4B-2054NSeries

Thermal Barcode Printer

User's Manual

Please keep the user's manual properly for reference

Contents	1
Copyright statement	1
Cautions	2
I. Product	3
II. Receiving	4
2.1 Unpacking and checking accessories	4
2.2 Printer components	5
2.2.1 Front view	5
2.2.2 Rear view	5
III. Installation	6
3.1 Install the printer	6
3.2 Install the label	7
3.3 Single paper loading	8
IV. LED indicator and button functions	8
4.1 LED indicator	8
4.2 General button functions	9
4.3 Boot function	9
4.3.1 Gap/black mark sensor detection	9
4.3.2 Gap/black mark sensor detection; printing self-test value and entering the debugging mod	le10
4.3.3 Printer initialization	13
4.3.4 Skip the AUTO.BAS program	14
V. Diagnostic Tool	15
5.1 Enable the Diagnostic Tool program	15
5.2 Printer settings	16
5.3 Calibrate the paper sensor with the Diagnostic Tool	. 16
5.3.1 Automatic correction	16
5.4 Set the Ethernet with the Diagnostic Tool (optional)	17
5.4.1 Setting via USB interface	17
5.4.2 Setting via Ethernet interface	签。
VI. Troubleshooting	17
6.1 Common problems	17
VII. Simple maintenance procedures of the printer	21
Update history	22

Contents

Copyright statement

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Cautions

1. When opening the cover of the printer, keep fingers and other parts of your body away from the paper exit to avoid crushing injury.

2. If the button battery RTC contained in the main board is not replaced correctly, the main board cannot be used normally.

3. Please dispose of the used batteries according to the manufacturer's operation instructions.

I. Product

Thank you for purchasing our 4B-2054N series thermal barcode printer. This desktop printer will provide you with safe, reliable and efficient printing at a reasonable price. By using it, the volume labels can be printed in a wide range of texts or graphic formats. Meanwhile, its superior function and easy operation make it your best choice among the thermal barcode printers of the same level.

The 4B-2054N series printer provides thermal printing. The printing speed is adjustable from 2.0, 3.0, 4.0, 5.0 to 6.0 inches per second. It applies to a variety of printing materials, including paper rolls, paper slices and fan-fold labels. In addition, the printer has the built-in 1D and 2D barcodes that are commonly used, a TTF font and eight sets of English numeric fonts in different sizes, and supports printing in 4 different directions. And through the zoom function, the fonts can be enlarged. All these will enable you to improve the label printing efficiency significantly.

II. Receiving

This printer is specially packaged to protect against possible damage in transit. However, since the printer may still be subjected to unexpected damage during transportation, you are kindly required to check the packaging and all units carefully when receiving the printer. In case of obvious damage, please contact the sales dealer directly and indicate the severity of the damage. If necessary, you should keep the packaging materials for returning the printer.

2.1 Unpacking and checking accessories

Once you have received your barcode printer, place it on a clean, steady table and carefully remove the packaging materials. Check if the following items are included:

- One printer
- One disk
- Paper supply kit (1" core)
- One USB cable
- One power supply
- One power cord
- One copy of quick installation guide

Dealer's options:

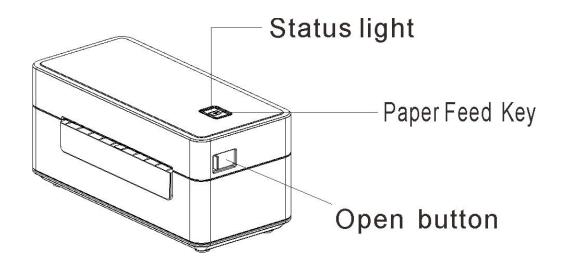
- WIFI interface(factory optional)
- Bluetooth interface(factory optional)

User's options:

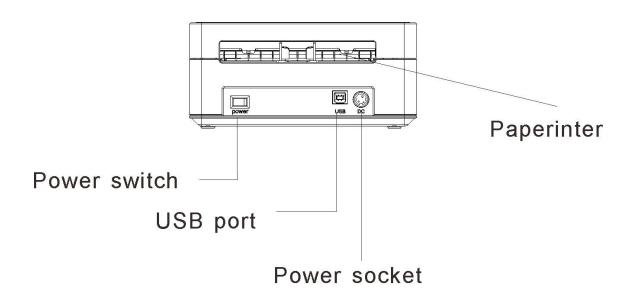
- External paper roll holder (O.D. 214 mm with 1" or 3" core)
- Bushing of paper roll shaft: 1.5", two

2.2 Printer components

2.2.1 Front view



2.2.2 Rear view



Note: The transmission interfaces of the printer in the picture will vary depending on the model of machine you purchase. For the actual transmission interface, please refer to the catalog specifications.

III. Installation

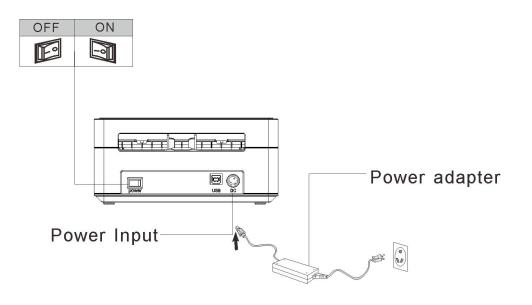
3.1 Install the printer

1. Place the printer on a smooth and steady surface and make sure the power is off.

2. Plug one end of the parallel port cable, serial port cable or USB cable into the slot on the back of the printer, and connect the other end of the cable to the appropriate slot of your computer.

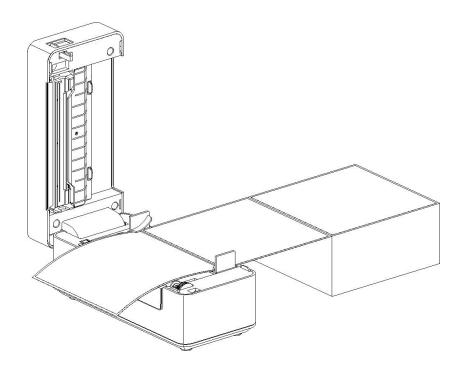
3. Plug the power cord into the power slot on the back of the printer and plug the other end into an AC socket.

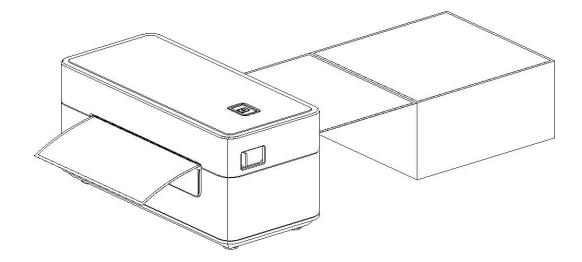
Note: Make sure the printer power is switched off when you plug the power cord into the power slot on the back of the printer.



3.2 Install the label

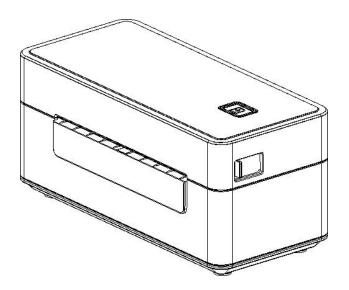
- Press the opening button, then pull the top cover.
 Guide the paper through the paper guide, pull it over the roll.
 Close the cover.





3.3 Single paper loading

In ready status, put a single paper into the paper in(back of the printer), the paper will be auto-loading.



IV. LED indicator and button functions

This printer has one button and one indicator that can display three colors. Pressing the button in conjunction with different colors or collaborating with the power switch will enable the printer to start multiple functions, such as feeding paper, pausing the printer, calibrating the label sensor, printing the self-test value, and initializing the printer. Details are described as follows:

4.1 LED indicator

LED indicator color	Description	
Blue (fixed)	Power on, printer standby to print.	
Blue (blinking)	The printer is downloading data or the printer is paused.	
Purple	The printer is formatting the data.	
Red (fixed)	Printer is in head opened or cutter error status.	
Red (blinking)	Printing error occurs, e.g. out of paper, paper jam, or memory	
	error, etc.	

4.2 General button functions

1. Paper feeding

When the printer is standby (LED blue fixed), the installed paper will move forward one unit if feed button is pressed once.

2. Pausing of printing operation

While the printer is printing, Press the feed button will pause the operation. At this point, the power indicator blinks blue. Press the button again to resume the printing.

4.3 Boot function

This printer has four boot functions that can be used to set or test the printer's hardware.

Please follow the steps below to start the boot function:

1. Turn off the printer.

2. Turn on the printer while holding down the button.

3. Release the button with the light signal indicating the required function, as listed in the table below.

Boot function	Indicato	Indicator color cycle mode:				
Indicator signal	Purple	Blue	Red	Purple	Blue	Blue
Function			(Blink 5 times)	(Blink 5 times)	(Blink 5 times)	(Fixed blue)
1. Gap/black mark sensor detection			Release the button			
2. Gap/black mark sensor detection, printing self-test value and entering the debugging mode				Release the button		
3. Printer initialization (restore factory defaults)					Release the button	
4. Skip the AUTO. BAS program						Release the button

4.3.1 Gap/black mark sensor detection

This test aims to determine the sensitivity of the label paper sensor after the printer is turned on. When the user installs a new paper roll of a different specification or initializes the printer and restores it to the factory default value, the label paper gap sensor needs to be re-measured. The gap detection or black line mark calibration will be completed with your last set value as the reference value. The default value of this printer sensor is set to gap calibration.

Please follow the steps below to calibrate the ribbon and gap/black mark sensor:

- 1. Turn off the printer.
- 2. Turn on the printer while holding down the feed button.
- 3. When the indicator blinks red after the first purple, release the feed button.
- Indicator color cycle mode:
 Purple →Blue →Red (blink 5 times) →Purple (blink 5 times) →Blue (blink 5 times) →Blue (fixed)

Note:

Whether the printer volume label sensor detects the gap or the black mark depends on the GAP or **BLINE** command sent to the printer (with your last set value as the reference value, the default value of the printer sensor is set to gap calibration); for more information on GAP and **BLINE**

commands, please refer to the **TSPL2 programming manual**.

4.3.2 Gap/black mark sensor detection; printing self-test value and entering the debugging mode

This test aims to determine the sensitivity of the label paper sensor after the printer is turned on. When the user installs a new paper roll of a different specification or initializes the printer and restores it to the factory default value, the label paper gap sensor needs to be re-measured. The gap detection or black line mark calibration will be completed with your last set value as the reference value. The default value of this printer sensor is set to gap calibration.

Please follow the steps below to calibrate the label paper by the sensor:

- 1. Make sure that the label paper is properly installed
- 2. Turn off the printer
- 3. Turn on the printer while holding down the feed button
- 4. When the indicator blinks purple after the first purple, release the feed button
- Indicator color cycle mode: Purple →Blue →Red (blink 5 times) →Purple (blink 5 times) →Blue (blink 5 times) →Blue (fixed)
- 5. The sensor will calibrate the label paper and the printer will print out the self-test value, and finally enter the debugging mode and print out the value
- 6. Turn the machine off and on again to return the printer to the normal printing mode

Note:

Before carrying out the label paper sensor calibration, first confirm the type of label to be detected with **Diagnostic Tool** or **GAP/BLINE** command. For more information on **GAP** and **BLINE** commands, please refer to the **TSPL2 programming manual**.

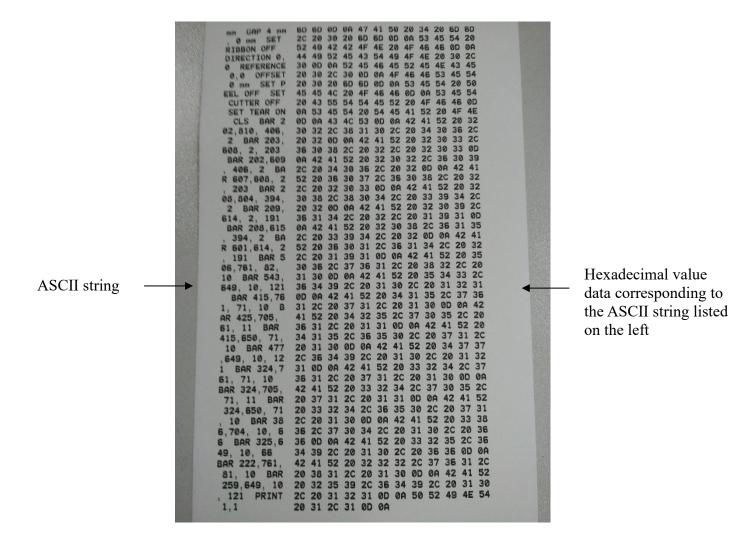
Self-test

When the sensor calibration is completed, the printer prints out the self-test value. Before connecting the printer to your computer, you can use self-test to confirm that the printer is functioning properly. The self-test info can be used to check the printing quality of the print head and know the internal settings of the printer.

ternal settings of pri	nter printed in the self-test mo	de
PRINTER INFO.		
		Print head check sample
		T This field check sumple
FILE LIST: DRAM FILE: FLASH FILE: PHYSICAL DRAM:	<pre>XXXXXXX 4,8,1 ***********************************</pre>	Model & firmware versionMachine serial numberPrint head mileageCheck codeSerial port settingCharacter setCountry codePrinting speedPrinting densityPaper size (width, height)Black mark or gan size (vertical gan
AVAILABLE DRAM:	256 KBYTES FREE	Black mark or gap size (vertical gap,
PHYSICAL FLASH: AVAILABLE FLASH:	4096 KBYTES 2560 KBYTES FREE	offset) Sensor strength
END OF FILE LIST	****	<pre>Stored file information</pre>

Debug mode

After the self-test is printed, the printer system enters the debugging mode. In the debugging mode, all the volume labels will be printed as machine code. The ASCII strings on the left are the data received by the system. The data on the right are printed from the strings on the left, in hexadecimal values. This function is provided for users or engineers to debug programs. You only need to restart the printer to leave the debugging mode and return to the normal printing mode.



Note:

1. Label paper of 4" wide is required to print all the debugging mode data.

2. Restart the printer to leave the debugging mode and return to the normal printing mode, or press the **FEED** button to return to the standby state.

4.3.3 Printer initialization

The printer initialization function is to clear the downloaded files in the memory (DRAM) and restore the print parameters to the factory default settings.

Please follow the steps below to complete the initialization:

- 1. Turn off the power.
- 2. Hold down the feed button and turn on the power. At this point, the power indicator color will cycle as follows:
- Indicator color cycle mode:
 Purple →Blue →Red (blink 5 times) →Purple (blink 5 times) →Blue (blink 5 times) →Blue (fixed)
- 3. Release the feed button when the power indicator is blinking blue. At this point, the printer will be reset, and then the power indicator will blink purple once, and finally the power indicator will be blue in ready state.

After initialization, the printer configuration is restored to its default values as follows:

Parameters	Defaults
Speed	152.0 mm/sec (6 ips) (203DPI)
Density	8
Label width	4" (100 mm)
Label height	7.9" (180 mm)
Sensor type	Gap sensor
Gap setting	0.16" (4.0 mm)
Printing direction	0
Reference point	0,0 (upper left corner)
Offset	0
Tear-off mode	On
Peel-off mode	Off
Characters	850
Country code	001
Clear flash	No
IP address	DHCP

4.3.4 Skip the AUTO.BAS program

The TSPL2 command language allows the user to load an auto-execute file (AUTO.BAS) into the flash memory. When the printer is turned on, it will be automatically executed according to the file loaded by the user. When you want to skip the AUTO.BAS after power-on, you can use this boot function to ignore this auto-execute file.

Please follow the steps below to skip AUTO.BAS:

- 1. Turn off the power.
- 2. Hold down the feed button and turn on the power. At this point, the power indicator color will cycle as follows:
- Indicator color cycle mode: Purple →Blue →Red (blink 5 times) →Purple (blink 5 times) →Blue (blink 5 times)→Blue (fixed)
- 3. Release the FEED button when the indicator is fixed blue.
- 4. The printer will skip the AUTO.BAS program.

V. Diagnostic Tool

Diagnostic Tool is an easy-to-use window-type utility program that allows you to check the current status and settings of the printer, download graphic files, programs, font files, etc., and complete firmware updates according to the actual need. Moreover, it supports creation and download of dot-matrix fonts, transmission of commands or files and so on. By using it, you can complete the printer setup, check the printer status and troubleshoot the printer usage problems more easily.

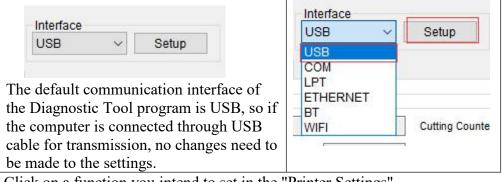
5.1 Enable the Diagnostic Tool program

- 1. Move the mouse cursor to the Diagnostic Tool image Diagnostic Tool.exe and double click the left mouse button.
- 2. After it is started, the main screen shows 4 management pages (printer settings, file management, communication tools, system printer settings).

North Restort	Language	Unit	Interface	Printer	
tures tab	English 👻	inch O mm	USB	• Setup	Get Staft
	Printer Configuration File Mana	ger Command Tool System Pri	inter Settings		
	Printer Function	Printer Configuration Printer Infoormation			
	Calibrate Sensor	Version		Cutting Counter	
	Ethernet Setup	Serial NO	Check Sum	Mileage	
ersetup	Ethernet Setup	Common Z D	RS-232		
i setup	RTC Setup	Speed		Ribbon	-
	Ender Default	Density		Ribbon Sensor	-
	Factory Default	Paper Width	inch	Ribbon Encoder Err	-
	Reset Printer	Paper Height	inch	Code Page	-
		Media Sensor Gap	inch	Country Code Hea-up Sensor	-
	Print TestPage	Gap Offset	inch	Reprint After Error	
	Configuration Page	Post-Print Action	-	Maximum Length	inch
		Cut Piece		Gap Inten	
	Dump Text	Reference		Bline Inten	
	Ignore AUTO.BAS	Direction		Continuous Inten	
		Shift X		Inreshold Detection	•
	Password Setup	Shift Y			
	Exit Line Setup				

5.2 Printer settings

1. Select the connection interface between your computer and the printer.



- 2. Click on a function you intend to set in the "Printer Settings".
- 3. The printer functions in the Printer Settings management page are described as below:

Printer Function	Description	
Calibrate Sensor	Sensor Calibration	
Ethernet Setup	Set Ethernet Network	
RTC Setup	Set Printer RTC Time Parameters	
Factory Default	Restore Factory Defaults and Reboot	
Reset Printer	Restart the Printer	
Print TestPage	Drint Test Dece	
Configuration Page	Print Test Page	
Dump Text	Print Self-test Page	
Ignore AUTO.BAS	Enter Printer Debugging Mode	
Password Setup	Ignore the AUTO.BAS File	
Exit Line Setup	Set the Diagnostic Tool Password	

- 5.3 Calibrate the paper sensor with the Diagnostic Tool
 - 5.3.1 Automatic correction
 - 1. Make sure that the paper is installed correctly and the print head is closed.
 - 2. Turn on the printer.
 - 3. Start the Diagnostic Tool and set the transmission interface (the default is USB).

Interface		Interface	
USB 🗸 Setu	p	USB 🗸	Setup
The default communicat the Diagnostic Tool prog the computer is connected cable for transmission, n be made to the settings.	gram is USB, so if ed through USB	USB COM LPT ETHERNET BT WIFI	Cutting Counter

- 4. Click on "Sensor Calibration".
- 5. Select the paper type and click on "Calibration". The printer will automatically feed the paper to calibrate the sensor.

Auto Calibration	Manual Cature	Madia Tran
Auto Calibration	Manual Setup	Media Type
Paper Height	Sensor Intensity	Gap
inch		Blach Mark
Gap	Threshold Value	O Continuous
inch		
Calibrate	Calibrate Se	t Cancel

5.4 Set the Ethernet with the Diagnostic Tool (optional)

The Diagnostic Tool program is attached to the Utilities folder in the CD provided with the printer. The user can use the Diagnostic Tool to set up via USB, RS-232 or Ethernet interface through Ethernet.

5.4.1 Setting via USB interface

- 1. Connect USB cable to the printer and the computer.
- 2. Turn on the power of the printer.

3. Double click the left button of the mouse on Diagnostic Tool.exe icon to start the Diagnostic Tool program of the printer.

4. The default communication interface of the Diagnostic Tool program is USB, so if the computer is connected through USB cable for transmission, no changes need to be made to the settings.

USB 👻	Setup
USB	1.8 (2.1)
COM]
LPT	
ETHERNET	

5. In the printer functions page, click the "Network Setting" button in the printer functions to set IP, subnet mask, and gateway.

VI. Troubleshooting

6.1 Common problems

The table below shows the common problems the printer operators normally meet and the solutions to them; if you have tried the troubleshooting in the ways we suggest but the printer is still not working properly, please contact the customer service of the vendor for more assistance.

- The power indicator is off.	 * The AC socket plug and the power supply plug are not properly connected to the socket of the printer * The printer power is not switched on 	 * Check the power connector, and make sure that the AC socket and the power supply plug are properly connected to the printer * Turn on the power switch
- The Diagnostic Tool displays "Head open"	* The cover of printer is not closed	* Close the cover of printer.
- The Diagnostic Tool	* The label paper is used up	* Install new label paper

displays "Paper end"	* The label installation path is incorrect	* Refer to the steps of label installation and reinstall it
	* The sensor setting is incorrect.	* Calibrate the label.
- The Diagnostic Tool	* The sensor setting is	* Calibrate the volume label
displays "Paper Jam"	incorrect.	sensor
	* The label paper size setting is incorrect	* Set the correct label size
	* There may be volume label paper stuck inside the printer mechanism	* Clean the inside of the mechanism

Problem	Possible cause	Solution
- Unable to print	* The pin of the serial cable in the transmission line slot of the machine is not of 1 to 1 type	 * Reconnect the transmission line * If you are using a serial port cable, Replace the serial port cable. The pin of the cable must be of 1 to 1 type Make sure that the transmission rate of the printer is set to 9600, n,8,1 * If you are using an Ethernet cable, Make sure that the Ethernet RJ-45 blue/purple light is ON Make sure that it is the purple light that blinks when transmitting data via the Ethernet RJ-45 transmission line Make sure that the printer gets an IP address when it is in the DHCP mode Make sure that the IP address setting is correct when it uses a fixed IP address Wait a few seconds for the printer to contact the server and then check the IP address again

		 * Replace it with a new transmission line * Clean the print head * The printing density setting for the printer is
		* The connection line of the print head is not well
		connected. Please turn off the printer and reconnect the print head cable
		* Make sure that the stepper motor cable is connected correctly
		* Make sure that the PRINT program has PRINT
		commands at the end of the file, and CRLF is at the end of each line of the commands
		* Clear unnecessary files inside FLASH/DRAM.
- The memory		* The DRAM can store up to 256 files
space is full	*The FLASH/DRAM	* User can store up to 256KB in DRAM
(FLASH/	memory space is full	* The FLASH can store up to 256 files
DRAM)		* The maximum a user can store in FLASH is
		2560KB

	Possible cause	Solution
- The microSD memory card is not available	The microSD memory ard is damaged The microSD memory ard is not inserted correctly The microSD card is from inverified manufacturer	 * Use a microSD memory card with supporting capacity * Re-insert the microSD memory card
bi * \$6 *	There is dust or adhesive puildup on the print head The printing density is not et properly The print head is damaged The print head pressure etting is inappropriate	 * Reinstall the consumables * Clean the print head * Clean the rubber roller * Adjust the printing density and printing speed of the printer * Print out the self-test value to check if the print head is damaged. If yes, replace it * Adjust the print head pressure adjusting knob If it is too light on the left of the printed label, adjust and increase the value of the pressure adjusting knob on

		but it is still too light, adjust the value of the pressure adjusting knob back to "1" and then adjust the Z-axis adjuster to find the best pressure setting - If it is too light on the right of the printed label, adjust and increase the value of the pressure adjusting knob on the right side to improve the printing quality
		 * If the thickness of the label exceeds 0.22 mm, the printing quality may not be good enough. Please increase the print head pressure first * Make sure that the print head holder is fully closed
- Paper skip occurs while printing	 * The label size setting is incorrect or incomplete * The label has been changed without recalibrating the sensor * The label sensor is covered by dust, causing incorrect detection 	 * Make sure that the label size setting is correct * Recalibrate the label sensor * Remove dust from the sensor with an air brush

Problem	Possible cause	Solution
- The print position is not correct when printing small volume labels	* The label sensor setting is incorrect * The label size setting is incorrect * The vertical offset setting of the volume label style in the printer driver is incorrect	* Recalibrate the label sensor * Set the correct volume label size and volume label gap size * If the BarTender software is used, set the vertical offset in the printer driver Page Setup Graphics Stock Options About Media Settings Method: Direct Thermal Type: Labels With Gaps Gap Height: 3.0 mm Gap Offset: 0.0 mm Media Handling Post-Print Action: Tear Off Gccurrence: After Every Page Interval: Feed Offset: 0.0 mm Postion Adjustments Use Current Printer Settings Vertical Offset: 0.0 mm OK Cancel Apply Help

- Print missing on	* The label size setting is	* Set the correct label size
both left and right	incorrect	
sides		
- The RTC time is	* The battery is dead	* Check the battery on the main board
not correct after		
restarting the printer		
	* The print head pressure is	* For uneven print head pressure, refer
	uneven	to the next section for adjustment
	* The label paper is	* Set the appropriate label printing
- Wrinkle problem	installed incorrectly	density
	* The printing density is	* Use the label width adjuster to adapt
	incorrect	it to the label width
	* The label paper feeding is	
	incorrect	
	* There is dirt on the print	* Clean the print head
- Gray lines appear on	head	* Clean the rubber roller
black mark paper	* There is dirt on the rubber	
	roller	
	* The printer is in the Hex	* Turn the printer off and on again to
- Unstable printing	Dump mode	jump out of the Dump mode
	* The serial cable (RS-232)	* Reset RS-232
	setting is incorrect	

VII. Simple maintenance procedures of the printer

The simple maintenance procedures aim to ensure the printing quality and extend the life of the printer. Below are some of our recommended maintenance procedures.

- 1. Clean and maintain your printer by using the tools listed below:
- Cotton swab
- Cotton cloth
- Vacuum cleaner or air brush
- Medical alcohol
- 2. Cleaning steps:

Item	Steps	Recommended frequency
Print head	 Turn off the printer Allow the print head to cool for at least one minute Wipe the print head surface with a cotton swab dipped in medical alcohol 	When installing a new roll of label paper

Rubber roller	 Turn off the printer While rotating the rubber roller, carefully wipe it with a cotton cloth or cotton swab dipped in medical alcohol 	When installing a new roll of label paper
Paper tearing-off piece Paper stripping piece	Wipe it with a cotton cloth dipped in medical alcohol	When needed
Sensor	Remove dust from the sensor with an air brush or vacuum cleaner.	Monthly
Outside of the machine	Wipe it with a wet cotton cloth	When needed
Inside of the machine	Remove dust from inside of the machine with an air brush or vacuum cleaner	When needed

Note:

• Do not touch the print head directly by hand. If your hand touches it accidentally, wipe it with a cotton swab dipped in medical alcohol

- Use medical alcohol. Do not use industrial alcohol, which may damage the print head
- If your printer displays error messages frequently, clean the sensor of the printer regularly
- The equipment can be used safely in tropical climates

• This is a Class A product that may cause radio interference in a living environment. In such case, user may need to take practical measures accordingly

Update history

Date	Content	Editor
August 1, 2022	First issue	Hu Xiang