

Instructions



Label Printer

SQUIX

MADE IN GERMANY

Family	Type	
	Media guiding left-aligned	Media guiding centered
SQUIX	SQUIX 2	-
	SQUIX 2P	-
	SQUIX 4	SQUIX 4M
	SQUIX 4P	SQUIX 4MP
	SQUIX 4.3	SQUIX 4.3M
	SQUIX 4.3P	SQUIX 4.3MP
	SQUIX 4.3TD	-
	SQUIX 4.3PTD	-
	-	SQUIX 4MT
	-	SQUIX 4.3MT
	SQUIX 6.3	-
	SQUIX 6.3P	-
	SQUIX 8.3	-
	SQUIX 8.3P	-

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1.1 Instructions

Important information and instructions in this documentation are designated as follows:

**Danger!**

Draws attention to an exceptionally great, imminent danger to your health or life due to hazardous voltages.

**Danger!**

Draws attention to a danger with high risk which, if not avoided, may result in death or serious injury.

**Warning!**

Draws attention to a danger with medium risk which, if not avoided, may result in death or serious injury.

**Caution!**

Draws attention to a danger with low risk which, if not avoided, may result in minor or moderate injury.

**Attention!**

Draws attention to potential risks of property damage or loss of quality.

**Note!**

Advice on how to make work easier or an important step to be carried out.

**Environment!**

Gives you tips on protecting the environment.



Handling instruction



Reference to section, position, illustration number or document.



Option (accessories, peripheral equipment, special fittings).

Time

Information in the display.

1.2 Intended Use

- The device is manufactured in accordance with the current technological standards and the recognized safety rules. However, danger to the life and limb of the user or third parties and/or damage to the device and other tangible assets can arise during use.
- The device may only be used for its intended purpose and if it is in perfect working order, and it must be used with regard to safety and dangers as stated in the operating manual.
- The device printer is intended exclusively for printing suitable materials. Any other use or use going beyond this shall be regarded as improper use. The manufacturer/supplier shall not be liable for damage resulting from unauthorized use; the user shall bear the risk alone.
- Usage for the intended purpose also includes complying with the operating manual.

1.3 Safety Instructions

- The device is configured for voltages of 100 to 240 V AC. It only has to be plugged into a grounded socket.
- Only connect the device to other devices which have a protective low voltage.
- Switch off all affected devices (computer, printer, accessories) before connecting or disconnecting.
- This equipment is not suitable for use in locations where children are likely to be present.
- The device may only be used in a dry environment, do not expose it to moisture (sprays of water, mists, etc.).
- Do not use the device in an explosive atmosphere.
- Do not use the device close to high-voltage power lines.
- If the device is operated with the cover open, ensure that people's clothing, hair, jewelry etc. do not come into contact with the exposed rotating parts.
- The device or parts of it can become hot while printing. Do not touch during operation, and allow to cool down before changing material and before disassembly.
- Risk of crushing when closing the cover. Touch the cover at the outside only. Do not reach into the swivel range of the cover.
- Perform only those actions described in this operating manual.
Work going beyond this may only be performed by trained personnel or service technicians.
- Unauthorized interference with electronic modules or their software can cause malfunctions.
- Other unauthorized work on or modifications to the device can also endanger operational safety.
- Always have service work done in a qualified workshop, where the personnel have the technical knowledge and tools required to do the necessary work.
- There are various warning stickers on the device. They draw your attention to dangers.
Warning stickers must therefore not be removed, as then you and other people cannot be aware of dangers and may be injured.
- The maximum sound pressure level is less than 70 dB(A).

**Danger!**

Danger to life and limb from power supply.

- Do not open the device casing.

**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.

1.4 Environment



Obsolete devices contain valuable recyclable materials that should be sent for recycling.

- Send to suitable collection points, separately from residual waste.

The modular construction of the printer enables it to be easily disassembled into its component parts.

- Send the parts for recycling.



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.

2.1 Device Overview

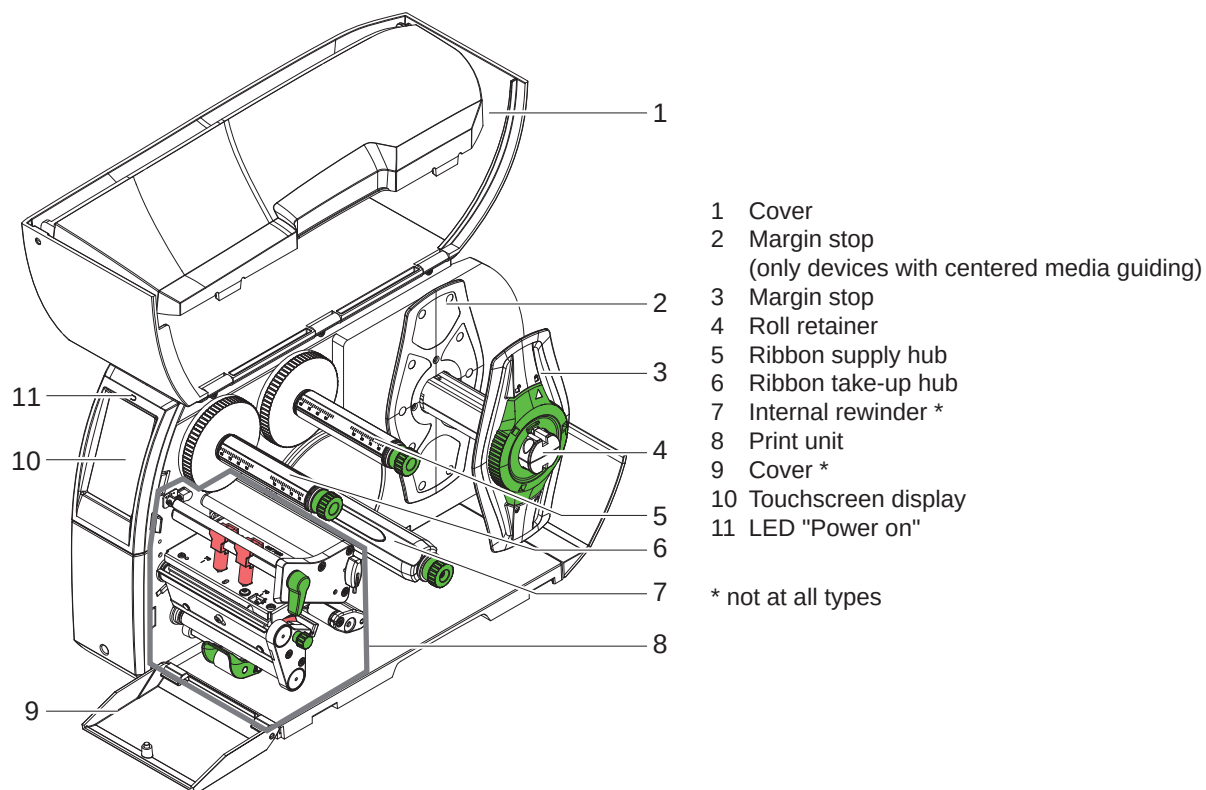


Figure 1 Overview

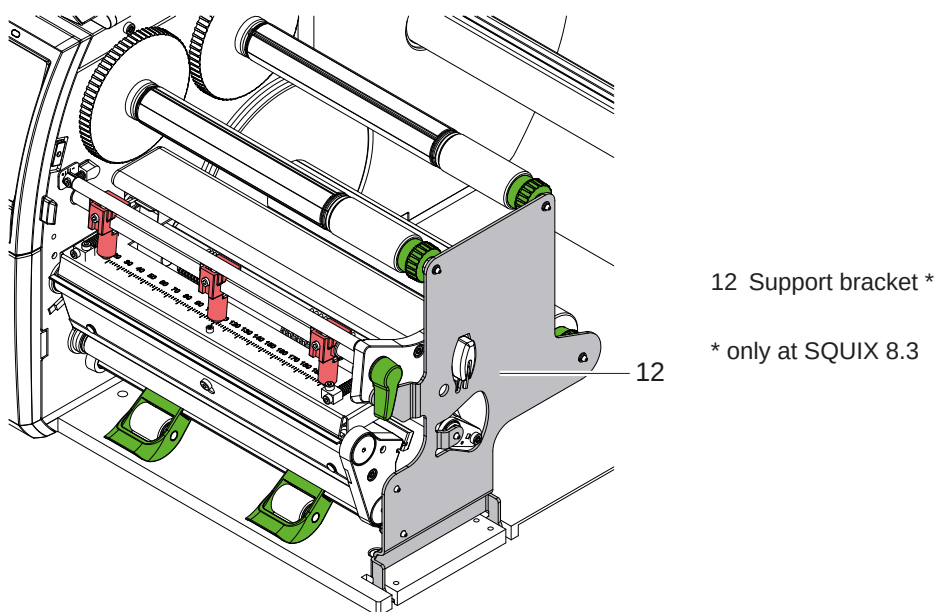


Figure 2 Support bracket SQUIX 8.3

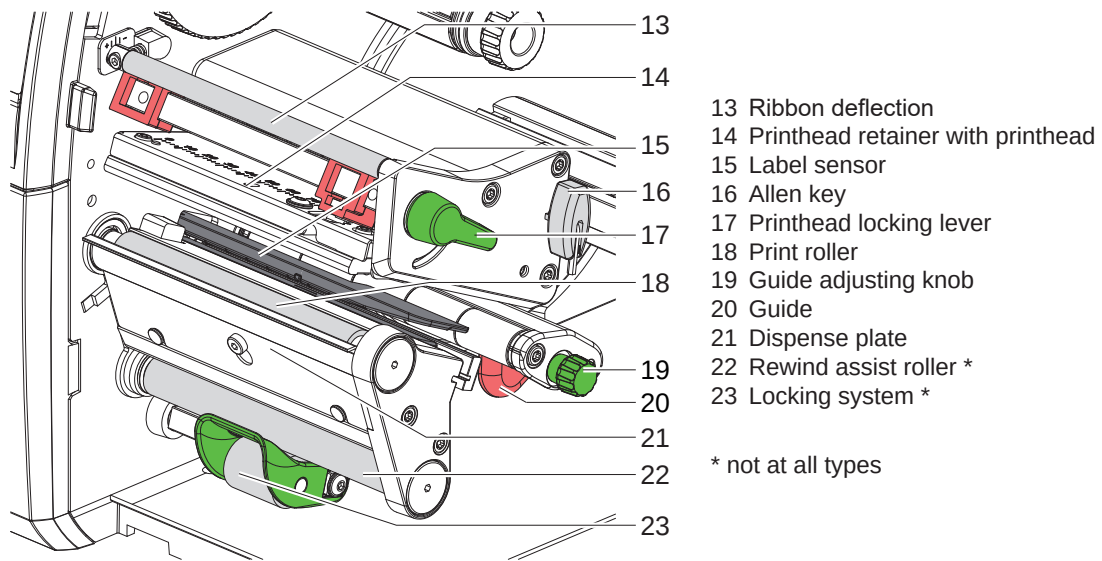


Figure 3 Print unit - devices with left-aligned media guiding (excepting SQUIX 8.3)

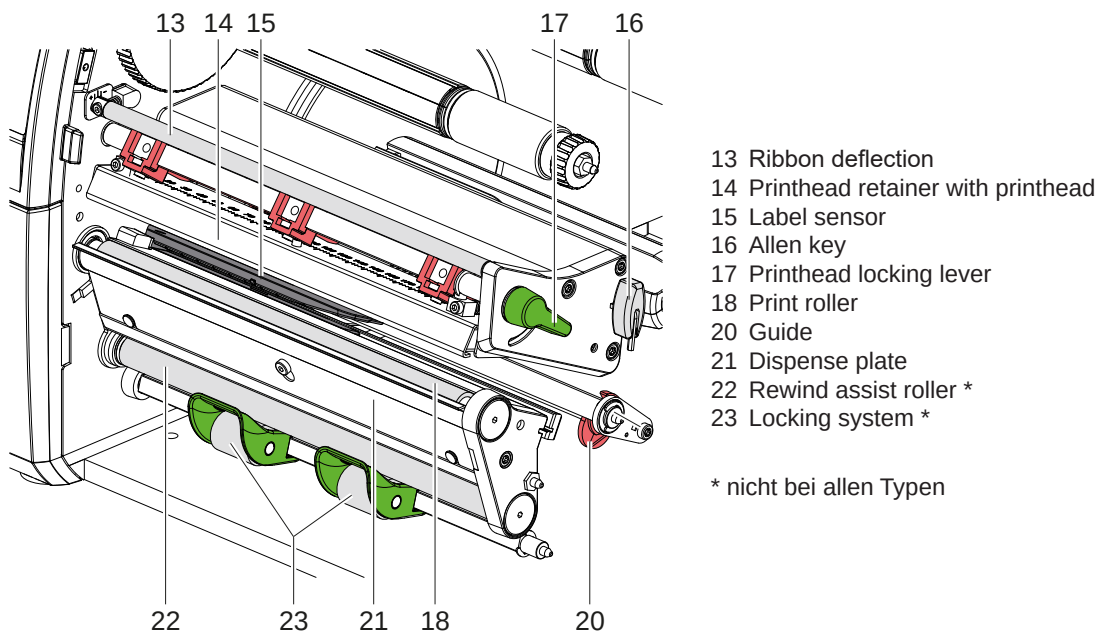


Figure 4 Print unit SQUIX 8.3

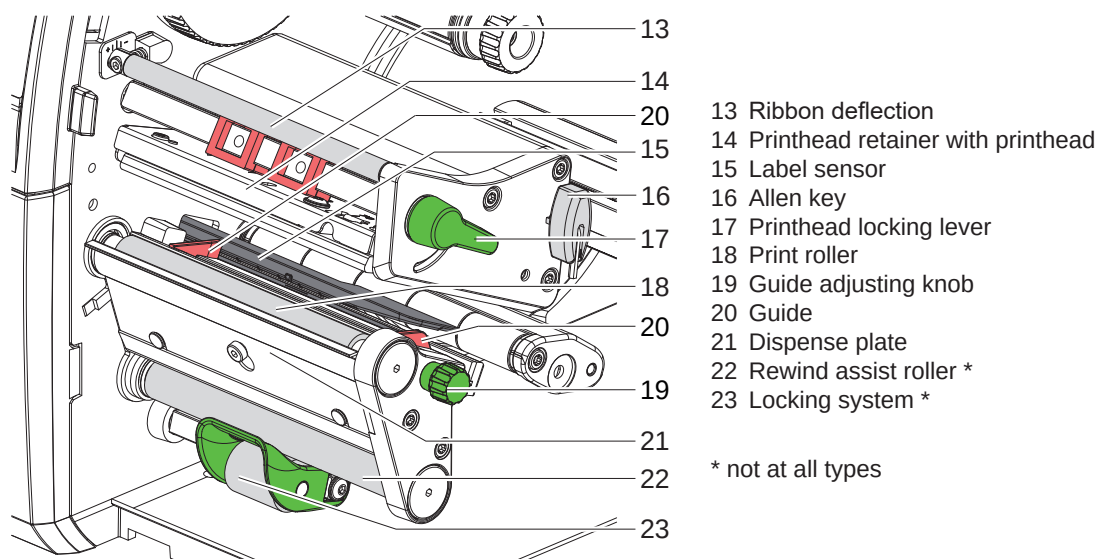


Figure 5 Print unit - devices with centered media guiding

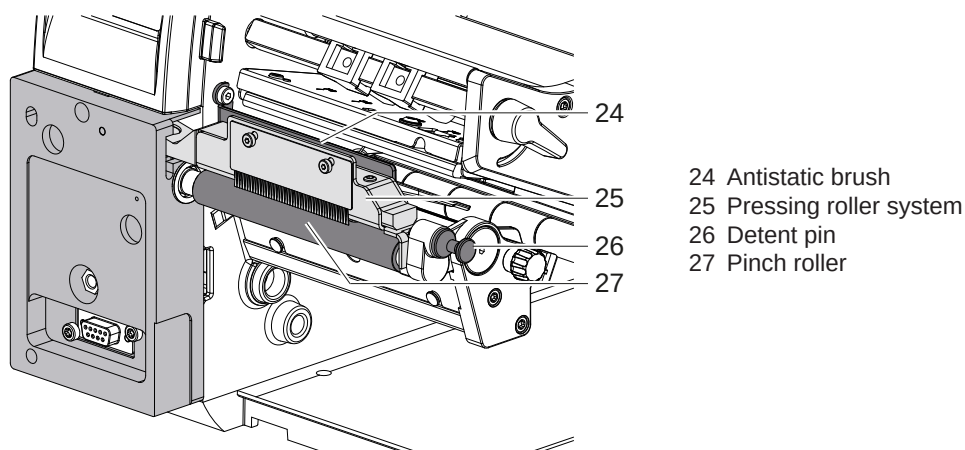


Figure 6 Separator on SQUIX 4MT

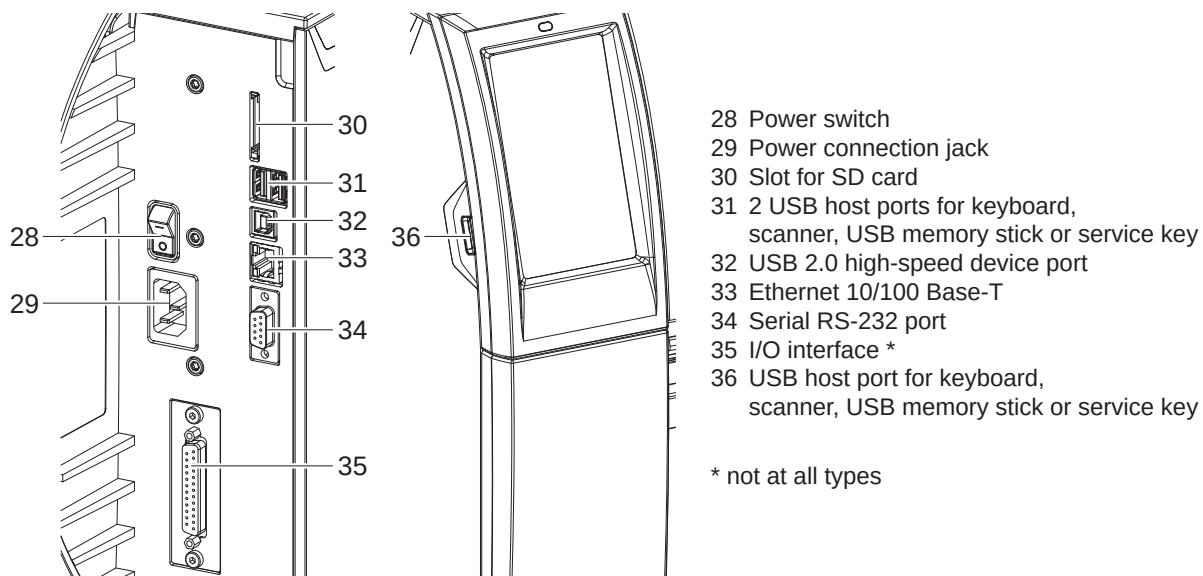


Figure 7 Connections

2.2 Unpacking and Setting-up the Printer

- ▶ Lift the label printer out of the box.
- ▶ Check label printer for damage which may have occurred during transport.
- ▶ Set up printer on a level surface.
- ▶ Remove foam transportation safeguards near the printhead.
- ▶ Check delivery for completeness.

Contents of delivery:

- Label printer
- Power cable
- USB cable
- Operator's Manual
- * Wi-Fi stick (Option)



Note!

Please keep the original packaging in case the printer must be returned.



Attention!

The device and printing materials will be damaged by moisture and wetness.

- ▶ Set up label printers only in dry locations protected from splash water.

2.3 Installing the Wi-Fi stick

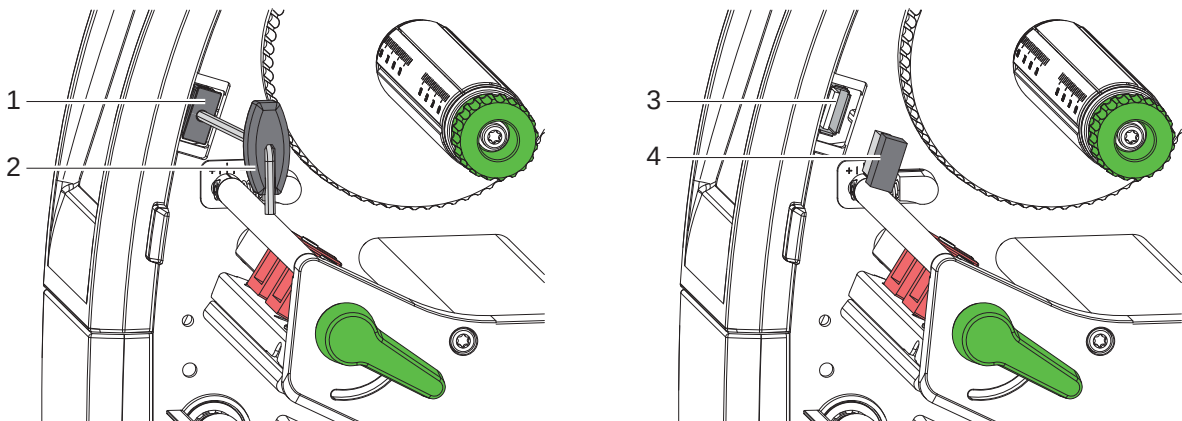


Figure 8 Installing the Wi-Fi stick

- ▶ Remove the cover (1) with the Allen key (2).
- ▶ Connect the Wi-Fi stick (4) to the USB interface (3) in the control panel.

2.4 Connecting the Device

The standard available interfaces and connectors are shown in Figure 7.

2.4.1 Connecting to the Power Supply

The printer is equipped with a wide area power unit. The device can be operated with a supply voltage of 230 V~/50 Hz or 115 V~/60 Hz without adjustment.

1. Check that the device is switched off.
2. Plug the power cable into the power connection socket (29).
3. Plug the power cable into a grounded socket.

2.4.2 Connecting to a Computer or Computer Network



Attention!

Inadequate or no grounding can cause malfunctions during operations.

Ensure that all computers and cables connected to the label printer are grounded.

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

For details of the configuration of the individual interfaces ► Configuration Manual.

2.5 Switching on the Device

When all connections have been made:

- Switch the printer on at the power switch (28).
The printer performs a system test, and then shows the system status *Ready* in the display (10).

The user can control the operation of the printer with the touchscreen display, for example:

- Issuing, interrupting, continuing and canceling print jobs,
- Setting printing parameters, e.g. heat level of the printhead, print speed, interface configuration, language and time of day (▷ Configuration Manual),
- Control stand-alone operation with a memory module (▷ Configuration Manual),
- Update the firmware (▷ Configuration Manual).

Many functions and settings can also be controlled by software applications or by direct programming with a computer using the printer's own commands. ▷ Programming Manual for details.

Settings made on the touchscreen display make the basic settings of the label printer.



Note!

It is advantageous, whenever possible, to make adaptations to various print jobs in the software.

3.1 Start Screen

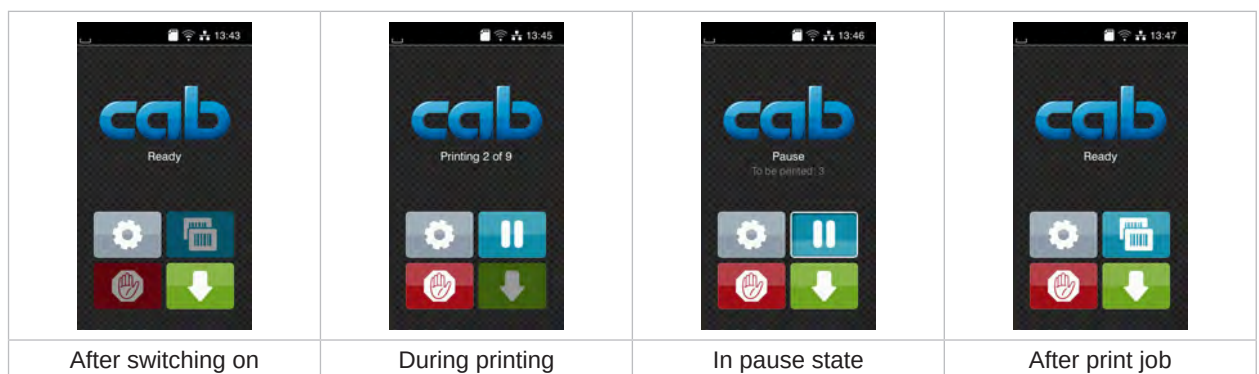


Figure 9 Start screen

The touchscreen display is operated directly by touch:

- To open a menu or select a menu item lightly touch the corresponding symbol.
- To scroll in lists slide finger up or down on the display.

	Open the menu		Repeat the last printed label
	Interrupt the print job		Short touch: Cancel the current print job Long touch: Cancel all print jobs
	Continue the print job		Feed a blank label

Table 1 Symbols on the start screen



Note!

Inactive symbols are shaded.

With special software or hardware configurations additional symbols appear on the start screen:

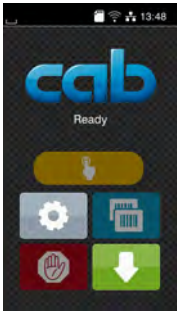
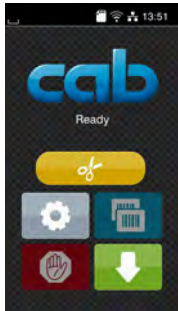
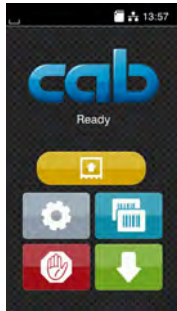
			
Printing on demand without print job	Printing on demand within print job	Direct cut with cutter installed	Label backfeed in tear-off mode

Figure 10 Optional symbols on the start screen

	Release printing of a single label within a print job including peeling-off, cutting...
	Release a direct cut without media feed
	In tear-off mode, the label material will be fed back from the tear-off edge at the end of the job so that the front edge of the next label is under the print line.

Table 2 Optional symbols on the start screen

In the headline several information are displayed as widgets depending on the configuration:

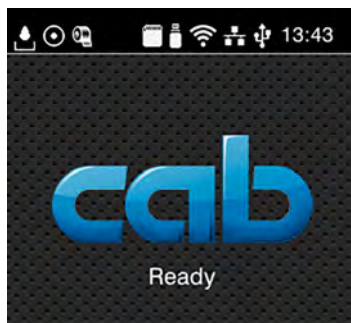


Figure 11 Widgets in the start screen

	Displays the current data transfer in the form of a falling drop.
	The <i>Save data stream</i> function is active ▷ Configuration manual All received data are stored in a .lbl file.
	Warning ribbon end ▷ Configuration manual The remaining diameter of the ribbon supply roll undershoots the set value.
	SD card installed
	USB memory installed
	WiFi connection active The WiFi strength is displayed by the number of white arcs.
	Ethernet connection active
	USB connection active
	abc program active
	Clock time

Table 3 Widgets in the start screen

3.2 Navigation in the Menu

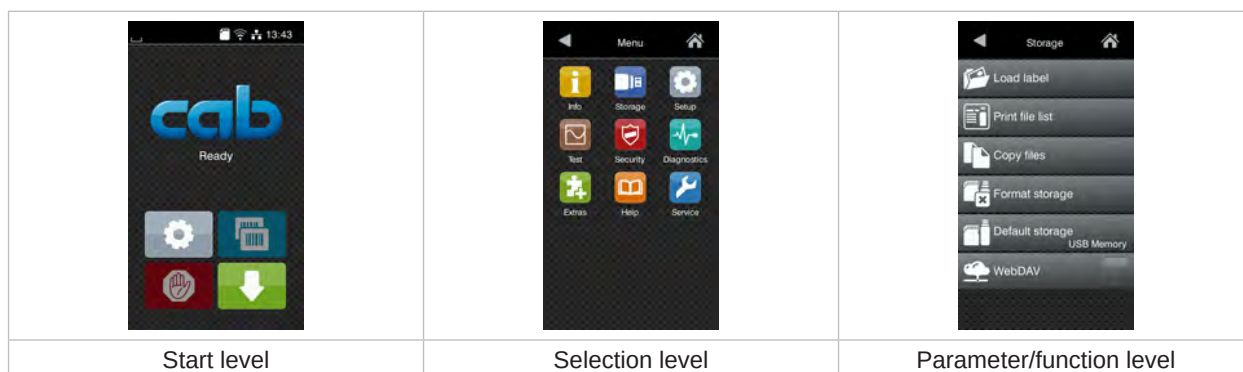


Figure 12 Menu levels

- ▶ To open the menu select  on the start screen.
- ▶ Select a theme in the selection level.
Several themes have substructures again with selection levels.
To return from the current level to the upper one select . To leave the menu select .
- ▶ Continue the selection until the parameter/function level is reached.
- ▶ Start a function. The function may only start after a preparatory dialog.
- or -
Select a parameter to set. The setup possibilities are depending from the parameter type.

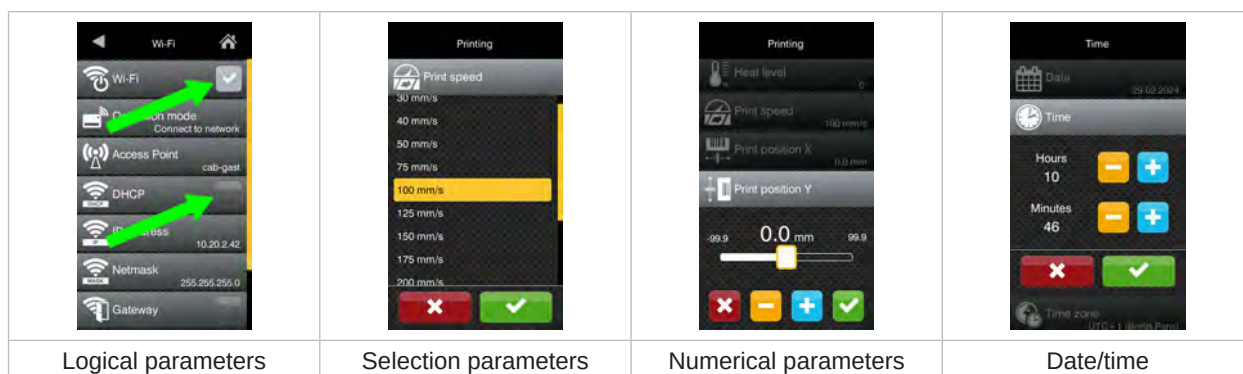


Figure 13 Samples for parameter setting

	Scroll bar for rough value setting
	Decreasing the value step-by-step
	Increasing the value step-by-step
	Return without saving the setting
	Return with saving the setting
	Parameter is disabled, touching enables the parameter
	Parameter is enabled, touching disables the parameter

Table 4 Buttons for parameter setting

**Note!**

For adjustments and simple installation work, use the accompanying Allen key located in the top section of the print unit. No other tools are required for the work described here.

4.1 Opening and Closing the Support Bracket SQUIX 8.3

For additional bearing of the roller and printhead assemblies and the ribbon hubs the SQUIX 8.3 is equipped with a support bracket (1) .

**Notice!**

For loading and removing material on SQUIX 8.3 it is necessary to open and close the support bracket in addition to the steps described in the following chapters.

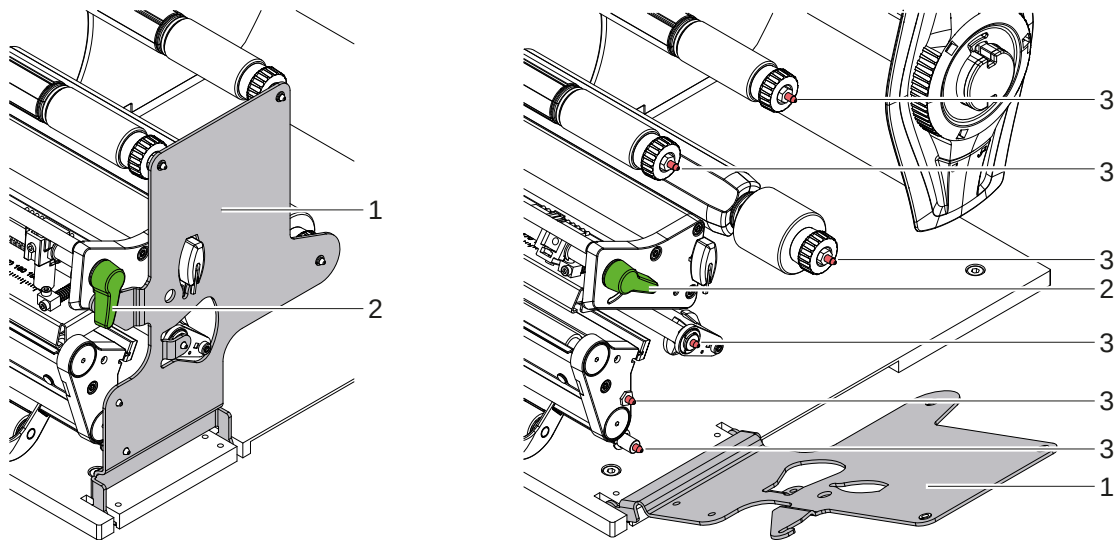


Figure 14 Support bracket SQUIX 8.3

Opening the Support Bracket

- ▶ Open cover.
- ▶ Turn lever (2) counterclockwise to lift the printhead.
- ▶ Open the support bracket (1).
Labels and transfer ribbon can be loaded or removed.

Closing the Support Bracket

- ▶ Turn lever (2) counterclockwise until it stops.
- ▶ Close the support bracket (1). Ensure that the all pins (3) are captured by the drillings of the support bracket.
- ▶ Turn lever (2) clockwise to lock the printhead.

**Attention!**

Loss of print quality.

- ▶ Operate or adjust the printer with closed support bracket only !
Operation with support bracket open is not prevented but the print quality may become poor.

4.2

4.2.1

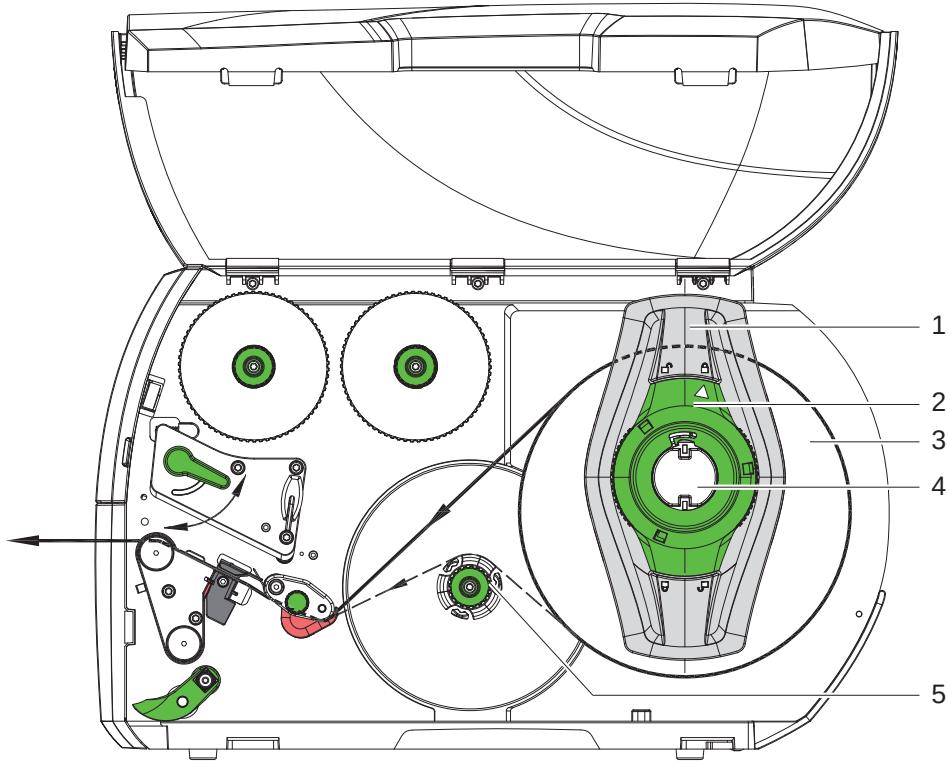


Figure 15 Loading media from roll

1. Open cover.
2. Turn ring (2) at the margin stop (1) counterclockwise, so that the arrow points to the symbol , and thus release the margin stop.
3. Remove the margin stop (1) from the roll retainer (4).
4. Load label roll (3) on the roll retainer in such a way that the labels can be inserted into the printhead in the right position. The printing side of the labels must be visible from above.
5.
 - * Devices with left-aligned media guiding
Re-mount the margin stop (1) onto the roll retainer (4). Push the margin stop (1) to the roll (3) until the roll touches the chassis and the margin stop (1) and a clear resistance is encountered.
 - * Devices with centered media guiding
Re-mount the margin stop (1) onto the roll retainer (4). Push the margin stop (1) to the roll (3) until the roll touches both margin stops and a clear resistance is encountered.
6. Turn ring (2) clockwise, so that the arrow (10) points to the symbol , and thus fix the margin stop (1) on the roll retainer (4).
7. Supply longer label strips:
For Peel-Off or Rewind mode: approx. 60 cm
For Tear-Off mode: approx. 40 cm

4.2.2 Inserting the Media into the Printhead

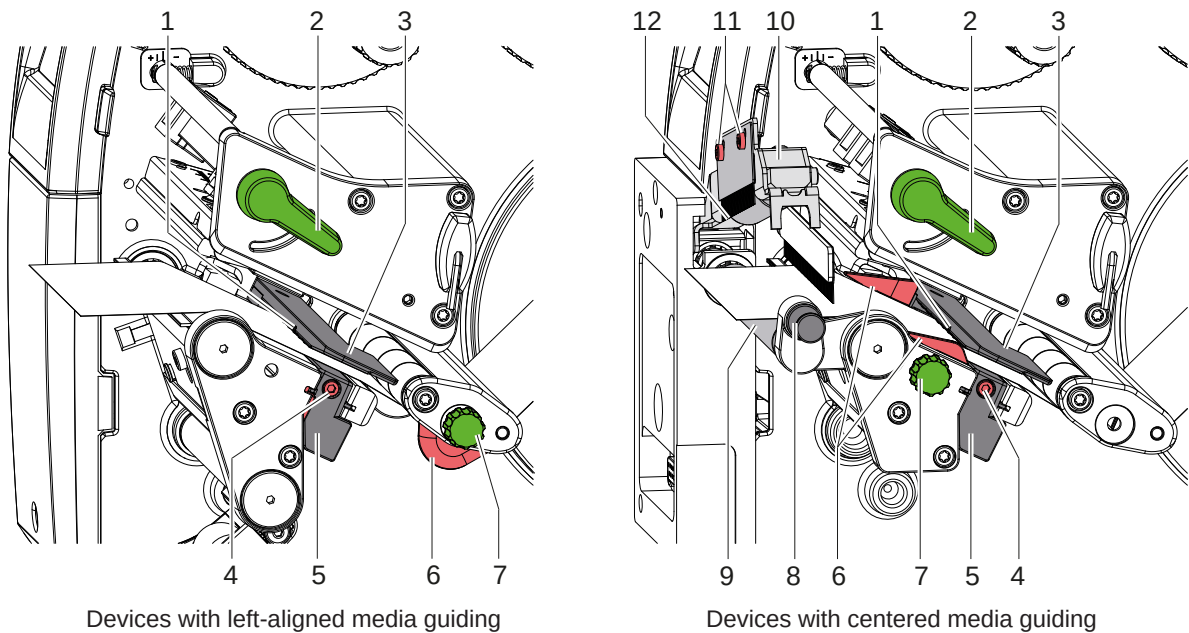


Figure 16 Inserting the media into the printhead

1. Turn lever (2) counterclockwise to lift the printhead.
2. * SQUIX MT: Pull the detent pin (8). The pressing roller system (10) will swing upwards.
3. Adjust the guide(s) (6) with the knob (7) or directly at SQUIX 8.3 in such a way that
 - * Devices with left-aligned media guiding
the media can pass between the guide and the chassis.
 - * Devices with centered media guiding
the media can pass between the two guides.
4. Guide label strip over the internal rewinder to the print unit.
5. Guide label strip through the label sensor (3) in such a way that it exits the print unit between the printhead and the print roller.
6. * SQUIX MT: Guide label strip further between pressing roller system (10) and pinch roller (8) of the separator, pull the detent pin, push the pressing roller system (10) downwards and lock it with the detent pin. With the pressing roller system closed, loosen the screws (11), set the distance between the tips of the antistatic brush (12) and the label material to 1 mm and tighten the screws again.
7. Move guide(s) (6) against the edge(s) of the material by turning the knob (7).

4.2.3 Setting the Label Sensor

The label sensor can be shifted perpendicular to the direction of paper flow for adaptation to the media. The sensor unit (1) of the label sensor is visible from the front through the print unit and is marked with an indentation in the label sensor retainer. When the printer is switched on, a yellow LED illuminates the sensor position.

- Loosen screw (4).
- Position label sensor with tab (5) in such a way that the sensor (1) can detect the label gap or a reflex or perforation mark.
- or, if the labels deviate from a rectangular shape, -
- Align label sensor using the tab (5) with the front edge of the label in the direction of paper flow.
- Tighten screw (4).

For use in tear-off mode only:

- Turn lever (2) clockwise to lock the printhead.

The labels are loaded for use in tear-off mode.

4.2.4 Winding up the Media Strip in Rewind Mode

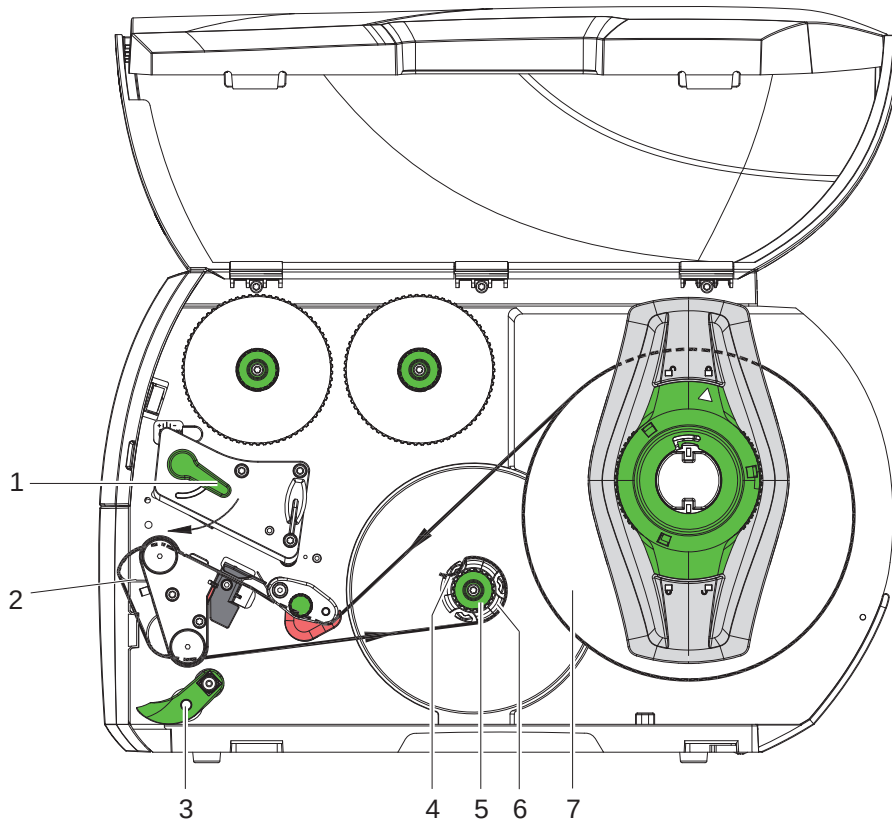


Figure 17 Guiding the media in rewind mode

In rewind mode, the labels are wound up internally after printing for later use.

1. Install rewind guide plate (▷ 4.5 on page 22).
2. Lift the pinch roller (3) off the rewind assist roller.
3. Guide label strip around the rewind guide plate (2) to the internal rewinder (6).
4. Hold rewinder (6) firmly and turn knob (5) clockwise until it stops.
5. Push label strip under a bracket (4) of the rewinder and turn knob (5) counterclockwise until it stops.
The rewinder is fully spread, thus gripping the label strip firmly.
6. Turn rewinder (6) counterclockwise to tighten the label strip.
7. Turn lever (1) clockwise to lock the printhead.

The labels are loaded for use in rewind mode.

4.2.5 Removing the Wound Roll

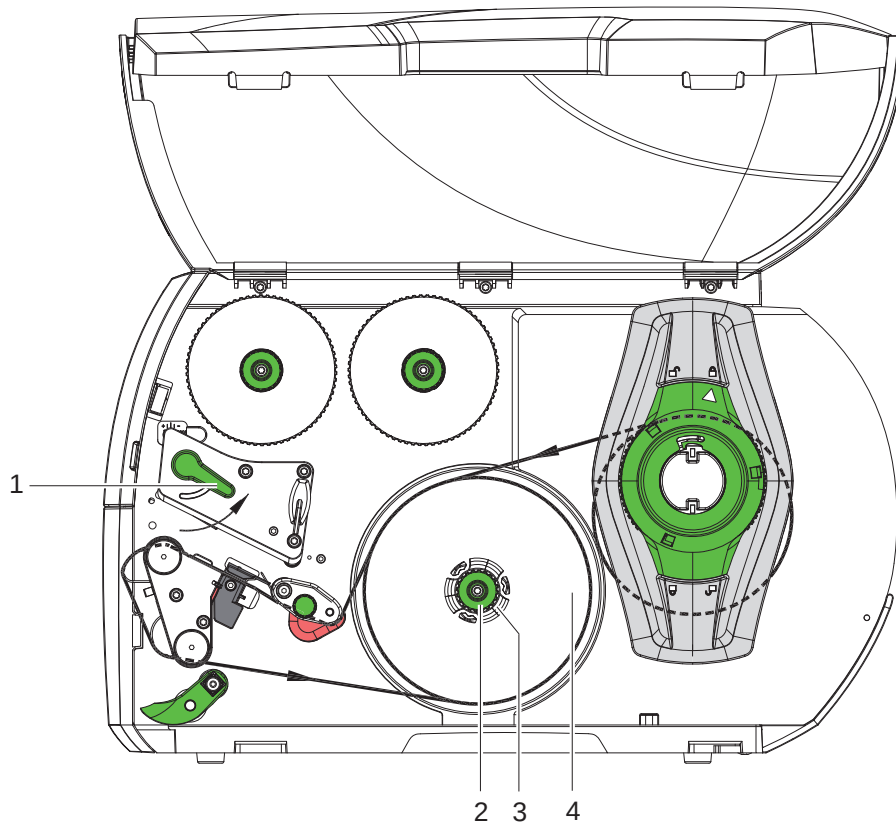


Figure 18 Removing the wound roll

1. Turn lever (1) counterclockwise to lift the printhead.
2. Cut label strip and wind it fully around the rewinder (3).
3. Hold rewinder (3) firmly and turn knob (2) clockwise.
The rewinder spindle relaxes and the wound roll (4) is released.
4. Remove wound (4) roll from rewinder (3).

4.2.6 Winding up the Liner in Peel-Off mode

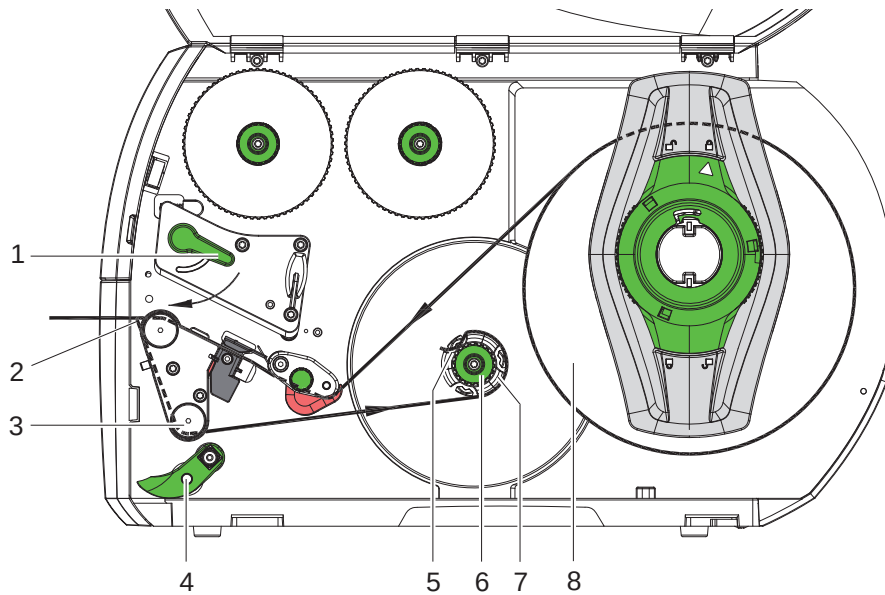


Figure 19 Guidance of the material in peel-off mode

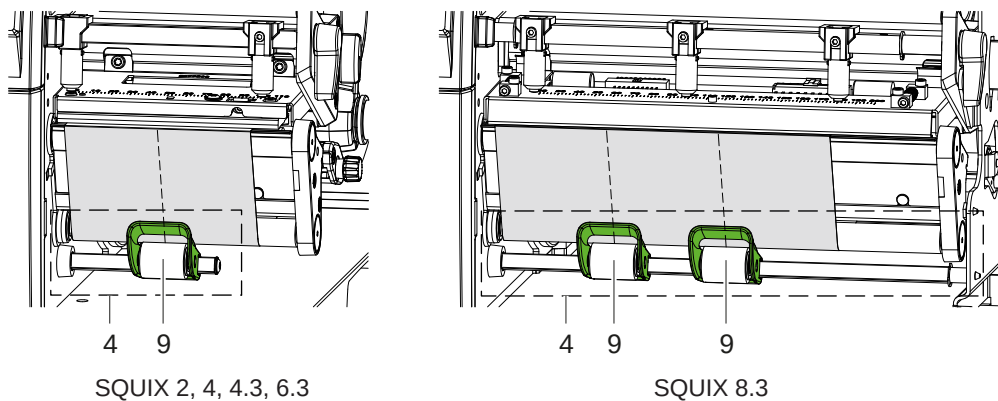


Figure 20 Aligning the pinch rollers

In Peel-Off mode, the labels are removed after printing, and only the liner is wound up internally.

1. Lift the locking system (4) off the rewind assist roller (3).
2. Remove labels from the first 100 mm of the liner.
3. Guide liner to the rewriter (7) around the dispense plate (2) and the rewind assist roller (3).
4. Hold rewriter (7) firmly and turn knob (6) clockwise until it stops.
5. Push liner under a bracket (5) of the rewriter (7) and align the outer edge of the strip to the media roll (8).
6. Turn knob (6) counterclockwise until it stops.
The rewriter is fully spread, thus gripping the liner firmly.
7. Turn rewriter (7) counterclockwise to tighten the liner.
8. * SQUIX 2, 4, 4.3, 6.3: Position the pinch roller (9) centrally to the liner.
* SQUIX 8.3: Position the pinch rollers (9) at one-third and two-thirds of the liner width.
9. Swing the locking system (4) against the rewind assist roller (3).
10. Turn lever (1) clockwise to lock the printhead.

The labels are loaded for use in peel-off mode.

4.3 Loading Fanfold Media

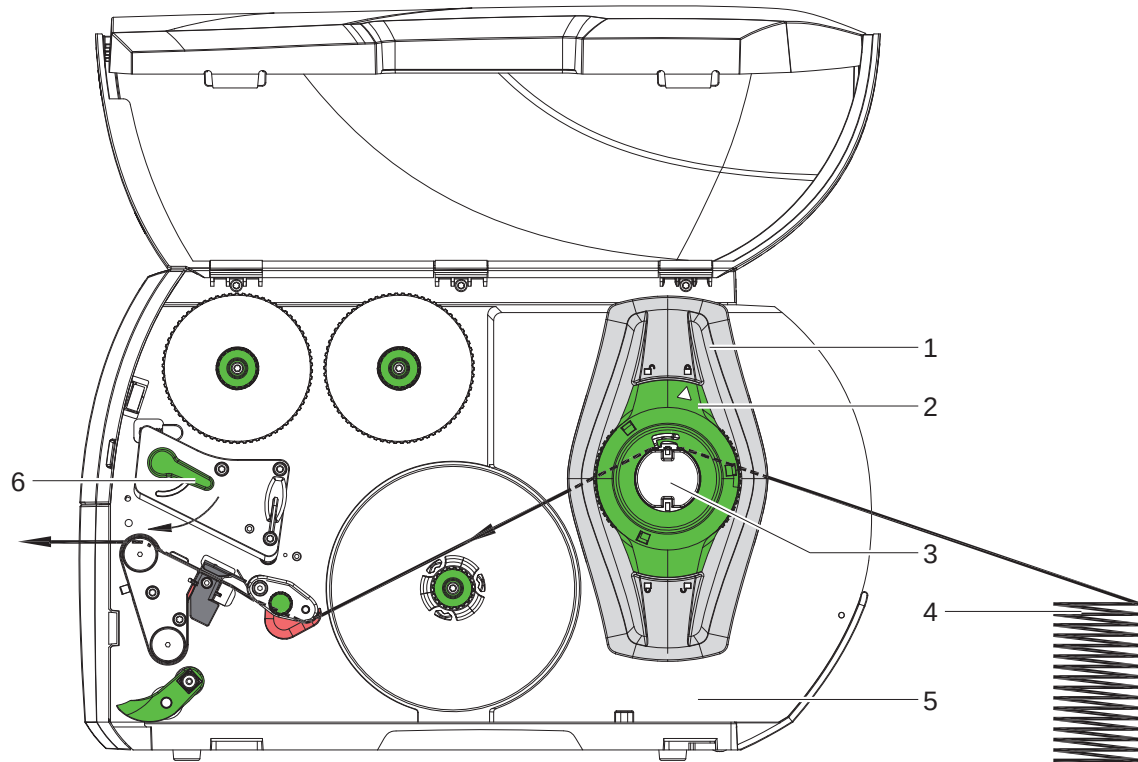


Figure 21 Feed path of fanfold media

1. Turn ring (2) counterclockwise, so that the arrow points to the symbol , and thus release the margin stop (1).
2. Move the margin stop(s) (1) in such a position that
 - * Devices with left-aligned media guiding the media can pass between the margin stop and the chassis.
 - * Devices with centered media guiding the media can pass between the two margin stops.
3. Position media stack (4) behind the printer. Ensure that labels on the strip are visible from above.
4. Guide the media strip over the roll retainer (3) to the print unit.
5. Move the margin stop (1) against the media strip until chassis (5) and margin stop (1) or both margin stops touch the media strip without clamping or bending it.
6. Turn ring (2) clockwise, so that the arrow points to the symbol , and thus fix the margin stop (1) on the roll retainer (3).
7. Insert media strip into printhead (▷ 4.2.2 on page 16).
8. Set the label sensor (▷ 4.2.3 on page 16).
9. Set the head locking system (▷ 4.4 on page 21).
10. Turn lever (6) clockwise to lock the printhead.

4.4 Setting the Head Locking System

Devices with left-aligned media guiding

The printhead is pushed on via two plungers. The location of the outer plunger must be set to the width of the label medium used so as to

- achieve even print quality across the entire label width
- prevent wrinkles in the feed path of the transfer ribbon
- prevent premature wearing of the print roller and printhead.

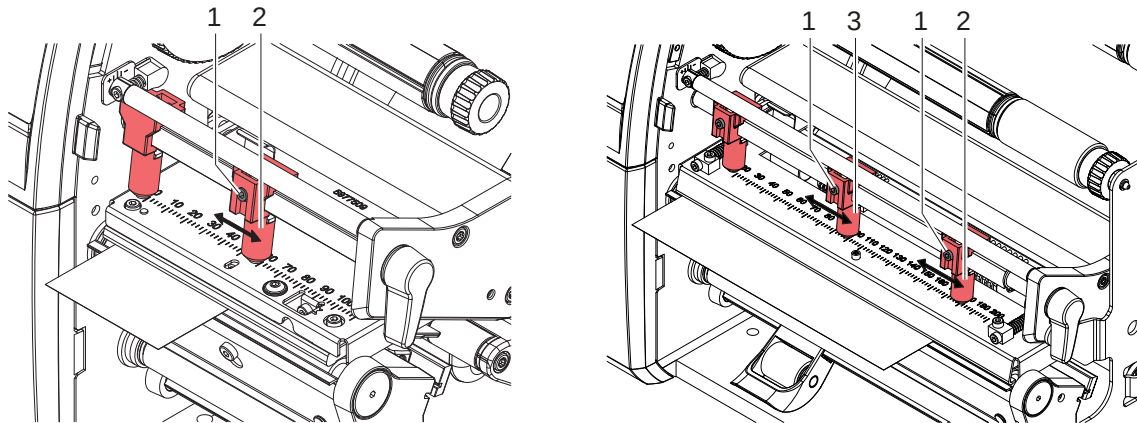


Figure 22 Setting the head locking system - devices with left-aligned media guiding

- Loosen threaded pin (1) at outer plunger (2) with Allen key.
- Position outer plunger (2) over the outer media edge.
- Tighten threaded pin (1).
- On SQUIX 8.3 align the middle plunger (3) to the middle of the labels.

Devices with centered media guiding

The printhead is pushed on via two plungers (1). In the basic setting the plungers are set in the middle of the printhead retainer. This setting can be used for the most applications.

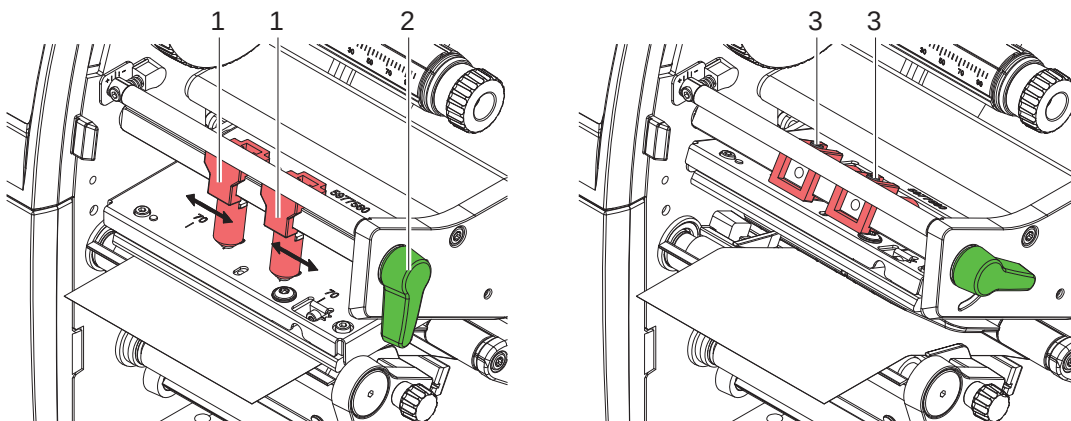


Figure 23 Setting the head locking system - devices with centered media guiding

If the print density decreases in the outer areas when using very large media, the plungers can be displaced :

- Loosen threaded pins (3) at the plungers (1) with Allen key.
- Turn lever (2) clockwise to lock the printhead.
- Displace plungers to the scale value 70.
- Tighten the threaded pins (3).

4.5 Removing and Installing the Rewind Guide Plate, Dispense Plate or Tear-off Plate

To convert the printer for use in another operating mode, a rewind guide plate (2a), a dispense plate (2b) or a tear-off plate (2c) may need to be installed.

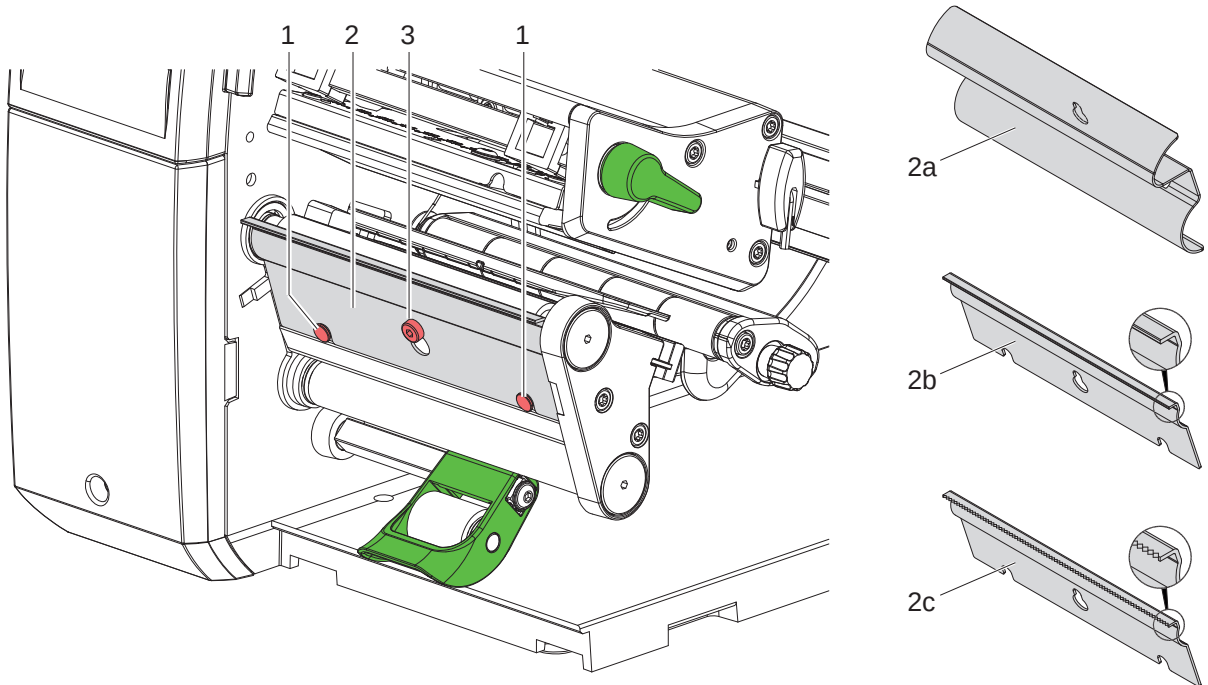


Figure 24 Removing and installing the rewind guide plate, dispense plate or tear-off plate

Removing a plate

- Loosen screw (3) several turns.
- Slide plate (2) upwards and remove it.

Installing a plate

- Place plate (2) onto the screw (3) and slide it downwards behind the pins (1).
- Tighten screw (3).

4.6 Loading Transfer Ribbon

**Note!**

With direct thermal printing, do not load a transfer ribbon; if one has already been loaded, remove it.

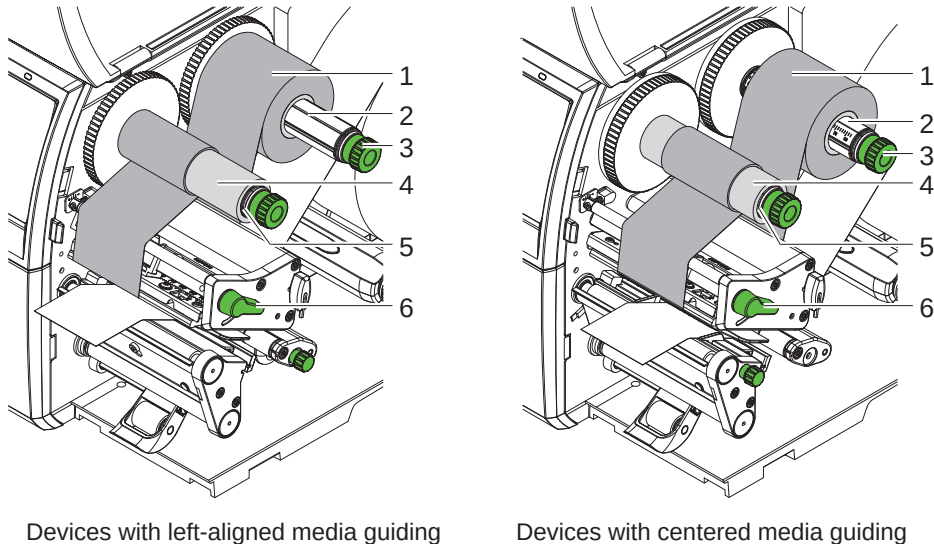


Figure 25 Loading transfer ribbon

1. Clean printhead before loading the transfer ribbon (▷ 6.3 on page 27).
2. Turn lever (6) counterclockwise to lift the printhead.
3. Slide transfer ribbon roll (1) onto the ribbon supply hub (2) so that the color coating of the ribbon faces downward when being unwound.
4. * Devices with left-aligned media guiding
Slide the roll (1) until it stops.
* Devices with centered media guiding
Position the roll in such a way that both ends of the roll show identical scale values.
5. Hold transfer ribbon roll (1) firmly and turn knob on ribbon supply hub (3) counterclockwise until the transfer ribbon roll is secured.
6. Slide suitable transfer ribbon core (4) onto the transfer ribbon take-up hub (5) and secure it in the same way.
7. Guide transfer ribbon through the print unit as shown in Figure 26.
8. Secure starting end of transfer ribbon to the transfer ribbon core (4) with adhesive tape. Ensure counterclockwise rotation direction of the transfer ribbon take-up hub here.
9. Turn transfer ribbon take-up hub (5) counterclockwise to smooth out the feed path of the transfer ribbon.
10. Turn lever (6) clockwise to lock the printhead.

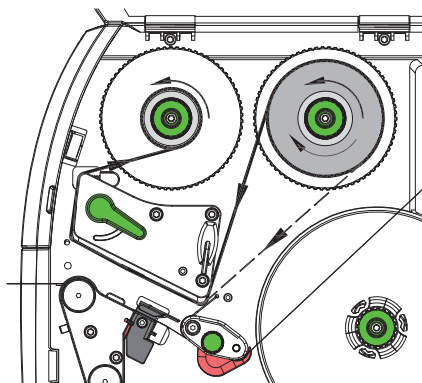


Figure 26 Transfer ribbon feed path

4.7 Setting the Feed Path of the Transfer Ribbon

Transfer ribbon wrinkling can lead to print image errors. The transfer ribbon deflection (3) can be adjusted so as to prevent wrinkles.



Note!

A maladjustment of the head locking system may also cause ribbon wrinkling (▷ 4.4 on page 21).

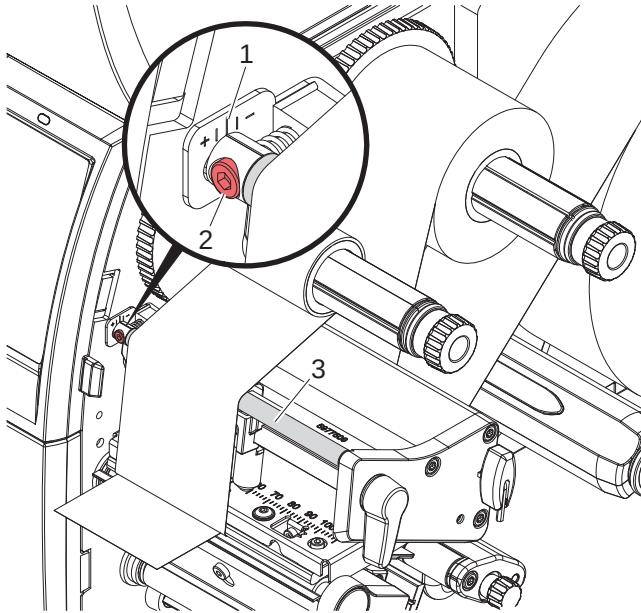


Figure 27 Setting the feed path of the transfer ribbon



Note!

The adjustment is best carried out during printing.

- ▶ Read current setting on the scale (1) and record if necessary.
- ▶ Turn screw (2) with Allen key and observe the behavior of the ribbon.
In the + direction, the inner edge of the ribbon is tightened, and the outer edge is tightened in the - direction.

**Attention!**

Printhead damage caused by improper handling!

- ▶ Do not touch the underside of the printhead with fingers or sharp objects.
- ▶ Ensure that the labels are clean.
- ▶ Ensure that the label surfaces are smooth. Rough labels may reduce the service life of the printhead.
- ▶ Print with the lowest possible printhead temperature.

The printer is ready for operation when all connections have been made and labels and, if applicable, the transfer ribbon have been loaded.

5.1 Synchronization of the Paper Feed

After the label stock has been inserted, for peel-off or cutting mode a synchronization of the paper feed is required. That way the first label, which is detected by the label sensor, will be transported to the print position and all labels in front will be fed out of the printer. So the synchronization avoids, that blank labels are peeled-off together with the first printed label or that the first cut label would be too long. Both effects can cause useless first labels.

- ▶ Select  to start the synchronization.
- ▶ Remove the blank labels peeled-off or cut during the synchronization.

**Note!**

Synchronization is not necessary if the printhead was not opened between different print jobs, even if the printer was switched off.

5.2 Tear-off Mode

In tear-off mode, labels or continuous media are printed. After printing, the label strip can be separated by hand. The label printer must be equipped with a tear-off plate for this ▷ 4.5 on page 22.

5.3 Peel-off Mode

In Peel-off mode, the labels are automatically peeled off the liner after printing and presented for removal. The liner is wound up by the internal rewinder. This mode is available only on the peel-off printer versions. The printer must be equipped with a dispense plate.

**Attention!**

Peel-off mode must be activated in the software.

This is done with the "P command" in the direct programming, ▷ Programming Manual.

- In the most simple case the peel-off mode can be controlled without optional device by the touchscreen display:
 - ▶ Start a print job in peel-off mode.
 - ▶ Start every peel-off cycle by pressing  on the touchscreen display.
- When using the optional peel-off sensors of the PS series the label in the peel position will be detected by an optical sensor. After the label has been removed the next label will be printed and fed to the peel position ▷ separate documentation.
- When using applicators the labels can be applied to a product directly after printing ▷ separate documentation.

5.4 Internal Rewinding

The labels are wound up internally after printing with the carrier medium for later use. This mode is available only on the peel-off printer versions.

The label printer must be equipped with a rewind guide plate for this ▷ 4.5 on page 22.

5.5 Suppressing Backfeed (SQUIX MT only)



Note!

Feeding back the material to the printhead in the cut mode or between print jobs is not allowed for SQUIX MT.

To avoid the backfeed :

- ▶ In the printer driver menu **General > Print Settings > Advanced Setup > Options**
 - deactivate the setting "**Single buffer mode**".
- or
- ▶ For direct programming ▷ Programming Manual
 - do not use the command **O S**.

5.6 Avoiding Loss of Material (SQUIX MT only)



Attention!

Loss of material!

At SQUIX MT a media backfeed from the cutting edge to the printhead is not allowed due to the reliability of the media transport.

Therefore every interruption of the continuous print process has the following consequences :

- The print of the current label/section will be completed. The printed label will be fed through the cutter and will be cut. The media between printhead and cutter will remain blank.
- Upon resumption of printing the media between printhead and cutter will not be fed back. The print will be started at the media position currently laying under the printhead.
- Following blank sections are generated, which cannot be used.
- For operation with cutter the length of the blank section is at least 50 mm for continuous material. For structured media where the print image has to be synchronized to the media transport the loss of material can reach a length of more than 300 mm.

To minimize the loss of material it is necessary to avoid interruptions of the continuous print process.

- ▶ Interrupt the print process with the pause key only if it is absolute necessary.
- ▶ Avoid print jobs with a small amount of labels/sections, especially single prints.

Optimization of the Data Transfer

If sequent labels/sections contain differing information, the internal preparation of the second sections must be completed before the printing of the first section has been finished !

Otherwise the first section will be fed to the cutter without printing the next section. The print of the second section begins only after cutting off the first section.

Therefore it is necessary to minimize the data to be transferred. i.e. to avoid transferring complete label descriptions and to transfer the changing data only :

- ▶ Activate In the printer driver menu **General > Print Settings > Advanced Setup > Options** the setting "**Force optimization for all software**" .
- or
- ▶ For direct programming use the replace command **R** for changing data ▷ Programming Manual.

6.1 Cleaning Information

**Danger!**

Risk of death via electric shock!

► **Disconnect the printer from the power supply before performing any maintenance work.**

The label printer requires very little maintenance.

It is important to clean the thermal printhead regularly. This guarantees a consistently good printed image and plays a major part in preventing premature wear of the printhead.

Otherwise, the maintenance is limited to monthly cleaning of the device.

**Attention!**

The printer can be damaged by aggressive cleansers.

Do not use abrasive cleaners or solvents for cleaning the external surfaces or modules.

Recommended Cleaners

Print and rewind guide roller	Roller cleaner W1 (Part No. 9200051)
Printhead and label sensor	Isopropanol > 99,9%
Other surfaces	Isopropanol 70-100%

Table 5 Recommended cleaners

► Remove dust and paper fluff from the print area with a soft brush or vacuum cleaner.

6.2 Cleaning the Print Roller

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

- Lift the printhead.
- Remove labels and transfer ribbon from the printer.
- Remove deposits with roller cleaner W1 and a soft cloth.
- Wait 2–3 minutes before commissioning the printer.
- If the roller appears damaged, replace it ► Service Manual.

6.3 Cleaning the Printhead

Cleaning intervals: direct thermal printing - every media roll change
 thermal transfer printing - every ribbon roll change

Substances may accumulate on the printhead during printing and adversely affect printing, e.g. differences in contrast or vertical stripes.

**Attention!**

Printhead can be damaged!

Do not use sharp or hard objects to clean the printhead.

Do not touch protective glass layer of the printhead.

**Attention!**

Risk of injury from the hot printhead line.

Ensure that the printhead has cooled down before starting cleaning.

- Lift the printhead.
- Remove labels and transfer ribbon from the printer.
- Clean printhead surface with a cotton swab or a soft cloth soaked in >99% isopropanol.
- Allow printhead to dry for 2–3 minutes before resuming printing.

6.4 Cleaning the Label Sensor



Attention!

Label sensor can be damaged!

The cleaning method described here cannot be used for SQUIX 6.3 and SQUIX 8.3. There is a risk that the label sensor cable could be ripped out.

► In the case of the SQUIX 6.3 or SQUIX 8.3, commission cleaning by the Service Department.



Attention!

Label sensor can be damaged!

Do not use sharp or hard objects or solvents to clean the label sensor.

The label sensor can become dirtied by paper dust. This can adversely affect label detection.

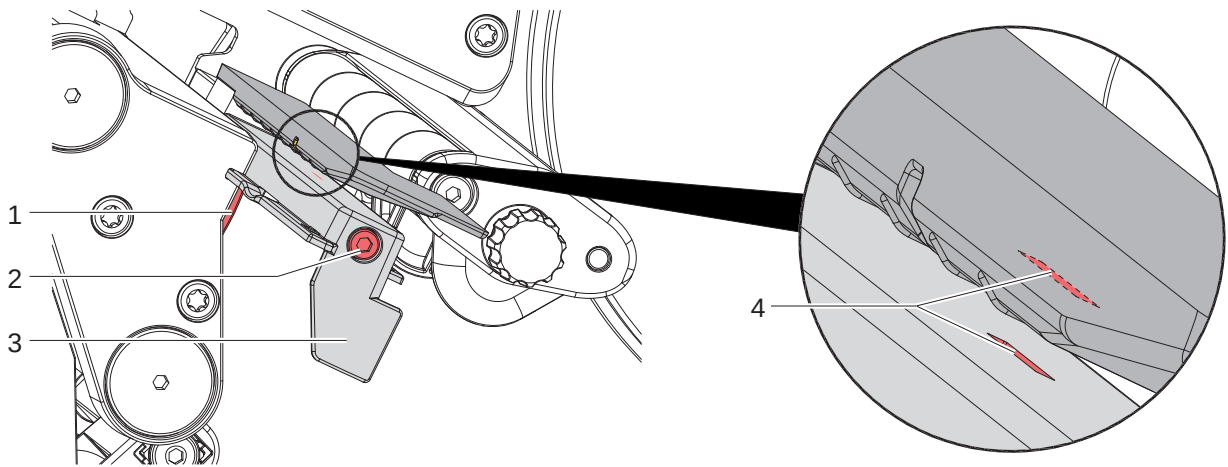


Figure 28 Cleaning the label sensor

1. Remove labels and transfer ribbon from the printer.
2. Loosen screw (2).
3. Hold pressed the button (1) and slowly pull label sensor outward via the tab (3). Ensure that the label sensor cable is not tensioned by this.
4. Clean label sensor and the slots (4) with brush or soft cloth soaked in >99% isopropanol.
5. Push label sensor back via tab (3) and set it (► 4.2.3 on page 16).
6. Reload labels and transfer ribbon.

7.1 Error Display

The appearance of an error will be shown on the display:

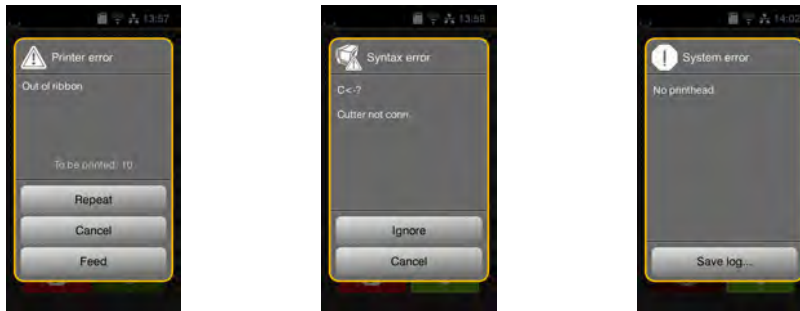


Figure 29 Error display

The error correction depends on the error type ▷ 7.2 on page 29.

The display offers the following possibilities to continue after an error occurred:

<i>Repeat</i>	The print job will be continued after clearing the error cause.
<i>Cancel</i>	The print job will be cancelled.
<i>Feed</i>	The paper feed will be synchronized. Then the print job can be continued.
<i>Ignore</i>	The error message will be ignored. The print job will be continued, possibly with limited performance.
<i>Save log</i>	The error does not allow print operation. For detailed analysis several system files can be saved on an external memory.

Table 6 Button in the error display

7.2 Error Messages and Fault Correction

Error message	Cause	Remedy
<i>Barcode error</i>	Invalid barcode content, e.g. alphanumeric characters in a numerical barcode	Correct the barcode content.
<i>Barcode too big</i>	The barcode is too big for the allocated area of the label	Reduce the size of the barcode or move it.
<i>Buffer overflow</i>	The input buffer memory is full and the computer is still transmitting data.	Use data transmission via protocol (preferably RTS/CTS).
<i>Device not conn.</i>	Programming addresses a non-existent device	Either connect this device or correct the programming.
<i>File not found</i>	Requested file is not on the card	Check the contents of the card.
<i>Font not found</i>	Error with the selected download font	Cancel current print job, change font.
<i>Memory overflow</i>	Current print job contains too much information, e.g. selected font, large graphics	Cancel current print job. Reduce amount of data to be printed.
<i>Name exists</i>	Duplicate usage of field name in the direct programming	Correct programming
<i>No label found</i>	There are labels missing on the label material	Press <i>Repeat</i> repeatedly until 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 current print job. Change the label format set in the software. Restart print job.
	Printer is loaded with continuous material, but the software is set on labels	Cancel current print job. Change the label format set in the software. Restart the print job.
<i>No label size</i>	The size of the label is not defined in the programming.	Check programming.

Error message	Cause	Remedy
<i>Out of paper</i>	Out of label roll	Load labels.
	Error in the paper feed	Check paper feed.
<i>Out of ribbon</i>	Out of transfer ribbon	Insert new transfer ribbon.
	Transfer ribbon melted during printing	Cancel current print job. Change the heat level via software. Clean the printhead ▷ 6.3 on page 27 Load transfer ribbon. Restart print job.
	The printer is loaded with direct thermal label material, but the software is set to transfer printing	Cancel current print job. Set software to direct thermal printing. Restart print job.
<i>Pinch roller open</i>	Pinch roller at the rewind guide roller is not locked in peel-off mode	Swing the pinch roller against the rewind assist roller.
	The pressing roller system on SQUIX MT is not locked.	Lock the pressing roller system.
<i>Printhead open</i>	Printhead not locked	Lock printhead.
<i>Printhead too hot</i>	Printhead is overheated	After pausing, the print job will be continued automatically. If the fault recurs repeatedly, reduce the heat level or the print speed via software.
<i>Read error</i>	Read error when reading from the memory card	Check data of the card. Backup data, reformat card.
<i>Remove ribbon</i>	Transfer ribbon is loaded although the printer is set to direct thermal printing	for direct thermal printing remove ribbon
		for thermal transfer printing set the printer in the configuration or in the software to transfer printing
<i>Ribbon ink side</i>	Identified ribbon unwinding direction does not match to the setup setting	Ribbon loaded incorrectly. Clean the printhead ▷ 6.3 on page 27. Load the ribbon correctly.
		Setting does not match to the used ribbon. Correct the setting.
<i>Syntax error</i>	Printer has received an unknown or invalid command from the computer.	Press <i>Ignore</i> to skip the command or press <i>Cancel</i> to cancel the print job.
<i>Unknown card</i>	Card not formatted, Type of card not supported	Format card, use different type of card.
<i>Voltage error</i>	Hardware error	Switch the printer off and then on. If error recurs call service. It is shown which voltage has failed. Please note.
<i>Write error</i>	Hardware error	Repeat the write process, reformat card.

Table 7 Error Messages and Fault Correction

7.3 Problem Solution

Problem	Cause	Remedy
Transfer ribbon creases	Transfer ribbon deflection not adjusted	Adjust the transfer ribbon deflection. ▷ 4.7 on page 24
	Head locking system not adjusted	Adjust the head locking system. ▷ 4.4 on page 21
	Transfer ribbon too wide	Use a transfer ribbon slightly wider than the width of label.
Print image has smears or voids	Printhead is dirty	Clean the printhead ▷ 6.3 on page 27
	Temperature too high	Decrease temperature via software.
	Unsuitable combination of labels and transfer ribbon	Use different type of ribbon.
Printer does not stop after transfer ribbon runs out	Thermal printing is chosen in the software	Change to thermal transfer printing.
Printer prints a sequence of characters instead of the label format	Printer is in ASCII dump mode	Cancel the ASCII dump mode.
Printer transports label media, but transfer ribbon does not move	Transfer ribbon incorrectly inserted.	Check and, if necessary, correct the transfer ribbon web and the orientation of the label side.
	Unsuitable combination of labels and transfer ribbon	Use different type of ribbon.
Printer only prints each second label	Setting of the size in the software is too large.	Change the size in the software.
Vertical white lines in the print image	Printhead is dirty	Clean the printhead ▷ 6.3 on page 27
	Printhead is defective (failure of heat elements)	Change the printhead. ▷ Service Manual.
Horizontal white lines in the print image	Printer is used with the <i>backfeed > smart</i> in the cut or peel-off mode	Set the <i>backfeed > always</i> in the setup. ▷ Configuration Manual.
Print image is irregular, one side is lighter	Printhead is dirty	Clean the printhead ▷ 6.3 on page 27
	Head locking system not adjusted	Adjust the head locking system. ▷ 4.4 on page 21

Table 8 Problem solution

8.1 Media Dimensions

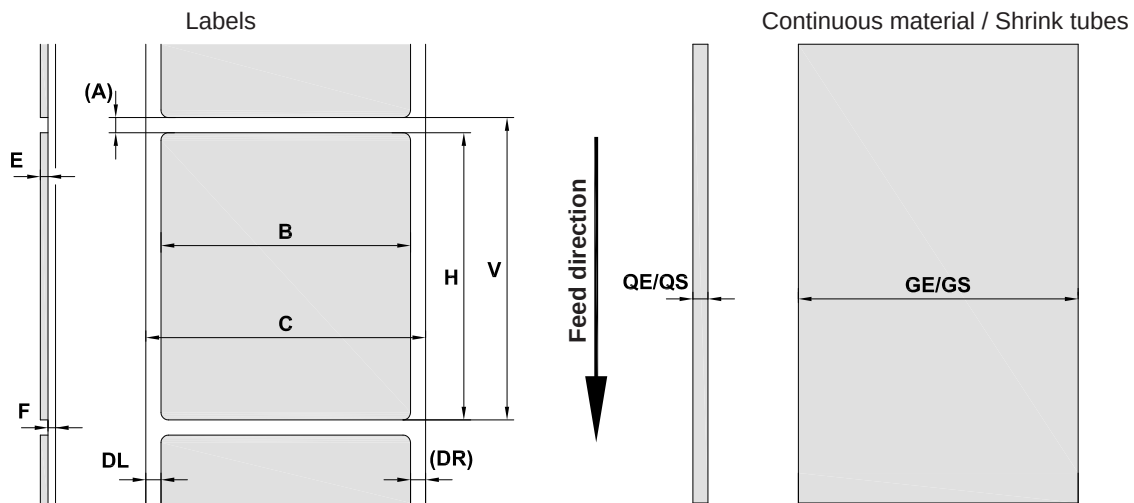


Figure 30 Media dimensions

Dim.	Designation	Dim. in mm					
		2/2P	4/4P 4.3/4.3P	4M/4MP/ 4.3M/ 4.3MP	4MT/ 4.3MT	6.3/6.3P	8.3/8.3P
B	Label width	4 - 63	20 - 116	4 - 110	4 - 110	46 - 176	46 - 220
H	Label height in peel-off mode	4 - 2000 6 - 200	4 - 2000 6 - 200	3 - 2000 6 - 200	4 - 2000 -	6 - 2000 12 - 200	25 - 2000 25 - 200
-	Tear-off length	> 30					
-	Cut length with cutter with perforation cutter	> 5 > 5					
-	Perforation length	> 2					
A	Label distance	> 2					
C	Width of liner	24 - 67	24 - 120	9 - 114	9 - 114	50 - 180	50 - 235
GE	Width of continuous material	24 - 67	24 - 120	4 - 114	4 - 114	50 - 180	50 - 235
GS	Width of shrink tubes	-	4 - 85	4 - 85	4 - 85	-	-
DL	Left margin	≥ 0					
DR	Right margin	≥ 0					
E	Label thickness	0,03 - 0,60					
F	Liner thickness	0,03 - 0,13					
QE	Thickness of continuous material	0,05 - 0,50					
QS	Thickness of shrink tubes	-	≤ 1,1	≤ 1,1	≤ 1,1	-	-
V	Label feed	> 6	> 6	> 5	> 6	> 8	> 27

- Small label sizes, thin materials or strong glue can lead to limitations. Critical applications need to be tested and cleared.
- Note the bending stiffness ! Material must be flexible to follow the radius of the print roller !

Table 9 Media dimensions

8.2 Device Dimensions

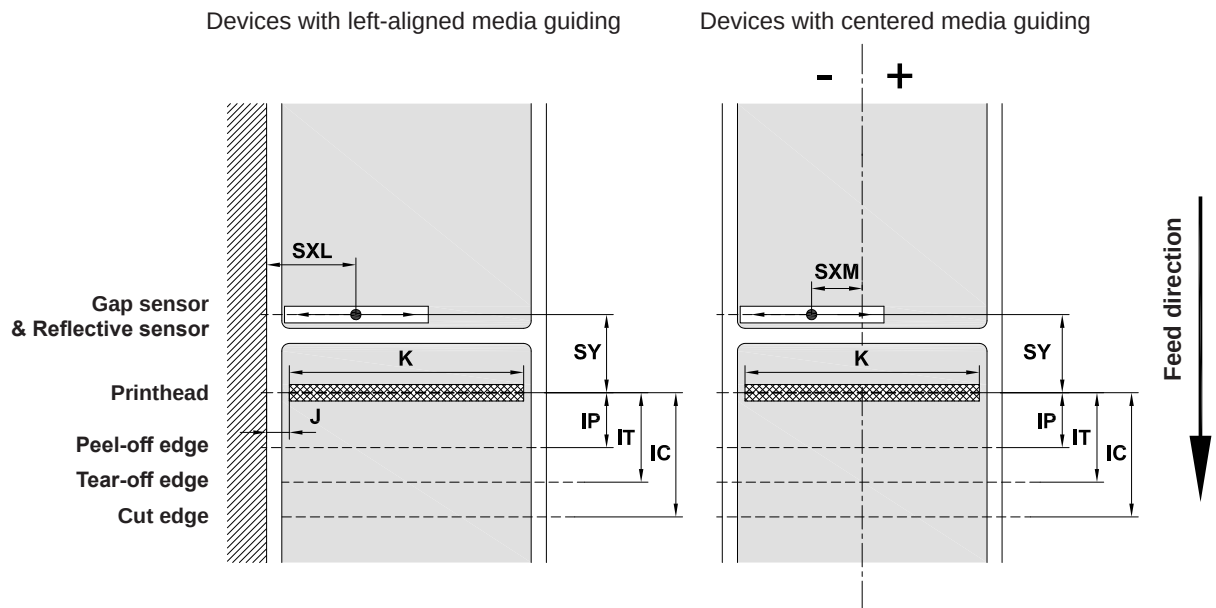


Figure 31 Device dimensions

Dim.	Designation	Dim. in mm								
		2 2P	4 4P	4.3 4.3P	4M 4MP	4.3M 4.3MP	4MT	4.3MT	6.3 6.3P	8.3 8.3P
IP	Distance printhead - peel-off edge	13,5					-		13,5	
IT	Distance printhead - tear-off edge	13,5					-		13,5	
IC	Distance printhead - cut edge	20,5	20,5				47,3		20,5	
	with cutter CU	-	21,7				48,5		-	
	with cutter CSQ	-	21,2				48,0		-	
	with perforation cutter PCU	-	21,7				48,5		-	
	with perforation cutter PSQ	-	37,0				63,8		-	
J	Distance 1st heating point - material edge									
	203 dpi	-	-	2,8	-	-	-	-	0,5	-
	300 dpi	2,0	2,0	1,2	-	-	-	-	3,2	2,0
	600 dpi	2,0	2,3	-	-	-	-	-	-	-
K	Print width									
	203 dpi	-	-	104,0	-	104,0	-	104,0	168,0	-
	300 dpi	56,9	105,7	108,4	105,7	108,4	105,7	108,4	162,6	216,0
	600 dpi	54,1	105,7	-	105,7	-	105,7	-	-	-
SXL	Distance gap/reflective sensor - material edge i.e. permissible distance of reflex or cut-out marks to the material edge	5 - 26	5 - 60		-				5 - 60	
SXM	Distance gap/reflective sensor - middle of paper track i.e. permissible distance of reflex or cut-out marks from the middle of the material	-	-		-55 - 0				-	
SY	Distance gap/reflective sensor - printhead	45,0								

Table 10 Device dimensions

8.3 Reflex Mark Dimensions

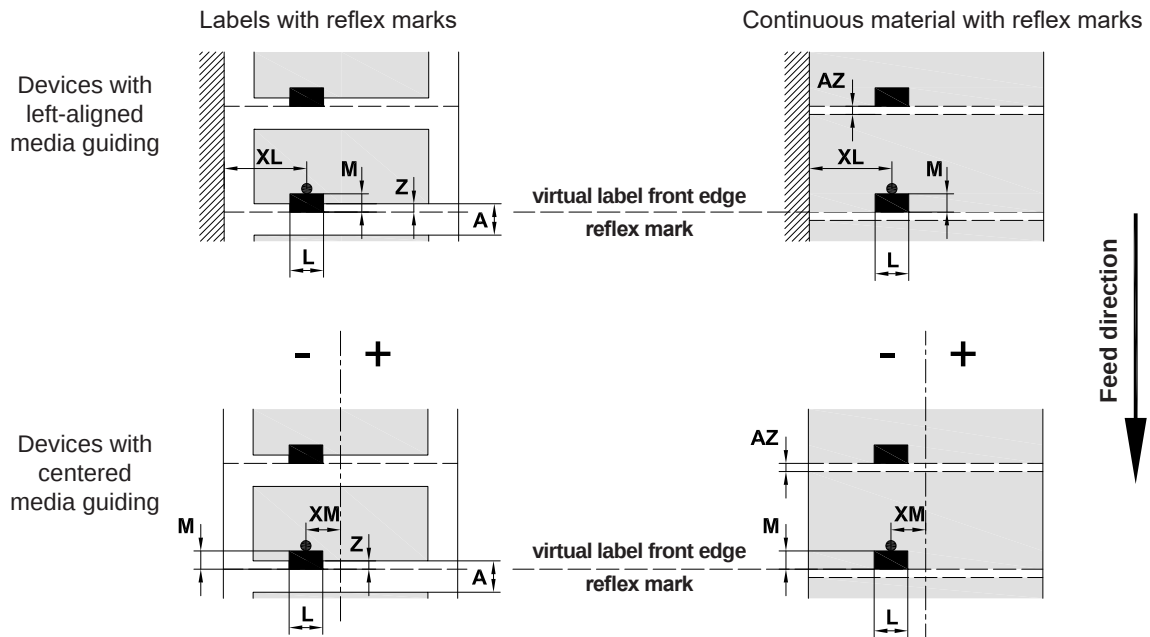


Figure 32 Reflex mark dimensions

Dim.	Designation	Dim. in mm				
		2/2P	4/4P 4.3/4.3P	4M/4MP/ 4MT 4.3M/ 4.3MP/ 4.3MT	6.3/6.3P	8.3/8.3P
A	Label distance	> 2				
AZ	Distance between print zones	> 2				
L	Width of reflex mark	> 5				
M	Height of reflex mark	3 - 10				
XL	Distance mark - material edge	5 - 26	5 - 60	-	5 - 60	5 - 60
XM	Distance mark - middle of paper track	-	-	-55 - ±0	-	-
Z	Distance virtual label front edge - actual label front edge ► Adjust software settings	0 up to A / recommended : 0				
	• Specification is valid for black marks. • Recognition of colored marks may fail. ► Preliminary tests are needed.					

Table 11 Reflex mark dimensions

**Note!**

In case of translucent label material, reflex marks can be detected not only by the reflective sensor but also by the gap sensor.

8.4 Cut-out Mark Dimensions

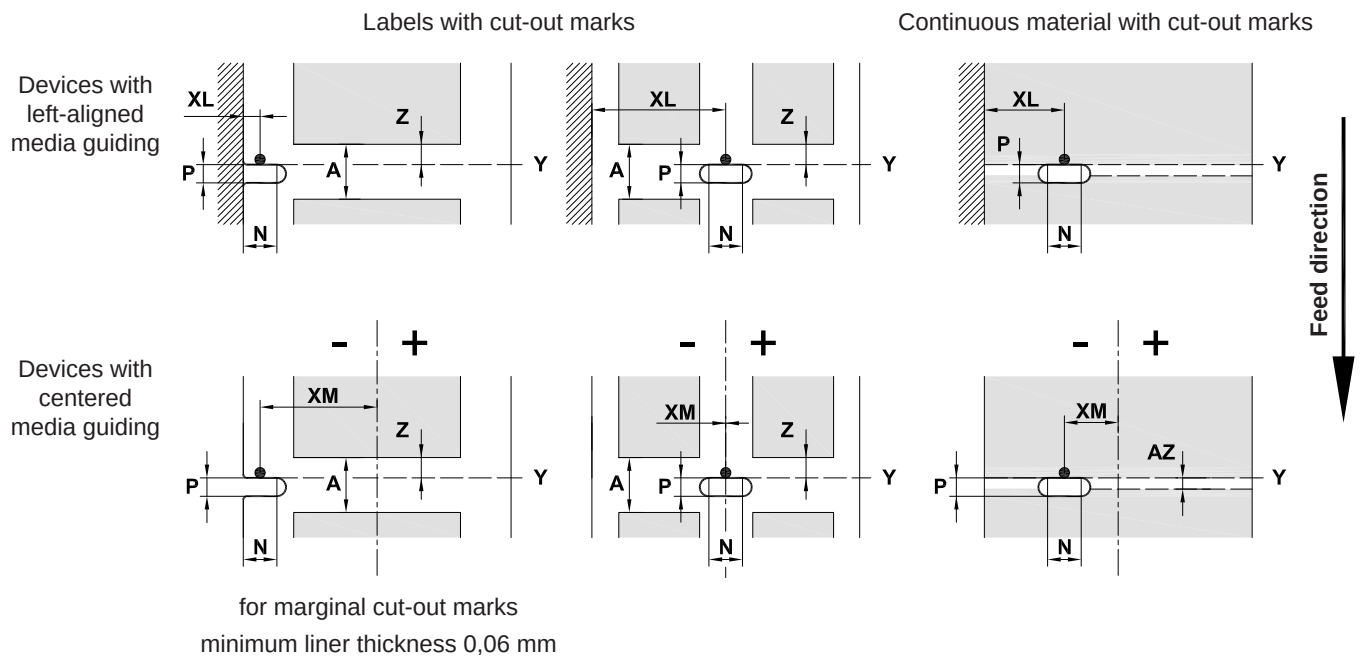


Figure 33 Cut-out mark dimensions

Dim.	Designation	Dim. in mm				
		2/2P	4/4P 4.3/4.3P	4M/4MP/ 4MT 4.3M/ 4.3MP/ 4.3MT	6.3/6.3P	8.3/8.3P
A	Label distance	> 2				
AZ	Distance between print zones	> 2				
N	Width of cut-out mark	> 5				
	for marginal cut-out	> 8				
P	Height of cut-out mark	2 - 10				
XL	Distance mark - material edge	5 - 26	5 - 60	-	5 - 60	5 - 60
XM	Distance mark - middle of paper track	-	-	-53 ± 0	-	-
Y	Sensor recognized virtual label front edge with gap sensor recognition	Rear edge cut-out				
Z	Distance recognized front edge - actual label front edge ► Adjust software settings	0 up to A-P				

Table 12 Cut-out mark dimensions

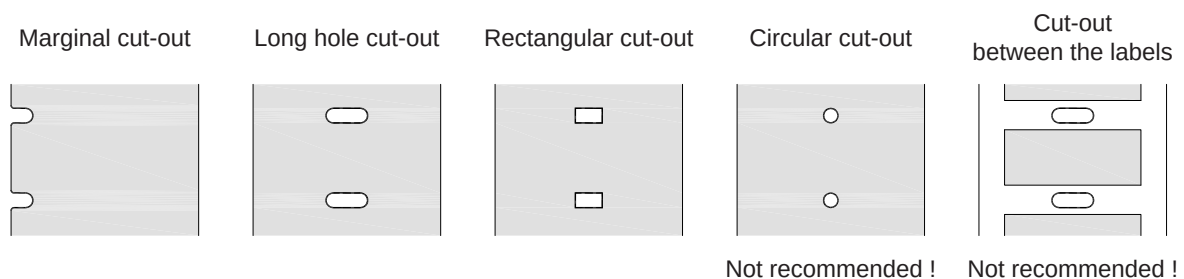


Figure 34 Samples for cut-out marks

9.1 Reference to the EU Declaration of Conformity

The printers of the SQUIX series comply with the relevant fundamental regulations of the EU Rules for Safety and Health:

- Directive 2014/35/EU relating to electrical equipment designed for use within certain voltage limits
- Directive 2014/30/EU relating to electromagnetic compatibility
- Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment

EU Declaration of Conformity

▷ <https://www.cab.de/media/pushfile.cfm?file=2752> 



9.2 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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