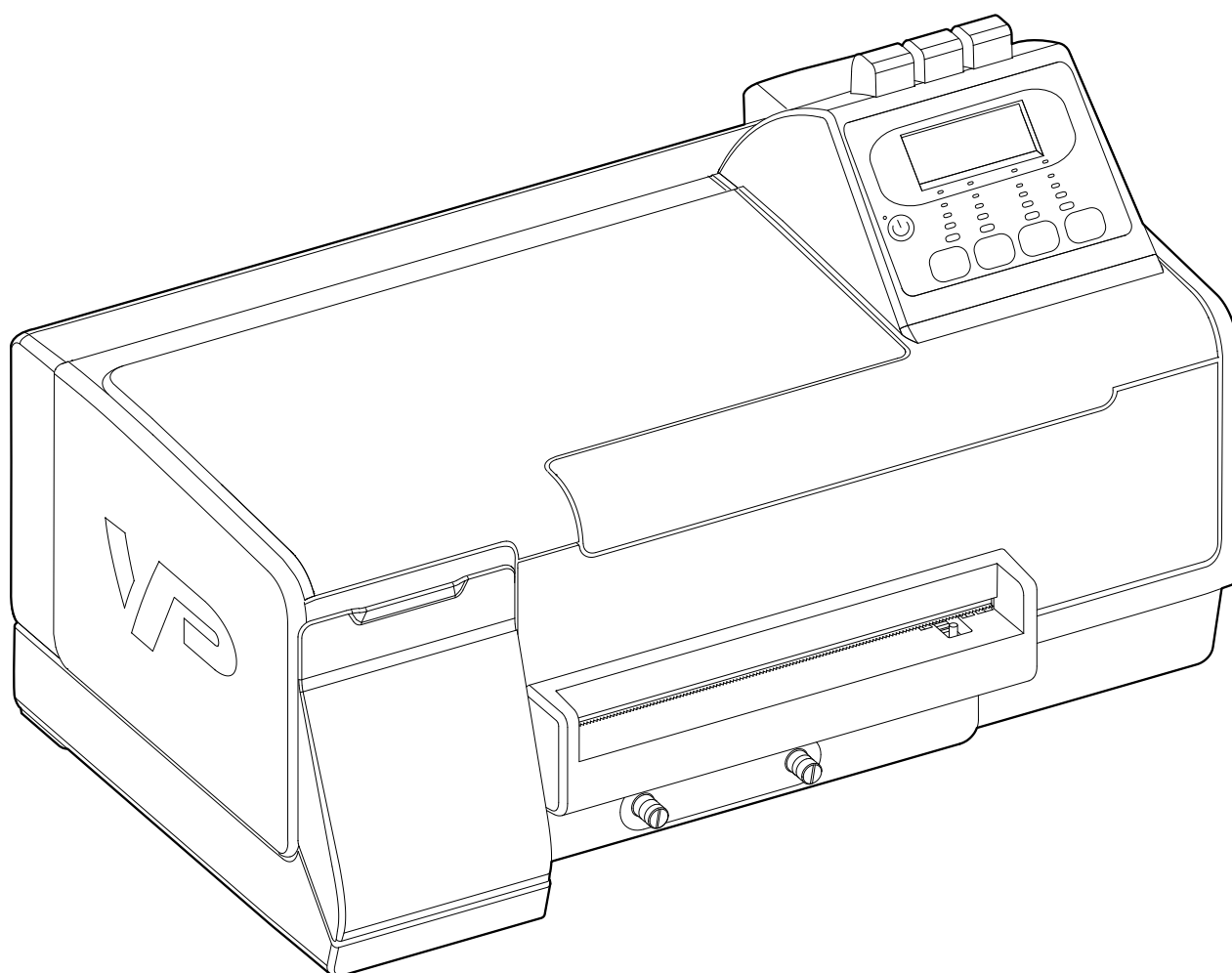


VP 485 Printer

U s e r G u i d e



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VP485 / VP485e User Guide 02/2009

WARNING

Electrical Shock Hazard

Serious shock hazard leading to death or injury may result if you do not take the following precautions:

- Ensure that the AC power outlet (mains) has a protective earth (ground) terminal.
- Disconnect the printer from the power source prior to performing any troubleshooting procedures.
- Prevent water or any other liquids from running onto electrical components or circuits, or through openings in the enclosure.

Regulatory information

VIPColor Environmental Policy

Product VP485 / VP485e is in compliance with the requirements of VIPColor Environmental policy and has been assessed to ensure rate of recovery, re-use and recycling of constituent parts are acceptable.

Ink use

This product's fast mode uses less ink, which might extend the life of the cartridges.

Ozone-depleting chemicals

Ozone-depleting chemicals, such as chlorofluorocarbons (CFCs), have been eliminated from VIPColor Technologies manufacturing processes.

Power consumption

Power usage drops significantly while in PowerSave/Sleep mode, which saves natural resources and saves money without affecting the high performance of this product.

Material safety data sheets

Material safety data sheets (MSDSs) can be obtained from the VIPcolor website at URL: <http://www.vipcolor.com/> .

Recycling

- 1) Listed below are design for recycling pointers that has been incorporated into this product:
 - a) The number of the materials has been kept to a minimum while ensuring proper functionality and reliability.
 - b) Dissimilar materials have been designed to separate easily.
 - c) Fasteners and other connections are easy to locate, access and remove using common tools.
 - d) High priority parts have been designed so that they can be accessed quickly for efficient disassembly and repair.
 - e) The packaging materials for this device are selected to provide maximum protection for the least cost possible, while attempting to minimize environmental impact and facilitate recycling. The rugged design of the product assists in minimizing both packaging materials and damage rates.

- 2) The symbol (shown below) on the product or on its packaging indicates that this product should be separately disposed of, and not together with other unsorted municipal household waste. It is highly recommended to dispose of your waste equipment by handing it over to a designated collection point for recycling of waste electrical and electronic equipment. The separate collection and recycling of waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment, through controlled treatment of possible hazardous substances that may exist. For more information about where you can drop off your waste equipment for recycling, please refer to VIP Color website at URL: <http://www.vipcolor.com/>.



Safety Precautions

Please read the safety warnings and cautions provided in this manual to ensure that you use your printer safely. Do not attempt to use your printer in any other way than is described in this manual.

Warning

You may cause an electric shock/fire or damage the printer if you ignore any of these safety precautions.

Caution

You may cause injury or damage the printer if you ignore any of these safety precautions.

Choosing a location

Do not place the printer close to flammable solvents such as alcohol or thinners.

Power supply

- Never attempt to plug in or unplug the printer from the power supply when your hands are wet.
- Always push the plug all the way into the power outlet.
- Never damage, modify, stretch or excessively bend or twist the power cord. Do not place heavy objects on the power cord.
- Never plug the printer into a power socket that is shared with other equipment (extension lead/cord, 2- or 3- way adapter, etc.).
- Never use the printer if the power cord is bundled or knotted.
- If you detect smoke, unusual smells or strange noises around the printer, immediately unplug the printer at the power supply and call for service.
- Periodically, unplug the power cable from the rear and use a dry cloth to wipe off any dust or dirt collected on the plug and the power outlet. If the printer is placed at a location exposed to a lot of dust, smoke, or high humidity, dust collected on the plug will absorb moisture and may cause insulation failure and fire.

Cleaning the printer

- Use a dry cloth to clean the printer. Never use flammable solvents such as alcohol, benzene or thinners. If flammable solvents come in contact with the electrical components inside the printer, it could cause a fire or electric shock.
- Always unplug the printer from the power outlet before cleaning the printer. If you accidentally switch the printer on while cleaning it, you could injure yourself or damage the printer.

Maintaining the printer

Do not attempt to disassemble or modify the printer. There are no user serviceable parts inside the printer. Never attempt any maintenance procedure which is not described in this guide.

Choosing a location

- Do not install the printer in a location that is unstable or subject to excessive vibration.
- Do not install the printer in locations that are very humid or dusty, in direct sunlight, outdoors, or close to a heating source. To avoid the risk of fire or electric shocks, install the printer in a location that has a constant temperature range of 5°C to 35°C (41°F to 95°F) and humidity of 10% to 90% (condensation free).
- Do not place the printer on a thick rug or carpet.

Power supply

- Ensure that the area around the power outlet is kept clear at all times so you can easily unplug the power cord when if necessary.
- Never remove the plug by pulling on the cord.
- Do not use an extension lead/cord.
- Never use a power supply source other than the one rated for the printer in the country of where you purchased the printer.
- AC 100-240 V, 50/60 Hz

Working with the printer

- Do not use flammable sprays near the printer. This could cause a fire or electric shock if spray were to come in contact with the electrical components inside the printer.
- Never put your hands or fingers in the printer while it is printing.
- When moving the printer, carry the printer at both ends.
- Do not place any object on the printer.
- Do not place any metal objects (paper clips, staples, etc.) or containers of flammable solvents (alcohol, thinners, etc.) on top of the printer.
- Should any foreign object (metal or liquid) fall into the printer, unplug the power cord and call for service.
- When installing or transporting this printer, do not incline it, lay it down on its side, or turn it upside down. Ink can leak.

Ink Cartridges

- For safety reasons, store ink cartridges out of the reach of small children. If a child should ingest any ink, consult a doctor immediately.
- Do not shake the ink cartridges. Ink may leak out and stain clothing or the surrounding area.
- Never touch the electrical contacts or print head after printing. The metal parts may be very hot and could cause burns.

Choosing a location for the printer

Follow these guidelines to select a suitable location for the printer:

- The area must be well ventilated and free from dust emissions.
- Avoid places where the printer will be exposed to direct sunlight, liquids or chemicals.
- Avoid places that are subject to abrupt changes in temperature and humidity.
- Select a surface that is stable and sturdy to take the weight of the printer.

NOTE: It is recommended that the printer be run on an uninterruptable power supply.

Unpacking the Printer

1. Cut the tape securing the flaps at the top of the printer box.
2. Open up the flaps and remove the packing material from the top of the box.

CAUTION: Be careful when lifting the printer out from the packing box as the printer is heavy. Get help from another person to assist you in lifting the printer out from the box.

3. Carefully lift the printer out from the box and set it on a level and sturdy surface at the selected location.
4. Open the top cover of the printer.
5. Carefully remove the packing material inside the printer.
6. Close the printer cover.

NOTE: Do not throw away the printer box and packing materials in case you need to use them for transporting the printer to another location.

Contents

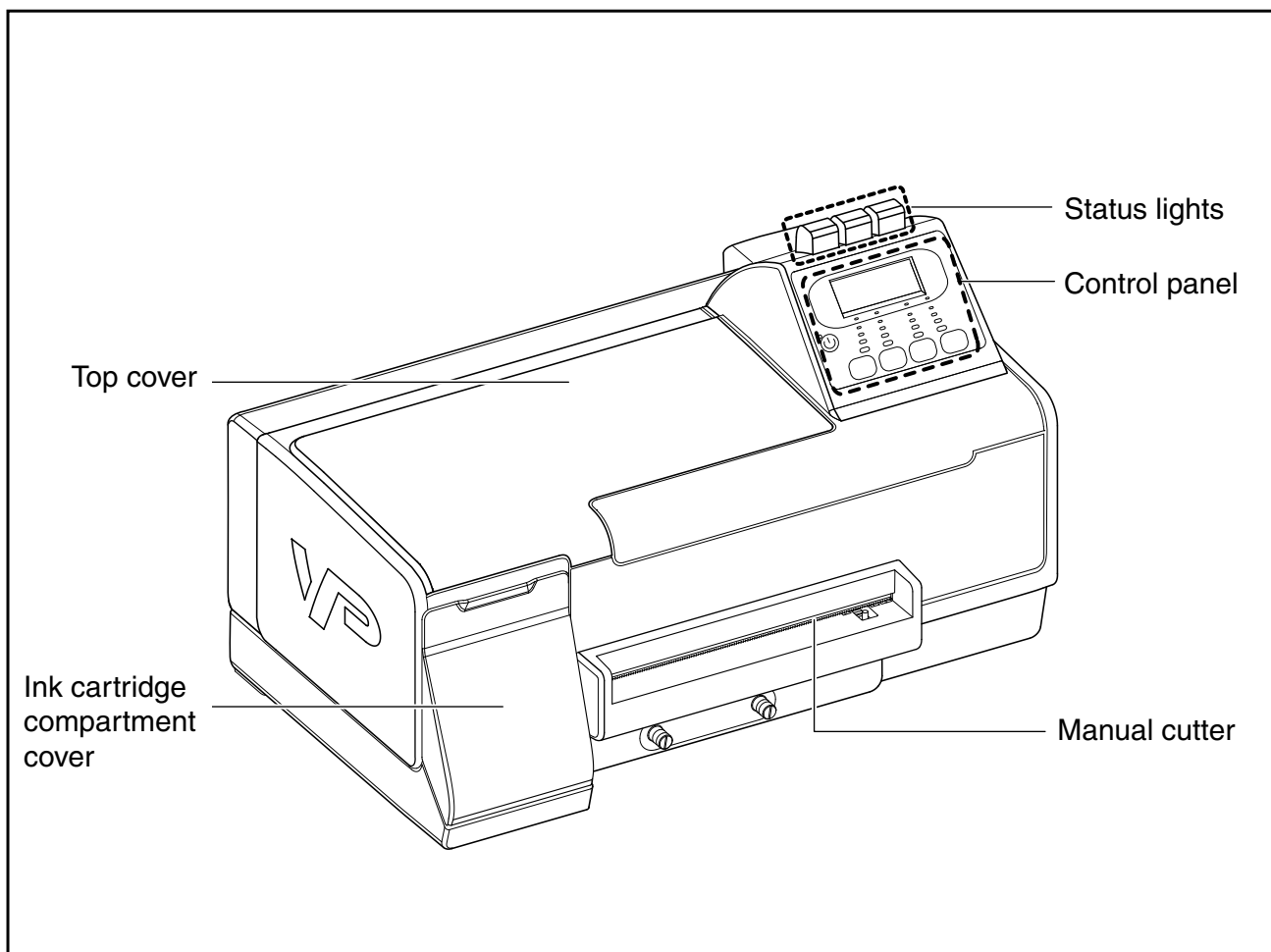
Copyright.....	i
Regulatory Information	ii
Safety Precautions	iii
Choosing a location for the printer.....	vi
Unpacking the Printer	vi
1 Printer Parts and Their Functions.....	1
Front View	1
Control Panel.....	2
Status lights reference.....	3
Rear View	4
2 Setting Up the Printer	5
Install the ink cartridges	5
Install the printheads	6
Connect the power cable.....	8
Run the printhead alignment.....	9
Unwinder Setup.....	10
Load Label Media.....	11
Install the printer driver.....	12
3 Printer Control Panel	13
Control panel display and buttons	13
Selecting printer options.....	15
Main menu	16
Submenus and options	16
Printer Setup menu.....	16
Test menu	16
Maintenance menu	17
Eject Media menu	17
Advanced menu.....	17
4 Using the Printer	18
Select print media	18
Load media	19
Change print settings	20
To change settings from an application for current jobs	20
To change default settings for all future jobs	21
To print on special or custom-sized media	21
Canceling a print job	22

5	Install and Uninstall the Driver Software	23
	To install the software before connecting the printer (recommended)	23
	To connect the printer before installing the software	24
	Uninstall and reinstall the Printer Drivers	25
	Method 1: To uninstall from a Windows computer	25
	Method 2: To uninstall from a Windows computer	26
6	Maintenance	27
	Replace the ink cartridges	27
	Clean the printheads	28
	To align the printheads	28
	To clean the printheads	29
	To replace the printheads	30
	Store printing supplies	32
	Store ink cartridges	32
	Store printheads	32
7	Troubleshooting Resources	33
	Solve printing problems	33
	The printer shuts down unexpectedly	33
	Red, Green and Yellow printer lights are on or flashing	33
	The printer is not responding (nothing prints)	34
	Printer does not recognized an installed printhead	34
	Printer takes a long time to print	34
	Blank or partial page printed	35
	Something on the page is missing or incorrect	35
	Placement of the text or graphics is wrong	35
	Printed image is over the gap	36
	Poor print quality and unexpected printouts	37
	Poor quality printouts	37
	Meaningless characters print	37
	Ink is smearing	38
	Output is faded or dull colored	38
	Colors are printing as black and white	38
	Wrong colors are printing	39
	Printout shows colors bleeding	39
	Colors do not line up properly	39
	Troubleshoot installation issues	40
	Hardware installation suggestions	40
	Software installation suggestions	41
	Clear a jam in the printer	42

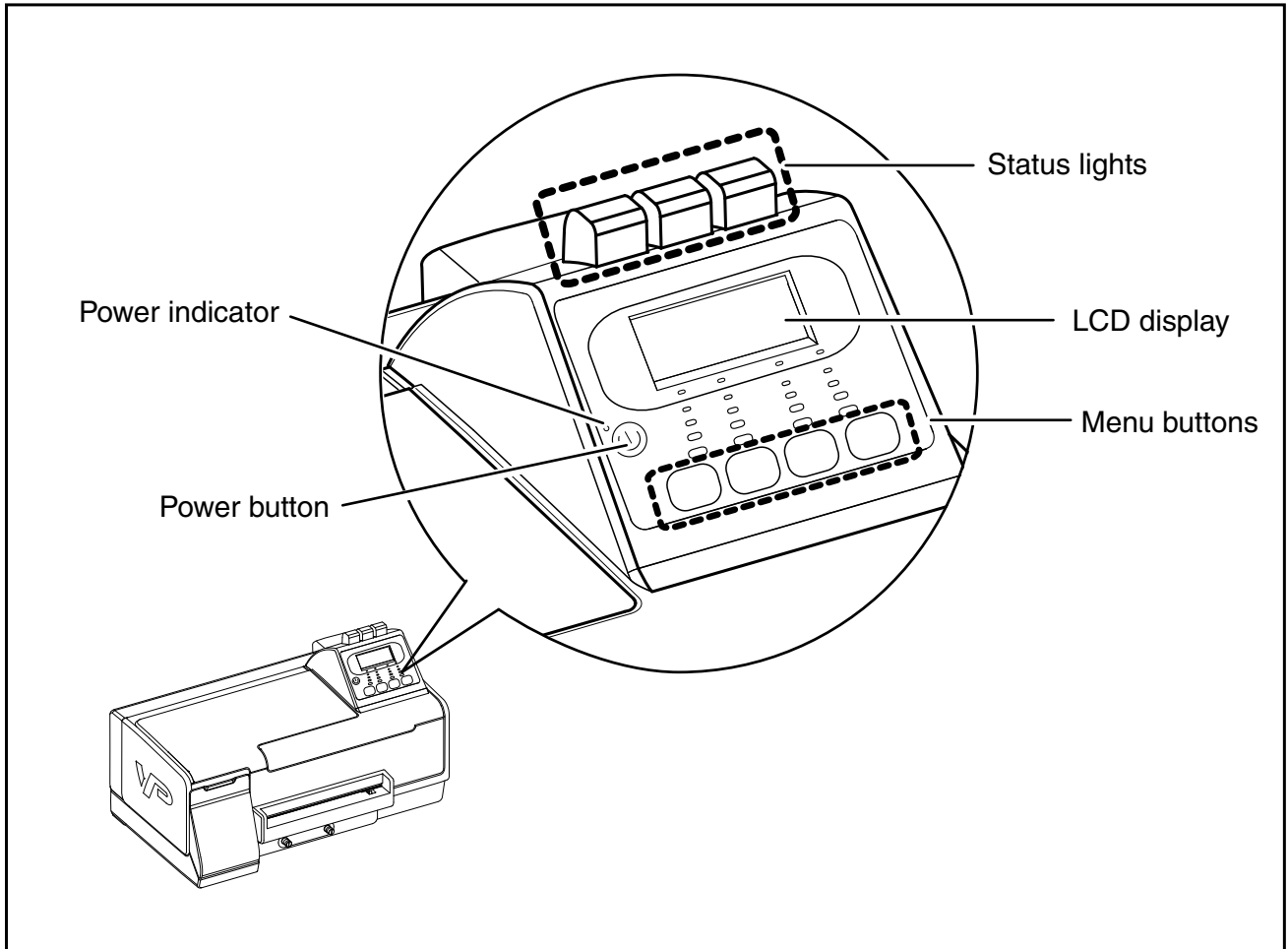
Chapter 1

Printer Parts and Their Functions

Front View



Control Panel

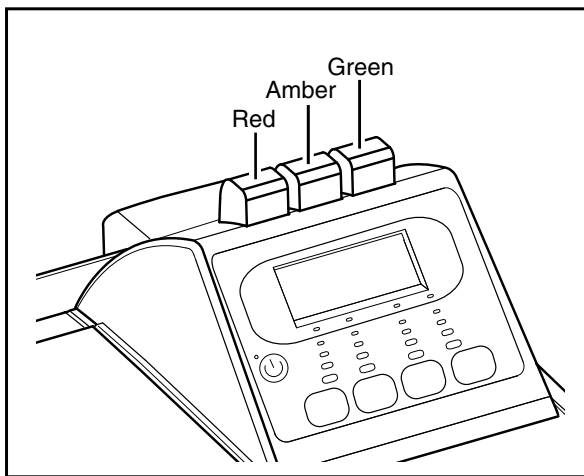


CAUTION: Do not turn off the printer using the Power switch on the rear of the printer. Always turn it off using the Power button on the control panel, to ensure that the printhead carriage is returned to its proper position at the right side of the printer.

Status lights reference

The indicator lights indicate status of the printer and are useful for diagnosing printing problems. This section contains information about the lights, what they indicate, and what action to take if necessary.

Interpreting status lights



Green

- **Off** No power.
- **Solid** Printer is on-line and ready for printing or printing is in progress.
- **Flashing** Printer is receiving data from the host computer.

Amber

- **Off** Printer has no warning status.
- **Solid** One of the ink cartridges is close to empty and needs replacement. Once the ink cartridge is empty the Amber light will go off, and then the red light starts flashing.
- **Flashing** One of the ink cartridges is running low.

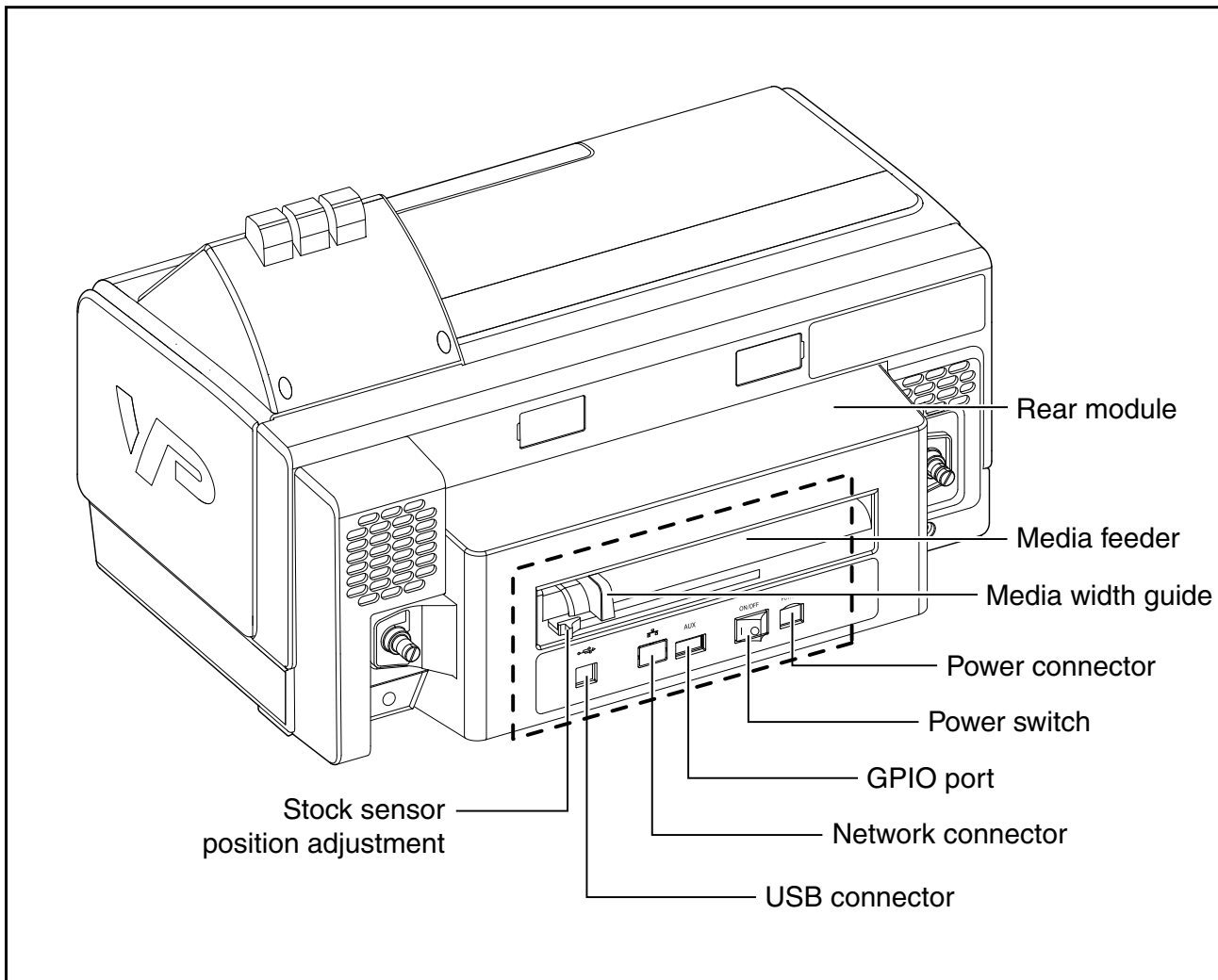
Red

- **Off** Printer has no error status.
- **Solid** Printer has an error status.
- **Flashing** One of the ink cartridges has run out and needs replacement.

The general over all definition of the lights are as follows:

- The green light indicates that the printer is on-line and ready for printing or printing is in progress.
- The amber light is used when the printer warning that one of the supplies is running low.
- The red one shows that the printer has an error.

Rear View



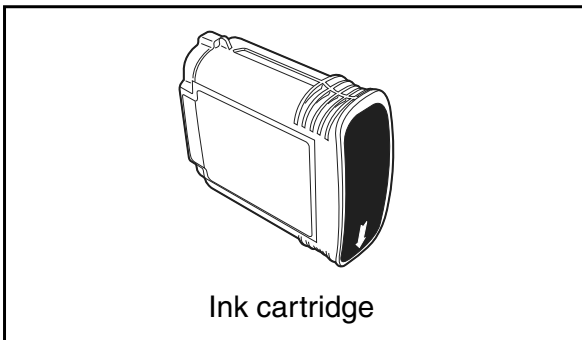
Chapter 2

Setting Up the Printer

To set up the printer, you need to do the following:

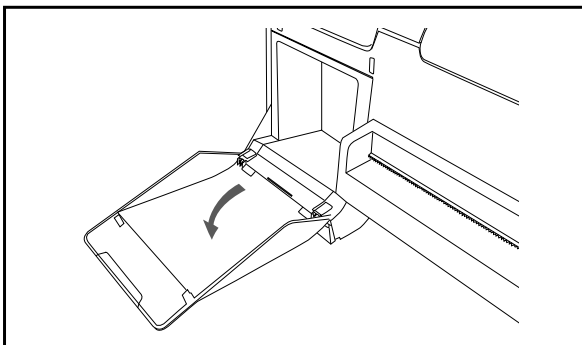
- ① Install the ink cartridges
- ② Install the printheads
- ③ Connect the power cable
- ④ Run the printhead alignment
- ⑤ Unwinder setup
- ⑥ Load Label Media
- ⑦ Install the printer driver

① Install the ink cartridges



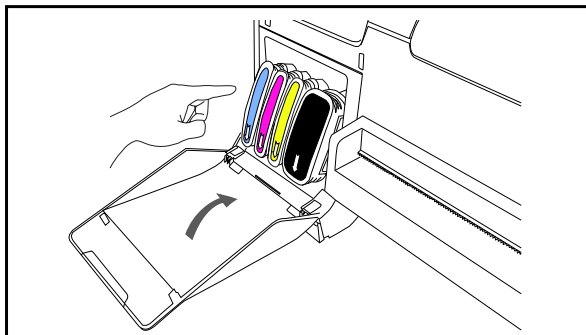
The printer uses four ink cartridges: (**CMYB** – **C**yan, **M**agenta, **Y**ellow and **B**lack) and two printheads.

NOTE: The ink cartridges have to be correctly installed before the printer can function properly.



Each color cartridge fits in a specific slot, as indicated by the colored labels below over slots. From left to right, the colors are **C**yan, **M**agenta, **Y**ellow and **B**lack.

1. Open the ink cartridge compartment cover.
2. Remove ink cartridge from the packaging.

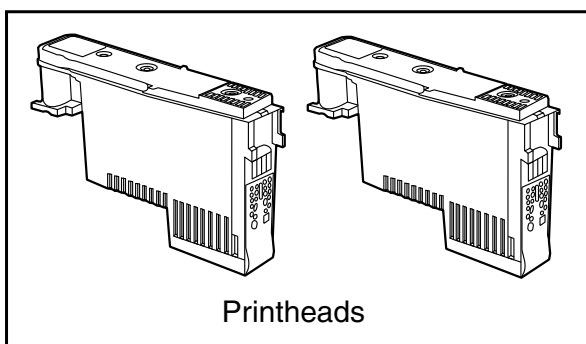


3. Push the ink cartridge firmly into the corresponding slot as indicated by the colored labels at ink cartridge compartment.

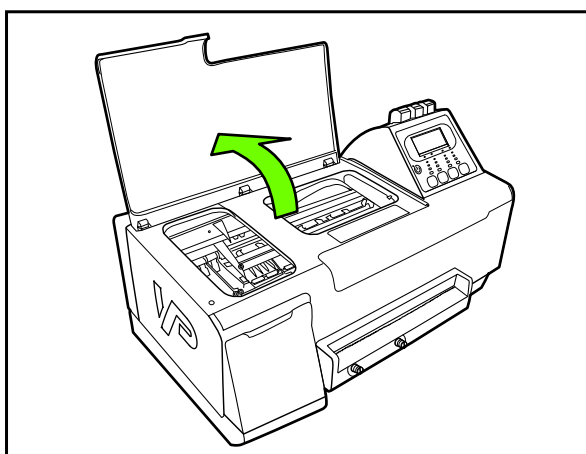
NOTE: The ink cartridge will not sit properly if it is in the wrong slot.

4. Repeat steps 2 and 3 to install the other cartridges.

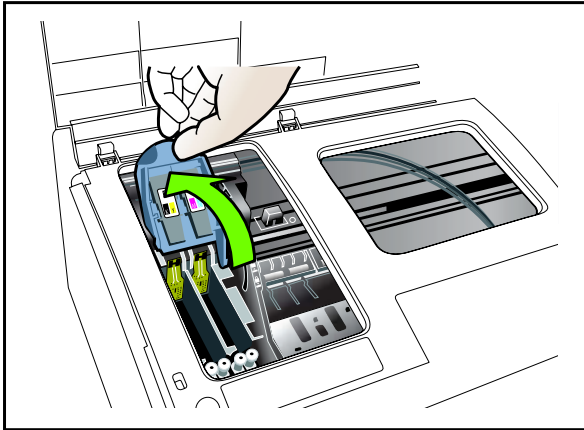
② Install the printheads



NOTE: The printheads have to be correctly installed before the printer can function properly.

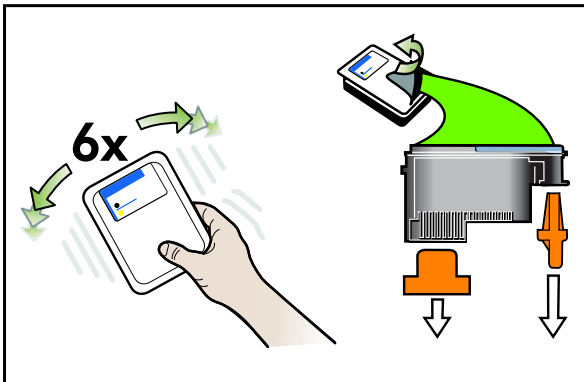


1. Open the top cover.



The printhead carriage is on the left of the printer.

2. Remove the packing tape from each of the latches on the carriage.
3. Lift up the printhead latch.

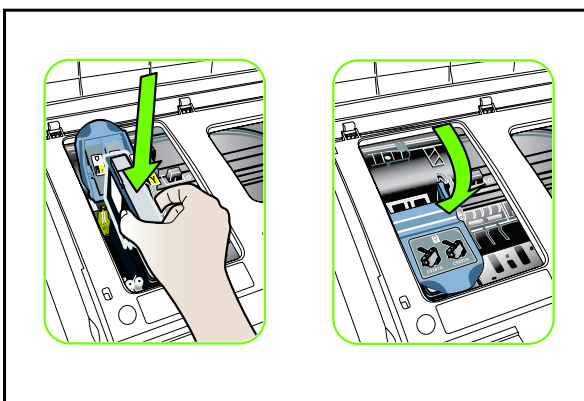


4. Shake the printhead 6 times as shown.
5. Remove the printhead from its packaging.
6. Remove the protective cap and tape.

CAUTION: Handle the protective cap, tape, and ink cartridges carefully to avoid staining your clothes or surrounding work area.

Once the protective cap and tape are removed, do not touch the electrical contacts or print area of the printhead on the ink cartridge. The printer may not print out properly if you touch it.

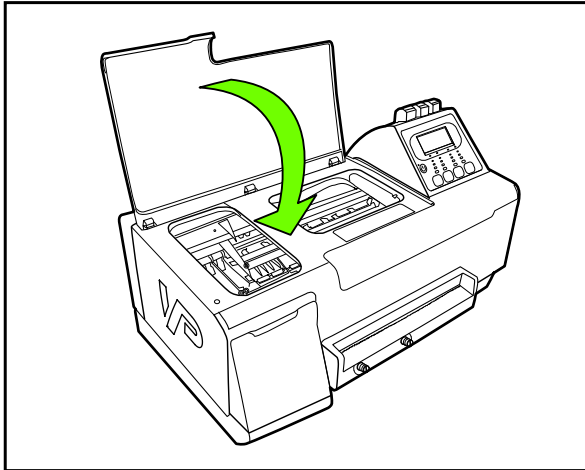
NOTE: Keep the protective cap and tape so that you can replace them on the printhead when you need to remove it from the printer.



7. Check the colored labels on the printhead carriage indicating where each color printhead should be installed.
8. Push the printhead firmly into the carriage.

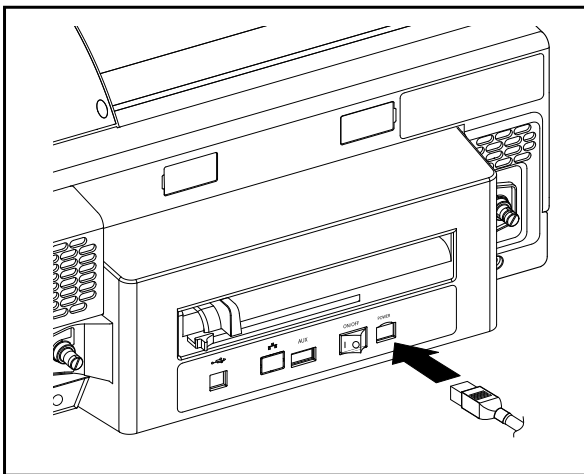
NOTE: The printhead will not sit properly if it is in the wrong slot.

7 SETTING UP THE PRINTER



9. Repeat steps 4 to 8 to install the other printhead.
10. Lower the printhead latch to secure the printheads.
11. Close the top cover.

③ Connect the power cable



NOTE: Make sure the packing material inside the printer has been removed and the printer cover is closed.

1. Attach the power cable securely to the printer before plugging the other end into a power outlet.
2. Turn on the printer using the Power switch near the power connector.

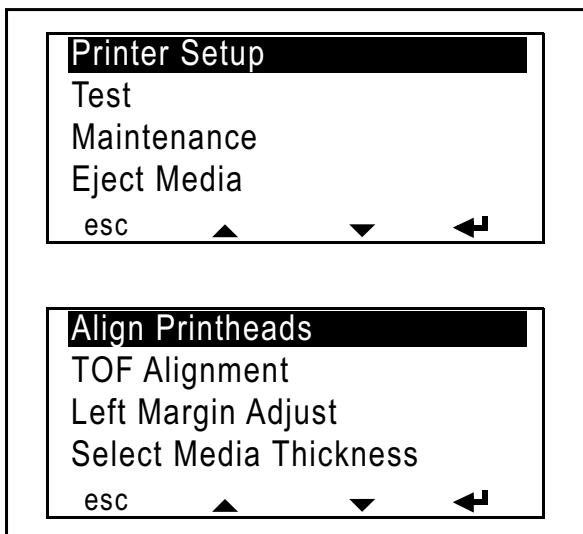
CAUTION: Do not turn off the printer using this Power switch on the rear of the printer. Always turn it off using the Power button on the control panel at the front of the printer. This ensures that the printhead carriage is returned to its proper position at the right side of the printer and that the printheads are protected.

④ Run the printhead alignment

Printhead alignment procedure should be performed when new printheads are installed in the printer. This is to ensure all the printheads are lined up properly to provide optimum print quality.

NOTE: If the printhead alignment procedure is not carried out, your printouts will have misaligned ruled lines and will look fuzzy or blurred.

- Press ▲ or ▼ to move to an option.
- Press ← to select an option.
- Press **esc** to move up to the previous level at any time.

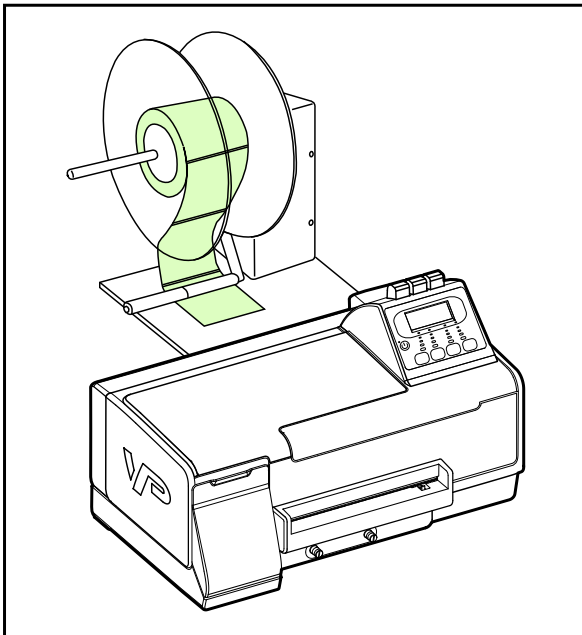
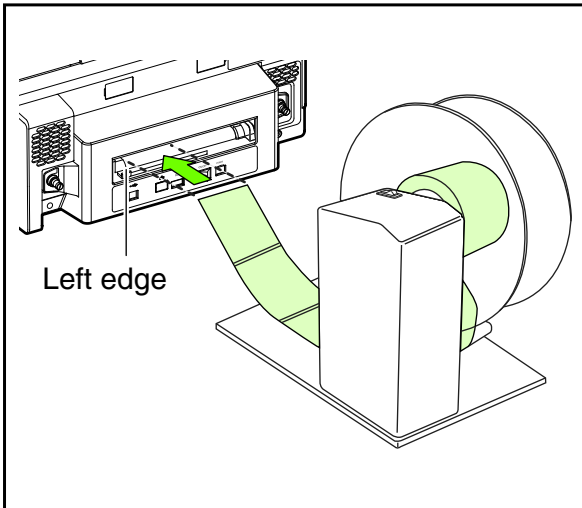


1. On the control panel, press the **MENU** button to enter the Main menu.
2. Select **Printer Setup**.
3. Select **Align Printheads**.
You will be prompted with “**Remove all stock, Insert Letter/A4 paper into rear of printer, Press enter to start**” message.
4. Press ← to begin procedure.

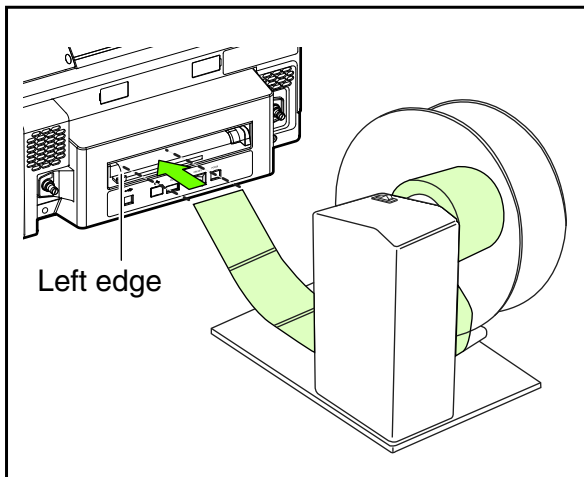
NOTE: The printhead alignment procedure requires two Letter/A4 sized sheets of paper. General purpose material will be sufficient, but inkjet stock is recommended. The procedure will take about 2 minutes to complete. A message appears on the control panel when it is completed.

Once the printhead alignment procedure is completed, proceed to load the media stock you will be using for the print jobs.

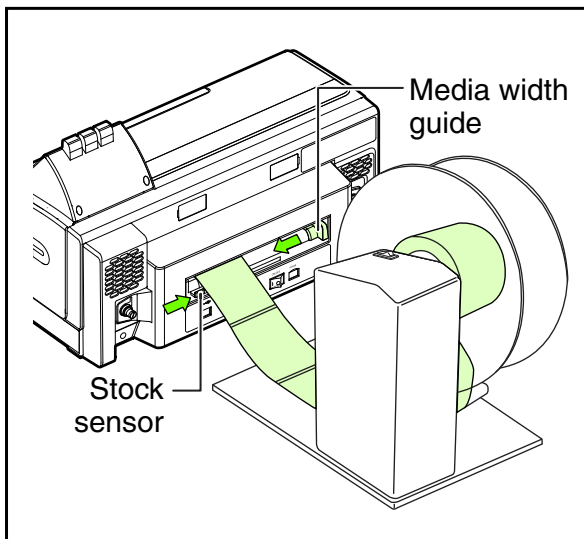
⑤ Unwinder Setup



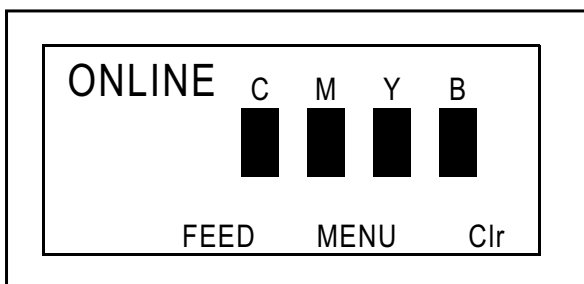
⑥ Load Label Media



1. Insert the media print-side up along the left edge of the media feeder.
The printer will automatically feed the stock and position it correctly for printing.



2. Slide and adjust the media width guide to suit the media stock size that you are using.
3. Slide the stock sensor within the width limits of the media.
4. Make sure the roll of media aligns with the left edge of the media feeder and the media width guide.



5. The control panel will display that the printer is now **ONLINE**.

⑦ Install the printer driver

The printer driver works with the following Windows Operating Systems:

- Windows 2000
- 2003 Server
- XP
- Vista

Install the printer driver from the CD-ROM labeled **BarTender Label Printing Software, VIPColor Special Edition**.



1. Place the **BarTender** CD-ROM into your CD drive. The opening screen will appear automatically.
2. On the opening screen, click **Seagull Printer Drivers**.
3. Run the **Driver Wizard** utility from the folder where the Seagull printer driver files are located.
4. Select **Install Printer Drivers** and complete the wizard.
5. **Follow the instructions on the screen to complete the installation. The printer driver files should now be properly installed.**

You can also install the **BarTender Label Printing Software** which lets you design and print labels using various types of image files including **.bmp, .dxf, .img, .jpg, .pcx, .dcx, .png,** and **.tif**; saved in RGB color space.

You may also use other Windows applications to design labels and use other types of image files.

NOTE: VIPColor Technologies endeavors to rigorously test the driver with multiple software applications, but does not guarantee that it is error-free, and disclaims any liability resulting from the errors.

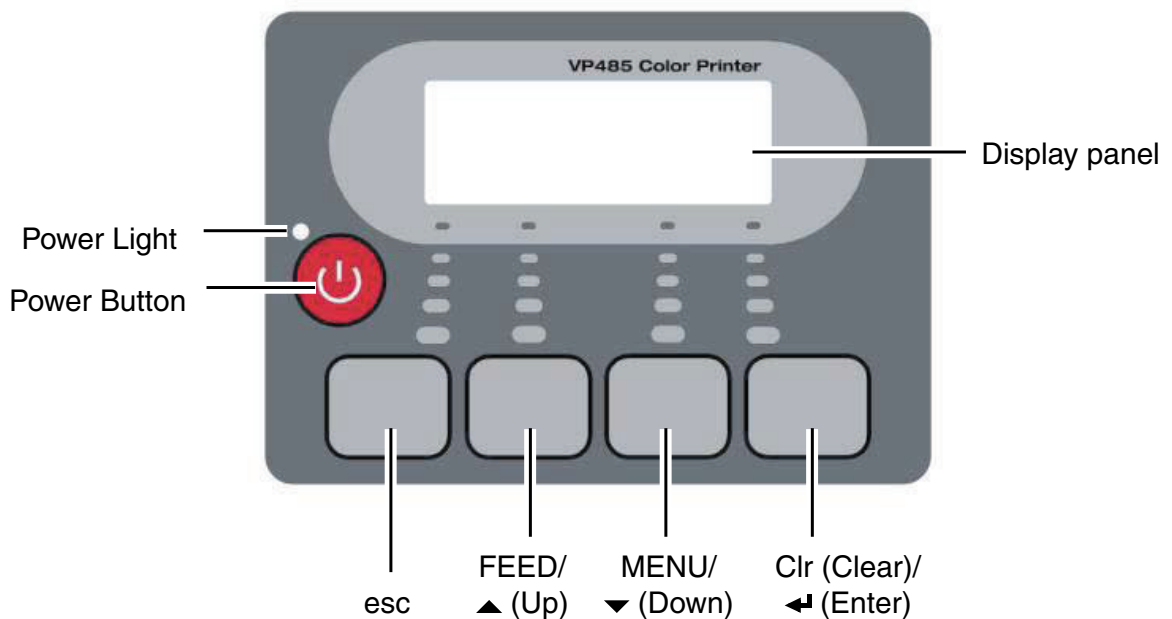
Chapter 3

Printer Control Panel

The printer's control panel displays information about the status of jobs that are being processed, the operating status of the printer, and the status of ink cartridges and printheads.

Some printer functions and settings can be administered from the printer's control panel. These include setting up optional accessories, other servicing and maintenance routines.

Control panel display and buttons



The control panel displays information about the printer status (e.g. Online or Printing), highlights any errors, and lets you access the options on the printer's menu. The bottom line of the display shows the function of each button that is currently activated.

Button / Light	Description
Power button	Power on/off.
Power light	Lights up when the power is turned on.
esc	Cancels the current function. When a function can be canceled, 'esc' appears over the button.
FEED	Feeds a single label.
MENU	Enters the menu of printer options.
↵ (Enter)	Selects an option on the menu or confirms an action. When this button is active, ↵ appears over the button.
Clr (Clear)	Allows user to cancel current print job.

The printer has five buttons on the control panel and their functions are:

Power On/Off

The Power button turns on or off the printer. (User will be prompted by “are you sure you want to switch off” on the display when they press this button. They must press the enter key to confirm or the esc key to go on line again)

esc (button 1)

The esc button allows the user to move out of each menu option. It also allows the user to abort an option they have select i.e. switch the printer Off can be aborted.

FEED / ▲ (Up) (button 2)

The FEED button allows the user to feed one label.

The ▲ (Up) button allows the user to move up through the menu structure.

MENU / ▼ (Down) (button 3)

The MENU button allows the user to enter the menu.

The ▼ (Down) button allows the user to move down through the menu structure.

Clr (Clear) / ↵ (Enter) (button 4)

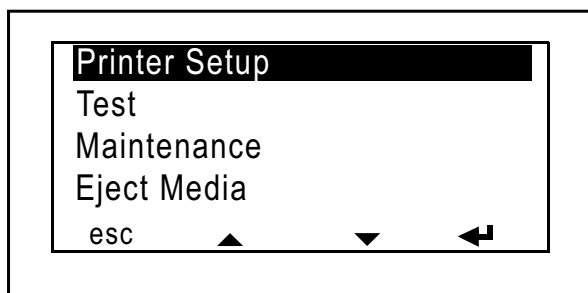
The Clr (Clear) button has one function:

- It allows the customer to cancel the current job.

The ↵ (Enter) has three functions:

- It allows the customer to select an item in the menu or on the display.
- If the customer holds the enter button they change the contrast of the display. This will change from dark to light and back until the customer releases it.

Selecting printer options



When the printer is **ONLINE**, press the **MENU** button to take the printer offline and enter the main menu of options. To scroll through menu, use the ▲ or ▼ button to highlight the option and then press ↵.

Press ...	To ...
esc	Return to the previous menu.
▲ or ▼	Move up or down through options in the current menu.
↵ (Enter)	Select the current option.

Main menu

The printer options are organized in a hierarchy of menus.

The options on the main menu are as follows:

- Printer Setup menu
- Test menu
- Maintenance menu
- Eject Media menu
- Advanced menu

Submenus and options

• Printer Setup menu

Option	Description
Align Printheads	Runs the automatic alignment procedure for new printheads. Two Letter/A4 sized sheets of paper are required.
TOF Alignment	Runs the automatic TOF calibration procedure.
Left Margin Adjust	Adjust the Left Margin.
Select Media Thickness	Fine adjustments to the line feed accuracy to compensate for changes in stock thickness.
Backlash Adjust	Adjust the top margin of the first printed label after the printer has reversed the feed direction.
Select Option	To be used for future options and configurations.
Display Language	Select the language display for the control panel.

• Test menu

Option	Description
Test Prints	Select an option to print the predefined test labels. Load a roll of 6" x 4" (152.4mm x 101.6mm) standard gap stock before running this procedure.
Drop Count	Displays the ink drop count for each ink cartridge.

- **Maintenance menu**

Option	Description
Clean Printheads	Runs a cleaning cycle on the printheads.
Change Printhead	The printheads carriage will move to the left of the printer to allow the changing of the printheads when the printer is still on.
Firmware Version	List the version of the firmware on the printer.
Set Label Threshold	Lets you make fine adjustments to the line feed accuracy to compensate for changes in stock and liner opacity.
Read Metrics	Displays list of items for which usage data is available.
Media Status	The printer displays the current media parameters: Length, gap length.
Spittoon Ink Level	Displays the spittoon (waste) ink level.
Display Errors	Display a list of recently encountered errors.
Default Setting	Revert the printer to its original factory settings.

- **Eject Media menu**

Option	Description
Forward Eject	Eject media from the front of the printer.
Reverse Eject	Eject media from the rear of the printer.

- **Advanced menu**

Option	Description
Color Profile	Lets you disable or enable the Color Map.
LED On/Off	Toggles selection of "ALL LEDS": OFF/ON
Pass Through Mode	Toggles selection of "Pass Through Mode": OFF/ON
Password Setting	Lets you change the level 1 and 2 passwords for the control panel. This can be protected by a level 2 password.

Chapter 4

Using the Printer

Select print media

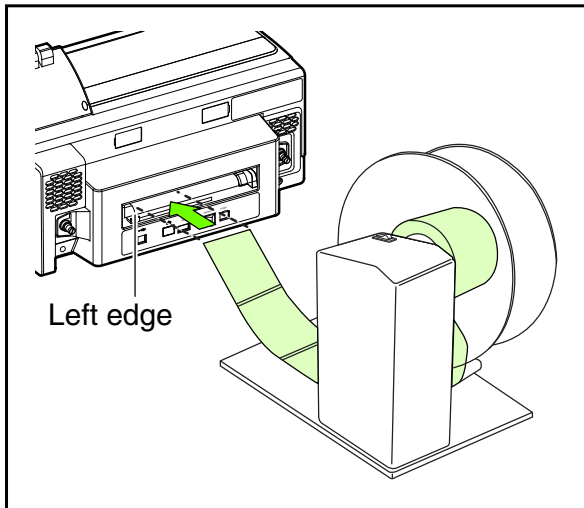
The printer is designed to work well with most types of labels. It is best to test a variety of print labels before buying large quantities. Please contact your reseller or VIPColor for recommendations. Visit the VIPColor Website (www.vipcolor.com) for more information.

Tips for selecting and using print media

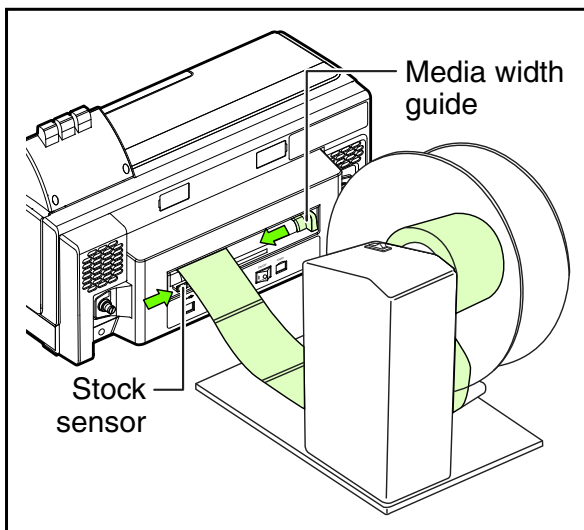
For the best results, observe the following guidelines:

- Always use media that conforms to the printer specifications.
- Load media print-side up and aligned against the left and back edges of the media feeder and the media width guide.
- To prevent jams, poor print qualities, and other printing problems, avoid the following media:
 - Media that is damaged, curled, or wrinkled
 - Media with perforations
 - Media that is heavily textured, embossed, or does not accept ink well
 - Media that is too lightweight or stretches easily

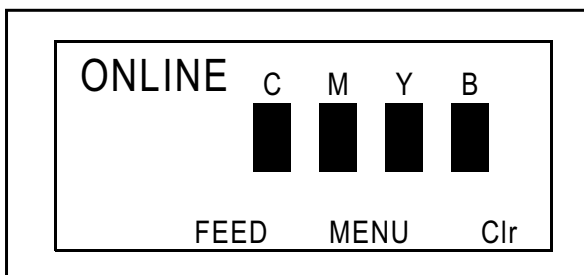
Load media



1. Insert the media print-side up along the left edge of the media feeder.
The printer will automatically feed the stock and position it correctly for printing.



2. Slide and adjust the media width guide to suit the media stock size that you are using.
3. Slide the stock sensor within the width limits of the media.
4. Make sure the roll of media aligns with the left edge of the media feeder and the media width guide.



5. The control panel will display that the printer is now **ONLINE**.

Change print settings

You can change print settings (such as paper size or type) from an application or the printer driver. Changes made from an application take precedence over changes made from the printer driver. However, after the application is closed, the settings return to the defaults configured in the driver.

NOTE: To set print settings for all print jobs, make the changes in the printer driver.

For more information about the features of the Windows printer driver, see **the online help for the driver**. For more information about printing from a specific application, see **the documentation that came with the application**.

To change settings from an application for current jobs

1. Open the document that you want to print.
2. On the **File** menu, click **Print**, and then click **Setup, Properties**, or **Preferences**.
(Specific options may vary depending on the application that you are using.)
3. Change the settings that you want, and then click **OK, Print**, or a similar command.

To change default settings for all future jobs

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
- Or -
Alternatively, click **Start**, select **Control Panel**, and then double-click **Printers**.
2. Right-click the printer icon, and then click **Properties**, **Document Defaults**, or **Printing Preferences**.
3. Change the settings that you want, and then click **OK**.

To print on special or custom-sized media

1. Load the appropriate media.
2. With a document open, click **Print** on the **File** menu, and then click **Setup**, **Properties**, or **Preferences**.
3. Click the **Page Setup** tab.
4. Select the media size from the **Size** drop-down list.

To set a custom media size:

- a. Select **Edit**.
- b. In the **Width** and **Height** boxes, type the dimensions.
- c. Click **OK** to close the properties or preferences dialog box.

5. To select the media type:
 - a. Click **Stock** tab.
 - b. Click the desired media type, and then click **OK**.

6. Select the **Quality**:
 - a. Click **Options** tab.
 - b. Click the desired quality.

7. Change any other settings, and then click **OK**.

8. Print your document.

Canceling a print job

You can cancel a print job using one of the following methods:

- **Windows:** Double-click the printer icon that appears in the lower-right corner of the computer screen. Select the print job, and then press the Delete key on the keyboard.

- **Printer:** Press the **Clr** (Clear) button.

Chapter 5

Install and Uninstall the Driver Software

This section is intended for the administrator or individual who is responsible for managing the printer. This section contains information about the following topics.

To install the software before connecting the printer (recommended)

1. Close any applications that are running.
2. Insert the “BarTender Label Printing Software, VIPColor Special Edition” CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the setup icon on the “BarTender Label Printing Software, VIPColor Special Edition” CD.
3. On the “BarTender Label Printing Software, VIPColor Special Edition” CD menu, click **Install Printer Drivers** and follow the onscreen instructions.
4. When prompted, turn on the printer and connect it to the computer using a USB cable. The **Found New Hardware** wizard appears on the computer screen, and the printer icon is created in the **Printers** folder.

NOTE: You may connect the USB cable at a later time when you need to use the printer.

To connect the printer before installing the software

If you connected the printer to the computer before installing the printer software, the **Found New Hardware** wizard displays on the computer screen.

NOTE: If you turned on the printer, do not turn it off or unplug the cable from the printer while the installation program is running. If you do so, the installation program will not finish.

1. In the **Found New Hardware** dialog box that displays methods for locating the printer drivers, select the **Advanced** option, and then click **Next**.

NOTE: Do not allow the **Found New Hardware** wizard to perform an automatic search for the printer drivers.

2. Select the check box for specifying the drivers location, and ensure that the other check boxes are clear.
3. Insert the “BarTender Label Printing Software, VIPColor Special Edition” CD into the CD drive. If the CD menu appears, close it.
4. Browse to locate the root directory on the “BarTender Label Printing Software, VIPColor Special Edition” CD (for example, D), and then click **OK**.
5. Click **Next** and follow the onscreen instructions.
6. Click **Finish** to close the Found New Hardware wizard. The wizard automatically starts the installation program (this might take a short while).
7. Complete the installation process.

Uninstall and reinstall the Printer Drivers

If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the printer drivers installation screen, you might need to uninstall and then reinstall the printer drivers. Do not simply delete the printer drivers files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the printer.

There are two methods to uninstall the printer drivers on a Windows computer:

Method 1: To uninstall from a Windows computer

NOTE: Use this method if Uninstall is not available in the Windows Start menu.

1. On the Windows taskbar, click **Start**, select **Settings**, select **Control Panel**, and then click **Add/Remove Programs**.

Alternatively, click **Start**, click **Control Panel**, and then double-click **Programs and Features**.

2. Select the printer you want to uninstall, and then click **Change/Remove** or **Uninstall/Change**.

3. Disconnect the printer from your computer.

4. Restart your computer.

NOTE: It is important that you disconnect the printer before restarting your computer. Do not connect the printer to your computer until after you have reinstalled the software.

5. Insert the printer “BarTender Label Printing Software, VIPColor Special Edition” CD into your computer’s CD-ROM drive and then start the **Install printer drivers** program.
6. Follow the onscreen instructions and also see **To install the software before connecting the printer (recommended)** on page 23.

Method 2: To uninstall from a Windows computer

NOTE: Use this method if Uninstall is not available in the Windows Start menu.

1. Insert the printer “BarTender Label Printing Software, VIPColor Special Edition” CD into your computer’s CD-ROM drive, and then start the **Remove printer drivers** program.
2. Disconnect the printer from your computer.
3. Select **Remove printer drivers** and follow the onscreen directions.
4. Restart your computer.

NOTE: It is important that you disconnect the printer before restarting your computer. Do not connect the printer to your computer until after you have reinstalled the software.

5. Start the **Install printer drivers** for the printer again.
6. Follow the onscreen instructions and also see: **To install the software before connecting the printer (recommended)** on page 23.

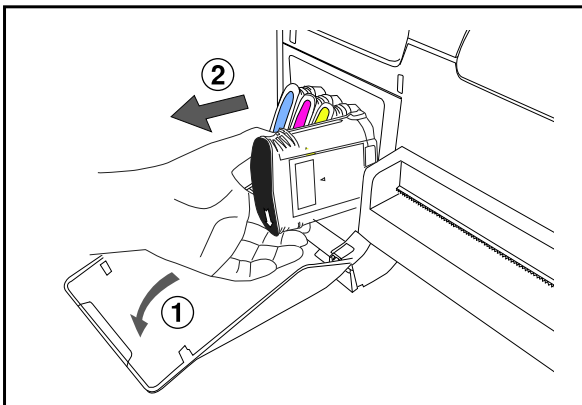
Chapter 6

Maintenance

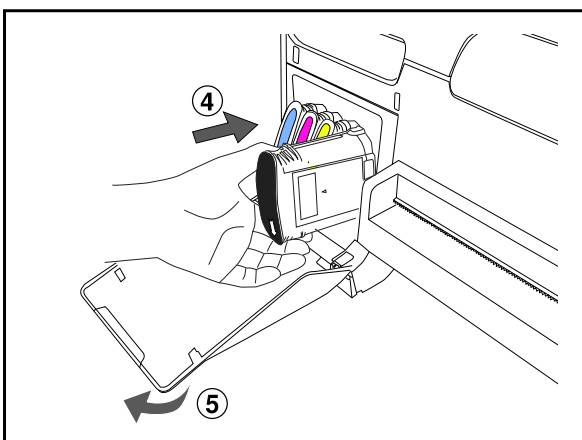
Replace the ink cartridges

You can check the estimated ink levels on the control panel display.

NOTE: The ink levels shown are an estimate only. Actual ink volumes may vary. After removing a cartridge from its package, install it right away. Do not remove a cartridge from the printer for long periods of time.



1. Gently pull open the ink cartridge cover.
2. Remove the ink cartridge that requires replacement by grasping it between your thumb and forefinger and pulling it firmly toward you.

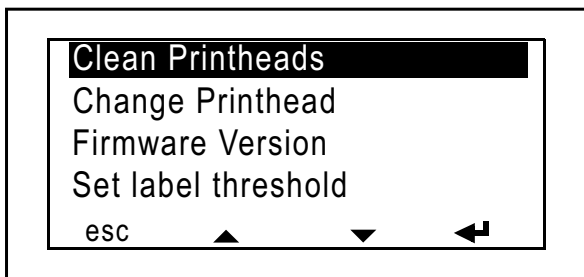


3. Remove the new ink cartridge from its package.
4. Align the cartridge with its color-coded slot and insert the cartridge into the slot. Press down firmly on the cartridge to ensure proper contact.
5. Close the ink cartridge cover.

Clean the printheads

If printed characters are incomplete, or dots or lines are missing from printouts, ink nozzles might be clogged and you might need to clean the printheads.

When the quality of printouts deteriorates, complete the relevant steps based on the following sequence:



1. On the control panel,
 - Press the **MENU** button to enter the main menu.
 - Select **Maintenance**.
 - Select **Clean Printheads**.
 - Press **←** to start cleaning.
2. Replace the printheads if the problems persist after cleaning. For more information, see **To replace the printheads** on page 30.

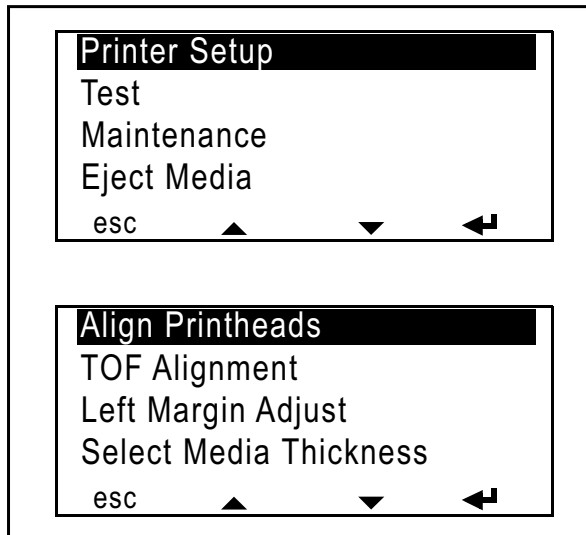
CAUTION: The manufacturer is not responsible for damage to the printer that results from modifying the printheads or using incorrect or unauthorised printhead in the printer.

To align the printheads

Whenever you replace a printhead, you need to run the printhead alignment to ensure the best quality print.

NOTE:

- Press **▲** or **▼** to move to an option.
 - Press **←** to select an option.
 - Press **esc** to move up to the previous level at any time.
-



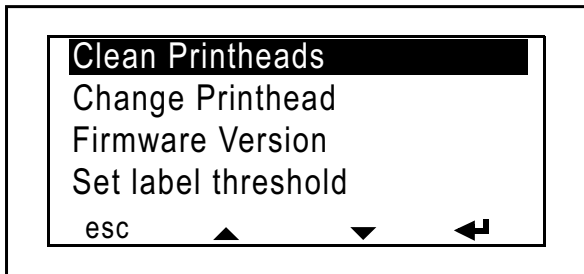
1. On the control panel,
 - Press the **MENU** button to enter the main menu.
 - Select **Printer Setup**.
 - Select **Align Printheads**.
2. You will be prompted with “**Remove all stock, Insert Letter/A4 paper into rear of printer, Press enter to start**” message.
3. Insert Letter/A4 sized paper into rear of printer and press **↵** to start the alignment process.
4. Insert second Letter/A4 sized paper into rear of printer when prompted.

NOTE: The alignment process will take approximately 2 minutes to complete. A message “**Alignment finished**” appears on the control panel when it is completed. Once the printhead alignment procedure is completed, load the stock you will be working with.

To clean the printheads

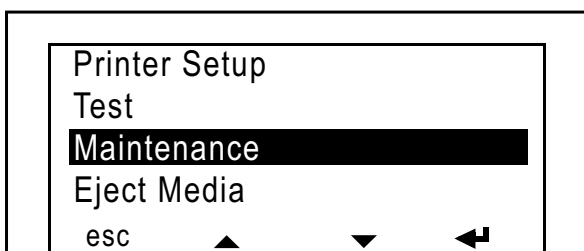
If printed characters are incomplete, or dots or lines are missing from printouts, ink nozzles might be clogged and you might need to clean the printheads.

NOTE: Cleaning uses ink, so clean the printheads only when necessary. The cleaning process takes up to 3 to 5 minutes. Some noise might be generated in the process. Do not clean the printheads manually.

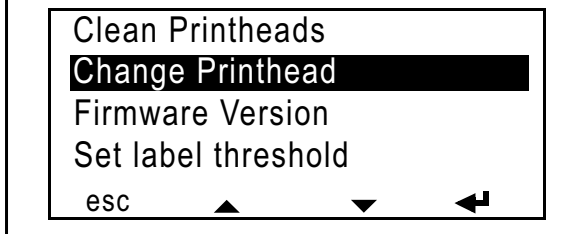


1. On the control panel,
 - Press the **MENU** button to enter the main menu.
 - Select **Maintenance**.
 - Select **Clean Printheads**.
 - Press **←** to start cleaning.
 A message “**Cleaning completed**” appears on the control panel when it is completed.

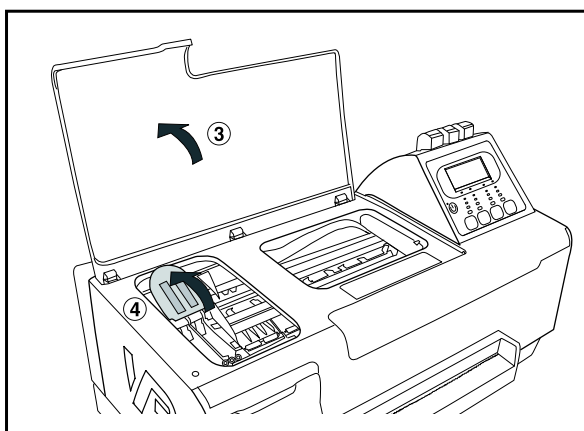
To replace the printheads



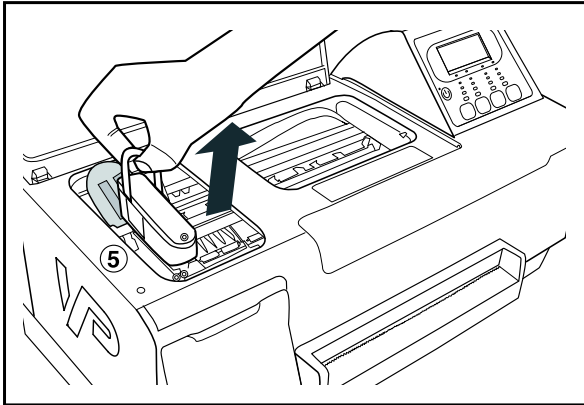
1. On the control panel,
 - Press the **MENU** button to enter the main menu.
 - Select **Maintenance**.
 - Select **Change Printhead**.



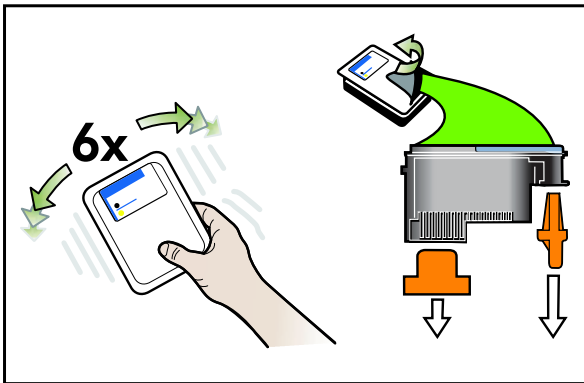
-
- NOTE:**
- Press **▲** or **▼** to move to an option.
 - Press **←** to select an option.
 - Press **esc** to move up to the previous level at any time.
-



2. You will be prompted to “**Open top cover**”.
3. Open the top cover.
The printhead carriage will move to the left of the printer.
4. Release and flip up the printhead latch.



5. Lift the printhead out of the carriage by pulling the handle on its top.
6. Replace the protective caps on the printhead and then discard it.



7. Shake the printhead 6 times as shown.
8. Remove the new printhead from its packaging.
9. Remove the tape and protective caps.

CAUTION: Handle the protective caps, tape, and ink cartridges carefully to avoid staining your clothes or surrounding work area.

Once the protective caps and tape are removed, do not touch the electrical contacts or printhead nozzles. The printer will not print out properly if you touch it.

NOTE: Keep the protective caps so that you can replace them on the printhead when you need to remove it from the printer.

10. Check the colored labels on the printhead carriage indicating where each color printhead should be installed.

11. Push the printhead firmly into the carriage.

NOTE: The printhead will not sit properly if it is in the wrong slot.

12. Lower the printhead latch down to secure the printhead.

13. Close the top cover.

The printer will check and initialize the printheads.

Store printing supplies

This section covers the following topics:

- Store ink cartridges
- Store printheads

Store ink cartridges

Ink cartridges can be left in the printer for extended periods of time. If you remove the ink cartridges, place them in an airtight container, such as a resealable plastic bag.

Store printheads

Printheads can be left in the printer for extended periods of time. If you remove the printheads, install the original protective caps back on the printheads.

The print quality may degrade quickly if the printheads are removed from the printer. Do not touch the electrical contacts or nozzle plate.

CAUTION: Do not ship printer with printheads installed.

Chapter 7

Troubleshooting Resources

Solve printing problems

- The printer shuts down unexpectedly
- Red, Green and Yellow printer lights are on or flashing
- The printer is not responding (nothing prints)
- Printer does not recognize an installed printhead
- Printer takes a long time to print
- Blank or partial page printed
- Something on the page is missing or incorrect
- Placement of the text or graphics is wrong
- Printed image is over the gap

The printer shuts down unexpectedly

Check the power and power connections

Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet.

Red, Green and Yellow printer lights are on or flashing

A non-recoverable error has occurred

Disconnect all cables (such as power cord, network cable, and USB cable), wait about 20 seconds, and reconnect the cables. If the problem persists, visit the VIPColor Website (www.vipcolor.com/support) the latest troubleshooting information or product fixes and updates.

The printer is not responding (nothing prints)

Did the green light flash?

If YES, reset printer.

If No, check cables are connected and check spooler for print file. Delete files or reset spooler.

Reset printer

Try a job that you are worked as it may be a file issue.

Try a print job that has worked before because it may be a problem with the file.

Printer does not recognized an installed printhead

Check the printhead latch

Make sure the printhead latch is properly closed.

Check the printhead

Make sure the printhead is inserted into its correct color-coded slot. For more information, see: **To replace the printheads** on page 30.

Turn off the printer after removing the printhead

After removing the printhead, close printhead latch and lid. Turn off the printer, wait about 20 seconds, and turn it on again without the printhead installed.

After the printer has restarted, reinsert the printhead.

Printer takes a long time to print

Check the system configuration

Make sure the computer meets the minimum system requirements for the printer.

Check the printer software settings

Print speed is slower when Best or Maximum dpi is selected as the print quality. To increase the print speed, select different print settings in the printer driver. For more information, see: **Change print settings** on page 20.

Check the print file size

Print file size could be large and may take a while to print.

Blank or partial page printed**Check the media settings**

- Make sure you select the correct print quality settings in the printer driver for the media loaded in the trays.
- Make sure the page settings in the printer driver match the page size of media loaded in the rear of the printer.

Something on the page is missing or incorrect**Check the margin settings**

Make sure the margin settings for the document do not exceed the printable area of the printer.

Placement of the text or graphics is wrong**Check how the media is loaded**

Make sure the media width and length guides fit snugly against the edges of media. For more information, see: **Load media** on page 19.

Check the media size

- Content on a page might be cut off if the document size is larger than the media that you are using.
- Make sure the media size selected in the printer driver match the size of media loaded in the printer.

Check the margin settings

If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your printer.

Check the page-orientation setting

Make sure the media size and page orientation selected in the application match the settings in the printer driver. For more information, see: **Change print settings** on page 20.

Printed image is over the gap**Check the driver settings**

- Make sure the correct sensor type is selected in the driver under the stock tab.
- Make sure the stock sensor is positioned under the media.

If the above solutions do not work, the problem may be caused by the inability of the application to interpret print settings properly. See the release notes for known software conflicts, refer to the application's documentation, or contact the software manufacturer for specific help.

Poor print quality and unexpected printouts

This section covers the following topics:

- Poor quality printouts
- Meaningless characters print
- Ink is smearing
- Output is faded or dull colored
- Colors are printing as black and white
- Wrong colors are printing
- Printout shows colors bleeding
- Colors do not line up properly

Poor quality printouts

Check the paper quality

The paper may not be designed for an inkjet printer. Make sure the media meets the printer specifications, and try to print again. For more information, see: **Select print media** on page 18.

Check the type of media loaded in the printer

- Make sure the tray supports the type of media you have loaded.

Meaningless characters print

If an interruption occurs to a job that is printing, the printer might not recognize the rest of the job. Cancel the print job and wait for the printer to return to the ready state. If the printer does not return to the ready state, cancel all jobs and wait again. When the printer is ready, resend the job. If prompted by the computer to retry the job, click Cancel. Restart the printer if this option does not work.

Check the document file

The document file may be damaged. If you can print other documents from the same application, try printing a backup copy of your document, if available.

Ink is smearing**Check the media type**

Some types of media do not accept ink well. Check that you have the correct labels for the printer. For these types of media, ink will dry more slowly and smearing may occur. For more information, see: **Select print media** on page 18.

Output is faded or dull colored**Check the print mode**

The Draft or Fast mode in the printer driver allows you to print at a faster rate, which is good for printing drafts. To get better results, select Normal or Best. For more information, see: **Change print settings** on page 20.

Check the paper type setting

When printing on transparencies or other special media, select the corresponding media type in the print driver. For more information, see: **To print on special or custom-sized media** on page 21.

Colors are printing as black and white**Check the print settings**

Make sure Print in Grayscale is not selected in the printer driver.

Wrong colors are printing

Check the print settings

Make sure Print in Grayscale is not selected in the printer driver.

Check the print file

Ensure that the print file is in RGB mode. The printer will either not output any print file in CMYB mode or print colors incorrectly. Also the media setting selected may change colors printed.

Check the options

Ensure that the media being used in the printer is the correct type for the unit.

Printout shows colors bleeding

Check the ink cartridges

Make sure ink cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system and result in reduced print quality and damage to the printer or printhead.

Check the media type

Some media types are not suitable for use with the printer. For more information, see: **Select print media** on page 18.

Colors do not line up properly

Check that the automatic printhead alignment has been run. If not, run through this process. For more information, see: **To align the printheads** on page 28.

Troubleshoot installation issues

If the following topics do not help, see Support and warranty for information about VIPColor support.

- Hardware installation suggestions
- Software installation suggestions
- Clear a jam in the printer

Hardware installation suggestions

Check the printer

- Make sure that all packing tape and material have been removed from outside and inside the printer.
- Make sure that the printer is loaded with media.
- Make sure the Power and Green indicator lights are on. If other lights are on or blinking, there is an error. For more information, see: **Status lights reference** on page 3.
- Make sure the Online status and the CMYB ink bars are displayed on the display panel.
- Make sure that the printer can print a self-test diagnostic page.
- Rear module is locked into place.

Check the hardware connections

- Make sure that any cords and cables that you are using are in good working order.
- Make sure that the power cord is connected securely to both the printer and to a working power outlet.

Software installation suggestions

Check the computer system

- Make sure that your computer is running one of the supported operating systems.
- Make sure that the computer meets at least the minimum system requirements.
- In the Windows printer manager, make sure that the USB drivers have not been disabled.
- If you are using a computer running Windows, and the computer cannot detect the printer, run the uninstallation on the “BarTender Label Printing Software, VIPColor Special Edition” CD to perform a clean uninstallation of the printer driver. Restart your computer, and reinstall the printer driver.

Verify installation preliminaries

- Make sure to use the “BarTender Label Printing Software, VIPColor Special Edition” CD that contains the correct installation software for your operating system.
- Before installing software, make sure that all other programs are closed.
- If the computer does not recognize the path to the CD-ROM drive that you type, make sure that you are specifying the correct drive letter.
- If the computer cannot recognize the “BarTender Label Printing Software, VIPColor Special Edition” CD in the CD-ROM drive, inspect the CD for damage. You can download the printer driver from the VIPColor Website (www.vipcolor.com/support).

NOTE: After correcting any problems, run the installation program again.

Clear a jam in the printer

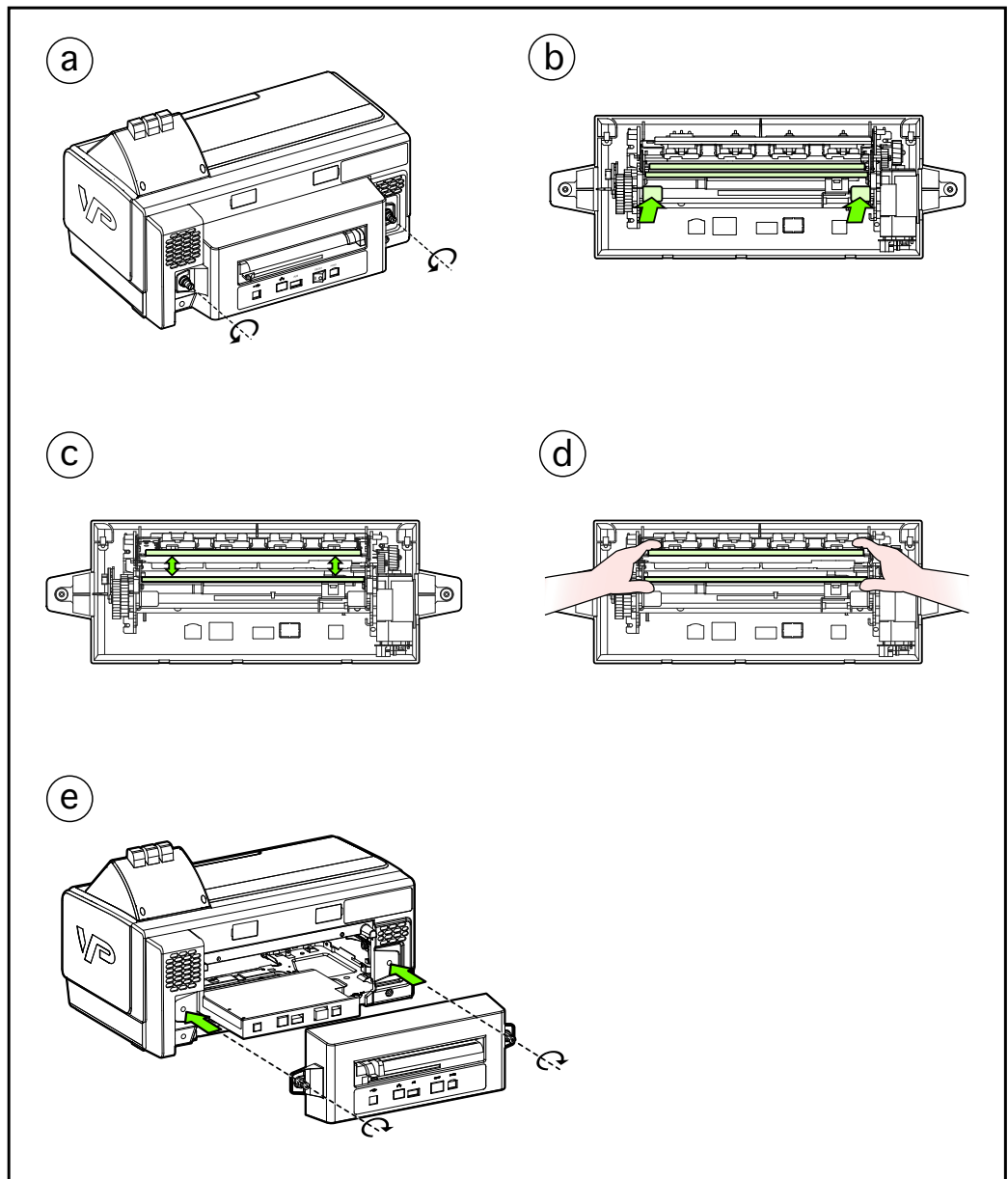
If the carriage is unable to move

If the stock is crushed under the carriage and it is unable to move, follow these instructions to clear the jam.

- 1.** Press the Power button on the control panel to turn off the printer.
- 2.** Flip the Power switch at the rear of the printer to the Off position.
- 3.** Open the top cover of the printer.
- 4.** Carefully remove the jammed stock from the path of the carriage.
- 5.** Turn on the printer and run the printhead alignment procedure.
- 6.** Cut off any torn or crumpled stock from the stock roll and then reload the stock for printing.

If the stock is jammed in the printer

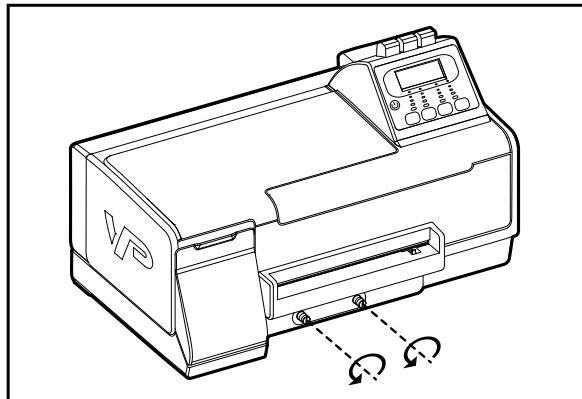
1. Press the Power button on the control panel to turn off the printer.
2. Flip the Power switch at the rear of the printer to the Off position.
3. Remove the rear module.



4. Cut off the jammed stock from the roll and try to remove it from inside the printer.
5. Clean any adhesive off with a soft cloth and some isopropyl alcohol.

NOTE: Continue with the following steps if you are unable to remove the stock.

6. Unscrew and remove the manual cutter of the printer.

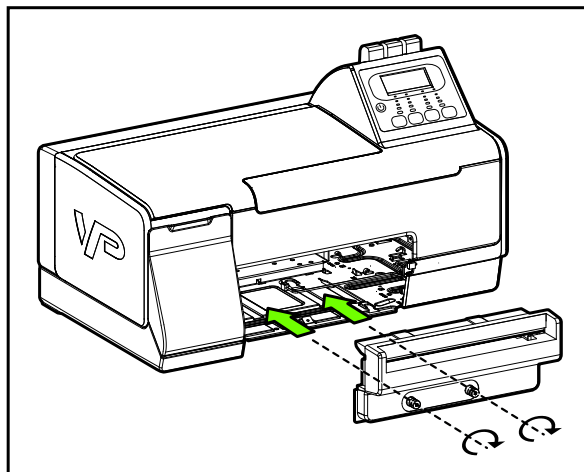


7. Try to remove the jammed stock.

NOTE: If the stock is stuck inside, gently try to remove it. If you are unable to do so, call your authorized dealer. Do not use any sharp objects such as knives, cutters and screwdrivers inside the printer. Doing so could damage the printer.

8. If adhesive from labels has been left on the rollers or other surfaces, gently clean it off using a soft lint-free cloth moistened with isopropyl alcohol.

- 9.** Install the manual cutter and the media feeder back to the printer.



- 10.** Cut off any torn or crumpled stock from the stock roll and then reload the stock for printing.