

*DURA-MARK[™] PTR2E
Thermal Transfer
Printer
User's Manual*



Part No. PTR2E-MAN

Rev. A

FOREWORD

This manual provides installation and operation information for the Panduit **DURA-MARK**™ PTR2E Model Printers.

RETURN AUTHORIZATION

Before returning any equipment to Panduit for in warranty or out of warranty repair, contact the Repair Dept. for a printer tracking number. Repack the equipment in the original packing material and mark the tracking number clearly on the outside. Ship the equipment, freight prepaid, to the address listed below:

Panduit Corp.
1819 Atlanta Highway
Cumming, GA 30040
attn: Printer Repair Dept.

Phone: 1-888-506-5400, ext. 7470
Fax: (770) 889-9264

Note: Outside the U.S., contact your local Panduit Sales Office for repair information.

COPYRIGHT NOTICE

Copyright © Panduit Corp. 1999 All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual or otherwise, without the prior written permission of Panduit Corp., 17301 S. Ridgeland Avenue, Tinley Park, IL 60477-0981.

TRADEMARKS

Windows and MS-DOS are registered trademarks of Microsoft Corp. All other marks are trademarks or registered trademarks of their respective holders.

WARRANTY INFORMATION

We Need To Hear From You!

To Establish Your Warranty Period And Provide Access To Technical Support,
Send Us Your Product Registration Card Today!

Our products are warranted to be free from defects in material and workmanship at the time of sale but our obligation under this warranty is limited to the replacement of any product proved to be defective within 6 months (for product) or 90 days (for printers) from the date of delivery. Printer warranty is void if Panduit printers are modified, altered or misused in any way. Use of Panduit printers with any product other than the specified Panduit products for which the printer was designed, constitutes misuse. Before using, user shall determine the suitability of the product for his intended use and user assumes all risk and liability whatsoever in connection therewith.

This warranty is made in lieu of and excludes all other warranties, expressed or implied. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE ARE SPECIFICALLY EXCLUDED. Neither seller nor manufacturer shall be liable for any other injury, loss or damage, whether direct or consequential, arising out of the use of, or the inability to use, the product.

Printers found to be defective in accordance with the above mentioned parameters can be returned for service and repair, and if required, replacement. Under no circumstances will used printers be returned for credit.

Please retain original PTR2E shipping carton for any return shipments.

The information contained in this literature is based on our experience to date and is believed to be reliable. It is intended as a guide for use by persons having technical skill at their own discretion and risk. We do not guarantee favorable results or assume any liability in connection with its use. Dimensions contained herein are for reference purposes only. For specific dimensional requirements consult the factory. This publication is not to be taken as a license to operate under, or a recommendation to infringe any existing patents. This supersedes and voids all previous literature, etc.

CE



European Council Directive		Compliance to Standards	
89/336/EEC	EMC Directive	EN 55022-A, CISPR 22	RF Emissions control
92/31/EE	EMC Directive	EN 500082-1 IEC 801	Immunity to Electro-magnetic Disturbances

FCC - DECLARATION OF CONFORMITY:

The PTR2E conforms to the following specification:

FCC Part 15, Subpart B, Section 15.107(a) and Section 15.109(a) Class B digital device

Supplemental Information:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following Two Conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

INDUSTRY CANADA NOTICE:

This device complies with Industry Canada ICS-003 class B requirements.

Cet équipement est conforme à l'ICS-003 classe B de la norme Industrielle Canadian



SHOCK HAZARD WARNING:

The printer and power supply should never be operated in a location where either one can get wet. Personal injury could result.



MEDIA WARNING:

Always use high quality Panduit approved labels and transfer ribbons. If adhesive backed labels are used that DO NOT lay flat on the backing liner, the exposed edges may stick to the label guides and rollers inside the printer, causing the label to peel off from the liner and jam the printer. Panduit approved supplies can be ordered from your local Panduit distributor. For the name of a dealer in your area, call Panduit Customer Service at 888-506-5400.



RELOADING HINT:

If you should run out of labels while printing, DO NOT turn the power switch OFF (0) while reloading or data loss may result. The printer will automatically resume printing when a new label roll is loaded.

TABLE OF CONTENTS

Installation and Operation

Unpacking Your Printer	2
Getting To Know Your Printer	3
Installation.	4
Step 1 - Attach Power	4
Step 2 - Attach Interface Cable.	5
Step 3 - Load Media.	6
Step 4 - AutoSense	12
Feeding External Media	13
Thermal Transfer Ribbon Loading.	14

Appendix - Troubleshooting 16

Printer Maintenance	17
Serial Interface Cable Wiring.	18



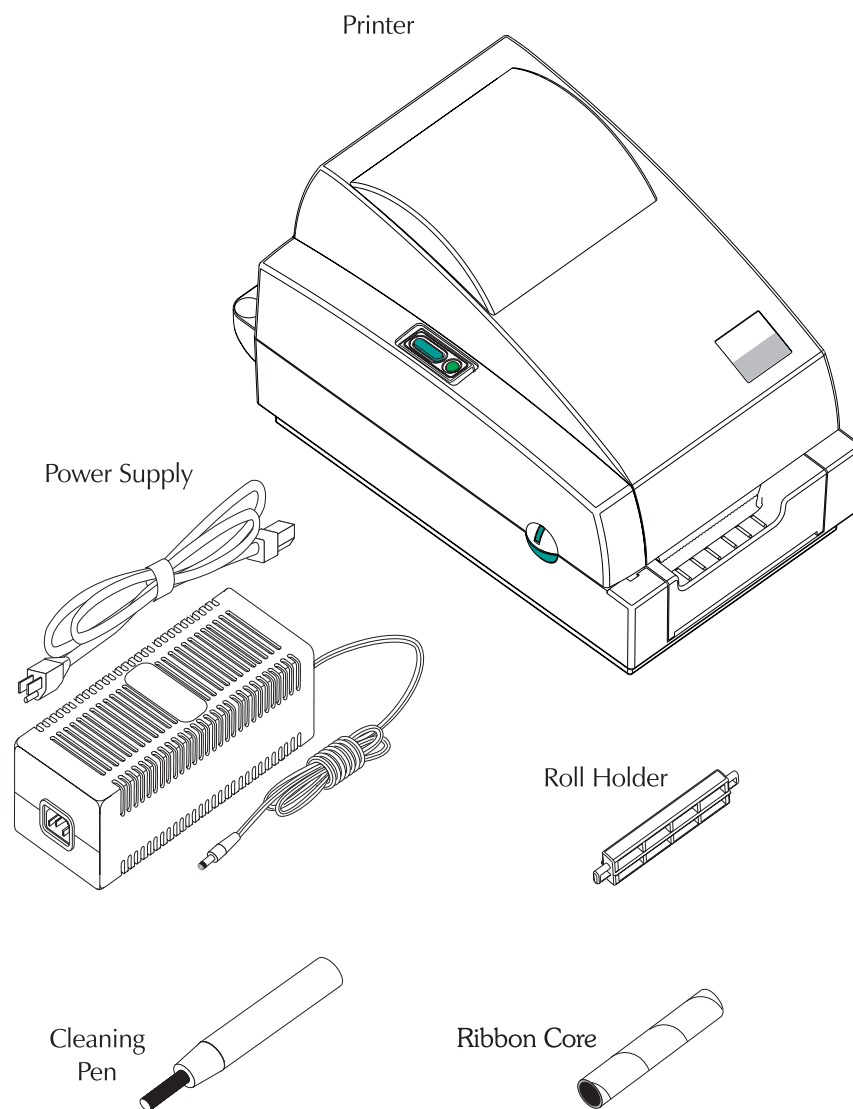
1 *Installation and Operation*

This section provides information on the installation and operation of the printer.

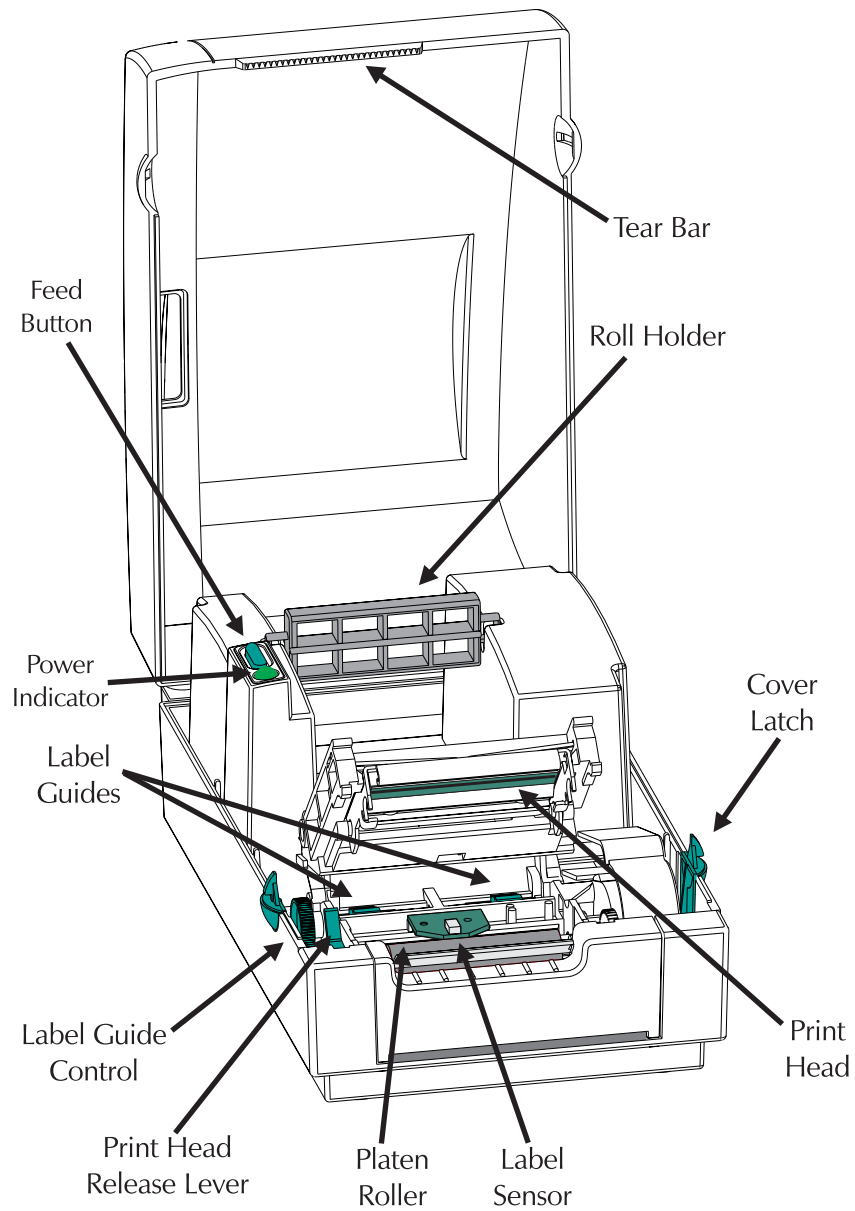
The printer is a low cost, desktop thermal bar code printer. The PTR2E is a thermal transfer printer specifically designed for printing labels or continuous tape (with or without bar codes) from a Windows™ or ASCII-based compatible computer.



Unpacking Your Printer



Getting To Know Your Printer

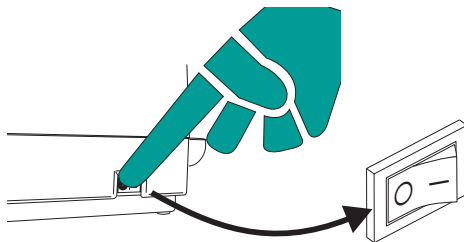


Installation and Operation

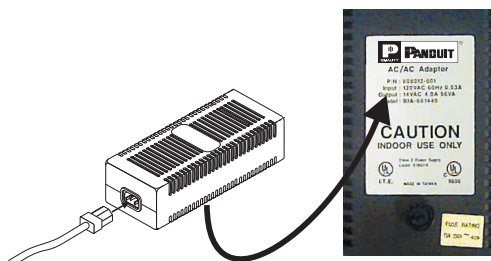
Installation The following steps will guide you through the installation of the printer and media.

Step 1 - Attach Power

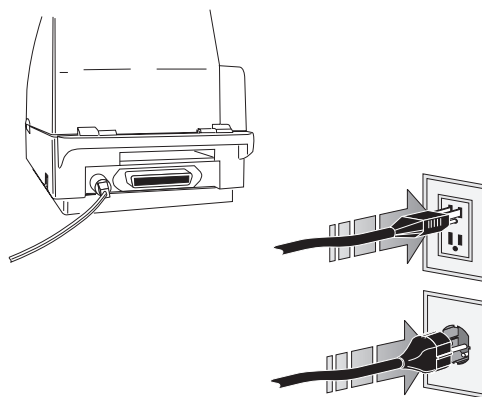
Power OFF



Check Power Module Voltage



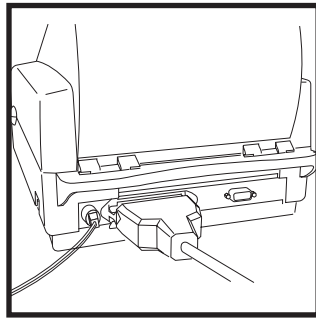
Plug Into Power Module



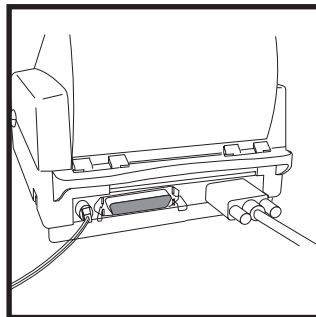
SHOCK HAZARD WARNING
See page iv

Step 2 - Attach Interface Cable

Parallel Interface

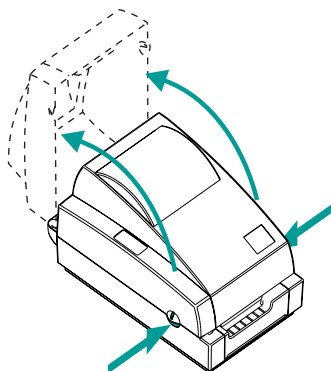


Serial Interface

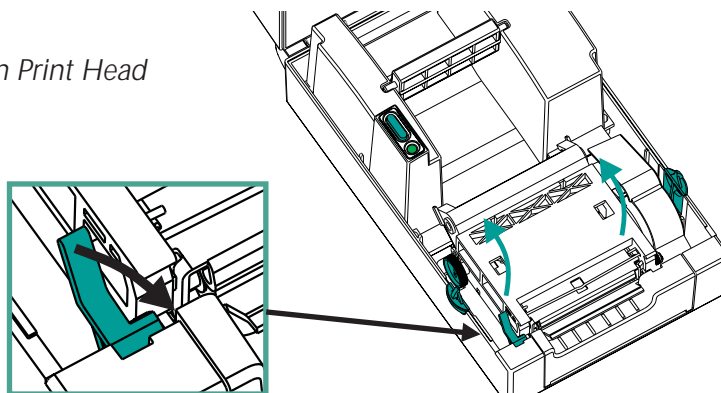


Step 3 - Load Media

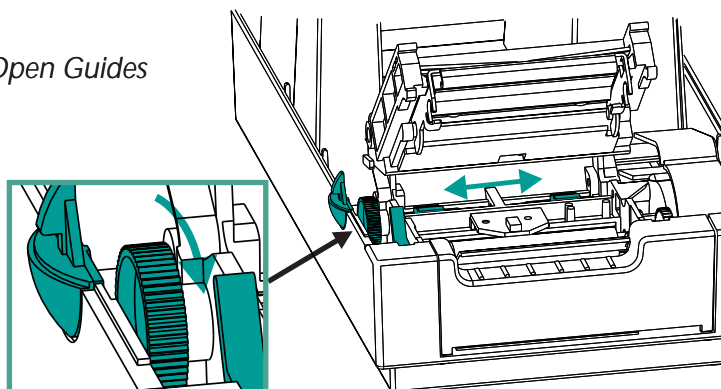
Open Cover



Open Print Head

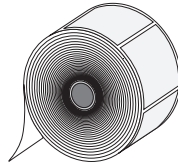


Open Guides

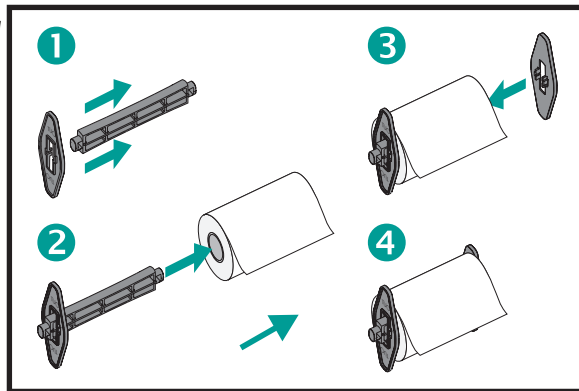


Step 3 - Load Media (cont.)

Media

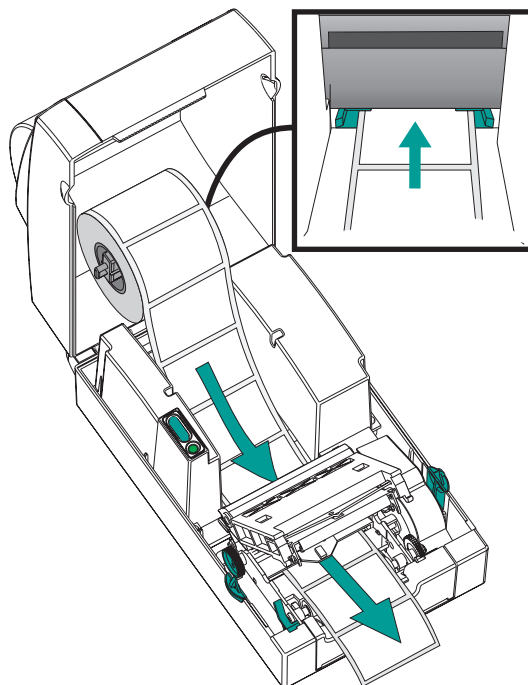


Install Roll

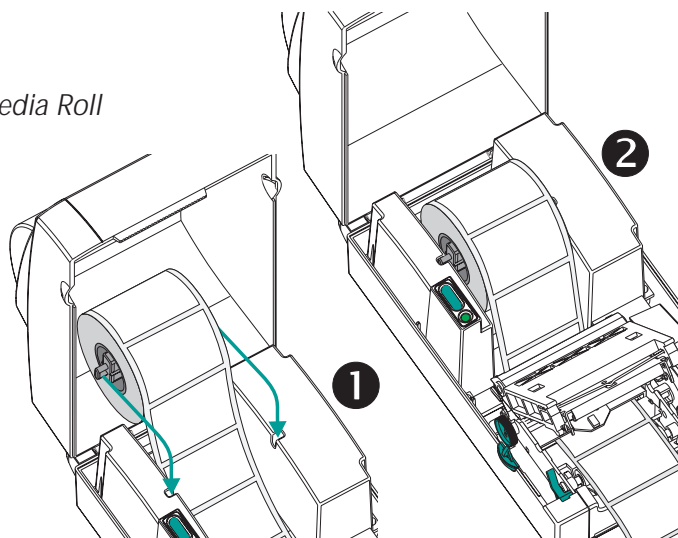


Step 3 - Load Media (cont.)

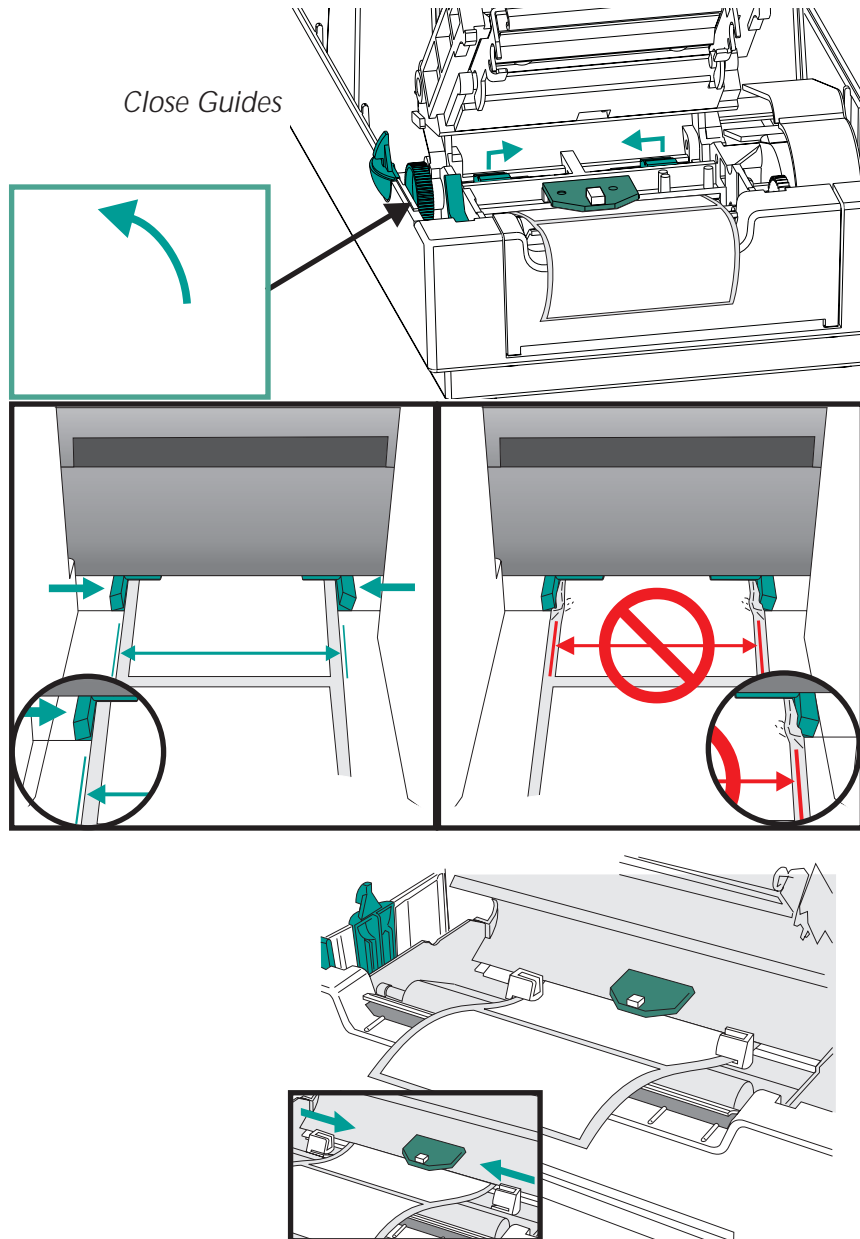
Thread the Media



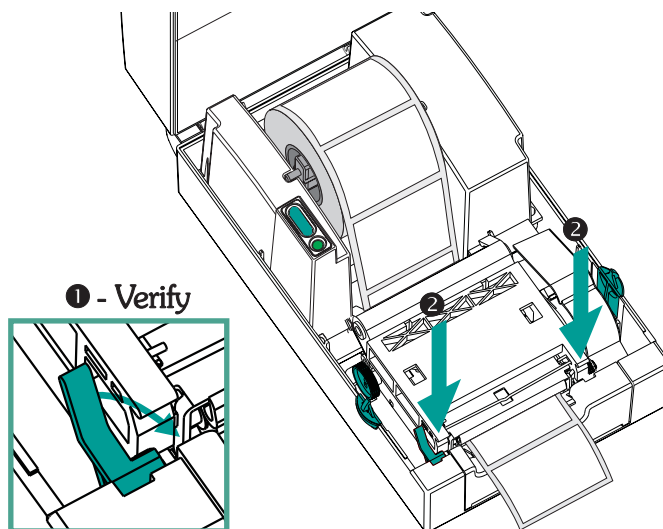
Seat Media Roll



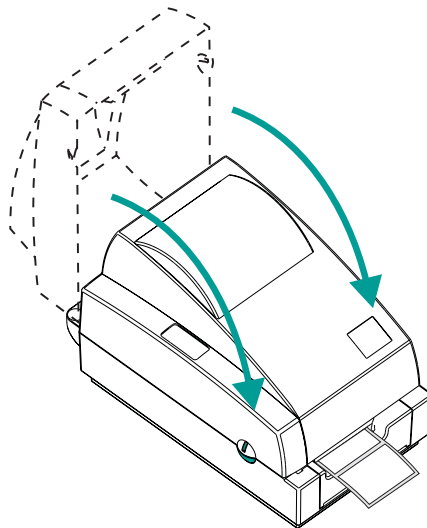
Step 3 - Load Media (cont.)



Step ③ - Load Media (cont.)

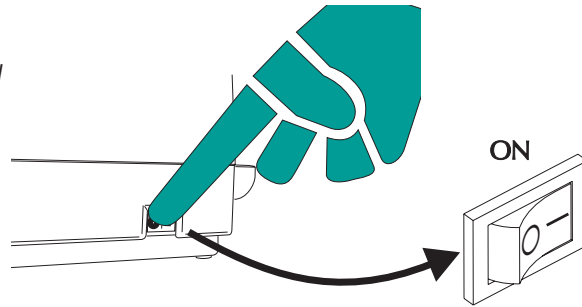


Close Cover



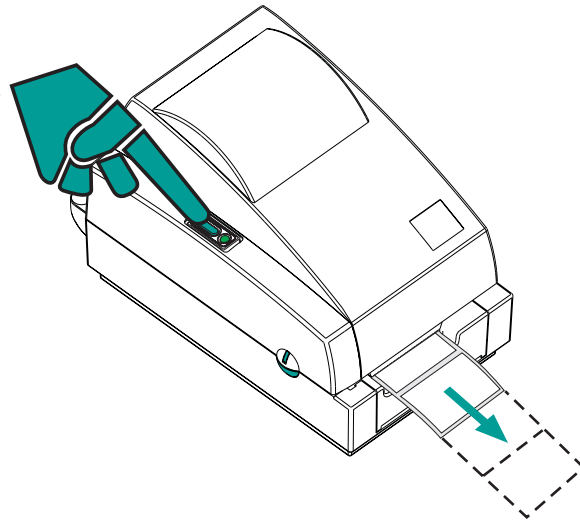
Step 3 - Load Media (cont.)

Power ON



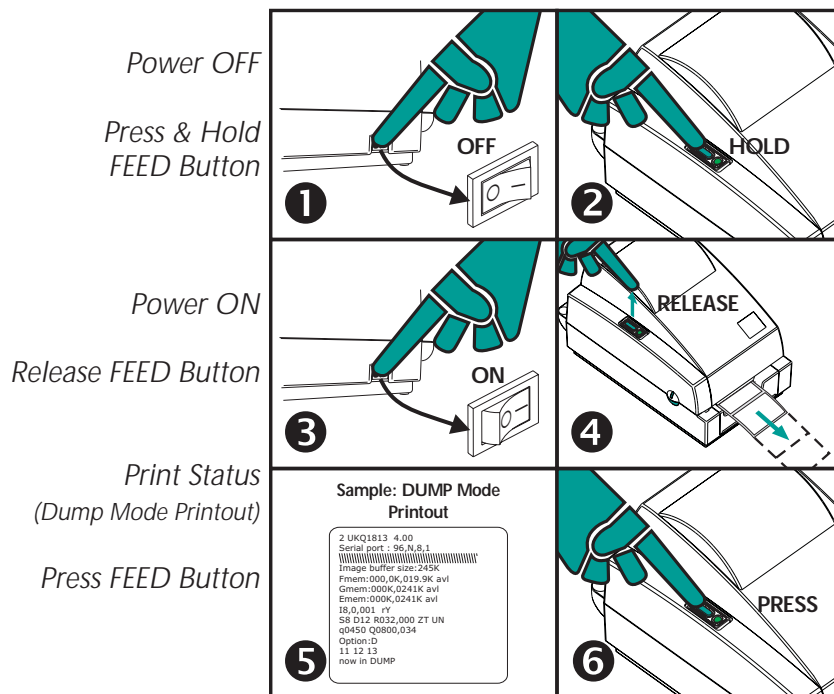
If the indicator fails to light, refer to
Appendix A - Trouble Shooting.

Press FEED Button



Run the AutoSense routine.

Step 4 - AutoSense

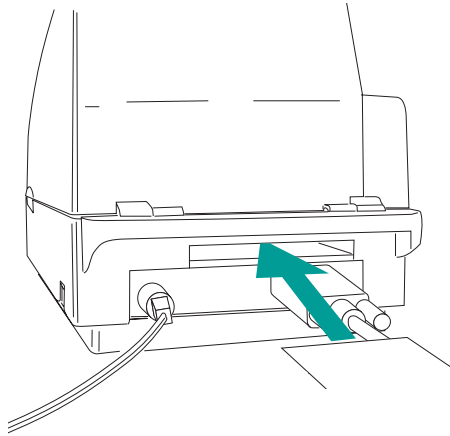


Feeding External Media

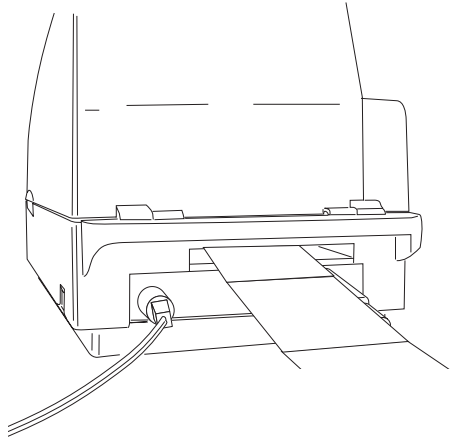
Place Media In Rear

*Note: Media may be
placed on PTR2-RS
External Roll Stand*

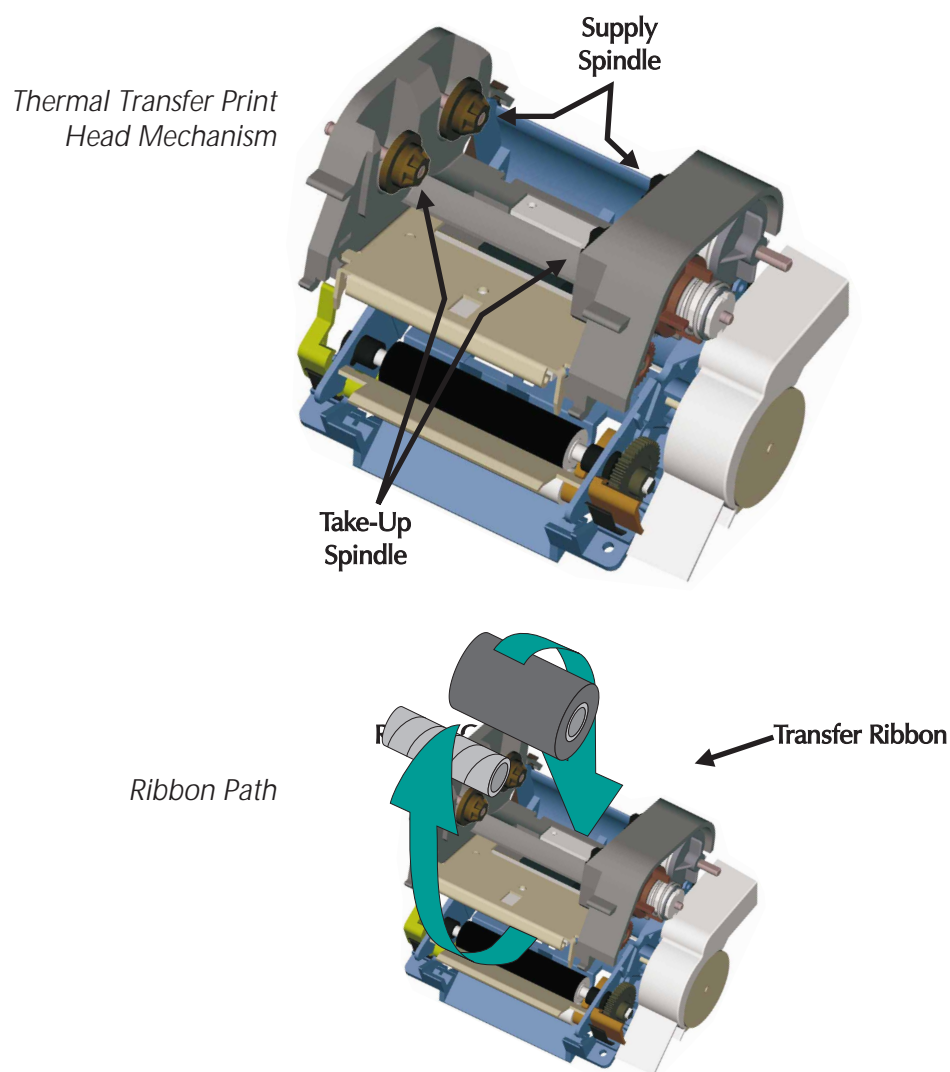
*Face Print
Surface UP*



*Insert & Load
Media*



Thermal Transfer Ribbon Loading



Thermal Transfer Ribbon Loading

Open Print Head

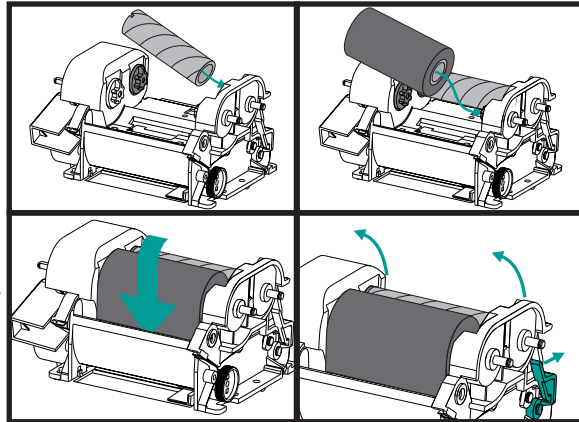
Load Ribbon Core

Load Transfer Ribbon

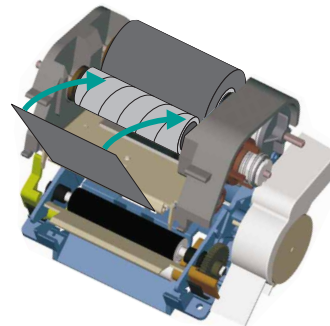
Start Ribbon

Open Print Head

(Rear View)

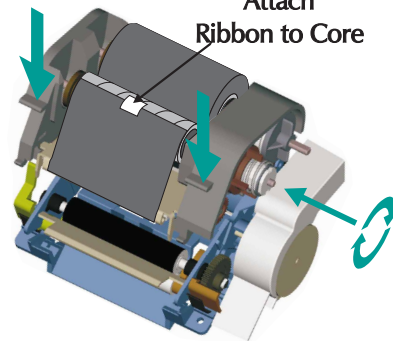


Pull Ribbon Around
Print Head



Close

Attach
Ribbon to Core



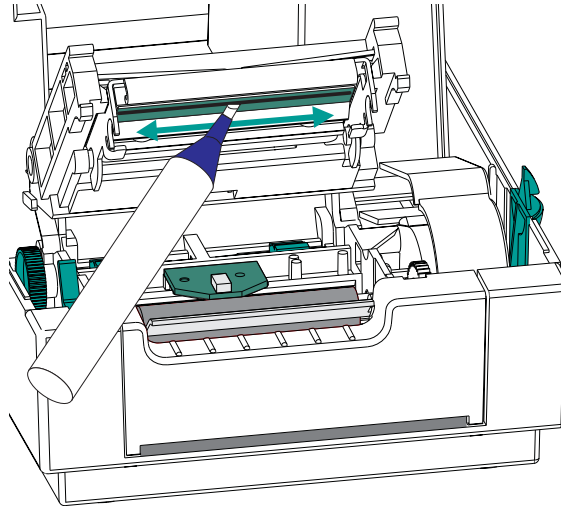
Appendix - Troubleshooting

Problem	Solution or Reason
No printer driver installed for PTR2E.	1. If using PAN-MARK ™ Labeling Software, install directly from program. Otherwise, download driver from Panduit web site at www.panduit.com .
POWER indicator does not light GREEN when power switch is turned to ON (1) position.	1. Check power connections from A.C. outlet to power supply to printer.
POWER indicator lights GREEN, but printer will not print.	1. Check interface cable connections from computer to printer.
Printer appears to be working (media is being fed out), but nothing is printed.	1. Clean the print head with cleaning pen. 2. Check that the ribbon is properly installed.
Printing is faded or poor quality.	1. Clean the print head with cleaning pen. 2. Adjust print speed/darkness in software.
Prints only partial label or skips a label.	1. Perform AutoSense gap sensor adjustment on page 12. 2. Label caught on print head. 3. Print head is not properly latched. 4. Possible software problem. Check the printer memory configuration.
Printing stops and POWER indicator lights ORANGE or RED.	1. Perform AutoSense gap sensor adjustment on page 12. 2. Possible problem with label stock. Use only Panduit approved labels and tape. 3. Possible label jam. 4. Insufficient memory for label size. Check the printer memory configuration. 5. Possible software problem.

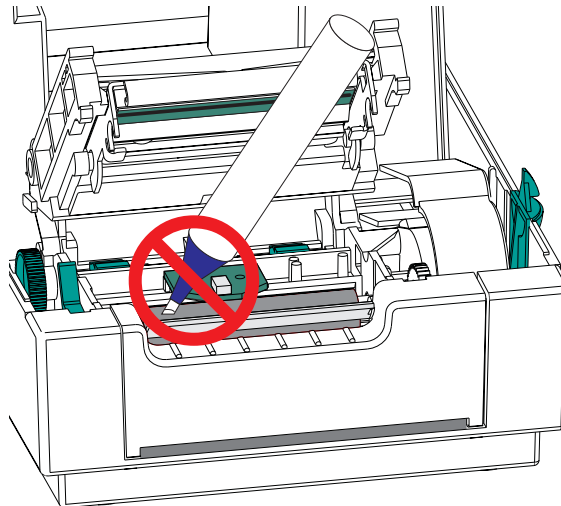
If you are unable to correct the problem, contact Panduit Technical Service at 888-506-5400, ext. 7470.

Printer Maintenance

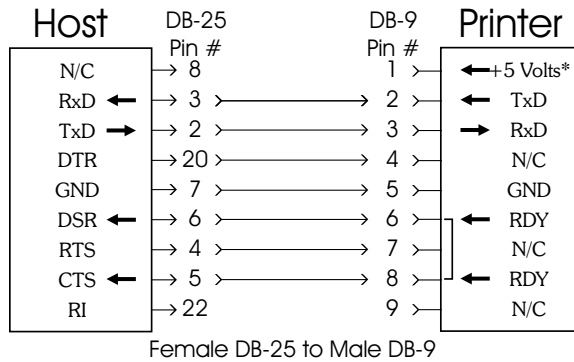
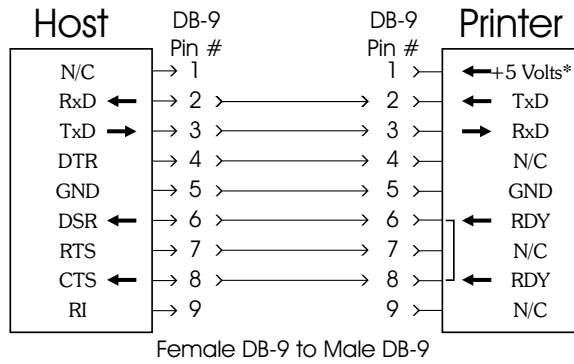
*Clean the
Print Head*



*Don't Clean Rollers
with Cleaning Pen*



Serial Interface Cable Wiring The figure below displays the cable wiring required to use the printer's RS-232 serial interface.



*+5 volts at 150 mA for external device (e.g. KDU or scanner)