CITIZEN

DIGITAL PHOTO PRINTER
CX-02 Series
CX-02W Series

User Guide

Version 1.24

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 earthed.
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 earthing-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

The intention of the flyer (as a part of Instruction) and request to customers
This product has complied with the Radio Equipment Directive 2014/53/EU.
We CSJ will switch to the EU declaration of conformity for this directive before June 13, 2017.
This directive requires the following contents in the instruction.
Therefore, please keep this flyer with your manual(s) as a part of the instruction.

[This directive requirement]

English
Hereby, [CITIZEN SYSTEMS JAPAN Co., Ltd.] declares that the radio equipment type CX-02/CX-02W 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.citizen-systems.co.jp/english/support/download/printer/others/eu_doc/
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; 40.6 dBμV/m at 3 m

français
Le soussigné, [CITIZEN SYSTEMS JAPAN Co., Ltd.], déclare que l'équipement radioélectrique du typeCX-02/CX-02W est conforme à la directive 2014/53/UE.
Le texte complet de la déclaration UE de conformité est disponible à l'adresse internet suivante:
http://www.citizen-systems.co.jp/english/support/download/printer/others/eu_doc/
Bande de fréquences utilisées par l'équipement radioélectrique; 13.56 MHz±7 kHz
puissance de radiofréquence maximale transmise sur les bande de fréquences utilisées par l'équipement radioélectrique; 40.6 dBμV/m at 3 m

espagnol

Por la presente, [CITIZEN SYSTEMS JAPAN Co., Ltd.] declara que el tipo de equipo radioeléctrico CX-02/CX-02W es conforme con la Directiva 2014/53/UE.
El texto completo de la declaración UE de conformidad está disponible en la dirección Internet siguiente:
http://www.citizen-systems.co.jp/english/support/download/printer/others/eu_doc/
Banda o bandas de frecuencia en las que opera el equipo radioeléctrico; 13.56 MHz±7 kHz
Potencia máxima de radiofrecuencia transmitida en la banda o bandas de frecuencia en las que opera el equipo
radioeléctrico; 40.6 dBμV/m at 3 m

Deutsch

Hiermit erklärt [CITIZEN SYSTEMS JAPAN Co., Ltd.], dass der Funkanlagentyp CX-02/CX-02W der Richtlinie 2014/53/EU entspricht.
Der vollständige Text der EU-Konformitätserklärung ist unter der folgenden Internetadresse verfügbar:
http://www.citizen-systems.co.jp/english/support/download/printer/others/eu_doc/
das Frequenzband in dem bzw. denen die Funkanlage betrieben wird;13.56 MHz±7 kHz
die in dem Frequenzband in dem bzw. denen die Funkanlage betrieben wird, abgestrahlte maximale Sendeleistung; 40.6 dBuV/m at 3 m

italiano

Il fabbricante, [CITIZEN SYSTEMS JAPAN Co., Ltd.], dichiara che il tipo di apparecchiatura radio CX-02/CX-02W è conforme alla direttiva 2014/53/UE.
Il testo completo della dichiarazione di conformità UE è disponibile al seguente indirizzo Internet:
http://www.citizen-systems.co.jp/english/support/download/printer/others/eu_doc/

български

С настоящото [CITIZEN SYSTEMS JAPAN Co., Ltd.] декларира, че този тип радиосъоръжение CX-02/CX-02W 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.citizen-systems.co.jp/english/support/download/printer/others/eu_doc/

čeština

Tímto [CITIZEN SYSTEMS JAPAN Co., Ltd.] prohlašuje, že typ rádiového zařízení CX-02/CX-02W je v souladu se směrnicí 2014/53/EU.
Úplné znění EU prohlášení o shodě je k dispozici na této internetové adrese:
http://www.citizen-systems.co.jp/english/support/download/printer/others/eu_doc/

dansk

Hermed erklærer [CITIZEN SYSTEMS JAPAN Co., Ltd.], at radioudstyrstypen CX-02/CX-02W er I overensstemmelse med direktiv 2014/53/EU.
EU-overensstemmelseserklæringens fulde tekst kan findes på følgende internetadresse:
http://www.citizen-systems.co.jp/english/support/download/printer/others/eu_doc/

magyar

[CITIZEN SYSTEMS JAPAN Co., Ltd.] igazolja, hogy a CX-02/CX-02W típusú rádióberendezés megfelel a 2014/53/EU irányelvnek.
Az EU-megfelelőségi nyilatkozat teljes szövege elérhető a következő internetes címen:
http://www.citizen-systems.co.jp/english/support/download/printer/others/eu_doc/

Nederlands
Hierbij verklaar ik, [CITIZEN SYSTEMS JAPAN Co., Ltd.], dat het type radioapparatuur CX-02/CX-02W conform is met Richtlijn 2014/53/EU.
De volledige tekst van de EU-conformiteitsverklaring kan worden geraadpleegd op het volgende internetadres:
http://www.citizen-systems.co.jp/english/support/download/printer/others/eu_doc/

polski
[CITIZEN SYSTEMS JAPAN Co., Ltd.] niniejszym oświadcza, że typ urządzenia radiowego CX-02/CX-02W jest zgodny z dyrektywą 2014/53/UE.
Pełny tekst deklaracji zgodności UE jest dostępny pod następującym adresem internetowym:
http://www.citizen-systems.co.jp/english/support/download/printer/others/eu_doc/

português
O(a) abaixo assinado(a) [CITIZEN SYSTEMS JAPAN Co., Ltd.] declara que o presente tipo de equipamento de rádio CX-02/CX-02W 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.citizen-systems.co.jp/english/support/download/printer/others/eu_doc/

Română
Prin prezenta, [CITIZEN SYSTEMS JAPAN Co., Ltd.] declară că tipul de echipamente radio CX-02/CX-02W este în conformitate cu Directiva 2014/53/UE.
Textul integral al declarației UE de conformitate este disponibil la următoarea adresă internet:
http://www.citizen-systems.co.jp/english/support/download/printer/others/eu_doc/

suomi
[CITIZEN SYSTEMS JAPAN Co., Ltd.] vakuuttaa, että radiolaitetyyppi CX-02/CX-02W on direktiivin 2014/53/EU mukainen.
EU-vaatimustenmukaisuusvakuutuksen täysimittainen teksti on saatavilla seuraavassa internetosoitteessa:
http://www.citizen-systems.co.jp/english/support/download/printer/others/eu_doc/

svenska
Härmed försäkrar [CITIZEN SYSTEMS JAPAN Co., Ltd.] att denna typ av radioutrustning CX-02/CX-02W överensstämmer med direktiv 2014/53/EU.
Den fullständiga texten till EU-försäkran om överensstämmelse finns på följande webbadress:
http://www.citizen-systems.co.jp/english/support/download/printer/others/eu_doc/

Table of Contents

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 CITIZEN SYSTEMS JAPAN 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 CITIZEN SYSTEMS JAPAN CO., LTD

About CX-02 Series
CX-02 Series includes CX-02, CX-02 (A), and CX-02 (S). The model name differs depending on the shipping destination and media used.

About CX-02W Series
CX-02W Series includes CX-02W and CX-02W (A). The model name differs depending on the shipping destination.

About the product destination
CX-02/CX-02(S)/CX-02W without (A) to indicate the destination are not for resale/use in the U.S.

Concerning the model names

Model Name	Details
CX-02/CX-02 (A)/CX-02W/CX-02W (A)	Standard Media Model
CX-02 (S)	Sticker Media Model

Please use dedicated media for each model.

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 prod uct, 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

🚫	• 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. • Store the bag of the product out of the reach of children. It may cause suffocation if placed over the head. • 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).
❗	• CX-02 Series weighs approximately 12 kg (26.46 lbs.) and CX-02W Series weighs approximately 14 kg (30.86 lbs.). When moving it, lift it in a way that avoids excessive physical stress. Lifting recklessly or dropping the product may cause physical injury. • 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, 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.
⏚	• Be sure to ground the product. Otherwise, a short circuit may occur, causing an electric shock or fire.
🚫	• Do not plug or unplug the cord with wet hands. This may cause an electric shock.
🚫	• 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

🚫	• 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.
❗	• 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.
🔌	• 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.
⚠	• Parts with this warning get extremely hot. Do not touch these parts after printing. There is a danger of burns.
⚠	• Do not touch the gear mechanisms. There is a danger of injury if fingers get caught in spinning gears.
⚠	• There is a cutter inside the paper output so never insert a hand not just, of course, when the printer is operating but also when it is not.

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.
- Do not use the cord set supplied with the printer for other devices.
- Use the cord set supplied for the product.
- This product is not intended for use in the immediate/direct visual field of the display work place. To avoid disturbing reflections on the display work place, this product shall not be placed in the immediate/direct field of vision.
- Use as a network printer is not anticipated. Any use in conjunction with a network will be the customer's sole responsibility.

Regulatory compliance statements

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.

Printer Installation

Checking the contents

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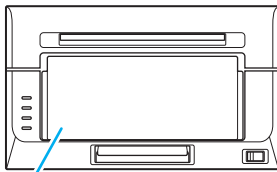
Printer unit

Scrap box

* The shape differs depending on the country, region or the application.
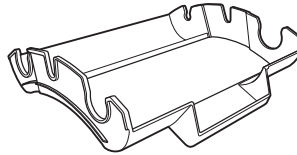
Ribbon cassette

*Set in the printer.
Remove the wrapping before using them.
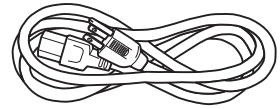
Power cord
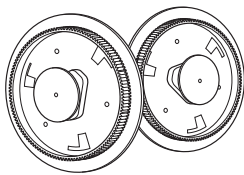
Paper holder
*Set in the printer.
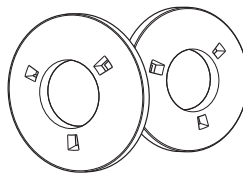
L size spacer
*CX-02/CX-02 (A) only.
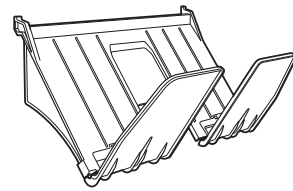
Paper tray
(for L and PC sizes)
*CX-02 Series only.

CITIZEN

DIGITAL PHOTO PRINTER
CX-02W Series

Explanation booklet
For Safe Operation
Start up guide

L size spacers installation (CX-02/CX-02 (A) only)

Install the L size spacers to the paper holders when using L or 2L paper rolls.
*This spacer is not attached in CX-02 (S) model and CX-02W Series.
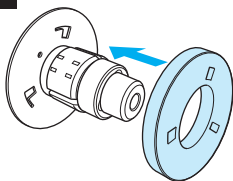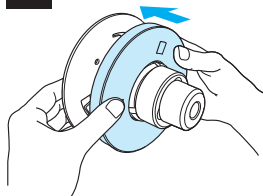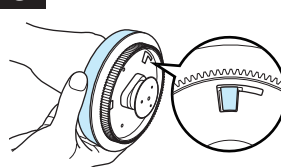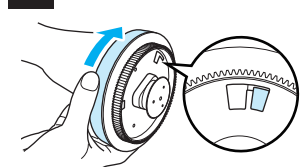
⚠ Caution

- 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.
- Do not put your fingers between the paper holders and the L size spacers. Otherwise, you may get injured.
- The scrap box, paper holder, and ribbon cassette are dedicated parts for each of the CX-02 Series and CX-02W Series respectively. Do not use the ones for the CX-02 Series with the CX-02W Series and vice versa.

Name of components

Front of the unit

Paper output

LEDs

Scrap box

Opening lever

ON/Standby switch

Standby

ON

Back of the unit

Vent

USB port

Power inlet
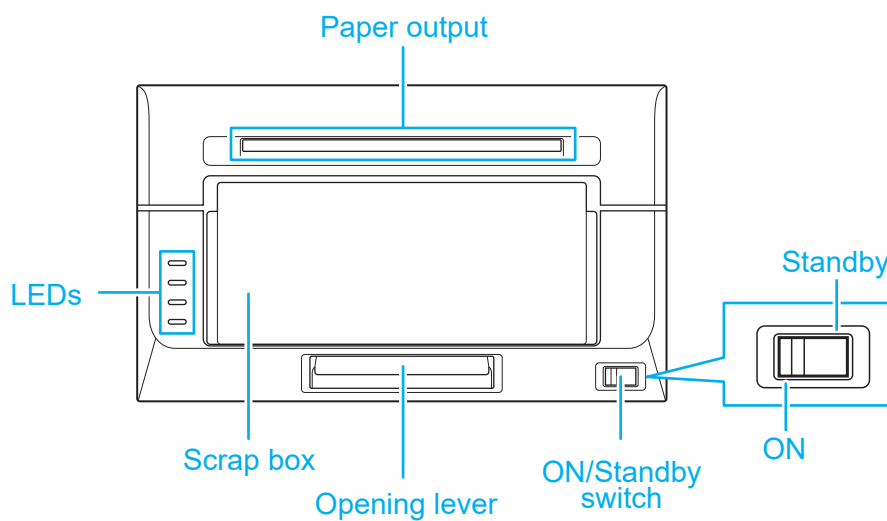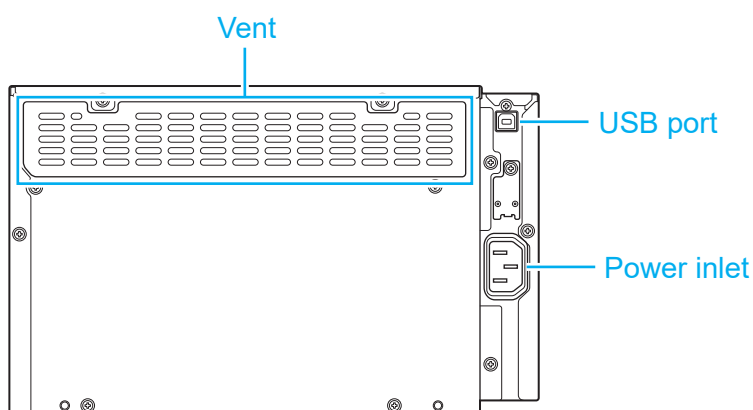
Side of the unit

Vent
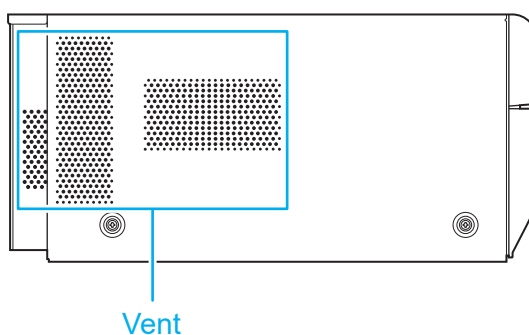
⚠ Caution

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

Connecting the power cord and a computer

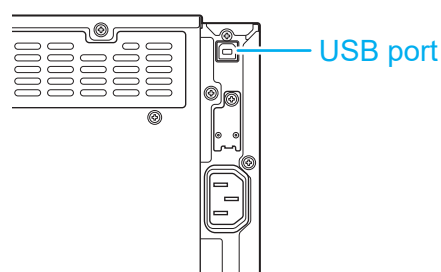**1** **Make sure that the ON/Standby switch of the printer unit is set to Standby.**

Standby

ON/Standby switch
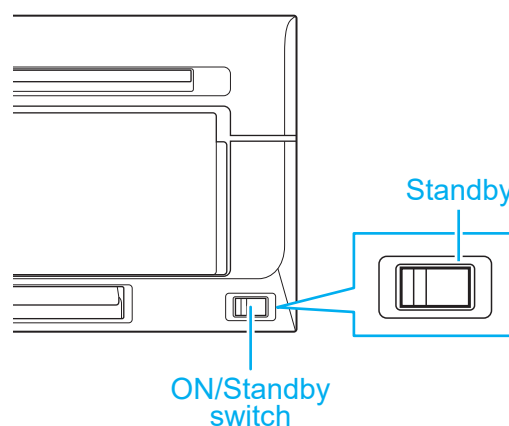
2 **Make sure that the power switch of the computer is set to OFF.**

3 **Plug the connector of the power cord (supplied) into the printer power inlet.**

Power inlet
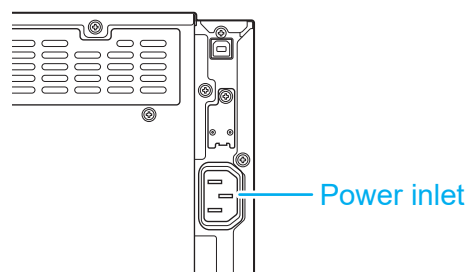
4 **Plug the power cord into an outlet.**

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

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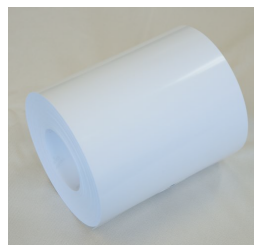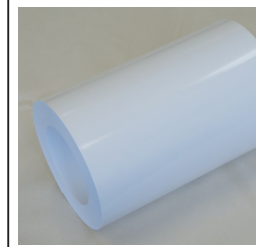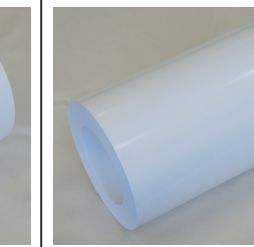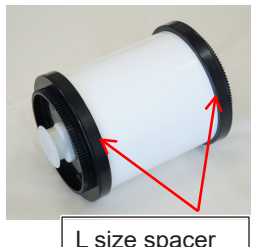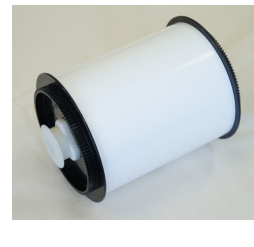
6 **Set the ON/Standby switch of the printer unit and the power switch of the computer to ON.**

⚠ Caution

- Use the power cable supplied with the printer, and be sure to connect the ground wire.
- Use a shielded USB cable compatible with the USB 2.0 specifications. If a cable that is not compatible with the USB 2.0 specifications is used, unexpected troubles may arise.

Paper (Paper Holder), Ribbon (Ribbon Cassette)

Prepare the media (paper, ribbon) with the following widths.

	CX-02 Series		CX-02W Series	
Type	(5 x 7")	(4 x 6") [PC], (6 x 8") [2PC], (6 x 9")	(8 x 10"), (8 x 12")	(A4)
Paper (Paper holder)	Width : 127 mm	Width : 152 mm	Width : 203 mm	Width : 210 mm
	L size spacer		8inch	A4
Ribbon (Ribbon Cassette)	Width : 134 mm	Width : 159 mm	Width : 217 mm	

* There are 2 kinds of media in CX-02W Series. Please prepare necessary media.

| CX-02W Series			
Type	The feature	How to distinguish	
		Ribbon	
Digital (SD)	Standard quality paper. Suitable for any application.	Gray Cap	
Pure Premium (PP)	High quality paper. Suitable for high quality print such as portrait and wedding.	Black Cap	

⚠ Caution

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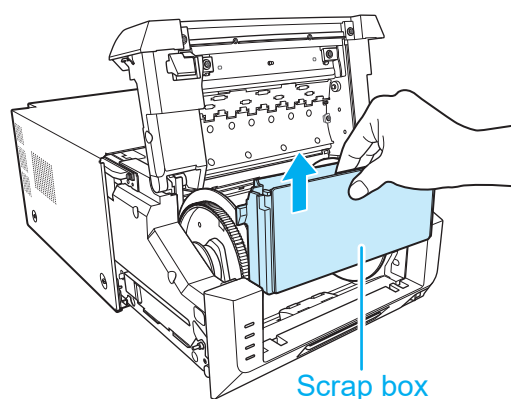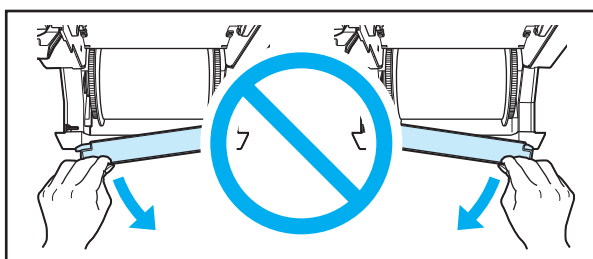
Setting the media (paper, ribbon)

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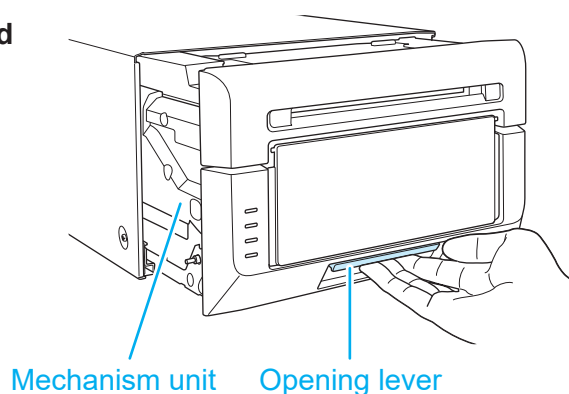
Mechanism unit   Opening lever

2 **Lift the paper lever and raise the front cover.**

Paper Lever

Front cover
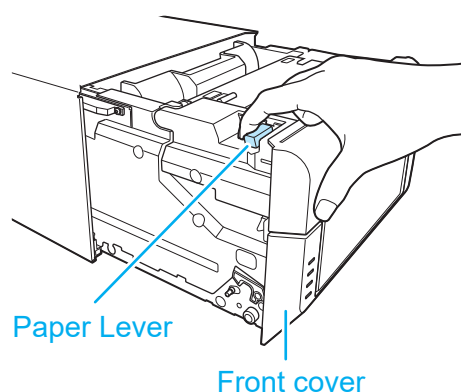
3 **Hold the center of the scrap box and lift it up straight.**

Scrap box

⚠ Caution

- Do not apply too much strength when pulling the mechanism unit out. If detached, the mechanism unit may fall and cause an injury or damage to surrounding objects.
- Never remove the scrap box diagonally. The scrap box may be damaged and the product may not operate normally.
- When the scrap 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.)
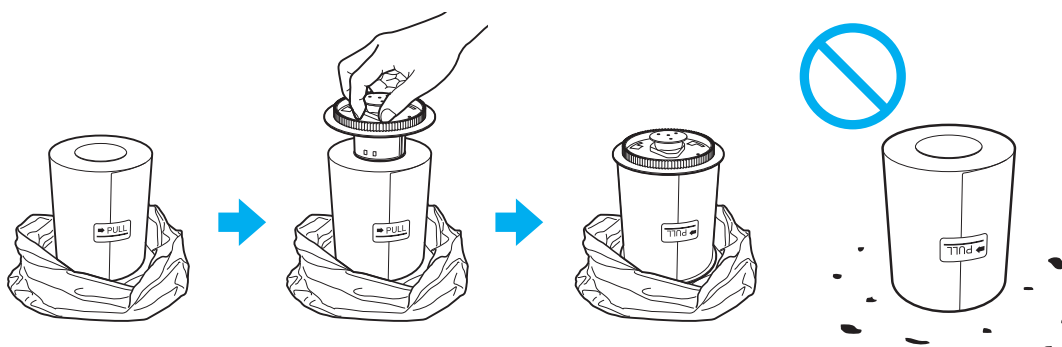
**4** **Remove the paper holder from the printer.**
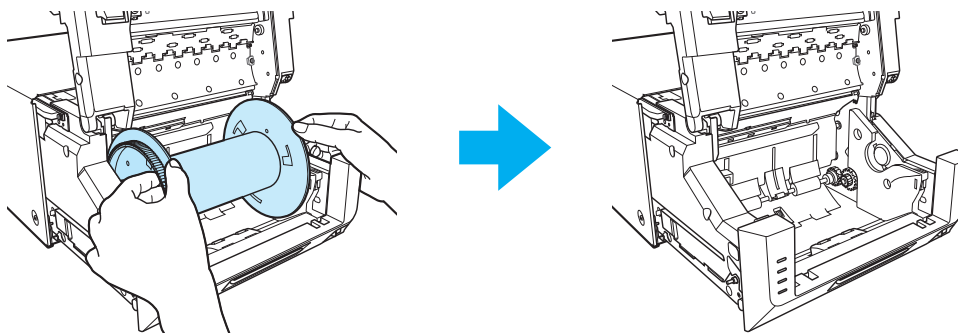
- When removing the paper holders to change the paper roll etc., make sure to place them on the clean surface. Never place them directly on the table or work spaces. If dust or dirt adheres to the media when setting the paper holder inside the printer unit , it may adversely affect the print quality.

5 **Remove the old paper roll from the paper holder, and then set the new paper roll ensuring there are no gaps.**

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

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


Set the roll so that there are no gaps.

Set the paper so that it does not protrude from the roll.
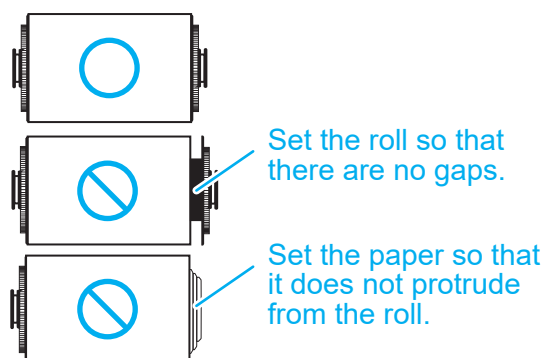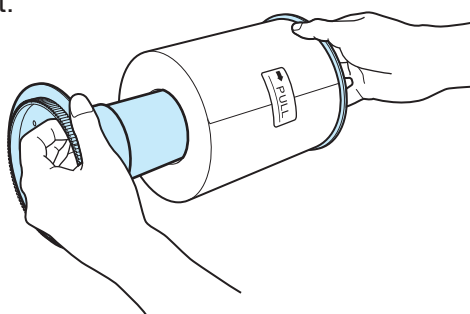
⚠ **Caution**

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

You can change the paper width of the paper holder (CX-02W Series only).
Move the flange by rotating the paper holder while pulling the nob as shown in the figures to switch between A4 and 8 inch widths. Reverse the procedure to change from 8 inch width to A4 width. Use both paper holders set to the same width.

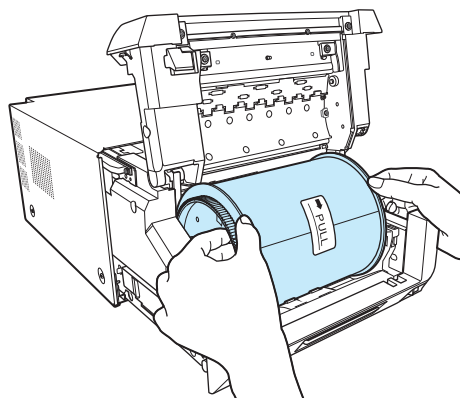A4 width → 8 inch width

Nob
Flange
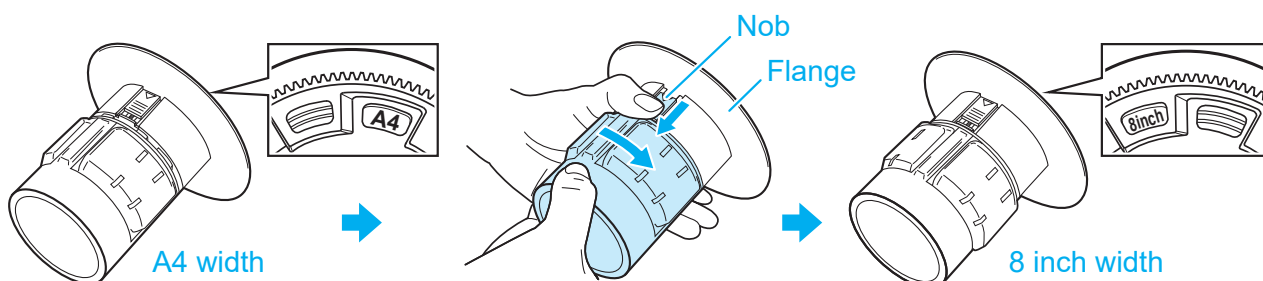
⚠ Caution

- Do not put your fingers into gap on paper holder when you change the paper width of paper holder from A4 to 8 inch. Otherwise, you may get injured.
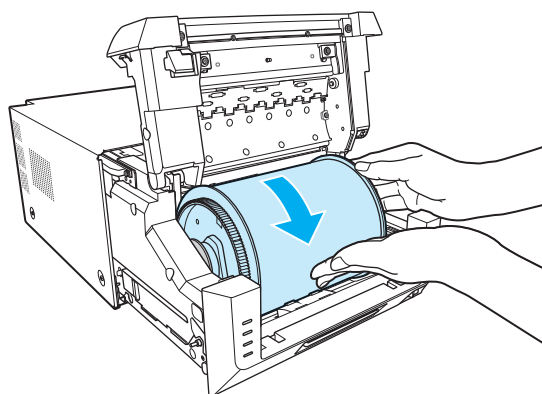
6 **Set the paper holder into the printer.**
Set the seal on the paper (→PULL) in the same direction as show on the right.
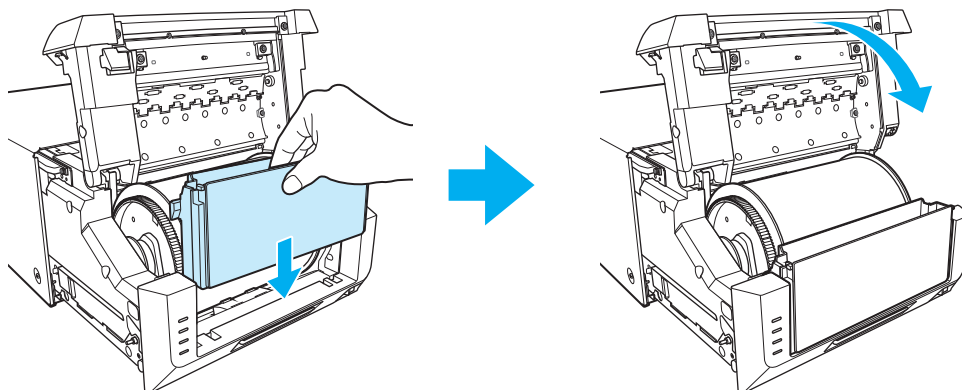

7 **While pressing the paper holder, rotate the paper in the direction of the arrow and advance the leading edge until the buzzer beeps.**
The flashing LED (orange) turns off.

*8* **Set the scrap box and close the front cover.**

⚠ Caution

- The CX-02W Series does not allow you to perform the print operation while the scrap box is removed. If you close the front cover while the scrap box is removed, the no scrap box error occurs and the error LED (red) flashes.
- Be sure to attach the scrap box. Otherwise, dust or dirt may enter inside the printer and cause the print quality to deteriorate.

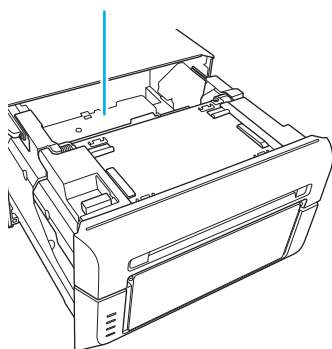*9* **Remove the ribbon cassette from the printer unit.**
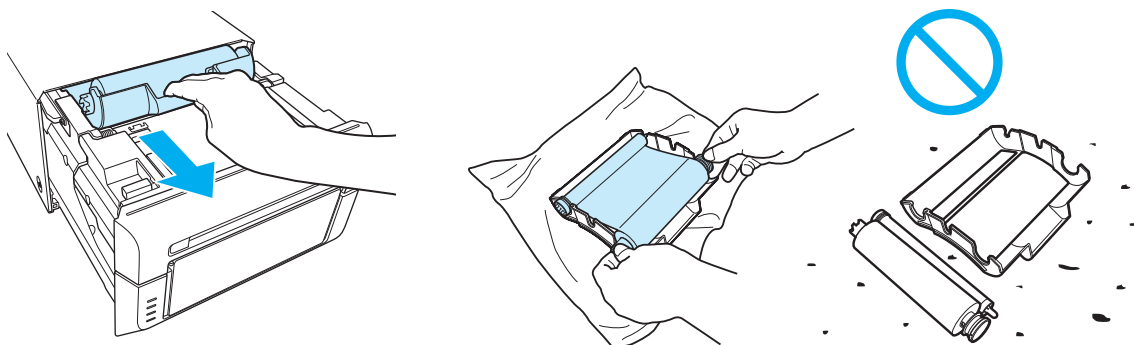
- When setting the media, make sure to use the plastic bag or sheet covering the media. Never put it directly on the table, floor or work spaces.

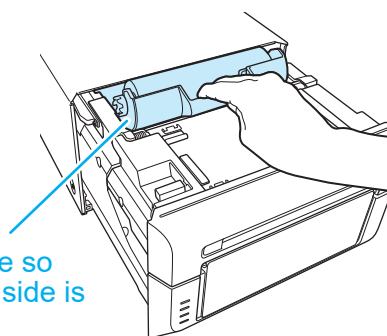**10** **Remove the old ribbon from the ribbon cassette and set the new ribbon.**

Take-up side

Supply side

Rotate in the direction of the arrow to take up the slack.
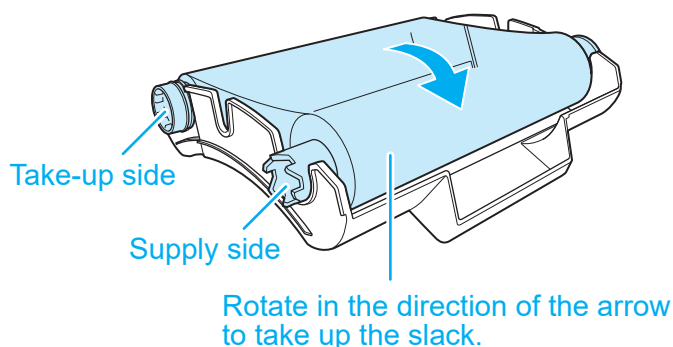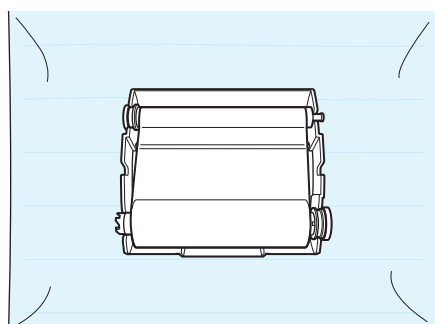
11 **Install the ribbon cassette to the printer unit.**

Install the cassette here.

Set the cassette so that the supply side is at the front.

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.
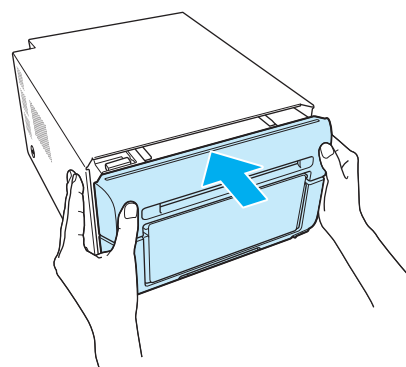
⚠ Caution

- Make sure that the scrap box is installed when printing. If not installed, your fingers may get caught in the moving parts and be injured.
- If different width media (for example L-size and PC-size or 8 inch-size and A4-size) are used on the same printer, problems with the print quality such as lines on the print could arise. Therefore, **do not mix the use of different width media on one printer.**

Paper tray installation (CX-02 Series)

You may install the paper tray when using L or PC size paper rolls.
Up to 50 sheets can be stored, however it is recommended to remove the sheets regularly.

1 **Attach the paper tray to the scrap box.**

Insert the tray horizontally.
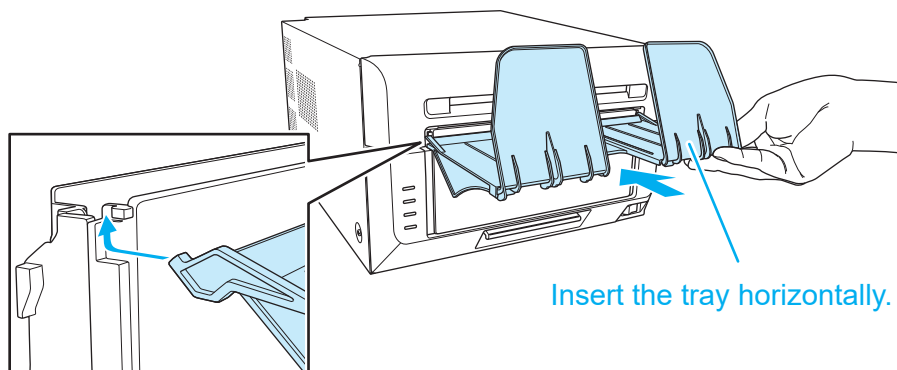
2 **Lower the paper tray to set it.**
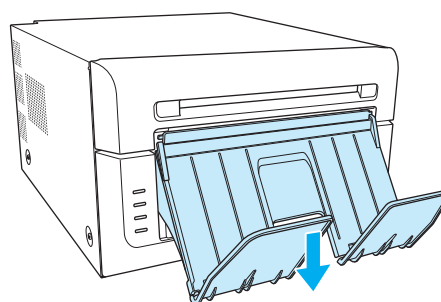
⚠ Caution

- Storing too many sheets may cause a malfunction.
- Do not apply too much strength on the paper tray. Otherwise, it may be damaged.
- Do not attach the paper tray when using paper of sizes other than L-size and PC-size.

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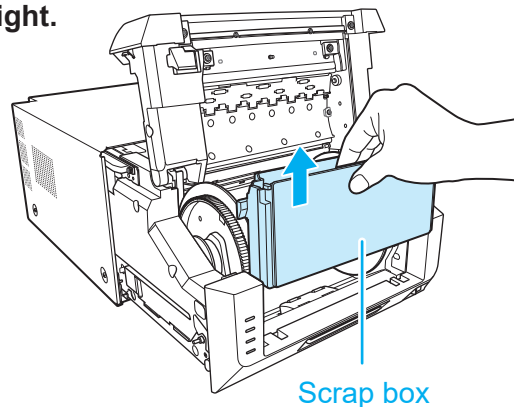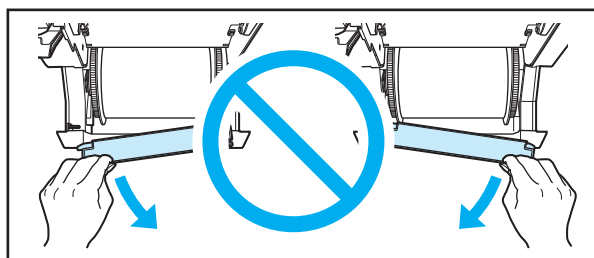
Paper scraps generated when the paper is cut are collected in the scrap box. Be sure to empty the scrap box when replacing the paper.

1 **Release the opening lever, and pull out the mechanism unit.**

2 **Lift the paper lever and raise the front cover.**

3 **Hold the center of the scrap box and lift it up straight.**

Scrap box

4 **After disposing of the paper scraps, set the scrap box and close the front cover.**
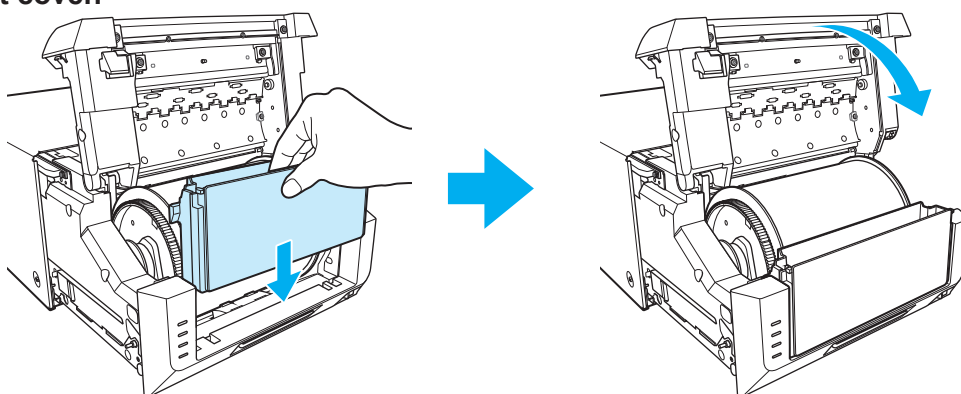
5 **Close the mechanism unit.**
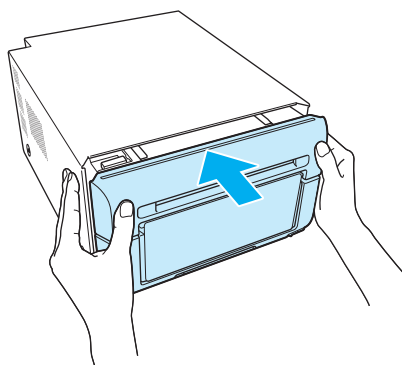
⚠ Caution

- Never remove the scrap box diagonally. The scrap box may be damaged and the product may not operate normally.
- When the scrap 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 scrap box is full.

Troubleshooting

Error display

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

POWER
RIBBON
PAPER
ERROR

████████ lit,   ▨▨▨▨▨▨ flashing,   ▢▢▢▢▢ off.

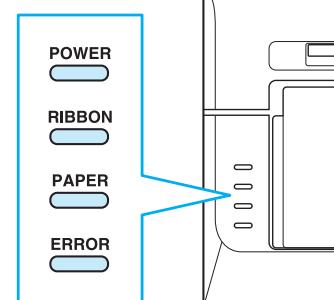| LED display	Status	Condition	Refer to
POWER (lit) RIBBON (off) PAPER (flashing) ERROR (off)	Paper end	Set a new roll of paper.	P.15
POWER (lit) RIBBON (flashing) PAPER (off) ERROR (off)	Ribbon end	Set a new ribbon.	P.15
POWER (lit) RIBBON (off) PAPER (flashing) ERROR (flashing)	Door is open (no paper)	Properly set the paper and then close the mechanism unit.	P.15
POWER (lit) RIBBON (off) PAPER (off) ERROR (flashing)	Door is open	Close the mechanism unit.	P.19
POWER (lit) RIBBON (off) PAPER (off) ERROR (flashing)	Scrap box missing (CX-02W Series)	Set the scrap box in the printer.	P.18
POWER (lit) RIBBON (off) PAPER (lit) ERROR (lit)	Paper error	Set the paper properly.	P.15
POWER (lit) RIBBON (lit) PAPER (off) ERROR (lit)	Ribbon error	Set the ribbon properly.	P.19
POWER (lit) RIBBON (flashing) PAPER (flashing) ERROR (off) * RIBBON LED and PAPER LED alternately flash	Media size error	Send data with a size that matches the media size that has been set on the printer.	P.14
POWER (lit) RIBBON (off) PAPER (off) ERROR (lit)	System error	Reset the ON/Standby switch. If the system does not recover, contact your dealer.	-

▓▓▓▓▓▓▓POWER ░░░░░░░RIBBON ░░░░░░░PAPER ░░░░░░░ERROR	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 front the printer unit.**

3 **Perform the action corresponding to the error.**

"The printer is jammed with paper" (see this page),
"The ribbon is caught in the printer" (see P.25),
"The printer stopped with the paper partially cut" (see P.26),
"The power has been cut during printing" (see P.26)

The printer is jammed with 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).
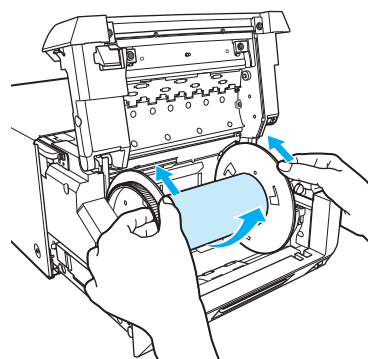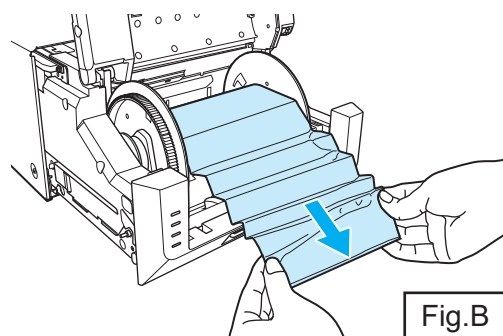Apply only light pressure to avoid damaging the printer components.

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 set 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

Wear gloves

Ribbon Cassette Setting Slot

Fig.D
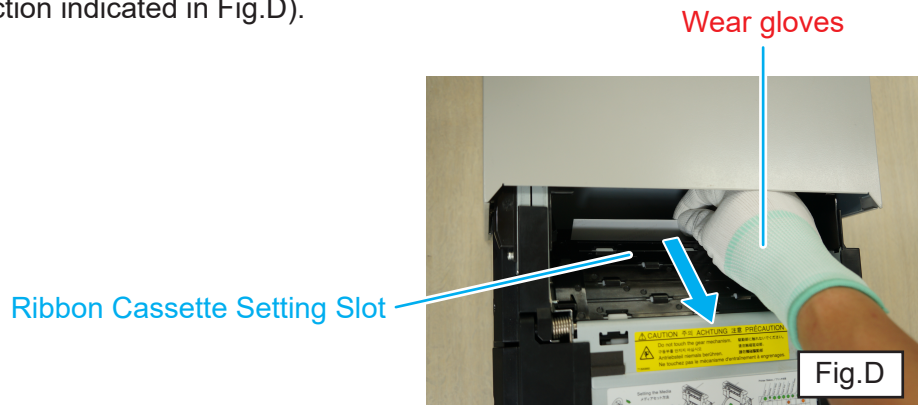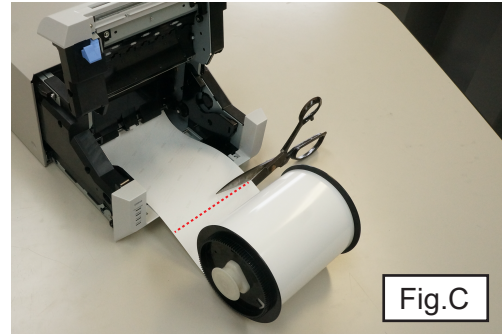
⚠ Caution

- 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.

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.
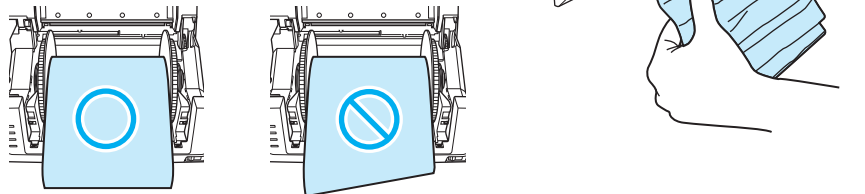
Next, refer to "Setting the media (paper, ribbon)" (P.15).

The ribbon is caught in the printer

1 **Pull out the ribbon.**
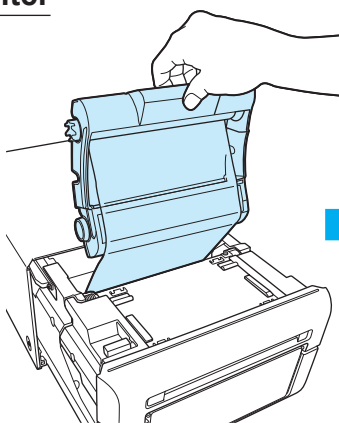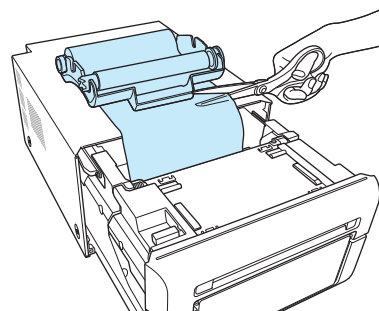
2 **Cut the ribbon.**

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.27).
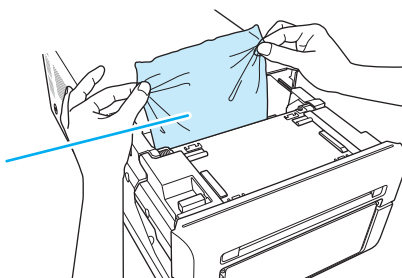
4 **Reattach the ribbon with tape or similar material.**

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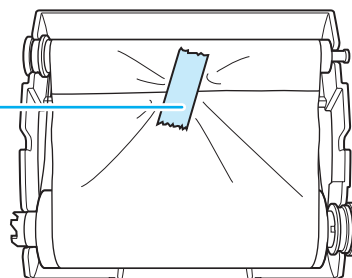
5 **Rotate the take-up roller until the part attached with tape cannot be seen anymore.**

Take-up side

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

Supply side
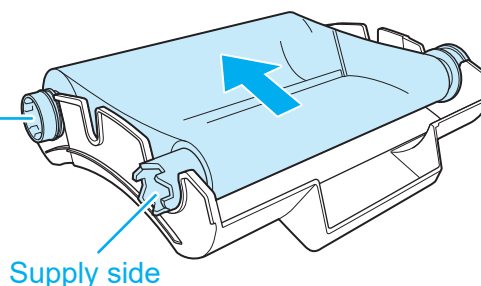
6 **Insert the ribbon cassette in the printer unit.**

7 **After switching the ON/Standby switch on the printer unit to ON, set 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 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 paper" (see P.23).

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 paper 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 paper" (see P.23).

⚠ Caution

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

Cleaning

Platen roller

If indents appear at the same places on the printout at a regular interval (approximately every 50 mm), or if the back of the printout (white side) is 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.**

Platen roller

2 **Perform the steps 1 to 4 of "Setting the media (paper, ribbon)".**

3 **Wipe off all the dirt while turning the platen roller.**
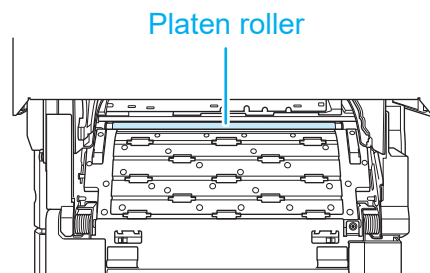
⚠ Caution

- 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.

Wear gloves

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

Thermal print head

Cleaning Target

⚠ 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.
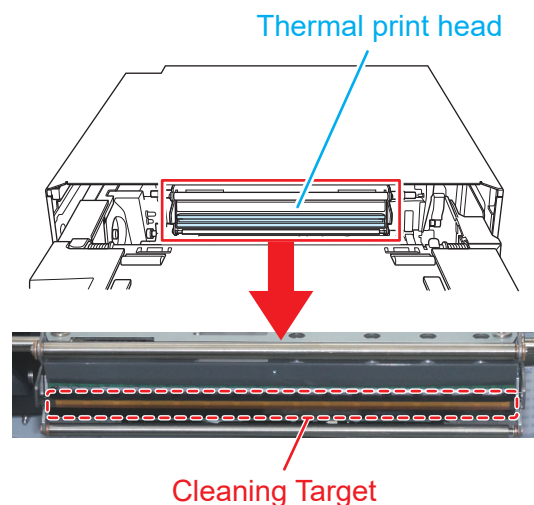
Wear gloves

⚠ Caution

- Do not use benzene 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.

Specifications

Model			CX-02 Series		CX-02W Series	
Print method			Thermal dye sublimation transfer			
Resolution	Width direction		11.8 dot/mm (300 dpi)			
	Paper feed direction	High-speed	11.8 dot/mm (300 dpi)			
		High-quality	23.6 dot/mm (600 dpi)			
Print size			89 mm x 127 mm (3.5x5") [L]		203 mm × 102 mm (8x4")	
			101 mm x 152 mm (4x6") [PC]		203 mm × 127 mm (8x5")	
			127 mm x 178 mm (5x7") [2L]		203 mm × 152 mm (8x6")	
			152 mm x 203 mm (6x8") [2PC]		203 mm × 203 mm (8x8")	
			152 mm x 229 mm (6x9")		203 mm × 254 mm (8x10")	
			-		203 mm × 305 mm (8x12")	
			-		210 mm × 148 mm (A5 format)	
			-		210 mm × 297 mm (A4 format)	
Paper/ ink ribbon set capacity			(4×6") [PC]	400 sheets	(8x10")	130 sheets
			(5 × 7") *1	230 sheets	(8x12")	110 sheets
			(6×8") [2PC]	200 sheets	(A4)	110 sheets
			(6 × 9") *1	180 sheets	-	
Interface			USB2.0 (max 480 Mbps) TYPE B connector			
Dimensions			275 mm (W) × 366 mm (D) × 170 mm (H) The shape differs depending on the country, region or the application. *2		322 mm (W) × 366 mm (D) × 170 mm (H)	
Weight			Approx. 12.0 kg (printer unit only)		Approx. 14.0 kg (printer unit only)	
Rated Voltage			AC 100 V - 240 V 50 Hz / 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 CX-02/CX-02 (A) only.

*2 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.

CITIZEN SYSTEMS JAPAN CO., LTD.