# TOSHIBA

**TOSHIBA Thermal Printer**

# B-SX5T-QQ/QP

# SUPPLY LOADING INSTRUCTIONS

This sheet contains only the media and ribbon loading procedures. Please be sure to read the Owner's Manual in the CD-ROM for further information about this printer.

## 1. LOADING THE MEDIA

| WARNING! |
| --- |
| 1. *Do not touch any moving parts. To reduce the risk of fingers, jewellery, clothing, etc., being drawn into the moving parts, be sure to load the media once the printer has stopped moving completely.*<br>2. *The Print Head becomes hot immediately after printing. Allow it to cool before loading the media.*<br>3. *To avoid injury, be careful not to trap your fingers while opening or closing the cover.* |

**CAUTION!**

1. *Be careful not to touch the Print Head Element when raising the Print Head Block. Failure to do this may cause missing dots by static electricity or other print quality problems.*
2. *When loading or replacing the media or a ribbon, be careful not to damage the print head with a hard object like a watch or a ring.*
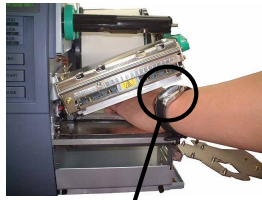


Care must be taken not to allow the metal or glass part of a watch to touch the print head edge.
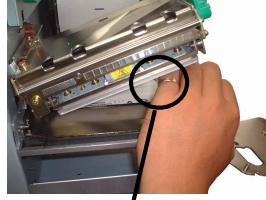
Care must be taken not to allow a metal object like a ring to touch the print head edge.

*Since the print head element can be easily damaged by shock, please treat it carefully by not hitting a hard object against it.*

The following procedure shows the steps to properly load the media into the printer so that it feeds straight and true through the printer.

The printer prints both labels and tags.

1. Turn off the power and open the Top Cover.
2. Turn the Head Lever to **Free** position, then release the Ribbon Shaft Holder Plate.
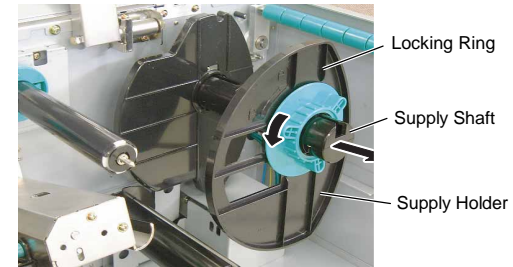3. Open the Print Head Block.
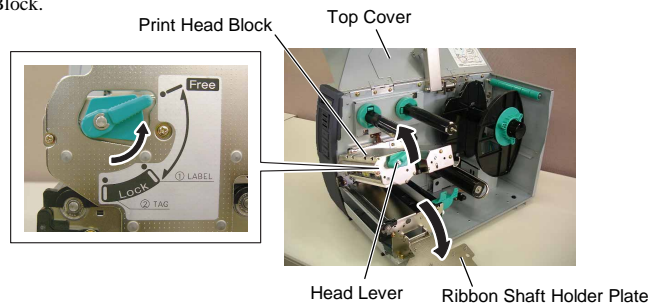


Print Head Block · Top Cover · Head Lever · Ribbon Shaft Holder Plate

1

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4. Turn the Locking Ring counterclockwise and remove the Supply Holder from the Supply Shaft.



Locking Ring · Supply Shaft · Supply Holder

5. Put the media on the Supply Shaft.
6. Pass the media around the Damper, then pull the media towards the front of the printer.
7. Align the projection of the Supply Holder with the groove of the Supply Shaft, and push the Supply Holder against the media until the media is held firmly in place. This will center the media automatically. Then turn the Locking Ring clockwise to secure the Supply Holder.
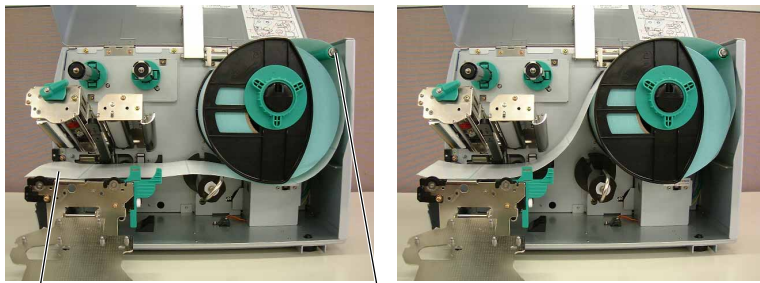
**NOTE:**

*Do not over-tighten the Locking Ring of the Supply Holder.*



Groove · Damper · Supply Holder · Projection · Media · Supply Shaft · Locking Ring
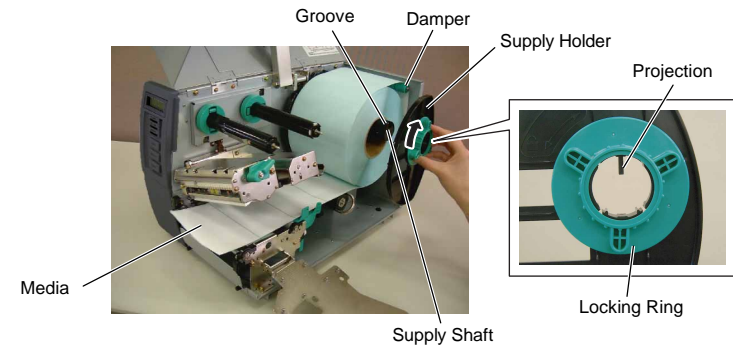
2

| In case of a label rolled with the print side facing inside. | In case of a label rolled with the print side facing outside. |
|---|---|



Media       Damper

**8.** Place the media between the Media Guides, adjust the Media Guides to the media width, and tighten the Locking Screw.

**9.** Check that the media path through the printer is straight. The media should be centered under the Print Head.



Media Guide    Print Head    Supply Holder
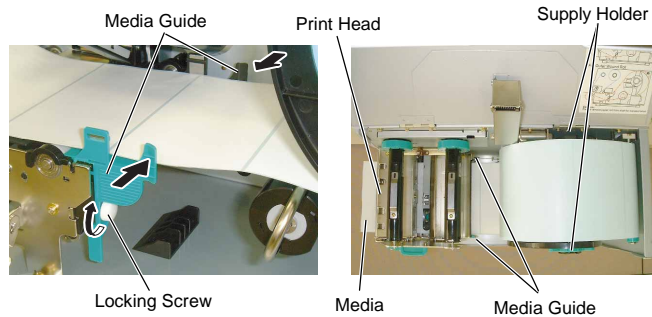
Locking Screw    Media    Media Guide

**10.** Lower the Print Head Block until it stops.

**11.** After loading the media, it may be necessary to set the Media Sensors used to detect the print start position for label or tag printing.

### Setting the Feed Gap Sensor position

(1) Remove the Locking Screw which secures the Media Sensor.
(2) Manually move the Media Sensor so that the Feed Gap Sensor is positioned at the center of the labels.
   (⊢→ indicates the position of the Feed Gap Sensor).
(3) Tighten the Locking Screw.



Gap
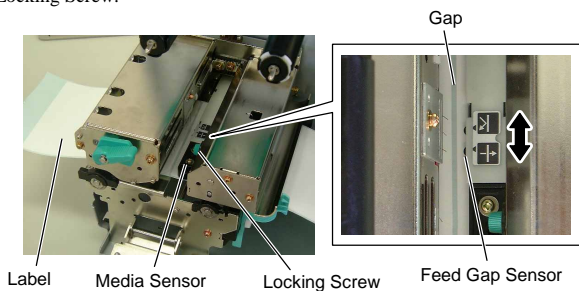
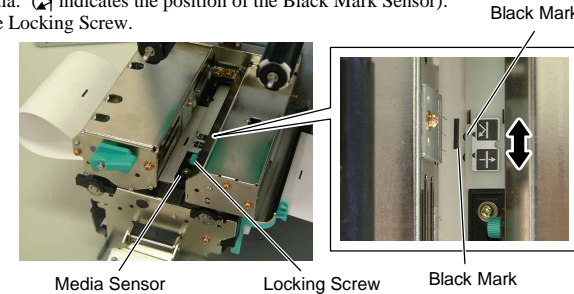Label    Media Sensor    Locking Screw    Feed Gap Sensor

### Setting the Black Mark Sensor position

> *NOTE:*
> *Be sure to set the black mark sensor to detect the center of the black mark, otherwise a paper jam or no paper error may occur.*

(1) Remove the Locking Screw which secures the Media Sensor.
(2) Pull about 500 mm of media out of the front of the printer, turn the media back on itself and feed it under the Print Head past the sensor so that the black mark can be seen from above.
(3) Manually move the Media Sensor so that the Black Mark Sensor is in line with the center of the black mark on the media. (↗ indicates the position of the Black Mark Sensor).
(4) Tighten the Locking Screw.



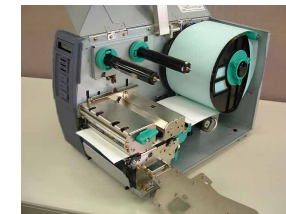Black Mark Sensor

Media Sensor    Locking Screw    Black Mark

**12.** There are four issue modes available on this printer. How to set the media for each mode is provided below.

### Batch mode

In the batch mode, the media is continuously printed and fed until the number of labels/tags specified in the issue command have been printed.



### Cut mode

| **WARNING!** |
|---|
| *The cutter is sharp, so care must be taken not to injure yourself when handling the cutter.* |

**CAUTION!**
1. *Be sure to cut the backing paper of the label. Cutting labels will cause the glue to stick to the cutter which may affect the cutter quality and shorten the cutter life.*
2. *Use of tag paper when the thickness exceeds the specified value may affect the cutter life.*

When the optional Cutter Module is fitted, the media is automatically cut. A swing cutter and a rotary cutter are available as an option, but they are used in the same way.
Insert the leading edge of the media into the Media Outlet of the Cutter Module.
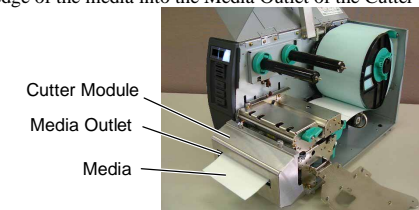


Cutter Module

Media Outlet

Media

## Strip mode

**NOTES:**
1. *Be sure to set the Selection Switch to **STANDARD/PEEL OFF** position.*
2. *The backing paper is easier to feed back to the Take-Up Spool if the Front Plate is removed.*
3. *Fit he Take-Up Clip so that the longer side of the clip is fitted into the shallow groove in the Take-Up Spool.*
4. *The backing paper can be wound directly onto the Take-up Spool or a paper core.*
   *When using the Take-up Spool, detach the Holder Stopper by removing the B-3x4 screw. Otherwise, it may be difficult to pull out the wound backing paper roll. .*

*Holder Stopper*

*B-3x4 Screw*

*Take-up Spool*
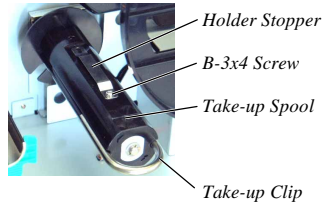
*Take-up Clip*

*When using a paper core, put the core on the Take-up Spool with the Holder Stopper on it, and attach the top edge of the backing paper to the core with adhesive tape. The Take-up Clip is not necessary.*
*This winding method is applicable to the Built-in Rewinder mode.*

In the strip mode, the backing paper is automatically removed from the label at the Strip Plate as each label is printed.

(1) Remove enough labels from the leading edge of the media to leave 500mm of backing paper free.
(2) Insert the backing paper under the Strip Plate.
(3) Wind the backing paper onto the Take-up Spool and fix it in position with the Take-up Clip. (Wind the paper counterclockwise around the spool as this is the direction it rotates.)
(4) Rotate the Take-up Spool anti-clockwise a few times to remove any slack in the backing paper.
(5) Set the Selection Switch mounted on the Rewinder Assembly to **STANDARD/PEEL OFF** position.

Take-up Spool

STANDARD PEEL OFF    REWINDER

Front Plate

Black Screw    Strip Plate    Backing Paper

Take-up Clip
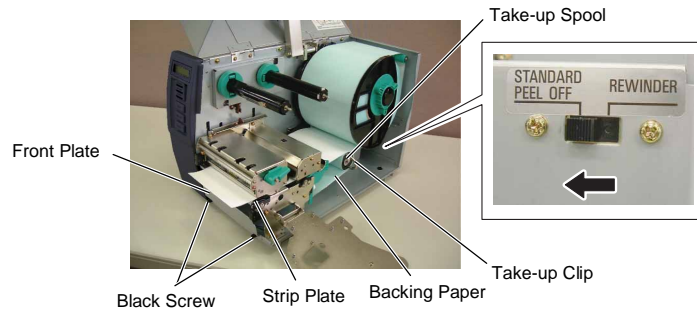
## Built-in rewinder mode

When the Rewinder Guide Plate is attached, the Take-up Spool can be used as a Built-in Rewinder to take up the printed media.

(1) Remove the two Black Screws to detach the Front Plate.
(2) Attach the Rewinder Guide Plate to the Strip Plate with the SMW-4x8 sems screws.

Front Plate    Rewinder Guide Plate

SMW-4x8 Screw

Black Screw

(3) Insert the media under the Rewinder Guide Plate.
(4) Wind the media onto the Take-up Spool and fix it in position with the Take-up Clip.
(5) Rotate the Take-up Spool counterclockwise a few times to remove any slack in the media.
(6) Set the Selection Switch mounted on the Rewinder Assembly to **REWINDER** position.

**NOTE:**
*Be sure to set the Selection Switch to **REWINDER** position.*
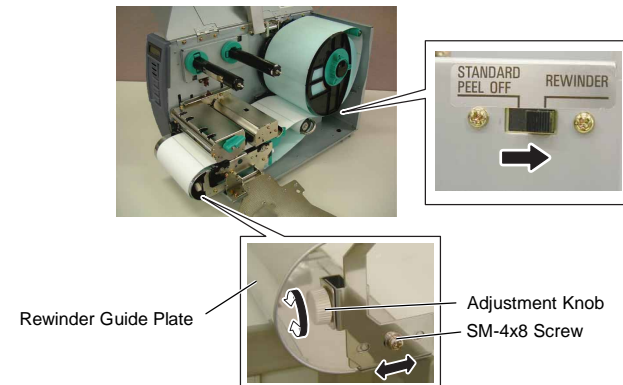
**ADJUSTMENT:**
*If the media skews when using the Built-in Rewinder, turn the Adjustment Knob of the Rewinder Guide Plate to correct the media feed. Clockwise turn moves the Rewinder Guide Plate forward and counterclockwise moves it backward.*

*When the media skews to the right:*
*Loosen the SM-4x8 screw, turn the Adjustment Knob clockwise, and then tighten the SM-4x8 screw when the Rewinder Guide Plate is positioned correctly.*

*When the media skews to the left:*
*Loosen the SM-4x8 screw, turn the Adjustment Knob counterclockwise, and tighten the SM-4x8 screw when the Rewinder Guide Plate is positioned correctly.*

STANDARD PEEL OFF    REWINDER

Rewinder Guide Plate    Adjustment Knob

SM-4x8 Screw

**13.** If the loaded media is direct thermal media (a chemically treated surface), the media loading procedure is now completed. Close the Ribbon Shaft Holder Plate, and turn the Head Lever to **Lock** position to close. Then, close the Top Cover.
If the media is thermal transfer media, it is also necessary to load a ribbon.

## 2. LOADING THE RIBBON

There are two types of media available for printing on: these are thermal transfer media and direct thermal media (a chemically treated surface). DO NOT LOAD a ribbon when using a direct thermal media.

**1.** Rotate the Ribbon Stoppers counterclockwise by 90° and move them back to the end of the Ribbon Shafts. Restore the Ribbon Stoppers to the former orientation by turning them clockwise.

Ribbon Stopper
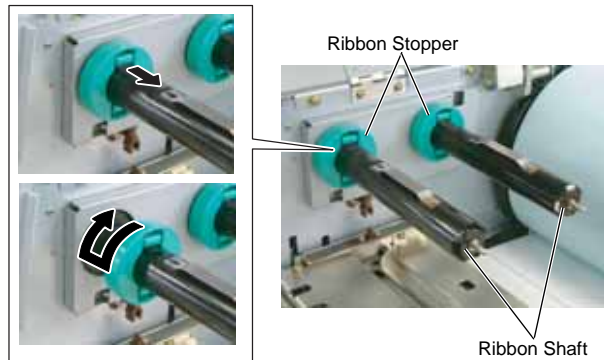
Ribbon Shaft

**2.** Leaving plenty of slack between the ribbon spools, place the ribbon onto the Ribbon Shafts as shown below.

Ribbon Shaft

Print Head Block

Ribbon Take-up Roll
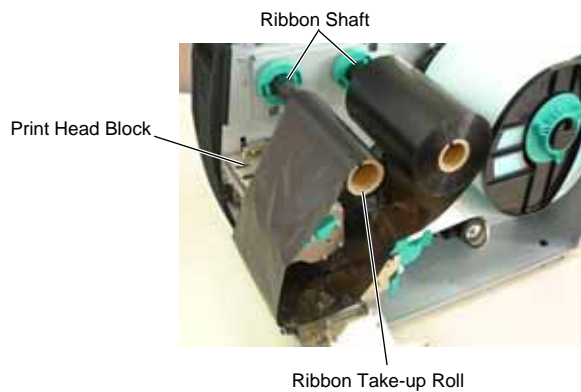
**3.** Slide the Ribbon Stoppers along the Ribbon Shafts to a position where the ribbon is centered when fitted.
**4.** Lower the Print Head Block until it stops. Set the Ribbon Shaft Holder Plate aligning its holes with the Ribbon Shafts.
**5.** Take up any slack in the ribbon. Wind the leading tape onto the ribbon take-up roll until the ink ribbon can be seen from the front of the printer.

### NOTES:
1. *Be sure to remove any slack in the ribbon when printing. Printing with a wrinkled ribbon will lower the print quality.*
2. *The Ribbon Sensor is mounted on the rear of the Print Head Block to detect a ribbon end. When a ribbon end is detected, "NO RIBBON" message will appear on the display and the ERROR LED will illuminate.*

Ribbon Shaft Holder Plate
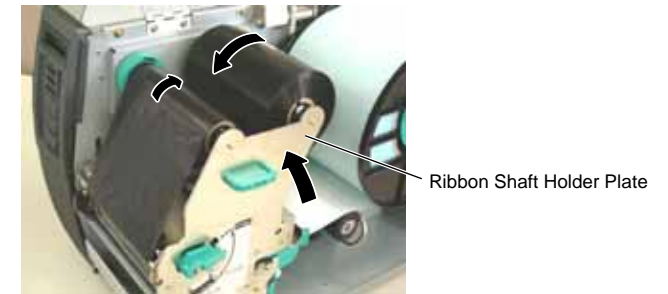
**6.** Turn the Head Lever to **Lock** position to close the Print Head.
**7.** Close the Top Cover.

#### ■ Auto Ribbon Saving Mode

When the auto ribbon saving function is selected, it will be activated to reduce ribbon loss when a no print area extends more than 20 mm. For further information on this function, please ask a TOSHIBA TEC authorised service representative.

### NOTE:
*Ribbon loss per ribbon saving varies according to the relation between the outer roll diameter of the used ribbon and the print speed.*

| Print speed | Ribbon loss/Ribbon saving |
|---|---|
| 3"/sec. | Approx. 5 mm |
| 5"/sec. | Approx. 8 mm |
| 8"/sec. | Approx. 17 mm |

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