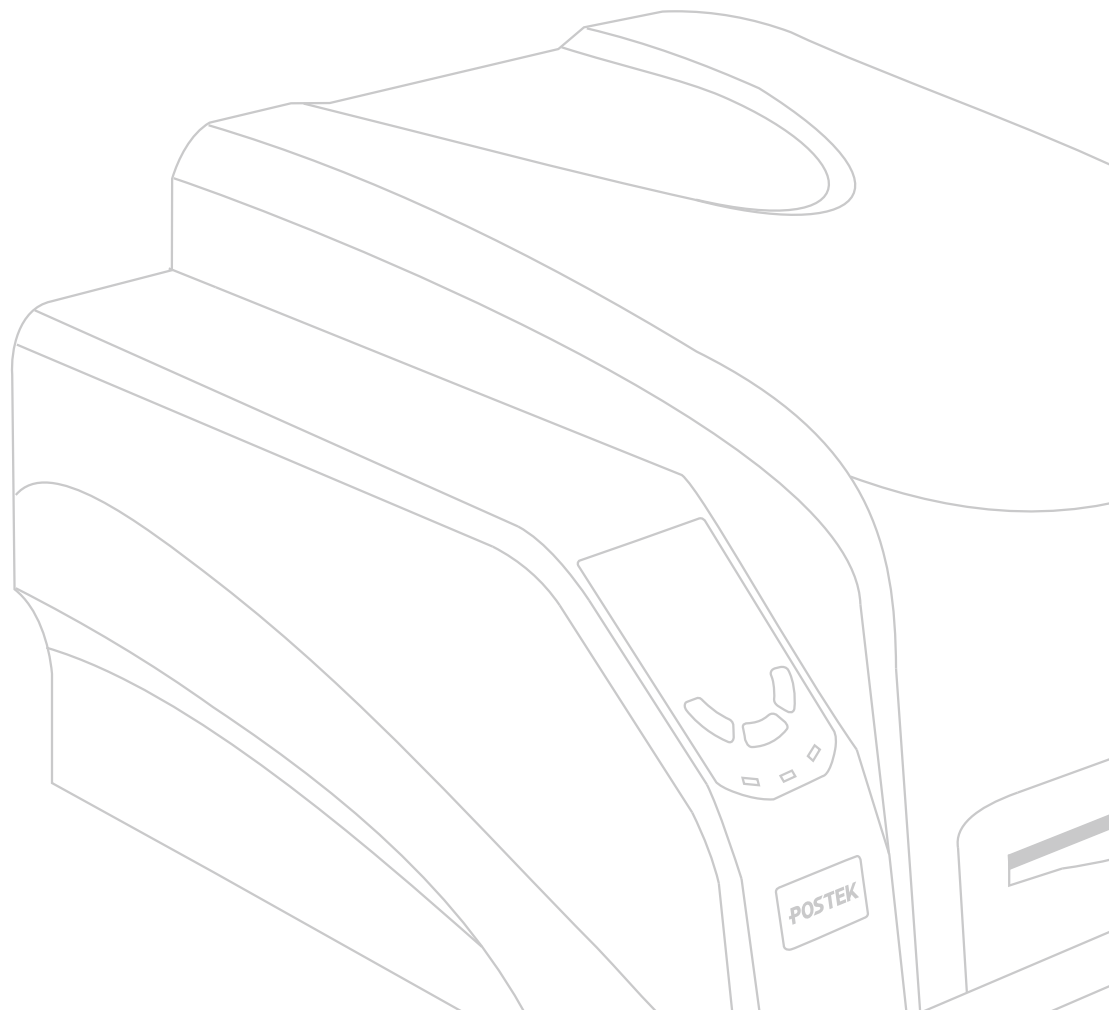




User's Manual

G-2108/G-3106

Barcode Label Printer



FCC Notice

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

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G-2108/G-3106 Barcode Label Printer User's Manual

18th edition July 2017

Disclaimer

POSTEK barcode/Rfid printers are developed and manufactured 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 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 jam or block the air vents, or operate in a high temperature environment.
- ◆ Turn off the power when not in use for extended periods.
- ◆ Follow all recommendations and setup instructions included in this manual.

Warnings

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures (see FCC Notice).

Static electricity that accumulates on the surface of the human body or other objects can damage the print head or electronic components in the G-2108/G-3106 printer. Observe proper electrostatic safety precautions when handling.

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Preface

The G-2108/G-3106 Light Industrial printer is designed to provide general-purpose and high-performance printing capabilities. Boasting multiple, user-friendly functions and high performance, the G-2108/G-3106 printer stands out with its modern appearance and excellent functionality. Carefully designed G-2108/G-3106 units are rugged, durable and easily operated and maintained. The 32-bit embedded ARM CPU and high-tech system platform delivers the highest quality possible.

This manual explains how to set up and begin using your G-2108/G-3106 printer. It also provides detailed information on configuring your printer, basic operations, care and troubleshooting.

Please read this manual carefully before using the G-2108/G-3106 printer.

Important Notice, Read Me First

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

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

Chapter 1: Introduction

Printer Specifications

| Model | G-2108 | G-3106 |
|-----------------------|---|------------------------|
| Printing Method | Direct Thermal & Thermal Transfer | |
| Printing Resolution | 203 dpi (8 dots/mm) | 300 dpi (11.8 dots/mm) |
| Max Printing Speed | 6ips (152.4 mm/s) | 4ips (101.6 mm/s) |
| Max Printing Width | 4.25" (108 mm) | 4.17" (106 mm) |
| Max Printing Length | 315" (8000 mm) | 157" (4000 mm) |
| Memory | 8 MB FLASH ROM, 16 MB SDRAM | |
| Media | Roll-feed, die-cut, continuous, fan-fold, tags, tickets in plain paper or thermal paper Width: 4.3" (110 mm) max., 0.98" (25 mm) min., or with optional adapter .31" (8 mm) min. Supply roll: OD 6" (152 mm) max., ID 1" (25.4 mm) min. Thickness: 0.003"~0.008" (0.08~0.20 mm), including liner | |
| Ribbon | Wax, Wax/Resin, Resin Ribbon roll: OD 2.75" (70 mm) max., ID 1" (25.4 mm) core Max width: 4.3" (110 mm); Max length: 984.25' (300 m). Ink side: Out | |
| Fonts | Five built-in ASCII fonts; Optional multiple language fonts | |
| Bar Code Types | 1D Barcode: Code 39, Code 93, Code 128/subset A,B,C, Codabar, Interleave 2 of 5, UPC A/E 2 and 5 add-on, EAN-13/8/128, UCC-128. 2D Barcode : MaxiCode, PDF417, Data Matrix, QR. | |
| Media Sensor | Reflective (Adjustable) / Transmissive | |
| Interfaces | RS-232 Serial, USB 2.0, 10/100M Ethernet. | |
| Power Rating | 24 VDC, 2.5 A | |
| Weight | 7.72lbs (3.5 kgs) | |
| Dimensions | W 10.07" x D 12.95" x H 7.8" (W 256 x D 329 x H 200 mm) | |
| Operation Environment | Temperature: 32° F ~ +104° F (0° C ~ 40° C) Relative humidity: 5% - 85% non condensing | |
| Storage Environment | Temperature: -40° F ~ +140° F (-40° C ~ 60° C) Relative humidity: 5% - 85% non condensing | |
| Optional Items | External Rewinder, External Media Stand, Rotary Cutter, Media Guide Adapter, and Centronics Parallel. | |

Specifications for Power Adapter

| | |
|-------------|------------------------|
| Input | AC 100~240 V, 47~63 Hz |
| Output | DC 24 V, 2.5 A |
| Environment | 0° C ~ 40° C |

Contents of Box

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

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

Packing List (see Figure 1)

| | |
|-----------------------|-------|
| G-2108/G-3106 Printer | 1 pc |
| Power Adapter | 1 pc |
| USB interface cable | 1 pc |
| Media Spindle | 1 pc |
| Media Roll Guides | 2 pcs |
| Media Core Adapter | 2 pcs |
| Ribbon Spindle | 2 pcs |
| Quick Start Guide | 1 pc |
| *CD-ROM pack | 1 pc |

***Note:** CD-ROM pack includes the printer driver, label software, User's Manual and the Programming Manual.

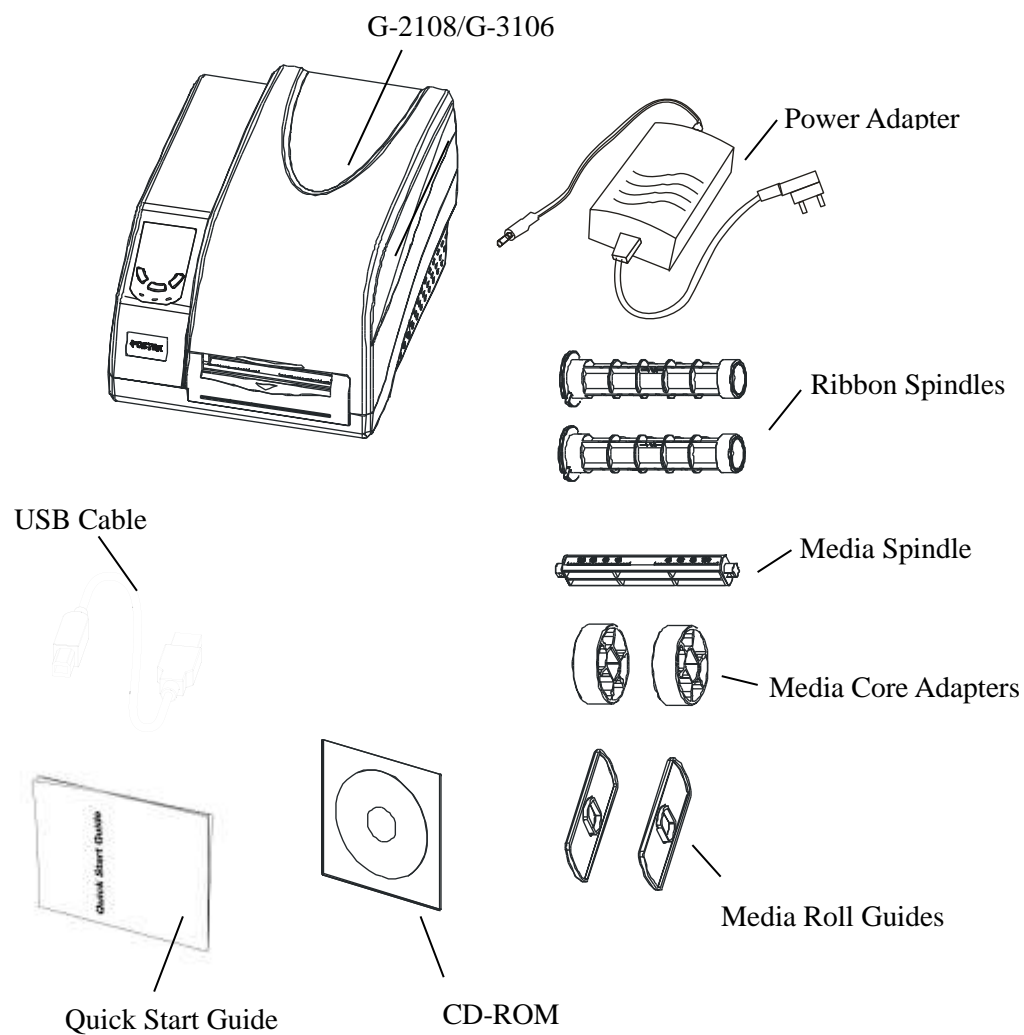


Figure 1: Printer and Accessories

Chapter 2: Setup and Use

Setting up the Printer

Before setting up the printer consider the following:

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

Main Parts and Structures

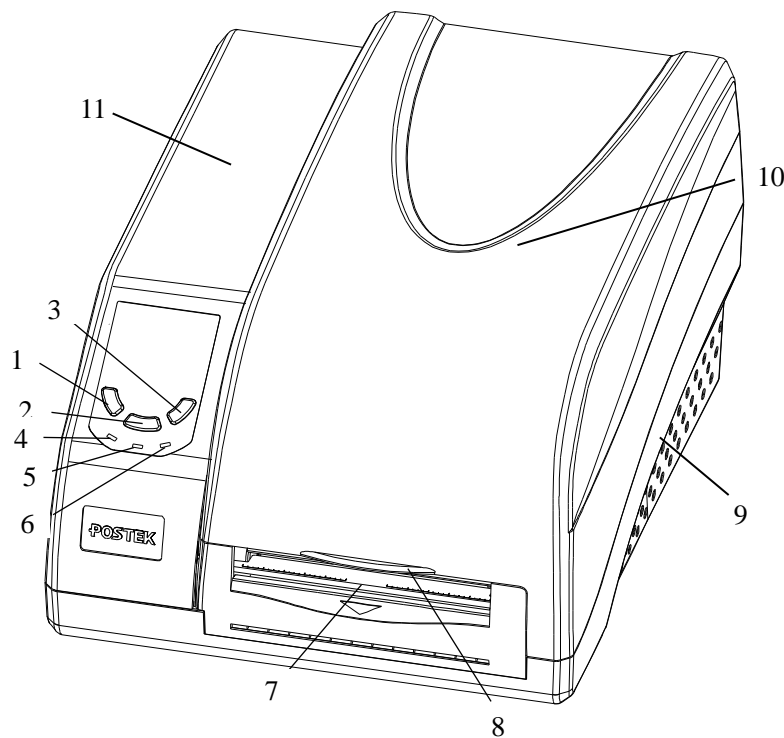
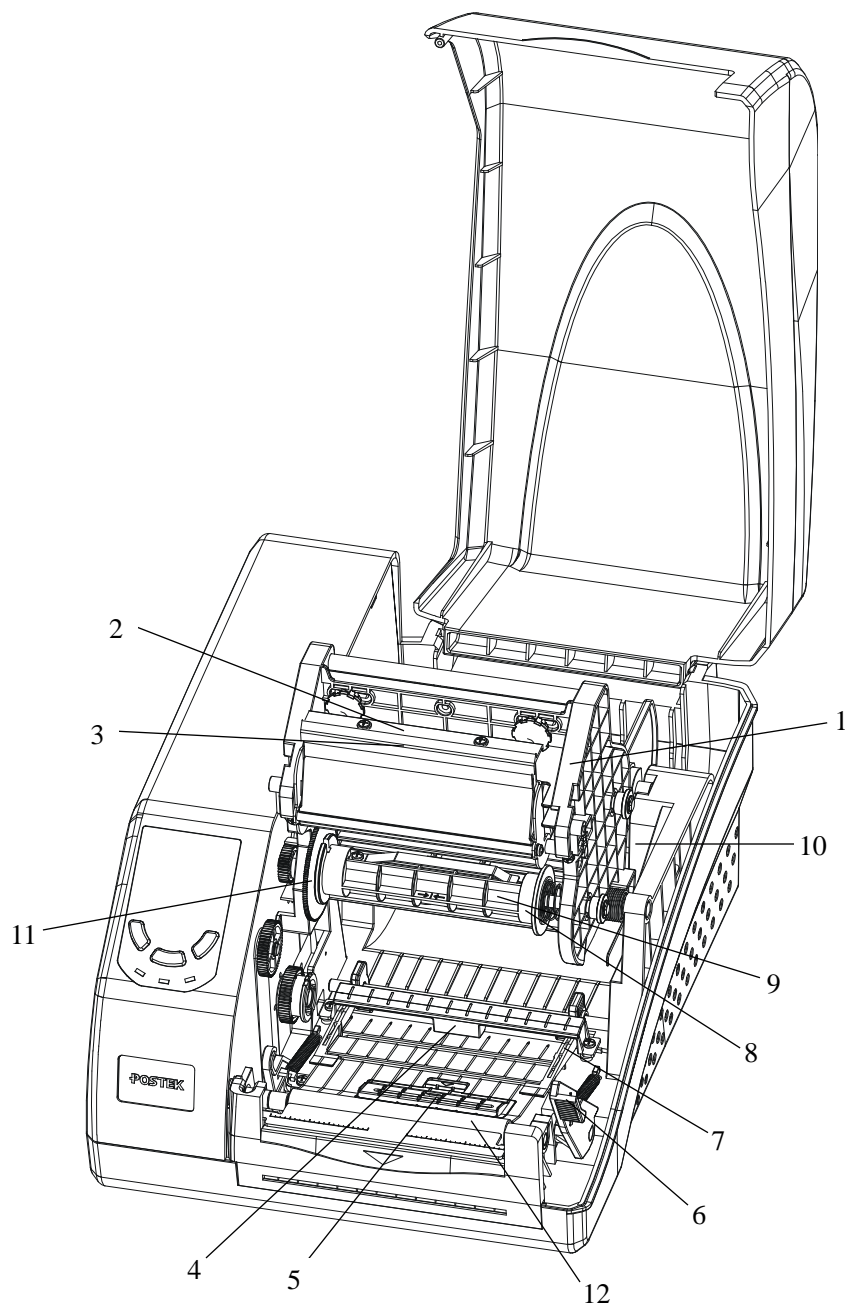


Figure 2

- | | | |
|--------------------|---------------------|---------------------|
| 1. PAUSE Button | 5. MEDIA Indicator | 9. Bottom Case |
| 2. FEED Button | 6. RIBBON Indicator | 10. Top Cover |
| 3. CANCEL Button | 7. Media Exit Path | 11. Left Side Cover |
| 4. READY Indicator | 8. Cover Handle | |

**Figure 3**

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

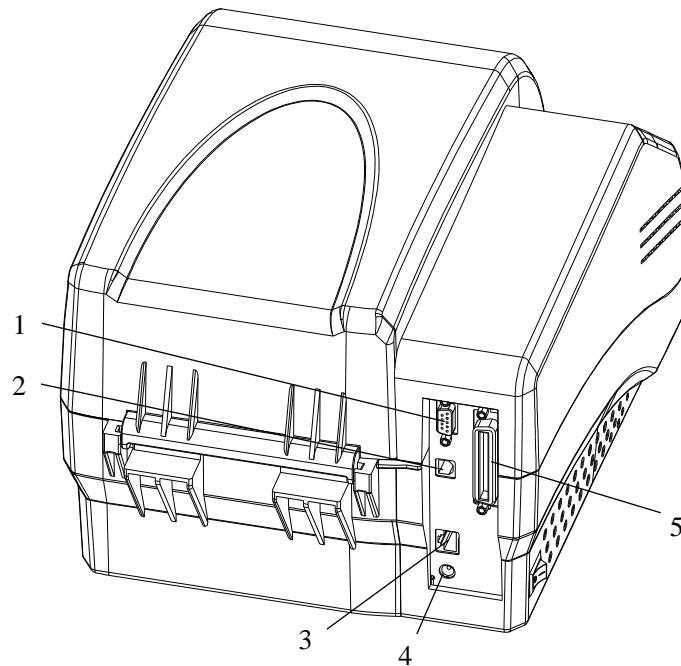


Figure 4

- | | |
|----------------------|--|
| 1. RS232 Serial Port | 4. DC IN Port |
| 2. USB Device Port | 5. Centronics Parallel Port (Optional) |
| 3. Ethernet Port | |

Connecting the Printer

Warnings:

- (1) Do not use the printer near liquids or corrosive chemicals.
 - (2) Using the wrong power adapter may cause damage to your printer. Postek assumes no liability for any damage in such cases. The power rating for the printer is 24VDC.
-
1. Make sure the printer is switched OFF.
 2. Connect the power cord to the Power Adapter.
 3. Connect the Power Adapter's DC output plug to the DC IN port on the back of the printer.
 4. Plug the power cord into a live wall outlet.

Interface Connection

The G-2108/G-3106 supports RS-232 Serial, USB Device, Ethernet and Centronics parallel connections. Centronics parallel connection requires an optional Centronics parallel Interface Card.

Note: When connecting the G-2108/G-3106 printer to a computer via the USB interface cable, make sure to utilize the same USB port used during the driver installation process, which enables the printer to retrieve needed commands or data from the PC. If the same USB port is not available or not known, then in the printer's Properties Dialogue Box, under the Ports tab, ensure the current port location is checked.

To connect:

1. Make sure the printer is powered OFF.
2. The printer will identify the communication port automatically.
3. The default values of printer port can be obtained from the self-test report. (See Chapter 2: Operation Basics/ Advanced Functions/ Self Test)
4. Cable configurations for Serial (RS-232C) interface and parallel (Centronics) is found in Appendix A of this guide.
5. Please take the following measures to reduce cable noise.
 - Restrict the length of the interface cable to less than 6' (1.83 M) if possible.
 - Keep the interface cable separate from power cords.

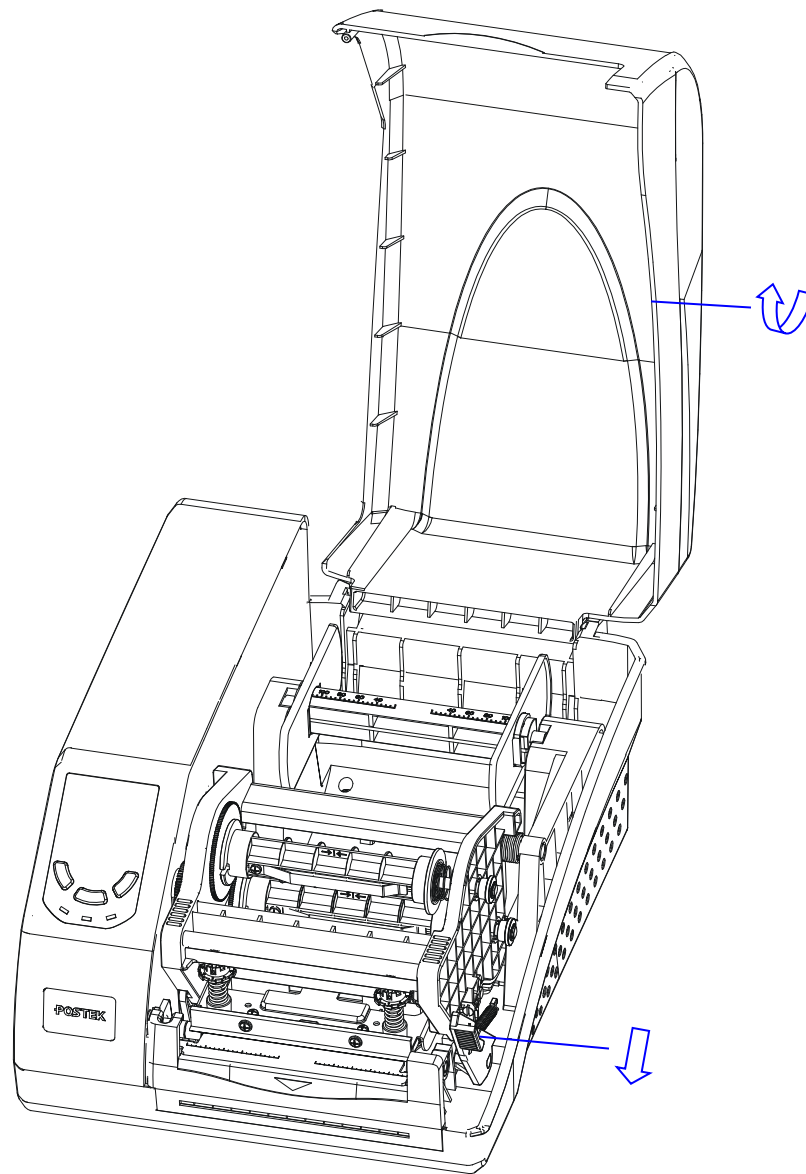
Loading the Ribbon

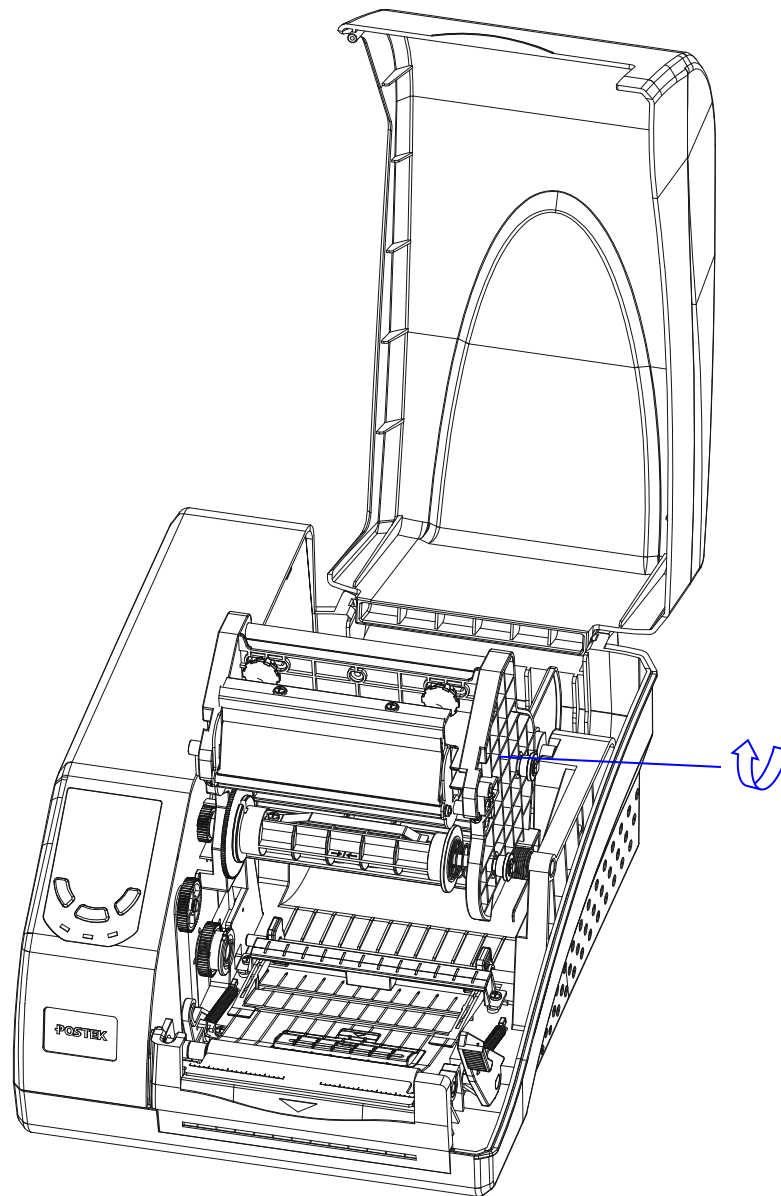
Warnings:

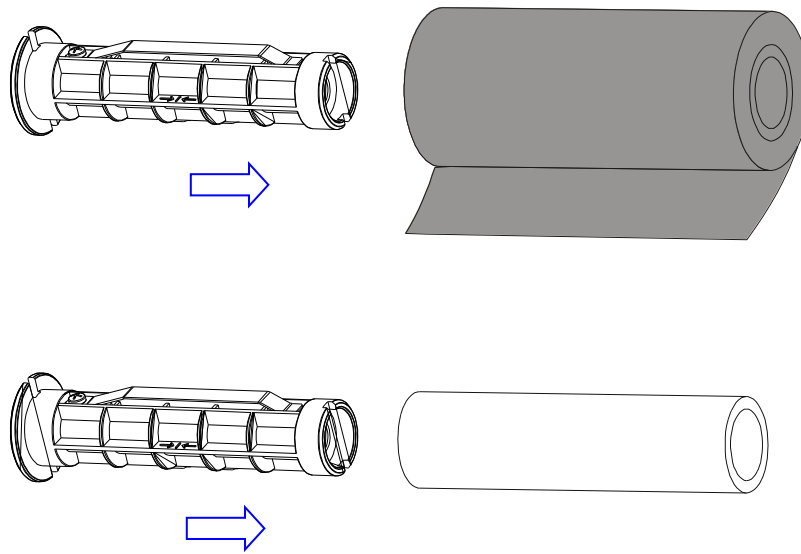
- (1) Load ribbon only when using the thermal transfer printing method. Remove any ribbon that may be loaded when using the direct thermal printing method.
- (2) When using a ribbon roll with a width less than 110 m, please place the ribbon roll in the middle of the Ribbon Spindle corresponding to the symmetry symbol (→|←).

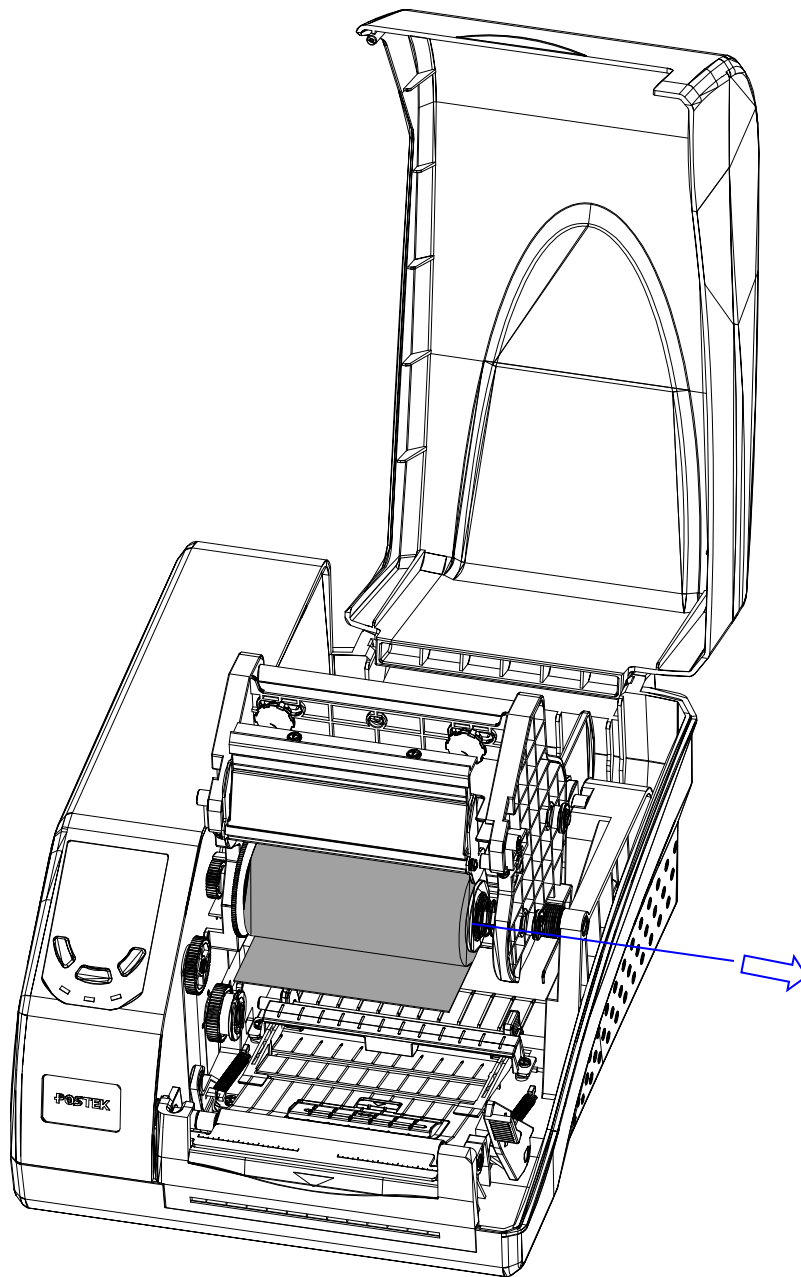
To install the ribbon:

1. Lift the top cover and push down the Printhead Release Lever to release the Printhead Module (see Figure 5-1).
2. Lift the Printhead Module to expose the ribbon supply spindle (see Figure 5-2).
3. Unwrap the ribbon pack and separate the ribbon roll and the core.
4. Slide the ribbon onto one of the Ribbon Spindles and place the core onto the other spindle (see Figure 5-3).
5. Load the Ribbon Spindle into the printer and route the ribbon through the Printhead Module (see Figure 5-4).
6. Wrap the end of the ribbon around the core (see Figure 5-5).
7. Load the core into the Ribbon take up area (see Figure 5-6).
8. Turn the guide wheel on the left side of the core to ensure the ribbon is tight and smooth.
9. Close the Printhead Module and press down until it locks into place.

**Figure 5-1**

**Figure 5-2**

**Figure 5-3**

**Figure 5-4**

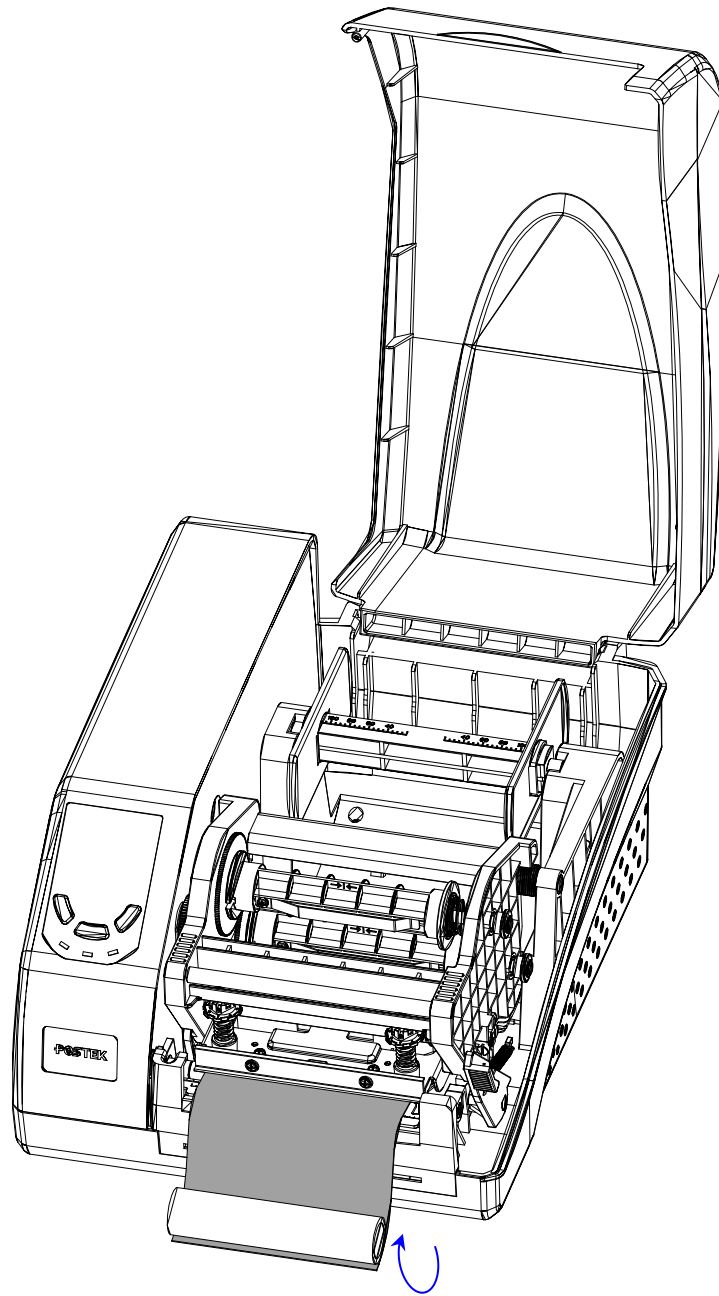


Figure 5-5

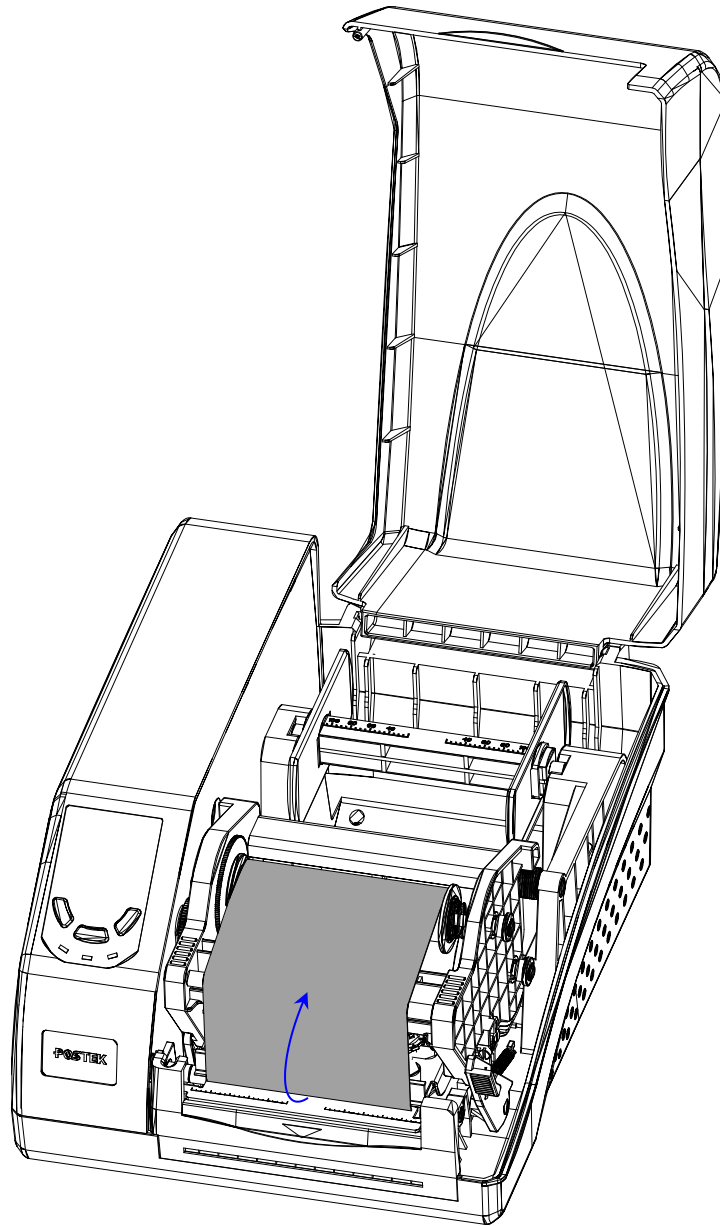


Figure 5-6

Loading the Media

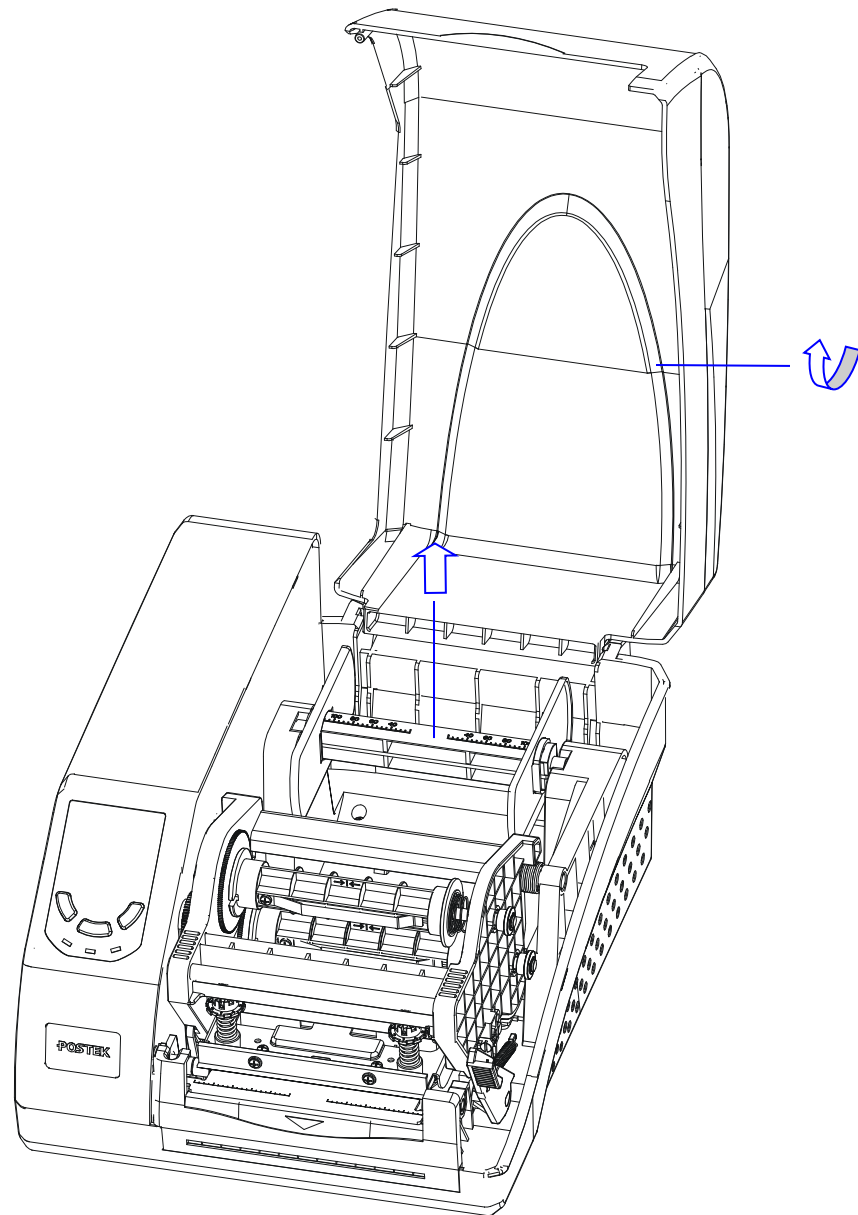
G-2108/G-3106 printers can be operated in three different modes: Standard mode, Peel-off mode, or Cutting mode.

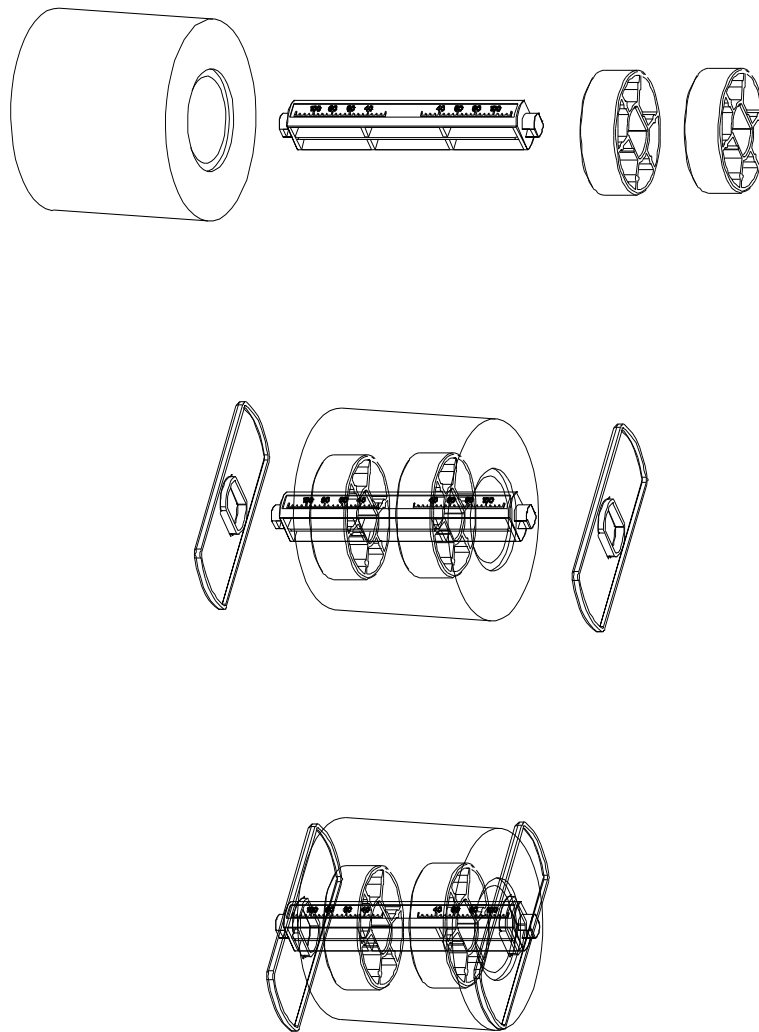
- In Standard mode, each printed label remains on the backing liner.
- In Peel-off mode, each printed label is peeled away from the backing liner automatically.
- In Cutting mode, the printer automatically cuts the label after it is printed.

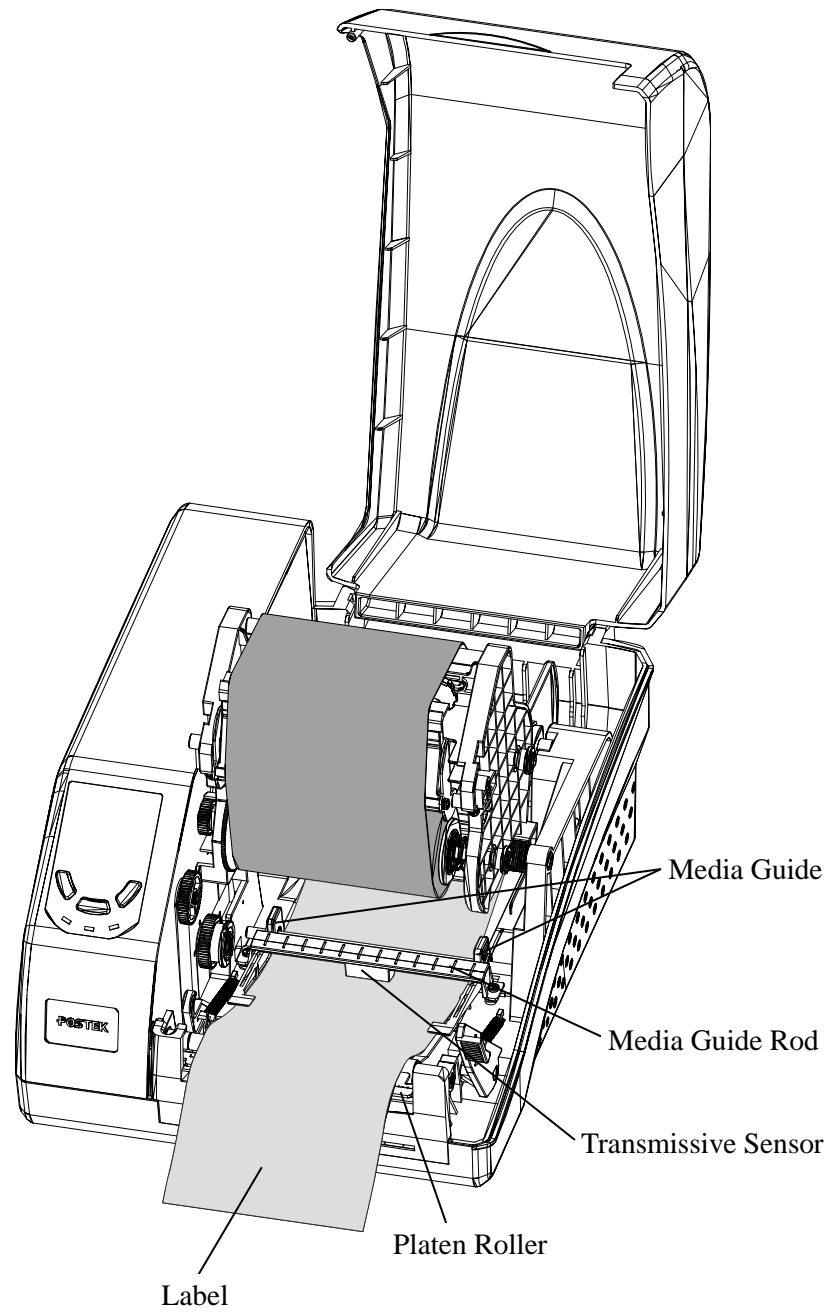
Standard Mode

To load media into the G-2108/G-3106 while using Standard Mode:

1. Lift up the top cover to expose the media compartment (see Figure 6-1).
2. Load a roll of media (labels facing up) on the Media Spindle, then slide the two Media Roll Guides, with smooth sides facing toward the media, onto the Media Spindle from each end until snug against the media. When placing a roll of media with a 3" ID core, please slide the two Core Adapters onto the Media Spindle first (see Figure 6-2).
3. Insert the entire unit into the media compartment in the printer.
4. Position the media roll in the middle of the Spindle, using the scale for guidance.
5. Release and lift the Printhead Module.
6. Route the media as shown in Figure 6-3.
7. Slide the Media Guide to the edge of the media.
8. Close the Printhead Module and press down until it locks into place (see Figure 6-4).
9. Close the cover and press the "Feed" button to feed the media and ensure proper tracking. If the printer does not correctly sense each label, it may be necessary to perform the Media Calibration procedure (found in the Operation Basics section.)

**Figure 6-1**

**Figure 6-2**

**Figure 6-3**

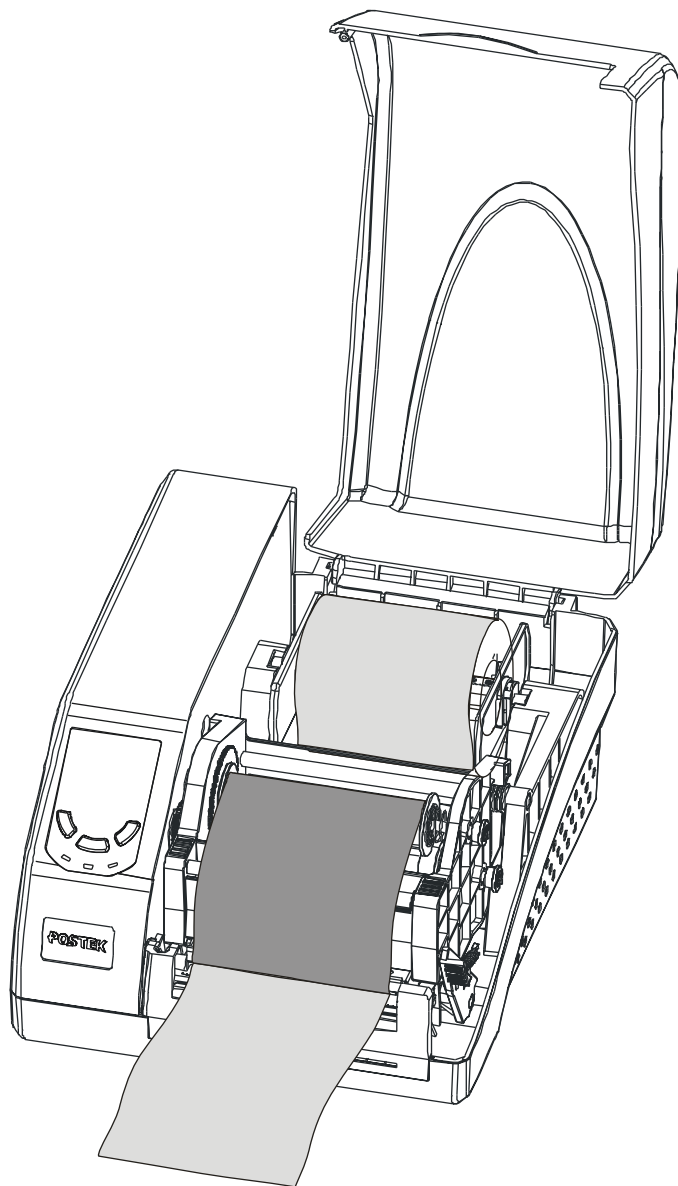


Figure 6-4

Peel-off Mode:

To load media into the G-2108/G-3106 while using Peel-off Mode, use the Standard Mode procedures.

Cutting Mode

Note: Operating the printer in Cutting mode requires the optional Cutter. See an authorized Postek Reseller for additional information for cutter module.

1. Enable the cutter function in the printer's driver (see Figure 6-5).
2. Turn on the printer and set it on ready status.
3. Reset the printer: press and hold the Cancel/Reset button for 4 seconds, the three LED indicators will blink simultaneously; release and press the Cancel/Reset button again, the three indicators stop blinking and remain lit.
4. Load media as shown in Figure 6-6. The Cutter is now ready to use.

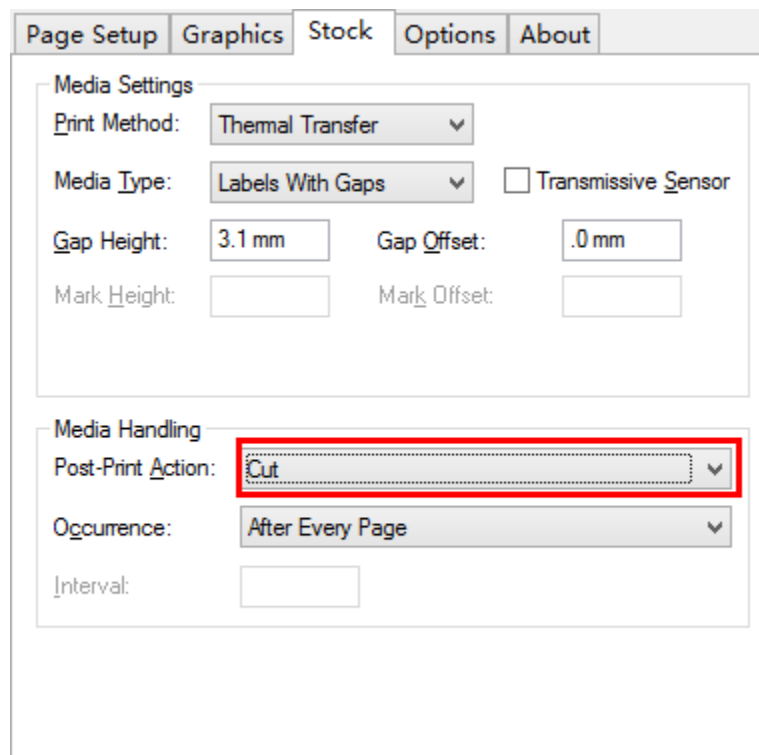
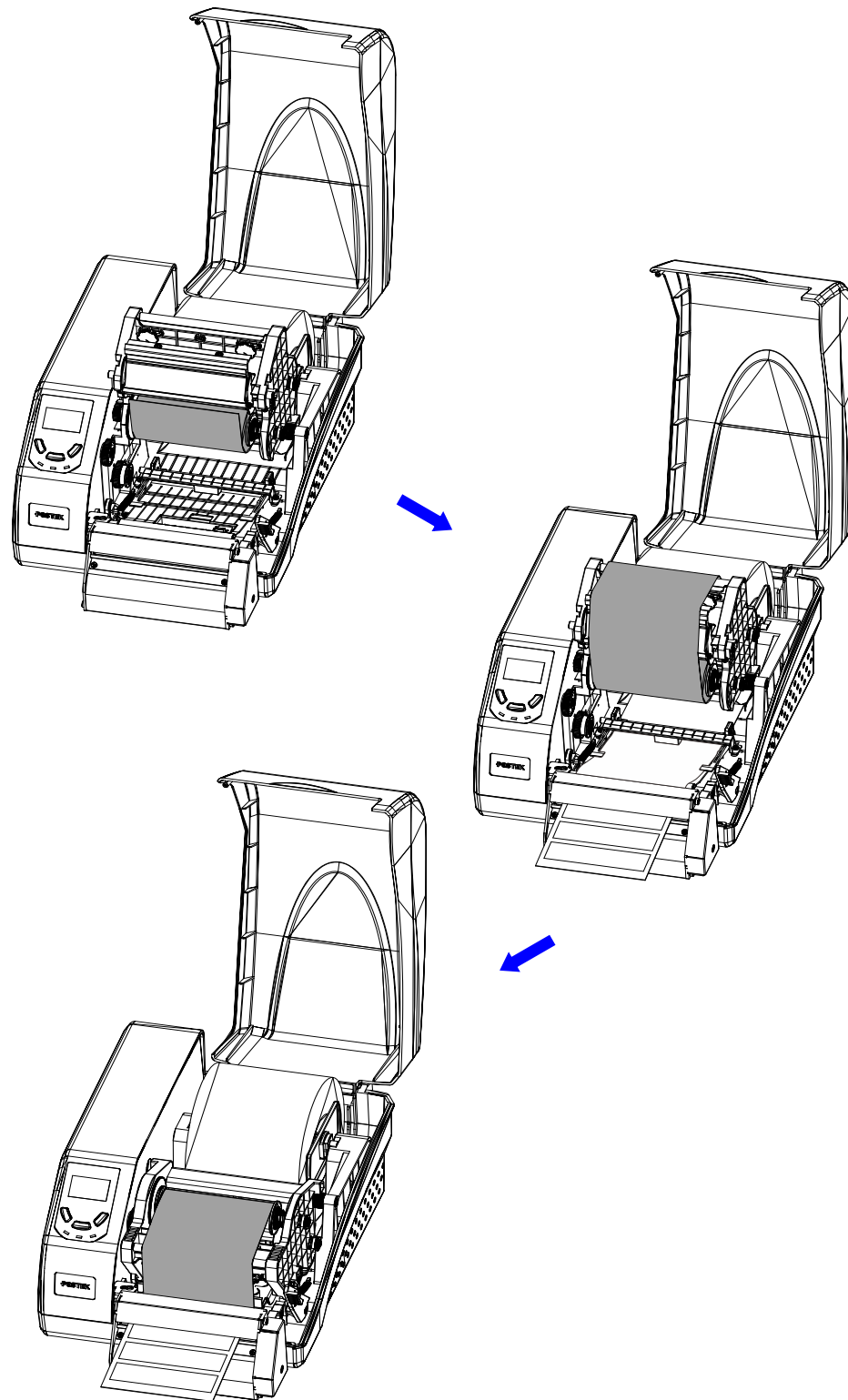


Figure 6-5

**Figure 6-6**

Adjusting the Position of Media Sensor

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

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

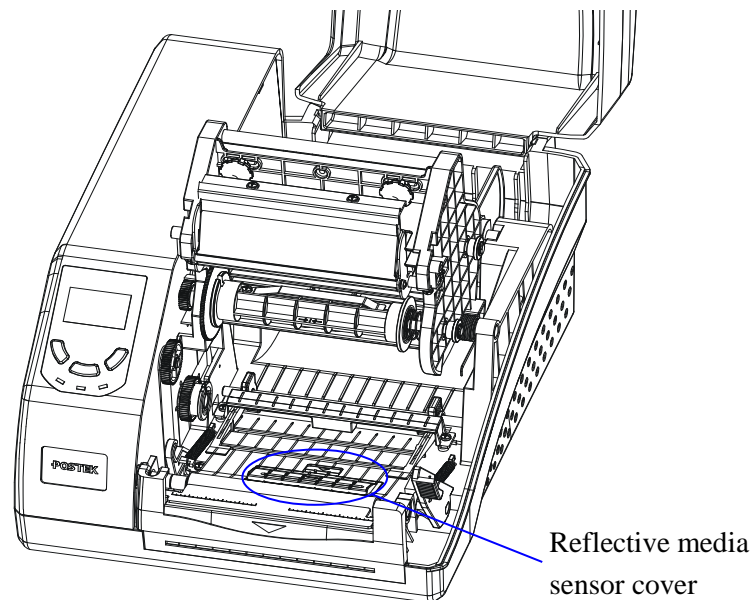


Figure 7-1

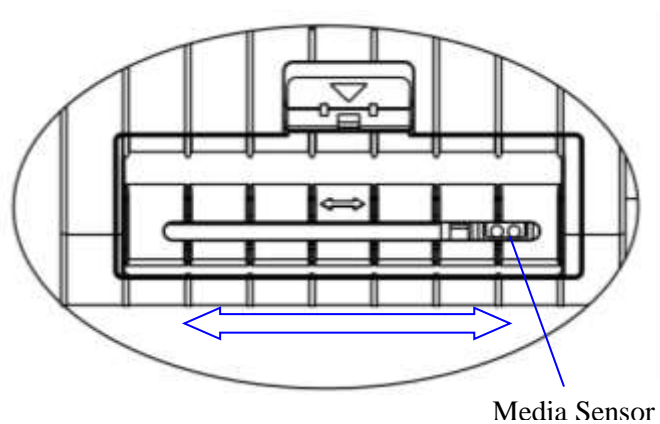
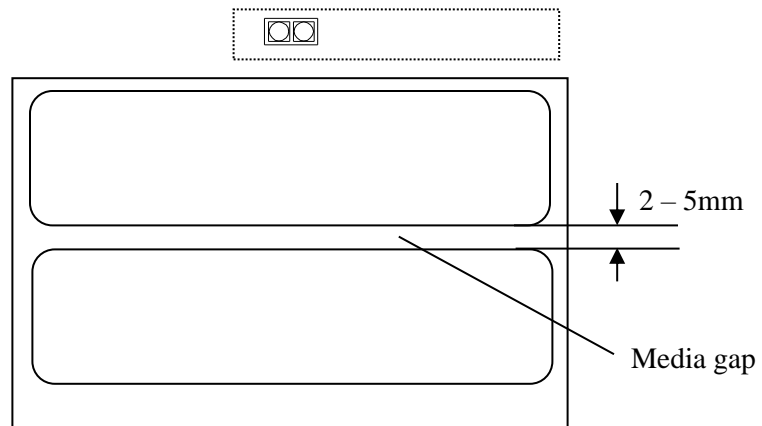
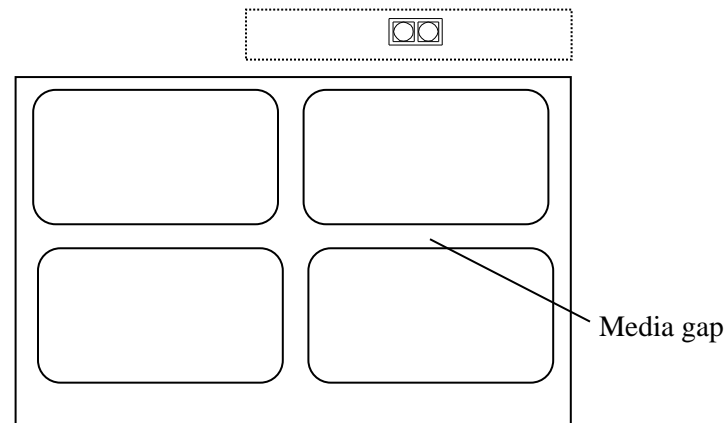
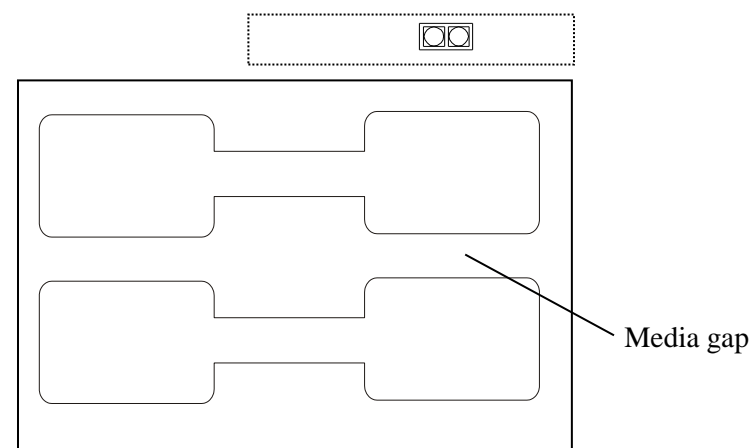


Figure 7-2

**Figure 7-3****Figure 7-4****Figure 7-5**

Chapter 3: Operations and Settings

Basic Operations

Power Switch

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

- ON
- — OFF

The Front Panel

The Front Panel of G-2108/G-3106 printer consists of:

- Three Indicator Lamps: MEDIA, READY and RIBBON
- Three multi function buttons: PAUSE/Self Test, FEED/Calibration and CANCEL/ Reset.

LED Indicator

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

- | | |
|--------|---|
| READY | <ul style="list-style-type: none">- Solid: Indicates the printer is in the normal state.- Blinking: Indicates the printer is in the 'PAUSE' state. |
| MEDIA | <ul style="list-style-type: none">- Solid: Indicates the printer is in the normal state.- Blinking simultaneously with READY: Running out of media. |
| RIBBON | <ul style="list-style-type: none">- Solid: Indicates thermal transfer printing.- Off: Direct thermal printing (no ribbon installed).- Blinking simultaneously with READY: Running out of ribbon. |

Panel Buttons

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

| Mode | Basic Functions | Advanced Functions (see Advanced Functions below) |
|------------------|--|--|
| Feed/Calibration | Feed one label | Media Sensor Calibration |
| Pause/Self Test | <ul style="list-style-type: none"> - Press once to pause current print job - Press a second time to resume printing | Self-test: The Printer performs a self-test and prints out a configuration report |
| Cancel/▶Reset | <ul style="list-style-type: none"> - Cancel current batch of labels - Forces the printer to continue working after an error has been corrected | Reset: Resets the printer to Factory Default Settings |

Advanced Functions

Media Sensor Calibration

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

1. Press and hold the Feed/Calibration button for about 4 seconds.
2. The printer will feed approximately 200mm of media.
3. The three indicators stop blinking and remain lit; the printer is back to a normal state.

Change the Mode of Media Sensor

G-2108/G-3106 printers have two modes of media sensor: Reflective sensor and Transmissive sensor. User can select the appropriate mode of media sensor to adapt different media type and reduce error of label skipping or offsetting. The default mode of media sensor is Reflective, but user can change the mode by following these steps:

1. To install the Utility 3.0 software on your computer: each G printer is packaged with powerful configuration tool called Utility 3.0. It is packed in the CD-ROM and can be downloaded from www.postek.com.cn and www.postektechnologies.com
2. Please note that Utility 3.0 can only communicate and configure printer via USB port, so it is necessary to connect the USB cable between the printer and your PC.
3. Click to open Utility 3.0, the interface of the tool will be shown as figure 8-1; then check if the connection is correct.

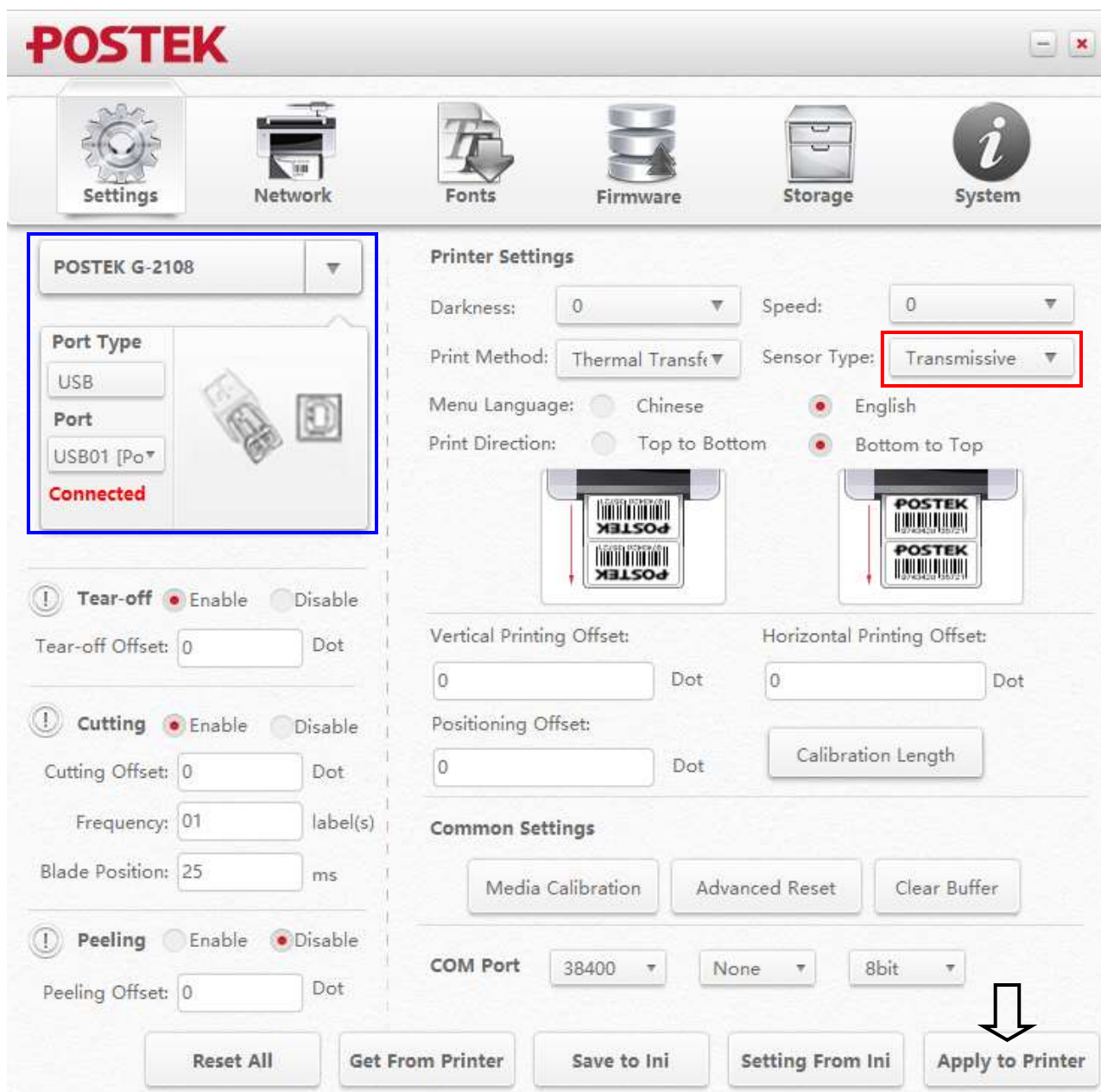
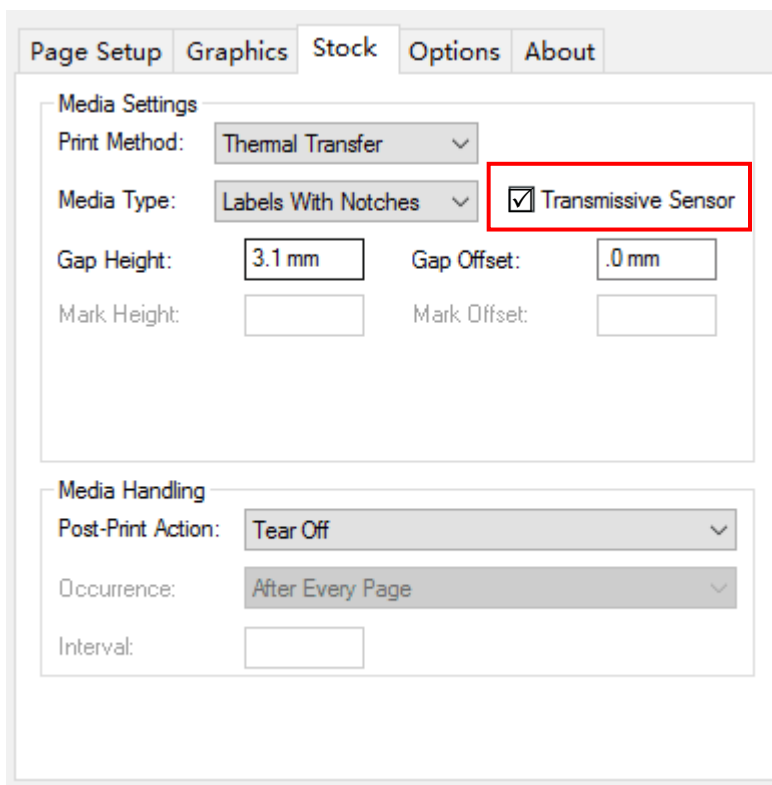


Figure 8-1

4. If the connection is correct (see the area of blue rectangle), please find the “Sensor Type” under then printer settings area, and then select “Transmissive” from the drop-list (Figure 8-1).
5. Click “Apply to Printer” button to apply the setting to printer;
6. Perform a Media Sensor Calibration that follows steps from the previous section;
7. Open the “Advanced setup” from the printer’s driver on your PC, select “Stock” tag, and then select the correct media type from the drop-list and check the box of “Transmissive Sensor”, see figure 8-2.
8. Click “Apply” to complete the setup; now your printer is using the Transmissive sensor for detecting media.



The screenshot shows the 'Options' menu of a printer. It has tabs for 'Page Setup', 'Graphics', 'Stock', 'Options', and 'About'. The 'Options' tab is selected. Under 'Media Settings', there are fields for 'Print Method' (Thermal Transfer), 'Media Type' (Labels With Notches), 'Gap Height' (3.1 mm), 'Gap Offset' (.0 mm), 'Mark Height', and 'Mark Offset'. A red box highlights the 'Transmissive Sensor' checkbox, which is checked. Below this is the 'Media Handling' section with 'Post-Print Action' (Tear Off), 'Occurrence' (After Every Page), and 'Interval'.

Figure 8-2

Self Test

1. Press and hold the Pause/Self Test button for about 4 seconds.
2. The printer will print out a configuration report and the 3 indicators will stop blinking and remain lit. The printer is back to a normal state.

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

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

Reset – Reset the Printer to the Factory Default Settings

1. Press and hold the Cancel/▶▶Reset button for 4 seconds, the three lamps will blink simultaneously (the printer will return to normal state automatically if no operations are performed within 4 seconds).
2. Release and press the Cancel/▶▶Reset button again.
3. The three indicators stop blinking and remain lit. Now restart the reset is completed.

The following parameters have automatically been reset:

- Label
- Print darkness
- Speed
- Others

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

Windows Driver and Label Software

The G-2108/G-3106 printer driver is packaged with the printer in the CD-ROM pack, and is compatible with the following operating systems:

- | | | |
|-----------------|----------------|--------------|
| • Windows 10 | • Windows 8 | • Windows 7 |
| • Windows Vista | • Windows XP | • Windows 98 |
| • Windows 2000 | • Windows 2003 | • Windows 95 |
| • Windows 2008 | • Windows NT | • Windows XP |

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

Each G-2108/G-3106 printer is also packaged with powerful barcode label editing software.

Chapter 4: Maintenance

Warnings:

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

Cleaning the Printhead

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

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

1. Clean the Printhead
2. Clean the Printhead after every (1) roll of ribbon use or every (3) rolls of label media use. To clean the Printhead:
3. Turn printer power off
4. Open the top cover of G-2108/G-3106 printer
5. Turn the handle to open.
6. Remove the ribbon (if applicable) and media
7. Use a cotton swab dipped in anhydrous isopropyl alcohol. Rub the swab along the Printhead until the swab no longer accumulates ink
8. Let the Printhead dry before using the printer again

Warnings:

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

Cleaning the Platen Roller

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

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

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

Cleaning the Printer Interior

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

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

Chapter 5: Troubleshooting

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

Error Indications

Typically, when the printer is not functioning, one or two of the three LED indicators will begin blinking. The possible situations addressed by the status of the three indicators are listed below.

READY and MEDIA LED blink simultaneously:

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

READY and RIBBON LED blink simultaneously:

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

Only READY LED blinks:

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

Miscellaneous

Vertical Blank Lines Appear

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



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

Printer Timeout Error Message

Execute following corrective actions:

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

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

Data Sent but Not Printing

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

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

Poor Printing Quality

When experiencing poor print quality, check the following:

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

Note: For models with LCD displays, the darkness and print speed settings may also be adjusted in printer's menu. These functions are sub-settings under common settings. Adjusting functions in the hardware always overrides functions set in software.

Recovery

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

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

Appendix A: Interface Specifications

The RS232 connector on the printer is a DB9F:

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

Connection with host:

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

Alternately you can just connect the 3 wires as follows:

| Host 25S | Printer 9P | Host 9S | Printer 9P |
|----------|--------------------------|---------|--------------------------|
| TX 2 | 3 RX | RX 2 | 2 TX |
| RX 3 | 2 TX | TX 3 | 3 RX |
| GND 7 | 5 GND | GND 5 | 5 GND |
| pin 4 | <input type="checkbox"/> | pin 4 | <input type="checkbox"/> |
| pin 5 | <input type="checkbox"/> | pin 6 | <input type="checkbox"/> |
| pin 6 | <input type="checkbox"/> | pin 7 | <input type="checkbox"/> |
| pin 20 | <input type="checkbox"/> | pin 8 | <input type="checkbox"/> |

- Baud rate: 9600, 19200, 38400, 57600
- Data format: always 8 data bits, 1 start bit and 1 stop bit.
- Parity: always non parity.
- Flow control: RTS/CTS (Hardware flow control).

If you are using software or drivers under the Windows environment, the flow control must be set to “hardware.”

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

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

Parallel (Centronics)

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

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

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

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

Appendix B: ASCII Table

| | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---|-----|------|----|---|---|---|---|-----|
| 0 | NUL | | | 0 | @ | P | ` | p |
| 1 | SOH | XON | ! | 1 | A | Q | a | q |
| 2 | STX | | “ | 2 | B | R | b | r |
| 3 | | XOFF | # | 3 | C | S | c | s |
| 4 | | | \$ | 4 | D | T | d | t |
| 5 | | NAK | % | 5 | E | U | e | u |
| 6 | ACK | | & | 6 | F | V | f | v |
| 7 | BEL | | ‘ | 7 | G | W | g | w |
| 8 | BS | | (| 8 | H | X | h | x |
| 9 | | |) | 9 | I | Y | i | y |
| A | LF | | * | : | J | Z | j | z |
| B | | ESC | + | ; | K | [| k | { |
| C | FF | | , | < | L | \ | l | |
| D | CR | | - | = | M |] | m | } |
| E | SO | RS | . | > | N | ^ | n | ~ |
| F | SI | US | / | ? | O | _ | o | DEL |

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

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