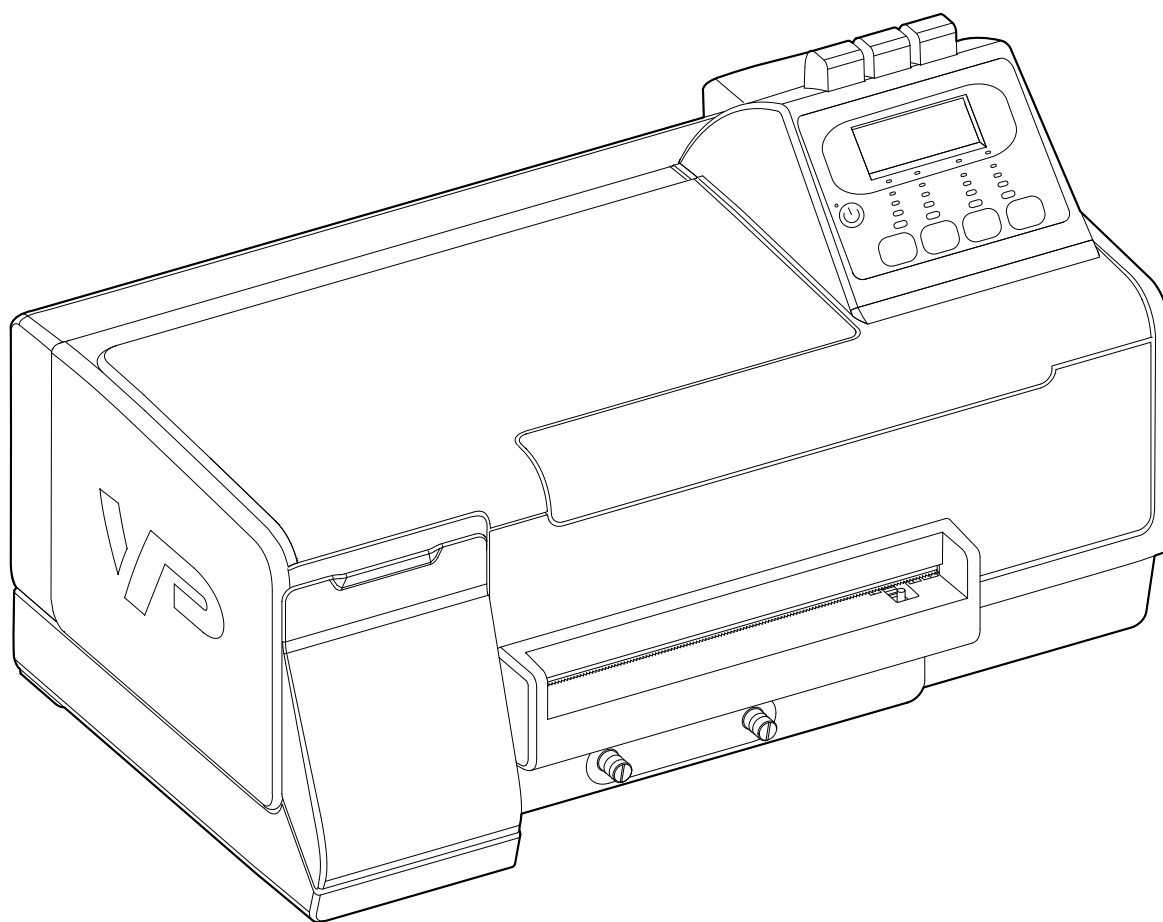


# VP4X5

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# Printer

User Guide



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VCPHOE-80116 VP4X5 User Guide Edition 2. 04/2013

## In This Guide

The following symbols and conventions are used in this guide.



---

### **WARNING**

A **WARNING** indicates a potentially hazardous situation that could result in an electric shock/fire and serious injury if you ignore the safety precautions.

---

---

### **CAUTION**

A **CAUTION** indicates a potentially hazardous situation that could result in injury or damage to the printer if you ignore the safety precautions.

---

## Safety Precautions

Read the safety warnings and instructions carefully to ensure that you use your printer safely. Do not attempt to use your printer in any way other than described in this guide.



---

### **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.
- 
- Ensure the power supply source is rated for the printer: AC 100–240 V, 50/60 Hz.
  - Never attempt to plug in or unplug the printer from the power supply when your hands are wet.
  - Never plug the printer into a power socket that is shared with other equipment (extension lead/ cord, 2- or 3- way adapter, etc.).
  - Always push the plug all the way into the power outlet.
  - Never try to remove the plug by pulling on the cord.
  - Never damage, modify, stretch or excessively bend or twist the power cord. Do not use the printer if the power cord is bundled or knotted.
  - Do not place heavy objects on the power cord.
  - 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 printer and use a dry cloth to wipe off any dust or dirt collected on the plug and the power outlet.
- If the printer is 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.

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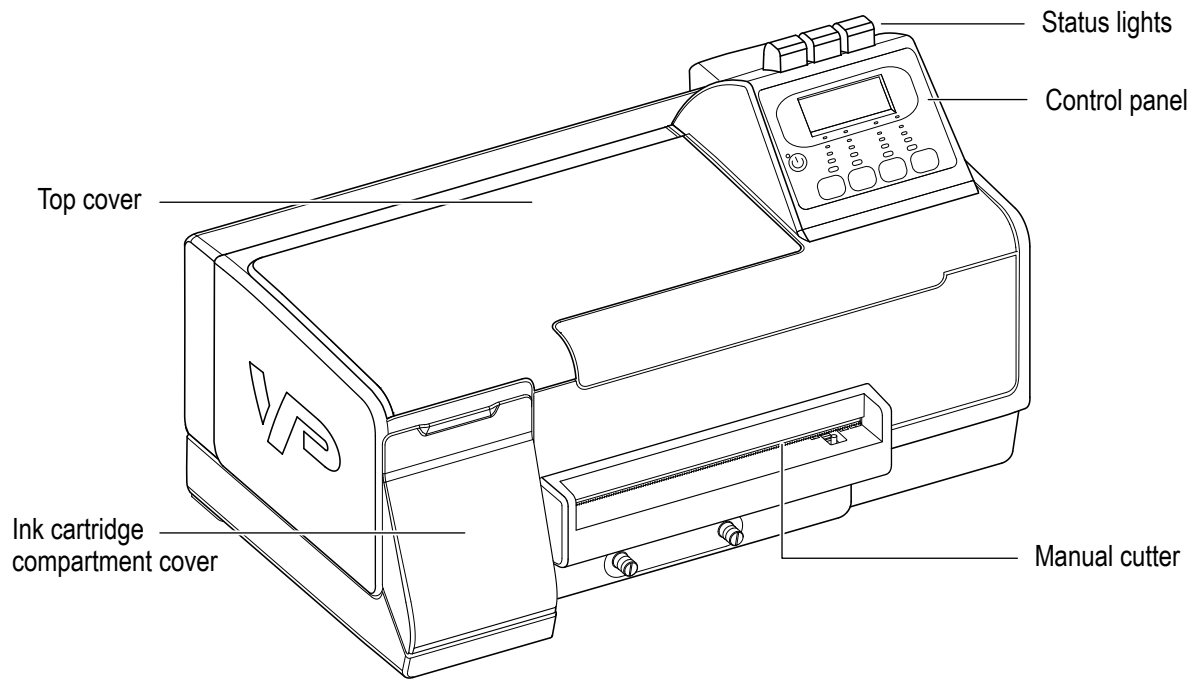
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## Chapter 1

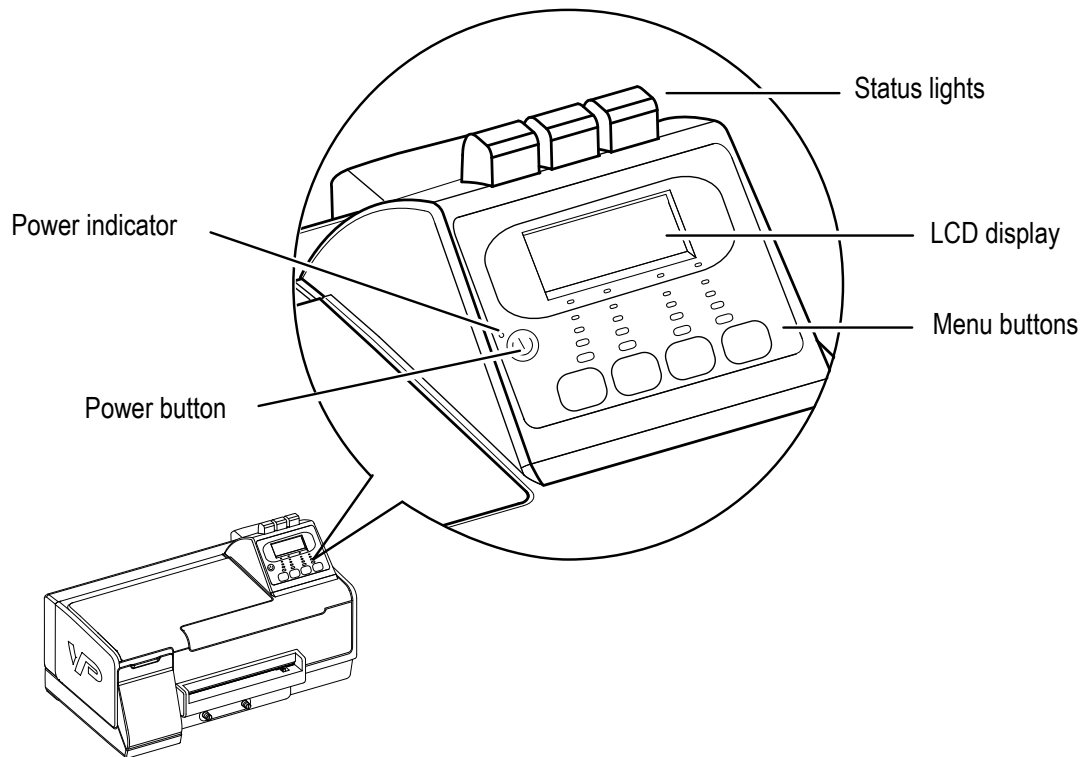
# Printer Parts and Functions

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## Front View



## Control Panel



---

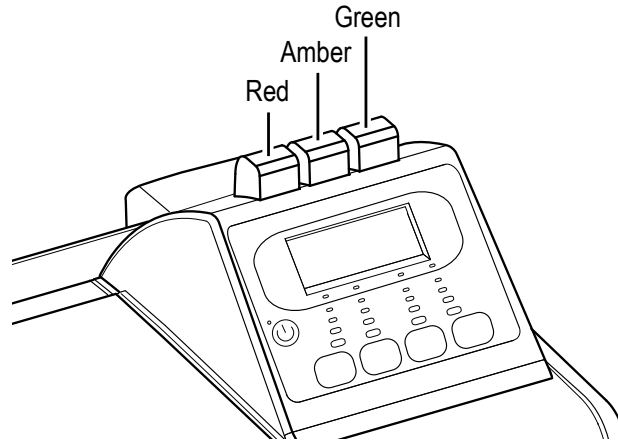
### CAUTION

Do not turn off the printer using the Power switch at 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

The lights on the control panel indicate the status of the printer and are also useful for diagnosing printing problems.

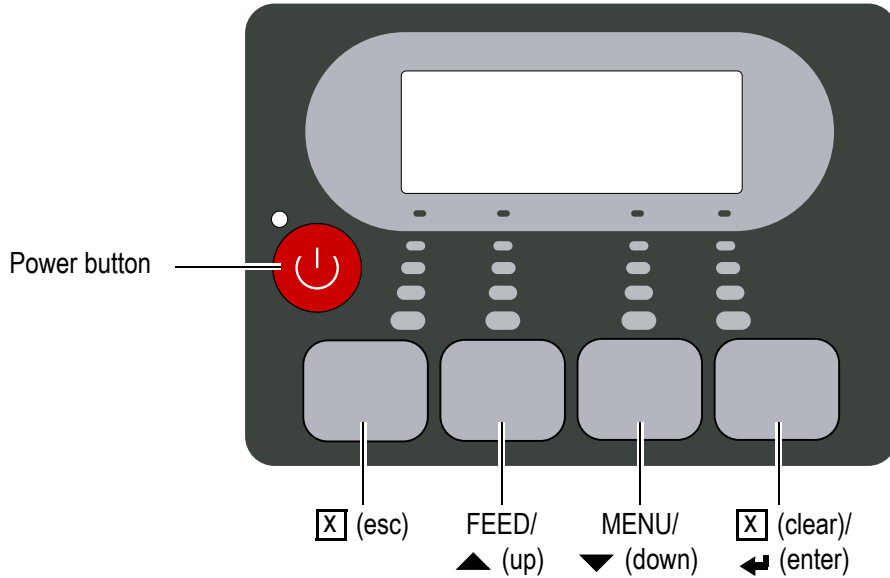


**Table 1** Status Lights

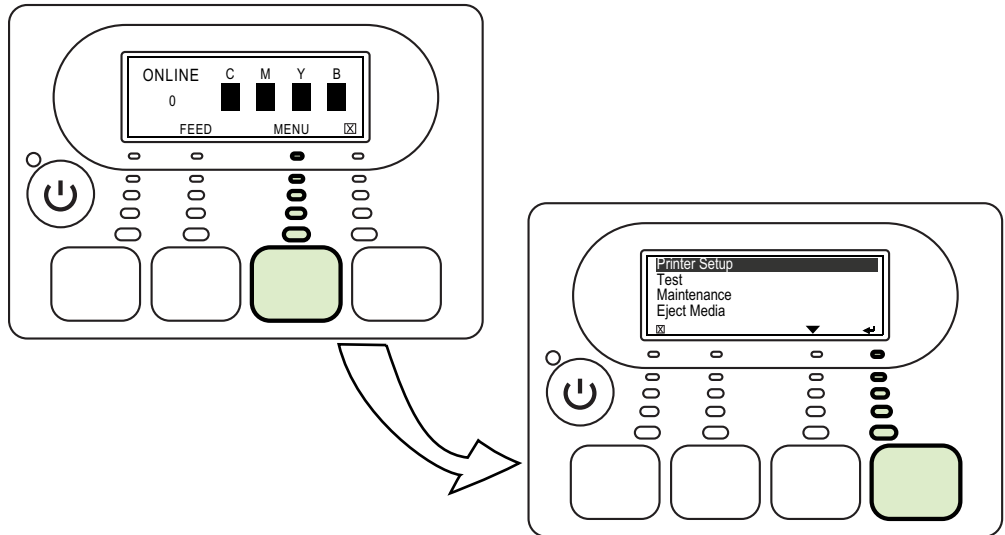
Status Light	Description
<b>Green</b>	
On	Printer is online and ready to print.
Flashing	Printer is receiving data from the computer.
<b>Amber</b>	
Flashing	One of the ink cartridges is running low.
On	One of the ink cartridges is almost empty and needs replacement soon.
<b>Red</b>	
Flashing	One of the ink cartridges is empty and needs to be replaced.
On	An error has occurred.

## Menu Buttons

Use the buttons on the control panel to access various setup and maintenance functions, or change printer settings. (For a detailed list of menu options, see [Options on Printer Menu](#) on page 68.)

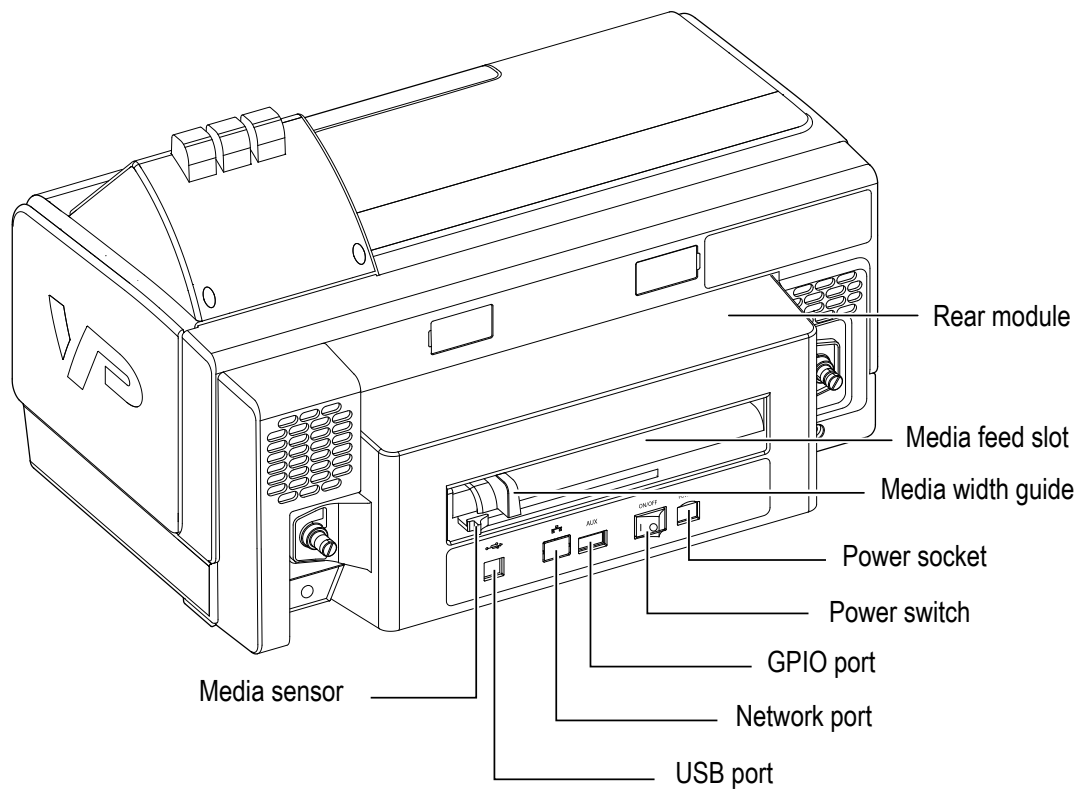


- When the printer is online, press **MENU** to display the main menu.
- Press ▼ and ▲ to move through the menu options.
- Press ◀ (enter) to select an option or [X] (esc) to cancel.



- Press **FEED** to feed a single label.
- Press [X] (clear) to cancel the current print job.

## Rear View



---

### NOTE

When you need to power off the printer using the Power switch at the rear of the printer, make sure you wait about 8 seconds before you turn it on again.

---

## Chapter 2

# Setting Up the Printer

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# Unpack the Printer

## Choose a Location

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

- The area must be well ventilated and free from dust.
- Avoid places where the printer will be exposed to direct sunlight, heat source, liquids, chemicals, or flammable solvents such as alcohol or thinners.
- Avoid places that are subject to excessive vibration or abrupt changes in temperature and humidity.
- To avoid the risk of fire or electric shock, choose 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).
- Select a surface that is stable and sturdy enough to take the weight of the printer.
- Do not place the printer on a thick rug or carpet.

---

### CAUTION

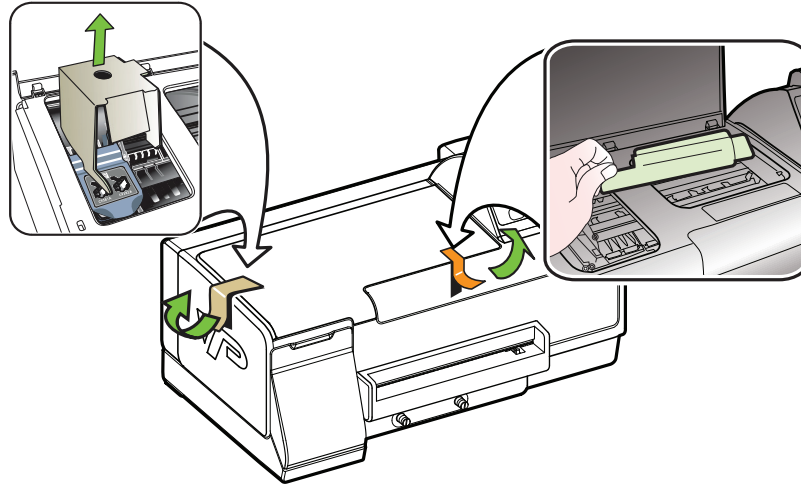
Be careful when lifting the printer as it is heavy. Get help from another person when moving the printer.

Always support the printer on both sides. When moving the printer, do not tilt it, turn it on its side or upside down. Ink may leak.

---

## Unpack the Printer

1. Open the printer box and remove the packing material from the top of the box.
2. Carefully lift the printer out from the box and set it on a level and sturdy surface at the selected location.
3. Remove the tape and open the top cover of the printer.
4. Remove the packing material inside the printer.



5. Close the printer cover.

---

### NOTE

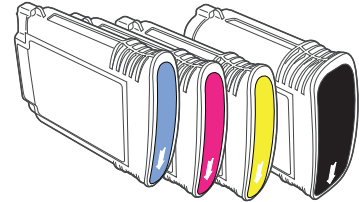
Do not throw away the printer box and packing materials in case you need to use them for transporting the printer in the future.

---

## Install the Ink Cartridges

The printer uses four ink cartridges: cyan, magenta, yellow and black from left to right in the print cartridge compartment. Colored labels over the slots indicate where each ink cartridge should be installed.

The ink cartridges have to be correctly installed for the printer to function properly.

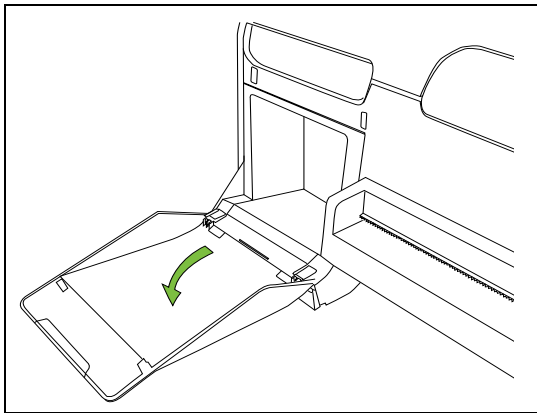


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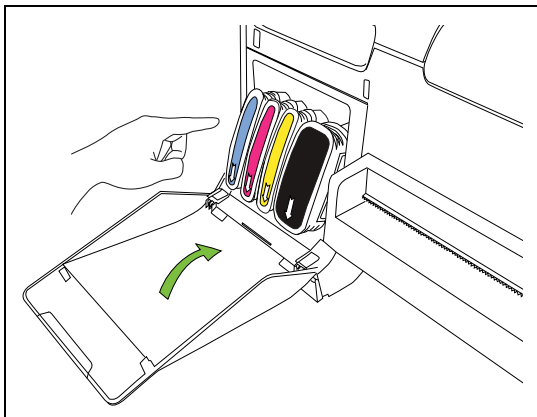
### CAUTION

Handle ink cartridges carefully to avoid staining your clothes or surrounding work area.

---



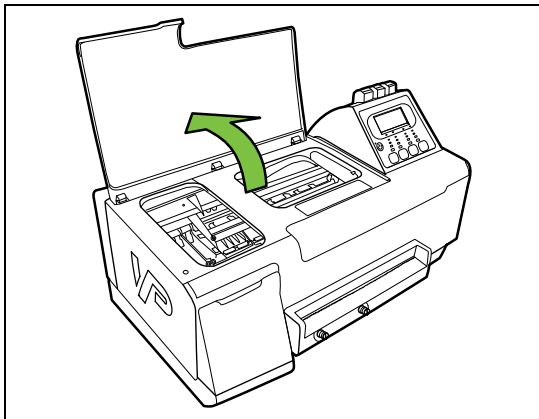
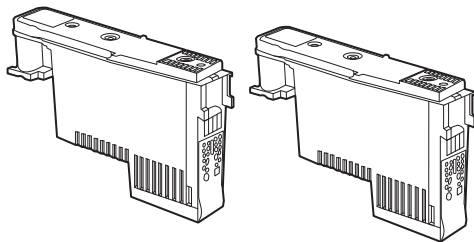
1. Open the ink cartridge compartment cover.
2. Remove an ink cartridge from its packaging.



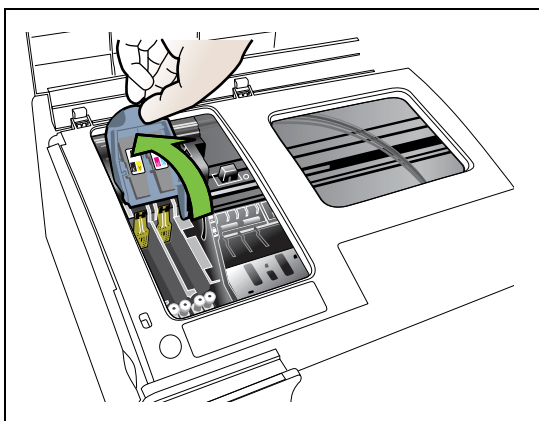
3. Push the ink cartridge firmly into the correct slot as indicated by the colored label.  
The ink cartridge will not sit properly if it is in the wrong slot.
4. Repeat steps 2 and 3 to install the other ink cartridges.
5. Close the ink cartridge compartment cover.

## Install the Printheads

The printer uses two printheads. Colored labels over the printhead slots indicate where each printhead should be installed. The printheads have to be correctly installed before the printer can function properly.

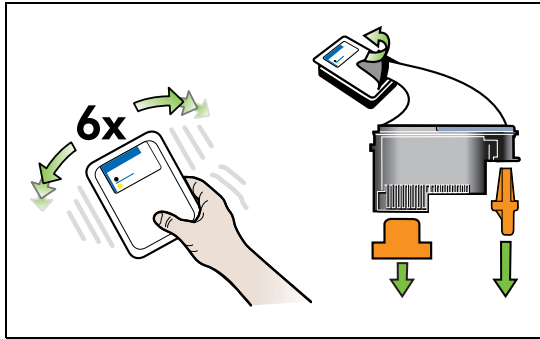


1. Open the top cover.



The printhead carriage is on the left of the printer.

2. Lift up the printhead latch.



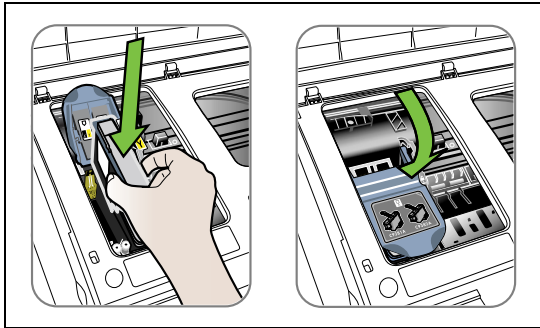
3. Shake the printhead six times as shown.
4. Remove the printhead from its packaging and remove the protective cap and tape.

---

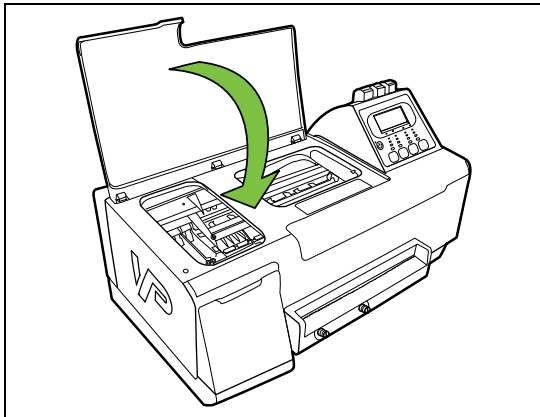
**CAUTION**

Handle the protective cap and tape 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 ink nozzles on the printhead. The printer may not print properly if you touch them.

---



5. Push the printhead firmly into the correct slot as indicated by the colored label. The printhead will not sit properly if it is in the wrong slot.
6. Repeat the steps to install the second printhead.
7. Lower the printhead latch to secure the printheads.



8. Close the top cover.

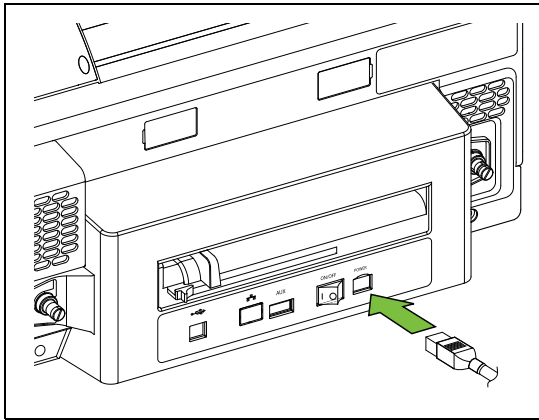
## Connect the Power Cable

---

### NOTE

It is recommended that the printer be run on an uninterruptable power supply. Make sure all packing material has been removed from inside the printer and the top cover is closed.

---



1. Attach the power cable securely to the printer.
  2. Plug the other end into a power outlet. Do not use an extension lead or cord.
  3. Use the Power switch at the rear of the printer to turn it on.
- 

### NOTE

It takes about a minute for the printer to initialize and be ready to print.

---

---

### CAUTION

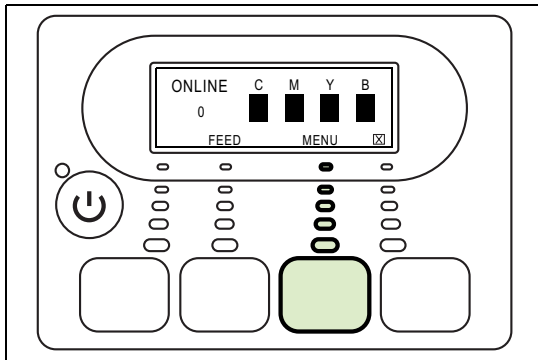
Do not turn off the printer using the Power switch at the rear of the printer. Always turn it off using the Power button on the control panel at the front of the printer. This ensures that the printhead carriage is returned to its proper position at the right side of the printer which protects the printheads.

---

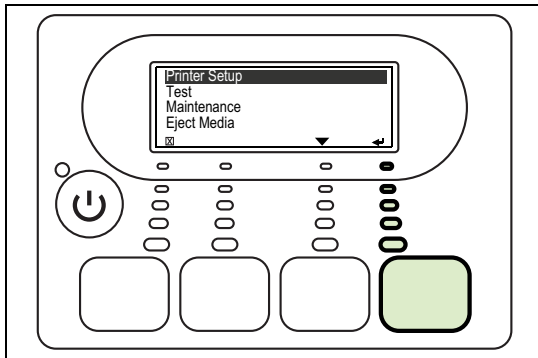
## Align the Printheads

The printhead alignment procedure ensures that the printheads are lined up properly for optimum print quality. If it is not done, your printouts may be misaligned and look fuzzy or blurred. The procedure should be performed whenever new printheads are installed in the printer.

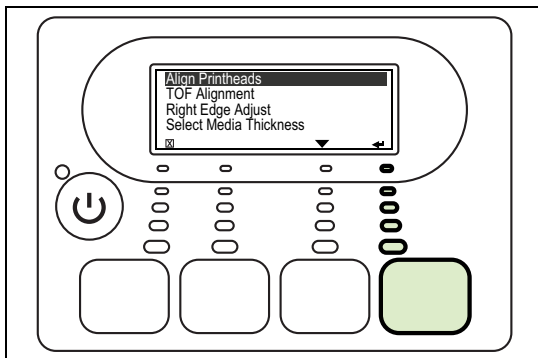
The printhead alignment procedure requires two Letter/A4 sized sheets of paper. You can use plain paper, but inkjet stock is recommended.



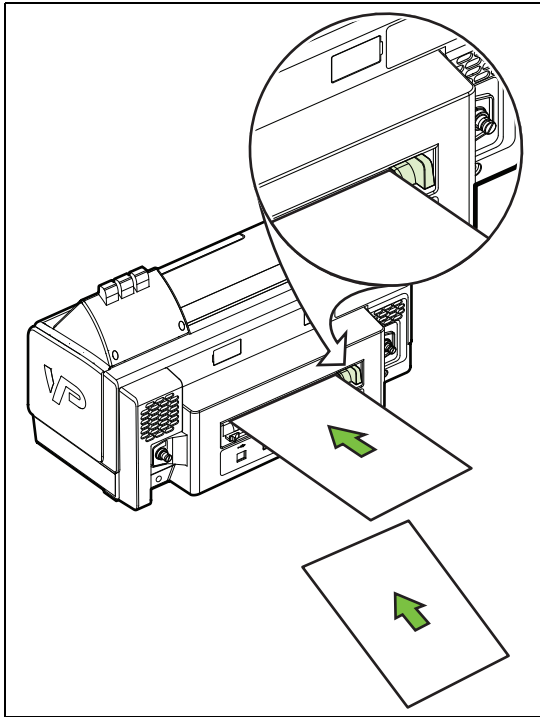
1. On the control panel, press the **MENU** button.



2. Press **↵** (enter) to select **Printer Setup**.



3. Press **↵** (enter) to select **Align Printheads**.

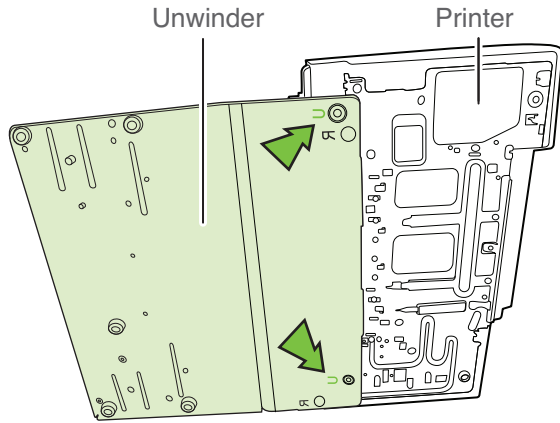


4. Insert a sheet of Letter/A4-sized paper into the media feed slot at the rear of the printer.  
Make sure the media width guide is correctly positioned against the right side of the paper.
5. Press **↵** (enter) to start alignment.
6. Insert the second sheet of paper when prompted.  
The procedure will take about two minutes to complete and the printer will restart.

# Load Label Media

Make sure the unwinder is properly aligned with the printer before you load media. Refer to the alignment instructions for the VIPColor unwinder model ([Type 1](#) or [Type 2](#)) that you are using.

## Type 1



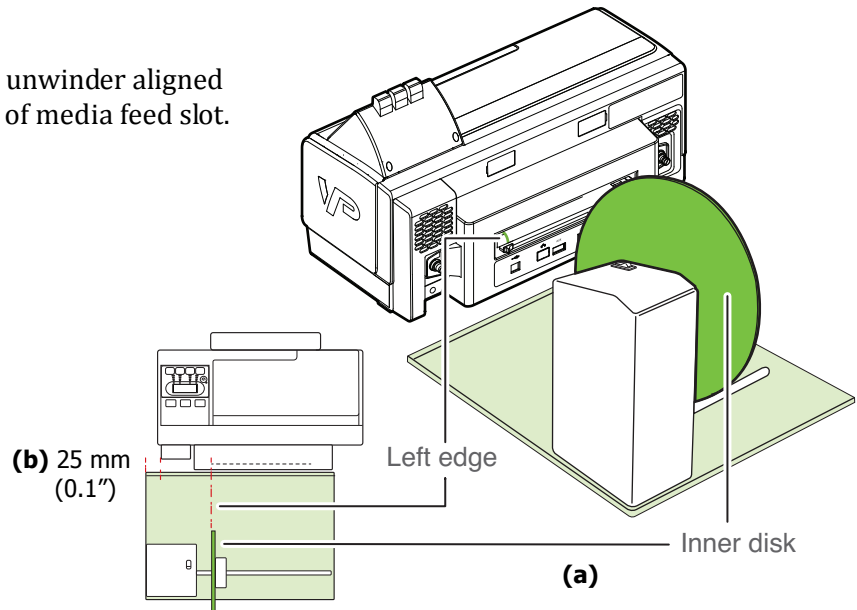
Rear rubber feet of printer fit into the holes marked "U" on the base of the unwinder.

Make sure the printer sits firmly on the base.

## Type 2

**(a)**

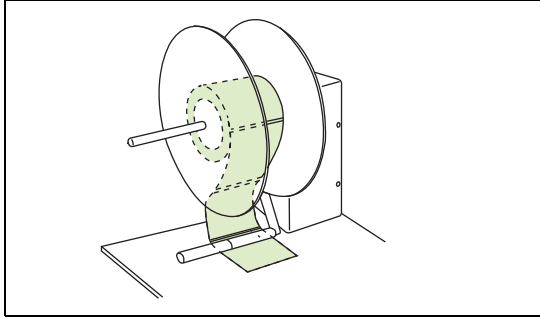
Inner disk on unwinder aligned with left edge of media feed slot.



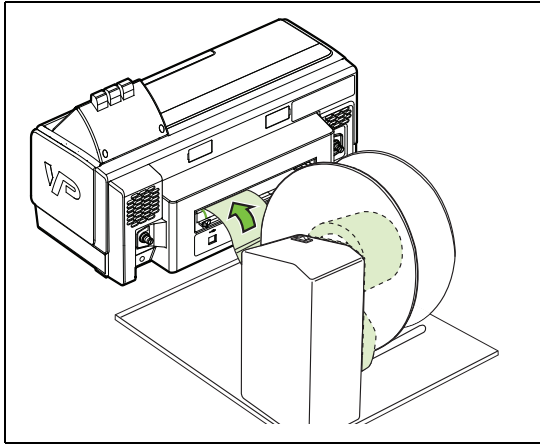
**(b)**

Distance of 25 mm (0.1") between left edge of unwinder and rear left edge of printer.

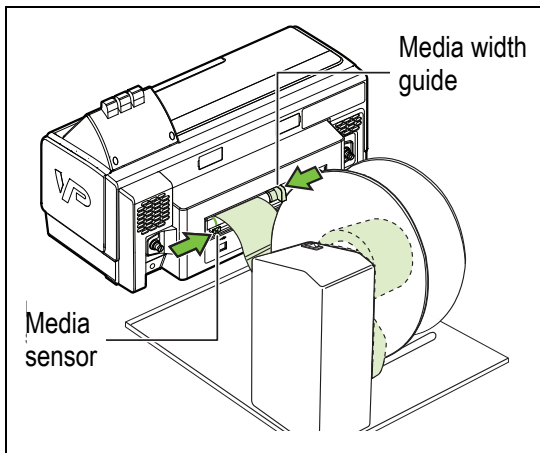
## Load Media



1. Load a roll of labels in the unwinder and feed it under the pick-up arm.  
Make sure the labels will be face-up as they unwind.
2. Connect power to the unwinder and turn it on.



3. Insert the media along the left edge of the media feed slot.  
The printer will automatically pull in the media and position it correctly for printing.



4. Move the media width guide gently against the right edge of the media.
5. Slide the media sensor under the media.

## Install the Printer Driver

The printer driver works with the following Windows operating systems (both 32- and 64-bit versions):

- Windows 7
- Windows Vista
- Windows XP (SP3 or later)

For installation on Windows Server 2008 or Windows Server 2003, please contact VIPColor.

---

### NOTE

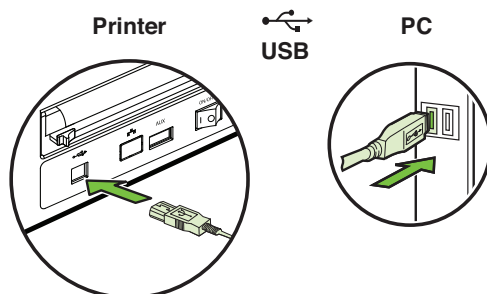
VIPColor Technologies rigorously tests the driver with multiple software applications, but does not guarantee that it is error-free, and disclaims any liability resulting from the errors.

---

If you are setting up the VP4X5 printer (Advanced model) on a network, see [Install the Printer on a Network](#).

### Install Printer Driver

1. Connect the USB cable to the printer and computer.



2. If the Windows Add Hardware Wizard appears, click **Cancel**. Do not install the printer driver using the Add Hardware Wizard.
3. Insert the **VIPColor BarTender UltraLite** CD into the disk drive.
4. Select **Seagull Printer Drivers** and then select **Install Printer Driver**.
5. Follow the Seagull DriverWizard instructions to install the printer driver.

### Install BarTender UltraLite

You can also install the BarTender Label software (UltraLite edition) which lets you design and print a variety of labels.

# Install the Printer on a Network

The Advanced model of the VP4X5 printer can be set up to print over a network. To do so, you will need a static IP address for the printer.

## First Time Setup

If you are setting up the printer for the first time, follow these steps:

- [Enter IP Address for the Printer](#)
- [Install Printer Driver and Add TCP/IP Printer Port](#)

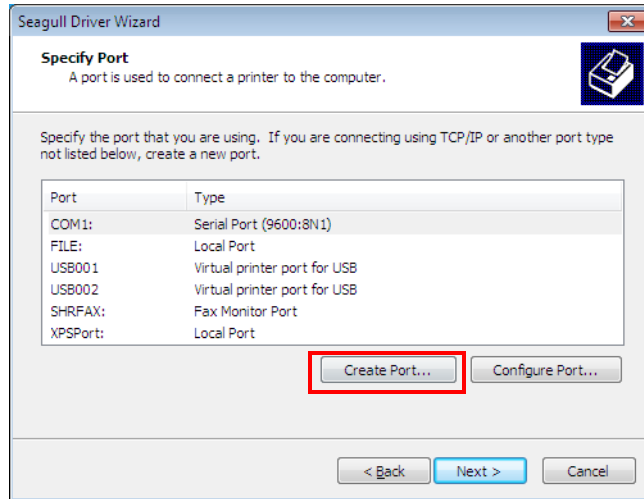
### Enter IP Address for the Printer

1. Press the **MENU** button on the printer control panel.
2. Scroll down and select **Network Configure**.
3. Select **IP ADDR**.
  - a Press **Edit** and use the up and down buttons to enter the IP address.
  - b Press **↵** (enter) when done.
4. Select **Subnet Mask**.
  - a Press **Edit** and use the up and down buttons to enter the subnet mask.
  - b Press **↵** (enter) when done.

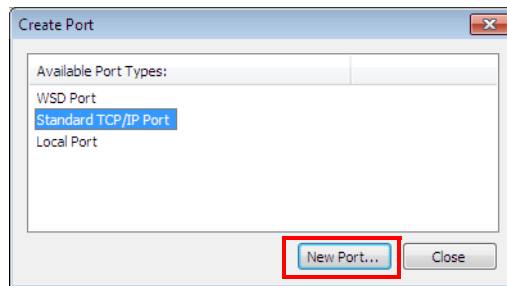
### Install Printer Driver and Add TCP/IP Printer Port

1. Connect a network cable to the printer and computer.
2. If the Windows Add Hardware Wizard appears, click **Cancel**. Do not install the printer driver using the Add Hardware Wizard.
3. Insert the **VIPColor BarTender UltraLite** CD into the disk drive.
4. Select **Seagull Printer Drivers** and then select **Install Printer Driver**.
5. Follow the Seagull DriverWizard instructions to install the printer driver.

- At the **Specify Port** step, click **Create Port**.



- Select **Standard TCP/IP Port** and click **New Port** to run the Add Printer Port Wizard.



- Enter the IP address for the printer and a port name.  
Wait for Windows to detect the TCP/IP port.
  - For Device Type, select **Generic Network Card**.
  - Click **Finish** to add the printer port.
- Follow the remaining instructions to share the printer and complete the installation.

## If the Printer Is Already Installed

If the printer has already been set up and the printer driver installed, it is not necessary to reinstall. You can set up the TCP/IP port from Windows.

1. From the Windows Start menu, Select **Devices and Printers**<sup>1</sup>.
2. Right-click **VIPColor VP4X5** and select **Printer Properties**.
3. On the **Ports** tab, select the **Standard TCP/IP Port** for the printer and click **Configure Port**.
4. Enter the following:
  - Printer's IP Address
  - Port Number: **9100**
5. Click **OK**.

---

1. For Windows 7. The steps will differ slightly for other Windows versions.

## Choose Display Language

You can change the language displayed in the printer control panel. The supported languages are English, German, Italian, Spanish, and French.

1. On the control panel, press the **MENU** button.
2. Press **↵** (enter) to select **Printer Setup**.
3. Press **▼** to scroll to **Display Language** and press **↵** (enter).
4. Scroll to your preferred language and press **↵** (enter).

## Chapter 3

# Using the Printer

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Adjust Alignment for Printing	380
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Monitor Printer through Web Interface	42

---

### CAUTION

Never attempt to pull media out from the back of the printer. Doing so will cause ink mixing in the printer.

Always use **FEED** or **Eject Media** from the printer control panel to eject media from the front of the printer.

---

## Select Print Media

The printer is designed to work well with many different types of labels (both paper and synthetic). However, we strongly recommend that you test print on any new label media for printer compatibility. Printing on incompatible label media is likely to smudge, run, bleed or not dry.

Use inkjet coated media for best quality printing. Always use media that conform to the specifications in [Table 2](#).

Always load media print-side up and aligned against the left side of the media feed slot. See [Load Label Media](#) on page 22.

To prevent jams, poor print quality 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.

**Table 2** Media specifications

---

<b>Media Dimensions</b>	
• Maximum label/tag roll width 8.5"	216 mm
• Label roll on a 3" core	76 mm
• External roll maximum diameter depends on the unwinder used (9" or 12" VIPColor unwinders)	228.6 mm or 305 mm
• Minimum label height 1.5"	38 mm
• Minimum label width 2.0"	51 mm
• Minimum gap 0.08"	2 mm

---

<b>Media Handling</b>	
• Gap sensing and black mark sensing	
• Continuous label or tag stock	
• Roll or fanfold stock	

---

## Label Threshold Setting

The printer is set up for auto-calibration by default. When you load media into the printer, it will automatically calibrate and determine the threshold value, and position the media correctly for printing.

Generally you can keep auto-calibration on. If auto-calibration fails or the printer is unable to detect the media, you may need to manually set the threshold value as described in [Set Label Threshold Manually](#).

The Label Threshold setting is found on the printer control panel.

1. On the printer control panel, select **Menu → Maintenance → Set Label Threshold**.
2. The following options are provided:
  - **Transmissive (Gap)** – Shows the threshold value from the last time calibration was done on gap media.
  - **Reflective (Black Mark)** – Shows the threshold value from the last time calibration was done on black mark media.
  - **Auto Calibration Setting** – ON or OFF.  
When OFF, the printer will simply feed media to the linefeed roller.

Auto-calibration can be set to OFF when:

- The new media roll to be loaded is the same as the previous roll. Calibration has already been done and need not be repeated.
- The new media is continuous media.

### Set Label Threshold Manually

The label threshold value may have to be set manually when:

- Auto-calibration fails at least three times.
- Out of Paper error persists.

To set the label threshold:

1. Load the media.
2. On the control panel, select **Menu → Maintenance → Setup Label Threshold → Transmissive** or **Reflective** depending on the media loaded.  
The control panel displays the current threshold value.
3. Set the value using the ▼ and ▲ keys.
  - Transmissive – Increase value in steps of 50 (valid range 300 to 500).
  - Reflective – Reduce value in steps of 50 (valid range 700 to 900).
4. Try printing again.
5. If labels are skipped, adjust the values again.

If you adjust the label threshold setting beyond the allowable range and the problem is still not resolved, it means that the media is not compatible with the printer.

## Select Print Settings

Before printing labels you can change print settings (such as media size or type) in the software application you are using. Changes made in the application override the default settings in the printer driver. However, once you exit the application, any changes you made are lost. Make the changes in the printer driver if you want to keep the settings.

### Change Settings in Current Application

To change the settings for the current print job:

1. From the application's **File** menu, select **Print**.
2. Click the **Setup, Properties** or similar button.
3. Make the changes and print the document.

### Change Default Settings in Printer Driver

To change and keep the default print settings for future print jobs:

1. From the Windows **Start** menu, select **Devices and Printers**<sup>1</sup>.
2. Right-click the **VIPColor VP4X5** printer, and select **Printing preferences**.
3. Make the changes and click **OK** to save.

### Define Custom Media Sizes

If you regularly print on labels whose sizes are not included as standard options in the printer driver, you may want to define them.

In **Printing preferences**, select the **Page Setup** tab and click **New** to define custom media sizes.

---

1. For Windows 7. The steps will differ slightly for other Windows versions.

## Cancel a Print Job

### Cancel Printing from Printer Control Panel

Press **X** (clear) to cancel the current print job.

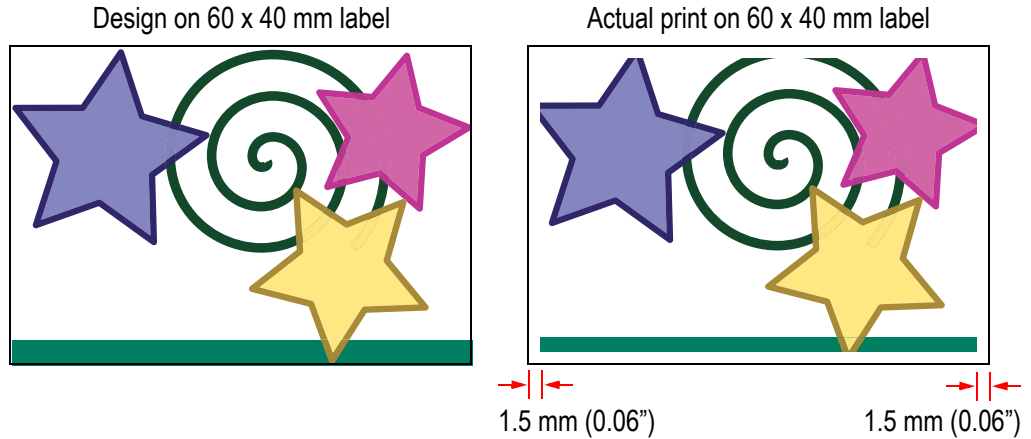
### Cancel Printing from Windows

1. Double-click the printer icon in the taskbar.
2. Right-click the document name and select **Cancel**.

## Create Full-Bleed Labels

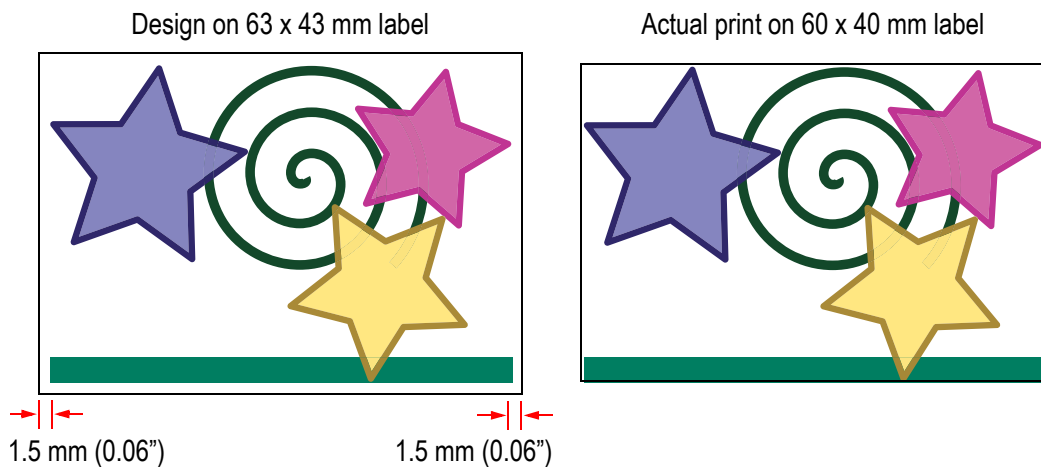
When you design and print full-bleed labels, you may find that the image is cut off around the edges of the label, as shown in [Figure 1](#). This is a characteristic of the printer: an unprintable zone of 1.5 mm (0.06") around the edges of any media size.

**Figure 1** Full-bleed label does not print correctly



To overcome this problem, you should define a size that is 3 mm (0.12") larger than the actual media size. For example, define 63 × 43 mm media size to print on 60 × 40 mm labels. Then center the design on the label, leaving margins of 1.5 mm (0.06") all around as shown in [Figure 2](#). This label will now print correctly edge to edge.

**Figure 2** Design on larger label to print full-bleed



## Using BarTender UltraLite

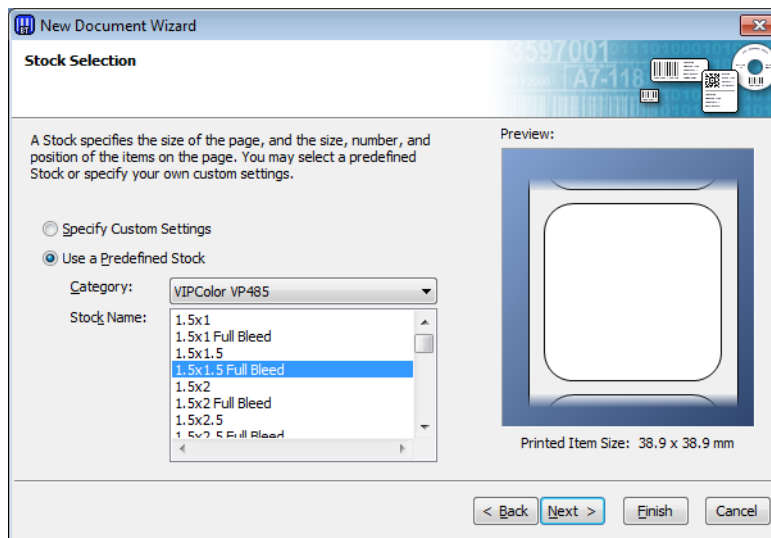
1. Launch **BarTender UltraLite** from the Start menu.
2. Select **Start a New BarTender document**.
3. Let the New Document Wizard guide you through the creation of a new label.

Follow the tips below when creating and printing full-bleed labels. Check to see if your label matches a [Predefined Media Size](#), otherwise, follow the instructions for [Custom Media Size](#).

### Predefined Media Size

When creating a new label using the New Document Wizard, you can select from a variety of Predefined Stock sizes. If the correct size is available, simply make sure that you select the **Full Bleed** option.

**Figure 3** New Document Wizard – Predefined stock selection



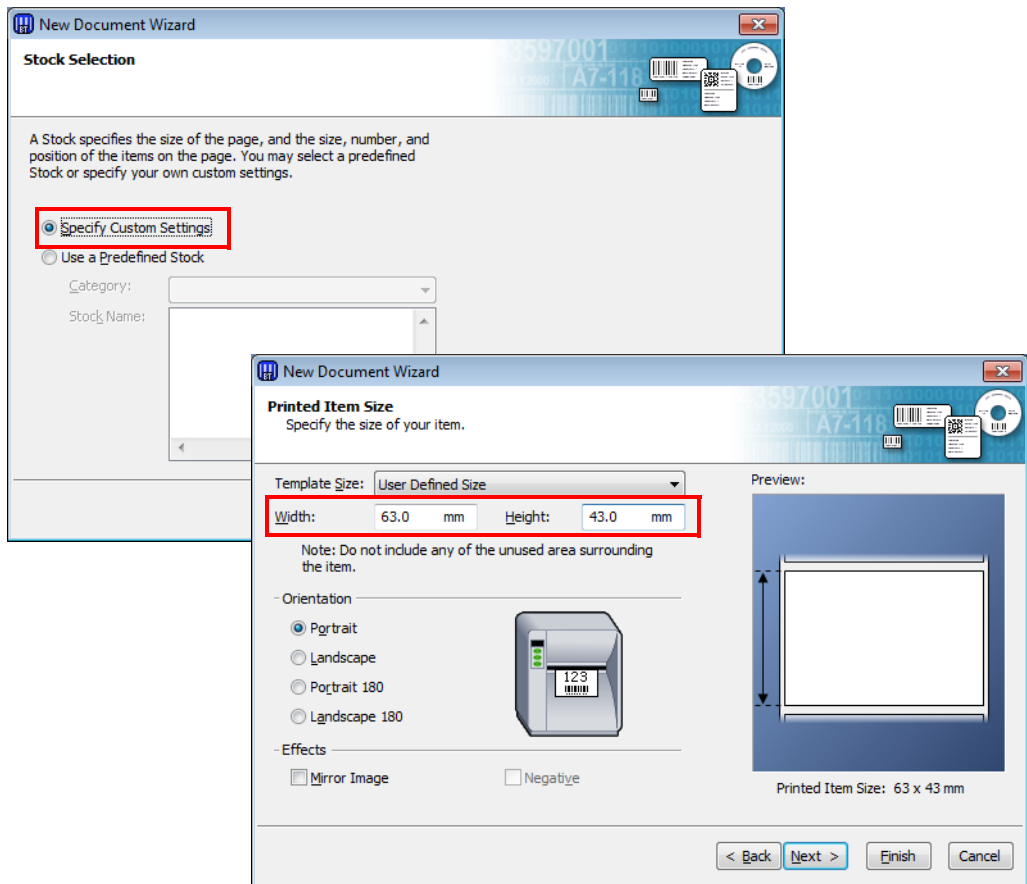
Then lay out the full-bleed label as shown in [Figure 1](#). During printing, the necessary adjustments are automatically made and the label will print correctly.

## Custom Media Size

If the Predefined Stock does not include your media size, define custom media in the New Document Wizard. Select **Specify Custom Settings**, which allows you to define various settings for the media, including the size.

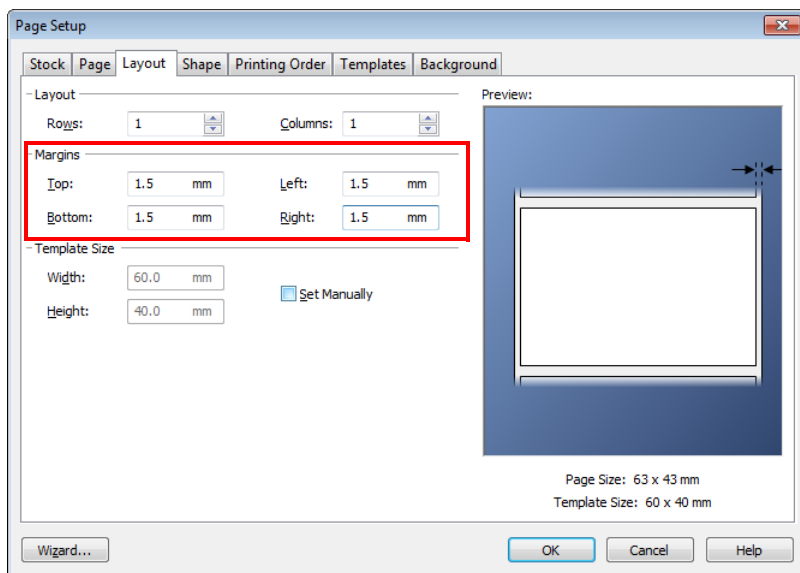
1. Add 3 mm (0.12") to both the actual width and height of the label when defining the size.

**Figure 4** New Document Wizard – Custom media setup



2. When you finish creating the new document, from the **File** menu, select **Page Setup**. On the **Layout** tab, set margins of 1.5 mm (0.06”) all around.

**Figure 5** Page Setup



3. Lay out the label as shown in [Figure 2](#), avoiding the margins.

## Using Other Graphics Software

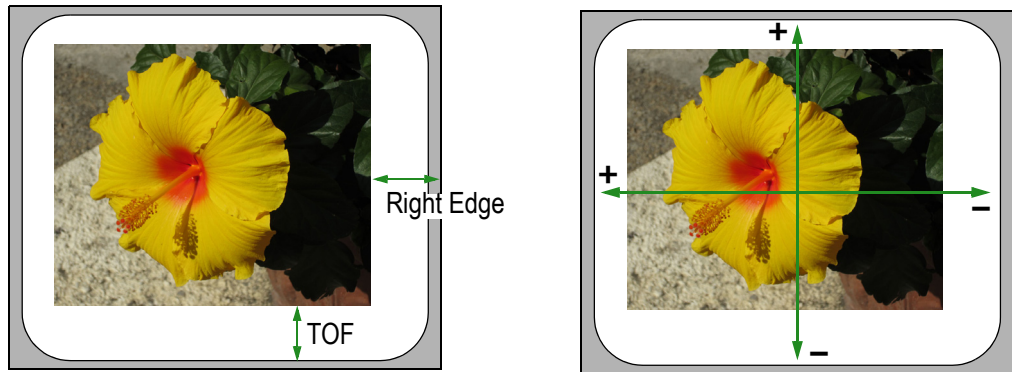
To design and print full-bleed labels using other graphics software, follow the same workflow.

1. Define a custom size that is 3 mm (0.12”) longer and wider than the actual label.
2. Set margins of 1.5 mm (0.06”), and lay out the design within the margins.
3. When printing, select the correct media size.

## Adjust Alignment for Printing

After designing a label, always print 3 to 5 labels in the desired quality mode to check the alignment of the image on the label. If the image is not centered, adjust the TOF and Right Edge (Figure 6).

**Figure 6** TOF and Right Edge adjustment



Label exits printer in this direction

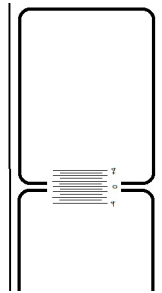
Make the following adjustments from the printer control panel. Once aligned, you can continue printing the same labels without further adjustment.

### Right Edge Adjustment

1. On the printer control panel, select **Menu** → **Printer Setup** → **Right Edge Adjust**.
2. The current TOF value (in mm) is displayed. Press **↵** (enter) to begin.
3. Estimate how much the image needs to be moved. A positive number moves the image left; a negative number moves the image right (Figure 6).
4. Enter the number and press **↵** (enter).
5. Reprint a few labels to check the alignment.

## TOF Adjustment

1. On the printer control panel, select **Menu** → **Printer Setup** → **TOF Alignment**.
2. The current TOF value (in mm) is displayed. Press **↵** (enter) to begin.



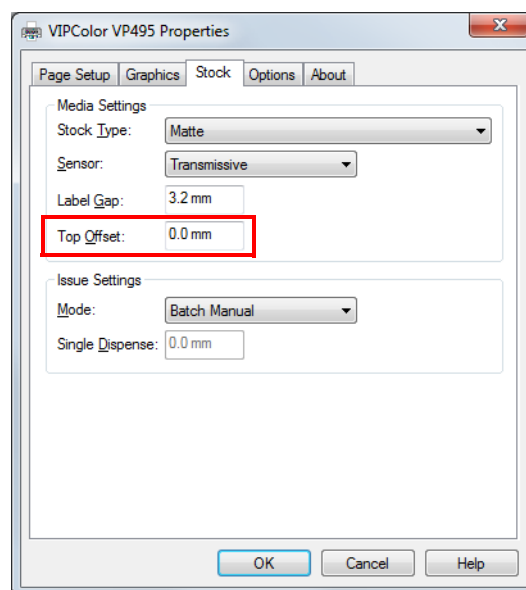
The printer prints rulers over three consecutive registration marks.

3. Use the rulers with the labels you printed earlier and estimate how much the image needs to be moved. A positive number moves the image up; a negative number moves the image down ([Figure 6](#)).
4. Enter the number and press **↵** (enter).
5. Reprint a few labels to check the alignment.

## TOF Adjustment from the Printer Driver

An alternative to adjusting TOF from the printer control panel is to change the setting in the printer driver. This method does not require the printing of rulers on the labels; you just estimate how much the image needs to be moved up or down.

1. From the **File** menu of the graphics software, select **Print**.
2. Select **VIPColor VP4X5** and select **Properties** or a similar button.
3. On the **Stock** tab, enter the adjustment for the **Top Offset** and click **OK**.

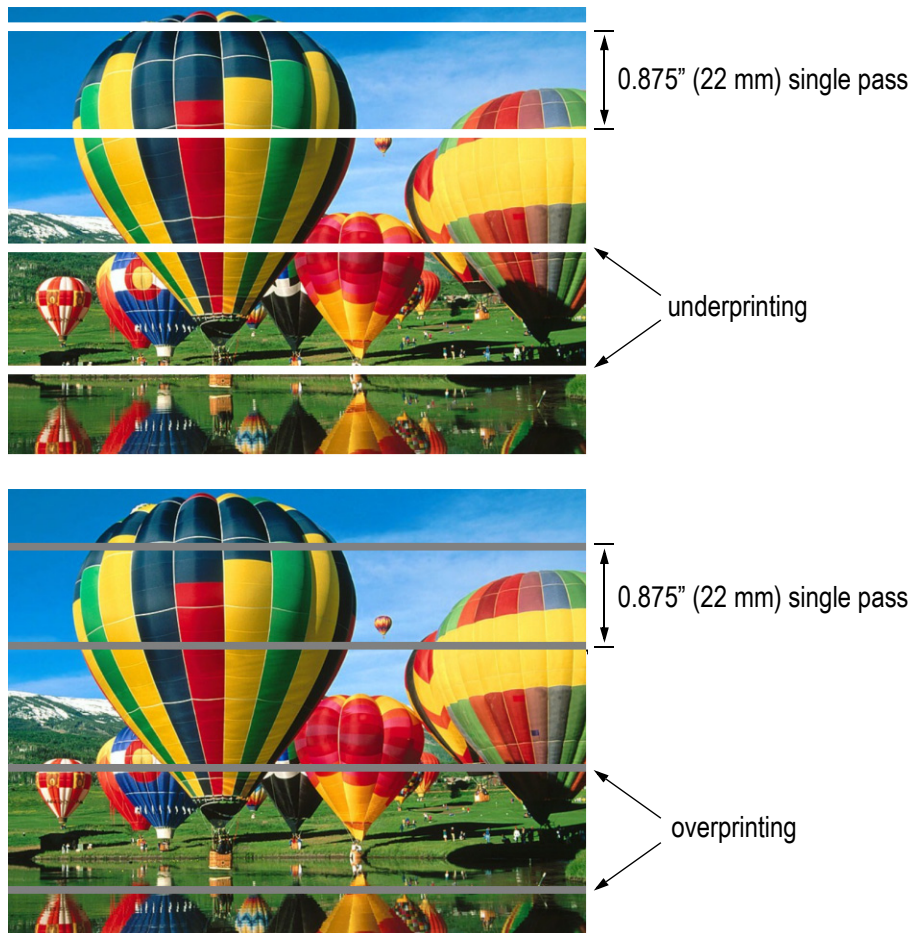


4. Reprint a few labels to check the alignment.

## Adjust for Media Thickness

Media thickness can change with each roll of media. The difference in media thickness and/or flexibility can result in overprinting or underprinting between swaths in Draft or Fast quality mode.

**Figure 7** Media thickness adjustment



When this happens, adjust the media thickness setting.

1. On the printer control panel, select **Menu → Printer Setup → Select Media Thickness**.
2. Select the media type.  
Ensure that your selection matches the media loaded in the printer. The printer is not able to detect the media type; if you select Matt when the media is actually Semi Gloss, the printer will apply values for Matt media.
3. Set the thickness using the arrow keys. A positive value will move the swaths further apart; a negative value will move them closer together. Press **↵** (enter).
4. Reprint a few labels to check the alignment.

## Upgrade or Remove Printer Driver

If you should need to upgrade, remove, or reinstall the printer driver, it is recommended that you use the Seagull DriverWizard.

1. Run the DriverWizard (DriverWizard.exe) from folder where the Seagull driver files were installed.

The DriverWizard provides the following options:

- Install Printer Drivers
- Upgrade Printer Drivers
- Remove Printer Drivers

2. Select an option and follow the instructions to complete the task.

## Monitor Printer through Web Interface

If your printer is connected to a network (Advanced model only), you can check the printer status and usage metrics from a remote PC. You can also set up the printer to send out email messages when problems occur, prompting the recipients to take action. For example, when an ink cartridge needs to be replaced, or a new media roll has to be loaded.

1. Enter the printer's IP address in your web browser.

The home page shows the printer status.

2. Click **Login**.

The first time you access this page, enter a printer name and password. These will be the name and password for future access to the web interface.

Once logged in, you can see a list of the available functions.

## Chapter 4

# Printer Maintenance

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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.

Do not place any objects on the printer. Should any foreign object (metal or liquid) fall into the printer, unplug the power cord and call for service.

## Replacing Ink Cartridges

---

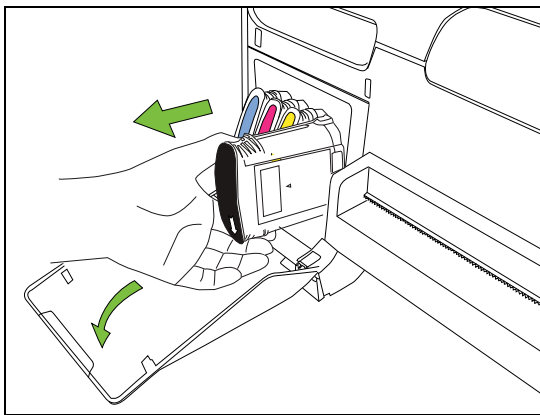
### CAUTION

Do not shake the ink cartridges. Ink may leak out and stain clothing or the surrounding area.

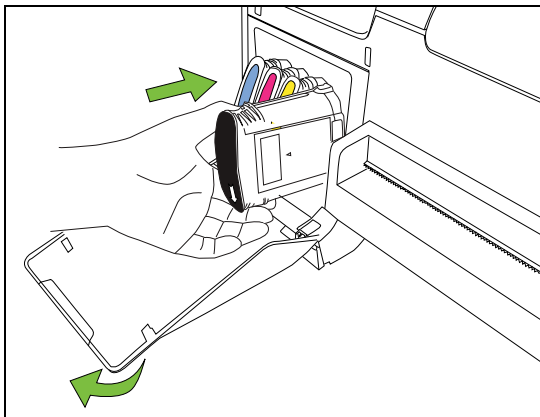
---

Estimated ink levels are shown on the control panel display. Note that these are estimates and actual ink volumes may vary.

After removing an ink cartridge from its package, install it right away. Do not leave a cartridge outside the printer for long periods of time.



1. Open the ink cartridge compartment cover.
2. Hold the ink cartridge between your thumb and forefinger and pull it firmly towards you.



3. Remove the new ink cartridge from its package.
4. Insert it into the slot.
5. Close the ink cartridge compartment cover.

## Cleaning Printheads

If the print quality deteriorates (for example, printed characters are incomplete, or dots or lines are missing from printouts), the ink nozzles might be clogged. When this happens, run the procedure to clean the printheads.

---

### NOTE

Do not clean the printheads manually.

Cleaning uses ink, so clean the printheads only when necessary. The cleaning process takes 3 to 5 minutes.

---

1. On the printer control panel, press the **MENU** button.
2. Select **Maintenance**.
3. Select **Clean Printheads**.
4. Press **↵** (enter) to start cleaning.

If the quality problem persists after cleaning, replace the printheads. See [Replacing Printheads](#).

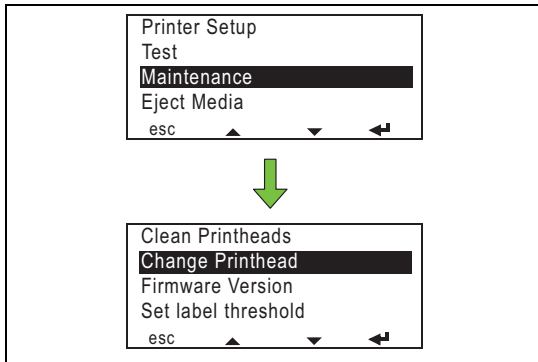
---

### CAUTION

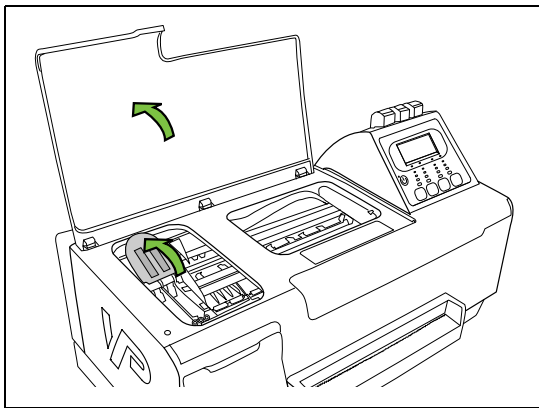
VIPColor is not responsible for damage to the printer that results from modifying the printheads or using incorrect or unauthorized printheads in the printer.

---

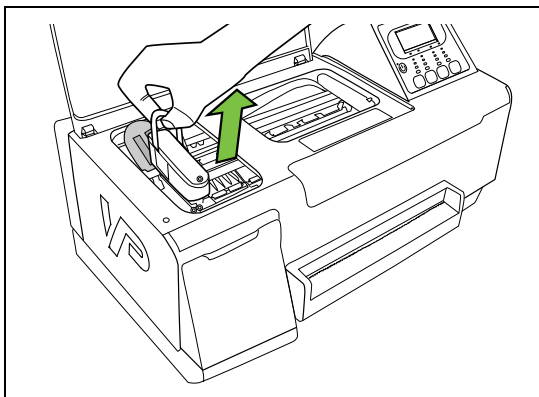
## Replacing Printheads



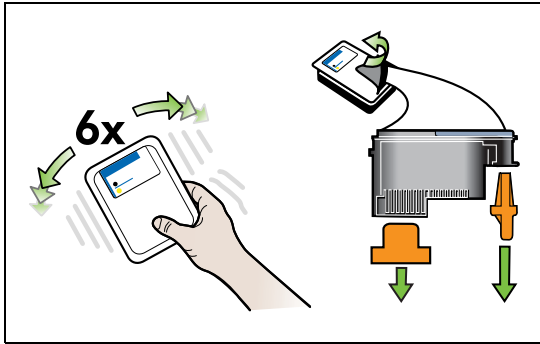
1. On the printer control panel, press the **MENU** button.
  - a Select **Maintenance**.
  - b Select **Change Printhead**



2. Open the top cover.
3. Lift up the printhead latch.



4. Lift the printhead out of the carriage by pulling the handle on its top.



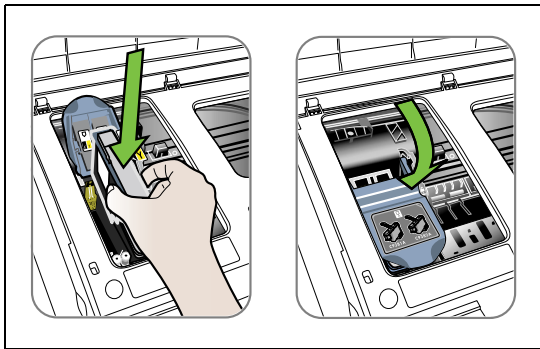
5. Shake the printhead six times as shown.
6. Remove the printhead from its packaging and remove the protective cap and tape.

---

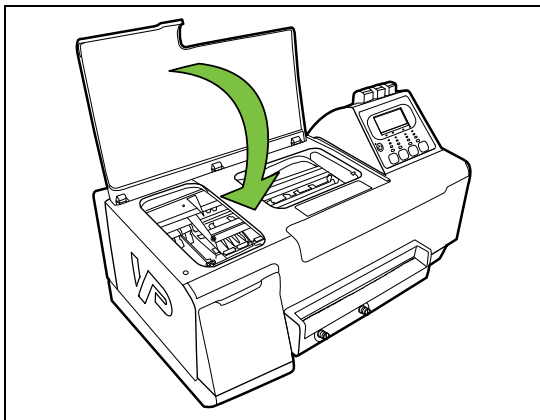
### CAUTION

Handle the protective cap and tape 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 ink nozzles on the printhead. The printer may not print properly if you touch them.

---



7. Push the printhead firmly into the slot.
8. Lower the printhead latch to secure the printheads.



9. Close the top cover.

Whenever you install a new printhead, run the printhead alignment procedure. See [Align the Printheads](#) on page 20.

## Storing Printing Supplies

---

### CAUTION

Do not ship the printer with the ink cartridge and printheads installed.

---

### 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 or a resealable plastic bag.

---

### CAUTION

Store ink cartridges out of the reach of small children. If a child should ingest any ink, consult a doctor immediately.

---

### Printheads

Printheads can be left in the printer for extended periods of time. If you remove the printheads from the printer, place the original protective caps back on the printheads. Otherwise the print quality may degrade quickly.

Do not touch the electrical contacts or nozzle plate.

## Cleaning the Printer

Use a dry cloth to clean the printer.

---



### WARNING

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.

---

### CAUTION

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.

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## Chapter 5

# Troubleshooting

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If Error Messages Appear	53
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If There Is a Media Jam	59
Cleaning the Rear Module	63

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### NOTE

Whenever you need to turn off the printer using the rear Power switch, always wait about 8 seconds before you turn it on again.

---

## If the Printer Does Not Print

---

Printer fails at initialization	<ol style="list-style-type: none"><li>1. Restart the printer using the rear Power switch.</li><li>2. If the problem persists, contact your VIPColor reseller.</li></ol>
Printer shuts down unexpectedly	Make sure the printer is connected to a working power outlet.
All printer lights are on or flashing	<p><i>A non-recoverable error has occurred.</i></p> <ol style="list-style-type: none"><li>1. Turn the printer off using the rear Power switch.</li><li>2. Disconnect all cables. Wait about 20 seconds and reconnect the cables.</li><li>3. Turn on the printer.</li><li>4. If the problem persists, contact your VIPColor reseller.</li></ol>
Printer does not print	<p>If the green light was flashing:</p> <ol style="list-style-type: none"><li>1. Restart the printer.</li><li>2. Try printing a different document. There may be a problem with the document you were printing.</li></ol> <p>If the green light did not flash:</p> <ol style="list-style-type: none"><li>1. Check that the USB cable is properly connected between the printer and PC.</li><li>2. Double-click the VP4X5 printer icon in Devices and Printers and check that the title bar does not show <b>VIPColor VP4X5 - Use Printer Offline</b>. If it shows, on the <b>Printer</b> menu, click <b>Use Printer Offline</b> to deselect it. Try printing again.</li><li>3. If it does not print, double-click the printer icon in the Windows taskbar. Delete any documents waiting to print.</li><li>4. If the error persists, uninstall and reinstall the printer driver.</li></ol>

---

## Other Printer Problems

---

Printer takes a long time to print

- Check the file size. A large document may take a while to process and print.
- Check the print settings: Printing is slower when **High** or **Premium** quality is selected.

---

Printer slows down when printing large documents

- The application you are printing from may have a compatibility issue with the printer. Contact your VIPColor reseller.
- The ambient temperature may affect print speed. It is recommended that the printer be used in an air-conditioned room.

---

FEED button does not work after printing is completed

*Although the printer is online, it is not ready to accept the Feed command.*

Note the firmware version of your printer and contact your VIPColor reseller to find out if an upgrade is available to resolve this issue.

---

Media does not load properly; it feeds a few inches into the printer and stops

1. On the control panel, select **Menu → Maintenance → Setup Label Threshold → Auto-Calibration**.
2. Ensure this option is **ON**.
3. Remove and reload the media (see [Load Label Media](#) on page 22). Make sure the unwinder is turned on.

The printer should now auto-calibrate and position the media correctly for printing.

---

---

## Printer is skipping labels

If you are trying to print a full-bleed label:

Check that your full-bleed label was set up and designed as described in [Create Full-Bleed Labels](#) on page 34.

If you are not printing a full-bleed label:

1. Check that the media size and margins are set correctly in the software. Try printing again.
2. Remove the media from the printer.
3. Restart the printer.
4. On the control panel, select **Menu → Maintenance → Setup Label Threshold → Auto-Calibration** and ensure this option is **ON**.
5. Reload the media and make sure the media sensor is positioned under the media. Try printing again.
6. If the error persists, on the printer control panel, select **Menu → Maintenance → Reset Default Settings**.

Note that if you reset the settings to the defaults, you will lose any changes you made or color profiles you loaded.

---

## If Error Messages Appear

Message on Control Panel	Cause/Solution
Alignment Failed	<ol style="list-style-type: none"> <li>1. Restart the printer and run the printhead alignment procedure again. (See <a href="#">Align the Printheads</a> on page 20.)</li> <li>2. If the error still appears, remove and reinstall the printheads. Run the printhead alignment procedure.</li> <li>3. If the error still appears, remove the printheads and replace with new ones. Then run the printhead alignment procedure.</li> </ol>
Check Paper Path and Restart (1)	<p><i>Media is jammed.</i></p> <p>See <a href="#">Clearing a Media Jam</a> on page 59 to clear the jam.</p>
Check Paper Path and Restart (2)	<p><i>The printhead carriage cannot move freely.</i></p>
Carriage Stall	<p>See <a href="#">If the Printhead Carriage Cannot Move</a> on page 59 to check the paper path and carriage.</p>
Check Paper Path and Restart (3)	<p><i>The paper motor cannot move freely.</i></p>
Paper Motor Stall	<ol style="list-style-type: none"> <li>1. See <a href="#">Clearing a Media Jam</a> on page 59 to clear the jam.</li> <li>2. If the error still appears, continue with <a href="#">Clearing Media from the Rear Module</a> on page 60 to check the rear module.</li> </ol>
Check Paper Path and Restart (4)	<p><i>The service station has stalled.</i></p>
Service Station Stall	<ol style="list-style-type: none"> <li>1. Restart the printer using the rear Power switch.</li> <li>2. If the error still appears, contact your VIPColor reseller.</li> </ol>
Door open	<p><i>The top cover or ink cartridge compartment door is open.</i></p> <ol style="list-style-type: none"> <li>1. Make sure the top cover or ink cartridge compartment door are properly closed.</li> <li>2. If the error still appears, contact your VIPColor reseller.</li> </ol>
Incorrect Cartridge (X)	<p><i>The ink cartridges not recognized.</i></p> <p>Replace the ink cartridge with a genuine VIPColor ink cartridge. See <a href="#">Replacing Ink Cartridges</a> on page 44.</p>
Insert or Replace Printhead (1)	<p><i>No printheads were detected.</i></p> <p>Install new printheads. See <a href="#">Install the Printheads</a> on page 17.</p>
Insert or Replace Printhead (2)	<p><i>A printhead is not installed or has failed.</i></p>
Printhead Failure	<ol style="list-style-type: none"> <li>1. Restart the printer.</li> <li>2. If the error still appears, remove and reinstall the printhead.</li> <li>3. If the error still appears, replace the printhead.</li> </ol>

Message on Control Panel	Cause/Solution
Insert or Replace Printhead (3)	<p><i>The printheads are not properly secured.</i></p> <ol style="list-style-type: none"><li>1. Turn off the printer using the rear Power switch.</li><li>2. Make sure both printheads are installed and close the latch securely.</li><li>3. Turn on the printer.</li><li>4. If the error still appears, contact your VIPColor reseller.</li></ol>
Printhead not Latched	
Out of Paper	<p><i>Printer has run out of media.</i></p> <p>Load media and press <b>Resume</b> on the printer control panel to continue printing.</p> <hr/> <p><i>Media is loaded but could not be detected.</i></p> <ol style="list-style-type: none"><li>1. Make sure media is loaded properly and the media sensor is positioned below the media.</li><li>2. Check print settings: Make sure the <b>Sensor</b> setting matches the media loaded. (Select <b>Transmissive</b> for gap, <b>Reflective</b> for black mark, <b>None</b> for continuous media.)</li><li>3. On the control panel, select <b>Menu</b> → <b>Maintenance</b> → <b>Reset Default Settings</b> to the settings to the defaults.  Note that if you reset the settings, you will lose any changes you made.</li></ol> <hr/> <p><i>Media is loaded but the printer only feeds a few labels and does not print.</i></p> <ol style="list-style-type: none"><li>1. Press <input type="checkbox"/> (clear) on the printer control panel.</li><li>2. Remove the media from the printer.</li><li>3. On the control panel, select <b>Menu</b> → <b>Maintenance</b> → <b>Setup Label Threshold</b> → <b>Auto-Calibration</b> and ensure this option is <b>ON</b>.</li><li>4. Reload the media and make sure the media sensor is positioned under the media.</li><li>5. If <b>Continuous Media Detected</b> appears on the control panel but you are not using continuous media, see <a href="#">Set Label Threshold Manually</a> on page 31 to adjust the threshold values.</li><li>6. If there is no message on the control panel, make sure the <b>Sensor</b> setting matches the media loaded. (Select <b>Transmissive</b> for gap, <b>Reflective</b> for black mark, <b>None</b> for continuous media.)</li></ol>

Message on Control Panel	Cause/Solution
Replace Ink (1)	<i>An ink cartridge has run out.</i>
Out of Ink (color)	Replace the ink cartridge. See <a href="#">Replacing Ink Cartridges</a> on page 44.
Replace Ink (2)	<i>No ink cartridges were detected.</i>
Cartridge Failure (color)	<ul style="list-style-type: none"><li>• Install the ink cartridges.</li><li>• If ink cartridges are already installed, remove them and reinstall.</li></ul>
Reconnect Rear Module	<i>The rear module could not be detected.</i> <ol style="list-style-type: none"><li>1. Turn the printer off.</li><li>2. Remove and reinstall the rear module. Make sure the screws are tightened.</li><li>3. Turn the printer on.</li></ol>

## If Printouts are Incorrect or Print Quality is Poor

---

Blank label or partial image is printed

Check print settings:

- Make sure the media size selected matches the size of the media loaded in the printer.
- Make sure the print quality settings are correct for the media.

---

Placement of text or graphics is incorrect

- Make sure the media width guide is pushed against the right side of the media. See [Load Label Media](#) on page 22.
- Check print settings:
  - Make sure the media size selected matches the size of the media loaded in the printer.
  - Make sure the page orientation matches the orientation of the media loaded in the printer.

---

Text or graphics are printed over the gap

- Check print settings: Make sure the selected Sensor type is correct.
- Make sure the media sensor is positioned under the media.

If the problem persists, it may be due to the application's failure to interpret print settings correctly. Check for known issues or conflicts.

---

Text or graphics are shifted to the left

1. Restart the printer using the rear Power switch.
2. Print again and see if the text/graphics are now in the correct position.
3. If not, on the control panel, select **Menu → Maintenance → Reset Default Settings**.

Note that if you reset the settings to the defaults, you will lose any changes you made or color profiles you loaded.

---

White lines or bands are evenly spaced across the label

A change in media thickness causes underprinting (white bands). See [Adjust for Media Thickness](#) on page 40.

---

Dark lines or bands are evenly spaced across the label

A change in media thickness causes overprinting (dark bands). See [Adjust for Media Thickness](#) on page 40.

---

---

Poor print quality	<ul style="list-style-type: none"><li>• Check the media quality; the media may not be designed for inkjet printing. See the <a href="#">Media specifications</a> on page 30.</li><li>• If a printhead was replaced, make sure the printhead alignment procedure has been run.</li></ul>
Colors are faded or dull	Check print settings: <ul style="list-style-type: none"><li>• The <b>Draft</b> or <b>Fast</b> mode prints faster and uses less ink. For better results, select <b>Normal</b> or better print quality.</li><li>• Make sure the media type selected in the software matches the type of media loaded in the printer.</li></ul>
Colors are wrong	<ul style="list-style-type: none"><li>• Make sure the document is in RGB mode. The printer will print colors incorrectly if the document is CMYB.</li><li>• Make sure the media type selected matches the type of media loaded in the printer.</li></ul>
Colors print in black and white	Check the settings in the printer driver: Make sure <b>Color</b> is selected and not <b>Monochrome</b> .
Colors are bleeding	<ul style="list-style-type: none"><li>• Make sure the ink cartridge have not been tampered with. Always use genuine VIPColor ink cartridges. Refilling and incompatible inks can damage the printer or printheads, and result in reduced print quality.</li><li>• Check the media quality; the media may not be designed for inkjet printing.</li></ul>
Colors do not line up properly	Run the printhead alignment procedure. See <a href="#">Align the Printheads</a> on page 20.
Ink is smearing	Some types of media do not accept ink well. The ink will dry more slowly and is more likely to smear.
Meaningless characters are printed	If printing is interrupted, the printer might not be able to complete the print job. <ol style="list-style-type: none"><li>1. Cancel printing and wait for the printer to return online (ready).</li><li>2. If the printer does not return online, cancel all documents waiting to print. (Double-click the printer icon in the Windows taskbar.)</li><li>3. When the printer is ready, print the document again. If you are prompted to retry the interrupted print job, cancel it.</li><li>4. If the problem persists, restart the printer.</li><li>5. Try printing another document from the same application.</li></ol>

---

## BarTender Problems

---

### Unable to add picture to label

- If a BarTender error is displayed, it may be due to insufficient memory on your PC. Check the available memory.
- The image may not be compatible. Try using images that are in RGB format, 300 × 300 dpi resolution, and saved as jpeg files.
- If the problem persists, contact Seagull Scientific Technical Support via email at [techsupport@seagullscientific.com](mailto:techsupport@seagullscientific.com)

---

### Unable to get image centered on the label

See [Adjust Alignment for Printing](#) on page 38 to adjust the TOF and Right Edge.

---

### Unable to print full-bleed label – printed image is smaller and does not print edge to edge

Create the label in BarTender and be sure to select a **Full Bleed** label from the list of predefined stock.

See [Create Full-Bleed Labels](#) on page 34 for more information.

---

## If There Is a Media Jam

---

### CAUTION

Never attempt to pull media out from the back of the printer. Doing so will cause ink mixing in the printer.

Always try to remove media from the front of the printer.

---

### Clearing a Media Jam

1. Cut off any jammed media from the media roll.
2. Gently pull out the jammed media from the **front** of the printer.
3. Restart the printer using the rear Power switch.
4. If an error message still appears, check the rear module. See [Clearing Media from the Rear Module](#) on page 60.

### If the Printhead Carriage Cannot Move

If the media is crushed under the printhead carriage and it is unable to move, follow these steps:

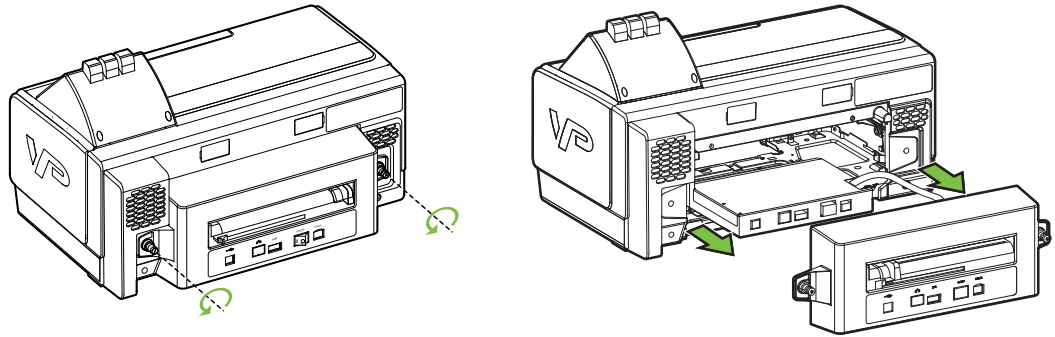
1. Press the Power button on the control panel to turn off the printer.
2. Turn off the Power switch at the rear of the printer.
3. Open the top cover of the printer.
4. Carefully remove the jammed media from the path of the carriage.  
If the carriage is at the center of the printer, see if it can move freely from side to side.
5. Turn on the printer.
6. If an error message still appears, remove and reinstall the printheads.
7. Make sure the printhead latch is secured.
8. Restart the printer and run the printhead alignment procedure.

### Clearing Media from the Rear Module

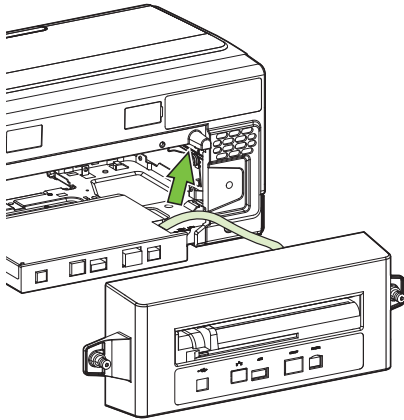
Do this only if the [Clearing a Media Jam](#) procedure does not clear the error.

1. Press the Power button on the control panel to turn off the printer.
2. Turn off the Power switch at the rear of the printer.
3. Disconnect all the cables.
4. Remove the rear module and clear any jammed media.

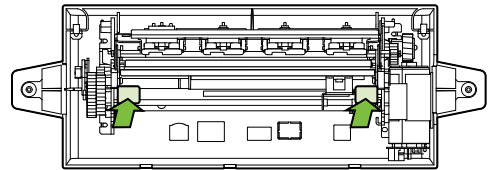
- a** Release rear module.



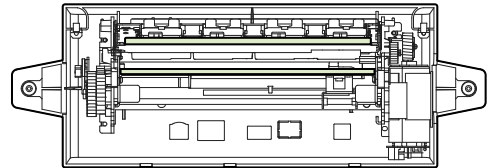
- b** Disconnect cable from printer board.



- c** Press latches down to release lifters.

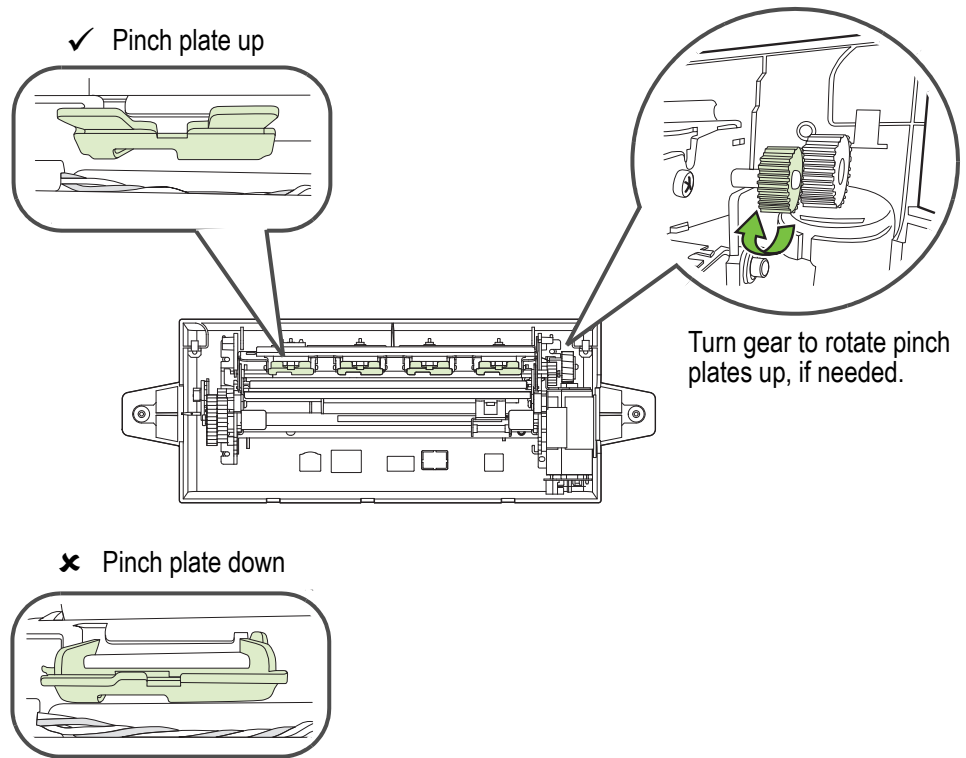


- d** Gently remove any jammed media between the plates.



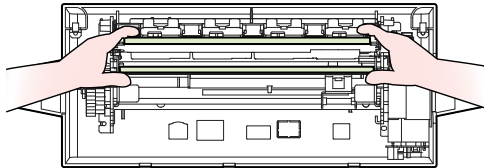
5. Check that the rollers (between the plates) can move freely.

6. Before reinstalling the rear module, ensure the pinch plates are in the up position.

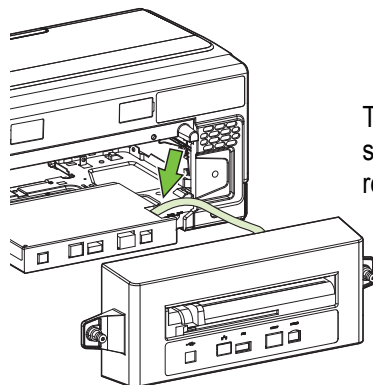


## 7. Reinstall the rear module.

- a** Lock the lifters.

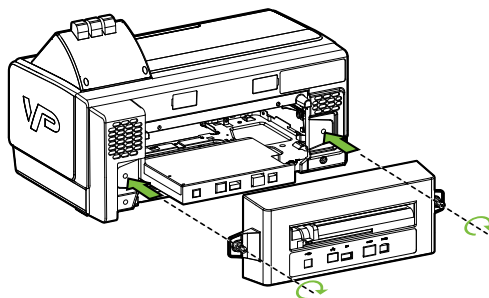


- b** Reconnect cable to printer board.



Tuck the cable beside the printer board so it does not get caught when the rear module is replaced.

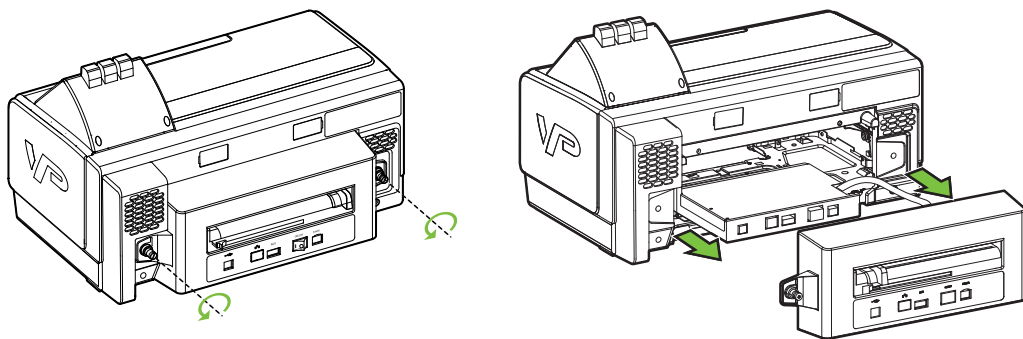
- c** Replace and secure the rear module.



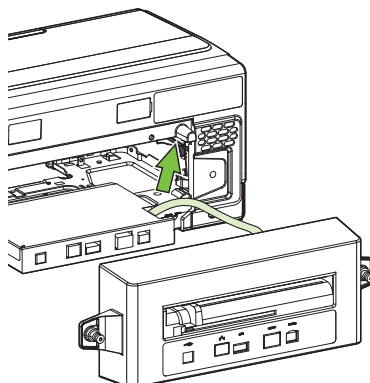
## Cleaning the Rear Module

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

**a** Release rear module.

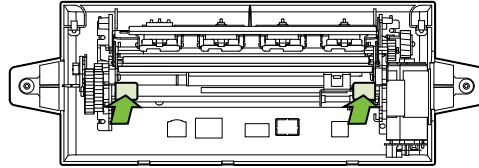


**b** Disconnect cable from printer board.

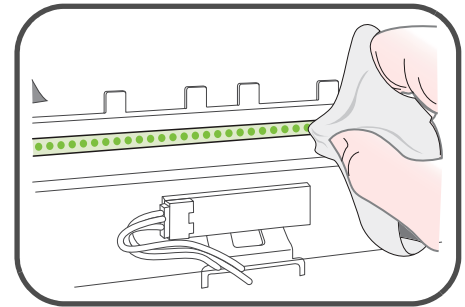
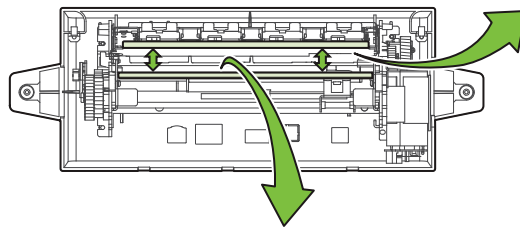


4. Clean the following areas in the rear module.

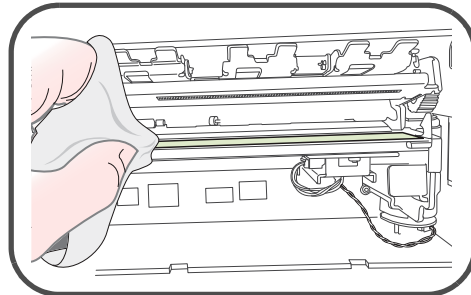
- a** Press latches down to release lifters.



You can lift the upper plate gently to reach the areas between the plates.



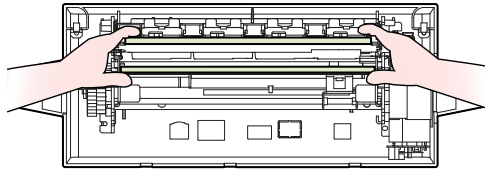
- b** Use a lint-free cloth to clean the LED row on the upper plate.



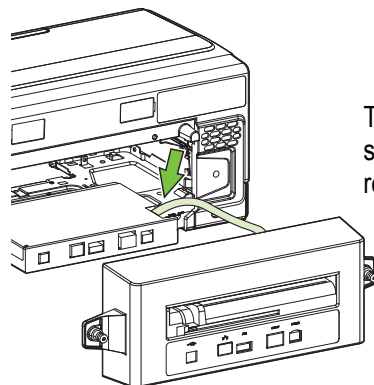
- c** Use a lint-free cloth to clean the clear plastic area on the lower plate.

5. Reinstall the rear module.

- a** Lock the lifters.

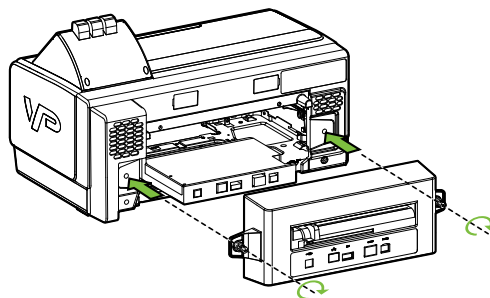


- b** Reconnect cable to printer board.



Tuck the cable beside the printer board so it does not get caught when the rear module is replaced.

- c** Replace and secure the rear module.





# Appendix

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## Options on Printer Menu

**Table 3** Menu options

<b>Menu</b>	<b>Option</b>	<b>Description</b>
<b>Printer Setup</b>	Align Printheads	Run automatic alignment of new printheads. Two Letter/A4-sized sheets of paper are needed.
	TOF Alignment	Adjust TOF setting.
	Right Edge Adjust	Adjust Right Edge setting.
	Select Media Thickness	Choose media type and make fine adjustments in line feed accuracy to compensate for differences in media thickness.
	Display Language	Select language for control panel display.
<b>Test</b>	Test Prints	Print test labels. Load 6" x 4" (152.4 mm x 101.6 mm) standard gap media for this procedure.
	Drop Count	Display ink drop count for each ink cartridge.
<b>Maintenance</b>	Clean Printheads	Run a cleaning cycle on the printheads.
	Change Printhead	Move printhead carriage to left side of printer so that a printhead can be replaced.
	Firmware Version	Display firmware version.
	Set Label Threshold	Make fine adjustments in line feed accuracy to compensate for differences in media and line opacity.
	Read Metrics	Display usage data for selected item.
	Media Status	Display current media parameters (media length and gap length).
	Spittoon Ink Level	Display waste ink level.
	Display Errors	Display list of recent errors.
	Default Setting	Revert to default printer settings.
<b>Eject Media</b>	Forward Eject	Eject media from the front of the printer.
	Reverse Eject	Eject media from the back of the printer.

**Table 3** Menu options (continued)

Menu	Option	Description
<b>Configure Network</b> (if enabled)	IP Addr	Enter network settings for Advanced model only
	Subnet Mask	
	Gateway	
	Primary DNS	
	Secondary DNS	
	MAC Addr	
<b>Advanced</b>	Ink Limit	Increase or decrease amount of ink used for printing.
	Pass Through Mode	Disable or enable pass through mode.
	Label Counter	Display number of labels printed, and provide the option to reset the counter.
	Set Password	Set a password that will be required to reset the label counter.

## Regulatory Information

### General Certification and Compliance

**Important:** Changes or modifications to this product not authorized by VIPColor Technologies USA Inc could void the EMC compliance and negate your authority to operate the product. This product has demonstrated EMC compliance under conditions that included the use of compliant peripheral devices and shielded cables between system components. It is important that you use compliant peripheral devices and shielded cables where required between system components to reduce the possibility of causing interference to other electronic devices.

### Information for User

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense.

### EN55022 (CE Radiation) Warning

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

### 警告使用者

這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

## Disposal of Unwanted Product



This symbol 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 equipment for recycling, refer to the VIPColor website at [www.vipcolor.com](http://www.vipcolor.com).

## Material Safety Data Sheets

Material Safety Data Sheets (MSDSs) can be obtained from the VIPcolor website at [www.vipcolor.com](http://www.vipcolor.com).

## VIPColor Environmental Policy

Product VP4X5 is in compliance with the requirements of VIPColor Environmental Policy and has been assessed to ensure that the 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.

## Recycling

The following are design for recycling features that have been incorporated into this product:

- The number of materials has been kept to a minimum while ensuring proper functionality and reliability.
- Dissimilar materials have been designed to separate easily.
- Fasteners and other connections are easy to locate, access and remove using common tools.
- 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.

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