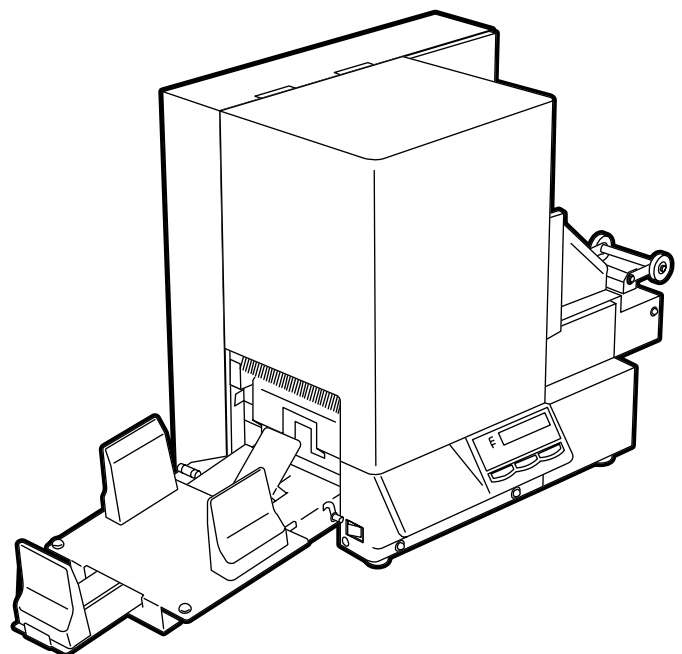


Output Solutions Card Printer

CP-1001/1002 SERIES

Owner's Manual



CE Compliance (for EU only)

This product complies with the requirements of EMC and Low Voltage Directives including their amendments.

ATTENTION:

- *Acoustic noise: below 70dB (A) according to ISO 7779*
- *The outlet to be used should be located close to the printer and easily accessible.*

NOTE:

This document describes the handling of the CP-1001 series and CP-1002 series card printers. The major difference between these two models is that the CP-1001 series includes one print head mechanism for uni-colour printing while the CP-1002 series includes two print head mechanisms for two-colour printing. There is not great difference in operations. Please note that most of the illustrations used in this document are those of CP-1002 series.

Safety Summary

Personal safety in handling or maintaining the equipment is extremely important. Warnings and Cautions necessary for safe handling are included in this manual. All warnings and cautions contained in this manual should be read and understood before handling or maintaining the equipment.

Do not attempt to effect repairs or modifications to this equipment. If a fault occurs that cannot be rectified using the procedures described in this manual, turn off the power, unplug the machine, then contact your authorised Output Solutions representative for assistance.

Meanings of Each Symbol



This symbol indicates warning items (including cautions). Specific warning contents are drawn inside the \triangle symbol. (The symbol on the left indicates a general caution.)



This symbol indicates prohibited actions (prohibited items). Specific prohibited contents are drawn inside or near the \otimes symbol. (The symbol on the left indicates “no disassembling”.)



This symbol indicates actions which must be performed. Specific instructions are drawn inside or near the \bullet symbol. (The symbol on the left indicates “disconnect the power cord plug from the outlet”.)



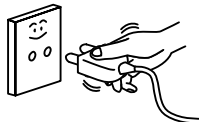
WARNING

This indicates that there is the risk of **death** or **serious injury** if the machines are improperly handled contrary to this indication.



Any other than the specified AC voltage is prohibited.

Do not use voltages other than the voltage (AC) specified on the rating plate, as this may cause **fire** or **electric shock**.



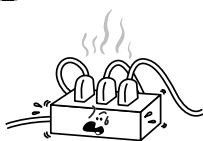
Prohibited

Do not plug in or unplug the power cord plug with wet hands as this may cause **electric shock**.



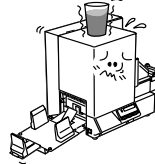
Prohibited

If the machines share the same outlet with any other electrical appliances that consume large amounts of power, the voltage will fluctuate widely each time these appliances operate. Be sure to provide an exclusive outlet for the machine as this may cause **fire** or **electric shock**.



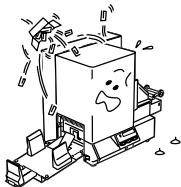
Prohibited

Do not place metal objects or water-filled containers such as flower vases, flower pots or mugs, etc. on top of the machines. If metal objects or spilled liquid enter the machines, this may cause **fire** or **electric shock**.



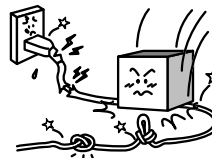
Prohibited

Do not insert or drop metal, flammable or other foreign objects into the machines through the ventilation slits, as this may cause **fire** or **electric shock**.



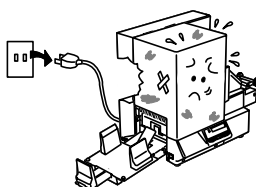
Prohibited

Do not scratch, damage or modify the power cords. Also, do not place heavy objects on, pull on, or excessively bend the cords, as this may cause **fire** or **electrical shock**.



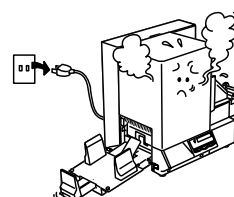
Disconnect the plug.

If the machines are dropped or their cabinets damaged, first turn off the power switches and disconnect the power cord plugs from the outlet, and then contact your authorised Output Solutions representative for assistance. Continued use of the machine in that condition may cause **fire** or **electric shock**.



Disconnect the plug.

Continued use of the machines in an abnormal condition such as when the machines are producing smoke or strange smells may cause **fire** or **electric shock**. In these cases, immediately turn off the power switches and disconnect the power cord plugs from the outlet. Then, contact your authorised Output Solutions representative for assistance.




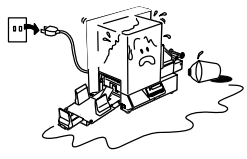

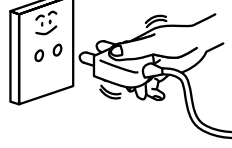

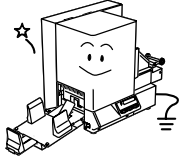

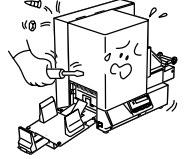

 <p>Disconnect the plug.</p> 	<p>If foreign objects (metal fragments, water, liquids) enter the machines, first turn off the power switches and disconnect the power cord plugs from the outlet, and then contact your authorised Output Solutions representative for assistance. Continued use of the machine in that condition may cause fire or electric shock.</p>	 <p>Disconnect the plug.</p> 	<p>When unplugging the power cords, be sure to hold and pull on the plug portion. Pulling on the cord portion may cut or expose the internal wires and cause fire or electric shock.</p>
 <p>Connect a grounding wire.</p> 	<p>Ensure that the equipment is properly grounded. Extension cables should also be grounded. Fire or electric shock could occur on improperly grounded equipment.</p>	 <p>No disassembling.</p> 	<p>Do not remove covers, repair or modify the machine by yourself. You may be injured by high voltage, very hot parts or sharp edges inside the machine.</p>
 <p>CAUTION This indicates that there is the risk of personal Injury or damage to objects if the machines are improperly handled contrary to this indication.</p>			
<p>Precautions</p> <p>The following precautions will help to ensure that this machine will continue to function correctly.</p> <ul style="list-style-type: none"> • Try to avoid locations that have the following adverse conditions: <ul style="list-style-type: none"> <li style="width: 33%;">* Temperatures out of the specification <li style="width: 33%;">* Direct sunlight <li style="width: 33%;">* High humidity <li style="width: 33%;">* Shared power source <li style="width: 33%;">* Excessive vibration <li style="width: 33%;">* Dust/Gas • The cover should be cleaned by wiping with a dry cloth or a cloth slightly dampened with a mild detergent solution. NEVER USE THINNER OR ANY OTHER VOLATILE SOLVENT on the plastic covers. • USE ONLY Output Solutions SPECIFIED paper and ribbons. • DO NOT STORE the paper or ribbons where they might be exposed to direct sunlight, high temperatures, high humidity, dust, or gas. • Ensure the printer is operated on a stable and level surface. • Any data stored in the memory of the printer could be lost during a printer fault. • Try to avoid using this equipment on the same power supply as high voltage equipment or equipment likely to cause mains interference. • Unplug the machine whenever you are working inside it or cleaning it. • Keep your work environment static free. • Do not place heavy objects on top of the machines, as these items may become unbalanced and fall causing injury. • Do not block the ventilation slits of the machines, as this will cause heat to build up inside the machines and may cause fire. • Do not lean against the machine. It may fall on you and could cause injury. • Care must be taken not to injure yourself with the printer paper cutter. • Unplug the machine when it is not used for a long period of time. 			
<p>Request Regarding Maintenance</p> <ul style="list-style-type: none"> • Utilize our maintenance services. After purchasing the machine, contact your authorised Output Solutions representative for assistance once a year to have the inside of the machine cleaned. Otherwise, dust will build up inside the machines and may cause a fire or a malfunction. Cleaning is particularly effective before humid rainy seasons. • Our preventive maintenance service performs the periodic checks and other work required to maintain the quality and performance of the machines, preventing accidents beforehand. For details, please consult your authorised Output Solutions representative for assistance. • Using insecticides and other chemicals Do not expose the machines to insecticides or other volatile solvents. This will cause the cabinet or other parts to deteriorate or cause the paint to peel. 			

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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.

CAUTION!

1. *This manual may not be copied in whole or in part without prior written permission of Output Solutions.*
2. *The contents of this manual may be changed without notification.*
3. **Please refer to your local authorised service representative with regard to any queries you may have in this manual.**

1. PRODUCT OVERVIEW

1.1 Introduction

Thank you for choosing the CP-1001/1002 series card printer. This Owner's Manual contains general set-up, and should be read carefully to help gain maximum performance and life from your printer. For most queries please refer to this manual and keep it safe for future reference. Please contact the nearest Output Solutions representative for further information concerning this manual.

1.2 Features

This printer has the following features:

- Superior hardware, including the specially developed corner edge 600 dots/inch thermal print head realizes very clear print quality at a print speed of either 2.2 inches/sec. or 3 inches/sec.
- Media loading method is very simple: Just put the media stack on the Auto Media Feeder.
- Not only business cards, but also post cards, etc. can be printed.
- Since this printer can be used as a network printer, there is no need of an exclusive PC or operator.
You can print desired pieces of media from your PC on demand.
- The CP-1002 model is provided with the two print heads, which enables two-colour printing at the same time.
- The ribbon saving function included as part of the standard specification saves ribbon. (For details, please contact the nearest Output Solutions representative.)

1.3 Unpacking

Unpack the printer as per the Unpacking Instruction supplied with the printer.

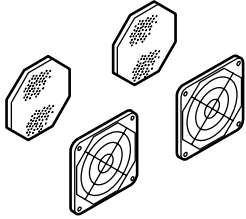
NOTES:

1. *Check for damage or scratches on the printer. However, please note that Output Solutions shall have no liability for any damage of any kind sustained during transportation of the product.*
2. *Keep the cartons and pads for future transportation of the printer.*

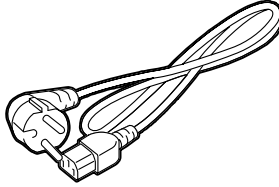
1.4 Accessories

When unpacking the printer, please make sure all accessories are supplied with the printer.

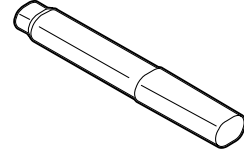
Fan Filter (2 sets)



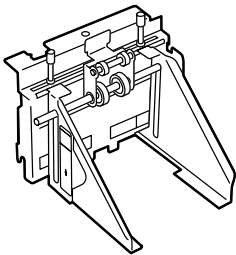
Power Cord (1 pc.)



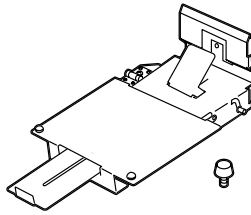
Print Head Cleaner (1 pc.)



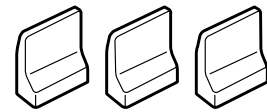
Media Guide Unit (1 pc.)



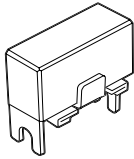
Stacker (1 pc.)
Fixing Screw (1 pc.)



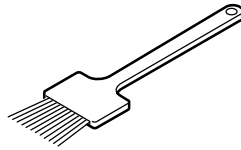
Media Stopper (3 pcs.)



Media Weight (1 pc.)



Dust Brush (1 pc.)



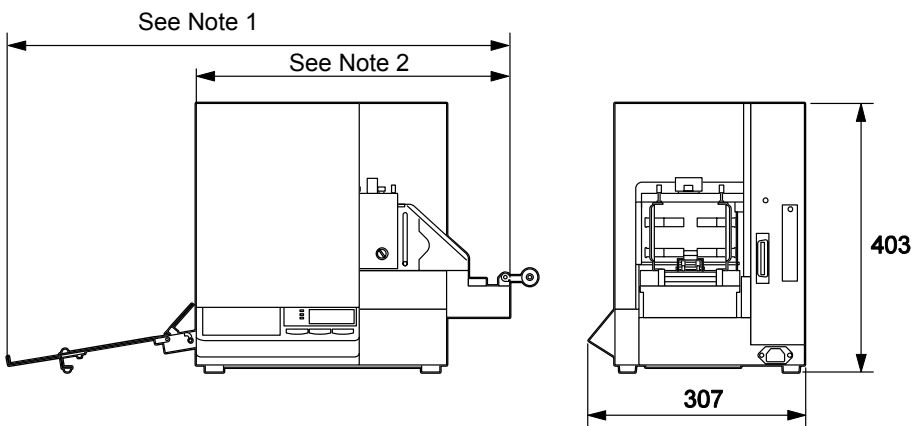
1 Quick Guide

1 CD-ROM

1.5 Appearance

1.5.1 Dimensions

Unit: mm

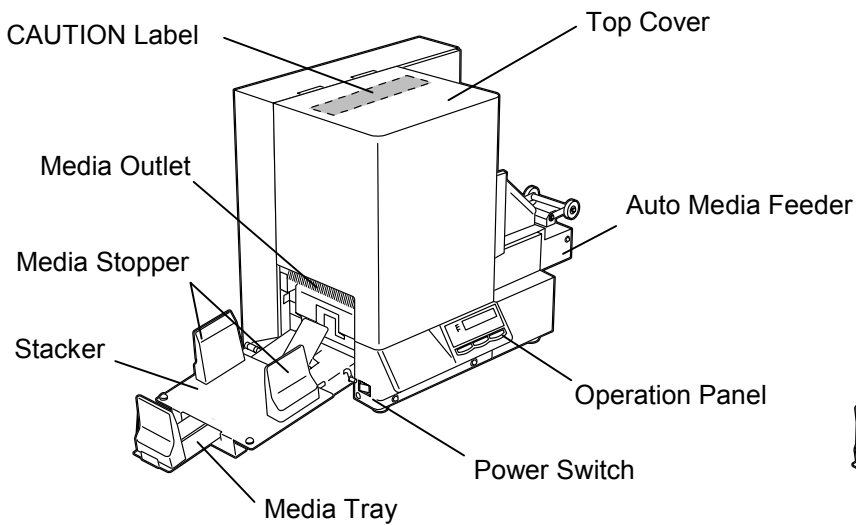


NOTES:

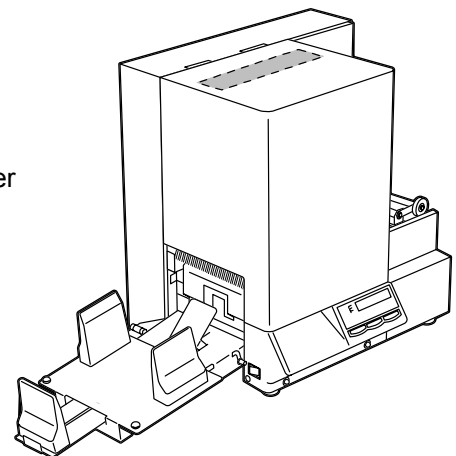
1. CP-1001: 661 mm, CP-1002: 754 mm
2. CP-1001: 356 mm, CP-1002: 449 mm

1.5.2 Front View

CP-1001 Series

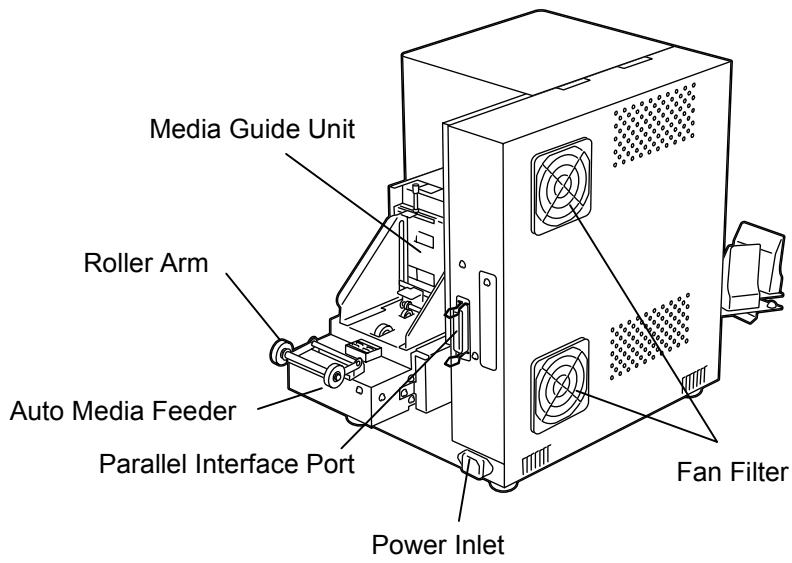


CP-1002 Series



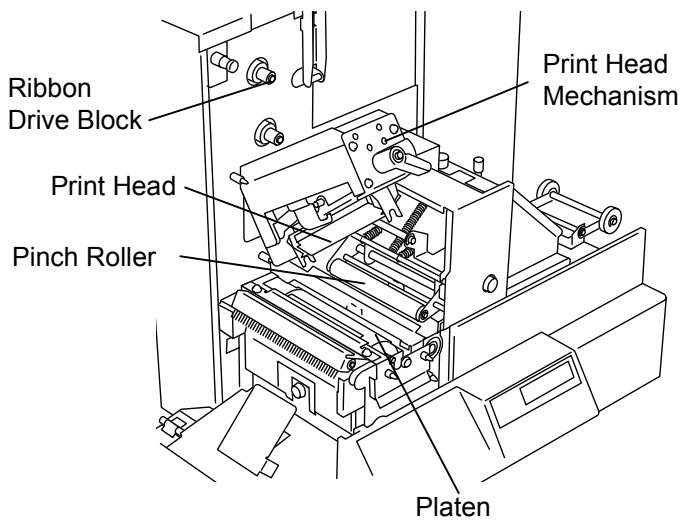
NOTE: Since the CP-1002 series is provided with the two print head mechanisms, its auto media feeder is protruding from the printer's enclosure, causing the larger machine width than the CP-1001 series.

1.5.3 Rear View

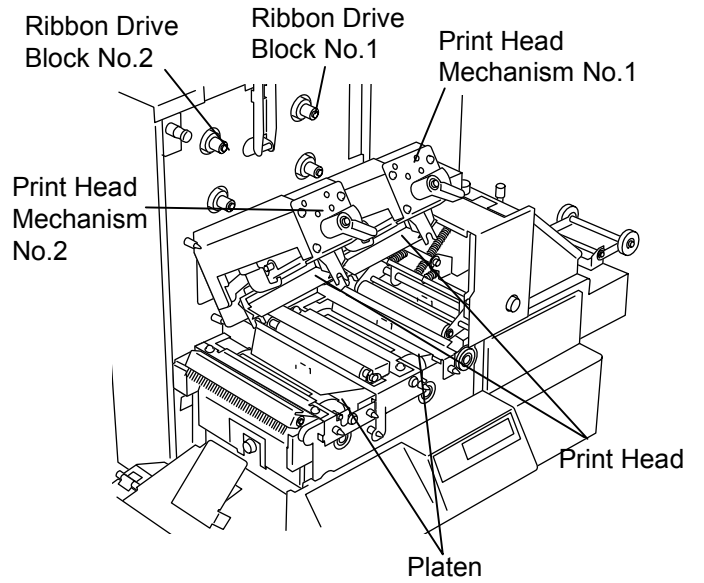


1.5.4 Interior

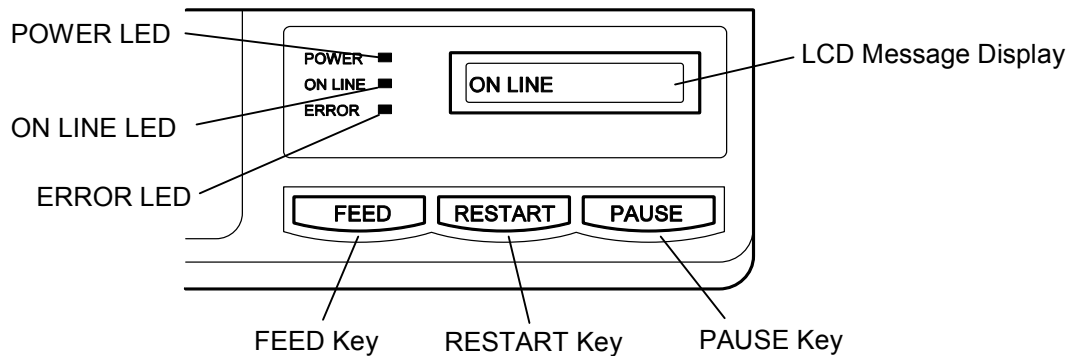
CP-1001 Series



CP-1002 Series



1.5.5 Operation Panel



LCD MESSAGE DISPLAY (Max. 16 digits x 1 line)

- Displays the machine status with an alphanumeric and symbols.

POWER LED (Green)

- Turns on while the power is on.

ON LINE LED (Green)

- Turns on when ready is communication with a host machine.
- Blinks in-service of communication.

ERROR LED (Red)

- Turns on while the machine detects something wrong.

[FEED] key (Paper Feed Key)

- Used to feed a piece of media or discharge the media when an error occurred.
- Used to make positioning of media.

[RESTART] key (Reissue Key)

- Used to exit from the pause mode to restart issuing the media.
- Used to exit from the error mode to restart issuing the media.

Note that some errors cannot be released even by depressing the **[RESTART]** key.
(See Section 5.1, Error Messages.)

[PAUSE] key

- Used to temporarily stop issuing the media.
- Used to initialise the machine after a reset operation.

■ Messages and LEDs

Symbols in the message

1. ○: The LED is illuminated. ⊙: The LED is flashing. ●: The LED is unlit.
2. #####: the number of unprinted media. Up to 9999 (in pieces)
3. *: Print Head Mechanism No. "1": Print Head Mechanism No. 1 "2": Print Head Mechanism No.2

No.	LCD Message	LED Indication			Printer Status	Restoration by RESTART key Yes/No
		POWER	ONLINE	ERROR		
1	ON LINE	○	○	●	On line mode	----
	ON LINE	○	⊙	●	On line mode (The printer is in communication)	----
	ON LINE #####	○	○/⊙	●	On line mode (The number of unprinted media is displayed.)	----
2	HEAD OPEN *	○	●	●	The print head mechanism is opened in online mode.	----
3	PAUSE #####	○	●	●	The printer is paused.	Yes
4	PAPER JAM	○	●	○	The media is jammed during paper feed.	Yes
5	NO PAPER #####	○	●	○	The media has run out, or the media is not loaded properly.	Yes
6	NO RIBBON *	○	●	○	The ribbon has run out.	Yes
7	HEAD OPEN *	○	●	○	Feed or printing was attempted with the print head mechanism open.	Yes
8	EXCESS HEAD TEMP	○	●	○	The print head is overheated.	No (See NOTE.)
9	RIBBON ERROR *	○	●	○	The ribbon has run out or broken. A problem has occurred with the sensor that determines the torque for the ribbon motor.	Yes
10	COVER OPEN	○	●	●	The Top Cover is opened in online mode.	Yes
11	COVER OPEN ERROR	○	●	○	Feed or printing was attempted with the Top Cover open.	Yes
12	POWER FAILURE	○	●	○	A power failure has occurred.	No (See NOTE.)
13	EEPROM ERROR	○	●	○	Back up EEPROM cannot be read/written correctly.	No (See NOTE.)

NOTE: Regarding how to recover from the error, please refer to Section 5, TROUBLESHOOTING.

1.5.6 Power Switch

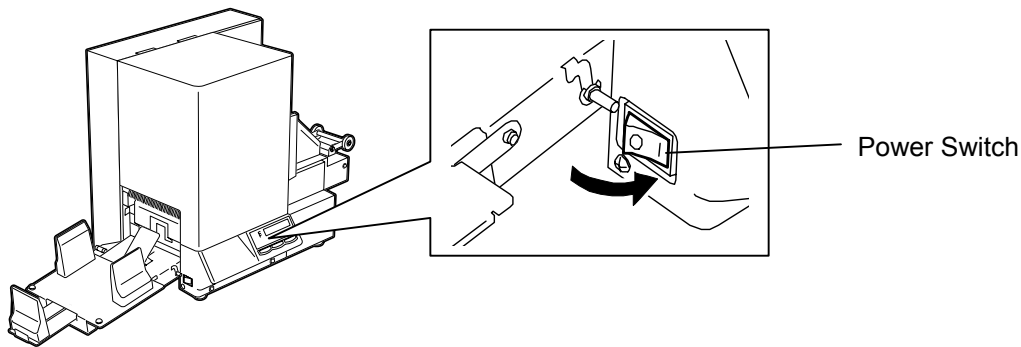
CAUTION!

1. Use the power switch to turn the printer on/off. Plugging or unplugging the Power Cord to turn the printer on/off may cause fire, an electric shock, or damage to the printer.
2. Do not turn off the printer power while the media is being printed as this may cause a paper jam or damage to the printer.
3. Do not turn off the printer power while the ON LINE LED is flashing as this may cause damage to your PC.

When the printer is connected to your PC it is good practice to turn the printer ON before turning on your PC and turn OFF your PC before turning off the printer

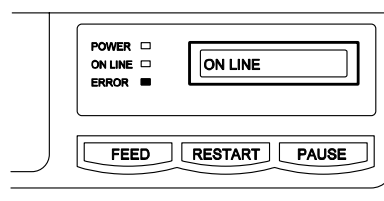
■ Turning ON/OFF the Printer

1. To turn ON the printer power, press the Power Switch as shown in the diagram below. Note that (|) is the power ON side of the switch.

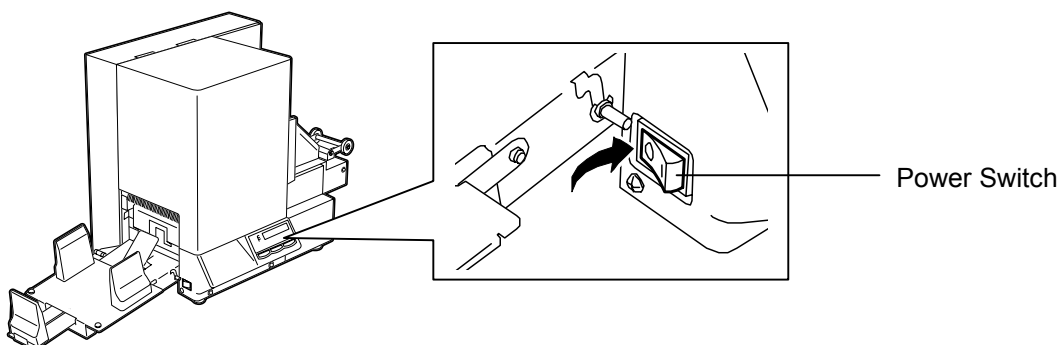


NOTE: Be sure to turn on the printer before turning on the PC. Turning on the printer after sending a print command from the PC may cause a print failure.

2. Check that the ON LINE message appears in the LCD Message Display and that the ON LINE LED and POWER LED are illuminated.



3. Before turning off the printer Power Switch verify that the ON LINE message appears in the LCD Message Display and that the ON LINE LED is on and is not flashing.
4. To turn OFF the printer power, press the Power Switch as shown in the diagram below. Note that (O) is the power OFF side of the switch.



2. PRINTER SETUP

This section outlines the procedures to setup your printer prior to its operation. The section includes precautions, connecting cables, assembling accessories, and loading media and ribbon.

2.1 Precautions

To insure the best operating environment, and to assure the safety of the operator and the equipment, please observed the following precautions.

- Operate the printer on a stable, level, operating surface in a location free from excessive humidity, high temperature, dust, vibration, direct sunlight, or rapid change of temperature.
- Keep your work environment static free. Static discharge can cause damage to delicate internal components.
- Make sure that the printer is connected to a clean source of AC Power and that no other high voltage devices that may cause line noise interference are connected to the same mains.
- Assure that the printer is connected to the AC mains with a three-prong power cable that has the proper ground (earth) connection.
- Do not operate the printer with the cover open. Be careful not to allow fingers or articles of clothing to get caught into any of the moving parts of the printer.
- Make sure to turn off the printer power and to remove the power cord from the printer whenever working on the inside of the printer such as changing the ribbon or removing jammed media, or when cleaning the printer.
- For best results, and longer printer life, use only Output Solutions recommended media and ribbons.
- Store the media and ribbons in accordance with their specifications.
- This printer mechanism contains high voltage components; therefore you should never remove any of the covers of the machine as you may receive an electrical shock. Additionally, the printer contains many delicate components that may be damaged if accessed by unauthorised personnel.
- Clean the outside of the printer with a clean dry cloth or a clean cloth slightly dampened with a mild detergent solution.
- Use caution when cleaning the thermal print head as it may become very hot while printing. Wait until it has had time to cool before cleaning. Use only the Output Solutions recommended print head cleaner to clean the print head.
- Do not turn off the printer power or remove the power plug while the printer is printing or while the ON LINE LED is blinking.

2.2 Procedure before Operation

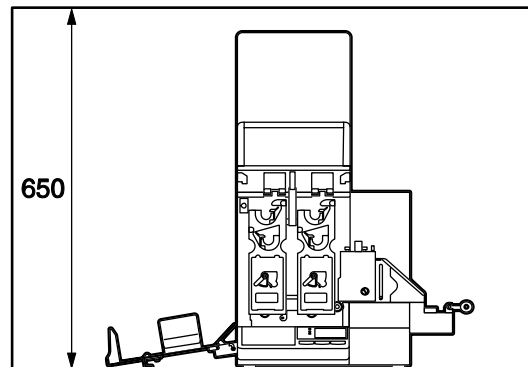
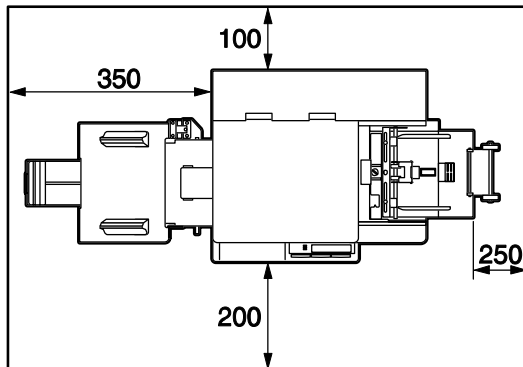
This section describes the outline of the printer set up.

CAUTION!

When moving the printer, be sure to hold the bottom. Do not hold the operation panel.

1. Unpack the accessories and printer from the box.
2. Refer to Safety Precautions in this manual and set up the printer at a proper location.

NOTE: *Secure the space around the printer as follows: (unit: mm)*



3. Fit the Fan Filter to the printer. (Refer to Section 2.3, Fitting the Fan Filter.)
4. Attach the Media Guide Unit. (Refer to Section 2.4, Attaching the Media Guide Unit.)
5. Attach the Stacker to the printer. (Refer to Section 2.5, Attaching the Stacker.)
6. Connect the printer to a PC with a Centronics Interface Cable. (Section 2.6, Connecting the Printer to Your PC.)
7. Insert the Power Cord Plug into an AC outlet. (Refer to Section 2.7, Connecting the Power Cord.)
8. Load the Ribbon. (Refer to 2.8, Loading the Ribbon.)
9. Load the Media. (Refer to Section 2.9, Loading the Media.)
10. Install the Printer Drivers. (Refer to Section 3, INSTALLING THE PRINTER DRIVERS.)

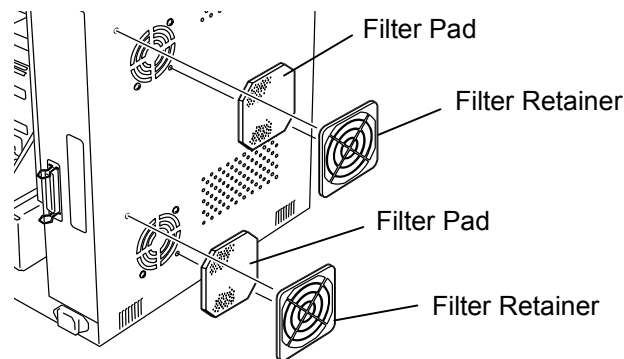
2.3 Fitting the Fan Filter

When installing the printer, it is important to ensure that the Fan Filters are attached before using the printer.

A Fan Filter consists of 2 parts:

- (1) Filter Pad
- (2) Filter Retainer

1. Put the Filter Pad inside the Filter Retainer.
2. Press into place as shown in the diagram below, ensuring connecting pins are aligned with the connecting holes.

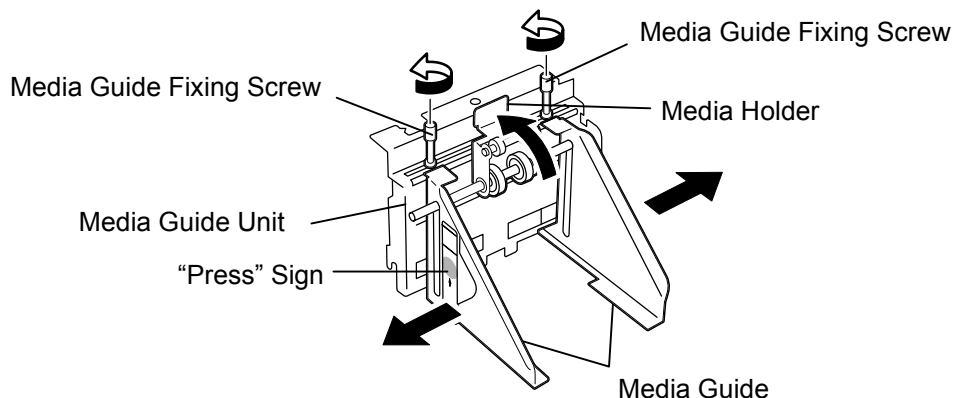


2.4 Attaching the Media Guide Unit

WARNING!

Turn OFF the power and disconnect the power cord before attaching the Media Guide Unit. Failure to do this may cause electric shock.

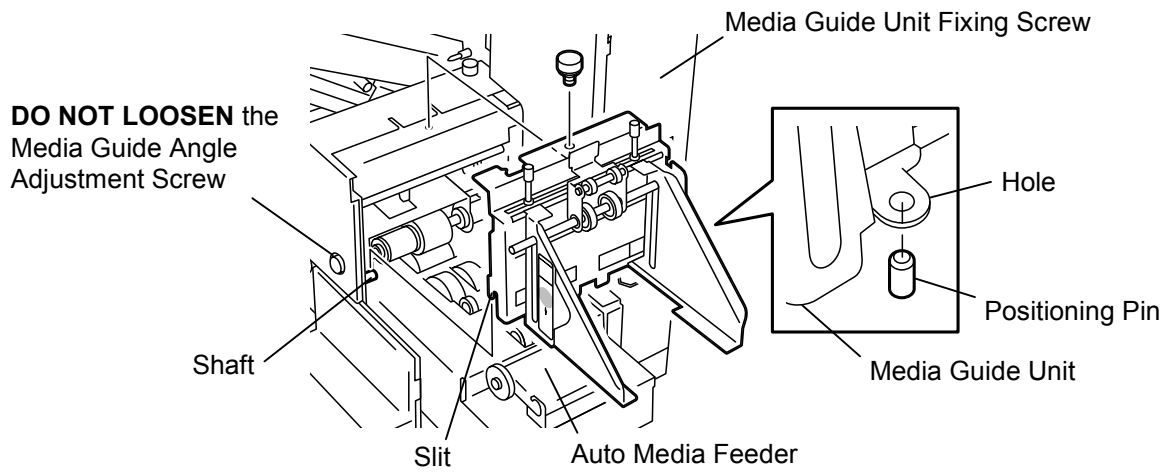
1. Loosen the two Media Guide Fixing Screws and spread the Media Guides.
2. Lift the Media Holder and put it on top of the Media Holder Unit by fitting its stud into the hole.



NOTES:

1. Do not spread the Media Guides by force, as this may cause deformation of the Media Guide or machine failure.
2. When moving the Media Guides, be sure to hold the position where the "Press" sign label is attached.

3. Fit the slit and hole of the Media Guide Unit onto the Shaft and positioning pin of the Auto Media Feeder, respectively.
4. Secure the Media Guide Unit to the printer with the Media Guide Unit Fixing Screw.



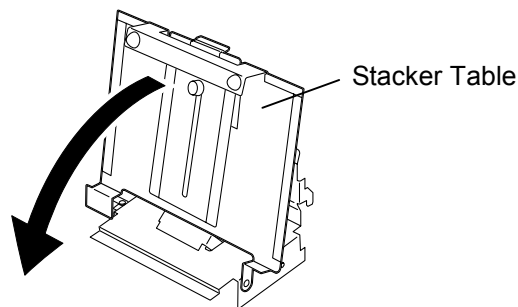
NOTE: Do not loosen the Media Guide Angle Adjustment Screw, or else a re-adjustment will be necessary. (Refer to Section 5.6, Correcting the Skew Print.)

2.5 Attaching the Stacker

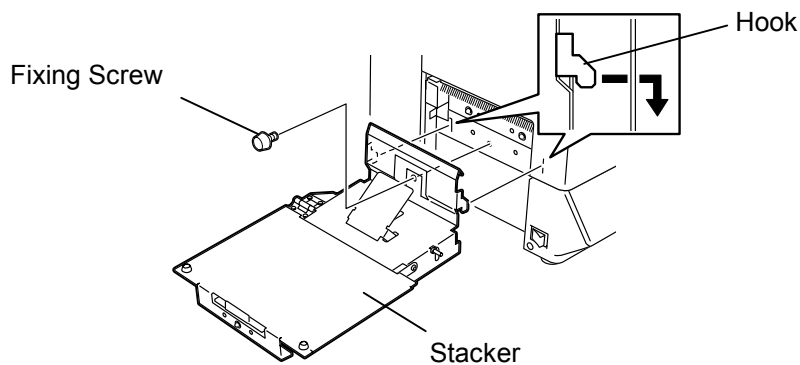
WARNING!

Turn OFF the power and disconnect the power cord before attaching the Stacker. Failure to do this may cause electric shock.

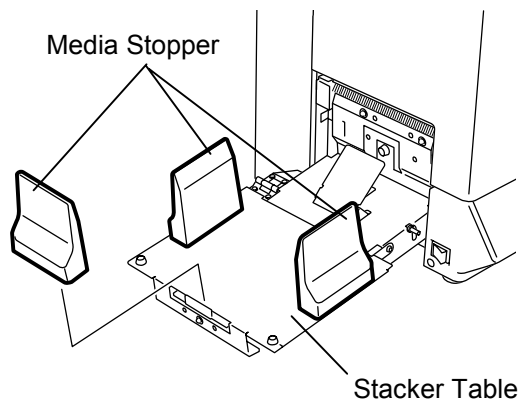
1. Open the Stacker Table.



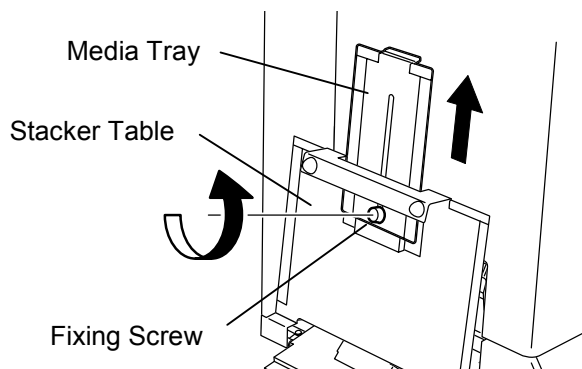
2. Attach the Stacker in front of the Media Outlet by inserting the hooks of the Stacker into the slots in the printer front, and then secure the Stacker with the enclosed Fixing Screw.



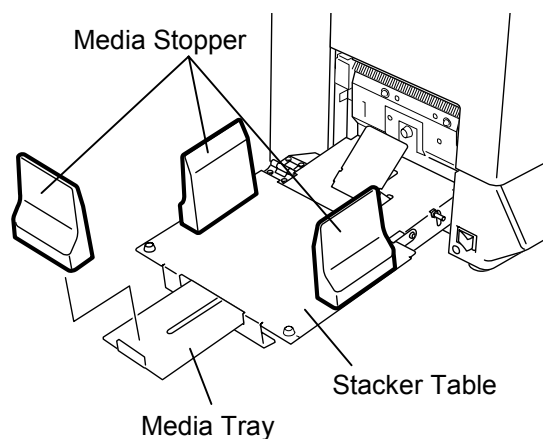
3. Place the Media Stoppers (magnet contained) on the Stacker Table according to the media size.
(When printing business card or post card)



4. When printing long media, fold the Stacker Table, loosen the Fixing Screw, and then pull up the Media Tray.



5. After securing the Media Tray with the Fixing Screw, open the Stacker Table. Place the Media Stoppers (magnet contained) according to the media size.



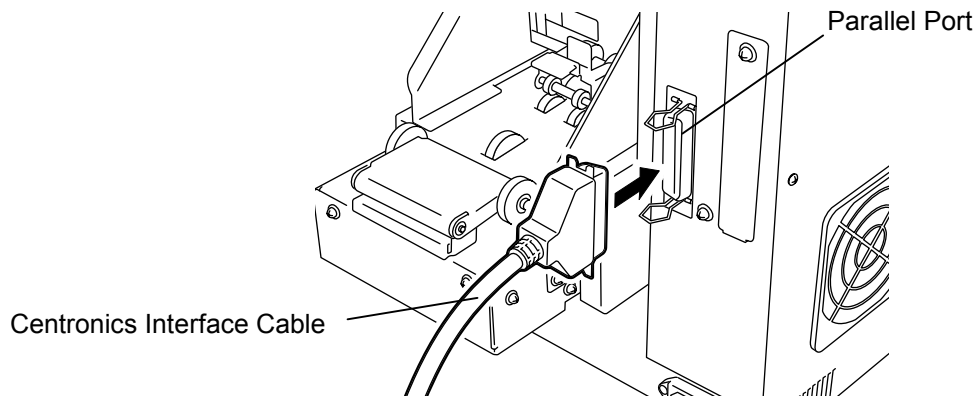
2.6 Connecting the Printer to Your PC

WARNING!

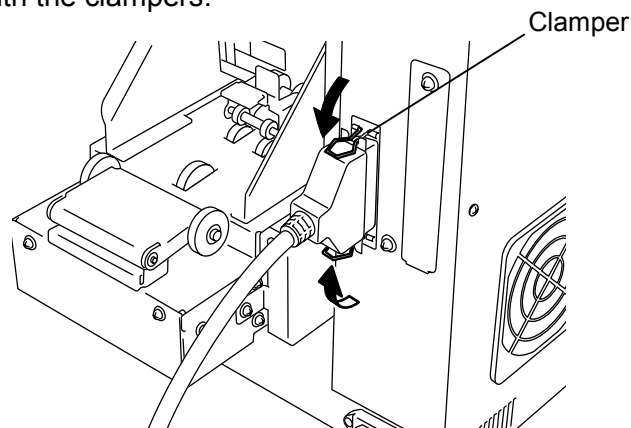
Turn OFF the printer and PC and disconnect the power cord before connecting the printer to the PC. Failure to do this may cause electric shock or short-circuit.

The following paragraphs outline how to connect the Centronics Interface Cable between the printer and your PC.

1. Make sure that both printer and PC are turned off.
2. Connect the Centronics Interface Cable to the parallel port on the right side of the printer.



3. Fix the connector with the clampers.

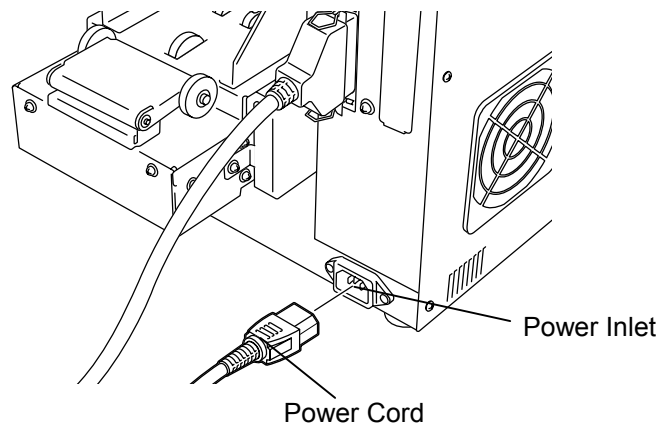


4. Connect the other side of the Centronics Interface Cable to the parallel port of your PC.

2.7 Connecting the Power Cord

WARNING!

1. *Make sure that the printer Power Switch is turned to the OFF position (O) before connecting the Power Cord to prevent possible electric shock or damage to the printer.*
 2. *Use only the Power Cord supplied with the printer. Use of any other cord may cause electric shock or fire.*
 3. *Connect the Power Cord to a supply outlet with a properly grounded (earthed) connection.*
1. Make sure that the printer Power Switch is in the OFF (O) position.
2. Connect the Power Cord to the Power Inlet as shown in the figure below.



3. Plug the other end of the Power Cord into an AC outlet

2.8 Loading the Ribbon

WARNING!

1. When opening the Top Cover, be sure to fully open it. Failure to do this may cause the Top Cover to close by itself, resulting in injury.
2. Do not touch the Print Head and around it immediately after printing. As this may cause you to burn.

The CP-1001 series is designed for uni-colour printing, and the CP-1002 series is designed for two-colour printing.

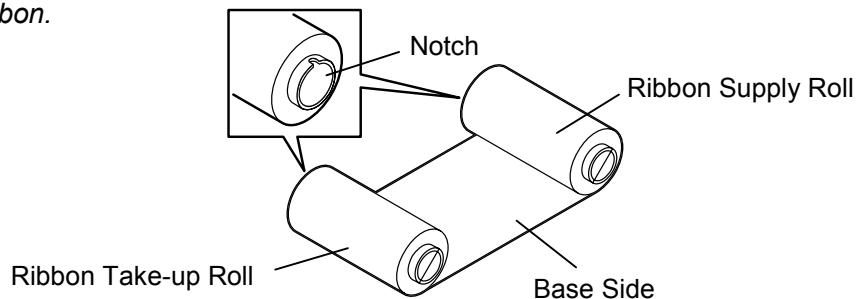
This section describes how to load the ribbon onto the Ribbon Module and to set it into the printer. Please be sure to use the Output Solutions approved ribbons.

NOTES:

1. As the ribbon has ink side and base side, be careful not to load the ribbon oppositely. Incorrectly loaded ribbon causes not only no print, but also necessity of print head replacement.
2. When dispose of the used ribbon, please follow the local rules and regulations.
3. Do not print the media that has been printed on this printer with a laser printer, as this will melt the ribbon transferred to the media.
4. Be sure to use the ribbon that matches the media width. Failure to do this may cause ribbon wrinkles or print head failure.

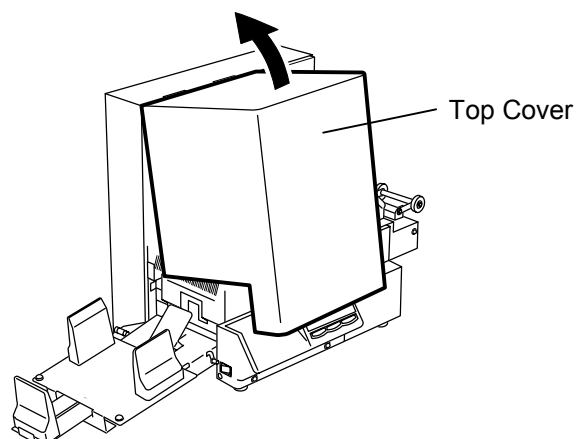
Ribbon width	Media width
68 mm	45 mm to 60 mm (business card)
109 mm	70 mm to 120 mm (post card, etc.)

5. The following diagram shows how to know which is the Ribbon Supply Roll and Ribbon Take-Up Roll of a half-used ribbon.

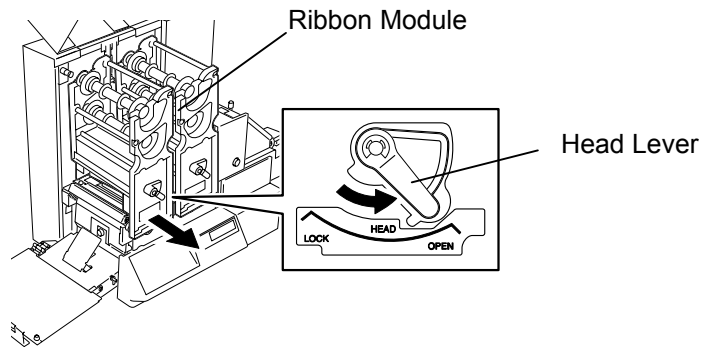


2.8.1 Ribbon Loading Procedure

1. Open the Top Cover fully.



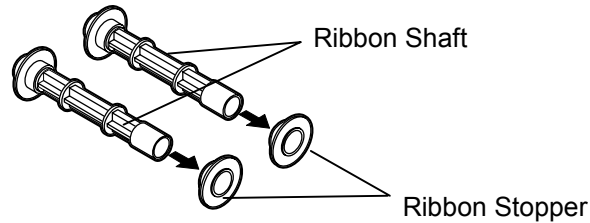
- Turn the Head Lever to **OPEN** position, and then pull out the Ribbon Module.



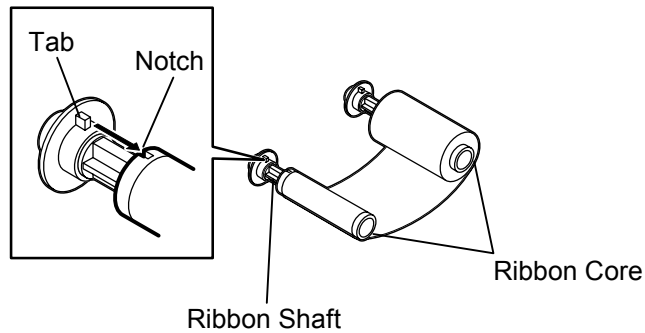
NOTES:

- When the Head Lever is turned incompletely, the Ribbon Module may not be pulled out.
- Care must be taken not to bend, drop, or hit the Ribbon Module, as this may deform the Ribbon Module, causing print failures.

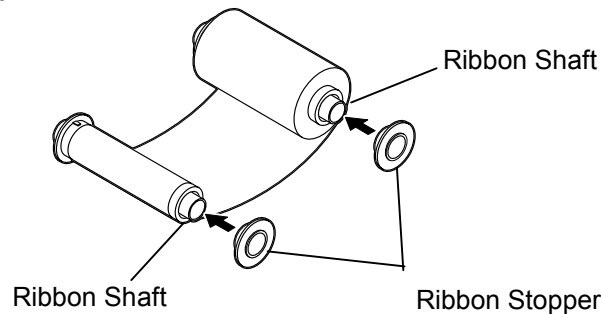
- Remove the two Ribbon Shafts from the Ribbon Module. Remove the Ribbon Stoppers from the Ribbon Shafts.



- Insert the Ribbon Shafts into the ribbon cores, aligning the tab of the Ribbon Shaft with the notch of the ribbon core.

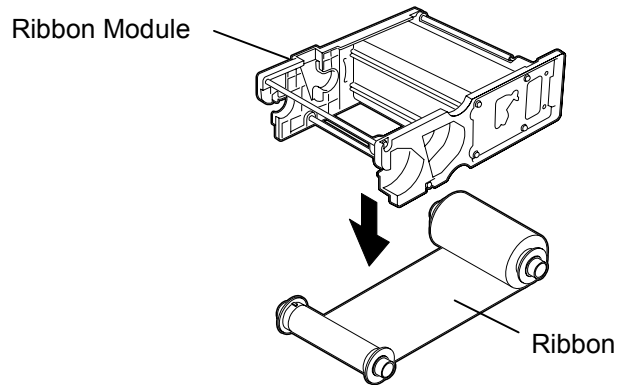


- Fit the Ribbon Stoppers onto the Ribbon Shafts, aligning the rib of the Ribbon Stopper with the groove of the Ribbon Shaft.

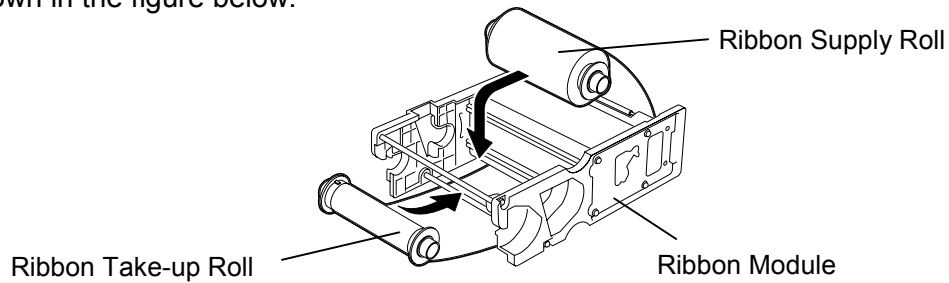


NOTE: Do not fit the Ribbon Stoppers by force, as this may damage the Ribbon Stoppers.

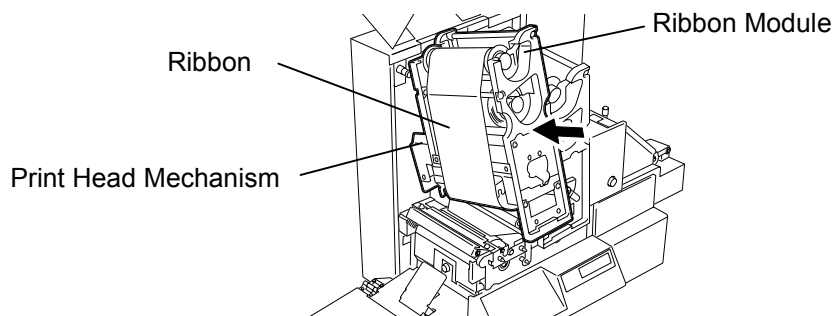
6. Unroll about 30 cm of the ribbon, and place the Ribbon Module on it.



7. Set the Ribbon Supply Roll first, then the Ribbon Take-up Roll on the Ribbon Module in place as shown in the figure below.

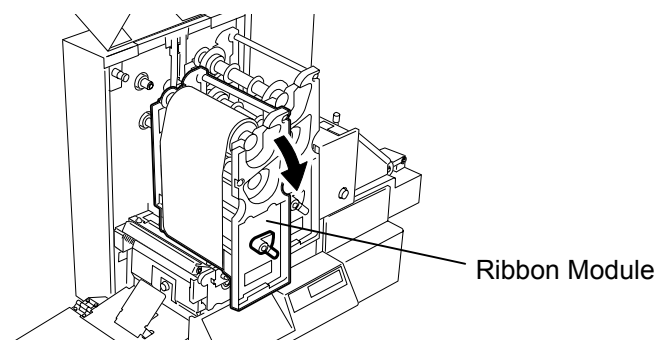


8. Slide the Ribbon Module onto the Print Head Mechanism.

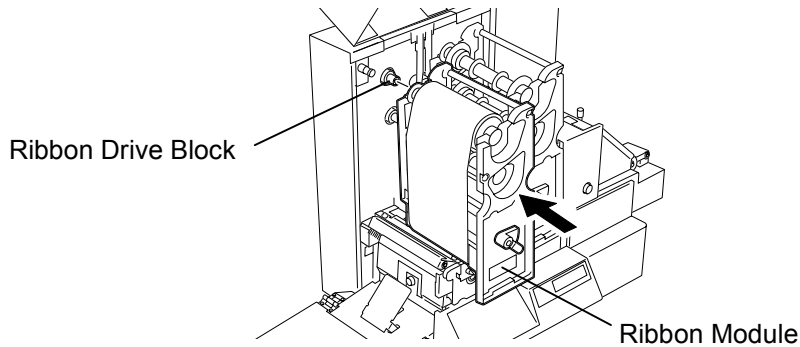


NOTE: Be careful of the orientation of the Ribbon Module.

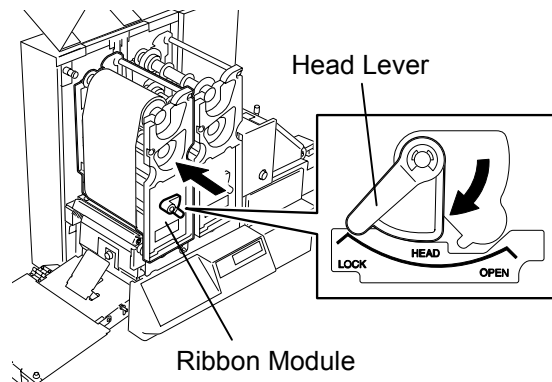
9. Slowly lower the Ribbon Module together with the Print Head Mechanism.



- When they are completely lowered, push the Ribbon Module into the printer so that the Ribbon Shafts engage with the Ribbon Drive Block.



- Take up any slack in the ribbon by rotating the ribbon rolls. Then, turn the Head Lever to **LOCK** position to fix the Ribbon Module.

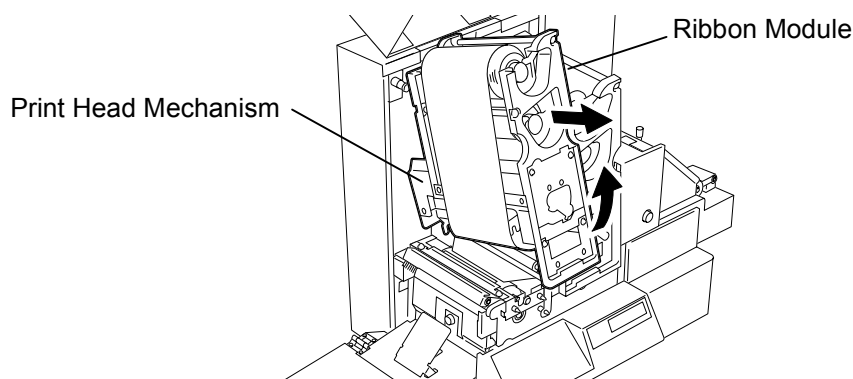


- Again, take up any slack in the ribbon. Close the Top Cover.

NOTE: For the CP-1002 series, repeat the above procedures to another ribbon module.

2.8.2 Removing the Ribbon Module with the Ribbon Loaded

- Turn the Head Lever to **OPEN** position, and pull the Ribbon Module a little.
- Fully lift the Print Head Mechanism together with the Ribbon Module, and then pull out the Ribbon Module along the Print Head Mechanism.



NOTE: When the Ribbon Module on which the ribbon is loaded is not used for a long period of time, store it in a cabinet or lay it down to keep it away from dust.

2.8.3 When the Ribbon Has been Used Up

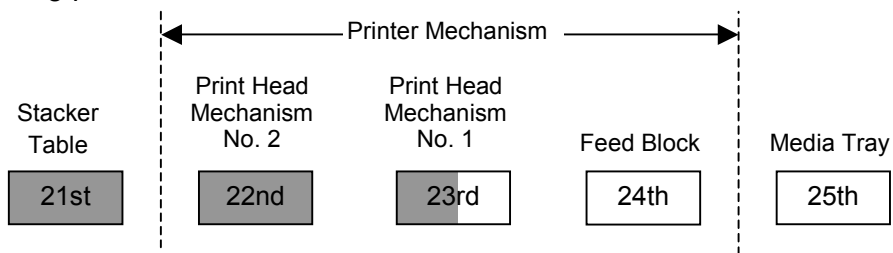
When the ribbon has been used up, load a new ribbon using the following procedure.

1. When a ribbon end is detected, the ERROR LED lights.
2. The message "NO RIBBON * " is displayed on the LCD Message Display.
3. Open the Top Cover fully and pull out the Ribbon Module. Replace the ribbon with a new one.
4. Set back the Ribbon Module to the printer, and press the **[RESTART]** key.

NOTES:

1. In case of the CP-1002 series, the Print Head Mechanism No. will be shown in place of "*" of the message.
1: Print Head Mechanism No. 1 2: Print Head Mechanism No. 2
2. When the ribbon ended in the middle of printing, the printer prints from unfinished media when the **[RESTART]** key is pressed. However, the number of media that will be reprinted varies depending on the ribbon end timing.

Example) When the ribbon of Print Head Mechanism No. 1 ended while the 23rd media was just being printed.



- (1) 21st media on the Stacker Table is considered as a finished one.
- (2) 22nd media is not considered as a finished one, even if it is actually finished.
- (3) 23rd media is not counted in as a finished one.
- (4) 24th media is positioned inside the printer, but it is not counted in.

Therefore, the 22nd media and after are printed when the **[RESTART]** key is pressed.

2.9 Loading the Media

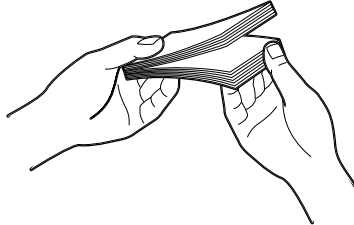
The following procedure will outline the steps required to set the media properly.

This printer prints business cards, post cards, etc. Be sure to use Output Solutions approved media.

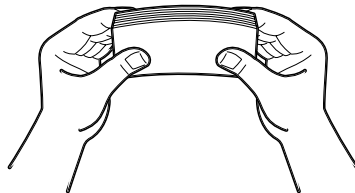
NOTES:

Before setting the media, take care of the following:

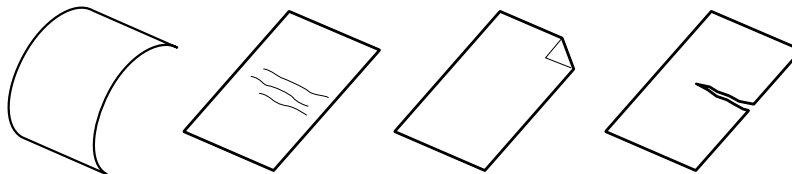
1. Flick through the media stack to remove paper particles or powder from the media.



2. When the media is slightly curled, bend it in the opposite direction, being careful not to wrinkle the media surface.

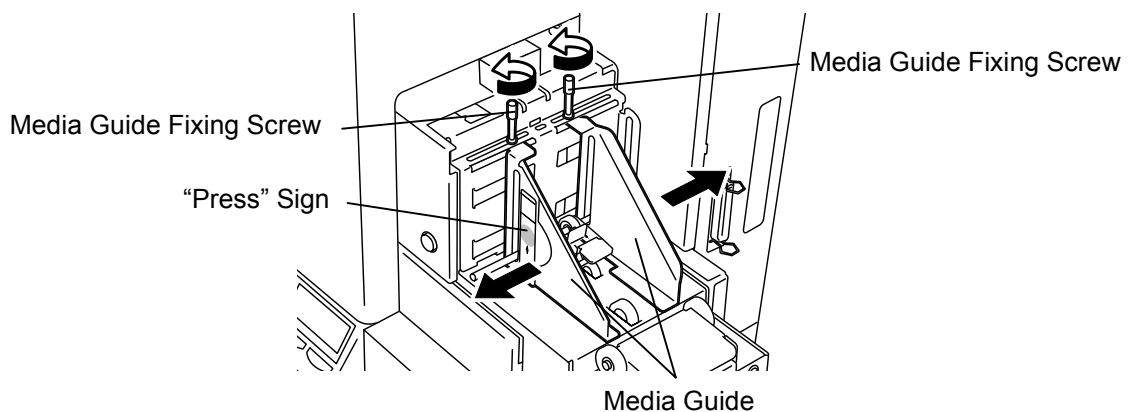


3. Do not use curled, wrinkled, folded, or torn media.



2.9.1 Loading the Business Card and Post Card

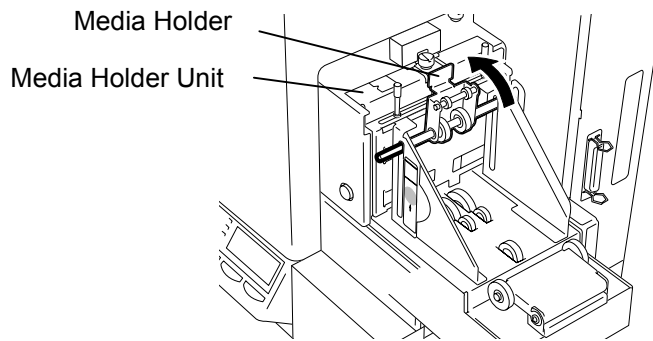
1. Loosen the two Media Guide Fixing Screws and spread the Media Guides.



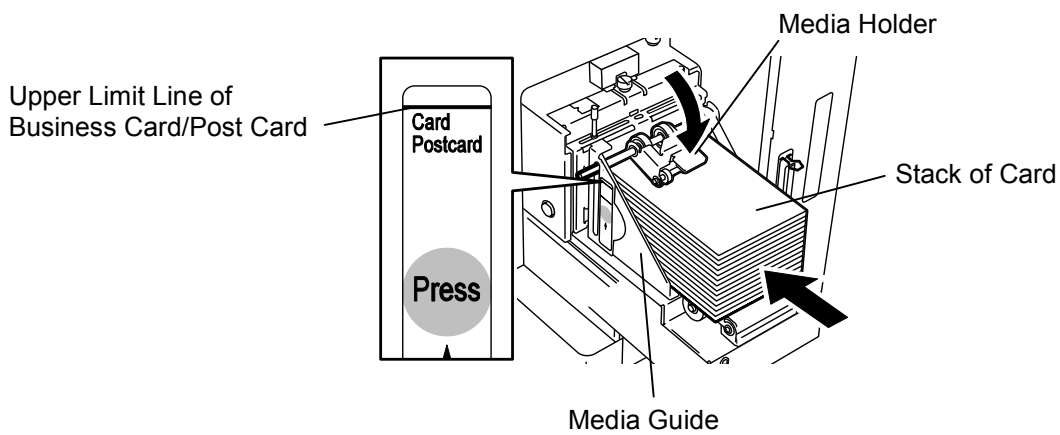
NOTES:

1. Do not spread the Media Guides by force, as this may cause deformation of the Media Guide or machine failure.
2. When moving the Media Guides, be sure to hold the position where the "Press" sign label is attached.

- Lift the Media Holder and put it on top of the Media Holder Unit by fitting its stud into the hole.

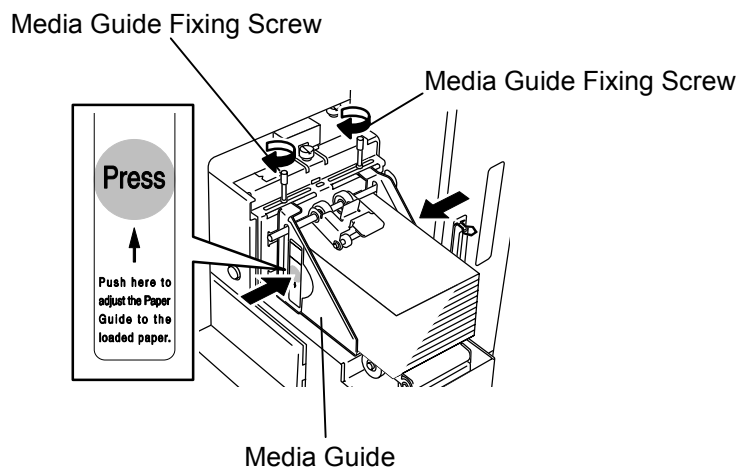


- Place the stack of card between the Media Guides and put the Media Holder on the card stack. Push the card stack against the printer until it stops.



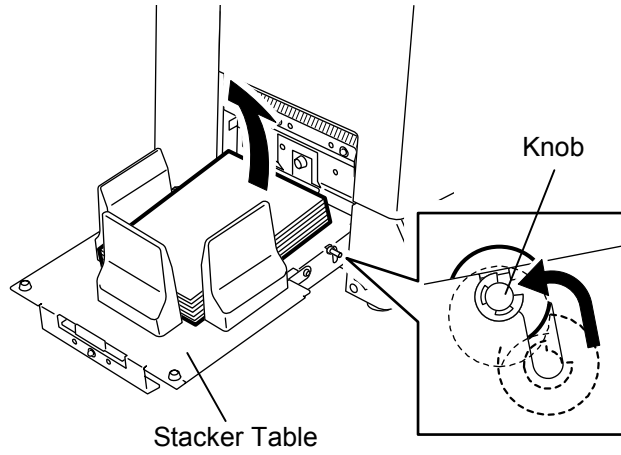
NOTES:

- Be sure to place the cards so that the print side faces up and the shorter side becomes the leading edge, as shown in the above diagram.
 - Do not stack the cards exceeding the upper limit line.
 - In case of 0.22 mm thick media, 300 pieces can be set at the same time. As the media becomes thicker, the number of media that can be set becomes fewer.
- Push the Media Guides by the "Press" sign to the centre and fit them to the edges of the card stack. Then, tighten the two Media Guide Fixing Screws to secure the Media Guides.



2.9.2 When Removing the Printed Media from the Stacker

Printed media is stacked on the Stacker Table. When removing them, move the Knob in the direction of the arrow to slant the Stacker Table. After removing the media, restore the knob to the former position.



3. INSTALLING THE PRINTER DRIVERS

This Printer Driver is a file of driver information files to be used to install the thermal printers to operate under Windows® 98, Windows Me®, Windows NT®, Windows® 2000 and Windows XP®.

Installation is accomplished by downloading the set of printer driver files from the CD-ROM to the hard drive of your PC. Then using the standard Windows Add Printer function, the driver for the CP-1001/1002 will be installed.

3.1 System Requirements

1. PC Model

PC/AT compatible PC with Intel's CPU Pentium® (150MHz or more) or equivalent in it.

2. Operating System

- Windows® 98
- Windows® 98 Second Edition
- Windows Me®
- Windows NT® Workstation 4.0 Service Pack 3 or greater
- Windows NT® Server 4.0 Service Pack 3 or greater
- Windows 2000® Professional
- Windows 2000® Server
- Windows XP® Home Edition
- Windows XP® Professional

3. Memory

Minimum 64MB (128MB recommended)

4. Hard Disk

Available hard disk space of 10MB or more

NOTES:

1. *When using Windows XP, the following environment is required:
CPU: 300MHz or more
Memory: 128MB or more
Hard disk: 1.5GB or more*
2. *Windows 98, Windows Me, Windows NT, Windows 2000, and Windows XP are registered trademarks of Microsoft Corporation.*
3. *Pentium is a registered trademark of Intel Corporation.*

3.2 Driver Download

The following procedures will show you how to install the set of CP-1001/1002 Printer Drivers from the CD-ROM for each operating system.

Windows 98 and Windows Me

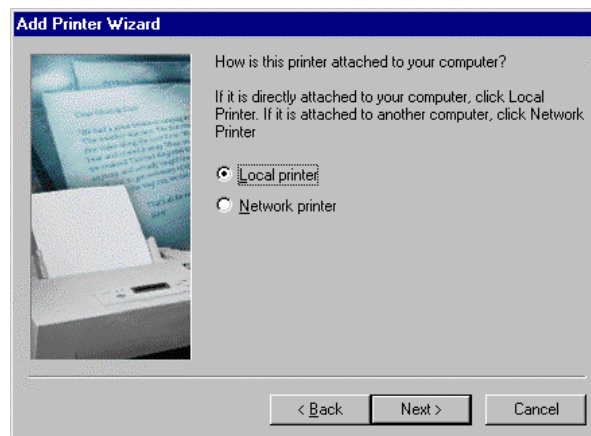
The printer driver installation procedure is common to Windows 98 and Windows Me. The following is the installation procedure for Windows 98.

NOTE: Before installing the Printer Driver to your PC, make sure that the all applications are closed.

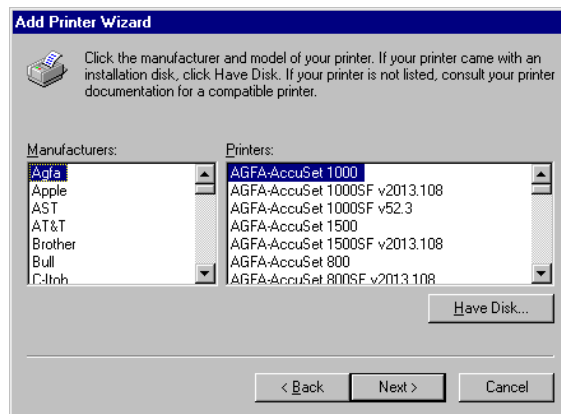
1. Set the CD-ROM into the CD-ROM drive.
2. Click on the **Start** button, choose the **Settings**, and then click on the **Printers**. Double click on **Add printer**.
3. The **Add Printer Wizard** dialogue box will appear.
4. Click on the **Next** button.



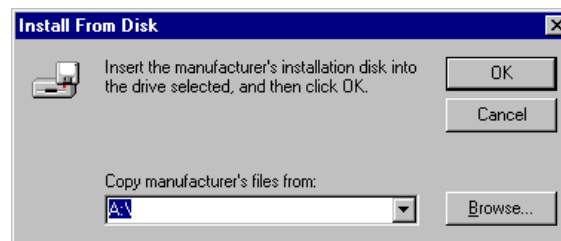
5. Choose the **Local printer** and click on the **Next** button.



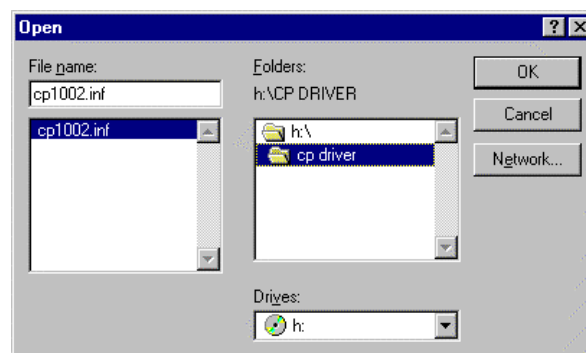
6. Click on the **Have Disk...** button. The **Install From Disk** dialogue box will appear.



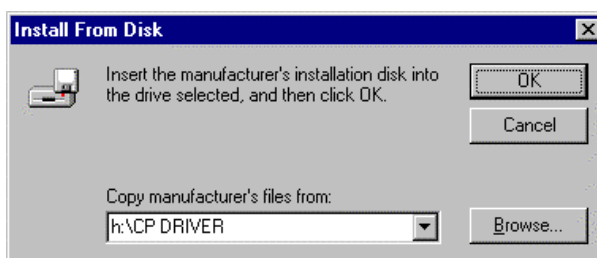
7. Click on the **Browse...** button. Dialogue box will appear.



8. Choose the CD-ROM drive for the Drives, and click on the **cp driver** folder in the Folders. Highlight the **cp1002.inf** in the File name and click on the **OK** button.

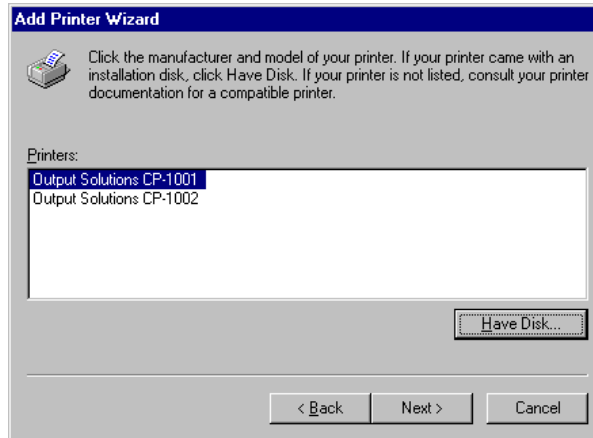


9. When the following dialogue box appears, click on the **OK** button. The dialogue box is closed.

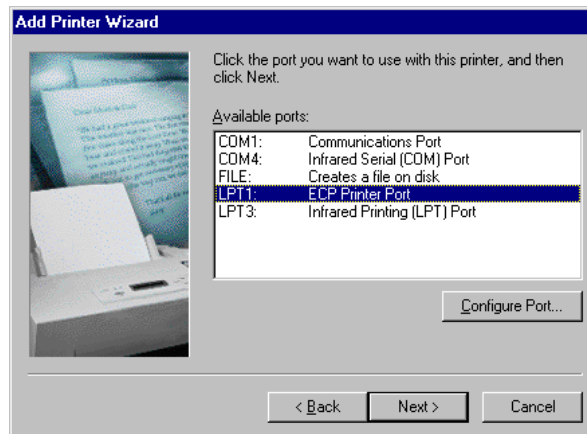


10. Choose the printer model to be used from the Printer (P). When using the CP-1001 model, choose the **Output Solutions CP-1001**, when using the CP-1002 model, choose **Output Solutions CP-1002**.

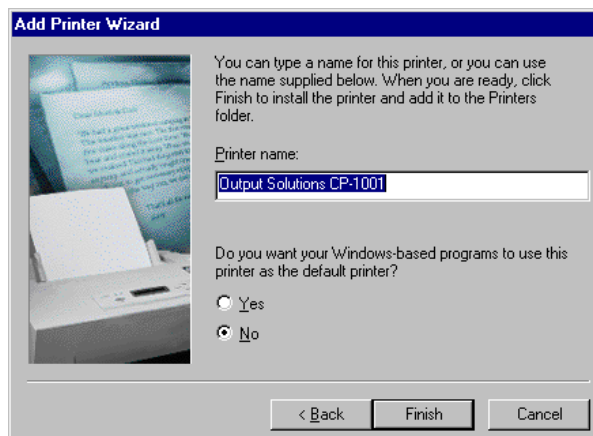
11. Click on the **Next** button.



12. Choose the **LPT1: ECP Printer Port** from the available port list and click on the **Next** button.



13. Click on the **Finish** button.

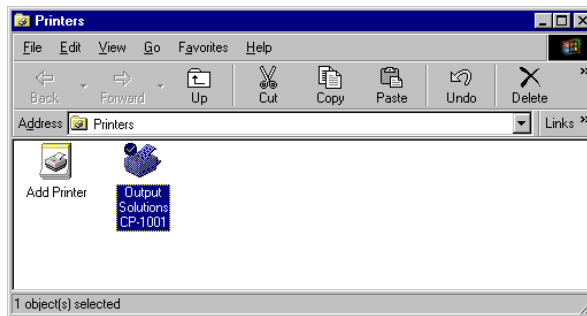


NOTES:

1. If you want to change the printer name, type in a new printer name. This printer name is displayed when selecting the printer on Windows application.
2. If you want to use the printer as a default printer on your application program, choose **Yes**.

14. Finally, copy the necessary files to the Windows.

Click on the **Start** button, choose the **Settings**, and then click on the **Printers**. Make sure that the printer icon is newly added.

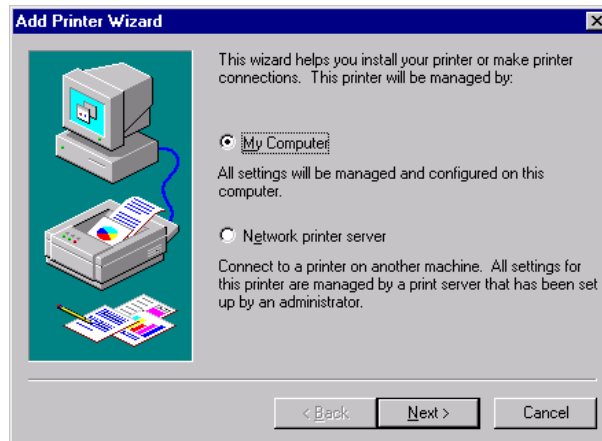


Windows NT 4.0

NOTES:

1. Before installing the Printer Driver to your PC, make sure that the all applications are closed.
2. It is necessary to log in Windows NT 4.0 with the authorised user name.

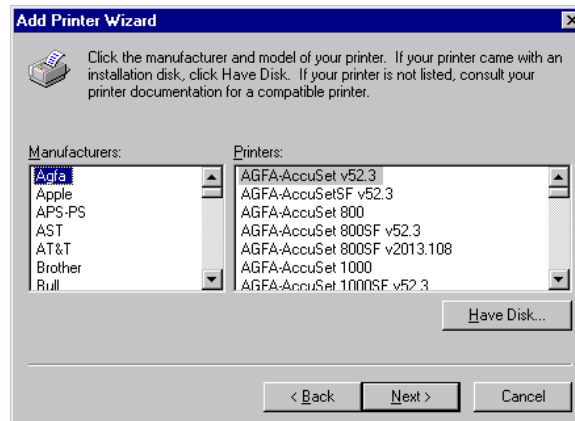
1. Set the CD-ROM into the CD-ROM drive.
2. Click on the **Start** button, choose the **Settings**, and then click on the **Printers**. Double click on **Add printer**.
3. The **Add Printer Wizard** dialogue box will appear.
4. Choose the **My Computer** and click on the **Next** button.



5. Choose the **LPT1** from the Available ports list and click on the **Next** button.



6. Click on the **Have Disk...** button. The **Install From Disk** dialogue box will appear.



7. Click on the **Browse...** button.

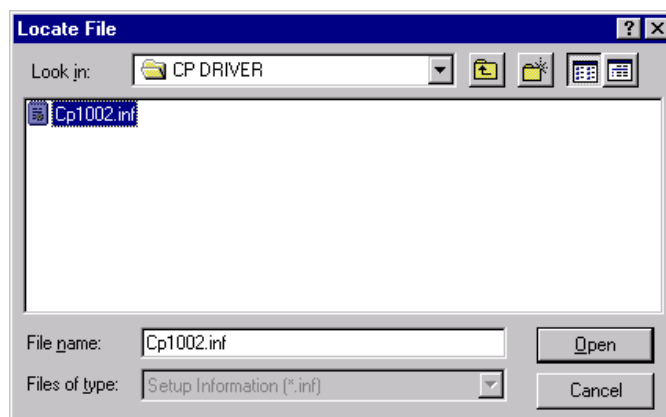


8. If the following screen appears, click on the **Cancel** button.

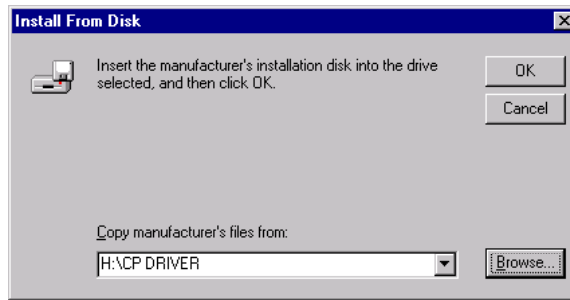


9. Choose the CD-ROM drive for Look in, and the contents of the CD-ROM are listed. Choose the **CP DRIVER** folder.

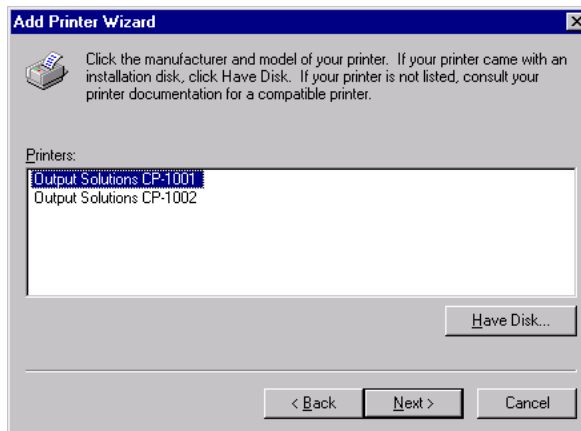
Highlight the **Cp1002.inf** and click on the **Open** button.



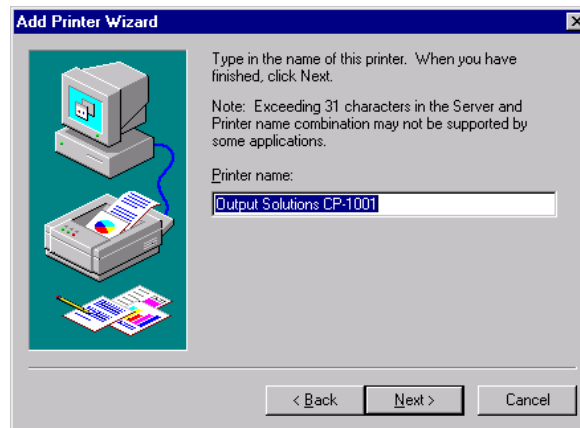
10. Click on the **OK** button. The dialogue box is closed.



11. Choose the printer model to be used from the Printers. When using the CP-1001 model, choose the **Output Solutions CP-1001**, when using the CP-1002 model, choose **Output Solutions CP-1002**.
12. Click on the **Next** button.



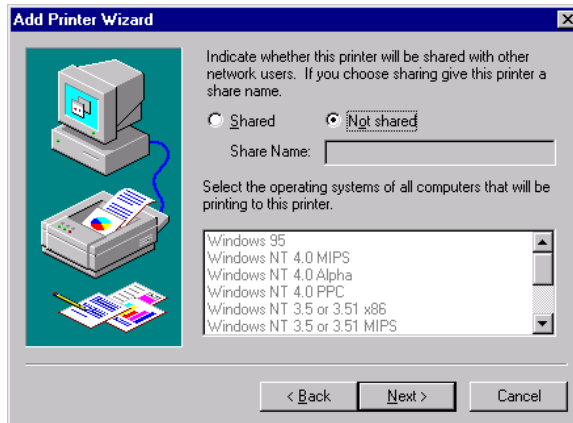
13. Click on the **Next** button.



NOTES:

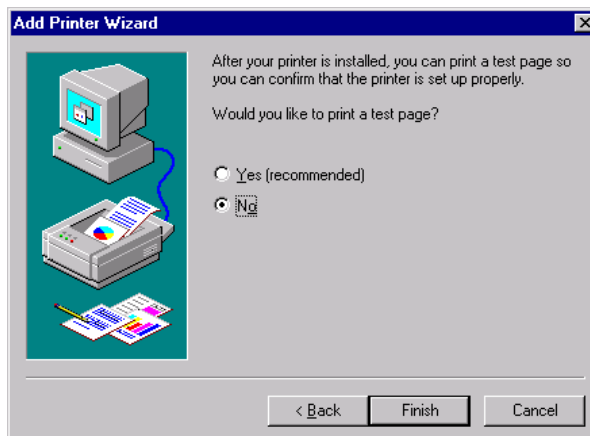
1. If you want to change the printer name, type in a new printer name. This printer name is displayed when selecting the printer on Windows application.
2. If you want to use the printer as a default printer on your application program, choose **Yes**.

14. Choose **Not shared** and click on the **Next** button.



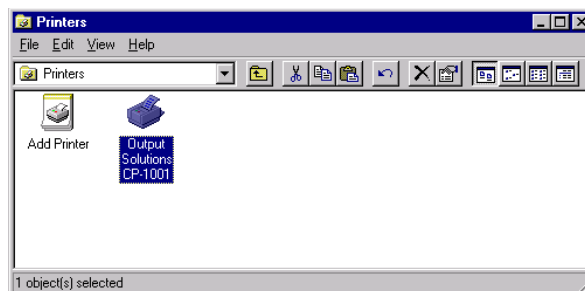
15. Choose **No** and click on the **Finish** button.

NOTE: Do not print the test page. Without proper printer driver settings, an error may occur.



16. Finally, copy the necessary files to the Windows.

Click on the **Start** button, choose the **Settings**, and then click on the **Printers**. Make sure that the printer icon is newly added.



Windows 2000

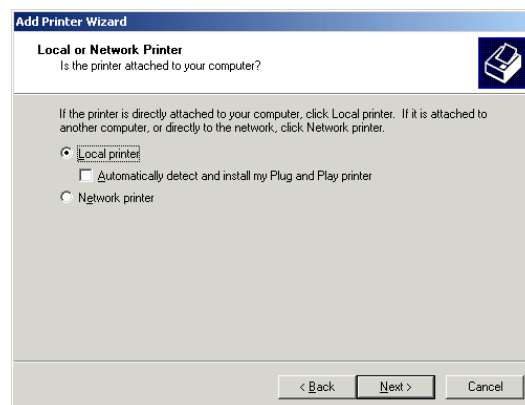
NOTES:

1. Before installing the Printer Driver to your PC, make sure that the all applications are closed.
2. It is necessary to log in Windows 2000 with the authorised user name.

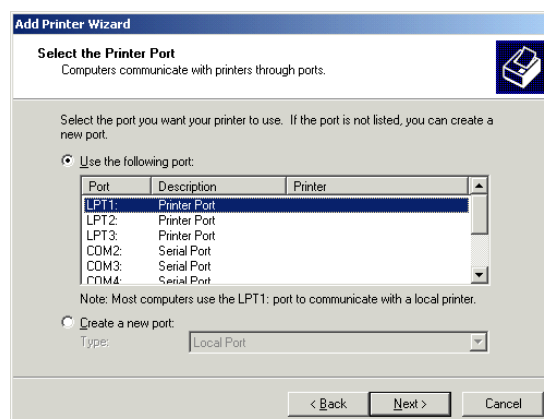
1. Set the CD-ROM into the CD-ROM drive.
2. Click on the **Start** button, choose the **Settings**, and then click on the **Printers**. Double click on **Add printer**.
3. The **Add Printer Wizard** dialogue box will appear.
4. Click on the **Next** button.



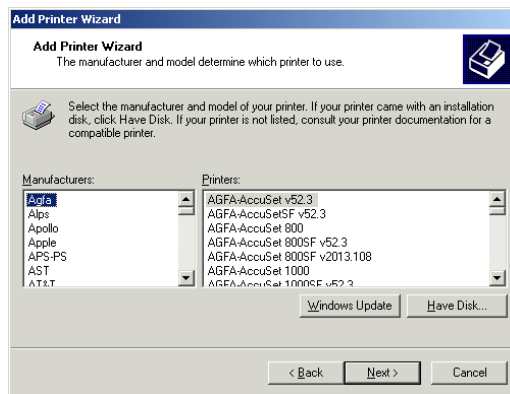
5. Choose the **Local printer** and click the check box to disable “Automatically detect and install my Plug and Play printer”. Then, click on the **Next** button.



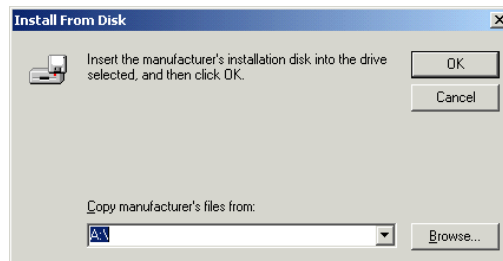
6. Choose the **LPT1: Printer Port** from the available port list, and click on the **Next** button.



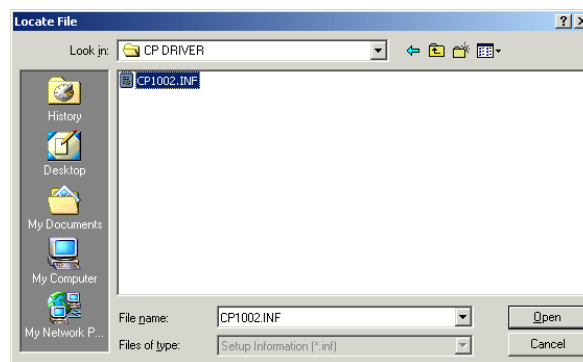
7. Click on the **Have Disk...** button. The **Install From Disk** dialogue box will appear.



8. Click on the **Browse...** button.



9. Choose the CD-ROM drive for Look in, and the contents of the CD-ROM are listed. Choose the **CP DRIVER** folder. Highlight the **CP1002.INF** and click on the **Open** button.

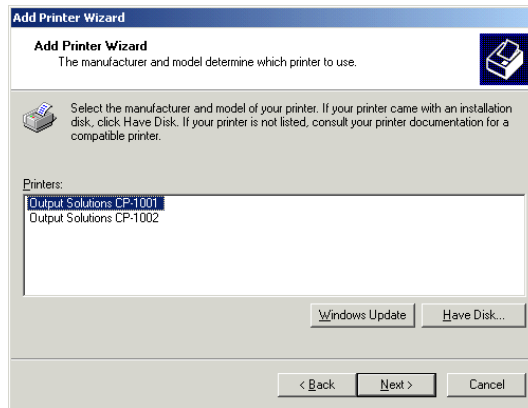


10. Click on the **OK** button. The dialogue box is closed.

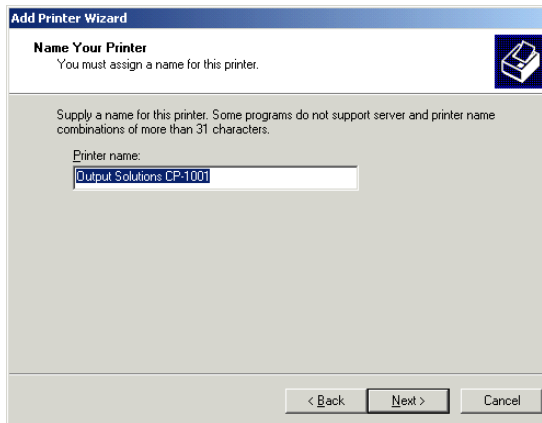


11. Choose the printer model to be used from the Printer (P). When using the CP-1001 model, choose the **Output Solutions CP-1001**, when using the CP-1002 model, choose **Output Solutions CP-1002**.

12. Click on the **Next** button.



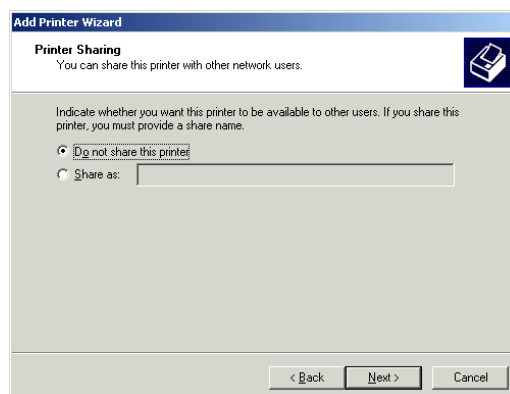
13. Click on the **Next** button.



NOTES:

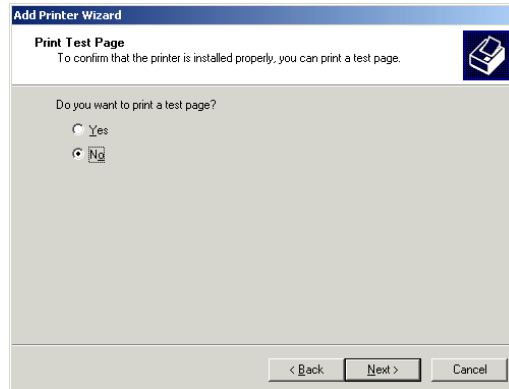
1. If you want to change the printer name, type in a new printer name. This printer name is displayed when selecting the printer on Windows application.
2. If you want to use the printer as a default printer on your application program, choose **Yes**.

14. Choose **Do not share this printer** and click on the **Next** button.

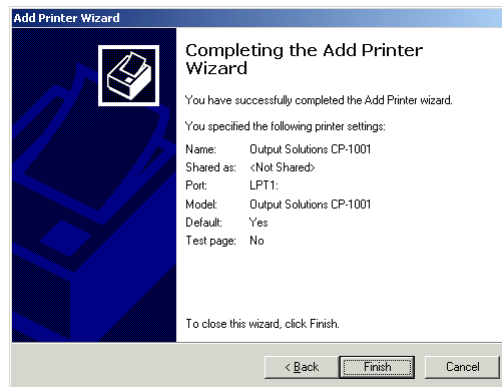


15. Choose **No** and click on the **Next** button.

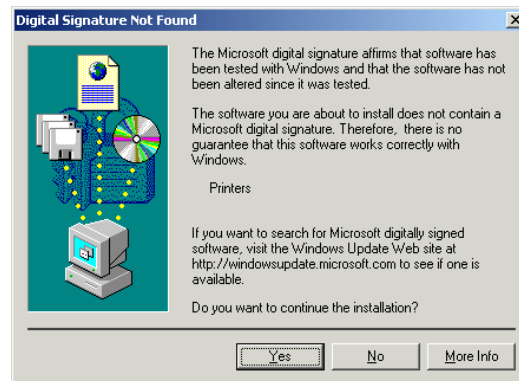
NOTE: Do not print the test page. Without proper printer driver settings, an error may occur.



16. Click on the **Finish** button.

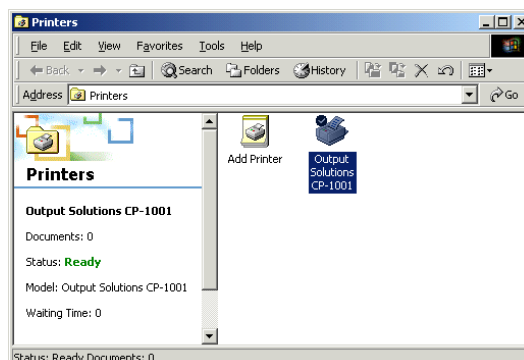


17. When the following screen appears, click on the **Yes** button to continue.



18. Finally, copy the necessary files to the Windows.

Click on the **Start** button, choose the **Settings**, and then click on the **Printers**. Make sure that the printer icon is newly added.

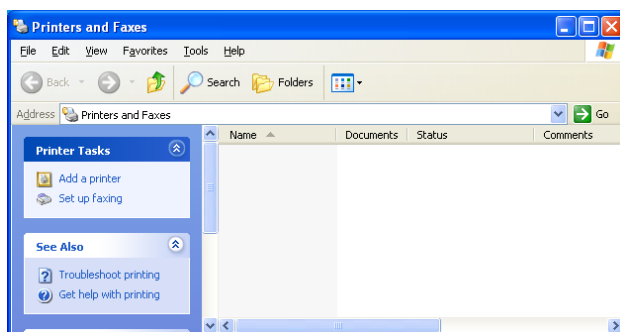


Windows XP

NOTES:

1. Before installing the Printer Driver to your PC, make sure that all applications are closed.
2. It is necessary to log in Windows XP with the authorised user name.

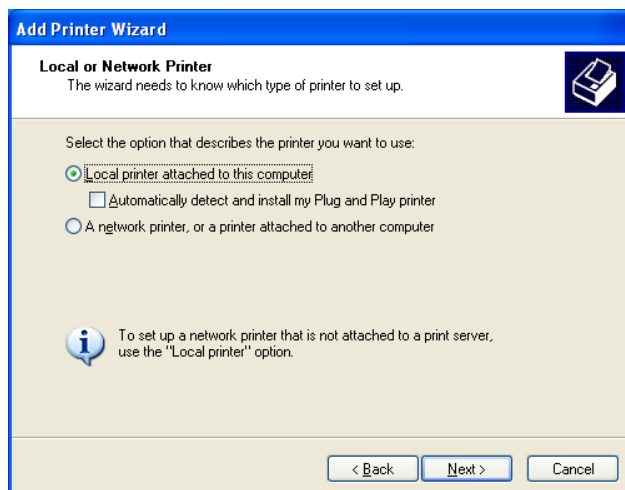
1. Set the CD-ROM into the CD-ROM drive.
2. Click on the **Start** button, choose the **Settings**, and then click on the **Printers and Faxes**. Double click on **Add a printer**.



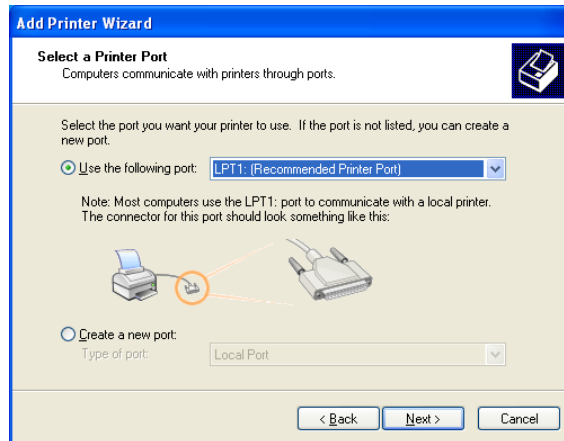
3. The **Add Printer Wizard** dialogue box will appear.
4. Click on the **Next** button.



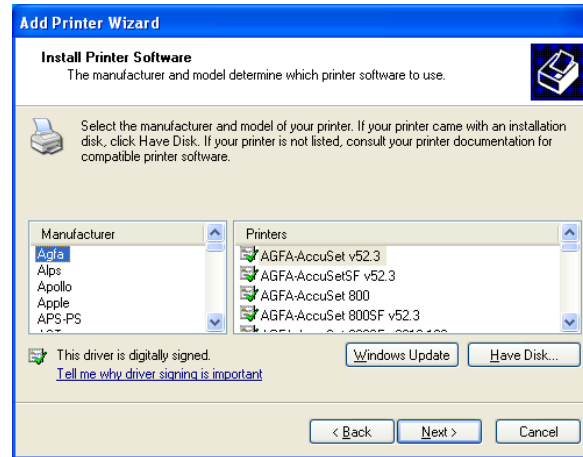
5. Choose the **Local printer attached to this computer** and click the check box to disable "Automatically detect and install my Plug and Play printer". Then, click on the **Next** button.



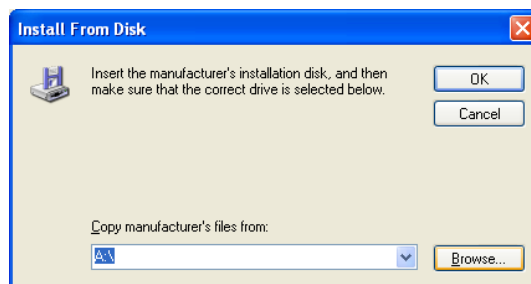
6. Choose the **LPT1: (Recommended Printer Port)** from the scrolling text box, and click on the **Next** button.



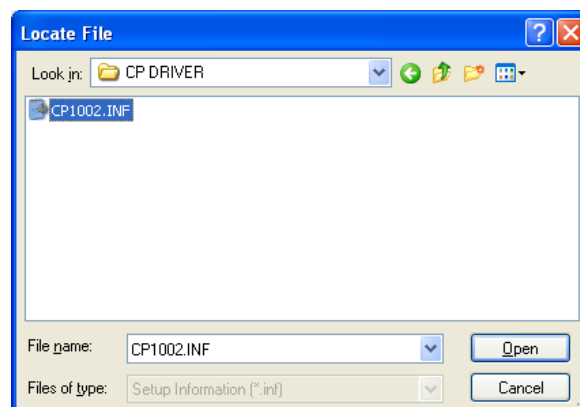
7. Click on the **Have Disk...** button. The **Install From Disk** dialogue box will appear.



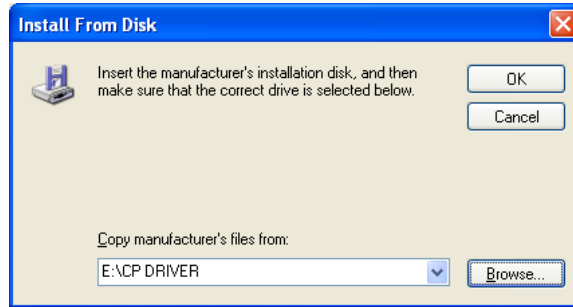
8. Click on the **Browse...** button.



9. Choose the CD-ROM drive for Look in, and the contents of the CD-ROM are listed. Choose the **CP DRIVER** folder. Highlight the **CP1002.INF** and click on the **Open** button.

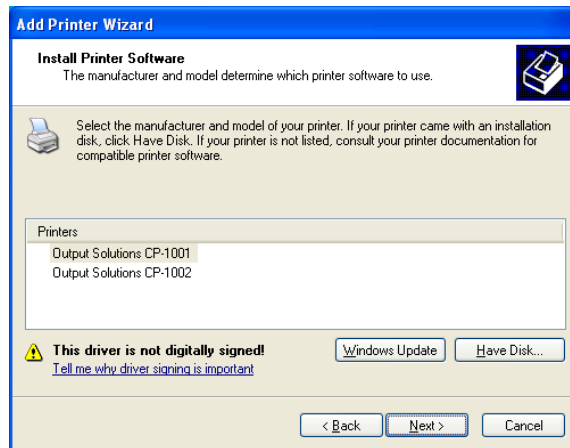


10. Click on the **OK** button. The dialogue box is closed.

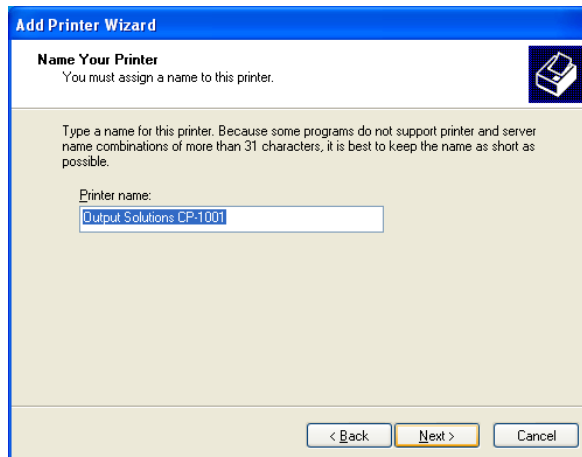


11. Choose the printer model to be used from the Printer (P). When using the CP-1001 model, choose the **Output Solutions CP-1001**, when using the CP-1002 model, choose **Output Solutions CP-1002**.

12. Click on the **Next** button.



13. Click on the **Next** button.

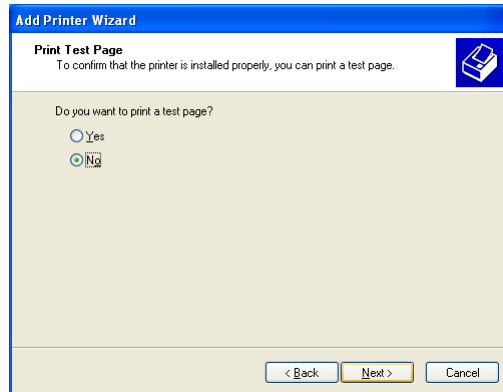


NOTES:

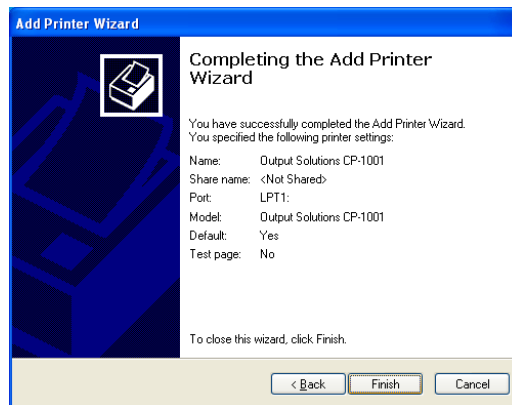
1. If you want to change the printer name, type in a new printer name. This printer name is displayed when selecting the printer on Windows application.
2. If you want to use the printer as a default printer on your application program, choose **Yes**.

14. Choose **No** and click on the **Next** button.

NOTE: Do not print the test page. Without proper printer driver settings, an error may occur.



15. Click on the **Finish** button.

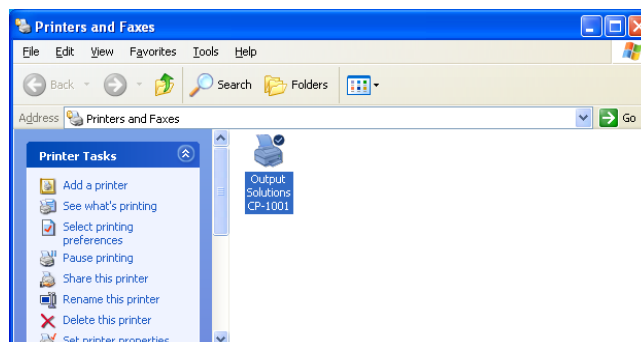


16. When the following screen appears, click on the **Continue Anyway** button.



17. Finally, copy the necessary files to the Windows.

Click on the **Start** button, choose the **Printers and Fax**, and then click on the **Printers and Fax** folder. Make sure that the printer icon is newly added.

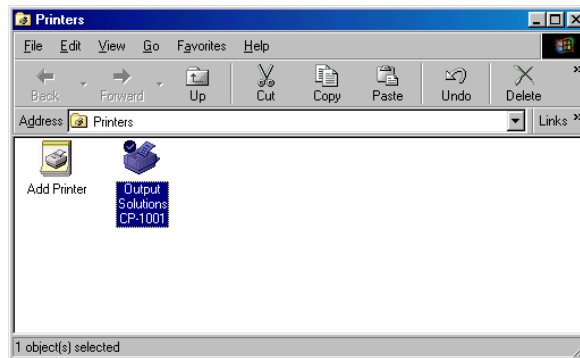


3.3 Uninstalling the Printer Driver

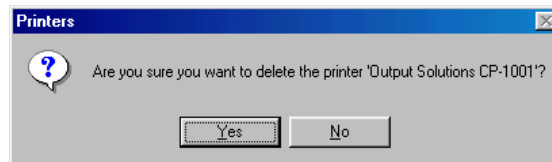
NOTES:

1. *Uninstalling the printer driver causes a deletion of the registered media settings. When you want to use these settings later, save them before uninstalling the printer driver. The settings can be exported (save) and imported (read). For details, refer to the Stock properties' help.*
2. *Before uninstalling the printer drivers, make sure that the all applications are closed*

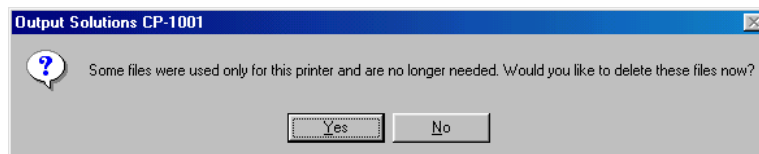
1. Click on the **Start** button, choose the **Settings**, and then click on the **Printers (Printers and Faxes** for Windows XP). The Printers screen will appear.
2. Choose the **Output Solutions CP-1001** or **Output Solutions CP-1002** printer icon to be uninstalled. Press the **Delete** key of the keyboard.



3. The **Confirm File Deletion** dialogue box will appear. Click on the **Yes** button.



4. Click on the **Yes** button. Make sure that the printer icon is removed. Now that the printer driver is uninstalled.



4. MAINTENANCE

WARNING!

1. Be sure to turn off the Power Switch and disconnect the Power Cord before performing maintenance. Failure to do this may cause an electric shock.
2. To avoid injury, be careful not to pinch your fingers while opening or closing the Top Cover and Print Head Block.
3. The Print Head becomes very hot immediately after printing. Allow it to cool before performing any maintenance.
4. Do not pour water directly onto the printer.

CAUTION!

1. Do not allow any hard objects to touch the Print Head or Platen, as this may cause damage to them.
2. Do not use any volatile solvent including thinner and benzene, as this may cause discoloration to the cover, print failure, or breakdown of the printer.
3. Do not touch the Print Head Element with bare hands, as static may damage the Print Head.
4. Be sure to use the Print Head Cleaner enclosed with this printer. Failure to do this may shorten the Print Head life.
5. When opening the Top Cover, be sure to fully open it. Failure to do this may cause the Top Cover to close by itself, resulting in injury.
6. Do not touch the print head and around the print head immediately after printing. As this may cause you to burn.

This chapter describes how to perform routine maintenance.

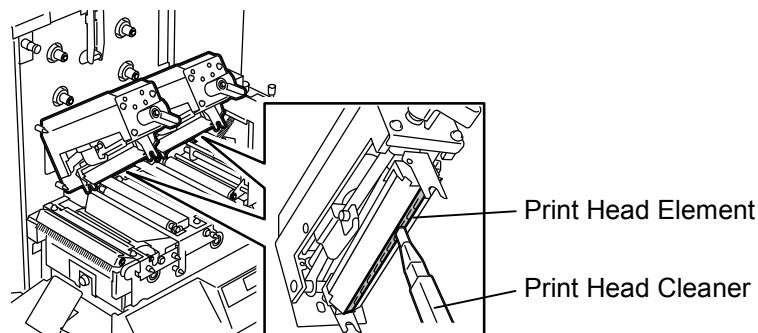
To ensure the continuous high quality operation of the printer, you should perform a regular maintenance routine. For high throughput it should be done on a daily basis. For low throughput it should be done on a weekly basis.

4.1 Cleaning

To maintain the printer performance and print quality, please clean the printer regularly, or whenever the media or ribbon is replaced.

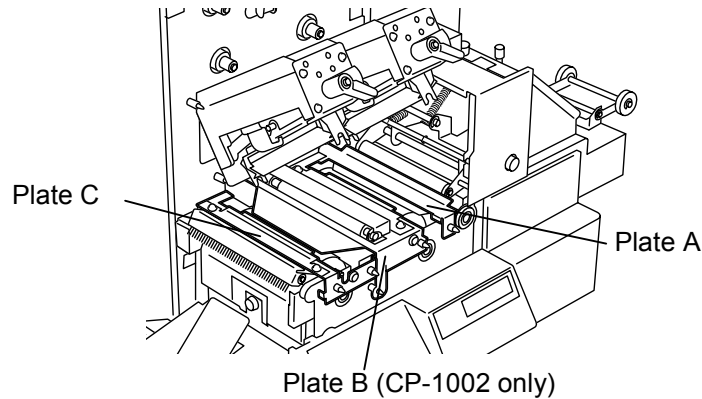
4.1.1 Print Head

1. Turn off the power and disconnect the Power Cord.
2. Open the Top Cover fully.
3. Turn the Head Lever to **OPEN** position, and pull out the Ribbon Module.
4. Clean the Print Head Element with the enclosed Print Head Cleaner.

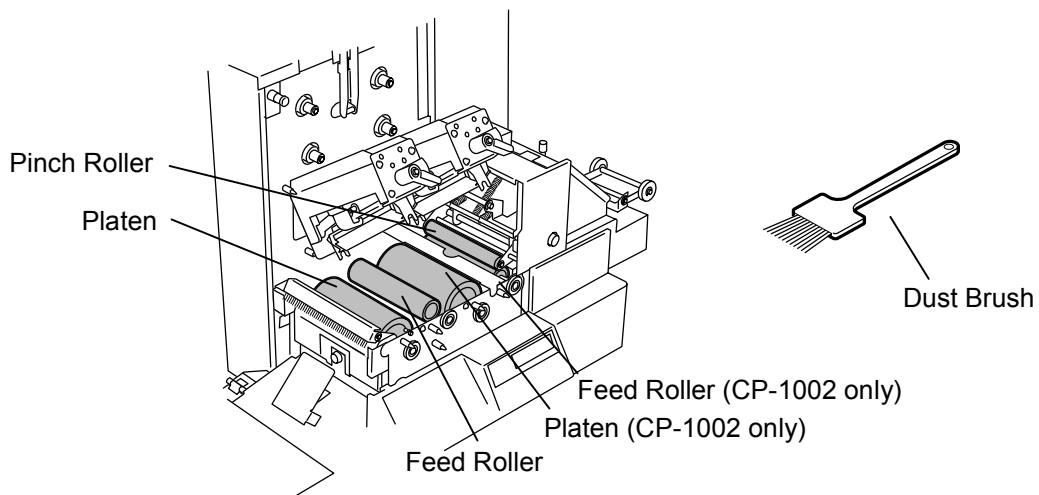


4.1.2 Platen, Pinch Roller, and Feed Rollers

1. Turn off the power and disconnect the Power Cord.
2. Open the Top Cover fully.
3. Turn the Head Lever to **OPEN** position, and pull out the Ribbon Module.
4. Remove the Plates A, B (CP-1002 only), and C.



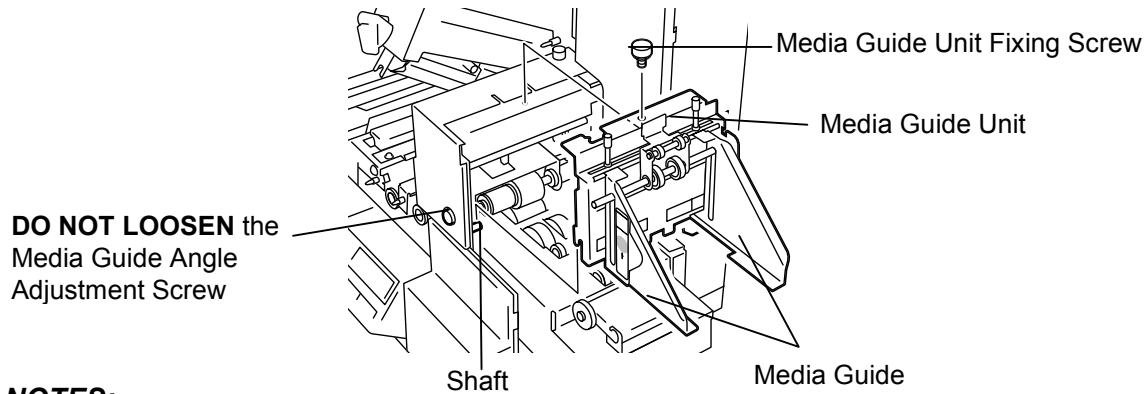
5. Remove paper particles or dust from the Platen, Pinch Roller, and Feed Rollers with the enclosed Dust Brush. Or, wipe them with a soft cloth slightly moistened with alcohol.



6. After cleaning the Platen, Pinch Roller, and Feed Rollers, reassemble the Plates A, B (CP-1002 only), and C in the reverse order of removal.
NOTE: For the CP-1001 series, the Plate A and Plate C share the centre stud. Be sure to fit the Plate A prior to Plate C. For the CP-1002 series, fit the Plate B last.

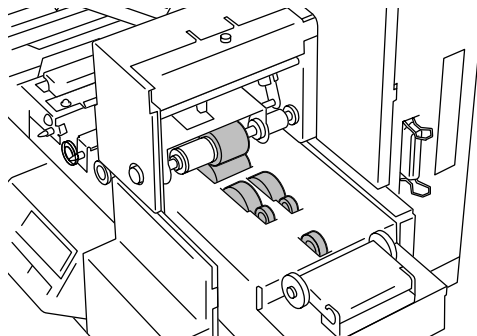
4.1.3 Auto Media Feeder

1. Turn off the power and disconnect the Power Cord.
2. Loosen the Media Guide Fixing Screws to spread the Media Guides. (Refer to Section 2.9, Loading the Media.)
3. Put the Media Holder on top of the Media Guide Unit.
4. Remove the Media Guide Unit Fixing Screw to remove the Media Guide Unit.



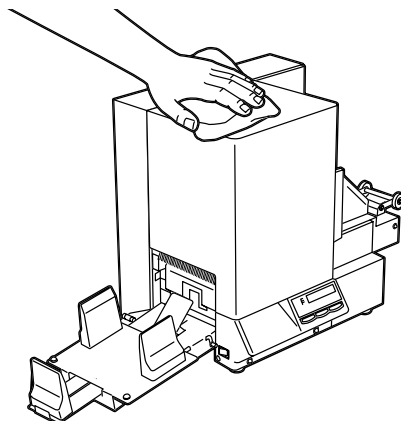
NOTES:

1. Do not loosen the Media Guide Angle Adjustment Screw, or else a re-adjustment will be necessary. (Refer to Section 5.6, Correcting the Skew Print.)
 2. When restoring the Media Guide Unit, fit the slit of the Media Guide Unit onto the Shaft of the Auto Media Feeder. (Refer to Section 2.4, Attaching the Media Guide Unit.)
5. Remove paper particles or dust from the Auto Media Feeder with the enclosed Dust Brush.
 6. Wipe the rollers of the Auto Media Feeder with a soft cloth slightly moistened with alcohol.



4.1.4 Top Cover

1. Turn off the power and disconnect the Power Cord.
2. Wipe the Top Cover with a soft dry cloth or a slightly moistened soft cloth.



5. TROUBLESHOOTING

This chapter lists the error messages, possible problems, and their solutions.

WARNING!

If a problem cannot be solved by taking the actions described in this chapter, do not attempt to repair the printer. Turn off and unplug the printer, then contact an authorised Output Solutions service representative for assistance.

NOTES:

1. "#####" indicates the number of unprinted media. Up to 9999 (in pieces).
2. "*" indicates the Print Head Block No. on which the error occurs. (CP-1002 series only)
 1: Print head block No. 1 2: Print head block No. 2

5.1 Error Messages

Error Messages	Problems/Causes	Solutions
COVER OPEN	The Top Cover is not completely closed.	Close the Top Cover completely. Then, press the [RESTART] key.
COVER OPEN ERROR	Feeding or printing has been attempted with the Top Cover open.	Close the Top Cover completely. Then, press the [RESTART] key.
PAPER JAM	<ol style="list-style-type: none"> 1. The media is not set correctly. 2. Paper jam occurred. 3. The media is not fed correctly. 4. Size of the loaded media is different from the programmed size 	<ol style="list-style-type: none"> 1. Set the media correctly. (Refer to Section 2.9, Loading the Media.) 2. Remove the jammed media, and set the media again. Then, press the [RESTART] key. (Refer to Section 5.3, Removing the Jammed Media.) 3. Set the media again and press the [RESTART] key. 4. Replace the loaded media with one that matches the programmed size then press the [RESTART] key.
NO PAPER ####	The media has run out.	Load the media and press the [RESTART] key. (Refer to Section 2.9, Loading the Media.)
EXCESS HEAD TEMP	The Print Head is overheated.	Turn off the printer, and allow it to cool down (about 3 minutes). If this does not solve the problem, call the nearest Output Solutions service representative.
HEAD OPEN *	Print Head Block is not locked.	Lock the Print Head Block
HEAD OPEN *	Feed or printing has been attempted with the Print Head Mechanism open.	Lock the Print Head Block and press the [RESTART] key.
RIBBON ERROR *	<ol style="list-style-type: none"> 1. The ribbon has run out. 2. The ribbon broke. 3. Failure of the ribbon motor sensors 	<ol style="list-style-type: none"> 1. Load a new ribbon and press the [RESTART] key. (Refer to Section 2.8, Loading the Ribbon.) 2. Fix the ribbon 3. Turn off the power and contact the nearest Output Solutions service representative.

5.1 Error Messages (Cont.)

Error Messages	Problems/Causes	Solutions
NO RIBBON *	The ribbon has run out.	Load a new ribbon and press the [RESTART] key. (Refer to Section 2.8, Loading the Ribbon.)
Other messages	A hardware or software problem may have occurred.	Turn off the power and contact the nearest Output Solutions service representative.

5.2 Possible Problems

Possible Problems	Causes	Solutions
The printer will not turn on.	<ol style="list-style-type: none"> 1. Power was not supplied accidentally. 2. The Power Cord is disconnected. 3. The AC outlet is not functioning correctly. 4. The fuse has blown, or the circuit breaker has tripped. 5. A machine failure 	<ol style="list-style-type: none"> 1. Turn on the power again. 2. Plug in the Power Cord. 3. Test with a power cord from another electric appliance. 4. Check the fuse or breaker. 5. Turn off the power and contact the nearest Output Solutions service representative.
The media is not fed.	<ol style="list-style-type: none"> 1. The media is not loaded properly. 2. The condition of the media is not good. (Curled, wrinkled, folded, or torn media) 3. The media is thin. 4. The media quality is poor. 5. The media has run out. 6. The interface cable is disconnected. 7. The Feed Rollers are stained with paper particles or powder. 8. The Feed Rollers are abraded. 	<ol style="list-style-type: none"> 1. Load the media properly. (Refer to Section 2.9, Loading the Media.) 2. Change to the media which has no curl, wrinkle, fold, or tear. 3. Fit the Media Weight onto the Media Holder Shaft. (Refer to Section 5.7, Fitting the Media Weight in case of Feed Failure.) 4. Use the Output Solutions approved media. 5. Replenish the media. 6. Connect the interface cable. (Refer to Section 2.6, Connecting the Printer to Your PC.) 7. Clean the Feed Rollers with the enclosed Dust Brush or a cloth slightly moistened with alcohol. (Refer to Section 4.1.2, Platen, Pinch Roller, and Feed Rollers.) 8. Contact the nearest Output Solutions service representative.

5.2 Possible Problems (Cont.)

Possible Problems	Causes	Solutions
Nothing is printed on the media.	<ol style="list-style-type: none"> 1. The media is not loaded properly. 2. The ribbon is not loaded properly. 3. The ribbon has run out. 4. The Print Head is not set properly. 5. Top Cover is not closed. 	<ol style="list-style-type: none"> 1. Load the media properly. (Refer to Section 2.9, Loading the Media.) 2. Load the ribbon properly. (Refer to Section 2.8, Loading the Ribbon.) 3. Load a new ribbon. (Refer to Section 2.8, Loading the Ribbon.) 4. Turn the Head Lever to LOCK position. (Refer to Section 2.8, Loading the Ribbon.) 5. Close the Top Cover completely.
The media is fed askew.	<ol style="list-style-type: none"> 1. The Media Guides are not straight. 2. The Media Guides are not fixed. 3. The media being used does not match to the Media Guides. 	<ol style="list-style-type: none"> 1. Adjust the Media Guide angle. (Refer to Section 5.6, Correcting the Skew Print.) 2. Fix the Media Guides to the media width. (Refer to Section 2.9, Loading the Media.) 3. Replace the media with a proper one.
The printed image is blurred or dirty.	<ol style="list-style-type: none"> 1. The Print Head is not clean. 2. Output Solutions authorised media is not used. 3. The setting of the printer driver is incorrect. 4. The media surface is covered with paper particles or powder. 5. The ribbon is covered with dust. 6. Embossed or engraved media is used. 7. Print Head has broken dots or the life of the Print Head ended. 	<ol style="list-style-type: none"> 1. Clean the Print Head using the Print Head Cleaner. (Refer to Section 4.1.1, Print Head.) 2. Use the Output Solutions authorised media. 3. Set the print quality, print tone, ribbon type again correctly. 4. Flick through the media and remove the paper particles and powder. 5. Remove dust from the ribbon or replace the ribbon. 6. Stop using embossed or engraved media, as it cannot be used. 7. Turn off the power and contact the nearest Output Solutions service representative.
Void print (White lines appear on the print)	<ol style="list-style-type: none"> 1. The Print Head is dirty. 2. The Print Head has broken dots. 	<ol style="list-style-type: none"> 1. Clean the Print Head Element with the enclosed Print Head Cleaner. (Refer to Section 4.1.1, Print Head.) 2. Turn off the power and contact the nearest Output Solutions service representative.

5.2 Possible Problems (Cont.)

Possible Problems	Causes	Solutions
Misalignment of the print position	<ol style="list-style-type: none"> 1. The media is not loaded properly. 2. Data is printed out of the guaranteed print area. 3. General-purpose application is used. 	<ol style="list-style-type: none"> 1. Load the media properly. (Refer to Section 2.9, Loading the Media.) 2. Print data within the guaranteed print area. 3. Correctly set the print position.
The media gets curly.	Excessively thin media is used.	Use Output Solutions approved media only. (Thickness: 0.16 mm to 0.45 mm)
Media gets stained.	<ol style="list-style-type: none"> 1. Pre-printed media is used. 2. The Platen is dirty. 3. The Feed Rollers are dirty. 4. The ribbon has been just replaced. 5. The size of the media and ribbon does not match. 	<ol style="list-style-type: none"> 1. Make sure that the pre-printing is completely dried. 2. Clean the Platen with the enclosed Dust Brush or alcohol. (Refer to Section 4.1.2, Platen, Pinch Roller, and Feed Rollers.) 3. Clean the Platen with the enclosed Dust Brush or alcohol. (Refer to Section 4.1.2, Platen, Pinch Roller, and Feed Rollers.) 4. After ribbon replacement, the first media may be stained. 5. Use the ribbon that matches the media width.
The top edge of the media gets stained.	<ol style="list-style-type: none"> 1. The Platen is dirty. 2. The ribbon has been just replaced. 	<ol style="list-style-type: none"> 1. Clean the Platen with the enclosed Dust Brush or alcohol. (Refer to Section 4.1.2, Platen, Pinch Roller, and Feed Rollers.) 2. After ribbon replacement, the first media may be stained.
The bottom edge of the media gets stained.	<ol style="list-style-type: none"> 1. Data is printed out of the guaranteed print area without using the ribbon saving function. 2. Because of the thickness of the media, ribbon ink may be attached to the bottom edge of media when it has just passed under the Print Head and the ribbon. 	<ol style="list-style-type: none"> 1. Print data within the guaranteed print area. 2. Use the ribbon saving function.

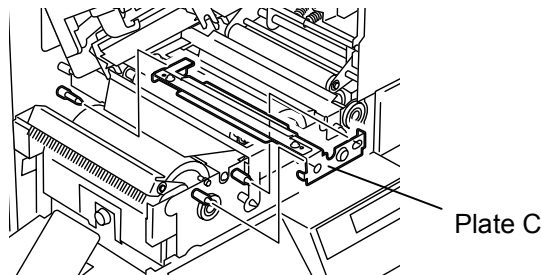
5.3 Removing the Jammed Media

WARNING!

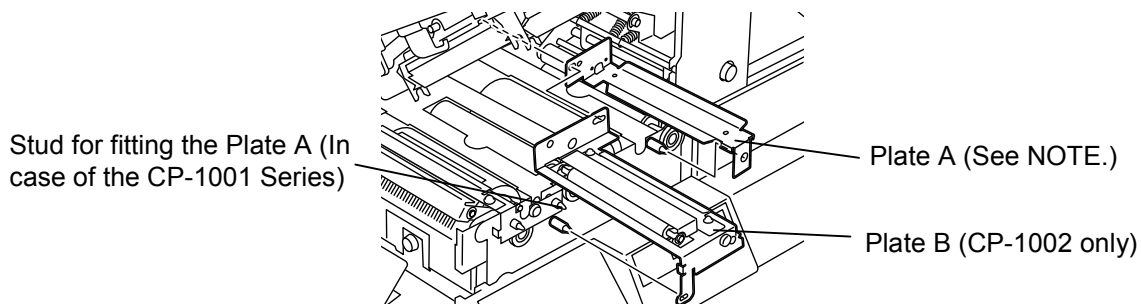
1. Turn off the power switch and disconnect the power cord. Failure to do this may cause electric shock.
2. When opening the Top Cover, be sure to fully open it. Failure to do this may cause the Top Cover to close by itself, resulting in injury.
3. Do not touch the Print Head and around it immediately after printing. As this may cause you to burn.

When the media is jammed in the printer, remove the jammed media using the following procedure. Please be careful that the way to remove the jammed media differs depending on the media jam locations.

1. Turn off the power switch and disconnect the Power Cord.
2. Open the Top Cover fully.
3. Turn the Head Lever(s) to OPEN position(s), and then pull out the Ribbon Module(s).
4. Remove the Plate C from the printer, and get rid of the jammed media.

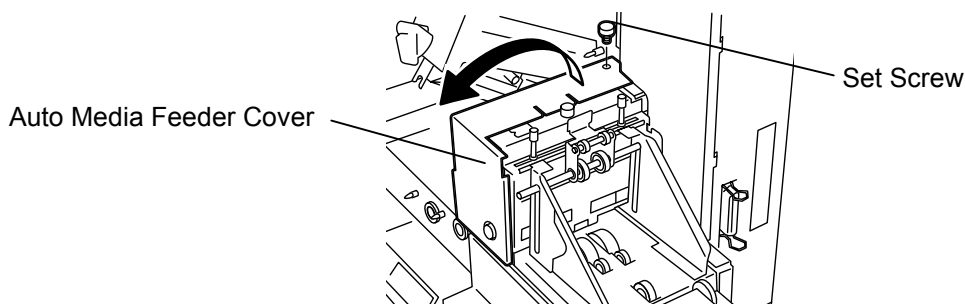


5. Remove the Plate B, and get rid of the jammed media. (CP-1002 only)
6. Remove the Plate A, and get rid of the jammed media.

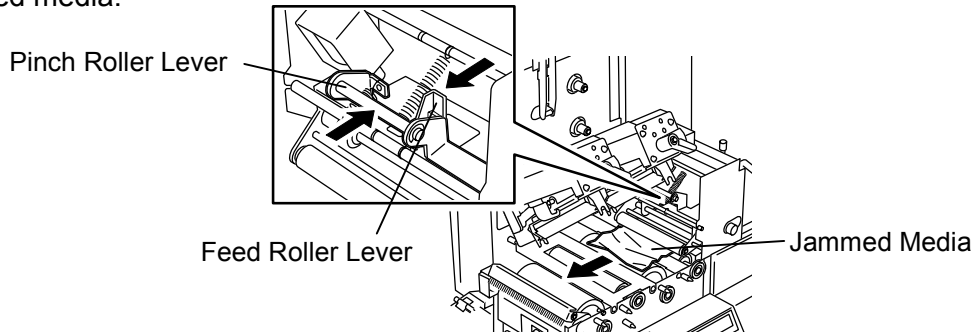


NOTE: For the CP-1001 series, the Plate A and Plate C share the centre stud.

7. Remove the Set Screw to detach the Auto Media Feeder Cover.



8. Move the Pinch Roller Lever or Feed Roller Lever in the arrow indicating direction to remove the jammed media.



9. After removing the jammed media, clean the Print Head and Platen, Pinch Roller, and Feed Rollers. Then remove any further dust or foreign substances. (Refer to Section 4.1, Cleaning.)
10. Fit the Plates A, B (CP-1002 only), and C in position.
NOTE: For the CP-1001 series, fit the Plate A prior to Plate C. For the CP-1002 series, fit the Plate B last.

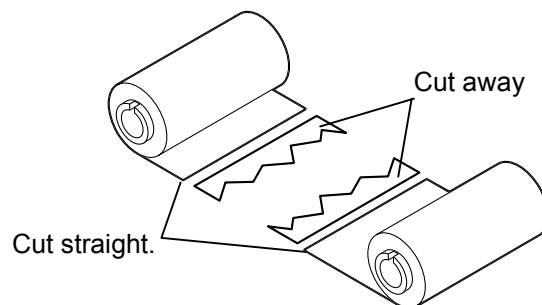
5.4 When the Ribbon Has Broken

WARNING!

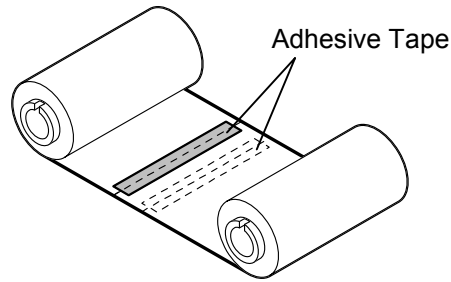
1. When opening the Top Cover, be sure to fully open it. Failure to do this may cause the Top Cover to close by itself, resulting in injury.
2. Do not touch the Print Head and around it immediately after printing. As this may cause you to burn.

If the ribbon breaks before it has been used up, fix it with adhesive tape in the following procedure. However, it is better to replace it with a new ribbon.

1. Open the Top Cover fully.
2. Turn the Head Lever to **OPEN** position, and then pull out the Ribbon Module.
3. Remove the ribbon from the Ribbon Module.
4. Cut away the broken part and make the cut ends straight.



- Align both ribbon edges, overlap the cut ends a little, and join them together with adhesive tape.



- Take up the ribbon on the Ribbon Take-up Roll for a few turns. Then, load the ribbon onto the Ribbon Module. (Refer to Section 2.8, Loading the Ribbon.)

5.5 When the Ribbon Roll Has Become Loose or Untidy

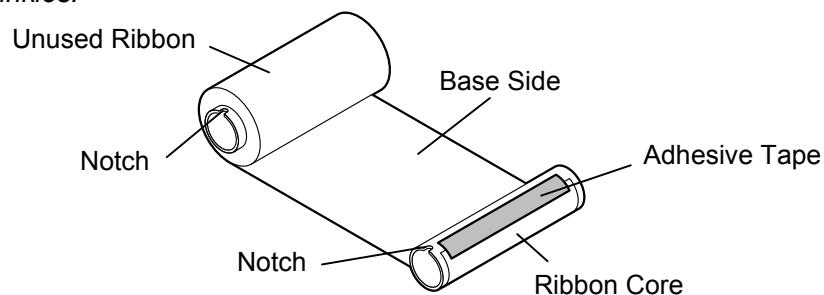
If the ribbon roll became loose or untidy due to improper storage or drop of the ribbon, re-roll the ribbon using the following procedure. However, this is a temporary measure, therefore it is better to replace the ribbon with a new one.

- To re-roll the ribbon, two people are necessary. Hold the flat ends of the Ribbon Supply Roll while another person holds the flat ends of the Ribbon Take-up Roll. Re-roll the ribbon straight onto either roll applying tension to the ribbon.

NOTE: Do not pull the ribbon with excessive tension, as this may break the ribbon.

- If the re-rolling does not succeed, cut the ribbon straight to separate the used part of the ribbon from the unused part. Remove the used ribbon from the ribbon core.
- To this ribbon core, attach the cut end of the unused ribbon with adhesive tape.

NOTE: Be sure to attach the ribbon cut end parallel to the ribbon core. Failure to do this may result in ribbon wrinkles.

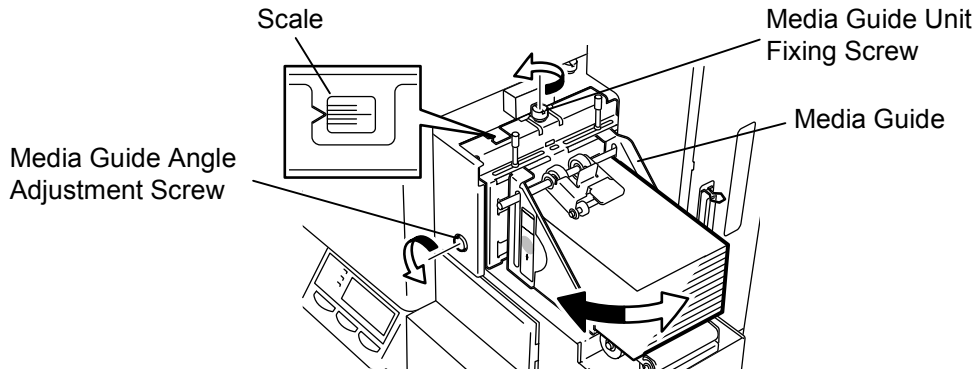


- Take up the ribbon on the ribbon core for a few turns. Then, load the ribbon onto the Ribbon Module. (Refer to Section 2.8, Loading the Ribbon.)

5.6 Correcting the Skew Print

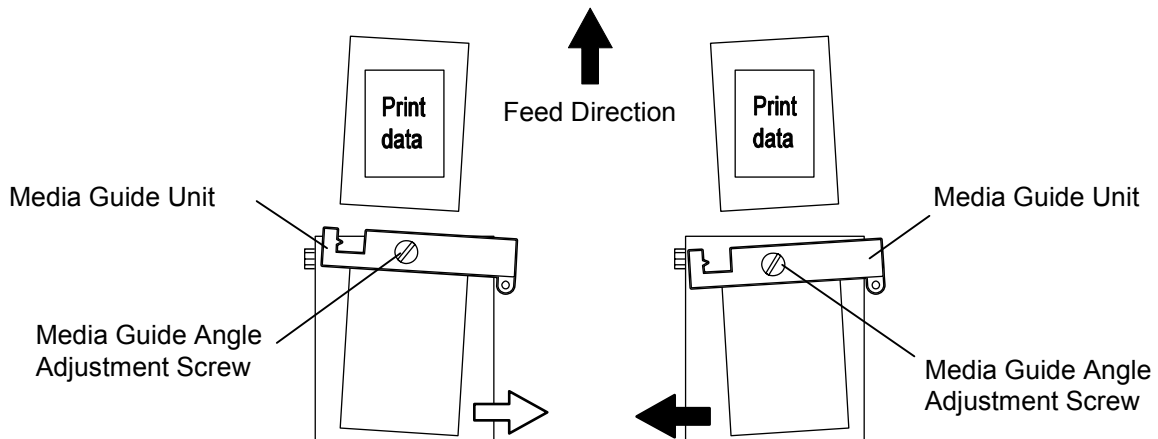
The media that is fed askew may cause skew print. In this case, adjust the angle of the Media Guide Unit by loosening the Media Guide Angle Adjustment Screw. Before performing the adjustment, remove the media from the Auto Media Feeder.

1. Loosen the Media Guide Unit Fixing Screw and the Media Guide Angle Adjustment Screw.

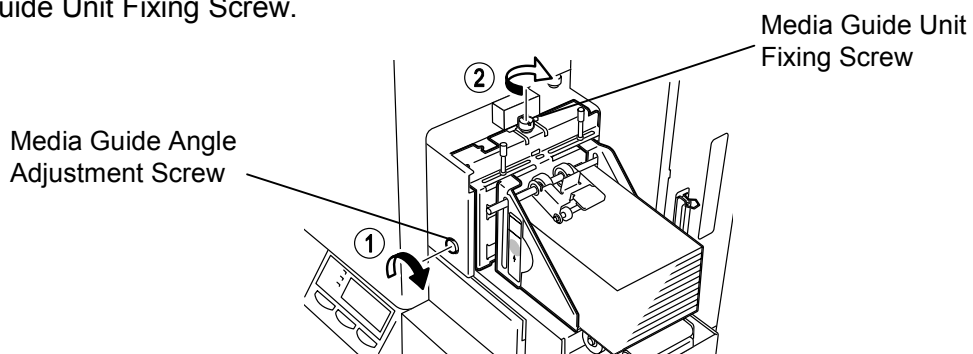


NOTE: Loosen the screw by only one or two turns. Too many turns may cause the screw to come off.

2. Adjust the angle of the Media Guide Unit referring to the scale marked on the Auto Media Feeder Cover.

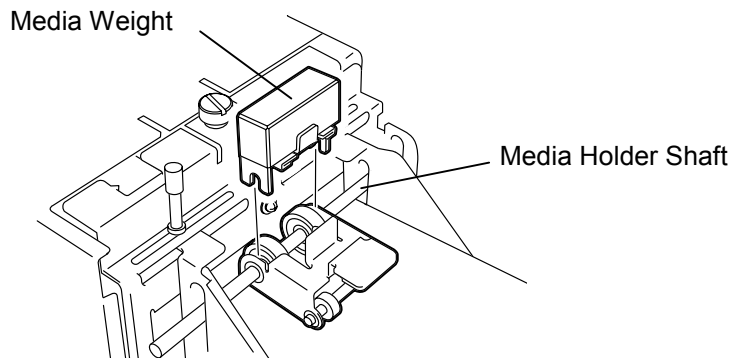


3. When the angle is decided, tighten the Media Guide Angle Adjustment Screw first, and then Media Guide Unit Fixing Screw.

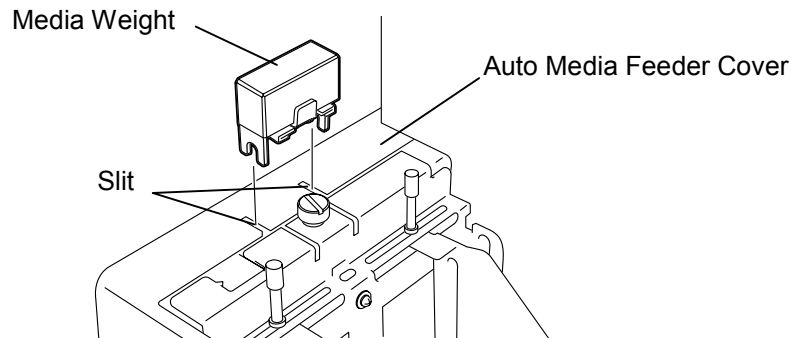


5.7 Fitting the Media Weight in case of Feed Failure

Fit the enclosed Media Weight onto the Media Holder Shaft.



NOTE: When the Media Weight is not used, keep it on top of the Auto Media Feeder Cover by inserting the Media Weight into the slits.



APPENDIX SPECIFICATIONS

Appendix describes the printer specifications and supplies for use on the CP-1001 and CP-1002 printers.

A1.1 Printer

The following is the printer specifications.

Item \ Model	CP-1001	CP-1002
Supply voltage	AC220 – 240V +10%, -15%, 50/60 Hz±2Hz	AC220 – 240V +10%, -15%, 50/60 Hz±2Hz
Power consumption		
During a print job	0.8 A, 135 W maximum	1.4 A, 240 W maximum
During standby	0.05 A, 18 W maximum	0.08 A, 20 W maximum
The number of print heads	1	2
Dimension (W x D x H)	356 mm x 307 mm x 403 mm (When the stacker is attached, the width will be 661 mm.)	449 mm x 307 mm x 403 mm (When the stacker is attached, the width will be 754 mm.)
Weight	20 kg	23 kg
Operating temperature range	10°C to 35°C	
Relative humidity	25% to 85% RH (no condensation)	
Resolution	23.6 dots/mm (600 dpi)	
Printing method	Thermal transfer	
Printing speed	2.2 inches/sec. or 3 inches/sec.	
Effective print width	104.0 mm (2400 dots)	
Available media type	Business card, post card, card	
Issue mode	Batch	
LCD Message display	16 characters × 1 line	
Standard interface	Parallel interface (Centronics)	
Memory capacity		
Flash ROM	4M bytes (Program)	
SDRAM	8M bytes (High speed program execution memory, drawing, receive buffer)	

A1.2 Media

Please make sure that the media being used is approved by Output Solutions. The warranty does not apply when a problem is caused by using media that is not approved by Output Solutions. For information regarding Output Solutions approved media, please contact an Output Solutions authorised service representative.

A1.2.1 Media Size

- (1) Width 49 mm to 120 mm
- (2) Length 85 mm to 300 mm

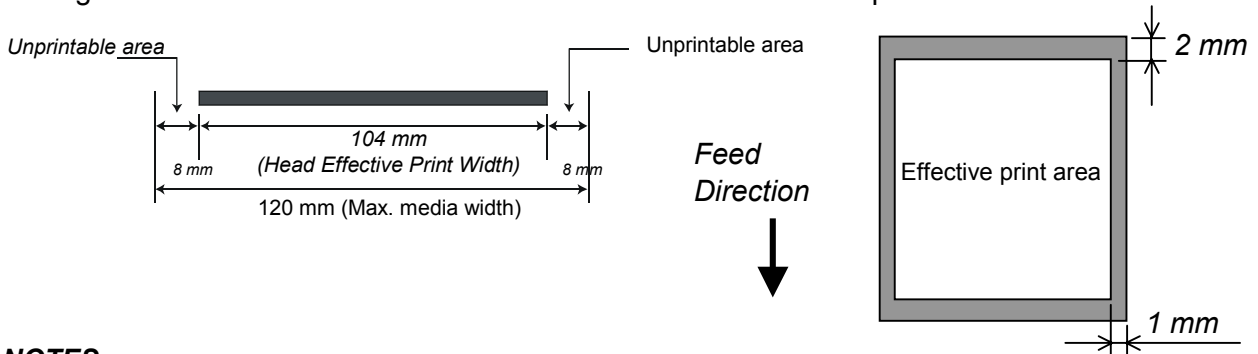
(Unit: mm)

Type	Size
Business card	
Post card	
Card	

- (3) Thickness 016 mm to 0.45 mm
- (4) Capacity of the Auto Media Feeder 300 pieces (In case of 0.22 mm thick media)
- (5) Capacity of the Stacker 300 pieces (In case of 0.22 mm thick media)

A1.2.2 Effective Print Area

The figure below illustrates the relation between the head effective print width and media width.



NOTES:

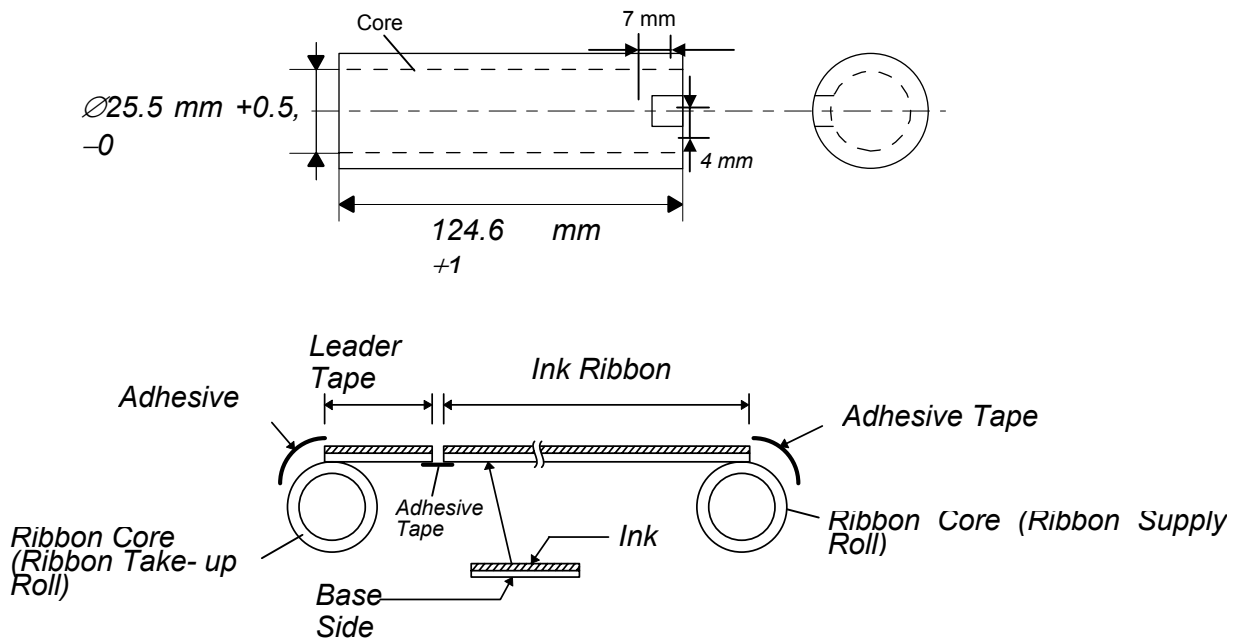
1. Be sure not to print on the non-effective print area (shaded area in the above figure). Printing this area may cause ribbon wrinkles, resulting in a poor print quality of the guaranteed print area.
2. When using the media which is wider than 104 mm, the area outside of 104 mm is unprintable area. And, non-effective print area should be given to the media.

A1.3 Ribbon

Please make sure that the ribbon being used is approved by Output Solutions. The warranty does not apply to any problem caused by using non-approved ribbons.

For information regarding Output Solutions approved ribbon, please contact a Output Solutions service representative.

Item		Specification
Type		Spool type
Width		68 mm, 109 mm
Length		300 m +10, -0 (max.)
Outside Roll Diameter		∅ 68 mm (max.)
Roll Direction		Ink side faces outside
Core	Material	Cardboard
	Inner Diameter	∅ 25.5 mm +0.5, -0
	Shape	Refer to the diagram below.
Back Treatment		Coated
Leader Tape		Polyester film (Opaque) 300 mm long
Colour		



The table below shows the correlation between ribbon width and media width (backing paper is not included.)

Ribbon width	Media width	Media type
68 mm	45 – 60 mm	Business card
109 mm	70 – 110 mm	Post card, Card

