

# Operator's Manual



Label Printer

# Hermes C

Made in Germany

## 2 Operator's Manual - Translation of the Original Version for the following products

2

Family	Type
Hermes C	Hermes C6

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## 1.1 Instructions

Important information and instructions 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!**

Advices to make work routine easier or on important steps to be carried out.



### **Environment!**

Advices on protecting the environment.



Handling instructions



Reference to chapter, position, picture number or document.



Option (accessories, peripherals, extras).

Time Viewed in the display / monitor.

## 1.2 Intended Use

- The device is manufactured in accordance with the current technological status 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 printer is designed for the integration into a production line. It is intended exclusively for printing suitable materials that have been approved by the manufacturer and for coupling a cab or non-cab applicator which transfers labels from the printer to a product. 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, including the manufacturer's maintenance recommendations and specifications.



### **Note!**

The complete documentation is included in the scope of delivery on DVD, and can also currently be found in the Internet.

### 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.
- 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 or without cover, ensure that people's clothing, hair, jewelry etc. do not come into contact with the exposed rotating parts.
- The device or parts of it, especially the printhead 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 LpA is less than 70 dB(A).

**Danger!**

**Danger to life and limb from power supply.**

- **Do not open the device casing.**

**Attention!**

**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 Safety Marking

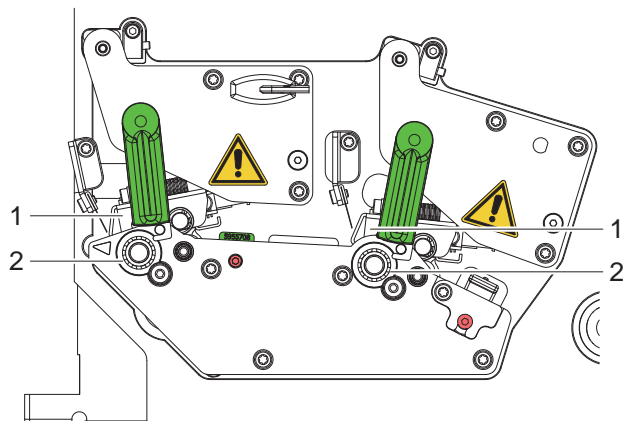


Figure 1 Safety marking



### Danger spot !

- Risk of burning on the hot printhead assembly (1).
  - ▶ Do not touch the printhead during operation, and allow to cool down before changing material and before disassembly.
- Entanglement hazard by turning roller (2).
  - ▶ Ensure that people's clothing, hair, jewelry etc. do not come into contact with the exposed rotating parts.

## 1.5 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

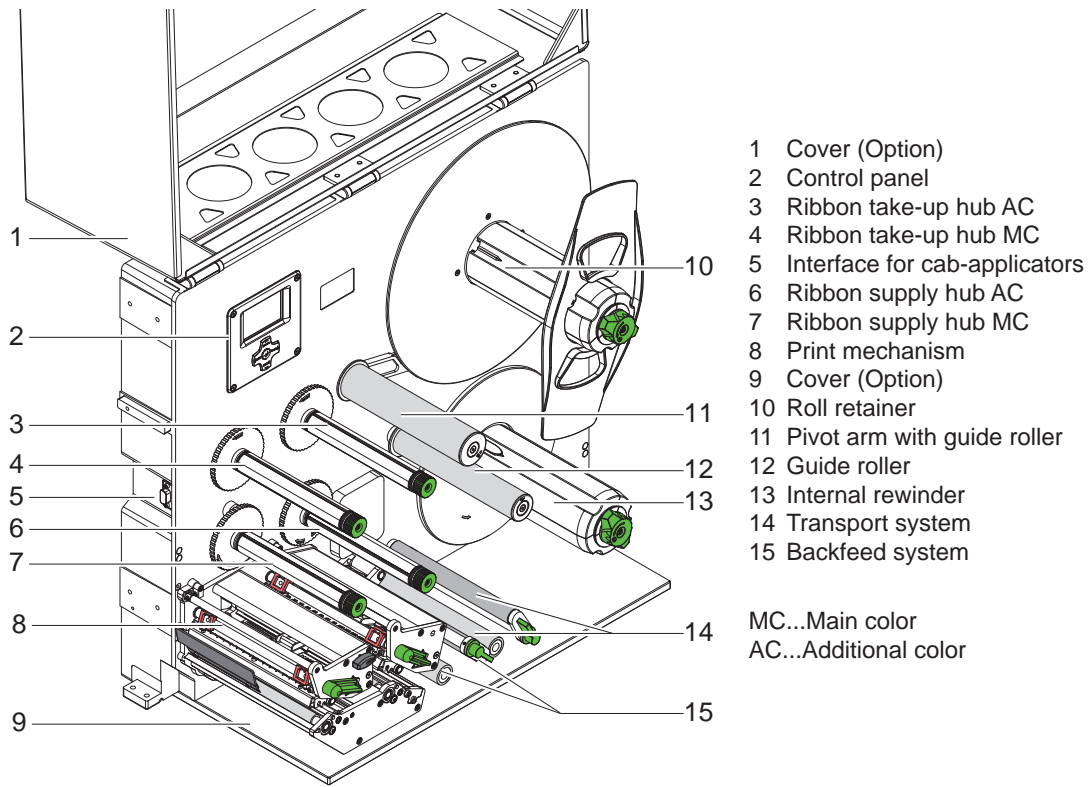


Figure 2 Overview

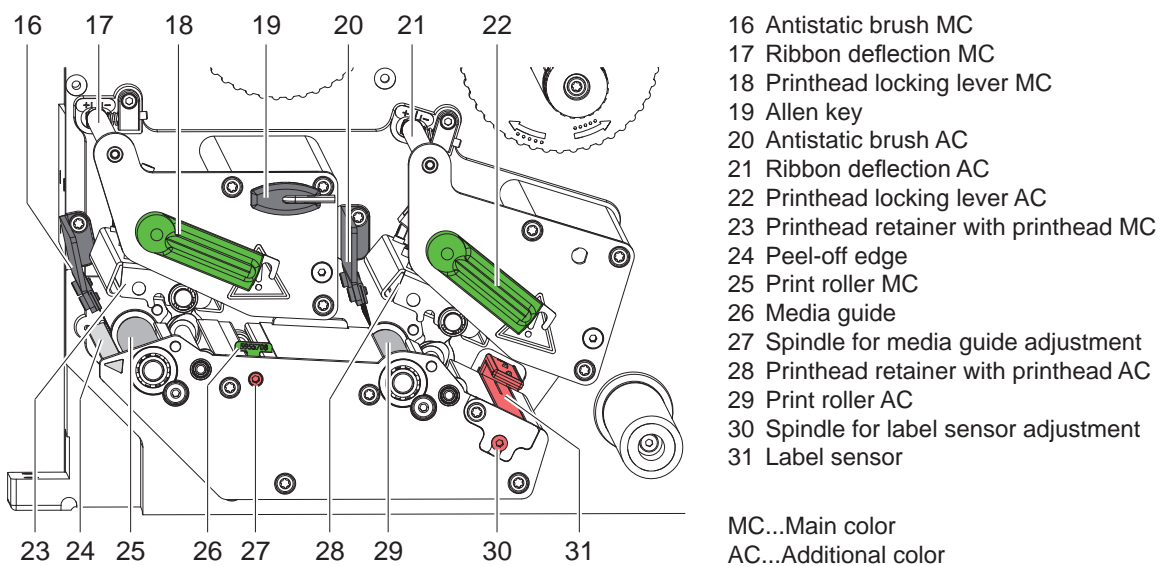


Figure 3 Print mechanism

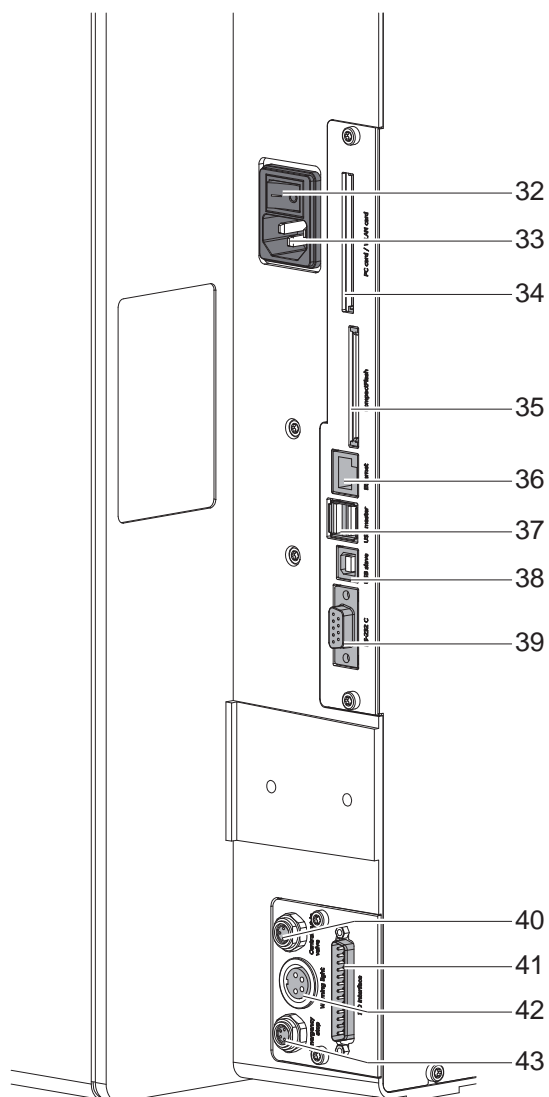


Figure 4 Connections

- 32 Power switch
- 33 Power connection jack
- 34 Slot for PC Card Type II or WLAN card
- 35 Slot for CompactFlash memory card
- 36 Ethernet 10/100 Base-T
- 37 2 USB master ports for keyboard, scanner or service key
- 38 USB high-speed slave port
- 39 Serial RS-232 C port
- 40 Connector central compressed air valve
- 41 I/O interface
- 42 Connector warning light
- 43 Connector emergency stop



## 2.2 Unpacking and Setting-up the Printer

- ▶ Lift the printer out of the box.
- ▶ Check printer for damage which may have occurred during transport.
- ▶ Remove foam transportation safeguards near the printhead.
- ▶ Check delivery for completeness.

Contents of delivery:

- Printer
- Power cable
- USB cable
- Operator's Manual
- DVD with label software, Windows driver and documentation



### 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 printers only in dry locations protected from splash water.

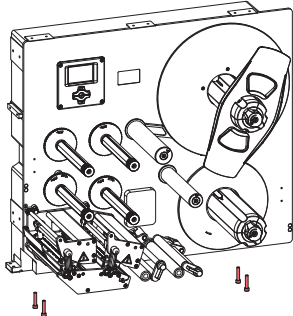
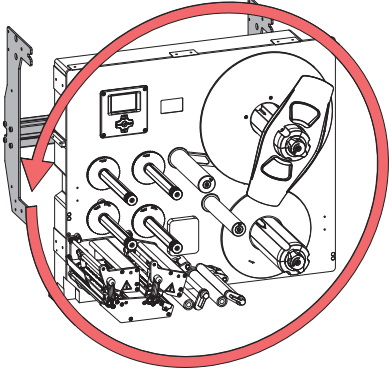
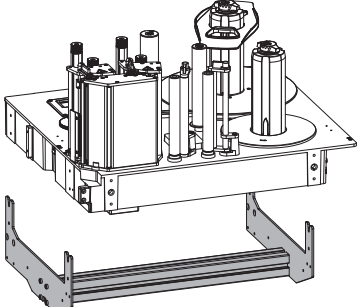
	<ul style="list-style-type: none"> <li>• Fixing at four M6 drillings on the bottom side of the chassis</li> <li>▶ Orientation upright standing only</li> </ul>
	<ul style="list-style-type: none"> <li>• Fixing via bracket at each four M6 drillings on both sides of the chassis</li> <li>▶ Orientation vertically, turnable by 360 degrees</li> </ul>
	<ul style="list-style-type: none"> <li>• Fixing via bracket at each four M6 drillings on both sides of the chassis</li> <li>▶ Orientation horizontally, with operator's side up</li> </ul>

Table 1 Permitted mounting orientations

## 2.3 Connecting the Device

The standard available interfaces and connectors are shown in Figure 4 on page 8.

### 2.3.1 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 (33 / Figure 4).
3. Plug the power cable into a grounded socket.

### 2.3.2 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 printer are grounded.

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

For details of the I/O interface, the connector emergency stop and the connector central valve ▷ [Interface Description](#).


For details of the configuration of the other interfaces ▷ [Configuration Manual](#).

## 2.4 Switching on the Device

When all connections have been made:

- Switch the printer on at the power switch (32 / Figure 4).

The printer performs a system test, and then shows the system status *Ready* in the display.

If an error occurs during the system test, the symbol  and type of error are displayed.

### 3.1 Structure of the Control Panel

The user can control the operation of the printer with the control panel, 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),
- Start the test functions (▷ Configuration Manual),
- Control stand-alone operation with a memory module (▷ Configuration Manual),
- Update the firmware (▷ Configuration Manual).

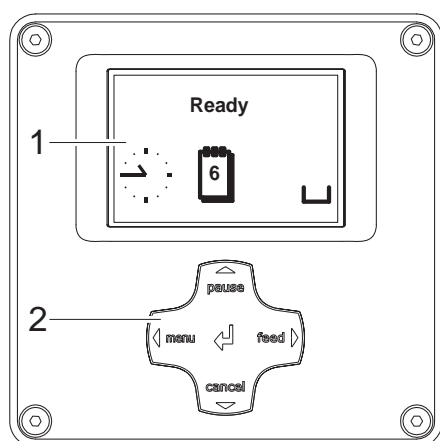
Many functions and settings can also be controlled by software applications or by direct programming with a computer using the printer's own commands. ▷ Programming Manual for details.

Settings made on the control panel make the basic settings of the printer.



#### Note!

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



The control panel consists of a graphic display (1) and the navigator pad (2) with five integrated keys.

The graphic display indicates the current status of the printer and the print job, indicates faults and shows the printer settings in the menu.

Figure 5 Control Panel

### 3.2 Symbol Displays

The symbols shown in the following table may appear in the status line of the display, depending on the printer configuration. They enable the current printer status to be seen quickly. For the configuration of the status line ▷ the Configuration Manual.

Symbol	Description	Symbol	Description	Symbol	Description
	Clock		Ribbon supply		Temperature of the printhead
	Date sheet		Wi-Fi signal strength		Access to memory card
	Date/time digital		Ethernet link status		Printer is receiving data

Table 2 Symbol displays

## 3.3 Printer States








State	Display	Description
<b>Ready</b>	Ready and configured symbol displays, such as time  and date 	The printer is in the ready state and can receive data.
<b>Printing label</b>	Printing label and the number of the printed label in the print job.	The printer is currently processing an active print job. Data can be transmitted for a new print job. The new print job will start when the previous one has finished.
<b>Pause</b>	Pause and the symbol 	The printing process has been interrupted by the operator.
<b>Correctable error</b>	 and the type of error and the number of labels still to be printed.	An error has occurred that can be rectified by the operator without interrupting the print job. The print job can be continued after the error has been rectified.
<b>Irrecoverable error</b>	 and the type of error and the number of labels still to be printed.	An error has occurred that cannot be rectified without interrupting the print job.
<b>Critical error</b>	 and the type of error	An error occurs during the system test. ► Switch the printer off and then on again at the power switch or ► Press <b>cancel</b> key. Call Service if the fault occurs persistently.
<b>Power Save Mode</b>	 and the key lighting is switched off	If the printer is not used for a lengthy period, it automatically switches to power save mode. ► To exit power save mode: Press any key on the navigator pad.

Table 3 Printer states

## 3.4 Key Functions

The key functions depend on the current printer state:

- Active functions: Labels and symbols on the navigator pad keys light up.
- Active functions light up white in print mode (e. g. **menu** or **feed**).
- Active functions light up orange in the offline menu (arrows, key ↵).

3.5





Key		Display	State	Function
<b>menu</b>	lights	Ready	<b>Ready</b>	To the offline menu
<b>feed</b>	lights	Ready	<b>Ready</b>	Feeds a blank label
<b>pause</b>	lights	Ready	<b>Ready</b>	After the end of a print job, reprint the last label
		Printing label	<b>Printing label</b>	Interrupt print job, printer goes into "Pause" state
		Pause	<b>Pause</b>	Continue the print job, printer goes into "Printing label" state
	flashes		<b>Correctable error</b>	Continue the print job after rectifying the error, printer goes into "Printing label" state
<b>cancel</b>	lights	Ready	<b>Ready</b>	Delete internal memory, the last label can no longer be reprinted.
		Printing label	<b>Printing label</b>	Short press → cancels the current print job Longer press → cancels the current print job and deletes all print jobs
		Pause	<b>Pause</b>	
			<b>Correctable error</b>	
	flashes		<b>Irrecoverable error</b>	
↵	lights		<b>Error</b>	Call Help - Concise information for rectifying the fault will be displayed

Table 4 Key functions in the print mode

Key	Menu	Parameter setting	
		Parameter choice	Numeric value
↑	Return from a submenu	-	Increase of the number at the cursor position
↓	Jump into a submenu	-	Decrease of the number at the cursor position
←	Menu option to the left	Sheets to the left	Cursor shift to the left
→	Menu option to the right	Sheets to the right	Cursor shift to the right
↵	Start of a selected menu option	Confirmation of the selected value	
	Pressing 2 s: Leaving the offline menu	Pressing 2 s: Abort without changing the value	

Table 5 Key functions in the offline menu

**Note!**

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

## 4.1 Loading Labels

### 4.1.1 Positioning the Media Roll on the Roll Retainer

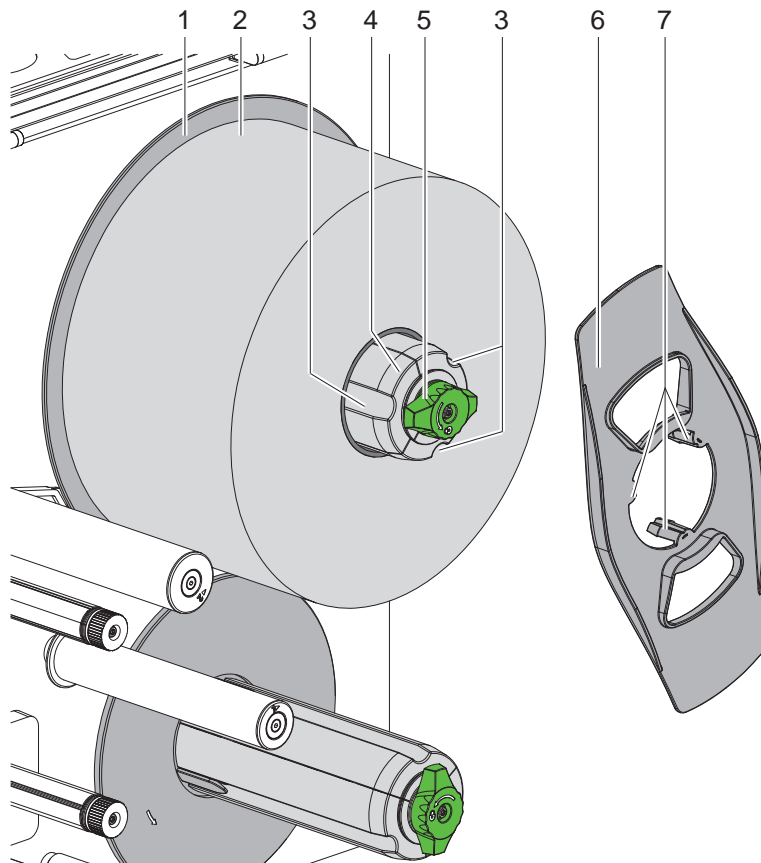


Figure 6 Loading label roll

1. Turn knob (5) clockwise to release the roll retainer (4).
2. Remove the margin stop (6) from the roll retainer.
3. Load label roll (2) on the roll retainer (4) in such a way, that the labels are visible from above after unrolling.
4. Slide the roll against the wall plate (1).
5. Guide the latches (7) of the margin stop (6) into the grooves (3) of the roll retainer (4) and push the roll retainer against the label roll (2).
6. Turn knob (5) counterclockwise to tighten the label roll and the margin stop on the roll retainer.

### 4.1.2 Inserting the Labels into the Print Mechanism

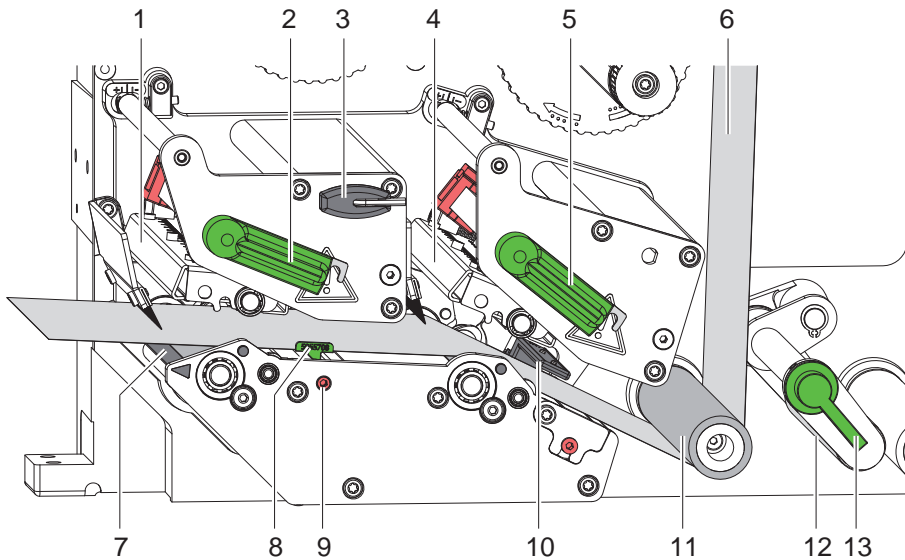


Figure 7 Inserting the labels into the print mechanism

1. Turn the levers (2,5) counterclockwise to lift the printheads (1,4).
1. Turn the lever (13) clockwise to lift the pinch roller (12) from the backfeed roller (11).
2. Move the guide (8) to the outermost position by turning the spindle (9) with the Allen key (3).
3. Supply a longer label strip of approx. 100 cm.
4. Guide label strip (6) to the print unit as shown in Figure 8. The broken line shows the path for inside wound labels.
5. Guide label strip through the label sensor (10) to the peel-off edge (7) and push it against the chassis.
6. Move the guide (8) against the label strip by turning the spindle (9).
7. Forward the label strip over the peel-off edge (7), that the strip reaches back internal rewinder. Remove the labels from the overhanging strip.

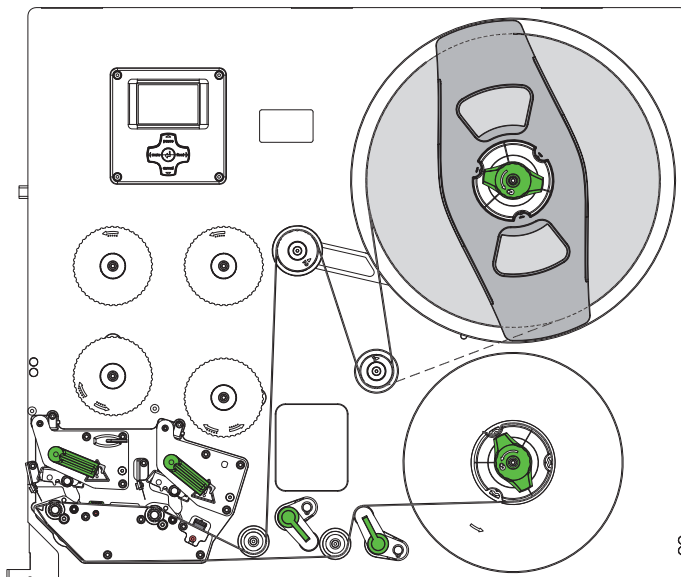


Figure 8 Label feed path

### 4.1.3 Setting the Label Sensor

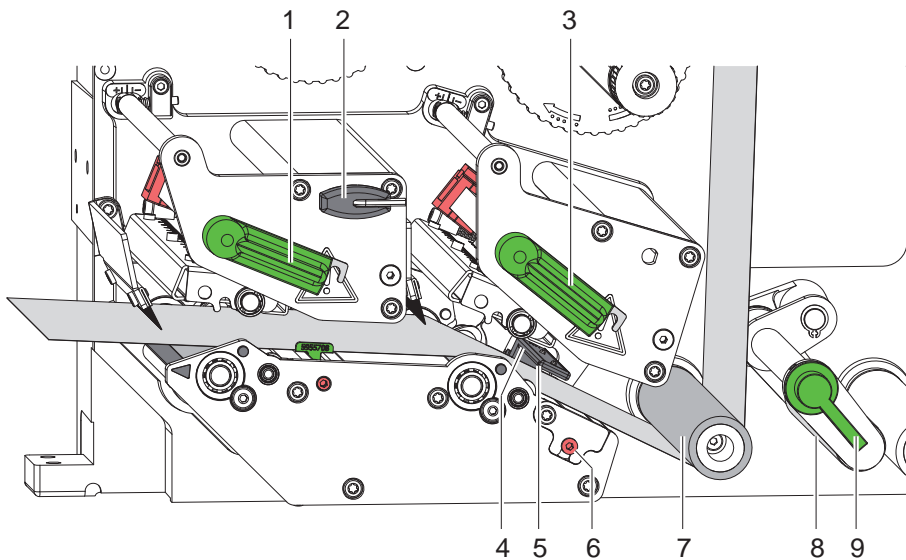


Figure 9 Setting the Label Sensor

The label sensor (4) can be shifted perpendicular to the direction of paper flow for adaptation to the label medium. The sensor unit of the label sensor is visible from the front through the print unit.

- ▶ Position label sensor by turning the spindle (6) with the Allen key (2) in such a way that the sensor can detect the label gap or a reflex or cut-out mark.
- or, if the labels deviate from a rectangular shape, -
- ▶ Align label sensor with the front edge of the label in the direction of paper flow.
- ▶ Turn the levers (1,3) clockwise to lock the printheads.
- ▶ Turn the lever (9) counterclockwise to close the backfeed system (7,8).



## 4.1.4 Guiding the Liner to the Internal Rewinder

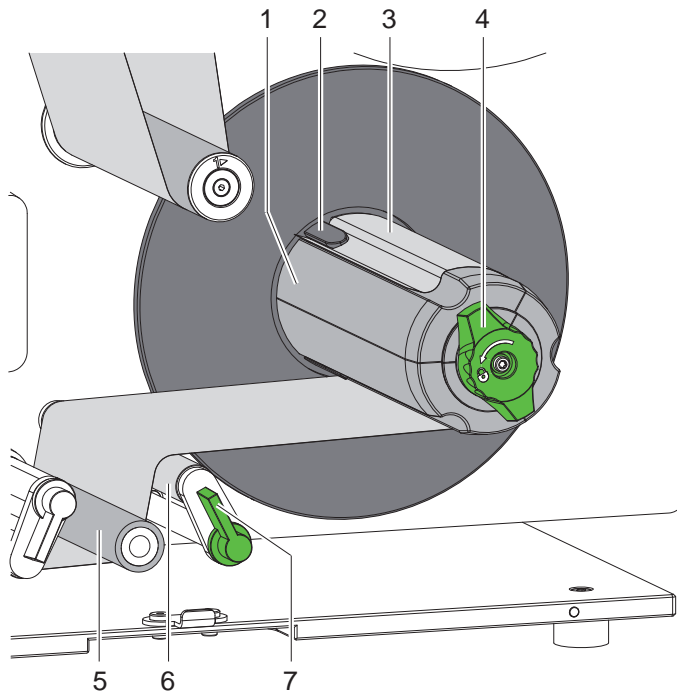


Figure 10 Guiding the liner to the internal rewriter

1. Turn lever (7) clockwise to lift the locking system (6) from the transport roller (5).
2. Hold rewriter (1) firmly and turn knob (4) clockwise until it stops.
3. Guide liner coming from the peel-off edge around the transport roller (5) and the locking system (6) to the internal rewriter (1).
4. Push liner under a bracket (2) of the rewriter (1) and turn knob (4) counterclockwise until it stops.  
The rewriter is fully spread, thus gripping the liner firmly.
5. Turn rewriter (1) counterclockwise to tighten the liner.
6. Turn lever (7) counterclockwise to lock the transport system (5,6).

## 4.2 Setting the Head Locking Systems

The printheads are pushed on via two plungers. The locations of the outer plungers 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.

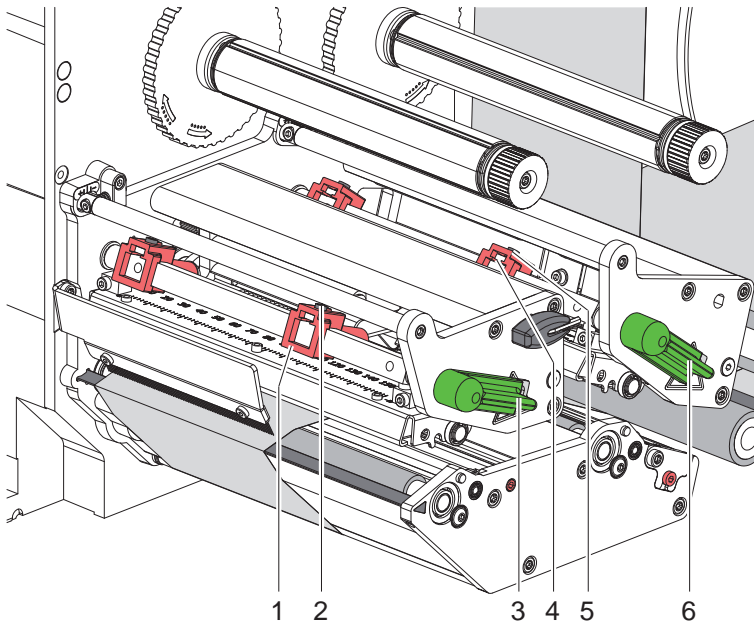


Figure 11 Setting the head locking systems

1. Loosen the threaded pins (2,5) at the outer plungers (1,4) with Allen key.
2. Position the outer plungers (1,4) above the outer label edge and tighten the threaded pins (2,5).
3. Turn the levers (3,6) clockwise to lock the printheads.

## 4.3 Loading Transfer Ribbon

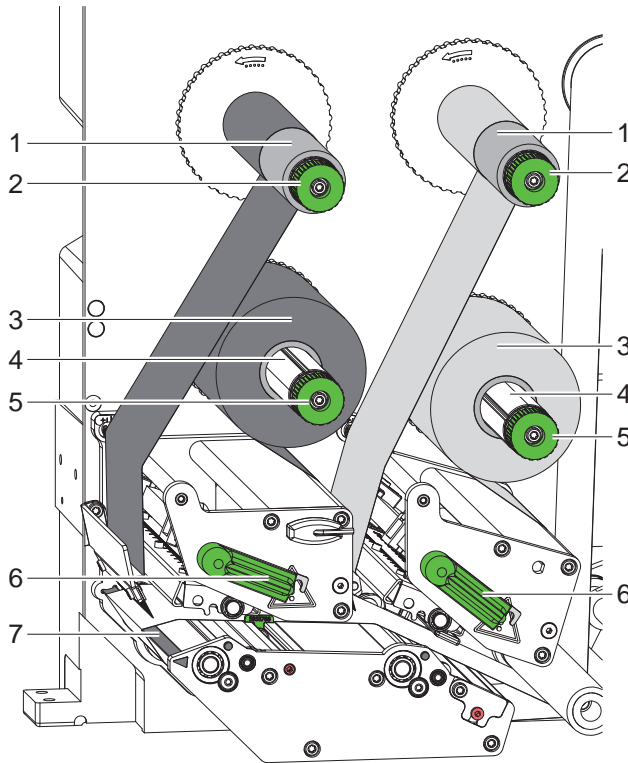


Figure 12 Loading transfer ribbon

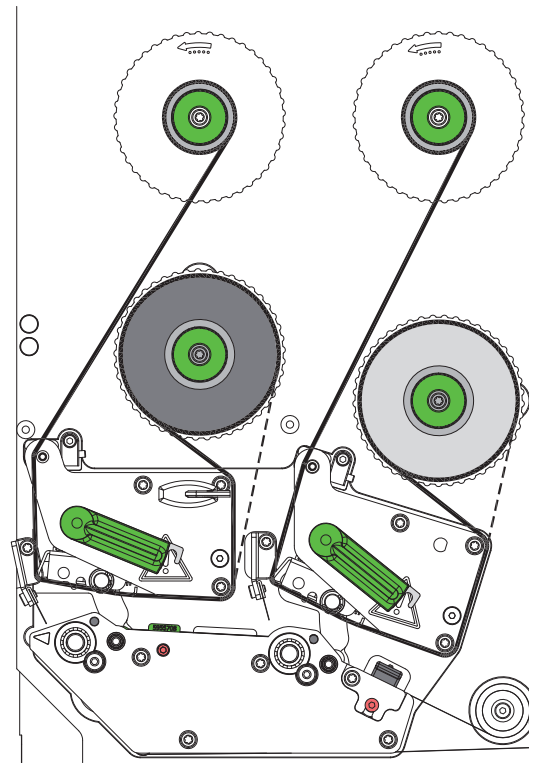


Figure 13 Transfer ribbon feed path

**Attention!**

Risk of errors by wrong color assignment.

- ▶ Ensure that programming and assignment of ribbon colors to the print units are matching.
- ▶ Use the print unit near the peel-off edge (7) for the main color (typically black) and the other one for the additional color.

**Note!**

The lower print unit is equipped with a ribbon saver. If there is no information to print in the assigned color during a longer label feed, the printhead will be lifted, and the transfer ribbon will be paused from feeding.

Loading transfer ribbon can be performed for both print units in the same manner:

1. Clean printhead before loading the transfer ribbon (▷ 6.3 on page 23).
2. Turn lever (6) counterclockwise to open the printhead.
3. Slide transfer ribbon roll (3) onto the ribbon supply hub (4) until it stops and so that the color coating of the ribbon faces away from the printhead after loading.
4. Hold ribbon supply hub (4) firmly and turn knob (5) counterclockwise until the transfer ribbon roll is secured.
5. Slide suitable ribbon core (1) onto the transfer ribbon take-up hub (2) and secure it in the same way.
6. Guide transfer ribbon through the print unit as shown in the Figure 13. The broken line shows the path for ribbon with ink on the inside.
7. Secure starting end of transfer ribbon to the transfer ribbon core (1) with adhesive tape. Ensure counterclockwise rotation direction of the transfer ribbon take-up hub here.
8. Turn transfer ribbon take-up hub (2) counterclockwise to smooth out the feed path of the transfer ribbon.
9. Turn lever (6) clockwise to close the printhead.

#### 4.4 Setting the Feed Path of the Transfer Ribbon

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



**Note!**

A maladjustment of the head locking systems may also cause ribbon wrinkling.

► Check first the setting of the head locking systems (▷ 4.2 on page 18).

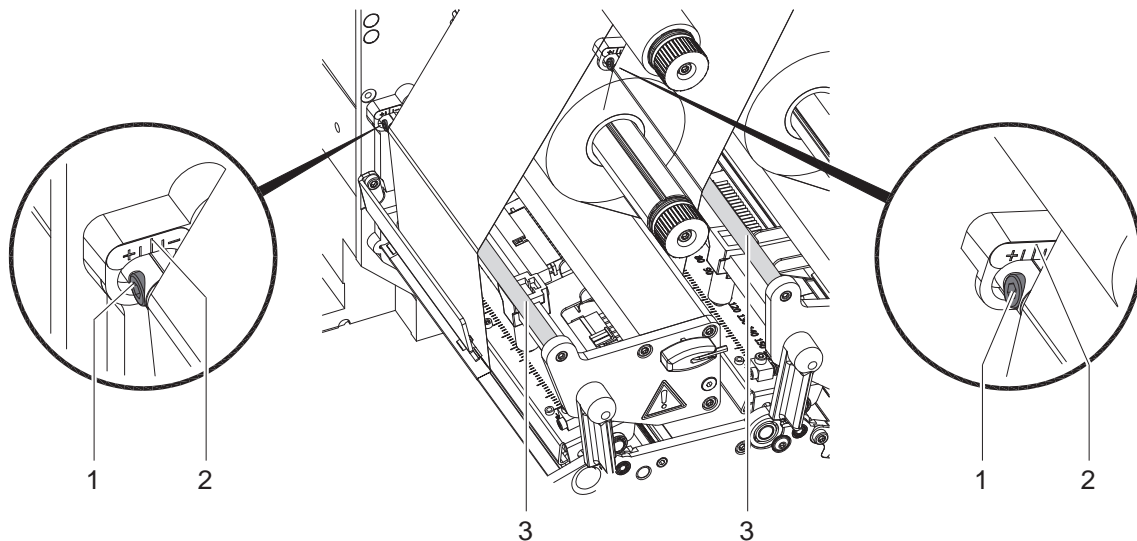


Figure 14 Setting the feed path of the transfer ribbon



**Note!**

The adjustment is best carried out during printing.

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

## 5 Printing Operation

### 5.1 Printhead Protection



#### Attention!

Printhead damage caused by improper handling!

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

### 5.2 Designing the Print Image with Direct Programming

- ▶ Define the double material width as label width.
- ▶ Place the information for the main color at x-coordinates between 0 and the material width.
- ▶ Place the information for the secondary color at x-coordinates between the single and the double material width.



#### Attention!

Objects with x-coordinates on both sides of the single material width cannot certainly be assigned to one color.

- ▶ Place each object completely into one of the color zones.

The color assignment would be altered by using the commands for rotating (O R) or mirroring (O M) the print image.

- ▶ Do not use the commands for rotating (O R) or mirroring (O M) the print image.

### 5.3 Synchronization of the Paper Feed

After the label stock has been inserted, for peel-off 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. This can cause useless first label.

- ▶ Press the **feed** key to start the synchronization.
- ▶ Remove the blank labels peeled-off during the synchronization.



#### Note!

The synchronization will not be lost by switching off the printer as long as the printhead and the transport system are kept close.

### 5.4 Peel-off Mode

In Peel-off mode, the labels are automatically peeled off the liner after printing and presented for removal.



#### Attention!

- ▶ Activate the peel-off mode in the software.  
This is done with the "P command" in the direct programming, ▶ Programming Manual.



#### Note!

The print of a label must be started by the external START or WDR signal (▶ Interface Description).

When operating Hermes+ without cab applicator the removal of the label must be confirmed by the ETE signal (▶ Interface Description).

When a cab applicator is connected the ETE signal will be generated automatically.

### 5.5 Ribbon Saving

If there is no information to print in the additional color during a longer label feed, the lower printhead will be lifted, and the transfer ribbon will be paused from feeding. This will reduce the ribbon consumption. The minimum length for ribbon saving is defined in the firmware and depends on the print speed.

The ribbon saver can permanently be activated in the printer configuration (▶ Configuration Manual) or job-oriented by the software (▶ Programming Manual).

## 5.6 Avoiding Loss of Data



### Attention!

#### Loss of data!

The print images for the two colors of one label are printed at two different places in the media feed.

When correctable errors occur labels which are already printed by the printhead for the additional color but not are completed by the printhead for the main color cannot be repeated after error correction. The data of those labels are lost for the printer.

- ▶ Avoid predictable error situations.
- ▶ To avoid the errors "Out of paper" or "Out of ribbon" switch the printer to the **Pause** state before the material runs out. Continue the print process by pressing the pause key after re-loading material. That way the data are saved.

### Pause on Media Low

The error "Out of ribbon" and "Out of paper" can be avoided automatically with the integrated media low warnings :

- ▶ Set parameter `Setup > Print param. > Pause on media low` to "On".
- ▶ Set the rest diameter of the ribbon supply roll with the parameter `Setup > Print param. > Warn level ribbon` to e.g. 35 mm.
- ▶ Set the rest diameter of the label supply roll with the parameter `Setup > Print param. > Warn level labels` to e.g. 90 mm.

If the diameter of one roll falls below the set value the printer automatically switches to the **Pause** state.

## 5.7 Optimization of the Data Transfer

HermesC is designed for processing large labels. Therefore it is recommended to minimize the data to be transferred. i.e. to avoid transferring complete label descriptions and to transfer the changing data only :

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



### Note!

The RS-232 interface is unsuitable for fast transmission of changing data.

- ▶ Use USB or Ethernet interface for print operation.

### 6.1 Cleaning Information



#### **Danger!**

**Risk of death via electric shock!**

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

The printer requires very little maintenance.

It is important to clean the thermal printheads 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.**

- ▶ Remove dust and paper fluff from the print area with a soft brush or vacuum cleaner.
- ▶ The cover of the printer can be cleaned with a standard cleanser.

### 6.2 Cleaning the Print Rollers

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

- ▶ Lift the printheads.
- ▶ Remove media and transfer ribbon from the printer.
- ▶ Remove deposits with roller cleaner and a soft cloth.
- ▶ If the roller appears damaged, replace it ▷ Service Manual.

### 6.3 Cleaning the Printheads

Cleaning intervals: - every ribbon roll change

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



#### **Attention!**

**Printheads can be damaged!**

- ▶ **Do not use sharp or hard objects to clean the printheads.**
- ▶ **Do not touch protective glass layer of the printheads with fingers.**



#### **Caution!**

**Risk of injury from the hot printhead lines.**

- ▶ **Ensure that the printheads have cooled down before starting cleaning.**

- ▶ Lift the printheads.
- ▶ Remove media and transfer ribbon from the printer.
- ▶ Clean printhead surfaces with a cotton swab dipped in pure alcohol.
- ▶ Allow printheads to dry for 2–3 minutes before commissioning the printer.

## 7.1 Types of Errors

The diagnostic system indicates on the screen if an error has occurred. The printer is set into one of the three possible error states according to the type of error.




State	Display	Key	Remark
Correctable error		<b>pause</b> flashes <b>cancel</b> lights	▷ 3.4 on page 13
Irrecoverable error		<b>cancel</b> flashes	
Critical fault		-	

Table 6 Error states



### Attention!

State "Correctable error" :

The labels, which are printed by the lower printer but not yet printed by the upper printhead when the error occurs, cannot be repeated by the printer. So the amount of the printed label will be reduced within the print job.

► If necessary print more labels in a new job.

If the print job contains counters, after pressing the pause key the print job would be resumed with erroneous counter values.

► Quit the print job with the cancel key.

► Start a new print job with adapted counter values.



## 7.2 Problem Solution

Problem	Cause	Remedy
Transfer ribbon creases	Head locking system not adjusted	Adjust the head locking system. ▷ 4.2 on page 18
	Transfer ribbon deflection not adjusted	Adjust the transfer ribbon deflection. ▷ 4.4 on page 20
	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 23
	Temperature too high	Decrease temperature via software.
	Unsuitable combination of labels and transfer ribbon	Use different type of ribbon.
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, clean the printhead ▷ 6.3 on page 23
	Unsuitable combination of labels and transfer ribbon	Use different type of ribbon.
Printer only prints each second label	Setting of the label height in the software is too large.	Change the label height in the software.
Vertical white lines in the print image	Printhead is dirty	Clean the printhead ▷ 6.3 on page 23
	Printhead is defective (failure of heat elements)	Change the printhead. ▷ Service Manual.
Print image is irregular, one side is lighter	Printhead is dirty	Clean the printhead ▷ 6.3 on page 23
	Head locking system not adjusted	Adjust the head locking system. ▷ 4.2 on page 18

Table 7 Problem solution

### 7.3 Error Messages and Fault Correction

Error message	Cause	Remedy
ADC malfunction	Hardware error	Switch the printer off and then on. If error recurs call service.
Barcode error	Invalid barcode content, e.g. alphanumeric characters in a numerical barcode	Correct the barcode content.
Barcode too big	The barcode is too big for the allocated area of the label	Reduce the size of the barcode or move it.
Battery low	Battery of the PC card is flat	Replace battery in the PC card.
Buffer overflow	The input buffer memory is full and the computer is still transmitting data.	Use data transmission via protocol (preferably RTS/CTS).
Card full	No more data can be stored on the memory card	Replace card.
Cutter blocked	Cutter cannot return into its home position and stays in an undefined position	Switch off the printer. Remove material. Switch on the printer. Restart print job. Change material
	No cutter function	Switch the printer off and then on. If error recurs call service.
Cutter jammed	The cutter is unable to cut the labels but is able to return into its home position	Press the <b>cancel</b> key. Change material.
Device not conn.	Programming addresses a non-existent device	Either connect this device or correct the programming.
File not found	Requested file is not on the card	Check the contents of the card.
Font not found	Error with the selected download font	Cancel current print job, change font.
FPGA malfunction	Hardware error	Switch the printer off and then on. If error recurs call service.
Head error	Hardware error	Switch the printer off and then on. If error recurs replace printhead.
Head open	Printhead or transport system not locked	Lock printhead or transport system.
Head too hot	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.
Invalid setup	Error in the configuration memory	Re-configure printer. If error recurs call service.
Memory overflow	Current print job contains too much information, e.g. selected font, large graphics	Cancel current print job. Reduce amount of data to be printed.
Name exists	Duplicate usage of field name in the direct programming	Correct programming
No DHCP server	The printer is configured for DHCP, but there is no DHCP server, or the DHCP server is not currently available.	Switch off DHCP in the configuration, and assign a fixed IP address. Please contact your network administrator.
No label found	There are labels missing on the label material	Press <b>pause</b> key 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.
No label size	The size of the label is not defined in the programming.	Check programming.
No Link	No network link	Check network cable and connector. Please contact your network administrator.
		For operation without network connection set parameter "Network error" to <b>off</b> ▷ Configuration Manual.

Error message	Cause	Remedy
No record found	Refers to the optional memory card; database access error	Check programming and card contents.
No SMTP server	The printer is configured for SMTP, but there is no SMTP server, or the SMTP server is not currently available.	Switch off SMTP in the configuration. <b>Caution!</b> Then a warning cannot be sent by e-mail (EAlert). Please contact your network administrator.
No Timeserver	Timeserver is selected in the configu- ration, but there is no Timeserver, or the Timeserver is not currently available.	Switch off Timeserver in the configuration. Please contact your network administrator.
Out of paper	Out of label roll	Load labels.
	Error in the paper feed	Check paper feed.
Out of ribbon	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 23 Load transfer ribbon Restart print job.
	The printer is loaded with thermal labels, but the software is set to transfer printing	Cancel current print job. Set software to direct thermal printing. Restart print job
Protocol error	Printer has received an unknown or invalid command from the computer.	Press the <b>pause</b> key to skip the command or press the <b>cancel</b> key to cancel the print job.
Read error	Read error when reading from the memory card	Check data of the card. Backup data, reformat card.
Remove ribbon	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
Structural err.	Error in the file list of the memory card, data access is uncertain.	Format memory card.
Unknown card	Card not formatted, Type of card not supported	Format card, use different type of card.
USB error Device stalled	A USB device has been detected, but it is not working.	Do not use the USB device.
USB error Too much current	The USB device consumes too much current.	Do not use the USB device.
USB error Unknown device	Failure to detect USB device	Do not use the USB device.
Voltage error	Hardware error	Switch the printer off and then on. If error recurs call service. It is shown which voltage has failed. Please note.
Write error	Hardware error	Repeat the write process, reformat card.
Write protected	PC card write protection is activated.	Deactivate the write protection.
Wrong revision	Error when updating the firmware. Firmware not compatible with the hardware version	Load the compatible firmware.

Table 8 Error Messages and Fault Correction

## 8.1 Label Dimensions

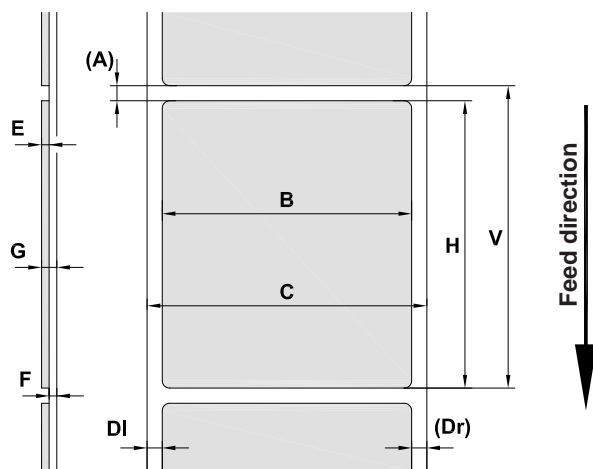


Figure 15 Label dimensions

Dim.	Designation	Dim. in mm
B	Label width	46 - 176
H	Label height	20 - 350
A	Label distance	> 2
C	Width of liner	50 - 180
DI	Left margin	≥ 0
Dr	Right margin	≥ 0
E	Label thickness	0,025 - 0,20
F	Liner thickness	0,03 - 0,1
G	Thickness label with liner	0,055 - 0,30
V	Label feed	> 22
	<ul style="list-style-type: none"> <li>Small label sizes, thin materials or strong glue can lead to limitations. Critical applications need to be tested and cleared.</li> </ul>	

Table 9 Label dimensions

## 8.2 Device Dimensions

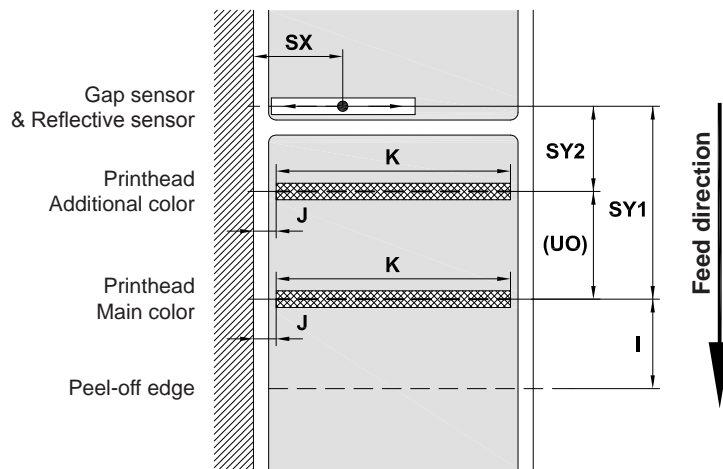


Figure 16 Device dimensions

Dim.	Designation	Dim. in mm
I	Distance printhead main color - peel-off edge	17,5
J	Distance 1st heating point - material edge	2
K	Print width	162,6
SX	Distance gap/reflective sensor - material edge i.e. permissible distance of reflex or cut-out marks to the material edge	4 - 64
SY1	Distance gap/reflective sensor - printhead main color	142,5
SY2	Distance gap/reflective sensor - printhead additional color	45,5
UO	Distance printing line printhead additional color - printhead main color	97,0

Table 10 Device dimensions

## 9.1 Declaration of Incorporation




### Declaration of Incorporation

We declare herewith that the following „partly completed machinery“ as a result of design, construction and the version put in circulation complies with the essential requirements of the **Directive 2006/42/EC on machinery** :

Annex I, Article 1.1.2, 1.1.3, 1.1.5, 1.1.6, 1.2.1, 1.2.4.1, 1.3.2, 1.5.1, 1.5.2, 1.5.8, 1.6.3, 1.7

In the event of any alteration which has not been approved by us being made to any device as designated below, this statement shall thereby be made invalid.

Device:	<b>Label Printer</b>
Type:	<b>Hermes C</b>
Applied EU Regulations:	Applied Standards:
<b>Directive 2006/42/EC on machinery</b>	<ul style="list-style-type: none"> <li>• <b>EN ISO 12100:2010</b></li> <li>• <b>EN ISO 13849-1:2015</b></li> <li>• <b>EN 60950-1:2006 +A11:2009+A12:2011+A1:2010+A2:2013</b></li> </ul>
Other Relevant Directives	
<ul style="list-style-type: none"> <li>• <b>Directive 2014/30/EU relating to electromagnetic compatibility</b></li> <li>• <b>Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment</b></li> </ul>	
Person authorised to compile the technical file :	<b>Erwin Fascher Am Unterwege 18/20 99610 Sömmerda</b>
Signed for, and on behalf of the Manufacturer :	<b>Sömmerda, 05.10.2017</b>
<b>cab Produkttechnik Sömmerda Gesellschaft für Computer- und Automationsbausteine mbH 99610 Sömmerda</b>	 <b>Erwin Fascher Managing Director</b>

The product must not be put into service until the final machinery into which it is to be incorporated has been declared in conformity with the provisions of the Directive on machinery


The documents according annex VII part B from the incomplete machinery are created and will commit to state agencies on request in electronic kinds.

## 9.2 EU Declaration of Conformity



## EU Declaration of Conformity

We declare herewith that the following device as a result of design, construction and the version put in circulation complies with the relevant fundamental regulations of the EU Rules for Safety and Health. In the event of any alteration which has not been approved by us being made to any device as designated below, this statement shall thereby be made invalid.

Device:	Label Printer
Type:	Hermes C
Applied EU Regulations:	Applied Standards:
Directive 2014/30/EU relating to electromagnetic compatibility	• EN 55024:2010
	• EN 55032:2012
	• EN 61000-3-2:2014
	• EN 61000-3-3:2013
	• EN 61000-6-2:2005
Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment	• EN 50581:2012
Signed for, and on behalf of the Manufacturer :	Sömmerda, 05.10.2017
cab Produkttechnik Sömmerda Gesellschaft für Computer- und Automationsbausteine mbH 99610 Sömmerda	 Erwin Fascher Managing Director

## 9.3 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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