

CLP 521 - Tear Bar not being activated by early versions of Printer Driver

We had several reports of the tear bar not being activated by the CLP 521 printer driver. All printer driver versions from 6.7 onwards, send an emulation soft switch (see below) with every print job, switching the printer from its default DM4 to DMI emulations. Printer driver versions older than this did not and this problem was only ever reported on the older versions of printer driver.

We should point out the CLP 521 (and 621) has 3 Datamax emulations available, switchable either by the Vue Print function of the printer or VuePrint Commands directly to the printer. The command to switch the emulation is;

<STX><ESC>G0

STX ESC 'G' '0' switches to DMI emulation or Datamax I class
 '1' switches to DM4 emulation or Datamax 400 emulation
 '2' switches to DPP emulation or Datamax I class

Investigation has shown the following:

The very first version of printer driver to incorporate this soft switch therefore defaulted to Datamax I class. The printer on the other hand defaults to DM4. This meant several commands were slightly changed, including the Tear Bar command. To get over this Seagull will issue a new driver shortly (sometime in November 2003) which will send the switches mentioned above to the printer as part of the label, allowing the printer to stay as default in DM4 but switch to DMI every time a new print job was sent, switching back to DM4 when printing finished.

The old Driver was sending "Kf + " and a number, which is the offset value, to advance the paper to the tear bar but the printer did not understand the command because it was still in DM4 mode. The tear bar command in DM4 is "f"

As a short-term fix, go to the printer "vue print mode" and change the emulation in "System setup" to DMI. Once this is done the printer understands the DMI command to switch ON the Tear Bar function and every thing works correctly.

This information will not affect the CLP 621 as this printer was released later and the printer driver was working correctly by then.