COMER

- GX-412 -

Logistics Thermal Label Printer

User Guide

KAKUDUO -China: Stock Symbol: 688365

Wram Tips

Our one item GX-412 with barbecue drape and best quality , can works with any thermal direct label including express waybill , logistics labels, commodity price tags, and various sizes of barcode labels and so on, help save time and money and lower costs.

For the convenience of using the corner printer, please read the following user guide carefully if operate with a incorrect way may result in damage to your printer or injury.

Safety WARNING

Warning: The print head(TPH) is a hot part, Do not touch the print head or surrounding parts during the printing process and after the printing, or may burn you.

Notes:

1. The printer shall be installed in a flat and stable place.
2. Leave enough space around the printer for operation and maintenance.
3. The printer should be far away from water source and avoid direct sunlight, strong light and heat source.
4. Do not use and save the printer in places with high temperature, high humidity and serious pollution.
5. Avoid placing the printer in a place with vibration and impact.
6. Connect the printer's power adapter to an appropriate grounding socket to avoid using the power socket and a large number of electrical equipment to ensure fluctuations in the power supply voltage.
7. If you do not use the printer for a long time, please disconnect the power of the printer power adapter.
8. In order to ensure the quality of printing and product life, it is recommended to use better quality paper
9. When plugging or disconnecting each interface, power must be turned off, or damage to the printer control circuit may be caused.

Product introduction

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Package contents

Main accessories and function

Button	Instruction
Power-on	The printer's power switch is 1 state back
Power-off	The printer's power switch is 0 state shutdown
Feed paper	Working state: press the [paper] key, the printer begins to feed paper.
Paper Test	Working state: press [paper]key , After releasing "hold "release, the printer starts to print the self-test information page.

Note:

1. Power switch must be used to turn off the power. If the power is turned off by pulling the power plug, the circuit in the printer will be damaged and the printed data will be disrupted.
2. Please use the original adapter, otherwise the printer may be damaged or the printing quality may be reduced.
3. When the power is turned off and turned on again, wait a certain time (≥5S).
4. After the power off, the power indicator of the operation panel shall be turned off after 20 seconds.This is a normal situation, not a malfunction.

Quick Printer Installation

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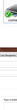
Printer Installation

1. Ensure the printer is OFF.，Connect the power adapter and USB,Switch the printer's power-key to the 1 state.

2. Ensure the printer is ON, adjusting the paper guide and putting the thermal label into the feed port, the printer can automatically absorb the label.



Driver Installation & Print Test

Windows

1. Pls ensure the printer ON，download the Windows driver and run the downloaded software, prompt to complete installation.

2. Test the printer, click on the Device and Printer in the computer. (just as the pic shows)to find the installed printer.

3. Click the right mouse button and select [Printer Properties] ， Click [print test Page] ，if the print test ok,the installation completes.

4. Select the printing software you use and set the appropriate paper size to start printing.

MAC

1. Pls ensure the printer ON, download the Mac driver and run the downloaded software, prompt to complete installation.

2. Click on my computer [System Preferences] ， select [Printers and Scanners] ， If the page displays your printer information, the installation succeeds.

3. Select your common printing software, set the right paper size , then you can start printing.

Print head maintenance

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In order to use the printer for a long time, please clean the inside of the printer regularly to avoid damage.Do not touch or scratch the surface of the printer head .Avoid gas, acetone, or other organic solvents.

Printer Head Cleaning Steps

1. Turn off the printer, unplug the power cord and open the top cover of the printer.
2. Wait for the printer head to cool for 10 minutes.
3. Clean the print head with an alcohol pen (do not use water or other liquids).
4. When the alcohol has completely evaporated, close the printer cover.
5. After cleaning, wait for 5 minutes before using, print the test page to check whether the print head is clean or not.

LED Indicator Light Description

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LED Indicator	Instructions state	Solution
Blue	Normal Operation	Wait some minutes
Red light flashes in a slow way	Lack Paper	Ensure with enough paper for printing
Red light flashes in a quick way	Cover is not closed	Check that the cover is completely closed.
Red and blue light flashed alternately	Paper problem	1.Check paper jam 2.Check whether the label installed paper matches the paper type

Printer Data Sheet

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Brand	Comer
Method	Direct Thermal
Resolution	203 dpi
Max Printing Speed	150 mm/s
Connection	USB
Printing Width	Max 104mm
Paper Width	40-108 mm
Power Adapter	5V / 3A
Operating Environment	Temperature: 10 ~ 35 °C) Humidity: 10-85% (non-condensing)
Storage Environment	Temperature: -40 to 60 °C) Humidity: 5-95% (non-condensing)
Weight	2.25 lbs / 1 kg
Dimensions	W:73mm*D:105mm*H:60mm

The Comer thermal printer is covered by a one-year warranty.
In the unlikely event that you experience any issues with your printer, please contact Comer customer service by promptly retrieve your order number and a screenshot for the original purchase information, please email the wrongtech@outlook.com
Any further information please visit 【http://qq.com/comer】

Q&A

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Q: How to deal with the unclear print sheet of GX-412?

A: 1. In 0SF state, clean the print head with cotton swab stained with alcohol, and avoid using wet tissue.
2.Set the concentration (generally, the temperature is high in summer, the concentration is set as low as possible.Otherwise in winter, the print head pretreating is few time, the concentration is set high); you can set the concentration through the drive setting or setting tool, the concentration value 1-15, the default under normal conditions 8.
3.Here may with a problem about typing software template form ,need to change the form.

Q: What should I do if I can't find the driver after installing GX-412?

A: We need to restart the computer.

Q: How to deal with the general blurring of GX-412 printing ball?

A: check if the roller is loose. You need to replace a new roller sleeve after it falls off.

Q: How to deal with the paper position is not accurate may not complete, or lines?

A: Manual calibration: press the paper key and hold it until "0SF ... released.

Q: How to deal with GX-412 printing with abnormal sound?

A: Open the driver- [print preference] and tick [Virtual processing] .

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A: Open the driver- [print preference] and tick [Virtual processing] .