

## 1. Alarm and Error indications on CL-S 521/621/631 and CL-S 6621

Item	LEDs status	Comments
When the STOP key has been pushed	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Print         </div> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Condition         </div> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Error         </div> </div>	Print LED off: printer is OFF line.
Abnormal head temperature	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <span style="background-color: #008000; width: 10px; height: 10px; display: inline-block;"></span> Print         </div> <div style="text-align: center;"> <span style="background-color: #ffff00; width: 10px; height: 10px; display: inline-block;"></span> Condition         </div> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Error         </div> </div>	Usually related to heavy dark printing. Print head is effectively overheating and needs to cool down. Wait a while and then try it.
Abnormal motor temperature	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <span style="background-color: #008000; width: 10px; height: 10px; display: inline-block;"></span> Print         </div> <div style="text-align: center;"> <span style="background-color: #ffff00; width: 10px; height: 10px; display: inline-block;"></span> Condition         </div> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Error         </div> </div>	A motor, not necessarily the stepping motor if the printer is a 621/631, is detected as overheating. May require a replacement motor OR a control board.
Head Open	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Print         </div> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Condition         </div> <div style="text-align: center;"> <span style="background-color: #ff0000; width: 10px; height: 10px; display: inline-block;"></span> Error         </div> </div>	Fast Error LED flash. Buzzer sounds 3 fast beeps, short pause and 3 fast beeps. Either the head switch is faulty or the print head is not fully closed.
Media End	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Print         </div> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Condition         </div> <div style="text-align: center;"> <span style="background-color: #ff0000; width: 10px; height: 10px; display: inline-block;"></span> Error         </div> </div>	Slow Error LED flash. Buzzer sounds in sympathy with the LED flash. Check the paper sensors are in line with each other. Maybe wrong media installed in the printer. Customer may be using Reflective / Black Mark OR Continuous media. By default, all these models are set to See Through.
Media Out (media location cannot be detected)	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Print         </div> <div style="text-align: center;"> <span style="background-color: #ffff00; width: 10px; height: 10px; display: inline-block;"></span> Condition         </div> <div style="text-align: center;"> <span style="background-color: #ff0000; width: 10px; height: 10px; display: inline-block;"></span> Error         </div> </div>	Buzzer sounds in sympathy with the LED flash. Media gaps and black marks not being seen. Paper sensors may be out of line, or wrong media may be installed or printing type (See Through is default) is incorrectly set.
Abnormal head resistance	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Print         </div> <div style="text-align: center;"> <span style="background-color: #ffff00; width: 10px; height: 10px; display: inline-block;"></span> Condition         </div> <div style="text-align: center;"> <span style="background-color: #ff0000; width: 10px; height: 10px; display: inline-block;"></span> Error         </div> </div>	Error seen at Power ON. Buzzer sounds in sympathy with the LED flash. Probable head fault. Briefly press the STOP button, it will cancel the error BUT the print head is still faulty and will need to be replaced.
Ribbon feed error	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Print         </div> <div style="text-align: center;"> <span style="background-color: #ffff00; width: 10px; height: 10px; display: inline-block;"></span> Condition         </div> <div style="text-align: center;"> <span style="background-color: #ff0000; width: 10px; height: 10px; display: inline-block;"></span> Error         </div> </div>	Buzzer sounds three times and pauses. The printers 621/631 & 6621 all default to Outside wound. Is the ribbon outside wound?
Ribbon end	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Print         </div> <div style="text-align: center;"> <span style="background-color: #ffff00; width: 10px; height: 10px; display: inline-block;"></span> Condition         </div> <div style="text-align: center;"> <span style="background-color: #ff0000; width: 10px; height: 10px; display: inline-block;"></span> Error         </div> </div>	Buzzer sounds three times and pauses. The printer driver might be set to Thermal transfer Mode (TT) and the ribbon is not loaded. Is the ribbon loaded? Is the Ribbon Core too big for the Ribbon holder?
Communication error	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Print         </div> <div style="text-align: center;"> <span style="background-color: #ffff00; width: 10px; height: 10px; display: inline-block;"></span> Condition         </div> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Error         </div> </div>	Possible service issue. Possible causes: <ul style="list-style-type: none"> <li>• Reception buffer overrun</li> <li>• Parity, framing</li> <li>• Transmission buffer overflow</li> </ul>
System error	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Print         </div> <div style="text-align: center;"> <span style="background-color: #ffff00; width: 10px; height: 10px; display: inline-block;"></span> Condition         </div> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Error         </div> </div>	Specific to CL-S6621.
Auto-cutter abnormality (jamming, etc.)	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Print         </div> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Condition         </div> <div style="text-align: center;"> <span style="background-color: #ff0000; width: 10px; height: 10px; display: inline-block;"></span> Error         </div> </div>	Only where cutter fitted. Make sure the two parts of the cutter are correctly connected. Make sure all safety lockout options are OK. Nothing broken on the plastics? Has Cutter been turned ON in Driver?
Auto-cutter temperature abnormal	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <span style="background-color: #008000; width: 10px; height: 10px; display: inline-block;"></span> Print         </div> <div style="text-align: center;"> <span style="background-color: #ffff00; width: 10px; height: 10px; display: inline-block;"></span> Condition         </div> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Error         </div> </div>	Only where cutter fitted. Usually reported if the cutter is faulty OR sometimes if the CUT command is sent to the printer but the cutter is not fitted. User error: incorrect setting in the driver.
Paper near end	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <span style="background-color: #008000; width: 10px; height: 10px; display: inline-block;"></span> Print         </div> <div style="text-align: center;"> <span style="background-color: #cccccc; width: 10px; height: 10px; display: inline-block;"></span> Condition         </div> <div style="text-align: center;"> <span style="background-color: #ff0000; width: 10px; height: 10px; display: inline-block;"></span> Error         </div> </div>	Specific to CL-S6621 provided the paper holders are being used inside the printer (not outside where PNE sensor is not available). Default is set to OFF.

## 2. General Operation Panel Short cut options

From the control panel, it is possible to quickly change the settings using one or more buttons pressed, either with the printer already switched ON OR by holding the buttons at the same time as turning the printer ON.

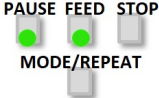


**Key to images with green dot buttons on page two** – representing the 4 buttons:

- **Power ON and Press** – means holding down the buttons with green dots while turning the printer ON
- **ON** – means, the printer is already ON and showing two green LED's (Power and Print), and then press and release any green dot buttons shown.
- If there is more than one button to press ensure those required are all pressed at the same time.


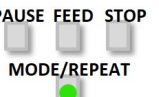




Where something prints the best label size is 100x100mm (4x4 inches).







- Operation panel short cuts: the three most common button options

CL-S Desktops only			
<b>Manual Emulation Switch</b>	Power On & press		3 beeps. Press <b>FEED</b> x1 for Datamax, x2 for Zebra – beep with each FEED press. Press <b>MODE/REPEAT</b> to save (3 beeps).
<b>Inside/Outside Ribbon Selection</b>	ON Press & Hold		Hold for a minimum of 4 seconds – 3 beeps for <b>Ink OUT</b> . Repeat process – 4 beeps for <b>Ink IN</b> .
<b>Self-Test</b>	Power On & press		Release at beep. Prints two-page test. Use 4"x4" labels, or for continuous paper hold <b>FEED</b> till Print LED fast flash.

- For other control panel shortcuts:

All CL-S 521/621/631 & 6621			
<b>To Reset Factory</b>	Power On & press		Until Condition LED becomes solid orange. Press <b>PAUSE</b> , then <b>FEED</b> for 3s, then <b>PAUSE</b> to print complete current configuration.
<b>Menu Mode – Config Print</b>	Power On & press		Until Condition LED becomes solid orange. Press <b>STOP</b> , then <b>PAUSE</b> to print complete current configuration.
<b>Extended Menu Mode (inc. Factory settings)</b>	Power On & press		As above, but will include "Factory Mode" settings.
<b>Media Calibration (Auto Cal Mode)</b>	Power On & press		Until Condition LED becomes solid orange. Then hold <b>MODE</b> , then press & release <b>PAUSE</b> . Press <b>STOP</b> to exit and save.
<b>Sensor Select (from the control panel)</b>	Power On & press		Until Condition LED becomes solid orange. Then hold <b>MODE</b> then press <b>STOP</b> to "toggle": 1 beep = Trans, 2 beep=Reflect. Print LED flashing for Reflect, Print LED solid for Trans.
<b>Switch between DT / TT</b>	ON & On-Line		Hold <b>MODE</b> and press <b>PAUSE</b> to "toggle": 1 beep = TT mode, 2 beeps = DT mode.

- Used mainly by technicians

<b>Firmware Download (Only when forcing firmware)</b>	Power On & press		Print LED flashes, goes solid when firmware is sent. Flashes all LEDs when 'saving'.
<b>Hex Dump</b>	Power On & press		Printer beeps. Printer does not announce it is in Hex mode. Restart printer to go back to normal printing.
<b>Tear or Print Position Adjust</b>	ON & On-Line		Hold on Mode and press on the <b>FEED</b> button until Condition LED flashes orange. Use <b>PAUSE</b> and <b>STOP</b> to adjust.
<b>Control Panel by Serial Port</b>	Power On & press		Use HyperTerminal. Baud rate must be set to 115,200 bps