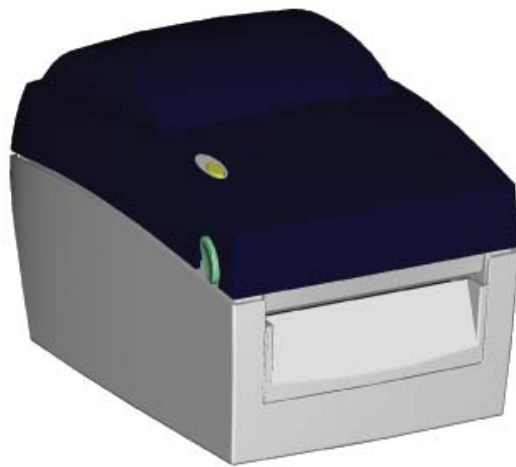


User's Manual



Falcon DT2 / Falcon DT4



Safety Instructions

Bitte die Sicherheitshinweise sorgfältig lesen und für später aufheben.

1. Die Geräte nicht der Feuchtigkeit aussetzen.
2. Bevor Sie die Geräte ans Stromnetz anschließen, vergewissern Sie Sich, dass die Spannung des Geräts mit der Netzspannung übereinstimmt.
3. Nehmen Sie das Gerät bei Überspannungen (Gewitter) vom Netz. Das Gerät könnte sonst Schaden nehmen.
4. Sollte versehentlich Flüssigkeit in das Gerät gelangen, so ziehen sofort den Netzstecker. Anderenfalls besteht die Gefahr eines lebensgefährlichen elektrischen Schlags.
5. Wartungs- und Reparaturarbeiten dürfen aus Sicherheitsgründen nur von autorisierten Personen durchgeführt werden.
6. Bei Wartungs- und Reparaturarbeiten müssen die Sicherheitsvorschriften der zuständigen Berufsverbände und Behörden unbedingt eingehalten werden.
7. Bei Verletzungen unbedingt den Arzt aufsuchen und die gegebenenfalls die zuständigen Stellen benachrichtigen. Unterlassung kann zum Verlust der Versicherungsleistungen führen.

Safety Instructions

Please read the following instructions seriously.

1. Keep the equipment away from humidity.
2. Before you connect the equipment to the power outlet, please check the voltage of the power source.
3. Disconnect the equipment from the voltage of the power source to prevent possible transient over voltage damage.
4. Don't pour any liquid to the equipment to avoid electrical shock.
5. ONLY qualified service personnel for safety reason should open equipment.
6. Don't repair or adjust energized equipment alone under any circumstances. Someone capable of providing first aid must always be present for your safety
7. Always obtain first aid or medical attention immediately after an injury. Never neglect an injury, no matter how slight it seems.

CAUTION

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

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1. Barcode Printer

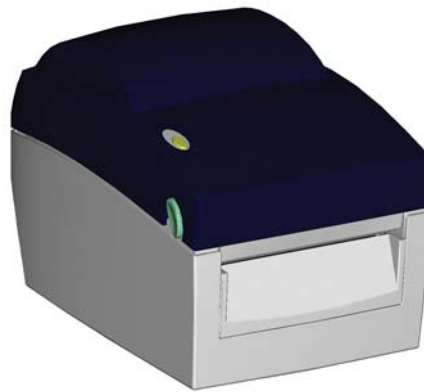
1-1. Printer Accessories

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

- ◆ Barcode printer
- ◆ Power cord
- ◆ Switching Power
- ◆ USB Cable
- ◆ Label
- ◆ Quick Start Guide
- ◆ CD (includes label editing software CLabel / Manual)



Falcon DT2



Falcon DT4

1-2. General Specifications

| Model | Falcon DT2 | Falcon DT4 |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Resolution | 203 dpi (8 dot/mm) | |
| Print Mode | Direct Thermal | |
| CPU | 32 Bit | |
| Memory | 4MB Flash, 8MB SDRAM | 4MB Flash, 8MB SDRAM (with RTC) |
| Print Speed | 2 IPS ~ 4 IPS | |
| Print Length | Max.1727mm (68") Min.12.7mm(0.5") | |
| Print Width | Max.54 mm (2.12") | Max.108mm (4.25") |
| Sensor Type | Adjustable Reflective sensor; Fixed transmissive, center aligned | |
| Sensor Detection | Type: Label gap and black mark sensing. Detection: Label length auto sensing and / or program command setting | |
| Media | Label Roll OD: Max. 127mm (5") Core Diameter: 1", 1.5" Width: 15mm (0.6 ") ~ 60mm (2.36") Thickness: 0.06~0.20mm | Label Roll OD: Max. 127mm (5") Core Diameter: 1", 1.5" Width: 25mm (1 ") ~ 118mm (4.65") Thickness: 0.06~0.20mm |
| Printer Language | EZPL (Firmware downloadable) | |
| Software | Application: CLabel-IV(EZPL only) DLL & Driver: Microsoft Windows NT 4.0, 2000 and XP | |
| Resident Fonts | 11 resident Windows bit mapped fonts (6,8,10,12,14,18,24,30,16X26,OCR A & B); can be rotated in 8 orientations and expandable 8 times horizontally and vertically. Scalable Font in 4 orientations. | |
| Fonts Download | Windows bit mapped font: can be rotated in 8 orientations and expandable 8 times horizontally and vertically. Asian font: can be rotated in 4 orientations and expandable 8 times horizontally and vertically. True Type Font: can be rotated in 4 orientations. | |

| | | |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Image Handling | Support BMP and PCX. Support ICO, WMF, JPG, EMF file through software. Support image resize, rotating, mapping and inverse through software. | |
| Barcodes | Code 39, Code 93, Code 128 (subset A,B,C), UCC 128, UCC/EAN-128 K-Mart, UCC/EAN-128, UPC A / E (add on 2 & 5), I 2 of 5, I 2 of 5 with Shipping Bearer Bars, EAN 8 / 13 (add on 2 & 5), Codebar, Post NET, EAN 128, DUN 14, MaxiCode, HIBC, Plessey, Random weight, Telepen, FIM, China Postal Code, RPS 128, PDF417 & Datamatrix code, QR code | |
| Interfaces | Serial port: RS-232 (Baud rate : 4800 ~ 115200 , XON/XOFF , DSR/CTS) USB port: V2.0 | |
| Control Panel | One Tri-color LED: Power (Red, Orange and Green) Function Key: FEED | |
| Power | Auto Switching 100/240VAC, 50/60 Hz | |
| Environment | Operation: 41°F to 104°F (5°C to 40°C) Storage: -4°F to 122°F (-20°C to 50°C) | |
| Humidity | Operation: 30-85%, non-condensing. Free air. Storage: 10-90%, non-condensing. Free air. | |
| Cert. Approval | CE, FCC Class A, CCC, CB, cUL, BSMI, GS | |
| Printer Dimension | Length: 218 mm (8.58") Height: 172 mm (6.77") Width: 100 mm (3.94") Weight: 1.2 Kg | Length: 218 mm (8.58") Height: 166 mm (6.53") Width: 168 mm (6.61") Weight: 1.5 Kg |
| Options | Cutter Module Stripper Module RTC Internal Ethernet Adapter Card | Cutter Module Stripper Module Internal Ethernet Adapter Card Parallel port |

Specifications are subject to change without notice.

1-3. Communication Interface

Serial Interface

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

RS232 HOUSING (9-pin to 9-pin)

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

【Note】 The total current output from serial port can not exceed 500mA.

USB Interface

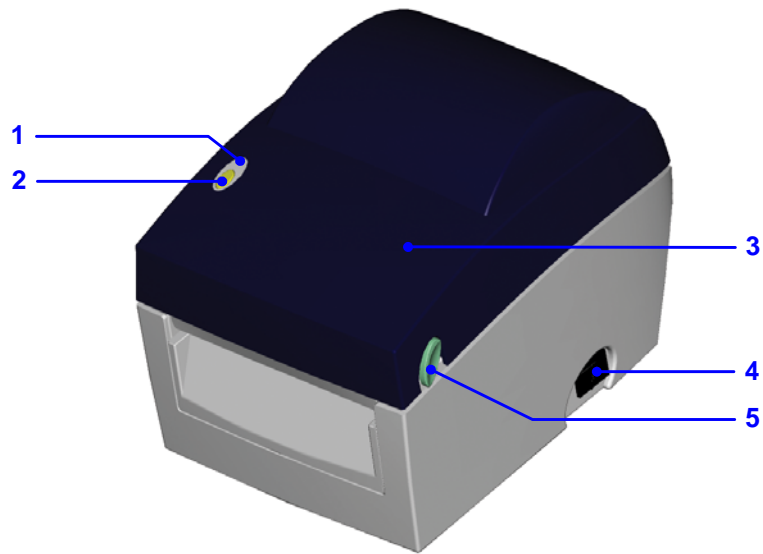
Connector Type : Type B

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

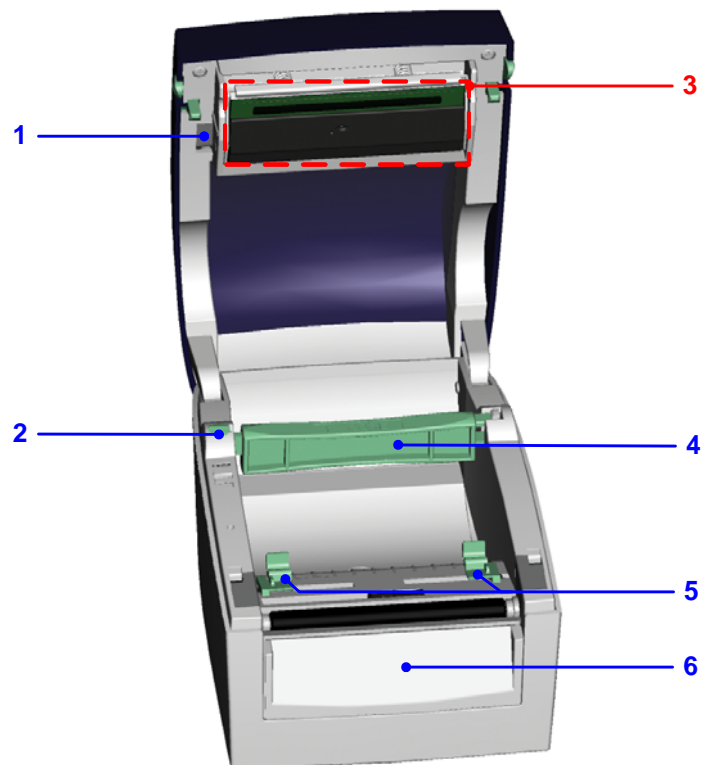
Internal Interface

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

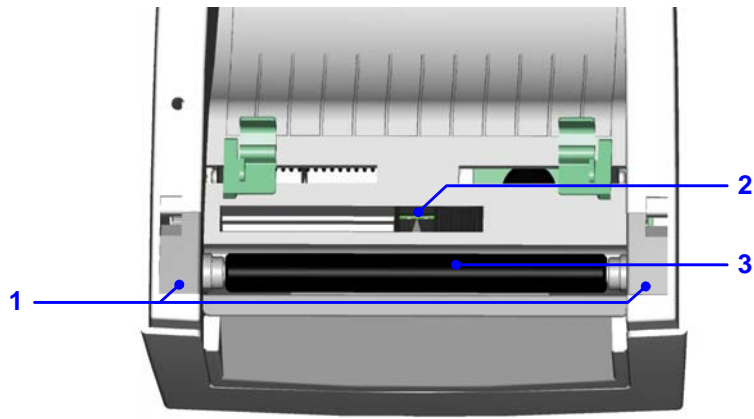
1-4. Printer Parts



| | |
|----|-------------------|
| 1. | LED Light |
| 2. | FEED Key |
| 3. | Top Cover |
| 4. | Power Switch |
| 5. | Cover Open Button |



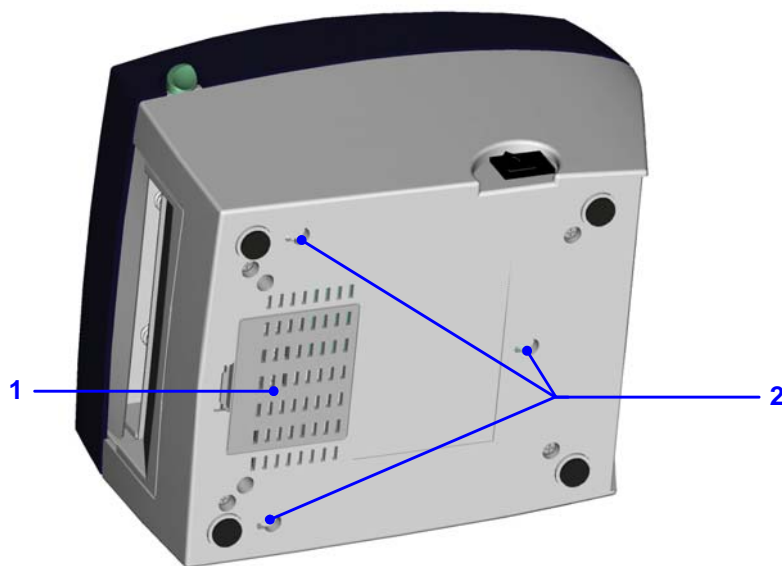
| | |
|----|-------------------|
| 1. | Print Head Lift |
| 2. | Label Roll Holder |
| 3. | Print Mechanism |
| 4. | Label Roll Core |
| 5. | Label Guide |
| 6. | Front Cover Piece |



| | |
|----|---------------|
| 1. | Platen Cover |
| 2. | Label Sensor |
| 3. | Platen Roller |



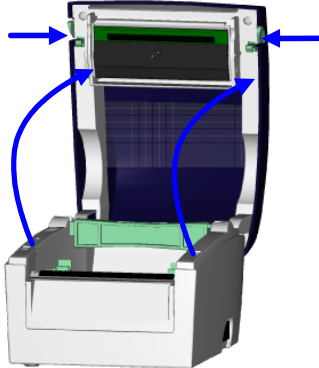
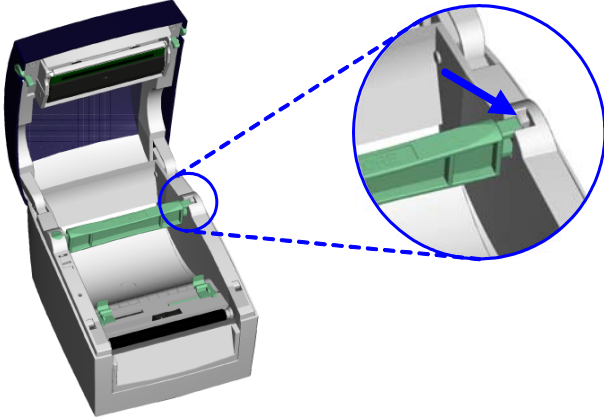
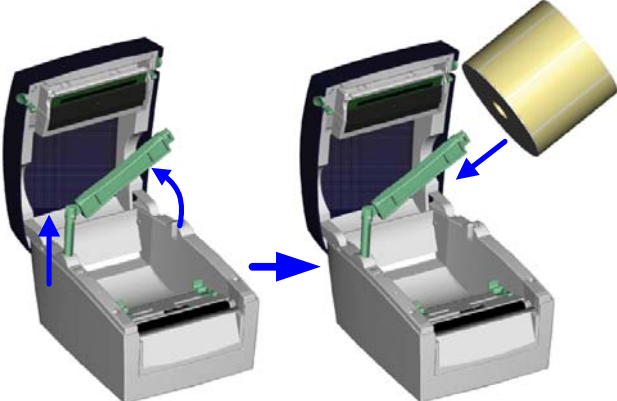
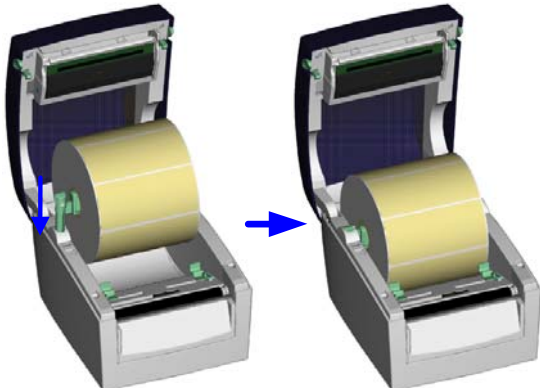
| | |
|----|-----------------------|
| 1. | Power Socket |
| 2. | USB Port |
| 3. | Fan-Fold Label Insert |
| 4. | Serial Port (RS-232) |



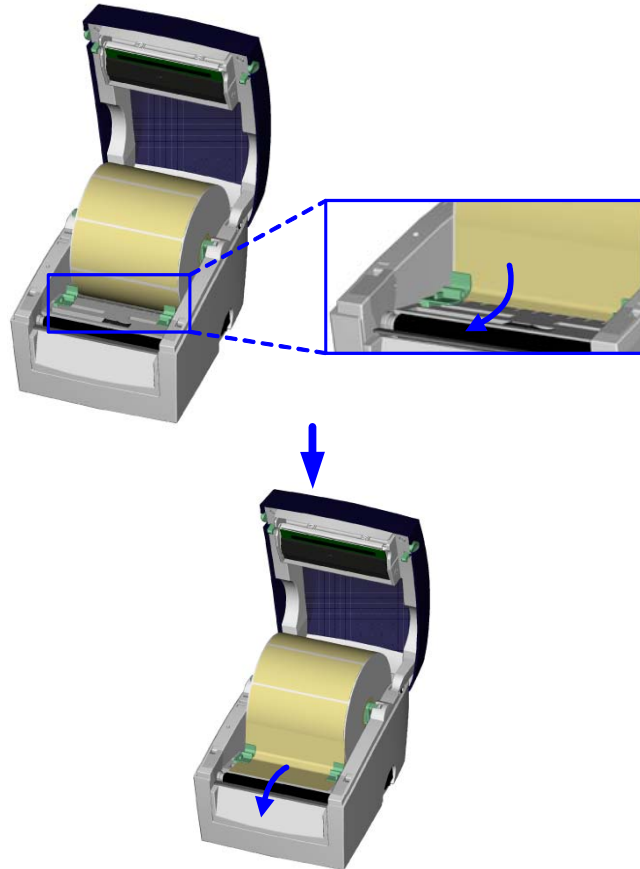
| | |
|----|-------------------|
| 1. | Bottom Case Cover |
| 2. | Hang Holes |

2. Printer Installation

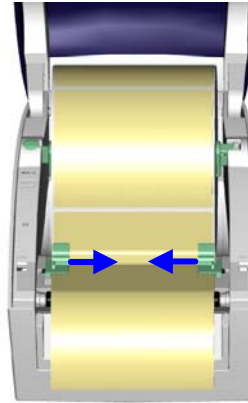
2-1. Label Installation

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <p>1. Place the printer on a horizontal surface and open the Top Cover.</p> |  |
| <p>2. Press and release the lock of Label Roll Core.</p> |  |
| <p>3. Pull up the Label Roll Holder and lift the Label Roll Core upward.</p> <p>4. Place a new label roll onto the Label Roll Core.</p> |  |
| <p>5. Flip the Label Roll Core downward and pull back the Label Roll Holder.</p> <p>6. Pull and lock the Label Roll Core to the original position.</p> |  |

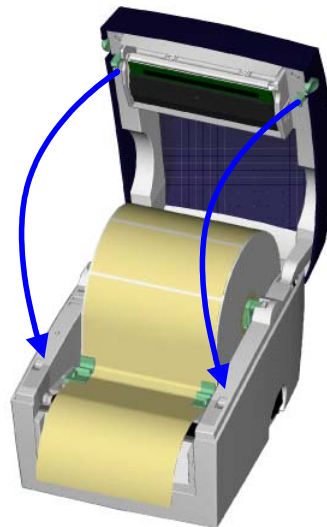
7. Put the label under the Label Guide and stretch it forward.



8. Pull the Label Guide inward and make it fit the edge of label.

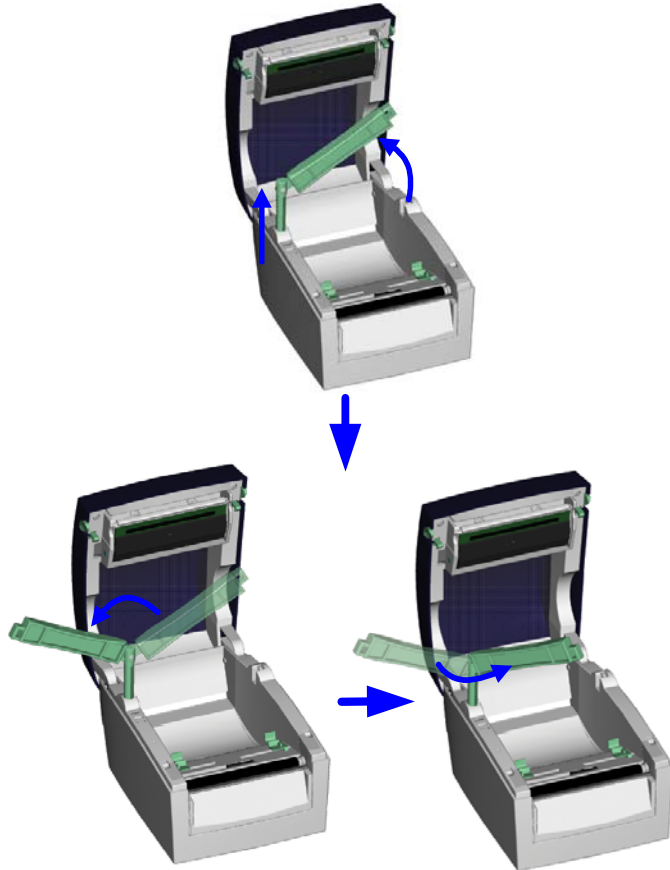


9. Close the Top Cover to complete the label installation.



2-2. Label Roll Core Switch

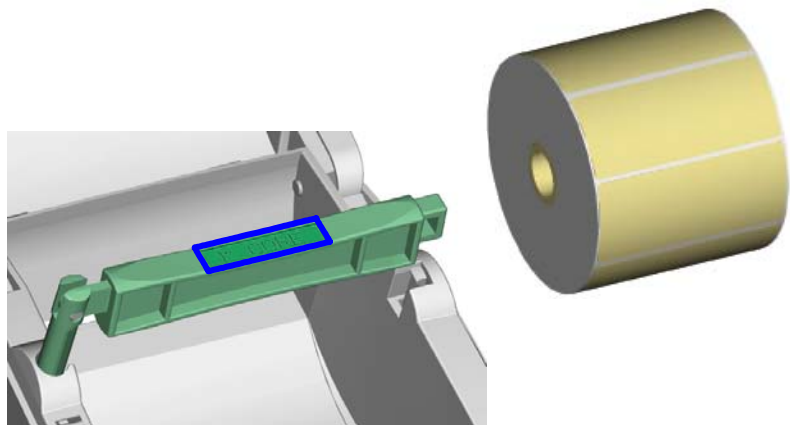
1. Pull the Label Roll Holder to the topmost and lift the Label Roll Core upward.
2. Turn the Label Roll Core outward as the figure shows.
3. Whirl the Label Roll Core back to the original position.



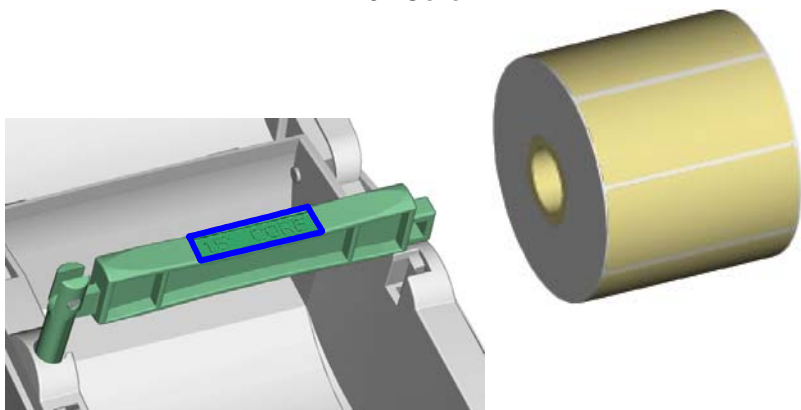
- A. When the lock hole of Label Roll Core is on upper side, it applies to 1" core.
- B. When the lock hole of Label Roll Core is on lower side, it applies to 1.5" core.

【Note】
You can also distinguish it by the index on the Label Roll Core as shown in figure.

1" Core

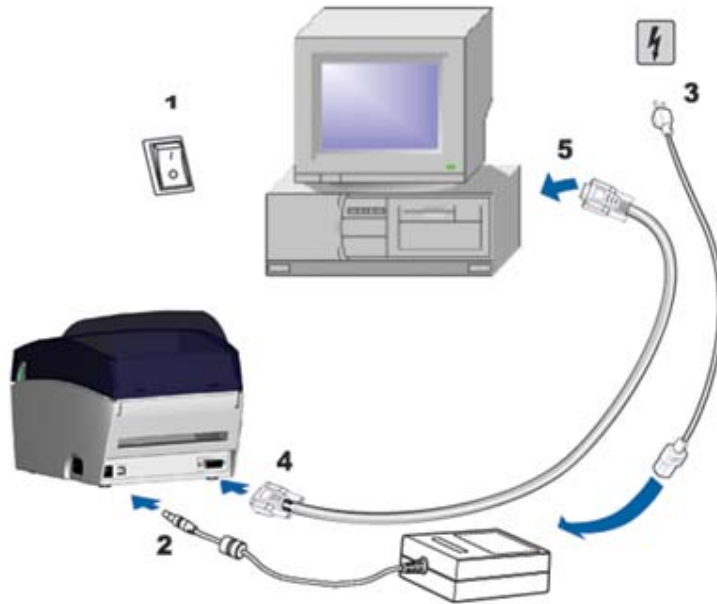


1.5" Core

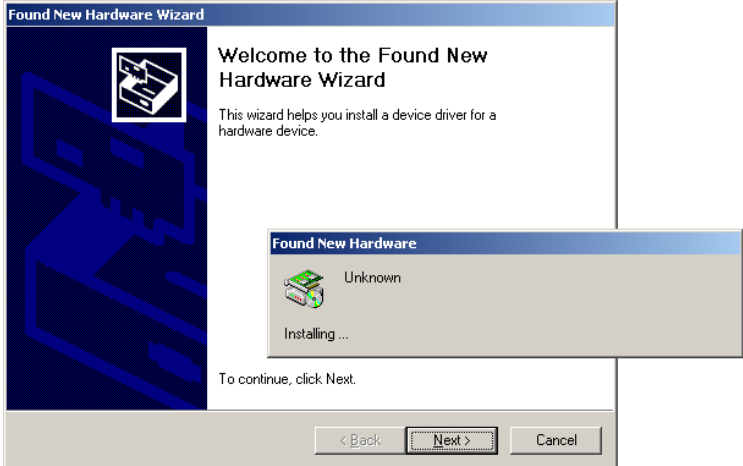
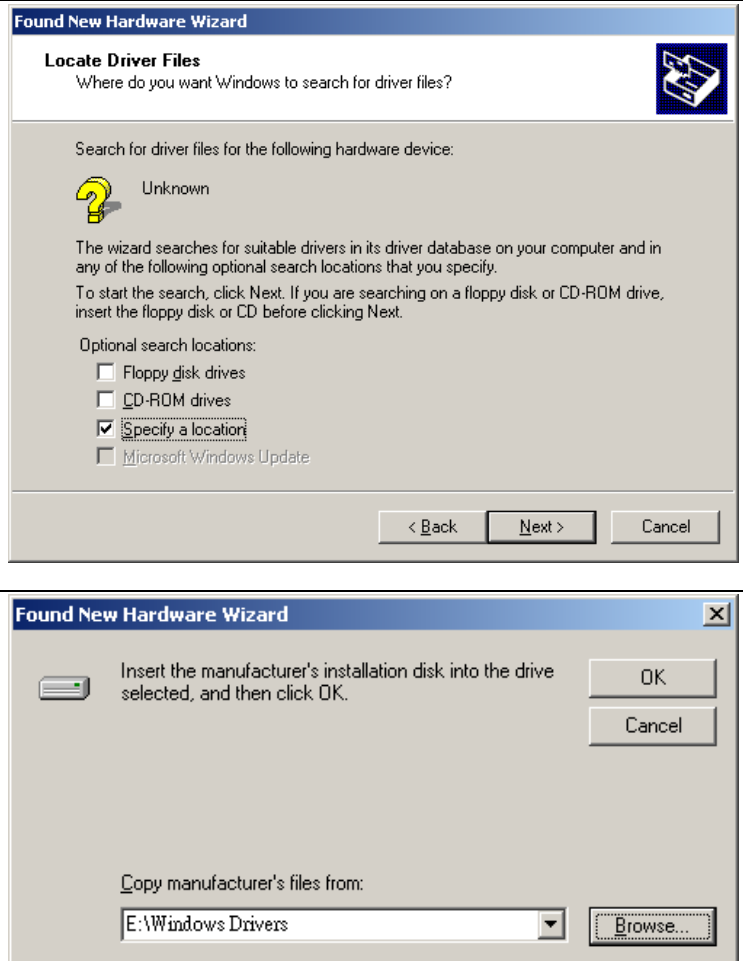


2-3. PC Connection

1. Please make sure the printer is powered off.
2. Take the power cable, plug the cable switch to the power socket, and then connect the other end of the cable to the printer power socket.
3. Connect the cable to the USB/ Serial port on the printer and on the PC.
4. Power on the printer and the LED light will shine.

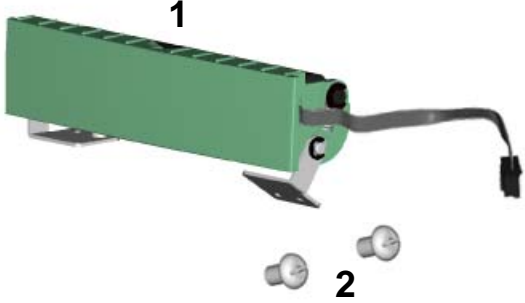
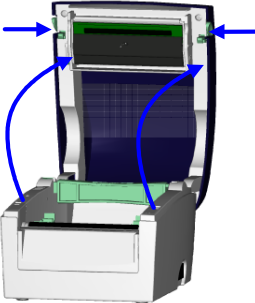
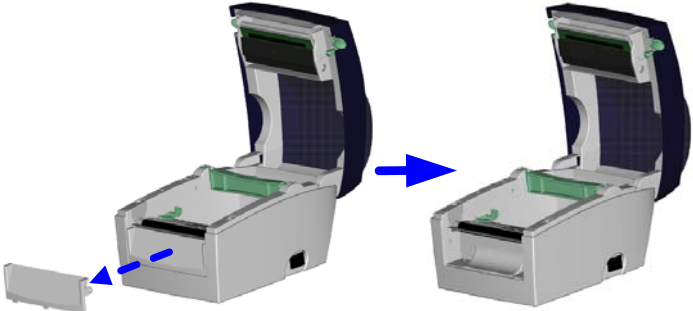
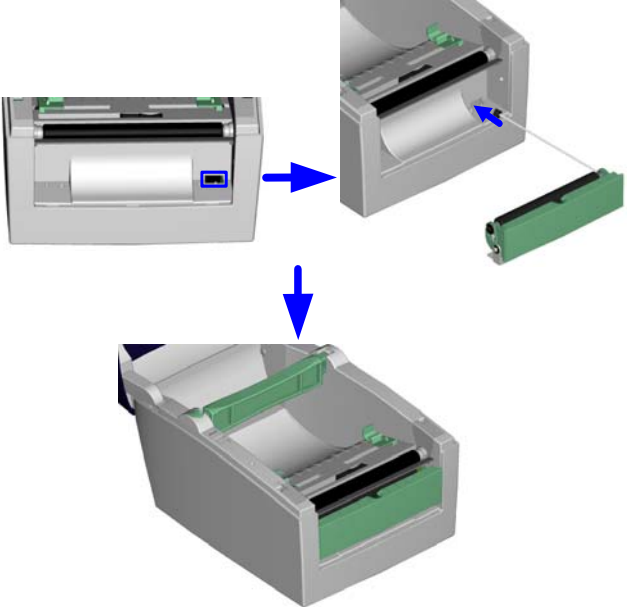


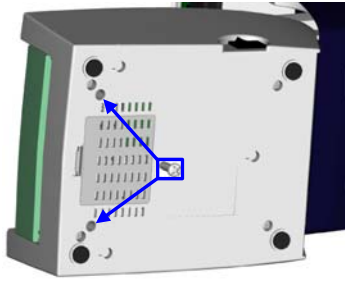
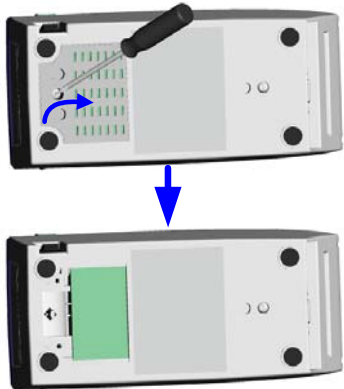
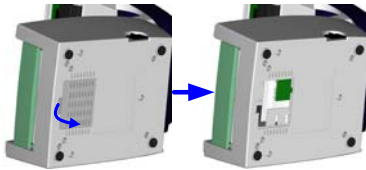
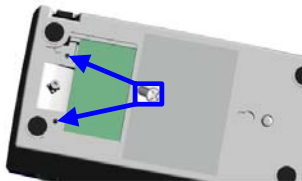
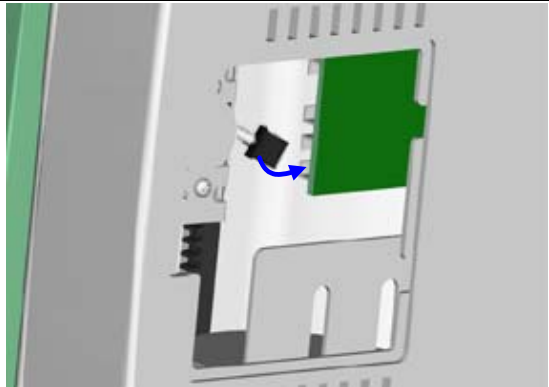
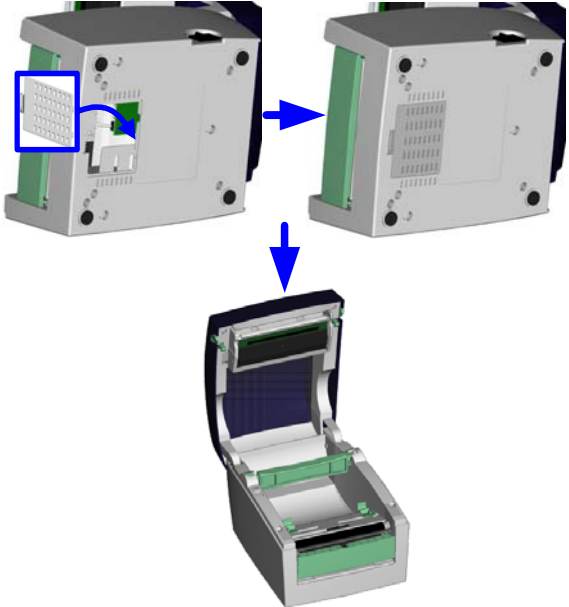
2-4. Driver Installation

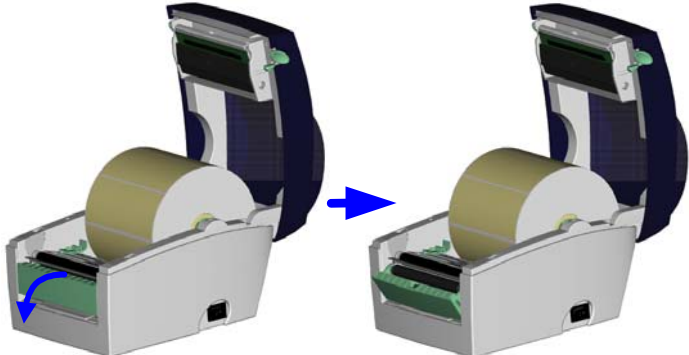
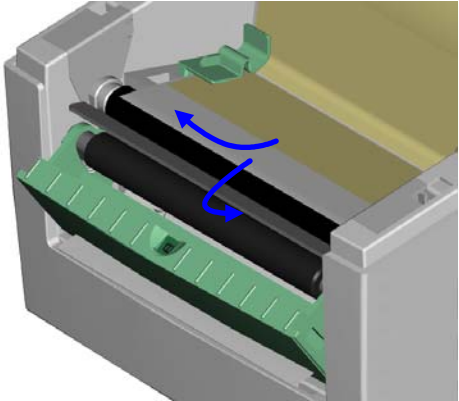
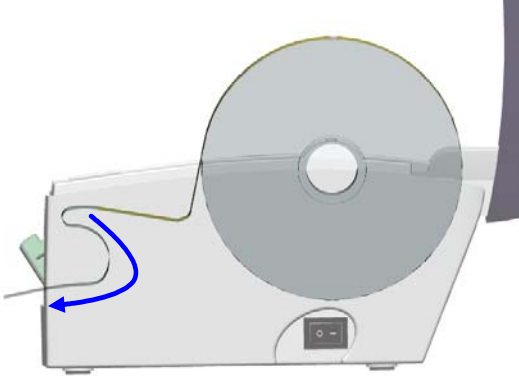
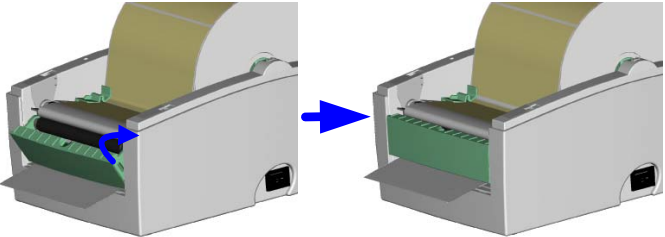
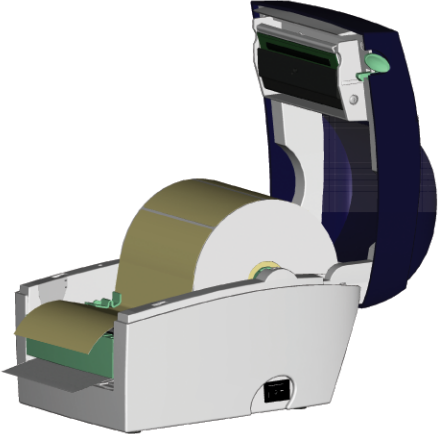
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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <p>1. Once the printer cable is connected from PC to the printer, PC will automatically detect the new device and start the installation process.</p> |  |
| <p>2. Insert the product CD, select 'Specify a location' and describe the path of the printer driver.</p> <p>3. Follow the instruction on the Window and complete the driver installation.</p> |  |

3. Accessory

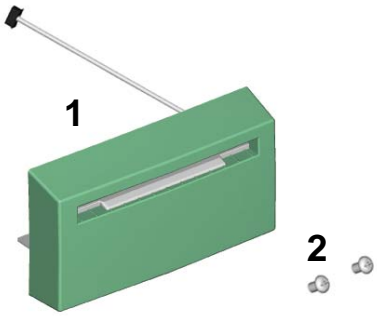
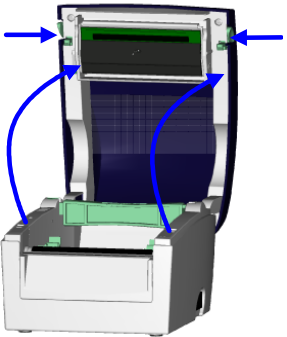
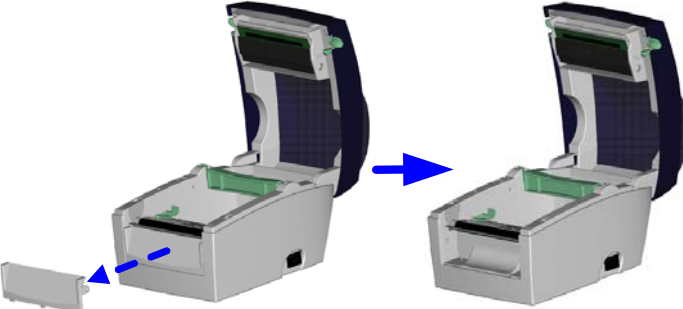
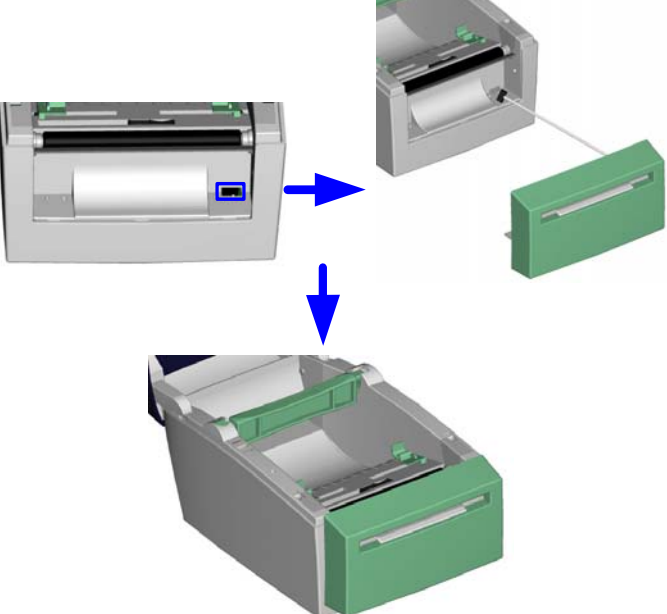
3-1. Stripper

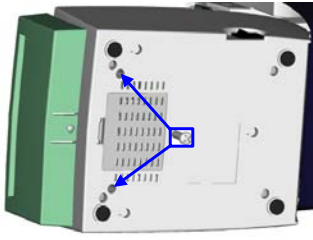
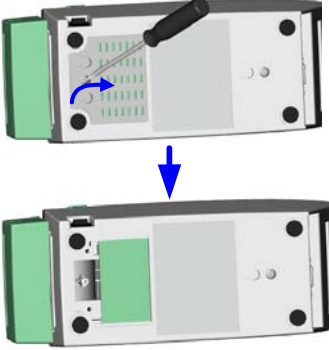
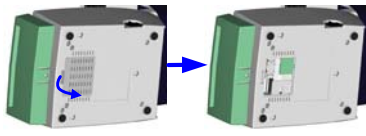
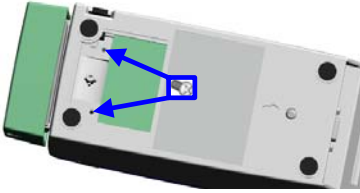
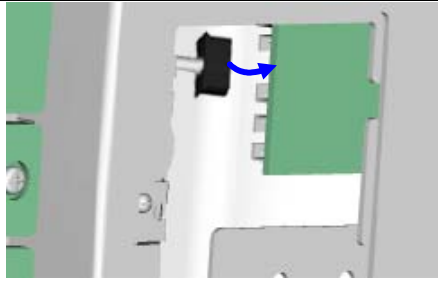
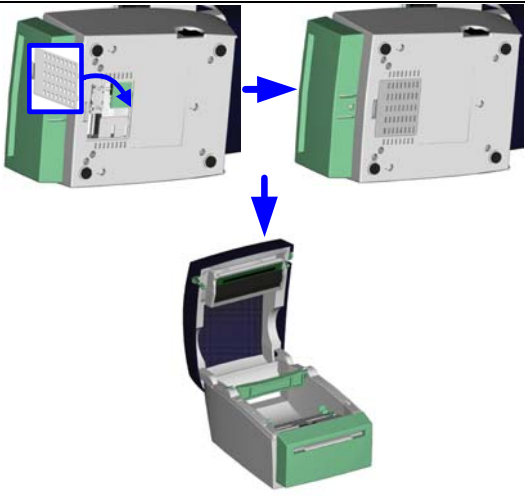
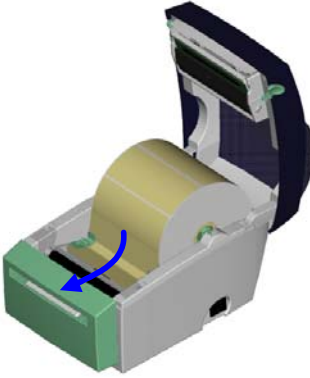
| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <p>1 Stripper Module 2 Screw x 2pcs</p> |  |
| <p>【Note1】 Please power off the printer before installing the stripper module. 【Note2】 Label liner thickness is recommended to be 0.06mm ± 10% with basic weight 65g/m² ± 6%. 【Note3】 The max width for stripper is 110mm 【Suggestion】 When using the stripper module, set the stop position to 9 in CLabel and the E value is 9.</p> | |
| <p>1. Place the printer on a horizontal surface and open the Top Cover.</p> |  |
| <p>2. Remove the Front Cover Piece.</p> <p>【Note】 You can also use coin or screwdriver to open the Front Cover Piece.</p> |  |
| <p>3. Push the Stripper connector into printer through the cable hole as shown in figure.</p> <p>4. Place the Stripper on the fillister.</p> |  |

| Falcon DT4 | | Falcon DT2 | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <p>5. Turn the printer around and tighten screws to fix the Stripper in location.</p> |  | <p>5. Loosen the screw of Bottom Case Cover and open it.</p> |  |
| <p>6. Unlock the Bottom Case Cover to see the main board of printer.</p> |  | <p>6. Tighten the screws to fix the Stripper in location.</p> |  |
| <p>【Note】 You can also use coin or screwdriver to open the bottom case cover.</p> | | | |
| <p>7. Plug the connector into the main board.</p> <p>【Note】 There are 2 sockets on the main board, one is for stripper installation, another is for cutter installation. Before plugging the connector into socket, please check the pin first.</p> |  | | |
| <p>8. Lock the Bottom Case Cover. (For Falcon DT2, please tighten the screw of Bottom Case Cover)</p> <p>9. Turn the printer back to proceed to the label installation.</p> |  | | |

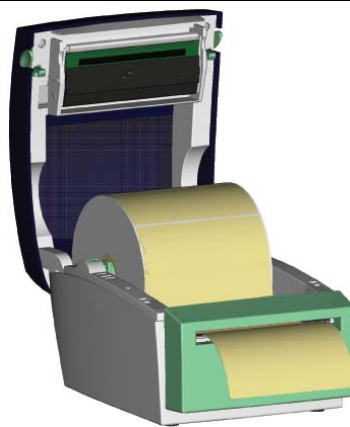
| | |
|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <p>10. Flip the stripper downward to open it.</p> <p>11. Follow the instruction on Chapter 2-1 to install the label.</p> |  |
| <p>12. Peel off the first label, and feed the liner through the roller and the strip bar.</p> |  |
| <p>13. Follow the direction as shown in figure to feed the liner across the stripper.</p> |  |
| <p>14. Flip the stripper upward to close it.</p> |  |
| <p>15. Press the FEED key to adjust the position of label and complete the installation.</p> |  |

3-2. Cutter

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>1 Cutter Module 2 Screw x 2pcs</p> |  |
| <p>【Note1】 Please power off the printer before installing the cutter module.</p> <p>【Note2】 Do not cut self-adhesive labels! The traces of adhesive will pollute the rotary knife and impair safe operation! The service life of the cutter is 1,000,000 cuts for paper weights up to 120g/m², and 500,000 cuts for paper weights 120g/m² to 170g/m².</p> | <p>【Note3】 The max paper cutting width is 114mm</p> <p>【Suggestion】 When installing the cutter module, set the stop position to 30 in CLabel and the E value is 30.</p> |
| <p>1. Place the printer on a horizontal surface and open the Top Cover.</p> |  |
| <p>2. Remove the Front Cover Piece.</p> |  |
| <p>3. Push the Cutter connector into printer through the cable hole as shown in figure.</p> <p>4. Place the Stripper on the fillister.</p> |  |

| Falcon DT4 | | Falcon DT2 | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <p>5. Turn the printer around and tighten screws to fix the Cutter in location.</p> |  | <p>5. Loosen the screw of Bottom Case Cover and open it.</p> |  |
| <p>6. Unlock the Bottom Case Cover to see the main board of printer.</p> |  | <p>6. Tighten the screws to fix the Cutter in location.</p> |  |
| <p>7. Plug the connector into the main board.</p> <p><i>【Note】</i> <i>Before plugging the connector into socket, please check the pin first.</i></p> |  | | |
| <p>8. Lock the Bottom Case Cover. (For Falcon DT2, please tighten the screw of Bottom Case Cover)</p> <p>9. Turn the printer back to proceed to the label installation.</p> |  | | |
| <p>10. Follow the instruction on Chapter 2-1 to install the label.</p> |  | | |


11. Feed the label through the Cutter and press the FEED key to complete the installation.



4. Control Panel

4-1. LED Status

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

|  | LED Light | Beep | Status | Description |
|-----------------------------------------------------------------------------------|-----------|---------------------------|----------------------------------------------------------------------------------------------|---------------|
| | Green | 1 | Normal status | Normal status |
| Press and hold the FEED Key then power on the printer. ↓ | | | | |
| Red (Flash) | 3 | Self-Test | Printing Self-Test page, for operation instructions please refer to page 21. | |
| ↓ | | | | |
| Orange (Flash) | 1 | Auto Sensing Mode | Printers currently in Auto Sensing Mode, for operation instructions please refer to page 22. | |
| ↓ | | | | |
| Green (Flash) | 1 | Dump Mode | Printers currently in Dump Mode, for operation instructions please refer to page 22 . | |
| ↓ | | | | |
| Orange | 1 | See-through Sensor on/off | Set the See-through Sensor on or off, for operation instructions please refer to page 23. | |
| ↓ | | | | |
| Return to Self Test | | | | |
| ↓ | | | | |
| Red (Flash) | | | Printer is currently downloading F/W | |

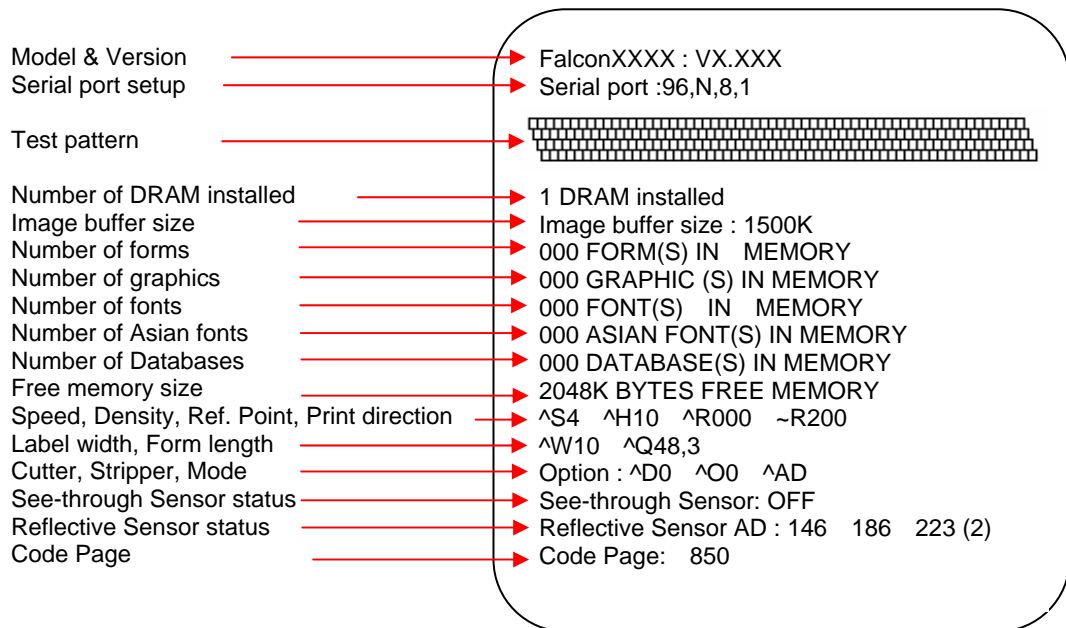
4-2. Feed Key Introduction

After pressing the FEED key, printer will send the media (according to media type) to the specified stop position. When printing with continuous media, pressing the FEED key will feed media out to a certain length. When printing with labels, pressing the FEED key will feed one label at a time. If the label is not sent out in a correct position, please proceed with the Auto sensing (see page22).

4-3. Self-Test

The Self-Test function in a printer will help user to figure out whether the printer is operating normally. In the Self-Test Mode, the printer will print out a test sample as below figure. The printer will back to standby mode after printing out the test sample. Below are the Self-Test procedures:

1. Power off the printer, press and hold the FEED key.
2. Power on the printer (while still holding the FEED key); release the FEED key after printer beeping 3 times.
3. After about 1 second, printer would automatically print out the following. This means the printer is operating normally.



Self-Test includes the internal printer data setting.

4-4. Auto Sensing

Printer can automatically detect label (black mark paper) length and record it. By doing this, the printer can accurately detect the label (black mark) positions without setting the print length.

1. Check if the Moveable Sensor Mark is located at the right sensing position.
2. Power off the printer, press and hold the FEED key.
3. Power on the printer (while still holding the FEED key) and the printer will beep 3 times. Keep holding the FEED key, wait for the LED flashes orange and then release the FEED key. Printer will automatically detect the label size/length and record it.

Printer goes back to standby mode after displaying the measurement.

4-5. Dump Mode

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

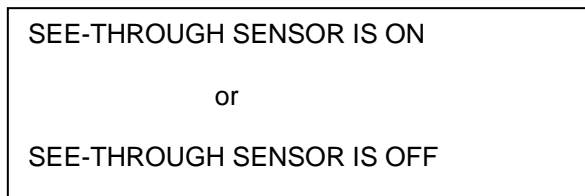
1. Power off the printer, press and hold the FEED key.
2. Power on the printer (while still holding the FEED key) and the printer will beep 3 times.
3. Release the FEED key when LED flashes green. Printer will automatically print "DUMP MODE BEGIN." This means the printer is already in Dump Mode.
4. Send commands to the printer, and check if the print result matches the commands sent.
5. To cancel (get out of the Dump Mode), press the FEED key, the printer will automatically print out "OUT OF DUMP MODE". This indicates that printer is back in the standby mode. Powering off the printer is another way to exit the Dump Mode.

4-6. See-through Sensor on/off

There are two types of sensor in Falcon DT2 / Falcon DT4 printer - Reflective Sensor and See-through Sensor. Users can set one of them as active sensor. By default, the Reflective Sensor is turned on and the See-through Sensor is turned off. However, the reflective sensor may not be able to detect the label gap on special label materials. For example, when printing on labels with thick liner, colored liner, or back graphics, then the see-through sensor would need to be enabled since the reflective sensor may not work correctly.

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

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



For checking the status of See-through Sensor (on or off), please perform Auto Sensing once. If LED light is green when doing Auto Sensing, then the See-through Sensor is on. If LED light is orange, then the See-through Sensor is off.

【Note】

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

4-7. Error Messages

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

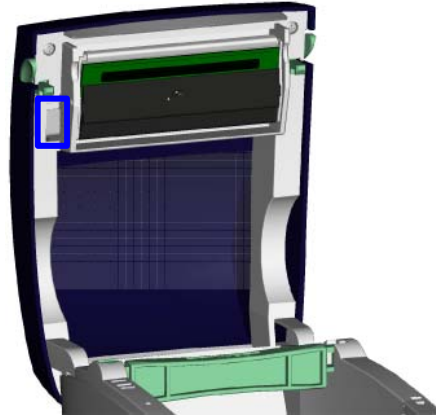
5. Maintenance and Adjustment

5-1. Print Head Module Installation / Removal Instruction

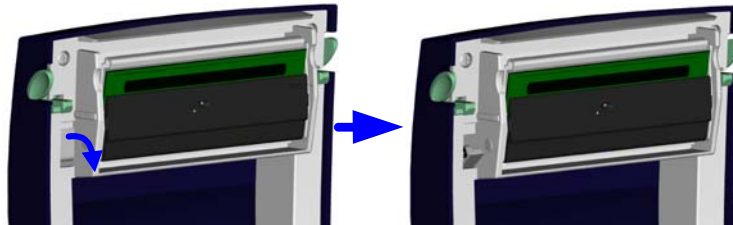
1. Open the top cover to see the Print Head Lift, which is on the left side of Top Cover.

【Note】

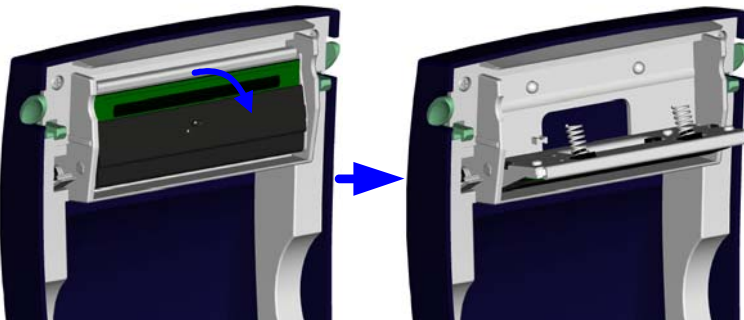
Power off the printer before removing or installing the print head.



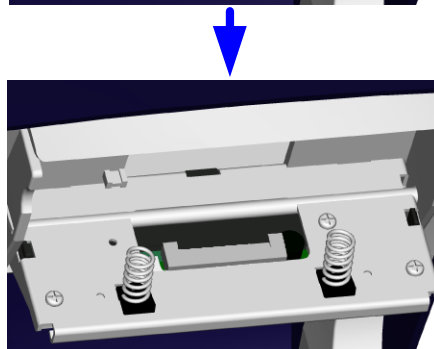
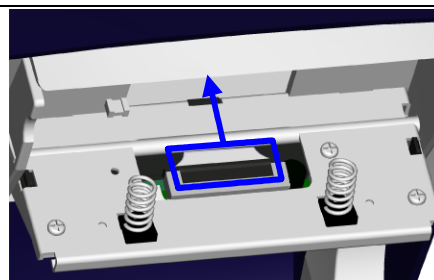
2. Flip the Print Head Lift downward to release it.



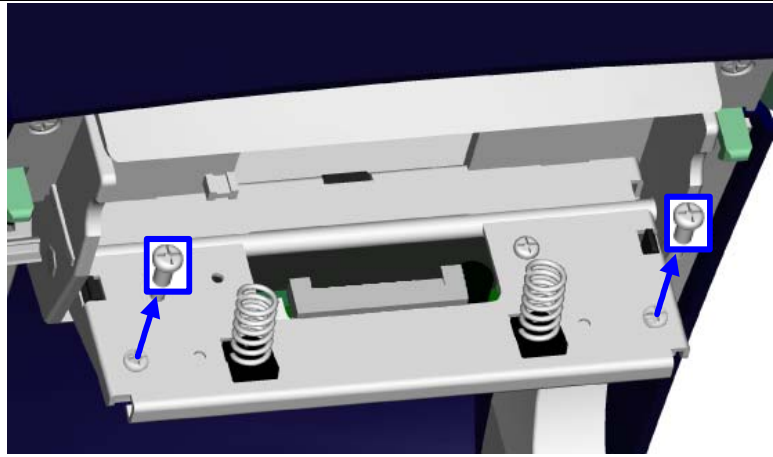
3. The Print Head Bracket can be flipped downward after Print Head Lift is released.



4. Remove the Print Head Connector.

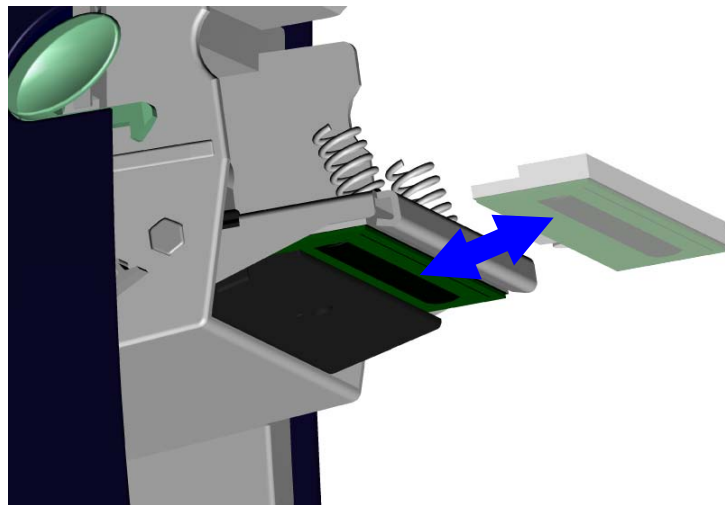


5. Remove the Print Head Screws,



6. From the underneath of the Print Head Bracket, hold the front end of print head to remove it and install new print head.

7. After new print head is installed, tighten the Print Head Screws, plug the Print Head Connector, restore the Print Head Bracket and lock the Print Head Lift to complete the installation.



5-2. Thermal Print Head Cleaning

Unclear printouts may be caused by dusty print head, ribbon stain or label liner glue. Therefore when printing, it's necessary to keep the top cover closed. Also, check and prevent paper/label from being stained or dusty to ensure print quality and to prolong the print head life. Print head cleaning instructions are as follows:

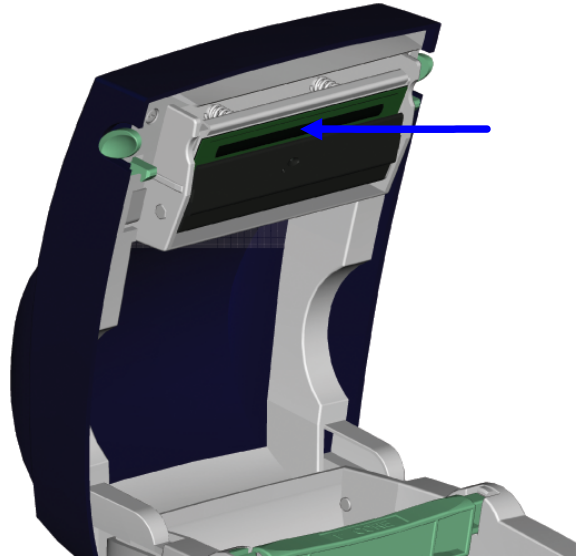
1. Power-off the printer.
2. Open the top cover.
3. If there are label pieces or other stain on the print head (see blue arrow), please use a soft cloth with industrial use alcohol to wipe away the stain.

【Note 1】

Weekly cleaning for the print head is recommended.

【Note 2】

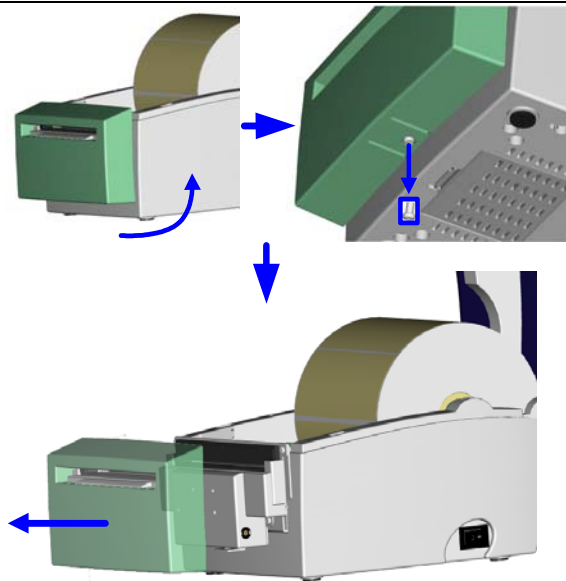
When cleaning the print head with soft cloth, make sure there is no any metal or hard particles attached on it.



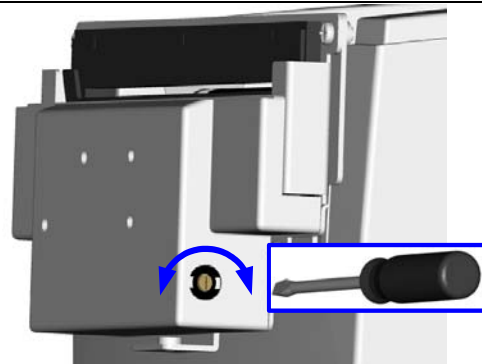
5-3. Adjust the Cutter

When using Cutter, paper-jam may happen sometimes. It can be solved by adjusting the cutter.

1. Turn the printer around to see the Cutter Cover Screw.
2. Loose the Cutter Cover Screw to remove the Cutter Cover.



3. The Cutter Adjustment Screw is on the side of cutter. Use screwdriver to turn the Cutter Adjustment Screw counter-clockwise for releasing the paper-knife of the cutter and then remove the jammed-label out.
4. After the jammed-label is removed, turn the Cutter Adjustment Screw clockwise to restore the paper-knife.



5-4. Troubleshooting

| Problem | Recommended Solution |
|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LED light does not light up after power on the printer | <ul style="list-style-type: none"> ◆ Check the power connector |
| LED light indicates error messages after printing stops | <ul style="list-style-type: none"> ◆ Check for software setting or program command errors ◆ Replace with suitable label ◆ Check if label may run out ◆ Check if label is jammed/tangled up ◆ Check if mechanism is closed (Thermal Print Head not positioned correctly) ◆ Check if sensor is blocked by label ◆ Check for abnormal cutter function or of no actions (if cutter is installed) |
| Printing started, but nothing was printed on the label | <ul style="list-style-type: none"> ◆ Check if label is placed upside down or if label is not suitable for the application ◆ Select the correct printer driver ◆ Select the correct label and print type |
| When printing, label is jammed/tangled up | <ul style="list-style-type: none"> ◆ Clean the label jam, and if label is stuck on Thermal Print Head, please remove it by using soft cloth with alcohol. |
| When printing, only part of the contents were printed | <ul style="list-style-type: none"> ◆ Check if label is stuck on the Thermal Print Head ◆ Check if application software has errors ◆ Check if start position setting has errors ◆ Check if power supply is correct |
| When printing, part of the label wasn't printed completely | <ul style="list-style-type: none"> ◆ Check if Thermal Print Head is stained or dusted ◆ Use internal command "~T" to check Thermal Print Head can print completely ◆ Check the media quality |
| The printout is not in desired position | <ul style="list-style-type: none"> ◆ Check if sensor is covered by paper or dust ◆ Check if liner is suitable for use, please contact reseller for more information ◆ Check if label roll edge is aligned with Label Width Guide |
| When printing, page skipping occurs | <ul style="list-style-type: none"> ◆ Check if error occurs on label height setting ◆ Check if sensor is covered by dust |
| Unclear printout | <ul style="list-style-type: none"> ◆ Check print darkness setting ◆ Check if Thermal Print Head is covered with glue or stain |
| When using cutter, label wasn't cut straight | <ul style="list-style-type: none"> ◆ Check if label is set up straight |
| When using cutter, label wasn't cut successfully | <ul style="list-style-type: none"> ◆ Check whether label thickness exceeds 0.16mm |
| When using cutter, label couldn't feed or unexpected cutting occurs | <ul style="list-style-type: none"> ◆ Check if cutter is installed properly ◆ Check if paper feed is working normally. |
| When using stripper, the function is not working correctly. | <ul style="list-style-type: none"> ◆ Check if stripper sensor is covered with dust ◆ Check if label is installed properly |

[Note]

Your dealer is knowledgeable about Falcon printers, printing software, and your unique system. Please contact your local dealer for further technical support.