

VnM SignMaker, Safety Signs & Labels

User Manual

Version 1.0

Updated: 1/2017



VnM NEO SignMaker



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Introduction

Thank you for purchasing the VnM® NEO SignMaker Printer by Cobra Systems, Inc.

Throughout this manual you will find User Tips, Troubleshooting, and step-by-step instructions that will show you how to create signs, shelf and door labels that are perfect for all of your safety and identification requirements.

Specifications

Dimensions:	8.81" (W) x 7.32" (H) x 11.57" (D)
Operating Conditions:	41°-104° F (5°-40° C)
Storage Conditions:	-40°-140° F (-40°-60° C)
Resolution:	203 DPI
AC Input:	100-240V
DC Output:	24V 2.5A, 60W Internal Power Supply
Print Speed:	2" to 3" per second, optimal
Connections:	USB, LPT, Ethernet 10/100

Warranty

VnM® NEO SignMaker comes with a Limited Lifetime Warranty, 1-Year Print-head Warranty, and 6-Month Cutter Warranty.

Out of the Box

The VnM® NEO SignMaker System includes:

1. NEO Industrial Sign and Label Printer (1)
2. Printer USB Cable (1)
3. Printer Power Cord (1)
4. Auto Switching Power Supply (1)
5. Ribbon Spindles (2)
6. Take-Up Core for VnM® Ink (1)
7. BarTender UltraLite Software (1)



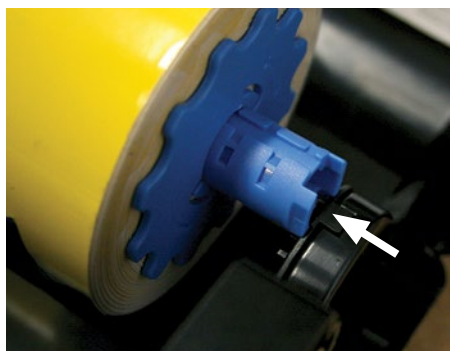


PRINTER MUST BE TURNED OFF!

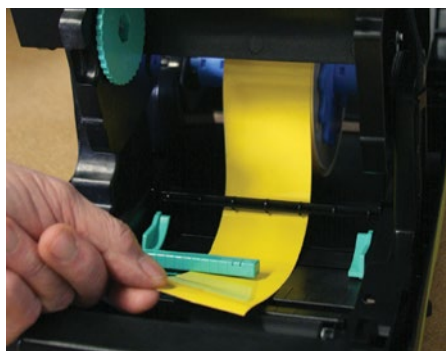
1. Open printer lid by pressing down the top cover open tabs on each side, located toward the front of the printer.



2. Push the print head release button and slide the ink roll onto the spindle. Attach ink ribbon to the empty core and take up any slack before closing clover.



3. Slide new media onto media spindle slot.



4. Feed media face up and pull under the media bar and gap sensor. Adjust the media guides to fit the width of the vinyl.

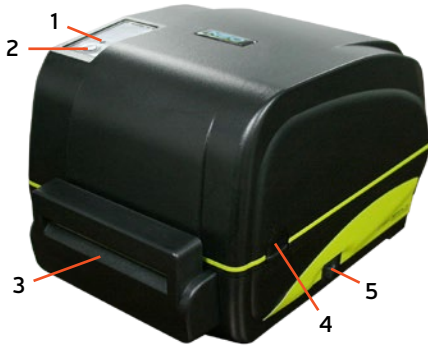


5. With the printer powered off, plug the USB cable and power cord into the rear of the printer.



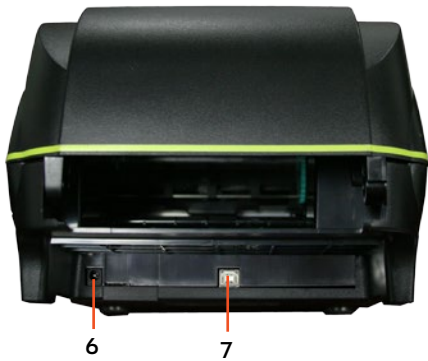
6. Plug the power cord into a properly grounded AC outlet.

NOTE: Always have the VnM printer cover closed when powering on.



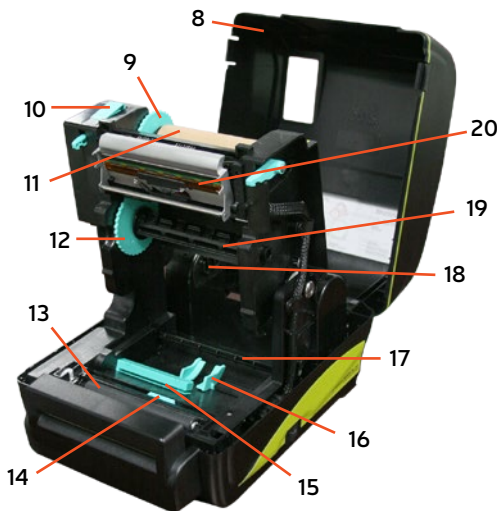
VnM® NEO Front View

- 1. LED indicators
- 2. Feed key
- 3. Media exit chute
- 4. Top cover open tab
- 5. Power switch



VnM® NEO Rear View

- 6. Power jack socket
- 7. USB port



VnM® NEO Interior View

- 8. Print top cover
- 9. Ribbon rewind hub
- 10. Print head release button
- 11. Ribbon rewind spindle
- 12. Ribbon supply hub
- 13. Platen roller
- 14. Black mark sensor
- 15. Gap sensor
- 16. Media guide
- 17. Media bar
- 18. Media spindle slot
- 19. Ribbon supply spindle
- 20. Print head



1

TURN OFF printer; open the cover by pressing on the top cover open tabs, located on each side of the printer.



2

Insert the left side of the ribbon rewind spindle to the ribbon rewind hub then insert the right side to the hole.



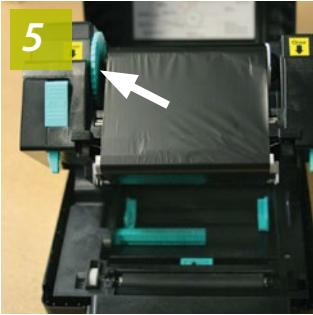
3

Insert the left side of the ribbon spindle to the ribbon supply hub then insert the right side to the hole.



4

Pull the ribbon over the print head and stick securely onto the ribbon rewind hub; dull side of the ribbon will show.



5

Turn the ribbon rewind hub until the black section of the ribbon covers the print head.



6

Close the print head with both hands and make sure the latches are engaged securely.



7

Close cover—you're ready to load your label media.

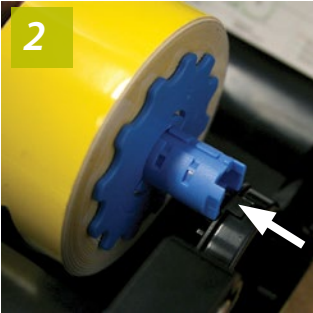
NOTE: Always have the VnM printer cover closed when powering on.

1



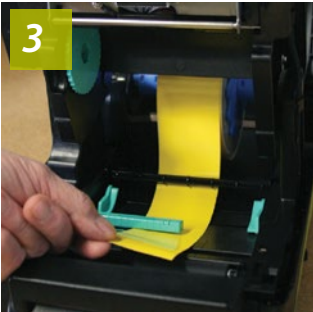
Always turn off the printer when changing media rolls. Use only VnM®4 media.

2



Insert the VnM®4 media roll into the printers media spindle slot.

3



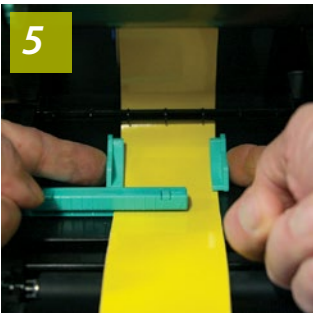
Pull the media under the media bar and gap sensor.

4



Pull the media through the cutter.

5



Adjust the media guides to fit the media.

6



Close the print head with both hands and make sure the latches are engaged securely.

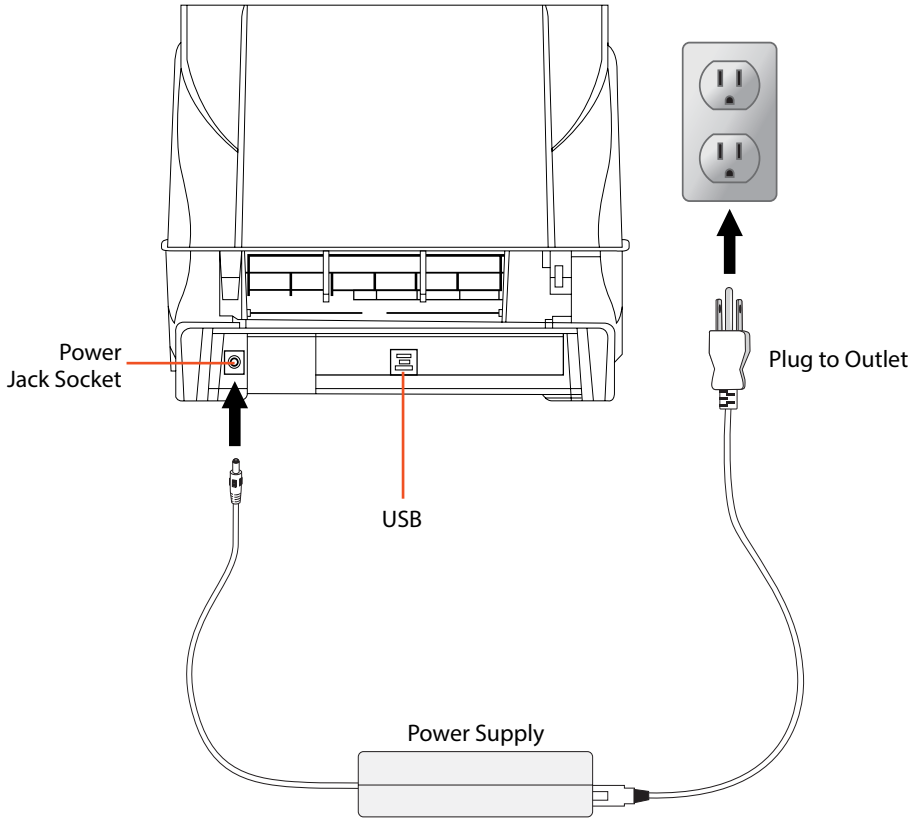
7



Close cover—you're ready to load your label media.

IMPORTANT: To prevent smudges and fingerprints, handle media on the ends of the roll.

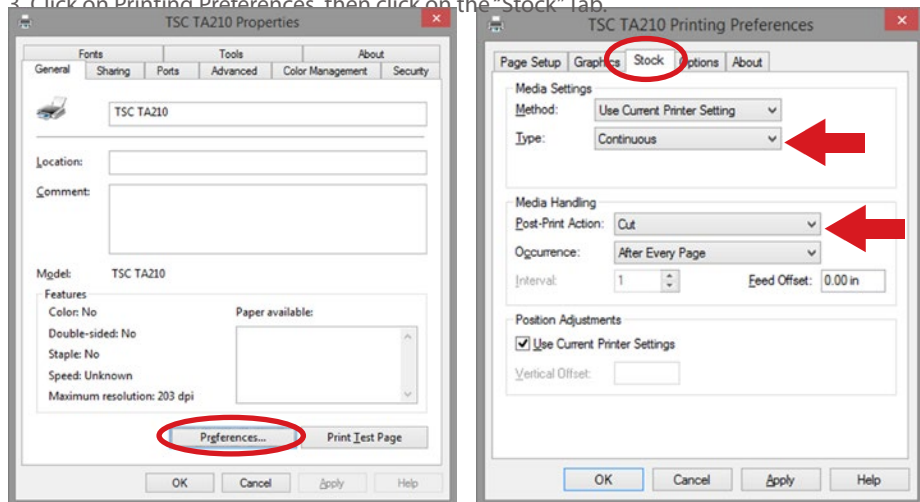
1. Place the printer on a flat, secure surface.
2. Make sure power switch is OFF.
3. Connect the printer to the computer with the provided USB cable.
4. Plug the power cord into the AC power cord socket at the rear of the printer.
5. Plug the power cord into your power source, **preferably using a surge protector**.
6. Turn on the VnM® NEO.



IMPORTANT: Keep all magnetic devices away from the VnM® NEO printer.

PC Connection for labels, signs, templates and printing options

1. Use the provided BarTender Software CD to install the VnM® NEO Driver. Select the Window Driver Setup option and continue by selecting the TSC TA210 printer.
2. Once the Driver has been installed, go to:
Start > Control Panel > Printers and Faxes
Right mouse click on the TSC TA210 Printer icon and click on "Properties".
3. Click on Printing Preferences, then click on the "Stock" Tab.

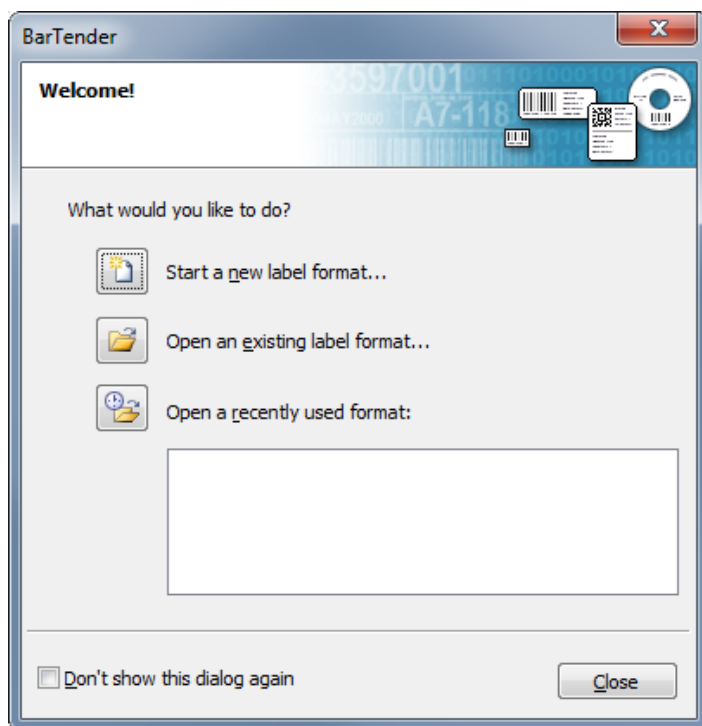


4. Set Stock Type to "Continuous".
5. Set the Post-Print Action to "Cut" and the Occurrence to "After Every Page".
6. Connect USB cable to the PC's USB port.
7. Plug power cord into AC Power Receptacle at the rear of the printer, then plug the power cord into a grounded AC outlet.
8. Print signs and labels on the VnM® NEO SignMaker using programs such as Microsoft Word, Adobe Illustrator, and other popular label design software applications such as BarTender UltraLite.*

*Please note that Cobra Systems does not support custom label design software applications or programs. For technical support on software applications please contact the respective software developer.

Create your Signs and Labels with BarTender UltraLite.

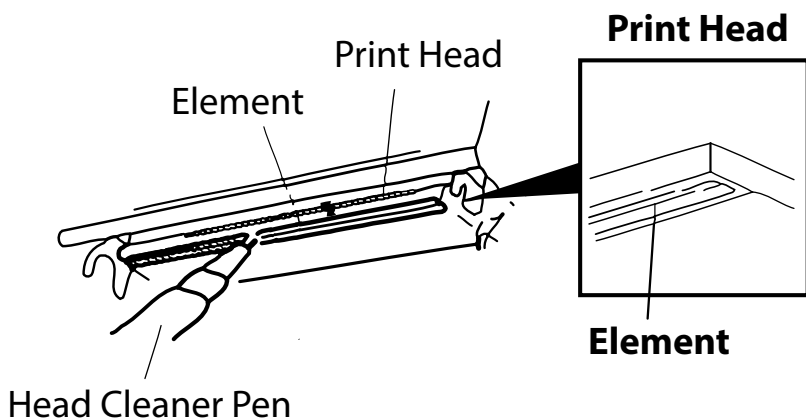
1. Use the provide CD to install the BarTender UltraLite label design software.
Select the BarTender Software Setup option and follow the following installation prompts to take advantage of the free software.
2. Once the software has fully downloaded, follow the next steps:
 - a) Go to Start > Open "BarTender UltraLite" program.
 - b) Select "Typical" as your Setup Type and click "Next"
 - c) Select "Install" to continue with installation.
 - d) Once your installation is complete, open "BarTender UltraLite".****IMPORTANT** Do NOT select option with trial features!**
 - e) Select the "UltraLite Edition Only" option.
 - f) Click "OK"
3. Once the software is fully installed, select "Start a new label format" to create a new label.



*Please note that Cobra Systems does not support custom label design software applications or programs. For technical support on software applications please contact the respective software developer.

Print Head Cleaning

Please order a maintenance kit for the print head. Use the cleaning pen to gently clean the surface of the print head before each ribbon installation. Proper cleaning of the print head will ensure a longer life span of the print head and provide you with a superior print quality.



Opening Printer Covers

Do not open printer covers when the unit is powered on as this will cause an error. If done accidentally, turn printer off and close covers completely, then power back on.

VnM SignMaker Troubleshooting

ISSUE: The Ink Ribbon comes out through the cutter after loading a new roll.

Remedy: The Ink Roll was changed while the printer was powered on. Turn the printer off, re-tape the Ink Roll to the take-up core and close the printer cover. Turn the power back on and the ink roll sensor will reset.

ISSUE: The red light on the printer is flashing.

Remedy: Turn the printer off and then on.

ISSUE: Print quality is inconsistent and blotchy after loading new media.

Remedy: Check the test print section on the VnM keyboard for the correct print setting. For optimal print quality, and to keep the media and ribbon fingerprint-free, minimize direct contact with the media.

VnM® NEO SignMaker accessories sold separately, include:

Maintenance Kit



Frequently Asked Questions

Q: How do I prevent the ink ribbon from coming out with the vinyl and being cut?

A: Secure the ink ribbon to the take-up core with a piece of tape; wind ribbon on core to remove slack. Turn the printer off and wait two seconds, then turn it back on. Print a label.

Q: How do I correct poor print quality?

A: Make sure you are using the correct print setting for the vinyl and ink ribbon you're printing with. (Refer to page 8 for correct print settings.) Also, make sure the print head is clean. (Recommend cleaning the print head each time vinyl media and/or ink ribbon is installed.) Keep skin contact to a minimum when working with vinyl media.

Q: I keep getting an error every time I print a GHS label.

A: Make sure to adjust your printers gap sensor to overlap your media to recognize the gap on your labels.

**For support call the VnM® Service & Technical department
855.485.9343 or your local distributor.**

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