



CX418 HD

Logistics Thermal Label Printer

User Guide





Warm Tips

The K COMER team researched CX418 in 2020 and it is widely welcomed. In order to enhance the customer's sense of use, we have recently developed a new upgraded item-CX418HD, with high-definition version 300dpi, small text printing with clear performance, stable printing speed, 127mm/s, has a high precision Japanese print head, Increases the wear resistance of the head, more stable and durable. Environmentally friendly without ink or ink cartridge. Pls read the following User guide carefully, Operate with an incorrect way may damage to the printer.

There are video guide and drivers in the attached USB flash drive. Please view the files in the u-disk to download the driver, or download the latest driver in our website:

<https://www.kcomer.com/>

If you have any questions or technical failures during the installation, please contact our technician at any time:

Email: service1@kcomer.com

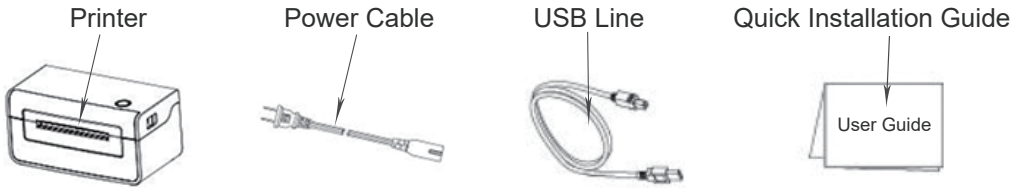
Skype: [service@kcomer.com](https://www.skype.com/people/service@kcomer.com)



Product introduction

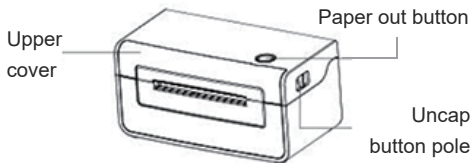
 **COMER / CX418 HD**

1 Package contents Standard Accessories

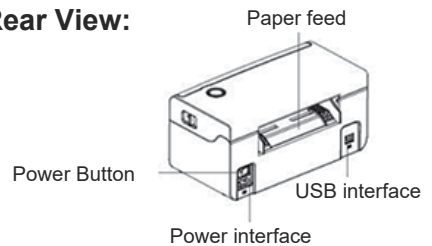


2 Appearance and Components

Front View:



Rear View:



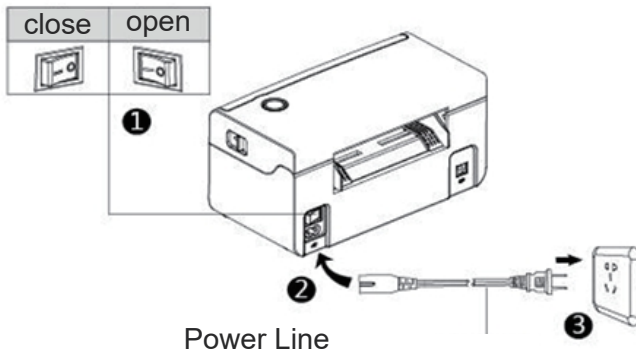
Inner View:



Quick Printer Installation

 **COMER / CX418 HD**

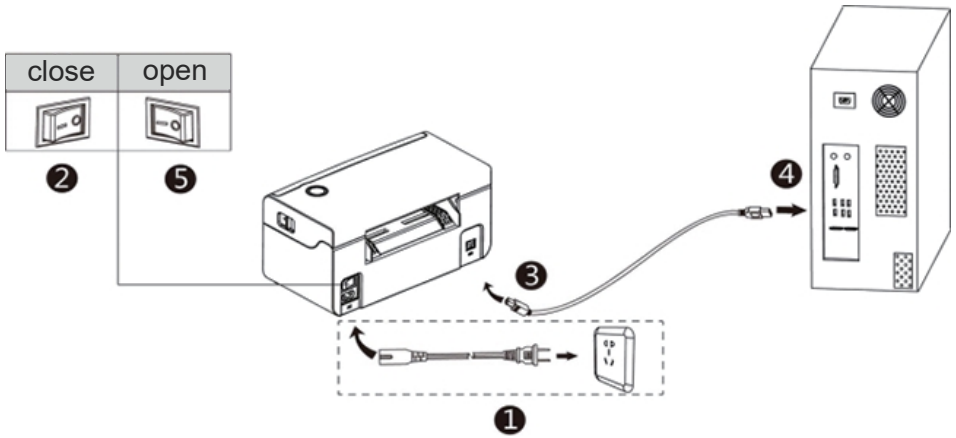
1



Cable Connection

1. Confirm the printer is Power-off (0);
2. Connect the power line to the printer;
3. Connect the other end of Power line to the socket;

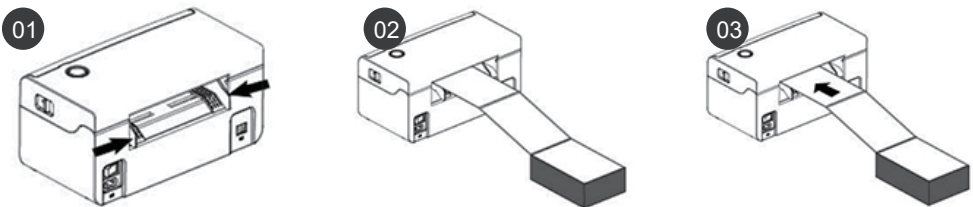
2



USB Connection

1. Confirm the printer is Power-off (0);
2. Connet the USB B-Type line to the printer;
3. Connect the other end of the USB B-Type line to the pc mainframe;
3. Turn on the printer power to be Power- on (I);

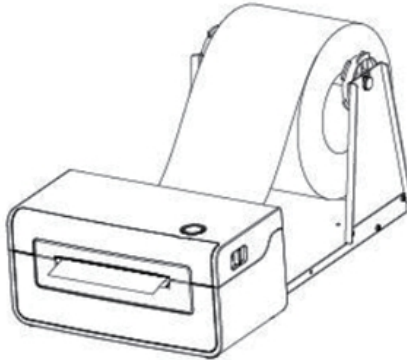
3



Consumables Installation

1. Face the back of the printer, hole down the paper guide with both hands to adjust the guide space according to the paper size;
2. Insert the thermal paper into the paper guide;
3. Feed the thermal label into the paper channel slowly, and the paper will automatically absorbed by detector;

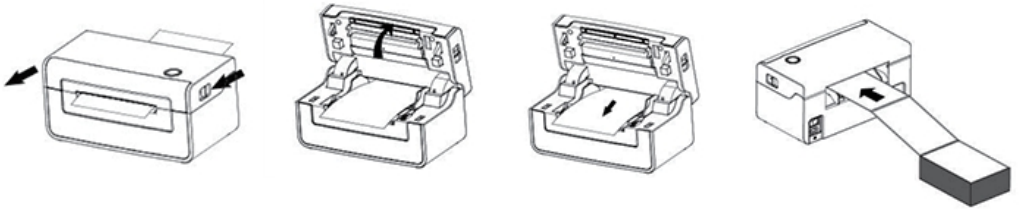
4



Outside-scroll Installation

1. Make sure the thermal label paper is in place, the machine can automatically absorb the paper into a small part;
2. The hook of the external paper roll holder needs to be aligned with the hook of the bottom of the printer;

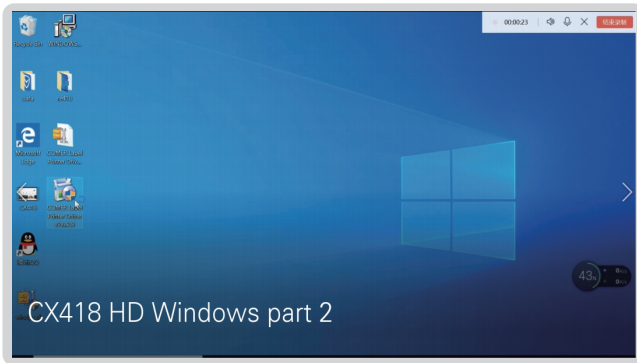
5



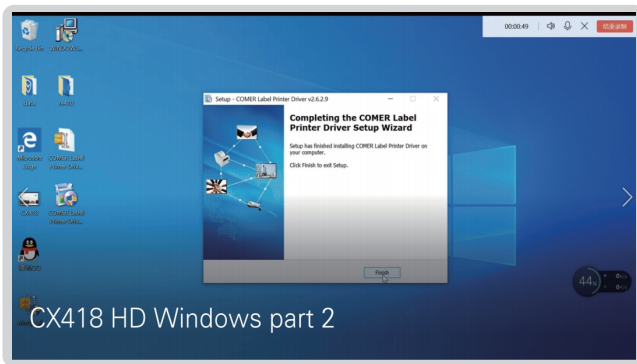
Paper Jam

1. Facing the front of the printer, move the opening button forward with both hands at the same time to open the top cover;
2. Lift the top cover upwards;
3. After pulling the jammed paper out of the paper path, replace it with new paper and discard the wrinkled paper;
4. After the jammed paper is pulled out, normal media installation can be performed;

2. Find the driver and prompt to install.



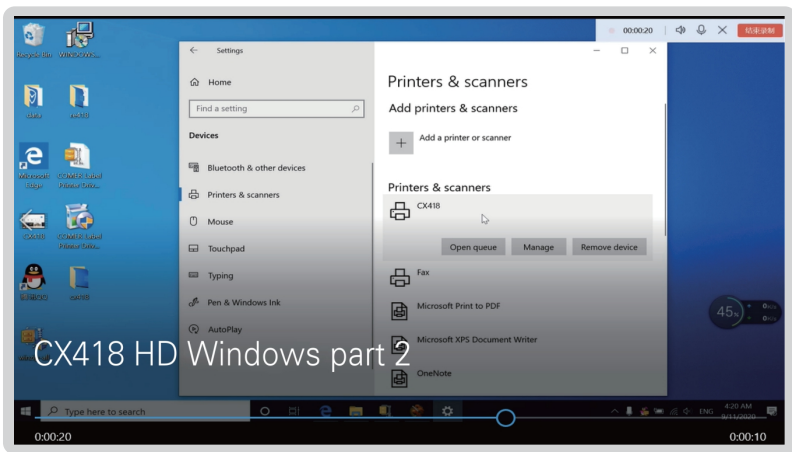
3. Installed successfully.



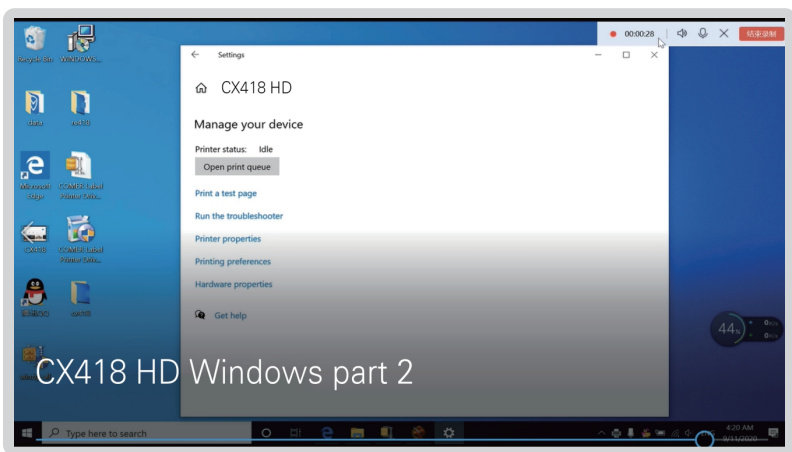
4. After installation, place direct thermal label, then start to print a test page and set print parameter.



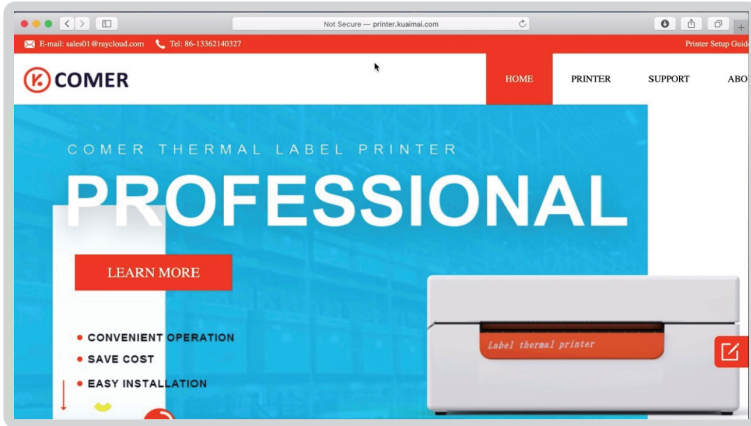
5. Find the installed printer. Click **【Setting】** - **【Devices】** - **【Printer and Scanners】** for windows 10 (as the pic shows), or click **【Control Panel】** - **【Devices and Printers】** for windows 7.



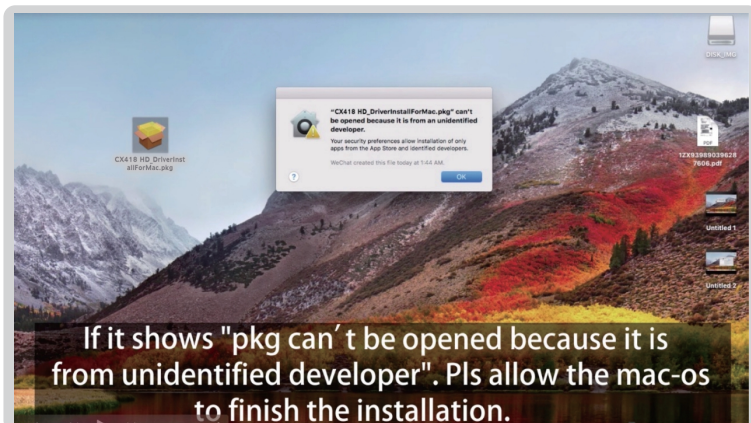
6. Click "print a test page" and the test page will show the detailed information of the printer. Click "Printer Properties" to set print density, print speed and so on.



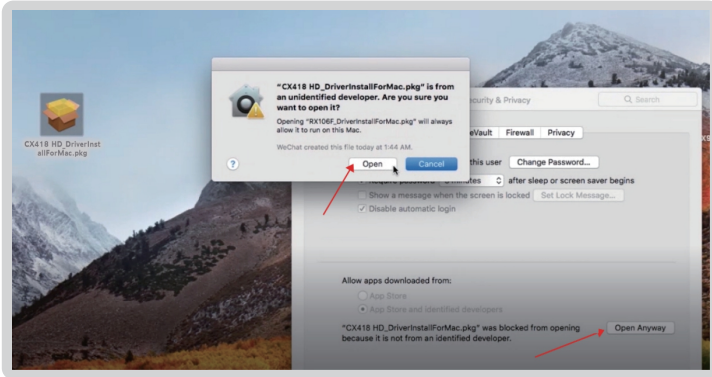
1. Please contact the printer to computer and ensure the printer on, download the windows driver from website or u-disk.



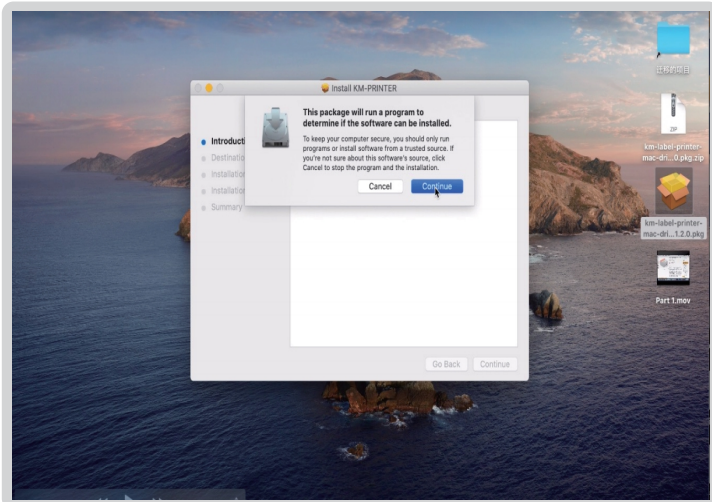
2. Note: If there is a error “the pkg file can’t be opened because it is from unidentified developer” when installing the MAC driver, please allow the macOS to finish the installation:



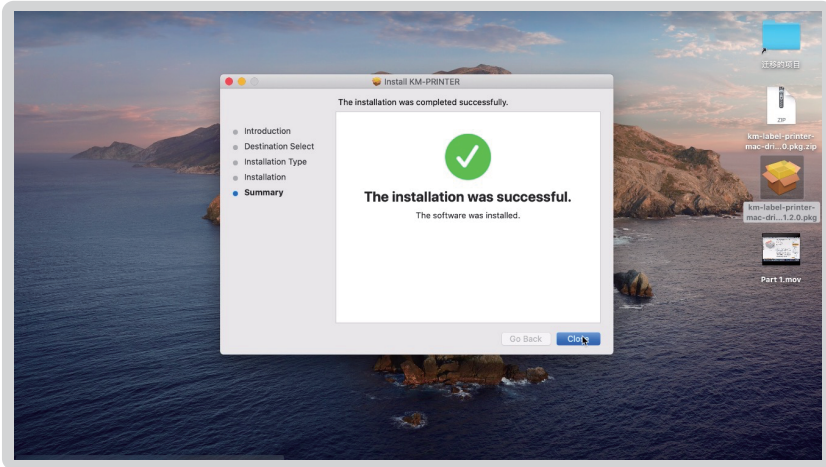
3. Go to the "Security & Privacy", to allow the driver open (As the picture shows).



4. Continue to install the driver.



5. Please confirm the CX418 HD printer already installed.



Next how to find the Installed printer in your Mac?

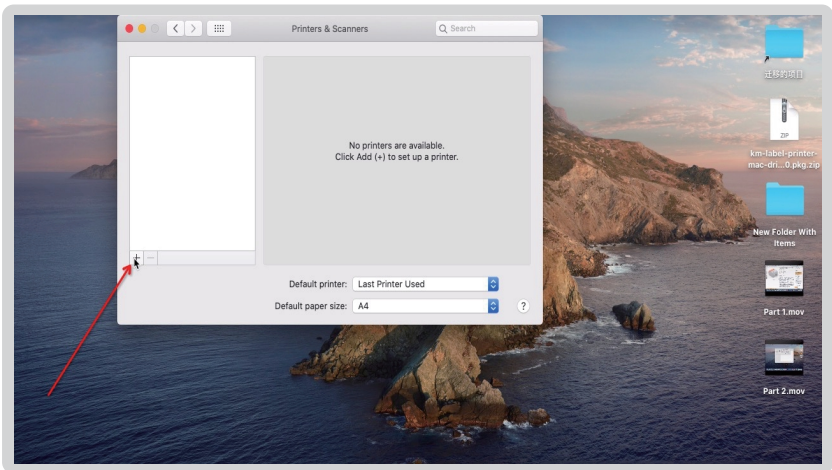
1. Pls find the installed printer driver in the launchpad of your Mac.



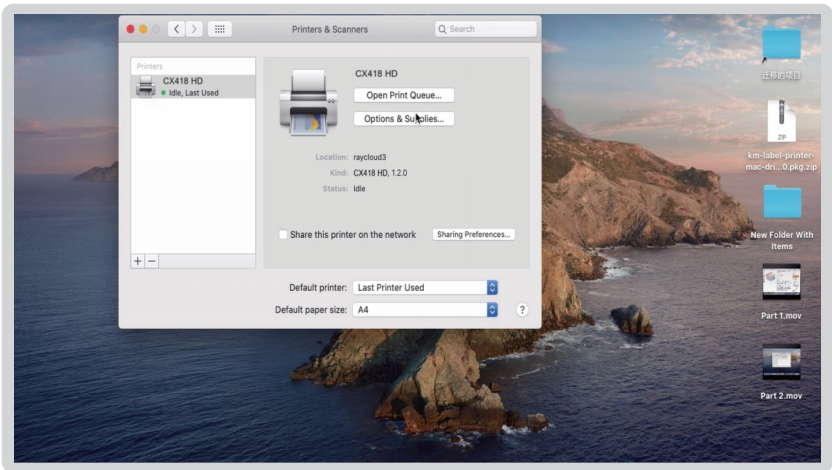
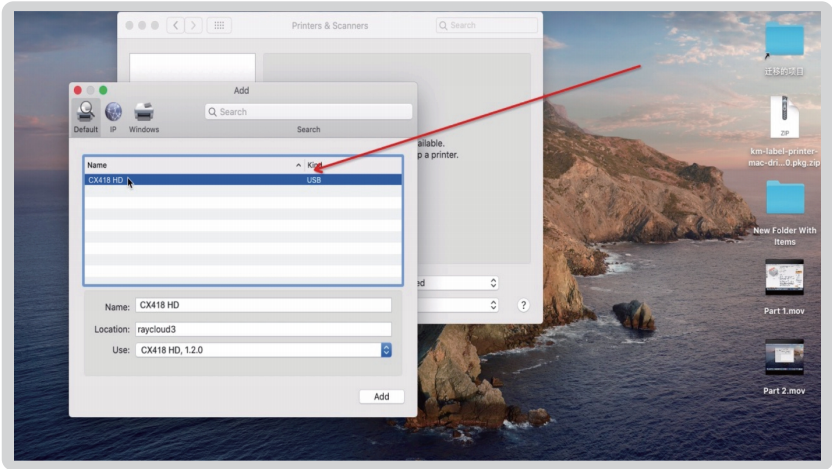
2. Pls click the system preference.



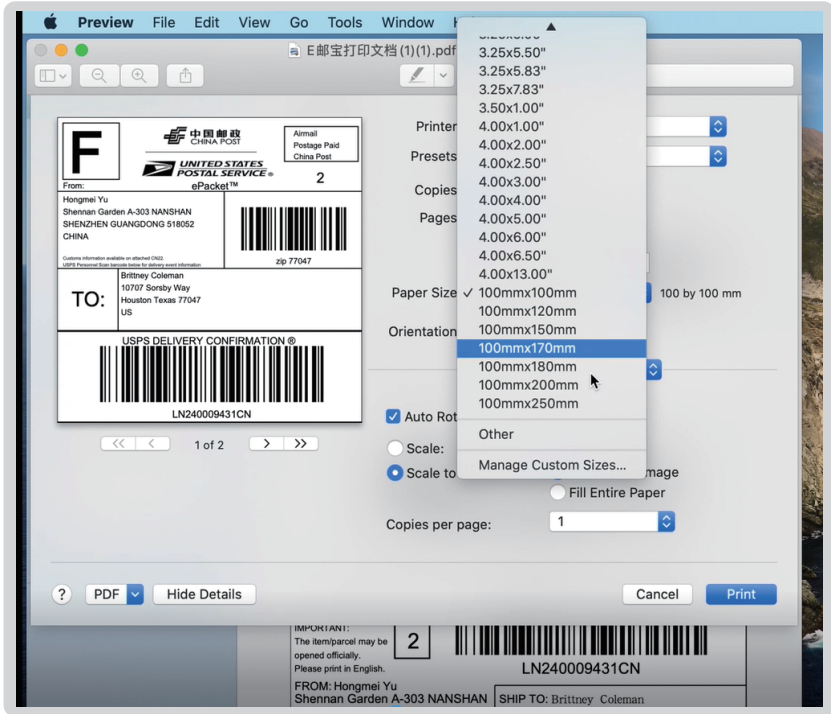
3. Select **【Printer and Scanners】** ,Add the printer drive;



4. If the page display your printer information, the installation succeeds.



5. Set the print size according to your needs.



Button " FEED " Instruction



Printer Status	Operation of FEED	Function
standby	Press	Feed in a blank paper automatically
standby	Long press the blue light flashes twice	Enter into the learn mode of cover sheet
Power on	Long press the blue light	Print out self test page
Continuous printingPrint	Press	Print pause
Print pause	Press	Resume Printing



Indicator Light Instruction



Indicator Light Status	Printer Status
Blue light on	Printer standby
Purple light on	Printer head overheated
Red light on	Upper cover problem
Red light flash slowly	Lack paper
Red light flash quickly	Label learn mode problem
Yellow light flash slowly	Paper jam/Paper detection problem
Green light on	On printing
Green light flash slowly	Print pause



The printer uses Tips

Note:

1. To ensure the optimal print quality, please use the original factory power adapter.
2. Please avoid to use the poor quality label which wear the printer and cause damage to the printer.
3. Please clean the print head regularly to ensure the high-quality print effect.
4. When replacing the label specification (including the label thickness, size and quality) , please do "Automatic label identification".
5. If the label quality is good and printer head has been cleaned, print effect still can't meet the requirement, please adjust the print density, the range from 0 to 15 levels.
6. The printer has paper absorption function, please load label directly from the paper inlet. If open the cover to place the label, the label should be over the paper outlet a little (length less than one label) to avoid waste.



Printer Data Sheet

 **COMER / CX418 HD**

Brand	Comer
Method	Direct Thermal
Resolution	300 DPI
Max Printing Speed	127 mm/s
Connection	USB
Printing Width	50 -108 mm
Paper Width	50 -118 mm
Power Adapter	1.5A

The Comer thermal printer is covered by one-year warranty.

For any questions or suggestions,
please email to service1@kcomer.com

For any further information,
please visit our website:

<https://comer-us.com>



