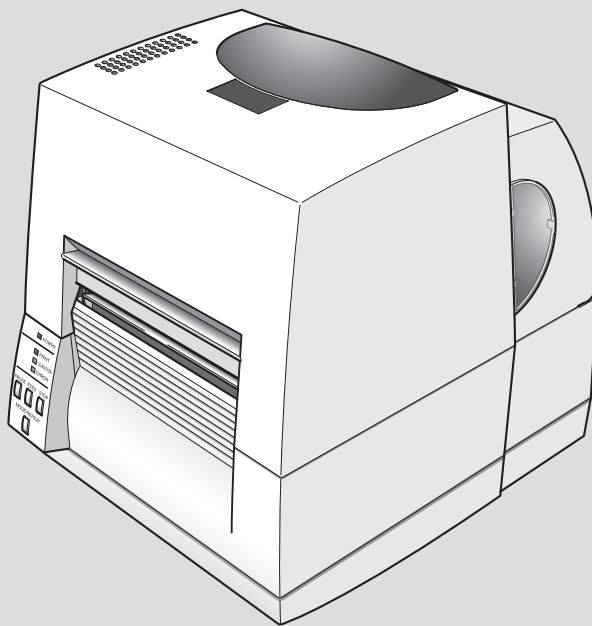


CITIZEN

*Thermal Transfer Barcode & Label Printer*

# CL-S621 II & CL-S631 II

## USER'S MANUAL



# WEEE MARK

**En** If you want to dispose this product, do not mix with general household waste. There is a separate collection systems for used electronics products in accordance with legislation under the WEEE Directive and is effective only within European Union.

**Ge** Wenn Sie dieses Produkt entsorgen wollen, dann tun Sie dies bitte nicht zusammen mit dem Haushaltsmüll. Es gibt im Rahmen der WEEE-Direktive innerhalb der Europäischen Union gesetzliche Bestimmungen für separate Sammelsysteme für gebrauchte elektronische Geräte und Produkte.

**Fr** Si vous souhaitez vous débarrasser de cet appareil, ne le mettez pas à la poubelle avec vos ordures ménagères. Il existe un système de récupération distinct pour les vieux appareils électroniques conformément à la législation WEEE sur le recyclage des déchets des équipements électriques et électroniques qui est uniquement valable dans les pays de l'Union européenne.

Les appareils et les machines électriques et électroniques contiennent souvent des matières dangereuses pour l'homme et l'environnement si vous les utilisez et vous vous en débarrassez de façon inappropriée.

**Sp** Si desea deshacerse de este producto, no lo mezcle con residuos domésticos de carácter general. Existe un sistema de recogida selectiva de aparatos electrónicos usados, según establece la legislación prevista por la sobre residuos de aparatos eléctricos y electrónicos (RAEE), vigente únicamente en la Unión Europea.

**It** Se desiderate gettare via questo prodotto, non mescolatelo ai rifiuti generici di casa. Esiste un sistema di raccolta separato per i prodotti elettronici usati in conformità alla legislazione RAEE, valida solo all'interno dell'Unione Europea.

**Du** Deponeer dit product niet bij het gewone huishoudelijk afval wanneer u het wilt verwijderen. Er bestaat ingevolge de WEEE-richtlijn een speciaal wettelijk voorgeschreven verzamelsysteem voor gebruikte elektronische producten, welk alleen geldt binnen de Europese Unie.

**Da** Hvis du vil skille dig af med dette produkt, må du ikke smide det ud sammen med dit almindelige husholdningsaffald. Der findes et separat indsamlingssystem for udtjente elektroniske produkter i overensstemmelse med lovgivningen under WEEE-direktivet, som kun er gældende i den Europæiske Union.

**Por** Se quiser deitar fora este produto, não o misture com o lixo comum. De acordo com a legislação que decorre da Directiva REEE – Resíduos de Equipamentos Eléctricos e Electrónicos, existe um sistema de recolha separado para os equipamentos electrónicos fora de uso, em vigor apenas na União Europeia.

**Pol** Jeżeli zamierzasz pozbyć się tego produktu, nie wyrzucaj go razem ze zwykłymi domowymi odpadkami. Według dyrektywy WEEE obowiązującej w Unii Europejskiej dla używanych produktów elektronicznych należy stosować oddzielne sposoby utylizacji.



# CONTENTS

## Before Operation

|                                                                   |   |
|-------------------------------------------------------------------|---|
| INTRODUCTION .....                                                | 4 |
| COMPLIANCE STATEMENT FOR EUROPEAN USERS .....                     | 5 |
| FCC COMPLIANCE STATEMENT FOR AMERICAN USERS .....                 | 5 |
| EMI COMPLIANCE STATEMENT FOR CANADIAN USERS .....                 | 6 |
| ETAT DE CONFORMITE EMI A L'USAGE DES UTILISATEURS CANADIENS ..... | 6 |
| IMPORTANT SAFETY INSTRUCTIONS .....                               | 7 |
| NOTICE .....                                                      | 8 |
| SAFETY INSTRUCTIONS.....                                          | 9 |

## Chapter 1 Setup

|                                       |    |
|---------------------------------------|----|
| Confirmation of Carton Contents ..... | 11 |
| Part Names and Functions.....         | 12 |
| Connection to Power .....             | 18 |
| Driver Installation .....             | 18 |
| Connection to a Computer.....         | 19 |

## Chapter 2 Printer Operation

|                                                |    |
|------------------------------------------------|----|
| Power ON/OFF .....                             | 20 |
| Normal Operating Mode .....                    | 21 |
| Setting the Media .....                        | 23 |
| Setting the Ribbon .....                       | 32 |
| Mode Settings .....                            | 36 |
| Quick Setup of the Print Method .....          | 45 |
| Selecting the Ribbon Winding Direction .....   | 46 |
| Emulation Auto Detect: Cross-Emulation™ .....  | 46 |
| Manually Selecting the Printer Emulation ..... | 47 |

## Chapter 3 Printer Adjustments

|                                  |    |
|----------------------------------|----|
| Sensor Adjustments.....          | 48 |
| Media Thickness Adjustment ..... | 53 |
| Media Width Adjustment.....      | 54 |
| Adjusting the Ribbon .....       | 55 |
| Cleaning .....                   | 57 |

## Appendixes

|                      |    |
|----------------------|----|
| Troubleshooting..... | 58 |
| Specifications ..... | 61 |
| Interfaces .....     | 66 |

# INTRODUCTION

Thank you for purchasing a Citizen CL-series label printer offering high performance thermal transfer printing on media up to 4.1 inches wide.

## /// Main Features ///

### **<High-speed, high-quality printing>**

This printer can be used for high-speed high-quality printing thanks to its direct thermal method and thermal transfer method that use a line thermal printhead together with its 32 bit RISC CPU and its 'history control IC'.

### **<Easy operation>**

- It is easy to change the printer's settings on the operation panel, thanks to its unique and simple VuePrint menu system.
- Its high-lift printhead and mechanism means that media and ribbon can be loaded with ease and it is constructed for easy thermal printhead cleaning, etc.
- Media width adjustment, media thickness adjustment, and media sensor adjustment can all be made easily by the user using the colour-coded operator controls.

### **<Multi Programming Language>**

This printer contains the Datamax®, Zebra® and Eltron® emulations and will automatically detect the language using the Cross-Emulation™ feature.

### **<Interface>**

An industry standard RS232 serial port and USB (complies with USB 2.0, full-speed) port are standard equipment, for quick data transfer and printing.

### **<Optional interface>**

Additional connectivity is available with an optional internally-housed IEEE1284 parallel port, an Ethernet interface and a wireless LAN print server.

### **<Optional auto-cutter / peeler unit>**

The auto-cutter and peeler units are designed so that they can be installed easily.

### **<Adjustable sensors>**

The adjustable media sensors - which allow the sensors to be positioned in different locations across the media - are standard features making the printer ideal for use with special media.

### **<Installation>**

The interface, power switch etc. are installed towards the back and the top cover opens and closes vertically so that the sides of the printer are not restricted.

## **COMPLIANCE STATEMENT FOR EUROPEAN USERS**

CE marking shows conformity to the following criteria and provisions:

Low Voltage Directive (2014/35/EU), EMC Directive (2014/30/EU), and RoHS directive (2011/65/EU)

Full text of the EU declaration of conformity is available at the following internet address:

[http://www.citizen-systems.co.jp/en/printer/download/eu\\_doc.html](http://www.citizen-systems.co.jp/en/printer/download/eu_doc.html)

## **FCC COMPLIANCE STATEMENT FOR AMERICAN USERS**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

\*The model name printed on the CL-S621 II/631 II rating label is JM62-M01/JM63-M01.

# EMI COMPLIANCE STATEMENT FOR CANADIAN USERS

**This Class A digital apparatus complies with Canadian ICES-003.**

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. This equipment is designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**CAUTION:** Use shielded cables to connect this device to computers.

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

## ETAT DE CONFORMITE EMI A L'USAGE DES UTILISATEURS CANADIENS

**Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.**

Cet équipement produit et utilise l'énergie à radiofréquences et s'il n'est pas installé et utilisé correctement, c'est à dire en accord strict avec les instructions du fabricant, il risque de provoquer des interférences avec la réception de la radio et de la télévision.

Le présent appareil numérique n'émet pas de bruits radio électriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

Cet équipement est conçu pour fournir une protection satisfaisante contre de telles interférences dans une installation résidentielle. Cependant, il n'y a pas de garantie contre les interférences avec les réceptions radio ou télévision, provoquées par la mise en et hors circuit de l'équipement; aussi, il est demandé à l'utilisateur d'essayer de corriger l'interférence par l'une ou plus des mesures suivantes:

- Réorienter l'antenne de réception.
- Installer l'ordinateur autre part, par égard pour le récepteur.
- Brancher l'ordinateur dans une prise de courant différente de façon à ce que l'ordinateur et le récepteur soient branchés sur des circuits différents.

# IMPORTANT SAFETY INSTRUCTIONS

- Read all of these instructions and save them for later reference.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near water.
- Do not place this product on an unstable cart, stand or table. The product may fall, causing serious damage to the product.
- Slots and openings on the cabinet and the back or bottom are provided for ventilation. To ensure reliable operation of the product and to protect it from overheating, do not block or cover these openings. The openings should never be blocked by placing the product on a bed, sofa, rug or other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
- This product should be operated from the type of power source indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
- This product is equipped with a three-pronged plug, a plug having a third (grounding) pin. This plug will only fit into a grounding-type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not defeat the safety purpose of the grounding-type plug.
- Do not allow anything to rest on the power cord. Do not locate this product where the cord will be walked on.
- If an extension cord is used with this product, make sure that the total of the ampere ratings on the products plugged into the extension cord do not exceed the extension cord ampere rating. Also, make sure that the total of all products plugged into the wall outlet does not exceed 15 amperes for 120V outlet and 7.5 amperes for 220V-240V outlet.
- Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- Except as explained elsewhere in this manual, don't attempt to service this product yourself. Opening and removing those covers that are marked "Do Not Remove" may expose you to dangerous voltage points or other risks. Refer all servicing on those compartments to service personnel.
- The mains plug on this equipment must be used to disconnect mains power. Please ensure that the socket outlet is installed near the equipment and shall be easily accessible.
- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - A. When the power cord or plug is damaged or frayed.
  - B. If liquid has been spilled into the product.
  - C. If the product has been exposed to rain or water.
  - D. If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - E. If the product has been dropped or the cabinet has been damaged.
  - F. If the product exhibits a distinct change in performance, indicating a need for service.

# NOTICE

- Before use, be sure to read this manual. And keep it handy for reference when needed.
- The contents of this manual may change without prior notice.
- Reproduction, transfer, or transmission of the contents of this manual without prior consent is strictly prohibited.
- We are not liable for any damage resulting from the use of the information contained herein, regardless of errors, omissions, or misprints.
- We are not liable for any problems resulting from the use of optional products and consumable supplies other than the designated products contained herein.
- Do not handle, disassemble or repair the parts other than those specified in this manual.
- We are not liable for any damage caused by user's erroneous use of the printer and inadequate environment.
- Data residing in the printer is temporary. Therefore, all data will be lost if power is lost. We are not liable for any damage or loss of profits caused by data loss due to failures, repairs, inspections, etc.
- Please contact us if there are any mistakes or ambiguities within this manual.
- If there are missing or incorrectly collated pages in this manual, contact us to obtain a new manual.

CITIZEN is a registered trademark of Citizen Watch Co., Ltd.  
CITIZEN est une marque enregistrée de Citizen Watch Co. Ltd.

Copyright © 2019 by CITIZEN SYSTEMS JAPAN CO., LTD.



# SAFETY INSTRUCTIONS

## which must be strictly observed !

- To prevent personal injury or property damage, the following shall be strictly observed.
- The degree of possible injury and damage due to incorrect use or improperly following instructions is described below.

|                                                                                                  |                                                                                                             |
|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
|  <b>Warning</b> | Indicates a situation which, if not observed and handled properly, could result in death or serious injury. |
|  <b>Caution</b> | Indicates a situation which, if not observed and handled properly, could result in injury.                  |



: This is a mark to call attention to the reader.

### **Warning**

**Never perform the following. If not avoided, these may cause damage or trouble to the printer or cause the printer to overheat and release smoke and cause burns or an electrical shock. If the printer is damaged or is malfunctioning, be sure to turn the printer off immediately and remove the power cord from the outlet, then consult our service personnel.**

- Do not place the printer in a poorly ventilated area, or shut off the air vent of the printer.
- Do not place the printer where chemical reactions occur, such as in laboratories or where air is mixed with salt or gas.
- Do not use a power voltage or frequency other than those specified.
- Do not plug/unplug the power cord or attach/detach the interface cable by simply grabbing the power cord or interface cable. Do not pull or carry the printer when the tension of the power cord or interface cable is increased.
- Do not drop or put foreign matter such as clips and pins into the printer. This may cause problems.
- Do not plug the power cord into an outlet with many loads.
- Do not spill drinks such as tea, coffee and juice on the printer or spray insecticide on the printer. If drink or water is spilled, first be sure to turn the power off and remove the power cord from the outlet, then consult our service personnel.
- Do not disassemble or modify the printer.

**Discard or safely store the plastic packing bag. This bag should be kept away from children. If the bag is pulled over a child's head, it may cause suffocation.**

## General Precautions

### **Caution**

- Prior to operation, read the safety instructions carefully and observe them.
- Do not drop or put foreign matter such as clips and pins into the printer. This may cause problems.
- Be careful when moving or carrying the printer. Dropping the printer may cause injury or property damage.
- Make sure if you open the top cover, it is opened all the way. If only partially open, the cover could slam shut, possibly causing injury.
- When the cover is open, be careful of the corners of the cover. They could cause injury.
- Do not open the printer during printing.
- When cleaning the surface of the printer case, do not use the cloth that is soaked in thinner, trichloroethylene, benzene, ketone or similar chemicals.
- Do not use the printer where there is a lot of oil, iron particles, or dust.
- Do not spill liquids or spray insecticide on the printer.
- Do not jolt or impact to the printer by stepping on, dropping or hitting the printer.
- Operate the control panel properly. A careless, rough handling may cause problems or malfunction. Do not use such sharp-edged tool as a ballpoint pen for operation.
- Be careful of the edges of the plates so injury or property damage is possible.
- If a problem occurs during printing, stop the printer immediately and unplug the power cord from the outlet.
- When printer trouble occurs, do not try to disassemble it. Instead, consult our service personnel.

## Precautions When Installing the Printer

### **Caution**

- Prior to operation, read the safety instructions carefully and observe them.
- Do not use or store the printer near fire, excessive moisture, in direct sunlight, near an air conditioner or heater or other source of unusually high or low temperature or humidity or excessive dust.
- Do not place the printer where chemical reactions occur, such as in a laboratory.
- Do not place the printer where air is mixed with salt or gas.
- The printer must sit on a firm, level surface where there is ample ventilation. Never allow the printer's air vent to be blocked by a wall or other object.
- Do not put anything on the top of printer.
- Do not place the printer near a radio or television, and do not use the same wall outlet for the printer and radio or television. Radio or television reception could be adversely affected.
- Do not put anything on the power cord or step on it.
- Do not drag or carry the printer with the power cord or interface cable.
- Avoid plugging the power cord into an outlet with many loads.
- Do not bundle the power cord when inserting the plug.
- Always grip the plug housing, not the cord, to plug/unplug the power cord.
- Make certain the power is turned off before connecting/disconnecting the interface cable.
- Avoid lengthening the signal cable or connecting it to any noise-producing device. If it is unavoidable, use the shielded cable or twisted pair for each signal.
- Place the printer near the outlet where the power cord can be unplugged easily to shut off power.
- Use the AC outlet that accepts a three-pronged plug. Otherwise, static electricity may be generated and there will be danger of electric shock.

# Chapter 1 Setup

## Confirmation of Carton Contents

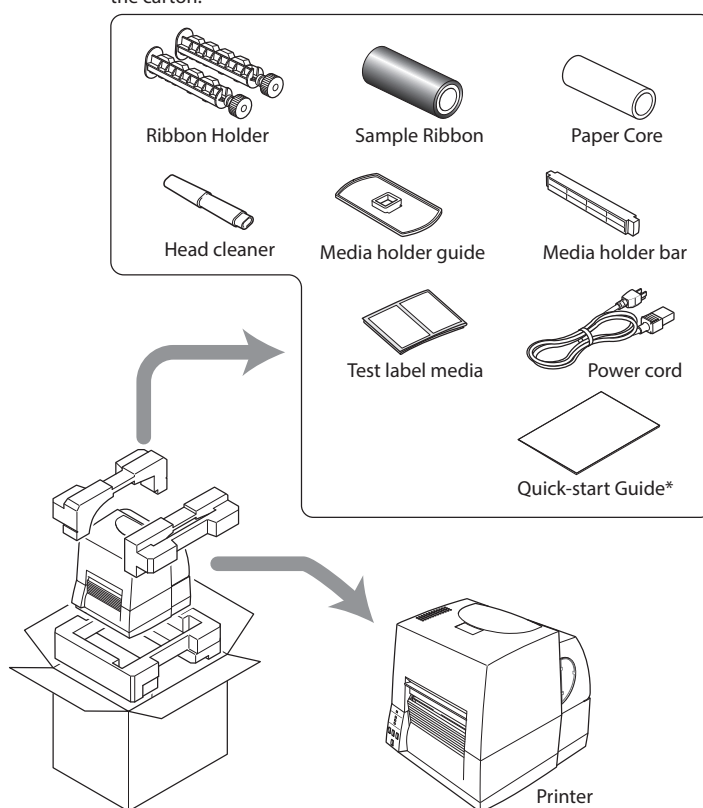
### Removing the Packing Material

The printer is shipped with adhesive tape in place to hold the top cover closed. Simply remove the two pieces of tape on either side of the top cover. Then simply open the cover by lifting up and tipping it backwards.

There is another strip of adhesive tape that must be removed which holds the mechanism closed for shipping. Remove the tape and attached paper by carefully peeling from the plastic case.

Retain the tape should you need to transport the printer again.

Check that the following accessories are included with the printer in the carton.



**Note:** The empty carton and packing materials should be stored for future shipping of the printer.

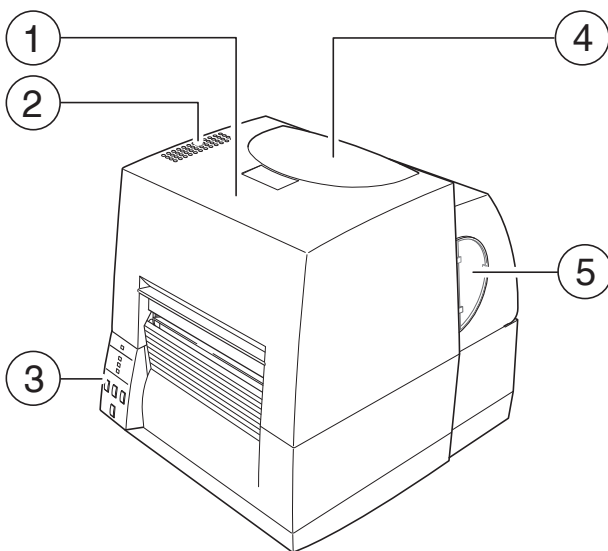
\* You can download the driver, SDK, utility and BarTender (label creation software) from the URL listed in the Quick-start Guide.

### **Caution**

- Be careful when moving or carrying the printer and when taking the printer out of the carton. The printer may cause injury or property damage if dropped. Be sure to grip the printer housing firmly when taking it out of the carton. Do not grip the printer by the foam packing material which may break, causing the printer to drop.
- When opening the cover, open it all the way. If only part way open, the cover could slam shut, possibly causing injury.
- Be careful of the edge of the cover when the cover is opened. It may cause injury or property damage.
- Be careful of the edges of the metal plates so injury or property damage is possible.

## Part Names and Functions

### Front View



① **Top cover**

Is opened vertically to set media or ribbon.

② **Heat discharge vent**

It allows warm air to vent from the printer.  
Be sure not to block it with media etc.

③ **Operation panel**

This is used to make changes and adjustments to the printer and its configuration.

④ **Ribbon window**

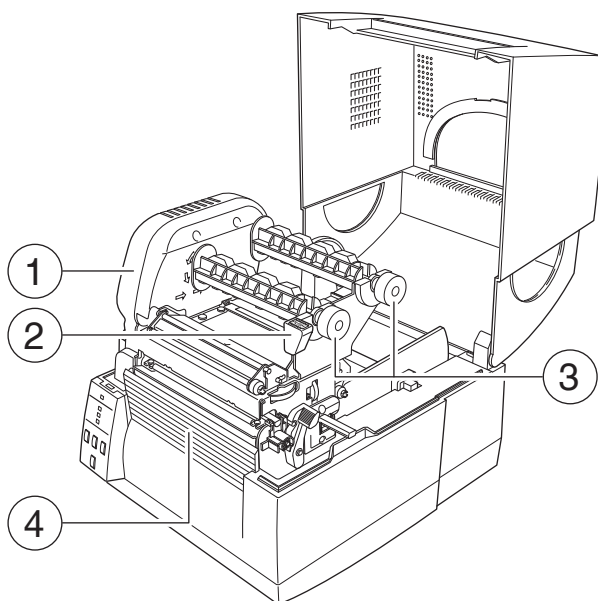
The amount of ribbon remaining can be checked through this window.

⑤ **Media window**

The amount of media remaining can be checked through this window.

*Operation Panel (p.16)*

#### Inside the printer



① **Ribbon drive unit**

② **Head close knob**

Push the head close knob to lock the mechanism closed. If you push on another part of the mechanism, the printer may not lock closed correctly.

③ **Ribbon holder**

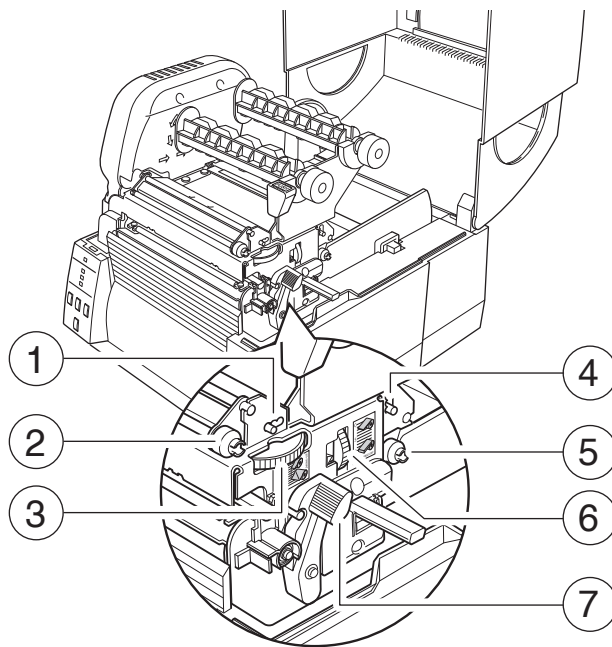
It is used to attach the ribbon and paper core.

④ **Front cover**

It is removed to install optional units such as the peeler or cutter.

## Chapter 1 Setup

### Part Names and Functions



*Ribbon Tension Adjustment*  
(p.55)

*Ribbon Balance Adjustment*  
(p.56)

*Media Width Adjustment*  
(p.54)

*Ribbon Tension Adjustment*  
(p.55)

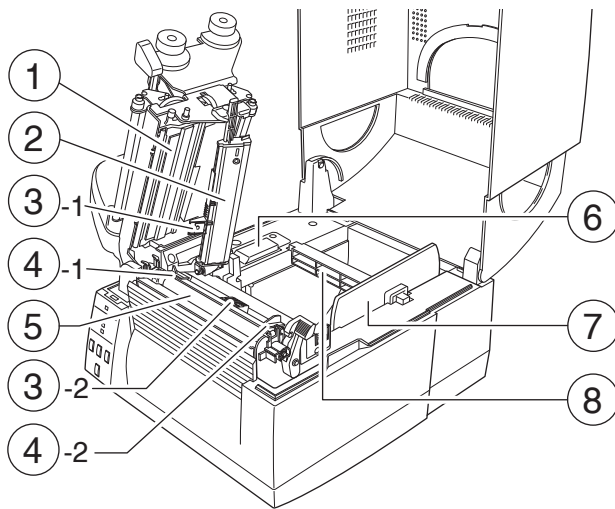
*Ribbon Balance Adjustment*  
(p.56)

*Media Thickness Adjustment*  
(p.53)

- ① **Front (winding side) ribbon tension adjustment knob**  
This is adjusted according to the width of the ribbon that is used. It is also used when the ribbon is wrinkled or slips.
- ② **Front (winding side) ribbon left-right balance adjustment knob**  
It is used to perform an adjustment when the ribbon is wrinkled. Normally set it to the center position.
- ③ **Media width adjustment dial**  
It is adjusted to match the width of the media.
- ④ **Back (feeding side) ribbon tension adjustment knob**  
This is adjusted according to the width of the ribbon that is used. Use it basically in the same way as the front adjustment knob.
- ⑤ **Back (feeding side) ribbon left-right balance adjustment knob**  
It is used to perform an adjustment when the ribbon is wrinkled. Normally set it to the center position.
- ⑥ **Media thickness adjustment dial**  
It is adjusted to match the thickness of the media.
- ⑦ **Large blue-head open lever**  
The head unit can be raised to install media by pushing this lever. It locks the head unit during printing.

## Chapter 1 Setup

### Part Names and Functions



① **Thermal printhead**

This is the printhead. Avoid touching this with your fingertips and leaving grease or dirt on the printhead surface.

② **Sensor arm**

The media can be installed by raising this arm.

The media can be held in place by lowering this arm.

③ **Upper sensor (③-1) and bottom sensor (③-2)**

When used as a label detection sensor (transparent sensor), it is used by matching the sensor markings of the upper sensor and the bottom sensor. When used as a black mark detection sensor (reflective sensor), it is used by matching the sensor marking on the bottom sensor with the position of the black mark on the liner or media backing.

When used as a continuous media detection sensor (reflective sensor), move the bottom sensor close to the center of the width of the media.

④ **Media guides (Left fixed media guide (④-1) and right movable media guide (④-2))**

The end of the media is matched to the left fixed media guide, then the right side movable media guide is moved horizontally to match it to the media size. And the movable media guide is used as a guide to match the upper sensor and bottom sensor when using a label detection sensor (Transparent sensor) or continuous media detection sensor (Reflective sensor).

⑤ **Platen**

Interlocked with the thermal printhead, it feeds media backwards or forwards.

⑥ **Optional unit connector cover**

It is opened when the cables of the cutter unit and the peeler unit are connected. Do not remove during normal use.

⑦ **Media holder guide**

This guide is moved horizontally to match the media size.

The guide can be sliding it from the holder bar.

⑧ **Media holder bar**

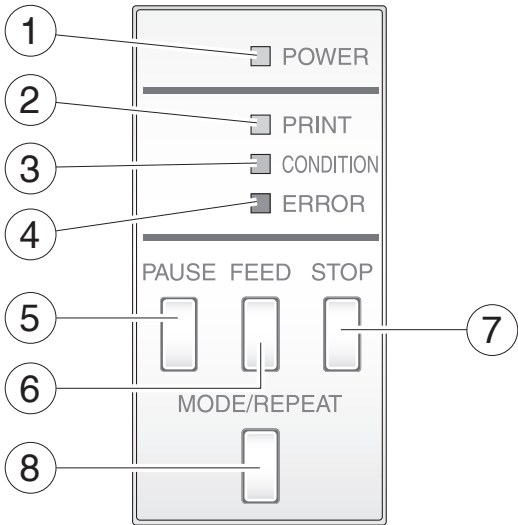
The media is supported by the media holder bar when installed in the printer.

*Setting sensor positions. (p.25)*

*Sensor Adjustments (p.48)*

*Loading roll media (p.24)*

### Operation Panel



*LED Functions (p.22)*

- ① **POWER LED**  
This is lit when the printer power is on. (green)
- ② **PRINT LED**  
This is lit when the printer is able to print. (green)
- ③ **CONDITION LED**  
This is on when selecting settings. (orange)
- ④ **ERROR LED**  
This is lit or flashes when the printer is in an alarm or error status. (red)
- ⑤ **PAUSE key**  
This temporarily stops printing.
- ⑥ **FEED key**  
This key feeds the media to the top of the next label or form.
- ⑦ **STOP key**  
This stops printing or cancels the alarm.
- ⑧ **MODE/REPEAT key**  
This key exits current status in the menu setting mode or reprints the final label, depending on printer status.

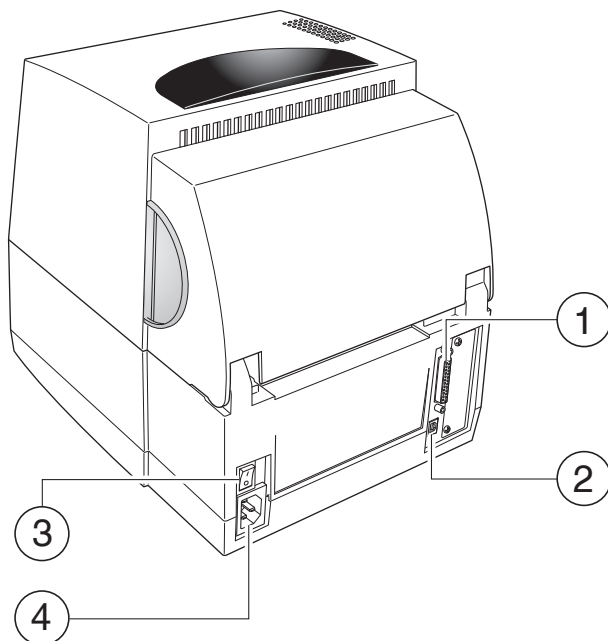
*Normal Operating Mode (p.21)*



## Chapter 1 Setup

### Part Names and Functions

#### Rear View



*Serial Interface (p.66)*

*USB Interface (p.68)*

*Power ON/OFF (p.20)*

*Connection to Power (p.18)*

① **Serial interface (RS232C)**

This receives serial transmission of data from a host computer.

② **USB interface (USB2.0)**

This receives USB transmission of data from a host computer.

③ **Power switch**

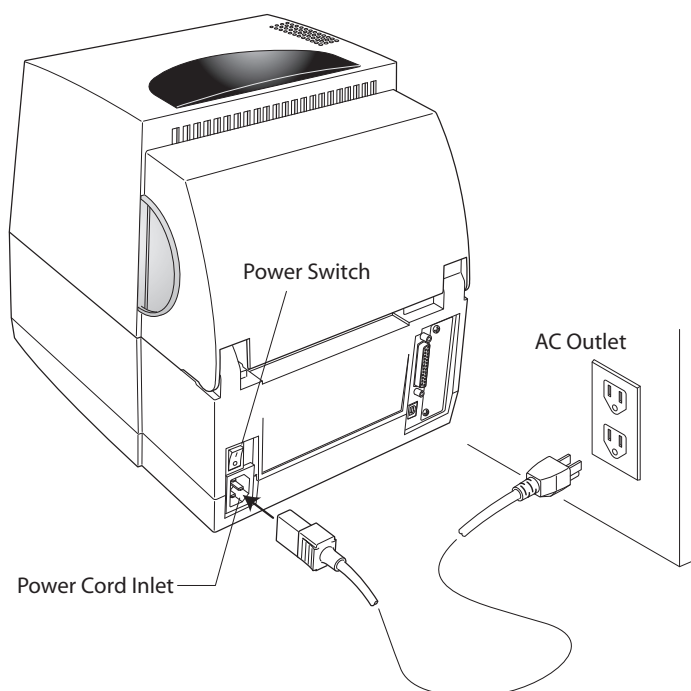
This is the power switch for the printer.

④ **Power cord inlet**

The connector of the enclosed power cord is connected here.

### Connection to Power

1. Check that the power switch to the printer is turned OFF.
2. Connect the connector of the power cord to the power cord inlet on the printer.
3. Insert the plug of the power cord in the AC outlet.



#### Caution

Use an AC outlet that accepts a three-pronged plug. Otherwise, static electricity may be generated and there will be danger of electric shock.

### Driver Installation

Install the printer driver onto the host computer. Printer drivers are available for download from the Citizen Systems support website. The latest documentation, drivers, utilities, and other support information are also available from this website.

**<https://www.citizen-systems.co.jp/en/printer/download/>**

Once a printer driver has been downloaded, follow the on-screen instructions to install the driver

### Connection to a Computer

This product has two interfaces that can be used to receive printing data: a serial port (RS232C) and a USB port (USB2.0). An optional internal Ethernet, an IEEE1284 Parallel or Wireless LAN port can be added by your dealer.

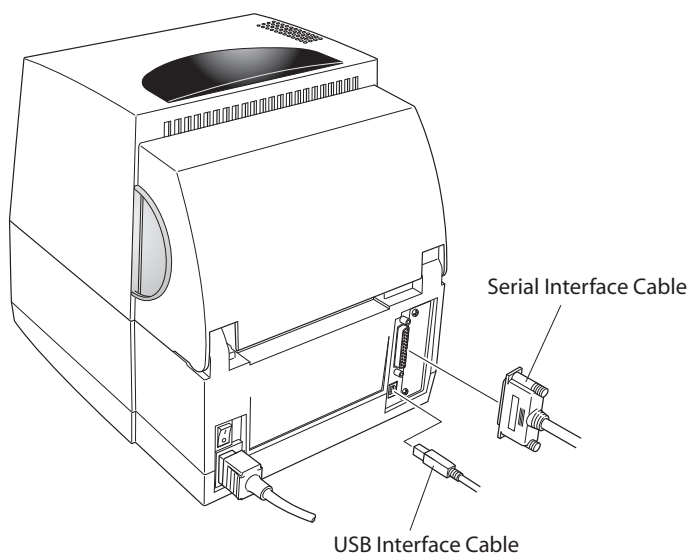
With the exception of a wireless LAN connection, an interface cable is necessary to connect the printer to a computer.

To connect the cable, proceed as follows:

1. Turn OFF both power switches of the printer and the computer.
2. Connect one end of the interface cable to the interface connector on the back of the printer and secure it with locks or locking screws, where available.
3. Connect the other end of the interface cable to the interface connector on the computer and secure it with locks or locking screws, where available.

*Serial Interface (p.66)*

*USB Interface (p.68)*



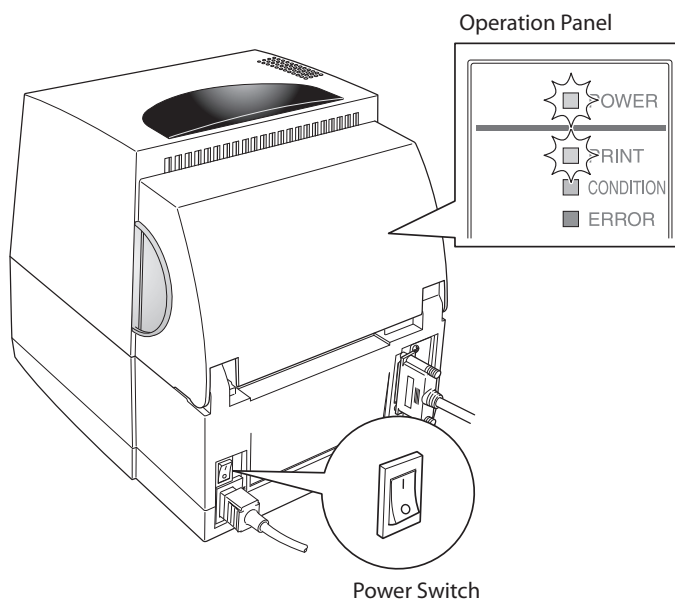
**Note:** If an optional Ethernet, an IEEE1284 Parallel or Wireless LAN port is used, contact your Citizen Systems dealer.

# Chapter 2 Printer Operation

## Power ON/OFF

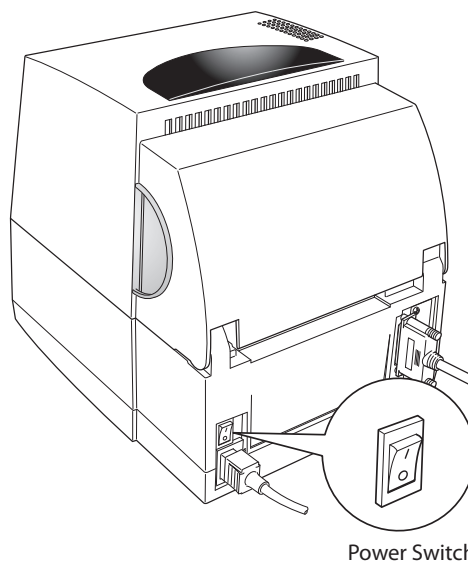
### Turning on the power

1. Turn on the power switch on the back of the printer.
2. The POWER and PRINT LED are lit.



### Turning off the power

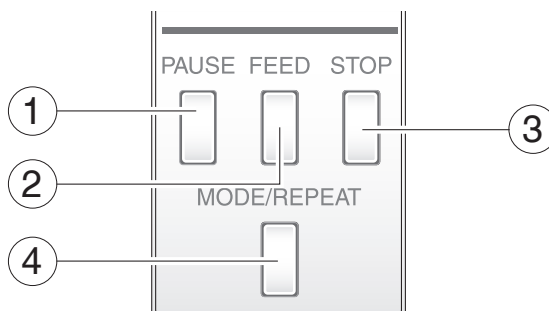
1. Turn off the power switch on the back of the printer.
2. The POWER and PRINT LED go off.



*Menu Setup Mode (p.38)*

### Normal Operating Mode

When the power is turned on, the printer enters normal operating mode. The control keys activate the following functions.



① **PAUSE key: Temporarily pauses printing**

- When this key is pushed once, the PRINT LED turns off and the printer temporarily pauses.
- When it is pushed during printing, the printer pauses after the label currently being printed is issued. Pressing the key a second time restarts printing and the remaining number of designated labels are printed.

② **FEED key: Feeds media**

- Pressing this key feeds media to the print start position. The distance it is fed is determined by automatically detecting the front end of the media when using label media, and when continuous media has been designated, a fixed quantity is fed, then feeding stops.
- When the TEAR OFF setting is effective, feeding stops when the media has been fed to the TEAR OFF location.
- When the optional cutter unit is installed, the media is fed to the cut position then it is cut.
- If the optional peeler unit is installed, the media is fed to the peeling location. When the media is pausing at the peeling position, feeding does not occur, even if the FEED key is pushed.

③ **STOP key: It stops printing and cancels the alarm**

- Pushing this key once during printing puts the printer in pause mode after the label is issued. It is possible to cancel 1 batch of label issuing data by pressing the STOP key for 4 seconds or longer in pause status. (The PRINT LED flashes at high speed during cancel.)
- Pushing this key once cancels the abnormal head resistance alarm.

④ **MODE/REPEAT key:**

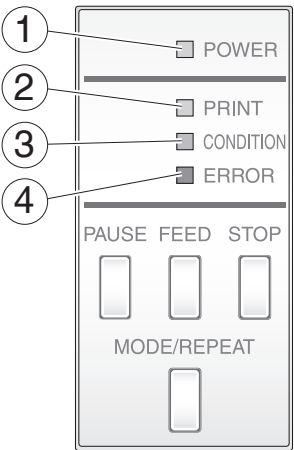
- Pressing this key reprints the last label in PRINT status (when the PRINT LED is lit) The last label issued depends on the selection of the "MODE/REPEAT key" menu.

# Chapter 2 Printer Operation

## Normal Operating Mode

### LED Functions

- ① **POWER LED**  
It lights up when printer power is turned on. (green)
- ② **PRINT LED**  
This is lit when the printer is able to print. (green)
- ③ **CONDITION LED**  
This is on when selecting settings. (orange)
- ④ **ERROR LED**  
This is lit or flashes when the printer is in error status. (red)



### Table of Alarm and Error Indications

In addition to normal operating mode, when an abnormal condition is detected in the printer, an alarm sounds and each LED either lights up or flashes to indicate the type of error.

| Item                                                  | PRINT LED | CONDITION LED | ERROR LED |
|-------------------------------------------------------|-----------|---------------|-----------|
| When the STOP key has been pushed                     | OFF       | OFF           | OFF       |
| Abnormal head temperature                             | ON OFF    | ON OFF        | OFF       |
| Abnormal motor temperature                            | ON OFF    | OFF ON        | OFF       |
| Head open                                             | OFF       | OFF           | ○○○○○○●●  |
| Media end                                             | OFF       | OFF           | ON OFF    |
| Media out<br>(media location cannot be detected)      | OFF       | ON OFF        | ON OFF    |
| Abnormal head resistance*                             | OFF       | ON OFF        | OFF ON    |
| Ribbon feed error                                     | OFF       | ○○○○○○●●      | ○○○○○○●●  |
| Ribbon end                                            | OFF       | ○○○○○○●●      | ●●○○○○○○  |
| Communication error<br>(reception buffer overrun)     | OFF       | ON OFF        | OFF       |
| Communication error<br>(parity, framing)              |           |               |           |
| Communication error<br>(transmission buffer overflow) |           |               |           |
| Auto cutter abnormality<br>(jamming etc.)             | OFF       | OFF           | ON        |
| Auto cutter temperature abnormal                      | ON OFF    | OFF ON        | OFF       |

\* Pushing the STOP key once cancels the alarm.

TimeAxis →

○ : ON, ● : OFF

Wide on/off marks indicate slow LED flashing.

Small circle on/off marks indicate quick LED flashing.

# Setting the Media

## Media Sizes

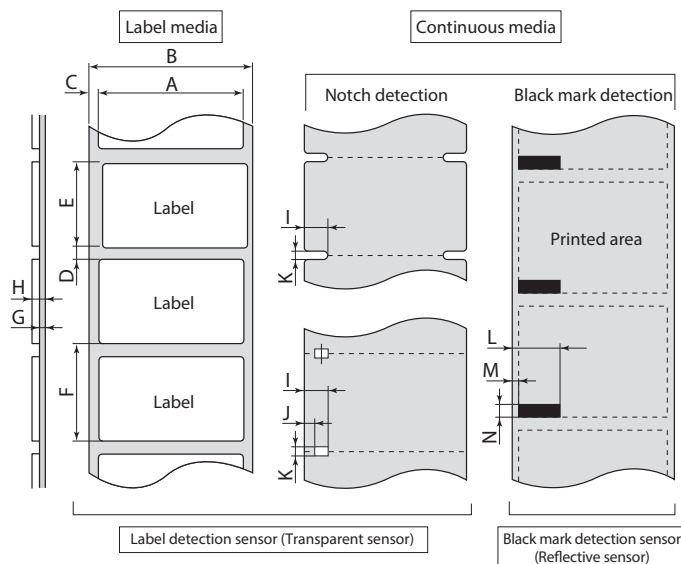
The position of label and tag media is sensed by either a label detection sensor (Transparent sensor) or a black mark detection sensor (Reflective sensor).

Label detection sensor (Transparent sensor):

Detects the gaps between label media and notches of tag media

Black mark detection sensor (Reflective sensor):

Detects the black mark



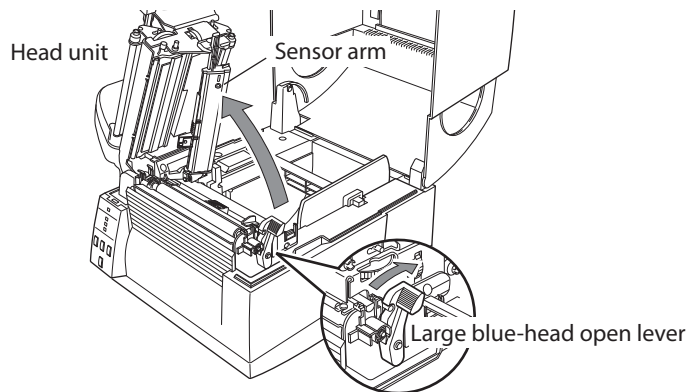
|   |                                 | Min. value mm (inches) | Max. value mm (inches) |
|---|---------------------------------|------------------------|------------------------|
| A | Label width                     | 19.50 (0.77)           | 118.00 (4.65)          |
| B | Liner width                     | 19.50 (0.77)           | 118.00 (4.65)          |
| C | Label left edge position        | 0 (0)                  | 2.54 (0.10)            |
| D | Length of gap between labels    | 2.54 (0.10)            | 2539.70* (99.99*)      |
| E | Label length                    | 6.35 (0.25)            | 2539.70* (99.99*)      |
| F | Label pitch                     | 6.35 (0.25)            | 2539.70* (99.99*)      |
| G | Liner thickness                 | 0.06 (0.0025)          | 0.125 (0.0049)         |
| H | Total media thickness           | 0.06 (0.0025)          | 0.25 (0.01)            |
| I | Position of right edge of notch | 3.60 (0.14)            | 60.80 (2.39)           |
| J | Position of left edge of notch  | 0 (0)                  | 57.20 (2.25)           |
| K | Notch length                    | 2.54 (0.10)            | 17.80 (0.70)           |
| L | Right edge of black mark        | 15.00 (0.59)           | 66.50 (2.62)           |
| M | Left edge of black mark         | 0 (0)                  | 51.5 (2.02)            |
| N | Black mark width                | 3.18 (0.125)           | 17.80 (0.70)           |

- Use a label detection sensor (Transparent sensor) for label media gaps and media with black marks.
  - Use the continuous media detection sensor (reflective sensor) for continuous media with no notches or black marks.
  - Use a label detection sensor (Transparent sensor) for fan fold media.
  - If the label pitch is 1 inch or less, set the Small Media Adjustment menu to ON and match it to the label that uses the value of the Small Media Length menu.
- \* For CL-S631 II, the value is 1625.60 mm (64.00 inch)

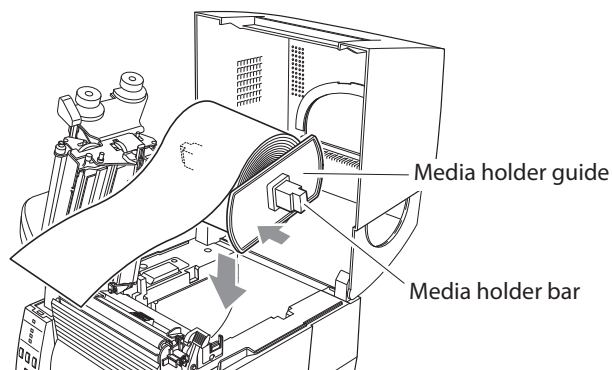
*Media Sizes (p.23)*

#### Loading roll media

1. Push the large blue-head open lever to release the head unit, and then lift the sensor arm by hand as shown below.



2. Firstly, slide the two black plastic parts of the media holder assembly together. Ensure correct alignment of the guide with the bar as it can only be installed in one direction.
3. Slide the roll of media over the media bar. The media guide must be on the right side of the roll of media (as viewed from the front of the printer) with the ribbed surface of the media guide touching the media roll as shown in the illustration.



4. Set the media roll and media holder in to the printer as shown above. It is advisable to pull a length of media forwards and through the mechanism ready for later positioning.
5. Move the media roll so it is touching the leftside of the housing. Then slide the black media guide so it is touching the media on the right side.

**Note:** Do not try to hold the media too tightly with these guides as it will cause the printer to jam during printing.



### Setting the Media

*Quick Sensor Selection Method  
(p.48)*

#### 6. Select a sensor.

With the power switched on, push the STOP key for at least 4 seconds while pushing the MODE/REPEAT key.

Each time the key is pushed, the buzzer sounds and the selected sensor switches between the label detection sensor (transparent sensor), black mark detection sensor (reflective sensor) and continuous media detection sensor (reflective sensor).

When the label detection sensor (transparent sensor) is selected, the buzzer sounds once.

When the black mark detection sensor (reflective sensor) is selected, the buzzer sounds twice.

When the continuous media detection sensor (reflective sensor) is selected, the buzzer sounds thrice.

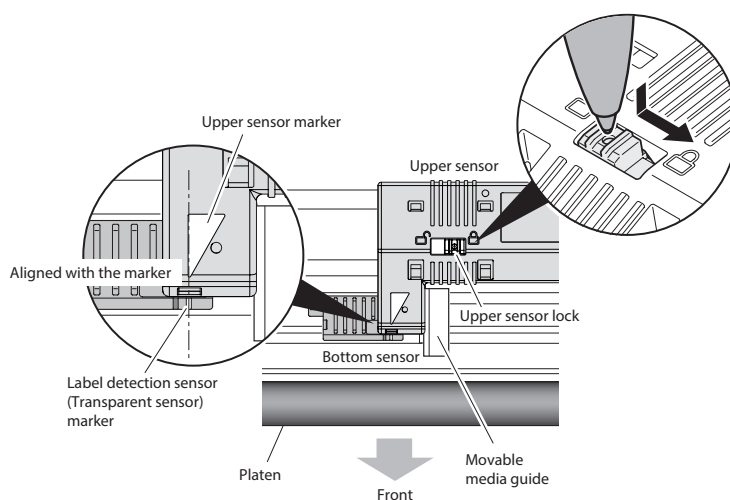
#### 7. Setting sensor positions.

##### **When using a label detection sensor (transparent sensor)**

1. Move the bottom sensor close to the center of the paper width, and use the movable media guide to align the positions of the upper sensor marker and the bottom sensor marker (white).

Be careful that media with black marks does not pass the media sensor.

2. After aligning the markers, use an item with a fine tip, such as a pen, to slide and lock the upper sensor lock (blue).



*Adjusting the label detection  
sensor (Transparent sensor)  
(p.49)*

When using media that is 4 inches wide, position the upper sensor and the bottom sensor all the way to the right (large blue-head open lever side).

# Chapter 2 Printer Operation

## Setting the Media

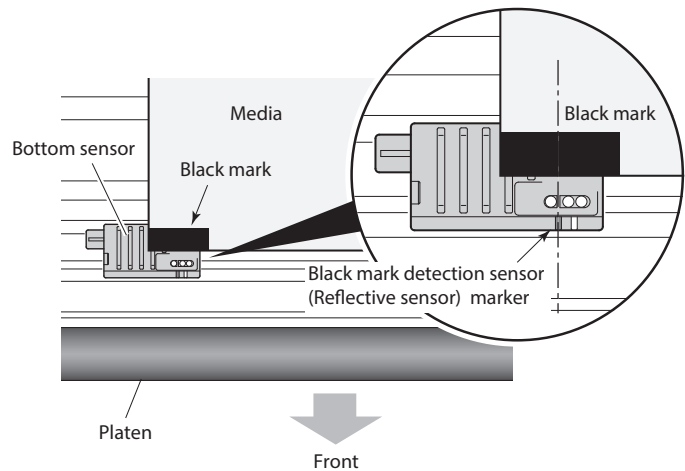
Adjusting the black mark detection sensor (Reflective sensor) (p.51)

 **Caution**

- The bottom sensor and upper sensor must be in alignment with each other.
- Attempting to move the sensor while still locked may damage it.

**When using a black mark detection sensor (Reflective sensor)**

Adjust the position of the sensor so that the black mark detection sensor (Reflective sensor) marker of the bottom sensor is at the center of the black mark of the media as shown below.



 **Caution**

Do not install the upper sensor directly above the bottom sensor. Normal operation may not be possible.

**When using the continuous media detection sensor (reflective sensor)**

Move the bottom sensor close to the center of the width of the media. Be careful that media with black marks does not pass the media sensor.

When using media that is 4 inches wide, position the bottom sensor all the way to the right (large blue-head open lever side).

 **Caution**

Do not install the upper sensor directly above the bottom sensor. Normal operation may not be possible.

Adjusting the continuous media detection sensor (reflective sensor) (p.52)

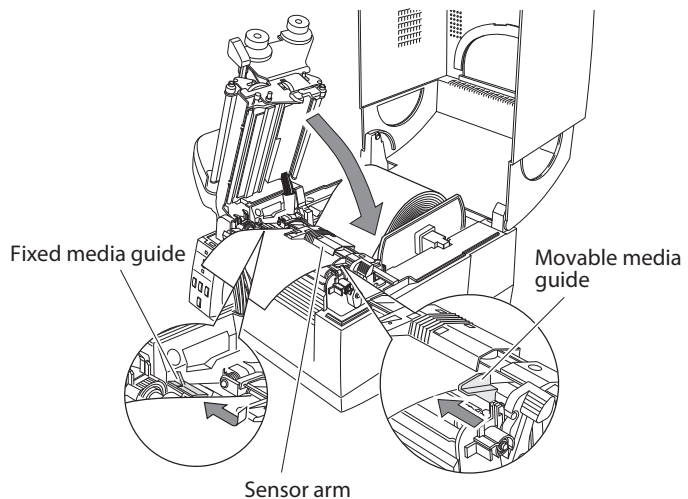
## Chapter 2 Printer Operation

### Setting the Media

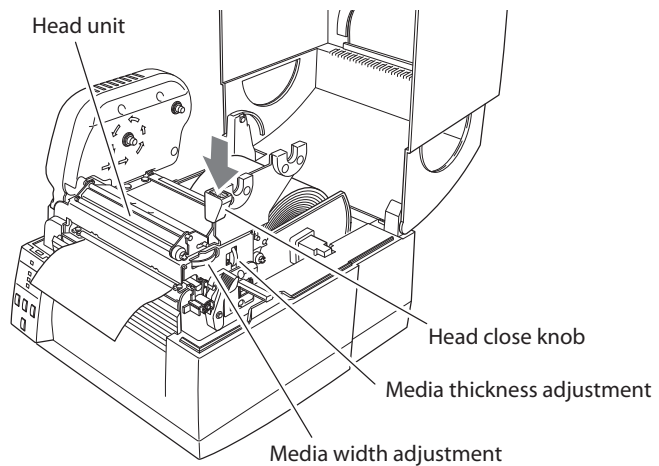
*Media Thickness Adjustment*  
(p.53)

*Media Width Adjustment* (p.54)

8. Align the media with the left fixed media guide, align the right movable media guide with the media width, and lower the sensor arm.



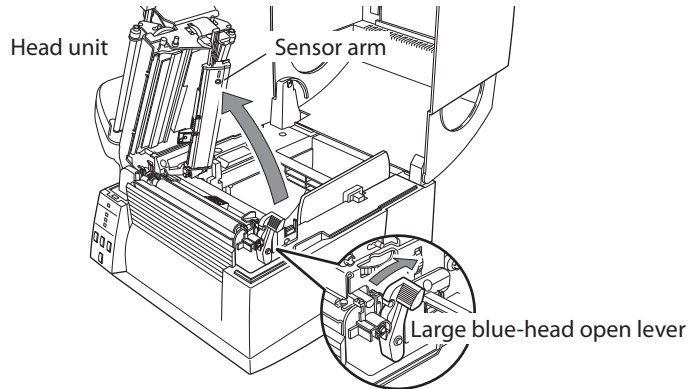
9. Push the head close knob to lower and lock the head unit. Be sure to always push the head close knob to lock the head unit. Align it with the width of the media that has been set, then set the media width and media thickness adjustment dials. See "Chapter 3 Printer Adjustments".



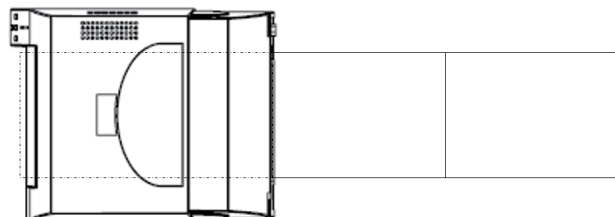
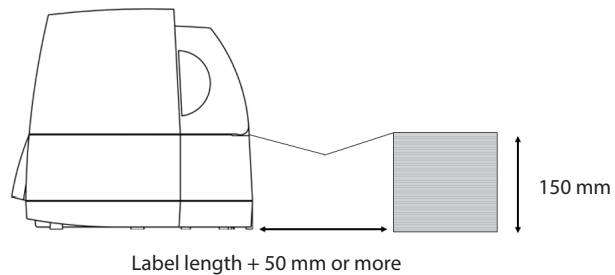
10. Push the FEED key to feed the media. It will halt at the next print start position.

#### Loading fanfold media

1. Push the large blue-head open lever to release the head unit, and then lift the sensor arm by hand as shown below.



2. Insert the fanfold media through from the external media feed port at the back of the printer.
3. Leaving the specified gap from the printer, place the fanfold paper so that it is at the same height as the printer and becomes parallel with the printer as shown in the figures below.



Place the fanfold media so that it is parallel with the printer.

## Chapter 2 Printer Operation

### Setting the Media

*Quick Sensor Selection Method  
(p.48)*

#### 4. Insert the fanfold media through below media holder bar and set the holder by aligning it with the media width.

**Note:** Do not try to hold the media too tightly with these guides as it will cause the printer to jam during printing.

#### 5. Select a sensor.

With the power switched on, push the STOP key for at least 4 seconds while pushing the MODE/REPEAT key.

Each time the key is pushed, the buzzer sounds and the selected sensor switches between the label detection sensor (transparent sensor), black mark detection sensor (reflective sensor) and continuous media detection sensor (reflective sensor).

When the label detection sensor (transparent sensor) is selected, the buzzer sounds once.

When the black mark detection sensor (reflective sensor) is selected, the buzzer sounds twice.

When the continuous media detection sensor (reflective sensor) is selected, the buzzer sounds thrice.

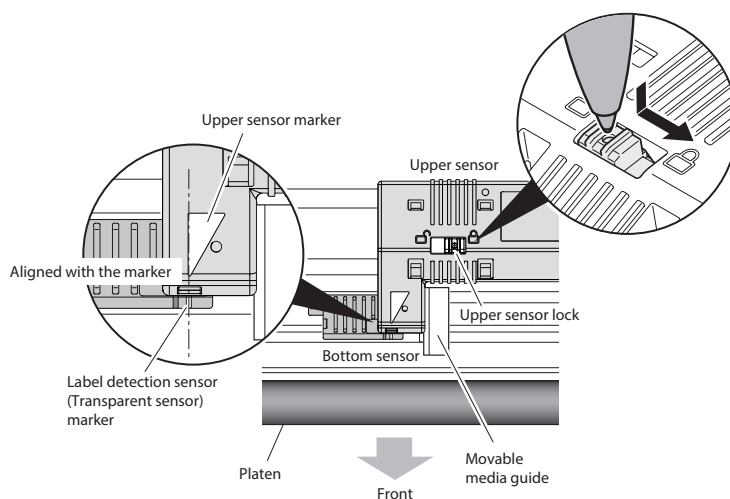
#### 6. Setting sensor positions.

##### When using a label detection sensor (transparent sensor)

1. Move the bottom sensor close to the center of the paper width, and use the movable media guide to align the positions of the upper sensor marker and the bottom sensor marker (white).

Be careful that media with black marks does not pass the media sensor.

2. After aligning the markers, use an item with a fine tip, such as a pen, to slide and lock the upper sensor lock (blue).



## Chapter 2 Printer Operation

### Setting the Media

*Adjusting the label detection sensor (Transparent sensor) (p.49)*

*Adjusting the black mark detection sensor (Reflective sensor) (p.51)*

*Adjusting the continuous media detection sensor (reflective sensor) (p.52)*

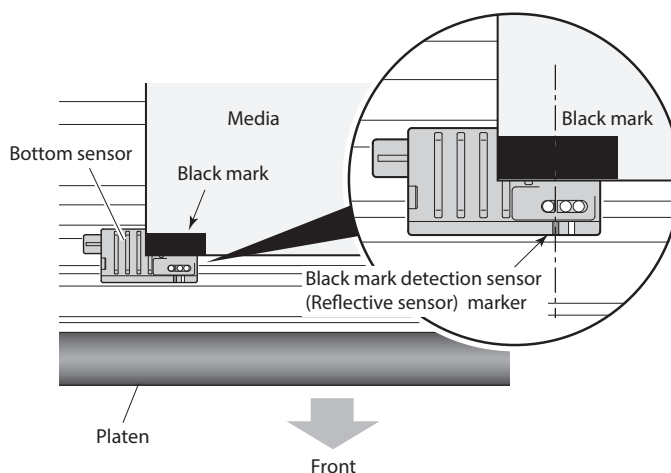
When using media that is 4 inches wide, position the upper sensor and the bottom sensor all the way to the right (large blue-head open lever side).

#### **Caution**

- The bottom sensor and upper sensor must be in alignment with each other.
- Attempting to move the sensor while still locked may damage it.

#### **When using a black mark detection sensor (Reflective sensor)**

Adjust the position of the sensor so that the black mark detection sensor (Reflective sensor) marker of the bottom sensor is at the center of the black mark of the media as shown below.



#### **Caution**

Do not install the upper sensor directly above the bottom sensor. Normal operation may not be possible.

#### **When using the continuous media detection sensor (reflective sensor)**

Move the bottom sensor close to the center of the width of the media. Be careful that media with black marks does not pass the media sensor.

When using media that is 4 inches wide, position the bottom sensor all the way to the right (large blue-head open lever side).

### Setting the Media

*Media Thickness Adjustment*  
(p.53)

*Media Width Adjustment*  
(p.54)



#### Caution

Do not install the upper sensor directly above the bottom sensor.  
Normal operation may not be possible.

7. **Align the media with the left fixed media guide, align the right movable media guide with the media width, and lower the sensor arm.**
8. **Push the head close knob to lower and lock the head unit. Be sure to always push the head close knob to lock the head unit. Align it with the width of the media that has been set, then set the media width and media thickness adjustment dials. See “Chapter 3 Printer Adjustments”.**
9. **Push the FEED key to feed the media.**  
**It will halt at the next print start position.**

#### **Cut position of media with a perforated line**

When tearing manually, the media can be torn at the position of the perforated line.

When adjusting the paper stop position, set the vertical printing position to a value larger than the media stop position. Otherwise, the media may come off the platen during back feeding.

Adjust each setting using the printer driver or LabelPrinterUtility.

# Setting the Ribbon

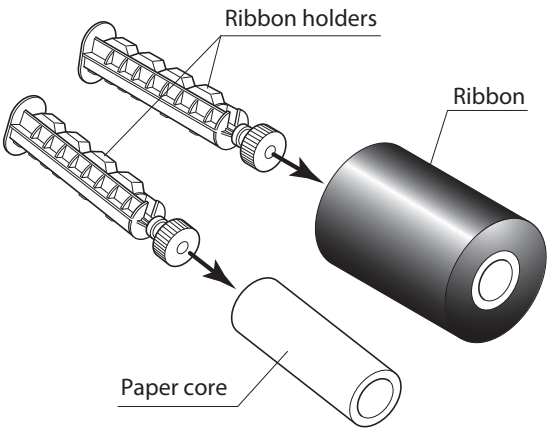
The following kinds and sizes of ribbons can be used.

|                                        |                                       |
|----------------------------------------|---------------------------------------|
| Types .....                            | Inside wound and outside wound ribbon |
| Max. ribbon width .....                | 114.0 mm (4.50 inch)                  |
| Min. ribbon width .....                | 25.4 mm (1.00 inch)                   |
| Max. ribbon length .....               | 360.0 m (1,181 ft)                    |
| Max. roll diameter .....               | 74.0 mm (2.90 inch)                   |
| Inner diameter of the paper core ..... | 25.4 ± 0.25 mm (1.00 ± 0.01 inch)     |
| Lead tape length .....                 | Less than 80.0 mm                     |

## Setting method

*Selecting the ribbon winding direction (p.42, p46)*

1. Check the kind of ribbon used and set the ribbon winding direction using menu setup mode or operation panel. This is the method for installing an outside wound ribbon (also known as “ink out”).  
Remember, the inked surface should be facing AWAY from the printhead surface!
2. Place the attached ribbon and paper core separately on one of the two attached ribbon holders. Insert the two ribbon holders into the ribbon and paper cores ensuring that they are pushed in all the way.

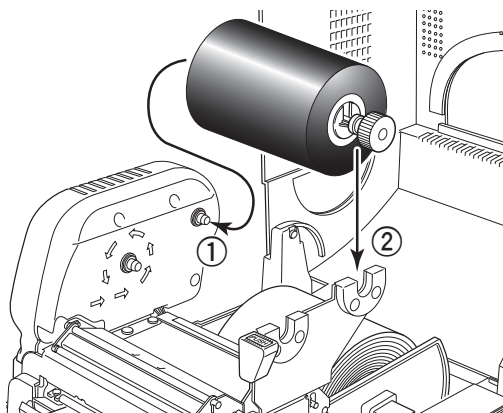




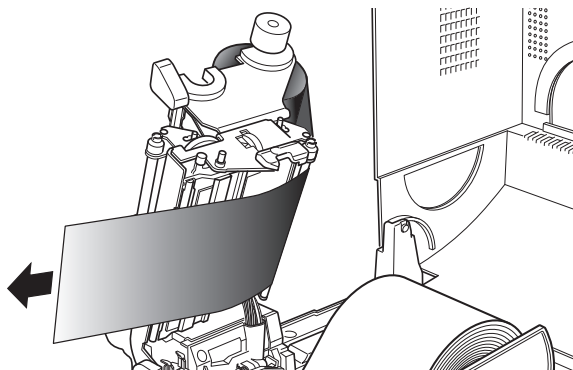
## Chapter 2 Printer Operation

### Setting the Ribbon

3. Install the unused ribbon and holder in to the rear ribbon drive unit. The splines on the ribbon drive gear mechanism engage with the end of the ribbon holder.

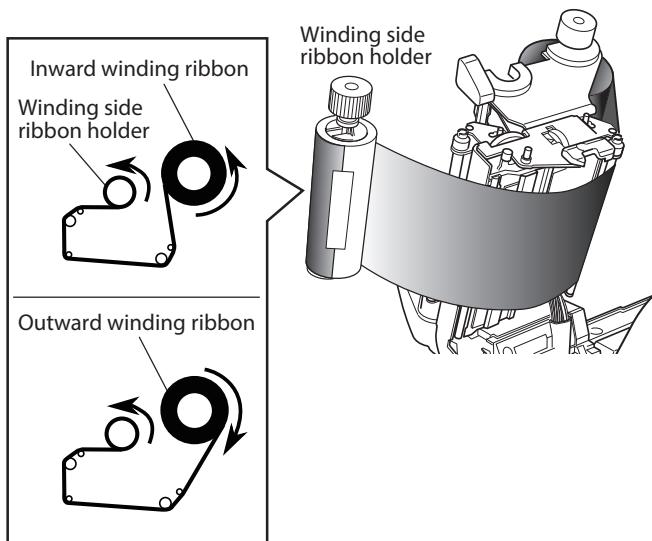


4. Push the large blue-head open lever to release the head unit. Pull out the ribbon from the bottom of the head unit to the ribbon winding side.

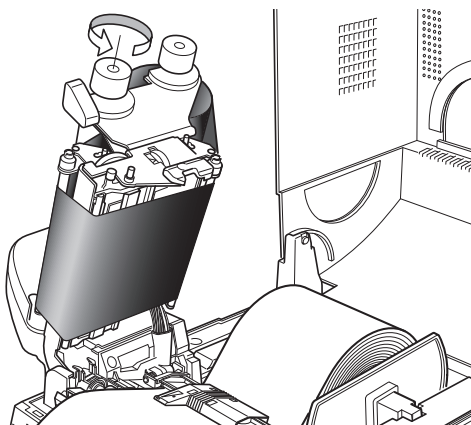


### Setting the Ribbon

5. Using the adhesive leader of the ribbon or some adhesive tape, fix the ribbon that you have pulled out on the ribbon holder on which the paper core has been set and wind it on the ribbon holder.



6. Set the ribbon holder on which the paper core has been set in the ribbon drive unit, then rotate it in the direction shown by the arrow to remove slack and wrinkles from the ribbon.



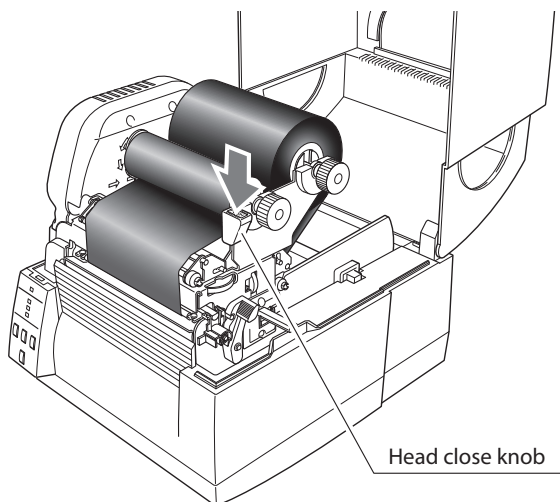
## Chapter 2 Printer Operation

### Setting the Ribbon

*Ribbon Tension Adjustment*  
(p.55)

*Ribbon Balance Adjustment*  
(p.56)

7. Push the head close knob to lower and lock the head unit. Be sure to always push the head close knob to lock the head unit. If the ribbon is wrinkled, push the FEED key until the wrinkles disappear. If the wrinkles do not disappear or if it slips, perform ribbon balance adjustment and ribbon tension adjustment. See "Chapter 3 Printer Adjustments" for these adjustment methods.



Operation Panel (p.16)

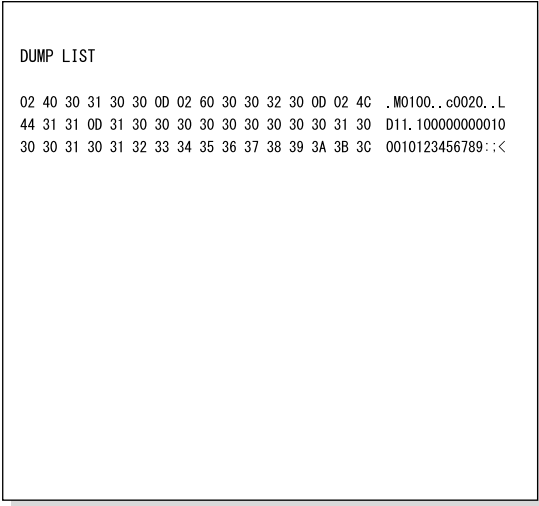
# Mode Settings

Turning on the power while pressing keys in the following combinations starts various functions.

| Mode              | Key operation                                       |
|-------------------|-----------------------------------------------------|
| HEX dump mode     | Turning power on while pushing the STOP key.        |
| Self print mode   | Turning power on while pushing the FEED key.        |
| Menu setting mode | Turning power on while pushing the MODE/REPEAT key. |

## HEX Dump Mode

- When using label media**  
Turn on printer power while pushing the STOP key. If the PRINT LED has begun to flash slowly, release the STOP key, and then the printer enters HEX DUMP mode.
- When using continuous media**  
Turn on printer power while pushing the STOP key. If the PRINT LED has stopped flashing slowly and begun to flash rapidly, release the STOP key, and then the printer enters HEX dump mode.



DUMP LIST

\* To exit HEX Dump Mode, turn off the power to the printer then turn the power on again (restart).

Mode Settings

Setting the Media (p.23)

Self Print Mode

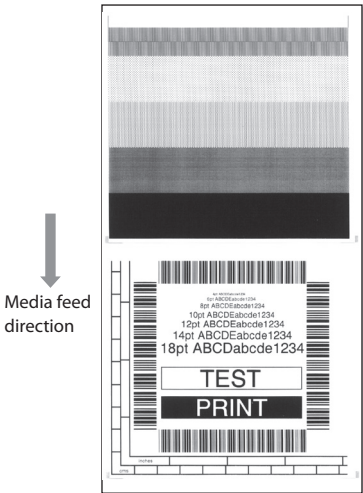
Performing a self test print is an easy way to check on the state of printer setting and printing quality. Install the media as explained in “Installing the Media” and then operate the printer as follows.

● Case of label media

Turn on printer power while pushing the FEED key. When the PRINT LED has begun to flash slowly, release the FEED key. After it enters TEST MODE and media has fed, two labels print then printing stops. To restart printing, press the FEED key once more.

● Case of continuous media

Turn on printer power while pushing the FEED key. When the PRINT LED has stopped flashing slowly and has begun to flash rapidly, release the FEED key. After it enters TEST MODE and it prints then printing stops. To restart printing, press the FEED key once more.

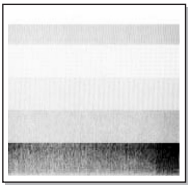


Self print pattern

Media Adjustments

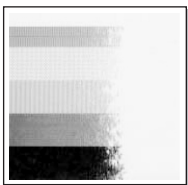
Using the Self Test Print shown above, you can make adjustments to the printer settings such as media width and media thickness (printhead pressure). The location of these two adjustments is explained in Chapter 3 and also shown on the labels on the printer’s mechanism.

Media Thickness Adjustment (p.53)



The first sample, left, shows an incorrectly set “media thickness adjustment”. For standard label media, it is recommended you set the blue dial to the “0” position.

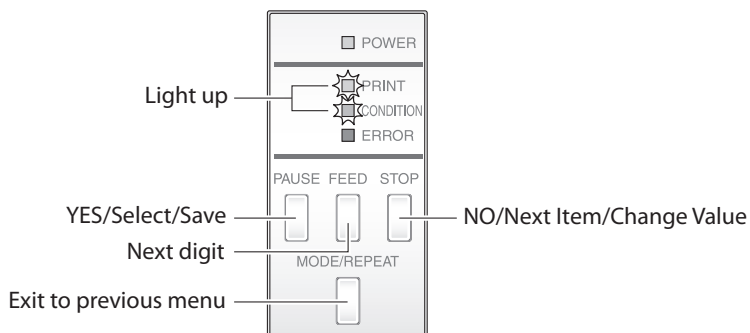
Media Width Adjustment (p.54)



The second sample, left, shows an incorrectly set “media width adjustment”. For 4-inch or 100mm wide media, the adjuster should be set to the “9” position on the blue dial. The settings shown above are for general label media and may not apply to specialist media.

#### Menu Setup Mode

If the printer power is turned on while the MODE/REPEAT key is pressed, the printer enters menu setup mode. In this mode, the printer's configuration can be changed using the VuePrint Menu System. During menu setting mode, the PRINT LED and CONDITION LED are on. Media must be installed in the printer to use the VuePrint menu system.



#### Functions of the keys

After each menu item is printed, the printer will also print the function of each of the buttons at that time. They vary slightly depending on the menu selected but generally fit the following guidelines:

##### **PAUSE key (YES/Select/Save):**

It is pushed to either select the current menu option or to save the new setting after which it advances to the next menu.

##### **STOP key (NO/Next Item/Change Value):**

Whilst changing a menu value (such as head temperature), pressing this key displays the next menu value available but does not save the setting.

In the "main menu", pressing this key moves to the next menu available.

##### **FEED key (Next digit):**

With some menu options such as head temperature, there is more than one "digit" than can be changed.

This key moves the cursor to the next digit.

##### **MODE/REPEAT key (Exit to previous menu):**

Exits the current menu or the VuePrint menu system.

#### **Caution**

When you are changing a menu value, pressing the "PAUSE" key (YES) causes the printer to save the currently selected parameter. The CONDITION LED flashes briefly. Do not turn off the power to the printer at this time as this may cause a malfunction. If the power is accidentally turned off, first reset the printer to factory defaults.

Mode Settings

Menu Setting Flow Chart

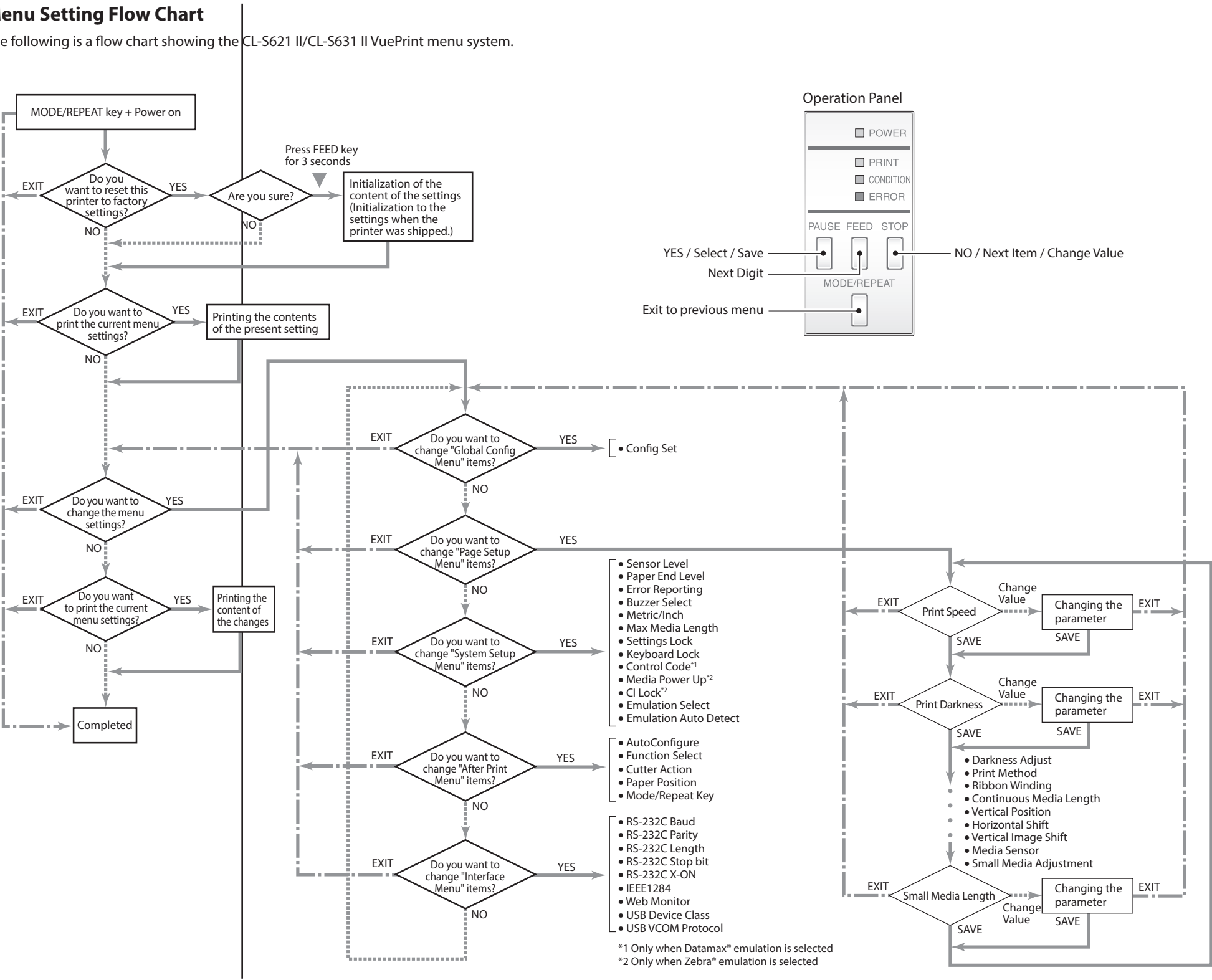
The following is a flow chart showing the CL-S621 II/CL-S631 II VuePrint menu system.

Menu Setup Mode (p.38)

Printing during top menu setting (p.40)

Printing of contents of settings (p.41)

Printing during sub menu setting (p.40)



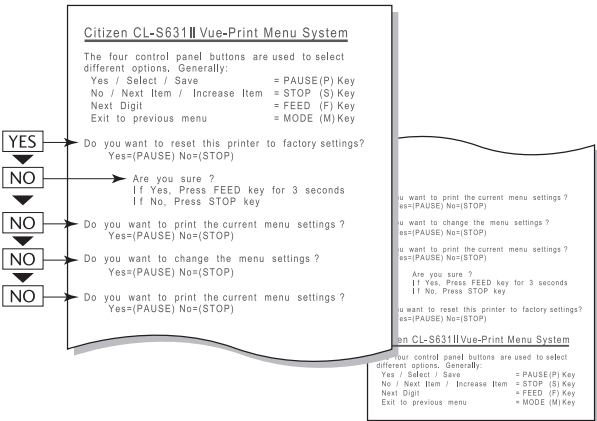
# Chapter 2 Printer Operation

## Mode Settings

Menu Setting Flow Chart (p.39)

This particular example is changing the print speed and print darkness then continues through the remainder of the "Print Setup" menu. The actual output from the printer is "vertically reversed" due to the way the printer outputs the menu options. Please look at the example below to see how the output changes.

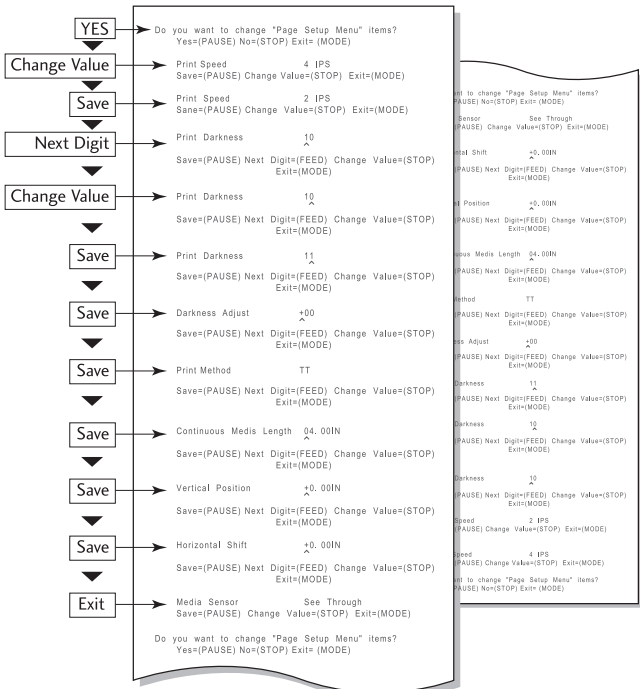
### Printing during top menu setting



<Example of CL-S631 II Datamax® emulation selected>

Menu Setting Flow Chart (p.39)

### Printing during sub menu setting



<Example of CL-S631 II Datamax® emulation selected>



## Chapter 2 Printer Operation

### Mode Settings

Menu Setting Flow Chart (p.39)

#### Printing of contents of settings

|                             |                    |
|-----------------------------|--------------------|
| <b>Machine Information</b>  |                    |
| Model Number                | : CL-S631 II       |
| Boot Version                | : X.X              |
| ROM Version                 | : XXXXXXXX         |
| ROM Date (DD/MM/YY)         | : XX/XX/XX         |
| ROM Check Sum               | : XXXX             |
| Head Check                  | : OK               |
| *1 Print Counter            | : 0000.872 km      |
| *1 Service Counter          | : 0000.872 km      |
| Cut Counter                 | : 83               |
| Sensor Monitor              | : 2.56 V           |
| Option Interface            | : None             |
| <b>Current Menu Setting</b> |                    |
| [Global Config Menu]        |                    |
| Config Set                  | : 1                |
| [Page Setup Menu]           |                    |
| Print Speed                 | : 4 IPS            |
| Print Darkness              | : 10               |
| Darkness Adjust             | : 00               |
| Print Method                | : Thermal Transfer |
| Continuous Media Length     | : 4.00 inch        |
| Vertical Position           | : 0.00 inch        |
| Horizontal Shift            | : 0.00 inch        |
| Vertical Image Shift        | : 0.00 inch        |
| Media Sensor                | : See Through      |
| Small Media Adjustment      | : Off              |
| Small Media Length          | : 1.00 inch        |
| *2 Symbol Set               | : PM               |
| [System Setup Menu]         |                    |
| Sensor Level                | : 1.5 V            |
| Paper End Level             | : 2.80 V           |
| Error Reporting             | : On Printing      |
| Buzzer Select               | : On               |
| Metric/Inch                 | : Inch             |
| Max Media Length            | : 10.00 inch       |
| Settings Lock               | : Off              |
| Keyboard Lock               | : Off              |
| Control Code                | : STD              |
| Emulation Select            | : DM4              |
| Emulation Auto Detect       | : Full Auto        |
| [After Print Menu]          |                    |
| AutoConfigure               | : On               |
| Function Select             | : Tear             |
| Cutter Action               | : Backfeed         |
| Paper Position              | : 0.00 inch        |
| Mode/Repeat Key             | : Disabled         |
| [Interface Menu]            |                    |
| RS-232C Baud rate           | : 9600 bps         |
| RS-232C Parity              | : None             |
| RS-232C Length              | : 8 bit            |
| RS-232C Stop bit            | : 1 bit            |
| RS-232C X-ON                | : Yes              |
| IEEE 1284                   | : On               |
| USB Device Class            | : Printer          |
| USB VCOM Protocol           | : Auto             |

<Example of CL-S631 II Datamax® emulation selected>

\*1 If the double heat function is enabled, the value doubles. This function reduces print fading. To enable this function, configure the setting via Windows driver properties or LabelPrinterUtility. See the respective manual for how to configure the setting.

\*2 The settings of the Symbol Set can be changed only by a command.

**Note:** Citizen continually enhances its printers with new options and settings based on our customer's requests. Extra or changed menu items may appear on the above print out in some case.

## Chapter 2 Printer Operation

### Mode Settings

#### Menu Setting Table

**Global Config menu** - allows you to switch between 3 complete 'config sets' contained within the printer.

**Page Setup Menu** - allows you to change settings related to the media or print quality.

**System Setup Menu** - allows you to change settings for the printer hardware and basic control systems.

**After Print Menu** - changes how the printer reacts after the label has been printed.

**Interfaces** - changes interface parameters such as baud rate.

#### Menu Setting

| Top Menu             | Sub Menu                | Default               | Menu                                         | Remarks                                                                                                                        |
|----------------------|-------------------------|-----------------------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Global configuration | –                       | Config Set 1          | Config Set 1<br>Config Set 2<br>Config Set 3 | Sets the Config Set.                                                                                                           |
| Page Setup           | Print Speed             | 6 IPS                 | 2 to 6 IPS                                   | [For CL-S621 II]<br>Printing speed setting.<br>(5 or 6 IPS only in Direct Thermal mode.)<br>(2 to 4 IPS with optional peeler.) |
|                      |                         | 4 IPS                 | 2 to 4 IPS                                   | [For CL-S631 II]<br>Printing speed setting.                                                                                    |
|                      | Print Darkness          | 10                    | 00 to 30                                     | Print darkness setting<br>(printhead temperature)                                                                              |
|                      | Darkness Adjust         | 0                     | -10 to 10                                    | Darkness command adjustment                                                                                                    |
|                      | Print Method            | Thermal transfer      | Thermal transfer<br>Direct thermal           | Selecting thermal transfer (ribbon)/direct thermal media                                                                       |
|                      | Ribbon Winding          | Outside               | Outside<br>Inside                            | Selecting the ribbon winding direction.                                                                                        |
|                      | Continuous Media Length | 4.00 inch<br>101.6 mm | 0.25 to 99.99 inch<br>6.40 to 2539.7 mm      | Setting default length of continuous media, if selected. (CL-S621 II) ; the lower line is in metric mode.                      |
|                      |                         | 4.00 inch<br>101.6 mm | 0.25 to 64.00 inch<br>6.40 to 1625.6 mm      | Setting default length of continuous media, if selected. (CL-S631 II) ; the lower line is in metric mode.                      |
|                      | Vertical Position       | 0.00 inch<br>0.0 mm   | -1.00 to 1.00 inch<br>-25.4 to 25.4 mm       | Print start position adjustment                                                                                                |
|                      | Horizontal Shift        | 0.00 inch<br>0.0 mm   | -1.00 to 1.00 inch<br>-25.4 to 25.4 mm       | Horizontal printing location adjustment                                                                                        |
|                      | Vertical Image Shift    | 0.00 inch<br>0.0 mm   | 0.00 to 32.00 inch<br>0.0 to 812.8 mm        | Adjust the off set value in vertical when mapping data on a RAM. (Datamax®)                                                    |
|                      |                         | 000 dots              | -120 to 120 dots                             | Adjust the off set value in vertical when mapping data on a RAM. (Zebra®/Eltron®)                                              |
|                      | Media Sensor            | See Through           | See Through<br>Reflect<br>None               | Label sensor selection                                                                                                         |
|                      | Small Media Adjustment  | Off                   | On<br>Off                                    | Setting for small labels                                                                                                       |
|                      | Small Media Length      | 1.00 inch<br>25.4 mm  | 0.25 to 1.00 inch<br>6.40 to 25.4 mm         | Setting length of small label media                                                                                            |
|                      | Symbol Set              | PM                    | 50 symbols                                   | Setting symbol set.                                                                                                            |
| System Setup         | Sensor Level            | 1.5 V                 | 0.0 V to 3.3 V                               | Setting the threshold of the sensor                                                                                            |
|                      | Paper End Level         | 2.80 V                | 0.01 to 3.00 V                               | Sets the paper end level.                                                                                                      |
|                      | Error Reporting         | On Printing           | On Printing<br>Immediate                     | Setting for error report.                                                                                                      |
|                      | Buzzer Select           | On                    | On<br>Off                                    | Setting buzzer sounding conditions                                                                                             |

## Chapter 2 Printer Operation

### Mode Settings

| Top Menu    | Sub Menu              | Default                         | Menu                                                                                                                                                                                                                               | Remarks                                                                                                                                                                                                                                                                                                                                                                   |
|-------------|-----------------------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | Metric/Inch           | Inch                            | Inch<br>mm                                                                                                                                                                                                                         | Setting the units used                                                                                                                                                                                                                                                                                                                                                    |
|             | Max Media Length      | 10.00 inch<br>254.0 mm          | 1.00 to 99.99 inch<br>25.4 to 2539.7 mm                                                                                                                                                                                            | Setting the maximum label length                                                                                                                                                                                                                                                                                                                                          |
|             | Settings Lock         | Off                             | On<br>Off                                                                                                                                                                                                                          | When on, prevents software commands from changing the values set by the VuePrint menu                                                                                                                                                                                                                                                                                     |
|             | Keyboard Lock         | Off                             | On<br>Off                                                                                                                                                                                                                          | Prevents the control panel from affecting the printer's configuration. (User "lock-out")                                                                                                                                                                                                                                                                                  |
|             | Control Code          | STD                             | STD<br>ALT<br>ALT-2                                                                                                                                                                                                                | Switches command mode of DMX mode. (only when Datamax® emulation is selected)                                                                                                                                                                                                                                                                                             |
|             | Media Power Up        | Off                             | On<br>Off                                                                                                                                                                                                                          | Selects whether or not to initiate media measurement when the power is ON. (only when Zebra® emulation mode is selected on international models)                                                                                                                                                                                                                          |
|             | CI Lock               | Off                             | On<br>Off                                                                                                                                                                                                                          | Activates/deactivates the CI command. (only when Zebra® emulation mode is selected on international models)                                                                                                                                                                                                                                                               |
|             | Emulation Select      | DM4 (Datamax®)<br>ZPI2 (Zebra®) | DM4<br>DMI<br>DPP<br>ZPI2<br>EPI2                                                                                                                                                                                                  | Datamax®/Zebra® compatibility selection<br>DM4 DataMax® 400<br>DMI DataMax® iClass™<br>DPP DataMax® Prodigy Plus®<br>ZPI2 Zebra® ZPL2™<br>EPI2 Zebra® EPL2™                                                                                                                                                                                                               |
|             | Emulation Auto Detect | Full Auto                       | On<br>Off<br>Full Auto                                                                                                                                                                                                             | Setting emulation (as above) auto detection.                                                                                                                                                                                                                                                                                                                              |
| After Print | AutoConfigure         | On                              | On<br>Off                                                                                                                                                                                                                          | Optional auto configure<br>On.....Auto configure effective.<br>If a peeler unit or auto-cutter is installed, each mode is automatically set regardless of the "function select" setting.<br>Off ....Auto configure ineffective.<br>When a peeler unit or auto-cutter is installed but has not been started, it is off and the operation is selected by "Function select". |
|             | Function Select       | Tear                            | Off<br>Tear<br>Peel On*<br>Cut On*                                                                                                                                                                                                 | Selects the type of options installed and adjusts the "paper stop" position accordingly. For example, the position where the label stops in "Tear" mode is different to that in "Peel On" mode.                                                                                                                                                                           |
|             | Cutter Action*        | Backfeed                        | Backfeed<br>Through                                                                                                                                                                                                                | Cutter operating method setting<br>Backfeed: it feeds back after each cutting operation.<br>Through: when the number copied = n, the back end of sheet 1 to n-1 passes through, and the back end of the final page that is a single sheet is copied and fed back.                                                                                                         |
|             | Paper Position        | 0.00 inch<br>0.0 mm             | Peel/Cut/Tear Off<br>(Printing start position<br>(platen-centered))<br>0.00 to 2.00 inch<br>0.0 to 50.8 mm<br>Peel/Cut/Tear On<br>(Tear position/Peel<br>On position/Cut On<br>position)<br>-1.00 to 1.00 inch<br>-25.4 to 25.4 mm | Adjusts the stop position. It is based on the inch/millimeter setting.<br>There are initial values of the stop position for each device set by "Function Select", and later, relative values are set.                                                                                                                                                                     |

\* Effective only when the optional unit is attached.

## Chapter 2 Printer Operation

### Mode Settings

| Top Menu  | Sub Menu          | Default  | Menu                                                      | Remarks                                                                                                                                                                                                                                                                                  |
|-----------|-------------------|----------|-----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | Mode/Repeat Key   | Disabled | LabelSet<br>LastOne<br>Disabled                           | Repeat method selection<br>LabelSet:<br>Reprints a set of labels.<br>This setting is ignored when Zebra® emulation mode is selected.<br>LastOne:<br>Issues only the final page.<br>In count case, it issues only 1 label while continuing.<br>Disabled:<br>Makes the repeat key invalid. |
| Interface | RS-232C Baud      | 9600     | 115200<br>57600<br>38400<br>19200<br>9600<br>4800<br>2400 | Sets the baud rate of the serial interface.<br>• Interface related settings are effective after the power is turned on again.                                                                                                                                                            |
|           | RS-232C Parity    | None     | None<br>Odd<br>Even                                       | Sets the communication parity of the serial interface.                                                                                                                                                                                                                                   |
|           | RS-232C Length    | 8 bits   | 8 bits<br>7 bits                                          | Sets the character length of the serial interface.                                                                                                                                                                                                                                       |
|           | RS-232C Stop bit  | 1 bit    | 1 bit<br>2 bits                                           | Sets the stop bit of the serial interface.                                                                                                                                                                                                                                               |
|           | RS-232C X-ON      | Yes      | Yes<br>No                                                 | Selects the X-ON flow control of the serial interface.                                                                                                                                                                                                                                   |
|           | IEEE1284          | On       | On<br>Off                                                 | Enable or disables the 'enhanced' features of the IEEE1284 parallel interface.                                                                                                                                                                                                           |
|           | Web Monitor*      | Auto     | Auto<br>On<br>Off                                         | Selecting the web monitor function.                                                                                                                                                                                                                                                      |
|           | USB Device Class  | Printer  | Printer<br>VCOM                                           | Selects the USB device class.                                                                                                                                                                                                                                                            |
|           | USB VCOM Protocol | Auto     | Auto<br>DTR<br>X-ON                                       | Selects the protocol (flow control) when operating USB VCOM.                                                                                                                                                                                                                             |

\* Displayed only when an optional LAN board is connected to a printer.

Menu Setup Mode (p.38)

# Quick Setup of the Print Method

The print method (thermal transfer method/direct thermal method) can be set using operation panel in addition to menu setting mode.

 **Caution**

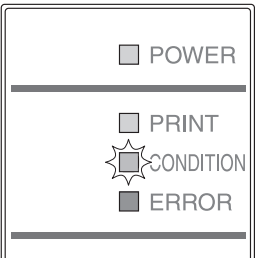
Be sure to always shut off the operation of print before changing a setting. You cannot change a setting during printing (including pause).

## Setting method

Each time you push the PAUSE key while pushing the MODE/REPEAT key, a buzzer sounds and the printer switches between thermal transfer method and direct thermal method.



- If thermal transfer method has been selected, the buzzer sounds once and the CONDITION LED flashes.  
If direct thermal method has been selected, the buzzer sounds twice and the CONDITION LED flashes.  
The change is complete when the CONDITION LED goes out.  
Changes will remain in effect even after the power is turned off.



### Selecting the Ribbon Winding Direction

Besides the Menu Setup Mode, you can also select the ribbon winding direction (outside-wound / inside-wound) by using the keys on the Operation Panel.

Outside-wound and inside-wound will switch from one to another each time you press the PAUSE key for 4 seconds or more while pressing the MODE/REPEAT key when not printing.

- If the outside-wound (also known as “ink out”) gets selected, the buzzer will sound 3 times, and CONDITION LED will flash.
- If the inside-wound (also known as “ink in”) gets selected, the buzzer will sound 4 times, and CONDITION LED will flash.

When the lights go out on the CONDITION LED, selection is finalized. Changes will remain in effect even after the power is turned off.

**Note:** The winding direction cannot be changed when printing.

### Emulation Auto Detect: Cross-Emulation™

If a control language different from the emulation when operating with the Emulation Auto Detect setting in System Setup set to “On” or “Full Auto” is received, the emulation is automatically switched. Note that the Eltron language will not be detected.

- **If the “Emulation Auto Detect” is set to “On”**  
If the “Emulation Auto-Detect” is set to “On”, this will cause the CONDITION LED to flash when it detects an alternative control language. By selecting MODE/REPEAT KEY, the printer will restart and emulation will automatically make a switch. By selecting another KEY, detection will be canceled, and CONDITION LED will turn Off.
- **If the “Emulation Auto Detect” is set to “Full Auto”**  
When a different control language is detected, the printer automatically restarts and the emulation switches. This setting is for use when the printer is installed in a location some distance away and the operation panel cannot be reached.

*Menu Setting Table (p.42)*

### Manually Selecting the Printer Emulation

To manually choose between Datamax®, Zebra® and Eltron® emulations, you can use the VuePrint menu system. The Emulation Select option in the System Setup menu allows you to do this.

Alternatively, you can use the “Quick Switch” option as follows:

1. **Turn on the printer holding down PAUSE and FEED keys together.**  
After the printer beeps three times and the CONDITION LED flashes, release the PAUSE and FEED keys.
2. **Press FEED key once for Datamax® emulation.**
3. **Press FEED key two times for Zebra® emulation.**
4. **Press FEED key three times for Eltron® emulation.**  
The printer beeps each time the feed key is pressed.
5. **To save the new selection, press MODE/REPEAT key.**  
The printer will beep four times and then restarts.

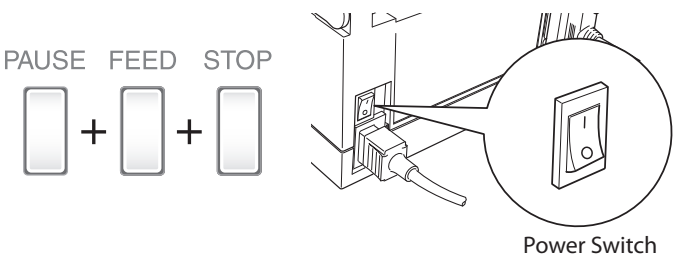
# Chapter 3 Printer Adjustments

## Sensor Adjustments

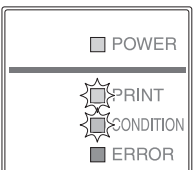
The sensing level of the label detection sensor (transparent sensor), black mark detection sensor (reflective sensor), and continuous media detection sensor (reflective sensor) are adjusted separately and independently. Firstly, the sensor type must be selected either using the VuePrint menu system or the Sensor Method Selection shown below. Then the adjustment and calibration of the sensor can be made.

### Entering Sensor Adjustment Mode

1. Turn on the power while pushing the PAUSE key, FEED key, and STOP key simultaneously.



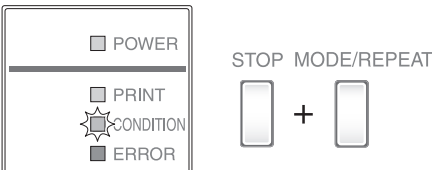
2. After the PRINT LED and CONDITION LED light up, release the keys to change the printer to sensor adjustment setting mode.



Loading roll media (p.24)

### Quick Sensor Selection Method

To select the sensor, ensure the CONDITION LED is lit, then push the STOP key while pushing the MODE/REPEAT key. Each time the key is pushed, the buzzer sounds and the selected sensor alternates between the label detection sensor (transparent sensor) and black mark detection sensor (reflective sensor). If the keys are pushed for at least 4 seconds, the selected sensor switches to the continuous media detection sensor (reflective sensor). When the label detection sensor (transparent sensor) is selected, the buzzer sounds once and the PRINT LED lights up. When the black mark detection sensor (reflective sensor) is selected, the buzzer sounds twice and the PRINT LED flashes. When the continuous media detection sensor (reflective sensor) is selected, the buzzer sounds thrice and the PRINT LED goes off.

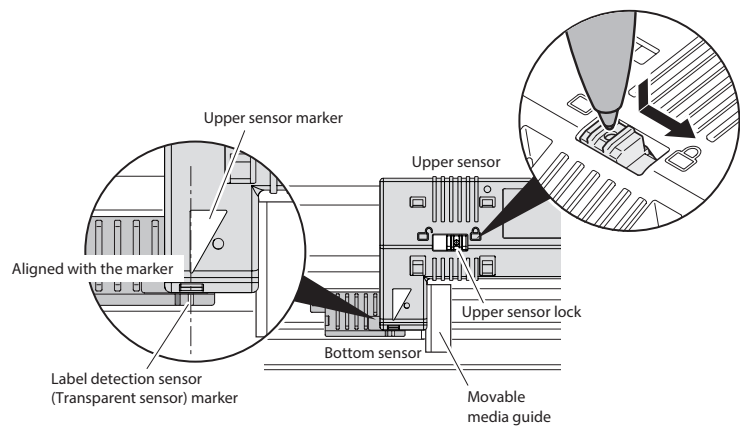




*Loading roll media (p.24)*

#### Adjusting the label detection sensor (Transparent sensor)

1. Push the large blue-head open lever to release the head unit and sensor arm, then return only the sensor arm back to its original position. Use the movable media guide to align the positions of the upper sensor marker and the bottom sensor marker (white).
2. After aligning the markers, use an item with a fine tip, such as a pen, to slide and lock the upper sensor lock (blue).



#### Caution

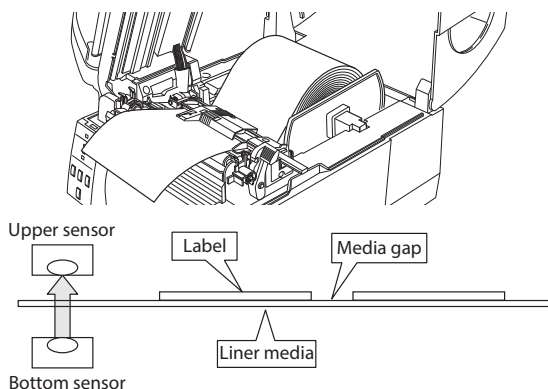
- The bottom sensor and upper sensor must be in alignment with each other.
- Attempting to move the sensor while still locked may damage it.

## Chapter 3 Printer Adjustments

### Sensor Adjustments

*Quick Sensor Selection Method  
(p.48)*

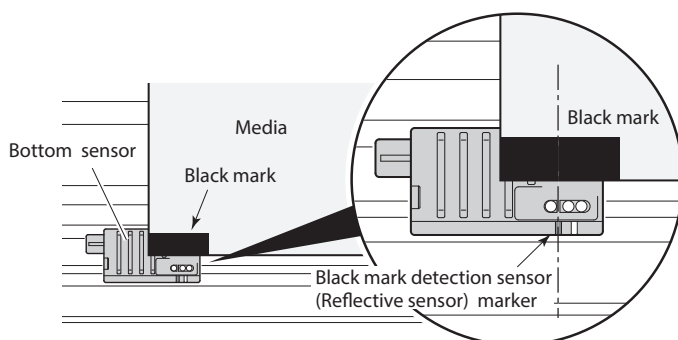
3. Select the label detection sensor (Transparent sensor), and open the sensor arm.
4. Install only the liner media (label backing paper) with the label media removed so that it will pass between the platen roller and the media sensor. (Be careful that media with black marks does not pass the media sensor.) Then close the sensor arm and the printhead.



5. If the PAUSE key is pressed and released while the MODE/ REPEAT key is pressed, the PRINT LED goes off, after the CONDITION LED switches from lit to flashing, media feeding starts, and the sensor is automatically adjusted.
6. If automatic adjustment stops normally, the PRINT LED and CONDITION LED return to their original status. If it stops abnormally (adjustment impossible), the CONDITION LED and ERROR LED flash.
7. To save the setting, push the STOP key. The buzzer sounds once and the printer restarts.

#### Adjusting the black mark detection sensor (Reflective sensor)

1. Open the printhead and the sensor arm, then align the position of the sensor marker of the bottom sensor is at the center of the black mark on the media.

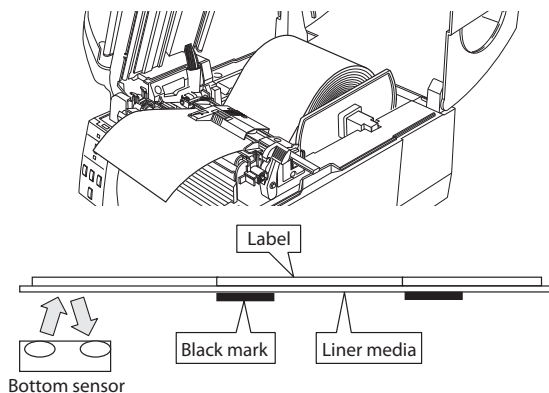


#### **Caution**

Do not install the upper sensor directly above the bottom sensor. Normal operation may not be possible.

*Quick Sensor Selection Method  
(p.48)*

2. Select the black mark detection sensor (Reflective sensor).
3. With the black mark detection sensor (Reflective sensor) selected, install the label media so that it is between the platen roller and the media sensor. (Be careful that black mark and media gap do not pass the media sensor.) Then close the sensor arm and the printhead.



4. If the PAUSE key is pressed and released while the MODE/ REPEAT key is pressed, the PRINT LED goes off, after the CONDITION LED switches from lit to flashing, media feeding starts, and the sensor is automatically adjusted.
5. If automatic adjustment stops normally, the PRINT LED and CONDITION LED return to their original status. If it does not stop normally (adjustment impossible), the CONDITION LED and ERROR LED flash.
6. To save the setting, push the STOP key. The buzzer sounds once and the printer restarts.

#### **Adjusting the continuous media detection sensor (reflective sensor)**

1. Push the head open lever to release the head unit and sensor arm. Move the bottom sensor close to the center of the width of the media.



#### **Caution**

Do not install the upper sensor directly above the bottom sensor. Normal operation may not be possible.

*Quick Sensor Selection Method  
(p.48)*

2. Select the continuous media detection sensor (reflective sensor), and open the sensor arm.
3. Install the label media so that it is between the platen roller and the media sensor.(Be careful that media with black marks does not pass the media sensor.) Then close the sensor arm and the printhead.
4. If the PAUSE key is pressed and released while the MODE/ REPEAT key is pressed, after the CONDITION LED switches from lit to flashing, media feeding starts, and the sensor is automatically adjusted.
5. If automatic adjustment stops normally, the CONDITION LED return to its original status. If it stops abnormally (adjustment impossible), the CONDITION LED and ERROR LED flash.
6. To save the setting, push the STOP key. The buzzer sounds once and the printer restarts.

*Loading roll media (p.24)*

*Self Print Mode (p.37)*

# Media Thickness Adjustment

It may be necessary to adjust the printer according to the thickness of the media being used. This can be done easily by rotating the media adjustment dial to improve the print quality.

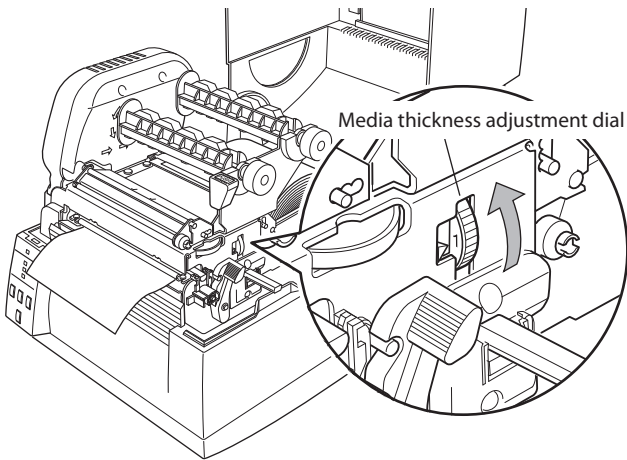
- Poor print quality across the complete printout means wrongly set media thickness. See this section.
- Poor print quality on one side of a printout means wrongly set media width. See next section.

## When using standard label media, high quality media or direct thermal media

Adjust while performing test printing by turning the dial from the smallest number on the dial to the largest number on the dial one step at a time.

## When using thicker media (tags, card, etc.)

Adjust while performing test printing by turning the dial from the smallest number on the dial to the largest number on the dial one step at a time.



| Media Thickness Dial Position | Suggested media type                       |
|-------------------------------|--------------------------------------------|
| 0                             | Direct thermal media (thin media)          |
| 1-2                           | Standard Label media, Direct thermal media |
| 3-5                           | Thicker backing paper labels               |
| 6-9                           | Cards, tags, thicker media stock.          |

These values are guidelines. The exact media being used must be matched with the correct media thickness adjustment position.

- When shipped from the factory, it is set at dial 1 or 2.  
(The factory default setting is indicated on the adjustment gauge label.)
- The offset adjustment varies according to the thickness and the hardness of the media.

Loading roll media (p.24)

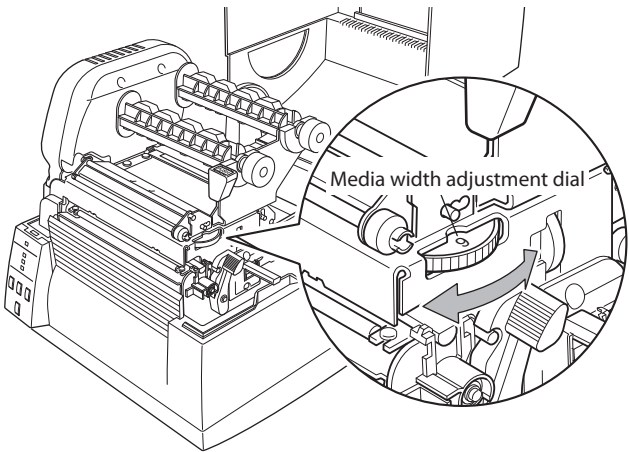
Self Print Mode (p.37)

Media Width Adjustment

The head pressure varies according to the width of the media being printed. The head pressure balance must be adjusted according to media width so that constant head pressure is applied to the head. With this printer, it can be adjusted easily by turning the media width adjustment dial. If the printing is blurred or lightly printed on one side or the media moves in a zigzag pattern adjust the head pressure balance. After making an adjustment, confirm the output quality with a test print.

Caution

When using narrow media, be sure to MAKE this adjustment. (If you do not, the head may be damaged by jamming, etc.)



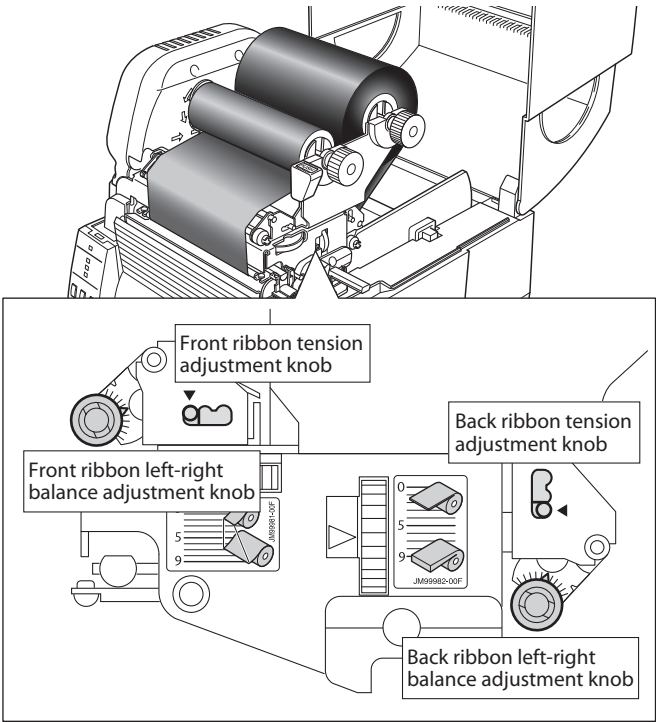
| Dial position | Media width mm (inches)                                | Head pressure                                            |
|---------------|--------------------------------------------------------|----------------------------------------------------------|
| 0             | 19.5 to 23.0 mm (0.77 to 0.90)                         | <div>Low</div> <div>↑</div> <div>↓</div> <div>High</div> |
| 1             | 23.0 to 30.0 mm (0.90 to 1.18)                         |                                                          |
| 2             | 30.0 to 39.0 mm (1.18 to 1.53)                         |                                                          |
| 3             | 39.0 to 49.0 mm (1.53 to 1.92)                         |                                                          |
| 4             | 49.0 to 62.0 mm (1.92 to 2.44)                         |                                                          |
| 5             | 62.0 to 76.0 mm (2.44 to 2.99)                         |                                                          |
| 6             | 76.0 to 88.0 mm (2.99 to 3.46)                         |                                                          |
| 7             | 88.0 to 99.0 mm (3.46 to 3.89)                         |                                                          |
| 8             | 99.0 to 108 mm (3.89 to 4.25)                          |                                                          |
| 9             | 108 to 118 mm (4.25 to 4.65)<br>(setting when shipped) |                                                          |

The following values are criteria.

Setting the Ribbon (p.32)

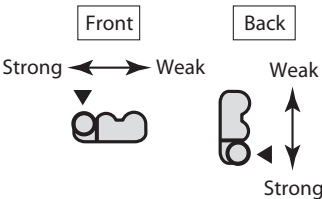
# Adjusting the Ribbon

When using narrow-width ribbons or very specialist thermal ribbon material, it may be necessary to adjust the ribbon tension and ribbon balance adjustments to avoid ribbon wrinkle or slippage.



## Ribbon Tension Adjustment

The ribbon tension has three adjustment positions on both the feeding side (back side) and winding side (front side).



### Adjustment criteria

- Ribbon width of 4 inches: strong
- Ribbon width of 3 inches: medium
- Ribbon width of 2 inches: weak

Self Print Mode (p.37)

First make a test print and then adjust the printer as required:

- Slippage of the ribbon causes a dirty film to be seen on the media. Reduce the tension adjusters
- Ribbon wrinkle (diagonal lines across printout): Increase the ribbon tension.

After making any adjustments, print another test print or two to make sure the ribbon is feeding correctly.

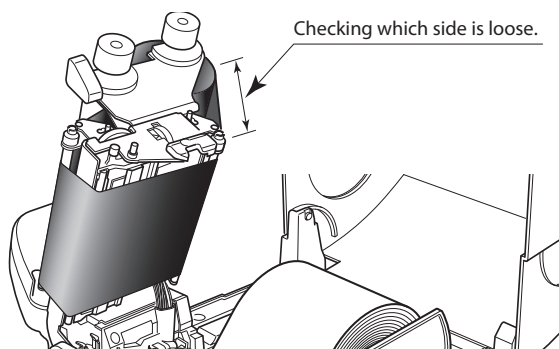
*Self Print Mode (p.37)*

#### Ribbon Balance Adjustment

Do this adjustment by turning the front and back balance adjustment knobs. If the ribbon is wrinkled, adjust it as follows. The scale is usually aligned with the center.

##### Adjustment procedure

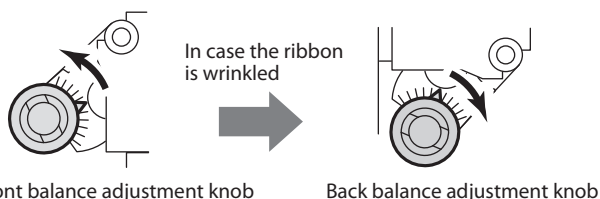
1. Check between the supply side ribbon and the back balance adjustment knob to find out on which side the ribbon is loose.



##### ■ Case of looseness on the side opposite the adjustment knob

2. Turn the front adjustment knob to the right to remove the looseness, then make a test print to ensure that the ribbon is not wrinkled.

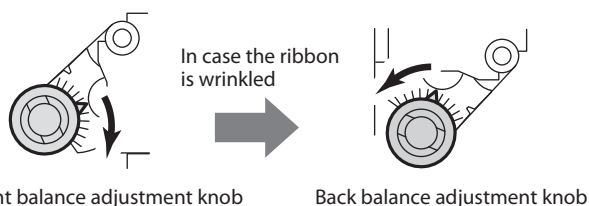
If it is wrinkled, turn the back adjustment knob to the right and do the test printing again and check to make sure that the ribbon is not wrinkled.



##### ■ Case of looseness on the adjustment knob side

3. Turn the front adjustment knob to the left to remove the looseness, then make a test print to ensure that the ribbon is not wrinkled.

If it is wrinkled, turn the back adjustment knob to the left and do the test printing again and check to make sure that the ribbon is not wrinkled.

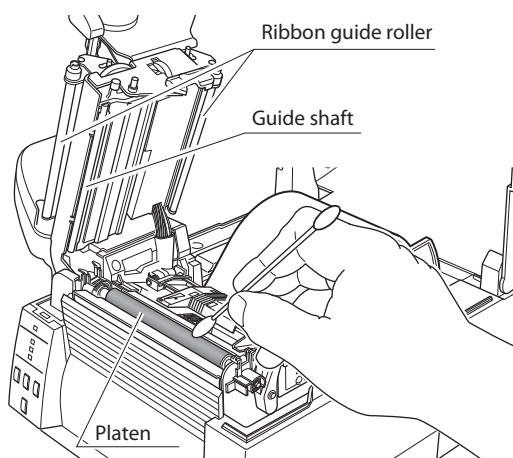
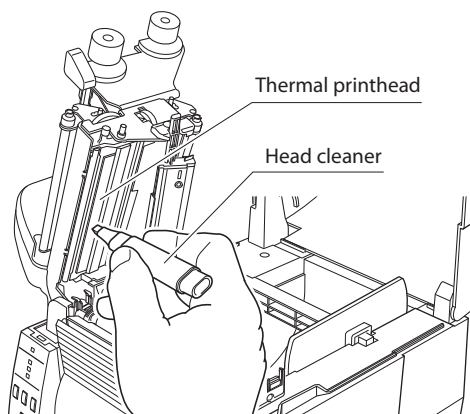




### Cleaning

Wipe off any foreign matter such as media dust, dirt and adhesive substances built up around the printhead with the head cleaning pen (head cleaner) provided, and use a soft cloth soaked in ethyl alcohol for the platen etc. It is particularly important to clean the thermal printhead after printing on thermal media for long periods, which will guarantee the print quality and extend the life of the thermal printhead.

**Note:** Always use the head cleaner when cleaning the thermal printhead.



### Caution

Do not use any solvent other than ethyl alcohol. Solvents such as benzene, acetone and thinner will dissolve plastic parts and destroy the thermal printhead, platen and much of the printer! Try to avoid using "excessive amounts" of ethyl alcohol to clean the platen. Excessive use will harden the platen surface prematurely.

## Troubleshooting

This section explains corrective actions taken when the printer malfunctions or when an error message is displayed.

### Items to check when a malfunction occurs

When the printer malfunctions during operation, take corrective action with reference to the following table. If the corrective action does not solve the problem, consult with the service personnel at the dealer where you purchased the printer.

*Connection to Power (p.18)*

| Indication                                               | Check                                                                                         | Corrective action                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The LED do not light up when printer power is connected. | 1) Is the plug of the power cord correctly inserted into the electric outlet?                 | 1) Insert the plug of the power cord correctly in the electric outlet.                                                                                                                                                                                                                                                                                                                 |
|                                                          | 2) Is the connector of the power cord correctly inserted into the power inlet of the printer? | 2) Insert the connector of the power cord correctly into the power inlet of the printer.                                                                                                                                                                                                                                                                                               |
|                                                          | 3) Is the power cord damaged?                                                                 | 3) Replace the power cord.<br>Consult with the dealer where the printer was purchased to make sure you obtain a cord made especially for the printer.<br><b>Note:</b> Do not use any power cord except one made especially for the printer.                                                                                                                                            |
|                                                          | 4) Is power supplied to the electric outlet the printer is connected to?                      | 4) Check to make sure power is supplied to the outlet. If there are any problems, make sure power is supplied to the building. Or find out if a power failure has occurred.                                                                                                                                                                                                            |
|                                                          | 5) Is the main fuse in the building's fuse box burnt out?                                     | 5) If necessary, replace the main fuse in the building's fuse box, and reset the main breaker. Ask a qualified serviceman to carry out the replacement.                                                                                                                                                                                                                                |
| Paper is feeding, but nothing is printed.                | 1) Is the thermal printhead dirty?<br>Is a label stuck to the head?                           | 1) If it is dirty, remove the dirt with the attached head cleaner. If a label is stuck to the thermal printhead remove it.<br><b>Note:</b> Do not use a metal object to remove a label stuck to the inside of the printer. (This may damage the thermal printhead.) If adhesive label material is stuck to the thermal printhead, remove it with a soft cloth soaked in ethyl alcohol. |
|                                                          | 2) Is the recommended ribbon or a ribbon of the same type used?                               | 2) Use the recommended ribbon or a ribbon of the same type.                                                                                                                                                                                                                                                                                                                            |

*Cleaning (p.58)*

*Setting the Ribbon (p.32)*

## Appendixes

### Troubleshooting

*Loading roll media (p.24)*

*Setting method (p.32)*

*Menu Setting Table (p.43)*

*Cleaning (p.58)*

*Setting the Ribbon (p.32)*

*Media Thickness Adjustment  
(p.54)*

*Media Width Adjustment  
(p.55)*

*Loading roll media (p.24)*

*Setting method (p.32)*

*Cleaning (p.58)*

*LED Functions (p.22)*

*Menu Setting Table (p.43)*

| Indication                          | Check                                                                                      | Corrective action                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The printer is not printing neatly. | 1) Are the media and the ribbon correctly set?                                             | 1) Correctly set the media and the ribbon.                                                                                                                                                                                                                                                                                                                          |
|                                     | 2) Is the printing density too high or too low?                                            | 2) Set the appropriate printing density using the menu or control software.                                                                                                                                                                                                                                                                                         |
|                                     | 3) Is the platen dirty?<br>Is it deformed?                                                 | 3) If it is dirty, clean it with ethyl alcohol. If it is deformed, replace it.<br><b>Note:</b> Consult with the dealer that supplied the printer concerning the replacement.                                                                                                                                                                                        |
|                                     | 4) Is the thermal printhead dirty?<br>Is a label stuck to the head.                        | 4) If it is dirty, remove the dirt with the attached head cleaner. If a label is stuck to the head, remove it.<br><b>Note:</b> Do not use a metal object to remove a label stuck to the inside of the printer. (This may damage the thermal printhead.) If adhesive label material is stuck to the print head, remove it with a soft cloth soaked in ethyl alcohol. |
|                                     | 5) Is the recommended ribbon or a ribbon of the same type used?                            | 5) Use the recommended ribbon or a ribbon of the same type.                                                                                                                                                                                                                                                                                                         |
|                                     | 6) Is the thermal printhead in the correct position for the media that is used?            | 6) Adjust the offset of the thermal printhead with the media thickness adjustment dial.                                                                                                                                                                                                                                                                             |
|                                     | 7) Is the printer's head pressure balance correct for the width of the media that is used? | 7) Adjust the thermal printhead pressure with the media width adjustment dial.                                                                                                                                                                                                                                                                                      |
| The printing position changes.      | 1) Are the media and the ribbon correctly set?                                             | 1) Correctly set the media and the ribbon.                                                                                                                                                                                                                                                                                                                          |
|                                     | 2) Is the platen dirty?<br>Is it deformed?                                                 | 2) If it is dirty, clean it with ethyl alcohol. If it is deformed, replace it.<br><b>Note:</b> Consult with the dealer that supplied the printer concerning the replacement.                                                                                                                                                                                        |
|                                     | 3) Are the data contents and the command signals from the host appropriate?                | 3) If an error message is displayed, check the content of the software and the communication status set by the host computer.                                                                                                                                                                                                                                       |
|                                     | 4) Are the menu values set appropriately?                                                  | 4) Set the correct menu values using the operating panel or the host computer.                                                                                                                                                                                                                                                                                      |

## Appendixes

### Troubleshooting

*Ribbon Tension Adjustment  
(p.56)*

*Ribbon Balance Adjustment  
(p.57)*

*Ribbon Tension Adjustment  
(p.56)*

*Setting the Ribbon (p.32)*

| Indication                                  | Check                                                                                 | Corrective action                                                                                                                                    |
|---------------------------------------------|---------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| The printing position changes.              | 5) Are the sensitivities of the media sensors appropriate for the media that is used? | 5) Set the media sensitivity to appropriate values. If this does not solve the problem, change the "Sensor level" that is set in the "System setup." |
| The ribbon is wrinkled                      | 1) Is the ribbon tension suitable for the ribbon that is used?                        | 1) Adjust the tension with the ribbon tension adjustment knob.                                                                                       |
|                                             | 2) Is the ribbon used correctly balanced to the right and left?                       | 2) Adjust the left - right balance with the ribbon balance adjustment knob.                                                                          |
|                                             | 3) Is the printing density too high?                                                  | 3) Set the appropriate printing density using the menu or control software.                                                                          |
|                                             | 4) Are the media and ribbon the recommended products or equivalent products?          | 4) Use the recommended products or equivalent products. If this does not correct the problem, contact a service representative.                      |
| The ribbon slips (ribbon dirt is produced.) | 1) Is the ribbon tension suitable for the ribbon that is used?                        | 1) Adjust the tension with the ribbon tension adjustment knob.                                                                                       |
| The ribbon does not wind.                   | 1) Is the ribbon set in the correct course?                                           | 1) Set the ribbon in the correct course.                                                                                                             |
|                                             | 2) Is the ribbon winding direction reversed?                                          | 2) Set the correct winding direction.                                                                                                                |

# Specifications

| Item           |                                | Description                                                                                                                                                                                                                                                                                                                                                  |
|----------------|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Printing       | Printing method                | Thermal transfer/Direct thermal                                                                                                                                                                                                                                                                                                                              |
|                | Resolution                     | Main scanning line density: 203 dots/inch (8 dots/mm) (CL-S621 II)<br>300 dots/inch (11.8 dots/mm) (CL-S631 II)                                                                                                                                                                                                                                              |
|                |                                | Sub- scanning line density: 203 dots/inch (8 dots/mm) (CL-S621 II)<br>300 dots/inch (11.8 dots/mm) (CL-S631 II)                                                                                                                                                                                                                                              |
|                |                                | Head 864 dots (printable dots: 832 dots) (CL-S621 II)<br>Head 1275 dots (printable dots: 1240 dots) (CL-S631 II)                                                                                                                                                                                                                                             |
|                | Max. print width               | 104 mm<br>105 mm<br>4.1 inch (CL-S621 II)<br>4.1 inch (CL-S631 II)                                                                                                                                                                                                                                                                                           |
|                | Max. print length              | 2539.7 mm<br>1625.6 mm<br>99.99 inch (CL-S621 II)<br>64.00 inch (CL-S631 II)                                                                                                                                                                                                                                                                                 |
|                | Print density                  | Print density is adjustable with software                                                                                                                                                                                                                                                                                                                    |
| Printing speed | Printing speed setting         | [For CL-S621 II]<br>6, 5, 4, 3 or 2 inches per second (Direct thermal)<br>4, 3 or 2 inches per second (Thermal transfer)<br>4, 3 or 2 inches per second when the optional peeler is used.<br>[For CL-S631 II]<br>4, 3 or 2 inches per second                                                                                                                 |
| Print mode     | Batch mode                     | Normal printing (single or multiple sheets)                                                                                                                                                                                                                                                                                                                  |
|                | Tear off mode                  | Feeds back media to the tear-off position after printing is completed.                                                                                                                                                                                                                                                                                       |
|                | Cut mode <sup>*1</sup>         | Prints while cutting at designated sheet units.<br>The following two kinds of cut mode operations are done.<br>• Backfeed<br>• Cut through (Cut through refers to stopping present printing to cut the previous label when it reaches the cut position. After cutting, printing restarts but a gap may be created at the seam of the printing at this time.) |
|                | Peel mode <sup>*1</sup>        | Peels labels from the liners after printing them.                                                                                                                                                                                                                                                                                                            |
| Media          | Types of media                 | Roll, fanfold<br>(continuous media, die-cuts, continuous tags, paper or tickets)                                                                                                                                                                                                                                                                             |
|                | Recommended media              | Thermal transfer: label media (LR1111 LINTEC)<br>Direct thermal media: label media (150LA-1 Ricoh), tag media (130LHB Ricoh)                                                                                                                                                                                                                                 |
|                | Max. media width               | 118.0 mm<br>4.65 inch                                                                                                                                                                                                                                                                                                                                        |
|                | Min. media width               | 19.5 mm<br>0.77 inch                                                                                                                                                                                                                                                                                                                                         |
|                | Min. label width               | 19.5 mm<br>0.77 inch                                                                                                                                                                                                                                                                                                                                         |
|                | Min. label pitch <sup>*2</sup> | 6.35 mm<br>0.25 inch                                                                                                                                                                                                                                                                                                                                         |
|                | Max. media thickness           | 0.254 mm<br>0.01 inch                                                                                                                                                                                                                                                                                                                                        |
|                | Max. media length              | 2539.7 mm<br>99.99 inch (CL-S621 II)                                                                                                                                                                                                                                                                                                                         |
|                |                                | 1625.6 mm<br>64.00 inch (CL-S631 II)                                                                                                                                                                                                                                                                                                                         |
|                | Min. media length              | 6.35 mm<br>0.25 inch                                                                                                                                                                                                                                                                                                                                         |
|                | Min. media thickness           | 0.0635 mm<br>0.0025 inch                                                                                                                                                                                                                                                                                                                                     |
|                |                                |                                                                                                                                                                                                                                                                                                                                                              |
|                | On-board roll media diameter   | Max. external diameter: 127 mm<br>5 inch                                                                                                                                                                                                                                                                                                                     |
|                |                                | Media core: 25.4 to 76 mm<br>1 to 3 inch                                                                                                                                                                                                                                                                                                                     |

## Appendixes

### Specifications

| Item                                                  | Description                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ribbon                                                | Recommended ribbon               | B110A Ricoh                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                                       | Max. ribbon width                | 114.0 mm 4.50 inch                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                                       | Min. ribbon width                | 25.4 mm 1.00 inch                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                                                       | Max. ribbon length               | 360.0 m 1,181 ft                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                       | Max. roll diameter               | 74.0 mm 2.90 inch                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                                                       | Inner diameter of the paper core | 25.4 ± 0.25 mm 1.00 ± 0.01 inch                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                                                       | Ribbon end tape length           | Max. 80.0 mm 3.15 inch                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                                                       | Ribbon end detection             | Ribbon out detection by a tension sensor                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Bar code<br>(for Datamax <sup>®</sup> 3<br>emulation) | One-dimension                    | <ul style="list-style-type: none"> <li>• Code 3 of 9 • UPC-A • UPC-E • EAN-13 (JAN-13) • EAN-8 (JAN-8)</li> <li>• Interleaved 2 of 5 • Code 128 • HIBC (Modulus 43-used code 3 of 9)</li> <li>• Codabar (NW-7) • Int 2 of 5 (Modulus10-used Interleaved 2 of 5)</li> <li>• Plessey • Case Code • UPC 2DIG ADD • UPC 5DIG ADD • Code 93</li> <li>• Telepen • ZIP • UCC/EAN128 • UCC/EAN128 (for K-MART)</li> <li>• UCC/EAN128 Random Weight • FIM</li> </ul>                                                          |
|                                                       | Two-dimension                    | <ul style="list-style-type: none"> <li>• MaxiCode<sup>4</sup> • PDF-417 • Data Matrix • QR Code<sup>5</sup> • Aztec</li> <li>• GS1 Databar Omnidirectional (RSS-14)</li> <li>• GS1 Databar Truncated (RSS-14 Truncated)</li> <li>• GS1 Databar Stacked (RSS-14 Stacked)</li> <li>• GS1 Databar Stacked Omnidirectional (RSS-14 Stacked Omnidirectional)</li> <li>• GS1 Databar Limited (RSS Limited)</li> <li>• GS1 Databar Expanded (RSS Expanded)</li> </ul>                                                       |
| Bar code<br>(for Zebra <sup>®</sup> 6<br>emulation)   | One-dimension                    | <ul style="list-style-type: none"> <li>• Code 11 • Interleaved 2 of 5 • Code 39 • EAN-8 • UPC-E • Code 93</li> <li>• Code 128 • EAN-13 • Industrial 2 of 5 • Standard 2 of 5</li> <li>• ANSI CODABAR • LOGMARS • MSI • Plessey • UPC/EAN Extensions</li> <li>• UPC-A • POSTNET • Planet</li> </ul>                                                                                                                                                                                                                   |
|                                                       | Two-dimension                    | <ul style="list-style-type: none"> <li>• Code49 • PDF-417 • CODABLOCK • MaxiCode<sup>4</sup></li> <li>• Micro PDF-417 • Data Matrix • QR Code<sup>5</sup> • TLC39 • Aztec</li> <li>• GS1 Databar Omnidirectional (RSS-14)</li> <li>• GS1 Databar Truncated (RSS-14 Truncated)</li> <li>• GS1 Databar Stacked (RSS-14 Stacked)</li> <li>• GS1 Databar Stacked Omnidirectional (RSS-14 Stacked Omnidirectional)</li> <li>• GS1 Databar Limited (RSS Limited)</li> <li>• GS1 Databar Expanded (RSS Expanded)</li> </ul> |
| Bar code<br>(for Eltron <sup>®</sup> 6<br>emulation)  | One-dimension                    | <ul style="list-style-type: none"> <li>• Code39 • Code93 • Code128 • Codabar • EAN-8 • EAN-13</li> <li>• German Postal Code • Interleaved2of5 • POSTNET • Planet</li> <li>• Japanese Postnet • UCC/EAN-128 • UPC-A • UPC-E</li> <li>• UPC-Interleaved2of5 • Plessey(MSI-1) • MSI-3</li> </ul>                                                                                                                                                                                                                        |
|                                                       | Two-dimension                    | <ul style="list-style-type: none"> <li>• Aztec • Data Matrix • MaxiCode<sup>4</sup> • PDF-417 • QR Code<sup>5</sup></li> <li>• GS1 Databar Omnidirectional (RSS-14)</li> <li>• GS1 Databar Limited (RSS Limited)</li> <li>• GS1 Databar Stacked (RSS-14 Stacked)</li> <li>• GS1 Databar Truncated (RSS-14 Truncated)</li> </ul>                                                                                                                                                                                      |

## Appendixes

### Specifications

| Item                                                                                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Font<br>(for Datamax <sup>®3</sup><br>emulation)                                                          | <ol style="list-style-type: none"> <li>Seven kinds of fixed pitch font <ul style="list-style-type: none"> <li>Overseas, English fonts and European fonts</li> </ul> </li> <li>OCR fonts<br/>OCR-A, OCR-B<sup>7</sup></li> <li>Proportional fonts<br/>CG Triumvirate smooth font<br/>CG Triumvirate Bold smooth font<br/>203dpi (6, 8, 10, 12, 14, 18, 24, 30, 36, 48 points: CL-S621 II)<br/>300dpi (4, 5, 6, 8, 10, 12, 14, 18, 24, 30, 36, 48 points: CL-S631 II)<br/>• Character set: Conforms with code page 850 standards</li> <li>True type<sup>™</sup> rasterizer<sup>8</sup></li> </ol>                                                                                                                                                                                                                                                                                                                             |
| Font<br>(for Zebra <sup>®6</sup><br>emulation)                                                            | <ol style="list-style-type: none"> <li>Five kinds of fixed pitch font <ul style="list-style-type: none"> <li>Overseas, English fonts and European fonts</li> </ul> </li> <li>OCR fonts<br/>OCR-A, OCR-B<sup>7</sup></li> <li>Proportional font<br/>CG Triumvirate Condensed Bold</li> <li>True type<sup>™</sup> rasterizer<sup>8</sup></li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Font<br>(for Eltron <sup>®6</sup><br>emulation)                                                           | <ol style="list-style-type: none"> <li>Five kinds of fixed pitch font <ul style="list-style-type: none"> <li>Overseas, English fonts and European fonts</li> </ul> </li> <li>Two kinds of fixed pitch font <ul style="list-style-type: none"> <li>Numbers only</li> </ul> </li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Symbol set <sup>9</sup><br>Single-Byte sets<br>(Datamax <sup>®3</sup> , Zebra <sup>®6</sup><br>Emulation) | PC866U Ukrainian <sup>10</sup> , PC Cyrillic, ISO 60 Danish/Norwegian<br>Desk Top, ISO 8859/1 Latin 1, ISO 8859/2 Latin 2<br>ISO 8859/9 Latin 5, ISO 8859/10 Latin 6, ISO 8859/7 Latin/Greek<br>ISO 8859/15 Latin 9, ISO 8859/5 Latin/Cyrillic, ISO 69: French<br>ISO 21: German, ISO 15: Italian, Legal, Math-8, Macintosh<br>Math, PC-858 Multilingual, Microsoft Publishing, PC-8<br>PC-437 USA, PC-8 D/N, PC-437N, PC-852 Latin/Greek<br>PC-862 Latin/Hebrew, Pi Font, PC-850 Multilingual, PC-864<br>Latin/Arabic, PC-8 TK, PC-437T, PC-1004, PC-775 Baltic<br>Non-UGL, Generic Pi Font, Roman-8, Roman-9, ISO 17: Spanish<br>ISO 11: Swedish, Symbol, PS Text, ISO 4: United Kingdom<br>ISO 6: ASCII, Ventura International, Ventura Math<br>Ventura US<br>Windows 3.1 Latin 1, Wingdings, Windows 3.1 Latin 2<br>Windows 3.1 Baltic (Latv, Lith), Windows 3.0 Latin 1<br>Windows Latin/Cyrillic, Windows 3.1 Latin 5 |
| Symbol set <sup>9</sup><br>Double-byte sets<br>(Datamax <sup>®3</sup><br>Emulation)                       | EUC, JIS, Shift JIS, Unicode, KS Code, GB Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

## Appendixes

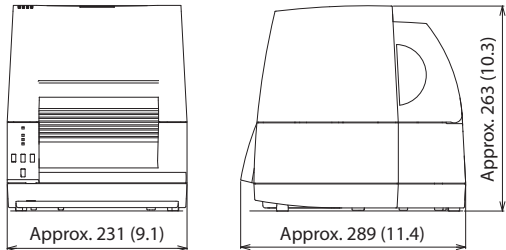
### Specifications

| Item                            |                                    | Description                                                                                                                                                                                                                                                                                     |
|---------------------------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Control language                |                                    | Supports the Datamax <sup>®</sup> 3 language, Zebra <sup>®</sup> 6 language and Eltron <sup>®</sup> 6 language                                                                                                                                                                                  |
| Outline of electronic devices   | CPU                                | 32Bit RISC CPU                                                                                                                                                                                                                                                                                  |
|                                 | ROM                                | Standard equipment: FLASH ROM 16MBytes (User area: 4MBytes)                                                                                                                                                                                                                                     |
|                                 | RAM                                | Standard equipment: SDRAM 32MBytes (User area: 16MBytes)                                                                                                                                                                                                                                        |
| Media detection sensors         | Transparent sensor                 | Detects media gap between labels, notches on tags, and media out                                                                                                                                                                                                                                |
|                                 | Reflective sensor                  | Detects reflective mark on back of media and media out                                                                                                                                                                                                                                          |
|                                 | Label peeling sensor <sup>*1</sup> |                                                                                                                                                                                                                                                                                                 |
| Communication interfaces        | Serial                             | 2400 4800 9600 19200 38400 57600 115200 bps                                                                                                                                                                                                                                                     |
|                                 | USB                                | FULL Speed USB2.0                                                                                                                                                                                                                                                                               |
| Communication interface options | Parallel                           | IEEE1284 (compatible, Nibble, ECP mode)                                                                                                                                                                                                                                                         |
|                                 | Network                            | Wired ethernet (10-BASE-T/100-BASE-TX) or wireless LAN                                                                                                                                                                                                                                          |
| Indications and switches        | LED                                | POWER, PRINT, CONDITION, ERROR                                                                                                                                                                                                                                                                  |
|                                 | Buzzer                             | Alarms, errors, etc.                                                                                                                                                                                                                                                                            |
|                                 | Operating panel keys               | PAUSE, FEED, STOP, MODE/REPEAT                                                                                                                                                                                                                                                                  |
|                                 | Head-up detection sensor           | Detects head open                                                                                                                                                                                                                                                                               |
|                                 | Power switch                       | Turns power on and off                                                                                                                                                                                                                                                                          |
|                                 | Acoustic noise                     | 55 dB (by EN ISO7779)                                                                                                                                                                                                                                                                           |
| Power (standards)               | 100 V version                      | 100 V, 50/60 Hz (Japan)<br>120 V (-10%+6%), 2.5 A, 60 Hz (U.S.A., Canada)<br>UL60950-1, CSA No. 950, FCC Part 15 Subpart B (Class A)                                                                                                                                                            |
|                                 | 220 V version                      | 220 V-240 V (-10%+6%), 1.5 A, 50/60 Hz (Europe)<br>EN60950-1, EN 55022 (Class A), EN55024, EN61000-3-2, EN61000-3-3                                                                                                                                                                             |
| Environment                     | Operating temperature conditions:  | Operating temp. 0 to 40°C, humidity 30 to 80%, condensation free (Conditions: ventilation, and natural convection)<br><div data-bbox="603 1232 884 1477"> <p>Operating assurance temperature</p> <p>Printing assurance temperature</p> <p>Humidity %</p> <p>0 5 35 40 Temperature °C</p> </div> |
|                                 | Storage temperature conditions:    | Temp. -20 to 60 °C, humidity 5 to 85 % (Conditions: ventilation, and natural convection)<br>*However, for storage at high temperature and humid environments, the combination of 40°C and 85% RH (no condensation) is taken as the worst value.                                                 |



# Appendixes

## Specifications

| Item                               | Description                                                                                                                                                                         |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| External dimensions <sup>*11</sup> | Approx. 231(W) × 289 (D) × 263 (H) mm<br>9.1(W) × 11.4 (D) × 10.3 (H) inch<br>Unit: mm (inch)<br> |
| Weight                             | Approx. 4.9 kg (10.8 lb.)                                                                                                                                                           |
| Accessories                        | Test label media, Test ribbon, Quick start guide <sup>*12</sup> , Head cleaner, Power cord, Media holder bar and Media holder guide, Ribbon holder, Paper core                      |
| Option                             | Auto-cutter unit, Peeler unit, IEEE1284 Parallel interface board, Ethernet interface board and wireless LAN interface board.                                                        |

\*1: Options can be separately purchased.

\*2: When a media pitch of less than 1 inch is used, activate the "Small Media Adjustment" setting in the "Page Setup."

\*3: Datamax® is a registered trademark of Honeywell International Inc.

\*4: Maxi Code is a registered trademark of UPS.

\*5: QR Code is a registered trademark of DENSO WAVE INCORPORATED.

\*6: Zebra®, Eltron®, ZPL2™, and EPL2™ are registered trademarks of ZIH Corp., USA

\*7: Depending on the reader, OCR font recognition may be poor.

\*8: UFST™ and TrueType™ rasterizer are licensed from Monotype Imaging, Inc.  
TrueType™ is a trademark of Apple Inc.

\*9: Use it when drawing a TrueType font. Eltron® Emulation does not support a TrueType font.

\*10: "PC866U Ukraina" is supported only in Datamax® emulation.

\*11: Dimensions are design values. Actual dimensions may vary due to variance in manufacturing processes.

\*12: You can download the driver, SDK, utility and BarTender (label creation software) from the URL listed in the Quick Start Guide. BarTender is a registered trademark of SEAGULL SCIENTIFIC, INC.

---

# Interfaces

This printer is connected to a computer and prints according to commands sent from the computer.

There are three types of computer interfaces, and these are connected to devices suited to each type of interface. The printer can also be connected to a computer by the optional Ethernet.

## Serial Interface

### Specifications

|              |                                                   |
|--------------|---------------------------------------------------|
| System       | Start/stop asynchronous duplex communication      |
| Signal level | RS-232C                                           |
| Baud rate    | 2400, 4800, 9600, 19200, 38400, 57600, 115200 bps |
| Bit length   | 7 Bit, 8 Bit                                      |
| Stop bit     | 1 Bit, 2 Bit                                      |
| Parity       | Odd, even, none                                   |
| Connector    | D-SUB 25 PIN                                      |

### Signal line and pin arrangement

| Pin No. | Signal code | Signal name          | Function                                                                          |
|---------|-------------|----------------------|-----------------------------------------------------------------------------------|
| 1       | FG          | Protective grounding | Protective grounding                                                              |
| 2       | TXD         | Transmitted data     | Signal line that transmits data from the printer to other devices                 |
| 3       | RXD         | Received data        | Signal line that transmits data from other devices to the printer                 |
| 4       | RTS         | Transmission request | Pull up to +5.4 V through 3.3 k $\Omega$                                          |
| 5       | NC          | -                    | Not used                                                                          |
| 6       | DSR         | Data set relay       | Signal line that is active when an external device can interface with the printer |
| 7       | SGND        | Signal line ground   | Shows the ground level of the signal line                                         |
| 8-13    | NC          | -                    | Not used                                                                          |
| 14      | VCC         | +5V                  | (FACTORY USE ONLY)                                                                |
| 15-19   | NC          | -                    | Not used                                                                          |
| 20      | DTR         | Data terminal relay  | Signal line that is active when an external device can interface with the printer |
| 21-25   | NC          | -                    | Not used                                                                          |

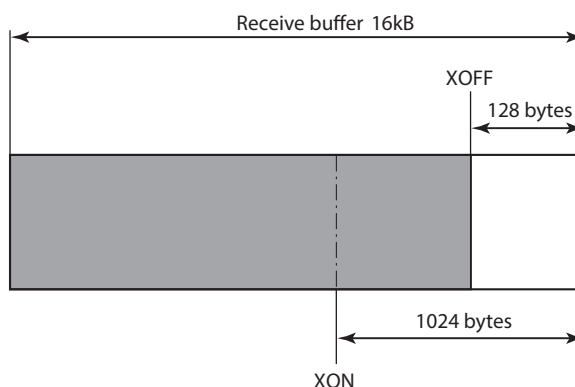
### XON/XOFF Protocol

#### Requirements to output X-ON code

- Communication is possible when the power is on.
- When the receive buffer has less than 128 bytes available, XOFF code is output, then the receive buffer has at least 1024 bytes available.

#### Requirements to output the X-OFF code

- When the receive buffer has less than 128 bytes available



### DTR Protocol

#### Conditions when the DTR signal is "Ready (High)"

All the following conditions are satisfied.

- The receive buffer is 128 bytes or more available capacity.
  - \* When the receive buffer has less than 128 bytes available and the DTR signal has changed to BUSY (Low) status, BUSY status is maintained until the capacity of the receive buffer has reached 1024 bytes or more.

#### Conditions when DTR signal is "Busy (Low)"

- When the receive buffer has fallen to less than 128 bytes available.

## **USB Interface**

### **Specifications**

|                    |                                                      |
|--------------------|------------------------------------------------------|
| Standards          | Complies with Universal Serial Bus Specification 2.0 |
| Transmission speed | Compatible with 12Mbps (full speed) transmission     |
| Receive buffer     | 16 kB                                                |
| Connector          | 15120-00410 (KST)                                    |

### **Signal line and pin arrangement**

| Pin No. | Signal code | Signal        | Function        |
|---------|-------------|---------------|-----------------|
| 1       | VBUS        | USB power     | USB power (+5V) |
| 2       | D-          | Signal line - | + signal line   |
| 3       | D+          | Signal line + | - signal line   |
| 4       | GND         | GND           | GND             |

## Parallel Interface (Option)

### Specifications

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transmission mode   | 8-bit parallel data                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Receive buffer size | 16 kB                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Transmission modes  | <p><b>Compatible mode:</b><br/>It is an asynchronous forward direction of the byte width (from host to printer) channel, and the interface line of the data is operated in accordance with signal line definitions of Centronics.</p> <p><b>NIBBLE mode:</b><br/>Nibble mode is asynchronous reverse channel communication with data transmission controlled by the host computer. In reverse channel transmission, the data is nibble transmitted in two parts using four status lines (Fault, Select, PE, and Busy). And nibble mode can be used along with compatible mode to send data in two directions.</p> <p><b>ECP mode:</b><br/>ECP mode permits bi-directional asynchronous data transmission, and thanks to its interlock handshake, it does not require the timing necessary with compatible mode.</p> |
| Signal level        | IEEE1284 standard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

### Signal line and pin assignment table

| Pin No. | Signal name | I/O    | Function                                                                             |
|---------|-------------|--------|--------------------------------------------------------------------------------------|
| 1       | *STROBE     | Input  | Strobe signal to read in 8-bit data                                                  |
| 2-9     | DATA1-8     | Input  | 8-bit parallel signal                                                                |
| 10      | *ACKNLG     | Output | 8-bit data request signal                                                            |
| 11      | BUSY        | Output | Signal specifying printer busy                                                       |
| 12      | PERROR      | Output | Signal specifying media out                                                          |
| 13      | SELECT      | Output | Signal specifying if the printer is on-line (printing enabled) or off-line (pausing) |
| 14      | AUTOFD      | Input  | Invalid (ignored)                                                                    |
| 15      | NC          | -      | Not used                                                                             |
| 16      | GND         | -      | Signal ground                                                                        |
| 17      | FGND        | -      | Frame ground                                                                         |
| 18      | P.LH        | Output | Peripheral logic high (pull up to +5 V at 1 kΩ)                                      |
| 19-30   | GND         | -      | Ground for twisted pair return                                                       |
| 31      | *INIT       | Input  | Printer reset                                                                        |
| 32      | *FAULT      | Output | Signal specifying printer error                                                      |
| 33-35   | NC          | -      | Not used                                                                             |
| 36      | SELECTIN    | Input  | Invalid (ignored)                                                                    |

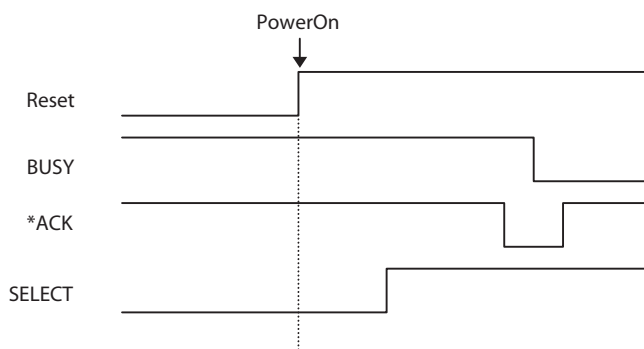
### Parallel port status signals when an error occurs

The status of a signal line will not be changed in bi-directional mode such as nibble or ECP mode.

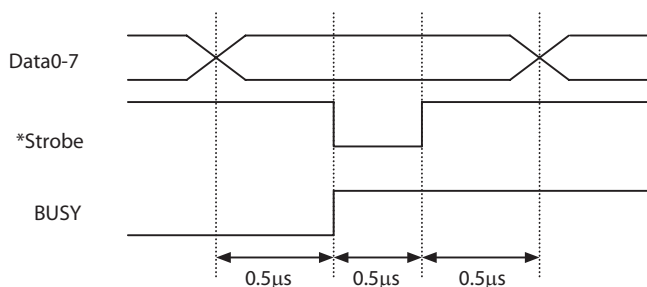
| Error                                                | Change in the status of a signal line in compatible mode                   |
|------------------------------------------------------|----------------------------------------------------------------------------|
| Paper end                                            | Busy : L → H<br>PError : L → H<br>Select : H → L<br>nFault : H → L         |
| Error other than paper end<br>• Head open<br>• Other | Busy : L → H<br>PError : L → unchanged<br>Select : H → L<br>nFault : H → L |
| Conditions for Busy                                  | • Receive buffer full<br>• Data being read<br>• Error                      |

### Compatible timing specification

[When power is on] (Time it goes off-line)

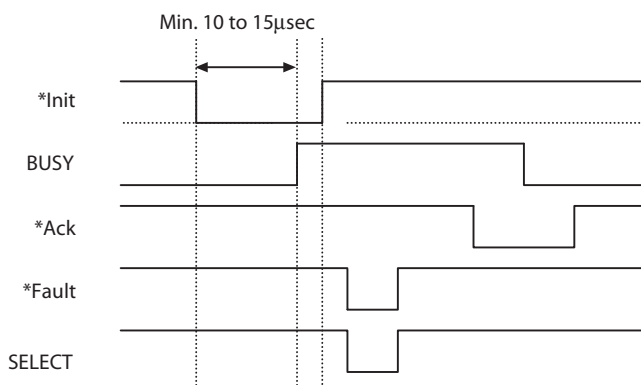


[While receiving data]



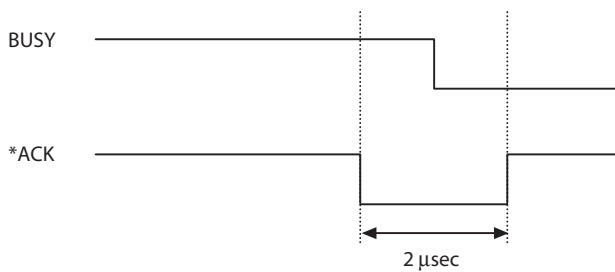
**Note:** Busy rises when \*Strobe signal starts, and data is latched with \*Strobe signal starts.

### [While receiving INIT signal]



**Note:** If the \*Init signal does not have width of 10 to 15 μsec or more, it cannot act as an Init signal. If it is lower, the \*Init signal is ignored. BUSY starts up when the \*Init signal is perceived.

### Relation of the timing of the BUSY signal and the \*ACK signal [Center – ACK]



## **CITIZEN SYSTEMS AMERICA CORPORATION**

1411 West 190th Street, Suite 675 Gardena, CA 90248

Tel: (310) 781-1460 Fax: (310) 781-9152

<http://www.citizen-systems.com>

## **CITIZEN SYSTEMS EUROPE GmbH**

Otto-Hirsch-Brücken 17

70329 Stuttgart

Germany

Tel: +49 (0) 711 49032-0

Fax: +49 (0) 711 49032-45

<http://www.citizen-europe.com>

Elizabeth House, 56-60 London Road

Staines-Upon-Thames, TW18 4HF

United Kingdom

Tel: +44 (0) 20 8893 1900

Fax: +44 (0) 20 8893 0080

## **CITIZEN SYSTEMS JAPAN CO., LTD.**

6-1-12, Tanashi-cho, Nishi-Tokyo-shi Tokyo, 188-8511. Japan

Tel: +81 (0) 42 468 4608 Fax: +81 (0) 42 468 4687

<https://www.citizen-systems.co.jp/printer/>