



User Manual

Compuprint

6414 Plus



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FCC COMPLIANCE STATEMENT FOR AMERICAN USERS

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 instructions, 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 own expense.

SERIESTO WHICH THIS DECLARATION RELATES IS IN CONFORMITY WITH THE FOLLOWING STANDARDS

CFR 47, Part 15

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.

SAFETY INSTRUCTIONS

Please read the following instructions carefully.

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. Make sure the printer is off before plugging the power connector into the power jack.
4. It is recommended that you connect the printer to a surge protector to prevent possible transient overvoltage damage.
5. Be careful not to get liquid on the equipment to avoid electrical shock.
6. For safety and warranty reasons, **ONLY** qualified service personnel should open the equipment.
7. Do not repair or adjust energized equipment under any circumstances.

Caution

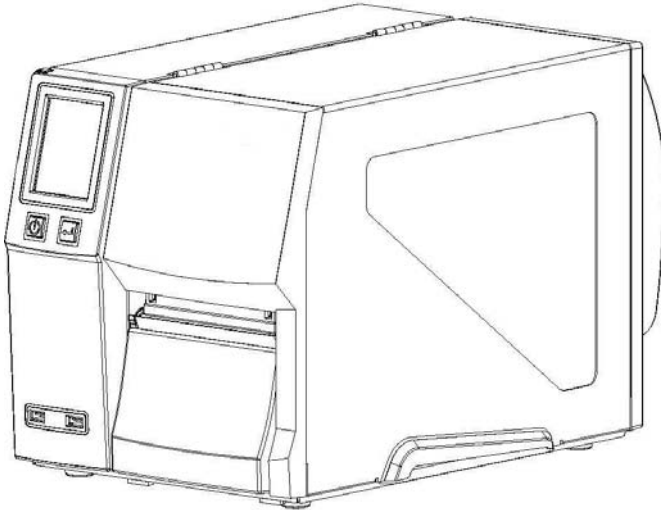
- Danger of explosion if battery is incorrectly replaced. Replace only with the equivalent type recommended by the manufacturer.
- Dispose of used batteries according to the manufacturer's instructions.
- Only use with designated power supply adapter model.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

1 Barcode Printer

1.1 Box Content

Please check that all of the following items are included with your printer:

- Compuprint 6414 Plus Barcode Printer



- Label Stock



- Ribbon



- USB Cable



- Power Cord



- Compuprint 6414 Plus Quick Guide



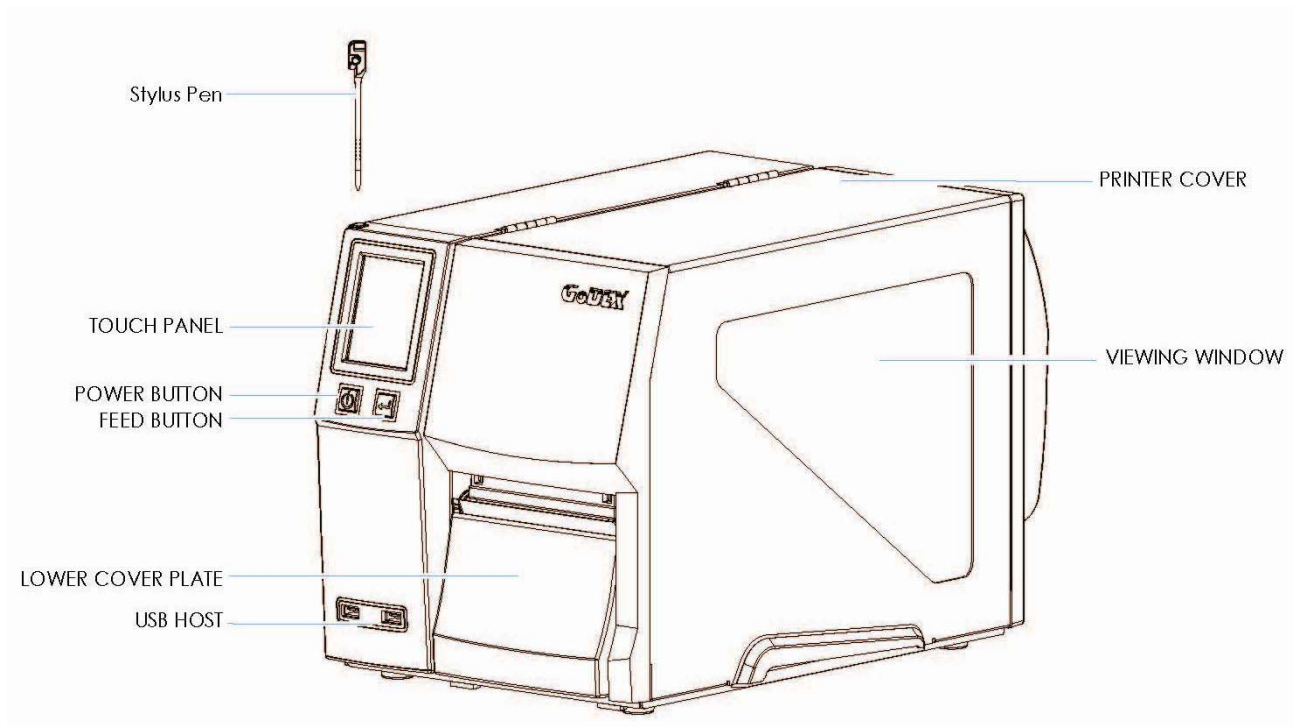
- CD
Including QLabel software and
Compuprint 6414 Plus user manual



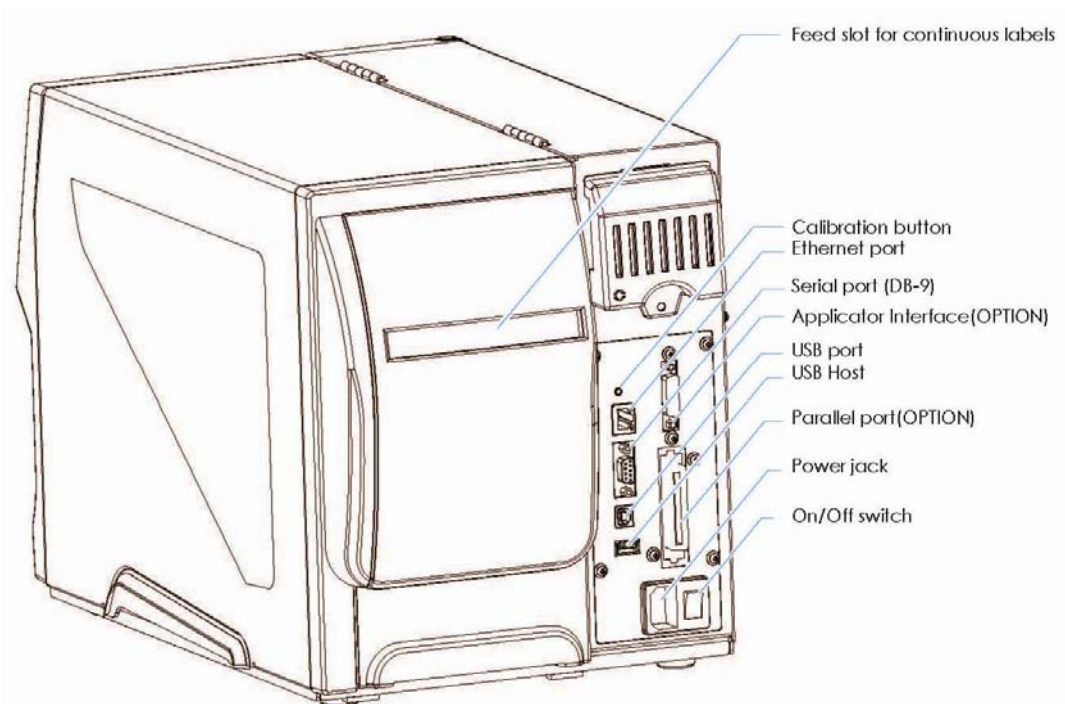
1.2 Getting To Know Your Printer

Device Overview

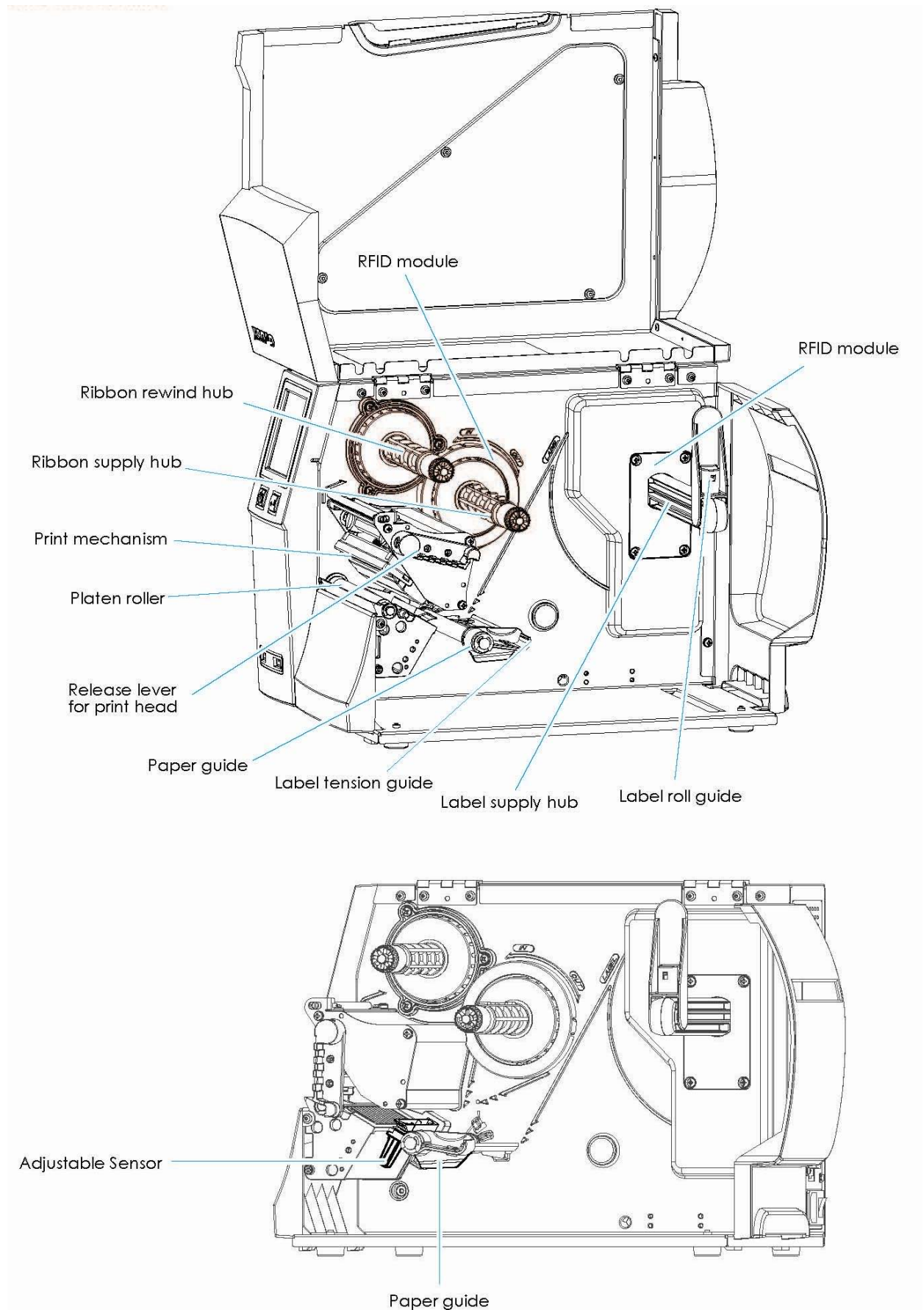
Front View



Rear View



The Internal View of Printer



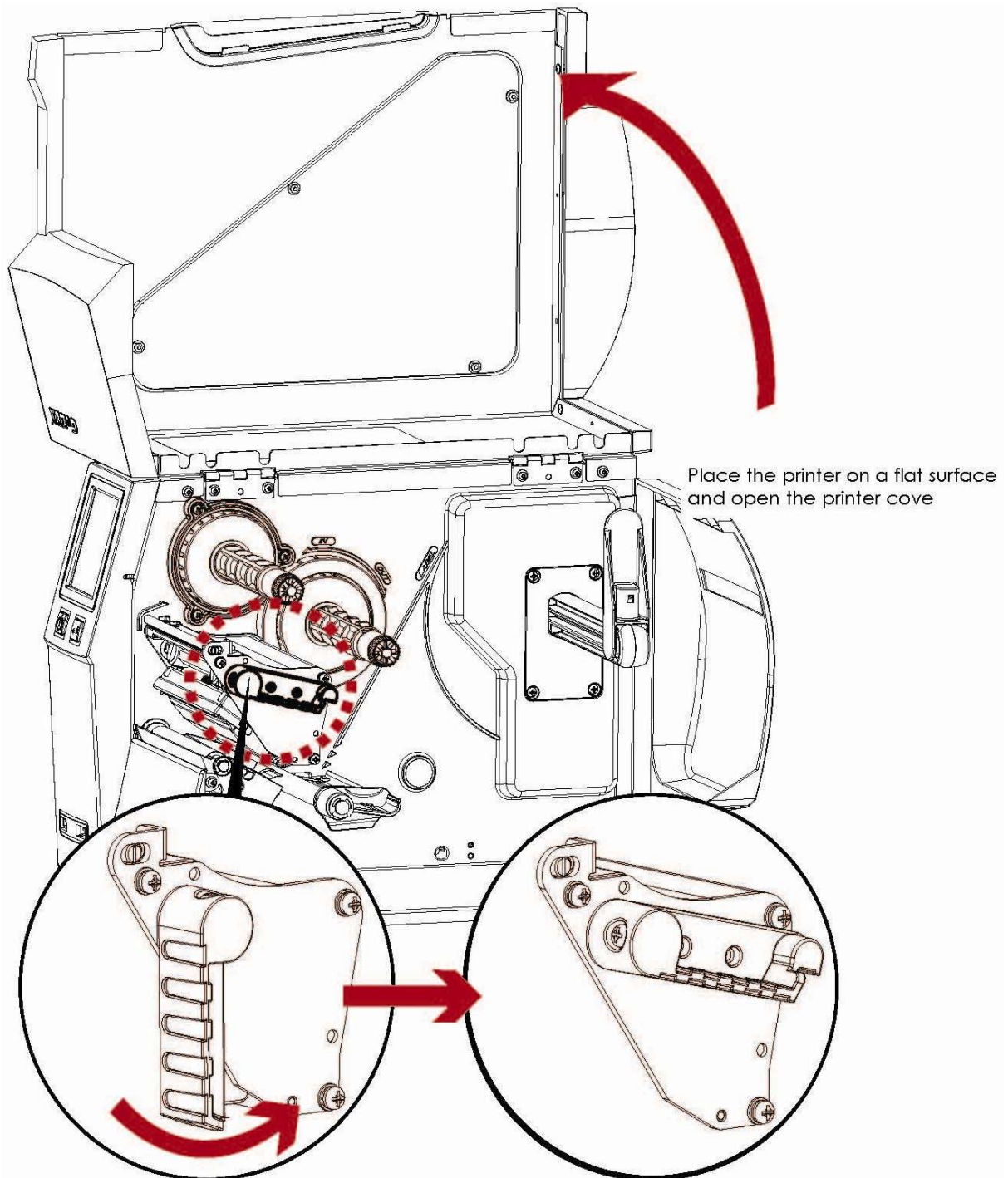
2 Printer Setup

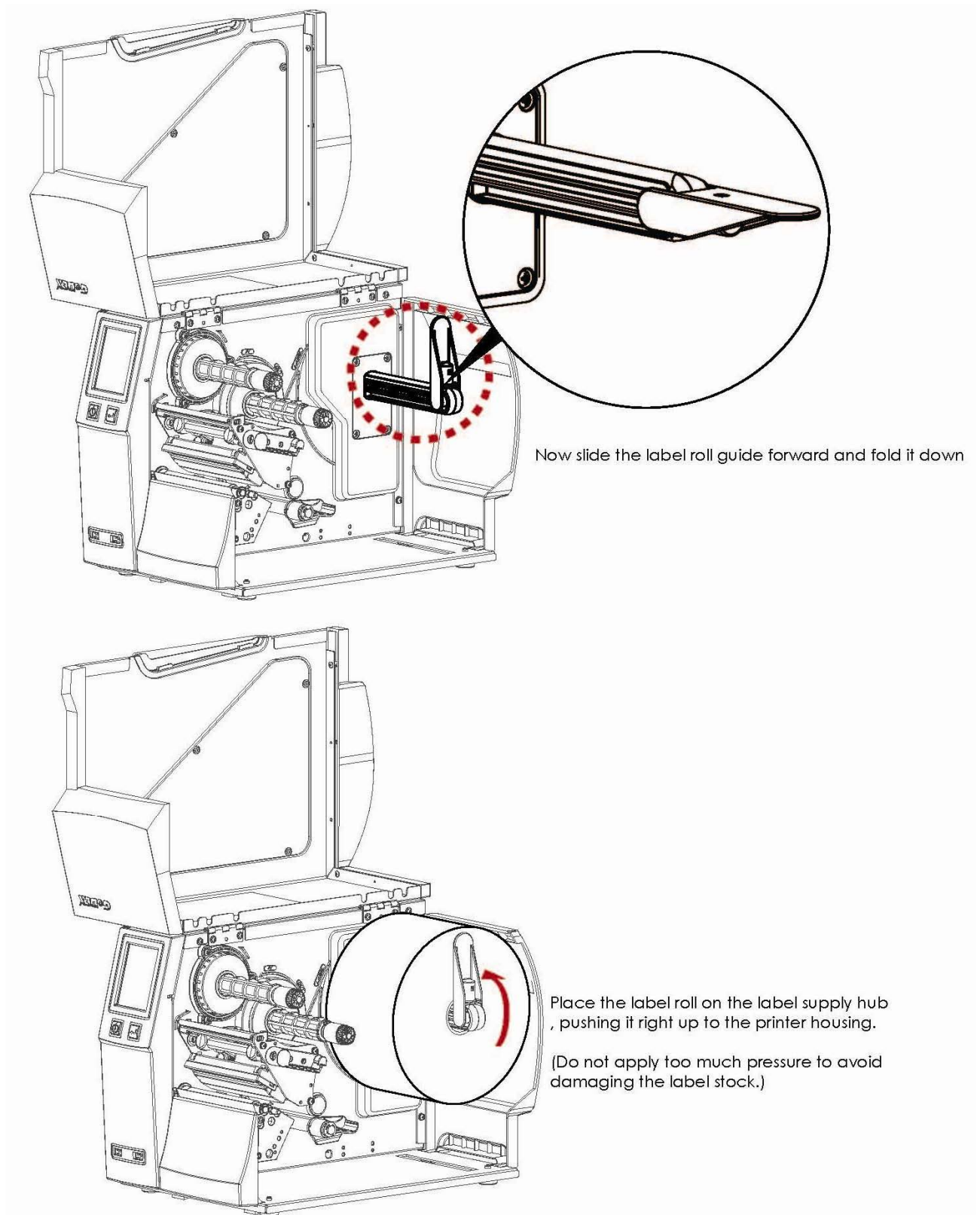
2.1 Loading the Label Roll

This printer supports the following printing methods:

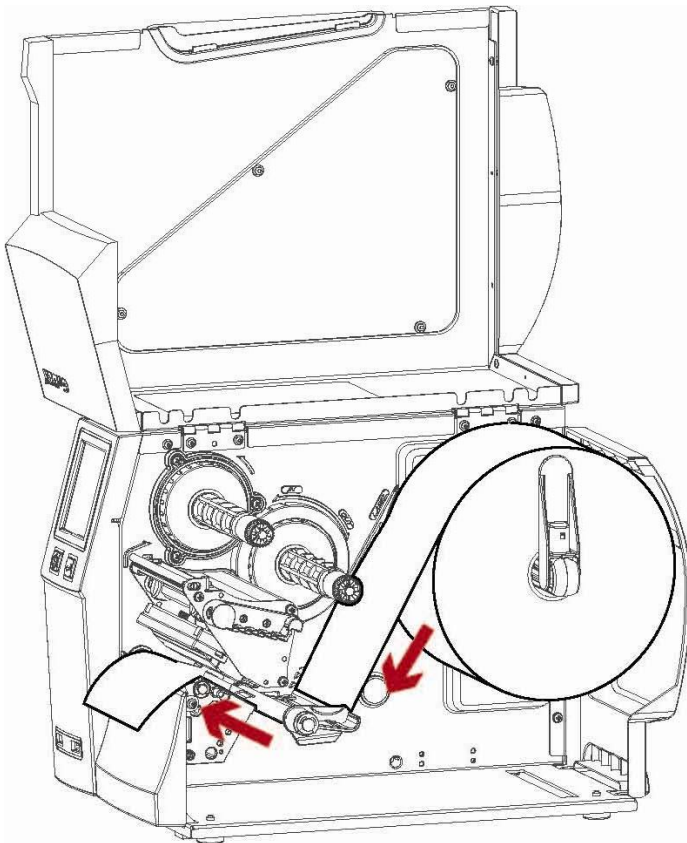
- Thermal transfer printing (TTP): Requires a ribbon for transferring a printed image to a media.
- Direct Thermal printing (DTP): Does not require a ribbon, only thermal paper.

Please check which printing method you are using and after the setting accordingly in the printer driver, Printer menu, and/or software.

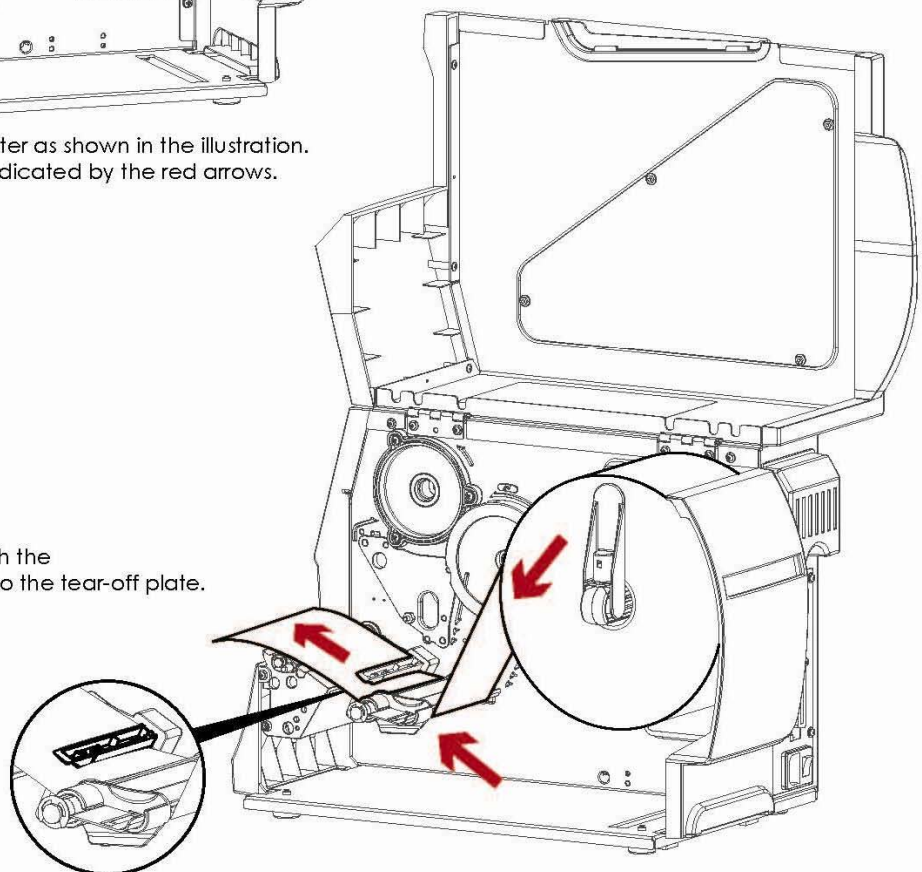


**Note**

* When moving the label roll guide, hold it only by the end that is attached to the bracket, not by its top.



Load the label roll into the printer as shown in the illustration. Pass it through the printer as indicated by the red arrows.

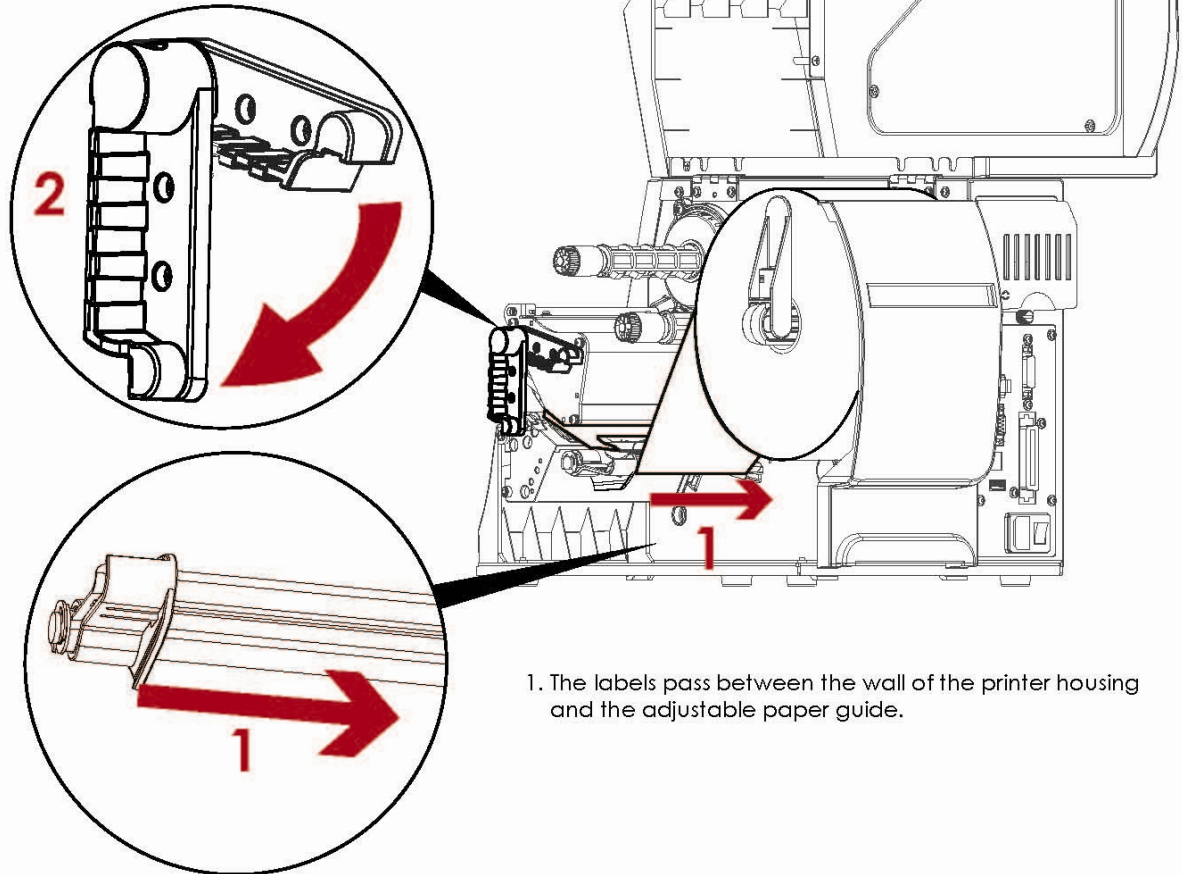


Pass the label stock through the Adjustable Sensor and up to the tear-off plate.

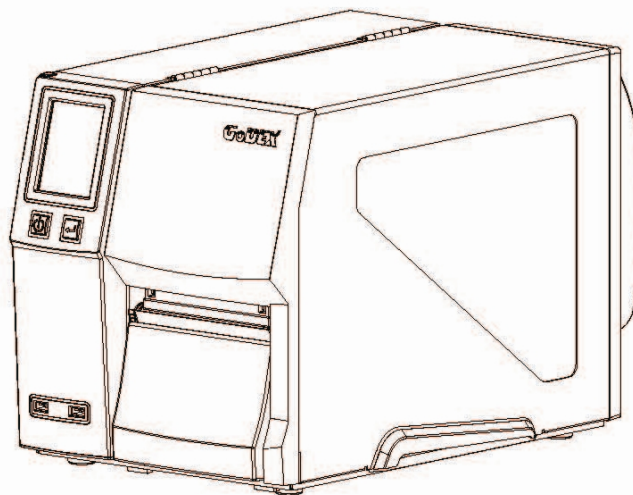
Note

* Remember to set the movable sensor to gap, black mark, or tag hole by changing the position of the sensor with the movable sensor.

2. Return the print head release lever to its original position.



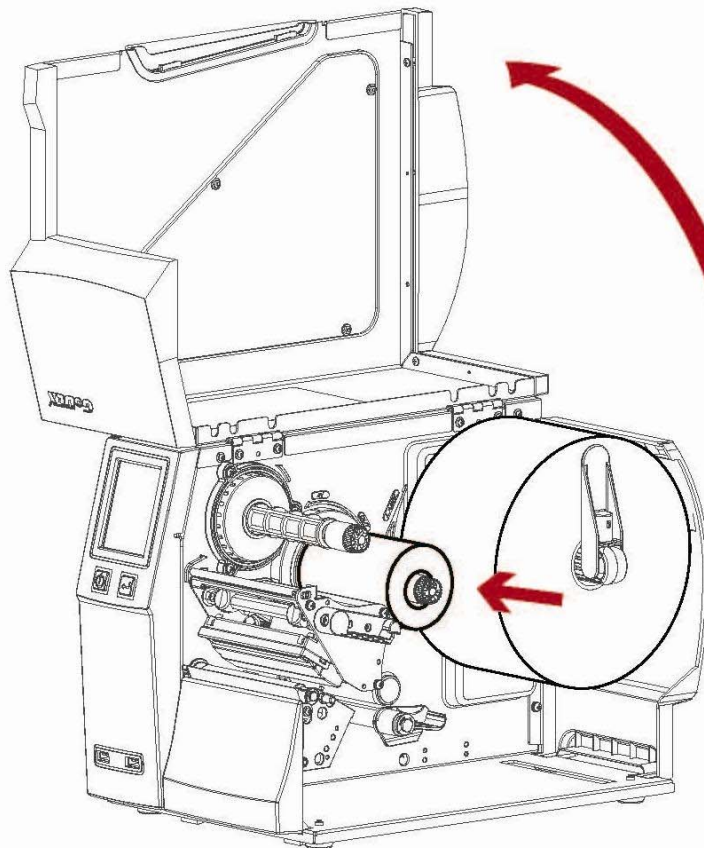
1. The labels pass between the wall of the printer housing and the adjustable paper guide.



Then close the printer cover.

2.2 Loading and Removing the Ribbon

Loading Ribbon

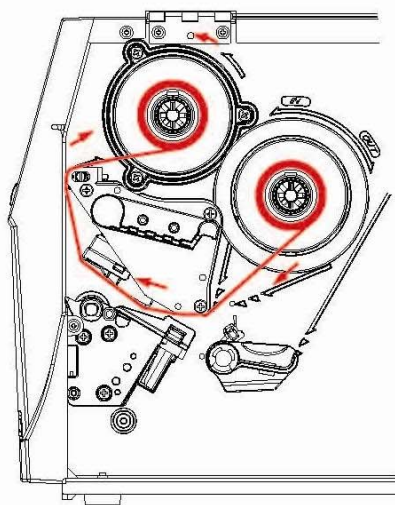


Place the printer on a flat surface and open the printer cover

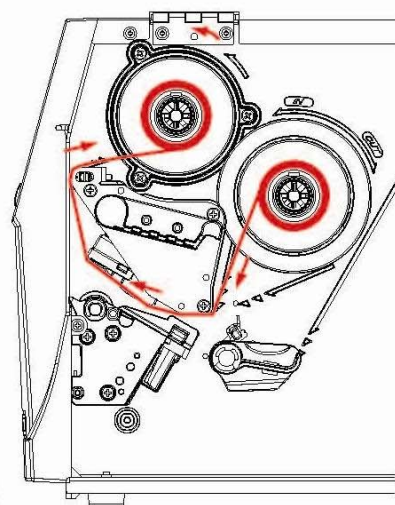
Place a new ribbon on the ribbon supply hub.

The two illustrations on the right show you how to install the ribbon depending on the ribbon type (ink side in or out).

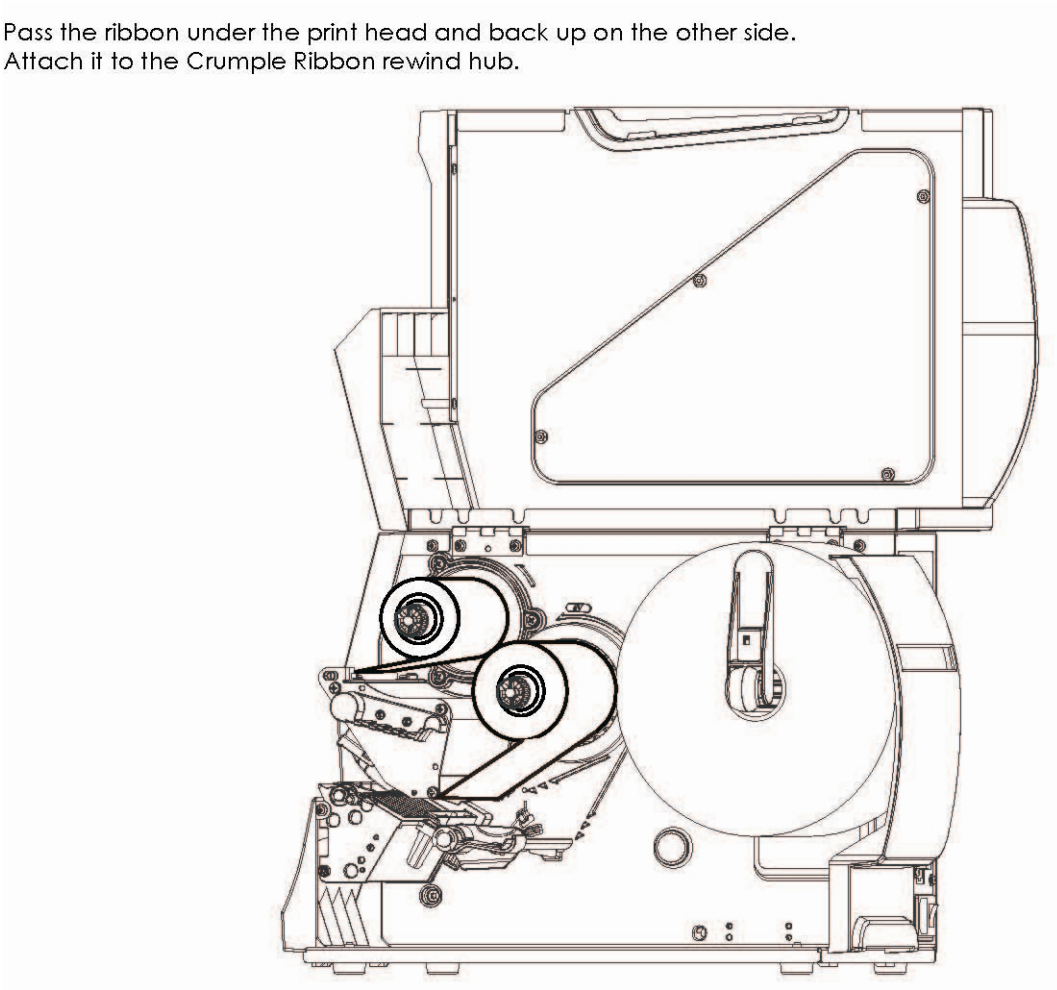
Ink side out



Ink side in



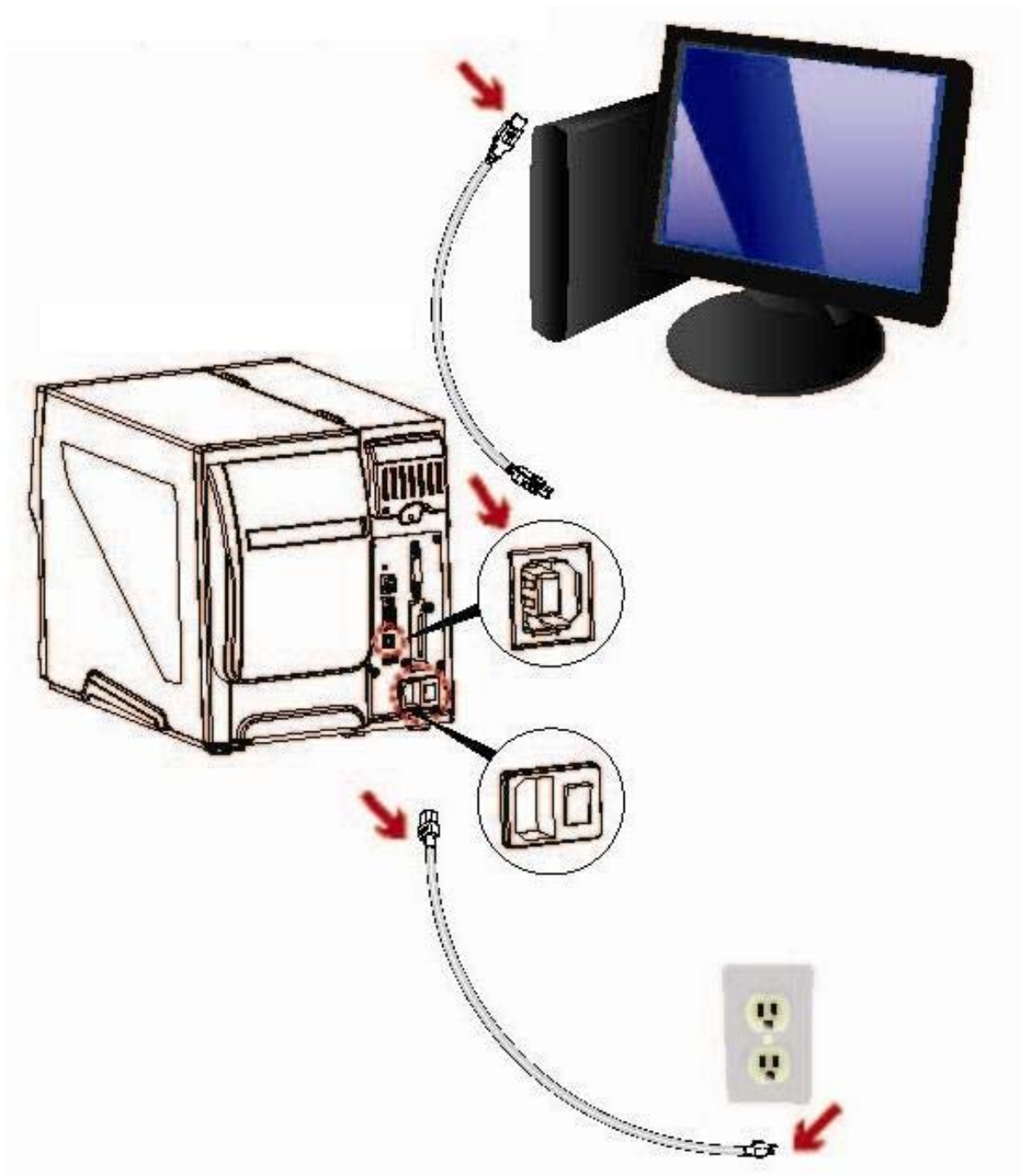
Pass the ribbon under the print head and back up on the other side.
Attach it to the Crumple Ribbon rewind hub.

**Note**

* Do not pass the ribbon under the sensor.

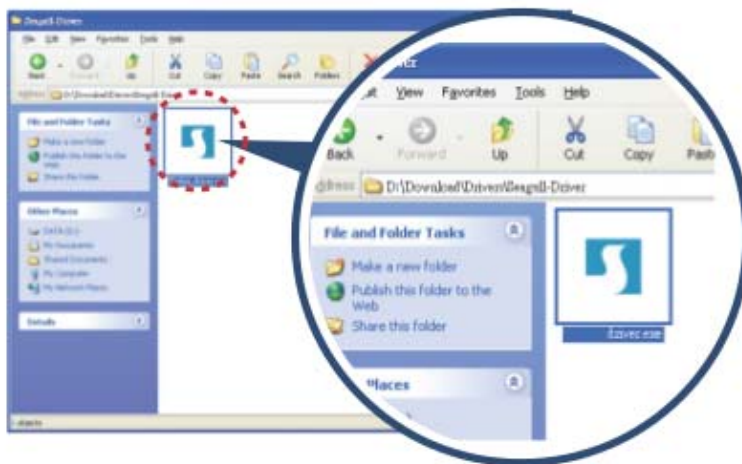
2.3 Connecting the Printer to the Host Computer

1. Please make sure that the printer is switched off.
2. Connect the power cord to the AC power.
3. USB/serial cable to the printer and host computer.
4. Switch on the printer. The operator panel should now light up.



Installing Printer Driver Directly from CD Folder

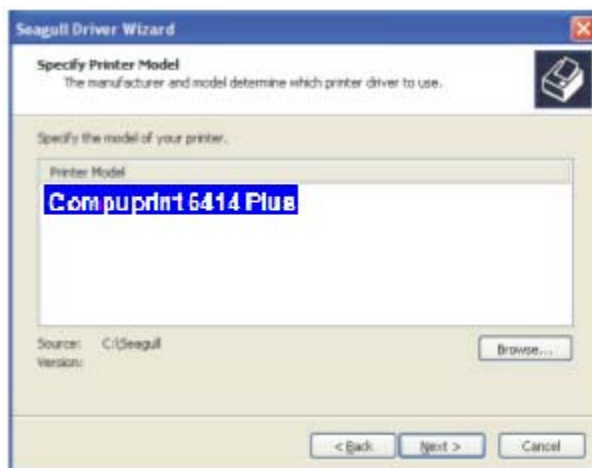
1. Insert the product CD in the CD/DVD drive of the host computer and open the "Seagull Drivers" folder on the CD.
Select the icon for the driver file and click it to start the installation.



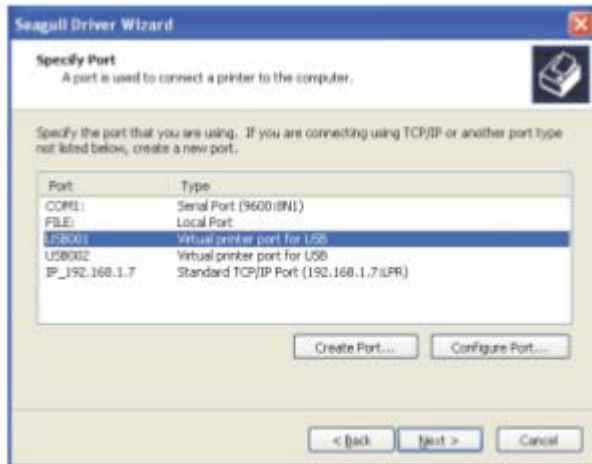
2. Follow the instructions on the screen. The Driver Wizard guides you through the installation procedure. Select "Install printer drivers".



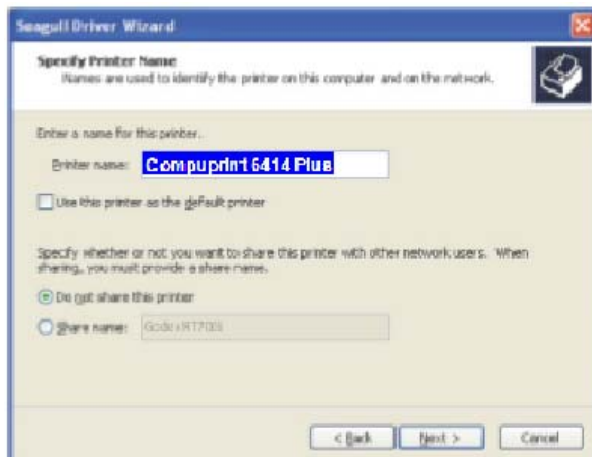
3. Specify your printer model.



4. Specify the port to be used to connect the printer to the host computer..



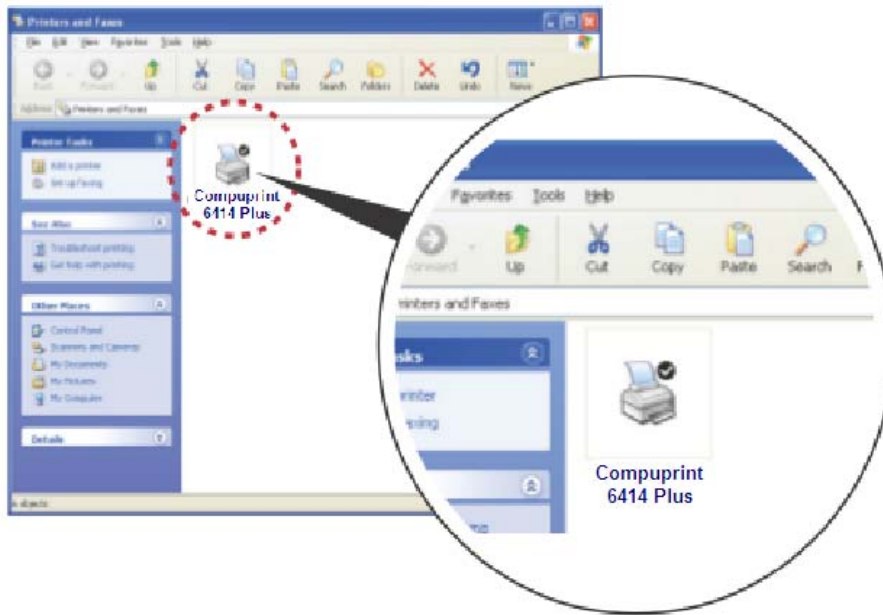
5. Enter a printer name and assign the appropriate rights.



6. Once the installation is complete, a summary of the printer settings is displayed. Check whether the printer settings are correct and click "Finish" to start copying the driver files. Wait until copying is complete, then finish the installation.



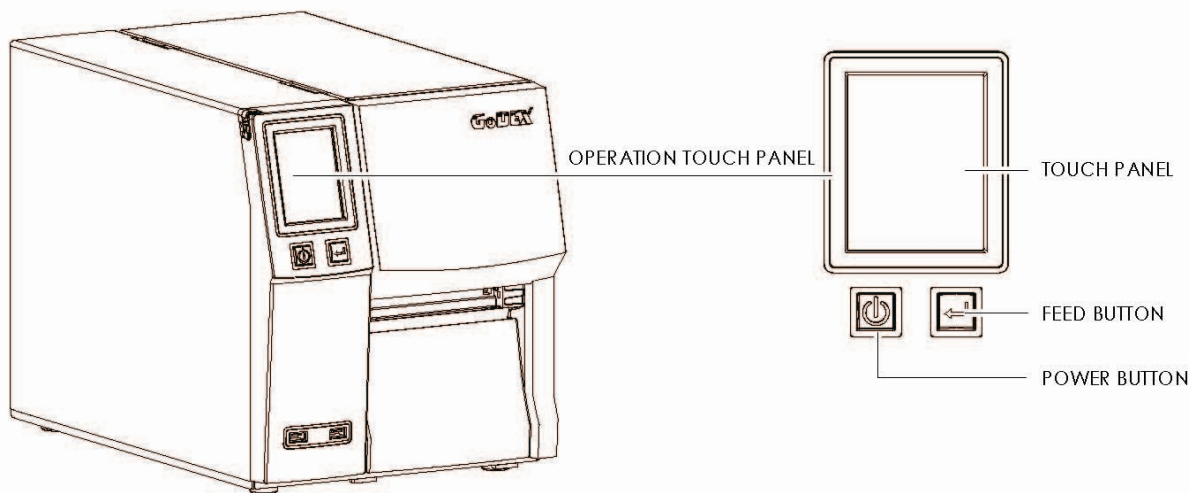
7. Once the driver installation is complete, the new printer should appear in the "Printers and Faxes" folder.



3 Printer Setting and Control

3.1 Operation Panel

Operation Panel Introduction



POWER Button

Press the POWER button to turn on the printer, and the START UP SCREEN appears. The printer is on "ready to print" status, the LCD screen should display the message "READY" on the screen. When printer is turned on, keep pressing the POWER button for 3 second will turn the printer off.

FEED Button

When you press the FEED button, the printer moves the label to the defined stop position. If you are using continuous labels, pressing the FEED button will move label stock until you release the button again. If you are using individual labels, pressing the FEED button will move only one label.

If the label does not stop at the correct position, you need to run the auto-detection function on the label stock, please see Section 3.4 Label Calibration and Self Test.

PAUSE PRINTING_FEED Button

Pressing the FEED button while the printer is in standby mode will set the printer to pause mode. In this mode, the printer can receive commands, but it can only process them when it is reset to standby mode. Pressing the FEED button again will reset the printer to standby mode.

Pressing the FEED button during printing will interrupt printing. When the PFEED button is pressed again, the printer resumes printing. Example: While a 10-label print job is running, you press the FEED button to pause the printer. Two of the labels have been printed. To resume printing and print the remaining eight labels, you press the FEED button again.

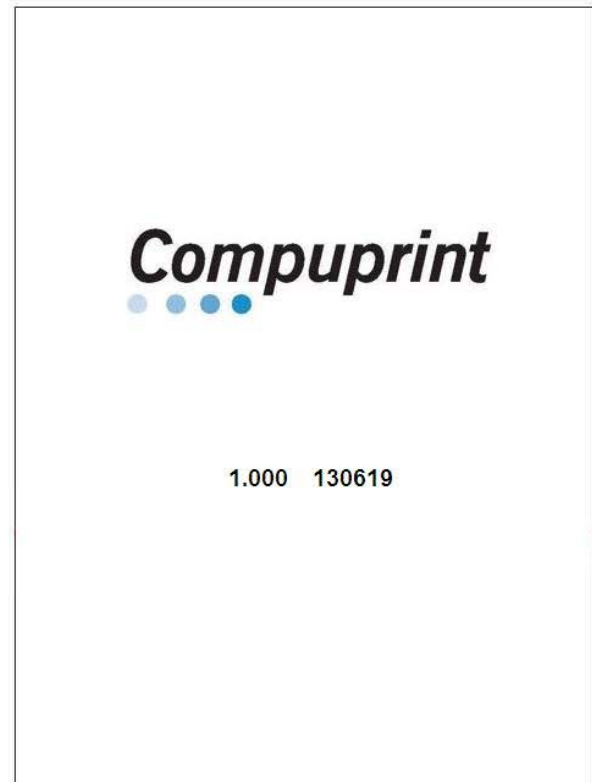
CANCEL PRINTING_FEED Button

Pressing the FEED button over 3 seconds during printing cancels a print job. The current print job is cancelled. Example: While a 10-label print job is running, you press the FEED button. Two of the labels have been printed. The print job is cancelled and the remaining eight labels are not printed.

3.2 LCD Interface Introduction

Getting Started

Press the POWER button to turn on the printer, and the START UP SCREEN appears.





If the printer is on "ready to print" status, the LCD screen should display the message "Ready" on the screen. Use touch gestures to get around the Home screen and other screen for setting.



Tap the screen with your finger or the stylus pen when you want to select on screen items such as settings icons.


On the Ready Page, three function mode for setting. You can make various string functions in FUNCTIONAL MODE.






Tap "Main" --


Screen could show more detail of "Main"






Tap "Wizard" --

Set up printer of "Darkness" "Speed" ...





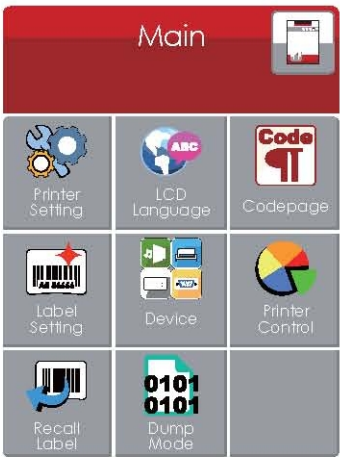


Tap "Test" --

self-Test page and Out of Dump Mode for setting.



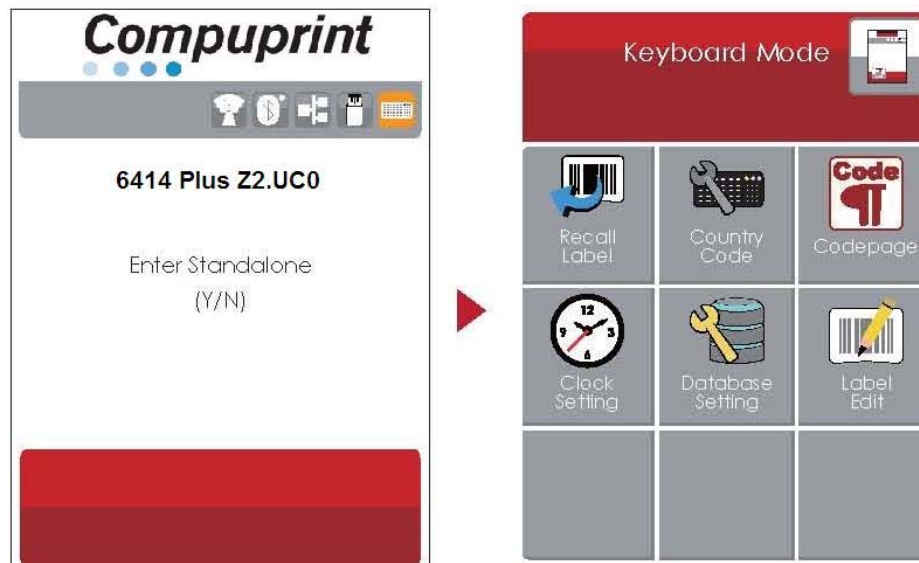
finish setting tap 
back to main page if
do not save, tap 
system would not save
any changes.



If printer functions locked, printer can not receive any commands
from GoLabel or any devices.

Keyboard Mode

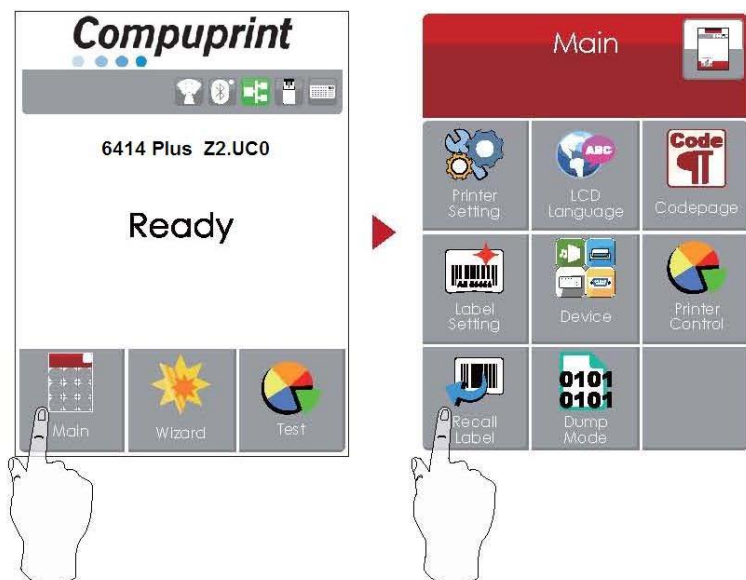
When plug-in an USB keyboard to the printer, LCD touch panel will display “Enter Standalone”, press the “Y” key on keyboard to entering to the dialog for “Keyboard Mode” operation.

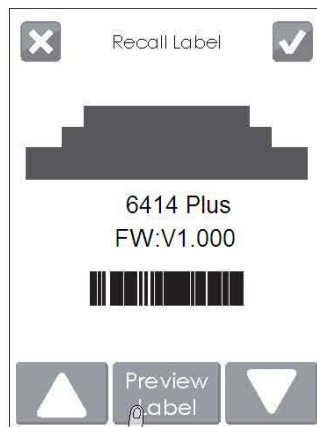


Preview Label Function

User can choose any label which have done in the printer and preview it. (See instructions).

From the Home screen, tap to Main Page.
From the Main Page tap Recall Label to Recall Label Page.





From the Recall Label Page
the touch panel shown on all labels,



Tap up to choose labels.

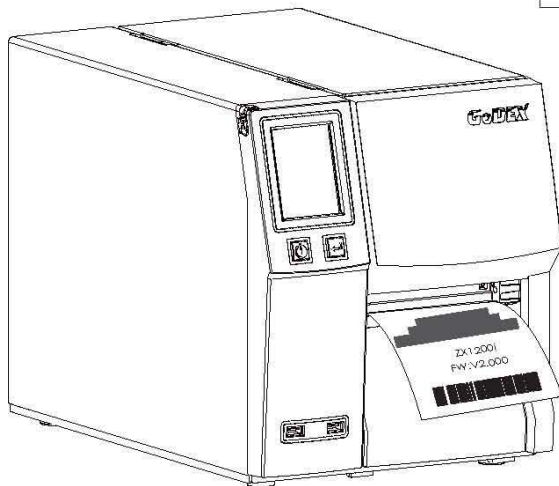
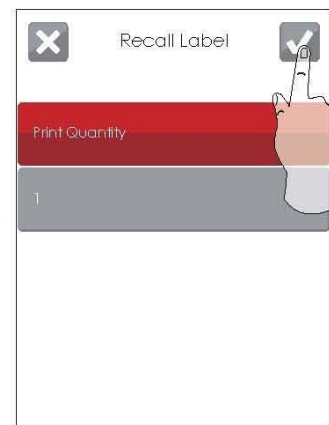
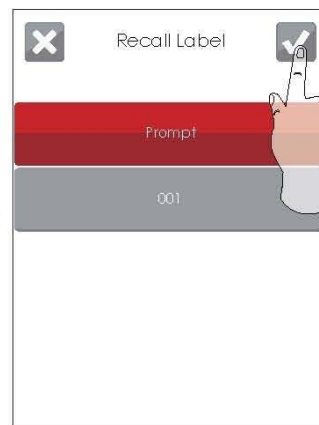


Tap down to choose labels.



Tap Preview Label can see printing label.

Keeping tap  to next page 



Print out selected label.

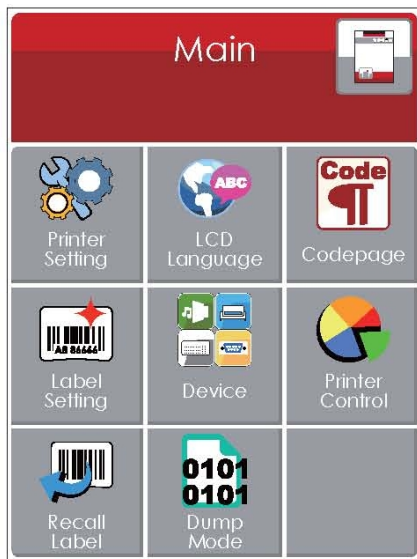
Notice

* Using recall label function send commands, printer display must be back to Ready Page.



3.3 LCD Interface Function

Main Page



Setting items for printer, ex. Printing speed, darkness. Also includes a Printing Wizard for your ease of printing.



More than 10 languages for printer setting



It consists of a table of values that describes the character set for a particular language



Setting items for printing label, ex. Rotation, Printing position offset.



Option modules and connection port settings.



Self-Diagnose functions for printer, ex. TPH testing, self-test page printing.



Recall Label



Dump Mode

Device Page



Setting off or on for buzzer



Setting items for options, ex. Cutter, Label Dispenser, Applicator



Choose ON. Printing label would be return to start printing position on option modules mode.



Setting items for Serial Port, ex. Baud Rate, Parity, Data Bits, Stop Bits.



Setting items for LAN, ex. Port NO., DHCP, Dynamic IP, Default Gateway, Subnet Mask.







Setting items for LCD, ex. Brightness, Contrast, Power Saving, Password



Setting items for Clock, ex. Year, Month, Day, Hour, Minute

Setting Item in Setting Mode

	Printer Setting	Darkness	0-19
		Speed	2-5
		Sensor Select	Media Detection
			Auto Select
			See-Through
		Media Type	Reflective
			Label with Gaps
			Label with Marks
			Continuous
		Printing Mode	Direct Thermal
	LCD Language		Thermat Transfer
		Tear-off Position	0-40
		Top of Form	Apply
			Cancel
			English
			Deutsch
			繁體中文
			簡體中文
			Français
			Español
	Codepage		日本語
			Italiano
			Русский
			Türkçe
			850
			852
			437
			860
			863
			865
	Label Setting		857
			861
			862
			855
			866
			737
			851
			869
			Win 1252
			Win 1250
			Win 1251
			Win 1253
			Win 1254
			Win 1255
			Win 1257
			Rotation
			X-offset
			Y-offset
			Start Offset

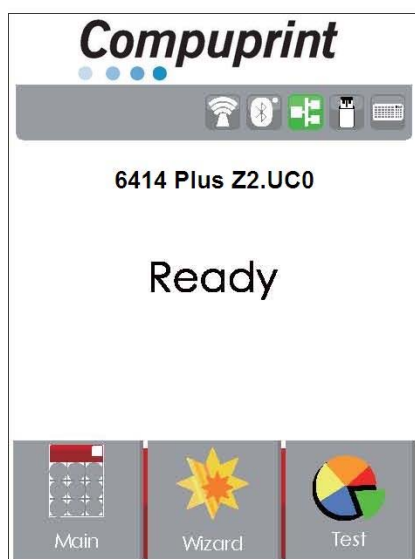


Device	Buzzer	OFF	
		ON	
	Optional Setting	None	
		Cutter	
		Label Dispenser	
		Applicator	
	Smart Backfeed	Off	
		On	
	Serial Port Setting	Baud Rate	4800 bps
			9600 bps
			19200 bps
			38400 bps
			57600 bps
			115200 bps
		Parity	Non
			Odd
			Even
		Data bits	7 bits
	8 bits		
	Stop bits	1 bits	
		2 bits	
	LAN Setting	DHCP	On
		IP Address	0.0.0.0
		Subnet Mask	255.255.255.0
		Gateway	192.168.0.254
	LCD Setting	Brightness	5
Contrast		5	
Power Saving		15	
Password		OFF	
Clock Setting	Year		
	Month		
	day		
	Hour		
	Minute		
Printer Control	Test		
	Sample Pattern		
	Select Memory		
	Clear Memory		
	Calibration		
	Reset to Default		
Wizard	Darkness	2-5 or 7	
	Speed	0-19	
	Media Type	Label with Gaps	
		Label with Marks	
		Continuous	
Bluetooth	X-Offset		
	Y-Offset		
	Clear Bind	Enable	
		Disable	
	Make Device Visible	Enable	
	Disable		
	SSP	Enable	
		Disable	
	PIN Code	0000	
	Search Devices		
Test	Self-Test page		
	Out of Dump Mode		

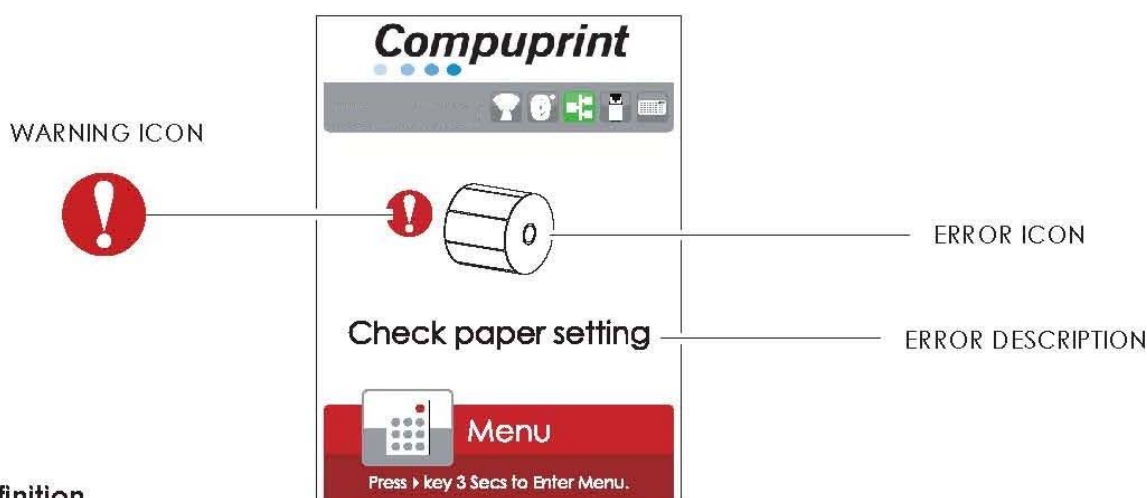


Status of LCD Interface

When printer is on standby status (ready to print), the LCD interface will display "Ready" on screen. You can only print when you see the "Ready" status.



If there is any printer errors, the LCD screen will display the error screen to show the type of error. You can fix the error according to the notice.



Icon Definition

	To upper level	Appears on the NAVIGATION ICON of Setting Pages. It guides you back to upper level by touching display upper right icon.
	To main page	Appears on the NAVIGATION ICON of Setting Value Pages. It guides you back to main page by touching display upper left icon.
	Lock	On Setting Value pages, touch display icons to lock the value for preventing unexpected change.
	Unlock	Touch display icons again to unlock the value.

3.4 Label Calibration and Self Test

Label Calibration

The printer can automatically detect and store label height.

That means the host computer does not need to transmit the label height to the printer.

Self Test

Self-test function lets you check whether the printer is functioning normally.

Here is how you run the label size calibration and self test.

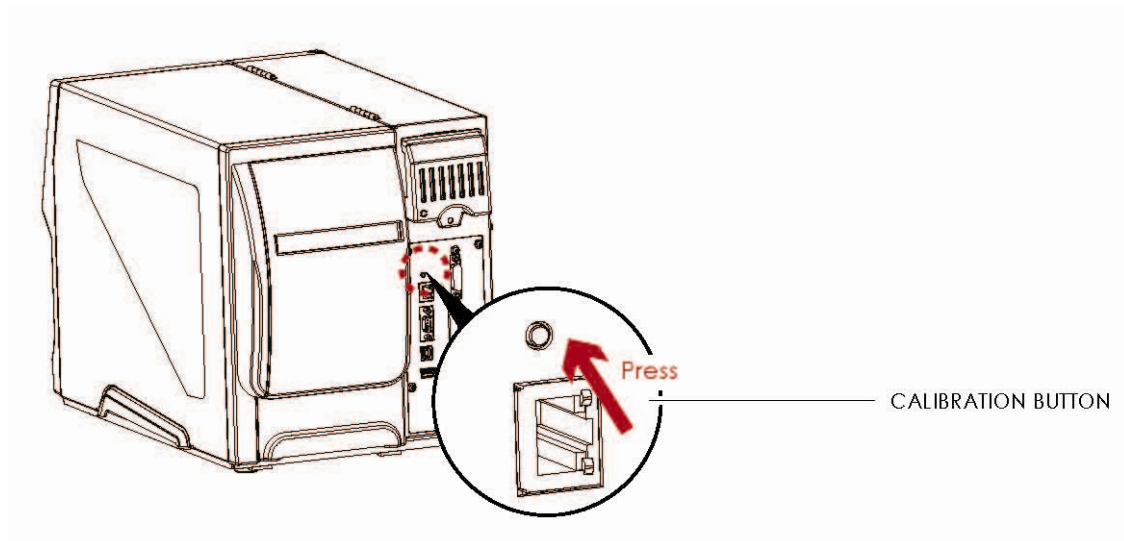
1. Check that the label stock is loaded correctly.
2. Turn off the printer.
3. Turn the printer on again, keeping the FEED button pressed. When the LED starts to flash red, release the FEED button. The printer will now measure the label stock and store the label height.
4. Once the printer has successfully measured the label stock, it will print a self-test label.

The contents of a self-test printout are listed below.

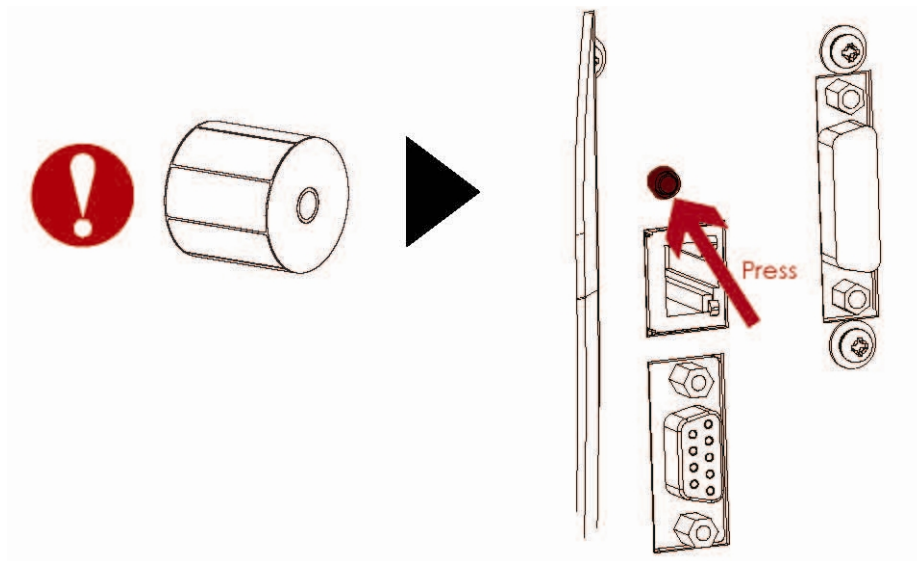
Model & Version	6414 Plus: Z2.UC0
USB ID setting	USB S/N: 00000000
Serial port setting	Serial port: 96,N,8,1
MAC address of Ethernet port	MAC Addr: xx-xx-xx-xx-xx-xx
IP protocol setting	DHCP Enable
IP address of Ethernet port	IP xxx.xxx.xxx.xxx
Gateway setting	Gateway xxx.xxx.xxx.xxx
Netmask setting	Sub-Mask xxx.xxx.xxx.xxx
	#####
Number of DRAM installed	1 DRAM installed
Image buffer size	Image buffer size: 1500 KB
Number of forms	0000 FORM(S) IN MEMORY
Number of graphics	0000 GRAPHIC(S) IN MEMORY
Number of fonts	000 FONT(S) IN MEMORY
Number of Asian fonts	000 ASIAN FONT(S) IN MEMORY
Number of Databases	000 DATABASE(S) IN MEMORY
Number of Scalable fonts	000 TTF(S) IN MEMORY
Free memory size	4073 KB FREE MEMORY
Speed, Density, Ref. Point, Print direction	AS4 ^H8 ^R000 ~R200
Label width, Form length, Stop position	^W102 ^Q100,3 ^E18
Cutter, Label Dispenser, Mode	Option: ^D0 ^O0 ^AD
Sensor Setting	Reflective AD: 1.96 2.84 2.49 [0.88_23]
Code Page	Code Page: 850

Label Calibration Button

A hardware button to make a Label Calibration while printer encountering "Media Error" during the cases when first-time printer start up or change label or ribbon to another type, such as change using gap label to continuous or black mark labels.



Press C-button for 2 seconds, it will make an auto-sensing to calibrate the label and ribbon's parameters.

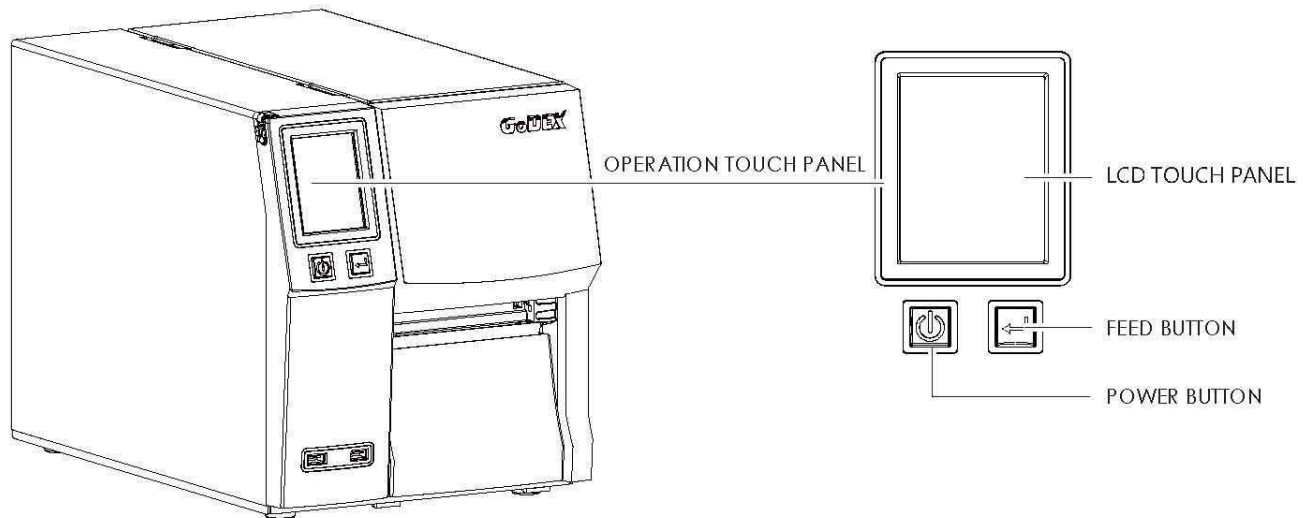


Notice

* Press C-button is equivalent to the auto-sensing command "~S,SENSOR" that will cancel on-printing-job and make the Label Calibration immediately.

3.7 Error Alerts

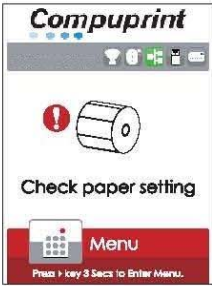
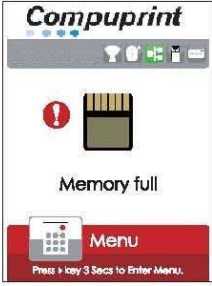


In the event of a problem that prevents normal functioning of the printer, you will see an error message on LCD screen and hear some beep signals. Please refer to below table for the error alerts.



Operation Panel
Status



Type	Beeps	Description	Solution
Print Head Error	2 x 4 beeps	The printing mechanism is not correctly closed.	Open the print mechanism and close it again.
Print Head Error	None	High temperature at the print head.	Once the print head has cooled down, the printer switches to standby mode.
Media Error	2 x 3 beeps	No ribbon is installed and the printer displays an error.	Make sure that the printer is set to direct thermal printing mode.
		The ribbon is finished or the label supply hub is not moving.	Replace the ribbon roll.

Operation Panel Status	Status	Beeps	Description	Solution
	Media Error	2 x 2 beeps	No paper is detected.	Make sure that the label sensor is positioned correctly. If the sensor still does not detect the paper, run the auto-detection function again.
			Paper is finished.	Replace the label roll.
  	File Error	2 x 2 beeps	Printer feed problem.	Possible reasons: the print medium has become trapped around the rubber roll; the sensor cannot detect a gap or black mark between the labels; there is no paper. Please reset the sensor.
			The memory is full. The printer prints the message "File System full".	Delete unnecessary data or install additional memory.
			Unable to find file. The printer prints the message "File Name not found"	Use the "~X4" command to print all files. Then check whether the files exist and whether the names are correct.
			A file of the same name already exists. The printer prints the message "Duplicate Name".	Change the name of the file and try storing it again.

3.8 USB Host

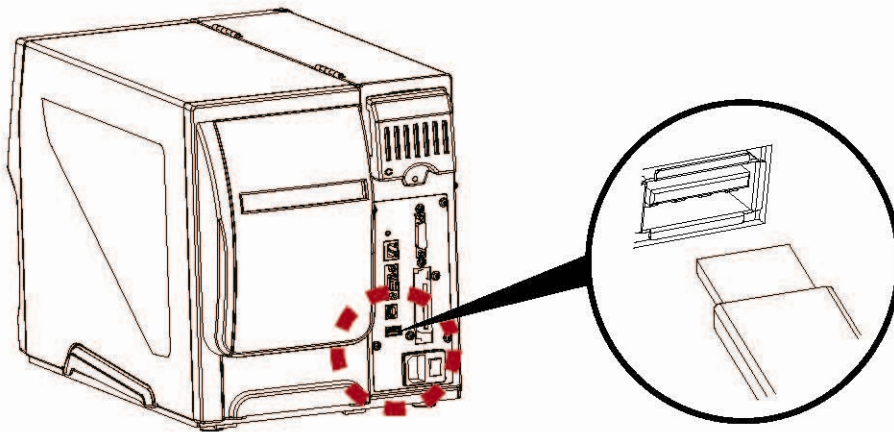
Definition : USB Host port supports either device USB memory stick, keyboard or scanner.

Purpose

- USB memory stick : It extends the user memory space up to 32GB for Graphic, Font, Label Format, DBF and Command files downloading. The printer's Firmware also can be updating if copy new version of Firmware into USB memory stick.
- Connecting an USB keyboard to printer for " Standalone" mode operation.
- Plug-in an USB scanner to operate the printer in "Standalone" mode.

Usage of Extended Memory

- USB memory stick : It supports hot-plugging function; printer will create a Folder "LABELDIR" and switch "User Flash" to " Extended Memory" automatically while user plugs an USB memory stick into a the printer.
- Connect the USB Stick plugged -in printer to PC via USB Device or Ethernet port and run "GoLabel CP" software to download Graphic, Font, Label Format, DBF and Command files to the printer.
- Detail download procedures, please refer to "GoLabel CP On-line Help".



Usage of Firmware Update

- Remove USB memory stick from printer and plug-in it to a PC's USB port; delete Firmware "*.bin" file from "LABELDIR\FW" of USB memory stick if it existing; or create a Folder "LABELDIR\FW" to USB memory stick if it doesn't existing.
- Copy a new version of Firmware "xxxx.bin" to the Folder "LABELDIR\FW"; and then remove USB and plug-in back to the printer that going to update Firmware.
- The printer will update the Firmware automatically when plug-it-into the printer and printer find-out the Firmware in "LABELDIR\FW" is newer version.
- Don't remove the USB memory stick out while it's under updating with "Flash Writing..."message that displays on LCD panel.

USB Keyboard

- When plug-in an USB keyboard to the printer, LCD panel will display “Standalone Mode”, press the “Enter” key on keyboard and “Feed” key in the printer to entering to the dialog for “Recall Label” operation.
- Only the sub-dialog “Recall Label” is able operating by keyboard as follow definition:
 1. Press “ESC” key to exist from “Standalone Mode” or back to previous dialog
 2. Press “F1”, it will let the printer from “Ready” mode entering into “Standalone Mode”
 3. Press “Enter”, “Arrow” and “Alphabetic” keys as the usual in PC that will perform the key-in function of “Recall Label” in “Standalone Mode”.

Scanner

- When plug-in an USB scanner to the printer, LCD panel will display “Standalone Mode”, press the “Feed” key in the printer to entering the dialog of “Recall Label” operation. User performs the “Recall Label” function interactively through the LCD panel, 4 direction keys, Feed key and Scanner.
- Scanner is using in “standalone Mode” to scanning the “Serial Number, Variable” and Print Quantity while the printer prompts a message on LCD panel and wait for data input.

Notice

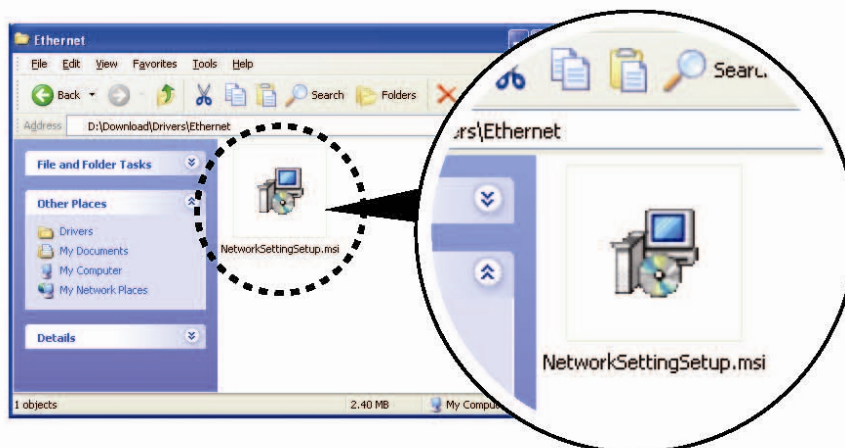
- ** The USB Host port is without “HUB” function.
- ** The USB Memory Stick supports with “FAT32” Disk Format and up to 32GB only. The certified vendors are Transcend, Apacer, Patriot, Consair and Kingston.
- * The download function for Graphic, Font, Label Format, DBF and Command files is operated by GoLabel CP of PC and must go through the printer itself.
- * On a PC, user may copy entire folder “\LABELDIR” from USB memory stick to PC or vice-versa. Copy a sub-folder or individual file in “\LABELDIR” to PC or vice-versa is not supported..

4 NetSetting for Ethernet

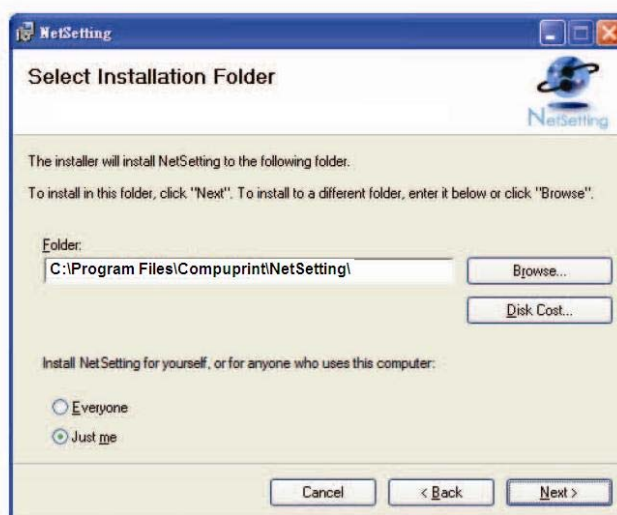
4.1 Installing the NetSetting software

The NetSetting software is used to handle the network configurations when connecting the printer via Ethernet port. It is available on product CD or can be downloaded from Compuprint website, download link. To install the NetSetting please follow below steps.

1. Insert the product CD in the CD/DVD drive of the host computer and open the "Ethernet" folder on the CD.
2. Select the icon for the NetSetting installation file and click it to start the installation.



3. Follow the instructions on the screen. The Setup Wizard guides you through the installation procedure.
4. Specify the "installation folder".

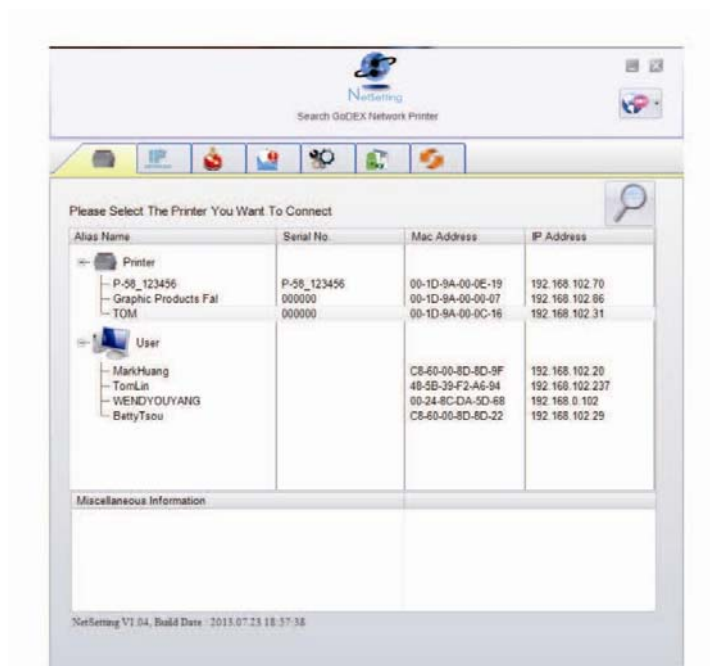


5. Click "Next" to start the installation.
6. Once the installation is completed you will see the NetSetting Press FEED button twice to save the setting

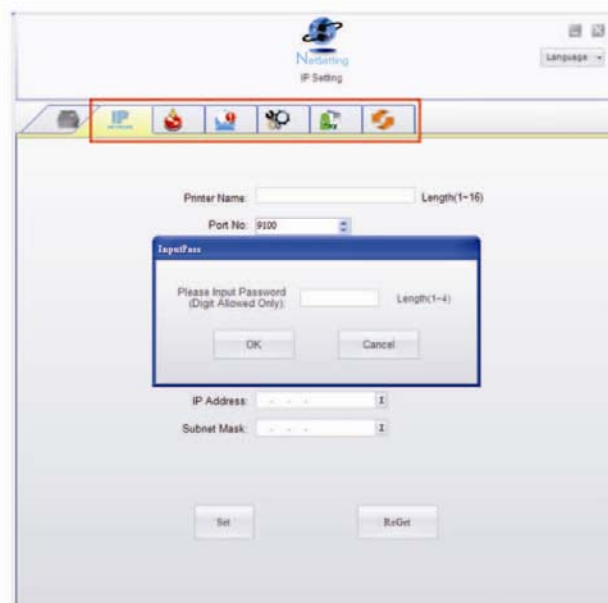


4.2 The Interface of NetSetting

Click the NetSetting icon to start the program: you will see the start page as below. The start page will display the basic information of connected printer to your PC



Click the magnifier icon to search the Compuprint printers which are connected via Ethernet port in your network environment. Once a connected Compuprint printer is detected, it will be listed on the start page.



There are six tabs on the top of interface which can configure different types of network settings. But for the data security reason, you need correct password to enter the configuration pages.

Notice

* The default Password is : "1111" , you can change the password later from the "IP Setting" tab.

IP Setting

The IP setting tab can change the printer name, Port number, Gateway setting and the password for configuring the printer. You can also set the printer's IP address either by DHCP or by Static IP.

The screenshot shows the 'NetSetting' application window with the 'IP Setting' tab selected. The window contains the following fields and controls:

- Printer Name:** Text box containing 'Godex', with a 'Length(1~16)' label.
- Port No:** Spin box containing '9100'.
- Default Gateway:** Text box containing '192 . 168 . 0 . 254'.
- Password:** Text box containing '1111', with a 'Length(1~4)' label.
- IP Configuration:** Two radio buttons: 'Get IP From DHCP Server' (unselected) and 'Static IP' (selected).
- IP Address:** Text box containing '192 . 168 . 102 . 55'.
- Subnet Mask:** Text box containing '255 . 255 . 255 . 0'.
- Buttons:** 'Set' and 'Refresh' buttons at the bottom.

You can press “set” button to apply the settings and “Refresh” button to refresh the setting values.

Notice

* To fully benefit from the NetSetting software, you should be familiar with basic networking principles. Please contact your network administrator for related networking setting information.

Alert Path Setting

NetSetting will send the alter messages to designated mail account when the error happened on printer. The alter messages are sent by SMTP (Single Mail Transfer Protocol) or SNMP (Single Network Management Protocol).

You can set or change the configuration of SMTP and SNMP on this “Alert Path Setting” tab.

NetSetting
Alert Mail Setting

☐ Enable SMTP Alert Message Notification

Login Account: default Length(1~64)
Login Password: ***** Length(1~16)
Server IP Address: 192 . 168 . 0 . 1 I xxx.xxx.xxx.xxx
Mail Subject: Barcode printer message Length(1~60)
Mail From Address: default@default.com Length(1~32)
Mail To Address: default@default.com Length(1~32)
Duration Cycle: 1 0 ~ 168 Hours
Event Counter: 5 1 ~ 100

☒ Enable SNMP Alert Message Notification

SNMP Community: public Length(1~16)
SNMP Trap Community: public Length(1~16)
Trap IP Address: 192 . 168 . 0 . 1 I xxx.xxx.xxx.xxx

Set Refresh

You can press “set” button to apply the settings and “Refresh” button to refresh the setting values.

Alert Message Setting

For the alert message notification function, you can decide which error cases need to be sent out to the operator. Moreover, the alert messages can be set to be sent by SMTP, SNMP or both.

SMTP	SNMP	Description
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Paper or Ribbon Empty
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Paper Jam
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Ribbon Out
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Printhead Up (Open)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Rewinder Full
<input type="checkbox"/>	<input checked="" type="checkbox"/>	File System Full
<input type="checkbox"/>	<input checked="" type="checkbox"/>	File Not Found
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Duplicated Name
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Syntax Unknown
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Cutter Jammed or Not Installed
<input type="checkbox"/>	<input checked="" type="checkbox"/>	TPH Over Heat

Set Refresh

You can press “set” button to apply the settings and “Refresh” button to refresh the setting values.

Printer Configuration

Set or change the configurations of connected printer. Most of key settings for the printer operation can be done by this setting page.

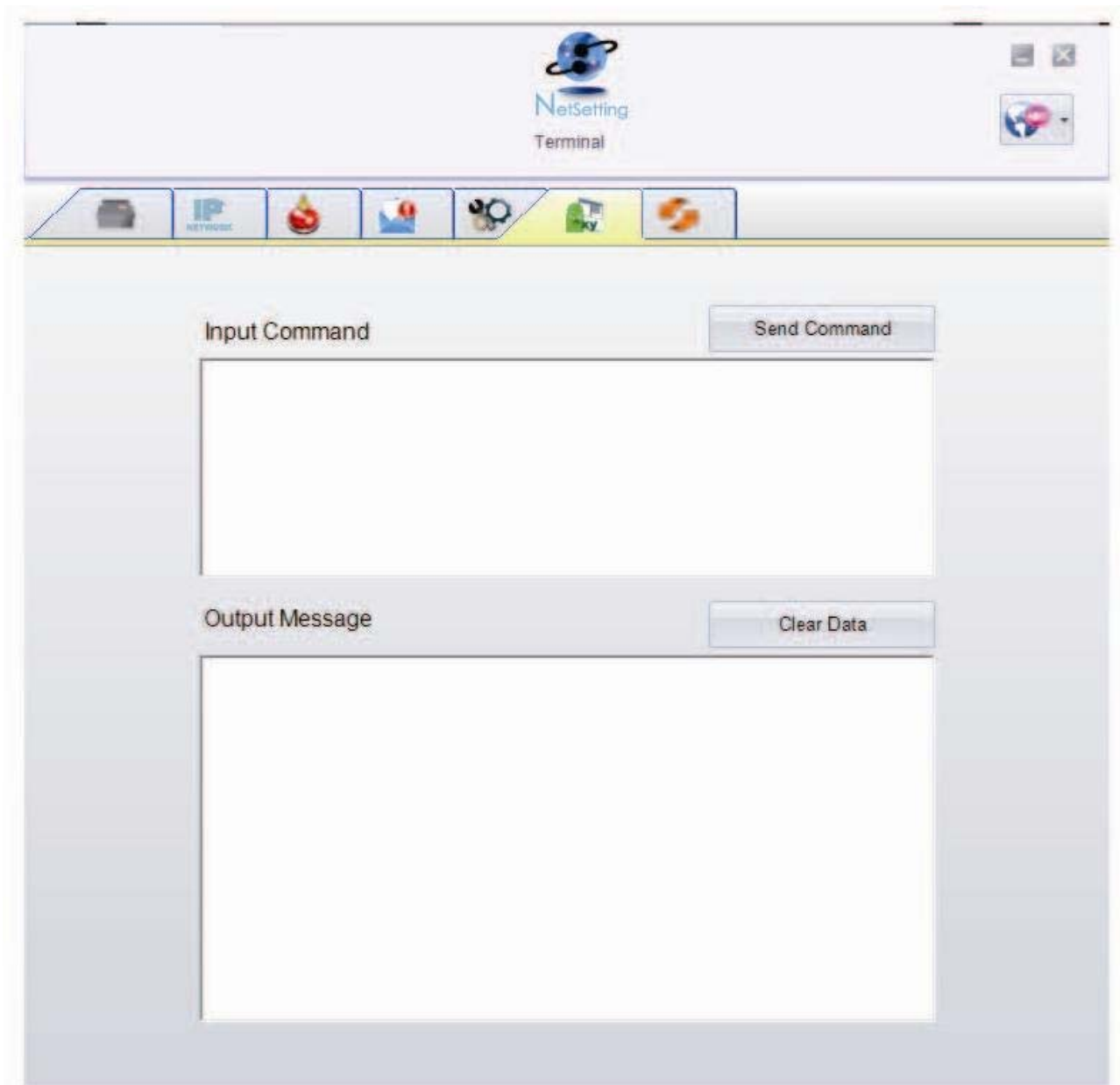
The screenshot shows the 'NetSetting Printer Configuration' window. It features a toolbar with icons for printer, IP, network, and other settings. The main area is divided into two sections: 'Printer Setup' and 'Miscellaneous'. 'Printer Setup' includes fields for Printer Model (ZX1200I), Tear-off Position (12), Speed (2), Darkness (12), Dispenser/Applicator (0 (None)), Labels per Cut (0), and Printing Mode (Thermal Transfer). 'Miscellaneous' includes fields for LCD Language (Traditional Chinese), Sensing Mode (0 - Reflective), Keyboard Country Code (US), Pre-Printing (OFF), Code Page (Code Page 850), Top Of Form (ON), and Buzzer (ON). At the bottom are 'Set' and 'Refresh' buttons.

You can press "set" button to apply the settings and "Refresh" button to refresh the setting values.

User Command

The “User Command” tab provides a communication interface for operator to control the printer. Input printer commands in “Input Command” window and press “Send Command” button, the commands will be sent to the printer.

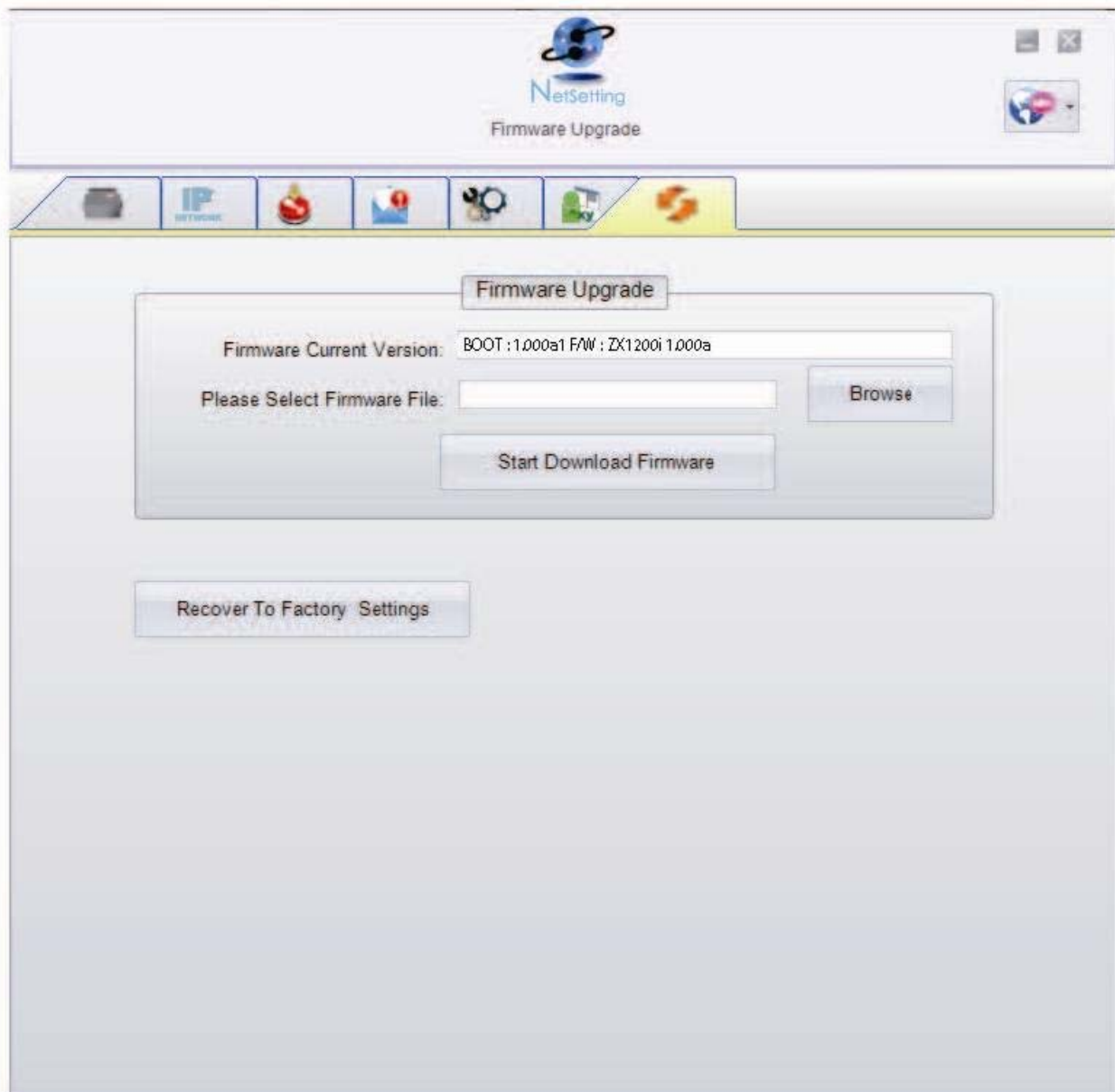
For some commands that will return response message, the message will be displayed in “Output Message” window.



Firmware Download

On “Firmware Download” tab, the current version of the printer firmware will be showed on the screen. If you need to update the printer firmware, just specify the file location of firmware file and press “Start Download Firmware” button.

The printer firmware then can be updated remotely.



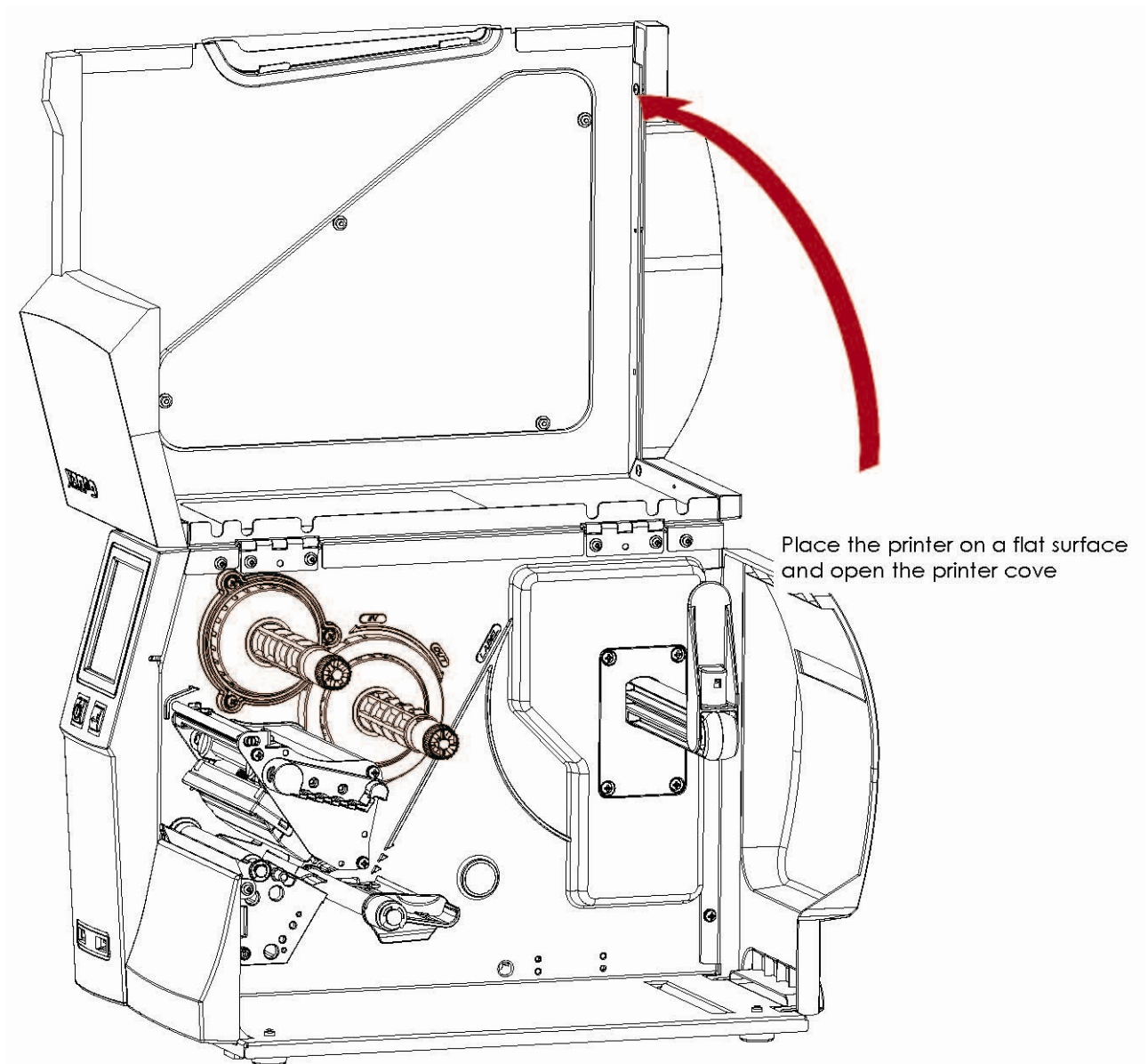
In addition to the firmware update, you can press “Recovery to Factory Setting” button to restore the printer configurations back to factory default.

5 Accessories

5.1 Preparations Steps

Before installing the optional modules, please make some preparations as follows.

1. Turn off the printer :
Remember to switch off the printer before installing any module.
2. Open the printer cover.



Notice

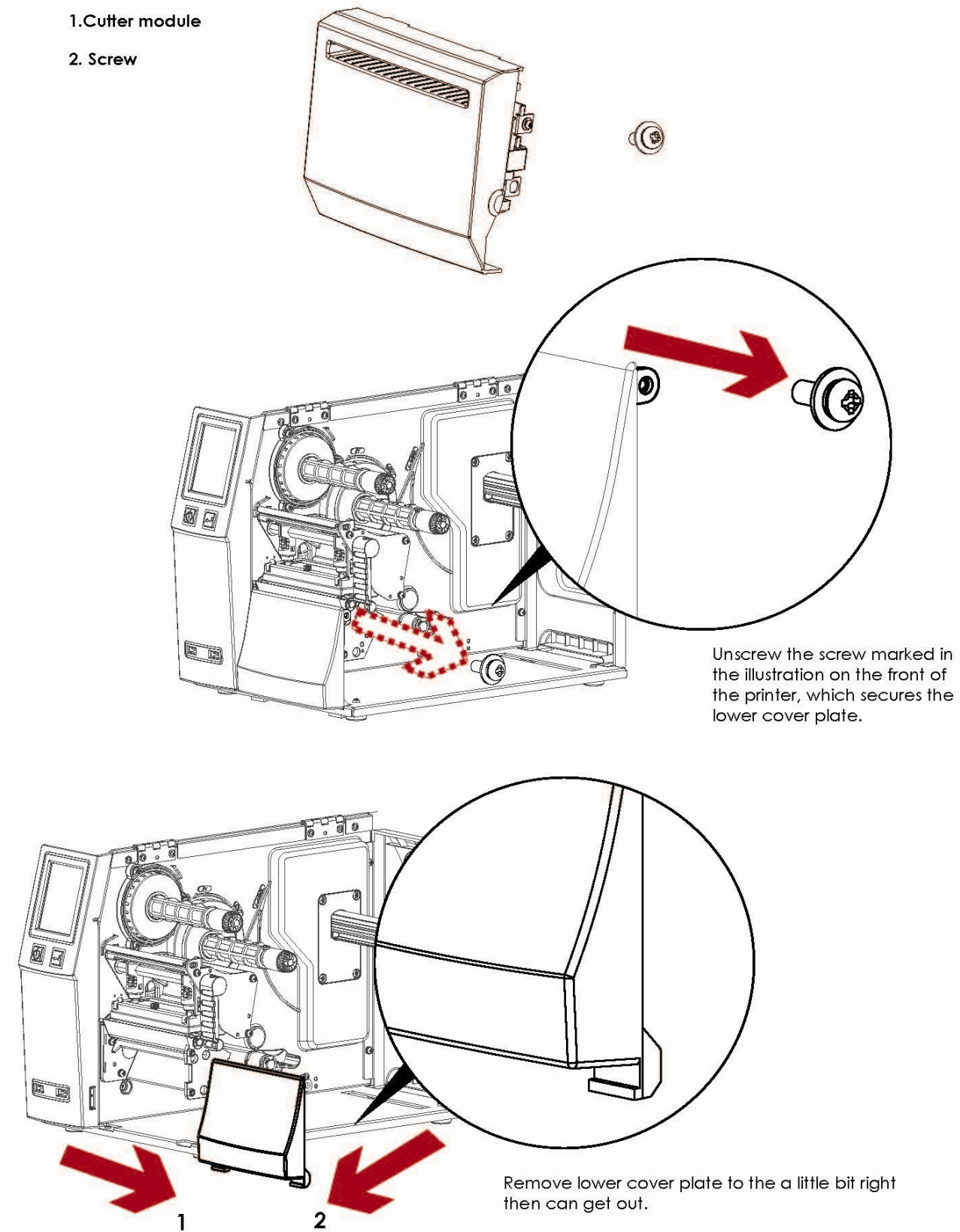
- * Remember to switch off the printer before installing the cutter.
- ** Do not use to cut adhesive labels! Glue residue will be left on the cutter blade and impair its functioning.
- *** Under the ordinary paper application condition, the cutter performs 300.000 cuts of a heavy paper with up to 250 μm Thick or 100.000 cuts of a plastic sheet with up to 300 μm thick.

5.2 Installing the Cutter

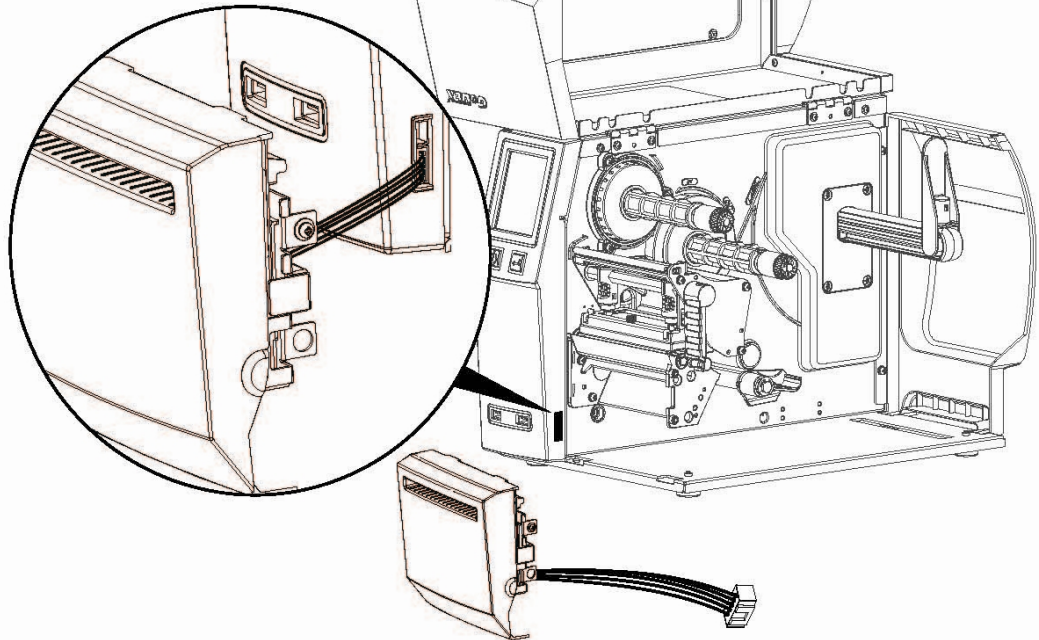
The Overview of the Cutter

1. Cutter module

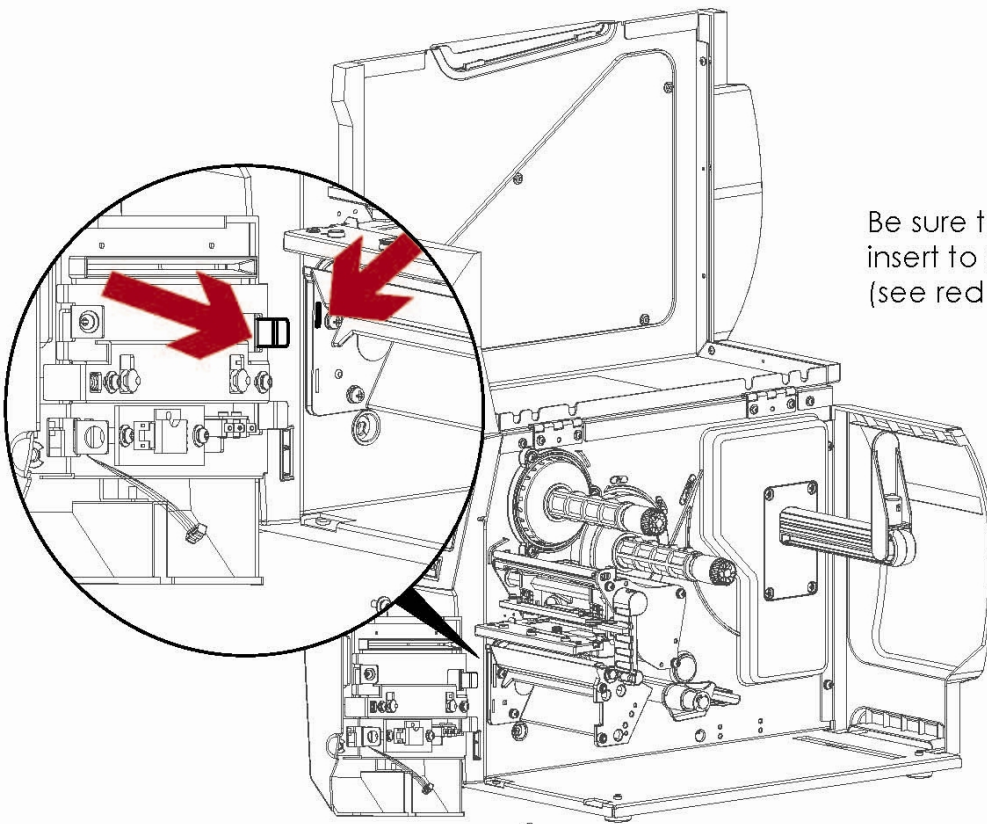
2. Screw



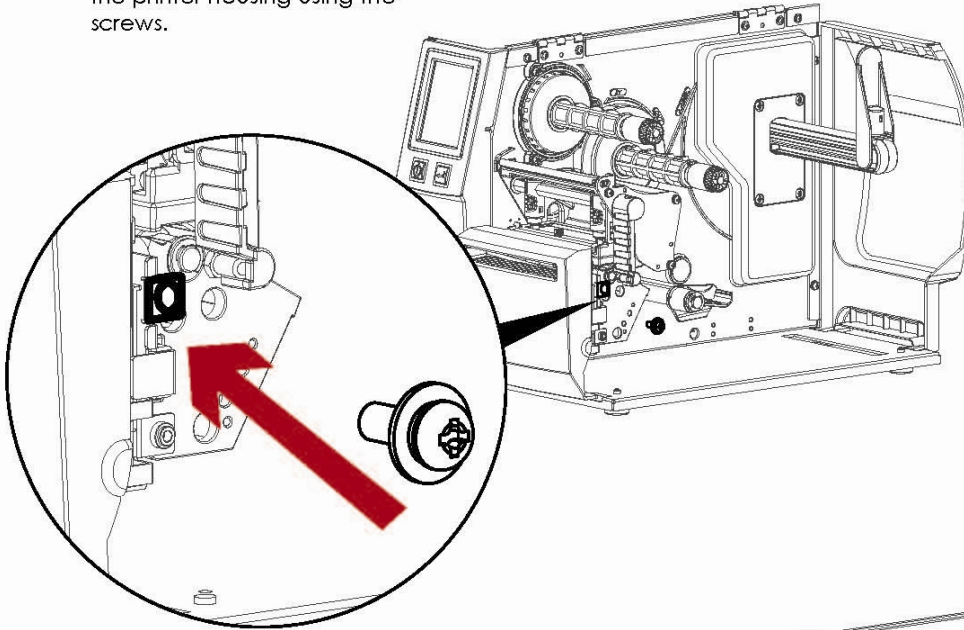
Connect the cutter cable connector to the cutter jack on the printer.



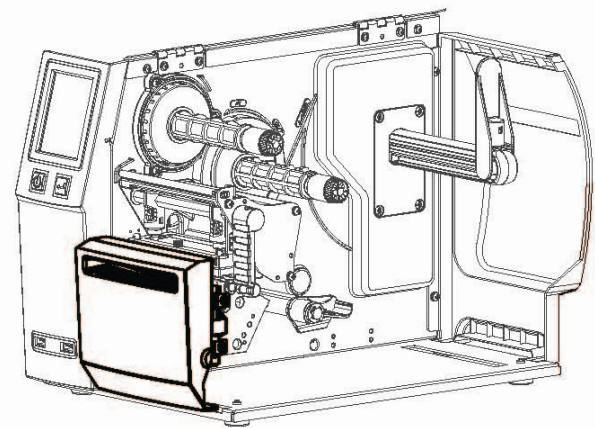
Be sure the cutter module insert to printer properly.
(see red arrow)



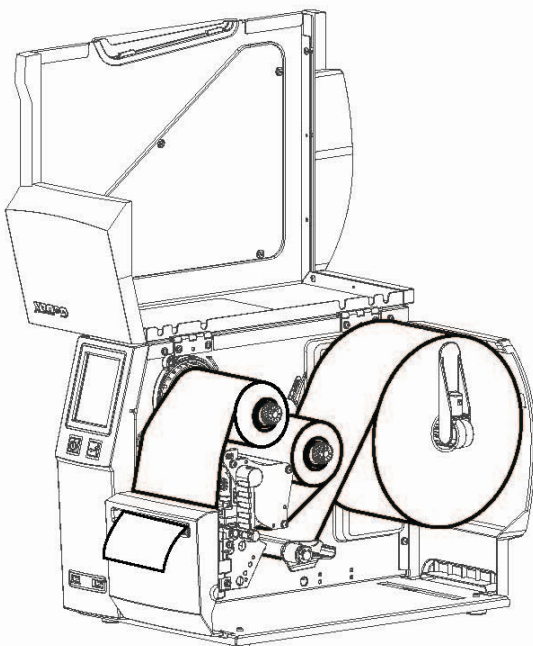
Secure the cutter module on the printer housing using the screws.



Finish the cutter module installed.



Now load the label roll into the printer and close the printer cover.

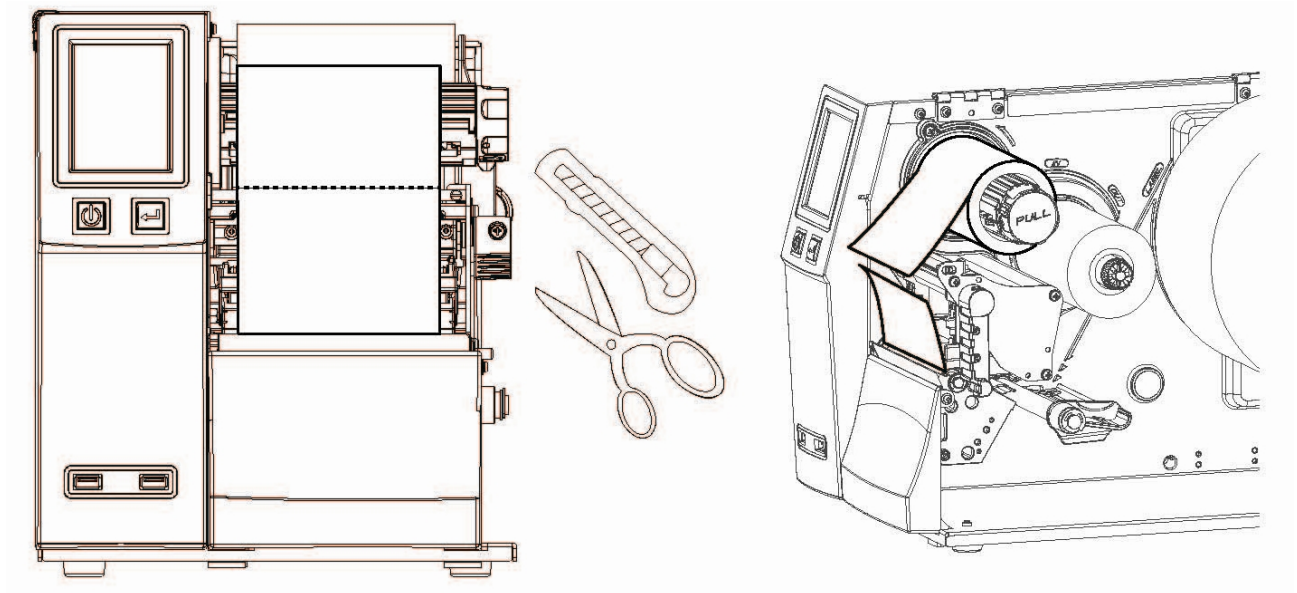


Notice

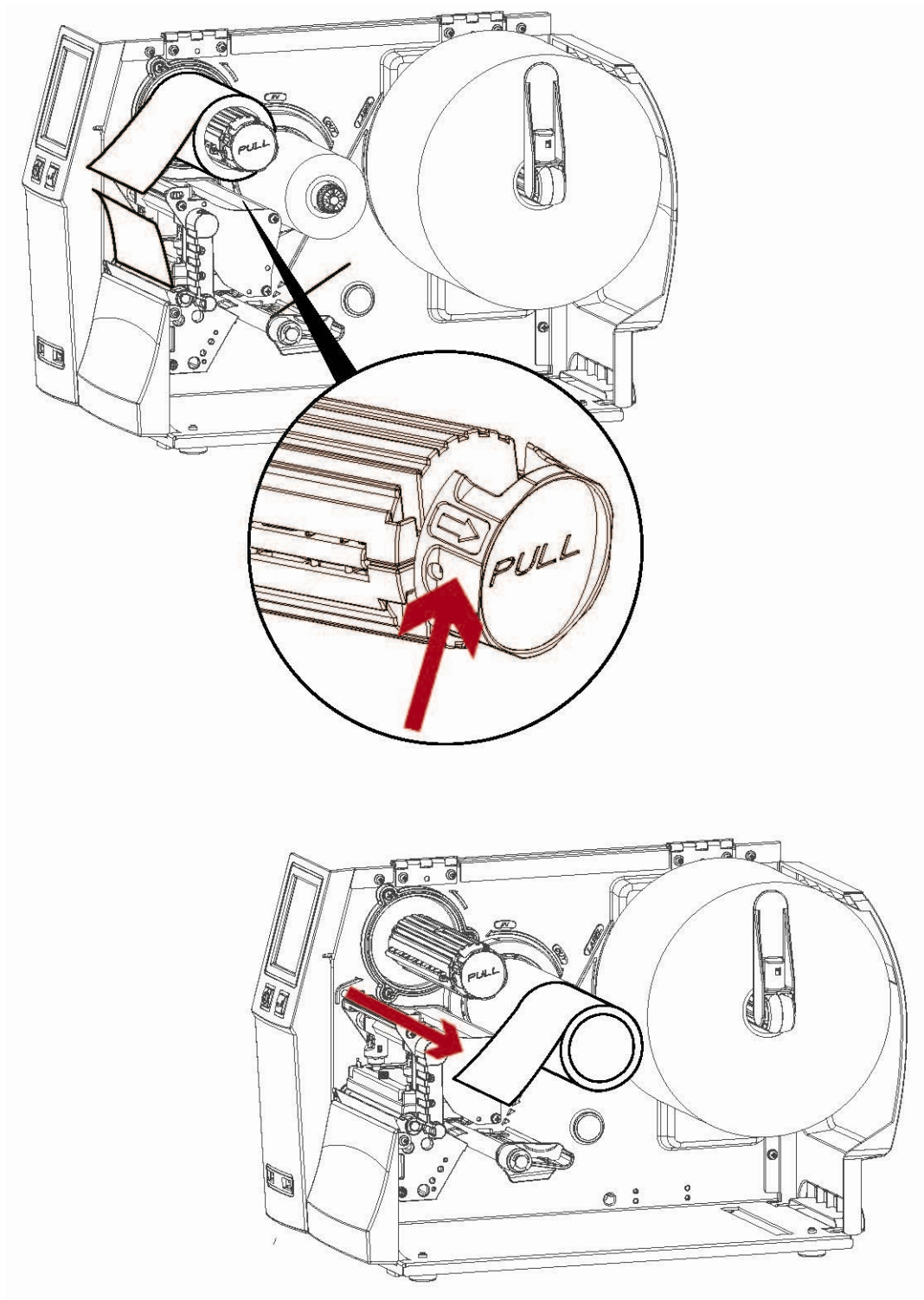
- * Check whether the cutter function is enabled in the printer.
- ** Label or paper should be at least 30 mm high.
- ** After installation of the cutter module, set the stop position (^E) to 30.

5.3 Option Rewind Ribbon Hub Removing Ribbon

Use tool to cut off the ribbon.

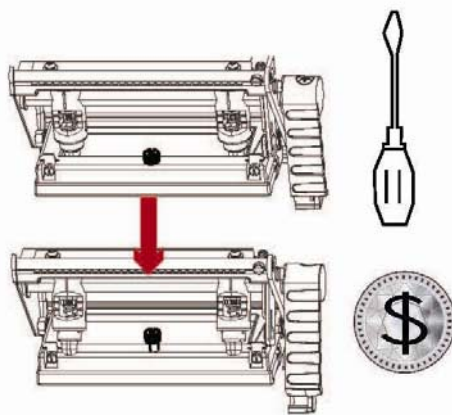


Pull open the knob, ribbon could be easy to remove

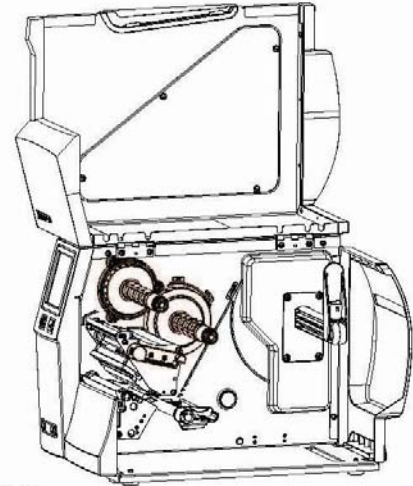


6 Maintenance and Adjustment

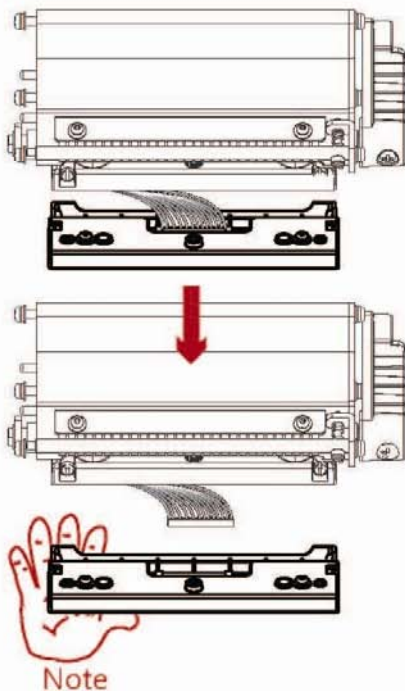
6.1 Installing / Removing the print head module



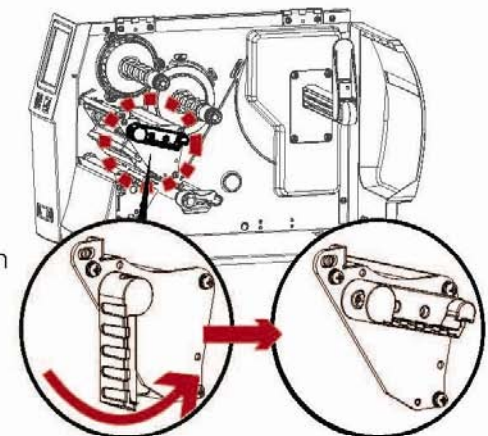
Open the printer cover.



using a screwdriver or a coin, loosen the screw to take out the TPH module.

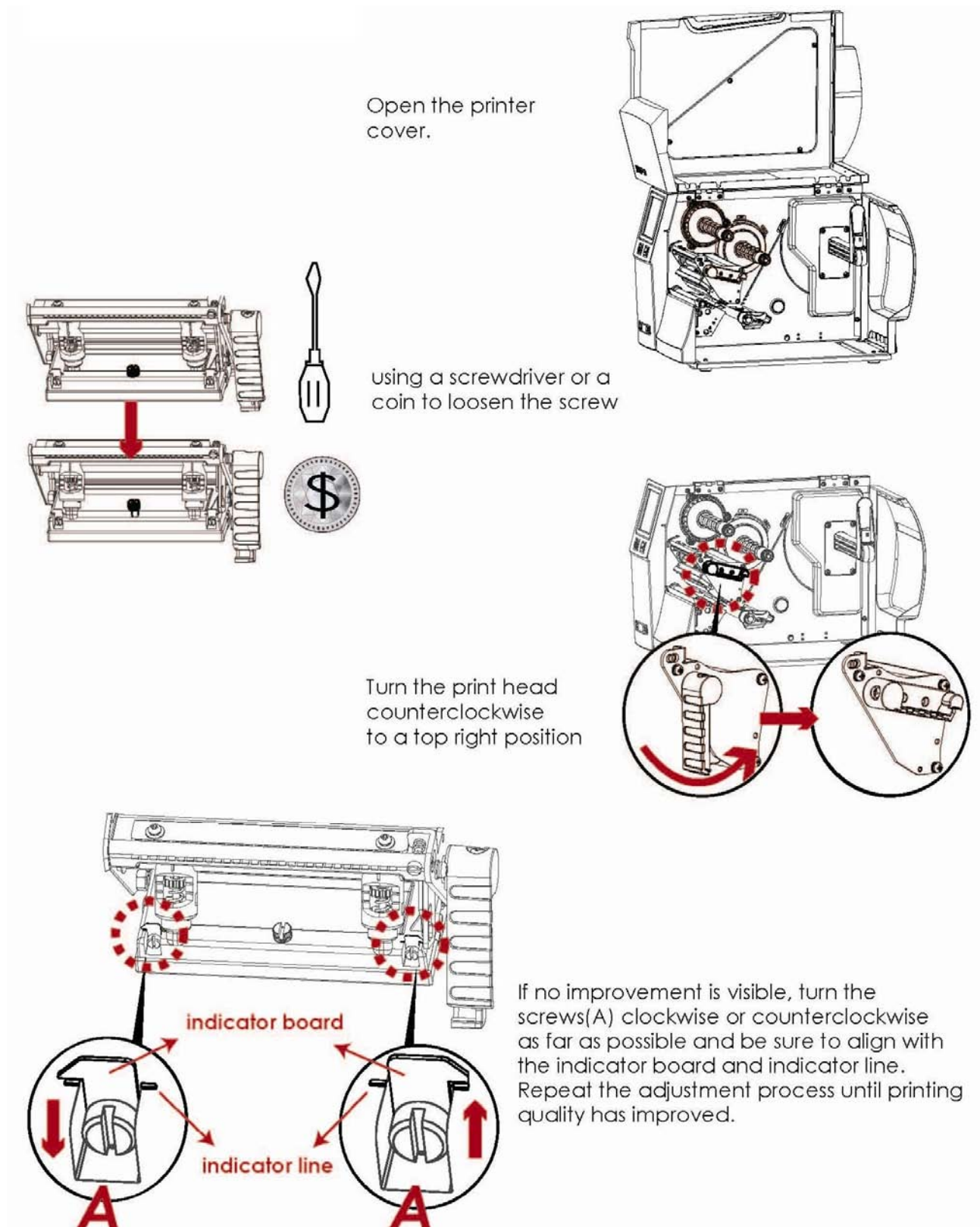


Turn the print head counterclockwise to a top right position



Hold the print head module , pull out the TPH cable smoothly.
To install TPH module, follow the reverse order.

6.2 Adjusting the print line



6.3 Adjusting ribbon tension

You can adjust the ribbon tension by turning the ribbon shaft knob (see illustration) clockwise or counterclockwise.

There are 4 possible settings, which is marked on the ribbon supply hub.

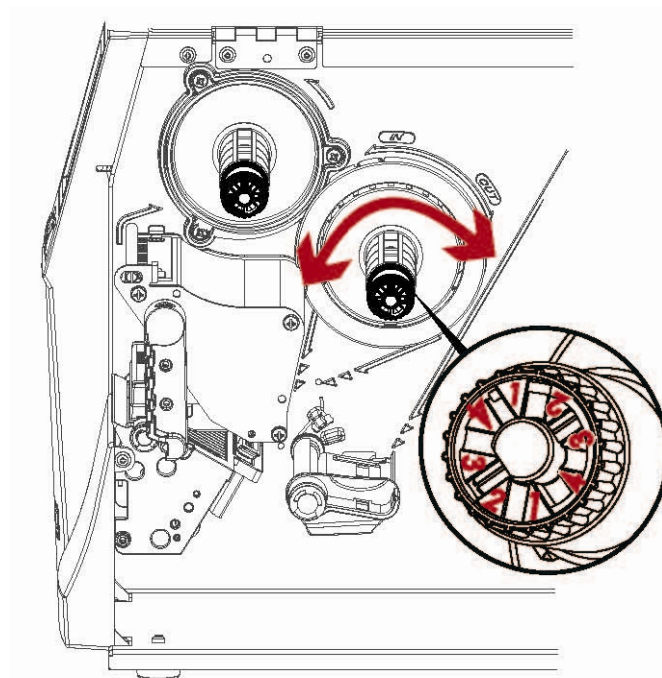
1 : Tension is the highest

4 : Tension is the lowest

If the tension is so low that the ribbon does not move forward, you need to reduce the tension of the ribbon supply hub. To set the tension, press in the knob and turn it clockwise or counterclockwise as required.

Increasing the tension of the ribbon rewind hub will remove any wrinkling of the ribbon during printing, which results from the use of different ribbon materials. (For details about the wrinkling/creasing of ribbons, see Section 6-6.)

If you are using a very narrow ribbon, the printer may not move the label stock forward (particularly with a ribbon that is less than 2" wide). In that case, reduce the tension by turning the knob of the ribbon supply hub counterclockwise.



6.4 Cleaning the Print Head

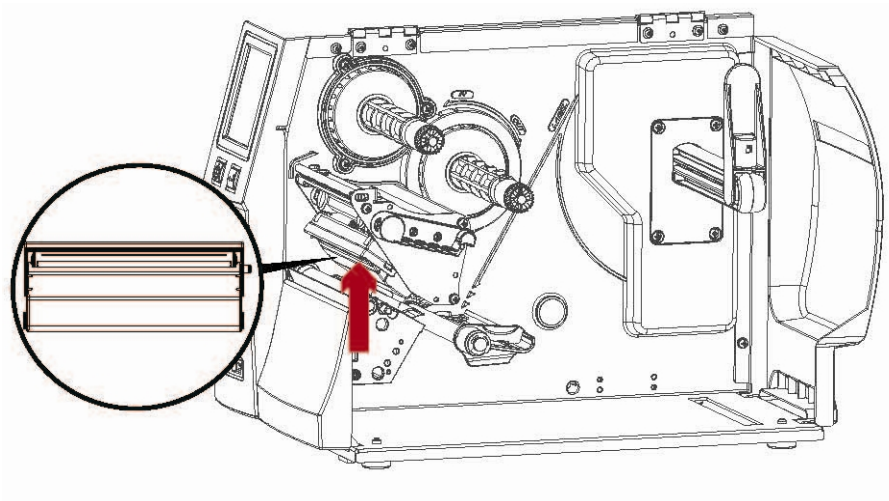
Dirt on the print head or ribbon, or glue residue from the label stock may result in inadequate print quality. (there are only partial images on the label).

The printer cover should therefore be kept closed when possible during printing.

Keeping dirt and dust away from the paper or labels ensures a good print quality and a longer lifespan of the print head.

Here is how you clean the print head.

1. Turn off the printer.
2. Open the printer cover.
3. Remove the ribbon.
4. To remove any label residue or other dirt from the print head (see red arrow), please use a soft lint-free cloth dipped in alcohol.

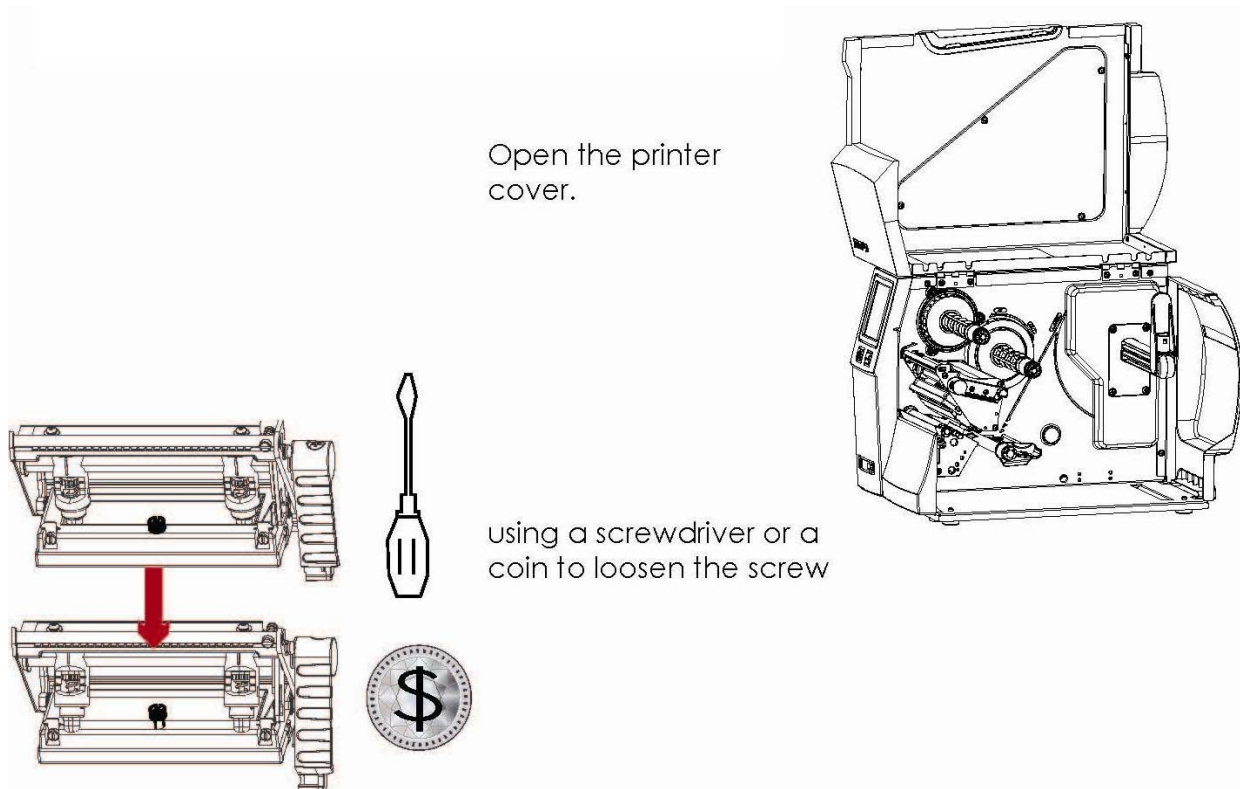


Notice

* The print head should be cleaned once a week.

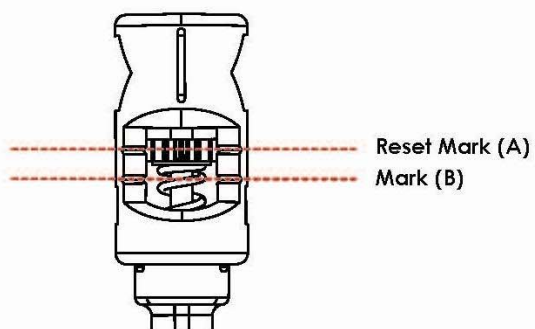
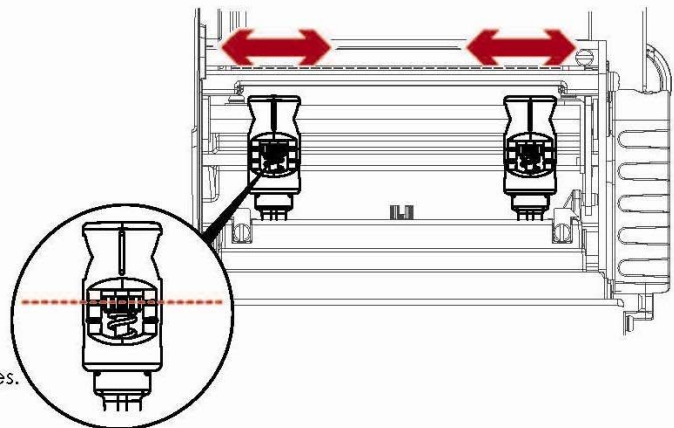
** Please make sure that there are no metal fragments or other hard particles on the soft cloth used to clean the print head.

6.5 Adjusting the balance and print head tension



When using a variety of label stock and ribbons, the ink may not be evenly distributed. If there is no printed image on one side of the paper, or the ribbon wrinkles, the print head pressure must be readjusted using the TPH spring boxes.

Move the TPH spring boxes as shown in the illustration to change the print head pressure. The wider the label you are using, the further apart the TPH spring boxes must be moved away from each other. If there is no quality improvement, you need to change the pressure on the TPH spring boxes.



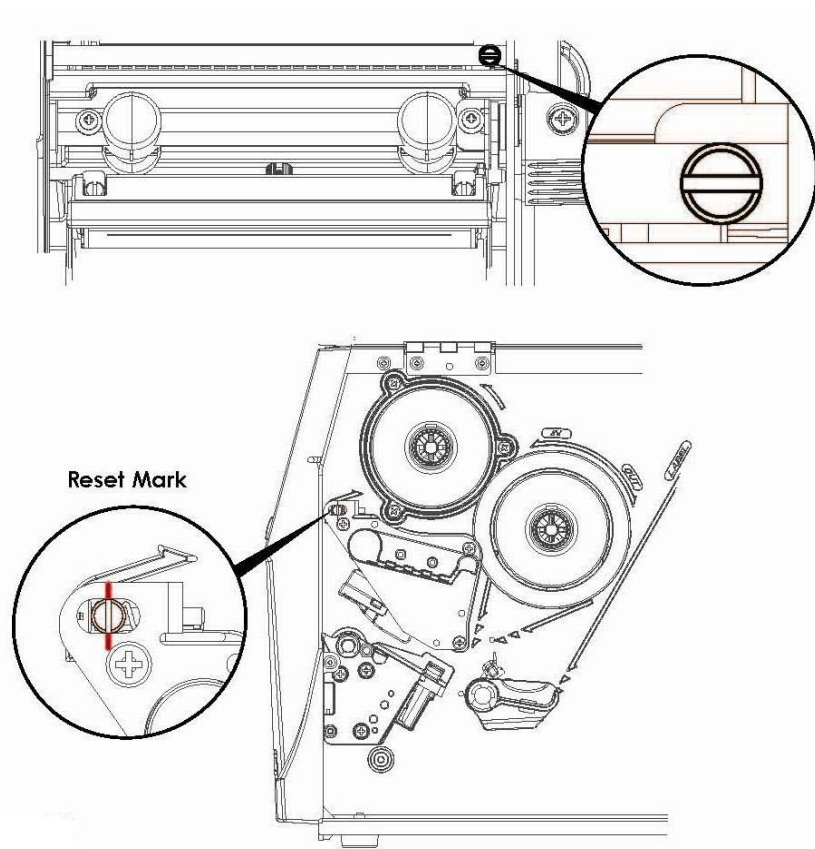
Turning the screw left increases the pressure, while turning it right reduces the pressure. Be sure not to turn the screw so that it goes below Mark (B).

6.6 Ribbon Shield settings

The use of different ribbon materials may cause wrinkling of the ribbon, which in turn affects the print result as illustrated by the examples in (a) and (b). To change the print quality, you can adjust the ribbon shield screws. If your print result looks like the example in (a), you need to turn ribbon shield screw clockwise. If your print result looks like the example in (b), you need to turn ribbon shield screw counterclockwise.



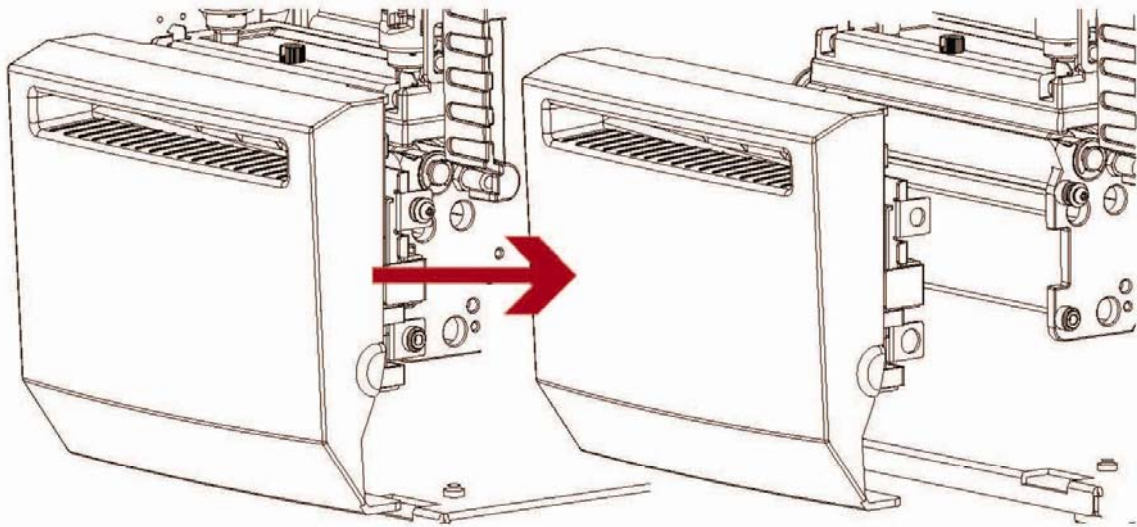
To keep track of the change in print quality, you should adjust the screws by half a turn at a time. Print a test page. If there is no improvement in the print result, turn the screws by another half turn. Do not turn the adjustment screw more than two full turns (360°).



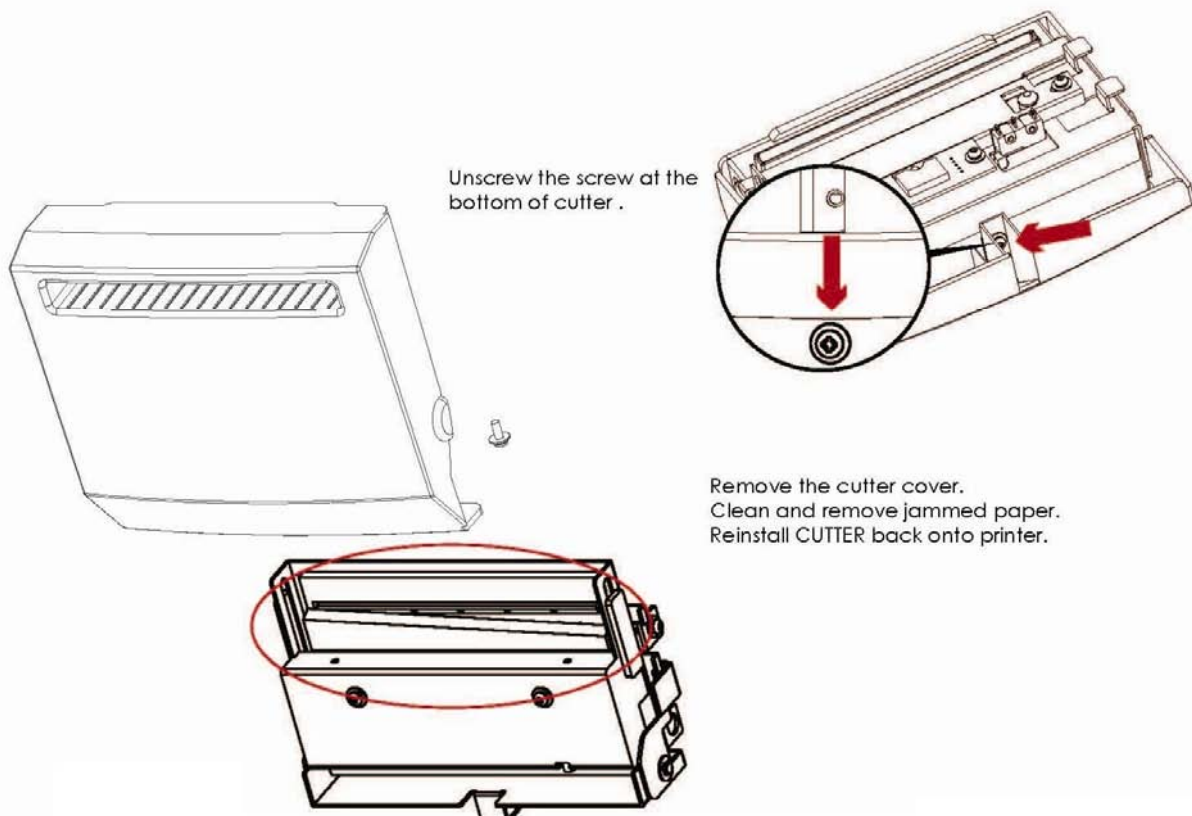
Notice

* If you adjust the screw by more than two full turns, the paper feed may no longer function correctly. In that case, unscrew the ribbon shield screws to align the reset mark and restart the adjustment process.

6.7 Cutter settings



Switch off the printer before removing the CUTTER.
(remove or install cutter refer to "accessories" in Section 5)



Unscrew the screw at the bottom of cutter .

Remove the cutter cover.
Clean and remove jammed paper.
Reinstall CUTTER back onto printer.

Notice

- * Remember to switch off the printer before removing the cutter..
- ** The label medium should be at least 30 mm long to ensure correct functioning of the cutter.

6.8 Troubleshooting

Problem	Solution
The printer is switched on but the LED does not light up.	<ul style="list-style-type: none"> ◆ Check the power supply. Please see the Section 2.4
The LED lights up red and printing is interrupted.	<ul style="list-style-type: none"> ◆ Check the software settings (driver settings) or command codes. ◆ Look for the error alert in the table in Section 3.3. Error Alerts. ◆ Check whether the print mechanism is closed correctly. Please see the Section 3.3
The label stock passes through the printer but no image is printed.	<ul style="list-style-type: none"> ◆ Please make sure that the label stock is loaded the right way up and that it is suitable material. ◆ Choose the correct printer driver. ◆ Choose the correct label stock and a suitable printing mode.
The label stock jams during printing.	<ul style="list-style-type: none"> ◆ Clear the paper jam. Remove any label material left on the thermal print head and clean the print head using a soft lint-free cloth dipped in alcohol. Please see the Section 6.1
There is no printed image on some parts of the label.	<ul style="list-style-type: none"> ◆ Check whether any label material or ribbon is stuck to the thermal print head. ◆ Check for errors in the application software ◆ Check whether the starting position has been set incorrectly ◆ Check the ribbon for wrinkles.
There is no printed image on part of the label or the image is blurred.	<ul style="list-style-type: none"> ◆ Check the thermal print head for dust or other dirt. ◆ Use the internal “~T” command to check whether the thermal print head will carry out a complete print job. ◆ Check the quality of the print media.
The printed image is positioned incorrectly.	<ul style="list-style-type: none"> ◆ Check whether there is paper or dust covering the sensor ◆ Check whether the label stock is suitable. Contact your supplier. ◆ Check the paper guide settings.
A label is missed out during printing	<ul style="list-style-type: none"> ◆ Check the label height setting. ◆ Check whether there is dust covering the sensor ◆ Run the auto-detection function. Please see the Section 3.2
The printed image is blurred.	<ul style="list-style-type: none"> ◆ Check the darkness setting. ◆ Check the thermal print head for dust or dirt. Please see the Section 6.1
The cutter does not cut off the labels in a straight line.	<ul style="list-style-type: none"> ◆ Check whether the label stock is positioned straight.
The cutter does not cut off the labels completely.	<ul style="list-style-type: none"> ◆ Check whether the label is more than 0.2 mm thick.
When using the cutter, the labels are not fed through or cut off incorrectly.	<ul style="list-style-type: none"> ◆ Check whether the cutter has been correctly installed. ◆ Check whether the paper guides are functioning correctly.
The label dispenser is not functioning normally.	<ul style="list-style-type: none"> ◆ Check whether there is dust on the label dispenser ◆ Check whether the label stock is positioned correctly.

Notice

* If any problems occur that are not described above, please contact your dealer.

APPENDIX

Product Specifications

Model		6414 Plus	6414 Plus-H
Print Method		Thermal Transfer / Direct Thermal	
Resolution		203 dpi (8 dots/mm)	300 dpi (12 dots/mm)
Print Speed		Up to 10 IPS (254 mm/s)	Up to 7 IPS (177 mm/s)
Print Width		4.09" (104 mm) up to (108 mm)	4.09" (104 mm) up to (105.7 mm)
Print Length		Min. 0.16" (4 mm)** ; Max. 180" (4572 mm)	Min. 0.16" (4 mm)** ; Max. 85" (2159 mm)
Processor		32 Bit MPU	
Memory	Flash	128MB Flash (60MB for user storage)	
	SDRAM	32MB SDRAM	
Sensor Type		Adjustable reflective sensor and transmissive sensor, left aligned	
Media	Types	Continuous form, gap labels, black mark sensing and punched hole: label length set by auto sensing or programming	
	Width	Tear: Min 1" (25.4 mm) Cutter: Max 4.61" (117 mm) Dispenser/Rewind : Max 4.64" (118 mm)	
	Thickness	Min 0.003" (0.06 mm) – Max 0.01" (0.25 mm)	
	Label roll diameter	Max 8" (203,2 mm)	
	Core diameter	Min 1.5" (38.1 mm) – Max 3" (76.2 mm)	
Ribbon	Types	Wax, Wax/Resin, Resin	
	Length	Max 1476" (450 m)	
	Width	Min 1.18" (30 mm) – Max 4.33" (110 mm)	
	Ribbon roll diameter	3" (76.2 mm)	
	Core diameter	1" (25.4 mm)	
Printer Language		EZPL CZL (Compuprint Zebra Language) CEL (Compuprint Eltron Language) autoswctching	
Software	Label design software	GoLabelCP (for EZPL only)	
	Driver	Windows 2000, XP, Vista, Win7, Win8, Windows Server 2003 & 2008	
	DLL	Windows 2000, XP, Vista, Win7, Windows Server 2003 & 2008	
Resident Fonts	Bitmap fonts	6, 8, 10, 12, 14, 18, 24, 30, 16X26 and OCR A & B Bitmap fonts 90°, 180°, 270° rotatable, single characters 90°, 180°, 270° rotatable Bitmap fonts 8 times expandable in horizontal and vertical directions	
	Scalable fonts	90°, 180°, 270° rotatable	
Download Fonts	Bitmap fonts	Bitmap fonts 90°, 180°, 270° rotatable, single characters 90°, 180°, 270° rotatable	
	Asian fonts	Asian fonts 90°, 180°, 270° rotatable and 8 times expandable in horizontal and vertical directions	
	Scalable fonts	Scalable fonts 90°, 180°, 270° rotatable	
Barcodes	1-D Bar codes	Code 39, Code 93, EAN 8 /13 (add on 2 & 5), UPC A/E (add on 2 & 5), I 2 of 5 & I 2 of 5 with Shipping Bearer Bars, Codabar, Code 128 (subset A, B, C), EAN 128, RPS 128, UCC 128, UCC/EAN-128, K-Mart, Random Weight, Post NET, ITF 14, China Postal Code, HIBC, MSI, Plessey, Telepen, FIM, GS1, DataBar	
	2-D Bar codes	PDF417, Micro PDF417, Datamatrix code, MaxiCode, QR code, Micro QR code and Aztec code	

Model		6414 Plus	6414 Plus-H
Code Pages		CODEPAGE 437, 850, 851, 852, 855, 857, 860, 861, 862, 863, 865, 866, 869, 737 WINDOWS 1250, 1251, 1252, 1253, 1254, 1255, 1257 Unicode (UTF8, UTF16)	
Graphics		Resident graphic file types are BMP and PCX, other graphic formats are downloadable from the software	
Interfaces		USB 2.0 (B-Type) Serial Port: RS232 (DB-9) IEEE 802/3 10/100 Base/Tx Ethernet port (RJ45) 3 USB Host (A-Type): 2 ports at the front panel, 1 port at the rear panel	
Control Panel		Backlight 3.2" touch screen color LCD 1 Power on/off key with green color LED backlight 1 Control key: Feed/Pause/Cancel with dual color LED backlight: green (Ready) and red (Error) 1 Calibration button at the rear panel	
Real Time Clock		Standard	
Power		Auto Switching 100-240VAC, 50-60Hz	
Environment	Operation Temperature	41°F to 104°F (5°C to 40°C)	
	Storage Temperature	-4°F to 140°F (-20°C to 60°C)	
Humidity	Operation	20-85%, non-condensing	
	Storage	10-90%, non-condensing	
Agency Approvals		CE(EMC), FCC Class A, CB and CCC, cUL, GOST-R, KC	
Dimension	Length	18.30"(465 mm)	
	Height	10.35"(263 mm)	
	Width	12" (305 mm)	
Weight		30 lbs (13.6 Kg) ,excluding consumables	
Options		Cutter Module Parallel Port adapter module (Centronics female 36 pin) Bluetooth module WIFI print server module (IEEE 802.1 b/g/n) Applicator Interface (DSUB female 15 pin) External label unwinder/rewinder Label Dispenser + Internal rewinder (factory install) 1" Ribbon winder module (factory install) RFID R/W module (Project Option)	

Notice

- * Specifications are subject to change without notice. All company and/or product names are trademarks and/or registered trademarks of their respective owners.
- ** Minimum print height specification compliance can be dependent on non-standard material variables such as label type, thickness, spacing, liner construction, etc. Compuprint is pleased to test non-standard materials for minimum height printing capability.

INTERFACE

Pinout Description

- **USB**

Connector Type : Type B

Pin NO.	1	2	3	4
Function	VBUS	D-	D+	GND

Connector Type : Type A

Pin NO.	1	2	3	4
Function	VBUS	D-	D+	GND

Pinout Description

- **Serial Port (DB9)**

Default settings : Baud rate 9600, no parity, 8 data bits, 1 stop bit, XON/XOFF protocol and RTS/CTS

RS232 Housing (9-pin to 9-pin)

DB9 Socket			DB9 Plug	
--	1	1	+5V (*)	
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	
Computer			Printer	

Pinout Description

- **Ethernet (RJ45)**

PIN N°	FUNCTION
1	T+
2	T-
3	R+
4	N/C
5	N/C
6	R-
7	N/C
8	N/C

Notice

* The +5 V total current to the serial port may not exceed 500mA.

Pinout Description

- **Applicator (DSUB)**

PIN N°	FUNCTION
1	GND
2	+5V (*)
3	START PNT
4	SLEW LABEL
5	PAUSE
6	REPRINT
7	+24V (**)
8	GND
9	RIBBON LOW
10	SERV REQ
11	END PRINT
12	MEDIA OUT
13	RIBBON OUT
14	DATA READY
15	OPT FAULT

- **Parallel Port**

PIN N°	FUNCTION	PIN N°	FUNCTION
1	/Strobe	19	GND
2	Data 0	20	GND
3	Data 1	21	GND
4	Data 2	22	GND
5	Data 3	23	GND
6	Data 4	24	GND
7	Data 5	25	GND
8	Data 6	26	GND
9	Data 7	27	GND
10	/Acknowledge	28	GND
11	Busy	29	GND
12	/Paper Empty	30	GND
13	/Select	31	/Initialize
14	/auto-Linefeed	32	/Error
15	N/C	33	GND
16	GND	34	N/C
17	Chassis GND	35	N/C
18	+5V (*)	36	/Select-in

Notice

- * The +5 V total current to the parallel port may not exceed 500mA.
- * The +24 V total current to the applicator port may not exceed 1.5A.

File handling using USB stick

File Manipulation

The files in both devices (USB memory stick and printer internal Flash memory) are able to copy and move by the commands “~MCPY” and “~MMOV” that sends from GoLabelCP on a PC via either connection - USB or Ethernet ports.

• Copy		
	Syntax	~MCPY,s:o.x,d:o.x
	Description	Copy file from USB memory stick to Flash memory, or vise-versa
	Parameter	s = source device of stored object; <ul style="list-style-type: none"> • “D” for USB memory stick; “F” for internal Flash memory d = destination device of stored object <ul style="list-style-type: none"> • “D” for USB memory stick; “F” for internal Flash memory o = object name (file name); the name “o” is substituted for “*” x = extension (file type), the type “x” is substituted by “*”, or following either one: D= database, A= Asia font, C= TTF font, E= Bit-Mapped font, F= label format, G= graphic, S= serial file, T= text, B= Unicode Table.
	Example	~MCPY,F:*.F,D:*.F (Copy entire “Label Format” files from Flash memory to USB memory stick) ~MCPY,D:*.G,F:*.G (Copy entire “Graphic” files from USB memory stick to Flash Memory) ~MCPY,D:*,F:*.F (Copy all object files from USB memory stick to Flash Memory)

• Move		
	Syntax	~MMOV,s:o.x,d:o.x
	Description	Move files from USB memory stick to Flash memory or vise-versa
	Parameter	s = source device of stored object; <ul style="list-style-type: none"> • “D” for USB memory stick; “F” for internal Flash memory d = destination device of stored object <ul style="list-style-type: none"> • “D” for USB memory stick; “F” for internal Flash memory o = object name (file name); the name “o” is substituted for “*” x = extension (file type), the type “x” is substituted by “*”, or following either one: D= database, A= Asia font, C= TTF font, E= Bit-Mapped font, F= label format, G= graphic, S= serial file, T= text, B= Unicode Table.
	Example	~MMOV,F:*.F,D:*.F (Move entire “Label Format” files from Flash memory to USB memory stick) ~MMOV,D:*.G,F:*.G (Move entire “Graphic” files from USB memory stick to Flash Memory) ~MMOV,D:*,F:*.F (Move all object files from USB memory stick to Flash Memory)



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