

# TOSHIBA

## TOSHIBA Thermal Printer B-SA4TP SERIES

### SUPPLY LOADING INSTRUCTIONS

This sheet contains only the media and ribbon loading procedures. Please be sure to read the Owner's Manual in the CD-ROM for further information about this printer.

#### 1. LOADING THE MEDIA

##### WARNING!

1. Do not touch any moving parts. To reduce the risk of fingers, jewellery, clothing, etc., being drawn into the moving parts, be sure to load the media once the printer has stopped moving completely.
2. The Print Head becomes hot immediately after printing. Allow it to cool before loading the media.
3. To avoid injury, be careful not to trap your fingers while opening or closing the cover.

##### CAUTION!

1. Make sure that the Upper Sensor Ass'y is closed when taking out the Media Holder Ass'y. If the Upper Sensor Ass'y is opened, it may be damaged.
2. Be careful not to touch the Print Head Element when raising the Print Head Block. Failure to do this may cause missing dots by static electricity or other print quality problems.

The following procedure shows the steps to properly load the media into the printer so that it feeds straight and true through the printer. Use the same procedure when replacing the media, also.

The printer prints both labels and tags.

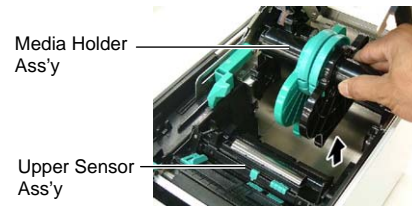
1. Press the Top Cover Release Button and gently open the Top Cover to its fully open position supporting it with your hand.

##### NOTE:

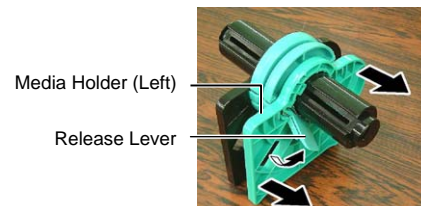
As the Top Cover is heavy, be sure to support it with your hand when opening it. Failure to do this may cause the printer to fall over backward.



2. Take out the Media Holder Ass'y from the printer.



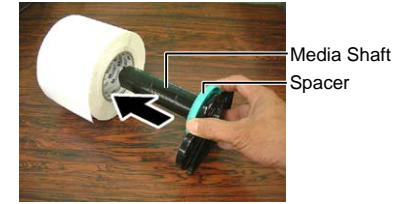
3. Raise the Release Lever and remove the Media Holder (Left).



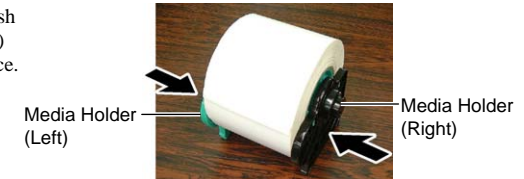
4. Insert the Media Shaft into the core of a media roll.

##### NOTE:

When the inner core diameter of the media roll is 40mm, remove the Spacers from the Media Holders.



5. Put the Media Holder (Left) onto the Media Shaft. Push the Media Holder (Left) and the Media Holder (Right) against the media until the media is held firmly in place. This will automatically centre the media.



6. Fold the Release Lever to lock the Media Holder (Left).



7. Place the Media Holder Ass'y into the printer.

##### CAUTION!

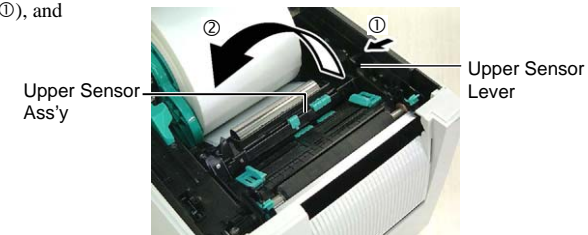
Make sure that the Upper Sensor Ass'y is closed when placing the Media Holder Ass'y into the printer. If the Upper Sensor Ass'y is opened, it may be damaged.

##### NOTE:

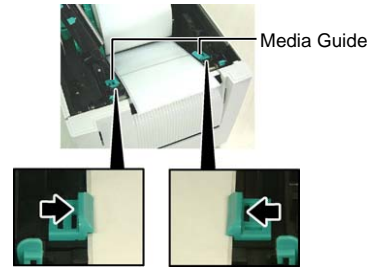
Be careful of the orientation of the Media Holder Ass'y and the media.



8. Slightly push the Upper Sensor Lever inside (①), and open the Upper Sensor Ass'y (②).



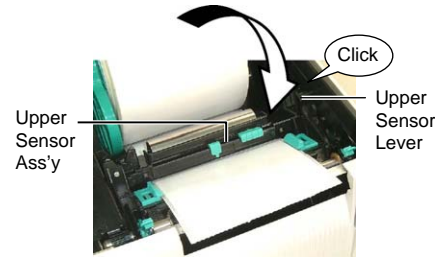
- Pull the media out of the front of the printer, and adjust the Media Guides to the media width. This will automatically centre the media.



- Lower the Upper Sensor Ass'y until the Upper Sensor Lever clicks into position.

**CAUTION!**  
Be sure to close the Upper Sensor Ass'y before closing the Top Cover. If the Upper Sensor Ass'y is opened, it may be damaged.

**NOTE:**  
Make sure that the Upper Sensor Ass'y is locked. If it is unlocked, a paper jam or print failure may occur.

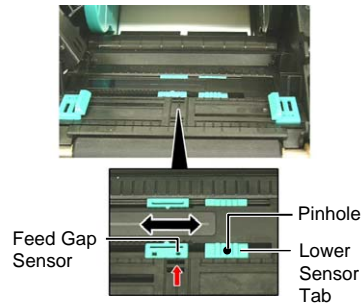


- After loading the media, it may be necessary to set the position of the Media Sensor used to detect the print start position for label or tag printing

#### Setting the Feed Gap Sensor position

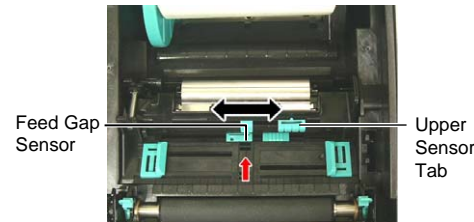
When using a label stock without black marks, the Feed Gap Sensor is used to detect a print start position.

- Push the Upper Sensor Lever inside and open the Upper Sensor Ass'y.
- Slide the Lower Sensor Tab with your finger to move the Feed Gap Sensor so that the Feed Gap Sensor is positioned at the centre of the labels. (O indicates the position of the Feed Gap Sensor).  
It may be easier to move the Lower Sensor Tab if you use a pen inserting its tip into the pinhole of the tab.



- Lower the Upper Sensor Ass'y until the Upper Sensor Lever clicks into position.
- Slide the Upper Sensor Tab to move the Feed Gap Sensor so that it aligns with the lower Feed Gap Sensor.

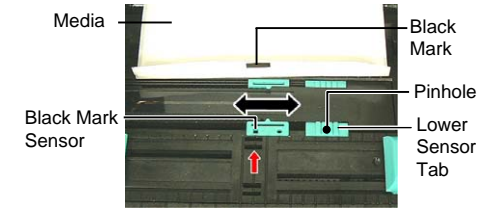
**NOTE:**  
Be sure to align the Upper Feed Gap Sensor with the Lower Feed Gap Sensor. Failure to do this may cause a paper jam error.



#### Setting the Black Mark Sensor position

When using media with black marks, the Black Mark Sensor is used to detect a print start position.

- Push the Upper Sensor Lever inside and open the Upper Sensor Ass'y.
- Check the reverse side of the media for the black mark position.
- Slide the Lower Sensor Tab to move the Black Mark Sensor so that it is in line with the centre of the black mark on the media.  
(□ indicates the position of the Black Mark Sensor).  
It may be easier to move the Lower Sensor Tab if you use a pen inserting its tip into the pinhole of the tab.



#### NOTES:

- Be sure to set the Black Mark Sensor to detect the centre of the black mark, otherwise a paper jam or no paper error may occur.
- After adjusting the Black Mark Sensor position, align the Upper Feed Gap Sensor with the Lower Feed Gap Sensor. This is because a paper end is detected by the Feed Gap Sensor.

- There are three issue modes available on this printer.  
How to set the media for each mode is provided below.

#### Batch Mode

In the batch mode, the media is continuously printed and fed until the number of labels/tags specified in the issue command have been printed.

- Pull the top edge of the media past the Platen.



- Close the Top Cover until it clicks.

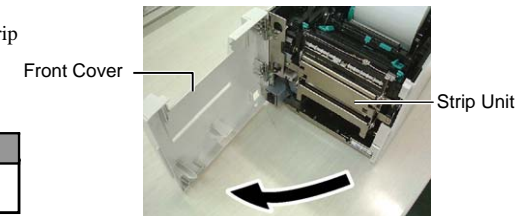


#### Strip Mode (Option)

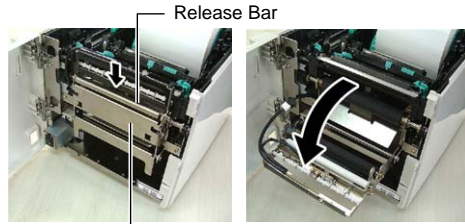
When the optional Strip Module is fitted, a label is automatically removed from the backing paper at the Strip Plate as each label is printed.

- Open the Front Cover holding its right side.

**WARNING!**  
Be careful that your fingers, jewellery, clothing, etc., are not drawn into the rollers of the Strip Unit.



(2) Press down the Release Bar to open the Strip Unit.

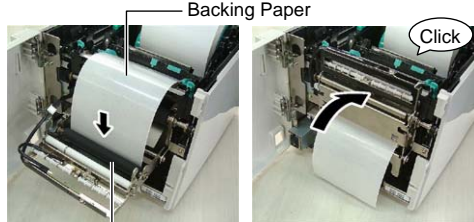


Release Bar

Strip Unit

(3) Remove enough labels from the leading edge of the media to leave 300mm of backing paper free.

(4) Pass the backing paper through the opening under the Backing Paper Feed Roller. Then, close the Strip Unit until it clicks.



Backing Paper

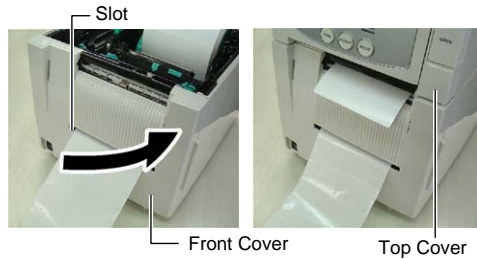
Click

Backing Paper Feed Roller

**NOTE:**  
Be sure to close the Strip Unit completely. Failure to do this may cause a paper jam.

(5) Insert the leading edge of the backing paper into the slot of the Front Cover.

(6) Close the Front Cover and the Top Cover.



Slot

Front Cover

Top Cover

### Cut Mode (Option)

When the optional Cutter Module is fitted, the media is automatically cut.

Insert the leading edge of the media into the Media Outlet of the Cutter Module.



Media

#### WARNING!

The cutter is sharp, so care must be taken not to injure your fingers when handling the cutter.

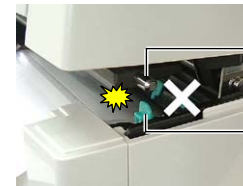
#### CAUTION!

- When using a label stock, be sure to cut the gaps. Cutting labels will cause the glue to stick to the cutter, which may affect the cutter quality and shorten the cutter life.
- Use of tag paper which thickness exceeds specified value may affect the cutter life.

13. Change the print head pressure according to the thickness of the media to be used, by using the Head Position Lever.

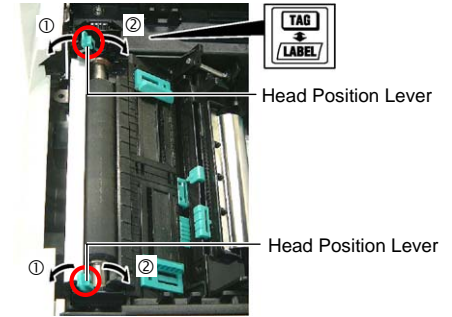
#### NOTES:

- Be sure to set both Head Position Levers in the same direction. Failure to do this may cause blurred printing.
- Do not leave the Head Position Levers positioned at the middle. When closing the Top Cover, they block the Print Head Positioning Shaft, and the Top Cover cannot be closed.



Print Head Positioning Shaft

Head Position Lever



Head Position Lever

Head Position Lever

	Media type or thickness	Head Position Lever
① <b>LABEL</b>	Label or Thin media If a clear print cannot be obtained, change the position to ②.	Move the levers toward the front of the printer.
② <b>TAG</b>	Tag paper or Thick paper If a clear print cannot be obtained, change the position to ①.	Move the levers toward the back of the printer

14. If the loaded media is direct thermal media (with a chemically treated surface), the media loading procedure is now completed. Close the Top Cover. If the media is normal media, it is also necessary to load a ribbon.

## 2. LOADING THE RIBBON

#### WARNING!

- Do not touch any moving parts. To reduce the risk of fingers, jewellery, clothing, etc., being drawn into the moving parts, be sure to load the ribbon once the printer has stopped moving completely.
- The print head becomes hot immediately after printing. Allow it to cool before loading the ribbon.
- To avoid injury, be careful not to trap your fingers while opening or closing the cover.

#### CAUTION!

Be careful not touch the Print Head Element when opening the Top Cover. Failure to do this may cause missing dots by static electricity or other print quality problems.

#### NOTE:

When replacing the ribbon, leave the printer power on. Then, press the **[RESTART]** key to restart an operation.

There are two types of media available for printing on: these are thermal transfer media (normal media) and direct thermal media (with a chemically treated surface). DO NOT LOAD a ribbon when using a direct thermal media.

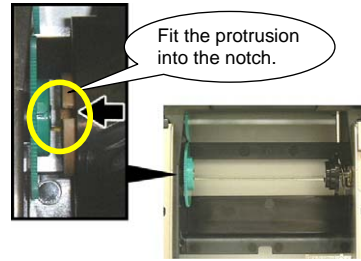
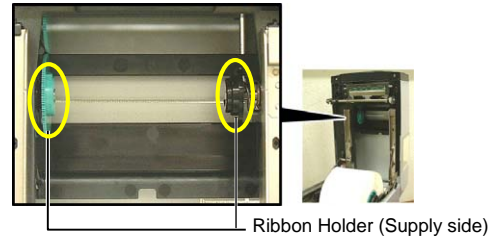
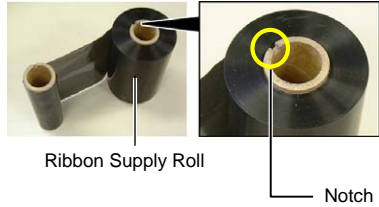
- Press the Top Cover Release Button and gently open the Top Cover to its fully open position supporting it with your hand.



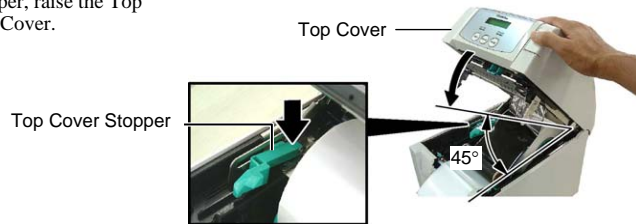
Top Cover Release Button

Top Cover

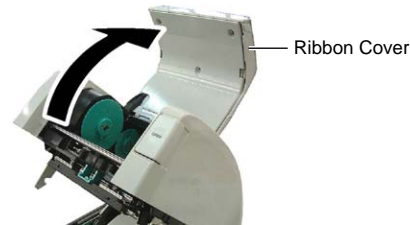
2. Fit the core of the ribbon supply roll into the Ribbon Holders (Supply side), aligning the notch of the ribbon core with the protrusion of the Ribbon Stopper.



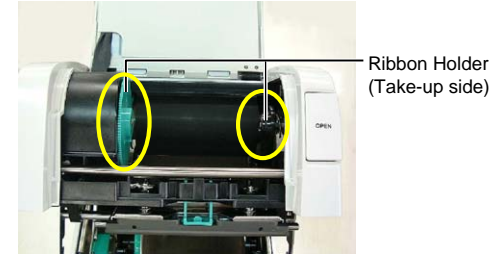
3. Lower the Top Cover to its 45° angle open position. While pushing the Top Cover Stopper, raise the Top Cover again. This will fix the Top Cover.



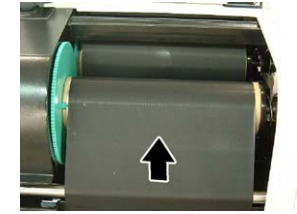
4. Open the Ribbon Cover.



5. Fit the ribbon take-up core into the Ribbon Holder (Take-up side), aligning the notch of the ribbon core with the protrusion of the Ribbon Stopper



6. Turn the ribbon take-up core in the direction indicated by the arrow to remove any slack.

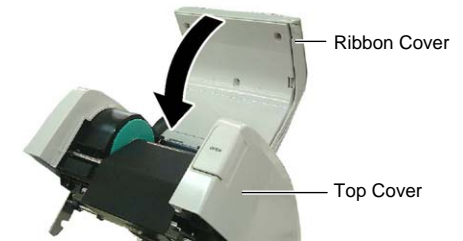


**NOTES:**

1. Be sure to remove any slack in the ribbon when printing. Printing with a wrinkled ribbon will lower the print quality.
2. When a ribbon end is detected, "RIBBON ERROR" message will appear on the display and the ERROR LED will illuminate.
3. When disposing of the ribbons, please follow the local rules.

7. Close the Ribbon Cover until it clicks.

**WARNING!**  
Be sure to close the Ribbon Cover before closing the Top Cover. It is dangerous to close the Top Cover with the Ribbon Cover opened, as the Ribbon Cover slams shut.



8. Gently close the Top Cover until it clicks.