USER'S MANUAL

Meto**PrintEasy**

Direct thermal printing
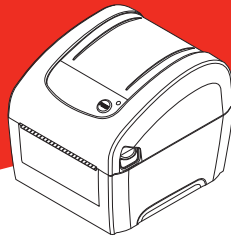
METO®

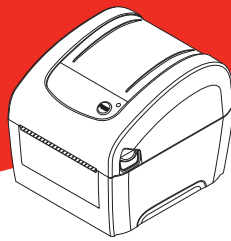**your retail label expert**

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CONTENTS

METO®

MetoPrintEasy
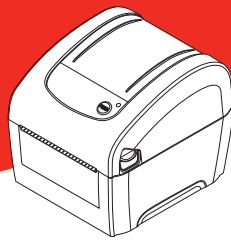
1. AGENCY COMPLIANCE AND APPROVALS

EN 55032, Class A
EN 55024
EN 60950-1; EN 61000-3-2; EN 61000-3-3
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.

Energy Star for Imaging Equipment Version 2.0

Important safety instructions:

1. Read all of these instructions and keep them for later use.

2. Follow all warnings and instructions on the product.

3. Disconnect the power plug from the AC outlet before cleaning or if fault happened.
    Do not use liquid or aerosol cleaners. Using a damp cloth is suitable for cleaning.

4. The mains socket shall be installed near the equipment and easily accessible.

5. The unit must be protected against moisture.

6. Ensure the stability when installing the device, Tipping or dropping could cause damage.

7. Make sure to follow the correct power rating and power type indicated on marking label
    provided by manufacturer.

8. Please refer to user manual for maximum operation ambient temperature.

Caution (battery for RTC function: CR2032 [3V] Lithium):

Risk of explosion if battery is replaced by an incorrect type.
Dispose of used batteries according to the instructions.

Caution:

The printhead may be hot and could cause severe burns.
Allow the printhead to cool.

Caution:

Risk of explosion if the battery is replaced improperly. Replace only with the same or a similar type recommended by the manufacturer. Disposal of used batteries according to manufacturer's instructions.

Caution:

Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

Caution:

Hazardous moving parts, keep fingers and other body parts away.
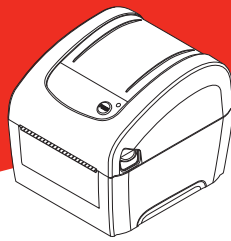
2. INTRODUCTION

2.1 Product Introduction

Congratulations on your purchase of a Meto Print printer.

Buying this printer allows you access to other top-quality Meto Print products. All Meto Print components – labels, printing ribbons and templates – are fully compatible with each other. And of course, the comprehensive Meto Print service package is at your disposal.

You will also receive a 2-year warranty on your Meto Print printer – you can find all the details, as well as information about service, at www.meto.com/metoprint.

Meto Print desktop printers are suitable for numerous applications and fields of work, for example retail, identification/labelling of products, stock-taking and inventory control, document printing, patient identification, labelling in the healthcare sector and logistics.

Meto Print printers are a popular choice thanks to their high print speeds, plenty of connection options, RTC functions, and a design that's both dependable and durable.
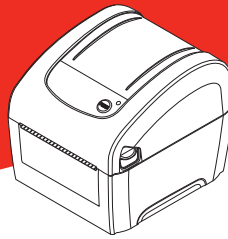
Meto Print printers use the TSPL-EZ™ printer language, which is fully compatible with printer languages including TSC and at the same time supports TPLE (Translation Printer Language Eltron®) as well as TPLZ (Translation Printer Language Zebra®).

To print labels, please refer to the instructions supplied with your label printing software.
For self-authored programs please refer to the TSPL/TSPL2 programming manual, which you can find at www.meto.com/metoprint.

Applications
- Retail
- Point of Sale (POS)
- Identification / Labelling of products
- Stock-taking & inventory control
- Document printing
- Labelling within healthcare application
- Logistics

™ TSC Auto ID Technology Co., Ltd.

2.2 Product Features

The printer offers the following standard features.

Product standard feature
Direct thermal printing
Gap transmissive sensor (Fixed, center of offset to right 4 mm from center)
Black mark reflective sensor (Fixed, center of offset to right 4 mm from center)
Head open sensor
1 operation button
1 LED with 3 colors
USB 2.0 + USB host + RS-232 + Ethernet ports
32-bit RISC high performance processor
64 MB DRAM memory
128 MB Flash memory
Eltron® EPL, Zebra® ZPL and Datamax® DPL emulation languages support
Internal 8 alpha-numeric bitmap fonts
One Monotype Imaging® CG Triumvirate Bold Condensed scalable font
Built-in Monotype True Type Font engine
Fonts and bar codes can be printed in any one of the four directions (0, 90,180, 270 degree)
Downloadable fonts from PC to printer memory
Downloadable firmware upgrades
Bar code, graphics/image printing

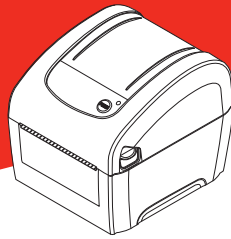| Supported bar code		Supported image
1D bar code	**2D bar code**	BITMAP, BMP, PCX (Max. 256 colors graphics)
Code128 subsets A.B.C, Code128UCC, EAN128, Interleave 2 of 5, Code 39, Code 93, EAN-13, EAN-8, Codabar, POSTNET, UPC-A, UPC-E, EAN and UPC 2(5) digits, MSI, PLESSEY, China Post, ITF14, EAN14, Code 11, TELPEN, PLANET, Code 49, Deutsche Post Ident-code, Deutsche Post Leitcode, LOGMARS	CODABLOCK F mode, DataMa-trix, Maxicode, PDF-417, Aztec, MicroPDF417, QR code, RSS Bar-code (GS1 Databar)	
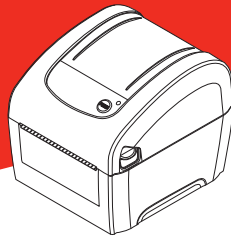
Code page

- Codepage 437 (English - US)
- Codepage 737 (Greek)
- Codepage 850 (Latin-1)
- Codepage 852 (Latin-2)
- Codepage 855 (Cyrillic)
- Codepage 857 (Turkish)
- Codepage 860 (Portuguese)
- Codepage 861 (Icelandic)
- Codepage 862 (Hebrew)
- Codepage 863 (French Canadian)
- Codepage 864 (Arabic)
- Codepage 865 (Nordic)
- Codepage 866 (Russian)
- Codepage 869 (Greek 2)
- Codepage 950 (Traditional Chinese)
- Codepage 936 (Simplified Chinese)
- Codepage 932 (Japanese)
- Codepage 949 (Korean)
- Codepage 1250 (Latin-2)
- Codepage 1251 (Cyrillic)
- Codepage 1252 (Latin-1)
- Codepage 1253 (Greek)
- Codepage 1254 (Turkish)
- Codepage 1255 (Hebrew)
- Codepage 1256 (Arabic)
- Codepage 1257 (Baltic)
- Codepage 1258 (Vietnam)
- ISO-8859-1: Latin-1 (Western European)
- ISO-8859-2: Latin-2 (Central European)
- ISO-8859-3: Latin-3 (South European)
- ISO-8859-4: Latin-4 (North European)
- ISO-8859-5: Cyrillic
- ISO-8859-6: Arabic
- ISO-8859-7: Greek
- ISO-8859-8: Hebrew
- ISO-8859-9: Turkish
- ISO-8859-10: Nordic
- ISO-8859-15: Latin-9
- UTF-8

2.3 General Specifications

| General Specifications	
Physical dimensions	172 mm (W) x 165 mm (H) x 195 mm (D)
Mechanism	Plastic with double-walled clamshell design
Weight	1.5 kg
Power	External universal switching power supply Input: AC 100-240V, 50-60Hz Output: DC 24V, 2.5A, 60W
Environmental condition	Operation: 5 ~ 40 ˚C, 25~85 % non-condensing **Note: Peeler mode : 40 ˚C/45 %** Storage: -40 ~ 60 ˚C, 10~90 % non-condensing
Environmental concern	Comply with RoHS, WEEE

2.4 Print Specifications

Print Specifications	
Print head resolution (dots per inch/mm)	203 dots/inch (8 dots/mm)
Printing method	Direct thermal
Dot size (width x length)	0.125 x 0.125 mm (1 mm = 8 dots)
Max. print speed (inches per second)	152.4 mm (6")
Max. print width	108 mm (4.25")
Max. print length	25,400 mm (1000")
Printout bias	Vertical: max. 1 mm, horizontal: max. 1 mm

2.5 Media Specifications

| Media Specifications	
Media roll capacity	127 mm (5") OD
Media core diameter	1" (1.5") ID core Note: 1.5" adapter (option)
Media type	Continuous, die-cut, black mark, External fan-fold, receipt
Media wound type	Outside wound
Media width	19 mm ~ 114 mm (0.7"~ 4.5")
Media thickness	0.055 mm ~ 0.19 mm (2.16 ~ 7.48 mil)
Label length	10 ~ 25,400 mm (0.39" ~ 1000")
Gap height	Min. 2 mm
Black mark height	Min. 2 mm
Black mark width	Min. 16 mm
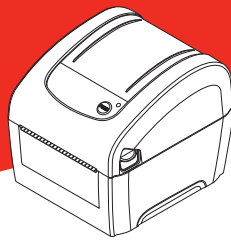
3. OPERATIONS OVERVIEW

3.1 Unpacking and Inspection

This printer has been specially packaged to withstand damage during shipping. Please carefully inspect the packaging and printer upon receiving the bar code printer. Please retain the packaging materials in case you need to reship the printer.

Unpacking the printer, the following items are included in the carton. If any parts are missing, please contact the Customer Service Department of your purchased reseller or distributor.
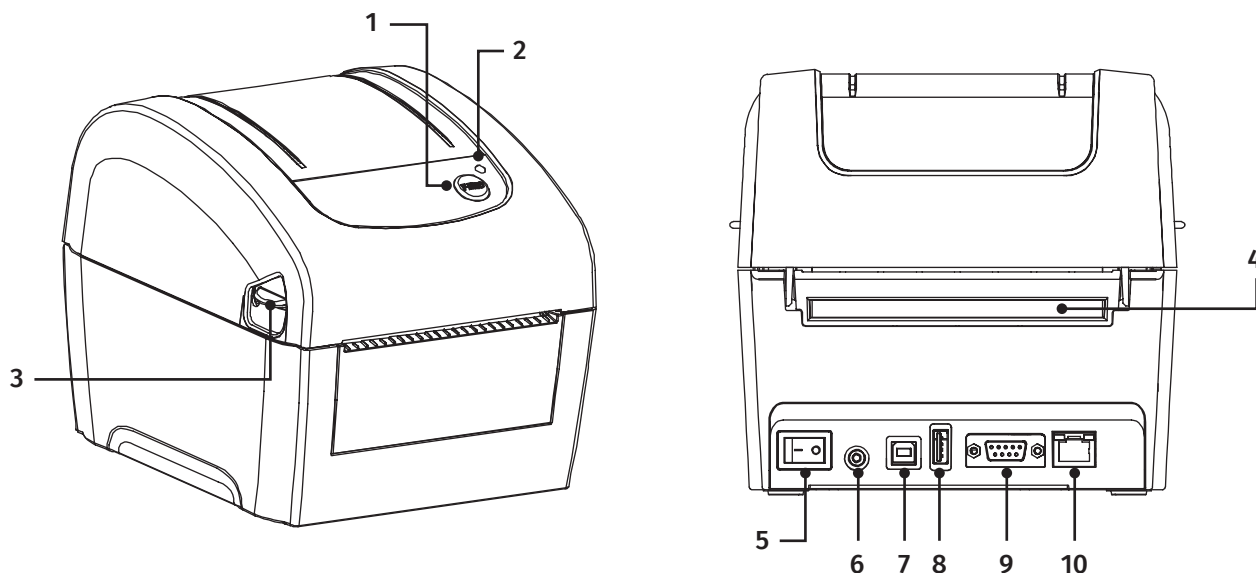
- Printer unit
- Windows labeling software / Windows driver CD disk
- Quick installation guide
- USB port cable
- Power cord
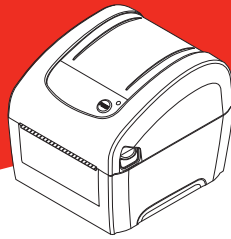- Power supply
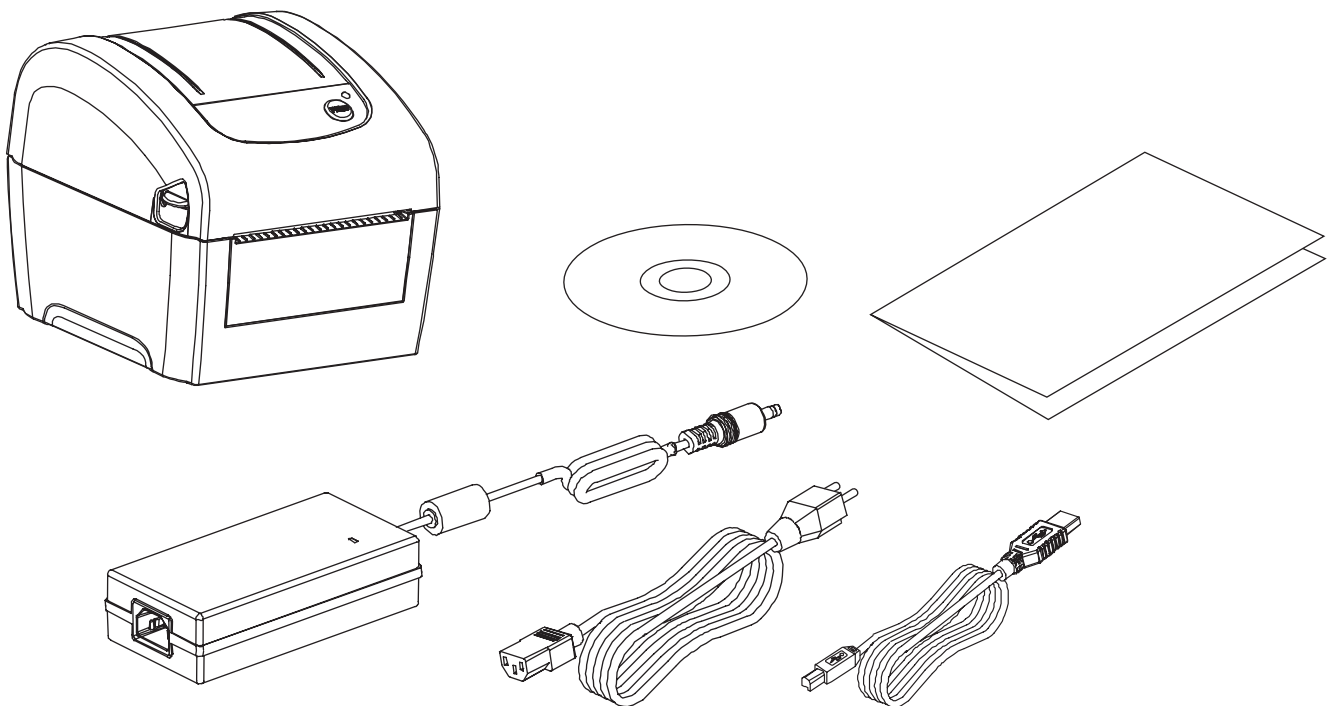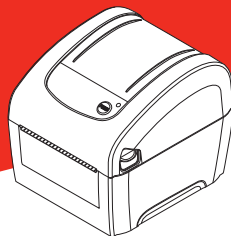
3.2 Printer Overview

3.2.1 Front & rear

3.2.2 Interior View

1. Feed/Pause button
2. LED indicators
3. Top cover open lever
4. External label entrance chute
5. Power switch
6. Power jack socket
7. USB interface
8. USB host
9. RS-232C interface
10. Ethernet interface
11. Print head
12. Gap sensor (transmitter)
13. Media viewer
14. Media holder
15. Platen roller
16. Black mark sensor/
    Gap sensor (receiver)
17. Media holder lock switch
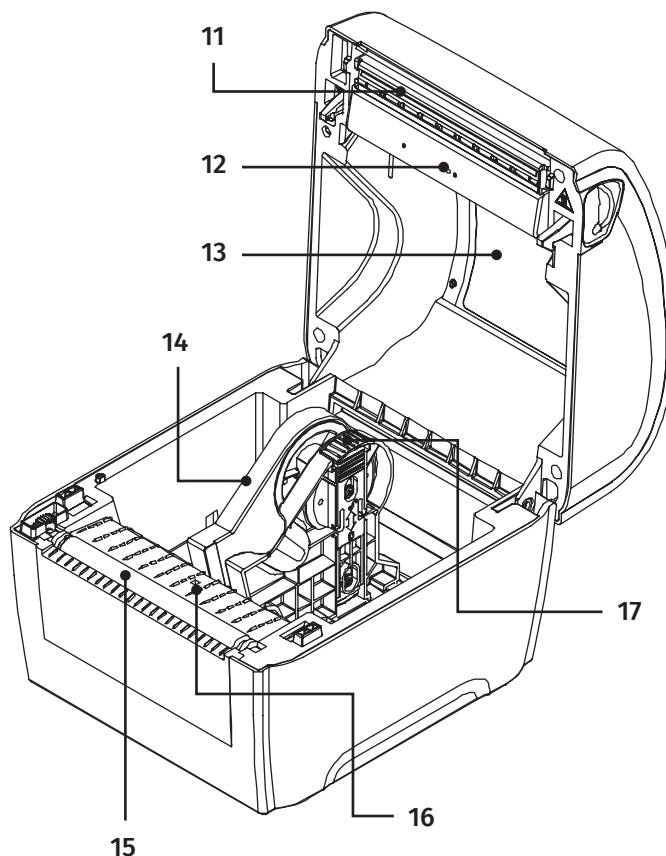
3.3 LED and Button Function

This printer has one button and one three-color LED indicator. By indicating the LED with different color and pressing the button, printer can feed labels, pause the printing job, select and calibrate the media sensor, print printer self-test report, reset printer to defaults (initialization). Please refer to the button operation below and "Power-on Utilities" section for different functions.

3.3.1 LED Indication

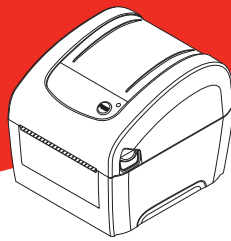| LED Color	Description
Green/Solid	This illuminates that the power is on and the device is ready to use.
Green/Flash	This illuminates that the system is downloading data from PC to memory or the printer is paused.
Amber	This illuminates that the system is clearing data from printer.
Red/Solid	This illuminates printer head open, cutter error.
Red/Flash	This illuminates a printing error, such as head open, paper empty, paper jam, or memory error etc.

3.3.2 Regular Button Function

1. Feed labels
When printer is ready, use the feed/pause button to feed next label to printing position.

2. Pause the printing job
While the printer is running, use the feed/pause button to stop the current print job. The LED flashes green while the printer is stopped. Press the button again to resume the print job.

4. SETUP

4.1 Setting up the Printer

1 Place the printer on a flat, secure surface.

2 Make sure the power switch is off.

3 Connect the printer to the computer with the provided USB cable.

4 Plug the power cord into the AC power cord socket at the rear of the printer, and then plug the power cord into a properly grounded power outlet.
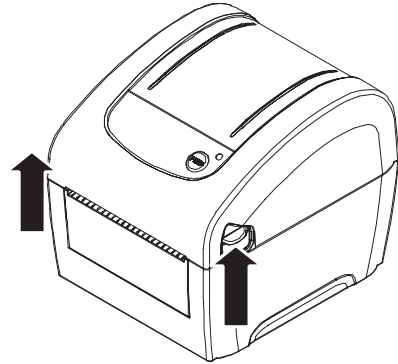

Power switch

USB interface

Plug

Power supply
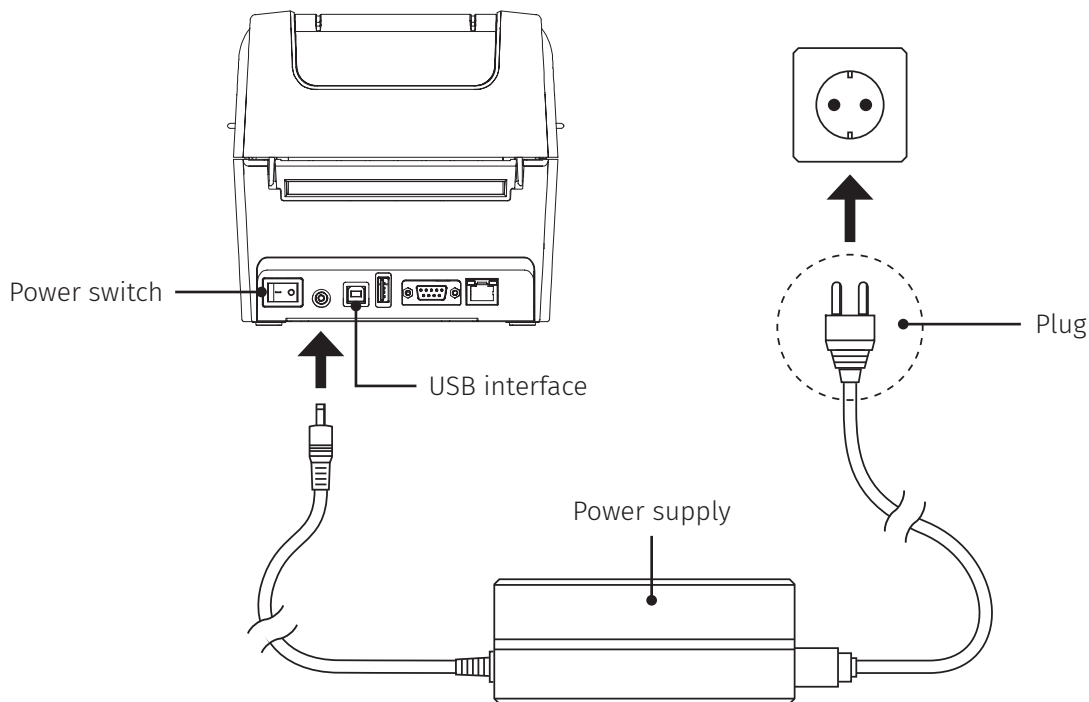
Note:
Please switch OFF (O) printer power switch prior to plug in the power cord to printer power jack.
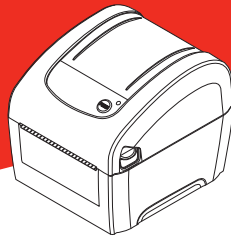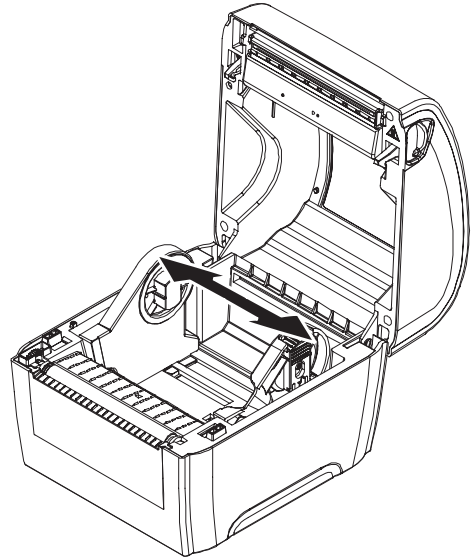
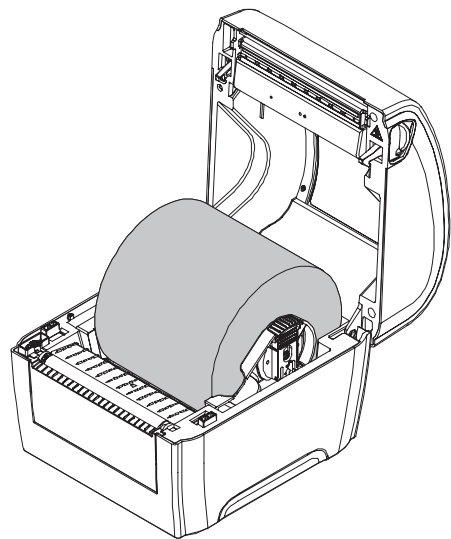## 4.2 Loading the Media

4.2.1 Loading the Roll Labels

1 Open the printer top cover by pressing up the top cover open tabs located on each side of the printer.
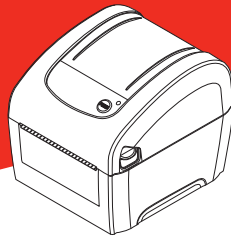
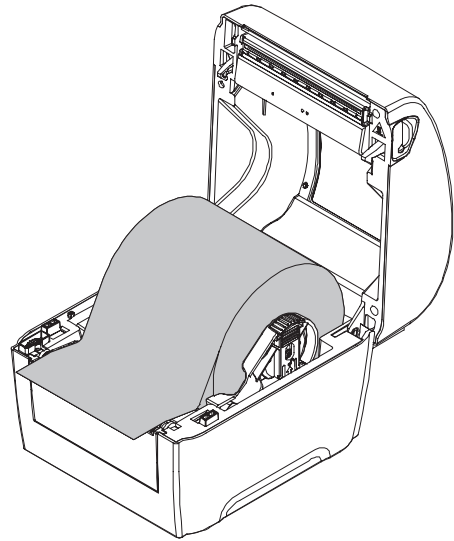**2** Separate the media holders to the label roll width.

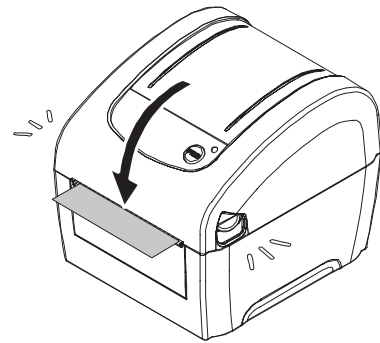**3** Place the roll between the holders and close them onto the core.

4   Place the label leading edge onto the platen roller (printing side face up).

5   Close the top cover gently and make sure the cover latches securely.

6   Use "Diagnostic Tool" to set the media sensor type and calibrate the selected sensor. (Start the "Diagnostic tool" → Select the "Printer Configuration" tab → Click the "Calibrate Sensor" button)

Note: Please calibrate the gap/black mark sensor when changing media.

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4.2.2 Loading External Media

1 Open the printer top cover by pressing up the top cover open tabs located on each side of the printer.

2 Separate the media holders to the label width.

3 Press down the media holder lock switch to fix the media holder.

METO®

4 Feed the media through the rear external label entrance chute (printing side face up). Place the label leading edge onto the platen roller.
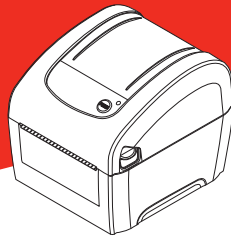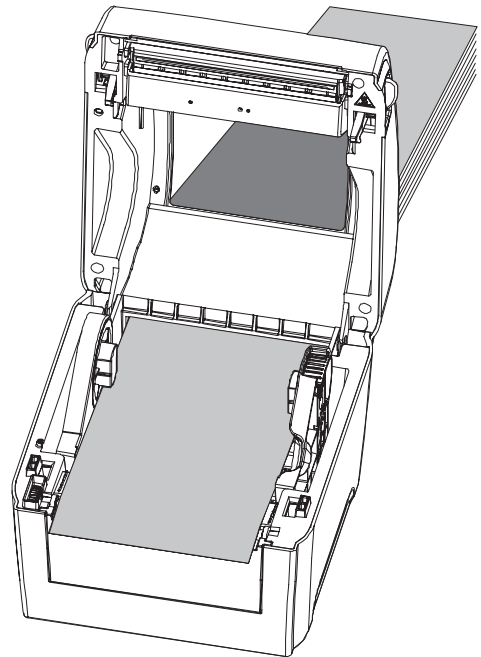
5 Close the top cover gently and make sure the cover latches securely.

6 Use "Diagnostic Tool" to set the media sensor type and calibrate the selected sensor. (Start the "Diagnostic tool" → Select the "Printer Configuration" tab → Click the "Calibrate Sensor" button)
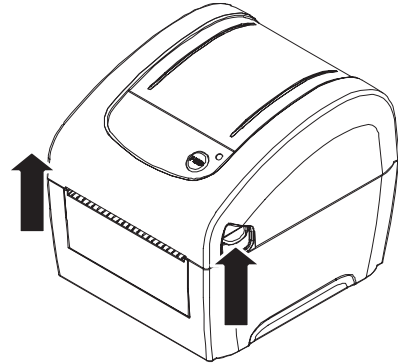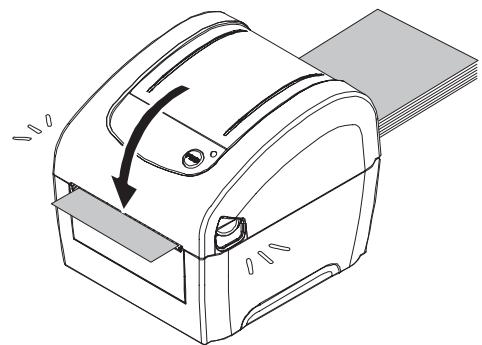
Note: Please calibrate the gap/black mark sensor when changing media.
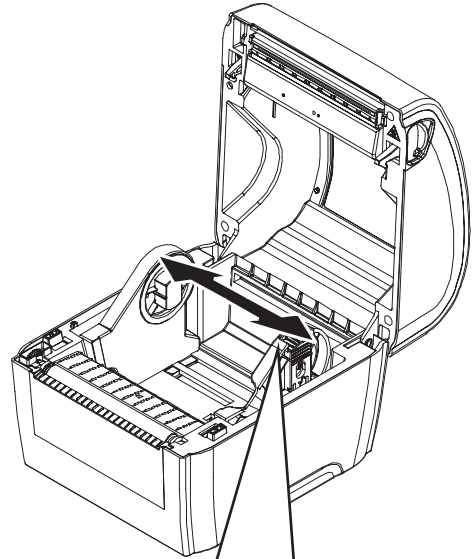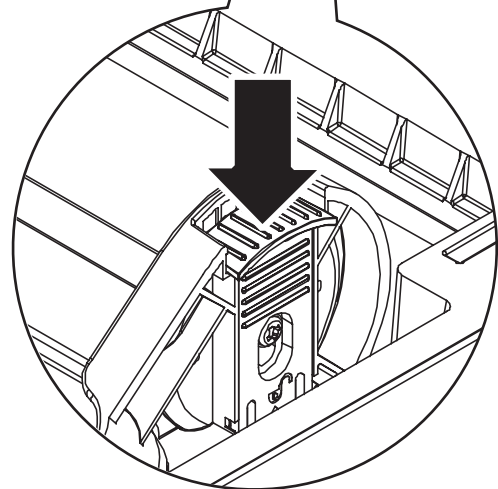
4.3 Install the Adapter for 1.5" Paper Core
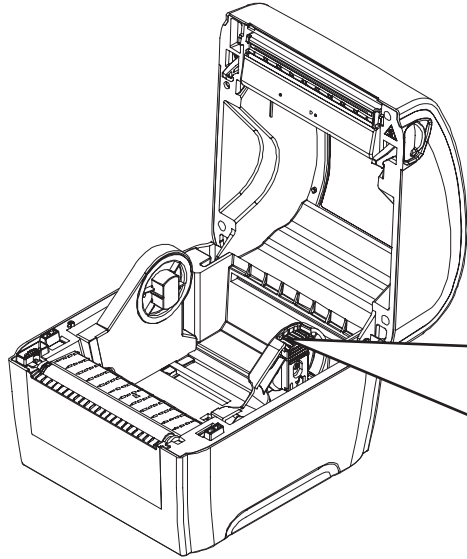
1 Please refer to section 4.2.2 to fix the media holders for installing the 1.5" adapters.
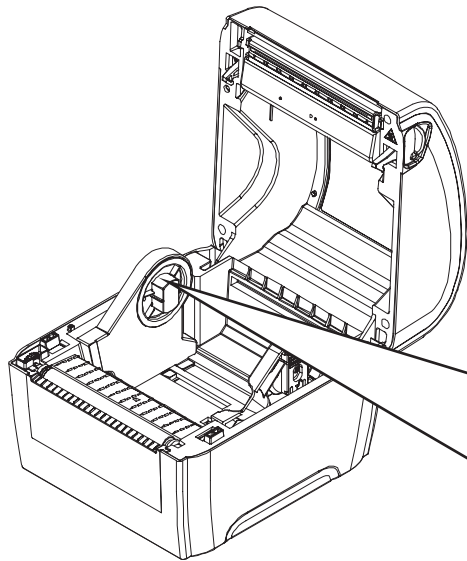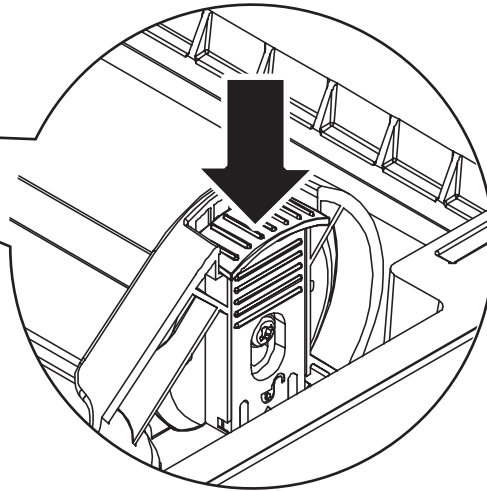
2 Press 1.5" adapters into both media holders for using 1.5" core media roll.
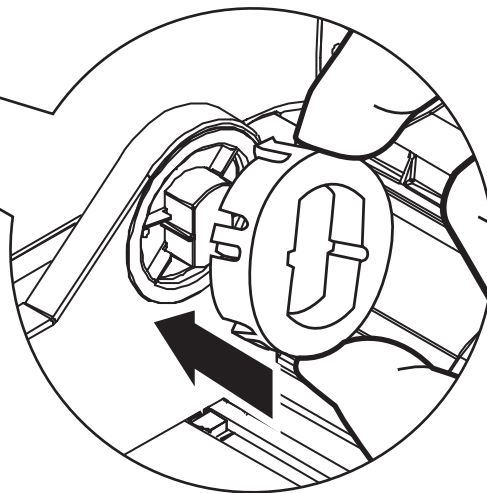
5. POWER-ON UTILITIES

There are six power-on utilities to set up and test printer hardware. These utilities are activated by pressing FEED button then turning on the printer power simultaneously and release the button at different color of LED.

Please follow the steps below for different power-on utilities:

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED indicates with different color for different functions.

| Power on utilities	The LED color will be changed as following pattern:						
LED color / **Functions**	🟡 Amber	🔴 Red (5 blinks)	🟡 Amber (5 blinks)	🟢 Green (5 blinks)	🟢🟡 Green/Amber (5 blinks)	🔴🟡 Red/Amber (5 blinks)	🟢 Green solid
1. Gap/black mark sensor calibration		Release					
2. Gap/black mark sensor calibration, Self-test and enter dump mode			Release				
3. Printer initialization				Release			
4. Set black mark sensor as media sensor and calibrate the black mark sensor					Release		
5. Set gap sensor as media sensor and calibrate the gap sensor						Release	
6. Skip AUTO.BAS							Release

5.1 Gap/Black Mark Sensor Calibration

Gap/black mark sensor sensitivity should be calibrated at the following conditions:

1. A brand new printer.
2. Change label stock.
3. Printer initialization.

Please follow the steps below to calibrate the gap/black mark sensor.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED becomes **red** and blinking. (Any red will do during the 5 blinks).
   - It will calibrate the gap/black mark sensor sensitivity.
   - The LED color will be changed as following order: Amber → **red (5 blinks)** → amber (5 blinks) → green (5 blinks) → green/amber (5 blinks) → red/amber (5 blinks) → solid green

1 **5** **5** **5** **5** **5** **S**

Release button

Note:
- **Sensor calibration can be done by Diagnostic Tool or by power on utility. Please refer to "Diagnostic Tool" section for more information.**
- **Please select gap or black mark sensor type prior to calibrate the sensor.**

5.2 Gap/Black Mark Calibration, Self-test and Dump Mode

While calibrate the gap/black mark sensor, printer will measure the label length, print the internal configuration (self-test) on label and then enter the dump mode. To calibrate gap or black mark sensor, depends on the sensor setting in the last print job.

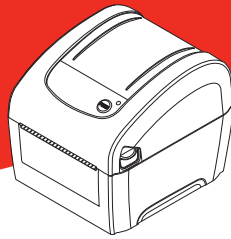**Please follow the steps below to calibrate the sensor.**

1. Turn off the power switch.

2. Hold on the button then turn on the power switch.

3. Release the button when LED becomes **amber** and blinking. (Any amber will do during the 5 blinks).

   • The LED color will be changed as following order: Amber → red (5 blinks) → **amber (5 blinks)** → green (5 blinks) → green/amber (5 blinks) → red/amber (5 blinks) → solid green

Release button

4. It calibrates the sensor and measures the label length and prints internal settings then enter the dump mode.

Note:

• **Sensor calibration can be done by Diagnostic Tool or by power on utility. Please refer to "Diagnostic Tool" section for more information.**

• **Please select gap or black mark sensor type prior to calibrate the sensor.**
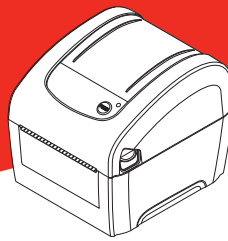
5.2.1 Self-test

Printer will print the printer configuration after media sensor calibration. Self-test printout can be used to check if there is any dot damage on the heater element, printer configurations and available memory space.

Self-test printout

```
--------------------------------
        SYSTEM INFORMATION
--------------------------------
      MODEL:  XXXXXX                     Model name
   FIRMWARE:  X.XX                       F/W version
   CHECKSUM:  XXXXXXXX                   Firmware checksum
        S/N:  XXXXXXXXXXX                Printer S/N
        TCF:  NO                         Configuration file
       DATE:  1970/01/01                 System date
       TIME:  00:04:18                   System time
  NON-RESET:  110      m (TPH)           Printed mileage (meter)
      RESET:  110      m (TPH)
  NON-RESET:  0          (CUT)           Cutting counter
      RESET:  0          (CUT)
--------------------------------
```
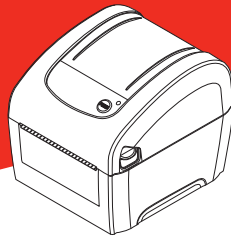
System information

Model name
F/W version
Firmware checksum
Printer S/N
Configuration file
System date
System time

Printed mileage (meter)

Cutting counter

```
--------------------------------
        PRINTING SETTING
--------------------------------
      SPEED:  5 IPS                      Print speed (inch/sec)
    DENSITY:  8.0                        Print darkness
      WIDTH:  4.00 INCH                  Label size (inch)
     HEIGHT:  4.00 INCH
        GAP:  0.00 INCH                  Gap distance (inch)
  INTENSION:  5                          Gap/black mark sensor intension
   CODEPAGE:  850                        Code page
    COUNTRY:  001                        Country code
--------------------------------
```

Printer setting

Print speed (inch/sec)
Print darkness

Label size (inch)

Gap distance (inch)
Gap/black mark sensor intension
Code page
Country code

```
--------------------------------
          Z SETTING
--------------------------------
   DARKNESS:  16.0                       Print darkness
      SPEED:  4 IPS                      Print speed (inch/sec)
      WIDTH:  4.00 INCH                  Label size
      TILDE:  7EH  (~)                   Control prefix

      CARET:  5EH  (^)                   Format prefix
  DELIMITER:  2CH  (,)                   Delimiter prefix
   POWER UP:  NO MOTION                  Printer power up motion
 HEAD CLOSE:  NO MOTION                  Printer head close motion
--------------------------------
```

ZPL setting information

Print darkness
Print speed (inch/sec)
Label size
Control prefix

Format prefix
Delimiter prefix
Printer power up motion
Printer head close motion

Note: ZPL is emulating for Zebra® language.

```
--------------------------------
          RS232 SETTING
--------------------------------
        BAUD: 9600
      PARITY: NONE
    DATA BIT: 8
    STOP BIT: 1
--------------------------------
```

RS232 setting

RS232 serial port configuration

```
--------------------------------
      DRAM FILE (0 FILES)
--------------------------------
     PHYSICAL    XXXX KBYTES
     AVAILABLE   XXXX KBYTES
--------------------------------

--------------------------------
      FLASH FILE (0 FILES)
--------------------------------
     PHYSICAL    XXXX KBYTES
     AVAILABLE   XXXX KBYTES
--------------------------------
```

Numbers of download files
Total & available memory space
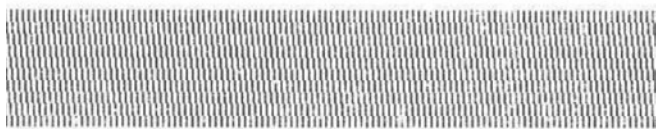
Print head check pattern

5.2.2 Dump mode

Printer will enter dump mode after printing printer configuration. In the dump mode, all characters will be printed in 2 columns as following. The left side characters are received from your system and right side data are the corresponding hexadecimal value of the characters. It allows users or engineers to verify and debug the program.

ASCII Data →

← Hex decimal data related to left column of ASCII data

Note:

- **Dump mode requires 4" wide paper width.**
- **Turn off/on the power or press FEED button to resume printer for normal printing. (Ready mode)**

5.3 Printer Initialization

Printer initialization is used to clear DRAM and restore printer settings to defaults.

Printer initialization is activated by the following procedures:

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns **green** after 5 amber blinks. (Any green will do during the 5 blinks).
   - The LED color will be changed as following: Amber → red (5 blinks) → amber (5 blinks)
     → **green (5 blinks)** → green/amber (5 blinks) → red/amber (5 blinks) → solid green
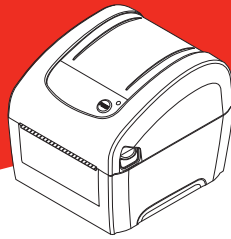

Release button

Printer configuration will be restored to defaults as below after initialization.

Parameter	Default setting
Speed	127 mm/sec (5 ips) (203 DPI)
Density	8
Media Width	4" (101.5 mm)
Media Height	4" (101.5 mm)
Sensor Type	Gap sensor
Print Direction	0
Reference Point	0,0 (upper left corner)
Gap Offset	0
Post-Print Action	Tear mode
Serial Port Settings	9600 bps, none parity, 8 data bits, 1 stop bit
Code Page	850
Country Code	001
Clear Flash Memory	No

Note:
When printer initialization has done, please calibrate the gap or black mark sensor before printing.

5.4 Set Black Mark Sensor as Media Sensor and Calibrate the Black Mark Sensor

Please follow the steps as below:

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns **green/amber** after 5 green blinks.
   (Any green/amber will do during the 5 blinks).
   - The LED color will be changed as following: Amber → red (5 blinks) → amber (5 blinks) → green (5 blinks) → **green/amber (5 blinks)** → red/amber (5 blinks) → solid green
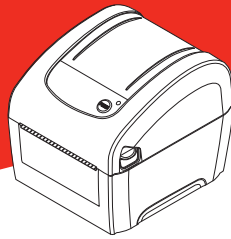
1   5   5   5   5   5   S

Release button

5.5 Set Gap Sensor as Media Sensor and Calibrate the Gap Sensor

Please follow the steps as below:

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns **red/amber** after 5 green/amber blinks.
   (Any red/amber will do during the 5 blinks).
   - The LED color will be changed as following: Amber → red (5 blinks) → amber (5 blinks) → green (5 blinks) → green/amber (5 blinks) → **red/amber (5 blinks)** → solid green

1   5   5   5   5   5   S

Release button

5.6 Skip AUTO.BAS

TSPL2 programming language allows user to download an auto execution file to flash memory. Printer will run the AUTO.BAS program immediately when turning on printer power. The AUTO.BAS program can be interrupted without running the program by the power-on utility.

Please follow the procedures below to skip an AUTO.BAS program:

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns **solid green** after 5 red/amber blinks.
   - The LED color will be changed as following: Amber → red (5 blinks) → amber (5 blinks) → green (5 blinks) → green/amber (5 blinks) → red/amber (5 blinks) → **solid green**

Release button

4. Printer will be interrupted to run the AUTO.BAS program.
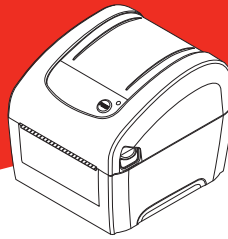
6. DIAGNOSTIC TOOL

The Diagnostic Utility is an integrated tool to explore the printer settings/status, change the printer settings, download graphics, fonts and firmware, create a printer bitmap font and send additional commands to the printer. With this tool, you can review the printer status and settings.

6.1 Start the Diagnostic Tool

1. Double click on the Diagnostic tool icon to start the software.   DiagTool.exe
2. There are four features (Printer Configuration, File Manager, Bitmap Font Manager, Command Tool) included in the Diagnostic utility.
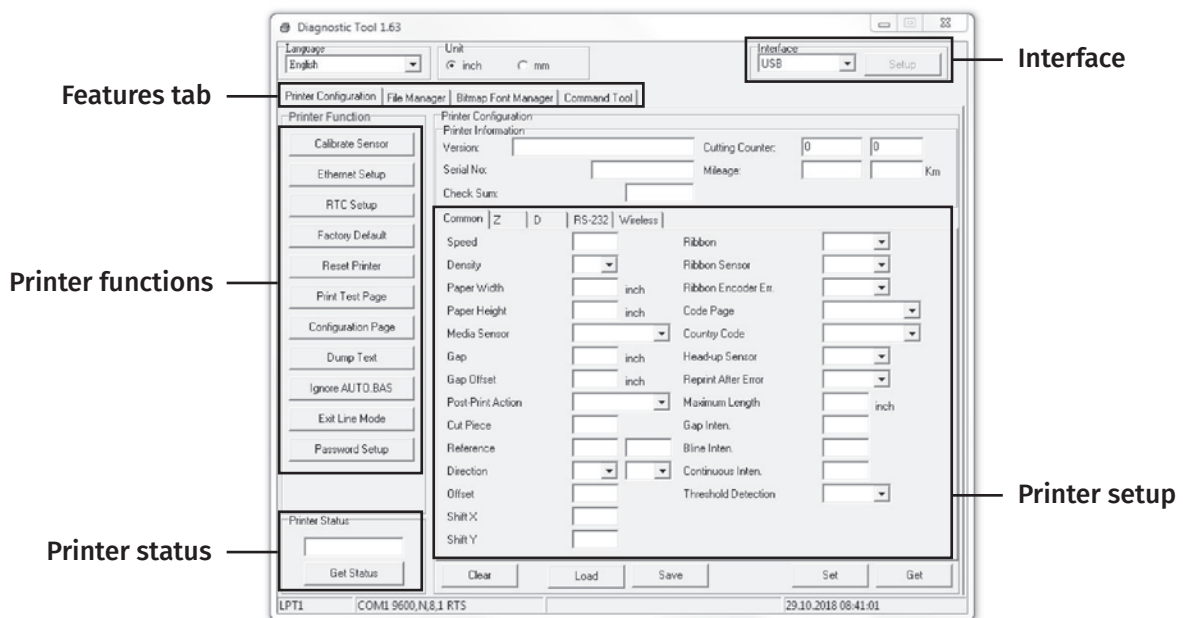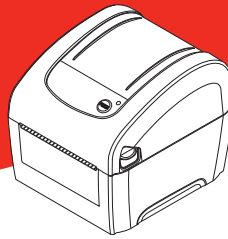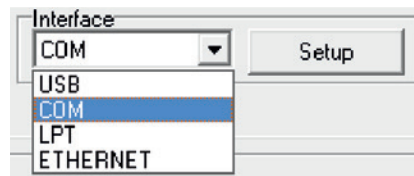
6.2 Printer Function

1. Connect the printer and computer with a cable.

2. Select the PC interface connected with bar code printer.

USB interface

Others interface

The default interface setting is USB interface. If USB interface is connected with printer, no other settings need to be changed in the interface field.

3. Click the "Printer Function" button to setup.

4. The detail functions in the Printer Function Group are listed as below.

Function	Description
Calibrate Sensor	Calibrate the sensor specified in the Printer Setup group media sensor field.
Ethernet Setup	Setup the IP address, subnet mask, gateway for the on board Ethernet.
RTC Setup	Synchronize printer Real Time Clock with PC.
Factory Default	Initialize the printer and restore the settings to factory default.
Reset Printer	Reboot printer.
Print Test Page	Print a test page.
Configuration Page	Print printer configuration.
Dump Text	To activate the printer dump mode.
Ignore AUTO.BAS	Ignore the downloaded AUTO.BAS program.
Exit Line Mode	Exit line mode.
Password Setup	Set the password to protect the settings.

For more information about Diagnostic Tool, please refer to the diagnostic utility quick start guide in the CD disk \ Utilities directory.
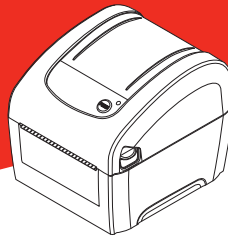
6.3 Setting Ethernet by Diagnostic Tool

The Diagnostic Utility is enclosed in the CD disk \Utilities directory. Users can use Diagnostic Tool to setup the Ethernet by USB and Ethernet interfaces. The following contents will instruct users how to configure the Ethernet by these interfaces.
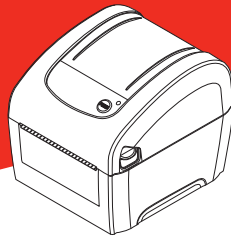
6.3.1 Using USB interface to setup Ethernet interface

1. Connect the USB cable between the computer and the printer.

2. Turn on the printer power.

3. Start the Diagnostic Utility by double clicking on the icon.   DiagTool.exe

4. The Diagnostic Utility default interface setting is USB interface. If USB interface is connected with printer, no other settings need to be changed in the interface field.
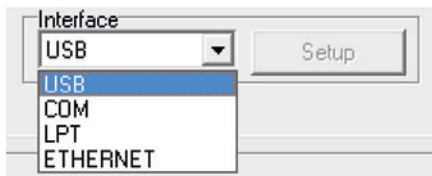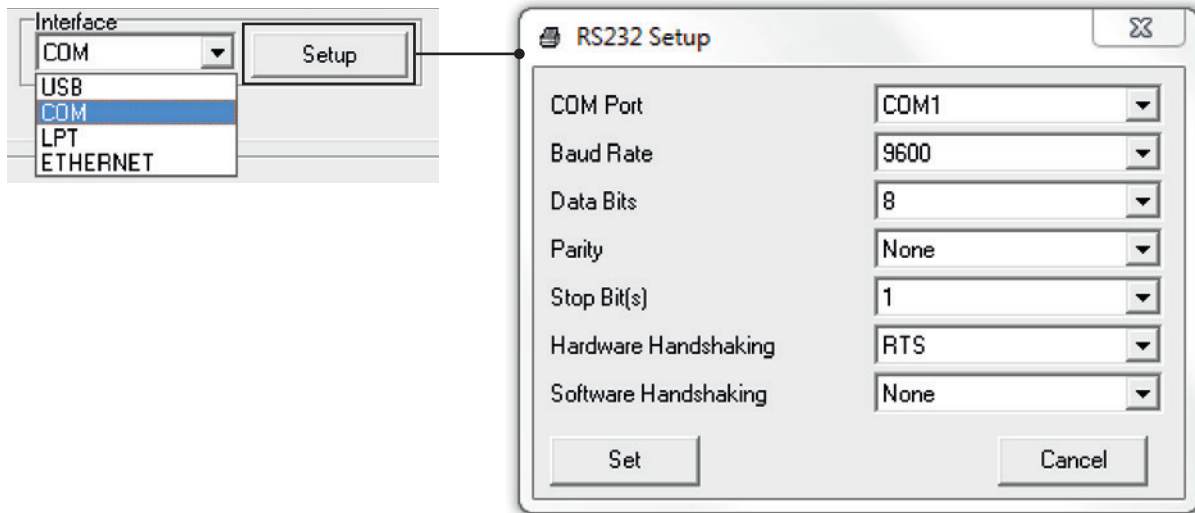

5. Click on the "Ethernet Setup" button from "Printer Function" group in Printer Configuration tab to setup the IP address, subnet mask and gateway for the on board Ethernet.
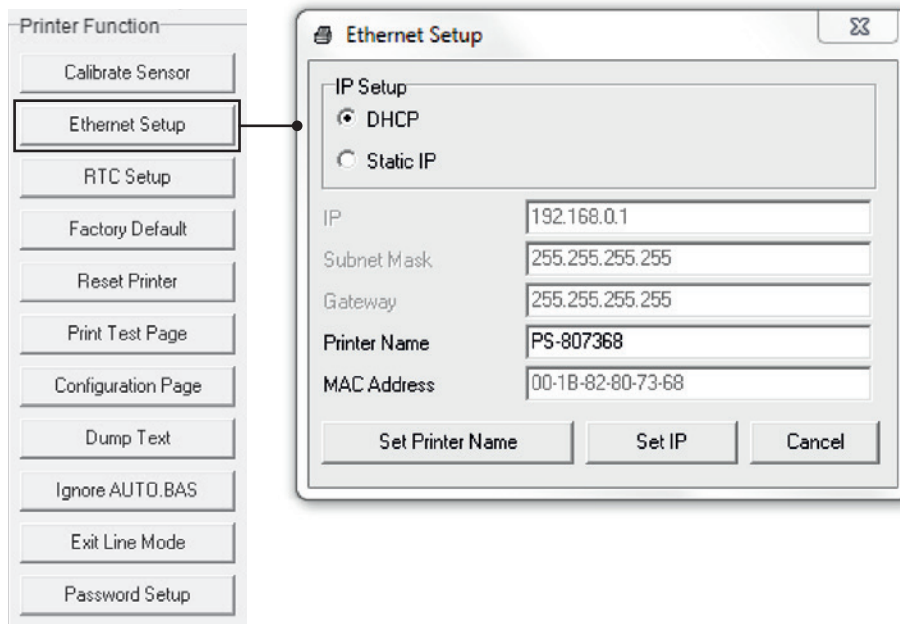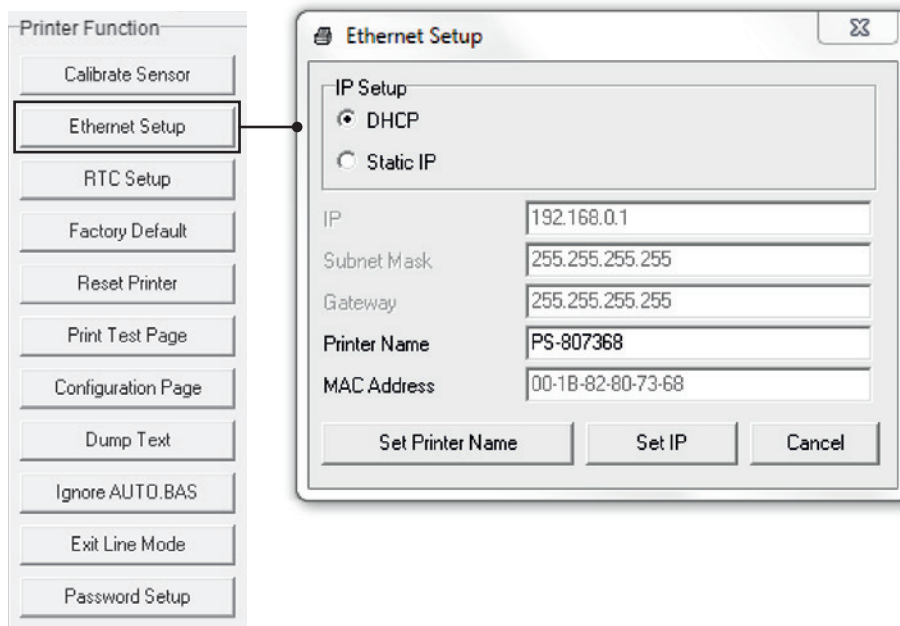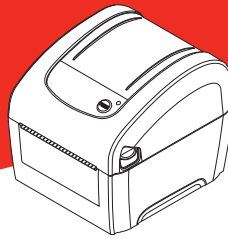
6.3.2 Using RS-232 interface to setup Ethernet interface

1. Connect the computer and the printer with a RS-232 cable.

2. Turn on the printer power.

3. Start the Diagnostic Utility by double clicking on the icon. DiagTool.exe

4. Select "COM" as interface then click on the "Setup" button to setup the serial port baud rate, parity check, data bits, stop bit and flow control parameters.


5. Click on the "Ethernet Setup" button from printer function of Printer Configuration tab to setup the IP address, subnet mask and the gateway for the on board Ethernet.

6.3.3 Using Ethernet interface to setup Ethernet interface

1. Connect the computer and the printer to the LAN.

2. Turn on the printer power.

3. Start the Diagnostic Utility by double clicking on the icon. DiagTool.exe

4. Select "Ethernet" as the interface then click on the "Setup" button to setup the IP address, subnet mask and gateway for the on board Ethernet.
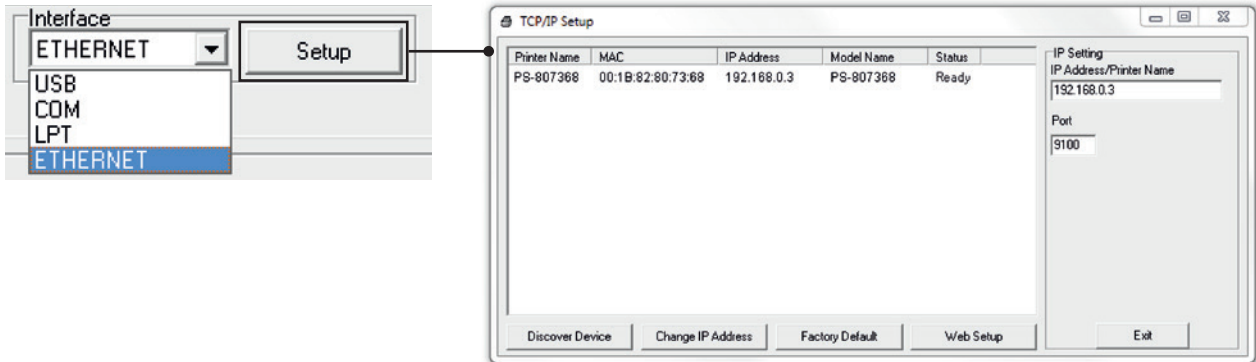

5. Click the "Discover Device" button to explore the printers that exist on the network.

6. Select the printer in the left side of listed printers, the correspondent IP address will be shown in the right side "IP address/Printer Name" field.

7. Click "Change IP Address" to configure the IP address obtained by DHCP or static.

The default IP address is obtained by DHCP. To change the setting to static IP address, click "Static IP" radio button then enter the IP address, subnet mask and gateway. Click "Set IP" to take effect the settings.

Users can also change the "Printer Name" by another model name in this fields then click "Set Printer Name" to take effect this change.

Note:
After clicking the "Set Printer Name" or "Set IP" button, printer will reset to take effect the settings.
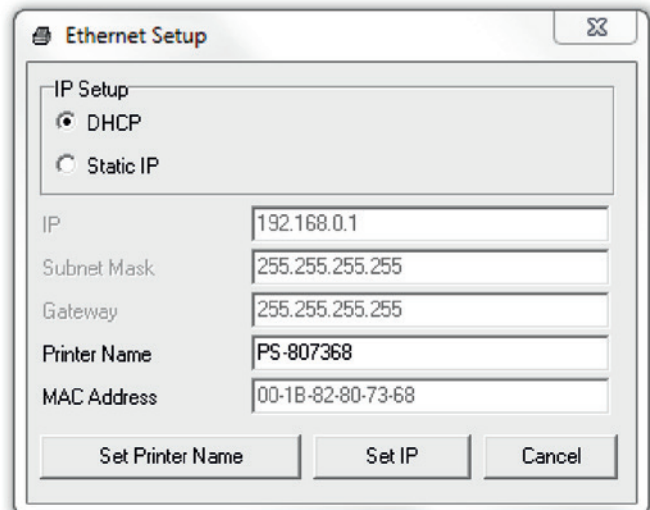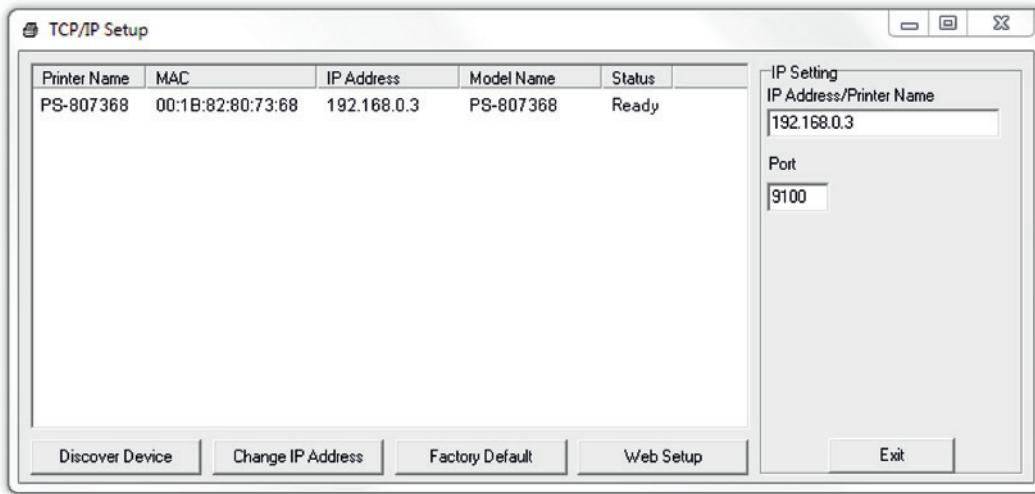
8. Click "Exit" button to exit the Ethernet interface setup and go back to Diagnostic Tool main screen.

Factory Default button
This function will reset the IP, subnet mask, gateway parameters obtained by DHCP and reset the printer name.

Web setup button
Except to use the Diagnostic Utility to setup the printer, you can also explore and configure the printer settings and status or update the firmware with the IE or Firefox web browser. This feature provides a user friendly setup interface and the capability to manage the printer remotely over a network.

7. TROUBLESHOOTING

The following guide lists the most common problems that may be encountered when operating this bar code printer. If the printer still does not function after all suggested solutions have been invoked, please contact the Customer Service Department of your purchased reseller or distributor for assistance.

7.1 LED Status

This section lists the common problems that according to the LED status and other problems you may encounter when operating the printer. Also, it provides solutions.

LED Status / Color	Printer Status	Possible Cause	Recovery Procedure
OFF	No response	No power	Turn on the power switch.
			Check if the green LED is lit on power supply. If it is not lit on, power supply is broken.
			Check both power connections from the power cord to the power supply and from the power supply to the printer power jack if they are connected securely.
Solid Green	ON	The printer is ready to use	No action necessary.
Green with blinking	Pause	The printer is paused	Press the FEED button to resume for printing.
Red with blinking	Error	The out of label or the printer setting is not correct	1. Out of label Load a roll of label and follow the instructions in loading the media then press the FEED button to resume for printing. 2. Printer setting is not correct Initialize the printer by instructions in "Power on Utility" or "Diagnostic Tool".

Note:
Printer status can be easily shown in the Diagnostic Tool. For more information about the Diagnostic Tool, please refer to the instruction on the software CD.
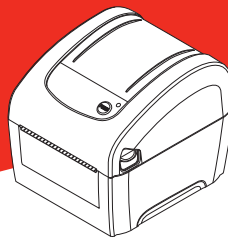
7.2 Print Problem

| Problem	Possible Cause	Recovery Procedure
Not Printing	Check if interface cable is well connected to the interface connector.	Re-connect cable to interface.
	The serial port cable pin configuration is not pin to pin connected.	Please replace the cable with pin to pin connected.
	The serial port setting is not consistent between host and printer.	Please reset the serial port setting.
	The port specified in the Windows driver is not correct.	Select the correct printer port in the driver.
	The Ethernet IP, subnet mask, gateway is not configured properly.	Configure the IP, subnet mask and gateway.
No print on the label	Label loaded not correctly.	Follow the instructions in loading the media.
Continuous feeding labels	The printer setting may go wrong.	Please do the initialization and gap/black mark calibration.
Paper Jam	Gap/black mark sensor sensitivity is not set properly (sensor sensitivity is not enough)	Calibrate the gap/black mark sensor.
	Make sure label size is set properly.	Set label size exactly as installed paper in the labeling software or program.
	Labels may be stuck inside the printer mechanism near the sensor area.	Remove the stuck label.
Poor Print Quality	Top cover is not closed properly.	Close the top cover completely and make sure the right side and left side levers are latched properly.
	Wrong power supply is connected with printer.	Check if 24V DC output is supplied by the power supply.
	Check if supply is loaded correctly.	Reload the supply.
	Check if dust or adhesives are accumulated on the print head.	Clean the print head.
	Check if print density is set properly.	Adjust the print density and print speed.
	Check print head test pattern if head element is damaged.	Run printer self-test and check the print head test pattern if there is dot missing in the pattern.

8. MAINTENANCE

This session presents the clean tools and methods to maintain your printer.

1. Please use one of following material to clean the printer.
   - Cotton swab
   - Lint-free cloth
   - Vacuum / Blower brush
   - 100% Ethanol or Isopropyl Alcohol
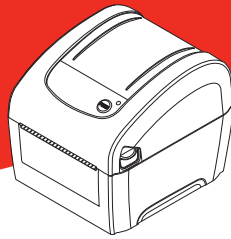
2. The cleaning process is described as following

Printer Part	Method	Interval
Print Head	1. Always turn off the printer before cleaning the print head. 2. Allow the print head to cool for a minimum of one minute. 3. Use a cotton swab and 100% Ethanol or Isopropyl Alcohol to clean the print head surface.	Clean the print head when changing a new label roll.
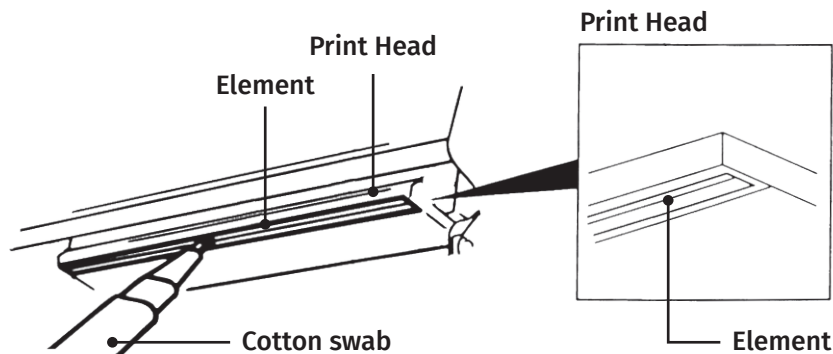
Platen Roller	1. Turn the power off. 2. Rotate the platen roller and wipe it thoroughly with water.	Clean the platen roller when changing a new label roll.
Peel Bar	Use the lint-free cloth with 100% ethanol to wipe it.	As needed
Sensor	Compressed air or vacuum	Monthly
Exterior	Wipe it with water-dampened cloth.	As needed
Interior	Brush or vacuum	As needed

Note:
- **Do not touch printer head by hand. If you touch it careless, please use ethanol to clean it.**
- **Please use 100% Ethenol or Isopropyl Alcohol. DO NOT use medical alcohol, which may damage the printer head.**
- **Regularly clean the print head and supply sensors once change a new media to keep printer performance and extend printer life.**

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Contact and technical support:

You can find all valid contact data concerning service, hotline and technical support under **www.meto.com/metoprint**

Or you may send an e-mail to **metoprint@meto.com**

Meto**PrintEasy**

Direct thermal printing

Meto International GmbH
69434 Hirschhorn, Germany
www.meto.com

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