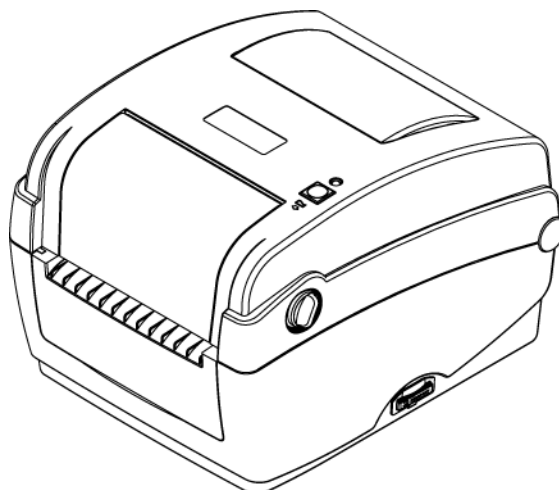


***TTP-245C / TTP-343C / TTP-244CE***

**THERMAL TRANSFER / DIRECT THERMAL  
BAR CODE PRINTER**

**USER'S  
MANUAL**



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## **Copyright Declaration**

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# 1. Introduction

## 1.1 Product Introduction

Thank you for purchasing TSC bar code printer. Although the printer takes only a small amount of space, it delivers reliable, superior performance.

This printer provides both thermal transfer and direct thermal printing at user selectable speed of: 2.0, 3.0, 4.0 or 5.0 ips, for TTP-245C series; 2.0 or 3.0 ips for TTP-343C series. It accepts roll feed, die-cut, and fan-fold labels for both thermal transfer and direct thermal printing. All common bar codes formats are available. Fonts and bar codes can be printed in 4 directions, 8 different alphanumeric bitmap fonts and a build-in true type font capability. You will enjoy high throughput for printing labels with this printer.

## 1.2 Compliances

CE Class B:

EN55022: 1998+A1: 2000+A2: 2003

EN55024: 1998+A1: 2001+A2: 2003 IEC 61000-4 Series

EN61000-3-2: 2006 & EN61000-3-3: 1995+A1: 2001

FCC Part 15, Class B

UL, CUL

C-Tick:

CFR 47, Part 15/CISPR 22 3<sup>rd</sup> Edition: 1997, Class B

ANSI C63.4: 2003

Canadian ICES-003

TÜV/Safety: EN60950: 2000

Wichtige Sicherheits-Hinweise

1. Bitte lesen Sie diese Hinweis sorgfältig durch.
2. Heben Sie diese Anleitung für den späteren Gebrauch auf.
3. Vor jedem Reinigen ist das Gerät vom Stromnetz zu trennen. Verwenden Sie keine Flüssig-oder Aerosolreiniger. Am besten eignet sich ein angefeuchtetes Tuch zur Reinigung.
4. Die Netzanschluß-Steckdose soll nahe dem Gerät angebracht und leicht zugänglich sein.
5. Das Gerät ist vor Feuchtigkeit zu schützen.
6. Bei der Aufstellung des Gerätes ist auf sicheren Stand zu achten. Ein Kippen oder Fallen könnte Beschädigungen hervorrufen.
7. Beachten Sie beim Anschluß ans Stromnetz die Anschlußwerte.
8. Dieses Gerät kann bis zu einer Außentemperatur von maximal 40°C betrieben werden.

### CAUTION

1. HAZARDOUS MOVING PARTS IN CUTTER MODULE. KEEP FINGER AND OTHER BODY PARTS AWAY.
2. THE MAIN BOARD INCLUDES REAL TIME CLOCK FEATURE HAS LITHIUM BATTERY CR2032 INSTALLED. RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.
3. DISPOSE OF USED BATTERIES ACCORDING TO THE MANUFACTURER INSTRUCTIONS.

"ORSICHT"

Explosionsgefahr bei unsachgemäßen Austausch der Batterie. Ersatz nur durch denselben oder einem vom Hersteller empfohlenen nlichen Typ. Entsorgung gebrauchter Batterien nach Angaben des Herstellers.

**WARNUNG!**  
**GEFÄHRLICHE BEWEGLICHE TEILE – FINGER UND ANDERE KÖRPERTEILE FERNHALTEN!**

**VORSICHT!**  
**EXPLOSIONSGEFAHR BEI ERSATZ DER BATTERIE DURCH UNZULÄSSIGEN TYP. VERBRAUCHTE BATTERIEN IMMER VORSCHRIFTSGEMÄSS ENTSORGEN!**

B 급기기

(가정용 정보통신기기)

이 기기는 가정용으로 전자파 적합등록을 한 기기로서 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

**Note :**

- \* **Continuous printing will cause printer motor overheat. Printer will stop printing automatically about 10~15 minutes until motor is cooling down. Please don't turn off power when printer pauses or the data transferred to printer buffer will be lost.**
- \* **The maximum printing ratio per dot line is 15% for this printer. To print the full web black line, the maximum black line height is limited to 40 dots, which is 5mm for 203 DPI resolution printer and 3.3mm for 300 DPI resolution printers.**
- \* **The max. full web black bar is limited to 5 mm only, otherwise this may damage the power supply.**

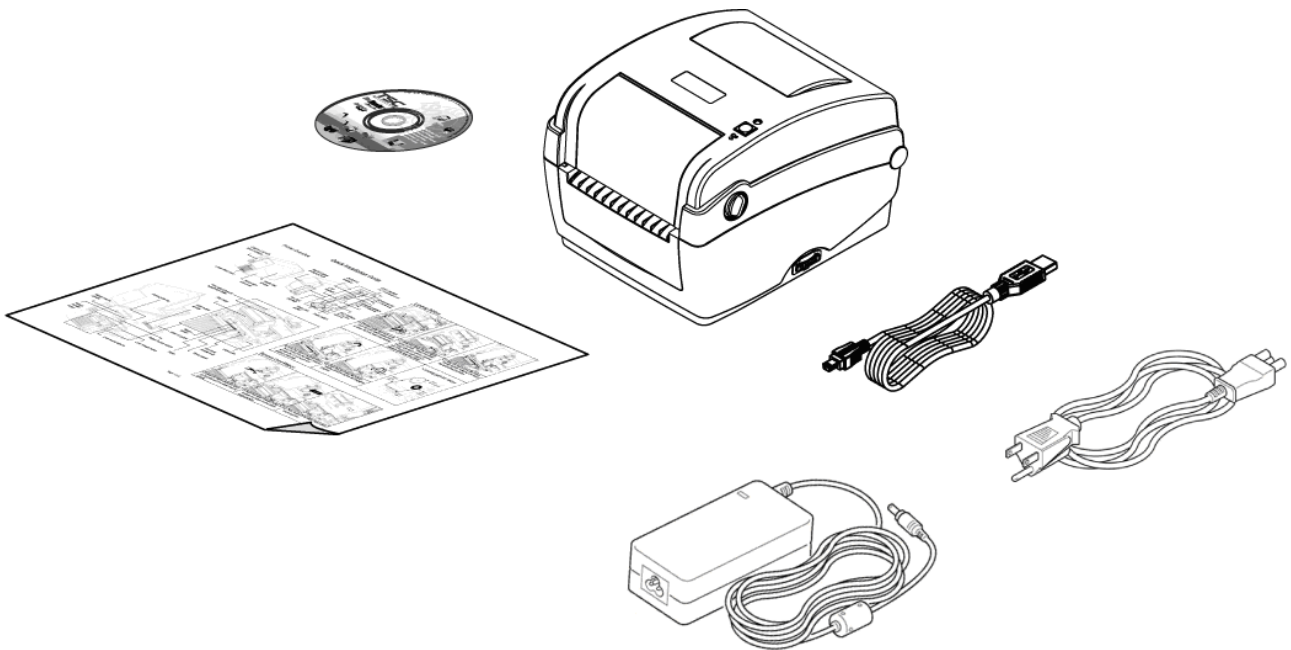
## 2. Operations Overview

### 2.1 Unpacking and Inspection

This printer has been specially packaged to withstand damage during shipping. Please carefully inspect the packaging and printer upon receiving the bar code printer. Please retain the packaging materials in case you need to reship the printer.

Unpacking the printer, the following items are included in the carton.

- One printer unit
- One Windows labeling software/Windows driver CD disk
- One quick installation guide
- One power cord
- One auto switching power supply
- One USB interface cable



If any parts are missing, please contact the Customer Service Department of your purchased reseller or distributor.

## 2.2 Printer Overview

### 2.2.1 Front View



1. Ribbon access cover
2. Top cover open lever
3. Media view window
4. LED indicator
5. Feed button
6. SD card socket

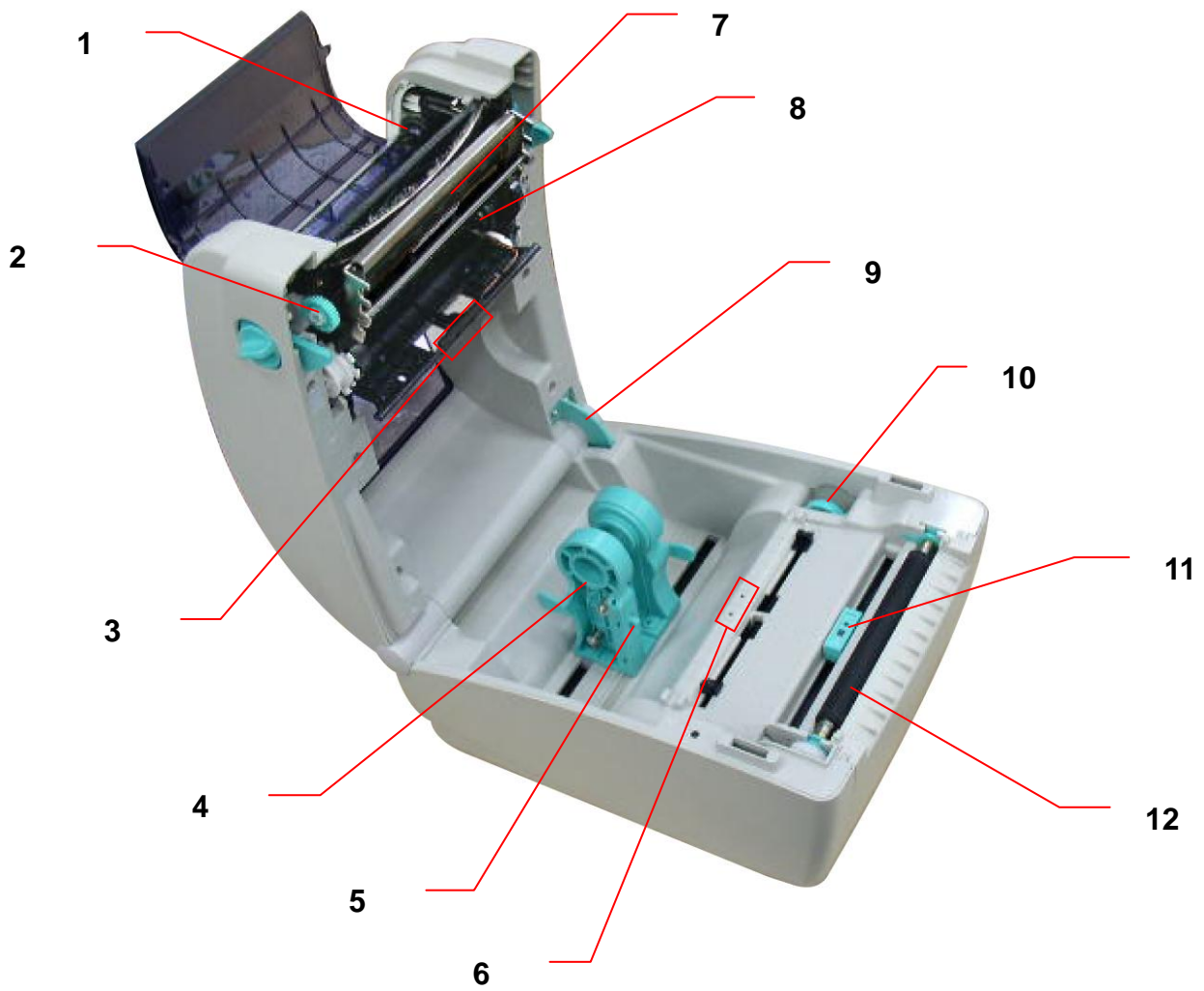
\* Recommended SD card specification.

| SD card spec      | SD card capacity | Approved SD card manufacturer |
|-------------------|------------------|-------------------------------|
| V1.0, V1.1        | 128 MB           | SanDisk, Transcend            |
| V1.0, V1.1        | 256 MB           | SanDisk, Transcend, Panasonic |
| V1.0, V1.1        | 512 MB           | SanDisk, Transcend, Panasonic |
| V1.0, V1.1        | 1 GB             | SanDisk, Transcend, Panasonic |
| V2.0 SDHC CLASS 4 | 4 GB             |                               |
| V2.0 SDHC CLASS 6 | 4 GB             | SanDisk, Transcend, Panasonic |
| V1.0, V1.1        | microSD 128 MB   | Transcend, Panasonic          |
| V1.0, V1.1        | microSD 256 MB   | Transcend, Panasonic          |



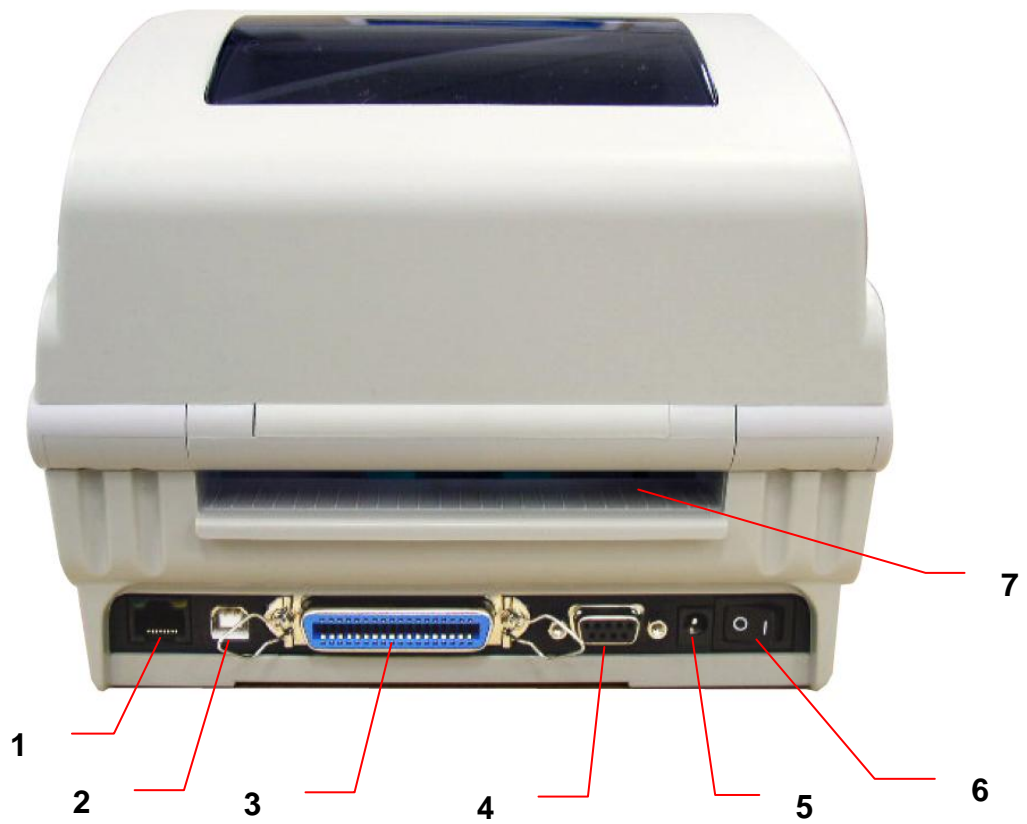
|   |                |                      |
|---|----------------|----------------------|
| V1.0, V1.1  | microSD 512 MB | Panasonic            |
| V1.0, V1.1  | microSD 1 GB   | Transcend, Panasonic |
| V2.0 SDHC CLASS 4   | microSD 4 GB   | Panasonic            |
| V2.0 SDHC CLASS 6   | microSD 4 GB   | Transcend            |
| V1.0, V1.1  | miniSD 128 MB  | Transcend, Panasonic |
| V1.0, V1.1  | miniSD 256 MB  | Transcend, Panasonic |
| V1.0, V1.1  | miniSD 512 MB  | Transcend, Panasonic |
| V1.0, V1.1  | miniSD 1 GB    | Transcend, Panasonic |
| V2.0 SDHC CLASS 4   | miniSD 4 GB    | Transcend            |
| V2.0 SDHC CLASS 6   | miniSD 4 GB    |                      |
| <ul style="list-style-type: none"> <li>- The DOS FAT file system is supported for the SD card.</li> <li>- Folders/files stored in the SD card should be in the 8.3 filename format</li> <li>- The miniSD/microSD card to SD card slot adapter is required.</li> </ul> |                |                      |

## 2.2.2 Interior view



1. Ribbon rewind hub
2. Ribbon rewind gear
3. Gap sensor (receiver)
4. Media holder
5. Media holder lock switch
6. Gap sensor (transmitter)
7. Printhead
8. Ribbon supply hub
9. Top cover support
10. Media guide adjustment knob
11. Black mark sensor
12. Platen roller

### 2.2.3 Rear View

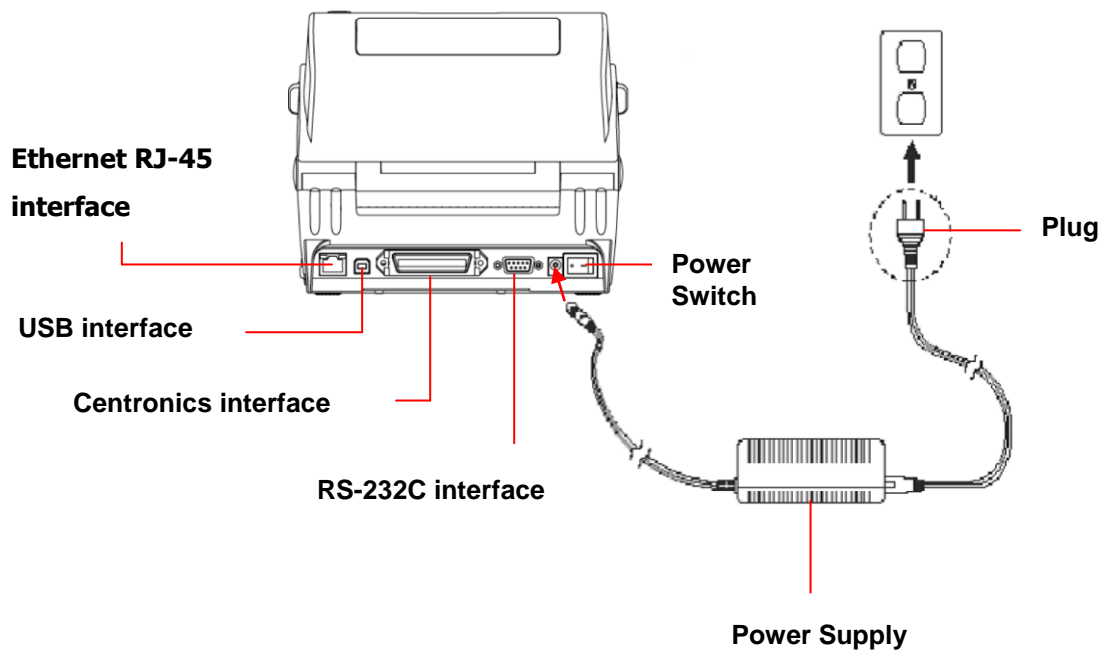


1. Ethernet interface
2. USB interface
3. Centronics interface
4. RS-232C interface
5. Power jack socket
6. Power switch
7. Fan-fold paper entrance chute

## 3. Setup

### 3.1 Setting up the Printer

1. Place the printer on a flat, secure surface.
2. Make sure the power switch is off.
3. Connect the printer to the computer with the provided USB cable.
4. Plug the power cord into the AC power cord socket at the rear of the printer, and then plug the power cord into a properly grounded power outlet.



**Note:**

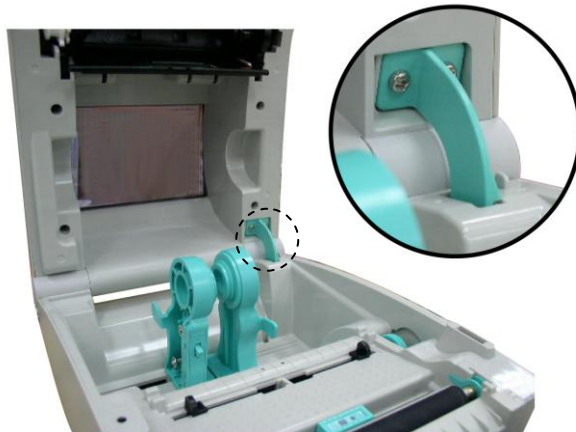
Please switch OFF printer power switch prior to plug in the power cord to printer power jack.

### 3.2 Open / Close the Top Cover

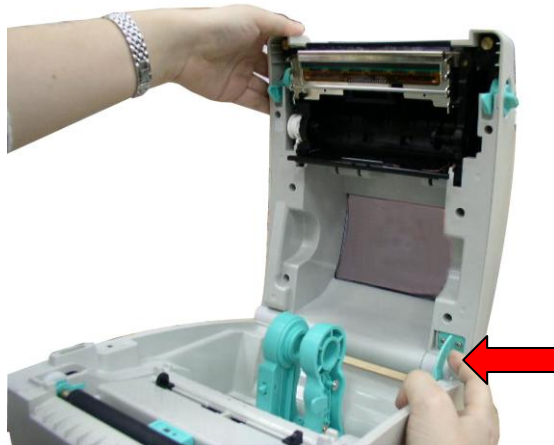
1. Open the printer top cover by pulling the tabs located on each side towards the front of the printer, then lift the top cover to the maximum open angle.



2. A top cover support at the rear of the printer will engage with lower inner cover to hold the printer top cover open.



3. Hold the top cover and press the top cover support to disengage the top cover support with lower inner cover. Gently close the top cover.



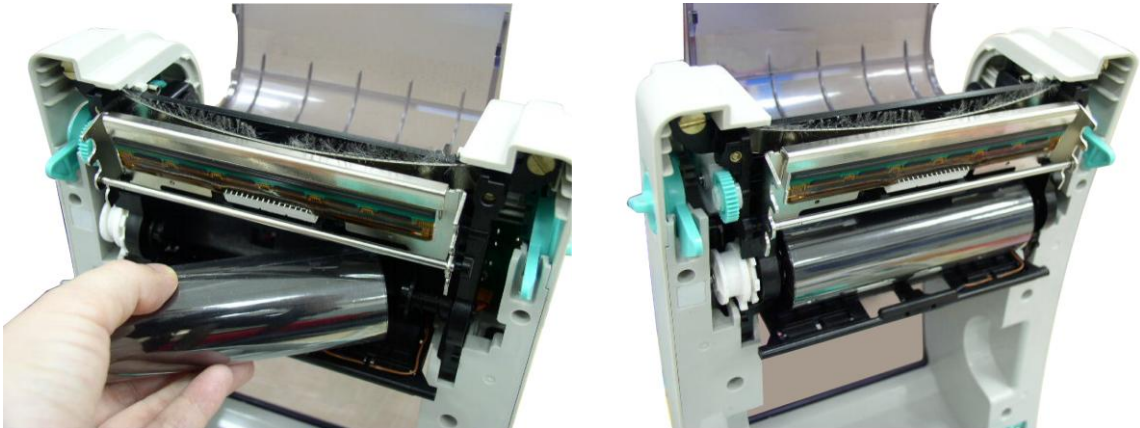
### 3.3 Loading the Ribbon

1. Open the printer's top cover by pulling the top cover open levers located on each side of the printer and lifting the top cover to the maximum open angle.
2. Open the ribbon access cover.

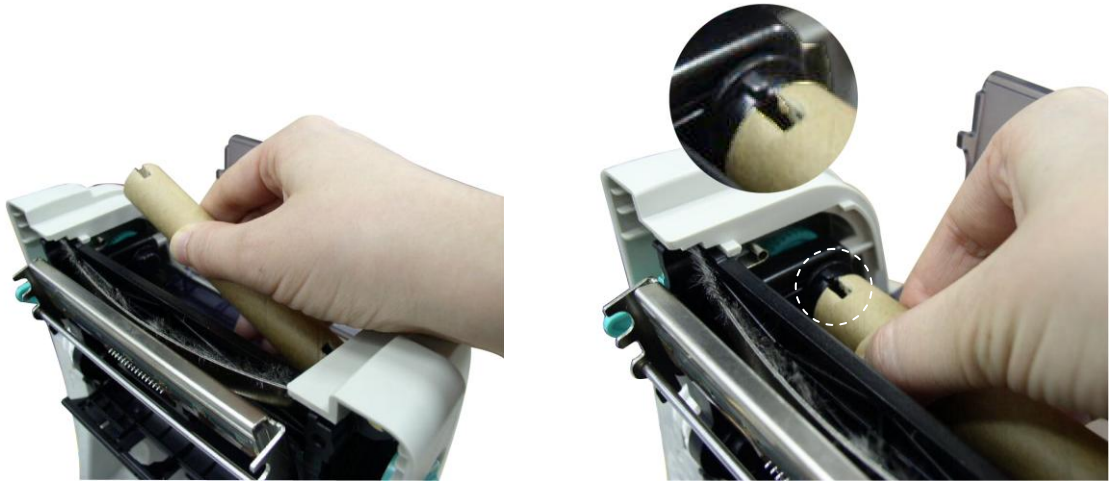


**Note:**

1. In normal printing mode, ribbon access cover can be opened while opens the top cover. Ribbon access cover can be closed while top cover is open or close.
  2. In peeler and cutter mode, please open the top cover then the ribbon access cover can be opened or closed.
3. Insert the ribbon right side onto the supply hub. Align the notches on the left side and mount onto the spokes.



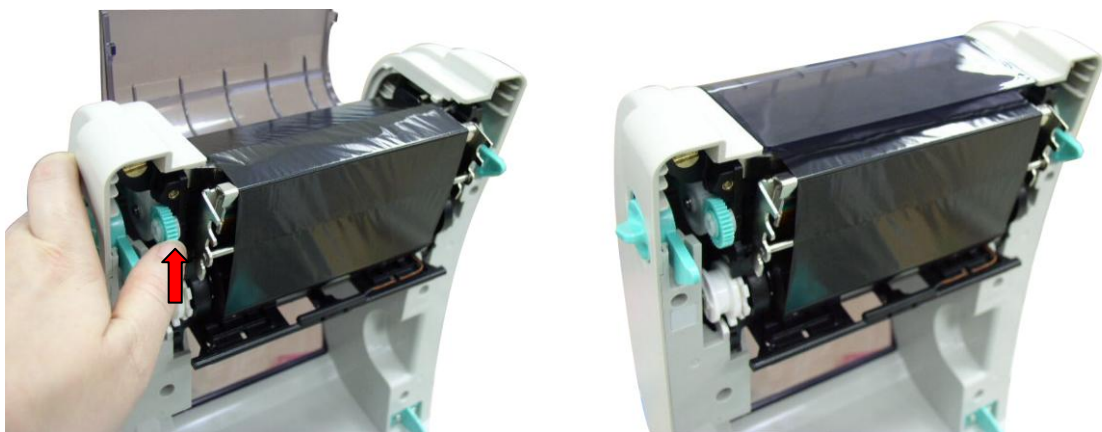
4. Insert the paper core right side onto the rewind hub. Align the notches on the left side and mount onto the spokes.



5. Stick the ribbon onto the ribbon rewind paper core.



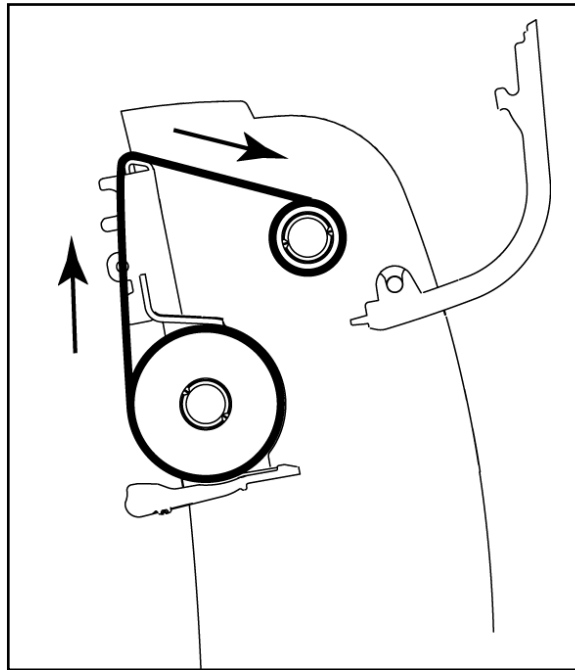
6. Turn the ribbon rewind gear until the ribbon plastic leader is thoroughly wound and the black section of the ribbon covers the print head. Close the ribbon access cover and the top cover.



**Note:**

Please refer to videos on [TSC YouTube](#) or driver CD.

- **Loading Path for Ribbon**

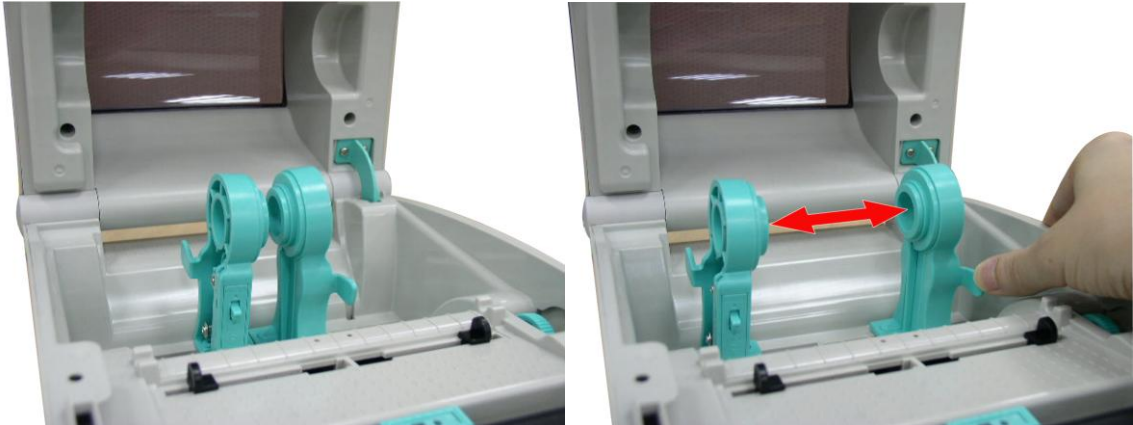




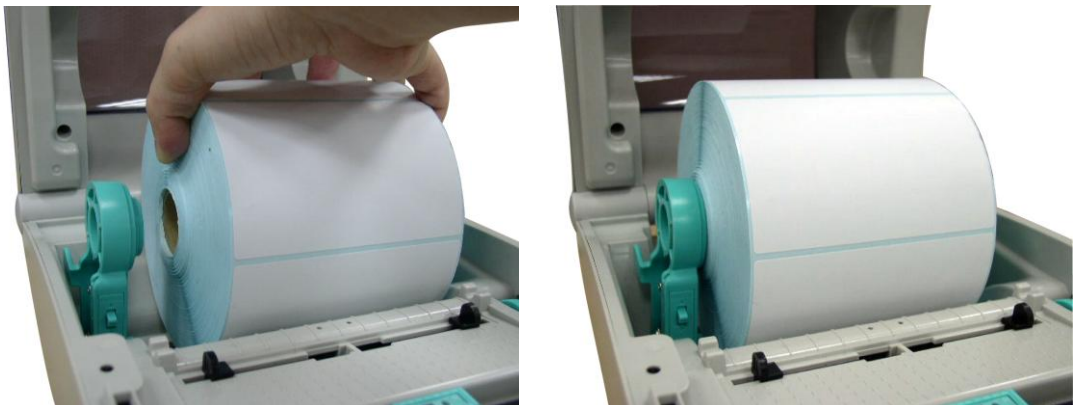
## 3.4 Loading the Media

### 3.4.1 Loading the media

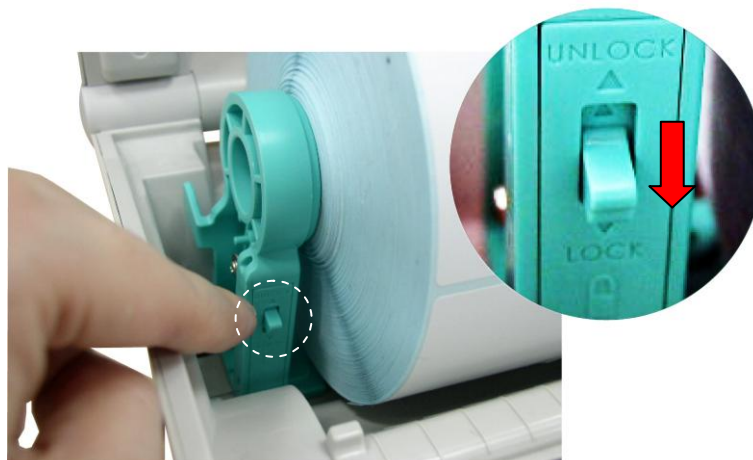
1. Open the printer top cover by pulling the tabs located on each side towards the front of the printer, then lift the top cover to the maximum open angle.
2. Separate and hold open the media holders.



3. Place the roll between the holders and close them onto the core.

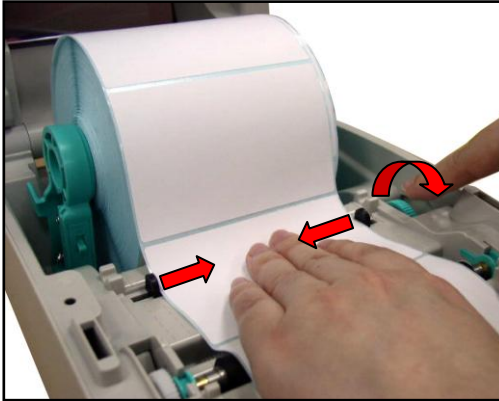


4. Press down the media holder lock switch to hold the label roll firmly.



5. Place the paper, printing side face up, through the media sensor and place the label leading edge onto the platen roller. Move the media guides to fit the label width by turning the guide adjuster knob. Disengage the top cover support and close the top

cover gently.

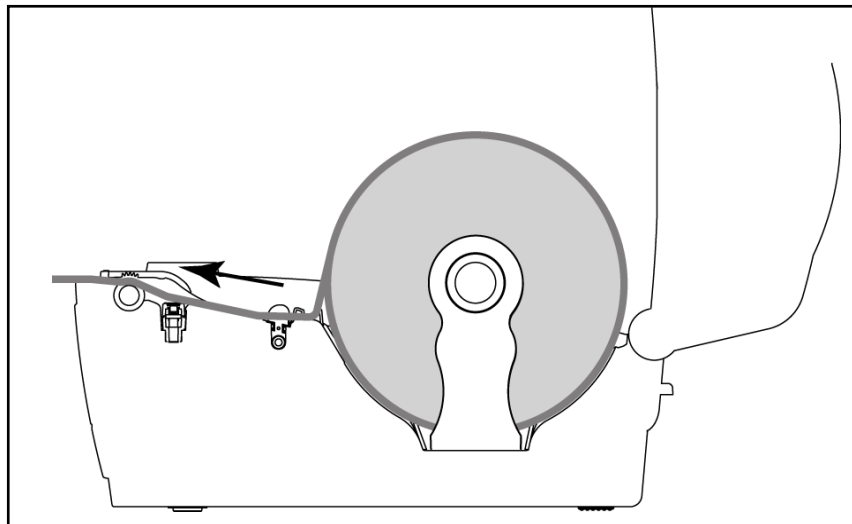


6. Use “Diagnostic Tool” to set the media sensor type and calibrate the selected sensor. (Start the “Diagnostic tool” → Select the “Printer Configuration” tab → Click the “Calibrate Sensor” button ) Please refer to the diagnostic utility quick start guide for more information.

**Note:**

- \* Please calibrate the gap/black mark sensor when changing media.
- \* Please refer to videos on [TSC YouTube](#) or driver CD.

● **Loading path for roll labels**



### 3.4.2 External Label Roll Mount Installation (Option)

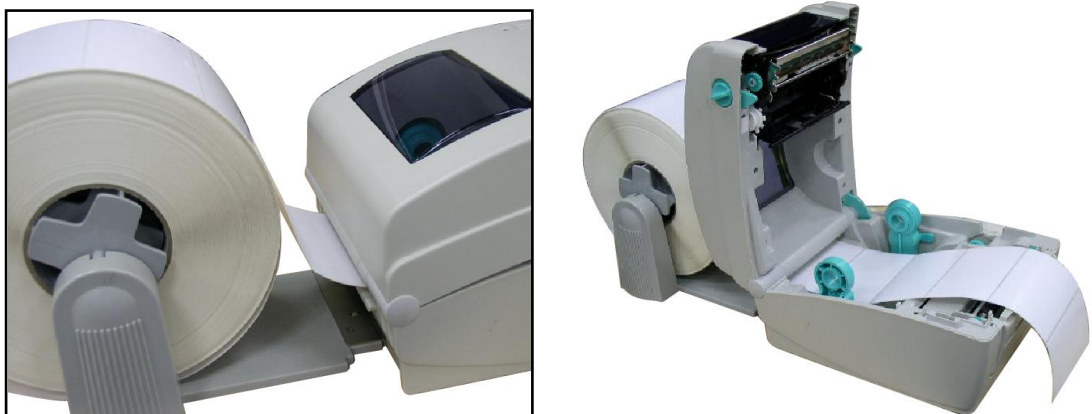
1. Attach an external paper roll mount on the bottom of the printer.



2. Insert a 3" label spindle into a paper roll. And install it on the external paper roll mount.



3. Open the printer's top cover and separate the media holders to fit the media width.
4. Press down the media holder lock switch to fix the media holder.
5. Feeds the media through the rear external label entrance chute. And place the paper, printing side face up, through the media sensor and place the label leading edge onto the platen roller.



6. Move the media guides to fit the label width by turning the guide adjuster knob.
7. Disengage the top cover support and close the top cover gently.

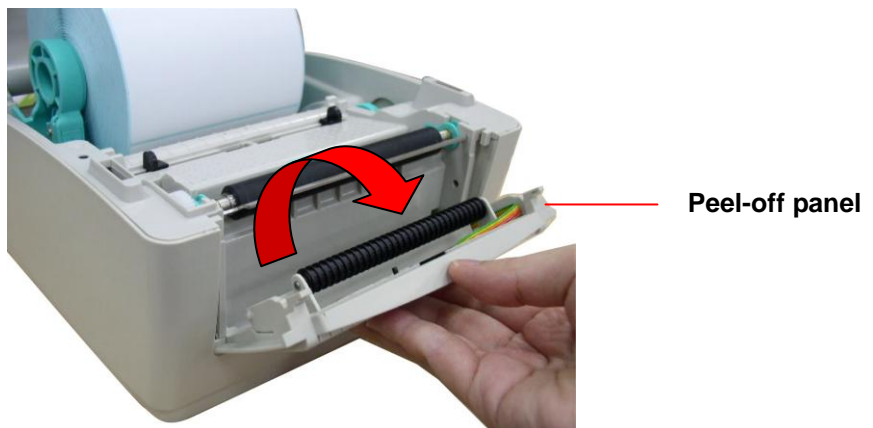


8. Use “Diagnostic Tool” to set the media sensor type and calibrate the selected sensor. (Start the “Diagnostic tool” → Select the “Printer Configuration” tab → Click the “Calibrate Sensor” button) Please refer to the diagnostic utility quick start guide for more information.

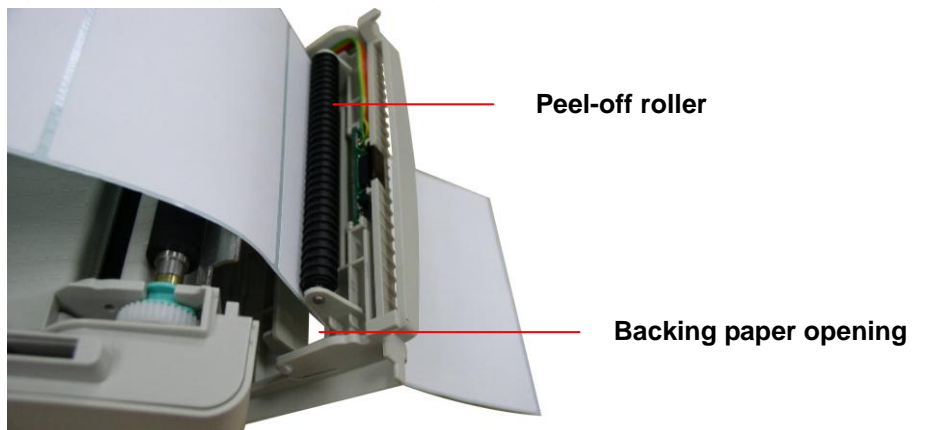
**Note: Please calibrate the gap/black mark sensor when changing media.**

### 3.4.3 Loading Media in Peel-off Mode (Option)

1. Refer to section 3.4.1 to load the media.
2. Feed the paper, printing side facing up, through the paper guide and pass over the platen.
3. Move the media guides to fit the label width by turning the guide adjuster knob.
4. Use “Diagnostic Tool” to set the media sensor type and calibrate the selected sensor. (Start the “Diagnostic tool” → Select the “Printer Configuration” tab → Click the “Calibrate Sensor” button) Please refer to the diagnostic utility quick start guide for more information.
5. Open the peel-off panel by pulling it out.



6. Lead the media through the backing paper opening, beneath the peel-off roller.



7. Push the peel-off panel back to the printer



8. Disengage the top cover support and close the top cover gently.
9. Peeling will automatically start. Press the FEED button to test.

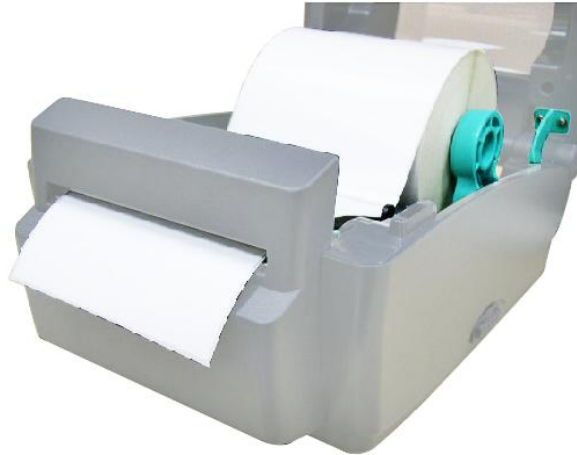


**Note:**

- \* Please calibrate the gap/black mark sensor when changing media.
- \* This peel-off module is supported for the thermal/ plain label only.

### 3.4.4 Loading Media in Cutter Mode (Option)

1. Refer to section 3.4.1 to load the media.
2. Lead the media through the cutter paper opening.



3. Move the media guides to fit the label width by turning the guide adjuster knob.
4. Disengage the top cover support and close the top cover gently.
5. Use “Diagnostic Tool” to set the media sensor type and calibrate the selected sensor. (Start the “Diagnostic tool” → Select the “Printer Configuration” tab → Click the “Calibrate Sensor” button) Please refer to the diagnostic utility quick start guide for more information.

**Note:**

**\* Please calibrate the gap/black mark sensor when changing media.**

**\* Regular cutter specification:**

**Full cut: Paper thickness: 0.06~ 0.19mm, 500,000 cuts**

**Paper thickness: 0.19mm 200,000 cuts**

**Partial cut: Paper thickness: 0.06~0.12mm, 500,000 cuts**


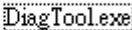
**\* Except for the linerless cutter, all regular/heavy duty/care label cutters DO NOT cut on media with glue.**

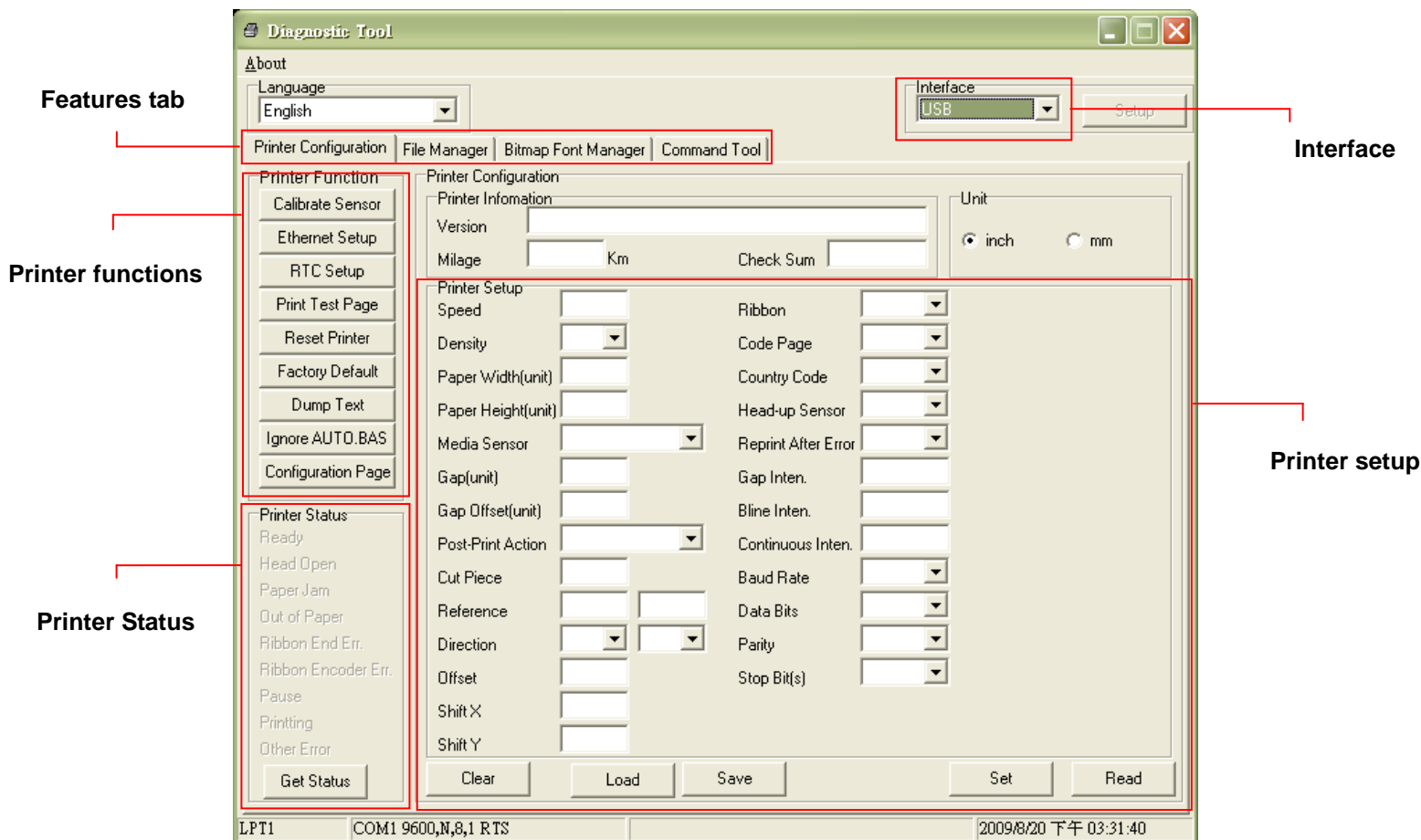
## 3.5 Diagnostic Tool

The Diagnostic Utility is a toolbox that allows users to explore the printer's settings and status; change printer settings; download graphics, fonts, and firmware; create printer bitmap fonts; and to send additional commands to the printer. Using this convenient tool, you can explore the printer status and settings and troubleshoot the printer.

**Note:** This utility works with printer firmware V6.00 and later versions.

### 3.5.1 Start the Diagnostic Tool

1. Double click on the Diagnostic tool icon   to start the software.
2. There are four features (Printer Configuration, File Manager, Bitmap Font Manager, Command Tool) included in the Diagnostic utility.





### 3.5.2 Printer Function (Calibrate sensor, Ethernet setup, RTC setup.....)

1. Select the PC interface connected with bar code printer.
2. Click the “Function” button to setting.
3. The detail functions in the Printer Function Group are listed as below.

|                                      | Function           | Description   |
|--------------------------------------|--------------------|---|
| Printer Function<br>Calibrate Sensor | Calibrate Sensor   | Calibrate the sensor specified in the Printer Setup group media sensor field                        |
| Ethernet Setup                       | Ethernet Setup     | Setup the IP address, subnet mask, gateway for the on board Ethernet (Please refer to next section) |
| RTC Setup                            | RTC Time           | Synchronize printer Real Time Clock with PC   |
| Print Test Page                      | Print Test Page    | Print a test page   |
| Reset Printer                        | Reset Printer      | Reboot printer  |
| Factory Default                      | Factory Default    | Initialize the printer and restore the settings to factory default.                                 |
| Dump Text                            | Dump Text          | To activate the printer dump mode.  |
| Ignore AUTO.BAS                      | Ignore AUTO.BAS    | Ignore the downloaded AUTO.BAS program  |
| Configuration Page                   | Configuration Page | Print printer configuration   |


**Note:**

For more information about Diagnostic Tool, please refer to the diagnostic utility quick start guide in the CD disk \ Utilities directory.

### 3.6 Setting Ethernet by Diagnostic Utility

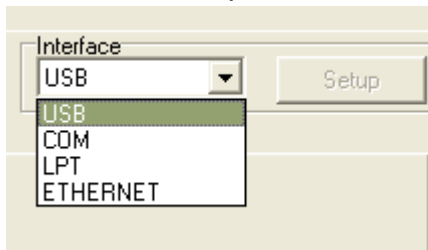
The Diagnostic Utility is enclosed in the CD disk \Utilities directory. Users can use Diagnostic Tool to setup the Ethernet by RS-232, USB and Ethernet interfaces. The following contents will instruct users how to configure the Ethernet by these three interfaces.

#### 3.6.1 Using USB interface to setup Ethernet interface

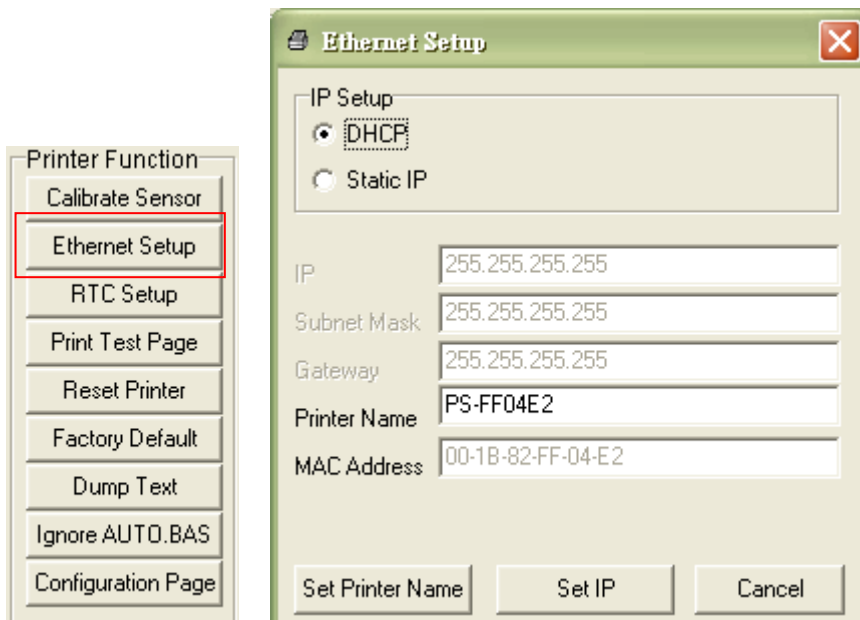
1. Connect the USB cable between the computer and the printer.
2. Turn on the printer power.
3. Start the Diagnostic Utility by double clicking on the  `DiagTool.exe` icon.

**Note: This utility works with printer firmware V6.00 and later versions.**

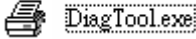
4. The Diagnostic Utility default interface setting is USB interface. If USB interface is connected with printer, no other settings need to be changed in the interface field.



5. Click on the “Ethernet Setup” button from “Printer Function” group in Printer Configuration tab to setup the IP address, subnet mask and gateway for the on board Ethernet.

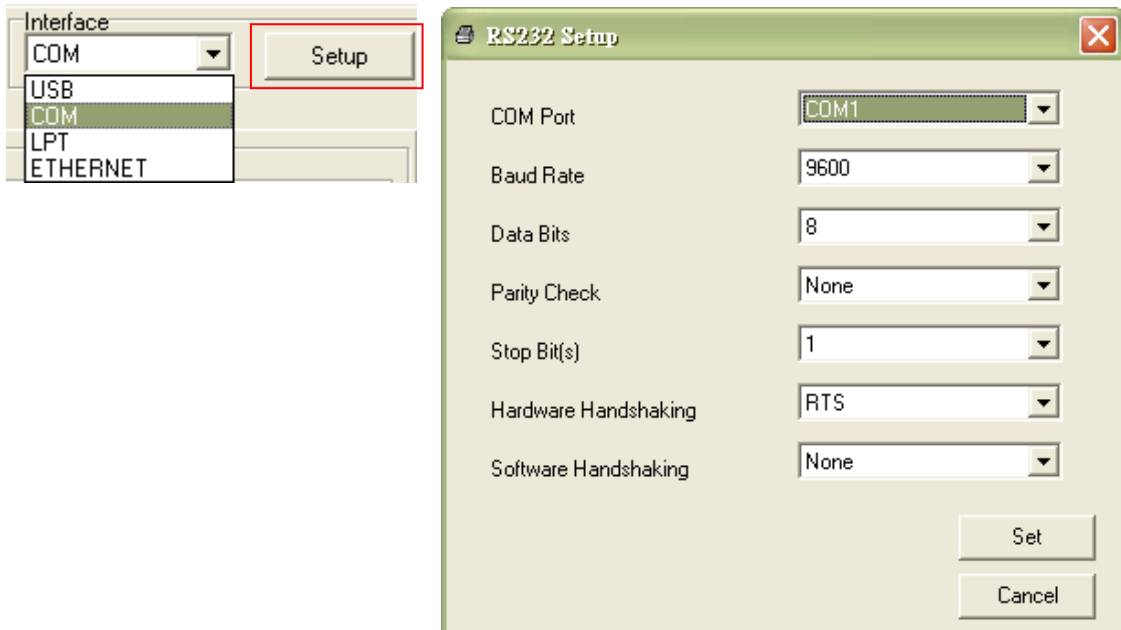


### 3.6.2 Using RS-232 interface to setup Ethernet interface

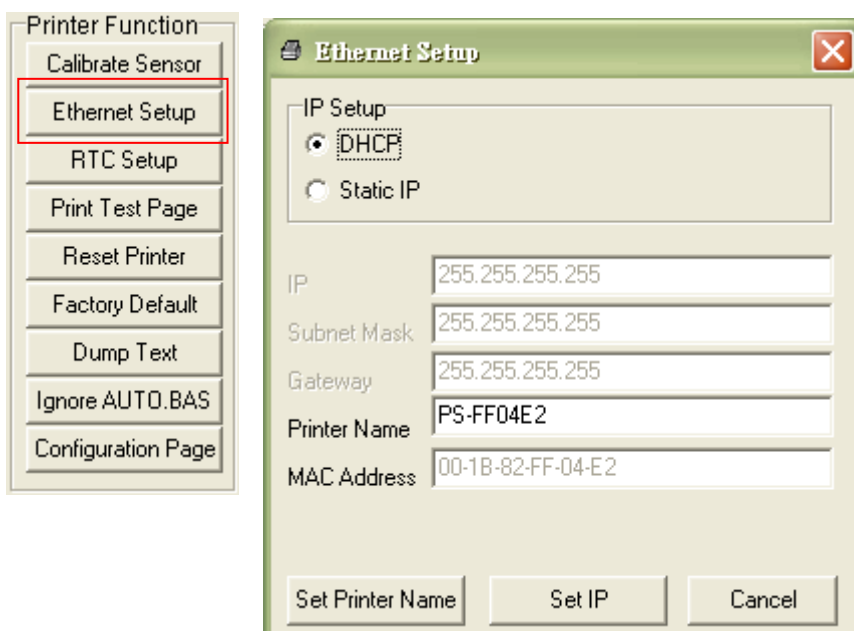
1. Connect the computer and the printer with a RS-232 cable.
2. Turn on the printer power.
3. Start the Diagnostic Utility by double clicks on the  icon.

**Note: This utility works with printer firmware V6.00 and later versions.**

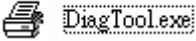
4. Select “COM” as interface then click on the “Setup” button to setup the serial port baud rate, parity check, data bits, stop bit and flow control parameters.

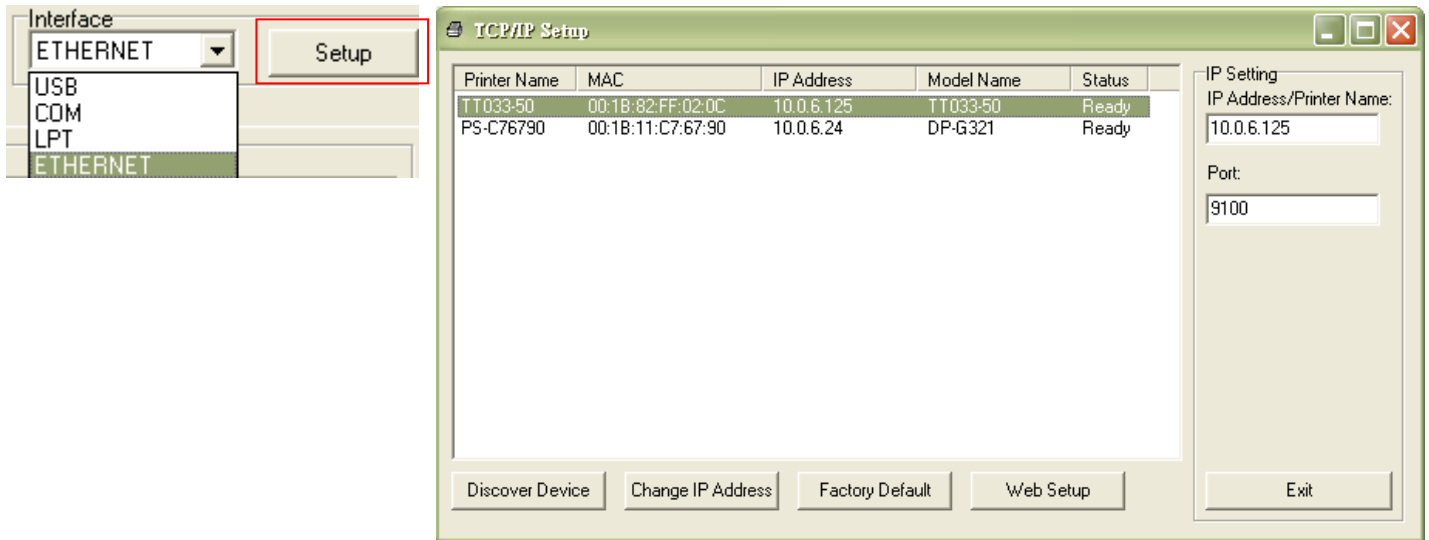


5. Click on the “Ethernet Setup” button from printer function of Printer Configuration tab to setup the IP address, subnet mask and the gateway for the on board Ethernet.

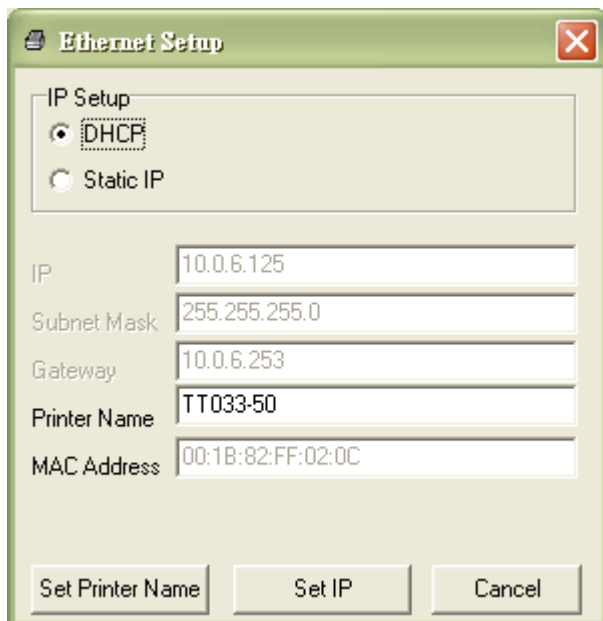


### 3.6.3 Using Ethernet interface to setup Ethernet interface

1. Connect the computer and the printer to the LAN.
2. Turn on the printer power.
3. Start the Diagnostic Utility by double clicks on the  icon.  
**Note: This utility works with printer firmware V6.00 and later versions.**
4. Select “Ethernet” as the interface then click on the “Setup” button to setup the IP address, subnet mask and gateway for the on board Ethernet.



5. Click the “Discover Device” button to explore the printers that exist on the network.
6. Select the printer in the left side of listed printers, the correspondent IP address will be shown in the right side “IP address/Printer Name” field.
7. Click “Change IP Address” to configure the IP address obtained by DHCP or static.



The default IP address is obtained by DHCP. To change the setting to static IP address, click “Static IP” radio button then enter the IP address, subnet mask and

gateway. Click “Set IP” to take effect the settings.

Users can also change the “Printer Name” by another model name in this fields then click “Set Printer Name” to take effect this change.

***Note: After clicking the “Set Printer Name” or “Set IP” button, printer will reset to take effect the settings.***

8. Click “Exit” button to exit the Ethernet interface setup and go back to Diagnostic Tool main screen.

Factory Default button

This function will reset the IP, subnet mask, gateway parameters obtained by DHCP and reset the printer name.

Web setup button

Except to use the Diagnostic Utility to setup the printer, you can also explore and configure the printer settings and status or update the firmware with the IE or Firefox web browser. This feature provides a user friendly setup interface and the capability to manage the printer remotely over a network.

### 3.7 Install SD Memory Card

1. Open the SD memory card cover.



2. Plug in the SD card on main board.



3. Close the memory card cover.



\* Recommended SD card specification.

| SD card spec      | SD card capacity | Approved SD card manufacturer |
|-------------------|------------------|-------------------------------|
| V1.0, V1.1        | 128 MB           | SanDisk, Transcend            |
| V1.0, V1.1        | 256 MB           | SanDisk, Transcend, Panasonic |
| V1.0, V1.1        | 512 MB           | SanDisk, Transcend, Panasonic |
| V1.0, V1.1        | 1 GB             | SanDisk, Transcend, Panasonic |
| V2.0 SDHC CLASS 4 | 4 GB             |                               |
| V2.0 SDHC CLASS 6 | 4 GB             | SanDisk, Transcend, Panasonic |
| V1.0, V1.1        | microSD 128 MB   | Transcend, Panasonic          |

|   |                |                      |
|---|----------------|----------------------|
| V1.0, V1.1  | microSD 256 MB | Transcend, Panasonic |
| V1.0, V1.1  | microSD 512 MB | Panasonic            |
| V1.0, V1.1  | microSD 1 GB   | Transcend, Panasonic |
| V2.0 SDHC CLASS 4   | microSD 4 GB   | Panasonic            |
| V2.0 SDHC CLASS 6   | microSD 4 GB   | Transcend            |
| V1.0, V1.1  | miniSD 128 MB  | Transcend, Panasonic |
| V1.0, V1.1  | miniSD 256 MB  | Transcend, Panasonic |
| V1.0, V1.1  | miniSD 512 MB  | Transcend, Panasonic |
| V1.0, V1.1  | miniSD 1 GB    | Transcend, Panasonic |
| V2.0 SDHC CLASS 4   | miniSD 4 GB    | Transcend            |
| V2.0 SDHC CLASS 6   | miniSD 4 GB    |                      |
| <ul style="list-style-type: none"> <li>- The DOS FAT file system is supported for the SD card.</li> <li>- Folders/files stored in the SD card should be in the 8.3 filename format</li> <li>- The miniSD/microSD card to SD card slot adapter is required.</li> </ul> |                |                      |

## 4. LED and Button Functions

This printer has one button and one three-color LED indicator. By indicating the LED with different color and pressing the button, printer can feed labels, pause the printing job, select and calibrate the media sensor, print printer self-test report, reset printer to defaults (initialization). Please refer to the button operation below for different functions.

### 4.1 LED indicator

| LED Color    | Description  |
|--------------|--|
| Green/ Solid | This illuminates that the power is on and the device is ready to use.  |
| Green/ Flash | This illuminates that the system is downloading data from PC to memory or the printer is paused.                 |
| Amber        | This illuminates that the system is clearing data from printer.  |
| Red / Solid  | This illuminates printer head open, cutter error.  |
| Red / Flash  | This illuminates a printing error, such as head open, paper empty, paper jam, ribbon empty, or memory error etc. |

### 4.2 Regular button function

#### 1. Feed labels

When the printer is ready, press the button to feed one label to the beginning of next label.

#### 2. Pause the printing job

When the printer is printing, press the button to pause a print job. When the printer is paused the LED will blink green. Press the button again to continue the printing job.

### 4.3 Power on utilities

There are six power-on utilities to set up and test printer hardware. These utilities are activated by pressing FEED button then turning on the printer power simultaneously and release the button at different color of LED.

Please follow the steps below for different power-on utilities.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.



3. Release the button when LED indicates with different color for different functions.

| <i>Power on utilities</i>   | <b>The LED color will be changed as following pattern:</b> |                   |                     |                     |                           |                         |                |
|---|--|-------------------|---------------------|---------------------|---------------------------|-------------------------|----------------|
| <i>LED color</i>  | Amber  | Red<br>(5 blinks) | Amber<br>(5 blinks) | Green<br>(5 blinks) | Green/Amber<br>(5 blinks) | Red/Amber<br>(5 blinks) | Solid green    |
| <i>Functions</i>  |  | <i>Release</i>    |                     |                     |                           |                         |                |
| <b>1. Ribbon Sensor Calibration and Gap / black mark sensor calibration</b>         |  | <i>Release</i>    |                     |                     |                           |                         |                |
| <b>2. Gap / black mark sensor calibration, Self-test and enter dump mode</b>        |  |                   | <i>Release</i>      |                     |                           |                         |                |
| <b>3. Printer initialization</b>  |  |                   |                     | <i>Release</i>      |                           |                         |                |
| <b>4. Set black mark sensor as media sensor and calibrate the black mark sensor</b> |  |                   |                     |                     | <i>Release</i>            |                         |                |
| <b>5. Set gap sensor as media sensor and calibrate the gap sensor</b>               |  |                   |                     |                     |                           | <i>Release</i>          |                |
| <b>6. Skip AUTO.BAS</b>   |  |                   |                     |                     |                           |                         | <i>Release</i> |

#### 4.3.1 Ribbon and Gap/Black Mark Sensor Calibration

Gap/black mark sensor sensitivity should be calibrated at the following conditions:

1. A brand new printer
2. Change label stock.
3. Printer initialization.

Please follow the steps below to calibrate the ribbon and gap/black mark sensor.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
- 3 Release the button when LED becomes **red** and blinking. (Any red will do during the 5 blinks).

- It will calibrate the ribbon sensor and gap/black mark sensor sensitivity.
- The LED color will be changed as following order :  
Amber → **red (5 blinks)** → amber (5 blinks) → green (5 blinks) → green/amber (5 blinks) → red/amber (5 blinks) → solid green

**Note:**

Please select gap or black mark sensor by sending GAP or BLINE command to printer prior to calibrate the sensor.

For more information about GAP and BLINE command, please refer to TSPL2 programming manual.

### 4.3.2 Gap/Black Mark Calibration, Self-test and Dump Mode

While calibrate the gap/black mark sensor, printer will measure the label length, print the internal configuration (self-test) on label and then enter the dump mode. To calibrate gap or black mark sensor, depends on the sensor setting in the last print job.

Please follow the steps below to calibrate the sensor.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED becomes **amber** and blinking. (Any amber will do during the 5 blinks)

- The LED color will be changed as following order.

Amber → red (5 blinks) → **amber (5 blinks)** → green (5 blinks) → green/amber (5 blinks) → red/amber (5 blinks) → solid green

4. It calibrates the sensor and measures the label length and prints internal settings then enter the dump mode.

**Note:**

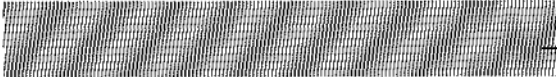
Please select gap or black mark sensor by Diagnostic Tool or by GAP or BLINE command prior to calibrate the sensor.

For more information about GAP and BLINE command, please refer to TSPL2 programming manual.

## Self-test

Printer will print the printer configuration after gap/black mark sensor calibration.

Self-test printout can be used to check if there is any dot damage on the heater element, printer configurations and available memory space.

| Self-test printout   |  |
|--|--|
| <pre> <b>PRINTER INFO.</b>  TTP245C Version: 6.33 EZ MILAGE(m): 272 CHECKSUM: 0594C7F2 SERIAL PORT: 9600,N,8,1 CODE PAGE: 850 COUNTRY CODE: 001 SPEED: 2 INCH DENSITY: 12 SIZE: 4.00 , 2.50 GAP: 0.00 , 0.00 TRANSPARENCE: 16 MAC ADDRESS: 00-1B-82-FF-01-98 DHCP ENABLED: YES IP ADDRESS: 10.0.2.88  SUBNET MASK: 255.255.255.0 DEFAULT GATEWAY: 10.0.2.254 ***** FILE LIST: DRAM FILE:          0 FILE(S)  FLASH FILE:         0 FILE(S)  PHYSICAL DRAM:      8192 KBYTES AVAILABLE DRAM:     256 KBYTES FREE PHYSICAL FLASH:    2048 KBYTES AVAILABLE FLASH:    1088 KBYTES FREE END OF FILE LIST *****                     </pre> | <ul style="list-style-type: none"> <li>Print head test pattern</li> <li>Printer model name &amp; Main board firmware version</li> <li>Printed mileage</li> <li>Main board firmware checksum</li> <li>Serial port setting</li> <li>Code page</li> <li>Country code</li> <li>Print speed</li> <li>Print darkness</li> <li>Label size (width, height)</li> <li>Gap size (vertical gap, offset)</li> <li>Sensor sensitivity</li> </ul><br><p>} File management information</p> |

| Self-test printout (with printer firmware V7.0 and later version)  |   |
|--|---|
| <pre> -----       SYSTEM INFORMATION ----- MODEL:  XXXXXX FIRMWARE: X.XX CHECKSUM: XXXXXXXX S/N:  XXXXXXXXXXXX TCF:  NO DATE:  1970/01/01 TIME:  00:04:18 NON-RESET: 110    m (TPH) RESET: 110    m (TPH) NON-RESET: 0      (CUT) RESET: 0      (CUT) -----                     </pre> | <ul style="list-style-type: none"> <li>Model name</li> <li>F/W version</li> <li>Firmware checksum</li> <li>Printer S/N</li> <li>TSC configuration file</li> <li>System date</li> <li>System time</li> <li>Printed mileage (meter)</li> <li>Cutting counter</li> </ul> |

```

-----
PRINTING SETTING
-----
SPEED: 5 IPS
DENSITY: 8.0
WIDTH: 4.00 INCH
HEIGHT: 4.00 INCH
GAP: 0.00 INCH
INTENSION: 5
CODEPAGE: 850
COUNTRY: 001
-----

```

Print speed (inch/sec)  
 Print darkness  
 Label size (inch)  
 Gap distance (inch)  
 Gap/black mark sensor intension  
 Code page  
 Country code

```

-----
Z SETTING
-----
DARKNESS: 16.0
SPEED: 4 IPS
WIDTH: 4.00 INCH
TILDE: 7EH (~)

CARET: 5EH (^)
DELIMITER: 2CH (,)
POWER UP: NO MOTION
HEAD CLOSE: NO MOTION
-----

```

ZPL setting information  
 Print darkness  
 Print speed (inch/sec)  
 Label size  
 Control prefix  
 Format prefix  
 Delimiter prefix  
 Printer power up motion  
 Printer head close motion

**Note:**  
 ZPL is emulating for Zebra®  
 language.

```

-----
RS232 SETTING
-----
BAUD: 9600
PARITY: NONE
DATA BIT: 8
STOP BIT: 1
-----

```

RS232 serial port  
 configuration

```

-----
DRAM FILE (0 FILES)
-----
PHYSICAL XXXX KBYTES
AVAILABLE XXXX KBYTES
-----

FLASH FILE (0 FILES)
-----
PHYSICAL XXXX KBYTES
AVAILABLE XXXX KBYTES
-----

```

Numbers of download files  
 Total & available memory  
 space



Print head check pattern

## ■ Dump mode

Printer will enter dump mode after printing printer configuration. In the dump mode, all characters will be printed in 2 columns as following. The left side characters are received from your system and right side data are the corresponding hexadecimal value of the characters. It allows users or engineers to verify and debug the program.

|            |   |  |   |
|------------|---|--|---|
| ASCII Data | → | <pre> SPEED 2.0 53 50 45 45 44 20 32 2E 30 0D DENSITY 8 0A 44 45 4E 53 49 54 59 20 38 SET PEEL 0D 0A 53 45 54 20 50 45 45 4C OFF DIRE 20 4F 46 46 0D 0A 44 49 52 45 CTION 0 Q 43 54 49 4F 4E 20 30 0D 0A 47 AP 3.00 mm 41 50 20 33 2E 30 30 20 6D 6D .0.00 mm 2C 30 2E 30 30 20 6D 6D 0D 0A REFERENCE 52 45 46 45 52 45 4E 43 45 20 0.0 SET C 30 2C 30 0D 0A 53 45 54 20 43 UTTER OFF 55 54 54 45 52 20 4F 46 46 0D SIZE 100 0A 53 49 5A 45 20 31 30 30 2E 02 mm.65.0 30 32 20 6D 6D 2C 36 35 2E 30 4 mm CLS 34 20 6D 6D 0D 0A 43 4C 53 0D BARCODE 1 0A 42 41 52 43 4F 44 45 20 31 44.149."39 34 34 2C 31 34 39 2C 22 33 39 .120.1.0. 22 2C 31 32 30 2C 31 2C 30 2C 2.6."57114 32 2C 36 2C 22 35 37 31 31 34 3BT" PRIN 33 38 54 22 0D 0A 50 52 49 4E T 1.1 SPE 54 20 31 2C 31 0D 0A 53 50 45 ED 2.0 DE 45 44 20 32 2E 30 0D 0A 44 45 NSITY 8 S 4E 53 49 54 59 20 38 0D 0A 53  ET PEEL OF 45 54 20 50 45 45 4C 20 4F 46 F DIRECTI 46 0D 0A 44 49 52 45 43 54 49 ON 0 GAP 4F 4E 20 30 0D 0A 47 41 59 20 3.00 mm.0. 33 2E 30 30 20 6D 6D 2C 30 2E 00 mm REF 30 30 20 6D 6D 0D 0A 52 45 46 ERENCE 0.0 45 52 45 4E 43 45 20 30 2C 30 SET CUTT 0D 0A 53 45 54 20 43 55 54 54 ER OFF SI 45 52 20 4F 46 46 0D 0A 53 49 ZE 100.02 5A 45 20 31 30 30 2E 30 32 20 mm.65.04 m 6D 6D 2C 36 35 2E 30 34 20 6D m CLS BA 6D 0D 0A 43 4C 53 0D 0A 42 41 RCODE 144. 52 43 4F 44 45 20 31 34 34 2C 149."39".1 31 34 39 2C 22 33 39 22 2C 31 20.1.0.2.0 32 30 2C 31 2C 30 2C 32 2C 36 ."571143BT 2C 22 35 37 31 31 34 33 38 54 . PRINT 1 22 0D 0A 50 52 49 4E 54 20 31 .1 2C 31 0D 0A </pre> | ← Hex decimal data related to left column of ASCII data |
|------------|---|--|---|

### Note:

1. Dump mode requires 4" wide paper width.
2. Turn off / on the power to resume printer for normal printing.
3. Press FEED button to back to the previous menu.

### 4.3.3 Printer Initialization

Printer initialization is used to clear DRAM and restore printer settings to defaults. The only one exception is ribbon sensitivity, which will not be restored to default. Printer initialization is activated by the following procedures.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns **green** after 5 amber blinks. (Any green will do during the 5 blinks).

### ■ The LED color will be changed as following:

Amber → red (5 blinks) → amber (5 blinks) → **green (5 blinks)** → green/amber (5 blinks) → red/amber (5 blinks) → solid green

Printer configuration will be restored to defaults as below after initialization.

| Parameter            | Default setting   |
|----------------------|---|
| Speed                | 127 mm/sec (5 ips) (203DPI)<br>76 mm/sec (3 ips) (300DPI) |
| Density              | 8   |
| Label Width          | 4" (101.5 mm)   |
| Label Height         | 4" (101.5 mm)   |
| Sensor Type          | Gap sensor  |
| Gap Setting          | 0.12" (3.0 mm)  |
| Print Direction      | 0   |
| Reference Point      | 0,0 (upper left corner)                                   |
| Offset               | 0   |
| Tear Mode            | On  |
| Peel off Mode        | Off   |
| Cutter Mode          | Off   |
| Serial Port Settings | 9600 bps, none parity, 8 data bits, 1 stop bit            |
| Code Page            | 850   |
| Country Code         | 001   |
| Clear Flash Memory   | No  |
| IP Address           | DHCP  |

#### 4.3.4 Set Black Mark Sensor as Media Sensor and Calibrate the Black Mark Sensor

Please follow the steps as below.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns **green/amber** after 5 green blinks. (Any green/amber will do during the 5 blinks).

- The LED color will be changed as following:  
Amber → red (5 blinks) → amber (5 blinks) → green (5 blinks) → **green/amber (5 blinks)** → red/amber (5 blinks) → solid green

#### 4.3.5 Set Gap Sensor as Media Sensor and Calibrate the Gap Sensor

Please follow the steps as below.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns **red/amber** after 5 green/amber blinks. (Any

red/amber will do during the 5 blinks).

- The LED color will be changed as following:  
Amber → red (5 blinks) → amber (5 blinks) → green (5 blinks) → green/amber (5 blinks) → **red/amber (5 blinks)** → solid green

#### 4.3.6 Skip AUTO.BAS

TSPL2 programming language allows user to download an auto execution file to flash memory. Printer will run the AUTO.BAS program immediately when turning on printer power. The AUTO.BAS program can be interrupted without running the program by the power-on utility.

Please follow the procedures below to skip an AUTO.BAS program.

1. Turn off printer power.
2. Press the FEED button and then turn on power.
3. Release the FEED button when LED becomes **solid green**.
  - The LED color will be changed as following:  
Amber → red (5 blinks) → amber (5 blinks) → green (5 blinks) → green/amber (5 blinks) → red/amber (5 blinks) → **solid green**
4. Printer will be interrupted to run the AUTO.BAS program.

## 5. Troubleshooting

The following guide lists the most common problems that may be encountered when operating this bar code printer. If the printer still does not function after all suggested solutions have been invoked, please contact the Customer Service Department of your purchased reseller or distributor for assistance.

### 5.1 LED Status

This section lists the common problems that according to the LED status and other problems you may encounter when operating the printer. Also, it provides solutions.

| LED Status / Color  | Printer Status | Possible Cause   | Recovery Procedure   |
|---------------------|----------------|--|--|
| OFF                 | No response    | No power   | <ul style="list-style-type: none"> <li>* Turn on the power switch.</li> <li>* Check if the green LED is lit on power supply. If it is not lit on, power supply is broken.</li> <li>* Check both power connections from the power cord to the power supply and from the power supply to the printer power jack if they are connected securely.</li> </ul>   |
| Solid Green         | ON             | The printer is ready to use                                      | * No action necessary.   |
| Green with blinking | Pause          | The printer is paused  | * Press the FEED button to resume for printing.  |
| Red with blinking   | Error          | The out of label or ribbon or the printer setting is not correct | <ol style="list-style-type: none"> <li>1. Out of label or ribbon               <ul style="list-style-type: none"> <li>* Load a roll of label and follow the instructions in loading the media then press the FEED button to resume for printing.</li> <li>* Load a roll of ribbon and follow the instructions in loading the ribbon then press the FEED button to resume for printing.</li> </ul> </li> <li>2. Printer setting is not correct               <ul style="list-style-type: none"> <li>* Initialize the printer by instructions in "Power on Utility" or "Diagnostic Tool".</li> </ul> </li> </ol> |

**Note:**

**Printer status can be easily shown on the Diagnostic Tool. For more information about the Diagnostic Tool, please refer to the instruction in the software CD disk.**



## 5.2 Print Quality

| <b>Problem</b>                   | <b>Possible Cause</b>  | <b>Recovery Procedure</b>   |
|----------------------------------|--|---|
| <b>Not Printing</b>              | Check if interface cable is well connected to the interface connector.                   | Re-connect cable to interface.  |
|                                  | The serial port cable pin configuration is not pin to pin connected.                     | Please replace the cable with pin to pin connected.   |
|                                  | The serial port setting is not consistent between host and printer.                      | Please reset the serial port setting.   |
|                                  | The port specified in the Windows driver is not correct.                                 | Select the correct printer port in the driver.  |
|                                  | The Ethernet IP, subnet mask, gateway is not configured properly.                        | Configure the IP, subnet mask and gateway.  |
| <b>No print on the label</b>     | Label or ribbon loaded not correctly.  | Follow the instructions in loading the media or loading the ribbon.                                   |
|                                  | Ribbon run out.  | Loading the ribbon.   |
| <b>Continuous feeding labels</b> | The printer setting may go wrong.  | Please do the initialization and gap/black mark calibration.  |
| <b>Paper Jam</b>                 | Gap/black mark sensor sensitivity is not set properly (sensor sensitivity is not enough) | Calibrate the gap/black mark sensor.  |
|                                  | Make sure label size is set properly.  | Set label size exactly as installed paper in the labeling software or program.                        |
|                                  | Labels may be stuck inside the printer mechanism near the sensor area.                   | Remove the stuck label.   |
| <b>Poor Print Quality</b>        | Top cover is not closed properly.  | Close the top cover completely and make sure the right side and left side levers are latched properly |
|                                  | Check if supply is loaded correctly.   | Reload the supply.  |
|                                  | Ribbon and media are incompatible.   | Change the ribbon or label combination.   |
|                                  | Check if dust or adhesives are accumulated on the print head.                            | Clean the print head.   |
|                                  | Check if print density is set properly.  | Adjust the print density and print speed.   |
|                                  | Check print head test pattern if head element is damaged.                                | Run printer self-test and check the print head test pattern if there is dot missing in the pattern.   |

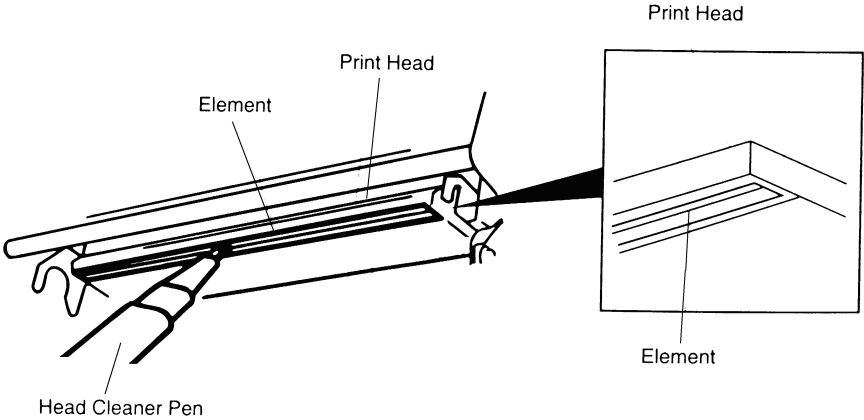
## 6. Maintenance

This session presents the clean tools and methods to maintain your printer.

2. Please use one of following material to clean the printer.

- Cotton swab (Head cleaner pen)
- Lint-free cloth
- Vacuum / Blower brush
- 100% ethanol

2. The cleaning process is described as following:

| Printer Part             | Method   | Interval   |
|--------------------------|--|--|
| <b>Print Head</b>        | <ol style="list-style-type: none"> <li>1. Always turn off the printer before cleaning the print head.</li> <li>2. Allow the print head to cool for a minimum of one minute.</li> <li>3. Use a cotton swab and 100% ethanol to clean the print head surface.</li> </ol>   | Clean the print head when changing a new label roll    |
|                          |  <p>The diagram illustrates the cleaning process of the print head. It shows a hand holding a 'Head Cleaner Pen' and applying it to the 'Print Head' surface. The diagram labels the 'Element' and 'Print Head'. An inset shows a close-up of the 'Element'.</p> |  |
| <b>Platen Roller</b>     | <ol style="list-style-type: none"> <li>1. Turn the power off.</li> <li>2. Rotate the platen roller and wipe it thoroughly with 100% ethanol and a cotton swab, or lint-free cloth.</li> </ol>  | Clean the platen roller when changing a new label roll |
| <b>Tear Bar/Peel Bar</b> | Use the lint-free cloth with 100% ethanol to wipe it.  | As needed  |
| <b>Sensor</b>            | Compressed air or vacuum   | Monthly  |
| <b>Exterior</b>          | Wipe it with water-dampened cloth  | As needed  |
| <b>Interior</b>          | Brush or vacuum  | As needed  |

**Note:**

- Do not touch printer head by hand. If you touch it careless, please use ethanol to clean it.

- **Please use 100% Ethenol. DO NOT use medical alcohol, which may damage the printer head.**
- **Regularly clean the print head and supply sensors once change a new ribbon to keep printer performance and extend printer life.**
- **Continuous printing will cause printer motor overheat. Printer will stop printing automatically about 10~15 minutes until motor is cooling down. Please don't turn off power when printer pauses or the data transferred to printer buffer will be lost.**
- **The maximum printing ratio per dot line is 15% for this printer. To print the full web black line, the maximum black line height is limited to 40 dots, which is 5mm for 203 DPI resolution printer and 3.3mm for 300 DPI resolution printer.**

# Revise History

| Date       | Content  | Editor  |
|------------|--|---------|
| 2008/8/6   | Revise section 3.4.3 (Loading media in peel-off mode)  | Camille |
| 2008/11/17 | Revise section 3.4.2 (External label roll mount installation/Option)   | Camille |
| 2009/2/4   | Revise section 3.4.4 (Loading media in cutter mode/Option)   | Camille |
| 2009/3/11  | Revise sections 2.2.1 & 3.6 (Recommended SD card specification)  | Camille |
| 2009/6/19  | Revise section 1.2   | Camille |
| 2009/10/13 | *Revise section 3.5<br>*Add section 3.6  | Camille |
| 2010/9/1   | Revise section 3.4.3 (Loading media in peel-off mode)  | Camille |
| 2010/11/23 | Revise section 1.2 and 3.1   | Camille |
| 2011/1/25  | Modify TSC address   | Camille |
| 2013/4/2   | Modify section 3.4.4 (cutter spec)<br>Modify section 4.3.2 (V7.0 F/W self test)<br>Add TSC YouTube web address | Camille |



TSC Auto ID Technology Co., Ltd.

Corporate Headquarters  
9F., No.95, Minguan Rd., Xindian Dist.,  
New Taipei City 23141, Taiwan (R.O.C.)  
TEL: +886-2-2218-6789  
FAX: +886-2-2218-5678  
Web site: [www.tscprinters.com](http://www.tscprinters.com)  
E-mail: [printer\\_sales@tscprinters.com](mailto:printer_sales@tscprinters.com)  
[tech\\_support@tscprinters.com](mailto:tech_support@tscprinters.com)

Li Ze Plant  
No.35, Sec. 2, Ligong 1st Rd., Wujie Township,  
Yilan County 26841, Taiwan (R.O.C.)  
TEL: +886-3-990-6677  
FAX: +886-3-990-5577