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Toshiba B-850 Owner's Manual

Toshiba tec label/tag printer owner's manual b-850

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Troubleshooting

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1 Using the B-852 Printer Properties Menus

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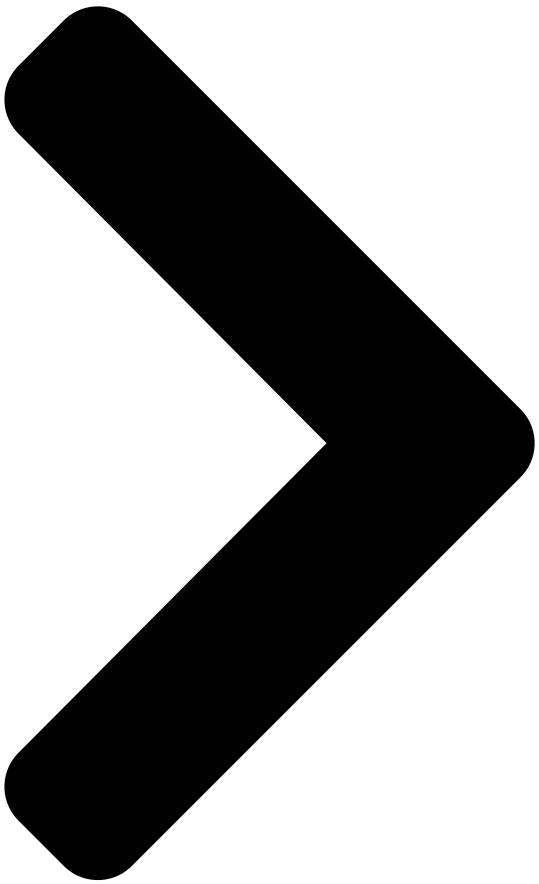

TEC Label/Tag Printer

B-852-TS12-QQ

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Related Manuals for Toshiba B-850

Label Maker Toshiba TEC B-852-TS12-QQ Owner's Manual

Toshiba tec label/tag printer b-852-ts12-qq owner's manual (118 pages)

Label Maker Toshiba TEC B-450-HS-QQ Series Owner's Manual

Toshiba owner's manual label printer b-450-hs-qq (34 pages)

Label Maker Toshiba TEC B-SV4D-QM Owner's Manual

Toshiba tec label printer b-sv4d-qm owners manual (32 pages)

Label Maker Toshiba B-SV4T-GS10-QM Owner's Manual

Toshiba printer b-sv4t-gs10-qm owner's manual (30 pages)

Label Maker Toshiba B-EP2 Counter Reading Manual

Barcode (29 pages)

Label Maker Toshiba B-EX Series Operation Manual

(95 pages)

Label Maker Toshiba B-EX Series Key Operation Specification

Bar code printer (149 pages)

Label Maker Toshiba B-852-TS22-QQ-R Owner's Manual

B-852 series label/tag printer (112 pages)

Label Maker Toshiba B-EX4T1-G/T Operation Manual

Bcp setting tool, b-ex4 series barcode and label printers (115 pages)

Label Maker Toshiba B-EV4D-GS24 Cleaning And Care

(16 pages)

Label Maker Toshiba BC400P-SS02-QM-S Getting Started Manual

Color label printer (32 pages)

Label Maker Toshiba BC400P-SS02-QM-S Software Installation

Color label printer (18 pages)

Label Maker Toshiba B-FP Series Manual

(50 pages)

Label Maker Toshiba SureMark 4610 2CR Hardware Manual

(70 pages)

Label Maker Toshiba DB-EA4D SERIES Owner's Manual

2st label printer (80 pages)

Label Maker Toshiba APLEX4 Series Original Instruction

(16 pages)

Summary of Contents for Toshiba B-850

Page 1 TEC Label/Tag Printer B-852-TS12-QQ Owner's Manual...

Page 2 Centronics is a registered trademark of Centronics Data Computer Corp. Microsoft is a registered trademark of Microsoft Corporation. Windows is a trademark of Microsoft Corporation. ® As an NERGY Partner, TOSHIBA TEC has determined that this product meets the NERGY -- Outline of the International The International NERGY promotes energy saving through the penetration of energy efficient computers and other office equipment.

Page 3 Do not attempt to effect repairs or modifications to this equipment. If a fault occurs that cannot be rectified using the procedures described in this manual, turn off the power,

unplug the machine, then contact your authorized TOSHIBA TEC representative for assistance. This symbol indicates warning items (including cautions).

Page 4 Our preventive maintenance service performs the periodic checks and other work required to maintain the quality and performance of the machines, preventing accidents beforehand. For details, please consult your authorized TOSHIBA TEC representative for assistance. Using insecticides and other chemicals Do not expose the machines to insecticides or other volatile solvents.

Page 5: Table Of Contents

PRODUCT OVERVIEW ... 1-1 Introduction ... 1-1 Features... 1-1 Unpacking ... 1-1 Accessories ... 1-2 Appearance... 1-3 1.5.1 Dimensions ...1-3 1.5.2 Front View...1-3 1.5.3 Rear View ...1-3 1.5.4 Operation Panel ...1-4 1.5.5 Interior...1-4 PRINTER SETUP ... 2-1 Precautions ... 2-1 Procedure before Operation ...

Page 6 INDEX CAUTION! 1. This manual may not be copied in whole or in part without prior written permission of TOSHIBA TEC. 2. The contents of this manual may be changed without notification. 3. Please refer to your local Authorized Service representative with regard to any queries you may have in this manual.

Page 7: Product Overview

This manual should be kept close at hand for everyday reference. Please contact your TOSHIBA TEC representative for further information concerning this manual. The B-852 printer has the following features: A 8.3 inch wide print head installed in such a compact body that the...

Page 8: Accessories

1. PRODUCT OVERVIEW 1.4 Accessories CAUTION! Be sure to use TOSHIBA TEC approved print head cleaner. Failure to do this may shorten the print head life. When unpacking the printer, please make sure all accessories are supplied with the printer.

Page 9: Appearance

1. PRODUCT OVERVIEW 1.5 Appearance 1.5.1 Dimensions NOTE: Depth is 18.5 inches (470 mm) when the optional Cutter Module is installed on the printer. 1.5.2 Front View 1.5.3 Rear View The names of the parts or units introduced in this section are used in the following chapters.

Page 10: Operation Panel

1. PRODUCT OVERVIEW 1.5.4 Operation Panel 1.5.5 Interior LCD Message Display POWER LED (Green) POWER [FEED] key FEED [RESTART] key Please see Section 4.1 for further information about the Operation Panel. Print Head Ribbon Holder Platen Paper Guide 1- 4 EO1-33029 1.5 Appearance ON LINE LED...

Page 11: Printer Setup

For best results, and longer printer life, use only TOSHIBA TEC recommended media and ribbons. Store the media and ribbons in accordance with their specifications.

Page 12: Procedure Before Operation

PCL5. The printer can also be controlled with its own programming commands. Please contact your TOSHIBA TEC reseller for the Interface/Communication Manual. This section describes the outline of the printer setup. Unpack the accessories and printer from the box.

Page 13: Assembling The Accessories

2. PRINTER SETUP Assembling the Accessories 2.3.1 Assembling the Supply Holder Frame NOTE: Make sure that the two small flanges at each end of the Supply Holder Base fit into the small rectangular holes at the bottom of the Supply Holder Frames before tightening the Wing Bolts.

Page 14: Connecting The Cables To Your Printer

2. PRINTER SETUP 2.4 Connecting the Cables to Your Printer The following paragraphs outlines how to connect the cables from the B- 852 printer to your host computer, and will also show how to make cable connections to other devices such as the KB-80-QM keyboard, etc. Depending on the application software you use to print labels, there are three possibilities for

connecting the printer to your host computer.

Page 15: Connecting The Power Cord

2. PRINTER SETUP 2.5 Connecting the Power Cord CAUTION! 1. Make sure that the printer power switch is turned to the off position before connecting the power cord to prevent possible electric shock or damage to the printer. 2. Use only the power cord supplied with the printer.

Page 16: Turning The Printer On/Off

2. PRINTER SETUP 2.6 Turning the Printer ON/OFF 2.6.1 Turning ON the Printer CAUTION! Use the power switch to turn the printer On/Off. Plugging or unplugging the power cord to turn the printer On/Off may cause fire, an electric shock, or damage to the printer.

Page 17: Loading The Media

2. PRINTER SETUP 2.7 Loading the Media 2.7.1 Installing the Media onto the Supply Holder Unit NOTES: 1. The Non-removable Supply Holder is the one that slides in the wide slot while the Removable Supply Holder is the one that slides in the narrow slot.

Page 18

2. PRINTER SETUP 2.7.1 Installing the Media onto the Supply Holder Unit (cont.) WARNING! If you turn the Removable Supply Holder side down after loading the media, the media may drop by weight. You might be injured by the dropped media.

Page 19: Loading Media Into The Printer

2. PRINTER SETUP 2.7.2 Installing the Supply Holder Unit onto the Supply Holder Frame NOTE: Make sure that the brass bushings of the Supply Shaft are seated into the notches so that the entire Supply Holder Unit rotates smoothly. CAUTION! The reassembled Supply Holder Unit and media roll may be quite heavy, so...

Page 20

2. PRINTER SETUP 2.7.3 Loading Media into the Printer (Cont.) WARNING! The Print Head may become hot. Do not touch the Print Head. Risk of injuries. Do not touch moving parts. Disconnect the mains before maintenance of ribbon and media. CAUTION! Be careful not touch the Print Head Element when...

Page 21

2. PRINTER SETUP 2.7.3 Loading Media into the Printer (Cont.) 10. After loading the media, don’t forget to move the Supply Holder Unit to the forward notches of the Supply Roll Frame as shown below. Forward Notch 11. If you are using labels or thick tag paper, then it may be necessary to increase the head pressure by lowering the Head Pressure Adjust Lever in the figure below.

Page 22: Setting Sensor Positions

2. PRINTER SETUP 2.8 Setting Sensor Positions 2.8.1 Setting the Feed Gap Sensor 2.8.2 Setting the Black Mark Sensor After loading the media, as outlined in the previous paragraphs, it will then be necessary to set the Media Sensors used to detect the print start position for label or tag printing.

Page 23: Loading The Ribbon

2. PRINTER SETUP 2.9 Loading the Ribbon WARNING! The Print Head may become hot. Do not touch the Print Head. The Top Cover can be opened during the operation for control purposes only. It should be closed during normal operation. Risk of injuries.

Page 24: Inserting The Optional Pcmcia Cards

2. PRINTER SETUP 2.10 Inserting the Optional PCMCIA Cards CAUTION! 1. To protect PC cards, discharge static electricity from your body by touching the metal cabinet of the printer before touching the card. 2. Before inserting or removing a PCMCIA card make sure that the printer’s power is turned off.

Page 25: Test Print

2. PRINTER SETUP 2.11 Test Print The following test procedure allows you to perform a print test to verify that the printer is operating correctly. During the running of this test, the printer will first issue a blank page of media to allow the sensors to detect the Black Mark or Label Gap.

Page 26

2. PRINTER SETUP 2.11 Test Print (cont.) NOTE: If an error occurs during the print

test the printer will display an error message and stop printing. Refer to Chapter 6.1 for a definition of error messages. The error may be cleared by pressing the [PAUSE] key but the test print will not be resumed and the LCD message...

Page 27 2. PRINTER SETUP 2.11 Test Print (cont.) NOTE: The five printed labels of bar codes and the five printed labels of characters will be 76mm in length regardless of the actual size of the labels installed. However the slant line printed labels will be the same size as the installed labels.

Page 28: Printer Operation

3. PRINTER OPERATION 3. PRINTER OPERATION 3.1 Overview 3.2 Operating Modes This section provides a functional overview of how the printer receives print data from your host computer and how it will operate in the various operating conditions. This section also shows you how to install the TEC Printer Drivers into your computer.

Page 29 3. PRINTER OPERATION 3.2 Operating Modes (Cont.) CAUTION! Be sure to cut the backing paper of label. Cutting labels will cause the glue to stick to the cutter, which may affect the cutter quality and shorten the cutter life. Use of tag paper when the thickness exceeds the specified value may affect the cutter life.

Page 30: Installing The Printer Drivers

Centronics interface The following procedures will show you how to obtain the set of TEC MONO Printer Drivers from the TOSHIBA TEC Barcode Web Site. 1. Access the TOSHIBA TEC Barcode World Wide Web Site at the following URL: http://barcode.toshibatec.co.jp After accessing the above web site, the screen will appear as shown below.

Page 31 For the latest information about the driver, please contact your authorized TOSHIBA TEC representative. 2. In the previous screen, click on the Download button. The screen will change to the license agreement screen as shown below.

Page 32: Driver Installation

For further information about the installation procedure for Windows NT®, please contact your authorized TOSHIBA TEC representative. 7. When you locate the file, such as Bdrv_Vx_x_Buildxx.exe, double click on the file to begin extracting the setup program files. The screen should appear as shown below.

Page 33 3. PRINTER OPERATION 3.3.3 Driver Installation (Cont.) NOTE: If you click the NO button in the License Agreement screen, the program will not be installed 3. After the Install Shield temporary files have been loaded, the display will change to the Welcome screen as shown below. 4.

Page 34: Add Printer

3. PRINTER OPERATION 3.3.3 Driver Installation (Cont.) 3.3.4 Add Printers NOTE: If you want to use a shared network printer, you can set it up quickly by browsing for it in Network Neighborhood, clicking the printer's icon, and then clicking Install on the File menu 7.

Page 35 Programs icon. 4. The Add/Remove Program Properties window will appear. In this window, click on TOSHIBA TEC PRINTER DRIVER MONO to highlight it and then click on the Add/Remove button. 5. In the Confirm File Deletion screen that appears, click on the Yes button to complete the removal of the TEC Printer Driver.

Page 36: Using The B-852 Printer Properties Menus

3. PRINTER OPERATION 3.4 Using the B-852 Printer Properties Menus NOTES: The Help button at the bottom of the display appears grayed out for the general tab, but will be active for most of the other tabs. Clicking the Help button will provide some extensive help screens.

Page 37: Summary Of Properties

3. PRINTER OPERATION 3.4.1 Summary of Properties The B-852 Properties setting page has eleven tabs to select the different property setting menus. Clicking on a tab will display the menu associated with that property allowing you to make changes to the operation of the printer.

Page 38: General Properties Tab

3. PRINTER OPERATION 3.4.2 General Properties Tab NOTE: If you share this printer, the comment will be displayed on computers that share this printer. However, if you change the comment, the updated version will not appear on the other computers unless the printer is reinstalled.

Page 39: Details Tab

3. PRINTER OPERATION 3.4.3 Details Tab NOTE: The print to the following port: scrolling text box displays the port the printer is connected to or the path to the network printer being used. The print path can be changed by typing the network path here, by opening the list and clicking a different port, or by clicking the Add Port button...

Page 40 3. PRINTER OPERATION 3.4.3 Details Tab (Cont.) NOTE: When clicking on the arrow in the Print using the following driver: scrolling text box, a drop down list appears showing all the current drivers installed on the host computer (as in the display at the right), to allow the selection of a different driver from the list.

Page 41 3. PRINTER OPERATION 3.4.3 Details Tab (Cont.) NOTES: Click Capture Printer Port . In the Device list, click the printer port desired to be captured. Type the network path, and then click OK . In Print to the following port , click the port just mapped.

Page 42: Regional Settings Tab

3. PRINTER OPERATION 3.4.3 Details Tab (Cont.) NOTE: If using the serial interface (COM port) for connection to the B-852 printer, make sure that the settings here agree with the settings set in the printer parameter settings. 3.4.4 Regional Settings Tab NOTE: By default, the driver will use the Regional Settings as...

Page 43 3. PRINTER OPERATION 3.4.4 Regional Settings Tab (Cont.) NOTES: If displaying the driver in a language other than the system default is desired, choose the language here. Changes to the language will not take effect until the dialog is closed and opened again.

Page 44: Page Setup Tab

3. PRINTER OPERATION 3.4.5 Page Setup Tab NOTE: When specifying a label stock size different from the existing label stock sizes, either create a new label stock size or edit an existing one. Pushing the New button brings up the same dialog as the Edit button, except that instead of viewing an existing set of label stock settings, it...

Page 45 3. PRINTER OPERATION 3.4.5 Page Setup Tab (Cont.) NOTES: The options available in the Edit Label Stock dialog are: Label Stock Name. Used to display the name of the existing label stock name that is being edited or to enter the name of a new label stock size.

Page 46 Information about the TEC Printer Command Lan- guage is provided in TEC’s External Equipment Interface Manual. Please contact your TOSHIBA TEC representative for further information concerning this manual. NOTE: The Advanced Options dialog allows control of the printer...

Page 47: Graphic Tab

3. PRINTER OPERATION 3.4.5 Page Setup Tab (Cont.) WARNING! This Setting is for advanced users only. Do not change this setting otherwise. 3.4.6 Graphics Tab Enable Device Line Substitution - Most applications draw lines as a graphic, rather than using line commands built-in to the printer. With this feature enabled, the driver will try to use the printer's line commands to draw lines and boxes whenever possible.

Page 48: Bar Font Tab

3. PRINTER OPERATION 3.4.6 Graphics Tab (Cont.) NOTE: Many Windows programs allow designing with different colors and shades of gray, even though the thermal printer only prints in one color: black. By outputting different black dot-patterns, each color can be translated into what appears to be a different shade of gray on the printer.

Page 49 3. PRINTER OPERATION 3.4.7 Bar Fonts Tab (Cont.) The above window has the following functions: Bar Fonts View List. This window will display a list of all bar code fonts

currently set up and their resolution they were created at in dots per inch (dpi).

Page 50

3. PRINTER OPERATION 3.4.7 Bar Fonts Tab (Cont.) NOTE: The Edit Bar Code Font property page will display different options depending on which bar code symbology is selected. For example, if the Symbology option is set to “Interleaved 2-of-5,” the only symbology-specific option that will be displayed is Check Digit.

Page 51: Stock Tab

3. PRINTER OPERATION 3.4.7 Bar Fonts Tab (Cont.) NOTE: Pressing the Help button on the Bar Code Font property page will access additional informa- tion concerning each of the above bar font properties 3.4.8 Stock Tab Symbol Type. Used to specify the type and level of error correction to use.

Page 52

3. PRINTER OPERATION 3.4.8 Stock Tab (Cont.) NOTE: The status of this setting in the printer affects the print head temperature. Accordingly, the setting must agree with the label stock that is being used in order to ensure maximum print quality.

Page 53

3. PRINTER OPERATION 3.4.8 Stock Tab (Cont.) NOTE: In Issue Mode , Normal print- ing is done in Batch Mode (with back feed). Sensor Select None. Used to specify that either continuous forms (labels without gaps) are being used or that, if there are gaps or marks, they should be ignored.

Page 54

3. PRINTER OPERATION 3.4.8 Stock Tab (Cont.) NOTE: Before executing any large print runs, confirm that any increased speed settings specified do not result in unacceptable output quality. When a cutter is installed on the printer, the Cut option is used to enable the cutter operation and specify how often labels should be cut.

Page 55: Options Tab

3. PRINTER OPERATION 3.4.9 Options Tab This page will allow selecting a graphics transfer mode and to make adjustments to the print tone (lighter or darker print). When selecting the Options tab, the following display screen will appear. Graphic Options - Allows selecting the method used to download graphics to the printer.

Page 56: Testing Tab

3. PRINTER OPERATION 3.4.9 Options Tab (Cont.) CAUTION! Be careful not to set the print density adjustment too high as it can shorten the life of the print head. This also may cause ribbon tearing if set too high in thermal transfer mode.

Page 57

3. PRINTER OPERATION 3.4.10 Testing Tab (Cont.) Print Test Label button - Clicking on this button will print a test label to assist in troubleshooting printing problems. This should help verify that the computer being used is communicating with the printer. Send File to Printer...

Page 58

3. PRINTER OPERATION 3.4.10 Testing Tab (Cont.) NOTE: The Logging Options dialog supports logging print jobs and recording printer code to files for debugging purposes. This code can be submitted to support personnel if problems arise in the operation of the driver. Logging Options - When the Logging Options button is clicked, the following display screen will appear.

Page 59: About Tab

3. PRINTER OPERATION 3.4.10 Testing Tab (Cont.) 3.4.11 About Tab View File button - View the currently selected print code file in a text editor Send To Printer button - Sends the currently selected print code file to the printer, effectively printing the job again. If graphics or format caching was enabled, it may be necessary to send each print file in the order it was logged to get the desired results.

Page 60

3. PRINTER OPERATION 3.4.11 About Tab (Cont.) Clicking on the Version button in the initial screen will cause the following screen to appear. The screen will show the version number of the driver currently installed into the computer. Clicking on any of the other items in the drop down list will also display information about the following items: Driver Information –...

Page 61: On Line Mode

4. ON LINE MODE 4. ON LINE MODE 4.1 Operation Panel NOTE: Use the [RESTART] key to

resume printing after a pause condition, or after clearing an error. This chapter describes usage and purpose of the keys on the Operation Panel in On Line Mode.

Page 62: Operation

In Dump mode, any characters sent from the host computer will be printed. Received characters are expressed in hexadecimal values. This allows the user to verify programming commands and debug the program. And for other details, please refer to your nearest TOSHIBA TEC service representative. 4- 2 EO1-33029...

Page 63: Maintenance

NOTE: Please use the TEC approved Print Head Cleaner which can be purchased from an authorized TOSHIBA TEC service representative. This chapter describes how to perform normal maintenance. To maintain the printer performance and quality print, please clean the printer regularly, or whenever media or ribbon is replaced.

Page 64: Covers And Panels

5. MAINTENANCE 5.1.2 Covers and Panels CAUTION! Do not use any volatile solvents including thinner and benzene, as this may cause discoloration or distortion of the cover. 5.1.3 Optional Cutter Module WARNING! 1. Be sure to turn the power off before cleaning the Cutter Module.

Page 65: Troubleshooting

This chapter lists the error messages, possible problems, and their solutions. If a problem cannot be solved by taking actions described in this chapter, do not attempt to repair the printer. Turn off and unplug the printer. Then contact an authorized TOSHIBA TEC service representative for assistance.

Page 66: Possible Problems

2. Load a new ribbon. Then press the Turn off the printer, and allow it to cool down (about 3 minutes). If this does not solve the problem, call a TOSHIBA TEC authorized service representative. Replace the Print Head. Then press the [RESTART] key.

Page 67: Removing Jammed Media

NOTE: If you get frequent jams in the Cutter, contact a TOSHIBA TEC authorized service representative. This section describes in detail how to remove jammed media from the printer. Remove the jammed media from under the Upper Sensor Ass'y as follows: 1.

Page 68: Threshold Setting

6. TROUBLESHOOTING 6.4 Threshold Setting NOTES: 1. If the [PAUSE] key is released within 3 seconds while in pause state, paper will not feed. 2. Failure to feed more than 1.5 labels may result in an incorrect threshold setting. 3. While the Print Head Block is raised, the [PAUSE] key does not work.

Page 69: Appendix 1 Specifications

APPENDIX 1 SPECIFICATIONS APPENDIX 1 SPECIFICATIONS Appendix 1 describes the printer specifications and supplies for use on the B-852 printer. A1.1 Printer The following is the printer specifications. Item Supply voltage Power consumption Operating temperature range Relative humidity Resolution Printing method Printing speed Available media width (including backing paper)

Page 70: A1.2 Options

Available from your nearest TOSHIBA TEC representative or TOSHIBA TEC Head Quarters. A1.3 Media Please make sure that the media that will be used is approved by TOSHIBA TEC. The warranty does not apply when a problem is caused by using media that is not approved by TOSHIBA TEC.

Page 71: A1.3.2 Detection Area Of The Transmissive Sensor

Label + backing paper Thickness NOTES: 1. To ensure print quality and print head life use only TOSHIBA TEC specified media. 2. When using the cutter ensure that label length (i.e. label pitch should be greater than 38 mm.) 3. When requesting black marks on label rolls, the following requirements must be satisfied.

Page 72: A1.3.3 Detection Area Of The Reflective Sensor

APPENDIX 1 SPECIFICATIONS A1.3.3 Detection Area of the Reflective Sensor The reflective sensor is movable from the center to the left edge of media. The reflection factor of the black mark must be 10% or lower with a waveform length of 950 nm. The reflective sensor should be aligned with the center of the black mark.

Page 73: A1.4 Ribbon

APPENDIX 1 SPECIFICATIONS A1.4 Ribbon Please make sure that the ribbon being used is approved by TOSHIBA TEC. The warranty does not apply to any problem caused by using non-approved ribbons. For information regarding TOSHIBA TEC approved ribbon, please contact a sales representative.

Page 74: Appendix 2 Messages And Leds

APPENDIX 2 MESSAGES AND LEDS APPENDIX 2 MESSAGES AND LEDS Appendix 4 describes the LCD messages displayed on the operation panel. Symbols in the message : The LED is illuminated. 2: ****: the number of unprinted media. Up to 9999 (in pieces) 3: %%%%%%%: ATA Card's remaining memory 0 to 9999999 (in K bytes) 4: ###: Flash memory card remaining memory for PC save area: 0 to 895 (in K bytes) 5: &&&&: Remaining flash memory capacity for storing writable characters 0 to 3147 (in K bytes)

Page 75 APPENDIX 2 MESSAGES AND LEDS NOTES: If a command error is found in the command received, 16 bytes of the command error, starting from the command code, will be displayed. (However, [LF] and [NUL] will not be displayed.) Example 1 [ESC] T20 E30 [LF] [NUL] Command error The following message appears.

Page 76: Appendix 3 Interface

APPENDIX 3 INTERFACE APPENDIX 3 INTERFACE Interface Cables To prevent radiation and reception of electrical noise, the interface cables must meet the following requirements: Fully shielded and fitted with metal or metallized connector housings. Keep as short as possible. Should not be bundled tightly with power cords. Should not be tied to power line conduits.

Page 77: Appendix 4 System Mode

APPENDIX 4 SYSTEM MODE APPENDIX 4 SYSTEM MODE IMPORTANT ! If System Mode is needed for any other purposes, please contact a TOSHIBA TEC authorized service representative before performing any operation in System Mode. A4.1 Operation Panel NOTE: Use the [RESTART] key to...

Page 78: A4.2 Overview

Service Personnel, just turn the power off. If you should change the settings by accident and the printer malfunctions, please contact your nearest TOSHIBA TEC service representative. NOTE: System Mode menus can be selected with the [RESTART] or [FEED] key.

Page 79: A4.3 Self-Diagnostic Test

APPENDIX 4 SYSTEM MODE A4.3 Self-Diagnostic Test Outline of Self-Diagnostic Test In the Self-Diagnostic Test mode, ,the printer checks and prints out the printer system information such as the sensor or interface, and the Maintenance Counter. It also performs the print head broken element check.

Page 80 If "HEAD ERROR" appears, then print head elements may be damaged. To substain high quality printing, please contact your nearest TOSHIBA TEC service representative for the print head replacement. The print head element check can be performed at the power on time. For selecting this function, refer to Section A4.4 Parameter Setting.

Page 81: A4.4 Printer Parameter Fine Adjustment

APPENDIX 4 SYSTEM MODE A4.4 Printer Parameter Fine Adjustment Outline of Printer Parameter Fine Adjustment In the Printer Parameter Fine Adjustment mode, Fine adjustments can be performed for each parameter, such as Print tone, Print start position, Threshold, etc. which are set by the PC command.

Page 82: Fine Adjustment

APPENDIX 4 SYSTEM MODE A4.4 Printer Parameter Fine Adjustment (Cont.) NOTES: When pressing the [FEED] and [RESTART] keys at the same time in the parameter setting, the message returns to “<3>ADJUST SET”. If holding the [FEED] or [RESTART] key for 0.5 seconds or longer in the Printer Parameter Fine Adjustment, the key is...

Page 83 Cut issue is available only when the optional cutter unit (B-7208-QM) is installed. When you need the cutter, please contact your nearest TOSHIBA TEC service representative. The fine adjustment value equals the sum of the fine adjustment values set by the PC command and this parameter.

Page 84 APPENDIX 4 SYSTEM MODE A4.4 Printer Parameter Fine Adjustment (Cont.) Back Feed Length Fine Adjustment (Example) NOTE: The fine adjustment value equals the sum of the fine adjustment values set by the PC command and this parameter. The maximum back feed lengthfine adjustment value is ±9.5mm.

Page 85 APPENDIX 4 SYSTEM MODE A4.4 Printer Parameter Fine Adjustment (Cont.) X Axis Fine Adjustment (Example) NOTES: The X Axis fine adjustment is performed to fine adjust the print position in horizontal direction (left or right). Adjust the X axis within the effective print range.

Page 86 APPENDIX 4 SYSTEM MODE A4.4 Printer Parameter Fine Adjustment (Cont.) NOTES: The fine adjustment value equals the sum of the fine adjustment values set by the PC command and this parameter. The maximum print tone fine adjustment value is 10 (Thermal Transfer Print) or +7 and –10 (Thermal Direct Print).

Page 87 If the problem cannot be resolved, please contact your nearest TOSHIBA TEC service representative. Ribbon Motor Voltage Fine Adjustment (Feed/Rewind Motor) With this parameter you can fine adjust the Ribbon Motor Voltage (Torque).

Page 88 (See Section 6.5 Threshold Setting) If the problem cannot be resolved, please contact your nearest TOSHIBA TEC service representative. Threshold Manual Fine Adjustment (Black Mark/Feed Gap Sensor) With this parameter you can fine adjust the Threshold of the Black Mark and Feed Gap Sensors.

Page 89: A4.5 Test Print

APPENDIX 4 SYSTEM MODE A4.5 Test Print Outline of Test Print In the Test Print mode, you print the test pattern after setting up its conditions. This is useful for checking the printer by itself or for testing the quality of new ribbon or media.

Page 90 APPENDIX 4 SYSTEM MODE A4.5 Test Print (Cont.) NOTES: When pressing the [FEED] and [RESTART] keys at the same time in the Test Print menu, the message returns to “<4>TEST PRINT”. If holding the [FEED] or [RESTART] key for 0.5 seconds or longer in the Test Print menu, the key is entered continuously.

Page 91 APPENDIX 4 SYSTEM MODE A4.5 Test Print (Cont.) NOTE: Select the sensor type which applies to the media being used. Basically, the Reflective Sensor (Black Mark Sensor) is for tag paper, and the Transmissive Sensor (Feed Gap Sensor) is for label. NOTE: Select the printing mode which applies to the desired operating...

Page 92 NOTE: Cut mode is available only when the optional cutter module (B- 7208-QM) is installed. When you need the cutter, please contact your nearest TOSHIBA TEC service representative. NOTE: Press and hold the [RESTART] or [FEED] key to advance the values quickly and continuously.

Page 93 APPENDIX 4 SYSTEM MODE A4.5 Test Print (Cont.) Print Sample of Slant Line (1 dot) Print Sample of Slant Line (3 dots) NOTE: See A4.11.3 for further information. Test Print Pattern Selection When “<4>TEST PRINT” appears after paper feed selection, press the [PAUSE] key.

Page 94 APPENDIX 4 SYSTEM MODE A4.5 Test Print (Cont.) Print Sample of Characters Print Sample of Barcodes NOTE: The Non-Printing function simply looks like a media feed. Print Sample of Non-print NOTES: Factory test print conditions: One paper feed, Slant lines (3 dots), Bar codes, Characters, Item count: 5 pcs.

Page 95: A4.6 Pcl Emulation Setting

PCL-QM) is installed. When you need the PCL Emulation Board, please contact your nearest TOSHIBA TEC service representative. Auto Print While selecting the Auto Print, press the [PAUSE] key to feed one media and print slant lines (3 dots) on 5 pieces of media.

Page 96 APPENDIX 4 SYSTEM MODE A4.6 PCL Emulation Setting (Cont.) NOTE: Select the appropriate sensor type to match the media being used. Basically, the Reflective Sensor (Black Mark Sensor) is for tag paper, and the Transmissive Sensor (Feed Gap Sensor) is for label.. NOTE: Select the appropriate Print Mode which matches the...

Page 97 Cut issue is available only when the optional cutter module (B-7208-QM) is installed. When you need the cutter, please contact your nearest TOSHIBA TEC service representative. NOTE: If holding the [RESTART] or [FEED] key for 0.5 seconds or longer in the parameter setting, the key is entered continuously.

Page 98 APPENDIX 4 SYSTEM MODE A4.6 PCL Emulation Setting (Cont.) Media Length Setting [RESTART] [FEED] [FEED] key: Pressing the [FEED] key one time causes a –1 change, up to 110. [RESTART] key: Pressing the [RESTART] key one time causes a +1 change, up to 6400.

Page 99: A4.7 Additional Information

4. When Kanji ROM is not installed, the checksum becomes “0000”. 5. The symbol”°” of ‘°C” may not be printed depending on the type of character code. Descriptions (1) Program ROM Check (Model Name, Date, Version, Part number, Checksum) PROGRAM B-850 Program area Model name Software version No.

Page 100 APPENDIX 4 SYSTEM MODE A4.7.1 Self-Diagnostic Test Result Sample and Descriptions (Cont.) (3) Alphanumeric Font ROM Check FONT (4) Kanji ROM Check KANJI (5) EEPROM Check EEPROM (6) SDRAM Capacity SDRAM (7) PC Card Slot Check CARD 5600 Checksum of Font area Font area 8900 Checksum of BITMAP Kanji ROM...

Page 101 APPENDIX 4 SYSTEM MODE A4.7.1 Self-Diagnostic Test Result Sample and Descriptions (Cont.) (8) Sensor 1 Check The status of the Cutter Home Position Sensor, Ribbon Feed Motor Sensor, and Ribbon Rewind Motor Sensor are printed. SENSOR1 0 0 0 0 0 0 0 0 , 0 1 1 1 0 0 1 1 Fixed to 0.

Page 102 A4.7.1 Self-Diagnostic Test Result Sample and Descriptions (Cont.) (10) Expansion I/O Interface Check EXP.I/O NOTE: Fot this check a loopback jig is required. For the loopback jig, please contact your nearest TOSHIBA TEC service representative. (11) DIN Connector for the Keyboard (KB-80) Check KEY BRD NOTE: Fot this check a loopback jig is required.

Page 103: A4.7.2 Maintenance Counter/Parameter Check Print Sample And Descriptions

APPENDIX 4 SYSTEM MODE A4.7.2 Maintenance Counter/Parameter Check Print Sample and Descriptions Print Sample TOTAL FEED FEED PRINT RIBBON 232C ERR SYSTEM ERR POWER FAIL [PC] FEED (10) (11) BACK (12) TONE(T) (13) TONE (D) (14) RBN(FW) (15) RBN (BK) (16) X ADJ.

Page 104 7. When the media distance covered reached to the maximum, the maintenance counter should be cleared. Otherwise, the total media distance covered will not be updated. For the maintenance counter clear, please contact your nearest TOSHIBA TEC service representative. Descriptions of the Parameters...

Page 105 APPENDIX 4 SYSTEM MODE A4.7.2 Maintenance Counter/Parameter Check Print Sample and Descriptions (Cont.) Character (19) Font zero (20) Control code (21) Baud rate (22) Data length (23) Parity (24) Transmission control code (25) Language selection for LCD message (26) Auto forward wait in cut mode (27) Feed key function (28) Kanji code type (Not supported QQ/QP models) (29) Euro font code...

Page 106: A4.7.3 Magnified Views Of Slant Line Pattern

APPENDIX 4 SYSTEM MODE A4.7.2 Maintenance Counter/Parameter Check Print Sample and Descriptions (Cont.) (34) Printer IP address (35) Gateway IP address (36) Subnet mask (37) True type font registration area size (38) External character registration area size (39) Basic file store

area size (40) PC saving area size (41) PCL Emulation (42) Print speed for PCL emulation...

Page 107: Appendix 5 Print Samples

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Page 108 APPENDIX 5 PRINT SAMPLES APPENDIX 5 PRINT SAMPLES (Cont.) Bar codes 0: JAN8, EAN8 2: Interleaved 2 of 5 4: NW7 6: UPC-E 8: EAN13+5 digits B: CODE39 (Full ASCII) G: UPC-E+2 digits I: EAN8+2 digits 1: MSI 3: CODE39 (Standard) 5: JAN13, EAN13 7: EAN13+2 digits A:CODE128...

Page 109 APPENDIX 5 PRINT SAMPLES APPENDIX 5 PRINT SAMPLES (Cont.) K: UPC-A M: UPC-A+5 digits O: Industrial 2 of 5 Q: Data Matrix S: Customer bar code of high priority U: POSTNET W: KIX Code Z: MaxiCode L: UPC-A+2 digits N: UCC/EAN128 P: PDF417 R: Customer bar code T: QR code...

Page 110 GLOSSARIES GLOSSARIES Bar code A code which represents alphanumeric characters by using a series of black and white stripes in different widths. Bar codes are used in various industrial fields: Manufacturing, Libraries, Retail, Transportation, Warehousing, etc. Reading bar codes is a fast and accurate means of capturing data while keyboard entry tends to be slow and inaccurate.

Page 111 GLOSSARIES Printer driver A software program that will convert the application program’s printing request into the language that the printer understands. Print head element The thermal print head consists of a single line of tiny resistive elements and when current is allowed to flow through each element it heats up causing a small dot to be burned onto thermal paper or a small dot of ink to be transferred from a thermal...

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This manual is also suitable for:

Tec b-852-ts12-qq