

WARNING
This indicates that there is the risk of death or serious injury if the machines are handled improperly or contrary to this indication.

- If water or any other liquid enters the machine, turn off the power. Continuous use of the machine under such conditions may cause fire or electric shock.
- If the enclosure is damaged when dropped or subject to shock, turn off the power. Continuous use of the machine under such conditions may cause fire or electric shock.
- Avoid continuous exposure to direct sunlight or high temperature as this may cause fire.
- Do not remove covers or modify the machine by yourself. Doing so may cause fire or electric shock.
- Avoid water, operation with wet hands or cleaning with a moistened cloth. Failure to do this may cause fire or electric shock.
- Do not wipe the machine with a cloth moistened with thinner or other volatile solvent as this may cause fire or electric shock.
- Use the specified battery only. Failure to do this may cause fire or electric shock.
- Danger of explosion if the battery is incorrectly replaced. Replace the battery only with TOSHIBA TEC Corporation, Battery Pack Model B-EP902-BT-QM-R, 7.4V 2600mAh Li-ion or B-EP904-BT-QM-R, 14.8V 2600mAh Li-ion. Discard used batteries according to the manufacturer's instruction.
- Do not disassemble and modify the battery because it has a protection unit in it. Doing so may break the protection unit, causing the battery to heat up, burst or burn.
- If the battery gets wet, dry it completely. Using a wet battery may cause fire or electric shock.

- Be aware of the following precautions when using batteries. Otherwise they could heat up, burst or burn.
 - Do not throw the battery into fire or heat it with a microwave or oven, etc.
 - Do not load the battery with the electrodes reversed.
 - Do not connect the electrodes with metal objects like wire. Do not carry or store the battery along with metal objects such as necklaces, hairpins, etc.
 - Do not stick a needle into, hammer, step on, or drop the battery.
 - Do not solder the battery.
 - Do not leave the battery where the temperature is more than 50°C/grade, such as inside a car or in direct sunlight.

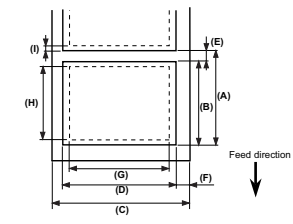
CAUTION
This indicates that there is the risk of personal injury or damage to objects if the machines are improperly handled contrary to this indication.

- Keep away from flame or other sources of heat. Failure to do this may cause fire or machine failure.
- Do not drop or shock the machine as this may cause machine failure.
- During lightning, turn off and keep away from the machine because of danger of electric shock and machine failure.
- Avoid locations subject to rapid change in temperature as this causes condensation, causing electric shock or machine failure.
- Do not damage the print head, platen or strip roller with a sharp object. Doing so may cause machine failure.
- Do not touch or contact the print head element with a hard object. Doing so may cause machine failure.
- Use the specified media only. Failure to do this may cause machine failure.
- Be sure to turn off the machine before replacing the battery, or machine failure may occur.
- Do not charge the battery near flame or under direct sunlight. High temperature may activate or damage the protection unit of the battery, disabling the electric charge or causing it to overheat, burst, or burn.
- Unload the battery when the machine will not be used for a long time. Failure to do this may cause machine failure.
- Keep the battery away from flame, a heat source or other locations subject to high temperature. Failure to do this may cause it to over heat or burn.
- Do not force the battery into the machine or battery charger. Doing so may cause the battery to overheat, burst or burn. Check for the correct electrode.
- Do not connect the battery to a power outlet or a car cigarette lighter jack as this may cause the battery to overheat, burst or burn.
- Because the B-EP902-BT-QM-R and the B-EP904-BT-QM-R Series battery is exclusively for the B-EP2DL and the B-EP4DL Series printer, respectively, do not use the battery in other machines. Doing so may damage the battery or affect the performance and life of the battery.

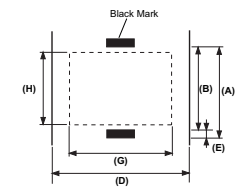
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Media Specification

■ Label



■ Tag/Receipt



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B-EP2DL Series

Item	Media	(Unit: mm)			
		Label	Strip mode	Tag/Receipt	Receipt
(A) Label/Receipt pitch		10.0 - 999.9	13.0 - 67.0	10.0 - 999.9	---
(B) Label/Receipt length		7.0 - 997.0	10.0 - 60.0	7.0 - 997.0	---
(C) Backing paper width		26.0 - 58.0			---
(D) Media width		24.0 - 56.0		24.0 - 58.0	---
(E) Gap/black mark length		3.0 - 7.0		3.0 - 7.0	---
(F) Vertical gap		1.0 - 7.0		---	---
(G) Effective print width				48.0	---
(H) Effective print length		7.0 - 995.0	8.0 - 58.0	7.0 - 995.0	---
(I) Top and bottom margin			Min. 1.0	---	---
Outer roll diameter			Φ60 (max.)		
Roll direction			Outside		

NOTE:
Do not use the media other than the above to ensure print quality and print head life.

B-EP4DL Series

Item	Media	(Unit: mm)			
		Label	Strip mode	Tag/Receipt	Receipt
(A) Label/Receipt pitch		10.0 - 999.9	13.0 - 67.0	10.0 - 999.9	---
(B) Label/Receipt length		7.0 - 997.0	10.0 - 60.0	7.0 - 997.0	---
(C) Backing paper width		50.0 - 115.0			---
(D) Media width		48.0 - 113.0		50.0 - 115.0	---
(E) Gap/black mark length		3.0 - 7.0		3.0 - 7.0	---
(F) Vertical gap		1.0 - 7.0		---	---
(G) Effective print width				104.0	---
(H) Effective print length		7.0 - 995.0	8.0 - 58.0	7.0 - 995.0	---
(I) Top and bottom margin			Min. 1.0	---	---
Outer roll diameter			Φ68 (max.)		
Roll direction			Outside		

NOTE:
Do not use the media other than the above to ensure print quality and print head life.

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CARE/HANDLING OF THE MEDIA

CAUTION!
Be sure to read carefully and understand the Supply Manual. Use only media that meets specified requirements. Use of non-specified media may shorten the head life and result in problems with bar code readability or print quality. All media should be handled with care to avoid any damage to the media or printer. Read the following guideline carefully.

- Do not store the media for longer than the manufactures recommended shelf life.
- Store media rolls on the flat end, do not store them on the curved sides as this might flatten that side causing erratic media advance and poorprint quality.
- Store the media in plastic bags and always reseal after opening. Unprotected media can get dirty and the extra abrasion from the dustand dirt particles will shorten the print head life.
- Store the media in a cool, dry place. Avoid areas where they would beexposed to direct sunlight, high temperature, high humidity, dust or gas.
- The thermal paper used for direct thermal printing must not have specifications which exceed Ca+ 800 ppm, Na+ 800 ppm, K+ 800 ppmand Cl- 600 ppm.
- Some ink used on pre-printed labels may contain components which shorten the print head's product life. Do not use labels pre-printed with ink which contains hard substances such as carbonic calcium (CaCO3)and kaolin (Al2O3, 2SiO2, 2H2O).

For further information please contact your local distributor or your media manufacturer.

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Printer Specification

B-EP2DL Series			
Model	B-EP2DL-GH20-QM-R	B-EP2DL-GH30-QM-R	B-EP2DL-GH40-QM-R
Driving power source	Lithium ion battery 14.8V, 2600mAh (Nominal value) (Battery pack model name: B-EP902-BT-QM-R)		
Printable count	Approx. 100m/Full charge (It depends on the operating environment, print conditions, battery condition, etc.)		
Life cycle	300 cycles		
Print method	Direct thermal		
Resolution	8 dots/mm (203 dpi)		
Print speed	Max. 105.0 mm/sec. (It depends on the operating environment, print conditions, battery condition, etc.)		
Issue mode	Peel-off/Batch		
Effective print width	Max. 48.0mm		
Font	[Bitmap Font] Times Roman, Helvetica, Presentation, Letter Gothic, Prestige Elite, Courier, OCR-A, OCR-B, GOTHIC725Black, Standard character, Bold character, Price font 1, Price font 2, Chinese character, Writable character [Outline font] Helvetica (two Proportional), Price font 1, Price font 2, Price font 3 JAN/EAN8, JAN13/EAN13, UPC-A/E, CODE39, CODE93, CODE128/EAN128, MSI, NW-7, ITF, Customer bar code, GS1 Databar (Omnidirectional/Truncated/Stacked/Stacked Omnidirectional/Limited/Expanded/Expanded Stacked)		
Bar code	QR code, Data Matrix, PDF417, Maxicode, MicroPDF417		
2-dimensional code	QR code, Data Matrix, PDF417, Maxicode, MicroPDF417		
Media detection sensor	Transmissive/Reflective/Peel-off		
Interface	iRDA (IrDA V1.2 Low Power)		
USB (V2.0)	○	○	○
Serial (RS-232C)	○	○	○
Bluetooth (V1.2)	---	---	---
Wireless LAN (IEEE802.11b/g)	---	---	---
Operating temperature	-15°C to 50°C (During battery charge: 0°C to 40°C/LCD display: 0°C to 50°C)		
Operating humidity	10%RH to 90%RH (No condensation)		
Storage temperature	-25°C to 60°C		
Storage humidity	10%RH to 90%RH (No condensation)		
Dimensions (Unit: mm)	150.0 (W) x 119.0 (L) x 85.0 (D) (Excluding the projecting parts.)		
Weight	Approx. 480 g (Battery pack included, media and other accessories excluded.)		
Accessories	Battery pack x 1, Print head cleaner x 1, Belt clip x 1, Belt clip mounting screw x 2, Ferrite Core x 1, Owner's Manual x 1		
Option	Single-slot battery charger (B-EP900-CHG-QM-R), 6-slot battery charger (B-EP900-CHG6-QM-R), AC adapter (B-EP900-AC-QM-R), Cigarette lighter adapter (B-EP902-CLIC-QM-R), DC adapter (B-EP900-DC-AD-QM-R), Battery pack (B-EP902-BT-QM-R), Linerless Label kit (B-EP902-L-QM-R), Shoulder strap (B-EP900-SS-QM-R), Carry case (B-EP902-CC-QM-R)		

Supplement
Specification of this printer may be changed without prior notice.

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B-EP4DL Series

Model	B-EP4DL-GH20-QM-R	B-EP4DL-GH30-QM-R	B-EP4DL-GH40-QM-R
Driving power source	Lithium ion battery 14.8V, 2600mAh (Nominal value) (Battery pack model name: B-EP904-BT-QM-R)		
Printable count	Approx. 100m/Full charge (It depends on the operating environment, print conditions, battery condition, etc.)		
Life cycle	300 cycles		
Print method	Direct thermal		
Resolution	8 dots/mm (203 dpi)		
Print speed	Max. 105.0 mm/sec. (It depends on the operating environment, print conditions, battery condition, etc.)		
Issue mode	Peel-off/Batch		
Effective print width	Max. 104.0 mm		
Font	Times Roman, Helvetica, Presentation, Letter Gothic, Prestige Elite, Courier, OCR-A, OCR-B, GOTHIC725 Black, Standard character, Bold character, Price font 1, Price font 2, Chinese character, Writable character [Outline font] Helvetica (two proportional), Price font 1, Price font 2, Price font 3 JAN/EAN8, JAN13/EAN13, UPC-A/E, CODE39, CODE93, CODE128/EAN128, MSI, NW-7, ITF, Customer bar code, GS1 Databar (Omnidirectional/Truncated/Stacked/Stacked Omnidirectional/Limited/Expanded/Expanded Stacked)		
Bar code	QR code, Data Matrix, PDF417, Maxicode, MicroPDF417		
2-dimensional code	QR code, Data Matrix, PDF417, Maxicode, MicroPDF417		
Media detection sensor	Transmissive/Reflective/Peel-off		
Interface	iRDA (IrDA V1.2 Low Power)		
USB (V2.0)	○	○	○
Serial (RS-232C)	○	○	○
Bluetooth (V1.2)	---	---	---
Wireless LAN (IEEE802.11b/g)	---	---	---
Operating temperature	-15°C to 50°C (During battery charge: 0°C to 40°C/LCD display: 0°C to 50°C)		
Operating humidity	10%RH to 90%RH (No condensation)		
Storage temperature	-25°C to 60°C		
Storage humidity	10%RH to 90%RH (No condensation)		
Dimensions (Unit: mm)	150.0 (W) x 145.0 (L) x 75.0 (D) (Excluding the projecting parts.)		
Weight	Approx. 880 g (Battery pack included, media and other accessories excluded.)		
Accessories	Battery pack x 1, Print head cleaner x 1, Belt clip x 1, Belt clip mounting screw x 2, Ferrite Core x 1, Owner's Manual x 1		
Option	Single-slot battery charger (B-EP900-CHG-QM-R), 6-slot battery charger (B-EP900-CHG6-QM-R), AC adapter (B-EP900-AC-QM-R), DC adapter (B-EP904-DC-AD-QM-R), Battery pack (B-EP904-BT-QM-R), Linerless label kit (B-EP904-L-QM-R), Shoulder strap (B-EP900-SS-QM-R), Carry case (B-EP904-CC-QM-R)		

Supplement
Specification of this printer may be changed without prior notice.

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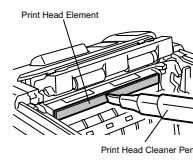
Daily maintenance

To help retain the high quality and performance of your printer, it should be cleaned regularly cleaned.

CAUTION!
• DO NOT USE a sharp object to clean the print head or various rollers, as this may cause a print failure or breakdown of the printer.
• NEVER USE any volatile solvent including thinner and benzene, as this may cause a print failure or breakdown of the printer.
• Do not touch the print head element with bare hands, as static may damage the print head.

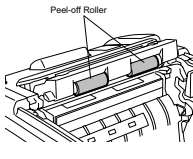
■ Print head

Wipe the print head element with a supplied print head cleaner pen.



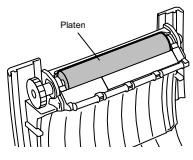
■ Peel-off Roller

Wipe clean the Peel-off Roller with a soft cloth slightly moistened with absolute ethyl alcohol while rotating the rollers.



■ Platen

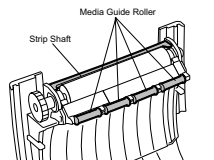
Wipe clean the platen with a soft cloth slightly moistened with absolute ethyl alcohol, while rotating the platen.



Clean the platen of the linerless label kit in the same way. Cleaning should be performed each time one or two media rolls are used up.

■ Media Guide Roller and Strip Shaft

Wipe clean the Media Guide Rollers with a soft cloth moistened with absolute ethyl alcohol while rotating the rollers.

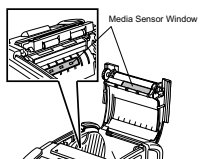


Wipe clean the strip shaft with a soft cloth slightly moistened with absolute ethyl alcohol.

Clean the strip shaft of the linerless label kit in the same way. Cleaning should be performed each time one or two media rolls are used up.

■ Media Sensor Window and Media Path

Remove dust or dirt from the Media Sensor Window with a commercially available soft, dry brush.

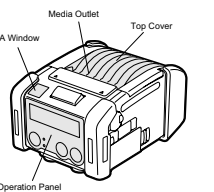


Wipe clean the Media Path with a soft dry cloth.

When linerless labels are used, wipe off dirt of residual glues from the Media Guide Rollers each time one or two media rolls are used up.

■ Top Cover, Operation panel, and IrDA Window

Wipe clean the cover, operation panel, and IrDA window with a soft dry cloth slightly moistened with absolute ethyl alcohol.



Remove any dirt or residual glues from the media outlet with a cotton swab slightly moistened with absolute ethyl alcohol.

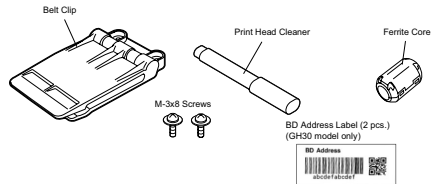
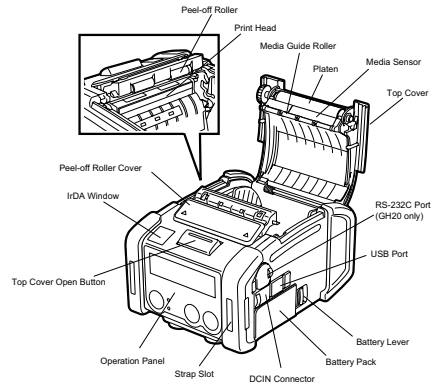
When linerless labels are used, wipe off dirt of residual glues from the Top Cover or Media Outlet each time one or two media rolls are used up.

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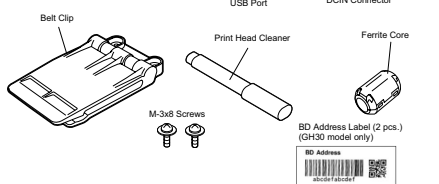
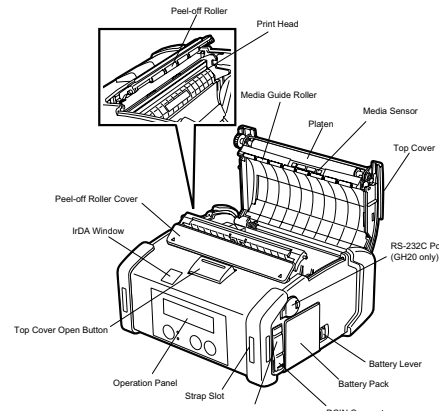
Part Names

B-EP2DL Series



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B-EP4DL Series



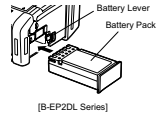
1-7

Loading a battery pack

WARNING!

- If the battery pack leaks liquid or gives out smoke or bad smell, immediately stop using it and keep it away from fire. Failure to do this may cause explosion or combustion.
 - In the United States, used lithium ion batteries should be returned to the store where you bought the machine. (USA only)
 - LITHIUM ION BATTERY DISPOSE OF PROPERLY
- Caution: Do not handle damaged or leaking lithium ion battery.**
- To avoid injury, be careful not to drop the battery pack on your foot.

Pushing aside the Battery Lever with the Battery Pack, insert the Battery Pack into the printer to the bottom. The Battery Pack is locked by the Battery Lever.

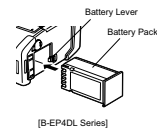


[B-EP2DL Series]

NOTE:

- Be sure to use a battery pack designed and manufactured for use with the specific model.
- B-EP2DL series: B-EP802-BT-QM-R
- B-EP4DL series: B-EP804-BT-QM-R

- When unpacked, the battery level of the supplied Battery Pack is not full. Please charge the Battery Pack with an optional Battery Charger or load the Battery Pack in the printer and connect an optional adapter before using it.



[B-EP4DL Series]

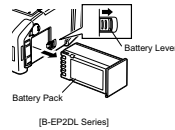
- Single-slot Battery charger: B-EP800-CHG-QM-R
- 2-slot Battery Charger: B-EP800-CHG2-QM-R
- AC Adapter: B-EP800-AC-QM-R
- Cigarette lighter adapter: B-EP802-DC12-QM-R
- DC adapter: B-EP800-DC48-QM-R

CAUTION!
DO NOT CONNECT any device other than the above to the printer.

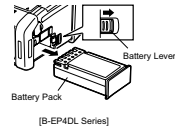
2-0

Removing a battery pack

Slide the Battery Lever in the direction of the arrow, and remove the Battery Pack from the printer.



[B-EP2DL Series]



[B-EP4DL Series]

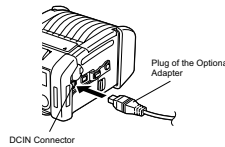
Charging the Battery Pack with an Optional Adapter

When charging the battery pack in the printer using an optional AC Adapter, cigarette lighter adapter, or DC adapter, insert the plug of the adapter into DCIN Connector of the printer.

NOTE:

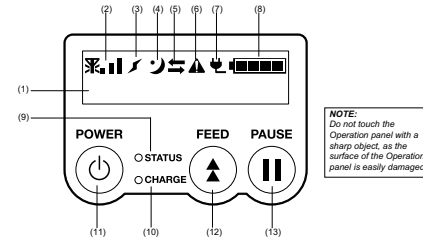
For details, please refer to the Owner's Manual of respective optional adapters.

When using an optional battery charger to charge the battery packs, please refer to the Owner's Manual of respective models of battery charger.



2-1

Operation Panel Functions



NOTE:
Do not touch the Operation panel with a sharp object, as the surface of the Operation panel is easily damaged!

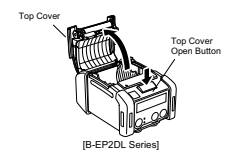
No.	Name/icon	Function/Usage
(10)	CHARGE lamp	Lights up in orange while the battery pack is charged and goes out when the battery charge is completed.
(11)	[POWER] button	Turns on or off the printer. How to turn on the printer While the printer is off, hold down the POWER button for a few seconds. When "ONLINE" is displayed on the LCD, the printer is ready. How to turn off the printer Hold down the POWER button until the LCD goes off.
(12)	[FEED] button	Feeds media or reprints a previously printed data. Function of the [FEED] button differs depending on the issue mode.
(13)	[PAUSE] button	Temporarily stops media issue or restarts printing. Used to recover the printer after clearing an error.
(1)	LCD Message	Upper line: Icons indicating the printer statuses, such as the radio intensity, battery level, etc. are displayed. Lower line: Printer status is indicated in alphanumerals or symbols. ON LINE: The printer is ready for an issue command from the host. PAUSE: The printer is in pause state. When the printer is paused during printing, the number of unprinted labels is displayed. COVER OPEN: The top cover is open. LBL. PRESENT ****: The printer is waiting for the printed label to be removed from the media outlet. "****" indicates the number of unprinted labels. WAITING(XXXX): The printer is waiting for a recovery of the battery voltage or temperature decrease of the print head or motor.
(2)	Radio intensity	Indicates the radio intensity in 4 levels (GH40 only)
(3)	Connection	Indicates an access point connection status (GH40 only)
(4)	Sleep	Displayed while the printer is in the power save mode.
(5)	Transmission	Indicates data transmission status.
(6)	Error	Displayed when an error occurred on the printer.
(7)	External power source	Displayed when the printer is charged with an optional device.
(8)	Battery level	Indicates the battery level in 5 levels.
(9)	STATUS lamp	Lights or blinks in green, red, or orange to indicate the printer status. • Lights up in green: Normal state • Lights up in orange: Near a low-battery state (Operable) • Lights up in red: Low-battery state • Blinks in green or orange: Communicating or internal processing is in progress or a printed label is waiting to be removed. • Blinks in red: Error state

1-8

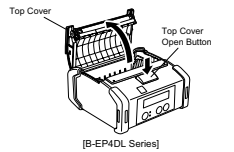
1-9

Loading the Media

- Press the Top Cover Open Button to open the Top Cover.

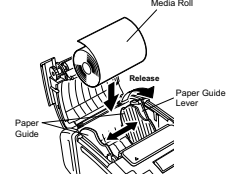
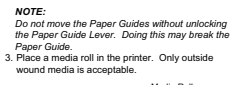


[B-EP2DL Series]



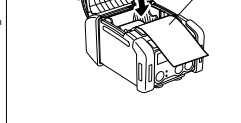
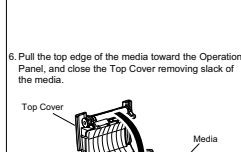
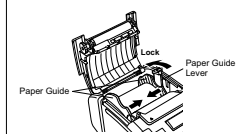
[B-EP4DL Series]

- Move the Paper Guide Lever toward the Operation Panel and the Paper Guides outward.



2-2

- Adjust the Paper Guides to the media roll width.
- Push back the Paper Guide Lever to lock the Paper Guides.



NOTE:

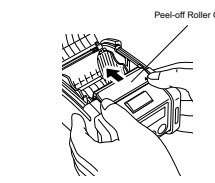
- Please use TOSHIBA TEC approved media only. We are not responsible for any print result caused by use of other media.
- When you order media, please contact the nearest TOSHIBA TEC representative.

2-3

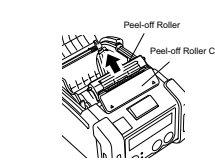
Before using a peel-off unit

When issuing labels in the peel-off mode, pull out the peel-off roller before loading a label roll.

- Open the Top cover, and push the Peel-off Cover by the ▲ marks with your thumbs in the direction of the arrow.



- Pull out the Peel-off Roller until the both edges completely come out with a click. Refer to "Loading the Media" on the previous page and set a label roll.



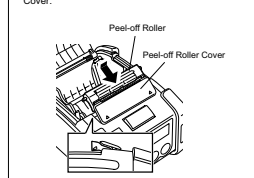
NOTE:

- For the B-EP4DL series, DO NOT PULL the center of the Peel-off roller hard. Doing so may break the Peel-off roller.
- Do not forcibly pull out the Peel-off roller or push it into the printer, otherwise the Peel-off roller may break.

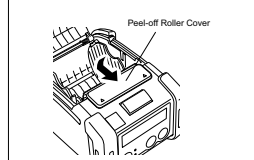
2-4

How to put back the Peel-off Roller

- Slightly hold down the Peel-off Roller Cover, and insert the Peel-off Roller under the Peel-off Roller Cover.



- Hold down the Peel-off Roller Cover, push it into the printer in the direction indicated by the arrow until it clicks.



2-5

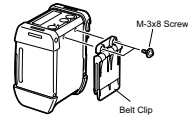
How to attach the accessories

CAUTION!
1. Care should be taken not to drop the printer when securing it to your waist or slinging it over your shoulder.
2. For fixing the printer to your belt, the belt width should be 40 mm or less. Use of the other belts may cause the printer to drop.

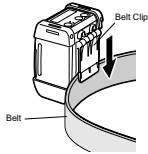
■ Belt Clip

When you use the printer fixing to your belt, secure the supplied Belt Clip to the printer back.

1. Secure the Belt Clip to the printer back with the two screws.
- NOTE:**
Only use the supplied screw to secure the Belt Clip. Use of other screw may damage the printer inside.



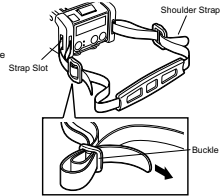
2. Fasten the Belt Clip to your belt.



■ Shoulder Strap (Option)

Use the following procedure to fasten an optional shoulder strap (B-EP900-SS-QM-R) to the printer.

1. Pass either end of the Shoulder Strap through the Strap Slot of the printer, as shown in the figure below.
2. Pass the end of the Shoulder Strap through the buckle. Slide the buckle to adjust the Shoulder Strap length.
3. Do the same to the other end of the Shoulder Strap.



2-4

■ Carry case (Option)

A carry case exclusively for the printer is available as an option.

B-EP2DL Series: B-EP902-CC-QM-R
B-EP4DL Series: B-EP904-CC-QM-R

Put the printer into the Carry Case using the following procedure.

1. Turn off the printer.
2. Put the printer into the Carry Case in the orientation indicated by the illustration on the right.

NOTE:

Before putting the printer into the Carry Case, remove the Belt Clip, if it has been attached.

3. Close the Media Outlet Flap and the Top Flap of the Carry Case.

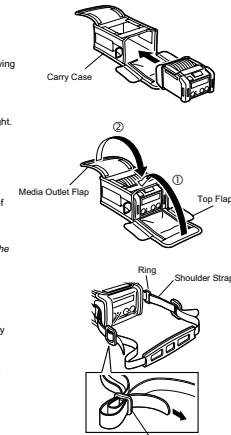
NOTE:

When issuing the media, please be sure to open the Media Outlet Flap. Failure to do this may cause a paper jam.

4. Pass either end of the Shoulder Strap supplied with the Carry Case through the ring of the Carry Case.

5. Pass the end of the Shoulder Strap through the buckle. Slide the buckle to adjust the Shoulder Strap length.

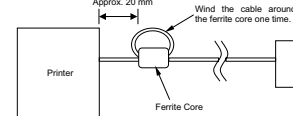
6. Do the same to the other end of the Shoulder Strap.



2-5

Data Transmission

When connecting a USB cable or an RS232C cable to the printer, put the ferrite core supplied with the printer on the cable, as shown below.



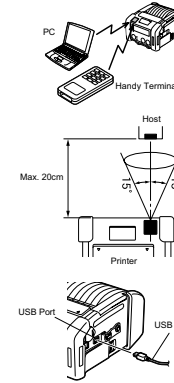
■ IrDA

1. Place the printer close to the host so that their IrDA windows face each other within 20 cm distance.
2. Turn on the printer and the host, and send data from the host to the printer.

NOTE:

While communicating, avoid location where the IrDA window is subjected to direct sunlight. A communication failure may occur.

- To communicate with the host via IrDA, it is required to configure the printer settings on the host.
- Communicable distance and angle is shown in the figure on the right. Note that this performance is obtained under 1000 lux or less of fluorescent lamp light.



■ USB

1. Turn on the host and start the system.
2. Turn on the printer and connect a USB cable to the printer.
3. Connect the USB cable to the host.
4. Send data from the host to the printer.

NOTE:

- For details of the interface cable, please consult the nearest TOSHIBA TEC representative.
- When disconnecting the USB cable, please follow the instruction of the system on the host.

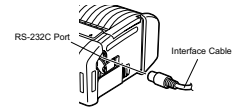
2-6

■ Serial (RS-232C) (GH20 model only)

1. Connect the serial interface cable to the RS-232C port on the printer.
2. Connect the other end of the serial interface cable to the host.
3. Turn on the printer and the host, and send data from the host to the printer.

NOTE:

For details of the interface cable, please consult the nearest TOSHIBA TEC representative.



■ Wireless (GH30/GH40 model only)

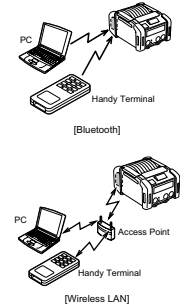
1. In the case of Bluetooth, place the printer within 3 m from the host. In the case of wireless LAN, place the printer within a wireless coverage area.
2. Turn on the printer and the host, and send data from the host to the printer.

NOTE:

Please be sure to read "Precautions for Handling of Wireless Communication Devices" before operating the printer.

- Confirm that there is no obstacles between the printer and the host. Obstacles may cause a communication failure.

The radio connectivity is affected by the operating environment. Especially, metal obstacles, metal powder, or locations enclosed by metal walls may prevent proper communication. For the installation location of access points, please consult the nearest TOSHIBA TEC representative.



2-7

Troubleshooting

When a problem occurs during operation, please check the following troubleshooting guide and take corrective action.
If you cannot solve a problem with the following solutions, do not attempt to repair it by yourself. Turn off the printer, remove the battery pack, then contact a TOSHIBA TEC service representative for assistance.

If an error message is displayed.

When an error message is displayed, follow the respective instruction, then press the [PAUSE] button. The error will be cleared.

Error Message	Cause	Solution
COMM.S ERROR	A parity error or framing error has occurred during communication by RS-232C. The media is not loaded properly.	Turn off the [POWER] button, then back to on. Send data from the host to the printer again. If the problem recurs, please turn off the power and contact TOSHIBA TEC service representative. Load the media properly.
	The media is jammed in the printer.	Remove the jammed media, and load the media properly. Press the [PAUSE] button.
PAPER JAM ****	The media is not fed properly. The reflective sensor does not detect black marks. The transmissive sensor does not detect gaps between labels.	Load the media properly and press the [PAUSE] button. Load the media properly. Load the media properly. If the problem recurs, set a threshold again.
NO PAPER ****	The printer ran out of media.	Load a new media roll and press the [PAUSE] button.
COVER OPEN ****	The top cover is opened.	Close the top cover.
HEAD ERROR	A part of the print head element is broken.	Turn off the printer and contact TOSHIBA TEC service representative for replacement of the print head.
FLASH WRITE ERR	A flash memory write error occurred.	Turn off the [POWER] button, then back to on. Send data from the host to the printer again. If the problem recurs, please turn off the power and contact TOSHIBA TEC service representative.
FORMAT ERROR	A flash memory format error occurred.	Turn off the [POWER] button, then back to on. Send data from the host to the printer again. If the problem recurs, please turn off the power and contact TOSHIBA TEC service representative.

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Error Message	Cause	Solution
FLASH MEM FULL	The flash memory has insufficient area for storing data.	Turn off the [POWER] button, then back to on. Send data from the host to the printer again. If the problem recurs, please turn off the power and contact TOSHIBA TEC service representative.
LOW BATTERY	Remaining battery capacity is low.	Turn off the printer, and replace the battery pack with a fully charged one. Stop printing and wait until the printer automatically restores. If the problem recurs, please turn off the power and contact TOSHIBA TEC service representative.
EXCESS HEAD TEMP	The print head temperature reached the upper limit of the operating temperature.	Stop printing until the ambient temperature falls within the printer's operating temperature range.
AMBIENT TEMP ERR	The ambient temperature reached the upper limit of the operating temperature.	Turn off the printer, disconnect the power adapter if connected, and wait until the battery temperature falls within the printer's operating temperature range.
BATT. TEMP ERROR	The battery is extremely hot.	Turn off the printer, remove the battery, reload it, and turn on the printer again. If the problem recurs, please turn off the power and contact TOSHIBA TEC service representative.
HIGH VOLT. ERROR	The battery voltage is abnormal.	Turn off the printer, remove the battery, reload it, and turn on the printer again. If the problem recurs, please turn off the power and contact TOSHIBA TEC service representative.
CHARGE ERROR	An error was detected while charging the battery.	It could be the end of battery life. Replace the battery pack with a new one.
Command error PC001R0A00U3000	When a command error occurs, up to 16 digits of alphanumeric or symbol are displayed on the upper line of the LCD.	Turn off the [POWER] button, then back to on. Send data from the host to the printer again. If the problem recurs, please turn off the power and contact TOSHIBA TEC service representative.
Other error messages	A hardware or software failure occurs.	Turn off the [POWER] button, then back to on. If the problem recurs, please turn off the power and contact TOSHIBA TEC service representative.

****: The number of unprinted labels 1 to 9999 (in units of label)

When the printer does not operate properly

In the case of the following symptoms, please check the respective points and take corrective action.

Symptom	Point to check (Cause)	Solution
The printer does not turn on by pressing the POWER switch.	The battery pack is not loaded correctly.	Load a fully charged battery pack correctly.
Fully charged battery is loaded but the operating time is short.	The battery life is expired.	Load a fully charged new battery pack correctly.
The printer is not turned on.	Distance to the host is too far.	Turn on the printer. Bring the printer close to the host so that their IrDA windows face each other within 10cm.
The printer cannot communicate via IrDA.	Angle of the IrDA window is not proper. Direct sunlight is coming into the IrDA window. IrDA window is dirty. Serial interface cable is connected. (GH20 only)	Move the printer so that the IrDA window face that of the host. Avoid direct sunlight. Clean the IrDA window. Disconnect the RS-232C cable from the printer.

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Symptom	Point to check (Cause)	Solution
The printer cannot communicate via IrDA.	The printer is communicating via wireless communication. (GH30/GH40 only). Communication conditions are incorrect. Issue mode is incorrect. Transmission speed is incorrect. The printer is not turned on. Serial interface cable is connected. (GH20 only)	Terminate the wireless communication. Set the communication conditions correctly. Select a correct issue mode. Send data at correct transmission speed. Turn on the printer. Disconnect the RS-232C cable from the printer.
The printer cannot communicate via USB.	The printer is communicating via wireless communication. (GH30/GH40 only). Issue mode is incorrect.	Terminate the wireless communication. Select a correct issue mode.
The printer cannot communicate via serial interface (GH20 only)	The printer is not turned on. The interface cable is not connected properly. Issue mode is incorrect. Communication conditions are improper.	Turn on the printer. Completely connect the interface cable. Select a correct issue mode. Set the communication conditions properly.
The printer cannot communicate via Bluetooth. (GH30 only)	The printer is not turned on. Distance to the host is too far. The printer is used in a location where it is subjected to noise or interference. The printer address is not correctly set on the host. Issue mode is incorrect.	Turn on the printer. Bring the printer close to the host within 3 m. Avoid such location. Correctly set the print address on the host. Select a correct issue mode.
The printer cannot communicate via wireless LAN. (GH40 only)	The printer is not turned on. Distance to the host is too far. Obstacles block the radio wave. The printer is used in a location where it is subjected to noise or interference. The printer address is not correctly set on the host. Channel setting for the access point or host is incorrect. Issue mode is incorrect.	Turn on the printer. Bring the printer within a wireless coverage area. Use the printer in a location with no obstacles. Avoid such location. Correctly set the print address on the host. Avoid using a channel which interferes with adjacent access points. Select a correct issue mode.
Printout is too light.	The print head is dirty. The media is not loaded properly. Deteriorated media is used. The media is not a TOSHIBA TEC approved one.	Clean the print head. Load the media properly. Load a new media roll. Use TOSHIBA TEC approved media.
The printer received print data but does not print.	The STATUS lamp is lit or blinking. The media is not loaded properly.	Clear the error. Load the media properly.

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