MetoPrint

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QUICK START GUIDE
DIAGNOSTIC UTILITY

METO®

your retail label expert

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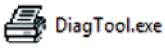
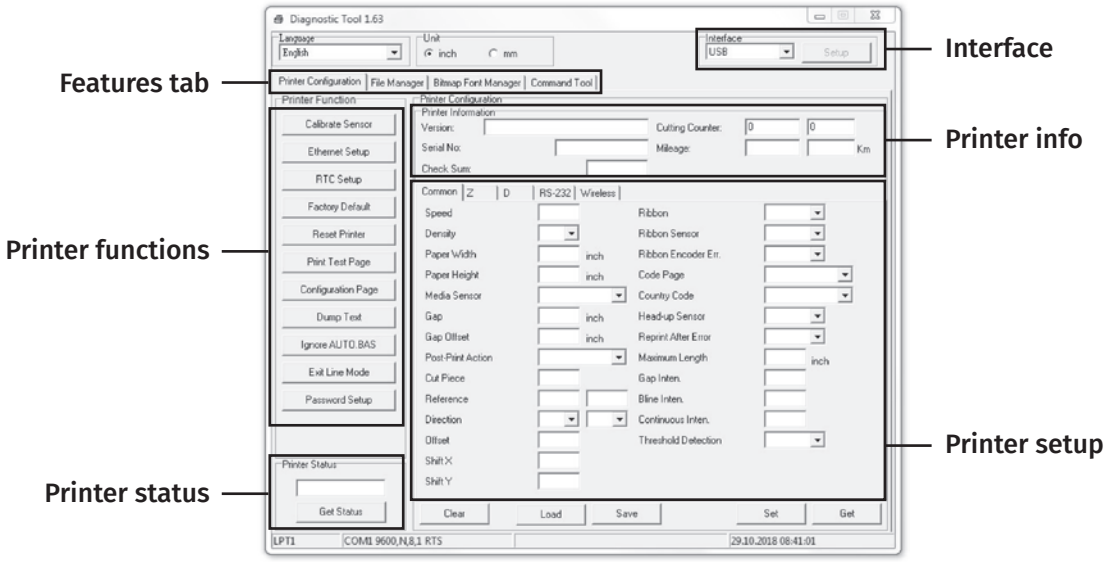
1. GETTING STARTED WITH DIAGNOSTIC UTILITY

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.

1.1 Start the Diagnostic Utility

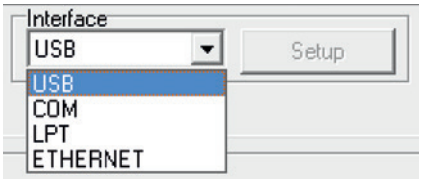
1. Double click on the Diagnostic tool icon to start the software. 

2. There are four features (Printer Configuration, File Manager, Bitmap Font Manager, Command Tool) included in the Diagnostic utility.

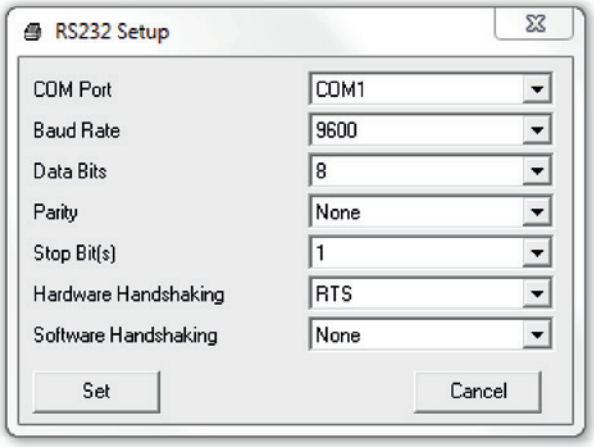


1.2 Select the PC interface connected with bar code printer

Default setting is USB interface. No further setting is required.

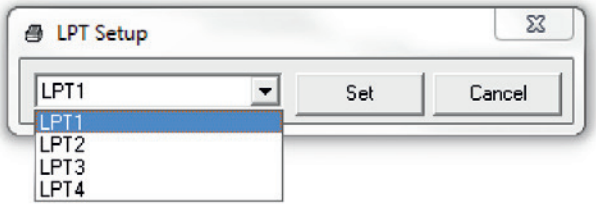


If RS-232 port is selected, further setup is required to select the serial port, baud rate, parity check, data bits, stop bit and flow control.

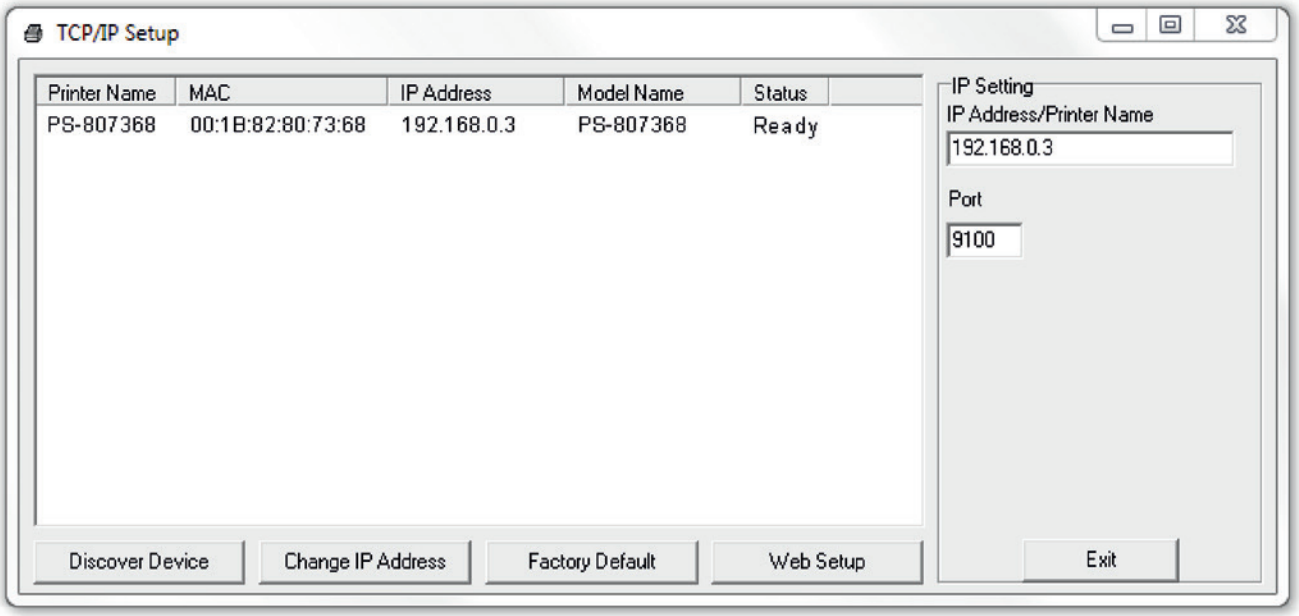


If parallel port is selected, need to further select the parallel port (LPT1, LPT2...) that connected with bar code printer.

Note: Printer parallel interface does not support bi-directional communication. Printer settings and status will not be available by parallel port connection.

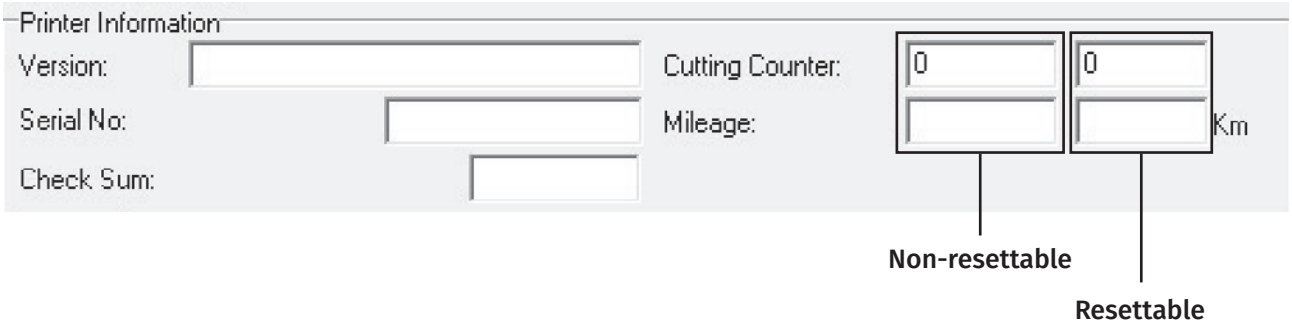


If Ethernet is selected, you need to select the bar code printer.



2. PRINTER INFORMATION

Once your printer is connected via USB, RS-232 or Ethernet cable, the DiagTool will read the printer firmware version, serial number, check sum, cutting counter and printing mileage.

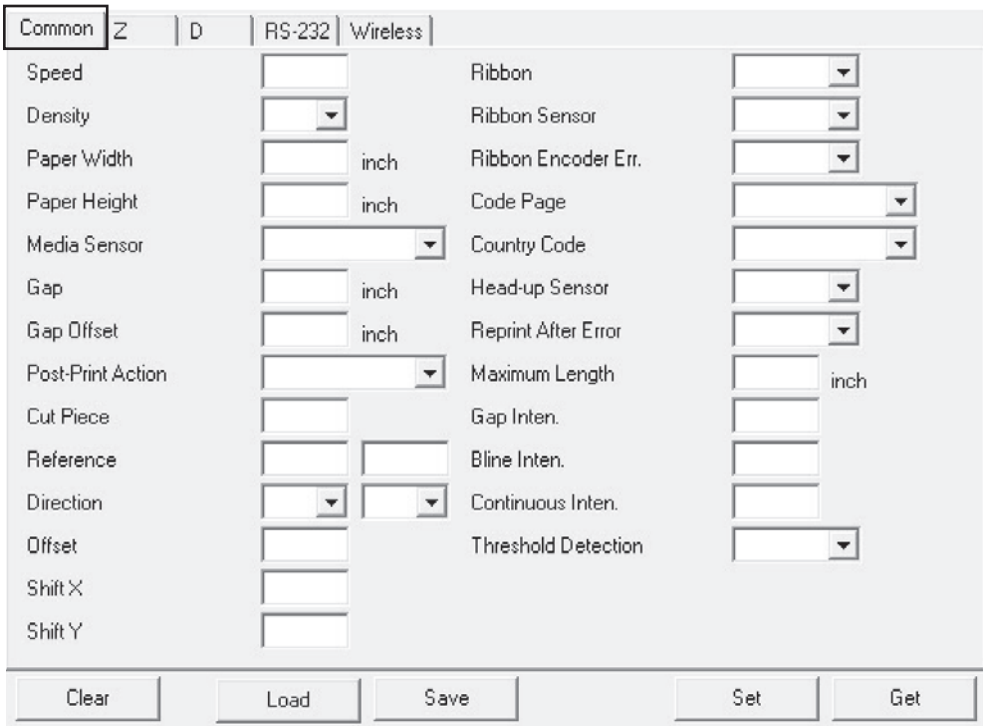


Note:
There are two different mileage counters for cutting counter and printing mileage. One is non-resettable setting, another is resettable setting. The resettable counter setting value can return to zero when replacing new cutter or new print head.

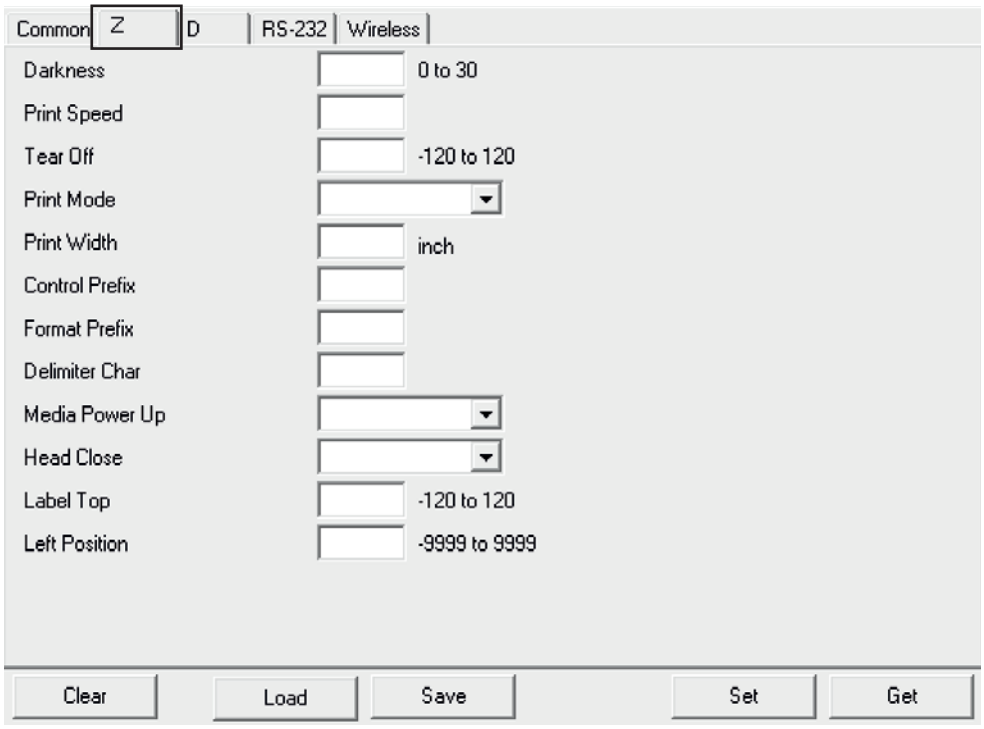
3. CONFIGURE THE PRINTER SETTINGS

There are five setting tabs (Common settings, ZPL settings, DPL settings, RS-232 settings and Wireless settings) included in the printer configuration feature. The common setting tab includes the settings that generally used for TSPL/EPL2/ZPL/DPL printer languages.

TSPL2 printer language

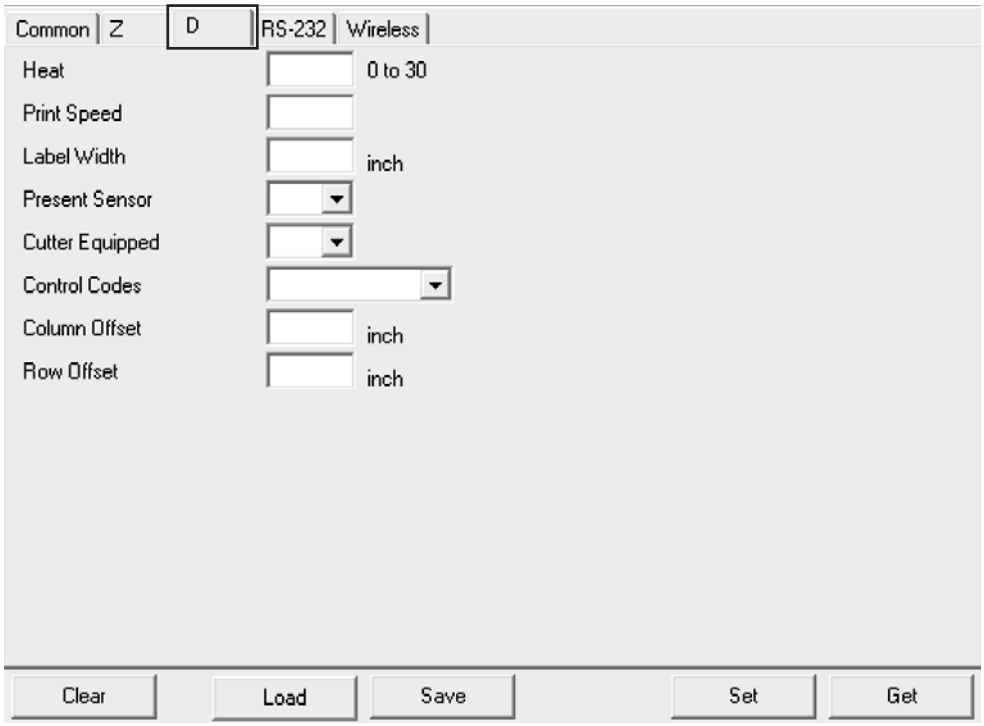


ZPL® printer language settings



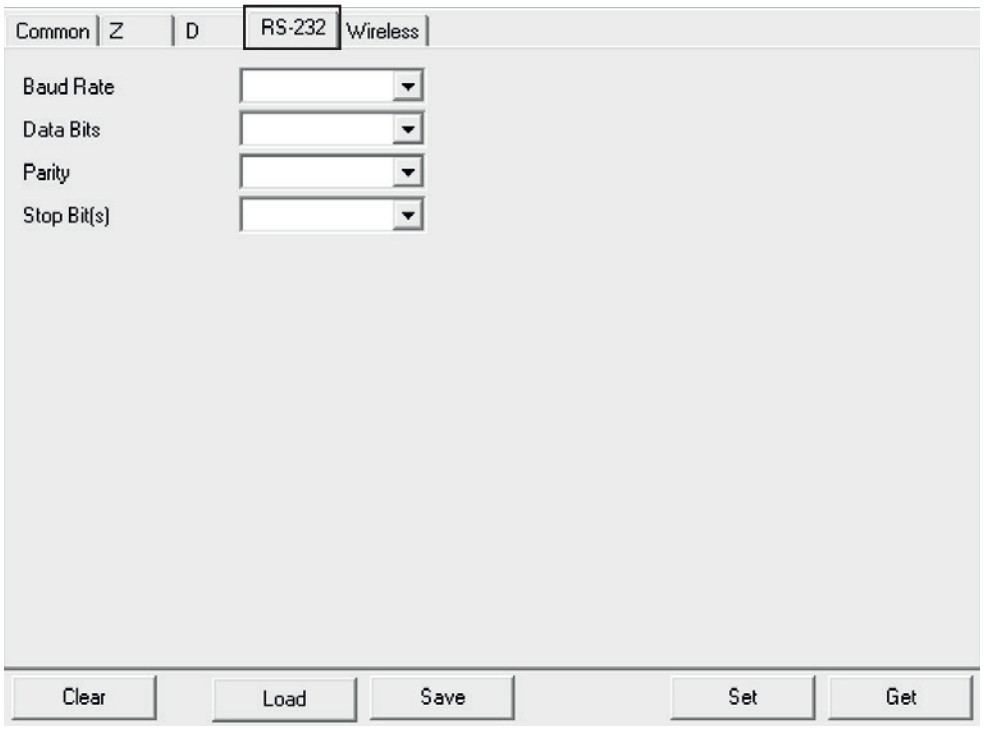
Note: The items in the Z tab works with ZPL® printer language only.

DPL® printer language settings

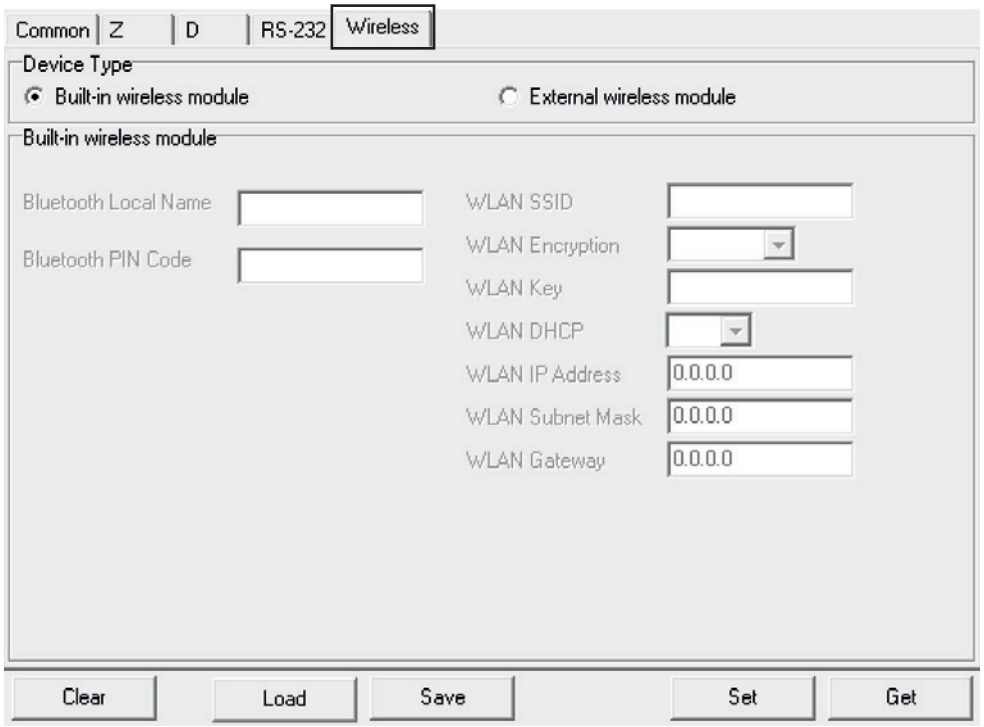


Note: The items included in the D tab works with DPL® printer language only.

Printer RS-232 interface settings



Wireless module settings



3.1 Explore the printer settings

After setup the interface, turn on printer power then click “Get” button to get the printer settings.

3.2 Change the printer settings

After get back the printer settings, the settings can be changed by enter new value in the editor or select different values from options. Click “Set” button to take effect the settings.

3.3 Save the printer settings to a file

Once read the printer settings from printer, the settings can be saved by click the “Save” button. The default filename extension is .DCF.

3.4 Load the saved printer setting file

The saved printer setting file (.DCF) can be retrieved by clicking on the “Load” then click “Set” button to change the printer settings.

3.5 Clear the printer settings in the Diagnostic Utility

Click the “Clear” button to clear the settings in each filed in the Printer Setup group.

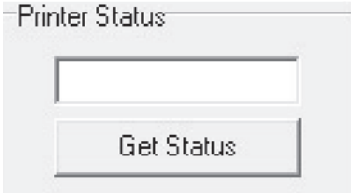
4. INDIVIDUAL PRINTER FUNCTIONS

The detail functions are listed as below.

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

5. POLLING PRINTER STATUS

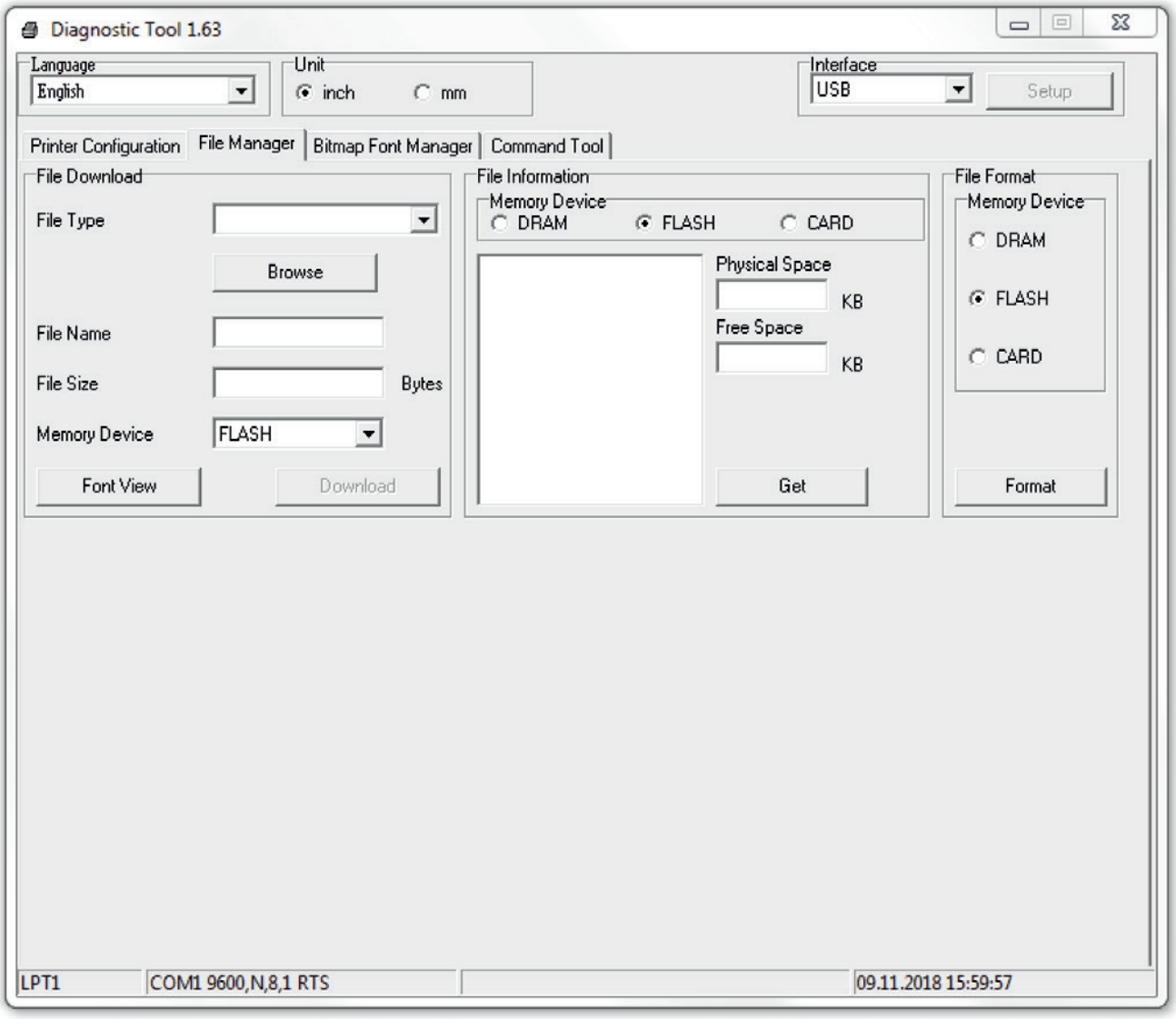
When connecting printer with USB, RS-232 or Ethernet interface, the “Get Status” button will be visible to polling printer status. Whenever printer LED is blinking red, click „Get Status“ to indicate printer status.



Error message	Solutions
Head Open	1. Close the print head. 2. Check if the right/left side of print mechanism are latched securely.
Paper Jam	1. Check if any label is stuck in the print mechanism. 2. Check the settings of label size and gap/black mark size are identical with printing media. 3. Check the sensor type. 4. Do sensor calibration again.
Out of Paper	1. Check the gap/black mark sensor position is located on the gap/black mark sensing path. 2. Check if the label is empty. 3. Do sensor calibration again.
Ribbon End Error	1. Check if printer is run out of ribbon. 2. Check if the ribbon is broken between ribbon supply/take up spindle. 3. Check if the paper core is installed on the ribbon take up spindle (for the models that need paper core for ribbon take up spindle) 4. Check if ribbon spindle is installed at the wrong direction in the printer.
Ribbon Encoder Error	1. Close the print head. Check right/left sides of print mechanism are latched securely. 2. Check if the ribbon is empty. 3. Check if the ribbon is broken between ribbon supply/take up spindle. 4. Check if the paper core is installed on the ribbon take up spindle (for the models that need paper core for ribbon take up spindle.
Pause	1. Press the FEED button again to resume printer for printing (for printer models with only one button) 2. Press the PAUSE button to resume printer for printing (for printer models with more than one button)
Printing	N/A
Other Error	1. Print head overheat: Error indicator becomes solid red and printer stops printing. Once print head cools down, printer will resume the printing job. 2. Cutter jam: • Remove the jammed media in the cutter. • The media thickness or paper weight is over spec.

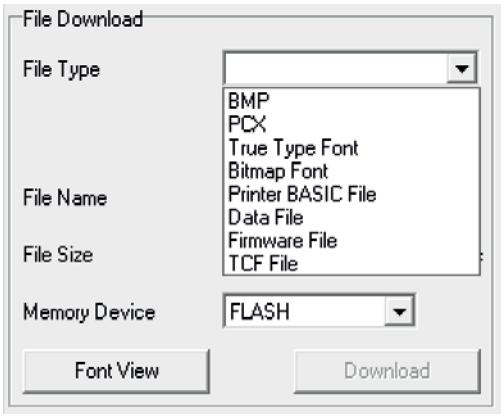
6. FILE MANAGER

Detail functions are listed as below.

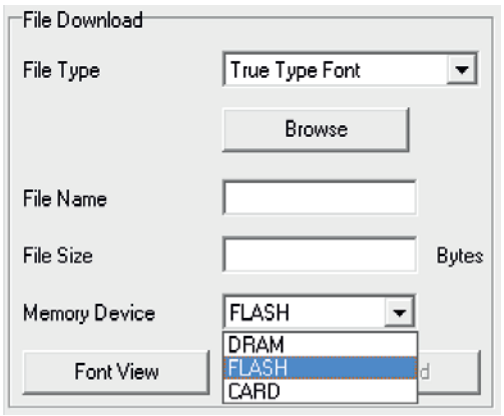


6.1 File download group

Select the file type then click “Browse” button to select the file for download.



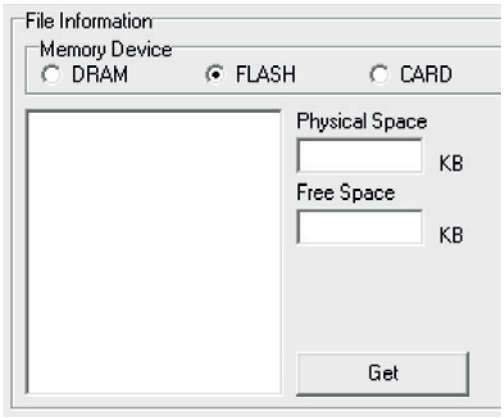
Select the memory device to download the file.
Click “Download” button to start to download the file.



6.2 File information group

This feature is to list what files are downloaded in the selected memory device.

Select the memory device then click “Get” button to list the files saved in the selected memory.



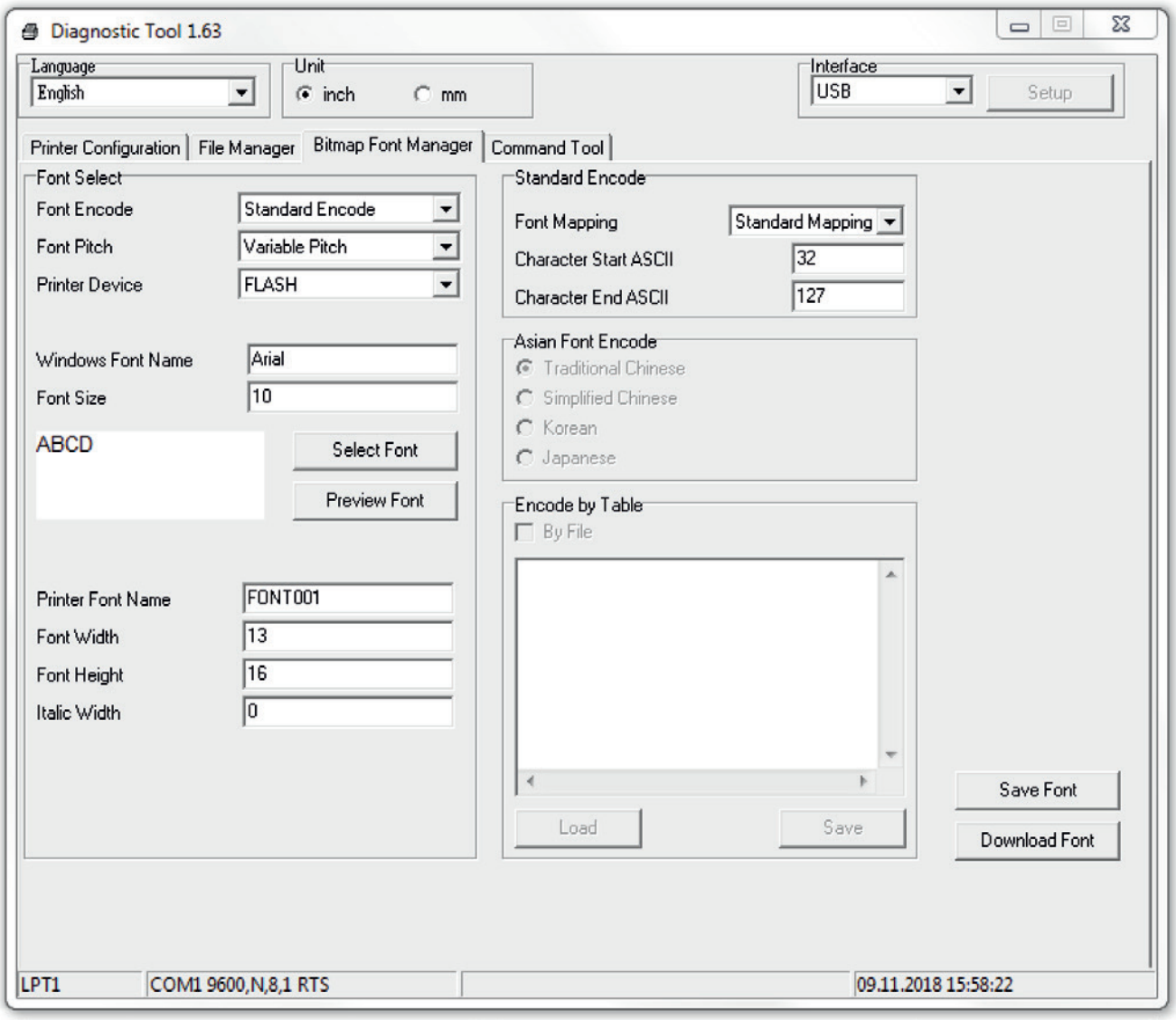
6.3 File format group

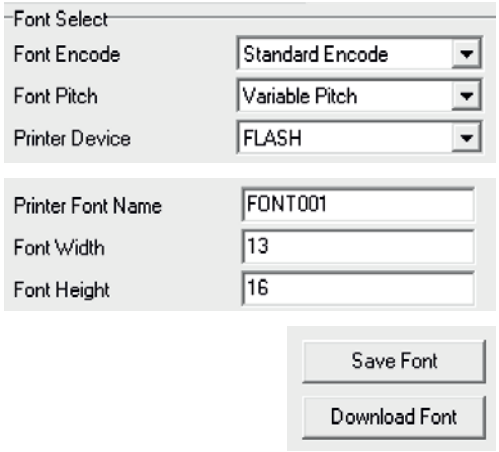
This feature is used to delete all the files for the selected memory device.

Select the memory device then click “Format” button to delete all the files in the selected memory.

7. BITMAP FONT MANAGER

Bitmap font manager is used to convert the selected TTF font into printer format bitmap font. Both fixed pitch and variable pitch bitmap font are supported.



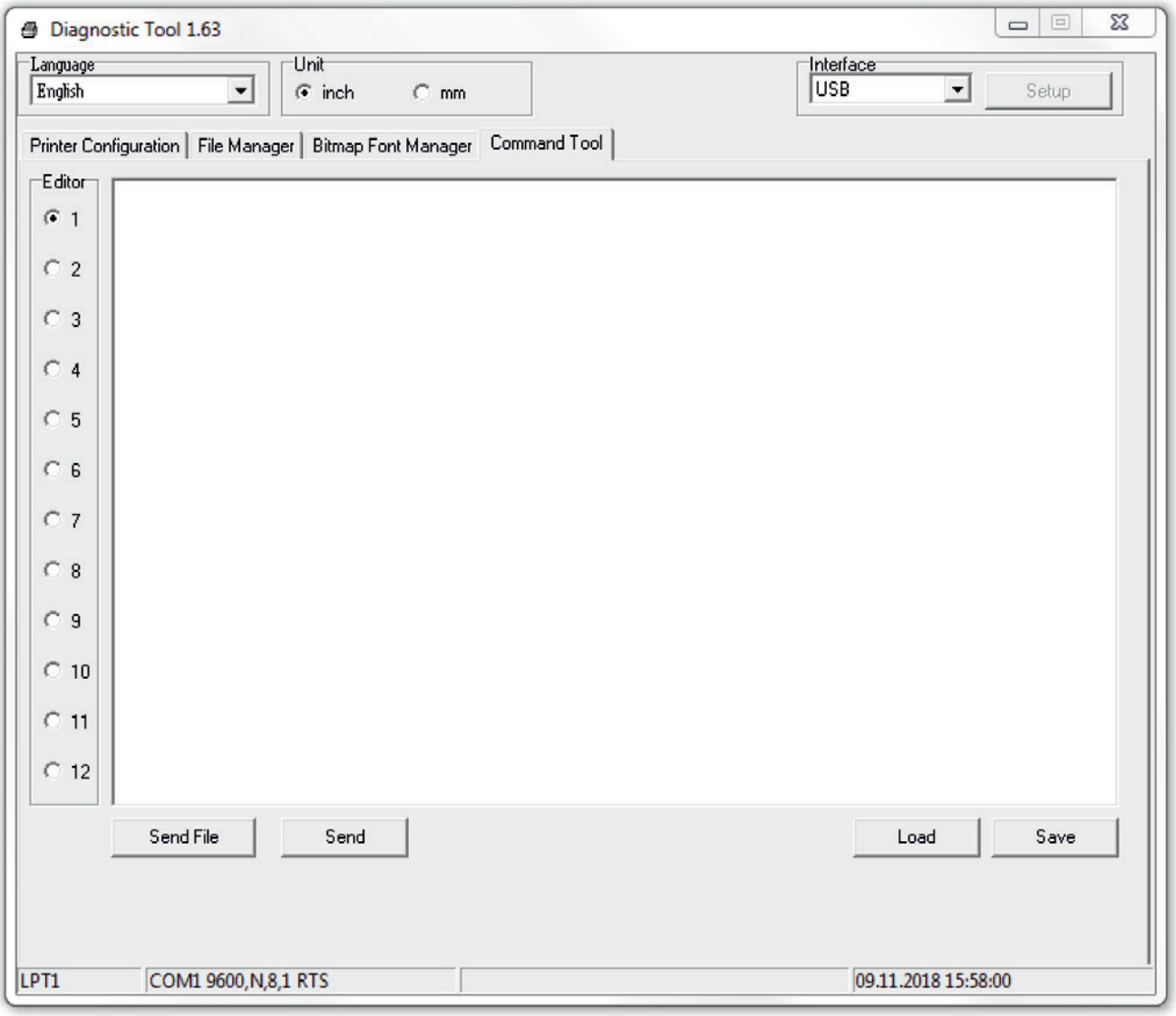


Select “Standard Encode”, “Variable pitch” font. Specify the destination memory to save the bitmap font, font name and specify the font height then click “Download Font” button to download the converted bitmap font into printer memory. The converted bitmap font can also save to a file by clicking “Save Font” button.

8. COMMAND TOOL

The additional features can be achieved by sending out printer commands to printer. Select an editor (1 to 12) and enter the commands in the editor input field. Be sure to hit the Enter key at the end of each command line. Click “Send” button to send commands to printer. You can also send a command file by clicking “Send File” button.

Click “Save” button to save the commands in the selected editor. You can also open the file to the editor by clicking “Load” button then click “Send” button to send the data to printer.



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