the [CANCEL/Reset] button to increase the value. After finding the appropriate value for power, press the [FEED/Calibration] button to save the new value.

### 3.3.4 Setting RFID Offset

To ensure proper read and write function, the printer will automatically set an offset value when performing RFID calibration to adjust for different position of antenna within different kinds of RFID media. The RFID offset value can be adjusted manually to optimize printer's RFID read and write performance, usually the optimal RFID Offset value shall be identical with the distance between the center of the RFID chip and the leading edge of the label, please refer to Figure 3-4 to measure the RFID Offset value:

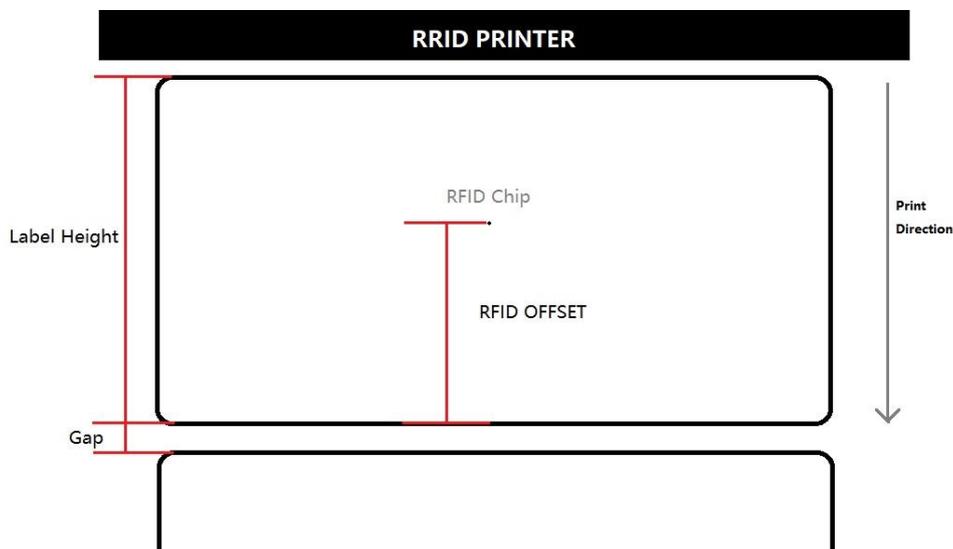


Figure 3-4 RFID Offset

To adjust the RFID offset value:

1. Install the media and ribbon, turn on the printer.
2. After "READY" is displayed on the screen, press the [PAUSE/Self Test] button, and then press and hold [FEED/Calibration] button to enter the setting menu, find "RFID OFFSET".
3. Press the [FEED/Calibration] button to select "RFID OFFSET", the current offset value will be displayed on the LCD screen.
4. Press the [PAUSE/Self Test] button to decrease the value and the [CANCEL/Reset] button to increase the value.

increase the value. After finding the appropriate value for offset, press the [FEED/Calibration] button to save the new value.

**CAUTION**

- *If an error occurred during encoding, after voids the failed RFID label, the printer will try another attempt for the unfinished encoding on the next RFID label. If the second attempt also fails, the printer will pause the print job and display the error message. Press the [CANCEL/▶Reset] button to cancel the print job.*
  - *RFID calibration must not be performed after adjusting the offset value manually, the manually set offset value will be overridden otherwise.*
- 

## 3.4 Installing Windows Driver and Label Editing Software

The printer driver supports Win10/8/7. To access to the driver, please scan the QR code on the Quick Start Guide or visit POSTEK website: <http://www.postekchina.com>.

Each printer also comes with a BarTender UltraLite edition software. To access to the software and the directions for use, please scan the QR code on the Quick Start Guide or visit POSTEK website: <http://www.postekchina.com>.

**CAUTION**

*Please uninstall the old version driver before driver updating.*

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# Chapter 4: Maintenance

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**WARNING**

- *Make sure the printer is powered off before performing maintenance operations.*
  - *The Printhead may be hot due to recent printing. Wait until the Printhead cools before performing maintenance.*
  - *Use only anhydrous isopropyl alcohol to clean the print head.*
- 

## 4.1 Cleaning the Printhead

Due to the Printhead's functionality 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:

Clean the Printhead after every (1) roll of ribbon use or every (3) rolls of label media use. To clean the Printhead:

1. Turn off the printer.
2. Lift the right cover.
3. Push down the Printhead Release Lever to release the Printhead Module.
4. Remove the ribbon (if applicable) and media.
5. Use a cotton swab dipped in anhydrous isopropyl alcohol. Wipe the Printhead from end to end.
6. Allow a few seconds for the Printhead dry before using the printer again.

## 4.2 Cleaning the Platen Roller

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. Lift the right cover.
3. Push down the Printhead Release Lever to release 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 from end to end while rotating the roller until the swab no longer accumulates ink or debris.

## 4.3 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.

## 4.4 Cleaning the Sensors

Over time, dust and debris will accumulate over the sensors and affect their performance, to ensure proper detection, please clean the sensors with cotton swabs dipped into anhydrous isopropyl alcohol periodically.

## 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.

### 5.1 LCD Error Messages

The LCD displays messages when there is an error. See Table 5-1 below for LCD errors, the possible causes, and the recommended solutions.

Table 5-1 Error Messages

| LCD Display       | Possible Cause  | Recommended Solution   |
|-------------------|---|--|
| PRINthead<br>OPEN | The printhead module is released or unlocked.   | Press down the printhead module to the close position.   |
| MEMORY<br>ERROR   | Problems occurred with printer's flash or RAM memory during printing or executing printing data/command.                    | Please restart the printer, and then disable the "DUMP MODE" setting from the main menu. Or contact an authorized POSTEK service provider for technical support if problems exist. |
| DATA ERROR        | The labels' data has been sent to printer but cannot be identified due to the invalid format or syntax.                     | Please follow the command syntax or data format in the command manual to edit data, and then resend it to the printer.   |
| RIBBON ERROR      | See <a href="#">5.2 LED Error Indications</a> for more information  |  |
| MEDIA ERROR       |   |  |
| SYSTEM MODE       | Press and hold [CANCEL/▶Reset] for 4 seconds, then the printer will enter the system mode, and display this message on LCD. | To perform the advanced functions or the printer will return to normal state automatically if no operations are performed within 4 seconds.  |
| UPGRADE<br>FAILED | The firmware upgrade is interrupted.  | Please contact an authorized POSTEK service provider for technical support.  |

## 5.2 LED Error Indications

Typically, when the printer is not functioning, one or two of the three indicators will begin blinking. The possible situations addressed by the status of the three indicators are listed in Table 5-2.

Table 5-2 LED Error Indications

| Indication   | Possible Cause   | Solutions  | Important Notice  |
|--|--|--|---|
| [READY] and [MEDIA] indicators blink simultaneously  | Media sensor can't detect media  | <ul style="list-style-type: none"> <li>Check and confirm the media has been loaded correctly (Please refer to <a href="#">2.2.4 Loading the Media</a>).</li> <li>Check the position of the media sensor and confirm it could detect the media gap, hole, notch or black mark.</li> </ul> | <p>If the media being used is continuous media (no locator present on the label). Then please set the media to Continuous Media in the printer driver settings.</p> <p>If the printer has not been powered off and the print job has not been finished, after clearing the error:</p> <ul style="list-style-type: none"> <li>Press [FEED/Calibration] button to select Reprint or Print Next.</li> <li>Press [CANCEL/Reset] button to choose whether to cancel the print job or not.</li> </ul> |
|  | Media ran out  | Load a new roll of media   |   |
|  | Media jammed   | Clear the jam  |   |
|  | The Media Roll Guides are not firmly pushed against the Media or have not been installed | Install the Media Roll Guides correctly and push them firmly against the media.  |   |
|  | Media sensor is dirty  | Clean the media sensor   |   |
|  | Media sensor is out of order   | Contact an authorized POSTEK service provider for technical support.   |   |
| [READY] and [RIBBON] indicators blink simultaneously | Out of ribbon  | Load a new roll of ribbon  | <p>If the printer has not been powered off and the print job has not been finished, after clearing the error:</p> <ul style="list-style-type: none"> <li>Press [FEED/Calibration] button to select Reprint or Print Next.</li> <li>Press [CANCEL/Reset] button to choose whether to cancel the print job or not.</li> </ul>   |
|  | Ribbon jammed  | Make sure the ribbon follows a steady and smooth path  |   |
|  | Ribbon spindle installed incorrectly   | Please refer to <a href="#">2.2.3 Loading the Ribbon</a> for correct installation process.   |   |
|  | Ribbon sensor is dirty   | Clean the ribbon sensor  |   |
|  | Ribbon sensor is out of order  | Contact an authorized POSTEK service provider for technical support.   |   |
| Only [READY] indicator blinks                        | The printer is in a paused state   | Press the [PAUSE/Self Test] button to resume   |   |
|  | The printhead module is released or unlocked   | Press down the printhead module to the close position.   |   |

| <b>Indication</b> | <b>Possible Cause</b> | <b>Solutions</b>   | <b>Important Notice</b> |
|-------------------|-----------------------|--|-------------------------|
|                   | Cutter error          | Please check whether the cutter is installed correctly, for details, please contact an authorized POSTEK service provider for technical support. |                         |

## 5.3 RFID Errors

If error occurs during RFID calibration or RFID encoding, please check Table 5-3 below to solve the problem accordingly.

Table 5-3 RFID Errors

| RFID Error Code |                     | Explanation                       | Solutions   |
|-----------------|---------------------|-----------------------------------|---|
| ON LCD Display  | RFID CALIB ERROR XX | RFID Calibration Error            | <ul style="list-style-type: none"> <li>Check and confirm the RFID protocol is supported (EPC Class 1 Gen2/ISO 18000-6C) and correctly selected in the printer commands/label software.</li> <li>Clear the other RFID labels around the printer to eliminate signal interference from other RFID chips.</li> <li>If all above situations are excluded, please perform RFID calibration again.</li> <li>If problem still persists, please Set RFID Offset value manually and increase the RFID read power, then print and encode directly.</li> </ul> |
|                 | VOID0               | Fails to read any RFID label      | Increase the RFID read power and test print and encode directly.  |
| ON RFID LABEL   | VOID1               | Fails to write RFID label         | <ul style="list-style-type: none"> <li>Check whether the RFID label is locked.</li> <li>Check whether the encoding data exceeds the chip memory.</li> <li>Check the data format is correct or not, usually it should be 4 bytes or multiples of 4 bytes.</li> <li>Check whether it's special label, which can only be encoded for once.</li> <li>If all above situations are excluded, for Ge series printers, increase the RFID write power and test print and encode directly.</li> </ul>   |
|                 | VOID2               | Fails to read the next RFID label | Set the RFID OFFSET value manually referring to <a href="#">3.3.4 Setting RFID Offset</a> , then test print and encode directly.  |
|                 | VOID3               | Multiple RFID labels are read     | Decrease the RFID read power test print and encode directly.  |

### NOTE

To adjust the RFID settings, please press the [PAUSE/Self Test] button, and then press and hold [FEED/Calibration] button to enter the setting menu, then find "RFID OFFSET" and "RFID POWER". When increase/decrease the value, please adjust 2 dB/mm each time. After adjusting the values, please DO NOT perform RFID calibration again, just print directly.

## 5.4 Miscellaneous Issues

Table 5-4 identifies miscellaneous issues with the printer, the possible causes, and the recommended solutions.

Table 5-4 Miscellaneous Printer Issues

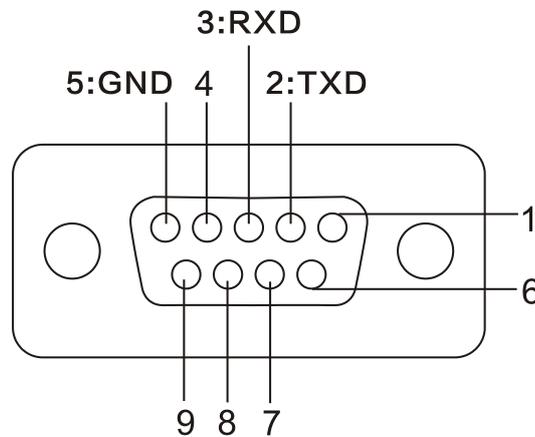
| <b>Problem</b>              | <b>Possible Cause</b>                            | <b>Recommended Solution</b>   |
|-----------------------------|--|---|
| Vertical Blank Lines Appear | Printhead is dirty.                              | Clean the Printhead. Follow the recommended maintenance guidelines for cleaning the Printhead.  |
| Data Sent but Not Printing  | The driver is incorrect.                         | Ensure the correct driver is chosen in the label software.  |
|                             | Memory overflow                                  | Reset the printer.  |
| Poor Printing Quality       | The printing parameters are set inappropriately. | <ul style="list-style-type: none"> <li>• Adjust print darkness setting value.</li> <li>• Adjust print speed setting value.</li> </ul> |
|                             | Printhead is dirty.                              | Clean the Printhead. Follow the recommended maintenance guidelines for cleaning the Printhead.  |
|                             | Poor quality consumables                         | Change to higher-quality consumables.   |

 **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:



| Number | Description | Definition |
|--------|-------------|------------|
| 1      | /           | /          |
| 2      | Out         | TX         |
| 3      | In          | RX         |
| 4      | /           | /          |
| 5      | -           | Ground     |
| 6      | /           | /          |
| 7      | /           | /          |
| 8      | /           | /          |
| 9      | /           | /          |

**Baud rate:** 9600, 19200, 38400, 57600 and 115200

**Data format:** 8 data bits, 1 start bit or 1 stop bit.

**Flow control:** None. 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.

### CAUTION

*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.*

## 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 |
|   | 0   | 1    | 2  | 3 | 4 | 5 | 6 | 7   |

 **NOTE**

*The € sign is included in the embedded table at DEC128 or HEX 80.*

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