

## Troubleshooting

### Printing Irregularities

Cycle power to reset printer, and run a print job again to see if problem continues. *Note: Queued print jobs will be lost when power is turned off.*

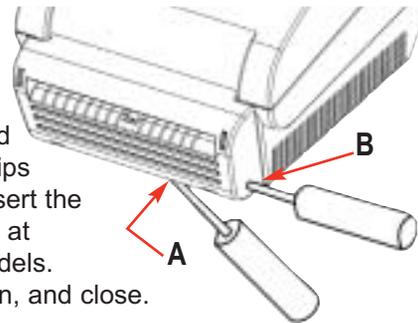
### Label Jam

DISCONNECT POWER.

Open printer to remove jammed labels.

If needed, the cutter blade can be raised and lowered manually with a small Phillips head screwdriver. On 4-inch models, insert the screwdriver at an angle through the slot at location A. Use location B on 2-inch models.

Remove the media from the cutter, clean, and close.



**Caution!** Do not attempt any further troubleshooting without first contacting Cognitive Technical Support. Any tampering with the printer may cause permanent damage and void the printer's warranty.

## Del Sol Cutter Specifications

The Del Sol Cutter is designed to cut between labels through the backing or through receipt paper. Any other use of the cutter voids the warranty.

**2" printer with cutter** (width includes label backing):

Minimum media width: 0.75"

Maximum media width: 2.32"

**4" printer with cutter** (width includes label backing):

Minimum media width: 1.00"

Maximum media width: 4.25"

Use the Cognitive Programming Language commands, VARIABLE AUTOCUT and PRESENT LABEL HALT, to specify label parameters (See Cognitive Programmer's Guide).

Contact Cognitive for all supply needs, including media and cleaning pens.

**Cognitive**

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**Cognitive**

**Applicable Models:** DD2423, DT2423, DD42X3, DT42X3

# Cutter Operating Instructions

Del Sol desktop printers are available with a guillotine cutter option. The following instructions supplement the Del Sol Quick Start Guide.

**Important:** Please read these instructions carefully as there are some differences in operation from a standard Del Sol printer.

## 1 Open Printer

Open the Del Sol printer mechanism as explained in the Quick Start Guide.

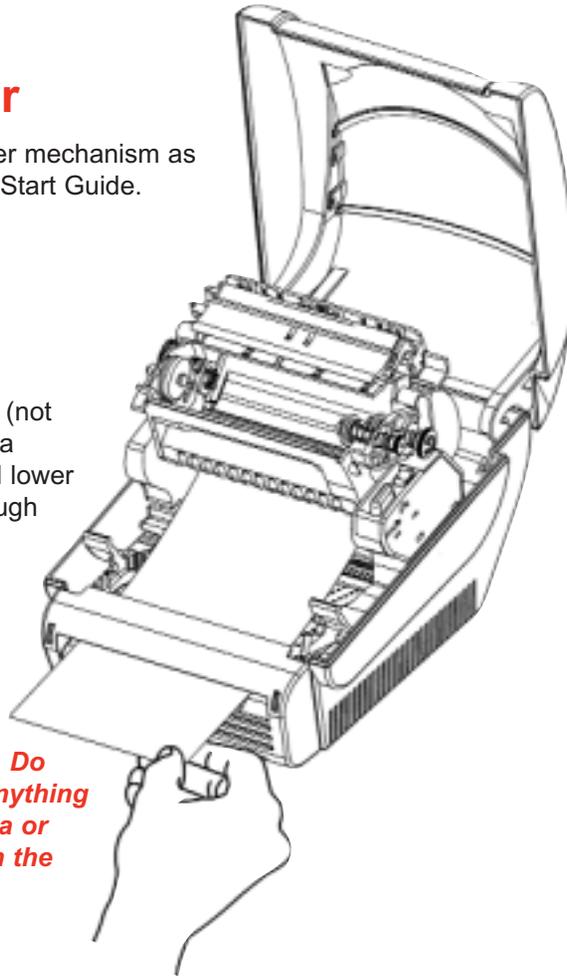
## 2 Load Media

Load media on spindle (not shown). Slide the media between the upper and lower media guides and through the cutter. The media should appear through the slot on the front of the printer.

**Important:** Use the media spindle for best cutter operation. Do not attempt to feed anything other than label media or receipt paper through the cutter.

## 3 Close Printer

Refer to the Del Sol Quick Start Guide to close the printer mechanism. When power is applied or cycled, the printer goes through a cut sequence. It is now ready to print and cut.



## Cutter Maintenance

Follow the general printer maintenance instructions in the Del Sol Quick Start Guide. Disconnect power. Carefully clean the metal bar and cutter (A) inside the printer and the outside slot (B) with a soft, lint free cloth saturated with 99% isopropyl alcohol. This is imperative to avoid adhesive build up and printer jams. Also clean the label taken sensor (C).

**Important:** Properly cleaning the cutter may require the blade to be moved. See the next section, Troubleshooting, for instructions on manually raising and lowering the blade.

**Caution!** Incorrectly cleaning the printer will cause permanent damage and void the warranty. Cognitive recommends a certified cleaning pen for all your printer's cleaning requirements, P/N 60-14-00-0002.

