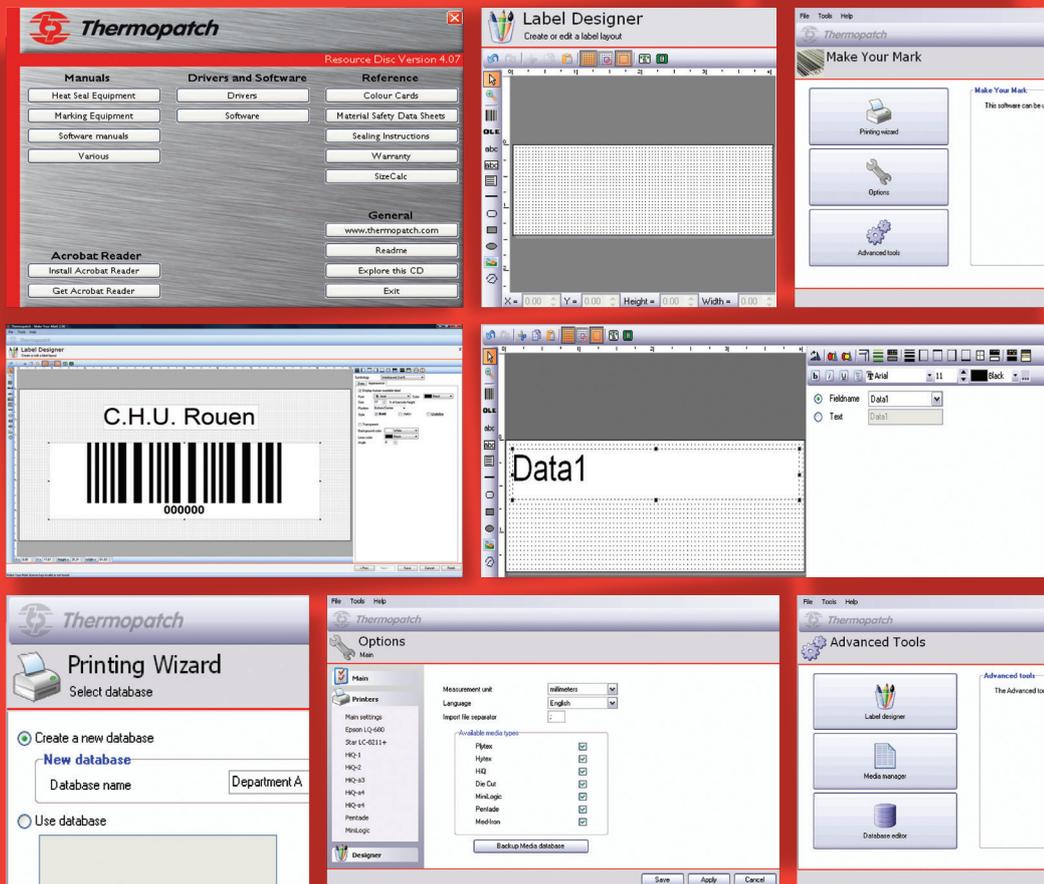


# Make Your Mark Label print software



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# Welcome

With their year-long knowledge and experience, Thermopatch has developed the Make Your Mark label program. The program has been specially made to be used with the label systems and label material of Thermopatch.

The program controls the various printers delivered by Thermopatch with specific codes to print the information on the labels.

# Chapter 1 Installation and quick start

## What you will find in this chapter

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# Installation requirements

Make your Mark is only supported for operating systems Windows XP, Windows Vista, Windows 7 and Windows 8.

## **Needed for installation**

A fresh installation of Windows XP, Windows Vista, Windows 7 or Windows 8 is recommended and saves a lot of problem that can occur during installation and maybe no installation at all if the operating system is not working properly.

For installation Administration rights on the Workstation/ Computer are needed for installing the Make your Mark label software and the printer Driver(s).

## **System requirements for the installation**

- 15 MB of free hard disk space.
- For Windows XP Minimum 512 MB RAM.
- For XP 1024 MB RAM is recommended.
- For Windows Vista, Windows 7 and Windows 8 minimum 1024 MB RAM.
- For Windows Vista, Windows 7 and Windows 8 2048 MB ram is recommended.
- A CD/DVD player installed in the computer.
- 2 Free USB ports on the computer.
- Free LPT/Parallel port for the Epson LQ680 or the CAB e4.
- Your original installation CD of the operating system.
- Enough space for placing the printer and the supplies, power outlets and optional power line conditioner, UPS or surge protector.

# Installing Make Your Mark

## **IMPORTANT:**

Before you start the installation of the Make Your Mark program, please make sure you have installed the printer you would like to use with this program. Please find the installation instructions of the printer further on in this manual.

## **Starting with the install of Make Your Mark.**

Place the Thermopatch Support CD in the Computer. The CD will start up automatically.

Click on "Software", then click on "Make Your Mark".

Select the language to use during the installation.

Select the location where you want to install Make Your Mark.

Choose the full installation.

Fill in the language you want to use for the application.

You can choose to create a desktop icon and a quick launch icon.

Click on Install.

The program is now being installed on your computer. Please wait while the next screen appears.

Click on finish and you're done with the installing of Make Your Mark.



When this message appears the USB Dongle/Key is not recognized. See next chapter-Installation Dongle/Key.

# Installation dongle/key

Place the USB Dongle/key in a free USB port in the computer.

The following message will appear shortly at the right corner of the screen.

"Found new hardware Feitian ROCKEY4 USB"

After installation the Make Your Mark program can be used without printing in DEMO mode.

! First install Make Your Mark before connecting the USB dongle/key, because the drivers are installed together with the program.

# Upgrading from a previous version

## **IMPORTANT:1**

Before you start the installation of the Make Your Mark program, please make sure you have made a backup of these folders: database, layout and media.

These folders can be found on the location where Make your Mark was previously installed. This is to prevent you from losing your data used in the previous version.

After you made a backup place the new Thermopatch CD in your diskdrive or run the setup of Make Your Mark that you have downloaded from [www.thermopatch.com](http://www.thermopatch.com)

You can follow the installation instructions mentioned above ( page 6).

After you're finished updating Make your Mark you are ready to use the new version.

If the update is successful you can remove the backup files from your computer.

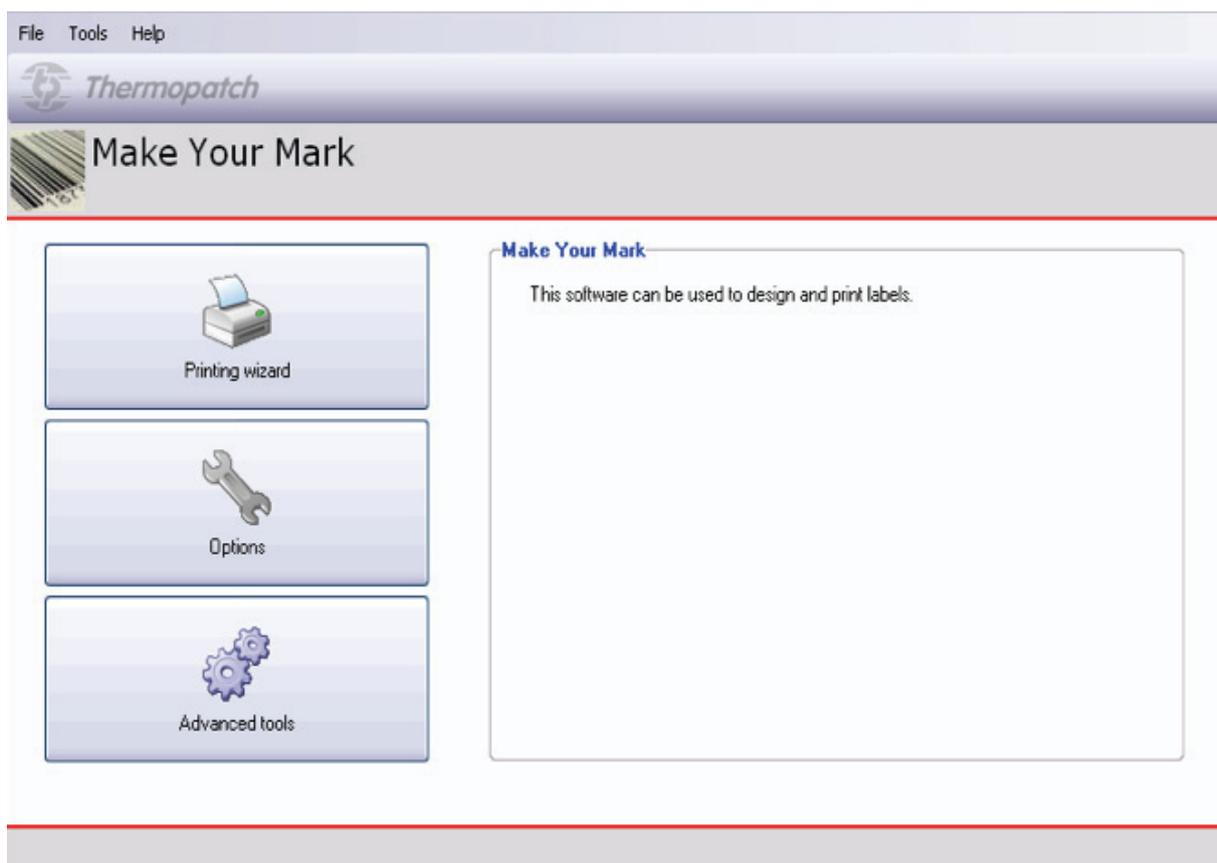
# Quick start

This quick starter guide will explain how to create a simple name label like this:

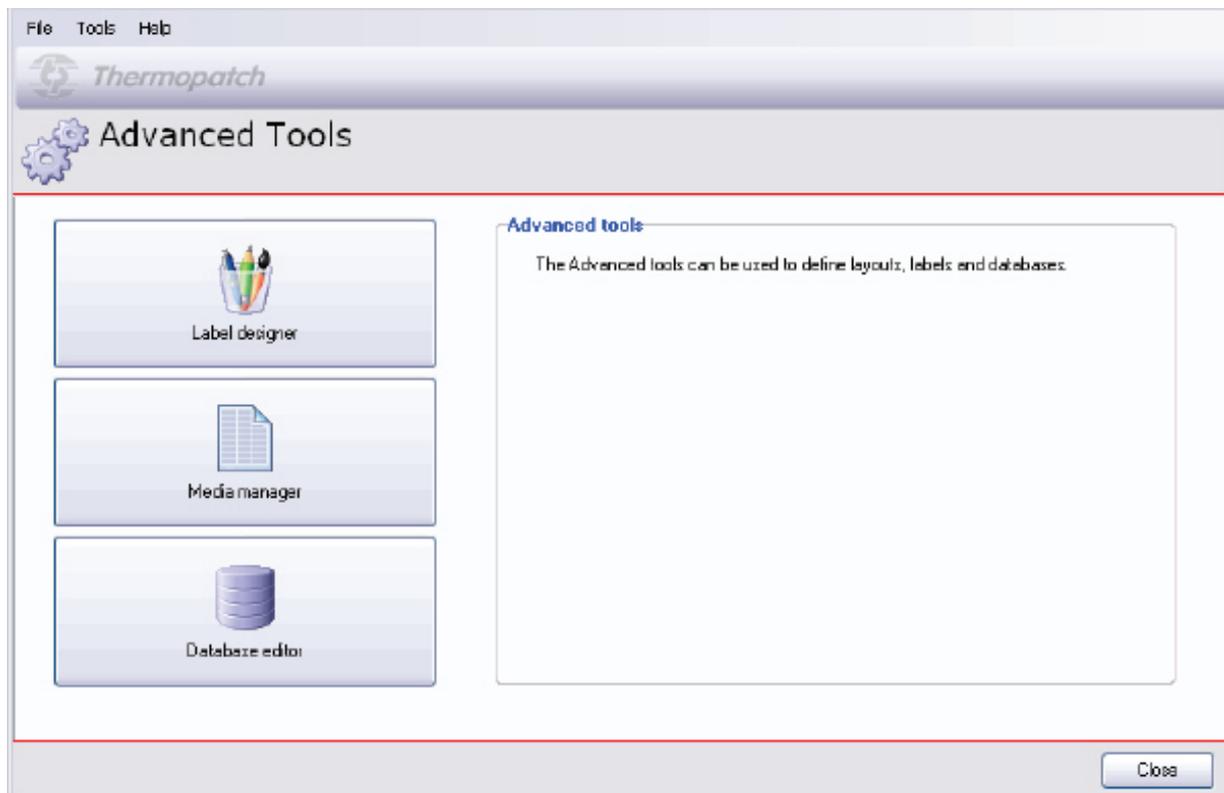
**Mr. Jones**  
**Make your Mark**

Where we will have a variable text for the name, and a fixed text under it.

To begin, start the Make Your Mark program.

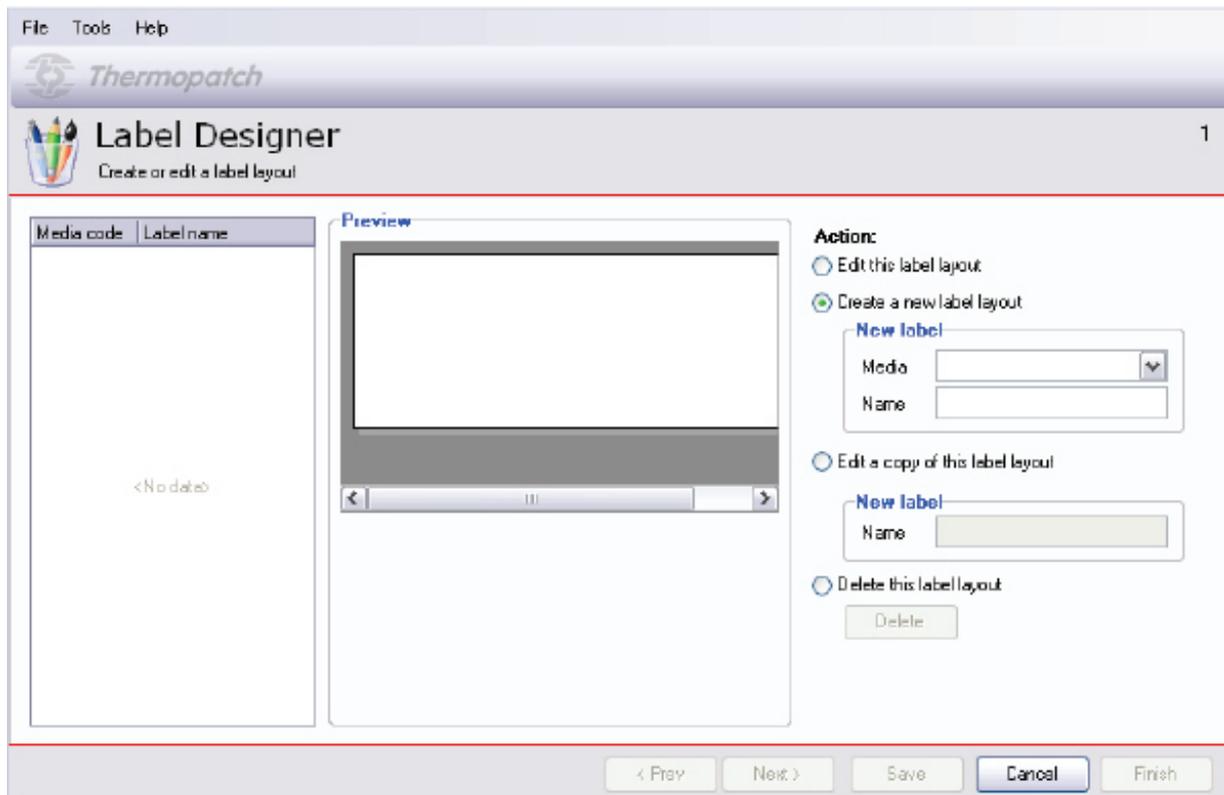


Click on the Advanced tools button.



Here you can control the way the label layout is built up, add, change dimensions and work with data files. With Plytex, Diecut and Hytex there's no need to change dimensions, these are fixed and should not be changed unless you are told so by one of the Thermopatch technicians.

For this example we will only use the Label Designer.



In this screen you see 3 sections, the left will show all the designs available, the center will give you a preview of the selected design, and the right gives you control of the actions you would like to do.

Select the radio button 'Create a new label layout'.

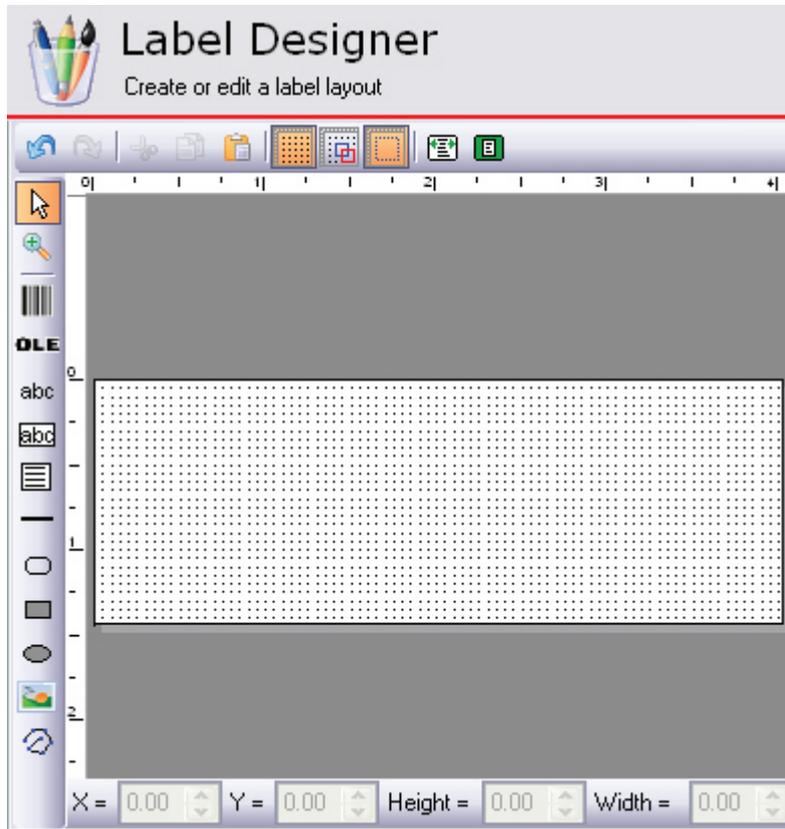


We will create a plytex label size 41x14.4mm, please select this from the list.

This can be done by clicking the dropdown arrow on the Media list.

After this, you can give your layout a name, we will call this label: 'SimpleNameLabel' but this can be any other name you like.

Click Next



You are now in the Label Designer, on the left part of the screen you can find the tools which are available in Make Your Mark, to get a complete overview of all the tools you'll have to look in the appendix.

For this example, we will only use the 'Text with one line' tool, which can be found with this icon .

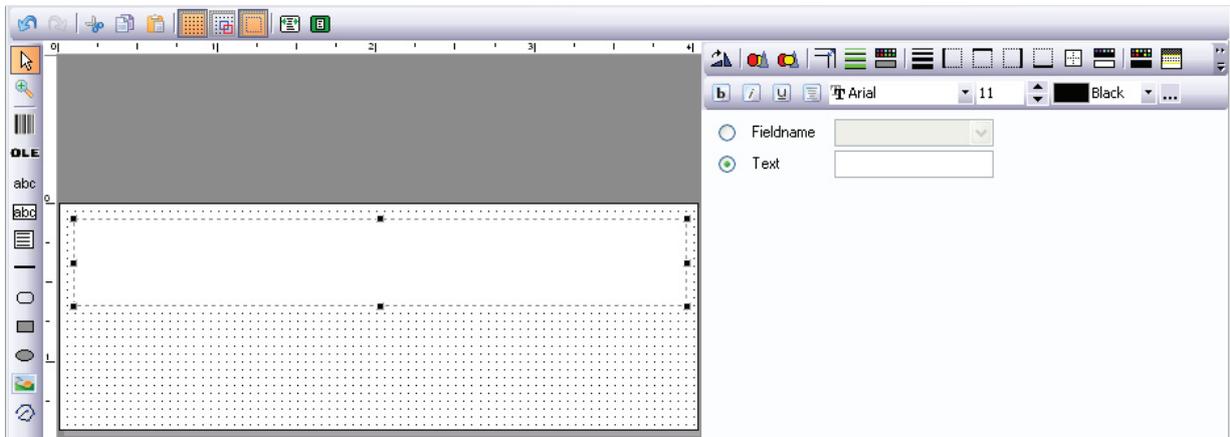
Click this icon and you see the mousepointer change.

Now click and hold the left mouse button in the label, stretch the box until you get this result.

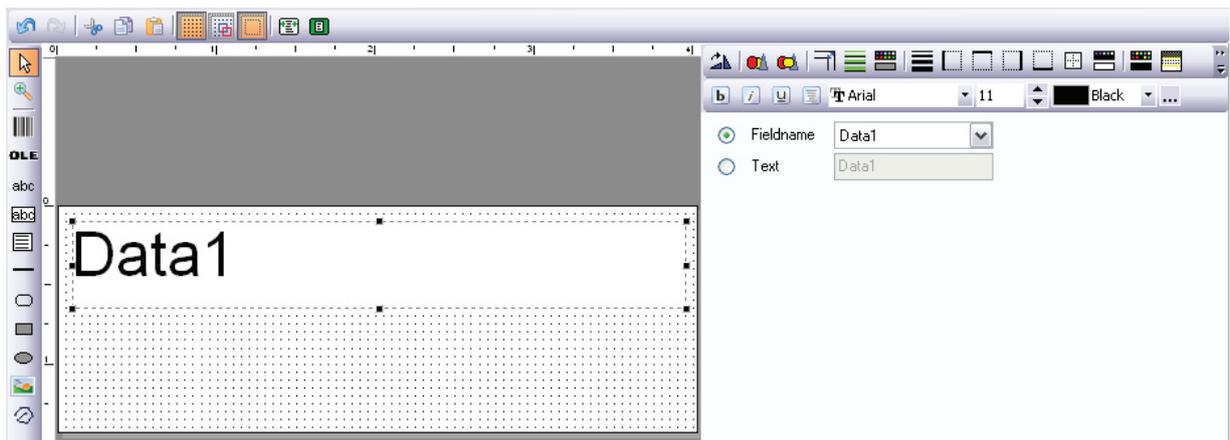


Then let go the mouse button.

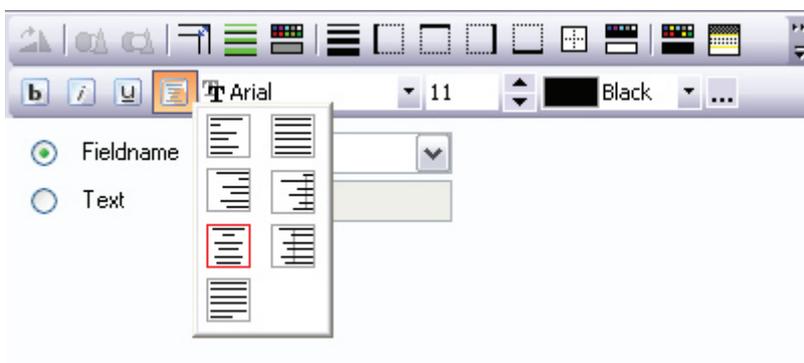
Click the yellow box, and you will see the following screen.



On the right side, **select** the 'Fieldname' radio button, and select **DATA1**.



As you see, the text is aligned to the left, this can be changed with the Horizontal alignment button.



The datafield now is nicely centered. Time to add the text under it.

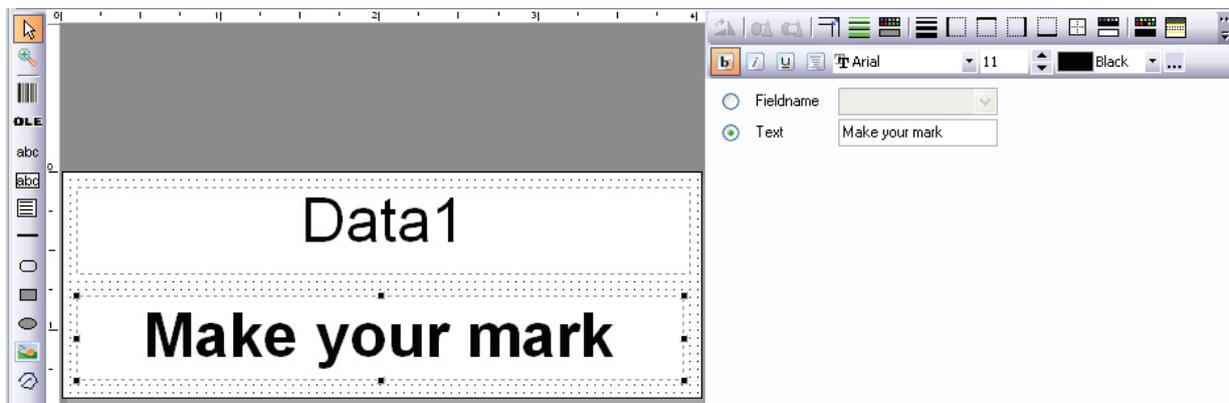
Again **select** the **abc** icon, **click and hold** the left mouse button, and drag a box under the first.

**Click in the box**, and type the fixed text behind the radio button, for this example we typed 'Make your Mark', but this can be any text you would like to place.

Remember, this will be the fixed text and thus is designed to be the same on all labels printed with this layout.

Also this text we will align in the center of the label and as an extra we change the font to BOLD.

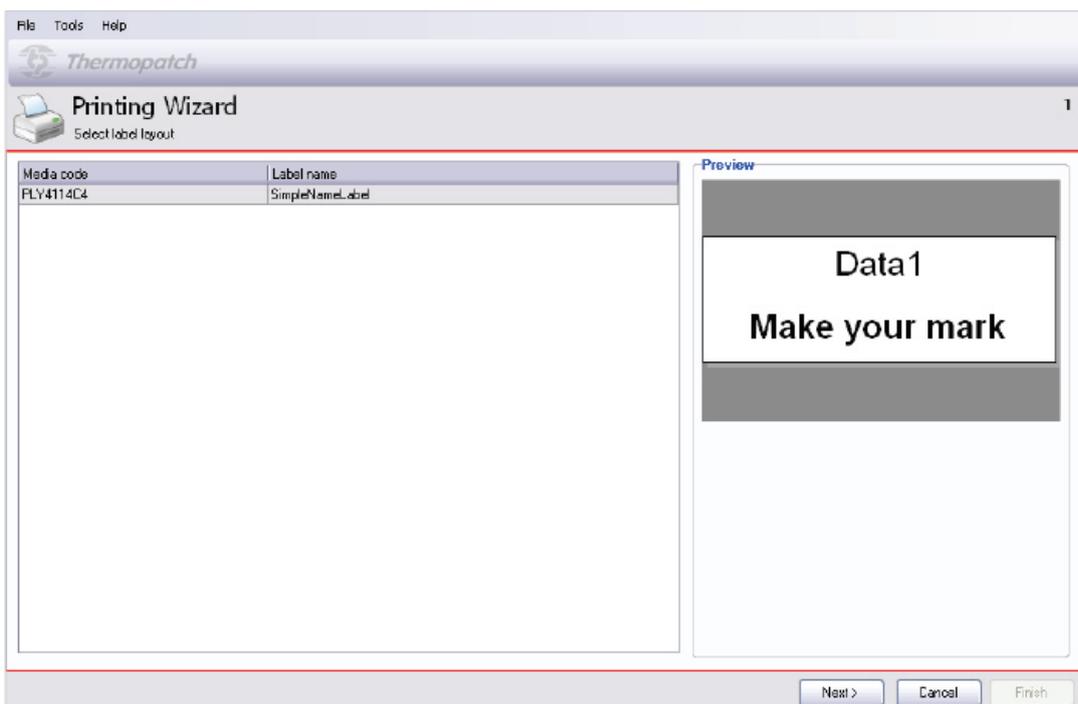
When you are done, your screen should look like the following:



“Click on SAVE followed by Finish.”

You are now ready to use this label to print name labels.

“Click on Printing Wizard.”

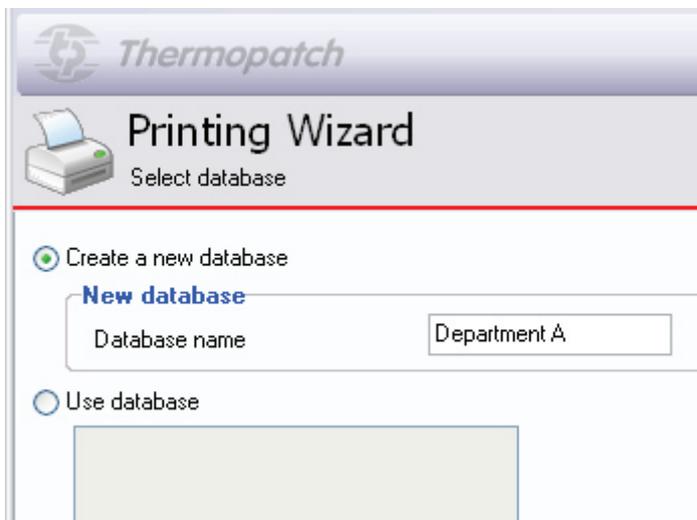


You should see the layout you have just designed on the left on the right you'll see a preview of your label. "Click on next".

In this screen you can select a database or create a new one. Since this is the first time, we are going to create a new database.

Databases can hold many names, you'll need to think of the best solution to order your data.

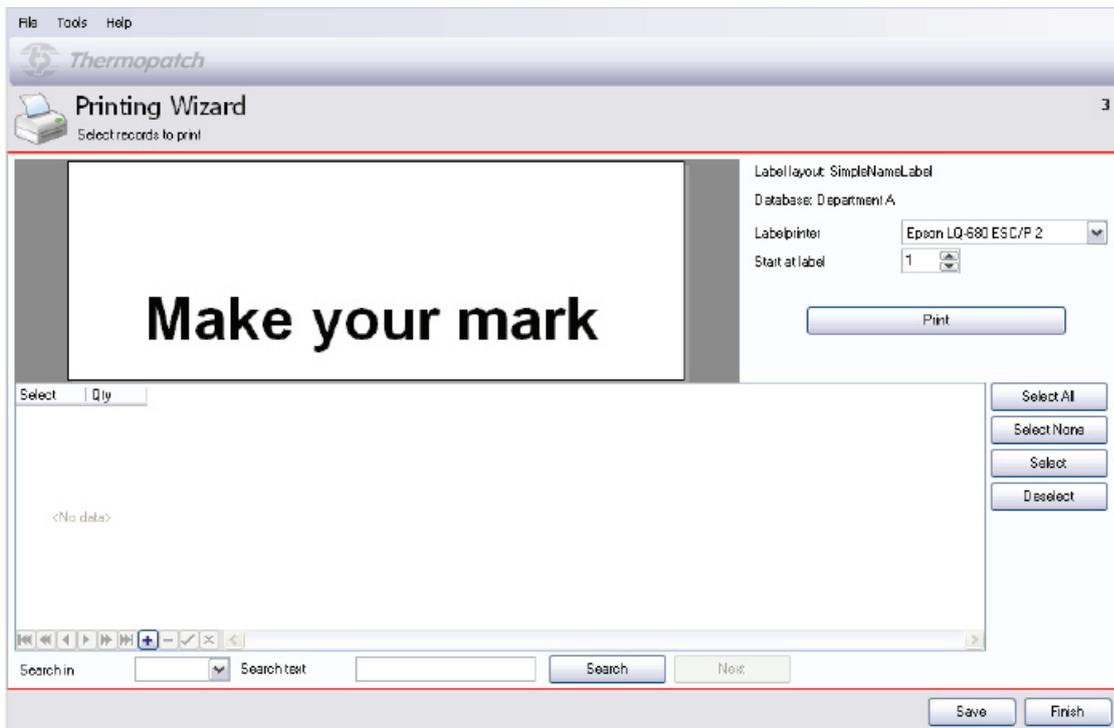
In this example we are going to create a database called Department A.



The screenshot shows the 'Thermopatch Printing Wizard' interface. At the top, there is a header with the Thermopatch logo and the text 'Thermopatch'. Below the header, there is a sub-header with a printer icon, the title 'Printing Wizard', and the subtitle 'Select database'. The main content area has two radio button options: 'Create a new database' (which is selected) and 'Use database'. Under 'Create a new database', there is a section titled 'New database' containing a text input field labeled 'Database name' with the value 'Department A' entered. Below the 'Use database' option is an empty rectangular box.

Click Next.

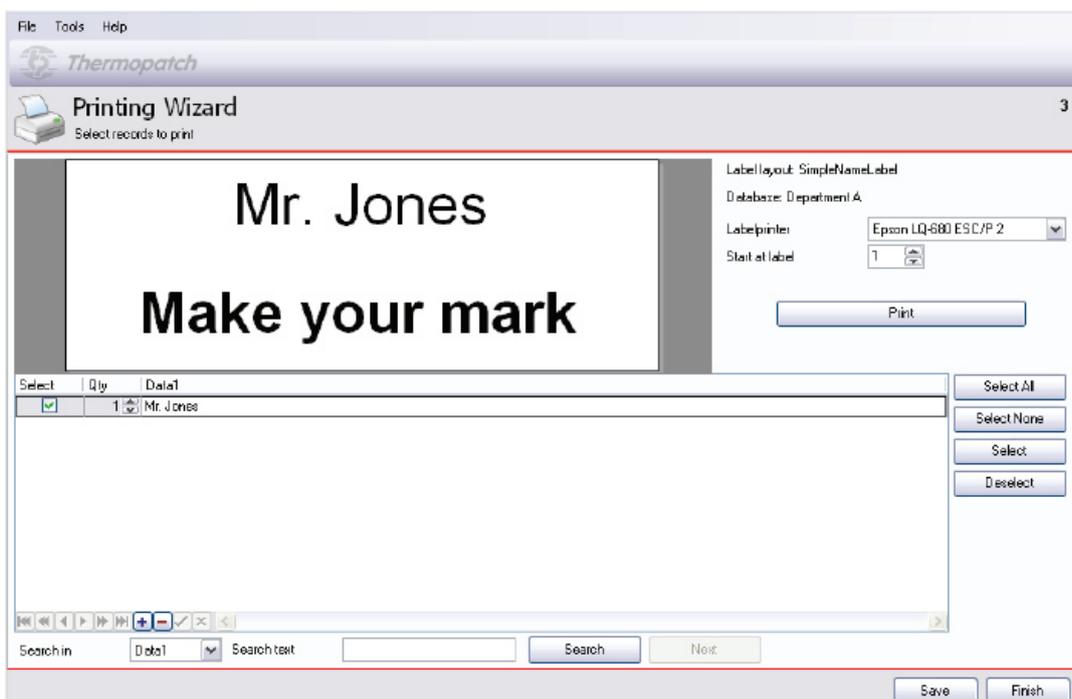
You are now in the data entry and print part of the program.



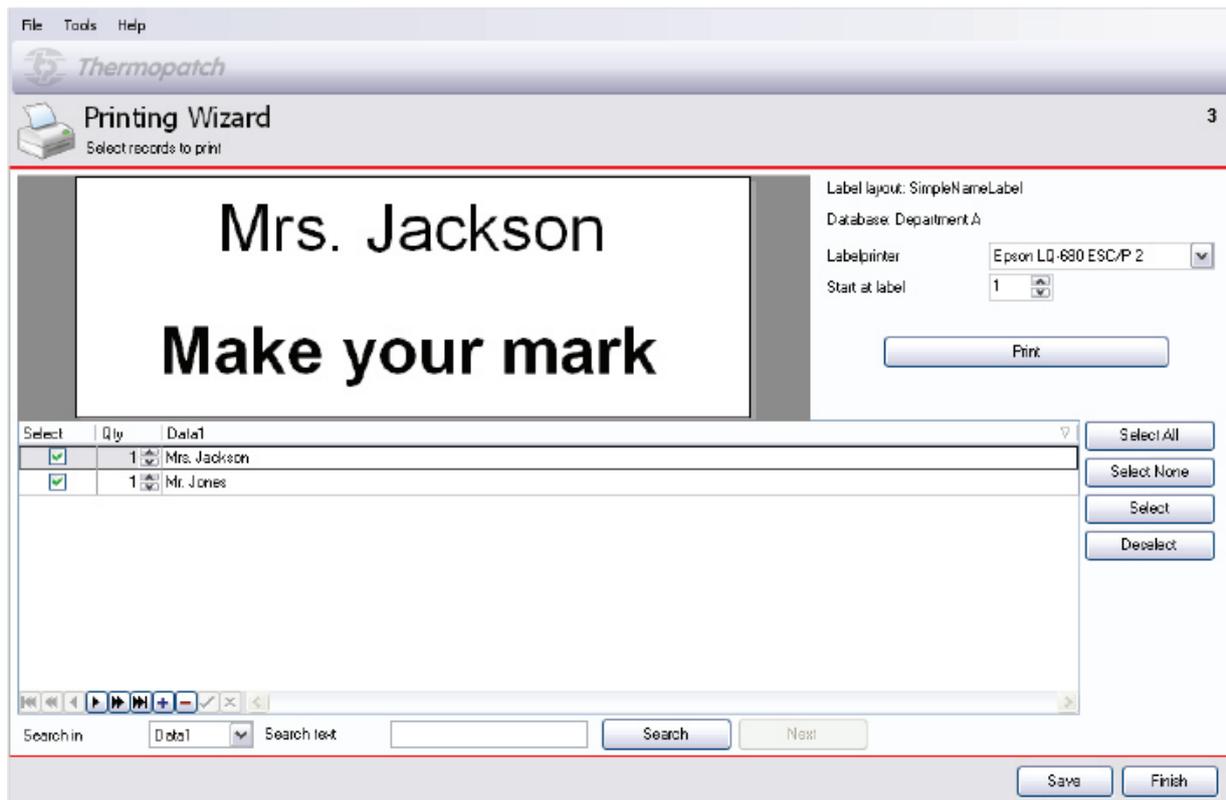
On the right, make sure the correct printer is selected.

Click on the + sign to add a record.

Enter a name, in this example "Mr. Jones", your screen should look like this after you are done.



You can add as many names as you would like in this manner.



### Click on Print

The selected records will now be printed.

You are now ready to print simple name labels or you can change the appearance of the label, fonts etc.

# Chapter 2 Simple Functions

## What you will find in this chapter

Adding new media	19
Barcodes	21
Auto numbering	23
The Designer Tools	25

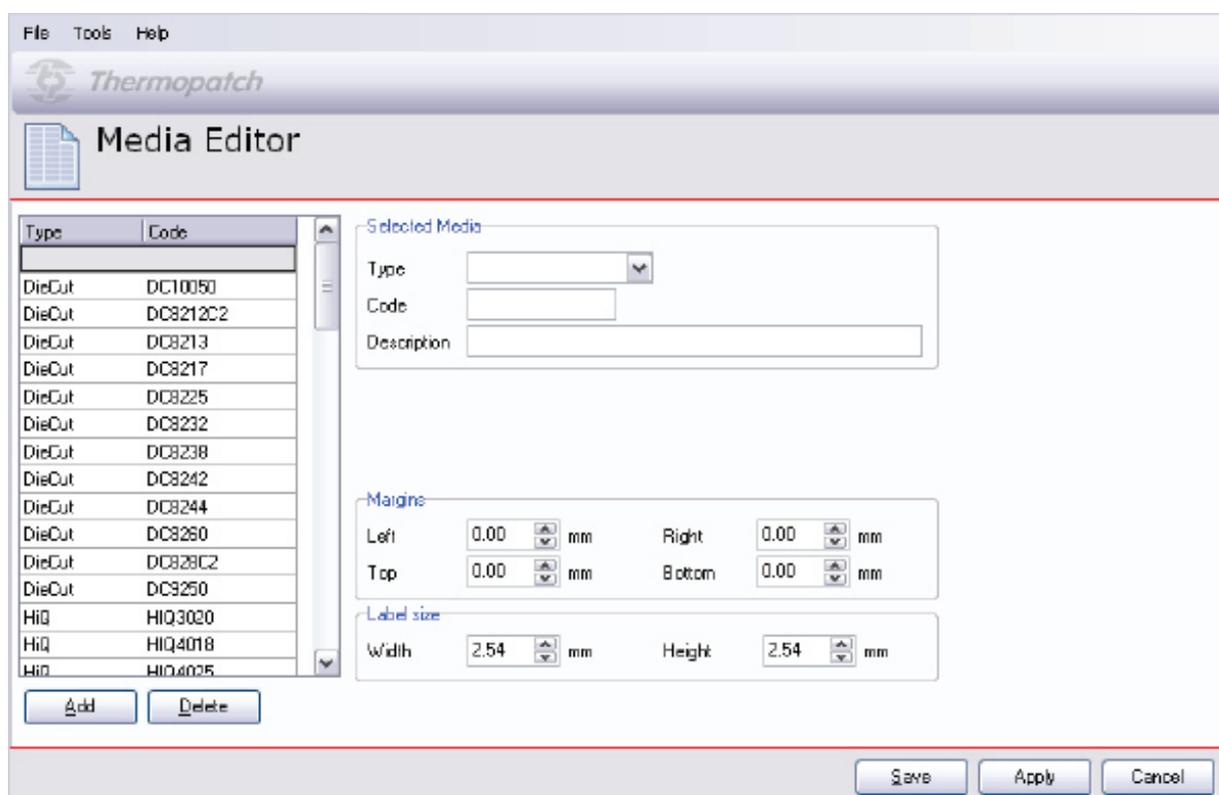
# Adding new media

The Make Your Mark comes standard with a large amount of different label types and sizes.

Type like DieCut, Plytex and Hytex are fixed sizes and do not have to be changed, but Pentade, Minilogic and HiQ can be made in any length.

In this sample we will make a new HiQ label format 70mm x 50mm.

In the Media Editor click on Add. The following screen is shown.



Select the HiQ type.

## Selected Media

Type	HiQ	▼
Code	<input type="text"/>	
Description	<input type="text"/>	

Complete the form, for example like below.

## Selected Media

Type	HiQ	▼
Code	HIQ7050	
Description	HiQ 70mm x50mm	

## Margins

Left	0.00	▲▼	mm	Right	0.00	▲▼	mm
Top	0.00	▲▼	mm	Bottom	0.00	▲▼	mm

## Label size

Width	70.00	▲▼	mm	Height	50.00	▲▼	mm
-------	-------	----	----	--------	-------	----	----

Click on **Save**, the new media can now be used in the designer.

# Barcodes

This will explain the use of barcodes in Make your Mark.

There are over 30 different Barcode types available to be used.

The Barcode type that is used most often is the Interleaved 2 of 5.



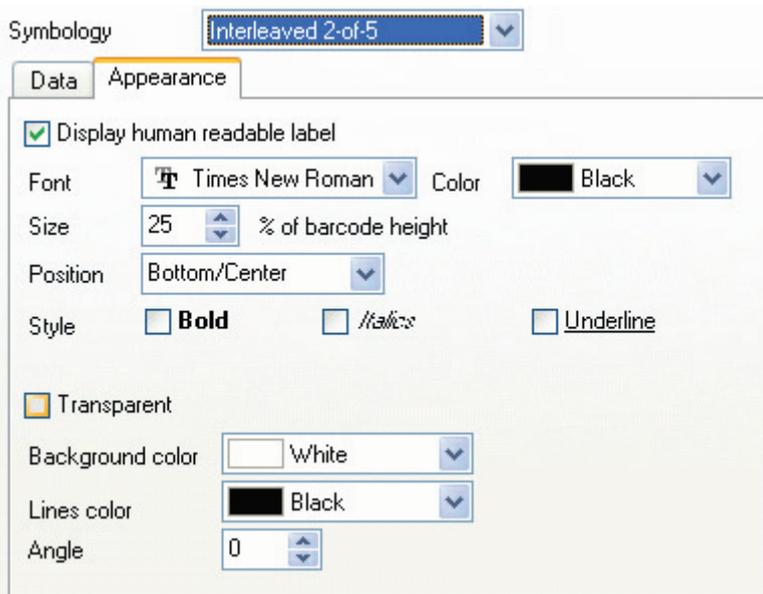
Others include:

Code 128, Code 39, EAN 13, EAN 128 and many more.

When selecting a barcode, you can control its appearance by using the left screen.

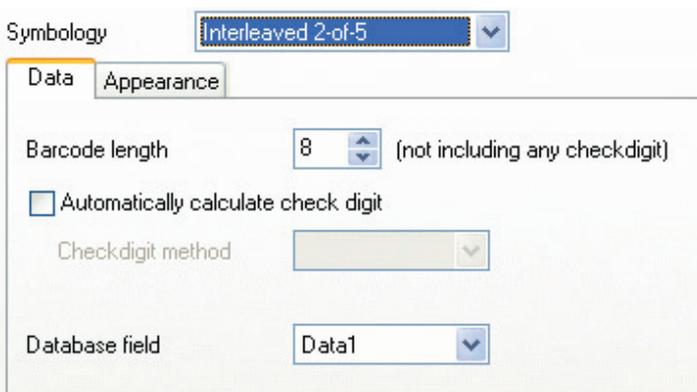
It will give you the option to change the font, font size and position of the readable text.

A practical function on this page is the option to rotate the barcode in steps of 90°.

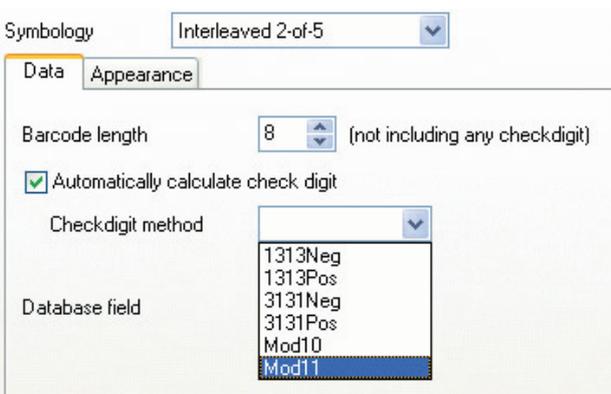


To control the data of the barcode, click on the Data tab.

Here basic things like barcode length and data field can be set.



For some barcode types, like the Interleaved 2 of 5, there is the option to add a Check Digit to the code.



In the print wizard you enter the data for the barcode.

Read the next chapter Auto numbering for more information.

# Auto numbering

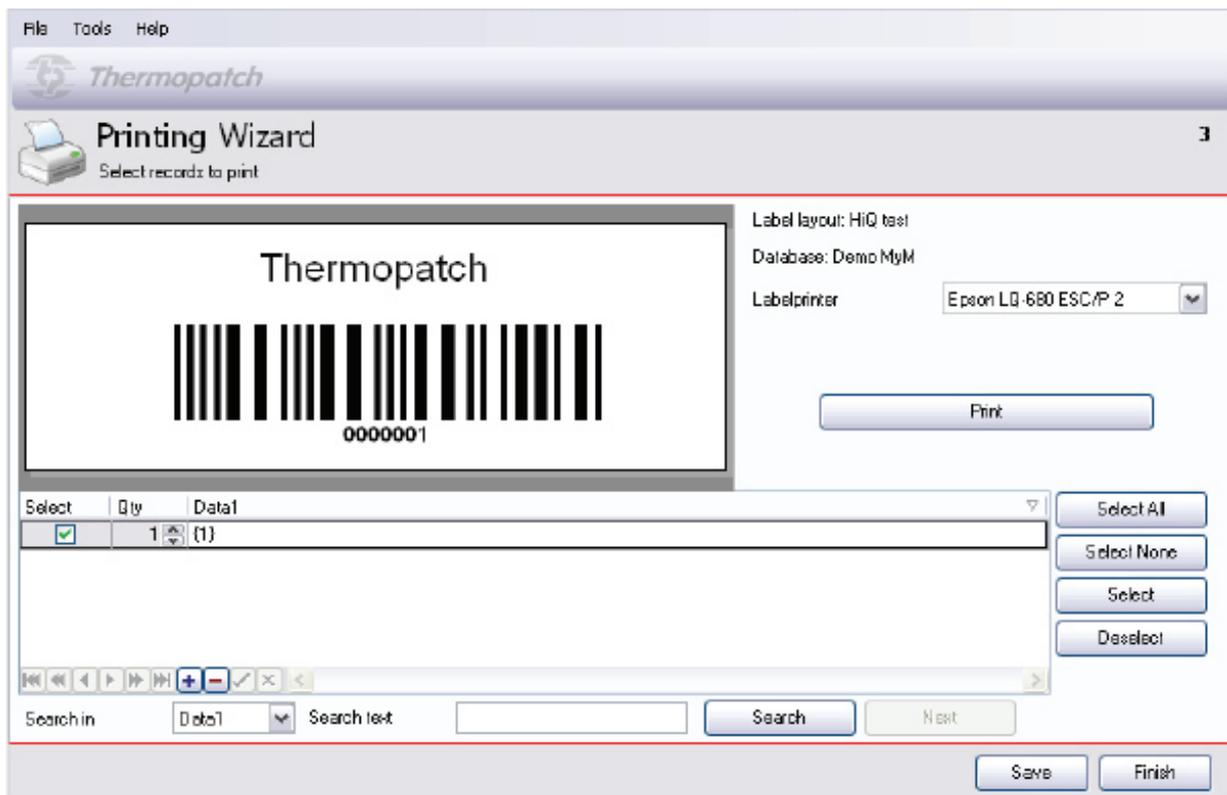
In some cases, you would have to have a number that automatically increases with every print you are making.

For this example, please create the following label.



The name is a fixed text, the barcode is an Interleave 2 of 5 with 8 digits and no check digits. Data1 will be the variable to use for the numbers.

Go to the Print Wizard and add a record.



In the quantity field type 100, in Data1 enter {1}.

**Click on print.**

The program will now start to print Barcodes from **00000001** to **00000100**.

After this, notice that the number in Data1 has changed from 1 to 101, meaning the next time a print command is given, the start number will be 101.

Use [ ] to print per record. Use { } to print per database.

# The Designer Tools

This section will explain the use of the Design tools available in Make Your Mark.



This is used to select objects on the label.  
Left click with the mouse to select an object.



With this you can Zoom in and out on parts of the label.  
Left button to Zoom in, right button to zoom out.



This will give you the option to add barcodes to your label.  
Click and hold left mouse button to insert a new barcode object.



An Ole Object can contain preformatted text copied from other programs like MS Word®.  
Click and hold left mouse button to insert a new Ole object.



This will stretch the text to fit the whole box.  
Click and hold left mouse button to insert a new Stretch Text box.



This will add a box where you can add a One lined text box.  
Click and hold left mouse button to insert a new One lineText box.



Multi line text boxes will wrap long text according to the box on the label.  
Click and hold left mouse button to insert a new Multi line text box.



These are tools to draw lines, boxes and circles.  
Just Click and hold left mouse button to add one of the drawing objects.



Use this tool to import pictures into your design.



Click or drag mouse to insert new polyline objects. Use left mouse button to insert line points, right button to delete points.



These are tools to undo and redo your work.



Use this tool to copy what you have selected and delete it.



This tool makes a copy of what you have selected.



Use this tool to paste what you have copied.



Show grid.



Snap to grid.



Show object frames.



Zoom to page width.



Zoom to full page.



Use these fields to enter the coordinates for the place of the label.



These fields adjust the height and the width of the label you have selected.



Use this tool to make the text that you have selected bold.



Makes the Font you have selected Italic.



Use this to underline the text you have selected.



Horizontal alignment.



Select your Font size and color here.



Use this option to customise the colors you want to use for your font.



To rotate the object that you have selected use this tool.



Use these tools to place objects to the back and to the front of your label.



Here you can select the line width for the lines that you use.



Click here to select the border margins you want to use.



Select the border with here.



Use these tools to toggle the border to any side.



Select this to toggle all the borders.



Select these tools to center your object horizontal and or vertical on your label.

# Chapter 3 Extra functions

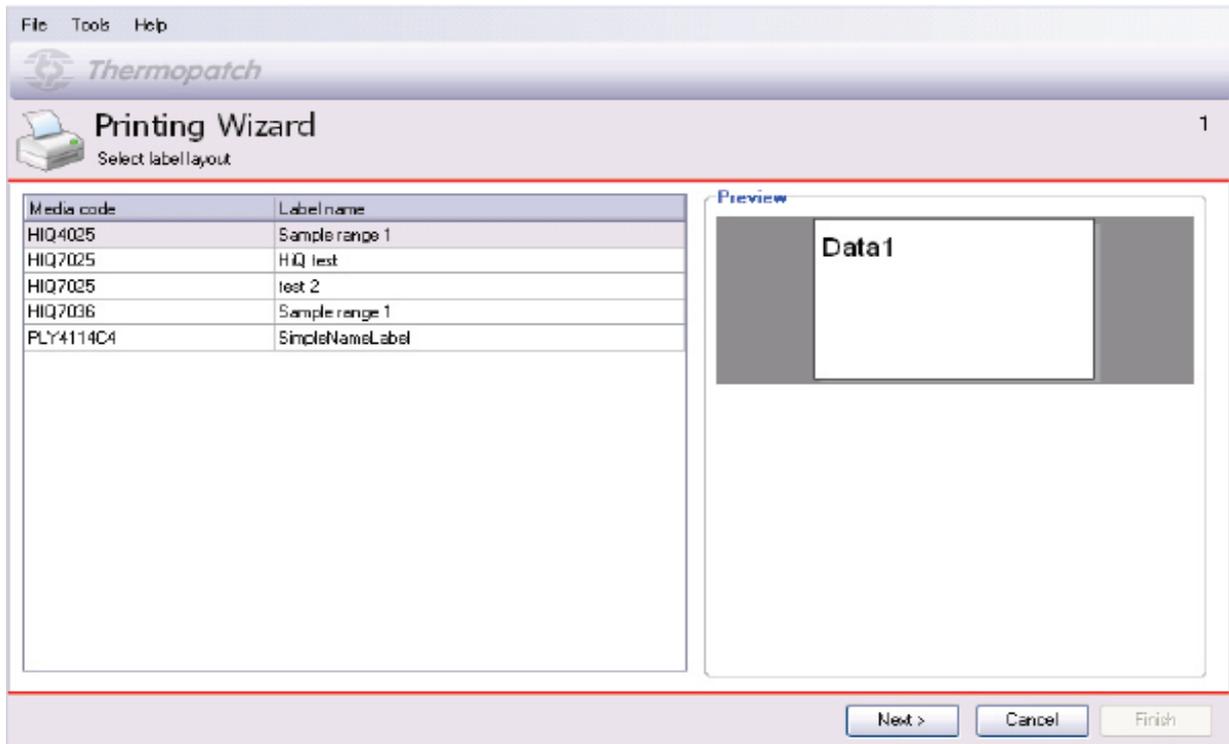
## What you will find in this chapter

Date and time	28
How to import/export data	31
Automatic Printing	39

# Date and time

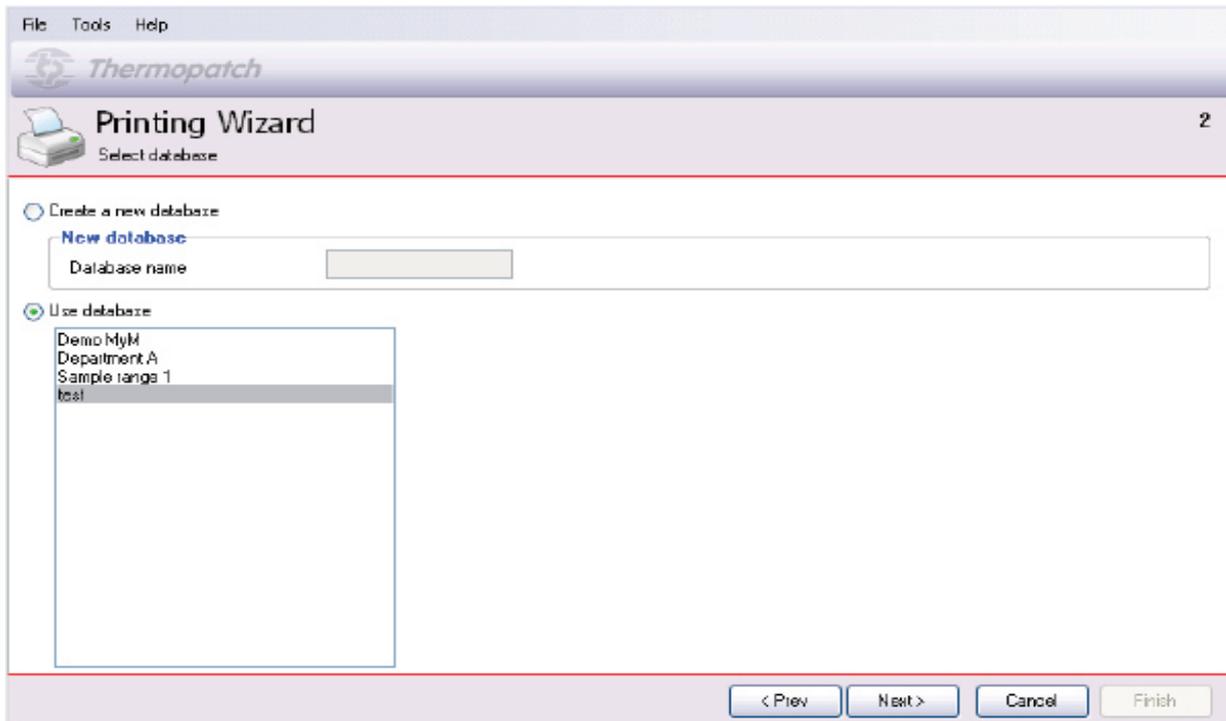
With Make Your Mark it's possible to add the time and the date on your Label.

Select: Printing Wizard.



Choose a label lay-out to print with and click next.

Select a database to Use.



Click Next.

What you need to do to get the time or date on your label is:

Add **{time}** in a datafield to print the local **time** on the label.

Add **{date}** in a datafield to print the **date** of today on the label.

The time printed on the label will be the actual time on your computer.

The date printed on the label is always today's date.

File Tools Help

 Thermopatch

 **Printing Wizard** 3

Select records to print

{time}

{date}

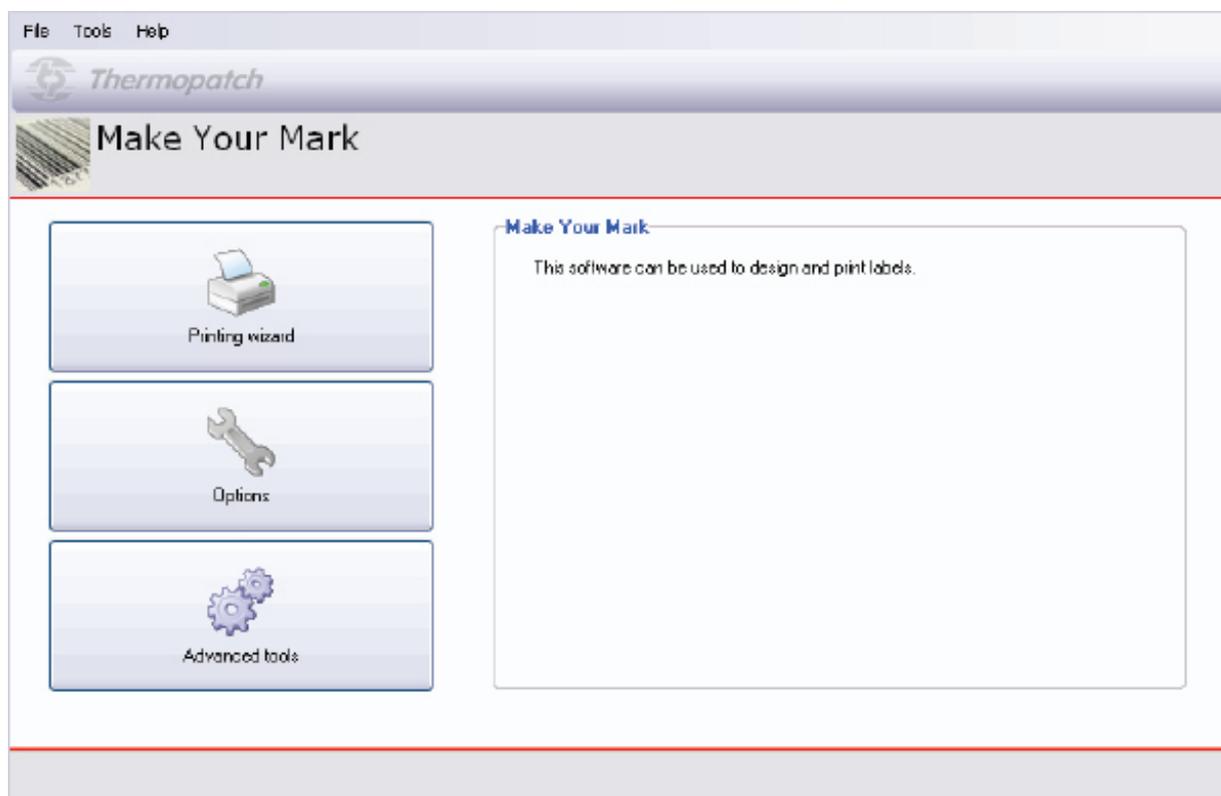
Label layout: Date en time test  
Database: test  
Labelprinter: Thermopatch HiQ A4+ (203 dpi)

Select	Qty	Data1	Data2
<input checked="" type="checkbox"/>	1	{time}	{date}

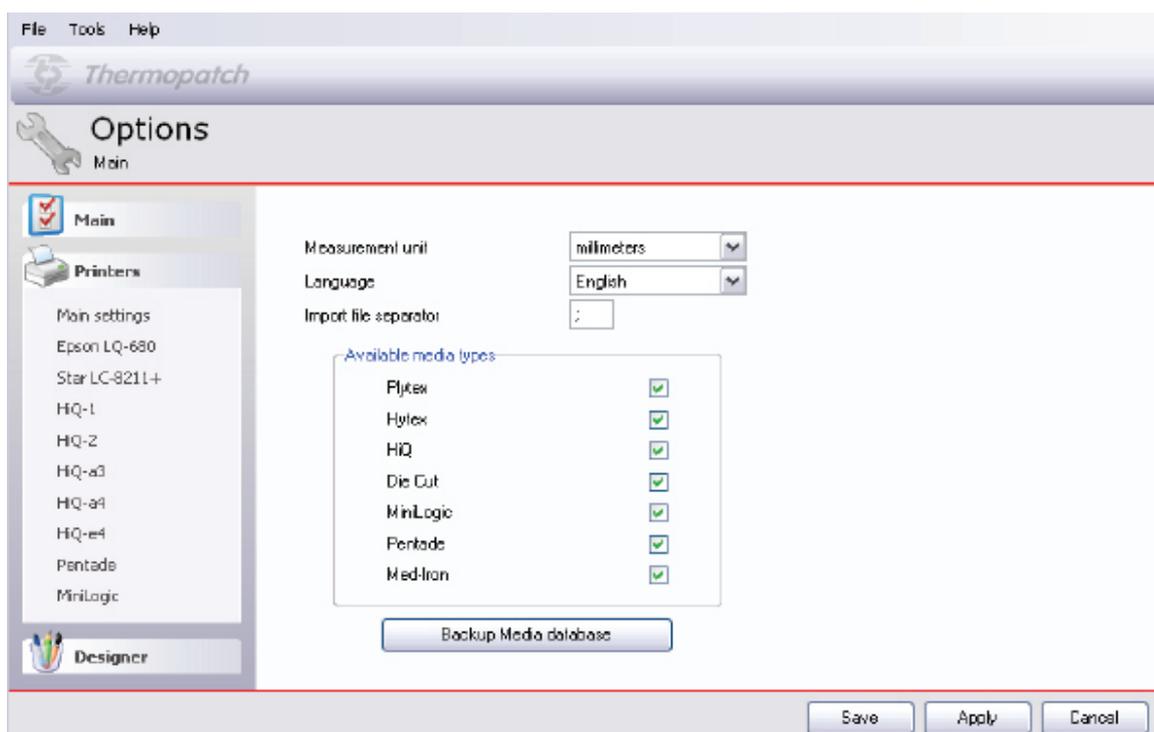
Search in: Data1 Search text:

# How to import/export data

First select the separator you want to use, default is the;



Select options.



Change the separator in what you need or leave it as it is, Click on Save.

Design your layout, in these example 4 fields, Data1, Data2, Data3 and Data4.

Open Excel, open Office or any other program that can save files as .CSV, fill In column A the name or information you want. In this case, we use excel for a demonstration.

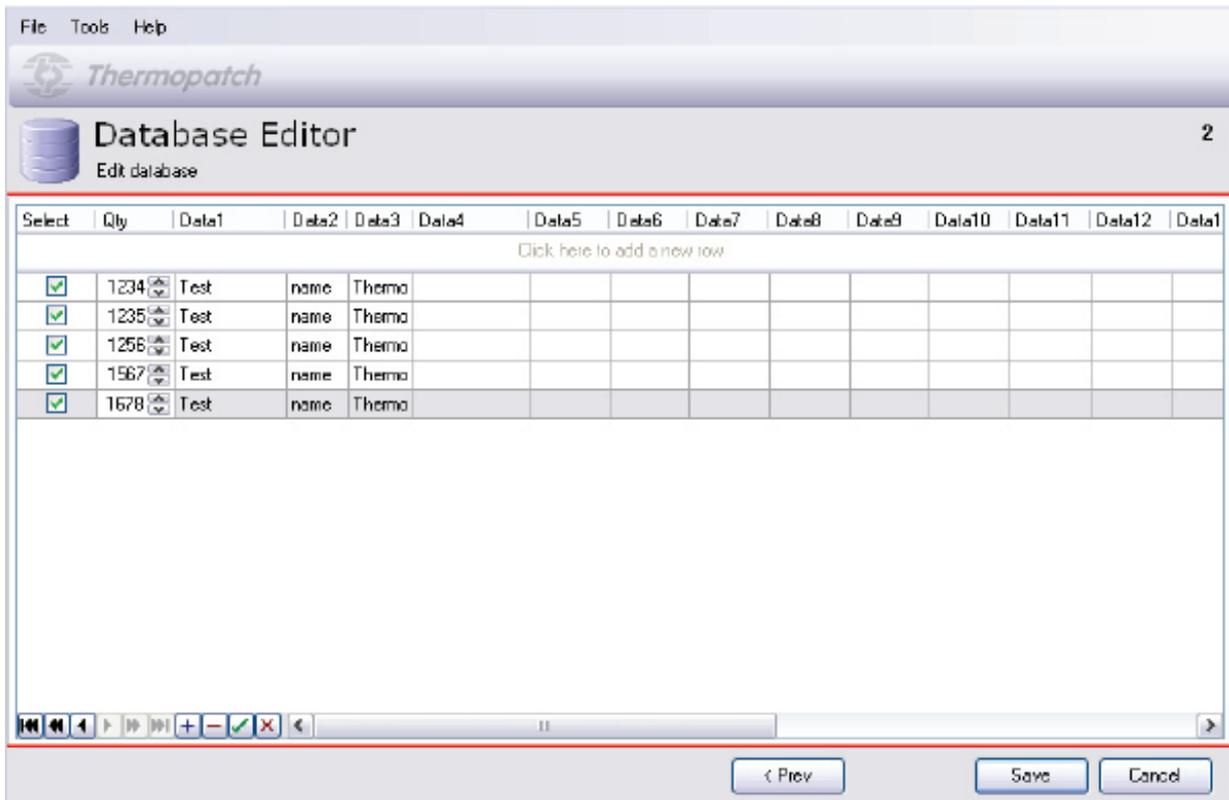
You can do the same in Column B or C etc, depending on the data fields you have in your layout. In this case the Data1 fields on the layout correspond with the Excel file.

The screenshot shows the Thermopatch Label Designer interface with a layout containing four fields: Data1, Data1, Data3, and Data4. Below it, a Microsoft Excel window displays a table with columns A, B, C, D, and E. Red arrows indicate the mapping of data from the Excel table to the label fields.

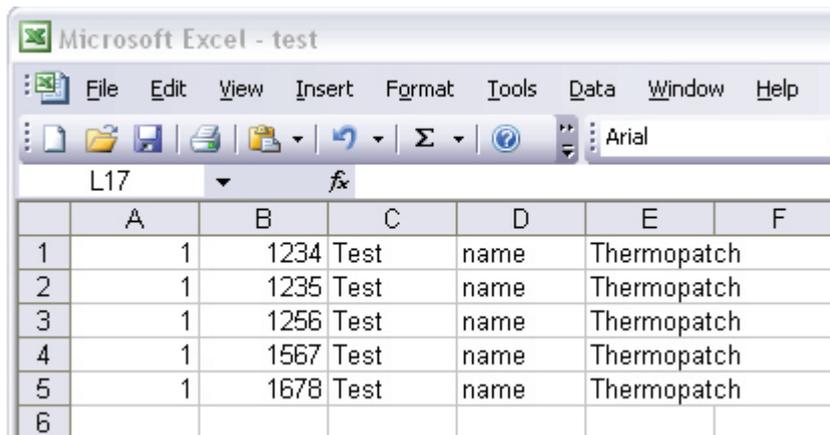
	A	B	C	D	E
1	1234	Test	name	Thermopatch	
2	1235	Test	name	Thermopatch	
3	1256	Test	name	Thermopatch	
4	1567	Test	name	Thermopatch	
5	1678	Test	name	Thermopatch	
6					

So this is a sample of how the data will represent to the layout, just remember column A = Data1 etc...

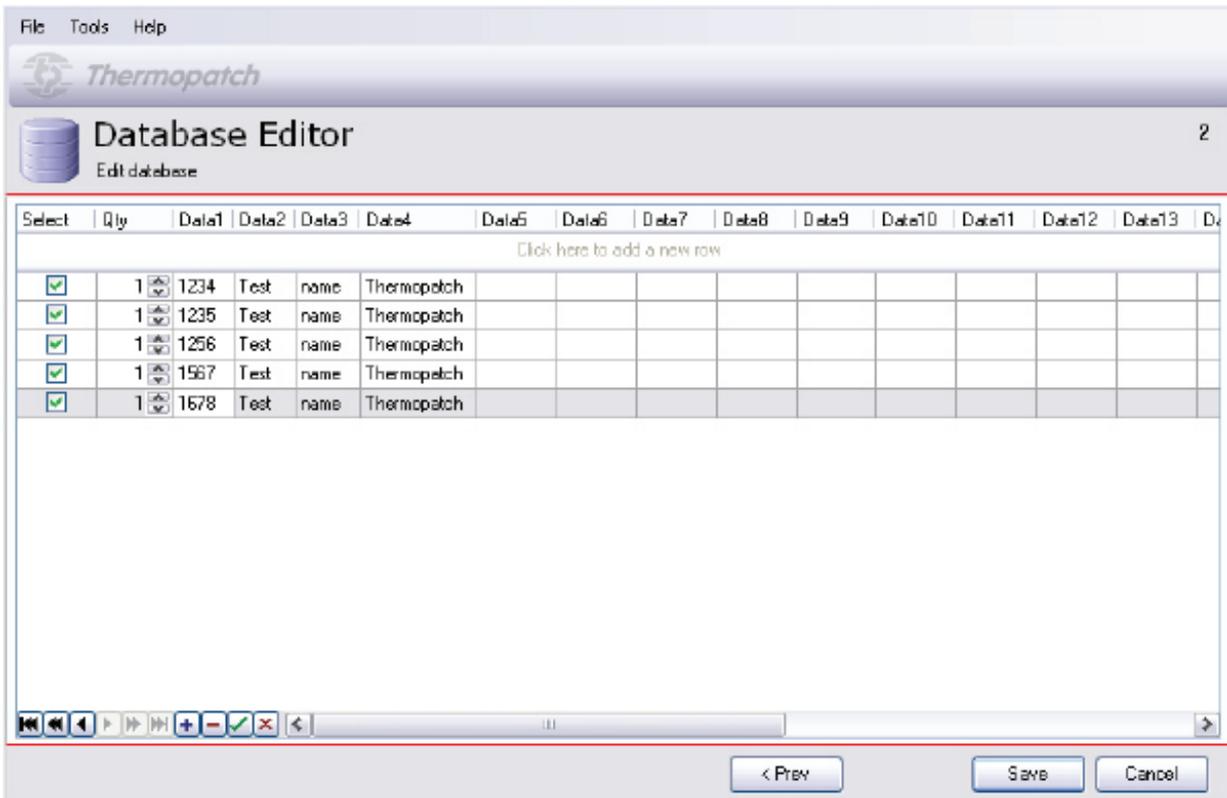
! Warning, if and in this case the first field is a **Number** the Data1 field will become Column B when importing to the database. And the Number will be the Quantity of the label. If this is the case add manually in Excel a column A and set the quantity to 1.



The quantity is wrong here!!! When importing this direct into the database.

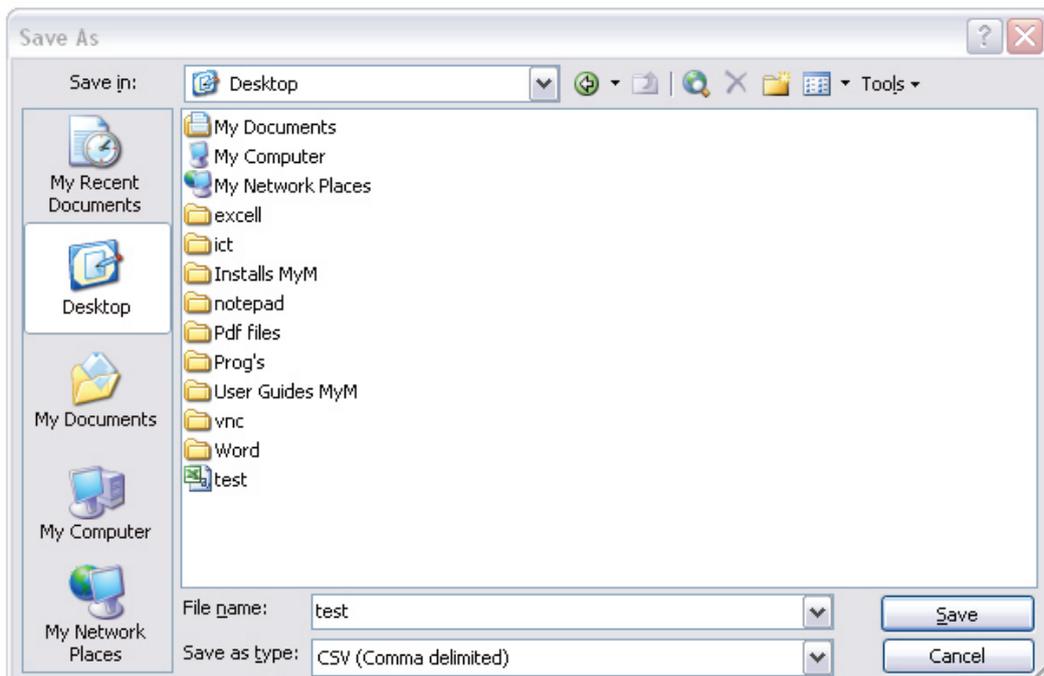


Adjust Excel like the sample above. First column then becomes the quantity.



Now the first Data1 is not the quantity but is correct now!

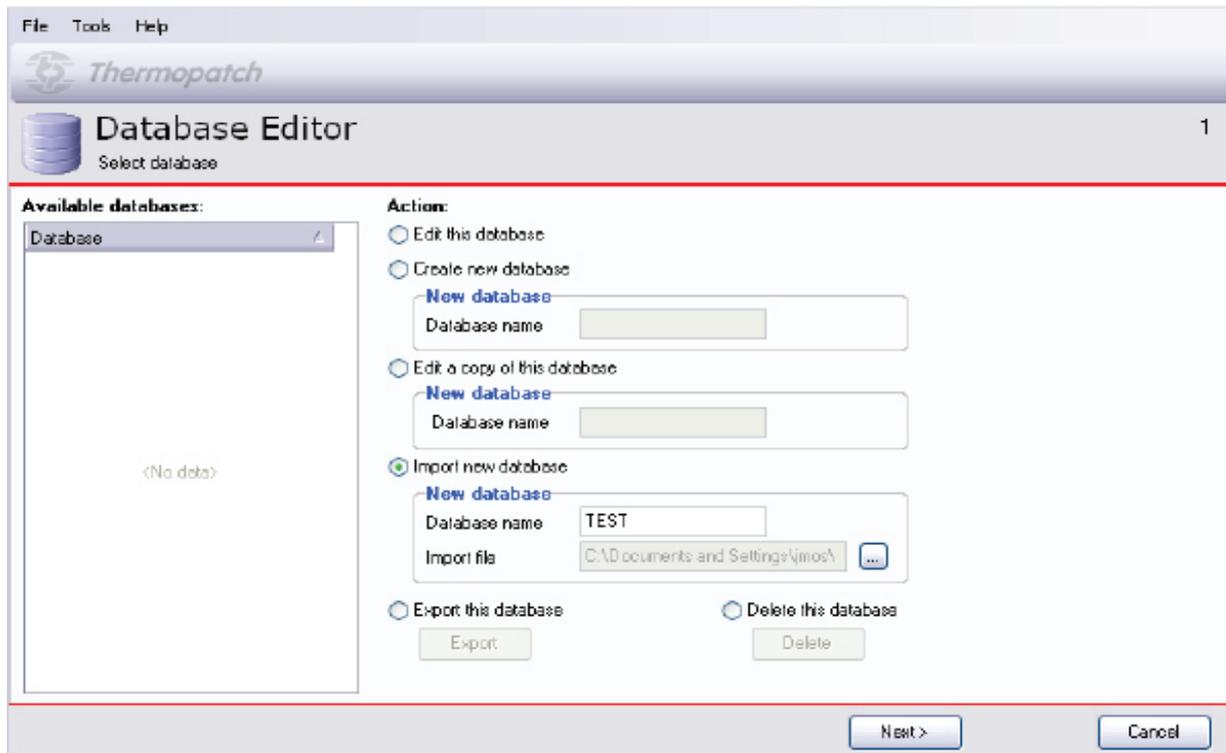
Then if done entering data with Excel, Click on File, and choose Save As.



Choose CSV (Comma delimited) and click on Save.

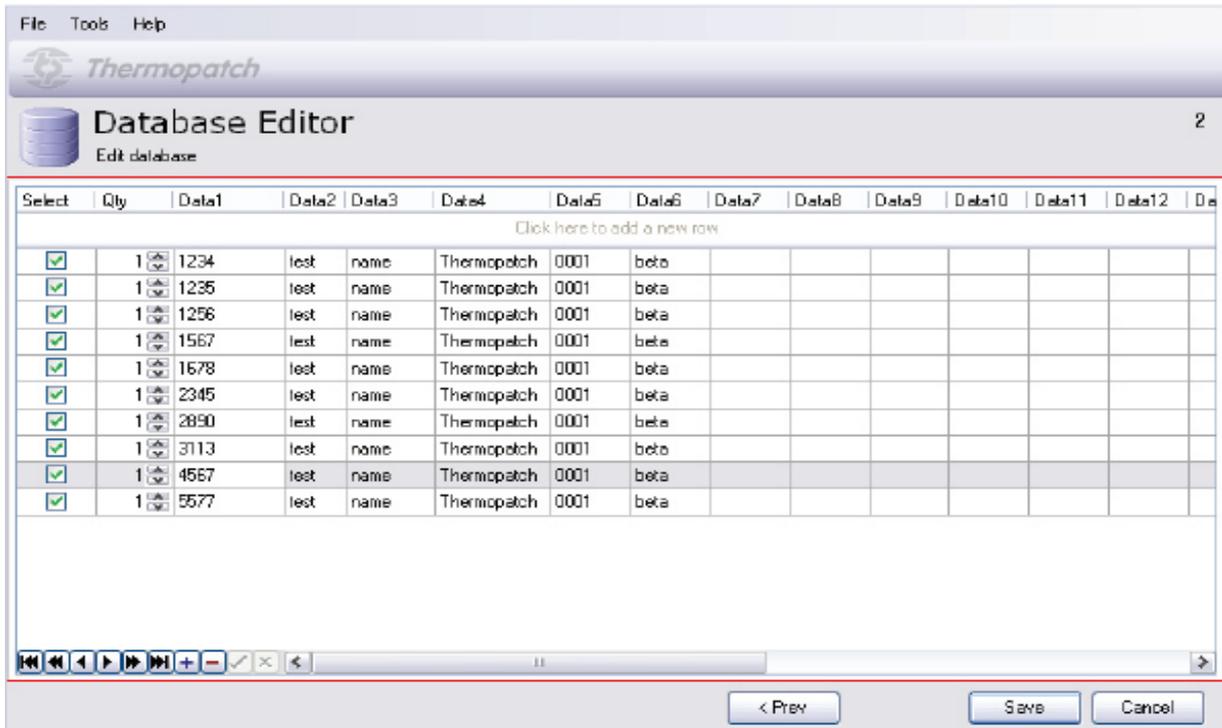
Close Excel after saving the file. Excel may warn you but click on Yes to save the file anyway to CSV file.

Go to Advanced, Database Editor.

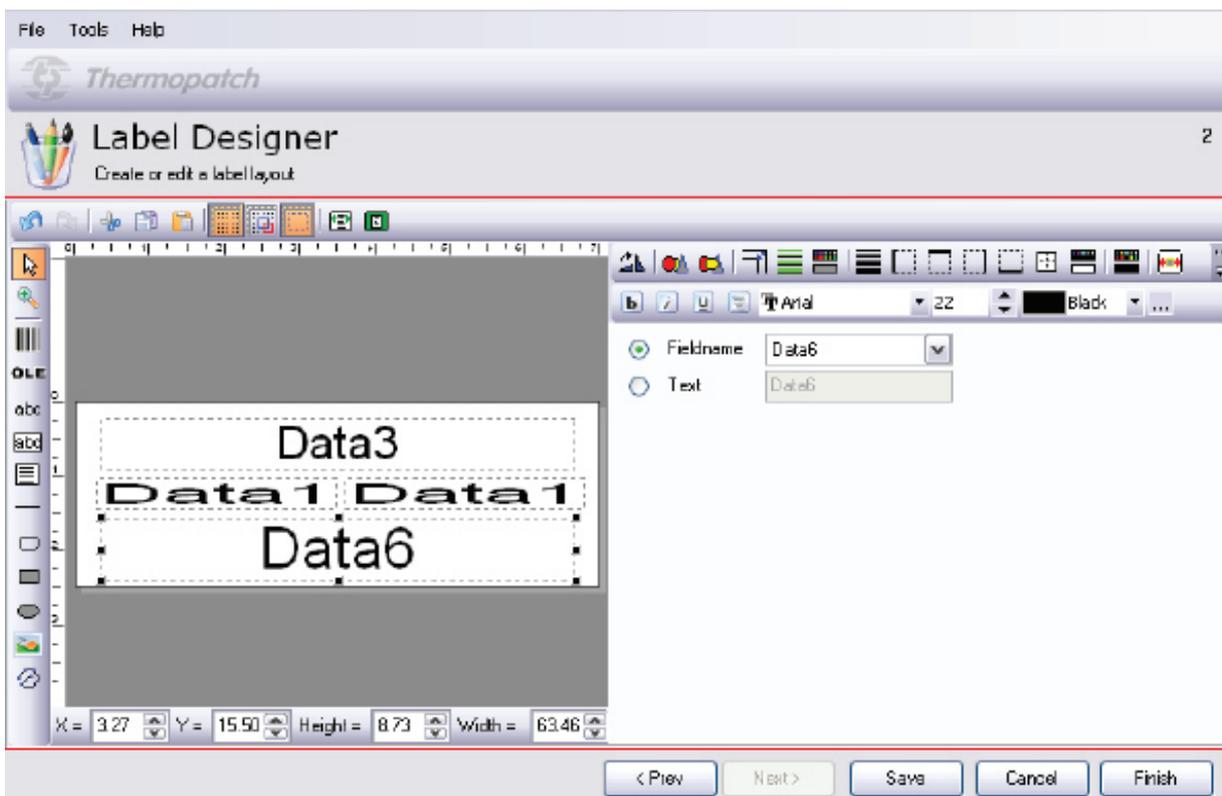


Click on  to browse to the file, click on Open and Click on Next.

You see all the data has been imported into the database. Click on Save.



Adjust or make a new layout and you can print with the print wizard and use the database. If you have 6 data fields, and you will not use all the data fields, just select the data fields you want in the layout.



In the example above, the data in Field/Data4 will not be shown on the printout but is in the database, only data from Data1, Data2, Data3 and Data6 will be printed.

It's also possible to place all data in 1 field before you import it into Make Your Mark.

It is important that you don't forget to place the separator between the different data.

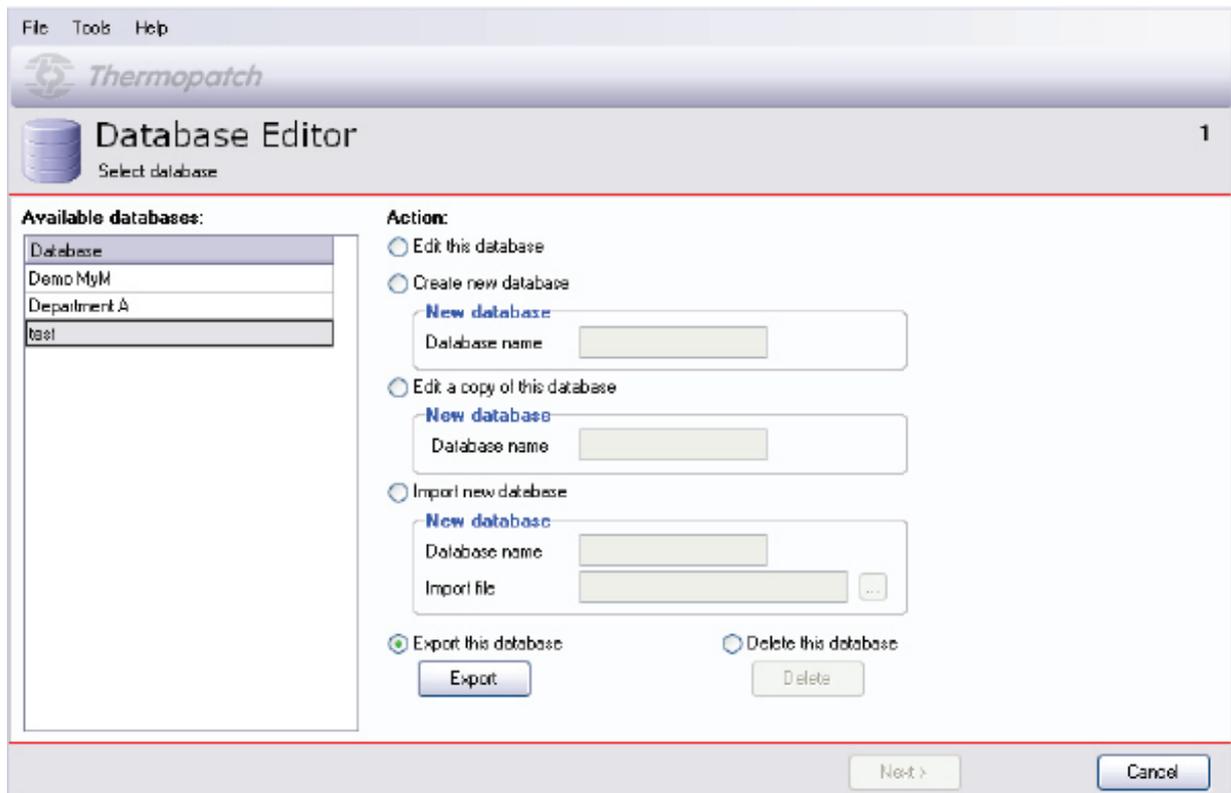
#### Example

	A
1	1;1234;test;name;themopatch;
2	1;1234;test;name;themopatch;
3	1;1234;test;name;themopatch;
4	1;1234;test;name;themopatch;
5	1;1234;test;name;themopatch;
6	1;1234;test;name;themopatch;
7	1;1234;test;name;themopatch;
8	1;1234;test;name;themopatch;
9	1;1234;test;name;themopatch;
10	1;1234;test;name;themopatch;

Exporting the database.

It's possible to export a used database from Make Your Mark.

This option is only possible with Make Your Mark 1.33 or higher.

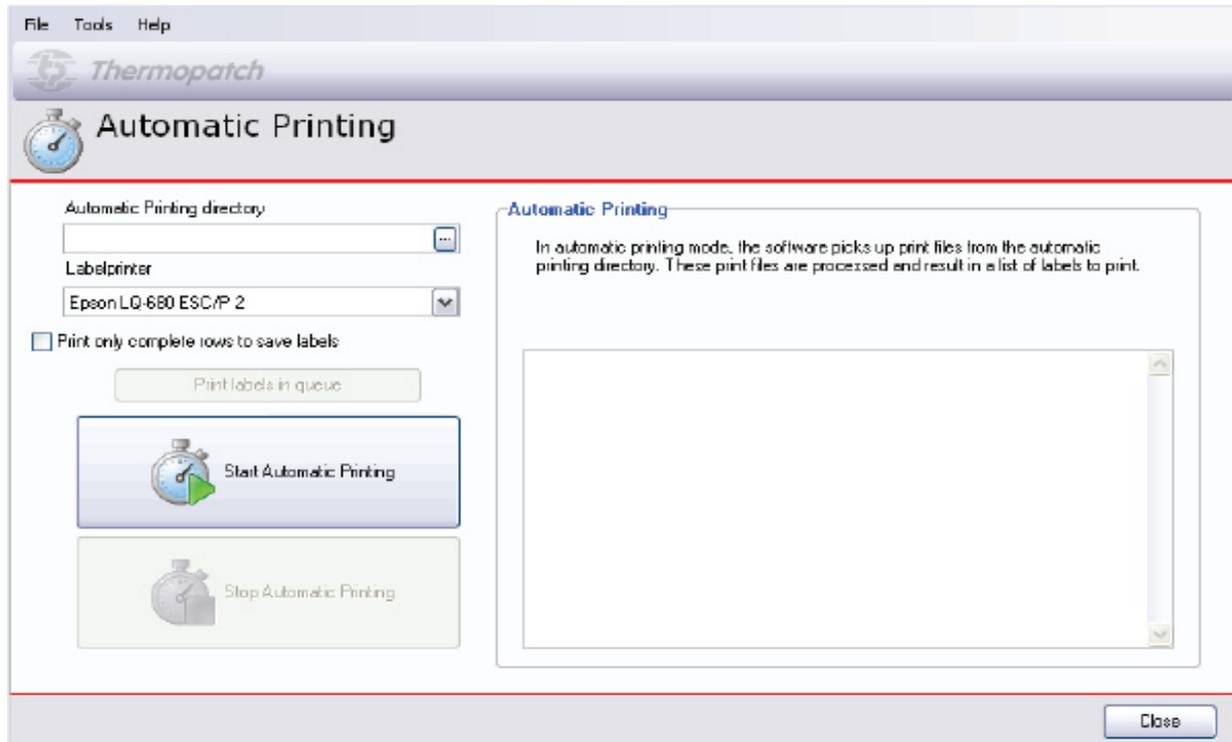


Select "Export" and choose where you want to save the file.

# Automatic Printing

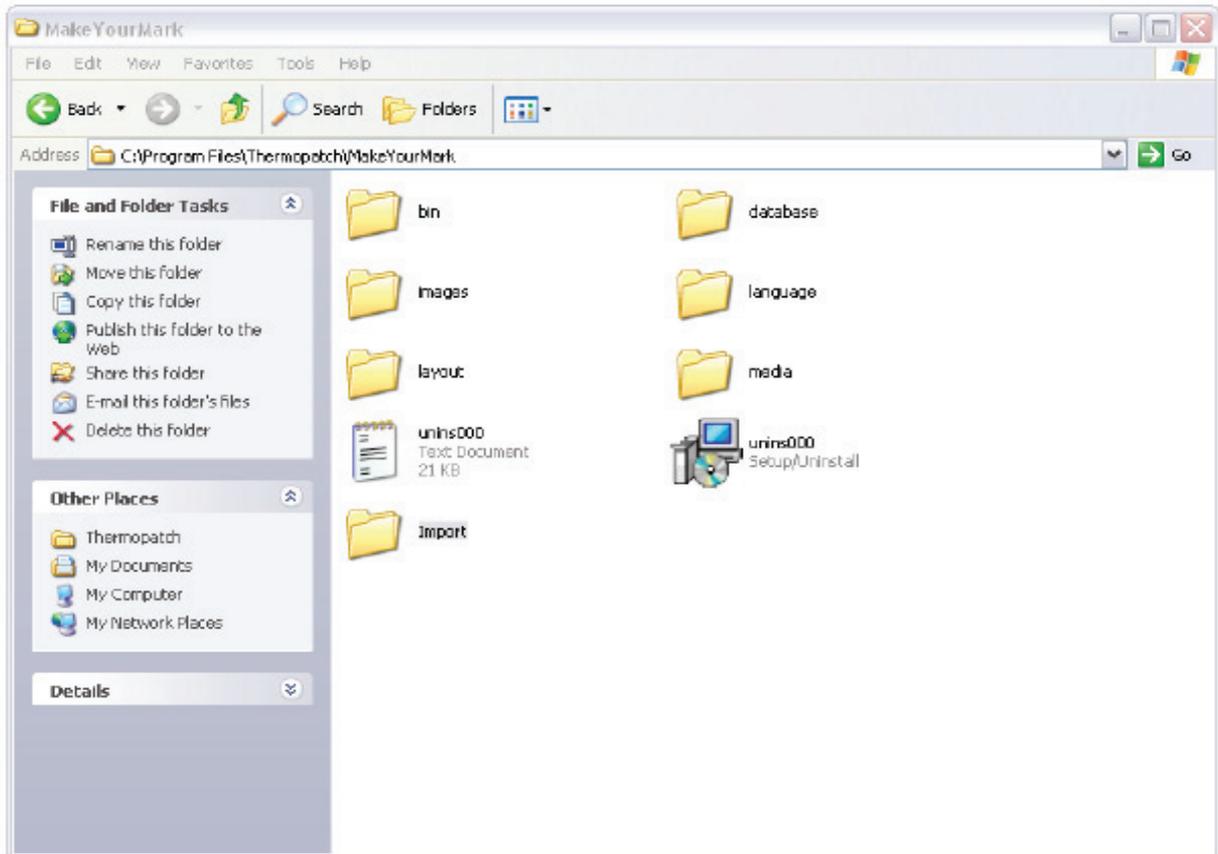
Make Your Mark has an option Automatic printing for importing data from other software programs. This is an advanced feature.

Automatic printing can be found in the menu under Tools, Automatic printing.



Under Automatic Printing directory you configure the directory where Make Your Mark has to look for text files, which will then automatically be printed to the printer which is named under the Label printer option.

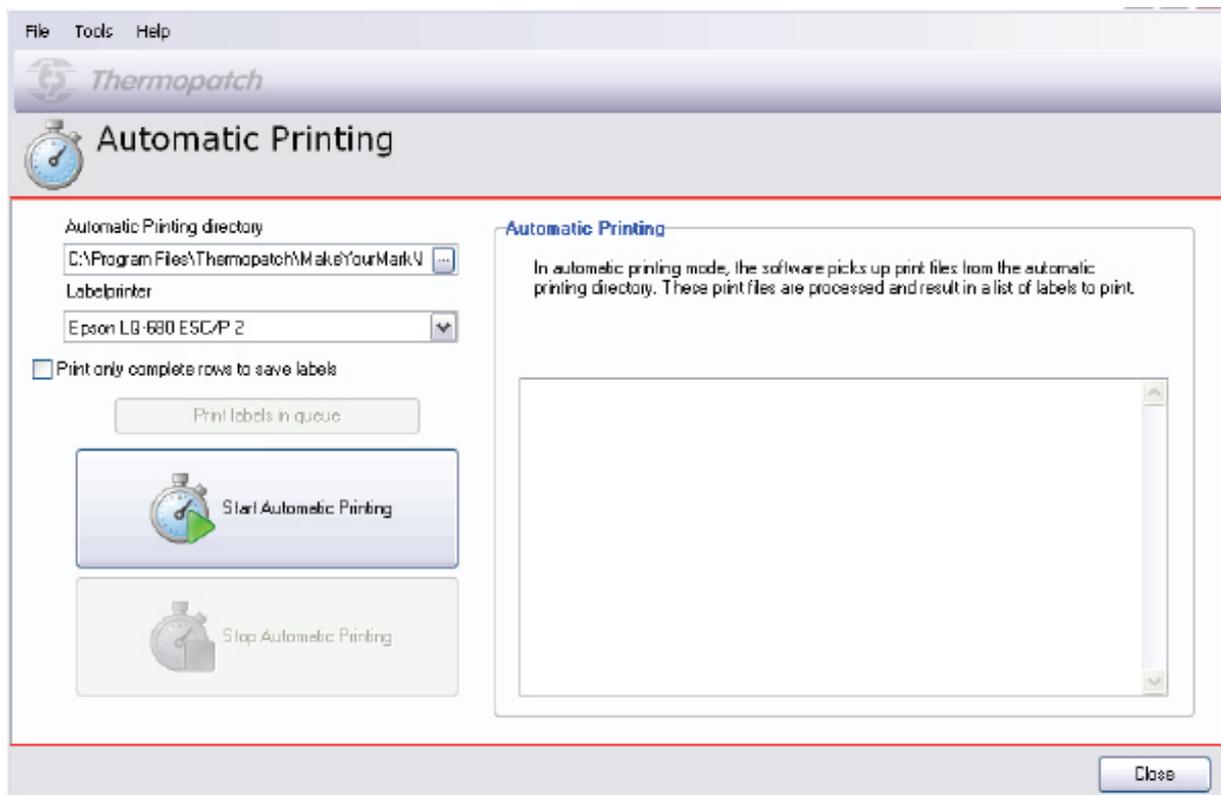
In this sample we create a directory Import under c:\program files\Thermopatch\MakeYourMark



In Make Your Mark we select the directory:

c:\program files\Thermopatch\MakeYourMark\Import

Click on the  icon and browse to the location.



Select the printer you want to print to, in this sample the Epson LQ-680 ESC/P 2.

The text file which can be written into the Import directory must have the following layout:

First column is the number of labels then the separator symbol ;

Second and other columns are data fields.

Sample:

20;Name;Location

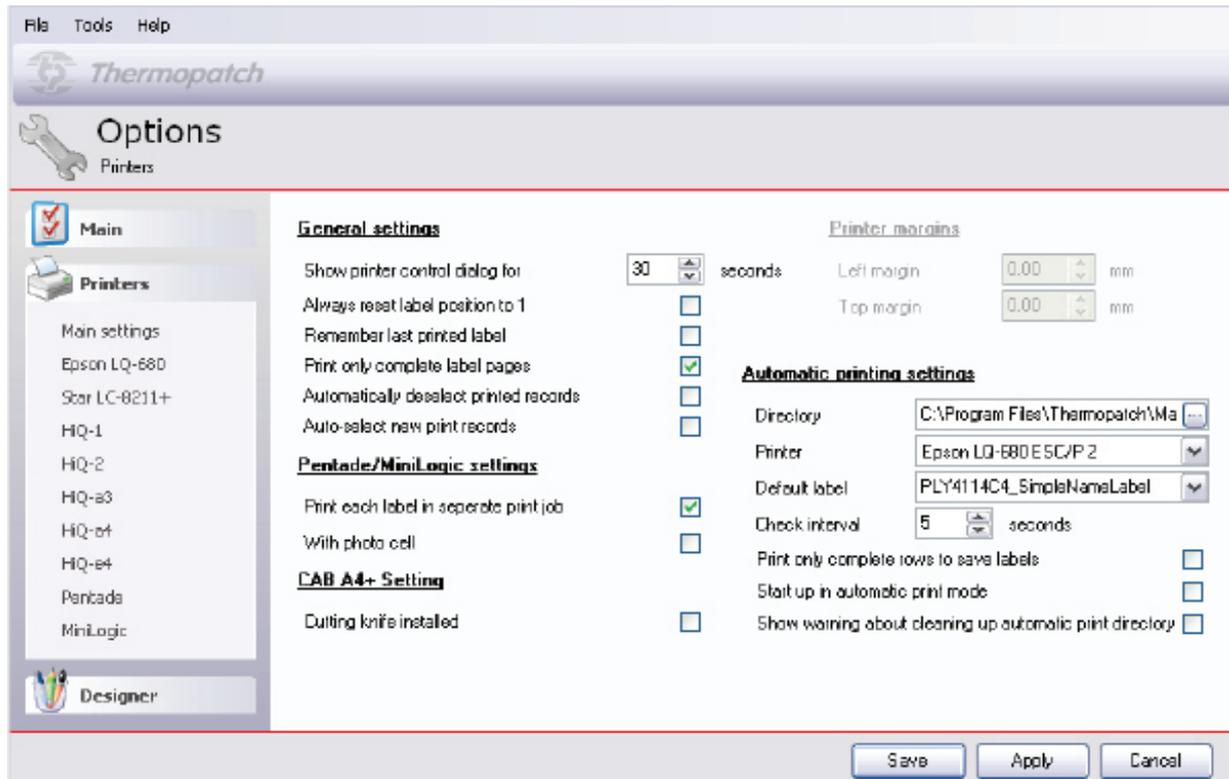
Will result in 20 labels of the same, with Data1 filled with Name and Data2 filled with Location.

1;Name1;Location

1;Name2;Location

Will result in 2 labels with Data1 filled the first time with Name1 and the second label filled with Name2. Data2 will be filled twice with Location.

Under options you can set some defaults for Automatic printing.



Directory is the default directory where the program looks for new text files.

Printer is the default printer automatic will print to.

Print only complete rows to save labels option is for saving labels and print only complete rows, which means if you use for example Plytex® 4 labels a row, the first three prints will not be printed until the fourth is printed all four labels will print. The printer then gives a form feed and the labels can be taken off. After repositioning the Plytex® new commands can be given for printing.

There is an option to start up Make Your Mark with the Automatic.

Go to options, printers than select main settings.

### Automatic printing settings

Directory	C:\Program Files\Thermopatch\Ma ...
Printer	Epson LQ-680 ESC/P 2
Default label	PLY4114C4_SimpleNameLabel
Check interval	5 seconds
Print only complete rows to save labels	<input type="checkbox"/>
Start up in automatic print mode	<input checked="" type="checkbox"/>
Show warning about cleaning up automatic print directory	<input type="checkbox"/>

If you select "startup in automatic print mode" Make Your Mark will startup in the automatic printer.

# Chapter 4 Printer Installation Guides

## What you will find in this chapter

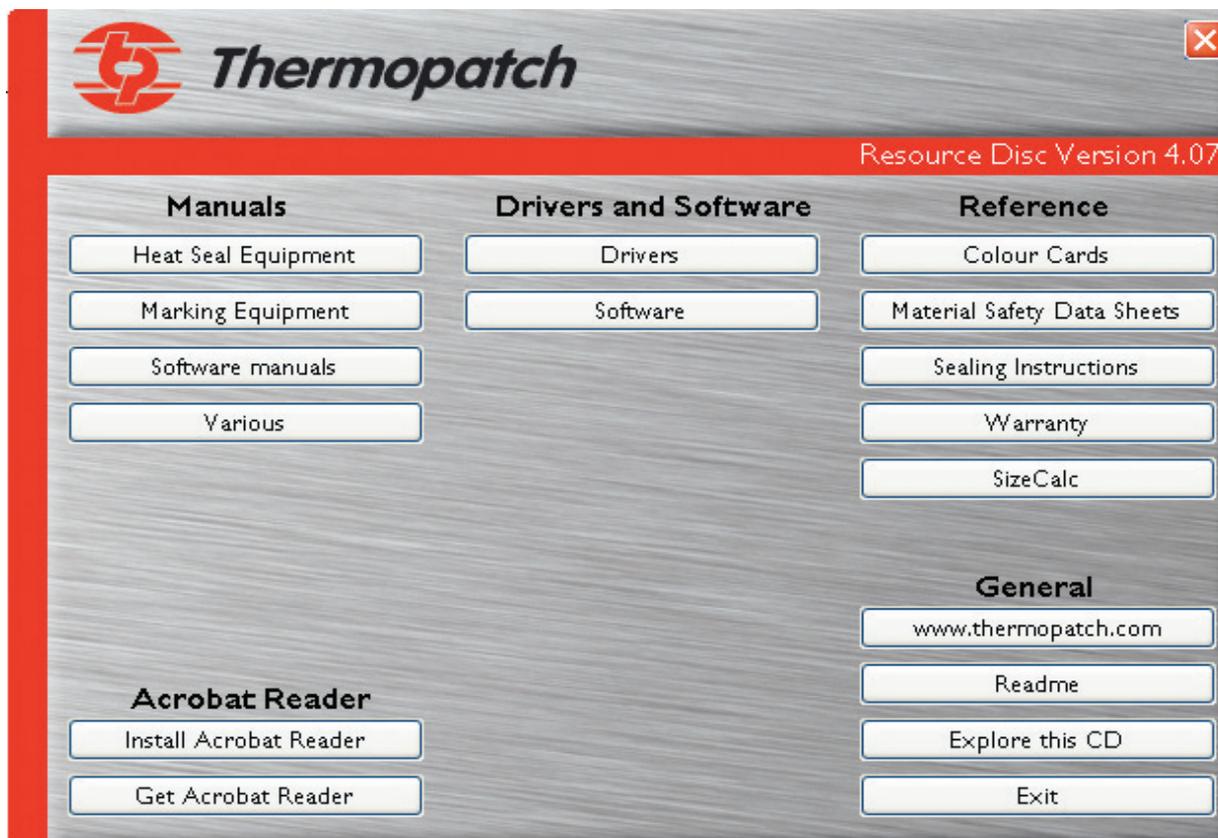
Installing HiQ a4+	45
Installing HiQ-a4+ perforation/full cut combination cutting device	65
Installing the HiQ e4	71
Error Messages by the HiQ e4	82
Installing Epson LQ 680 ESC/P 2	85
Driver installation for Epson LQ 680 ESC / P 2	87

# Installing HiQ a4+



Insert the Thermopatch Support CD. A menu will pop-up.

If the Auto-run feature is disabled, browse to the CD using the Windows Explorer and double-click the file: **CD\_Start.exe**



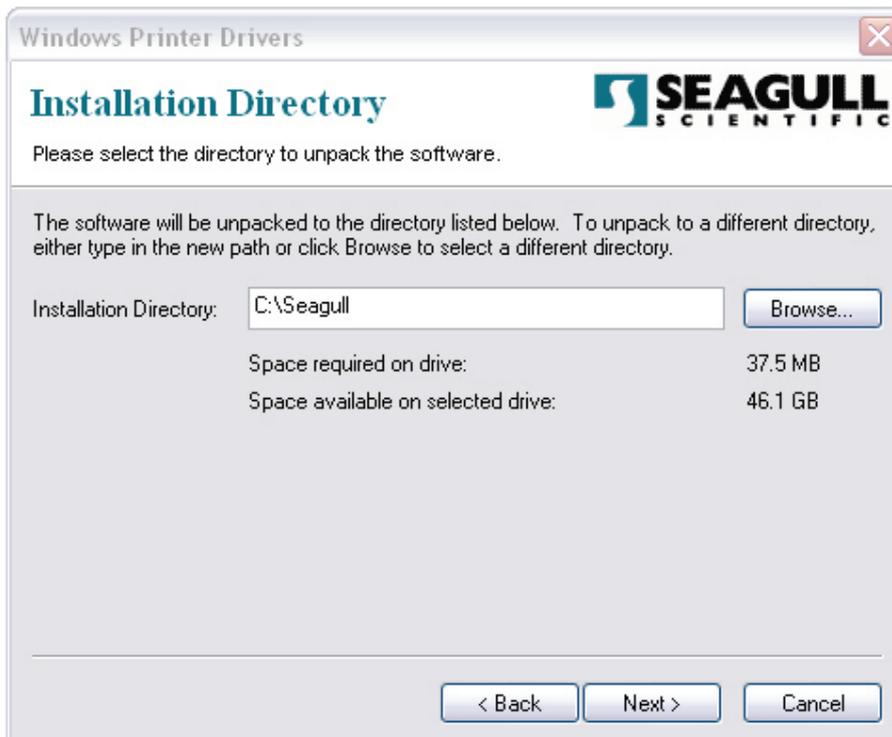
Select Drivers.

Click on HiQ-a3/a4 Driver installation.



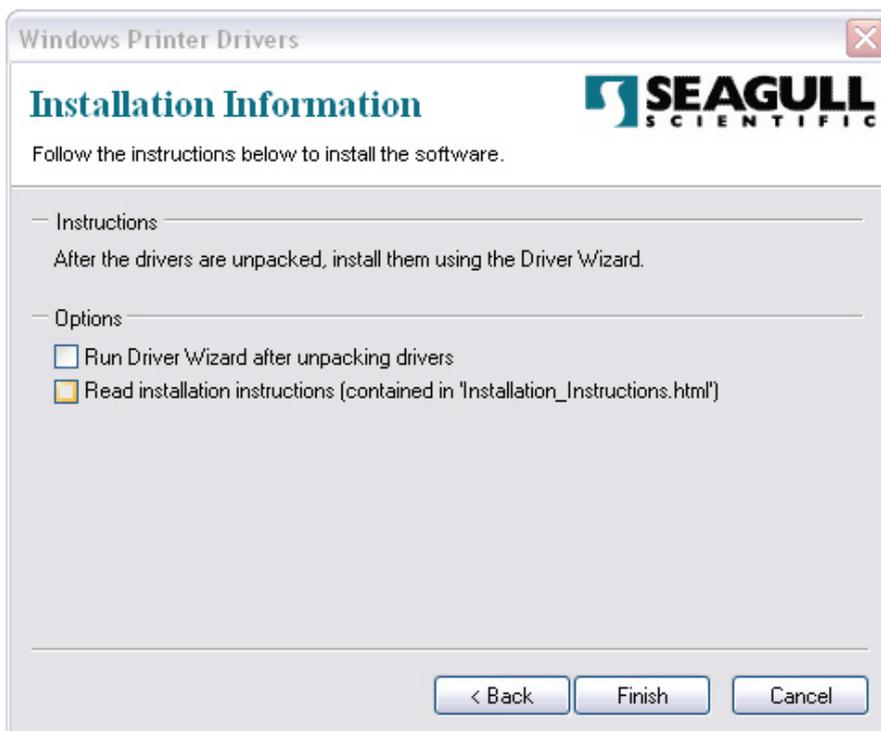
Select "I accept the terms in the license agreement" and Click Next.

In the next screen you can select the path where to extract the driver, in this example we leave the default value on "**C:\Seagull**"



Click Next.

Clear the check boxes.



Click Finish.

The installation program will now extract the drivers.



When done, close the Thermopatch Support menu.

The driver is now extracted to your hard disk.

To continue installing, you will have to decide how to connect the printer.

By default you have 3 options to connect the printer:

- USB Cable directly to a PC
- Ethernet UTP Cable to a network
- Serial Cable directly to a PC

The 2 most common options will be explained, namely

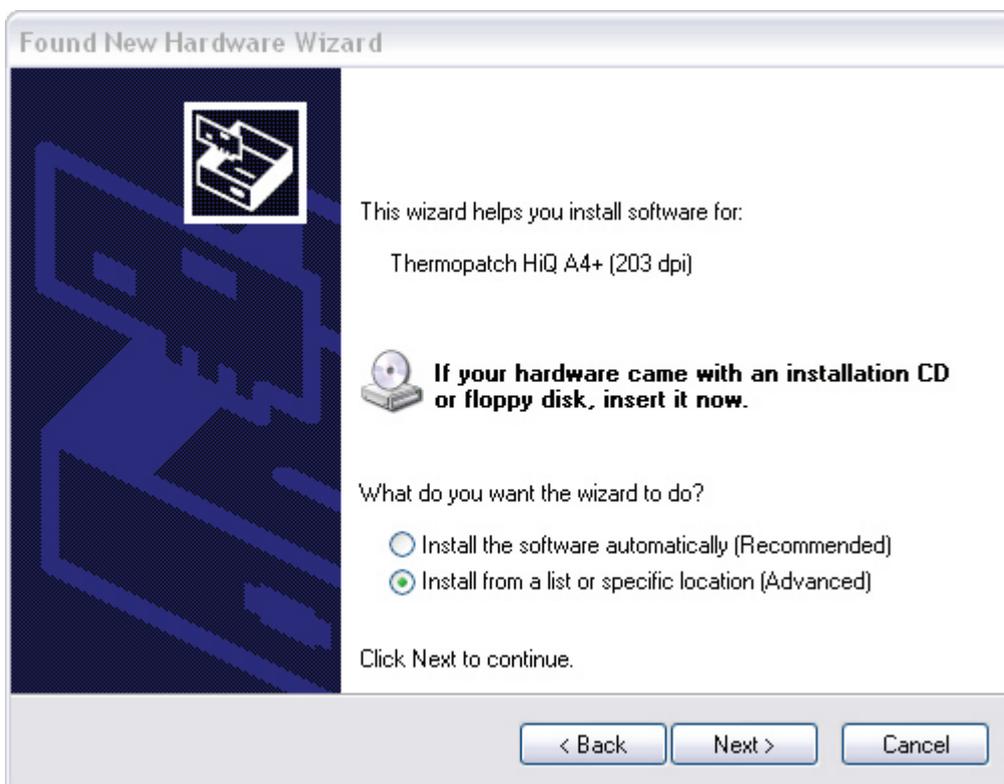
USB and Ethernet  
USB-Cable connection

As soon as the cable is connected and the printer is turned on, Windows will recognize there is a printer attached.

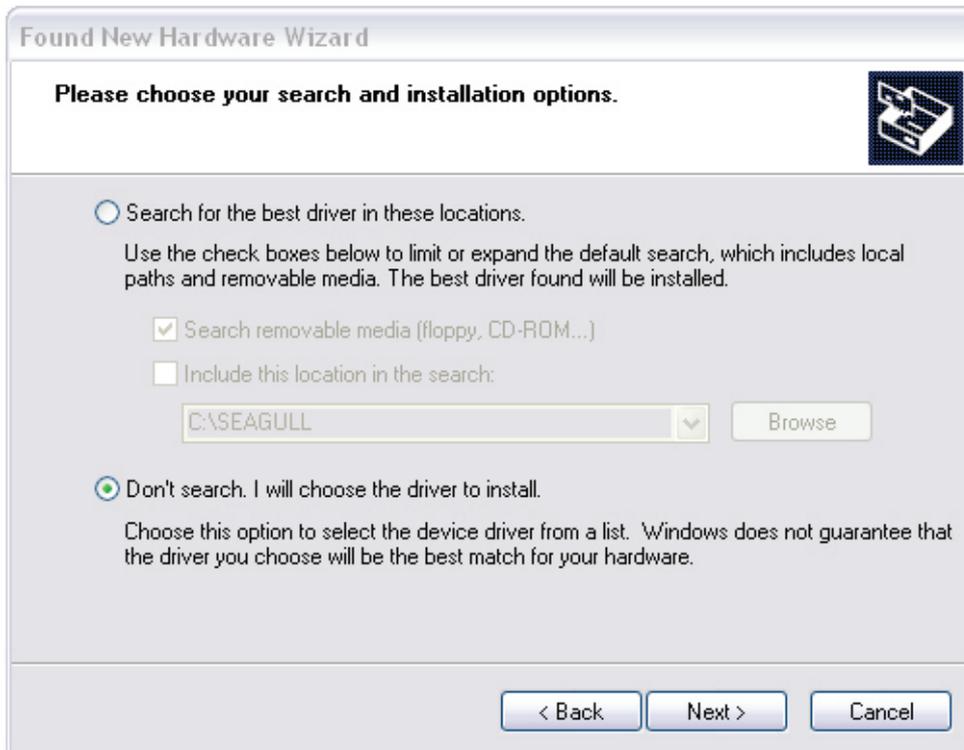
In the lower right corner of the screen you will see the following:



Afterwards Windows will start the "New Hardware Wizard"

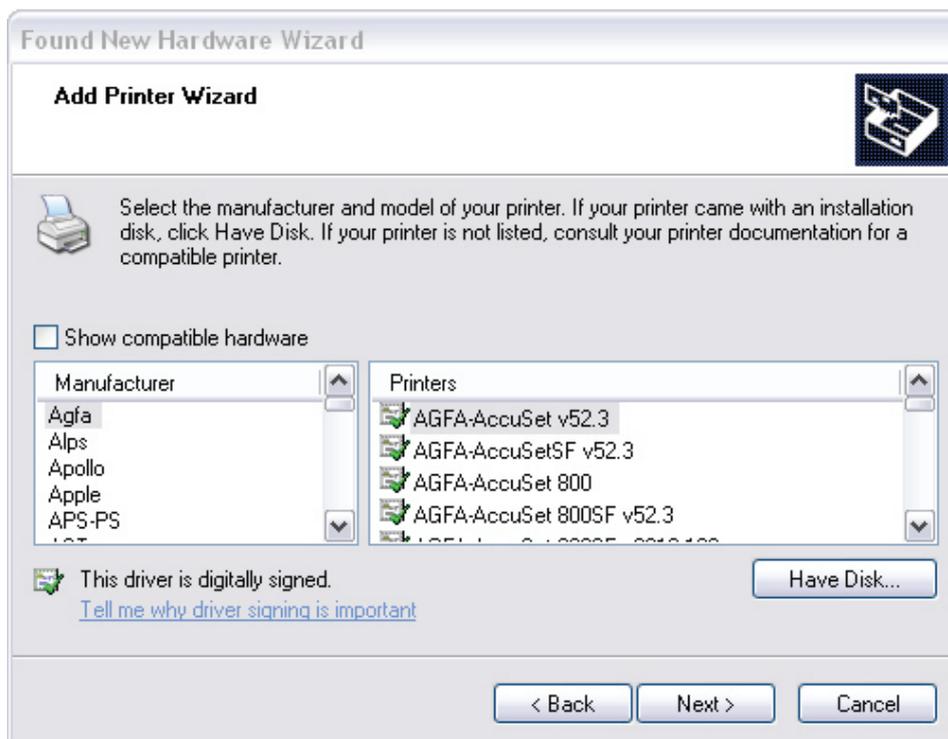


Select "Install from a list or specific location (Advanced)" and Click Next.

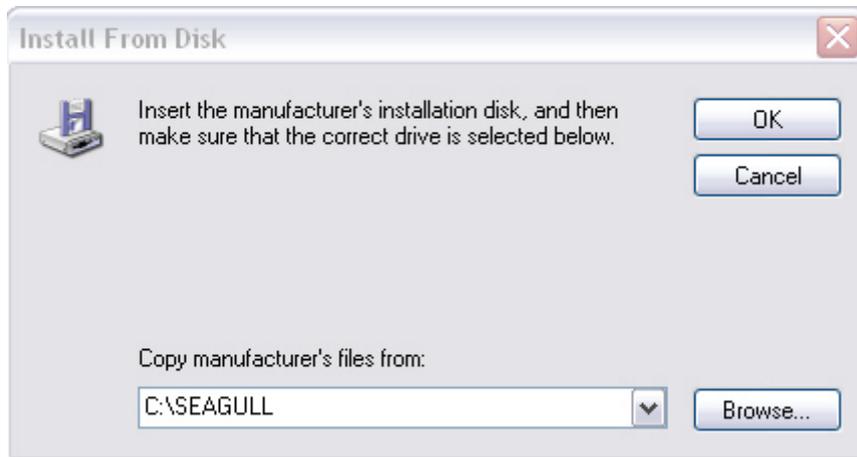


Select "Don't search. I will choose the driver to install."

Click Next.



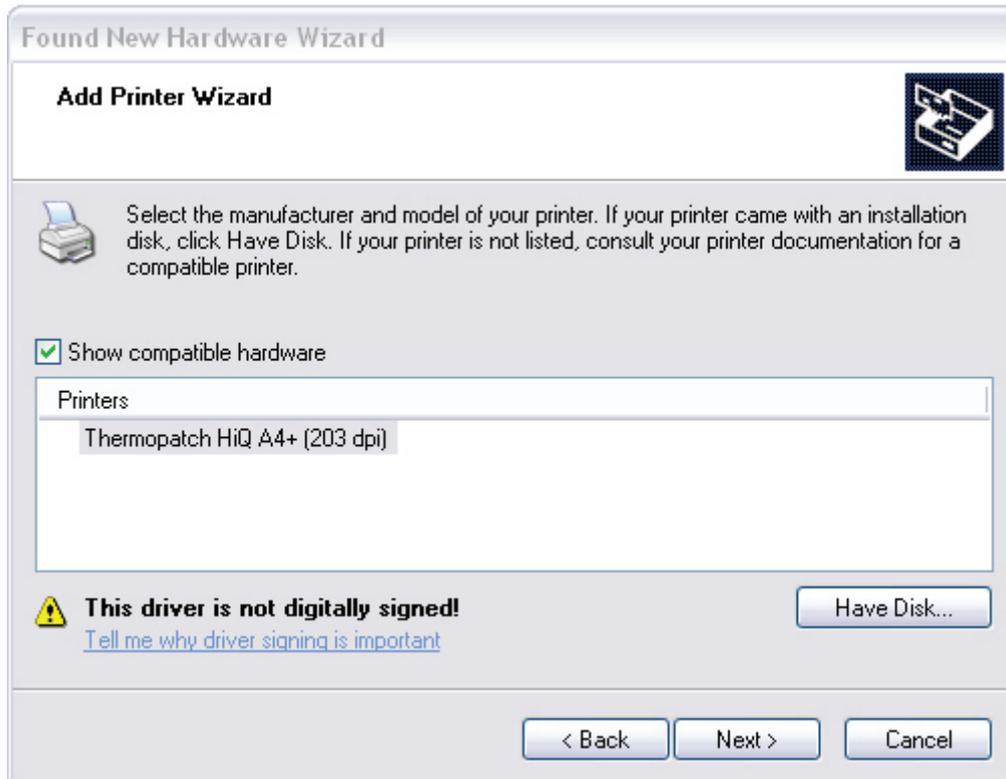
Click the button "Have Disk".



Enter the path where the drivers were extracted:

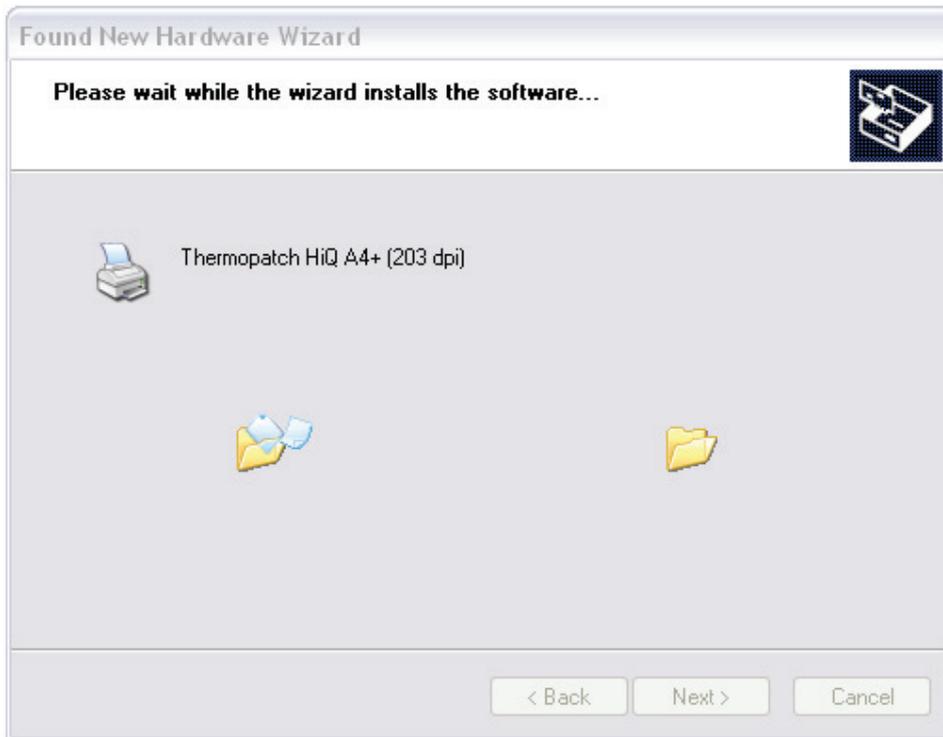
In this case the default location: **"C:\Seagull"**

Click OK.

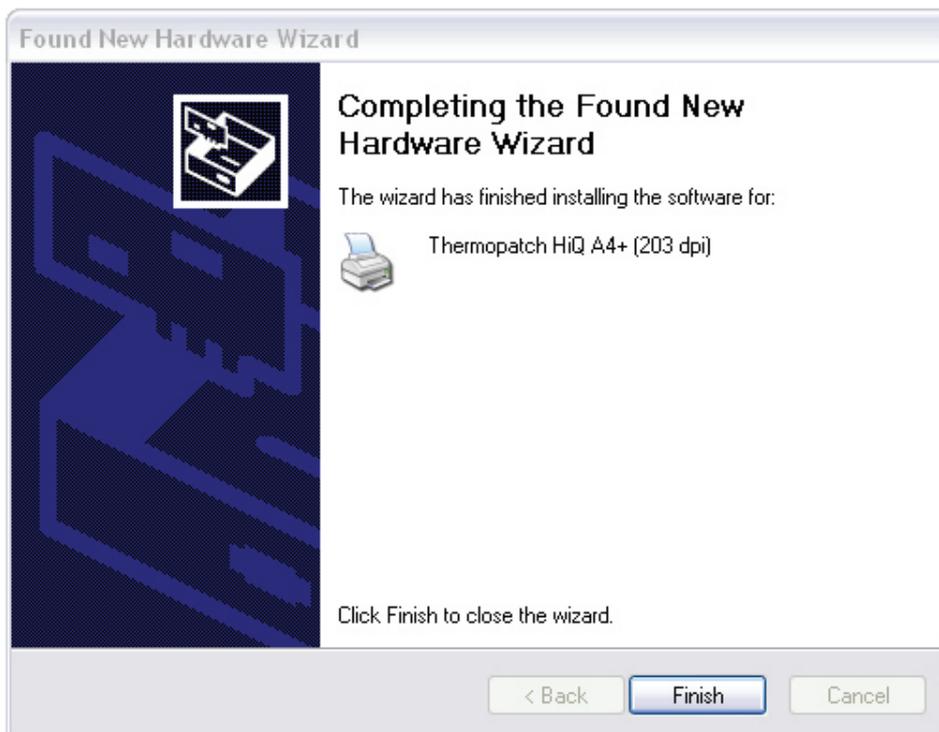


The Hardware Wizard will show the compatible driver, in this case only the "Thermopatch HiQ A4+".

Click Next.



If you see a message about driver signing, select continue anyway.



Click Finish.

You will see the following message in the lower right hand corner:



The printer driver has been installed. After setting up the options, like type of material or the optional cutter, the printer is now ready to use.

UTP-Cable connection

Connect the printer to the network using a UTP cable (CAT 5, 5e or 6), and turn on the printer.

By default the printer is set on DHCP, but since this is not practical for a printer, we will set the printer to a fixed IP address.

This will have to be given by your system/network administrator.

For this example we will be using the following:

IP address: 192.168.0.50 and Subnet mask: 255.255.255.0

The printer has a display and a control panel which we will use to adjust the settings, using the below instructions.

Follow these steps:

Menu -> Setup

Arrow down key

Select Interfaces

Arrow down key

Select Ethernet

The first thing we do is to disable the DHCP

Press the middle of the control (ENTER)

Using the left or right arrow keys you can select ON or OFF.

Set DHCP to off and press ENTER again.

Arrow right once, and press ENTER.

You will see a default IP address.

Use the Left and Right arrow keys to move the cursor.

The Up and Down arrow keys will change the number at the location of the cursor.

For this example we will change the IP address to:  
192.168.0.50

When done, press ENTER.

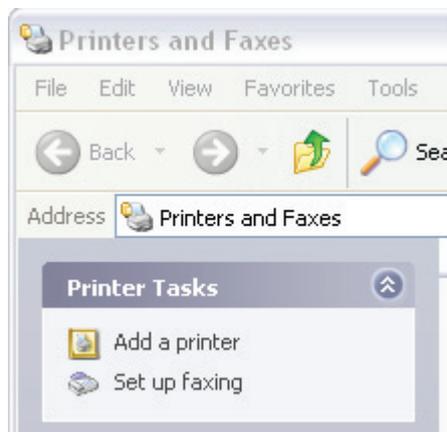
Press the arrow right key once, and press ENTER.

Enter the Subnet mask and press ENTER.

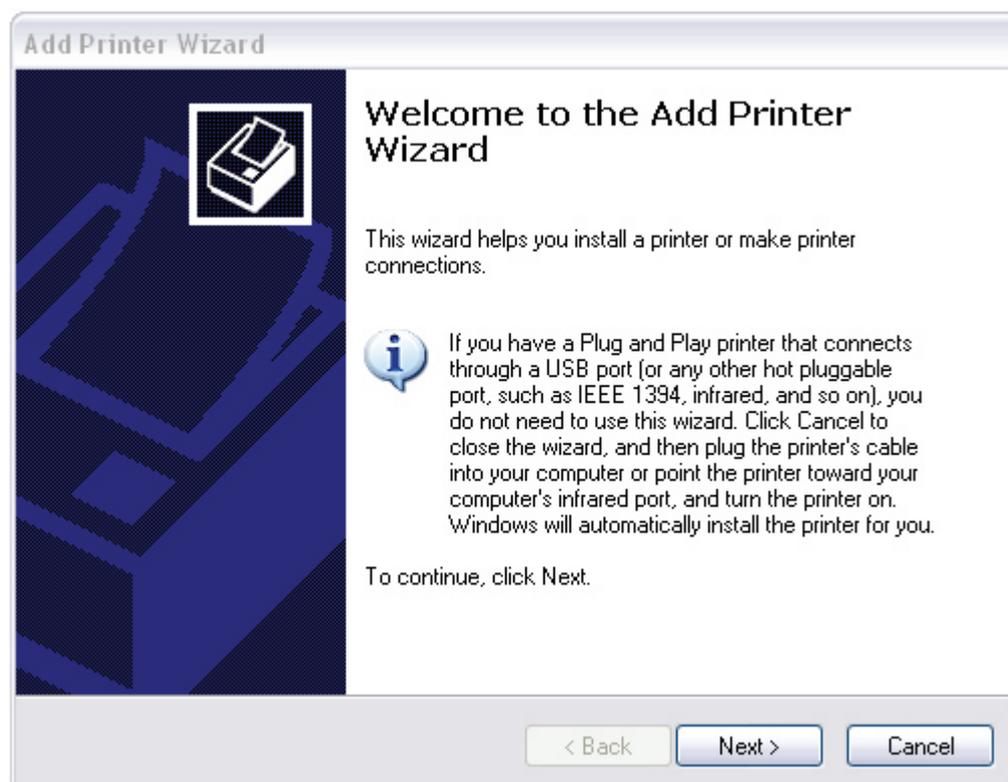
The printer is set. Exit the menu by pressing the Up arrow 3 times, followed by 3 arrows left.

Now we need to set up the printer driver in Windows.

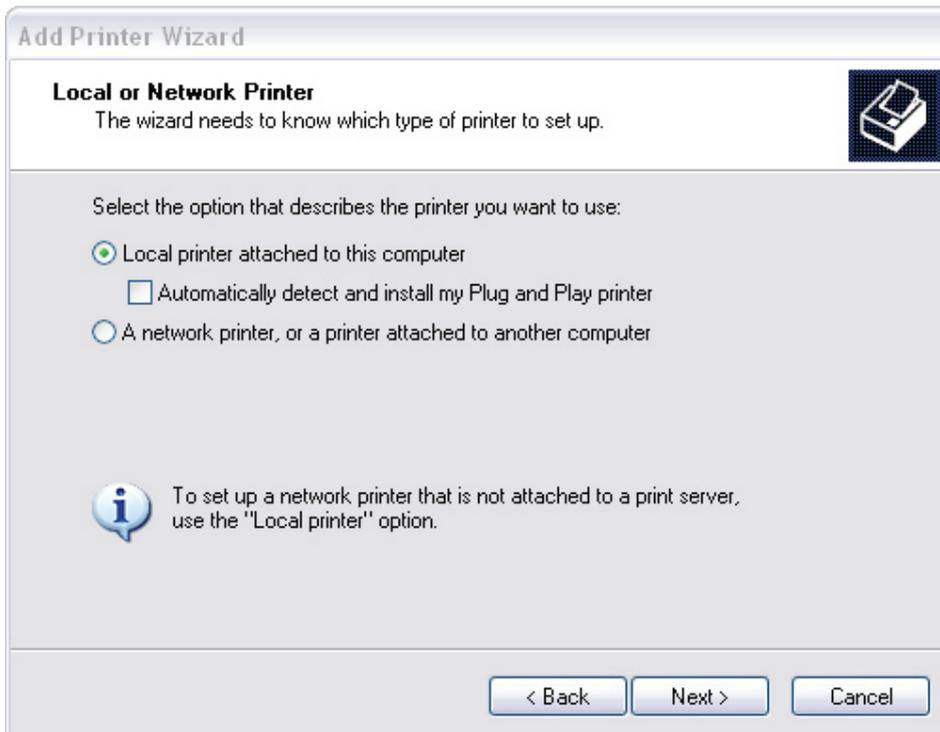
Click on Start and select Printers and Faxes.



Click on "Add a printer"

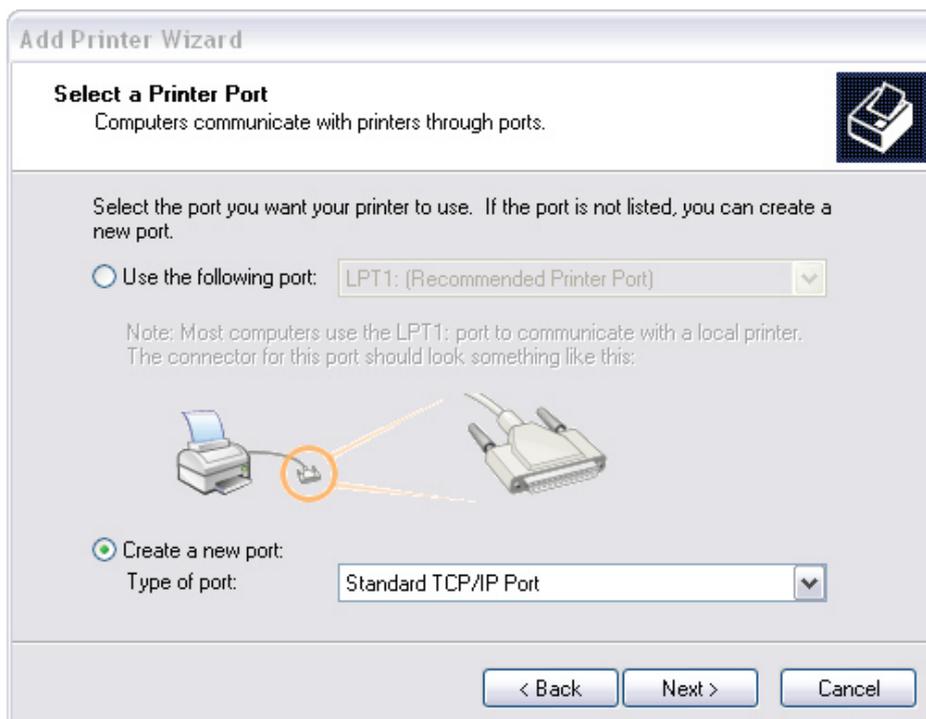


Click Next.



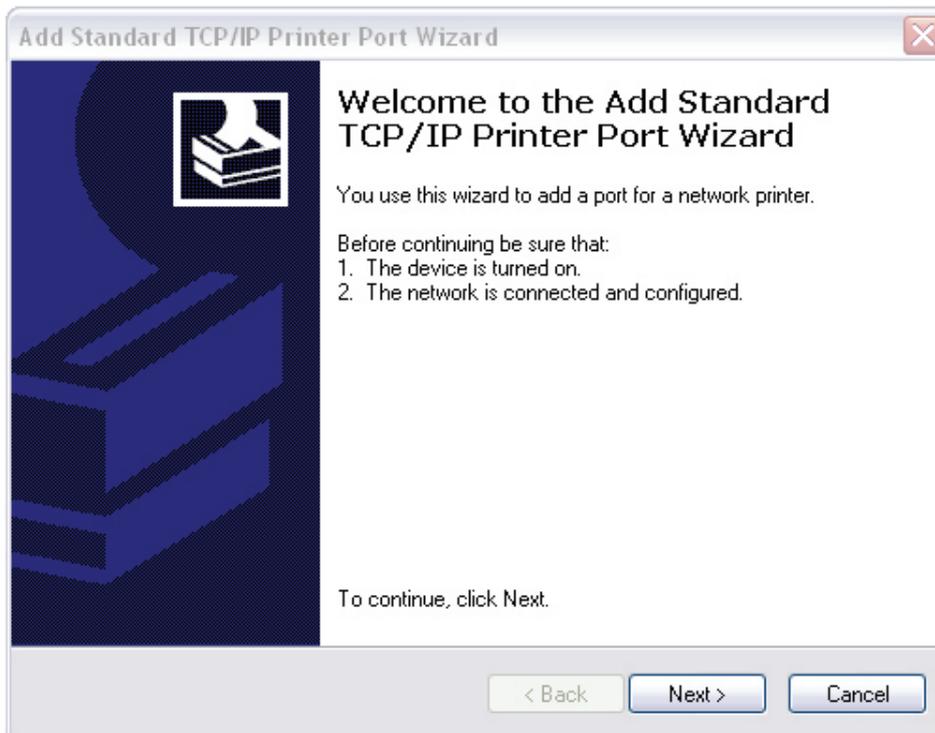
Select "Local printer attached to this computer" and clear the check box.

Click Next.

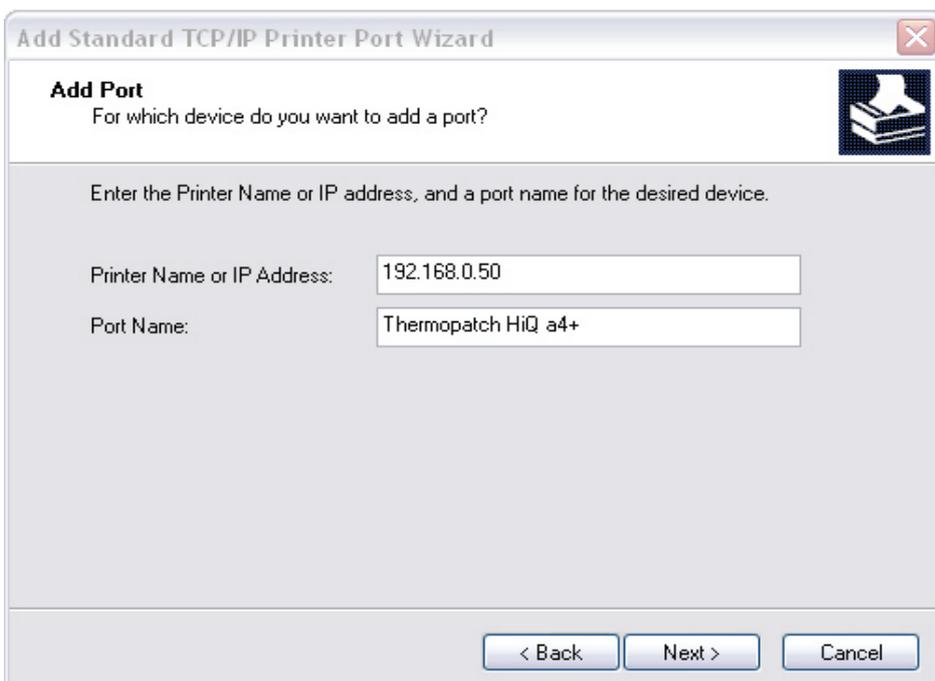


Select "Create a new port" and set the type of port to "Standard TCP/IP Port"

Click Next.



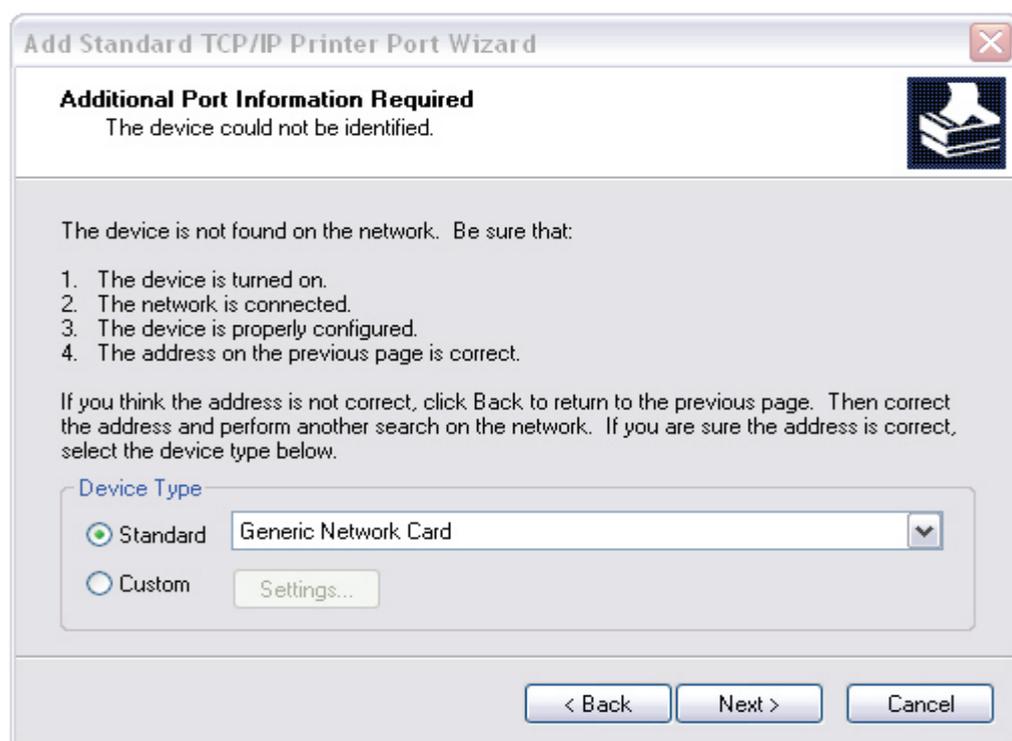
Click Next.



Enter the IP address you have set in the printer.

You can name the Port or leave it as default, for this example we changed it to "Thermopatch HiQ A4+"

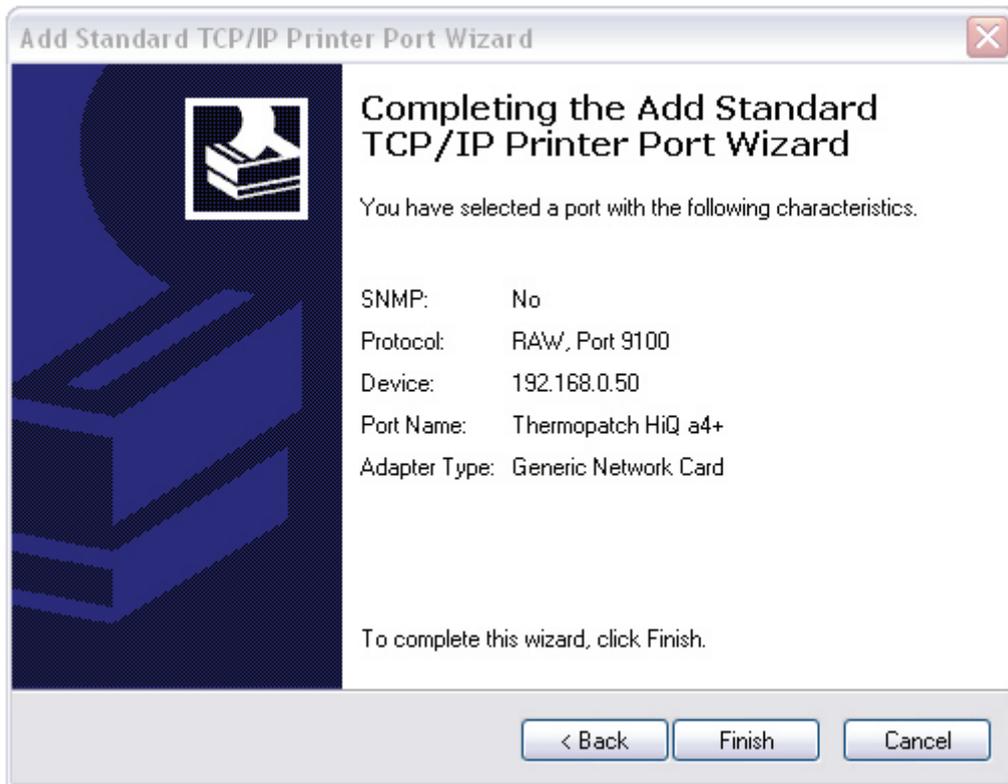
Click Next.



If you get the above message, make sure the device type is set to:

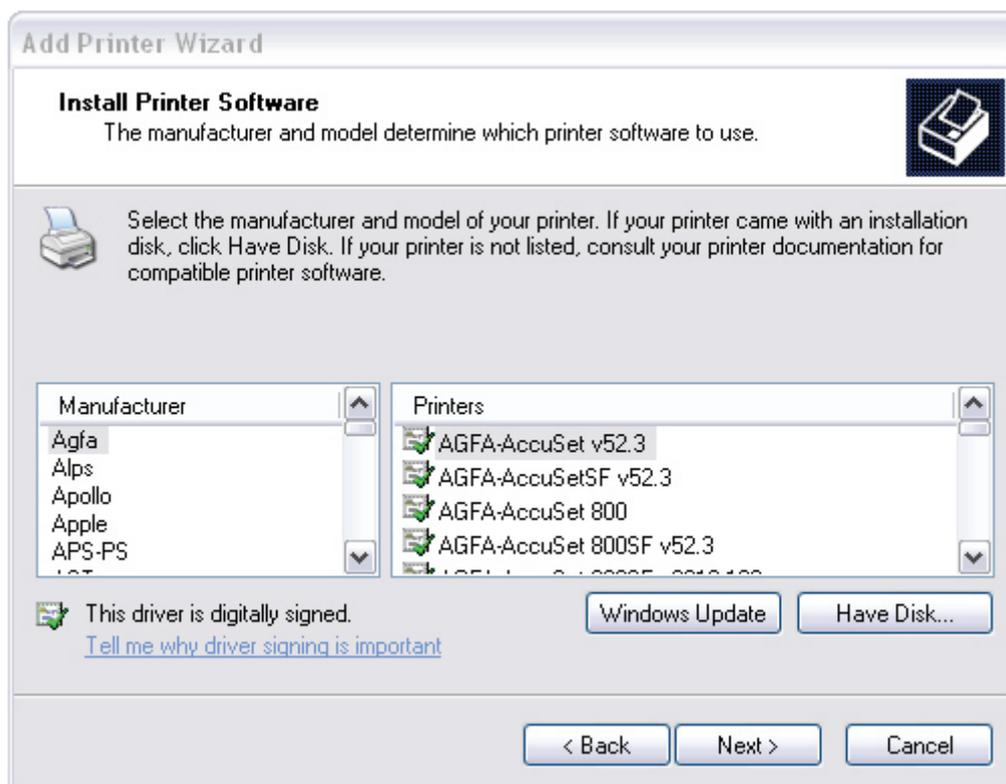
"Generic Network Card"

Click Next.

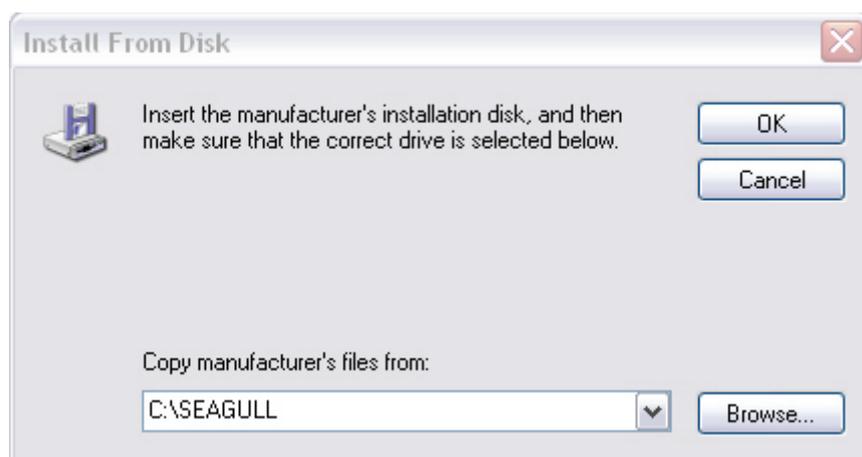


Click Finish

Now it's time to install the driver, the following screen will appear.



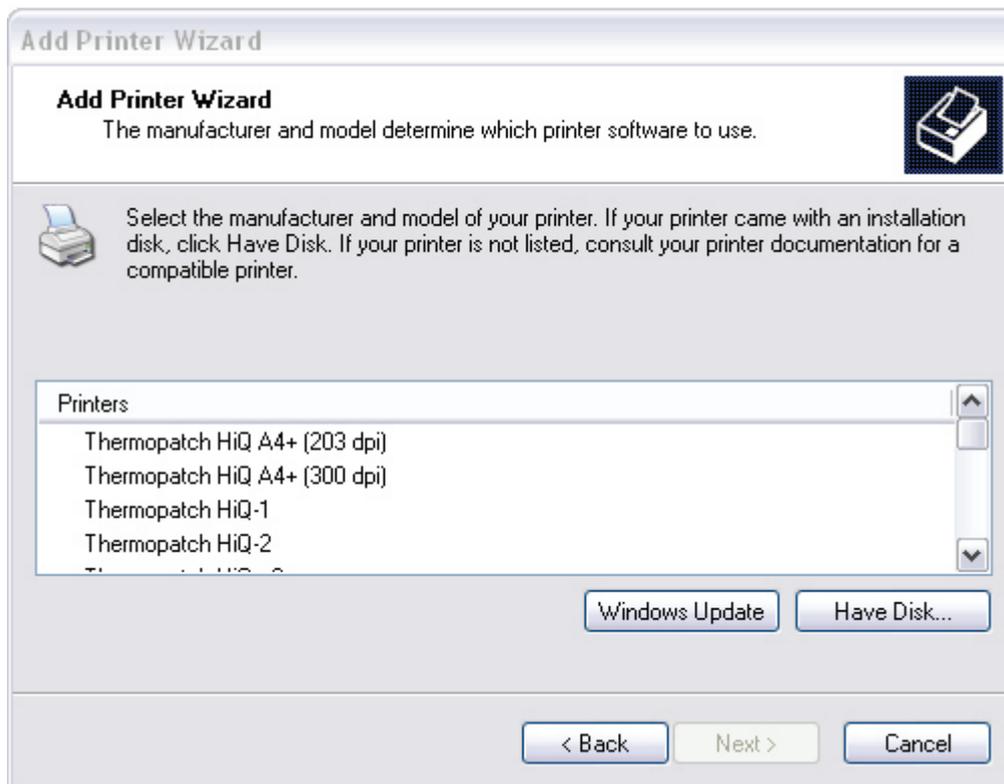
Click the button "Have Disk"



Enter the path where the drivers were extracted.

In this case the default location: **"C:\Seagull"**

Click OK.

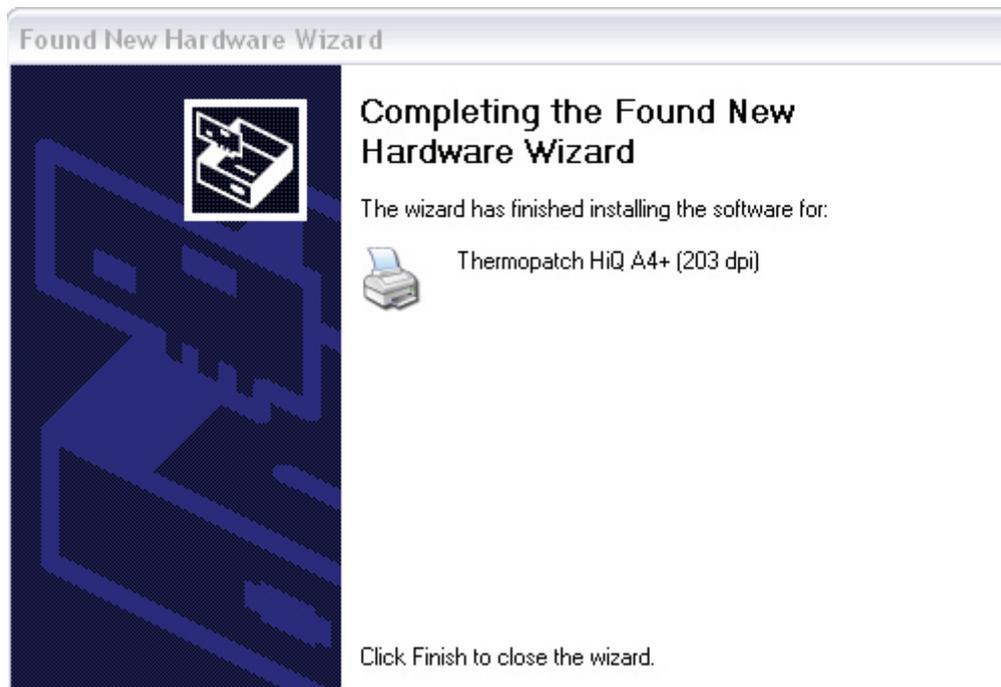


The Hardware Wizard will show the compatible drivers.

Click Next.

Files are being copied.

If you see a message about driver signing, select continue anyway.



Click Finish.

The printer driver is now installed. After setting the options, like type of material or the optional cutter, the printer is ready to use.

Setting up the printer options

The Thermopatch HiQ a4+ printer can be used on a number of materials:

HiQ continuous tape

HiQ Die-Cut tape

Hytex

Mediron continuous tape

Mediron Die-Cut tape (38x12.7mm only)

Thermo Trans tape

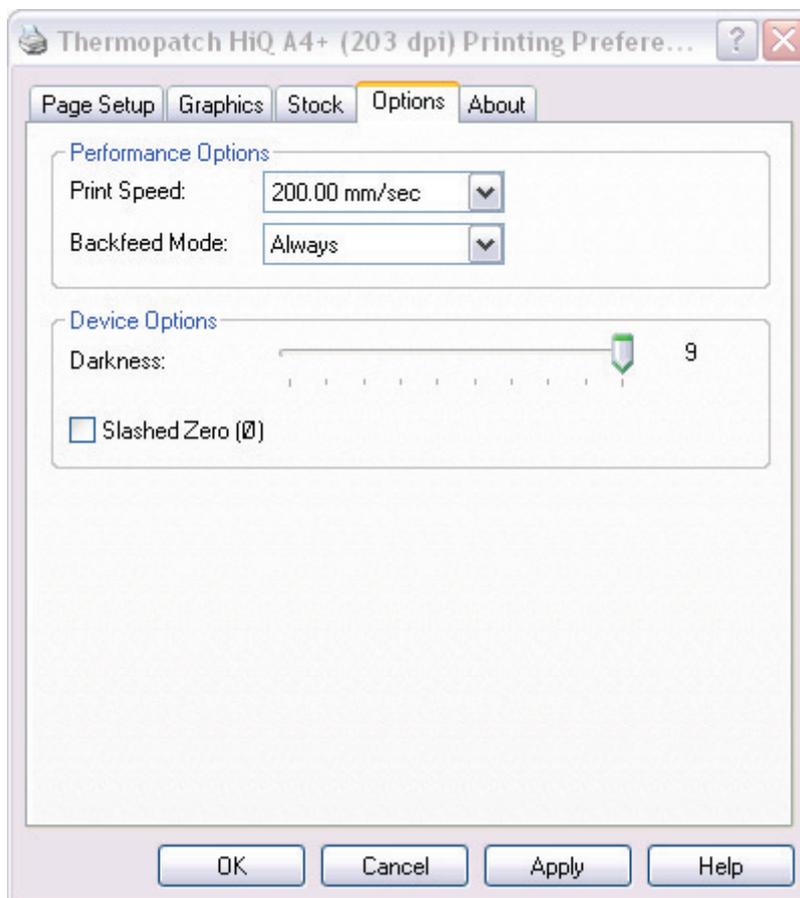
Basically we can divide these into two groups, the first group uses the optional cutter and the other group uses the internal sensor.

To set the options, right click on the printer driver under "Printers and Faxes"

Select "Printing Preferences"

Go to the tab "Options" and make sure the settings are like the image below.

Then click Apply.



Now click on the tab "Stock"

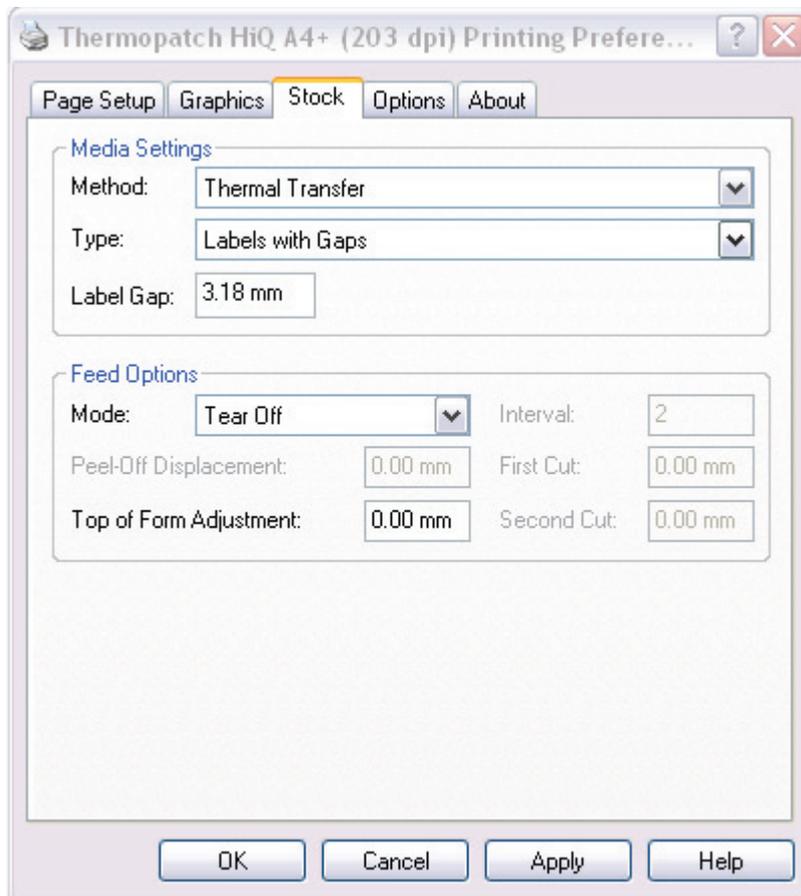
This is where you will set the options for the type of material and optional devices like the cutter.

## Setting up the HiQ A4+ sensor

The sensor is normally used in combination with pre-cut labels (die-Cut and Hytex).

Position the sensor on the printer so that it can 'see' the gap between labels "for instructions read the Quick Operator's Guide", that came with the printer.

In the driver set the following options under Printing Preferences:



After you click on OK, the printer is ready use the tear off option.

# Installing HiQ-a4+ perforation / full cut combination cutting device

For the HiQ-a4 thermal transfer printer there are three types of cutting devices available;

- CU4 Full cut
- PCU4 Partial cut (perforation)
- PCU4/10 Partial / full cut combination

This document explains the setup of the PCU4/10 cutting device in combination with Make Your Mark 1.35 or higher.

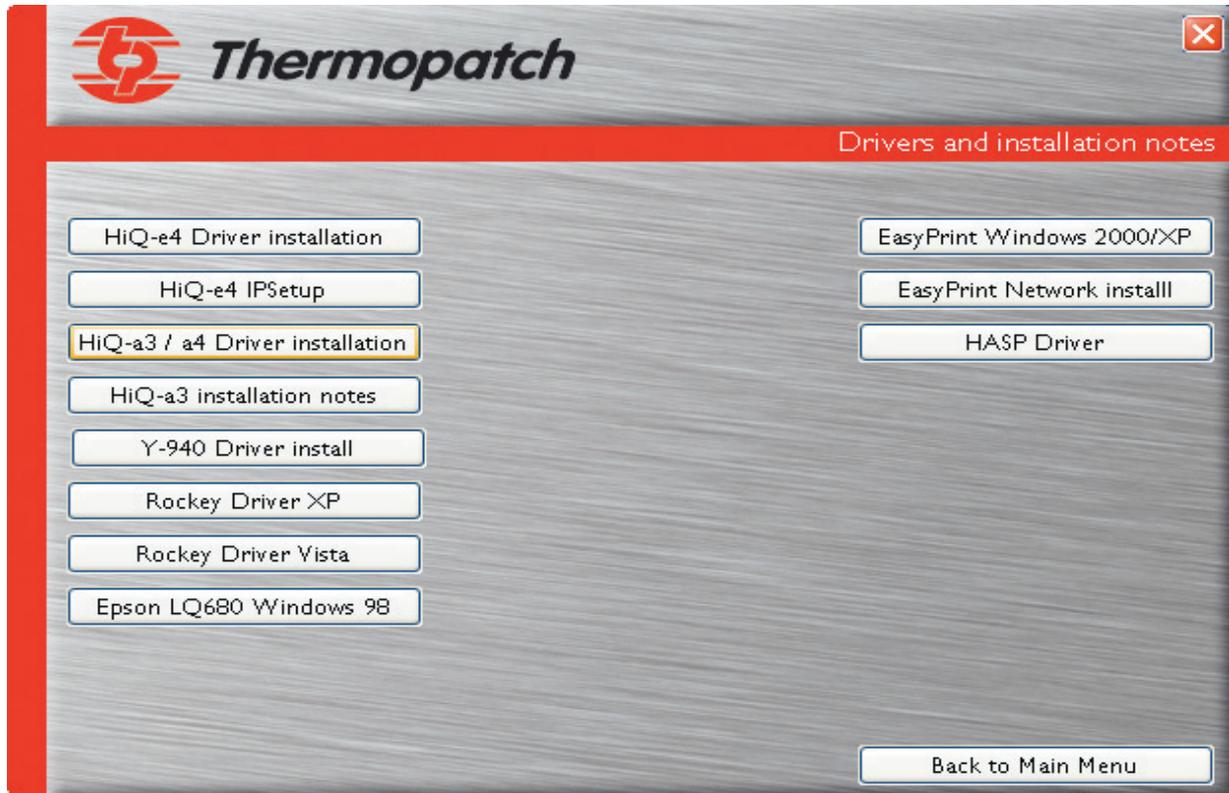
## Requirements

- HiQ-a4+ printer
- Cutting device PCU4/10
- Make Your Mark label printing software 1.35 or higher
- Seagull Thermopatch driver for HiQ-a4+ to be downloaded from the Internet at [www.seagullscientific.com](http://www.seagullscientific.com) or to be retrieved from the support CD that was shipped with the printer and software
- Personal computer with minimal Windows XP® operating system, CD drive, Administrator rights, 20Mb free disk space

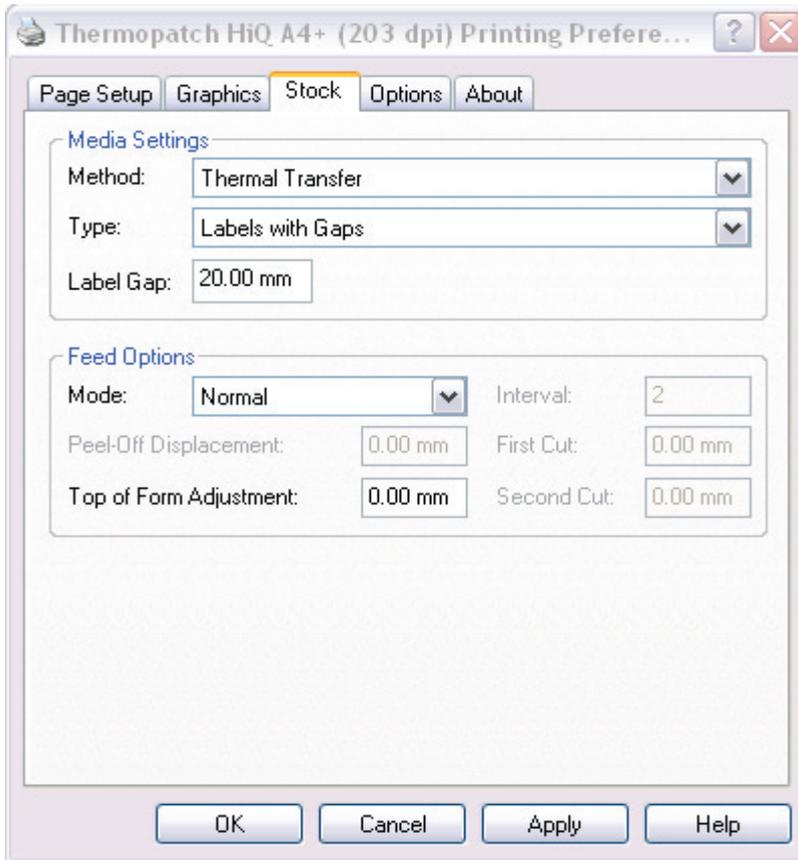
## Installation of the driver

For installation of Make Your Mark and connecting the printer to your system please refer to the other documents provided on the support CD.

The driver installation can be started from the Internet (after download) or from the support CD.



Select HiQ-a3 / a4 driver installation and follow the instructions on the screen. Once the driver is installed please set under the tab Printing preferences / Stock the settings as in screen below.

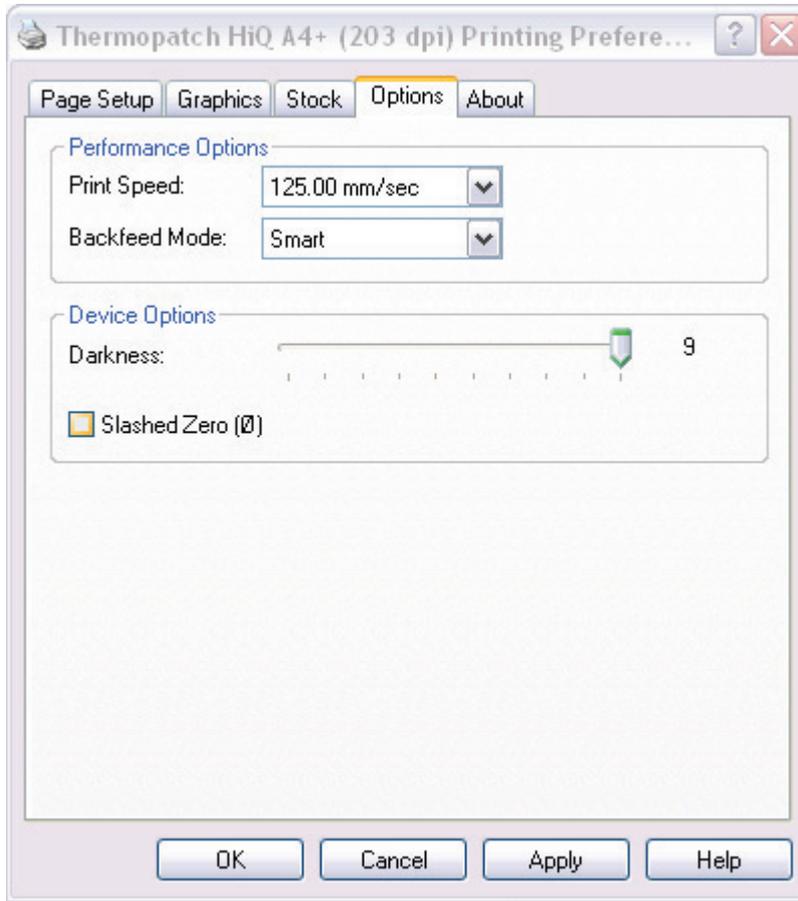


Make sure that the Feed Options Mode is set to Normal.

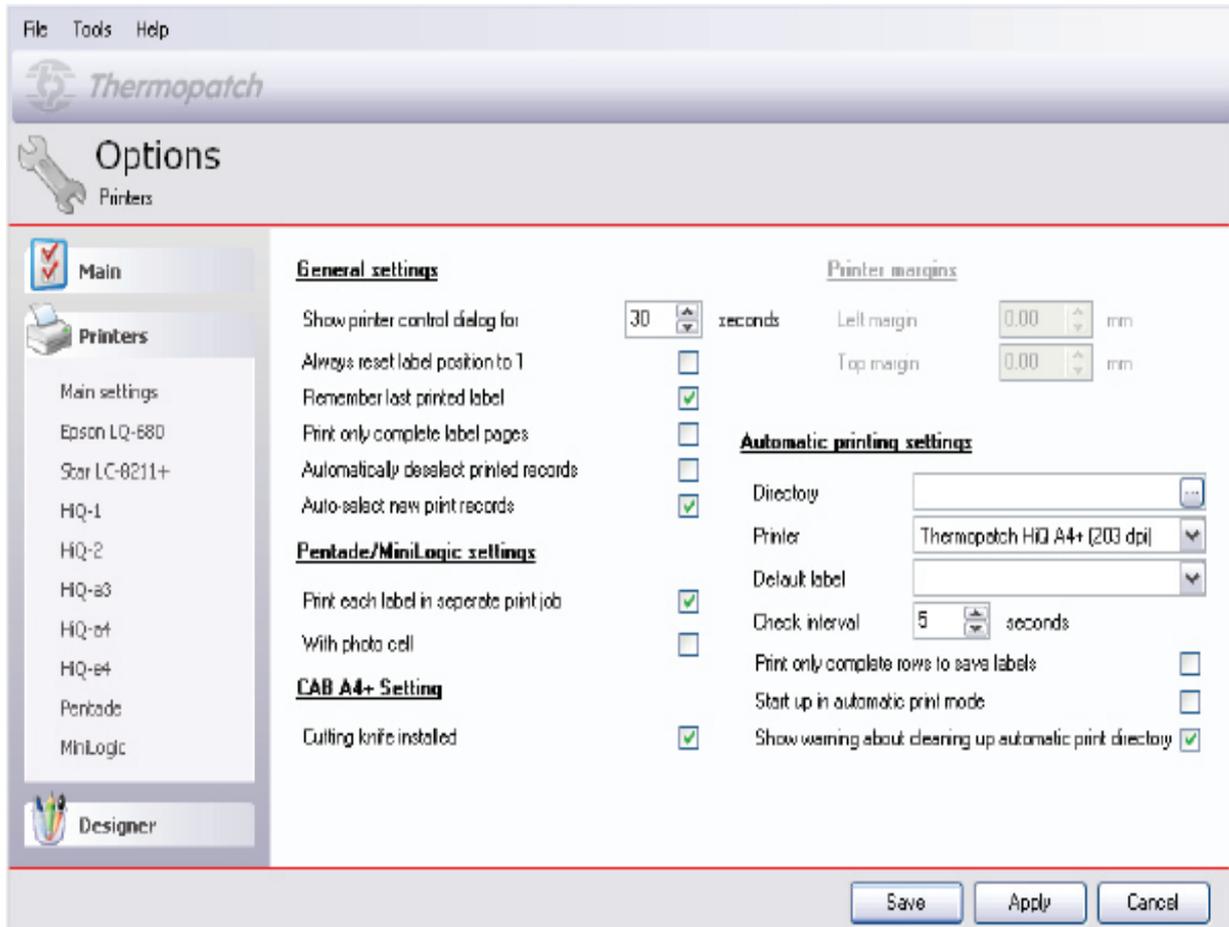
This is required because Make Your Mark will control the cutting device and not the driver.



Set the settings under options as below

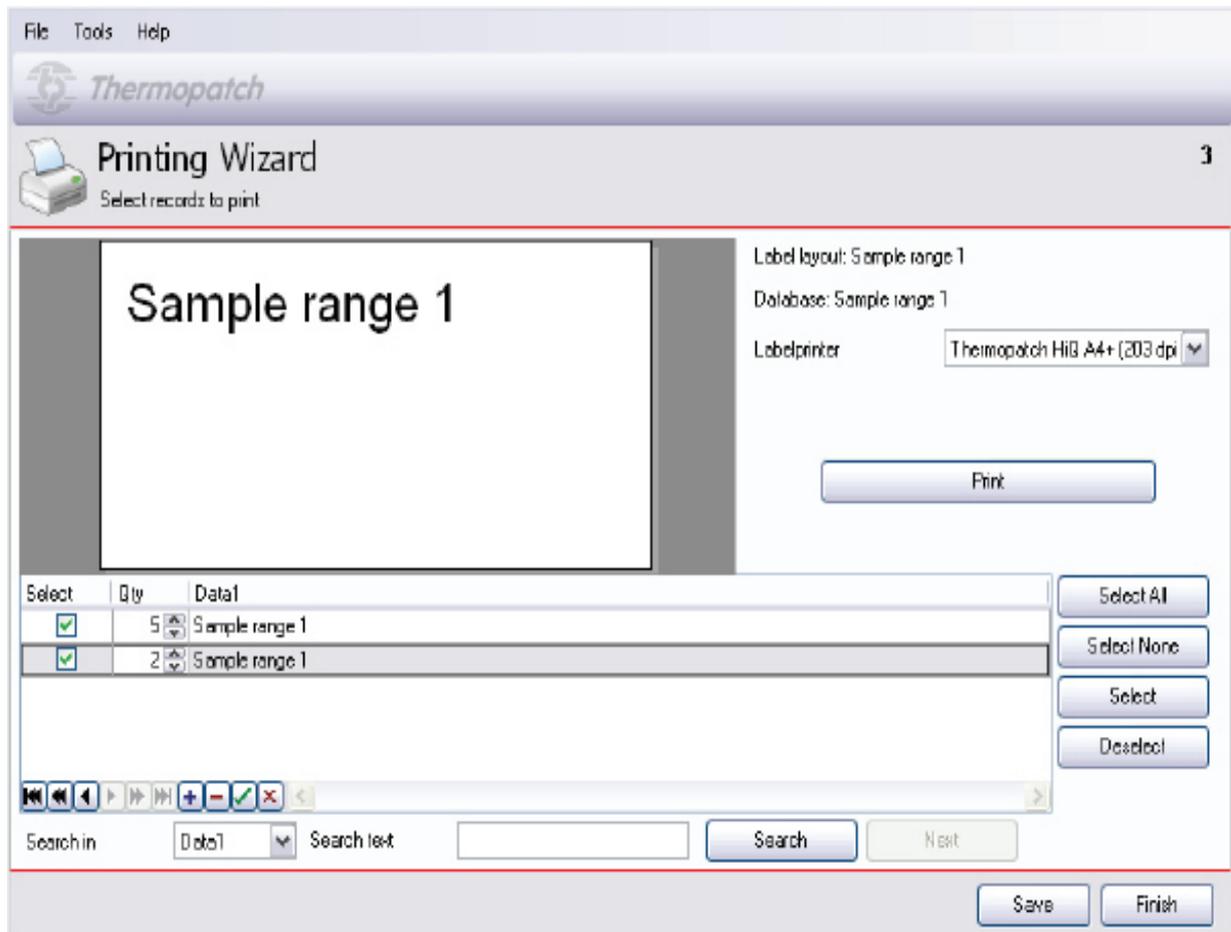


Install Make Your Mark and click under Options the box Cutting knife installed.



Testing the setup

Create a new layout with one data field and add two or more records each with their own quantity.



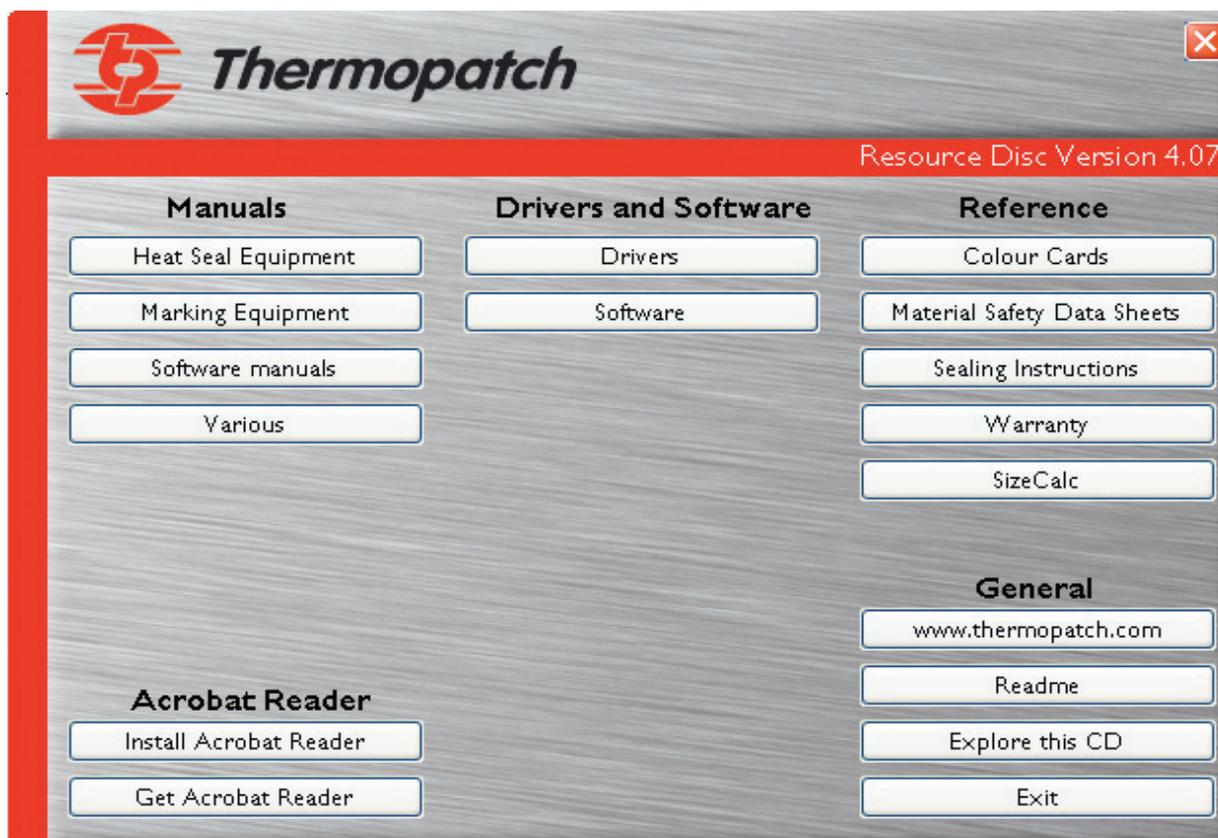
Select all and press print (make sure that you select the Thermopatch HiQ-a4+ (203 dpi) for the printer.

The system will now print the labels and each label will be perforated (partially cut) and the last label of a series will be cut full.

# Installing the HiQ e4

Please insert the Thermopatch Make Your Mark installation disk into your CD-rom.

The following screen will appear:



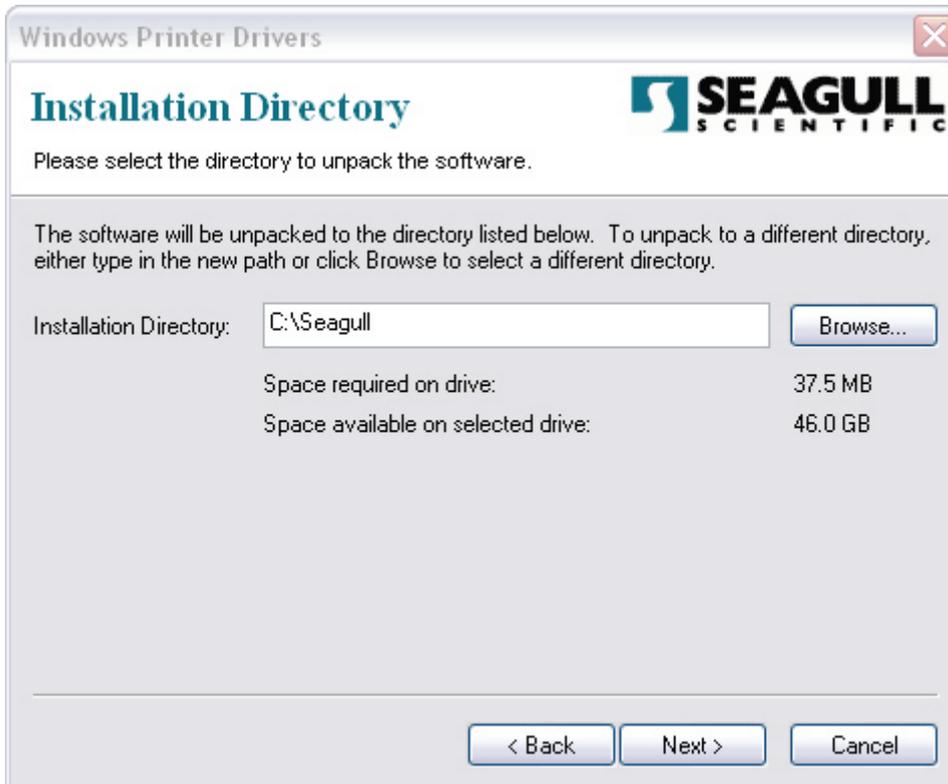
If this screen doesn't appear, please browse to your CD-rom, using the Windows Explorer and run the program "**CD\_Start.exe**".

Select 'DRIVERS' under Drivers and Software.

Click on HiQ-e4 Driver installation.

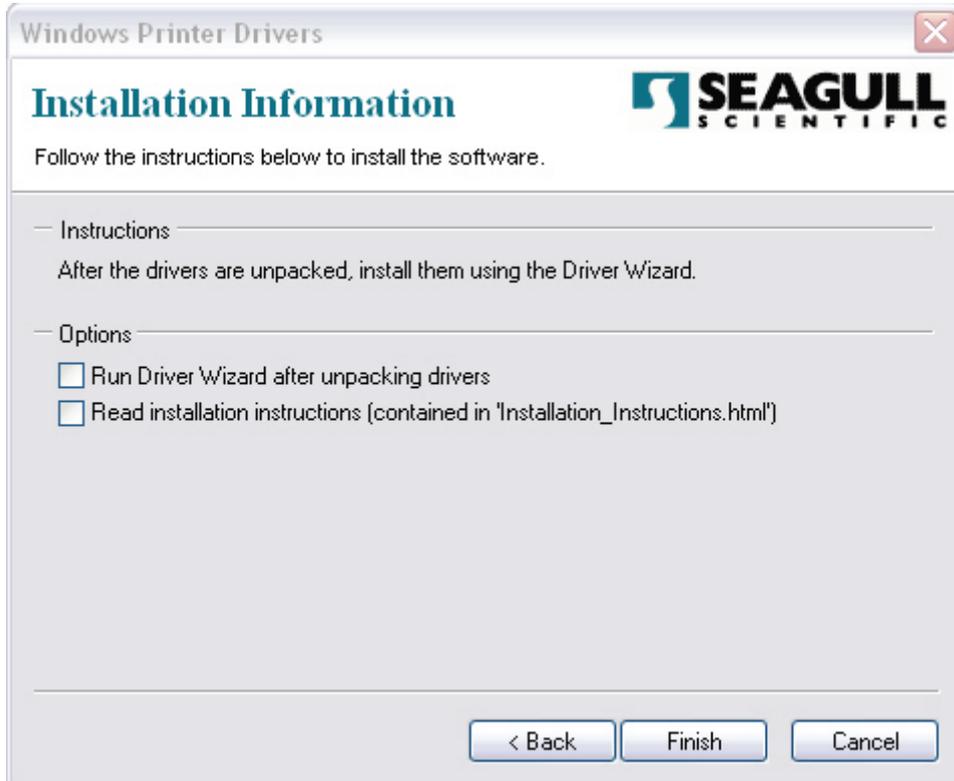


Select 'I accept terms in the license agreement' and click 'Next'.



Leave the proposed installation path as shown, and click 'Next'.

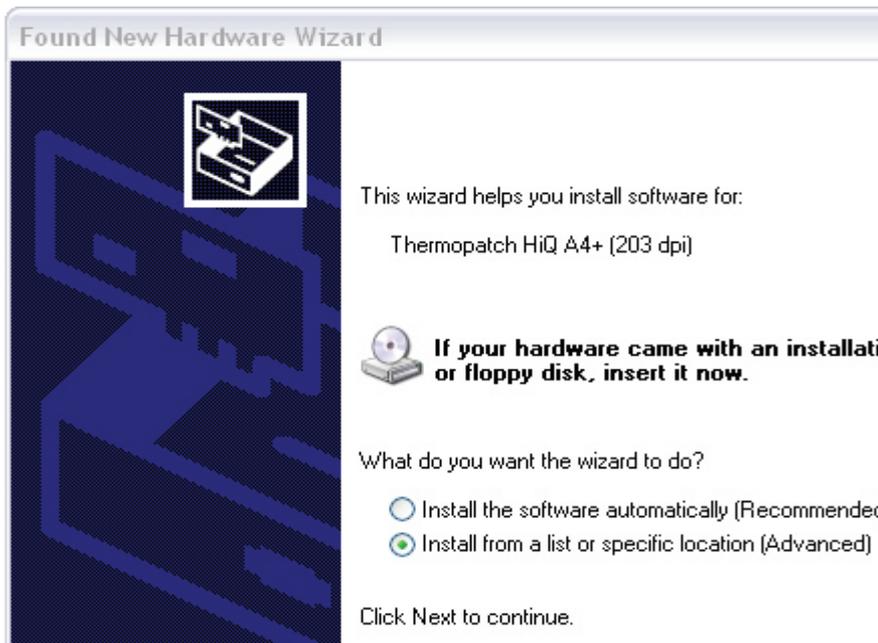
Clear both checkboxes in the next screen.



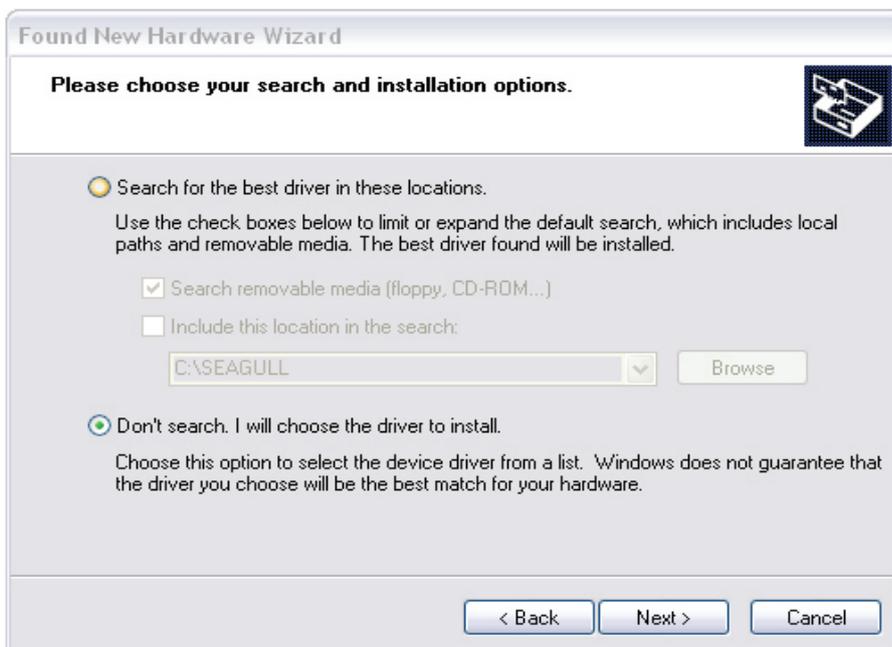
Click Finish.

Connect the HiQ e4 printer to the USB connector and switch it on.

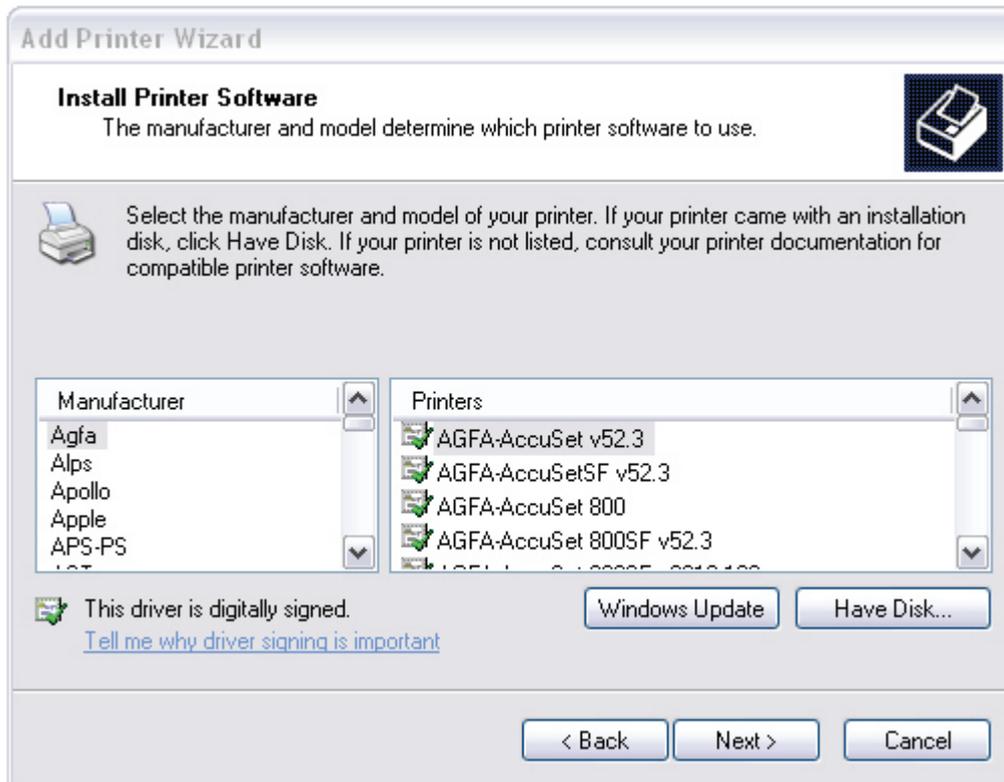
When the printer is connected correctly, the following screen will appear.



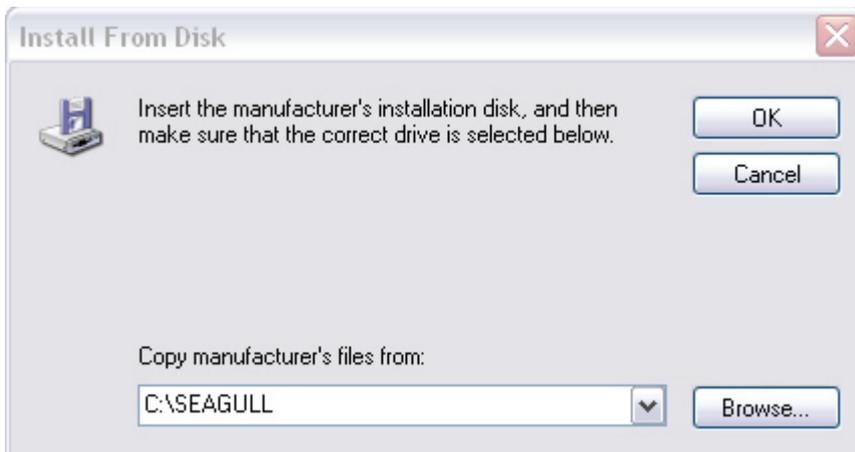
Select 'Install from a list or specific location (Advanced)' and click 'Next'.



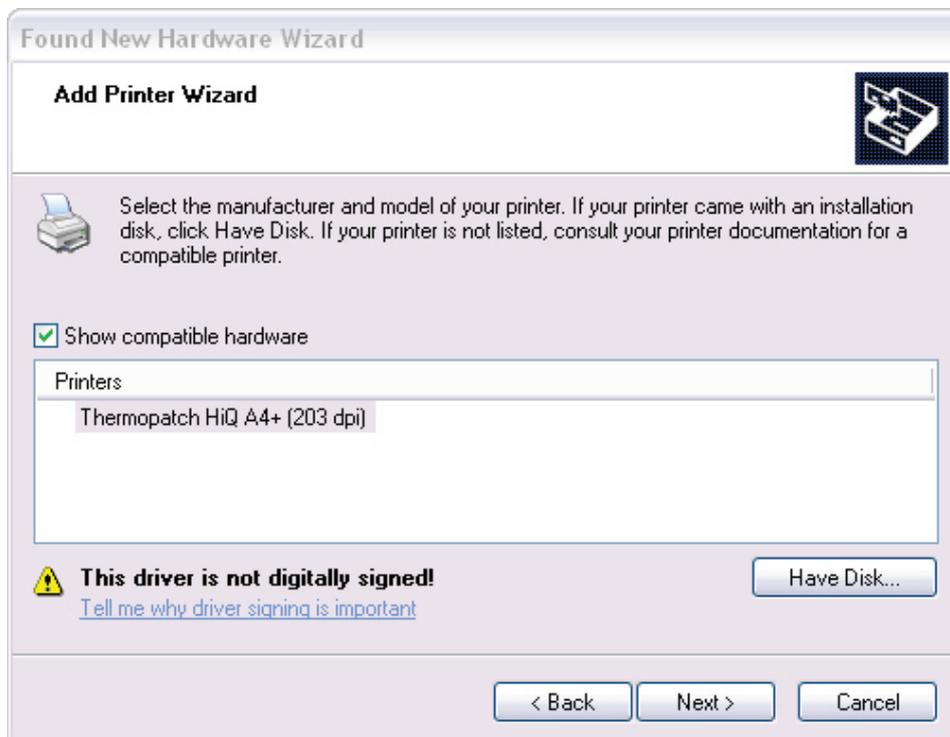
Select 'Don't search. I will choose the driver to install' and click 'Next'.



Click on the button 'Have Disk'

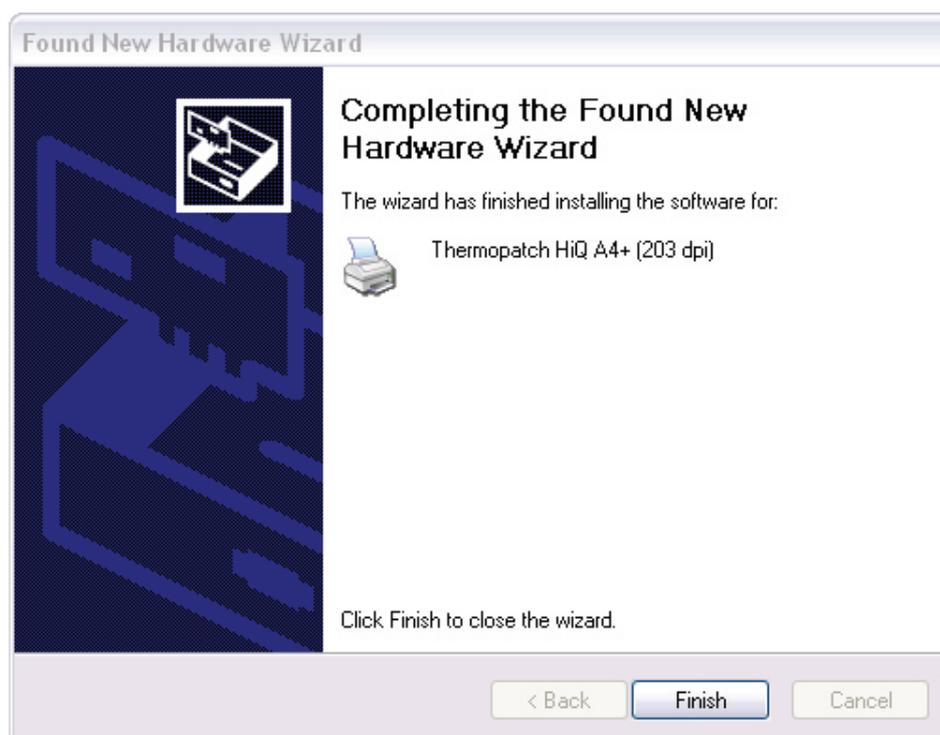


Enter 'C:\Seagull' and click OK.



Select 'Thermopatch HiQ-e4' and click 'Next'

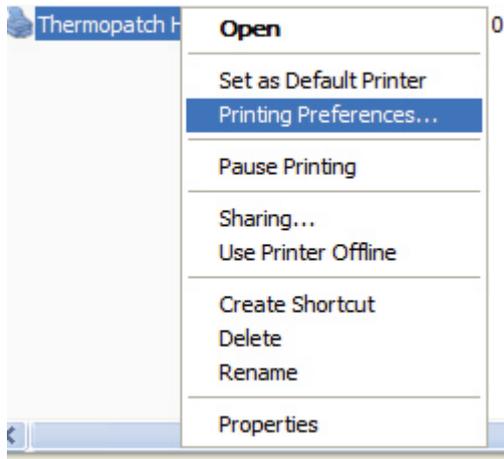
After copying the files, the following screen will appear.



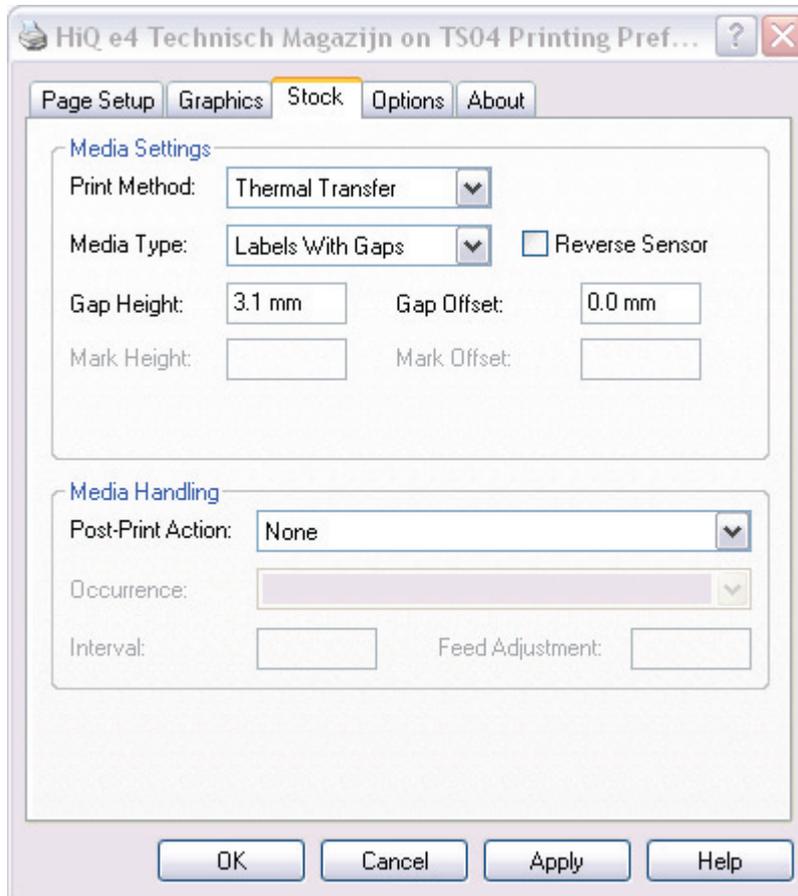
Click 'Finish'

Open the 'Printers and Faxes' under the Windows Start menu.

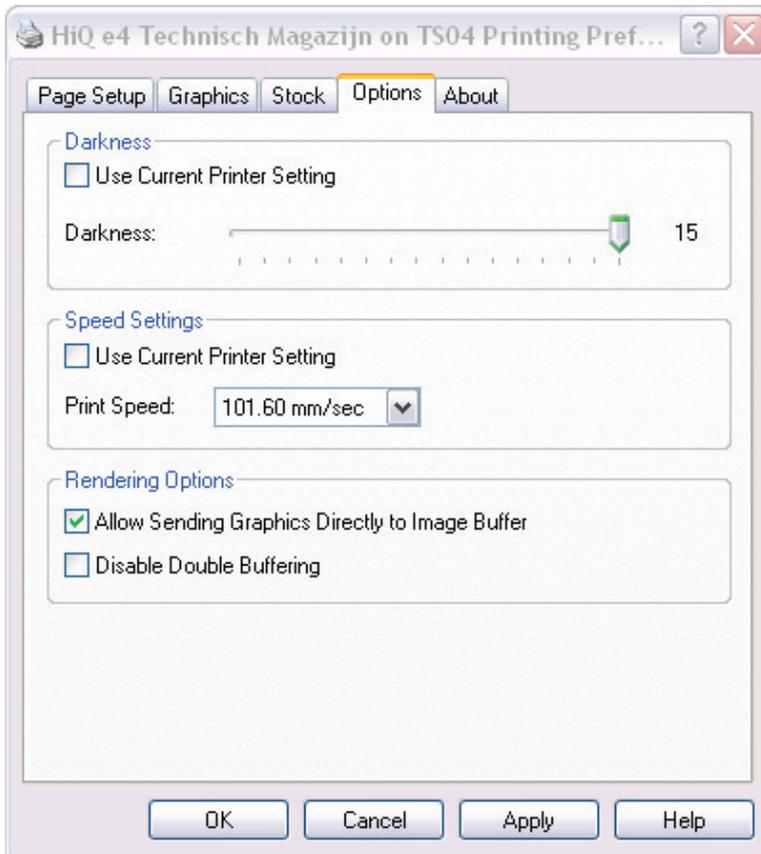
Right click the Thermopatch HiQ-e4 printer and select **Printing Preferences.**



Click on the 'Stock' tab and enter the values as shown here:

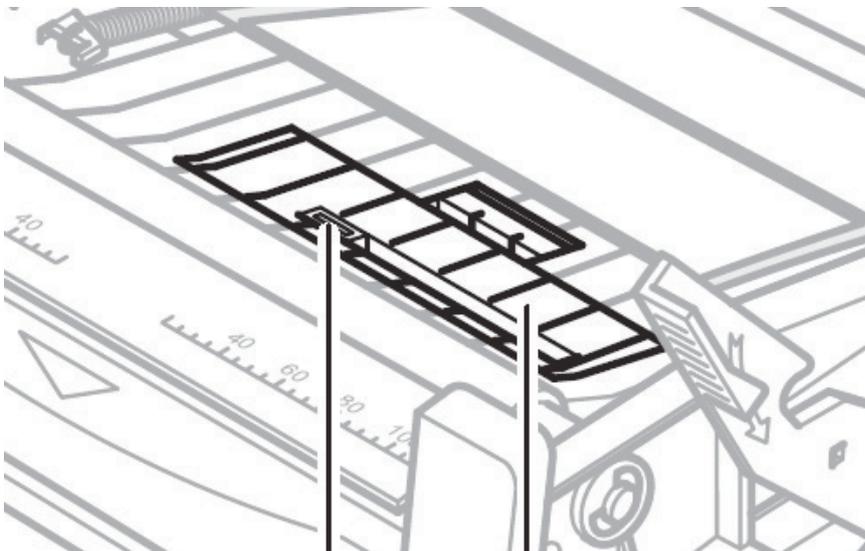


Click the 'Option' tab and enter the following value



Click on 'OK'. The HiQ e4 driver settings are done.

After inserting the ink-ribbon and the Mediron according to the picture inside the printer, the printer needs to be calibrated.



First set the sensor in a way the left light is in the middle of the label gap.

Make sure the printer is switched on and all three lights are lit.

Press and hold the 'CANCEL' button until all three lights begin flashing.

Release the 'CANCEL' button and press the 'FEED' button once.

The printer will now forward a couple of labels, to measure the gap between them.

To test, press the 'FEED' button a couple of times, the printer should now forward 1 label only each time the button is pressed.

If the printer feeds more than 1 label, then it is most likely that the sensor is not in the correct position. Please adjust it and re-do the calibration as described above.

The printer is now ready to be used.

# Error Messages by the HiQ e4

On the Front of the HiQ e4 are 3 led lights.

This is a schedule of what to do when the printer gives an error. The error can be indicated by one or two of the three LEDs flashing.

	Possible cause	Recommended solutions	Remarks
READY and MEDIA LEDs flashing simultaneously	Failure to detect gap between labels or reflective marks	Check media path	Check the software setting if using continuous material
		Check the position of the media sensor	
		calibrate the media sensor	
	Media roll has run out	Load labels	
	Media jam	Clear media jam	
	Media sensor error	Replace media sensor	
READY and RIBBON LEDs flashing simultaneously	Ribbon roll has run out	Loading the transfer ribbon	
	Ribbon jam	Clear ribbon jam	
	Ribbon sensor error	Replace ribbon sensor	Must be done by service personnel
READY flashes	Serial interface error	Check the baud rate and DIP switch settings	
		Memory overflow	
		Restart printer	
		Perform reset	

## Miscellaneous Faults

### Vertical unprinted area (vertical white line)



Continuous, vertical white lines in the printed image indicate a dirty or defective printhead.

If the problem cannot be solved by cleaning the printhead, it must be replaced.

**PC indicates: " Printer Timeout"**

1. Check whether the printer connecting cable is connected between the PC and the printer.
2. Check whether the printer is switched on.

If these actions do not eliminate the fault, contact your dealer or technical customer service.

**Data has been sent to the printer, but there is no printout**

1. Check whether the correct Windows printer driver has been selected.
2. Perform reset.

If these actions do not eliminate the fault, contact your dealer or technical customer service.

**Print quality problems**

1. Check the heat level settings.
2. Adjust the print speed.
3. Clean the printhead and platen roller.
4. Ensure that the correct media and ribbon have been loaded into the printer.
5. Only use high quality media material.

**Reset printer**

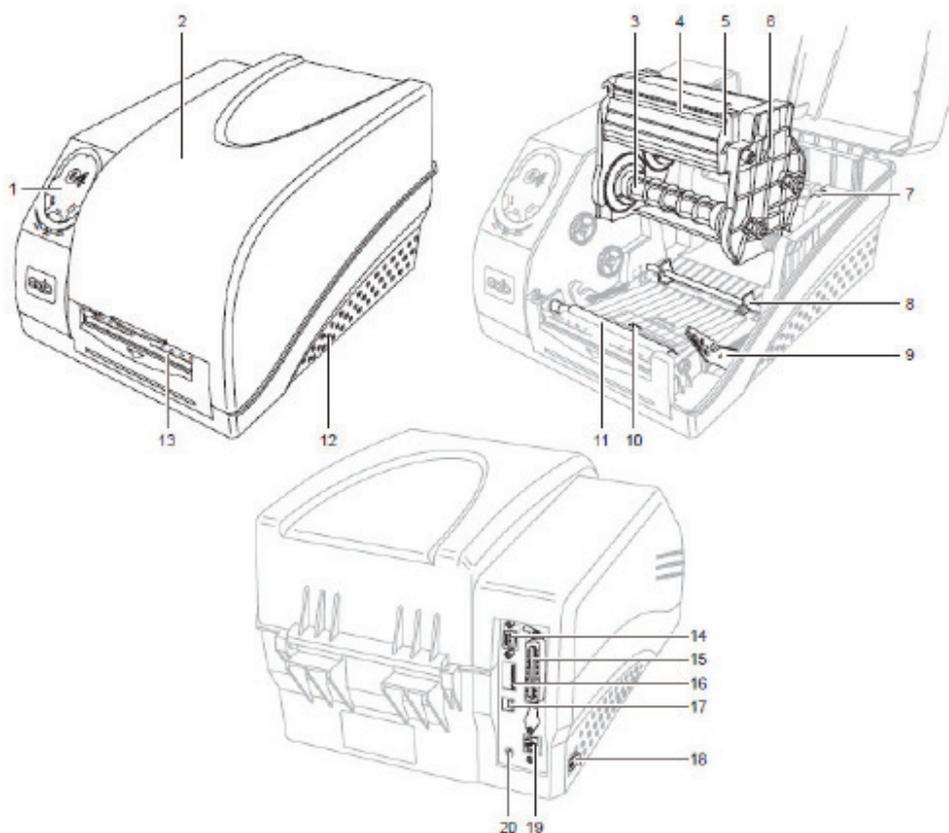
After carrying out the above-mentioned actions, press CANCEL to reset the error. The printer is ready for use again.

**Miscellaneous**

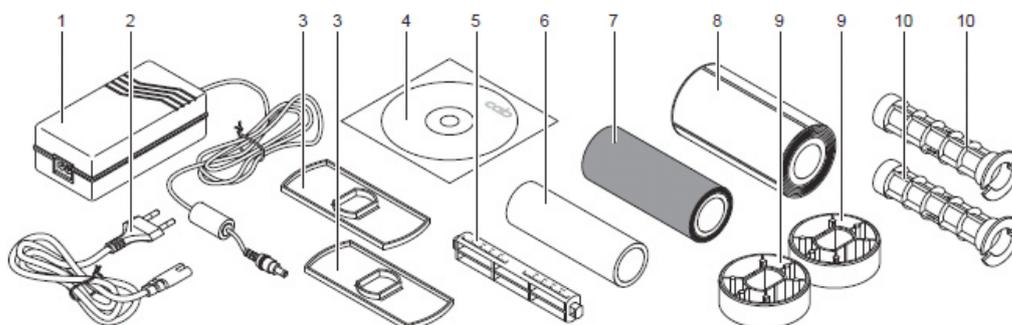
If problems occur which are not described here, contact your dealer or technical customer service.

Connect the printer and put the Thermopatch material in the printer.

# Device Overview

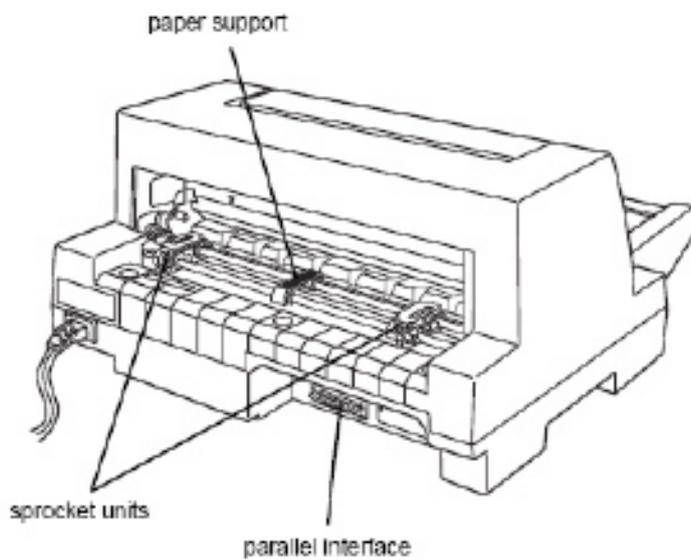
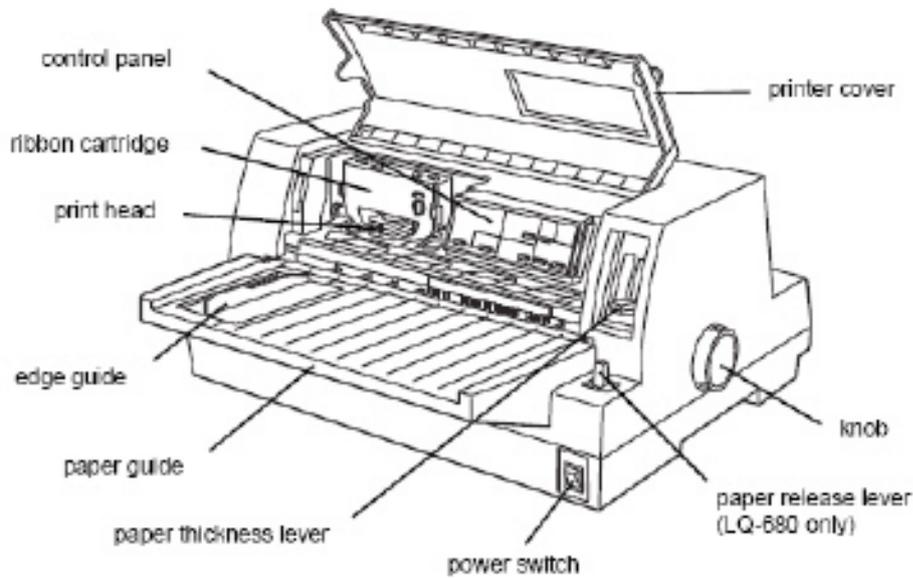


- |                         |  |                      |                       |
|-------------------------|--|----------------------|-----------------------|
| 1 Control panel         | 6 Print module                         | 11 Media feed roller | 16 DIP switches       |
| 2 Cover                 | 7 Media holder                         | 12 Bottom case       | 17 USB port           |
| 3 Ribbon unwinding unit | 8 Media guide                          | 13 Media exit path   | 18 Main switch        |
| 4 Printhead             | 9 Unlocking button of the print module | 14 Serial port       | 19 Ethernet port      |
| 5 Printhead holder      | 10 Media sensor                        | 15 Parallel port     | 20 Power input socket |



- |                       |                        |                         |                                  |
|-----------------------|------------------------|-------------------------|----------------------------------|
| 1 Power unit          | 4 CD ROM with software | 7 Ribbon roll           | 10 2 Ribbon spindles             |
| 2 Power cable         | 5 Media spindle        | 8 Media roll            | 11 Operator's manual (not shown) |
| 3 2 Media roll guides | 6 Empty ribbon core    | 9 2 Media core adapters |                                  |

# Installing Epson LQ 680 ESC/P 2



you can find more information about the Epson LQ 680 printer.

! Make sure that the paper thickness lever is placed on 4 for Plytex®. When the print head is too close to the material the print head could be damaged.

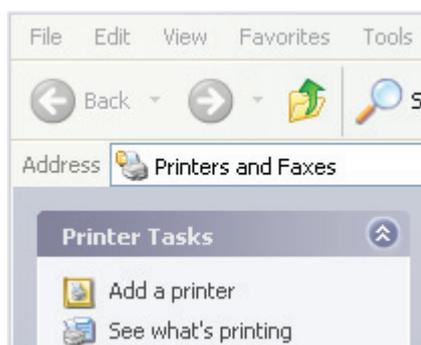
! Make sure the Plytex® is placed closely behind the printer. When this is not the case labels might get stuck in the printer which can damage the printer.

! For Die Cut tape, with or without logo, a roll holder is available which must be placed behind the printer for optimal transport of the tape.

# Driver installation for Epson LQ 680 ESC / P 2

Click on "start" and "Printers and Faxes"

Thereafter the screen below appears:



Click on "Add printer".



Click on "Next".

### Add Printer Wizard

#### Local or Network Printer

The wizard needs to know which type of printer to set up.



Select the option that describes the printer you want to use:

- Local printer attached to this computer
  - Automatically detect and install my Plug and Play printer
- A network printer, or a printer attached to another computer



To set up a network printer that is not attached to a print server, use the "Local printer" option.

< Back

Next >

Cancel

Click on "Next".

### Add Printer Wizard

#### Select a Printer Port

Computers communicate with printers through ports.



Select the port you want your printer to use. If the port is not listed, you can create a new port.

- Use the following port: LPT1: (Recommended Printer Port)

Note: Most computers use the LPT1: port to communicate with a local printer. The connector for this port should look something like this:



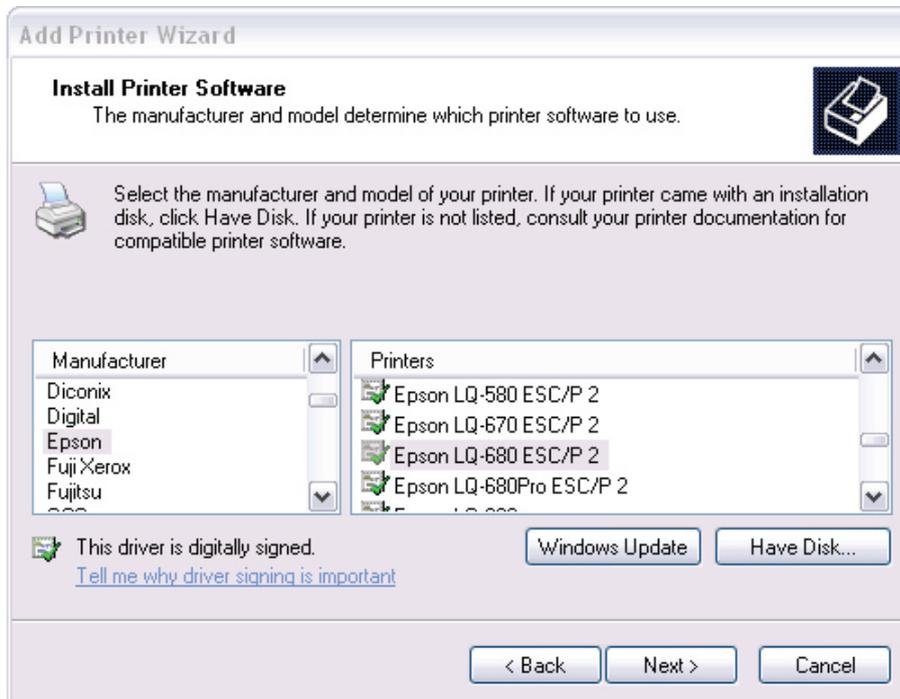
- Create a new port:  
Type of port: Local Port

< Back

Next >

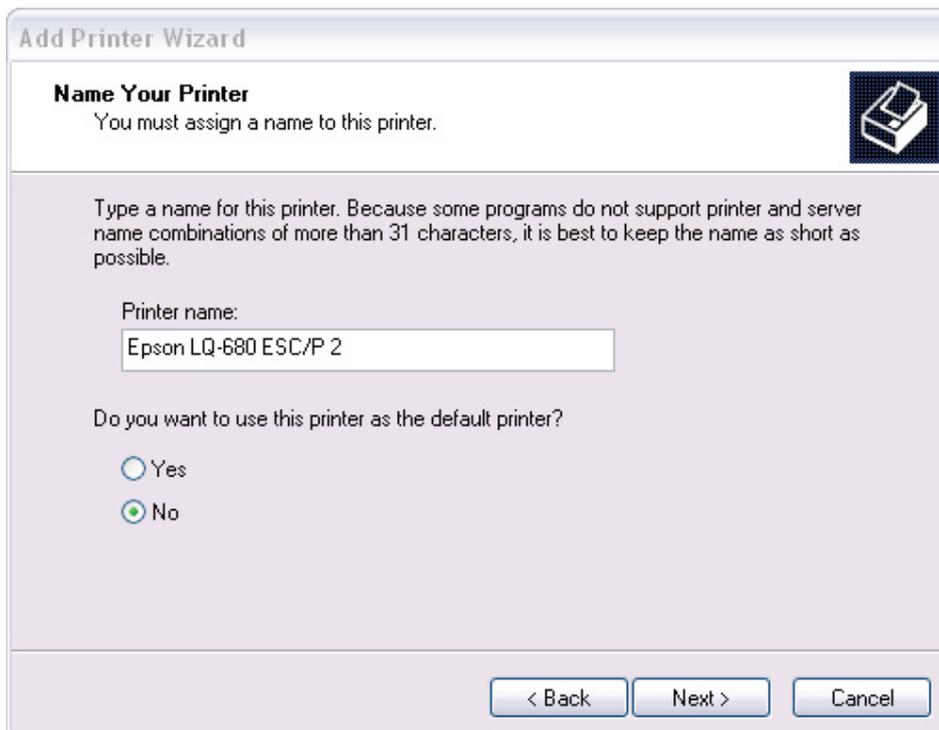
Cancel

Click on "Next".

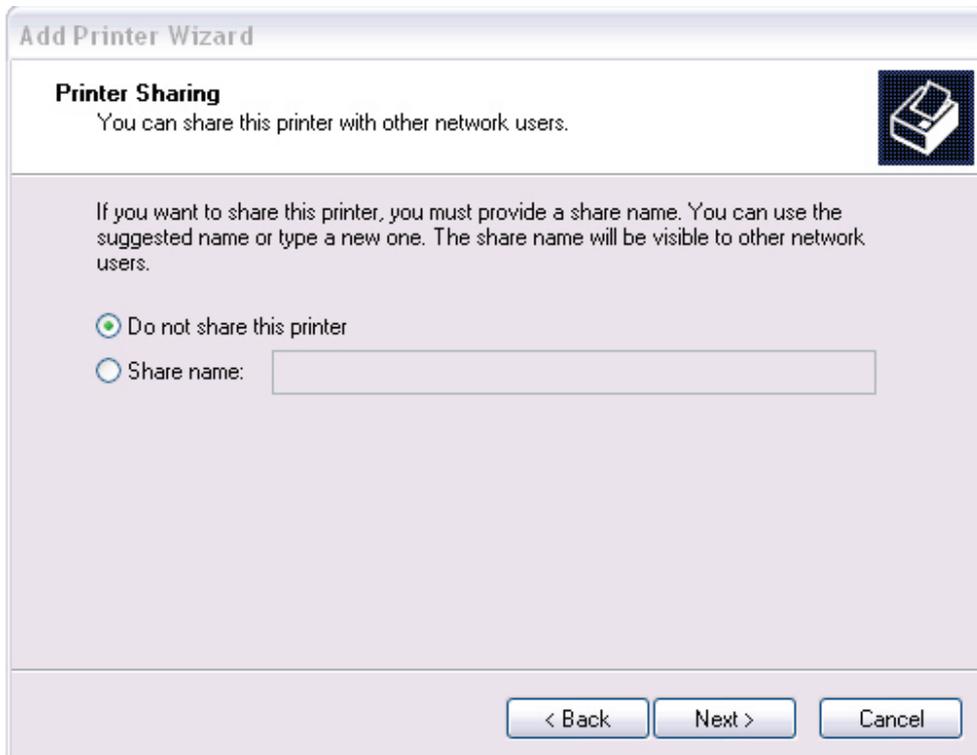


Select "Epson" at the left hand side and at the right hand side "EPSON LQ-680 ESC/P 2".

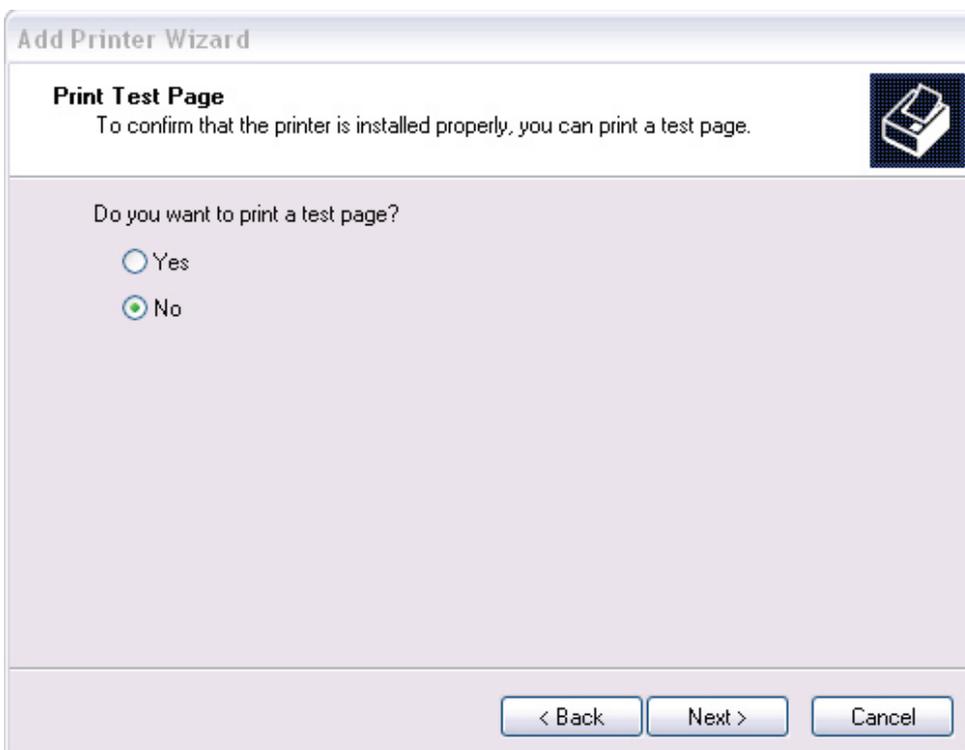
Click on "Next".



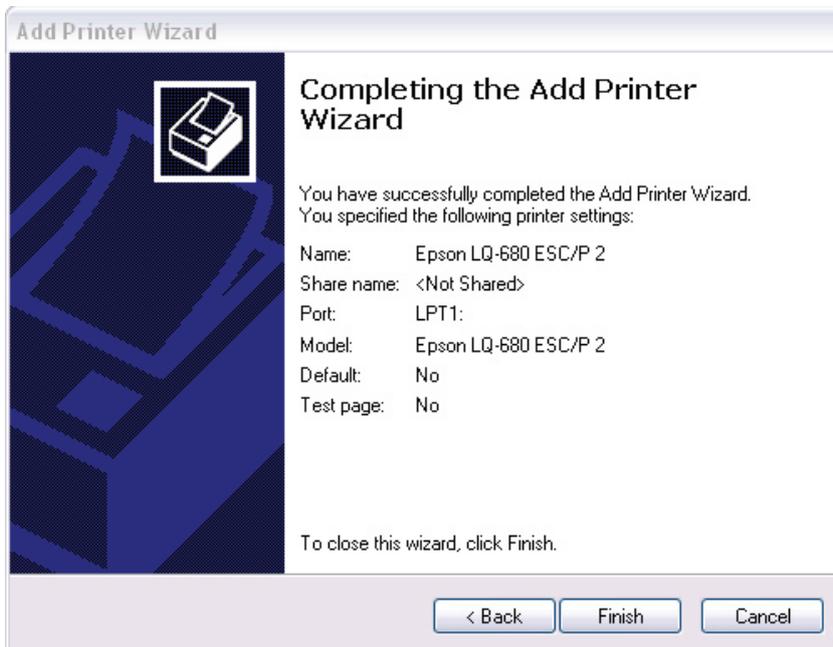
Click on "Next".



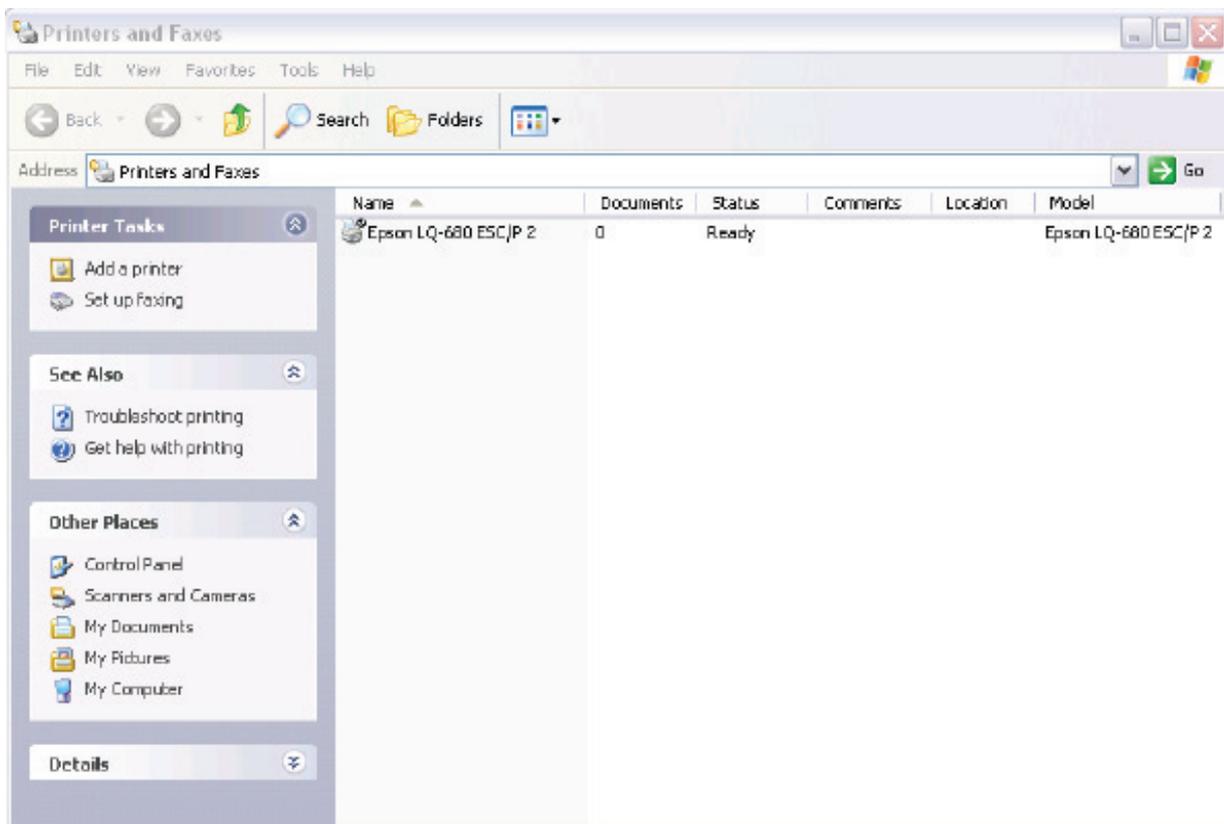
Click on "Next".



Select "No" and click on "Next".

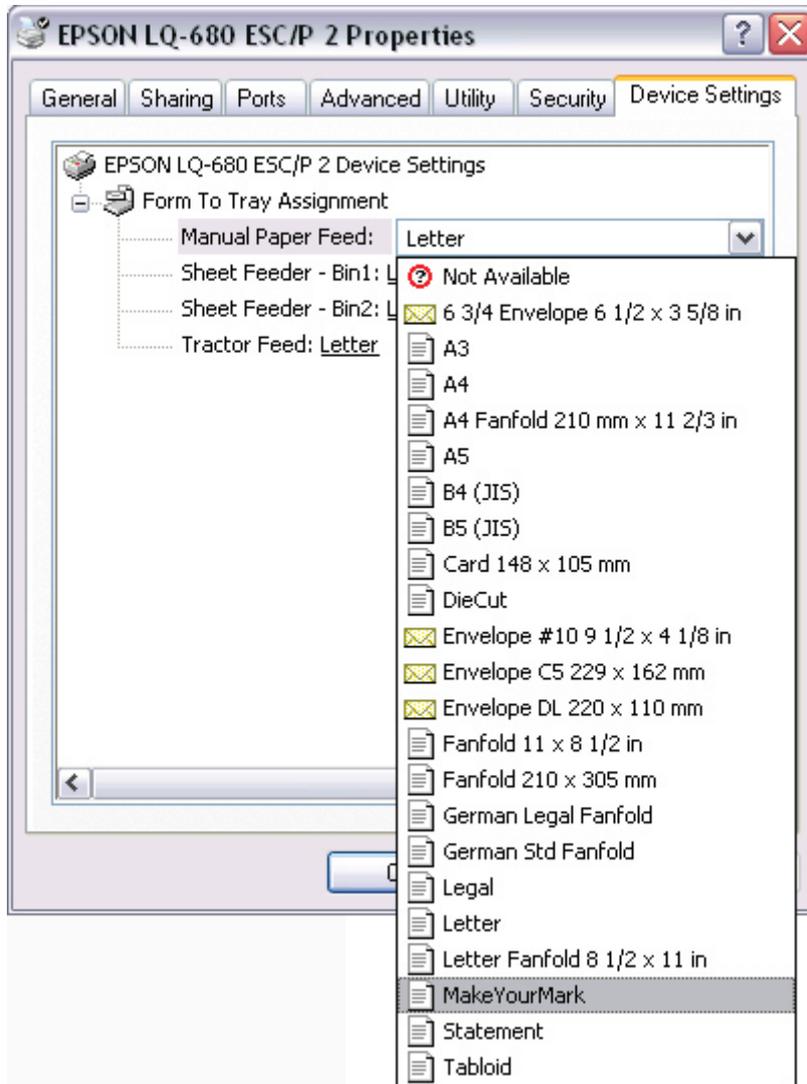


Click on "Finish".



Right mouse click on the EpsonLQ-680 ESC/P 2 and select properties.

Go to Device settings and select "Manual Paper"



"Apply the changes you have made and "Click OK".

The printer driver is now installed and ready for use.

# Customer support

In case you need additional support, please contact your nearest Thermopatch branch:

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Hungary	+3613376972	+3613183411
Israel	+97235333997	+97235333443
Italy	+390765456006	+390765456010
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Norway	+4764836300	+4764836310
Russia	+70957498147	+70957305755
Slovenia	+38628055230	+38628055232
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