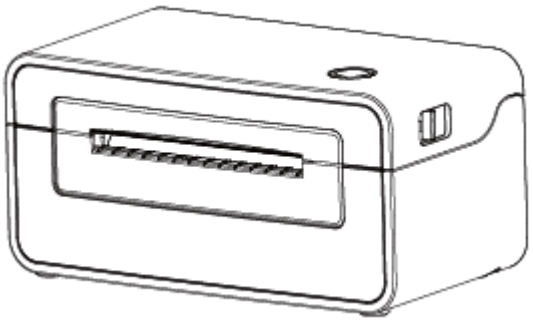
SP410



User Manual

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■ Statement

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■ Warnings

This must be complied with in order to avoid damage to the human body and the equipment.

This shows the important information and tips for the printer operation.

■ Attention

Due to continuous improvement of the products, the specifications, accessories and procedures described in the manual are based on actual machines. And it may be changed without prior notice.

IMPORTANT SAFETY INSTRUCTIONS

Before using the printer, please read carefully the following safety consideration in case of bodily injury or equipment damage.

1.Safety warning



The print head will become very hot during printing, please do not touch the printhead and peripheral parts during printing and printing just finished.



Please do not touch the printhead and connectors, in case that static damages the printer head.

2.Instructions



Warnings: Violating following instructions may cause serious injury or death.

1) Do not plug several products in one porous power outlet.

- This may cause over-heat and a fire.
- If the plug is wet or dirty, dry or wipe it before using.
- If the plug does not fit perfectly to the outlet, do not plug in.
- Be sure to use only standardized porous power outlet.

2) You must use the supplied adapter.

- It is dangerous to use other adapters.

3) Do not pull the cable by pulling.

- This may damage the cable or cause a fire.

4) Do not plug in or unplug with your wet hands.

- You may be electrocuted.

5) Do not bend the cable by force or leave it under any heavy object.

- A damaged cable may cause a fire.

**Note: Violating following instructions may cause slight damage of the appliance.**

1) If you observe a strange smoke, odor or noise from the printer, unplug it before taking following measures.

- Switch off the printer and unplug the set from the mains.
- After the disappearance of the smoke, call your dealer to repair it.

2) Install the printer on the stable surface.

- If the printer falls down, it may be broken and you may hurt yourself.

3) Use the approved accessories only and do not try to disassemble, repair or remodel it by yourself.

- Call your dealer when you need these services.
- Do not touch the blade of auto cutter.

4) Do not let water or other foreign objects drop into the printer.

- If this happened, switch off and unplug the printer before calling your dealer.

5) Do not use the printer when it is out of order. This can cause a fire or an electrocution.

- Switch off and unplug the printer before calling your dealer.

6) Other considerations:

- Place the printer on a solid and even base so that it cannot fall.
- Leave enough space around printer for operation and maintenance.
- Keep all liquids away from the printer.
- Do not expose the printer to high temperatures, direct sunlight or dust.
- Ensure the printer is connected to a socket with the correct mains voltage.
- Switch off the printer POWER supply when it’s not in use for a long time.
- To ensure the printing quality and reliability, suggest use the same quality or recommend paper supplier.
- Pls. switch off the POWER supply when connect/disconnect all the ports or it will cause damage to the printer control circuit.
- Never carry out maintenance or repair work yourself. Always contact a qualified service Technician.
- Keep this User Manual in a place which is always easily accessible.

3.Other Precautions

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4.WEEE (Waste Electrical and Electric Equipment)



This mark shown on the product or its literature indicates that the corresponding item should not be discarded at the end of its working life with other household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate marked items from other types of waste and recycle them responsibly to promote the sustained reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office for details of where and how they can conduct environmentally safe recycling of such items. Commercial users should contact their suppliers and check the terms and conditions of purchase contracts. This product should not be combined with other commercial waste for disposal.



Caution: This is a Class A product. In a domestic environment this product may cause radio interference in which the user may be required to take adequate measures.

CHAPTER 1 INTRODUCTION

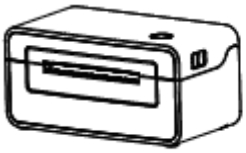
1.1 Packing List

Note:

1.Unpack the printer and keep the packing materials in case you need to ship the printer in the future.

2.Any damages exist, please contact the local dealer.

■Standard



Power



Power Cord

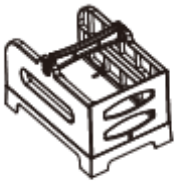


USB Cable



User Guide

■Optional



Folding Paper Storage

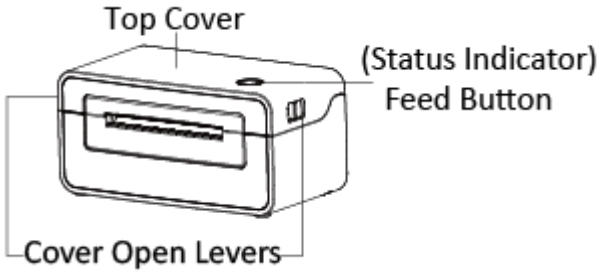


External Paper Roll Holder

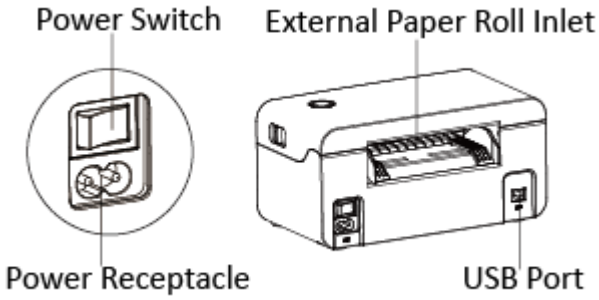
Note： The packing materials are based on the order.

1.2 Appearance and Components

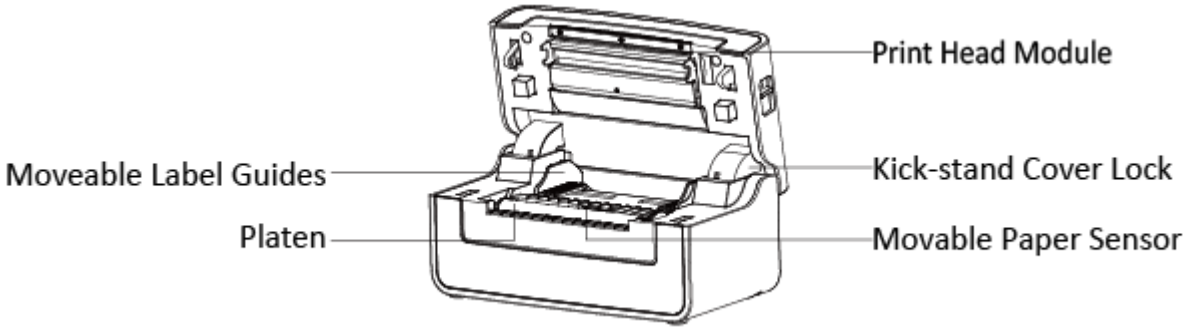
- **Front View**



- **Rear View**

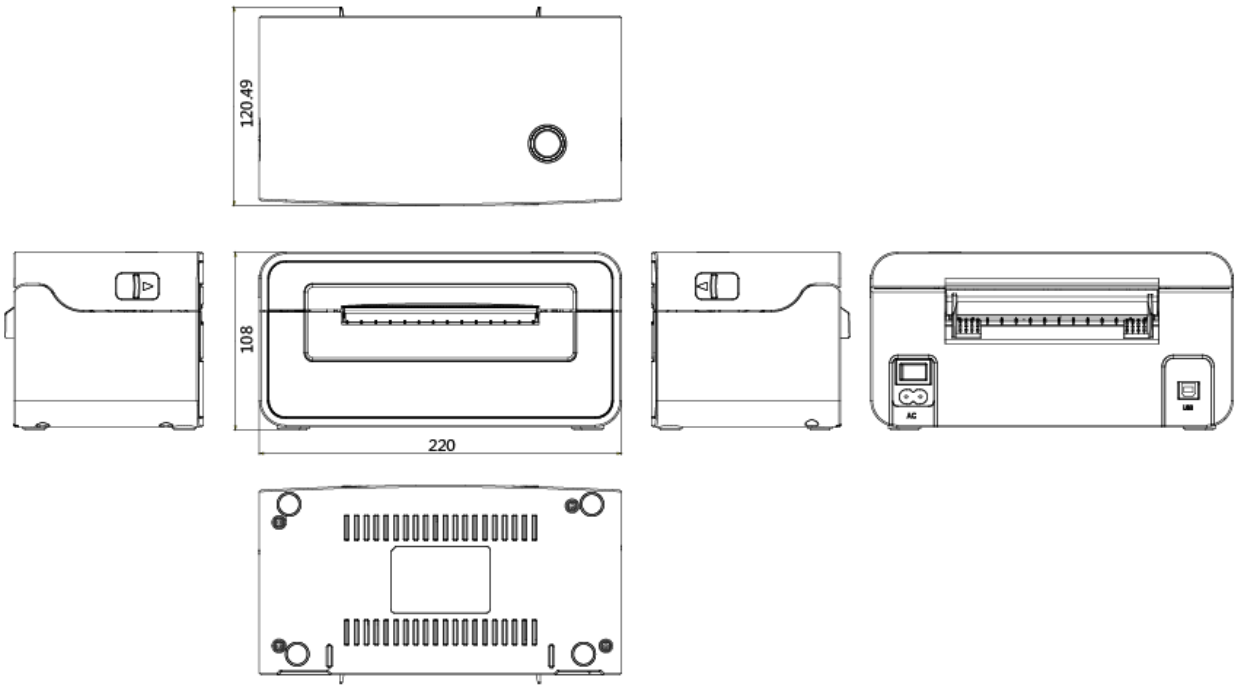


- **Inside View**



Note：The views above are for your reference. Ports vary by your choice.

1.3 Dimension



CHAPTER 2 SPECIFICATIONS

Items		Parameter
Printing	Printing method	Direct thermal
	Resolution	203dpi(8dots/mm)
	Printing speed	50-150mm/s
	Printing width	50-108mm
	Printing length	25mm - 300mm
Processor		32 bits RISC CPU
Memory	RAM	2MB
	Flash	2MB
Detection	Sensors	Paper out detection, seam label detection, black mark detection, open detection
Media	Types	Roll-fed or Fan-fed, Die-cut or Continuous label
	Width	2"(50 mm) – 4.65"(118 mm)
	Thickness	0.003"(80 μm) – 0.0087"(220 μm)
	Label roll diameter	5’’(127mm) Max
	External Folding Paper	W:100mmx L:100mm- 300mm
Programming Language		TSPL
Software	Driver	Windows 2000,Vista,7,8,10
Resident Fonts		GBK 16x16 24x24dots ASCII 8×16, 12×24dots

Items		Parameter
Barcode	1D	Code 39, Code 93, EAN 8/13 (add on 2 & 5), UPC A/E (add on 2 & 5), I 2 of 5, Codabar, Code 128 (subset A, B, C)
	2D	QR Code
Communication Interfaces		USB
HMI		FEED button with three color lights Tear paper upwards Movable paper guides Back feed and positioning automatically Movable sensor for black label
Power		IP: AC230V+/-30V, 1.5A
Environment	Operation	41℉(5℃)-104℉(40℃), 30%-85%,non-condensing
	Storage	-4℉(-20℃)-122℉(50℃), 10%-90%,non-condensing
Physical Characteristics	Dimension	112(L) x 102(W) x 217(H)mm
	Weight	1.5Kg
Options & Accessories		External label roll holder Folding carton
Agency Approvals		CCC

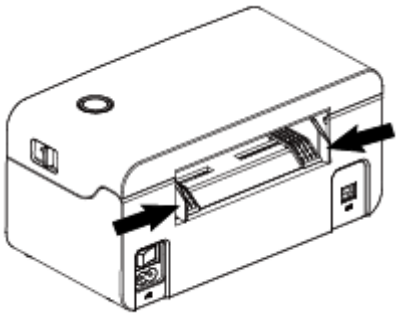
CHAPTER 3 INSTALLATION & USAGE

3.1 Media Loading

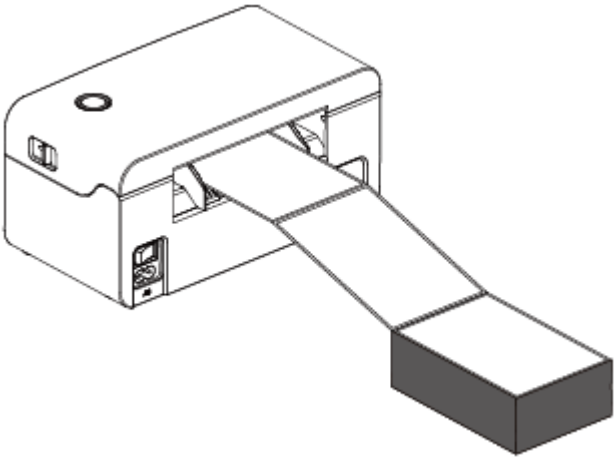
3.1.1 Paper Roll Loading

■ Folding Paper Loading

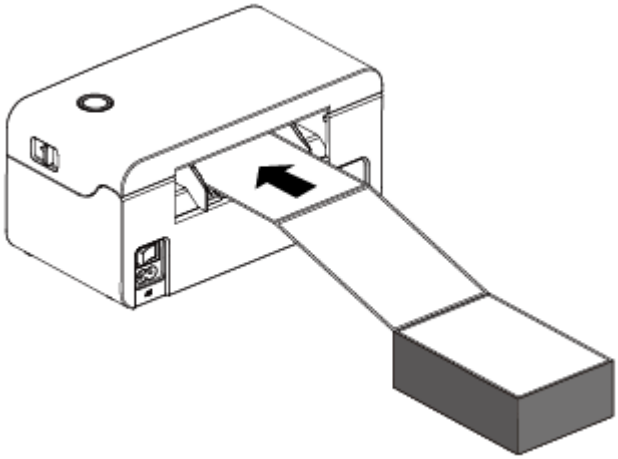
1.Turn the power on, adjust the paper guides to fit the width of paper.



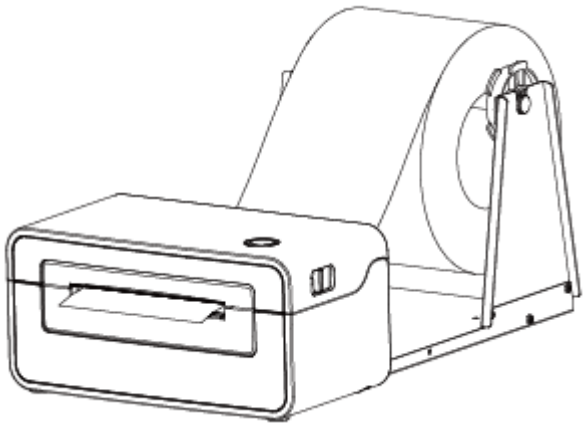
2.Insert the paper into the entry slot.



3.The paper will be inhaled into the path automatically.



■ External Paper Roll Loading



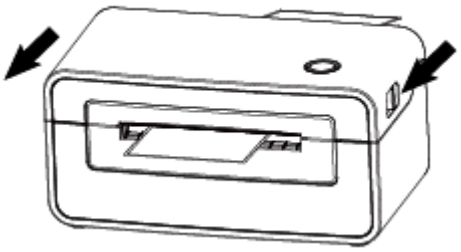
NOTE:

1) When the printer is power on, the paper will be inhaled into the path automatically.

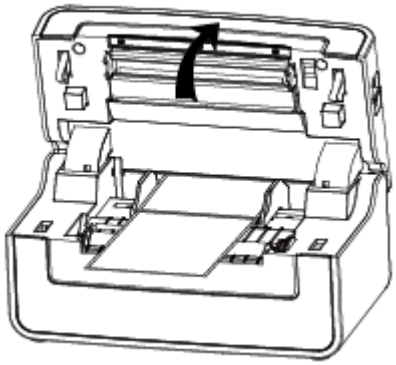
2) The external paper roll holders needs to be aligned with the hooks at the bottom of the printer.

3.1.2 Paper Jam

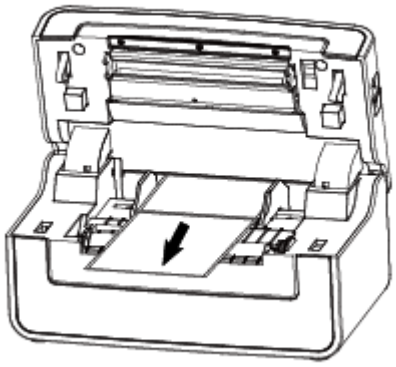
1. Press the cover open levers and hold upwards.



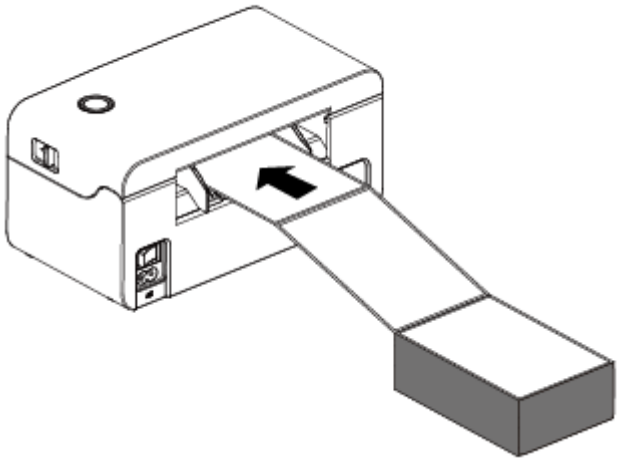
2. Open the printer cover.



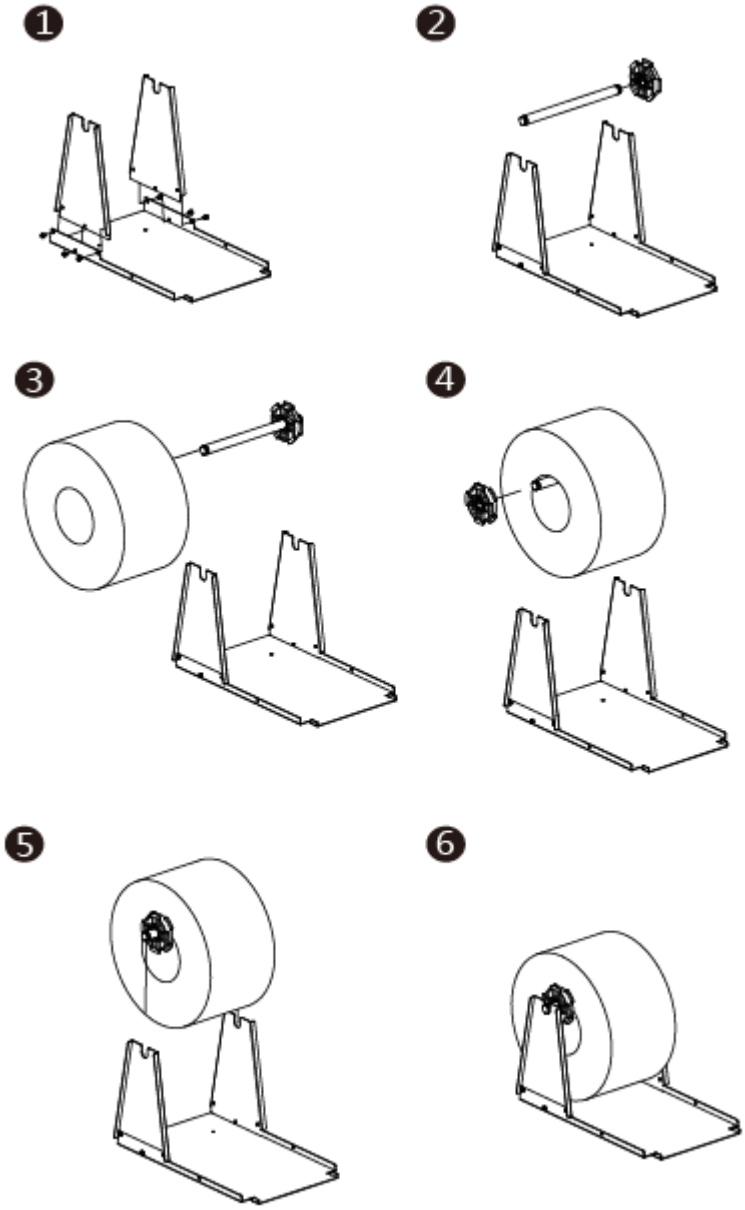
3. Take out the jammed paper, then clean up the print head and platen.



4.Reload a new paper.



3.1.3 Loading the external paper roll

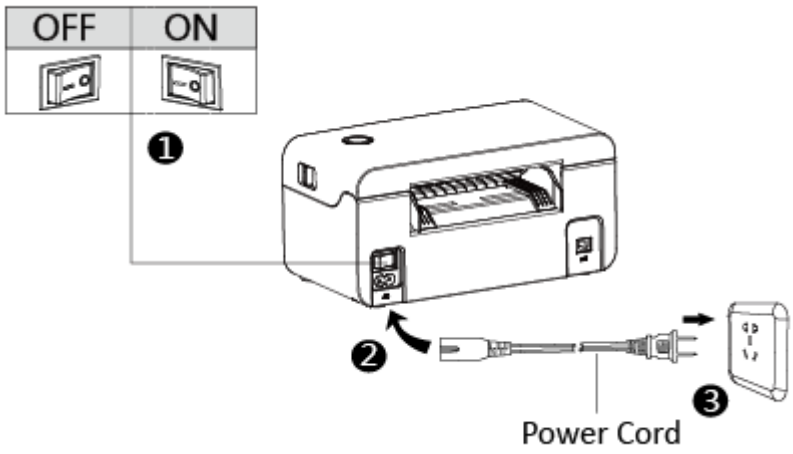


3.2 Power Connection

1. Make sure the printer's power switch is in the off position.

2. Connect the power cord to printer.

3. Connect the other end of power cord to the outlet.



NOTE:

1.Use the original power adapter only, in case that the damage caused by charging improperly.

2.Please unplug the printer power cord if it is not in use for a long time.

3.3 Peripherals Connection

The standard for the printer’s interface cable shows in the following.

-- USB B-Type Cable

Installation steps:

1. Connect the printer to power. Refer to the "3.2 Power Connections" section for detailed instructions.

2. Turn off the printer (O).

3. Connect the USB B-type cable to the USB port of the printer.

4. Connect the other end of the USB B-type cable to the computer.

5. Turn on the printer (—).

3.4 Paper Sensor

When printing, the paper needs to be detected by a label detector. Using different kinds of paper, the detector is located in a different position. If the detector is in an incorrect position that will cause the printer to fail to detect properly, resulting in an abnormal phenomenon of jumping paper. In order to avoid the above situation, the following is a description of different kinds of paper and the location of printer.

3.4.1 Label

When using label paper (figure I), the detector should be aligned to the triangle below (figure II), where the detector is in its initial position.

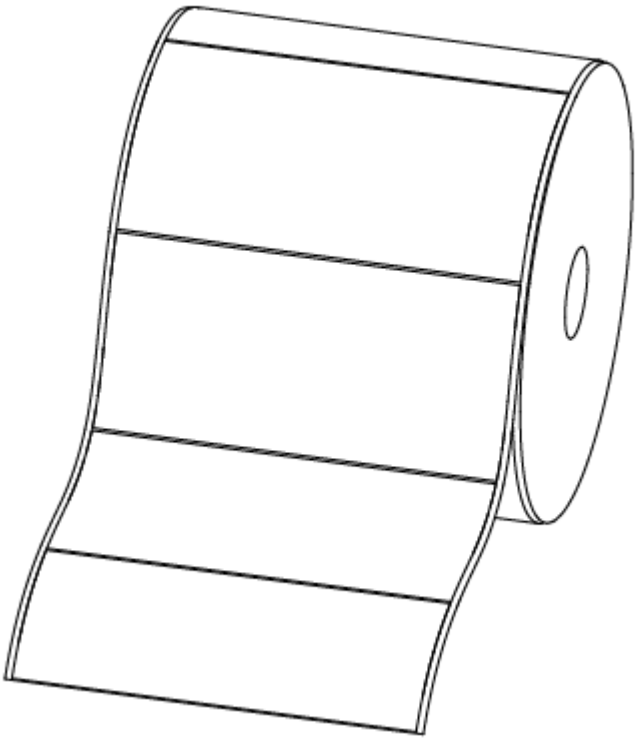


Figure 1

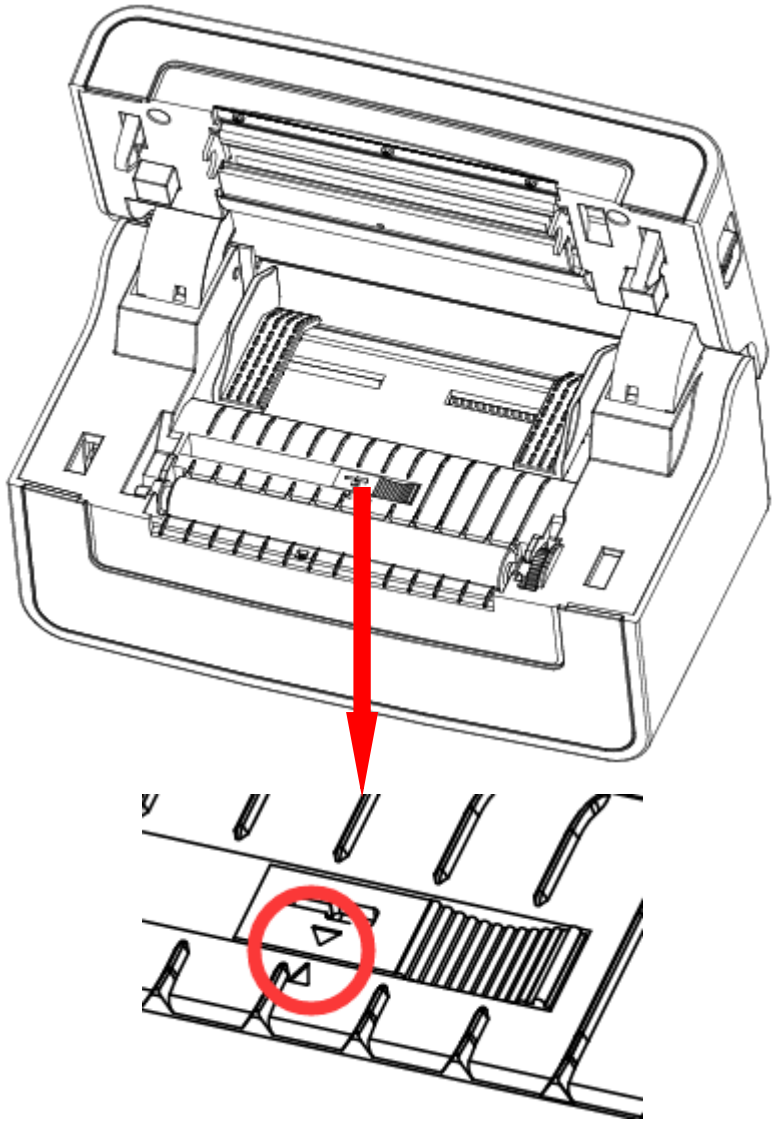


Figure 2

3.4.2 Black Label

When using Black Label paper (figure III), move the detector to detect the black label paper until it is positioned at the location of the Black label (figure IV).

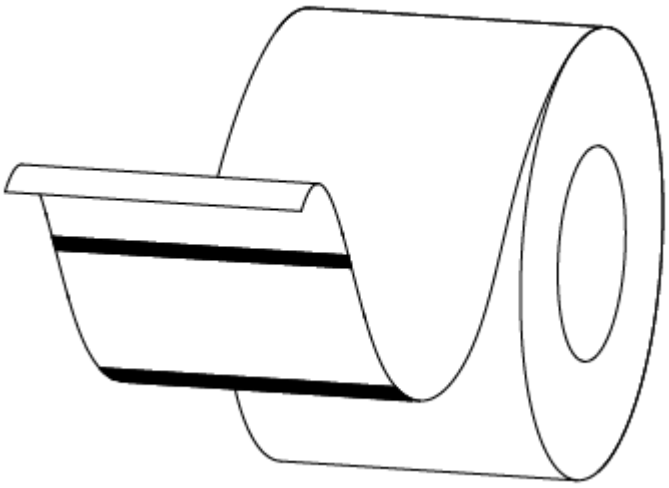


Figure 3

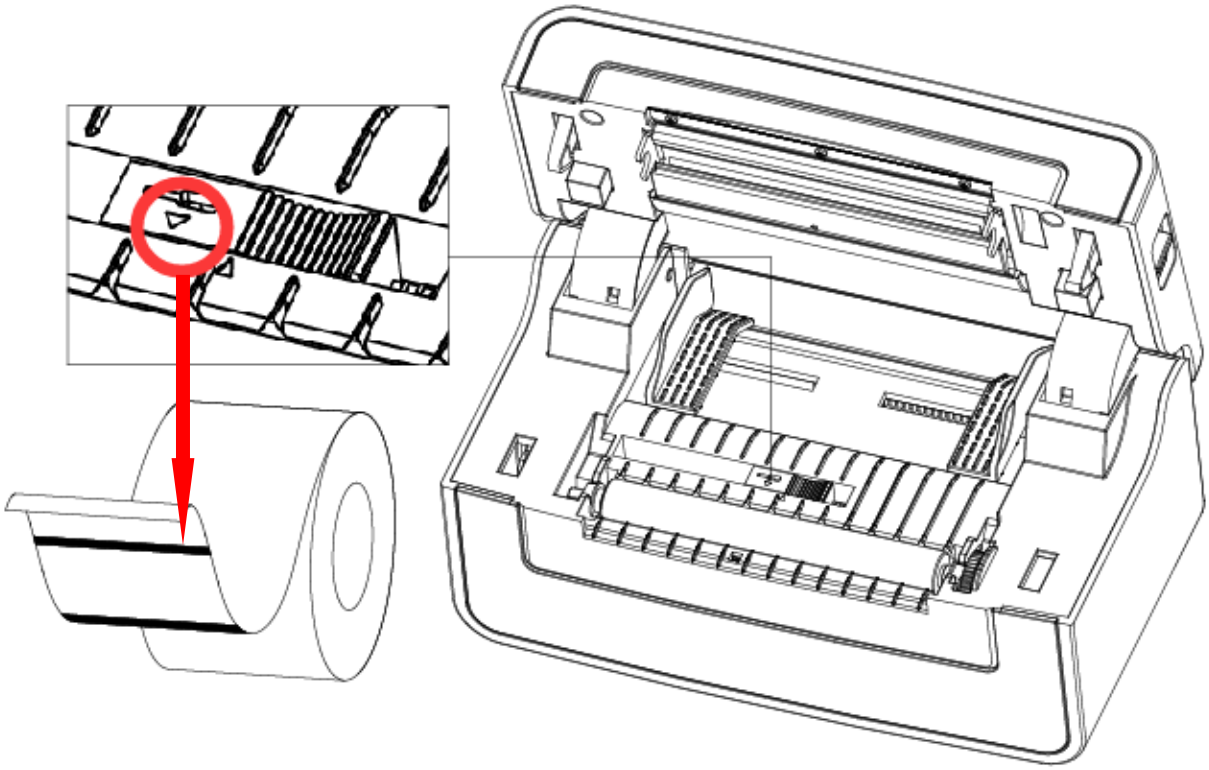


Figure 4

3.5 Operation Panel

1.Feed Button:

- **Turn on**

In the shutdown state, turn on the power switch behind the printer, then the indicator will be light on.

- **Turn off**

When the power switch is turned off, the printer shuts down and the indicator light is off. In the power-on state, turn off the power switch behind the printer, then the indicator will be light off.

- **Feed Button**

1) Press the feed button, the printer sends the paper out to the specified position depending on the type of paper used. When using continuous paper, long press the feed button to send a fixed length of paper. if using label paper, press the feed button once that will send out a whole label.

2) When the printer is printing, press the feed button to pause the current printing and the light is green. press the button again to print the unfinished print task.

2.Description of indicator status:

Color	Action	Indicator Status
Blue	Keep Bright	Ready
Blue	Slow flash	Dump mode
Purple	Keep Bright	Overheat of printheassd
Red	Keep Bright	Head up
Red	Slow flash	Paper out
Red	Quick flash	Abnormal label calibration
Orange	Slow flash	Paper jam, Label positioning is abnormal
Green	Keep Bright	Printing
Green	Slow flash	Pause of printing

3.6 Basic Function

3.6.1 Power On/ Power Off

1) Press “O” to power off the printer. Press “I” to power on the printer.

Press the feed button, the printer sends the paper out to the specified position depending on the type of paper used. When using continuous paper, long press the feed button to send a fixed length of paper. if using label paper, press the feed button once that will send out a whole label.

2) When the printer is printing, press the feed button to pause the current printing and the light is green. press the button again to print the unfinished print task.

3.6.3 Quick Calibration

Users must carry out the calibration under the conditions below:

- The first time to use the printer since installation.
- The first time to use the printer since sensor cleaning.
- Reuse the printer when it has not been used for a long time.
- Change a new type of media.
- Printer cannot recognize the mark.
- Huge change of the operating environment.

Calibration method:

1. Carry out the calibration manually.

When the printer is ready, keep press the feed button until the status indicator (blue) flash 2 times, then release the feed button, the printer began to calibration. When the printer learns in continuous paper mode, it is invalid.

2. Manual positioning learning after cover closing:

Users can also complete their calibration through the printer tool software, as detailed in the "chapter 6th Label Printer Utility Instructions" section.

**Note:**

After the quick calibration, users could open the printer cover to pull back the learned paper in avoid of paper wasting.

3.6.4 Print Self-test Page

The self-test checks the printer's current settings, status and whether the printer has any problems or not. Please confirm the following status. Firmware version, printer parameter setting status, print quality and external equipment related settings information, etc. If there are no problems with the printer, please check other devices or software. This function operates independently of other devices or software.

1.Printing Manually

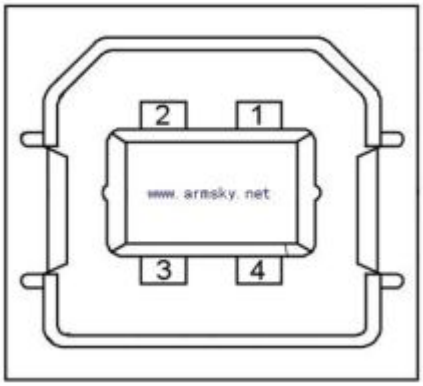
1) Make sure the roll is loaded properly.
2) Make sure the top cover of the printer is closed properly. Then turn on the printer.
3) When the printer is ready, keep press the feed button until the light (Blue) flash once, then release the button to start to print the self-test page.

2.Printing by Windows Driver Program

1) Install the Windows Driver program.
2) Set the "Interface" as the type you use.
3) Use the Windows Driver Program to print out the "Self-test page".
4) Please refer to "Chapter 7 Windows Driver Instructions" for more detailed information.

CHAPTER 4 INTERFACE

4.1 USB Interface



PIN	SIGNAL NAME
1	VBUS
2	D-
3	D+
4	GND

CHAPTER 5 MAINTENANCE & ADJUSTMENT

Adhesives and coatings of the media can transfer to the printer parts over time along the media path including the thermal print head and media sensor. This build-up can accumulate dust and debris. Failure to clean the print head, media path, and media sensor could result in inadvertent loss of labels, label jams and possible damage to the printer.

**Note:**

1. Make sure to turn off the printer before cleaning.

2. As the print head gets hot during printing, if want to clean the print head, turn the printer off and wait approximately 2~3 minute before commencement.

3. When cleaning the print head, do not to touch the heated portion of the print head. Print Head is susceptible to damage from static electricity, etc. So, it is strongly recommended to wear hand gloves during cleaning progress.

4. Do not to allow the print head become scratched and/or damaged in any way.

5.1 Cleaning Print Head

1. Open the printer cover and then use the cleaning pen to clean the head in the direction from the center of the head to two sides.

2. After cleaning the head, do not use the printer until the alcohol used for cleaning evaporates completely (1~2 min) and the printer has completely dried.

5.2 Cleaning Roller and Paper Path

1. Open the printer cover and then remove the paper.

2. Remove any dust or foreign substance using dry cloth or cotton swab.

3. Soak the cloth or cotton swab in alcohol for medical use and use it to remove adhesive foreign substances or other pollution materials.

4. After cleaning the parts, do not use the printer until the alcohol evaporates completely (1~2 min) and the printer has completely dried

**Note: Clean the parts when print's quality or label detection degrades.**

CHAPTER 6 LABEL PRINTER UTILITY INSTRUCTIONS

6.1 Installation Preparation

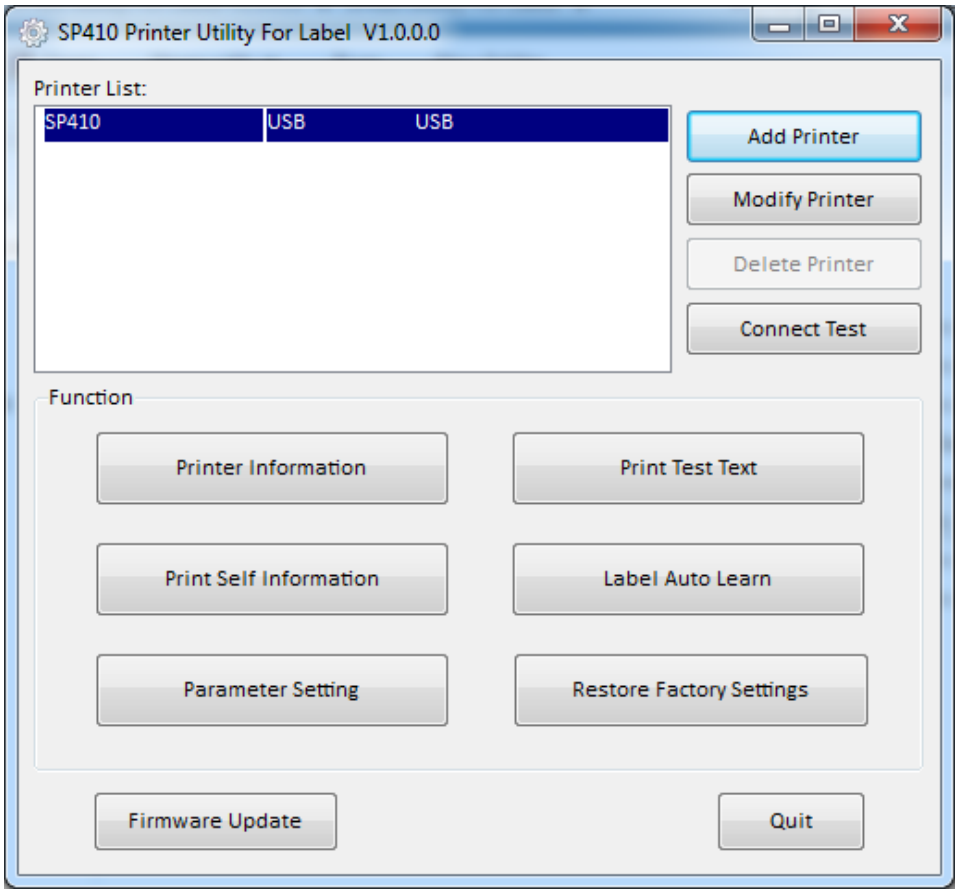
Download the utility application in https://easyparcel.com/printerdriver.

6.2 Usage

Note: the following takes Windows 7 operating system for example, which may vary depending on the operating system on your computer.

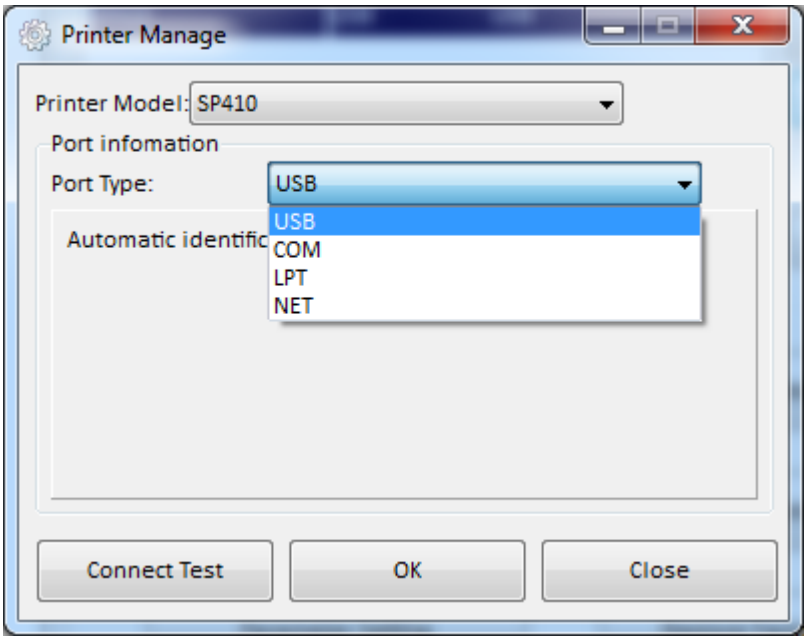
1.Download “UtilityForLabel_V1.0.0.0”.

2.Then open the “UtilityForLabel_Channel.exe”.

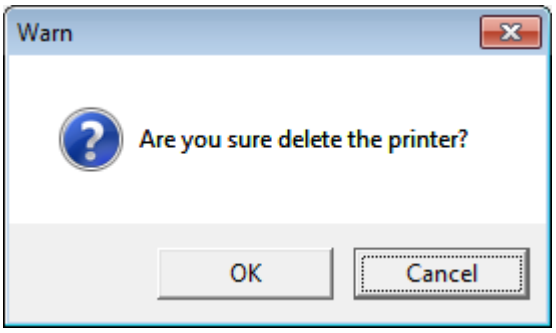


3.Add/Modify/Delete Printer, Connect Test.

●Click “Modify Printer”. Choose the printer and port (e.g. USB), then click “OK”, showed in “Printer List”.

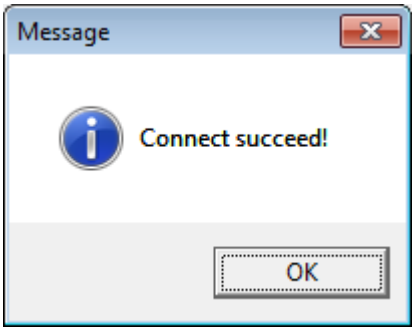


●Click “Delete Printer”. Click “OK” to delete the printer and click “Cancel” to cancel the command.

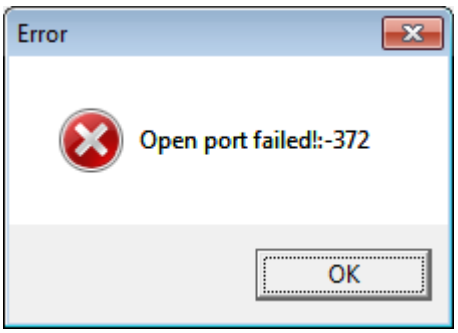


●Click “Connect Test” to test whether the connection is successful or not.

If connection succeeds, it shows as follows.



If connection fails, it shows as follows.

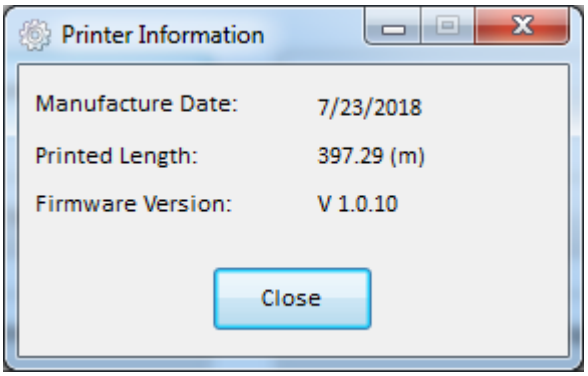


Note:

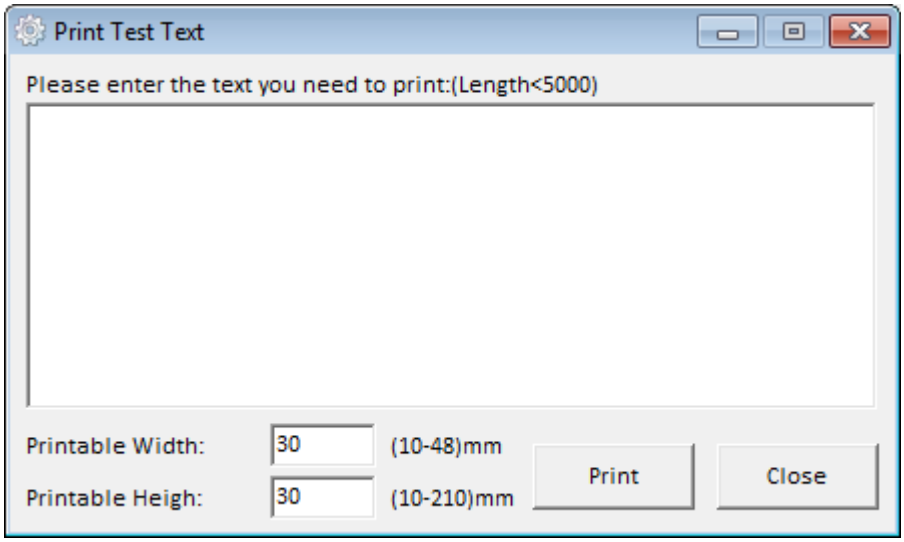
1) **Please connect your printer to power firstly, choose one port (depend on the printer you bought) to connect to the PC. Connecting method refer to the Power Connection.**
2) **When connection fails, please check the connection or whether the port matches. (When USB port is used, it is better to make sure only one printer is connected)**

4.Function.

●Click “Printer Information”, showing printer information. (varies by different printers)



●Click “Print Test Text”. Type the text. Click “Print”, then printer starts to print the test text.



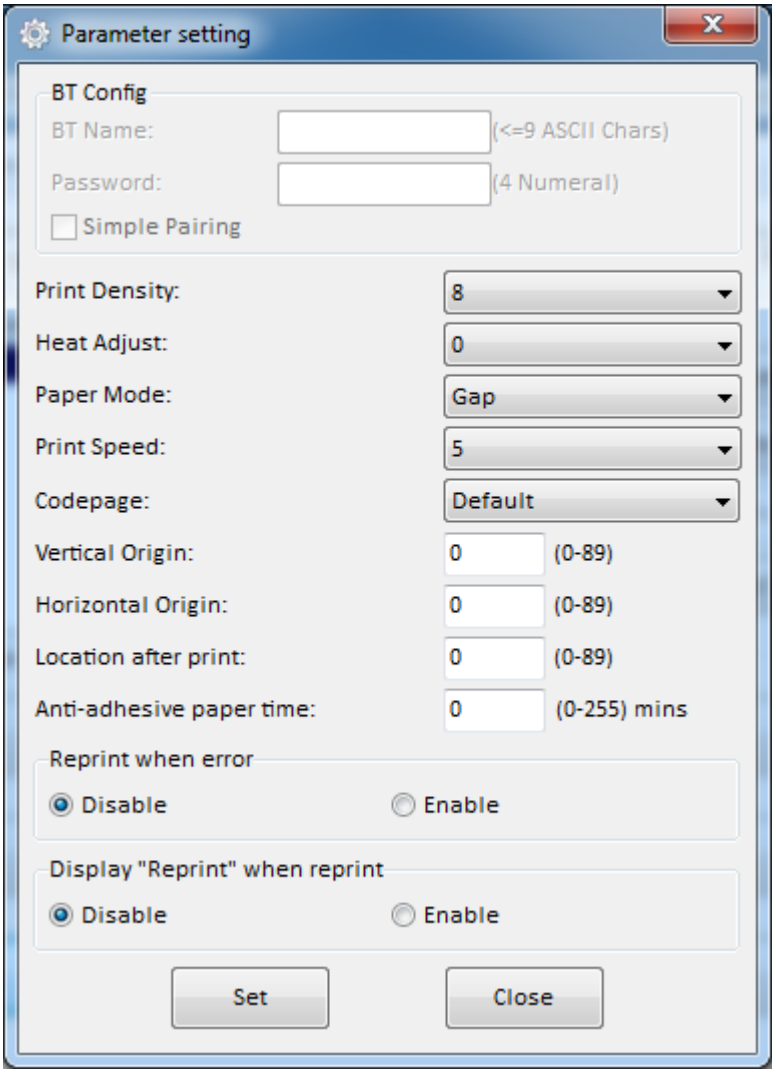
●Click “Print Self Information”, then printer starts to print self-test page.

Print Self Information

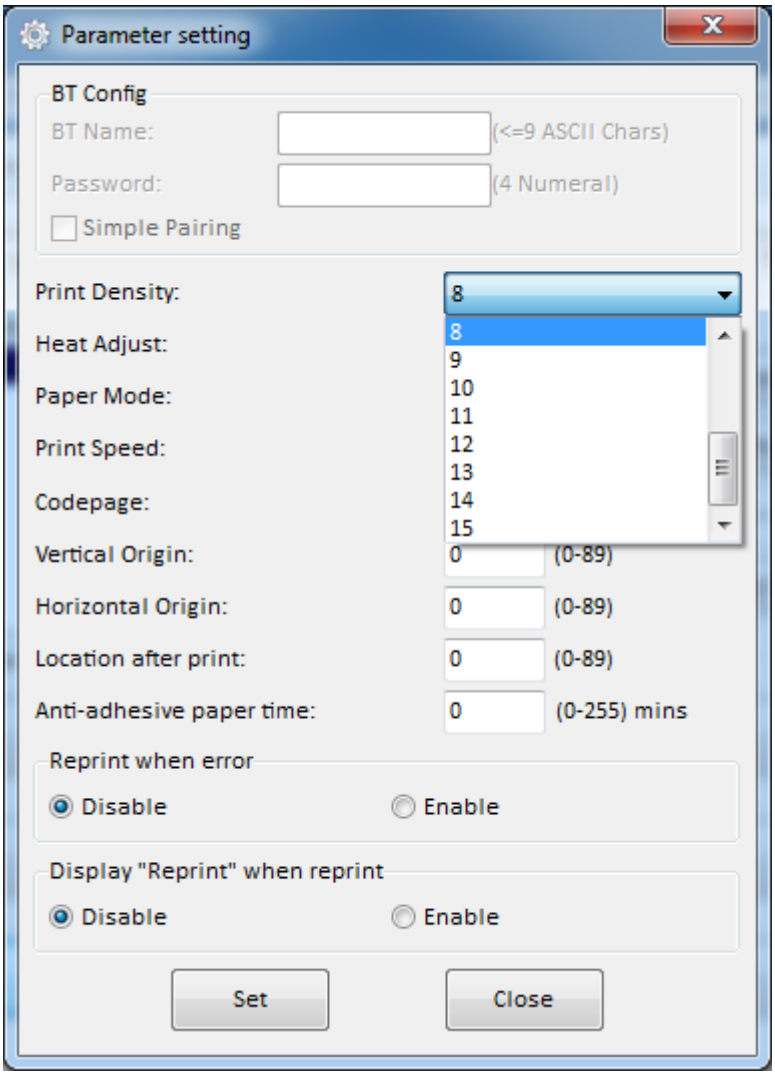
●Click “Label Auto Learn”, then printer will carry out the calibration.

Label Auto Learn

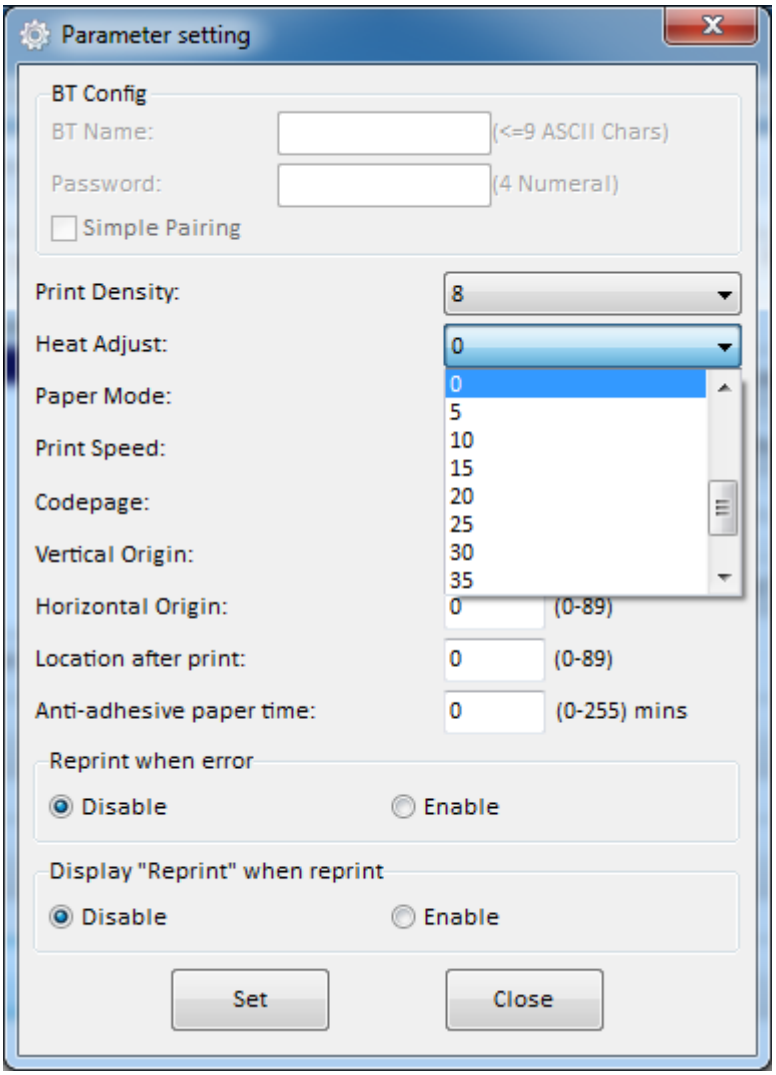
●Click “Parameter Setting”. User can set up the density, paper mode and so on.



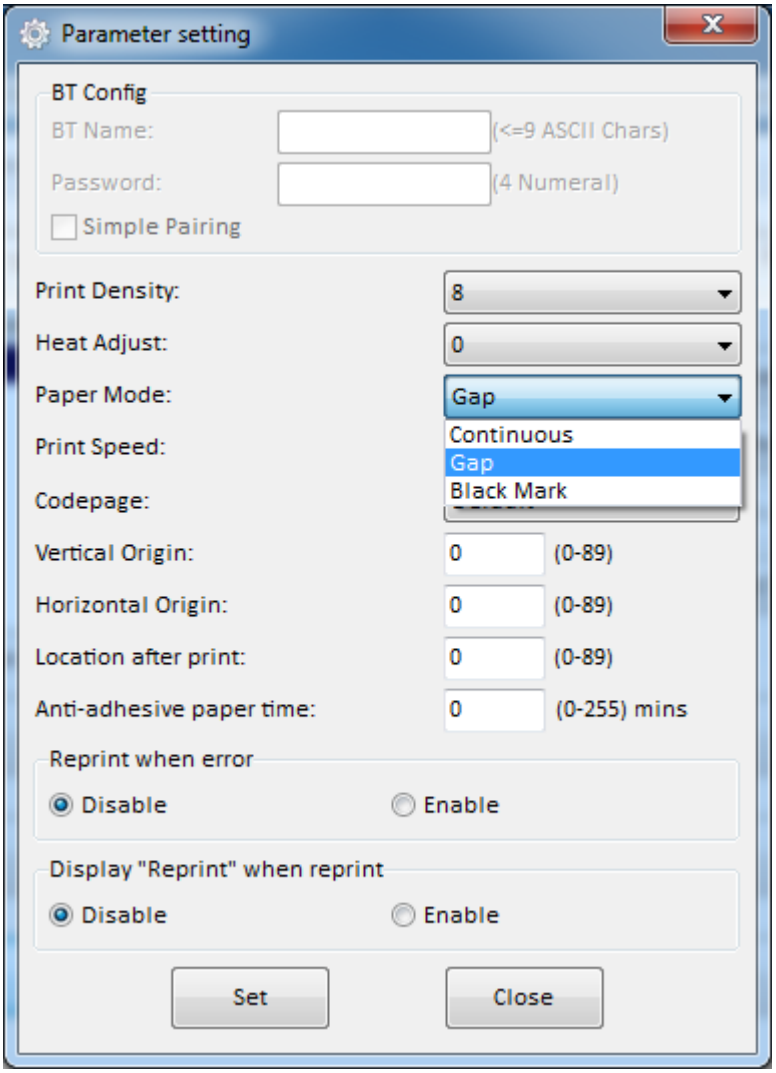
1) Print density (choose range:0~15):



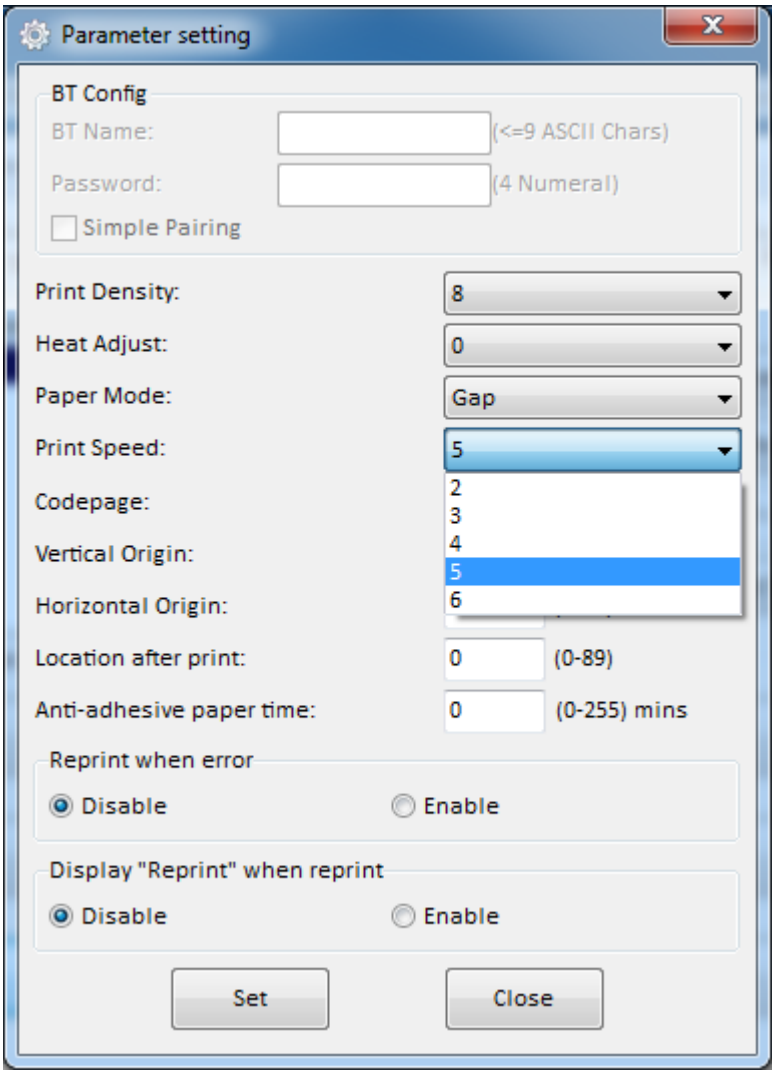
2) Heat Adjust



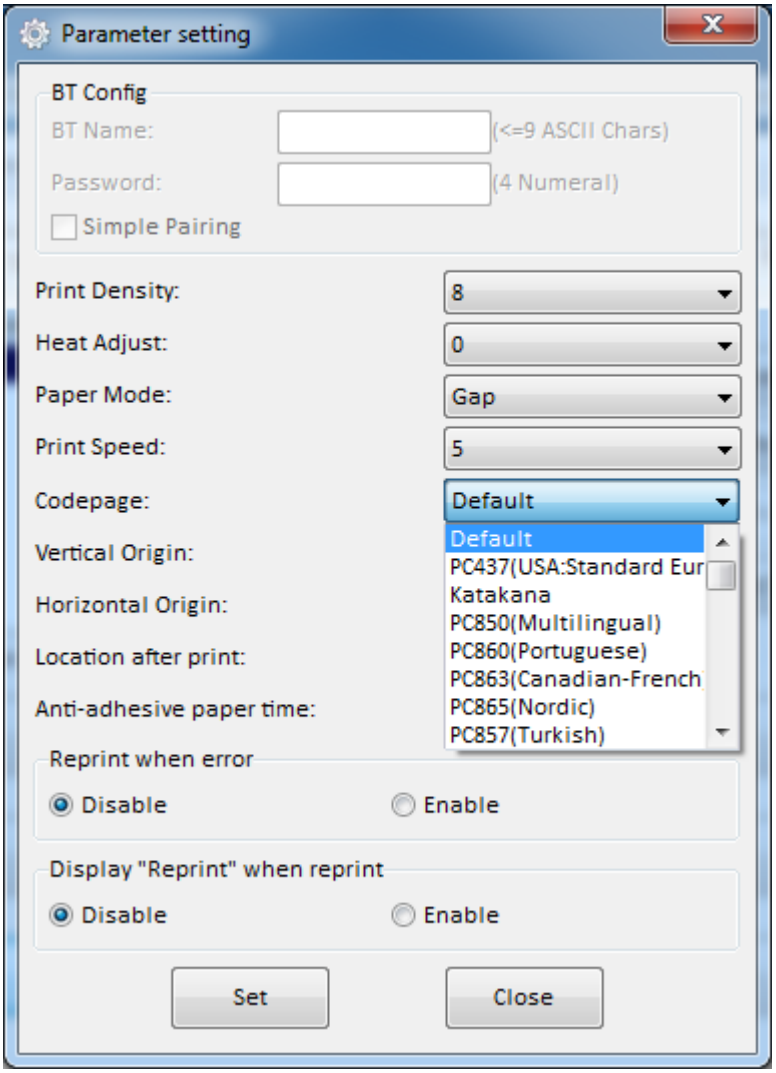
3) Paper Mode (Gap, Continuous, Black Mark):



4) Print Speed (choose range:2~6):

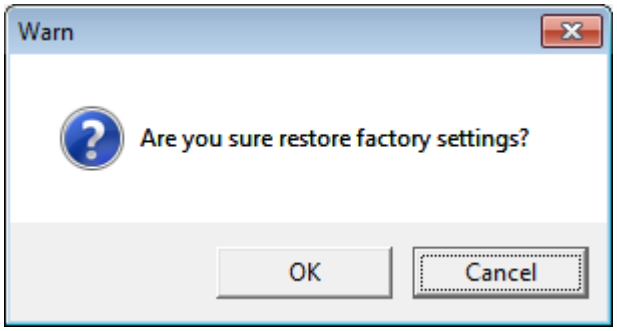


5) Codepage:



6) Click “Set” and back to the main menu.

●Click “Restore Factory Settings”. Click “OK” to restore factory settings and click “Cancel” to cancel the command.



5.Click “Quit”, and finish printer settings.

CHAPTER 7 WINDOWS DRIVER INSTRUCTION

7.1 Installation Preparation

Download Windows Driver application in https://easyparcel.com/printerdriver.

7.2 Installation

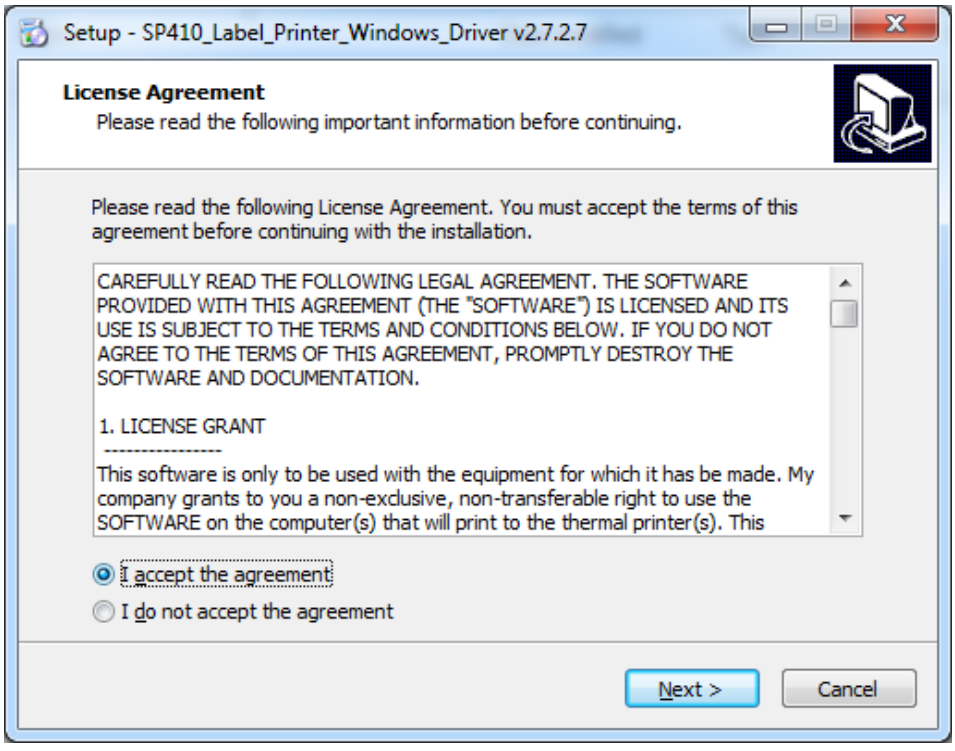
Warning: There are some differences under different operating system. Please operate it according to the tips. Recommend to close security software before installation in case of preventing installation.

1.Select one interface to connect your printer to computer.

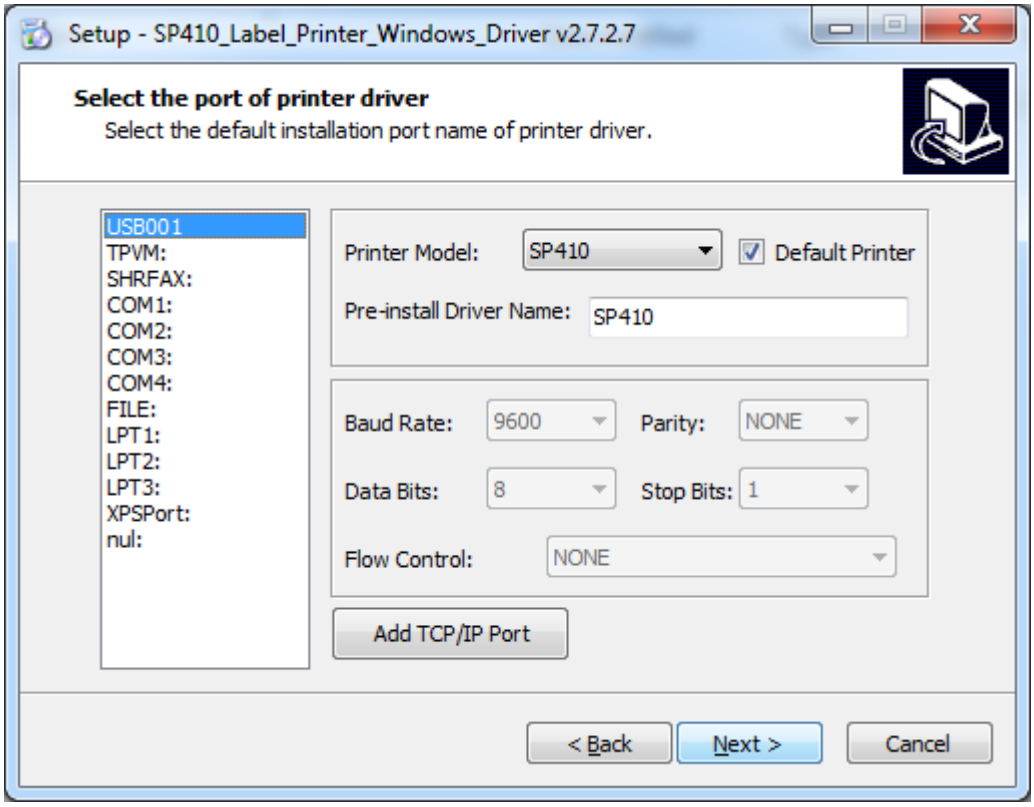
2.Turn on the printer and check if it is connected to computer successfully.

3.Double click Windows Driver.

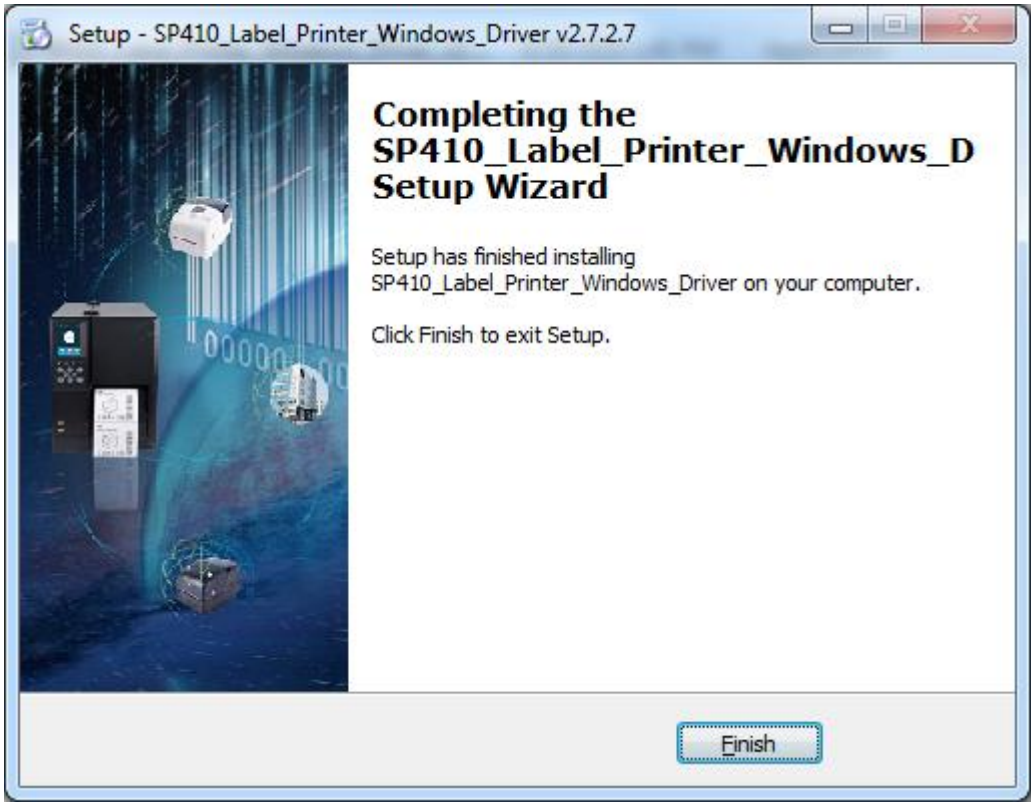
4.Read and agree the license agreement. Then click “Next”.



5.Select the default installation port name of printer driver, then click “Next”.



6.Click"Finish".



7.After installation, the icon will be found in “Start” → “Devices and Printers”.



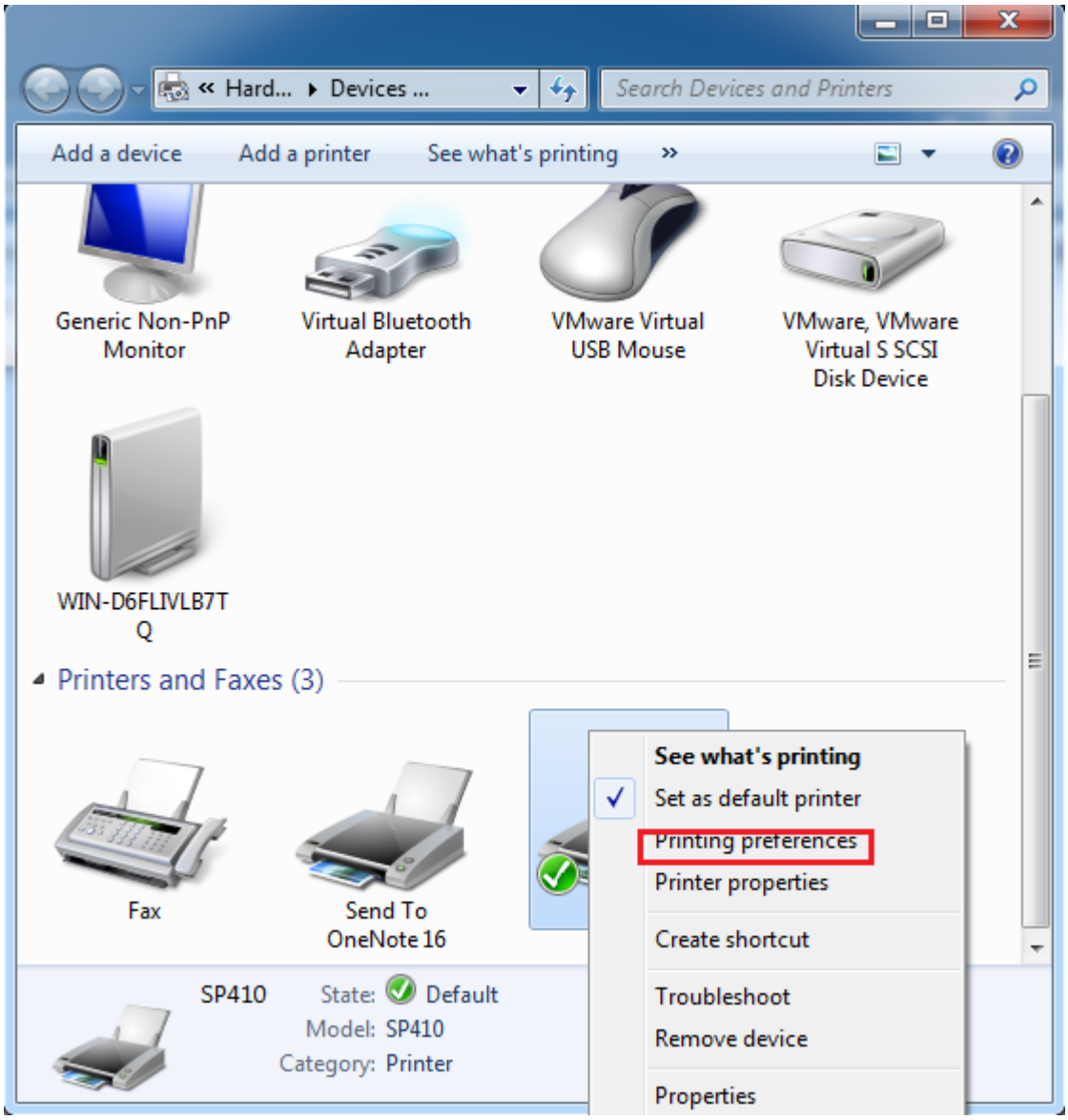
Note:

If you have already installed the driver (No matter what kind of ports), it will generate a USB port automatically when connecting the printer to computer.

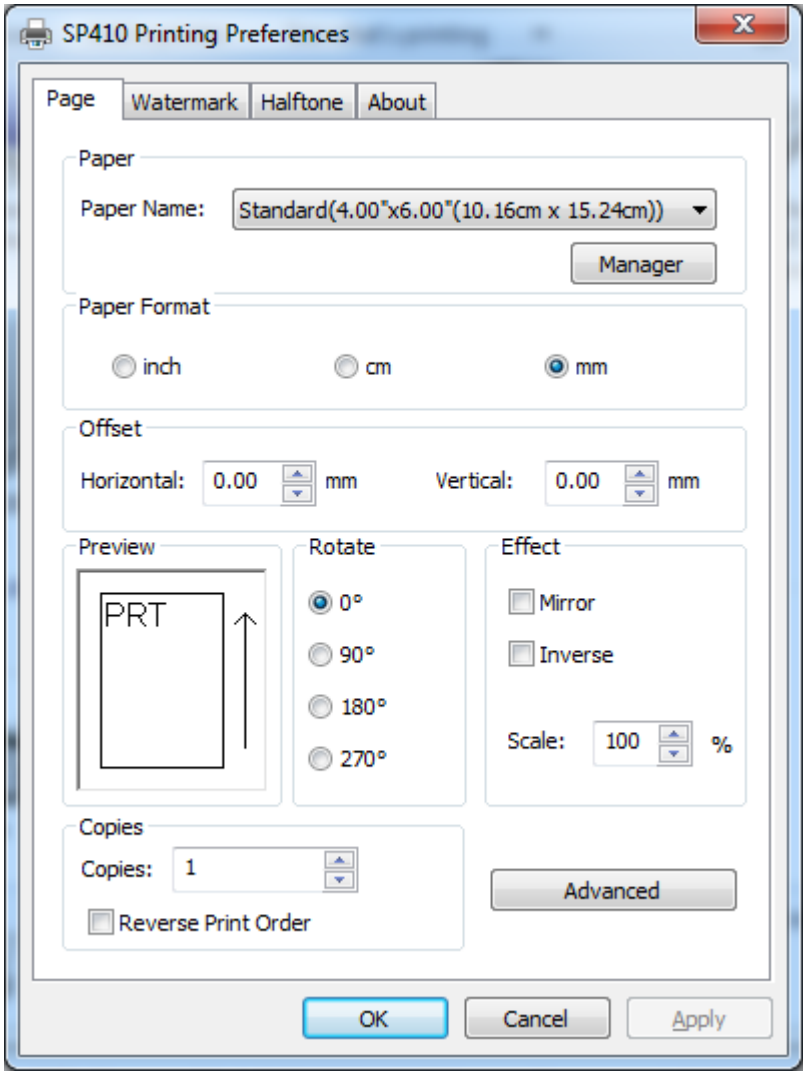
7.3 Usage

7.3.1 Printing Preferences

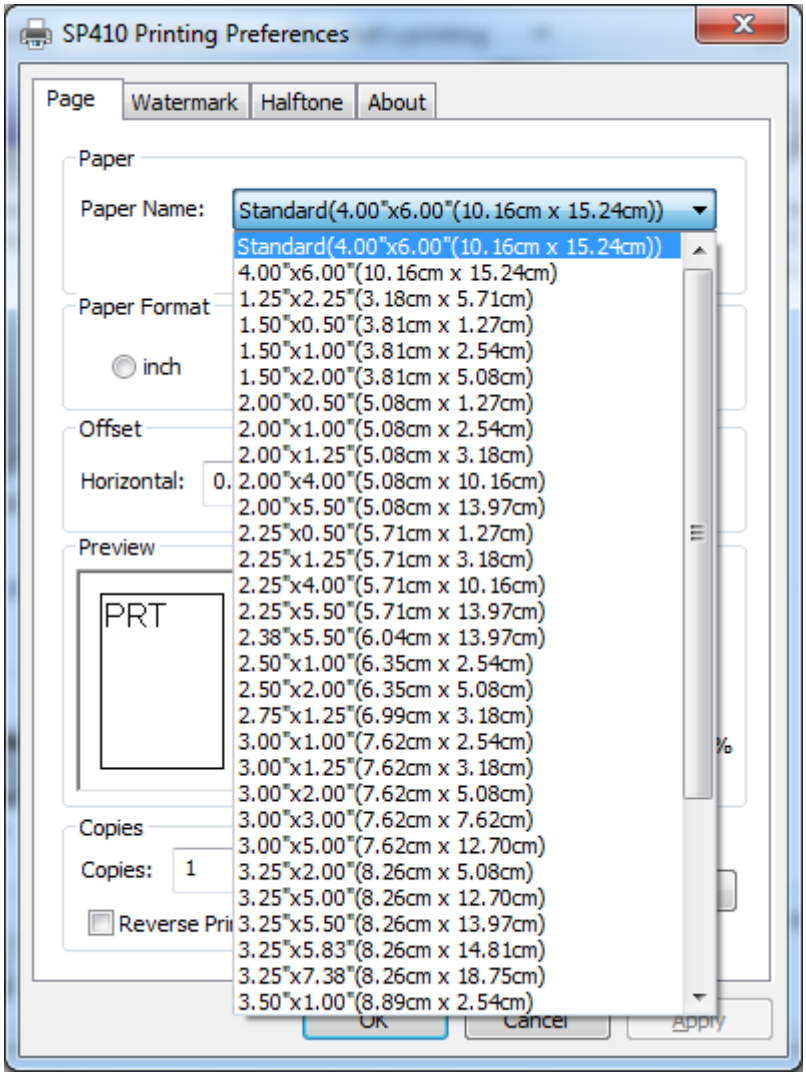
1.Click “Start” → “Devices and Printers”. Right click the icon and choose “Printing preferences”.



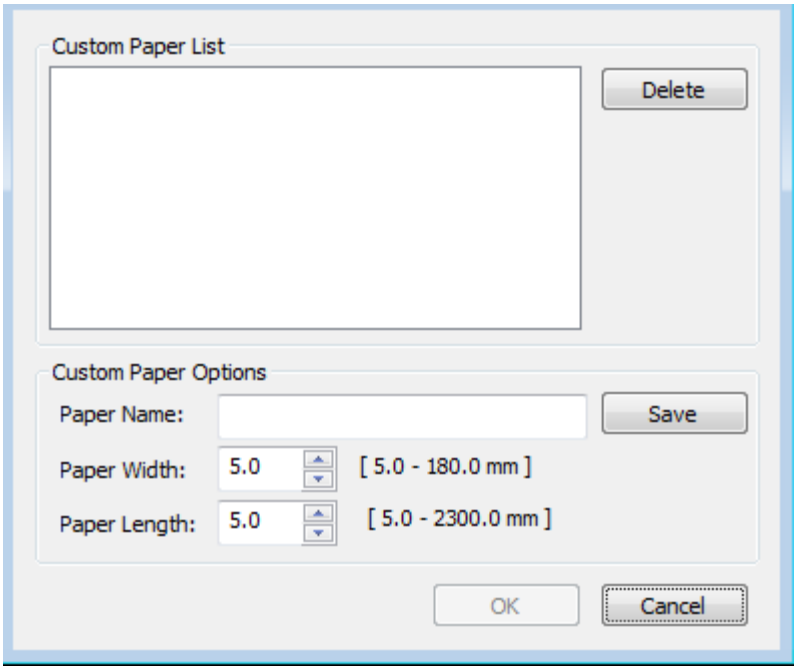
2.According to different needs, set the page.



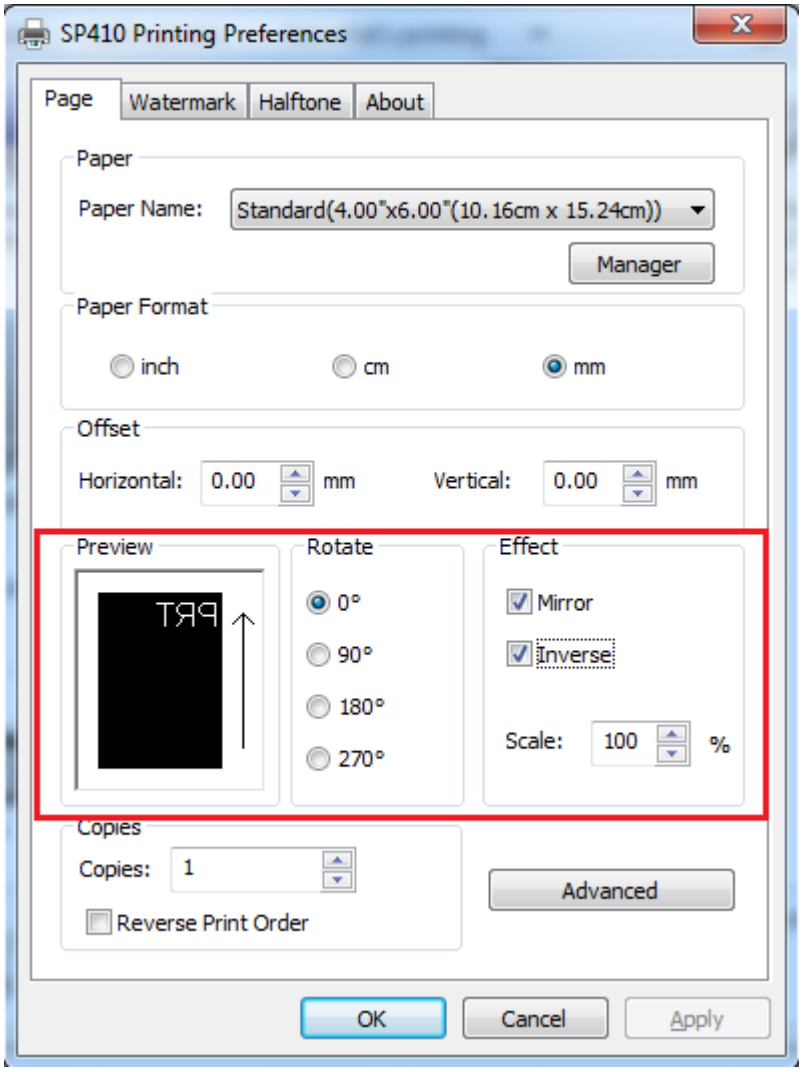
●Click “Paper Name”, then choose the paper type.



●Click “Manager” to add a new stock.

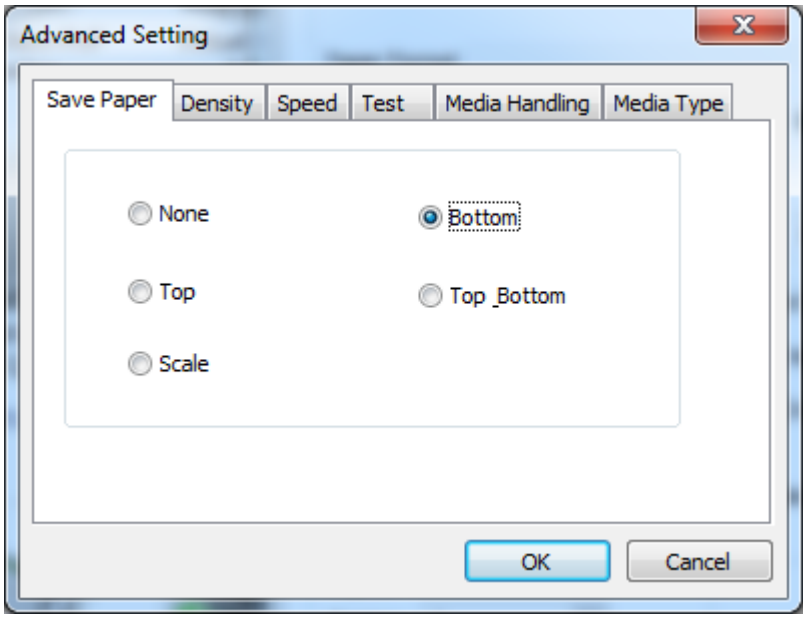


●Choose “Rotate” or “Effect”, it will be showed in the “Preview”.

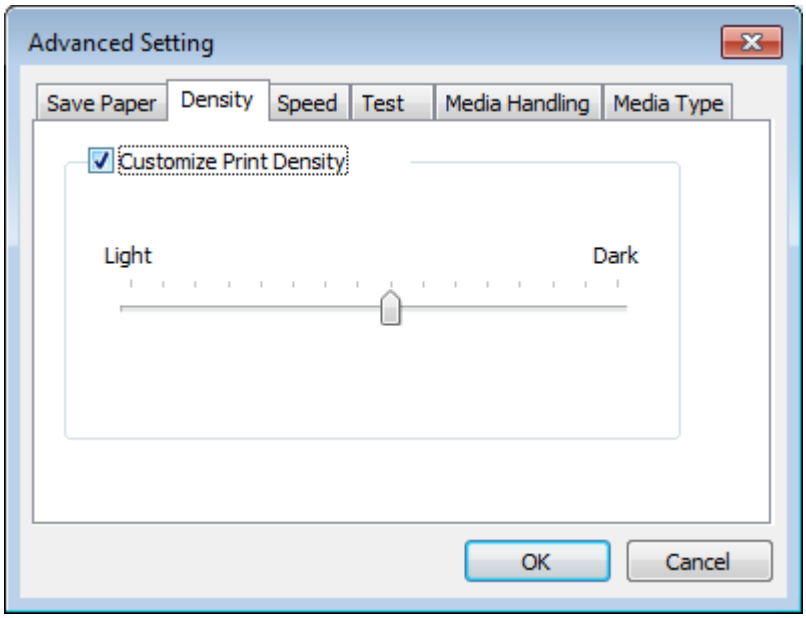


●Click “Advanced” to set “Save Paper”, “Density”, “Speed”, “Test”, “Media Handling”, “Media Type”.

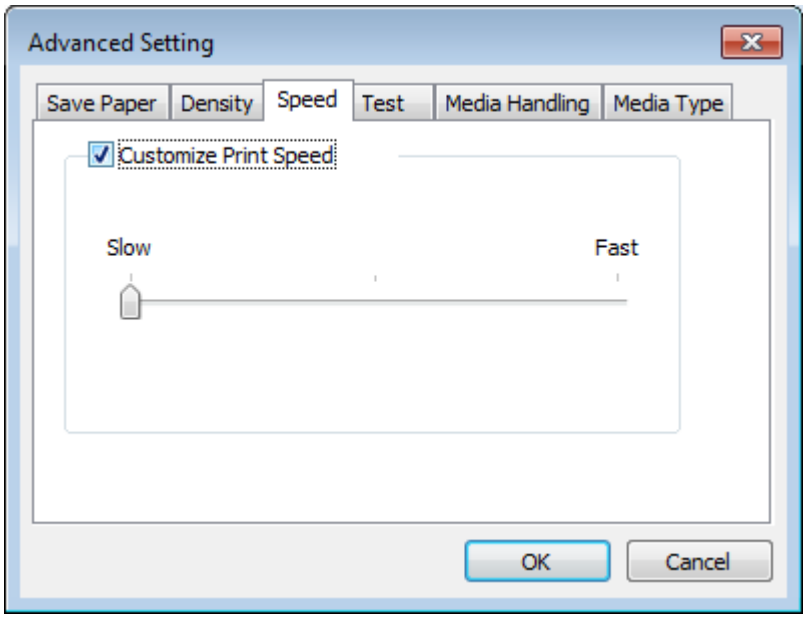
1) Save Paper



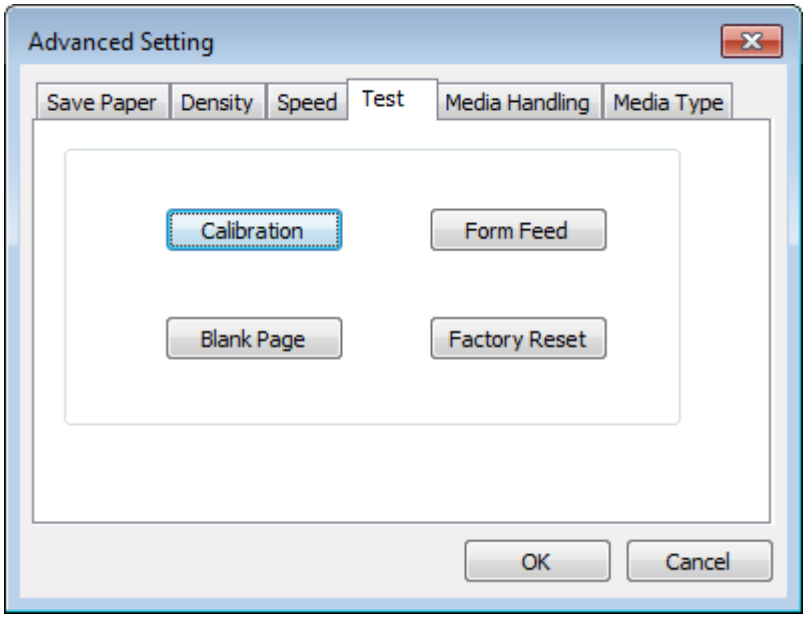
2) Density



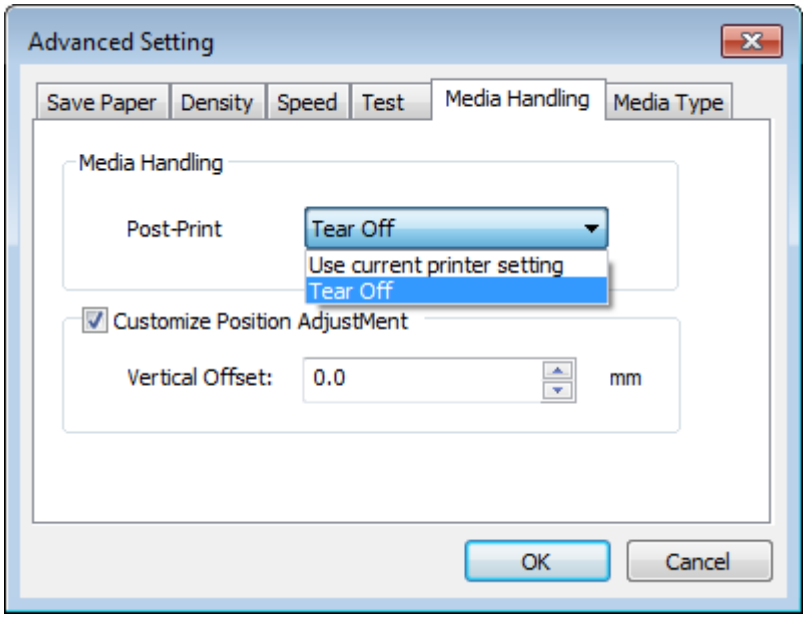
3) Speed



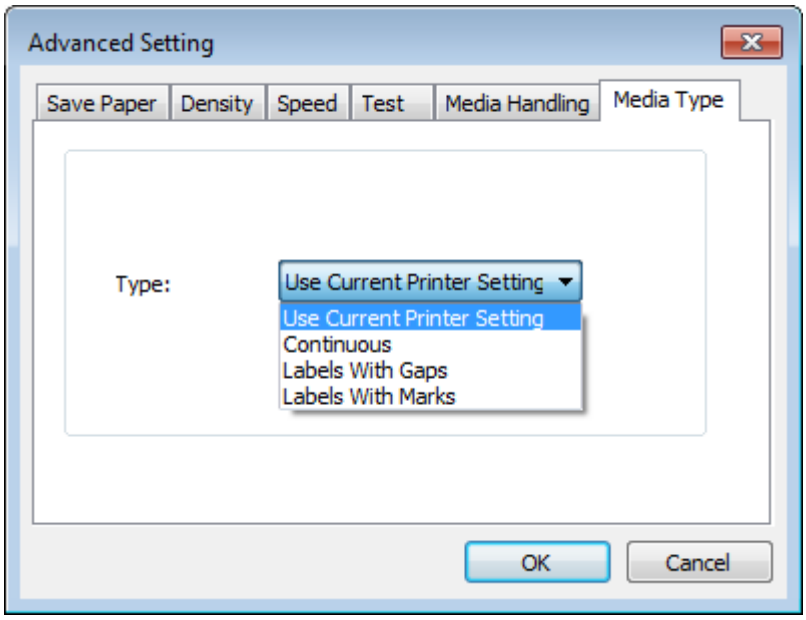
4) Test



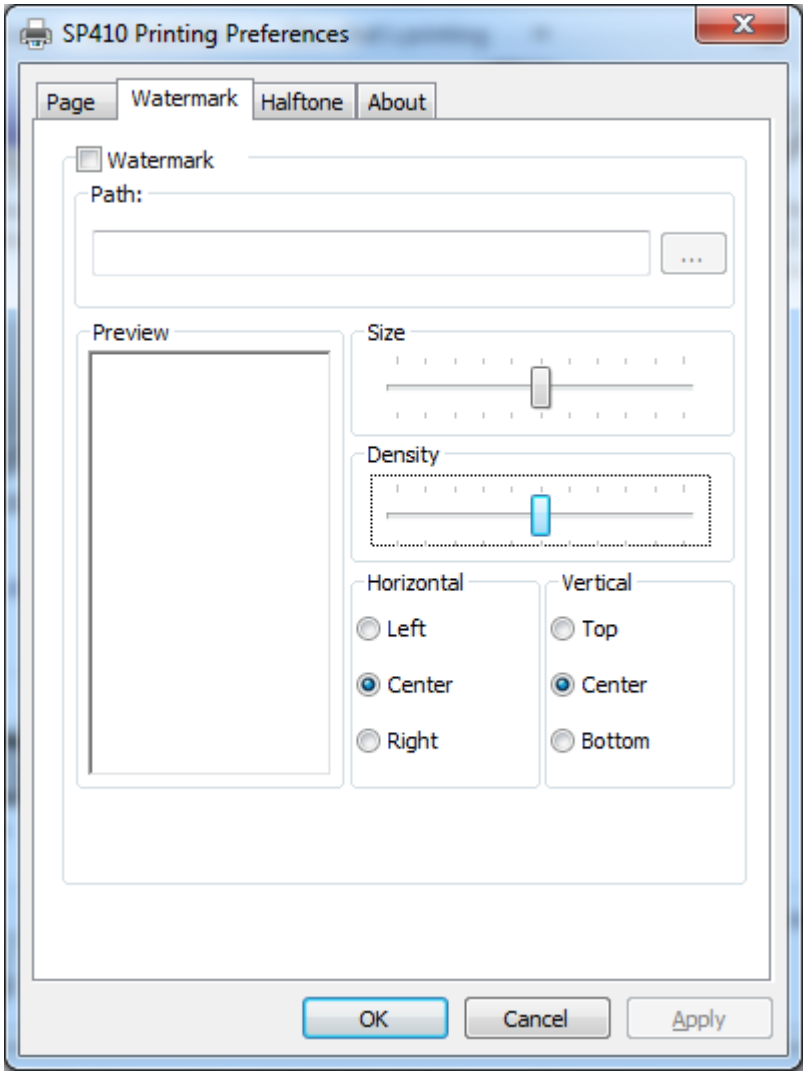
5) Media Handling



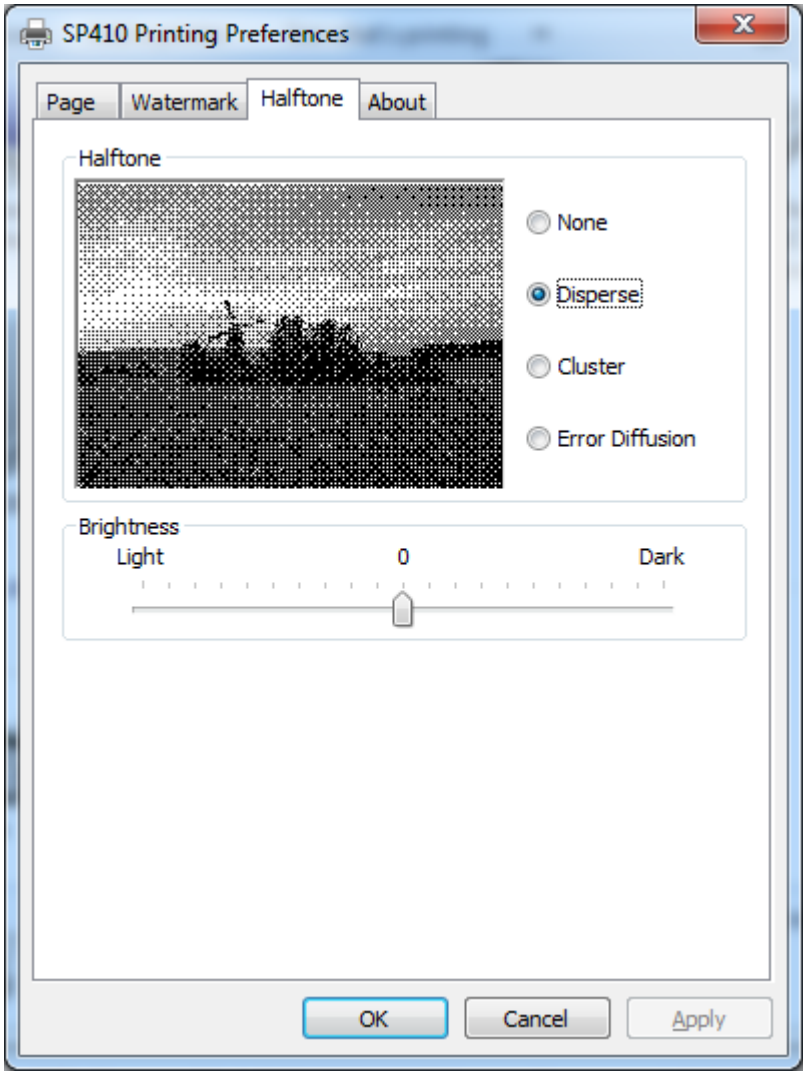
6) Media type

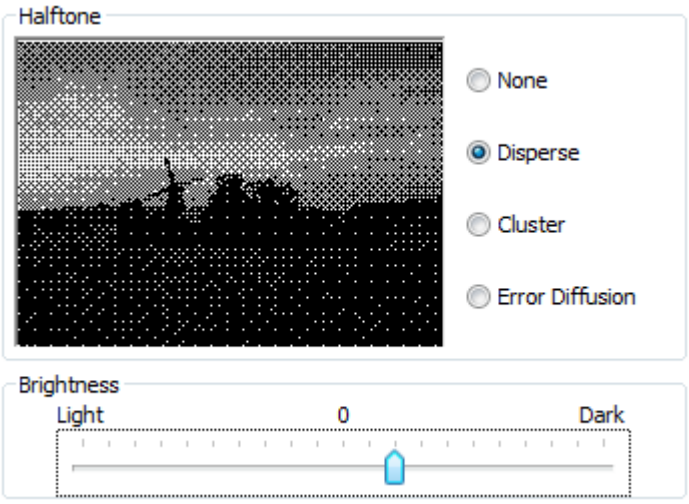


3.Click “Watermark”, it recommends to use BMP format.



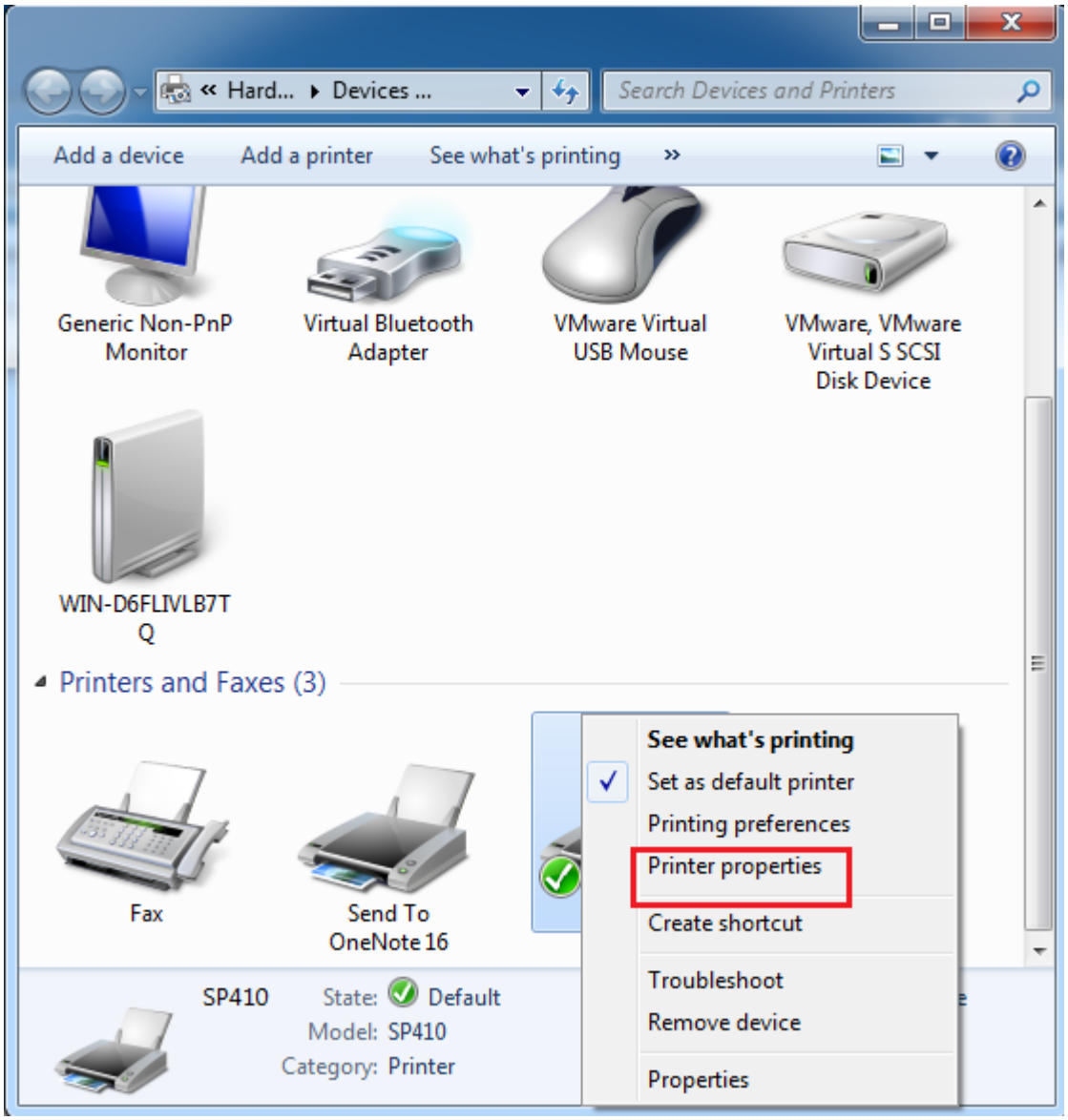
4.Click “Halftone”.



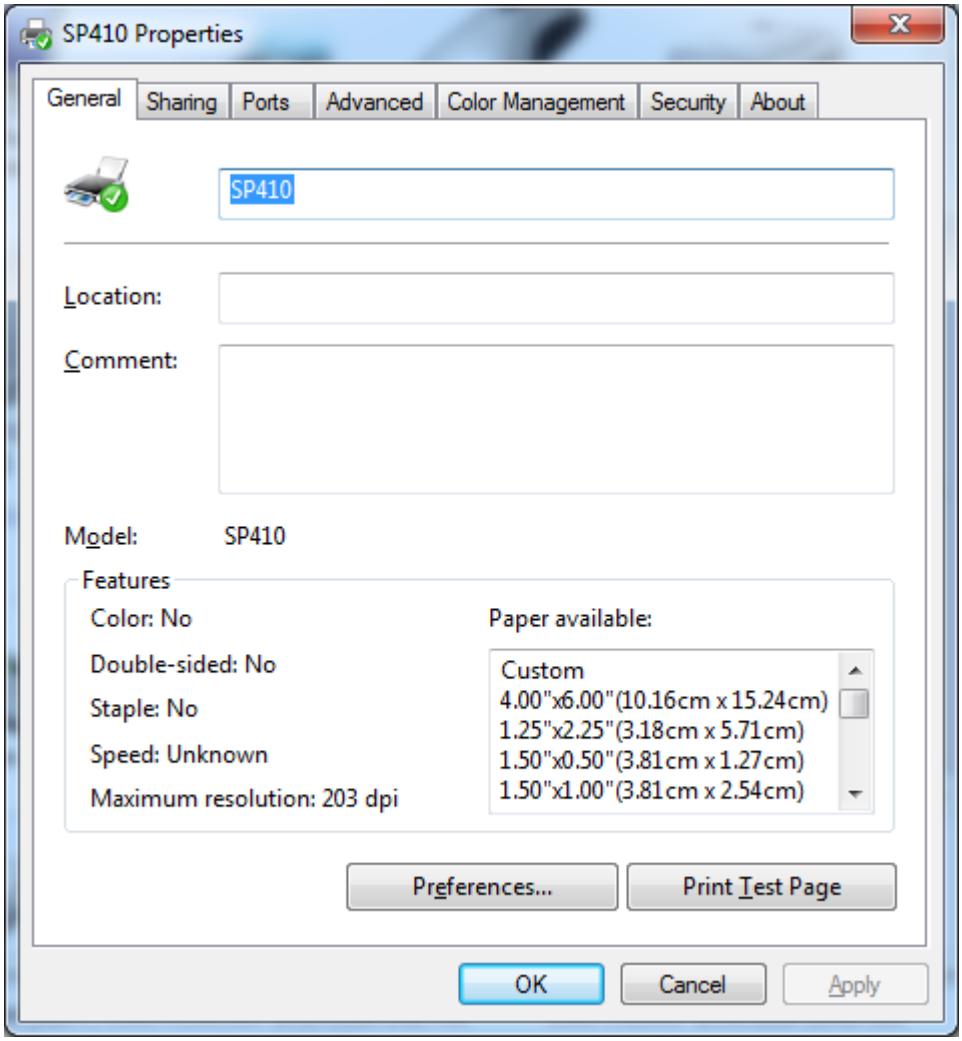


7.3.2 Printer Properties

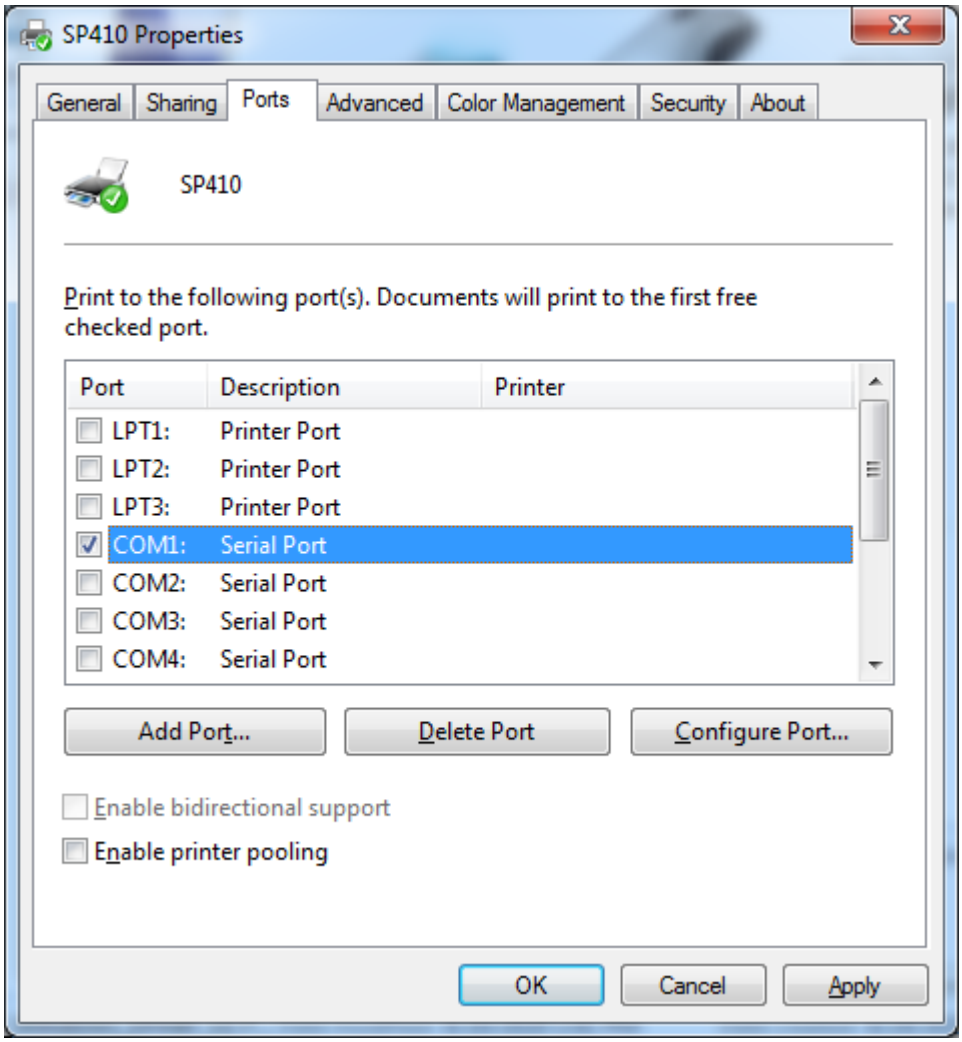
1.Click “Start” → “Devices and Printers”. Right click the icon and choose “Printer properties”.



2.Click “General” → “Print Test Page”, and printer will print labels with current settings.

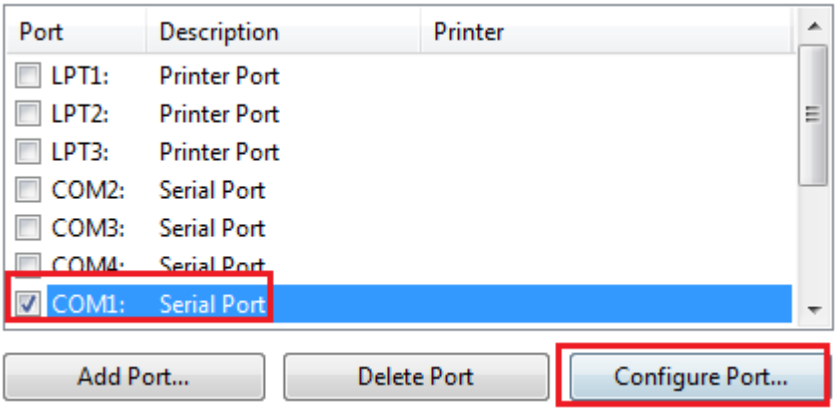


3.Click “Ports”, then choose the port needed.

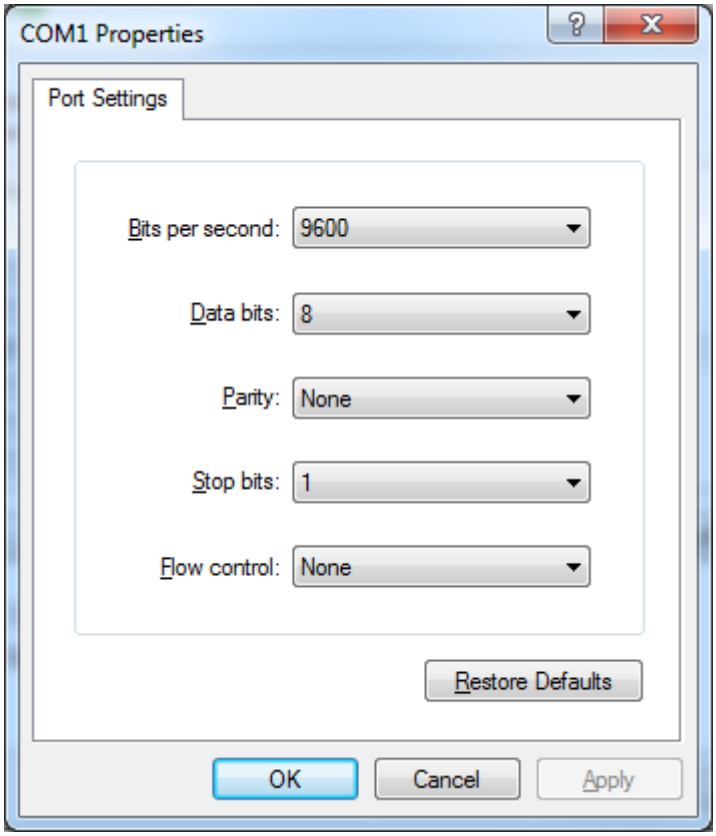


E.g. Configure the port to Serial Port.

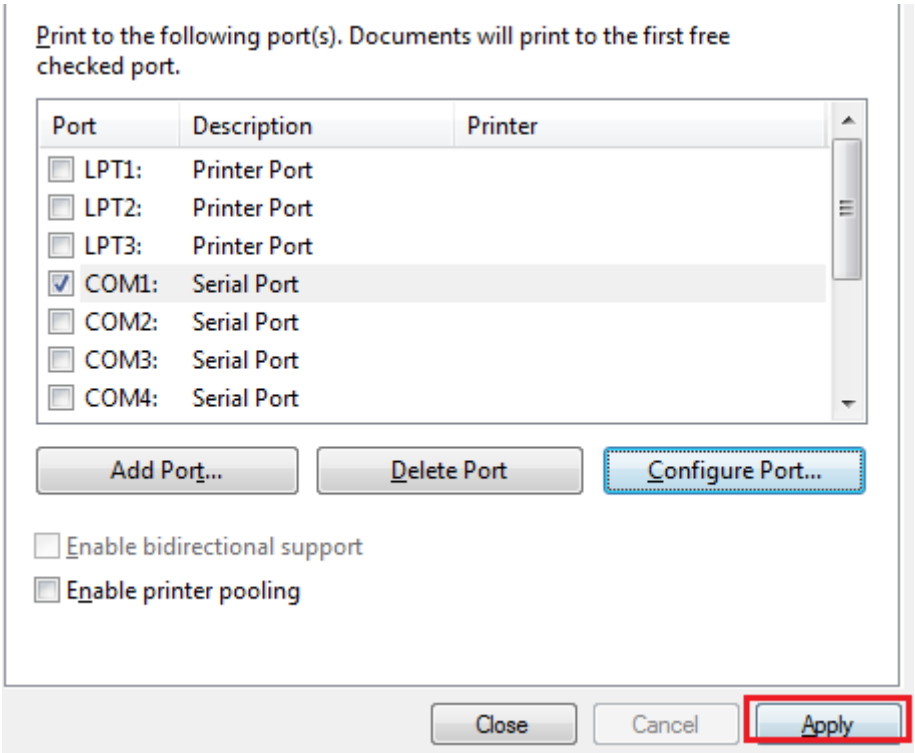
1) Choose the Srial Port (COM1), click “Configur Port”.



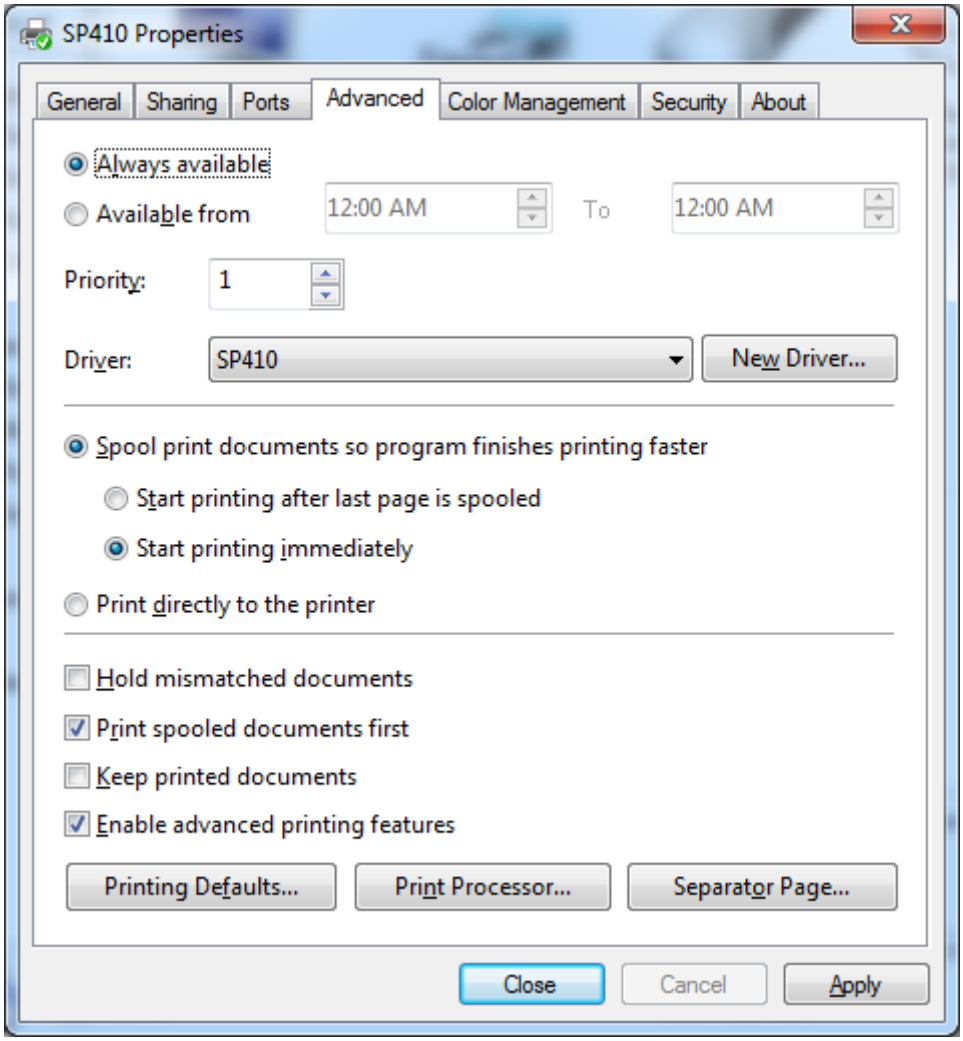
2) After opening the “Configure Port”, you can view the port data by printing the self-test page and and change the information on the "port setting"(as shown in the picture) to the same port data on the self-test page. After the modification, click "OK"



3) Click "apply" to configure the new port.



4.Click “Advanced” to set the available time for the printer.

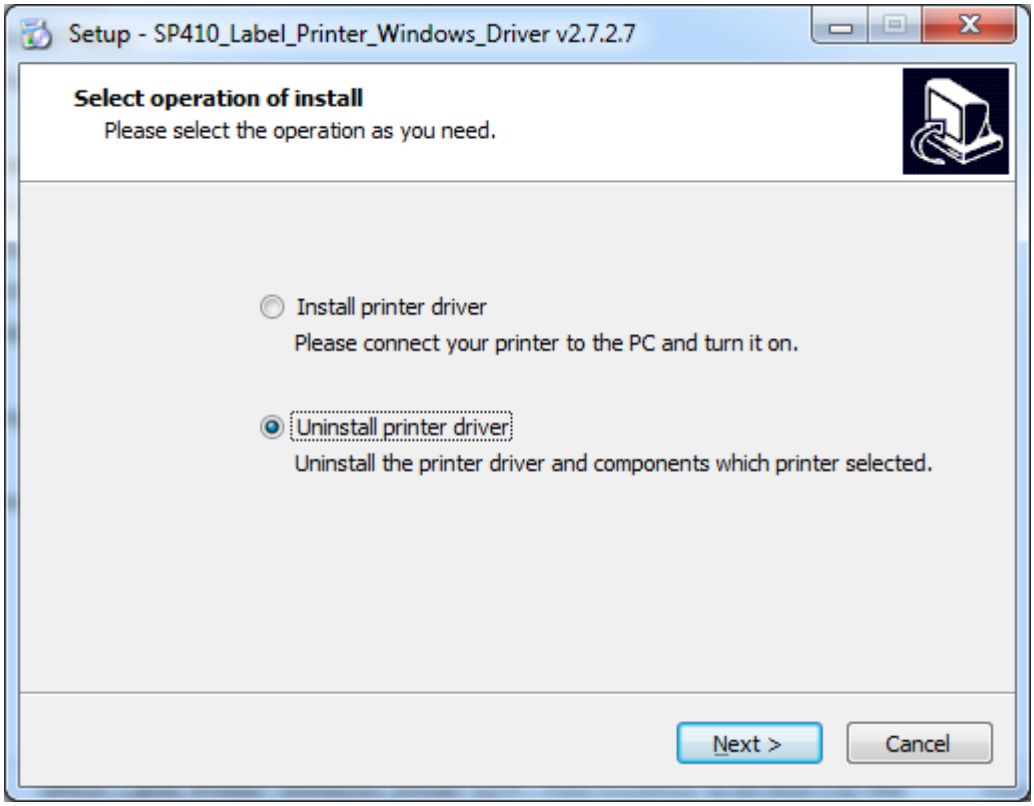


7.4 Removing

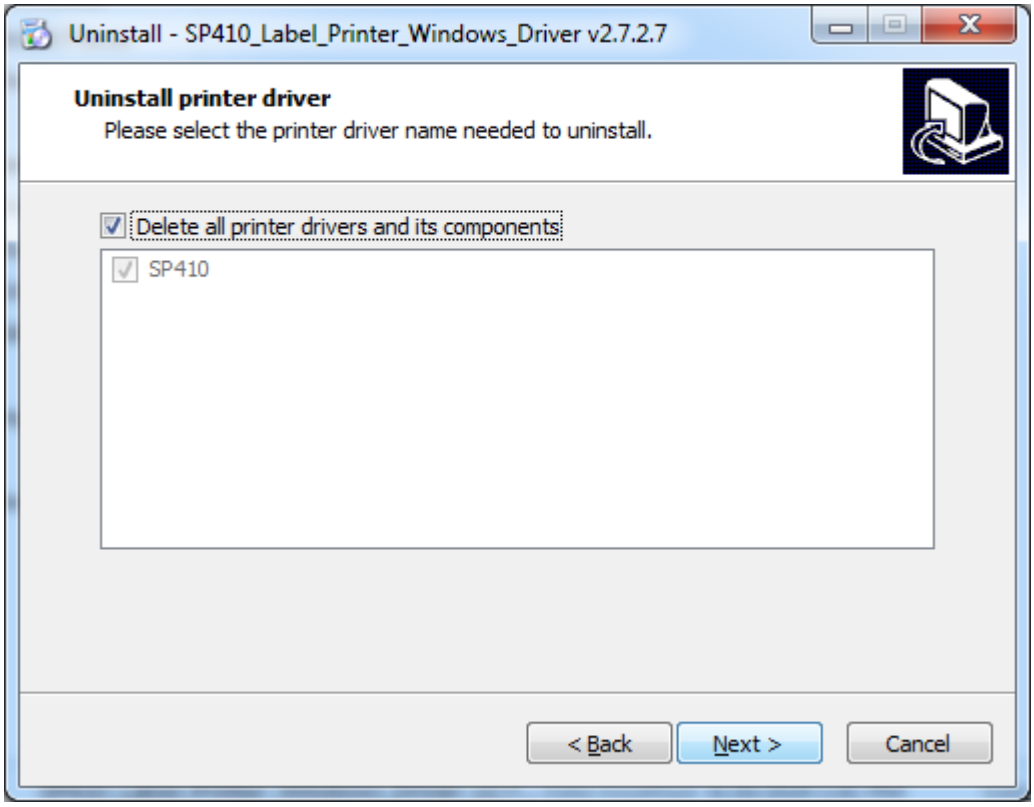
Note: Please turn off the printer or unplug the USB cable before removing the driver.

1.Double click Windows Driver.

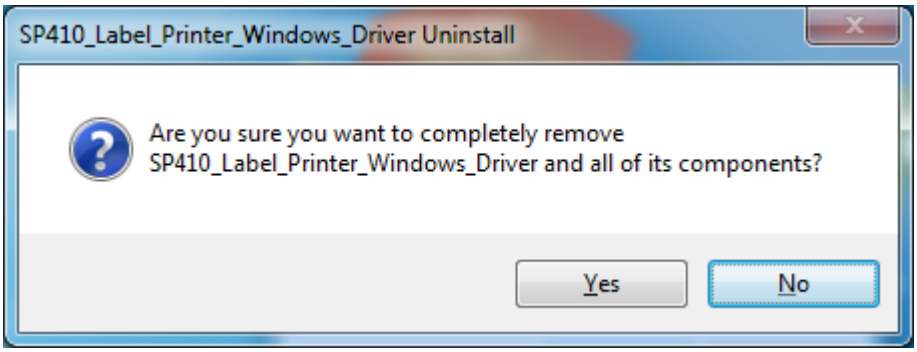
2.Choose “Uninstall printer driver”, then click “Next”.

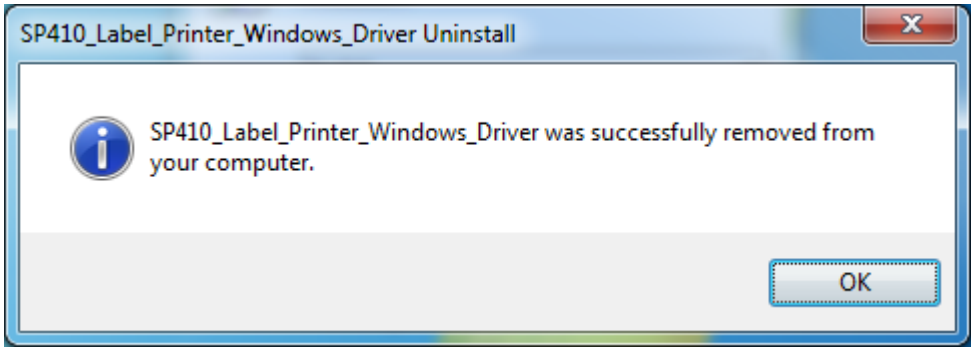


3.Choose the printer driver name needed to uninstall, then click “Next”.



4.Click"Yes".





CHAPTER 8 MAC DRIVER INSTRUCITON

This Driver Installation Manual provides information on installation in macOS operation system.

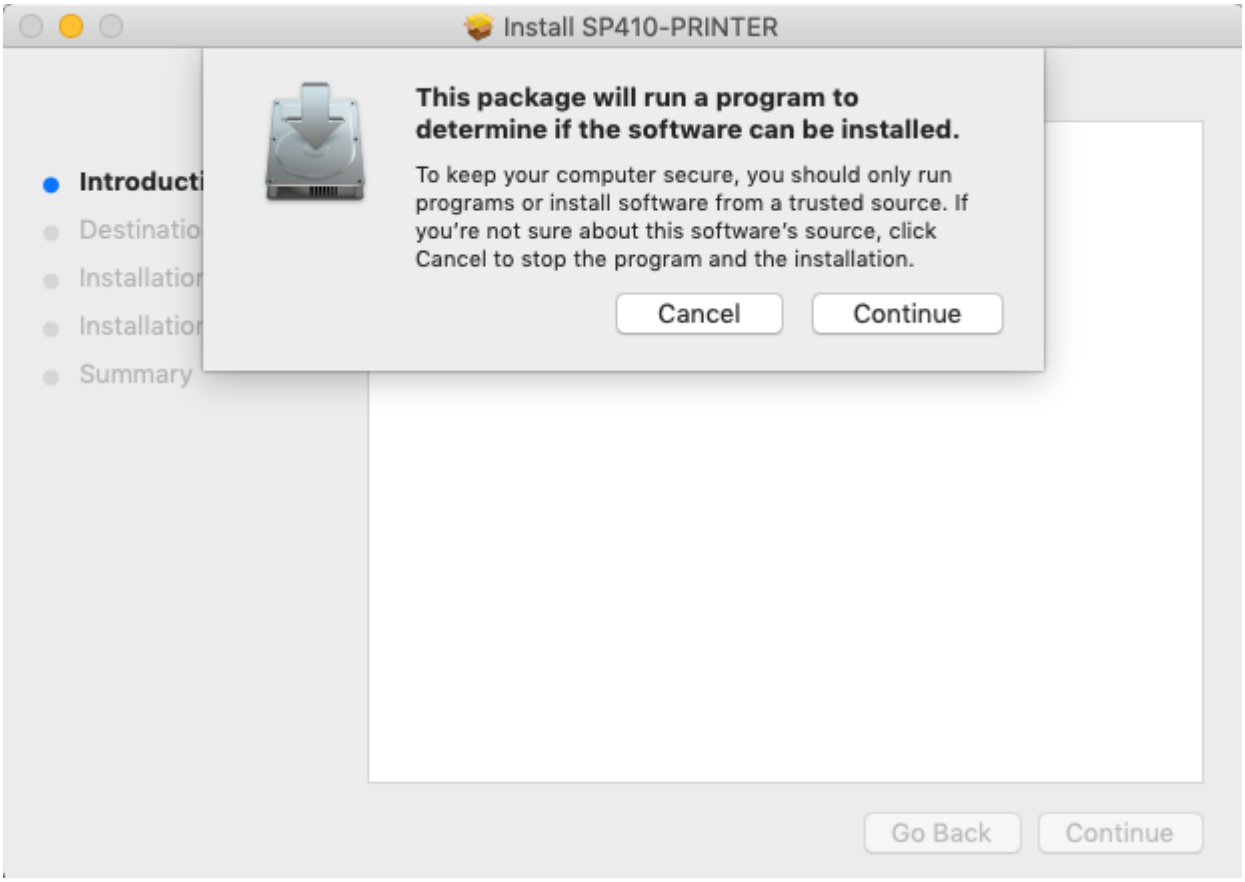
8.1 Driver Preparation for macOS

Download the Mac Driver application in https://easyparcel.com/printerdriver.

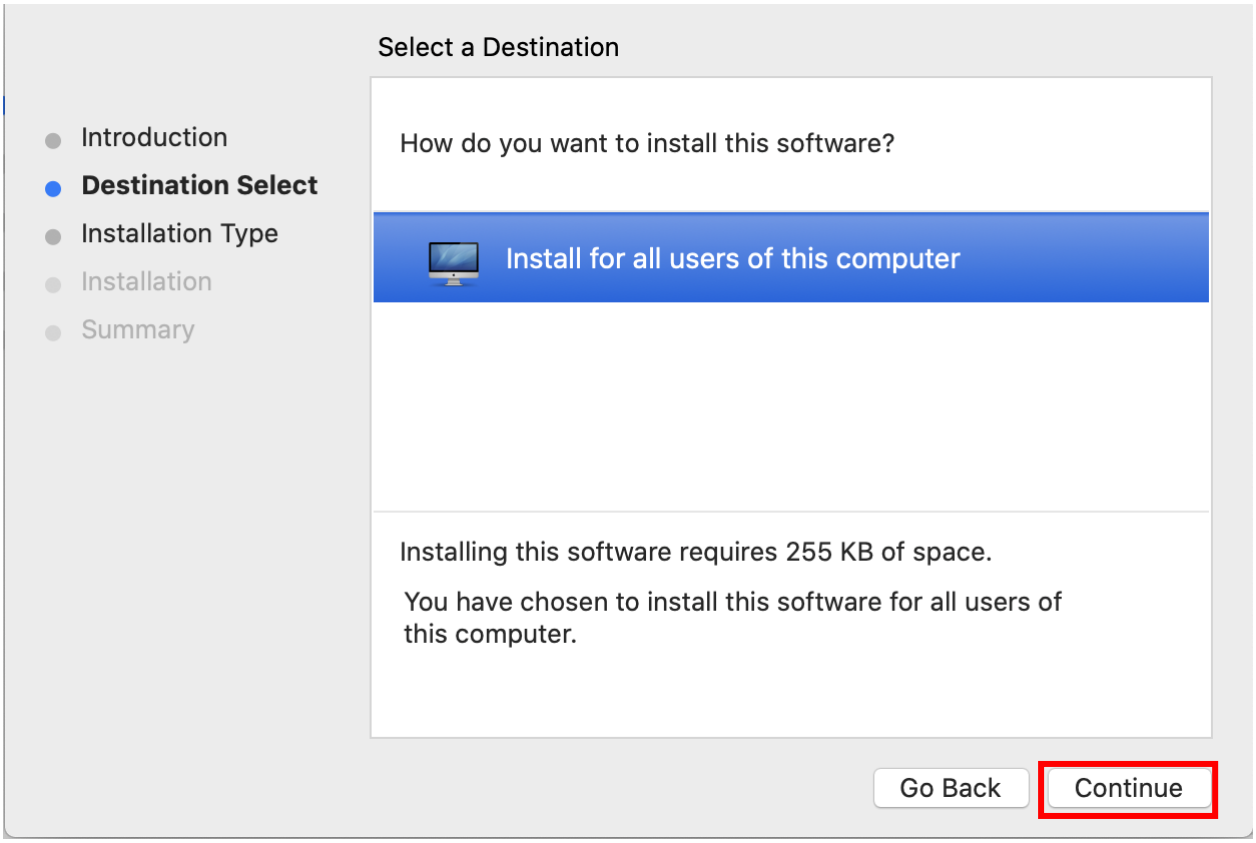
8.2 Driver Installation for macOS

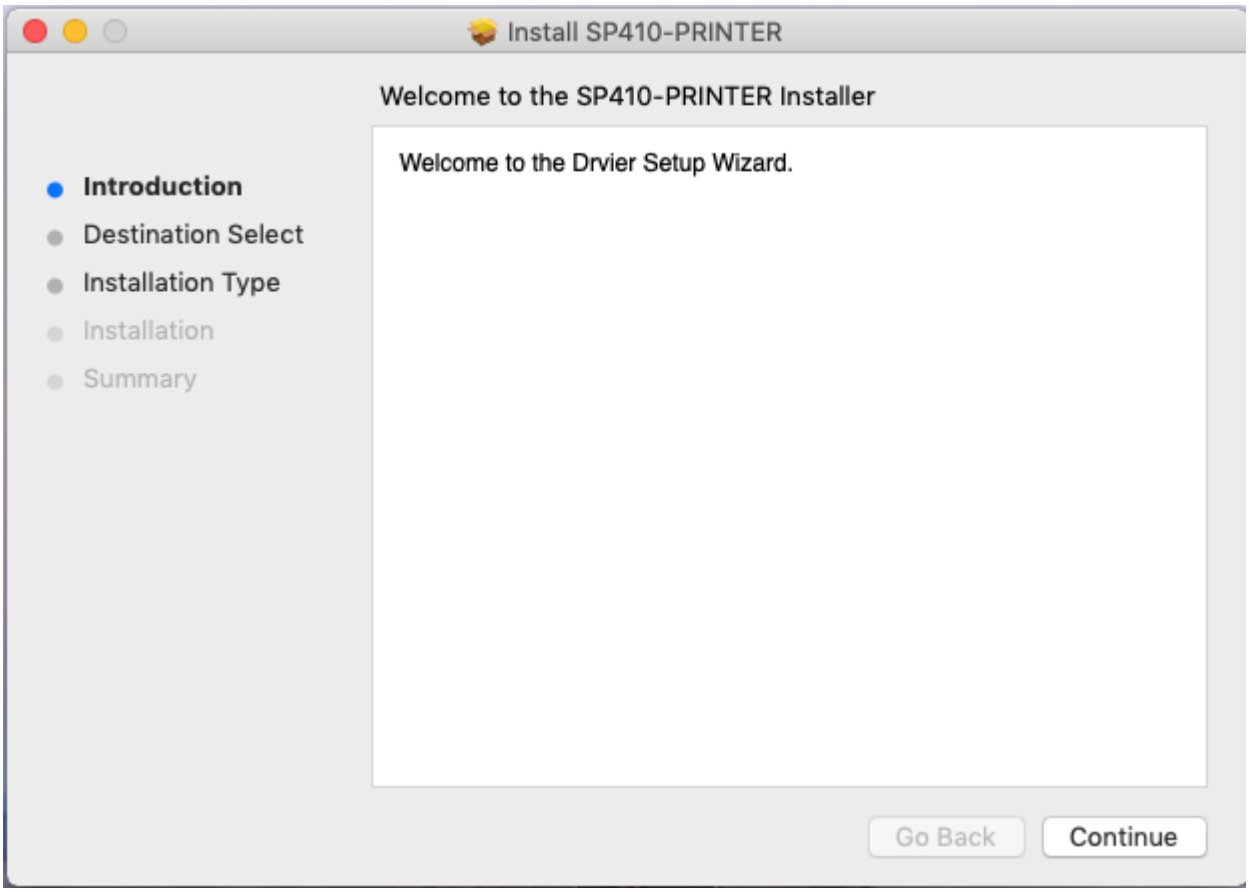
Warning: Under different operating system, the screen has slight difference. Please operate it according to the tips. Take SP410 (macOS 10.15) as example.

1. Double click the Driver, click “Continue”.

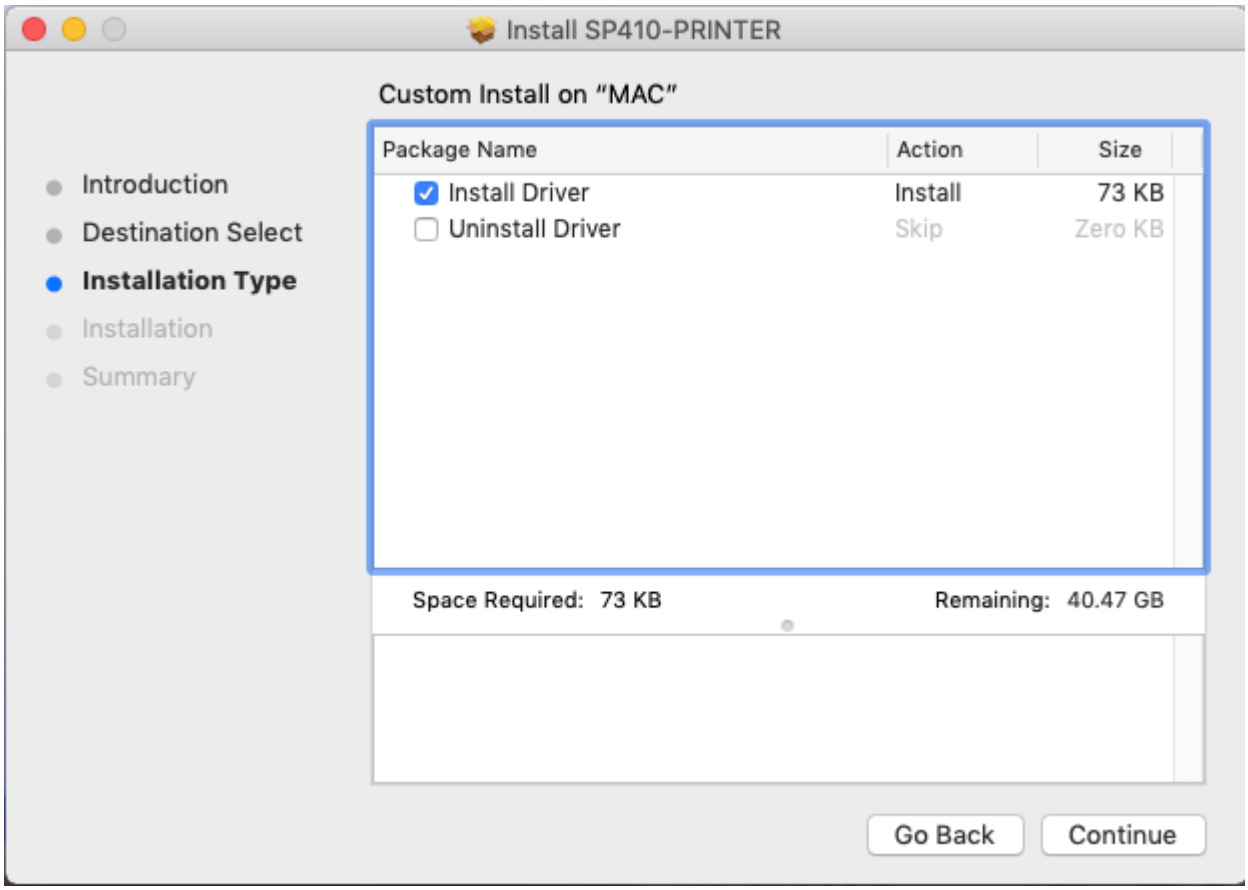


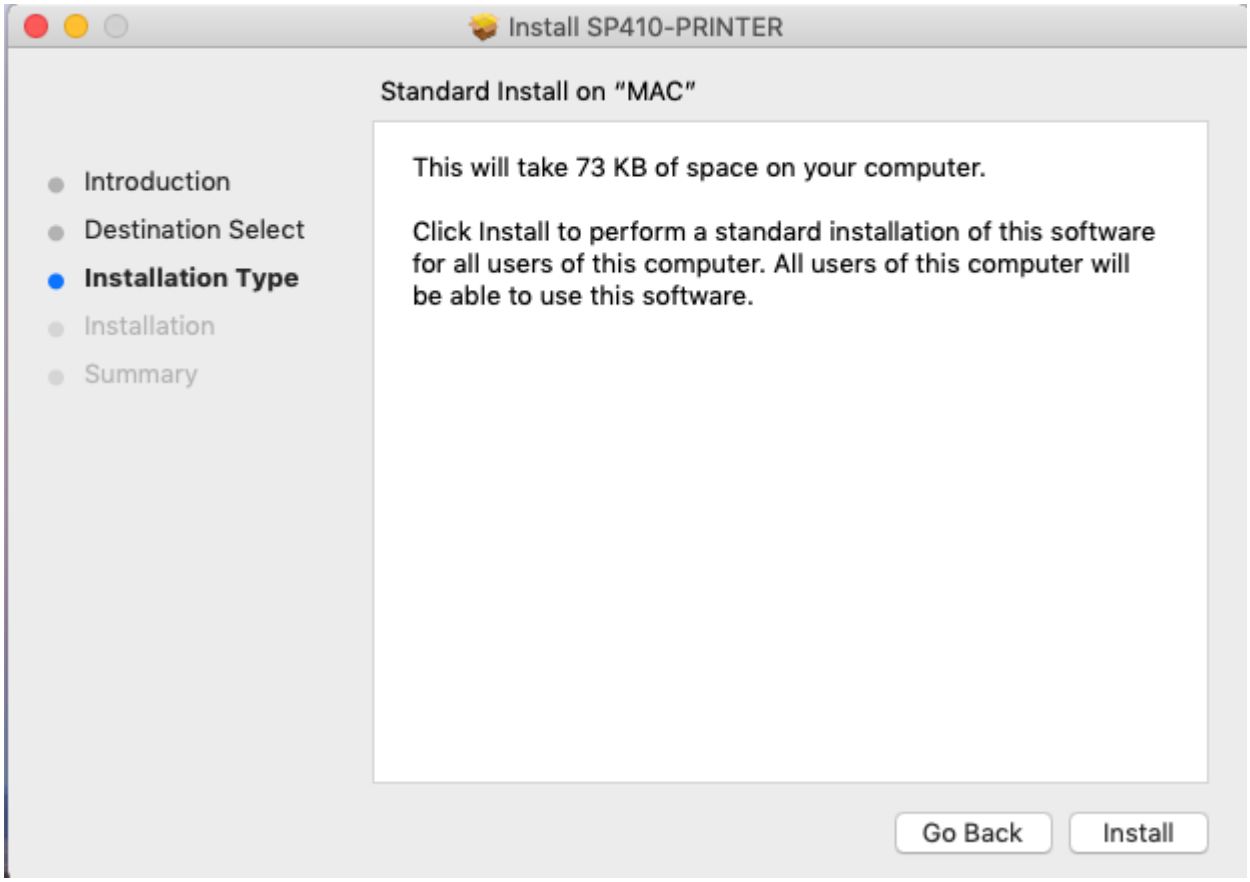
2. Select a destination and click “Continue”.



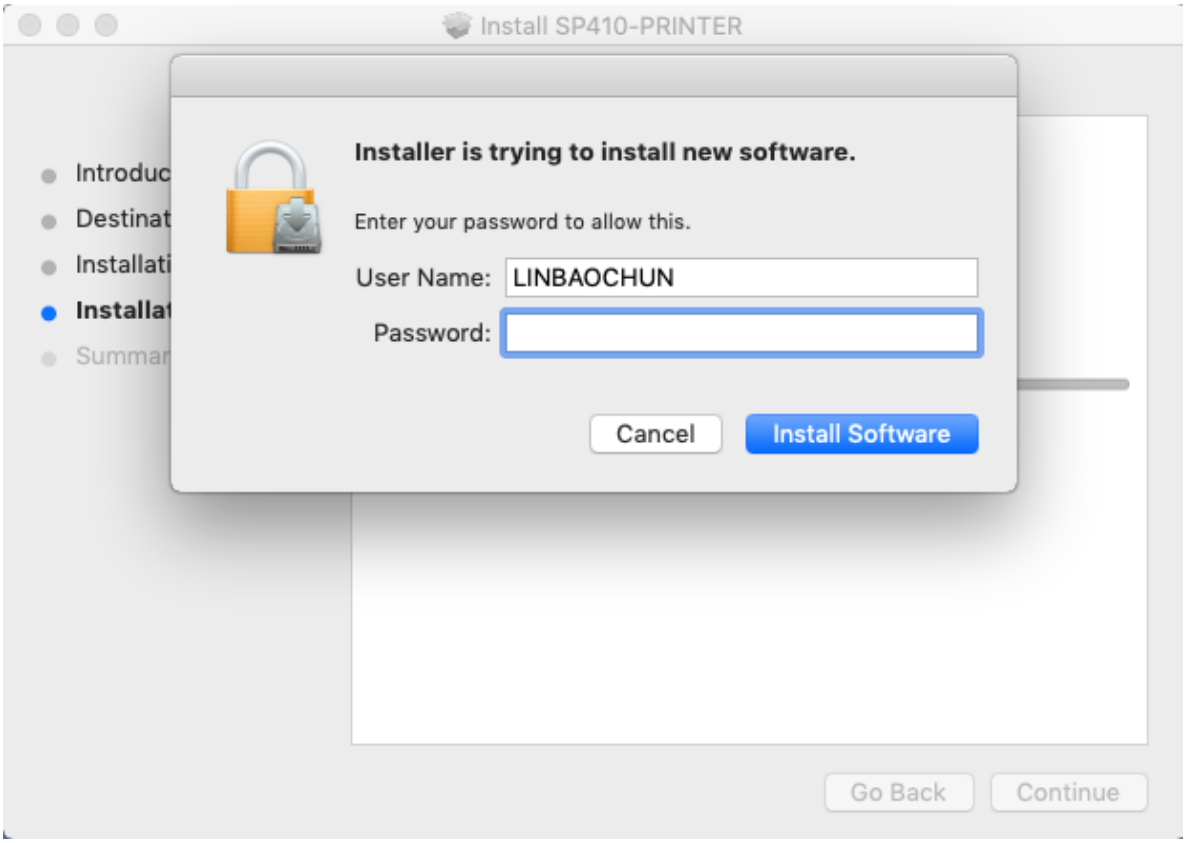


3. Choose “Installation Type” and click “Continue”-> “Install”.

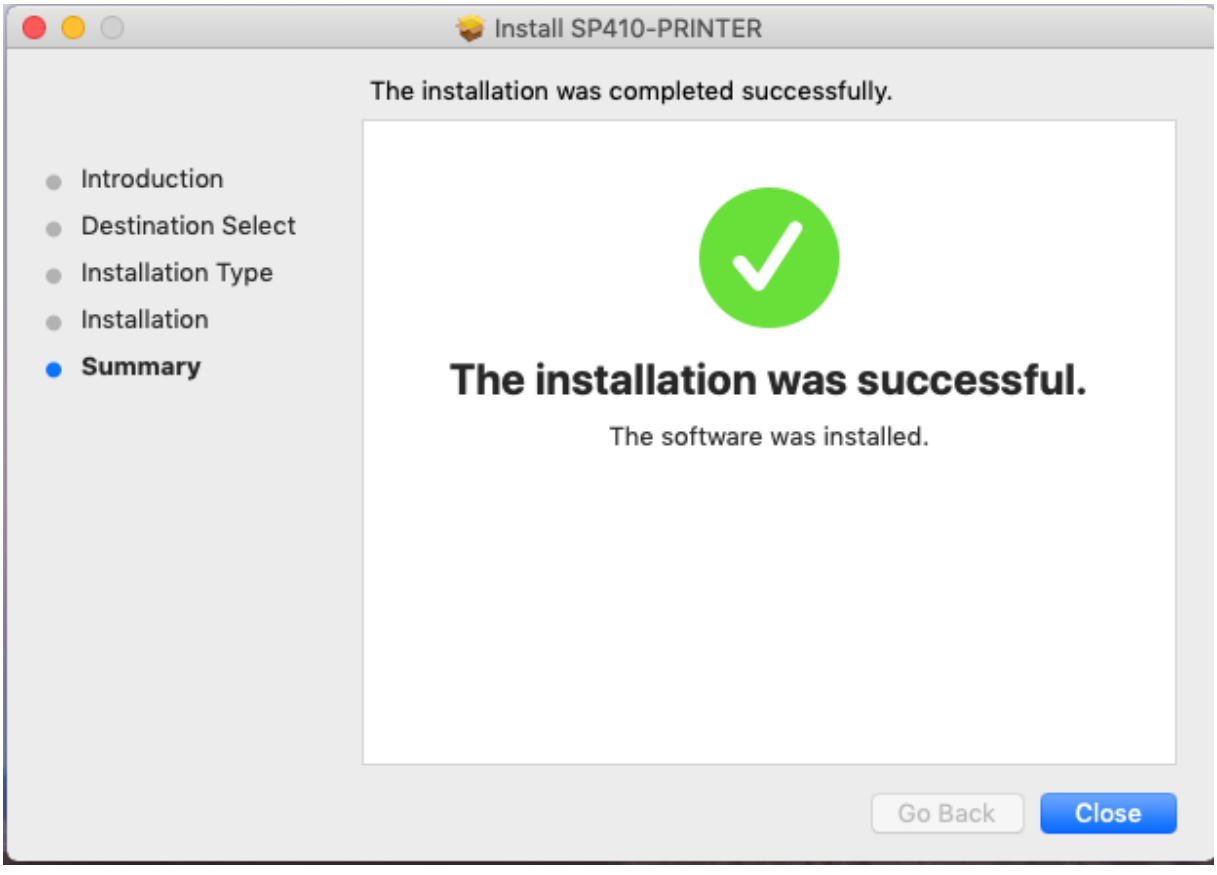




4. Type in the password of your computer.



5.The installation was successful.



6. Turn on the printer and connect it to your computer (for example: via USB cable)

7. Click: Launchpad -> System Preferences -> Printers & Scanners.



8. Under “Printer & Scanner”, printer SP410 is available.

