

NOTE: In the interest of higher quality and value, Panduit products are continually being improved and updated. Consequently, pictures may vary from the enclosed product.

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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 instructions, 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 own expense.

EMS AND EMI COMPLIANCE STATEMENT FOR EUROPEAN USERS

This equipment has been tested and passed with the requirements relating to electromagnetic compatibility based on the standards EN 55022:1998+A1:2000+A2:2003, CISPR 22, Class A EN 55024:1998+A1:2001+A2:2003, IEC 61000-4 Series EN 61000-3-2 / 2000 & EN 61000-3-3 / 1995. The equipment also tested and passed in accordance with the European Standard EN55022 for the both Radiated and Conducted emissions limits.

KC COMPLIANCE STATEMENT FOR KOREAN USERS

A급 기기 (업무용 방송통신기자재) Class A Equipment (Industrial Broadcasting & Communication Equipment)

이 기기는 업무용(A급) 전자파적합기기로서 판 매자 또는 사용자는 이 점을 주의하시기 바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.

This equipment is Industrial (Class A) electromagnetic wave suitability equipment and seller or user should take notice of it, and this equipment is to be used in the places except for home.

TDP43ME PRINTER TO WHICH THIS DECLARATION RELATES IS IN CONFORMITY WITH THE FOLLOWING STANDARDS

EN55022 : 1998, CISPR 22, Class A / EN55024 : 1998 IEC 61000-4 Serial / EN61000-3-2 : 2000 / EN 6100-3-3 : 1995 / CFR 47, Part 15/CISPR 22 3rd Edition : 1997, Class A / ANSI C63.4 : 2001 / CNS 13438 / IEC60950-1 : 2001 / GB4943 : 2001 / GB9254 : 1998 / GB17625.1 : 2003 / EN60950-1 : 2001

Specifications are subject to change without notice.



Safety Instructions



WARNING

Read and understand all of the instructions and safety information in this manual before operating or servicing this tool.



WARNING

Hazardous moving parts. Keep fingers and other body parts away.



CAUTION

- Danger of explosion if battery is incorrectly replaced.
- Replace only with the equivalent type recommended by the manufacture.
- Dispose of used batteries according to the manufacturer's instructions.



CAUTION

Electric Shock Hazard:

- Before you connect the equipment to the power outlet, please check the voltage of the power source.
- Disconnect the equipment from the voltage of the power source to prevent possible transient over voltage damage.
- Don't pour any liquid to the equipment to avoid electrical shock.



CAUTION

- Keep the equipment away from moisture and humidity.



CAUTION

- * ONLY qualified service personnel for safety reasons, should open equipment.
- * Don't repair or adjust energized equipment alone under any circumstances. Someone capable of providing first aid must always be present for your safety.
- * Always obtain first aid or medical attention immediately after an injury. Never neglect an injury, no matter how slight it seems.



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1. Printer

1-1. Printer Accessories

After unpacking, please check the accessories that come with the package, and store appropriately.

- ◆ TDP43ME printer
- ◆ Power cord
- ◆ Switching Power Adaptor
- ◆ USB Cable
- ◆ Configuration Label
- ◆ Ribbon
- ◆ Empty Ribbon Core
- ◆ Thermal Print Head Cleaning Pen
- ◆ TDP43ME Quick Guide
- ◆ Easy-Mark™ CD (Labeling Software)
- ◆ TDP43ME CD (Drivers, control center & instruction manual)
- ◆ Label Roll Core
- ◆ Label Roll Core Side Plates
- ◆ Ribbon Rewind Shafts (2)
- ◆ Utility Knife
- ◆ Warranty Card

1-2. General Specifications

Model	TDP43ME
Resolution	300 dpi (12 dot/mm)
Print Mode	Thermal Transfer
CPU	32 Bit
Memory	4MB Flash, 8MB SDRAM
Print Speed	2 IPS ~ 4 IPS
Print Length	Min 12mm (0.47"), Max 762mm (30")
Print Width	105.7mm (4.16")
Sensor Type	Adjustable Reflective sensor; Fixed transmissive, center aligned
Sensor Detection	Type: Label gap and black mark sensing. Detection: Label length auto sensing and / or program command setting
Media	Label Roll OD: Max. 4.92" (125mm) Core Diameter: 1" (25mm), 1.5" (38mm), 3" (76mm) Width: 1" (25mm) ~ 4.64" (118mm) Thickness: 0.0025" ~ 0.0098" (0.06~0.25mm)
Ribbon	Length: 981 ft. (300M) Max. ribbon roll OD: 2.67" (68mm) Type: transfer ribbons (hybrid, and resin) in widths of: 2.5" to 4.33" (64mm to 110mm) Core Inner Diameter: 1" (25.4mm)
Printer Language	EZPL Programming Language
Software	- DLL & Driver: Microsoft Windows 2000 and XP, Vista (32 & 64 bit); Microsoft Windows 7 (32 & 64 bit) - Easy-Mark™ Labeling Software



Image Handling	Support BMP and PCX. Support ICO, WMF, JPG, EMF file through software. Support image resize, rotating, mapping and inverse through software.
Resident Barcodes	Code 39, Code 93, Code 128 (subset A, B, C), UCC/EAN-128 K-Mart, UCC/EAN-128, UPC A / E (add on 2 & 5), I 2 of 5, I 2 of 5 with Shipping Bearer Bars, EAN 8 / 13 (add on 2 & 5), Codabar, Post NET, EAN 128, DUN 14, MaxiCode, HIBC, Plessey, Random Weight, Telepen, FIM, China Postal Code, RPS 128, PDF417, Datamatrix code & QR code
Interfaces	Serial port: RS-232 (Baud rate : 4800 ~ 115200 , Xon/Xoff , DSR/DTR) USB port: V2.0 Parallel port: Bi-direction Ethernet TCP/IP Port (wireless – optional)
Control Panel	Two Bi-color LED: Ready, Status Function Key: FEED
Power	Auto Switching 100/240VAC, 50/60 Hz
Environment	Operation: 41°F to 104°F (5°C to 40°C) Storage: -4°F to 122°F (-20°C to 50°C)
Humidity	Operation: 30-85%, non-condensing. Free air. Storage: 10-90%, non-condensing. Free air.
Cert. Approval	CE, FCC Class A, CCC, CB, cUL, RoHS, WEEE, KC
Printer Dimension	Length: 11.2" (285 mm) Height: 6.8" (171 mm) Width: 8.9" (226 mm) Weight: 6 lbs. (2.72 Kg)

Specifications are subject to change without notice.



1-3. Communication Interface

Parallel Interface

Handshake : DSTB connects to the printer, BUSY connects to the host

Interface cable : Parallel cable compatible to IBM PC

Pin out : See below

PIN NO.	FUNCTION	TRANSMITTER
1	/Strobe	host / printer
2-9	Data 0-7	host
10	/Acknowledge	printer
11	Busy	printer
12	/Paper empty	printer
13	/Select	printer
14	/Auto-Linefeed	host / printer
15	N/C	
16	Signal Gnd	
17	Chasis Gnd	
18	+5V,max 500mA	
19-30	Signal Gnd	host
31	/Initialize	host / printer
32	/Error	printer
33	Signal Ground	
34-35	N/C	
36	/Select-in	host / printer

Serial Interface

Serial Default : 9600 baud rate, no parity, 8 data bits, 1 stop bit, XON/XOFF protocol and
Setting : RTS/CTS.

RS232 HOUSING (9-pin to 9-pin)

DB9 SOCKET		DB9 PLUG
---	1 _____ 1	+5V,max 500mA
RXD	2 _____ 2	TXD
TXD	3 _____ 3	RXD
DTR	4 _____ 4	N/C
GND	5 _____ 5	GND
DSR	6 _____ 6	RTS
RTS	7 _____ 7	CTS
CTS	8 _____ 8	RTS
RI	9 _____ 9	N/C
PC		PRINTER

[Note] The total current output from parallel port and serial port altogether cannot exceed 500mA.



USB Interface

Connector Type : Type B

PIN NO.	1	2	3	4
FUNCTION	VBUS	D-	D+	GND

Internal Interface

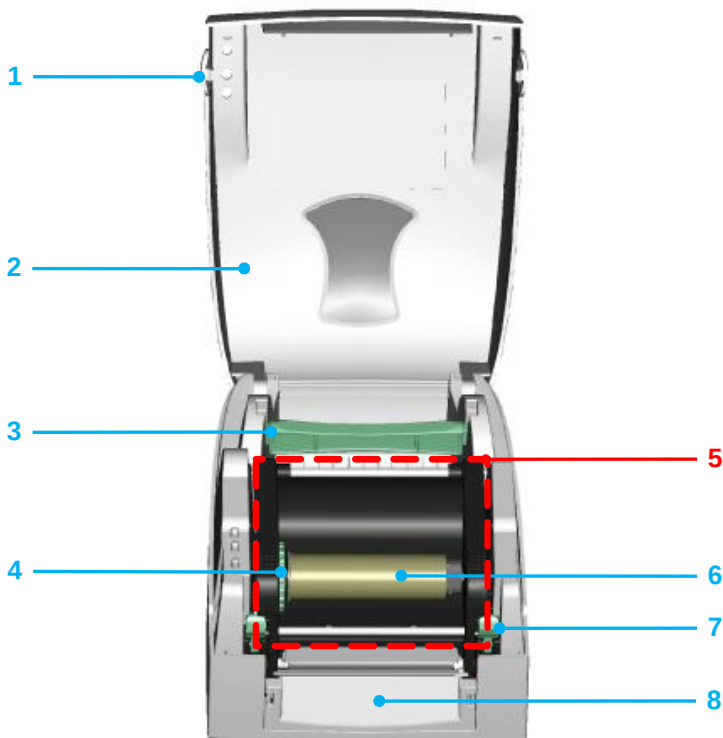
UART1 wafer	
N.C	1
TXD	2
RXD	3
CTS	4
GND	5
RTS	6
E_MD	7
RTS	8
E_RST	9
+5V	10
GND	11
+5V	12

Ethernet module	
N.C	
RXD	
TXD	
RTS	
GND	
CTS	
E_MD	
CTS	
E_RST	
+5V	
GND	
+5V	

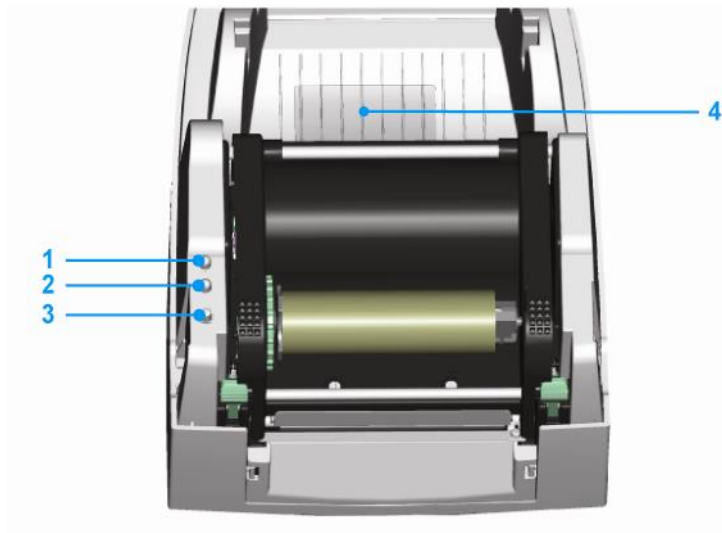
UART2 wafer	
+5V	1
CTS	2
TXD	3
RTS	4
RXD	5
GND	6

Expansion module	
+5V	
RTS	
RXD	
CTS	
TXD	
GND	

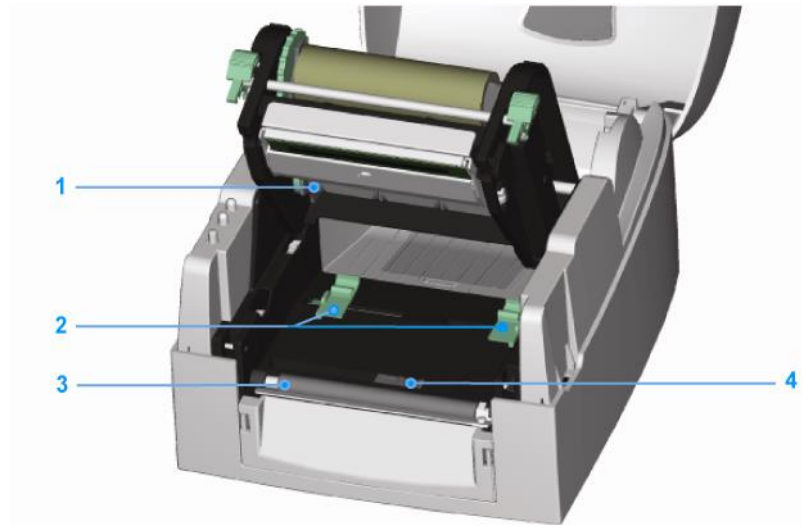
1-4. Printer Parts



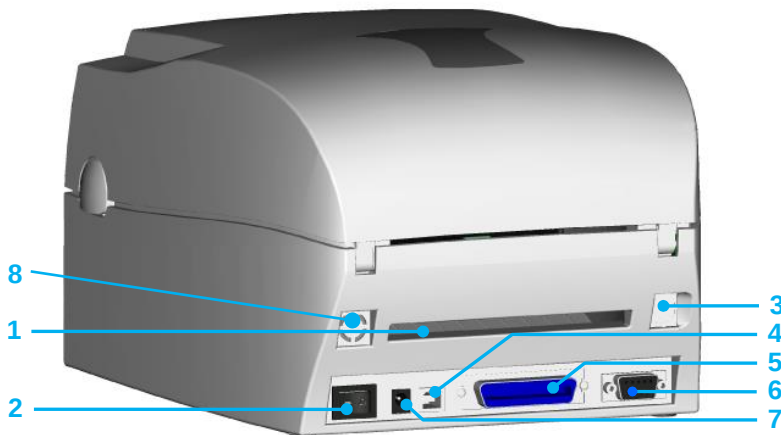
1. Cover Open Button
2. Top Cover
3. Label Roll Core
4. Ribbon Rewind Wheel
5. Print Mechanism
6. Ribbon Rewind Shaft + Empty Ribbon Roll
7. Locking Tenon (left/right)
8. Front Cover Piece



1. LED Light (Ready)
2. LED Light (Status)
3. FEED Key
4. CF Card Slot Cover



1. Ribbon Supply Shaft
2. Label Guide (2)
3. Platen Roller
4. Label Sensor



1. Rear Label Slot
2. Power Switch
3. Ethernet Socket
4. USB Port
5. Parallel Port
6. Serial Port
7. AC Adaptor Socket
8. Wireless Port / Antenna (optional)

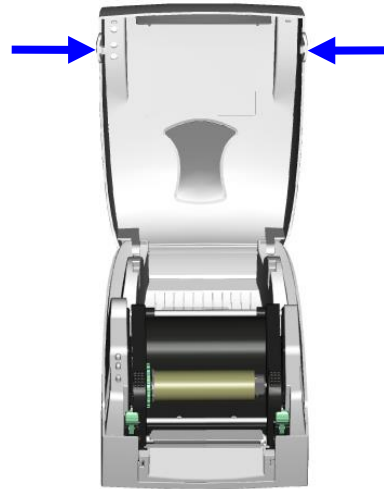
2. Printer Installation

This printer model has the following print modes:

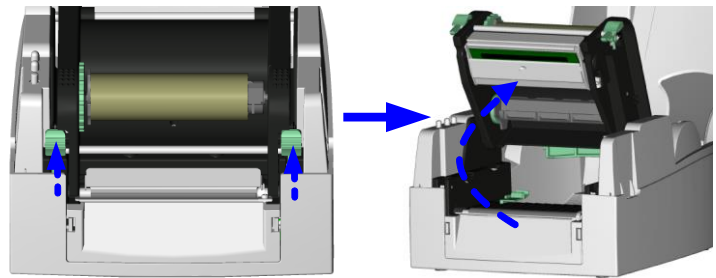
Thermal Transfer (TT)	When printing, ribbon must be installed to transfer the print contents onto the media.
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2-1. Ribbon Installation

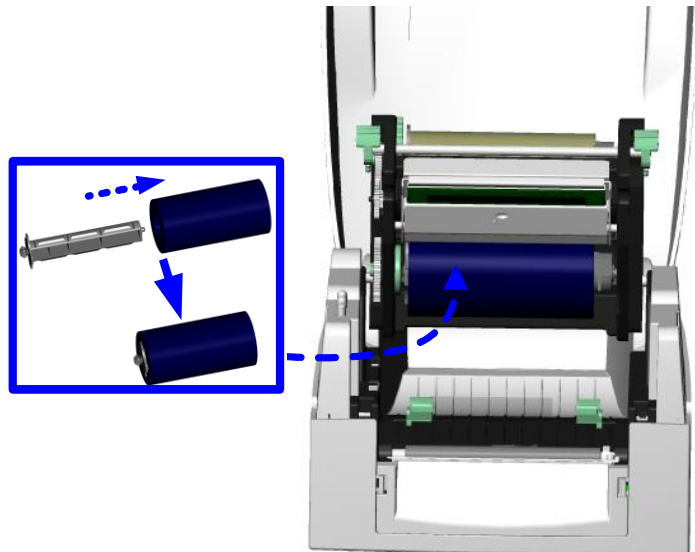
1. Place the printer on a horizontal surface, and open the top cover by pressing the Cover Open Buttons on both sides.



2. Loosen and then lift the upper print mechanism by pressing the locking tenons.



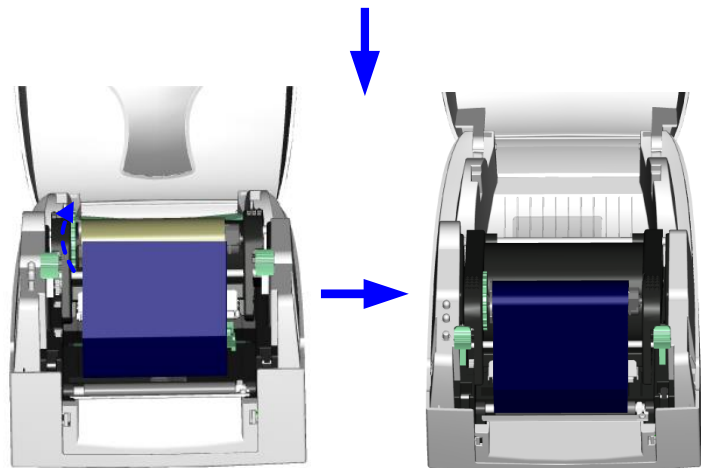
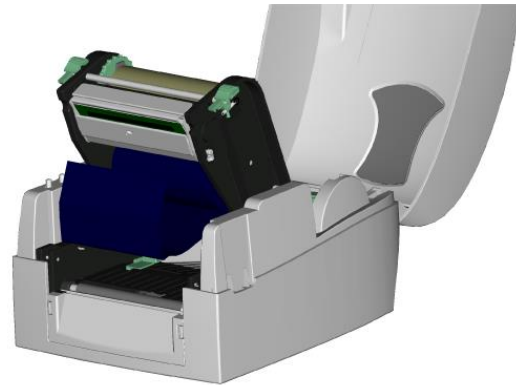
3. Place a new ribbon roll onto the ribbon supply shaft.



4. Feed the ribbon from the Ribbon Supply Shaft under the Print Head.
5. Wrap the ribbon around the Ribbon Shaft and stick the ribbon onto the Empty Ribbon Roll Core.

[Note]
The Ribbon Core must not spin freely on Ribbon Shaft (Mandrel).

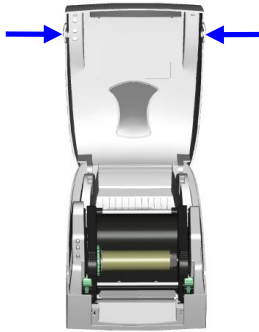
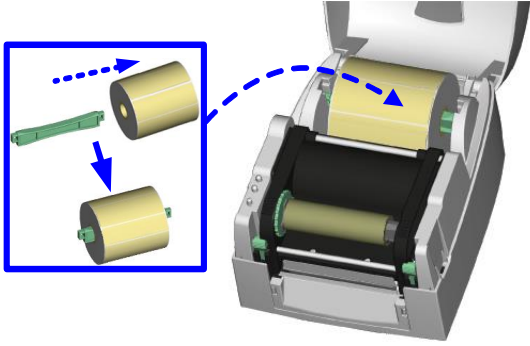
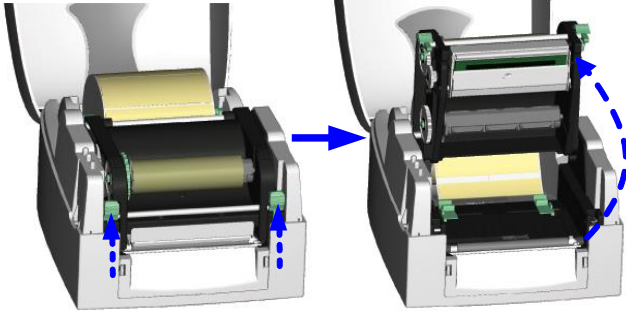
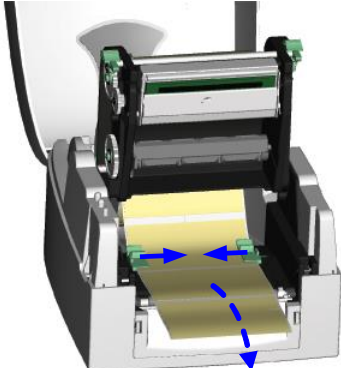
[Note]
Ribbon must be coated side out (away from print head contact).



6. Firmly close the upper print mechanism, pressing down firmly on both sides of print mechanism.



2-2. Label Installation

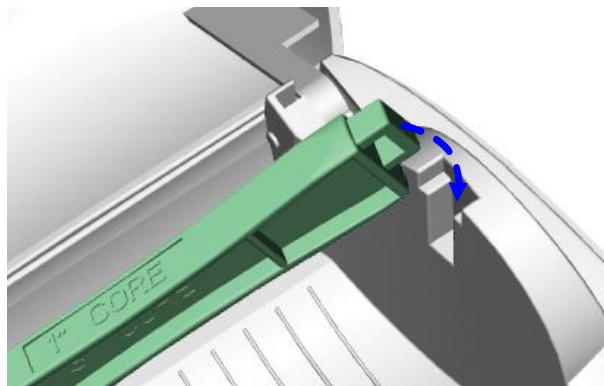
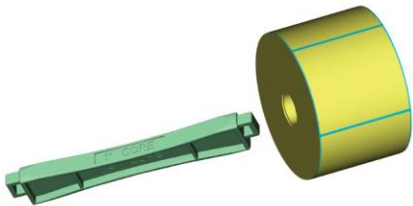
1. Open the top cover by pressing the Cover Open Buttons on both sides.	
2. Place the label roll onto the Label Roll Core.	
3. Loosen and lift the upper print mechanism by pressing the locking tenons.	
4. Feed the label through the two Label Guides to the Tear-off Bar. 5. Align the label guides to the label edge.	

6. Close the upper print mechanism from the top to finish label installation, pressing down firmly on both sides of the printer mechanism.

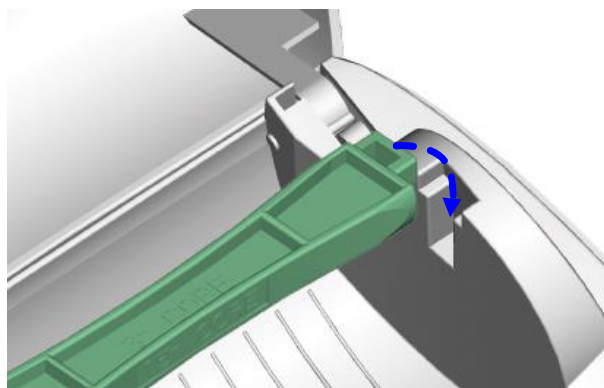
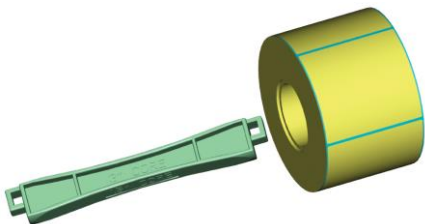


2-3. Label Roll Core Installation Instruction

(A) 1" roll core installation

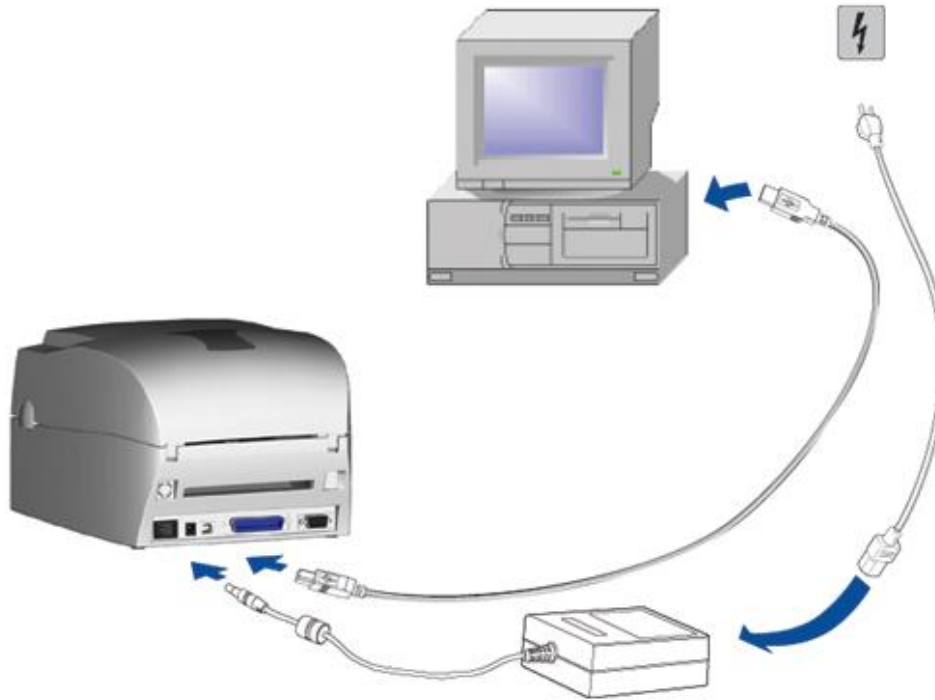


(B) 3" roll core installation



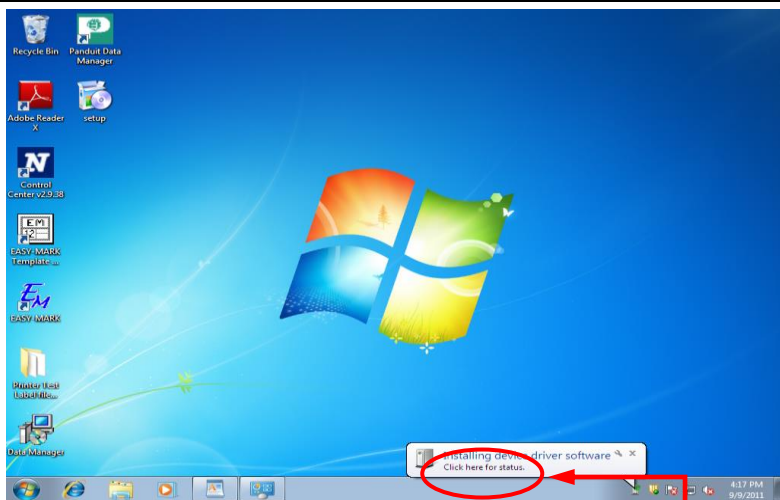
2-4. PC Connection

1. Please make sure the printer is powered off.
2. Plug the power cable into the power adapter; then connect the power adapter end to the printer power socket; and the power cable into the power source outlet.
3. Connect the USB cable to the USB port on the printer and on the PC.
4. Power on the printer and the printers' LED will light.



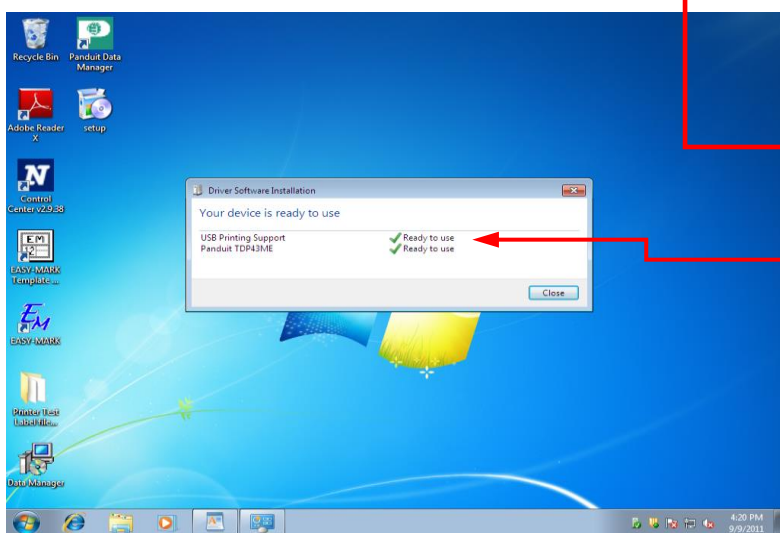
2-5. Driver Installation

If The Printer Is To Be Installed On A USB Port Using Windows Updates (Win 7):



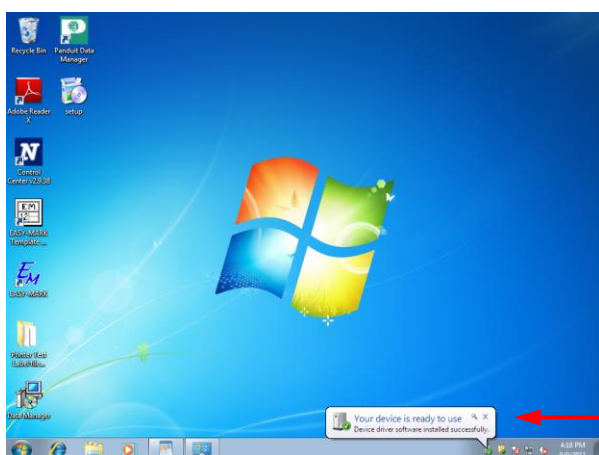
If the printer is attached to the USB port, when the printer is turned ON, the following window will appear.

The installation will most likely proceed without interruption.

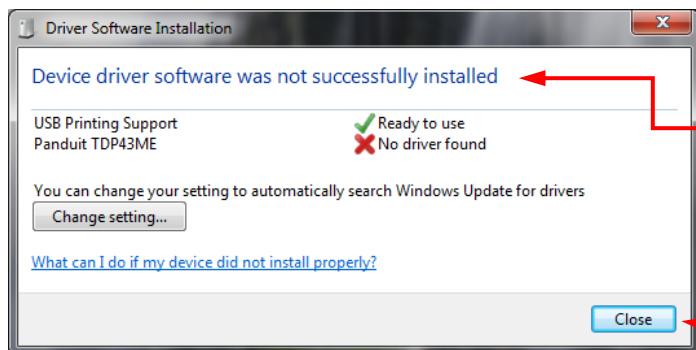


If you click on the balloon for “Check here for status”, the window at the left will pop up.

This indicates that all processes are complete and the printer has been correctly installed.

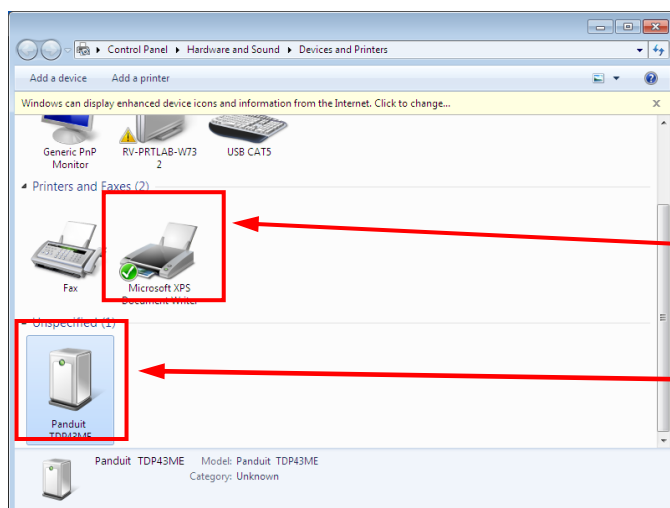


The printer is now ready for use.



IF, the printer does not show previous step pop up balloon, then a balloon will pop up which says “Device did not install properly”.

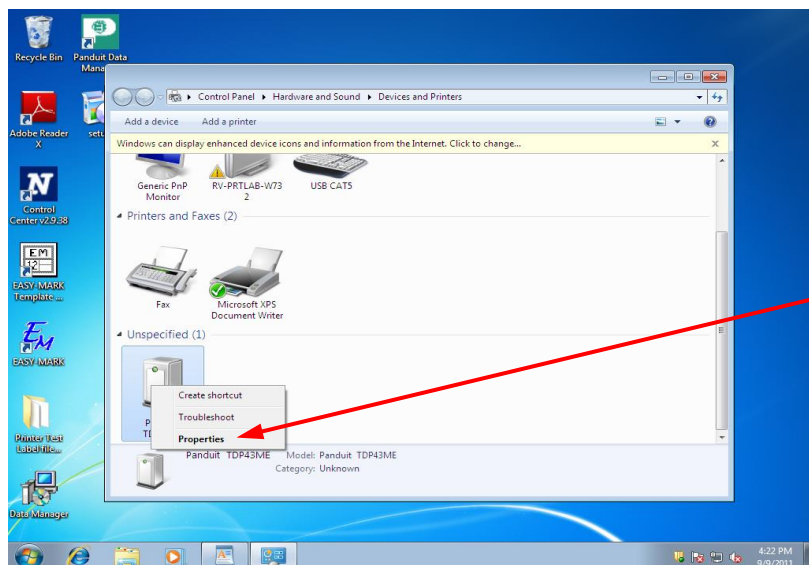
Click on the balloon and the window at the left will pop up. In this case, no TDP43ME driver was found. Click CLOSE.



Go to the WINDOWS orb in the bottom left corner and click. Go to DEVICES and PRINTERS and click. The window at the left will pop up.

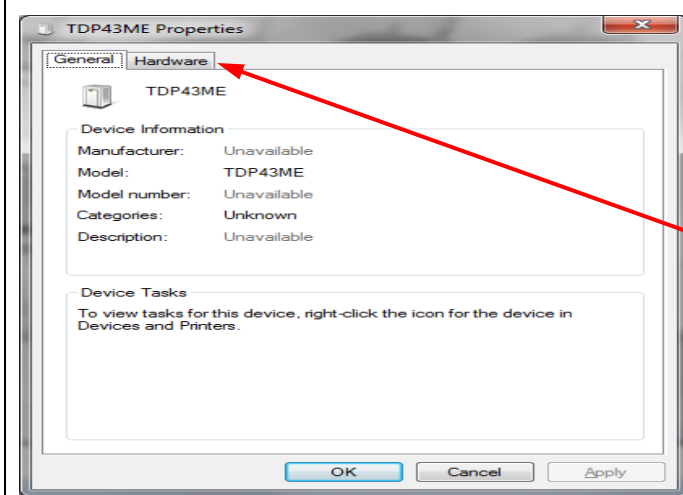
If the printer appears in the “PRINTERS and FAXES” line, then it is installed correctly.

If it appears in the “UNSPECIFIED” line, then there is an issue, most likely an incorrect or a missing driver.

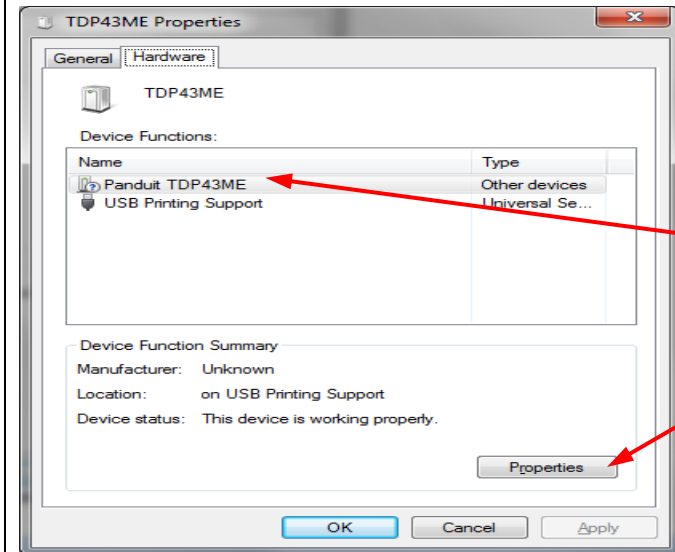


Right click on the printer in the “UNSPECIFIED” line and go down to PROPERTIES.

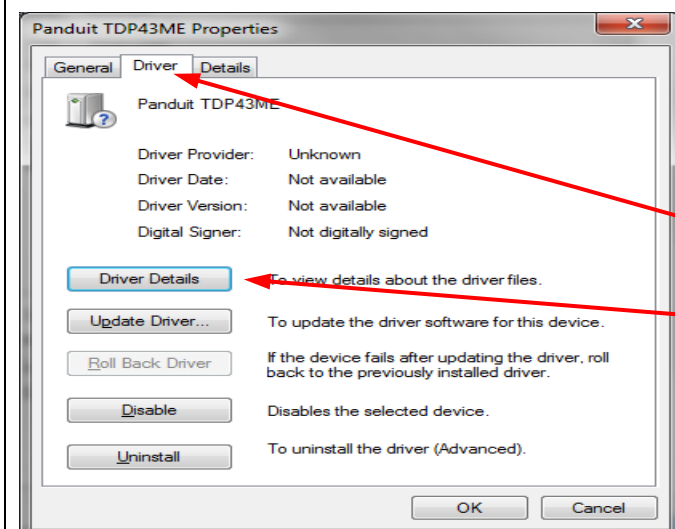
Click on PROPERTIES.



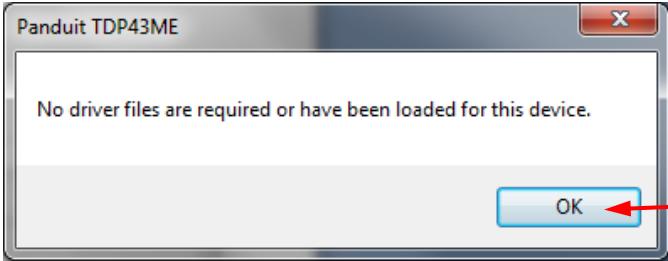
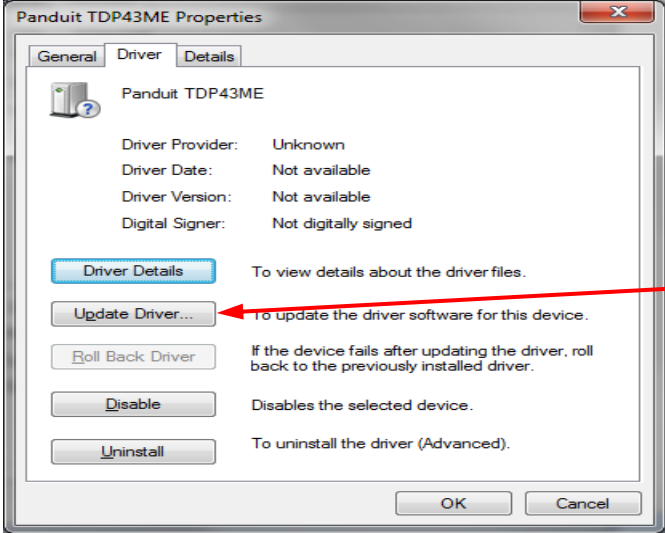
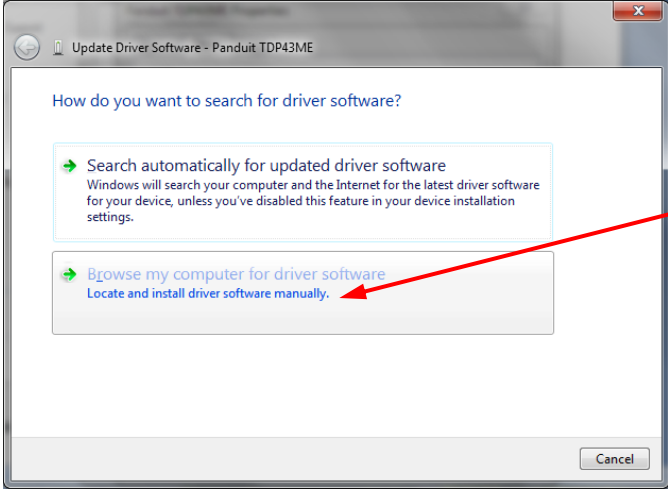
This window will pop up.
Click on HARDWARE tab.

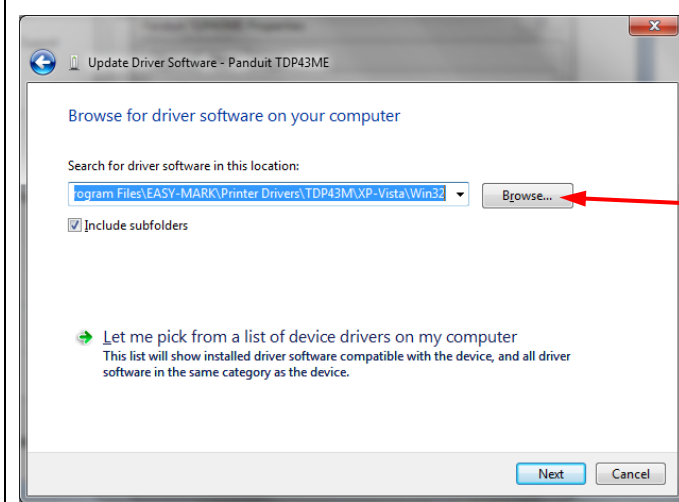


This window will pop up. Highlight
PANDUIT TDP43ME.
Click on the PROPERTIES button.

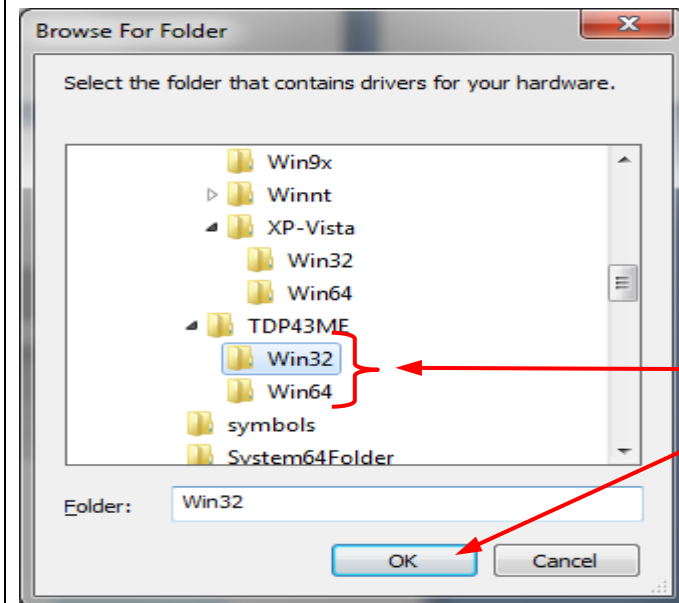


This window will pop up. Click on the
DRIVER tab. This window will pop up.
Click on the DRIVER DETAILS button.

	If this window pops up, it indicates that no driver has been loaded for the TDP43ME printer. Click OK.
	This window will pop up. Click on the UPDATE DRIVER button.
	This window will pop up. Click on LOCATE AND INSTALL DRIVER MANUALLY. Installer must point the browser to Easy Mark™ disc provided or known driver location.

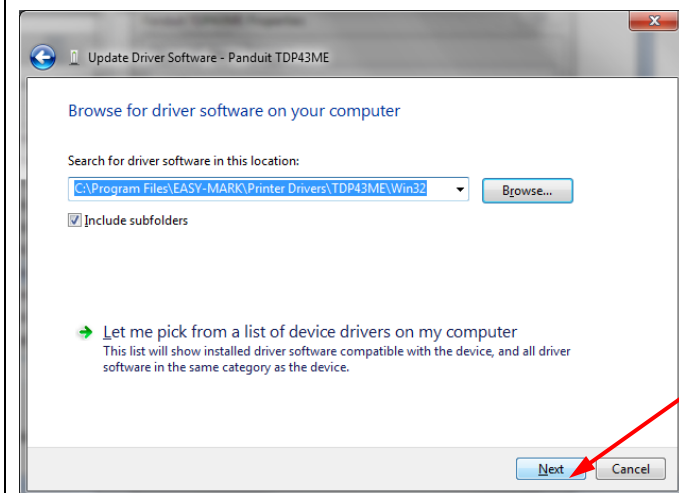


Click BROWSE and find the driver folder (either in C:\Program Files\EASY MARK\Printer Drivers\TDP43ME or on the included CD in the printer kit.)



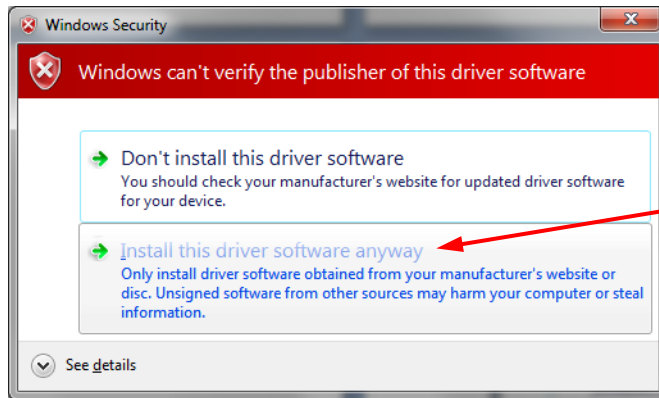
Note if driver should be 32 Bit or 64 Bit depending on machine Operating System.

When the correct system is highlighted, click OK.

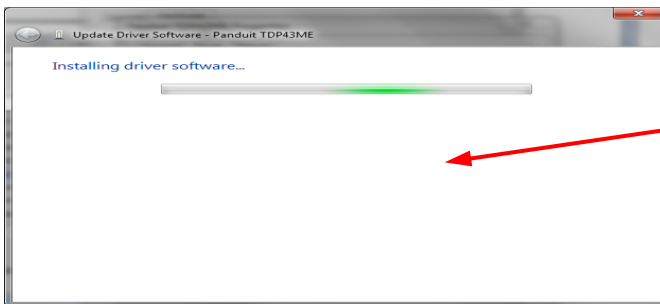


This window will pop back up.

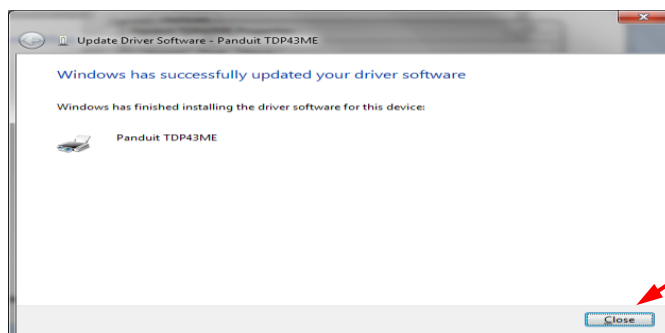
Click NEXT.



If this window pops up at any time, click on **Install this driver anyway**.

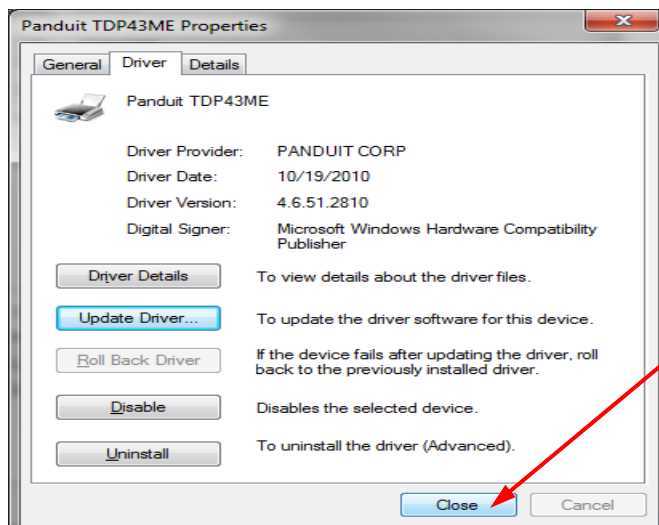


This window indicates that the new driver is being installed.

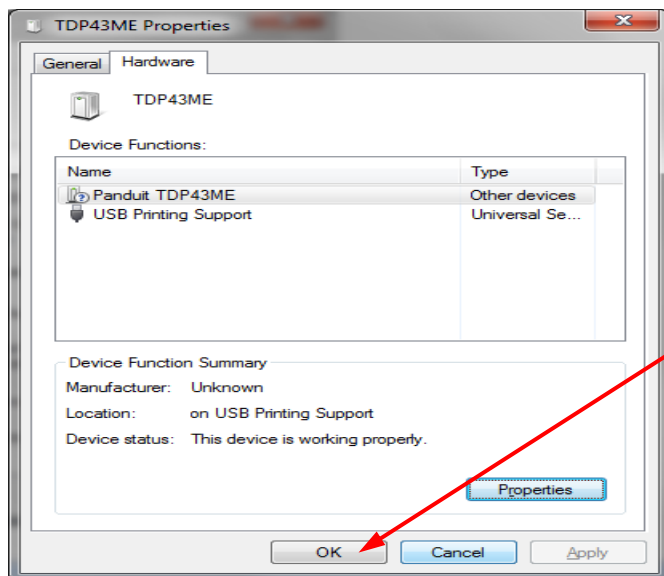


This window indicates that the new driver has been successfully installed.

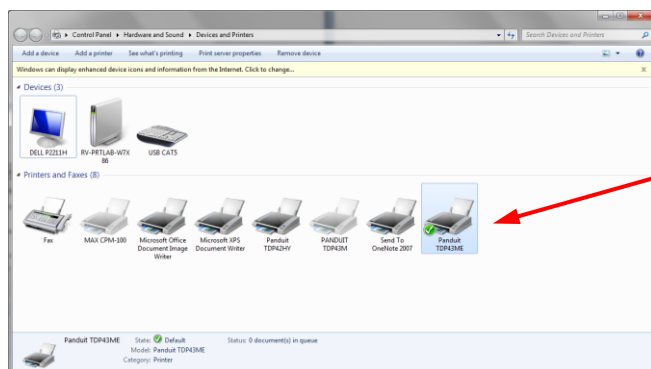
Click CLOSE.



Click CLOSE



Click OK.



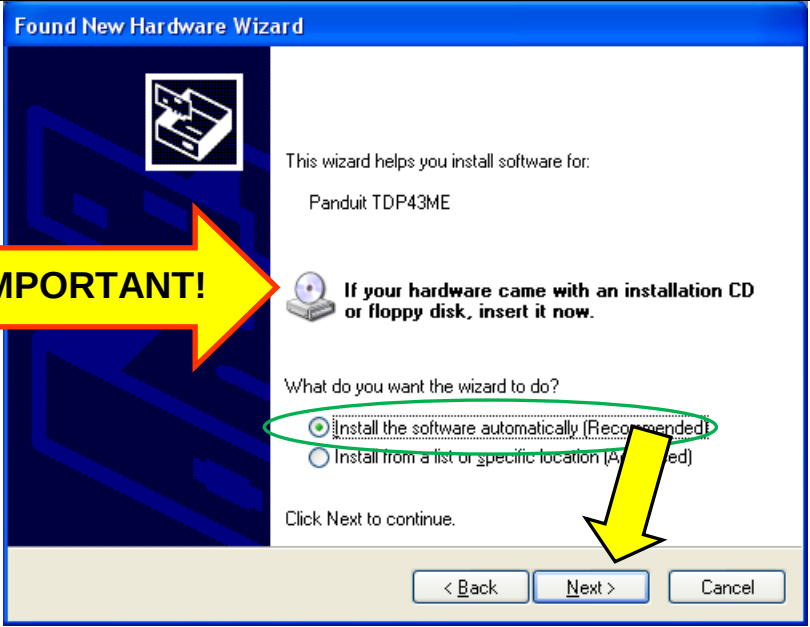
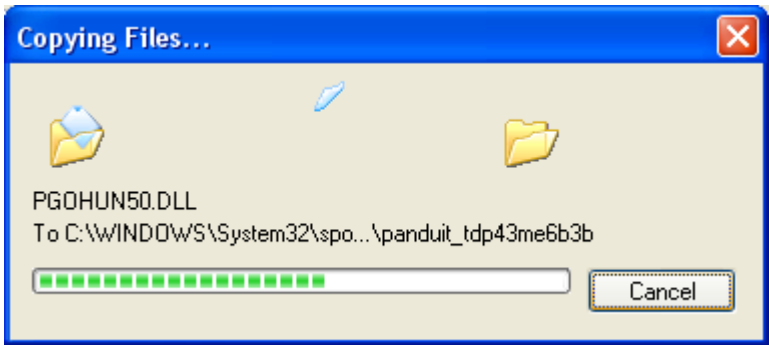
This window indicates that the new driver has been installed and the printer is now ready for use.

If The Printer Is To Be Installed On A USB Port Using Windows Updates (XP):

1. If the printer is attached to the USB Port, when the printer is turned on, the following window will appear.

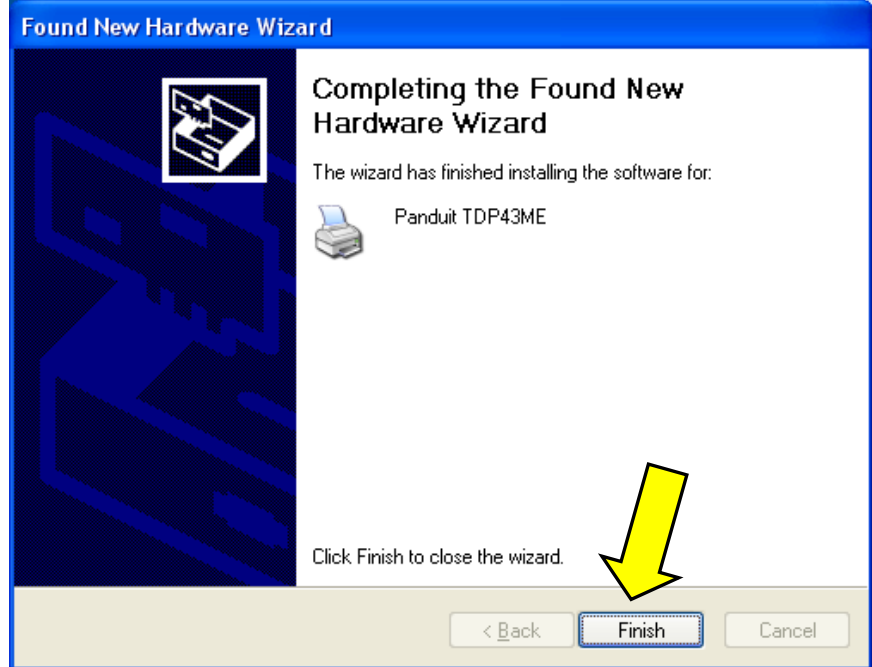
In multiple printer installations and in some cases, the printer may install automatically and proceed to Step #8 on Page 20. If so, driver installation is complete.



2. The following window will appear to continue the installation process. 3. Select “Yes, this time only” to use Windows Certified Driver lookup.	 The screenshot shows the 'Found New Hardware Wizard' window. The title bar says 'Found New Hardware Wizard'. The main text says 'Welcome to the Found New Hardware Wizard'. Below this, it states: 'Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission). Read our privacy policy'. Then it asks: 'Can Windows connect to Windows Update to search for software?'. There are three radio button options: 'Yes, this time only' (which is selected and circled in green), 'Yes, now and every time I connect a device', and 'No, not this time'. A yellow arrow points to the 'Next >' button at the bottom right. The bottom of the window has '< Back', 'Next >', and 'Cancel' buttons.
4. The following window will appear to continue the installation process. 5. Select “Install the software automatically”. Click “Next”.	 The screenshot shows the 'Found New Hardware Wizard' window. The title bar says 'Found New Hardware Wizard'. The main text says 'This wizard helps you install software for: Panduit TDP43ME'. Below this, it says: 'If your hardware came with an installation CD or floppy disk, insert it now.' Then it asks: 'What do you want the wizard to do?'. There are two radio button options: 'Install the software automatically (Recommended)' (which is selected and circled in green) and 'Install from a list or specific location (Advanced)'. A yellow arrow points to the 'Next >' button at the bottom right. A large yellow arrow with the word 'IMPORTANT!' points to the 'Install the software automatically' option. The bottom of the window has '< Back', 'Next >', and 'Cancel' buttons.
6. The driver will begin to load and install the printer.	 The screenshot shows a 'Copying Files...' dialog box. It has a blue title bar with a close button. The main area shows a folder icon and a file icon. The text says: 'PGOHUN50.DLL' and 'To C:\WINDOWS\System32\spo...\panduit_tdp43me6b3b'. Below this is a progress bar with green segments. A 'Cancel' button is at the bottom right.

- The Printer Driver installation is now complete for USB port using Windows Updates.

Click "Finish".



- The window at the right will pop up indicating that the Printer was successfully installed.



If The Printer Is To Be Installed On A USB Port, Using Product CD:

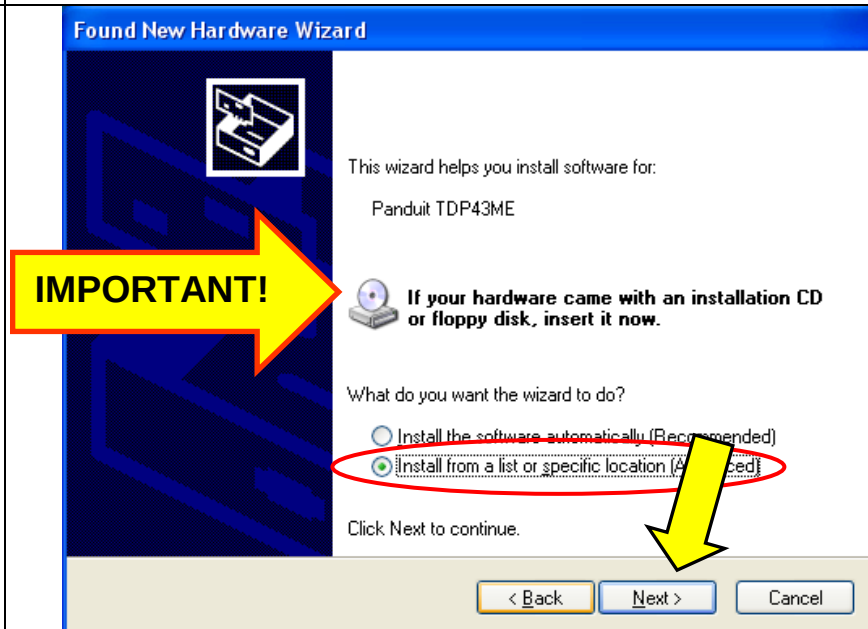
- If the printer is attached to the USB Port, when the printer is turned on, the following window will appear.



2. The following window will appear to continue the installation process.
3. Select **“No, not this time”** to use the Product CD.



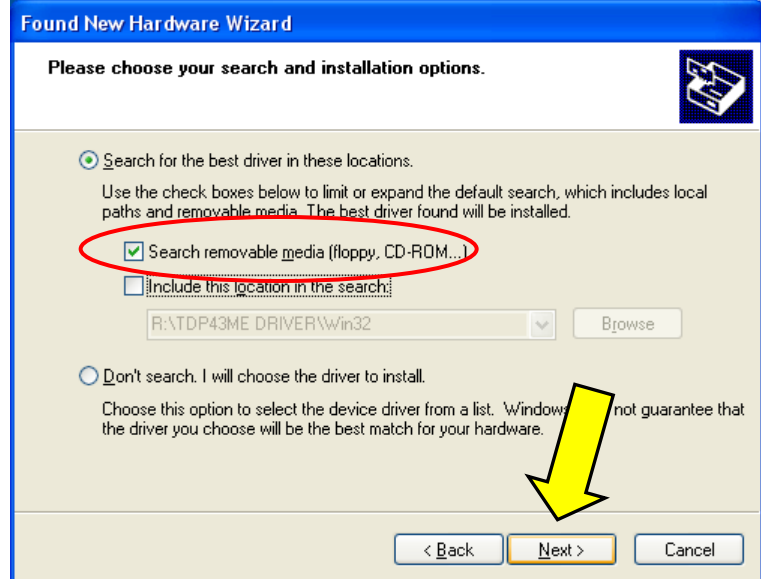
4. The following window will appear to continue the installation process.
 5. If the Product CD is used, select **“Install from a specific location”** and point to the correct CD Drive.
- Click “Next”.



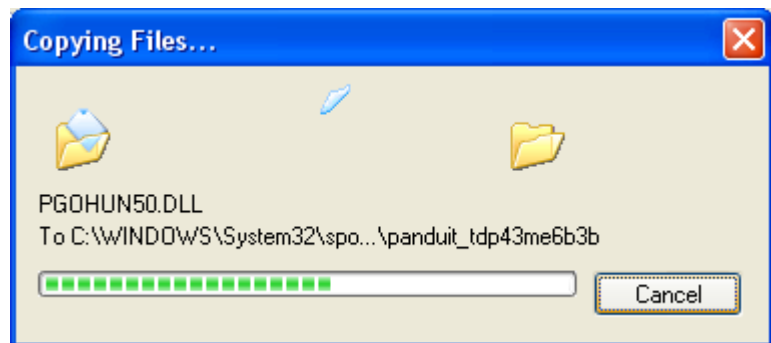
6. The following window will appear.

7. Select **“Search removable media”** with Product CD inserted into CD drive.

Click “Next”

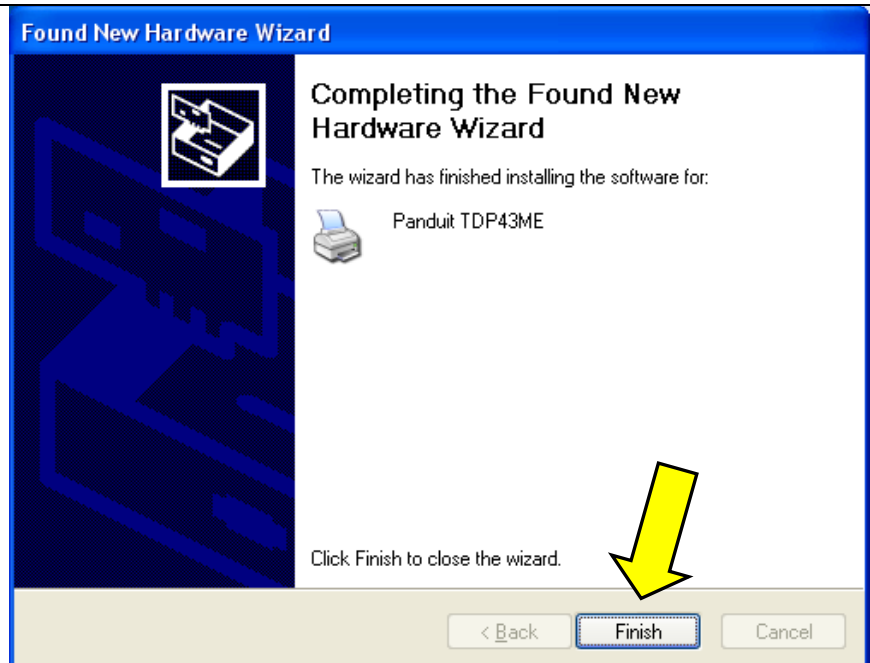


8. The driver will begin to load and install the printer.



9. The Printer Driver installation is now complete for USB port using Product CD.

Click “Finish”.

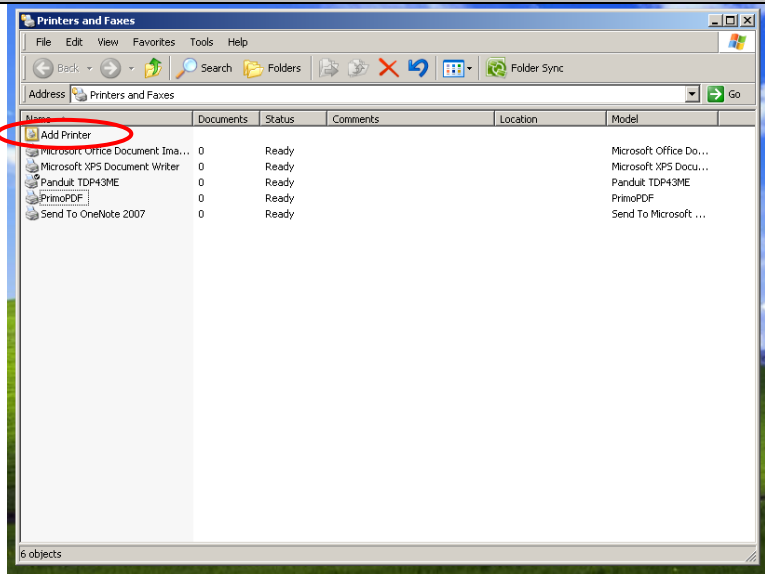


- The window at the right will pop up indicating that the Printer was successfully installed.

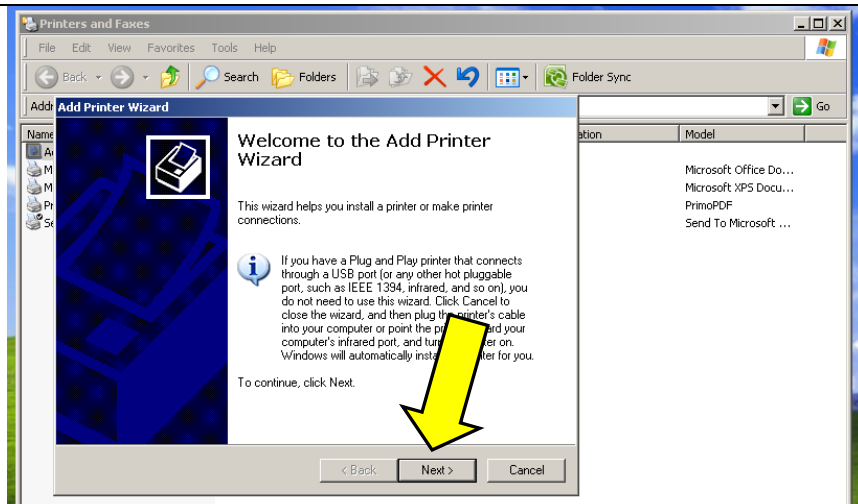


If The Printer Is To Be Installed On A Parallel Or Serial Port:

- If the Printer is to be connected to a Parallel or Serial Port, go to the “Printers and Faxes” prompt at the START menu.
- Select **“Add Printer”**.

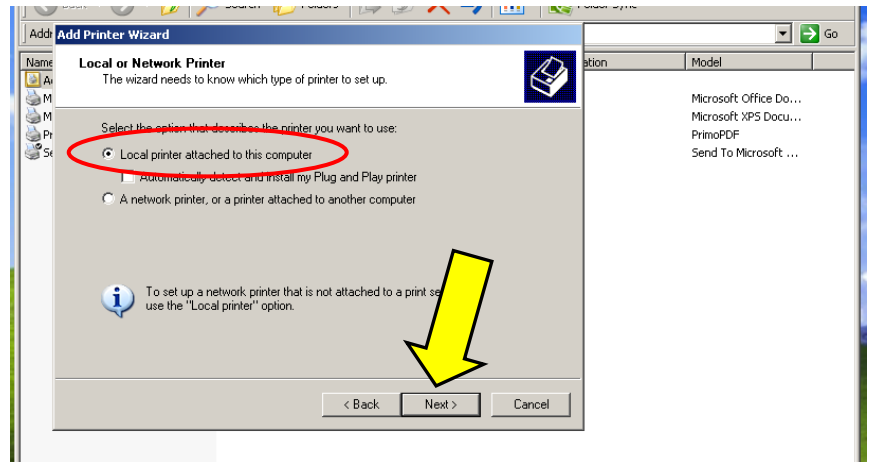


- Click “Next” to continue.



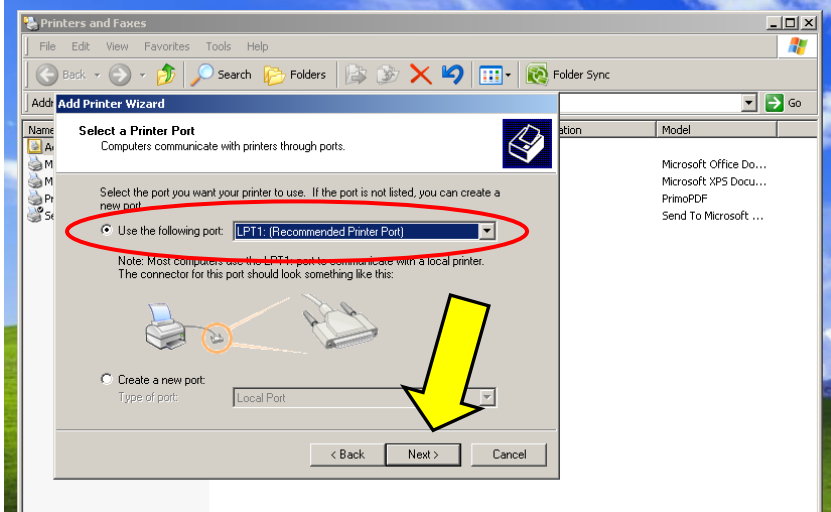
4. If the printer is to be connected to this computer locally, select **"Local Printer..."**

Click "Next".



5. Select the printer port to be used for connection.

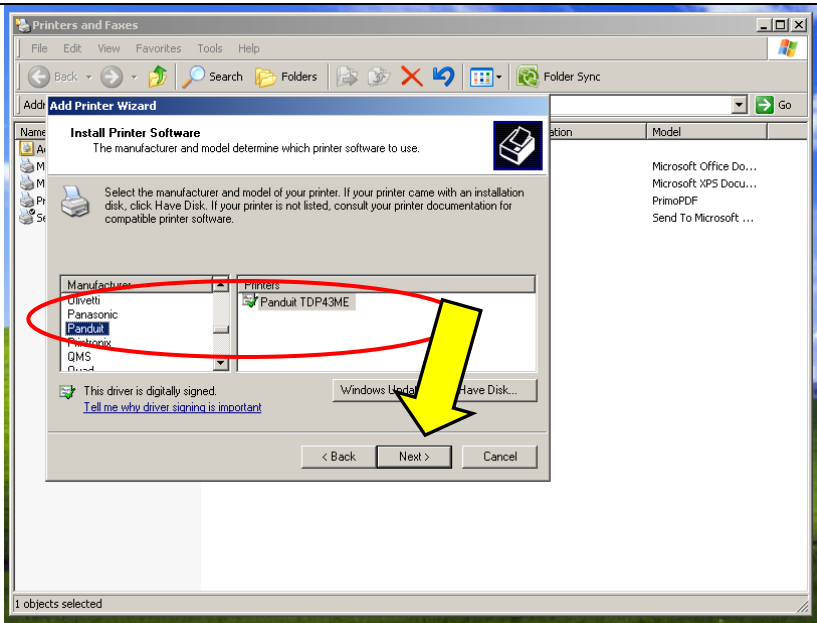
Click "Next".



6. Select **Panduit** and the Panduit TDP43ME printer will show in the right box.

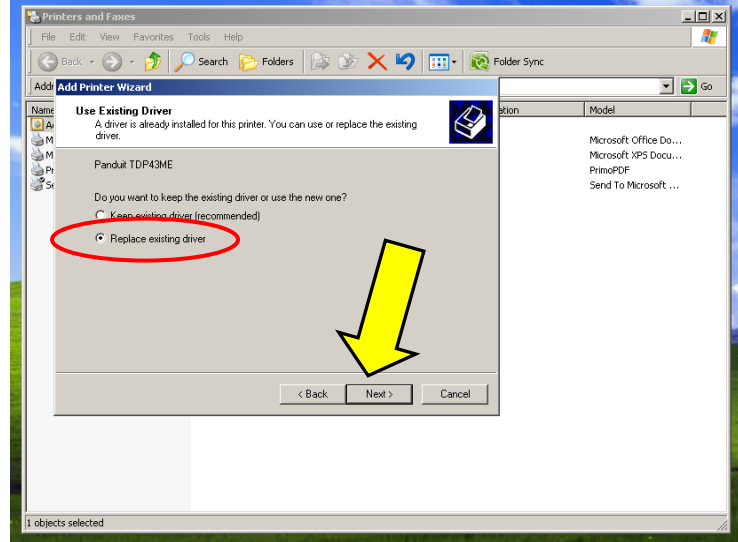
Select **Panduit TDP43ME** printer.

Click "Next".



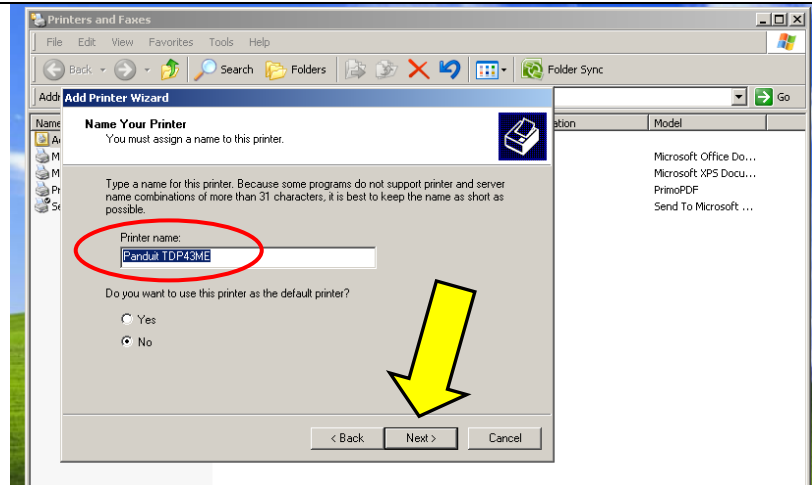
7. During the first installation of a Panduit TDP43ME printer, select **"Replace existing driver"**.

Click "Next" to continue.

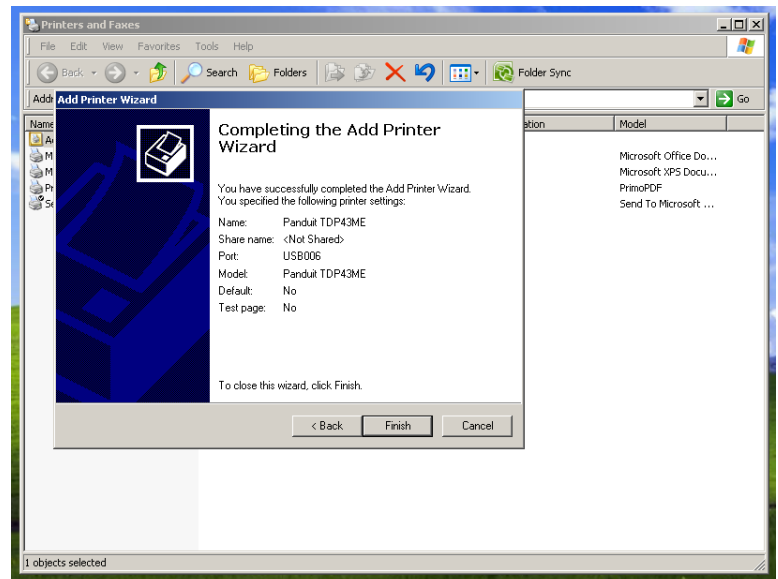


8. Select a name for the Printer that is being installed. The default name should be used, unless multiple printers are being installed.

Click "Next" to continue.

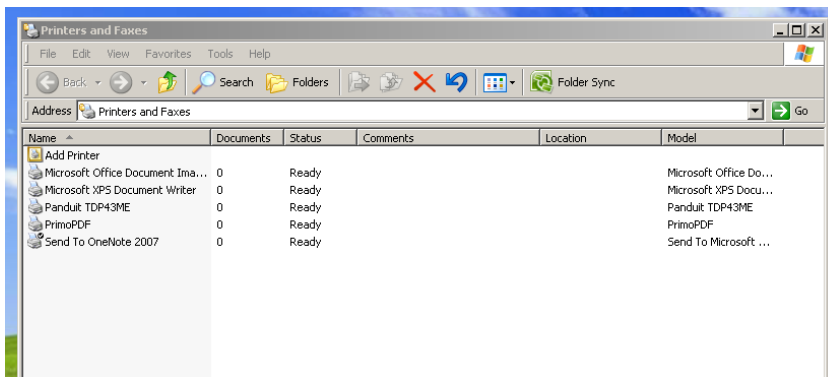


9. If requested, follow the instruction on screen to set "Printer Sharing" and "Print Test Page".
10. A description page of printer settings will be displayed after all settings are completed.
11. Check if all printer settings are correct and then press "Finish" to start copying driver files.
12. If a reminder message pops up, just click "Continue Anyway" to continue the installation.
13. Wait for file copying to finish and complete the installation.



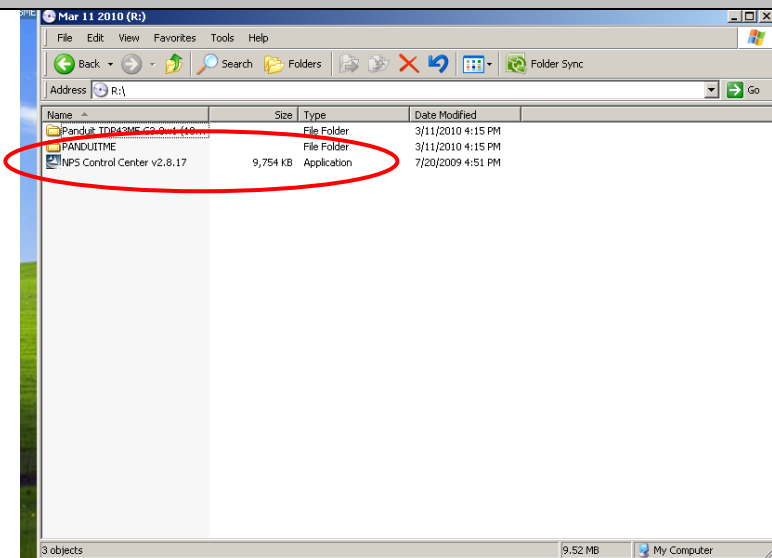


14. After the driver installation is complete, there should be a new printer model on Windows "Printer and Faxes" page. If it does not appear automatically, press "F5" to refresh the page.



If The Printer Is To Be Installed On An Ethernet Port:

1. The printer default ports are USB, Parallel (LPT1) and Serial (COM1). For the printer to work on the Ethernet port, **the USB port must be installed first**. Install printer on the USB port using printer installation steps above prior to continuing this Ethernet port installation.
2. The TDP43ME printer is set to USB port active. Either the USB port or Ethernet port is active, not both at the same time. To use the Ethernet port, the port circuitry must be changed from USB active to Ethernet active.
 - a. Install the printer using the USB port and cable provided.
 - b. Make sure the computer has control of the printer. A test print page should print from the selected printer.



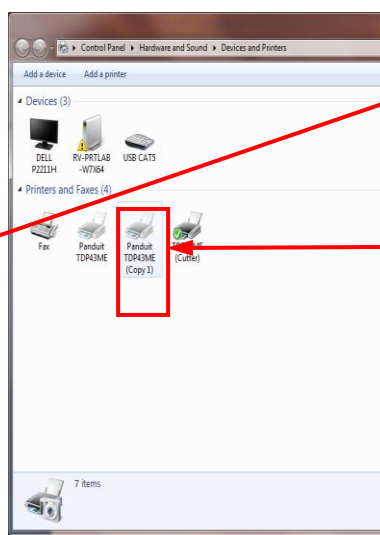
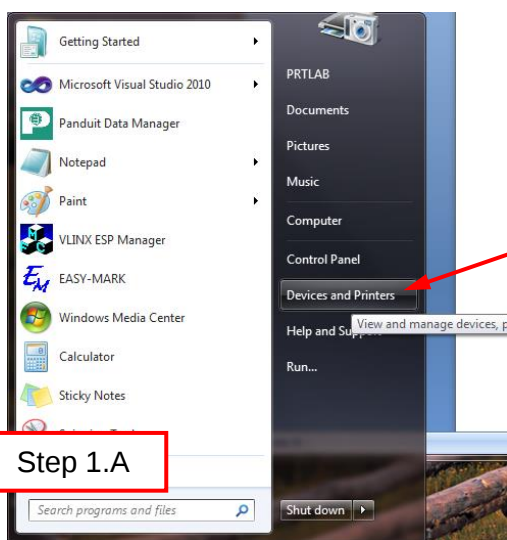
Installing An Ethernet Port For The TDP43ME Printer (Win7):

There are three basic steps in installing a TDP43ME printer on an Ethernet port in Windows 7. These are:

1. Install printer on USB port and change printer internal circuitry to Ethernet port active.
2. Obtain the IP address that the printer will use in communicating with the computer. Using NetPS Control Center software can determine the IP address for the selected printer.
3. Change the port selection to the TCP/IP port by adding the port, using the above found IP address and selecting it in Devices and Printers.

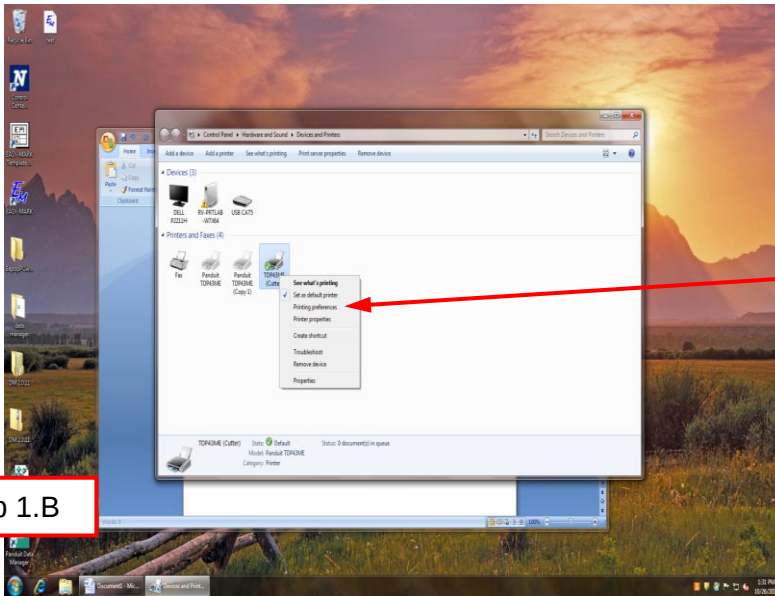
STEP 1. CHANGING INTERNAL CIRCUITRY

The following steps will guide the installer in changing the internal port circuitry.



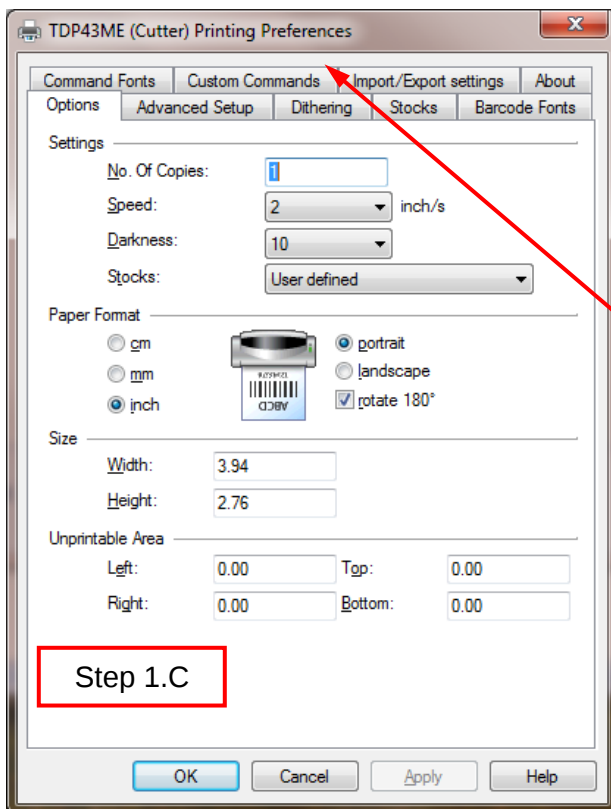
In START Menu, click on DEVICES and PRINTERS.

Highlight the printer to be controlled by this computer and right click.



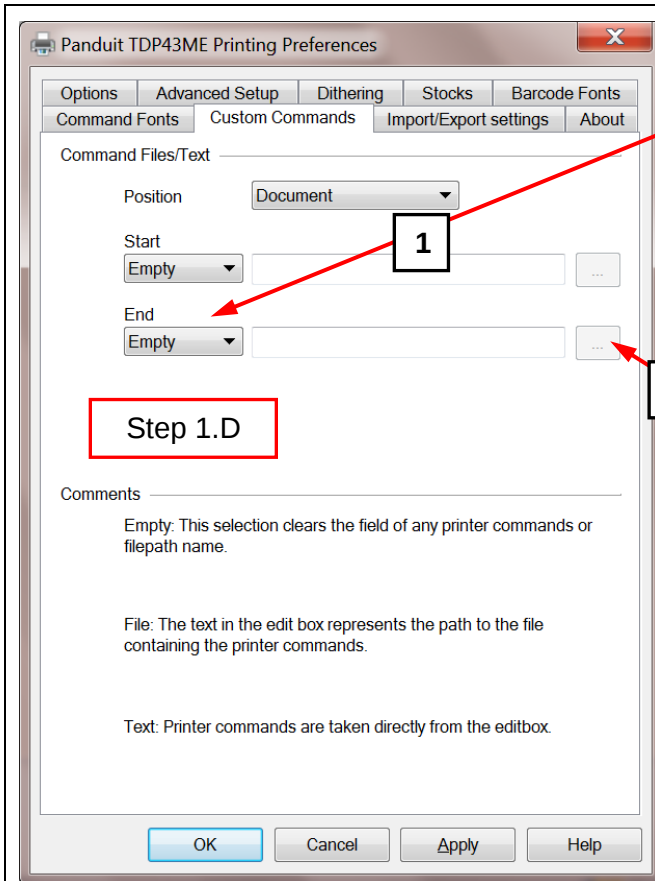
Step 1.B

Click on the PRINTING PREFERENCES line.



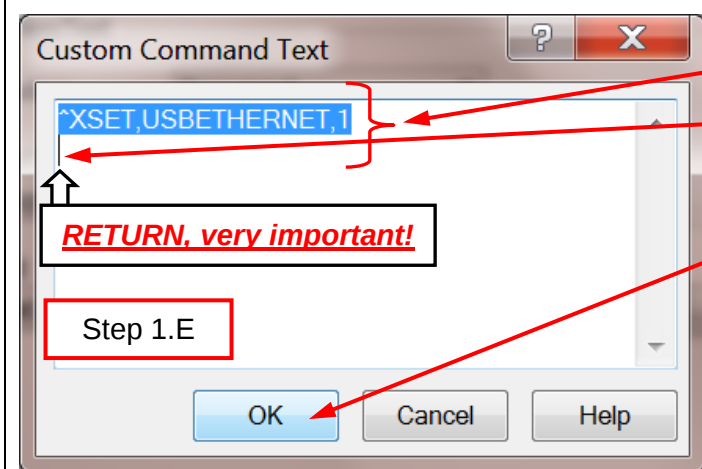
Step 1.C

In the PRINTING PREFERENCES window, click on the CUSTOM COMMANDS tab.



In the CUSTOM COMMANDS window, click on the END down arrow and drag the mouse down to TEXT and release.

Click on the ellipsis (three dots) button, the following window will pop up.



In this window, type “^XSET,USBETHERNET,1” followed by a **RETURN**. Type it exactly like this command, with uppercase letters, no spaces, no quotation marks, etc. “^” is the shift 6 button.

After the RETURN key, click OK. This action sets the printer to switch the relay in the printer to Ethernet active once the next print job has been sent.

Click APPLY and then OK and this window will disappear.

Step 1.F

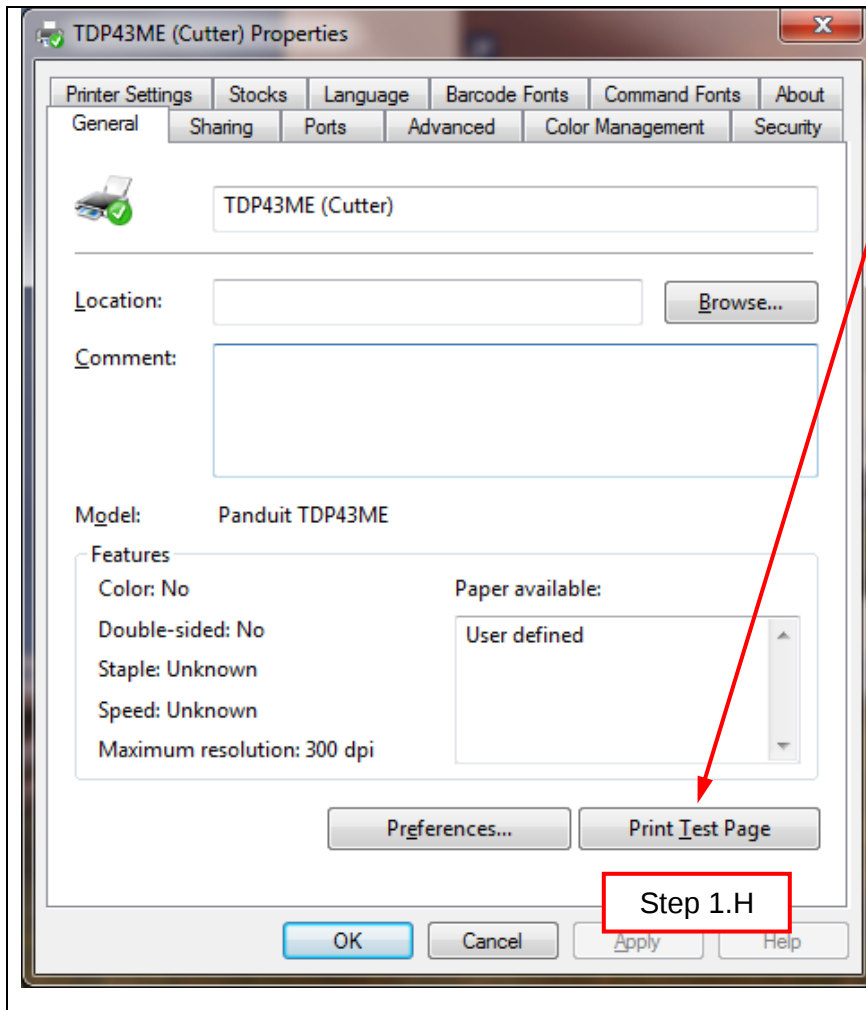
The internal circuitry has now been set to Ethernet port active.

The printer must now print something for the Custom Command to take effect.

In the Devices and Printers window, right click on the printer to be tested.

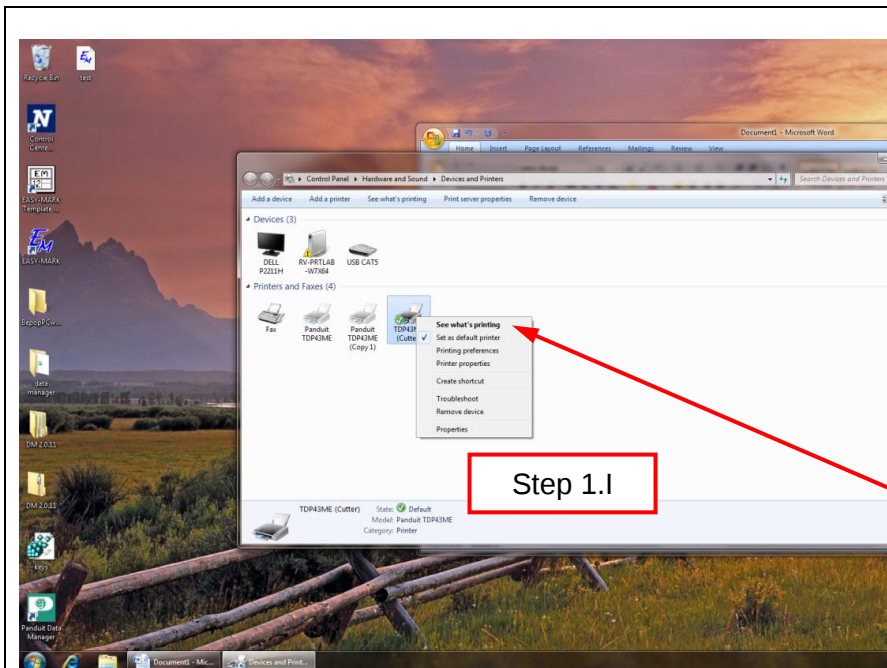
Release the right mouse button on the PRINTING PROPERTIES line.

Step 1.G



In the PROPERTIES window, click on PRINT TEST PAGE.

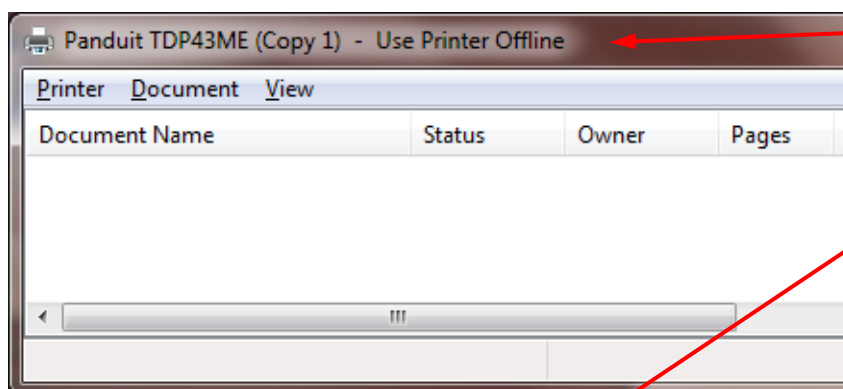
The printer will print the test page. The printer was previously set to switch Ethernet port to active at the end of the next print command sent. After the test page is printed, the relay within the printer will switch to activate the ETHERNET port. *[A slight audible click may be heard when the relay switches from one port to the other port.]* If the printer red-lights, that is ok, simply turn off the printer and then turn it back on.



Once the USB Port is disabled, the printer will most likely show that the printer is OFFLINE.

To determine if the printer is OFFLINE, right click on the printer to be used.

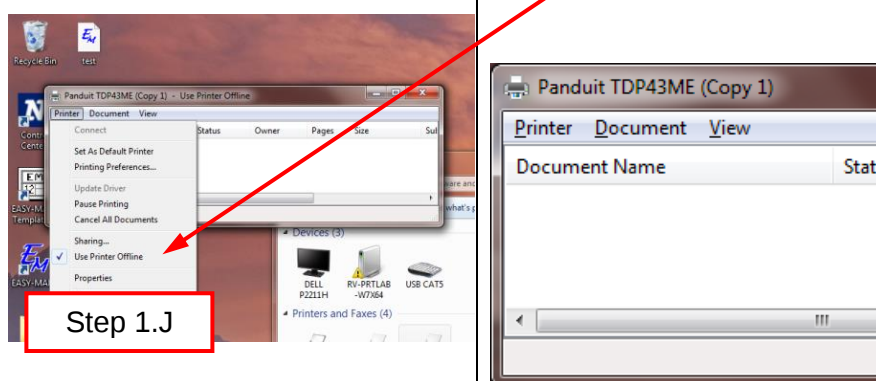
Click on SEE WHAT'S PRINTING.



The heading at the top of the window will indicate if the printer is OFFLINE.

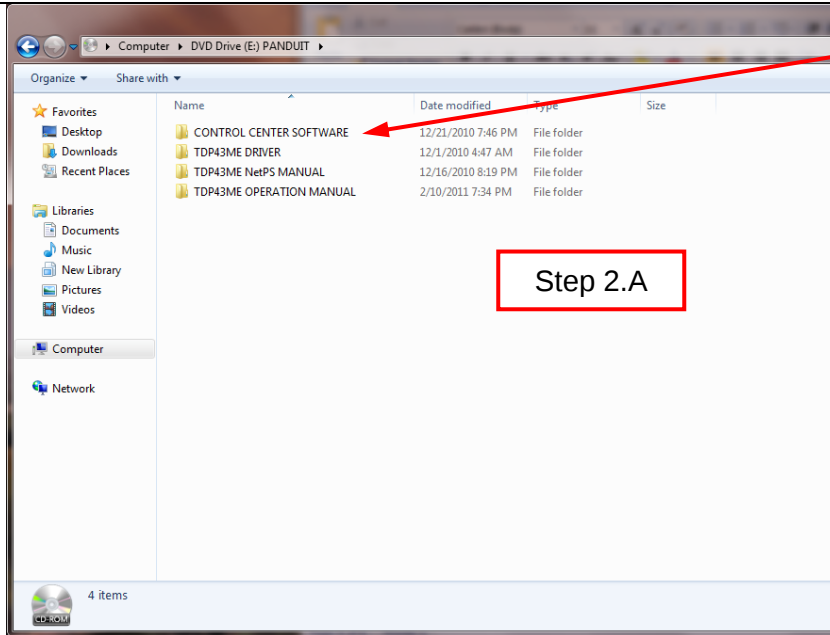
If printer is OFFLINE, then right click on the Printer button and go to the Use Printer ONLINE option.

Click to remove the check. Removing the check will set the printer to ONLINE or READY.



The heading should now have no OFFLINE note. If nothing is noted, then it is in ONLINE and OK to continue to next step.

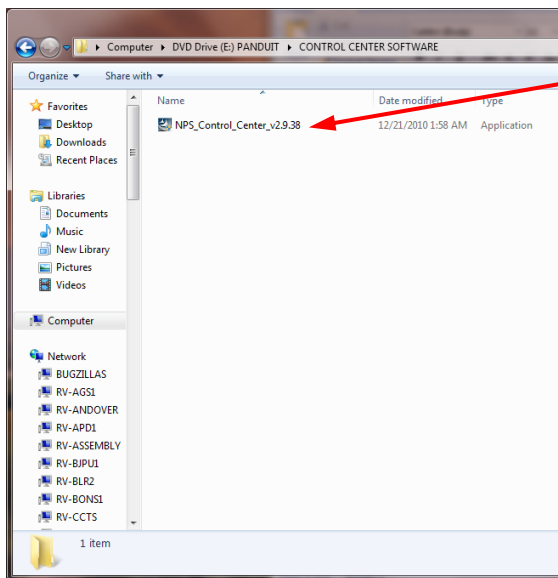
STEP 2. OBTAINING THE IP ADDRESS FOR THE PRINTER:



Open and install the Control Center software located on the CD provided in the printer kit.

Insert the CD in the CD drive and open the CD.

Open the Control Center Software folder.



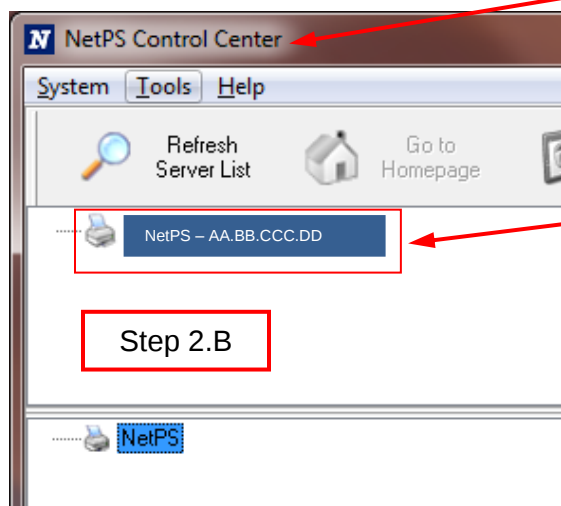
Double click the NPS Control Center icon to start the software.

Remove the label covering the Ethernet port on the printer.

Insert an Ethernet cable into the network connector.



Open the Control Center software from the icon located on the desktop.

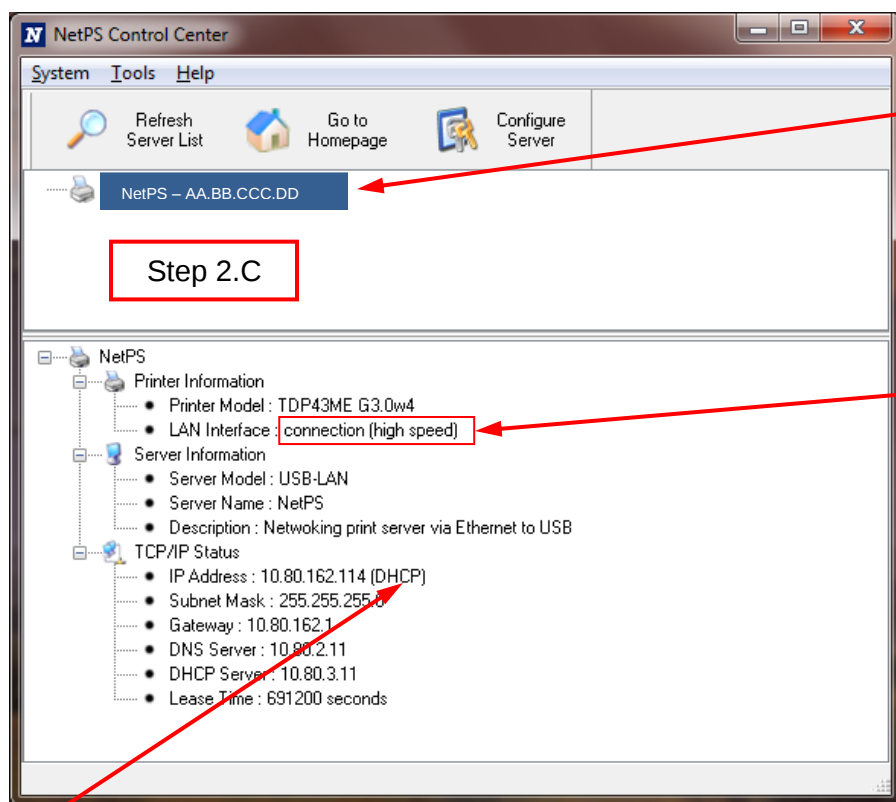


Open the CONTROL CENTER SOFTWARE and write down the NetPS address that appears when the software opens.

(Ethernet cable must be connected to the printer).

NOTE:

If no address is shown next to NetPS, then the Ethernet cable is not active, the Ethernet cable is not plugged in or active or DHCP is not providing an IP address. A number/address **must** appear next to NetPS. If any of the above conditions occurred, the Control Center Software may need to be restarted.



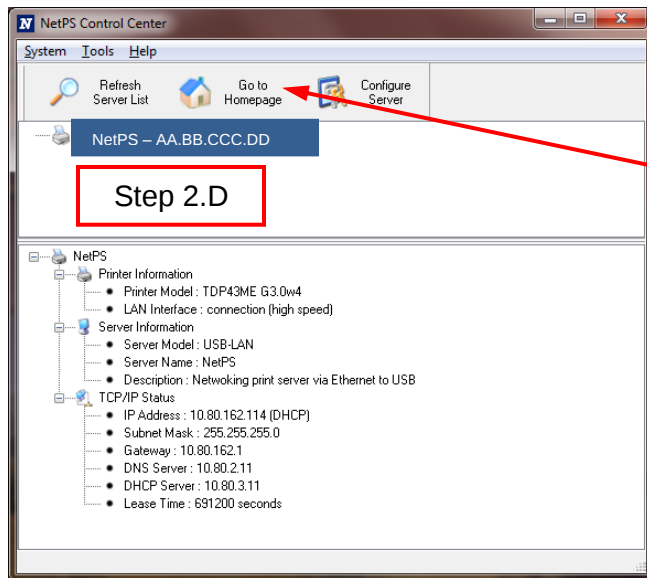
If an IP address appears next to NetPS, write this number down. If no Static IP address is to be used, continue to Step 3.

A simple check to see which port is active is as follows:

Click on the IP address to highlight it. The information will appear in the lower status box. Below the Printer model line is the LAN interface status line. If the line displays DISCONNECTION, the USB port is active. If the line displays HIGH SPEED, the Ethernet port is active.

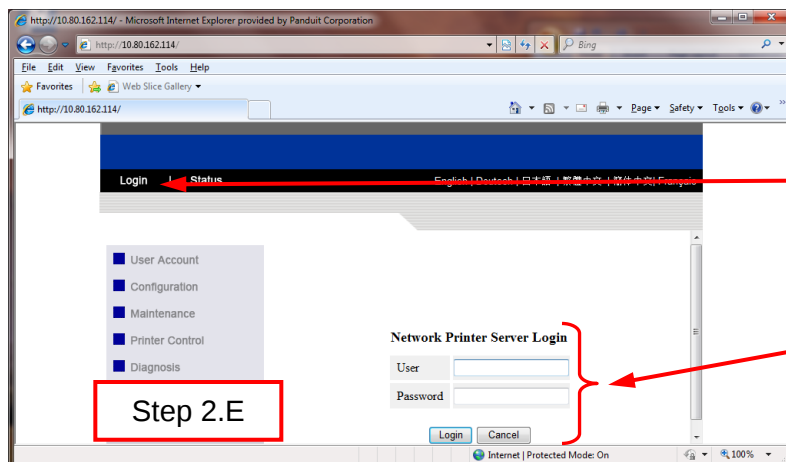
DHCP is a system which automatically assigns an IP address from the server once the device is attached by Ethernet port. The other option of this system is to manually set a static IP address. There are pros and cons of each system. The DHCP address is a time specific "lease" of this IP address. This IP address will eventually be recalled and the attached device may cease to function correctly. Its' alternative is a manually assigned static IP address. This works well in defined systems, but requires IT or computer personnel input. If a static IP address is used, use the following step in setting this address for the printer.

STATIC IP Instructions:



Click on Go to Homepage.

This action opens the internal webpage associated with this printer.

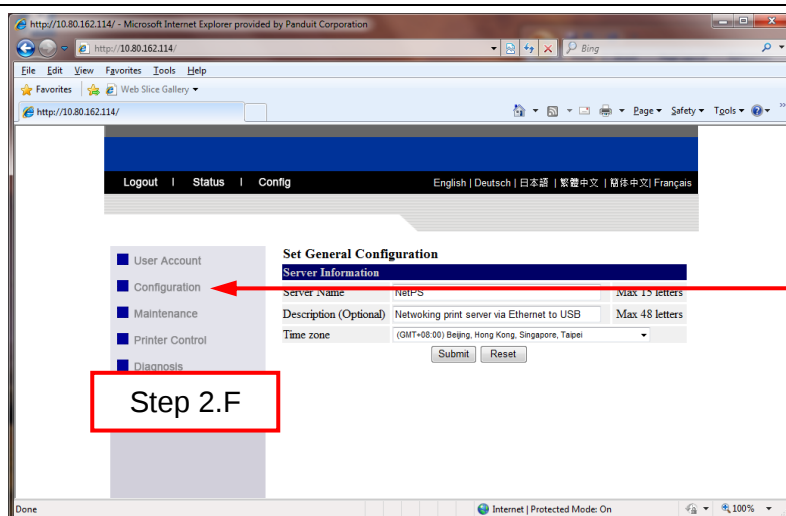


The webpage opens.

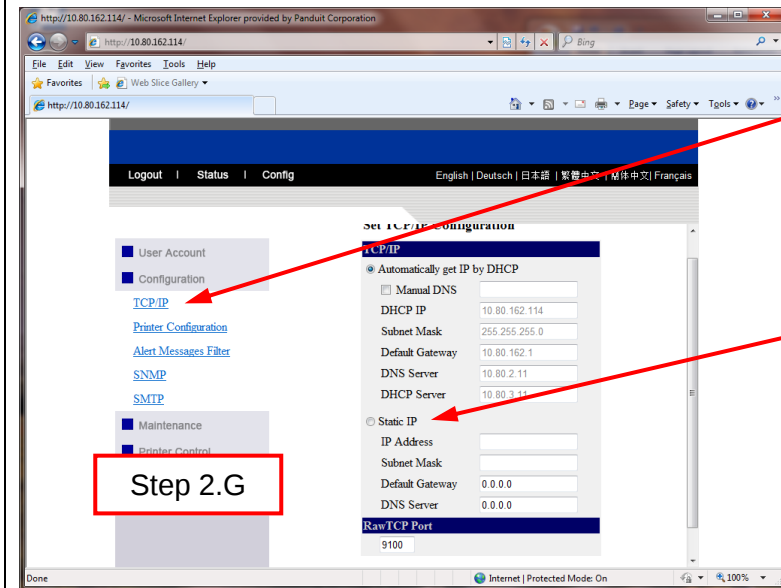
Click on the Login button.

The user and password are *admin* and *admin*, (both lower case).

Click the Login button.



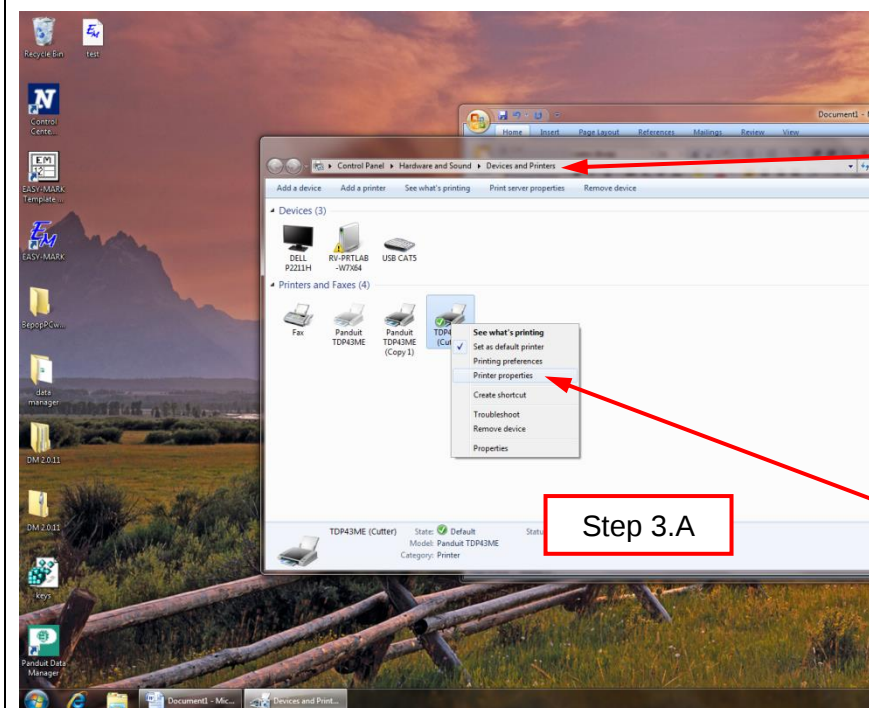
Click on the Configuration button.



Click TCP/IP. This will bring up the page to the right.

Click STATIC IP and fill in the information provided by the IT or Network Administrator.

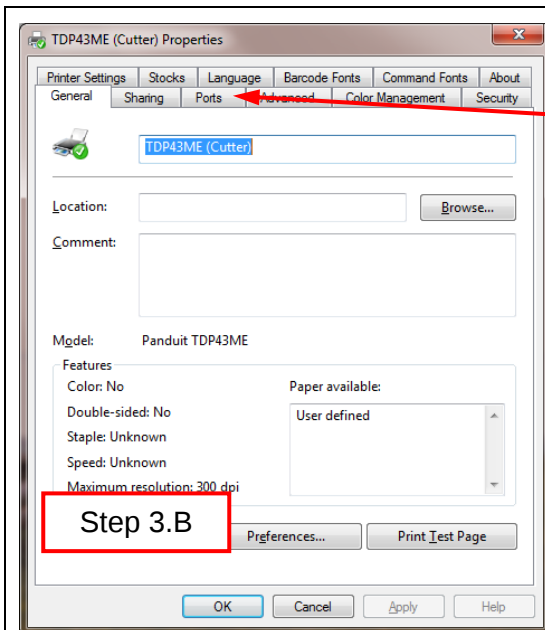
STEP 3. CHANGING THE PORT SELECTION TO THE IP ADDRESS:



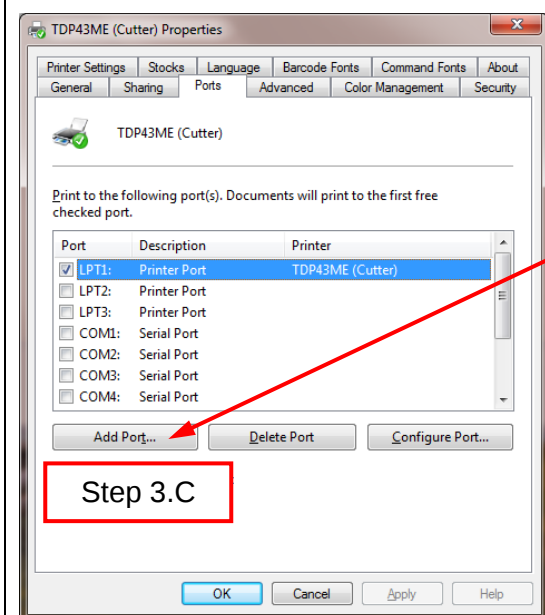
Once the actual IP Address has been written down, open **DEVICES AND PRINTERS** by clicking the Microsoft Orb in the bottom left corner.

Click on the **DEVICES AND PRINTERS** line. Highlight the same printer to be controlled by this computer and right click.

Click on the **PRINTER PROPERTIES** line.

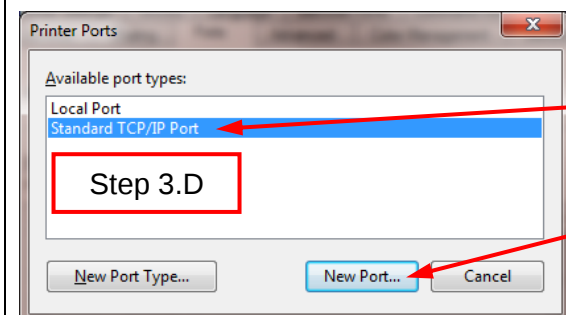


Click on the PORTS tab in the Printer PROPERTIES window.



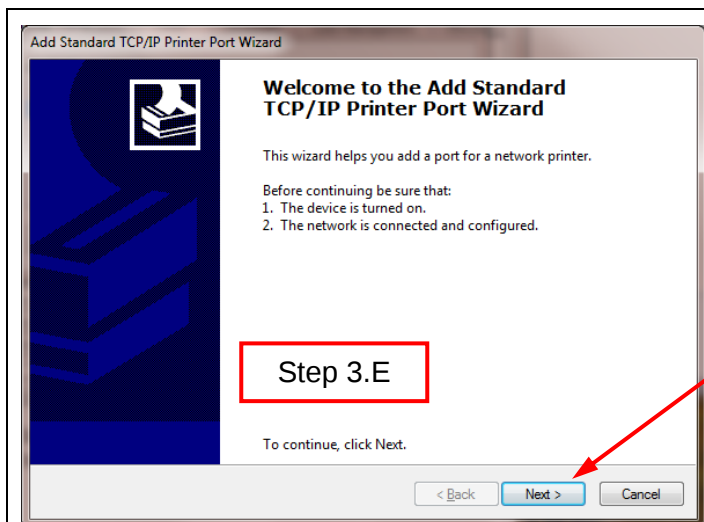
A new Ethernet port must be added as an option for port printing.

Click on ADD PORT button.



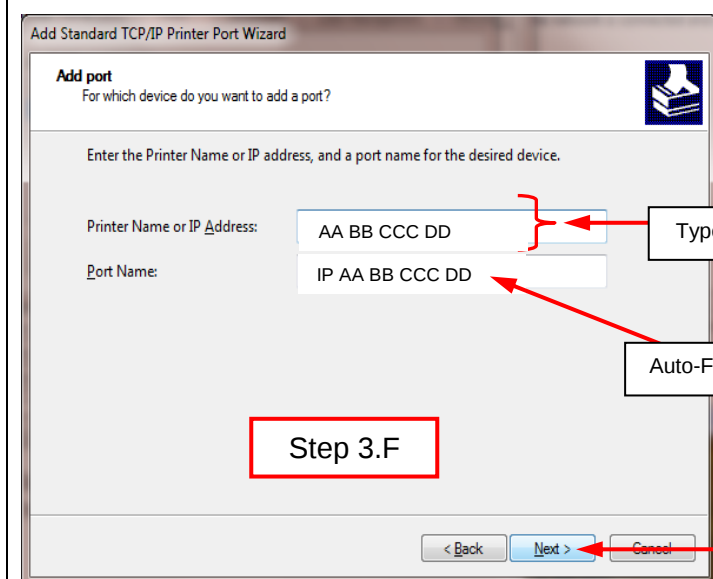
Click on and highlight STANDARD TCP/IP PORT

Click NEW PORT... button.



Printer Port Wizard window will open up.

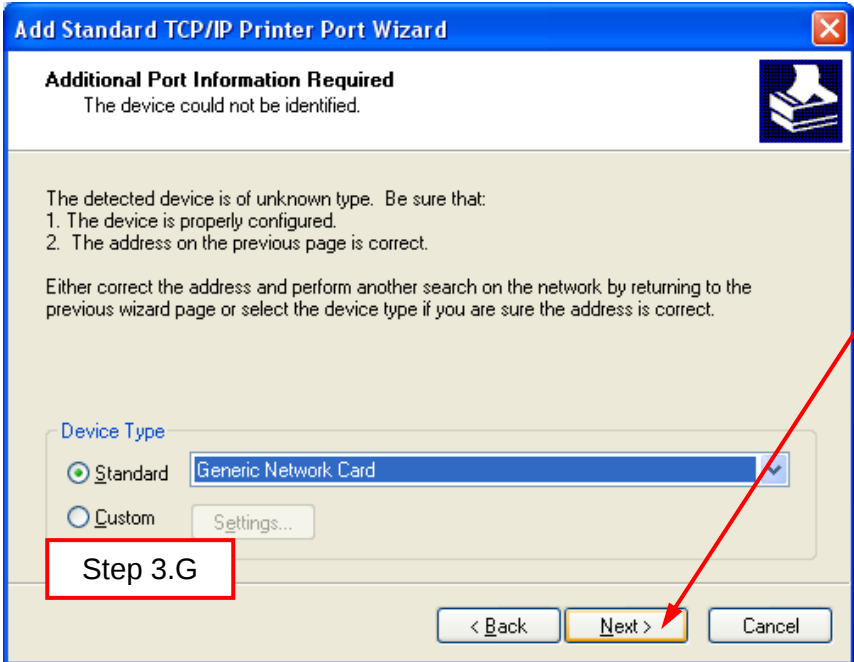
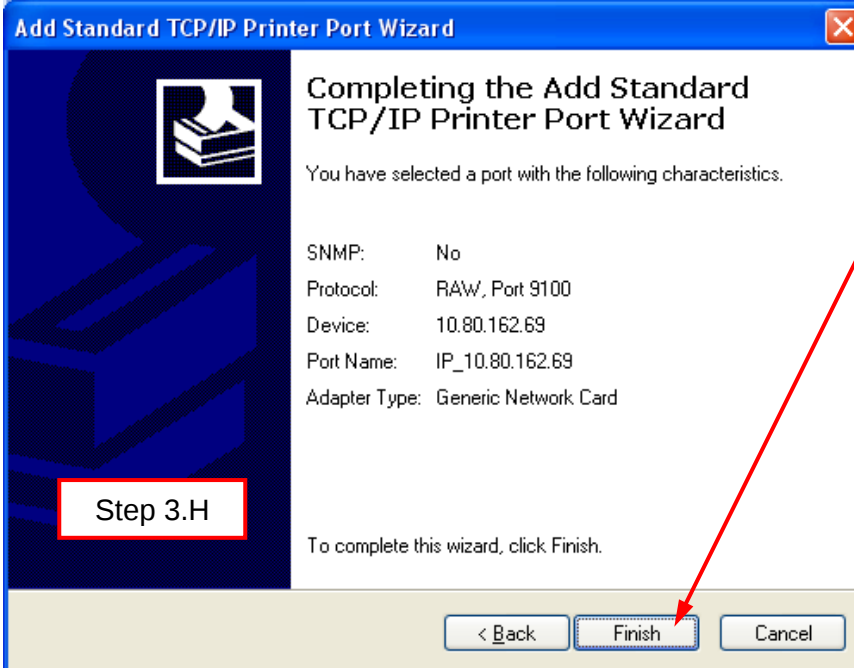
Click NEXT.



Type in the IP Address that was written down from NetPS line in Control Center Software.

Or, type in the Static IP Address if one is being used for this printer.
(Microsoft fills in the Port Name line.)

Click NEXT.

	Generic is correct. Click NEXT.
	Click FINISH.

	Click CLOSE.
	New port should be checked. Click APPLY and then click CLOSE or OK. The Ethernet port is now active and set as the printer's port.
	To test the connection, click on the GENERAL tab on the top two rows. Click on the PRINT TEST PAGE button to print to this printer. It should print. Your printer is now set to Ethernet Port printing. Close all windows and disconnect the USB cable.



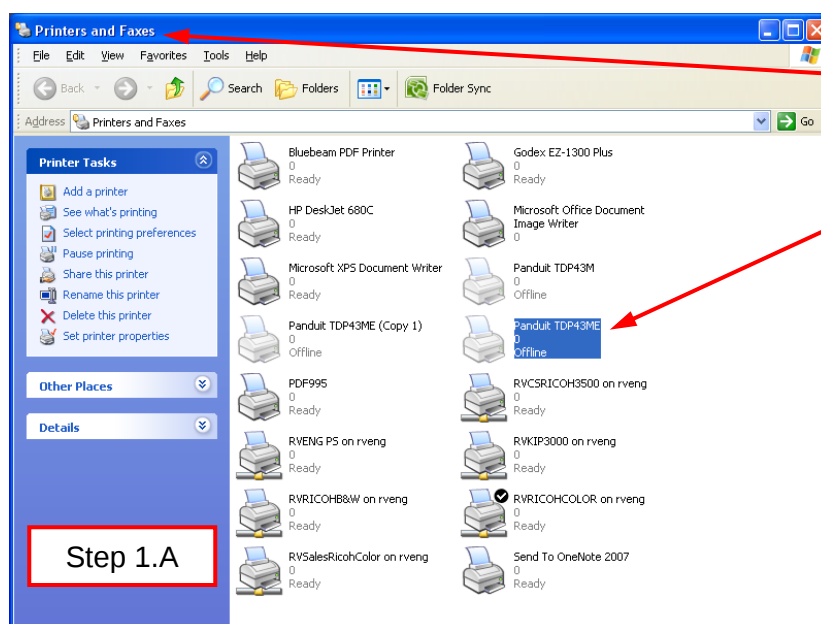
Installing An Ethernet Port For The TDP43ME Printer (XP):

There are three basic steps in installing a TDP43ME printer on an Ethernet port. These are:

1. Install printer on USB port and change printer internal circuitry to Ethernet port active.
2. Obtain the IP address that the printer will use in communicating with the computer. Using NetPS Control Center software can determine the IP address for the selected printer.
3. Change the port selection to the TCP/IP port by adding the port, using the above found IP address and selecting it in printers and faxes.

STEP 1. CHANGING INTERNAL CIRCUITRY

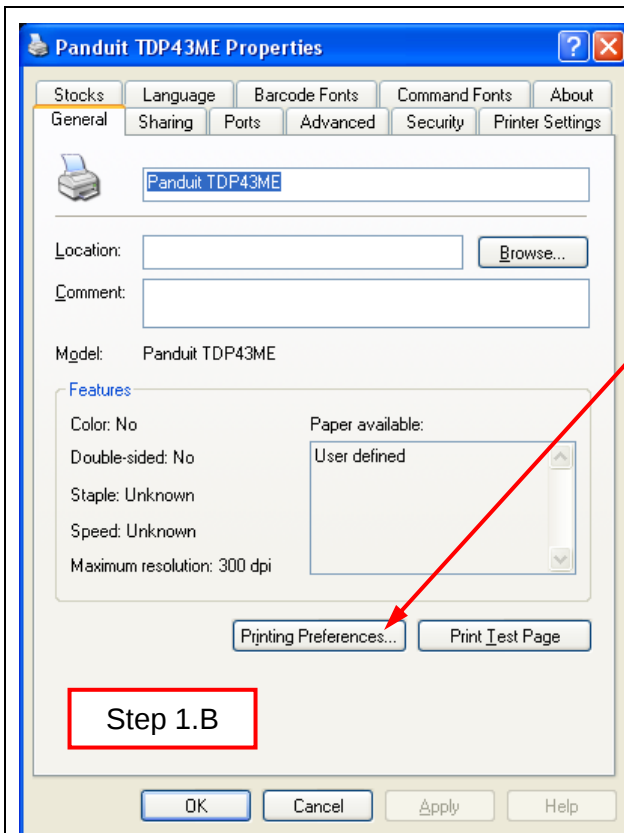
The following steps will guide the installer in changing the internal port circuitry.



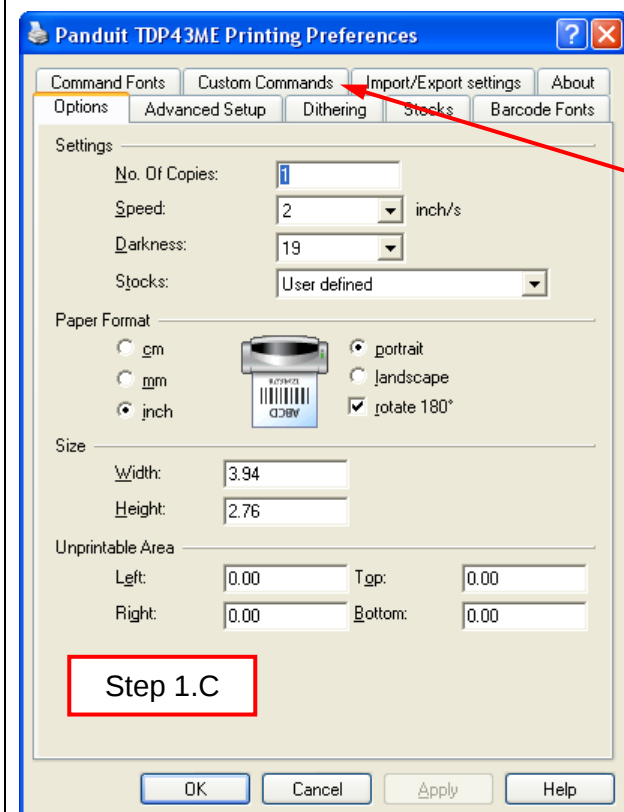
In START Menu, click on PRINTERS AND FAXES.

Highlight the printer to be controlled by this computer and right click.

Go down to the bottom and release the right mouse button on the PROPERTIES tab.

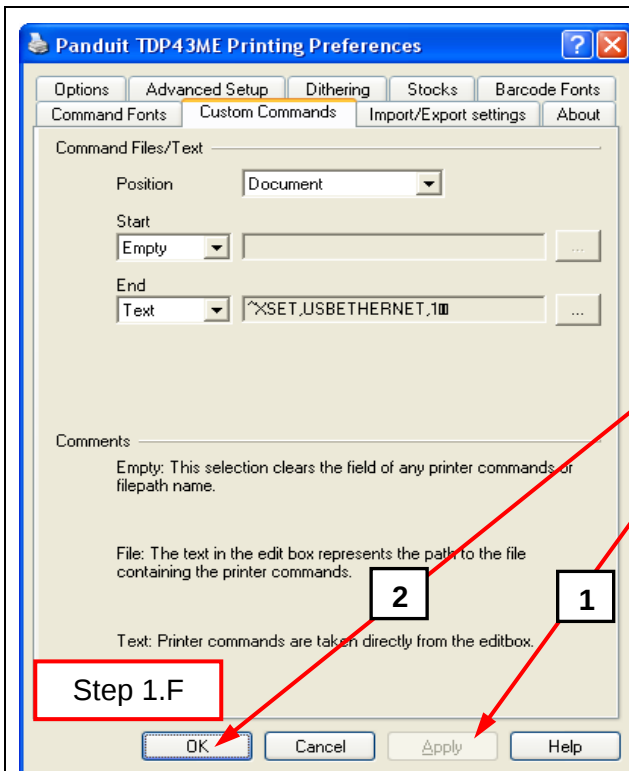


Click on the PRINTING PREFERENCES button near the bottom.

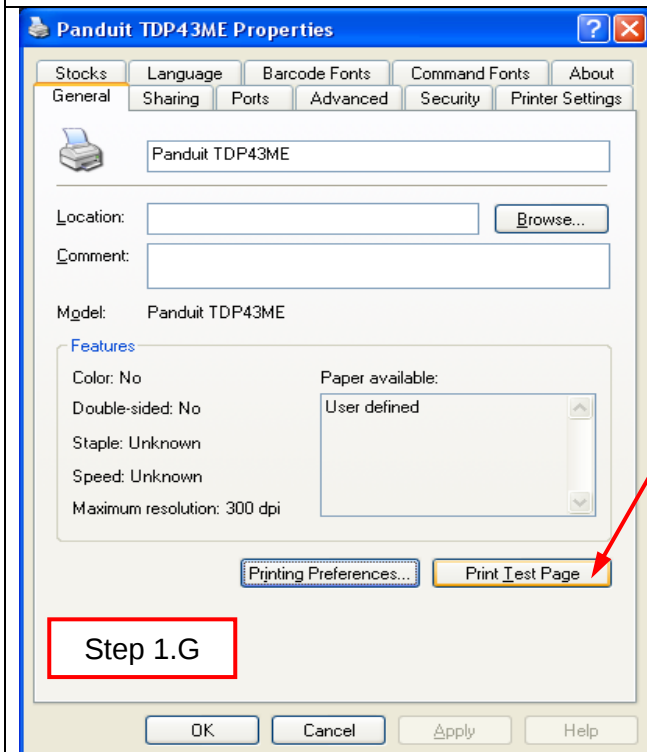


In the PRINTING PREFERENCES window, click on the CUSTOM COMMANDS tab.

Step 1.D	In the CUSTOM COMMANDS window, click on the END down arrow and drag the mouse down to TEXT and release. Click on the ellipsis (three dots) button, the following window will pop up.
Step 1.E RETURN, very important!	In this window, type “^XSET,USBETHERNET,1” followed by a RETURN. Type it exactly like this command, with uppercase letters, no spaces, no quotation marks, etc. “^” is the shift 6 button. After the RETURN key, click OK. This action sets the printer to switch the relay in the printer to Ethernet active once the next print job has been sent.

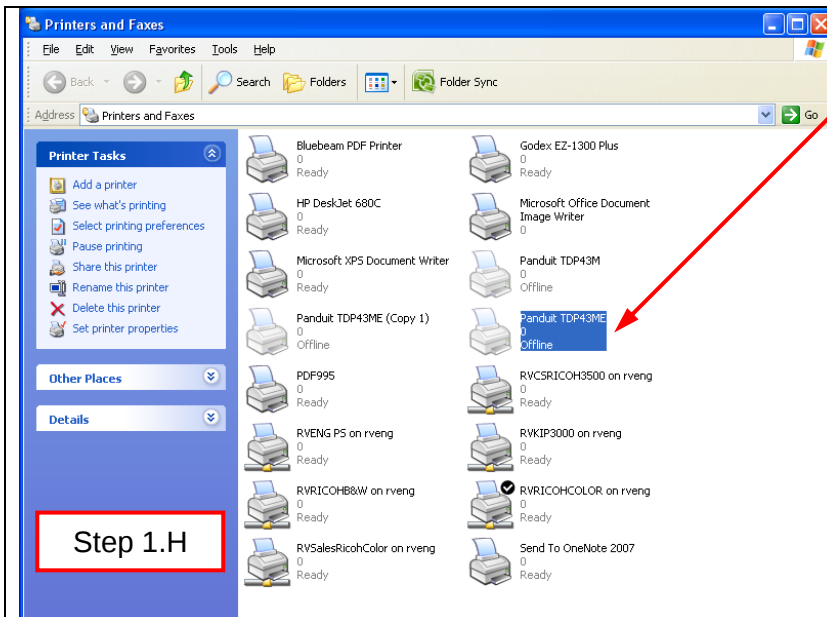


Click APPLY and then OK and this window will disappear.



The printer must now print something for the Custom Command to take effect. In the PROPERTIES window, click on PRINT TEST PAGE.

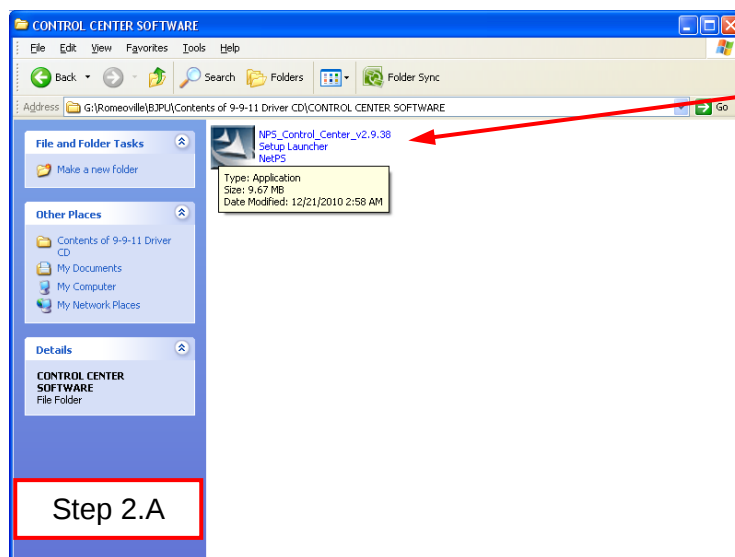
The printer will print the test page. The printer was previously set to switch Ethernet port to active at the end of the next print command sent. After the test page is printed, the relay within the printer will switch to activate the ETHERNET port. *[A slight audible click may be heard when the relay switches from one port to the other port.]* If the printer red-lights, that is ok, simply turn off the printer and then turn it back on.



In PRINTERS & FAXES, the icon will most likely show that the printer is OFFLINE. If printer is OFFLINE, then right click on the icon and go to the Use Printer ONLINE option and release the mouse button.

If printer is READY, then it is in ONLINE and OK to continue to next step.

STEP 2. OBTAINING THE IP ADDRESS FOR THE PRINTER:



Open and install the Control Center software located on the CD provided in the printer kit.

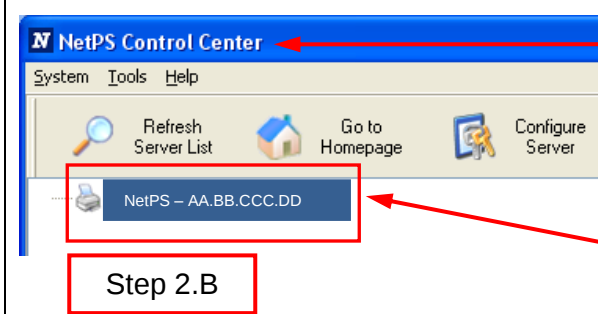
Insert the CD in the CD drive and open the CD.

Open the Control Center Software folder.

Double click the NPS Control Center icon to start the software.

Remove the label covering the Ethernet port on the printer. Insert an Ethernet cable into the network connector.

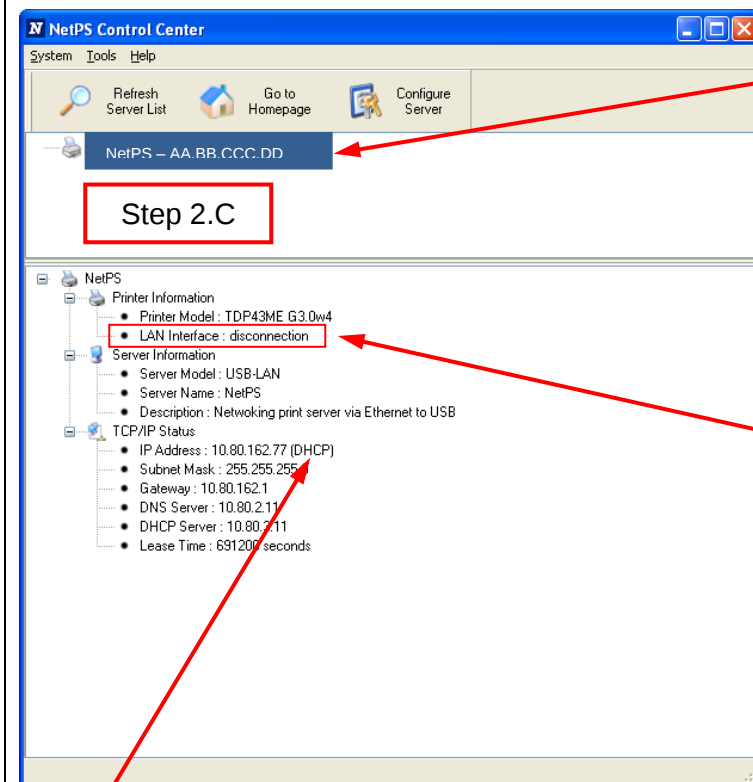
Open the Control Center software from the icon located on the desktop.



Open the CONTROL CENTER SOFTWARE and write down the NetPS address that appears when the software opens. **(Ethernet cable must be connected to the printer).**

NOTE:

If no address is shown next to NetPS, then the Ethernet cable is not active, the Ethernet cable is not plugged in or active or DHCP is not providing an IP address. A number/address **must** appear next to NetPS. If any of the above conditions occurred, the Control Center Software may need to be restarted.



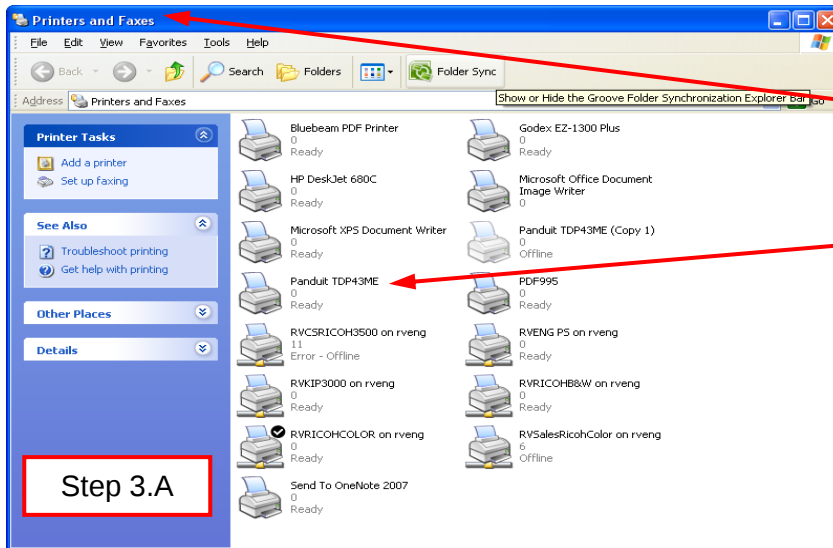
If an IP address appears next to NetPS, write this number down. If no Static IP address is to be used, continue to Step 3.

If a STATIC IP address is to be used please refer to ADD STATIC IP Address Section at the end of this instruction sheet.

A simple check to see which port is active is as follows: Click on the IP address to highlight it. The information will appear in the lower status box. Below the Printer model line is the LAN interface status line. If the line displays DISCONNECTION, the USB port is active. If the line displays HIGH SPEED, the Ethernet port is active.

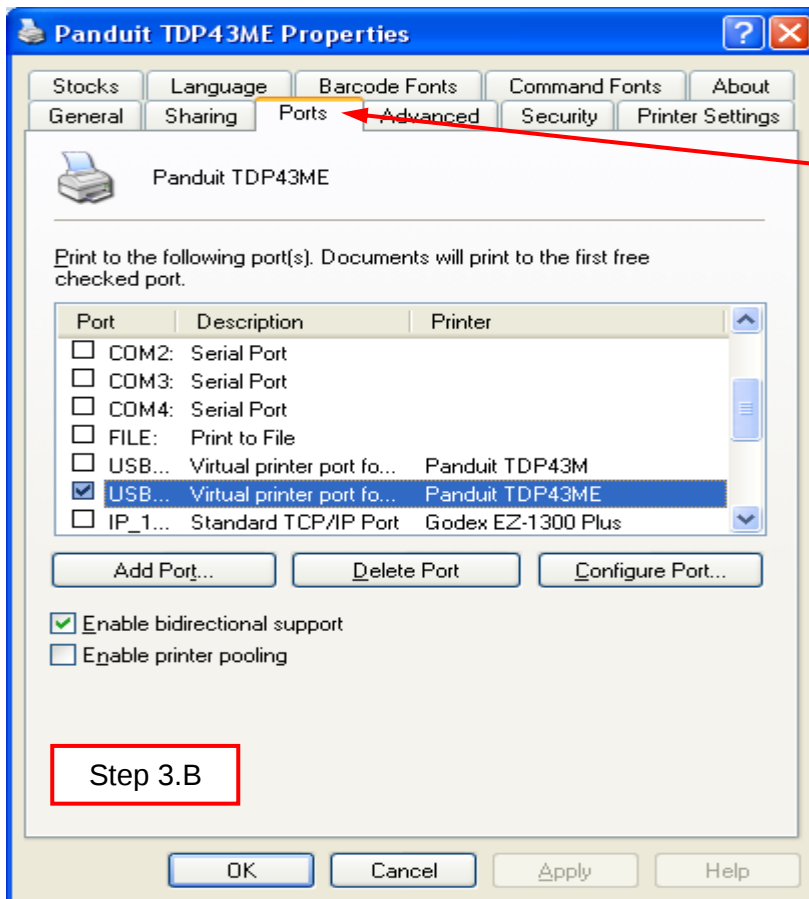
DHCP is a system which automatically assigns an IP address from the server once the device is attached by Ethernet port. The other option of this system is to manually set a static IP address. There are pros and cons of each system. The DHCP address is a time specific "lease" of this IP address. This IP address will eventually be recalled and the attached device may cease to function correctly. Its' alternative is a manually assigned static IP address. This works well in defined systems, but requires IT or computer personnel input. If a static IP address is used, use the Add Static IP Address section at the end of this instruction sheet-Section #3) in setting this address for the printer.

STEP 3. CHANGING THE PORT SELECTION TO THE IP ADDRESS:

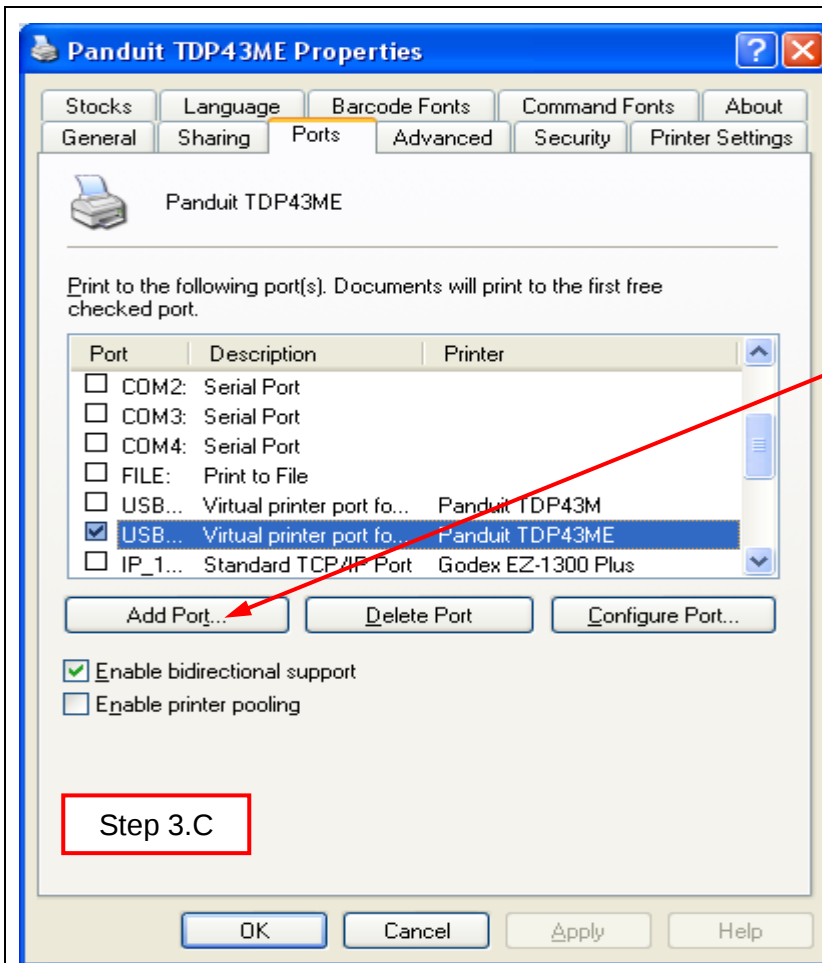


Once the actual IP Address has been written down, open PRINTERS AND FAXES.

Highlight the same printer to be controlled by this computer and right click. Go down to the bottom and release the right mouse button on the PROPERTIES tab.

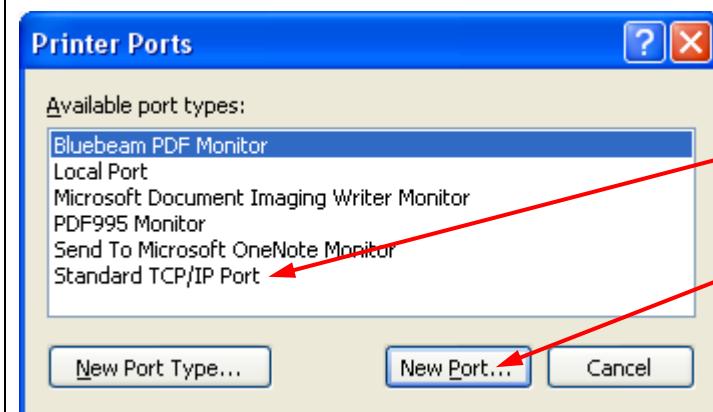


Open the PORTS tab in the Printer PROPERTIES window.



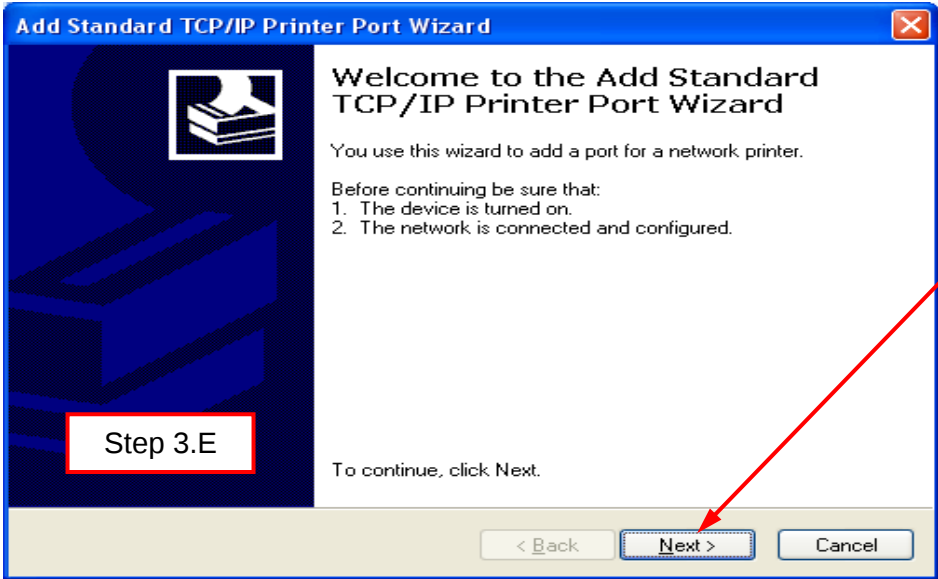
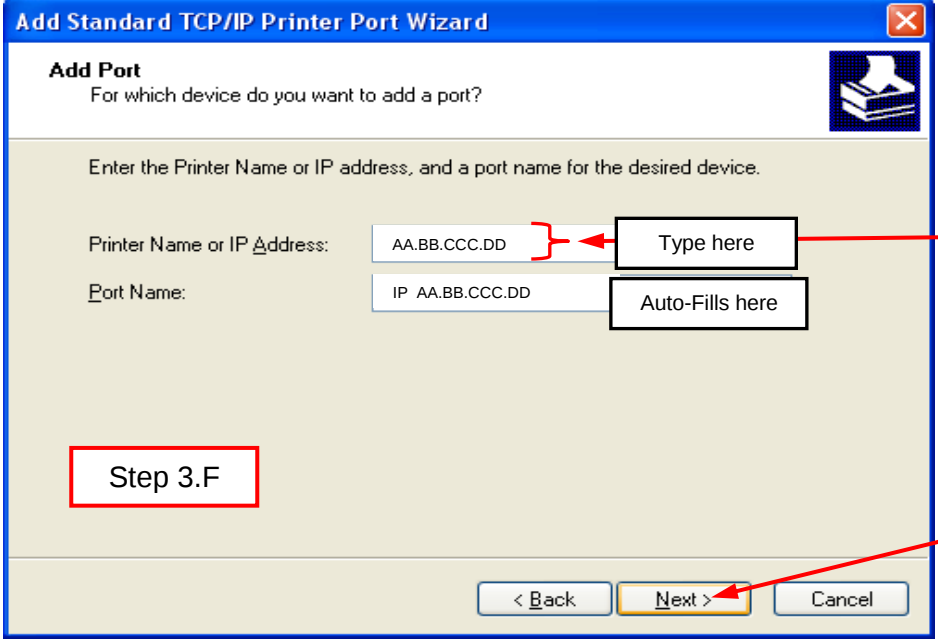
A new Ethernet port must be added as an option for port printing.

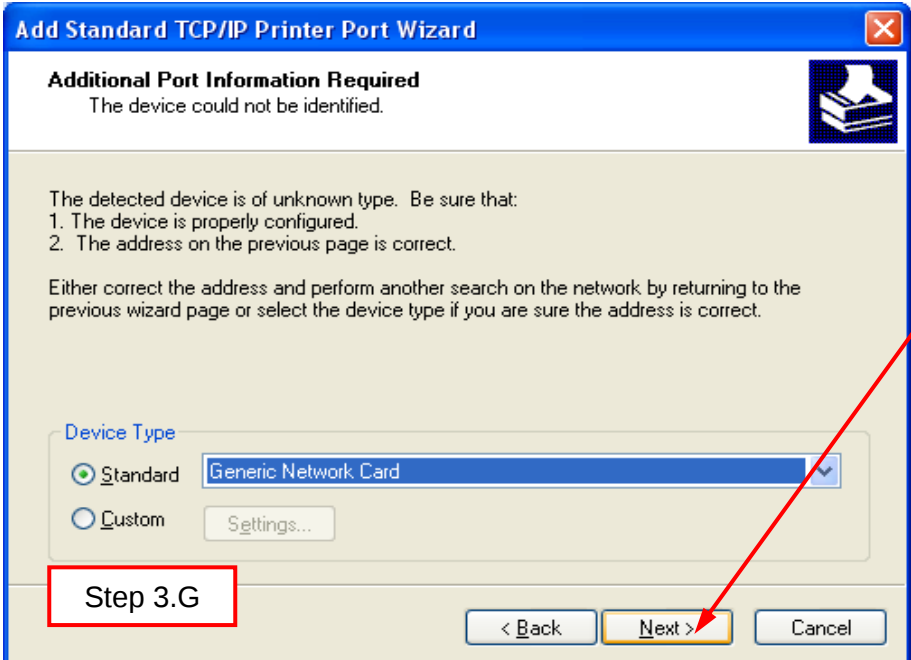
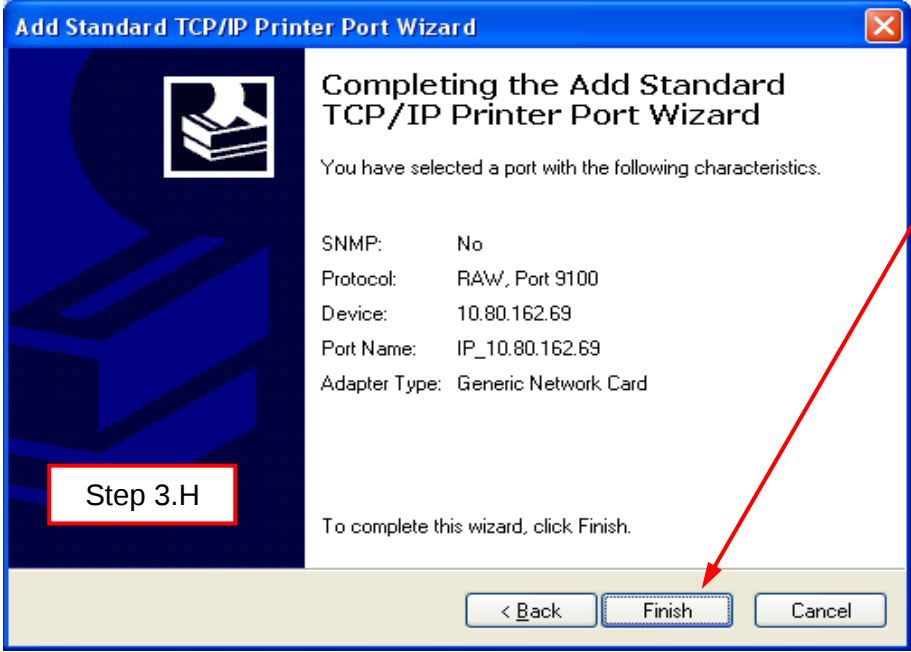
Click on ADD PORT button.

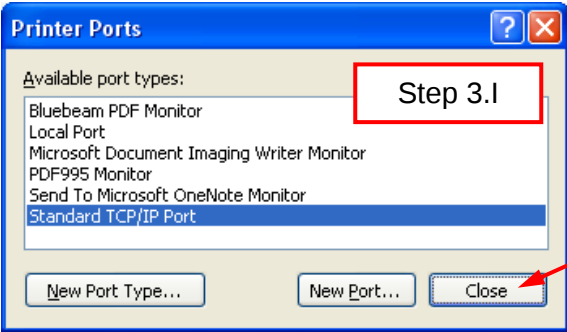
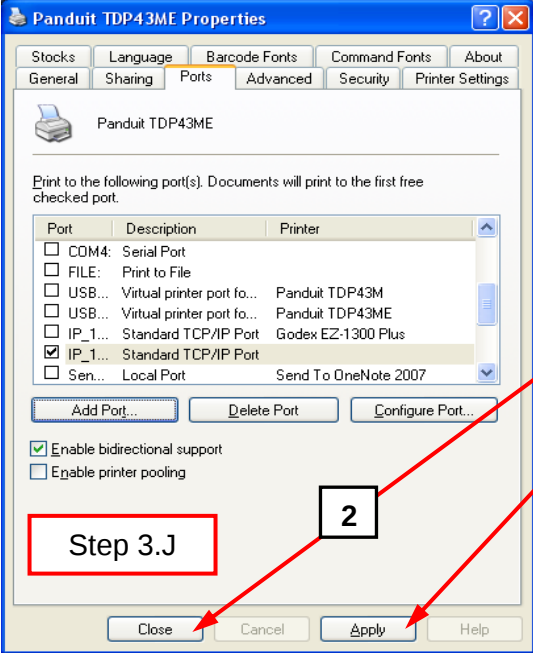
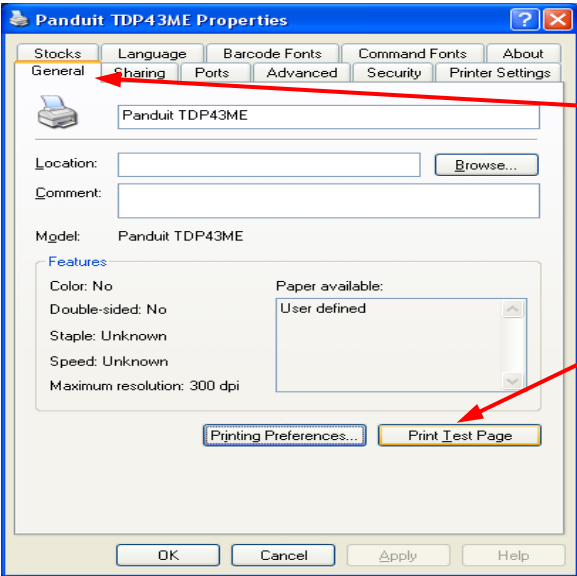


Click on and highlight STANDARD TCP/IP PORT

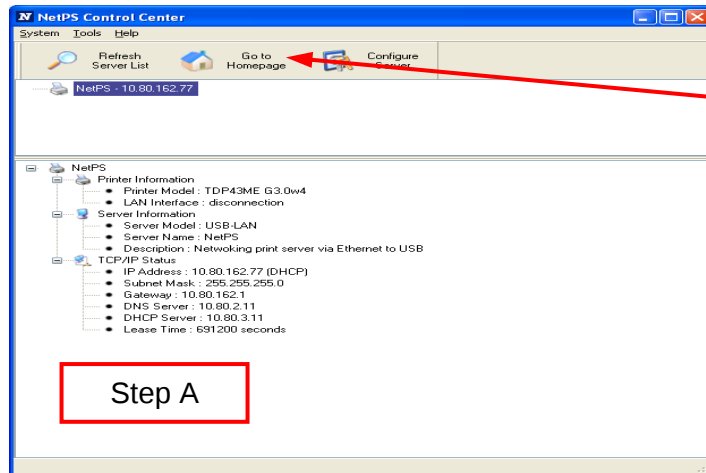
Click NEW PORT... button.

	Printer Port Wizard window will open up. Click NEXT.
	Type in the IP Address that was written down from NetPS line in Control Center Software. <u>Or, type in the Static IP Address if one is being used for this printer.</u> (Microsoft fills in the Port Name line.) Click NEXT.

 Step 3.G	Generic is correct. Click NEXT.
 Step 3.H	Click FINISH.

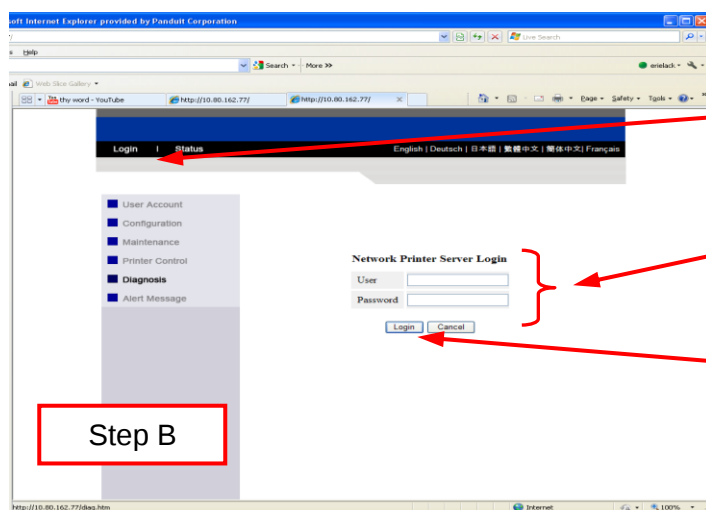
	Click CLOSE.
	New port should be checked. Click APPLY and then click CLOSE or OK. The Ethernet port is now active and set as the printer's port.
	To test the connection, click on the GENERAL tab on the top two rows. Click on the PRINT TEST PAGE button to print to this printer. It should print. Your printer is now set to Ethernet Port printing. Close all windows and disconnect the USB cable.

STATIC IP Instructions:



Click on Go to Homepage.

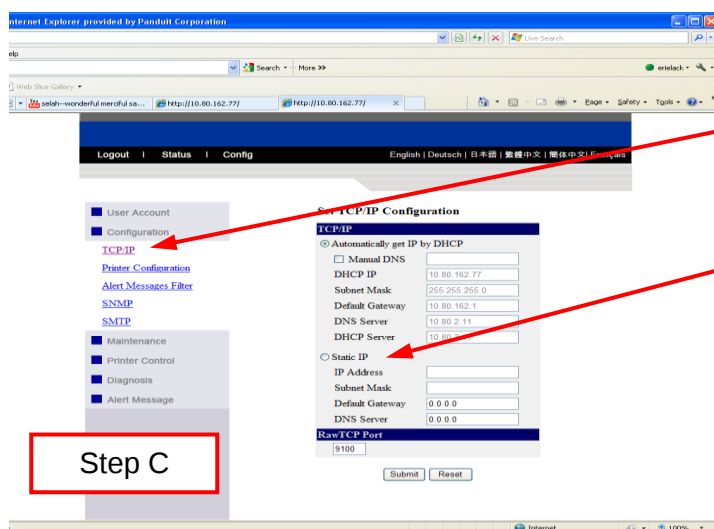
This action opens the internal webpage associated with this printer.



The webpage opens.
Click on the Login button.

The user and password are *admin* and *admin*, (both lower case).

Click the Login button.



Click the Configuration button on the left side of the page. Click TCP/IP. This will bring up the page to the left.

Click STATIC IP and fill in the information provided by the IT or Network Administrator.



3. Control Panel

3-1. LED Status

Press and hold the FEED key then power on the printer, the printer will beep 3 times and enter into Self-Test status. If you keep holding the FEED key, the status will change in sequence to Auto Sensing Mode, Dump Mode, Direct Thermal Mode, Thermal Transfer Mode, See-through Sensor on/off, and then return to Self-Test again. These different statuses can change the setting of printer, they are described as follows:

READY

STATUS

FEED

FEED	LED Light	Beep	Status	Description
READY	Green	1	Normal status	Normal status
STATUS				
Press and hold the FEED Key then power on the printer.				
↓				
READY	Red (Flash)	3	Self-Test	Printing Self-Test page, for operation instructions please refer to page 54.
STATUS	Orange			
↓				
READY	Orange (Flash)	1	Auto Sensing Mode	Printers currently in Auto Sensing Mode, for operation instructions please refer to page 55.
STATUS	Orange			
↓				
READY	Green (Flash)	1	Dump Mode	Printers currently in Dump Mode, for operation instructions please refer to page 55 .
STATUS	Orange			
↓				
READY	Red (Flash)	1	Direct Thermal (DT) Mode	Set the printer to Direct Thermal (DT) Mode, for operation instructions please refer to page 55.
STATUS	Red			
↓				
READY	Orange (Flash)	1	Thermal Transfer (TT) Mode	Set the printer to Thermal Transfer (TT) Mode, for operation instructions please refer to page 55.
STATUS	Red			
↓				
READY	Green (Flash)	1	See-through Sensor on/off	Set the See-through Sensor on or off, for operation instructions please refer to page 56.
STATUS	Red			
↓				
Return to Self Test				
↓				
READY				Printer is currently downloading F/W
STATUS	Red (Flash)			



3-4. Direct Thermal / Thermal Transfer Mode Switch

1. Power off the printer, press and hold the FEED key.
2. Power on the printer (while still holding the FEED key) and the printer will beep 3 times. Keep holding the FEED key, wait for the STATUS light turn red and READY light flash red, then release the FEED key. The printer will go into Direct Thermal (DT) Mode and automatically print "NOW IS DIRECT THERMAL (DT MODE)". This indicates that printer is currently in DT Mode.
3. Power on the printer (while still holding the FEED key) and the printer will beep 3 times. Keep holding the FEED key, wait for the STATUS light turn red and READY light flash orange, then release the FEED key. The printer will go into the Thermal Transfer (TT) Mode and automatically print "NOW IS THERMAL TRANSFER (TT MODE)". This indicates that printer is currently in TT Mode.

NOW IS THERMAL TRANSFER (TT MODE)

NOW IS DIRECT THERMAL (DT MODE)

3-5. Auto Sensing

Printer can automatically detect label (see-through) length and record it. By doing this, the printer can accurately detect the label (gap) positions without setting the print length.

1. Check if the Label Sensor is located at the correct sensing position.
2. Power off the printer, press and hold the FEED key.
3. Power on the printer (while still holding the FEED key) and the printer will beep 3 times. Keep holding the FEED key, wait for the STATUS light turn orange and READY light flash orange, then release the FEED key. Printer will automatically detect the label size/length and record it.

Printer goes back to standby mode after performing the measurement.

3-6. Dump Mode

When label setting and the print result don't match each other, it is recommended to go into the Dump Mode to check whether there's any mistake in data transmission between the printer and the PC. For example, when printer receives 8 commands, yet without processing these commands, only prints out the contents of commands, this will confirm whether the commands were received correctly. Test procedures to enter the Dump Mode are as follows:

1. Power off the printer, press and hold the FEED key.
2. Power on the printer (while still holding the FEED key).
3. Keep holding the FEED key, wait for the STATUS light turn orange and READY light flash green, then release the FEED key. Printer will automatically print "DUMP MODE BEGIN." This indicates the printer is already in Dump Mode.
4. Send commands to the printer, and check if the printout matches the sent commands.

To cancel (get out of the Dump Mode), press the FEED key, the printer will automatically print out "OUT OF DUMP MODE". This indicates that printer is back in the standby mode. Powering off the printer is another way to exit the Dump Mode.



3-7. See-through Sensor on/off

There are two types of sensors in the TDP43ME printer - Reflective Sensor and See-through Sensor. Users can set one of them as active sensor. By default, the See-through Sensor is turned on and the Reflective Sensor is turned off.

To turn the See-through Sensor OFF, please do as follows:

1. Power OFF the printer, press and hold the FEED key.
2. Power ON the printer (while still holding the FEED key) and the printer will beep 3 times. Keep holding the FEED key, wait for the STATUS light turn red and READY light flash green, then release the FEED key. The printers will automatically print "SEE-THROUGH SENSOR IS OFF". This indicates that the See-Through Sensor is turned OFF (and the Reflective Sensor is turned ON).
3. To turn ON the See-Through Sensor, please repeat above-mentioned procedures. Then the printer will print "SEE-THROUGH SENSOR IS ON" to indicate that the See-Through Sensor is turned ON.

SEE-THROUGH SENSOR IS ON
or
SEE-THROUGH SENSOR IS OFF

For checking the status of See-through Sensor (on or off), please perform Auto Sensing once. If both of READY and STATUS lights are green when doing Auto Sensing, then the See-through Sensor is ON. If both of READY and STATUS lights are orange, then the See-through Sensor is OFF.

[Note]

When the See-through Sensor is enabled, the Label Sensor must be placed in the center of the printer.



3-8. Error Messages

LED Light		Beep	Description	Solution
Ready	Status			
	Red	4 beeps twice	Print head is not firmly closed.	Re-open the print head and make sure it closes tightly.
Red (Flash)	Red (Flash)	None	The temperature of print head is too high.	Wait for the print head temperature drops to the normal temperature range, printer will go back to the standby mode and the LED light will stop flashing.
	Red	3 beeps twice	Ribbon is not installed, and printer shows error message.	Make sure the printer is in the Direct Thermal mode.
			Ribbon is used up or ribbon supply shaft is not moving.	Replace with new ribbon roll.
	Red	2 beeps twice	Unable to detect paper.	Make sure the movable sensor mark is at the correct position, if the sensor is still unable to detect paper, and then go through Auto Sensing again.
			Paper used up.	Replace with new label roll.
	Red	2 beeps twice	Abnormal paper feed.	Possible causes: card tags or paper fall into the gap behind the platen roller, can't find label gap/black mark, black mark paper out. Please adjust it according to actual usage.
	Red	2 beeps twice	Memory is full; printer will print out "Memory full."	Delete unnecessary data in the memory.
	Red	2 beeps twice	Can't find the file; printer will print out "Filename cannot be found."	Use "~X4" command to print out all the files, and then check whether the file exist and the file name is correct.
	Red	2 beeps twice	File name is repeated; printer will print out "Filename is repeated."	Change the file name and download again.

4. Maintenance and Adjustment

4-1. Thermal Print Head Cleaning

Poor print quality may be caused by a dirty print head, ribbon wear, or label adhesive buildup. Please keep the top cover closed when printing. Also, prevent label media from becoming dirty or damaged to ensure good print quality and to prolong the print head life. Print head cleaning instructions are as follows:

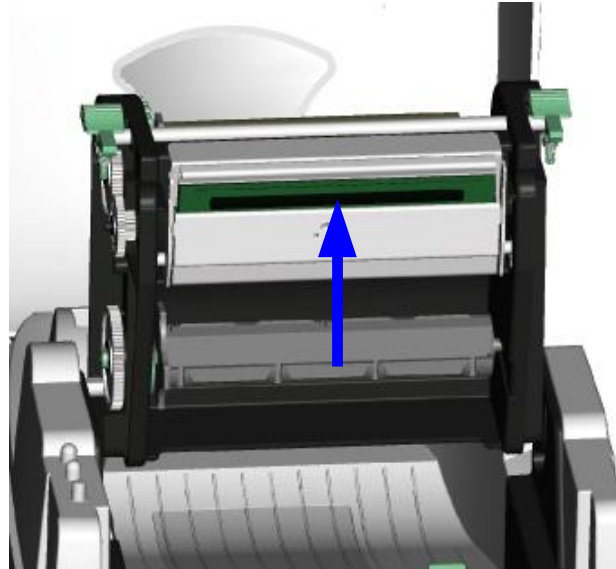
1. Power-off the printer.
2. Open the top cover.
3. Take out the ribbon.
4. Open the print head by pressing the locking tenons.
5. If on the print head (see blue arrow) there's label pieces or other stains, please use a soft cloth with industrial use alcohol to wipe away the stain.

[Note1]

Weekly cleaning on the print head is recommended.

[Note2]

When cleaning the print head with soft cloth, make sure there are no metal or hard particles stuck to print head.





4-2. Troubleshooting

Problem	Recommended Solution
Power on the printer, but the LED does not light up	◆ Check the power connector
LED light turns red (power/status) after printing stops	◆ Check for software setting or program command errors ◆ Replace with suitable label or ribbon ◆ Check if label or ribbon has run out (make sure Ribbon Core is not spinning on Ribbon Mandrels) ◆ Check if label is jammed or tangled up ◆ Check if mechanism is not closed (Thermal Print Head not positioned correctly) ◆ Check if sensor is blocked by paper or label (sensor to the right, centered in printer)
Printing started, but nothing was printed on the label	◆ Check if label is placed upside down or if label is not suitable for the application ◆ Select the correct printer driver ◆ Select the correct label and print type
When printing, label is jammed or tangled up	◆ Clean the label jam, and if label is stuck on Thermal Print Head, please remove it by using soft cloth with alcohol.
When printing, only part of the contents were printed	◆ Check if label or ribbon is stuck on the Thermal Print Head ◆ Check if application software has errors ◆ Check if start position setting has errors ◆ Check if ribbon has wrinkles ◆ Check if ribbon supply shaft is creating friction with the platen roller. If the platen roller needs to be replaced, please contact your reseller for more information ◆ Check if power supply is correct
When printing, part of the label wasn't printed completely	◆ Check if Thermal Print Head is stained or dusted ◆ Use internal command "~T" to check Thermal Print Head can print completely ◆ Check the media quality
Printout not in desired position	◆ Check if sensor is covered by paper or dust ◆ Check if liner is suitable for use, please contact reseller for more information ◆ Select correct label ◆ Check label setting in label software ◆ Check if label roll edge is aligned with Label Width Guide
When printing, page skipping occurs	◆ Check if error occurs on label height setting ◆ Check if sensor is covered by dust
Unclear printout	◆ Check print darkness setting ◆ Check if Thermal Print Head is covered with glue or stains

[Note]

Your distributor is knowledgeable about printers, printing software, and your unique system. Please contact your local distributor, or phone number listed on Tech Support Label.