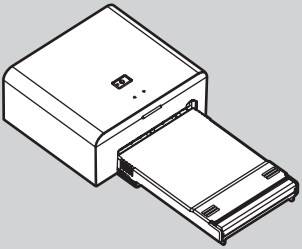
MITSUBISHI ELECTRIC

Digital Photographic Printer
Impresora Fotográfica Digital
Imprimante Photographique Numérique

MODEL / MODELO / MODÈLE

# CP-D2E



USER'S MANUAL
MANUAL DEL USUARIO
MANUAL DE L'UTILISATEUR

ENGLISH

ESPAÑOL

FRANÇAIS

DPOF

PictBridge

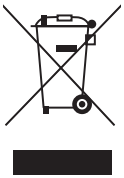
# Introduction

Read this manual carefully prior to use to ensure correct use of this product.

## For customers in Europe

"CE" mark indicates that this product complies with the European requirements for safety, health, environment and customer protection. "CE" mark printers are intended for sales in Europe.

**Note: This symbol mark is for EU countries only.**
**This symbol mark is according to the directive 2002/96/EC Article 10 Information for users and Annex IV.**



Your MITSUBISHI ELECTRIC product is designed and manufactured with high quality materials and components which can be recycled and reused.
This symbol means that electrical and electronic equipment, at their end-of-life, should be disposed of separately from your household waste.
Please, dispose of this equipment at your local community waste collection/recycling centre.
In the European Union there are separate collection systems for used electrical and electronic product.
Please, help us to conserve the environment we live in!

## Trademarks

- Windows is registered trademark of Microsoft Corporation.
- Macintosh and Apple are trademarks of Apple Computer, Inc.
- All brand names and product names contained in this manual are trademarks or registered trademarks of their owners.

# Features

### Direct print

This printer conforms to PictBridge, which is a standard common to digital cameras and printers.
If you connect this printer to a PictBridge-compatible digital camera using a USB cable, you can print pictures stored in the digital camera directly from the camera.

### Variety of print

This printer supports various printing options, including printing multiple instances of the same picture on one sheet (multi-printing), printing multiple different pictures on one sheet (index printing), printing pictures with date and time included, and printing with edged or not edged pictures.

**Note**

Some printer functions may be restricted depending on the digital camera connected.

### Printing from a PC

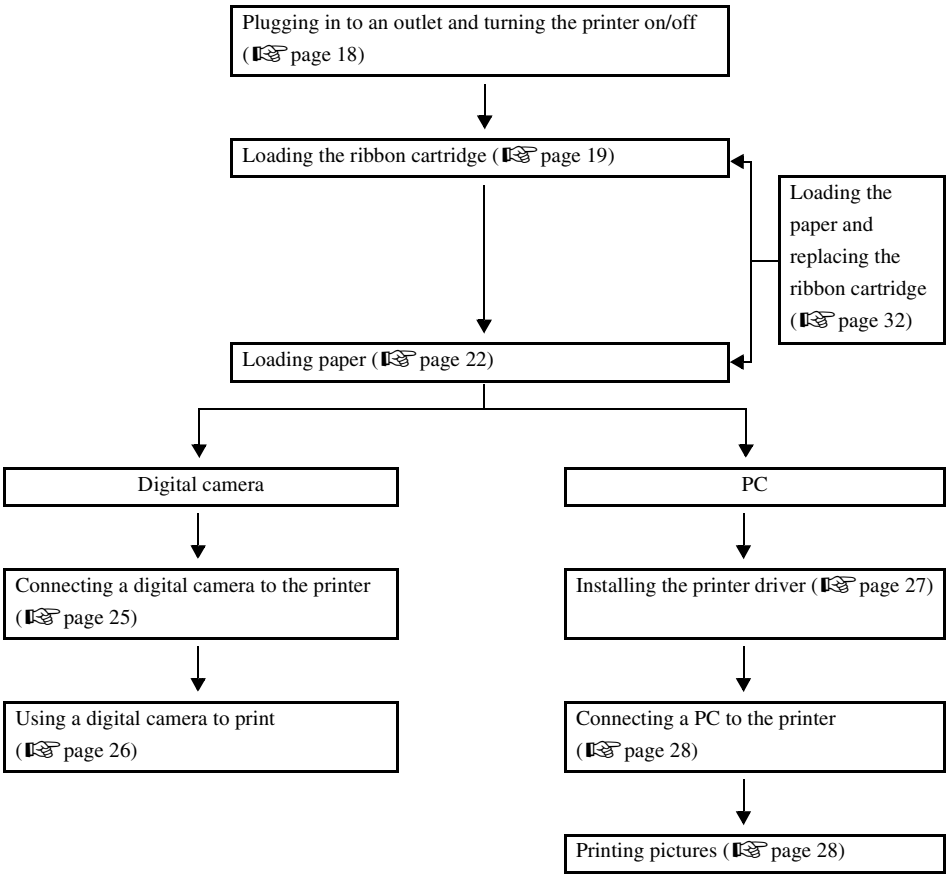
You can connect this printer to a PC using a USB cable to print pictures stored on a PC.

### Printing on high-quality overcoat paper

Printing on high-quality overcoat paper ensures long lasting, durable prints of high quality. This is especially useful for printing photographs you can treasure for years to come.

# Operating procedure

Use the following flowchart for reference:



# Table of contents

Introduction . . . . . 2
Features . . . . . 3
Operating procedure . . . . . 4
Table of contents . . . . . 6

## Read this first

Safety regulations . . . . . 8
Precautions . . . . . 13
Checking the contents . . . . . 15
Parts and controls . . . . . 16
Front . . . . . 16
Rear . . . . . 16

## Preparation

Plugging in to an outlet and turning the printer on/off . . . . . 18
Loading the ribbon cartridge . . . . . 19
About the paper/ink ribbon set . . . . . 19
Setting the ribbon cartridge . . . . . 19
Removing the ribbon cartridge . . . . . 20
Loading paper . . . . . 22
Loading paper into the paper-cassette . . . . . 22
Setting the paper-cassette into the printer . . . . . 23

## Printing

Printing pictures from a digital camera . . . . . 24
About PictBridge-compatible digital cameras . . . . . 24
Connecting a digital camera to the printer . . . . . 25
Using a digital camera to print . . . . . 26
Printing pictures from a PC . . . . . 27
Installing the printer driver (during initial setup) . . . . . 27
Connecting a PC to the printer . . . . . 28
Printing pictures . . . . . 28

## Additional information

Loading the paper and replacing the ribbon cartridge . . . . . 32
If paper runs out during printing . . . . . 32
If the ribbon runs out during printing . . . . . 32
Error signals . . . . . 33
Troubleshooting . . . . . 34
When paper is jammed . . . . . 36
If the ribbon cartridge is removed during printing . . . . . 37
If the paper-cassette is removed during printing . . . . . 37
About the paper/ink ribbon set . . . . . 38
Specifications . . . . . 40
Before you contact us . . . . . 41

# Read this first

## Safety regulations

Various icons are used in this manual to indicate correct product usage and to help prevent property damage and injury to customers and others. The meanings of these icons are described below.

| Icon | Description |
|---|---|
| **WARNING** | Failure to follow instructions indicated by this icon may lead to serious injury or death. |
| **CAUTION** | Failure to follow instructions indicated by this icon may lead to injury or property damage. |

Precautionary notations are indicated by the following symbols.

| Icon | Description |
|---|---|
| | Do not perform this action. |
| | You are strongly encouraged to perform this action. |
| | Unplug the device from the power source. |
| | Do not disassemble. |
| | Avoid contact with water and other liquids. |
| | Do not touch if your hands are wet. |

## ⚠ WARNING

### If this device acts abnormally, unplug it

Do not use the printer if it emits smoke, unusual smells, strange sounds, or becomes unusually warm.

Use under these conditions may cause fire or electric shock.

Turn off and unplug the printer. Then contact your dealer.

### Should any liquid or foreign objects get into the printer, unplug the power cord

Do not allow any liquids, metals, or flammable objects to get into the printer.

This may cause fire or electric shock.

Turn off and unplug the printer. Then contact your dealer.

### If the printer cabinet is damaged, unplug the power cord

Do not use this device if the cabinet (body) is damaged.

Use in this condition may cause fire or electric shock.

Turn off and unplug the printer. Then contact your dealer.

### If the power cord is damaged, unplug it

Do not use a damaged power cord.

Use in this condition may cause fire or electric shock.

Turn the printer off, and unplug the power cord being careful not to touch any exposed wires. Then contact your dealer.

### Do not damage the power cord

Do not damage or modify the power cord.

A damaged power cord may result in fire or electric shock. To prevent damage, do not bend the cord excessively or pull on the cord when unplugging. Take care no heavy objects are placed on or roll over the cord.

If the power cord is damaged, contact your dealer.

## ⚠ WARNING

### Do not disassemble or modify the printer

The printer has both hot and high voltage parts on the inside. Touching these parts may result in burns, electric shock, and/or damage to the printer. Never attempt to disassemble or modify the printer as this may lead to electric shock or printer malfunction.

For service or repair, contact your dealer.

### Do not allow liquids near the printer

If liquid gets into the printer, it may result in fire or electric shock.

### Do not place heavy objects on the printer

Heavy objects may damage the printer cabinet, resulting in fire or electric shock. Damage may also result from the printer being dropped or falling.

### Do not install the printer in the following places

To prevent fire, electric shock, and printer malfunction, do not install the printer in the following places:

- Dusty, humid, or oily places
  Should any dust or liquid get into the printer, it may result in fire or electric shock.
- Extremely hot places
  Do not expose the printer to direct sunlight, such as inside a car or near a window or extremely high temperatures, such as near a heater. Doing so may damage the printer cabinet, resulting in fire or electric shock.
  Use the printer in an environment with an ambient temperature between 10 to 35°C (50 to 95°F) and humidity of 30 to 80%.

### Do not use the printer in the following places

- Unstable or inclined surfaces.
- Outdoors (particularly on beaches, etc.), or places that expose the printer to excessive dust or debris.
- Places subject to rain, dripping, or enclosed places where condensation could occur such as inside a plastic bag.

## ⚠ WARNING

**Do not use the printer with an AC adapter or power cord other than that specified/provided**

**Do not use the provided AC adapter or power cord with any other devices**

**Provide correct voltage**

Incorrect voltage may damage printer parts.
Use with incorrect voltage may cause fire or electric shock.

**Connect the power cord correctly/safely**

If the power cord is plugged in loosely, it may cause a fire or electric shock.
Push the plug all the way into the outlet.

**Make sure that excessive dust and debris do not accumulate on the power cord**

Dust and debris may conduct electricity, which can cause fire and electric shock.
If excessive dust and debris accumulate on the cord, unplug the cord and clean it.

**Always unplug the power cord during an electrical storm**

The induced electricity from storms may cause fire, electric shock, or printer malfunction.

**Do not hold the power plug with wet hands**

Doing so may result in fire, electric shock, or printer malfunction.
Be sure your hands are dry before handling.

**Plug the printer directly into an outlet**

Avoid overloading outlets with use of extensions and adapters, etc.

**Do not move the printer when the power cord is taut**

Moving the printer when the power cord is taut may damage the cord.
Using the printer when damaged may cause fire or electric shock.
When moving the printer, unplug and bundle the power cord.

## ⚠ CAUTION

### Ensure there is adequate ventilation around the printer

Do not put the printer where there is poor ventilation, or on a soft surface such as a rug or bed.

### Do not put the printer on an unstable surface

Do not put the printer on an unstable surface such as a shaky table. Injury may result from the printer being dropped or falling. This could also damage the printer or cause the printer to malfunction.

### Do not touch the non-user-serviceable parts inside the printer

Doing so may cause injury or burns. This applies especially to children and those unfamiliar with the printer.

### Do not unplug the printer by jerking or pulling on the power cord

To unplug the power cord, hold it by the plug. Pulling on the cord may damage it, possibly resulting in fire or electric shock.

### Unplug the printer for servicing

Always unplug the printer before servicing or performing maintenance.

### Unplug the printer if it will not be used for an extended period of time

Unplug the printer if it will not be used for an extended period of time, such as while you are away on a long trip.

Otherwise, deteriorated insulation or current leakage may cause fire or electric shock.

# Precautions

## When condensation occurs

Condensation is the occurrence of water droplets forming on surfaces, and may occur under the following conditions:

- The room where the printer is located is heated quickly.
- Cool air from an air-conditioner blows directly onto the printer.
- The printer is moved from a low-temperature location to a high-temperature location.

When condensation occurs, print paper may become moist. This may cause printing quality deterioration or paper jams. If condensation has occurred or is expected to occur, refrain from using the printer until condensation is no longer present or likely to occur.

## When cleaning the printer, do not use thinner, benzine, or any other solvent

If the printer comes into contact with insecticide or is wiped with thinner or benzine, the finish may deteriorate or peel.

To clean the printer exterior, wipe with a soft cloth. If stains are persistent, dampen the soft cloth with water or a diluted mild detergent, wring it carefully, and then wipe the exterior with the cloth.

## Do not allow the printer to remain in contact with rubber or plastic products for an extended period of time

Deterioration and discoloration may occur if the device remains in contact with rubber or plastic products for an extended period of time.

## Operate the printer at least once every six months

If the printer is not used for a long period of time, it may malfunction.

Run the printer at least once every six months.

## When lifting or transporting the printer

When lifting or transporting the printer, grasp it with both hands.

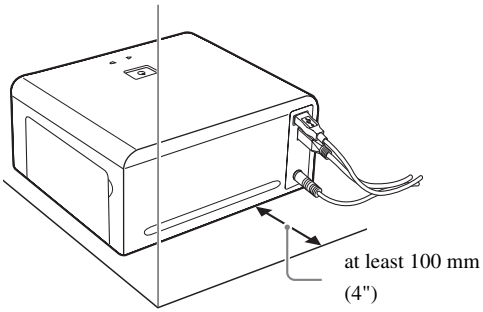
## When transporting the printer

When transporting the printer, place it in the original box with the original packing material.

If the original packing material is not available, pack the printer with enough cushion to absorb any impacts during transportation.

## Appropriate installation locations

Install the printer on a flat stable surface. Allow for suitable clearance around the printer.

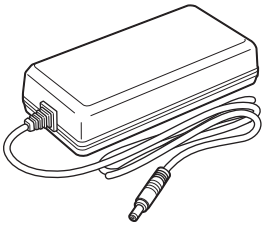



**Notes**

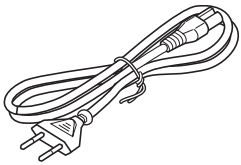
- A space of at least 100 mm (4") is required behind the printer because paper is partially ejected from the rear of the printer during printing.
- The cables on the rear of the printer should be directed straight out or away from the printer so they won't interfere with paper during printing.

# Checking the contents

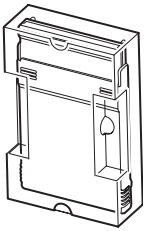
Check for the following contents when unpacking the printer.
If one or more accessories are missing, contact your dealer.



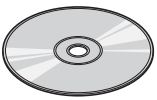
**AC adapter (1)**



**Power cord (1)**



**Paper-cassette**

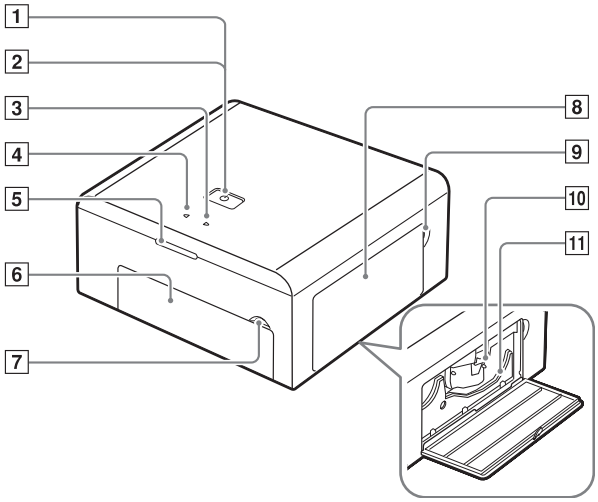


**CP-D2E software CD-ROM (printer driver) (1)**

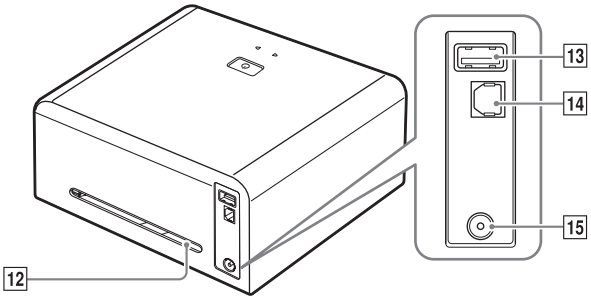
- USER'S MANUAL (this book) (1)

# Parts and controls

## Front




## Rear



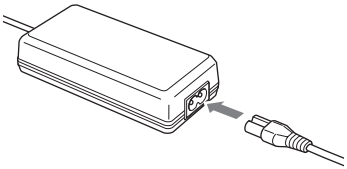
| Number | Name | Function |
|---|---|---|
| 1 | Power button | Turns the power on/off (☞page 18). |
| 2 | Power indicator | Indicates the power is on/off (☞page 18). |
| 3 | PAPER indicator | Blinks when a paper error occurs (☞page 33). |
| 4 | RIBBON indicator | Blinks when a ribbon cartridge error occurs (☞page 33). |
| 5 | Access indicator | Indicates the printer status (☞page 33). |
| 6 | Paper-cassette door | Open this door when you install or replace the paper-cassette (☞page 22). |
| 7 | Paper-cassette door tab | Use this tab when opening the paper-cassette door (☞page 22). |
| 8 | Ribbon cartridge door | Open this door when you install or replace the ribbon cartridge (☞page 19). |
| 9 | Ribbon cartridge door tab | Use this tab when opening the ribbon cartridge door (☞page 19). |
| 10 | Tab | Pull this tab up when taking out the ribbon cartridge (☞page 20). |
| 11 | Ribbon cartridge slot | The ribbon cartridge is inserted into this slot (☞page 20). |
| 12 | Paper path | During printing, paper is partially ejected (☞page 14). |
| 13 | PictBridge connector | USB cable connector for a PictBridge-compatible digital camera (☞page 25). |
| 14 | USB connector | USB cable connector for a PC (☞page 28). |
| 15 | DC-IN jack | Connect the AC adapter to this port (☞page 18). |

# Preparation

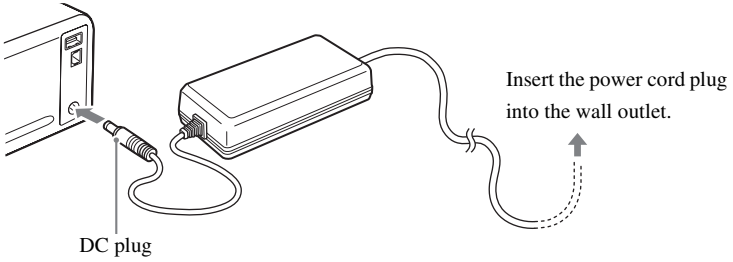


## Plugging in to an outlet and turning the printer on/off

1 Plug the power cord into the AC adapter.



2 Plug the power plug into a wall outlet, and then plug the DC plug into the DC-IN jack.




3 Press the Power (⏻) button.

The Power indicator turns on.

**Note**

If the DC plug is accidentally unplugged from the printer during printing, turn the printer off, plug the DC plug into the DC-IN jack, and then turn the printer on again. Leaving the printer unplugged may cause it to malfunction.

### To turn off the printer

Press the Power (⏻) button.

The Power indicator turns off.

# Loading the ribbon cartridge

## About the paper/ink ribbon set

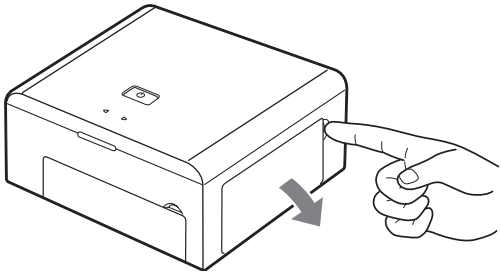
For printing, paper/ink ribbon set (not supplied) are required.
For details, refer to “About the paper/ink ribbon set” (☞page 38).

**Notes**

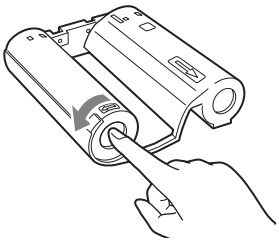
- Use ribbon cartridges and paper that are packaged together.
- Do not use paper that has already been printed on or ejected.

## Setting the ribbon cartridge

1 Open the ribbon cartridge door.



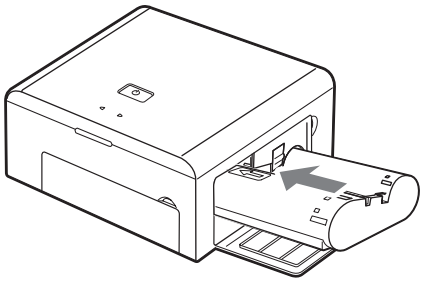
2 Remove slack from the ribbon.



Turn the roll in the direction indicated by the arrow while holding the roller in place.

If the ribbon cartridge has been used before, take in any ribbon slack before loading.

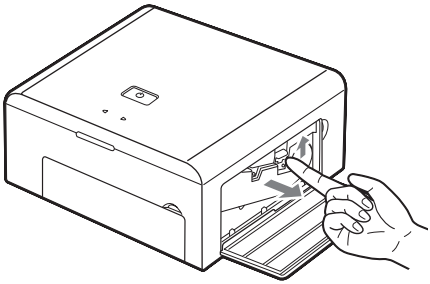
3 Insert the ribbon cartridge into the printer following the direction of the arrow, and then close the ribbon cartridge door completely.



- Push the cartridge in until it clicks.
- If the ribbon cartridge door cannot be closed completely, take out the ribbon cartridge and then reinsert it.

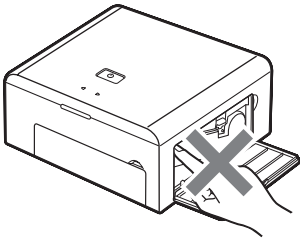
## Removing the ribbon cartridge

Open the ribbon cartridge door, and raise the tab. When the ribbon cartridge comes free, take it out.

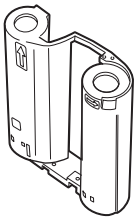


**Note**

When opening the ribbon cartridge door, be careful not to touch the inside of the ribbon cartridge slot as it may be very hot.



- When setting a ribbon cartridge aside, keep it upright to protect it from dust.
  Do not touch the ribbon or leave a ribbon cartridge in a dusty environment.
  Fingerprints or dust on a ribbon may cause printing quality to deteriorate.



- If the ribbon has torn, replace the ribbon cartridge with a new one.

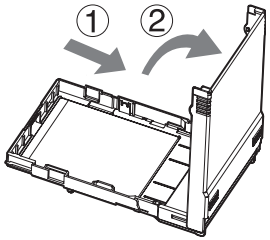
**Note on ribbon cartridge storage**

Store ribbon cartridges in a place that is free from high temperature, humidity, dust, and direct sunlight.

# Loading paper

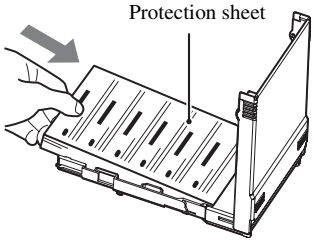
## Loading paper into the paper-cassette

1 Open the paper-cassette cover.




- Slide and pivot the paper-cassette cover following the direction of the arrow.

2 Fan the paper stack properly and load the paper into the paper-cassette with the protection sheet facing up.



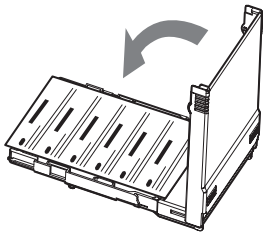

**Note**

Do not load more than 50 sheets in the paper-cassette.

**Tip**

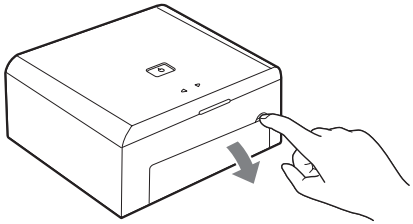
Use only one pack (25 sheets) of paper at a time. Keep another pack in its original plastic sealed.

3 Close the cover until it clicks into place.



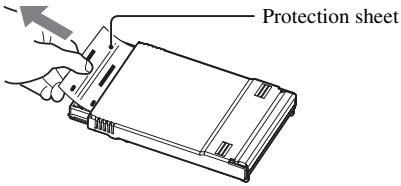
## Setting the paper-cassette into the printer

1 Open the paper-cassette door.

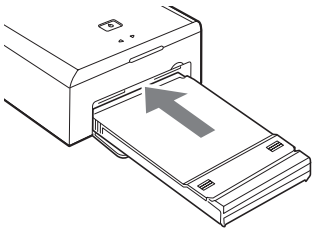


When closing the paper-cassette door, push the paper-cassette door tab in as you close the door until it clicks into place and locks.

2 Remove the protection sheet.



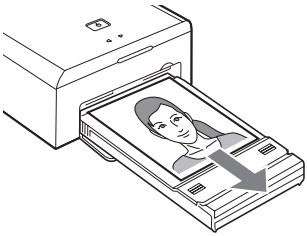

3 Insert the paper-cassette all the way.



- Push the paper-cassette until it clicks into place.
- To remove the paper-cassette, pull it out holding both sides.

**Tip**

Printed paper is ejected onto the top of the paper-cassette.



**Note**

Do not leave more than paper 25 sheets (1 pack) on the top of the paper-cassette.

# Printing

## Printing pictures from a digital camera

### About PictBridge-compatible digital cameras

You can print pictures directly by connecting your PictBridge-compatible digital camera to the printer.
You can specify the pictures to be printed and the number of prints by following the instructions displayed on the LCD screen of the camera while it is connected to the printer.
The printing procedure varies from one digital camera to another. Refer to the manual supplied with your digital camera.
You can print pictures based on the print order you entered in Digital Print Order Format (DPOF).

**Tips**

In PictBridge mode, the initial printer settings are as follows.

- Paper size automatically selected according to the paper loaded in the printer.
- One-sheet printing selected.
- Not edged printing selected.
- Date printing disabled.
- File name printing disabled.

**Notes**

- Images not taken by a digital camera must be printed by a PC.
- The maximum number of digital camera images you can print (both index and regular size) is 200 at one time. If you set more, only the first 200 are printed.
- While the printer is cooling off, if you cancel the printing, the last image queued will be printed.

### About DPOF (Digital Print Order Format)

You can record the following print order on a card.

- Selected images for printing taken by digital camera.
- Number of prints.
- Date and time.

The information is saved on the card in DPOF format. You can take the card to a photo developer service supporting DPOF and ask them to print the images based on the print order recorded on the card.

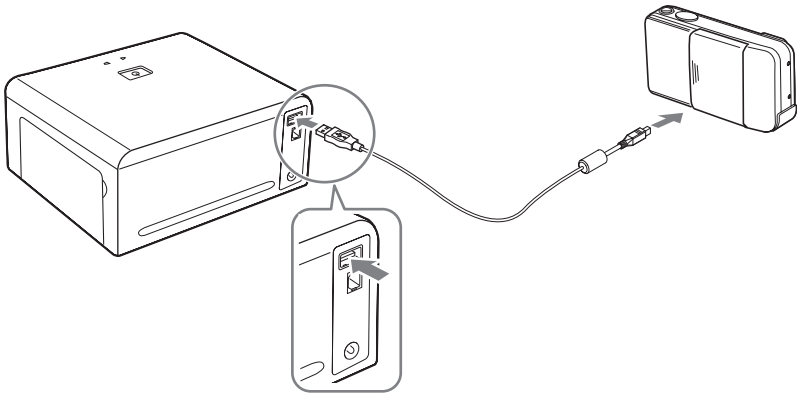
## Connecting a digital camera to the printer

The procedure below assumes that you are connecting a PictBridge-compatible digital camera.
Use the USB cable supplied with the digital camera to connect.

1 Turn on the printer.

For details, refer to "Plugging in to an outlet and turning the printer on/off" (☞page 18).

2 Plug one end of the USB cable into the USB connector on the digital camera, and then plug the other end into the PictBridge connector on the rear of the printer.

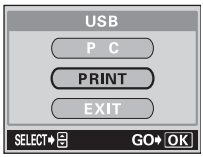


3 Turn on the digital camera and prepare it for printing.

The Access indicator on the printer turns on for a few moments and then turns off.
For details on how to use the digital camera, refer to the instruction manual supplied with the digital camera.

## Using a digital camera to print

1 Print the desired picture by following the instructions displayed on the digital camera screen.




Sample digital camera screen

The Access indicator on the printer blinks when printing is in progress. The indicator turns off when printing ends. For details on how to use the digital camera, refer to the manual supplied with the digital camera.

2 When printing is complete, turn off the printer and digital camera, and then disconnect the USB cable.

**Notes**

- Printing will stop if you unplug the power plug during printing. The paper should be automatically ejected when you turn on the printer again. If it is not, refer to "When paper is jammed" (☞page 36).
- Do not open the ribbon cartridge door or remove the paper-cassette during printing.
- Do not move the printer during printing.
- Do not turn off the printer or digital camera, or disconnect the AC adapter during printing. If you inadvertently turn off the printer or disconnect the AC adapter, turn on the printer and then retry printing. If you leave the printer as is, a failure might occur.
- Do not unplug the USB cable during printing.
- Wait at least 10 seconds after unplugging the USB cable before plugging it back in, or vice versa.

# Printing pictures from a PC

**Note**

Images that were not taken by a digital camera must be printed by a PC.

## Installing the printer driver (during initial setup)

Supported Windows operating systems: Windows 2000/XP
Supported Macintosh operating systems: Mac OS X v10.4

**Note**

Before connecting the printer to a PC, you must install the printer driver.

1 Start up your PC, and then insert the software CD-ROM supplied with the printer into the CD-ROM drive.

If you are using Macintosh, double click the [Installer] icon displayed on the desktop to begin installation.

**Tip**

For details, refer to the Installation Guide on the software CD.

2 Install the printer driver by following the instructions displayed on the screen.

For details, refer to the instruction manual supplied with the PC.

**Tip**

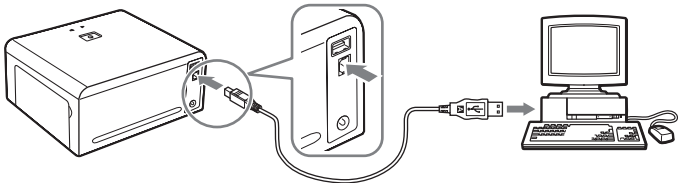
If your PC with a USB connector is one of the following, operation is not guaranteed.

- The operating system is Windows 95/NT 4.0/98/98SE/ME.
- Mac OS 8.6-9.2.
- Your PC's USB connector was added using an extension card or similar means.
- Your PC was shipped without a pre-installed OS or was home-built.

## Connecting a PC to the printer

Use a commercially available USB cable (A-B type, less than 3m (9.8 ft.)).

1 Plug one end of the USB cable into the USB port on the PC, and then plug the other end into the USB connector on the rear of the printer.



2 Turn on the printer.

**Notes**

- When this printer is connected both to a PC and a PictBridge-compatible digital camera, it assigns higher priority to the digital camera. Disconnect the digital camera.
- This printer's performance is not guaranteed in a network environment.
- This printer's performance is not guaranteed when connected to a USB hub.

## Printing pictures

1 In your application, display and select the pictures to be printed.

2 On the print screen, select [CP-D2E] from the available printer list.

**Note**

[Print] operations and printer selection vary depending on the application. Refer to the manual supplied with your application.

3 On the print setting screen, check the properties, and then start printing.

For details, refer to “Setting the print properties” (☞ page 29).

**Notes**

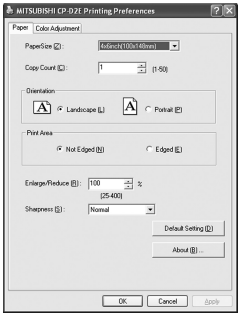
- Printing will stop if you unplug the power cord during printing. The paper should be automatically ejected when you turn on the printer again. If it is not, refer to “When paper is jammed” (☞ page 36).
- Do not open the ribbon cartridge door or remove the paper-cassette during printing.
- Do not move the printer during printing.
- Do not turn off the printer or PC, or disconnect the AC adapter during printing. If you inadvertently turn off the printer or disconnect the AC adapter, turn on the printer and then try printing again. If you leave the printer as is, a failure might occur.

## Setting the print properties

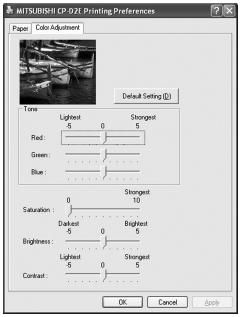
**If you are using Windows:**

Select [Printing Preferences] from the File menu. On the [MITSUBISHI CP-D2E Printing Preferences] screen, use the [Paper] and [Color Adjustment] tabs to change the number of copies, and to make adjustments to the color settings.

Paper setup screen




Color Adjustment screen




Paper setup screen: The following items can be set.

| Item | Contents |
|---|---|
| Paper Size | 4 × 6 inch (100 × 148 mm) |
| Copy Count | Select from 1 to 50. |
| Orientation | Select [Landscape] or [Portrait]. |
| Print Area | Select [Not Edged] or [Edged]. |
| Enlarge/Reduce | Set the print size from 25 to 400%. |
| Sharpness | Select the [Sharpness] among [OFF], [Soft], [Normal], or [Hard]. |

Color Adjustment screen: The following items can be set.

| Item | Contents |
|---|---|
| Tone | Adjust the [Tone] from -5 (Lightest) to +5 (Strongest) among the [Red], [Green], and [Blue]. |
| Saturation | Set the [Saturation] from 0 to +10 (Strongest). |
| Brightness | Set the [Brightness] from -5 (Darkest) to +5 (Brightest). |
| Contrast | Set the [Contrast] from -5 (Lightest) to +5 (Strongest). |

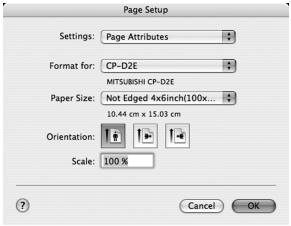
**If you are using Macintosh:**

Select [Page Setup] and [Print] from the File menu to change the paper size, number of copies, and to make adjustments to the color settings.

**Note**

The screens are those in Mac OS X v10.4. They may differ depending on the operation system.

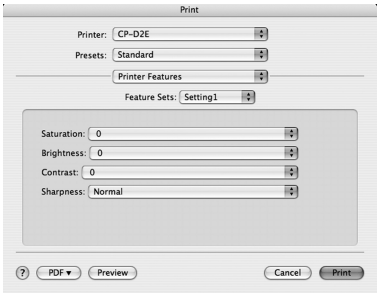
Page Setup screen



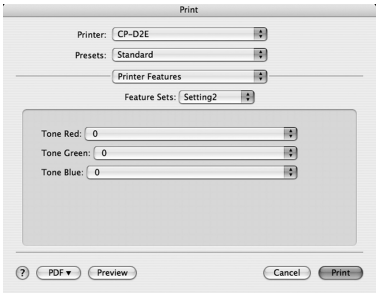

Page Setup screen: The following items can be set.

| Item | Contents |
|---|---|
| Settings | Select [Page Attributes]. |
| Format for | Select [CP-D2E]. |
| Paper Size | Select one of the following paper styles.<br>• Edged 4 × 6 inch (100 × 148 mm).<br>• Not Edged 4 × 6 inch (100 × 148 mm). |
| Orientation | Select print orientation. |
| Scale | Enter the scale. |

Sample: Print screen 1




Sample: Print screen 2




Print screen: The following items can be set.

| Item | | Contents |
|---|---|---|
| Printer | | Select [CP-D2E]. |
| Presets | | Select [Standard], then select [Printer Features]. From the [Feature Sets], select [Setting 1] or [Setting 2]. |
| Setting 1 | Saturation | Set the [Saturation] from 0 to +10 (strongest). |
| | Brightness | Set the [Brightness] from -5 (darkest) to +5 (brightest). |
| | Contrast | Set the [Contrast] from -5 (lightest) to +5 (strongest). |
| | Sharpness | Select the [Sharpness] among [OFF], [Soft], [Normal], or [Hard]. |
| Setting 2 | Tone | Adjust the [Tone] from -5 (lightest) to +5 (strongest) from [Tone Red], [Tone Green], and [Tone Blue]. |

# Additional information

## Loading the paper and replacing the ribbon cartridge

### If paper runs out during printing

The PAPER indicator blinks slowly. Load paper into the paper-cassette. The remaining data is automatically printed.
Under normal circumstances the ribbon will end at the same time as the paper runs out. Replace the ribbon cartridge with a new one.

### If the ribbon runs out during printing

The RIBBON indicator blinks slowly. Wait until paper is ejected, and then replace the ribbon cartridge with a new one. When you close the ribbon cartridge door, the remaining data will be automatically printed.

# Error signals

| Indicator | Indicator status | Printer status | Solution | Page(s) |
|---|---|---|---|---|
| Power | On | Power ON | – | 18 |
| | Off | Power OFF | | |
| Access | On* | Connected to a digital camera, or the printer is cooling off | Wait for a while. Do not disconnect the digital camera or PC. | – |
| | Blinking slowly | Communicating | | |
| | Blinking very slowly | Printing | – | – |
| PAPER | Blinking slowly | Out of paper | Load paper into the paper-cassette. | 22, 32 |
| RIBBON | Blinking slowly | End of ink ribbon | Replace the ribbon cartridge with a new one. | 19, 32 |
| | | No ribbon cartridge is set | Set a ribbon cartridge into the printer. | 19 |
| Access and PAPER | Blinking together | Paper jam | Remove jammed paper. | 36 |
| Access and RIBBON | Blinking together | Communication error | Check whether the digital camera supports PictBridge. | – |
| | | | Turn the printer off and on, then try printing again. If the error persists, contact your dealer. | – |
| Access, RIBBON, and PAPER | Blinking together | Internal problem | Contact your dealer. | – |

* This light goes off when the connection is complete.

# Troubleshooting

Before asking for repairs, check the printer using the following checklist. If the problem still occurs, contact your dealer.

| Problem | Cause / status | Solution | Page(s) |
|---|---|---|---|
| The power does not turn on. | The AC adapter is not connected. | Connect the AC adapter. | 18 |
| The ribbon cartridge cannot be removed. | The power turns off during printing. | Push the ribbon cartridge until it clicks. Turn on the printer again, and wait until the operation sound stops. | – |
| Printing a picture from a digital camera does not start soon. | The printer takes a long time to open a TIFF file. | The loading time varies depending on the image size. Wait until loading is complete. | – |
| | | | – |
| | The size of a JPEG file is large. | | – |
| Printing does not start. | No ribbon cartridge is set in the printer. | Set a ribbon cartridge. | 19 |
| | No paper in the paper-cassette. | Load paper into the paper-cassette. | 22 |
| | Paper is jammed in the paper ejection area. | Remove the jammed paper. | 36 |
| | The printer driver is not correctly installed on the PC. | Install or re-install the printer driver on the PC correctly. | 27 |
| | Indicators lights or blinks. | – | 33 |

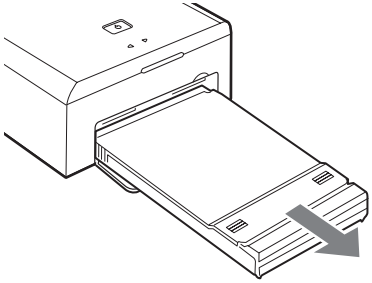
| Problem | Cause / status | Solution | Page(s) |
|---|---|---|---|
| Trimming specification is ignored although it is included in the print reservation information. | The printer does not support trimming. | – | – |
| Noise interferes with printed images. | Pictures that were not taken with a digital camera were printed from a digital camera. | Images that were not taken by a digital camera must be printed from a PC. | 27 |
| The printing interval has become longer. | The printer is designed to prevent overheating by automatically prolonging the printing interval as printing proceeds continuously. | This is not a malfunction. Be patient. | – |

## When paper is jammed

When paper is jammed, the Access and PAPER indicators blink and printing stops.
Follow these steps to remove jammed paper.

1 Turn off the printer.

2 Remove the paper-cassette.



3 Turn on the printer again. The paper should be ejected automatically.

- If the paper is automatically ejected, go to Step 8.
- If the paper is not automatically ejected, turn off the printer and go to Step 4.

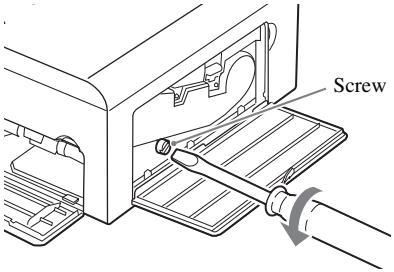
4 Check the inside of the paper-cassette door to see whether paper is visible at the rear.

- If it is, go to Step 5.
- If it is not, contact your dealer.

**Notes**

- Do not pull the jammed paper too hard. The paper may tear inside the printer.
- Jammed paper that has been removed cannot be used for printing. If it is used, a printer failure might occur.

5 Open the ribbon cartridge door. Use a flathead screwdriver to turn the screw in the counterclockwise or clockwise direction.



6 Pull the paper out.

7 Turn on the printer.

8 Re-set the paper-cassette.

If the printer operates normally, the paper jam problem has been solved. You can continue printing.

## If the ribbon cartridge is removed during printing

1 Turn off the printer.

2 Insert the ribbon cartridge all the way, and then be sure to close the ribbon cartridge door.

3 Turn on the printer.

## If the paper-cassette is removed during printing

1 Turn off the printer.

2 Insert the paper-cassette all the way.

3 Turn on the printer.

**Tips**

- Printing ends when the sheet in process is printed.
- An error also occurs if you remove the paper-cassette before printing starts. Retry the procedure from the beginning. For details, refer to “Loading paper” (☞page 22).

# About the paper/ink ribbon set

- When ordering, please specify the models indicated in the table below.

| Type of Paper/Ink ribbon set | Model | Capacity |
|---|---|---|
| Paper/ink ribbon set for 4 × 6 (3.9" × 5.8") printing | CK-D2S | 50 |

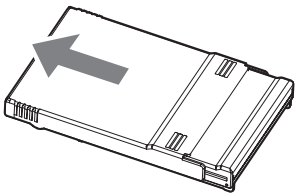
- The used ribbon cartridge is not reusable.
- Handle ribbon cartridges carefully to ensure that they remain clean.
- Do not disassemble ribbon cartridges.
- Fingerprints, dust, scratches, oil, or other debris on the print surface may degrade printing quality.
- Do not use sheets of paper that have already been printed on. A failure might occur. Do not use sheets of paper that have been ejected.
- Do not unpack paper/ink ribbon set until you are ready to use them.
- Ribbon cartridges are made of plastic. When disposing, check local regulations.

## Storage considerations

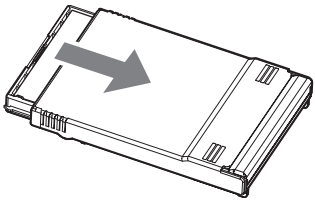
Avoid the following places or conditions when storing paper and ribbon cartridge.

- Do not store paper and ribbon cartridge in places subject to extreme temperatures (30°C (86°F) or higher or 5°C (41°F) or lower), or in places exposed to excessive dust or moisture.
- Do not leave paper and ribbon cartridge in the places that are exposed to direct sunlight or other sources of strong light. Observe this instruction also when the paper and ribbon cartridge are loaded on the printer.
- Do not store paper and ribbon cartridge together with chemicals.

## Storage paper



Close the paper-cassette cover until it clicks into place.



When printing, open the paper-cassette cover until it clicks into place.

## Notes on storing printed paper

- Do not store printed paper with their printed surfaces facing each other.
- Do not leave the printed surface in contact with an adhesive tape, desk mats, plastic erasers, or similar objects for a long time. Discoloration might occur.
- Do not apply organic solvent to printed surfaces. Discoloration might occur.
- Do not expose printed surfaces to sunlight or other strong light sources for a long time. Discoloration might occur.
- Use an oil felt-tipped pen when writing on printed surfaces.
- Do not store printed paper in a place that is exposed to direct sunlight or will become hot or moistened. Keep printed paper away from children.
- MITSUBISHI ELECTRIC will not compensate for discoloration or fading of printed sheets of paper.

# Specifications

## Printer

| | |
|---|---|
| Printing method | Dye sublimation thermal transfer printing |
| Resolution | 306 dpi |
| Paper size | 4 × 6 paper : 3.9" × 5.8" (H × W)<br>(after perforated) |
| Color representation | Over 16.77 million colors |
| Printing speed | 4 × 6 paper : Approx. 88 seconds per sheet<br>(excluding data transmission time from digital camera or PC) |
| Interfaces | Connection to a PictBridge-compatible digital camera: USB A-type connector<br>Connection to a PC: USB B-type connector |
| Compatible OS | Windows 2000/XP<br>Mac OS X v10.4 |
| Ink ribbon cartridge | Yellow+Magenta+Cyan layers and coating (protective layer) |
| Compatible image file formats | Exif 1.0 to 2.2 (JPEG/TIFF)<br>DPOF 1.1 |
| Power source | DC 25V (dedicated AC adapter) |
| Power consumption | 47.5 W (printing), 2.5 W (standby) |
| Operating temperature | 10 - 35°C (50 - 95°F) |
| Operating humidity | 30 to 80% |
| Dimensions | 167 × 145 × 73 mm (6.6" × 5.7" × 2.9") (W × D × H)<br>(protruding parts excluded) |
| Base machine mass | 1.1 kg (38.8 oz.) |

## AC adapter

| | |
|---|---|
| Type | Switching regulator |
| Input voltage | AC 100-240V, 50/60 Hz |
| Output voltage | DC 25V |

- Requires a power cord that meets the safety standards of your country.
- The specifications and design are subject to change without notice.

# Before you contact us

- Confirm the following points before contacting us so that we can provide quick and accurate answers.
- Please fill out this check sheet if you want to contact us by fax or mail.
- Symptom, displayed messages, frequency, and other details of the problem:
  PC-related problems are difficult to accurately identify. Please provide as much detail as possible.

- Name:
- Contact information: Postal code
  Address (your residential address or office address)
  Phone/Fax
  E-mail
- Product name (model):
- Serial number (located on the bottom of the product):
- Purchase date:
- Error message displayed on the camera screen:

* If you are using this printer connected to a PC, or if you are using third party application software, please provide as much detail as possible, as follows.

- Type of PC:
  Manufacturer, model, and others
- Memory size and free hard disk space:
- OS name and version:
  For Mac OS, check settings on the Control Panel and the extensions in use.
  For Windows, check settings on Control Panel/System/Device Manager.
- Other peripheral devices connected:
- Name and version of the application software related to your problem:
- Name and version of the MITSUBISHI software product related to your problem:

**MEMO**

**MEMO**