EZ-LP Desktop Label Printer USER'S MANUAL





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Chapter 1: Introduction

Welcome

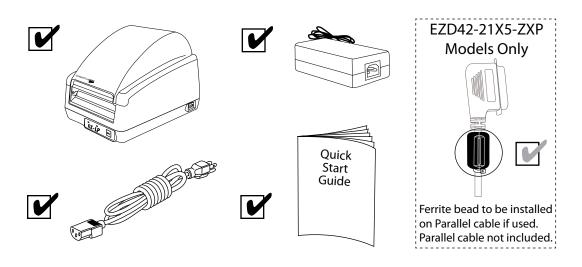
Congratulations on the purchase of a CognitiveTPG EZ-LP desktop label printer. With its durable design, the EZ-LP provides professional quality direct thermal label printing and performance.

CognitiveTPG is committed to providing a reliable product and user experience. This User's Manual provides information on how to install the printer and includes all necessary user support information.

Package Contents

The EZ-LP box will contain the following parts:

- (1) EZ-LP Printer
- (1) Quick Start Guide
- (1) Auto Ranging Power Supply
- (1) Power Cord
- Optional snap-on Ferrite bead (only with Parallel configuration printers)



Operating Environment

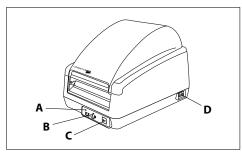
- 41°F to 104°F (5°C to 40°C)
- 20% to 85 % non-condensing R. H. (relative humidity)

Storage and Transportation Environment

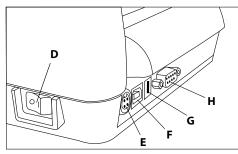
- -4.0°F to 122°F (-20°C to 50°C)
- 5% to 95% non-condensing R. H. (relative humidity)

Printer Feature Overview

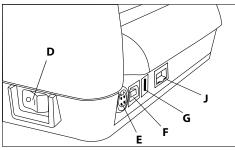
Front/Rear View



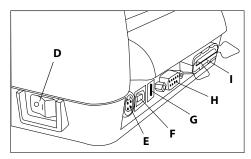
Front View



Rear View - Serial/USB Model



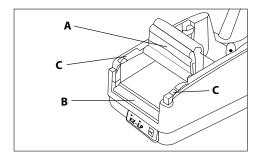
Rear View - Ethernet/USB Model

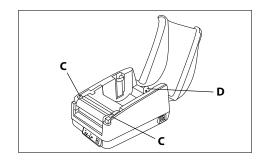


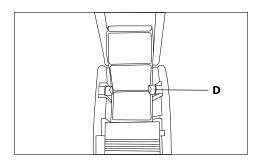
Rear View - Serial/Parallel/USB Model

Component	Function
A - Power Indicator	Indicates power status
	ON – printer on and ready to print
	OFF- no power applied
B - Ready Indicator	Indicates printer status
	GREEN – printer ready to accept data
	RED – printer error, empty media roll, or paused operation
	during batch mode processing
	OFF- no power applied
C - Feed Button	Press to advance media
	Press and hold while turning unit on to initiate self test and
	print configuration label
D - On/Off Switch	Turns printer power On/Off
E - Power Connector	Input for auto-ranging power supply
F - USB B Port	USB Device bidirectional communications port
G - USB A Port	USB Host port for peripheral input or USB flash drive
H - Serial Port	Serial (DB9) bidirectional communications port
I - Parallel Port	Parallel (Centronics) unidirectional communications port
J - Ethernet Port	10/100 Ethernet port

Inside View







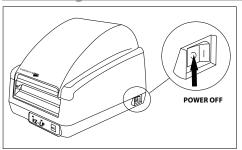
Component	Function
A - Printhead	Printing mechanism
B - Platen Roller	Friction feed printing surface
C - Printhead Latches	Latches for printhead mechanism
D - Media Guide	Holds and guides label roll

Chapter 2: Printer Installation

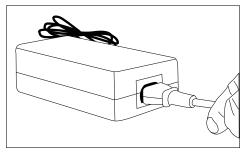
Setting up the EZ-LP Printer

Connecting the Interface and Power Cables

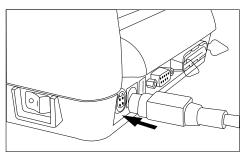
IMPORTANT! PRIOR
TO CONNECTING ANY
INTERFACE CABLE
AND POWER CABLE TO
PRINTER, MAKE SURE
PRINTER IS OFF.



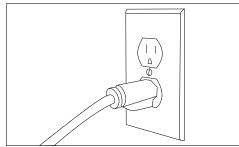
1. Make sure power switch is OFF



Connect power cable to AC adapter



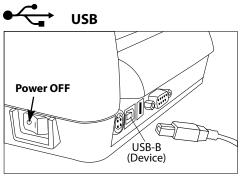
3. Connect the AC adapter to the power connector on the printer

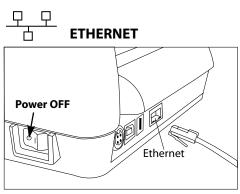


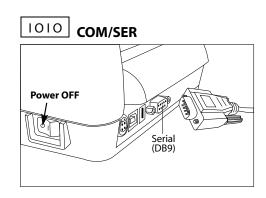
Plug the power cable into an AC outlet

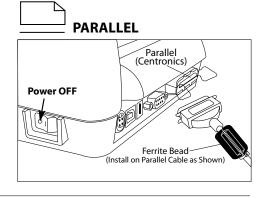
5. Connect the interface cable to the rear of the printer. For Serial or Parallel cables, securely fasten the interface connector screws or clips.

NOTE: EZ-LP IS
CONFIGURED TO USE
STANDARD STRAIGHTTHROUGH SERIAL
CABLE WHEN USING
THE COM/SER PORT
TO CONNECT TO A DTE
DEVICE SUCH AS A
COMPUTER.



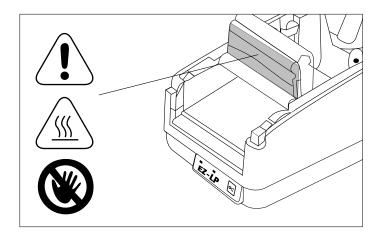






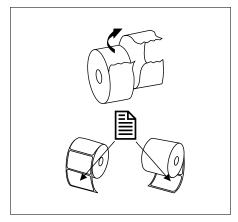
CAUTION!

CAUTION: DO NOT TOUCH PRINTHEAD.
ELECTROSTATIC DISCHARGE (ESD) FROM THE HUMAN BODY OR OTHER OBJECTS CAN DAMAGE PRINTHEAD. PLEASE USE STATIC-SAFE PROCEDURES WHEN WORKING WITH PRINTHEAD. PRINTHEAD MAY BE HOT AFTER PRINTING.

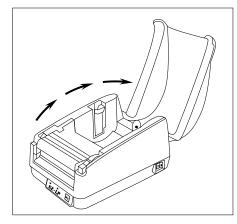


Loading Media

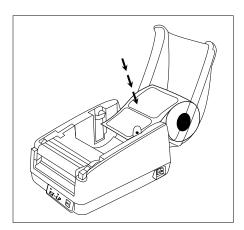
NOTE: USE ONLY
COGNITIVETPG
APPROVED
MEDIA. FOR MORE
INFORMATION ON
COGNITIVETPG
APPROVED SUPPLIES,
CONTACT US AT
800-732-8950 OR AT
COGNITIVETPG.COM.



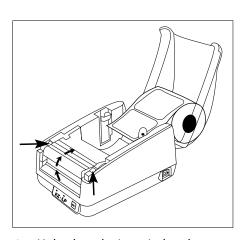
 Unpack and prepare outward wound or inward wound media for installation into printer.



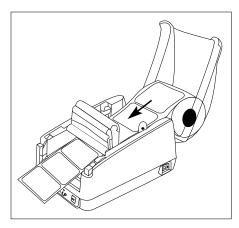
2. Raise dust cover.



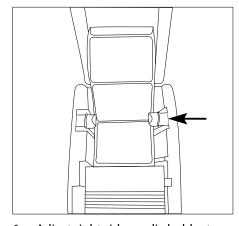
3. Place media roll in open dust cover.



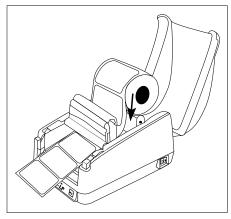
4. Unlatch and raise printhead mechanism.



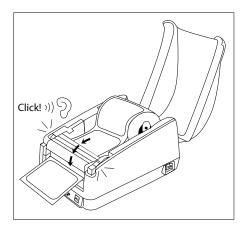
5. Guide media through opening under printhead mechanism. Keep media face up.



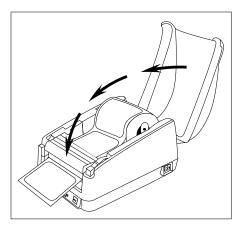
6. Adjust right side media holder to match width of media.



7. Place media roll on media holders by flexing out media holders and positioning plastic protrusions into media roll core.



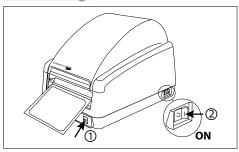
 Make sure media is face-up out of front of printer and securely latch printhead closed.



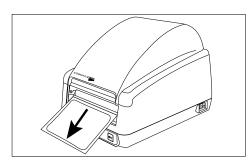
9. Lower dust cover and continue to Self-Testing.

NOTE: AFTER
PRINTING A SELFTEST, PRINTER IS
IN HEXIDECIMAL
DUMP MODE.
CYCLE PRINTER'S
POWER TO RETURN
TO NORMAL
OPERATION.

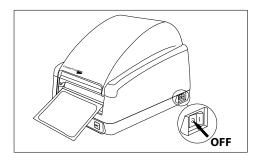
Self-Testing:



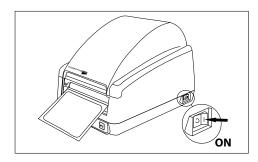
Press and hold the feed button while turning printer ON.



 Release feed button when printing begins and printer will conduct a selftest and print a configuration label.



Power OFF printer to end hexadecimal dump mode.



4. Power ON printer for normal operation

Chapter 3: Installing the EZ-LP

Installing Printer via Serial, Parallel, or USB as a Replacement for Legacy Printer

- Print configuration label or record your current printer's settings, including the
- 2. Power off your current desktop label printer and disconnect interface cable.
- 3. Connect power supply to EZ-LP printer and plug into wall. Do NOT turn on the EZ-LP at this time.
- 4. Connect preferred interface cable to EZ-LP and connect to PC.
- 5. Turn on the EZ-LP printer.

driver port setting.

- 6. If using a USB connection, a New Hardware Wizard may appear on screen. Click **Cancel** and continue with step 8 below. If using Serial or Parallel connection, continue with the next step.
- 7. Print from your application, you are finished. If you wish to install EZ-LP and assign it to another driver, continue to the next step.
- 8. In Microsoft Windows, click the **Start** menu, choose **Printers and Faxes**, and **Add printer**.
- 9. The Add Printer Wizard will appear. Click Next.



10. Select Local printer attached to this computer and click Next.



IMPORTANT! IF BAUD
RATE BETWEEN HOST
SYSTEM AND EZ-LP
ARE NOT EQUAL,
PRINTER WILL NOT
PRINT. EZ-LP DEFAULT
BAUD RATE IS 9600
AND DEFAULT SERIAL
PORT SETTINGS ARE
9600 BAUD, 8 BITS, NO
PARITY, 1 STOP BIT.

11. Select **Use the following port:** and choose the appropriate Serial, Parallel or USB port, then click **Next**.



12. Select the printer model you are replacing from the available list of printers and click **Next**.



13. Select Keep existing driver (recommended) and click Next.



14. Provide a **Printer name:** and select if the EZ-LP will be the default printer then click **Next**.



15. Select **Do not share this printer** then click **Next**.



16. Select No when asked Do you want to print a test page? then click Next.



IMPORTANT! IF BAUD RATE BETWEEN HOST SYSTEM AND EZ-LP ARE NOT EQUAL, THE PRINTER WILL NOT PRINT. EZ-LP DEFAULT BAUD RATE IS 9600.

17. Select **Finish** to complete the installation of the EZ-LP printer.

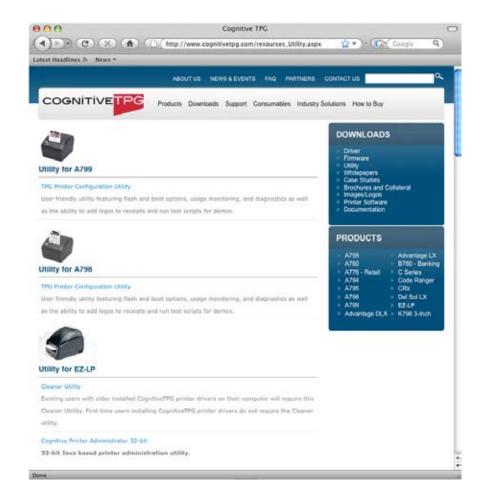
Chapter 4: Installing CognitiveTPG Printer Administrator and Print Drivers

CognitiveTPG Printer Administrator is a Java based utility designed for installation on various operating system platforms. Administrator allows complete control over the profiles and settings of the EZ-LP printer.

Follow the CognitiveTPG Printer Administrator installation instructions on http://www. CognitiveTPG.com/resources_Utility.aspx for the EZ-LP printer. You can also follow this path: http://www.CognitiveTPG.com > Downloads > Utility. This process will also install the Windows drivers for the printer on your computer. Note that USB, Serial, or Ethernet connection is required for configuration via this utility.

NOTE: INSTALLING COGNITIVETPG PRINTER ADMINISTRATOR WILL ALSO LOAD **PRINT DRIVERS FOR COGNITIVETPG** LABEL PRINTERS. COGNITIVETPG **PRINTER ADMINISTRATOR UTILITY IS VERY USEFUL FOR** CONFIGURING, **TROUBLESHOOTING** AND UPDATING THE **EZ-LP PRINTER.**

NOTE: FOR BEST
RESULTS, POWER
OFF PRINTER PRIOR
TO INSTALLING
COGNITIVETPG
PRINTER
ADMINISTRATOR AND
PRINTER DRIVERS.



After downloading and installing CognitiveTPG Printer Administrator and driver files, proceed with driver installation to connect the print to Administrator via USB connection.

Windows® Driver Installation

Installing Printer via USB

 Connect the printer via the USB cable to the host system and the Found New Hardware Wizard will appear. Select No, not at this time and click Next.



2. Select Install from a list or specific location (Advanced), and click Next.



3. Select Include this location in the search, and then click the Browse button. Select the location: C:\Program Files\Cognitive\Drivers and click Next.



4. The applicable CognitiveTPG driver for your printer will be installed.



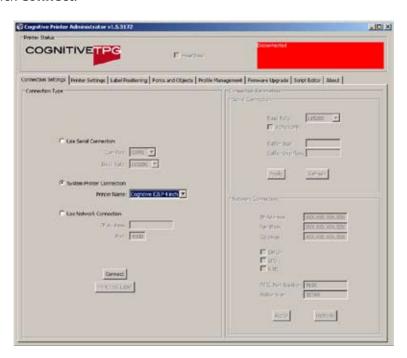
5. Click **Finish** to complete installation.

CognitiveTPG Printer Administrator Utility

Connection Settings

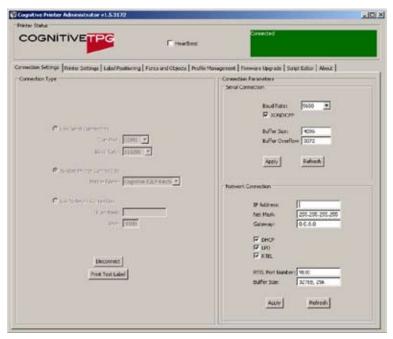
Connecting Via USB

- 1. Select the **System Printer Connection** radio dial.
- 2. Select the appropriate printer from the **Printer Name** drop down menu.
- 3. Click **Connect**.



NOTE: WHEN
PRINTER IS PROPERLY
CONNECTED,
COGNITIVETPG
PRINTER
ADMINISTRATOR WILL
DISPLAY CONNECTED
IN A GREEN BOX IN
UPPER RIGHT CORNER.

NOTE: THE EZ-LP
DEFAULT BAUD RATE IS
9600.



Connecting Via Serial

- 1. Select the **Use Serial Connection** radio dial.
- 2. Select the Com port to which the printer is connected.
- 3. Select the printer's baud rate setting.

HELPFUL TIP: PRINT
A SELF TEST TO
DETERMINE PRINTER'S
CURRENT SETTINGS.
A SELF TEST CAN
BE PERFORMED BY
HOLDING THE FEED
BUTTON WHILE
TURNING PRINTER
POWER ON. CONTINUE

TO HOLD THE FEED

BUTTON UNTIL SELF TEST PRINTS.

Connecting Via Ethernet

- 1. Select the **Use Network Connection** radio dial.
- 2. Input the printer's IP Address if static IP Address is to be used, otherwise, with DHLP enabled, your server will assign an IP Address to the printer.
- 3. Input the printer's RTEL port number.

Serial Connection Parameters

- Baud Rate
- XON/XOFF
- Buffer Size
- Buffer Overflow

Ethernet Connection Parameters

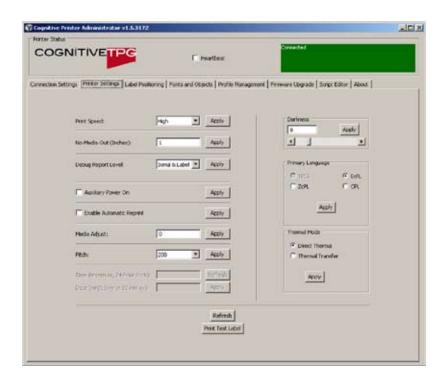
- IP Address
- Net Mask
- Gateway
- DHCP
- LPD
- RTEL
- RTEL Port
- Ethernet Text Buffer

Printer Settings

Print Speed

The **Print Speed** value sets the printing speed of the printer.

- **Low** = 2 inches per second
- Normal = 3 inches per second
- **High** = 5 inches per second



No-Media Timeout

The no media timeout value represents the number of inches of media fed through the printer without detecting an index mark prior to reporting an error.

EXAMPLE: IF NO MEDIA TIMEOUT IS SET TO 12, THE PRINTER WILL CONTINUE TO FEED 12 INCHES OF MEDIA WITHOUT DETECTING AN INDEX MARK BEFORE REPORTING AN ERROR.

Debug Report Level

Specifies the method by which the printer reports error.

Values:

- None = Turns error reporting Off.
- **Serial** = Printer sends error report to host device via serial port.
- Serial & Label = Printer sends error report via serial port and prints an error label.

Auxiliary Power ON

Check Auxiliary Power ON to enable the 5V serial port output.

Enable Automatic Reprint

Checking the Enable Automatic Reprint box prompts the printer to reprint a label in the event the printer detects an index mark prior to completing the requested label.

Media Adjust

Adjust the sharpness of the leading edge of printed text or rotated barcodes. Media Adjust range = 0 to 3.

Pitch

The pitch represents the dots per inch (dpi) setting for the printer.

Values:

100 or 200 for 200 dpi printers

Darkness

The **Darkness** value adjusts the print darkness.

Darkness range: -200 to 800

NOTE: THE FACTORY DEFAULT FOR DARKNESS IS 0.

<u>Primary Language</u>

Selects the primary command language the printer uses. The EZ-LP is defaulted to AUTO for automatic detection and selection of EcPL or ZcPL. You may also manually select EcPL or ZcPL command languages.

NOTE: THE EZ-LP DOES NOT SUPPORT TPCL COMMAND LANGUAGE OR CPL COMMAND LANGUAGE PRINTING

Thermal Mode

Thermal Transfer mode is not available on the EZ-LP printer.

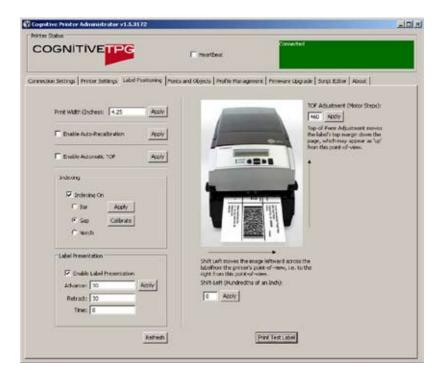
Label Positioning

Print Width

The **Print Width** value adjusts the maximum printing width of the printer.

Maximum print width is 4.1'' (104 mm), media width range is 2.0 to 4.25'' (50 to 108 mm) for EZ-LP

NOTE: WHEN TIME
IS SET TO 0 THE
LABEL WILL REMAIN
ADVANCED UNTIL
THE NEXT LABEL IS
PRINTED.



Auto Recalibration

Check and **Apply Enable Auto Recalibration** and the printer will automatically attempt to recalibrate in the event an index mark is not detected.

Auto Top Of Form

Check and **Apply Enable Automatic TOF** and the printer will feed a label when the printer is turned ON or the printhead is latched.

Indexing

Indexing indicates to the printer the index type of the media being used. The **Indexing On** check box must be checked when using Bar, Gap, or Notch style indexing. Uncheck the **Indexing On** box when using continuous media.

Label Presentation

Label presentation advances media out of the printer after printing a label and then retracts the media prior to printing the next label.

- Advance = Distance the media advances after printing a label.
- **Retract** = Distance the media retracts prior to printing a label.
- **Time** = Amount of time in seconds the label remains presented prior to retracting.

Top of Form Adjust

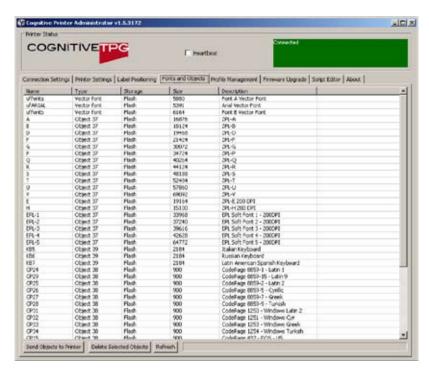
Top of Form (TOF) sets the top of the label with relation to the print head. Increasing the TOF value moves the printed text down the label. Decrease the **TOF** setting to move the printed test up the label.

Shift Left

Shift left moves the printed image left across the label.

Fonts and Objects

The Fonts and Objects tab lists the Fonts, Formats and Graphics currently stored in the printer.



Loading Fonts and Objects

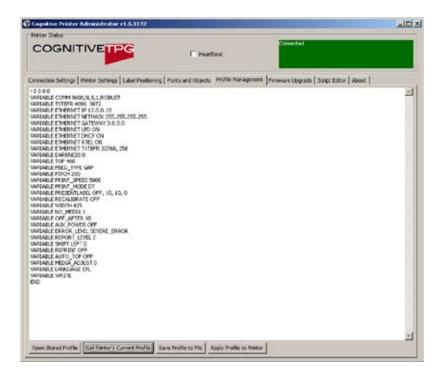
- 1. Select the Fonts and Objects tab.
- 2. Click the **Load Objects to Printer** button.
- 3. Select the Font or Object to be stored and click **Ok**.

Deleting Fonts and Objects

- 1. Select the **Fonts and Objects** tab in CognitiveTPG Printer Administrator.
- 2. Highlight the Font, Object or Graphic to be deleted.
- 3. Click the **Delete Selected Objects** button.

Profile Management

Manage the settings of the EZ-LP using the Profile Management section of CognitiveTPG Printer Administrator. Profile Management displays a list of the printer's current variable settings.



Obtaining Printers Current Profile

- 1. Select the Profile Management tab in CognitiveTPG Printer Administrator.
- 2. Click the Get Printer's Current Profile button.

Saving the Current Printer's Profile

- 1. Select the Profile Management tab in CognitiveTPG Printer Administrator.
- 2. Click the Get Printer's Current Profile button.
- 3. Click the Save Profile to File button.

Applying a Saved Profile to the Printer

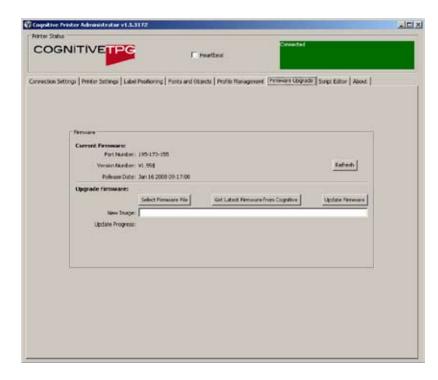
- 1. Select the Profile Management tab in CognitiveTPG Printer Administrator.
- 2. Click the Open Stored Profile button.
- 3. Select the desired Stored Profile and click Ok.
- 4. Click the Apply Profile to Printer button.

Firmware Upgrade

1. Select the **Firmware Upgrade** tab.

CAUTION! TURNING THE PRINTER OFF DURING FIRMWARE INSTALLATION COULD DAMAGE THE PRINTER.

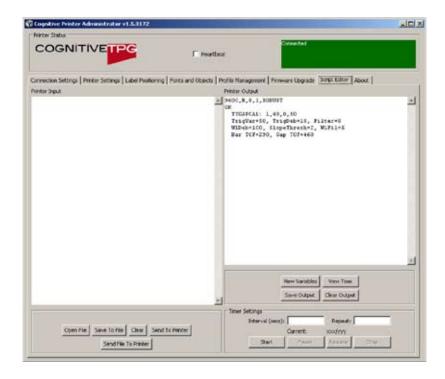
NOTE: IF YOUR
COMPUTER IS
CONNECTED TO
THE INTERNET, USE
THE "GET LATEST
FIRMWARE FROM
COGNITIVETPG"
BUTTON. THIS ACTION
WILL ALSO LOAD
CURRENT FONTS.
UPDATE WILL TAKE A
FEW MINUTES.



- 2. Click the **Select Firmware File** button.
- 3. Select the appropriate Firmware file and click **Ok**.
- 4. Click the **Update Firmware** button.

Script Editor

Use the Script Editor in CognitiveTPG Printer Administrator to send programming language code to the printer. The EZ-LP printer will not print CPL label formats but will recognize CPL based printer setting commands. For more information on programming CPL please refer to the CPL Programmers guide located on the CognitiveTPG Web site www.CognitiveTPG.com.

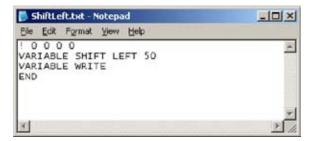


Chapter 5: Advanced EZ-LP Features

Making Configurations Changes Using DOS Commands

- 1. Power off your current desktop label printer and disconnect the communication cable.
- 2. Connect Power supply to EZ-LP and plug into wall. Do NOT turn on EZ-LP at this time.
- 3. Connect preferred interface cable to EZ-LP and connect to PC.
- 4. Turn on the EZ-LP printer.
- Open a text file editor such as Notepad; START > All Programs > Accessories > Notepad.
- 6. Type in the desired code (see examples below) and save the file. Note this file should be saved on the root C:\ directory.

The example below shows the code to shift the printed image left by 0.50 inches. The 50 represents the amount of shift desired in hundredths of an inch and can be changed to another amount.



For additional setting adjustment codes, please contact technical support or reference the CPL Programmer's Guide at www.CognitiveTPG.com.

Click START > Run then type "cmd" and click "OK"



7. Type in one of the COPY commands below depending on the communication interfaced used. The examples show "filename.txt" which represents the file name of the txt file created in step 2.

For Parallel connection the interface is typically "LPT1"



For Ser/Com connection the interface is typically "com1"



8. Hit "Enter" on your computer keyboard to send the settings file to the printer.

NOTE: CHANGING VARIABLE PRINTER SETTINGS WITH THE USB FLASH DRIVE REQUIRES USE OF THE COGNITIVE **PROGRAMMING** LANGUAGE, EZ-LP WILL NOT PRINT CPL **LABEL FORMATS BUT** WILL RECOGNIZE **CPL BASED PRINTER SETTING COMMANDS.** FOR MORE INFO ON **PROGRAMMING** WITH CPL PLEASE REFERENCE THE CPL PROGRAMMERS GUIDE.

IMPORTANT! WHEN
USING USB FLASH
DRIVE, PRINTER WILL
ONLY UPGRADE TO
A NEWER FIRMWARE
REVISION.

CAUTION! REMOVING
USB FLASH DRIVE
WHILE FIRMWARE
IS LOADING COULD
DAMAGE THE PRINTER.

USB A Port

Changing Printer Settings Using a USB Flash Drive

- 1. Create a folder on the USB flash drive at the root level named **Cognitive**.
- 2. Inside the **Cognitive** folder create a folder named **Settings**.
- 3. Place the desired CPL text files into the **Settings** folder.
- 4. Turn the printer ON and verify the **POWER** and **READY** lights are green.
- 5. Insert the USB flash drive into the USB A port on the back of the printer. **READY** light will flash quickly while the file loads.
- 6. When the **READY** light remains solid green remove the USB Flash Drive.

Loading Firmware Using a USB Flash Drive

- 1. Create a folder on the USB flash drive at the root level named **Cognitive**.
- 2. Inside the **Cognitive** folder create a folder named **Firmware**.
- 3. Place the desired firmware revision into the **Firmware** folder.
- 4. Turn the printer ON and verify the POWER and READY lights are green.
- 5. Insert the USB flash drive into the USB A port on the back of the printer. The READY light will flash red during firmware installation.
- 6. When READY light remains solid green, turn the printer off and remove the USB Flash Drive.

Loading Formats Using a USB Flash Drive

- 1. Create a folder on the USB flash drive at the root level named **Cognitive**.
- 2. Inside the **Cognitive** folder create a folder named **Objects**.
- 3. Place the desired Stored Label Formats into the **Objects** folder.
- 4. Turn the printer on and verify the **POWER** and **READY** lights are green.
- 5. Insert the USB flash drive into the USB A port on the back of the printer. **READY** light will flash red during firmware installation.
- 6. When **READY** light remains solid green, turn the printer off and remove the USB Flash Drive.

HELPFUL TIP: PRINTER WILL LOAD OBJECTS FILES IN ALPHABETICAL ORDER.

Chapter 6: Cleaning and Maintenance

IMPORTANT!
DISCONNECT POWER
PRIOR TO CLEANING
THE EZ-LP.

For optimal printhead performance CognitiveTPG recommends cleaning the interior components (printhead, platen roller, media sensor, peel bar (if installed), ribbon, and media paths) every 20,000 inches (508 m). The thermal printhead should be cleaned every 5,000 inches if pre-printed labels are used. Proper maintenance reduces replacement costs by extending the life of the printhead and improves the performance of the printer.

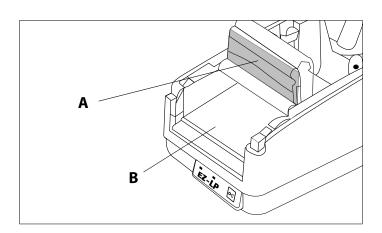
Cleaning the Printer

Clean the exterior of the printer and the media tray using a lint-free cloth, and if necessary, a mild detergent solution.

Cleaning the Thermal Printhead and Platen

1. Open the print mechanism.

WARNING!
INCORRECTLY
CLEANING PRINTER
WILL CAUSE
PERMANENT DAMAGE
AND VOID WARRANTY.
COGNITIVETPG
RECOMMENDS USING
A CERTIFIED CLEANING
PEN FOR CLEANING
THERMAL PRINTHEAD.



2. Gently clean the printhead (A), platen roller (B) and media path using a CognitiveTPG approved cleaning pen, card or a soft, lint-free cloth saturated with 99% isopropyl alcohol.

Cleaning Supplies

EZ-LP Cleaning Supplies			
Part #	Size (inches)	Items per box	Description
14-00-0001	4.5" x 6"	25	Cleaning card
14-00-0002	none	12	Cleaning pen

Chapter 7: Troubleshooting & Default Settings

Use the chart below for troubleshooting your EZ-LP printer prior to contacting Technical Support. If you are unable to resolve the problem using the chart below, please contact our Technical Support.

Symptom	Possible Cause	Recommended Solution
Red Ready Light	Print Head Unlatched	Securely latch printhead
	Out of Media/Ribbon	Replace media/ribbon
	Printer Paused	Press Feed Button to continue printing
Red Power Light	Incorrect Power Supply	Verify use of correct power supply
Printing Too Light	Printer Darkness Setting	Increase printer Darkness using CognitiveTPG Printer Administrator
	Driver Darkness Setting	Increase the Darkness value within the printer driver
	Printhead Dirty	Clean printhead
Printing Blank Labels	Incorrect Media	Use direct thermal media in printer
Continuously Feeding Labels	Printer out of Calibration	Calibrate printer using CognitiveTPG Printer Administrator
Feed Button Not Working	Printer is running a stored program	With print head unlatched, turn printer off and back on then re-latch printhead
Print Not Positioned Properly	Top of Form or Print Width requires adjustment	Adjust Top of Form and Print Width using CognitiveTPG Printer Administrator
Media Drifting During Printing	Media Guide improperly adjusted	Verify Media Guide is positioned properly
Skipping Labels During	Label Design	Decrease height of label
Printing	Printer out of Calibration	Recalibrate printer using CognitiveTPG Printer Administrator

The EZ-LP ships with the following default settings:

Parameter	Default Setting		
Programming Language	Auto (automatically detects and sets to EcPL or ZcPL)		
Speed	5 ips (127 mm/s)		
Label Width	432 (4.32 inches or 110 mm)		
Label Length	Measure label (automatically measures and sets label length at power up)		
Indexing Type	Gap		
Reference Point	0,0 (upper left corner)		
Auto Top of Form	On		
Enable Label Present	On		
Advance Label	25 (0.25" or 6.4 mm)		
Retract Label	25 (0.25" or 6.4 mm)		
Delay Time (Retract Label)	0 seconds		
Serial Port Settings (serial port printers only)	9600 bps, 8 bit data, 1 stop bit, no parity (DCE configuration - use straight-through cable)		
Settings below only apply to printers with Ethernet			
Printer IP Address	10.0.0.12		
Net Mask	0.0.0.0		
Gateway	0.0.0.0		
DHCP	On		
LPD	On		
RTEL	On		
RTEL Port Number	9100		