Operator's Manual

T3212 / T3224 PRINTER

Operator's Manual
for the following products

Type
T3212-PRINTER (300DPI)
T3224-PRINTER (600DPI)

Doc. # 412-121035 revision 1

Editor

Regarding questions or comments please contact TE Connectivity.

Topicality

Due to the constant further development of our products discrepancies between documentation and products can occur.

Please check with your local TE Connectivity Representative for the latest update.

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1 Introduction

1.1 Instructions

Important information and instructions in this documentation are designated as follows:

Danger!
Draws attention to an exceptionally grave, imminent danger to your health or life due to hazardous voltages.

Danger!
Draws attention to a danger with high risk which, if not avoided, may result in death or serious injury.

Caution!
Draws attention to a danger with low risk which, if not avoided, may result in minor or moderate injury.

Attention!
Draws attention to potential risks of property damage or loss of quality.

Note!
Advices to make work routine easier or on important steps to be carried out.

Environment!
Gives you tips on protecting the environment.

▶ Handling instruction

▷ Reference to section, position, illustration number or document.

∗ Option (accessories, peripheral equipment, special fittings).

Time Information in the display.

1.2 Intended Use

- The device is manufactured in accordance with the current technological status and the recognized safety rules. However, danger to the life and limb of the user or third parties and/or damage to the device and other tangible assets can arise during use.
- The device may only be used for its intended purpose and if it is in perfect working order, and it must be used with regard to safety and dangers as stated in the operating manual.
- The device printer is intended exclusively for printing suitable materials that have been approved by the manufacturer. Any other use or use going beyond this shall be regarded as improper use. The manufacturer/supplier shall not be liable for damage resulting from unauthorized use; the user shall bear the risk alone.
- Usage for the intended purpose also includes complying with the operating manual, including the manufacturer‘s maintenance recommendations and specifications.

Note!
Further documentation are included on the DVD enclosed in the printer box, and can be found on www.te.com/identification.

1.3 Safety Instructions

- The device is configured for voltages of 100 to 240 V AC. It only has to be plugged into a grounded socket.
- Only connect the device to other devices which have a protective low voltage.
- Switch off all affected devices (computer, printer, accessories) before connecting or disconnecting.
- The device may only be used in a dry environment, do not expose it to moisture (sprays of water, mists, etc.).
- Do not use the device in an explosive atmosphere.
- Do not use the device close to high-voltage power lines.
- If the device is operated with the cover open, ensure that people‘s clothing, hair, jewelry etc. does not come into contact with the exposed rotating parts.
- The device or parts of it can become hot while printing. Do not touch during operation, and allow it to cool down before changing material and before disassembly.
- Risk of crushing lilmbs and/or fingers when closing the cover. Only touch the cover on the outside. Do not reach into the swivel range of the cover.
- Perform only those actions described in this operating manual.
  Work going beyond this may only be performed by trained personnel or service technicians.
- Unauthorized interference with electronic modules or their software can cause malfunctions.
- Other unauthorized work on, or modifications to, the device can also endanger operational safety.
- Always have service work done by a qualified workshop, where the personnel have the technical knowledge and tools required to do the necessary work.
- There are various warning stickers on the device. They draw your attention to danger.
  Warning stickers may therefore not be removed, because you and other people will not be made aware of pending dangers and may be injured.
- The maximum noise level is under 0.063 Pa/70 dB(A).

Danger!

Danger to life and limb from the power supply.

▶ **Do not open the device casing.**

Warning!

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

1.4 Environment

Obsolete devices contain valuable recyclable materials that should be sent for recycling.

▶ Send to suitable collection points, separately from residual waste.

The modular construction of the printer enables it to be easily disassembled into its component parts.

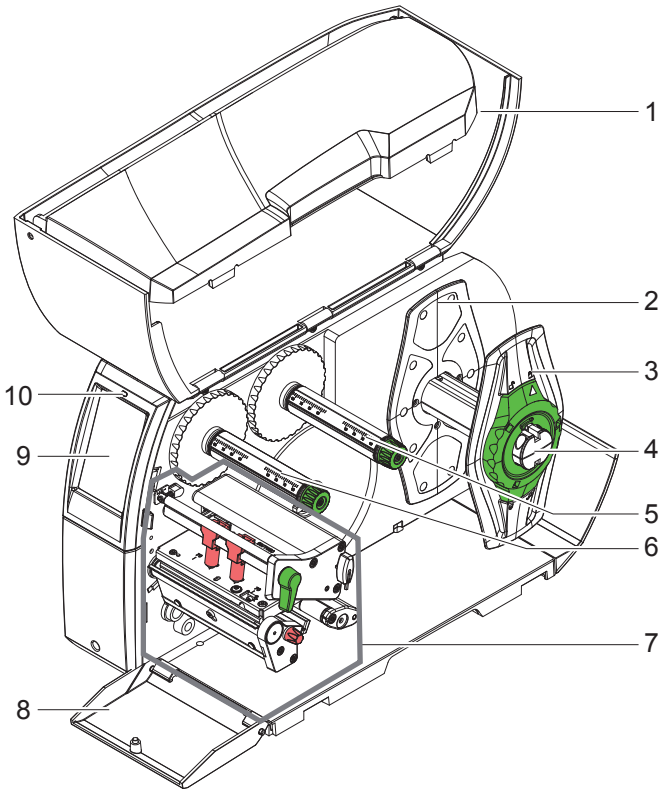
▶ Send the parts for recycling.

The electronic circuit board of the device is equipped with a lithium battery.

▶ Take old batteries to collection boxes in shops or public waste disposal centres.

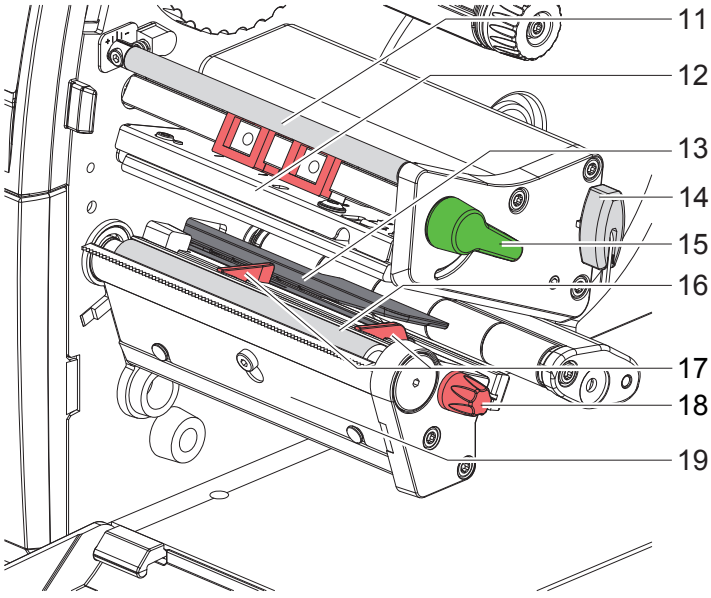
2 Installation

2.1 Device Overview



1 Printer cover
2 Inner margin stop
3 Outer margin stop
4 Roll retainer
5 Ribbon supply hub
6 Ribbon take-up hub
7 Print unit
8 Front cover
9 Touchscreen
10 LED "Power on"

Fig. 1 Overview



11 Ribbon deflection
12 Printhead retainer with printhead
13 Label sensor
14 Allen key
15 Printhead locking lever
16 Print roller
17 Guide
18 Guide adjustment knob
19 Tear-off plate

Fig. 2 Print unit

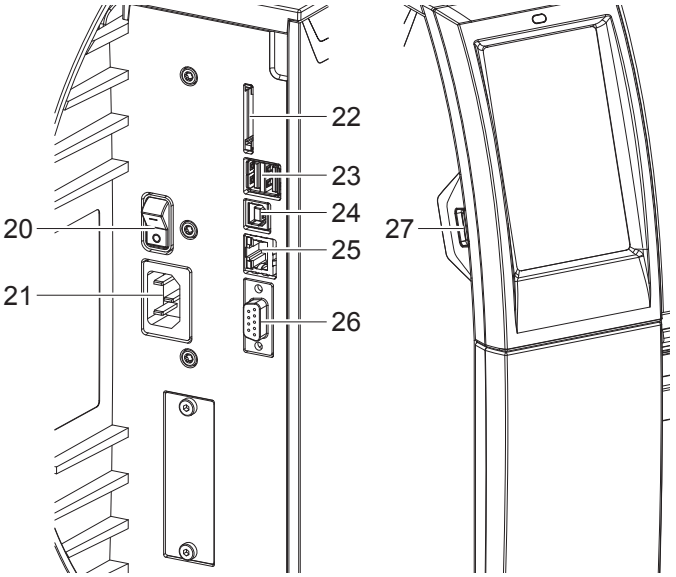


Fig. 3 Connectors

20 Power switch
21 Power connection jack
22 Slot for SD card
23 Two USB master ports for keyboard, scanner, USB memory stick, Bluetooth adapter or service key
24 USB full-speed slave port
25 Ethernet 10/100 Base-T
26 Serial RS-232 port
27 USB master port for keyboard, scanner, USB memory stick, Bluetooth adapter or service key

2.2 Unpacking and Setting-up the Printer

- ▶ Lift the printer out of the box.
- ▶ Check printer for damage which may have occurred during transport.
- ▶ Set up the printer on a level surface.
- ▶ Remove foam transportation safeguards near the printhead.
- ▶ Check delivery for completeness.

Contents of delivery:

- Printer
- Printer CD, containing windows driver and documentation
- Power cables
- USB cable
- Wi-Fi stick
- Operator's Manual

Note!
Please keep the original packaging in case the printer must be returned.

Attention!
The device and printing materials will be damaged by moisture and wetness.
▶ Only set up printers in dry locations protected from moisture.

2.3 Installing the Wi-Fi Stick

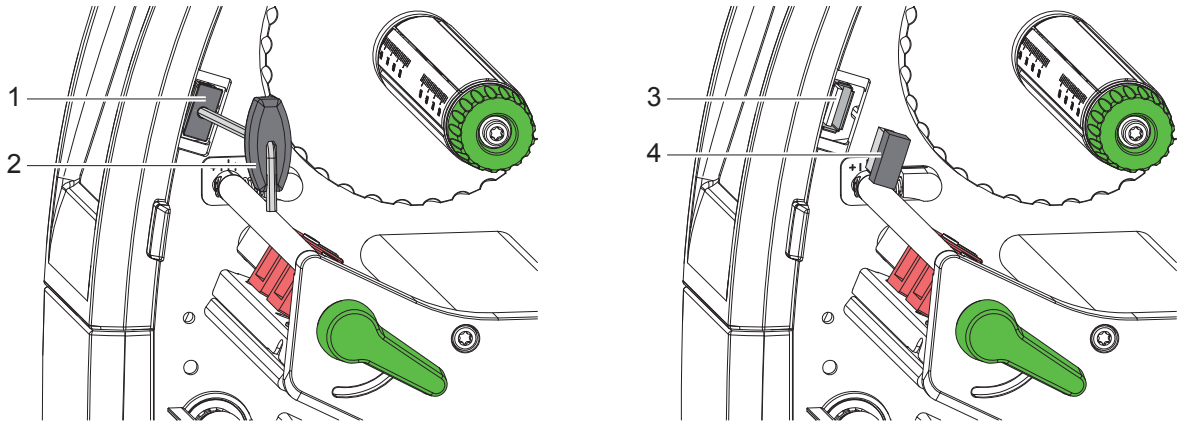


Fig. 4 Installing the Wi-Fi stick

- ▶ Remove the cover (1) with the Allen key (2).
- ▶ Connect the Wi-Fi stick (4) to the USB interface (3) in the control panel.

2.4 Connecting the Device

The standard available interfaces and connectors are shown in „Fig. 3 Connectors“.

2.4.1 Connecting the Power Supply

The printer is equipped with a wide area power unit. The device can be operated with a supply voltage of 230 V~/50 Hz or 115 V~/60 Hz without adjustments.

1. Check that the device is switched off.
2. Plug the power cable into the power connection jack (21). „Fig. 3 Connectors“
3. Plug the power cable into a grounded socket.

2.4.2 Connecting to a Computer or Network

Attention!
Inadequate or no grounding can cause malfunctions during operations.
Ensure that all computers and cables connected to the printer are grounded.

▶ Connect the printer to a computer or network with a suitable cable.

To connect the printer please consult the Quick start guide (TE document 411-121061) found in the cover of the Printer CD case.

2.5 Switching on the Device

When all connections have been established:

▶ Switch the printer on using the power switch (20) in „Fig. 3 Connectors“.
The printer performs a system check, and displays the system status *Ready* on the screen (9) in „Fig. 1 Overview“.

3 Touchscreen

The user can control the operation of the printer via the control panel, for example:

- Issuing, interrupting, continuing and canceling print jobs.
- Setting printing parameters, e.g. heat level of the printhead, printing speed, interface configuration, language and date and time.
- Control stand-alone operations with a memory module.
- Update the firmware.

Many functions and settings can also be controlled by software applications or by direct programming with a computer using the printer's own commands.

Settings made on the touchscreen display set the basic settings of the printer.

Note!
It is advantageous, whenever possible, to make adjustments to various print jobs in the software.

3.1 Start Screen

After switching on

During printing

Paused state

After print job

Fig. 5 Start screen

The display is operated by touch:

- To open a menu or select a menu item lightly press on the corresponding symbol.
- To scroll in lists slide a finger up or down on the display.

	Open the menu		Repeat the last label print
	Interrupt the print job		Cancel all print jobs
	Continue the print job		Feed a blank label

Table 1 Symbols on the start screen

Note!
Inactive symbols are greyed out.

With special software or hardware configurations additional buttons appear on the start screen:

		
Printing on demand without a print job	Printing on demand with a print job	Direct cut with CU, PCU installed

Fig. 6 Optional symbols on the start screen

	Initiate the printing of a single label within a print job including cutting, perforating...		Initiate a direct cut without media feed.

Table 2 Optional buttons on the start screen

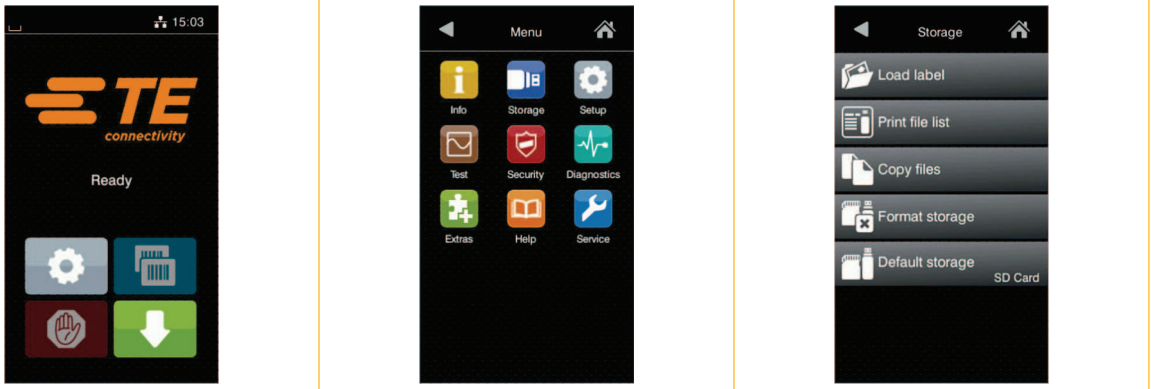
Depending on the configuration a range of information is visible via several icons in the status bar:

Fig. 7 Icons of the status bar

	The current data transfer is displayed in the form of a falling drop.
	The *Save data stream* function is active All received data is stored in a .lbl file
	Warning ribbon end The remaining ribbon is below the required amount
	SD card installed
	USB memory installed
	Gray: Bluetooth adapter installed, white: Bluetooth connection active
	WiFi connection active The WiFi signal strength is displayed by the number of white arcs.
	Ethernet connection active
	USB connection active
	Abc program active
	Clock time

Table 3 Icons on the status bar

3.2 Navigating the Menu



Start level	Selection level	Parameter/function level

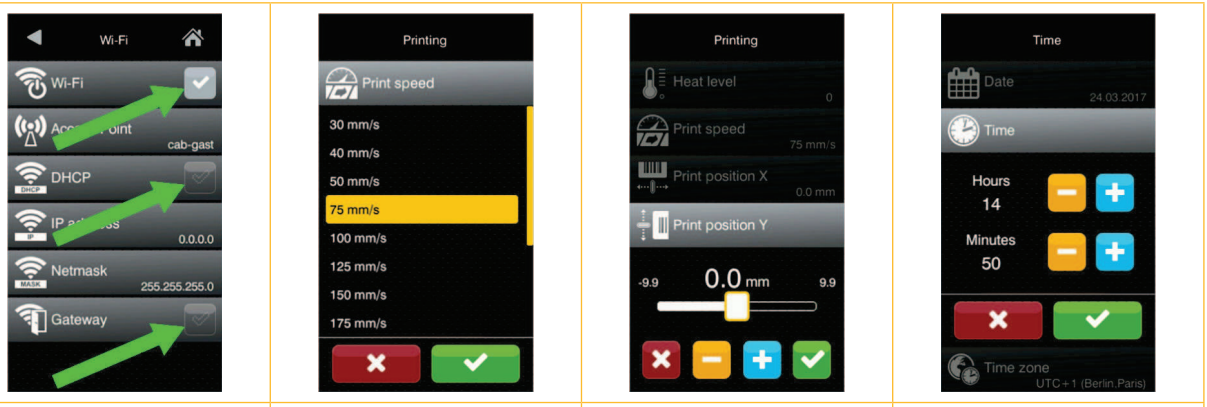
Fig. 8 Menu levels

▶ To open the menu select  on the start screen.

▶ Select a topic from the menu.
Several topics have submenus with selection options.
To return from the current level to the previous one select ◀. To leave the menu select ⌂.

▶ Continue the selection until the parameter/function level is reached.

▶ Select a function. The printer will carry out the function, possibly after a preparation dialogue.
- or -
Select a parameter to set. The setup possibilities are dependant on the parameter type.



Logical parameters	Selection parameters	Numerical parameters	Date/time

Fig. 9 Examples of setting parameters

	Scroll bar for rough value setting
	Decreasing the value step-by-step
	Increasing the value step-by-step
	Return without saving the setting
	Return with saving the setting
	Parameter is disabled, touching enables the parameter
	Parameter is enabled, touching disables the parameter

Table 4 Buttons for setting parameters

Note!
For adjustments and simple installation work, use the enclosed Allen key located in the top section of the print unit. No other tools are required for the work described here.

4.1 Loading Media from the Roll

4.1.1 Inserting the Media Roll

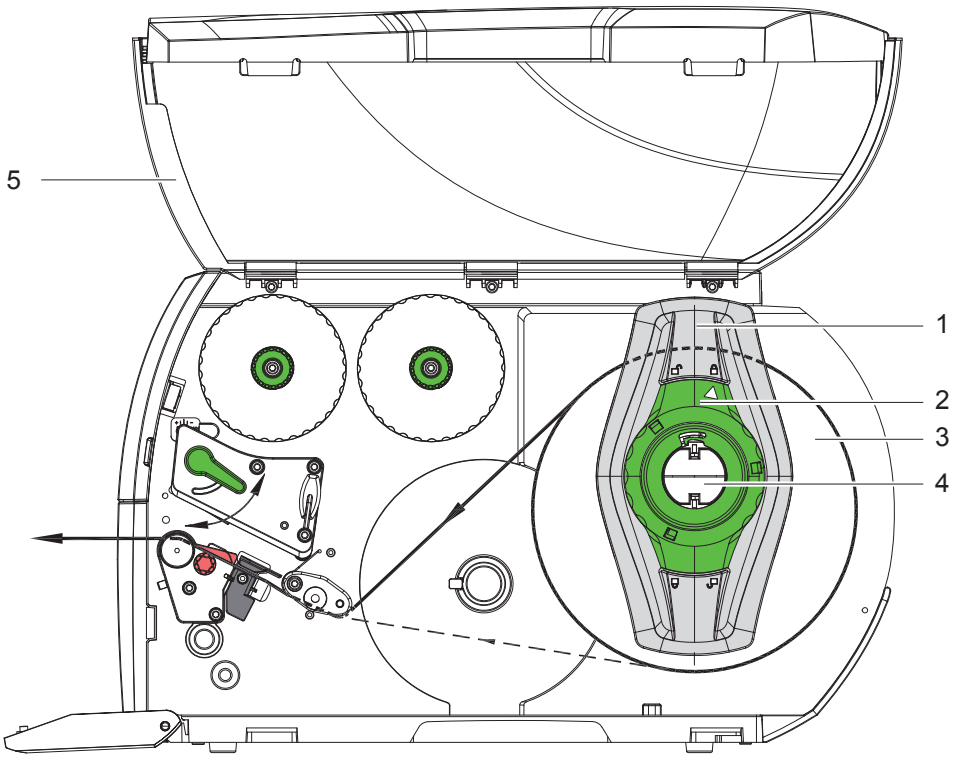


Fig. 10 Loading media from the roll

1. Open cover (5).
2. Turn ring (2) of the margin stop (1) counterclockwise, so that the arrow points to the symbol, unlocking the margin stop.
3. Remove the margin stop (1) from the roll retainer (4).
4. Load the label roll (3) so that the labels can be fed into the printhead facing up. Re-mount the margin stop (1) onto the roll retainer (4). Push the margin stop (1) against the roll (3) until the roll is clamped between the margin stops.
5. Turn ring (2) clockwise, so that the arrow (2) points to the symbol, and fixes the margin stop (1) to the roll retainer (4).
6. Feeding label strips:
   For tear-off mode: approx. 40 cm.

4.1.2 Inserting the Media into the Printhead

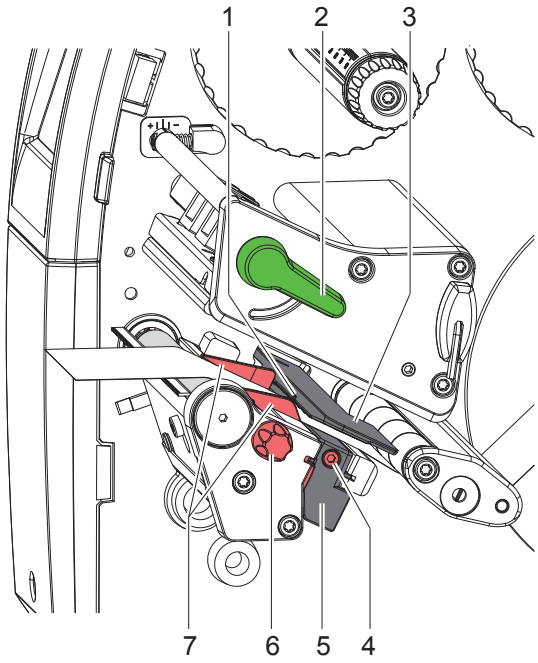


Fig. 11 Inserting the labeling material into the printhead

1. Turn lever (2) counterclockwise to lift the printhead.
2. Adjust the guides (7) with the knob (6) ensuring the media can pass between the two guides.
3. Guide the label strip through the label sensor (3) so that the media exits the print unit between the printhead and the print roller.
4. Adjust guides (7) against the edges of the material by turning the knob (6).

4.1.3 Setting the Label Sensor

The label sensor can be shifted perpendicular to the direction of product flow for adaptation of the media sizes. The sensor unit (1) of the label sensor is visible from the front through the print unit and is marked with an indentation in the label sensor retainer. When the printer is switched on, a yellow LED illuminates the sensor position.

- ▶ Loosen screw (4).
- ▶ Position label sensor with tab (5) in so that the sensor (1) can detect the label gap or a reflex or perforation mark.
- ▶ Alternatively, if the labels are not of a rectangular shape, align label sensor using the tab (5) with the front edge of the label in the direction of paper flow.
- ▶ Tighten screw (4).

For use in tear-off mode only:

- ▶ Turn lever (2) clockwise to lock the printhead.

The labels are loaded for use in tear-off mode.

4.2 Loading Fanfold Media

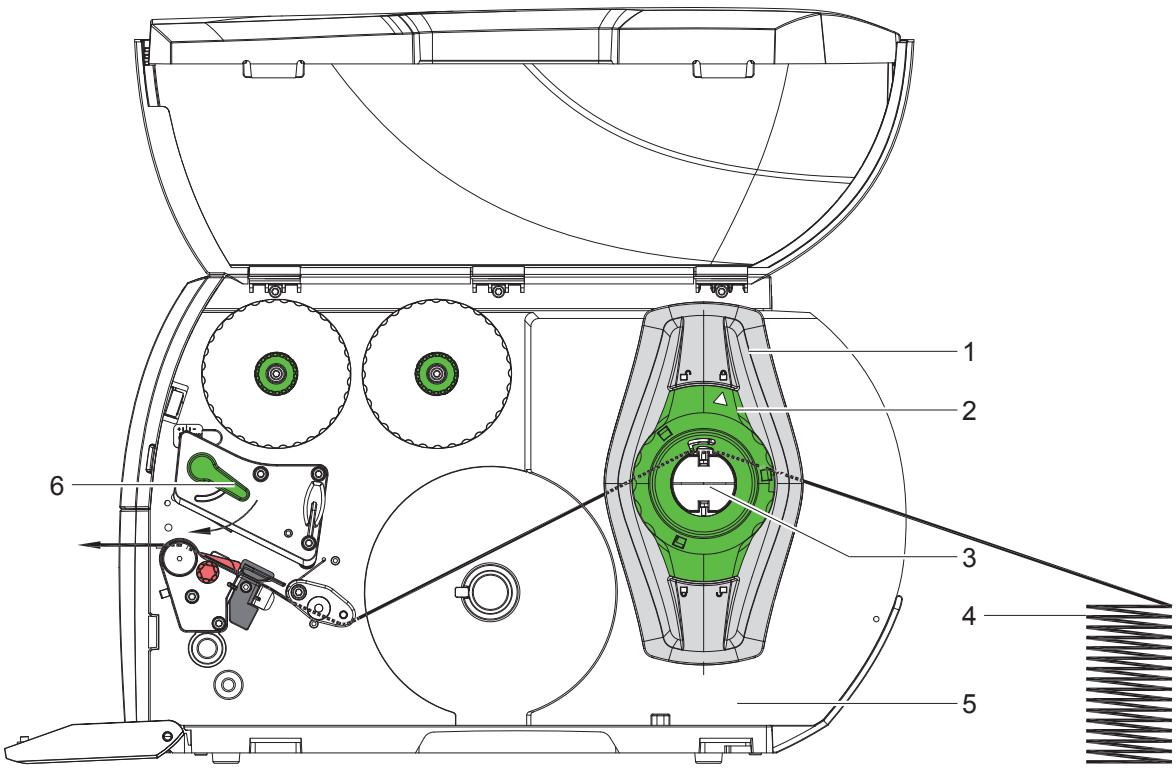


Fig. 12 Feed path of fanfold media

1. Turn ring (2) counterclockwise, so that the arrow points to the symbol, and thus release the margin stop (1).
2. Move the margin stops (1) in a position that the media can pass between the two margin stops.
3. Position media stack (4) behind the printer. Ensure that labels on the lining are visible from above.
4. Guide the media over the roll retainer (3) to the print unit.
5. Push the margin stop (1) against the media strip without clamping or bending it.
6. Turn ring (2) clockwise, so that the arrow points to the symbol, locking the margin stop (1) of the roll retainer (3).
7. Insert the media strip into the printhead ▷ 4.1.2 on page 14).
8. Set the label sensor (▷ 4.1.3 on page 14).
9. Set the head locking system (▷ 4.3 on page 16).
10. Turn lever (6) clockwise to lock the printhead.

4.3 Setting the Head Locking System

The printhead is pushed on via two plungers (1). In the basic setting the plungers are in the middle of the printhead retainer. This setting is suitable for most applications.

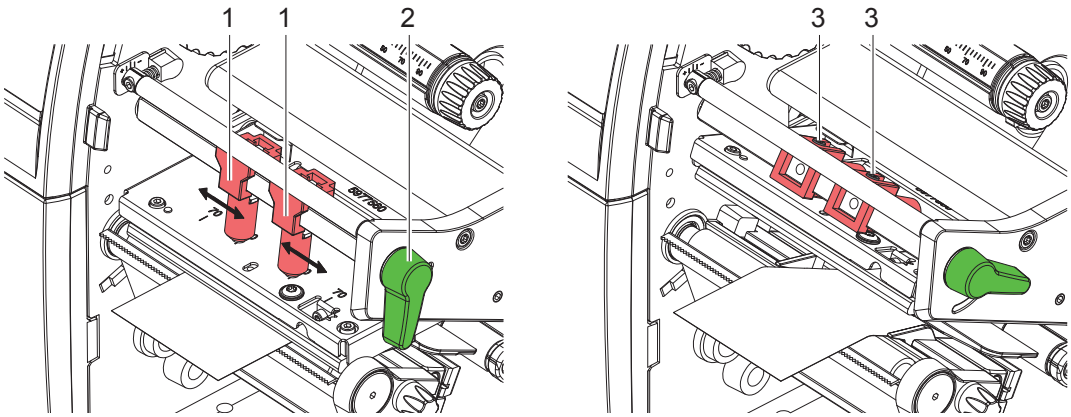


Fig. 13 Setting the head locking system

If the print density decreases in the outer areas of the label, when using larger media, the plungers can be moved:

- ▶ Loosen threaded pins (3) of the plungers (1) with an Allen key.
- ▶ Turn lever (2) clockwise to lock the printhead.
- ▶ Displace plunger towards the scale value 70.
- ▶ Tighten the threaded pins (3).

4.4 Loading Transfer Ribbon

Note!
Ensure previous ribbon is removed before loading a new ribbon.

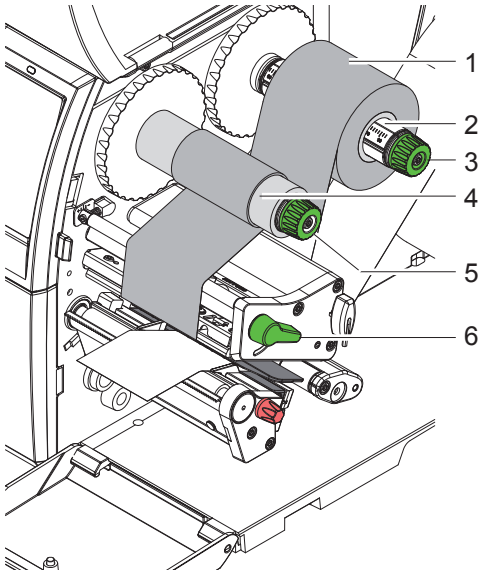


Fig. 14 Loading transfer ribbon

Note!
The illustration in Fig 14, shows a ribbon loaded using the Ink side in configuration

1. Clean the printhead before loading the transfer ribbon (▷ 6.3 on page 20).
2. Turn lever (6) counterclockwise to lift the printhead.
3. Slide transfer ribbon roll (1) onto the ribbon supply hub (2) so that the ink of the ribbon faces downward when being unwound.
4. Position the roll in such a way that both ends of the roll show identical scale values.
5. Hold transfer ribbon roll (1) firmly and turn knob of ribbon supply hub (3) counterclockwise until the transfer ribbon roll is secured.
6. Firmly turn knob of ribbon supply hub (5) counter clockwise until transfer ribbon core (4) is secure.
7. Guide transfer ribbon through the print unit as shown in Fig. 15.
8. Secure starting end of transfer ribbon to the transfer ribbon core (4) with adhesive tape. Ensure counterclockwise rotation direction of the transfer ribbon take-up hub here.
9. Turn transfer ribbon take-up hub (5) counterclockwise to smooth out the feed path of the transfer ribbon.
10. Turn lever (6) clockwise to lock the printhead.

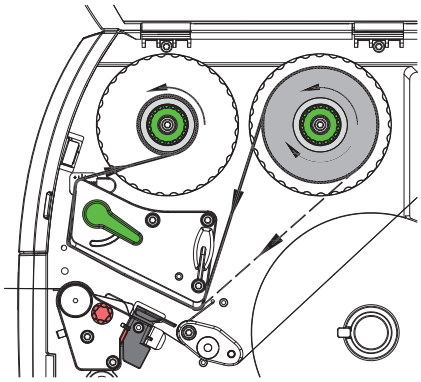


Fig. 15 Transfer ribbon feed path

Note!
The solid line in Fig 15, shows ribbon ink side in, the broken line shows ink side out configuration.

4.5 Setting the Feed Path of the Transfer Ribbon

Transfer ribbon wrinkling can lead to print image errors. The transfer ribbon deflection (3) can be adjusted to prevent wrinkling.

Note!
A maladjustment of the head locking system may also cause ribbon wrinkling (▷ 4.3 on page 16).

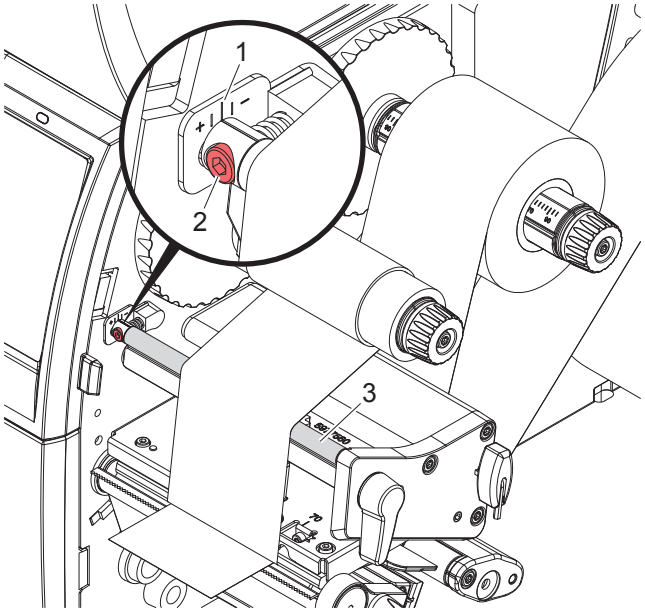


Fig. 16 Setting the feed path of the transfer ribbon

Note!
The adjustment is best carried out during printing.

- ▶ Read current setting on the scale (1) and record if necessary.
- ▶ Turn screw (2) with Allen key and observe the behavior of the ribbon.
  In the + direction, the inner edge of the ribbon is tightened, the - direction tightens the outer edge.

5 Printing Operation

Attention!

Printhead damage caused by improper handling!

- **Do not touch the underside of the printhead with fingers or sharp objects.**
- **Ensure that the labels are clean.**
- **Ensure that the label surfaces are smooth. Rough labels act like sandpaper and reduce the service life of the printhead.**
- **Print with the lowest possible printhead temperature.**

The printer is ready for operation when all connections are established and labels & ribbon are loaded.

5.1 Synchronization of the Paper Feed

After the label material has been inserted a synchronization of the paper feed is required. The first detected label will be transported to the print position. All labels prior to it will be fed out of the printer. This process helps avoid the first label from being too long when the printer is in cutting mode. This procedure may render the first label unusable.

- Select  to start the synchronization.
- Remove the blank, spent labels after the completion of the synchronization.

Note!
Synchronization is not necessary if the printhead was not opened between print jobs, even if the printer was switched off.

5.2 Tear-off Mode

In tear-off mode, labels or continuous labels are printed. After printing, the label strip can be separated by hand. The label printer must be equipped with a tear-off plate for this.

6 Cleaning

6.1 Cleaning Information

Danger!

Risk of death via electrocution!

▶ **Disconnect the printer from the power supply before performing any maintenance work.**

It is important to clean the printhead regularly. It is recommended to undertake this cleaning procedure after every ribbon roll is depleted. This guarantees a consistently printed image and plays a major part in preventing premature wearing of the printhead.

Attention!

The printer can be damaged by aggressive cleaning detergents.

Do not use abrasive cleaners or solvents for cleaning the external surfaces or modules.

- ▶ Remove dust and debris from the print area with a soft brush or vacuum cleaner.
- ▶ The cover of the printer can be cleaned with a standard cleaner.

6.2 Cleaning the Print Roller

Accumulations of dirt on the print roller may impair the media transport and the print quality.

- ▶ Lift the printhead.
- ▶ Remove labels and transfer ribbon from the printer.
- ▶ Remove debris and dirt with roller cleaner and a soft cloth.
- ▶ If the roller appears damaged, replace it.

6.3 Cleaning the Printhead

Cleaning intervals: - every ribbon roll change

Substances may accumulate on the printhead during printing and adversely affect printing, e.g. differences in contrast or vertical stripes.

Attention!

Printheads can be damaged!

Do not use sharp or hard objects to clean the printhead.

Do not touch protective glass layer of the printhead.

For detailed information and advice please consult TE document 411-121037 Thermal Transfer printhead cleaning instructions.

Attention!

Risk of injury from the hot printhead line.

Ensure that the printhead has cooled down before starting the cleaning procedure.

- ▶ Lift the printhead.
- ▶ Remove labels and transfer ribbon from the printer.
- ▶ Clean printhead surface with a cotton swab dipped in pure alcohol (IPA).
- ▶ Allow printhead to dry for 2–3 minutes before using the printer.

6.4 Cleaning the Label Sensor

Attention!
The label sensor can be damaged!
Do not use sharp objects or strong solvents to clean the label sensor.

The label sensor can be dirtied by paper dust. This can adversely affect label detection.

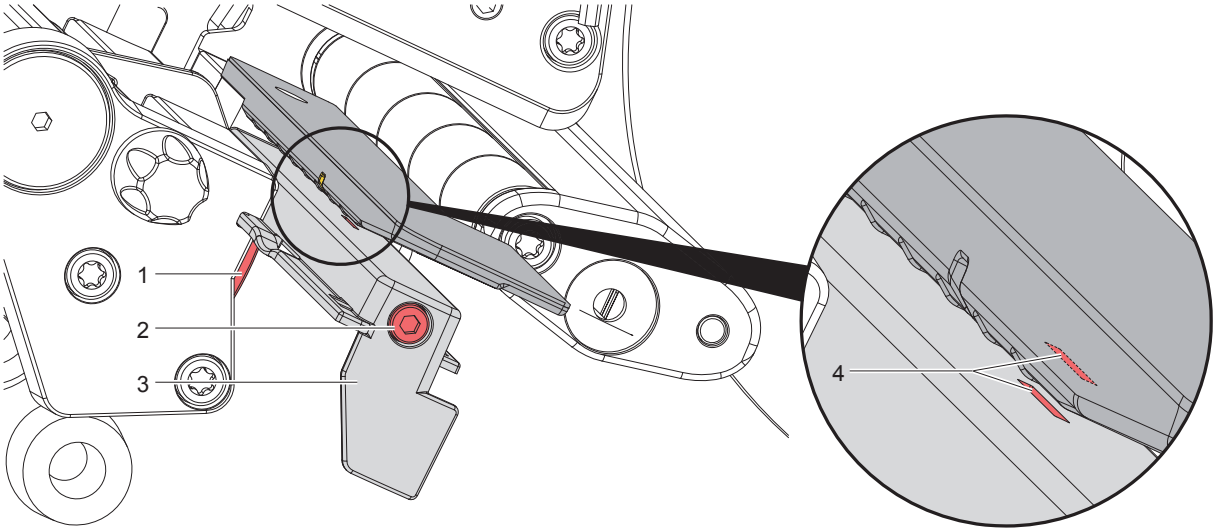


Fig. 17 Cleaning the label sensor

1. Remove labels and transfer ribbon from the printer.
2. Loosen screw (2).
3. Push down and hold the button (1) and slowly pull label sensor outward via the tab (3). Ensure that the label sensor cable is not strained or torn out by this action.
4. Clean label sensor slots (4) with a brush or cotton swab soaked in pure alcohol (IPA).
5. Push label sensor back via tab (3) and set it via screw (2). (▷ 4.1.3 on page 14).
6. Reload labels and transfer ribbon.

7.1 Error Messages

Should an error arise an error message will be visible on the display:

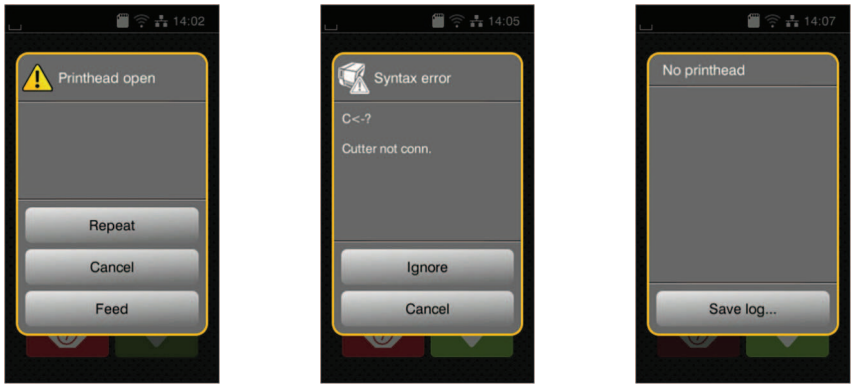


Fig. 18 Error display

The error treatment depends on the type of error ▷ 7.2 on page 22.

The display offers the following possibilities to continue after an error has occurred:

Repeat	The print job will continue after clearing the cause of the error.
Cancel	The print job will be cancelled.
Feed	The paper feed will be synchronized. Thereafter the print job can be continued with the repeat function.
Ignore	The error message will be ignored. The print job will continue possibly with limited performance.
Save log	The error does not allow print operation. For detailed analysis several system files can be saved to an external memory source.

Table 5 Possible options of error messages

7.2 Error Messages and Fault Correction

Error message	Cause	Resolution
Barcode error	Invalid barcode content, e.g. alphanumeric characters in a numerical barcode.	Correct the barcode content.
Barcode too big	The barcode is too big for the allocated area of the label.	Reduce the size of the barcode or move it.
Buffer overflow	The input buffer memory is full and the computer is still transmitting data.	Use data transmission via protocol (preferably RTS/CTS).
Cutter blocked	The cutter cannot return to its home position and remains in an undefined position.	Switch off the printer and remove the material. Switch on the printer and restart the print job or change the material.
	No cutter function	Restart the printer. If error persists seek out the service department.
Cutter jammed	The cutter is unable to cut the labels but is able to return into its home position.	Press *Cancel* and change the material.
Device not conn.	Programming addresses of non-existent devices	Either connect this device or correct the programming.
File not found	The requested file is not on the card.	Check the contents of the card.
Font not found	Error with the selected font	Cancel current print job and change the font.
Memory overflow	Current print job contains too much information (e.g. selected font/large graphics)	Cancel current print job. Reduce the amount of data to be printed.
Name exists	Duplicate usage of field name in the direct programming	Correct print job.

Error message	Cause	Resolution
No label found	There are labels missing from the label material.	Press *Repeat* repeatedly until printer recognizes the next label on the material.
	The label format, as set in the software, does not correspond with the actual label format.	Cancel current print job. Change the label format set in the software. Restart print job.
	Printer is loaded with continuous paper but the software is set to labels.	Cancel the current print job. Change the label format set in the software and restart the print job.
No label size	The size of the label is not defined in the programming.	Check correct template selected in software.
Out of paper	Out of label roll	Load labels
	Error in the paper feed	Check the paper feed.
Out of ribbon	Out of transfer ribbon	Insert a new transfer ribbon.
	The transfer ribbon melted during printing.	Cancel the current print job. Change the heat level via the software. Clean the printhead ▷ 6.3 on page 20 Load transfer ribbon. Restart the print job.
	The printer is loaded with thermal labels but the software is set to transfer printing.	Cancel the current print job, set the software to direct thermal printing then restart print job.
Printhead open	Printhead not locked	Lock the printhead.
Printhead too hot	Printhead overheated	After pausing, the print job will be continued automatically. If the fault recurs repeatedly, reduce the heat level or the print speed via the software.
Read error	Read error when reading from the memory card	Check the data of the card, backup the data and/or format the card.
Remove ribbon	Transfer ribbon is loaded although the printer is set to direct thermal printing	For direct thermal printing remove the ribbon.
		For thermal transfer printing set the printer in the configuration or in the software to transfer printing.
Ribbon ink side	The identified ribbon unwinding direction does not match the settings.	Ribbon loaded incorrectly. Clean the printhead ▷ 6.3 on page 20. Load the ribbon correctly.
		Setting does not match the used ribbon. Please correct the setting.
Syntax error	Printer has received an unknown or invalid command from the computer.	Press *Ignore* to skip the command or press *Cancel* to cancel the print job.
Unknown card	Card not formatted/ the type of card is not supported	Either format the card or use a different type of card.
Voltage error	Hardware error	Switch the printer off and then on again. If the error recurs call the service department. Please note that it is displayed which voltage has failed.
Write error	Hardware error	Repeat the writing process or format the card.

Table 6 Error Messages and fault correction

8 Licences

8.1 Reference to the EU Declaration of Conformity

The printers of the T3212/T3224 series comply with the relevant fundamental regulations of the EU Rules for Safety and Health:

- Directive 2014/35/EU relating to electrical equipment designed for use within certain voltage limits
- Directive 2014/30/EU relating to electromagnetic compatibility
- Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment

EU Declaration of Conformity

For the current EU Declaration of Conformity please contact your local TE Connectivity Representative or use the following link to download

▷ EU Declaration of Conformity

8.2 FCC

NOTE: 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. The equipment generates, uses, and can radiate radio frequency 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 may be required to correct the interference at his own expense.

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