



ribbon print

Version 4.1.0.6

Jun 2014

Ribbon Print Handbook

Express printers

Ribbon Print Handbook

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[The Ribbon Print System](#)

Thank you for purchasing a Ribbon Print system. Please read this guide to get the most out of your Ribbon Print system.

Ribbon Print software has been designed to perform in the same way as many other graphics packages, allowing you to import your frequently used images, save projects for use at a later date and speedy design. We aim to continually improve the package, so please feel free to offer suggestions.

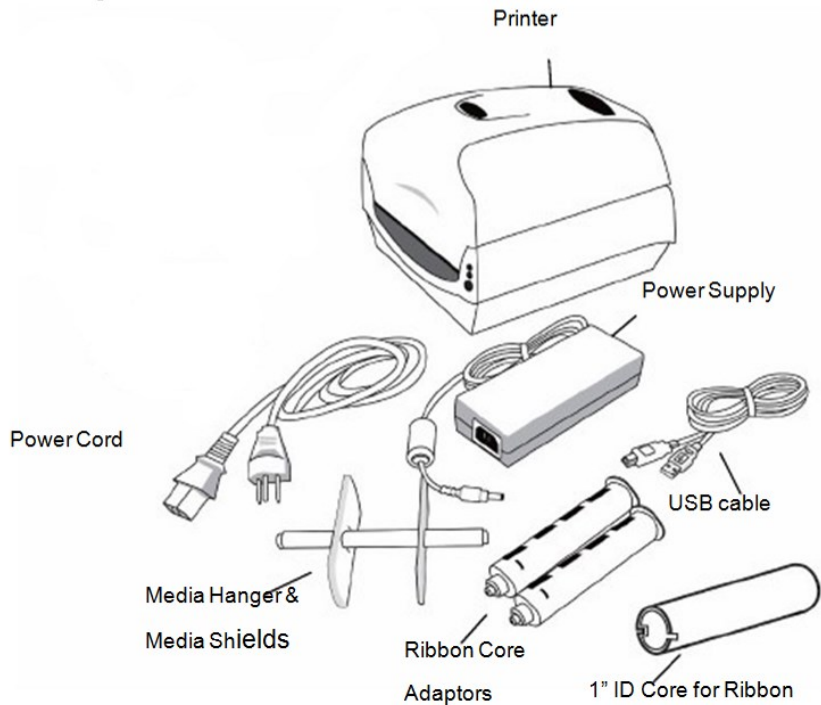
The following guide will help you setup your system and allow you to start printing personalised ribbon.

Your System

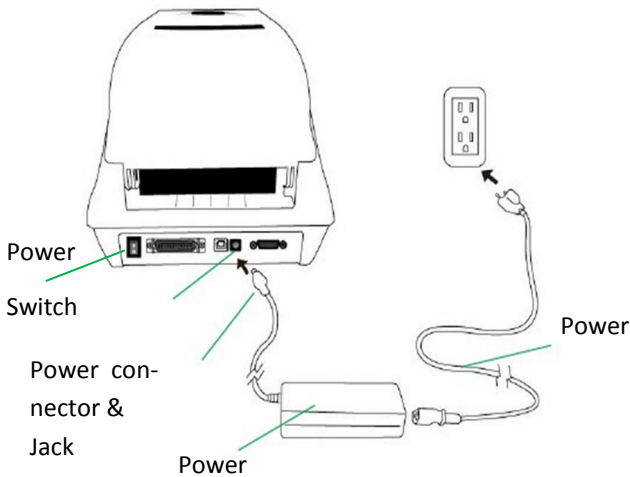
Please check that you have received the following

- Ribbon Print Printer
- USB Cable
- External ribbon holder
- Power Supply
- User Manual
- Narrow width ribbon adaptor
- Foil, ribbon and head cleaning pen
- CD with Ribbon Print software

ribbon print



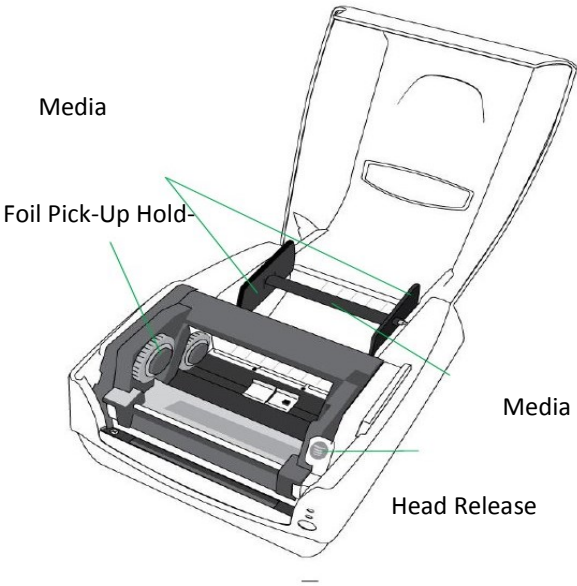
Setting up your printer



Remove any packaging material from the printer.

Connect the USB lead to the printer and to a spare USB port on your computer. Please ensure that all of the connecting cables are pushed in firmly and securely as far as they will go.

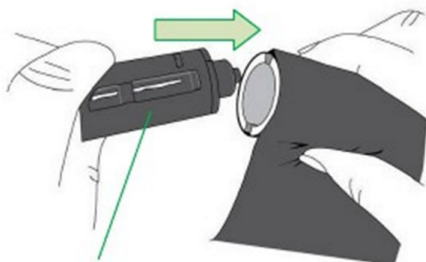
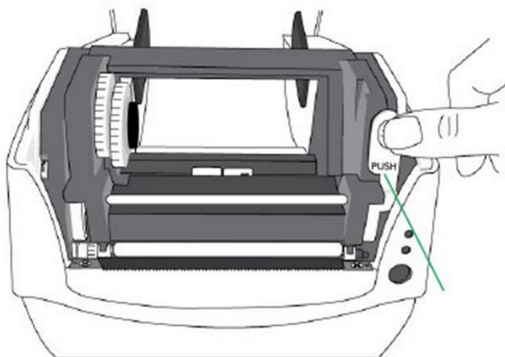
Attach the power pack to the printer, turning on both the mains and printer. A green light should be lit on the power pack. Two green lights on the front of the printer should now be solidly illuminated.



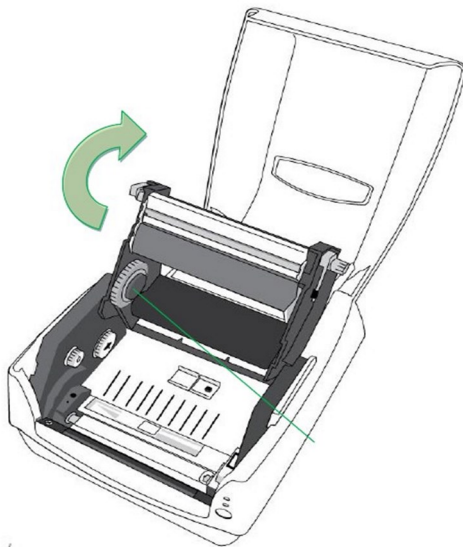
Inserting a foil

Video instructions @
www.Ribbonprint.com
and select FAQ

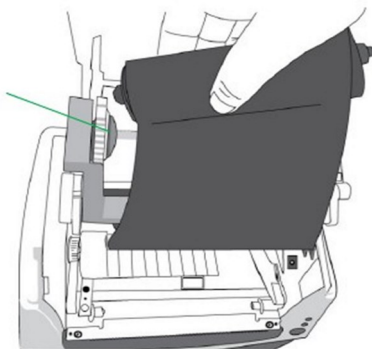
With your thumb push back the green release latch. Lift the head to expose the spool underneath.



Separate the spare take-up core from the foil core, so the foil can now unwind.



Pickup

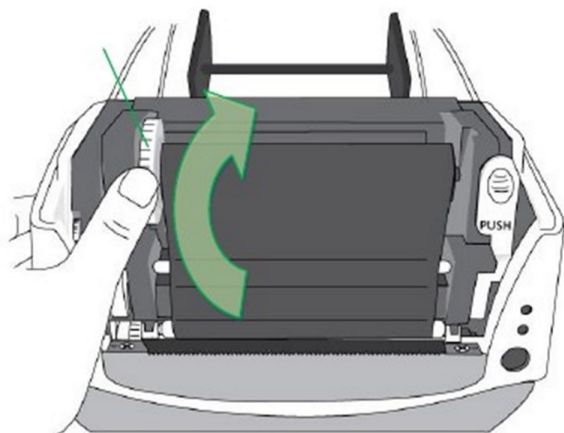


Insert the a core adaptor inside each core from left to right.

Load the transfer foil left edge first into the lower spool, the foil will click in when secured.

Click down the printer head securely ensuring that both sides lock down.

With the head down wind the green upper cog to take - up the tension. If you have any small creases use your thumb to gently smooth these out. Once you start printing it may take a couple of short prints to get perfect tension.



To remove a foil, follow the instructions in reverse removing the take-up core 1st.

The “Express” printer is designed to take foils up to 300m lengths available from Ribbon Print.



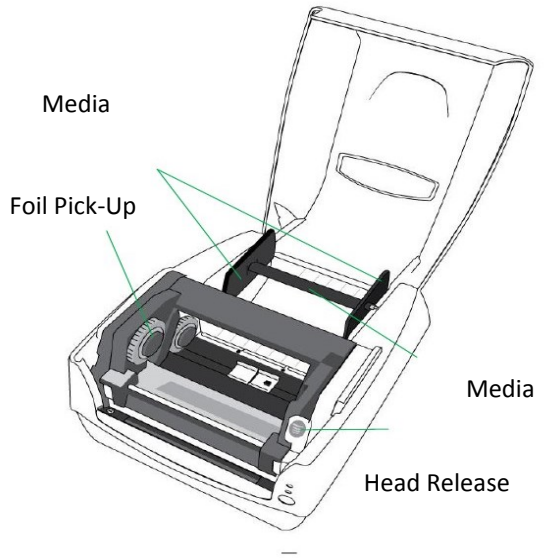
ribbon print

[Inserting a ribbon / media](#)

[Video instructions @ www.Ribbonprint.com](#)
[and select FAQs](#)

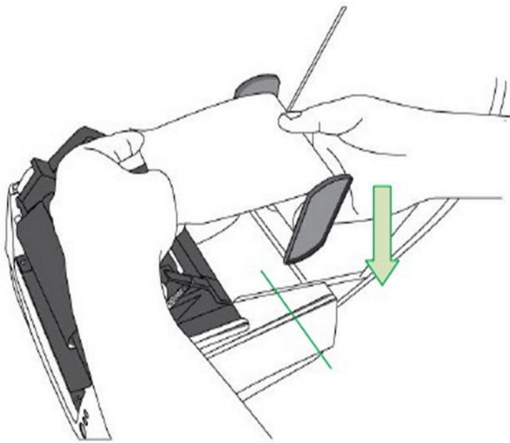
Slide the ribbon onto the ribbon spool and slot it into the grooves at the back of the machine. Align the ribbon to the centre of the spool. Move the shields in from either side until they touch the ribbon.

With your thumb push the green lever on the right side of the print head. Lift the head to expose the underneath spool.



Feed the ribbon underneath the white rollers and the print head through the two green guides in the base. Adjust the right hand guide to hold the ribbon securely in place. The left hand guide moves with the right hand guide.

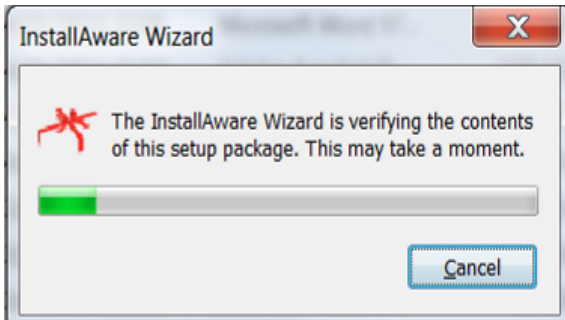
Important: Always ensure the “eye” of the front sliding sensor is underneath the ribbon.



Make sure the ribbon is straight on the front roller and firmly press down with both thumbs to lock the printer head in place.

Installing the software

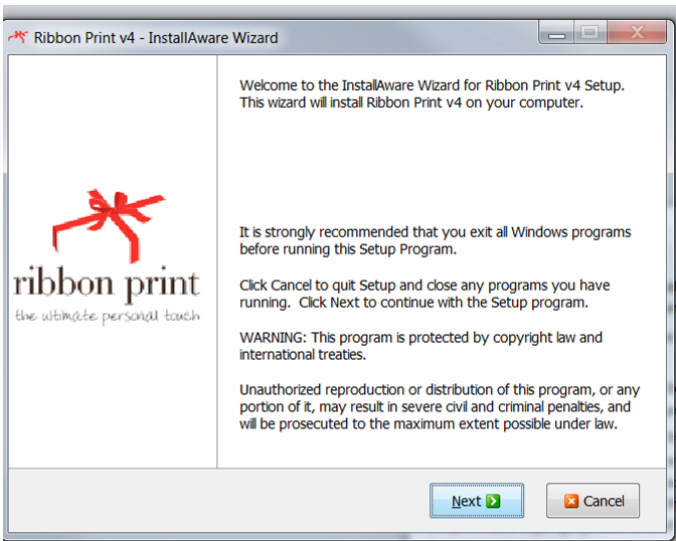
The Ribbon Print software has been designed especially for ribbon printing and supports all Windows operating systems from XP up to and including Windows 8



Insert the software CD, it should start automatically. If necessary open the CD folder and double click the ribbonprint V4 file. follow the prompts to run the installation process.

Click next at each of the installation steps

There is no need to install or setup any windows drivers. Ribbon Print's V4.1 software communicates directly with the printer allowing for a simpler experience and giving a greater level of control of the printer.



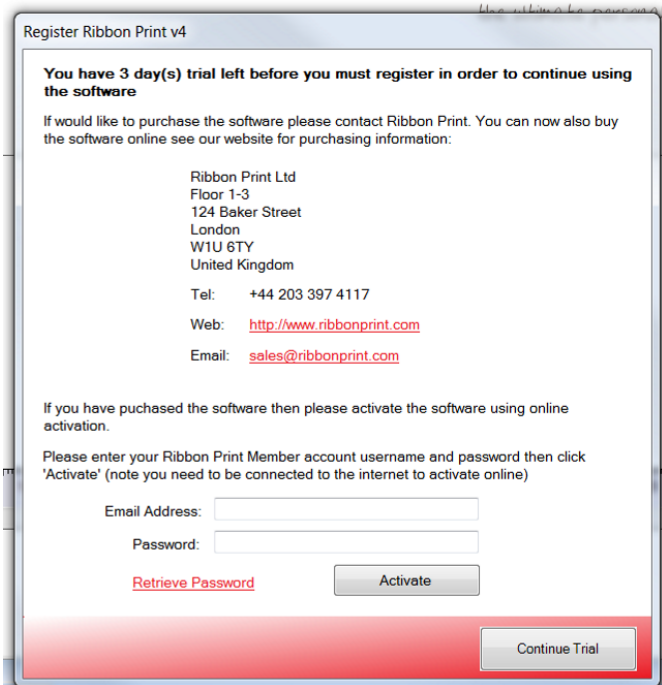
Windows may attempt to install a driver when you first connect the printer, this can safely be cancelled, as no windows driver is required

ribbon print

Activating your software

Upon opening the software the user will be prompted to activate the software. Click “Retrieve Password” and enter your email address. Within minutes you will receive your password from sales@ribbonprint.com.

If this is a trial version you will be able to run the software for the next 7 days without entering a password.



The screenshot shows a dialog box titled "Register Ribbon Print v4". It contains the following text and elements:

- You have 3 day(s) trial left before you must register in order to continue using the software**
- If would like to purchase the software please contact Ribbon Print. You can now also buy the software online see our website for purchasing information:
- Ribbon Print Ltd
Floor 1-3
124 Baker Street
London
W1U 6TY
United Kingdom
- Tel: +44 203 397 4117
- Web: <http://www.ribbonprint.com>
- Email: sales@ribbonprint.com
- If you have purchased the software then please activate the software using online activation.
- Please enter your Ribbon Print Member account username and password then click 'Activate' (note you need to be connected to the internet to activate online)
- Email Address:
- Password:
- [Retrieve Password](#)
-
-

The trial version, has a 10 second delay to print that is not present in the activated version.

The software permits up to 3 licenced installs. A separate activation will be created for each installation.

If you uninstall the software from a machine , you can reinstall it on the same machine without it counting to your 3 machine limit.

The computer must be connected to the internet for the activation process to work.

Please contact ribbonprint if you have upgraded your PC and require a limit increase.

Test Print

From the HOME Tab menu select New Ribbon

Set the dimensions of your project. Type in the **width** of the Ribbon you installed earlier , and select a **length, 10cm** is a good start.

Now Click the TEXT Tab and click **“Text”**, type a short message and click **“Ok”**

Click on the **Corners** to adjust the size of the box

Now drag a **Clipart** image from the lower screen into the design space. You can adjust the size just like you did with Text.

You are now ready to print, click the Print Tab.

Make sure the printer selected is the **Argox CP-3140**, then select a heat setting of **12** and select **1 copy**, then click **“Print”**

The printer green light will start flashing but may take a couple of seconds to start printing.

If you have any issues printing, please check through the instructions again and read the hints and tips section.



Medal Print

The Medal Print system allows trophy and medallion personalisation for a fraction of the cost of traditional engravers.

Expand your opportunities with Medal Print & Ribbon Print. The Medal Print system uses the same printers and software that Ribbon Print uses.

- 100 plates per minute
- Transparent, Mirror or Holographic.
- Disc or Plate
- 5 different colours

Medal Print uses the same principles as printing on Ribbon.

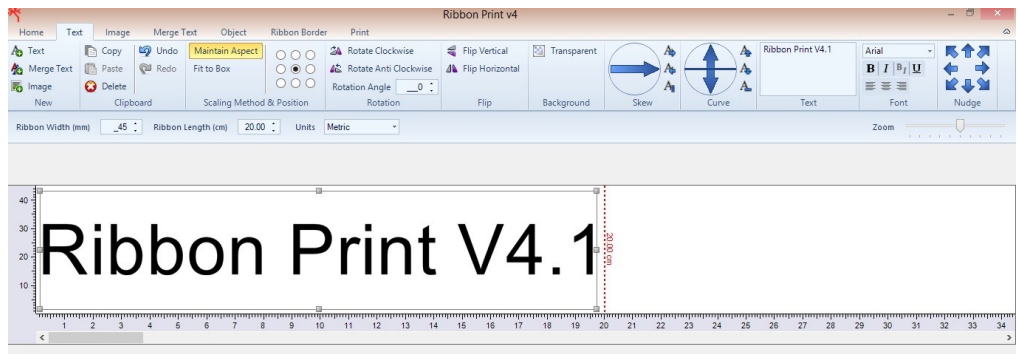
There are a couple of rules that are different:

- 1) Only use a Medal Print transfer foil with Medal Print labels
- 2) When you change label, retrain the printer to the label by **holding the feed button while turning the printer on**, until the label feeds starts.

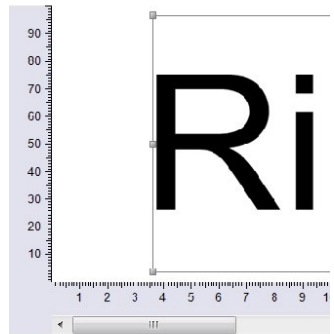
Design Panel

The Design Panel is where projects are created, the toolbars and clipart contain the functions and images that help create the project.

Rulers



Vertical and horizontal rulers located on the side of the Design Panel allow you to fine tune the placement of your design.



Units

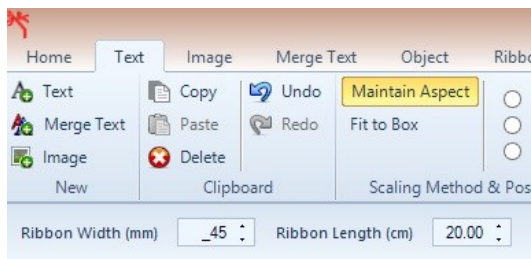
Use the “Unit” dropdown to change the ruler units between Metric and Imperial.



ribbon print

Ribbon Width

Adjust ribbon width in the toolbar by either selecting the up/down arrows or by entering the desired width. The width can be set to any value between 5mm and 100mm (in 1mm increments) or 0.19 inch and 3.94 inches.



Ribbon Length

Adjust ribbon length in the toolbar by either selecting the up/down arrows or entering the desired length. Alternatively drag the length Indicator (red dotted line) across the Design Panel. The ribbon length can be set to any value between 0cm and 99.99cm.

Zoom

Drag the slider to the right to zoom in and to the left to zoom out.



Minimising the toolbars

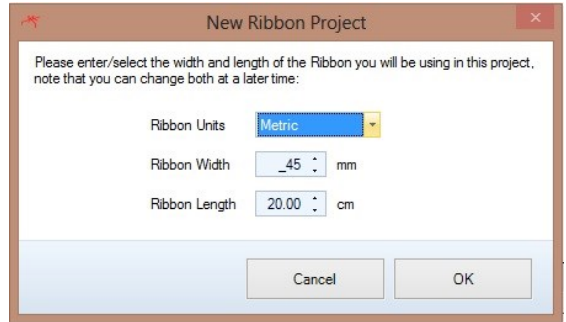
Click the arrow on the far right of the ribbon tool bar to minimise and maximise the tool bar.



[Home Toolbar](#)

[New Ribbon \(Ctrl+N\)](#)

Click “New Ribbon” to start a new ribbon design, select the appropriate width and lengths of your project

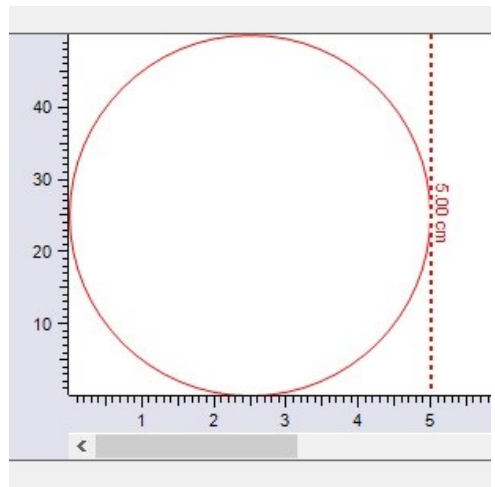


[New Medal Print Project \(Ctrl+M\)](#)

Select “New Medal” to start a new Medal Print project.

Select the template that matches your material.

The Designer now shows a medal print template. In the image to the right, the red circle represents the size of the medal print label.



[Opening a Saved Project \(CTRL+O\)](#)

The software will prompt the user to find the existing Ribbon Project that they want to open. Note that the default folder displayed in the open dialog will be the users “My Ribbon Projects” folder.

V4 software can open any design file saved from V4, V1 and V2. However V3 files are not supported.

[Opening Templates](#)

The master templates include example ribbon and medal print designs.

The templates are a quick way to create your design while also giving inspiration for the different effects available.

[Saving a Project \(CTRL+S\)](#)

Saving a project works the same as any office program. We recommend saving your projects in the “My Documents/My Ribbon Projects” folder.

[Display / Reset Clipart Window](#)

To reactivate the clipart window after it has been closed, press the “display clipart window” button. “Reset Clipart Window” sets the design and clipart windows to their default settings.

[Manuals](#)

Click on the manuals to download the latest manual

[Check for Updates](#)

From time to time we release new versions of the software, clicking “check for updates” will download the latest version of the software.

Important version 4.1.0.5 of the software was a major update, the update software button will not update you to 4.1.0.5, you need to download the latest version of the software from the www.ribbonprint.com website. Installing the downloaded file will update your software.

Common Design Functions

The Text, Image, Merge Text and Object toolbars are used create and adjust your design. Commonly used functions are repeated on each of the toolbars.

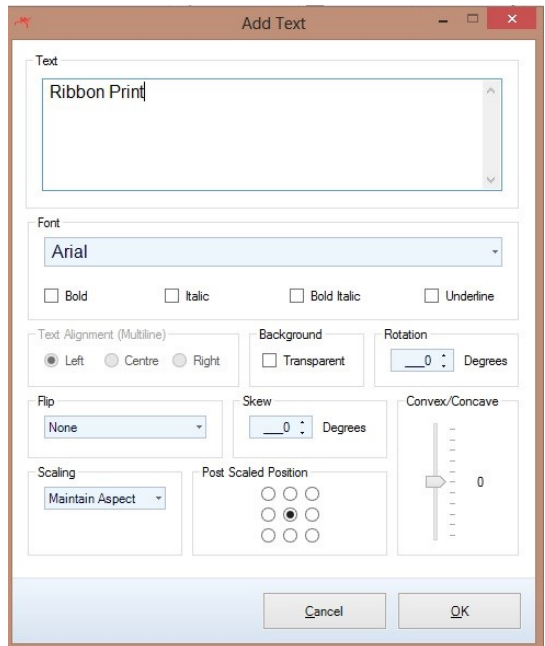
Text

To create a new text box, click “Text” on the far left of any of the Text, Image, Merge Text or Object toolbars.

An existing text box can be edited by double clicking or right clicking the text box and selecting “edit text properties”.

To create multiple lines of text, create additional rows by pressing enter after each line of text.

Select left, centre or right to align the rows of text within the text box . Text alignment only selectable when multiple rows of text have been created.



is

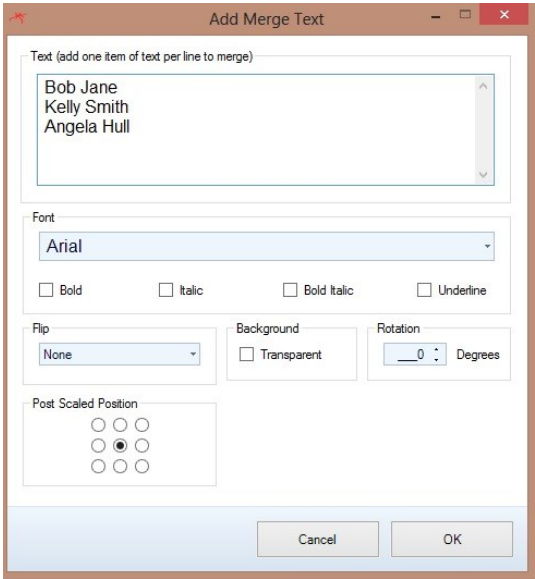
Merge Text

To create a new merge text box, click “Merge Text” on the far left of any of the Text, Image, Merge Text or Object toolbars.

The Merge text function works similar to a mail merge. A list of names is combined with a ribbon project so that each print of the project will print a design with a different name.

Type or copy/paste a list of names into the text panel, with new row for each name.

With each print the text will resize dependent on the length the name. For example Jim Jones will print in a larger font than Elizabeth Montgomery



a
of

Before entering names into the merge text box, run a test with text in only the first row. Otherwise you will print for every line of text.

Ensure the list of names has been checked for spelling mistakes.

Names can be copied from any email, spreadsheet or word document.

The Merge Text functions work in the same way as the standard text functions with the exception of the Skew, Curve and Maintain Aspect functions.

Image

Images can be added to the design panel by either dragging an image from the Clipart window into the Design Panel, or clicking “Image” on the far left of any of the Text, Image, Merge Text or Object toolbars.

Clicking image brings up the import image window. This will convert your picture into black and white for use with the software.

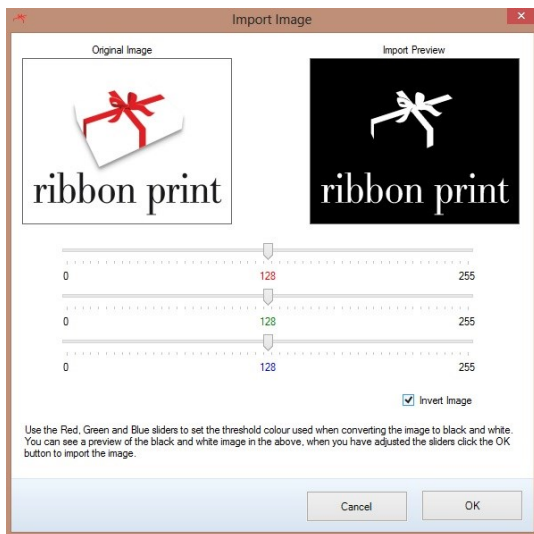
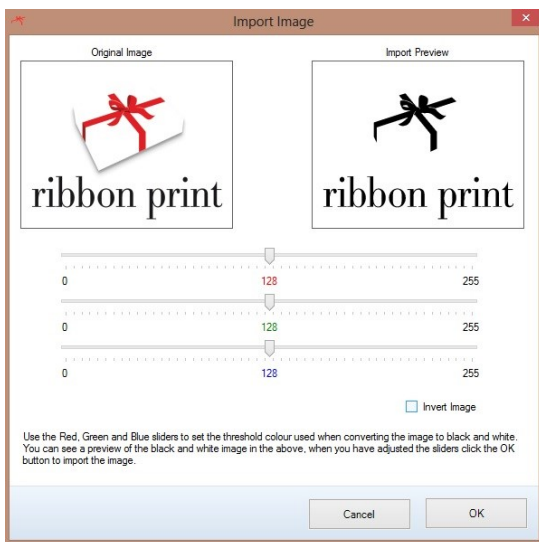
The original is displayed on the left, the Import Preview displays what the image will look like once imported.

- Adjust the three sliders to produce the best black and white image.
- Invert the image by selecting the Invert Image box .

For images that you will use more than once, “import” the image into the MyClipart folder instead, this will save the image for future projects.

Imported images should be at least 300 dpi to achieve best quality results.

Most image types are supported with the exception of vector files (Corel Draw and Adobe Illustrator).



Imported images will be saved in the “My Ribbon Clipart” folder. Please do not save your images directly in the clipart folder as this has the potential to corrupt the software and cause you problems.

Clip art

The software’s Clipart can be accessed using the Clipart window.

Drag and drop an image from the clipart windows to use in the design panel.

The software comes with a large range of standard clipart installed. The “Import” function converts and adds images to your “My Clipart” folder.



Click on “New Folder” to add sub-folders the “my Clipart” folder.

The images are saved by default to My Documents / My Ribbon Clipart.

NB. Do not copy an image directly into the clipart folder via your desktop, as this may produce poor printing results or slow the software

Copy/Paste

The copy / paste commands allow you to quickly duplicate an item.

Ctrl + C -Copies a selected object

Ctrl + V - Paste the object (top left of design panel)

Undo/Redo

The redo / undo commands allow you to undo your previous changes

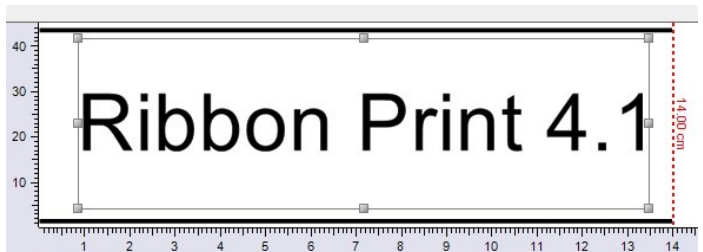
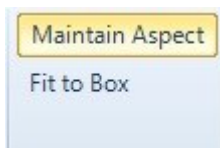
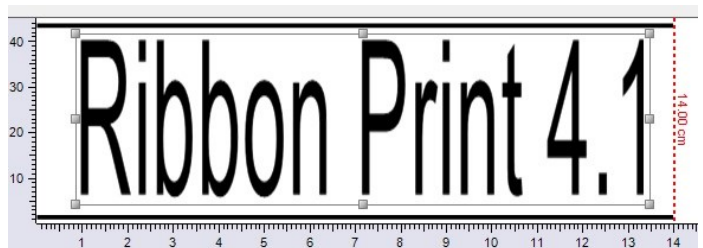
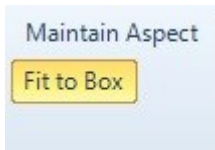
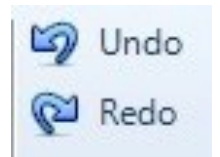
Ctrl + Z- Undoes the last action.

Ctrl + R- Reapplies the last action



Maintain Aspect / Fit to Box (!)

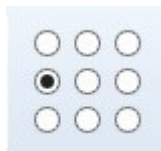
Select “Fit to Box” to allow the object to stretch in any direction or “Maintain aspect” to preserve the object’s default proportions. “Maintain Aspect” is selected by default.



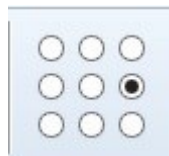
Scaling Position

The scaling position is used to align an item inside it's object box

Selecting the left position, moves the item to the left end of the object box



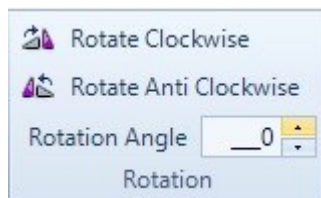
Selecting the right position, moves the item to the right end of the object box



Rotate

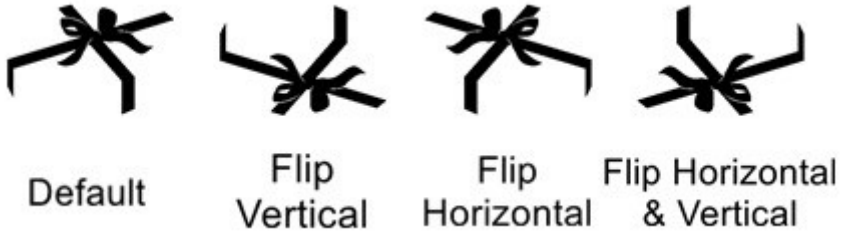
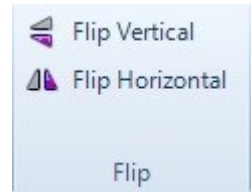
Rotate an object by increasing or decreasing the rotation angle using the up & down arrows. Alternatively rotate 90 degrees by clicking the “rotate clockwise or anti clockwise” buttons.

Pressing the “<” and “>” will rotate an object 15 degrees, holding the Ctrl as well will rotate 5 degrees



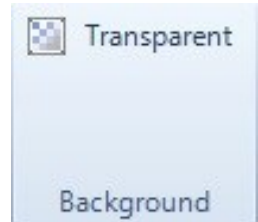
Flip

Invert or Reverse an object with the Flip function.



Transparent

The transparent function allows objects to be overlapped. When an object is made transparent, any objects layered behind the transparent image will become visible in both the design window and the printed design.



Nudge

The nudge function allows you to fine tune object positions, 0.2mm per click in the same way as using the keyboard's W,S,A & Z keys or the 2,4,6,8 numeric keys. Shift+nudge = micro nudge (0.1 mm) & Alt+nudge = macro nudge (1mm)

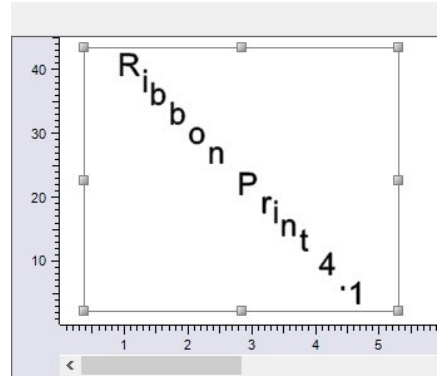
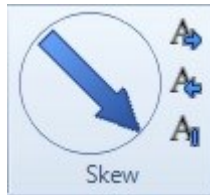


Text Toolbar

In addition to the common design functions, the text toolbar contains the following text related functions:

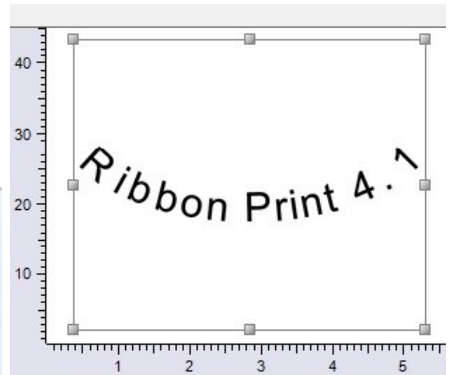
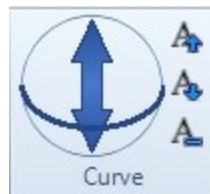
Skew

The skew function allows text to be angled in any direction. Select the desired angle by selecting a point on the circles' edge. Alternative click the arrow buttons to rotate the skew by 45 degree. The 3rd button resets the text to horizontal.



Curve

Use the slider to curve the text either up or down. Curve text is only active with a single row of text.



Text & Font

Select a font type and style in the font pane. The fonts shown are those currently installed on your computer. You can add additional fonts through the control panel.

Object toolbar

In addition to the common design functions, the object toolbar allows objects to be arranged on the design window.

Moving Objects

Objects can be moved around the design panel by either dragging with the mouse, the nudge buttons or using the number pad (↑8,↓2,←4,→6,↖7,↗9,↘3 & ↙1) alternatively (↑W,↓Z,←A,→S) can be used on a laptop without a number pad.

NB. Please ensure you press the NUMLOCK as the movement functions are linked to the number keys not the arrow keys.

Resizing Objects

Resize an object by moving the cursor over an edge or corner of the text box until you have a double-headed arrow. Click and drag to increase or decrease the object size.

Objects maintain their aspect by default. When you click on “Fit to Box”, dragging an edge or corner will stretch the object in that direction.

Increased font size is achieved by resizing the text box.

Group Objects

Drag a box around several objects to group them, once grouped all objects can be moved together by dragging with the mouse or using the nudge buttons.

Clicking on an object while holding Ctrl will add it to the group, clicking on a grouped item with Ctrl will remove it from the group.

The select all command will select every item in the design panel

Aligning Grouped Objects

Select a group of objects. Hover over the object that you want to align the remaining objects to and right click. Select the alignment function required:



Design Panel Position

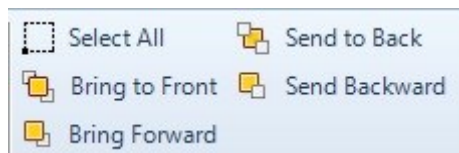
Align an object within the Design Panel by selecting an alignment option, this is only for single objects



Object Order

Move overlapped objects forwards and backwards using the control box.

This option can be used in conjunction with the “transparent “ function to allow overlapping images to print.

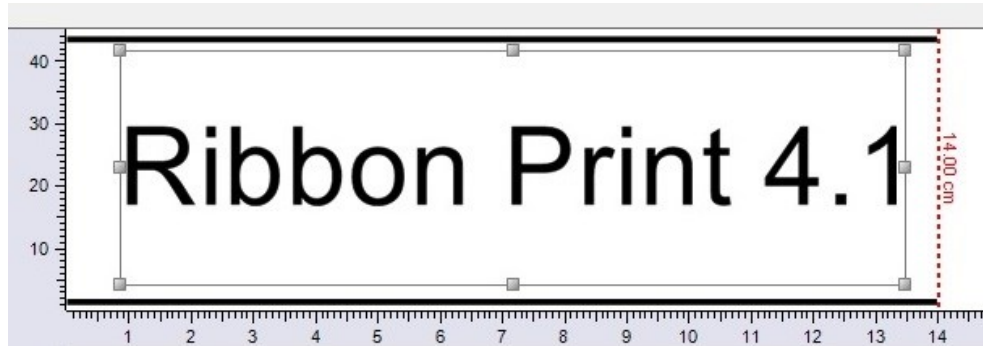


Borders

The border tab allows you to add a border around your design.

- 1) Select which border(s) you wish to add
- 2) Adjust the offset (gap from the edge of the design)
- 3) Determine the border width
- 4) Select the border style

Ribbon Border		Print	
<input checked="" type="checkbox"/> Bottom Border	<input checked="" type="checkbox"/> Left Border	<input checked="" type="checkbox"/> Right Border	Solid Line
Offset <input type="text" value="1.0"/>	Offset <input type="text" value="0.0"/>	Offset <input type="text" value="0.0"/>	Style
Width <input type="text" value="1.0"/>	Width <input type="text" value="0.0"/>	Width <input type="text" value="0.0"/>	
Border Settings			



Medal Rim

For circular templates you can add text to the rim of the design.

Outer Circle Diameter	100	Rotation	__0
Inner Circle Diameter	80	Letter Spacing	100

- 1) Enter the text you want to show on the rim of the medal.
- 2) Rotate the text to your requirements
- 3) The Outer Circle Diameter sets how close to the edge of the label the text will be printed.
- 4) The Inner Circle Diameter sets how far from the edge of the label the text will start. Use this function to increase the size of the text
- 5) Adjust the letter spacing to open the gap between each letter.

[Print Toolbar](#)



[Export to PDF](#)

Select “Export to PDF” to save a copy of your design as a PDF. The PDF will show the same image as the print preview.

The file can be emailed to customers for their approval before starting a print job.

[Print Preview](#)

Select Print Preview and press “OK” on any printer selected.

The design to be printed is shown inside the red box

Do not use the **Print button** to send your design to the ribbon printer.

Printing from Print Preview is only for printing the image to a standard A4 printer.

[Print](#)

When you are ready to print click the “Print” button.

Any settings you change will be remembered for the next print even if you close the program.

[Port](#)

Select the appropriate USB port. Usually USB 1

Printer

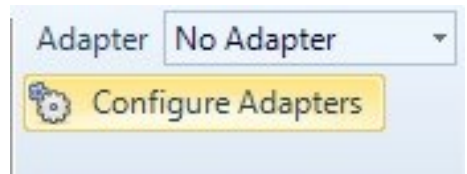
Shows the Printer model connected, only adjust this if you have multiple printers connected

Speed

For most printing, use full speed (4 IPS), sometimes slowing down the print may improve the print quality of metallic foils

Adapter

The Express Printer is available with several narrow and multi-adapters.



Using an adapter:

1. Create your design as normal selecting the appropriate ribbon width
2. Install the adapter and load the ribbon (s)
3. Select the adapter you are using in the dropdown
4. In the adapter configuration, select “enable print” for each groove that has been loaded with a ribbon
5. Press Print, your design will be replicated on each of the ribbon
6. If the print is not aligned, adjust the adapter settings to get perfect alignment

[Video instructions for narrow ribbon adapter @ www.ribbonprint.com](http://www.ribbonprint.com) and select FAQ

Narrow & Multi adaptor printing

The narrow & multi-adapters allow printing on multiple ribbons at the same time.

There are 9 adapters for the express printer, narrow adaptor (2 x 7mm, 2 x 10mm & 1 x 15mm), 8 x 7mm, 6 x 10mm, 4 x 15mm, 4 x 20mm, 3 x 25mm, 2 x 38mm, 1 x 48mm and 2 x 48mm.

Open the green ribbon guides to the widest position and insert the multi-adaptor, close the ribbon guides until the multi-adaptor is held firmly in place.

When using the narrow adaptor, there are 3 narrow ribbon adaptors that can be selected. Select the narrow adaptor that matches the width of the ribbon you are printing.

The screenshot shows the 'Ribbon Adapter Configuration' dialog box. At the top, there's a title bar with the text 'Ribbon Adapter Configuration'. Below it, a dropdown menu labeled 'Select Ribbon Adapter...' shows 'Argox CP-3140 - 8 x 7mm Ribbon' selected. Underneath, the 'Ribbon Adapter Properties' section displays 'Printer: Argox CP-3140' and 'Name: 8 x 7mm Ribbon'. To the right, 'Adapter Width (mm)' is set to '106.0'. The main area contains a table of settings for multiple ribbons:

Offset (mm)	Groove Width (mm)	Enable Print
17.9	7.0	<input checked="" type="checkbox"/>
2.0	7.0	<input checked="" type="checkbox"/>
2.0	7.0	<input checked="" type="checkbox"/>
2.0	7.0	<input checked="" type="checkbox"/>
2.0	7.0	<input checked="" type="checkbox"/>
2.0	7.0	<input checked="" type="checkbox"/>
2.0	7.0	<input checked="" type="checkbox"/>
2.0	7.0	<input checked="" type="checkbox"/>

Below the table is a 'Reset to Default Properties' button. At the bottom of the dialog are 'Cancel' and 'OK' buttons.

The ribbon adapter configuration allows the fine tuning of the placement of multiple ribbons

The default offset and width settings will usually print perfectly. However if required the settings can be fine tuned.

The offset is the gap between ribbons, while the groove width reflects the width of ribbon slots in the multi-adaptor.

NB. Always ensure the “eye” of the front sensor is always located underneath a ribbon.

Heat Setting

Set the appropriate heat setting for your ribbon / foil combination.

If the print is incomplete or faint, increase the heat setting;

However if the heat setting is too high, the foil will stick to the ribbon.

Energy Setting / Print Density

Applies to Pro Printers only,.

Number of Copies

Select the number prints required from 1 to 9999

NB. When using the Merge Text option this will multiply the total project.

For example if you entered 10 different names in the Merge Text box and then selected 10 copies it will print 100 designs.

Gap after Design

This is the gap after a design and before the next design starts printing., minimum 0cm

Offset

The offset function allows the printed design to be fine tuned with the location of the ribbon.

Increasing the “X” offset will move the design to the right, reducing it will move the design to the left.

The “Y” offset adjusts where a medal print design will start. Increasing the “Y” offset move the design closer to the top of the label.

Information

Includes the length of the project, this is the total job length including any gaps between copies. Also includes warnings if the design is larger than the print area

Sash Feed

Applies to Pro Printers, only

Cancel

Cancels the Print and Print settings and returns to the design panel

Pausing the print

To pause a print while printing, press the feed button for a second and then release.

NB. Avoid switching the printer off during printing as this may damage the printer.



ribbon print

Temperature Guide

Each print is affected by the individual printer, the room temperature, the transfer foil (type, batch and age) and ribbon (type and batch).

The guide below suggests an appropriate temperature for each combination of foil and ribbon. We recommend you test each ribbon when you load it as even our supplies can vary slight

Ribbon Type	Foil Colour	Temperature
Polyester	Matt Gold	12
	Matt Silver, Solid Colours, Black	12-14
	Pink	10-12
	White	10-16
	Metallic Silver / Gold	10-15
	Metallic Red / Blue	14-17
Elan	Matt Gold	14
	Matt Silver, Solid Colours, White	14-16
	Pink	10-14
	Metallics	14-16
	Black	12-16
Double Faced Satin	All Matt Colours	12-16
	Metallics	14-16
Crystal Label	Solid Colours, White w/r Gold	12-15
	Medal Print Metallic Gold & Silver	14-17
Medal Print Transparent	Black	14-16
	Metallics	14-17
Medal Print Gold	Black	14-16
	Metallics	14-17

Temperature Settings

The starting temperature of 12 is the equivalent to 36 degrees centigrade and by increasing the temperature on your software by one (i.e. from 12 to 13), the temperature of the printer head is raised by 4 degrees centigrade each time.

Ribbon Types Supported

Ribbon Print stocks 3 makes of ribbon that have been designed to work with the ribbon print system. Polyester, Elan (A high quality Single Faced Satin) and Double Faced Satin.

The Density of Ribbon impacts the quality of print, as such please only use ribbon print ribbon to ensure a consistent high quality of print

Acetate, Organza and Grosgrain ribbon will not print in this type of printer.

Other Media Types

The Ribbon Print system can also print a range of labels, Medal Print designed by Ribbon Print are pre-cut labels that can be printed at high speed (100 per minute), while Crystal Label and Iron On material can be used to create labels to any size.

Cleaning

Clean your print head and front roller weekly with a Ribbon Print cleaning pen to deliver the best results

Optimal Room Temperature

The temperature of the room that the printer operates in will affect the print quality. A comfortable room temperature will give the best print although the printer can technically operate between 4C & 38C. Low temperatures in particular will generate patchy results, high temperatures can make the foil “stickier”.

Turn your machine off when not in use

Turn off your machine when not in use to increase the lifetime of your print head.



ribbon print

FAQS

The foil has torn

Simply cut the foil and remove the used portion. Insert a new core into the upper spool and attach the cut end of the unused foil with sticky tape or craft glue.

Foil continues to tear / snap

Suggest solutions:

- Reduce the print temperature
- Clean the print head
- Check that the print head is locked down on both sides
- Ensure both the stock foil and takeup foil cores are aligned.
- Use a different cardboard takeup core

Ribbon / Foil caught in the roller

Suggested solutions:

- Reduce print temperature
- Clean the print head
- Clean front roller
- Apply tension to finished ribbon by hand or with the re-winder

Foil and ribbon sticking together or to the head

The heat setting is too high. Refer to the heat setting guide for an appropriate setting

Ribbon comes out but the foil is not moving

- Ensure the printhead is locked down on both sides
- Replace the takeup core

Print quality is poor on specific ribbon

Try a different ribbon, the ribbon may not be TTR compliant. For best results use ribbon print ribbons

Design is not aligned correctly

Suggested Solutions:

- Always press the feed button after closing print head to ensure the ribbon is aligned correctly
- Ensure ribbon is snug between ribbon guides
- Ensure correct printer is selected from the print tab
- Adjust “X” offset to move the design to left or right
- Ribbon Print multi-adaptors increase the tracking of ribbon, ensuring an easier replicated print

Printer is printing but design is garbled

- Ensure correct printer is selected
- Reset the printer, press and hold the feed button until both lights go out

The design prints on the left hand side, but not in the middle

Suggested Solutions:

- Ensure you have selected CP-3140 printer
- Always print your design using the “print” button, not through the “print preview”

The printed Image / Text is not complete

Increase the print temperature

Print Quality is poor on specific foil

Try different foil

Adjust print temperature

Medal Print not printing inside label

Ensure correct template selected

Some Elements of the design not printing

Ensure all elements of the design are completely inside the design window and to the left of the red line.

The Print is blotchy

Reduce the print temperature

Images are blurry but font is fine

Reimport the image at a higher resolution

Medal Print not registering each label

The printer is not sensing the media, ensure the “eye” of the front sliding sensor is underneath the ribbon then reset the printer, press and hold the feed button until both lights go out.

Retrain the printer—turn on the printer while holding the feed button, release the button when the printer starts to feed

There are fine vertical lines in the print

Clean the print head

Align foils to ensure no creases

Fine vertical lines persist after cleaning head and aligning foils

Contact ribbonprint, your print head may be damaged

Ribbon is fraying

- Ensure cutting knife / scissors are sharp
- Ribbon Print deluxe cutter uses a pinking blade to reduce fraying
- Ribbon Print heat cutter melts the ribbon for a no fray solution

Ink is bleeding into ribbon

Occasionally blue foils will bleed into double faced satin ribbon if left for several weeks.

Use Ribbon Print Elan ribbon as it is designed to avoid bleeding

The print is incomplete, patchy or creased

Clean your print head thoroughly and ensure you are printing at an optimal print head temperature.

No Printing Devices Detected

Check that your USB cable is connected to both the laptop and the printer.
Confirm that the Printer is turned on.

Printer starts but then stops abruptly

The printer is not sensing the media, ensure the “eye” of the front sliding sensor is underneath the ribbon then reset the printer, press and hold the feed button until both lights go out.

Foil and Ribbon come out but no image

Ensure the design is completely within design box

Check foil is not installed back to front

Ensure the heat setting is high enough

Borders are not printing / partially printing on ribbon

Measure the width of your ribbon, adjust the ribbon width accordingly

Ribbon does not fit inside printer

External Ribbon holders are available to purchase from Ribbon Print

How do I send a design to a customer for proofing?

Use the Print to PDF function and email the design

Ready light flashing

The printer does not sense the ribbon or foil. Ensure the ribbon and foil are present and the head is locked down

Power and Ready lights are flashing alternately

The printer does not detect the foil, ensure the foil is loaded correctly then reset the printer, press and hold the feed button until both lights go out.

Both Lights flashing

Ribbon is not detected,

- Ensure the “eye” of the front sensor is located underneath the ribbon.
- Check you have not run out of ribbon
- Reset the printer, press and hold the feed button until both lights go out

No lights on printer

Confirm that the power supply and printer are turned on. Two steady green light should be visible on the printer.

Lights are flashing but the issue has been fixed

Reset the printer, press and hold the feed button until both lights go out.

Ready light is not lit

Reset the printer, press and hold the feed button until both lights go out.

The ready light does not come back on after issue fixed and printer reset

The firmware is damaged. Repeatedly turning the printer on and off while printing can cause the firmware to be corrupted. If you would like to stop the printer mid-job, press the “feed” button on the front of the machine. It will pause the print job without risk of damaging the firmware.

In the case that the firmware has been damaged the printer needs to be returned to Ribbon Print for repairs.

Software Crashes after Installing New Fonts

The software supports all Windows True Type Fonts, If a non-true type font is installed, it sometimes will cause the software to fail. Uninstall the added font to stop the crash

Software Crashes after opening a saved file.

The software supports files from Version 1, 2 and 4 of the software. When you open a version 1 or 2 saved file, always ensure that the file is saved as RPP4. Sometimes when a V1 or V2 file is saved as RPP it will not open.

Software Crashes after installing on Windows 7 / 8.

Version 1 and 2 software only support up to windows 8. Please upgrade your software to V4.

Cannot Download software

The software can be downloaded from our homepage www.ribbonprint.com, sometime an antivirus program will not allow the ribbon print software to be downloaded. Disable your antivirus software in order to download the software.

Software will not update past version 4.1.0.4

Version 4.1.0.5 had several major enhancements and needs to be downloaded from the ribbonprint website.

Install the file once downloaded it will update your existing V4 installation

The software is very slow to load and operate

This is usually caused by copying graphics directly into the “My Ribbon Clipart” folder. Delete any images you have saved in the My Ribbon Clipart folder”. All images MUST be imported ONLY through the IMPORT tab within the MY CLIPART area of the software itself.

Other software Issue

Please contact sales@ribbonprint for help with any software issues.

Contact Us

Phone (9am to 5pm UK time)	+44 (0) 203 397 4117
Email	sales@ribbonprint.com
Website	www.ribbonprint.com

Warranty

Ribbon Print offers a 12 month Warranty covering manufacturing faults or defects. This warranty does not include any damage to the printer caused by miss-use. Printer consumables are not covered under warranty i.e. Print Head.





ribbon print

File Commands	
Ctrl + P	Print Window, x2 Print design
Ctrl + N	New Ribbon
Ctrl + M	New Medal Print
Ctrl + O	Open Saved Project
Ctrl + S	Save Project
Text Commands	
Ctrl + B	Bold Font
Ctrl + I	Italic Font
Ctrl + U	Underline
L	Left justify (paragraph text)
R	Right justify (paragraph text)
C	Centre justify (paragraph text)

Function Commands	
Ctrl + C	Copy
Ctrl + V	Paste
Del	Delete
Ctrl + Z	Undo
Ctrl + R	Redo
Object Commands	
<, >	Rotate 15 degrees
Ctrl + <, >	Rotate 5 degrees
Ctrl + A	Select All
Ctrl + L	Align objects to left
Ctrl + R	Align objects to right
Ctrl + T	Align object to top
Ctrl + G	Align object to bottom
Ctrl + F	Flip Object Horizontal
\	Move object above other objects
/	Move object behind other objects
	Maintain Aspect / Fit to Box