



## C342 / C343 USER MANUAL



User Manual : C34 series

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Version 3.0

# Declaration

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## Compliances

CE Class B

FCC Part 15, Class B

CCC, CB

Comply with RoHS regulation

# Safety Instructions

Please read the following instructions carefully.

1. Install printer on the flat and stable place. To avoid printer exposed in the high temperature or high humidity or polluted place.
2. Do not disassemble the printer and adapter under any circumstances.
3. Please check the voltage before printer is connected with power outlet; If printer is deemed to idle for a long time, please pull out the power cord to avoid voltage instability to cause printer damage.
4. If printer gets water or conductive material, please shut off the power immediately to ensure the safety of personnel and equipment.
5. To avoid printer to start printing while there is no label paper installed; otherwise the print head and platen roller would be damaged.
6. The print head is a thermal part, please do not touch it or its peripherals during printing or after printing.
7. Shut down the printer when connecting or disconnecting interfaces to avoid any damage happened.
8. Please choose designated adapter model of Wincode to connect printer accordingly.

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## 1. Product Introduction

Thank you for purchasing Wincode's C34 series label printer, this desktop label printer with reasonable price has reliable quality to provide user highly-efficient printing performance. The C34 series printer not only can print label in text or graphic formats, but owns basic function and convenient operation interface.

In addition, C34 series label printer with elegant bright black enclosure has cover open buffer design to avoid hand clamped in operation; The maximum 5" outside diameter label loading space; It is also equipped 32 bit processor with highly efficient relevant configurations to make printing action smoothly and clearly so it can be applied in the different fields such as retailing, health care, manufacturing, logistics, warehousing and so on.

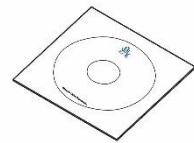
The bundled label design program as "WinLabel" provides completed label design tools and barcode resource for user to design ideal label format; Free database function can be connected with Excel, Access, Text file...etc. and get required information in the specified position of label. Standalone function can support advanced models C34 series to produce standalone format label.

## 1.1 Unpacking and checking

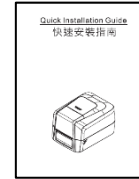
Unpacking the package, and refer to the below packing list to check whether any part is damaged or missing in transit. If this incident has been happened, please contact with local dealer or distributor for further assistance.



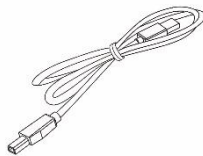
Label Printer



CD Disc



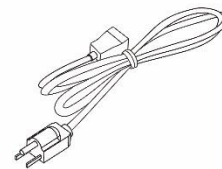
Quick Installation Guide



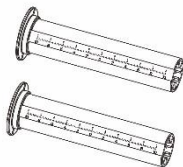
USB Cable



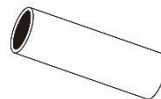
Adapter



Power Cord



Ribbon Supply Spindle  
Ribbon Take-up Spindle



Empty Paper Core (1" core)

## 1.2 Appearance



(Figure 1: Front View)



(Figure 2: Rear View)

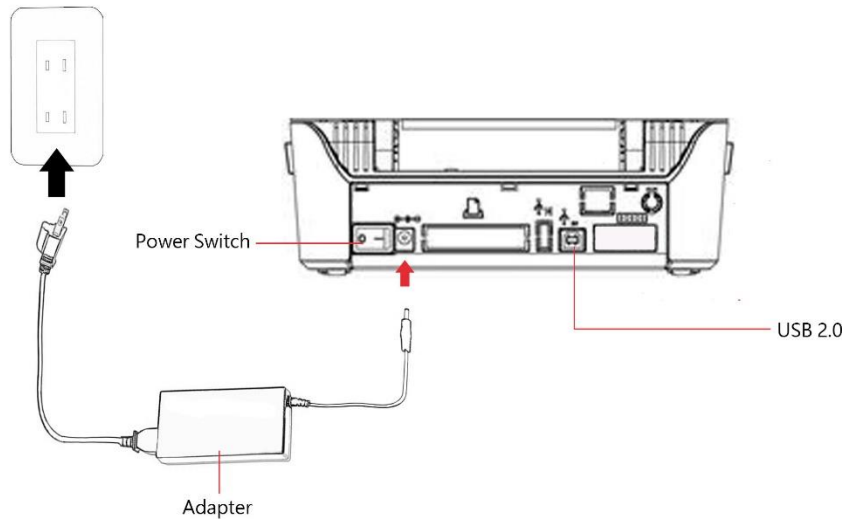




(Figure 3: Inside View)


## 2. Setup

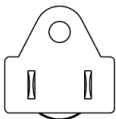
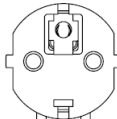
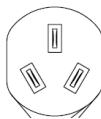
### 2.1 Setting up the printer



- 1.) Place the printer on the flat surface.
- 2.) Make sure the power switch is OFF.
- 3.) Choose corresponding cable (RS232 or USB 2.0) to connect printer with computer.
- 4.) Plug the DC power cord into the power slot and plug the AC power cord into a socket on the wall.

**Note: Power Cord instruction**

- To use 100-125 Voltage, please choose minimum rating power cord. (125V, 10A)
- To use 200-240 Voltage, please choose minimum rating power cord. (250V, 10-16A)
- Please select the power cord length less than 2 meter.
- Power cord is connected with adapter and have to plug in the jack as ICE-320-C13 as right figure. 

Country/ Area	North America/Taiwan	Europe	China
Power cord Voltage and Electricity Spec.	125V, 10A SVT 18AWG	250V,10A H05VV-F	250V,10A RVV H05VV-F
Plug (Refers to the local plug standard)	 125V, 10A	 250V, 16A	 250V, 10A

## 2.2 Ribbon Loading

- 1) 1" core (300m length ribbon)

Open the ribbon cover and top cover; Install an empty paper core onto the ribbon take-up spindle; Install a ribbon onto the ribbon supply spindle.



### 0.5" core (100m length ribbon)

Open the ribbon cover and top cover; load the 0.5" ribbon cap into the right of the top inner cover.



- 2) Pull back the pressing lever, then load the right side of ribbon first into the ribbon supply mechanism.  
The left side of ribbon supply spindle needs to be connected with bulge part of left supply mechanism completely (Turn the gear until the bulge part in the notch of spindle).



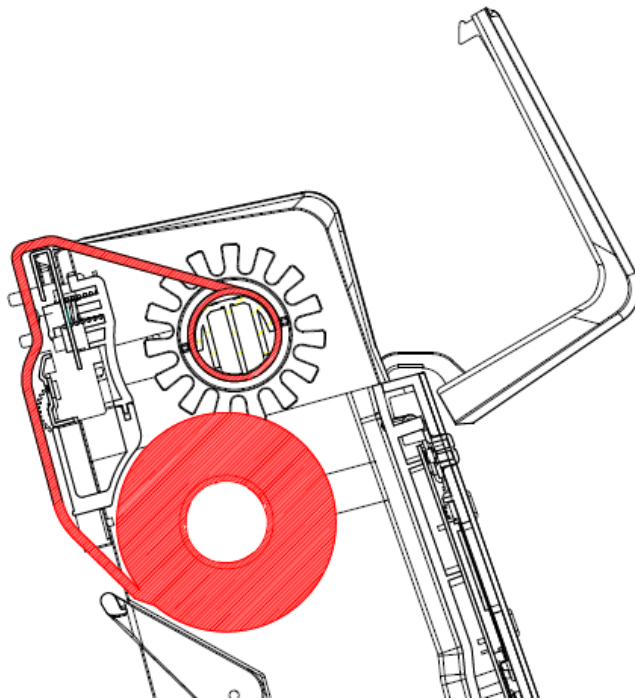
- 3) Load the right side of paper core first into the ribbon take-up mechanism.  
The left side of ribbon take-up spindle needs to be connected with bulge part of take-up mechanism completely. (Turn the gear until the bulge part in the notch of spindle).



- 4) Pull the ribbon to bypass print head and then attach the ribbon leader on the empty paper core with tapes, then rotate the ribbon rewind wheel until ribbon surface has no wrinkle; Close the ribbon cover to finish ribbon installation.



5) Ribbon Installation Path





## 2.3 Label Loading

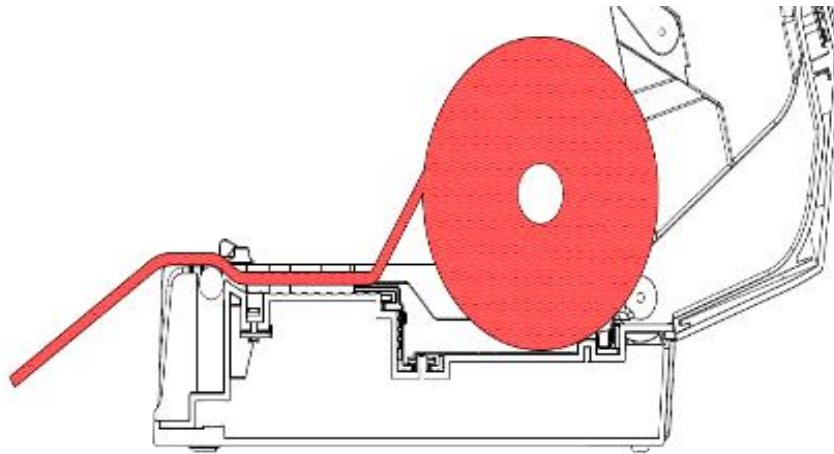
- 1) Press the label holder button to fit the width of the label, and then place a label roll into the holders.



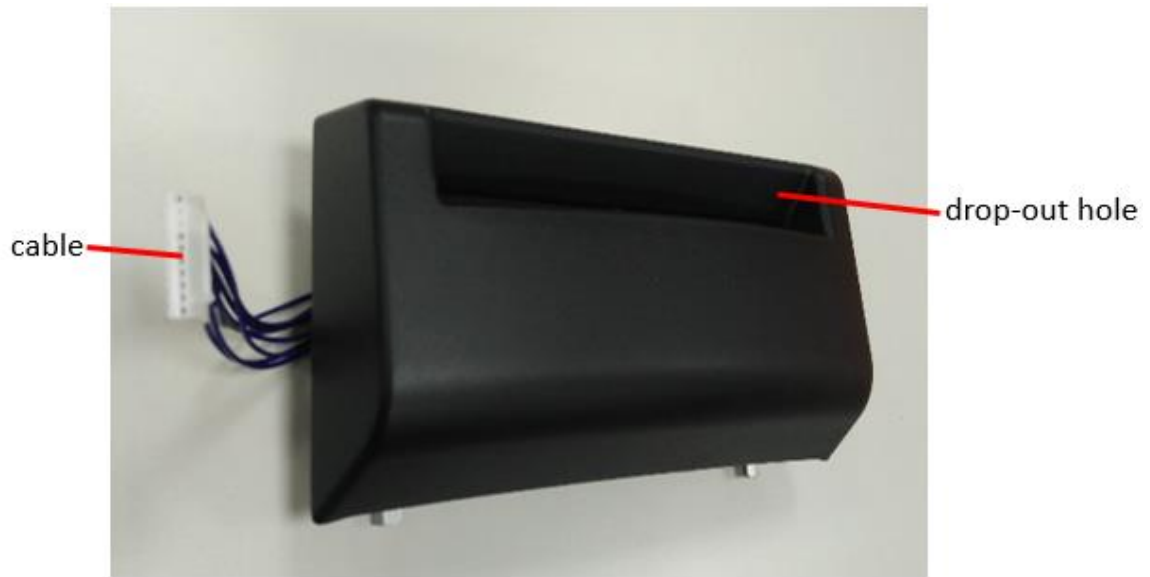
- 2) Pull the label paper through the rubber roller and push the both sides of label under the label guides. Close the top cover to finish label installation.



3) Label installation pat



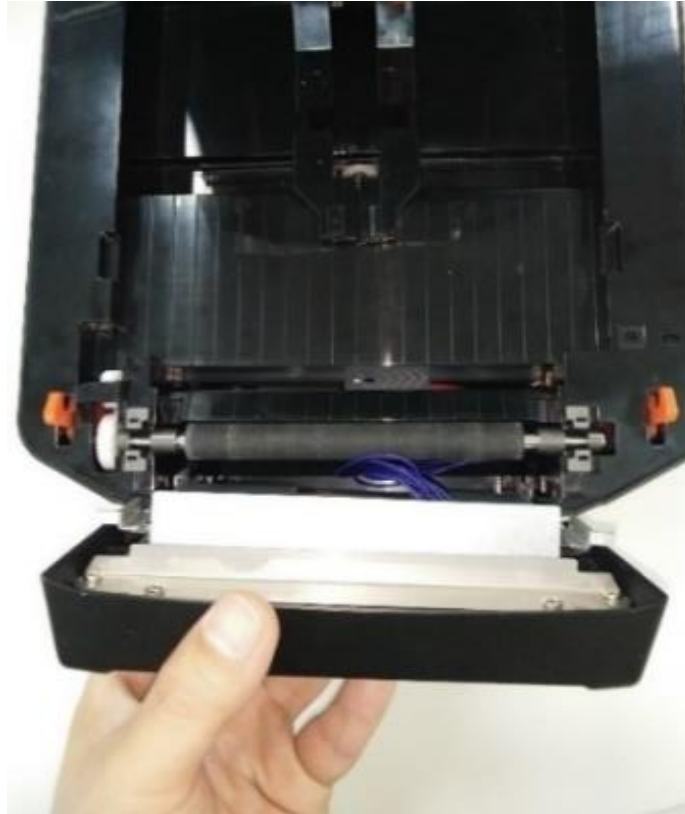
## 2.4 Cutter Installation (Optional)



- 1) Turn off the power and disconnect all the cables attached.
- 2) Open the up cover and take off the front cover.
- 3) Place the cable into the cable trough at the right.



- 1) Place the module onto the position of the front cover, close the up cover.



- 2) Open the bottom cover and take out the cable of the cutter.



- 3) Place the cable at the motherboard and then close the bottom cover.

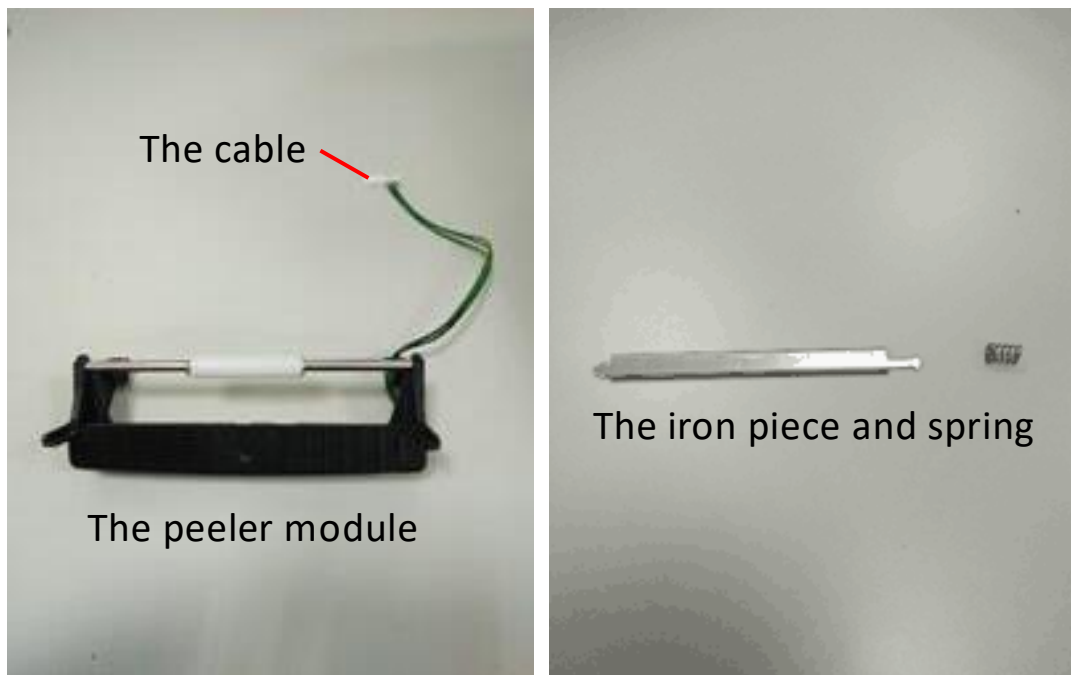


### 2.4.1 Label Installation

- 1) Follow [2.3](#) to load on the label.
- 2) Pull out the front of the label through the drop-out hole, close the cover.



## 2.5 Peeler Installation (Optional)



- 1) Turn off the power and disconnect all the cables attached.
- 2) Open the up cover and take off the front cover.
- 3) Place the cable into the cable trough at the right.



- 4) Place both of the modules into the hole on the left and the right side of the low cover.





- 5) Put the spring onto the right side of the upper iron piece, place the arrow of the iron piece forward and then install it on the low inner cover.



- 6) Push the peeler module to the front and then close the up cover.
- 7) Open the bottom cover, take out the cable of the peeler.
- 8) Place the cable at the motherboard and then close the bottom cover.



### 2.5.1 Label Installation

- 1) Follow [2.3](#) to load on the label.
- 2) Tear the first label, place the back tape through the front of the iron piece on the peeler.



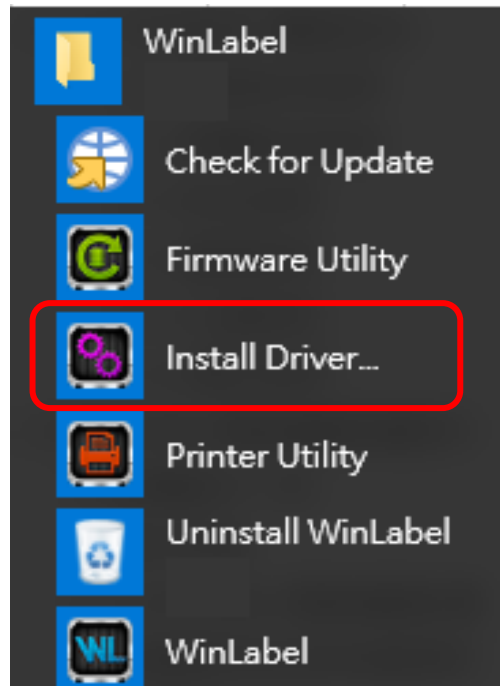
- 3) Push the peeler to the front and then close the up cover.



### 3. Driver installation

The printer support USB, COM and TCP/IP connection. For Wi-Fi, Ethernet, please use TCP/IP connection; for BT(Bluetooth), RS-232, please use COM connection.

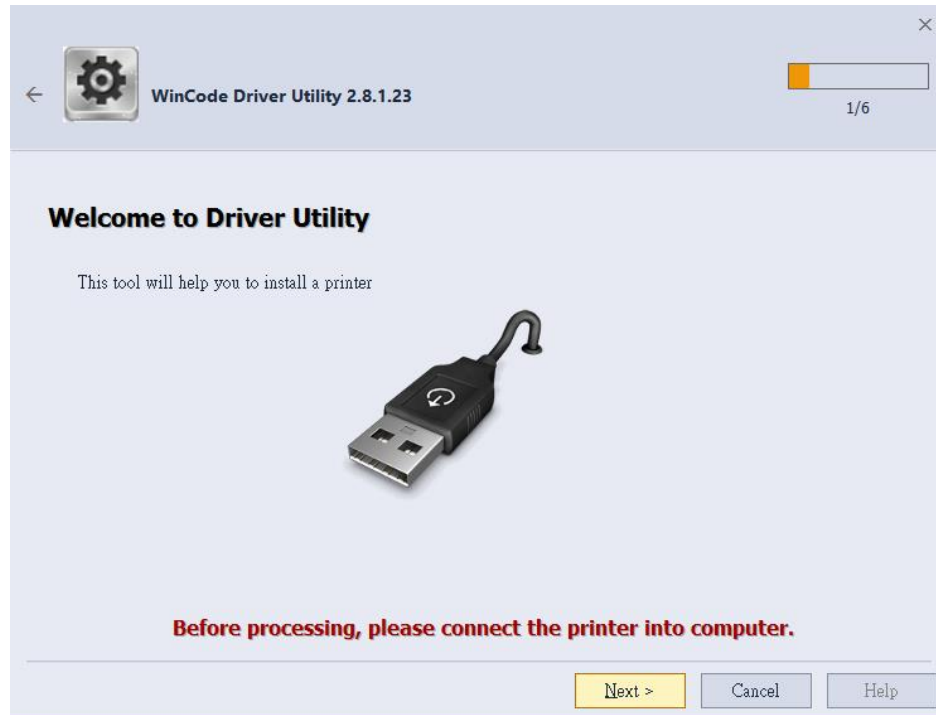
IstallDriver is an execution file of WinLabel, the user can find and execute it at the start menu after installed WinLabel.



## 3.1 Printer Installation

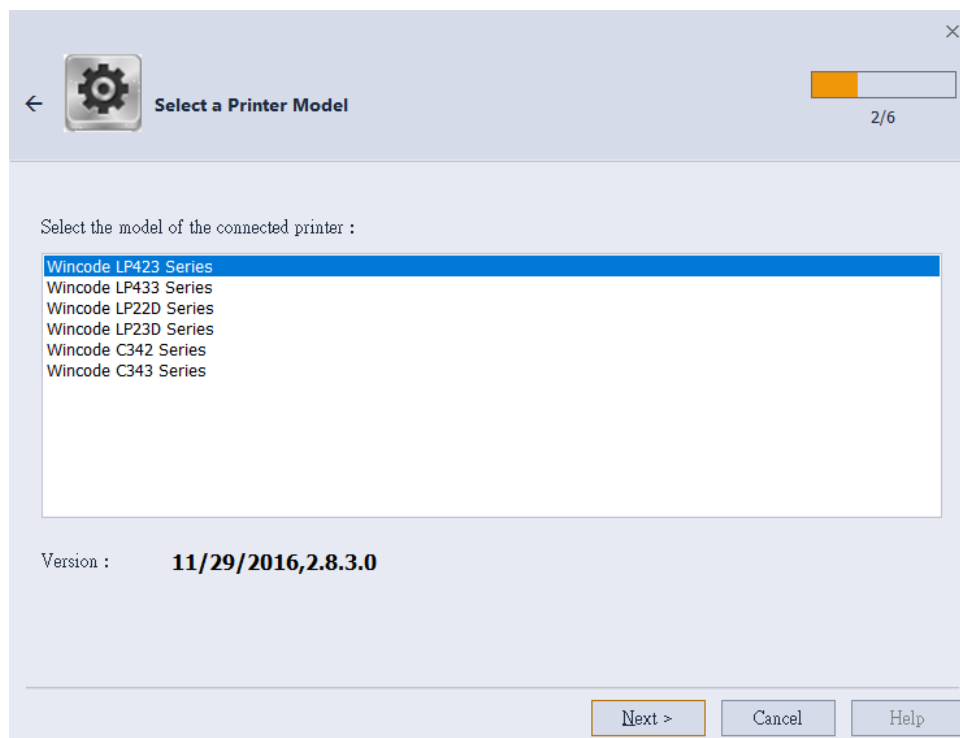
### Step1

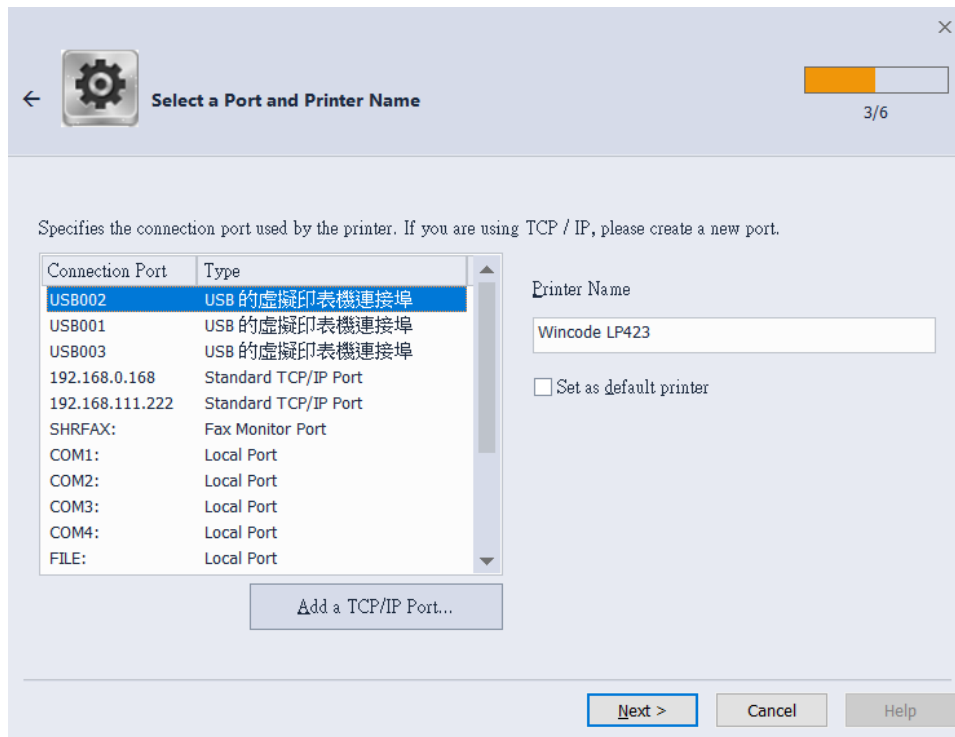
Open WinLabel software and click InstallDriver, the user will see the figure below.  
Connect the printer to the computer with USB / RS-232 / LPT cable and press Next.



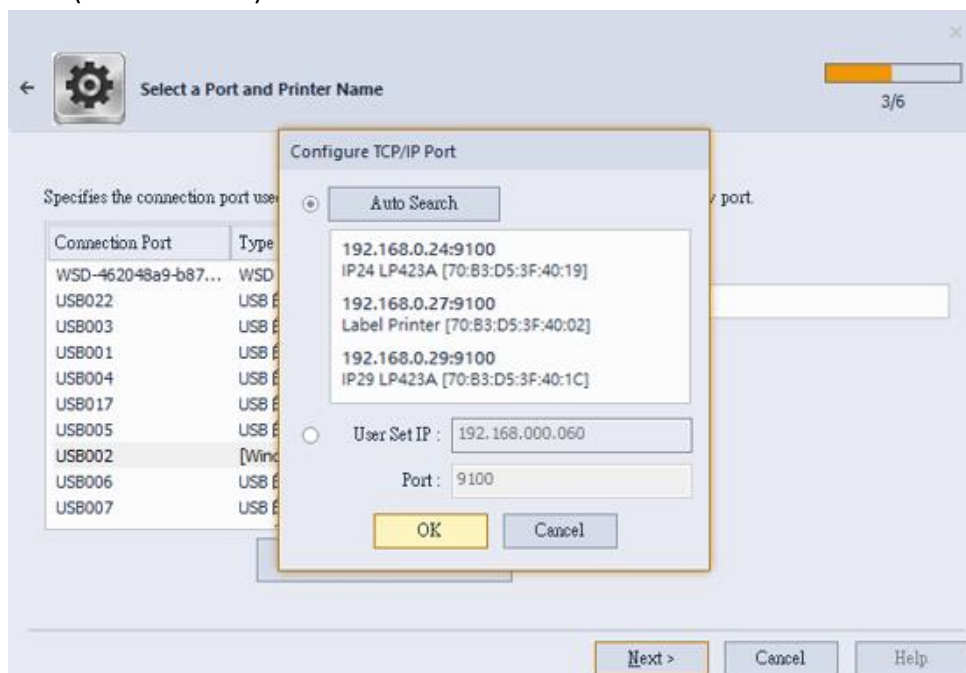
### Step2

Choose the model of the printer and then click "Next".



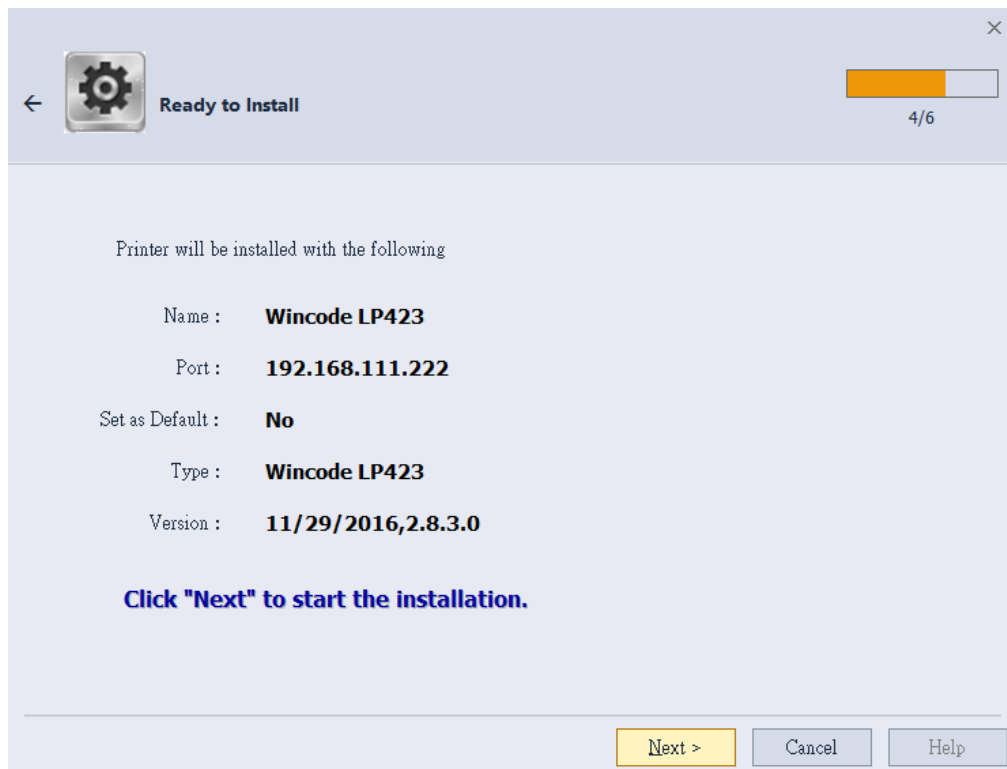


- USB connection: the program will select the port of the printer automatically.
- RS-232, LPT connection: please select the correspond COM or LPT.
- Ethernet, WIFI and IP Sharer connection: please select “add ICP/IP port”
  - Use automatically search: It will search the whole printers that connected to the internet, the program will bring the user to the selected printer IP and the number of port automatically.
  - If the user select manual insert, please insert the number of the IP and port (default: 9100).



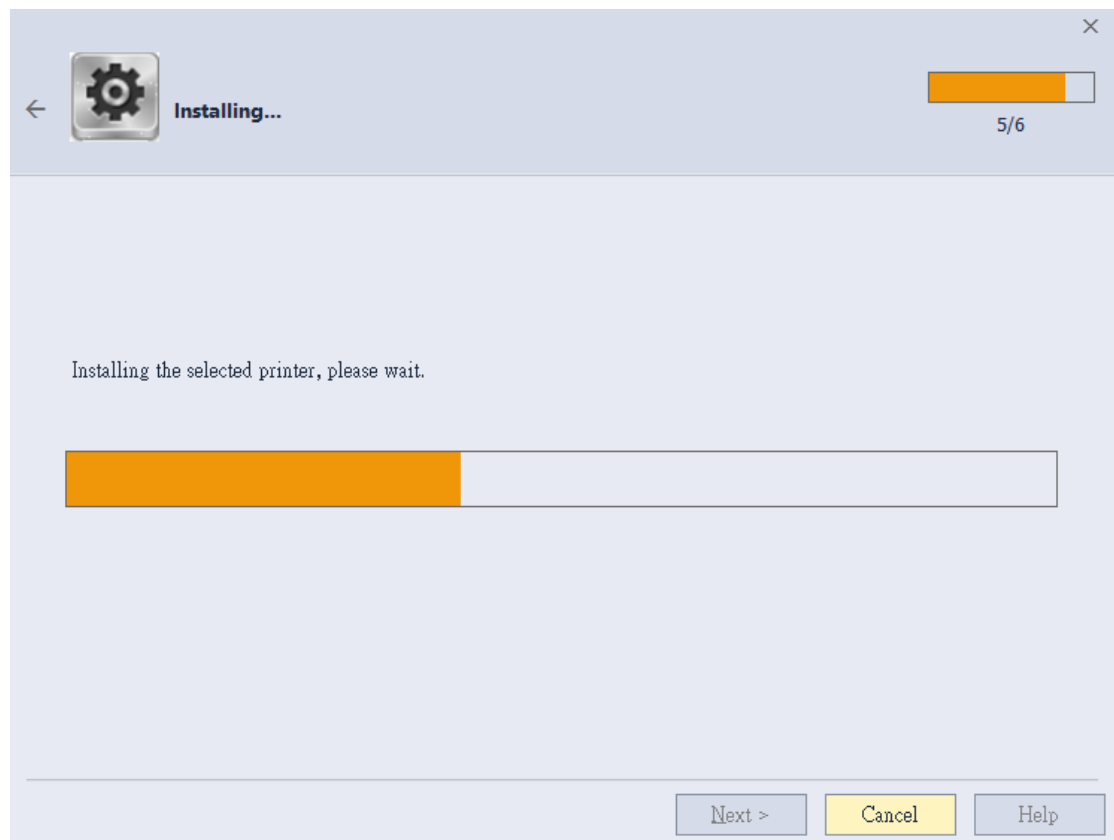
### Step3

If the information is correct, click “Next” to start the installation.



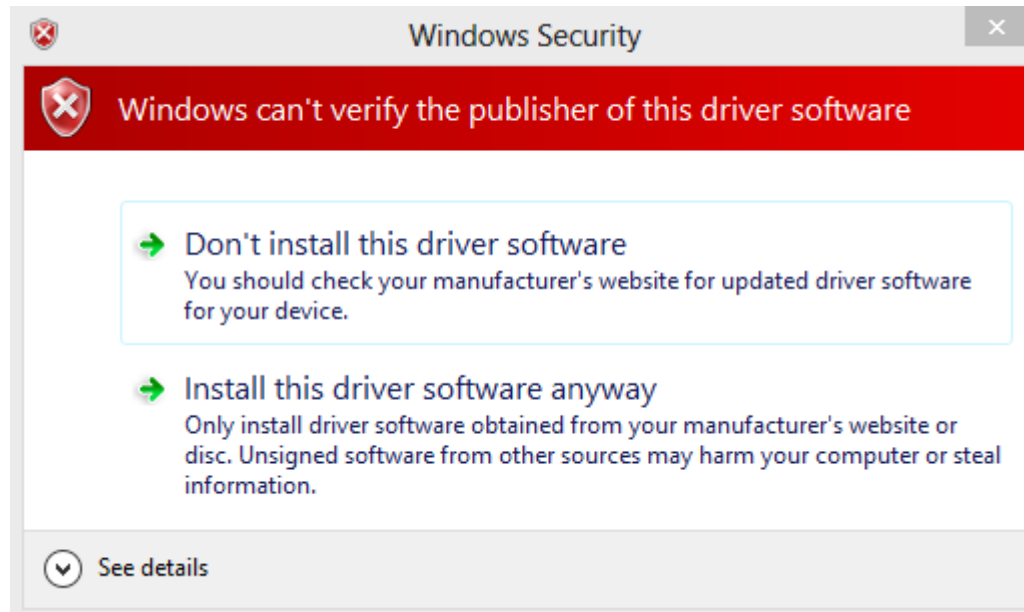
### Step4

Installing

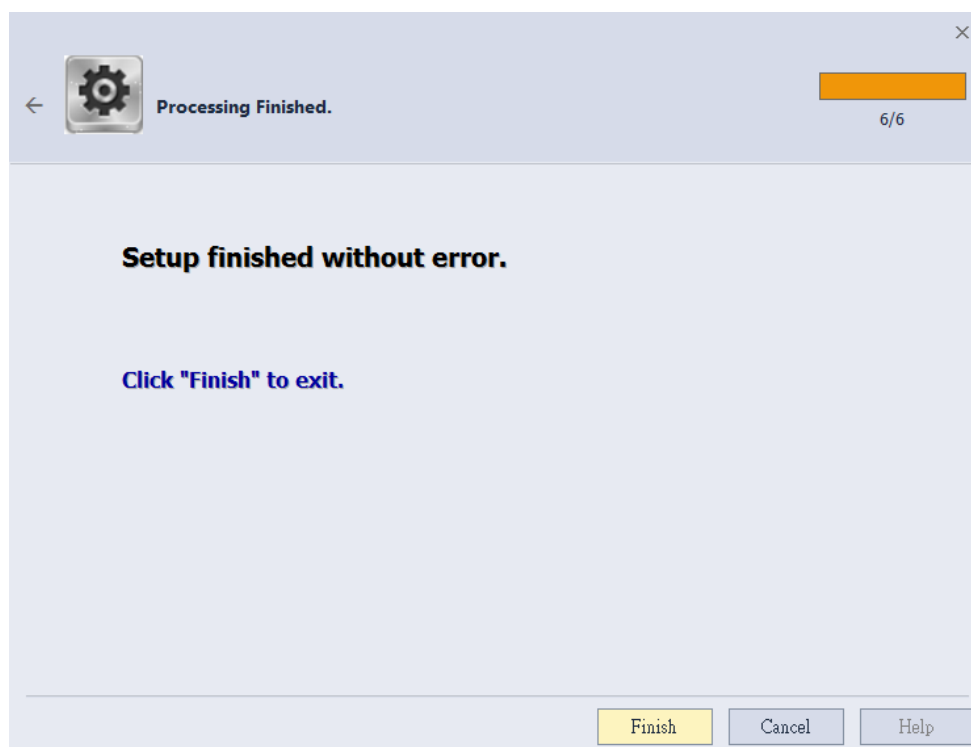


**Step5**

“Windows Security”, please select “continue the installation”.

**Step6**

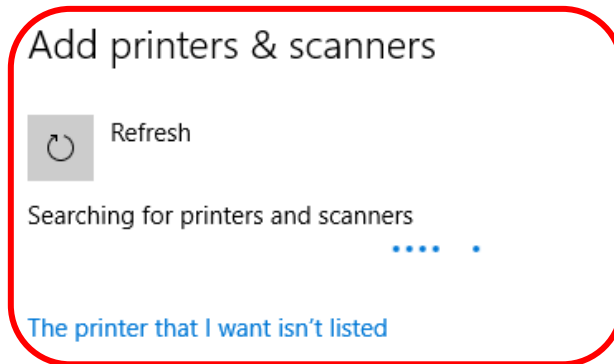
The Installation Finished window.



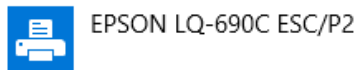
## 3.2 Install Driver with “Add a Printer” in Microsoft

Use the “add new printer” at the control panel of Microsoft to install the driver

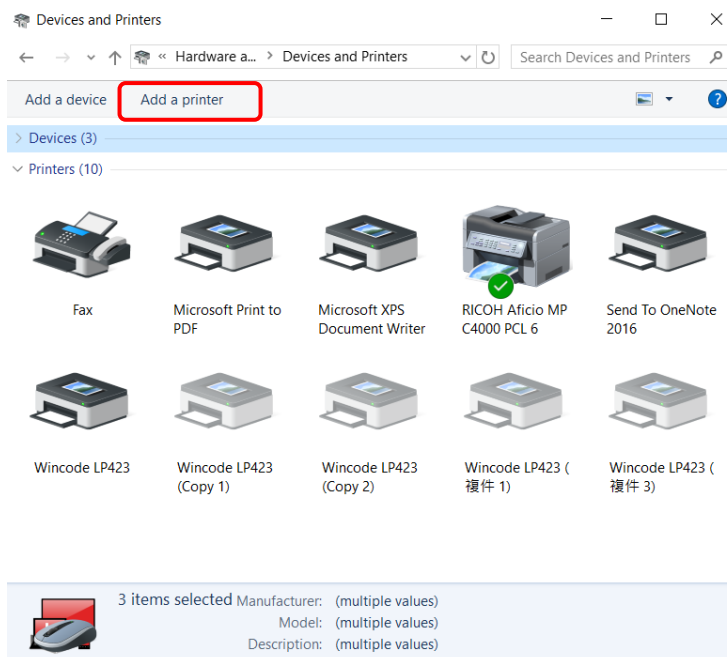
- Windows 10 Platform
  - 1) Click “Start” > “Setting” > “Devices”> “Printers & scanners”
  - 2) Click “Add a printer or scanner” and then start searching, if the device cannot be found, select “The printer that I want isn’t listed”



### Printers & scanners

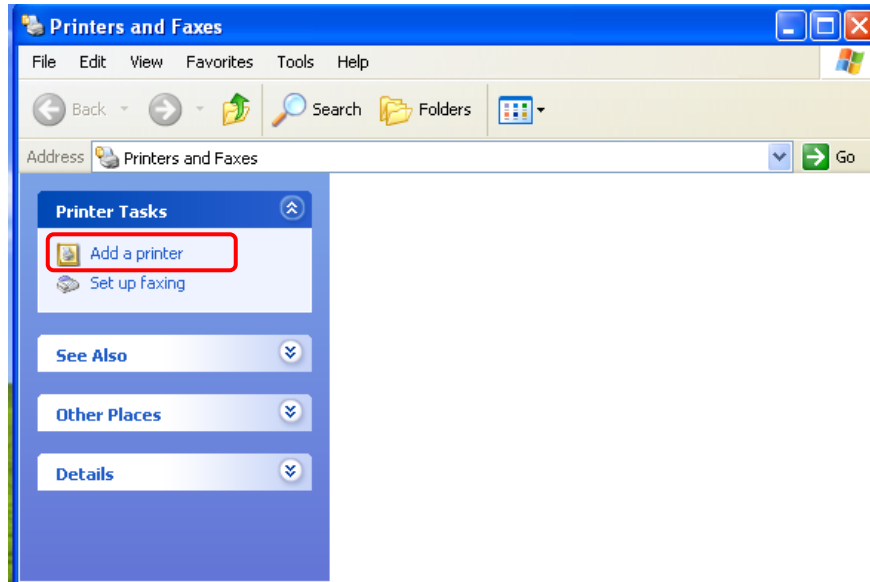


- Windows 7/8 Platform
  - 1) Enter “Devices and printers” from the control panel or click “start” and select “Devices and printers”
  - 2) Click “Add a new printer”





- Windows XP Platform
  - 1) Enter “Printers and Faxes” from the control panel or click “start” and select “Setting” > “Printers and Faxes”
  - 2) Click “Add a printer” > “Add a printer wizard”




### 3.2.1 Printer Installation

(Take windows 10 for example)

- 1) Follow the step above, select “The printer that I want isn’t listed” > “Add a local printer or network printer with manual settings” > “Next”

×

←  Add Printer

#### Find a printer by other options

My printer is a little older. Help me find it.

Select a shared printer by name

Browse...

Example: \\computersname\printername or  
http://computersname/printers/printername/.printer

Add a printer using a TCP/IP address or hostname

Add a Bluetooth, wireless or network discoverable printer

Add a local printer or network printer with manual settings

Next

Cancel

## 2) Choose a printer port

- For USB, COM, LPT printers, please select “Use an exist port”, choose the type of connected port, click “Next” (Go to step “6”)



←  Add Printer

### Choose a printer port

A printer port is a type of connection that allows your computer to exchange information with a printer.

Use an existing port:

Create a new port:  
Type of port:

Next

Cancel

- For TCP/IP printers, please select “Create a new port”, choose the type of connected port, click “Next”



←  Add Printer

### Choose a printer port

A printer port is a type of connection that allows your computer to exchange information with a printer.

Use an existing port:

Create a new port:  
Type of port:

Next

Cancel

3) Key-in the IP address of the printer and then click “Next”.



←  Add Printer

Type a printer hostname or IP address

Device type:

Hostname or IP address:

Port name:


Query the printer and automatically select the driver to use

Next

Cancel

4) Wait for TCP/IP port detecting.



←  Add Printer

Detecting TCP/IP port

Detecting the TCP/IP port...  
Windows will automatically move to the next page when the detection is complete.



Next

Cancel

- 5) Select “Custom”, enter “Settings”, key-in the port name, printer name or IP address, for Protocol select “Raw”, for Port Number key-in “9100”, select “OK” > “Next”.

✕

←  Add Printer

### Additional port information required

The device is not found on the network. Make sure that:

1. The device is turned on.
2. The network is connected.
3. The device is properly configured.
4. The address on the previous page is correct.

If you think that the address is not correct, click Back to return to the previous page. Then correct the address and perform another search on the network. If you are sure that the address is correct, select the device type below.

Device Type

Standard Generic Network Card

Custom [Settings..](#)

[Next](#)[Cancel](#)

### Configure Standard TCP/IP Port Monitor

✕

Port Settings

Port Name:

Printer Name or IP Address:

Protocol

Raw  LPR

Raw Settings

Port Number:

LPR Settings

Queue Name:

LPR Byte Counting Enabled

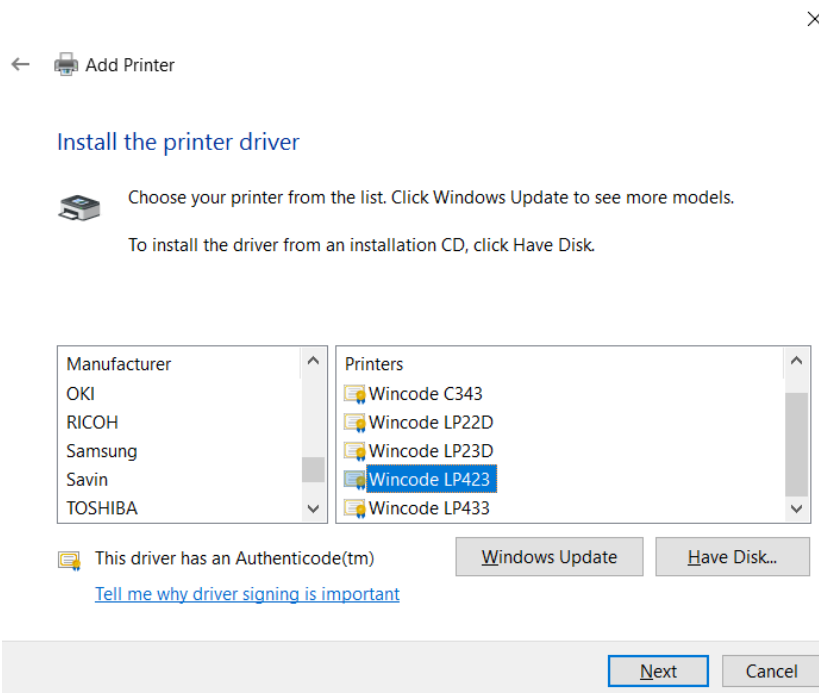
SNMP Status Enabled

Community Name:

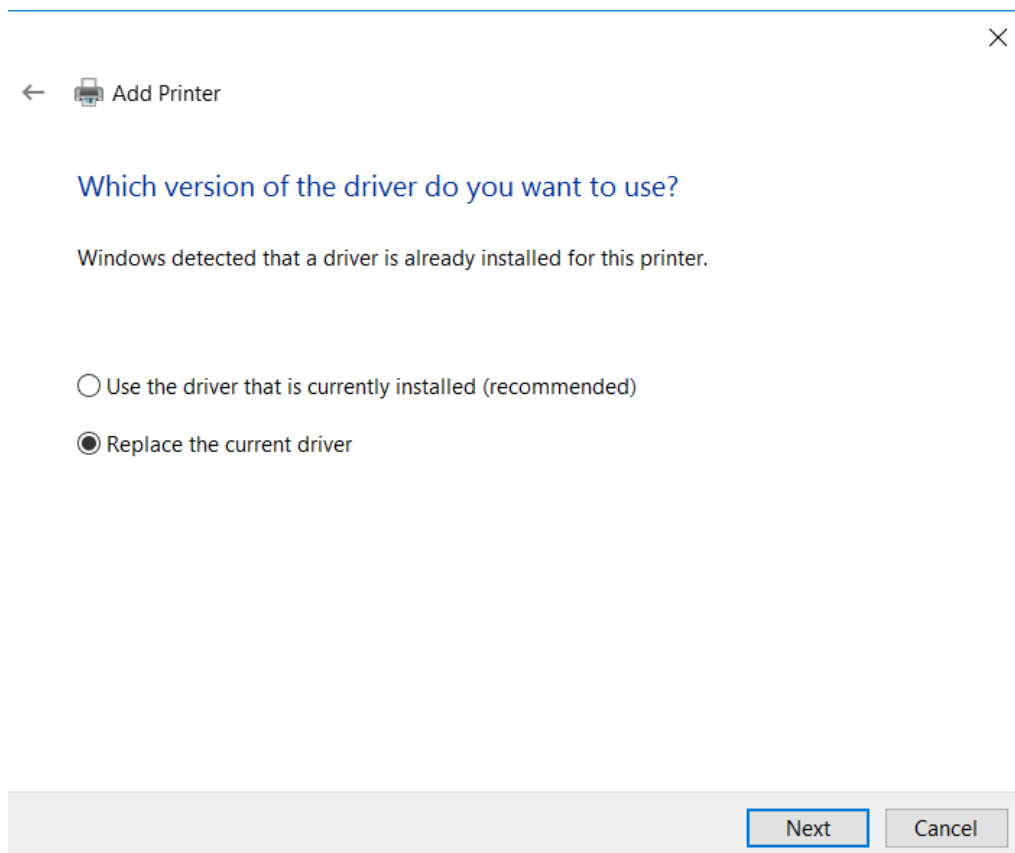
SNMP Device Index:

[OK](#) [Cancel](#)

- 6) Choose the printer driver that you wanted to install, select the manufacturer listed at the left and then select the printer driver at the right, click “Next”.




- \*If the same driver has been installed, it will show the following window, select “replace the current driver”, click “Next”.



7) Enter the printer name, click “Next”.

×

←  Add Printer


Type a printer name

Printer name:

This printer will be installed with the Wincode LP423 driver.

8) Select “Do not share this printer” click “Next”.

×

←  Add Printer

Printer Sharing

If you want to share this printer, you must provide a share name. You can use the suggested name or type a new one. The share name will be visible to other network users.

Do not share this printer

Share this printer so that others on your network can find and use it

Share name:

Location:

Comment:

9) The user may select “Set as the default printer”, click “Finish”.



←  Add Printer

You've successfully added Wincode LP463

Set as the default printer

To check if your printer is working properly, or to see troubleshooting information for the printer, print a test page.

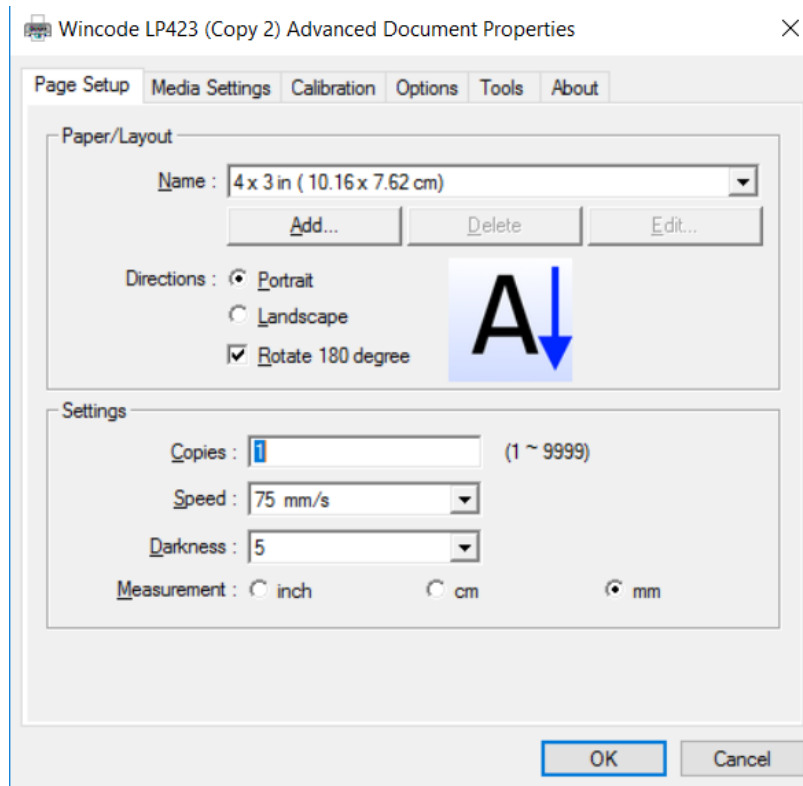
[Print a test page](#)

[Finish](#)

[Cancel](#)

## 3.3 Printing Setup (Driver Setup)

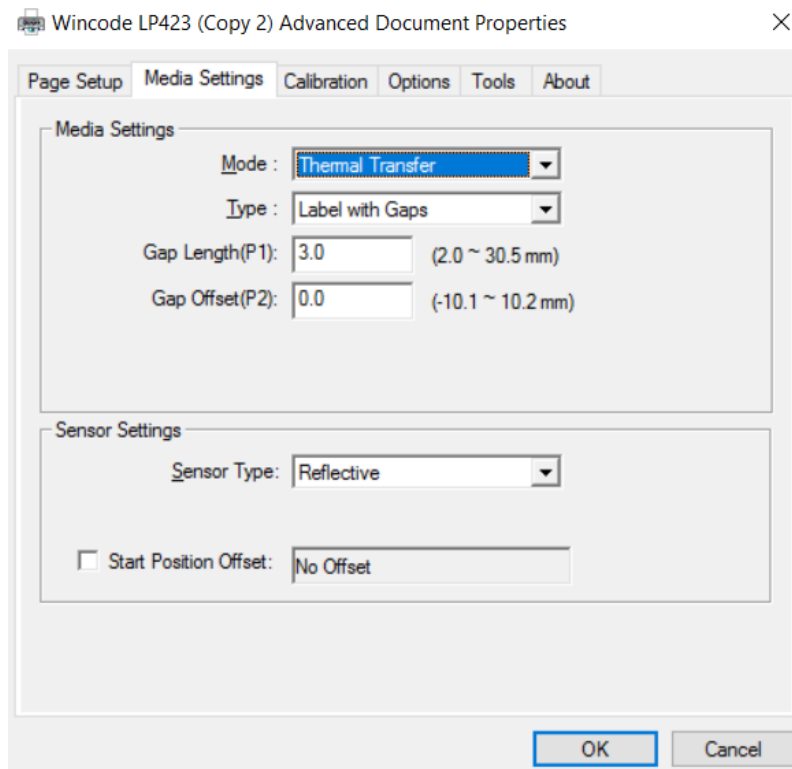
### 3.3.1 Page Setup

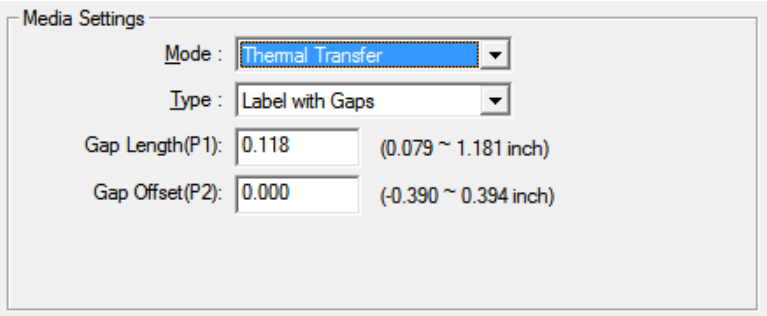


Item	Description
Paper/Layout	<ul style="list-style-type: none"> <li>➤ Name : Choose paper size (4 x 3 inch and 2 x 1 inch); User can also define frequently-used paper size by adding new label format.</li> <li>➤ Directions : Portrait and landscape (rotate 90 degrees); 180 degrees rotation is accepted.</li> </ul>
Settings	<ul style="list-style-type: none"> <li>➤ Copies : Each page quantity</li> <li>➤ Speed : Printing speed</li> <li>➤ Darkness : Adjust Printing darkness status. <b>Caution:</b> If the value is higher, that would cause the temperature of print head higher, and would make ribbon melting and breaking easily. (Suggest value less than 8 for wax ribbon, value more than 10 for resin ribbon)</li> <li>➤ Measurement : inch, cm, and mm options</li> </ul>



### 3.3.2 Media Settings



Item	Description
Media settings	<p>Mode: Thermal Transfer and Direct Thermal.</p> <p>“Thermal Transfer” mode means that printer needs to be loaded ribbon for printing label.</p> <p>“Direct Thermal” mode means that printer does not need to be loaded ribbon but need to load thermal paper.</p>
Media type	<p>Label with gaps :</p> <div data-bbox="517 1397 1286 1711" style="border: 1px solid gray; padding: 5px; margin: 10px 0;">  </div> <ul style="list-style-type: none"> <li>➤ “Gap Length” is the distance between two labels.</li> <li>➤ “Gap Offset” means label will be moved an offset distance after moving a gap distance (This function is not open).</li> </ul> <p>Label with marks :</p>

Media Settings

Mode : Thermal Transfer

Type : Label with Marks

Black Line(P1): 0.118 (0.079 ~ 1.181 inch)

Thickness Offset(P2): 0.000 (-0.390 ~ 0.394 inch)

- “Black Line” is the thickness in each black line.
- Thickness offset means that the paper needs to be moved a distance after each black line movement (This function is not open).

Continuous :

Media Settings

Mode : Thermal Transfer

Type : Continuous

Stop Offset: 0.000 (0.000 ~ 1.969 inch)

Stop On Last Element

- Continuous label type: Ignoring the gap and mark of label
- Stop Offset: The paper will be moved a distance after each printing action stops (This function is not open).
- Stop On Last Element: Printing action will stop while printing the last label

Sensor settings

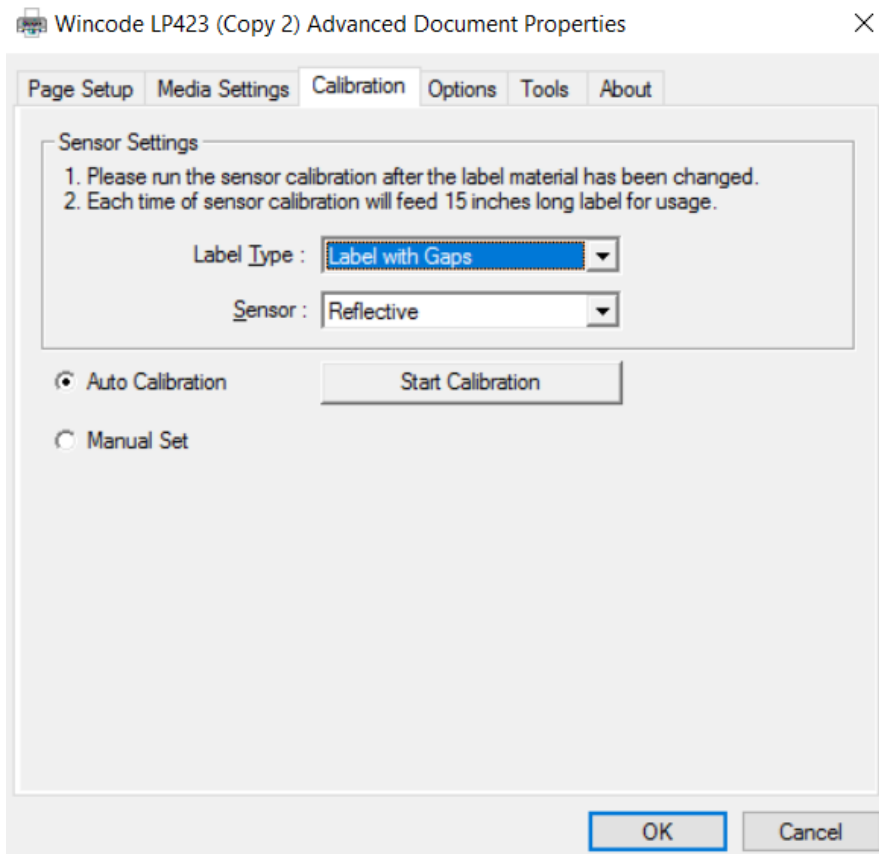
Sensor type:

- Use Current Printer Setting (by previous setting)
- Reflective sensor (Recommend)
- Transmissive sensor

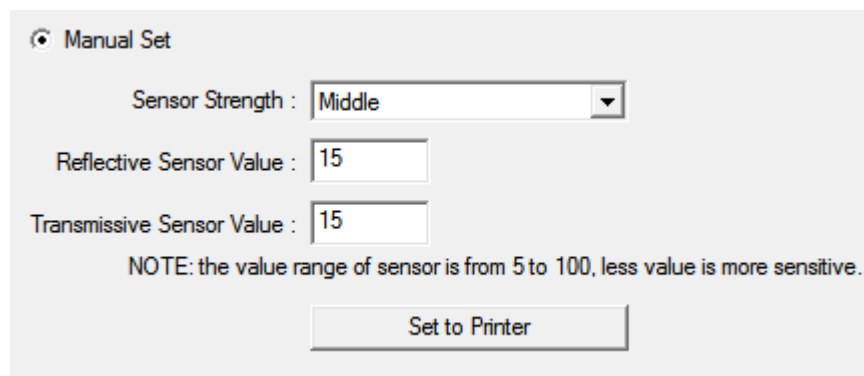
Start Position Offset: (recommend to input number when the printing position has a little bit shift up or shift down)

If selected, user can fill up how many dots to adjust the start printing position.

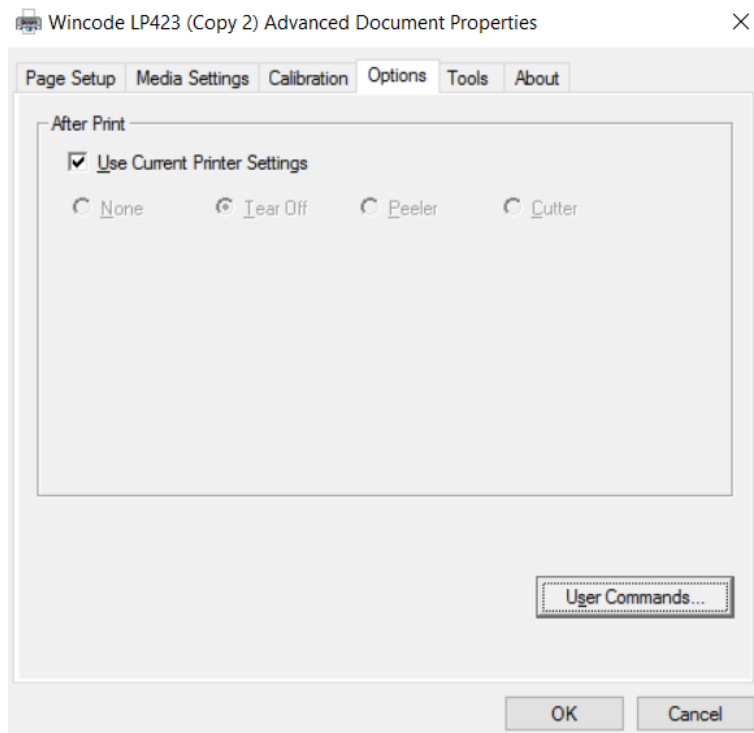
### 3.3.3 Sensor Calibration

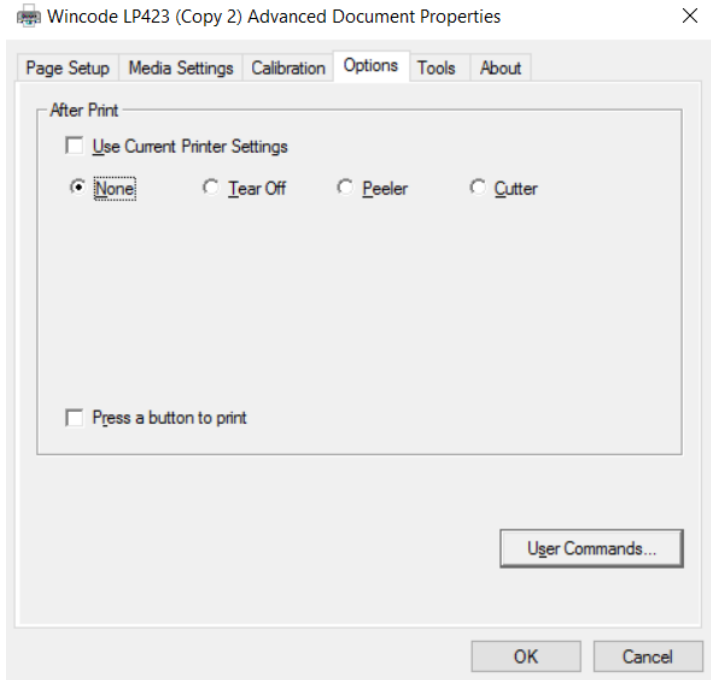


Please run the sensor calibration after the label material has been changed, if it is the same material but different size and then only need to adjust the page setup of WinLabel. It is recommended to use the auto detection, if there are specific materials that the sensor cannot detect, and then switch to manual setup, select the sensor strength and set the numeral of the sensor (The value range of sensor is from 5 to 100, less value is more sensitive)

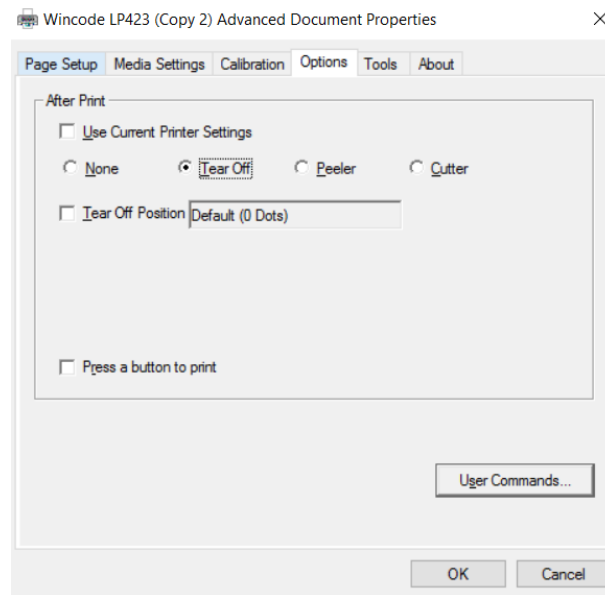


### 3.3.4 Options



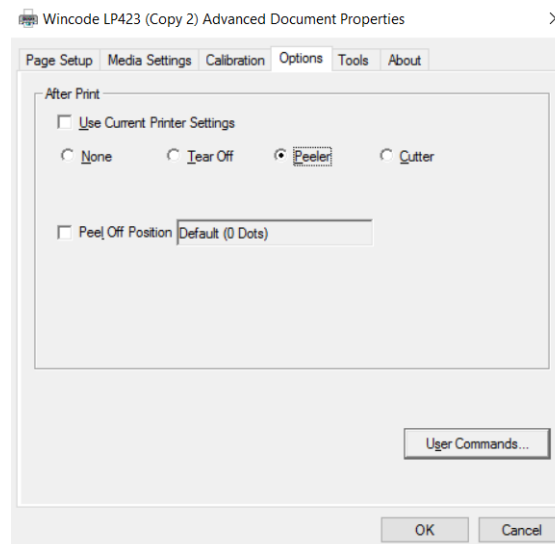
<i>Item</i>	<i>Description</i>
After Print	<p>Use Current Printer Settings: the default setting Remove tick option would have below several options</p> <ul style="list-style-type: none"> <li>➤ None: The label is stopped after printing last label.</li> </ul>  <ul style="list-style-type: none"> <li>➤ Tear off: The label gap is stopped at the tear off position to let user easily tear off label.</li> </ul>

The tear off position is adjustable as long as ticking “Tear Off Position” option.

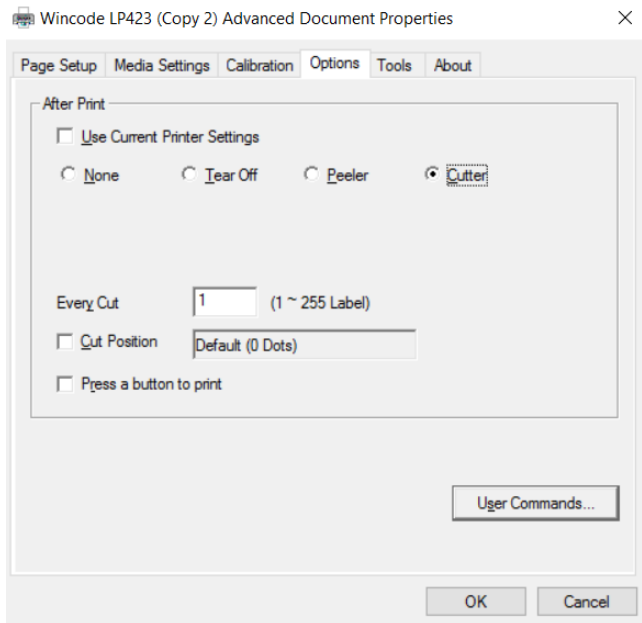
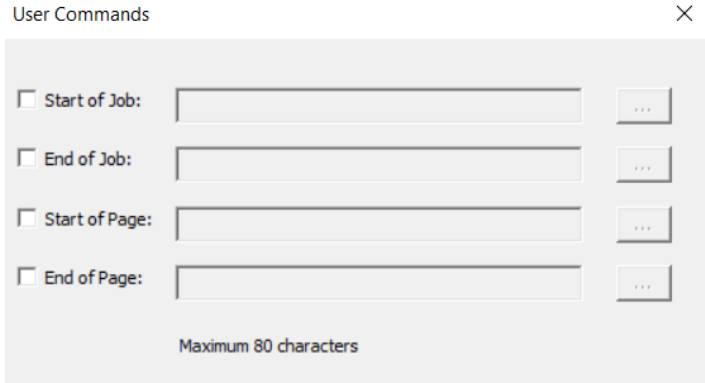


- Peeler: Peeler module can peel labels continuously while printing. The printer will run the next label after removing peeled label.

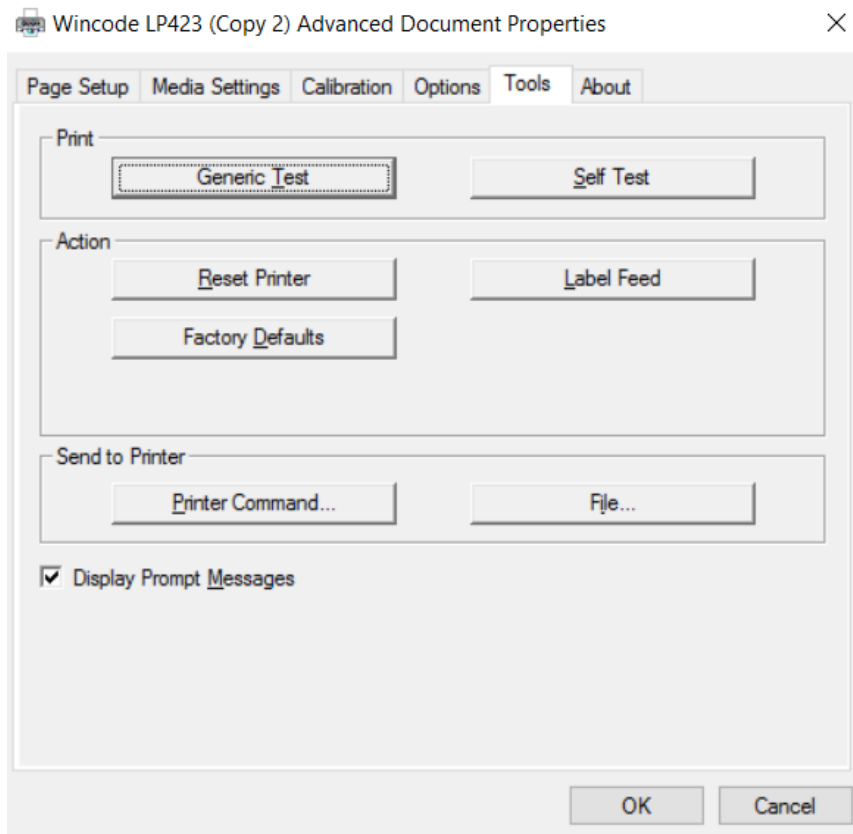
Peer position can be adjustable as long as ticking “Peel Off Position” option.



- Cutter: The cutter will run after printer ends each label printing. “Every Cut” option means that how many pages come out to run the cutter once. “Cut Position” is ticked, the cutting position can be adjustable.

	 <p>The screenshot shows the 'Wincode LP423 (Copy 2) Advanced Document Properties' dialog box. The 'Options' tab is selected. Under the 'After Print' section, there are several options:         <ul style="list-style-type: none"> <li><input type="checkbox"/> Use Current Printer Settings</li> <li>Radio buttons for: <input type="radio"/> None, <input type="radio"/> Tear Off, <input type="radio"/> Peeler, and <input checked="" type="radio"/> Cutter.</li> <li>'Every Cut' field: 1 (1 ~ 255 Label)</li> <li><input type="checkbox"/> Cut Position: Default (0 Dots)</li> <li><input type="checkbox"/> Press a button to print</li> <li>'User Commands...' button</li> <li>OK and Cancel buttons at the bottom.</li> </ul> </p>
<p>User Commands</p>	<p>User can fill up printer commands in this dialog when it is needed. Select and press "...", a new window will pop out and the use can type in the commands.</p>  <p>The 'User Commands' dialog box contains four rows, each with a checkbox and a text field followed by a button with three dots:         <ul style="list-style-type: none"> <li><input type="checkbox"/> Start of Job: [text field] ...</li> <li><input type="checkbox"/> End of Job: [text field] ...</li> <li><input type="checkbox"/> Start of Page: [text field] ...</li> <li><input type="checkbox"/> End of Page: [text field] ...</li> </ul>         At the bottom, it says 'Maximum 80 characters'.       </p>

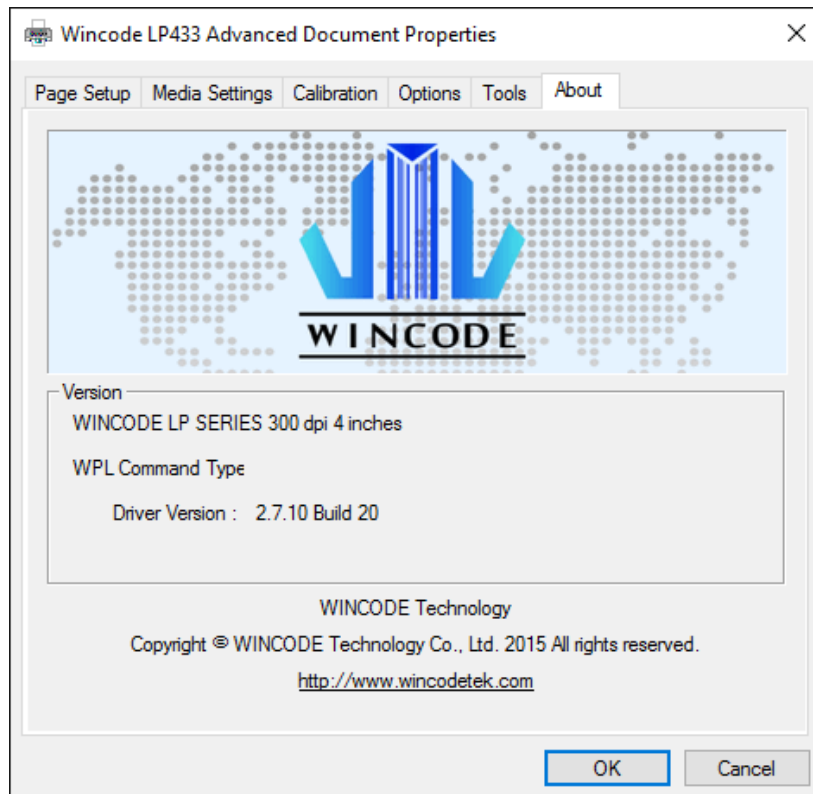
### 3.3.5 Tools



<i>Item</i>	<i>Description</i>
Print	<ul style="list-style-type: none"> <li>➤ Generic Test: Order printer to print a label with texts for testing purpose.</li> <li>➤ Self Test: Order printer to print a label with inside parameters of printer.</li> </ul>
Action	<ul style="list-style-type: none"> <li>➤ Reset Printer : Restart printer.</li> <li>➤ Factory Defaults : Inside parameters to be default</li> <li>➤ Label Feed : Order printer to deliver a label come out</li> </ul>
Send to Printer	<ul style="list-style-type: none"> <li>➤ Printer Command: Send commands to the printer, please refer to the <u>Wincode's Command Manual</u>.</li> <li>➤ Files : Select a command file (*.prn) from the stored space of computer</li> </ul>

### 3.3.6 About

#### WinLabel driver version








## 4. WinLabel tool suite

### 4.1 Software Introduction

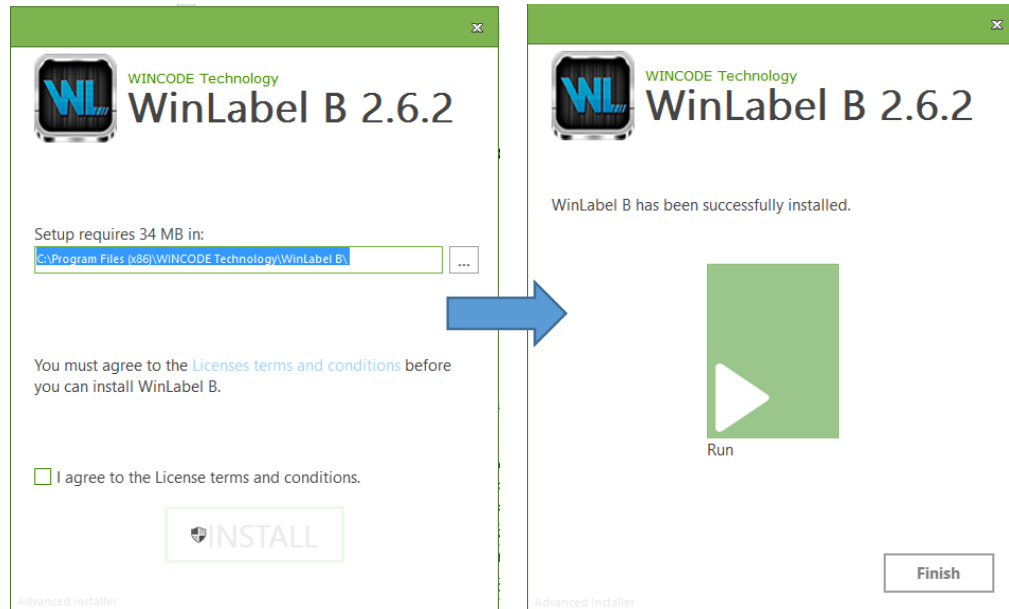
WinLabel tool suit is supported the below platform: Windows XP SP3, Vista, Windows 7, Windows 8, Windows 8.1, Windows10, Server 2003, Server 2008, Server 2012 and Server 2012R2 operation system (32 bit and 64 bit).

**Note:** The monitor resolution needs to have at least 1024 x 768 for normal use.

<i>Icons</i>	<i>Description</i>
	WinLabel : Label editing software
	Printer Utility : Printer tool
	Install Driver : Driver installation
	Firmware Driver : Firmware update tool
	Check for Update : Version check
	Uninstall WinLabel : Uninstall all installed software

## 4.2 Software Installation

Click “WINLABEL\_SETUP.EXE” file in the CD disc, and then choose a preferred language (traditional Chinese, simplified Chinese, and English) and input a stored path to finish software installation.

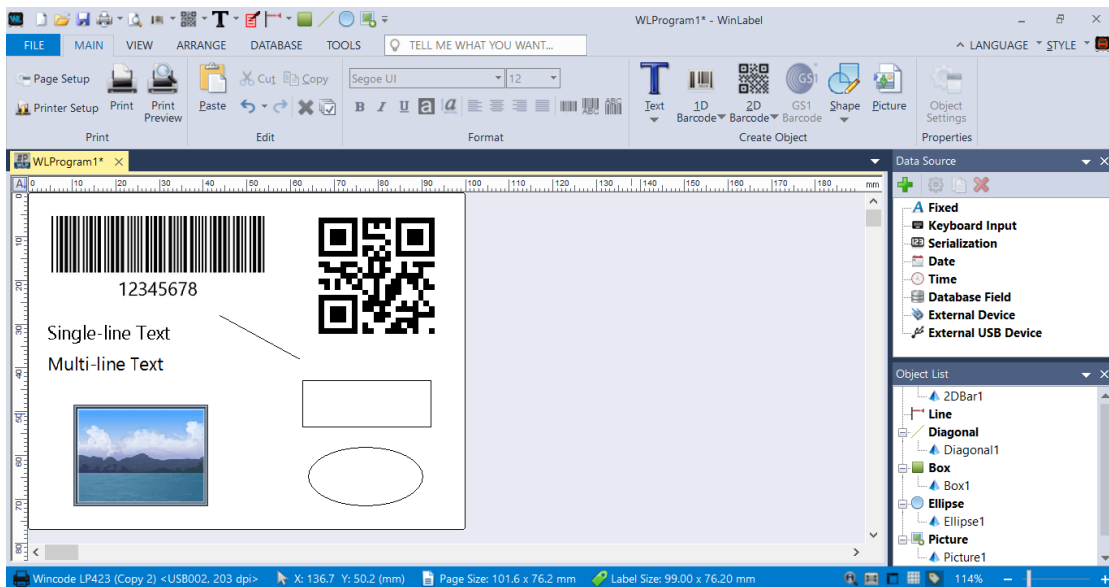


## 4.3 WINLABEL Label Editing Software

### ➤ The Welcome screen

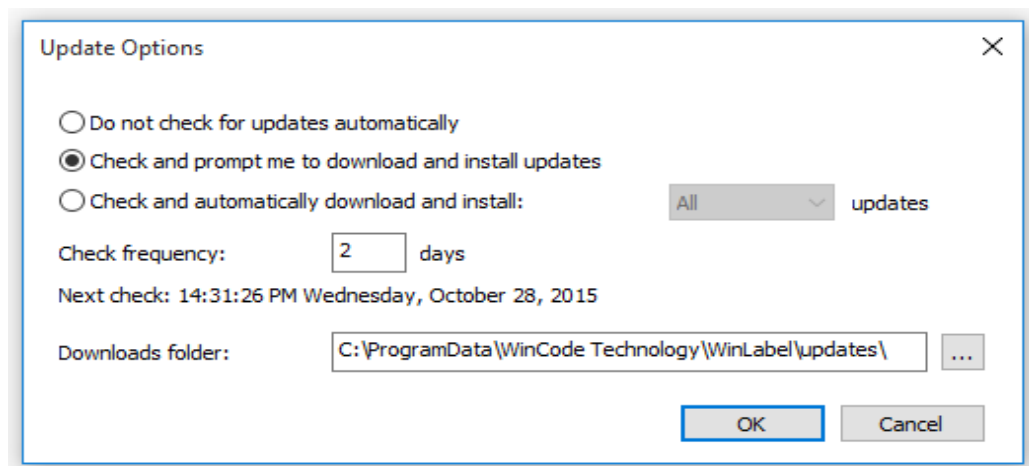
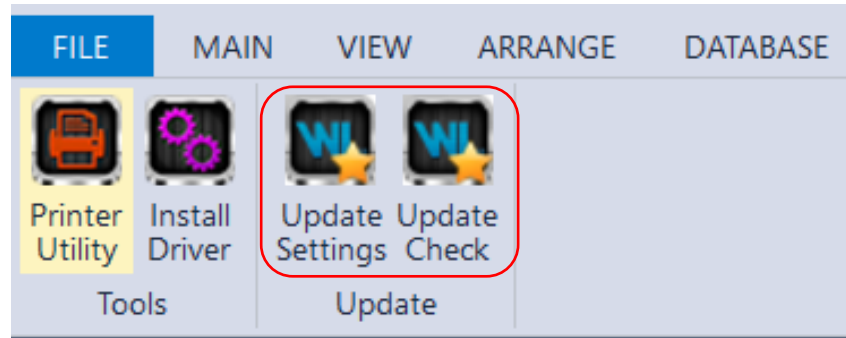


### ➤ The main screen



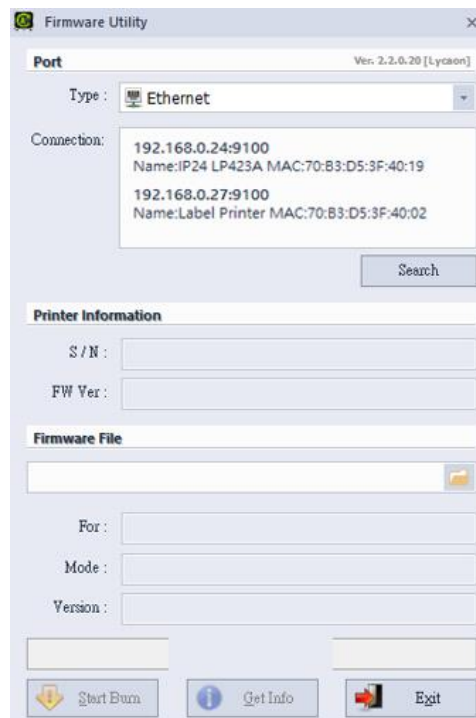
## 4.4 Update settings and update check

After entering to the WinLabel program, click the “Check for Update” icon in the “TOOLS” page and check if it is the latest version. Then program can be updated automatically. Besides, user can click “Update Settings” icon to adjust update settings



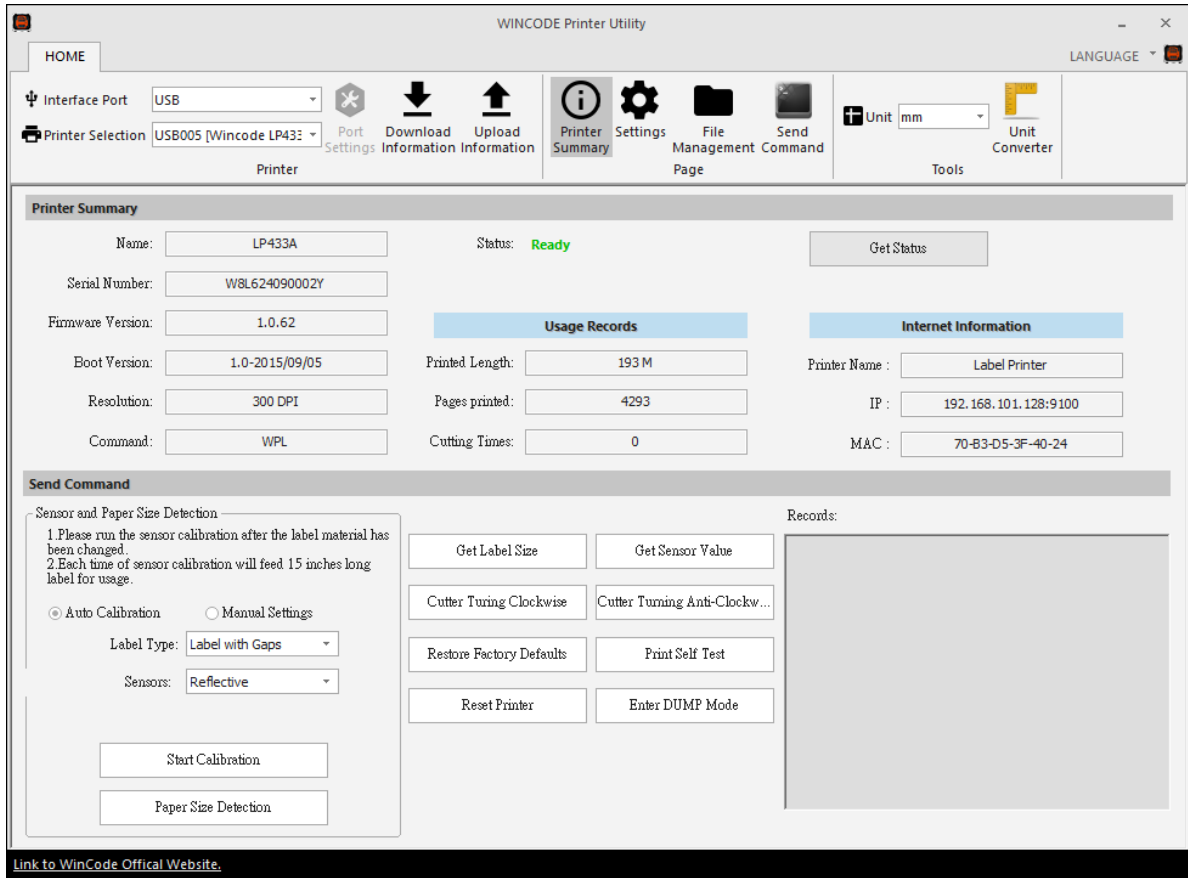
## 4.5 Firmware update Tool

- When user get the \*.ulf file from the manufacturer, please execute the file under the interface WinLabel installed. The system will auto connect the firmware update tool. After confirm the version please press “burn” and wait until the “update finished” information from the printer.
- The update procedure can run with USB 、RS-232 、LPT 、Ethernet
- Press the search button when using Ethernet, the system will search the office network and then list the printers.



<i>Item</i>	<i>Description</i>
Port	<ul style="list-style-type: none"> <li>• term : select the connecting way: USB, RS-232, LPT, Ethernet (not available yet)</li> <li>• connect : select the printer connected</li> </ul>
Firmware file	Confirm the burn version <ul style="list-style-type: none"> <li>• The system will auto connect the firmware update tool and show the information while executing *.ulf file</li> </ul>
Burn	Burn the firmware into the printer
Get information	Get the serial number and the firmware version of the printer
Exit	Leave the firmware update tool

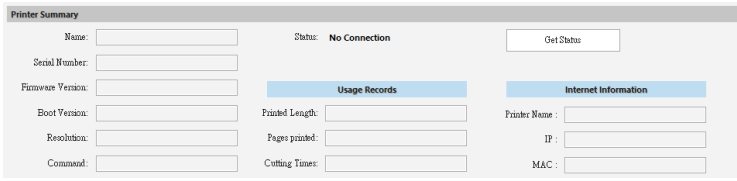
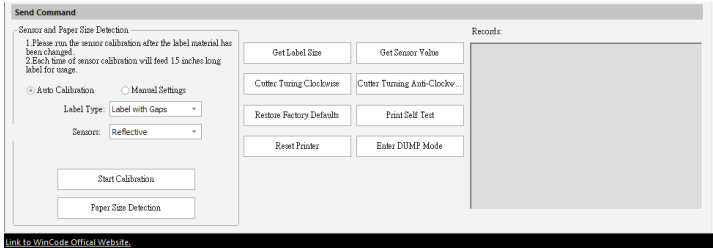
## 5. Printer Utility



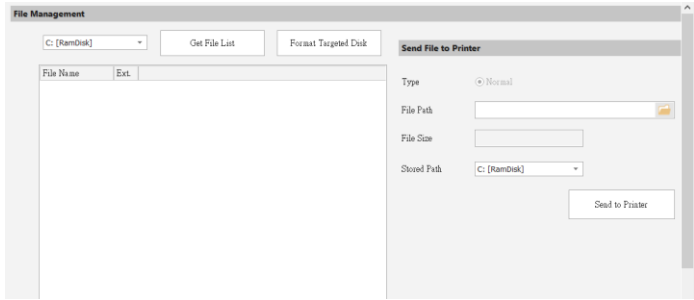
Item	Description
Interface port	Interface port selection: USB, RS232, LPT (Centronics), Ethernet.
Printer selection	While printer is connected to the computer, the program can automatically detect printer equipment. Then user can select a printer from a pulldown list.

<p>Port settings</p>	<p>When RS-232, Ethernet selected, click for interface settings</p> <ul style="list-style-type: none"> <li>➤ RS-232: bps, data bit, parity check, stop bit, flow control selection.</li> </ul> <div data-bbox="683 286 1284 936" style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <p>RS232 <span style="float: right;">✕</span></p> <p>Bits Per Second : 115200 ▾</p> <p>Data Bits : 8 ▾</p> <p>Parity Check : None ▾</p> <p>Stop Bit : 1 ▾</p> <p>Flow Control : Hardware ▾</p> <p style="text-align: right;"> <input type="button" value="OK"/> <input type="button" value="Cancel"/> </p> </div> <ul style="list-style-type: none"> <li>➤ Ethernet: auto or manual insert selection</li> </ul> <div data-bbox="675 1003 1225 1556" style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <p>Set TCP/IP Port</p> <p><input checked="" type="radio"/> Auto Detect</p> <div style="border: 1px solid gray; padding: 5px; margin: 5px 0;"> <p>192.168.0.27:9100 Label Printer [70:B3:D5:3F:40:02]</p> <p>192.168.0.29:9100 IP29 LP423A [70:B3:D5:3F:40:1C]</p> </div> <p><input type="radio"/> Input IP : <input type="text" value="192.168.0.60"/></p> <p style="margin-left: 100px;">Port : <input type="text" value="9100"/></p> <p style="text-align: right;"> <input type="button" value="OK"/> <input type="button" value="Cancel"/> </p> </div>
<p>Download information</p>	<p>The current printer setting information can be showed in the Printer Summary area.</p>
<p>Upload information</p>	<p>The setting information in the Printer Utility will be uploaded to the printer.</p>

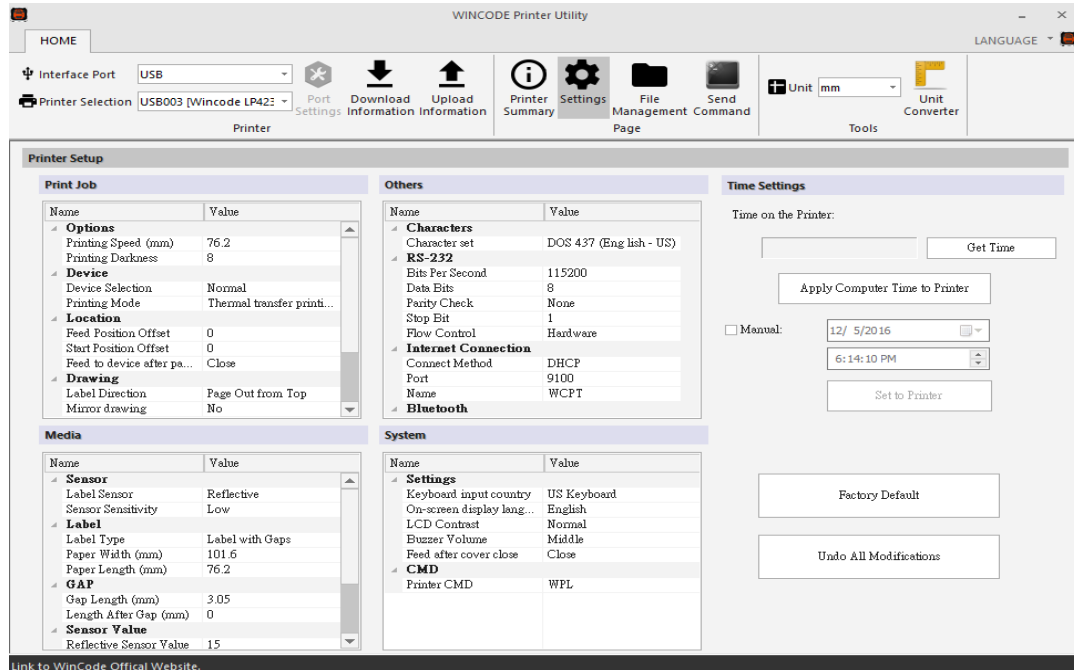
## 5.1 Printing Summary

<p>Printer Summary</p>	<p>➤ Listing printer information</p>  <p>Send Command window</p>  <p>➤ Start Calibration Please run the sensor calibration after the label material has been changed, if it is the same material but different size and then only need to adjust the page setup of WinLabel. It is recommended to use the auto detection, if there are specific materials that the sensor cannot detect, and then switch to manual setup, select the sensor strength and set the numeral of the sensor (The value range of sensor records is from 5 to 100, less value is more sensitive)</p> <p>➤ Paper Size Detection Printer will detect the paper size and get detecting result in the right table as below Figure</p> <div style="background-color: #e0e0ff; padding: 5px; border: 1px solid #ccc;"> <p><b>LABCALIBRATE Sent.</b>  <b>Paper Length (mm) : 7.37</b>  <b>Gap Length (mm) : 2.67</b></p> </div> <p>➤ Get Label Size: The detecting value of label size will be showed in the right table</p> <p>➤ Get sensor value: The detecting value of sensors will be showed in the right table</p> <p>➤ Cutter Turning Clockwise : Cutter cuts label from up to down (Fully cut)</p> <p>➤ Cutter Turning Anti-Clockwise : Cutter cuts from down to up (Not completely cut-off)</p> <p>➤ Restore Factory Defaults: The parameters of printer will be factory default setting.</p> <p>➤ Printer Self Test: Printer will print the inside settings on the label</p> <p>➤ Reset Printer : Restart the printer</p> <p>➤ Enter DUMP Mode: Entering to the DUMP mode (Press “menu” to return the original mode)</p>
	<p>Settings</p>



<p><b>File Management</b></p>	<p>Send the selected file to the printer and then print the files on the list</p> 
<p><b>Send command</b></p>	<p>Send command to the printer, please refer to the Printer Command Manual.</p>
<p><b>Unit- Tools page</b></p>	<p>Printing unit: millimeter (mm), centimeter (cm), inch (in.)</p>

## 5.2 Settings



### 1) Print Job

Item	Description
Printing Speed(mm)	Select required speed
Printing Darkness	Select required parameters from 0 to 15; adjust the printer head temperature (8 is recommended for wax ribbon)
Device Selection	Normal, tear-off, peel-off and cutter modes are selectable.
Printing Mode	Direct Thermal and Thermal Transfer modes are selectable
Feed Position Offset (After printing)	Input required parameters. (If printer is connected cutter/peeler, user may use this offset settings. Otherwise, the default is 0)
Start Position Offset (Before printing)	Input the required parameters (plus value is feeding more distance; minus value is back feeding more distance)
Feed to device after pause	Close : When user presses pause button, printer will stop printing immediately. Open : When press pause button, printer will stop printing after completing the current label.
Label Direction	Label-out from top or Label-out from bottom
Mirror Drawing	No effect or mirror reflection (Not available now)
Drawing origin X axis offset	Input the required parameters (Not available now)
Drawing origin Y axis offset	Input the required parameters (Not available now)

\* 203 dpi:8dot=1mm, 300 dpi:12dot=1mm

## 2) Media

<i>Item</i>	<i>Description</i>
Sensor-Label Sensor	Which sensor is using; Reflective and Transmissive
Sensor-Sensor Sensitivity	Low/Middle/High are selectable
Label-Label Type	Label with Gaps, Label with Black Line, and Continuous label are selectable
Label-Paper Width	The user can enter the parameter. (default: 4 inches)
Label-Paper Length	The user can enter the parameter. (default: 3 inches)
Gap-Gap Length	The user can enter the parameter. (default: 0.4016 inches)
Gap-Length after Gap	The user can enter the parameter.
Label with Black Line-Black Line Thickness	The user can enter the parameter. (default: 0.4016 inches) (Only when it is loaded the label with black line.)
Label with Black Line-Length after Black Line	The user can enter the parameter. (Only when it is loaded the label with black line.)
Sensor Value- Reflective	The user can enter the parameter.
Sensor Value-Transmissive	The user can enter the parameter.

## 3)Others

<i>Item</i>	<i>Description</i>
Characters	The user can select the parameter.
RS-232	Can be set when the port is RS-232.
Internet Connection	The default is DHCP, if select manual, the user can adjust the parameter,
Bluetooth	The user can enter the name and PIN code.

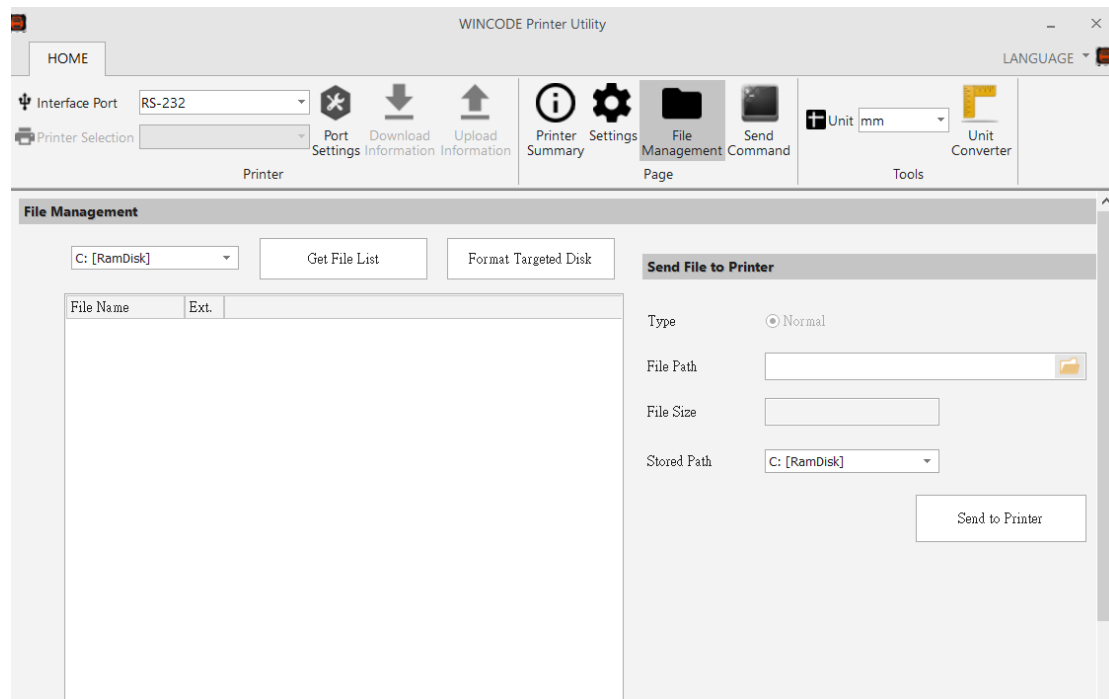
## 4)System

<i>Item</i>	<i>Description</i>
Setup-Keyboard Input country	The default is US Keyboard
Setup-On-screen display language	English, Traditional Chinese, Simplified Chinese, Spanish, Italian, Vietnamese.
Setup-LCD Contrast	Review the LCD contrast settings .
Setup-Buzzer volume	Rreview the Buzzer volume settings in the printer
Setup-Feed after cover closed	Close / Open
Setup-label used up indication	Close / Open (Optional)
Setup-label length Error control	Close / Open, after selected, when the label size does not match the setting, the system will send the error report.
Printer Command	<b>Printer Emulation Switch</b> Auto Detect (Default), detect WPL, TSPL, ZPL, EPL, DPL automatically.

## 5)Time Setup

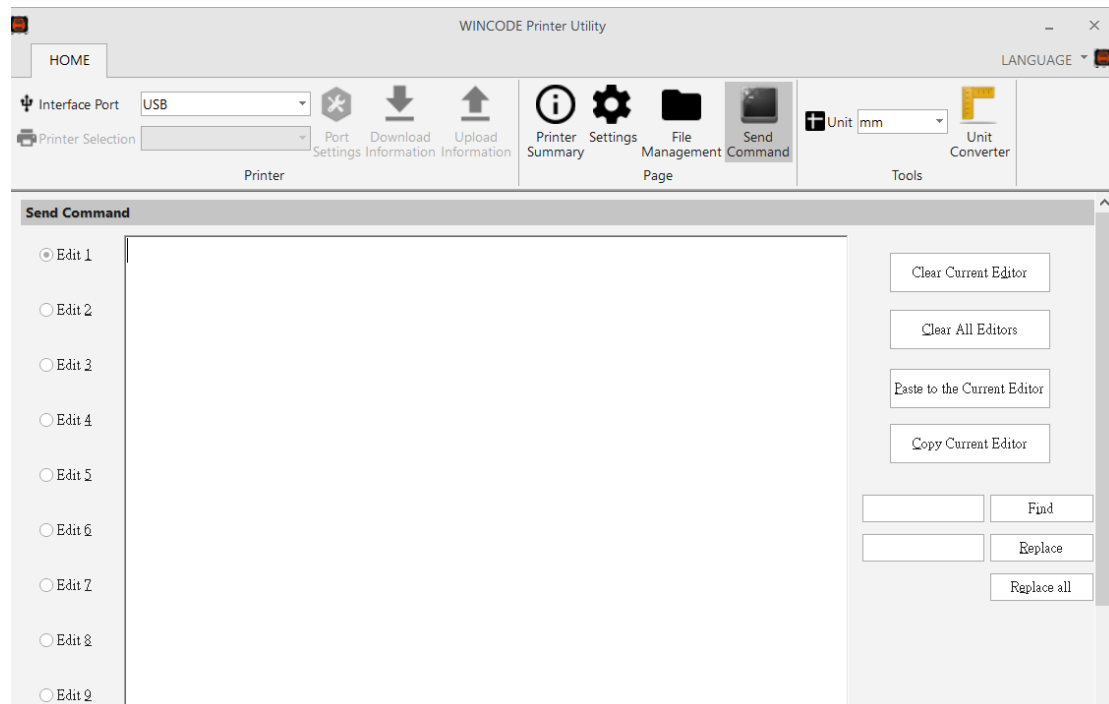
<i>Item</i>	<i>Description</i>
Printer Current Time	<ul style="list-style-type: none"> <li>• Get the timw : to get the current time of the printer</li> <li>• Set the time of the computer to the printer</li> <li>• Manual setup : the user can setup the time of the printer</li> </ul>
Reset to manufacturer default	Reset the printer to manufacturer default
Undo	Reset the numeral to the original numeral, will not affect the setup in the printer.

## 5.3 File Management



<i>Item</i>	<i>Description</i>
Get the file list	To get the file list in C:[RamDisk], D:[FlashDisk] or E:[SDcard]
Format the target disk	Initialize the disk
Delete selected file	Delete the selected file
Delete all the file	Delete all the file in the storage area
Print selected file	Print out the selected file.
Send the file to the printer	<ul style="list-style-type: none"> <li>• File path : select the file that needed to upload</li> <li>• File size : shown the size of the file automatically</li> <li>• Storage location : select the storage location C:[RamDisk] 、 D:[FlashDisk] 、 E:[SDcard]</li> <li>• Send to the printer : send the selected file to the assigned storage area in the printer</li> </ul>

## 5.4 Send Command



<i>Item</i>	<i>Description</i>
Edit Zone	<p>Edit the command</p> <ul style="list-style-type: none"> <li>• Clear the current edit zone : to clear the command in the current edit zone</li> <li>• Clear all the edit zone : to clear all the command in the edit zone</li> <li>• Paste to the current edit zone : paste the command to the current edit zone</li> <li>• Copy the current edit zone : copy the content in the edit zone</li> <li>• search : search the specific content in the edit zone</li> <li>• search and replace : replace the searched content</li> <li>• replace all : replace all the assigned content in the edit zone</li> </ul>
Send	Send the command to the printer
Send the file	Send the file to the printer
Save the file	Save the command in the edit zone
Read the file	Read the file to the edit zone

## 6. LED indicators and button explanation



C342/C343 model is equipped a feed button (white and red LED color)

LED	Display status	Possible problem	Solution
<b>Feed Button</b>	White LED always on : Ready		Wait for the print job
	White LED flash : Label out	The label placement is not correct or label paper is used out	Open Top cover, and confirm the label placement and rest label quantity. Then close cover and press the Feed button.
	Red LED always on : Gap out	Sensor setting is not correct	Reset the settings of sensor in the Printer Utility software.
	Red LED flash: Cover op	Cover open	Close the top cover and then press the button to start printing.
	flash red LED and white LED : *Print head error *Adapter error	Others *loosen Print head *broken Adapter	Use Printer Utility to download printer's information. Deal with the problem according to the error status display. *Connect the print head connection *Change the adapter
	Special lights: Continuous flashing red	The length of value-added is	Use tool to added value.

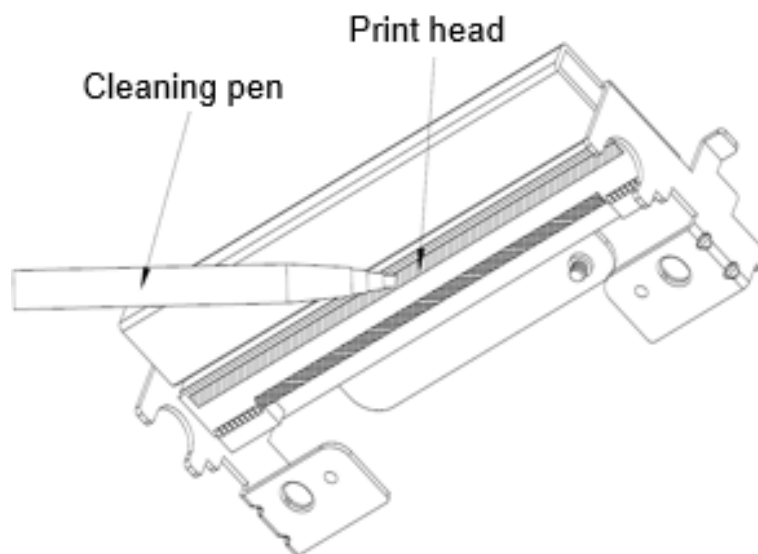
	LED twice and white LED twice	insufficient.	
<b>Feed button function</b>			
<b>Printer current status</b>	<b>Printer status after pressing Feed button once</b>		
Ready	Printer will deliver a label out		
Printing	Printer will pause printing action		
Pause	Printer will cancel pause status		
Error (Red LED flash)	Printer will execute the remaining job if the error issue has been solved		
Error (Red LED flash)	Printer will cancel printing job to return ready status after <b>pressing Feed button twice</b>		
Auto Calibration	Turn on the power, the feed button will flash 3 times in the beginning, the printer can run the auto calibration procedure once user press feed button during the three flash lights		



## 7. Maintenance

The followings are some steps and methods to suggest user to proceed simple maintenance on the printer.

- 1) Turn off the power firstly, and then open the top cover of printer.
- 2) Take out the ribbon and locate the print head. (If printing process is just finished, user needs to wait print head cooling before proceeding maintenance procedure)
- 3) If print head is adhibited label paper or some dirt, please use a head cleaning pen or a cotton swab with 100% ethanol to clean the print head surface. Repeat this procedure until the black marks left on the cotton swab are not increasing.
- 4) Keep regular clean on the rubber roller after printing for a period time.  
Otherwise, that would influence the printing quality or cause print head damage.
- 5) Use compressed air or vacuum to clean the dirt on the sensor.



Note:

- 1.) Suggest to clean print head once every week and clean sensor once every month.
- 2.) When using a cotton swab to clean print head, please make sure that there are no metal fragments or hard particles attached on the cotton swab as that would cause the damage of print head.

## 8. Appendix – C34 series specification

Model	C342	C343
Printing method	Thermal Transfer / Direct Thermal	
Resolution	203 DPI	300 DPI
Max. print speed	102 mm (4") / second	75 mm (3") / second
Max. print width	108 mm (4.25")	110mm (4.32")
Max. print length	2286mm (90")	1016mm (40")
Enclosure	Double-walled plastic	
Physical dimension	220mm(W)x198mm(H)x288mm(D)	
	8.7"(W)x7.8"(H)x11.3"(D)	
Weight	2.5 KG	
Label roll capacity	127 mm (5")OD	
Ribbon	300M length, max. OD 67 mm, 1" core	
Ribbon width	25.4 mm ~ 110 mm (1" ~ 4.3")	
Processor	32-bit RISC CPU	
Memory	4MB Flash memory, 8MB SDRAM	
Power	External universal switching power supply, Input: AC 100-240V, 2.0A, 50-60Hz, output: DC 24V, 2.5A, 60W	
Operation interface	1 button	
Interface	USB 2.0	
Sensors	Reflective gap sensor, Ribbon end sensor, Head open sensor,	
Internal fonts	Seven kinds of bitmap fonts	
Bar code	1D bar code : Code 11, Code 39, Code 93, Code 128, Codabar, EAN/JAN-8, EAN/JAN-13, Interleaved 2-of-5, ITF-14, MSI Pleassy, PostCode, Telepen, UPC-A, UPC-E, UCC-128	
	2D bar code : Code 16K, Code 49, Aztec Code, QR Code, PDF417, Micro PDF417, Data Matrix, Grid Matrix, Micro QR Code, MaxiCode	
	GS1 Barcode : GTIN-13, GLN, GTIN-8, GTIN-14(ITF-14), SSCC, GS1-128, GS1 DataBar, GS1 Composite	
Printer language	WPL (Compatible to the other printer languages)	
Dealer options	Cutter \ Peeler Dispenser \ External label stand	
Media width	15 ~ 110 mm (0.59" ~ 4.3")	
Media thickness	0.06 ~ 0.19 mm (2.36 ~ 7.48 mil)	
Media core diameter	25.4 mm (1")	
Label length	5 ~ 2,286 mm (0.19" ~ 90")	5 ~ 1,016 mm (0.19" ~ 40")
Safety regulation	CE Class B, FCC Class B, CCC, CB	
Bundled software	WinLabel labelling application, windows printer driver, printer utility, DLL SDK library, EXE executive AP for batch print. Platform support: Windows XP, Vista, 7, 8, 8.1, 10 and Server 2003, 2008, 2012, 2012R2 (32/64 bit)	