SNAPPRESS

SnapPress LP-1
Operator's Manual

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Introduction

Congratulations on your purchase of the latest innovation in short-run digital label presses. We look forward to exceeding your expectations and being a valuable addition to your business. Thank you for trusting SnapPress.

This manual contains detailed instructions and notes on the operation and use of this machine. For your safety and benefit, read this manual carefully before using the machine. Keep this manual easily accessible for quick reference and consult it in case of any questions or concerns.

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Disclaimer

The contents of this manual are subject to change without prior notice. The company will not be liable for direct, indirect, special, incidental, or consequential damages resulting from the handling or operation of the machine. To the maximum extent permitted by applicable laws, the manufacturer will not be liable for any damages whatsoever arising from failures of this machine, loss of registered data, or the use or non-use of this product and the operation manuals provided with it. Ensure that you always copy or have backups of the data registered in this machine. Documents or data may be erased due to operational errors or machine malfunctions. The manufacturer will not be responsible for any documents created by you using this machine or any results from the data executed by you.

The manufacturer requires that you use genuine components and ink from them. They will not be responsible for any damage or expense that might result from the use of parts or ink other than genuine ones with your SnapPress LP-1.

Some illustrations or explanations in this guide may differ from your product due to enhancements or changes to the product.

Note to Administrator

When you log into this printer for the first time, **we strongly recommend that you change the factory default password immediately**. This is to prevent information leakage and unauthorized operations by others. Simply use the Ctrl+Alt+Delete command and then select "Change a password" from the options. Alternatively, you can type "Change your password" to access the same screen.

About IP Address

In this manual, "IP address" covers both IPv4 and IPv6 environments. Read the instructions that are relevant to the environment you are using.

Symbols Used in This Manual

This manual uses the following symbols:

Note:
Indicates supplementary explanations of the machine's functions, and instructions on resolving user errors.

Warning:
Indicates potential hazards or dangers that could result in serious harm.

Caution:
Signifies the need for precaution or attention to avoid potential risks or minor injuries.

Important:
Indicates points to pay attention to when using the machine, and explanations of likely causes of media misfeeds, damage to originals, or loss of data. Be sure to read these explanations.

Indicates that the user is ok to proceed, or the process is complete.

Safety Information

Safety Guidelines for LP-1 Usage

1. **Magnet Alert: The Printer Contains Magnets**
   Ensure individuals with pacemakers or any other medical device impacted by magnetic fields maintain a minimum distance of 12 inches (30 cm) from the machine, as magnetic fields may be harmful to them.

2. **Read the Manual and Product Labels:**
   Familiarize yourself with the Operator's Manual and safety guidelines. Ensure all warning and instruction labels on the product are read, understood, and followed in order to minimize the risk of injury.

3. **Stable and Supportive Surface:**
   Position the ~300 lbs (136 kg) printer on a flat, stable surface capable of supporting its weight to prevent any risk of injury and avoid tipping or falling. For optimal performance, the printer needs a flat surface. SnapPress will make every effort to support the machine in your facility and gain optimal performance, however, an inclining or declining surface will impact performance.

   Two people are required to move the printer safely to prevent the risk of personal injury.

   Note:
   When initially removing the printer from the shipping crate, four or more people may be required.

4. **Casters and Locks:**
   The LP-1 comes with lockable casters. Ensure to lock the casters of the printer during operation to prevent unintentional movement. Apply pressure to the locking levers until they are in the locked position.

5. **Power Requirements:**
   Ensure the power switches are in the OFF position before connecting the AC power cable. The printer only connects to a grounded socket with its safety grounded plug; do not bypass this as it may cause a fire or shock risk.

Connect the printer directly to the wall socket without using extension cables or power strips. If you desire to use an extension cord, please contact SnapPress, your authorized dealer, or electrical provider for further questions.

Caution:
Do not connect or disconnect the power plug with wet hands to minimize the risk of electric shock. Always use the power plug to connect or disconnect it from the wall socket.

Unplug the main power cable and contact your authorized dealer or SnapPress immediately if the printer overheats, emits smoke, or produces unusual smells.

6. **Cable Management:**
   Keep power cables and other cords organized and free from damage to prevent tripping hazards.

7. **Emergency Stop:**
   Familiarize yourself with the location of the emergency stop buttons. Be prepared to use one of them in case of any unforeseen issues.

8. **Ventilation and Environment:**
   Position the printer in a well-ventilated space to prevent overheating, keeping it clear of flammable materials and sprays. Avoid direct exposure to heat sources or sunlight to mitigate the risk of overheating. Provide sufficient space around the printer for ventilation and easy component access. Refrain from inserting unintended objects into the printer.

9. **Loose Clothing and Hair:**
   Ensure loose clothing, hair, and other accessories on your person are tied up or moved away from the moving parts of the machine while it is in operation to avoid possible injury.

10. **Ink and Consumables:**
    Handle ink and consumables carefully, adhering to the manufacturer's instructions which come with the consumables. Avoid skin and eye contact. Use protective equipment if necessary.

11. **Maintenance Procedures:**
    Follow proper shutdown and maintenance procedures as outlined in the manual. Do not perform maintenance tasks while the printer is turned on.

Note:
For maintenance, we turn off the printer. However, for servicing routines, the power must be on.

12. **Personal Protective Equipment (PPE):**
    Wear appropriate PPE, such as gloves or safety glasses, when handling certain components or materials.

13. **Training:**
    Ensure that operators are adequately trained on the safe usage and maintenance of the machine. Provide periodic refresher courses as needed.

14. **Fire Safety:**
    Keep fire extinguishing equipment accessible and nearby. Follow your company's fire safety protocols.

15. **Regular Inspections:**
    Perform regular inspections of the printer for signs of wear, damage, or malfunctioning parts. Address any issues promptly, consult SnapPress or your authorized dealer with any relevant questions.

16. **Unattended Operation:**
    It is not recommended to leave the printer completely unattended during operation. While the machine does not need constant supervision, it is highly recommended to have at least one trained person be in the nearby vicinity of the machine at all times.

17. **Manufacturer's Recommendations:**
    Follow all safety instructions and recommendations provided by the printer manufacturer.

By adhering to these safety guidelines, you can ensure the correct and secure operation of the printer while minimizing potential risks.

Ensure individuals with pacemakers or other medical devices impacted by magnetic fields maintain a minimum distance of 12 inches (30 cm) from the machine, as magnetic fields may be harmful to them.

Guide to the Machine

About the Printer

Purpose of Printer

The purpose of the LP-1 digital label press is to facilitate label printing for professional label producers or companies wishing to print labels in-house.

Capabilities of Printer

This printer can handle most inkjet-coated media and can print up to 1200x1200 dpi at speeds of up to 90 feet per minute (FPM) or 27.4 meters per minute. It also allows for a label gap of 1/8 inch (3.18 mm) or less and can accommodate rolls of media up to approximately 13.5 inches (343 mm) in outer diameter (OD). The printer module can be easily replaced in about five minutes, and the media can be easily webbed using our straight paper path.

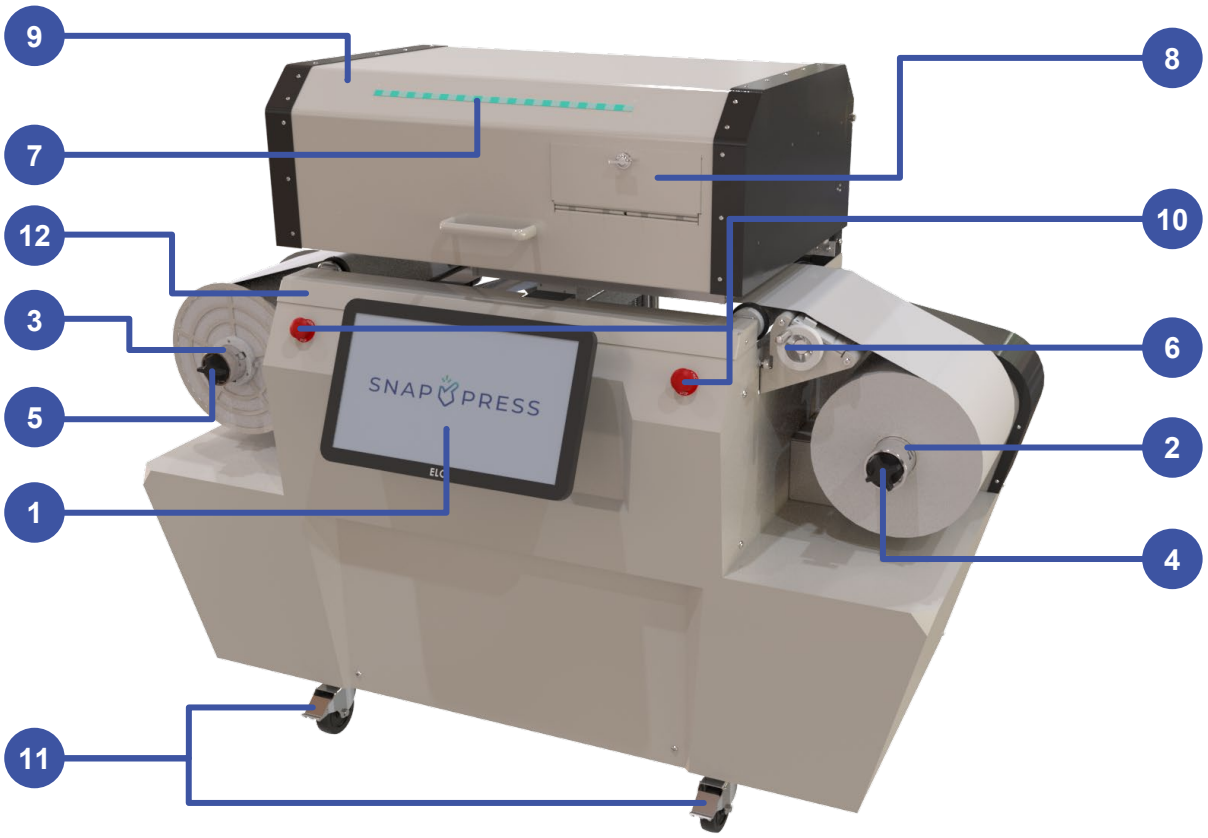
Raster Image Processor (RIP) System

The SnapPress LP-1 utilizes the Xitron Harlequin RIP. This RIP was specifically designed to work with HP's FI-1000 print head.

Components

This section introduces the names of the various components on the front and rear sides of the machine and outlines their functions.

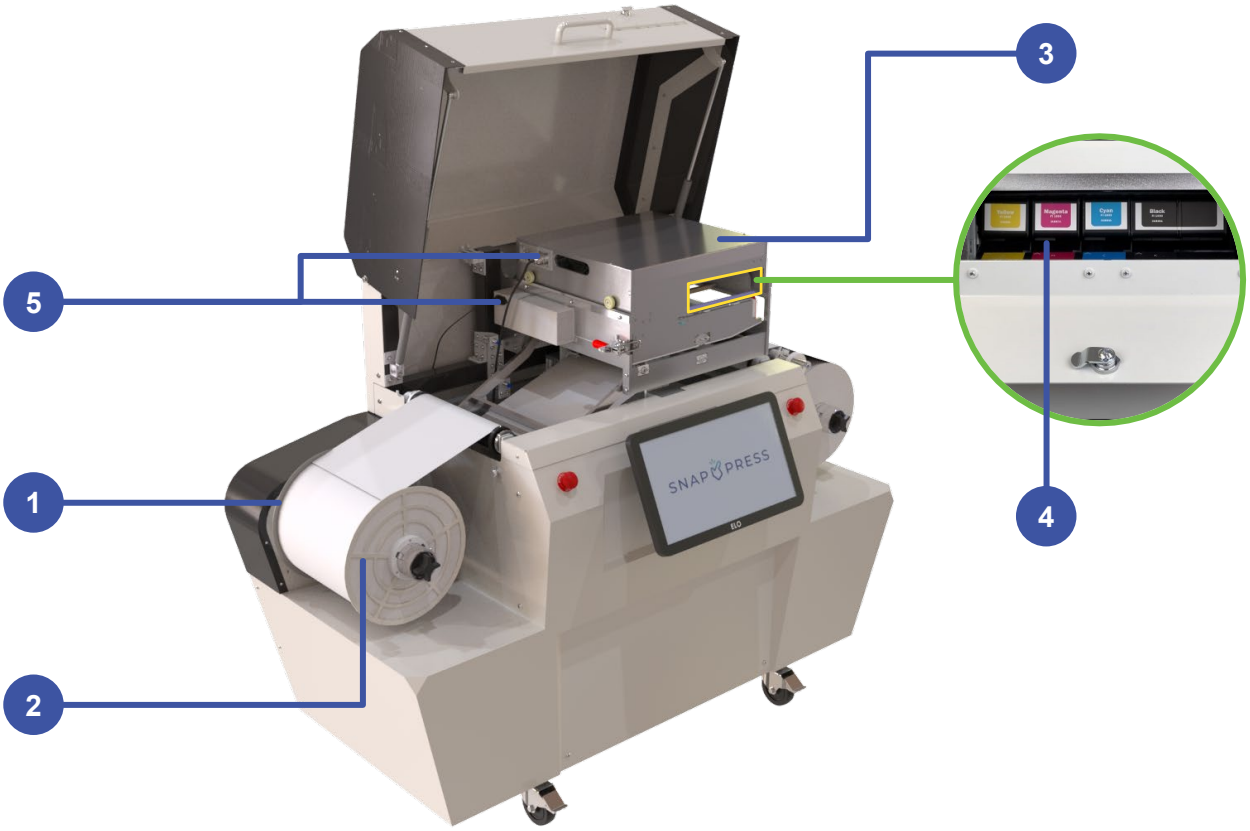
High-Usage Components

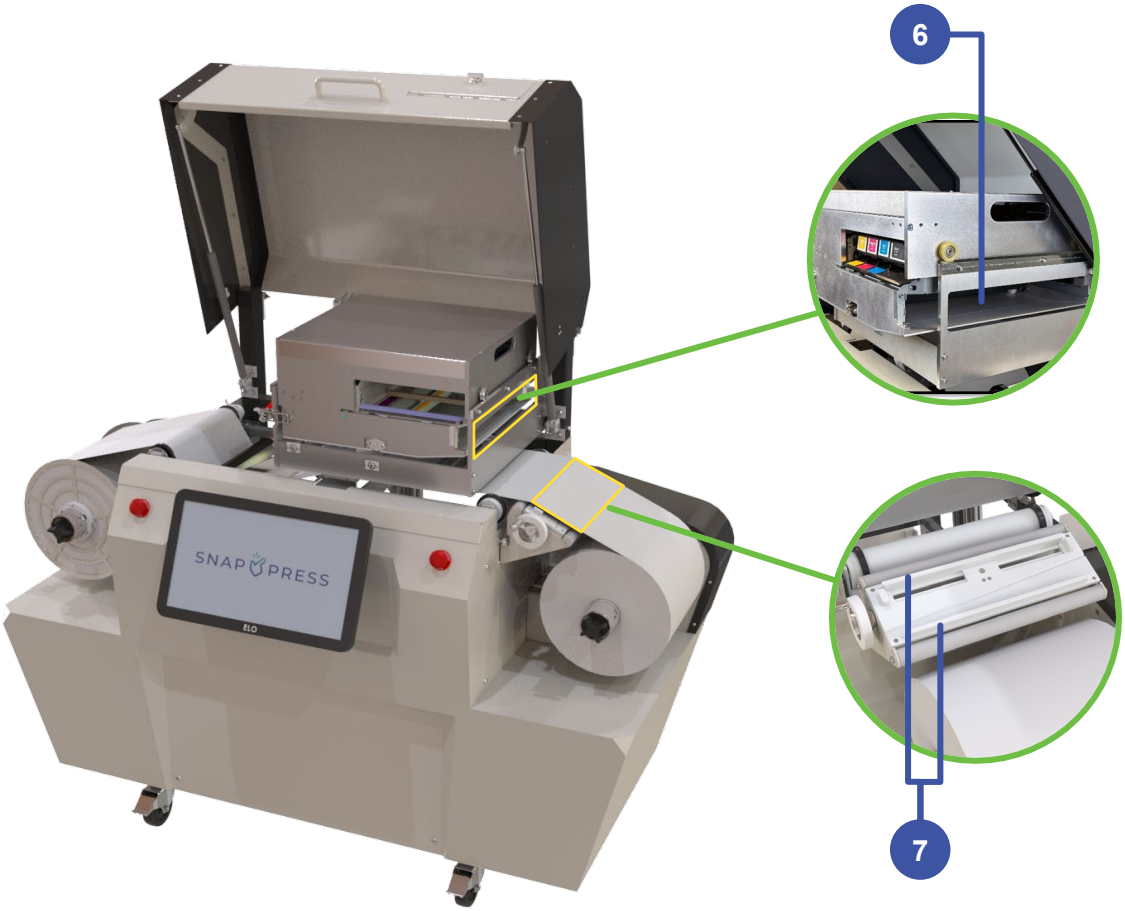


Sr. No.	Component Name	Description
1	Touchscreen	Touchpoint: A 20-inch touchscreen attached to a Windows 11 PC serves as the main operation point for the machine.
2	Input Mandrel	Holds the media used for printing.
3	Output Mandrel	Winds up the media after printing.

Sr. No.	Component Name	Description
4	Knob on Input Mandrel	Touchpoint: Used to tighten the media core to the input mandrel. **Note:** The washers and wedges behind the knob can fall off if the knob is fully unthreaded.
5	Knob on Output Mandrel	Touchpoint: Used to tighten the media core to the output mandrel. **Note:** The washers and wedges behind the knob can fall off if the knob is fully unthreaded.
6	Handle on Splicing Table	Touchpoint: Widens or narrows the media guides.
7	Progress Bar	Shows status of the printer and progress of the job.
8	Ink Door	Touchpoint: Open to change the ink.
9	Top Cover	Touchpoint: Lift to replace the print module.
10	Emergency Stop Buttons	Touchpoint: Press to halt all motors. Rotate the head of the emergency stop buttons in a clockwise direction to release.
11	Casters	The casters have locks. Use your foot to lock the casters when the machine is in the desired location. Apply pressure to the locking levers until they are in the locked position.
12	Media Guide Plate	The long, flat plate at the front of the machine. It is the area where the user will drag the media across when unloaded, to web the machine.

Consumable Components





Sr. No.	Component Name	Description
1	Media Guide (Rear)	Aligns media after being printed. Use a 2 mm Allen or T-handle wrench to tighten or loosen.
2	Media Guide (Front)	Aligns media after being printed. Use a 2 mm Allen or T-handle wrench to tighten or loosen.
3	Printer Module	Box that houses the printer. To insert, remove the Service Tray Stop, push the module to the back latches, and secure it into position with the front latch.
4	Ink	Main consumable for printer, replace as necessary. Push to eject.
5	Cables for Printer Module	Electrical connections, which need to be made after the insertion of the print module. These include one Ethernet, two USBs, one large multi-pin connector, one power cord with a 22-pin connector, and one standard power cord (plug in the standard power cord last).
6	Service Tray	Contains a textile wipe for cleaning the printer nozzles before tasks and additional cleanings as needed. The Service Tracy Stop must be removed for extraction or insertion of Service Tray.
7	Media Hold-downs	The aluminum bars with magnets hold the media in place during splicing on the splicing table.

Maintenance Components

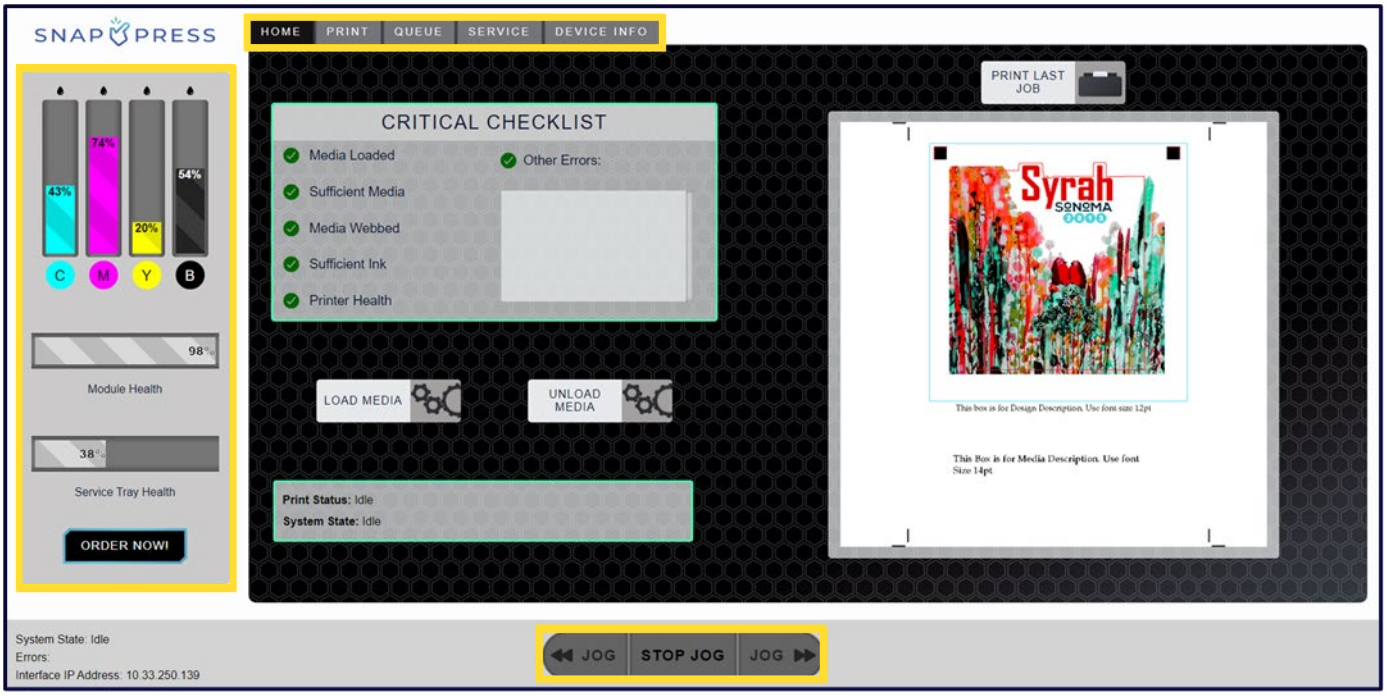
Sr. No.	Component Name	Description
1	Electrical Panel Door	Touchpoint: Open to troubleshoot electronics.
2	Input Mandrel Belting Door	Touchpoint: Open to tighten input mandrel belt.
3	Output Mandrel Belting Door	Touchpoint: Open to tighten output mandrel belt.
4	Output Dancer Door	Touchpoint: Open to tighten output dancer belt.
5	Input Belt Tensioner	Touchpoint: Tighten the screw to increase belt tension.
6	Output Belt Tensioner	Touchpoint: Tighten the screw to increase belt tension.

Control Panel (User Interface)

The LP-1 was designed with the operator in mind. The custom-built touch screen control panel enables easy navigation and usage. There are five main menus: **Home**, **Print**, **Queue**, **Service**, and **Device Info**.

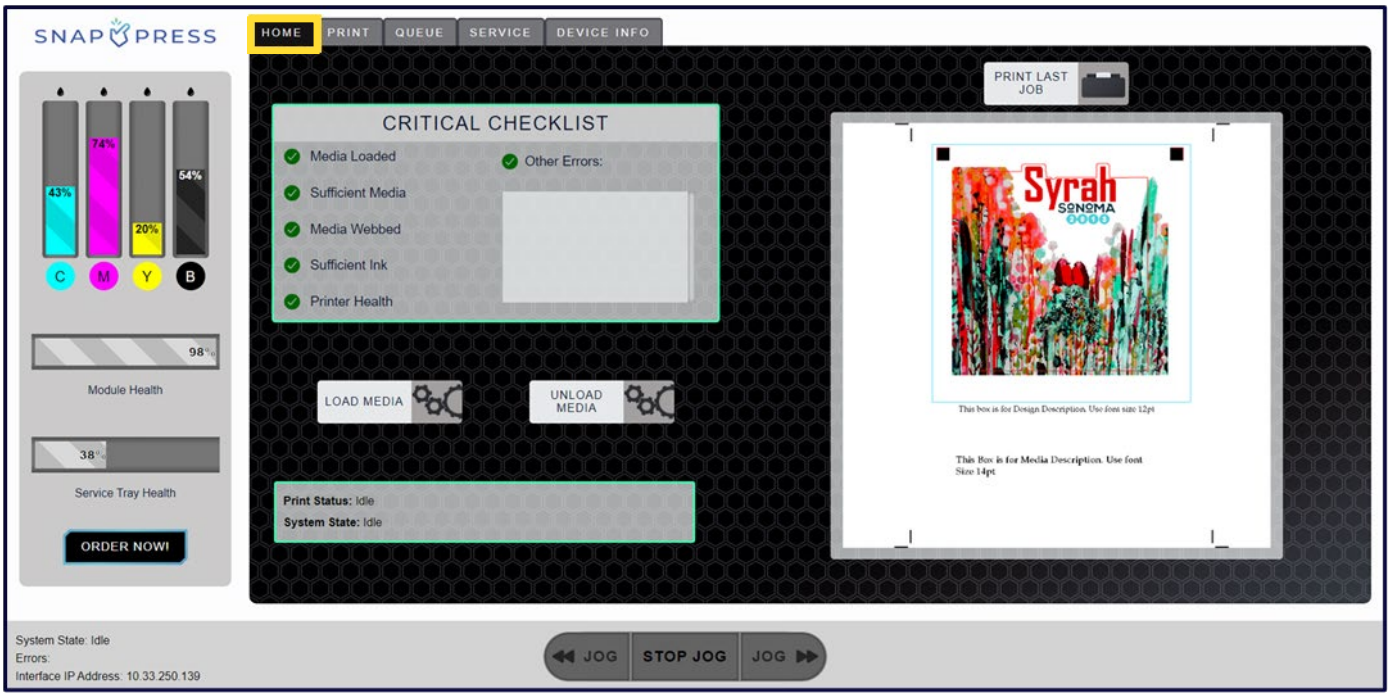
A feature that you will find on all screens is real-time Ink Levels, Module Health, Service Tray Health, and the ORDER NOW! button that allows you to order consumable supplies instantly.

At the bottom of the screen, you will find the JOG | STOP JOG | JOG buttons. You should click the "Jog" button to move the media in the direction of the arrows. One click of the "Jog" button will initiate the jog, while clicking the "Jog" button multiple times will increase the jog speed. To stop the jog, you should click the STOP JOG button. You can jog at a minimum of 4 inches per second and a maximum of 8 inches per second in the forward direction (left). In the reverse direction (right), you can jog at a minimum of 4 inches per second and a maximum of 6 inches per second.



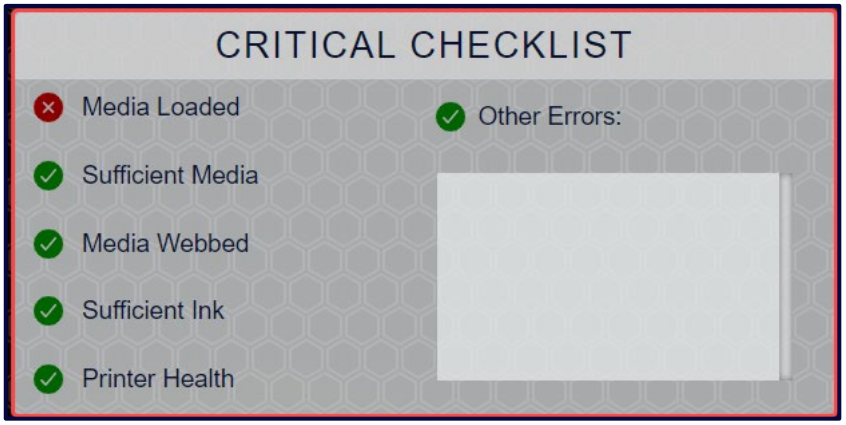
Home Screen

The first tab on the navigation bar is the Home screen, which opens upon launching and initializing the printer. On this screen, you will preview the most recently printed job (right side) and find control buttons for loading and unloading the media. Additionally, the screen displays the printer's Critical Checklist, which includes information on Media Loaded, Sufficient Media, Media Webbed, Sufficient Ink, Printer Health, and Other Errors. It also features a Print Last Job option and provides real-time status updates for the printer.



Media Loaded

This indicates whether the media has been webbed through the machine and if the dancer arms are in use. The ✕ icon next to this section signifies that the printer is currently in the unloaded position. This can also be easily identified by checking the color of the light bar on the machine's lid. If the light bar is yellow, it indicates that the printer is unloaded.
When the media loads successfully (using the LOAD MEDIA button), the ✕ icon turns to ✓ icon. The ✕ icon will stay in place if the media load is unsuccessful.



Sufficient Media

This indicates the relative size of the input roll, allowing the user to determine if there is enough media left to commence printing. If the media falls below a certain diameter, ✓ icon will turn to ⚠ icon as a warning.

Note:
Printing can still proceed if a warning ⚠ icon is present, but operators should be aware that certain supplies may run out during larger jobs.

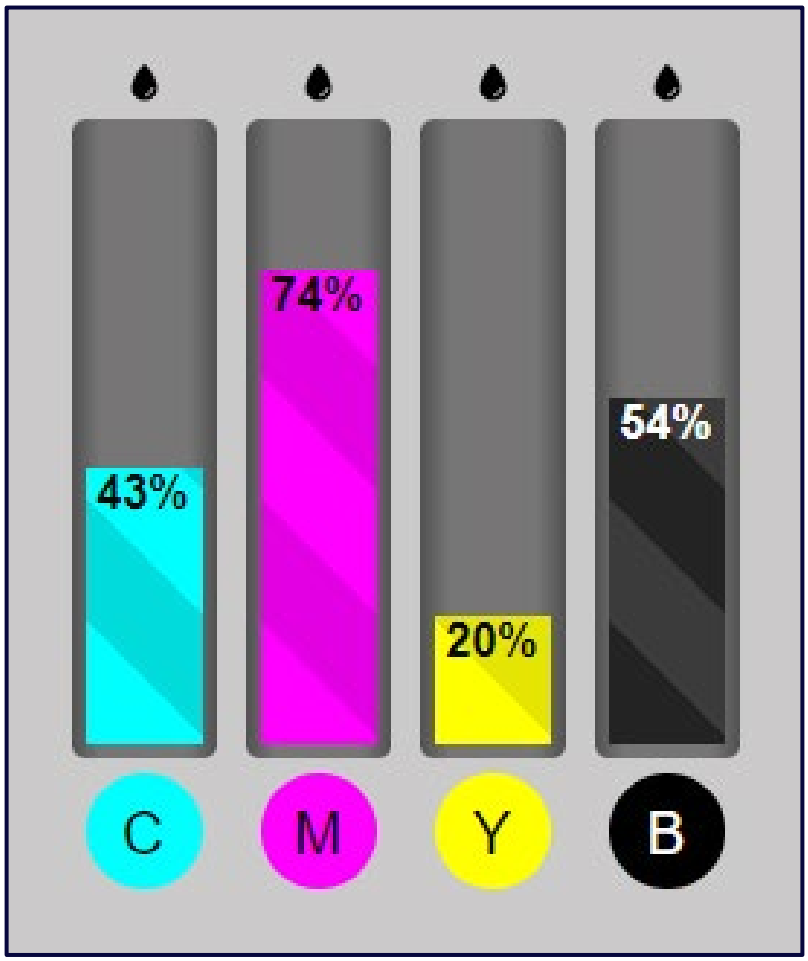
Important:
Please note that in a low media state, the speed of the roll will be limited.

Media Webbed

This indicates the presence of a web break. A web break can occur if the media is ripped or the media roll ends. When a web break is present, the printer will stop printing and unload the machine. The ✅ icon indicates that there is no web break and the media is successfully webbed. The ❌ icon signifies a break in the web.

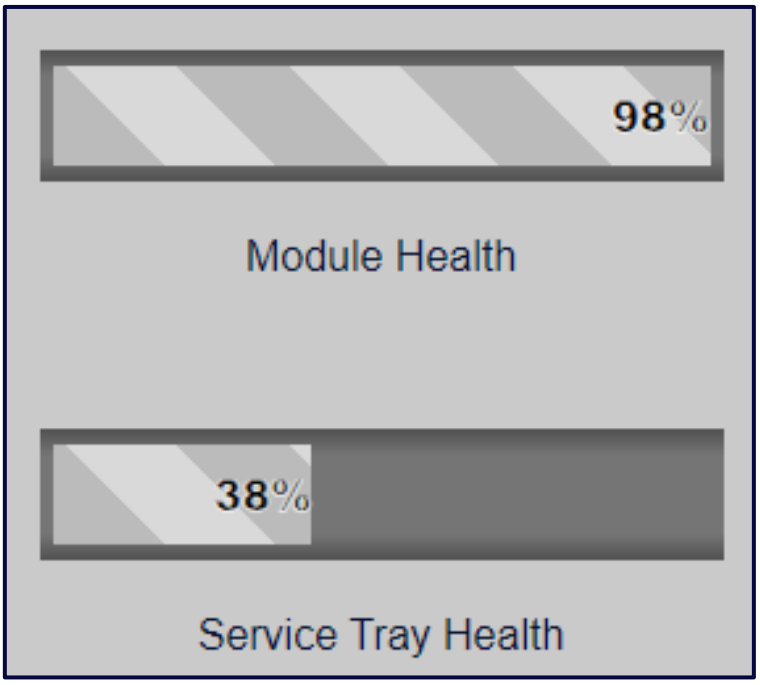
Sufficient Ink

This indicates that there is ink in the printer and the current levels are above 10%. If one or more ink cartridges fall below 10%, the icon will change from ✅ to ⚠️. If one or more ink cartridges deplete to 0%, the icon will change from ⚠️ to ❌ and will prevent printing.



Printer Health

This indicates the overall health of the Printer Module and Service Tray. If the Module or Service Tray Health falls to 10%, the icon will change from ✅ to ⚠️. If the Service Tray Health falls to 0%, the icon will change from ⚠️ to ❌ and will prevent printing. At this point, the Service Tray needs to be replaced. Once the Module Health reaches 0%, printing will not be prevented but the user should monitor the print quality. When you observe a deterioration in print quality, it indicates the need for a new module. It is common for modules to continue to print at a high quality long after reaching 0% health, as the health metric is merely an estimation of expected health from the manufacturer (HP).



Other Errors

This indicates the presence of any printer errors. These errors may include, but are not limited to, server connections, communication errors, and motor stalls. Most of these errors can be resolved by resetting the printer. To resolve specific errors, refer to the UI Help tab or the Resolving Errors section in the manual. If the error persists, contact SnapPress in order to request a service technician.

Print Screen

The second tab on the navigation bar is the Print screen, which allows you to import print jobs from the internal computer of your LP-1 printer. Once the job is uploaded, it provides a user-friendly preview of the uploaded file, enabling you to observe real-time image rotation. Additionally, it features a media profile selector and a copy count option. It also provides options to print the selected job immediately, add it to a print queue, or execute a single-frame test print. The screen also incorporates a useful cost-per-label calculator.

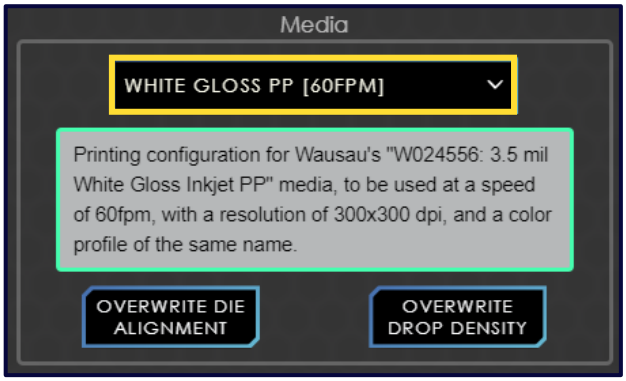
Choose and Upload File

CHOOSE FILE button is located in the lower left corner. It is used to select the file to be printed. By pressing this button, a file explorer window will open, allowing you to navigate to the appropriate folder containing your print-ready PDFs. Navigate to the desired folder and double-click on the file you want to print. This action will close the file explorer window, bringing you back to the printer's interface.

Next, select the UPLOAD FILE button to display a preview of the selected file. You are now ready to make adjustments to your file, such as rotating media, adding a media profile, and setting the copy counts.

Media Profile

This drop-down menu includes several preloaded profiles for pre-approved and tested media, conducted by SnapPress. Media-specific profiles allow for brighter, bolder printing and minimize ink consumption. Printing can be conducted with or without a media profile; however, results will vary, and print quality will be impacted. It is recommended to use a media profile for the type of media you are choosing. The LP-1 comes with a few media profiles for various types of media (Glossy, matte, paper, BOP, etc.). These profiles were created for the specific media noted in the media profile box (manufacturer's material number is noted). The quality of printing from the LP-1 using different materials than what are already profiled cannot be guaranteed. SnapPress offers a complementary training session for creating new color profiles for different media you may select. SnapPress can also create new media profiles for you (set up fees and other costs apply). Contact SnapPress or your authorized dealer for more information on creating new color profiles. If a media profile is selected, a brief description of the media profile, its specific media type, and printing speed will be displayed.



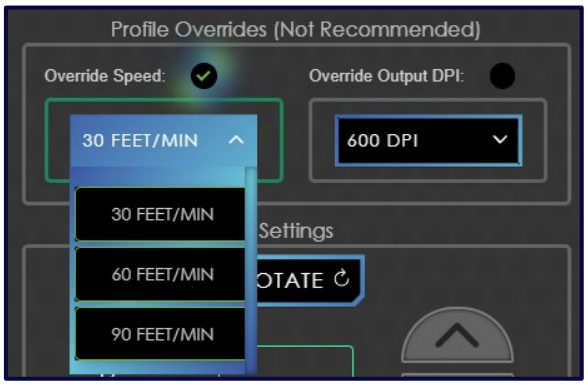
Note:
For information related to overwriting die alignment and drop density, please refer to the "Calibrating the Printer" section on page 54.

Profile Overrides Settings

This allows you to override speed and output DPI for the select color profile.

Caution:
The use of profile overrides is not recommended. The media profiles are designed to work at a specific speed and DPI, so overriding the settings may result in reduced print quality.

Override Speed: The override speed can be changed using the dropdown to 30, 60, and 90 FPM (9.1, 18.3, and 27.4 meters per minute).



Caution:
When 90 FPM (27.4 meters per minute) is selected, a warning sign appears. The user can then click on the warning symbol, which will direct them to a help video. This video will instruct them on which materials and label files are recommended for 90 FPM.

Important:
Highly detailed labels should **not** be printed at 90 FPM (27.4 meters per minute) because the printer cannot keep up with the details at that speed. If a label with high detail is sent at 90 FPM, the job will encounter an error and cancel. Typically, the printer sends a few frames before the job is canceled.

Override Output DPI: The override output DPI can be changed using the dropdown.

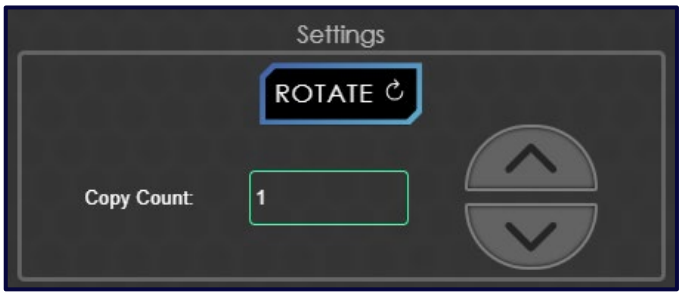
Caution:
The use of overrides output DPI is not recommended. The media profiles are designed to work at a specific speed and DPI, so overriding the settings may result in reduced print quality.

Rotate

ROTATE button allows you to rotate the print file orientation in a clockwise direction. This will show the way the file will be printed on the media as it travels from right to left.

Copy Count

Selecting this text box will activate the touchscreen keyboard. You will have the option to input the number of copies manually or use the up and down arrows to adjust the copy count. If a larger number of copies are required, you can directly enter the quantity by touching the copy count number window and entering the value using the keyboard that will appear.



Queue Job

QUEUE JOB button allows you to send the selected print file, along with its associated settings, to the print queue. This feature enables stackable, back-to-back printing of jobs, eliminating the need to load each file individually after printing.

Note:
The profile overrides (speed and DPI) will not be transferred to the queue for printing so if the user chooses to override the user should send directly to print and not send to the print queue.

Test Print

TEST PRINT button enables you to print a single frame extracted from the uploaded print file, facilitating the inspection and adjustment of issues related to print quality. Additionally, it provides access to the Cost Per Label calculator.

If the machine is not ready for printing, the prompt will display LOAD MEDIA TO PRINT!! instead of TEST PRINT button.

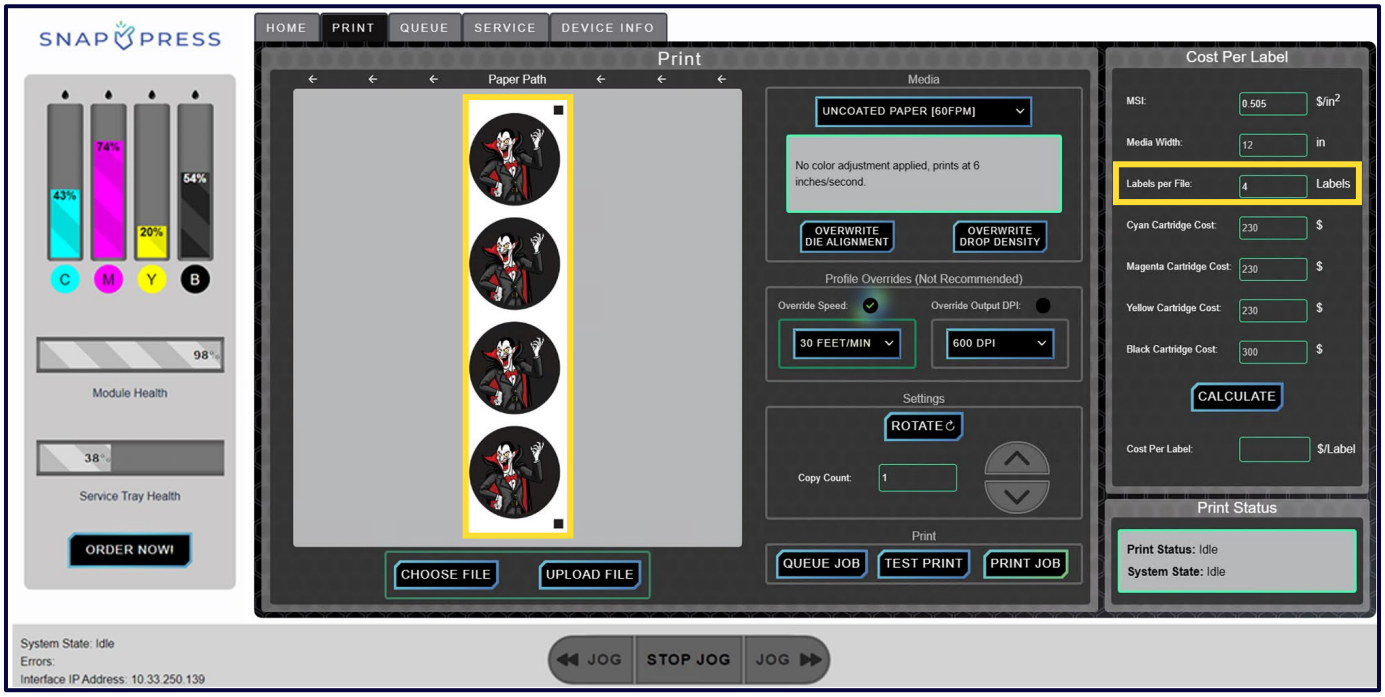
Print Job

PRINT JOB button pulls in all the settings and sends the single job to be printed.

If the machine is not ready for printing, the prompt will display LOAD MEDIA TO PRINT!! instead of PRINT JOB button.

Cost Per Label Calculator

The Cost Per Label calculator is positioned on the right-hand side of the Print screen. It features input-driven fields that allow you to enter the MSI of the chosen media, the media's width, the number of labels in the file, and the cost of each ink cartridge. Ink Cartridge costs are pre-entered based on MSRP and the pre-entered MSI cost represents an average MSI for inkjet ready paper material. Make sure to enter the correct number of labels as shown on the preview screen to get an accurate cost per label, otherwise you will get the cost per file, not per label.



For example, if you see "4" labels per file as seen in the above image, type "4" into the labels per file section. You should modify these details as the actual MSI and the number of labels per file will differ.

After running a test print and inputting the selected media and ink costs, you can click the CALCULATE button to obtain a real-time cost per label. The computer precisely measures the exact amount of ink used in the test print (down to the picoliter) and calculates the total label cost based on the provided input information.

Queue Screen

The third tab on the navigation bar is the Queue screen. Here, you can review any jobs that have been sent to the queue for printing, as well as previously printed jobs. The two tabs, "Queued Jobs" and "Completed Jobs," will display the job ID number, file name, number of copies printed, rotation, media profile (if applicable), number of labels, label gap, and status.

Queued Jobs

QUEUED JOBS tab displays a list of the current jobs queued for printing. You can choose to print jobs individually or all queued jobs at once.

- To print a single queued job, find the file name in the list and click on the right-hand printer icon to initiate an immediate print.
- To print all jobs in the queue, ensure the job order is correct, then click the icon (green colored) in the upper right corner above the list of jobs.
  - If you have a preferred printing order, you should queue jobs in the sequence you would like them to be printed. The first job queued will be the first to print when icon clicked.
  - Each job will undergo individual processing before printing begins so do not be concerned if there is a slight pause in between jobs.
  - Upon completion of the first job, the printer will backtrack the media until the last print aligns with the print zone, minimizing media wastage.
  - Once the backtrack phase is complete, the next queued job will start processing and printing.
  - This cycle repeats for each queued job until all jobs are printed.

- You will have the option to pause, resume, or cancel jobs during the printing process.
  - If you cancel a print job during a print all process, the job that was running will move to the completed list. The other jobs that are scheduled will no longer be scheduled to print, but will remain in the queue list. Click the icon in the top right hand corner above the listed jobs to print all the remaining jobs.

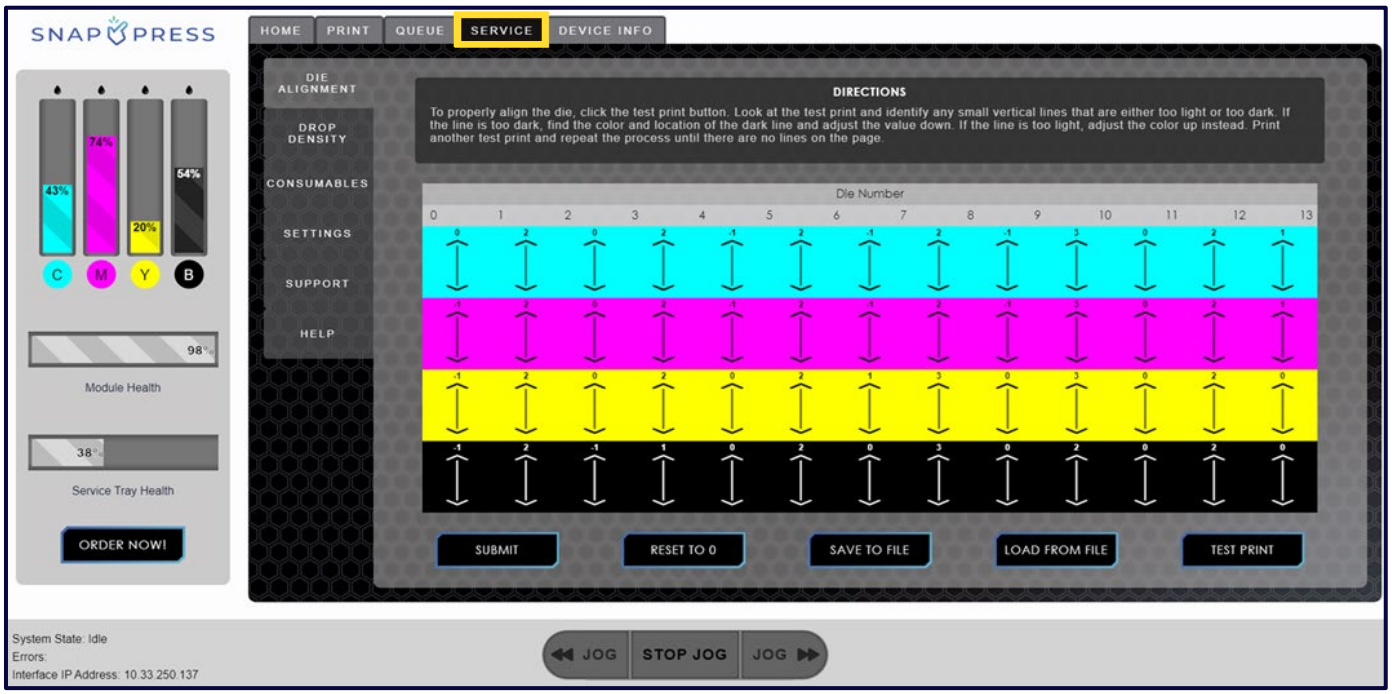
Completed Jobs

COMPLETE JOBS tab displays all previously printed jobs. Previous jobs can be reprinted from this tab by sending them to the QUEUED JOBS tab. You should simply click the + button next to the job you would like to queue.

Note:
In the COMPLETE JOBS tab, you can see the number of printed labels. Therefore, if a job is canceled before completion, you can refer to the #LABELS column to determine the number of labels that were successfully printed.

Service Screen

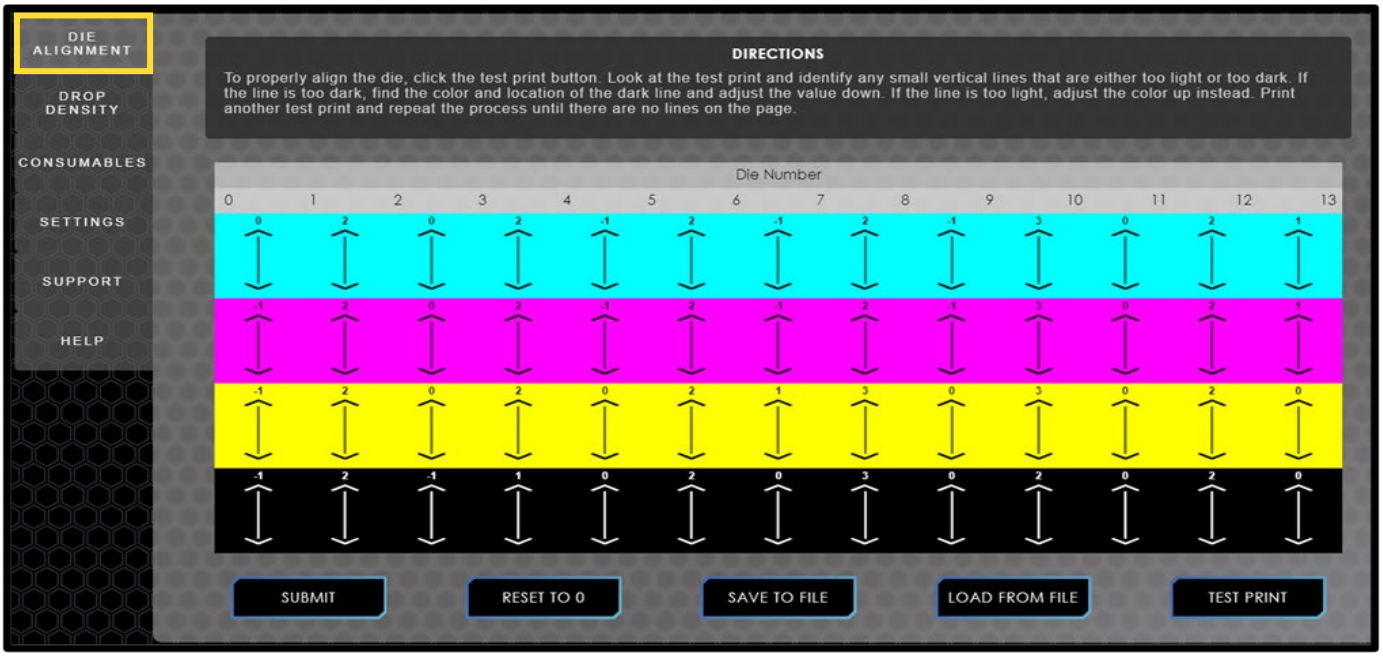
The fourth tab on the navigation bar is the Service screen. It allows you to make advanced print adjustments with the die alignment and drop density tabs. Additionally, it facilitates the convenient reordering of consumables. Furthermore, it enables you to exchange the Service Tray, run cleaning routines, toggle backtracking on and off, reset to factory settings, and clear errors.



Die Alignment

DIE ALIGNMENT tab allows you to manipulate individual nozzles within each die. Each printer module has been calibrated for optimal die-to-die alignment settings prior to installation, however, certain label files, media and/or profiles may require slight alignments to remove white lines (gaps) or reduce dark lines (overlaps) appearing in the printed file.

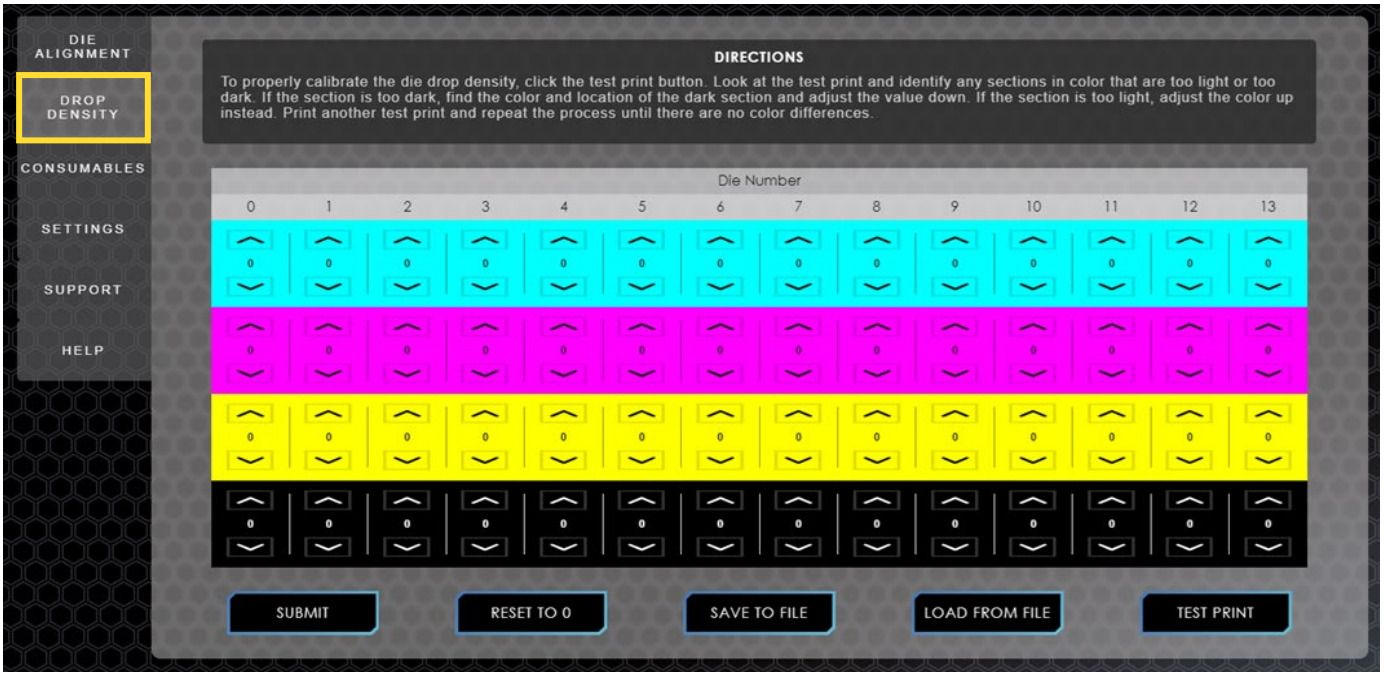
Important:
Refer to the calibration section for specific information on die alignment and the necessary steps to execute the calibration process.



Drop Density

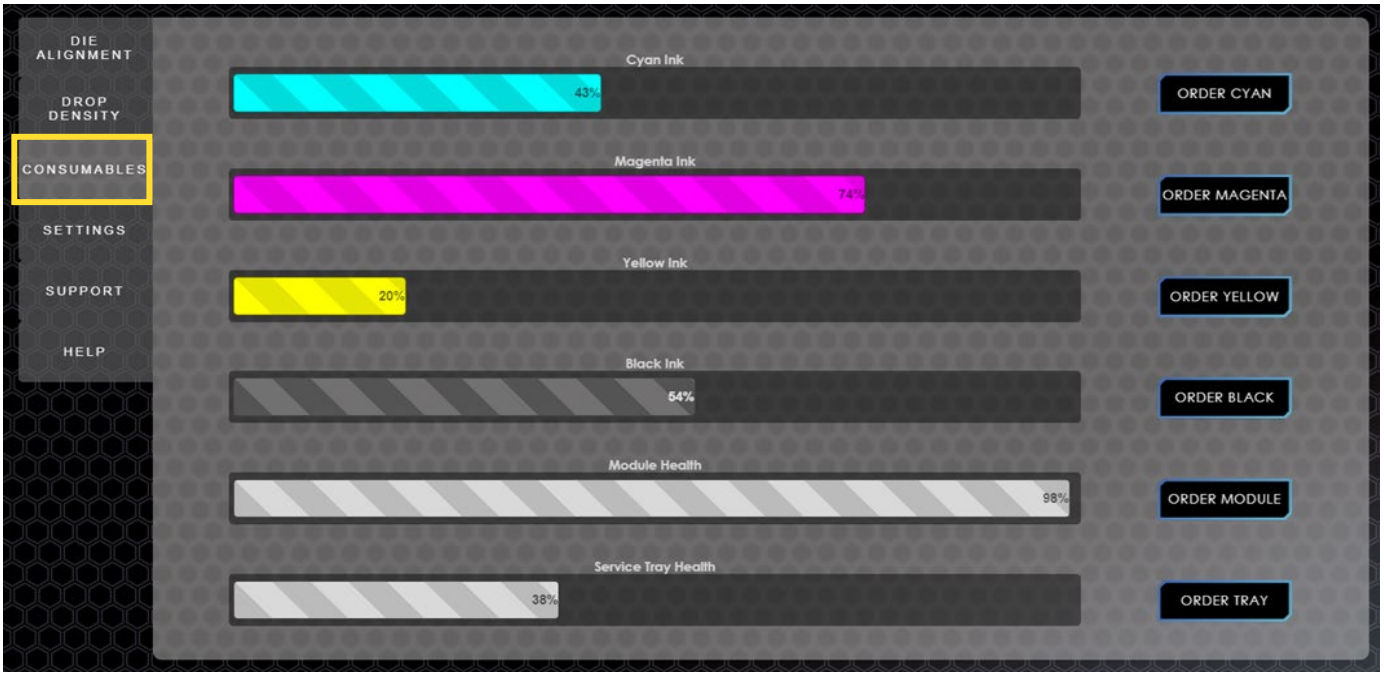
DROP DENSITY tab allows you to make density changes per color, per die. It enables you to adjust the density of drops in each die, as they may differ slightly for different files, media types, and profiles. Each printer module has been calibrated for optimal drop density prior to installation.

Important:
Refer to the calibration section for specific information on drop density and the necessary steps to execute the calibration process.

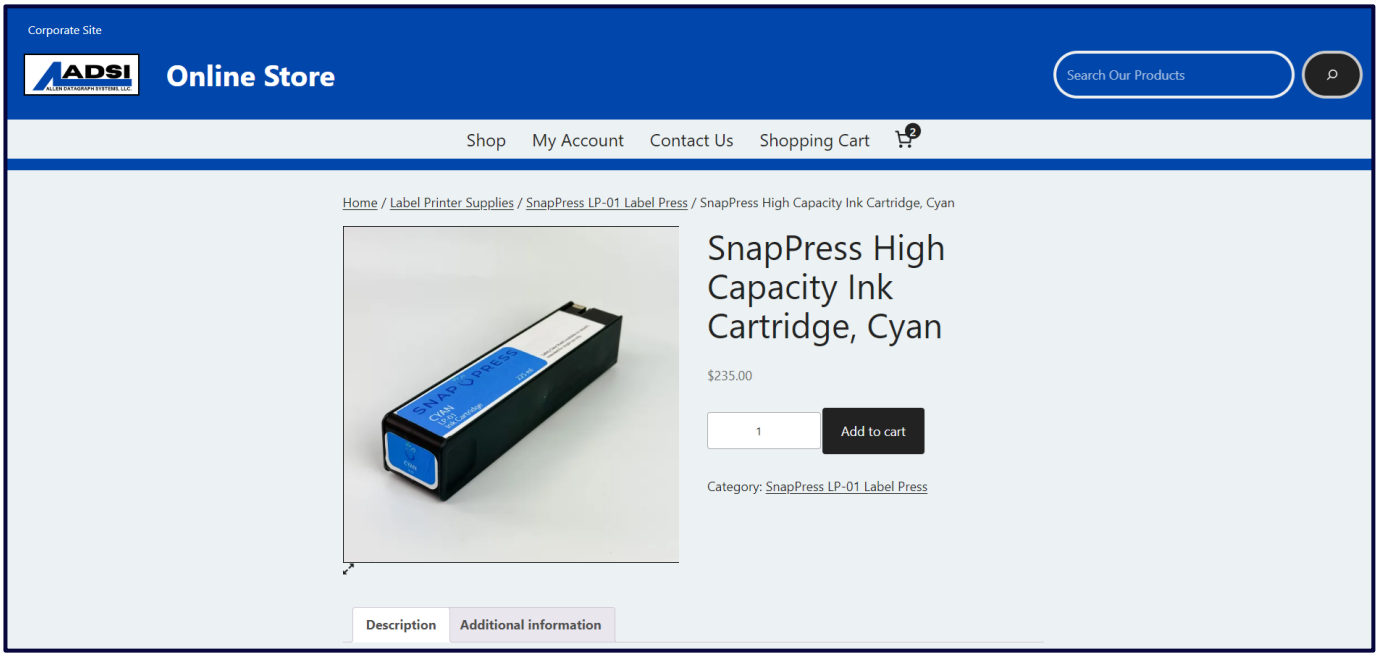


Consumables

CONSUMABLES tab provides you with information of the overall health of the printer, offering the option to directly order consumable components such as Ink, Service Tray, and Module.

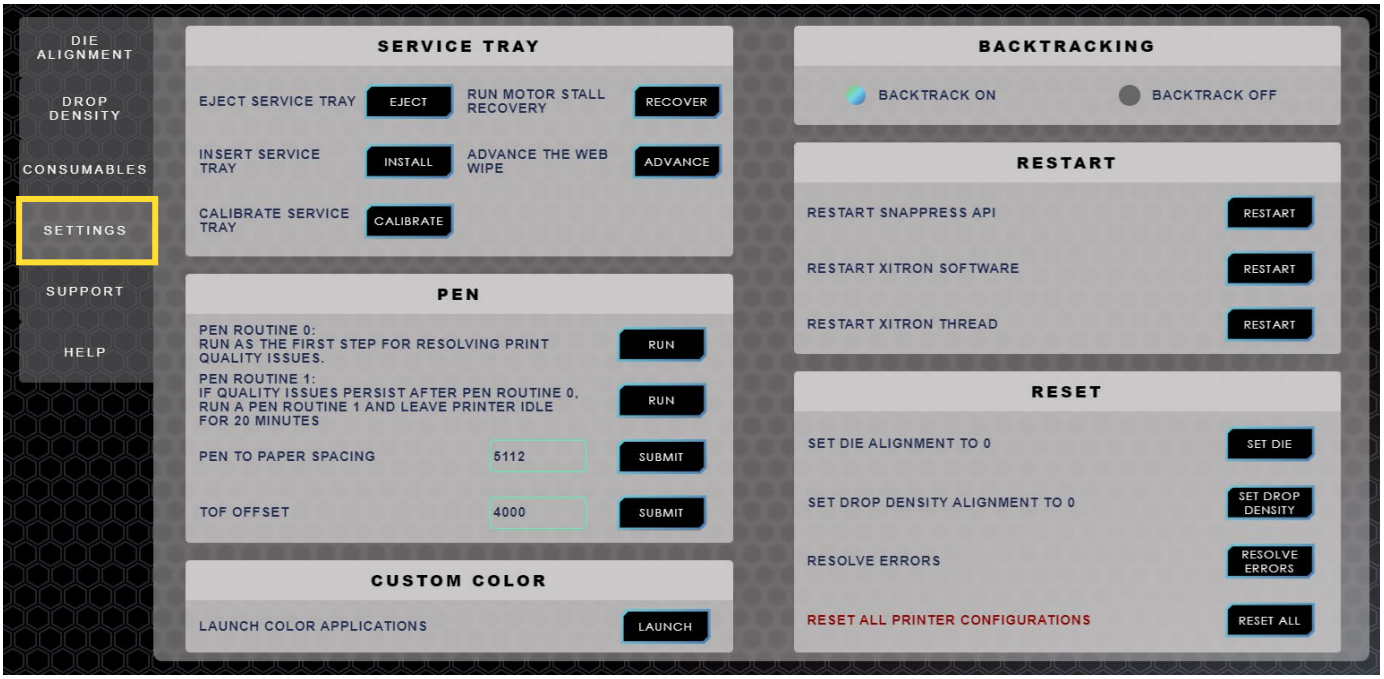


- The ink levels for each color—Cyan, Magenta, Yellow, and Black—are presented in a larger window field. This tells you how much ink is left in real-time.
- Below, the ink levels, status bars for the Service Tray Health, and Module Health are displayed.
- Each consumable features an "Order" button on the right side of the screen. Clicking this button opens a new tab in the web browser, directing you to the SnapPress website for direct reordering of supplies. You will need to create an account for the SnapPress Store upon your first visit.



Settings

SETTINGS tab contains options for replacing and inserting new Service Trays, clearing motor stall errors, running the various cleaning routines, custom color options, backtracking settings, print modes, and printer reset options.

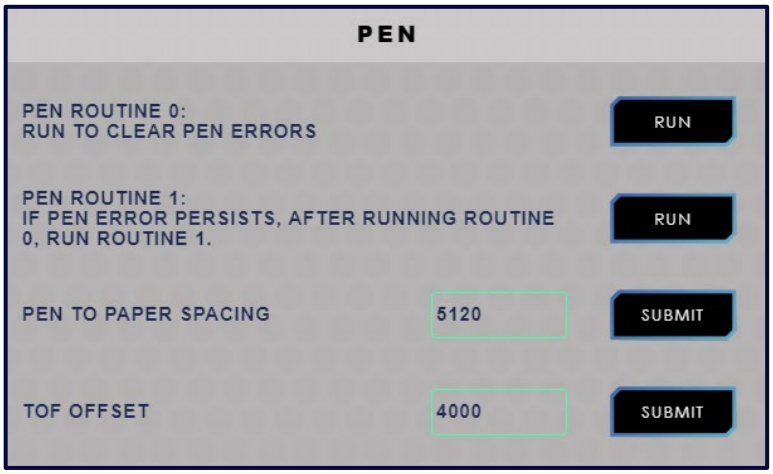


Service Tray: This section gives you control over various actions related to the Service Tray. When the status bar for the Service Tray reaches 10%, the ⚠ icon will appear on the critical checklist. When the status bar reaches 0%, the currently installed Service Tray has reached the end of its life and needs to be exchanged before printing can continue.

Note:
See the Maintenance section for step-by-step instructions on how to exchange the Service Tray.

- The EJECT button will start the process of removing the Service Tray. Select this button when the current Service Tray has reached its end of life.
- The INSTALL button will start the process of inserting a new Service Tray. Select this button to insert a new Service Tray.
- The CALIBRATE button will ensure that the Service Tray is properly installed and initialized prior to usage.
- The RECOVER button will run a motor stall recovery procedure. Select this button if a motor stall error is persistent and cannot be resolved by other means.
- The ADVANCE button will progress the Service Tray web wipe, exposing a clean, unused section from within the Service Tray. Before each print, the Service Tray wipe attempts to prime the nozzles by wiping the nozzles with the web wipe in a forward and backward direction. However, it can sometimes become oversaturated with ink, in which case you may need to adjust it manually. If you observe numerous jet outs, indicating oversaturation of the tray, please press this button. Click the button once or more, depending on how wet the Service Tray is. It's a good idea to move the wipe forward four to five times to make sure it's clean.

Pen: This section allows you to run pen (nozzle) cleaning routines, set pen to paper spacing, and set the Top of Form (TOF) Offset.



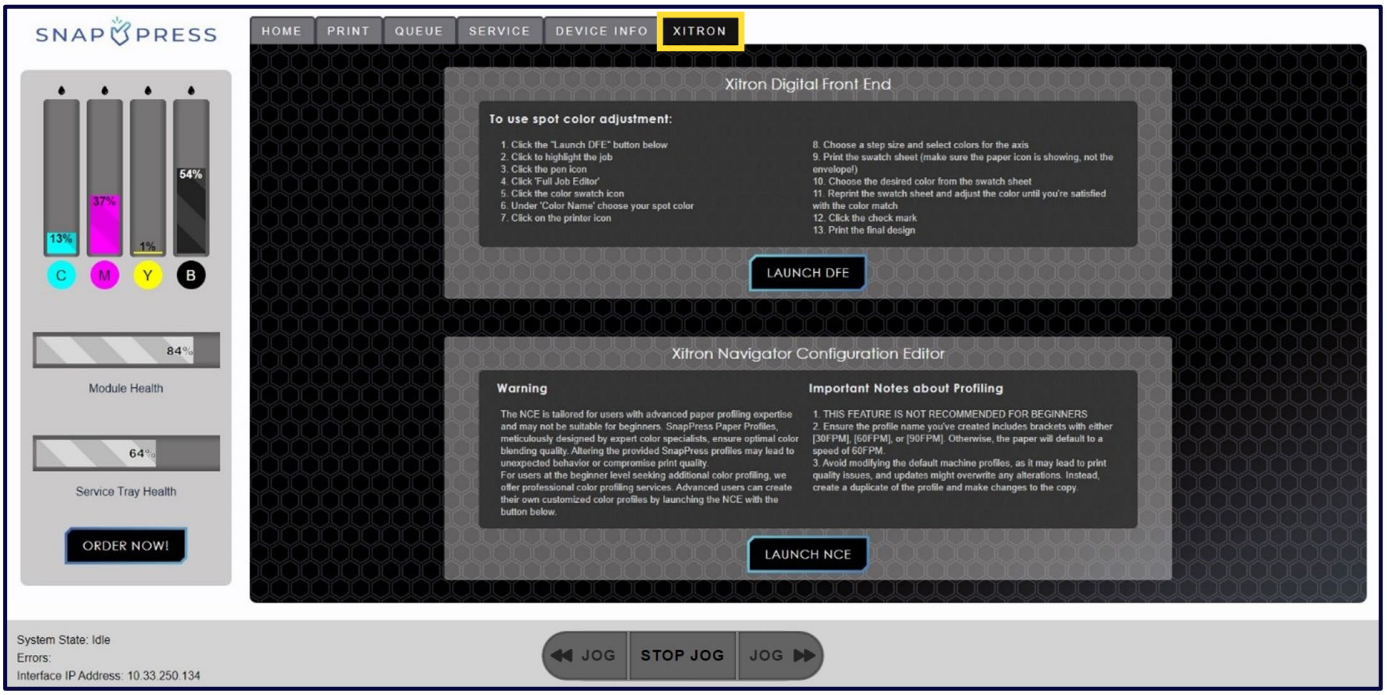
- Pen Routine 0 – This is the first option to run a printhead cleaning routine. This option is the least intensive cleaning routine. Select this option to correct or fix simple jet outs (white lines within the colors of a label) and other print quality issues. After the 5-minute rest period, print 5-10 copies of the current print job to determine if the print quality issues have been resolved.

Note:
The rainbow pattern light bar indicates that the printer is currently undergoing servicing, such as a cleaning routine.

- Pen Routine 1 - This option is a more intensive cleaning routine. Select this option to correct or fix more persistent jet outs and print quality issues. After running this routine, allow the printer to rest for at least 20 minutes. After the rest period, print 10-20 copies of the current job to determine if the print quality issues have been resolved.
- Pen to Paper Spacing - This value is preset by the manufacturer. The value reflects the distance between the printheads and the paper to optimize print quality. It is not recommended for users to make direct changes to this value.
- TOF Offset - This value is preset by the manufacturer. TOF stands for "Top of Form" and establishes the starting position for printing. It is not recommended for users to make direct changes to this value.

Custom Color: Custom/Spot color helps designers and manufacturers ensure they achieve the exact color they desire. This is particularly important for aspects such as branding or when there is a need to print the same color multiple times.

When you click on the LAUNCH button a sixth tab i.e., Xitron will appear on the navigation bar.

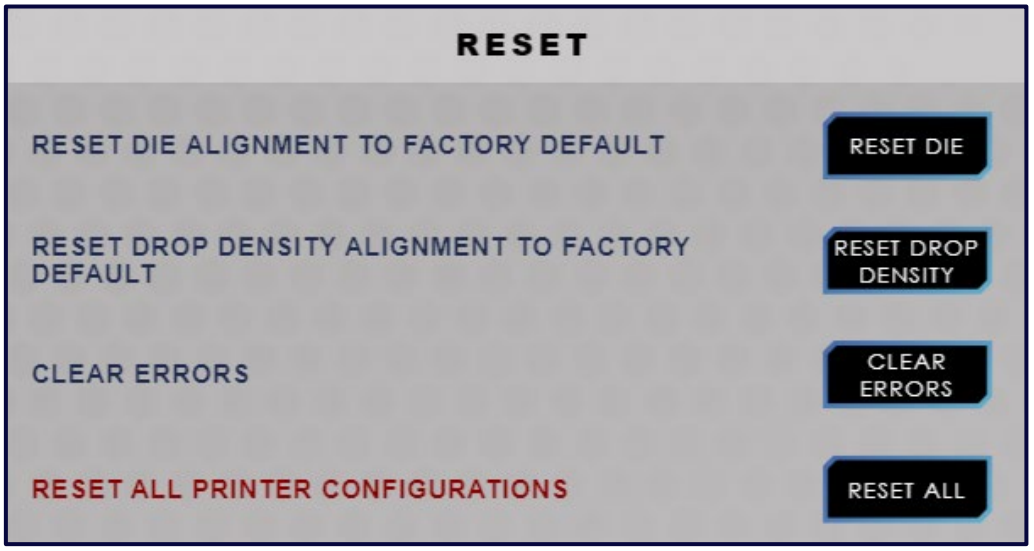


Note:
SnapPress offers a complementary training session for creating spot colors. SnapPress can also create new spot colors for you (set up fees and other costs apply). Contact SnapPress or your authorized dealer for more information on creating spot colors.

Backtracking: Backtracking is a noteworthy feature of the LP-1.

- It empowers operators to dispatch multiple jobs simultaneously without the need to be physically present during production.
- Once a print job concludes, the media extends slightly beyond the printing zone towards the output roll. Following a brief pause, the printer automatically initiates the process of retracting the media back into the printer, aligning it seamlessly with the print zone's edge.
- After the backtracking is finished, another job can be printed, ensuring a continuous printing workflow without any wasted media.
- If you prefer to use the over-traveled media as a leader for finishing purposes, the backtracking feature can be deactivated.

Reset: This section allows you to reset the printer to its default settings from the manufacturer.



- The RESET DIE button will reset the die-to-die alignment values to the default manufacturer settings.
- The RESET DROP DENSITY button will reset the drop density values to the default manufacturer settings.
- The CLEAR ERRORS button will clear any present error messages being displayed on the Home screen and lower left-hand corner of the user interface. Select this button to clear motor stall errors, and server errors.
- The RESET ALL button will reset the entire printer to its default manufacturer settings.

Restart: This section enables you to restart the printer's Application Programming Interface (API), software, and communication between the Xitron RIP and the FI-1000.

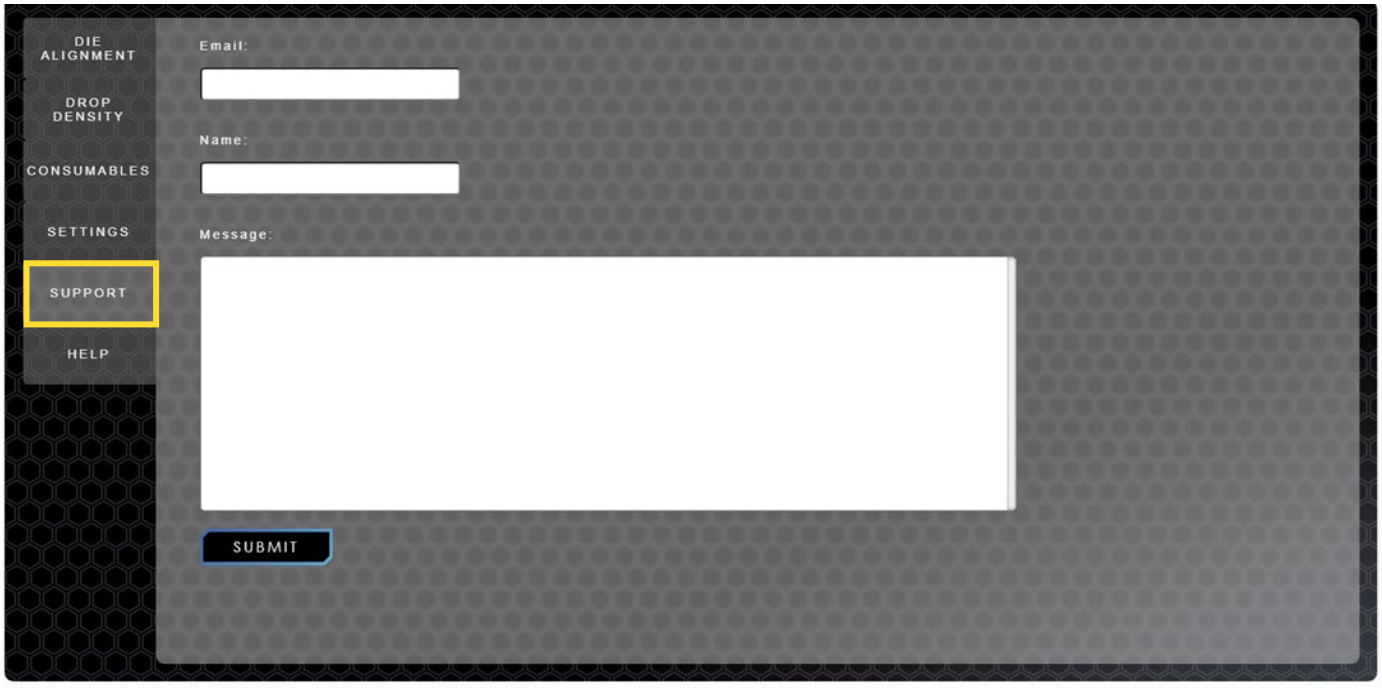
1. Restart SnapPress API – This restarts the front-end and back-end of SnapPress software.
2. Restart Xitron Software – This restarts the Xitron RIP software. It is advisable to perform the "Restart Xitron Software" routine if you accidentally closed the Xitron navigator server and/or navigator client, or in case of an "E03: Xitron Communication Error." You can restart the software to see if the issue is resolved.
3. Restart Xitron Thread – This restarts the thread which Xitron RIP Server uses to communicate with the HP FI-1000. The Xitron thread needs to be restarted to reestablish the communication in case of "E02: HP Communication Error."

Caution:
Do not touch the screens during this routine. Also, be aware that pop-ups will occur during this routine. You will know the routine is complete when the Xitron server window is minimized, and the UI is back at the foreground.

Service Support

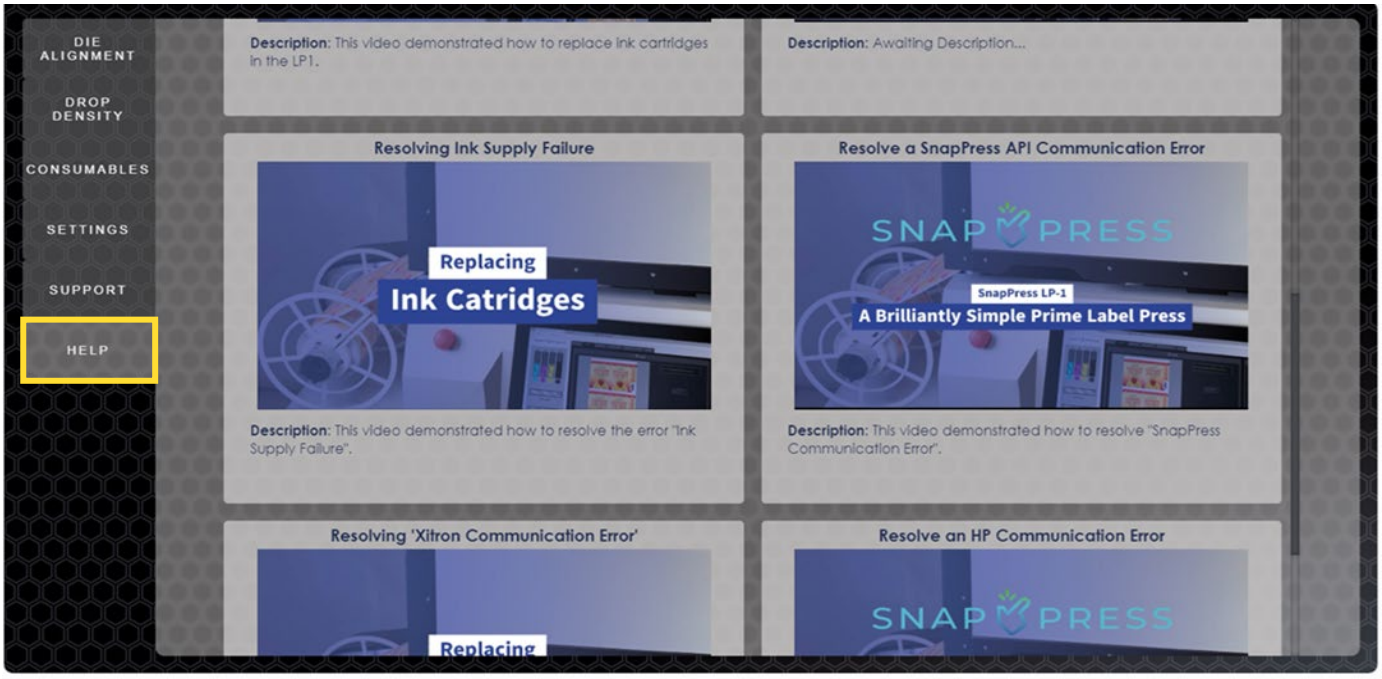
SUPPORT tab allows you to submit support tickets directly to the SnapPress Customer Support Team. Each field must be filled out.

Note:
This ticket will provide our Support Team with statistics from LP-1. Please be as specific as possible about the issue you are experiencing and add a direct phone number where you can be reached if necessary.



Service Help

HELP tab provides instructional videos to assist you in resolving many issues you may encounter or for learning how to use certain aspects of the printer.



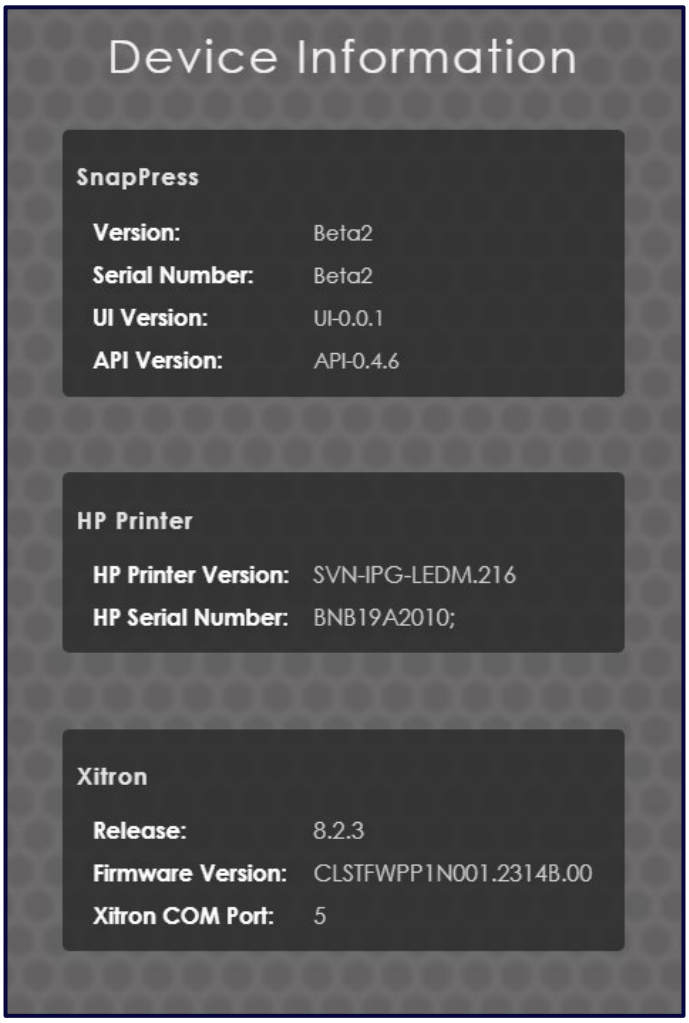
Device Info Screen

The fifth tab on the navigation bar is the Device Info screen. It provides an overview of the printer's operational settings, such as running versions, serial numbers, software and firmware versions, statistics on how many feet of media have been printed, the number of jobs printed, the total amount of ink used, the total ink used per color, the most used ink, and network settings.

Device Information

This section contains information about three key components of the printer: SnapPress, HP Print Module, and Xitron RIP.

- SnapPress lists the current operating version, your LP-1's unique Serial number, and the current software and firmware versions.
- HP Printer lists the HP Print Module version number, and HP's unique Serial Number for the printing module.
- Xitron lists the current release version, Firmware version, and active COM Port number for the RIP. The purchase of your LP-1 comes complete with 1-year of Xitron customer support. After the first 12 months, additional fees paid directly to Xitron will apply.



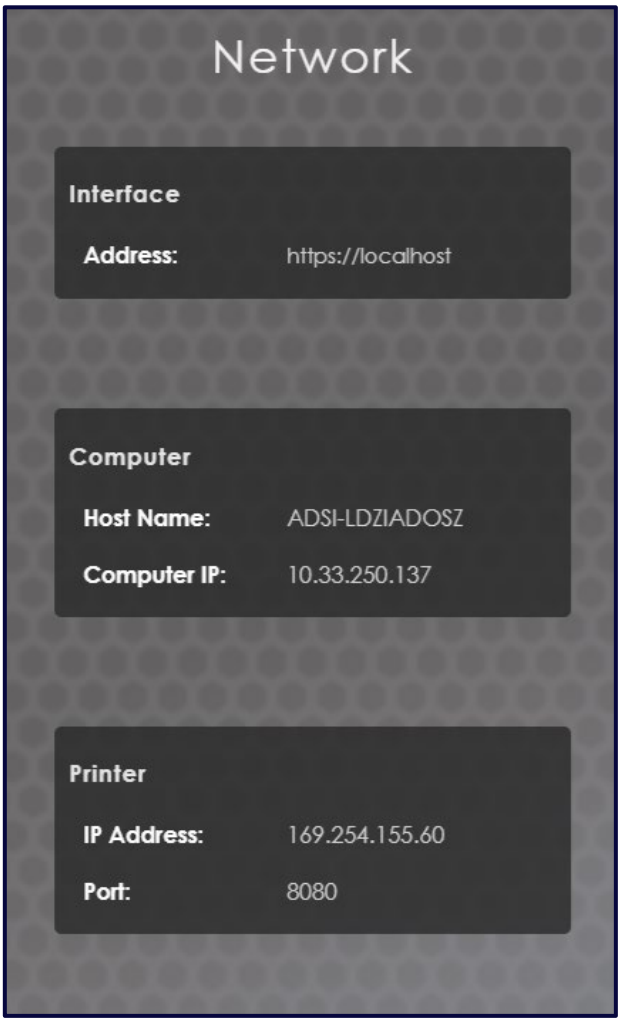
Statistics

This section provides the printer's usage statistics such as the total amount of media in feet printed, total number of jobs that have been printed, total number of labels printed, total amount of ink used in Liters, the total amount of cyan, magenta, yellow, and black ink used in Liters, and the most used ink.

Network

This section lists the Interface, Computer, and Printer settings.

- For the Interface, the IP Address is listed.
- For the Computer, the Host Name and Computer IP are listed.
- For the Printer, the IP Address and active Port are listed.



Installation

Printer Placement

Determining the ideal location for your printer involves considering space requirements and environmental conditions. Consider the temperature and humidity requirements, as specified for the HP FI-1000 below:

- Operating temperature range: 15 to 30°C (59 to 86°F)
- Operating humidity range: 15-80% RH (non-condensing), recommended between 20% and 80%
- Storage temperature range: -40 to 60°C (-40 to 140°F)
- Non-operating humidity range: 10-90% RH (non-condensing)

Space Requirements

The physical space required for the printer depends on your environment, however, we recommend an area that is at least 6 feet wide, 5 feet tall, and 3 feet deep. Ensure the area has proper ventilation and is not placed in direct sunlight.

Package Contents

Inside the large crate that arrived, you will find the following components:

- [X1] LP-1 machine
- [X2] Purged modules
- [X1] Touchscreen
- [X1] An accessory box, which includes:
  - [X2] Splicing table magnetic bars
  - [X2] Web guides
  - [X1] 2 mm, 2.5 mm, and 6 mm Allen wrench
  - [X4] 14 mm panel plugs
  - Any additional documentation

Unpacking Procedure

To unpack your LP-1, please follow the following steps:

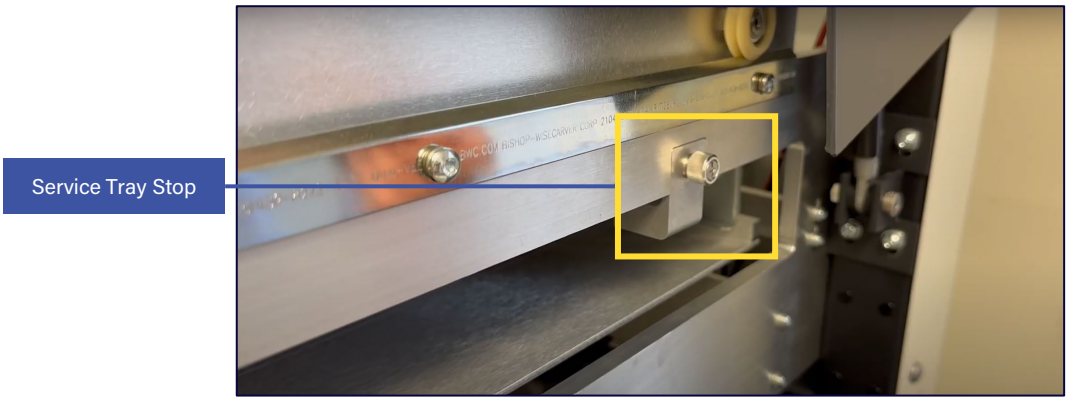
- Cut open the plastic that is covering the shipping crate.
- While holding the ramp from falling forward, cut the strap that is holding the ramp against the crate.
- Let the ramp fall and set it to the side for now.
- Cut the two vertically-oriented straps, and then the horizontally-oriented one.
- At the bottom of the front of the machine, there are two carboard tabs that are overlapping themselves and tapped together, remove/cut the tape and swing the front tab out.
- You can now swing the front wall of the crate open, in the bottom of the crate lies the LP-1 machine, leave this for now, the next steps will require more than one individual.

- Remove the contents on the upper shelf of the machine, these are the touchscreen, accessory and Module boxes.
- Now that the upper shelf is empty, open the back wall of the crate by removing the staples in the bottom corners.
- While ensuring that the left and right side of the crate are clear, remove the flat piece of carboard that the boxes were sitting on, as well as the 4 wooden members used as cross-braces, the right and left wall of the crate will fall.
- At this point, ensure that the casters on the printer are locked, to do this, please apply pressure to the levers on the casters until you hear it lock into place.
- Using a ratchet or drill with a 9/16" socket, loosen the bolts that hold the black shipping brackets to the deck of the crate, there are 2 bolts on each of the 4 shipping brackets.
- Using a 6 mm Allen wrench, loosen the bolts that connect the shipping brackets to the bottom of the machine by inserting the wrench into the holes on the bottom of the machine, once the bolts are removed, you can cover the holes in the machine with the 14 mm panel plug within the accessory kit.
- Remove the plastic wrap around the machine.
- Place the ramp at the front of the machine, and secure it to the deck of the crate using the velcro straps on the ramp.
- Once the ramp is secure and the machine is ready to be unloaded off the deck of the crate, unlock the casters by lifting the levers on the casters.
- With two individuals, slowly roll the LP-1 machine off the deck, remove any final packaging materials that may be left on the machine.
- Please retain all shipping materials.

Printer Setup Steps

When you receive your LP-1, both modules included in the crate will already be purged and calibrated.

1. Move the LP-1 to its designated location and ensure to lock the casters. Use your foot to lock the casters. Apply pressure to the locking levers until they are in the locked position.
2. Next, locate the power cable in the accessory box that came with the crate and attach it to the rear of the machine. Ensure that all power buttons are in the off position, then connect the power cable directly to a standard 120-volt outlet. This outlet should support a range of 110-240 volts at a 50/60 Hz cycle.
3. Lift the hood of the LP-1 to insert the print module.
4. Remove the Service Tray Stop, ensuring the front latch is moved to the left and out of the way before module insertion.



5. Insert the print module (shipped separately in a box weighing approximately 45 lbs) with the inks facing toward you. Lift and place the module onto the printer's rails, ensuring that the wheels on both the left and right sides of the module are fully in contact with the rails. Push the Module back until there is a clicking sound after slight resistance; this signifies that you have locked it in place.
6. Establish the necessary connections (Ethernet, USBs, mil-spec connector, 22-pin power cable from the module, and the standard power cable), secure the latch in place (ensure all connections are firm), refer to the safety and hazard guidelines, and reattach the Service Tray Stop.
7. Close the hood.
8. Unlock and open the ink door, insert the four inks (push them in until you hear a click), then close and lock the door.

9. Toggle the "on/off" switch at the rear to power on the printer.
10. The touchscreen at the front will activate. The machine comes with a default password, which is changeable at any time; **the default password is "print."**
11. After entering the password, access the desktop screen where you can select your Wi-Fi network and log in.
12. Launch the SnapPress GUI from the taskbar by clicking and press Start when it appears.
13. Although the machine is initially unloaded, press the UNLOAD MEDIA button for verification; nothing should occur.

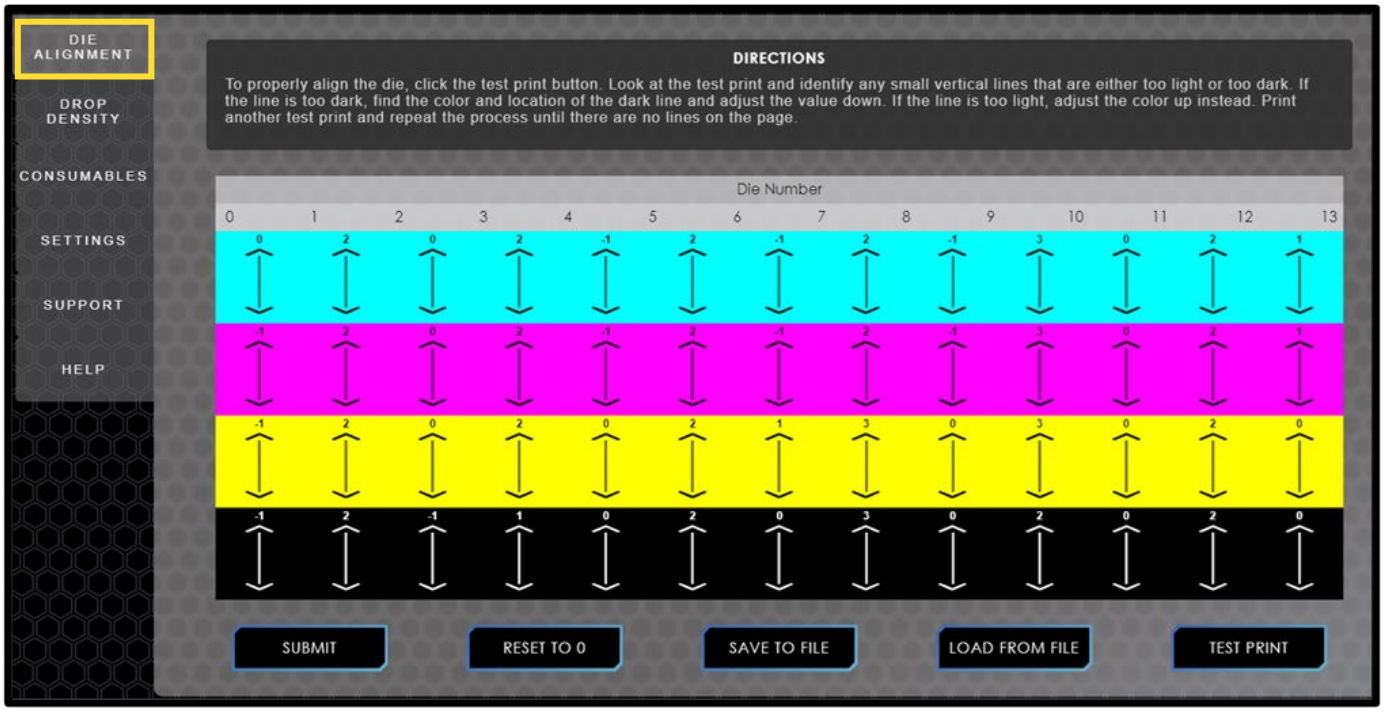
CONGRATULATIONS! The printer is ready for use.

Click here to view the setup video for LP-1.

Calibrating the Printer

Die Alignment

DIE ALIGNMENT tab allows you to manipulate individual nozzles within each die. Each printer module has been calibrated for optimal die-to-die alignment settings prior to installation, however, certain label files, medias and/or profiles may require slight alignments to remove white lines (gaps) or reduce dark lines (overlaps) appearing in the printed file.



Adjustment Steps

To make adjustments, follow these steps:

1. Initiate a test print sheet.
2. Review the print quality of the sheet.
3. Adjust to remove die-to-die overlaps or gaps.

Note:
After adjusting the die alignment, you have the option to save the alignment settings to a file, allowing you to load them later for future use. Refer to steps 4a and 4b for more details.

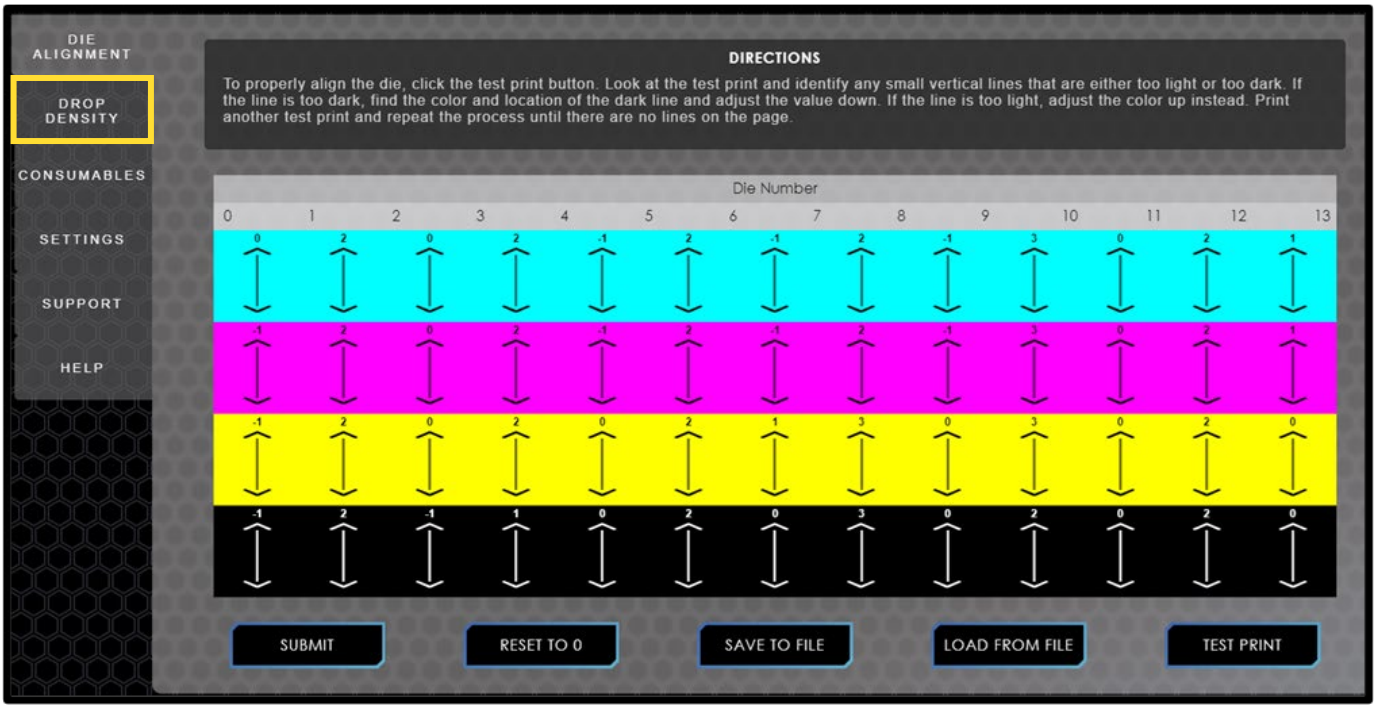
Step No.	Description
Step 1	Click on the TEST PRINT button, which is located at the bottom right of the screen. This action will print a test sheet featuring a grid that displays each die number alongside swatches of cyan, magenta, yellow, and black.
Step 2	Review the test print for any dense, dark lines or white gaps between die numbers. A dense line suggests a die-to-die overlap, while a white gap indicates that certain print head nozzles are turned off. For correct calibration, there should be neither overlapping nor gaps between dies.
Step 3	For die-to-die overlap adjustments, identify the overlapping color and corresponding die numbers. On the DIE ALIGNMENT tab, locate the specified color and die numbers. Use the arrows for the corresponding die to toggle down by one and click the SUBMIT button for changes to take effect. Repeat the test print to observe changes. If the overlap persists, continue adjusting down by one and reprinting until the overlap is eliminated. Let's understand with an example. First, identify the overlap. If there is an overlap in cyan between die numbers 4 and 5, follow these steps: i. Navigate to the Service screen. ii. Select the DIE ALIGNMENT tab. iii. Locate the cyan section at the top of the screen (highlighted with a cyan background). iv. Find die numbers 4 and 5. v. Use the arrow between them to decrease the value by one. vi. After making the adjustment, rerun the test print. vii. Repeat this process until there are no more overlaps.

Step No.	Description
Step 4a (Optional)	The steps to save a die alignment are as follows: i. Once you're satisfied with your die alignment, ensure that all changes have been submitted by clicking the SUBMIT button. ii. Click the SAVE TO FILE button. This will initiate a download to your downloads folder. iii. Once the file has downloaded, you can rename the die alignment .txt file to your preferred name and move it to your preferred folder.
Step 4b (Optional)	The steps to load die alignment from files are as follows: i. Click the LOAD FROM FILE button to open the file explorer. ii. In the file explorer, navigate to the desired die alignment .txt file. Select the file and then click "Open." iii. The die alignments will be applied and should take a few seconds to populate on the screen.

Note:
There are recorded instances in which a small amount of overlap was considered acceptable because further adjustments resulted in a gap in the print. Please consult your quality standards to understand what is considered acceptable print quality.

Drop Density Adjustment

DROP DENSITY tab allows you to make density changes per color, per die. It enables you to adjust the density of drops in each die, as they may differ slightly for different files, media types, and profiles.



Adjustment Steps

To make adjustments, follow these steps:

1. Initiate a test print sheet.
2. Review the test print sheet for color density.
3a. Adjust to increase color density and achieve a darker value.
3b. Adjust to reduce color density and achieve a lighter value.

Note:
After adjusting the drop density, you have the option to save the drop density settings to a file, allowing you to load them later for future use. Refer to steps 4a and 4b for more details.

Step No.	Description
Step 1	Click on the TEST PRINT button, which is located at the bottom right of the screen. This action will print a test sheet featuring a grid that displays each die number alongside swatches of cyan, magenta, yellow, and black.
Step 2	Review the test print, focusing on individual dies for each color. Compare adjacent dies and note any discrepancies in darkness or lightness. The goal is to show consistent color across all dies. Adjustments can be made based on the identified variations to achieve uniform color density.
Step 3a	To increase density and achieve a darker value: i. Navigate to the DROP DENSITY tab on the Settings screen. ii. Locate the desired color and die that require adjustment. iii. Use the up arrow to increase the given value, which will darken the color. iv. Click the SUBMIT button for changes to take effect.
Step 3b	To reduce density and achieve a lighter value: i. Navigate to the DROP DENSITY tab on the Settings Screen. ii. Locate the desired color and die that require adjustment. iii. Use the down arrow to decrease the given value, which will lighten the color. iv. Click the SUBMIT button for changes to take effect.

Step No.	Description
Step 4a (Optional)	The steps to save a drop density are as follows: i. Once you're satisfied with your drop density, ensure that all changes have been submitted by clicking the SUBMIT button. ii. Click the SAVE TO FILE button. This will initiate a download to your downloads folder. iii. Once the file has downloaded, you can rename the drop density .txt file to your preferred name and move it to your preferred folder.
Step 4b (Optional)	The steps to load drop density from files are as follows: i. Click the LOAD FROM FILE button to open the file explorer. ii. In the file explorer, navigate to the desired drop density .txt file. Select the file and then click "Open." iii. The drop density will be applied and should take a few seconds to populate on the screen.

Note:

- When adjusting drop density, it has been documented that changing to a lighter value yields consistent results and fewer future adjustments than those made to increase density to a darker value.
- A noticeable change in density has been recorded with value of +/- 10 units.

Important:

Die alignment and drop density settings should be saved separately as a .txt file for each print job adjusted. If you need to perform this job in the future, these settings can be reloaded through these saved .txt files.

Printing a Label

Printing Material Specification

Media Size

- Media widths range from 6 to 12 inches.
- The maximum media length is limited by either the outer diameter (a 13.5" OD) of the roll or the weight (40 lbs), whichever comes first.

Note:
Media width between 3-6 inches is possible but not recommended.

Media Types

- Paper
- Synthetics such as glossy, semi-gloss, matte, foil, clear, flexible packaging, Kraft paper, and corrugated material.

Material Required

To operate the LP-1 you will need the following materials:

1. **3-inch diameter cardboard core**
   The length of the core must correspond to the width of the selected substrate. We recommend using a core that is 1/16 inch shorter than the selected substrate. Using a slightly smaller core will aid in tracking purposes.

2. **Tape**
   A tape is used to adhere the substrate to the core. Scotch, masking, clear, and packaging tapes can all be utilized. If necessary, the backing on the substrate can be removed to expose the adhesive and attach it to the core.

3. **Scissors**
   Cut the media at an angle on the splicing table.

4. **Scale ruler**
   A 12-to-14-inch scale ruler is used for the alignment of media guides.

5. **Allen key/wrench**
   A 2.5 mm drive size Allen key/wrench is used for adjusting and setting the collars on the idler rollers.

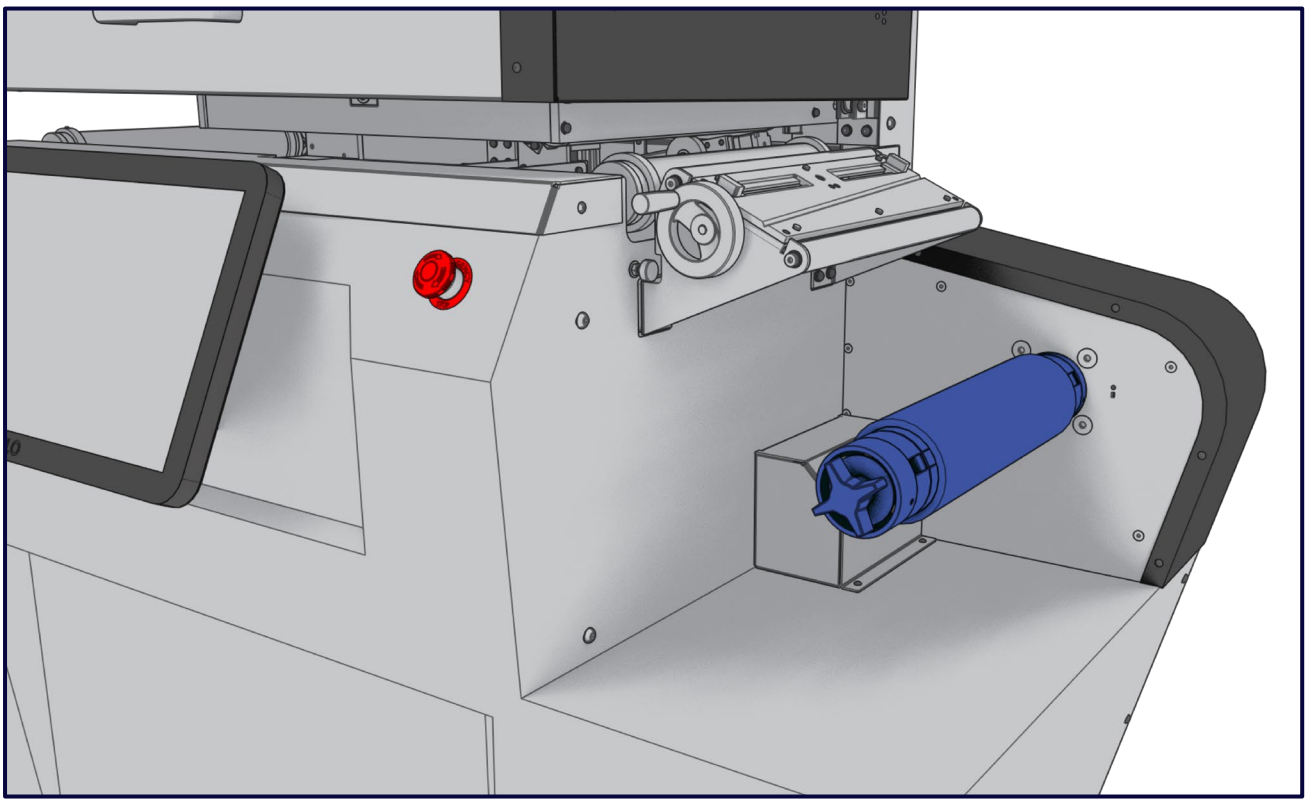
   A 2 mm Allen wrench is used to tighten down the media guides.

How To Web the Printer

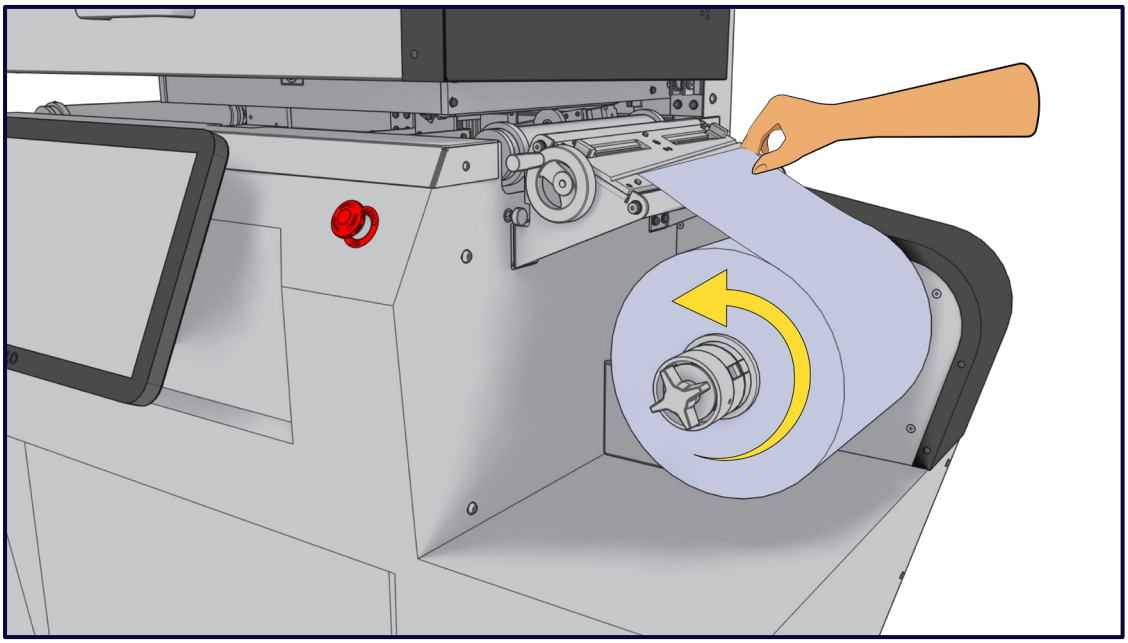
Important:
Before attempting to load media onto the input mandrel, ensure that the printer is plugged in and receiving power, and that the dancer arms are in the unload position. Also, ensure that there is sufficient room around the printer to maneuver while loading media.

The LP-1 is a center-webbed printer. The following are the steps to web the printer:

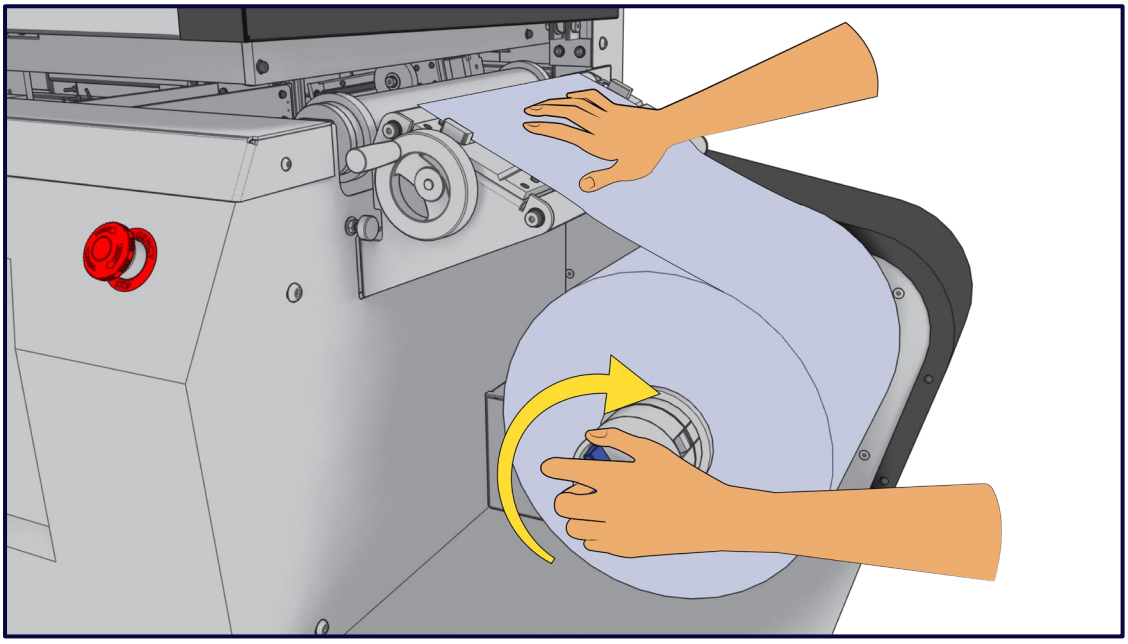
1. Locate the input mandrel on the right side of the printer.



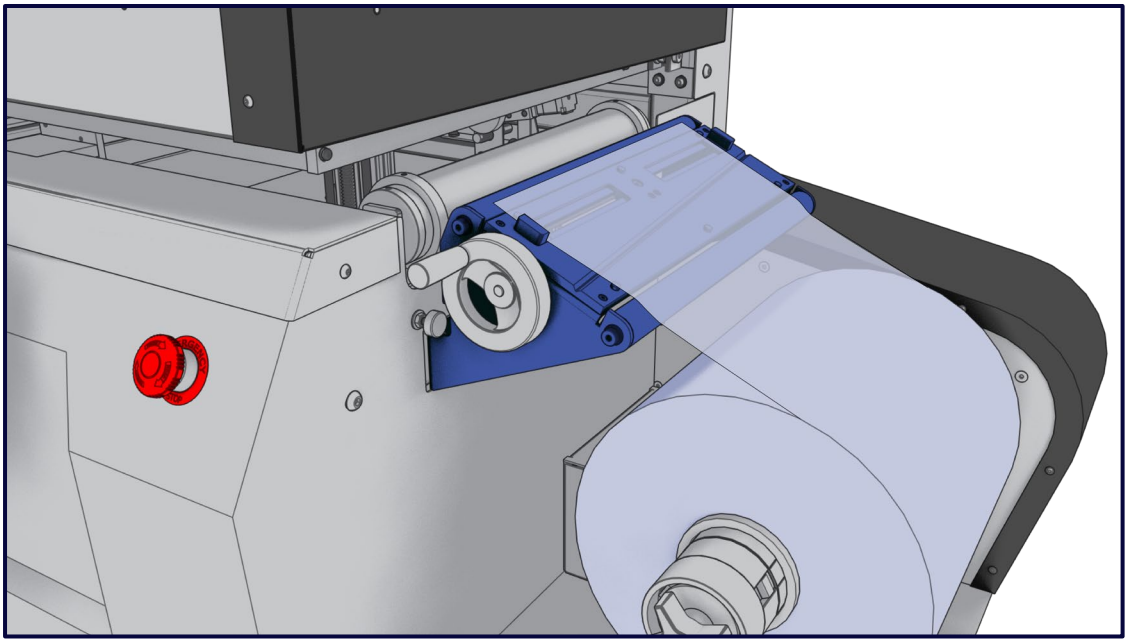
2. Place the rolled media on the input mandrel, with the media feeding counterclockwise. When looking at the media, the printable side should be facing up, and the backing liner should be facing down.



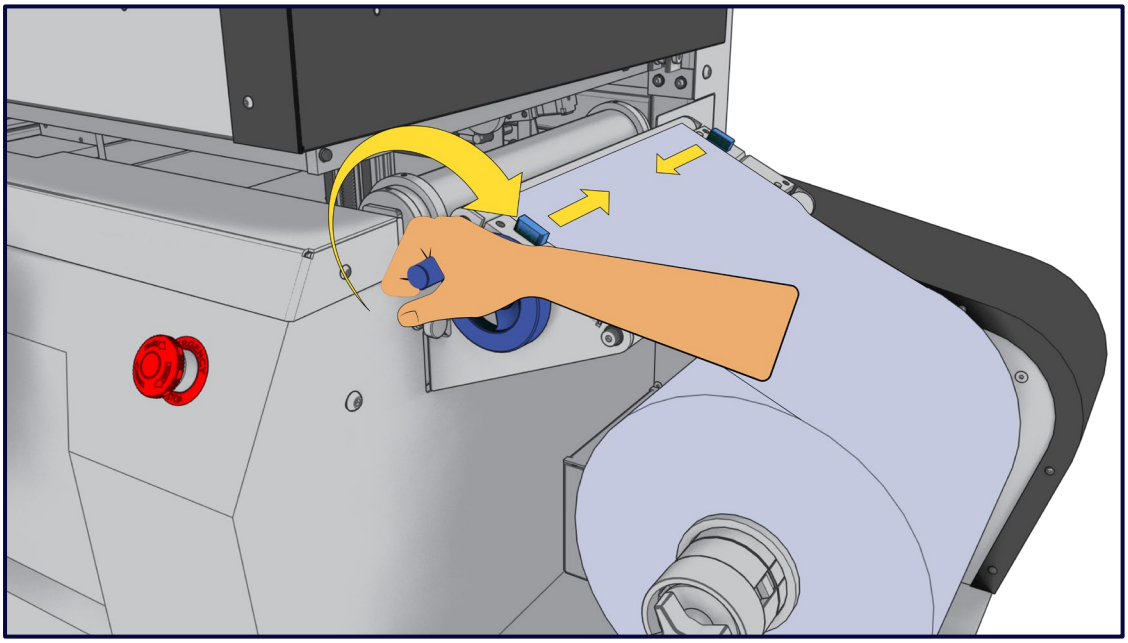
3. Secure the input media by tightening the mandrel cleats with the tension knob at the end of the mandrel. The mandrel cleat will expand into the core of the input media, securing it in place. The cleats should be snug, preventing the media from moving or sliding while the print operation is running.



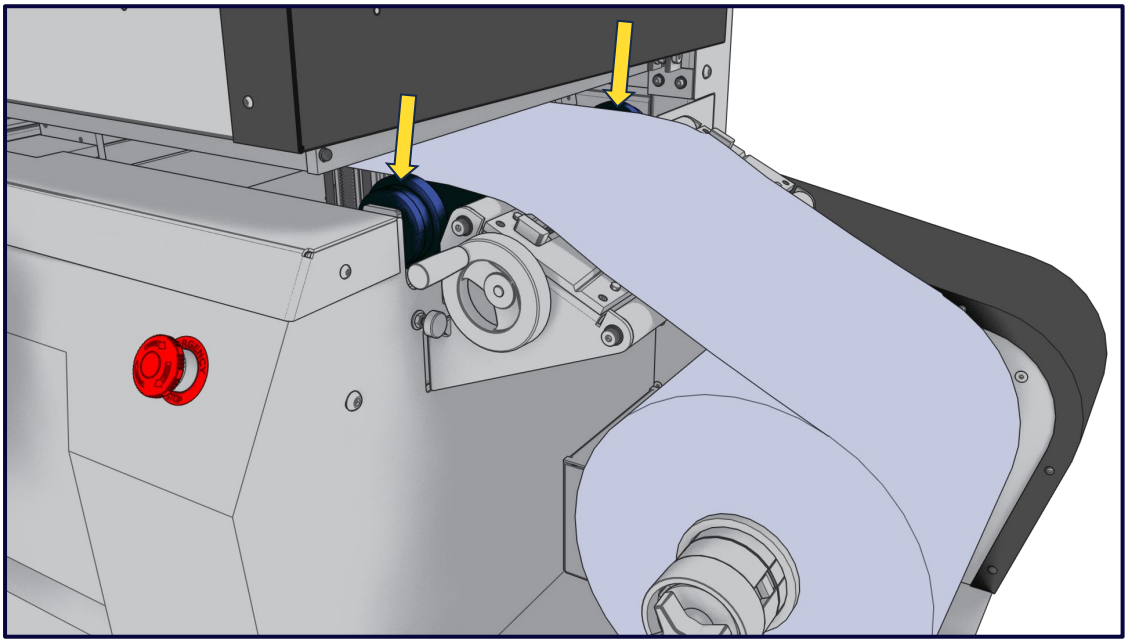
4. Align the media with the splicing table, ensuring center alignment (center of the media width is in the center of the splicing table).

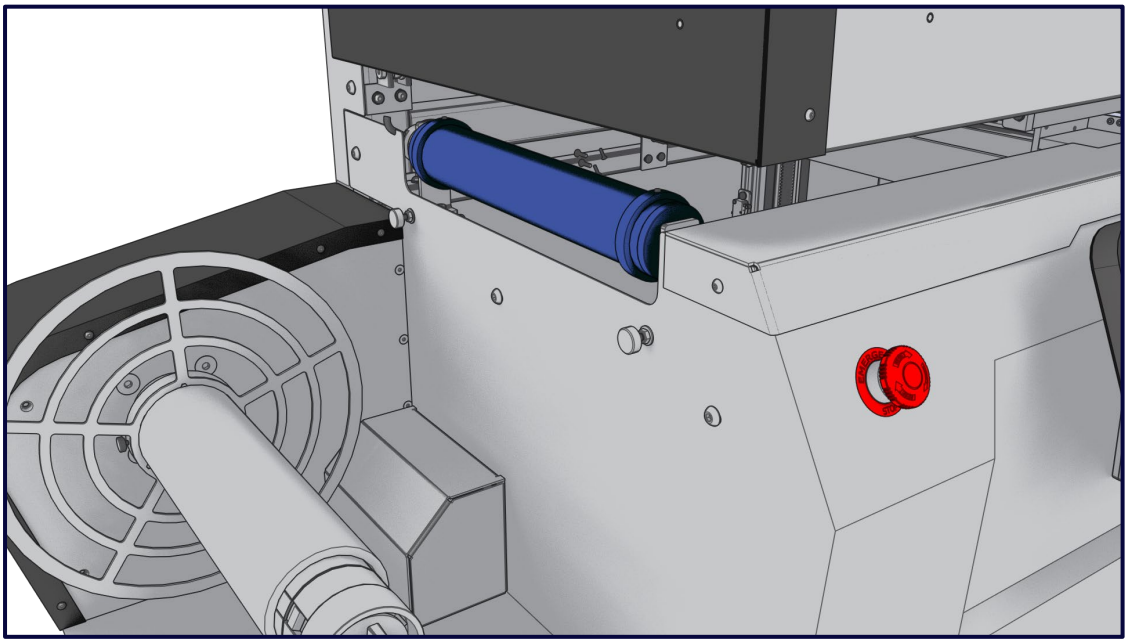


5. There are two adjustable media guides on the splicing table. These guides can be adjusted using the crank handle on the operator's side of the table. Turn the handle clockwise to bring the guides in, and counterclockwise to move the guides out.

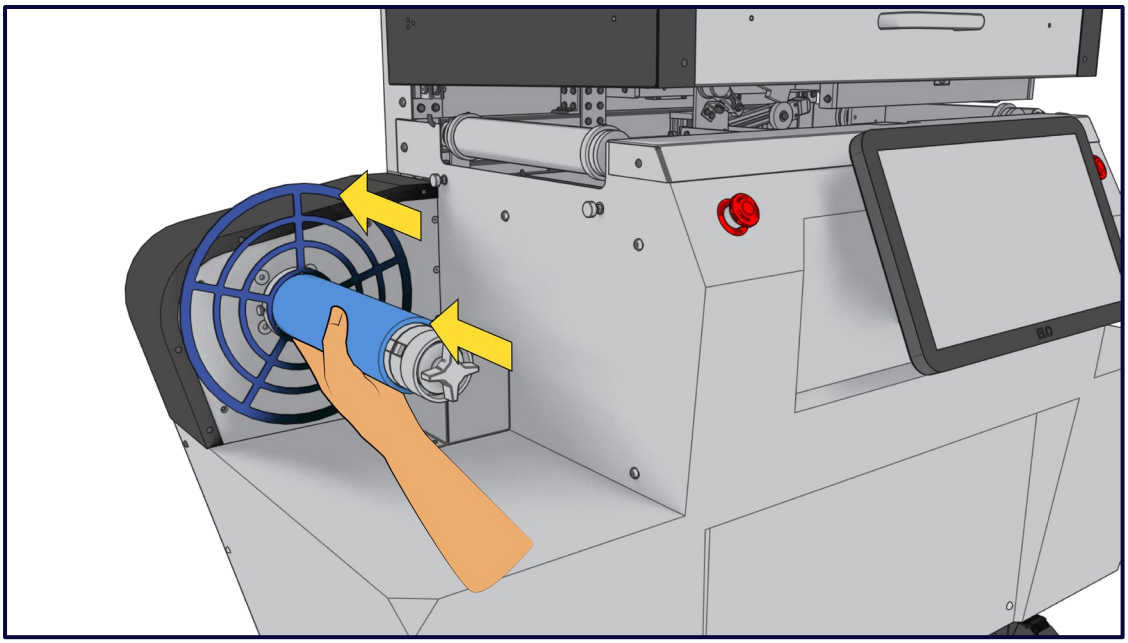


6. On the input idler roller, just past the splicing table at the entrance to the printer, there are two adjustable collars. These collars should be set to snugly hold the media as it tracks through the printer. These collars can be adjusted with a 2.5 drive size metric Allen key. There is a second set of these collars on the output idler roller at the exit of the printer. These should also be adjusted after threading media through the machine.

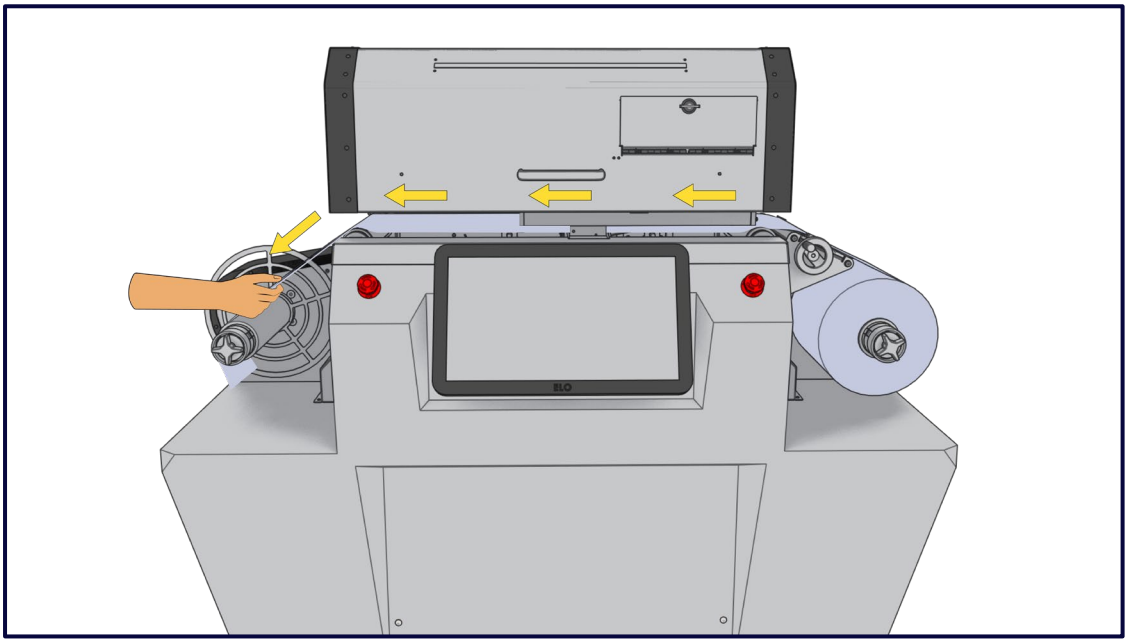




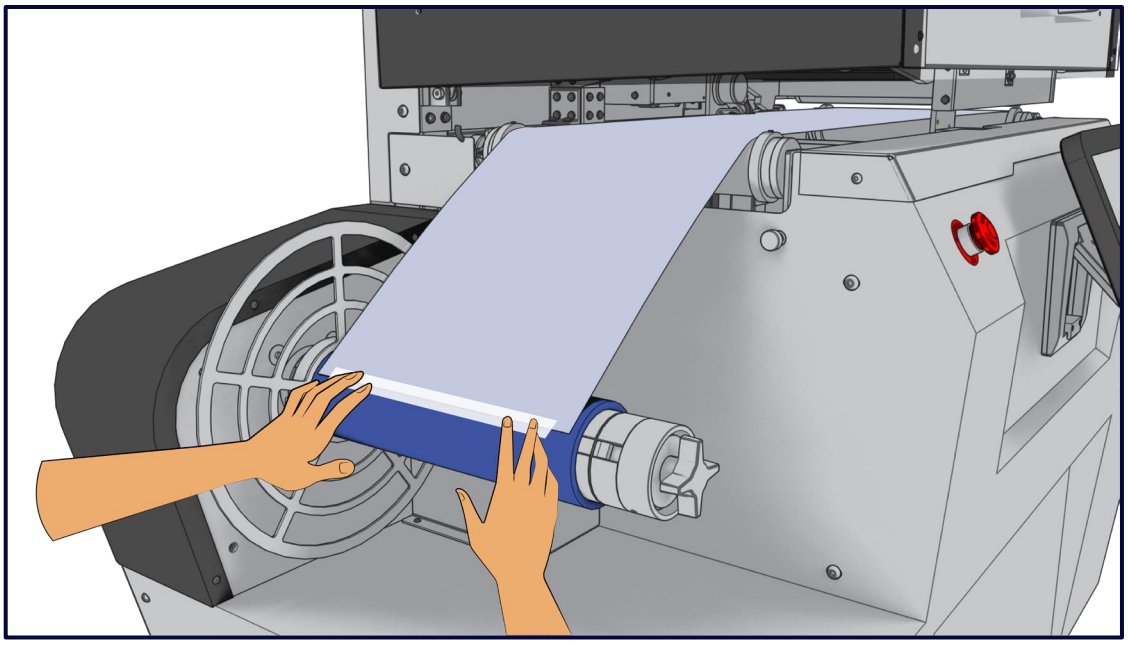
7. Place one of the two provided media guides and a blank cardboard core onto the output mandrel and do not secure them. The media guide needs to be aligned with the corresponding collar on the idler roller before tightening.



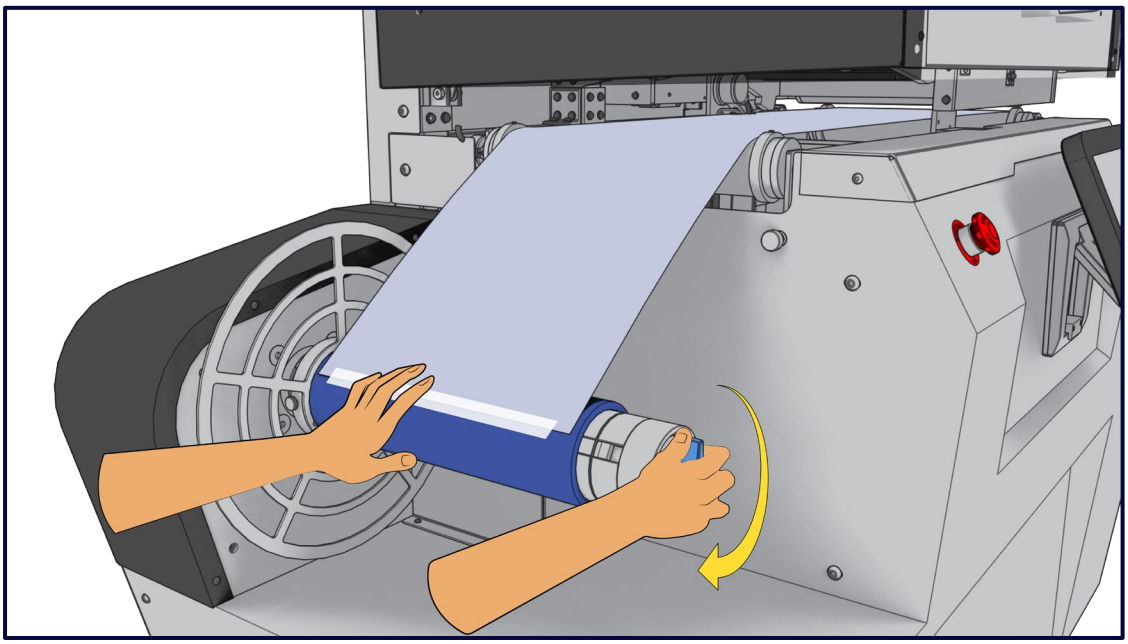
8. Pull a 4-feet length of media from the input roll, gently guiding the media through the notch opening in the main printer body. The media should go under the dancer arms and rest gently on top of the motorized print zone.



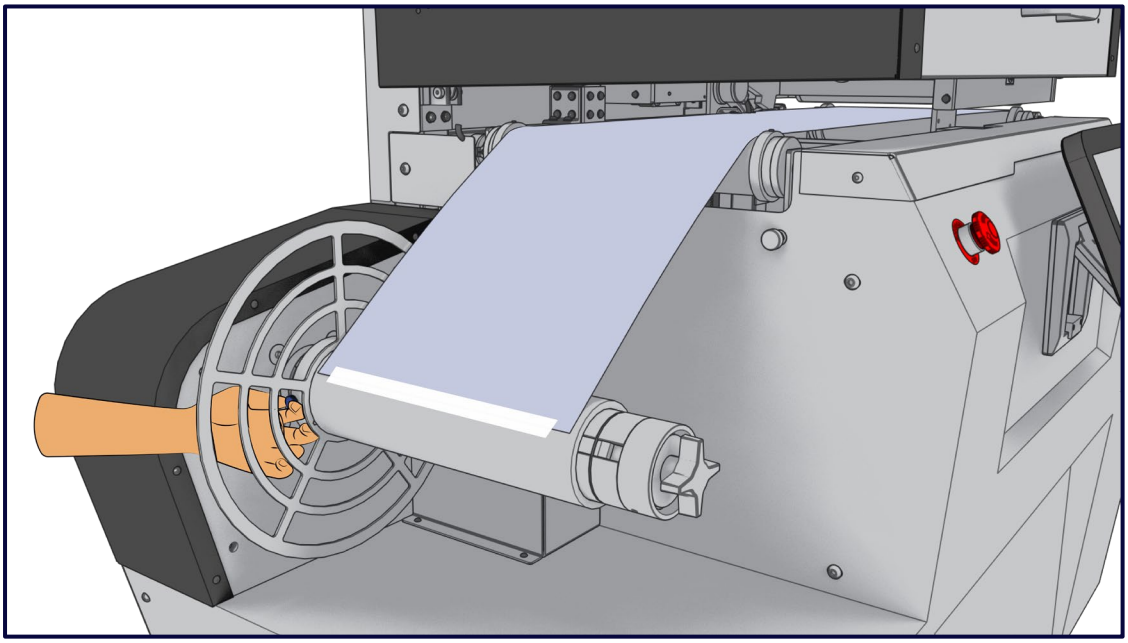
9. Attach and secure the media to the cardboard core using either the adhesive backing from the media or tape. Ensure that there is even tension across the webbed paper path throughout the entire printer. This can be done by standing at the output mandrel and in line with the printer. Bend slightly to look into the printer and observe the media path for tension. If one side of the paper path has slack tension, slide the output core left or right until even tension is achieved throughout the paper path.

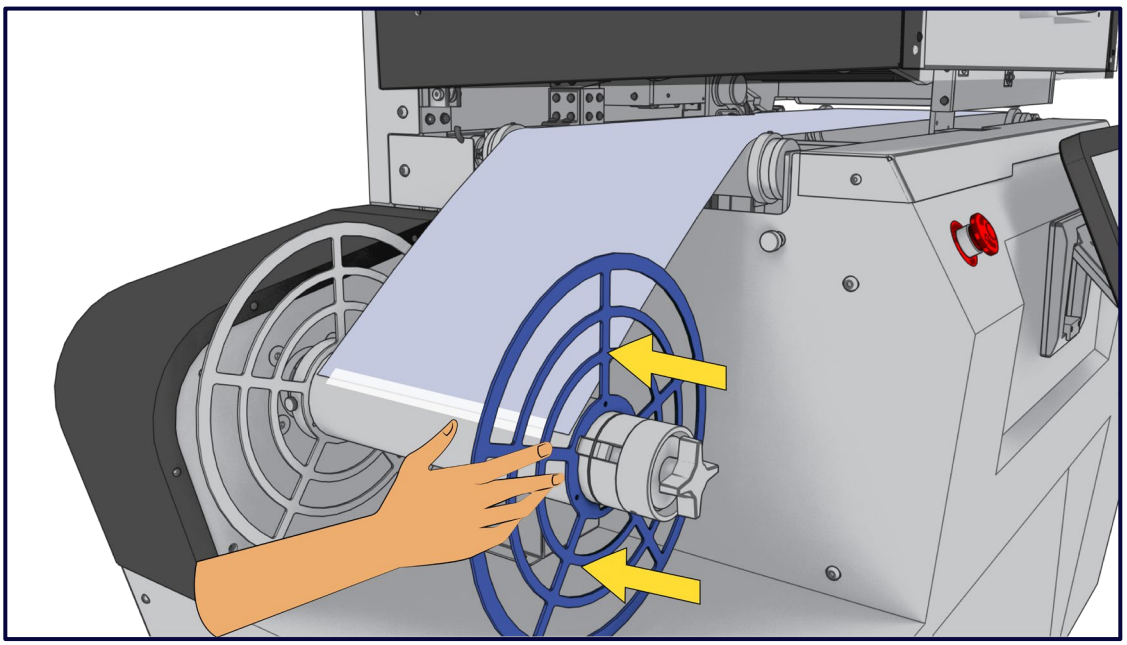


10. Secure the cardboard core to the output mandrel by tightening the mandrel cleats with the tension knob at the end of the mandrel.

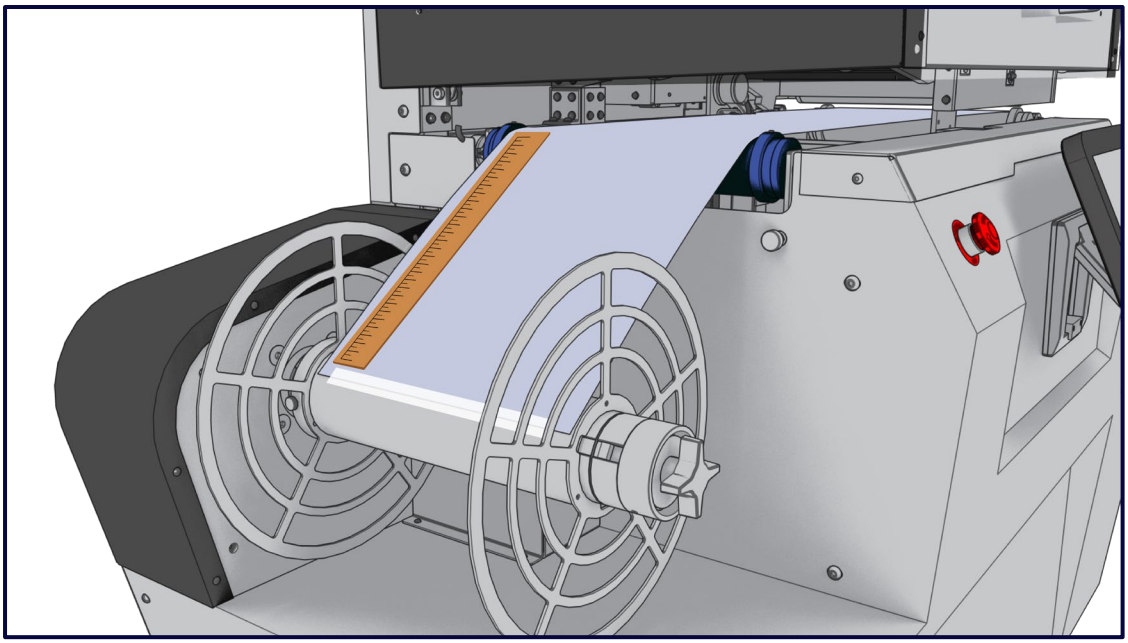


11. Ensure that both media guides are aligned and securely fastened to the mandrel, beginning with the media guide located on the side opposite the operator. This guide should fit snugly against the media, but the media should not curl inward or upward. Tighten the guide with the set thumb screws; these can also be tightened using a 2 mm Allen wrench. Follow the same steps to align and secure the second media guide.

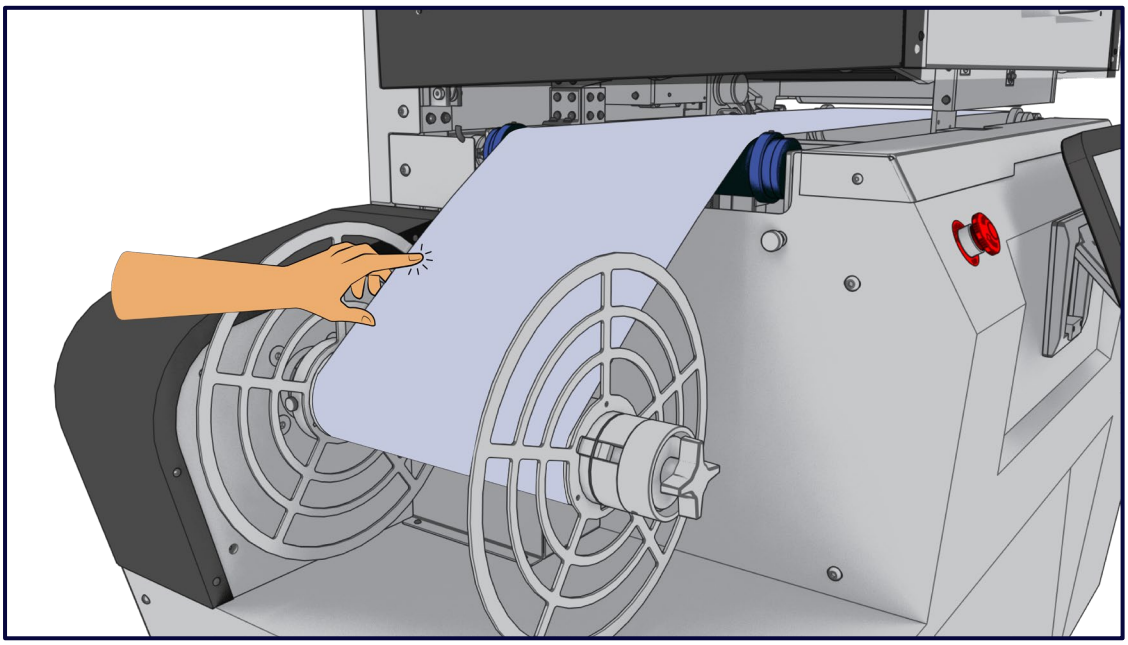




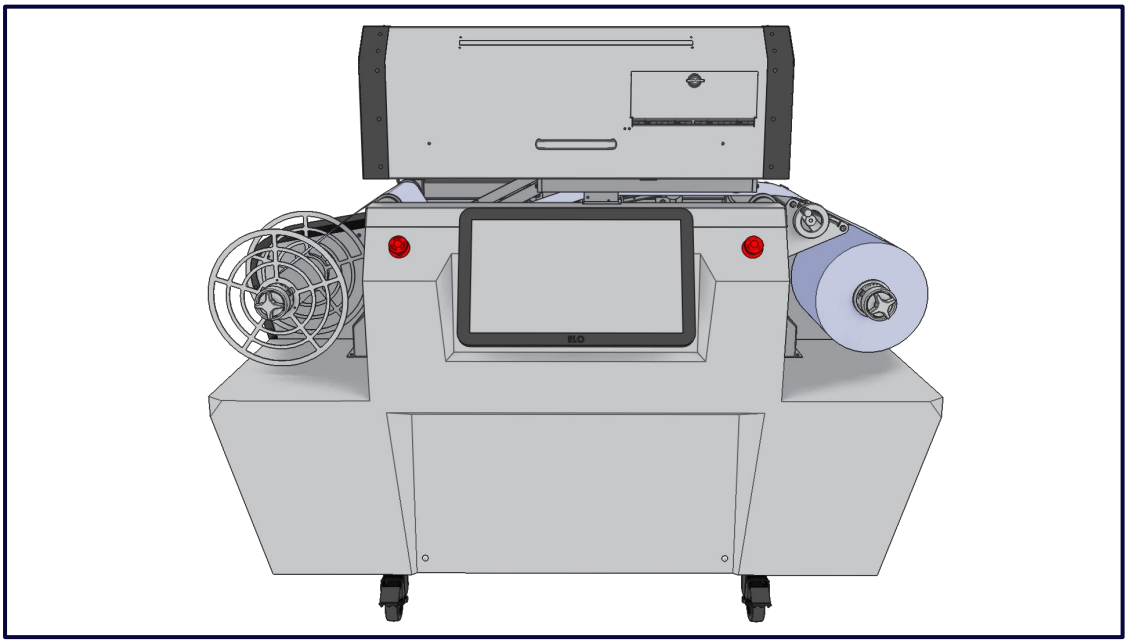
12. Align the inner edge of the media guide with the inner edge of the collar on output idler roller using the scale ruler. The media guides should fit snugly against the media. Repeat this step for both inner and outer media guides.



13. Wind the media onto the output mandrel at least once to securely attach the media to the mandrel. During this step, check the media tension on the output side of the printer.



14. On the screen at the front of the printer, select the LOAD MEDIA button to begin webbing the printer. The internal dancer arms will lower as the print zone rises. The input mandrel will unwind counterclockwise for 3-5 seconds to generate loose tension, and then it will wind clockwise to adjust and set the appropriate tension on the media web throughout the printer.



The media is now loaded and webbed correctly.

Note:
To verify that the printer is webbed correctly, you should check the Home screen for the ✔ icons in the critical checklist section.

Click here to view the Webbing and Printing video for LP-1.

Print Job

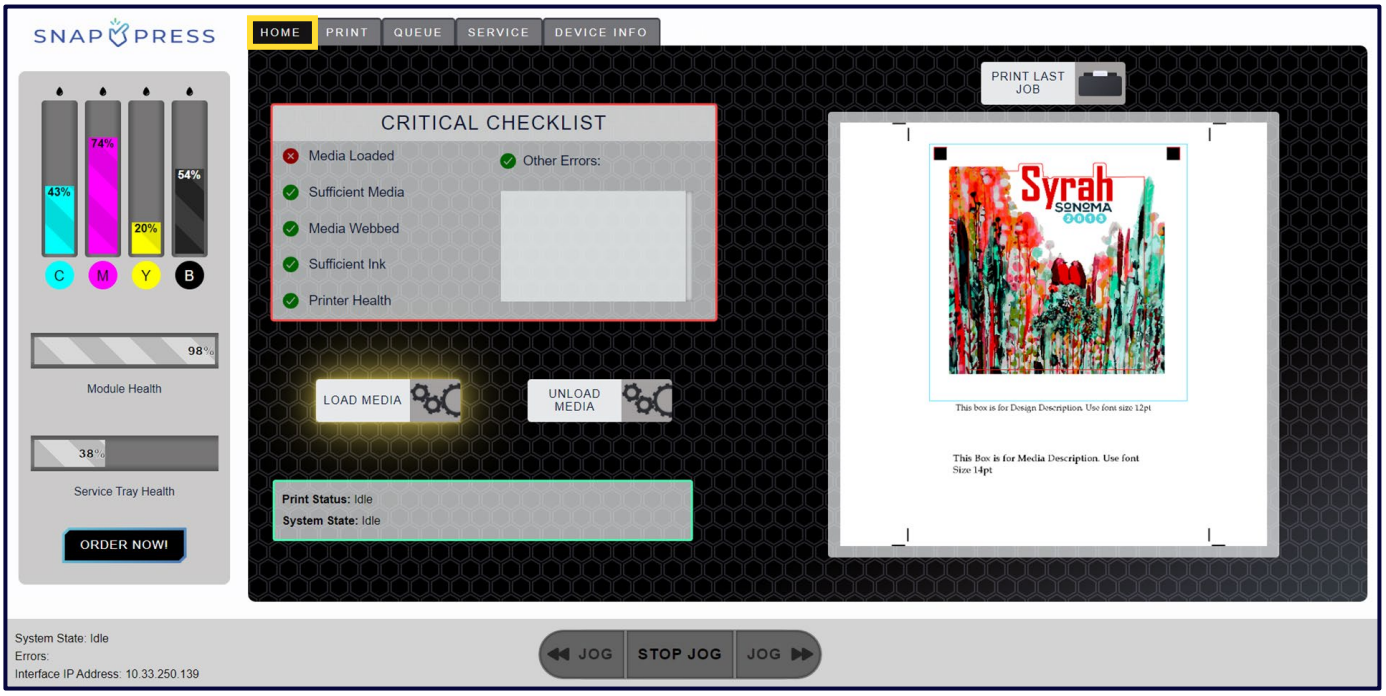
Prior to initiating a print job, it is crucial to understand the various color indicators displayed on the LED light bar located on the top cover. It displays six different colors: yellow, green, blue, red, purple, and rainbow.

Color	Description	Image
Yellow	The yellow light bar indicates that the printer is not loaded or not ready to print.	
Green	The green light bar indicates that the printer is loaded and ready to print.	
Blue	The blue light bar indicates that the printer is currently printing. It also indicates the percentage of the job remaining.	
Red	The red light bar indicates an error and requires user intervention.	

Color	Description	Image
Purple	The purple light bar indicates that the print job is paused. This could be because the user manually paused it during printing, or because the print job requires Pantone specific colors. This state indicates that the printer requires user intervention before it can proceed.	
Rainbow Pattern	The rainbow pattern light bar indicates that the printer is currently undergoing servicing, such as a cleaning routine. The user should wait to initiate a print job until this process is finished and the light bar turns back to its pervious state.	

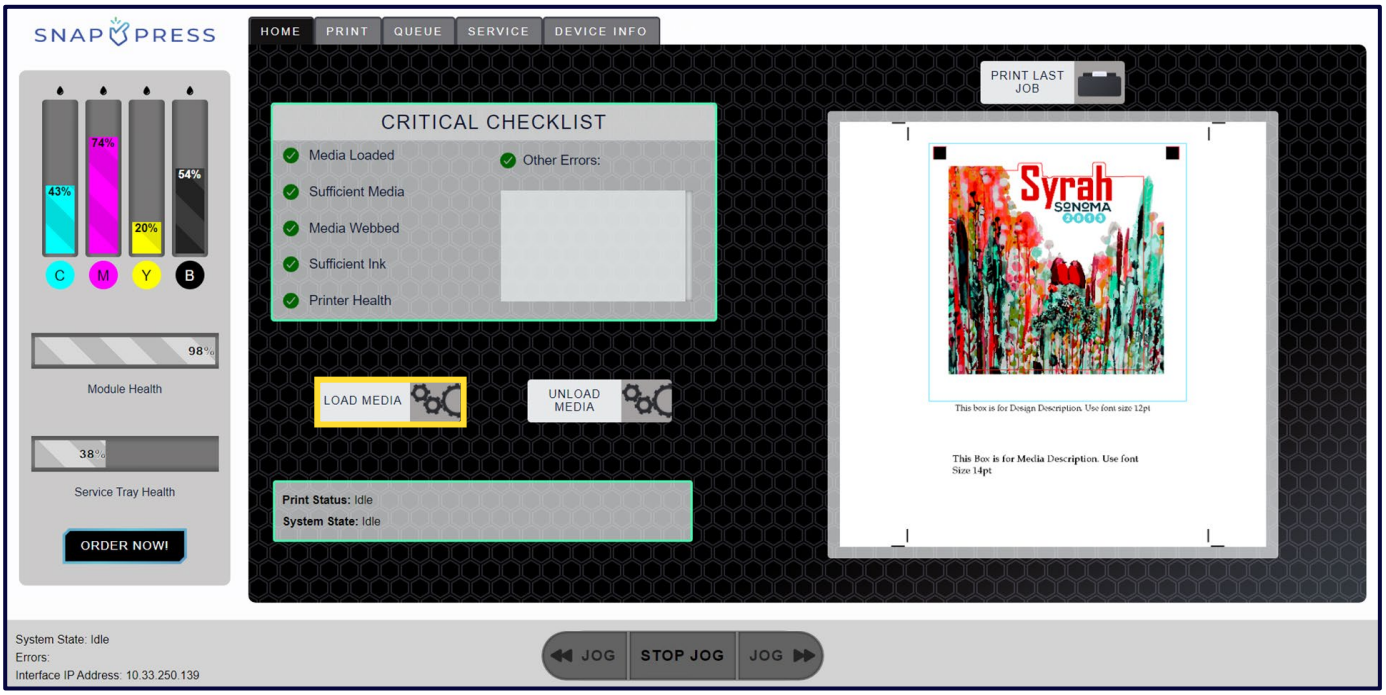
To initiate a print job, follow the steps provided below:

1. After webbing your media, navigate to the home page on the screen.

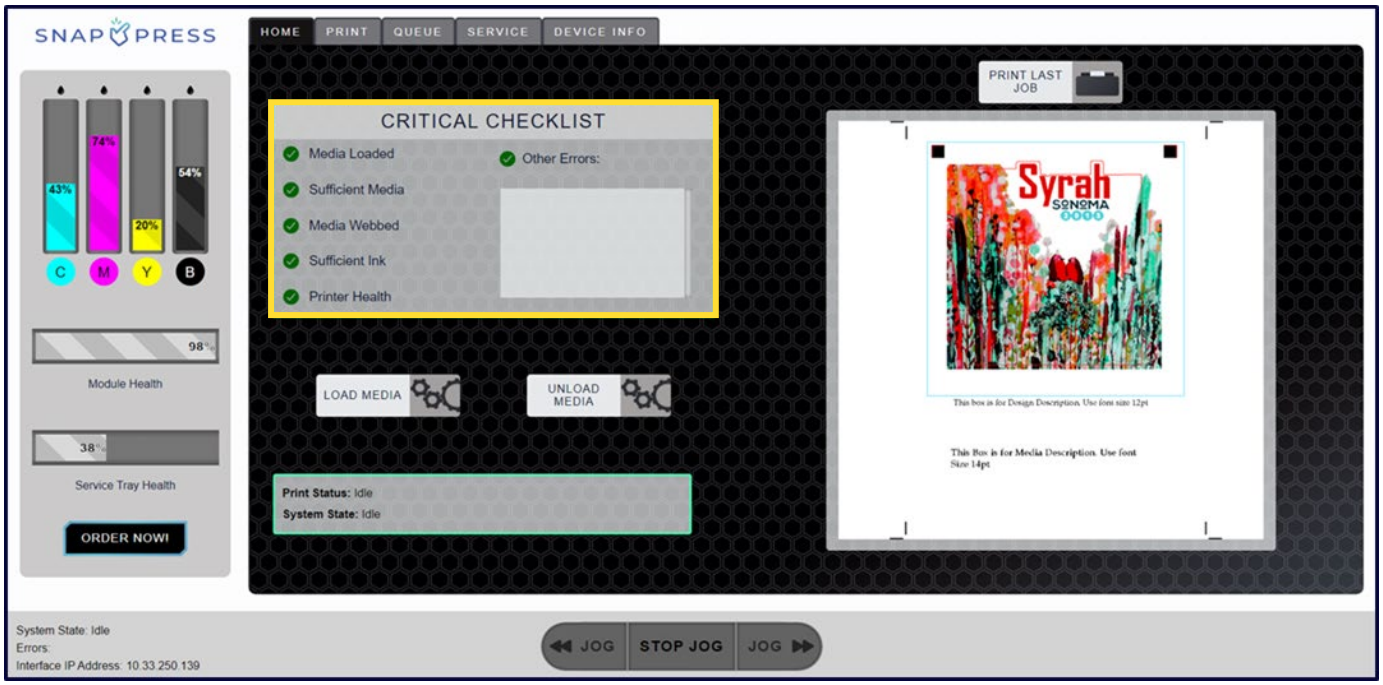


2. Load the media by clicking the flashing yellow 

button.

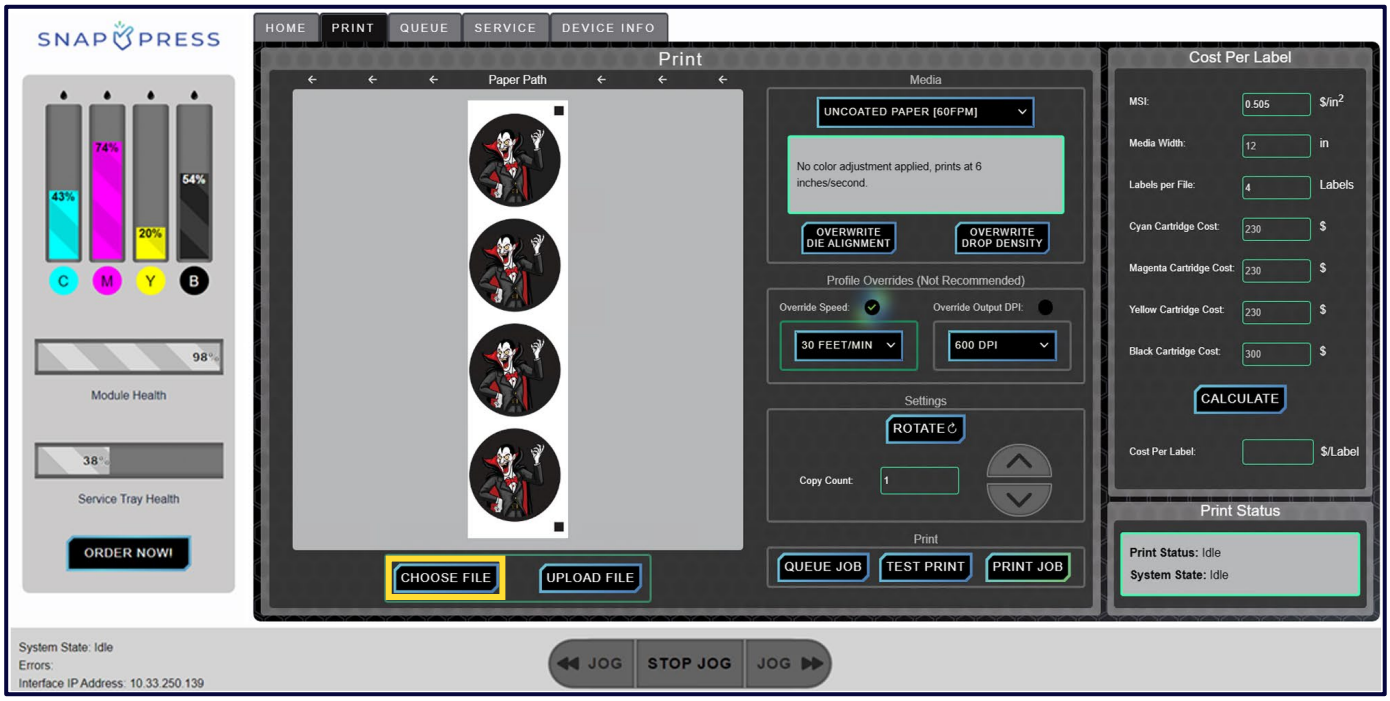


3. Review the critical checklist and ensure the printer displays ✅ icon next to each field.
   - If the printer displays ⚠️ icon, you can still print. However, you should be aware that the supplies are nearing the end of their lifespan. This may result in print jobs being canceled if supplies, such as ink or media, run out in the middle of the job.

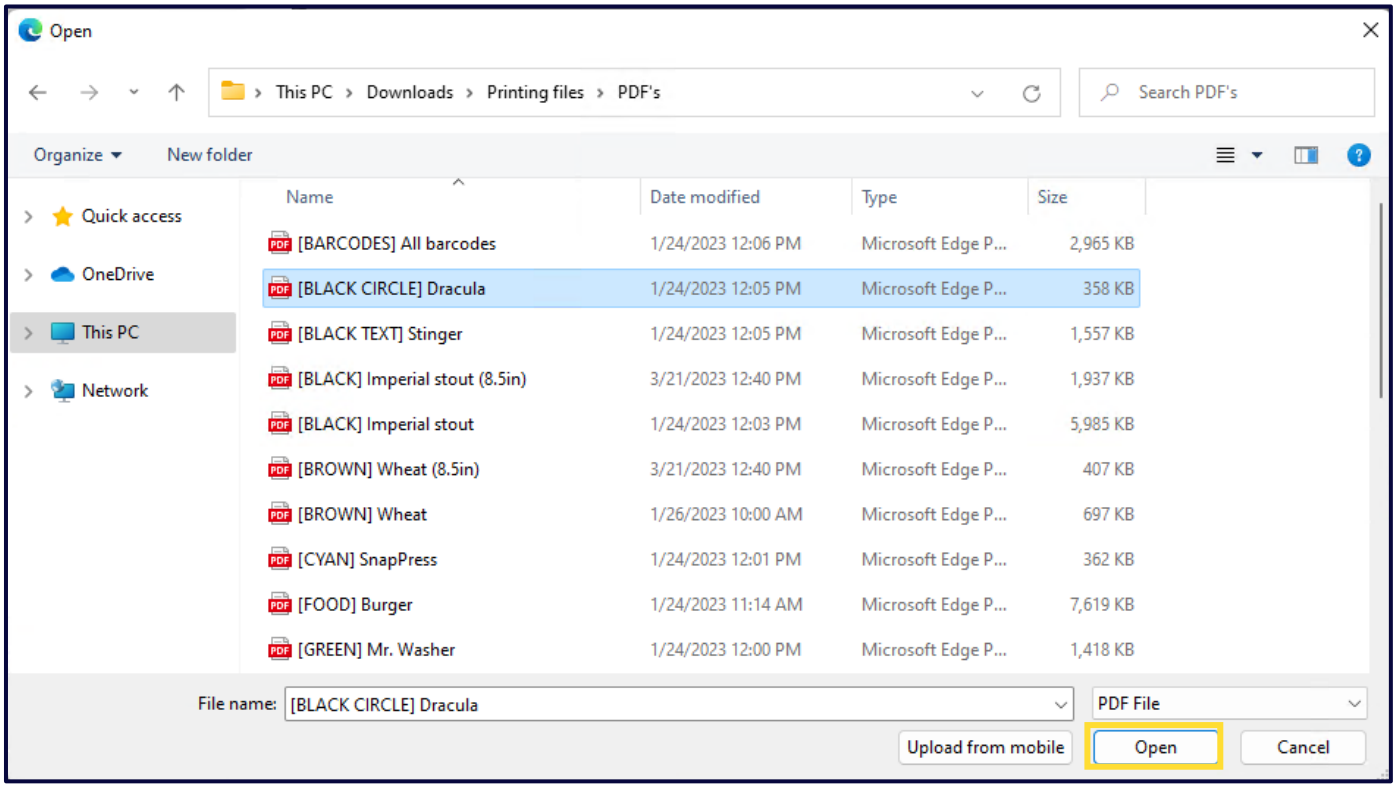


4. Navigate to the Print screen.

5. Click the CHOOSE FILE button and select a PDF from your file explorer.

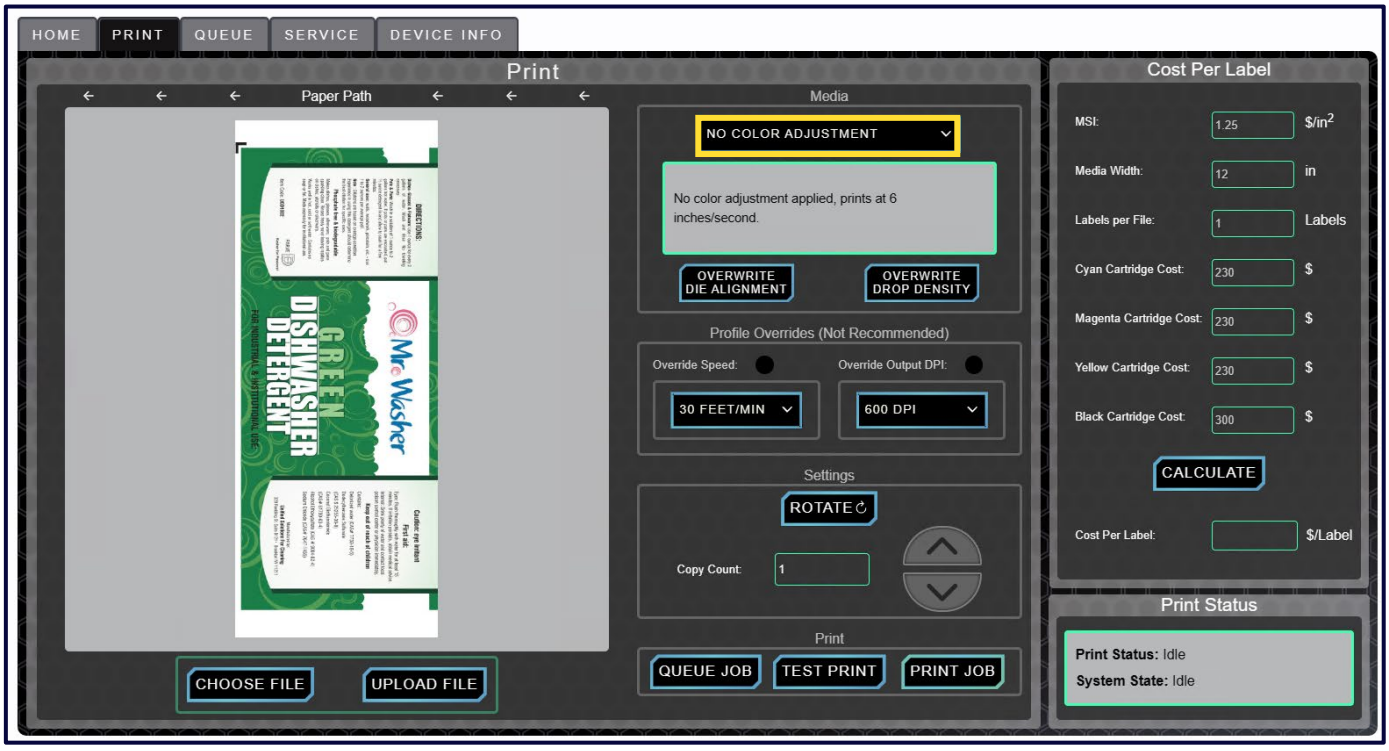


6. Once the PDF is selected, click the "Open" button to close the file explorer.

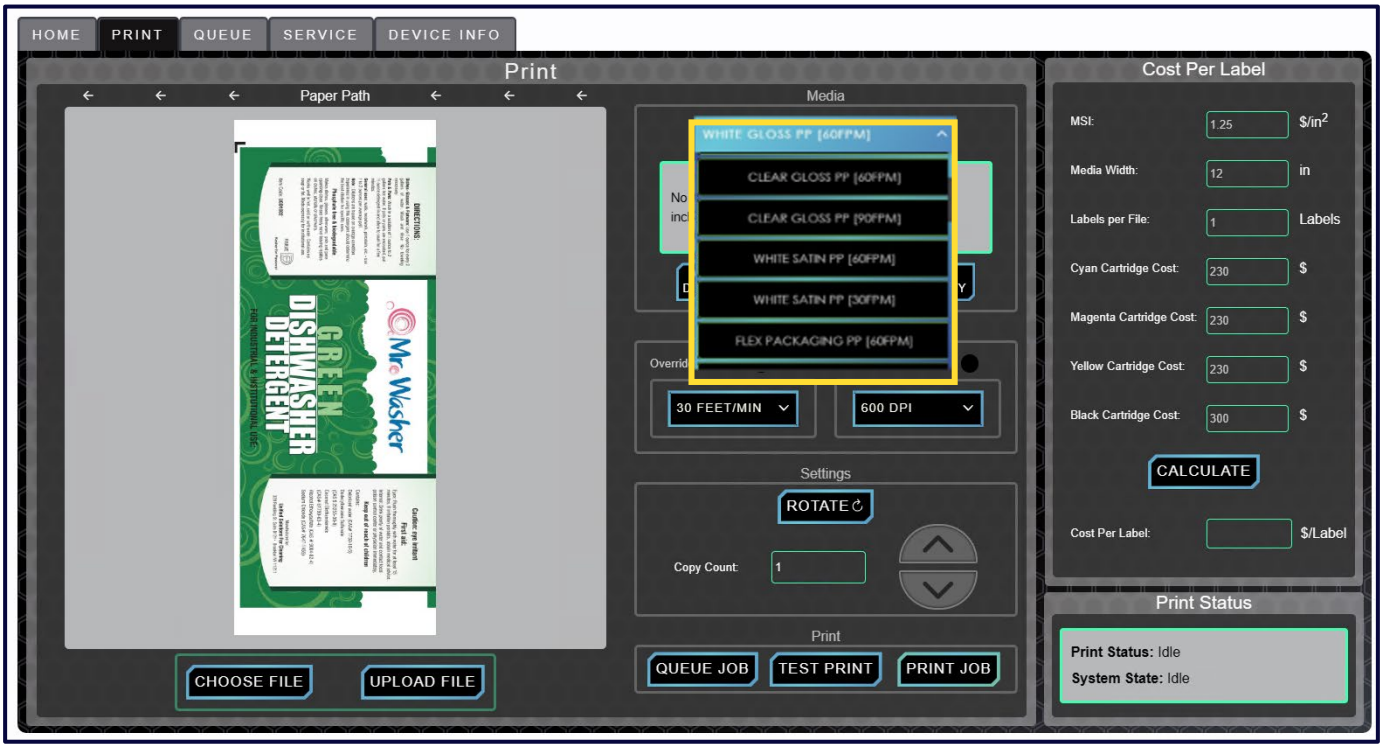


7. Click the UPLOAD FILE button, located next to the CHOOSE FILE button.

8. To choose a media profile, click on the first box under the "Media" section to open the dropdown menu.

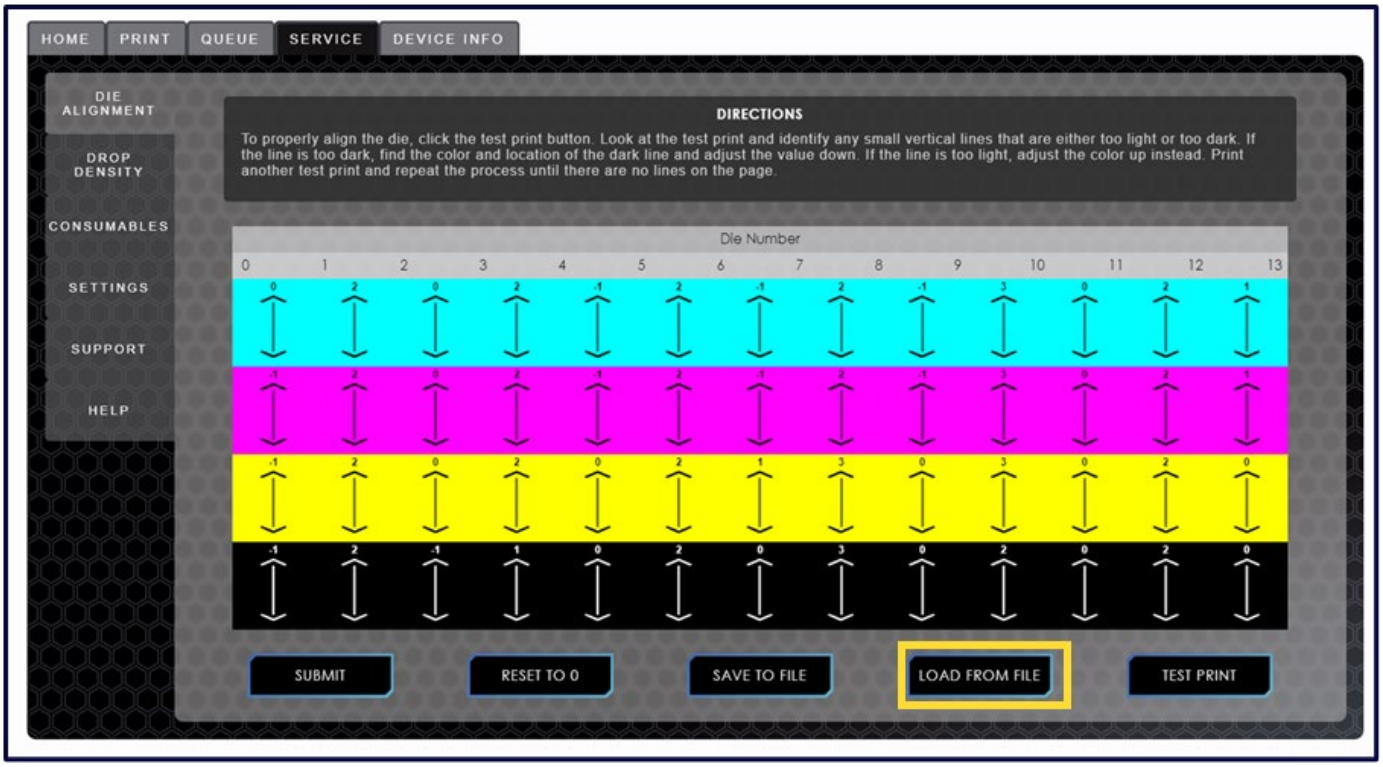


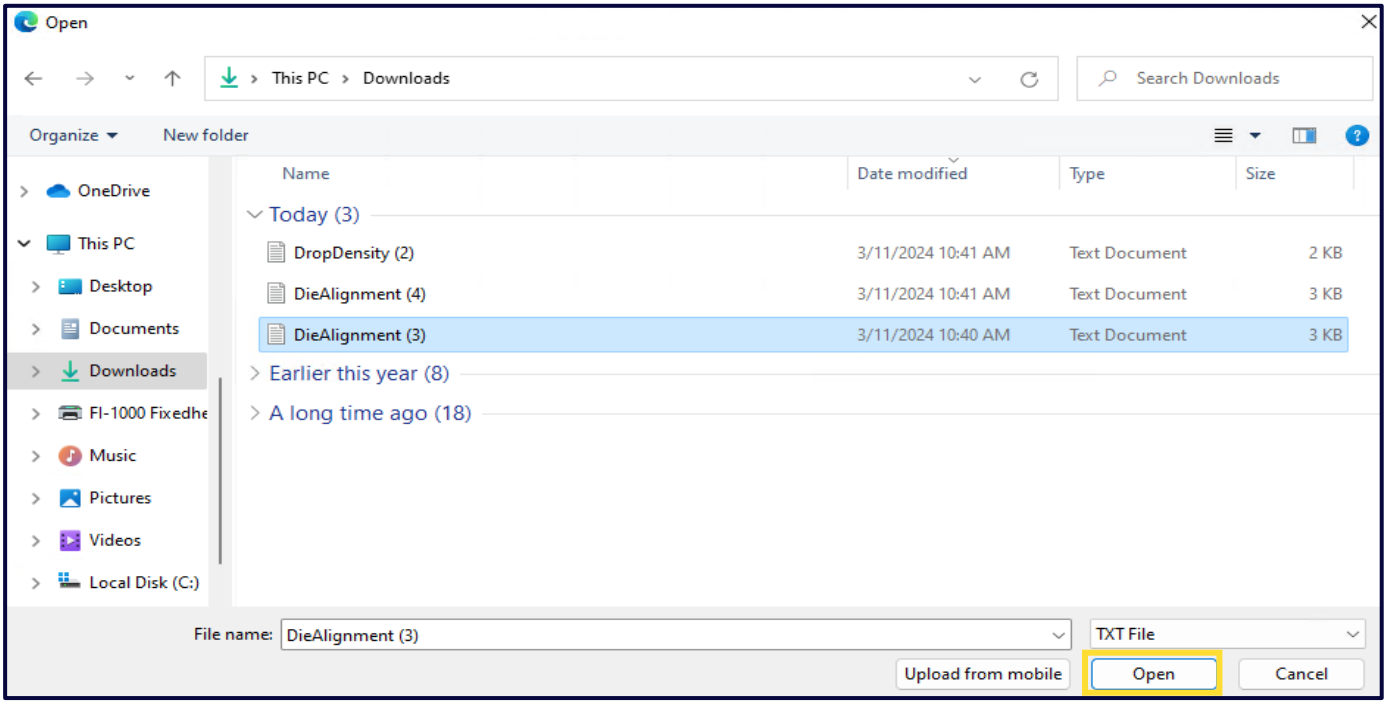
9. Once the dropdown menu is open, scroll through the profiles and select the desired one to match the media you are printing on.



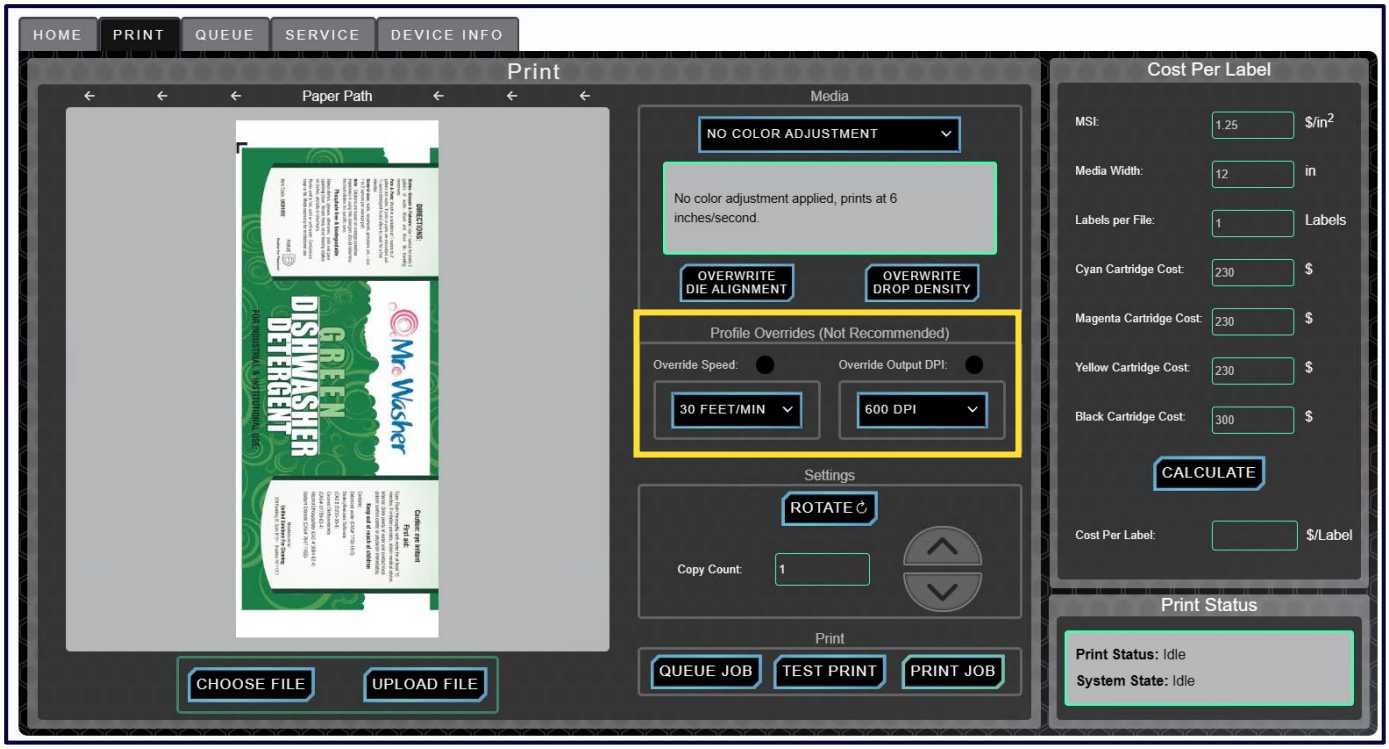
10. To close the dropdown menu, click the dropdown box again.

11. If desired, you can upload a drop density or die alignment .txt file that you have previously created by clicking the LOAD FROM FILE button to open the file explorer. Navigate to the desired die alignment .txt file in the file explorer. Select the file and then click "Open." This will take a few seconds to load and populate the settings on the screen. This is very helpful for files you will print often. Setting the die alignment and drop density once (per module) allows you to ensure you will continue to get that desired result every time you run that file.

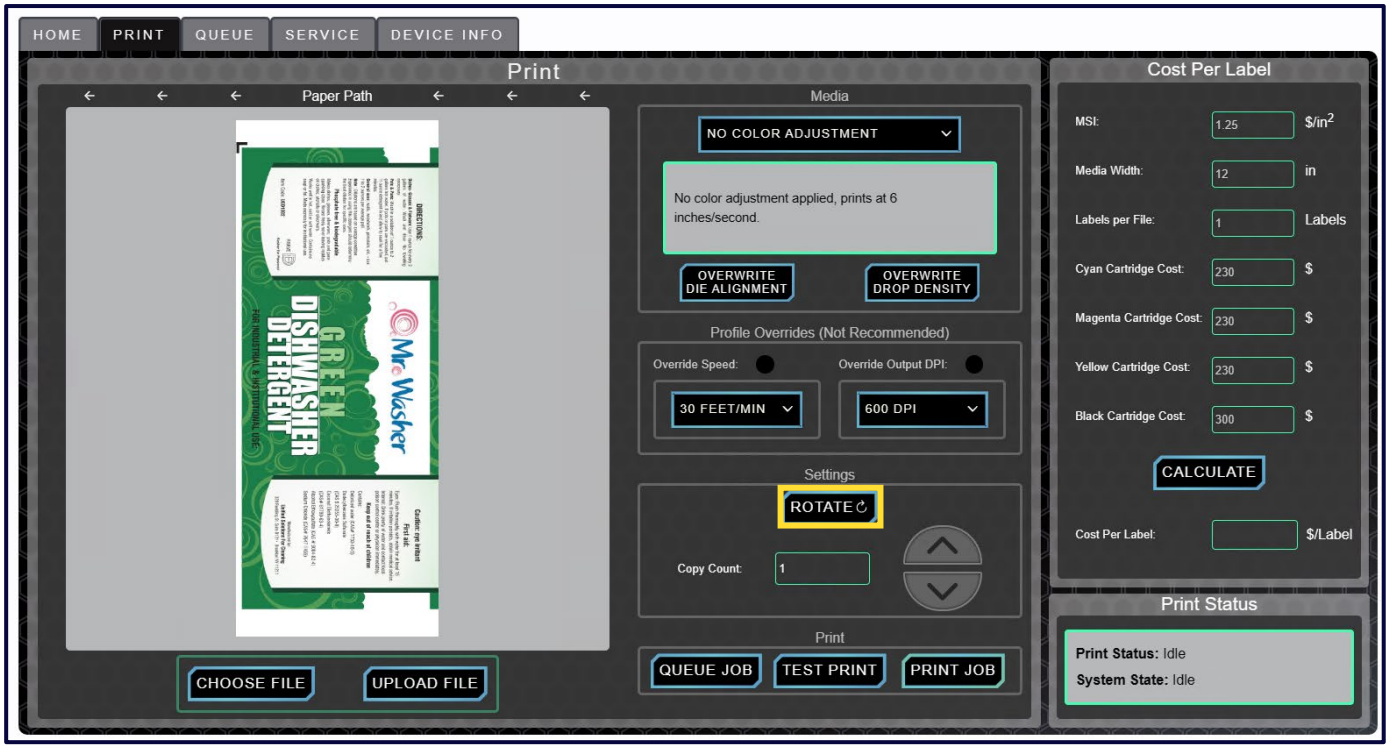




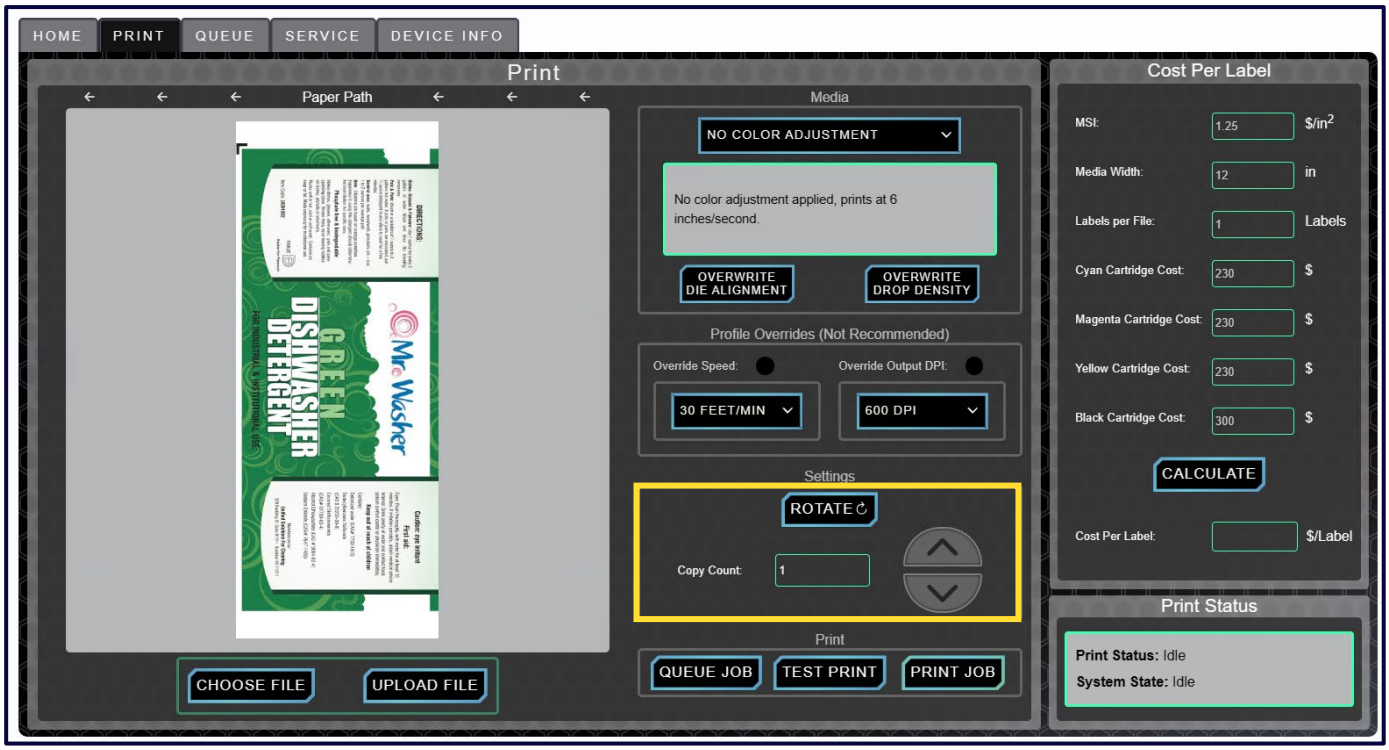
12. The speed and DPI of the prints are set by the media profile. To override these settings, you can click the associated checkbox and use the dropdown menu to select the preferred speed and/or DPI.
    - We do not recommend this, as our media profiles are designed to provide the best quality.
    - It should also be noted that files with a lot of detail cannot be printed at 90 FPM (27.4 meters per minute), or the job will result in an error. We suggest that any file over 15MB should be printed at slower speeds.



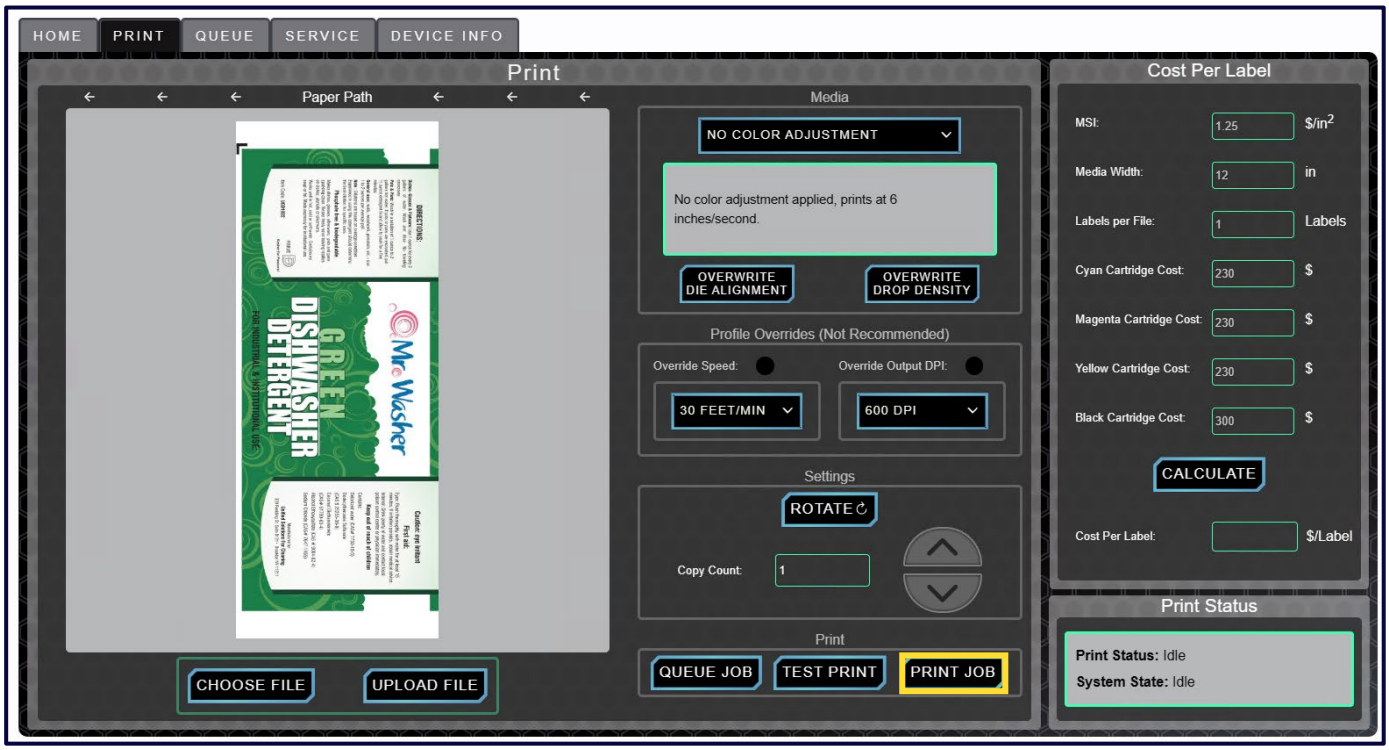
13. Choose the desired rotation by clicking the ROTATE button.
    - Files can be set to either 0, 90, 180, or 270 degrees. The image will show exactly how the file will print with the left to right media path.



14. Use the up/down arrows next to "Copy Count" to increase or decrease the copy count, or click on the text box directly to display a keyboard and type in the desired number of copies.



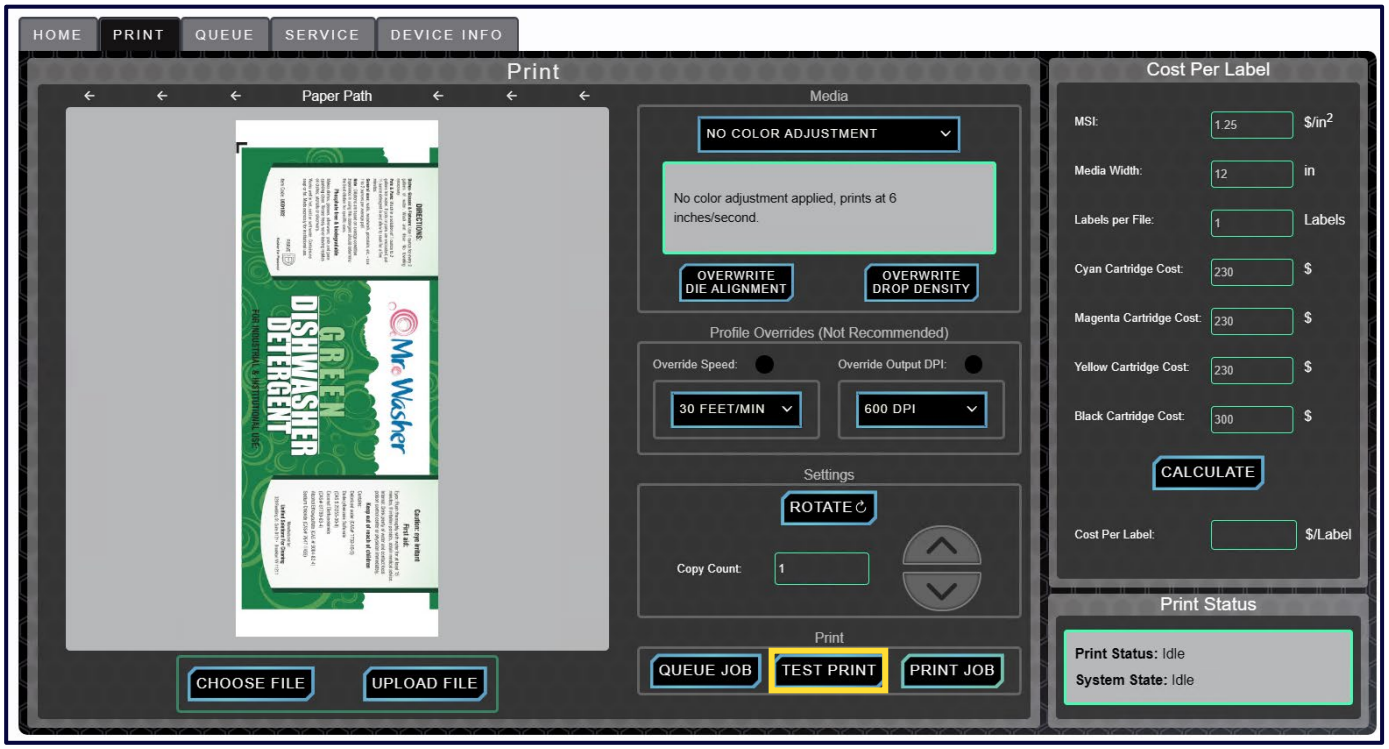
15. Finally, click the PRINT JOB button.



Note:
To see more detailed status information about the print job, click the QUEUE JOB button and then go to the Queue screen and within that, click the QUEUED JOBS tab.

16. To queue a job, click the QUEUE JOB button instead of the PRINT JOB button.

17. To assess quality, follow steps 1 through 13, then click the TEST PRINT button to print only one copy of the label.



Click here to view the Webbing and Printing video for LP-1.

Unloading the Printer

After printing is complete, the printer will need to be unloaded.

1. To unload, jog the media forward until the end of your last printed file is visible and wrapped around the cardboard core on the mandrel.

Note:
If transferring to a finisher, ensure there is enough blank media before cutting off the print.

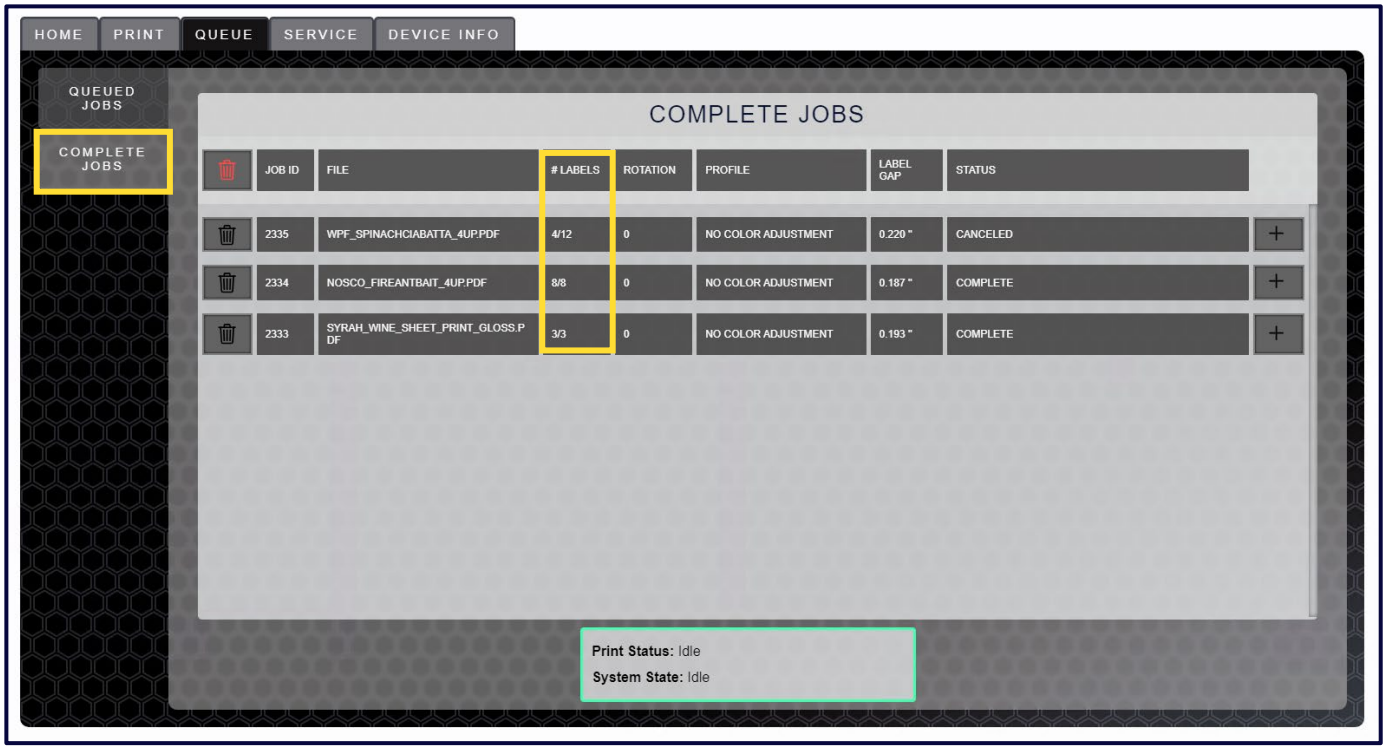
2. On the home screen, select the UNLOAD MEDIA button to raise both the input and output dancer arms and lower the print zone.

3. After unloading the media, you can now cut the end of the media on the output mandrel and prepare the roll for a finishing machine.

4. If you run out of media during printing, you have two options:
   i. The preferred option is to pause the print job using the Pause button located on the bottom right-hand corner of the screen. The Pause button has a timeout of 15-minutes. If the print job is not resumed within this timeframe, it will be canceled.
   ii. The second option is to let the media on the input mandrel completely run out, which will feed through the machine. This will trigger a web break sensor and cause the machine to fault. The LED light bar will change to red and the printer will automatically unload.

Warning:
This option is not recommended because any debris from the end of the roll, such as masking tape or loose paper fibers, can cause irreparable damage to the print heads and render the print module unusable.

Note:
In the COMPLETE JOBS tab, you can see the number of printed labels. Therefore, if a job is canceled before completion, you can refer to the #LABELS column to determine the number of labels that were successfully printed.



Splicing on New Media

The LP-1 was designed with the operator in mind. It features many robust and easy-to-navigate features, one of which is the built-in splicing table. The splicing table is located on the right-hand side of the printer. It comes with two magnetic bars used to secure the media to the table. The steps to splice onto new media are as follows:

1. To change out media, navigate to the home screen on the front monitor and select 

button. This action will cause the dancer arms to raise up and the print zone will lower. Your media is now ready to be cut and removed.

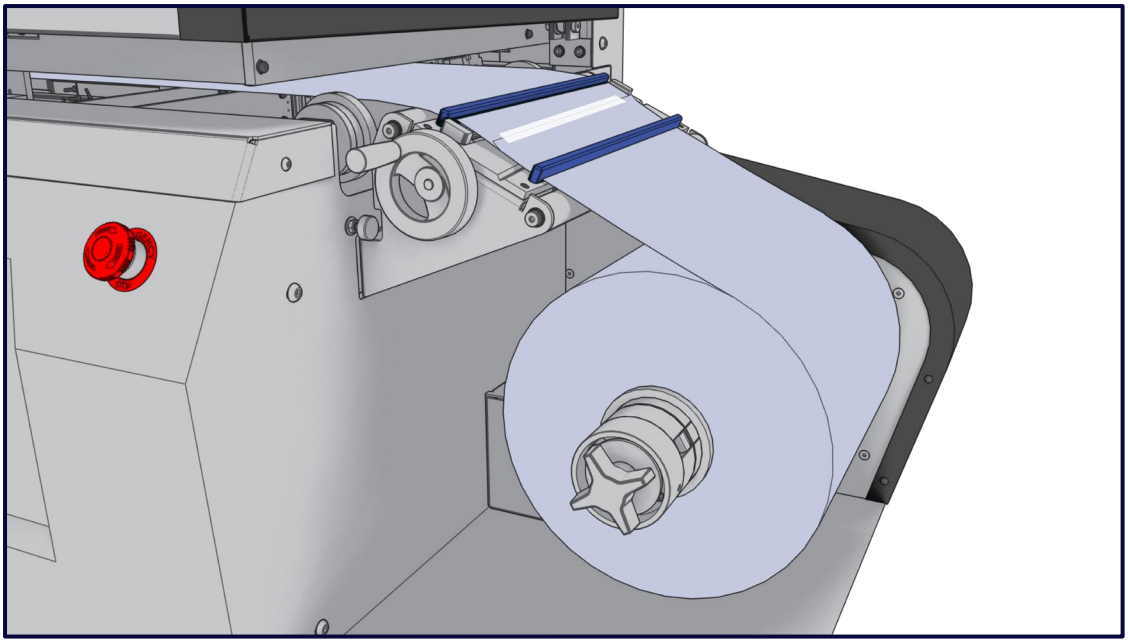
2. On the splicing table, use the supplied magnetic bars to secure the media to the table.

3. Use the slotted notch on the table to cut the media at an angle with either a pair of scissors or a knife.

4. Remove the lower magnetic bar and secure the end of the media to the input roll. Release cleat tension on the mandrel using the tension knob, and slide the media roll off. Store leftover media with similar rolls, or follow your company's standards for storing media.

Important:
It is highly recommended that you use a marker or pen to label your media roll with its unique part number or other identifiers to eliminate any future confusion with other media types.

5. With the other cut end of the media secured to the splicing table and output roll, slide your new media roll onto the input mandrel and make the necessary adjustments to the media guides.



Note:
A reminder that the LP-1 is a center-webbed printer and your media should have the same spacing on the outer edges of the media rollers.

6. If the new media roll has the same width as the previous one, align the edges of the new media with those of the existing media on the splicing table. The new media should overlap the previous media. Secure the new media to the splicing table using a magnetic bar.

7. Take a length of tape slightly narrower than the width of the media and adhere it to the media. Attach a second and/or third strip of tape to secure the attachment.

8. Remove the magnetic bars from the splicing table.

9. On the home screen, select LOAD MEDIA button. Be mindful of the splice during the load media phase, ensuring that the splice does not detach.

10. Use the JOG STOP JOG JOG button or twist the output mandrel counterclockwise to slowly advance the splice through the notch aperture in the main printer body towards the output mandrel.

The printer is now ready for printing.

Pausing, Resuming, and Canceling a Job Mid-Print

The SnapPress LP-1 contains many features desired by the prime label industry. On the lower right-hand corner of the Print screen, there are three buttons: Pause, Continue Print, and Cancel Print.

1. Select 

button to pause the printing during a print job.

2. Select 

button to resume printing after a pause.

3. Select 

button to cancel the current print job. It can be selected either while the job is paused or mid-print.

4. Once a job has been paused, there is a 15-minute timeout before the current print job is automatically canceled.

5. You may choose to pause and inspect the print quality at any time during the print job.
   - If the quality is acceptable, you may select 

button to resume printing immediately.
   - If the print quality has decreased and is no longer acceptable, you have the option to cancel the print job immediately or wait for a 15-minute timeout to cancel the job.

Working with a Web Break

Web breaks can occur at any time during the printing process, but they are uncommon. The most common cause of a web break is running out of media on the input mandrel during printing.

Important:
Before printing, always ensure that there is sufficient media to completely print the desired job. Use the Critical Checklist on the Home screen to check consumable levels.

In the event of a web break, follow the steps below:

1. On the Home screen's Critical Checklist, the web break icon will change from ✅ to ❌.

Important:
This will only trigger if the Web Break sensor is exposed. If the sensor remains concealed, the web break will continue to display the ✅ icon.

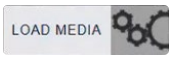
2. Carefully guide detached media through the printer and trim off excess media to create a clean edge.

Note:
- If the job finishes printing before the web break, you can remove the finished roll from the output mandrel and place a new cardboard core in its place.
- If the job was interrupted due to a web break, you can also splice on new media to the current output roll. Follow the instructions in the "Splicing on New Media" section for information on how to do this.

3. When ready to re-web the printer, press the 

button on the Home screen to switch the Unload/Load Media indicators to unload. The light bar on the printer's cover will turn yellow to indicate that the printer is in the unload position.

4. Attach new media by splicing it to the existing roll or attaching it to a new core. After any adjustments, make sure that the media guides are aligned appropriately.

5. Select the 

button on the Home screen.
6. The sufficient media and web break indicators will reset and show ✅ icon.

The printer is now ready to start printing again.

Preventive Maintenance

This section outlines the procedures for replenishing printer supplies and maintaining printer cleanliness.

Replacing the Ink Cartridge

If the status of one or more ink cartridges depletes to 0%, it will prevent printing.

Ink Cartridge

Follow the steps below to change an ink cartridge.

1. Open the ink door located on the right-hand side of the printer cover.

2. Find the empty ink cartridge and gently press it inward. The cartridge will gently eject itself.

Note:
Ink cartridges come with a unique identifier chip that allows for a maximum of three installs in unique modules before the chip fails.

3. Gently agitate the cartridge to evenly mix the ink pigments inside. Agitate for 20-40 seconds for cyan, yellow, and magenta inks. Agitate for 30-50 seconds for black ink.

4. The ink cartridge is now primed and ready for installation. Locate the corresponding ink chamber and gently guide the ink cartridge in. A subtle click will latch the ink cartridge into the chamber.

5. Follow the above steps for all depleted ink cartridges.

6. Once the ink cartridge exchange is completed, close the ink door and latch it shut to secure it.

7. Ink levels will initially reset to zero on the Home screen once the ink door has been opened. Within two minutes of the ink door being closed and latched, ink levels will reset to reflect the freshly installed ink cartridges.

Click here to view the replacing the ink cartridge video.

Replacing the Service Tray

The Service Tray is a replaceable consumable component within the printer module, responsible for maintaining the health of the printhead nozzles. Periodically, the printer will automatically run a pen-cleaning routine in which the printheads will flood with ink and the Service Tray will move back and forth, effectively cleaning the printheads. The Service Tray has an expected end-of-life, which can be monitored on the left-hand side of the printer's monitor. As the Service Tray's health deteriorates to 10%, similar to the ink levels, its status indicator will shift from ✅ icon to ⚠️ icon, signaling that a replacement will soon be necessary. When the Service Tray's health completely depletes to 0%, the status will undergo a second transition, changing from ⚠️ icon to ❌ icon, indicating it's fully expended. This will be an indication that it's time to change the Service Tray.

Service Tray

Follow the steps below to replace the Service Tray.

1. First, ensure that no jobs are currently being printed or processed for printing and that the printer is unloaded.

2. Next, locate the L-Bracket on the right-hand side of the printer module. This L-Bracket acts as a backstop for the Service Tray. Using the adjustable thumb screw, loosen and remove the L-Bracket.

3. After removing the L-Bracket, navigate to the Service screen and click the EJECT button next to "Eject Service Tray." This will cause the Service Tray to gradually move to the right of the print module and eject out.

4. Grasp the edges of the Service Tray and gently pull it out. A hex or Allen wrench can also be used to assist in the removal of the Service Tray. Once removed, place the used Service Tray on top of a sheet of paper to prevent any excessive ink from potentially leaking onto the table surface.

5. Open the packaging of the new Service Tray. Align this tray with the opening of the printer module where the used Service Tray was ejected.

6. Gently guide the new Service Tray into the printer module until the gears engage. Click the INSTALL button to initiate the reinstallation. The printer module will then complete the installation of the new Service Tray.

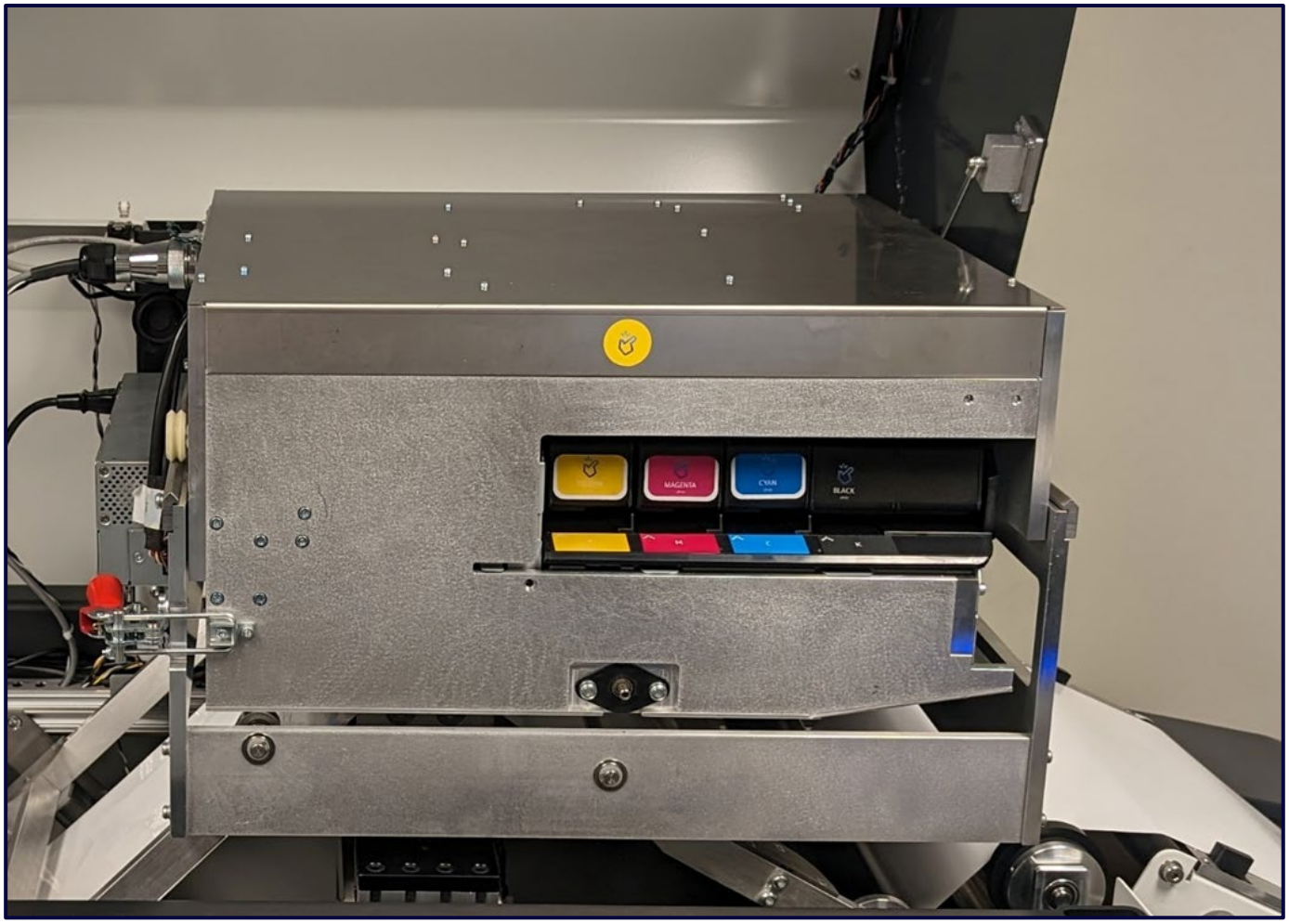
7. Reinstall the L-bracket.

8. The new Service Tray has now been successfully installed and, after 1-2 minutes, the status bar for the health of the Service Tray will reset to 100%.

9. Wrap the used Service Tray and dispose of it according to your company's policy.

Replacing the Module

Much like the Service Tray and Ink, the module also has a projected life expectancy. This can be monitored with the module health bar located on the left-hand side of the monitor. It's crucial to consistently monitor the print quality, regardless of the module's health. When the module health reaches 0%, you should understand that the printer has reached its expected operational lifespan. Although the probability of jet outs or other significant issues may increase, there is no urgent need for module replacement as long as the printer meets your specific requirements.

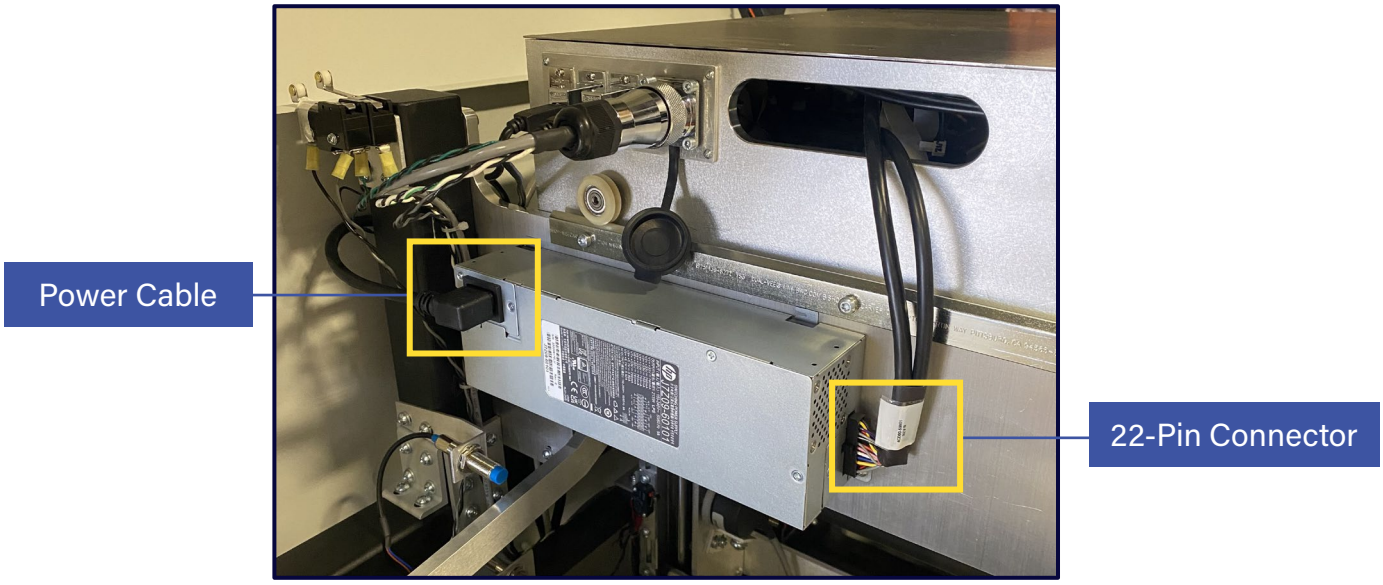


Module

Follow the steps below to replace the module.

1. Ensure that no jobs are currently being printed or processed for printing and that the printer is unloaded.

2. Disconnect the power by removing the power cable, then remove the 22-pin connector from the power supply provided by HP. These are located on the left-hand side of the module. The power supply provided by HP is the rectangular box mounted on the side of the module.



3. After the power supply has been disconnected, unscrew and remove the large, Mil-spec connector, as well as the one ethernet and the two USB cables.

4. After disconnecting the electrical connections, release the safety clip and unlatch the red latch in the front of the machine, move the latch out of the way by swinging it clockwise.

5. Finally, remove all four ink cartridges. Once they are removed, the module is now ready for removal.

6. Grasp the module handles and gently but firmly pull the module towards yourself, until you hear an audible click, this indicates that the Module has been released from the latches that hold it in from the rear. At this point, the Module should be pulled out and placed on a flat surface.

7. Insert the orange ink line protective cover, as well as the two orange Service Tray Clips into the rear of the printer. Place the expired module back into its original packaging and return it to the SnapPress Facility. A return label will be supplied with the module.

8. Open the packaging of the new module box. The modules will come pre-calibrated for die-to-die alignment and drop density, ready for immediate use.

9. Remove the interior as well as the three orange, plastic pieces that come within the Module, one in the ink area, and two in the rear of the Module and lift out the new module. The ink cartridge chambers should be facing the operator.

10. Lift the module above the mounting rails and gently guide it down so that the module mount wheels rest on top of the mount rails.

11. Gently guide the module backward until it engages with the rear latches. There will be slight resistance until an audible click is heard, thus locking the module in place. Securely lock the module by re-latching the red quick-release latch.

12. Reinstall all four ink cartridges.

13. Connect the one ethernet and two USB cables. Then screw the Mil-spec connector in, it may be beneficial to alternate between screwing and pushing that cable little by little until it is fully seated.

14. Next, attach the 22-pin connector to the front of the power supply provided by HP, and then plug the power cable into the rear.

15. Allow the module between 2-5 minutes to reestablish a connection with the printer computer and detect module health.

16. Once the connection has been reestablished, navigate to the print screen and print either a test page or ten copies of the last printed job. Review the print quality.

17. If the print quality is acceptable, the printer is ready to resume printing operations.

If the print quality is not acceptable, additional adjustments to die-to-die alignment and/or drop density will be required. Make the necessary adjustments from the Service screen and run a test print. Repeat this process until the print quality is acceptable.

Note:
The FI-1000 print module is warranted by HP for 12 liters per color per die. The SnapPress testing facility has discovered that the print module has a life expectancy beyond 12 liters. Refer to the module health bar for the estimated remaining module life.

Click here to view the replacing the module video.

Cautions While Cleaning

Cleaning is a crucial process for label printers to maintain optimal performance and longevity. Exercise caution during the cleaning process, and consider the following guidelines:

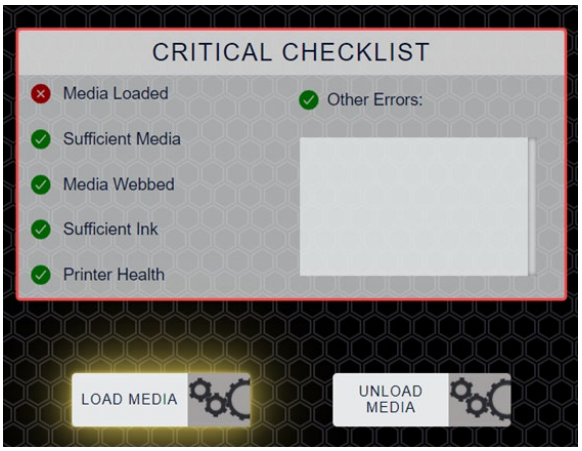
- Keep the printer powered on to enable automatic cleaning.
- Avoid using paper towels for cleaning.
- Avoid directly cleaning the print head with any sort of wipe, it is extremely easy to cause un-repairable damage to the printer by doing this.
- Inkjet printers require periodic cleaning of their heads due to their operational nature. The printer determines when this cleaning is necessary, which may cause a delay in starting a print job.
- When the printer is not in use, it is recommended to leave it turned on. This allows to run auto cleaning routines, preventing the inkjets from drying out during extended periods of inactivity.

Troubleshooting

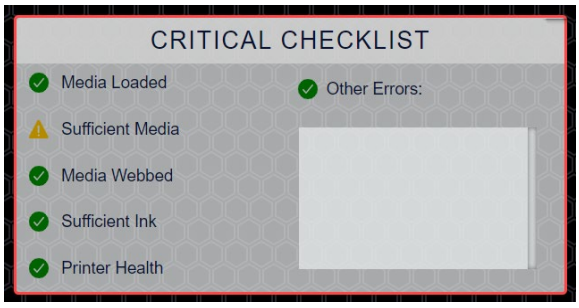
This section provides solutions for critical checklist errors and UI error messages.

Critical Checklist Errors

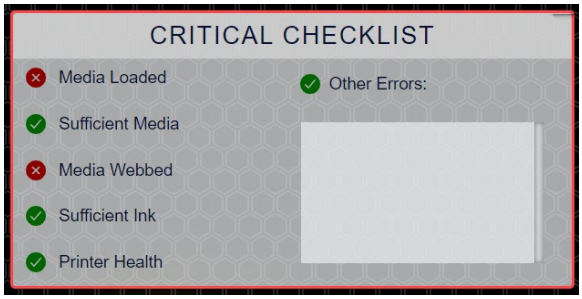
Media Loaded

	The ⊗ icon next to the "Media Loaded" signifies that the printer is currently in the unloaded position. Click the LOAD MEDIA button to resolve. **Note:** The printer must be webbed.

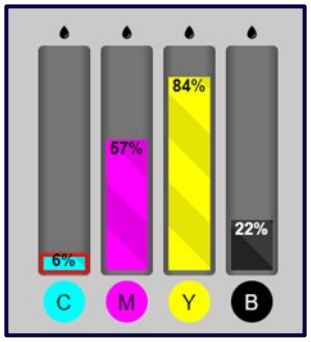
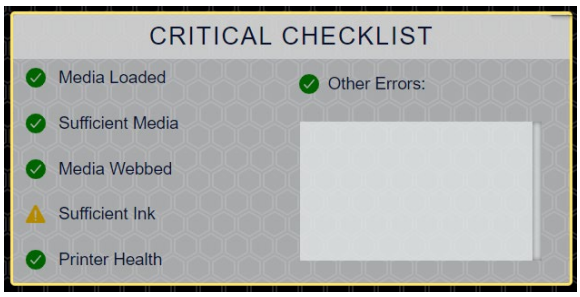
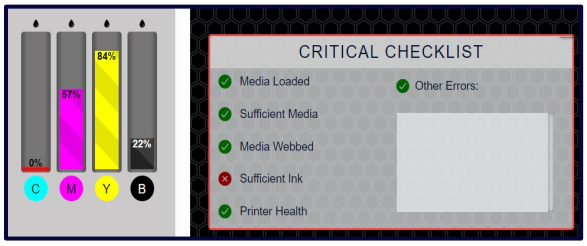
Sufficient Media

	The media warning will activate when the input roll is nearing its end. You can still print even when sufficient media displays the ⚠ icon, but the printer will only operate at a maximum of 30 FPM.

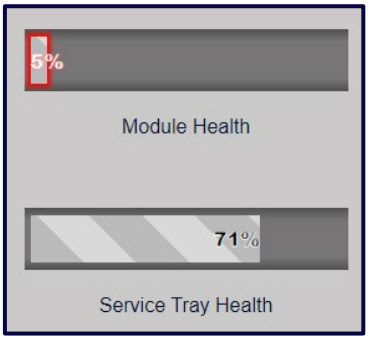
Media Webbed

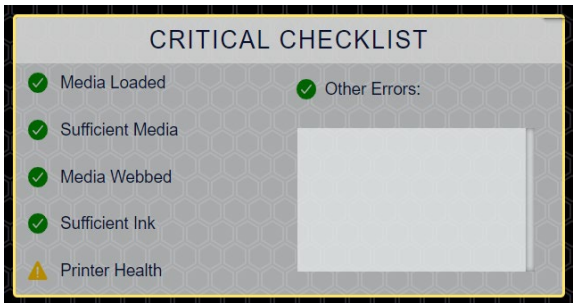
	The error indicates that you have either exhausted your supply of media or the printer is not webbed. If there is a break in the web, the LP-1 will unload the machine. You should replace the roll and web the machine.

Sufficient Ink

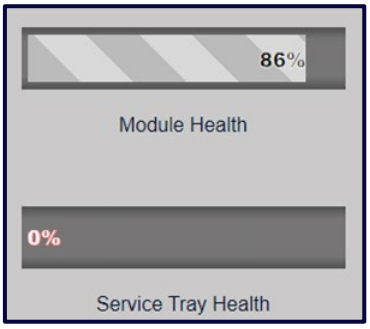
 	The ⚠ icon will appear next to "Sufficient Ink" when any of the inks are between 1% and 10%. The ink status bars will also start flashing red. You can still print at this point but should be aware that printing could stop mid-process if the ink cartridge completely runs out.
	When the ink level reaches 0%, the ⊗ icon will appear to inform you that you cannot print until you replace the ink cartridge. At this point, follow the steps to replace the ink cartridges.

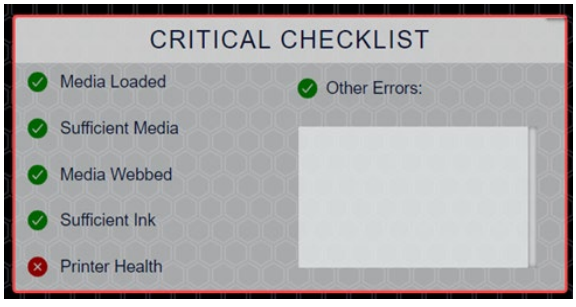
Printer Health





The printer should still be operable if the Module health is at 0%. The health displayed is predicted health. The accepted life of a module is 12L of ink. Although modules have lived past this number, but you should be aware that it is time to order a new one as the module is nearing the end of its useful life.



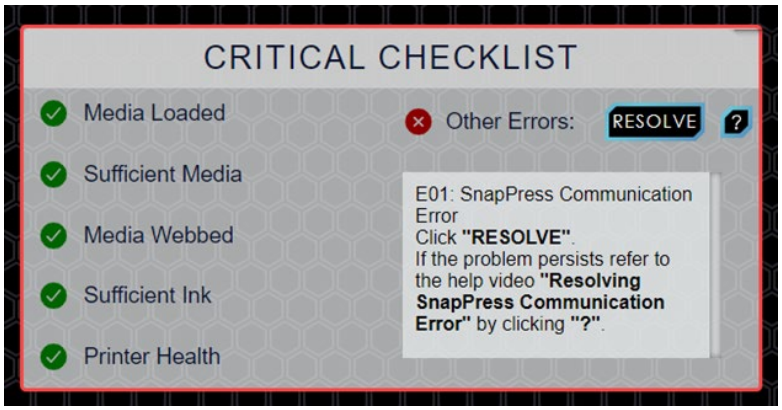


The ⊗ icon will appear when the Service Tray Health falls to 0% and this will prevent it from printing. To resolve this error, replace the Service Tray. These steps are outlined in the replacing the Service Tray under the Maintenance section.

Other Errors

This indicates the presence of printer errors. These errors may include but are not limited to server connection issues, communication errors, and motor stalls. Below is a list of these errors and how to resolve them.

E01: SnapPress Communication Error

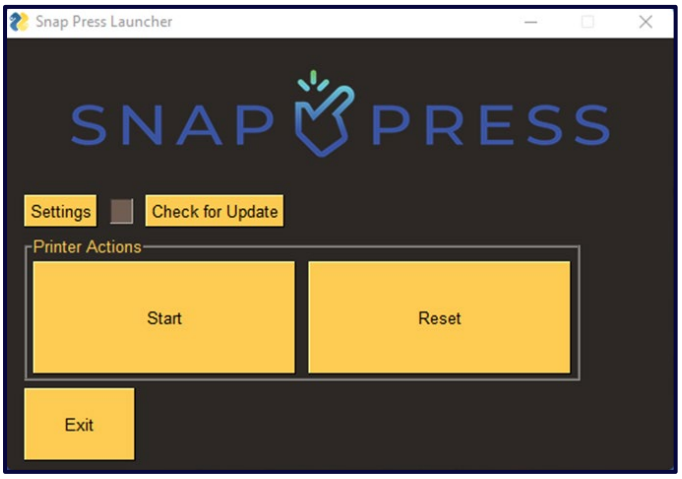


1. Click the RESOLVE button on the Home screen next to "Other Errors."

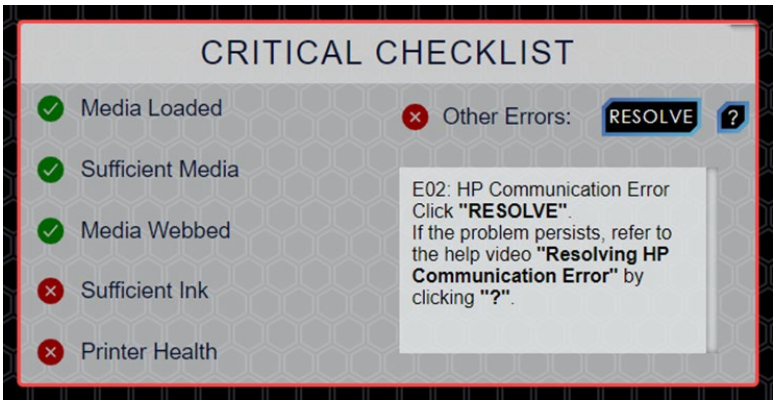
2. If the error persists, navigate to the SETTINGS tab on the Service screen.

3. Under the "Restart" section, click the RESTART button next to "Restart SnapPress API."

4. If the GUI is unresponsive or nothing appears to have happened from the previous step, click the Reset button on the SnapPress Launcher.



E02: HP Communication Error



1. Click the RESOLVE button on the Home screen next to "Other Errors."

2. If the error persists, lift the printer lid and unplug the power cable from the module.

3. Wait for 30 seconds.

4. Plug the power cable back into the module.

5. Wait for the printer to reboot. This should take about 3-5 mins.

6. If the error persists, navigate to the SETTINGS tab on the Service screen.

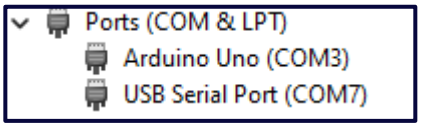
7. Under the "Restart" section, click the RESTART button next to "Restart Xitron Thread." Do not touch the screen for two minutes. You may experience some pop-ups. It is important not to touch the screen while these pop-ups occur.

8. If the error continues, click the Reset button on the SnapPress Launcher.

9. If the error persists, proceed to the device manager and open the dropdown menu labeled "Ports."

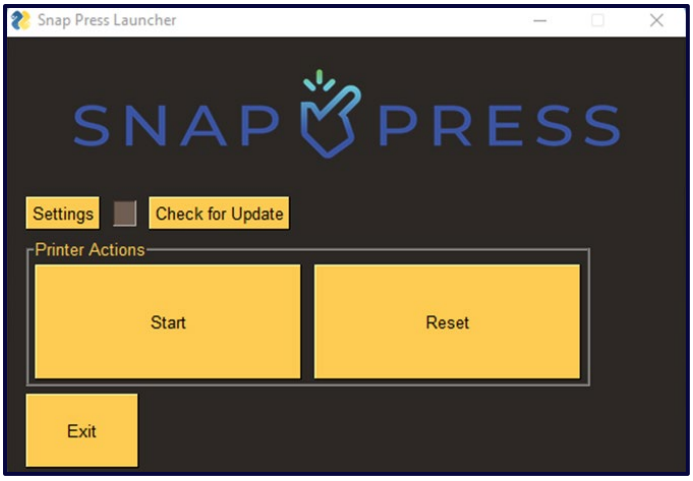
10. Ensure that two devices are displayed (if only one device is displayed, contact SnapPress for further assistance).

11. Find the device labeled "USB Serial Port" and note the number for the COM port, which is shown in parentheses. In this case, it is COM7.

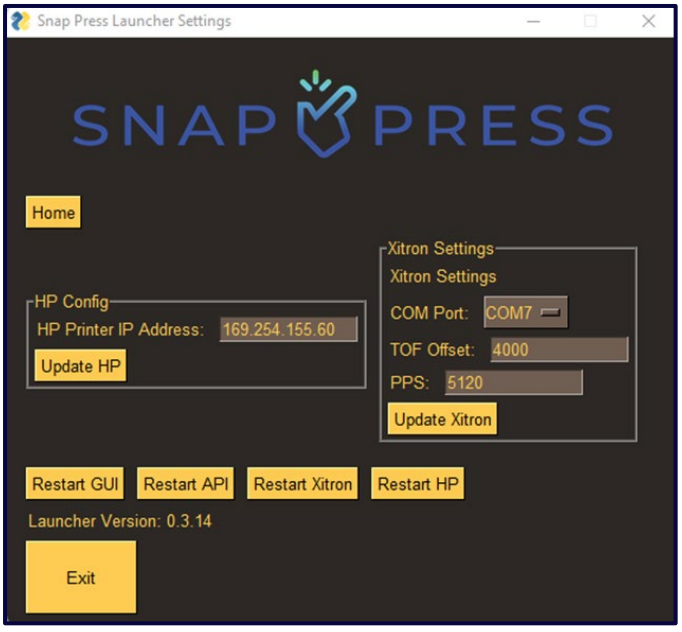


12. Open the SnapPress Launcher tab.

13. Click the Settings button.



14. Under the "Xitron Settings" section, verify that the COM Port matches the COM identified in Step 11.



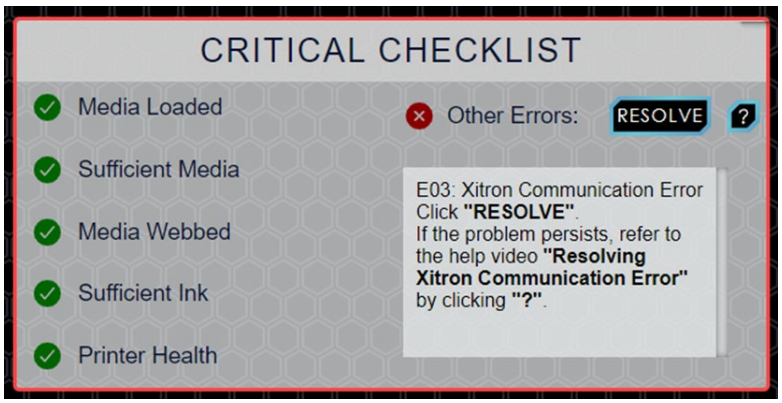
15. If the COM Port does not match, click the dropdown and select the appropriate port.

16. Click the Update Xitron button to save the comport settings.

17. Click the Home button.

18. Click the Reset button.

E03: Xitron Communication Error

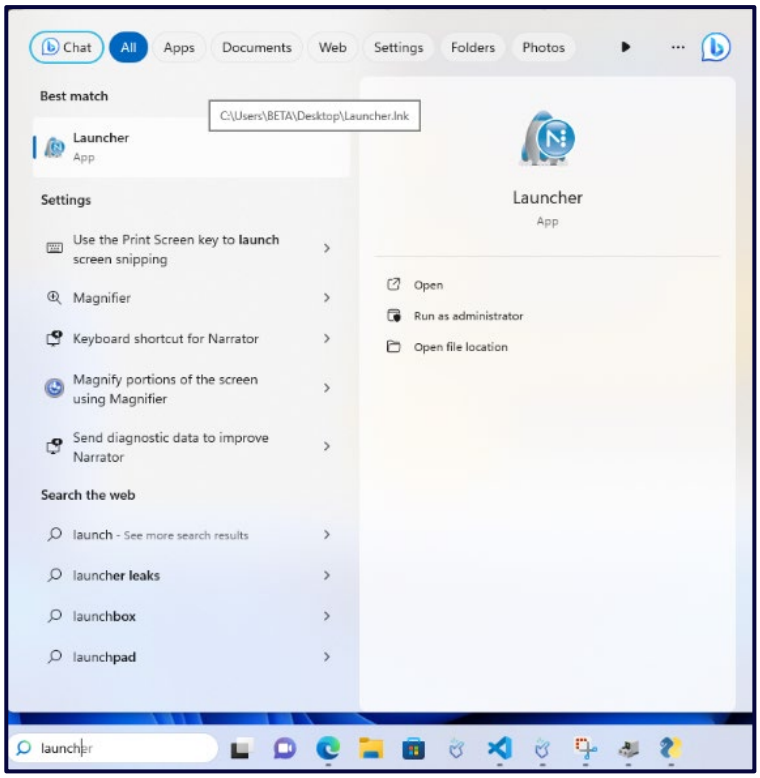


1. Click the RESOLVE button on the Home screen next to "Other Errors."

2. If the error persists, navigate to the SETTINGS tab on the Service screen.

3. Under the "Restart" section, click the RESTART button next to "Restart Xitron Software."

4. If the error persists, go to the Windows search bar and type "Launcher."

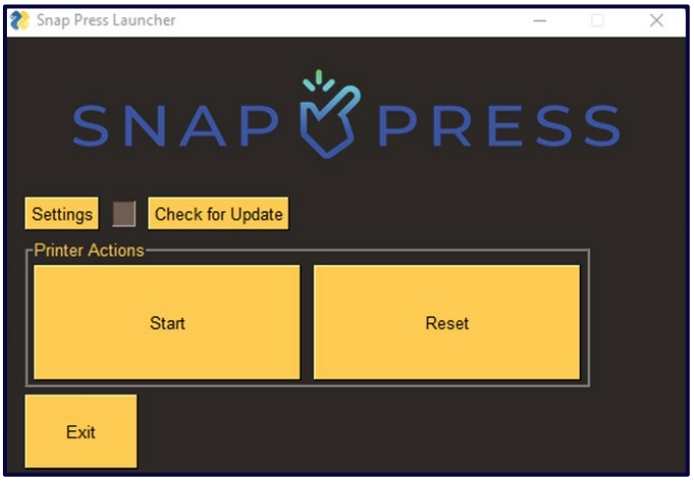


5. Click on the "Launcher" application and wait.

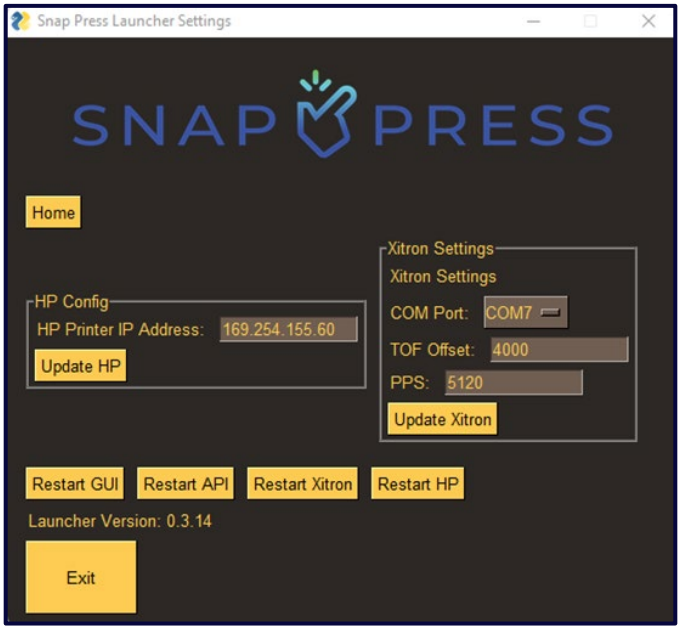
6. Refresh the GUI after a few minutes.

7. If the error persists, navigate to the launcher.

8. Click the Settings button.



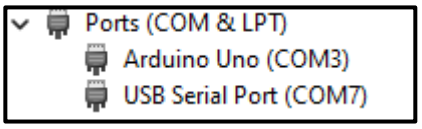
9. Click the Restart Xitron button.



10. If the command does not execute anything and the error persists, proceed to the device manager and open the dropdown menu labeled "Ports."

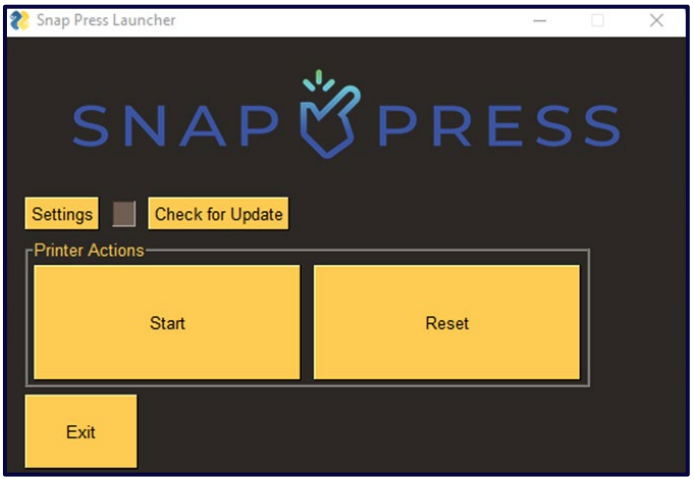
11. Ensure that two devices are displayed (if only one device is displayed, contact SnapPress for further assistance).

12. Find the device labeled "USB Serial Port" and note the number for the COM port, which is shown in parentheses. In this case, it is COM7.

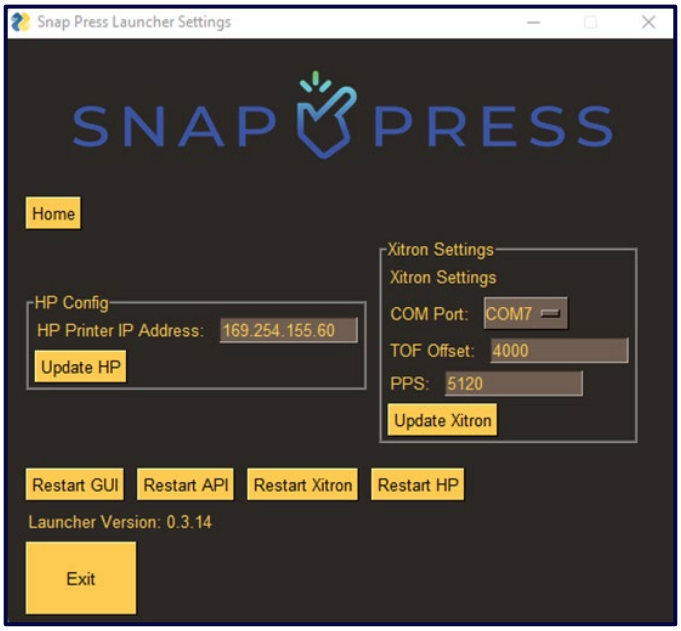


13. Open the SnapPress Launcher tab.

14. Click the Settings button.



15. Under the "Xitron Settings" section, verify that the COM Port matches the COM identified in Step 11.



16. If the COM Port does not match, click the dropdown and select the appropriate port.

17. Click the Update Xitron button to save the comport settings.

18. Click the Home button.

19. Click the Reset button.

E04: Carriage Jam

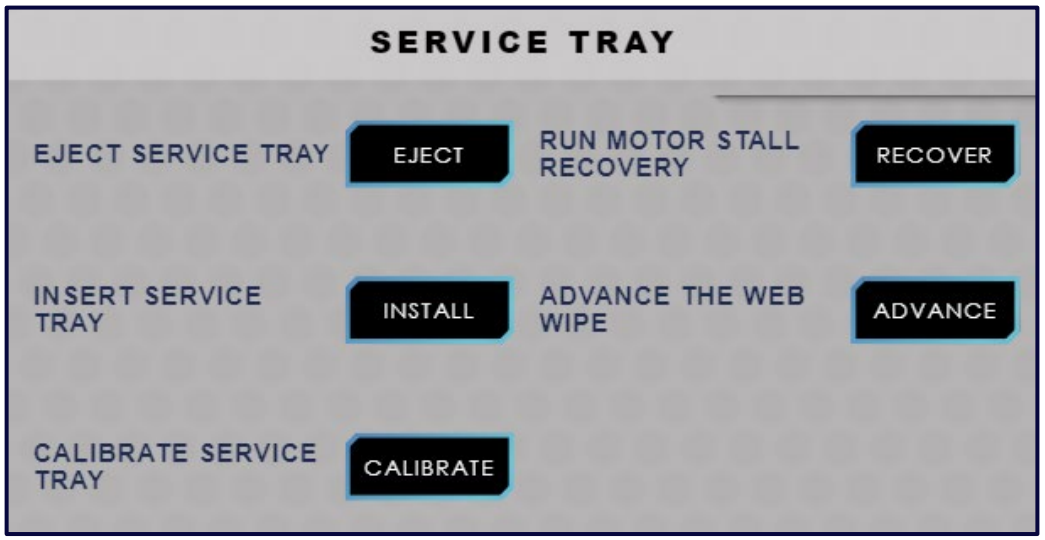
Follow the motor stall instructions, i.e., E05: Motor Stall. If the error persists, contact SnapPress for a service technician.

E05: Motor Stall

1. Click the RESOLVE button on the Home screen next to "Other Errors." The printer will run a motor stall recovery.

2. If the error persists, navigate to the SETTINGS tab on the Service screen.

3. Under the "Service Tray" section, click the RECOVER button next to "Run Motor Stall Recovery."



4. If the error persists, check the module and ensure the crash plate is in place. If the crash plate is not in place, it's likely the tray has dislodged. Click the INSTALL button while applying light pressure to the tray.

5. If the crash plate is present, remove it from the back of the module.

6. Click the EJECT button. If the tray does not eject, it's likely that the gear is broken. Please contact SnapPress for service.

7. If the tray ejects successfully, pull it all the way out.

8. Examine the tray for defects and twist the gear to ensure the web wipe is not jammed.

9. Replace the tray in the module as far as it will go.

10. Click the INSTALL button while applying light pressure to pull the tray into the module.

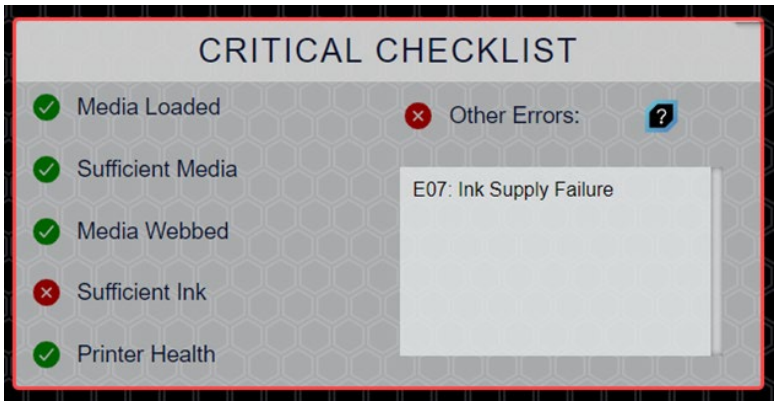
11. If the motor stall persists, click the RECOVER button one more time.

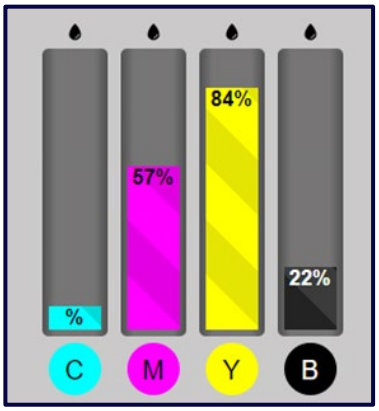
12. If the motor stall does not resolve, contact SnapPress for further assistance.

E06: Pen Failure

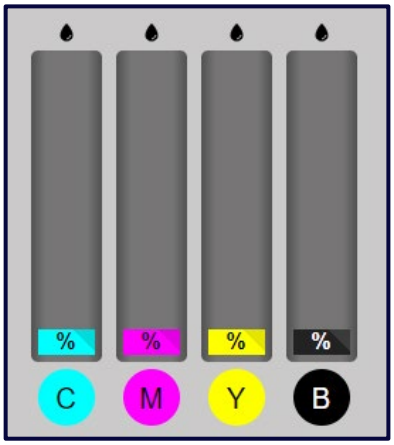
The printer module may be broken. To resolve this issue, replace the module. If the error persists, contact SnapPress for a service technician.

E07: Ink Supply Failure



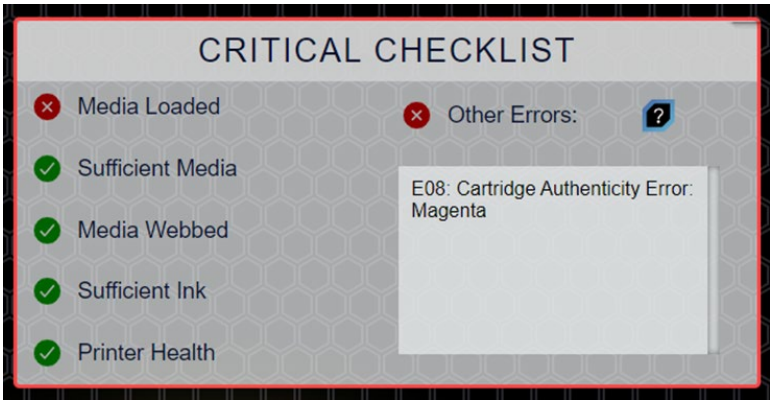


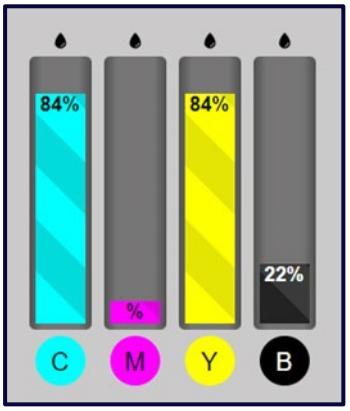
Replace your ink cartridge. Ink supply issues may arise if the cartridge has been inserted into multiple modules or if the ink door wasn't correctly opened before insertion. If you face this problem and are confident it's not due to inserting the cartridge into more than three modules, ensure that your ink door is fully functional. To confirm its operation, open the ink door and wait until the ink readings cease, which should occur within 30 seconds. If the ink percentages persist, it indicates a broken ink door, and you should reach out to SnapPress for servicing.



The image above shows the behavior that a proper ink door should display when opened.

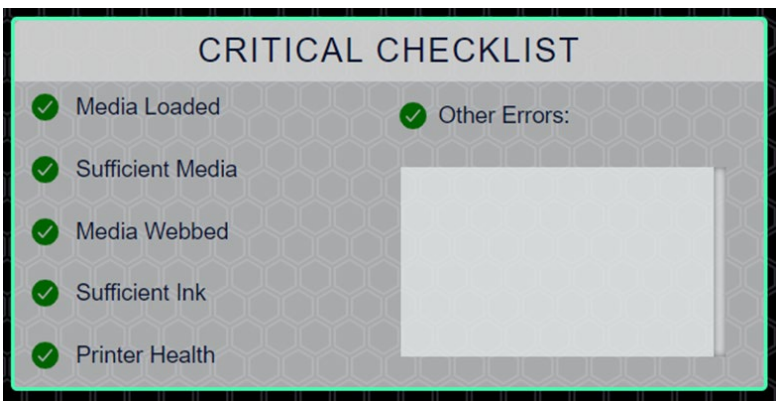
E08: Counterfeit Cartridge





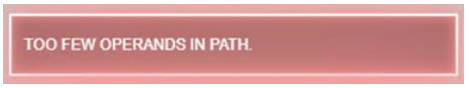
This error occurs when a cartridge not sold by SnapPress is inserted into the machine. To resolve this error, ensure that only ink cartridges purchased from SnapPress are used.

This is how the machine should look with no errors.



Print Job Errors

Sr. No.	Error Message	Description
1		This error indicates a motor stall. Run the motor stall recovery routine, then try printing the job again.
2		This error occurs when a print job is unexpectedly canceled. This could be due to several reasons, such as: ▪ The printer was not loaded properly before initiating the print job. ▪ The printer motors did not start due to a crash. ▪ The supply of media or ink may have been depleted. In such a case, you should verify that the media is webbed, the ink is sufficient, the machine is properly loaded, there are no crashes, and then try sending the job again.
3	 	You may encounter either of these errors, but both indicate the same problem. This can happen if a print file larger than 17 15/16 inches long is sent, which is the maximum file length. If you wish to print a longer file, run "Test Print" instead. This will permit a longer print to proceed, but it will only print one copy.

Sr. No.	Error Message	Description
4		This error indicates that an ink supply is missing. Replace the missing ink cartridge and try printing the job again.
5		This error occurs when the job is not properly processed. Verify that Xitron and HP are communicating by checking the Home screen under "Other Errors." Try sending the job again.
6		The ink door was opened during printing.
7	 	These errors suggest that the file sent to print is corrupted.

Appendix

Specifications of the Machine

Productivity	
Speed settings (feet/minute)	Low: 30 feet/minute (9.1 meters/minute) Medium: 60 feet/minute (18.3 meters/minute) High: 90 feet/minute (27.43 meters/minute)

Configuration	
Engine count	1 (HP FI-1000 Page-wide Technology)

Operational Requirements	
Power requirement	110V-240V/50-60Hz (The printer is designed to be compatible with the electrical standards in both the United States and the European Union.)
Power consumption	650 Watts
Noise	60-70 dBA
Footprint	70 inches long x 30 inches deep x 54 inches wide
Weight	~300 pounds
Humidity range	20-80% Relative Humidity (Based on HP's FI-1000)
Temperature range	15 to 30°C [59 to 86°F] (Based on HP's FI-1000)

Paper and Media	
Media types	Uncoated, inkjet coated, and specialty media
Specialty media	Flexible packaging
Style of input media	Roll
Style of output media	Roll
Minimum media thickness	No minimum
Maximum media thickness	0.010 inches
Minimum media width	6 inches
Maximum media width	12 inches
Maximum roll size	13.5-inch OD roll

Imaging	
Ink type	Aqueous, pigment-based, advanced color thermal Inkjet technology
Ink manufacturer	HP
Ink options	CMYK
Droplet sizes	Cyan, Magenta, & Yellow: 8.5 picoliters Black: 10 picoliters
Resolution category	Production: 600 DPI High resolution: 1,200 DPI
Ink station count	14 dies
Print sides	Simplex

Head Technology	
Head manufacturer	HP
Head technology	Thermal Drop-on-Demand
Head engine count	1
Heads per engine	14
Estimated head life	12L per color per die

DFE	
DFE / Controller	SnapPress UI & Xitron Navigator
Print streams	PDF

Warranty Policy

SnapPress Printing Systems are warranted to be free of defects in both materials and workmanship. Should any part of this equipment be defective, it will be repaired or replaced, at the discretion of the manufacturer, at no charge for parts or factory labor for a period of one year from the date of delivery to the end user. Most warranty services will be performed at the SnapPress facility or by a SnapPress-approved dealer. Repairs may be carried out by the customer with the guidance of SnapPress personnel if both SnapPress personnel and the customer agree before parts are shipped. Replacement parts, not installed at the SnapPress facility, are subject to being billed to the customer at regular prices if the defective part is not returned within 30 days. The customer is responsible for all shipping costs on warranty parts and repairs.

This warranty is void if any of the following occurs:

1. The equipment has been damaged due to negligence, accidents, mishandling, or it has not been operated in accordance with the procedures described in the operating instructions.

2. Without written approval from SnapPress, the equipment has been altered, repaired, or adapted, or accessories have been attached to the equipment that has adversely affected the performance, safety, or reliability of the equipment.

NO OTHER WARRANTY, EXPRESSED OR IMPLIED, APPLIES to the equipment. SnapPress does not assume any responsibility for consequential damage caused by the equipment, nor for any inconvenience or interruption in operation.

If the operation is unsatisfactory, please notify SnapPress or your authorized dealer immediately.

To file any warranty claims, customers should first contact SnapPress or their authorized dealer. SnapPress authorized dealers will handle warranty claims with assistance from SnapPress personnel. If the machine was purchased directly from SnapPress, please contact SnapPress directly.

For complete warranty terms and conditions, please contact SnapPress.

Customer Support

Support tickets can be submitted directly from the printer. To raise a ticket, open the Service screen and click the SUPPORT tab. Please fill out each section before submitting the ticket.

Support can also be reached by phone at 603-216-6344 or by email at support@allendatagraph.com.

Frequently Asked Questions (FAQs)

Question: What happens if the printer runs out of media during printing?

Answer: The printer will detect this condition, automatically stop, unload, and cancel the print.

Question: How long does it take to launch the application?

Answer: It will take between 30-45 seconds to start.

Question: What is the processing time for long jobs?

Answer: The time depends on the size of the file and the number of copies sent.

Question: What do I do if the LED shows red?

Answer: The error section will notify the user of any issues that need to be addressed.

Question: What to do if the motor is stalled or the gear is stripped?

Answer: This requires manual intervention; you need to contact support.

Question: What happens if the ink status is flashing red?

Answer: The printer will stop printing. The cartridge needs to be replaced.

Question: What if the printer stops printing?

Answer: Check the LED status, module health and finally reset the module (hard reset by powering off and on).

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