



## C342 / C343 USER MANUAL



User Manual : C34 series

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Version 2.1



## Declaration

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## Compliances

CE Class B

FCC Part 15, Class B

CCC, CB

Comply with RoHS regulation

## Safety Instructions

Please read the following instructions carefully.

1. Install printer on the flat and stable place. To avoid printer exposed in the high temperature or high humidity or polluted place.
2. Do not disassemble the printer and adapter under any circumstances.
3. Please check the voltage before printer is connected with power outlet; If printer is deemed to idle for a long time, please pull out the power cord to avoid voltage instability to cause printer damage.
4. If printer gets water or conductive material, please shut off the power immediately to ensure the safety of personnel and equipment.
5. To avoid printer to start printing while there is no label paper installed; otherwise the print head and platen roller would be damaged.
6. The print head is a thermal part, please do not touch it or its peripherals during printing or after printing.
7. Shut down the printer when connecting or disconnecting interfaces to avoid any damage happened.
8. Please choose designated adapter model of Wincode to connect printer accordingly.

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# 1. Product Introduction

Thank you for purchasing Wincode's C34 series label printer, this desktop label printer with reasonable price has reliable quality to provide user highly-efficient printing performance. The C34 series printer not only can print label in text or graphic formats, but owns basic function and convenient operation interface.

In addition, C34 series label printer with elegant bright black enclosure has cover open buffer design to avoid hand clamped in operation; The maximum 5" outside diameter label loading space; It is also equipped 32 bit processor with highly efficient relevant configurations to make printing action smoothly and clearly so it can be applied in the different fields such as retailing, health care, manufacturing, logistics, warehousing and so on.

The bundled label design program as "WinLabel" provides completed label design tools and barcode resource for user to design ideal label format; Free database function can be connected with Excel, Access, Text file...etc and get required information in the specified position of label. Standalone function can support advanced models C34 series to produce standalone format label.

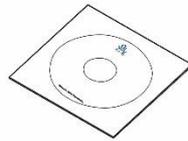
## 2. Getting Started

### 2.1 Unpacking and checking

Unpacking the package, and refer to the below packing list to check whether any part is damaged or missing in transit. If this incident has been happened, please contact with local dealer or distributor for further assistance.



Label Printer



CD Disc



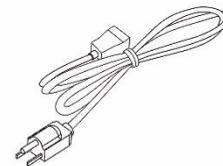
Quick Installation Guide



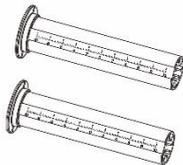
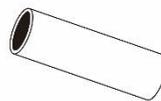
USB Cable



Adapter



Power Cord

Ribbon Supply Spindle  
Ribbon Take-up Spindle

Empty Paper Core (1" core)

## 2.2 Appearance



(Figure 1: Front View)



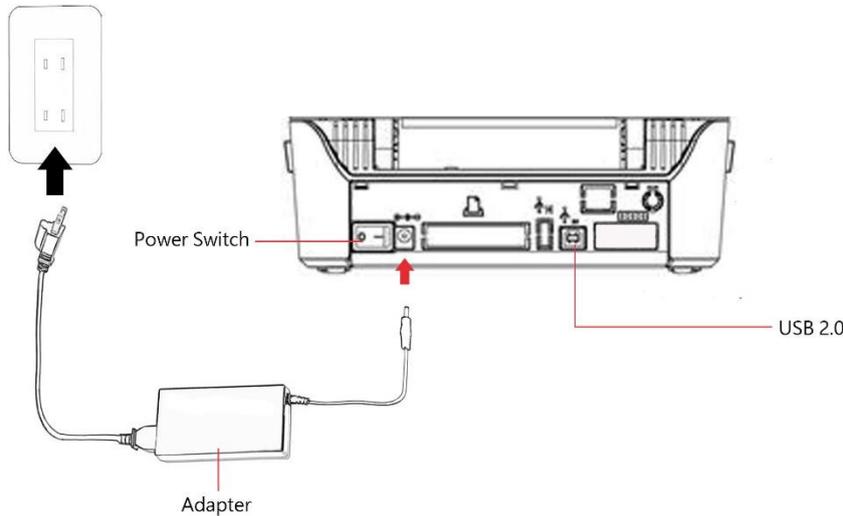
(Figure 2: Rear View)



(Figure 3: Inside View)

### 3. Setup

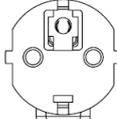
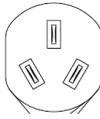
#### 3.1 Setting up the printer



- 1.) Place the printer on the flat surface.
- 2.) Make sure the power switch is OFF.
- 3.) Choose corresponding cable (RS232 or USB 2.0) to connect printer with computer.
- 4.) Plug the DC power cord into the power slot and plug the AC power cord into a socket on the wall.

**Note: Power Cord instruction**

1. To use 100-125 Voltage, please choose minimum rating power cord. (125V, 10A)
2. To use 200-240 Voltage, please choose minimum rating power cord. (250V, 10-16A)
3. Please select the power cord length less than 2 meter.
4. Power cord is connected with adapter and have to plug in the jack as  ICE-320-C13 as right figure.

Country/ Area	North America/Taiwan	Europe	China
Power cord Voltage and Electricity Spec.	125V, 10A SVT 18AWG	250V,10A H05VV-F	250V,10A RVV H05VV-F
Plug (Refers to the local plug standard)	 125V, 10A	 250V, 16A	 250V, 10A

## 4. Ribbon Loading

1. Open the ribbon cover and top cover; Install an empty paper core onto the ribbon take-up spindle; Install a ribbon onto the ribbon supply spindle.



2. Pull back the pressing lever, then load the right side of ribbon first into the ribbon supply mechanism.  
The left side of ribbon supply spindle needs to be connected with bulge part of left supply mechanism completely (Turn the gear until the bulge part in the notch of spindle).



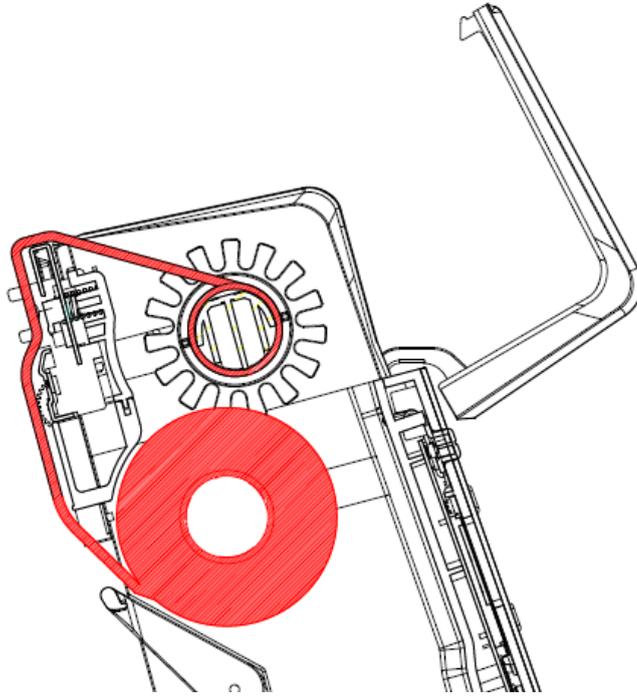
3. Load the right side of paper core first into the ribbon take-up mechanism.  
The left side of ribbon take-up spindle needs to be connected with bulge part of take-up mechanism completely. (Turn the gear until the bulge part in the notch of spindle).



4. Pull the ribbon to bypass print head and then attach the ribbon leader on the empty paper core with tapes, then rotate the ribbon rewind wheel until ribbon surface has no wrinkle; Close the ribbon cover to finish ribbon installation.



## 4.1. Ribbon Installation Path



## 5. Label Loading

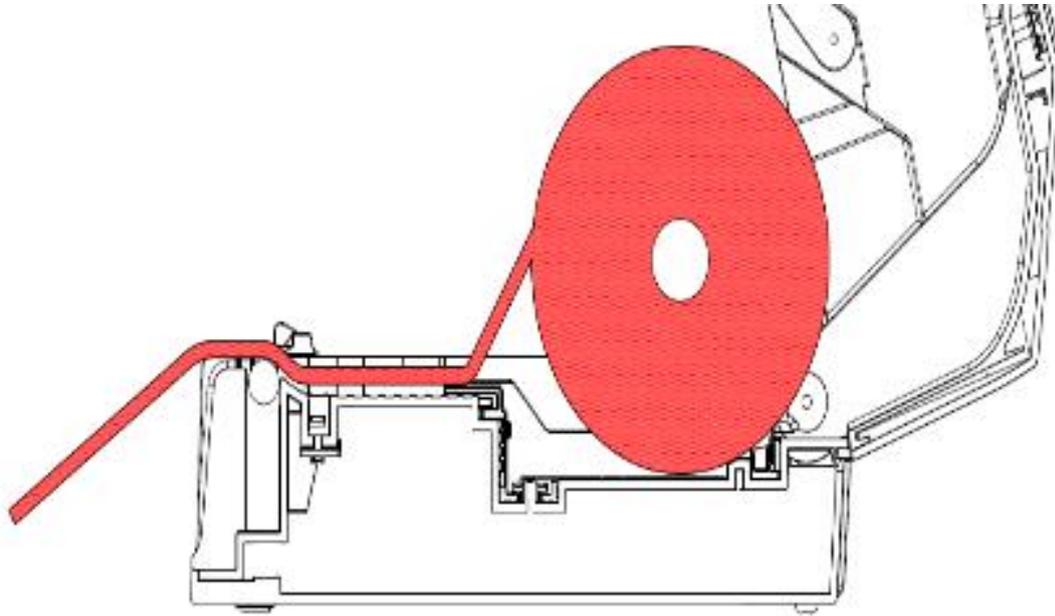
1. Press the label holder button to fit the width of the label, and then place a label roll into the holders.



2. Pull the label paper through the rubber roller and push the both sides of label under the label guides. Close the top cover to finish label installation.



## 5.1 Label installation path



## 6. LED indicators and button explanation



C342/C343 model is equipped a feed button (white and red LED color)

LED	Display status	Possible problem	Solution
<b>Feed Button</b>	White LED always on : Ready		Wait for the print job
	White LED flash : Label out	The label placement is not correct or label paper is used out	Open Top cover, and confirm the label placement and rest label quantity. Then close cover and press the Feed button.
	Red LED always on : Gap out	Sensor setting is not correct	Reset the settings of sensor in the Printer Utility software.
	Red LED flash Cover op	Cover open	Close the top cover and then press the button to start printing.
	flash red LED and white LED	Others	Use Printer Utility to download printer' s information. Deal with the problem according to the error status display.
<b>Feed button function</b>			
<b>Printer current status</b>	<b>Printer status after pressing Feed button once</b>		
Ready	Printer will deliver a label out		



Printing	Printer will pause printing action
Pause	Printer will cancel pause status
Error (Red LED flash)	Printer will execute the remaining job if the error issue has been solved
Error (Red LED flash)	Printer will cancel printing job to return ready status after <b>pressing Feed button twice</b>
Auto Calibration	Turn on the power, the feed button will flash 3 times in the beginning, the printer can run the auto calibration procedure once user press feed button during the three flash lights

## 7. WinLabel tool suite

WinLabel tool suit is supported the below platform: Windows XP SP3, Vista, Windows 7, Windows 8, Windows 8.1, Windows10, Server 2003, Server 2008, Server 2012 and Server 2012R2 operation system (32 bit and 64 bit).

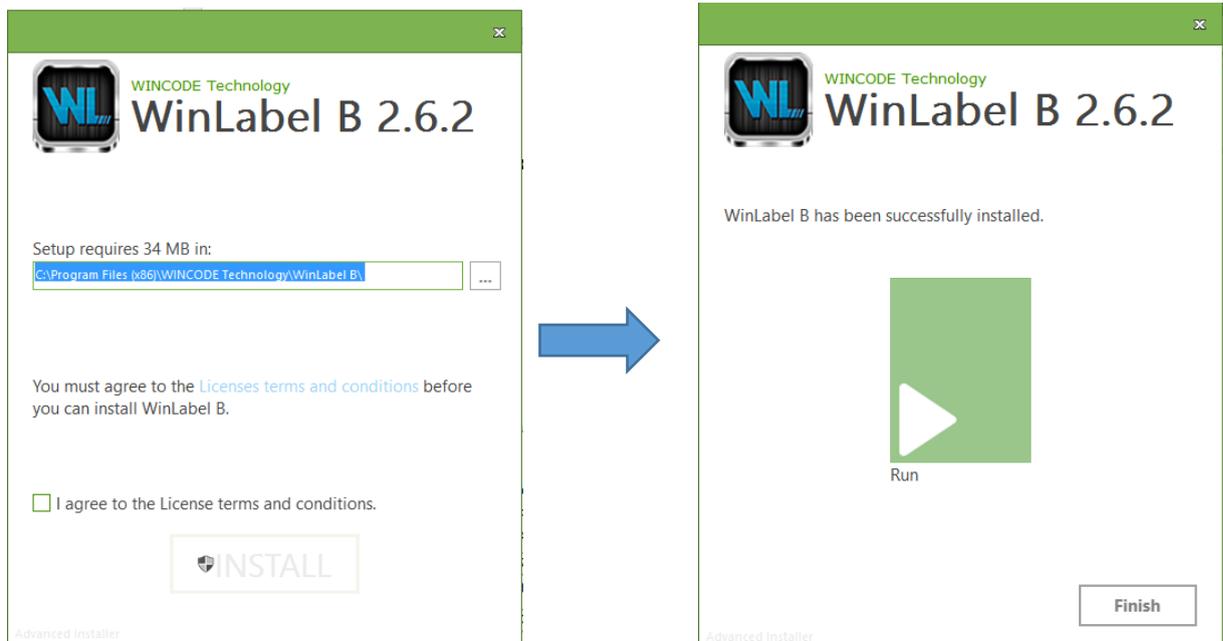
**Note:** The monitor resolution needs to have at least 1024 x 768 for normal use.

### 7.1 WinLabel program includes the below icons

<i>Icons</i>	<i>Description</i>
	WinLabel : Label editing software
	Printer Utility : Printer tool
	Install Driver : Driver installation
	Firmware Driver : Firmware update tool
	Check for Update : Version check
	Uninstall WinLabel : Uninstall all installed software

## 7.2 Software “WinLabel” installation

Click “WINLABEL\_SETUP.EXE” file in the CD disc, and then choose a preferred language (traditional Chinese, simplified Chinese, and English) and input a stored path to finish software installation.



## 7.3 Driver installation

Open WinLabel software and switch the TOOLS page on the upper bar, and then click



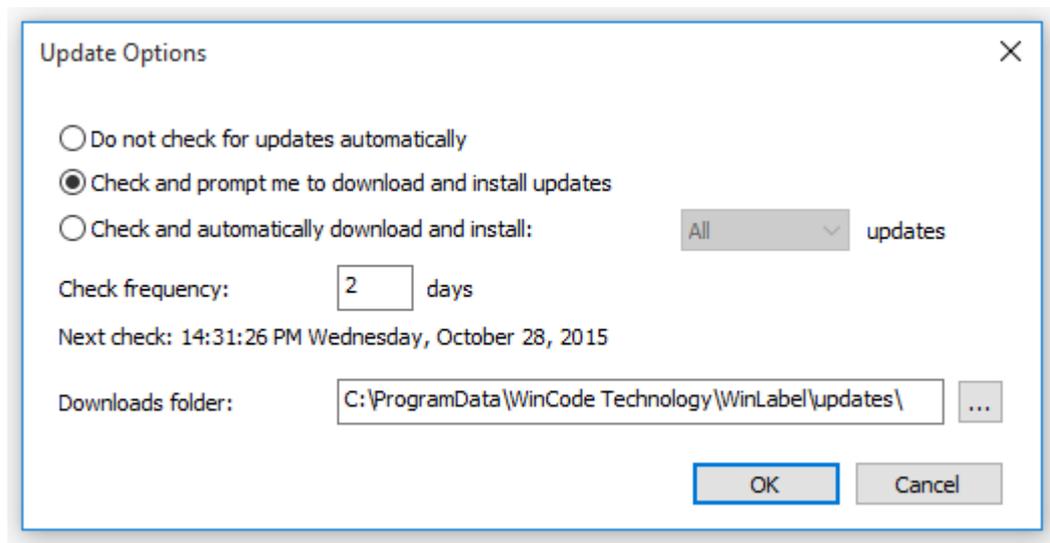
icon to start driver installation.

1. Before processing, please make sure the printer has been connected with computer.
2. Select a printer model from the model list and also check the driver version
3. The program automatically selects a connected port and name this Printer in the device list. After confirming, click the “Next” button.
4. Final check installation information. If OK, please click the “Next” button to start installation.
5. If installed successfully, the “Setup finished without error” will be showed. Click “Finish” button to exist installation.

## 7.4 Update settings and update check

After entering to the WinLabel program, click the “Check for Update” icon in the “TOOLS” page and check if it is the latest version. Then program can be updated automatically.

Besides, user can click “Update Settings” icon to adjust update settings (See below figure)



## 7.5 Driver Setup

### 7.5.1 Page Setup

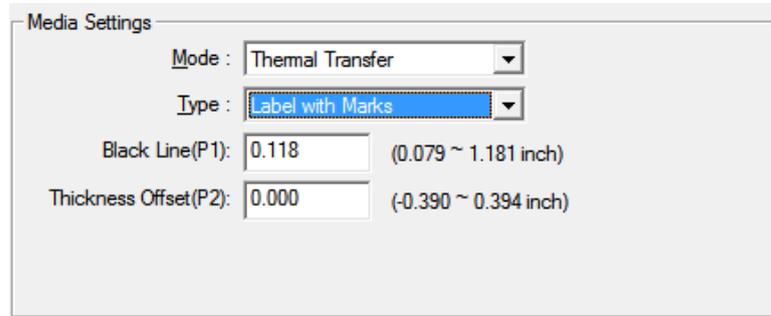
Item	Description
Paper/Layout	<ul style="list-style-type: none"> <li>➤ Name : Choose paper size (4 x 3 inch and 2 x 1 inch); User can also define frequently-used paper size by adding new label format.</li> <li>➤ Directions : Portrait and landscape (rotate 90 degrees); 180 degrees rotation is accepted.</li> </ul>
Settings	<ul style="list-style-type: none"> <li>➤ Copies : Each page quantity</li> <li>➤ Speed : Printing speed</li> <li>➤ Darkness : Adjust Printing darkness status. <b>Caution:</b> If the value is higher, that would cause the temperature of print head higher, and would make ribbon melting and breaking easily. (Suggest value less than 8 for wax ribbon, value more than 10 for resin ribbon)</li> <li>➤ Measurement : inch, cm, and mm options</li> </ul>

### 7.5.2 Media Settings

Item	Description
Media settings	<p>Mode: Thermal Transfer and Direct Thermal.</p> <p>“Thermal Transfer” mode means that printer needs to be loaded ribbon for printing label.</p> <p>“Direct Thermal” mode means that printer does not need to be loaded ribbon but need to load thermal paper.</p>
Media type	<p>Label with gaps :</p> <div style="border: 1px solid gray; padding: 5px; margin: 5px 0;"> <p>Media Settings</p> <p>Mode : <input type="text" value="Thermal Transfer"/></p> <p>Type : <input type="text" value="Label with Gaps"/></p> <p>Gap Length(P1): <input type="text" value="0.118"/> (0.079 ~ 1.181 inch)</p> <p>Gap Offset(P2): <input type="text" value="0.000"/> (-0.390 ~ 0.394 inch)</p> </div> <ul style="list-style-type: none"> <li>➤ “Gap Length” is the distance between two labels.</li> </ul>

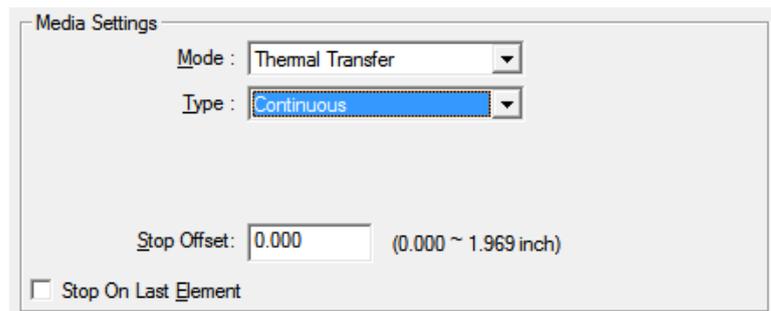
- “Gap Offset” means label will be moved an offset distance after moving a gap distance (This function is not open).

Label with marks :



- “Black Line” is the thickness in each black line.
- Thickness offset means that the paper needs to be moved a distance after each black line movement (This function is not open).

Continuous :



- Continuous label type: Ignoring the gap and mark of label
- Stop Offset: The paper will be moved a distance after each printing action stops (This function is not open).
- Stop On Last Element: Printing action will stop while printing the last label

Sensor settings

Sensor type:

- Use Current Printer Setting (by previous setting)
- Reflective sensor (Recommend)
- Transmissive sensor

Start Position Offset: (recommend to input number when the printing position has a little bit shift up or shift down)

If selected, user can fill up how many dots to adjust the start printing position.

### 7.5.3 Calibration

Sensor Settings	<ul style="list-style-type: none"> <li>➤ Please run the sensor calibration after the label material has been changed.</li> <li>➤ Each time of sensor calibration will feed 15 inches long label for usage.</li> </ul>
	<ul style="list-style-type: none"> <li>➤ Label Type: Label with Gaps, Label with Marks, Continuous (same setting from Media Settings page)</li> <li>➤ Sensor: Use Current Printer Settings, Reflective sensor, Transmissive sensor (same setting from Media Settings page)</li> </ul>
Auto Calibration <b>(Recommend)</b>	<ul style="list-style-type: none"> <li>➤ The printer will start to run the sensor calibration automatically and will feed 15 inches long label out.</li> </ul>
Manual Set	<ul style="list-style-type: none"> <li>➤ Sensor Strength: Normal, Middle, High Sensitive</li> <li>➤ Reflective Sensor Value: 15 (default value is 15)</li> <li>➤ Transmissive Sensor Value: 15 (default value is 15)</li> <li>➤ The value range of sensor is from 5 to 100, less value is more sensitive</li> </ul>

### 7.5.4 Options

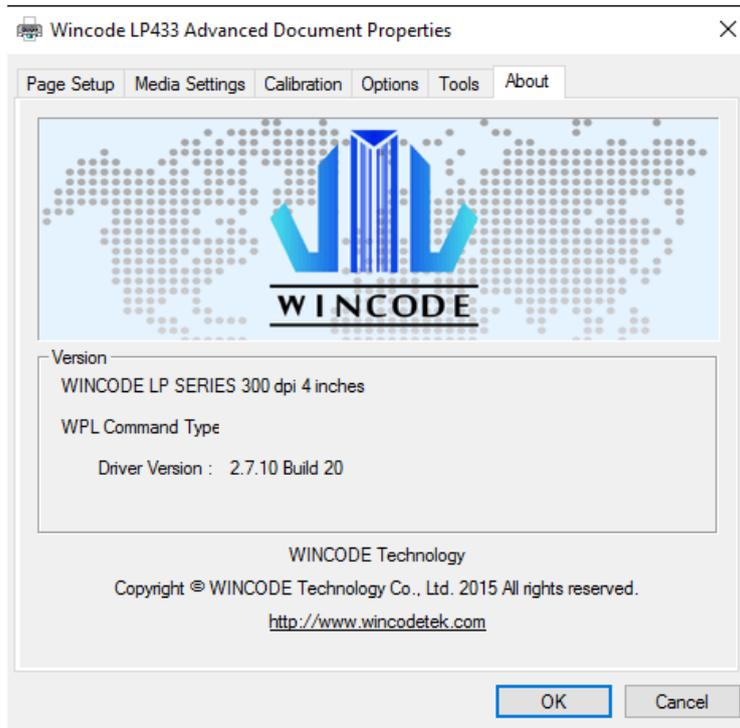
<i>Item</i>	<i>Description</i>
After Print	<p>Use Current Printer Settings: see previous setting Remove tick option would have below several options</p> <ul style="list-style-type: none"> <li>➤ None: The label is stopped after printing last label.</li> <li>➤ Tear off: The label gap is stopped at the tear off position to let user easily tear off label.  The tear off position is adjustable as long as ticking “Tear Off Position” option.</li> <li>➤ Peeler: Peeler module can peel labels continuously while printing.  The printer will run the next label after removing peeled label.  Peer position can be adjustable as long as ticking “Peel Off Position” option.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Cutter: The cutter will run after printer ends each label printing.</li> </ul> <p>“Every Cut” option means that how many pages come out to run the cutter once.</p> <p>“Cut Position” is ticked, the cutting position can be adjustable.</p>
Press a button to print	If this option is ticked, user needs to press “Feed” button to execute label printing action every time.
User Commands	User can fill up printer commands in this dialog.

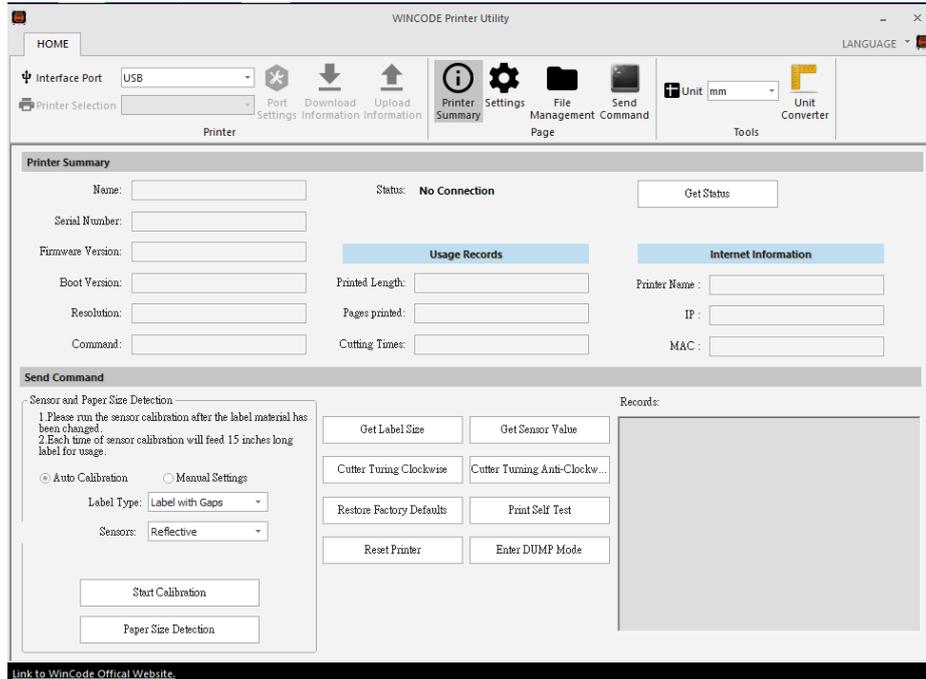
### 7.5.5 Tools

<i>Item</i>	<i>Description</i>
Print	<ul style="list-style-type: none"> <li>➤ Generic Test: Order printer to print a label with texts for testing purpose.</li> <li>➤ Self Test: Order printer to print a label with inside parameters of printer.</li> </ul>
Action	<ul style="list-style-type: none"> <li>➤ Reset Printer : Restart printer.</li> <li>➤ Factory Defaults : Inside parameters to be default</li> <li>➤ Label Feed : Order printer to deliver a label come out</li> </ul>
Send to Printer	<ul style="list-style-type: none"> <li>➤ Printer Command: Send commands to the printer, please refer to the <u>Wincode’s Command Manual</u>.</li> <li>➤ Files : Select a command file (*.prn) from the stored space of computer</li> </ul>
Display Prompt Message	<ul style="list-style-type: none"> <li>➤ If not ticked, the prompt message will not be showed after pressing each button.</li> </ul>

### 7.5.6 About : WinLabel driver version



## 7.6 Printer Utility

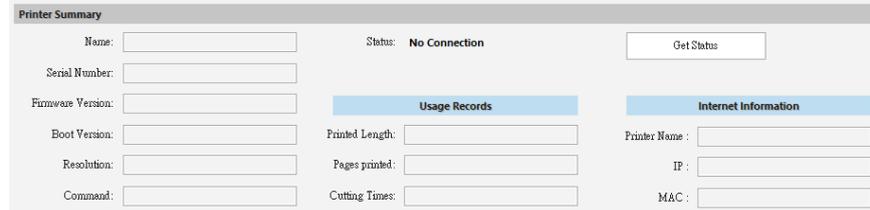


Item	Description
Interface port	Interface port selection: USB, RS232, LPT (Centronics)
Printer selection	While printer has been connected with computer, the program can automatically detect printer equipment. Then user can select a printer from a pulldown list.
Port settings	Only for RS232 interface settings <ul style="list-style-type: none"> <li>• Bits Per Second</li> <li>• Data Bits</li> <li>• Parity Check</li> <li>• Stop Bit</li> <li>• Flow Control</li> </ul>
Download information	The current printer setting information can be showed in the Printer Summary area.
Upload information	The setting information in the Printer Utility will be uploaded to the printer.

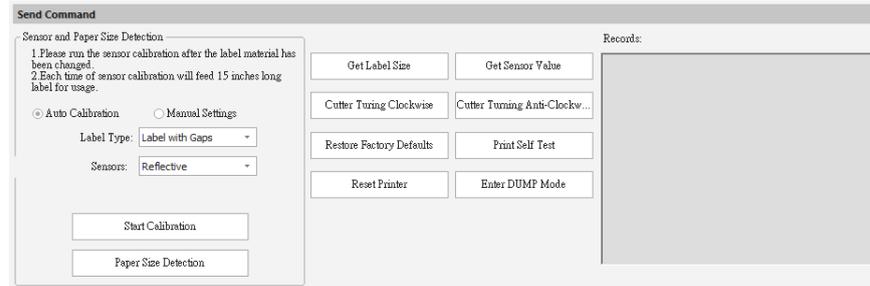
Printer  
Summary

Printer Summary

- Listing printer information



Send Command window



Sensor and Paper Size Detection

1. Please run the sensor calibration after the label material has been changed
2. Each time of sensor calibration will feed 10 inches long label for usage

- Auto Calibration: Choose below Label and Sensors types to run this detecting action. (Recommend)
- Manual Settings: Manually select the sensor strength, and also adjust each sensor value (The value range of sensors is from 5 to 100, less value is more sensitive), please use this setting when you cannot detect label gap by Automatically Detect option.

- Label Type: Label with Gaps, Label with Black Line, Continuous
- Sensors: Reflective (Recommend) and Transmissive

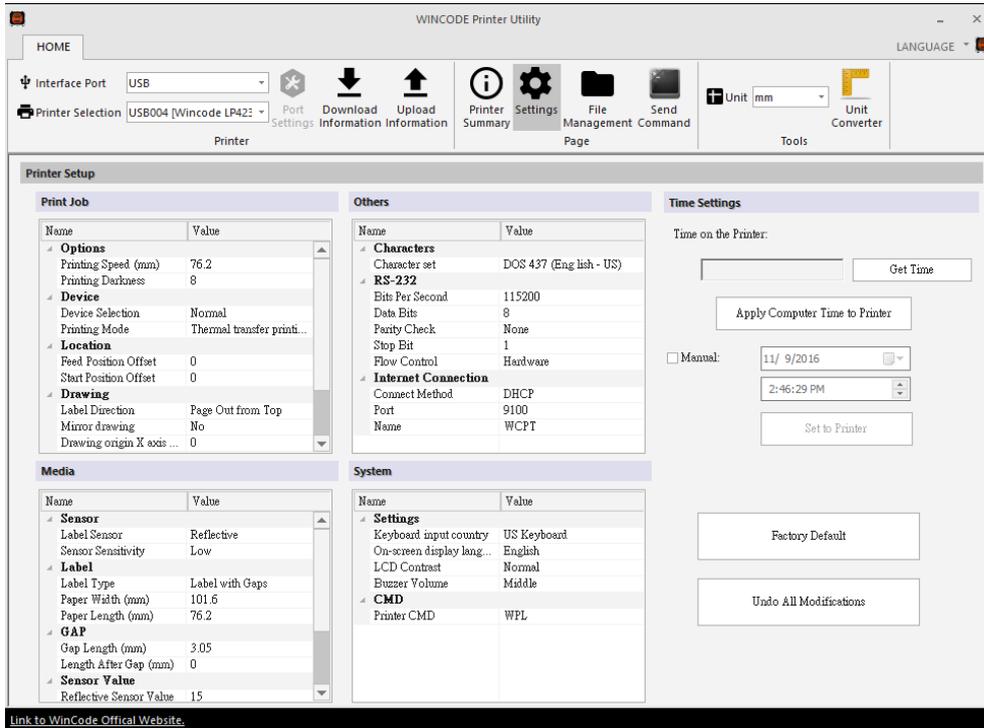
- Start Calibration: Please run this calibration after the label material has been changed, the detect result will be showed in the right table as below Figure

**CALIBRATE Sent.**  
 Sensor Sensitivity : High  
 Reflective Sensor Value : 15  
 Transmissive Sensor Value : 15

- Paper Size Calibration: Printer will detect the paper size and get detecting result in the right table as below Figure

	<p>LABCALIBRATE Sent. Paper Length (mm) : 7.37 Gap Length (mm) : 2.67</p> <ul style="list-style-type: none"> <li>• Get Label Size: The detecting value of label size will be showed in the right table</li> <li>• Get sensor value: The detecting value of sensors will be showed in the right table</li> <li>• Cutter Turning Clockwise : Cutter cuts label from up to down (Fully cut)</li> <li>• Cutter Turning Anti-Clockwise : Cutter cuts from down to up (Not completely cut-off)</li> <li>• Restore Factory Defaults: The parameters of printer will be factory default setting.</li> <li>• Printer Self Test: Printer will print the inside settings on the label</li> <li>• Reset Printer : Restart the printer</li> <li>• Enter DUMP Mode: Entering to the DUMP mode, so printer will printer the ASCII code of objects on the label</li> </ul>
Settings	Please refer to the 8.7 Settings
File Management	Send the selected file from stored spaces to the printer (RamDisk, FlashDisk, and SDCard) and also can manage these files in these spaces.
Send command	Send printer's command to printer, please refer to the Printer Command Manual.
Unit- Tools page	Printing unit: millimeter (mm), centimeter (cm), inch (in.)

## 7.7 Settings page in the Printer Utility



**Note:** This settings page would suggest user for reviewing the current settings in the printer only. Please be noted that if same settings on the driver settings, the printer will use driver's settings as printing priority.

- User can use  icon to download printer's settings for review
- User can use  icon to change the printer's settings if something has been revised in the below tables.

- Print Job

Item	Description
Printing Speed(mm)	Select required speed
Printing Darkness	Select required parameters from 0 to 15; adjust the printer head temperature (8 is recommended for wax ribbon)
Device Selection	Normal, tear-off, peel-off and cutter modes are selectable.
Printing Mode	Direct Thermal and Thermal Transfer modes are selectable
Feed Position Offset	Input required parameters. (If printer is connected cutter/peeler,

(After printing)	user may use this offset settings. Otherwise, the default is 0)
Initial Position Offset (Before printing)	Input the required parameters (plus value is feeding more distance; minus value is back feeding more distance)
Label Direction	Label-out from top or Label-out from bottom
Mirror Drawing	No effect or mirror reflection (Not available now)
Drawing origin X axis offset	Input the required parameters (Not available now)
Drawing origin Y axis offset	Input the required parameters (Not available now)

● Media

<i>Item</i>	<i>Description</i>
Label Sensor	Which sensor is using; Reflective and Transmissive
Sensor Sensitivity	Normal/Middle/High are selectable
Label Type	Label with Gaps, Label with Black Line, and Continuous label are selectable
Paper Width (mm)	The settings of paper width in the printer
Paper Length (mm)	The settings of paper length in the printer
<b>Label Type: Label with Gaps</b> Gap Length (mm)	The settings of gap length in the printer
Length after Gap	Input the required parameters (default is 0) PS: This will be suitable for special shape label
<b>Label Type: Label with Black Line</b> Black Line Thickness	The settings of black line thickness in the printer
Length after Black Line	Input the required parameters (default is 0) PS: This will be suitable for special shape label
Reflective Sensor Value	The value of reflective sensor in the printer
Transmissive Sensor Value	The value of reflective sensor in the printer

- Miscellaneous

<i>Item</i>	<i>Description</i>
Characters	Character Set: Select required character set (DOS 437 English- US is default)
RS-232	Please make sure the listed settings are the same as above Port settings
Internet Connection	Internet basic setting (Not available)

- System

<i>Item</i>	<i>Description</i>
Keyboard Input country	The default is US Keyboard
On-screen display language	English, traditional Chinese, simplified Chinese, Spanish, Italian, and Vietnamese are selectable; review the language displayed in the printer's screen
LCD Contrast	Only for LP advanced series; review the LCD contrast settings in the printer
Buzzer volume	Close, Low, Middle, High; only for LP advanced series; review the Buzzer volume settings in the printer
Printer CMD	<p>Change printer's language to be compatible with other printer's language. After selection, please use "Upload Information" button to change the printer's language.</p> <p>WPL: Wincode            WEPC: EPL (Zebra)            WZPC: ZPL (Zebra)            WTSPC: TSPL (TSC)</p> <p>Note: Standalone function for advanced model will be only suitable in the WPL mode</p>

## 8. Maintenance

The followings are some steps and methods to suggest user to proceed simple maintenance on the printer.

1. Turn off the power firstly, and then open the top cover of printer.
2. Take out the ribbon and locate the print head. (If printing process is just finished, user needs to wait print head cooling before proceeding maintenance procedure)
3. If print head is adhibited label paper or some dirt, please use a head cleaning pen or a cotton swab with 100% ethanol to clean the print head surface. Repeat this procedure until the black marks left on the cotton swab are not increasing.
4. Keep regular clean on the rubber roller after printing for a period time. Otherwise, that would influence the printing quality or cause print head damage.
5. Use compressed air or vacuum to clean the dirt on the sensor.

Note:

- 1.) Suggest to clean print head once every week and clean sensor once every month.
- 2.) When using a cotton swab to clean print head, please make sure that there are no metal fragments or hard particles attached on the cotton swab as that would cause the damage of print head.

## 9. Appendix – C34 series specification

Model	C342	C343
Printing method	Thermal Transfer / Direct Thermal	
Resolution	203 DPI	300 DPI
Max. print speed	102 mm (4") / second	75 mm (3") / second
Max. print width	108 mm (4.25")	110mm (4.32")
Max. print length	2286mm (90")	1016mm (40")
Enclosure	Double-walled plastic	
Physical dimension	220mm(W)x198mm(H)x288mm(D)	
	8.7"(W)x7.8"(H)x11.3"(D)	
Weight	2.5 KG	
Label roll capacity	127 mm (5")OD	
Ribbon	300M length, max. OD 67 mm, 1" core	
Ribbon width	25.4 mm ~ 110 mm (1" ~ 4.3")	
Processor	32-bit RISC CPU	
Memory	4MB Flash memory, 8MB SDRAM	
Power	External universal switching power supply, Input: AC 100-240V, 2.0A, 50-60Hz, output: DC 24V, 2.5A, 60W	
Operation interface	1 button	
Interface	USB 2.0	
Sensors	Reflective gap sensor, Ribbon end sensor, Head open sensor,	
Internal fonts	Seven kinds of bitmap fonts	
Bar code	1D bar code : Code 11, Code 39, Code 93, Code 128, Codabar, EAN/JAN-8, EAN/JAN-13, Interleaved 2-of-5, ITF-14, MSI Pleassy, PostCode, Telepen, UPC-A, UPC-E, UCC-128, GS1-128	
	2D bar code : Code 16K, Code 49, Aztec Code, QR Code, PDF417, Micro PDF417, Data Matrix, Grid Matrix, Micro QR Code, MaxiCode	
	GS1 Barcode : GTIN-13, GLN, GTIN-8, GTIN-14(ITF-14), SSCC, GS1-128, GS1 DataBar, GS1 Composite	
Printer language	WPL (Compatible to the other printer languages)	
Dealer options	Cutter \ Peeler Dispenser \ External label stand	
Media width	15 ~ 110 mm (0.59" ~ 4.3")	
Media thickness	0.06 ~ 0.19 mm (2.36 ~ 7.48 mil)	
Media core diameter	25.4 mm (1")	
Label length	5 ~ 2,286 mm (0.19" ~ 90")	5 ~ 1,016 mm (0.19" ~ 40")
Safety regulation	CE Class B, FCC Class B, CCC, CB	
Bundled software	WinLabel labelling application, windows printer driver, printer utility, DLL SDK library, EXE executive AP for batch print. Platform support: Windows XP, Vista, 7, 8, 8.1, 10 and Server 2003, 2008, 2012, 2012R2 (32/64 bit)	