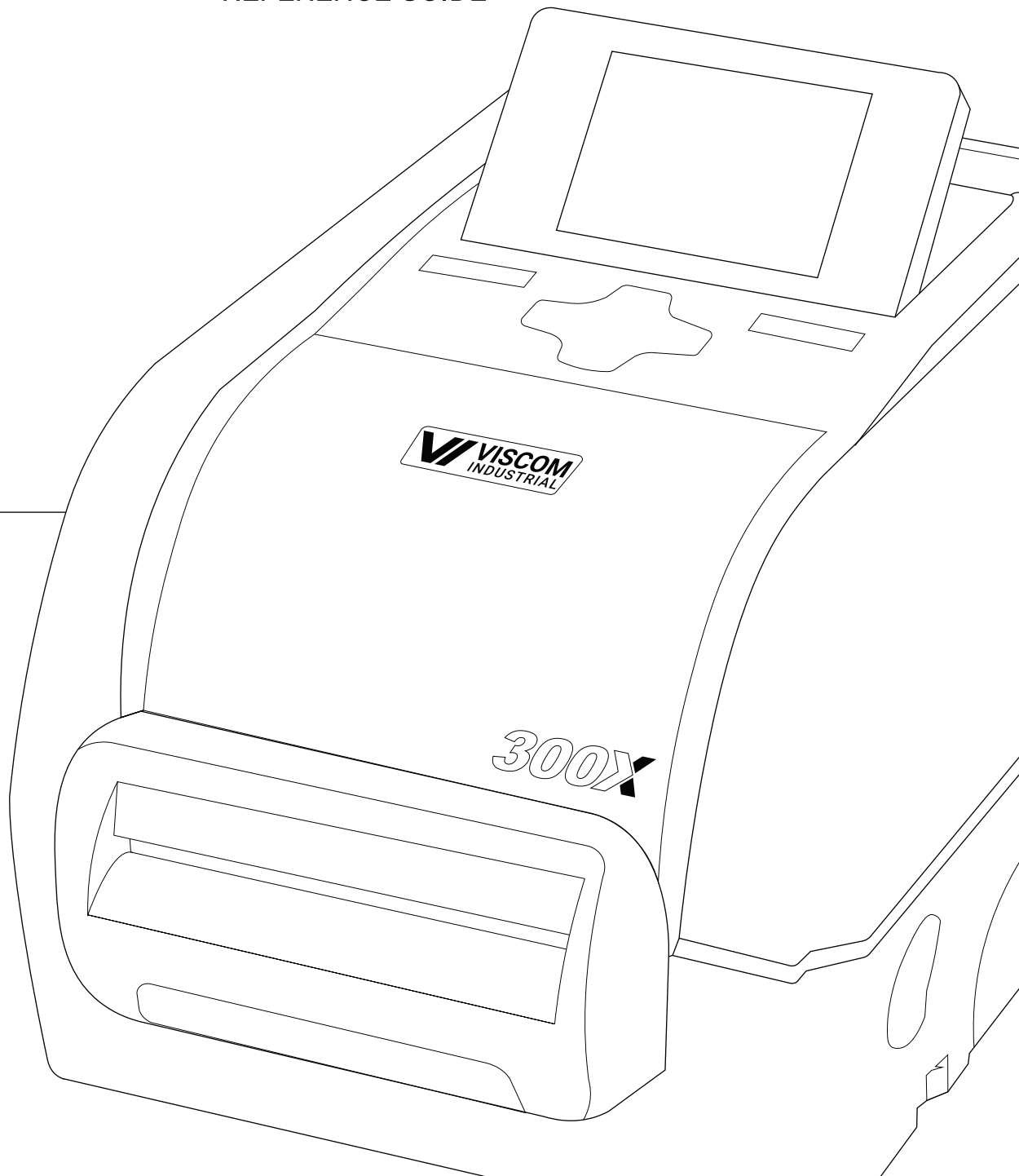


REFERENCE GUIDE

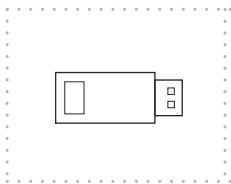


WELCOME TO VISCOM™

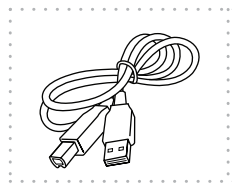
Getting Started is Easy!

1 | UNBOX & CHECK CONTENTS

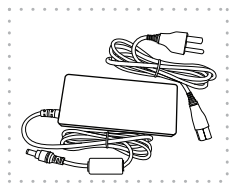
Included Accessories



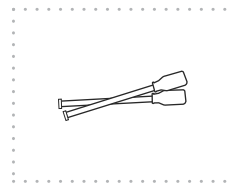
Software thumb drive



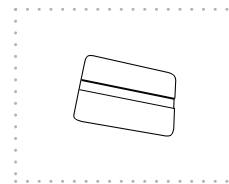
USB Cable



Power Cable

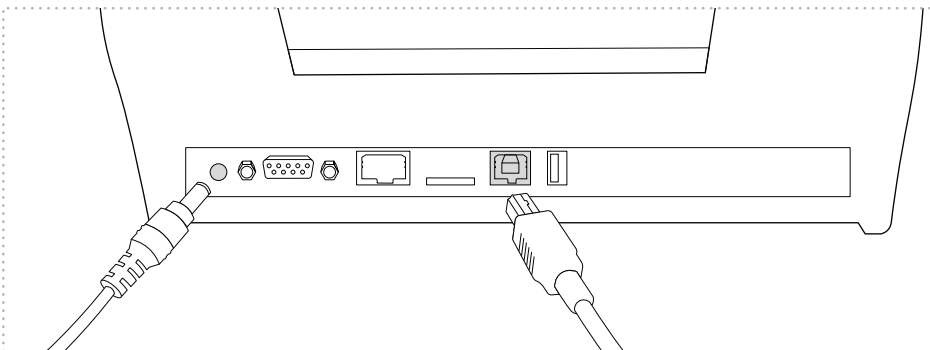


Cleaning Swabs (2)



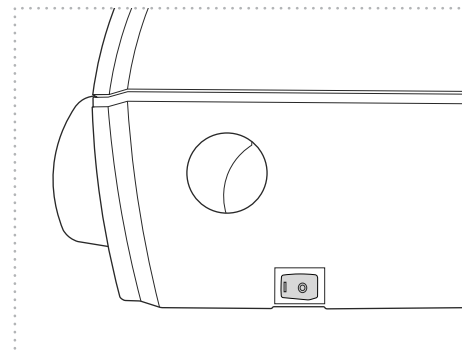
Label Squeegee

2 | CONNECT



Connect the two halves of the power cable and plug into the power jack socket. Plug the other end into an electrical outlet.

Insert the USB cable to the back of your printer and plug the other end into a USB port on your computer.



Power on your printer.

Note: It is important that your Viscom™ printer is powered on before installing software.

3 | INSTALL SOFTWARE



Put the included thumb drive in your computer's drive and follow the prompts on your screen to install the software.

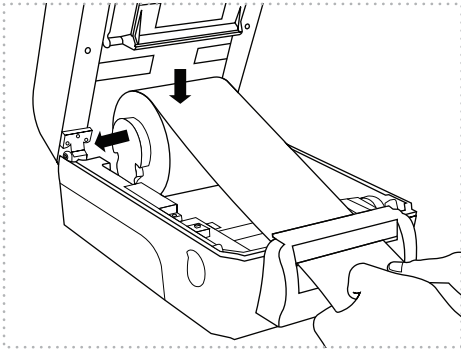
SUPPORT

Your Viscom™ printer includes a free, full lifetime warranty on all parts and labor and unlimited support by phone or email.

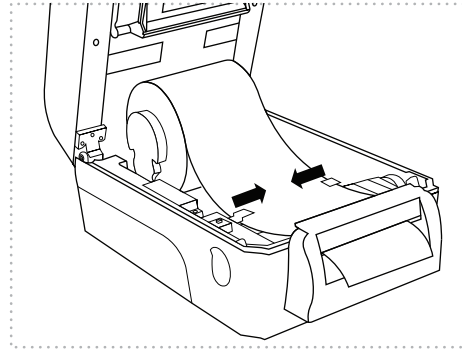
📞 U.S./Canada: 1-855-484-7266

✉ Email: support@viscomindustrial.com

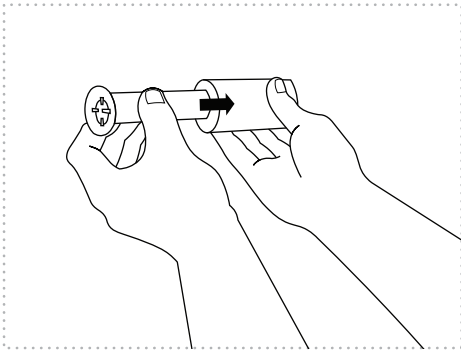
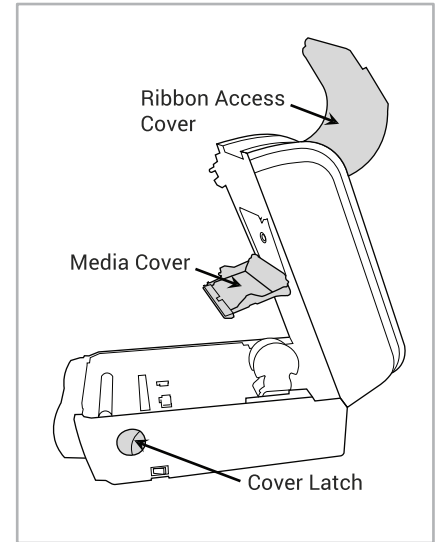
HOW TO | LOAD LABEL SUPPLY



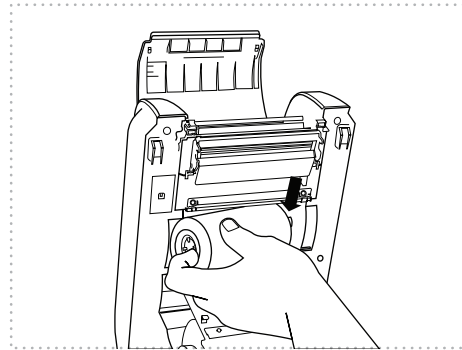
Open the printer using the two cover latches. Spread the supply holders apart by sliding the arms. Both arms will separate evenly. Insert the roll of supply as shown. The holders will close to retain the roll.



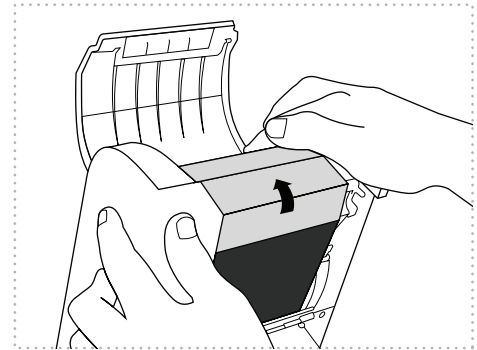
Route the supply under the supply guides. Adjust the guides by sliding back or forth as needed to keep the supply centered. Continue routing the supply over the black platen roller. The end of the supply should stick out a little at the front of the printer.



Your printer holds ribbon in place using two black plastic cores. Insert one plastic core into your print ribbon, and the other into the blank core included in the ribbon box.



Open the printer. Then open the ribbon access cover and media cover. Insert the ribbon into the rear ribbon hub by pressing the right side of the ribbon into the spring loaded holder. The left side of the roll goes onto the yellow hub.



Now insert the blank core into the upper ribbon hub in the same fashion. Pull the end of the ribbon down through the printer and up and over the blank core. New rolls have an adhesive edge to attach to the blank core, otherwise use tape. Wind the core up until the ribbon is tight.

View our videos on loading label supply and print ribbon for the 300X printer on our website.

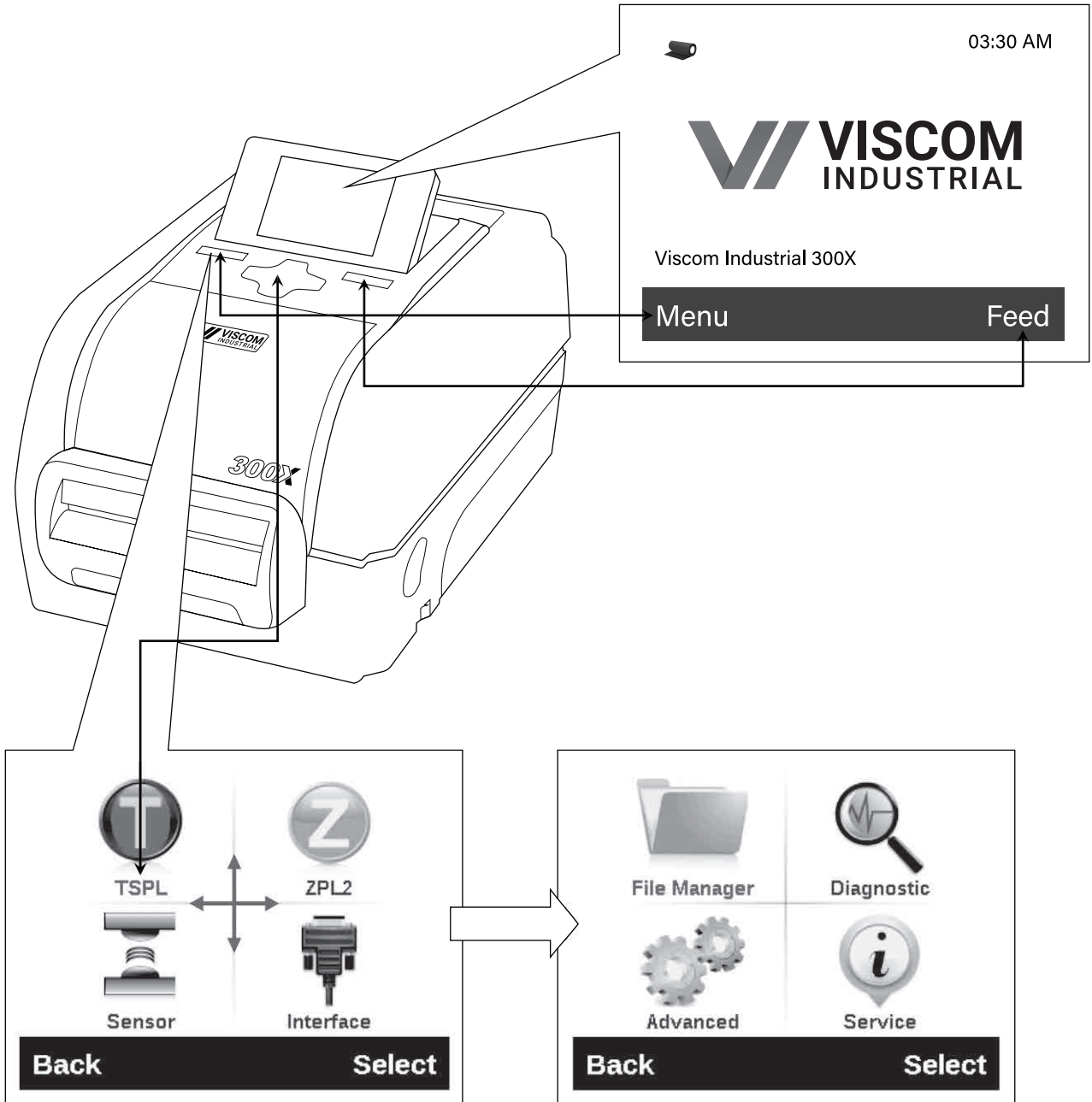
For more help, contact us

📞 U.S./Canada: 1-855-484-7266

✉️ Email: support@viscomindustrial.com

LCD Menus

Press the "Menu" button to enter the main menu. Use the "Cross" button to select the item on main menu. The selected item will turn red. Press the "Feed" button to enter the setting list.




Main Menu Overview

There are 8 categories for the main menu. You can easily set the settings of your printer without connecting to a computer. Please refer to the following sections for more details.



TSPL2

This “TSPL2” category sets up the printer settings for TSPL2.

Item	Description												
Speed	Set up print speed.												
Density	Set up printing density. Available settings 0-15, and the step is 1. Adjust your density based on selected media.												
Direction	Set up the printout direction, at a value of either 1 or 0. <div style="text-align: center; border: 1px solid black; padding: 5px; margin: 10px 0;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Direction 0</td> <td style="width: 50%; text-align: center;">Direction 1</td> </tr> <tr> <td style="text-align: center;">DIRECTION</td> <td style="text-align: center;">DIRECTION</td> </tr> </table>  </div>	Direction 0	Direction 1	DIRECTION	DIRECTION								
Direction 0	Direction 1												
DIRECTION	DIRECTION												
Print Mode	Set 1 of the 5 print modes as shown below <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th>Printer Mode</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>None</td> <td>Next label top of form is aligned to the print head burn line location. (Tear Off Mode)</td> </tr> <tr> <td>Batch Mode</td> <td>When image is fully printed, label gap/mark will be fed to the tear plate location for tear away.</td> </tr> <tr> <td>Peeler Mode</td> <td>Enable the label peel off mode.</td> </tr> <tr> <td>Cutter Mode</td> <td>Enable the label cutter mode.</td> </tr> <tr> <td>Cutter Batch</td> <td>Cut the label once at the end of the print job.</td> </tr> </tbody> </table>	Printer Mode	Description	None	Next label top of form is aligned to the print head burn line location. (Tear Off Mode)	Batch Mode	When image is fully printed, label gap/mark will be fed to the tear plate location for tear away.	Peeler Mode	Enable the label peel off mode.	Cutter Mode	Enable the label cutter mode.	Cutter Batch	Cut the label once at the end of the print job.
Printer Mode	Description												
None	Next label top of form is aligned to the print head burn line location. (Tear Off Mode)												
Batch Mode	When image is fully printed, label gap/mark will be fed to the tear plate location for tear away.												
Peeler Mode	Enable the label peel off mode.												
Cutter Mode	Enable the label cutter mode.												
Cutter Batch	Cut the label once at the end of the print job.												
Offset	Fine tune media stop location. Available setting value “+” to “-” or “0” to “9”.												
Shift X	Fine tune print position horizontally. Available setting value “0” to “9”.												
Shift Y	Fine tune print position vertically. Available setting value “0” to “9”.												
Reference X	Set the origin of printer coordinate system horizontally. Available setting value “0” to “9”.												
Reference Y	Set the origin of printer coordinate system vertically. Available setting value “0” to “9”.												
Code Page	Set the code page of international character set.												
Country	Set the country code												

ZPL2

This “ZPL2” category sets up the printer settings for ZPL2.

Item	Description								
Darkness	Set up printing darkness. Available settings 0-30, and the step is 1. Adjust your darkness based on selected media.								
Print Speed	Set up print speed. Each increase or decrease is 1 ips. Available settings 2-6.								
Tear Off	Fine tune label cut location. Available settings “+” to “-” or “0” to “9”.								
Print Mode	Set 1 of the 5 print modes as shown below <table border="1" data-bbox="522 722 1442 1008"> <thead> <tr> <th>Printer Mode</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Tear Off</td> <td>Next label top of form is aligned to the print head burn line location. (Tear Off Mode)</td> </tr> <tr> <td>Peeler Off</td> <td>Enable the label peel off mode.</td> </tr> <tr> <td>Cutter</td> <td>Enable the label cuttermode.</td> </tr> </tbody> </table>	Printer Mode	Description	Tear Off	Next label top of form is aligned to the print head burn line location. (Tear Off Mode)	Peeler Off	Enable the label peel off mode.	Cutter	Enable the label cuttermode.
Printer Mode	Description								
Tear Off	Next label top of form is aligned to the print head burn line location. (Tear Off Mode)								
Peeler Off	Enable the label peel off mode.								
Cutter	Enable the label cuttermode.								
Print Width	Set print width. Available setting value “0” to “9”.								
List Fonts	Print available fonts list to the label. Fonts stored in the printer’s DRAM, Flash, or optional memory card.								
List Images	Print available images list to the label. Images stored in the printer’s DRAM, Flash, or optional memory card.								
List Formats	Print available formats list to the label. Formats stored in the printer’s DRAM, Flash, or optional memory card.								
List Setup	Print current printer configuration to the label.								
Control Prefix	Set control prefix character.								
Format Prefix	Set format prefix character.								
Delimiter Char	Set delimiter character.								

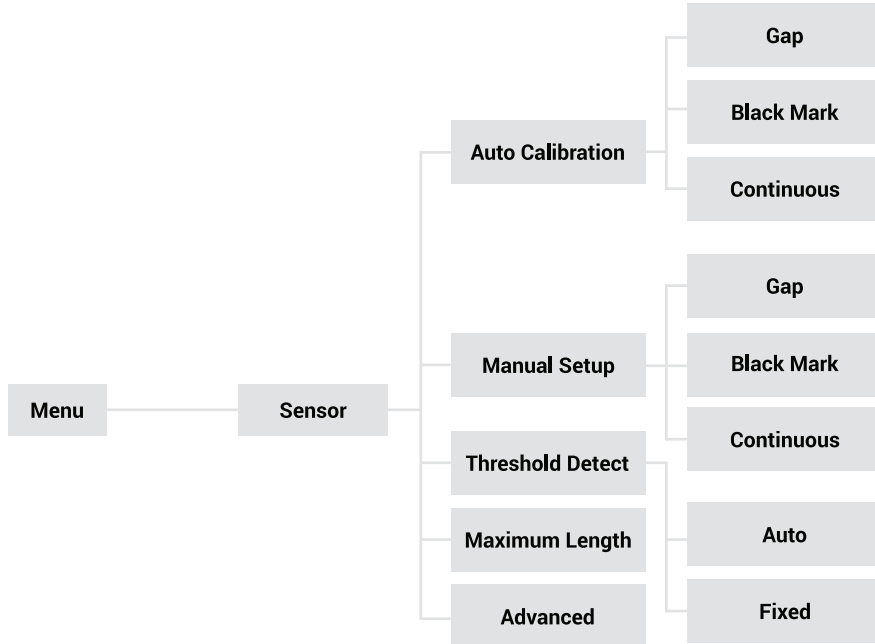
ZPL2 Cont'd.

This "ZPL2" category sets up the printer settings for ZPL2.

Item	Description										
Media Power Up	<p>Set the action of the media when you turn on the printer.</p> <table border="1"> <thead> <tr> <th>Selections</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Feed</td> <td>Printer will advance one label.</td> </tr> <tr> <td>Calibration</td> <td>Printer will calibrate the sensor levels, determine length, and feed label.</td> </tr> <tr> <td>Length</td> <td>Printer will determine length and feed label.</td> </tr> <tr> <td>No Motion</td> <td>Printer will not move media.</td> </tr> </tbody> </table>	Selections	Description	Feed	Printer will advance one label.	Calibration	Printer will calibrate the sensor levels, determine length, and feed label.	Length	Printer will determine length and feed label.	No Motion	Printer will not move media.
Selections	Description										
Feed	Printer will advance one label.										
Calibration	Printer will calibrate the sensor levels, determine length, and feed label.										
Length	Printer will determine length and feed label.										
No Motion	Printer will not move media.										
Head Close	<p>Set the action of the media when you close the print head.</p> <table border="1"> <thead> <tr> <th>Selections</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Feed</td> <td>Printer will advance one label.</td> </tr> <tr> <td>Calibration</td> <td>Printer will calibrate the sensor levels, determine length, and feed label.</td> </tr> <tr> <td>Length</td> <td>Printer will determine length and feed label.</td> </tr> <tr> <td>No Motion</td> <td>Printer will not move media.</td> </tr> </tbody> </table>	Selections	Description	Feed	Printer will advance one label.	Calibration	Printer will calibrate the sensor levels, determine length, and feed label.	Length	Printer will determine length and feed label.	No Motion	Printer will not move media.
Selections	Description										
Feed	Printer will advance one label.										
Calibration	Printer will calibrate the sensor levels, determine length, and feed label.										
Length	Printer will determine length and feed label.										
No Motion	Printer will not move media.										
Label Top	Adjust print position vertically on the label. Range -120 to +120 dots.										
Left Position	Adjust print position horizontally on the label. Range -9999 to +9999 dots.										
Reprint Mode	Reprint the last label printed by pressing "UP" button on printer's control panel.										
Format Convert	Select bitmap scaling factor. The first number is the original dots per inch (dpi) value, and the second is the dpi to which you would like to scale.										

Sensor

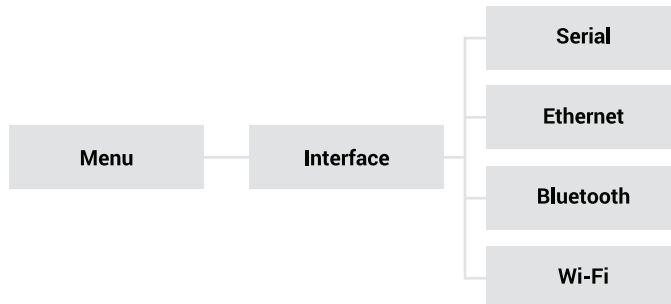
Calibrate the selected sensor. We recommend to calibrate the sensor before printing when changing the media.



Item	Description
Auto Calibration	Printer will feed 2 to 3 gap levels to calibrate the sensor sensitivity automatically.
Manual Setup	In case “Auto Calibration” cannot apply to the media, please use “Manual Setup” to calibrate the sensor sensitivity.
Threshold Detect	Set sensor sensitivity in fixed or auto.
Maximum Length	Set the maximum length for label calibration.
Advanced	Set the minimum paper length and maximum gap/line length to auto calibrate the sensor sensitivity.

Interface

Set the printer's interface settings.



Serial Comm.

Set the printer's RS-232 settings.

Item	Description
Baud Rate	Set the RS-232 baud rate.
Parity	Set the RS-232 parity.
Data Bits	Set the RS-232 Data Bits.
Stop Bits	Set the RS-232 Stop Bits.

Ethernet

Configure internal Ethernet configuration, check the printer's Ethernet module status, and reset the Ethernet module.

Item	Description
Status	Check the Ethernet IP address and setting status.
DHCP	Turn the DHCP (Dynamic Host Configuration Protocol) ON or OFF.
Static IP	Set the printer's IP address, subnet mark and gateway.

Bluetooth

Set the printer's bluetooth settings.

Item	Description
Bluetooth Name	Set the local name for bluetooth.
Bluetooth PIN Code	Set the local PIN code for bluetooth.

Wi-Fi

Set the printer's Wi-Fi settings.

Item	Description
Operating	Set the operating mode of wireless local area networks to connect devices to the networks.
Scan AP	Scan the access point drive.
DHCP	Turn the DHCP (Dynamic Host Configuration Protocol) ON or OFF.

File Manager

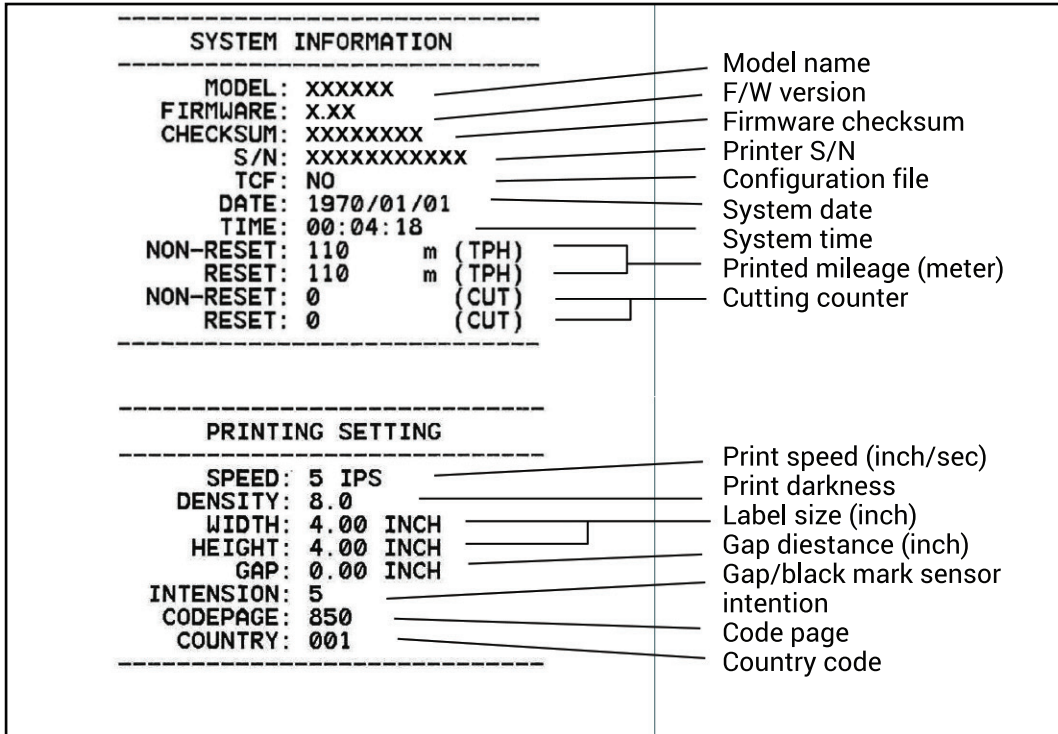
Check the printer's available memory and file list.

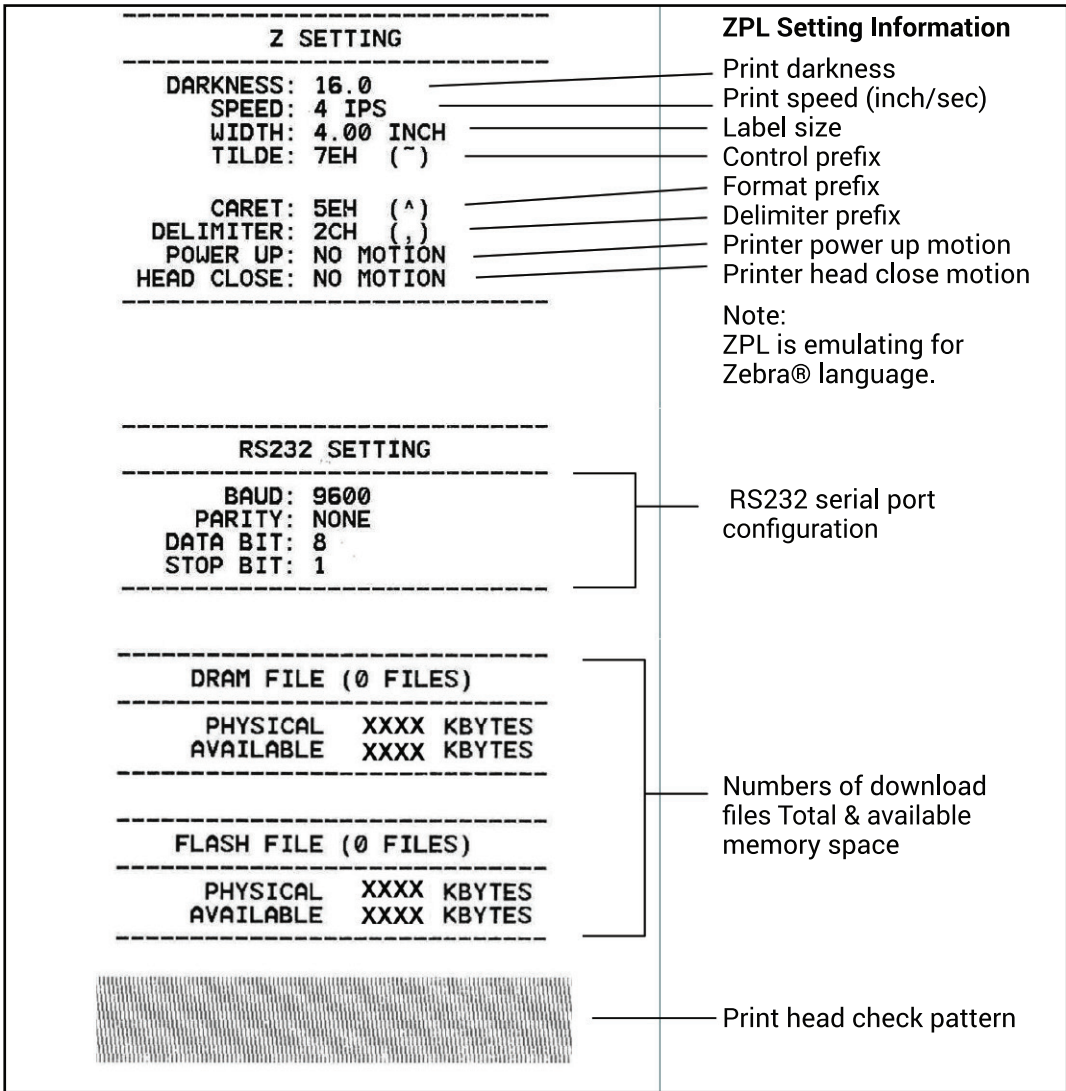
Item	Description
DRAM	Show, delete, and run (.BAS) the files saved in the printer's DRAM memory.
FLASH	Show, delete, and run (.BAS) the files saved in the printer's FLASH memory.
CARD	Show, delete, and run (.BAS) the files saved in the printer's CARD memory.

Print Configuration

Print current printer configuration to the label. On the configuration printout, there is a print head test pattern, which is useful for checking if there is any dot damage on the print head heater element.

Self-test printout

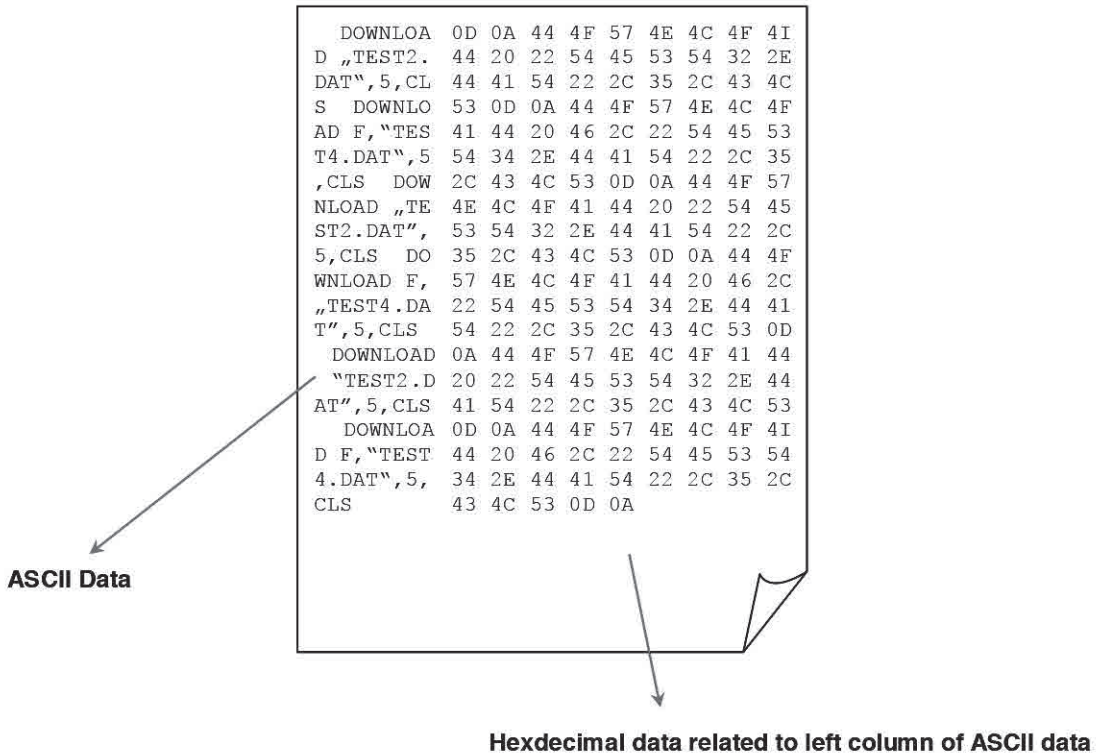




Note: Checking dot damage requires 4" wide paper width.

Dump Mode

Captures the data from the communications port and prints out the data received by the printer. In dump mode, all characters will be printed in two columns. The left side characters are received from your system and right side data are the corresponding hexadecimal value of the characters. It allows users or engineers to verify and debug the program.



Note: Dump mode requires 4" wide paper width.

Amazing Performance. Unbeatable Benefits.

Free Full Lifetime Warranty

All Viscom™ printers include front to back coverage with the industry leading Full Lifetime Warranty. That means you get true protection and coverage on all parts and labor. In addition to unbeatable warranty, enjoy unlimited support by phone, email, or live chat.

Complimentary Loaner Program

If your printer needs to be sent in for repair, we will send you a loaner printer that is compatible with your exact supplies so you can continue to tackle projects and stay on schedule to meet deadlines.

Free Label Design Software Included

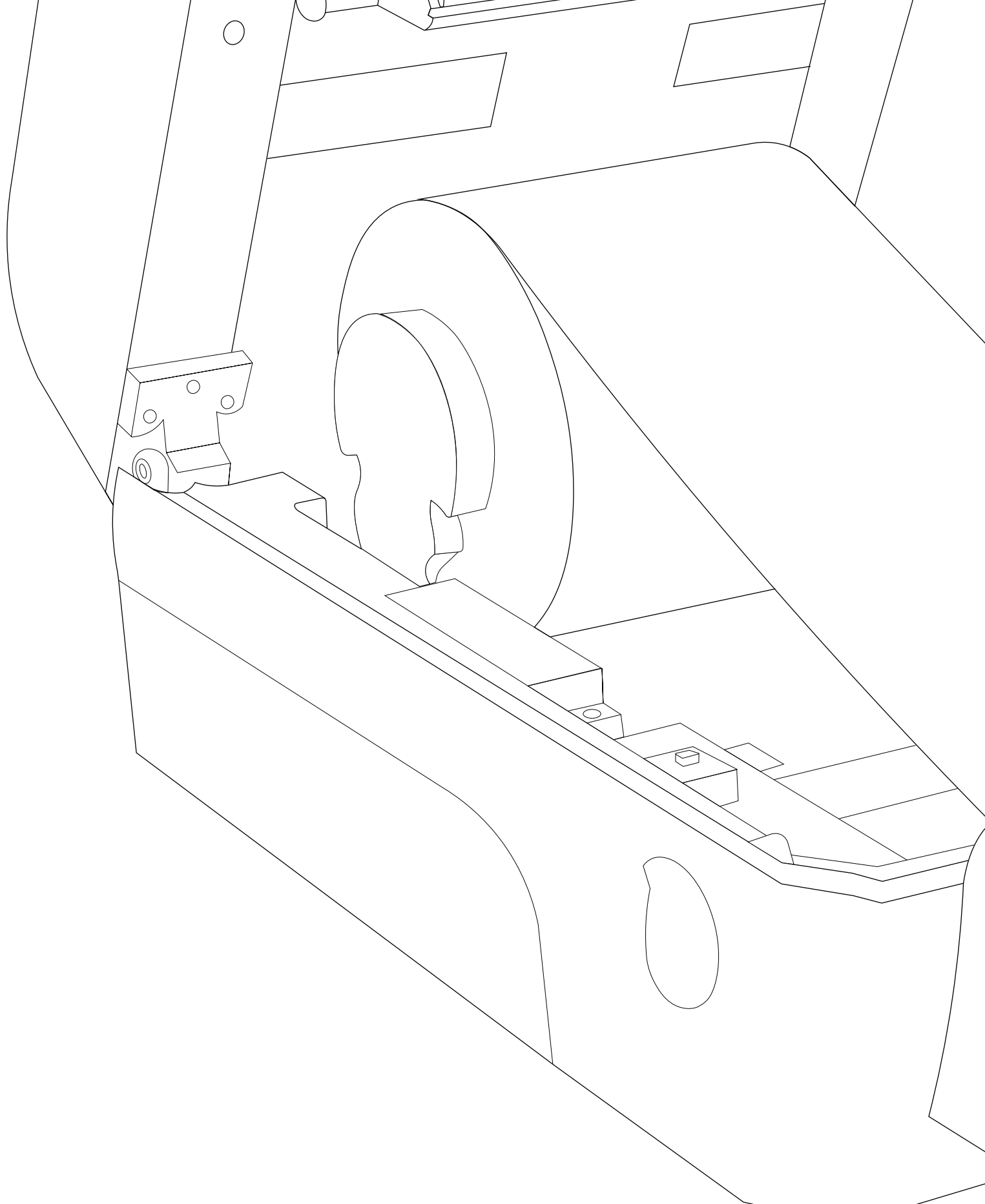
Get access to unlimited user licenses, along with hundreds of templates of popular industrial labels and signs. In addition to numerous free templates, enjoy free tech support that will help with any questions or simply design your template for you completely free of charge!

PLUS

- 5 Year Guarantee on most supplies (visit website for details)
- Make labels and signs in minutes
- Longest supply rolls in the industry
- Free starter print ribbon included with all printer purchases



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