

# PANDUIT®

Instructions



Label Printer

## DP4300H / DP4600H

MADE IN GERMANY

## 2 Instructions for the following products

2

Family	Type
DP	DP4300H
	DP4600H
	DP4300H/E
	DP4600H/E

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## 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!**

Advice on how to make work easier or an important step 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 technology standards 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. 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.

### 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.
- This equipment is not suitable for use in locations where children are likely to be present.
- 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

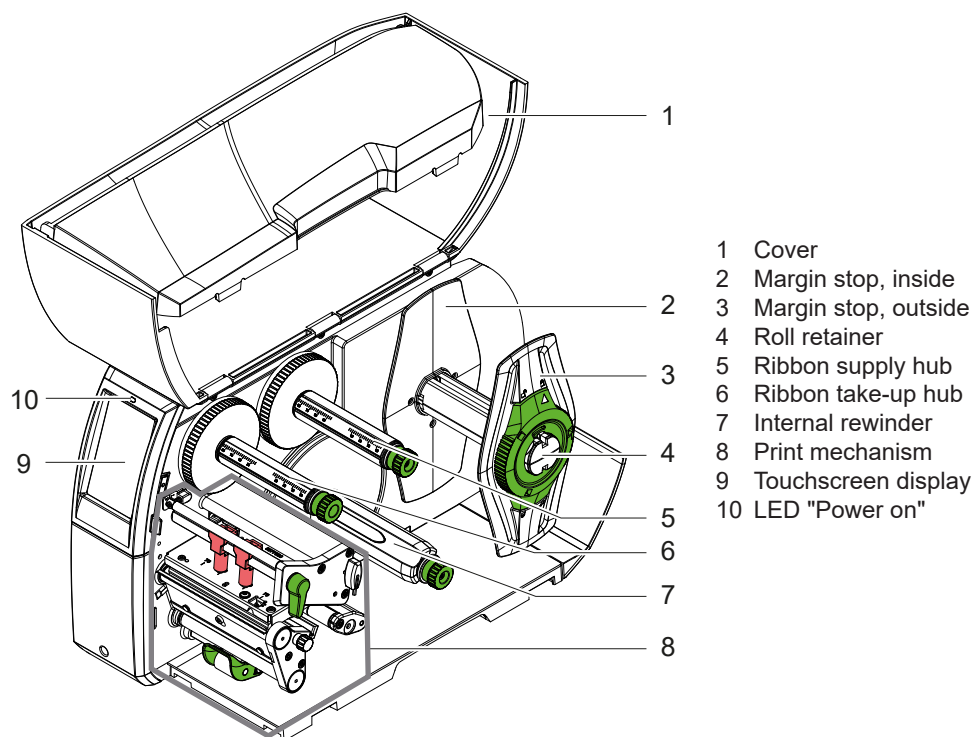


Figure 1 Overview

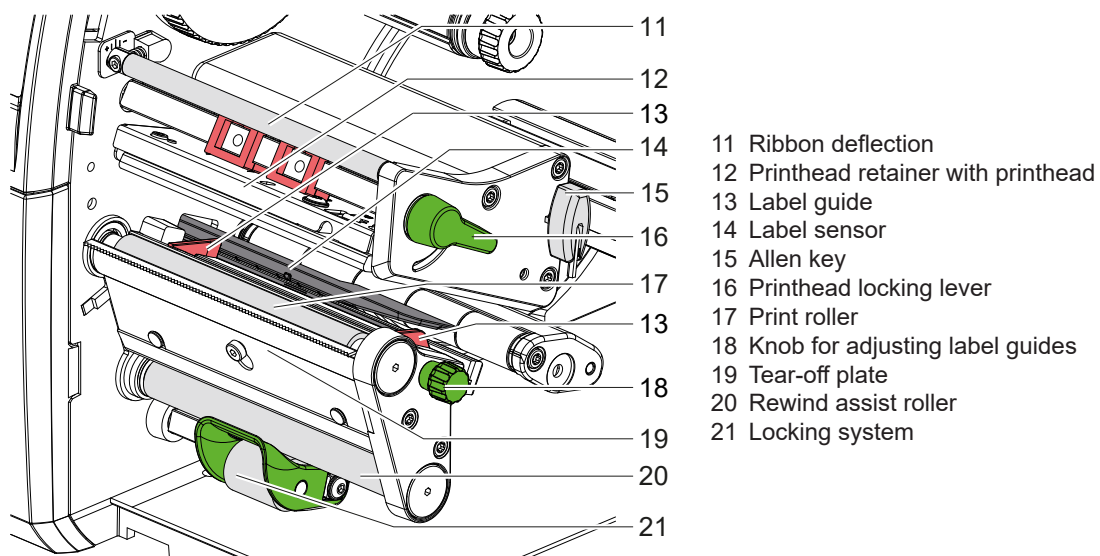


Figure 2 Print mechanism

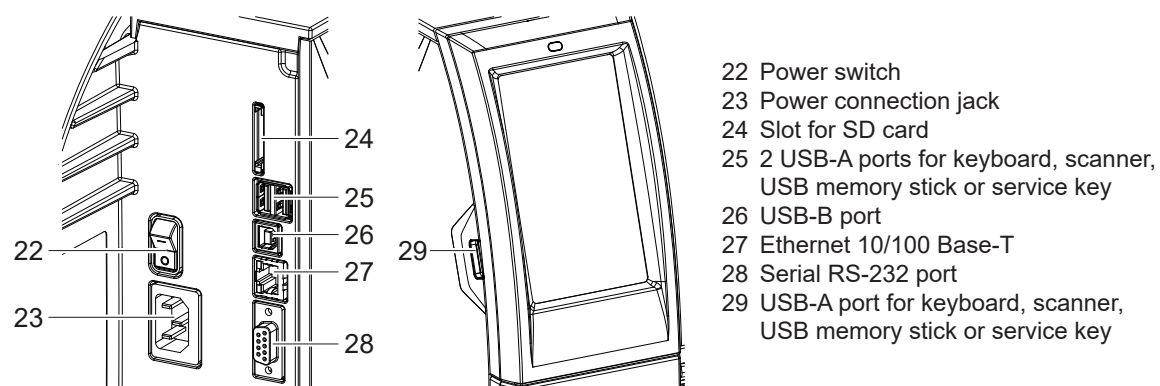


Figure 3 Connections

## 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:

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Printer</li> <li>• USB Cord</li> <li>• USB Flash Drive</li> <li>• Quick start guide</li> <li>• Warranty card</li> <li>• Knife</li> <li>• Roll of Panduit Hybrid Ribbon</li> <li>• Spare Ribbon core</li> </ul> | <ul style="list-style-type: none"> <li>• Power supply Cord US (DP4X00H)</li> <li>• Power supply Cord Europe (DP4X00H/E)</li> <li>• Power supply Cord Swiss (DP4X00H/E)</li> <li>• Power supply Cord China (DP4X00H/E)</li> <li>• Power supply Cord Australia (DP4X00H/E)</li> <li>• Power supply Cord UK (DP4X00H/E)</li> </ul> |
|---|---|



### 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 - Optional

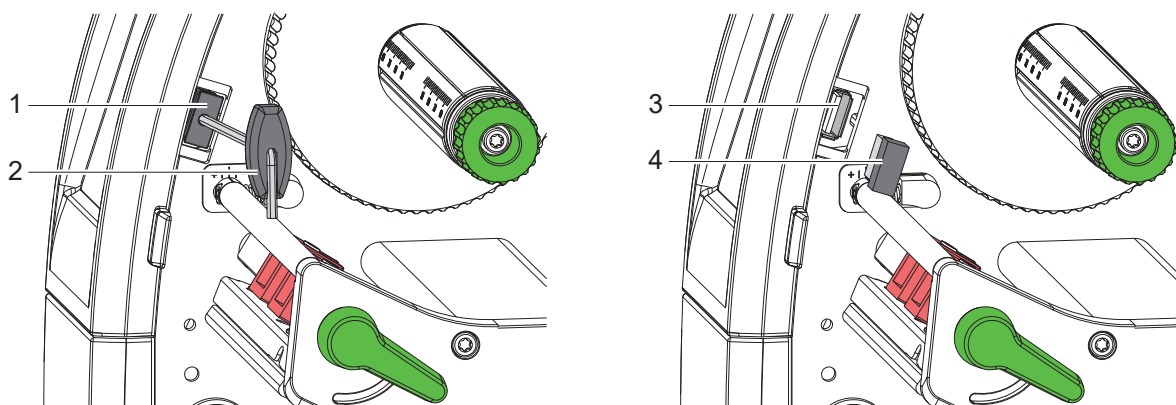


Figure 4 Installing the Wi-Fi stick

- ▶ 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 3.

### **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 jack (23).
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 (22).  
The printer performs a system test, and then shows the system status *Ready* in the display (9).

The user can control the operation of the printer with the touchscreen display, 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

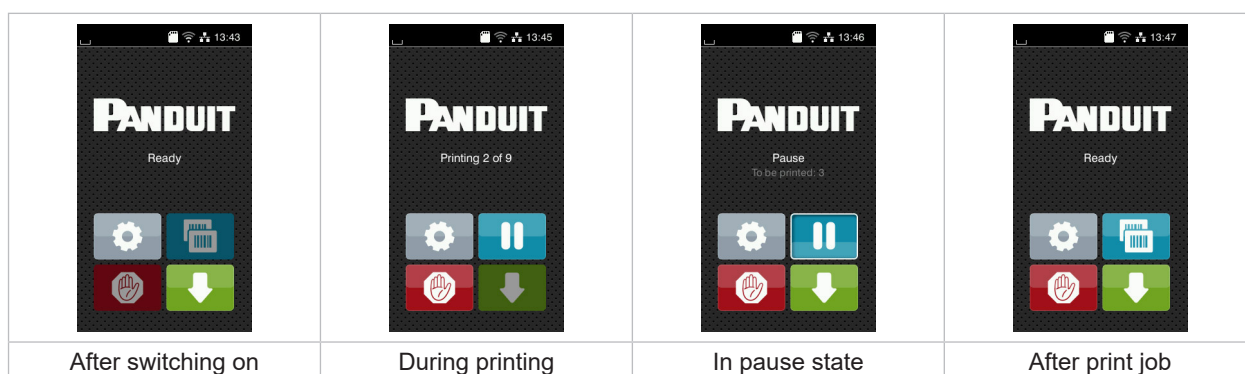


Figure 5 Start screen

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		Short touch: Cancel the current print job Long touch: 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:

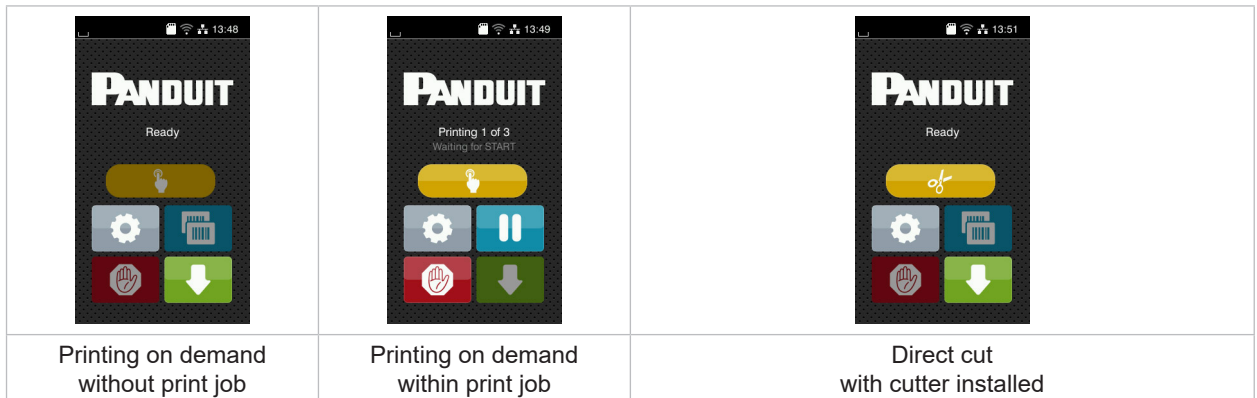


Figure 6 Optional symbols on the start screen

	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:

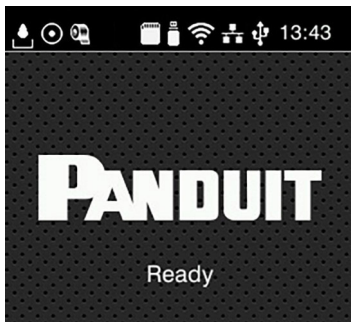


Figure 7 Widgets in the start screen

	Displays the current data transfer in the form of a falling drop.
	The <i>Save data stream</i> 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
	WiFi connection active The WiFi strength is displayed by the number of white arcs.
	Ethernet connection active
	USB connection active
	Clock time

Table 3 Widgets in the start screen

## 3.2 Navigation in the Menu

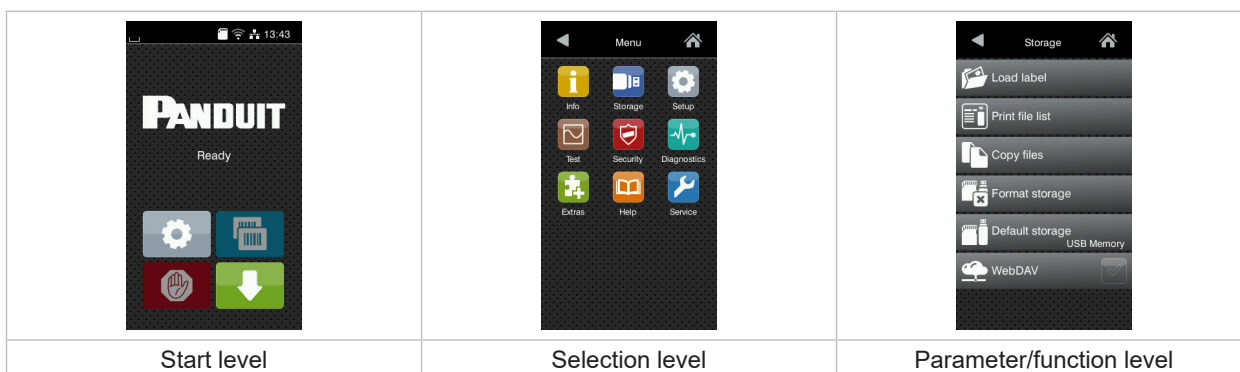





Figure 8 Menu levels

- ▶ 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 function may only start after a preparatory dialog.  
- or -  
Select a parameter to set. The setup possibilities are depending from the parameter type.

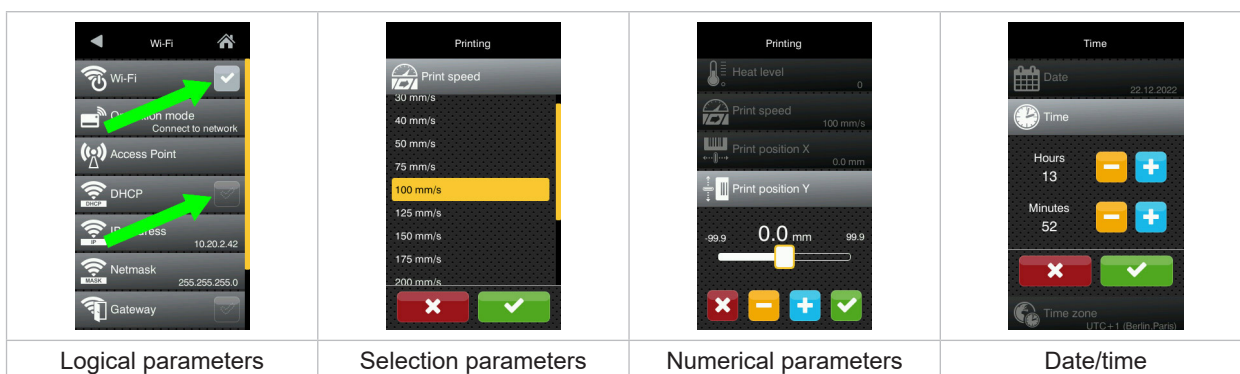


Figure 9 Samples for parameter setting








	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

**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.

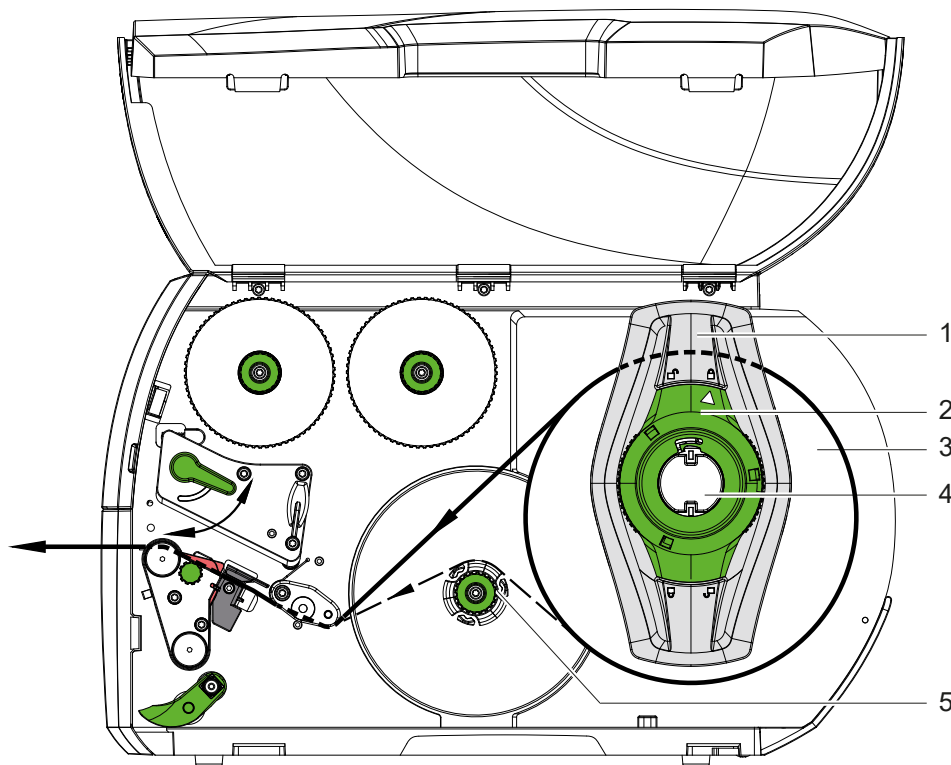


**4.1 Loading Media from Roll****4.1.1 Positioning the Media Roll on the Roll Retainer**

Figure 10 Loading media from roll

1. Open cover.
2. Turn ring (2) at the margin stop (1) counterclockwise, so that the arrow points to the symbol .
3. Remove the margin stop (1) from the roll retainer (4).
4. Load label roll (3) 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.
5. Re-mount the margin stop (1) onto the roll retainer (4). Push the margin stop (1) to the roll (3) until the roll touches both margin stops and a clear resistance is encountered.
6. Turn ring (2) clockwise, so that the arrow points to the symbol .

### 4.1.2 Inserting the Media into the Printhead

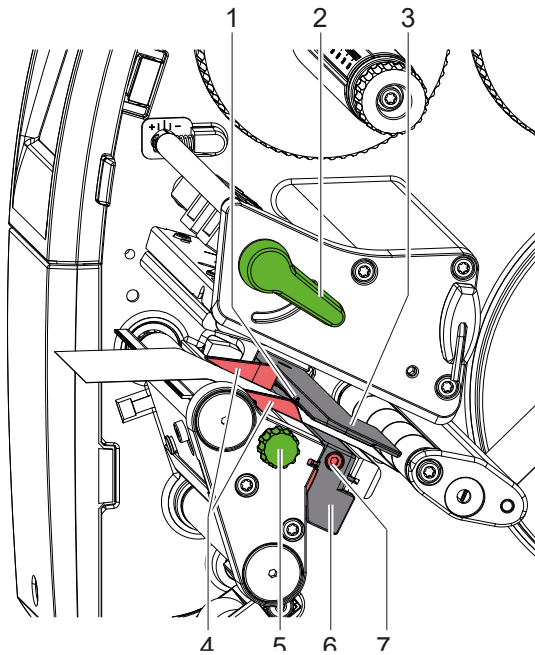


Figure 11 Inserting the media into the printhead

1. Turn lever (2) counterclockwise to lift the printhead.
2. Adjust the guides (4) with the knob (5) in such a way that the media can pass between the two guides.
3. Guide label strip over the internal rewriter to the print unit.
4. Guide label strip through the label sensor (3) in such a way that it exits the print unit between the printhead and the print roller.
5. Move guides (4) against the edges of the material by turning the knob (5).

### 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 (7).
- Position label sensor with tab (6) in such a way that the sensor (1) can detect the label gap or sensing slot.
- Tighten screw (7).

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 Setting the Head Locking System

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.

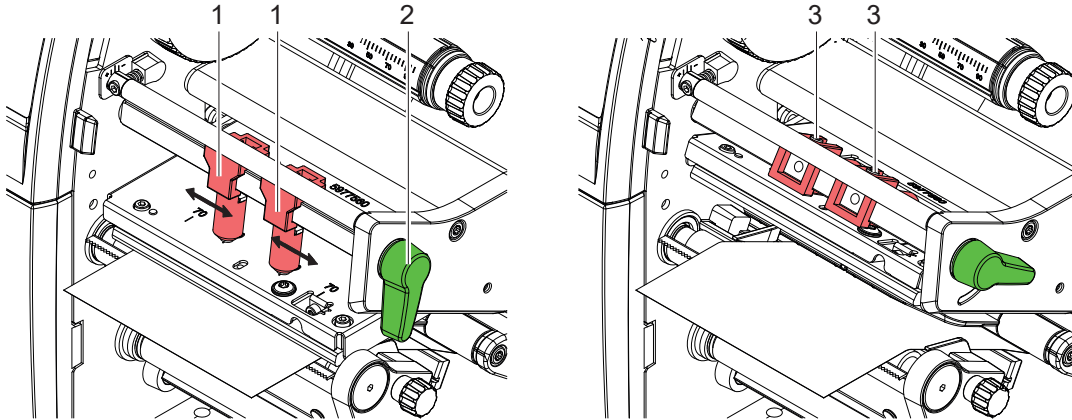


Figure 12 Setting the head locking system

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).

### 4.3 Loading Transfer Ribbon


**Note!**

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

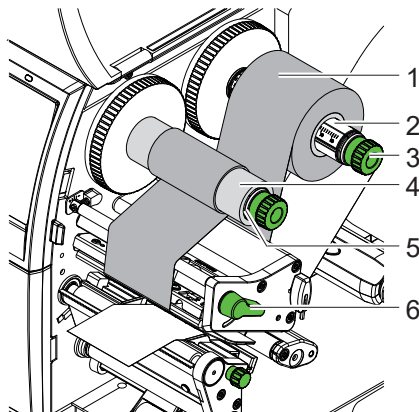


Figure 13 Load transfer ribbon

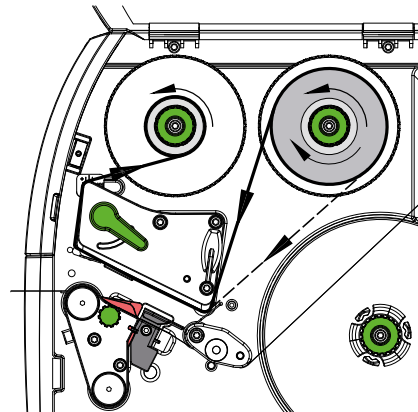


Figure 14 Transfer ribbon feed path

1. Clean printhead before loading the transfer ribbon (▷ 6.2 on page 19).
2. Turn lever (6) counterclockwise to lift the printhead.
3. Slide ribbon roll (1) onto the ribbon supply hub (2) so that the color coating of the ribbon faces downward when being unwound.
4. Position the roll in such a way that both ends of the roll show identical scale values.
5. Hold ribbon roll (1) firmly and turn knob on ribbon supply hub (3) counterclockwise until the ribbon roll is secured.
6. Slide ribbon core (4) onto the ribbon take-up hub (5) and secure it in the same way.
7. Guide ribbon through the print unit as shown in Figure 14.
8. Secure starting end of ribbon to the ribbon core (4) with adhesive tape. Ensure counterclockwise rotation direction of the transfer ribbon take-up hub here.
9. Turn ribbon take-up hub (5) counterclockwise to smooth out the feed path of the transfer ribbon.
10. Turn lever (6) clockwise to lock the printhead.



#### 4.4 Setting the Feed Path of the Transfer Ribbon

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

**Note!**

A maladjustment of the head locking system may also cause ribbon wrinkling (▷ 4.2 on page 15).

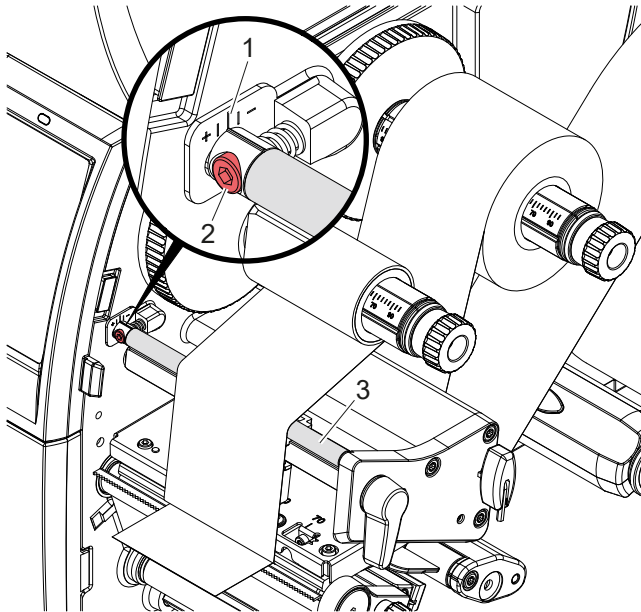


Figure 15 Setting the feed path of the transfer ribbon

**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 fingers or sharp objects.
- ▶ Ensure that the labels are clean.
- ▶ Ensure that the label surfaces are smooth. Rough labels may reduce the service life of the printhead.

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

## 5.1 Synchronization of the Paper Feed

After the label stock has been inserted, for peel-off or 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 blank labels are peeled-off together with the first printed label or that the first cut label would be too long. Both effects can cause useless first labels.

- ▶ Select  to start the synchronization.
- ▶ Remove the blank labels peeled-off or 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 Tearing-off

After printing the label is torn-off manually. For this the printer is equipped with a tear-off plate.

## 5.3 Cutting and Perforating

- \* Both full cutters and perforation cutters are available as accessories for DP4300H and DP4600H. With a cutter installed labels and continuous material can be cut-off or perforated automatically after printing. The cutters have separate instructions for detailed information.

## 6.1 Cleaning Information

**Danger!**

Risk of death via electric shock!

- ▶ Disconnect the printer from the power supply before performing any maintenance work.

**Attention!**

The printer can be damaged by aggressive cleansers.

Do not use abrasive cleaners or solvents for cleaning the external surfaces or modules.

Recommended cleaning kit PTR-CLN.

## 6.2 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 any component from Panduit cleaning kit (PTR-CLN).
- ▶ Allow printhead to dry for 2–3 minutes before resuming printing.

### 6.3 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.

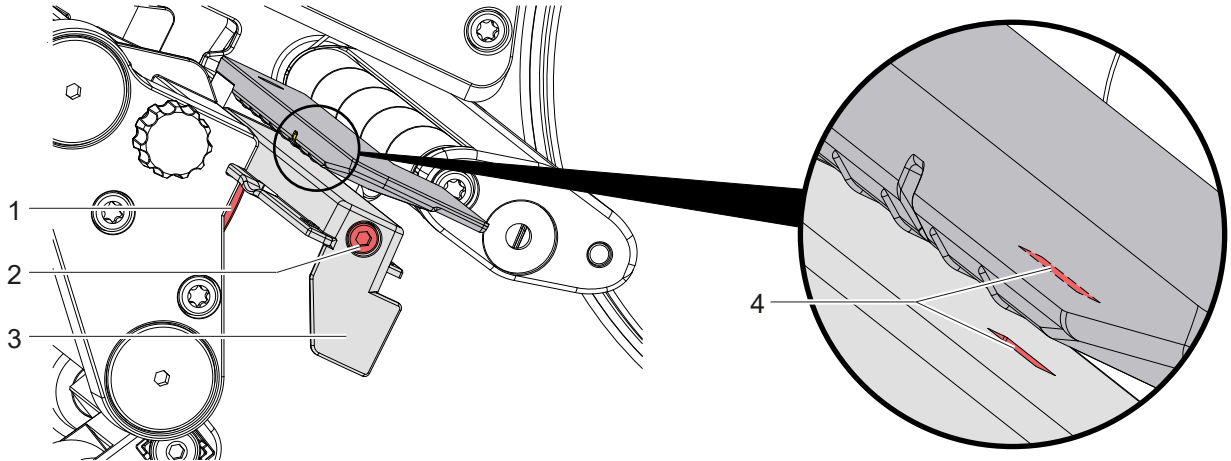


Figure 16 Cleaning the label sensor

1. Remove labels and transfer ribbon from the printer.
2. Loosen screw (2).
3. Press 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 and the slots (4) with electronics cleaning swab or cleaning wipe from Panduit cleaning kit (PTR-CLN).
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 17 Error display

The error correction depends on the error type ▷ 7.2 on page 21.

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

<i>Repeat</i>	The print job will be continued after clearing the error cause.
<i>Cancel</i>	The print job will be cancelled.
<i>Feed</i>	The paper feed will be synchronized. Then the print job can be continued.
<i>Ignore</i>	The error message will be ignored. The print job will be continued, possibly with limited performance.
<i>Save log</i>	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
<i>Barcode error</i>	Invalid barcode content, e.g. alphanumeric characters in a numerical barcode	Correct the barcode content.
<i>Barcode too big</i>	The barcode is too big for the allocated area of the label	Reduce the size of the barcode or move it.
<i>Buffer overflow</i>	The input buffer memory is full and the computer is still transmitting data.	Use data transmission via protocol (preferably RTS/CTS).
<i>Cutter blocked</i>	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.
<i>Cutter jammed</i>	The cutter is unable to cut the labels but is able to return into its home position	Press <i>Cancel</i> Change material.
<i>Device not conn.</i>	Programming addresses a non-existent device	Either connect this device or correct the programming.
<i>File not found</i>	Requested file is not on the card	Check the contents of the card.
<i>Font not found</i>	Error with the selected download font	Cancel current print job, change font.
<i>Memory overflow</i>	Current print job contains too much information, e.g. selected font, large graphics	Cancel current print job. Reduce amount of data to be printed.
<i>Name exists</i>	Duplicate usage of field name in the direct programming	Correct programming

Error message	Cause	Remedy
<i>No label found</i>	There are labels missing on the label material	Press <i>Repeat</i> 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 material, but the software is set on labels	Cancel current print job. Change the label format set in the software. Restart the print job.
<i>No label size</i>	The size of the label is not defined in the programming.	Check programming.
<i>Out of paper</i>	Out of label roll	Load labels.
	Error in the paper feed	Check paper feed.
<i>Out of ribbon</i>	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 ▷ 6.2 on page 19 Load transfer ribbon. Restart print job.
	The printer is loaded with direct thermal label material, but the software is set to transfer printing	Cancel current print job. Set software to direct thermal printing. Restart print job.
<i>Pinch roller open</i>	Pinch roller at the rewind guide roller is not locked in peel-off mode	Swing the pinch roller against the rewind assist roller.
<i>Printhead open</i>	Printhead not locked	Lock printhead.
<i>Printhead too hot</i>	Printhead is overheated	After pausing, the print job will be continued automatically. If the fault recurs repeatedly, reduce the heat level via software.
<i>Read error</i>	Read error when reading from the memory card	Check data of the card. Backup data, reformat card.
<i>Remove ribbon</i>	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
<i>Ribbon ink side</i>	Identified ribbon unwinding direction does not match to the setup setting	Ribbon loaded incorrectly. Clean the printhead ▷ 6.2 on page 19. Load the ribbon correctly.
		Setting does not match to the used ribbon. Correct the setting.
<i>Syntax error</i>	Printer has received an unknown or invalid command from the computer.	Press <i>Ignore</i> to skip the command or press <i>Cancel</i> to cancel the print job.
<i>Unknown card</i>	Card not formatted, Type of card not supported	Format card, use different type of card.
<i>Voltage error</i>	Hardware error	Switch the printer off and then on. If error recurs call service. It is shown which voltage has failed. Please note.
<i>Write error</i>	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. ▷ 4.4 on page 17
	Head locking system not adjusted	Adjust the head locking system. ▷ 4.2 on page 15
	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 ▷ 6.2 on page 19
	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 ▷ 6.2 on page 19
	Printhead is defective (failure of heat elements)	Change the printhead. ▷ Service Manual.
Horizontal white lines in the print image	Printer is used with the <i>backfeed &gt; smart</i> in the cut or peel-off mode	Set the <i>backfeed &gt; always</i> in the setup. ▷ Configuration Manual.
Print image is irregular, one side is lighter	Printhead is dirty	Clean the printhead ▷ 6.2 on page 19
	Head locking system not adjusted	Adjust the head locking system. ▷ 4.2 on page 15

Table 7 Problem solution

Reference to the EU Declaration of Conformity and other approvals:

<https://www.panduit.com/DP4X00H>



#### 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.



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