

ClearMultiprint Marking System (Series B)

Catalog Number 1492-PRINTCMP SER B



Allen-Bradley

by ROCKWELL AUTOMATION

QuickStart

Original Instructions

Important User Information

Read this document and the documents listed in the additional resources section about installation, configuration, and operation of this equipment before you install, configure, operate, or maintain this product. Users are required to familiarize themselves with installation and wiring instructions in addition to requirements of all applicable codes, laws, and standards.

Activities including installation, adjustments, putting into service, use, assembly, disassembly, and maintenance are required to be carried out by suitably trained personnel in accordance with applicable code of practice.

If this equipment is used in a manner not specified by the manufacturer, the protection provided by the equipment may be impaired.

In no event will Rockwell Automation, Inc. be responsible or liable for indirect or consequential damages resulting from the use or application of this equipment.

The examples and diagrams in this manual are included solely for illustrative purposes. Because of the many variables and requirements associated with any particular installation, Rockwell Automation, Inc. cannot assume responsibility or liability for actual use based on the examples and diagrams.

No patent liability is assumed by Rockwell Automation, Inc. with respect to use of information, circuits, equipment, or software described in this manual.

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Throughout this manual, when necessary, we use notes to make you aware of safety considerations.



WARNING: Identifies information about practices or circumstances that can cause an explosion in a hazardous environment, which may lead to personal injury or death, property damage, or economic loss.



ATTENTION: Identifies information about practices or circumstances that can lead to personal injury or death, property damage, or economic loss. Attentions help you identify a hazard, avoid a hazard, and recognize the consequence.

IMPORTANT Identifies information that is critical for successful application and understanding of the product.

Labels may also be on or inside the equipment to provide specific precautions.



SHOCK HAZARD: Labels may be on or inside the equipment, for example, a drive or motor, to alert people that dangerous voltage may be present.



BURN HAZARD: Labels may be on or inside the equipment, for example, a drive or motor, to alert people that surfaces may reach dangerous temperatures.



ARC FLASH HAZARD: Labels may be on or inside the equipment, for example, a motor control center, to alert people to potential Arc Flash. Arc Flash will cause severe injury or death. Wear proper Personal Protective Equipment (PPE). Follow ALL Regulatory requirements for safe work practices and for Personal Protective Equipment (PPE).

The following icon may appear in the text of this document.



Identifies information that is useful and can help to make a process easier to do or easier to understand.

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Product Description

The ClearMultiprint™ marking system creates terminal block tags, heat shrink markers, self-laminating wire markers, and adhesive labels for use on terminal blocks, wires, cables, and other industrial components.



WARNING: This is a class A product. In a domestic environment, this product may cause radio interference, in which case, the user may be required to take adequate measures.

About This Publication

This publication provides a brief overview of how to install, operate, and maintain the ClearMultiprint marking system. This publication is for the ClearMultiprint Ser B printer.

Additional Resources

These documents contain additional information concerning related products from Rockwell Automation.

Resource	Description
Product Certifications website, rok.auto/certifications .	Provides declarations of conformity, certificates, and other certification details.
System Security Design Guidelines Reference Manual, publication SECURE-RM001 .	Provides cybersecurity guidelines for installation, configuration, and operation of industrial control systems.

You can view or download publications at rok.auto/literature.

Notes:

Installation

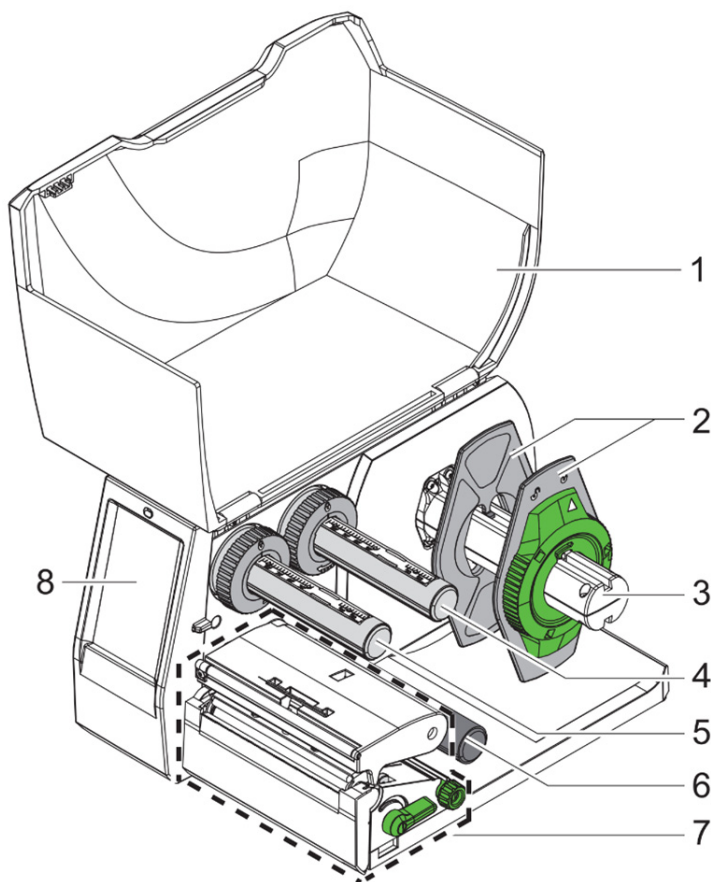
Use the following instructions to unpack and install the ClearMultiprint™ Ser B marking system.

IMPORTANT For safety and security reasons, the ClearMultiprint printer must be located in an area only accessible by authorized printer users.

Before You Begin

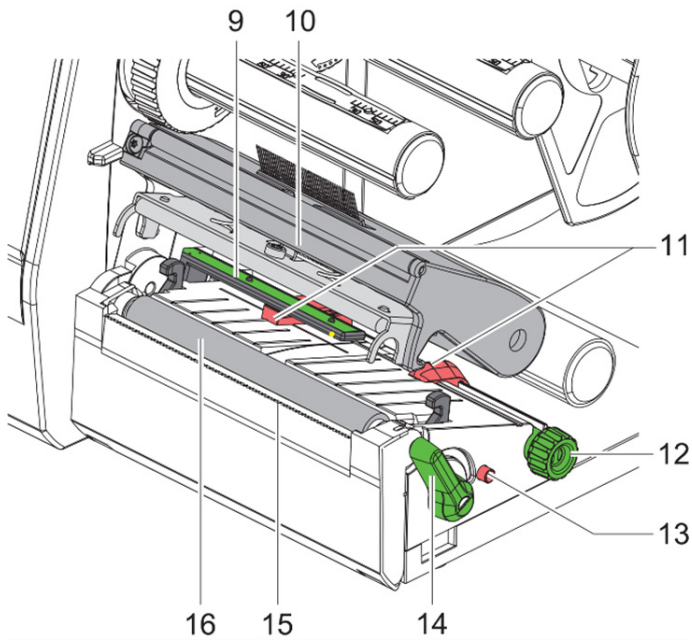
- Unpack the ClearMultiprint marking system from the shipping carton.
- Check for any damage.
- Familiarize yourself with the printer.

Figure 1 - Printer with Tear-off Plate



Item	Description
1	Cover
2	Margin stops
3	Roll retainer
4	Ribbon supply hub
5	Ribbon take-up hub
6	Belt roller
7	Print mechanics
8	Touch screen display

Figure 2 - Printer Mechanics



Item	Description
9	Label sensor
10	Print head retainer with print head
11	Guides
12	Guide adjustment knob
13	Label adjustment knob
14	Print head lock level
15	Tear-off plate
16	Print roller

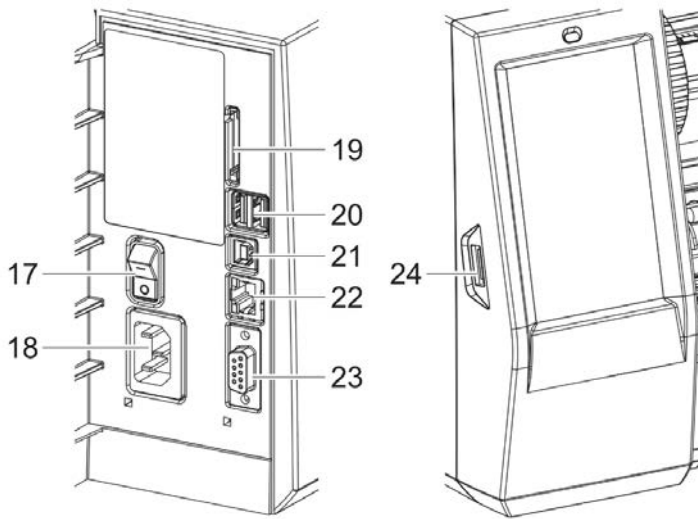
Table 1 - What's Included

Cat. No.	Description	Quantity
1492-PRINTCMP Ser B	ClearMultiprint marking system (Ser B)	1
	Power cables (North American, European + China)	3
	25 mm (0.98 in.) ink ribbon for terminal block tags (cat. no. 1492-PRIBTB)	1
	110 mm (4.33 in.) ink ribbon (cat. no. 1492-PRIBLAB)	1
	Cardboard core	1
	Black grooved roller for terminal block tags (cat. no. 1492-PROLLTB)	1
	Greenprint® roller for label printing (cat. no. 1492-PROLLLAB)	1
	DVD with ClearTools™ software and documentation	1
USB cable	1	

Connect the Device

Connect the label printer to a computer or network with a suitable cable.

Figure 3 - Connections



Item	Description
17	Power switch
18	Power connection jack
19	Slot for SD card ⁽¹⁾
20	2 USB ports (Host mode) ⁽¹⁾
21	USB full-speed port (Type B)
22	Ethernet 10/100 Base-T
23	Serial RS-232 port
24	USB port ⁽¹⁾

(1) Connection slots for the SD card (19) and the USB ports (20,24) are not activated in this product.

Connect to the Power Supply

The printer is equipped with a wide-area power unit for a supply voltage of 100...240V. To connect the printer to a power supply, complete the following steps:

1. Check that the device is switched off.
2. Plug the power cable into the power connection jack (18).
3. Plug the power cable into a grounded socket.

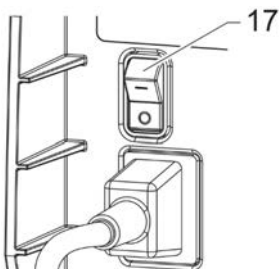


WARNING: Inadequate or no grounding can cause malfunctions during operations. Ensure that all cables connected to the label printer are grounded.

Turn the Printer On

When all connections are made, turn on the printer at the power switch (17).

Figure 4 - Power Switch

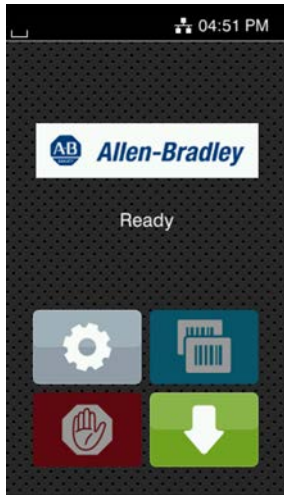


The printer performs a system test, and then shows the system status Ready in the display (see [Figure 5](#)). The printer can now receive data for printing.

Printer States






The following printer states appear on the display panel.

Figure 5 - Printer States



State	Description
Ready	Appears after the printer is turned on. Indicates that the printer is ready to print.
Printing n of N	Appears during printing. Indicates that item n of N items is printing.
Pause	Appears when the printer is in a pause state.

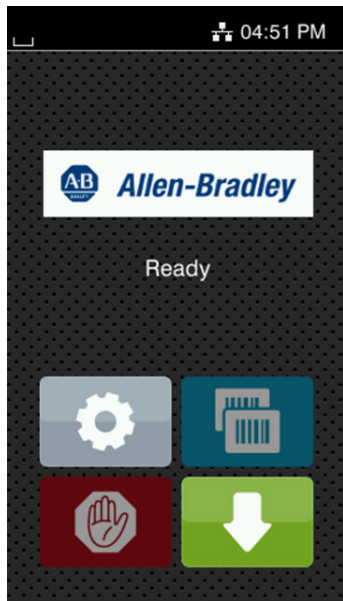
In addition to displaying the state of the printer, the display panel displays the following icons in the interface bar.






Item	Description
	Displays the current data transfer in the form of a falling drop.
	Indicates that the remaining diameter of the ribbon supply roll undershoots the set value and that the ribbon is near its end.
	Indicates that the Ethernet connection is active.
	Indicates that the USB connection is active.
	Displays the clock time.

Navigation Menu

The following interface buttons are available on the display panel.

Figure 6 - Buttons










Item	Description
	Opens the menu (printer settings).
	Interrupts the print job or continues the print job.
	Repeats the last printed label.
	Cancels all print jobs.
	Feeds a blank label.

Inactive symbols are shaded.

Figure 7 - Navigation Buttons



Item	Description
	Provides a scroll bar for rough value setting.
	Decreases the value step by step.
	Increases the value step by step.
	Returns without saving the setting.
	Returns with saving the setting.
	Indicates that a parameter is disabled. Touching the button enables the parameter.
	Indicates that a parameter is enabled. Touching the button disables the parameter.

Install the ClearTools Software

To install the ClearTools software, complete the following steps:

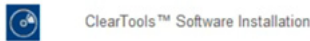
1. Load the ClearTools software DVD.

IMPORTANT For printer 1492-PRINTCMP Ser B, ClearTools version 9.4 or higher must be used.

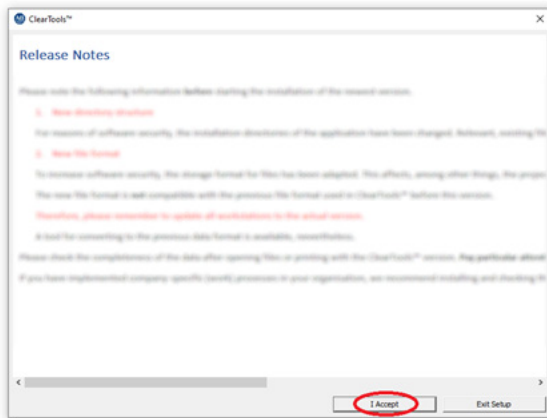
2. Click Software.



3. Click ClearTools Software Installation.

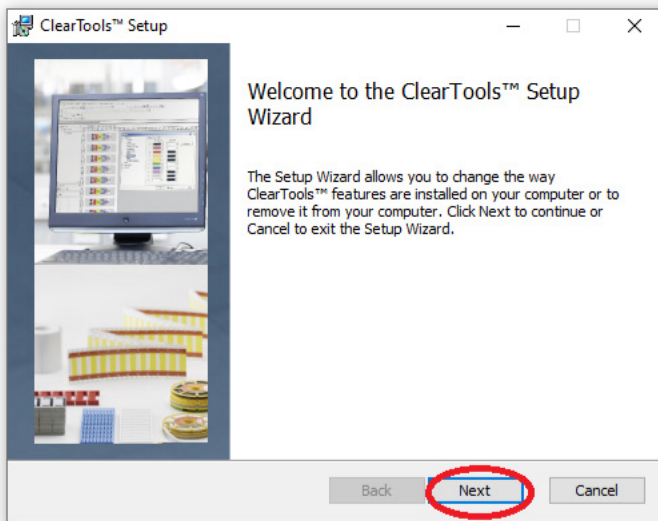


The ClearTools Release Notes appear.

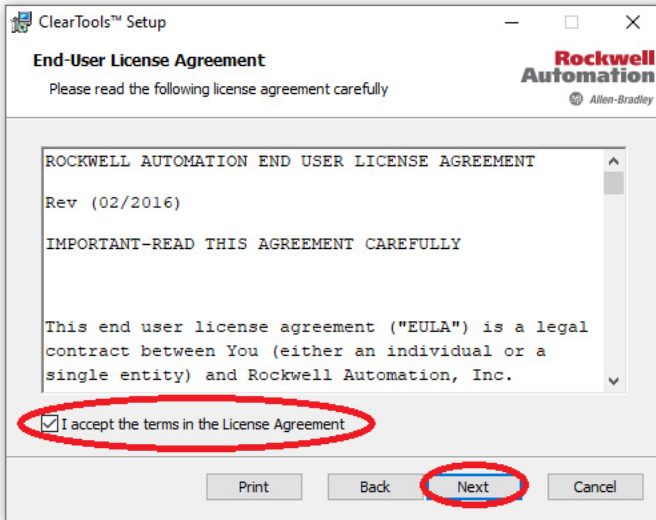


At this point, you can accept the release notes (I Accept) or exit setup (Exit Setup).

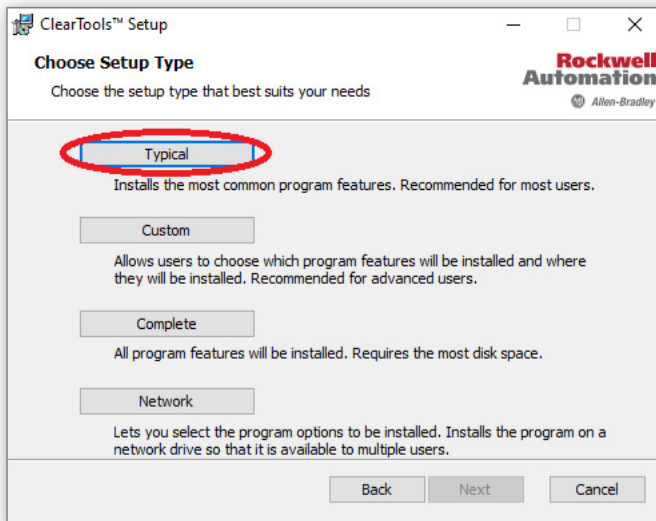
4. To continue the installation process, click I Accept.
5. In the ClearTools Setup window, click Next.



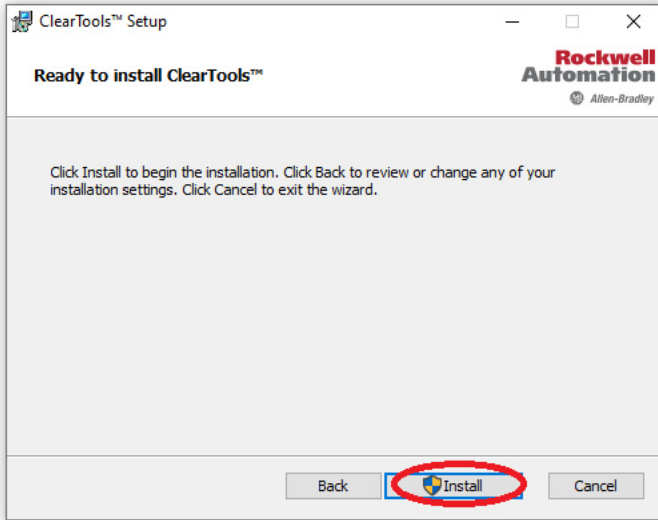
- Accept the terms and click Next.



- Click Typical.

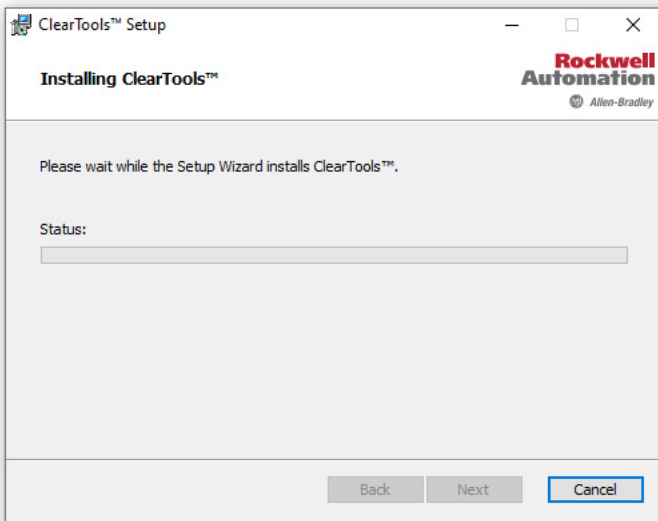


8. Click Install.

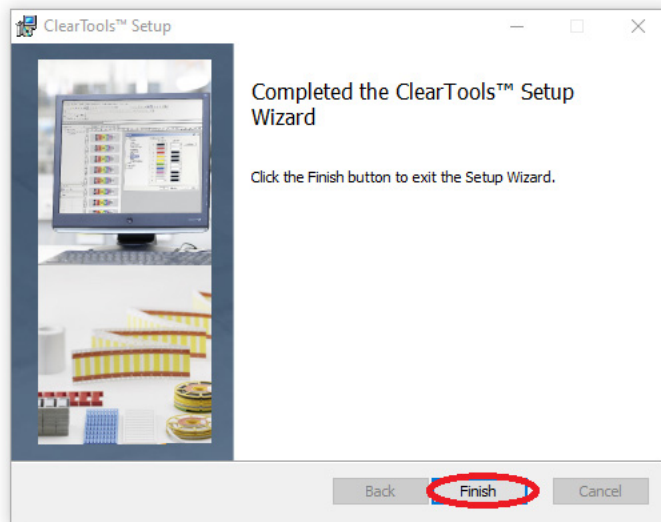


The installation process begins.

The system asks if you agree to allow ClearTools to make changes to your device. Details of the certificate used to sign the ClearTools Setup are displayed.



9. To complete the installation, click Finish.



The ClearTools software is now installed on your PC.

Install the Printer and Drivers

Installation of the ClearMultiprint marking system is done by the ClearTools software. Connecting the printer by the USB or Ethernet port is described in the following steps.

Connect to a Computer or Computer Network

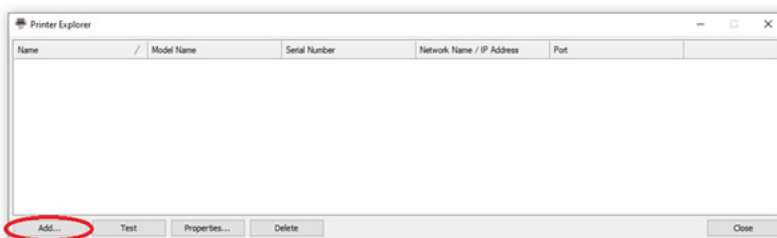
Use a USB or Ethernet port to connect the printer to your computer.

USB Installation

To install the ClearMultiprint marking system via a USB connection, complete the following steps:

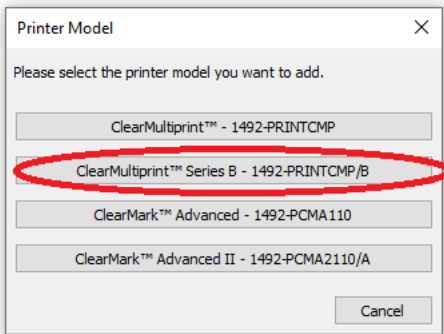
1. Start the ClearTools software.
2. From the Tools menu, click Printer Administration>Printer Explorer.

The Printer Explorer window appears. This window also appears just after correct installation of ClearTools.



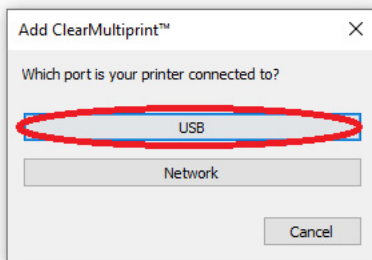
3. To add the ClearMultiprint Ser B marking system, click Add.

The Printer Model dialog box appears.



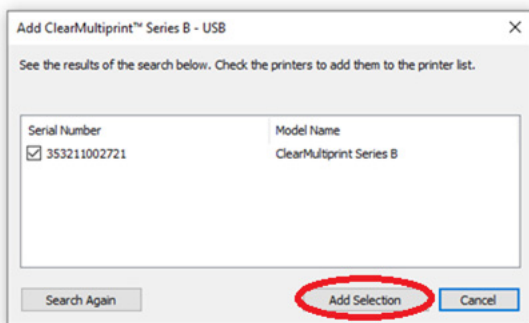
4. Click ClearMultiprint Series B 1492 PRINTCMP/B.

The Add ClearMultiprint dialog box appears.



5. To start the printer search, click USB.

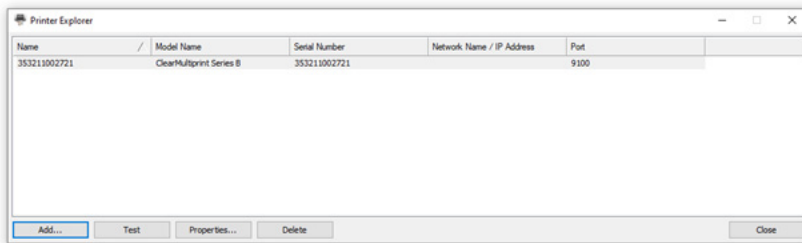
The search result is displayed in the Add ClearMultiprint Series B - USB dialog box.



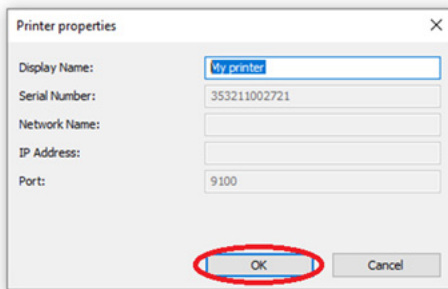
If no printer was found, click Search Again to start the search process again. If this is the first time that you are connecting your printer to your PC, you may be required to wait a while and then repeat the search.

- If a printer was found, select the printer, and click Add Selection.

The Printer Explorer dialog box appears.

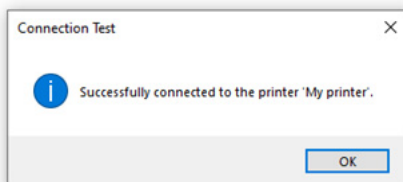


- To change the printer name, click the printer, and then click Properties.
- In the Printer properties dialog box, type the printer name in the Display Name field, and then click OK.

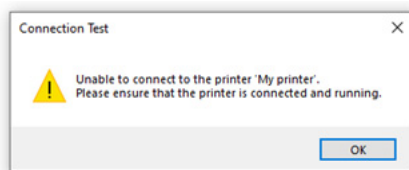


- To check the connection to the printer, in the Printer Explorer dialog box, click the printer, and then click Test.

If the printer is connected and accessible, the Connection Test dialog box appears and displays the following message.



If the printer is not accessible, for example, if it is turned off, the Connection Test dialog box appears and displays the following message.

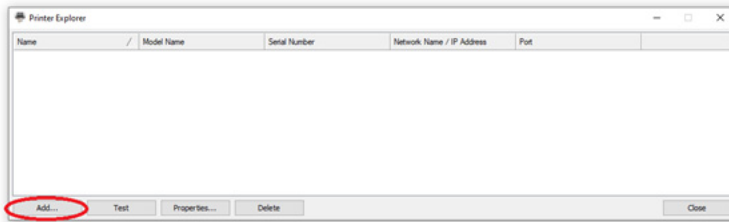


Network Installation

To install the ClearMultiprint marking system via a network connection, complete the following steps:

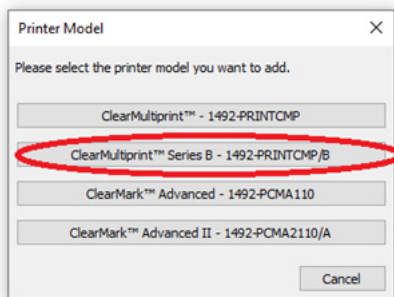
1. Start the ClearTools software.
2. From the Tools menu, click Printer Administration>Printer Explorer.

The Printer Explorer window appears. This window also appears just after correct installation of ClearTools.



3. To add the ClearMultiprint Series B marking system, click Add.

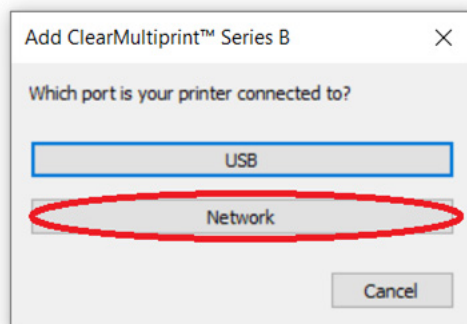
The Printer Model dialog box appears.



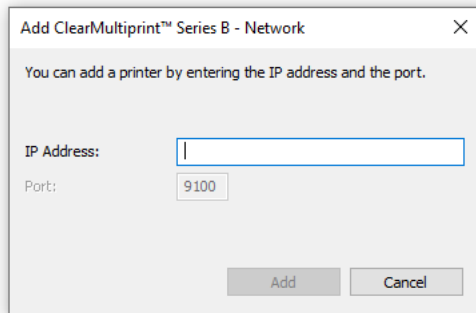
4. Click ClearMultiprint Series B - 1492-PRINTCMP/B.

The Add ClearMultiprint Series B dialog box appears.



5. To start the printer search, click Network.



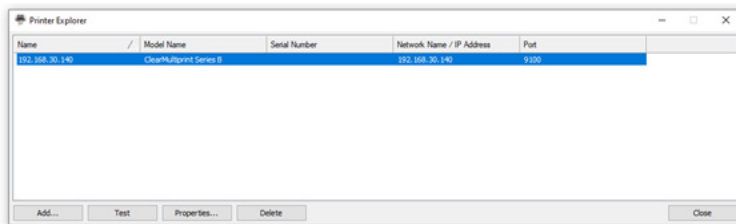
The Add ClearMultiprint Series B - Network dialog box appears.



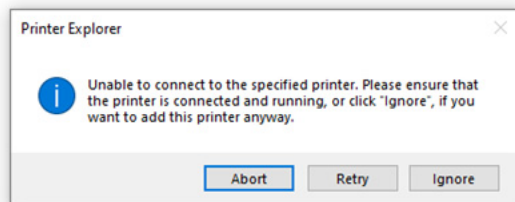
- In the IP Address field, type the correct IP address of the printer.

To retrieve the IP address from the printer display, click the Settings button  on the initial screen and then click the Info button . Scroll through the display to find the IP Address.

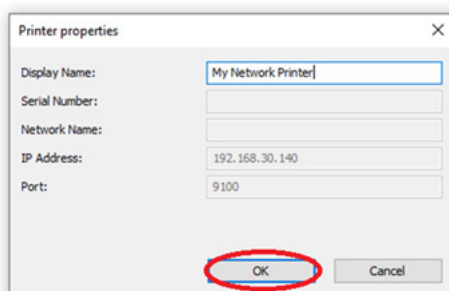
If the printer is found, it is displayed in the Printer Explorer dialog box.



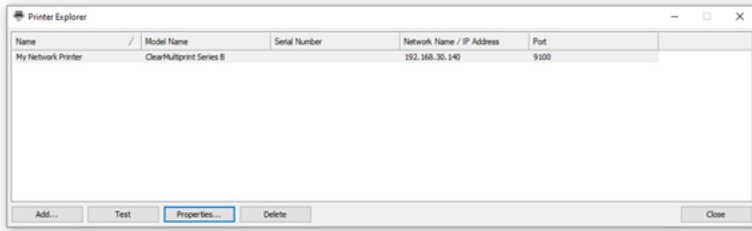
If the printer is not found, for example if the printer is turned off, or if there is a network connectivity issue, the following message is displayed.



- To change the printer name, in the Printer Explorer dialog box, click the printer, and then click Properties.
- In the Printer properties dialog box, type the printer name in the Display Name field, and then click OK.



The changed name is now displayed in the printer dialog box.



- To check the connection to the printer, in the Printer Explorer dialog box, click the printer, and then click Test.

If the printer is connected and accessible, the following dialog box appears.



If the printer is not accessible, for example because it is turned off, the following dialog box appears.



Printer Network Settings

You can set network parameters in the printer manually by clicking the Settings button  on the initial screen, and then, in sequence, clicking: Setup, Interfaces, Ethernet.

In the Ethernet settings dialog box, if the DHCP function is unchecked, then you can configure the printer IP address, network mask, gateway, and address of the DNS server. If the DHCP function is checked, then network parameters are configured automatically.

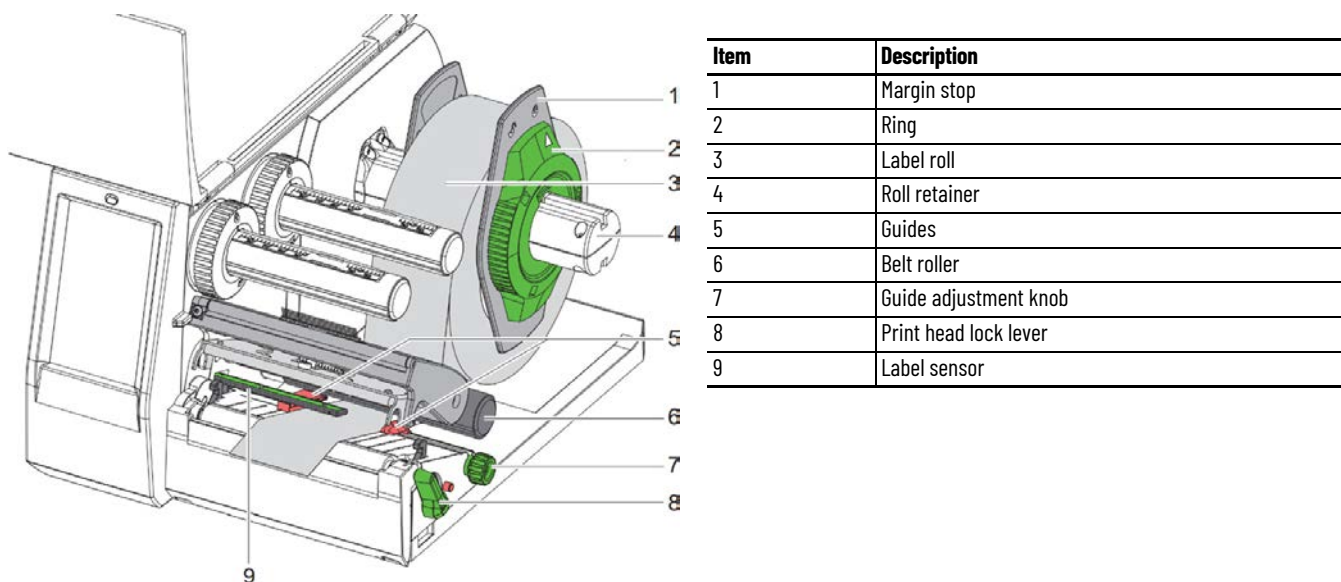
IMPORTANT For cybersecurity reasons, please install the printer in the network that is behind the firewall with blocked communication port 9100. This installation prevents access to the printer by unintended users from outside the local network.

Load Material

The illustrations in this chapter show the components of the printer and provide instructions on how to load label media and transfer ribbon.

Load Media from a Roll

Figure 8 - Load Media from a Roll



Item	Description
1	Margin stop
2	Ring
3	Label roll
4	Roll retainer
5	Guides
6	Belt roller
7	Guide adjustment knob
8	Print head lock lever
9	Label sensor

To load media from a roll, complete the following steps:

1. Turn the ring (2) counterclockwise, so that the arrow points to the unlock symbol .


This action releases the margin stop (1) from the roll retainer (4).

2. Load the label roll (3) onto the roll retainer (4).

Make sure that the printing side of the labels is visible from above. For more information, see [Media and Transfer Ribbon Installation on page 41](#).

3. Remount the margin stops (1) and push against the label roll (3) as far as possible.

IMPORTANT Do not apply too much pressure so that the roll does not spin freely.

4. Turn the ring (2) clockwise, so that the arrow points to the lock symbol .

This action fixes the margin stop (1) on the roll retainer (4).

5. Turn the lever (8) counterclockwise to open the print head.
6. Position the guides (5) by turning the knob (7) so that they are several millimeters wider than the material.

7. Position the material below the belt roller (6) and guide it through the print unit.

IMPORTANT Guide material through the print unit below the label sensor (9).

8. Move the guides (5) close to the edges of the material without clamping the material by turning the knob (7).
9. Adjust the label sensor (9) if applicable.

See [Adjust the Label Sensor on page 22](#).

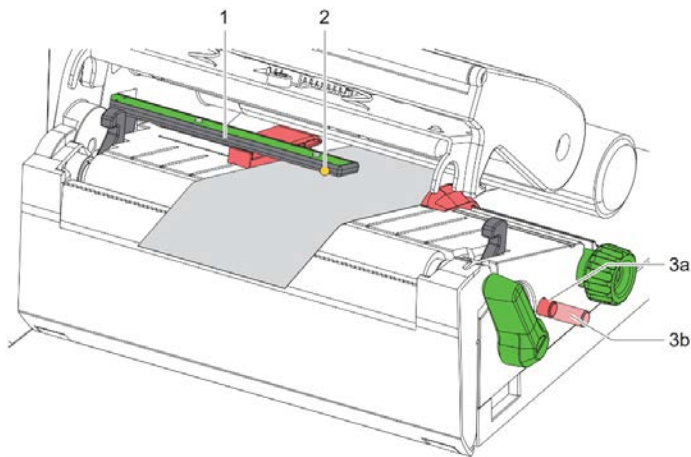
10. Verify that the correct print roller is inserted.

See [Clean, Change, or Replace the Print Roller on page 38](#).

11. Press the print head retainer down and turn the print head lock lever (8) clockwise to lock the print head.

Adjust the Label Sensor

Figure 9 - Adjust the Label Sensor



Item	Description
1	Sensor holder
2	Sensor label
3a	Setting position of sensor adjustment knob
3b	Basic position of sensor adjustment knob

The label sensor position is marked with a yellow status indicator in the sensor retainer. To adjust the label sensor, complete the following steps:

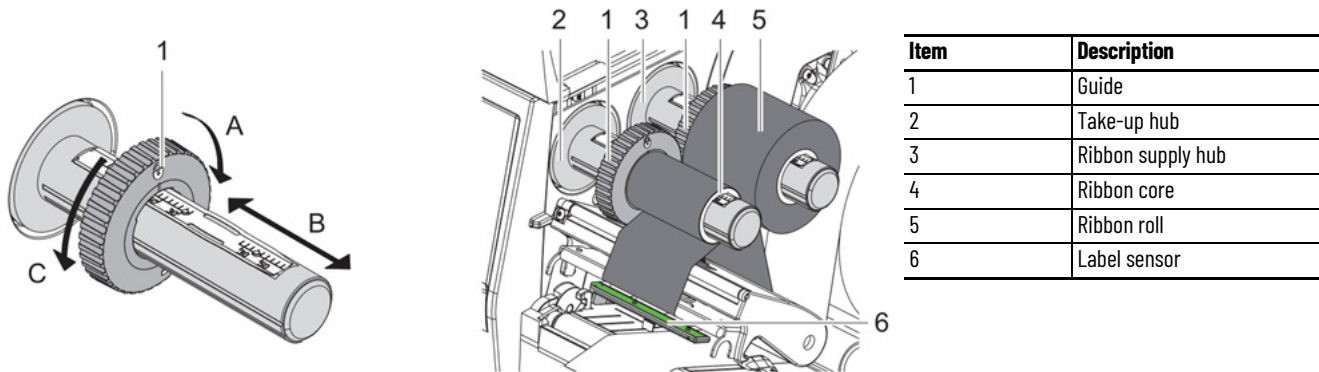
1. Press the label sensor adjustment knob (3) by using a pointed object, so that the knob pops out of the bore of the housing (knob position 3a).
2. Position the label sensor (2) by turning the popped-up sensor adjustment knob (3) so that the sensor can detect the front edge of the label in the direction of the paper flow or cut-out mark.
3. Push the sensor adjustment knob (3) back into the bore of the housing by using a pointed object until it snaps into place (knob position 3b).

IMPORTANT When the printer is delivered, the label sensor is positioned in the middle of the paper feed. The label sensor must only be adjusted if you are using:

- Material with reflex /cut-out marks that are not in the middle.
 - Multi-strip material with an even number of strips.
 - Material with irregularly shaped labels.
-

Load the Transfer Ribbon

Figure 10 - Load the Transfer Ribbon



To load the transfer ribbon, complete the following steps:

1. Clean the printhead before loading the transfer ribbon.

For more information, see [Clean, Change, or Replace the Print Roller on page 38](#).

2. Turn the lever counterclockwise to open the print head (see [Figure 8 on page 21](#)).
3. Set the guide (1) on both hubs to the correct transfer ribbon width.
 - a. Hold the hub (5) and unlock the guide (1) by turning it in direction A.
 - b. Slide the guide (1) in direction B and adjust the guide (1) to the ribbon width by using the scale.
 - c. Hold the hub (5) and lock the guide (1) by turning it in direction C.
4. Load the transfer ribbon (5) on the hub until it reaches the guide (1).
5. Make sure that the ribbon is centered on the hub (5) and aligned with the media.

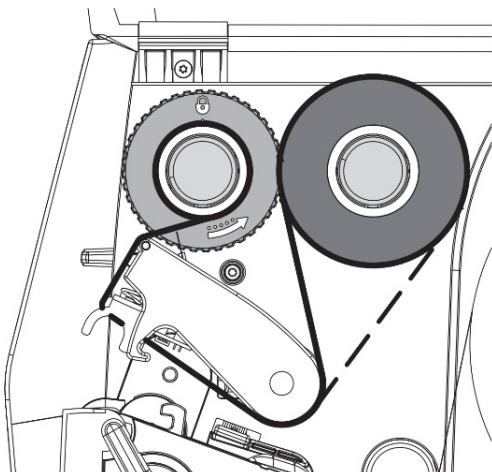


To wind the ribbon, a ribbon core is needed that must be at least equal in width to the supply ribbon. When changing the transfer ribbon, use the empty supply ribbon core for winding the next ribbon.

6. Adjust the position of the guide (1) on the take-up hub (2) to the width of the ribbon core (4) and push the ribbon core on the take-up hub (2).

IMPORTANT Guide the transfer ribbon over the label sensor.

7. Guide the transfer ribbon through the printing unit as shown in the following graphic.



For more information, see [Media and Transfer Ribbon Installation on page 41](#).

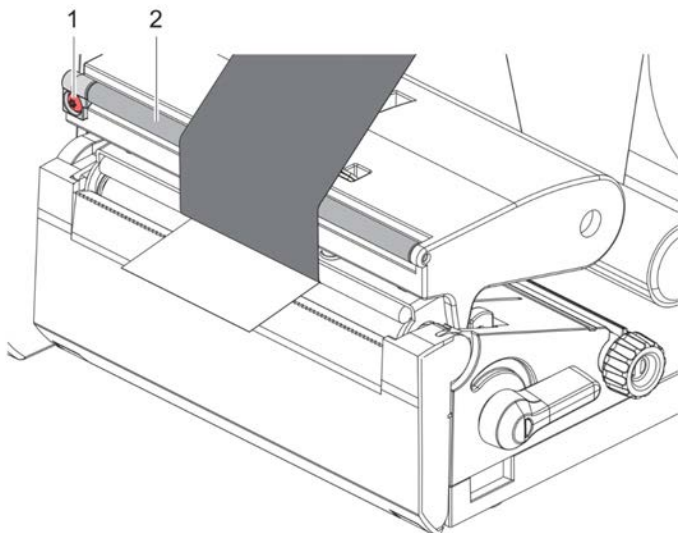
8. Secure the starting end of the transfer ribbon to the transfer ribbon core (4) with adhesive tape.

Confirm the counterclockwise rotation direction of the transfer ribbon take-up hub here.

9. Turn the transfer ribbon take-up hub (2) counterclockwise to smooth out the feed path of the transfer ribbon.
10. Close the print head.

Set the Feed Path of the Transfer Ribbon

Figure 11 - Set the Feed Path of the Transfer Ribbon



Item	Description
1	Ribbon adjustment screw
2	Ribbon roll

A wrinkled transfer ribbon can lead to print image errors. Transfer ribbon deflection can be adjusted to help prevent wrinkles.

To adjust the feed path of the transfer ribbon, complete the following steps:

1. Turn the ribbon adjustment screw (1) with a Torx wrench TX10 and observe the ribbon.
2. Do one of the following:
 - a. Turn the screw clockwise to tighten the outer edge of the transfer ribbon.
 - b. Turn the screw counterclockwise to tighten the inner edge of the transfer ribbon.



It is best to do this adjustment during printing.

Print

In this chapter, you select the proper media and map the printer.

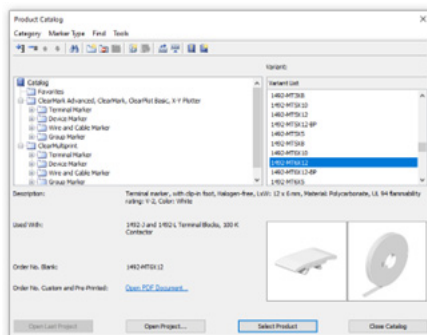
IMPORTANT If you are using existing project files created from earlier versions of ClearTools™ (earlier than version 9.3), the files must be converted to the new format by using the File Format Converter in the Tools menu.

IMPORTANT The device and printing materials are damaged by moisture and wetness. Set up label printers only in dry locations that are protected from splash water.

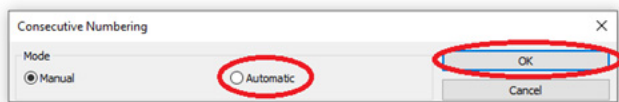
Select Media from the Product Catalog

To select media from the product catalog, complete the following steps:

1. From the product catalog, under the ClearMultiprint™ folder, double-click the desired marker or label (catalog number 1492-MT6X12) from the variant list.



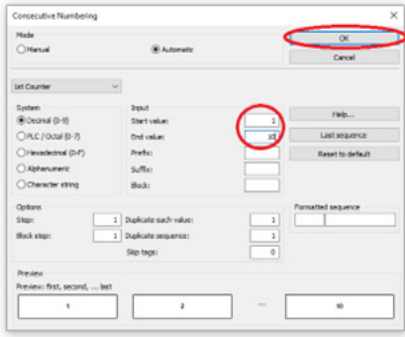
The Consecutive Numbering dialog box appears.



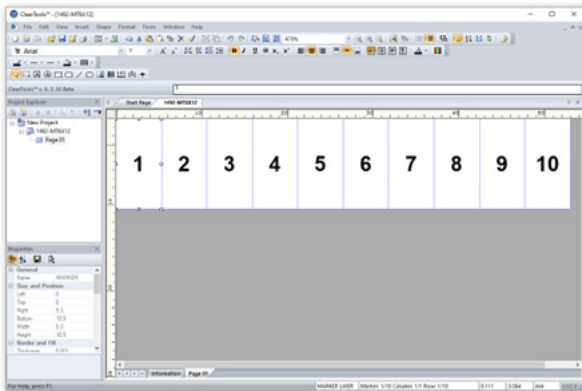
2. Click Automatic.


The Consecutive Numbering dialog box expands.

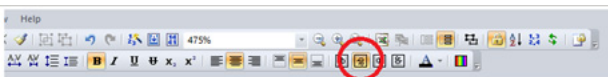
- In the Start value and End value fields, type the required values, and then click OK.



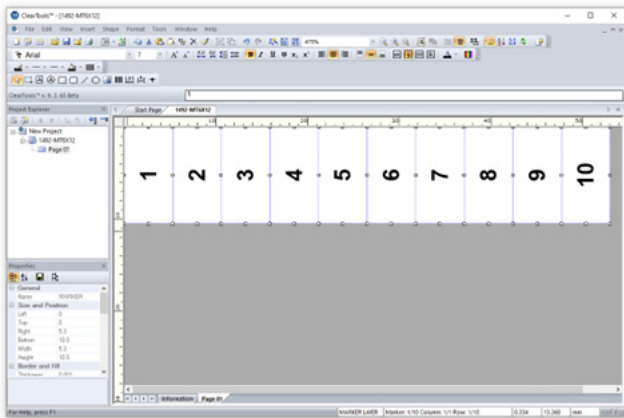
The results appear as shown in the following graphic. This example shows a start value of 1 and an end value of 10. Ten labels have been created.



- For the terminal tags, you may need to rotate the text 90° for the best orientation on the terminal block.
- Press CTRL+A to select all tags.
- Click  from the toolbar.



The results appear as shown in the following graphic.

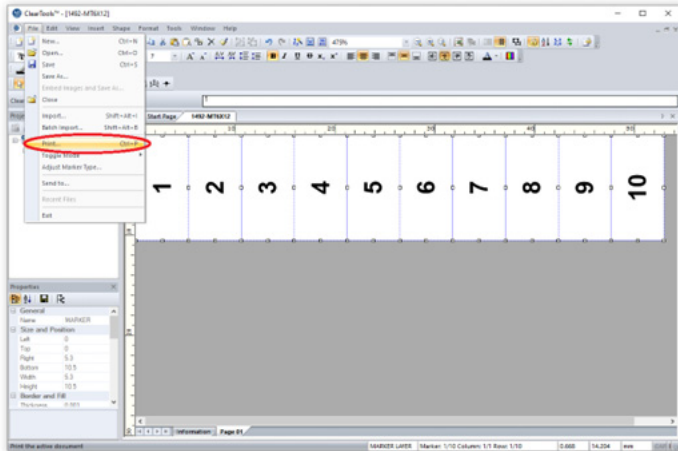


IMPORTANT Print in bold font for the best print quality.

Map the Printer

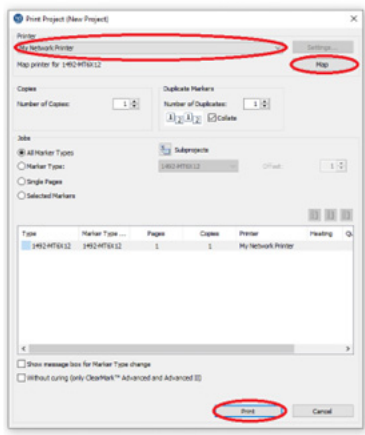
To map the printer, complete the following steps:


1. From the File menu, choose Print, or CTRL+P.



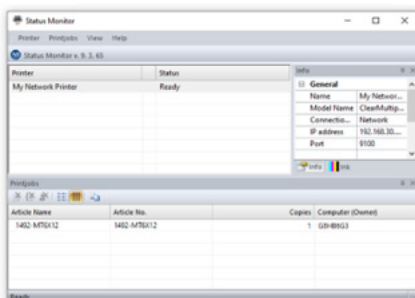
2. From the Printer menu, select the ClearMultiprint Ser B name or serial number.
3. Click Map.
4. Click Print.

IMPORTANT Map each marker or label the first time before printing.



IMPORTANT To remove terminal block tags, select the arrow button  on the printer display to advance.

5. When the print button is pressed, the Status Monitor window appears with a list of print jobs.



Notes:

Calibration

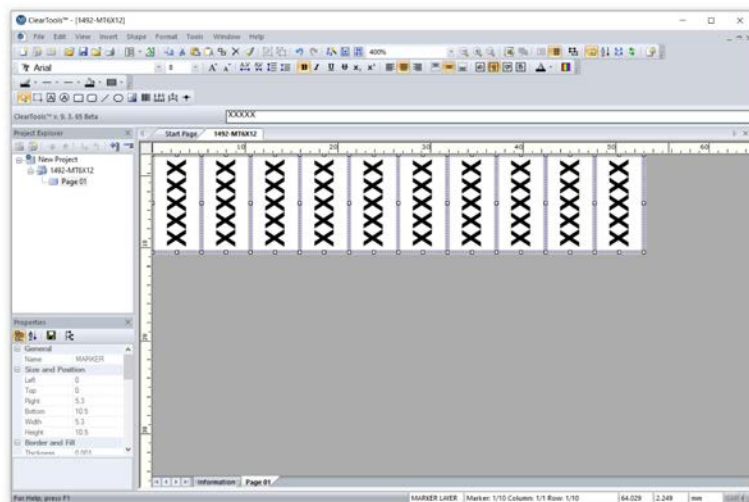
Use the following instructions to calibrate the alignment and print position of the ClearMultiprint™ marking system.

Confirm Print Alignment

To confirm print alignment, complete the following steps:

1. From the product catalog under the ClearMultiprint folder, double-click the desired marker or label (for example, 1492-MT6X12) from the variant list.
2. Insert the maximum number of capitals Xs on each tag per the media that are selected for calibration (for example, 1492-MT6X12).
3. Place five capital Xs in size 8 pt. font on five tags.
4. Select all your tags by using CTRL+A.
5. Choose bold font.
6. Click Text Orientation 90° from the toolbar.

This selection orients the Xs as shown in the following graphic.



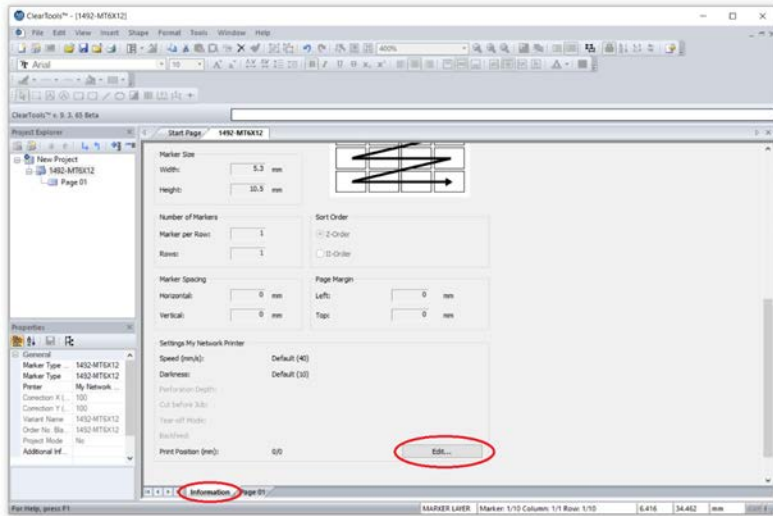
IMPORTANT It is recommended to fill each individual tag with “Xs”.

7. From the File menu, click Print, or CTRL+P.
8. Verify that the tag or label has been mapped to the printer.
9. Click Print.
10. Visually check tags for proper alignment.
11. If calibration is needed, see [Adjust the Print Position/Calibration on page 30](#).

Adjust the Print Position/Calibration

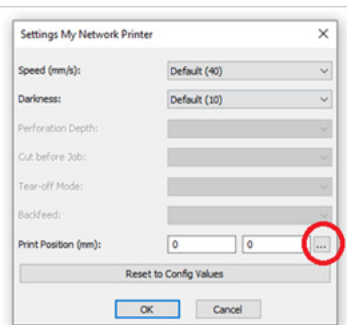
To adjust the print position/calibration settings, complete the following steps:

1. From the ClearTools™ window, click the Information tab at the bottom of the window.



2. Click Edit.

The Settings My Network Printer dialog box appears.

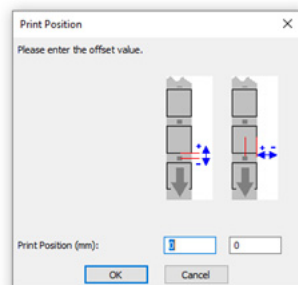


3. Click the ellipsis.

IMPORTANT The print position measurements are shown in millimeters, and the values correspond to the actual position on the label.

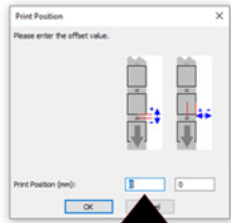
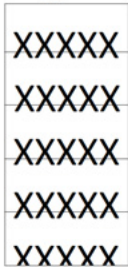
The Print Position dialog box appears.

This dialog box allows you to adjust the position of printed content on the label.

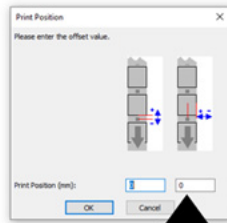
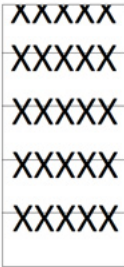


4. Visually check the printed tag and observe where the "Xs" are in relationship to the tag.

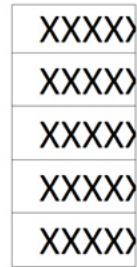
5. Use the following guidelines to adjust the position:
- If your "Xs" are shifted down on the tag, see Figure A.
 - If your "Xs" are shifted up on the tag, see Figure B.
 - If your "Xs" are shifted right on the tag, see Figure C.
 - If your "Xs" are shifted left on the tag, see Figure D.

**Fig. A**

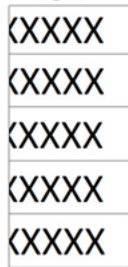
Enter "+" Positive
Value to move
text "Upward"

**Fig. C**

Enter "-" Negative
Value to move
text "Downward"



Enter "+" Positive
Value to move
text "Left"

Fig. D

Enter "-" Negative
Value to move
text "Right"

Notes:

Fault Correction

Use the following instructions to diagnose and troubleshoot errors.

Error Display

Error messages appear near the top of a display window. You can respond to the error message by completing the actions shown in the following table.

Figure 12 - Error Display



Button	Function
Repeat	The print job will be continued after clearing the error cause.
Cancel	The print job will be canceled.
Feed	The paper feed will be synchronized. Following Repeat the print job can be continued.
Ignore	The error message will be ignored. The print job will be continued possibly with limited performance.
Save Log	The error does not allow print operation Note: In this printer, saving the system files on external memory for future analysis is disabled.

Error Messages and Fault Correction

The following table lists the error messages that you may encounter, along with the solutions that are available.

Table 2 - Error Messages and Fault Correction

Error Message	Cause	Solution
Barcode error	The barcode content is invalid, for example, alphanumeric characters are present in a numerical barcode.	Correct the barcode content.
Barcode too big	The barcode is too big for the allocated area of the label.	Reduce the size of the barcode or move it.
Buffer overflow	The input buffer memory is full, and the computer is still transmitting data.	Use data transmission via protocol (preferably RTS/CTS).
Memory overflow	The current print job contains too much information, for example, selected font or large graphics.	Cancel the current print job. Reduce the amount of data to be printed.
No label found	There are labels missing on the label material.	Press Repeat repeatedly until the printer recognizes the next label on the material.
	The label format, as set in the software, does not correspond with the real label format.	Cancel the current print job. Change the label format set in the software. Restart the print job.

Table 2 - Error Messages and Fault Correction (Continued)

Error Message	Cause	Solution
Out of paper	The printer is out of label roll.	Load labels.
	There is an error in the paper feed.	Check the paper feed.
Printhead open	The printhead is not locked.	Lock the printhead.
Printhead too hot	The printhead is overheated.	After pausing, the print job is continued automatically. If the fault recurs repeatedly, reduce the heat level or the print speed via the software.
Syntax error	The printer has received an unknown or invalid command from the computer.	Press Ignore to skip the command or press Cancel to cancel the print job.
Voltage error	There is a hardware error.	Turn the printer off and then on. If the error recurs, call service. Note that the error message shows which voltage has failed.

Problem Solution - Troubleshooting

Table 3 - Problem Solution

Problem	Cause	Remedy
Transfer ribbon creases	The transfer ribbon deflection is not adjusted.	Adjust the transfer ribbon deflection. For more information, see Set the Feed Path of the Transfer Ribbon on page 24 .
	The transfer ribbon is too wide.	Use a transfer ribbon slightly wider than the width of the label.
Print image has smears or voids	The printhead is dirty.	Clean the printhead. For more information, see Clean the Print Head on page 37 .
	The temperature is too high.	Decrease the temperature via the ClearTools™ software.
	There is an unsuitable combination of labels and transfer ribbon.	Use another type of ribbon.
Printer transports label media, but transfer ribbon does not move	The transfer ribbon is incorrectly inserted.	Check and, if necessary, correct the transfer ribbon web and the orientation of the label side.
	There is an unsuitable combination of labels and transfer ribbon.	Use another type of ribbon.
Printer only prints each second label	The setting of the size in the software is too large.	Change the size in the software.
Vertical white lines in the print image	The printhead is dirty.	Change the printhead.
	The printhead is defective (failure of heat elements).	Contact Rockwell Automation service.
Print image is irregular, one side is lighter	The printhead is dirty.	Clean the printhead. For more information, see Clean the Print Head on page 37 .

Maintenance

Proper maintenance and regular print head cleaning are required to provide a consistently good, printed image, and to reduce print head wear.



ATTENTION: Improper handling can cause print head damage. Do not touch the underside of the print head with the fingers or sharp objects. Confirm that the labels are clean and that the label surface is smooth.



SHOCK HAZARD: Do not open the device enclosure.



SHOCK HAZARD: Disconnect the printer from the power supply before performing any maintenance.



ATTENTION: Electrostatically sensitive subassemblies can be destroyed by voltages far below the human perception threshold. These voltages already occur if you touch a component or electrical terminals of a subassembly without being electrostatically discharged. The damage of a subassembly that is caused by an overvoltage is often not immediately recognized but is noticed only after a longer operating time.

IMPORTANT

To prolong the life of the printer, observe the following guidelines:

- Abrasive cleansers can damage the print head. Do not use abrasive cleaners or solvents for cleaning the external surfaces or modules.
 - Remove dust and paper fluff from the print area with a soft brush or vacuum cleaner.
 - Clean the cover of the printer with a standard cleanser.
-

Available Maintenance Functions

The following maintenance functions are available for maintenance tasks that may need to be completed for the ClearMultiprint™ marking system.

Transfer print

This function is available in **Menu/Setup/Ribbon/Transfer Print**.

Keep this function checked for all Rockwell Automation® printing materials that are dedicated for this printer.

Sensor Calibration

This function is available in **Menu/Setup/Labels/Calibrate label sensor**.

This function is dedicated for use by a service technician only. The sensor is calibrated by the manufacturer. In normal use, calibration by the user is not required. To calibrate the sensor properly, a special liner is required. The liner is not offered by Rockwell Automation in regular sales. Do not run this function if a liner is not available.

Test

These functions are available in **Menu/Test**.

The items that are available in this menu require adhesive type with a minimum width of 106 mm (4.17 in.). Rockwell Automation does not offer printing materials dedicated to this printer with this width. These functions are dedicated for use by a service technician only. A user can test the printer by printing some content using ClearTools™ software.

Diagnostics

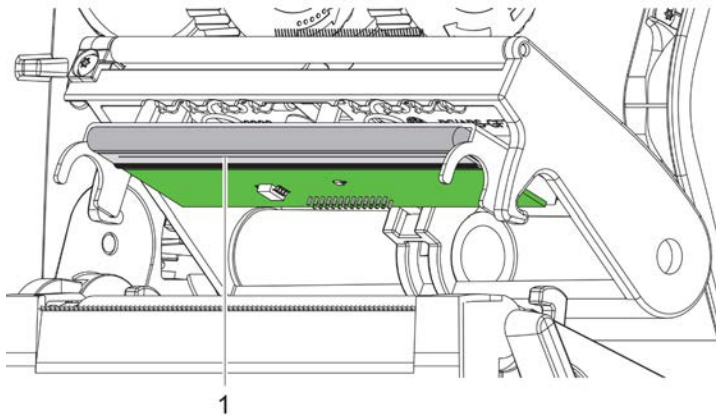
These functions available in **Menu/Diagnostics**.

The items that are available in this menu require adhesive type with a minimum width of 106 mm (4.17 in.). Rockwell Automation does not offer printing materials dedicated to this printer with this width. These functions are dedicated for use by a service technician only. Do not use them in regular use.

Clean the Print Head

Clean the print head after every ribbon roll change. Substances can accumulate on the print head during printing and adversely affect printing.

Figure 13 - Print Head



Item	Description
1	Printhead line

IMPORTANT Damage to the print head can result from contact with the protective glass layer or the use of sharp or hard objects to clean the print head.



ATTENTION: There is a risk of injury from the hot print headline. Check that the print head has cooled down before starting to clean it.

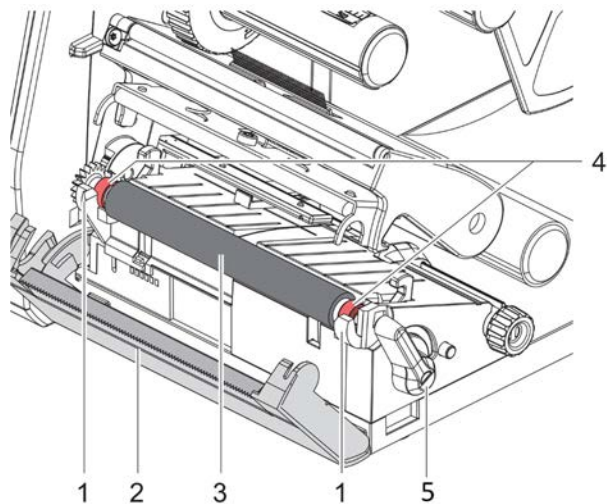
To clean the print head, complete the following steps:

1. Lift the print head.
2. Remove the labels and transfer ribbon from the printer.
3. Clean the print headline with rubbing alcohol and a soft cloth.
4. Allow the print head to dry for two to three minutes before commissioning the printer.

Clean, Change, or Replace the Print Roller

Accumulations of dirt on the print roller can impair the media transport and the print quality.

Figure 14 - Print Roller Replacement



Item	Description
1	Retainers
2	Cover
3	Print roller
4	Roller with bearing
5	Lever



Roller for Label Printing (cat. no. 1492-PROLLLAB)



Roller for Terminal Block Tags (cat. no. 1492-PROLLTB)

To clean, change, or replace the print roller, complete the following steps:

1. Turn the lever (5) counterclockwise to open the print head.
2. Remove the material and transfer ribbon from the printer.
3. Fold down the cover with the tear-off plate.
4. Lift the print roller (3) from its retainers (1).
5. Remove the deposits with the roller and clean with a soft cloth. Replace the roller, if it appears damaged.
6. Push the roller with bearings (4) into the retainer (1) until they click into place.
7. Fold up the cover with the tear-off plate.

IMPORTANT To help prevent damage to the print roller, do not use sharp objects (knives, screwdrivers, and so on) to clean the print roller.

IMPORTANT The printer can be damaged by aggressive cleansers. Do not use abrasive cleaners or solvents for cleaning the external surfaces or modules.

Technical Specifications

The table in this section provides technical specifications for the ClearMultiprint™ marking system.

Technical Specifications

Intended use:	Label and marker printing of Bulletin 1492 (Rockwell Automation products)
Software	The device is dedicated for use with ClearTools™ software (minimum version 9.4) that is provided by Rockwell Automation.
Printing technology	Thermal transfer
Printing quality	Typically, 300 DPI
Printing speed	Up to 150 mm/s
Interfaces	RS232C default transfer: 115 200 baud/8 bit (RTS/CTS)
	USB 2.0 (Type B)
	Ethernet 10/100 BASE-T
Power supply	100...240V AC, 50/60 Hz with PFC (5 A fuse)
Environment of use	Office conditions
Operational ambient temperature	5...40 °C (41...104 °F)
Operational relative air humidity	10%...85%
Dimensions (L x W x H, approx.)	322 x 253 x 189 mm (12.68 x 9.96 x 7.44 in.)
Weight (NET, approx.)	5.8 kg (12.79 lb)

Notes:

Media and Transfer Ribbon Installation

The following diagrams illustrate how to install media and transfer ribbon.

Media Installation

Figure 15 - Outside Installation

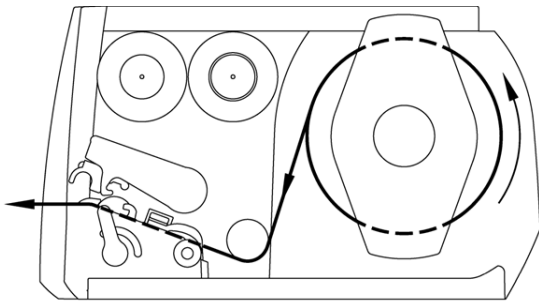
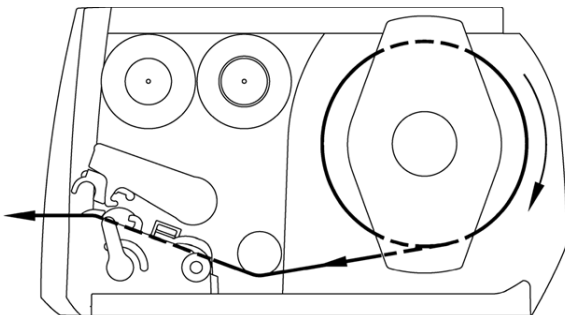


Figure 16 - Inside Installation

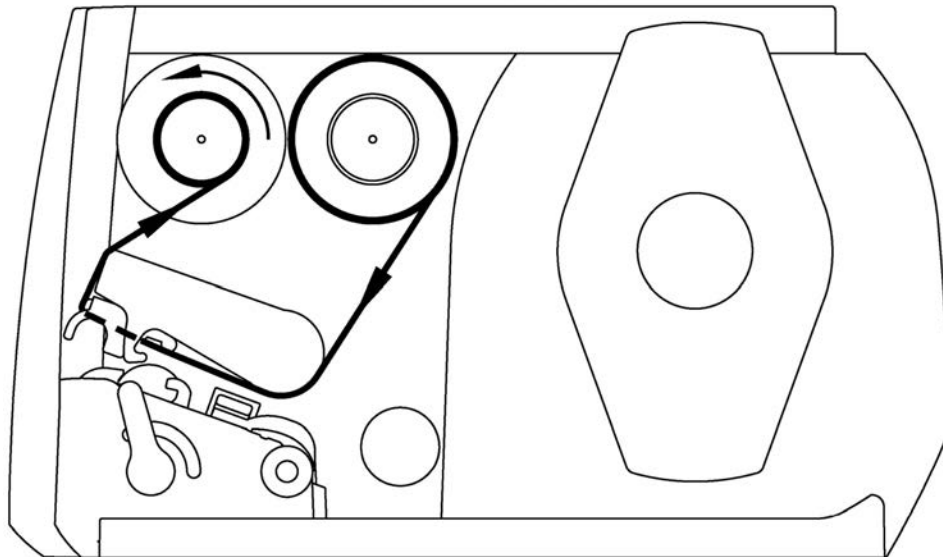


Transfer Ribbon Installation

Install the transfer ribbon as shown in the following diagram for this ribbon size:

- 60 mm (2.36 in.) ribbon for heat shrink (Cat.No. 1492-PRIBHS)

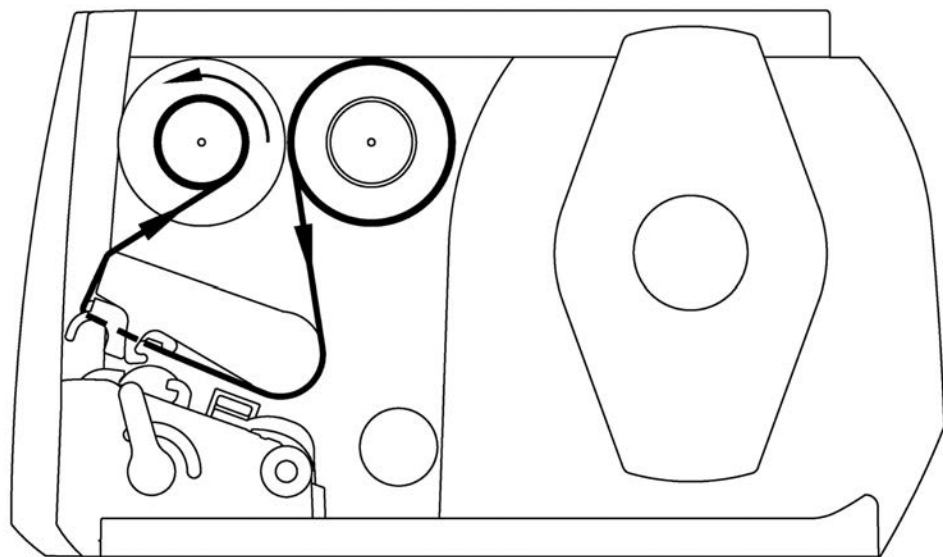
Figure 17 - Ribbon for Heat Shrink Installation



Install the transfer ribbon as shown in the following diagram for these ribbon sizes:

- 110 mm (4.33 in.) ribbon for labels (catalog number 1492-PRIBLAB)
- 25 mm (0.98 in.) ribbon for terminal block tags (catalog number 1492-PRIBTB)

Figure 18 - Ribbon for Label and Terminal Block Tag Installation



Notes:

Rockwell Automation Support

Use these resources to access support information.

Technical Support Center	Find help with how-to videos, FAQs, chat, user forums, and product notification updates.	rok.auto/support
Knowledgebase	Access Knowledgebase articles.	rok.auto/knowledgebase
Local Technical Support Phone Numbers	Locate the telephone number for your country.	rok.auto/phonesupport
Literature Library	Find installation instructions, manuals, brochures, and technical data publications.	rok.auto/literature
Product Compatibility and Download Center (PCDC)	Download firmware, associated files (such as AOP, EDS, and DTM), and access product release notes.	rok.auto/pcdc

Documentation Feedback

Your comments help us serve your documentation needs better. If you have any suggestions on how to improve our content, complete the form at rok.auto/docfeedback.

Waste Electrical and Electronic Equipment (WEEE)



At the end of life, this equipment should be collected separately from any unsorted municipal waste.
The electronic circuit board of the device is equipped with a lithium battery.
Take old batteries to collection boxes in shops or public waste disposal centers







Rockwell Automation maintains current product certification documents on its website at rok.auto/certifications.
Rockwell Automation maintains current product environmental compliance information on its website at rok.auto/pec.
For the latest product information updates please check the above links or www.rockwellautomation.com.

FCC NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. The equipment generates, uses, and can radiate radio frequency and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user may be required to correct the interference at his own expense.

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