

# MP Compact Mark III

MP Compact4 & MP Compact4 Mobile



**User Guide**

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For patent information, please refer to [www.hsmpats.com](http://www.hsmpats.com).

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# Customer Support

If you need assistance installing or troubleshooting your product, contact us by using one of these methods:

**Knowledge Base:** [www.hsmknowledgebase.com](http://www.hsmknowledgebase.com)

Our Knowledge Base provides thousands of immediate solutions. If the Knowledge Base does not help you solve your problem, log into the Technical Support Portal to submit your problem or ask your question.

**Technical Support Portal:** [www.hsmsupportportal.com](http://www.hsmsupportportal.com)

Log into the Technical Support Portal to search our Knowledge Base, submit your problem or question, request a call back, or provide feedback. When filling out one of the forms, provide as much detail as possible. You can even include attachments.

**Telephone:** [www.honeywellaidc.com/locations](http://www.honeywellaidc.com/locations)

For our latest contact information, please check our website.

## Product Service and Repair

Honeywell International Inc. provides service for all of its products through service centers throughout the world. To find your service center, go to [www.honeywellaidc.com](http://www.honeywellaidc.com) and select **Support > Contact Support > Service and Repair**. Contact your service center to obtain a Return Material Authorization number (RMA #) before you return the product.

To obtain warranty or non-warranty service, return your product to Honeywell (postage paid) with a copy of the dated purchase record.

## Limited Warranty

For warranty information, go to [www.honeywellaidc.com](http://www.honeywellaidc.com) and click **Resources > Warranty**.

## Send Feedback

Your feedback is crucial to the continual improvement of our documentation. To provide feedback about this manual, please contact the Technical Communications department directly at [ACSHSMTechnicalCommunications@honeywell.com](mailto:ACSHSMTechnicalCommunications@honeywell.com).

# Agency Compliance and Approvals

## *Certification and Compliance Marks and Descriptions*



### **UL = Underwriters Laboratories USA**

UL60950-1 2nd Edition

CSA C22.2 No. 60950-1-07 2nd Edition

The manufacturer declares under sole responsibility that this product conforms to the following standards or other normative documents:

- CFR47 FCC part is subpart B:2014
- ICES-003-2012
- EMC: EN 55022: 2010 + AC:2011, Class A
- EMC: EN 50024 (2010)



### **CE = European Commission**

- Safety: This product complies with the requirements of IEC 60950-1: 2005 2nd Edition; AM1: 2009 + AM2: 2013
- ROHS: 2011/65/EC
- LVD: 2006/95/EC
- EMC: 2004/108/EC
- RTT&E: 1995/5/EC

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



### **FCC = Federal Communications Commission**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference with radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## Certification and Compliance Marks and Descriptions



**VCCI = Voluntary Control Council for Interference**

Japan

この装置は、クラス A 情報技術装置です。この装置を家庭環境で使用する  
と電波妨害を引き起こすことがあります。この場合には使用者が適切な対策  
を講ずるよう要求されることがあります。 VCCI-A



**JRL = Japan Radio Law**

007-AA009B



**ANATEL = National Telecommunications Agency**

Brazil

# 1

## Safety Information

Please read the following safety information prior to setting up or operating your printer.

## Important Safety Requirements

Honeywell disclaims all responsibility regarding the CE directive if the printer is used, altered or installed in any way other than described in this manual.



This symbol is used to indicate circumstances that may be dangerous to the user or that cause damage to the equipment.

- Never use sharp or pointed tools when cleaning or replacing the printhead.
- Remember to handle the printhead with care.
- Don't use any sharp objects to remove labels from the print roller.
- The MP Nova Mark II printers have double fuses. The fuses are rated at 250 V, 4.0 A, AT-type. Fuses must be UL-approved.
- The circuit board contains a battery. Used batteries should be disposed of in accordance with the manufacturer's instructions.
- Please read all instructions before using the printer for the first time.
- The printer should be connected to the power supply indicated on the voltage plate. If you are unsure of the type of power supply available, please contact Honeywell service personnel.
- The printer is equipped with a plug suitable for grounded sockets. This is a safety measure. If the plug does not fit the power socket, a qualified electrician must replace it.
- We do not recommend the use of extension cables.
- The power cable must not be subjected to pressure. Ensure that the printer is not placed anywhere where a person could stand on the power cable.
- Check that the power switch is off (in the '0' position) before connecting the power cable.
- Do not use liquids or aerosols when cleaning this printer. Always use Honeywell's special cleaning cloths.
- Do not attempt to open the electronic unit or other sealed parts! The user cannot service these parts.
- Do not use cables that exceed 5 m (16.5 in.) in length for RS-232 communication. Signals may be corrupted or lost as a result. This is particularly important in environments where there are high levels of electrical interference.
- Disconnect the power to the printer and call in qualified personnel under the following conditions:
  - The power cable or plug is damaged or worn.
  - Liquid has been spilled on the printer.

- Rain or water has got into the printer.
- The printer is not functioning correctly despite the user has followed the instructions for use.
- You have dropped the printer or the casing has been damaged.
- The printer is not functioning correctly and requires service.



# 2

## About the Printer Basics

Use this chapter to learn about the MP Compact4 Mark III printer basic information, including the parts that arrive with your printer.

## Learn About the Printer Models

The MP Compact4 Mark III printer family, hereafter referred to as “the printer,” blends the rugged durability of die-cast construction with state-of-the-art electronics and user-friendly features to redefine the standard in industrial thermal printers. The printer’s USB, RS-232 serial, or wired and optional wireless LAN connectivity allows easy interfacing to any host system.

This manual provides all the information necessary to operate the printer.

To print labels or tags, simply refer to the instructions included with the software you have chosen to create the labels. A Windows® printer driver can be found on our website ([www.honeywellaidc.com](http://www.honeywellaidc.com)) or on the included CD for printing from common applications. If you wish to write a custom program, a copy of the Class Series 2 Programmer’s Manual can also be found on the CD.

## Identify the Printer Box Contents

After removing the printer from the packaging material, check the contents. The following items should be included:

- Printer
- Power cord
- Serial cable (p/n: 502542)
- CD and documentation
- Any special or additionally purchased items

### Additional Requirements

The following items are necessary for generating labels from your printer. Contact your customer support or sales representative for advice on which media and software may best be suited for your application.

- USB cable
- Ethernet cable for optional LAN connectivity
- Applicable label media



**Note:** It is a good idea to save all packaging materials in the event that shipping the printer is ever required.

# 3

## How to Set Up Your Printer

Learn to use the printer features, including how to insert the media and how to connect to a power source.

## Connect Printer to Power



Before connecting power or interface cables to the printer, ensure the power on/off switch is in the “off” position.

- 1 Place the printer on a firm, level surface.
- 2 Ensure that the power switch on the printer is in the “off” position.

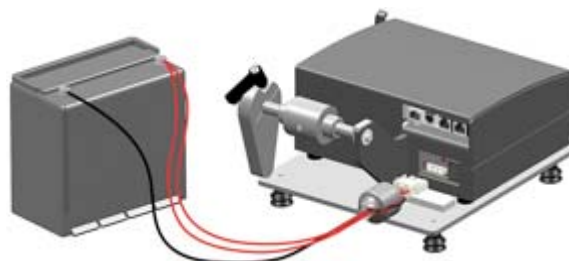
## Connect the AC Model

- 1 Connect the AC power cord to the receptacle on the back of the printer.
- 2 Next, plug the AC power cord into a properly grounded outlet. (The printer’s power supply automatically detects and then adjusts to the applied line voltage; see [“Technical Specifications” on page 38](#) for the acceptable voltage ranges.)



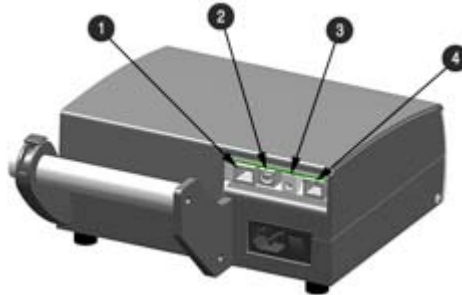
## Connect the DC Model (24 VDC to 48 VDC)

- 1 Connect the black wire to the negative (-) pole of the battery or chassis ground. Then, connect both red wires to the positive (+) pole of the battery.
- 2 Connect the white input connector to the rear of the printer as shown. (The printer’s power supply automatically detects and then adjusts to the applied voltage; see [“Technical Specifications” on page 38](#) for the acceptable voltage ranges.)



## Interface Connection

The printer can be connected to the host via USB, serial, wired Ethernet, or optional wireless interfaces. The printer will automatically connect to the first port that delivers valid data. Once established, the printer's power must be cycled "off" and "on" to change an interface connection.



- 1 LAN (RJ-45 wired Ethernet)
- 2 USB
- 3 Wireless antenna connector (optional)
- 4 COM1 (RJ-45)



Before connecting power or interface cables to the printer, ensure the power on/off switch is in the "off" position.

## Serial Connections (COM1)

The serial interface supports RS-232C communications via an RJ45 connector. The following list of serial port settings is menu selectable (via host software/driver) and must match the host computer's serial port settings: **Baud Rate (Default 9600 bps) > Word Length (Default 8 bits)**.

## USB Connection (USB)

The USB interface is supported in Windows 95 and greater. Depending upon the operating system of your host computer, installation may differ slightly.

## Wired and Optional Wireless

For setup information on wired and optional wireless connections, see ["Set Up Wireless" on page 43](#).

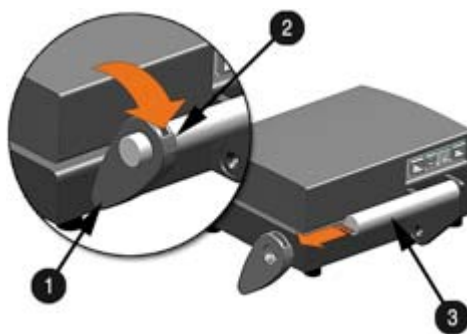
## Load the Media

- 1 Rotate the printhead latch (item 1) clockwise to the unlocked position. See image below: AC models (right), DC models (left).

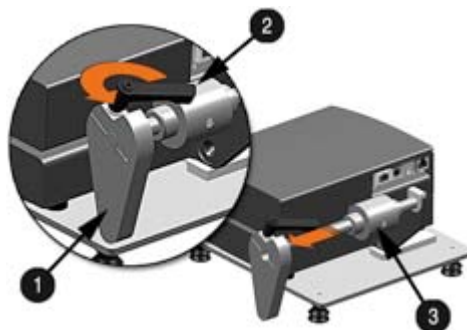


- 2 Remove the media hub guide.

AC Models: Move the thumb-latch (item 2) to the released position and then slide the media hub guide (item 1) off the media hub (item 3).



DC Models: Loosen the media guide handle (item 2) and slide the media hub guide (item 1) off the media hub (item 3).

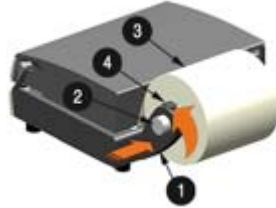


- 3 Unravel approximately 30.5 mm (12") of labels from the label roll (item 1). Slide the labels and label roll into the printer from the side as shown.

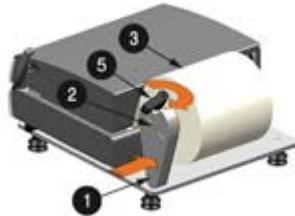


- 4 Reinstall the media hub guide (item 1) onto the media hub (item 2). Be sure the media hub guide is lightly touching the edge of the label roll (item 3). Secure the media hub guide.

AC Models: Move the thumb-latch (item4) to the locked position.



DC Models: Tighten the media guide handle (item 5); do not over-tighten.



- 5 Rotate the printhead latch (item 1) counter-clockwise to the locked position. See image below: AC models (right), DC models (left).



- 6 Turn the printer on and wait for it to enter an idle state (green light on). Press the front control button several times to position the media and ensure proper tracking. If the printer does not correctly sense the top of each label, it may be necessary to calibrate the printer (see [“Configure Media Sensor” on page 35](#)).



# 4

## Printer Configuration

Use this chapter to learn the functions on the front panel and the printer configuration tools.

# Front Panel

The front panel consists of LED indicator lights and one control button, as detailed in the following sections.



Front Panel Display

- 1 Green/Orange/Red Status LED
- 2 Control Button

## LED Indicators

An LED indicator light provides a quick visual reference of printer operations and conditions, as defined below:

LED Reference Table

| LEDs     |                 |                                     |                                       |
|----------|-----------------|-------------------------------------|---------------------------------------|
| Color    | Green           | Orange                              | Red                                   |
| Solid    | Ready to print  | Paused or present sensor is blocked | TOF sensing error; next TOF not found |
| Flashing | Processing/busy | Paused/busy                         | Out of stock/labels, or printer jam   |
| Off      | No power        | No power                            | No error                              |

## Control Button

The control button performs different functions depending upon the mode of the printer.

### Using the Control Button

| Button Action                                                  | Ready<br>(LED – Green)                                                                                                                                                                                     | Busy/Printing<br>(LED – Green Flashing) | Paused<br>(LED – Orange) | Faulted<br>(LED – Red) |
|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|--------------------------|------------------------|
| Momentary Press                                                | Feeds label                                                                                                                                                                                                | Pauses printer                          | Resumes printing         | Clears fault           |
| Press and hold for 5 seconds (release when LED blinks orange)  | Prints network report                                                                                                                                                                                      | Cancels batch                           |                          |                        |
| Press and hold for 10 seconds (release when LED blinks green)  | Performs the quick media calibration                                                                                                                                                                       |                                         |                          |                        |
| Press and hold for 15 seconds (release when LED blinks red)    | Resets the printer's parameters to the stored dealer settings. Resetting the printer will clear the RAM of downloaded images, fonts and label formats, and remove temporary printer configuration changes. |                                         |                          |                        |
| Press and hold for 20 seconds (release when LED blinks orange) | Resets parameters to factory defaults                                                                                                                                                                      |                                         |                          |                        |
| Press and hold for 25 seconds                                  | Resets the printer                                                                                                                                                                                         |                                         |                          |                        |

## Configuration Label

Initiation of this mode causes the printer to print its configuration label and to begin the hex dump mode.

The configuration label provides valuable printer information including the firmware version, memory allocations, enabled options, communications settings, and label-counter data. To print a configuration label:

- 1 Be sure the printer is properly loaded with media (at least four inches wide), and that the power to the printer is off.
- 2 Turn on the printer.
- 3 When the status light turns on, press and hold the control button until printing begins.

After the printer has completed printing the configuration label, the printer will enter hex dump mode. In this mode, all data sent to the printer will be immediately output in hexadecimal code, along with the printable ASCII equivalents. The hex dump mode is a useful tool for advanced users in the diagnosis of problems including communications, handshaking, and label format syntax errors. To decode this information, the *Programmer's Manual* is an essential reference.

To exit hex dump mode simply turn the printer off or perform a "Printer Reset" by holding the control button for at least 25 seconds.

## Printer Configuration Tools

The printer contains many user-adjustable parameters. These parameters are configurable using a few methods. The table below lists the most popular ways of configuring the printer and the advantages of each. Choose the method that best addresses your application.

### Printer Configuration Methods

| Method                   | Description                                                                                                                                                                                                                                                                                                                                   | Pros                                                                                                                                                                        | Cons                                                                                                                                                                               |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NETira CT program*       | NETira CT (located on the Accessories CD or available on website at <a href="http://www.honeywellaidc.com">www.honeywellaidc.com</a> for download) is a Windows®-based configuration utility that allows the user to make changes to the existing printer setup via a direct connection to the host computer's serial, USB or LAN connection. | Easy to use. Gives the user the most control of the printer.                                                                                                                | Software must be installed on a Windows-based host computer.                                                                                                                       |
| Internal web pages       | Internal web pages are simple HTML pages that can be accessed with any web browser via the Ethernet port.                                                                                                                                                                                                                                     | Easy to use. Printer can be configured from any host connected to the network regardless of physical location or host operating system.<br>No additional software required. | Printer must be connected via Ethernet.<br>Depending on the complexity of the network, initial connection may not be possible until network parameters are set via another method. |
| Windows driver           | The Windows printer driver (located on the Accessories CD).                                                                                                                                                                                                                                                                                   | Many applications require use of driver for printing from third-party applications. This can be an all-in-one solution for some users that do not require advanced setups.  | Requires installation of a driver on a Windows-based host.<br>Only basic parameters can be configured.                                                                             |
| DPL programming commands | DPL Programming Language commands can be built into custom label formats or sent individually to the printer.<br>See the DPL Programmer Manual.                                                                                                                                                                                               | DPL commands can be built directly into label formats that can configure the printer on the fly.                                                                            | DPL programming knowledge needed.                                                                                                                                                  |
| * Recommended method.    |                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                             |                                                                                                                                                                                    |

## Printer Configuration Utility (NETira CT)

NETira CT (located on the Accessories CD) is a Windows-based configuration utility that allows the user to make changes to the existing printer setup via a direct connection to the host computer's serial, USB or Ethernet ports.

**NETira CT features include:**

- Allows real-time control/query of printer configuration
- Define and save optimal configurations for applications
- Saved configurations can be shared with other printers and sent via email
- Download files, formats and fonts
- Query memory modules



**Note:** Be sure to use the NETira CT utility located on the Accessories CD that is included with your printer. Older versions might not operate correctly with some printers. For the latest version please visit our web site at [www.honeywellaidc.com](http://www.honeywellaidc.com).

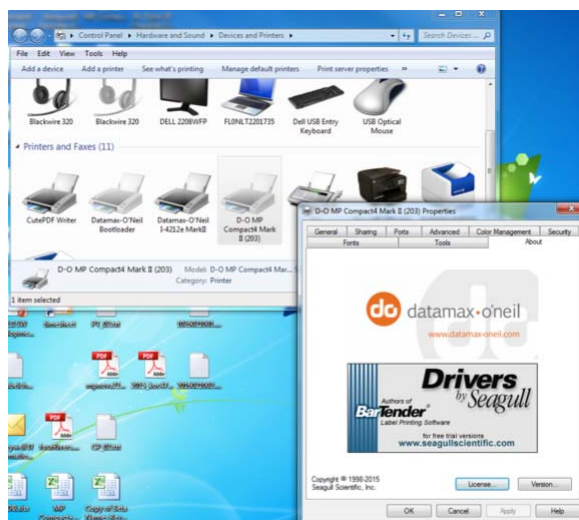


**Note:** Be sure your printer's firmware version is **15.05\_0001 or greater**. Firmware is available from our website. For the latest version please visit our website at [www.honeywellaidc.com](http://www.honeywellaidc.com).

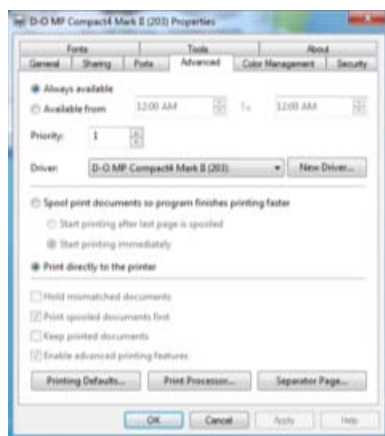
## USB Port Connection Requirements

Using NETira CT with a USB connection requires a Windows driver to be installed and the driver to be set to **“Print directly to the printer”**. Other connections (e.g., serial and LAN) do not require the Windows driver or this setting. Install the Windows driver as described in **“Install the Windows Driver” on page 22**. Then follow the steps below to set the driver setting:

- 1 Open the list of installed printers on your PC.
  - Windows XP: Click the **Start** button > **Settings** > **Printer and Faxes**.
  - Windows 7: Click the **Start** button > **Devices and Printers**.
- 2 Right-click on the printer and select **Properties** from the drop-down menu.

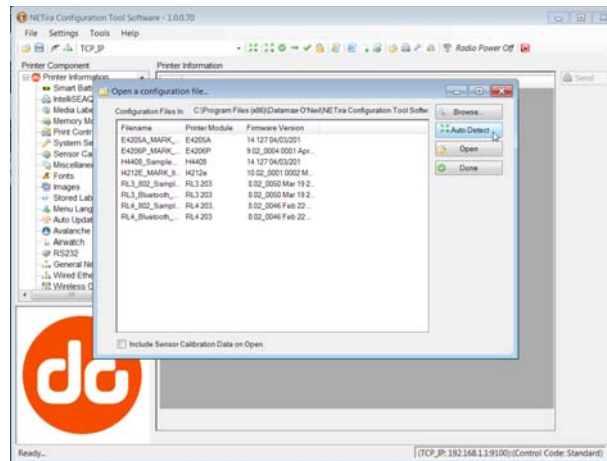


- 3 In the driver **Properties** window, click on the **Advanced** tab.
- 4 Click the **“Printer directly to the printer”** radio button. Then, click **OK**. USB connections will now be available for NETira CT.

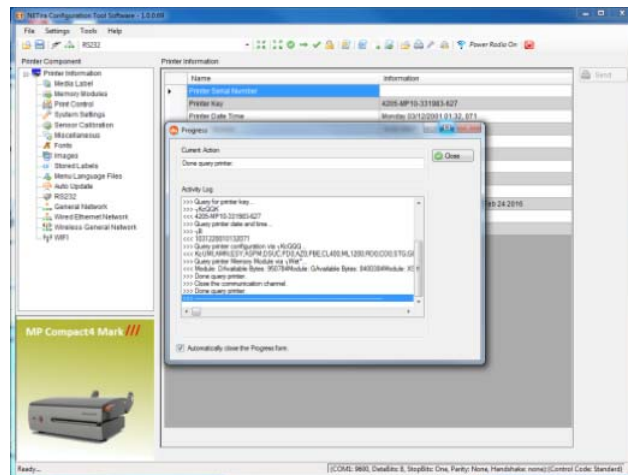


## How to Use NETira CT Configuration Utility

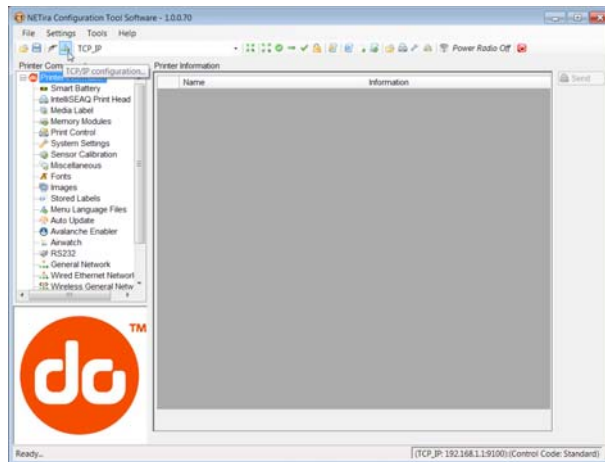
- 1 Once installed, launch the NETira CT configuration utility.
- 2 Be sure the printer is turned on. Connect the host to the printer.
  - a For serial connections: Query the printer by using the **Auto Detect** button. This will connect the printer and retrieve the setting currently stored in the printer.



- b For USB connections: Close the **Open a configuration file...** dialogue box.
  - In the toolbar from the drop-down menu, select the appropriate port. Next, click on the **Query Printer** icon.

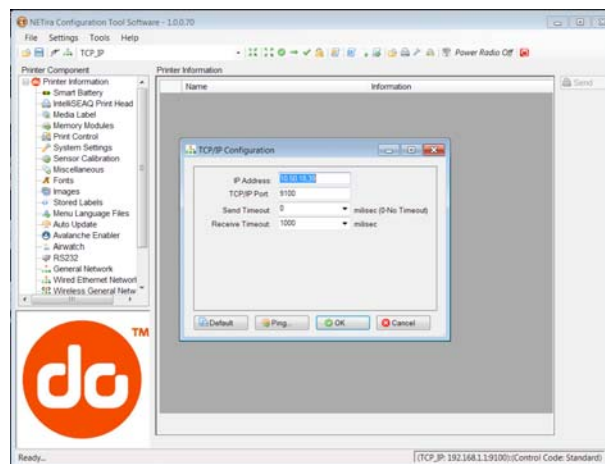


- c For Ethernet connections: Close the **Open a configuration file...** dialogue box.
  - In the toolbar, click on the **TCP/IP Configuration** icon.



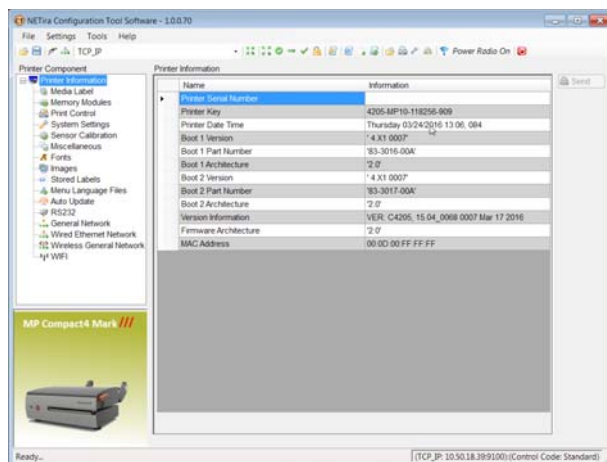
- In the TCP/IP Configuration dialogue box, enter the IP address of the printer, port: 9100, and click **OK**.

The IP address is displayed on the printer's network report and configuration labels.

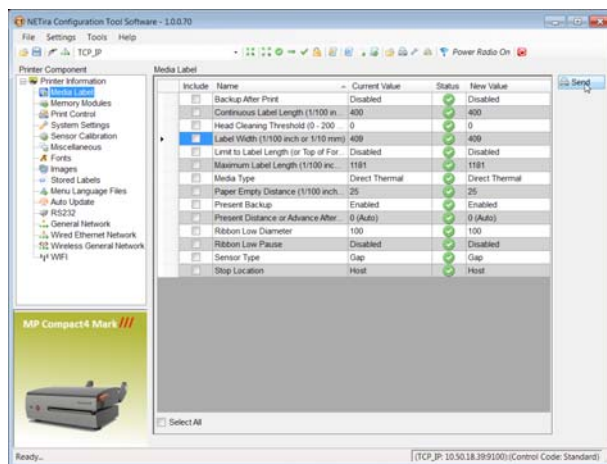


- In the toolbar from the drop-down menu, select **TCP\_IP**. Next, click on the **Query Printer** icon.

- 3 At this point, you may browse the **Printer Component** categories and make any changes necessary to the printer configuration.



- 4 Once complete, send the new settings to the printer using the **Send** button.



**Note:** When sending the changes to the printer, only the changes displayed on the current page will be sent. You must click the **Send** button for each page that has been modified.

## Install the Windows Driver

The Windows driver is located on the Accessories CD included with your printer. For the latest version please visit our website at [www.honeywellaidc.com](http://www.honeywellaidc.com).



**Note:** Be sure your printer's firmware version is **15.05\_0001 or greater**. Firmware is available from our website. For the latest version please visit our website at [www.honeywellaidc.com](http://www.honeywellaidc.com).

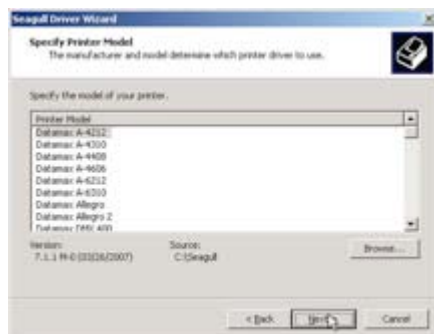


**Note:** Be sure your printer's USB Mode is set to "Printer." This mode can be viewed/changed via the printer's front panel menu under: **Communications > USB Port > USB Device Class**.

- 1 Place the Accessories CD included with your printer into your computer's CD drive.



- 2 Once the CD starts, select your printer model and click **Install Driver** from the menu. Follow the instructions on the screen to install.
- 3 When prompted, select your printer from the list. Continue to follow the on-screen instructions to install the driver.

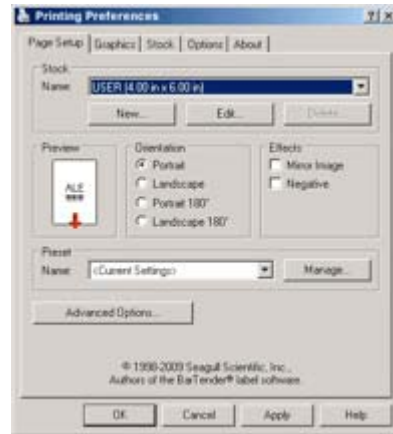


## Important Notes

The Windows driver functions the same as any other Windows printer. While built-in help files provide information on all settings, there are some important setting parameters that should be observed for trouble-free printing.

### Page Set Up Tab: Stock

It is important that the Stock setting matches the size of the label you are using. If you cannot find a match for your label, click **New**, and enter the dimensions for your label.



*Stock settings*

### Options Tab: Printer Speed and Printhead Temperature

These two settings will have the greatest effect on print quality. Some labels stocks will require more heat and slower print speeds to generate a quality image.



*Optional printing preferences*

The Windows application software used to create the label format will likely have a Page Set Up screen. This will also need to match the size of the label that you are using.



# 5

## Printer Maintenance

This chapter describes how to perform routine maintenance on your printer, including printer cleaning, adjustments and replacements for the printhead and roller.

## Schedule Cleaning Intervals

This section details the cleaning, adjusting and troubleshooting tips for the printer. The following table outlines the recommended maintenance schedule for the various printer parts.

### Printer Maintenance Schedule

| Area                                                                     | Method                                                                                                                    | Interval                  |
|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|---------------------------|
| Printhead                                                                | Turn off the printer before cleaning the printhead. Use solvent* on a cotton swab to clean the printhead from end to end. | After every roll of media |
| Platen roller                                                            | Turn the power off. Rotate the platen roller and clean it thoroughly with solvent* and a cotton swab.                     | After every roll of media |
| Media path                                                               | Solvent*                                                                                                                  | After every roll of media |
| Peel/tear bar                                                            | Solvent*                                                                                                                  | As needed                 |
| Media sensor                                                             | Air blow                                                                                                                  | Monthly                   |
| Exterior                                                                 | Mild detergent or desktop cleaner                                                                                         | As needed                 |
| Interior                                                                 | Brush or vacuum cleaner                                                                                                   | As needed                 |
| * It is recommended that a solvent containing isopropyl alcohol be used. |                                                                                                                           |                           |



Caution

**Isopropyl alcohol is a flammable solvent; always take the proper precautions when using this substance.**

Proper cleaning is critical. To maintain peak performance of the printer, Honeywell offers a complete line of cleaning products including pens, cards, films and swabs. Visit our website at [www.honeywellaidc.com](http://www.honeywellaidc.com) to learn more.

## Clean the Printhead

If print quality declines (symptoms include non-compliant bar codes, print dropouts and streaks (see sample label below), the typical cause is debris build-up on the printhead. Furthermore, when the build-up is not removed it may lead to element failure and reduce the service life of the printhead



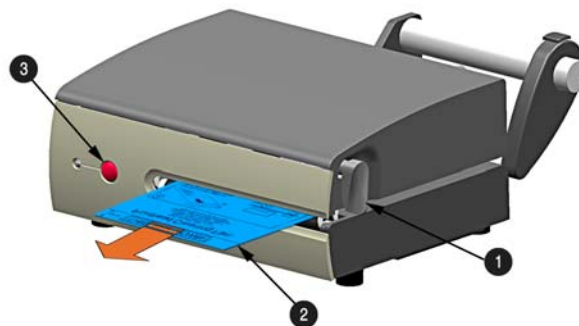
*Faulty print quality label*



**Note:** Streaks indicate a dirty or faulty printhead.

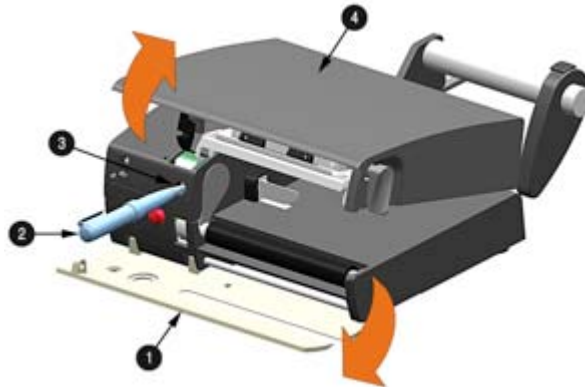
## Use Cleaning Film

- 1 Turn the printhead latch (item 1) to the unlocked “release” position. Remove any media installed in the printer.
- 2 Load the cleaning film (item 2) in the same manner as the media, as shown in [“Load the Media” on page 10](#).
- 3 Turn the printhead latch (item 1) to locked “print” position.
- 4 Press the control button (item 3) several times until the cleaning film is fed out of the printer.

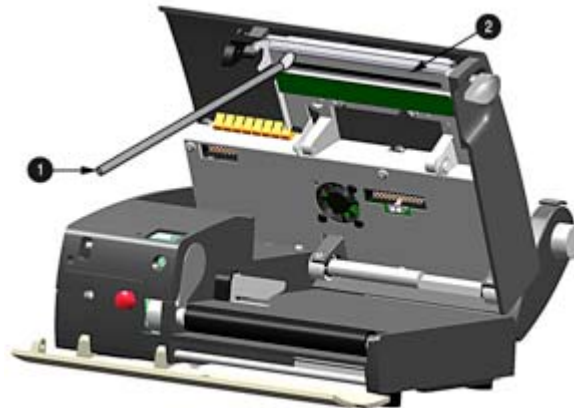


## Use Cotton Swab

- 1 Turn printer off and unplug the printer. Unlock the printhead latch and remove any media installed in the printer.
- 2 Lower the front panel (item 1). **Allow the printhead to cool before proceeding.**
- 3 Using a pen or similar tool (item 2) press in on the top cover release (item 3) and raise the top cover (item 4).



- 4 Using a cotton swab (item 1) moistened, not soaked, with isopropyl alcohol, gently wipe away any build-up on the printhead (item 2) surface, paying close attention to the burn line. Allow the printhead to dry.



**Note:** Cables in procedural images have been removed for clarity.

- 5 Close the top cover by pushing down until it latches closed. Raise the front panel and replace the media. Return the printhead latch back to the locked position.
- 6 Plug in and turn the printer on. Feed several labels to normalize tracking.

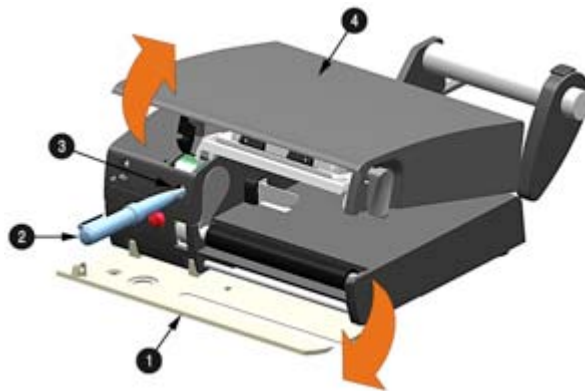
# Replace Printhead



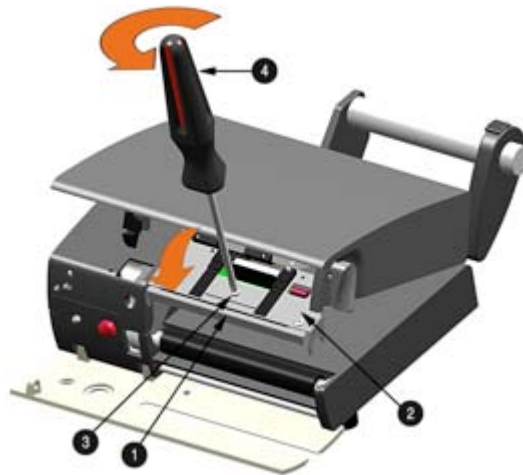
**Note:** Printheads are fragile; use extreme care when handling and never use a sharp object on the surface. If you have questions, contact a qualified technician or Honeywell technical support before proceeding.

## To remove

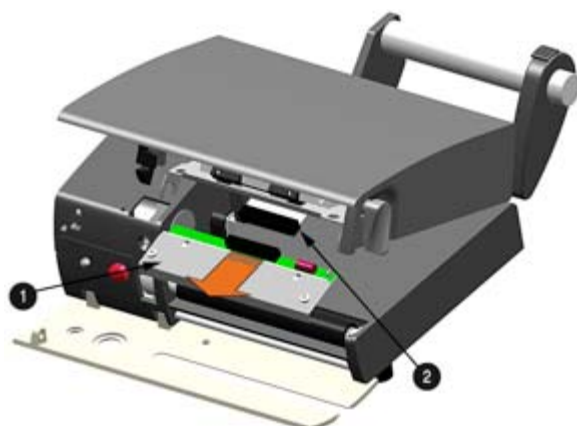
- 1 Turn the printer off and unplug the printer. Unlock the printhead latch and remove any media installed in the printer.
- 2 Lower the front panel (item 1). **Allow the printhead to cool before proceeding.**
- 3 Using a pen or similar tool (item 2) press in on the top cover release (item 3) and raise the top cover (item 4).



- 4 While pressing down on the printhead carrier (item 2), loosen and remove the printhead screw (item 3) from the printhead (item 1) using a Phillips screwdriver (item 4).

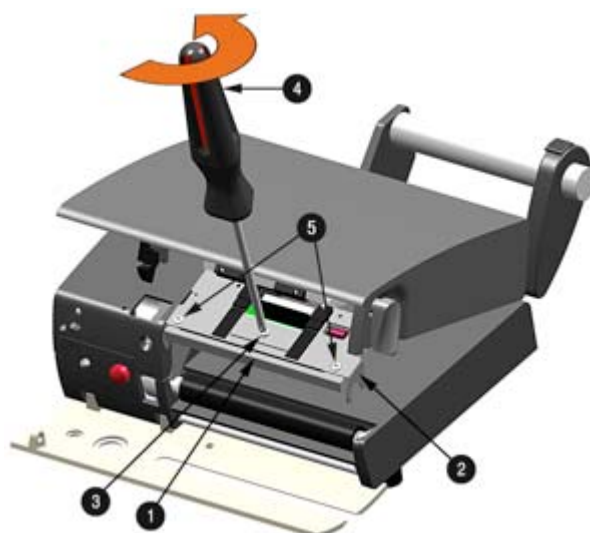


- 5 Disconnect the printhead cable (item 2) from the rear of the printhead (item 1).



### To install

- 1 Connect the printhead cable to the rear of the printhead (item 1).
- 2 Position the printhead into the printhead carrier (item 2). Be sure the two screw heads on the printhead are located into the holes (item 5) of the printhead carrier.
- 3 While pressing down on the printhead carrier, install and tighten the printhead screw (item 3) using a Phillips screwdriver (item 4).

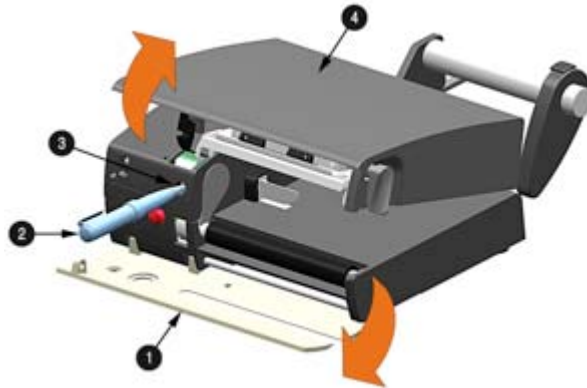


- 4 It is now recommended to clean the printhead to remove any oil or dirt from handling. Perform the [“Clean the Printhead”](#) on page 27.

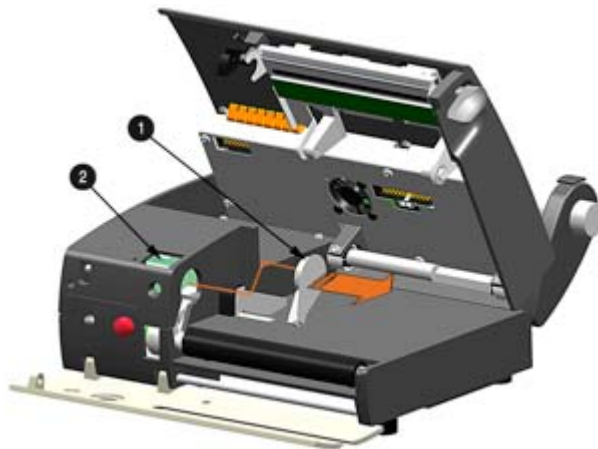
# Replace Platen Roller

## To remove

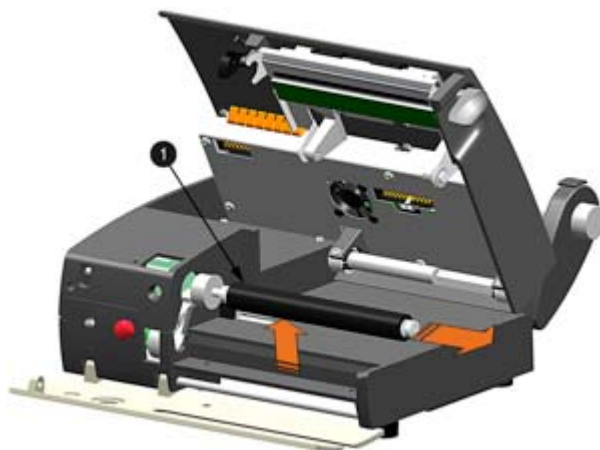
- 1 Turn the printer off and unplug the printer. Unlock the printhead latch and remove any media installed in the printer.
- 2 Lower the front panel (item 1).
- 3 Using a pen or similar tool press (item 2) in on the top cover release (item 3) and raise the top cover (item 4).



- 4 Insert your finger through the access hole (item 2) and push out the platen roller cover (item 1).

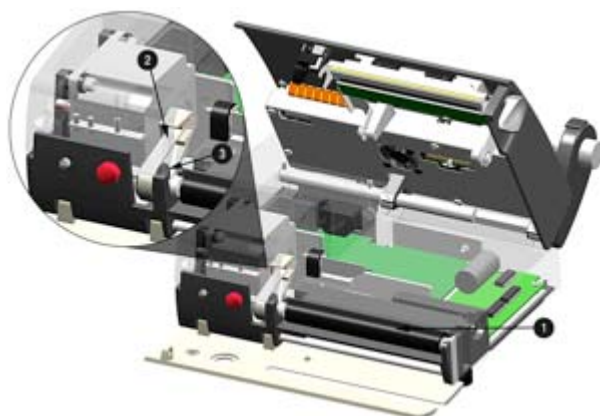


- 5 Lift the platen roller assembly (item 1) up and out of the printer.



**To install**

- 1 Insert the new platen roller assembly (item 1) into position. Be sure the belt (item 2) is routed properly around the gear (item 3), this can be viewed through the access hole.



- 2 Re-install the platen roller cover.
- 3 Close the top cover by pushing down until it latches closed. Raise the front panel and replace the media. Return the printhead latch back to the locked position.
- 4 Plug in and turn the printer on. Feed several labels to normalize tracking.

# Adjust Printhead Pressure

To accommodate a variety of media types, printhead pressure is adjustable. This pressure is factory set to work with most media types, so this adjustment should only be performed after attempting to improve print quality through increasing the printer's heat setting or decreasing the print speed setting.

When adjusting, use only the minimum pressure necessary for better imaging.

- 1 Lower the front panel.
- 2 Load at least 102 mm (4") wide media, see [“Load the Media” on page 10](#).
- 3 Print a test label from the host. Choose a label format with content that spans the width of the label.
- 4 Unlatch the printhead. Turn the pressure adjustment screws (item 1) counter-clockwise to increase the applied pressure or clockwise to decrease it. Make equal adjustments to each screw to achieve even print contrast across the media.



- 5 Re-latch the printhead and repeat the test print. Repeat step 4 until an acceptable print has been achieved.



**Note:** When using narrow media, it is necessary to reduce the pressure on the outer (right) pressure adjustment screw and increase the pressure on the inner (left) pressure adjustment screw. This will prevent damage to the exposed areas of the printhead and platen roller.

Excessive pressure can reduce the service life of the printhead and platen roller, while unequal pressure may cause faded print and label tracking problems.

## Download Firmware

The operating firmware for the printer is stored in flash memory on the printer's main PCB. When firmware is updated and/or new features are added, they can be downloaded to the printer as follows.

- 1 Identify the new version for your printer model from our website at [www.honeywellaidc.com](http://www.honeywellaidc.com) and download it onto your computer's hard drive.
- 2 Be sure the Windows driver is installed (see “[Install the Windows Driver](#)” on page 22) and the printer is connected to the host via a USB or LAN (wired or wireless) connection.



**Note:** The Printer NETira Configuration Utility, (NETira CT) may also be used to send this file to the printer.

- 3 Open the **Properties** dialogue box for the printer to be updated.
- 4 Click on the **Tools** tab.
- 5 Click on the **Action** drop-down box and select **Send File to Printer**.
- 6 Change the **Files** of type: drop-down box to **All Files (\*.\*)**.
- 7 Navigate to the location of the firmware file downloaded in step 1, (.zg file) and click **Open**.



- 8 As the new firmware is sent to the printer, the status light will flash as the data is received.
- 9 **Following a successful download**, the printer will perform a cold reset. The previous printer setup will not be affected unless substantial firmware data structure changes have occurred. Print a database configuration label to verify your new firmware version.

**Following an unsuccessful download**, the printer will perform a warm reset. The original firmware will remain operational. If the printer fails to reset, toggle the power off and on. Try resending the file to the printer.

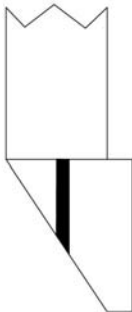
If the failure continues, check the following possible causes.

- An invalid or corrupted file is being downloaded — Ensure the file being downloaded is correct and applicable for your printer model.

- Possible communications error — Check the cable connection between the host and printer and ensure that a quality, shielded cable is used.
- Possible memory problem — Call for service.

## Configure Media Sensor

To accommodate a variety of media types the printer is equipped with three sensors. A dual-position transmissive sensor (for gap and notch type label media) and a reflective sensor (for “black mark” type label media). Several media types and their proper sensor settings are shown below:

| Media type     | Gap label media                                                                   | Notch (edge) media                                                                | Notch media                                                                        | Reflective (black mark) media                                                       | Continuous media                                                                    |
|----------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|                |  |  |  |  |  |
| Sensor setting | Gap (inner or outer)                                                              | Gap (inner)                                                                       | Gap (outer)                                                                        | Black mark                                                                          | Continuous (requires the “Label Length” value to be set)                            |

### Media types with sensor settings

Most applications that use gap label media will use the default setting of Gap Inner. However if reflective/black mark or custom notch media is being used, this setting must be changed.

The media sensor setting can be changed using the NETira Configuration Utility, see [“Printer Configuration Utility \(NETira CT\)” on page 17](#) for more information.



**Note:** The media sensor settings can also be configured using the printer’s internal web pages via a LAN connection. Simply enter the IP of the printer in your browser to access these pages.



# A

## Printer Specifications

# Technical Specifications

## MP Compact4 and MP Compact4 Mobile Specifications

### Mechanical

|                       |                                                                                 |
|-----------------------|---------------------------------------------------------------------------------|
| Width                 | 230 mm (9.1")                                                                   |
| Depth                 | 260 mm (10.2")                                                                  |
| Height                | 105 mm (4.1"); <i>Compact4</i><br>125 mm (4.9"); <i>Compact4 Mobile</i>         |
| Weight                | 3.5 kg (7.7 lbs.); <i>Compact4</i><br>4.5 kg (9.9 lbs.); <i>Compact4 Mobile</i> |
| Operating temperature | 5° C to 40° C (41° F to 104° F)                                                 |
| Humidity              | 10% – 95% non-condensing                                                        |
| AC input voltage      | 90 – 264 VAC, 47-63 Hz; <i>Compact4</i>                                         |
| DC input voltage      | 24 – 48 VDC; <i>Compact4 Mobile</i>                                             |

### Printing

|              |                                  |
|--------------|----------------------------------|
| Print method | Direct thermal                   |
| Print speed  | 50 – 125 mm/s (2 – 4.9 IPS)      |
| Resolution   | 8 or 12 dots/mm (200 or 300 dpi) |
| Tear bar     | Tear up                          |
| DRAM memory  | 64 MB                            |
| FLASH memory | 128 MB                           |

### Ribbon/Media

|                            |                                                                                                                                             |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Media types                | Roll-fed, die-cut, continuous, fan-fold                                                                                                     |
| Width media range          | 40 – 115 mm (1.58" – 4.5")                                                                                                                  |
| Max. print width           | 115 mm (4.1")                                                                                                                               |
| Print length minimum       | 10 mm (0.39")                                                                                                                               |
| Media thickness range      | 58 – 180 µm (0.0023 – 0.0071")                                                                                                              |
| Media supply roll capacity | 100 mm (3.9") O.D. on a 40 – 77 mm (1.5" - 3.0") core; <i>Compact4</i><br>100 mm (3.9") O.D. on a 40 mm (1.5") core; <i>Compact4 Mobile</i> |

### Communications

|             |                                                     |
|-------------|-----------------------------------------------------|
| Interface   | USB, RS-232 (RJ-45), and 10/100 BaseT LAN interface |
| Baud speed  | 300 to 115,000 bits per second (BPS)                |
| Handshaking | Xon/Xoff, CTS, DTR                                  |
| Parity      | Even, odd or none                                   |
| Stop bits   | 1 or 2                                              |
| Data bits   | 7 or 8                                              |

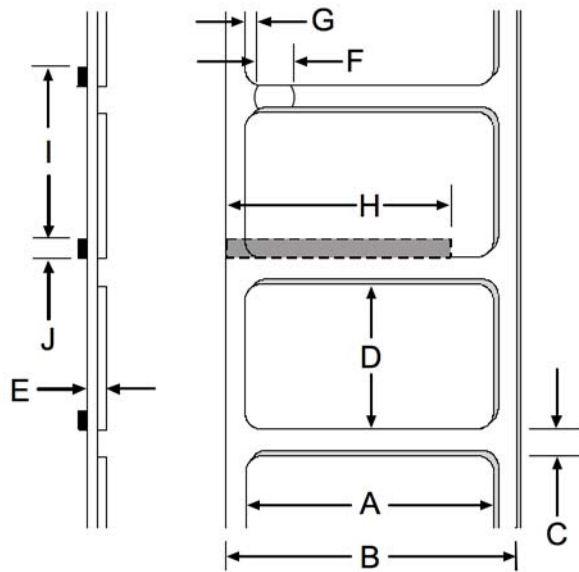
## Embedded Fonts and Bar Codes

The printer is equipped with the most popular industry fonts and bar codes; see the *Class Series 2 Programmer's Manual* for full listings and detailed information.

## Approved Media

To achieve optimum print quality and maximum printhead life, Honeywell specifies the use of Honeywell brand media. These supplies are specially formulated for use in our printers; use of non-Honeywell supplies may affect the print quality, performance and life of the printer or its components.

For a current list of approved media for use in direct thermal applications, please visit [www.honeywellaidc.com](http://www.honeywellaidc.com).



Media dimensions: Side view and top view

### Media Dimensions

| Designator | Description                                                        | Minimum <sup>1</sup> | Maximum <sup>2</sup> |
|------------|--------------------------------------------------------------------|----------------------|----------------------|
| A          | Label width                                                        | 40 mm (1.58")        | 115 mm (4.5")        |
| B          | Liner width                                                        | 40 mm (1.58")        | 115 mm (4.5")        |
| C          | Gap (or notch) between labels <sup>2</sup>                         | 1.7 mm (0.067")      | 3 mm (0.12")         |
| D          | Label length                                                       | 10 mm (0.39")        | —                    |
| E          | Media thickness                                                    | 58 µm (0.0023)       | 180 µm (0.0071")     |
| F          | Notch opening width                                                |                      |                      |
|            | • Short sensor                                                     | 5 mm (0.20")         | —                    |
|            | • Long sensor                                                      | 23 mm (0.90")        | —                    |
| G          | Distance from media edge to media sensor aperture (left justified) | 1.7 mm (0.067")      | 2 mm (0.08")         |
| H          | Reflective (black) mark width <sup>1</sup>                         | 40 mm (1.58")        | 115 mm (4.5")        |
| I          | Distance between reflective marks <sup>2</sup>                     | 10 mm (0.39")        | —                    |
| J          | Reflective mark length <sup>2</sup>                                | 1.7 mm (0.067")      |                      |

<sup>1</sup>The reflective (black) mark must be carbon based, placed on the backside of the stock, and the reflectance shall be less than 10% at wavelengths of 950 and 640 N m.

<sup>2</sup>The maximum allowable length of the combined label and gap (or mark) measurement cannot exceed 2.54 m (99.99 in.).



# B

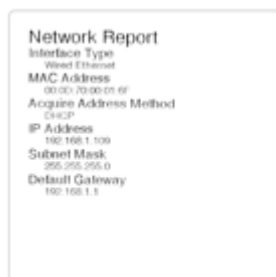
## Wireless and Wired LAN

## Set Up Network Card

Whether a wired or wireless connection is intended, it is recommended to establish a wired connection to the printer first. This will allow access to the printer's internal web pages to configure the settings necessary for a typical wireless connection. If a wired connection is not or can not be achieved all connection parameters can also be set using the NETira CT configuration utility. Refer to [“Printer Configuration Utility \(NETira CT\)” on page 17](#) for further instructions.

The printer makes IP requests at power-up, so before making a network connection to the printer consider how your IP addressing needs to be assigned. The IP addressing of the printer can be configured in 1 of 2 ways: Using a static IP address or using IP discovery (DHCP, BootP, or RARP). At factory default settings “IP DISCOVERY is ENABLED (DHCP).”

- 1 With the printer powered off, connect the network cable then power on the printer.
- 2 The printer will now search for a DHCP server. Allow up to 90 seconds for the printer to retrieve an IP address.
- 3 At this point it is recommended to print a network report. This network report is generated by the printer and lists important default information such as the IP and MAC Addresses as well as SSID for wireless equipped cards. To print the network report, press the button for five seconds (refer to [“Control Button” on page 15](#)).



**Note:** The information on the label above will vary depending on your configuration and firmware version.

- 4 Verify the printer has obtained a valid IP address for your network. If a valid IP address was not obtained or you wish to use a different static address this can be set via NETira CT (refer to [“Printer Configuration Utility \(NETira CT\)” on page 17](#))
  - Set the IP Discovery menu item to Use Static Addresses.
  - Set the IP Address to desired value, continue the same procedure with Subnet Mask and Default Gateway, if necessary. Exit the printers menu. Cycle power to the printer. Upon startup the printer will connect to the network using the new parameters you provided.

Once the previous steps have been successfully completed you may now use the IP Address to:

- Browse to the printer's internal web pages for wireless/advanced configuration if your printer is equipped with wireless capabilities, see [“Set Up Wireless” on page 43](#).

Or,

- Install a printer driver, and start printing from your Windows applications, see [“Install the Printer Driver” on page 49](#).

## Set Up Wireless

- 1 Open your web browser.
- 2 Type in the IP Address assigned to the printer. The printer's default IP address is: 192.168.10.26.



**Note:** If a different IP Address has been assigned to the printer, make sure to enter the correct IP address.



The printer's internal web pages are divided into 10 pages that are accessible via the navigation bar on the left-hand side.

Most of the items on these pages mimic the printer's internal menu. For more information on the function of these settings, see the corresponding function in [“Printer Internal Web Pages” on page 52](#).



**Note:** You must provide a password to change any settings. The default password is “sysadm.”



**Note:** If any address parameters were changed such as IP address, subnet or gateway, the printer might not be viewable from the current host if they are no longer on the same subnet.

## Set Up Wireless Infrastructure

After a successful setup is made via a wired connection, the wireless connection (if equipped) can now be configured in infrastructure mode using a static or DHCP issued IP address.

- 1 Open your web browser.
- 2 Type in the IP address of the printer. The default IP is: 192.168.10.26.



**Note:** If a different IP Address has been assigned to the printer, make sure to enter the correct IP address.



- 3 Click on **Wireless Ethernet Settings** on the left side of the screen. Locate and set the following items:

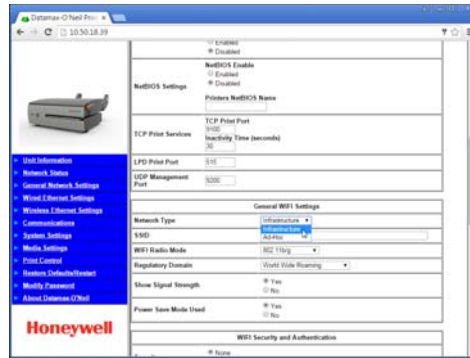
- In the Acquire Address Method section, select the **Use DHCP** radio button.



For static IP setup:

- In the Acquire Address Method section, select the **Use Static Addresses** radio button.
- In the Static IP Addresses section, enter valid static IP addresses for Printer IP Address, Printer Subnet Mask, and Printer Gateway.

- 4 Scroll down the page to Network Type and select **Infrastructure** from the drop-down box.



- 5 In the SSID field, type the name of the SSID of your access point.
- 6 Under the WIFI Security and Authentication, set any security/authentication settings necessary for your network.
- 7 Scroll down to the bottom of the page, enter the password (default is “sysadm”) and click **Apply**.
- 8 Click on **General Network Settings** on the left side of the screen. Locate and set the following:
  - In the Network Interface, select the **Wireless Ethernet** radio button.
- 9 Scroll down to the bottom of the page, enter the password (default is “sysadm”) and click **Apply**.
- 10 Click on **Restore Defaults/Restart** on the left side of the screen. Be sure that “Restart Printer” is displayed in the Action to Execute: drop-down box. Enter the password at the top of the page (default is “sysadm”) and click **Execute** to restart the printer.
- 11 Once the printer has restarted, allow up to 90 seconds for the printer to retrieve an IP address.

- 12** At this point it is recommended to print a network report. This network report is generated by the printer and lists important default information such as the IP and MAC Addresses as well as SSID for wireless connections. To print the network report press the button for five seconds, see **“Control Button” on page 15** for reference.



**Note:** The information on the label above will vary depending on your configuration and firmware version.

- 13** Once the previous steps have been successfully completed you may now use the IP Address to install a printer driver, and start printing from your Windows applications. See **“Install the Printer Driver” on page 49**.

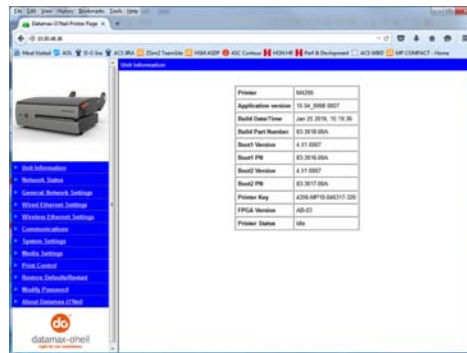
## Set Up Wireless Ad-Hoc

After a successful setup is made via a wired connection, the wireless connection (if equipped) can now be configured in ad-hoc mode using a static IP address. To configure the wireless card in ad-hoc mode, you must configure your host computer to match the IP settings of the printer. Refer to your operating system's or your wireless network card's documentation for information on how to configure your computer.

- 1 Open your web browser.
- 2 Type in the IP address of the printer. The default IP is: 192.168.10.26.

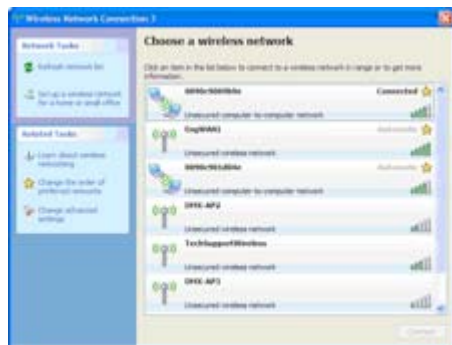


**Note:** If a different IP address has been assigned to the printer, make sure to enter the correct IP address.



- 3 Click on **Wireless Ethernet Settings** on the left side of the screen. Locate and set the following items:
  - In the Acquire Address Method section, select the **Use Static Addresses** radio button.
  - In the Static IP Addresses section, enter valid static IP addresses for Printer IP Address, Printer Subnet Mask, and Printer Gateway.
- 4 Scroll down the page to Network Type, select **Ad-hoc** from the drop-down menu.
- 5 In the SSID field, type the name of the SSID you wish to assign to the printer.
- 6 Under the WiFi Security and Authentication, set any security/authentication settings necessary for your network.
- 7 Scroll down to the bottom of the page, enter the password (default is "sysadm") and click **Apply**.
- 8 Click on **General Network Settings** on the left side of the screen. Locate and set the following items:
  - In the Network Interface, select the **Wireless Ethernet** radio button.
- 9 Scroll down to the bottom of the page, enter the password (default is "sysadm") and click **Apply**.

- 10 Click on **Restore Defaults/Restart** on the left side of the screen. Be sure that “Restart Printer” is displayed in the Action to Execute: drop-down box. Enter the password at the top of the page (default is “sysadm”) and click **Execute** to restart the printer.
  - 11 Once the printer has restarted, allow up to 90 seconds for the printer to make a connection.
  - 12 From Windows, you may now View Wireless Networks. From the list of available wireless networks select the printer that you wish to connect to and then click on the **Connect** button.
- If you do not see your printer listed, be sure you have the host computer configured for ad-hoc wireless networks.



**Note:** This process will vary depending on your wireless device installed in your host computer and your operating system version.

- 13 Once the previous steps have been successfully completed you may now use the IP address assigned to the printer to install a printer driver, and start printing from your Windows applications. See [“Install the Printer Driver” on page 49.](#)

# Install the Printer Driver

The following screen shots are taken from Windows 2000. Other Windows versions will be similar.

- 1 Start Windows Add Printer Wizard program. The following screen should appear. Click **Next**.



- 2 Make sure that Local Printer is selected and then click **Next**.



- 3 Select **Create** a new port: and then select **Standard TCP/IP Port** from the drop-down menu. Click **Next**.



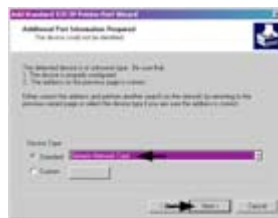
- 4 Click **Next**.



- 5 In the Printer Name or IP Address: field, enter the IP address or NetBIOS name of your printer. The Port Name field does not need to be changed. When finished, click **Next**.



- 6 Make sure **Standard** is selected and then click **Next**.



- 7 Confirm your settings and then click **Finish**.



- 8 Click on **Have Disk**.



- 9 Insert the Accessories CD-ROM and click **Browse**.



- 10 Browse to the "DRIVERS\Seagull" folder on the CD-ROM, select the file "for 95, 98, me, 2000, xp, 7, 8 and 10.inf" and click **OK**.



- 11 Click **OK**.



12 Choose your printer from the list and then click **Next**.



13 Name your printer in the Printer Name field. Next, select whether or not to set this printer as your default printer. Click **Next**.



14 Select whether or not to share this printer on your network. Click **Next**.



15 Select **No**, then click **Next**.



16 Confirm your settings and then click **Finish**.



17 If prompted with the "Digital Signature Not Found" window, click **Yes** to continue installation.



18 Your computer will now copy the necessary files from the CD-ROM.

The driver and port installation is now complete. The printer can be selected through any Window's application.



## Printer Internal Web Pages

- 1 Open your web browser.
- 2 Type in the IP address of the printer. The default IP is: 192.168.10.26.



**Note:** If you have assigned a different IP address to the printer, make sure to enter the correct IP address.



The printer's 14 internal web pages are accessible via the navigation bar on the left-hand side.

These pages contain many items associated with the printer's configuration, the setup of the network card and wireless security settings.



**Note:**

- You must provide a password to change any settings. The default password is: sysadm.
- After changes are sent to the printer (on all web pages), the printer must be reset in order for the changes to take effect. This can be done from the Reset Network Parameters web page.
- If any address parameters were changed such as IP address, subnet or gateway, the printer might not be viewable from the current host if they are no longer on the same subnet.



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MP Compact4 Mark III User Guide



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