Printex

User's Manual

For Thermal Barcode Printer

Printex DT1000 / Printex DT1000C

Please read this user guide before printer operation and keep this guide for reference.

Product view:

Front view

Side View

Top view

Back view

ON LINE: Power indicator   ERROR: Error indicator

PAUSE buttton

FEED button

LED indicator

Cover-open button

External paper entrance

Serial

Power port

USB
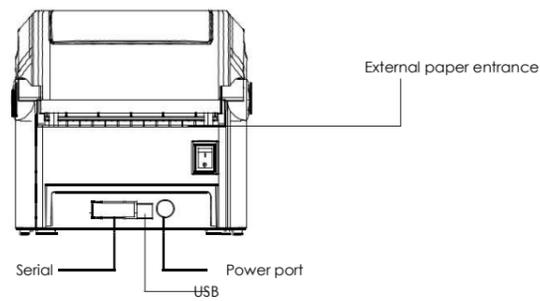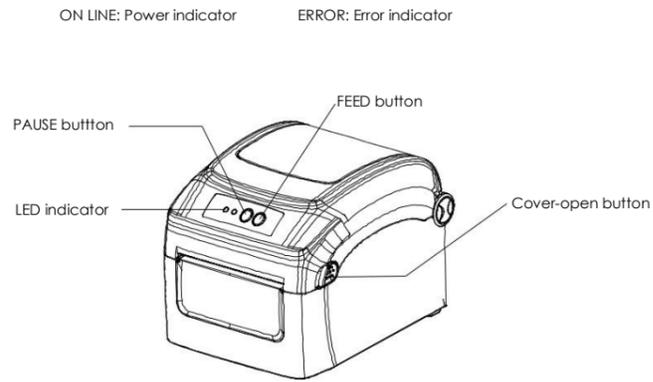
Note:
The interface of printer showed in picture may have difference from the model you purchased. As for the actual interface, please refer to the product specification.

Print head

Paper guide

Gap/ Black mark sensor

Rubber roller

Top cover

Print media

Label paper fixing stand
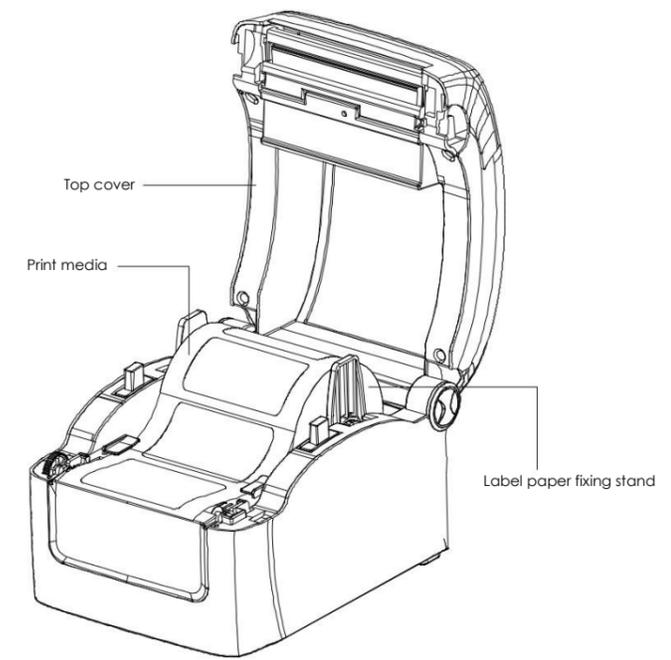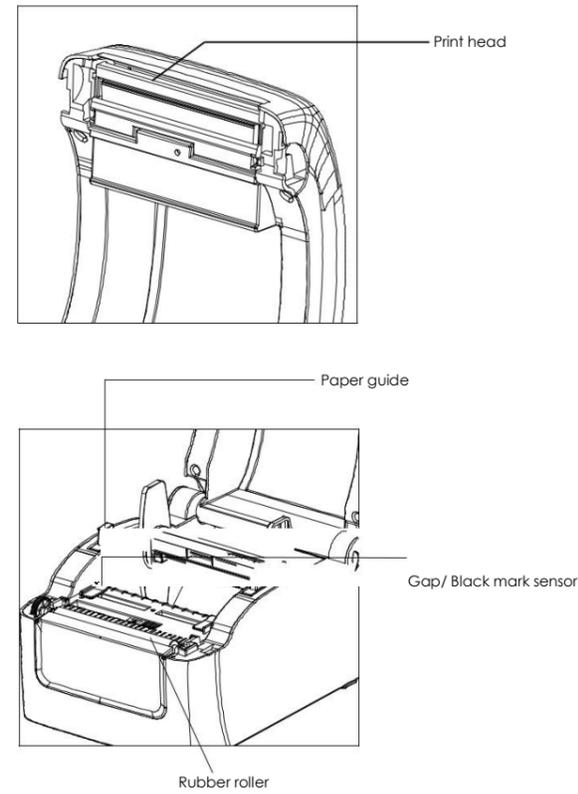
* If you need more information about the product, please refer to the User 's Manual in CD.
* The printer specification, accessory, spare parts and program are suggest to change without prior notice.
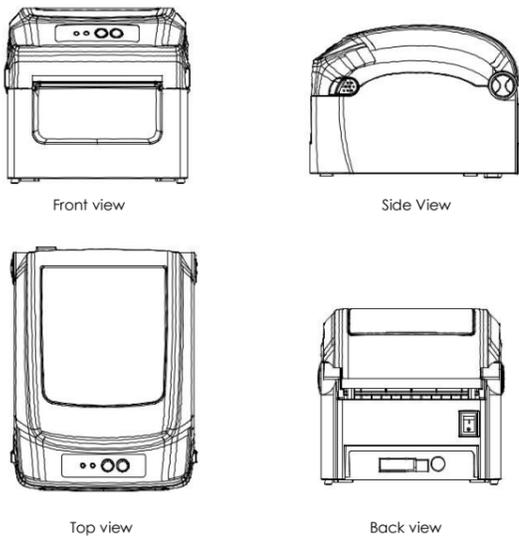
Specification:

PRINTING	Print method	Direct thermal
	Resolution	203DPI
	Print width	104mm
	Print speed	Max: 150mm/s; Min:127mm/s
	Memory	DRAM:2M; FLASH:2MB
	Print head temperature detect	Thermal sensitive resistance
	Print head position detect	Micro switch
	Paper sensor	Photoelectric sensor
	Interface	USB USB+Serial
BARCODE FONT GRAPHICS	Barcode	1D Barcode: CODE128,EAN128, ITF, CODE39, CODE93, EAN13, EAN13+2, EAN13+5, EAN8, EAN8+2, EAN8+5, CODABAR, POSTNET, UPC-A, UPC-A+2, UPC-A+5, UPC-E, UPC-E+2, UPC-E+5, CPOST, MSI, MSIC, PLESSEY, ITF14, EAN14 2D Barcode: QR code
	Font	Font 0 ~ font 8
	Enlargement & Rotation	1 ~10 times enlargement in both directions; 0°、90°、270°、360°rotation
	Graphics processing	Support BMP/PCX/BAS files
MEDIA	Media type	Thermal paper roll, thermal sticker, fan fold paper etc.
	Media width	26mm-118mm
	Media roll outer diameter(OD)	MAX:130mm OD
	Paper off type	Tear off
POWER SUPPLY	Input	DC24V/2A

Main feature

- Thermal paper roll or roll label
- 2~6inch/sec high print speed
- Support 2D (QRCODE) barcode printing
- Support print media with range 26mm-118mm, easy to operate.
- Paper automatic detect.
- Temperature automatic control.

Print media loading

1. Press two buttons on printer two sides to fill and open the cover.
2. Insert the paper roll into the shaft , and fix the label roll in the middle.
3. Put paper roll into printer.
4. Pull out the print media till it pass 1cm ,close printer head mechanism, complete media loading.

a   b

c   d
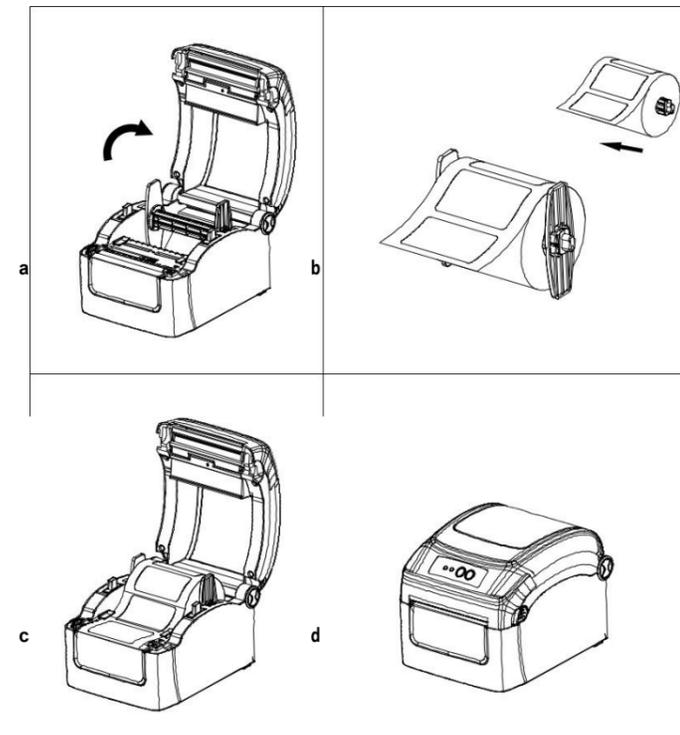
1.Introduction

Thanks for choosing **Printex** DT1000 series direct thermal barcode printer.

This series printers are designed for label roll with large volume. Printer inner volume is fit for 5" OD (Outer Diameter) paper roll, by using external paper holder, you can install 8.4"OD industrial grade label roll.

Connecting with other device by Serial, USB interface, it supports direct thermal printing and real time and batch label printing, you can choose various kinds of printing media, including thermal paper roll and fanfold paper.

Common 1D barcode and 2D barcode fonts are built in printer. It also support 4 direction printing, characters can be enlarged from 1 to 10 times. Besides, it supports 5 different size bitmap fonts, OCR-A and OCR-B fonts. These series printer are the best choice among the same class with its enhanced features, economical price and excellent printing quality.

Please refer to the information of software when you print labels.

2. Button Function

Feed

When the printer is ready (LED blue fixed), press the button, label paper into the font end of the label paper.

Pause

When the printer is in printing progress, press the PAUSE button to stop printing for a while. At this time power indicator is flashing in blue. Once you press the button again, the printing will be resumed normal.

Power-on function

The printer has six power-on functions to set or test the hardware.

Please follow below to operate to start.

Function	Descriptions
Self-test page	A.Turn on the printer B.Make sure label paper is installed correctly and the printer top cover is closed. C. Press and hold FEED button and turn on the printer power, the self-test page will be printed, and then release the FEED button. Remark: You can also use this function to check if printing function is normal or not.
DIP Switch page	A.Turn off the printer. B.Make sure the paper roll is installed correctly and the printer top cover is closed. C.Press and hold PAUSE button and turn on the printer. When paper feed and then release FEED button, DIP switch page will be printed out.
Debugging Mode	A.Turn off the printer. B.Make sure the paper roll is installed correctly and the printer top cover is closed. C.Press and hold PAUSE and FEED button and turn on the printer. When power indicator (blue) and Error indicator (red) are on at the same time, release PAUSE and FEED button, printer enter Debugging Mode.
Skip AUTO.BAS program	A.Turn off the printer. B.Press and hold PAUSE and FEED button and turn on the printer. When power indicator (blue) is off and the error indicator (red) is on, release PAUSE and FEED button, printer will skip running AUTO.BAS program, and them power indicator will be on.
Printer Initialization	A.Turn off the printer. B.Press and hold PAUSE and FEED button and turn on the printer. When power indicator (blue) is on and the error indicator(red) is off, release PAUSE and FEED button, all data in printer DRAM will be cleared and the printer setting will be restored to factory default setting.

Note: You're suggested to use up to 80mm wide paper for full printer information printing when relating with above power-on functions.

3.LED Indicator and Function

LED Indicator status	Descriptions
Power indicator is on, Error indicator is off.	Printer is powered on and in normal printing status
Power indicator flashes every 640ms, Error indicator is off.	Printer is paused
Power indicator is off, Error indicator goes for 80ms, then goes off for 160ms, printer start beeping.	Printer cover is opened
Power indicator is off, Error indicator goes on for 500ms, and then goes off for 6s.	Label gap detection error
Power indicator is off, Error indicator flashes every160ms, after two times flashing, Error indicator goes off for 320ms, printer start beeping.	Paper out
Power indicator is off. Error indicator flashes every160ms, after three times flashing. Error indicator goes off for 320ms, printer start beeping.	Black mark detection error
Power and Error indicator flashes every 160ms.	Printer overheated protection mode is activated. After 1minute, the printer CPU will check print head temperature again. When temperature return normal, printer will work normally.

4.DIP SWITCH FUNCTION

DIP No.	Function	ON	OFF
1	Power on paper feed	Enabled	*Disabled
2	Sensor	High sensitivity	*Normal Sensitivity
3&4	Baud rate set	-------	*Default value

BAUD RATE:

3	4	BAUD RATE
OFF	OFF	*9600
OFF	ON	19200
ON	OFF	38400
ON	ON	115200

*is factory default value.

5.Troubleshooting

Below the table of contents are generally common problems and solutions, you can also contact your local service provider for more technical support.

Problems	Possible Reasons	Solution and Suggestion
Power indicator not "ON"	Plug to AC outlet and plug to printer not well connected.	Check power connector and AC outlet if plugs are correctly connected.
	Printer power not turned on	Turn on power switch
	Print head not well closed	Close print head by pressing whole print head mechanism
	Label paper end	Change new label paper
	Label paper improperly installed	Refer to Print media loading steps in User Manual to re-install paper.
	Gap sensor detection error	Adjust paper specification and print again
	Label paper jammed	Clear jammed paper
	Cable improperly connected	Reconnect the cable If connecting with Serial cable : 1.Change a new cable. 2.Check if Pin configuration in cable two sides are matching each other; 3.Make sure the baud rate setting in PC and
Not printing	Pin configuration in cable two sides are not matching each other	printer are the same. If connecting with USB cable 1.Check if choose USB virtual port in driver of computer. Please try and print if many virtual ports are exited. 2.Change new cable if necessary. 3.Clean print head and print again. 4.Print density setting wrong. 5.Re-connect print head cable. 6.Check if the motor cable connected properly. 7.Check if there is PRINT command at the end of printing file; or if there is CRLF command at the end of every line.

Storage space is exceeded (FLASH/ DRAM)	FLASH/ DRAM Storage is exceeded	Clear unnecessary file from FLASH/ DRAM. DRAM only can save 256 files. Max capacity:1024KB. FLASH only can save 256 files. Max capacity:1024KB.
Not good printing quality	Label improperly installed. Too much dust or adhesive on print head. Print density setting wrong. Print head damaged.	Re-install label. Clean print head and print again. Clean Rubber roller. Adjust print density and speed. Take selftest page to check if printing are completely to confirm if necessary to change new print head. Change suitable ribbon and label paper. If the label thickness exceed 0.22 mm or it will affect the printing quality. Check if the print head base is totally closed.
When printing paper out of step	Label paper size wrong setting. Label sensor was covered	Adjust label size and print again. Reduce the gap value and print again. Clear the sensor.
Data miss printing in one or two sides	Label paper size wrong setting. Exceed the max printing width.	Adjust label size and print again. Change roller with maximum width
Ribbon wrinkle	Print head unbalanced stress; label improperly installed; Print density setting incorrectly. Label feeding not smoothly;	Reset the label print density. Adjust paper width fixing stand to fit your label paper size.
Grey line appeared in black label	Dirty on print head. Dirty on rubber roller.	Clean print head. Clean rubber roller
Printing not stable	Printer in HEX Dump mode RS-232 setting wrong	Restart your printer and leave Dump Mode. Reset the printer consistent with computer baud rate.