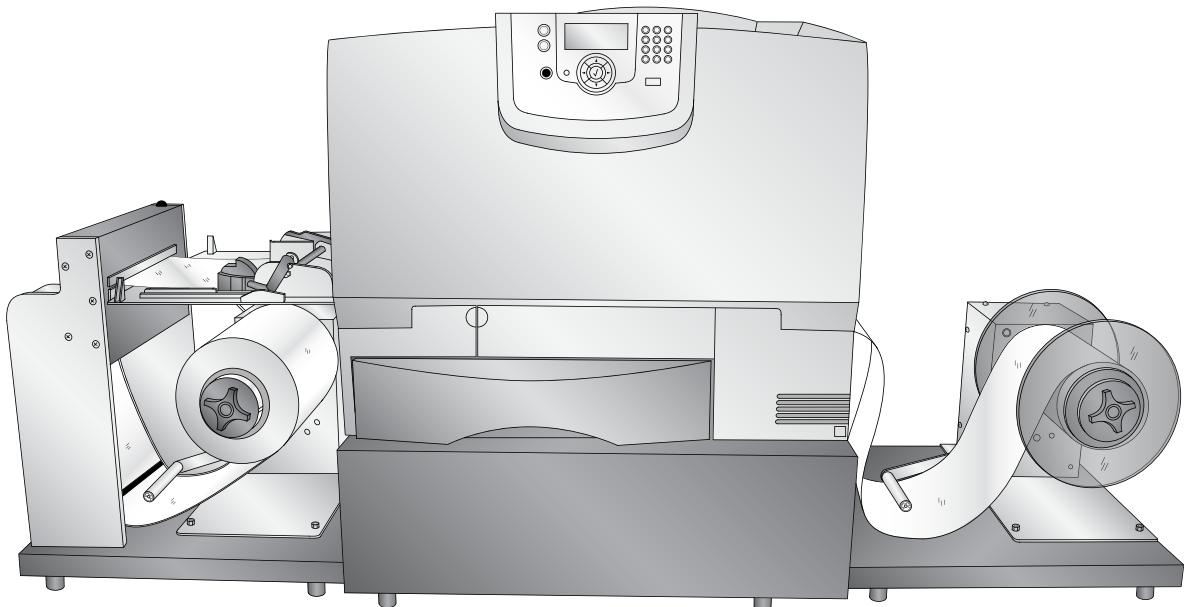


CX1000

COLOR LABEL PRINTER

Operator's Guide



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PRIMERA

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Printing History

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FCC Compliance Statement: This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

For Users in the United States: This product is intended to be supplied by a UL listed Direct Plug-In Power Supply marked "Class 2" or a UL listed ITE Power Supply marked "LPS" with output rated 12VDC, 4.5A or higher. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Use of shielded cables is required to comply with the Class A limits of Part 15 of the FCC Rules. You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate and/or obtain warranty service for this equipment.

For Users in Canada: This digital apparatus does not exceed the Class A limits for radio noise for digital apparatus set out on the Radio Interference Regulations of the Canadian Department of Communications. Le present appareil numerique n'emet pas de bruits radioelectriques depassant les limites applicables aux appareils numeriques de la class A prescrites dans le Reglement sur le brouillage radioelectrique edicte par le ministere des Communications du Canada.

General Safety Information.

Note: Notes are used to notify of installation, operation, or maintenance information that is important but not safety related.

Caution: Caution is used to indicate the presence of a hazard, which if ignored may result in damage to the unit.

Warning: Warning means that a potential safety hazard exists and indicates procedures that must be followed exactly to avoid serious personal injury.

Caution

You must use only 8.5 inch wide label stock in the CX1000. Failure to use specified label stock will result in damage to your printer and excessive build up of toner inside the printer.



WARNING!

TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THE UNIT TO RAIN OR MOISTURE. TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE EXTERIOR PANELS. NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL. OPERATE THE UNIT WITH ONLY THE PROPER ELECTRICAL SPECIFICATIONS AS LABELED ON THE PRINTER AND AC ADAPTER.



WARNING!

DO NOT WEAR LOOSE FITTING CLOTHING SUCH AS NECK TIES OR LOOSE LONG SLEEVES WHEN OPERATING THE CX1000. THE REWINDER MOTOR IS VERY POWERFUL AND THE ROLLER COULD CATCH THE CLOTHING WHILE THE ROLL IS BEING REWOUND.



WARNING!

ALL LABEL STOCK MUST BE QUALIFIED FOR LASER PRINTING. PLASTIC BASED STOCKS SUCH AS POLYPROPYLENE OR POLYESTER CAN MELT OR CATCH FIRE FROM THE EXTREME HEAT OF THE FUSER

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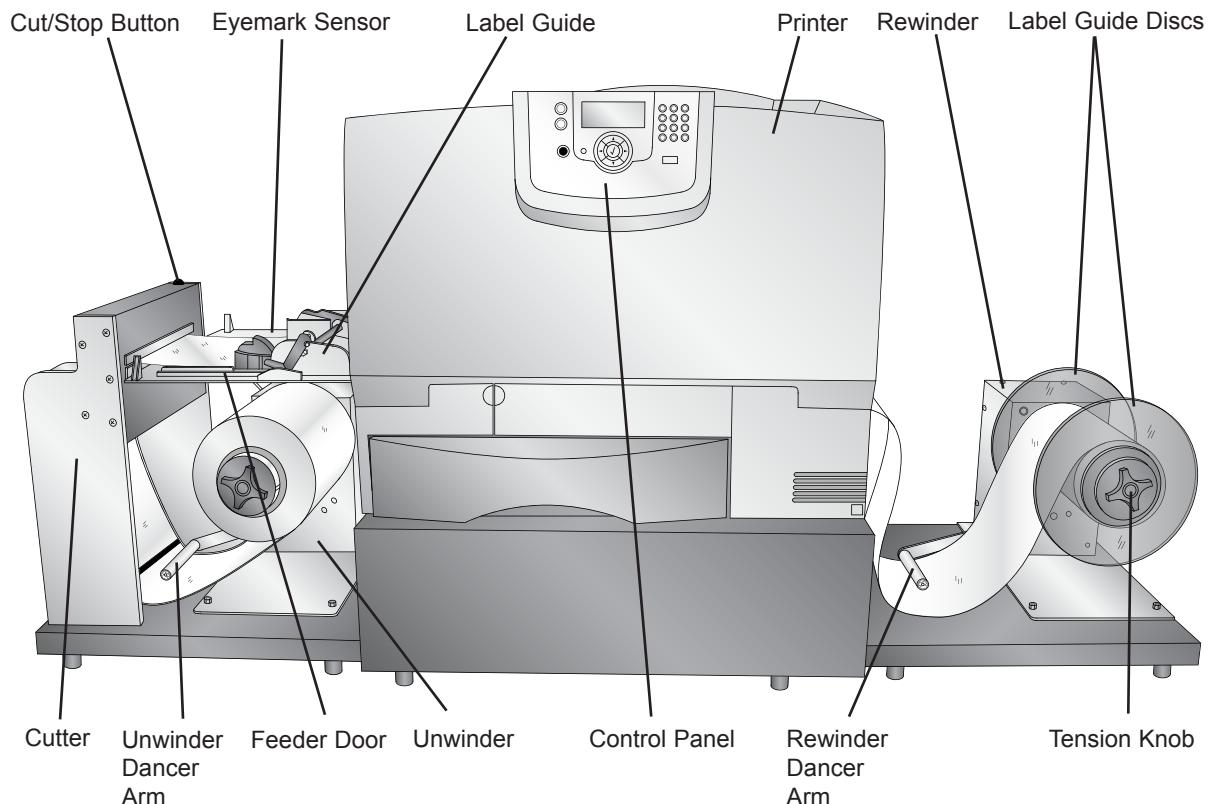
Section 1: Introduction

Thank you for purchasing the CX1000 Color Label Printer. The CX1000 Color Label Printer may also be labeled as the CX1000 Color Label Press or as the Color Label Press in PTPrint software, the status monitor software or the printer driver. Hereafter in the manual the CX1000 Color Label Printer will be referred to as the "CX1000". The laser printer portion will be referred to as the "printer". The unwinder and rewinder unit will be referred to as the "base". Toner and label stock will be referred to as "media".

This manual is one of many sources of information for this product. If you have problems or questions please consult one of these resources:

- Tech Support Phone: 763-475-6979
- Tech Support Email: www.primera.com/contactsupport
- Online Knowledgebase: www.primera.com/kb

Figure 1-1.

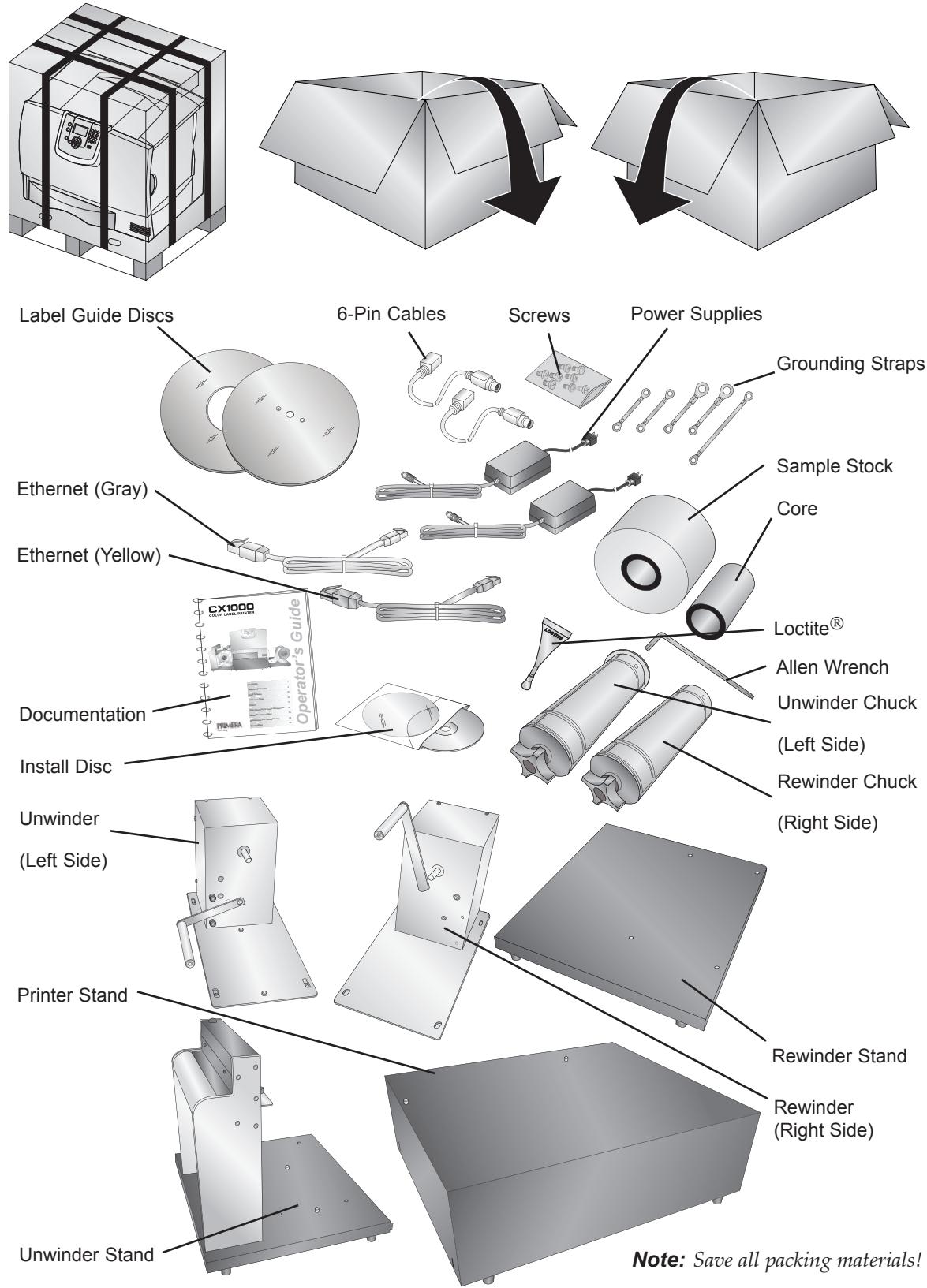


Important Note on Label Press Operating Environment! It is strongly recommended that the CX1000 Color Label Press is operated in an air-conditioned, humidity controlled, smoke free, pet free environment.

Section 2: Unpack and Assemble

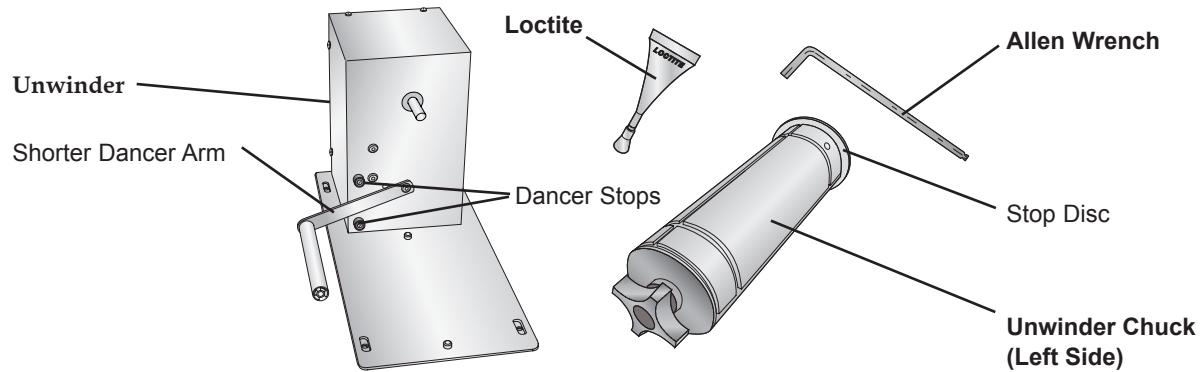
1. You will receive three boxes. The printer portion of the CX1000 will be packaged inside a separate box on top of a pallet. Set aside the printer box for now. Open the two remaining boxes. The following items will be included:

Figure 2-1.



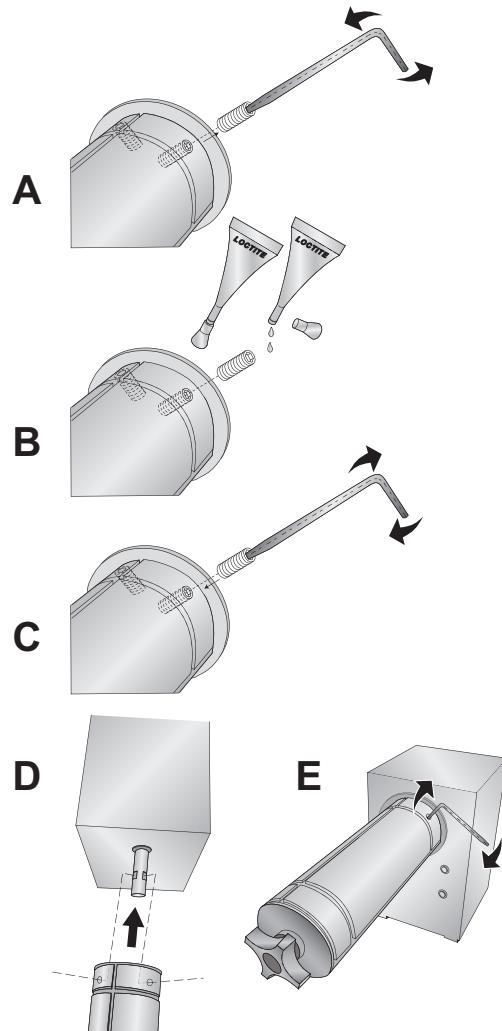
2. Remove all packing tape from the components. There is one piece securing the dancer on the unwinder and rewinder.
3. Locate the left/unwinder chuck, the 3mm allen wrench, the Loctite and the unwinder. See Figure 2-2.
 - The unwinder has a shorter dancer arm, dancer stops and two 6-pin ports on the back.
 - The unwinder chuck has a small stop disc attached to the back side of the chuck. The rewinder chuck does not have this disc attached.

Figure 2-2.



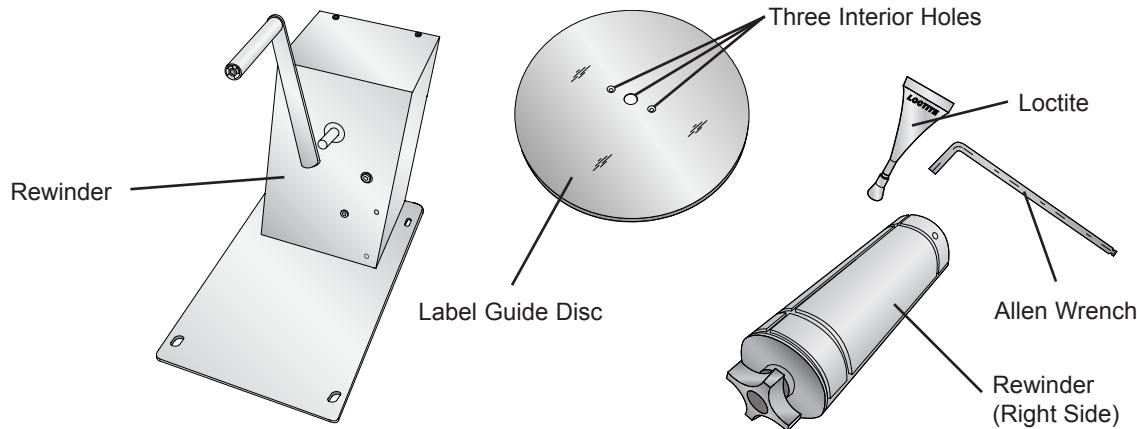
4. Assemble the Unwinder. See Figure 2.3.
 - A. Partially remove the two set screws on each chuck so that approximately $\frac{1}{2}$ inch (1 cm) is exposed.
 - B. Crack the top off the Loctite container and place two drops on each set screw.
 - C. Reset each screw until it is flush with the outside of the chuck.
 - D. Attach the chuck to the unwinder (left side) drive shafts. Line up the holes in the chuck with the flat edges on the drive shaft. The holes must correspond with the flats or the set screws will not hold the chuck in place.
 - E. Tighten the set screws using the 3mm allen wrench. Once they are tight, attempt to rotate the chuck forward backward while watching the drive shaft. The drive shaft should move with the chuck. If it does not move with the chuck, loosen the set screws slightly and turn the chuck until the set screws are even with the flats. The Loctite will dry in 24 hours.

Figure 2-3.



- Locate the rewinder (right side) chuck, the label guide disc with the three interior holes, the rewinder, the loctite and the 3mm allen wrench. The rewinder has a longer dancer arm and no 6-pin ports on the back.

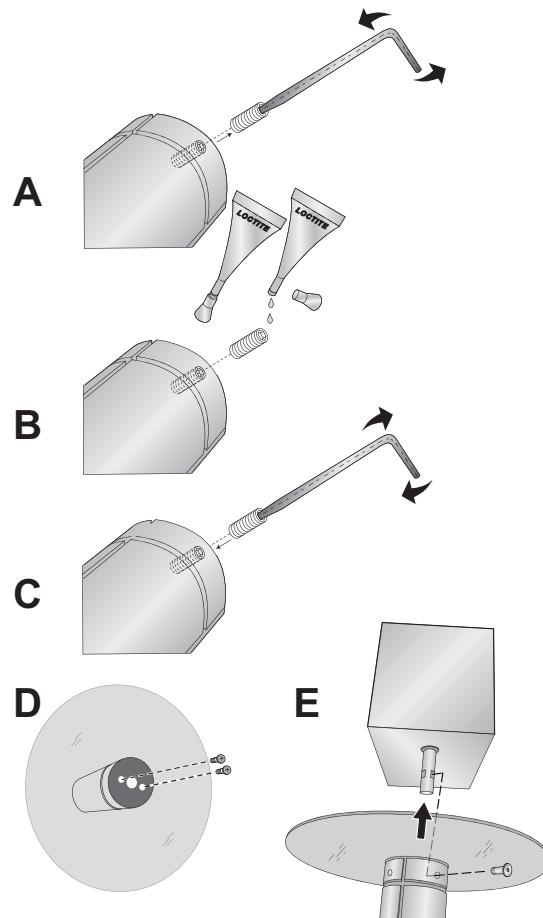
Figure 2-4.



- Assemble the Rewinder. See Figure 2.5.

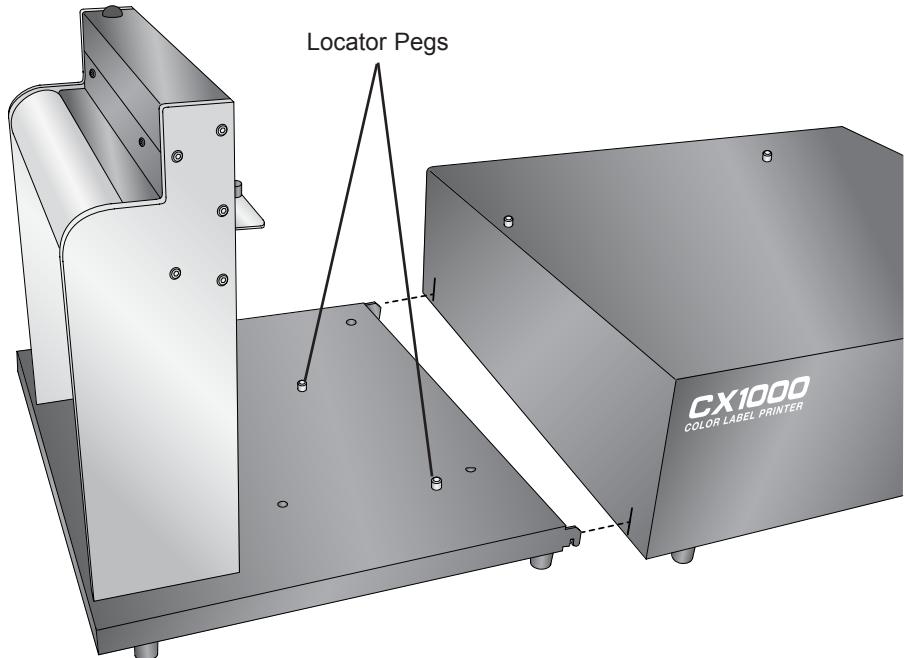
- Partially remove the two set screws on the chuck so that approximately $\frac{1}{2}$ inch (1 cm) is exposed.
- Place two drops of loctite on each set screw.
- Reset each screw until it is flush with the outside of the chuck.
- Peel off the protective wrap from the label guide disc. Attach the label guide disc to the rewinder (right side) chuck using two flat head bolts provided.
- Attach the chuck to the unwinder (left side) drive shafts. Line up the holes in the chuck with the flat edges on the drive shaft. The holes must correspond with the flats or the set screws will not hold the chuck in place.
- Tighten the set screws using the 3mm allen wrench. Once they are tight, attempt to rotate the chuck forward backward while watching the drive shaft. The drive shaft should move with the chuck. If it does not move with the chuck, loosen the set screws slightly and turn the chuck until the set screws are even with the flats. The Loctite will dry in 24 hours.

Figure 2-5.



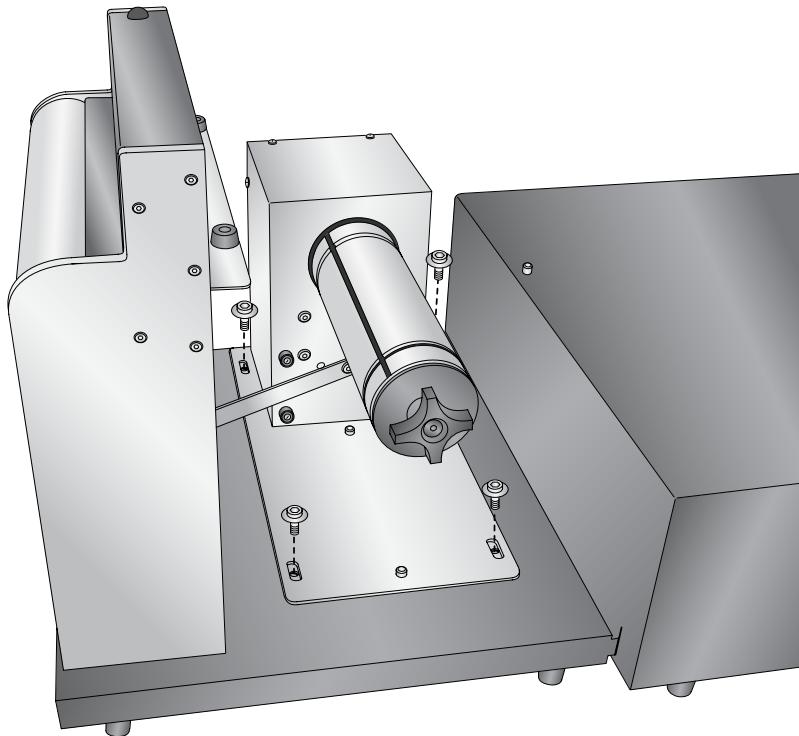
7. Locate the unwinder stand and printer stand. Orient the printer stand so that the CX1000 logo faces forward. Attach the unwinder stand to the left side of the printer stand. Align the hooks on the unwinder stand to the slots on the printer stand.

Figure 2-6.



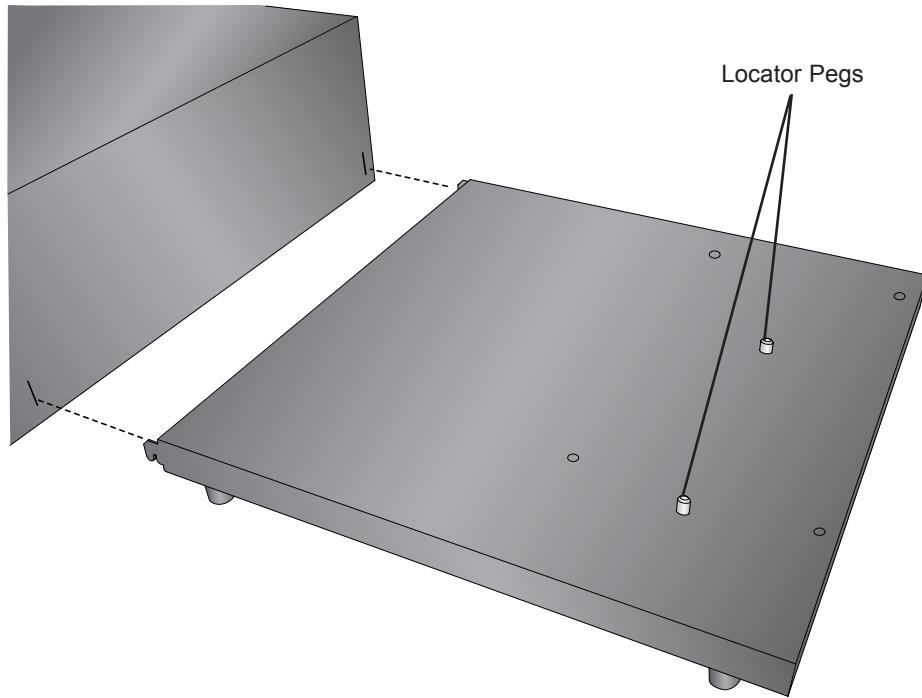
8. Locate the unwinder. It has the shorter dancer arm and two 6-pin ports on the back. Attach it to the stand using the #2 Phillips screws and the washers found in the hardware bag. Use the locator pegs on the stand and align them with the holes on the bottom of the unwinder.

Figure 2-7.



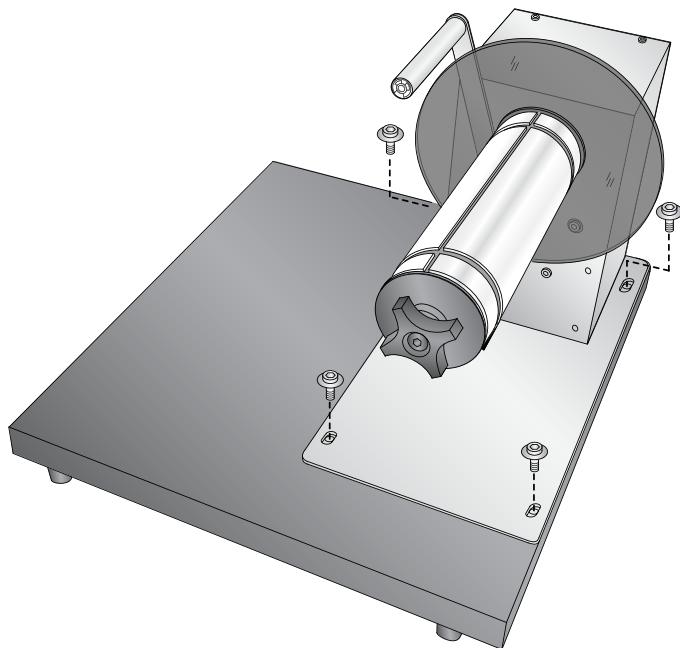
9. Locate the rewinder stand. Attach it to the right side of the printer base. Align the hooks on the rewinder stand to the slots on the printer stand.

Figure 2-8.



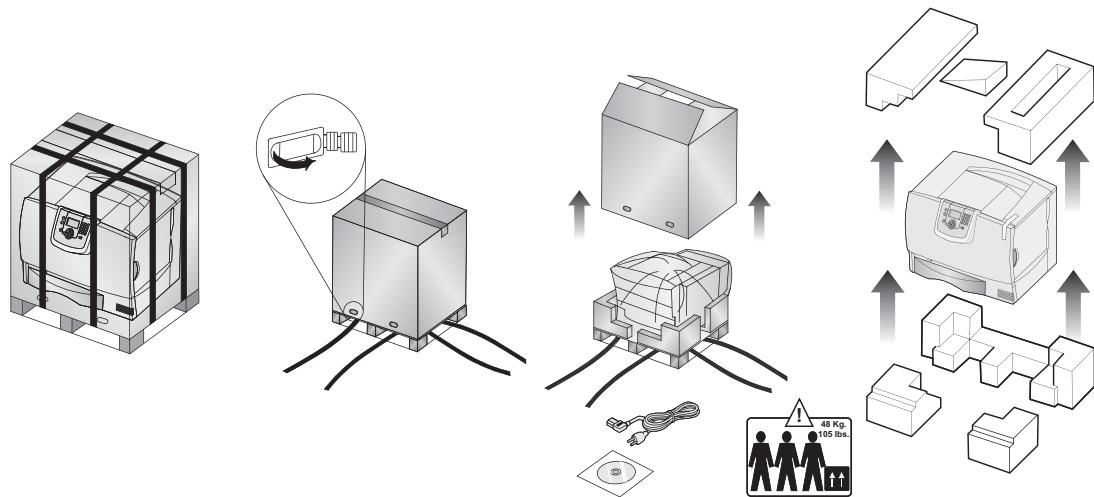
10. Locate the rewinder. The rewinder has a longer dancer arm and no 6-pin ports on the back. Attach it to the stand using the #2 Phillips screws and the washers found in the hardware bag. Use the locator pegs on the stand and align them with the holes on the bottom of the rewinder.

Figure 2-9.



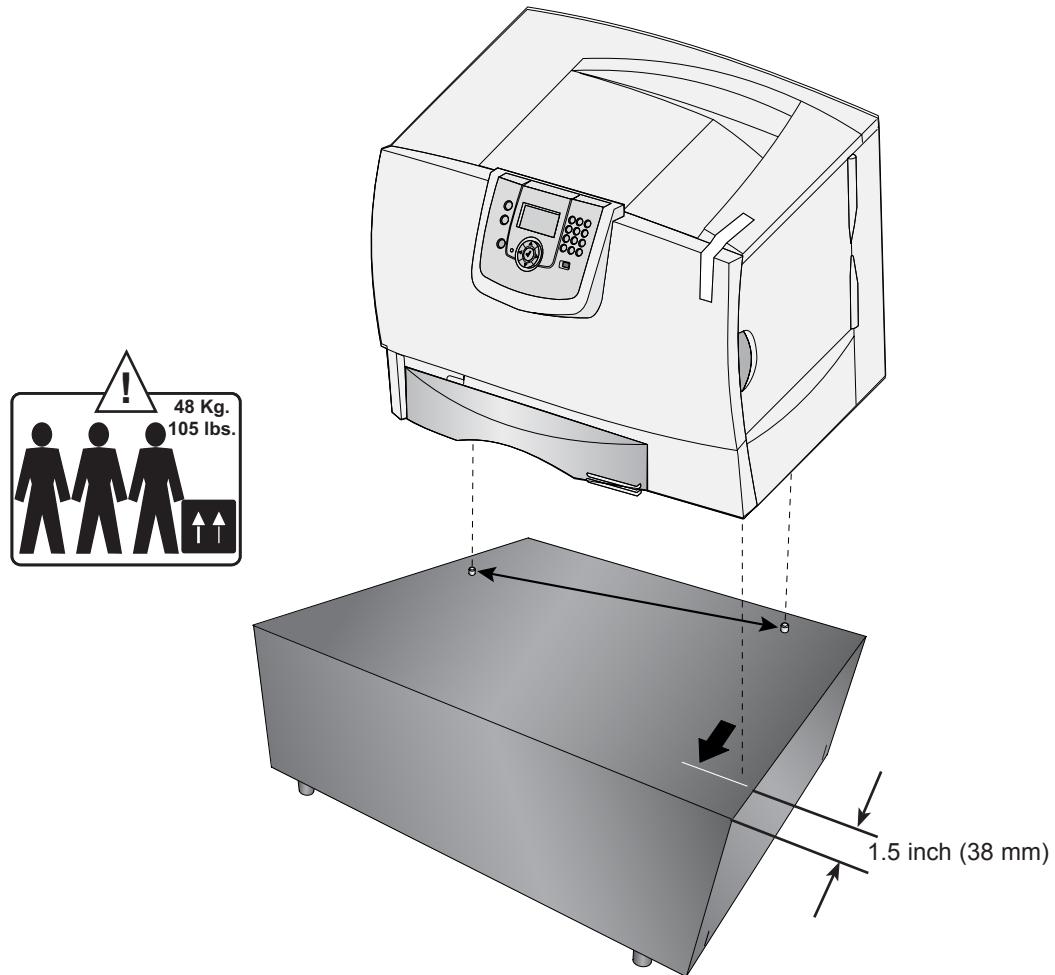
11. Locate the printer box. Remove the boxing material as shown in Figure 2.10 below. The power cord for the printer will be found in this packaging material.

Figure 2-10.



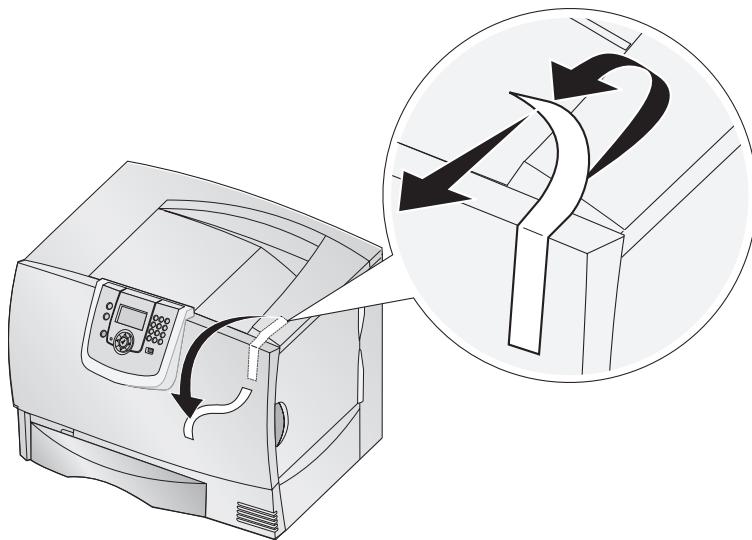
12. Place the printer on the printer base. Primera recommends three people to lift the printer on top of the base. Two people are required to lift the printer and one person to guide the printer onto the mounting pegs. Align the pegs on the base with the holes in the bottom of the printer. Use the locating label to align the right front edge of the printer with indicated mark on the label. The right front edge of the printer will be 1.5 inches (38 mm) from the front of the base.

Figure 2-11.



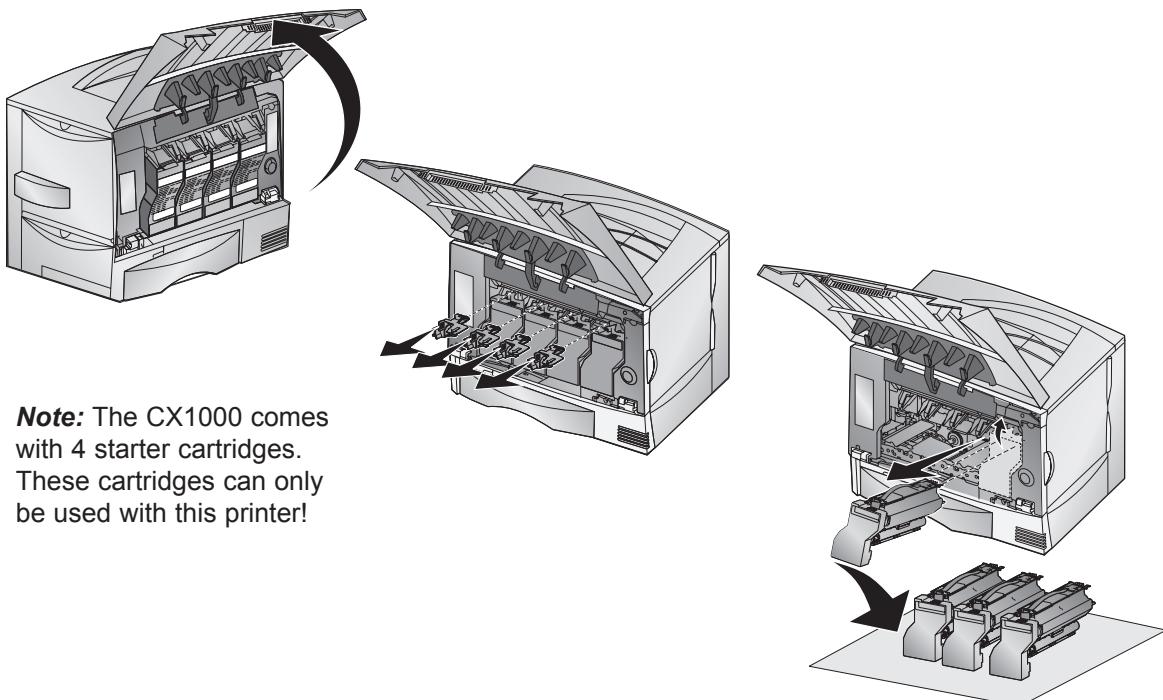
13. Now that the printer is in place, all of the packing tape, clips and shipping protection devices must be removed. First remove the tape securing the front cover.

Figure 2-12.



14. Open the front cover. Remove the red toner cartridge stabilization clips. Remove all the print cartridges.
- Pull up slightly on the cartridge handhold.
 - Pull the cartridge straight out and use the handle to lift it off the guides.
 - Place the cartridges on a clean, flat surface out of direct light.

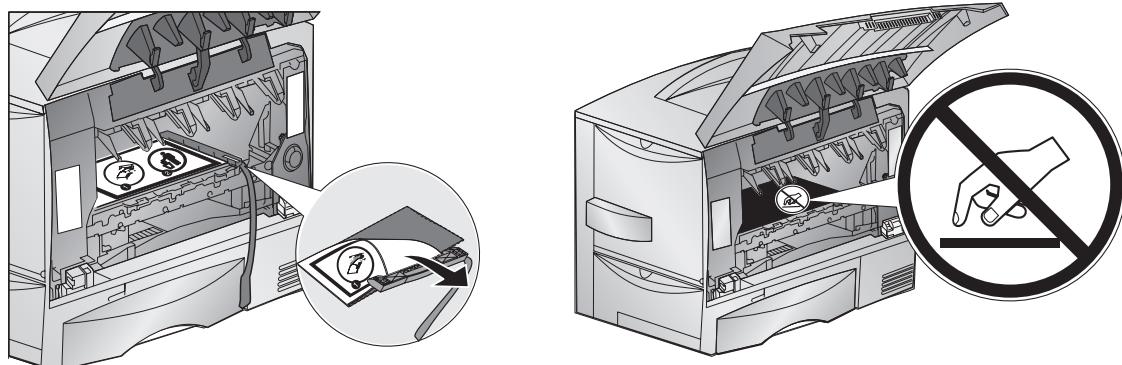
Figure 2-13.



15. Remove the Image Transfer Unit (ITU) protection sheet. Pull up on the plastic piece on the right side of the ITU to remove the sheet. The protection sheet is attached to the plastic piece.

Important Note: Do not touch the exposed ITU.

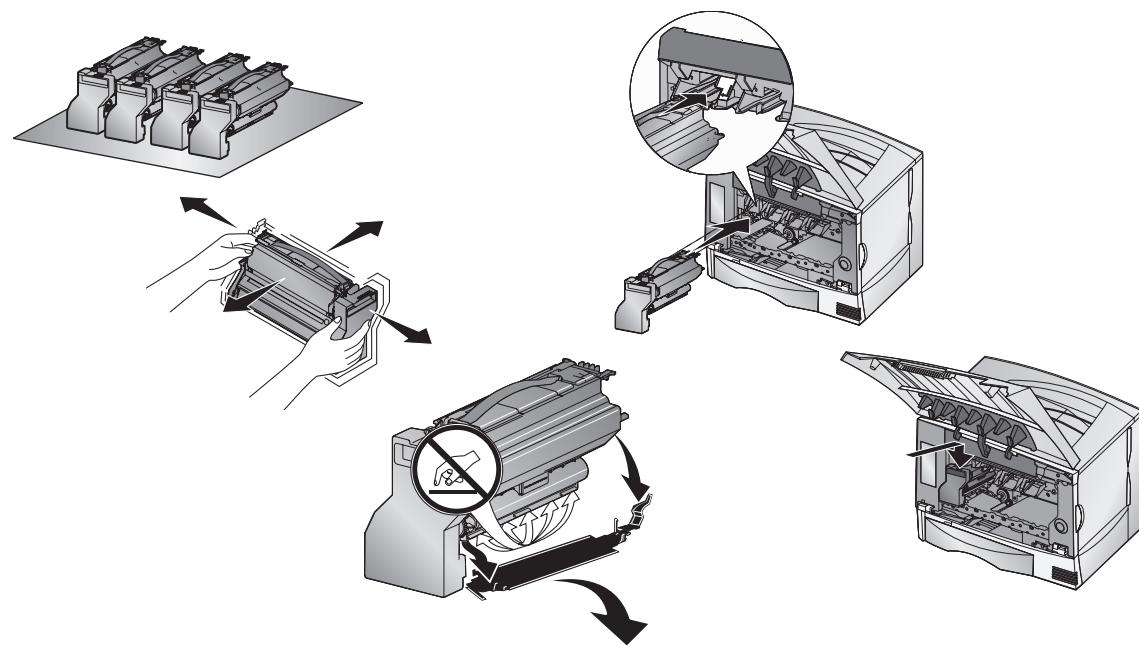
Figure 2-14.



16. Before replacing the toner cartridges remove the red plastic protection plate from the bottom of each toner cartridge. Put cartridges back in to the printer. On each cartridge there are pegs that correspond to slide rails inside the printer.

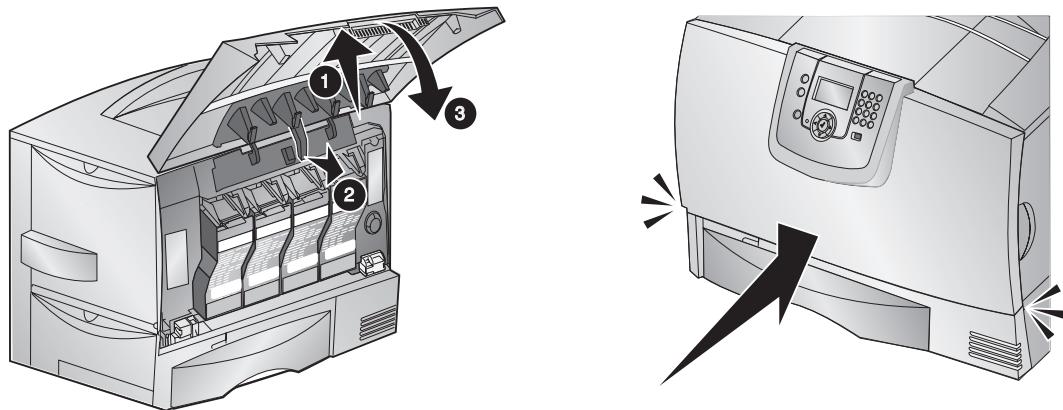
Note: Before replacing each cartridge, shake it side to side and front to back to redistribute the toner evenly.

Figure 2-15.



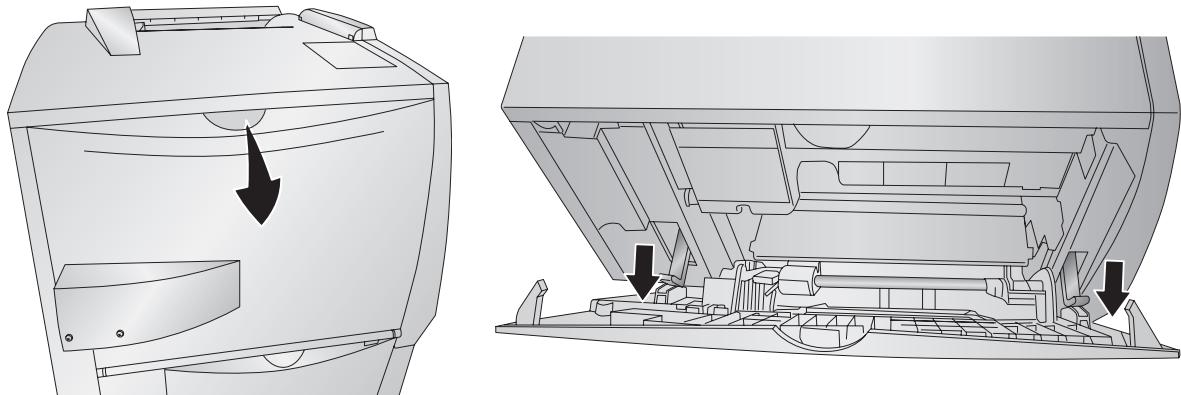
17. Close the front cover by first lifting the door to its maximum height, then disengaging the cover prop latch, and then finally close the door until you hear a click from both sides of the door.

Figure 2-17.



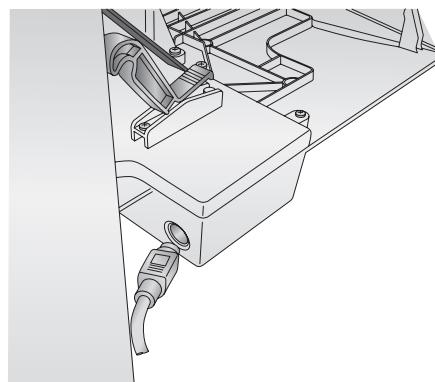
18. Pull down to open the feeder door on the left side of the printer. When the door is $\frac{1}{4}$ open pull both latches toward the unwinder to release the latches on both side of the door to open it all the way.

Figure 2-18.



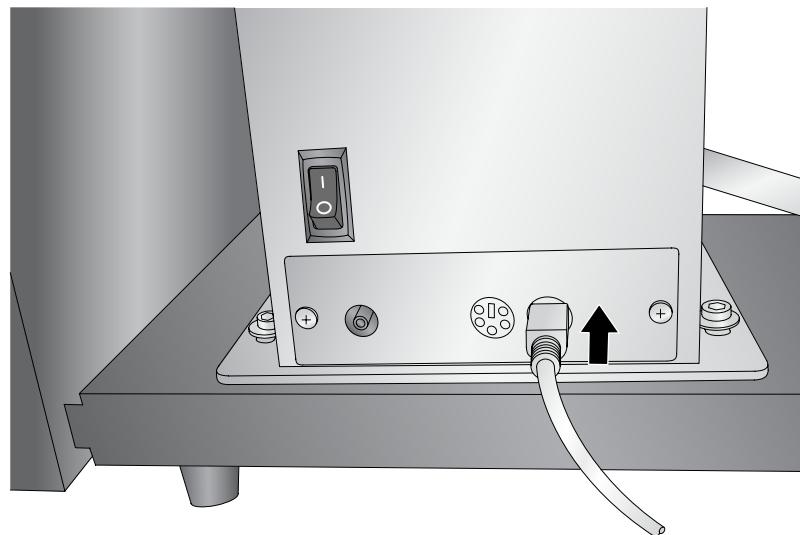
19. Now connect one of the 6-pin round cables to the connector on the door.

Figure 2-19.



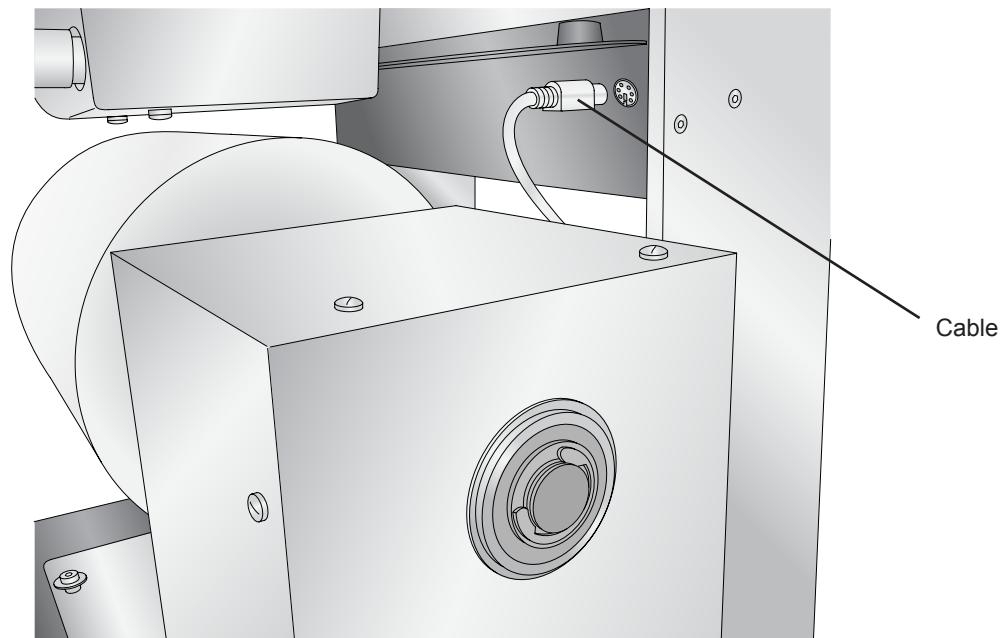
20. Connect the other end of this cable to the connector port on the right side or farthest away from the printer.

Figure 2-20.



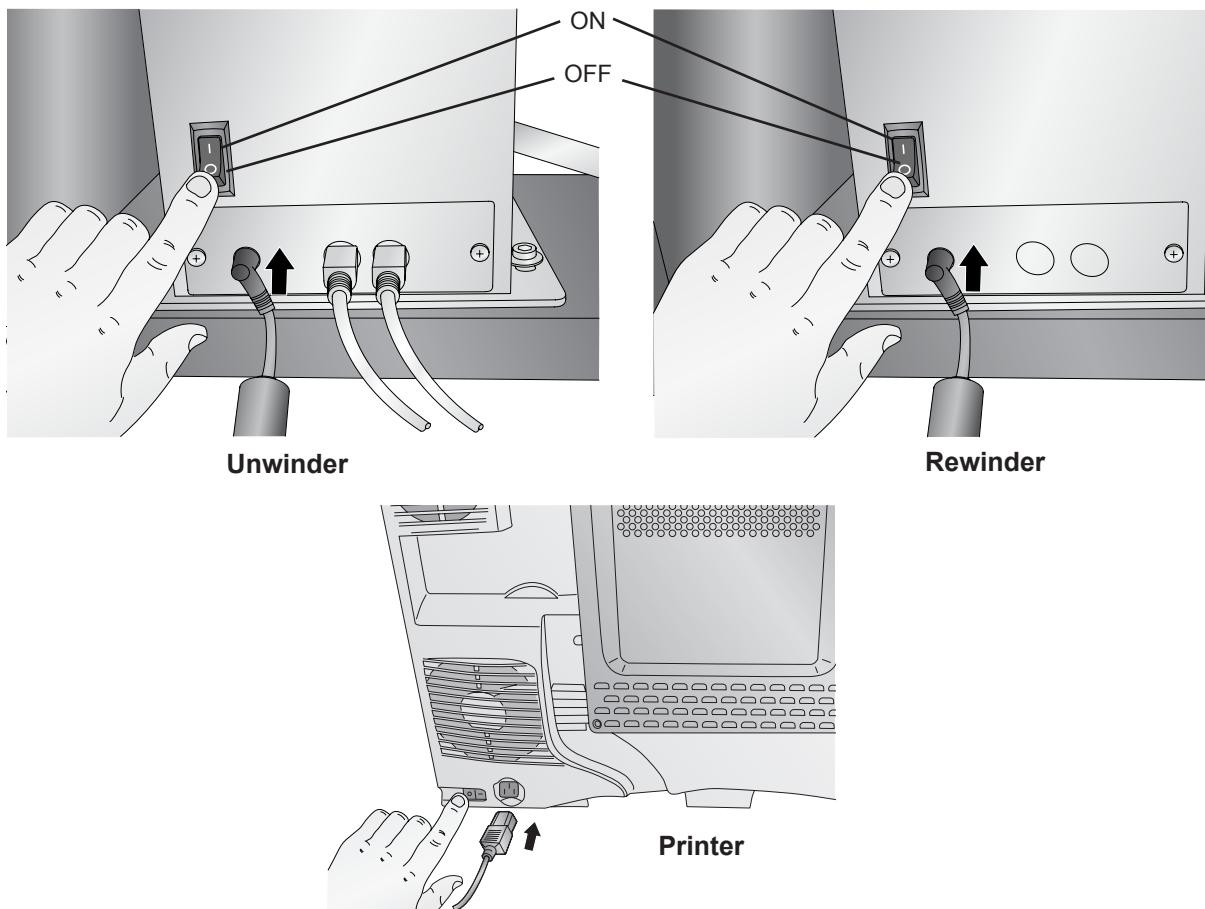
21. Connect the remaining 6-pin round cable to the back of the cutter mechanism and to the remaining port on the unwinder closest to the printer.

Figure 2-21.



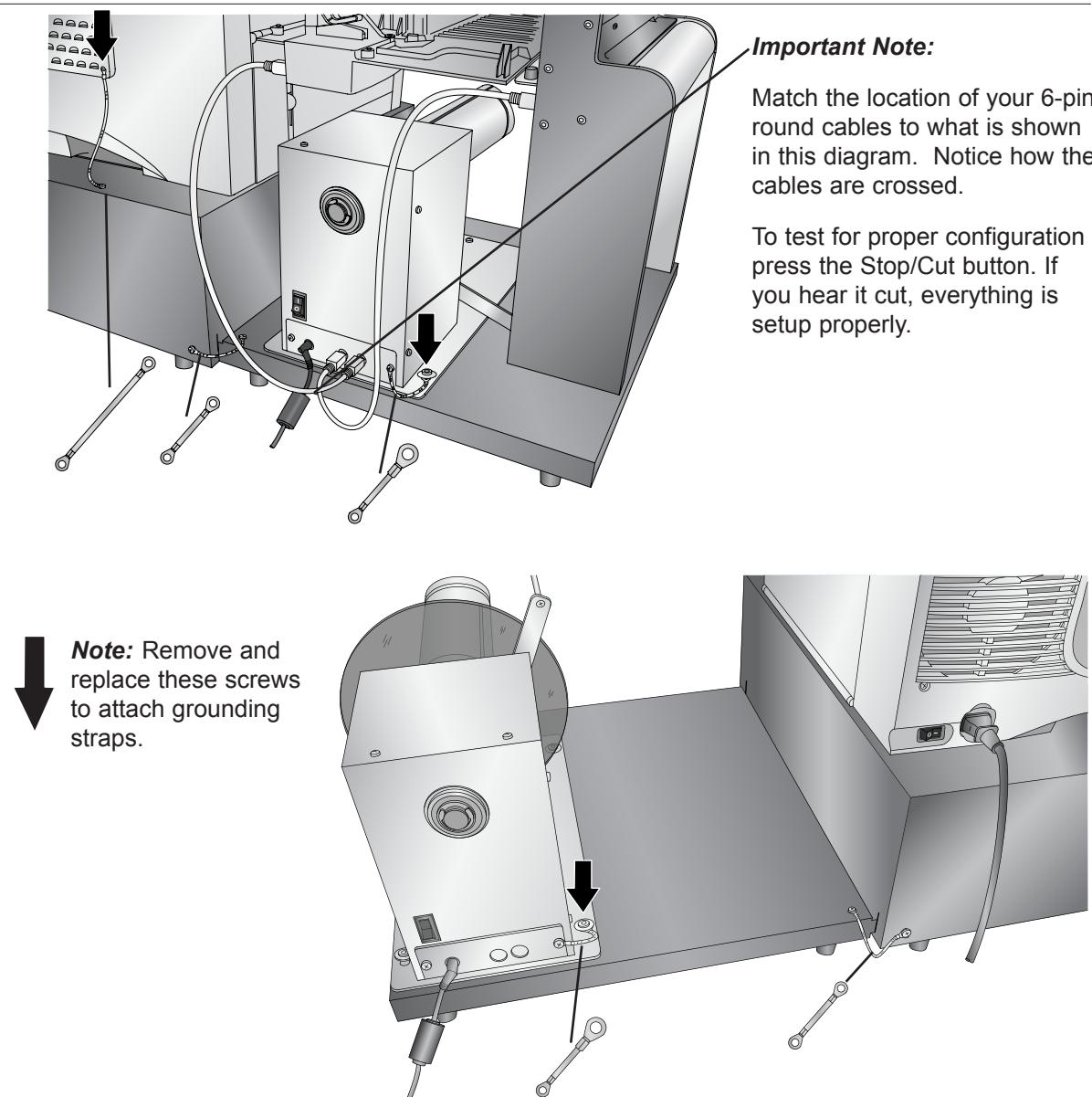
22. Locate the power converters and the printer power cord. Connect power to the printer and switch on the power. Connect the power to the back of the rewinder and unwinder. Switch on the power.

Figure 2-22.



23. Attach five grounding straps in the locations shown below. Screws and grounding straps are found in the supply back. To attach the grounding straps you will need to remove and replace the screws where indicated in the diagram below on the unwinder, rewinder and printer. The grounding straps are not all the same. Refer to the diagram below to determine the correct location of the straps.

Figure 2-23.



Congratulations! Your CX1000 is setup!

Section 3: Install Software

Three pieces of software will need to be installed in order to print to the CX1000:

- **The CX1000 Printer Driver.** This software allows a networked or local computer to communicate with the CX1000 via the included Ethernet cable or Ethernet crossover cable.
 - **PTPrint.** This software allows you to import an existing file and arrange it across a page (step and repeat). This software is a full-featured layout software that supports embedding or linking many different file types. It is not a design software. Only one copy of the print software can be used with each CX1000. This ensures proper supply level tracking.
 - **Status Monitor.** This installs automatically along with PTPrint. This allows you to estimate ink costs for a particular label and accurately track toner and label stock supplies.
1. To install the software place the CD in your CD-Rom Drive. The Installer application should automatically launch in a few moments. If it does not automatically launch, follow these steps:
 - Double-click the My Computer Icon, then double-click the icon of the appropriate CD drive containing the Software Installer disc.
 - Double-click setup.exe
 2. Follow the prompts in the software installer to complete the installation of the software.

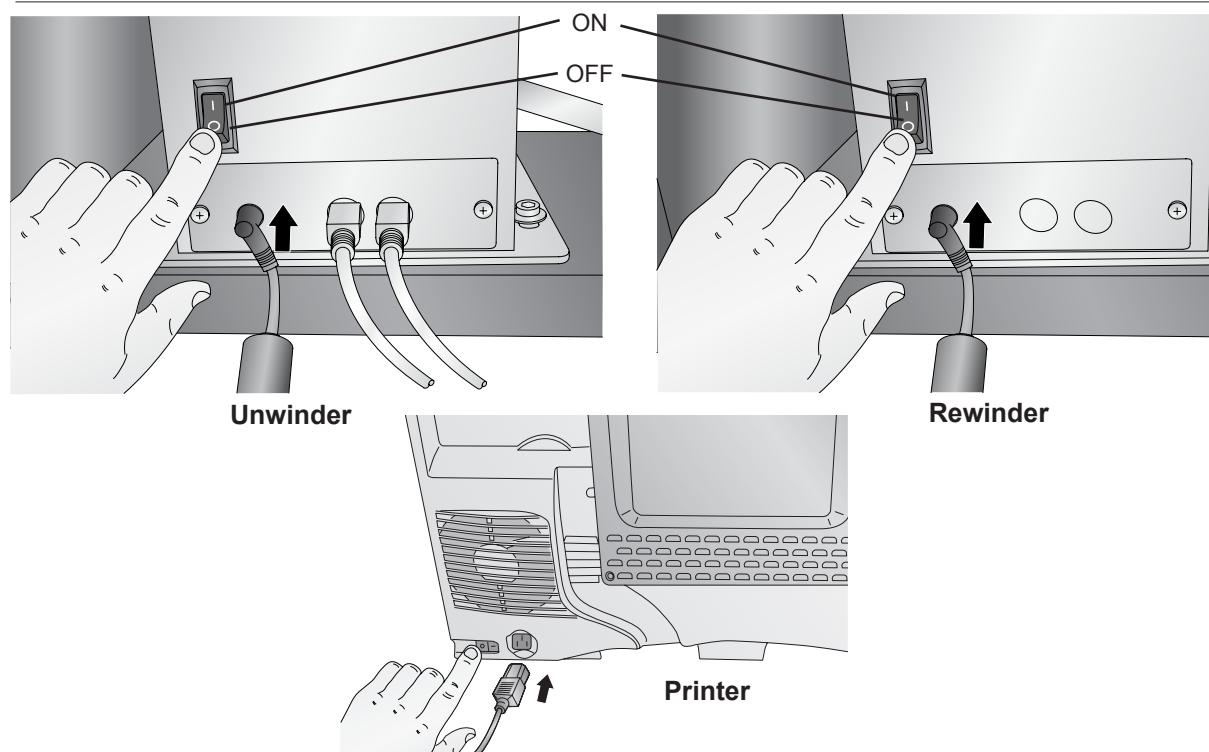
Note: If you connect your PC to the CX1000 using a yellow crossover cable it may be necessary to disable or modify the settings of your antivirus/firewall program.

Section 4: Load Label Stock

This section details the general process for installing label stock on the unwinder, and attaching the label stock to the rewinder.

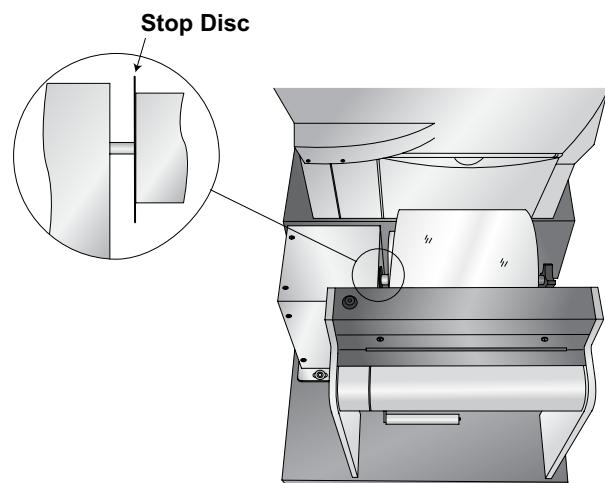
1. Switch on the unwinder, printer and rewinder.

Figure 4-1.



2. Place the label stock roll (max 8" OD) on the unwinder chuck. Push the stock all the way back until it touches the stop disc.

Figure 4-2.

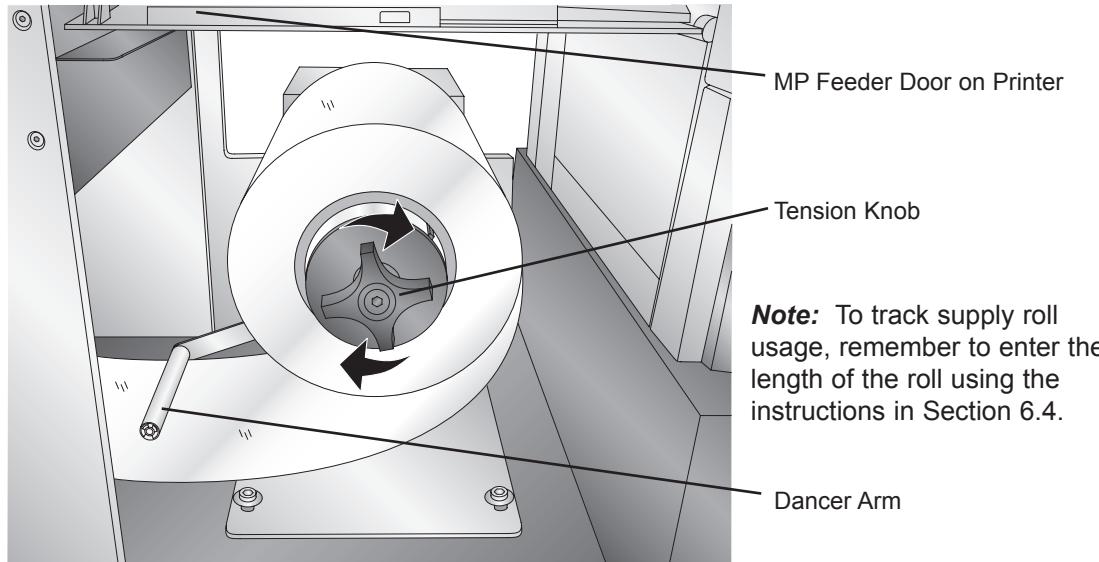


Note: You must use only 8.5 inch wide label stock in the CX1000. Failure to use specified label stock will result in damage to your printer and excessive build up of toner and adhesive inside the printer.

Caution! You must use Primera approved label stock to avoid damage to your printer. Damage due to use of unapproved material will not be covered by the warranty.

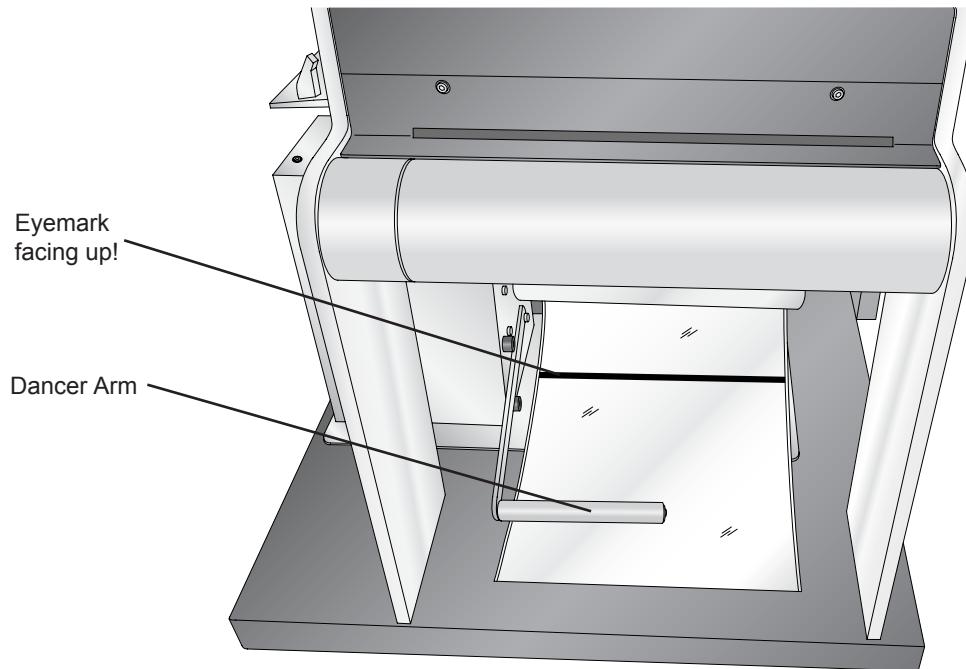
3. The loose stock should fall on the right side of the roll. Turn the tension knob clockwise to secure the roll to the chuck. Turn the knob as tight as you can! Feed the stock under the dancer arm and through the cutter.

Figure 4-3.



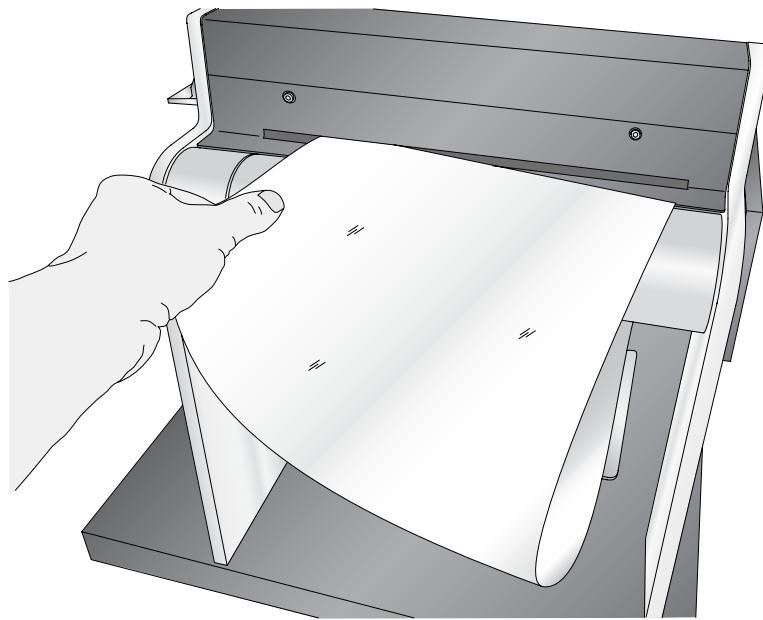
4. Feed the stock under the dancer arm.

Figure 4-4.



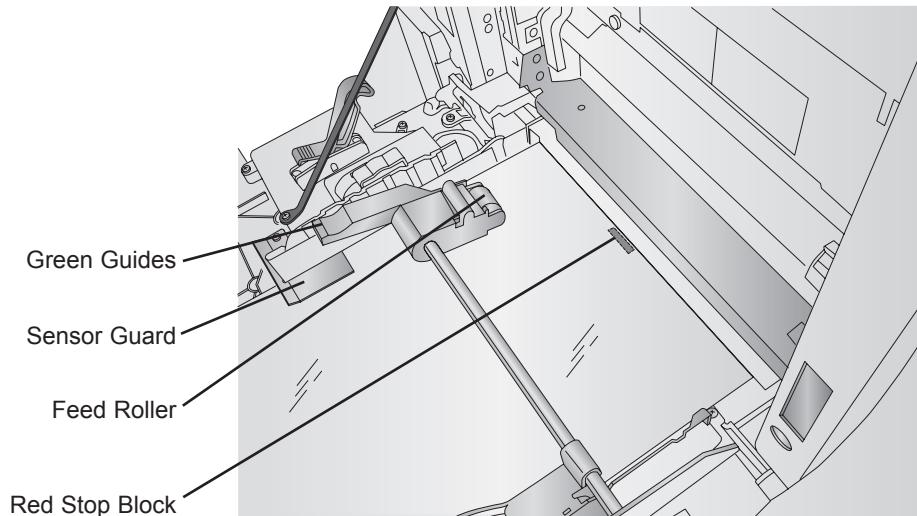
5. Continue feeding the stock over the roller and through the cutter. Feed the stock through the cutter at an angle.

Figure 4-5.



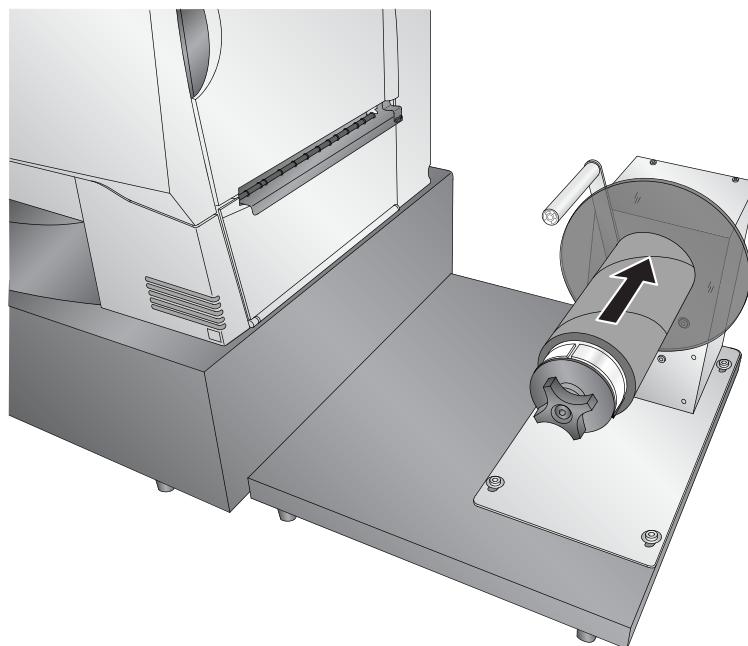
6. Continue feeding the stock into the printer feeder tray. Feed the stock under the sensor guard, under the green guides and under the paper feed roller. Stop feeding when the leading edge of the stock has covered the red stop block printed just outside the feeder door entrance.

Figure 4-6.



7. Place an empty label core on the rewinder chuck. Push the core all the way back until it touches the back label guide disc.

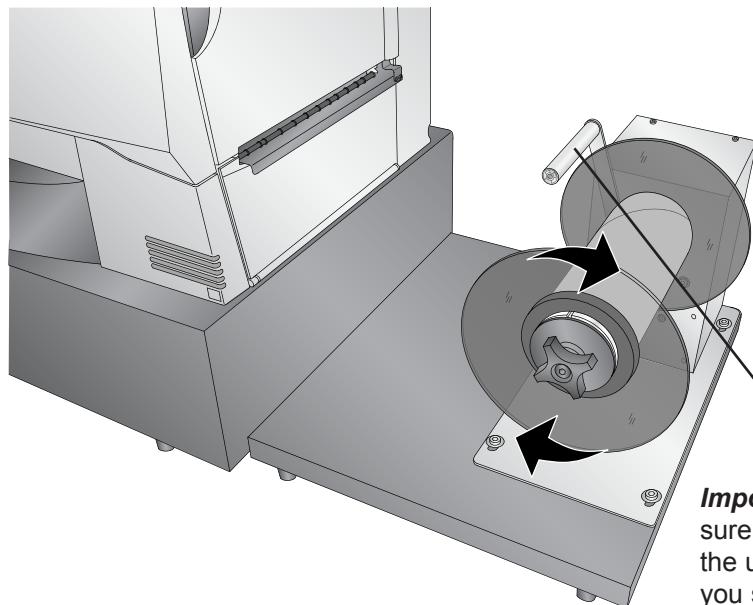
Figure 4-7.



Important Note: Use only
3" I.D. Cores!

8. Place the outer label guide disc on to the rewinder chuck. Push the guide until it touches the rewinder core. Turn the tension knob clockwise to secure the core and the label guide to the chuck.

Figure 4-8.



Important Note: Make
sure the dancer arm is in
the up position before
you start your print.

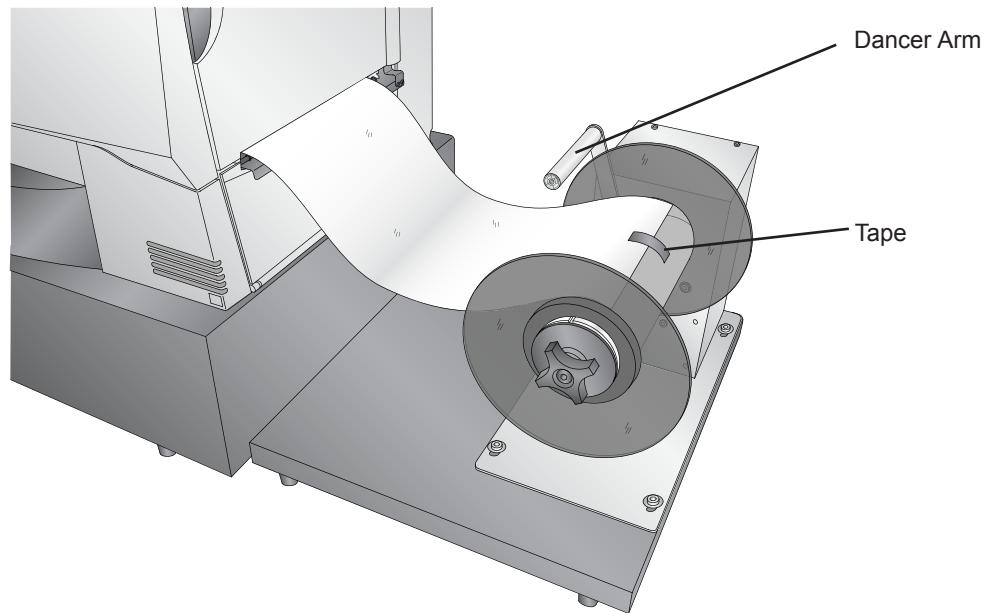
Note: Some cores may be shorter than the stock width. If so, make sure the distance between the label guide discs is slightly larger than the stock width.

9. Print your label according to Section 5 of the manual.

Note: Depending on when the printer was last used, the fuser will need to heat up or cool down before the printer will print. This can take from 2 seconds to 2 minutes.

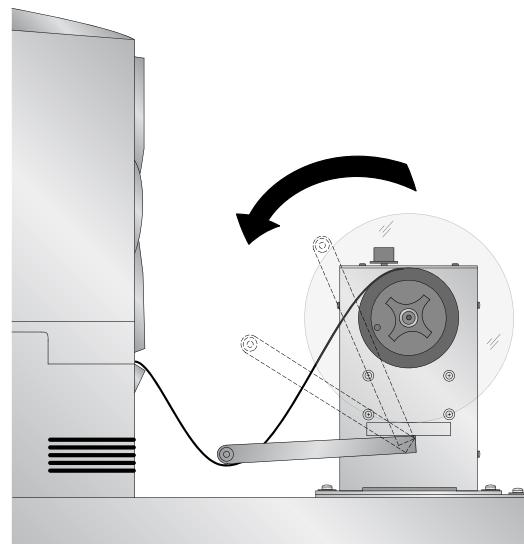
- As the printer is preparing to print, get a piece of tape ready. It is best to stand to the right side of printer with your arms above the rewinder roll. As the stock is ejected from the printer, place the tape on the middle of the end of the stock.

Figure 4-9.



- Immediately after the label stock is attached, engage the Rewinder by flipping the Rewinder Dancer Arm toward the printer until it touches the paper.

Figure 4-10.



Important! To minimize the slack loop that will be created under the rewinder, it is very important that you lower the dancer arm immediately after the label stock is taped to the core.

The taping process occurs very quickly so you may not get the label stock attached correctly the first time you try it. It is important to attach the label stock centered on the core. If the attached label stock is too far to the right or left the paper may fold over itself and cause an uneven wrap. If you think the label stock was not attached properly, cancel the print job using the control panel on the front of the printer.

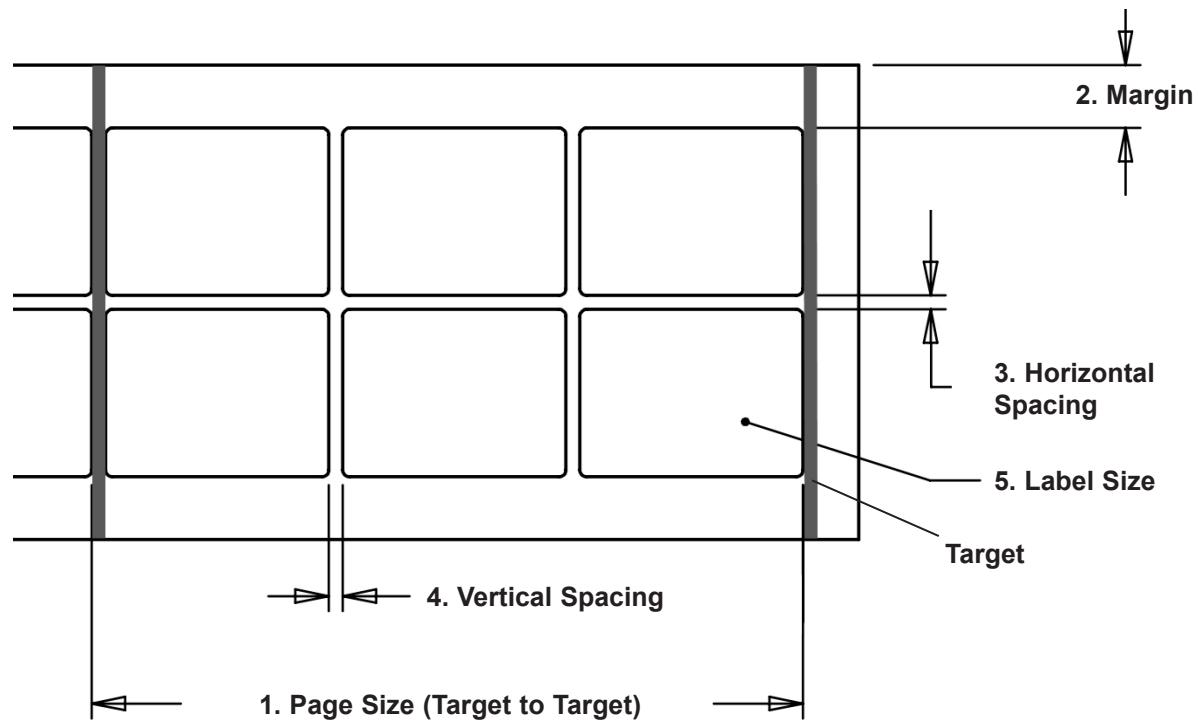
Section 5: Printing

BarTender is the label layout software included with the CX1000 that will allow you to properly format images. With this software and the layout wizard you can easily import a variety of file formats, step and repeat them across a page to correspond with your pre-diecut label stock and print them to the CX1000.

5.1 Measure Your Label Stock

Before printing you will need several measurements from your label stock that you will use in the setup process. Take the following measurements from your label stock:

1. **Page Size.** Measure from the end of one target to the end of the next target.
2. **Margin.** The same value will be used for left and right margins.
3. **Horizontal Spacing.**
4. **Vertical Spacing.**
5. **Label Size.**
6. **Layout.** The example below has three rows and two columns.

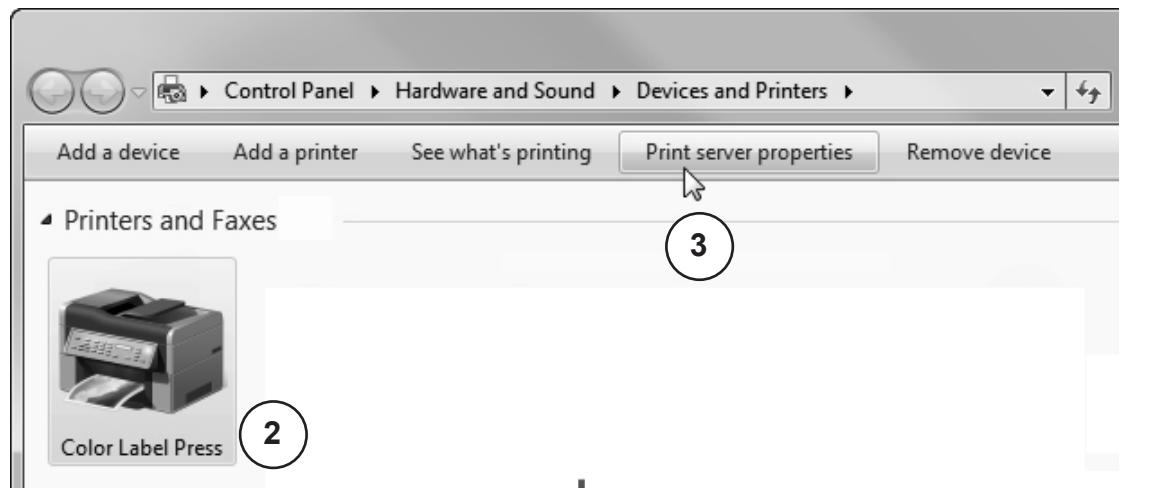


Note: Targets are printed on the back of the label stock liner.

5.2 Create a Custom Page Size

For each label size you will need to create a custom page size.

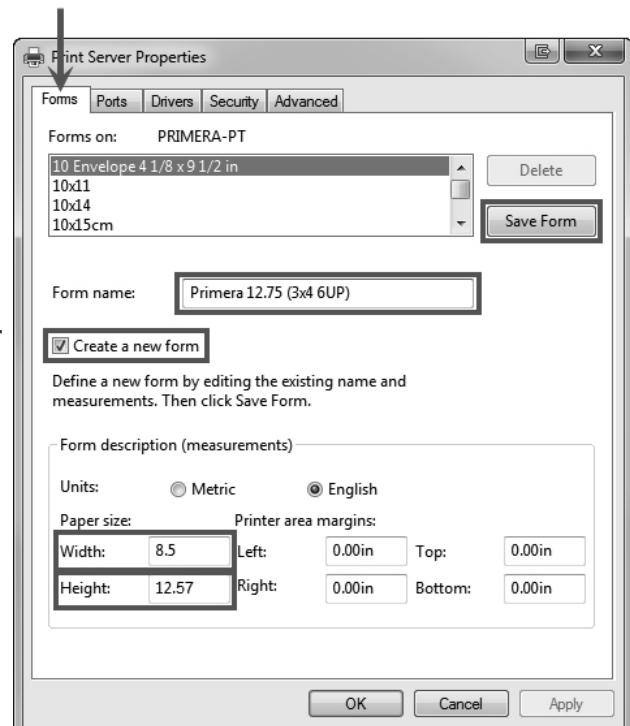
1. In Windows 7, go to Start – Devices and Printers. In Windows 8, press the Windows key to access the metro screen. Now search for “Printers”. Choose “Devices and Printers” from the list that appears.
2. Click on “Color Label Press” to select it.
3. Now click “Print server properties”. If print server properties does not appear make sure Color Label Press is selected.



4. Click on the forms tab.
5. Check the “Create a new form” box.
6. Name your form something descriptive.
7. Enter the Print Width as 8.5” (This value never changes!).
8. Enter the Height. The height is the Page Size (Target to Target) measurement from Section 5.1 minus .185. For example if your measurement was 12.75”, you would enter 12.57”.

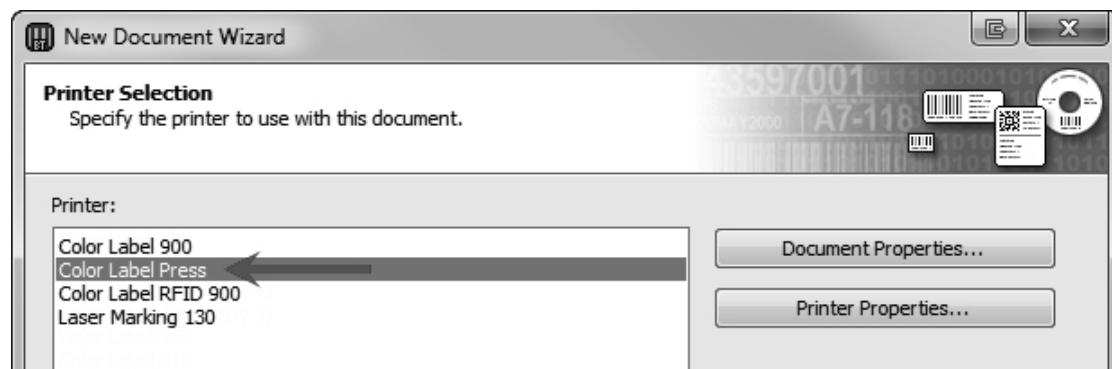
Height = Page Size Target to Target Measurement - 0.185

9. Leave all margins at 0.00”
10. Click “Save Form”.

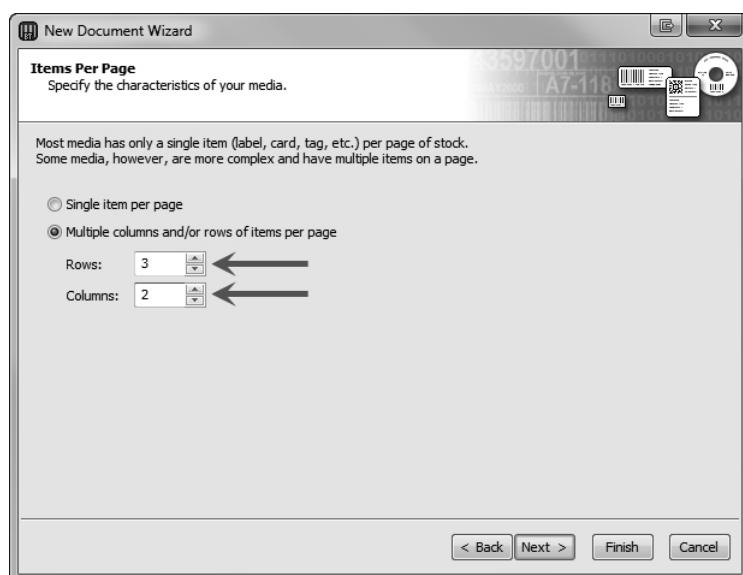


5.3 Create a BarTender Template

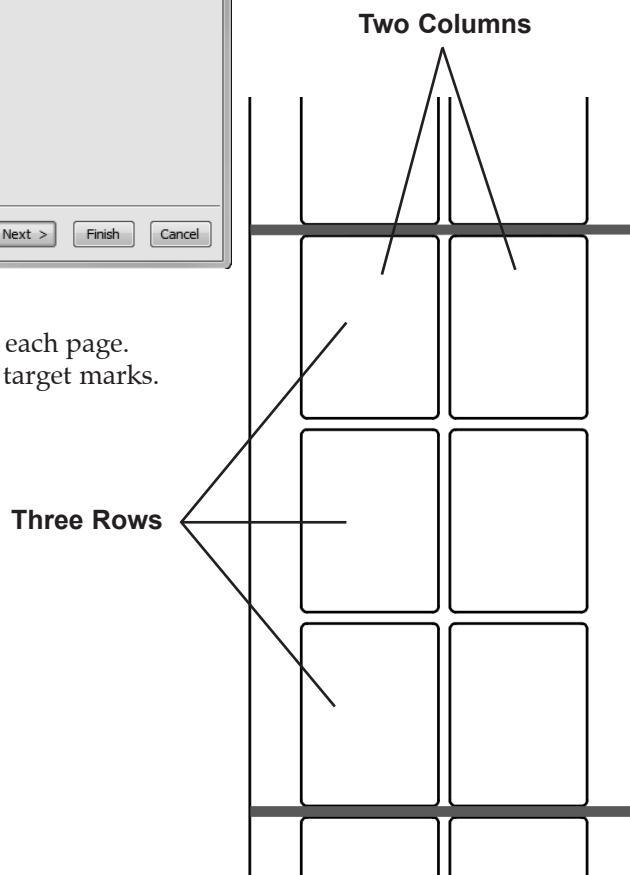
1. Open BarTender UltraLite. Go to File – New.
2. Select “Blank Template.” Click “Next”.
3. Select “Color Label Press” as the Printer. Click “Next”.



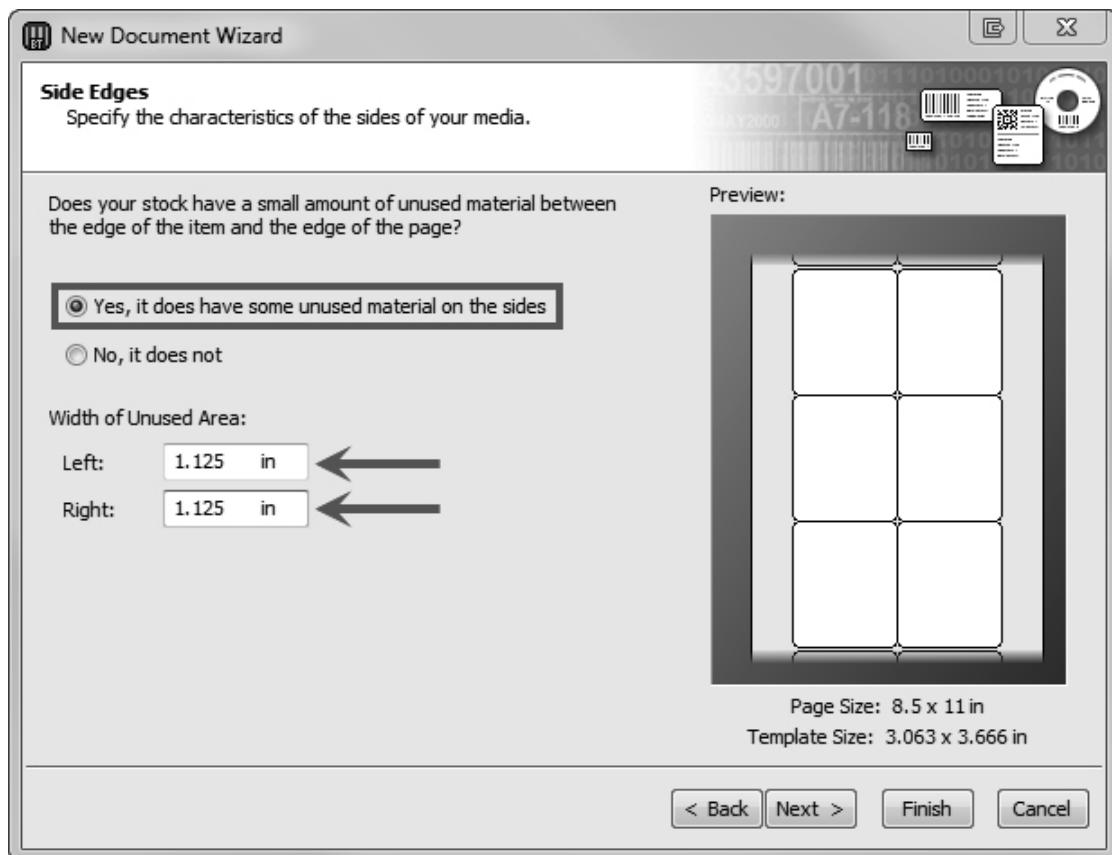
4. Select “Specify Custom Settings” for stock selection. Click Next.
5. Select “Multiple columns and/or rows of items per page” on the Items Per Page screen



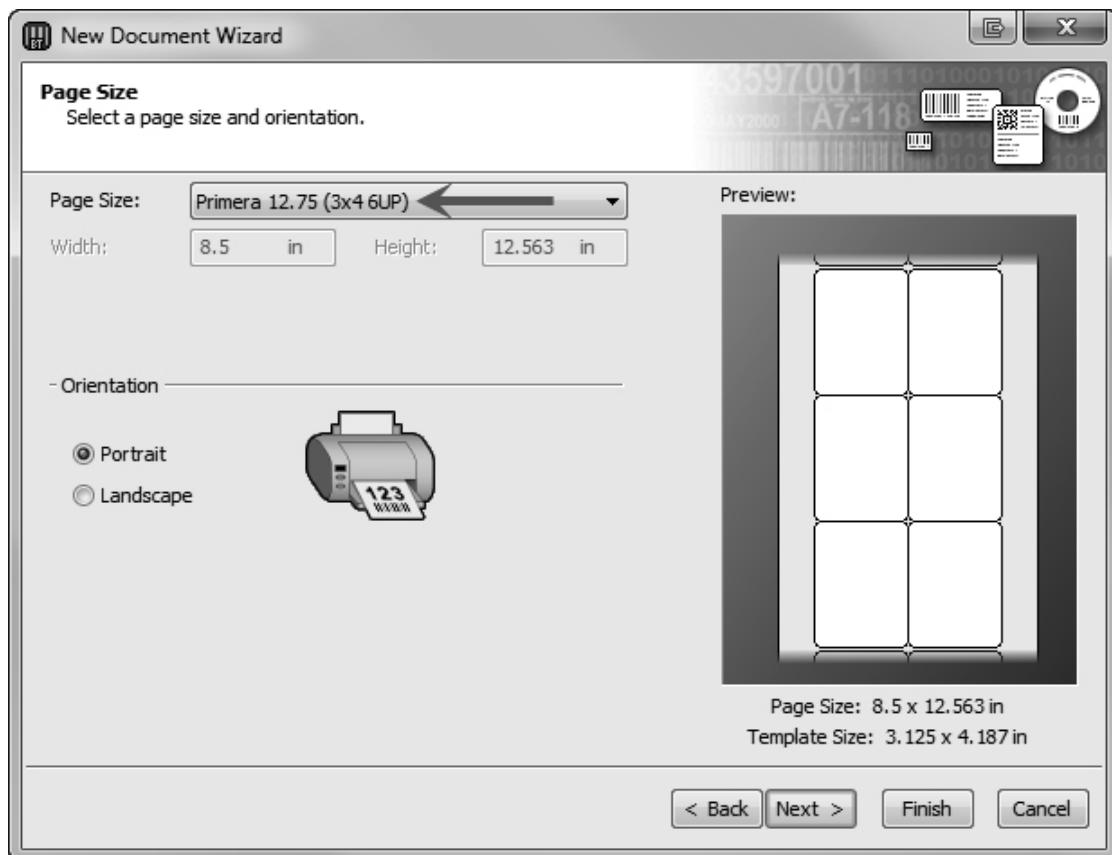
6. Enter the number of rows and columns on each page.
A page is considered the area between the target marks.



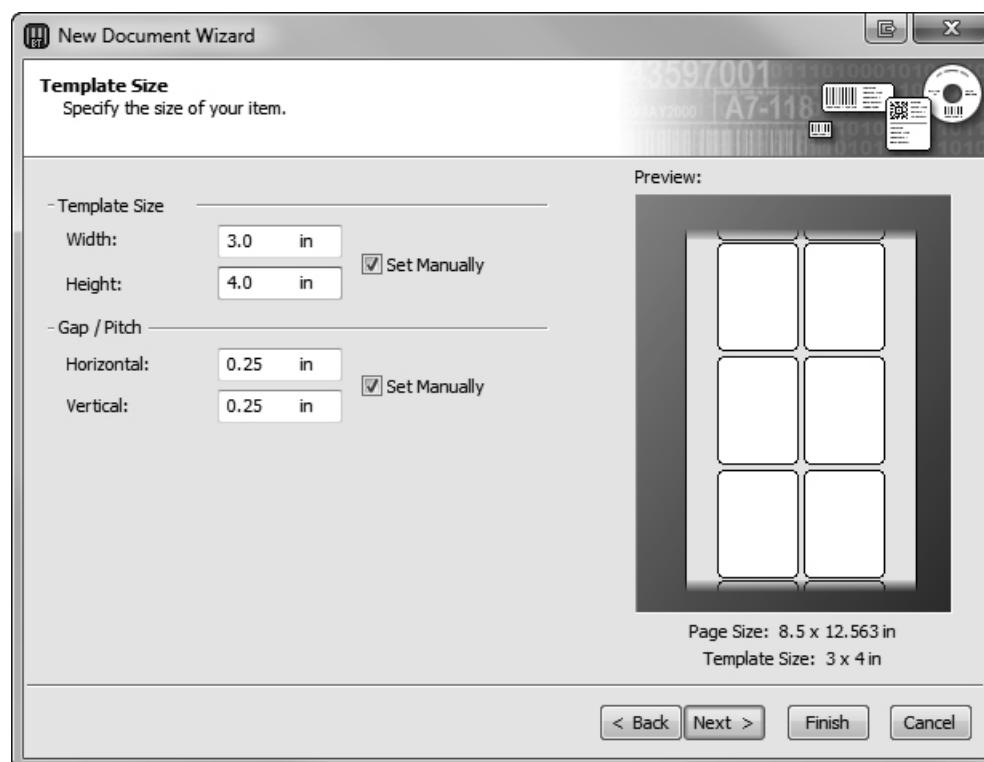
7. Enter the unused area. Use the Margin measurement from Section 5.1. Click Next.



8. Select the custom page size that you created in Section 5.2. If you do not see your custom page size go back to step 3 and make sure you have selected "Color Label Press". Click Next.

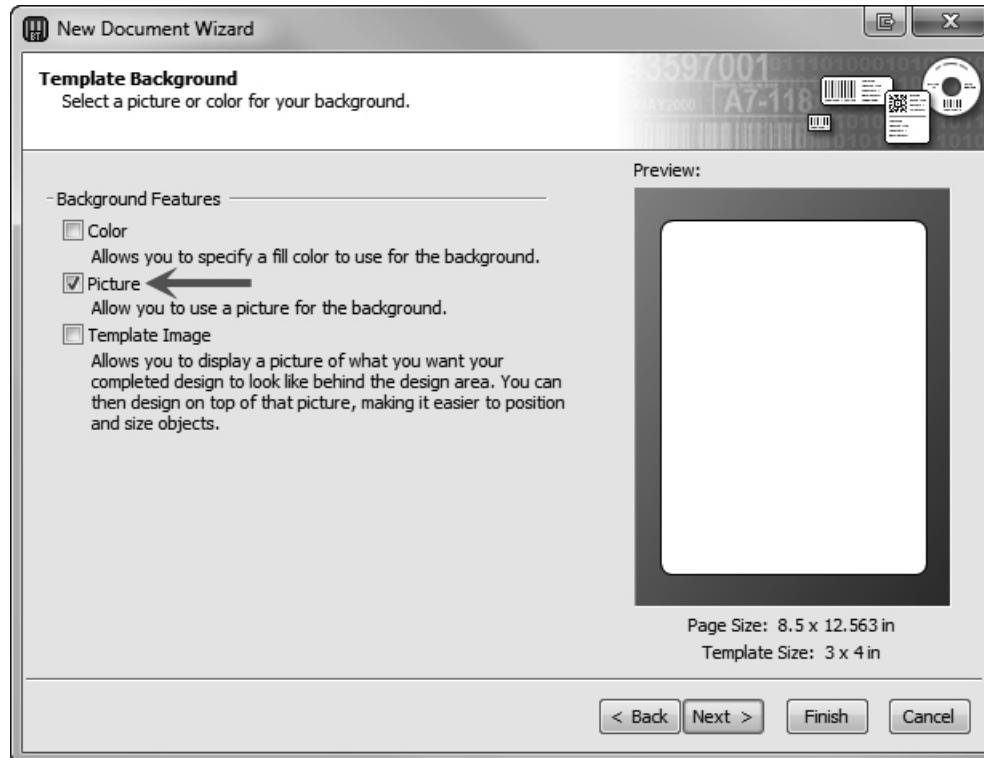


9. Choose the shape of the label. Click Next.
 - a. Rectangle should be chosen for a square corner labels.
 - b. Rounded Rectangle should be chosen for labels that have any corner radius. The default corner radius is .125. If your corner radius is different, choose this option anyway. You can change it later in the File-Page Setup menu after the setup wizard is complete.
 - c. Ellipse should be chosen for circle or oval labels.
10. Set the label template size and the space between the labels. Use the Horizontal Spacing, Vertical Spacing and Label Size measurements from Section 5.1.



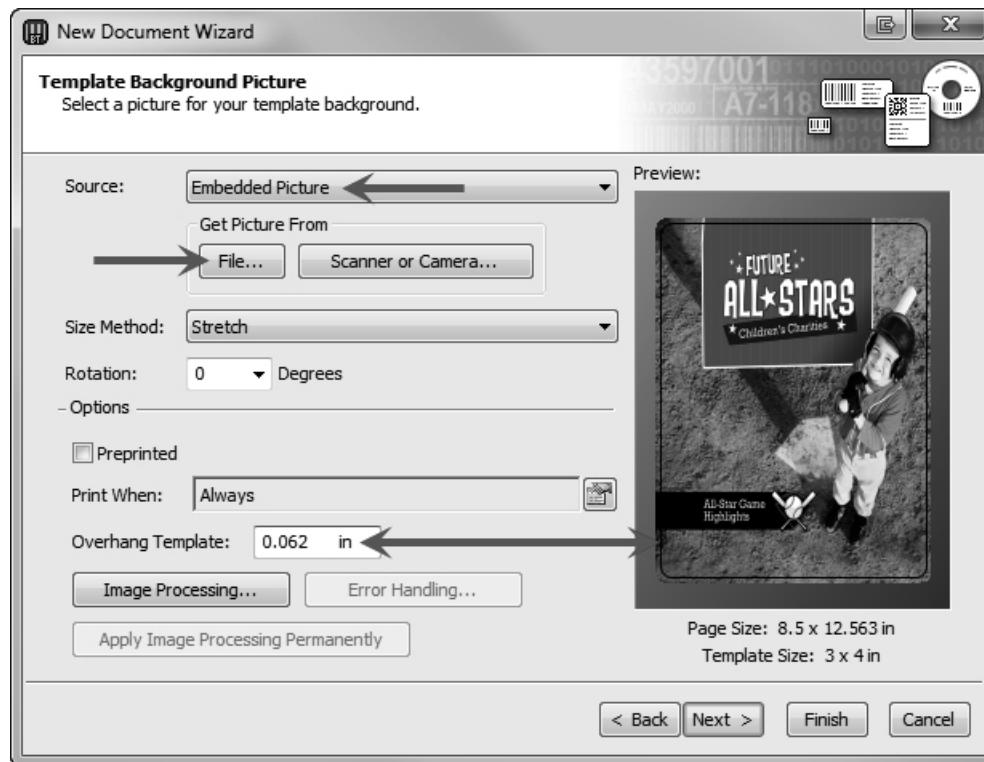
11. Click Next on the Printing Order screen.

12. Check the Picture box and click Next.

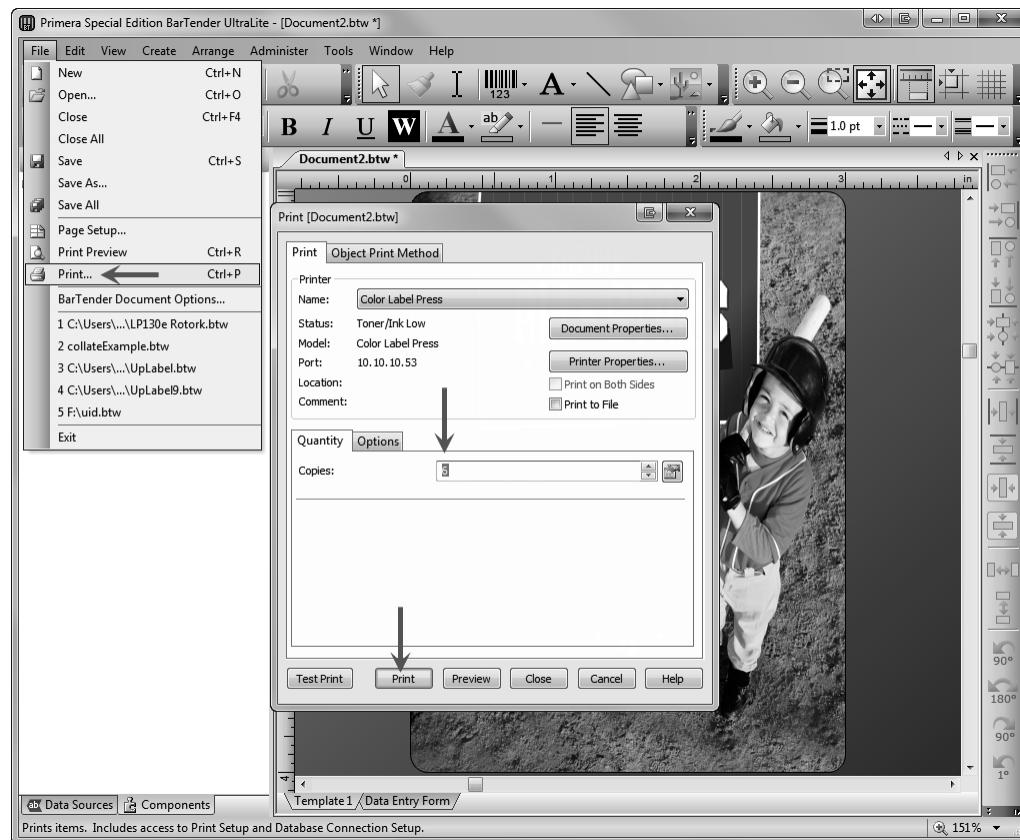


13. Select an image to print. Click Finish when you have set the desired options.

- Set the Source to Embedded Picture
- Click the File... button to browse to your image. (A 300 dpi JPG file is recommended)
- (Optional) Set your size method. If your image is not the same size as your label choose Stretch to expand it to fill the space.
- Set the bleed by entering an Overhang Template value. Primera recommends at least a 1/16 inch (.0625") overbleed.



14. You may now click File – Print to print the label. If you would like to add other components such as barcodes or text to your label see the next section.



Note: The number of copies on the print screen refers to the total number of labels printed and NOT the number of pages that will be printed.

5.4. Add Text, Barcodes and Graphics to a BarTender Label

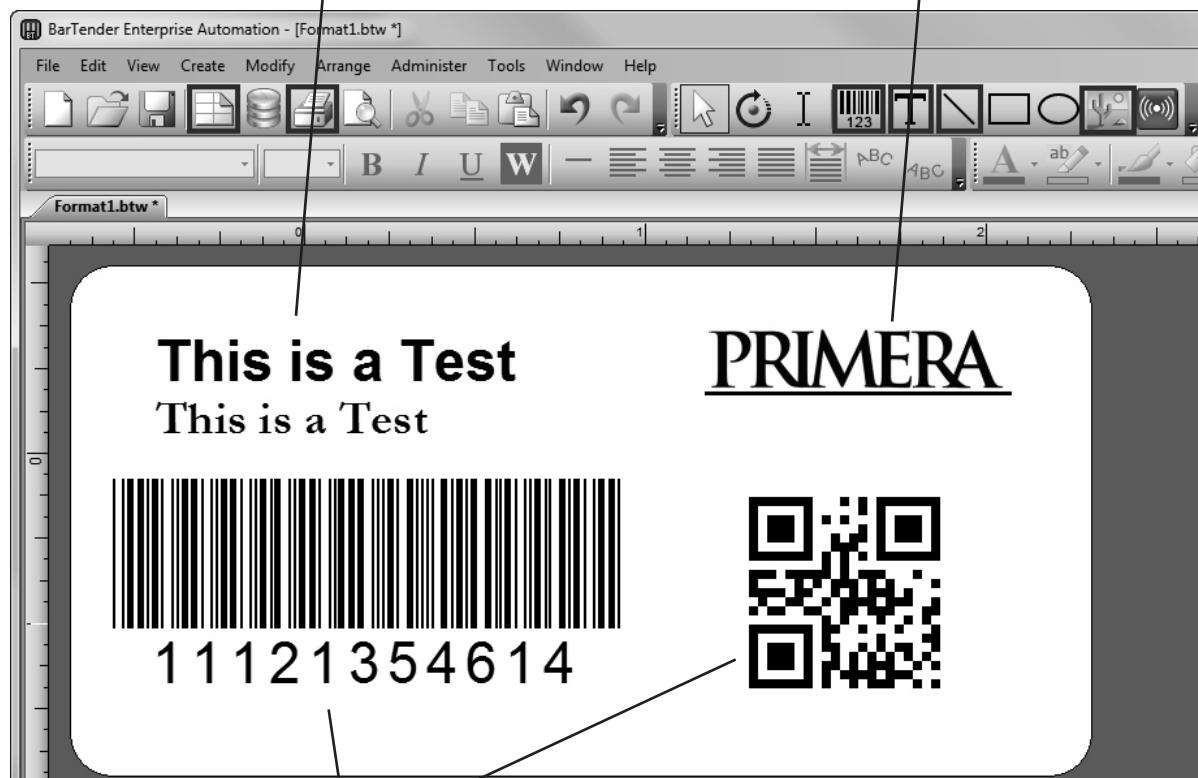
Once you have created your label size you will need to add text, a barcode and graphics. This can be done using one of buttons on the button bar at the top of the screen.



Add Text. Click the Text button. Now click anywhere on your label. *Sample Text* will appear. Edit the text on screen or double click it to open up text settings to change font, size and other settings.



Add Graphic. Click the Image button. Now click anywhere on your label. An Image Icon will appear. Double click it to open up image settings and browse to the image/graphic that you would like to insert.



Add Barcode. Click the barcode button. Now click anywhere on your label. A barcode settings window will appear. Here you can chose any type of barcode and enter the value.



Lines. Click the line button to add a horizontal or vertical line.



Page Setup. Open the page setup to change your label size, adjust corner radius or change the shape.



Print. Click the print button to start printing.

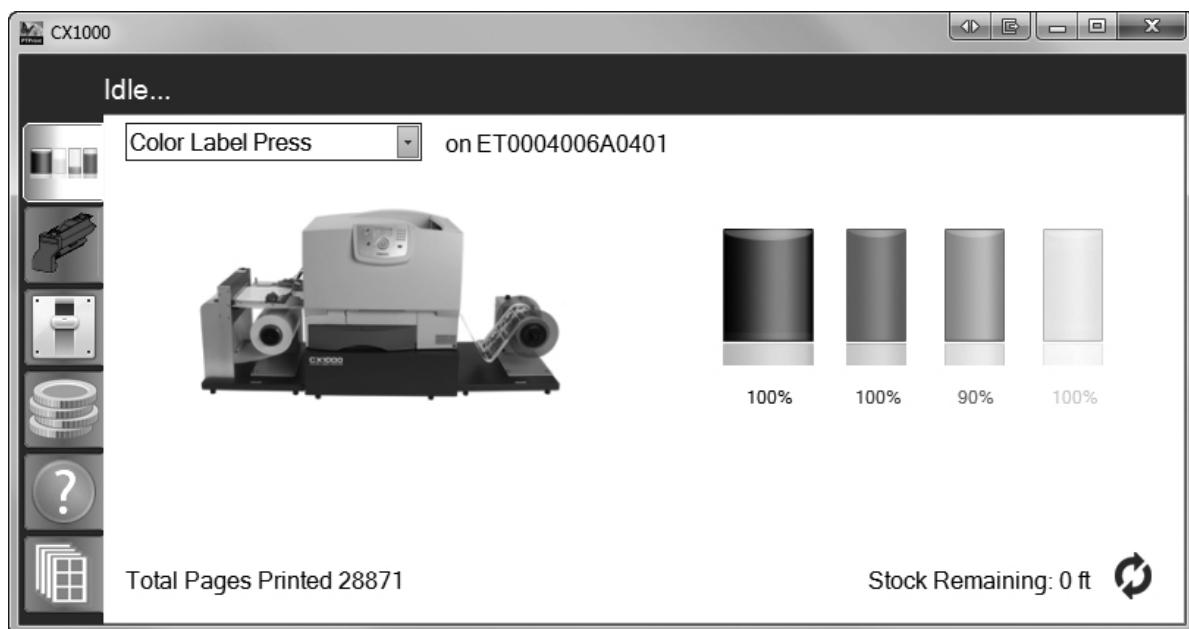
Tip! Double Click any object to open settings for that object.

Section 6: Toner Monitoring and Supplies Management

The status monitor will start automatically when you print a label for the first time. You may also start it manually by going to Start - All Programs - PTPrint - Status Monitor. The status monitor can be used for the following tasks.

- Monitor Toner Status
- Monitor Label Supplies
- Estimate Cost Per Label
- Track Used Toner Usage Levels
- Print Supplies Sheets

To navigate to the various functions of the Status monitor click on the menu items on the left.

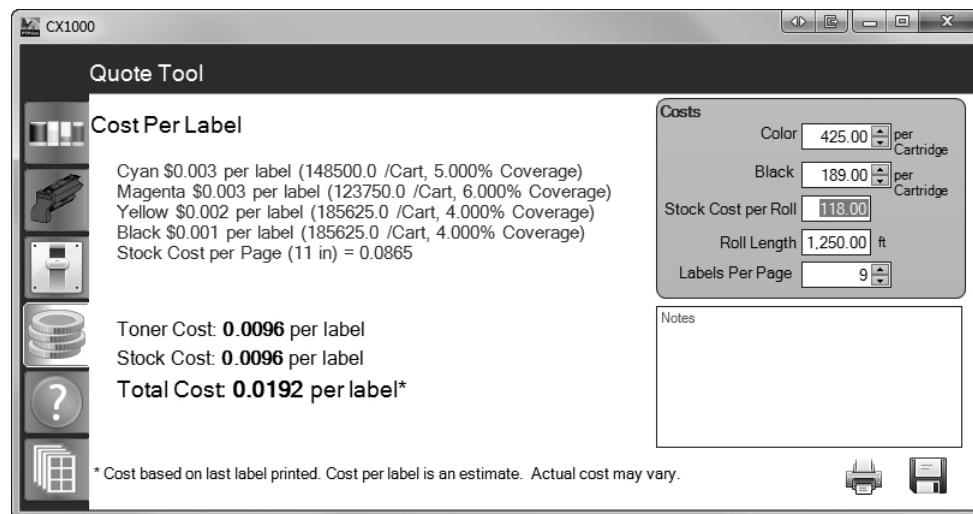


6.1 Estimating Cost Per Label (Quote Tool)

Using the quote tool inside the status monitor software it is possible to estimate the cost per label before actually running job. Use the following procedure to estimate cost per label.

1. Setup the label using the instructions in Section 5 of this manual.
2. Print **one page** of the label job you intend to print. **This is extremely important.** The quote tool is based on the last label printed and is most accurate if the label was printed as a one page print.
3. Open the Status Monitor. (It automatically opens after you print.)

4. Click the Quote Tool Tab (fourth tab down with the coin icon). Your total cost per label including stock will be displayed based on default toner cartridge and stock costs. Adjust these values to reflect the actual cost of your toner and label stock.



Once you set the stock and toner cost values you will not have to change them again unless you make another purchase of stock or toner at a different cost.

Important Note: This tool provides a Cost ESTIMATE. Actual costs may vary.

Labels Per Page

Always verify the labels per page is accurate. Adjust if necessary. If you manually array images on a page in PTPrint using the instructions in Section 5.2, the Labels Per Page will have to be manually entered.

Print or Save Quote

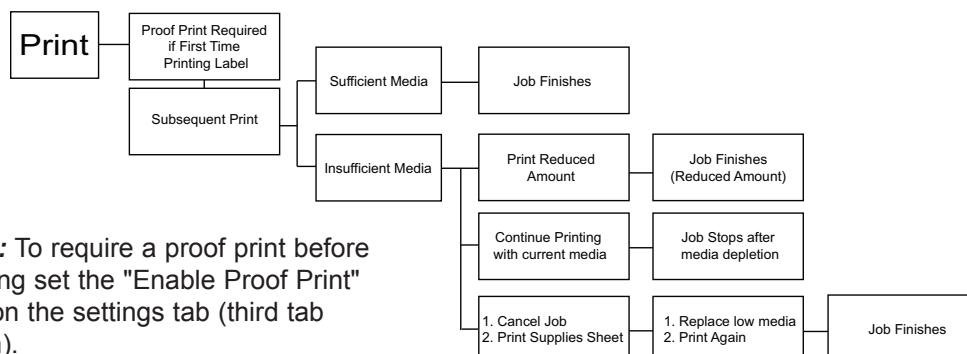
You can print this screen and attach it to the proof print and/or Save the screen capture as a JPG to keep with the original PTPrint file. Simply click the Print button or the Save button.

6.2 Printing a Proof Print

Immediately before you print any job you can print one page of that job (Proof Print). If you print a proof print you can:

- estimate cost per label
- enable analysis of available toner in cartridges vs. required toner to finish the job

Even if you have previously printed a one page proof print to estimate label cost you must always print a one page job immediately before your job to check if there will be enough toner for your job. See the flow chart below for a typical work flow.



How do I Print a Proof Print? A proof print is simply a one page print job using the same PTPrint file that you created using the instructions in Section 5. Go to File - Print. Set your number of copies to 1. Click OK.

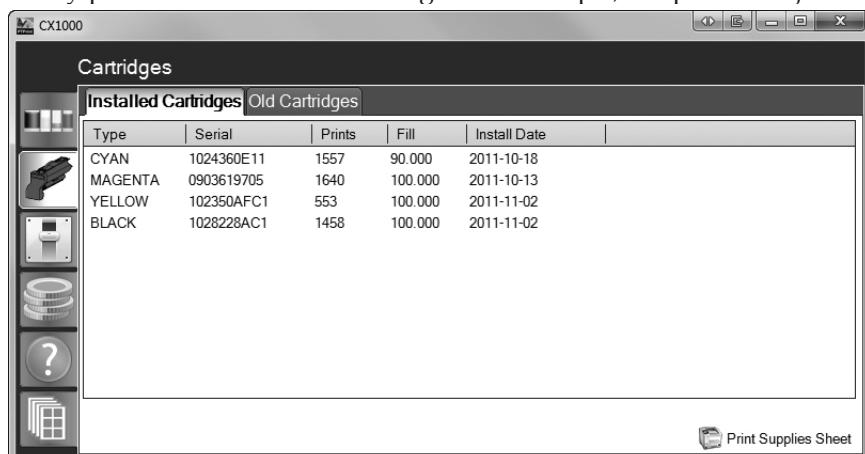
It is not necessary to tape the proof print to the rewinder. The proof print will use approximately 10 feet (3 meters) of label stock. The stock will be automatically cut.

What happens if I don't print a Proof Print? If you do not print a proof print and you have "Require Proof Print" checked in settings, a notice will appear informing you that a one page job will be sent to the printer instead of your original job. If you do not have "require proof print" enabled, and you do not print a proof print you will not be warned if you do not have enough toner to finish the job.

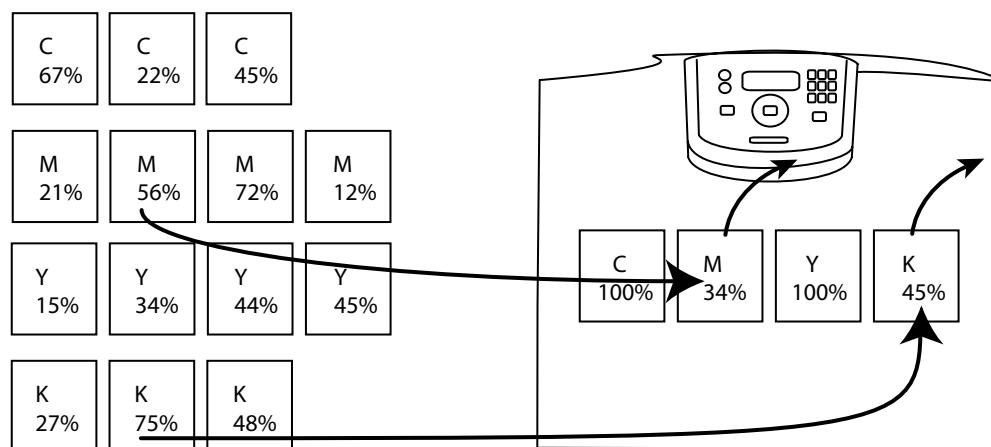
6.3 Managing Used Toner Cartridges

If the printer runs out of toner, the job will be stopped and the paper will be cut. The printer can not pause a job while you swap out toner because of calibration issues and physical issues with the image transfer unit and the fuser. Because of this, it is important to make sure you have enough toner in all of the cartridges to finish your job. Printing a proof print before a job allows you to check if you will have enough toner to finish your job. See Section 6.2.

In many cases, a job will use only part of the toner in a cartridge. For example, if a particular job uses 75% of the toner in a cartridge that leaves you with 25% remaining. If the next job requires 50% of that particular color you can not use that cartridge. The 25% cartridge will have to be removed. However, you don't need to waste this cartridge. You can write the remaining toner amount on the cartridge before you remove it.



You may also print a Supplies Sheet before removing the cartridge. This summary includes the percentage remaining in each cartridge and the Serial Number of that cartridge. You can then attach this information to the cartridge you are removing. In a few weeks if you have a job that needs less than 25% of that color you can pull this cartridge from your library and put it in the printer. This means that you can keep a library of partially used toner cartridges with varying amounts of toner left. This allows you to use as much toner as possible without running out of toner in the middle of a job. See the diagram below for an example of how this works.



Job Requires Toner Cartridge with at least 50% Magenta and at least 70% Black

How to use a Toner Library

1. Based on the proof print, before your job is sent to the printer the software estimates the amount of toner required from each cartridge to finish the job. It then checks this amount against the cartridges in the printer. If any of the levels are too low to complete the job, a warning message will be displayed. Not only does this warning display cartridges that need to be replaced to finish the job, it also displays the amount of toner required from each cartridge. For example, if the cyan cartridge has 100% remaining but only 25% is required to finish the job, you have the option to also replace this cartridge with one from your cartridge library that has toner levels closer to the amount required to finish the job.
2. To find the appropriate cartridge for a job you can search your library. We recommend you designate an enclosed cabinet near the printer as the used cartridge library and then attach a supplies sheet to each cartridge as you remove it. If you forget to place the supplies sheet on the cartridge you can still identify it by referencing the old cartridge tab and finding the Serial Number of the cartridge you want to use. A unique serial number is printed on each cartridge.

Note: Old cartridges with no toner remaining can be deleted from the list by selecting the entry and clicking delete.

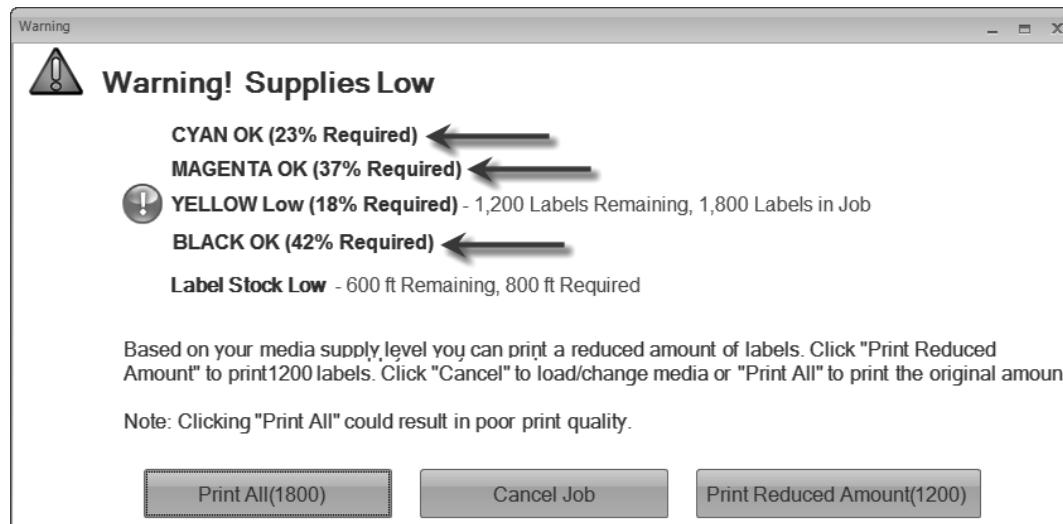
6.4 Enter Supply Roll Length

Each time you load a new roll of label stock, enter the total length of that roll by clicking the icon in the bottom right side of the status window. The status monitor will then subtract from this value as you use the roll. Before you remove a partial roll print a supplies sheet using the instructions in Section 6.3.



6.5 Low Supplies Warning

After you print a proof print and you send your job including the total number of labels you wish to print, you may be prompted with a low supplies warning.



You will receive this warning if there is insufficient toner in any one of the four toner cartridges or if there is insufficient label stock on the supply roll. This calculation is based on the proof print that you must print before each job. The warning displays which cartridges are low on toner for this job and the percentage of toner from each cartridge that is required. You have several options at this point.

Print Reduced Amount. If you choose to print a reduced amount the CX1000 will print only the amount that it is able to based on the current supply levels. For example, if the job calls for 1500 labels but the cyan toner cartridge only had enough toner for 1200 labels and the supply roll only had enough paper for 900 prints, the software would give you the option to print only 900 labels. The software will always calculate the reduced amount based on the lowest label value.

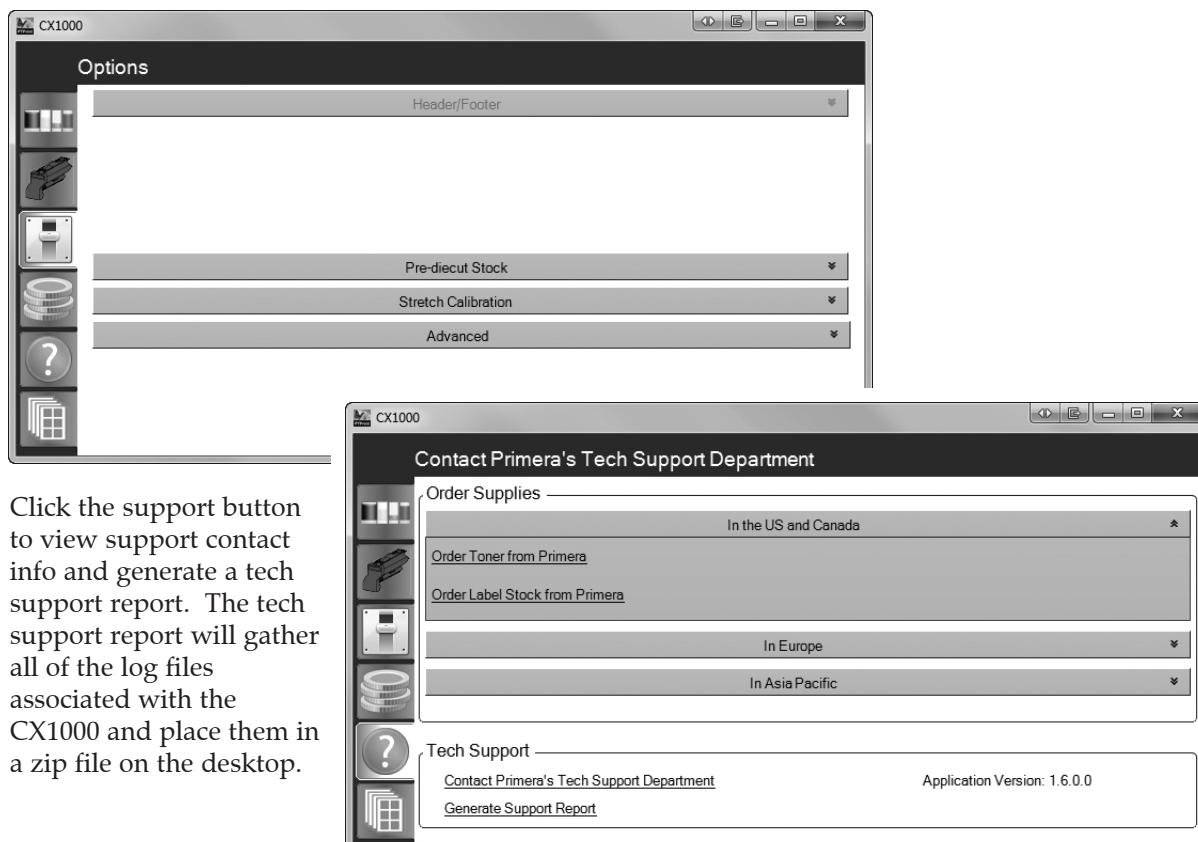
Print Original Amount. Choosing this option allows you to ignore the warning and print anyway. Only choose this option if you simply forgot to update the Supply Roll Length value when you put on a new roll or if the specified low toner cartridge is only a few labels short of finishing the job. For example, if your job called for 1500 labels and the magenta toner only had sufficient toner for 1495 labels, you might decide to ignore the warning.

Cancel. Choose this option if you want to replace the toner or supply label stock with a new / used cartridge or roll that had sufficient toner or paper length. Before removing the label stock or toner cartridge, print a Supplies Sheet using the instructions in Section 6.5. Put the appropriate label on the low toner cartridge or label stock that you will remove from the printer.

6.6 Other Functions of the Status Monitor

Click the options button to:

- change language
- change measure units (affects remaining stock value)
- edit fuser temperature (use to fix toner adhesion problems)
- change the vertical offset
- enable Require Proof Print (See Section 6.2)
- run a Stretch Calibration
- set Page Length (for use with BatchPrint software)



Click the support button to view support contact info and generate a tech support report. The tech support report will gather all of the log files associated with the CX1000 and place them in a zip file on the desktop.

Section 7: Media Recommendations

You must print on media sold by Primera or approved by Primera. Check our website or call our sales number to purchase Primera media.

- <http://www.primerastore.com>
- Sales Phone: 1-800-797-2772

Please search for article 366122 on the Primera Knowledgebase for an updated list of compatible stocks. <http://www.primera.com/kb>

All stock must be converted to 8.5" width roll with 8" outer diameter on a 3" ID core.

If you would like to have your media approved, please contact tech support. They will arrange for the media to be tested.

Approved media will have the following properties:

Paper Type

The CX1000 can only print on Laser Printer approved materials with "low ooze" adhesive. The label manufacturer's specifications will always say whether material is laser approved. If it does not say laser approved it probably is not laser-approved. Be sure that the laser approval applies to the face stock material, the adhesive and the liner. Stocks must be laser approved because the fuser roller contacts the paper at 356 F / 180 C. At this temperature facestock or liner material could melt or burn. Adhesive that does not have low ooze properties will cause adhesive build up on the ITU and fuser causing irreparable damage to both of these components.

Do NOT attempt to print onto non laser-approved materials. Damage to your printer may result which will not be covered under your limited warranty. POLYPROPYLENE AND SOME OTHER SYNTHETIC MATERIALS WILL MELT. Do not ever attempt to print onto polypropylene or any other similar low-temp substrates.

Polyester and Paper generally will perform well in the CX1000.

Thickness

Mil = 2 - 6

Caliper(Inches) = .002 - .006

Millimeters = .0508 - .15

Grams/sq meter = 34 - 116

Paper stock in the above range will feed through the CX1000 printer without problems. Depending upon operating environment, Polyester stocks in this range will also feed through the printer without problems. However, 2-3 mil Polyester does curl as it exits the printer. In more humid environments this curling becomes more severe and could cause the paper to jam before it enters the fuser. Stock thicker than 6 mill will intermittently jam before entering the fuser. This can be solved by attaching a thinner leader material to the thicker stock.

When testing other media consider the following additional criteria:

1. Print Quality / Poor Transfer - See Note 1.
2. Color Accuracy
3. Solid Color Saturation
4. Label Feed (Requires minimum 100 feet of test paper)
5. Label Wrap
6. Fuser Heat Tolerance - wrinkling, bubbling, burning, breaking, curling
7. Water Tolerance
8. Scratch Tolerance
9. Effect of Adhesive in Printer (Requires minimum of 500 feet of test paper.)

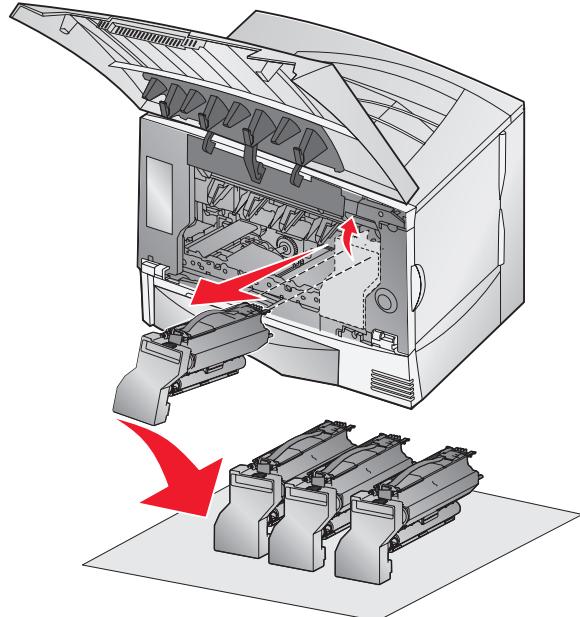
Note 1: *Test at least 500 feet of continuous material before determining compatibility. Some plastic stocks will initially appear to be compatible. However over time, the material absorbs too much heat so that not enough is left over to fuse the toner to the surface of the material.*

Section 8: Replace Toner Cartridges

Remove the print cartridge(s).

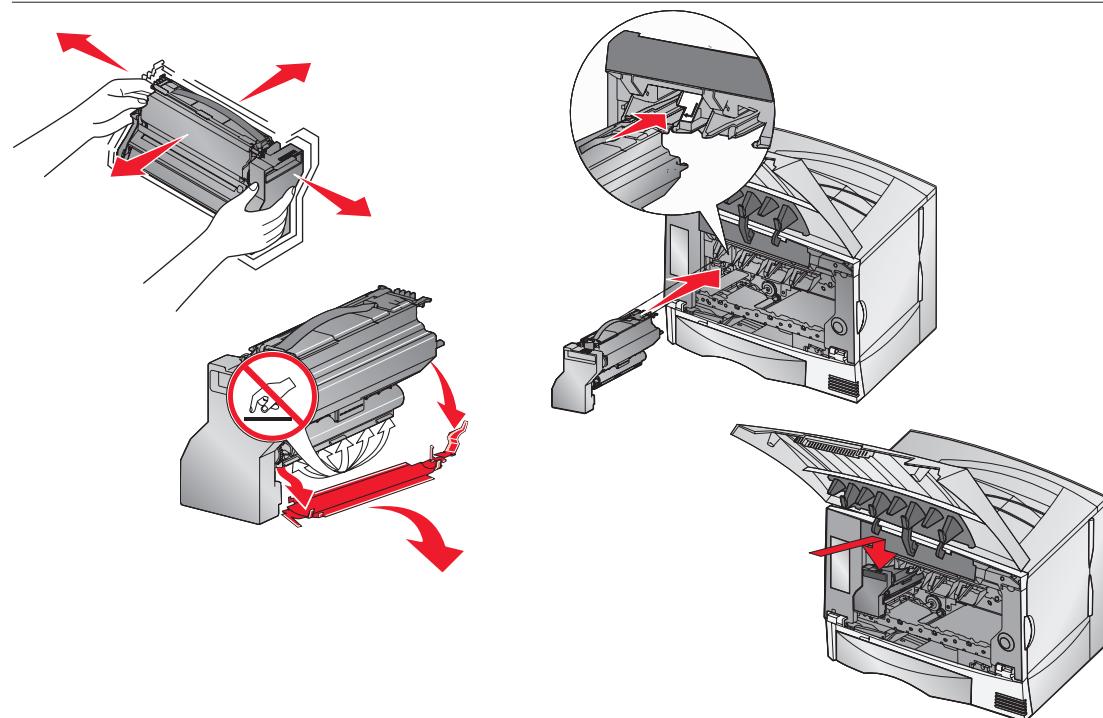
- a. Pull up slightly on the cartridge handhold.
- b. Pull the cartridge straight out and use the handle to lift it off the guides.
- c. Place the cartridges on a clean, flat surface out of direct light.

Figure 8-1.



Before replacing the toner cartridges, shake the cartridges side to side and back to front to redistribute toner. Next, remove the protective sheet from the bottom of each toner cartridge. Put cartridge(s) back into the printer being sure to match the color label on the cartridge with the one on the printer. On each cartridge there are pegs that correspond to slide rails inside the printer.

Figure 8-2.



Section 9: Maintenance and Troubleshooting

9.1 Matching Pantone Colors

Important Note: PANTONE® to CMYK Bridge documents/files are available on the installation disc in the Pantone Folder. These documents/files allow you to look up a Pantone Color number and find the corresponding CMYK value to use in the file that will be printed on the CX1000. See below for more explanation.

The CX1000 is a CMYK printer. This means any PANTONE® colors must be approximated using CMYK color values. Most PANTONE colors can be approximated quite accurately using these CMYK color values. Custom CMYK data has been developed for 1,137 colors from the PANTONE solid coated color library of the PANTONE MATCHING SYSTEM® for the optimal reproduction on the CX1000. Under the Pantone folder on your installation disc you will find the following folders/files to assist with this process:

1. Calibrated Look-up Table \CX1000_Pantone_Swatches.pdf - This document is a full color PDF with over 1000 swatches of color. Below each color is the CMYK value and the corresponding Pantone Color number.
2. Look Up Table Text\CX1000 Pantone.pdf - This is a text only (no swatches) version of the document described above.
3. Application Support Files - This folder contains other folders for various application-specific, ready-to-use palette files for a number of Macintosh and Windows® applications. The files provided have been organized and formatted for Macintosh and Windows operating systems. Each of these folders contains a collection of platform and application specific visually calibrated palettes. There are folders by product name or software publisher to help you locate the particular file you are seeking. These files allow you to match CMYK values to Pantone values through the software program. This is an automatic method of doing exactly the same manual matching procedure described in 1 and 2 above. Refer to your specific design program manual for instructions on importing these palettes.

Note: The white brightness factor and other properties of the label stock used can affect the output of color.

Instructions for matching Pantone

While the CX1000 utilizes a Pantone calibrated printer it is not capable of reproducing all Pantone colors like a flexo press. Instead it is a CMYK digital laser press. As with any CMYK printer it is not possible to produce exact Pantone colors. However it is possible to approximate the Pantone colors using specific CMYK color values. The color values must be used when the labels are being designed. **It is not possible to match Pantone colors when printing to the CX1000 using the same image file that was used for another printer.** To match Pantone colors the image file must be designed specifically for the CX1000.

Once you have decided on the specific Pantone color you are going to match, record the Pantone number. Now open the CX1000_Pantone_Swatches.pdf or the reference table, find the Pantone number and the corresponding CMYK value. Use that value for this Pantone color in your design program.

For example, if you intend to match Pantone 274C find that color in the reference table or the CX1000_Pantone_Swatches.pdf . The resulting value would be C:95 M:100 Y:0 K:13

Note: The CMYK values in the CX1000 Pantone Palette are not the same CMYK values in the Pantone Color Bridge book purchased from Pantone.

Recommended Design Procedures

Before beginning design work on a particular label the designer should have a specific printing process in mind. This means that the designer will need to create a separate image file for each print process. **For example, you can not use the same image file for the CX1000 that you use on a flexo press and expect the colors to print correctly.** The designer will need to design a label specifically for the CX1000. This allows them to tailor the design to the specific attributes of the CX1000. In addition to the design aspect of the label, the designer should also pay close attention to color. If the designer is designing a company logo that will be printed using many different types of printing processes, some of which are capable of matching Pantone and some which are not, they should choose a Pantone color that can be very closely approximated on a CMYK printer. To pick a good cross process color consult a Pantone Color Bridge book and the CX1000 Pantone Palette above. To get the most accurate approximation of a particular Pantone color the CX1000 Pantone Palette should be printed on the CX1000. See the instructions below.

If colors other than Pantone are desired there is another method for determining the proper CMYK values to achieve the desired color output. The CX1000 is actually capable of printing many more colors than are in the Pantone library. 4.2 Billion to be exact. Primera recommends printing CMYK color increment swatches. This will be the best reference point for choosing the colors for a particular design. You can print the swatches on the various substrates that you will be using with the CX1000. (See instructions below for printing these swatches) CMYK color values are printed along with the swatches so if you like a particular color you can get that exact color by using the CMYK value associated with it in your design.

Matching Another Printer

Using the CMYK color increment swatches it is also possible to very closely match the printed output of the CX1000 with other printers. Simply compare the printed output of the other printer with the printed CMYK color increment swatches printed on the desired substrate. Choose the color (CMYK color values) that most closely match the other printer.

Print the CX1000 Pantone Palette

1. Switch off the printer. Turn it back on. Wait for it to start up.
2. On the CX1000 Control Panel, change the MP Feeder paper type to Letter. Paper Menu - Paper Size/Type - MP Feeder Size/Type - Choose "Letter" - Then choose "Custom Type 5" You may have to press the down arrow repeatedly to view all the options on a particular menu.
3. Open the CX1000 Pantone Palette.pdf.
4. Go to File- Print - Choose the Color Label Press.

Note: Be sure to switch the Size/Type back to Universal/Custom Type 5 via the Control Panel before sending another print job.

Print CMYK Color Increment Swatches

1. Switch off the printer. Turn it back on. Wait for it to start up.
2. On the CX1000 Control Panel, change the MP Feeder paper type to Letter. Paper Menu - Paper Size/Type - MP Feeder Size/Type - Choose "Letter" - Then choose "Custom Type 5" You may have to press the down arrow repeatedly to view all the options on a particular menu.
3. On the control Panel also change the Default Source to MP Feeder. Paper Menu - Default Source - MP Feeder.
4. Open any internet browser.

5. Type the printers IP address in the address bar. To find the printer's IP address, navigate the printer's control panel - Network/Ports - TCP/IP - Address.
6. A printer settings page will appear. Go to the Configuration Menu.
7. Click on "Color Samples"
8. Choose "Off CMYK" or "US CMYK". These choices correspond to color matching settings available in the printer driver.
9. Click Print.

Not all colors will be printed on this job. To focus in more on specific colors you can click the Detailed Samples button on the color samples screen. This will allow you to enter specific CMYK values and a variation increment. The smaller the increment, the closer to the original CMYK value all the swatches will be. We recommend a increment of 2 or 3 when focusing in on specific CMYK values.

Tip! When typing in specific CMYK values, we recommend setting K to 0 to get more vibrant swatches.

Note: Be sure to switch the Size/Type back to Universal/Custom Type 5 via the Control Panel before sending another print job.

9.2 Color/Alignment Calibration

Color calibration occurs automatically every 500 pages, when a new cartridge or ITU is installed, if power saver has been on for more than 8 hours and at other points if one of several internal parameters has exceeded a threshold. You will see the Calibrating... notice on the printers control panel when the calibration is taking place. This calibration is used for color accuracy and pixel (print head) alignment. See Section 9.3 for more information on Print Head Alignment.

You can force the printer to perform this calibration using these instructions.

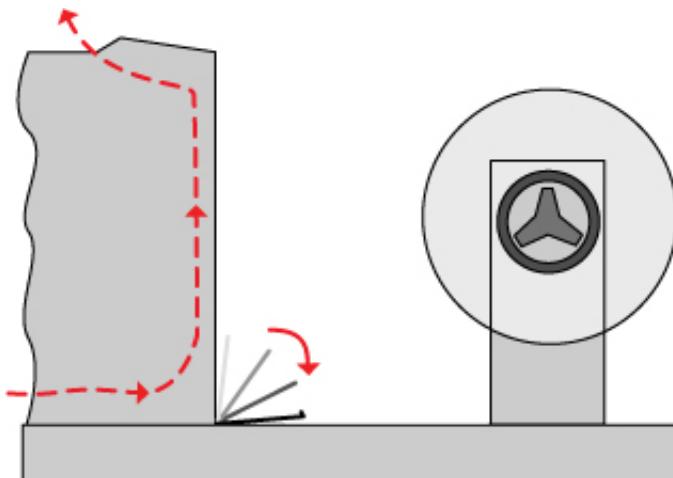
Press Menu on the Printers Control Panel - Select Settings - Select Quality Menu - Select Color Adjust (last item on list). The printer will calibrate for several minutes.

9.3 Print Head Alignment

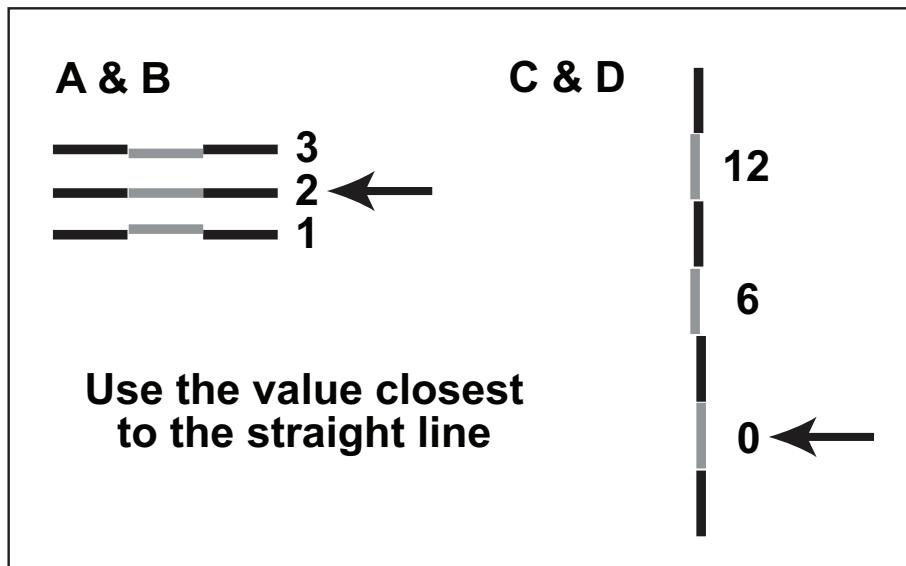
Pixel shifting can be caused by a misaligned print cartridge. This usually occurs after a new cartridge is installed. Try the following:

- A. First do an auto alignment from the standard printer control panel. Press Menu - Select Settings - Select Quality Menu - Color Adjust (last item on list). The printer will calibrate for several minutes.
- B. Perform a manual alignment for the specific color that is out of alignment (usually the same as the last replaced cartridge) from the Diagnostic menu.
1. On the printer's control panel, set the default source to Tray 1. Press Menu - Select Paper Menu - Select Default Source - Select Tray 1.

2. Open the Toner door to disengage the feeder path switch so the paper feeds out the top of the printer.



3. Turn off the printer.
4. Access the diagnostic menu by holding the Right and Bottom arrow buttons on the control panel while switching on the unit.
5. Select the Alignment Menu - Select the Color you want to Align - Select "Quick Test"
6. A two page test pattern/worksheet will print.
7. The test pattern is divided into 4 areas: Skew, Top Margin, Left Margin and Right Margin. Use the lines and Boxes in areas A, B, C, and D, to calculate each value. Write down the value that corresponds with Black to Color line which is the straightest. When you are finished go back to the printer.

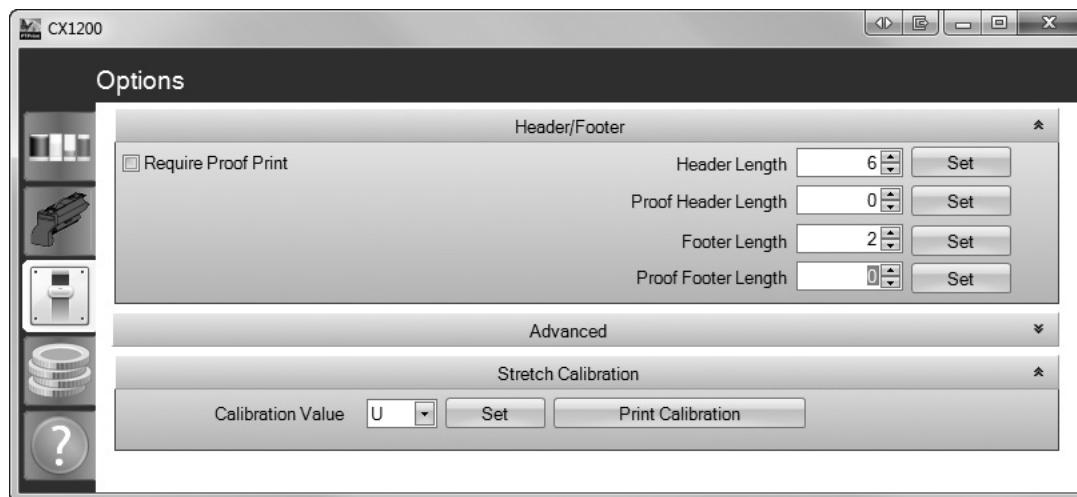


8. To Adjust the Top Margin, Left Margin and Right Margin - Select the Alignment Menu - Choose the Color you want to Align - Select each area on the menu. A value will be displayed. Press the right or the left arrow to adjust the value positively or negatively. Press the check button to set the value. Some calculated values from the worksheet may not have changed. If this is the case there is no need to enter this area and set the value again.
9. The skew must be adjusted by physically turning a wheel above the color cartridge you are currently aligning. The skew wheel has a plastic cover over it that must be removed in order to adjust it. If you have trouble removing the cover use a flat screwdriver. You do not need to adjust this if A and B values are within +/- 1 of each other.
10. Turn the wheel the number of clicks specified in the worksheet in the direction specified in the worksheet.
11. Reprint the Quick Test to verify the values entered have affected the printer alignment.
12. When you are finished, restart the printer and set the default source back to MP Feeder. Press Menu - Select Paper Menu - Select Default Source - Select MP Feeder.

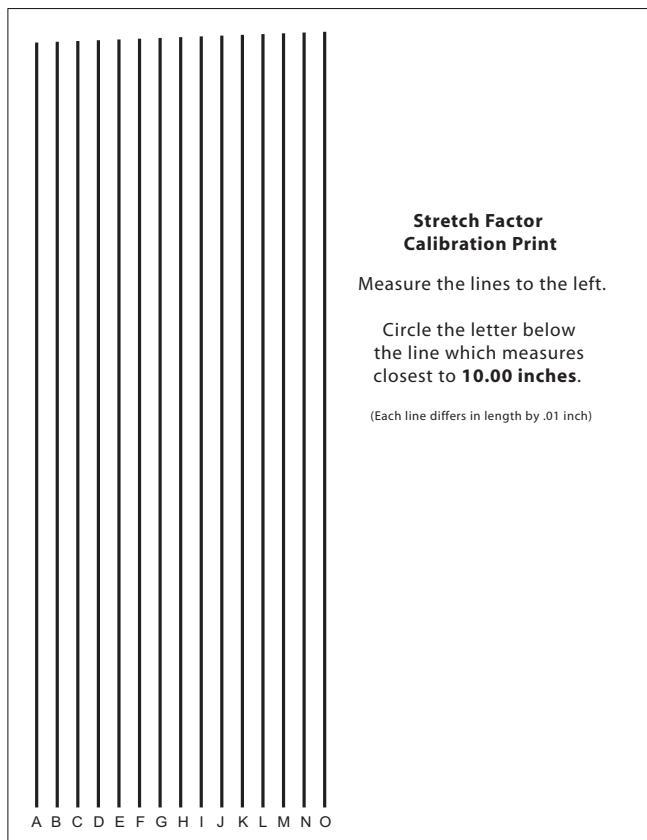
9.4 Cut Alignment / Stretch Factor

If printed output is longer or stretched so that the size does not match the size of the file on screen, cuts can be offset. The cut offset may only be noticeable with longer page lengths and cuts that have a very small bleed tolerance. The fuser pulls the paper during printing. This causes the image to stretch which affects the height or width of the label depending on the orientation. The stretch can be eliminated by doing a one time calibration. Follow these instructions:

1. Open the Status Monitor - Start - All Programs - PTPrint - Status Monitor.
2. Select the Options tab.
3. Click the Print Calibration button under the Stretch Calibration section. Click the arrow on the upper right section of the Advanced section to reveal the Stretch Calibration if it is hidden. (Continuous paper should be loaded before clicking Print)

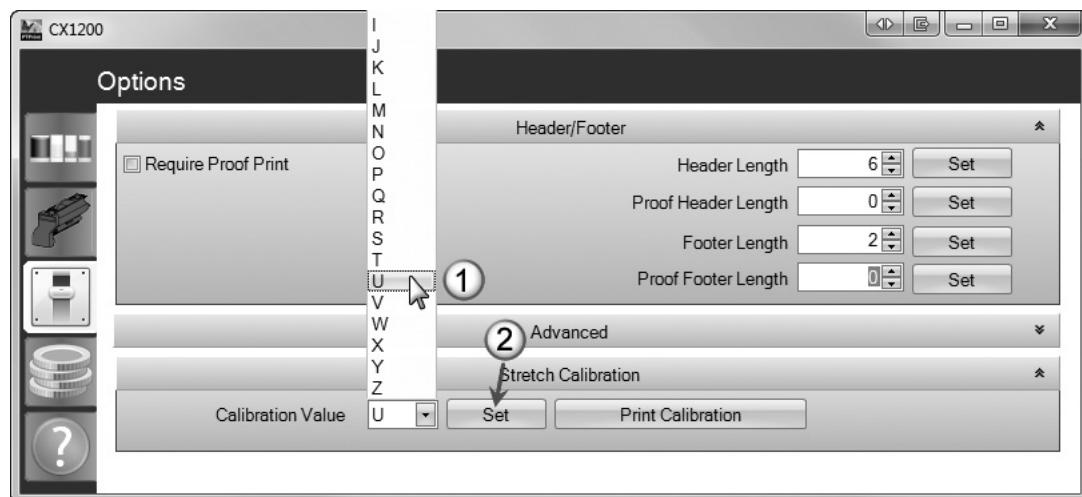


4. The following calibration print will print to the Printer.



Tip: Use a clear acrylic ruler to measure the lines.

5. Measure the lines on the calibration print. Enter the letter below the line which measures closest to 10.00 inches. (Each line differs in length by .01 inch)



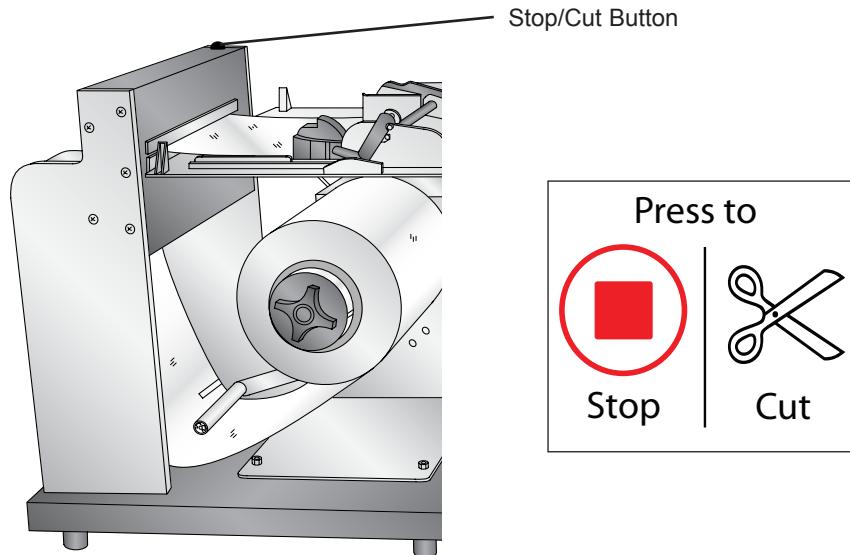
6. Click Set.

In most cases, performing this calibration once will be sufficient. However, it may be necessary to run the calibration again if the fuser is replaced.

9.5 Stop/Cut Button

Press the Stop/Cut button located on top of the cutter if you need to quickly stop a job. Do not use this method for non-emergencies since it will deposit a large amount of toner on the ITU that will be cleaned and placed in the waste toner bin. Repeated use will cause toner build up on the cleaning mechanism and wear on the ITU belt. For non-emergencies, cancel the job using the control panel on the printer.

Figure 9-1.



In order to continue printing you will need to cancel the job in the printer's internal memory. Follow the prompts on the control panel to cancel the job. The control panel will display "Load MP Feeder Universal" and ask you to cancel "your file name" or "Continue". Use the arrow button to scroll through menu and the check button to select "Cancel".

Finally, reset the printer by turning it off and on again using the power switch.

9.6 Error Messages

Rip Software Service 900. This error can appear on the printer LCD Control Panel panel after the system is stopped in the middle of job using the Stop/Cut button. Turn off the printer and turn it back on again to clear the error.

The printer takes a long time to start printing / Engine warming appears on the control panel (More than 5 minutes).

- Larger files will take longer to start printing.
- A slower network will cause a delayed print. Try connecting directly to PC with crossover cable or reevaluate cabling from computer to CX1000.
- Change the IP address of the printer or look for any IP address conflicts on the network.

The header(leader) or footer(trailer) is longer than expected. Change the header/footer length via the Option tab/button in the Status Monitor. The minimum footer in all cases is 3 feet. This can not be made shorter.

The printed colors do not match the screen. The colors of the label shown in PTPrint may not match the original design program, other print programs or the printed output of the CX1000. There are no ICC profiles available to make colors shown in PTPrint match the printed output or other programs. The colors shown on screen **will have no effect** on the printers ability to print specific CMYK values or Pantone Matched CMYK values.

Default Settings NOT set. This error appears before printing or when the status monitor is opened. Specific settings will be listed below the error message. This means that default settings were changed via the printer control panel or through the print settings window before printing. The message is a warning that the settings do not match defaults. If you do not change the settings back to their original values, unexpected errors may occur. Contact tech support if you have trouble restoring the defaults.

Figure 9-2.

9.7 Replacing the Fuser

1. Pull the tensioner forward until you are able to flip the housing back out of the way of the printer doors.
2. Open both the upper right and the lower right access doors.

Warning: The fuser assembly may be hot. Let it cool before continuing.

3. Pull down the green latches. They slide toward the center to release the fuser.

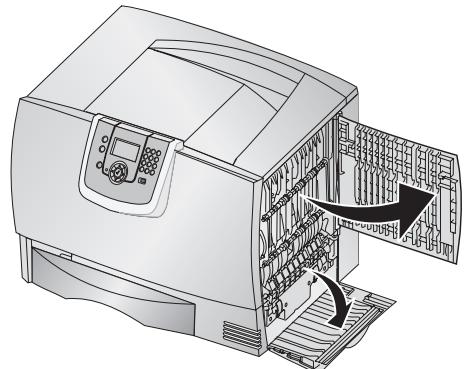
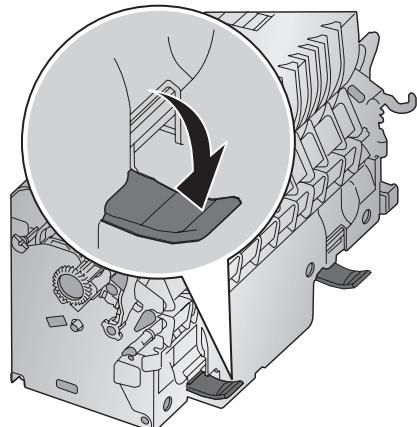


Figure 9-3.

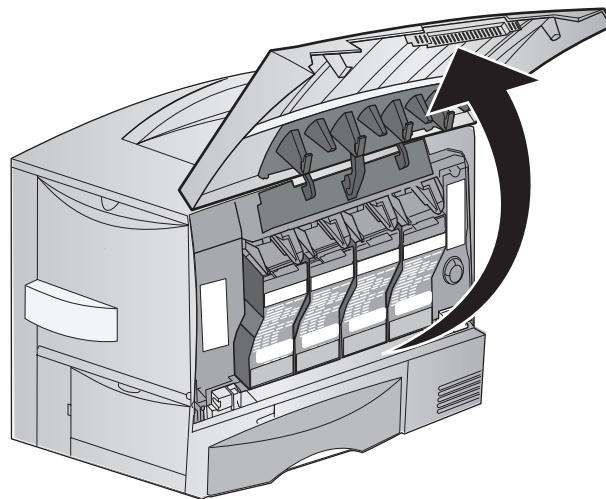


4. Pull the fuser out, and set it on a clean, flat surface.
5. Insert a new fuser into the printer.
6. Slide the latches out, and then pull up to refasten them.
7. Close the doors.

9.8 Replacing the Image Transfer Unit

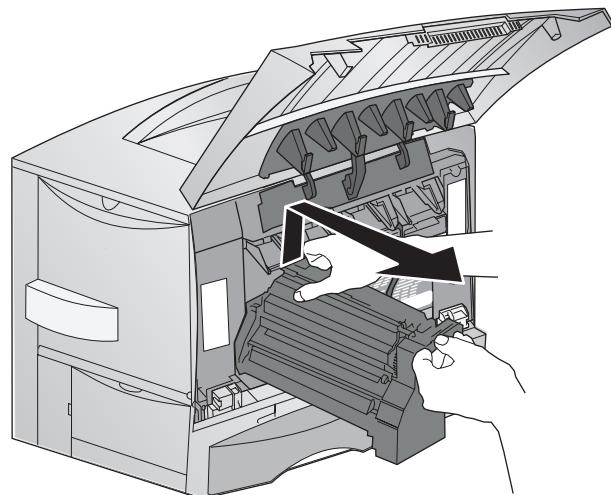
1. Turn the printer off. Open the front cover.

Figure 9-4.



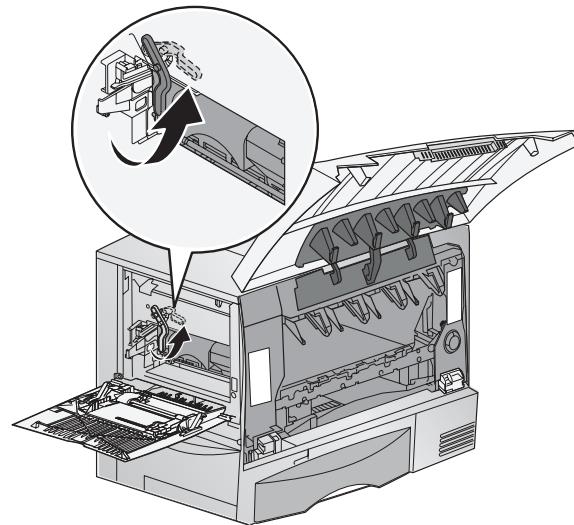
2. Remove all the print cartridges.
 - a. Pull up slightly on the cartridge handhold.
 - b. Pull the cartridge straight out and use the handle to lift it off the guides.
 - c. Place the cartridges on a clean, flat surface out of direct light.

Figure 9-5.



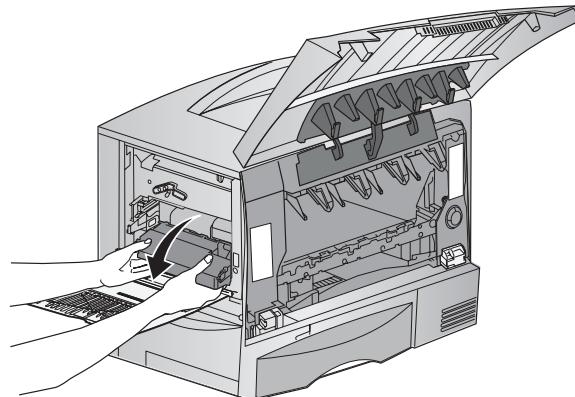
3. Remove the image transfer unit.
 - a. Raise the lever to unlock the image transfer unit.

Figure 9-6.



- b. Pull down on the handle.

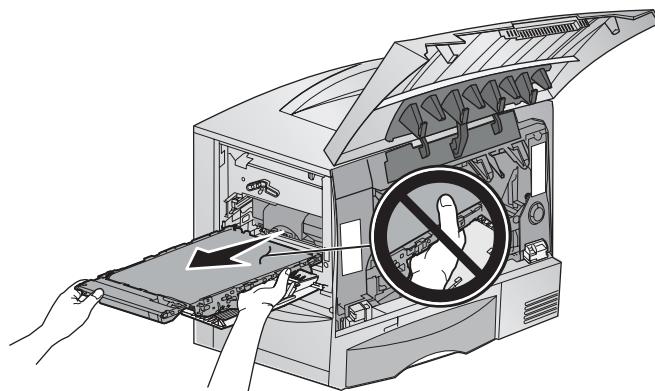
Figure 9-7.



- c. Slide the image transfer unit out and place it on a clean, flat surface.

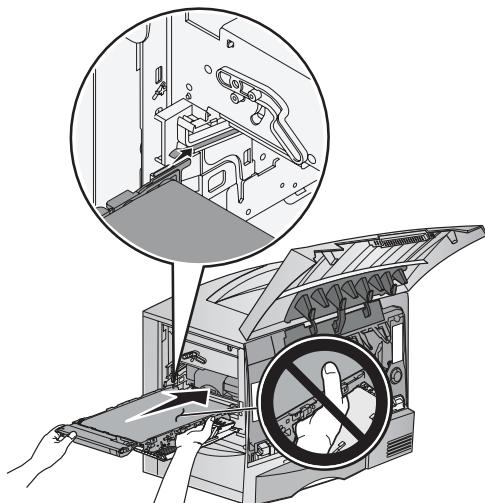
Caution: Do not touch the transfer belt. Touching the belt will damage the image transfer unit.

Figure 9-8.



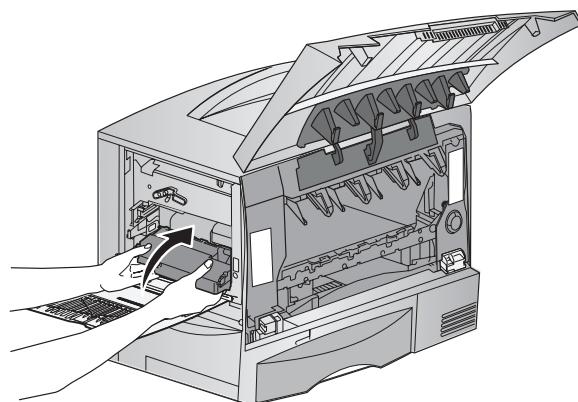
4. Insert a new image transfer unit back into the printer.
 - a. Align the guides with the insertion grooves and gently slide the unit in.

Figure 9-9.



- b. Rotate the handle up, and push gently to lock the unit in place.

Figure 9-10.



- c. Lower the lever to lock the image transfer unit into place.
5. Close the printer door.
6. Turn the printer on. The printer returns to a Ready state.

9.9 Technical Support

If you have difficulties operating your CX1000, the following additional resources are available.

- Primera Knowledge Base www.primera.com/kb
- Email Support www.primera.com/contactsupport
- Phone Support 763-475-6979 (Mon - Fri 8 a.m. - 5 p.m CST)

Section 10: Specifications

Print Speed:	3.25" / second (83mm / second); 16.25 feet / minute (5 meters / minute)
Print Method:	Color laser
Display:	4-line, 160 x 64 pixel, backlit gray-scale display
Print Processor:	800 / 133 MHz
Media Width:	8.5" (216mm)
Print Width:	Up to 8.25" (209mm)
Print Length:	Up to 500 feet (153 meters) per 8" (204mm) roll of self-adhesive label stock (includes face sheet, adhesive and liner)
Substrate Types:	Pre-die cut self-adhesive paper and synthetic label stock
Printing quality modes:	1200 dpi x 600 dpi, 1200 dpi x 1200 dpi, 2400 x 600 dpi
Ink supplies:	CMYK 4-color printing (Cyan, Magenta, Yellow, Black) 15,000 page extra high yield cartridges (Rated according to ISO/IEC 19798 guidelines)
Software:	PTPrint™ 8.0 Software for Windows®, easy to use graphical user interface, Primera Color System, Pantone®
Input System:	Input roll maximum diameter: 8" (204mm) Core inside diameter: 3" (76.2mm) Automatic paper feed
Output System:	Output roll maximum diameter: 8" (204mm) Core inside diameter 3" (76.2mm)
Maximum output roll weight:	45 lbs. (20.4 kg)
Operating System:	Windows® XP/Vista/7 (32-bit and 64-bit)
Power:	Rewinder: External Switching 100-240 VAC, 50/60Hz, Output: 60 watts,+12Vdc, 5A limited power source (LPS) Unwinder: External Switching 100-240 VAC, 50/60Hz, Output: 60 watts,+12Vdc,5A limited power source (LPS)
Printer:	110-127VAC, 50/60Hz, 7.5A (675W Printing, 25W Power Saver) -- or -- 220-240VAC, 50/60Hz, 3.5A (675W Printing, 25W Power Saver)
Cutter:	+12Vdc, 5A limited power source (LPS) from Unwinder.
System Recommendations:	Intel® Pentium®-based PC or compatible, 2 GHz processor or higher, 2GB RAM or higher, 10 GB or more free hard drive space, VGA video display of 1024x768 or higher, USB 2.0

Dimensions:	58.9"W x 28.2"H x 21.5"D (150cm W x 71.6cm H x 54.6cm D)
Weight:	Approximately 200 lbs. (90 kg)
Operating Environment:	Temperature: 20° to 23°C (68 to 74°F) Humidity: 40 to 55% relative humidity Altitude: 0 – 2000 meters (6,560 feet)
Certifications:	CSA, ICES Class A, FCC Class A, UL 60950-1, IEC 60320-1, CE Class A, CB IEC 60950-1, IEC 60825-1, GS (TÜV), C-tick mark Class A
Warranty:	One year parts and labor
Options:	Extended warranty

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