

DNP

DIGITAL PHOTO PRINTER

DP-DS820DX

User Guide Version 1.0.4

WARNING

To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture. To avoid electrical shock, do not open the cabinet. Refer servicing to qualified personnel only. This apparatus must be grounded.

For pluggable equipment, the socket-outlet be installed near the equipment and shall be easily accessible.

To disconnect the main power, unplug the AC IN connector.

This unit has no power switch.

When installing the unit, incorporate a readily accessible disconnect device in the fixed wiring, or connect the power plug to an easily accessible socket-outlet near the unit. If a fault should occur during operation of the unit, operate the disconnect device to switch the power supply off, or disconnect the power plug.

Warning on power connection

Use a proper power cord for your local power supply.

1. Use the approved Power Cord (3-core mains lead) /Appliance Connector / Plug with grounding-contacts that conforms to the safety regulations of each country if applicable.
2. Use the Power Cord (3-core mains lead) / Appliance Connector /Plug conforming to the proper ratings (Voltage, Ampere).

If you have questions on the use of the above Power Cord/Appliance Connector/Plug, please consult a qualified service personnel or the distributor.

For the Customers in Europe

This product shall not be used in the residential area.

This is a Class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

frequency band in which the radio equipment operates;

13.56 MHz±7 kHz

maximum radio-frequency power transmitted in the frequency band in which the radio equipment operates;

36.64 dBuV/m at 3 m

If you want to dispose this product, do not mix with general household waste.

There is a separate collection system for used electronics products in accordance with legislation under the WEEE Directive and is effective only within European Union. For details, consult your dealer.



For the Customers in Great Britain

Hereby, Dai Nippon Printing Co., Ltd. declares that the radio equipment type DP-DS820DX is in compliance with the relevant statutory requirements.

The full text of the declaration of conformity is available at the following internet address:

<http://www.dnpphoto.eu/en/home>

For the Customers in CE member states in Europe

Hereby, Dai Nippon Printing Co., Ltd. declares that the radio equipment type DP-DS820DX is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:

<http://www.dnpphoto.eu/en/home>

For kundene i Norge

Dette utstyret kan kobles til et IT-strømfordelingssystem.

italiano

Il fabbricante, [Dai Nippon Printing Co., Ltd.], dichiara che il tipo di apparecchiatura radio [DP-DS820DX] è conforme alla direttiva 2014/53/UE.

Il testo completo della dichiarazione di conformità UE è disponibile al seguente indirizzo Internet:
<http://www.dnpphoto.eu/en/home>

български

С настоящото [Dai Nippon Printing Co., Ltd.] декларира, че този тип радиосъоръжение [DP-DS820DX] е в съответствие с Директива 2014/53/ЕС.

Цялостният текст на ЕС декларацията за съответствие може да се намери на следния интернет адрес: <http://www.dnpphoto.eu/en/home>

čeština

Tímto [Dai Nippon Printing Co., Ltd.] prohlašuje, že typ rádiového zařízení [DP-DS820DX] je v souladu se směrnicí 2014/53/EU.

Úplné znění EU prohlášení o shodě je k dispozici na této internetové adrese:

<http://www.dnpphoto.eu/en/home>

dansk

Hermed erklærer [Dai Nippon Printing Co., Ltd.], at radioudstyrstypen [DP-DS820DX] er i overensstemmelse med direktiv 2014/53/EU.

EU-overensstemmelseserklæringens fulde tekst kan findes på følgende internetadresse:

<http://www.dnpphoto.eu/en/home>

magyar

[Dai Nippon Printing Co., Ltd.] igazolja, hogy a [DP-DS820DX] típusú rádióberendezés megfelel a 2014/53/EU irányelvnek.

Az EU-megfelelőségi nyilatkozat teljes szövege elérhető a következő internetes címen:

<http://www.dnpphoto.eu/en/home>

Nederlands

Hierbij verklaar ik, [Dai Nippon Printing Co., Ltd.], dat het type radioapparatuur [DP-DS820DX] conform is met Richtlijn 2014/53/EU.

De volledige tekst van de EU-conformiteitsverklaring kan worden geraadpleegd op het volgende internetadres: <http://www.dnpphoto.eu/en/home>

polski

[Dai Nippon Printing Co., Ltd.] niniejszym oświadcza, że typ urządzenia radiowego [DP-DS820DX] jest zgodny z dyrektywą 2014/53/UE.

Pełny tekst deklaracji zgodności UE jest dostępny pod następującym adresem internetowym:

<http://www.dnpphoto.eu/en/home>

português

O(a) abaixo assinado(a) [Dai Nippon Printing Co., Ltd.] declara que o presente tipo de equipamento de rádio [DP-DS820DX] está em conformidade com a Diretiva 2014/53/UE.

O texto integral da declaração de conformidade está disponível no seguinte endereço de Internet:

<http://www.dnpphoto.eu/en/home>

Română

Prin prezenta, [Dai Nippon Printing Co., Ltd.] declară că tipul de echipamente radio [DP-DS820DX] este în conformitate cu Directiva 2014/53/UE.

Textul integral al declarației UE de conformitate este disponibil la următoarea adresă internet: <http://www.dnpphoto.eu/en/home>

suomi

[Dai Nippon Printing Co., Ltd.] vakuuttaa, että radiolaitetyyppi [DP-DS820DX] on direktiivin 2014/53/EU mukainen.

EU-vaatimustenmukaisuusvakuutuksen täysimittainen teksti on saatavilla seuraavassa internetosoitteessa: <http://www.dnpphoto.eu/en/home>

svenska

Härmed försäkrar [Dai Nippon Printing Co., Ltd.] att denna typ av radioutrustning [DP-DS820DX] överensstämmer med direktiv 2014/53/EU.

Den fullständiga texten till EU-försäkran om överensstämmelse finns på följande webbadress:

<http://www.dnpphoto.eu/en/home>

For the Customer in USA

FCC CAUTION

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.

Caution: Use shielded cables to connect this computers. Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

FCC statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The identification, by name, address and telephone number, of a responsible party located within the United States.

DNP Imagingcomm America Corporation
4524 Enterprise Drive NW
Concord, NC 28027
United States
Telephone (704) 784-8100
www.dnpimagingcomm.com

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines as this equipment has very low levels of RF energy.

For the Customers in Oceania

This instrument is an EMC class A product. In a domestic environment this product may cause radio interference in which case the user needs to take adequate measures.

Türkçe

AEEE Yönetmeliğine Uygundur

For the customers in Thai

This telecommunication equipment is in compliance with NTC requirements.

For the customers in Canada

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

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Safety precautions

Note that the contents of directions for use and safety precautions correspond to the safety standards as of the time this manual has been created.

Remodeling

For safety, do not remodel this product after purchase.

Copyright

Copyrights, trademarks or any other intellectual property rights whatsoever that pertain to documents, programs or other items provided with this product, are ascribed to Dai Nippon Printing Co., Ltd., or the respective other holders of rights. Except in cases permitted by applicable laws, these may not be duplicated or used without consent from Dai Nippon Printing Co., Ltd.

“DNP” is a registered trademark of Dai Nippon Printing Co., Ltd.

Introduction

Thank you for purchasing this product.

This document explains how to handle and operate this product.

Please read this document carefully before use.

Be sure to read "For Safe Operation" (P.6-8), and operate the product correctly.



For Safe Operation

Be sure to read this document before using the product. After reading, keep it in a safe place where it can be easily accessed as needed.

The warnings listed here are to ensure proper use of the product, to prevent physical injury to the customer or other persons, and to prevent property damage. Please follow these warnings.




Warnings and Cautions

The possible levels of injury or damage due to misuse are categorized below as Warnings and Cautions, according to the degree of danger involved.






 Warning	Accidents caused by failure to heed the warnings accompanying this symbol may lead to serious or fatal injury.
 Caution	Accidents caused by failure to heed the cautions accompanying this symbol may lead to physical injury or property damage.

Symbols








The symbols shown have the following meanings:

	This symbol indicates warning and caution messages. The warning content is indicated in or near the symbol.
	This symbol indicates prohibited actions. The prohibited action is indicated in or near the symbol.
	This symbol indicates necessary actions or instructions. The action is indicated in the symbol.


Warning

	<ul style="list-style-type: none"> • This unit has no power switch. When installing the unit, incorporate a readily accessible disconnect device in the fixed wiring, or connect the power plug to an easily accessible socket-outlet near the unit. If a fault should occur during operation of the unit, operate the disconnect device to switch the power supply off, or disconnect the power plug. • Use the product only with the designated voltage and frequency. Improper connection may cause electric shock or fire. • Avoid connecting too many devices to the outlet used for this product and using extension cords. The outlet may overheat and cause a fire. • Do not damage, cut, bundle, or alter the power cord. Also, the cord may be damaged if heavy objects are placed on it, or if pulled or bent with excessive force, and it may cause a fire. • Do not install the product in places with salinity or corrosive gases in the air. This may cause a fire. • Do not block the vents of the product. Heat may build up in the product and cause a malfunction or fire. • Do not stand on or place heavy objects on the product. Also, do not apply excessive force on the buttons, switches, terminals, etc. This may damage the product and cause injury to the user or other people. • Be careful not to injure yourself or damage other things on the edges of the product. • Do not use this product for applications involving human life (such as medical, space, aeronautic, or other applications that require extreme reliability).
	<ul style="list-style-type: none"> • The DP-DS820DX weighs approximately 22 kg (48.50 lbs.). When moving the product, have two people lift it by the handles in a way that avoids physical stress. Lifting recklessly or dropping the product may cause physical injury or damage to the product. • Place the product as close to an outlet as possible to be able to easily unplug the power cord in case of problem. • If there is dust on the plug, clean it off thoroughly. It may cause an electric shock or a short circuit. • If metal objects or liquids have fallen into the product, or if there is smoke, a strange odor, or any other abnormality, immediately unplug the power cord from the power socket or inlet, and then contact a service representative. Do not continue using the product if it is damaged or not operating properly. This may cause an electrical shock, a short circuit, a fire, or damage the product.
	<ul style="list-style-type: none"> • Be sure to ground the product. Otherwise, a short circuit may occur, causing an electric shock or fire.
	<ul style="list-style-type: none"> • Do not plug or unplug the cord with wet hands. This may cause an electric shock.
	<ul style="list-style-type: none"> • Do not open the product, disassemble internal parts, or modify the product. It may cause an electric shock, fire, or injury, or a product malfunction. For internal check-ups, adjustments, or repair, please contact a service representative.

 **Caution**

	<ul style="list-style-type: none"> • Do not install the product in dusty or humid places. This may cause fire or an electric shock, or damage the product. • Do not install the product on an unstable surface. It may fall and cause injury to the user or other people. • Do not allow foreign objects to enter into the product. They may cause an electric shock, a short circuit, a fire, or damage the product. If something falls into the product, immediately unplug the power cord, and then call a service representative. • Do not open the cover while printing. This may damage the product. • Do not spill or spray liquids or chemicals onto the product. • When cleaning the cover, do not use thinner, trichloroethane, benzene, ketone-based cleaners, or chemically treated cloths. They could discolor or deteriorate the cover.
	<ul style="list-style-type: none"> • Take care to not cut, scratch, or hurt your hands the edges of the paper or on any sharp edges within the printer. • When putting your hands into the printer for removing the jammed paper or cleaning, use safety lint-free gloves or other proper protective clothing to prevent injury. • At least once a year, unplug the power cord, and clean the prongs and the plug. If dust accumulates, it may cause a fire. • When printing continuously for long periods in a small room, be sure to ventilate the room properly. • If you intend to use the product on a transportation vehicle (train, truck, ship, etc.), please talk to a representative in advance. • When disposing of the product, accessories, packaging materials, or media (paper, ribbon), please abide by local waste removal ordinances. For details, contact your local government offices.
	<ul style="list-style-type: none"> • When unplugging the cord, always grip the plug. Do not pull on the cord as it may damage the cord and cause an electric shock or fire. • When moving the product, be sure to unplug the power cord. Otherwise, the cord may be damaged, which may cause fire or an electric shock. • For safety, when not using the product for an extended period of time, be sure to unplug the power cord. Otherwise, it may cause an electric shock, fire, or a malfunction.
	<ul style="list-style-type: none"> • CAUTION: Parts near the mark become hot. Do not touch it during operation or immediately after operation. Doing so may result in burns.
	<ul style="list-style-type: none"> • Do not touch the gear mechanisms. Gears can pinch your fingers and cause injury.
	<ul style="list-style-type: none"> • There is a cutter at the paper ejection port and in the paper scrap ejection port on top of the trash box. Do not put your fingers in this area, as touching it could cause injury.
	<ul style="list-style-type: none"> • Do not insert your fingers under the front cover or inside the mechanism unit when closing them. Doing so may result in injury due to fingers being caught.

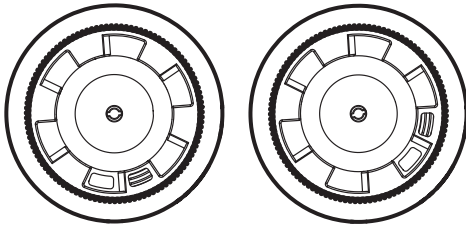
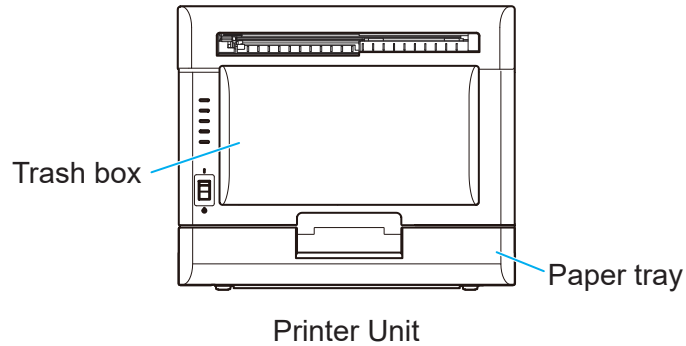
Caution for installation

- Before using the product, read “For Safe Operation” carefully and observe the instructions therein.
- Use care when moving the product. Never try to carry the product alone. Dropping it may cause injury or property damage.
- Do not use or store the product near a fire, humid places, in direct sunlight, near an air conditioner or heater, or any other location with unusually high or low temperature, strong humidity, or excessive dust.
- Do not place the product where chemical reactions occur, such as in a laboratory.
- Do not install the product where there is salinity or corrosive gas in the air.
- The product must be installed on a firm, level surface where there is ample ventilation.
- Do not put anything on top of the product.
- Do not use the product near a radio or television, and do not use the same wall outlet for the product and a radio or television. Otherwise radio or television reception may be adversely affected.
- Do not use a power voltage or a frequency other than those specified.
- Do not put anything on the power cord or step on it.
- Do not drag or carry the product by the power cord or the USB cable.
- Avoid plugging the power cord into an outlet with many other cables connected.
- Do not bundle the power cord.
- Always grip the plug housing, not the cord, to plug or unplug the power cord.
- Always unplug the power cord before connecting or disconnecting the USB cable.
- Avoid using a long USB cable or connecting it to any noise-producing device. If it is unavoidable, use a shielded cable or twisted pair for each signal.
- Use a shielded USB cable compatible with the USB 2.0 specifications.
- Place the product near the outlet where the power cord can be unplugged easily to shut the power off.
- Use an AC outlet that accepts a three-pronged plug. Otherwise, there may be a danger of electric shock.
- Use as a network printer is not anticipated. Any use in conjunction with a network will be the customer’s sole responsibility.
- This device is not appropriate to be used where a child may be present. Install, store, and use the device where it cannot be reached by a child.

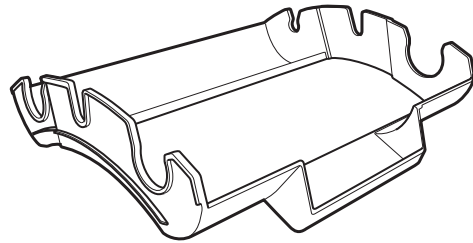
Printer Installation

Checking the contents

Check that the printer and all the following accessories are included in the package.



Paper holder
*Load in the printer.



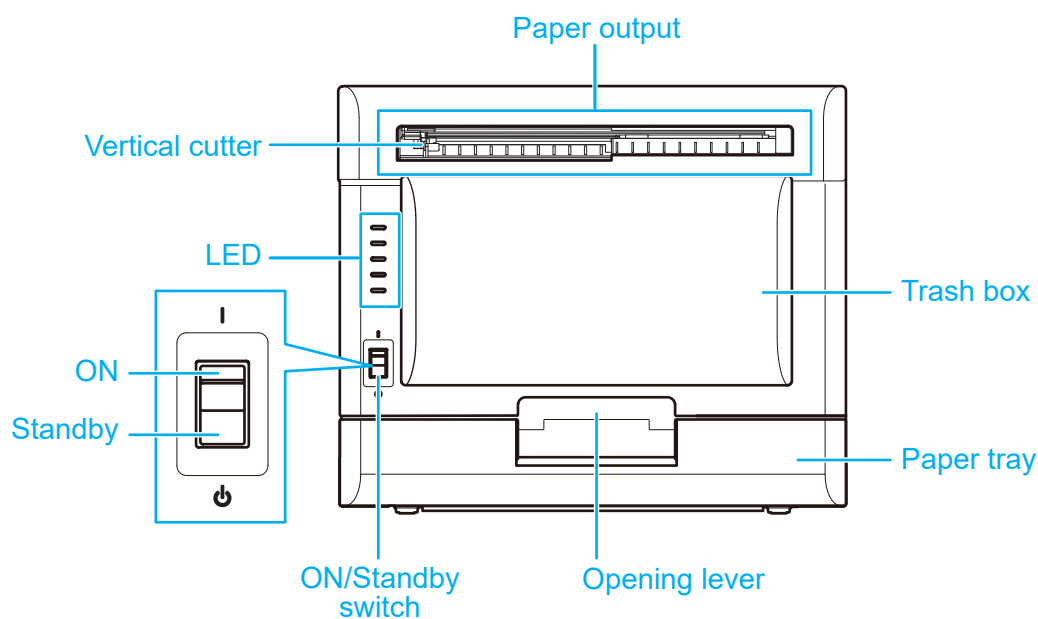
Ribbon cassette
*Load in the printer.
Remove the wrapping
before using them.

Caution

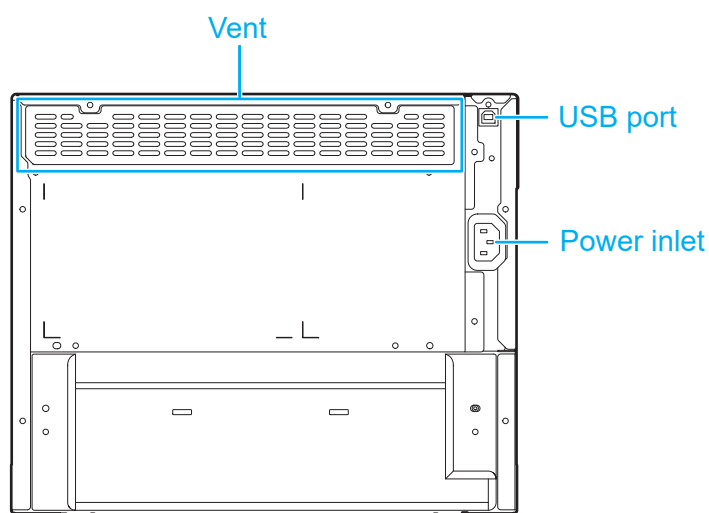
- Pay particular attention when removing the product from its package, carrying it, or moving it. Dropping the printer may result in personal injury or property damage.
- Do not lift the printer by grasping the wrapping materials. The materials may break and cause the printer to fall.

Name of components

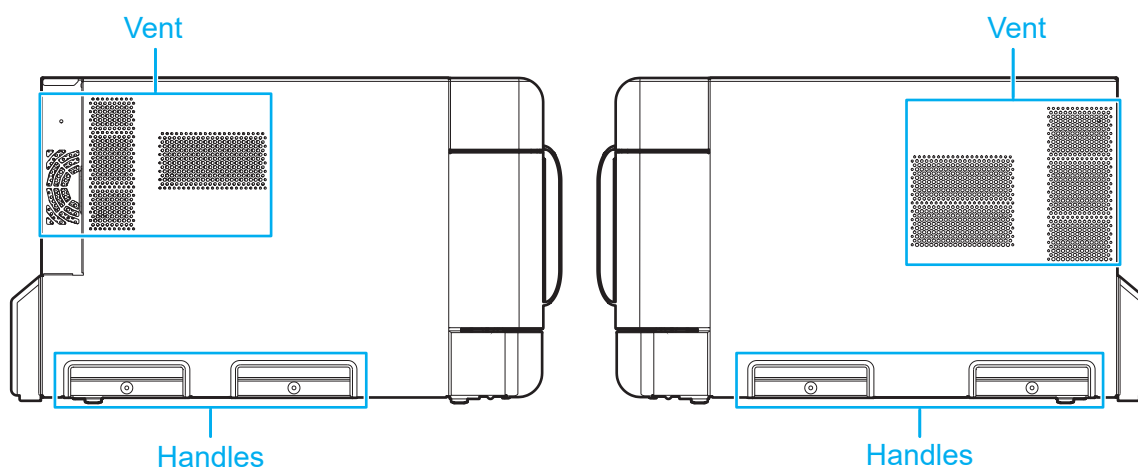
■Front of the unit



■Back of the unit



■Side of the unit

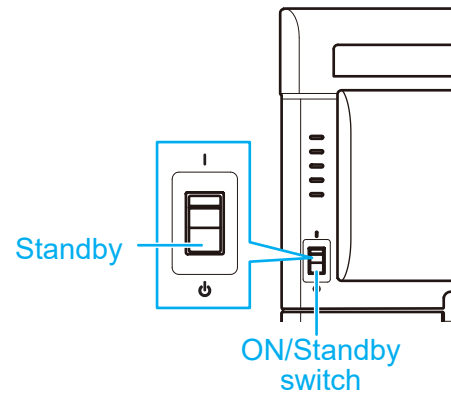


Caution

- Be careful not to hurt yourself or damage anything on the edges of the printer.

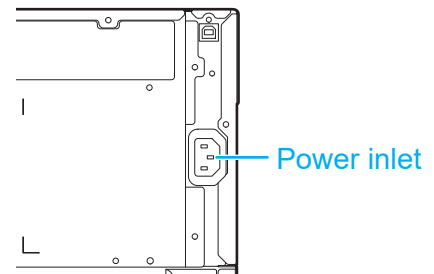
Connecting the power cord and a computer

- 1** Make sure that the ON/Standby switch of the printer unit is set to Standby.



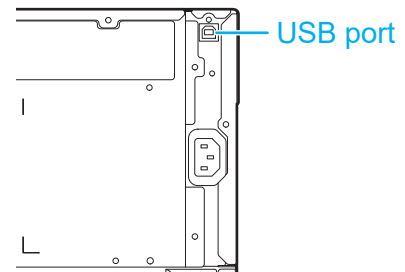
- 2** Make sure that the power switch of the computer is set to OFF.

- 3** Plug the connector of the power cord into the printer power inlet.



- 4** Plug the power cord into an outlet.

- 5** Connect the printer and the computer with a USB cable.



- 6** Set the ON/Standby switch of the printer unit and the power switch of the computer to ON.

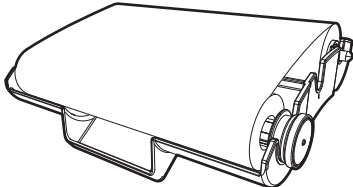
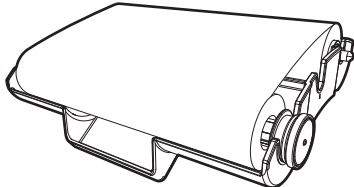
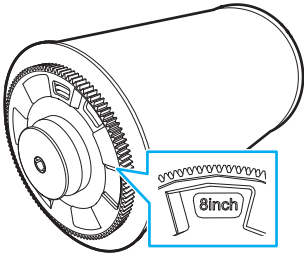
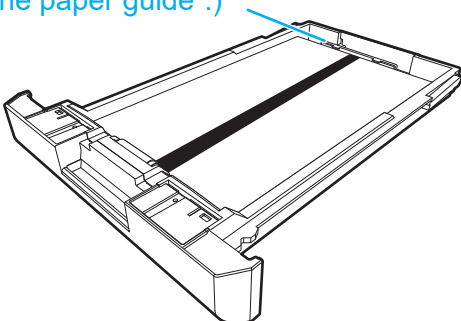
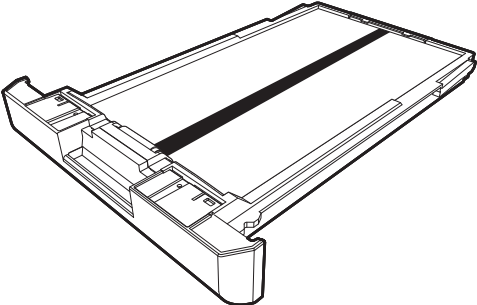
Caution

- Use a shielded USB cable compatible with the USB 2.0 specifications. Otherwise unexpected troubles may arise.

Ribbon, Roll Paper, Sheet Paper

Prepare the following media (ribbon, roll paper, sheet paper).

The printer operates with roll paper only for single-sided printing and with sheet paper only for double-sided printing.

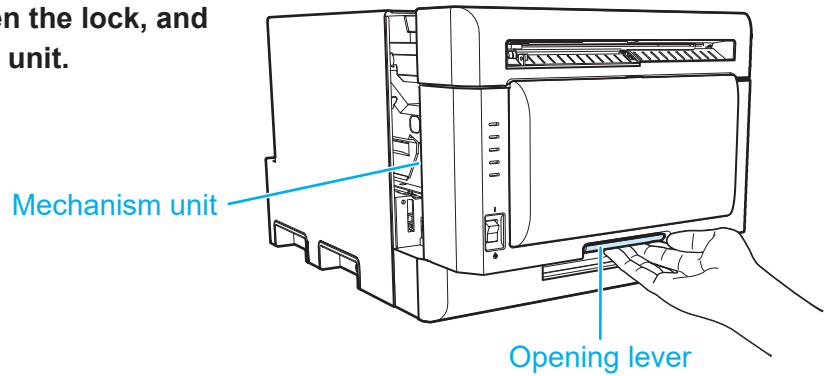
	(8x10")	(8x12")
Ribbon		
Roll paper		
Sheet Paper	<p>Switch size using the paper guide. (For details, refer to "Switching the position of the paper guide".)</p> 	

Caution

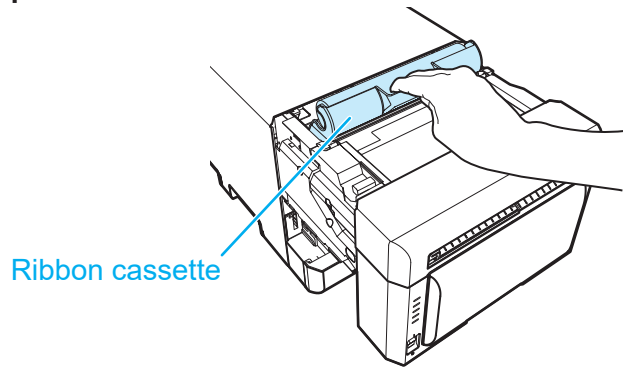
- Load the paper and ribbon without putting them directly on the work surface. If dust or dirt adheres to the media when loading it inside the printer unit, it may adversely affect the print quality.

Loading the media (ribbon, roll paper, sheet paper)

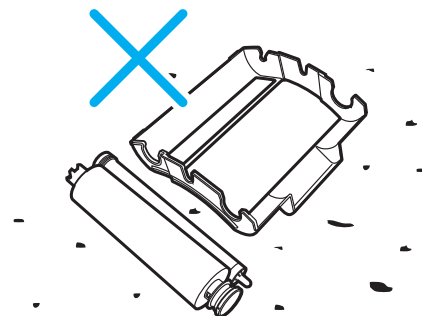
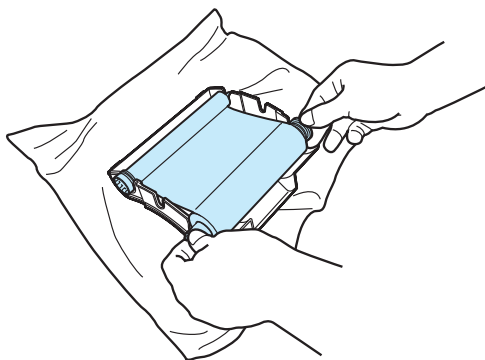
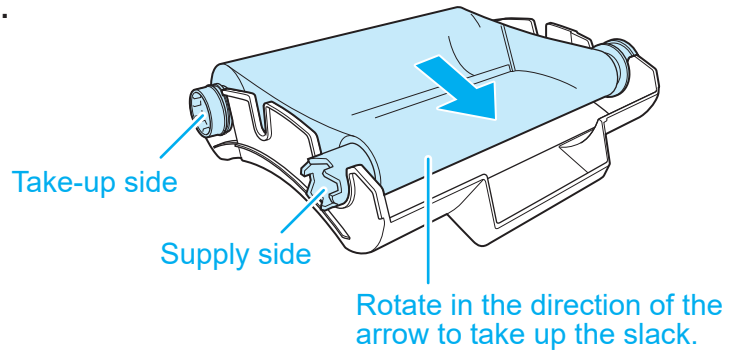
- 1** Use the opening lever to open the lock, and then pull out the mechanism unit.



- 2** Remove the ribbon cassette from the printer unit.



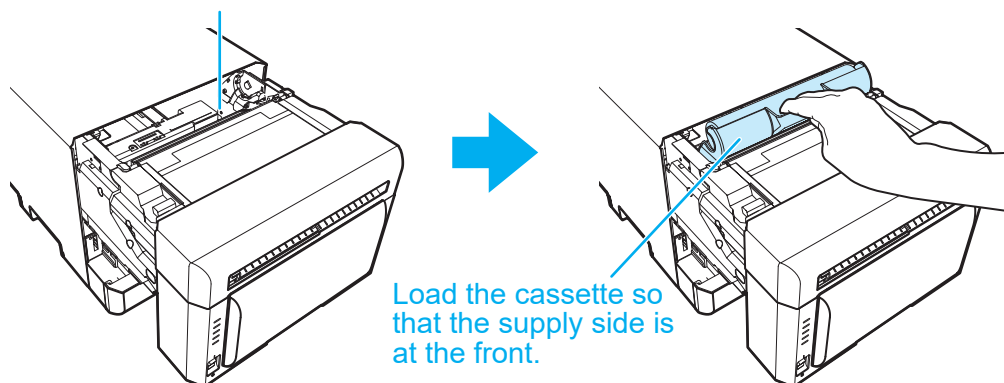
- 3** Remove the old ribbon from the ribbon cassette and load the new ribbon.



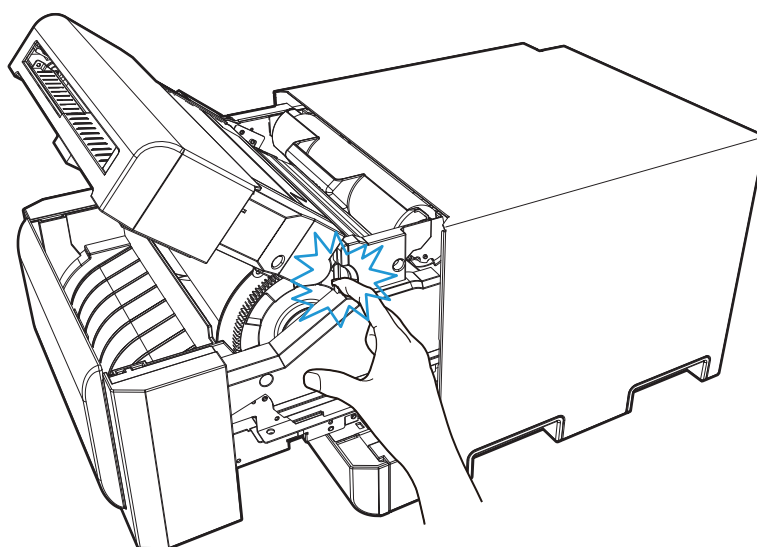
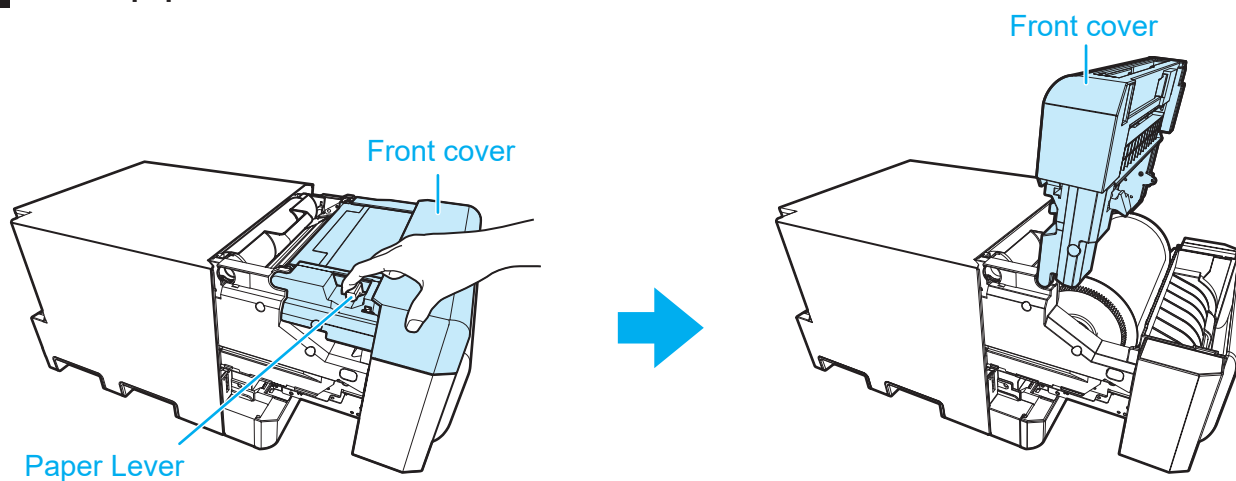
- When loading the media, make sure to use the plastic bag or sheet covering the media. Never put it directly on the table, floor or workspace.

4 Install the ribbon cassette to the printer unit.

Install the cassette here.



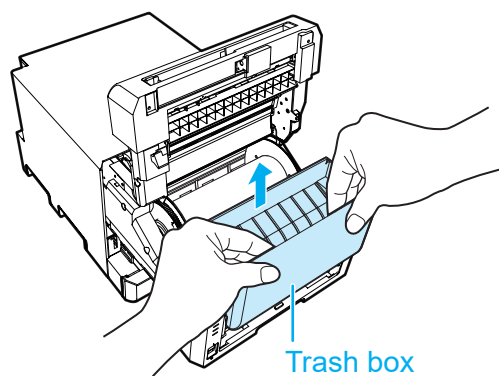
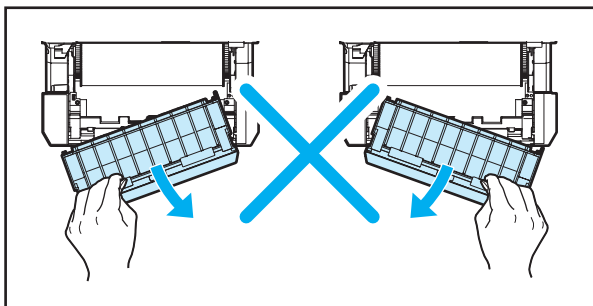
5 Lift the paper lever and raise the front cover.



⚠ Caution

- Be careful as there is a risk of fingers getting caught.

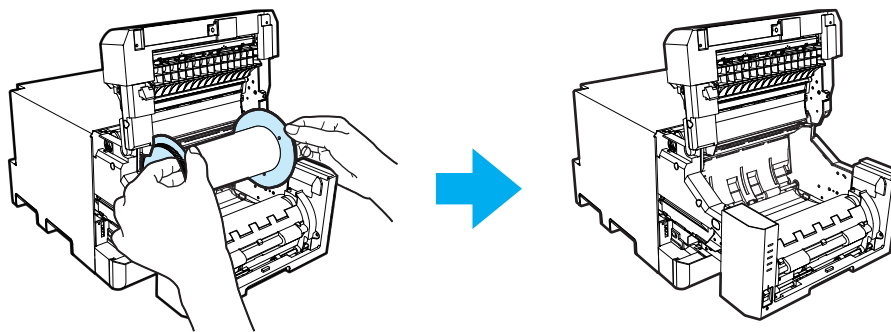
6 Lift the trash box straight up with both hands.



⚠ Caution

- Do not apply excessive force when pulling the mechanism unit out. If detached, the mechanism unit may fall and cause an injury or damage to surrounding objects.
- Lift the trash box straight up with both hands. Be sure not to remove it at an angle. The trash box may be damaged and the product may not operate normally.
- When the trash box has been removed, do not touch the cutter on the upper part or you may be cut.
- In order to facilitate color adjustment, media type recognition, and print quantity management, an IC chip is included in the ink ribbon. Note that a ribbon with an IC chip that has not been evaluated and approved may not function properly. (If correct data cannot be read from the IC chip, an alarm will sound. In such a case, ink concentration levels will be lowered in order to protect the product.)

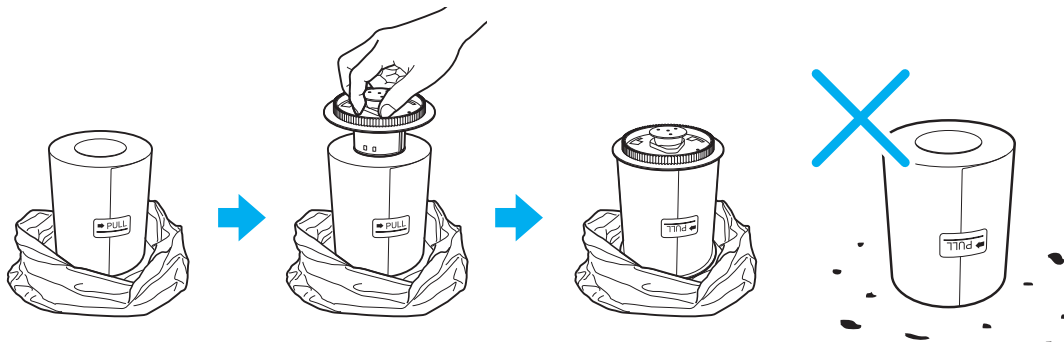
7 Remove the paper holder from the printer.



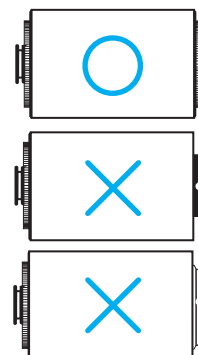
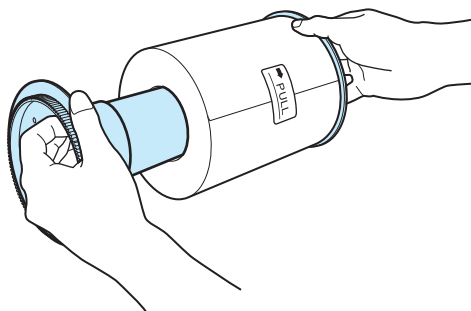
- When removing the paper holders to change the paper roll etc., never place them directly on the table or workspace. If dust or dirt adheres to the media when loading the paper holder inside the printer unit, it may adversely affect the print quality.

8 Remove the old paper roll from the paper holder, and then load the new roll paper ensuring there are no gaps.

- When loading the media, make sure to use the plastic bag or sheet covering the media. Never put it directly on the table, floor or workspaces.



If the paper protrudes, remove the roll from the paper holder and set the edge face of paper flat.



Load the roll so that there are no gaps.

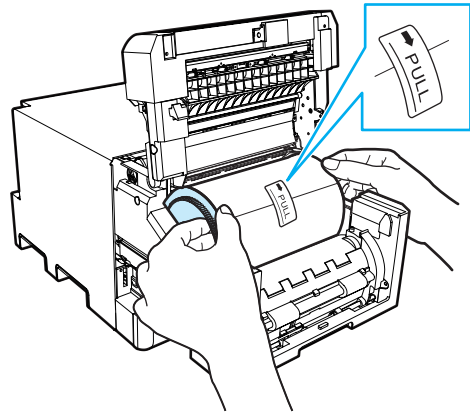
Load the paper so that it does not protrude from the roll.

Caution

- The paper holders with a new paper roll load on it weigh approximately 2.0 kg. Do not let them fall as they may cause physical injury or damage to the paper holders.

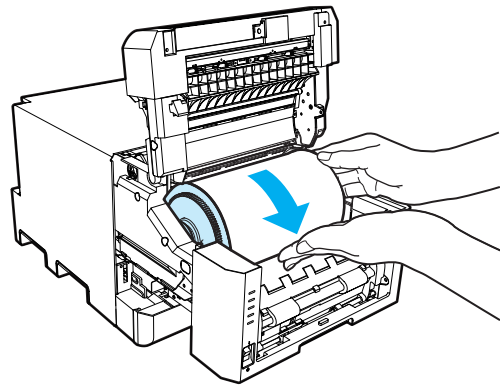
9 Load the paper holder into the printer.

Load it with the →PULL sticker attached to the paper facing the direction shown in the figure on the right, and then peel off the sticker.



10 While pressing the paper holder, rotate the paper in the direction of the arrow and advance the leading edge until the buzzer beeps.

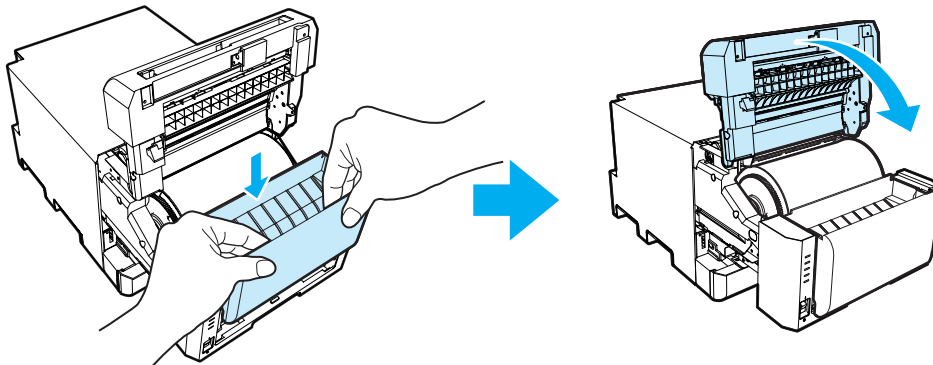
The flashing LED (orange) turns on and stops flashing.



⚠ Caution

- If the end of the roll paper is not correctly inserted, it can come unwound.

11 Install the trash box and close the front cover.



The Printer cannot print when the trash box has been removed.

If the front cover is closed when there is no trash box, the trash box missing error will occur and the ERROR LED (red) will flash.

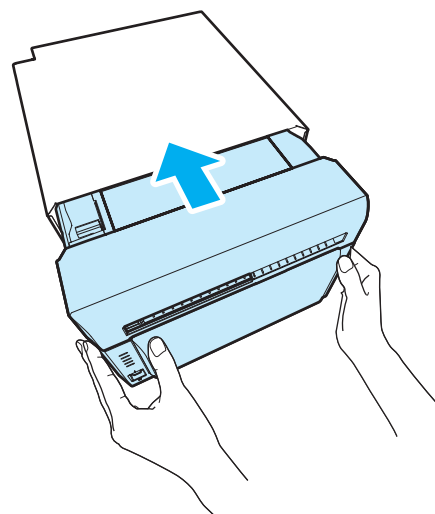
Always install the trash box in the printer. Otherwise foreign objects and dust may enter the printer and affect print quality.

⚠ Caution

- Make sure that the trash box is installed when printing. If not installed, your fingers may get caught in the moving parts and be injured.

12 Close the mechanism unit.

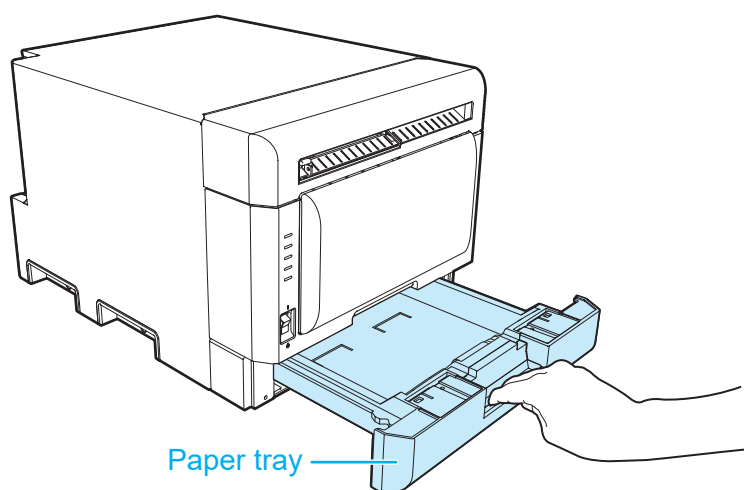
When the mechanism unit is closed, the printer starts paper initialization. (Five blank sheets are output.) Paper initialization cuts off the outer layer of the paper that may be dirty. Note that paper initialization is not carried out if the printer ON/Standby switch is set to ON after the paper is set.

**⚠ Caution**

- Be careful as there is a risk of fingers getting caught when closing the mechanism unit.

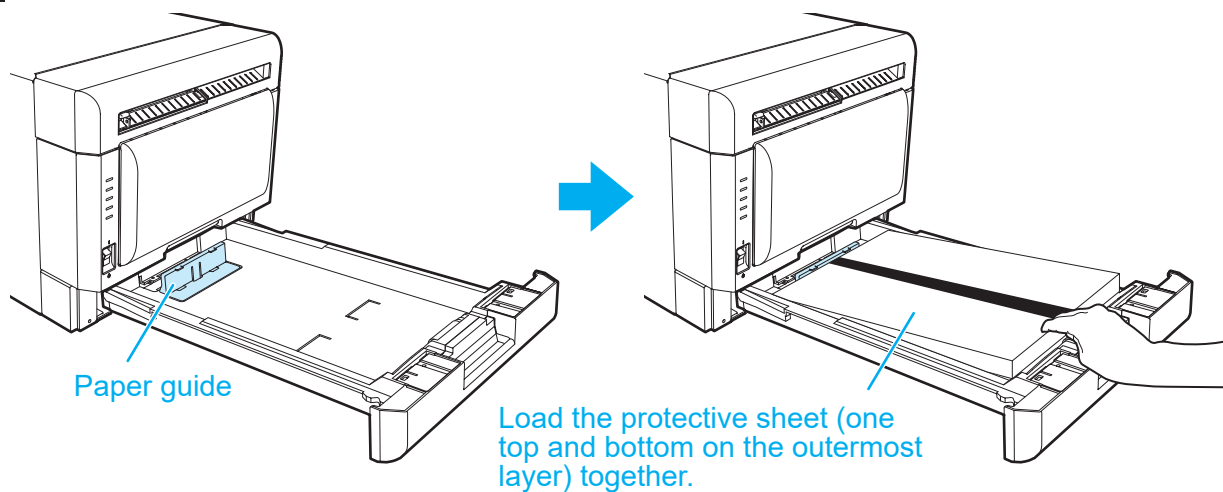
13 Pull out the paper tray.

- Before replacing sheet paper, remove the trash box, empty it, and then place it back in the printer.

**⚠ Caution**

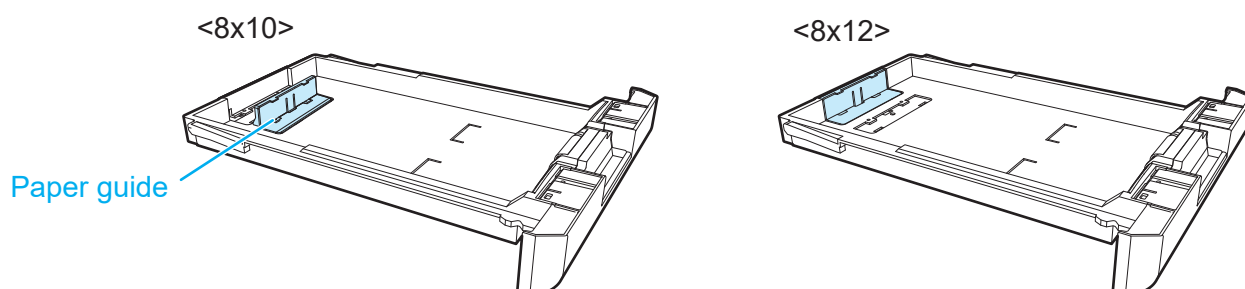
- Pulling out the paper tray with excessive force may result in damage. Pull it out slowly.

14 Load the sheet paper.

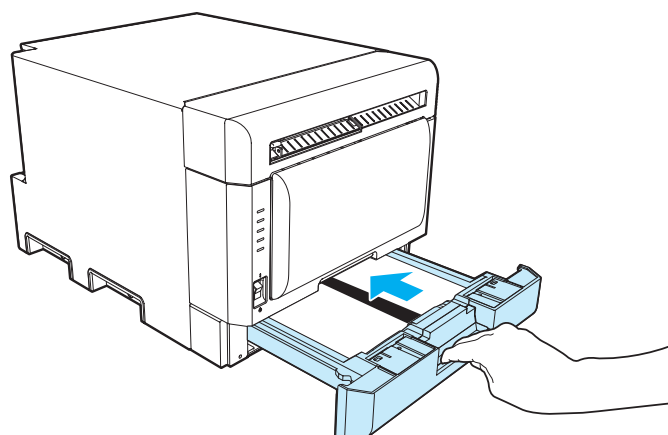


Please bend the paper pack slightly several times before opening it and loading it in the tray. Switch the paper guide to match the paper side being used (8x10 inch / 8x12 inch). See page 21 for details.

- Do not use 8x10 inch sheet paper with the paper guide in the 8x12 position. Doing so can result in a paper feed error.



15 Close the paper tray.



Caution

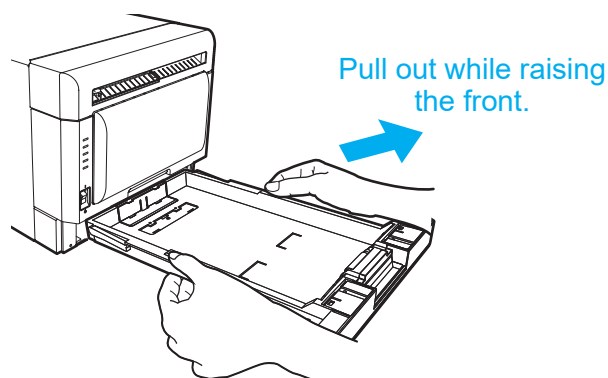
- The paper tray may be damaged if you close it with too much force. Close the paper tray gently.

Switching the position of the paper guide

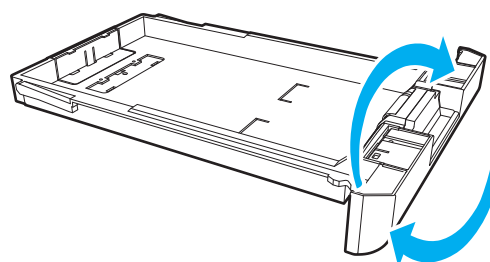
Switch the paper tray size according to the following steps.

1 Remove the paper tray.

If you raise the front side while pulling it towards you until you cannot pull it out, it will come off.

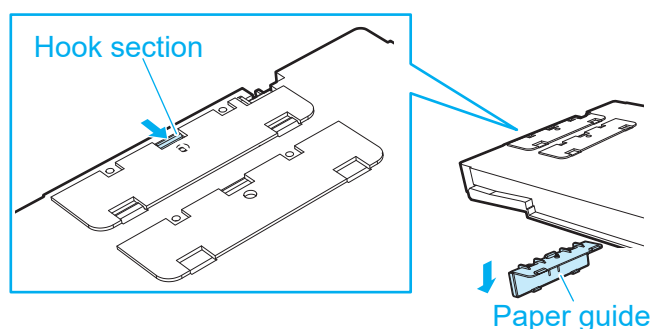


2 Turn the paper tray over.



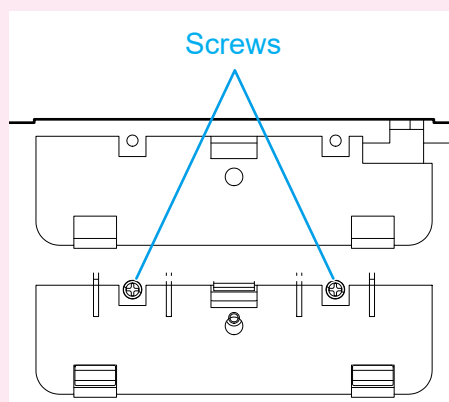
3 Remove the paper guide from the tray.

Push the hook section of the paper guide with your finger to remove the paper guide.



⚠ Caution

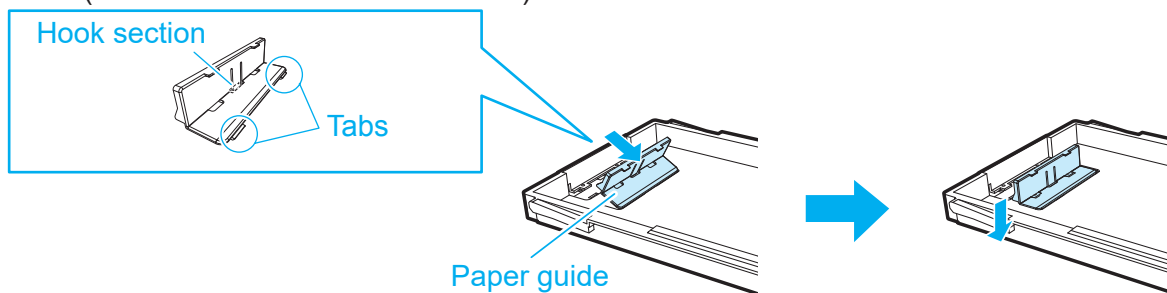
- If the paper guide is fixed in place in the 10-inch location with screws, contact your dealer for information on how to change the paper guide.



4 Install the paper guide.

Flip over the paper tray and put it back in its original position.

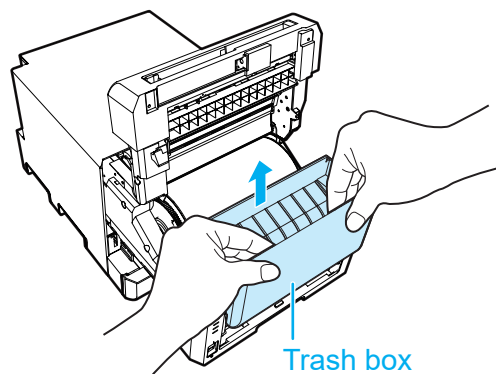
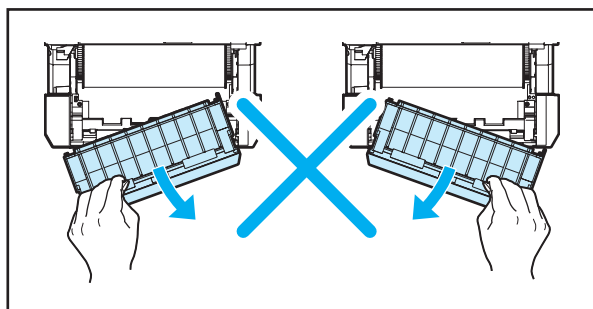
Engage the two tabs on the paper guide at the front and then attach the hooks at the back. (Do so until a click sound is heard)



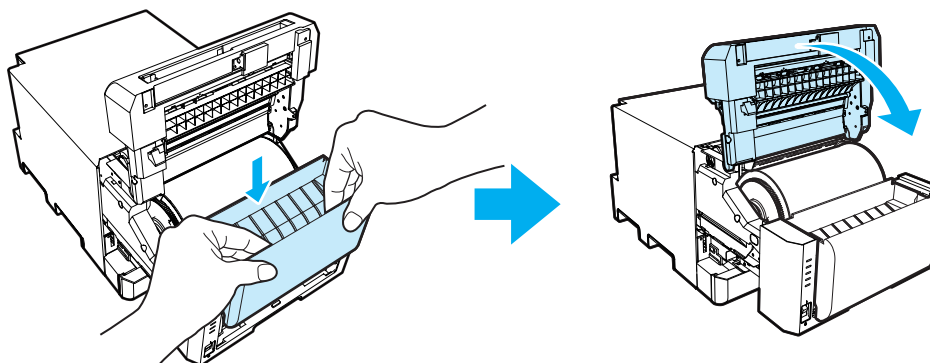
Disposing of paper scrap

Paper scraps generated when the paper is cut are collected in the trash box. Be sure to empty the trash box when replacing the paper.

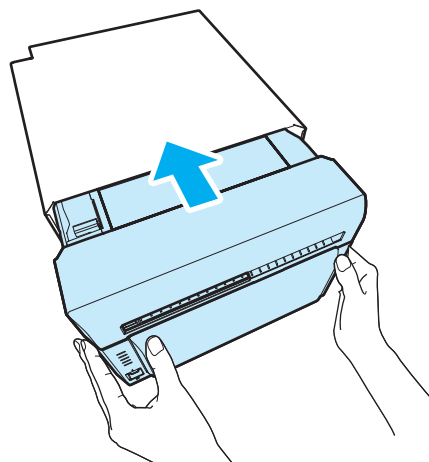
- 1** Release the opening lever, and pull out the mechanism unit.
- 2** Lift the paper lever and raise the front cover.
- 3** Lift the trash box straight up with both hands to remove it, and discard the paper scraps.



- 4** Install the trash box and close the front cover.



- 5** Close the mechanism unit.



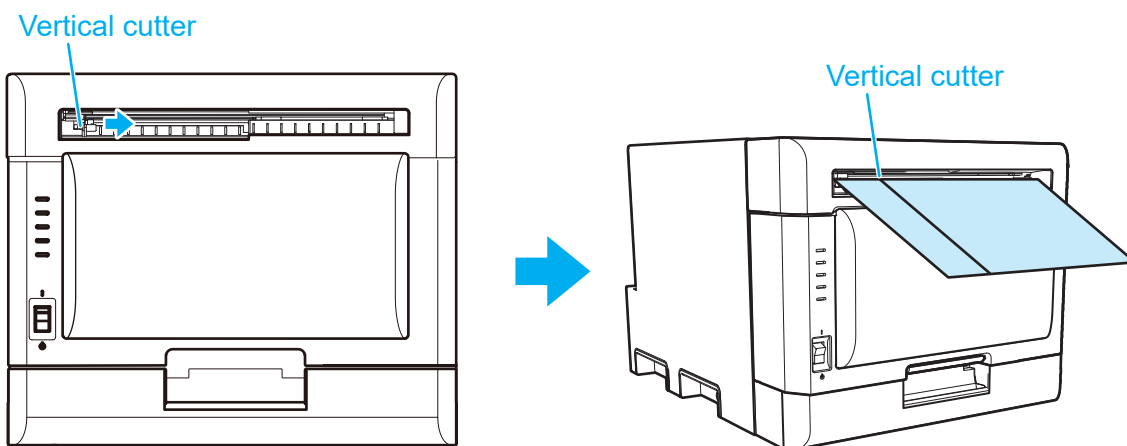
Caution

- Lift the trash box straight up with both hands. Be sure not to remove it at an angle. The trash box may be damaged and the product may not operate normally.
- When the trash box has been removed, do not touch the cutter on the upper part or you may be cut.
- Troubles may occur if the printer is used when the trash box is full.

Vertical cutter/Creaser (sheet paper only)

Vertical cutter

This cuts paper vertically when paper is ejected.

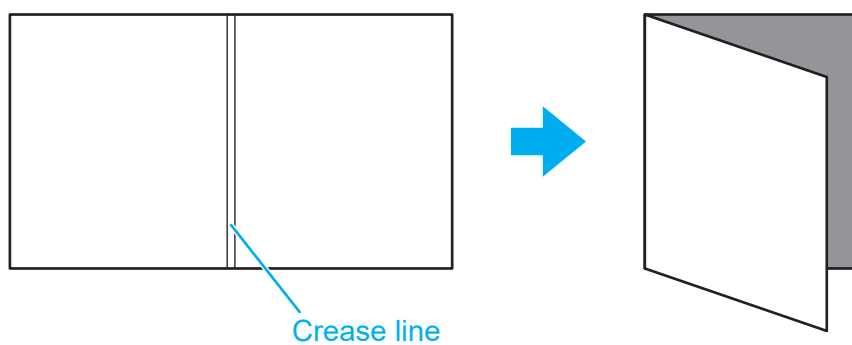


Caution

- Do not insert your hand into the paper ejection port when the vertical cutter is operating. Doing so may result in fingers being caught in the cutter and injury.

Creaser

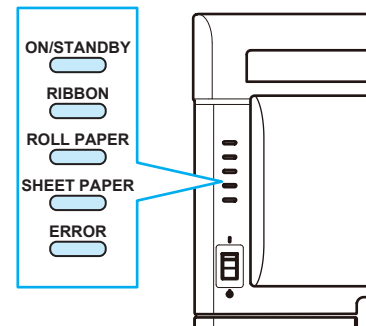
This enables application of a crease line (Fold line) in the paper.



Troubleshooting

Error display

The LEDs condition (lit, flashing, off) indicates the product status.



lit,
 flashing,
 off.

LED display	Status	Condition	Refer to
ON/STANDBY RIBBON ROLL PAPER SHEET PAPER ERROR 	Paper end (Roll paper/ Sheet paper)	Load a new paper.	P.14
ON/STANDBY RIBBON ROLL PAPER SHEET PAPER ERROR 	Paper end (Roll paper)	Empty the trash box and then place it back in the printer before load new roll paper.	P.14
ON/STANDBY RIBBON ROLL PAPER SHEET PAPER ERROR 	Paper end (Sheet paper)	Empty the trash box and then place it back in the printer before load new sheet paper.	P.19
ON/STANDBY RIBBON ROLL PAPER SHEET PAPER ERROR 	Trash box full	Dispose of paper cuttings.	P.23
ON/STANDBY RIBBON ROLL PAPER SHEET PAPER ERROR 	Ribbon end	Load a new ribbon.	P.14
ON/STANDBY RIBBON ROLL PAPER SHEET PAPER ERROR 	Door is open	Close the mechanism unit.	P.19

LED display	Status	Condition	Refer to
	Door is open (No roll paper)	Properly load the paper then close the mechanism unit.	P.14
	Tray is open	Close the paper tray.	P.20
	Trash box missing	Install the trash box in the printer.	P.18
	Paper error (Roll paper)	Load the roll paper properly.	P.14
	Paper error (Sheet paper)	Load the sheet paper properly.	P.19
	Ribbon error	Load the ribbon properly.	P.14
 <p>* RIBBON LED and PAPER LED alternately flash</p>	Media size error	Send data with a size that matches the media size that has been loaded on the printer.	P.13
	System error	Reset the ON/Standby switch. If the system does not recover, contact your dealer.	-
	Head cool down	The print heads are being cooled. This error is cleared automatically.	-

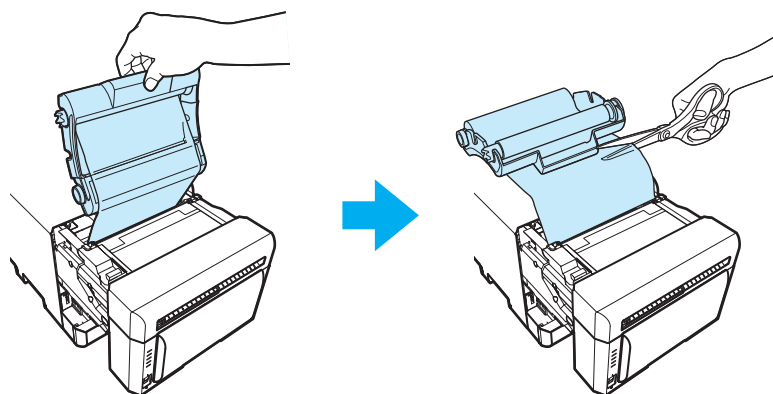
Solving errors

- 1** Release the opening lever, and pull out the mechanism unit.
- 2** Remove the ribbon cassette from the printer unit.
- 3** Perform the action corresponding to the error.

“The ribbon is caught in the printer” (see this page),
 “The printer is jammed with roll paper” (see P.28),
 “The printer is jammed with sheet paper” (see P.30),
 “The printer stopped with the paper partially cut” (see P.32),
 “The printer stopped with the paper partially creased” (see P.32),
 “The vertical cutter stopped halfway” (see P.33),
 “The power has been cut during printing” (see P.34)

The ribbon is caught in the printer

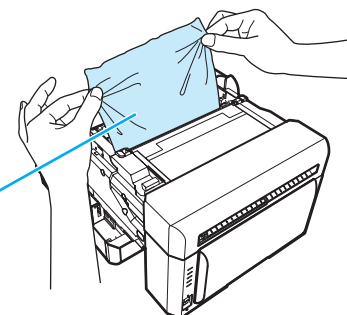
- 1** Pull out the ribbon.



- 2** Cut the ribbon.

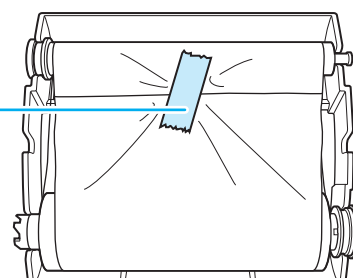
- 3** Remove the ribbon that remains in the printer unit carefully.

Any pieces of ribbon left inside the printer may affect the print quality. In such cases, clean the platen roller. (see “Platen roller” P.35)



- 4** Reattach the ribbon with tape or similar material.

Fix with tape.

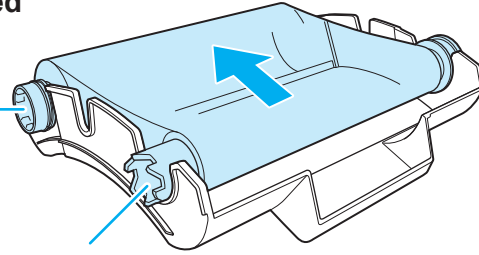


- 5** Rotate the take-up roller until the part attached with tape cannot be seen anymore.

Take-up side

Do not let a slack form when taking up the ribbon.

Supply side



- 6** Insert the ribbon cassette in the printer unit.

- 7** After switching the ON/Standby switch on the printer unit to ON, load the paper again. When the mechanism unit is closed, initialization of the paper will be performed (any matter printed in case of error will be ejected). Until initialization is performed, errors cannot be removed.

The printer is jammed with roll paper

Caution

- Take care to not cut, scratch, or hurt your hands the edges of the paper or on any sharp edges within the printer. Use safety lint-free gloves or other proper protective clothing.

- 1** Remove the jam.

Rewind the paper onto the paper spool by turning the spool in the opposite direction of the paper path (see Fig.A) then carefully remove the paper from the printer by pulling paper forward, away from the printer (see Fig.B). Apply only light pressure to avoid damaging the printer components.

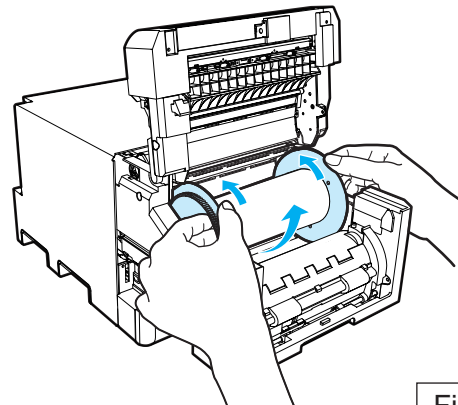


Fig.A

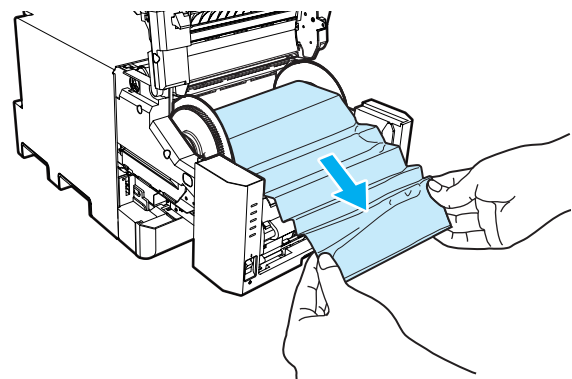


Fig.B

2 If the jam is not easily removed by above method, cut the damaged portion of the paper edge, remove and load the paper roll to the side. (Fig.C)

Then remove any remaining paper from the feed path.

If a portion of the paper remains in the printer, carefully reach into the printer unit and remove the paper from the paper path by pulling the paper forward (the direction indicated in Fig.D).

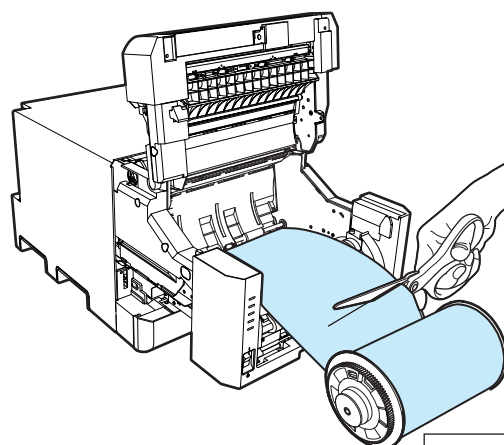


Fig.C

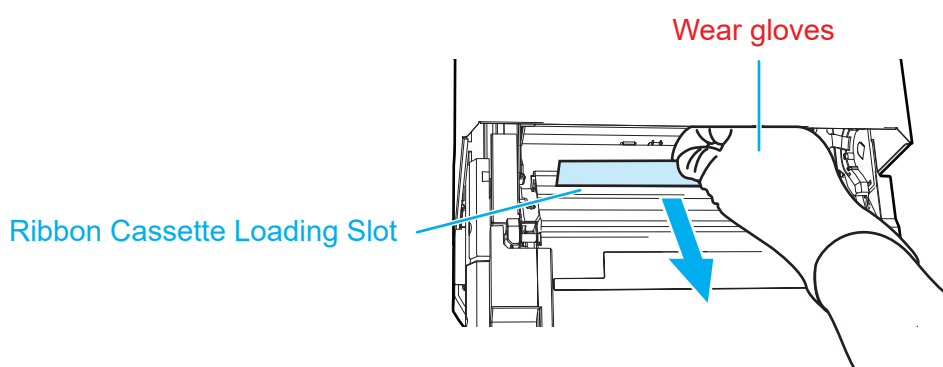


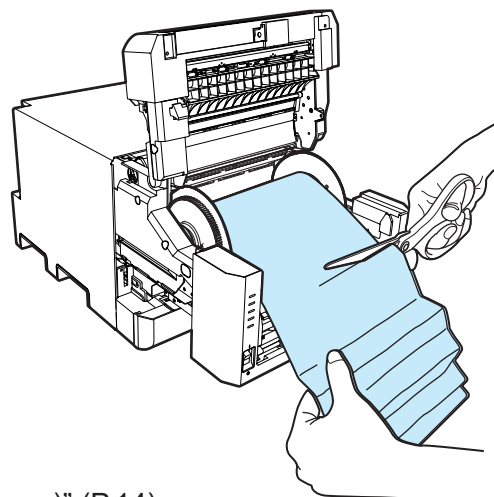
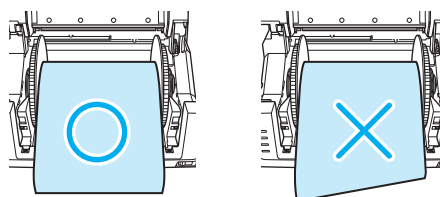
Fig.D

⚠ Caution

- Use caution when reaching into the printer unit. If the jammed paper cannot be removed without using strong force, contact technical support for further instructions. Use of excessive force can damage the printer.
- Take care to not cut, scratch, or hurt your hands the edges of the paper or on any sharp edges within the printer. Use safety lint-free gloves or other proper protective clothing.
- Do not push or pull any parts inside the printer other than the paper. Doing so may cause problems.

3 Cut off the problem section, such as a wrinkled or partially printed area, with a pair of scissors.

If wrinkled or partially printed areas remain, they may jam the printer again. Furthermore, if the paper is not cut evenly, the printer does not operate correctly.

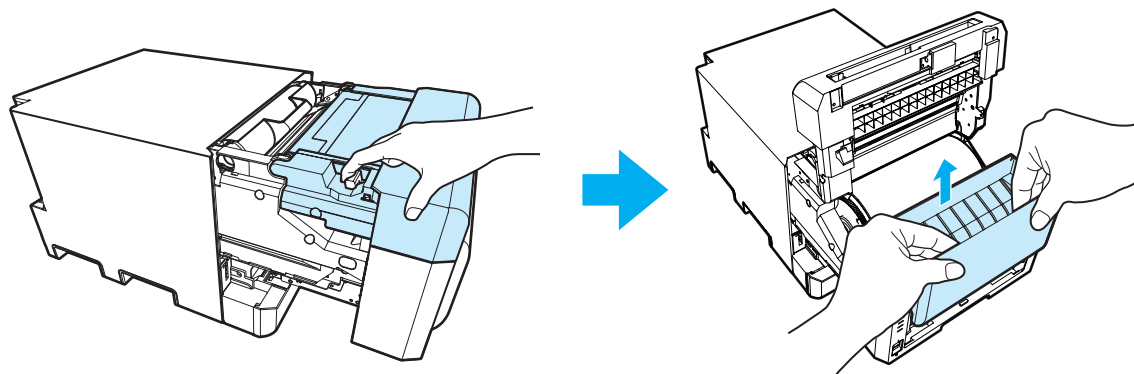


Next, refer to “Loading the media (ribbon, roll paper, sheet paper)” (P.14).

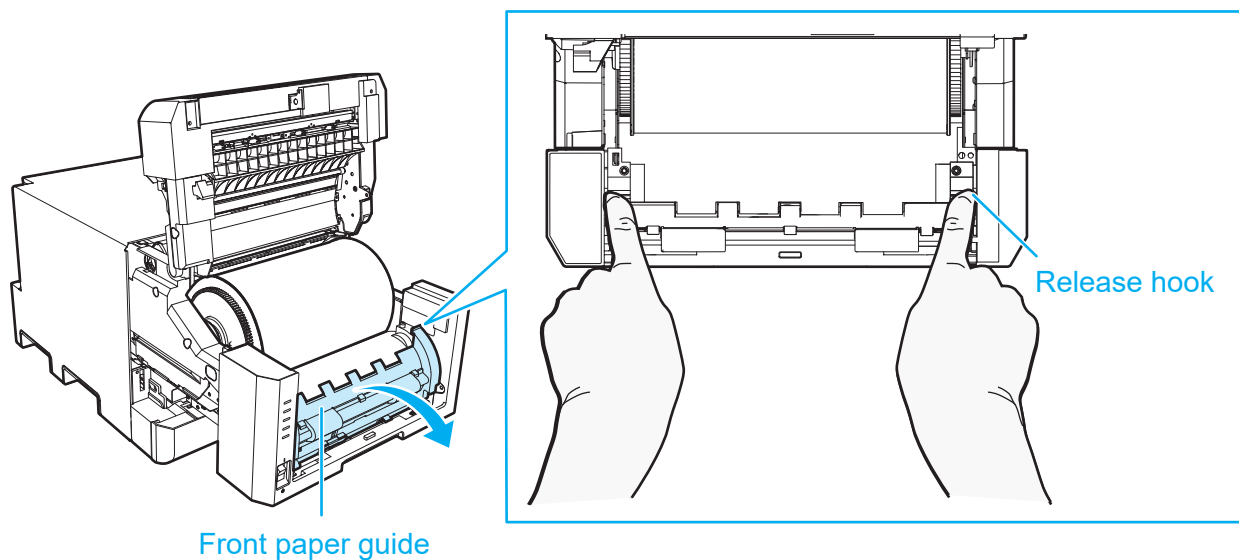
The printer is jammed with sheet paper

1 Check if there is paper in the front paper guide.

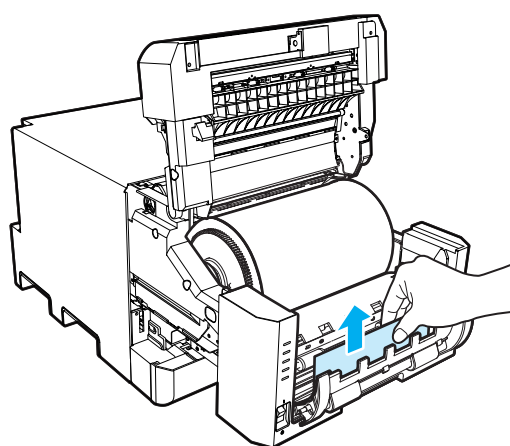
Lift the paper lever and raise the front cover, and remove the trash box.



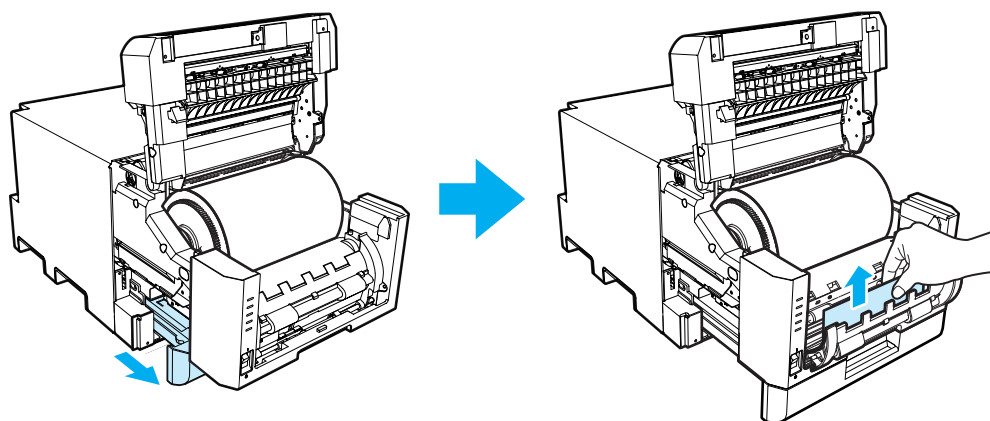
Release the hooks on both ends of the front paper guide.



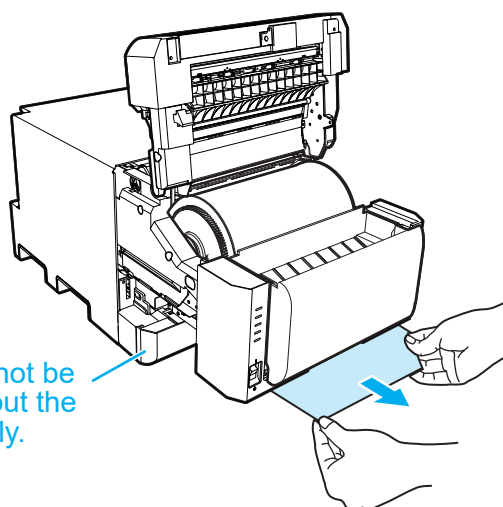
Open the front paper guide, and if there is paper, pull out the leading edge of the paper.



- 2** If there is no paper in the front paper guide, pull out the paper tray and check for paper. If the leading edge of the paper has come out, pull it out toward you to remove.

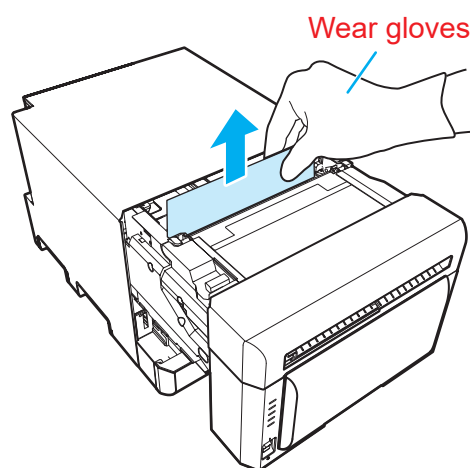


- 3** If there is no paper in the front paper guide, check if there is paper at the bottom of the mechanism unit. Close the paper tray slightly, and if there is paper at the bottom of the mechanism unit, pull out the leading edge of the paper.



If the paper cannot be pulled out, pull out the paper tray slightly.

- 4** If there is no paper in the front paper guide or at the bottom of the mechanism unit, check if there is paper in the ribbon cassette loading slot. Close the front cover, and if there is paper in the ribbon cassette loading slot, reach in, grasp the leading edge of the paper, and pull it out toward you.



⚠ Caution

- Use caution when reaching into the printer through the ribbon cassette loading slot. Use safety lint-free gloves or other proper protective clothing.
- If the jammed paper cannot be removed without using strong force, contact technical support for further instructions. Use of excessive force can damage the printer.

The printer stopped with the paper partially cut

1 Set the ON/Standby switch to Standby and then ON again.

The paper jam is released and the cutter blade returns to its standby position.

- If you cannot release the paper, contact a service representative.

2 Remove the partially printed part of paper from the printer.

Next, refer to “The printer is jammed with roll paper” (see P.28) and “The printer is jammed with sheet paper” (see P.30).

The printer stopped with the paper partially creased

1 Set the ON/Standby switch to Standby and then ON again.

The paper jam is released and the creaser returns to its standby position.

2 Remove the partially printed part of paper from the printer.

Next, refer to “The printer is jammed with roll paper” (see P.28) and “The printer is jammed with sheet paper” (see P.30).

 **Caution**

- Use caution when reaching into the printer through the ribbon cassette loading slot. Use safety lint-free gloves or other proper protective clothing.
- If the jammed paper cannot be removed without using strong force, contact technical support for further instructions. Use of excessive force can damage the printer.

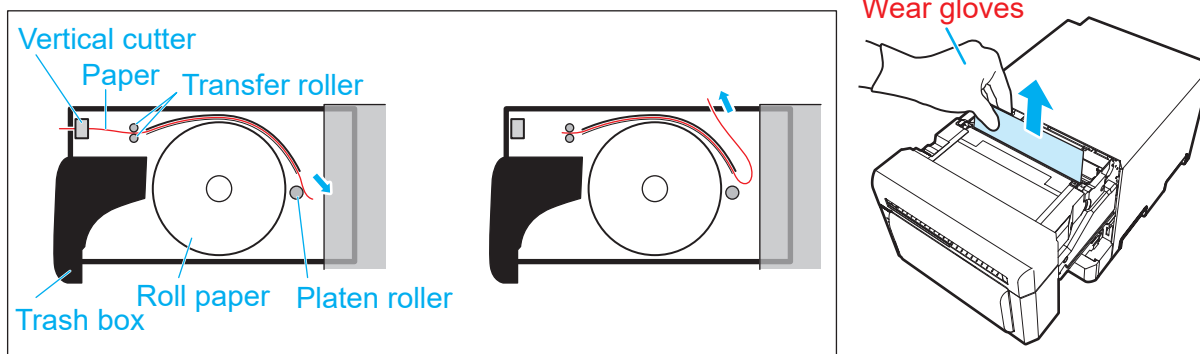
The vertical cutter stopped halfway

1 Set the ON/Standby switch to Standby.

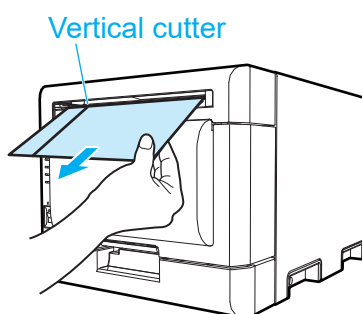
2 Remove the paper remaining in the printer.

If the leading edge of the paper has not come out from the paper ejection port, open the mechanism unit, pull out the paper toward the rear from the ribbon cassette loading slot, and then pull it out toward you to remove.

Printer cross section



If the leading edge of the paper has come out from the paper ejection port, pull the paper out toward you to remove.



Caution

- Use caution when reaching into the printer through the ribbon cassette loading slot. Use safety lint-free gloves or other proper protective clothing.
- If the jammed paper cannot be removed without using strong force, contact technical support for further instructions. Use of excessive force can damage the printer.

The power has been cut during printing

If the power is cut during printing, you will not be able to pull out the mechanism unit.

1 Set the ON/Standby switch to Standby and then ON again.
The partially printed paper is cut into scrap-size pieces and removed.
After this, you can pull out the mechanism unit.

2 Check that no partially printed paper remains in the printer.

If partially printed paper remains, refer to “The printer is jammed with roll paper” (see P.28) and “The printer is jammed with sheet paper” (see P.30).

Caution

- Do not set the ON/Standby switch to Standby during printing. This may cause a malfunction.

Cleaning

Platen roller

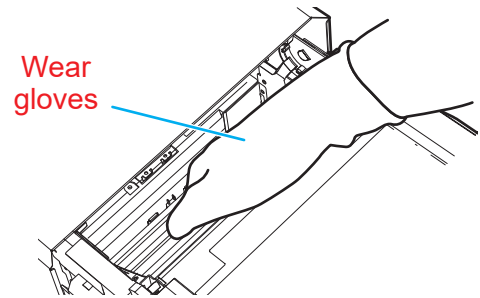
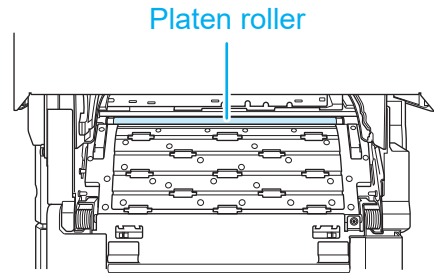
If several indentations appear on the printouts (in intervals of approximately 50 mm) or if the printouts are dirty, clean the platen roller.

There may be dust, dirt, adhesive, etc. from the ribbon or paper on the platen roller.

- 1** Prepare a piece of gauze or other soft cloth moistened with ethyl alcohol.
- 2** Perform steps **1** to **2** in “Loading the media (ribbon, roll paper, sheet paper)”.
- 3** Wipe off all the dirt while turning the platen roller.

Caution

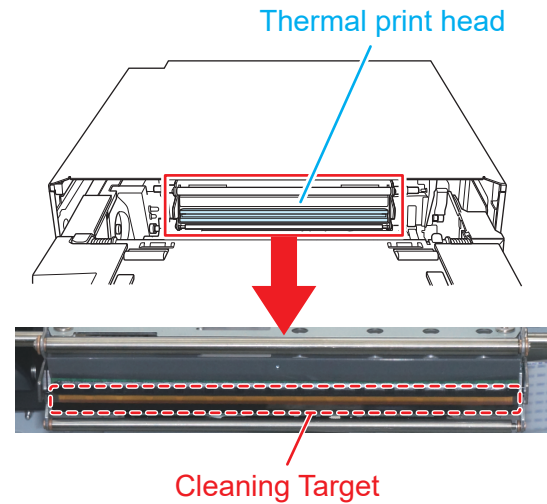
- Do not touch parts other than cleaning target when cleaning.
- Take care to not cut, scratch, or hurt your hands on any sharp edges within the printer. Use safety lint-free gloves or other proper protective clothing.



Thermal print head

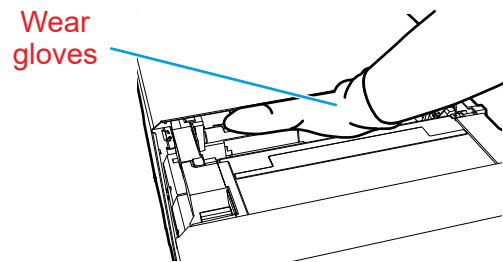
If stains adhere to the thermal print head, unevenness or gaps may appear during printing.

- 1** Prepare a piece of gauze or other soft cloth moistened with ethyl alcohol.
- 2** Gently wipe the thermal head without touching it directly with your hands.
Wipe only cleaning target after visual observation of it.
- 3** If the problem persists, wipe with a polishing sheet.
Recommended polishing sheet :
Mipox polishing sheet GC10000-75 FEY-A



Caution

- Do not touch parts other than cleaning target when cleaning.
- Take care to not cut, scratch, or hurt your hands on any sharp edges within the printer. Use safety lint-free gloves or other proper protective clothing.



Caution

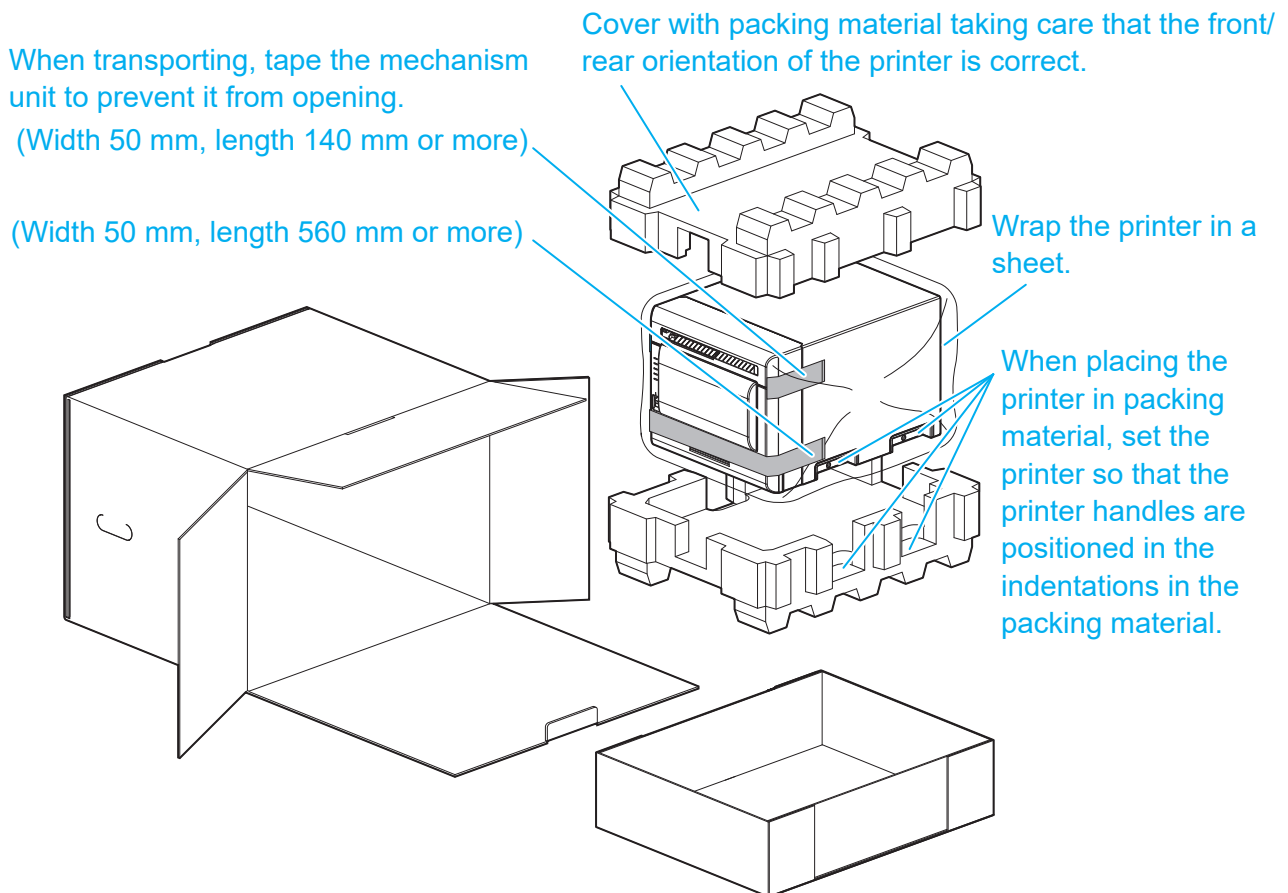
- Do not use benzine or thinners, which may damage plastic materials.
- The thermal head is hot for a while after printing. To avoid burning yourself, wait some time before cleaning.
- For your safety, always unplug an electronic devices before cleaning.

Repacking

Transporting the printer requires the reuse of the original packing materials. The printer must be packed in the same way it was at the time of purchase. If the original packaging materials are not used and the printer is not packed correctly, the printer may be broken during transport.

Remove all accessories from the printer (media, power cable).

Please save and do not throw away any packaging as you will need it to safely transport the printer.



Specifications

Model / Type		DP-DS820DX		
Print method		Thermal dye sublimation transfer		
Resolution	Width direction		300dpi	
	Paper feed direction	High-speed mode	300dpi	
		High-quality mode	600dpi	
Print size*1		Roll paper	(8×4")	203.0 x 101.6 mm
			(8×5")	203.0 x 127.0 mm
			(8×6")	203.0 x 152.4 mm
			(8×8")	203.0 x 203.2 mm
			(8×10")	203.0 x 254.0 mm
			(8×12")	203.0 x 304.8 mm
		Sheet paper (8×10)	(3.5×2.5")×3 sheets*3, *4	88.9 x 63.5 mm
			(3.9×4")×4 sheets*3	99.1 x 101.6 mm
			(3.9×6")×2 sheets*3	99.1 x 152.4 mm
			(3.9×8")×2 sheets*3	99.1 x 203.2 mm
			(7×2")×4 sheets*3, *4	177.8 x 50.8 mm
			(7×5")*3	177.8 x 127.0 mm
			(7×5")×2 sheets*3	177.8 x 127.0 mm
			(8×2")×4 sheets*4	203.0 x 50.8 mm
			(8×2.5")×3 sheets*4	203.0 x 63.5 mm
			(8×4")	203.0 x 101.6 mm
			(8×4")×2 sheets	203.0 x 101.6 mm
			(8×5")	203.0 x 127.0 mm
			(8×5")×2 sheets	203.0 x 127.0 mm
			(8×6")	203.0 x 152.4 mm
			(8×8")	203.0 x 203.2 mm
			(8×10")	203.0 x 254.0 mm
			(8×10.35")*4	203.0 x 262.9 mm
(8×10.5")*4	203.0 x 266.7 mm			
(8×10.75")*5	203.0 x 273.1 mm			

Print size*1	Sheet paper (8×12)	(3.5×2.5")×4 sheets*3, *4	88.9 x 63.5 mm
		(3.9×4")×4 sheets*3	99.1 x 101.6 mm
		(3.9×4")×6 sheets*3	99.1 x 101.6 mm
		(3.9×6")×2 sheets*3	99.1 x 152.4 mm
		(3.9×6")×4 sheets*3	99.1 x 152.4 mm
		(3.9×8")×2 sheets*3	99.1 x 203.2 mm
		(7×2")×5 sheets*3, *4	177.8 x 50.8 mm
		(7×5")*3	177.8 x 127.0 mm
		(7×5")×2 sheets*3	177.8 x 127.0 mm
		(7.1×5.9")×2 sheets*3, *4	180.0 x 149.9 mm
		(8×2")×5 sheets*4	203.0 x 50.8 mm
		(8×2.5")×4 sheets*3, *4	203.0 x 63.5 mm
		(8×4")	203.0 x 101.6 mm
		(8×4")×2 sheets	203.0 x 101.6 mm
		(8×4")×3 sheets	203.0 x 101.6 mm
		(8×5")	203.0 x 127.0 mm
		(8×5")×2 sheets	203.0 x 127.0 mm
		(8×6")	203.0 x 152.4 mm
		(8×6")×2 sheets	203.0 x 152.4 mm
		(8×7.1")*4	203.0 x 180.3 mm
		(8×8")	203.0 x 203.2 mm
		(8×10")	203.0 x 254.0 mm
		(8×10.5")*4	203.0 x 266.7 mm
		(8×10.75")*5	203.0 x 273.1 mm
(8×11")*4	203.0 x 279.4 mm		
(8×11.3")*4	203.0 x 286.0 mm		
(8×11.7")*4	203.0 x 297.2 mm		
(8×12")	203.0 x 304.8 mm		
Ink ribbon/paper set capacity	Ribbon	(8×10")	130 images
			180 images
		(8×12")	110 images
			150 images
	Roll paper	(8×10")	130 images
		(8×12")	110 images
	Sheet paper	(8×10")	90 sheets (180 images)
		(8×12")	75 sheets (150 images)
Vertical cutter (Sheet paper only)	Paper can be cut vertically at a desired position in intervals of 0.01 inches within a paper width range of 4 inches to 7.5 inches when using the CSP Printer Status API (SDK)		

Specifications

Creaser (Sheet paper only)	A fold line can be added to the paper at a desired position in intervals of 0.1 mm when using the CSP Printer Status API (SDK)
Interface	USB2.0 (max 480 Mbps) TYPE B connector
Dimensions	322 mm x 460 mm x 272 mm/ 12.7 inch x 18.1 inch x 10.7 inch
Weight	Approx. 22.0 kg / 48.5 lb (printer only)
Rated Voltage	AC 100-240 V, 50/60 Hz
Rated Current	100 V 3.9 A 240 V 1.6 A
Operating environment	Temperature 5 °C to 35 °C in natural convection conditions
	Humidity 35 % to 80 % with no condensation

*1: With the exception of certain sizes, the print sizes listed are sizes that can be output with the dedicated software.

*2: The print sizes listed are sizes that can be output with firmware version 1.24 or later.

*3: Printing is possible with the use of the vertical cutter.

*4: Printing is possible with the use of the CSP Printer Status API (SDK).

*5: Printing will not be performed across the entire surface of sheet paper. Images will be printed only within an area of 8×10.5 inches from the printing start position and the rest of the paper will be left blank.

* The specifications and appearance of the printer may be changed without prior notice.

Customer service

For information about the product operation or repair, contact your dealer or a service center.

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Dai Nippon Printing Co., Ltd.