# MITSUBISHI ELECTRIC

$C\!E$

DIGITAL COLOR PRINTER

MODEL

CP-W5000DW

OPERATION MANUAL
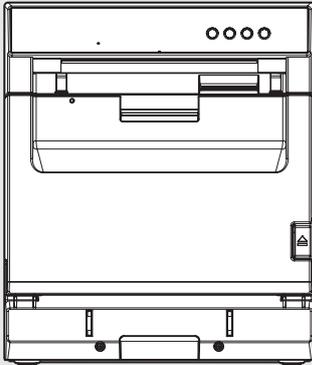
THIS OPERATION MANUAL IS IMPORTANT
TO YOU.
PLEASE READ IT BEFORE USING YOUR
DIGITAL COLOR PRINTER.

DIGITAL
COLOR PRINTER

Hereby, Mitsubishi Electric Corporation, declares that this digital color printer is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

INFORMATION

This Class A digital apparatus complies with Canadian ICES-003.

WARNING:
TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.

WARNING:
Use the included AC power cord so as not to interfere with radio and television reception.
If you use other cables, it may cause interference with radio and television reception.

CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN

CAUTION: TO REDUCE THE RISK OF ELECTRIC
SHOCK, DO NOT REMOVE COVER (OR BACK)
NO USER-SERVICEABLE PARTS INSIDE
REFER SERVICING TO QUALIFIED SERVICE
PERSONNEL.

The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute the risk of electric shock.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

The "Caution, hot surface" symbol indicates that the marked item may be hot and should not be touched.

The "Electro Static Discharge (ESD) warning" symbol indicates that trouble (including equipment malfunction) due to static electricity may occur in certain conditions.

The "OFF/ON" symbol indicates connection to or disconnection from the mains, at least for mains switches.

The "Alternating current" symbol indicates that the equipment is suitable for alternating current only.

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CAUTION:

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE:

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his or her own expense.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:
**(1) this device may not cause interference, and**
(2) this device must accept any interference, including interference that may cause undesired operation of the device.

WARNING:

In the USA or Canada, use the AC power cord according to the recommendations as below, in order to comply with UL60950-1 and CAN/CSA C22.2 No. 60950-1-03.
Connect to the 120 V receptacle of the room or the host equipment.
The AC power cord should be UL or CSA approved and consist of type SVT, size 16 or 18AWG, length 2 m or shorter cord with IEC60320-1/C13 type, 125 V 10 A or higher rating connector and NEMA 5-15 type, 125 V 10 A or higher rating plug.
Use the AC power cord as specified above, so as not to interfere with radio and television reception.
If you use other cables, it may cause interference with radio and television reception.
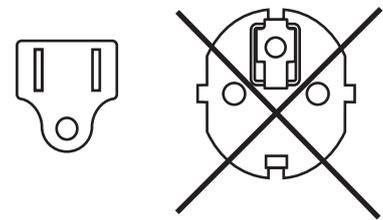
WARNING:

In Europe, use the AC power cord according to the recommendations as below, in order to comply with EN60950-1.
Connect to the 230 V receptacle of the room or the host equipment.
The AC power cord should be VDE approved and consist of core size 0.75 mm^2 or bigger, length 2 m or shorter cord with IEC60320-1/C13 type, 250 V 10 A or higher rating connector and CEE(7)VII type, 250 V 10 A or higher rating plug.
Use the AC power cord as specified above, so as not to interfere with radio and television reception.
If you use other cables, it may cause interference with radio and television reception.
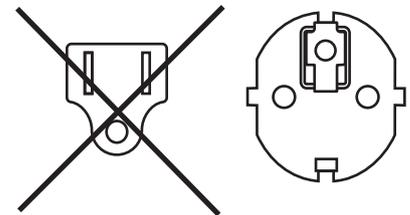
WARNING:

The socket outlet shall be installed near the equipment and shall be easily accessible.

This product is applicable to connect to Norwegian IT power distribution systems.

Note: This symbol mark is for EU countries only.
This symbol mark is according to the directive 2002/96/EC Article 10 Information for users and Annex IV, and/or to the directive 2006/66/EC Article 20 Information for end-users and Annex II.

Your MITSUBISHI ELECTRIC product is designed and manufactured with high quality materials and components which can be recycled and/or reused.
This symbol means that electrical and electronic equipment, batteries and accumulators, at their end-of-life, should be disposed of separately from your household waste.
If a chemical symbol is printed beneath the symbol shown above, this chemical symbol means that the battery or accumulator contains a heavy metal at a certain concentration. This will be indicated as follows:
Hg: mercury (0,0005%), Cd: cadmium (0,002%), Pb: lead (0,004%)
In the European Union there are separate collection systems for used electrical and electronic products, batteries and accumulators.
Please, dispose of this equipment, batteries and accumulators correctly at your local community waste collection/recycling centre.
Please, help us to conserve the environment we live in!

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SAFETY PRECAUTIONS

In the interest of safety, please observe the following precautions:

POWER REQUIREMENT
This Digital Color Printer is designed to operate on 100 - 240 V AC 50/60 Hz. Never connect to any outlet or power supply having a different voltage or frequency. In addition, be sure to supply power to the printer from a receptacle with a ground fault circuit interrupter.

WARNING: THIS APPARATUS MUST BE EARTHED.

PROTECTIVE MEASURES

IF ABNORMALITIES ARISE, ...
Use of the printer during emission of smoke or abnormal sounds (without adopting countermeasures) is dangerous. In such a case, unplug the power cord from the source outlet immediately, and request maintenance service from the sales dealer.

NEVER INSERT ANY OBJECT INTO THE PRINTER
Foreign objects of any kind inserted into this printer constitute a safety hazard and can cause extensive damage.

DO NOT PLACE ANYTHING ON THE DIGITAL COLOR PRINTER
Heavy objects placed on the Digital Color Printer can cause damage or obstruct proper ventilation.

PROTECT THE POWER CORD
Damage to the power cord may cause fire or shock hazard. When unplugging, hold by the plug only and remove carefully.

DO NOT PLACE WATER CONTAINERS ON THE PRINTER
Do not place flower vases, and other water-holding containers on the printer. If, for some reason, water seeps to the inside of the printer, unplug the power cord from the source outlet, and contact the sales dealer. If used without corrective measures, the printer may be damaged.
"In the interest of safety, avoid handling of liquids near the printer."

DO NOT REMOVE THE CABINET
Touching internal parts is dangerous, besides, it may lead to malfunction. Contact the sales dealer to carry out internal checks and adjustments.

UNPLUG THE POWER CORD DURING A LONG ABSENCE
Turn off the main power switch and unplug the power cord during a long absence.

WHEN TRANSPORTING THE PRINTER
When transporting the printer, remove the ink ribbon and print paper from the printer. See "INSTRUCTIONS FOR TRANSPORTATION" on page 23.

WHEN MOVING THE PRINTER
Check that the slide door is closed firmly. And pay attention not to press the front release button accidentally. When the slide door is not closed firmly or you press the front release button accidentally, the slide door may open. It can cause injury or damage.

BE CAREFUL AROUND PAPER EXIT SLOT
Don't insert your hand or any material into the print output slot and the waste output slot during printing. If you do so, your finger will be injured.

DO NOT PUT YOUR HAND OVER THE PRINT PAPER HOLDER
If you do so, your finger will be injured.

DO NOT TOUCH THE THERMAL HEAD EXCEPT WHEN CLEANING
Do not touch the thermal head (located inside the top cover) except when cleaning.
They are heated to high temperature and may cause burns or injury when touched.
Also, malfunction caused by static electricity may occur.

WHEN PLACING THE PRINT PAPER, KEEP THE PRINT PAPER UPRIGHT
When you put the print paper sideways on a table, etc., it may roll and fall. This may cause injury.

CONNECTION CABLES
Use the provided power cord.

DO NOT LEAVE THE SLIDE DOOR OPEN
When the printer is moved with the slide door open, it may cause injury or damage.

CLOSE THE SLIDE DOOR FIRMLY
Take care not to pinch your hand when closing the slide door. When the slide door is not closed firmly, it may open during transportation and it may cause injury or damage.

DO NOT PUSH DOWN ON THE SLIDE DOOR
If you push down on the slide door when they are open, this printer may fall and it can cause damage or injury.

DO NOT LEAN ON THE EXIT PAPER TRAY, DO NOT APPLY PRESSURE TO IT FROM ABOVE, OR DO NOT PUT A HEAVY OBJECT ON IT
The exit paper tray may be damaged, causing injury.

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INSTALLATION LOCATIONS

MAINTAIN GOOD VENTILATION
Ventilation slots and holes are provided on the rear and both sides of this printer. Place the printer on a hard and level surface and keep a space between the printer and the walls to ensure proper ventilation. When putting the printer on the system rack, take a space between the printer and the back and sides of the rack.

SUITABLE LOCATIONS
Avoid shaky places or hot-springs areas where hydrogen sulfide and acidic ions are likely to be generated.

AVOID PLACES WITH HIGH HUMIDITY AND DUST
Do not place the printer at a high humidity and dusty locations. They can cause extensive damage to this printer. Avoid places where the printer is likely to be exposed to oily fumes and vapors.

AVOID PLACES LIKELY TO BE EXTREMELY HOT
Places exposed to direct sunlight, or near heating appliances can attain extremely high temperatures, which may deform the cabinet, or can become a prime cause of damage.

### PLACE THE PRINTER ON A HORIZONTAL LEVEL
The printer is likely to be affected if it is placed in slanted conditions or in an unstable places.

PROTECT AGAINST DEW FORMATION
In extremely cold regions, if the printer is moved quickly from an extremely cold place to warmer one, dew is likely to be formed. If dew is formed, printing is not possible.

OPERATING AMBIENT TEMPERATURE RANGE
The operating ambient temperature/humidity range is 15°C/20%-86%RH - 30°C/20%-86%RH - 35°C/20%-63%RH. When using the printer on the system rack, be sure to keep this ambient temperature inside the rack.
When the printer is used in a low temperature, it may take some time to start printing.
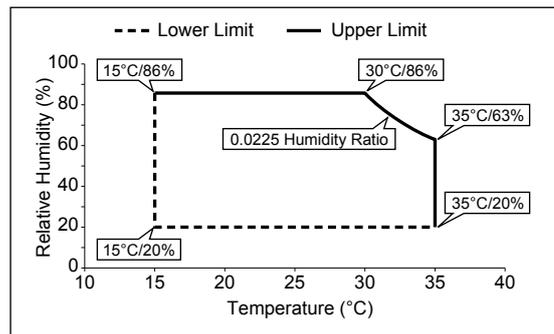
FOR LONG OPERATING LIFE

UNSUITABLE MATERIALS FOR THE DIGITAL COLOR PRINTER
Coat flaking and deformation are likely to occur if the printer is wiped with chemical dusters, benzine, thinner or any other solvent, if rubber or PVC items are left in contact with the printer for extended duration, or if the printer is sprayed with insecticide.

CARE OF THE CABINET
Unplug and clean with a soft cloth slightly moistened with a mild soap and water solution. Allow to dry completely before operating. Never use petroleum base solutions or abrasive cleaners.

HEAD ABRASION
The thermal head wears out. When it is abraded, it becomes hard to print out fine details of the picture. In such a case, it is necessary to replace the thermal head. Consult with the sales dealer for replacing the head.

CONNECTING DEVICES
Read thoroughly "Operating Precautions" of the instruction booklets for the devices connected with the Digital Color Printer. The power cord must be disconnected after printing is over.

CAUTION ON RELOCATING
When transporting this printer, make sure it is not likely to be subjected to impacts. They can be a prime cause for damage. Further, make sure to disconnect the power cord from the power outlet, and the cables from the connected devices.

OTHER CAUTIONS

- Do not pull out nor touch the print paper until printing is completed. It may degrade the print quality or cause an error.
- Dust or other foreign matter adhering to the print paper or the ink ribbon cassette, or deformation resulting from exposure to extremely low or high temperatures could cause loss of color, uneven color or lines, or wrinkles in the print images.
- Depending on the internal temperature, the printer may stop printing temporarily during printing. (The LCD displays "COOLING.") Please wait for the printer to resume printing.

- Empty the front cover bin and the exit waste bin frequently to prevent jamming the strips at the print output slot and the waste output slot.
- The exit paper tray is used for storing the cut print paper temporarily. The print paper may fall from the tray or may not be stored in the printed order. Take out the print paper from the exit paper tray before the tray is filled up.

NOTE:
YOUR UNDERSTANDING IS REQUESTED FOR THE LOSS OF IMAGES IN MEMORY DUE TO THE SUDDEN OCCURRENCE OF A MALFUNCTION.

SPECIAL FEATURES

DUPLEX PRINTING
Not only single-sided but double-sided printing is available according to the purpose of use.

FOUR PAPER WIDTHS
You can print with print widths of 8" (203 mm), 7" (178 mm), 6.8" (173 mm) and 6" (152 mm) on the 8" (203 mm) width print paper.

VARIOUS PRINT SIZES
The printer delivers print sizes ranging from as small as 6 x 4" (152 x 102 mm) to as large as 8 x 12" (203 x 305 mm) according to the purpose of use. For the details of the print size, see .

300 DPI HIGH RESOLUTION
CP-W5000DW has a high resolution of 300 dpi for precise illustrations and sharp photographic images.

LARGE CAPACITY PRINTING
Maximum of 250 prints per roll for 8 x 12" (203 x 305 mm) is offered. Large economical print capacity per roll reduces frequency of exchanging paper and ink ribbon.

HIGH QUALITY AND HIGH DENSITY PRINTING
CP-W5000DW is a dye sublimation thermal transfer color printer, which produces superior high quality and high density images. It also produces a continuous tone at 256 gradient for each of Y, M, and C.

HIGH SPEED PRINTING

HI-SPEED USB (VER. 2.0) INTERFACE SUPPORTING

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UNPACKING

Take the printer out of the box by the following procedures. Make sure to check the accessories.

1. **Open the box and take out the accessories.**

Accessories

2. **Remove the top cushion.**

3. **Hold and release the joint parts (6 pieces) at the bottom of the box to remove the upper box.**

4. **Unwrap the packing.**
   Remove the protective materials for transportation such as protective sheet.

Joint parts

5. **Take out the printer.**
   Hold the printer by the handles in the sides and back as shown in the figure.

Packing

   --- NOTE ---
   • The printer weighs about 29 kg. It should be carried carefully by two people.

   --- CAUTION ---
   • Do not carry the printer by the front panel. The front cover bin may be removed and fall. It may cause injury or damage.
   • When the slide door is not closed firmly or you press the front release button accidentally, the slide door may open. It can cause injury or damage.

Handles
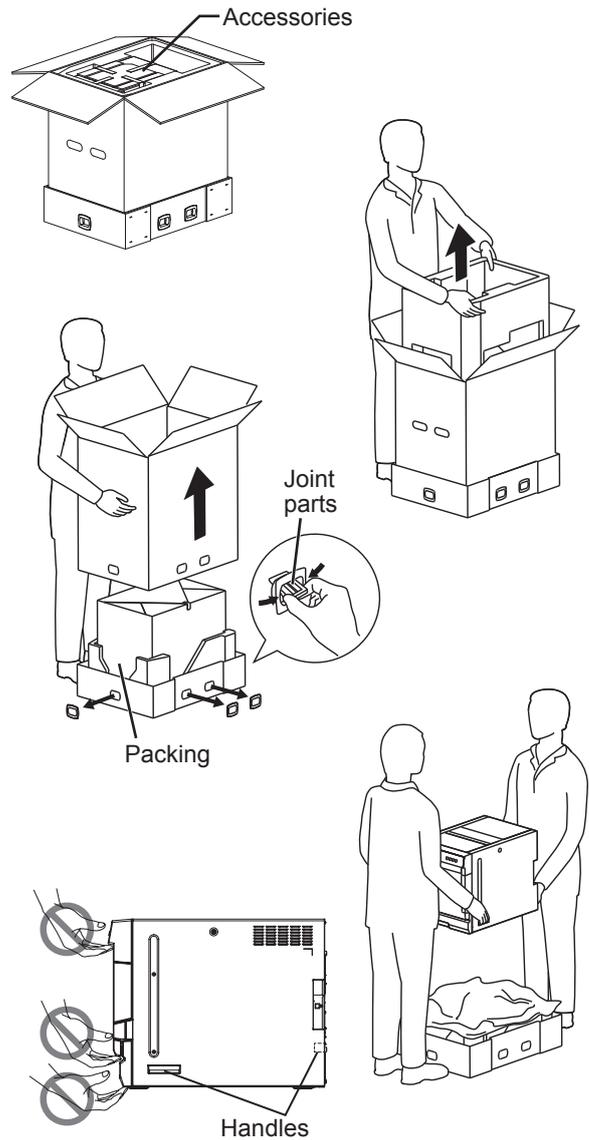
■ CONTENTS
The accessories items are placed in the top cushion. Check all items are included.

| Quick setup guide | CD-ROM | Power cords | Paper flanges | Exit paper tray | Exit waste bin | Bracket for exit paper tray | Attachment for exit paper tray |

Make sure to remove the protective materials from the ink ribbon cassette, paper flanges, and exit paper tray.
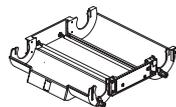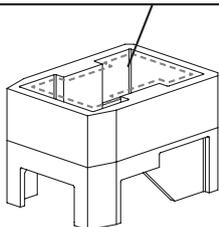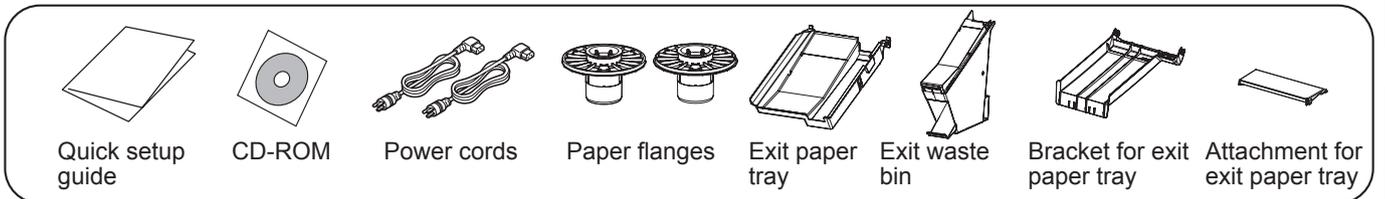
Ink ribbon cassette

The ink ribbon cassette is contained in the printer.

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FRONT, TOP, AND SIDE PANELS

* Names within brackets are displayed on the LCD.

OPERATOR CONTROL PANEL
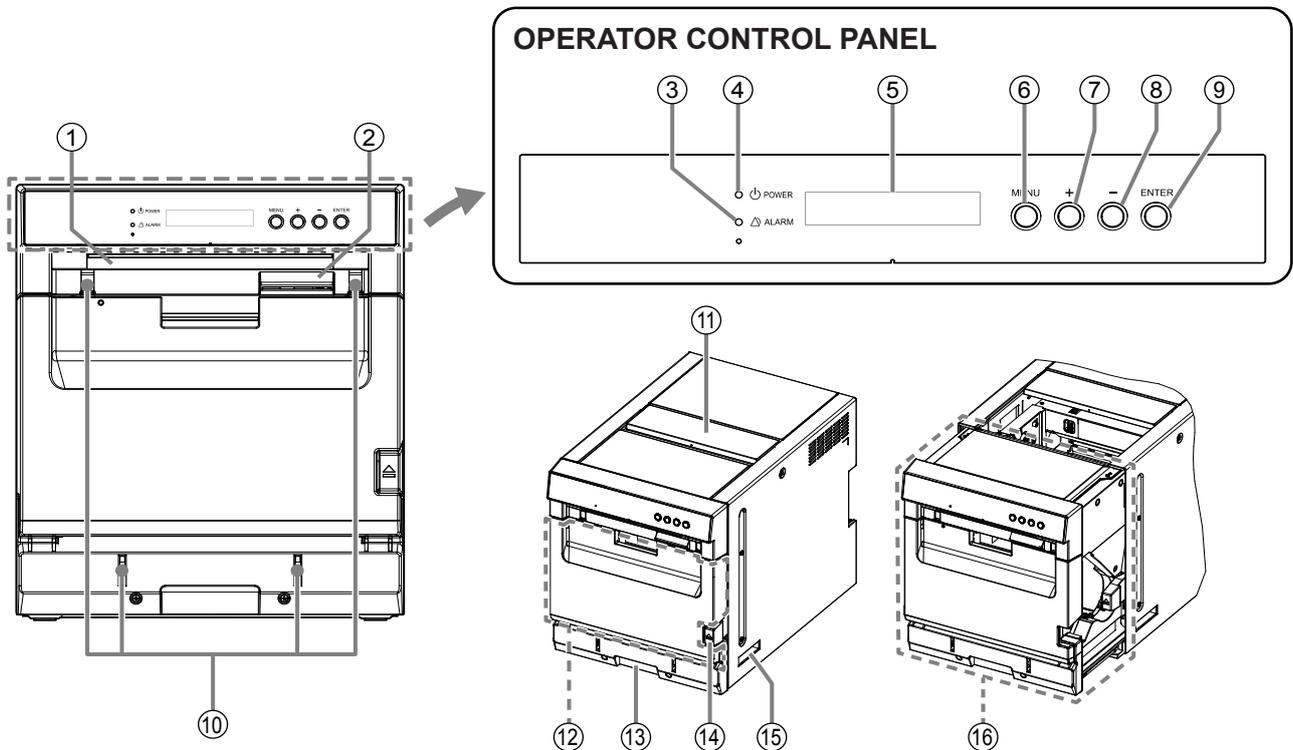
① **PRINT OUTPUT SLOT**
The printed paper comes out here.

② **WASTE OUTPUT SLOT**
The paper strips generated by margin cut come out here.

③ **ALARM INDICATOR (△)**
This indicator illuminates when the paper or the ink runs out, a cover or door is open, or an error occurs. See page 18.

④ **POWER INDICATOR (⏻)**
When the power is turned on, the indicator illuminates. It normally illuminates green, however, blinks or illuminates orange depending on the printer status. See page 18.

⑤ **LCD (LIQUID CRYSTAL DISPLAY)**
Displays the printer status and is used to set various functions. See page 16.

⑥ **MENU BUTTON**
Press this button to enter the menu. See page 16.

⑦ **+ BUTTON**
Use this button in the menu. See page 16.

⑧ **- BUTTON**
Use this button in the menu. See page 16.

⑨ **ENTER BUTTON**
Use this button in the menu. See page 16. Also use this button to unlock the front cover bin.

⑩ **EXIT PAPER TRAY INSERTION SLOTS**
Slots to hold the exit paper tray.

⑪ **TOP COVER [T.DOOR]**
Open this cover when cleaning the thermal head or the platen roller.

⑫ **FRONT COVER BIN [F.DOOR]**
Holds the paper strips generated by margin cut. Empty the bin frequently to prevent jamming the strips at the print output slot.

— **NOTE** —
• Do not pull the handle of the bin during printing. It may cause a malfunction.

⑬ **SLIDE DOOR HANDLE**
After pressing the front release button to unlock the slide door, pull it out by this handle.

⑭ **FRONT RELEASE BUTTON (⏏)**
Press this button to unlock the slide door.

⑮ **HANDLES FOR TRANSPORTING**
When carrying the printer, hold these handles and those in the rear panel.

⑯ **SLIDE DOOR [S.DOOR]**
Open to load ink ribbon. Press the front release button and pull the door open by the handle.

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■ HOW TO MOUNT AND REMOVE THE FRONT COVER BIN

Tilt the front cover bin toward you by the handle. Then lift and remove the front cover bin.
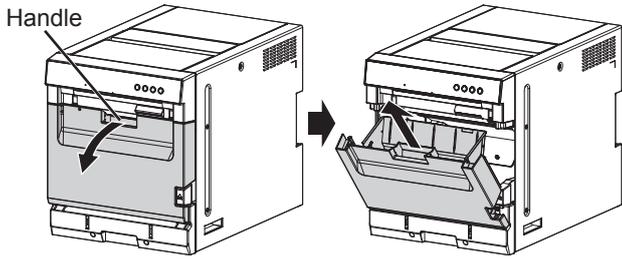
To mount the front cover bin, insert the projections at the bottom of both sides of the bin along the guides at the bottom of both sides of the slide door and then close the front cover bin.

Handle

Guide
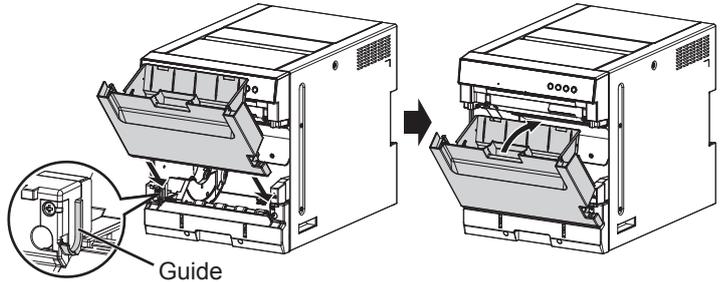
─── NOTE ───
- Do not pull the front cover bin forcefully because it may be locked. In such a case, make sure that the printer power is on and then hold down the ENTER button on the operator control panel for a while to unlock the bin.

─── CAUTION ───
- The front cover bin gets heavy as paper strips accumulate. When removing the front cover bin, be careful not to drop it.

■ HOW TO ASSEMBLE THE EXIT PAPER TRAY

Insert the bracket for the exit paper tray into the bottom of the exit paper tray.

Bracket for exit paper tray

Bottom of the exit paper tray
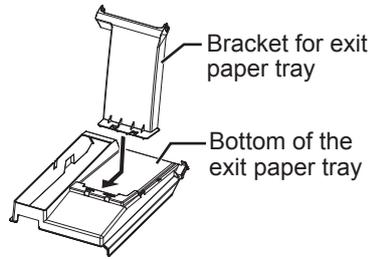
■ HOW TO MOUNT AND REMOVE THE EXIT PAPER TRAY

<How to mount>
1. Fully insert the upper hooks on both sides of the exit paper tray into the tray insertion slots at the front top (①). Then tilt the tray downward and insert the lower hooks of the tray into the tray insertion slots at the bottom as shown in the figure (②).

2. Insert the exit waste bin into the exit paper tray.

3. When the print size is 8 x 6" (203 x 152 mm) or smaller, mount the attachment on the exit paper tray as shown in the figure.
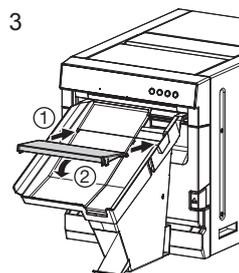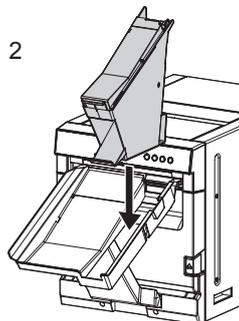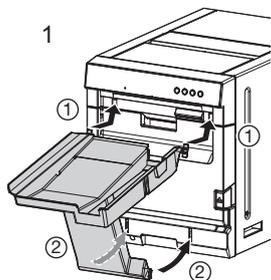
─── CAUTION ───
- Do not insert the upper and lower hooks forcefully. If you do so, the hooks may be damaged, causing the exit paper tray to fall.

<How to remove>
1. Remove the attachment from the exit paper tray as shown in the figure.

2. Lift and remove the exit waste bin from the exit paper tray. Whenever removing the exit waste bin, get rid of paper strips.

3. Pull the bottom of the exit paper tray toward you to release the lower hooks and tilt the exit paper tray as shown in the figure (①). Then release the upper hooks from the front panel (②).
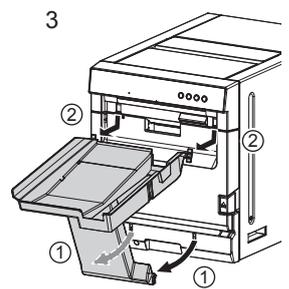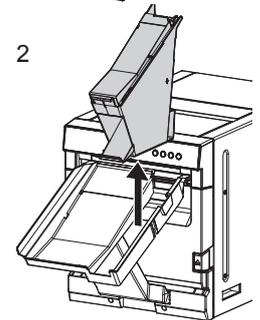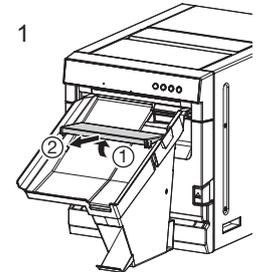
─── CAUTION ───
- Do not remove the exit paper tray forcefully. Do not turn it to the right or left or do not twist it. If you do so, the hooks may be damaged, causing the exit paper tray to fall.

─── NOTE ───
- Get rid of paper strips frequently.

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REAR PANEL
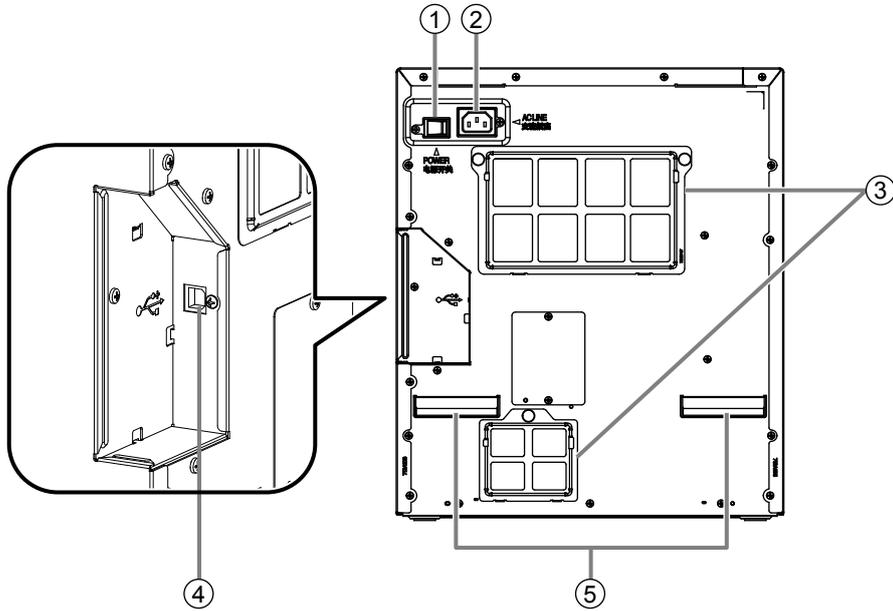
① **POWER SWITCH**
Use to switch the power ON and OFF.

② **POWER SOCKET (AC LINE)**
Use to connect the provided power cord. Insert the cord firmly.

③ **VENTILATION INLETS/AIR-FILTERS**
These inlets are for cooling the inside of the printer and covered with removable air-filters. See page 24.

④ **USB TERMINAL**
Use to connect the USB cable. See page 15.

⑤ **HANDLES FOR TRANSPORTING**
When carrying the printer, hold these handles and those in the side panels.

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BEFORE OPERATION

Make sure to close the slide door when the setup procedure is completed.

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INK RIBBON INSTALLATION

Before installing the ink ribbon cassette into this printer, load the ink ribbon in the ink ribbon cassette.


NOTE

- Place the ink ribbon cassette on a flat surface, when loading the ink ribbon.
- Select a place that is free of dust when loading the ink ribbon. Dust or dirt settling on the ink ribbon results in poor print quality.
- Make sure that the shafts of the ink ribbon fit into the ink ribbon cassette firmly.
---

1 **Load the ink ribbon in the ink ribbon cassette as shown below.**
Make sure to load it in the correct position.

Ink ribbon

① ②

White parts

Ink ribbon cassette
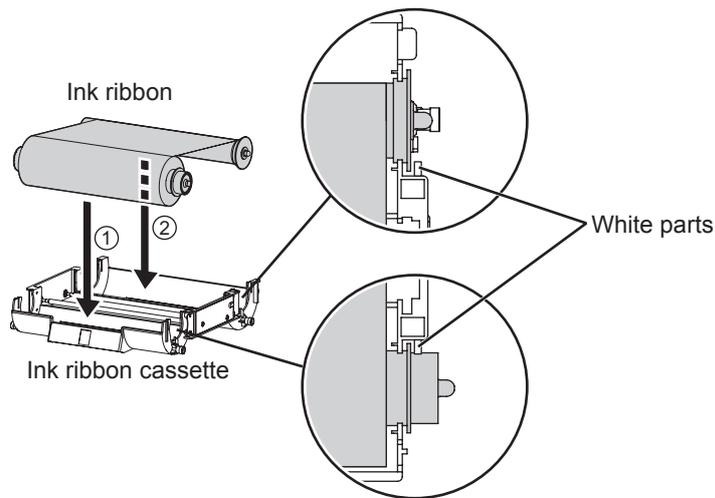
Make sure to set the ink ribbon roller to the ink ribbon cassette firmly.
Turn the shaft to eliminate any slack.

Shaft
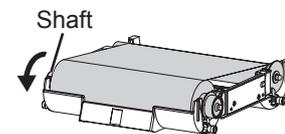
2 **Press the POWER switch on the rear panel to turn on the power.**

POWER switch
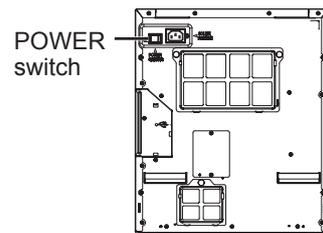
3 **After the POWER indicator changes from orange to green, press the front release button and pull out the slide door by the handle at the front bottom. Pull out the slide door until it stops.**

CAUTION

- Do not push down on the slide door. If you push down on the slide door when they are open, this printer may fall and it can cause damage or injury.
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Handle

Front release button

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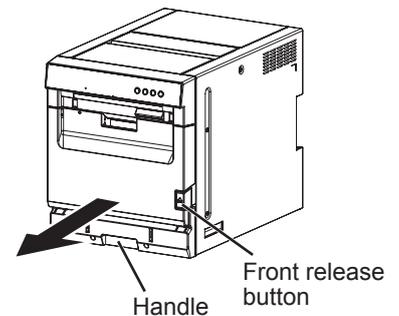
4 **Place the ink ribbon cassette containing the ink ribbon in the position as shown in the illustration.**

To insert the ink ribbon cassette, align the protrusions on both sides of the cassette with the right and left guides inside the slide door and slide it in a slanting direction.

Mount the ink ribbon cassette firmly by holding the handle.

NOTE
- Do not touch the thermal head. Fingerprints or dust on the thermal head will degrade the print quality.

CAUTION

⚠ Do not touch the thermal head right after printing because it is extremely hot. Otherwise you may get burned or injured.


NOTE

Note that the thermal head is quite sensitive to static electricity. When you touch the thermal head while carrying static electricity on your body, the thermal head may be damaged.

NOTE
- Insert the ink ribbon cassette slowly. If it falls from the insertion slot, the printer or accessories may be damaged.

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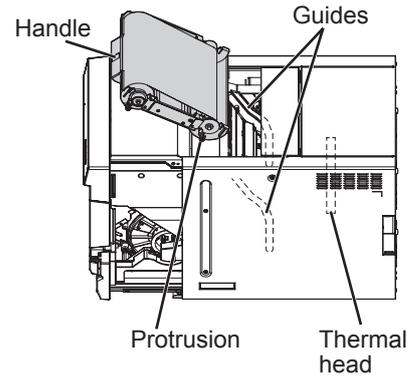
5 **When not changing the print paper, push the slide door to close.**

When changing the print paper, see "PRINT PAPER INSTALLATION" on page 12.

Handle   Guides

Protrusion   Thermal head
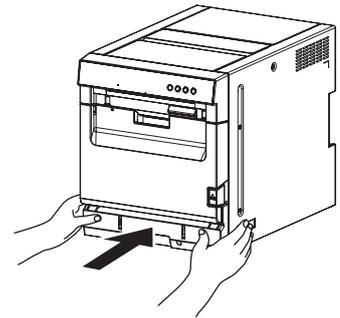
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PRINT PAPER INSTALLATION

NOTE

- Do not push down on the slide door. If you push down on the slide door when they are open, this printer may fall and it can cause damage or injury.
---

1 **Attach the supplied paper flanges to both sides of the print paper.**

Hold the latches of the paper flange with gear, align the projections of the paper flange with the indentations in the print paper core, and then insert the paper flange into the print paper. Make sure that there is no clearance between the paper flange and the print paper.

Next, hold the latches of the paper flange without gear and insert it into the opposite side of the print paper.

NOTE

- Take care not to pinch your fingers.
- Do not remove the sticker on the print paper roll yet.
- Do not remove the barcode label.
- Do not loosen the paper roll. Any slack in the print paper may degrade the print quality.

CAUTION

- When placing the print paper, keep the print paper upright.
- When you put the print paper sideways, it may roll and fall. This may cause injury.

NOTE

- Fingerprints or dust on the paper's surface may degrade print quality and cause paper jams.
---

2 **Open the front cover bin toward you by its handle. Lift and remove the front cover bin.**

Get rid of paper strips from the front cover bin.

NOTE

- Do not pull the front cover bin forcefully because it may be locked. In such a case, make sure that the printer power is on and then hold down the ENTER button on the operator control panel for a while to unlock the bin.

**CAUTION**

- The front cover bin gets heavy as paper strips accumulate. When removing the front cover bin, be careful not to drop it.
---

3 **Install the print paper into the printer so that the paper flange with gear comes to the left.**

Make sure the print paper is firmly installed.

NOTE

- Load the print paper slowly into the printer. If it is dropped inside the printer, the printer or accessories may be damaged.

Projections

Indentations

Sticker   Barcode label

INCORRECT   CORRECT

Handle
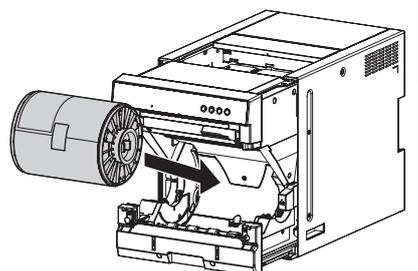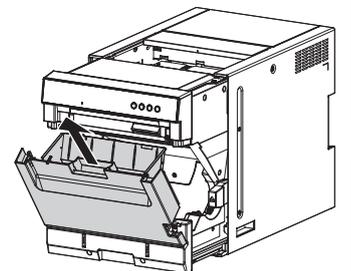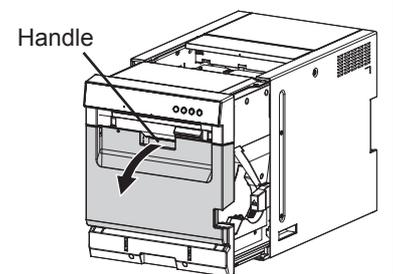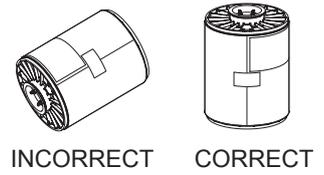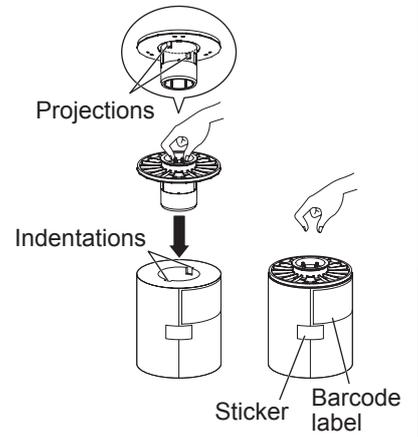
4 **Remove the sticker and insert the print paper between the rollers to feed it as shown in the figure. Insert the print paper until the blue indicator at the front bottom of the slide door illuminates.**

Remove the sticker before inserting the print paper between the rollers. Make sure to insert the paper straight.

───── **NOTE** ─────
- Keep the rollers clean. Dirt on the rollers may produce poor print quality.

───── **NOTE** ─────
- When taking the print paper out, pull it up toward you by holding the paper flanges.
- Make sure to turn on the power before replacing the print paper.
- Make sure to eliminate any slack from the print paper. If you carry out the following steps without eliminating the slack, the print paper may be damaged.
- Do not remove the barcode label.

Print paper

Rollers

Blue indicator
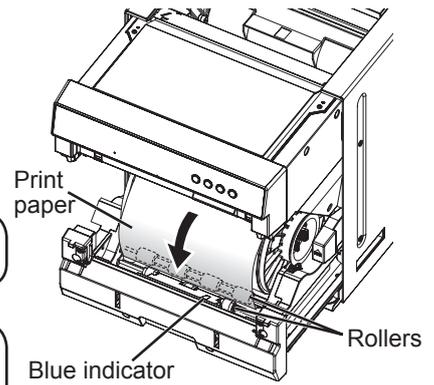
5 **Mount the front cover bin.**

Insert the projections at the bottom of both sides of the front cover bin along the guides at the bottom of both sides of the slide door and then close the front cover bin.

───── **NOTE** ─────
- Make sure that the front cover bin is mounted correctly. Incorrect mounting may cause paper jam.

Guide
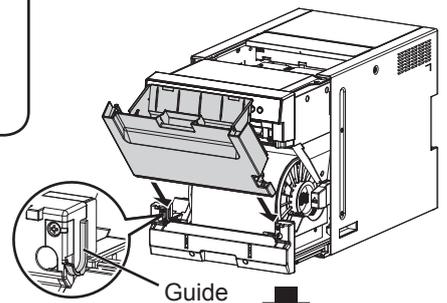
6 **Push the slide door to close.**

Hold the handles in both sides and push the front of the printer with both hands to close the slide door as shown in the figure.

When a new paper is loaded and the slide door is closed with the power turned on, the paper will be automatically fed and cut. The printer ejects two pieces of paper and displays "READY[8x12]" on the LCD.

───── **CAUTION** ─────
- When closing the slide door, be careful not to get your hands caught between the printer and the slide door. Otherwise, you may get injured.

───── **NOTE** ─────
- When closing the slide door, push it until a click is heard.
- If the ALARM indicator illuminates when the slide door is closed, the print paper may have not been installed correctly. In this case, open the slide door to make sure that the print paper has been installed correctly. Then close the slide door again.
- The printer takes some time to finish initialization before starting the feed-and-cut operation. This is not a malfunction. Wait for the printer to finish initialization.
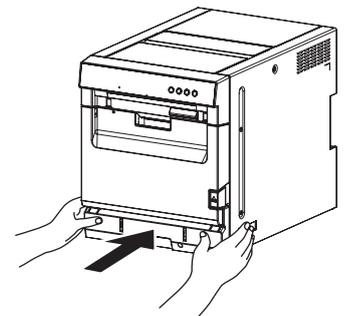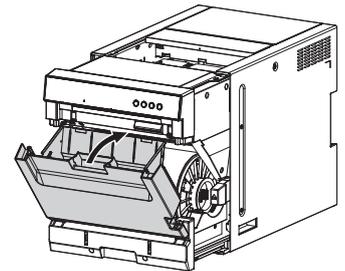
Installation of the print paper and the ink ribbon is completed.

───── **NOTE** ─────
- Empty the front cover bin frequently to prevent jamming the strips at the print output slot. Whenever you replace the paper, make sure to throw away the paper strips in the front cover bin.
- Whenever you replace the ink ribbon, clean the thermal head and the platen roller. For the cleaning procedures, see "CLEANING" on page 24.
- The LCD on the operator control panel may display "PAPER END" even when some print paper still remains. This is not a malfunction.

HANDLING OF PAPER / INK RIBBON

■ BEFORE PRINTING

- Fingerprints or dust on the paper printing surface may produce poor print quality and cause paper jams.
- When the print paper or ink ribbon is abruptly transferred from a cool place to a hot place, vapor or dew is generated on the surface, which causes paper jams or degraded print quality. Leave the print paper in the room to stabilize its temperature before use.
- If you repeat the PRINT PAPER INSTALLATION procedure more than the designated number of times, the indicated number of prints may not be made. In addition, if you replace the print paper before it is used up, the indicated number of prints may not be made.

■ AFTER PRINTING

- If the paper absorbs nonvolatile organic solvents (alcohol, ester, ketone, etc.) the print may be discolored.
- Discoloration of prints is accelerated if the print paper comes into contact with soft vinyl chloride such as transparent tape.
- Avoid storing prints in direct sunlight or places with high humidity.

■ STORAGE OF PAPER / INK RIBBON

- Do not store the print paper and ink ribbon in the container made of soft polyvinyl chloride. They may be discolored because of chemical reaction.
- Store the print paper and ink ribbon out of direct sunlight and away from heating appliances in a cool, dark place where the temperature is 5˚C to 30˚C and the humidity is 20% to 60% RH.

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BEFORE OPERATION

PRINTER DRIVER INSTALLATION

Before connecting the printer and the personal computer, install the printer driver.

■ The printer driver is required to print the data from the personal computer connected with this printer.
The printer driver for Windows® is supplied with this printer.
Required operating system: Windows® 7 (32-bit and 64-bit) and Windows® 8 (32-bit and 64-bit)

■ Refer to the PRINTER DRIVER GUIDE in the CD-ROM for installing the printer driver.

Microsoft and Windows are the trademarks or the registered trademarks of Microsoft Corporation in the U.S.A. and other countries.

NOTE
- Refer to the following website to check the latest version of the printer driver and the printer information.
  http://www.mitsubishielectric.co.jp/vcp/support/driver_en.html
---

CONNECTION WITH USB DATA SIGNAL EQUIPMENT

■ CONNECTING TO PERSONAL COMPUTER

1 **Connect the printer and a personal computer with a USB cable.**
Connect the printer to a personal computer as shown below.

To USB port ▶

◀ To USB port

Personal computer

Digital color printer
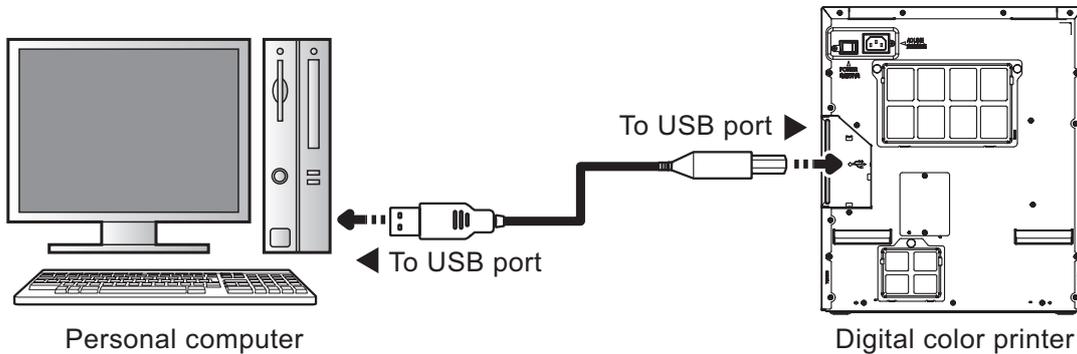
NOTE
- A USB cable is not supplied with this printer. Use the USB 2.0 certified cable of 2 m or less in length.

USAGE

BUTTON OPERATION AND LCD INDICATION

Use the operator control panel buttons and LCD to review and change printer settings.

* Use the button shown in bold type.
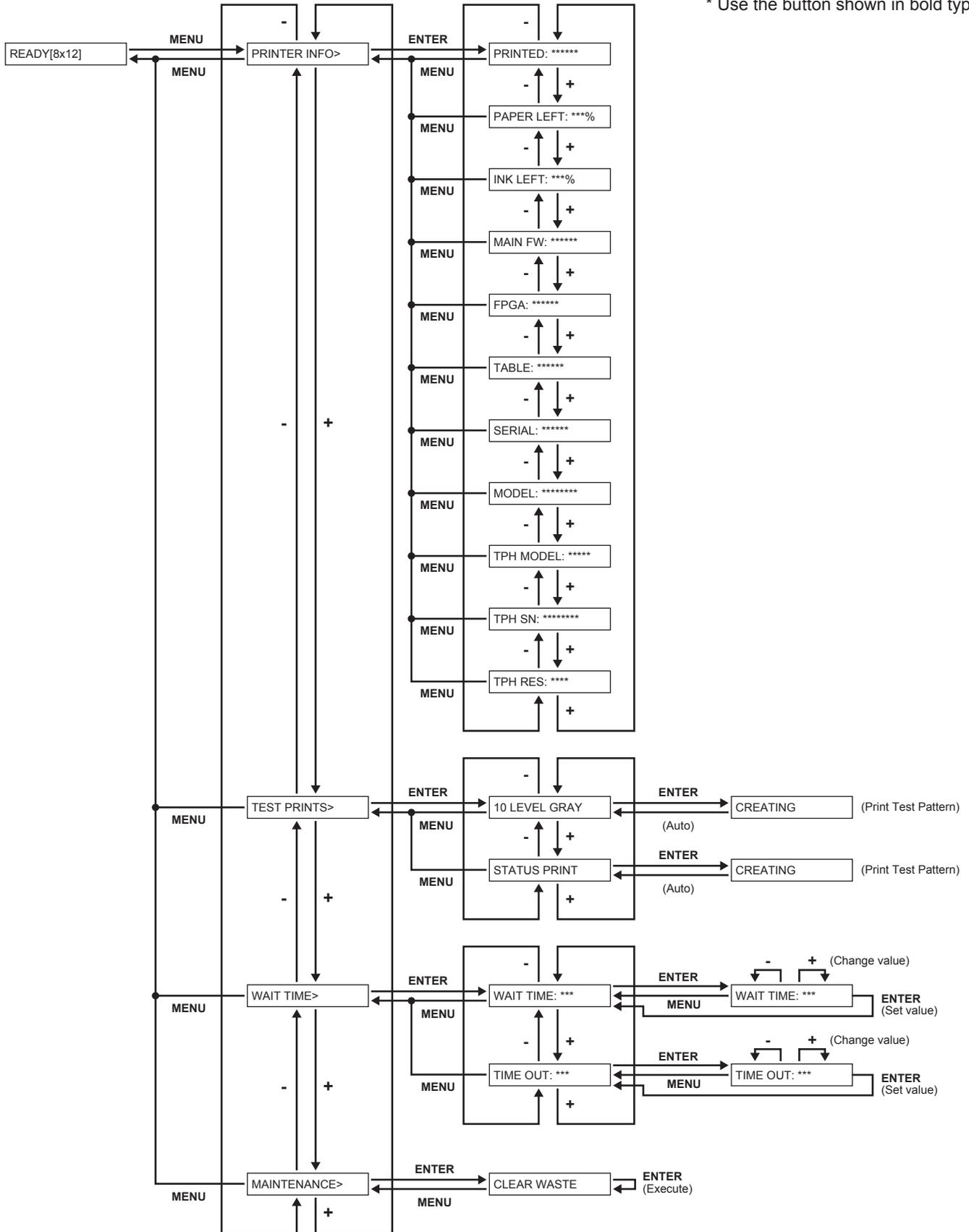
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DESCRIPTIONS OF MESSAGES SHOWN ON THE LCD

LCD Indication	Description
READY[8x12]	The printer is on and ready to make prints. [8x12] represents the size of ribbon that is loaded.
PRINTED: ******	****** represents the total number of prints made since the printer was manufactured. This counter cannot be reset.
PAPER LEFT: ***%	***% represent the percentage of the paper that is available for making prints.
INK LEFT: ***%	***% represents the percentage of the ink ribbon that is available for making prints.
MAIN FW: ******	****** represents the version number of the printer control firmware.
FPGA: ******	****** represents the version number of the FPGA firmware.
TABLE: ******	****** represents the version number of the print parameter table.
SERIAL: ******	****** represents the serial number of the printer.
MODEL: ********	******** represents the model name of the printer.
TPH MODEL: *****	***** represents the model name of the thermal head.
TPH SN: ********	******** represents the serial number of the thermal head.
TPH RES: ****	**** represents the resistance of the thermal head.
10 LEVEL GRAY	Press the ENTER button to make a test print.
STATUS PRINT	Press the ENTER button to make a test print.
WAIT TIME: ***	Press the ENTER button to change wait time from 0 to 999 seconds. The default is 10 seconds. The wait time is the length of time when the printer wait the next image which is be combined to the received image. This setting enables the printer to reduce the total printing time and consumption of the ink ribbon.
TIME OUT: ***	Press the ENTER button to change time out from 1 to 999 seconds. The default is 300 seconds. The printer prints out only side-A image (single sided print) if side-B image isn't sent to the printer within the time set by TIME OUT.
CLEAR WASTE	If waste jam happens, press the ENTER button to remove jammed waste easily.

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ERROR MESSAGES AND COUNTERMEASURES

## INDICATIONS ON THE FRONT PANEL AND LCD AND COUNTERMEASURES

If, for some reason, printing is not possible or an error occurs during printing, the indicators on the front panel illuminate and a message is displayed on the LCD. In this case, follow the procedure described below.

☼: Steady on   ●: Off   ☼●: Blinking

ALARM	POWER	LCD	Description or cause	Countermeasures	Page
●	☼ (Orange)	-	This printer is in standby mode.	Connect a USB cable to the printer when not connected. It may take time that the printer is ready to print images after the image data is sent.	15
●	☼ (Green)	COOLING	The temperature of the thermal head is too high.	Wait until the message goes off. When the message goes off, the printer resumes printing automatically.	-
		WARM UP	The temperature of the thermal head is too low.	Wait until the message goes off. When the message goes off, the printer resumes printing automatically.	-
		WASTE REM	Paper strips still remain in the waste output slot.	Remove the paper strips from the waste output slot manually. The printer resumes printing automatically.	6
●	☼● (Green)	INITIALIZING	The printer is in the process of initialization.	Wait until the message goes off. When the message goes off, the printer goes to the ready condition.	-
☼	☼ (Green)	INK EMPTY	The ink ribbon is not installed.	Install the ink ribbon.	10
		INK END 0	The ink ribbon is used up.	Replace the ink ribbon with a new one.	10
		INK END			
		INK END -	The remaining ink ribbon is insufficient for printing.	Replace the ink ribbon with a new one.	10
		INK ERROR	Ink ribbon error.	Install a correct type of ink ribbon properly. Alternatively, see "OVERCOMING PAPER JAMS."	10 20
		F.DOOR OPEN	The front cover bin is open.	Close the front cover bin.	7
		PAPER EMPTY	The print paper is not installed.	Install the print paper.	12
		T.DOOR OPEN	The top cover is open.	Close the top cover.	6
		S.DOOR OPEN	The slide door is open.	Close the slide door.	6
		C.COVER OPEN	The cleaning roller cover is open.	Close the cleaning roller cover.	25
		PAPER END	The print paper is used up.	Install the new print paper.	12
		PAPER REM	Paper still remains in the printer.	Remove the paper.	20
		PAPER JAM	The print paper is jammed.	See "OVERCOMING PAPER JAMS."	20
		MECHA ERROR	The printer has a mechanical problem.	Turn off the printer, wait for 10 seconds or longer, and turn it on. Alternatively, see "OVERCOMING PAPER JAMS."	- 20

ERROR MESSAGES AND COUNTERMEASURES

⏺: Steady on　●: Off　⏺●: Blinking

ALARM	POWER	LCD	Description or cause	Countermeasures	Page
⏺	⏺ (Green)	PREHEAT	The printer has a specific problem that may require service.	Turn off the printer, wait for 10 seconds or longer, and turn it on. If the error persists, contact your dealer. Inform your dealer of the following information. • Error code number displayed on the LCD • Printer model name (shown on the rating plate on the rear of the printer) • Printer serial number (shown on the serial number label on the rear of the printer)	-
		THERM PRTCT			
		TPH HIGH			
		TPH LOW			
		ENVIRN HIGH			
		ENVIRN LOW			
		HUMID HIGH			
		HUMID ERROR			
		SENSOR ERROR			
		DMA ERROR			
		EEPROM ERROR			
		LCD ERROR			
		FLASH ERR			
		T.ACCESS ERR			
		FW ERR			
●	⏺● (Orange)	FAN LOCK			
		MDA ERROR			
		VOLTAGE ERROR			

ERROR MESSAGES AND COUNTERMEASURES

OVERCOMING PAPER JAMS

Take an appropriate measure according to the indication on the LCD on the front of the printer.

XXXX: Error number   *******: Error indication

LCD indication	Countermeasures
XXXX-******* ↓ Open Slide Door ↓ Remove Ink	1. Remove the exit paper tray. (See page 7.) 2. Press the front release button and pull out the slide door until it stops. 3. Take the ink ribbon cassette out of the printer.
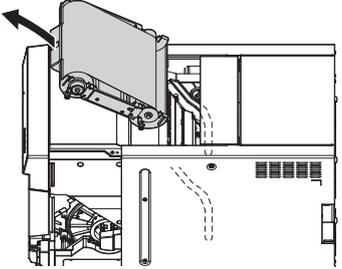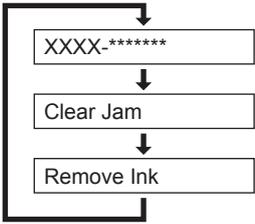
XXXX-*******
↓
Clear Jam
↓
Remove Ink
	1. Check that the paper remains at the platen and pull it out downward.
	  • Be careful not to tear the paper. Paper remaining inside the printer causes a paper jam.
	
	2. Cut off the defective part of the print paper with scissors.
	  • Cut the paper as straight and horizontal as possible.

XXXX-******* ↓ Push Enter Key	1. Hold down the ENTER button on the operator control panel for a while to unlock the front cover bin. MENU + − ENTER
XXXX-******* ↓ Open Front Door	1. Remove the front cover bin. (See page 7.)
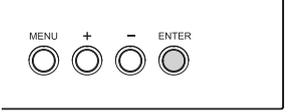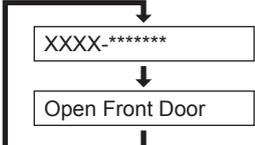
ERROR MESSAGES AND COUNTERMEASURES

XXXX: Error number   *******: Error indication

LCD indication	Countermeasures
XXXX-******* ↓ Rewind Paper	1. Turn the paper flange according to the arrow to take up the paper. • Pull out the paper completely from the printer.
XXXX-PAPER JAM ↓ Set Paper ↓ Set Ink	1. Install the print paper. (See page 12.) • Insert the print paper until the blue indicator at the front bottom of the slide door illuminates. 2. Install the ink ribbon cassette. (See page 10.) • Before installing the ink ribbon cassette, take up slack by turning the shaft on the handle side.
S.DOOR OPEN	1. Close the top cover when it is open. 2. Close the slide door. • When closing the slide door, push it until a click is heard.
F.DOOR OPEN	1. Mount the front cover bin. (See page 7.) 2. Mount the exit paper tray. (See page 7.)
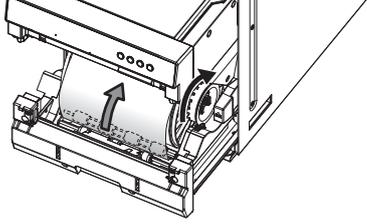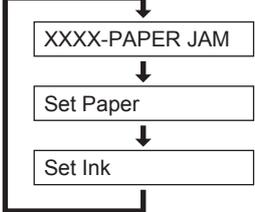
When you install the front cover bin, the printer automatically starts initialization and FEED & CUT. The printer may take some time to finish these processes. Please wait for the LCD to display READY.

REPAIRING A TORN INK RIBBON

1 **Position the ink ribbon cassette with the torn ink ribbon on a flat, clean surface.**

2 **Place a piece of transparent adhesive cellophane tape on the center of the ink ribbon.**

Direction to turn
the shaft
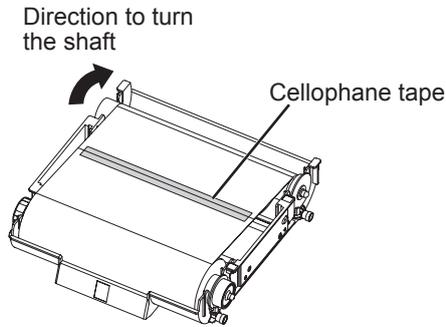
Cellophane tape

3 **Wind the shaft of the ink ribbon in the direction of the arrow so that the cellophane tape is not seen.**

4 **Install the ink ribbon cassette in the printer.**

ERROR MESSAGES AND COUNTERMEASURES

BEFORE CALLING FOR SERVICE

For the following symptoms, check the printer again before calling for service.

Symptom	Check	Remedy
The power is not turned on.	Is the power cord plug disconnected from the outlet?	• Connect the power cord plug to the outlet firmly. • The protective circuit may be working. Turn off the power and wait for about two minutes. Then turn on the power again.
The slide door doesn't open.	Are you turning off the power during printing procedure?	Turn on the power and then open the slide door.
The front cover bin doesn't open.	Is the printer power on?	Turn on the printer, press and hold down the ENTER button on the operator control panel for a few seconds, and then open the front cover bin.
The image is not printed.	Is the ALARM indicator illuminating or blinking?	See "OVERCOMING PAPER JAMS" on page 20.
	Is the appropriate size of data sent to this printer?	Make sure that the appropriate size of image data is sent to this printer.
	Is the print paper or the ink ribbon used up?	Check them.
	Is the slide door set firmly?	Set the slide door firmly.
	Are paper strips jamming in the waste output slot?	Remove paper strips.
	When the indicators keep illuminating or blinking though the above operations are performed, remove the ink ribbon and print paper and reinstall them.	
An error can not be resolved.	Turn off and on the power of the printer with the slide door set firmly. This printer starts initialization.	
	Press the switch inside of the hole of the front panel with a thin stick or the like for 5 seconds or more.	

Switch

INSTRUCTIONS FOR TRANSPORTATION

When transporting this printer for some reason such as repair, follow the instructions below.

1. Use the original packaging.
The genuine package unit may not endure more than one round trip. If the printer is transported with the package unit more than one round trip, it may not be guaranteed.
Purchase another package unit when transporting this printer again.
Pack the printer with the accessories (ink ribbon and print paper) removed.

2. Close the slide door firmly.
When closing the slide door, push it until a click is heard.

─── CAUTION ───
• When the slide door is not closed firmly or you press the front release button accidentally, the slide door may open. It can cause injury or damage.

3. If the ink ribbon, print paper, or ink ribbon cassette can not be taken out, consult with your dealer.

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CLEANING

Cleaning as indicated below will help maintain stable printer operation and extend the printer's life.
Wearing gloves at cleaning is recommended to prevent injury.
Make sure to turn off the power before cleaning.

AIR-FILTER CLEANING

Clean the air-filters and the ventilation inlets as follows.

1. **Loosen the thumb screws for the filter covers on the rear panel and remove the filter covers.**

2. **Remove the air-filters from the filter covers.**

3. **Vacuum both sides of the air-filters.**

4. **Wipe the ventilation inlets in the back of the printer with a damp cloth.**

5. **Attach the air-filters to the filter covers.**

6. **Attach the filter covers to the printer and fix them with the thumb screws.**

Ventilation inlets

Air-filters

Filter covers

Thumb screws
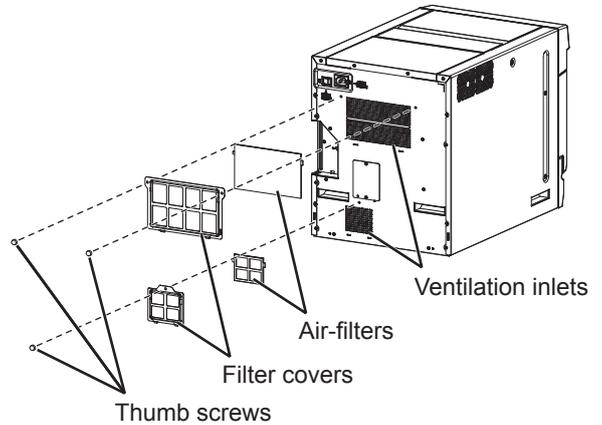
THERMAL HEAD CLEANING

Preparations
Alcohol (ethyl alcohol, etc.)
Soft and clean cloth

1. **Press the front release button to open the slide door.**
2. **Take the ink ribbon cassette out of the printer.**
3. **Open the top cover.**
4. **Wipe the head cleaning part (as shown right) carefully with cloth dampened with a small amount of alcohol.**

---- NOTE ----
- Do not damage the thermal head.
- When the poor print quality is not corrected even if the head has been cleaned, replacement of the thermal head may be required. Contact your dealer

---- CAUTION ----
⚠ Thermal head is hot right after printing. Wait until the head cools before cleaning the thermal head.

---- NOTE ----
⚠ The thermal head may be damaged if you touch it while static electricity builds up on your body.

---- NOTE ----
- When you clean the thermal head, make sure not to apply excessive force to the peeling roller on the bottom of the thermal head. When the excessive force is applied to the roller, the roller may be deformed, resulting in deterioration of the printing quality.
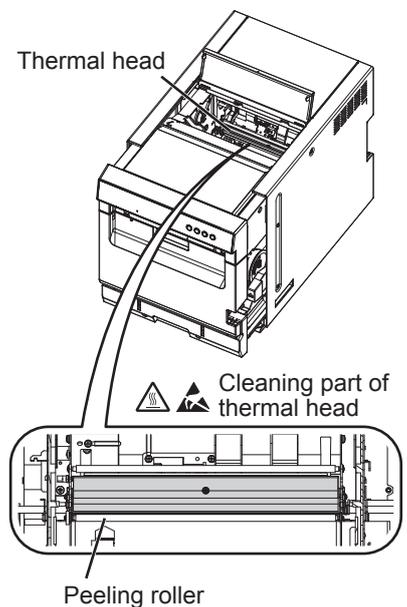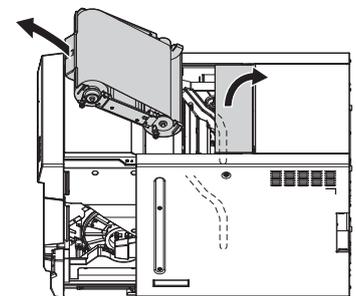
Thermal head

Cleaning part of thermal head

Peeling roller

## PLATEN ROLLER CLEANING

Preparations
Alcohol (ethyl alcohol, etc.)
Soft and clean cloth

Clean the black part of the roller.
Wipe the black part carefully with cloth dampened with a small amount of alcohol.
Wipe the whole roller while rotating it by turning the dial.

Platen roller

Dial
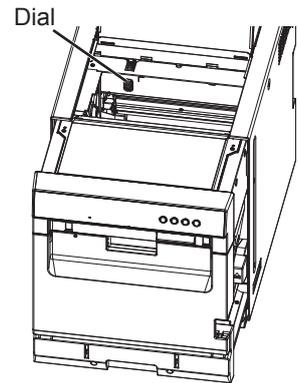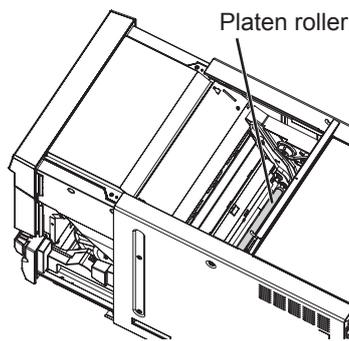
PAPER FLANGE CLEANING

Clean the parts that contact the print paper sides as shown right.
Wipe the parts carefully with cloth dampened with a small amount of alcohol.
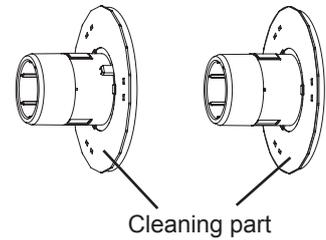
Cleaning part

CLEANING ROLLER CLEANING

Preparations
Alcohol (ethyl alcohol, etc.)
Soft and clean cloth

1. **Remove the exit paper tray.**

2. **Press the front release button and pull out the slide door by the handle at the front bottom.**

Front release button

Handle

3. **Remove the front cover bin.**
   When the front cover bin is locked, turn on the printer. The bin is automatically unlocked.

Handle

4. **Remove the print paper.**
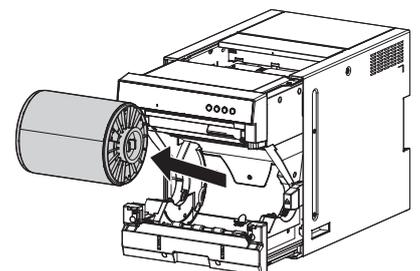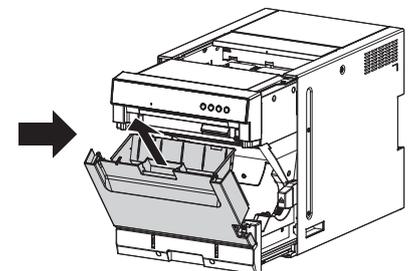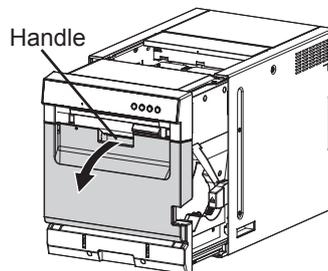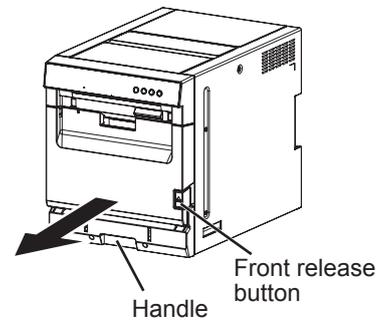
CLEANING

⑤ **Remove the cover for the cleaning rollers.**
The cleaning rollers are two black rollers inside.

Cover for the cleaning rollers
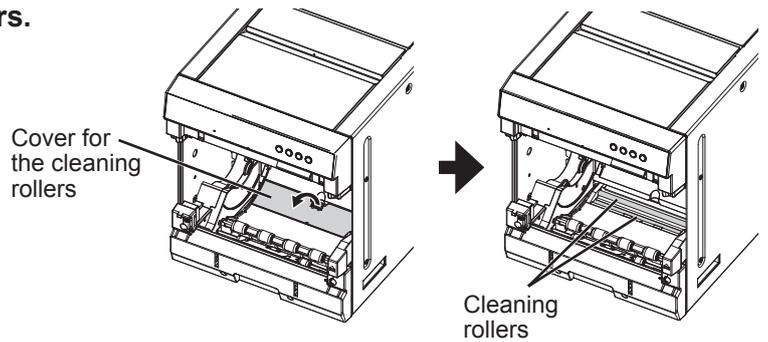
Cleaning rollers

⑥ **Clean both cleaning rollers.**
Gently wipe them with a cloth dampened with alcohol.
Wipe the whole rollers by turning them.

⑦ **Wait for the alcohol to dry and then reinstall the cover for the cleaning rollers, print paper, and front cover bin.**

SPECIFICATIONS

PRECAUTIONS

FEATURES

PREPARATION

OPERATION

TROUBLE-SHOOTING

OTHERS

CONTENTS

Class	Digital Color Printer
Model	CP-W5000DW
Printing method	Sublimation Dye Thermal Transfer line print 3-color faces progressive printing (yellow, magenta, and cyan) and surface lamination
Print's resolution	300 x 300 dpi (dpi: dots per inch)
Dot resolution	8 x 12" 2464 x 3624 dots 8 x 11.7" 2464 x 3534 dots 8 x 11" 2464 x 3324 dots 8 x 10" 2464 x 3024 dots 8 x 8" 2464 x 2424 dots 8 x 6" 2464 x 1824 dots 8 x 4" 2464 x 1224 dots 7 x 5" 2164 x 1524 dots 6.8 x 9.6" 2104 x 2904 dots 6.8 x 4.8" 2104 x 1464 dots 6 x 12" 1864 x 3624 dots 6 x 6" 1864 x 1824 dots 6 x 4" 1864 x 1224 dots
Print size	8 x 12" 203 x 305 mm (without frame) 8 x 11.7" 203 x 297 mm (without frame) 8 x 11" 203 x 279 mm (without frame) 8 x 10" 203 x 254 mm (without frame) 8 x 8" 203 x 203 mm (without frame) 8 x 6" 203 x 152 mm (without frame) 8 x 4" 203 x 102 mm (without frame) 7 x 5" 178 x 127 mm (without frame) 6.8 x 9.6" 173 x 244 mm (without frame) 6.8 x 4.8" 173 x 122 mm (without frame) 6 x 12" 152 x 305 mm (without frame) 6 x 6" 152 x 152 mm (without frame) 6 x 4" 152 x 102 mm (without frame)
Gradations	256 (8 bits) for each color
Supply method	Automatic
Interface	Hi-Speed USB (Ver.2.0)
Power supply	100 - 240 V AC 50/60 Hz
Power consumption	5.5 - 2.4 A
Operating conditions	Temperature/Humidity: 15°C/20%-86%RH - 30°C/20%-86%RH - 35°C/20%-63%RH (no dewing)
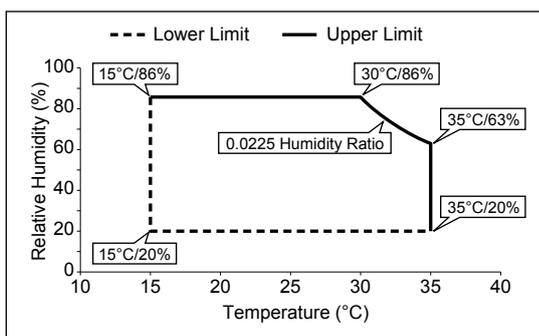
Installation conditions	Operating attitude: Horizontal ±5°
Outside dimensions	342 (W) x 509 (D) x 402 (H) mm (excluding exit paper tray)
Weight	Approx. 29 kg (excluding accessories)
Standard accessories	Power cords (for 120 V and 230 V), Ink ribbon cassette (1), Paper flange (1 set), Exit paper tray (1), Exit waste bin (1), Bracket for exit paper tray (1), Attachment for exit paper tray (1), CD-ROM (1), Quick setup guide (1)

Print size and outside dimensions show typical value.
Design and specifications are subject to change without notice.

■ Contents of CD-ROM

• Operation manual
• Printer driver
• PRINTER DRIVER GUIDE

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Please contact the nearest Mitsubishi sales branch to get DOC (Declaration of Conformity) of the EC Directive 1999/5/EC.

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