Welcome to the Printer

The printer is available in two models, basic and extended feature. The extended feature model includes two printheads, WiFi, an HDMI port, and two USB-A ports. The basic model includes a single printer (left printer only) with one USB-A port. To learn more about the printer's ports, review Printer Overview.

Review Loading the Left Printer and Loading the Right Printer to load supplies in your printer.

Review the Printer Maintenance topics to properly care for your printer.

- Cleaning the Display
- Cleaning the Platen Roller and Printhead
- Cleaning the Printer
- Clearing Label Jams

To learn more about your printer and supplies review System Specifications and Supply Specifications.

Legal Notices

Trademarks

TC9418OHHLP_AC (4/20)

Table of Contents

Printer Overview
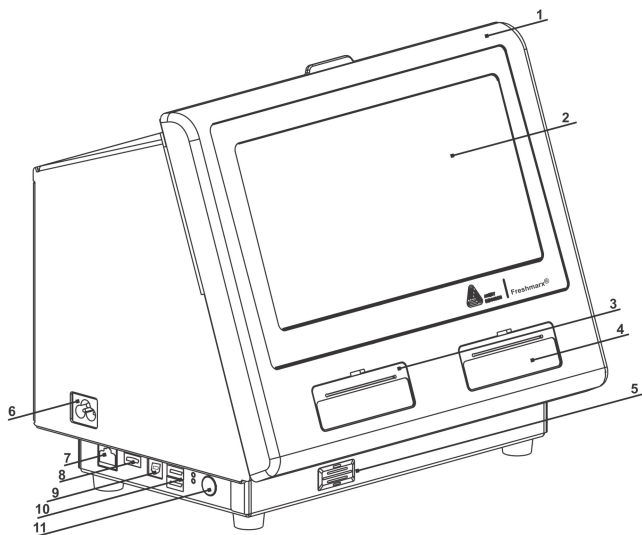
1.	Cover	7.	Ethernet Port
2.	Display	8.	HDMI Port*
3.	Left Printer	9.	USB (Type B) Port
4.	Right Printer	10.	USB (Type A) Port
5.	Speaker	11.	Power Button
6.	Power Cord Connection		

* To display the printer's screen on a TV/Monitor, plug an HDMI cable (not included) into your printer and TV/Monitor. Connecting the printer using HDMI disables the printer's speaker.
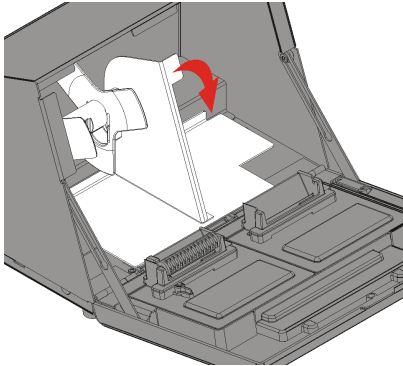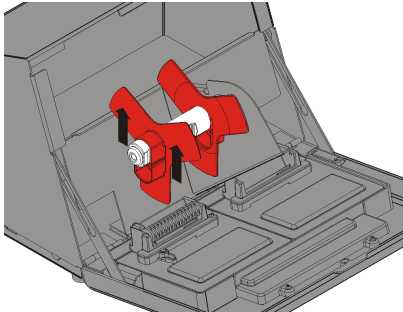
See also

Welcome to the Printer

System Specifications

Loading the Left Printer

1. Turn on the printer (press the power button on the left side of the printer).
2. Open the cover.
3. Pull on the supply tab.

4. Unlock the supply guide.

5. Remove the supply guide from the supply holder.
6. Place a roll of labels (label side up) on the supply holder.
7. Place the supply guide on the supply holder until it touches the supply.

8. Lock the supply guide.

9. Put the supply tab back.
10. Tear a straight edge on the supply before feeding it into the printer.
11. Guide the labels along the inside edge and into the slot (behind the white roller). The printer feeds the supply.

12. Slide the supply lever next to the supply.
13. Close the supply lever.
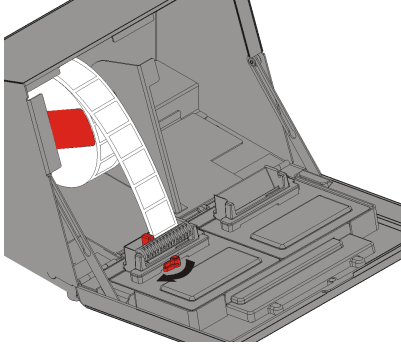
14. Close the cover.

When using continuous supplies, tear in a downward direction (not upward) to remove the printed label.

See also

Printer Overview
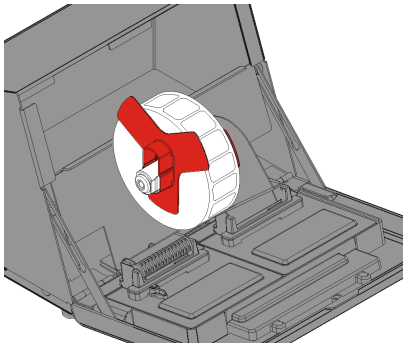
Loading the Right Printer

Loading the Right Printer

1. Turn on the printer (press the power button on the left side of the printer).
2. Open the cover.
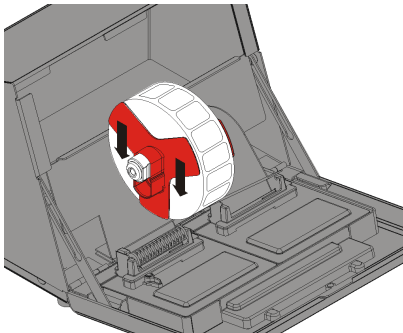3. Pull on the supply tab.
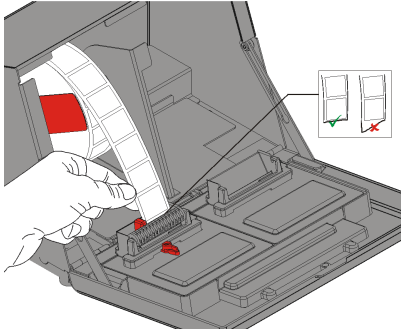
4. Unlock the outer supply guide and remove it.
5. Place a roll of labels (label side up) on the supply holder.
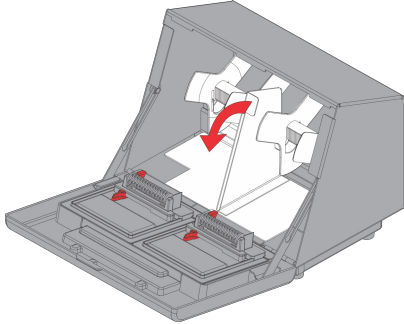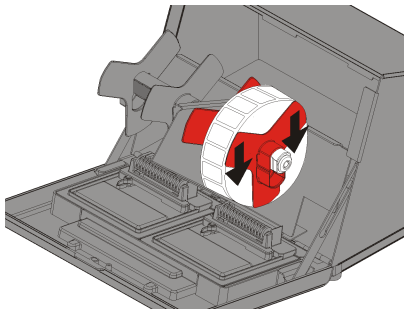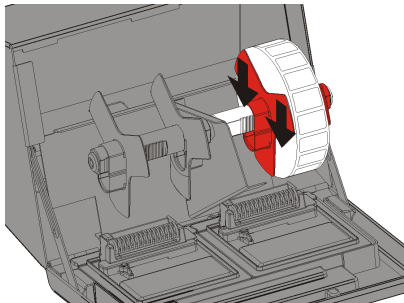6. Place the outer supply guide on the supply holder and lock it in place.

7. Unlock the inner supply guide and move it until it touches the supply. Lock it into place.

8. Put the supply tab back.
9. Guide the labels along the outside edge and into the slot. The printer feeds the supply.
10. Tear a straight edge on the supply before feeding it into the printer.
11. Slide the supply lever next to the supply and close it.
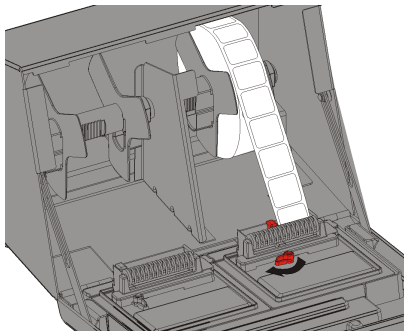
12. Close the cover.

When using continuous supplies, tear in a downward direction (not upward) to remove the printed label.

See also

Printer Overview

Loading the Left Printer

Clearing Label Jams

To clear a jam:

1. Open the cover.
2. Tear the supply and remove the label roll.
3. Remove the jammed labels. Do not use sharp or pointed objects to remove labels; it may damage the printer.
4. Remove any adhesive from the platen roller. Use a cotton swab moistened with isopropyl alcohol to clean the adhesive.
5. Reload the labels. Close the cover.

**See also**

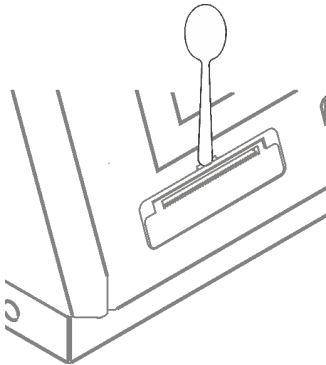Cleaning the Platen Roller and Printhead

Cleaning the Printer

- Slightly dampen a cloth with water and wipe off the printer's case.
- Open the cover and use a dry, soft-bristled brush to remove paper dust.
- Do not use household cleaners to clean the printer.
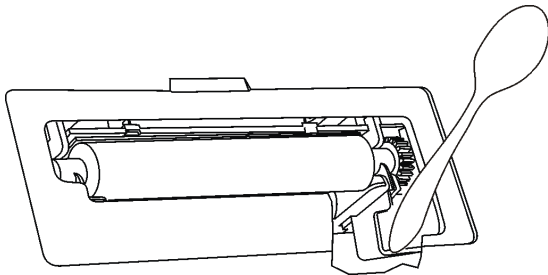
Cleaning the Platen Roller & Printhead

Clean the platen roller and printhead after every five rolls of labels or when you see voids in the print.
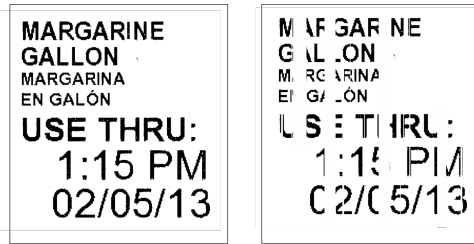
1. Remove any labels.
2. Use a plastic utensil to remove the supply slot cover.

3. Use the plastic utensil to press the L-shaped bar. The platen roller is released. You may need to slightly open the front cover to eject the platen roller.

4. Clean the platen roller and printhead using a cotton swab moistened with isopropyl alcohol.
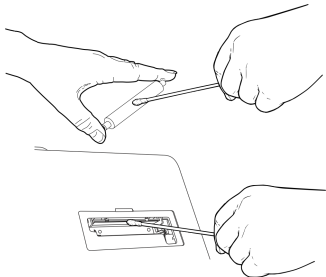
5. Allow time for the parts to dry.
6. Replace the platen roller. Snap the cover into place.
7. Reload the labels. See Loading the Left Printer or Loading the Right Printer for more information.

System Specifications

Height	10.92" (277.37 mm)
Width:	11.86" (301.41 mm)
Depth:	8.41" (213.61 mm)
Weight:	13.6 lbs (6.2 kg), without supply, single printer 14.2 lbs (6.4 kg), without supply, dual printer
Shipping Weight:	15.9 lbs (7.2 kg), without supply, single printer 16.4 lbs (7.4 kg), without supply, dual printer
Power:	100-240V AC, 47 to 63Hz input supplies 24V DC, 90W to system
Operating Limits:	Operating: 32 to 122 F (0 to 50 C) Storage: -4 to 149 F (-20 to 65 C)
Relative Humidity:	0% - 90% non-condensing
Printhead:	203 dpi (8.0 dots per mm)
Printing Method:	Thermal Direct
Display:	10" (254 mm) Capacitive Touch Screen
Memory:	16 GB eMMC Flash; 2 GB RAM

See also

Printer Overview

Supply Specifications

Supply Specifications

Supply Length:	*Minimum*	*Maximum*
	0.79" (20mm)	10.0" (254mm)
Supply Width:	*Minimum*	*Maximum*
	0.75" (19mm)	2.3" (58mm)

See also

Printer Overview

System Specifications

Cleaning the Display

- Make sure the printer is turned off when cleaning the display.
- Use a soft, lint-free cloth to wipe the display.
- **Do not** use sharp objects or abrasive cleaners on the display; they can cause damage.

Glossary