

TTP-247 Series

Thermal Transfer Direct Thermal Desktop Barcode Printers



Series Lists:

TTP-247/ TTP-345 TTP-245 Plus / TTP-343 Plus

User Manual



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1. Introduction

Thank you very much for purchasing TSC bar code printer.

Thank you for purchasing the TSC TTP-245/343 Plus series, TTP-247/345 series Thermal Transfer and Direct Thermal Bar Code Printers. Although the printer takes only a small amount of space, it delivers reliable, superior performance.

This printer provides both thermal transfer and direct thermal printing at user selectable speed of: 2.0, 3.0, 4.0 or 5.0 ips, for TTP-245/345 series; 2.0 or 3.0 ips for TTP-343 series, .2.0, 3.0, 4.0, 5.0, 6.0 or 7.0 ips It accepts roll feed, die-cut, and fan-fold labels for both thermal transfer and direct thermal printing. All common bar codes formats are available. Fonts and bar codes can be printed in 4 directions, 8 different alphanumeric bitmap fonts and a build-in true type font capability. You will enjoy high throughput for printing labels with this printer.

This document provides an easy reference for operating this printer. TSC printers include the Windows labeling software for creating your label template. For system integration, the TSPL/TSPL2 printer programming manual or SDKs can be found on TSC website at: <u>https://www.tscprinters.com</u>.

2. Operation Overview

2.1 Unpacking and Inspection

This printer has been specially packaged to withstand damage during shipping. Please carefully inspect the packaging and printer upon receiving the bar code printer. Please retain the packaging materials in case you need to reship the printer.

2.2 Equipment Checklist

- Printer
- BarTender UltraLite CD disk
- Quick start guide
- USB port cable
- External universal switching power supply
- Power Cord
- Label Spindle, fixing tab x2, 1.5" core adapter x2
- Ribbon spindle x2
- Ribbon rewind spindle paper core

If any parts are missing, please contact the Customer Service Department of your purchased reseller or distributor.

Dealer option

Peel off module assembly
 Support paper: Art paper (Plain paper)
 Support label length: 1"~6"
 Support speed: 2~3 ips

Guillotine cutter

Full cut:
Media thickness: 0.06~ 0.19mm
Media type: receipt and label liner w/o glue
Partial cut:
Media thickness: 0.06~0.12mm
Media type: receipt and label liner w/o glue
Note: Except for the linerless cutter, all regular/heavy duty/care label cutters DO NOT cut on media with glue.

- Main board integrated with internal Ethernet
- Internal Ethernet print server module

User option

- KP-200
- KU-007 plus
- External Ethernet print server
- External wireless (802.11b/g) print server
- External roll mount, media OD. 214 mm (8.4") with 3" core label spindle
- Contact CCD contact scanner
- Long range linear image bar code scanner

2.3 Printer Overview

2.3.1 Front View



- 1. Ribbon Access Cover
- 2. Clear Window
- 3. LED Indicator
- 4. Feed Button
- 5. Printer Top Cover
- 6. Top Cover Open Lever



- 1. Rear Paper Guide
- 2. USB Interface
- 3. Centronics Interface
- 4. RS-232C DB-9 Interface
- 5. Power Jack
- 6. Power Switch

Note: The interface picture here is for reference only. Please refer to the product specification for the interfaces availability.

3. Setup

3.1 Setting up the Printer

- **1.** Place the printer on flat surface.
- 2. Make sure the printer is power off.
- **3.** Connect the printer to the computer with the provided USB cable.
- 4. Plug in the power cord.



• Note: Please switch OFF the printer before plugging in the power cord to printer power jack.

3.2 Instructions to Top Cover Operation

Please take care when opening or closing the printer's top cover by carefully following these instructions.

When Opening:

- **1.** When facing the front of the printer pull the cover release levers on both sides of printer towards you.
- **2.** Lift up the top gradually.

There are two stop positions for the top cover. Position 1 and 2 are indicated on the label below.

Note: To hold the cover open at position 1, you must lift the cover higher than the stopping point at position 1 and gently lower the cover to stop position 1. DO NOT free fall the top cover!

3. Fully open the top cover and gently lower it to stop position 2.



Top cover support is fixed at position 2

- 4. To close the cover, lift up the top cover to the ultimate angle then close the top cover gently and it will be kept at a stop position between 1 and 2 for a while. Use both hands to gently push down the top cover to close it and make sure the cover is latched on both sides.
 - Note: DO NOT place your hands between top cover and lower cover while close the top cover!



Top cover is fully open and ready to close



Use both hands to close the top cover

5. Do not force the cover! If you are not sure if top cover is fixed at stop position, please do not push top cover to close it or the top cover will be damaged.

Please open the top cover to the ultimate angle to close the top cover again. Use both hands to push top cover to close it.

Note: Please refer to videos on <u>TSC YouTube</u> or driver CD.

3.3 Loading the Ribbon

The printer detect whether it's thermal transfer or direct thermal after installing the ribbon. if the ribbon is installed after turning on power on and it will set printing mode to thermal transfer or direct thermal printing mode automatically. If printer does not detect the ribbon, the ribbon take up motor will be turned off.

Make sure the printer top cover is engaged properly at both sides prior to powering up the printer.

Follow the Steps Below to Install the Ribbon Into Printer

- 1. Push down on the ribbon access window to unlatch and open the cover.
- 2. Place a paper core onto the ribbon rewind spindle.
- **3.** Mount the ribbon rewind paper core on the front hubs.
- 4. Install a ribbon on the ribbon supply spindle.
- 5. Mount the ribbon supply spindle on the rear hubs.
- 6. Thread the ribbon leading tape downward pass the print head.
- 7. Attach the ribbon leader to the ribbon rewind paper core.
- 8. Rotate the ribbon rewind paper core until the ribbon leader is thoroughly, firmly encompassed by the black section of the ribbon.
- 9. Close the ribbon access window.

Note:

Please refer to videos on <u>TSC YouTube</u> or driver CD.



3.4 Loading the Label Stock

1. Insert a 1" label spindle into a paper roll (* If your paper core is 1 inch, remove the 1.5" core adapter from the fixed tab. If label width is 4 inch wide, two fixing tabs are not required.)



- **2.** Pull the lever to open the cover.
- **3.** Place a roll of paper onto the center of the paper roll mount.
- **4.** Feed the paper>Adjust the paper guides.
- 5. Lift the cover to the ultimate open angle then use both hands to close the cover gently. Close the printer top cover slowly and make sure the cover latches securely.



3.5 External Label Roll Mount Installation (Option)

1. Attach the external roll mount to the printer



- **2.** Open the printer top cover.
- **3.** Feed the paper to the external paper feed opening slot.
- 4. Feed the paper, printing side face up, then adjust the paper guides to fit the paper width.
- 5. Close the printer top cover by lifting the top cover to the maximum opening angle then push down the top cover gently.



3.6 Peel-off Module Installation (Option)

1. Open the top cover and remove the front panel from the printer.



- 2. Open the top cover
- **3.** Use a screwdriver to screw off 6 screws on the lower inner cover.



- 4. Upside down the printer. Remove two screws at the hinge and remove one screw at memory card cover.
- **5.** Hold the lower cover to lift up the top cover open levers to separate the the mechanism.
- 6. Arrange the cable through the bezel amd Connect the peel-off panel cable to the 5-pin socket on printer PCB.



Peel-off panel

7. Insert the peel-off tenons into the lower inner cover mortises until tenons snap into places.



8. Arrange the lower inner cover back to the lower cover.



- **9.** Lift up the peel-off panel to the lower cover to close it.
- **10.** Use a screwdriver to screw down whole screws on the lower inner cover and the lower cover.
- **11.** Close the top cover by arranging the top cover support back to the flute and push it forward then close the top cover slowly.

3.7 Loading Label in Peel-Off Mode (Option)

- **1.** Insert a 1" label spindle into a paper roll.
- **2.** Open the printer top cover.



- **3.** Install the paper roll on the paper roll mount.
- **4.** Pull out the peel-off cover.



- **5.** Feed the paper and lead the paper through the backing paper opening.
- 6. Adjust the paper guide to fit the paper width.



- 7. Push the peel-off panel back to the printer.
- **8.** Close the top cover.



Note:

- 1. Pull the label outward tightly after closing the top cover.
- 2. Both thermal paper and plain paper apply for peel-off function but neither PVC nor vynle work at peel-off function.
- 3. Please refer to videos on <u>TSC YouTube</u> or driver CD.

3.8 Loading Label in Cutter Mode (Option)

- **1.** Insert a 1" label spindle into a paper roll.
- **2.** Open the printer top and install a paper roll on the paper roll mount.
- 3. Feed the paper and lead the paper through the cutter paper opening.
- **4.** Adjust the paper guide to fit the paper width.



5. Close the top cover by lifting up the top cover support and close the top cover slowly.



4. LED and Button Functions

4.1 LED Indicator

| Color | | Meaning |
|-------|---------|--|
| | (Green) | Solid: Power is on and ready to be used. Flash : System is downloading data or printer is paused. |
| | (Amber) | System is clearing data. |
| | (Red) | Solid - Printer head open, cutter error. Flash - Printing error, such as paper empty, paper jam, ribbon empty, or memory error etc. |

4.2 Regular Button Function

1. Feed labels

When the printer is ready, press the button to feed one label to the beginning of next label.

2. Pause the printing job

When the printer is printing, press the button to pause a printing job. When the printer is paused, the LED will be green blinking. Press the button again to continue the printing job.

4.3 Power-on Utilities

Power-on Utilities provides the basic functions and can be activated by below procedures:

Turn off the power > **Hold** the Feed button > **Open** the power > **Release** the Feed button depending on the the color of the LED.

Sequences of the settings:

| LED Colors Functions | Amber | <mark>Red</mark> (5 blinks) | Amber (5 blinks) | Green (5 blinks) | Green / Amber (5 blinks) | Red / Amber (5 blinks) | Solid green |
|--|-------|--------------------------------|---------------------|---------------------|--------------------------------|---------------------------|-------------|
| 1. Sensor Calibration (Gap / black mark sensor) | | Release | | | | | |
| 2. Self-Test (And enter dump mode) | | | Release | | | | |
| 3. Factory Default | | | | Release | | | |
| 4. Bline Calibration | | | | | Release | | |
| 5. Gap Calibration | | | | | | Release | |
| 6. READY (Skip AUTO.BAS) | | | | | | | Release |

5. TSC Console

TSC Console is a management tool combining the Printer Management, Diagnostic Tool, CommTool and Printer Webpage settings, which enables you to adjust printer's settings/status; change printers' settings; download graphics, deploy fonts, graphics, label templates or upgrade the firmware to the group of printers, and send additional commands to printers at the same time.

Printer firmware version before A2.12 will only use 9100 Port as command port; Printer firmware after A2.12 will use
 6101 Port as command port.

5.1 Start TSC Console

1. Double click TSC Console icon to start the software.



2. Manually add the devices by clicking Printer > Add Printers.



3. Select the current interface of the printer.

| Add Printers | | × |
|--------------|------|--------|
| I USB | | ~ U |
| ○ сом | COM1 | ~ • |
| ⊖ LPT | LPT1 | \sim |
| | ¢ | |
| | OK | |

- **4.** The printer will be added to **TSC Console**'s interface.
- **5.** Select the printer and set the settings.

| 1 | ≱ т | SC Cor | nsole | | | | | | | | | - | | × |
|-----|------------|--------|---------------|------|------------|-----------|-----------|----------------|---------|----------------|------------|-------|---------|-------|
| | Print | ers Fu | nctions Tools | Adva | nced About | | | | | | | | | |
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| Lг | | Status | Printer | | Interface | Model | Version | Serial | Mileage | Batt. Capacity | Batt. Life | | Last | pdate |
| l b | | 9 | PS-80E984 | ψ | USB | | B1.23 EZD | | 0.0044 | | | 9/16/ | 2020 3: | 40:24 |
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• For more information, please refer to **TSC Console User Manual**.

5.2 Setup Ethernet Interface

■ Use USB or COM to establish the interface on TSC Console.

| 🖉 Т | SC Consol | e | | | | | | | | | - | | × |
|------|-----------|---------------|------|------------|-----------|---------------------|------------|--------------|----------------|------------|---------------|---------|---|
| Prin | ters Fu | nctions Tools | Adva | nced About | | | | | | | | | |
| 1 | ບ 🖷 | ₽ © ♠ ⊕ | D (| 🔓 🔊 🖳 | 🚛 💎 🗄 🗈 🗳 | 1 <u>⁄4</u> i 🔹 🐥 🗈 | Group: Al | | • | | | | |
| | | | | | | | | | | | | | |
| | Status | Printer | | Interface | Model | Version | Serial No. | Mileage (Km) | Batt. Capacity | Batt. Life | Last Updat | te Time | |
| | 9 | PS-E0122A | ψ | USB | | | MH59280311 | 0.2791 | | | 08/10/2021 15 | 5:11:24 | |

Double click to enter the Printer Configuration Page > Click Ethernet tab > Check the IP Address.

| inter Configuration | lation TPH Care Smart 6 | Ontton | | Unit inch v | | | | |
|---------------------|----------------------------------|--------------------------|---|--------------------|-----------------------|--------------------------|------|---|
| Printer Function | Printer Configuration | Jallety | | | | | | |
| Calibration | Version: | MH50280311 | TPH Serial Number | | | | | |
| RTC Setup | Checksum: Ribbon Remaining: | 09B5C28C | TPH Odometer: Cutter Serial Numbe | N/A N/A | | | | |
| Factory Default | Label Count: Cutting Counter: | 1422 18 18 Rese | et | | Common RS-232 Bluetoo | th Wi-Fi Ethernet SMTP S | SNTP | |
| Reset Printer | Mileage (Km): | 0.2791 0.0104 Rese | t | | | 0.000 | | |
| Print Test Page | Common RS-232 E Speed: | Bluetooth Wi-Fi Ethernet | Ribbon: | ON ~ | | O Static IP | | |
| Configuration Page | Density: | 8 ~ | Ribbon Sensor: | ON ~ | Subnet Mask: | 255.255.255.0 | Set | |
| Dump Text | Paper Width: Paper Height: | 4.00 inch | Ribbon Encoder Err.: Head-up Sensor: | ON ~ | Gateway: | 10.0.10.251 | | |
| Ignore AUTO.BAS | Media Sensor: | GAP ~ | Reprint After Error: | ON ~ | MAC Address: | 00-1B-82-E0-12-2A | | |
| Exit Line Mode | Post-Print Action: | TEAR ~ | Gap Inten.: | 8 | Primary DNS IP: | | | |
| Enter Line Mode | Reference: Direction: | | Bline Inten.: Continuous Inten.: | 2 | Secondary DNS IP: | | Set | |
| Wi-Fi Default | Offset: Shift X: | 0 dot 0 dot | Threshold Detection: Print Quality: | AUTO ~ | Printer Name: | PS-E0122A | Set | |
| | Shift Y: | 0 dot | Standby Time: | Secs | | | | |
| Get Status | Code Page: Country Code: | 850 V 001 V | Sleep Time: | (10-65534, 0: OFF) | Raw Port: | 9100 | Set | |
| Save Load | | | | Set Get | | | Set | G |

Return to **TSC Console** main page > Click **Add Printer** on the top left of the window.



Choose **Network** > Key in the **IP Address** > Click **Discover** to establish the Ehternet interface.

| dd Printers | | | × |
|-------------|------|--------|---|
| | | ~ | U |
| | | | |
| ⊖ com | COM1 | \sim | ¢ |
| | LPT1 | \sim | |
| Network | ¢ | | |
| | ОК | | |

■ The notification will pop up > Click **OK** to close the window > The Ethernert interface will be shown on **TSC Console**.

| × | 🎯 TS | C Console | 2 | | | | | | | | | _ | | × |
|----------------|--------|-----------|---------------|-------|-------------|-------|---------------------|------------|--------------|----------------|------------|---------------|--------|---|
| Add 1 printers | Printe | ers Fur | nctions Tools | Advar | nced About | 4- • | A4 E • A D | Groupt Al | | | | | | |
| Add i printers | |) e li | | 51 | | | <u>74</u> : • • • • | | | * | | | | |
| | | Status | Printer | | Interface | Model | Version | Serial No. | Mileage (Km) | Batt. Capacity | Batt. Life | Last Updat | e Time | |
| ОК | | 9 | PS-E0122A | ψ | USB | | | MH59280311 | 0.2791 | | | 08/10/2021 15 | :11:24 | |
| | | 9 | PS-E0122A | ٠.> | 10.0.10.181 | | | MH59280311 | 0.2791 | | | 08/10/2021 15 | :12:27 | |

5.3 Set WiFi and Add to TSC Console Interface

| Use USB or COM Port to set up the interface. (refer to chp.5.1) Double click to enter the printer configuration page. | Image: SSC Console - - × Printers Functions Tools Advanced About Image: Status Printer Interface Model Version Serial Mileage Batt. Life Last Update Image: Ps-40E984 Image: USB B123 EZD 0.0044 9:16/2020 3:40:24 Image: Construction Serial Mileage Batt. Life Last Update Image: Construction Serial Mileage Batt. Life Last Update Image: Construction Serial Mileage Batt. Life Last Update Image: Ps-40E984 Image: USB B123 EZD 0.0044 9:16/2020 3:40:24 Image: Construction Serial Mileage Batt. Life Last Update Image: Construction Serial Mileage Serial Serial Image: Construction Serial Mileage Serial Serial Image: Construction Serial Serial Serial Serial Image: Construction Serial Serial Serial Serial Image: Construction Serial |
|--|---|
| Click Get to receive printer's information. Click Wi-Fi to the wi-fi setting page. | Printer Configuration X Printer Configuration Emulation TPH Care Smart Battery Unit: inch v Printer Function Printer Configuration Version: Alpha-40L Version: B1 03.01 EZC Calibration Print Configuration Version: 13476933 TPH Odenseter: NA Rto Setup Factory Default B64 Cutter Serial Number: NA Cutting Counter: 0 1030 Reset NIA NA Print Test Page Speed: 0 1030 Reset NIA Dump Text Pager Height: 2 Ribbon Encoder Err: OFF V Pager Height: 2/0 Nibbon Encoder Err: ON V V Bases: Configuration Page 0 Reset PrintAction: FEAR Gap Inten: 7 Pager Width: 2.96 nch Ribbon Encoder Err: ON V Gap Inten: 7 Pager Height: 3.70 mch Head USensor: ON V Gap Inten: 7 Pager Height: 3.70 mch Restore: Gap Inten: 7 Restore: Go Inten: 7 Sti |

For WPA-Personal

- Fill-in the SSID.
- **II.** Select the Encryption option to **WPA-Personal**.
- **Fill-in the Key**.
- IV. Select DHCP to ON. (For OFF option, please fill-in the IP Address, Subnet Mask and Gateway)
- V. After setting, click the **Set** button.

Note:

Before setting, the entered field will be shown in yellow for reminding.

On DHCP, user can change the printer name by another model name in "Printer Name" field.

User also can change the raw port in "Raw Port" field.

For WPA-Enterprise

- Fill-in the SSID.
- **II.** Select the Encryption option to **WPA2-Enterprise**.
- **III.** Select DHCP to **ON** (For **OFF** option, please fill-in the IP Address, Subnet Mask and Gateway)
- IV. Select the EAP Type option. (For EAP-TLS option, please upload the CA and Key for mutual authentication, integrity-protected cipher suite negotiation, and key exchange between two endpoints.)
- V. After setting, click the **Set** button. Note:

Before setting, the entered field will be shown in yellow for reminding.

On DHCP, user can change the printer name by another model name in "Printer Name" field.

User also can change the raw port in "Raw Port" field.

| Built-in Wi-Fi Modul | e | | | |
|---|--|--|-----------|--------|
| SSID: | SSID_1 | EAP Type: | ~ | |
| VLAN Encryption: | WPA-Personal ~ | Username: | | |
| Key: | •••• | Password: | | |
| OHCP: | ON 🗸 | | File Name | Browse |
| P Address: | | CA Certificate: | | |
| Subnet Mask: | 0.0.0.0 | Client Certificate: | | |
| Gateway: | | Private Key: | | |
| Primary DNS IP: | | EAP-FAST PAC: | | |
| Secondary DNS IP: | |] | | |
| Raw Port: | 9100 |] | | |
| Printer Name: | PS-FF153C | Wi-Fi Version: | 3.7.1.0R6 | |
| MAC Address: | 00:1B:82:FF:15:3C | RSSI: | 0 | |
| | | | 2 Set | Get |
| nmon RS-232 B | luetooth Wi-Fi Ethe | ernet SMTP SNTP | 2 Set | Get |
| nmon RS-232 B uilt-in Wi-Fi Module | luetooth Wi-Fi Ethe | ernet SMTP SNTP | 2 Set | Get |
| nmon RS-232 B uilt-in Wi-Fi Module SID: | luetooth Wi-Fi Ethe | ernet SMTP SNTP EAP Type: | 2 Set | Get |
| nmon RS-232 B uilt-in Wi-Fi Module SID: /LAN Encryption: | luetooth Wi-Fi Ethe SSID_2 WPA-Enterprise ~ | ernet SMTP SNTP EAP Type: Username: | 2 Set | Get |
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| mmon RS-232 B uilt-in Wi-Fi Module SID: /LAN Encryption: ey: HCP: PAddress: | luetooth Wi-Fi Ethe SSID_2 WPA-Enterprise ~ ••••• ON ~ 1 | ernet SMTP SNTP EAP Type: Username: Password: CA Certificate: | 2 Set | Get |
| nmon RS-232 B uilt-in Wi-Fi Module SID: /LAN Encryption: ey: HCP: 2 Address: ubnet Mask: | Iuetooth Wi-Fi Ethe SSID_2 WPA-Enterprise ~ •••••• ON ~ 1 0.0.0.0 | ernet SMTP SNTP EAP Type: Username: Password: CA Certificate: Client Certificate: | 2 Set | Get |
| mmon RS-232 B uilt-in Wi-Fi Module SID: /LAN Encryption: ey: HCP: ² Address: ubnet Mask: ateway: | luetooth Wi-Fi Ethe SSID_2 WPA-Enterprise ~ ON ~ 1 0.0.0.0 | EAP Type: Username: Password: CA Certificate: Client Certificate: Private Key: | 2 Set | Get |
| nmon RS-232 B uilt-in Wi-Fi Module SID: /LAN Encryption: ey: HCP: P Address: ubnet Mask: ateway: rimary DNS IP: | luetooth Wi-Fi Ethe SSID_2 WPA-Enterprise ~ ON ~ 1 0.0.0.0 | EAP Type: Username: Password: CA Certificate: Client Certificate: Private Key: EAP-FAST PAC: | 2 Set | Get |
| mmon RS-232 B uilt-in Wi-Fi Module ISID: VLAN Encryption: Iey: HCP: Address | luetooth Wi-Fi Ethe SSID_2 WPA-Enterprise ~ ON ~ 1 0.0.0.0 | EAP Type: Username: Password: CA Certificate: Client Certificate: Private Key: EAP-FAST PAC: | 2 Set | Get |
| nmon RS-232 B uilt-in Wi-Fi Module SID: /LAN Encryption: ey: HCP: P Address: ubnet Mask: ateway: rimary DNS IP: econdary DNS IP: aw Port: | luetooth Wi-Fi Ethe SSID_2 WPA-Enterprise ~ ON ~ 1 0.0.0.0 9100 | EAP Type: Username: Password: CA Certificate: Client Certificate: Private Key: EAP-FAST PAC: | 2 Set | Get |
| Imon RS-232 B ilt-in Wi-Fi Module SID: LAN Encryption: av: HCP: Address: Jonet Mask: ateway: imary DNS IP: condary DNS IP: aw Port: inter Name: | Iuetooth Wi-Fi Ethe SSID_2 WPA-Enterprise ~ •••••• ON ~ 1 0.0.0.0 9100 PS-FF153C | EAP Type: Username: Password: CA Certificate: Client Certificate: Private Key: EAP-FAST PAC: Wi-Fi Version: | 2 Set | Get |



Get



5.4 Initialize the Printer WiFi Setting

1. Return to the main page of TSC Console.

| ٢ | TSC Conso | le | | | | | | | | | - 0 | \times |
|----|-----------|---------------|------------|---------------|---------|---------------|------------|--------------|----------------|------------|---------------------|----------|
| Pr | inters Fu | nctions Tools | Adv | anced About | | | | | | | | |
| • | 10 4 | | 51 | 2 🔊 🗣 🖳 | 🤄 🕈 🗈 🖣 | * 24 🔹 🐥 🖻 | Group: | All | • • | | | |
| | - | | - | | | | | | | 0-0-0 | | _ |
| 1 | ∠ Status | Printer | 1.1 | Interface | Model | Version | Serial No. | Mileage (Km) | Batt. Capacity | Batt. Life | Last Update Time | _ |
| E | 2 💡 | PS-FF1ABD | (-) | 192.168.2.113 | | B1.03.I01 EZC | | 0.1835 | | | 17/09/2021 11:07:13 | |

- **2.** Click **Functions** to expand the page.
- 3. Click Wi-Fi Default to initialize the printer Wi-Fi module setting to factory default setting.



5.5 Printer Function

Printer Function could be found in Printer Configuration. "Printer Function" will be shown on the left side of the window.

| Printer Function | Functions | Description |
|------------------------------|--------------------|--|
| Calibrate Sensor | | Description |
| RTC Setup | Calibrate Sensor | Detect media types and the size of the label |
| Factory Default | RTC Setup | Synchronize printer with Real Time Clock on PC |
| Reset Printer | Factory Default | Initialize the printer to default settings |
| Print Test Page | Reset Printer | Reboot printer |
| | Print Test Page | Print test page according to the specified label size and sensor type. |
| Configuration Page Dump Text | Configuration Page | Print printer configurations |
| Ignore AUTO.BAS | Dump Text | Activate the printer to dump mode |
| Exit Line Mode | Ignore AUTO.BAS | Ignore AUTO.BAS file when printer boot up. |
| | Exit Line Mode | Exit the line mode to page mode |
| Enter Line Mode | Enter Line Mode | Leave page mode and enter line mode |
| Reset WiFi | Reset WiFi | Restore the WiFi settings to defaults. |

5.6 Setting Post-Print Action

When the printer is equipped with other opton kits, ex: cutter, peeler, rewinder, please select the mode after finishing the calibration.

Follow below procedure to set the post action for the printing:

Refer Chp 5.1 to Connect the printer with TSC Console > Double click the printer > The Printer Configuration Page will pop up > Click Get to load information > Go to Common Tab > Find Post-Print Action > Select the mode depending on users' application > Click Set.

| Printer Configuration X | | | | | | | | |
|--|-----------------------|-------------------------|--------------------------|-------------------|--|--|--|--|
| Printer Configuration Emulation TPH Care Smart Battery Unit mm ~ | | | | | | | | |
| Printer Function | Printer Configuration | | | | | | | |
| Quille and inc | Version: | | | | | | | |
| Calibration | Serial No.: | | TPH Serial Numbe | | | | | |
| RTC Setup | Checksum: | 1344B9B1 | TPH Odometer: | N/A | | | | |
| | Ribbon Remaining: | % | Cutter Serial Nun | nber: N/A | | | | |
| Factory Default | Cutting Counter: | 0 0 | Reset | | | | | |
| Reset Printer | Mileage (Km): | 0.0913 0.0913 | Reset | | | | | |
| | Common RS-232 | Bluetooth Wi-Fi Etherr | net SMTP SNTP | | | | | |
| Print Test Page | Speed: | 3 | Ribbon: | OFF ~ | | | | |
| Configuration Page | Density: | 8 ~ | Ribbon Sensor: | OFF v | | | | |
| | Paper Width: | 104.00 mm | Ribbon Encoder Err.: | OFF ~ | | | | |
| Dump Text | Paper Height: | 74.05 mm Head-up Sensor | | ON ~ | | | | |
| | Media Sensor: | Black Mark 🗸 | Reprint After Error: | ON ~ | | | | |
| Ignore Acro.bAS | | 1.99 0.00 r | mm Maximum Length: | 152.25 mm | | | | |
| Exit Line Mode | Post-Print Action: | ~ | Gap Inten.: | 7 | | | | |
| | Reference: | OFF | Bline Inten.: | 7 | | | | |
| Enter Line Mode | Direction: | TEAR | Continuous Inten.: | 4 | | | | |
| Wi-Fi Default | Offset: | CUTTER | tot Threshold Detection: | AUTO 🗸 | | | | |
| | Shift X: | | lot Print Quality: | STANDARD ~ | | | | |
| | Shift Y: | | tot Standby Time: | 120 secs | | | | |
| | Code Page: | 850 ~ | Clean Time: | (1~65534, 0: OFF) | | | | |
| | Country Code: | 001 ~ | Sieep Time. | (10~655 OFF) | | | | |
| Get Status | | | | | | | | |
| Save Load Set Get | | | | | | | | |

6. TroubleShooting

This section lists the common problems that according to the LED status and other problems you may encounter when operating the printer. Also, it provides solutions.

LED Status

| LED Status / Color | Printer Status | Possible Cause | Recovery Procedure | | |
|---------------------|-----------------------|--|--|--|--|
| OFF | No response | No power | * Turn on the power switch. * Check if the green LED is lit on power supply. If it is not lit on, power supply is broken. * Check both power connections from the power cord to the power supply and from the power supply to the printer power jack if they are connected securely. | | |
| Solid Green | ON | The printer is ready to use | * No action necessary. | | |
| Green with blinking | Pause | The printer is paused | * Press the FEED button to resume for printing. | | |
| Red with blinking | Error | The out of label or the printer setting is not correct | Out of label Load a roll of label and follow the instructions in loading the media then press the FEED button to resume for printing. Printer setting is not correct Initialize the printer | | |

Print Problem

| Problem | Possible Cause | Recovery Procedure | |
|---------------------------|--|--|--|
| Not Printing | Check if interface cable is well connected to the interface connector. | Re-connect cable to interface. | |
| | The serial port cable pin configuration is not pin to pin connected. | Please replace the cable with pin to pin connected. | |
| | The serial port setting is not consistent between host and printer. | Please reset the serial port setting. | |
| | The port specified in the Windows driver is not correct. | Select the correct printer port in the driver. | |
| | The Ethernet IP, subnet mask, gateway is not configured properly. | Configure the IP, subnet mask and gateway. | |
| No print on the label | Label loaded not correctly. | Follow the instructions in loading the media. | |
| Continuous feeding labels | The printer setting may go wrong. | Please do the initialization and gap/black mark calibration. | |
| Paper Jam | Gap/black mark sensor sensitivity is not set properly (sensor sensitivity is not enough) | Calibrate the gap/black mark sensor. | |
| | Make sure label size is set properly. | Set label size exactly as installed paper in the labeling software or program. | |
| | Labels may be stuck inside the printer mechanism near the sensor area. | Remove the stuck label. | |
| Poor Print Quality | Top cover is not closed properly. | Close the top cover completely and make sure the right side and left side levers are latched properly. | |
| | Wrong power supply is connected with printer. | Check if 24V DC output is supplied by the power supply. | |
| | Check if supply is loaded correctly. | Reload the supply. | |
| | Check if dust or adhesives are accumulated on the | Clean the print head. | |
| | print nead. | | |

| Check if print density is set properly. | Adjust the print density and print speed. | | |
|--|---|--|--|
| Check print head test pattern if head element is | Run printer self-test and check the print head test | | |
| damaged. | | | |

7. Maintenance

This session presents the clean tools and methods to maintain the printer.

For Cleaning

Depending on the media used, the printer may accumulate residues (media dust, adhesives, etc.) as a by-product of normal printing. To maintain the best printing quality, you should remove these residues by cleaning the printer periodically. Regularly clean the print head and supply sensors once change a new media to keep the printer at the optimized performance and extend printer life.

For Disinfecting

Sanitize your printer to protect yourself and others and can help prevent the spread of viruses.

- Important
 - Set the printer power switch to O (Off) prior to performing any cleaning or disinfecting tasks. Leave the power cord connected to keep the printer grounded and to reduce the risk of electrostatic damage.
 - Do not wear rings or other metallic objects while cleaning any interior area of the printer.
 - Use only the cleaning agents recommended in this document. Use of other agents may damage the printer and void its warranty.
 - Do not spray or drip liquid cleaning solutions directly into the printer. Apply the solution on a clean lint-free cloth and then apply the dampened cloth to the printer.
 - Do not use canned air in the interior of the printer as it can blow dust and debris onto sensors and other critical components.
 - Only use a vacuum cleaner with a nozzle and hose that are conductive and grounded to drain off static build up.
 - All reference in these procedures for use of isopropyl alcohol requires that a 99% or greater isopropyl alcohol content be used to reduce the risk of moisture corrosion to the printhead.
 - Do not touch printhead by hand. If you touch it careless, please use 99% Isopropyl alcohol to clean it.
 - Always taking personal precaution when using any cleaning agent.

Cleaning Tools

- Cotton swab
- Lint-free cloth
- Brush with soft non-metallic bristles
- Vacuum cleaner
- 75% Ethanol (for disinfecting)
- 99% Isopropyl alcohol (for printhead and platen roller cleaning)
- Genuine printhead cleaning pen
- Mild detergent (without chlorine)

Cleaning Process:

| Printer Part | Method | Interval |
|---------------------|---|--|
| Print Head | Always turn off the printer before cleaning the printhead. Allow the printhead to cool for at least one minute. Use a cotton swab and 99% Isopropyl Alcohol or genuine print head cleaning pen to clean the print head surface. | Clean the print head when changing a new label roll. |
| Platen Roller | Turn off the printer. Rotate the platen roller and wipe it thoroughly with the lint-free 99% Isopropyl Alcohol. | Clean the platen roller when changing a new label roll |
| Peel Bar | Use the lint-free cloth with 99% Isopropyl Alcohol to wipe it. | As needed |
| Sensor | Use brush with soft non-metallic bristles or a vacuum cleaner, to remove paper dust. Clean upper and lower media sensors to ensure reliable Top of Form and Paper Out sensing. | Monthly |
| Exterior | Clean the exterior surfaces with a clean, lint-free cloth (water-dampened cloth). If necessary, use a mild detergent or desktop cleaning solution then use the 75% Ethanol to wipe it. | As needed |
| Interior | Clean the interior of the printer by removing any dirt and lint with a vacuum cleaner, as described above, or use a brush with soft non-metallic bristles then use the 75% Ethanol to wipe it. | As needed |

8. Angency Compliance and Approvals

CE Class B:

EN55022: 1998+A1: 2000+A2: 2003

EN55024: 1998+A1: 2001+A2: 2003 IEC 61000-4 Series

EN61000-3-2: 2006 & EN61000-3-3: 1995+A1: 2001

FCC Part 15, Class B

UL, CUL

C-Tick:

CFR 47, Part 15/CISPR 22 3rd Edition: 1997, Class B ANSI C63.4: 2003

Canadian ICES-003

TÜV/Safety: EN60950: 2000

Wichtige Sicherheits-Hinweise

- 1. Bitte lesen Sie diese Hinweis sorgfältig durch.
- 2. Heben Sie diese Anleitung für den späteren Gebrauch auf.
- 3. Vor jedem Reinigen ist das Gerät vom Stromentz zu trennen. Verwenden Sie keine Flüssig-oder Aerosolreiniger. Am besten eignet sich ein angefeuchtetes Tuch zur Reinigung.
- 4. Die Netzanschluß-Steckdose soll nahe dem Gerät angebracht und leicht zugänglich sein.
- 5. Das Gerät ist vor Feuchtigkeit zu schützen.
- 6. Bei der Aufstellung des Gerätes ist auf sicheren Stand zu achten. Ein Kippen oder Fallen könnte Beschädigungen hervorrufen.
- 7. Beachten Sie beim Anschluß ans Stromnetz die Anschlußwerte.
- 8. Dieses Gerät kann bis zu einer Außentemperatur von maximal 40°C betrieben werden.

(CAUTION: Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer instructions.)

"ORSICHT"

Explosionsgetahr bei unsachgemen Austausch der Batterie. Ersatz nur durch denselben oder einem vom Hersteller empfohlenem nlichen Typ. Entsorgung gebrauchter Batterien nach Angaben des Herstellers.

CAUTION

1. HAZARDOUS MOVING PARTS IN CUTTER MODULE. KEEP FINGER AND OTHER BODY

PARTS AWAY.

B 급기기

(가정용 정보통신기기)

이 기기는 가정용으로 전자파 적합등록을 한 기기로서

주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

| Model name | Resolution |
|-----------------|------------|
| TTP-245 Plus 系列 | 203 dpi |
| TTP-343 Plus 系列 | 300 dpi |

| 設備名稱:熱轉式/熱感式條碼印表機,主型號(型式):TTP-247 系列 Equipment name Type designation (Type) | | | | | | | | |
|--|---------------|------------------------------------|--|--|--|---|--|--|
| | 限用物質及其化學符號 | | | | | | | |
| 單元Unit | 鉛Lead (Pb) | Restricted sub 汞Mercury (Hg) | stances and its chem 鎘Cadmium (Cd) | cal symbols 六價鉻Hexavalent chromium (Cr+6) | 多溴聯苯 Polybrominated biphenyls (PBB) | 多溴二苯醚 Polybrominated diphenyl ethers (PBDE) | | |
| 內外塑膠件 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 內外鐵件 | - | 0 | 0 | 0 | 0 | 0 | | |
| 滾輪 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 電路板 | - | 0 | 0 | 0 | 0 | 0 | | |
| 晶片電阻 | - | 0 | 0 | 0 | 0 | 0 | | |
| 積層陶瓷表面黏著 電容 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 集成電路-IC | - | 0 | 0 | 0 | 0 | 0 | | |
| 電源供應器 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| 印字頭 | 0 | 0 | 0 | 0 | 0 | 0 | | |

| 馬達 | - | 0 | 0 | 0 | 0 | 0 | |
|--|---|---|---|---|---|---|--|
| 插座 | - | 0 | 0 | 0 | 0 | 0 | |
| 線材 | - | 0 | 0 | 0 | 0 | 0 | |
| 備考1. "超出0.1 wt%"及"超出0.01 wt%" 係指限用物質之百分比含量超出百分比含量基準值。 Note 1: "Exceeding 0.1 wt%" and "exceeding 0.01 wt%" indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition. 備考2. "○" 係指該項限用物質之百分比含量未超出百分比含量基準值。 Note 2: "○" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence. 備考3. "─" 係指該項限用物質為排除項目。 | | | | | | | |

9. Revise History

Date

Content

Editor

