

STOVER

THERMAL TAGS & LABELS

for NURSERY, GREENHOUSE, & RETAIL

SM 4.25

QUICK START GUIDE



REAL-TIME TAGS
by STOVER Mfg.

www.RealTimeTags.com

Toll Free (855) 246 - 3227

STOVER

MANUFACTURING

SM 4.25

QUICK START GUIDE



FOR INSTALLATION AND OPERATION OF SM4.25 PRINTER

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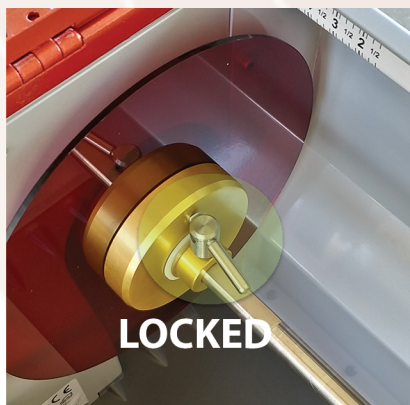
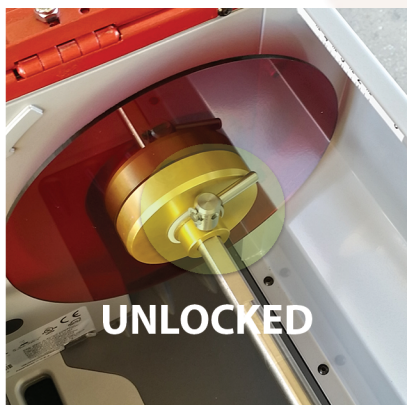
SHIPPING CHECKS

ALL "LEFT & "RIGHT" INSTRUCTIONS ASSUME OPERATOR IN FRONT OF PRINTER

The printer is shipped with "Guide Disk" and tag guides set up for tag stock - Please double check these settings in case parts have moved during shipping.

The RED circular "Guide Disk" on the left side of the media holder should be as far to the left as possible - Notice the latching mechanism on the "Guide Disk" and its "Locked" Position

GUIDE DISK



Auto Load Sensor

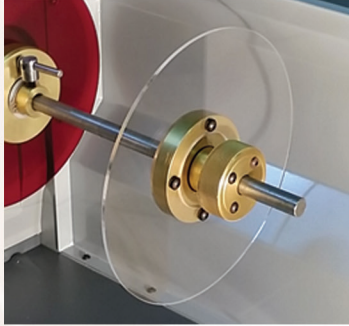
The Auto Load Sensor- (Black with Green Entry Bars) - is found by following the raised arrows on the chassis - It should be as far to the left as possible - Push from beneath



TAG INSTALLATION

1

Choose the tags to print. Slide the CLEAR right hand guide disk off the disk shaft.

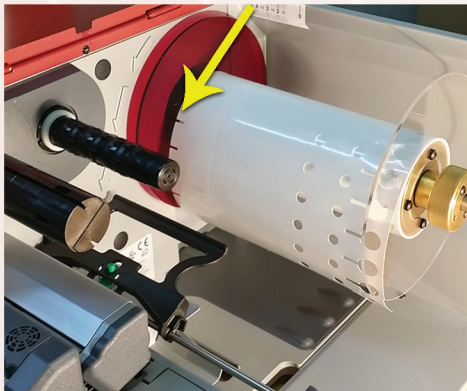


CLEAR GUIDE DISK

2

Place the core of the tags you want to run on the red left guide disk assembly (**index notches of tags should be to the left**), and push the clear right hand guide disk assembly onto the shaft and into the core. The disks should be flush with the roll sides.

INDEX NOTCHES



TAG INSTALLATION

3

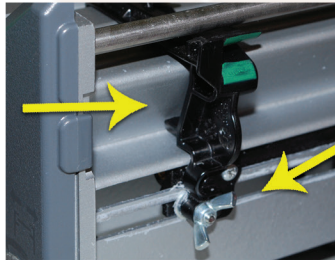
Lift the print head by pushing back on the print head lever (Green Lever to the right of print head).



HEAD LEVER

4

Loosen the wing nut on the right hand Tag Guide and move the guide to the right, further than the edge of the tag roll.

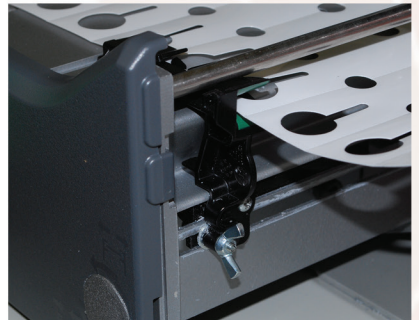


Right Tag Guide

Wing Nut

5

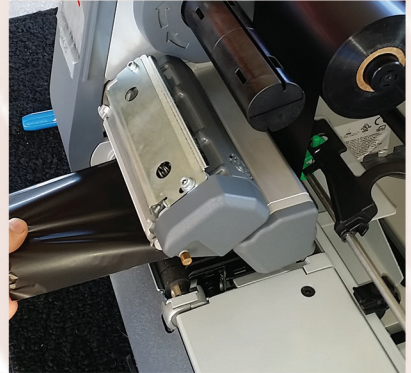
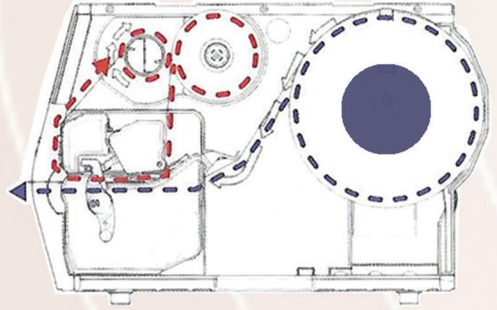
Feed the tags into the left hand tag guide by pushing down on the green tab to lift the rear pressure roller - push the tags under the print head - then move the Right Tag Guide over the edge of the tags and snug the wing nut



4

RIBBON INSTALLATION

Place the ribbon roll on the rear mandrel, with the film coming off the top of the roll toward the front of the printer. Pass it beneath the print head housing and up and over the take-up spool. It can be wrapped around the spool - then rotate the spool clockwise a few turns to tighten.



PRINTER SETTINGS

1

Plug In/Turn the printer on - the switch is over the power cord on rear left hand side of printer. Let the printer boot up. Please note - the USB cable plug-in is above the on-off switch



2

Push the "MENU" icon on the touch pad.



3

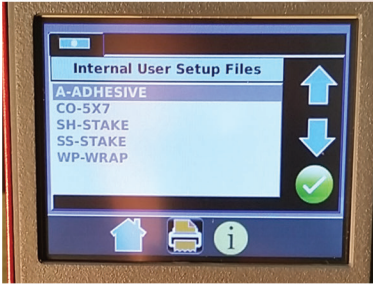
Push the "User" icon on the touch pad.



PRINTER SETTINGS

4

Push the 'User Setups' icon on the touch pad.



5

Select the type of tag stock to be used (using up or down arrows) - i.e. **WP-WRAP** for wrap around tags. Push the **Green** icon with check to select the tag stock.

6

Load the selected stock by pushing the **green** check button. The display will return to the main screen.



SENSOR PLACEMENT

7

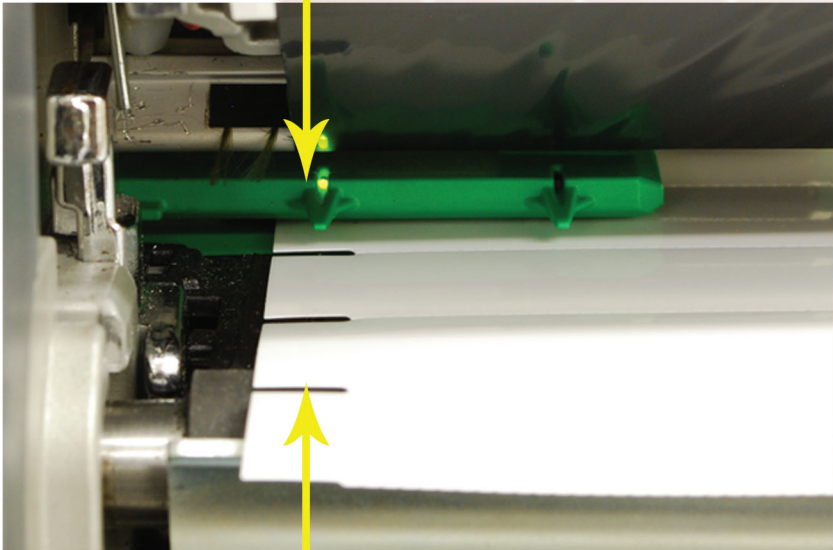
Look beneath the print head for a green light
(above the pointer on the left).

The light and pointer should be over the index
notch at the left hand end of the tag.

This is called the "Top Of Form" Sensor

It can be moved with the green lever in back of the
head.

Top Of Form Sensor

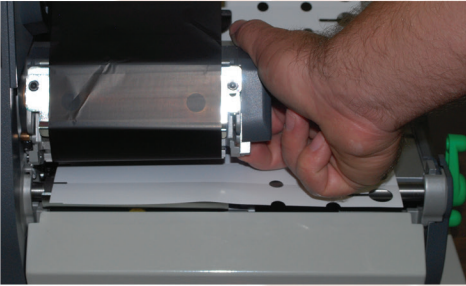


Index Notch

*Please note you can move the sensor from beneath
the head, but do not let rings, etc. come in contact with the
print head.

TEST FEEDING

You can now push the print head down until it latches and lock the head down by turning the green print head lever counter clockwise.



Push the feed button on the display (Yellow arrow) - several tags will feed out - push it once more and one tag will feed - this will indicate the sensor is working properly.

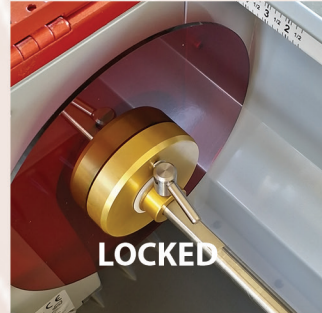


You are now ready to send a job from the software

TAG STOCK

If the Tag Stock or Label is narrower than the print head (4.25"), the Tag Stock/Label must be centered on the print head

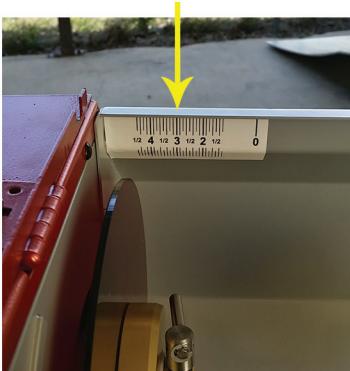
To achieve this, operator must unlock red "GUIDE DISK"



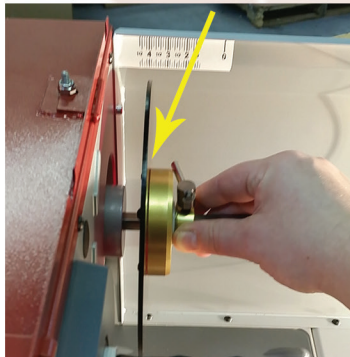
Measure the total width of the Tag/Label - The numbers on the "RULER" represent the total width of the stock - Set the inside edge of the red guide disk to the appropriate width.

EACH LINE ON RULER = 1/8"

RULER



INSIDE EDGE

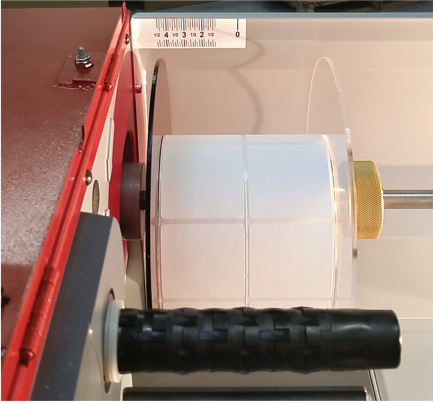


TAG STOCK

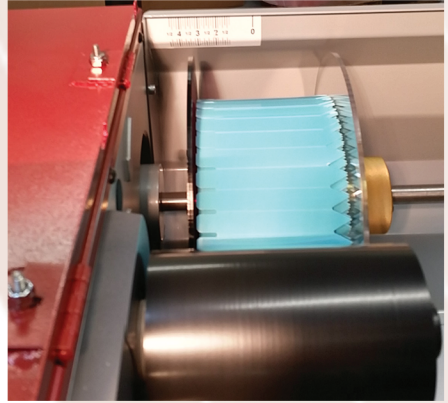
EXAMPLES OF TAG STOCK/LABEL ORIENTATION THAT ARE NARROWER THEN THE PRINT HEAD

If the Tag Stock or Label is narrower than the print head (4.25"), the Tag Stock/Label must be centered on the print head

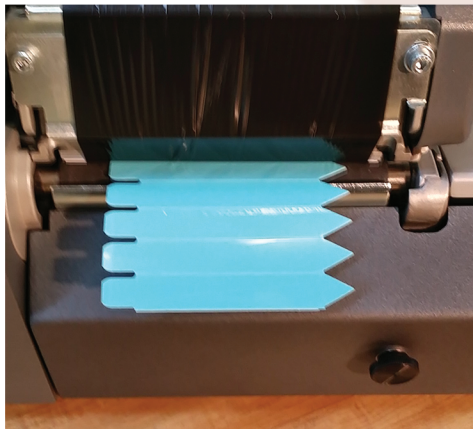
ADHESIVE/PRESSURE SENSITIVE



TAG STOCK



TAG STOCK/LABEL CENTERED ON PRINT HEAD





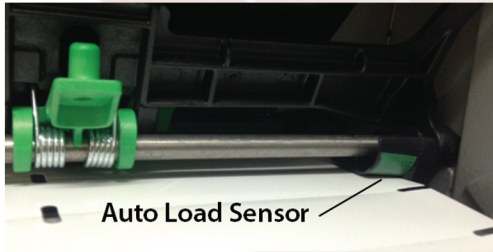
THE FOLLOWING PAGES COVER TROUBLESHOOTING AND MAINTENANCE

TROUBLESHOOTING

OUT OF PAPER

Red display with “Out Of Paper” shown on display - Printer backs up while trying to feed

- 1. Check that tag stock is inside throat of Auto Load Sensor**
- 2. Perform 'Calibrate Sensors' - Menu / Tools / Calibrate / Calibrate Sensors / Remove Paper / Green Check / Home**
- 3. Check Auto Load Sensor value - Info / Extended Status - Auto Load Sensor - No paper - Less than 40 Paper in sensor- More than 100**
- 4. Last resort - Turn off Auto Load - Menu / Advanced / Printer / Auto - Uncheck Auto Load / Home / Save Changes - Green Check**



No Top Of Form

Printer feeds tags or labels without printing

- 1. Check Media / Material type - See “Printer Settings” PG. 5**
- 2. Check for sensor light position - Tag / Adhesive - See “Setting Media Sensor” - SENSOR LIGHT MUST BE POSITIONED “AS SHOWN” PG. 14**
- 3. Calibrate Paper - Perform “Calibrate Paper” PG. 15**
- 4. Red Material (Can sometimes be an issue) - Perform “Calibrate Manually” save setting after calibration - Menu / Tools / User Files / Setups / Save / (Type New name) - Touch Green Check Icon /Save Setup As.../ Touch Green Check Icon PG. 15**
- 5. Check software to make sure Tag or Label (Adhesive) “Template” height is the same as Tag or Label in printer.**

TROUBLESHOOTING

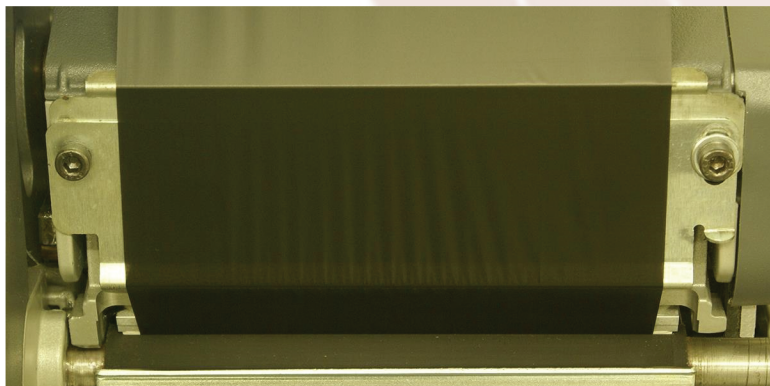
NO RIBBON

1. Ribbon loose on Take Up Roller - tighten
2. User Set-ups are for Coated Side In (CSI) ribbon rolls
- if Coated Side Out (CSO) ribbons are used the 'Ribbon Mode' setting must be changed - 'Menu / Advanced / Media / Tab 1 - Ribbon Mode - Coated Out' (Save Setting if CSO will continue to be used) - To save - Menu / Tools / User Files / Setups / Save / (Type CSO name) - Touch Green Check Icon /Save Setup As.../ Touch Green Check Icon

RIBBON WRINKLES

Diagonal white lines through text or codes

1. Be sure supply roll and ribbon on take up roller are aligned with each other - if not roll up ribbon until it is aligned
2. Ribbon Shield - Can be used to eliminate wrinkles - The Hex Screw on the right hand side can be loosened - push down to increase tension on right hand side of ribbon - push up to increase tension on left hand side of ribbon - snug screw after adjusting



For further assistance
TECHNICAL SUPPORT

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M-F 8AM-5PM EST

We Are Here To Help

SETTING MEDIA SENSOR

FOR USER SETUPS

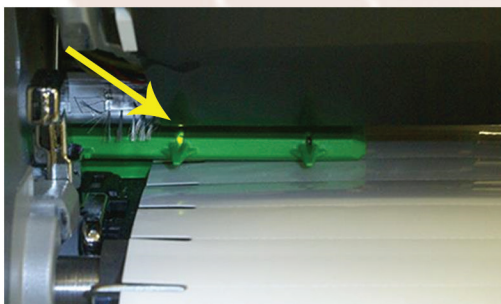
SS-Stake

SH-Stake

WP-Wrap

CO-5x7

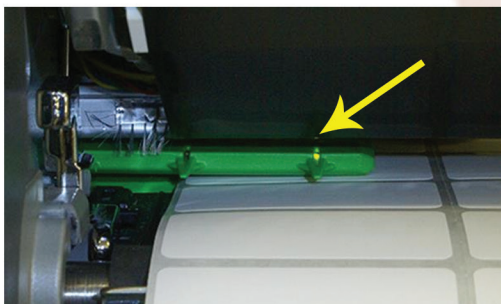
**Position Light (LEFT HAND)
in Green Sensor Bar over Notch as shown**



FOR USER SETUPS

A-Adhesive

**Position Light (RIGHT HAND)
in Green Sensor Bar over Body of label (Not Gap)
as shown**



CALIBRATION

CALIBRATION NEEDED IF “NO TOP OF FORM” OR “OUT OF PAPER” ERROR SHOWS

Calibration Menu



Calibrate Paper

Menu / Tools / Calibrate / Calibrate Paper - When Material Stops at Tearbar - Touch 'Home' Icon

Calibrate Manually

- Menu / Tools / Calibrate / Calibrate Manually -

- 1. Raise Print Head - Move material behind Green Sensor Bar - Push “Capture Icon” next to “Gap / Mark Threshold” - “Set Gap / Markwith TOF ADC Reading?” - Touch Green Check Icon**
- 2. Place material under Green Sensor Bar - move bar to right so that light is only over material (NOT Notch) - Push “Capture Icon” next to “Paper Threshold” - “Set Paper Threshold with TOF ADC Reading?” - Touch Green Check Icon.**
- 3. Touch “Home” Icon - “Save Changes and Disable Auto Calibrate?” - Touch Green check Icon.**
- 4. Move Green Sensor Bar and Light to left - Locate over Notch**
- 5. Lower Print Head - Latch**

RESET THE PRINTER

To be used if SensornCalibration or Display fails to respond or menu items do not respond to "Touch"

1. Turn Off Printer

2. Hold in Reset Button with pen point - turn printer On - hold 10 seconds - release

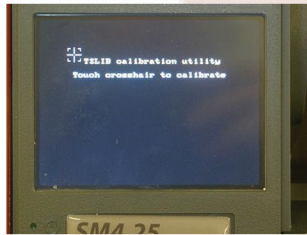
**RESET
BUTTON**

**LOCATED TOP BACK
PORTION OF PRINTER**



3.

Printer will reboot (approx. 2 Min.) and show Screen - "TSLIB calibration utility / Touch crosshair to calibrate"



4.

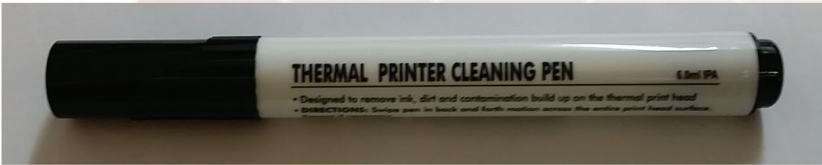
Lightly touch Crosshair with blunt object - then touch at right, lower right, lower left and middle.

5.

Screen will go to default screen - touch Menu / Tools / User Files / Wallpaper / Select / SM_dspl
Touch Green Check Icon - 'Are you sure?'
Touch Green Check Icon.

CLEANING PRINT HEAD

To maximize life of the print head, it is crucial to perform cleaning to the print head. Inside printer packaging is a “CLEANING PEN”



Wipe thermal cleaning pen head on print head by going across the black line closest to the front edge right below the lip of white ceramic



CLEANING AFTER EACH CHANGED ROLL OF TAGS/LABELS IS OPTIMAL

Alcohol Swabs Or Pads may be used in place of the Thermal Cleaning Pen

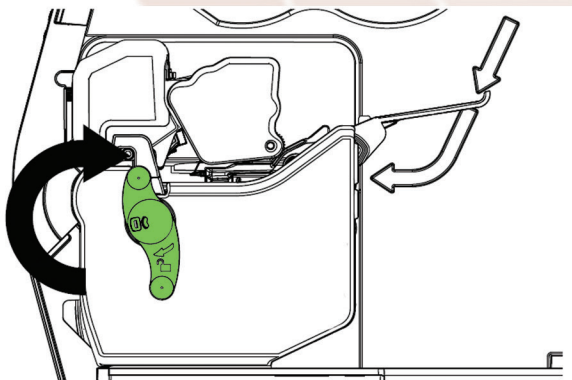
CHANGING PRINT HEAD

**When handling the print head, grasp it by its edges
Avoid contact between the print head and clothing**

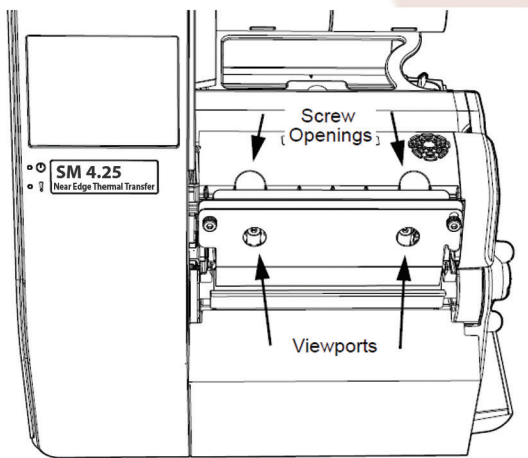
**Enclosed In Printer Box
• 3mm Hex Head Wrench**



Rotate the **green** print head latch lever clockwise to release the print head mechanism



Insert a 3mm hex head wrench into the openings and loosen both (2) screws



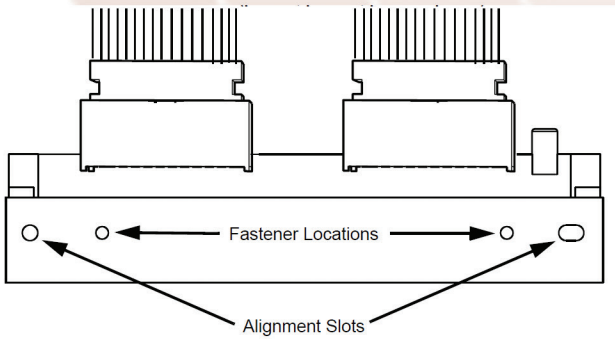
CHANGING PRINT HEAD

Note: Both screws are spring-loaded and captured eliminating the need to remove them.

Note: The print head will drop down enabling access to both wiring connectors.

Note: There are two (2) view ports on the ribbon plate that enable the screws to be seen.

Carefully disconnect both connectors from the print head.

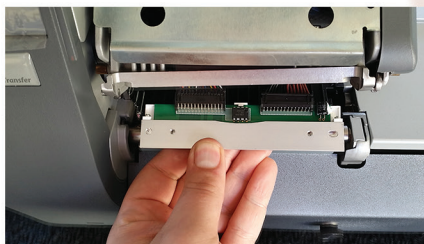
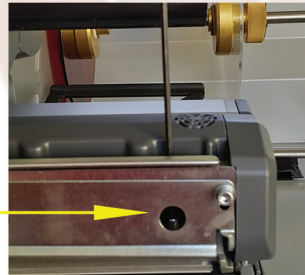
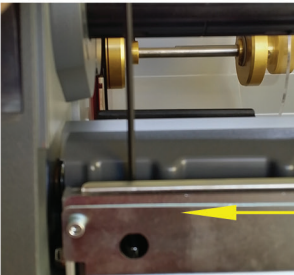


Install the new print head in the reverse order as it was disassembled from the printer and tighten the hex head screws

REMOVAL/INSTALLATION

EXAMPLE

**WRENCH
PLACEMENT**



NOTES

SERIAL NUMBER -

FIRMWARE -

VERTICAL ADJUSTMENT -

HORIZONTAL ADJUSTMENT -

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