Operator's Manual

TEXIT.de

TX4/300

Label Printer

TX4/TX4M

Operator's Manual
for the following products

Type	
Media guiding left-aligned	Media guiding centered
TX4/300	TX4M/300

Edition: 03/2018

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Table of Contents

1 Introduction

1.1 Instructions

Important information and instructions in this documentation are designated as follows:

Danger!
Draws attention to an exceptionally great, imminent danger to your health or life due to hazardous voltages.

Danger!
Draws attention to a danger with high risk which, if not avoided, may result in death or serious injury.

Warning!
Draws attention to a danger with medium risk which, if not avoided, may result in death or serious injury.

Caution!
Draws attention to a danger with low risk which, if not avoided, may result in minor or moderate injury.

Attention!
Draws attention to potential risks of property damage or loss of quality.

Note!
Advices to make work routine easier or on important steps to be carried out.

Environment!
Gives you tips on protecting the environment.

▶ Handling instruction

▷ Reference to section, position, illustration number or document.

∗ Option (accessories, peripheral equipment, special fittings).

Time Information in the display.

1.2 Intended Use

- The device is manufactured in accordance with the current technological status and the recognized safety rules. However, danger to the life and limb of the user or third parties and/or damage to the device and other tangible assets can arise during use.
- The device may only be used for its intended purpose and if it is in perfect working order, and it must be used with regard to safety and dangers as stated in the operating manual.
- The device printer is intended exclusively for printing suitable materials that have been approved by the manufacturer. Any other use or use going beyond this shall be regarded as improper use. The manufacturer/supplier shall not be liable for damage resulting from unauthorized use; the user shall bear the risk alone.
- Usage for the intended purpose also includes complying with the operating manual, including the manufacturer's maintenance recommendations and specifications.

Note!
The complete documentation can also currently be found in the Internet.

1.3   Safety Instructions

- The device is configured for voltages of 100 to 240 V AC. It only has to be plugged into a grounded socket.
- Only connect the device to other devices which have a protective low voltage.
- Switch off all affected devices (computer, printer, accessories) before connecting or disconnecting.
- The device may only be used in a dry environment, do not expose it to moisture (sprays of water, mists, etc.).
- Do not use the device in an explosive atmosphere.
- Do not use the device close to high-voltage power lines.
- If the device is operated with the cover open, ensure that people's clothing, hair, jewelry etc. do not come into contact with the exposed rotating parts.
- The device or parts of it can become hot while printing. Do not touch during operation, and allow to cool down before changing material and before disassembly.
- Risk of crushing when closing the cover. Touch the cover at the outside only. Do not reach into the swivel range of the cover.
- Perform only those actions described in this operating manual.
  Work going beyond this may only be performed by trained personnel or service technicians.
- Unauthorized interference with electronic modules or their software can cause malfunctions.
- Other unauthorized work on or modifications to the device can also endanger operational safety.
- Always have service work done in a qualified workshop, where the personnel have the technical knowledge and tools required to do the necessary work.
- There are various warning stickers on the device. They draw your attention to dangers.
  Warning stickers must therefore not be removed, as then you and other people cannot be aware of dangers and may be injured.
- The maximum sound pressure level is less than 70 dB(A).

> **Danger!**
> **Danger to life and limb from power supply.**
> ▶ **Do not open the device casing.**

> **Warning!**
> **This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.**

1.4   Environment

Obsolete devices contain valuable recyclable materials that should be sent for recycling.

▶ Send to suitable collection points, separately from residual waste.

The modular construction of the printer enables it to be easily disassembled into its component parts.

▶ Send the parts for recycling.

The electronic circuit board of the device is equipped with a lithium battery.

▶ Take old batteries to collection boxes in shops or public waste disposal centers.
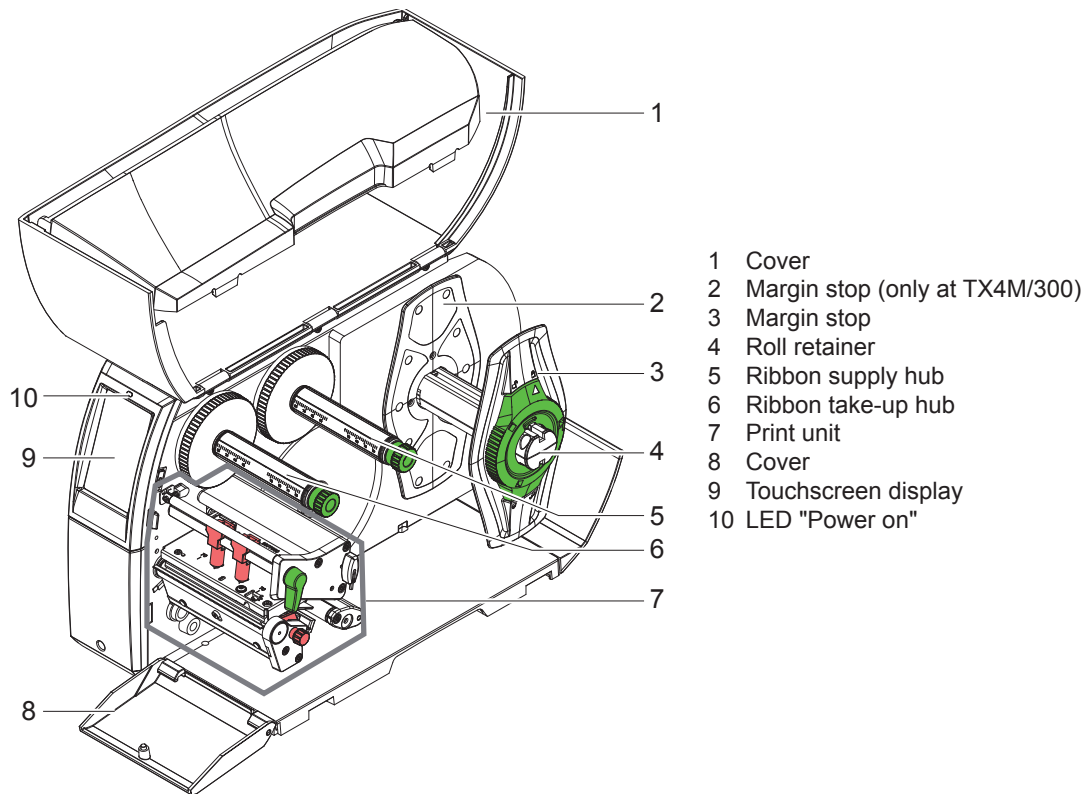
2.1   Device Overview

1 Cover
2 Margin stop (only at TX4M/300)
3 Margin stop
4 Roll retainer
5 Ribbon supply hub
6 Ribbon take-up hub
7 Print unit
8 Cover
9 Touchscreen display
10 LED "Power on"

Figure 1   Overview

11 Ribbon deflection
12 Printhead retainer with printhead
13 Label sensor
14 Allen key
15 Printhead locking lever
16 Print roller
17 Guide adjusting knob
18 Guide
19 Tear-off plate
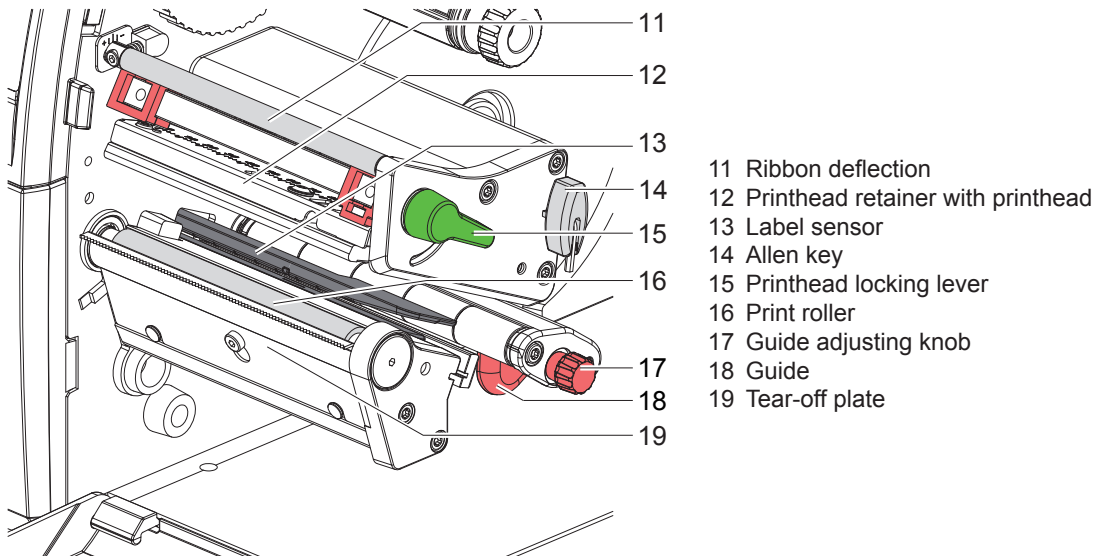
Figure 2   Print unit - TX4/300
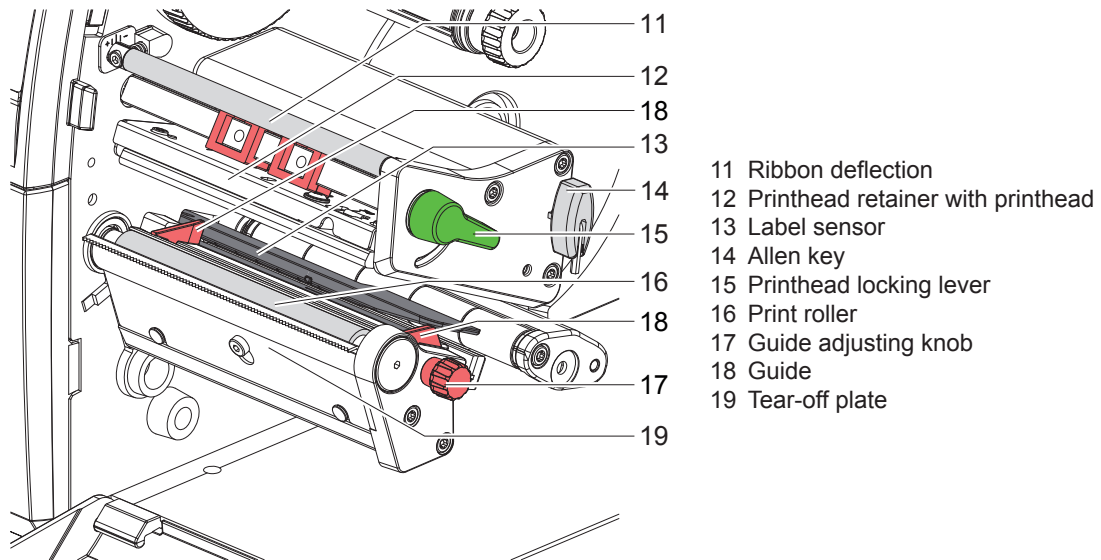
Figure 3   Print unit - TX4M/300

11 Ribbon deflection
12 Printhead retainer with printhead
13 Label sensor
14 Allen key
15 Printhead locking lever
16 Print roller
17 Guide adjusting knob
18 Guide
19 Tear-off plate

Figure 4   Connections

20 Power switch
21 Power connection jack
22 Slot for SD card
23 2 USB master ports for keyboard,
   scanner, USB memory stick, Bluetooth
   adapter or service key
24 USB full-speed slave port
25 Ethernet 10/100 Base-T
26 Serial RS-232 port
27 USB master port for keyboard,
   scanner, USB memory stick, Bluetooth
   adapter or service key
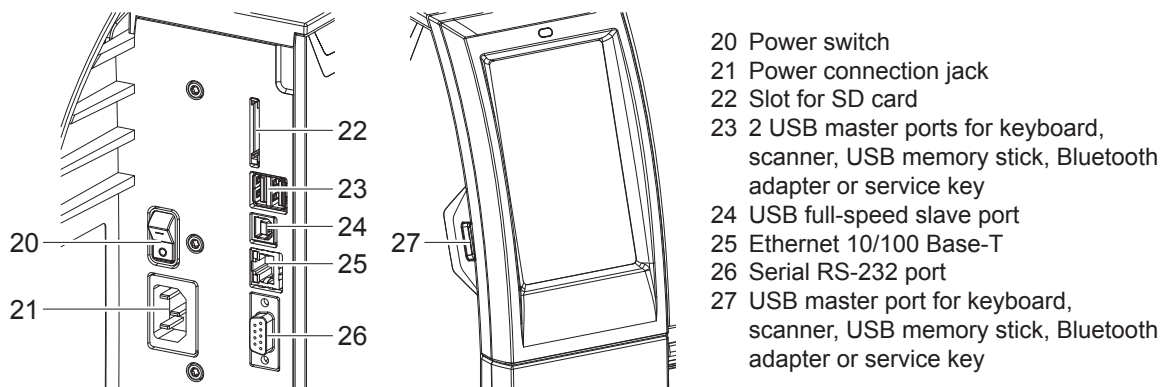
2.2   Unpacking and Setting-up the Printer

▶   Lift the label printer out of the box.

▶   Check label printer for damage which may have occurred during transport.

▶   Set up printer on a level surface.

▶   Remove foam transportation safeguards near the printhead.

▶   Check delivery for completeness.

Contents of delivery:

•   Label printer

•   Power cable

•   USB cable

•   Wi-Fi stick

•   Operator's Manual

The current Windows driver is available under www.texit.de.

> **Note!**
> **Please keep the original packaging in case the printer must be returned.**

> **Attention!**
> **The device and printing materials will be damaged by moisture and wetness.**
> ▶ **Set up label printers only in dry locations protected from splash water.**
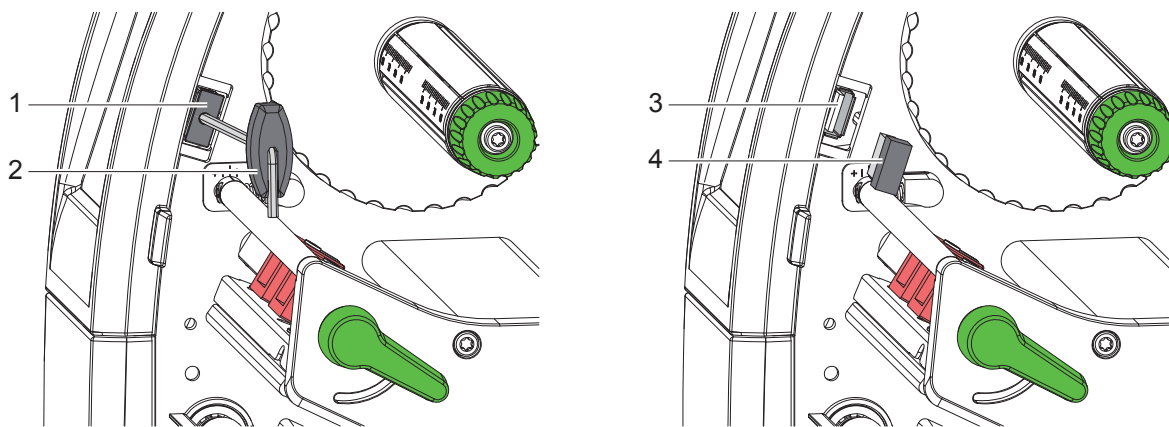
2.3   Installing the Wi-FI stick

Figure 5   Installing the Wi-Fi stick

▶   Remove the cover (1) with the Allen key (2).

▶   Connect the Wi-Fi stick (4) to the USB interface (3) in the control panel.

2.4   Connecting the Device

The standard available interfaces and connectors are shown in Figure 4.

2.4.1   Connecting to the Power Supply

The printer is equipped with a wide area power unit. The device can be operated with a supply voltage of 230 V~/50 Hz or 115 V~/60 Hz without adjustment.

1. Check that the device is switched off.
2. Plug the power cable into the power connection socket (21/Figure 4) .
3. Plug the power cable into a grounded socket.

2.4.2   Connecting to a Computer or Computer Network

! **Attention!**
Inadequate or no grounding can cause malfunctions during operations.
Ensure that all computers and cables connected to the label printer are grounded.

▶ Connect the label printer to a computer or network by a suitable cable.

For details of the configuration of the individual interfaces ▷ Configuration Manual.

2.5   Switching on the Device

When all connections have been made:

▶ Switch the printer on at the power switch (20/Figure 4).
The printer performs a system test, and then shows the system status *Ready* in the display (9/Figure 1).

The user can control the operation of the printer with the control panel, for example:

- Issuing, interrupting, continuing and canceling print jobs,
- Setting printing parameters, e.g. heat level of the printhead, print speed, interface configuration, language and time of day (▷ Configuration Manual),
- Control stand-alone operation with a memory module (▷ Configuration Manual),
- Update the firmware (▷ Configuration Manual).

Many functions and settings can also be controlled by software applications or by direct programming with a computer using the printer's own commands. ▷ Programming Manual for details.

Settings made on the touchscreen display make the basic settings of the label printer.

Note!
It is advantageous, whenever possible, to make adaptations to various print jobs in the software.

3.1 Start Screen

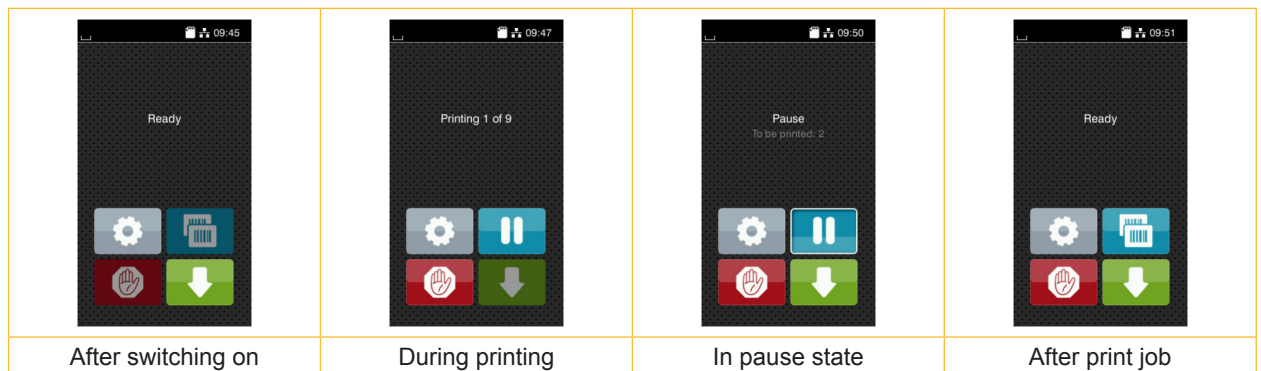|			
After switching on	During printing	In pause state	After print job

Figure 6   Start screen

The touchscreen display is operated directly by touch:

- To open a menu or select a menu item lightly touch the corresponding symbol.
- To scroll in lists slide finger up or down on the display.

⚙	Open the menu	▦	Repeat the last printed label
‖	Interrupt the print job	✋	Cancel all print jobs
‖	Continue the print job	⬇	Feed a blank label

Table 1   Symbols on the start screen

Note!
Inactive symbols are shaded.

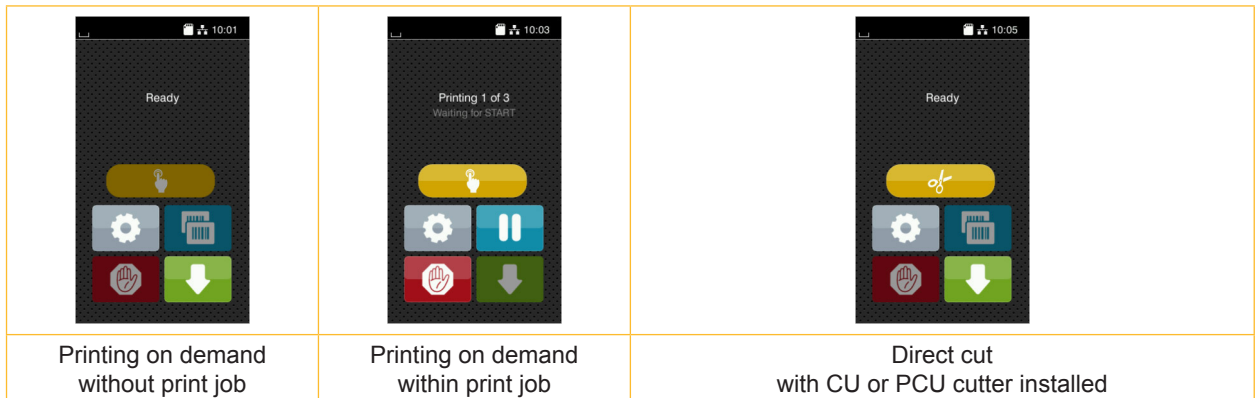With special software or hardware configurations additional symbols appear on the start screen:

Printing on demand without print job	Printing on demand within print job	Direct cut with CU or PCU cutter installed

Figure 7   Optional symbols on the start screen

👆	Release printing of a single label within a print job including peeling-off, cutting...	✂	Release a direct cut without media feed

Table 2   Optional symbols on the start screen

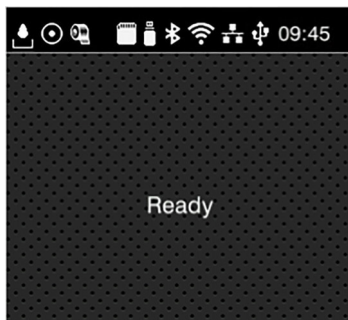In the headline several information are displayed as widgets depending on the configuration:

Figure 8   Widgets in der Kopfzeile

	Displays the current data transfer in the form of a falling drop.
	The *Save data stream* function is active ▷ Configuration manual
All received data are stored in a .lbl file.
	Warning ribbon end ▷ Configuration manual
The remaining diameter of the ribbon supply roll undershoots the set value.
	SD card installed
	USB memory installed
	gray: Bluetooth adapter installed, white: Bluetooth connection active
	WiFi connection active
The WiFi strength is displayed by the number of white arcs.
	Ethernet connection active
	USB connection active
abc	abc program active
09:45	Clock time

Table 3   Widgets in the start screen

3.2 Navigation in the Menu

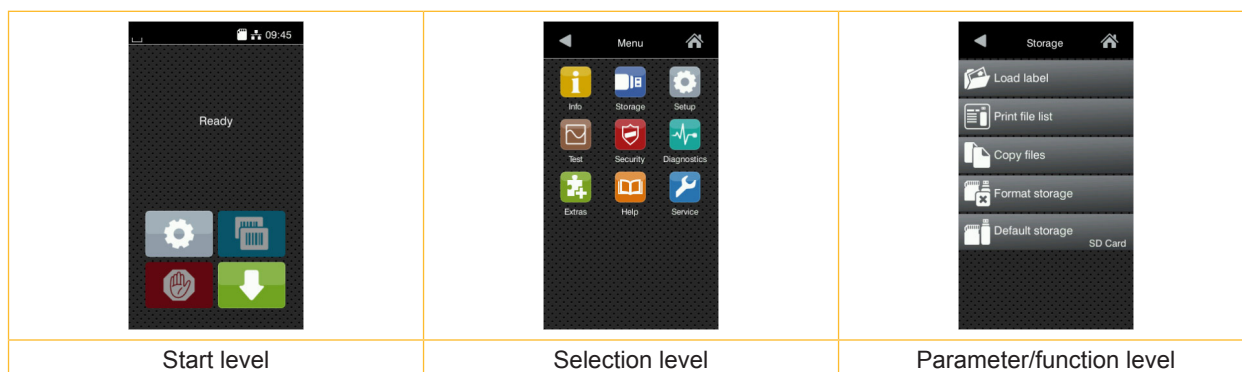|		
Start level	Selection level	Parameter/function level

Figure 9   Menu levels

▶ To open the menu select ⚙ on the start screen.

▶ Select a theme in the selection level.
Several themes have substructures again with selection levels.
To return from the current level to the upper one select ◀. To leave the menu select 🏠.

▶ Continue the selection until the parameter/function level is reached.

▶ Start a function. The will carry out the function possibly after a preparing dialogue.
- or -
Select a parameter to set. The setup possibilities are depending from the parameter type.

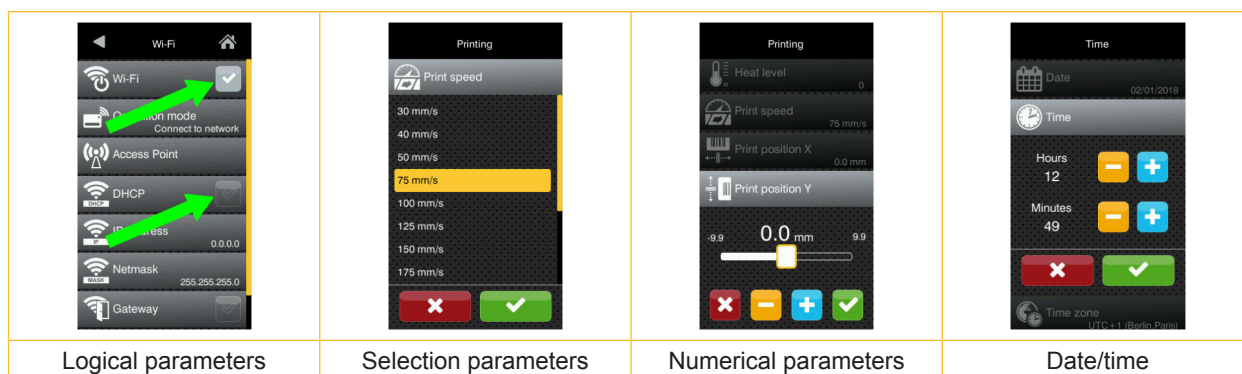|			
Logical parameters	Selection parameters	Numerical parameters	Date/time

Figure 10   Samples for parameter setting

	Scroll bar for rough value setting
➖	Decreasing the value step-by-step
➕	Increasing the value step-by-step
❌	Return without saving the setting
✅	Return with saving the setting
⬜	Parameter is disabled, touching enables the parameter
☑	Parameter is enabled, touching disables the parameter

Table 4   Buttons for parameter setting

ℹ️ **Note!**
For adjustments and simple installation work, use the accompanying Allen key located in the top section of the print unit. No other tools are required for the work described here.

4.1   Loading Media from Roll

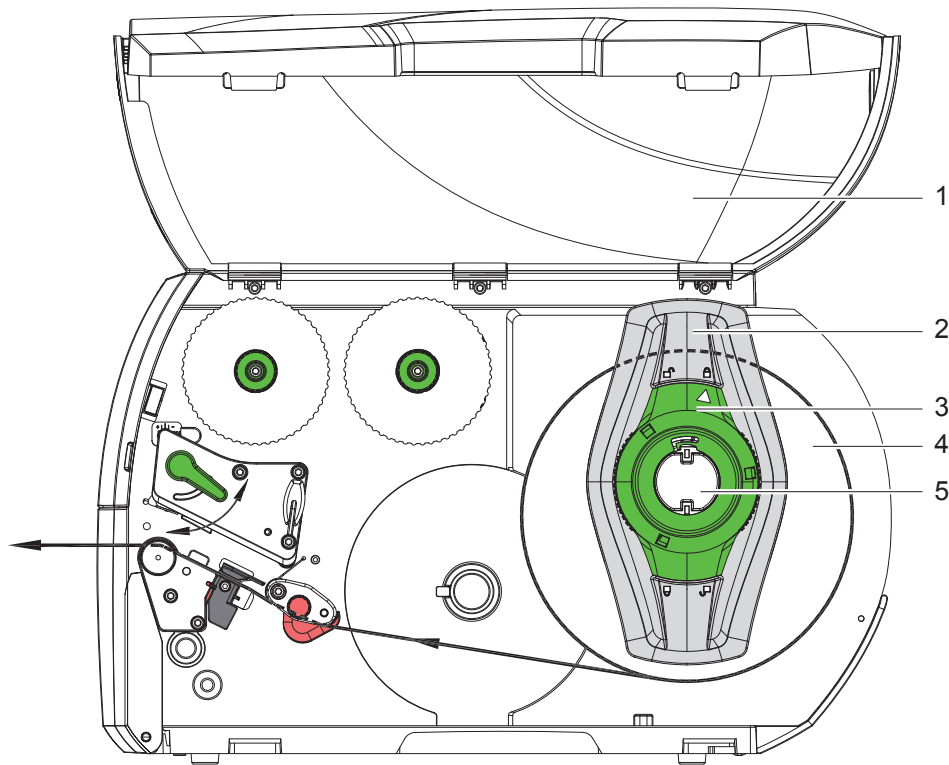### 4.1.1   Positioning the Media Roll on the Roll Retainer

Figure 11   Loading media from roll

1. Open cover (1).
2. Turn ring (3) at the margin stop (2) counterclockwise, so that the arrow points to the symbol 🔓, and thus release the margin stop.
3. Remove the margin stop (2) from the roll retainer (5).
4. Load label roll (4) on the roll retainer in such a way that the labels can be inserted into the printhead in the right position. The printing side of the labels must be visible from above.
   ∗ TX4/300
   Re-mount the margin stop (2) onto the roll retainer (5). Push the margin stop (2) to the roll (4) until the roll touches the chassis and the margin stop (2) and a clear resistance is encountered.
   ∗ TX4M/300
   Re-mount the margin stop (2) onto the roll retainer (5). Push the margin stop (2) to the roll (4) until the roll touches both margin stops and a clear resistance is encountered.
5. Turn ring (3) clockwise, so that the arrow points to the symbol 🔒, and thus fix the margin stop (2) on the roll retainer (5).
6. Supply a longer label strip of approx. 40 cm.

4.1.2   Inserting the Media into the Printhead
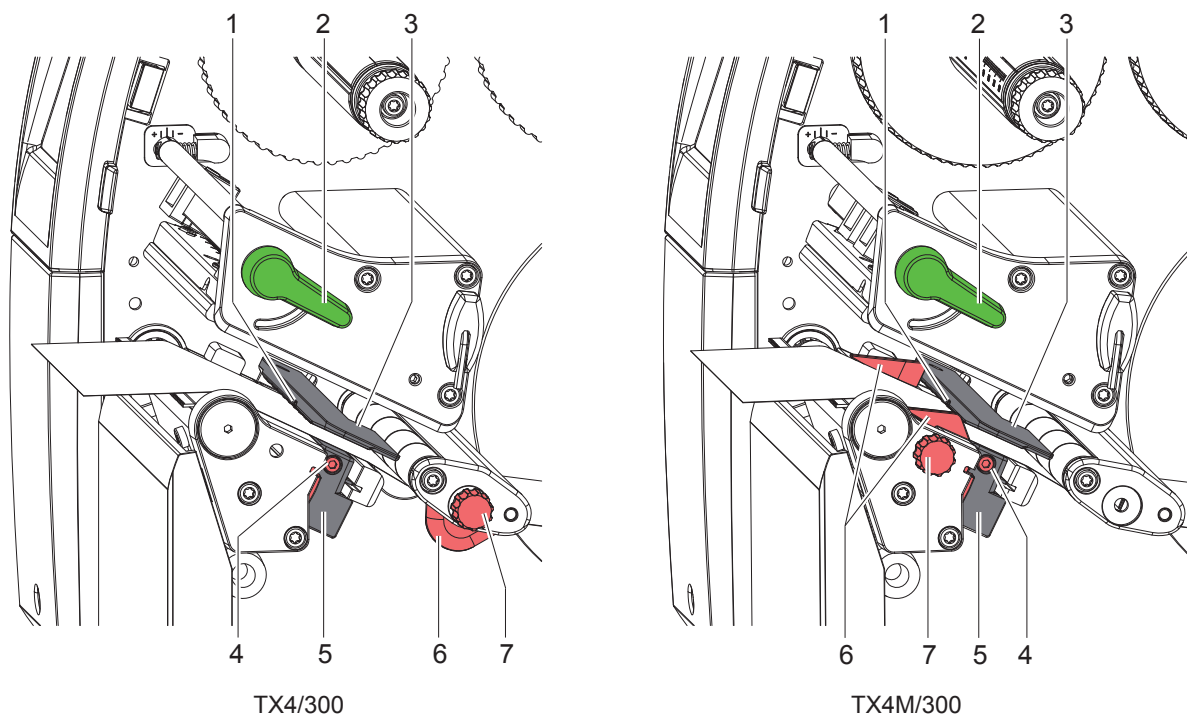
TX4/300   TX4M/300

Figure 12   Inserting the media into the printhead

1. Turn lever (2) counterclockwise to lift the printhead.
2. Adjust the guide(s) (6) with the knob (7) in such a way that
    ✳ TX4/300
    the media can pass between the guide and the chassis.
    ✳ TX4M/300
    the media can pass between the two guides.
3. Guide label strip to the print unit and through the label sensor (3) in such a way that it exits the print unit between the printhead and the print roller.
4. Move guide(s) (6) against the edge(s) of the material by turning the knob (7).

4.1.3   Setting the Label Sensor

The label sensor can be shifted perpendicular to the direction of paper flow for adaptation to the media. The sensor unit (1) of the label sensor is visible from the front through the print unit and is marked with an indentation in the label sensor retainer. When the printer is switched on, a yellow LED illuminates the sensor position.

▶ Loosen screw (4).
▶ Position label sensor with tab (5) in such a way that the sensor (1) can detect the label gap or a reflex or perfo-ration mark.

- or, if the labels deviate from a rectangular shape, -

▶ Align label sensor using the tab (5) with the front edge of the label in the direction of paper flow.
▶ Tighten screw (4).

For use in tear-off mode only:
▶ Turn lever (2) clockwise to lock the printhead.
The labels are loaded for use in tear-off mode.

4.2 Loading Fanfold Media
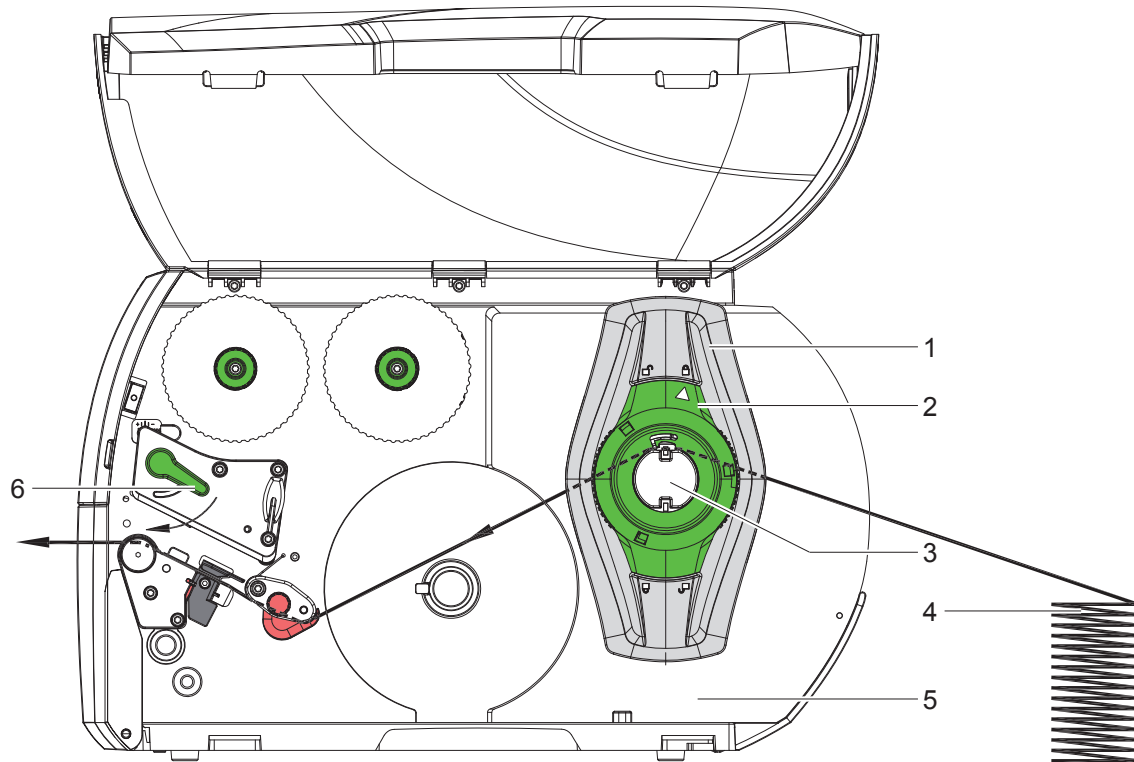
Figure 13 Feed path of fanfold media

1. Turn ring (2) counterclockwise, so that the arrow points to the symbol 🔓, and thus release the margin stop (1).
2. Move the margin stop(s) (1) in such a position that
   ∗ TX4/300
   the media can pass between the margin stop and the chassis.
   ∗ TX4M/300
   the media can pass between the two margin stops.
3. Position media stack (4) behind the printer. Ensure that labels on the strip are visible from above.
4. Guide the media strip over the roll retainer (3) to the print unit.
5. Move the margin stop (1) against the media strip until chassis (5) and margin stop (1) or both margin stops touch the media strip without clamping or bending it.
6. Turn ring (2) clockwise, so that the arrow points to the symbol 🔒, and thus fix the margin stop (1) on the roll retainer (3).
7. Insert media strip into printhead (▷ 4.1.2 on page 14).
8. Set the label sensor (▷ 4.1.3 on page 14).
9. Set the head locking system (▷ 4.3 on page 16).
10. Turn lever (6) clockwise to lock the printhead.

4.3   Setting the Head Locking System

TX4/300

The printhead is pushed on via two plungers. The location of the outer plunger must be set to the width of the label medium used so as to

• achieve even print quality across the entire label width
• prevent wrinkles in the feed path of the transfer ribbon
• prevent premature wearing of the print roller and printhead.
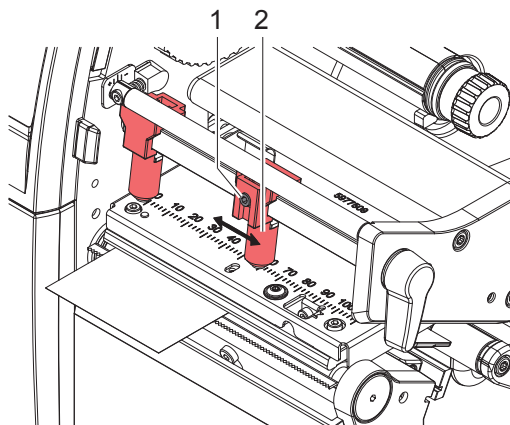
Figure 14   Setting the head locking system - TX4/300

▶ Loosen threaded pin (3) at outer plunger (1) with Allen key.
▶ Position outer plunger (1) over the outer media edge.
▶ Tighten threaded pin (3).

TX4M/300

The printhead is pushed on via two plungers (1). In the basic setting the plungers are set in the middle of the printhead retainer. This setting can be used for the most applications.
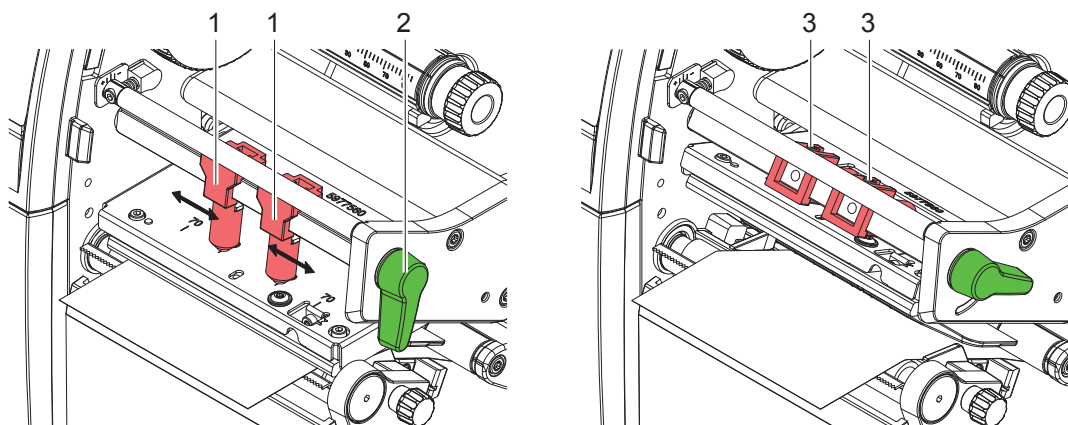
Figure 15   Setting the head locking system - TX4M/300

If the print density decreases in the outer areas when using very large media, the plungers can be displaced :

▶ Loosen threaded pins (3) at the plungers (1) with Allen key.
▶ Turn lever (2) clockwise to lock the printhead.
▶ Displace plungers to the scale value 70.
▶ Tighten the threaded pins (3).

4.4   Loading Transfer Ribbon

ⓘ **Note!**
With direct thermal printing, do not load a transfer ribbon; if one has already been loaded, remove it.

TX4/300   TX4M/300
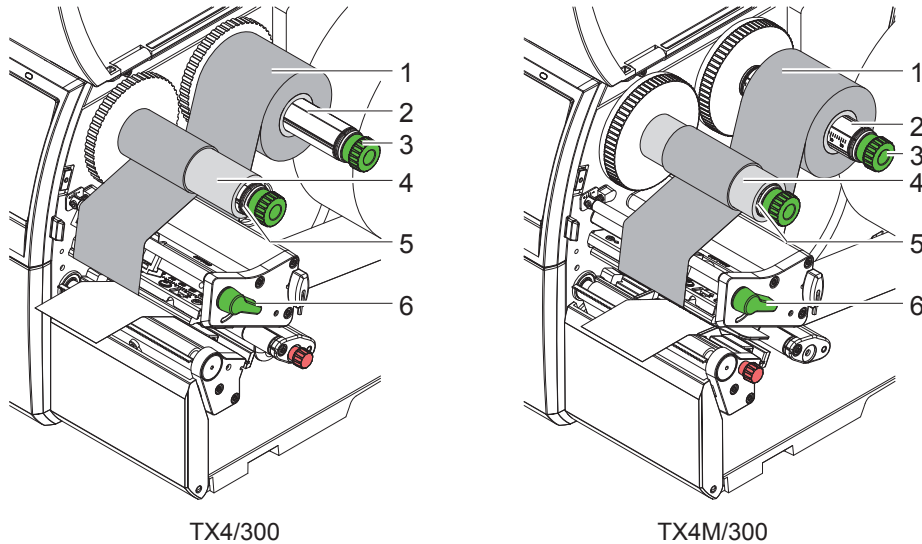
Figure 16   Loading transfer ribbon

1.   Clean printhead before loading the transfer ribbon (▷ 6.3 on page 20).

2.   Turn lever (6) counterclockwise to lift the printhead.

3.   Slide transfer ribbon roll (1) onto the ribbon supply hub (2) so that the color coating of the ribbon faces downward when being unwound.
   ∗ TX4/300
     Slide the roll (3) until it stops.
     ∗ TX4M/300
     Position the roll in such a way that both ends of the roll show identical scale values.

4.   Hold transfer ribbon roll (1) firmly and turn knob on ribbon supply hub (3) counterclockwise until the transfer ribbon roll is secured.

5.   Slide suitable transfer ribbon core (4) onto the transfer ribbon take-up hub (5) and secure it in the same way.

6.   Guide transfer ribbon through the print unit as shown in Figure 17.

7.   Secure starting end of transfer ribbon to the transfer ribbon core (4) with adhesive tape. Ensure counterclockwise rotation direction of the transfer ribbon take-up hub here.

8.   Turn transfer ribbon take-up hub (5) counterclockwise to smooth out the feed path of the transfer ribbon.

9.   Turn lever (6) clockwise to lock the printhead.
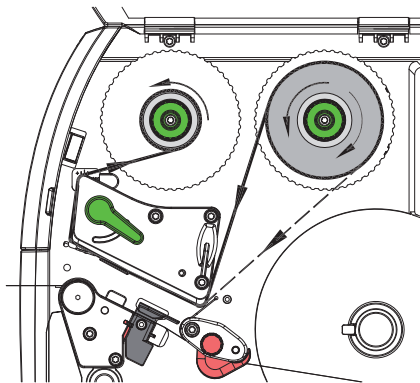
Figure 17   Transfer ribbon feed path

4.5 Setting the Feed Path of the Transfer Ribbon

Transfer ribbon wrinkling can lead to print image errors. The transfer ribbon deflection (3) can be adjusted so as to prevent wrinkles.

i **Note!**
A maladjustment of the head locking system may also cause ribbon wrinkling (▷ 4.3 on page 16).
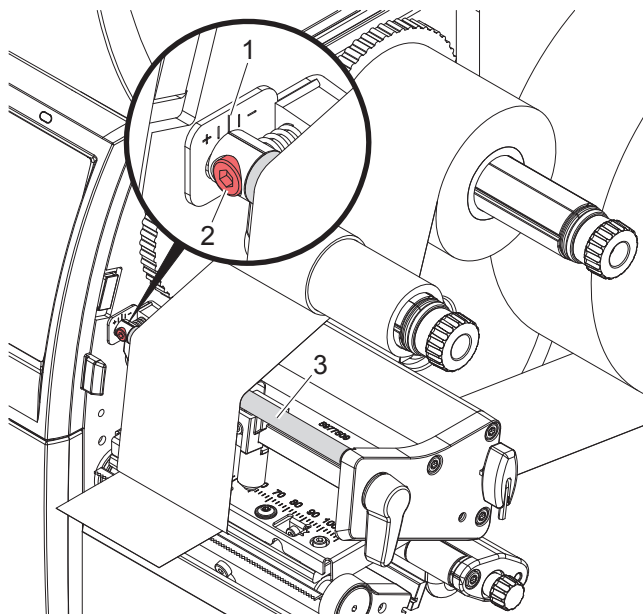
Figure 18   Setting the feed path of the transfer ribbon

i **Note!**
The adjustment is best carried out during printing.

▶ Read current setting on the scale (1) and record if necessary.
▶ Turn screw (2) with Allen key and observe the behavior of the ribbon.
  In the + direction, the inner edge of the ribbon is tightened, and the outer edge is tightened in the - direction.

> **Attention!**
> **Printhead damage caused by improper handling!**
> ▶ **Do not touch the underside of the printhead with the fingers or sharp objects.**
> ▶ **Ensure that the labels are clean.**
> ▶ **Ensure that the label surfaces are smooth. Rough labels act like emery paper and reduce the service life of the printhead.**
> ▶ **Print with the lowest possible printhead temperature.**

The printer is ready for operation when all connections have been made and labels and, if applicable, the transfer ribbon have been loaded.

5.1 Synchronization of the Paper Feed

After the label stock has been inserted, for cutting mode a synchronization of the paper feed is required. That way the first label, which is detected by the label sensor, will be transported to the print position and all labels in front will be fed out of the printer. So the synchronization avoids, that the first cut label would be too long. That effect can cause useless first labels.

▶ Select **⬇** to start the synchronization.
▶ Remove the blank labels cut during the synchronization.

> **Note!**
> **Synchronization is not necessary if the printhead was not opened between different print jobs, even if the printer was switched off.**

5.2 Tear-off Mode

In tear-off mode, labels or continuous media are printed. After printing, the label strip can be separated by hand.

6.1 Cleaning Information

> **Danger!**
> **Risk of death via electric shock!**
> ▶ **Disconnect the printer from the power supply before performing any maintenance work.**

The label printer requires very little maintenance.

It is important to clean the thermal printhead regularly. This guarantees a consistently good printed image and plays a major part in preventing premature wear of the printhead.

Otherwise, the maintenance is limited to monthly cleaning of the device.

> **!** **Attention!**
> **The printer can be damaged by aggressive cleansers.**
> **Do not use abrasive cleaners or solvents for cleaning the external surfaces or modules.**

▶ Remove dust and paper fluff from the print area with a soft brush or vacuum cleaner.

▶ The cover of the printer can be cleaned with a standard cleanser.

6.2 Cleaning the Print Roller

Accumulations of dirt on the print roller may impair the media transport and the print quality.

▶ Lift the printhead.

▶ Remove labels and transfer ribbon from the printer.

▶ Remove deposits with roller cleaner and a soft cloth.

▶ If the roller appears damaged, replace it ▷ Service Manual.

6.3 Cleaning the Printhead

Cleaning intervals: direct thermal printing   - every media roll change

thermal transfer printing   - every ribbon roll change

Substances may accumulate on the printhead during printing and adversely affect printing, e.g. differences in contrast or vertical stripes.

> **!** **Attention!**
> **Printhead can be damaged!**
> **Do not use sharp or hard objects to clean the printhead.**
> **Do not touch protective glass layer of the printhead.**

> **!** **Attention!**
> **Risk of injury from the hot printhead line.**
> **Ensure that the printhead has cooled down before starting cleaning.**

▶ Lift the printhead.

▶ Remove labels and transfer ribbon from the printer.

▶ Clean printhead surface with special cleaning pen or a cotton swab dipped in pure alcohol.

▶ Allow printhead to dry for 2–3 minutes before commissioning the printer.

6.4 Cleaning the Label Sensor

> **!** **Attention!**
> **Label sensor can be damaged!**
> **Do not use sharp or hard objects or solvents to clean the label sensor.**

The label sensor can become dirtied by paper dust. This can adversely affect label detection.
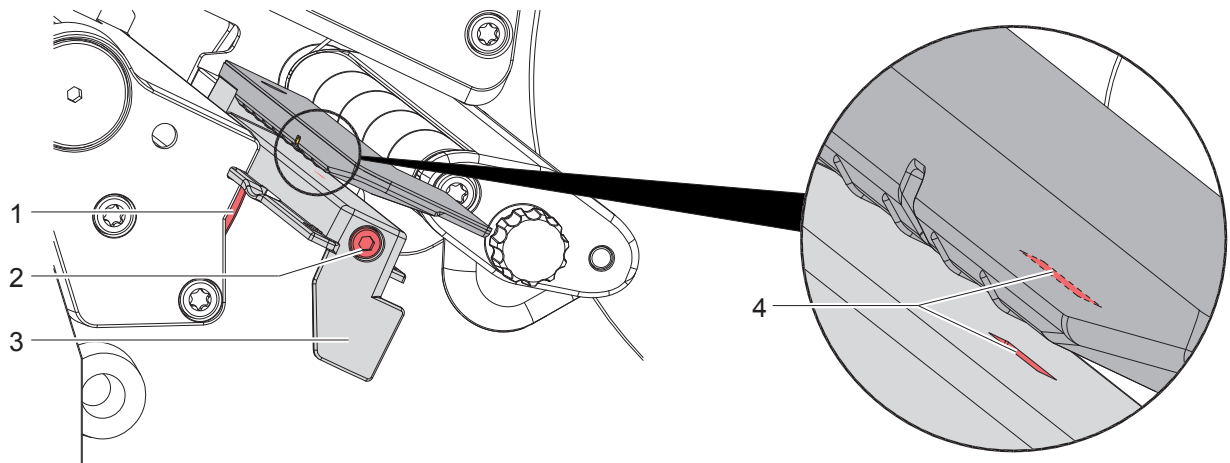
Figure 19   Cleaning the label sensor

1. Remove labels and transfer ribbon from the printer.
2. Loosen screw (2).
3. Hold pressed the button (1) and slowly pull label sensor outward via the tab (3). Ensure that the label sensor cable is not tensioned by this.
4. Clean label sensor the slots (4) with brush or cotton swab soaked in pure alcohol.
5. Push label sensor back via tab (3) and set it (▷ 4.1.3 on page 14).
6. Reload labels and transfer ribbon.

7.1 Error Display

The appearance of an error will be shown on the display:

Figure 20   Error display

The error treatment is pending on the error type ▷ 7.2 on page 22.

The display offers the following possibilities to continue after an error occurred:

Repeat	The print job will be continued after clearing the error cause.
Cancel	The print job will be cancelled.
Feed	The paper feed will be synchronized. Following the print job can be continued.
Ignore	The error message will be ignored. The print job will be continued possibly with limited performance.
Save log	The error does not allow print operation. For detailed analysis several system files can be saved on an external memory.

Table 5   Button in the error display

7.2 Error Messages and Fault Correction

Error message	Cause	Remedy
Barcode error	Invalid barcode content, e.g. alphanumeric characters in a numerical barcode	Correct the barcode content.
Barcode too big	The barcode is too big for the allocated area of the label	Reduce the size of the barcode or move it.
Buffer overflow	The input buffer memory is full and the computer is still transmitting data.	Use data transmission via protocol (preferably RTS/CTS).
Cutter blocked	Cutter cannot return into its home position and stays in an undefined position	Switch off the printer. Remove material. Switch on the printer. Restart print job. Change material
	No cutter function	Switch the printer off and then on. If error recurs call service.
Cutter jammed	The cutter is unable to cut the labels but is able to return into its home position	Press *Cancel* Change material.
Device not conn.	Programming addresses a non-existent device	Either connect this device or correct the programming.
File not found	Requested file is not on the card	Check the contents of the card.
Font not found	Error with the selected download font	Cancel current print job, change font.
Memory overflow	Current print job contains too much information, e.g. selected font, large graphics	Cancel current print job. Reduce amount of data to be printed.
Name exists	Duplicate usage of field name in the direct programming	Correct programming

Error message	Cause	Remedy
No label found	There are labels missing on the label material	Press *Repeat* repeatedly until printer recognizes the next label on the material.
	The label format as set in the software does not correspond with the real label format	Cancel current print job. Change the label format set in the software. Restart print job.
	Printer is loaded with continuous paper, but the software is set on labels	Cancel current print job. Change the label format set in the software. Restart the print job.
No label size	The size of the label is not defined in the programming.	Check programming.
Out of paper	Out of label roll	Load labels.
	Error in the paper feed	Check paper feed.
Out of ribbon	Out of transfer ribbon	Insert new transfer ribbon.
	Transfer ribbon melted during printing	Cancel current print job. Change the heat level via software. Clean the printhead ▷ 6.3 on page 20 Load transfer ribbon. Restart print job.
	The printer is loaded with thermal labels, but the software is set to transfer printing	Cancel current print job. Set software to direct thermal printing. Restart print job.
Printhead open	Printhead not locked	Lock printhead.
Printhead too hot	Printhead is overheated	After pausing the print job will be continued automatically. If the fault recurs repeatedly, reduce the heat level or the print speed via software.
Read error	Read error when reading from the memory card	Check data of the card. Backup data, reformat card.
Remove ribbon	Transfer ribbon is loaded although the printer is set to direct thermal printing	for direct thermal printing remove ribbon
		for thermal transfer printing set the printer in the configuration or in the software to transfer printing
Ribbon ink side	Identified ribbon unwinding direction does not match to the setup setting	Ribbon loaded incorrectly. Clean the printhead ▷ 6.3 on page 20. Load the ribbon correctly.
		Setting does not match to the used ribbon. Correct the setting.
Syntax error	Printer has received an unknown or invalid command from the computer.	Press *Ignore* to skip the command or press *Cancel* to cancel the print job.
Unknown card	Card not formatted, Type of card not supported	Format card, use different type of card.
Voltage error	Hardware error	Switch the printer off and then on. If error recurs call service. It is shown which voltage has failed. Please note.
Write error	Hardware error	Repeat the write process, reformat card.

Table 6   Error Messages and Fault Correction

7.3 Problem Solution

| Problem	Cause	Remedy
Transfer ribbon creases	Transfer ribbon deflection not adjusted	Adjust the transfer ribbon deflection. ▷ 4.5 on page 18
	Head locking system not adjusted	Adjust the head locking system. ▷ 4.3 on page 16
	Transfer ribbon too wide	Use a transfer ribbon slightly wider than the width of label.
Print image has smears or voids	Printhead is dirty	Clean the printhead ▷ 6.3 on page 20
	Temperature too high	Decrease temperature via software.
	Unsuitable combination of labels and transfer ribbon	Use different type of ribbon.
Printer does not stop after transfer ribbon runs out	Thermal printing is chosen in the software	Change to thermal transfer printing.
Printer prints a sequence of characters instead of the label format	Printer is in ASCII dump mode	Cancel the ASCII dump mode.
Printer transports label media, but transfer ribbon does not move	Transfer ribbon incorrectly inserted.	Check and, if necessary, correct the transfer ribbon web and the orientation of the label side.
	Unsuitable combination of labels and transfer ribbon	Use different type of ribbon.
Printer only prints each second label	Setting of the size in the software is too large.	Change the size in the software.
Vertical white lines in the print image	Printhead is dirty	Clean the printhead ▷ 6.3 on page 20
	Printhead is defective (failure of heat elements)	Change the printhead. ▷ Service Manual.
Horizontal white lines in the print image	Printer is used with the *backfeed > smart* in the cut or peel-off mode	Set the *backfeed > always* in the setup. ▷ Configuration Manual.
Print image is irregular, one side is lighter	Printhead is dirty	Clean the printhead ▷ 6.3 on page 20
	Head locking system not adjusted	Adjust the head locking system. ▷ 4.3 on page 16

Table 7   Problem solution

8.1 Media Dimensions
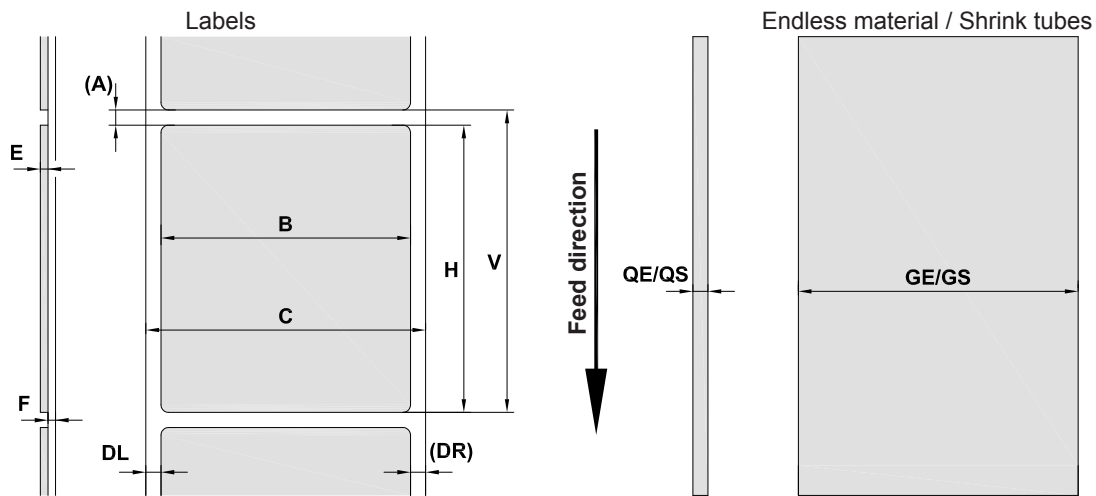
Figure 21   Media dimensions

Dim.	Designation	Dim. in mm	
		TX4/300	**TX4M/300**
B	Label width	20 - 116	4 -110
H	Label height	6 - 2000	4 - 2000
	in peel-off mode	12 - 200	12 - 200
-	Tear-off length	> 30	
-	Cut length		
	with cutter	> 5	
	with perforation cutter	> 5	
-	Perforation length	> 2	
A	Label distance	> 2	
C	Width of liner	24 - 120	9 - 114
GE	Width of endless material	24 - 120	4 - 114
GS	Width of shrink tubes	-	4 - 85
DL	Left margin	≥ 0	
DR	Right margin	≥ 0	
E	Label thickness	0,03 - 0,60	
F	Liner thickness	0,03 - 0,13	
QE	Thickness of endless material	0,05 - 0,50	
QS	Thickness of shrink tubes	-	≤ 1,1
V	Label feed	> 8	> 6
	• Small label sizes, thin materials or strong glue can lead to limitations. Critical applications need to be tested and cleared.		
	• Note the bending stiffness ! Material must be flexible to follow the radius of the print roller !		

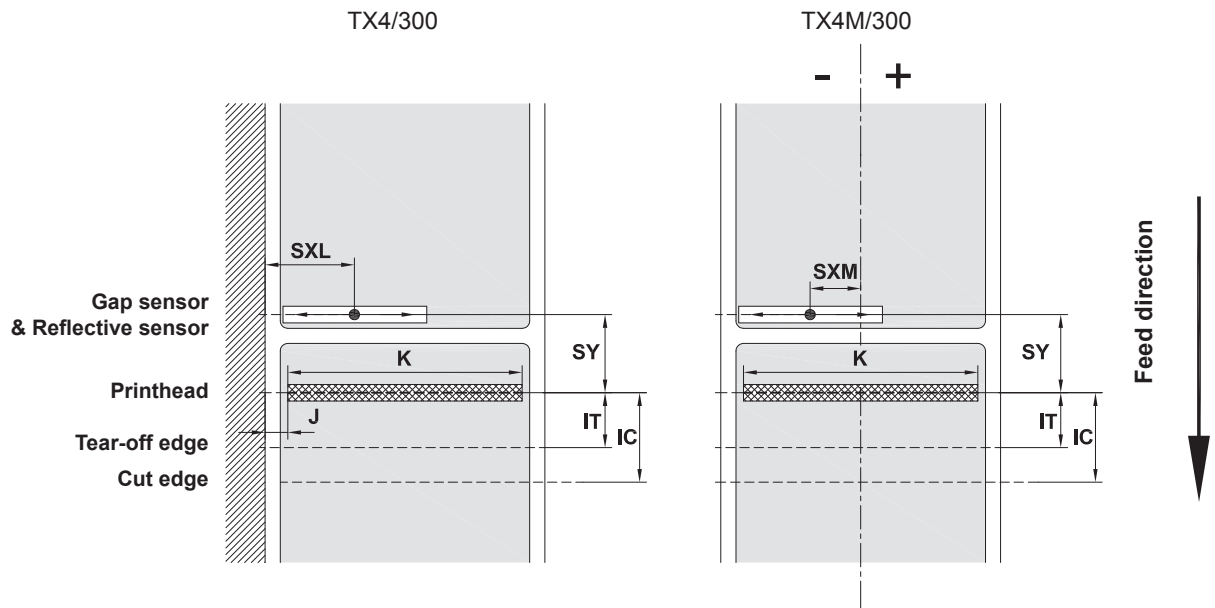Table 8   Media dimensions

8.2   Device Dimensions

TX4/300   TX4M/300

Figure 22   Device dimensions

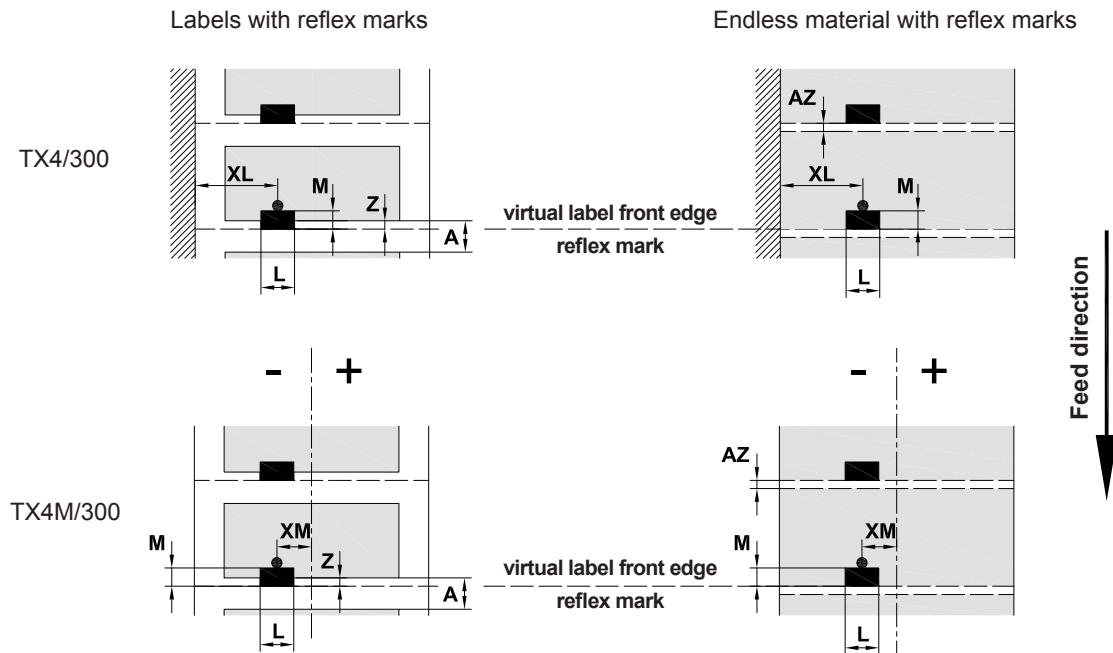| Dim.	Designation	Dim. in mm	
		TX4/300	**TX4M/300**
IT	Distance printhead - tear-off edge	13,5	
IC	Distance printhead - cut edge with cutter CU with perforation cutter PCU	20,5 21,2	
J	Distance 1st heating point - material edge	2,0	-
K	Print width	105,7	
SXL	Distance gap/reflective sensor - material edge i.e. permissible distance of reflex or cut-out marks to the material edge	5 - 60	-
SXM	Distance gap/reflective sensor - middle of paper track i.e. permissible distance of reflex or cut-out marks from the middle of the material	-	-55 - 0
SY	Distance gap/reflective sensor - printhead	45,0	

Figure 23   Device dimensions

8.3   Reflex Mark Dimensions

Figure 24   Reflex mark dimensions

Dim.	Designation	Dim. in mm	
		TX4/300	**TX4M/300**
A	Label distance	> 2	
AZ	Distance between print zones	> 2	
L	Width of reflex mark	> 5	
M	Height of reflex mark	3 - 10	
XL	Distance mark - material edge	5 - 60	-
XM	Distance mark - middle of paper track	-	-55 - ±0
Z	Distance virtual label front edge - actual label front edge ▶ Adjust software settings	0 up to A / recommended : 0	
	• Reflex marks must be on the back side of the material (liner). • Label sensor for reflex marks on the top side on request. • Specification is valid for black marks. • Recognition of colored marks may fail. ▶ Preliminary tests are needed.		

Table 9   Reflex mark dimensions

ℹ **Note!**
In case of translucent label material, reflex marks can be detected not only by the reflective sensor but also by the gap sensor.
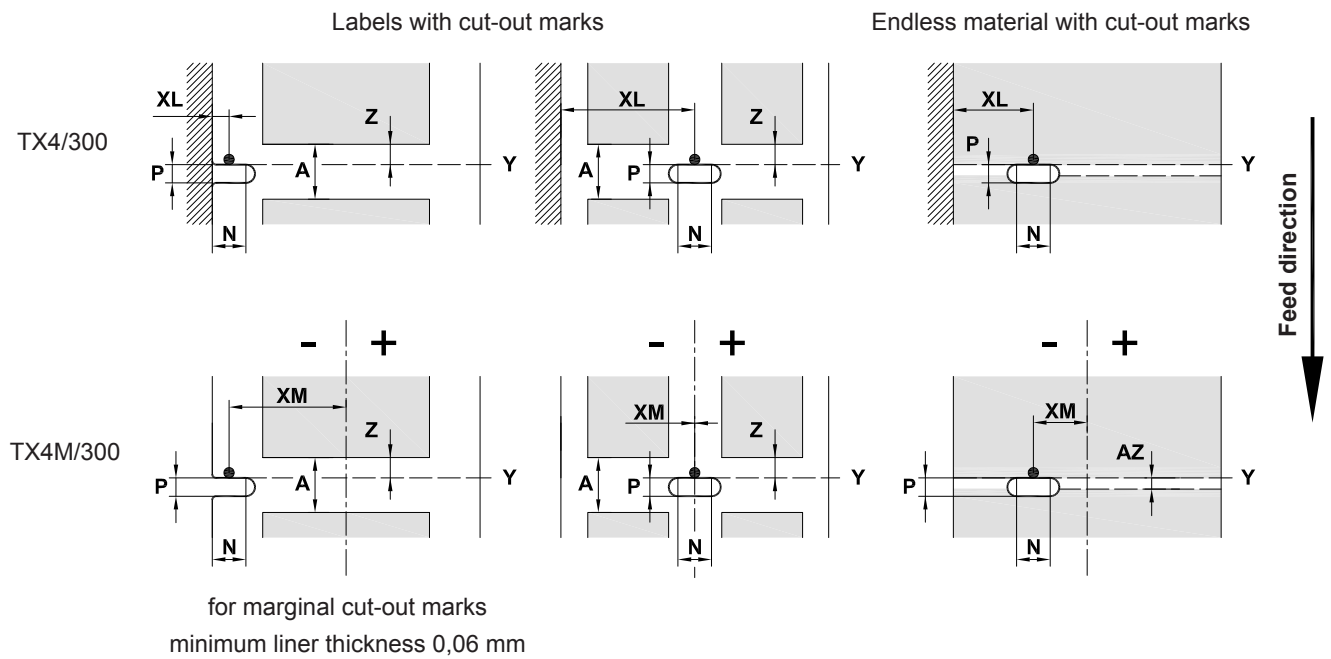
8.4 Cut-out Mark Dimensions

Labels with cut-out marks   Endless material with cut-out marks

TX4/300

TX4M/300

for marginal cut-out marks
minimum liner thickness 0,06 mm

Figure 25   Cut-out mark dimensions

Dim.	Designation	Dim. in mm	
		TX4/300	**TX4M/300**
A	Label distance	> 2	
AZ	Distance between print zones	> 2	
N	Width of cut-out mark	> 5	
	for marginal cut-out	> 8	
P	Height of cut-out mark	2 - 10	
XL	Distance mark - material edge	5 - 60	-
XM	Distance mark - middle of paper track	-	-53 - ±0
Y	Sensor recognized virtual label front edge with gap sensor recognition	Rear edge cut-out	
Z	Distance recognized front edge - actual label front edge ▶ Adjust software settings	0 up to A-P	

Table 10   Cut-out mark dimensions

Marginal cut-out   Long hole cut-out   Rectangular cut-out   Circular cut-out   Cut-out between the labels

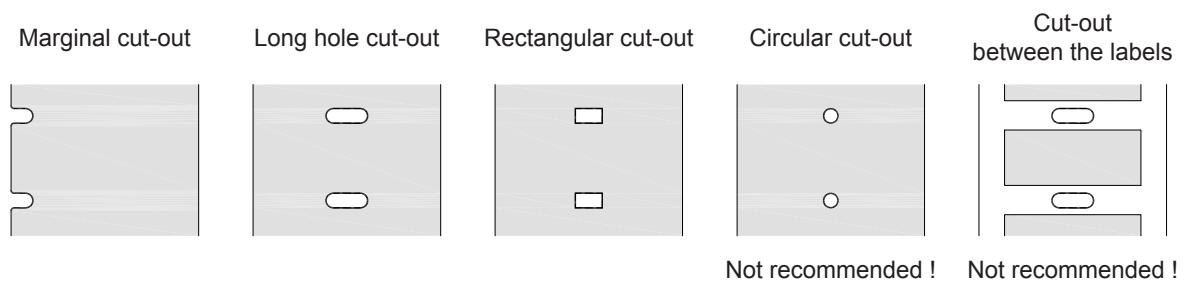Not recommended !   Not recommended !

Figure 26   Samples for cut-out marks

9.1 Reference to the EU Declaration of Conformity

The printers TX4/300 and TX4M/300 comply with the relevant fundamental regulations of the EU Rules for Safety and Health:

- Directive 2014/35/EU relating to electrical equipment designed for use within certain voltage limits
- Directive 2014/30/EU relating to electromagnetic compatibility
- Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment

EU Declaration of Conformity

▷ www.texit.de

9.2 FCC

NOTE : This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. The equipment generates, uses, and can radiate radio frequency and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user may be required to correct the interference at his own expense.