

CRx Printers



START-UP GUIDE



To Get Started:

Insert the **Companion CD** shipped with the CRx printer* into the computer.

Please refer to the **User's Guide** included on the CD companion or the Compact Industrial website for full details on setting up and using the CRx printer.

Internet Users go online to: <http://www.compactindustrial.com> and register your CRx printer and follow in depth instructions on setting up your CRx printer and upgrade the latest firmware.

Non-Internet Users insert the provided CD ROM into your computer to follow in-depth instructions on setting up your CRx printer and refer to the C-Series User's Guide.

Helpful Web Links and Contact Information:

- <http://www.compactindustrial.com/pharmacy>
- <http://www.compactindustrial.com/cseries/documentation/documentation.html>
- <http://www.compactindustrial.com/cseries/support/support.html>

To learn more about Cognitive approved media please contact Cognitive Solutions Direct: **+1.303.273.1400** or Toll Free: **+1.800.525.2785**

For CRx Technical Support please contact your Cognitive Solutions at Toll Free: **1+888.632.8292** or Direct: **720.221.9546** or via Email: **Support@cognitive.com**

* CRx Pharmacy Label printers are part of Cognitive's Compact Industrial C Series printer line. The CRx printers have been configured to meet the requirements of this specific industry.

Setting Up: Connecting Power and Performing a Power Test

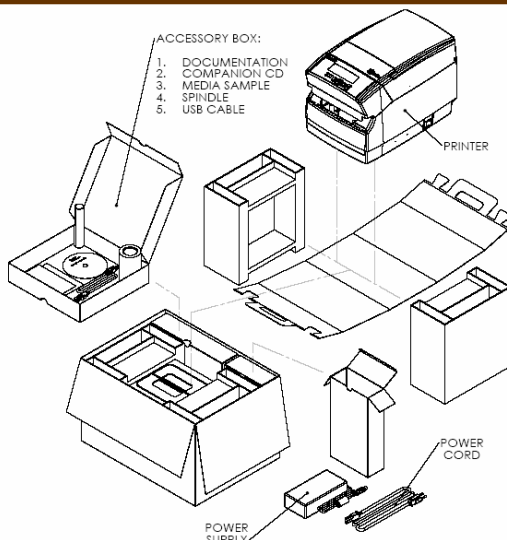


Diagram illustrating the contents of the Accessory Box and the printer. The Accessory Box contains:

1. DOCUMENTATION
2. COMPANION CD
3. MEDIA SAMPLE
4. SPINDLE
5. USB CABLE

The printer is shown with the Power Cord and Power Supply connected.

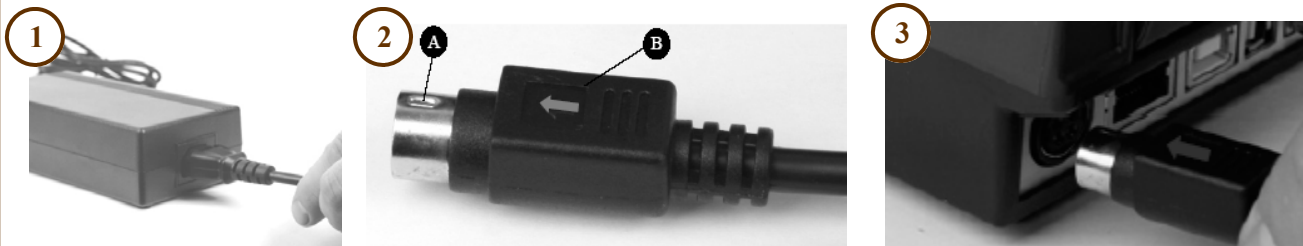
Unpack the Printer

Remove the following contents from the Box:

1. The CRx Printer
2. The Companion CD
3. Power Supply Kit including
 - Power Cord
 - Power Supply
4. The Accessory Box including
 - Spindle
 - USB Cable
 - Documentation

Follow these Steps To Set Up the CRx Printer:

Connecting Power to the CRx Printer



4. Plug power supply to power source and a green LED will illuminate on the power supply.
Note: Do NOT power the printer on until instructed.

Proceed to the *Printer Power Test* section.



Printer Power Test

1. Press the Power Connector (D) to the ON position.

Note: The Power Light (A) on the top user interface cover will turn green to indicate the unit is receiving power. The Ready Light (B) will first turn red, then auburn, then green once the printer is ready to print.

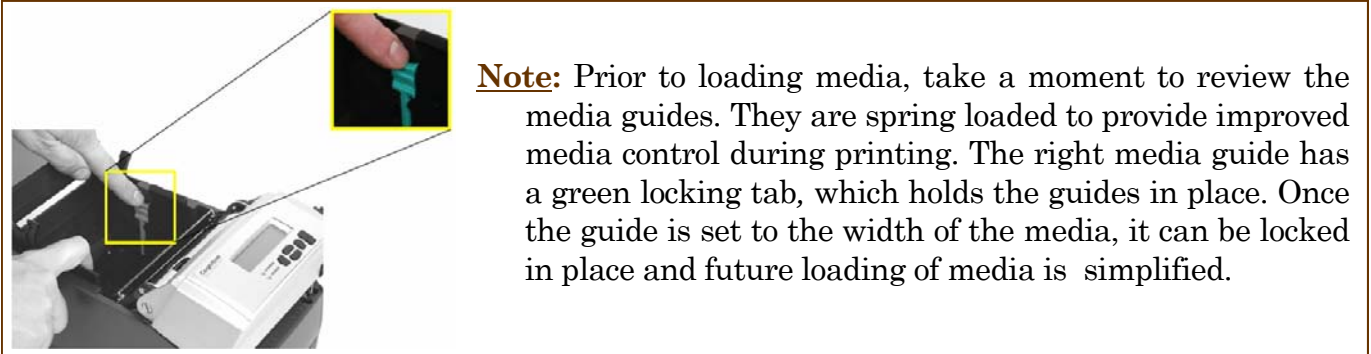
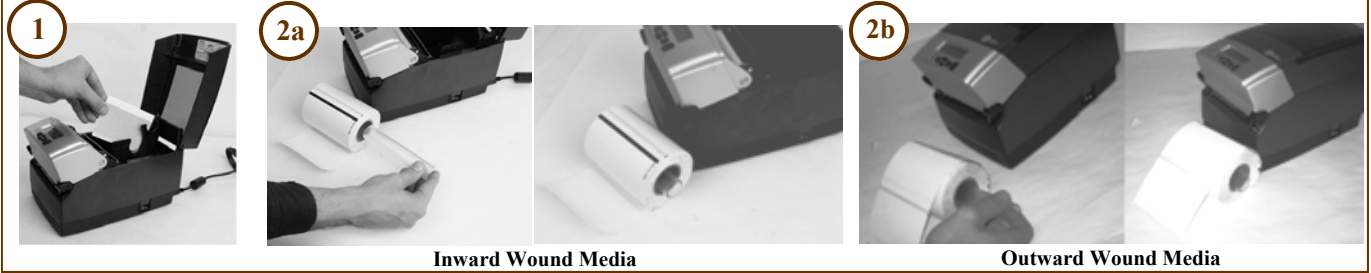
CRx w/LCD Printers Only: The LCD display will briefly state Press Right Arrow for Menu for about one second. Then the display will read Cognitive CXI for about one second. Once the printer is ready to print the display will read COGNITIVE (see CXI Only figure above).

2. Press the Power Switch (D) to OFF before proceeding to the next steps.

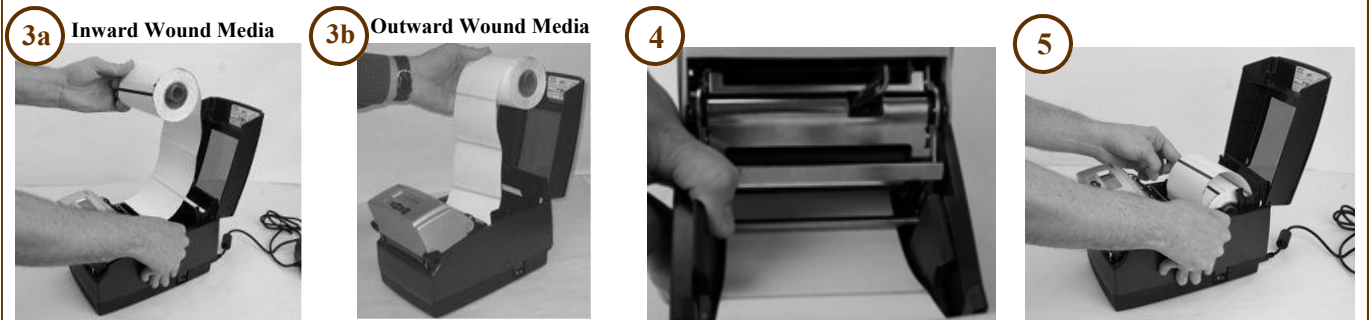
Proceed to the *Loading Media* section.

Loading Media: Standard Size Rolls

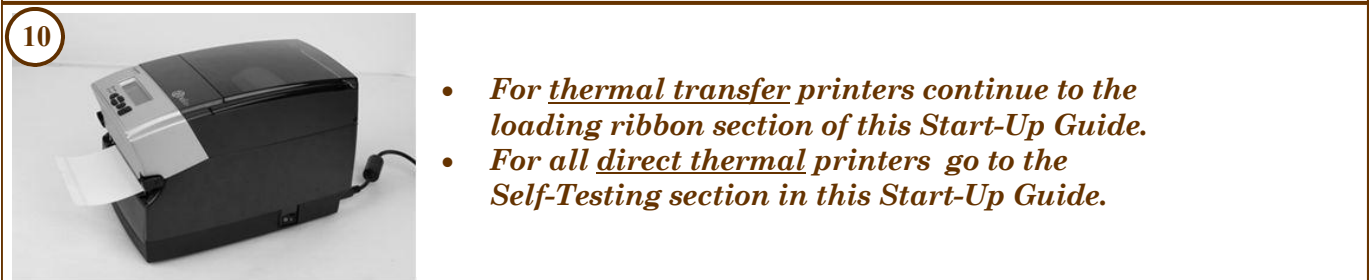
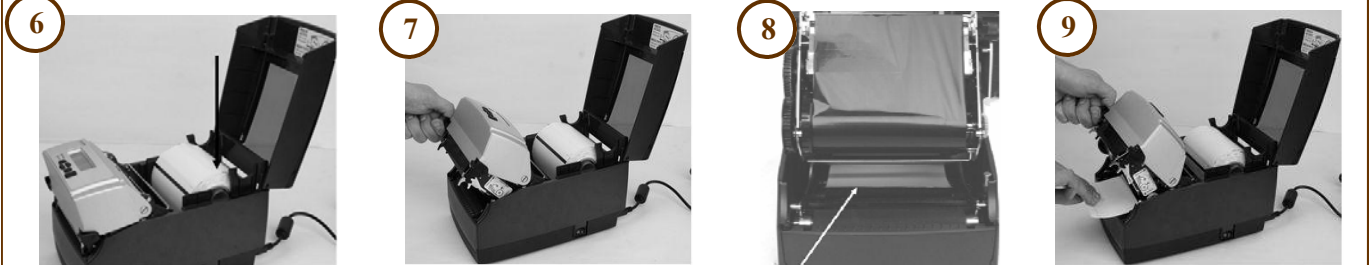
Note: Before proceeding to step 1 open the printer cover. Then follow steps 2a or 2b depending on the media type being used.



Note: Follow steps 3a or 3b depending on media type. For step 4, the media must be placed under the media guide bar, or media wandering can occur. (**thermal transfer models only**)

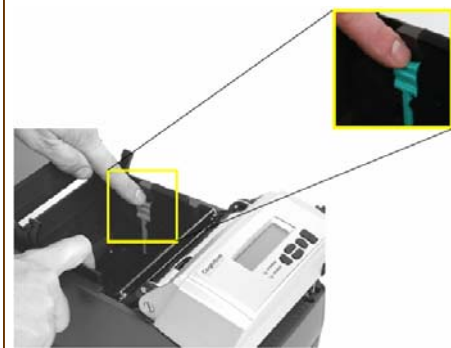


Note: Once the guides are against the sides of the roll, push the roll down in the slot as shown. This locks the media guide in the proper position.

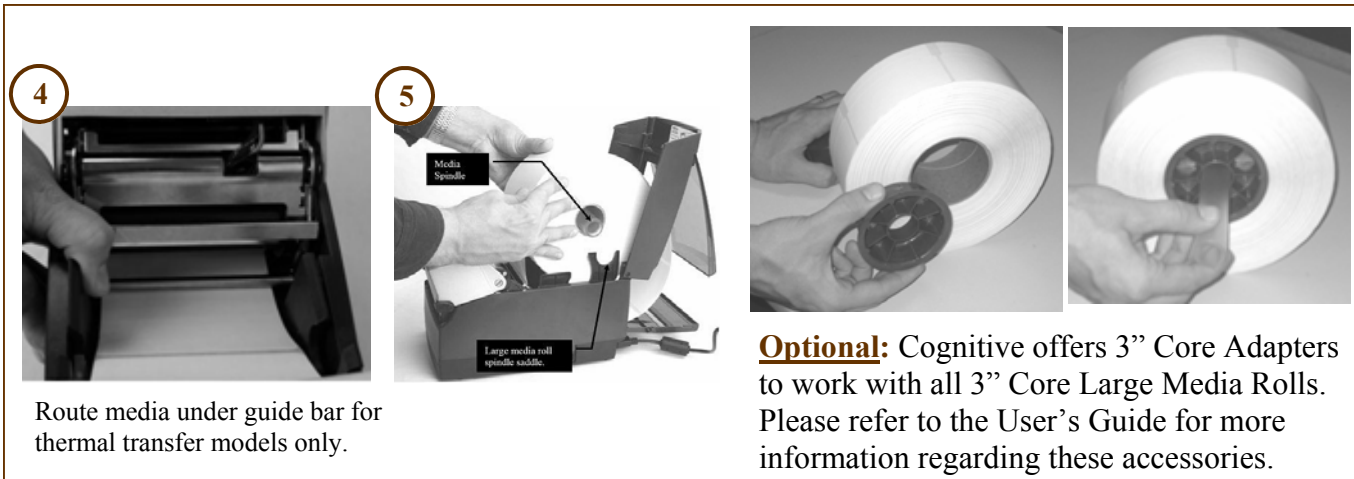


Loading Media: Large Media Rolls

Note: Remove the screws with a #2 Phillips screwdriver
The printer should be powered OFF before continuing



Note: Prior to loading media, take a moment to review the media guides. They are spring loaded to provide improved media control during printing. The right media guide has a green locking tab, which holds the guides in place. Once the guide is set to the width of the media, it can be locked in place and future loading of media is simplified.



Route media under guide bar for thermal transfer models only.

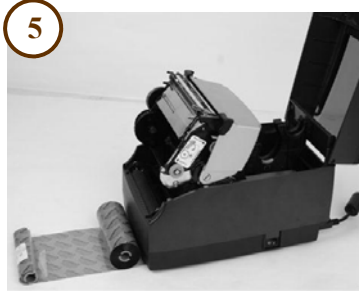
Optional: Cognitive offers 3" Core Adapters to work with all 3" Core Large Media Rolls. Please refer to the User's Guide for more information regarding these accessories.



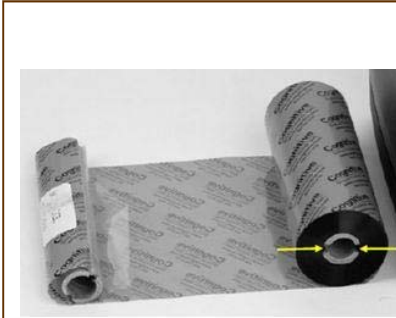
For thermal transfer printers continue to the loading ribbon section of this Start-Up Guide. For direct thermal printers go to the Self-Testing section in this Start-Up Guide.

Thermal Transfer Printers Only: Loading Ribbon

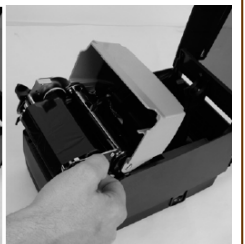
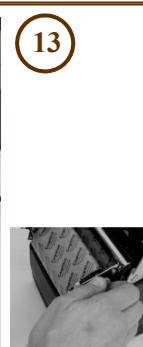
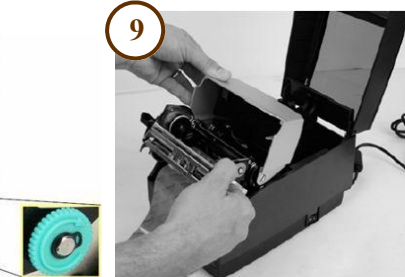
Note: Open printer cover before proceeding to Step 1.



NOTE: the ribbon text on the leader should be face down in front of the printer as shown.



Note: DO NOT LATCH the printhead mechanism yet.



Next go to the Self-Testing section of this Start-Up Guide.

Self-Testing & Software/Printer Driver Installation

Self-Testing: The self test checks the printer's overall operability and lists the printer's current settings.

IMPORTANT! The printer should have media installed, be connected to AC power, and turned on.

1. Press and hold the FEED button.
2. Turn the printer ON while holding the FEED button.
3. Release the FEED button when the self test starts to print.
4. Turn the printer off and then on again to return to normal printing operation.



Next, please proceed to the Software and Printer Installation section of this Start-Up Guide.

Software and Printer Installation: Install the software & drivers by either:

- Insert the **Companion CD** included with the printer into the computer
- OR*
- Go online to **Cognitive's Website** at <http://www.compactindustrial.com/cseries/documentation/documentation.html> and follow the instruction included on the **C Series User's Guide: Chapter 3**.

Note: The C Series User's Guide included on the CD Companion has step by step instructions in Chapter 3 on installing and using the various software & driver packages.

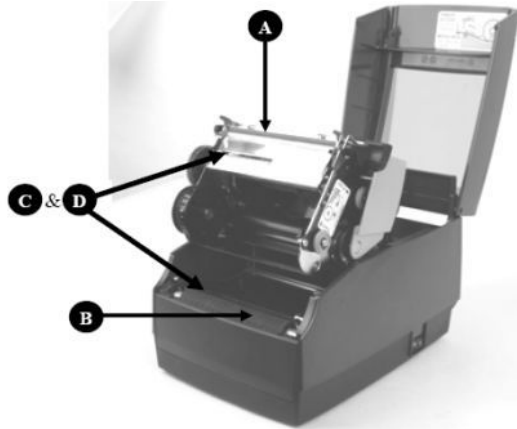
1. Install the software first by inserting the CD and double-clicking on Setup.exe if it does not start automatically.
2. Plug the printer in.
3. The **Found New Hardware Wizard** pops up. To the question "Can Windows connect to Windows Update to search for software?" select "No, not this time," and click "Next".
4. On the next screen select "Install from a list or specific location," and click "Next."
5. On the next screen select "Search for the best driver in these locations";
 - a. Un-check "Search removable media"
 - b. Check "Include this location in the search" and browse to
 - a C:\Program Files\Cognitive Solutions Printing Support\Driver Files
 - c. Click "Next."
6. At the Windows Logo testing warning, press "Continue Anyway."
7. Click "Finish."

Installation is now complete! Once software and drivers have been installed you are ready to print in your application. Please refer to the User's Guide for more detailed information on using the CRx printer.

Contact your reseller or Cognitive Solutions for information on Cognitive approved media, cleaning supplies, and printheads & parts: **1-800-525-2785**

Maintenance, Troubleshooting, and General Tips

Cleaning & Maintenance:



1. Open the print mechanism. Turn the printer off when cleaning the printhead. Make sure the printhead is completely dry before turning the printer back on.
2. Clean the printhead (A), platen (B), and the index sensors (C & D) with a soft, lint-free cloth saturated with 99 percent isopropyl alcohol or a certified cleaning pen.
3. Turn the printer on and press the FEED button to clean all sides of the roller.

CAUTION! INCORRECTLY CLEANING THE PRINTER WILL CAUSE PERMANENT DAMAGE AND VOID THE PRINTER'S WARRANTY. COGNITIVE RECOMMENDS USING A CERTIFIED CLEANING PEN FOR ALL THE PRINTER'S CLEANING REQUIREMENTS.

C Series Cleaning Supplies

Part #	Size (inches)	Items per box	Description
14-00-0002	none	12	Cleaning pen

Troubleshooting Tips:

Problem = Red Ready Light Possible Causes:

Printhead unlatched
Out of media: labels, tags, or ribbon
Miss indexed label or tag

Problem = No power or ready lights Possible Causes:

Printer switched off
Power supply not connected properly
Power supply not working properly

Problem = Labels continuously feeding Possible Causes:

Wrong indexing mode (gap, bar, TT)
Printer indexing not calibrated
Index sensor in the wrong position

Problem = Labels feed but nothing prints Possible Causes:

Ribbon not loaded for TT media
Ribbon loaded incorrectly
Darkness too low

General Printing Tips:

- Thermal transfer printers can operate in direct thermal or thermal transfer mode and must be set to the correct print mode for proper results.
- All CRx printers can use black bar, gap, or notch indexing. Continuous media may also be used.
- Label printing software provides the means to change the printer's settings. See the software and network printing sections of the User's Manual (located on the Companion CD or the Cognitive website) for more details.
- Refer to the Cognitive Programming Manual, included on the Companion CD or the Compact Industrial website, to change the printer's settings using Cognitive Programming Language (CPL).
- The Companion CD includes Microsoft Windows drivers, label design software, and complete C Series documentation including the C Series User's Guide.
- **Website Address:** <http://www.compactindustrial.com/>

SAFETY AND COMPLIANCE

WARNING—SHOCK HAZARD AND STATIC DISCHARGE:

Never operate the printer in a location where it can get wet. Personal injury could result. The discharge of electrostatic energy that accumulates on the surface of the human body or other surfaces can damage or destroy the printhead or electronic components used in this device. DO NOT TOUCH the printhead or the electronic components under the printhead carriage.

CAUTION—PRINTER SETUP AND HANDLING

When installing or modifying the printer setup or configuration, ALWAYS TURN THE POWER OFF before: (1) connecting any cables, (2) performing any cleaning or maintenance operations, or (3) moving the printer.

EUROPEAN COMPLIANCE:

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.
CISPR22: The C Series printer meets applicable requirements for Emissions & Immunity.
RoHS COMPLIANCE: Directive 2002/95/EC on the Restriction of the Use of certain Hazardous Substances in Electrical and Electronic Equipment (RoHS). The C Series printer is RoHS compliant as of July 1, 2006.

FCC DECLARATION OF CONFORMITY:

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. This equipment generates, uses, and can radiate radio frequency energy 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 will be required to correct the interference at the user's own expense.

WEEE:

Directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE). For WEEE recycling and recovery information, refer to the Cognitive web site.

INDUSTRY CANADA NOTICE:

This Class A digital apparatus complies with Canadian ICS-003 requirements.
Cet appareil numérique de la Classe A est conforme à la norme NMB-003 du Canada.

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* *Authorized distributor*

