

1 Read This First !

Congratulations....

On your choice of a Citizen label printer.

Please take a moment to read this Quick Start Guide which will familiarize yourself with the printer and its operation. The printer is a sophisticated but easy-to-use label printer featuring simple media loading and quick connection together with a powerful VuePrint menu configuration system.

We will guide you through unpacking of the printer from its carton, connection to your computer system and installation of the media including a quick self-test of the printer to ensure it is working.

Safety

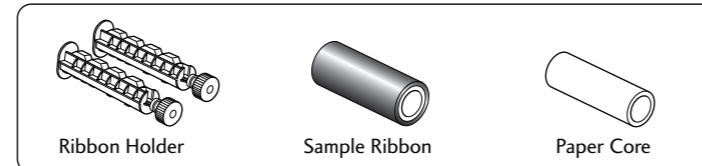
But if you have not done so already, please carefully read the safety instructions included at the beginning of this Quick Start Guide and in more detail on the user manual included on the CD-ROM. Failure to observe the safety precautions could cause serious injury or damage to both you and your property.

Unpacking Your Printer

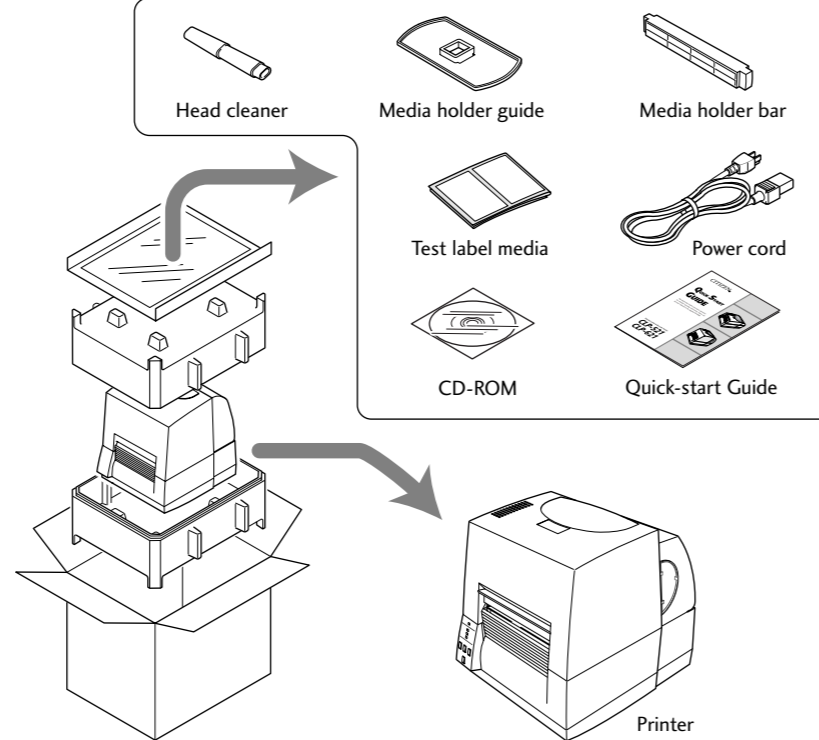
- Carefully unpack your new printer and ensure all the items shown on the adjacent picture are present in your printer's carton. In some cases, your supplier or Citizen may have added extra items required for your particular installation such as additional CD-ROM, cable or manuals. Instructions for each of these items will be included within the individual packages.
- If you have any questions, or if you find any of the items are missing, please initially refer back to your supplier. Otherwise, contact details for Citizen's regional offices are shown on the back page of this Quick Start Guide.
- The printer is shipped with adhesive tape in place to hold the top cover closed. Simply remove the two pieces of tape on either side of the top cover. Then simply open the cover by lifting up and tipping it backwards.
- There is another strip of adhesive tape that must be removed which holds the mechanism closed for shipping. Remove the tape and attached paper by carefully peeling from the plastic case. A further piece of packing paper is inside the mechanism and you can remove this when the head is opened as explained later in this manual.

Basic Carton Contents

The following items are only present in the CLP-621 carton :



The following items are present in both the CLP-521 and CLP-621 cartons :



27. Data residing in the printer is temporary. Therefore, all data will be lost if power is lost. We are not liable for any damage or loss of profits caused by data loss due to failures, repairs, inspections, etc.

28. Please contact us if there are any mistakes or ambiguities within this manual.

29. If there are missing or incorrectly printed pages in this manual, contact us to obtain a new manual.

30. Trademarks or registered trademarks of other companies and products are included in this manual. Citizen acknowledges all trademarks.

1. Read all of these instructions and save them for later reference.

2. Follow all warnings and instructions marked on the product.

3. Unplug the product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners, thinners, trichloroethylene, benzene, ketone or similar chemicals. Instead use a damp cloth for cleaning when the printer is disconnected from the mains supply.

4. Do not use this product near water or where a chemical reaction can occur such as in a laboratory or where there is a lot of oil, dust, salt or non particles.

5. Do not place this product on an unstable cart, stand or table. The product may fall, causing serious damage to the product and people around it.

6. Slots and openings on the cabinet and the back or bottom are provided for ventilation.

7. To ensure reliable operation of the product and to protect it from overheating, do not block or cover these openings. The openings should never be blocked by placing the product on a bed, sofa, rug or other similar surface. This product should never be placed near or over a radiator or heat source. This product should not be placed in a built-in installation unless proper ventilation is provided.

8. This product should be operated from the type of power source indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.

9. This product is equipped with a three-pronged plug with a built-in grounding pin. This plug will only fit into a grounding-type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not attempt to modify the safety purpose of the grounding-type plug.

10. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be walked on. Do not pull on the power cord or data cables or keep them under tension.

11. If an extension cord is used with this product, make sure that the total of the ampere ratings on the products plugged into the extension cord do not exceed the extension cord ampere rating. Also, make sure that the total of all products plugged into the wall outlet does not exceed 15 amperes for 220/240V and 15 amperes for a 120V outlet.

12. Never push objects of any kind into this product through any opening or into any of the product's openings or into any of the product's ports. Never pull objects of any kind out of the product.

13. Keep as explained elsewhere in this manual. Do not attempt to service or disassemble this product yourself. Opening and removing these components to service personnel.

14. The manufacturer shall not be held responsible for damage to the product or its accessories caused by the use of the product. Please ensure that the socket outlet is installed near the equipment and shall be easily accessible.

15. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

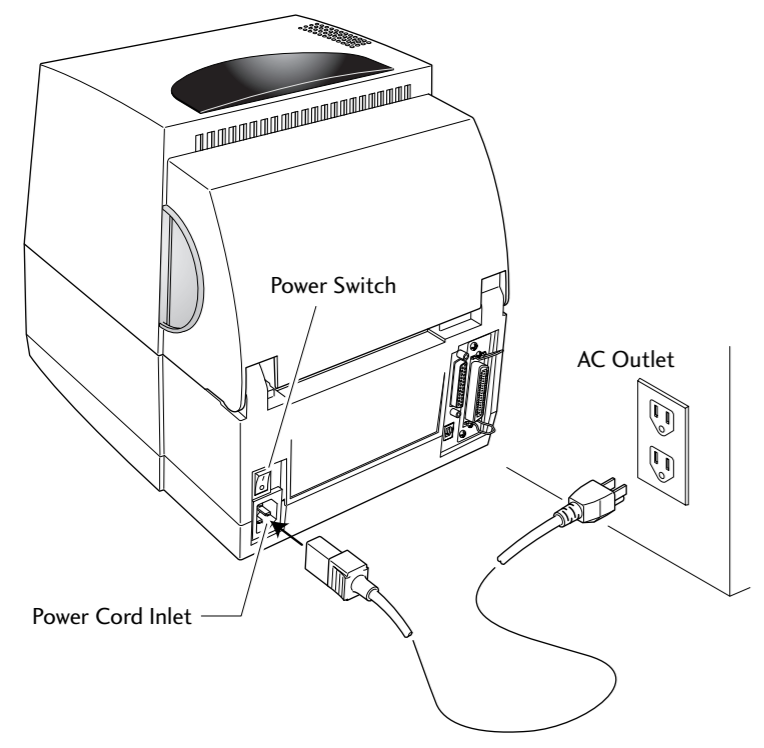
- When the power cord or plug is damaged or frayed.
- If liquid aerosol chemicals have been spilled into the product.
- If liquid aerosol chemicals have been spilled into the product.
- If the product has been exposed to rain or water or excessive humidity.
- If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by a qualified technician to restore the product to normal operation.
- If the product has been dropped or knocked or the cabinet has been damaged.
- If the product exhibits a distinct change in performance, indicating a need for service.
- If the product safety store the pasteur packaging bag. This bag should be kept away from children. If the bag is pulled over child's head, it may cause suffocation.
- Make sure you open the top cover in the way. If only partially open, the cover could slam shut, possibly causing injury.
- When the cover is open, be careful of the top cover. They could cause injury.
- Open the cover as a lid/lid for the printer. A careless, rough handling may cause problems or malfunction. Do not use such sharp-edged tool as a lid/lid for the printer.
- If a problem occurs during printing, stop the printer immediately and unplug the power cord from the outlet.
- The contents of this manual may be changed without prior notice.
- Reproduction, transfer or transmission of the contents of this manual without prior consent is strictly prohibited.
- We are not liable for any damage resulting from the use of the information contained herein, regardless of errors, omissions, or misprints.
- We are not liable for any problems resulting from the use of optional products and consumable supplies other than the designated products contained herein.
- We are not liable for any damage caused by users' erroneous use of the printer and inadequate environment.

Safety Instructions - which must be strictly observed

2 Connection

Connection to Power

- Check that the power switch to the printer is turned OFF.
- Connect the connector of the power cord to the power cord inlet on the printer.
- Insert the plug of the power cord in the AC outlet.



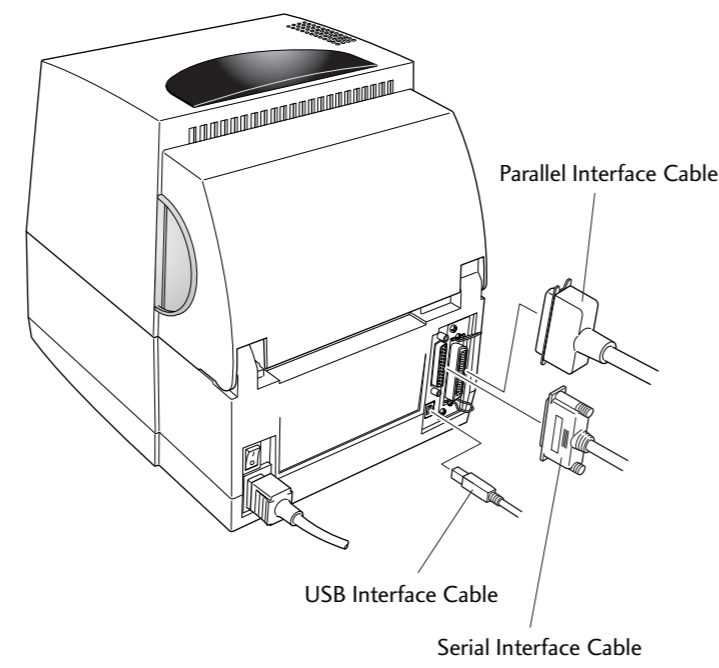
Caution Use an AC outlet that accepts a three-pronged plug. Otherwise, static electricity may be generated and there will be danger of electric shock.

Connection to a Computer

This product has three interfaces that can be used to receive printing data: a serial port (RS232C), parallel port (IEEE1284, Non-L. P. S.), and a USB port (USB1.1). An optional internal Ethernet (LAN) or Wireless LAN port can be added by your dealer. If the optional Ethernet or wireless LAN port is used, the standard parallel port is removed from the printer, so the parallel interface cannot be used.

With the exception of a wireless LAN connection, an interface cable is necessary to connect the printer to a computer. To connect the cable, proceed as follows:

- Turn OFF the power switches of both the printer and the computer.
- Connect one end of the interface cable to the interface connector on the back of the printer and secure it with locks or locking screws, where available.
- Connect the other end of the interface cable to the interface connector on the computer and secure it with locks or locking screws, where available.



* For Further Information ...

For further information and more detailed instructions on the use of your new printer, please refer to the complete user manual included on the CD-ROM accompanying your printer.

Alternatively, you may find it easier to contact your local Citizen office as follows:

For North and South America:

Citizen America Corporation
2102 Alton Parkway, Unit A
Irvine, CA 92606
Tel: (949) 428-3700
U.S.A.

For Europe, Middle East and Africa

Citizen Systems Europe GmbH
Park House, 643-651 Staines Road Feltham, Middlesex, TW14 8PA United Kingdom
Tel: +44 (0) 20 8893 1900
<http://www.citizen-europe.com>

Mettinger Strasse 11
D-73728 Esslingen
Germany
Tel: +49 (0) 711 3906 400

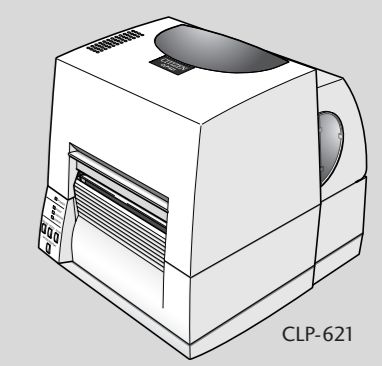
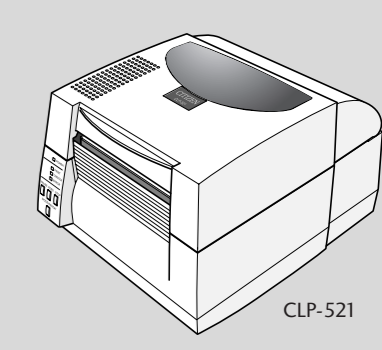
For Asia, including China and Japan:

Japan CBM Corporation
CBM Bldg., 5-68-10, Nakano Nakano-ku, Tokyo 164-0001
Tel: (+81-3) 5345-7540
Fax: (+81-3) 5345-7541

CITIZEN®

QUICK-START GUIDE

This Quick-Start Guide covers basic operation. For detailed operating instructions, please see the User's Manual on the supplied CD-ROM.

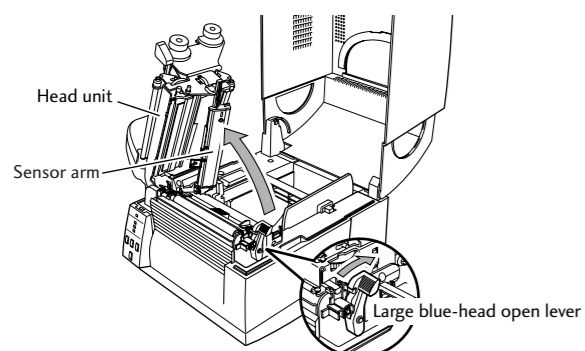


Thermal Label & Barcode Printer
CLP-521
CLP-621

3 Media Installation

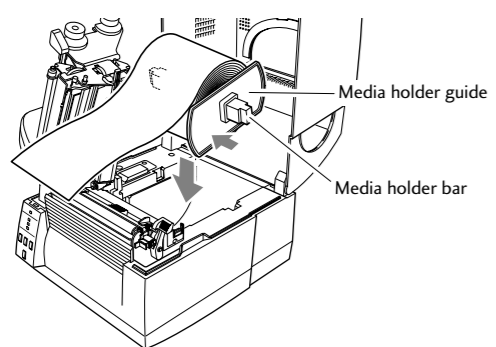
Installing the Media

a. Push the large blue head open lever to release the head unit and then raise it to the position shown below. On the CLP-621, you will also need to raise the sensor arm by simply lifting it in the same way; the CLP-521 does this automatically.



b. Firstly, slide the two black plastic parts of the media holder assembly together. Ensure correct alignment of the guide with the bar as it can only be installed in one direction.

c. Slide the roll of media over the media bar. The media guide must be on the right side of the roll of media (as viewed from the front of the printer) with the flat surface of the media guide touching the roll.

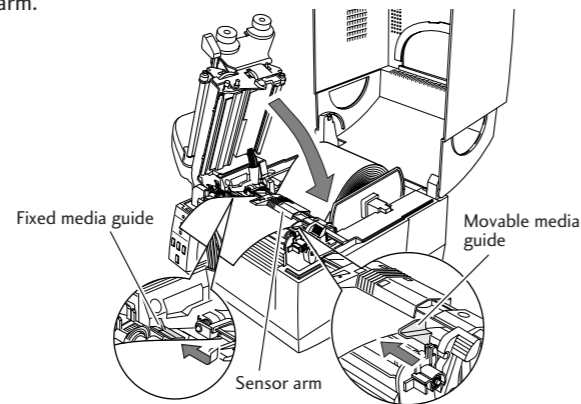


d. Set the media roll and media holder in to the printer as shown above. It is advisable to pull a length of media forwards and through the mechanism ready for later positioning.

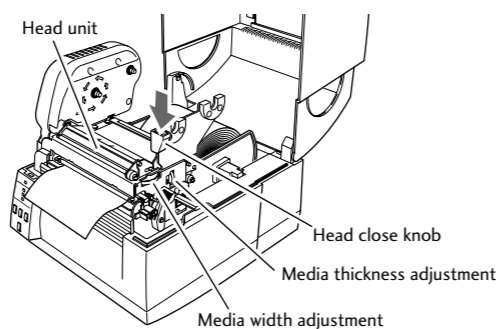
e. Move the media roll so it is touching the leftside of the housing. Then slide the black media guide so it is touching the media on the right side. Do not try to hold the media too tightly with these guides as it will cause the printer to jam during printing.

f. You may need to adjust the media sensors as described in section 6. This will depend on the media types you are using.

g. Align the media with the left fixed media guide (2 locations), align the right movable media guide with the media width, and lower the sensor arm.



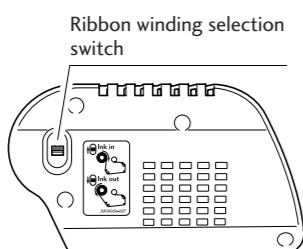
h. Lower and lock the head unit. Align it with the width of the media that has been set, then set the media width and media thickness adjustment dials. See section 5 for more info.



i. With the power switched on, push the FEED key to feed the media. It will halt at the next print start position.

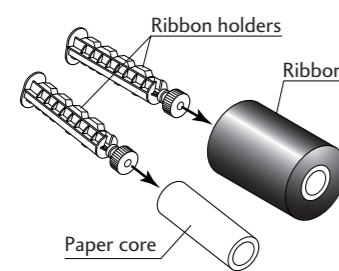
4 Ribbon Installation (For the CLP-621 only)

a. Set the ribbon winding switch (located on the side of the ribbon motor housing) according to whether you are using inside or outside-wound ribbons.



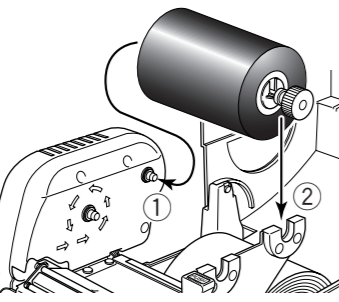
For outside wound ribbons, push the switch down. This is the default location.

b. Place the new, unused ribbon and the paper core (tube) on to a ribbon holder each.



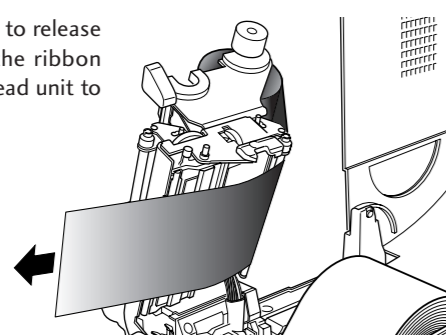
Insert the ribbon holders all the way in to the ribbon and paper core.

c. Install the unused ribbon and holder in to the rear ribbon drive unit.

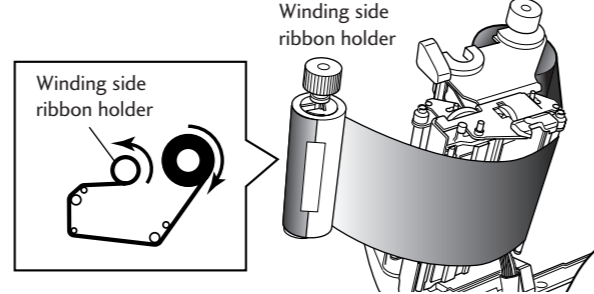


The splines on the ribbon drive gear mechanism engage with the end of the ribbon holder.

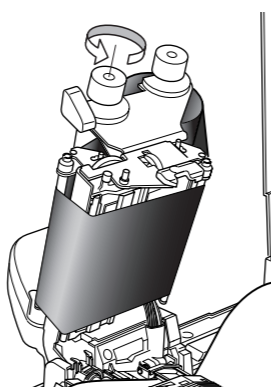
d. Push the head open lever to release the head unit. Pull out the ribbon from the bottom of the head unit to the ribbon winding side.



e. Using tape etc., fix the ribbon that you have pulled out on the ribbon holder on which the paper tube has been set and wind it on the ribbon holder.

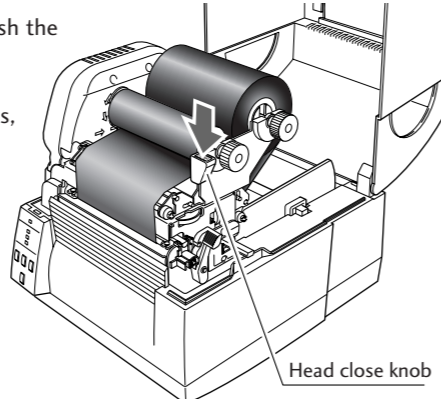


f. Put the ribbon holder on which the paper tube has been set in the ribbon drive unit, then rotate it in the direction shown by the arrow to remove slack and wrinkles from the ribbon.



g. Push the head close knob to lower and lock the head unit. Be sure to always push the head close knob to lock the head unit

h. If the ribbon is wrinkled, push the FEED key until the wrinkles disappear. If the wrinkles do not disappear or if it slips, perform ribbon balance adjustment and ribbon tension adjustment as described in Chapter 3 of the full user's manual on the CD supplied.

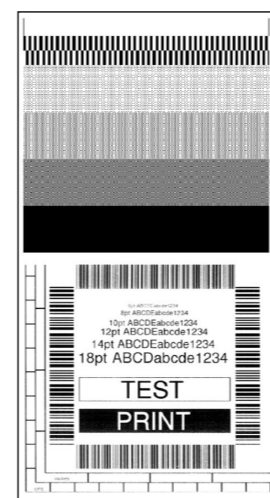


5 Self Tests and Printer Configuration

Self Test Print

Performing a self test print is an easy way to check on the state of printer setting and printing quality. Install the media as explained in section 4 and then operate the printer as follows.

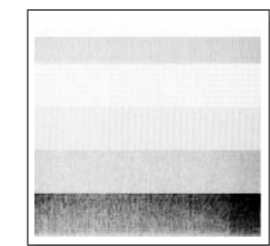
For label media
Turn on printer power while pushing the FEED key. When the PRINT LED has begun to flash slowly, release the FEED key.



For continuous media
Turn on printer power while pushing the FEED key. When the PRINT LED has stopped flashing slowly and has begun to flash rapidly, release the FEED key.

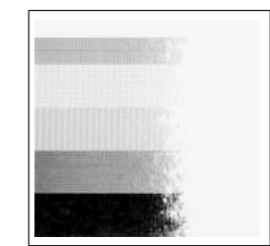
The printer will produce the self test shown, then it will stop. To repeat, press the FEED key again. To exit, switch of the printer.

Media Adjustments



Using the Self Test Print shown above, you can make adjustments to the printer settings such as media width and media thickness (printhead pressure). The location of these two adjustments is explained in section 4.h

The first sample, left, shows an incorrectly set "media thickness adjustment". For standard label media, it is recommended you set the blue dial to the "0" position.

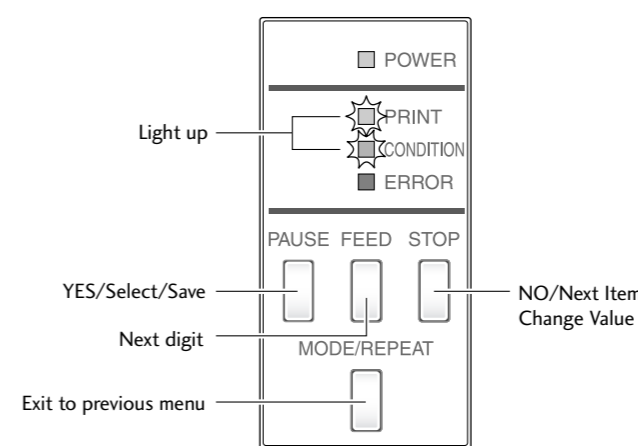


The second sample, left, shows an incorrectly set "media width adjustment". For 4-inch or 100mm wide media, the adjuster should be set to the "9" position on the blue dial.

The settings shown above are for general label media and may not apply to specialist media.

Printer Configuration Menu

If the printer power is turn on while the MODE/REPEAT key is pressed, the printer enters menu setup mode. In this mode, the printer's configuration can be changed using the VuePrint Menu System. During menu setting mode, the CONDITION LED is on. Media must be installed in the printer to use the VuePrint menu system.



Functions of the keys

After each menu item is printed, the printer will also print the function of each of the buttons at that time. They vary slightly depending on the menu selected but generally fit the following guidelines:

PAUSE key (YES):

It is pushed to either select the current menu option or to save the new setting after which it advances to the next menu.

STOP key (CHANGE/NO):

Whilst changing a menu value (such as head temperature), pressing this key displays the next menu value available but does not save the setting. In the "main menu", pressing this key moves to the next menu available.

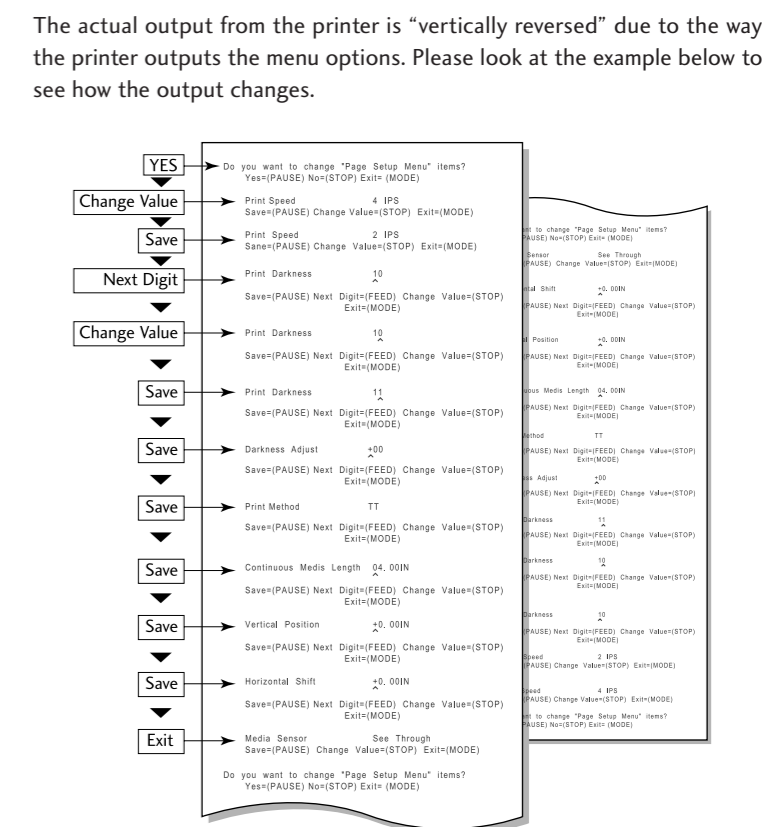
FEED key (CURSOR):

With some menu options such as head temperature, there is more than one "digit" than can be changed. This key moves the cursor to the next digit.

MODE/REPEAT key (EXIT):

Exits the current menu or the VuePrint menu system

Shown below is a sample menu output from the VuePrint menu system. This particular example is changing the print speed and print darkness then continues through the remainder of the "Print Setup" menu.



Caution

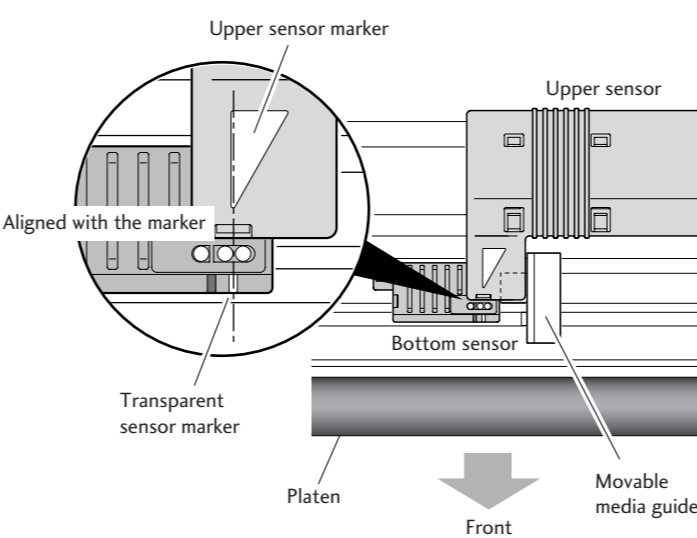
When you are changing a menu value, pressing the "PAUSE" key (YES) causes the printer to save the currently selected parameter. The CONDITION LED flashes briefly. Do not turn off the power to the printer at this time as this may cause a malfunction. If the power is accidentally turned off, first reset the printer to factory defaults.

6 Sensor Adjustment for Specialist Media

For non-standard media sizes and shapes, you may need to adjust the media sensors from their usual positions

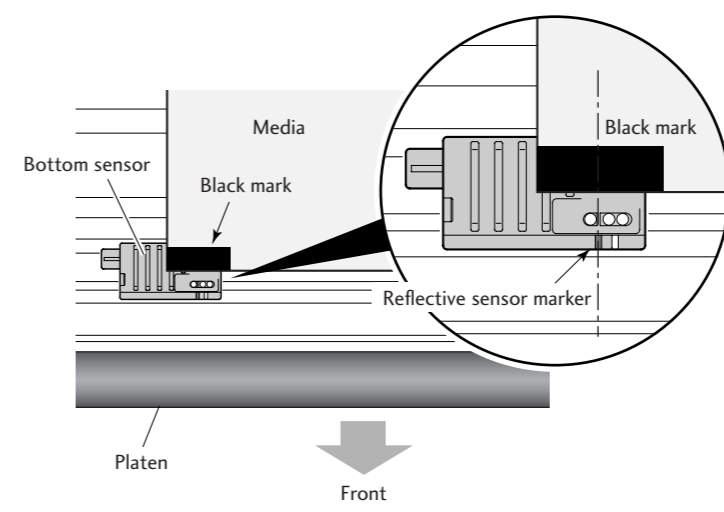
To detect gaps between labels and for media with notches or holes, use the transparent or see-through sensor:

- First, move the lower sensor to the center of the media installed or in line with the hole or notch in the media.
- Then align the upper sensor marker with the lower sensor marker as shown in the diagram below.
- For easy and quick alignment (and to reset to factory positions) slide both the upper and lower sensors to the right-most position of travel. They will now be perfectly aligned over the centre of the mechanism.



To detect media with black 'registration' marks on the back of the media, use the reflective sensor:

- In reflective sensor mode, only the lower sensor is used.
- Adjust the position of the lower reflective sensor so that the marker is at the center of the black mark on the media as shown below.
- The upper sensor arm is still closed over the media to help guide it through the printer, even though the upper sensor arm is no longer used.



7 Windows® Drivers

Printer Driver Installation

If you are using Windows® 98, NT4, 2000, XP or 2003 or any newer versions of Windows®, the latest printer drivers will usually be supplied on CD in the box by your dealer.

If the drivers are not included with the printer, you can download the latest version free-of-charge from our web site, details of which are on the back of this Quick Start Guide.

Under the latest versions of Windows®, the computer will often automatically detect the presence of the printer. Therefore it is advisable to download the drivers from our web site before installing the printer so the files are ready for installation.

During installation of the printer driver, the computer may ask you to select the printer required.

You will need to click on "Have Disk..." box and then tell the computer the location of the driver files on your hard disk or on the CD ROM. You will usually need to look for the "Citizen.Inf" file.

Your supplier will assist you with the correct drivers and software which are compatible with your particular computer system if you are not using Windows®.

Windows® is a trademark of Microsoft® Corporation.

