

Digital Photo Printer
CHC-S2145-5
Operation Manual

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Handling of this Manual

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2. The specifications in this operation manual are subject to change without prior notice.
3. In case of having any difficulties or finding the fault in this manual, your information to SINFONIA TECHNOLOGY will be highly appreciated.

Introduction

This manual describes detailed instructions for handling of and basic operation of Digital Photo Printer CHC-S2145-5.

We will describe this product as “the printer” in the manual.

Read this manual thoroughly to understand how to install and operate the printer before using it.

Notice

- Keep this manual near the printer and operators can refer to this manual periodically.
- In case, lost or damaged this manual, contact your dealers.
- In the case of transfer, do not forget to put this manual together with the printer.

FCC WARNING

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

USB cable with ferrite core must be used for RF interference suppression.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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Chapter 1. Important Safety Instruction

This manual provides detailed instructions for the safety use of the printer.
Read this manual before operating the printer to ensure to have proper use.

- ◆ In this manual, there are notes that require special attention.
For your safety operation, Safety notices are separated as follows;



Warning: Inappropriate handling can cause the death or serious wound.



Caution: Inappropriate handling can cause the wound for the users and/or cause the physical damage.

Attention: Explanation about the cause of the trouble and the environmental condition.

- ◆ It is difficult to forecast all the danger in setting and use of the printer.
Therefore, warnings in this Operation Manual, in the other documents on the printer cannot cover all the cases.
In case of performing the operation or maintenance which are not described in this manual, all the concern for the safety have to be taken care of at the customer side.
- ◆ Operations and the notification for the maintenance described in this manual and other documents are for the proper use of the printer.
In case of using the printer for the other purpose, all the concern for the safety has to be taken care of at the customer side.
- ◆ Do not perform the operation which are prohibited in this manual and other documents.
- ◆ The contents that cannot be printed due to a failure while using the use of this printer are not guaranteed.

Chapter 1. Important Safety Instruction

Environments

To use the printer safety, please pay attention to the followings:



Caution: Do not let children to touch the printer or the cables.
It can cause accidents or electric shock.



Caution: Do not place the printer under humid or dusty place.
It can cause a fire, electric shock or printer problem.
Do not place the printer with dust, sand and high humidity such
as bathing place, bathroom, hot spring, on the street.



Caution: Do not place the printer on rickety place and/or inclined place.
Printer may fall down or tumble and it can cause injury.

Attention: Do not place the printer under the low temperature such as ski gelande,
skating rink or open-air with direct sunlight.



Warning: Do not put vase, flowerpot, and cup with water inside or metric
items.
In case the water spilt or metric items fall into the printer, it can
cause the fire and electric shock.



Warning: Do not block the openings of the printer. In case, the opening
blocked, the heat will remain inside and it can cause the fire.



Warning: Do not insert or fall the metallic items or flammable items into
the printer through the openings of the printer, it can cause the
fire and electric shock.

Chapter 1. Important Safety Instruction

Handling Instruction

In handling the printer, please pay attention to the followings;



Warning: Lift the printer from its box and put it onto a flat table or desk.



Warning: At nearly 20Kg, the printer is too heavy to be lifted by one person. Also please take a good care of your hands and fingers when lifting the printer from the box.



Warning: The printer is heavier at front side than rear side so that please be careful in transportation. When moving the printer, hold the handles provided at the front and the rear. The printer must be handled by more than two persons during the transportation.



Warning: Be careful when you transport the printer on the slippery floor.



Warning: In case you drop the printer, firstly turn off the power of the printer and remove the power cord, then contact the dealers or service center. To use the printer without any checking, can cause the fire or electric shock.

Attention: At installation, appropriate interface cable will be required with your computer.



Warning: Do not dismantle or remodel the printer. Some sections of the printer contain a high voltage or become very hot. Ignoring this warning may cause electric shock, fire, or burns.

Chapter 1. Important Safety Instruction

Handling Instruction - Continued from previous page



Warning: Secure the power cable firmly.



Warning: The thermal head reaches high temperature during operation but this is normal. Do not touch the thermal head.

Attention: Touching the surface of the thermal directly can cause the damage to thermal head. When a hard object get into the printer, it can cause the damage to the printer mechanism. In such case, please do not use the printer.



Warning: Do not attempt to service the printer beyond the instruction specified in this document. In case, impossible to recover from the problem, please contact to the dealers or service center.



Warning: This product must be grounded, and always used with only the specified power cable or the power cable accompanying this product. If the product is used without ground, and current leakage occurs, fire or electrical shock is most likely to result, and also cause signal-receiving interference to a radio, a television receiver, and other similar electric appliances. If the proper grounding connection is not possible, please contact to the dealers or service center.

Chapter 1. Important Safety Instruction

Handling Instruction for Consumable and Printed Output

In handling the ink ribbon, paper and printed output, please pay attention to the followings;

Attention: Paper Handling

- Use the paper specified by Shinko Electric.
- Store the paper flat.
- Store the paper in a dry and dark place to avoid the direct Sunlight.
(Temperature less than 30°C, Humidity: less than 60%).
- Do not touch the paper surface before printing to avoid the fingerprints.

Attention: Ink Ribbon Handling

- Use the ink ribbon specified by Shinko Electric.
- Store the ink ribbon in cool place to avoid the direct sunlight.
(Temperature less than 30°C, Humidity: less than 60%)

Attention: Printed Output Handling

- Store the printed output in a dark place to avoid the direct sunlight.
- Store the printed output away from the organic fluid such as benzene, thinner and alcohol which may change or deteriorate the colors.



Caution: When abandon the ink ribbon, please handle it as harmful industrial waste.



Caution: Be careful not to injure your hands with the paper edge when handling paper.

Chapter 1. Important Safety Instruction

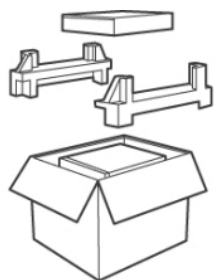
<MEMO>

Chapter 2. Installing and Set Up

This chapter explains the unpacking and set up of the printer.

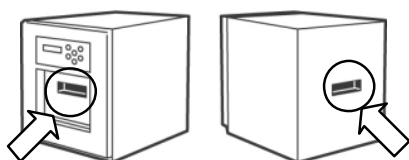
Before proceeding to this chapter, please make sure to read Chapter 1. Important Safety Instruction.

Unpacking and checking the accessories



1. Open the box and remove the box containing the accessories and protection materials.

Attention: Keep the packaging materials. The box and protection materials are necessary when moving or transporting the printer. Make sure that they are retained.

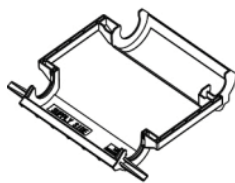


2. Take out the printer by holding the handles provided at the front and rear of the printer.

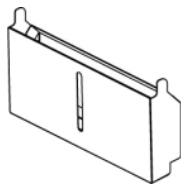
Caution: This printer weighs about 20Kg. Please handle it carefully. When lifting the printer, always use the handles. Otherwise, the printer may be damaged.



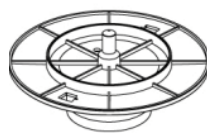
3. Take out the accessories from the accessory box and check the contents.



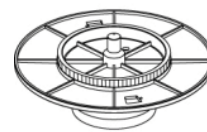
Ink ribbon cassette



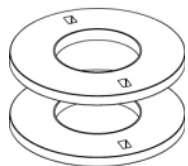
Dust box



Paper flange (white)



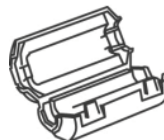
Paper flange (blue)



Spacer (2 pieces)



Operation Manual



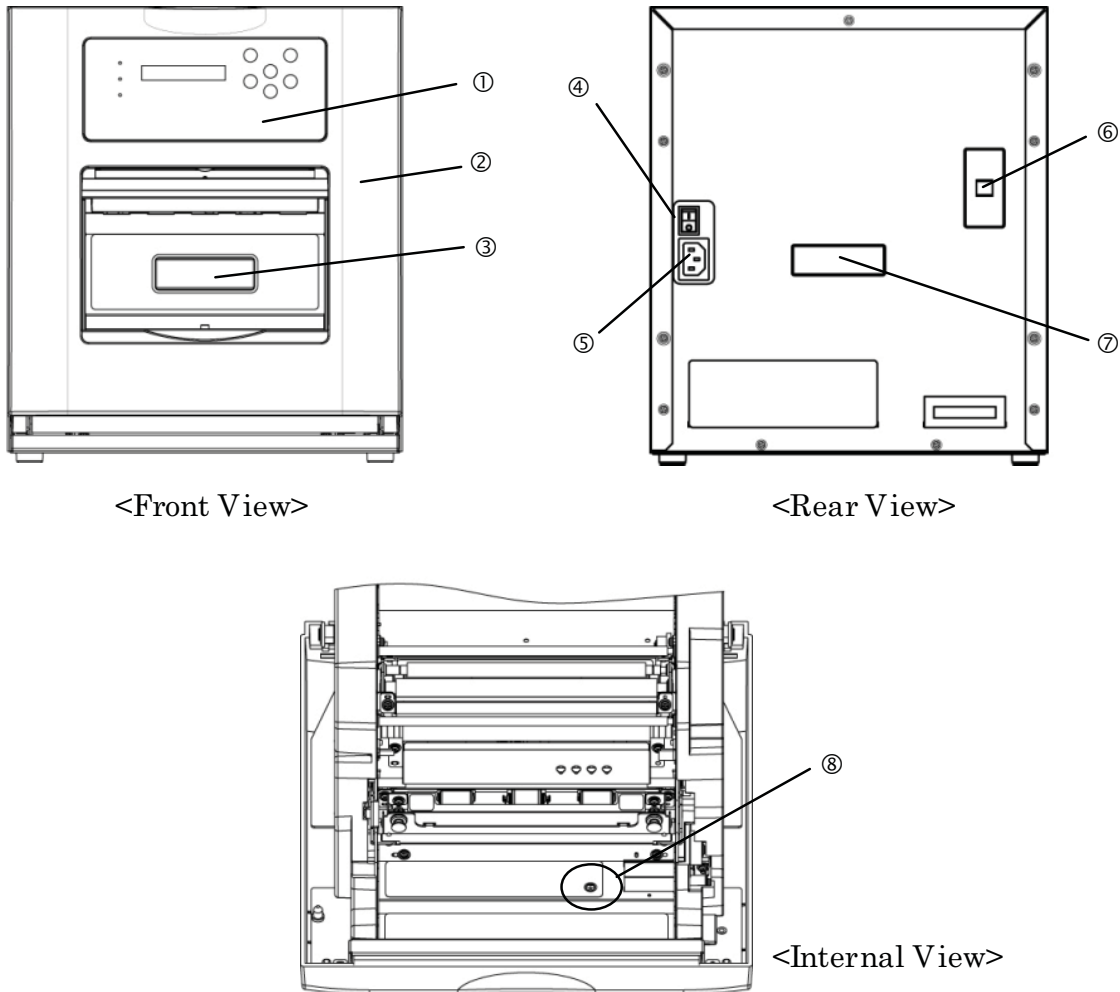
Ferrite core



Power cable

Chapter 2. Installing and Set Up

Parts Name and Function



No.	Name	Function
①	Operation Panel	Control buttons, LCD and printer status display lamps are located on the panel.
②	Front Cover	Open the front cover when replacing an ink ribbon or paper, or when performing maintenance.
③	Handle (Front)	When moving the printer, hold this handle and the rear handle.
④	Power Switch	This switch turns on/off the power of the printer. When the “ ” marked side of the switch is pressed, the power is turned on. When the “○” marked side of the switch is pressed, the power is turned off. <Caution> Once the printer is turned off, wait at least 3 seconds before turning it on again.
⑤	Power Connector	To be used to connect the power cord.
⑥	USB Connector	To be used to connect the USB cable.
⑦	Handle (Rear)	When moving the printer, hold this handle and the front handle.
⑧	Paper Setting Lamp	When setting the paper, insert the paper until the lamp is lit. When the lamp blinks, remove the paper until the lamp goes off.

Chapter 2. Installing and Set Up

Connecting Power Cord

Connect the power cord according to the safety instructions below.



1. Insert the power cord attached to the printer into the power connector located on the rear of the printer.



Warning: Make sure to turn off the power of the printer before inserting the power cord.



Warning: Make sure to insert the power cord correctly. If not, it can cause the fire or the printer problem.



Warning: Do not insert or remove the power cord with wet hands. It can cause the electric leakage.



Warning: Do not make any damage or any modification to the power cord. Put the heavy items on the power cord, give a strong pull to the power cord and twist the power cord can cause the fire and electric shock.



Warning: When moving the printer, make sure to turn off the power of the printer, remove the power cord in order to have no connection with other devices. Otherwise, the power cord might be damaged and it can cause the fire and electric shock.
Also there is a possibility to fall down caught by the cord.



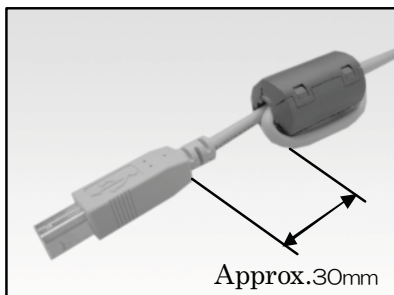
Warning: In case of not using the printer for a long time, remove the power cord for safety.



Warning: Avoid “piled up” connection. It can cause the fire and electric shock.

Chapter 2. Installing and Set Up

Connecting USB Cable



1. Install the ferrite core to the USB cable to be connected.



2. Connect the USB cable from the personal computer to the USB connector located on the left rear side of the printer.
Be sure to insert the USB cable all the way.

Attention: To remove the USB cable, make sure that the printer is in the waiting status.
Removing the USB cable during data transfer may not be able to print data correctly.

Installing Dust Box



1. Insert the claw of the dust box first and insert the projected section of the printer in the hole at the bottom of the dust box.

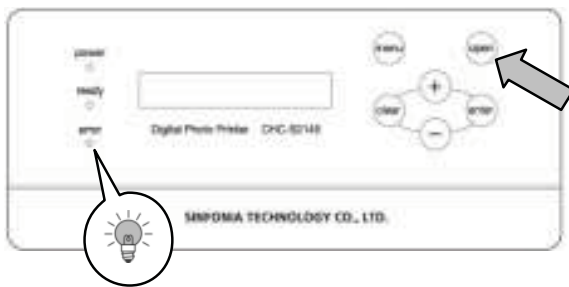
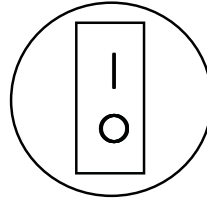


Chapter 2. Installing and Set Up

Opening the Front Cover

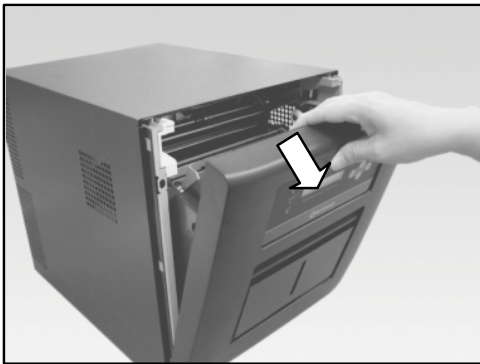


1. Turn on the power of the printer by pressing "I" on the power switch.



2. Press the Open button on the operation panel.
After the Error lamp blinks several times, the front cover opens automatically.

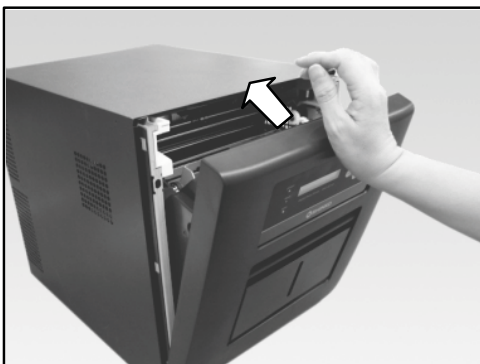
Attention: Do not press the front cover when opening the front cover. Otherwise, the front cover will no longer be opened.



3. Open the front cover by holding the upper section of the front cover.

Attention: Do not open the front cover quickly or with unnecessary force.
Do not press the front cover or place a heavy object other than paper after opening the front cover.

Closing the Front Cover



1. Close the front cover firmly by pressing the center of the upper section of the front cover. The printer is initialized automatically.



Caution: Close the front cover carefully so as not to catch your fingers.

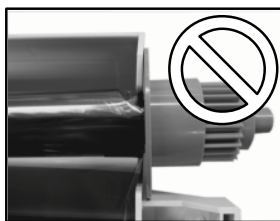
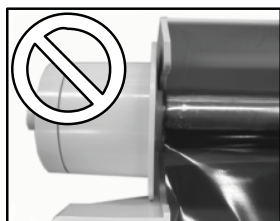
Chapter 2. Installing and Set Up

Loading Ink Ribbon

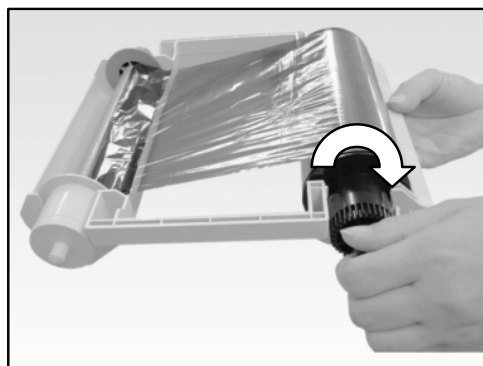


1. Set the ink ribbon in the ink ribbon cassette as shown in the diagram.

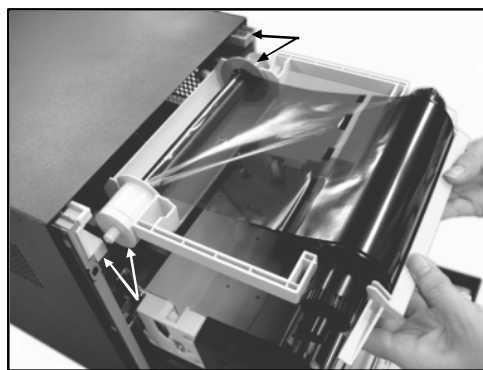
Insert the ribbon until it clicks into position.



Attention: Do not set the ink ribbon if the guard of the ink ribbon sticks out from the ribbon.



2. Stretch the ink ribbon by turning the core on the ink ribbon feed side.

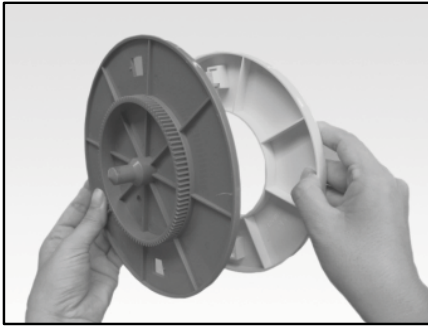


3. Match the color of the core of the ink ribbon and the color of the rail and insert the ink ribbon cassette to the end along the rail

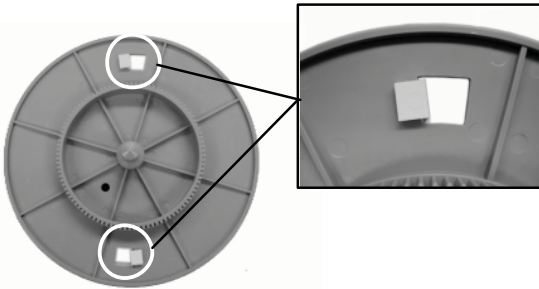
Chapter 2. Installing and Set Up

Loading Paper

Install spacers in the paper flanges first when using L size paper or 2L size paper. When using PC size paper or 6 × 9 size paper, proceed with Step 3 without installing the spacers.



1. Install the spacers in the paper flange (white) and paper flange (blue).
The two spacers are identical.



2. Rotate the spacer until it clicks into position. Two locks are provided. Check that the two sections are locked.



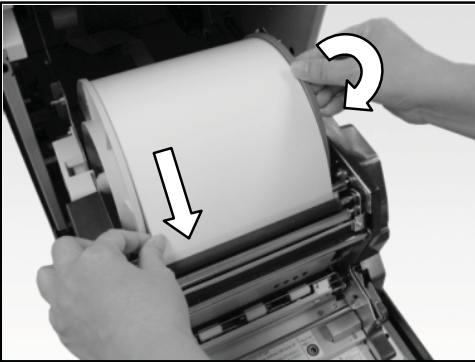
3. Install the paper flange (white) and paper flange (blue) in the paper.
The paper is not set correctly if there is a gap of about 10mm between the paper flange and paper. Match the notch of the paper flange and the notch of the paper core by rotating the paper flange.

Do not remove the seal attached to the paper until the paper is set in the printer.

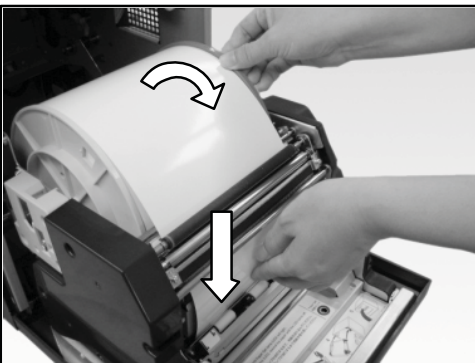


4. Set the paper in the printer.
Set the paper by matching the color of the paper flange and the color of the holder. After setting the paper, remove the seal from the paper.

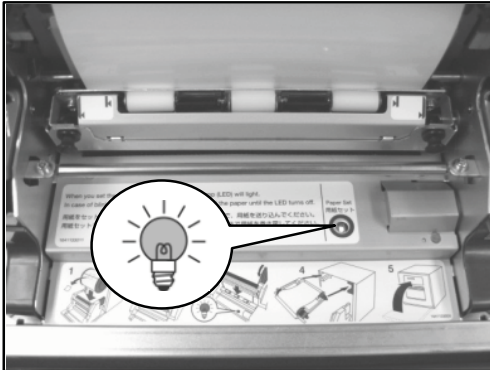
Chapter 2. Installing and Set Up



5. Insert the edge of paper under the roller by rotating the paper flanges.



6. Insert the edge of the paper between the rollers by rotating the paper flanges. Match both ends of the paper to the line of the seal.



7. Insert the paper until the paper setting lamp is lit.

8. Close the front cover.
When the front cover is closed, initialization starts and four sheets of paper are ejected automatically.

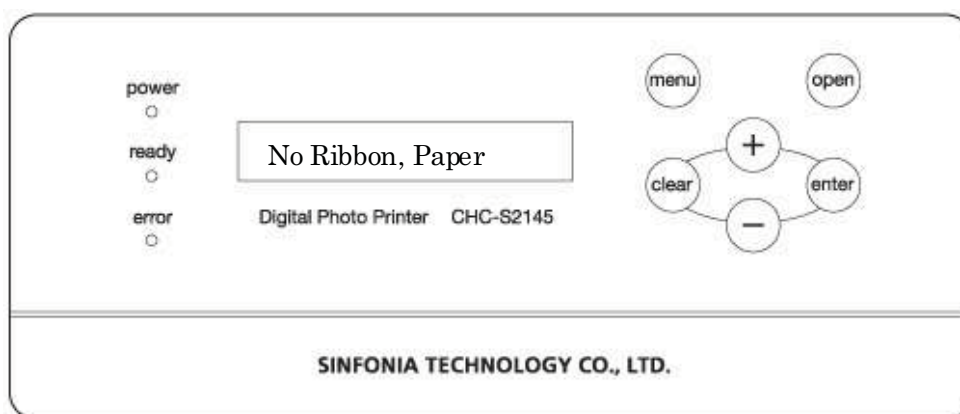
Chapter 2. Installing and Set Up

Transporting the Printer

The following cautions are necessary in transportation of the printer.

Since an incorrect transportation method causes a printer fault, follow the correct method.

1. Remove the ink ribbon and paper from the printer before transporting the printer.
If the ink ribbon or paper cannot be removed due to a fault, consult with the distributor.
2. Use a genuine box.
If the box used at the purchase cannot be used, consult with your distributor and purchase a new box.
3. Do not turn off the power while the front cover is open.
Close the front cover while the power is ON and turn off the power when "No ribbon, paper" is displayed on the LCD of the operation panel.



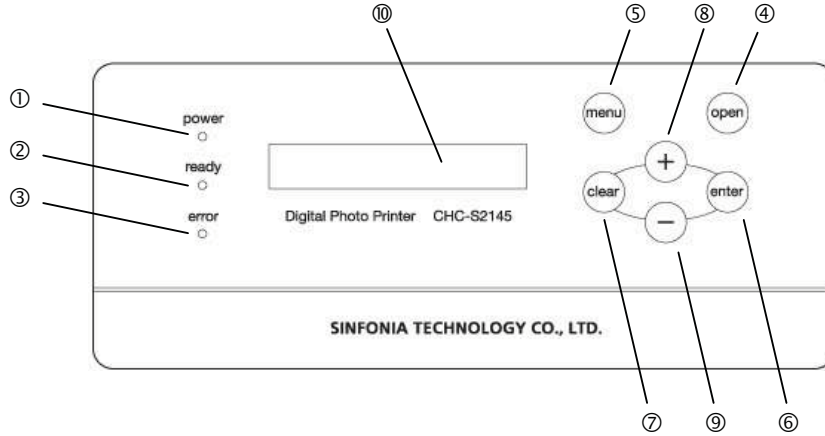
Chapter 2. Installing and Set Up

<MEMO>

Chapter 3. Operation Panel

Operation Panel

The buttons, LEDs and LCD display on the operation panel are shown below.



The LED Displays ① to ③ have the following meanings.

No.	Name	Color	Description
①	power Lamp	Orange	Light when power is ON.
②	ready Lamp	Green	Light when ready to print.
③	error Lamp	Red	Light when error occurs.

Individual Operation Buttons ④ to ⑨ have the following function.

No.	Name	Function
④	open Button	Press this button when opening the front cover. The front cover cannot be opened in Standby mode.
⑤	menu Button	If this button is pressed in Standby mode, the printer is set to a User Set Up mode. (See page 3-3.) Use this button to select an item in the menu.
⑥	enter Button	Use this button to determine the selected setting contents in User Set Up mode.
⑦	clear Button	In User Set Up mode, control exits from the menu that is displayed when this button is pressed.
⑧	+ Button	Not used since the button is for maintenance.
⑨	- Button	Not used since the button is for maintenance.

Chapter 3. Operation Panel

LCD Display

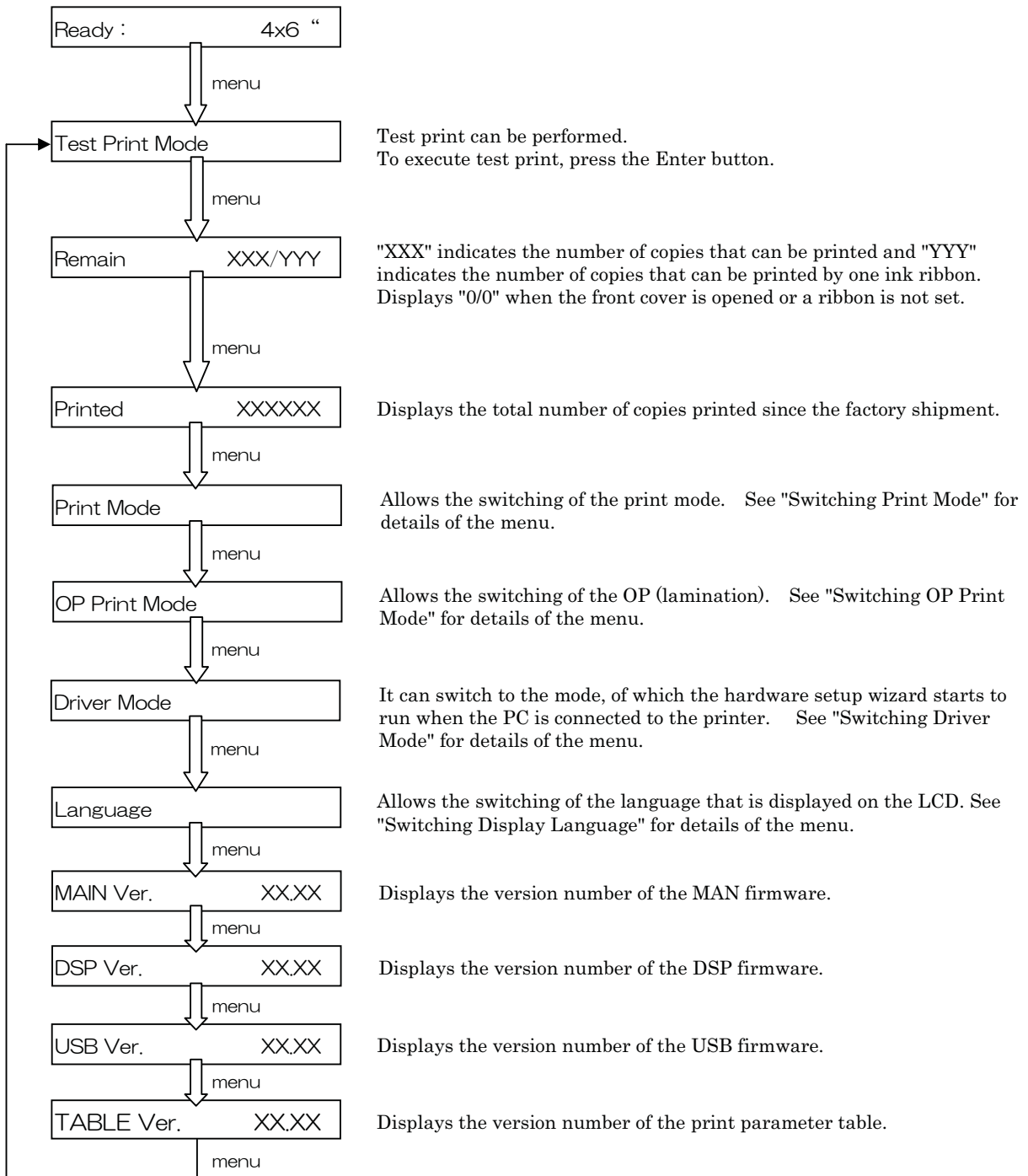
The LCD Display ⑩ indicates the following printer status.

LCD Display	Description
Ready: 4 × 6	Printable status Display is changed depending on ink ribbon being set in the printer.
Initializing	Printer is in initialization.
Ribbon Checking	Winding the ink ribbon.
Paper Loading	Paper is being loaded.
Paper Reloading	Paper is being reloaded.
Printing	Printing.
Cooling Down	The thermal head is being cooled down. Printing is interrupted temporarily until the thermal head is cooled down.
Warming Up	The thermal head is being warmed up. Printing is interrupted temporarily until the thermal head is warmed up.

Chapter 3. Operation Panel

User Set Up Mode

To set the User Set Up Mode, press the Menu button in standby mode. When the Menu button is pressed again, the display changes as follows. To change to the standby mode from each menu, press the Clear button.



Chapter 3. Operation Panel

Switching Print Mode

Display the print mode switching menu in User Set Up Mode and press the Enter button.

The print mode that is set in the printer is displayed.

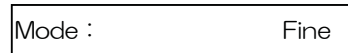


When the Menu button is pressed, the LCD display is switched.



When the Enter button is pressed, the LCD blinks for a moment and the print mode that is displayed is set in the printer.

This setting becomes effective from the next printing.



When the Clear button is pressed twice, the printer returns to the standby mode.

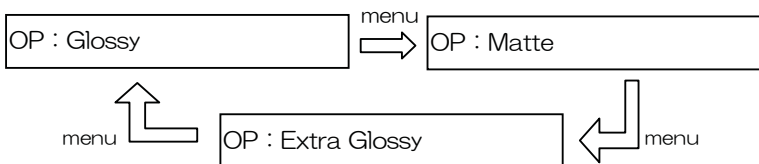
Switching OP Print Mode

Display the OP print mode switching menu in User Set Up Mode and press the Enter button.

The OP print mode that is set in the printer is displayed.



When the Menu button is pressed, the LCD display is switched.



When the Enter button is pressed, the LCD blinks for a moment and the OP print mode that is displayed is set in the printer.

This setting becomes effective from the next printing.



When the Clear button is pressed twice, the printer returns to the standby mode.

Chapter 3. Operation Panel

Switching Driver Mode

Display the driver mode switching menu in User Set Up Mode and press the Enter button.

The driver mode that is set in the printer is displayed.

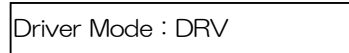


When the Menu button is pressed, the LCD display is switched.



When the Enter button is pressed, the LCD blinks for a moment and the Driver mode that is displayed is set in the printer.

This setting becomes effective when the printer is turned on the next time.

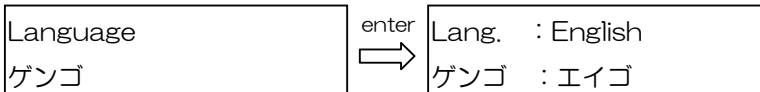


When the Clear button is pressed twice, the printer returns to the standby mode.

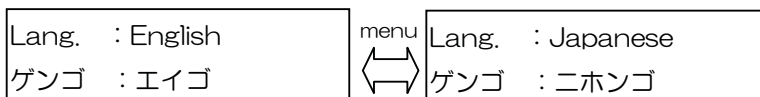
Switching Display Language

Display the language display switching menu of the User Set Up mode and press the Enter button.

The display language that is set in the printer is displayed.



When the Menu button is pressed, the LCD display is switched.



When the Enter button is pressed, the LCD blinks for a moment and the display language that is displayed is set in the printer.

This setting becomes effective from the next printing.



When the Clear button is pressed twice, the printer returns to the standby mode.

(Note)The lower level of the LCD display field is allocated to the Japanese setting.
The upper level is allocated to the English setting.

Chapter 4. Routine Maintenance

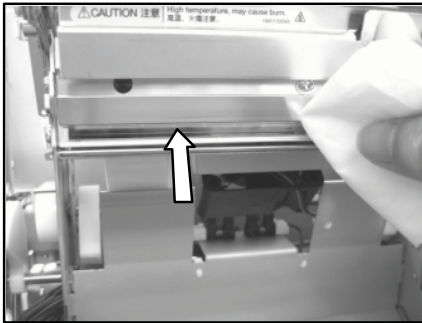
Cleaning of Thermal Head, Platen, Cleaning Roller

By using thermal transfer technology, daily maintenance is not really necessary if the printer is being use properly.

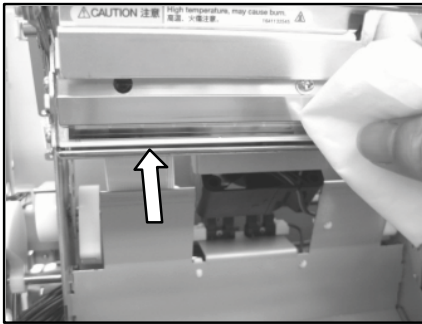
However, in order to keep the best print quality, it is recommended to do the cleaning of Thermal Head, Platen and Cleaning Roller once in a month.



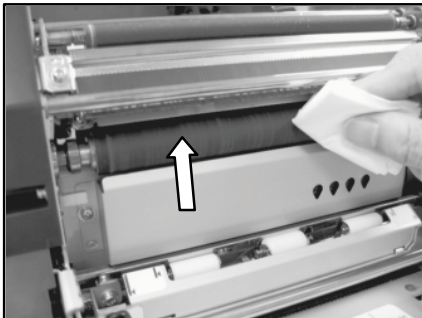
Caution: Make sure that the power is turned off before starting cleaning. Thermal Head reaches high temperature just after printing. Do not touch directly by hand. Make sure that the thermal head has been sufficiently cooled down before starting cleaning. When fingerprint stick to the heat element, it can damage the Thermal Head. Do not touch directly by hand. Be careful not to be hurt by the projections of the printer.



1. Using gauze, clean the heat element (glass bar) of the thermal head with isopropyl alcohol or ethyl alcohol.

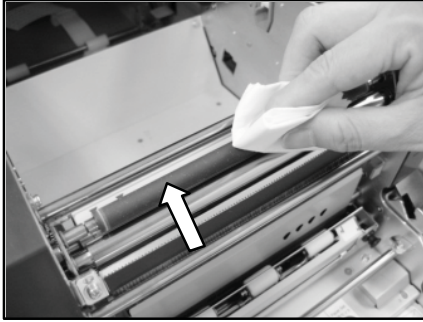


2. Using gauze dipped with isopropyl alcohol or ethyl alcohol, clean the edge of the peel-apart plate.



3. Using gauze dipped with isopropyl alcohol or ethyl alcohol, clean the rubber section of the platen roller.

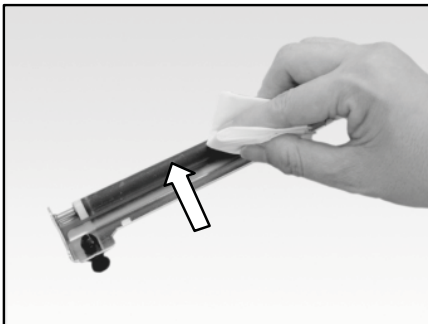
Chapter 4. Routine Maintenance



4. Using gauze dipped with isopropyl alcohol or ethyl alcohol, clean the rubber section of the cleaning roller (paper feed side).



5. The cleaning roller (ejection side) can be removed by pulling the black knobs on the left and right sides.



6. Using gauze dipped with isopropyl alcohol or ethyl alcohol, clean the rubber section of the cleaning roller (ejection side).



7. After cleaning, return the rollers to the original positions and insert until it clicks into position.

Attention: Printing should be performed after the alcohol dried up completely (approx. 5 minutes)

Chapter 4. Routine Maintenance

Cleaning of Outer Cabinet

Wipe the printer outer cabinet with a soft cloth.

If the stains are not removed, wet the cloth and apply weakened neutral Detergent to it.



Warning: In case, the foreign substance get into the printer, turn off the power of printer, remove the power cord and contact the dealers or service center. Continuous use of the printer under such condition can cause the fire and electric shock.

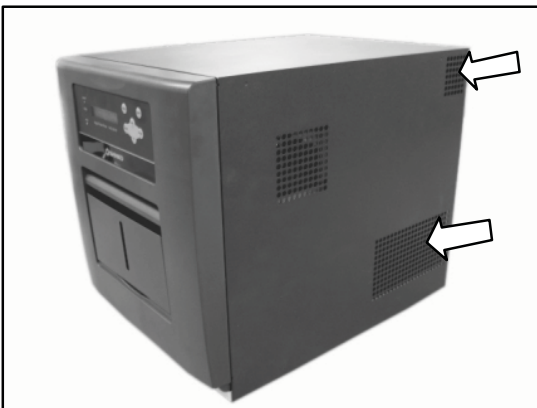


Warning: Continuous use under the abnormal condition such as high temperature, smoke and strange smell can cause the fire and electric shock. Turn off the power and make sure to remove the power cord, then contact the dealers or service center.



Caution: Do not use volatile solvents or spray insecticide on the printer outer cabinet. Otherwise, discoloration or crack may result.

Cleaning of Filter



1. If the dust collects on the openings, clean it with vacuum cleaner.

Chapter 4. Routine Maintenance

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Chapter 5. Error Handling

Error Message and Corrective Action

When the error happens, error message will be displayed on LCD on the operation panel.

LCD Message	Status	Corrective Action
No Ribbon, Paper	An ink ribbon and paper are not set.	Set an ink ribbon and paper.
No Paper	Paper is not set.	Set paper.
Paper Empty	Run out of paper.	Replace paper.
Unmatch Paper	The paper that was set does not match the ink ribbon that is set.	Check the type of the paper and the type of the ink ribbon that are set.
No Ribbon	An ink ribbon is not set.	Set the ink ribbon.
Ribbon Empty	The ink ribbon is empty.	Replace the ink ribbon.
Unmatch Ribbon	The ink ribbon that is set does not match the size of the paper that has been set.	Check the type of the paper and the type of the ink ribbon that are set.
IncorrectRibbon X (*)	The ink ribbon that is set is not supported.	Ink ribbon or printer abnormality is assumed. Consult with the Service Department.
Cover Open	The front cover is opened.	Close the front cover.
Cover Open Error	The front cover is not opened.	Press the Open button again and reset the error.
Control Error XX (*)	Trouble of printer control board.	If the printer does not recover from the error after turning power ON and OFF, repairs are necessary. Consult with the Service Department.
Mecha Error XX (*)	The printer mechanical section is faulty.	
Sensor Error XX (*)	The sensor inside of the printer is faulty.	
TempSensErr XX (*)	Trouble of temperature sensor in the printer.	
Paper Jam XX (*)	Paper jam occurred.	Remove the paper. If paper jam occurs frequently, consult with the service center.

* XX means the code number for maintenance.

Please inform this number when you contact the dealers or service center.

Chapter 5. Error Handling

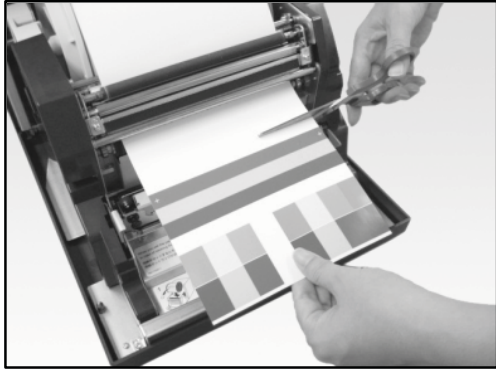
Failure Symptoms

When detecting a failure symptom, check the printer using the following table.

Symptom	Action
Power is not turned on.	<ul style="list-style-type: none">• Check if the power cable is connected to the plug socket or the printer.
The personal computer does not recognize the printer.	<ul style="list-style-type: none">• Check if the USB cable is connected to the personal computer or printer.
The printer does not become ready.	<ul style="list-style-type: none">• Check if the front cover is closed.• Check if paper is jammed in the printer.• When the paper setting lamp is blinking, remove the edge of the paper until the paper setting lamp goes off.
The front cover does not open.	<ul style="list-style-type: none">• Check if the printer is installed in a flat location.• Check if any object is placed in front of the front cover.
A straight stripe area is not printed.	<ul style="list-style-type: none">• The thermal head may be dirty. Clean the thermal head as described in Chapter 4, "Routine Maintenance".• If the blank area remains after cleaning the thermal head, the head may have been disconnected. Consult with the Service Department.
Dotted areas are not printed.	<ul style="list-style-type: none">• The cleaning roller may be dirty. Clean the thermal head as described in Chapter 4, "Routine Maintenance".

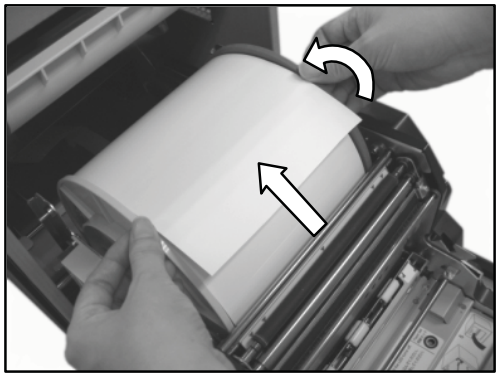
Chapter 5. Error Handling

Paper Jam



1. Open the front cover.
2. Cut off the folded section or printed section with scissors.

When the paper is folded inside of the printer, pull it out slowly.



3. Pull out the paper until the paper setting lamp goes off.

Attention:

- If the paper is used without cutting off the folded section or printed section, paper jam occurs again or the ink ribbon may snap during printing. Always cut off the creased section or printed section of the paper.
- Cut off the paper straight and at right angles to the roll paper direction.
- If paper jam occurs frequently, a defect in the mechanical section is assumed. Consult with the service center.

Chapter 5. Error Handling

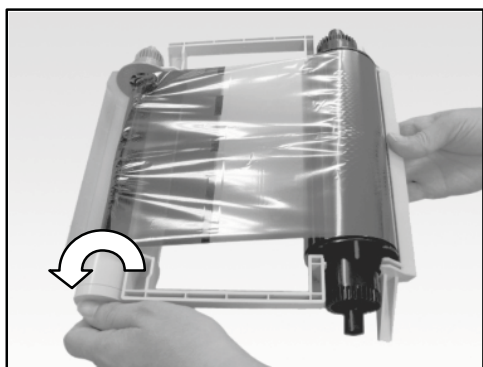
Power Supply Interrupted during Printing

In case, power supply interrupted during the printing, Thermal Head will be kept pushing to Platen. Laving this situation for a long time, shape of Platen can be warped. In order to a void this situation, please follow the instruction below.

1. Turn off the power of the printer.
2. Turn on the power for 3 or more seconds after turning off the power.
3. Paper Jam is displayed on the LCD of the operation panel, open the front cover and take the necessary action according to the instruction provided in 5-3, "Paper Jam".

When the ribbon is snapped

1. Remove the ribbon cassette.
2. Stick the broken part of the ribbon with a tape.
3. Turn the ribbon on the rewinding side and rewind the taped section completely.



Chapter 6. After-sales Service

Contact your dealers or service center for the details about after-sales service.

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