Driver

Q: Do you support Windows XP 64 and Windows Vista?
A: Our 6.6 and higher software is now compatible with Windows Vista 32 and 64 bit and also Windows XP 64 operating systems.

Q: What are my system requirements for Windows?
A: This product will work with an IBM or compatible using 233 MHz or higher Pentium compatible CPU.
- Minimum 64 MB RAM, 128MB recommended with 16 MB hard drive space available
- RS323C serial port or USB port needed

Q: Where can I download software/drivers for my SLP?
A: Visit us at http://www.siibusinessproducts.com/support/slpsoft.html for all the recent software downloads available.

Q: I am still using Windows ME and need drivers for my SLP440. Do you have it?
A: We have Drivers for the 300dpi printer available for Windows 3.1, 95, 98, and ME. Please visit us at http://www.siibusinessproducts.com/support/index.html for all the recent software downloads available.

Q: Does your software and drivers support the Intel Core Processor?
A: Yes, our software and drivers were engineered and tested for Universal compatibility, meaning our software runs natively on Intel and PowerPC-based Macintosh computers.

Q: I receive a warning stating that the Driver is not digitally signed. Is this okay to continue installation?
A: Our Drivers are digitally signed by Microsoft and is available on the website and yes, continuing the installation will not have any impact on the operation of your SLP printer. The message is just to indicate that the driver is not currently certified by Microsoft.

Q: How can I tell if a driver is indeed signed?
A: Open Printers and Faxes (or printers on 2K).
Right click and select Properties on the SLP printer.
Select the "Advanced" tab and click "New Driver"
In the wizard, click "Next"
On the ensuing page, scroll in the "manufacturer" box to the "SII" entry At that point, the list of printers on the left will have green checkmarks (in XP), and there should also be some text below the boxes indicating the driver is signed.
Cancel out of the wizard since you don't actually want to update anything.

Q: How can I tell the version of an installed driver?
A: Open Printers and Faxes (or printers on 2K).
Go to File --> Server Properties.
Select the "Drivers" tab.
Find the entry for the SLP printer and select it.
Double-Click "Properties"
In the window that is opened, scroll to "slp.dll" and click "Properties"
In that window, click the version tab. This will show you the version of the driver. For instance 6.4.0.351.

Q: Plug and Play isn't finding my printer. What's wrong?
A: This is something for an administrator. Do the following steps:
1. Unplug the printer.
2. Right click on "My Computer".
3. Select "Properties".

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4. Select "Hardware".
5. Push "Device Manager".
6. From the "View" menu, select "Show hidden devices".
7. Under "Printers" within the window, select an SII SLP Printer, get properties on it, and "Uninstall" the printer.

Q: Why does the computer recognize my SLP 100 as SLP100/410?
A: The printers were renumbered when they received their new look. The 410 contains the Internal parts as a 100, the 420 contains the 200, and the 430 contains the 240.

Q: When I install version 6.0.7 of the Smart Label Printing software or Printer Driver I get an error 1316. How do I install?
A: If you run our installer and are presented with an "Upgrade" screen, while continuing to install you receive a 1316 error, please do the following:
1. Quit the installer.
2. Remove all versions of our software with the Add/Remove programs control panel.
3. Re-run our installer.
4. If the 1316 error persists, call support.

Hardware

Q: I receive a warning stating that the Driver is not digitally signed. Is this okay to continue installation?
A: **Our Driver is digitally signed by Microsoft and is available on our website** and yes, continuing the installation will not have any impact on the operation of your SLP printer. The message is just to indicate that the driver is not currently certified by Microsoft.

Q: What are the built in connections on my Smart Label printer and what rate do they communicate?
A: The SLP 100, 120, 240, 410, 420 430, 440, 450 all have both built-in USB and Serial connections. The USB port is USB 2.0 Full Speed. The serial port uses a RS-232 cable and communicates at the following speeds:

SLP 120, 220:	9600 baud
SLP 100, 200, 240, 410, 420:	57,600 baud
SLP 440, 450:	115,200 baud

Q: How do I set up an SLP to print by serial?
A: Do the following:
1. From within the Start Menu -> Control Panel -> Printers & Faxes
2. Double click "Add Printer"
3. Select a serial port. Usually COM1. (It may be COM2 through 4 if you have more than one serial port on your machine.) Push Next.
4. Turn off the "Automatically detect Plug and Play" checkbox.
5. Scroll to the end of the Manufacturer list and select "SII".
6. Select your printer model from the "Printers" list. Push Next.
7. Keep existing driver. Push Next.
8. Give the printer a name. Push Next.
9. OPTIONAL: If you want to use the printer instance to print by SLP, turn sharing on for the printer. Push Next.
10. OPTIONAL: Enter location and comment.
11. Do NOT print a test page. Push Next. (Test pages are for legal paper and don't work right for small labels.)
12. Push Finish.
13. After the new printer appears in Printers & Faxes, right click the printer and select the "Properties".

14. Click the "Ports" tab.
15. Select the COM port you chose in step 3.
16. Push "Configure Port" and change the settings as specified below:

    SLP 440 or SLP 450: 38,400 Bits per second
    SLP 410 SLP 420, SLP 430: 57,600 Bits per second

       For all printers:
       Parity: None
       Stop bits: 1
       Flow control: Hardware

       If you change the speed settings, BE SURE to check other properties as well. Windows will sometimes reset them without warning.

       Try to print from Notepad. If serial printing does not work, verify all of the settings above, especially the settings in step 15. Otherwise, you could have a bad cable, serial port, or printer.

Q: I installed my 6.x software, but it is not working, do you have some basic troubleshooting steps I can try?
A: Try these steps:
1. Unplug the printer.
2. Remove all software from SII from Add/Remove programs in Control Panel.
3. Restart.
4. Install version 6.x of our software.

Q: I have an adapter from another SLP printer, can I use that one?
A: Below is a list of adapters and what printers they can be used with AC adaptors for SLP440 to supply the power is also used the same as for the SLP410/420. AC adaptors for SLP450 is also used the same as for the SLP430.

Table 8. AC Adapters

SLP-410/420/440	SLP-430/450
PW-0006-WH-U1	PW-0012-WH-W2
	AC cord: CB-WH-US2
PW-0006-WH-E1	PW-0012-WH-W2
	AC cord: CB-WH-CE2
PW-0006-WH-K1	PW-0012-WH-W2
	AC cord: CB-WH-UK2
PW-0006-WH-A1	PW-0012-WH-W2
	AC cord: CB-WH-AU2

Q: How do I get the labels out of the printer?
A: Advancing a label: To advance the labels in your printer simply press and **release** the "^" key on the front of the printer.
A: Removing Labels: To remove the labels from your printer, press and **hold** the "^" key on the front of the printer
.
Q: My labels are jammed into my machine.
A: If you have a label that is jammed in the printer, first lift the roll cover. Then gently pull on the face plate of the printer (the colored cover that has the product name imprinted on it). Once the front plate is removed, you will see a lever on the right side of the printer. Pull the lever towards you. Once the lever is towards you, it releases the pressure allowing the labels to

easily be removed. Also by disengaging the lever, the LED on the front will flash until the lever is back in place. Check the feeding ramp on the back of the printer and also check the roller for any debris left from a label. Return the lever to the original position and reattach the front panel. Reload your labels.

Q: How can I print a test label on my 410/420/430?
A: The SLP printers are designed to print two different types of test designs. The first consists of a two box pattern which demonstrates the density level. The second is a Seiko label that contains a graphic. Below are the instructions for printing both:

To print a two box pattern:
- Turn the machine off by pressing the "I" button. Before you turn the machine on, Press and hold the "^" button while pressing and **holding** the "I" button.

To print the SII logo test label:
- Turn the machine off by pressing the "I" button. Hold down the "^" button while you press and **release** the "I" button.

Q: How do I print a test label on my SLP 440/450 printer?
A: Follow the following steps to prints:
1. Press the "I" key until the SLP printer turns off and no LED's are illuminated
2. Press and Hold the "^" key until the LED begins to flash green. Do not release
3. While pressing and holding the ^ key, press the "I" key 1x to print the SII graphic Logo
4. While pressing and holding the ^ key, Press the "I" key 2x to print the SII sample address label
5. While pressing and holding the ^ key, Press the "I" key 3x to print the density test.
6. While pressing and holding the ^ key, Press the "I" key 4x to print the serial number and firmware.

Q: My LED is flashing, what does this mean?
A: The LED is programmed to flash for the following reasons:

Types of Error	LED	Blink Pattern
Paper Out	Green	1
Head Up	Green	2
Paper Jam	Orange	1
Buffer Overflow	Orange	2
Head Temperature	Red	1
Voltage Error	Red	2
Motor Temperature	Red	4

Q: Is there a way to tell what version of firmware is on my SLP printer?
A: When you print a Seiko test label, the firmware version is listed on the label. To print a test label follow the below instructions:

For the SLP-100, 240, 420, 430 printers.
- Turn the machine off by pressing the "I" button. Hold down the "^" button while you press and **release** the "I" button. A test label should be printed with the firmware version listed.
-

For the SLP-440 & 450
1. Press the "I" key until the SLP printer turns off and no LED's are illuminated.
2. Press and Hold the "^" key until the LED begins to flash green. Do not release.
3. While pressing and holding the ^ key, Press the "I" key 4 times to print the serial number and firmware.

Software

Q: In Windows Vista, do I have to uninstall my previous software?
A: Yes, it is recommended that you uninstall on you software and then install the new SLP 6.7
software.

Q: Does your software support Windows Vista?
A: Our software will work on the 32 and 64 Bit Windows Vista.
> ***Vista Notes:***
> 1. For users that had XP & SLP 6.x already installed when they upgraded to Vista,
>   Uninstall SLP from Control Panel -> Programs and reinstall the 6.7 software.
>   Your label data will not be deleted by the removal program, but you should make
>   a copy of the labels.sll file.
> 2. On Vista, when running the application for the first time, quit and re-run a few
>   times until the "First run, setup Printer" box arrives. Vista security is interfering
>   with this.
> 3. Uninstall is supposed to remove printer instances from Printers & Faxes. This
>   may not work on Vista. After uninstalling the software on Vista, users should
>   remove printer instances from Printers & Faxes on Vista.

**Q: I've downloaded the new software but there are no drivers for my SLP-220 when I try to
install the printer. I can't detect my SLP-220 from the software.**
A: If the software does not detect your printer. You can manually install the printer and share it.
Then from the software, add printer as normal but click the network button and the printer you
manually added should be listed. Select the Printer and click OK.
A: To add the printer you manually, go to Control Panel>Printers select add Printer.

> *The Add Printer Wizard will begin. Click Next.*
> 1. Make sure the local printer attached is selected and that COM1 is selected from
>   the drop down menu. Click next.
> 2. Select SII from the Manufacturers menu and choose Smart Label
>   Printer200&420. Click Next.
> 3. On the drivers screen, the Default selection should be selected. Click Next.
> 4. Change the printer name to Smart Label Printer 220 and select if you would like
>   this to be your default printer.
> 5. Click yes to print a test page. Click Next.
> 6. Now select Finish.

Q: Where are my Labels stored?
A: The Labels are stored on your computer as a file labeled labels.sll. when uninstalling any
previous versions the uninstaller will not delete this file. also when upgrading to a newere
software, you will be prompted that the new software will import these files. Once imported, the
labels will no longer work on the previous version. It is recommended that you backup your
labels.sll file before upgrading.

Q: Each time I boot my pc, I get the following SLP Client Port Monitor error message:

What do I do?
A: Please go to your C:/Windows/System32 folder and delete the SLPMONX.EXE file. Then
restart your computer.

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Q: What is does the * button on the Format Toolbar on the left do?
A: That button allows users to choose a label with the preset templates on there.

Q: What happened to SmartCopy and SmartCapture?
A: Smart Capture will be implemented with plug-ins. Smart Capture will no longer be in the tray instead it is an icon from within the program: SmartCopy will still be in the Windows tray area. It will copy selected text and paste it to the Smart Label application for printing.

Q: What happened to SmartCopy and SmartCapture?
A: Smart Capture will be implemented with plug-ins. Smart Capture will no longer be in the tray instead it is an icon from within the program: SmartCopy will still be in the Windows tray area. It will copy selected text and paste it to the Smart Label application for printing.

Smart Capture Icon

January 31, 2007

Carrie Allen
Seiko Instruments
2990 Lomita Blvd.
Torrance, CA 90505
(310) 517-7064

Dear Ms. Allen,
Thank you for your recent inquiry. The coupon you requested in enclosed.

Within **Microsoft Word** there are ways to execute a Smart Capture operation:

1. Select an address within your Microsoft Word document and click the Smart Capture icon in the Toolbar. The Smart Capture plug-in will take the selected text and transfer it automatically to the Smart Label application for printing.

2. Similar to (1), if no text is selected, the Microsoft Word Smart Capture Plug-in will find the first address in your document and transfer it automatically to the Smart Label

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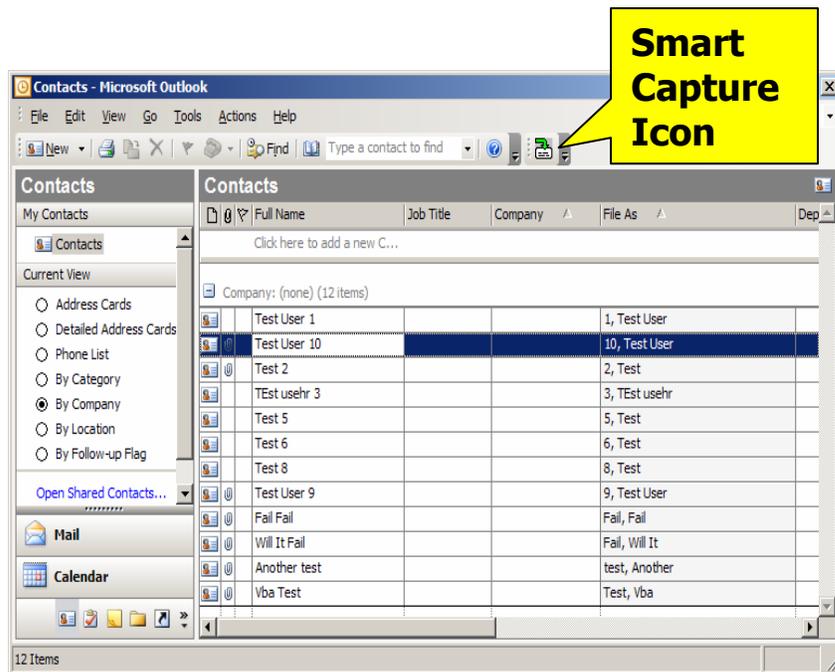
Within **Microsoft Outlook:**

The Smart Capture icon in the Microsoft Outlook toolbar will grab the selected address and transfer it automatically to the Smart Label application for printing.

SmartCopy will still be in the Windows tray area. It will copy selected text and paste it to the Smart Label application for printing.

Smart Copy Icon

Q: I had a previous version of the software installed, but now I don't have my jewelry label template. How can I get it back on there?
A: If you already have a previously installed version of our SLP application on our system, you will need to follow the following steps:

1. Open your SLP software and select **Format** from top menu bar.
2. Select **Apply Format**.
3. Choose **Jewelry Tags** and click **OK**.
4. Again select **Format** from the top menu bar.
5. Now choose **Save Format.**
6. Click **Next** and either select a name for the label or type in a new name then click **NEXT**.
7. Choose an icon then click **Next**.
8. You may now select if you would like it in the label format toolbar.
9. Click **Finish** and you are done.

Q: I have a 220 and a 450. Can I connect both?
A: Yes you can. The 220 is a serial only printer. And coincidentally behaves identically to the 420 in serial mode. So for your 450 in USB, plug-and-play should automatically create a printer instance. For the 220, you'll have to create a printer instance manually (since serial doesn't do plug and play with our printers.) When you select the printer, just select a 420 and set the serial communications settings for the 220. This should give you two printer instances in Printers and Faxes that you can print to.

Q: Where can I download software/drivers for my SLP?
A: Visit us at http://www.siibusinessproducts.com/support/slpsoft.html for all the recent software downloads available.

Q: What version of software should I be using?
A: The most recent version of software available for Windows is version 6.7.0.373 and Mac is version 1.7. You can verify the software version by launching your printer software program. The initial screen will list the version of software. In Windows, you can also verify your

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software version from the application by clicking on "Help" and "About your printer". The Mac version of software can be verified by going to the Help menu. The version number will be listed as 1.6. To update your software, please visit our website at: www.siibusinessproducts.com/support

Q: Why should I update my software to the latest version?
A: The Smart Label Printer software is periodically updated to provide enhancements, better compatibility with third party software and provide periodic updates, ensuring a smoother and more efficient operation of your printer. By downloading the updates when available, enables you to possibly extend the life of your printer.

Q: Will I lose all my labels if I upgrade my software?
A: No. when you install new software the old label files (labels.sll) never get's erased. It remains in the previous versions folder.
   NOTE: it is always a good idea to have a backup of your labels.sll file.

Q: Will I lose all my labels if I uninstall and reinstall my software?
A: No. when you reinstall it does not overwrite the file it uses the original label file.
   NOTE: it is always a good idea to have a backup of your labels.sll file.
   Q: I received a screen warning me the software I am installing has not passed Window Logo testing, is it okay to continue installation?

A: Yes, continue with installation. This message is from the Microsoft alerting you that the software hasn't been passed through their testing.
   NOTE: Our 6.2 Software has passed Microsoft's thorough compatibility software testing and we are now certified. Please feel free to download our newest software at: www.siibusinessproducts.com/support

Q: I keep getting warning screens that telling me that I might cause damage to my system if I continue installation, can I continue installation?
A: As you install your SLP software you may encounter a series of screens alerting you that at this time, the software has not been certified by Microsoft. Continuing installation should have no impact on the operation of your SLP printer or with your operating system. Below is a list of screens that may appear:

- Internet Security Warning: Warning that the publisher could not be verified
- Software Installation: Warning that the software has not passed the Windows Logo Testing
- AntiSpyware Screen: Alerting you that you are installing software and need your approval for the download. ***It is recommended that when you install your SLP software the Anti Spy software is turned off during installation***.
- New Hardware Installation: Warning that this driver has not been digitally signed

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- Hardware Installation Screen: Warning that this software has not passed Windows Logo Certification

NOTE: Our 6.2 Software has passed Microsoft's thorough compatibility software testing and we are now certified. Please feel free to download our newest software at: www.siibusinessproducts.com/support

Q: I received a slpwin.exe error when I installed version 6.x software
A: If you receive this error when installing version 6.x software, delete slplib.dll file found in the Windows\Seiiko folder on the "C" drive. Follow this path: C:\Windows\Seiko\slplib.dll.

slpwin.exe - Entry Point Not Found

The procedure entry point DiagShowModuleLoadPathEx could not be located in the dynamic link library slplib.dll.

OK
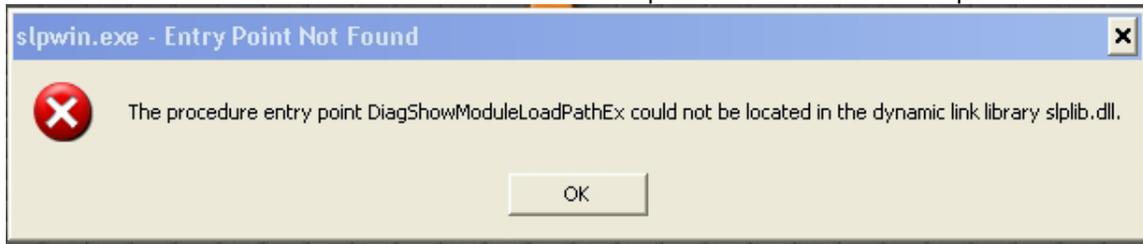
Q: I installed my printer but can only see a few label templates?
A: If you have installed a 2 inch printer and only have a few templates you may need to add the printer to the software. Below are instructions on how to do so:

From your SLP version 6.x software:
1. Select Label>Printer Setup
2. From Printer Setup screen Select Add Printer
3. From the "Smart Label Printer Setup" screen select the connection type, when the connection screen appears turn you printer on and click OK
4. The "Smart Label Printer Setup" screen should reappear and in the bottom of the window the Status bar should have the printer information in it.
5. Click the Done button, your templates should now be installed.

Q: What are the versions of software and what operating systems do they work with?
A: Please see the chart below:

Operating System	Software										
	SLP 450	SLP 440	SLP 430	SLP 420	SLP 410	SLP 240	SLP 220	SLP 200	SLP 100	SLP Plus	EZ30
Windows VISTA and all 64 bit OS	v. 6.8	v. 6.8	v. 6.8	v. 6.8	v. 6.8	v. 6.8	v. 6.8	v. 6.8	v. 6.8	N/A	N/A
Window 2000 (SP2)	v. 6.8	v. 6.8	v. 6.8	v. 6.8	v. 6.8	v. 6.8	v. 6.8	v. 6.8	v. 6.8	N/A	N/A
Windows XP (SP2)	v. 6.8	v. 6.8	v. 6.8	v. 6.8	v. 6.8	v. 6.8	v. 6.8	v. 6.8	v. 6.8	N/A	N/A
Windows 98	N/A	N/A	N/A	N/A	N/A	v 4.61	v 4.61	v 4.61	v 4.61	v 3.4	v 3.4
Windows 95	N/A	N/A	N/A	N/A	N/A	v 4.61	v 4.61	v 4.61	v 4.61	v 3.4	v 3.4
Windows ME	N/A	N/A	N/A	N/A	N/A	v 4.61	v 4.61	v 4.61	v 4.61	v 3.4	v 3.4
MAC OS 10.2 and higher	v 1.7	v 1.7	v 1.7	v 1.7	v 1.7	v 1.7	N/A	N/A	v 1.7	N/A	N/A

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Q: I don't see the Jewelry Tags template when I push the "*" button on the left side of the window. How do I get it in there?

A: All new users of the Smart Label Printer software should get the Jewelry Tag template by default. However, users who had software version 4.x installed will not. (Our installer won't overwrite all of your saved labels!)

1. Run the Smart Label Printer software.
2. From the "Label" menu, select the item "Library->Select...".
3. A file selection dialog will appear that displays the name of your current label library. Make a note of this name.
4. Select "Default Labels.sll" and click "Open".
5. Push the "*" Button, select "Jewelry Tags", push "OK".
6. Again, go to the "Label" menu, select the item "Library->Select...".
7. Select the file you noted in step 3, and push "Open".
8. From the "Format" menu select "Save format...".
9. Choose a name for your "Jewelry Tag" format an icon. You can also assign the template to a button in the toolbar at the left side of the screen.

Q: I had a previous version of SLP software on my computer and downloaded the new drivers and now I want to go back to the old software but I get errors.

A: To install a previous version of software from the new software, you must delete the Windows/Seiko folder from the computer.

Q: I had a previous version of SLP software on my computer and downloaded the new drivers and now my printer does not work

A: The Version 6.X drivers are designed to work with 6.0 application software. You must be using the 6.x drivers with the 6.x software. Version 6.x works with Windows 2000 service. If you are operating in a Windows environment outside of Windows 20000 and XP, you will need to use version 4.61 software. Please download version 4.61 from our website.

Q: What is the difference between 1D and 2D barcodes?

A: 1D barcode is short for one dimensional barcode. It is a method of storing information encoded is a single row using horizontal width. This information can be ready by machines and sometime contains a row of human readable text. The shortcoming of this technology is as more data is encoded, the bar gets wider, making it harder to read by some machines. An example of 1d bar code:

Conventional 1D barcode (Code 39)

2 D or Two dimensional bar codes can store more data than 1d barcodes because it stores it vertically. The method of storing data allows for tremendous volume of data that can be stored, creating a variety of symbologies; PD417, Data Matrix, and Maxicode. A sample of a 2D barcode:

2D Barcode (PDF417)

Q: What are the different types of barcodes and what uses do they have?
A: Different Barcodes and their uses:

Code 39

Code 39, also known as 3 of 9 Code and USD-3, is an alpha-numeric variable length symbology widely used- in non-retail environments. It is the standard bar code used by the United States Department of Defense and the Health Industry Bar Code Council (HIBCC). Code 39 may use a check digit, but may be used without a check digit. Code 39 is normally used to encode digits, upper case letters, and a few special characters. Representing lower case letters and most of the special characters is done using "full ASCII" mode. This requires twice as many bar code characters and consequently twice as much space on the paper.

Interleaved 2 of 5 (I 2 of 5)

Interleaved 2 of 5 is a higher-density numeric barcode based on the Standard 2 of 5 symbology. Interleaved 2 of 5 can only represent numeric data. With the Standard 2 of 5, the white spaces are all the same width while the width of the black bars is used to convey the information. There are 5 black bars and 2 of them are wide, hence the 2 of 5. In the Interleaved 2 of 5 symbology both the white spaces and the black bars convey information. Of the white spaces, 2 of the 5 are wide. A single character (5 black bars and 5 white spaces) represent two digits. The total number of digits represented must always be an even number. It is widely used in warehouse and industrial applications.

Code 128

Code 128 is high-density symbology used throughout the world which permits the encoding of alphanumeric data. The barcode uses a checksum digit for verification, and can also be verified character-by-character. The calculation of the check digit typically gives programmers an interesting problem to solve. It is used when a large amount of data needs to be placed into a small space.

UPC-A

The UPC-A barcode uses 12 digits (including one check digit) and is the most common and well-known barcode in the United States. It is used on practically all consumer goods in stores, including food items, books, magazines, and newspapers.

EAN-13

EAN-13 is a 13 character symbology and is based upon the UPC-A standard. EAN 13 was first implemented by the International Article Numbering Association (EAN) in Europe and is widely used internationally. EAN-13 is a superset of UPC-A. It uses 13 digits (including one check digit) instead of the 12 digits (including one check digit) used by UPC-A.

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Codabar

Codabar can encode the digits 0 through 9, six symbols (-:.$/+), and the start/stop characters A, B, C, D, E, *, N, or T. The start/stop characters must be used in matching pairs and may not appear elsewhere in the barcode. Codabar is used in libraries, blood banks, the overnight package delivery industry, and a variety of other information processing applications.

123456789012

UPC-E

The UPC-E is a 6 digit-shorter version of UPC-A. This barcode is about half the size of the UPC-A for the same product number. Only a subset of the numbers that can be encoded with UPC-A can be encoded with UPC-E. It is used on products with small packaging.

Maxicode MaxiCode is a fixed-size code which holds up to 93 data characters. The symbol is composed of a central bulls-eye locator and offset rows of hexagonal elements; the overall dimensions of the symbol are approximately 1.11 x 1.054 inches. Each element measures 0.035 x 0.041 inches. Created by United Parcel Service, the MaxiCode symbol was designed for quick automated scanning of packages on high-speed conveyor lines (special cameras can read a MaxiCode on a carton travelling at up to 500 feet per minute). A 2-D scanner is required; MaxiCode cannot be read using an ordinary linear barcode scanner.

PDF 417

PDF 417 is a two dimensional barcode which allows large amounts of text and data to be stored securely and inexpensively into a small space. The PDF 417 symbology can also withstand damage without causing loss of data. Error correction is more advanced in the PDF 417 than one dimensional barcodes. More than one thousands characters of information can be encoded into this type of barcode.

Data Matrix

Data Matrix from Acuity CiMatrix (look here for more information) is a 2-D matrix code designed to pack a lot of information in a very small space. A Data Matrix symbol can store between one and 500 characters. The symbol is also scalable between a 1-mil square to a 14-inch square. That means that a Data Matrix symbol has a maximum theoretical density of 500 million characters to the inch! The practical density will, of course, be limited by the resolution of the printing and reading technology used.

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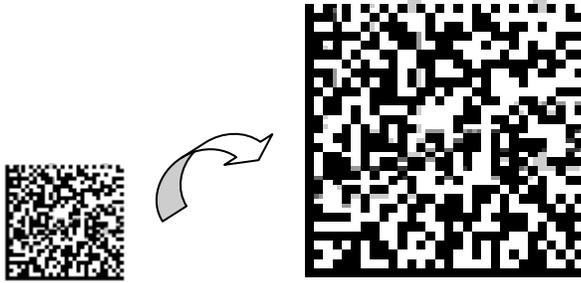
Q: I tried to print using your shipping labels. Why won't the postal code print?
A: You are using 6.x software. Software versions 6.3 and higher, has now given an option to print the barcode with just the 5 digits.

The USPS has certain guidelines as to what the postal code must have. For the POSTNET Barcode to print, you must enter the whole zip code + the 4 digit postal code. You can look up the full zip code from:
http://www.usps.com/ncsc/addressservices/certprograms/barcode.htm

The Zip + 4 will help expedite the mail through faster sorting.

Q: Why won't the postal code print?
A: You are using 6.x software. USPS now requires zip + 4 to expedite mail at the processing centers. To print the PostNet barcode, zip+4 must be used. The 6.6 and later software has now given an option to print the barcode with just the 5 digits

Q: I can't see my barcodes. Why?
A: The size of the barcode box may need to be enlarged for the barcode to be visible.

Q: I am attempting to create a label using a barcode, the barcode looks scrambled. What is wrong?
A: The software needs a printer selected to determine what DPI the barcode should be rendered at. Go to pull down "Label" menu and go to "Printer Set-up" select the printer that is connected to your computer.

Q: The 2D bar codes won't fit in the label, how do I make it fit?
A: The barcode symbologies are created with standards that cannot be altered. The standard specifies the sizes for the dots and the lines used for the different symbologies. If the barcode still doesn't fit after making the box smaller or bigger, then the chosen barcode symbology might require a bigger label size. Try a larger label template, perhaps the SLRSLP.

Q: My graphics appear in inverted, why is this happening?
A: In 6.0.x this might have worked one way. In 6.0.7 this works with a new modern imaging library. Some graphics files are created using a transparent background with an alpha channel (semi transparent). When importing that graphic into the SLP software, it rounded the transparent background down to black, not white. If you want to continue to use that graphic, you will need to change the background from black to white. This is resolved in the v6.2 version and higher, with more features an better graphics adjustment.

Q: The text on the label is blurred, how do I print "sharp text" with my SLP 450?
A: You can adjust the properties of the print in Labels > Properties > Settings tab, and adjust the darkness. This will also alter the print speeds.

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Q: Why can't I print more labels? Do I always have to click the print label icon to print a label?

A: Each time you press the print label icon 1 copy of the label will print. You don't always have to use the print label icon to print. You can also select Label > Print and adjust how many copies you want.

Q: I am using v.6.1.2 and I get a message error "Print manager has encounter a problem will close." I can see the printer in my Printers and Faxes folder but the SLP software does not recognize it.

A: This is a known issue with Version 6.1.2. and can be resolved but using Version 6.2 or higher.

Q: My SLP is attached to serial port. I can print from Word, but the SLP software can't find the printer.

A: Add it as a network printer to the SLP software.

Q: How do I Import and export .csv and .txt files

A: *CSV*
    Importing
1. Create your database in excel.

      Note: *The proper fields for the first row are:*
  Label name, First name, Last name, Middle Name, Street Address, City, State, Zip

2. Save your database as a CSV (Comma Delimited)
3. Open SLP Software and choose Label > Library > Import from file.
4. The import wizard will begin. Click on next.
5. Choose comma separated value and click next.
6. Click Browse to find your file.
7. Select your file and Click Open
8. Click Next to proceed
9. Select all records to add and click Next
10. Select the categories you would like to associate the records with and click next
      Note: *To add more Categories, hold down the Ctrl button and click the files you would like to add.*
11. Click finish

    Exporting
1. Open SLP Software and choose Label > Library >Export to file.
2. The import wizard will begin. Click on next.
3. Select Comma-separated Value files (*.csv) and click Next.
4. Export file to a location on your computer and edit the file name. Click Next.
5. Select the Records you would like to Export. Click Next.
6. Select the Fields you would like to output. Click Next
7. Click Finish to export data
8. The file has been exported to your computer and can be viewed in Microsoft Excel

TXT
Importing
1. Create your file in notepad.
2. Save file.
3. Open SLP Software and choose Label > Library > Import from file.
4. The import wizard will begin. Click on next.
5. Select the file type to be imported and click Next.
6. Click Browse to locate the file to be imported.
7. Choose file and click Open.
8. Click Next.

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Exporting
1. Open SLP Software and choose Label > Library >Export to file.
2. The import wizard will begin. Click on next.
3. Select Windows text files (*.txt).
4. Choose how you would like the information generated.
5. Choose where the file is to be exported to. Click browse to specify a location
6. Specify a location anywhere on your computer and enter a name for the file. Click Open
7. Select files to be exported. Click Next.
8. Click Finish to Export data as a txt file

Q: How do I use the Excel/Access Plug-Ins?
A:

Creating a basic Mailing Label.

Open SLP Software.
Choose the type of Mailing Label you wish to use.
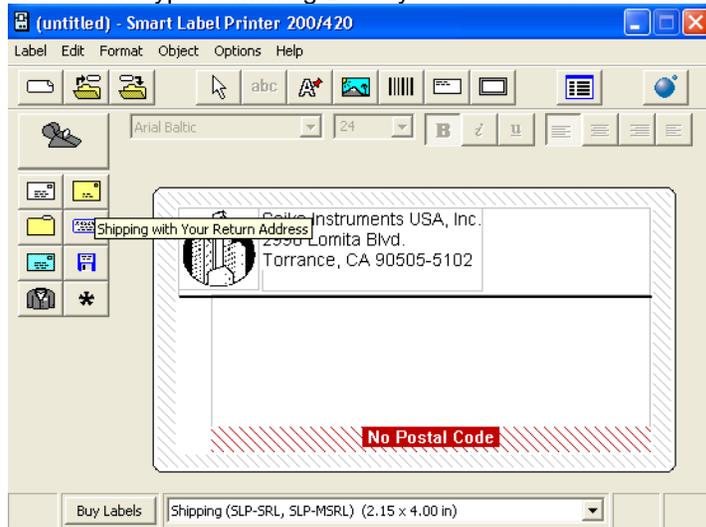
Open Excel or access sheet with the Addresses.

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Highlight the fields to be printed. And click the Smart Label Plug-In
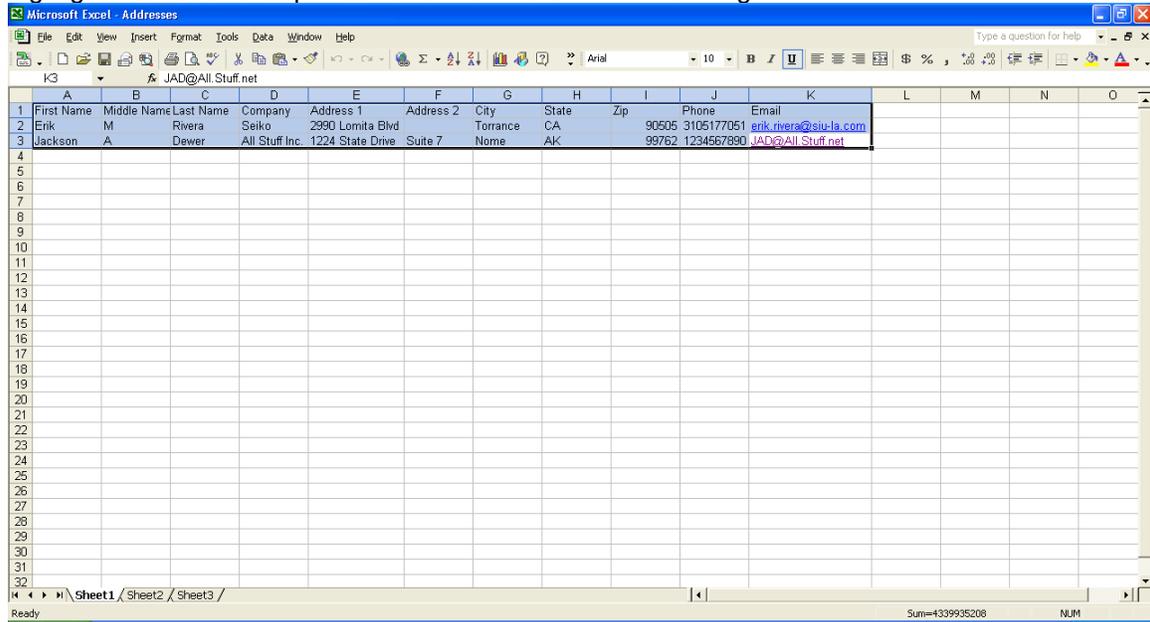
A new screen will appear for mapping the fields to the Label. The fields should match the Data .

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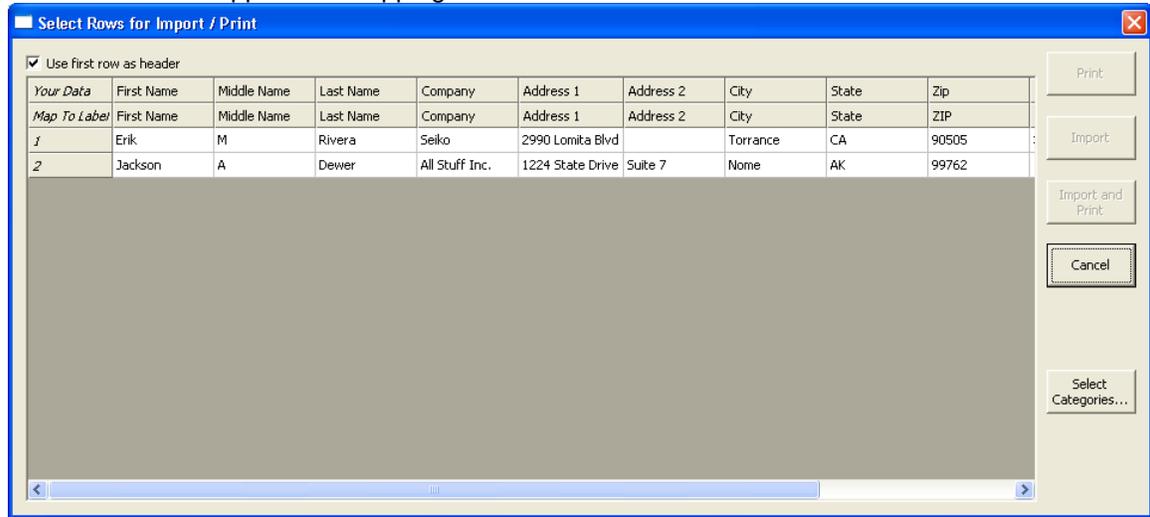
Creating a Custom Label:

Select the type of label you want to use.
Right click the label and Choose Delete to remove the Smart Text.
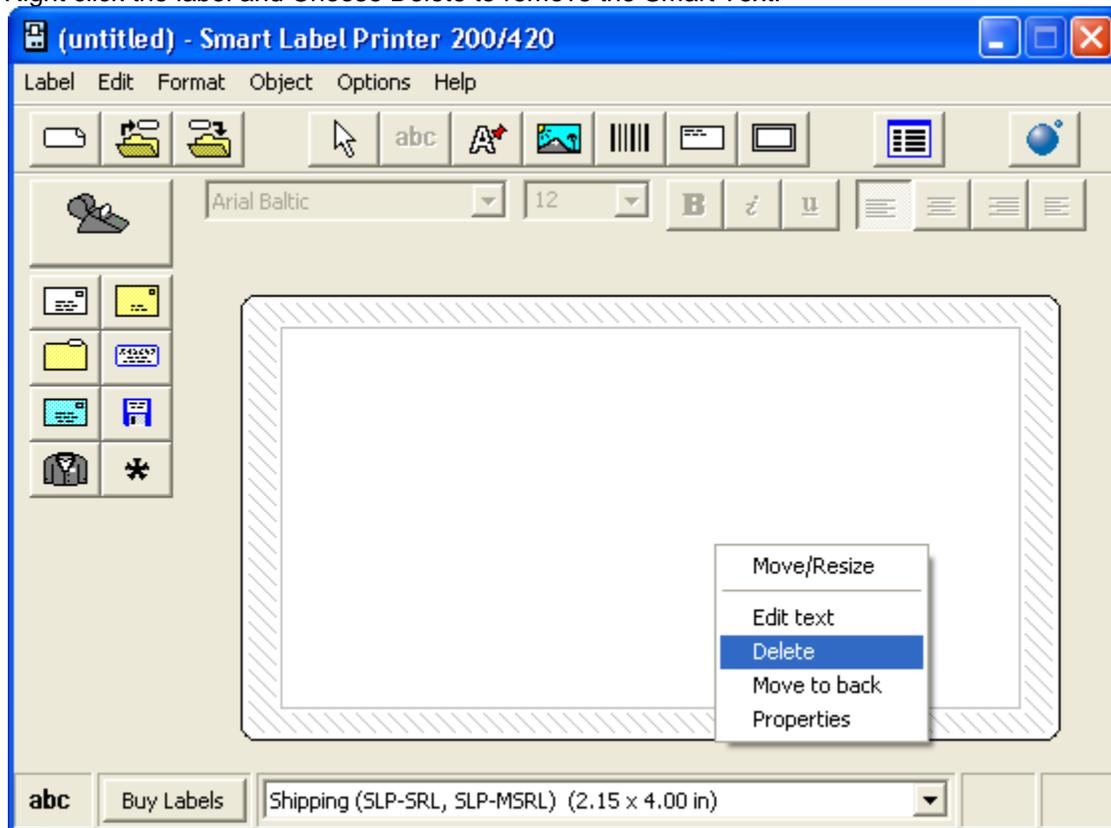
Click Yes to remove.

Click the Format Text button.
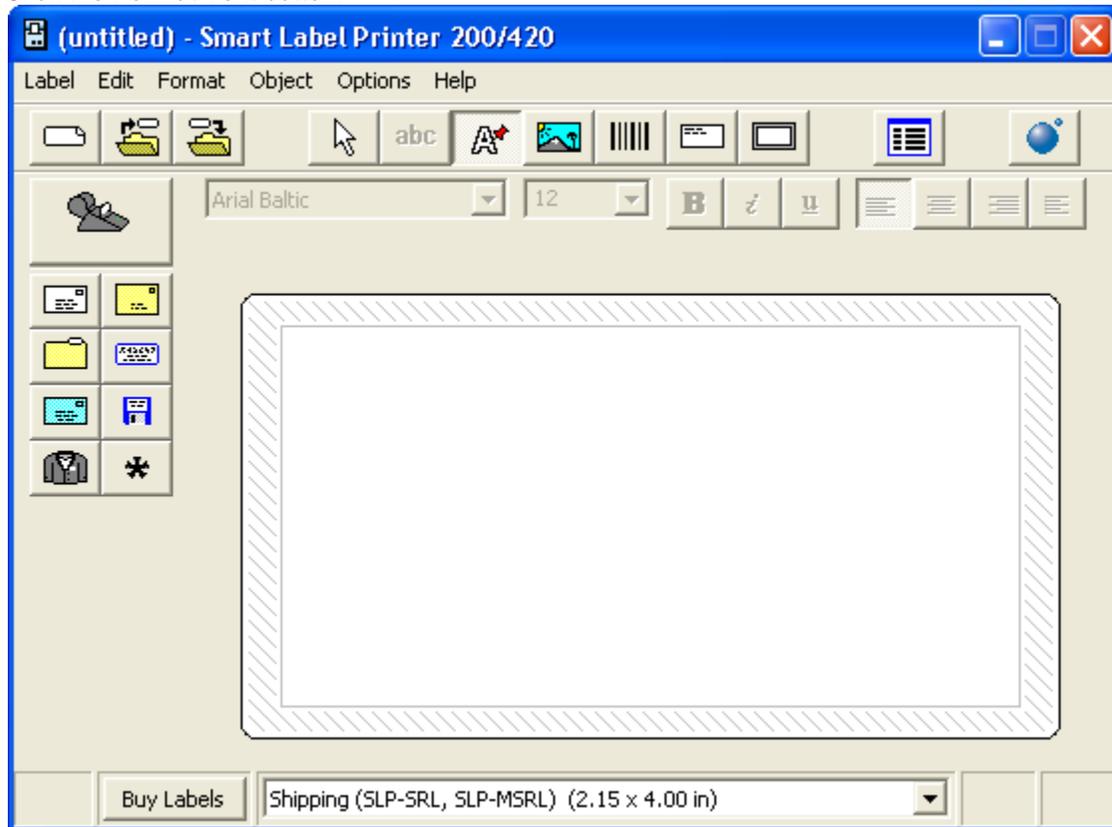
Drag a square onto the label.

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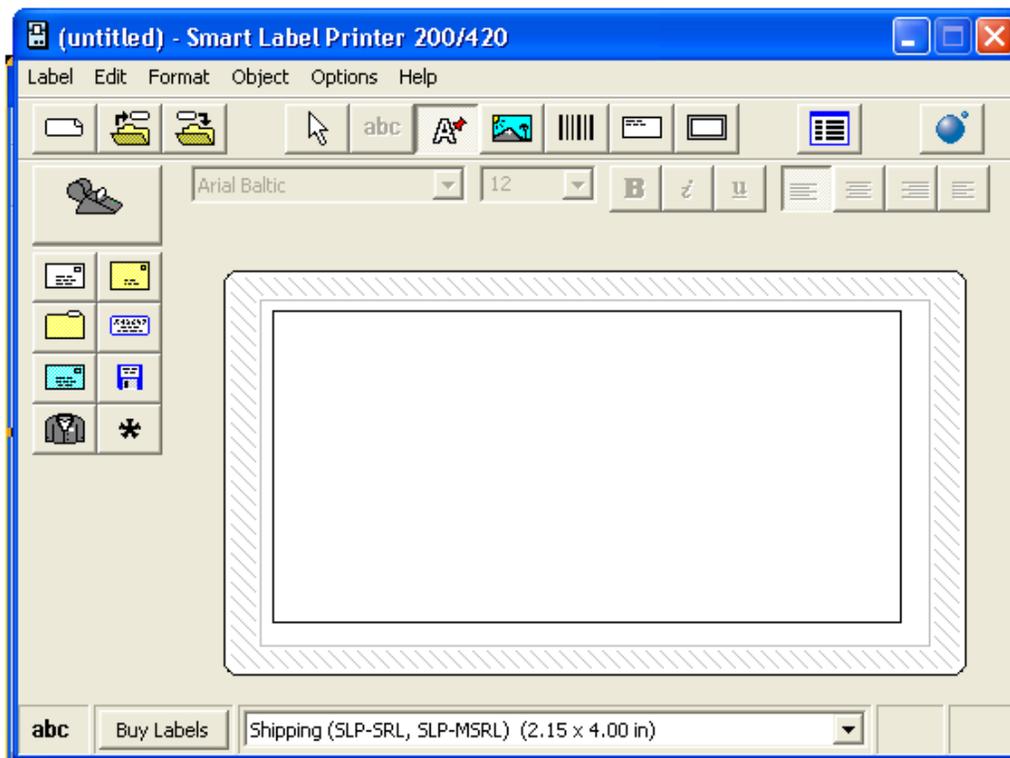
Click Edit >Insert Field > and choose a field to enter (I chose Other 1, Other 2, …etc.)
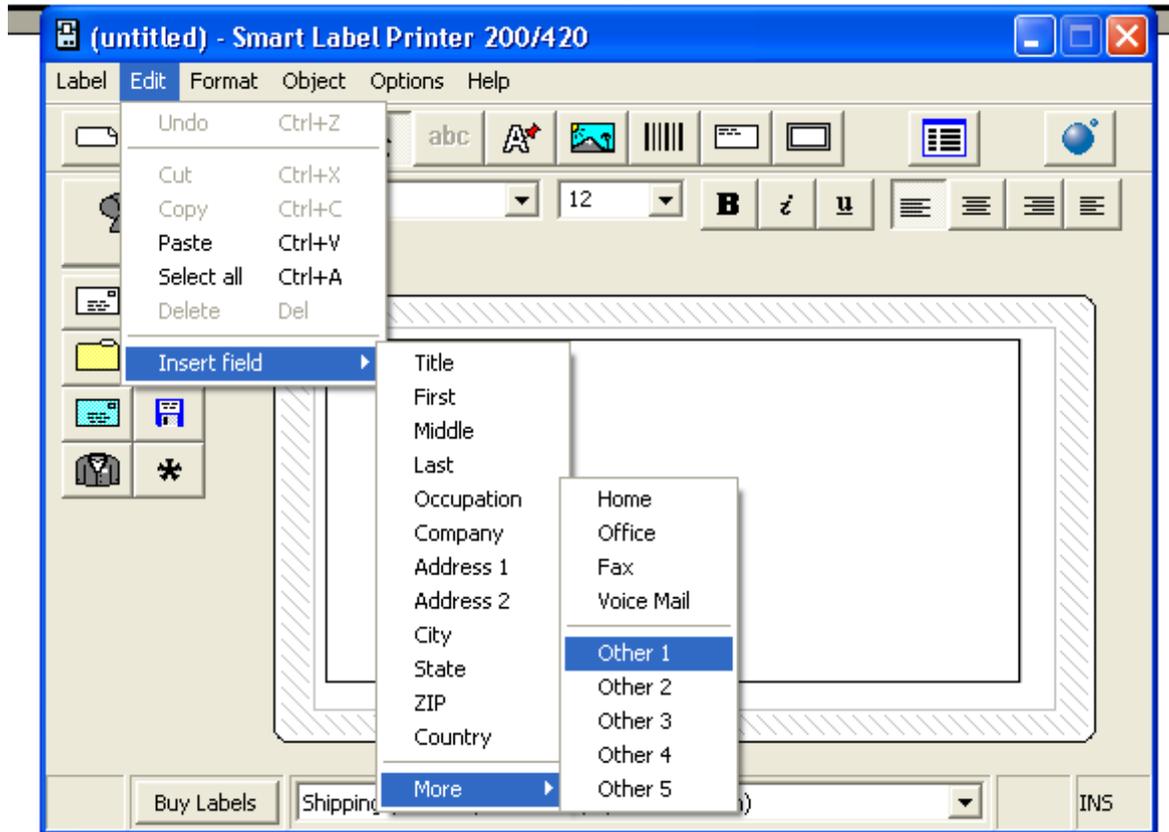
Add as many Fields as you want. you can also use some of the pre-named fields as well

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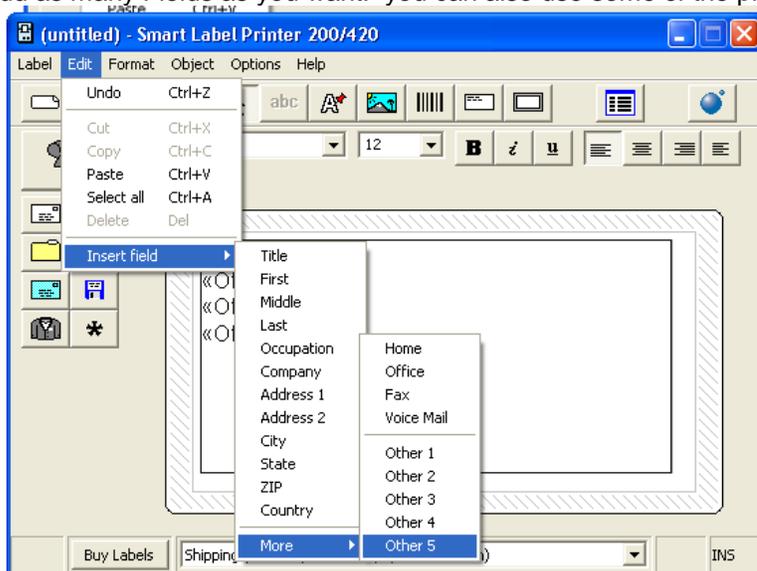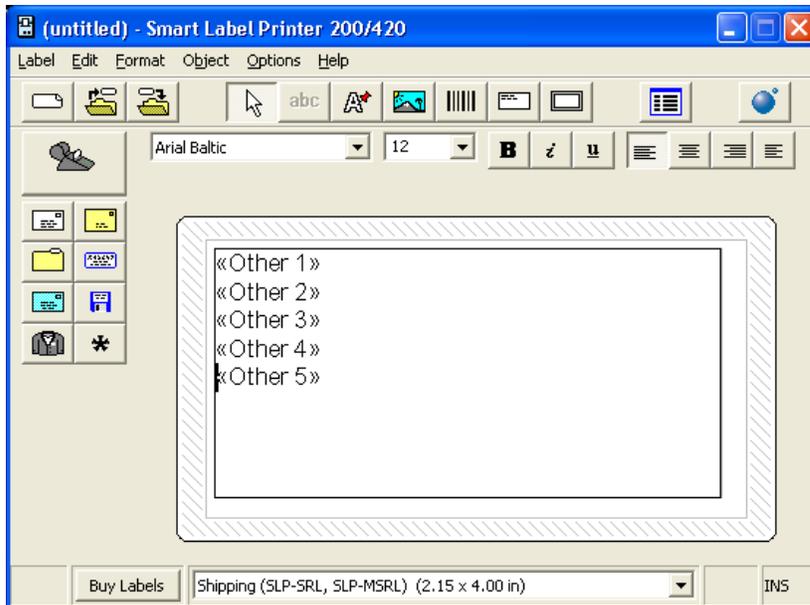
You can place the Fields wherever you need them. And also add text to it.
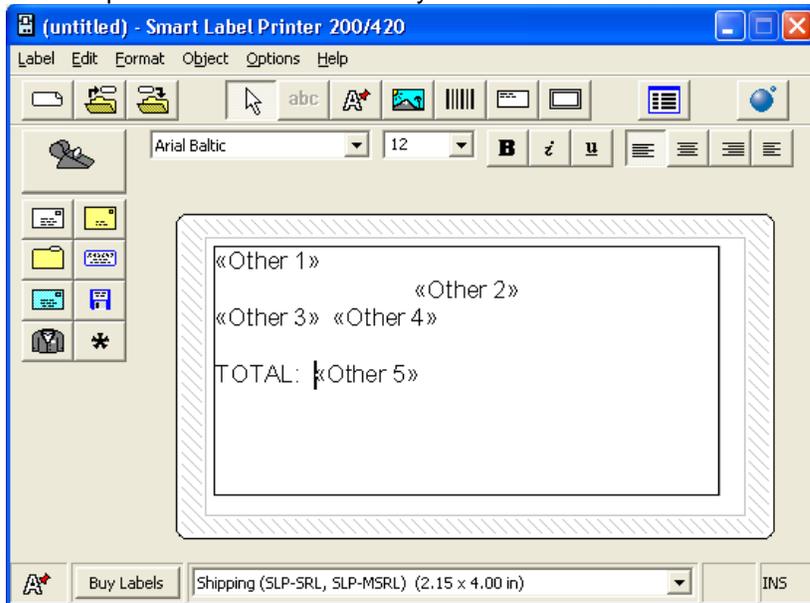
Save your label to use again later.

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Open up your Excel or Access Table

Highlight the fields and click the SMART LABEL PRINTER ICON on the toolbar.

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A screen will appear to Import/Print to the SLP

Select Rows for Import / Print

☑ Use first row as header

Your Data	chart	Week	Apples	Oranges	Total
Map To Label	(none)	(none)	(none)	(none)	(none)
1	A	10	35	68	103
2	B	11	45	90	135
3	C	12	33	74	107
4	D	13	20	103	123
5	E	14	43	88	131
6	F	15	100	316	416

Print
Import
Import and Print
Cancel
Select Categories...

Adjust the Map To Label Row to the appropriate field listed on the label created.

Select Rows for Import / Print

☑ Use first row as header

Your Data	chart	Week	Apples	Oranges	Total
Map To Label	(none) ▼	(none)	(none)	(none)	(none)
1	Fax	10	35	68	103
2	Voice Mail / Other 1	11	45	90	135
3	Other 2	12	33	74	107
4	Other 3 / Other 4	13	20	103	123
5	Other 5	14	43	88	131
6	F	15	100	316	416

Print
Import
Import and Print
Cancel
Select Categories...

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Select Rows for Import / Print

☑ Use first row as header

Your Data	chart	Week	Apples	Oranges	Total
Map To Label	Other 1	Other 2	Other 3	Other 4	(none) ▼
1	A	10	35	68	
2	B	11	45	90	
3	C	12	33	74	
4	D	13	20	103	
5	E	14	43	88	131
6	F	15	100	316	416

Dropdown list: Fax, Voice Mail, Other 1, Other 2, Other 3, Other 4, Other 5

Buttons: Print, Import, Import and Print, Cancel, Select Categories...

Highlight the data you wish to import or print.
Choose Print, Import, or Import and Print.
** if you chose to Import, see the next set of instructions.

Select Rows for Import / Print

☑ Use first row as header

Your Data	chart	Week	Apples	Oranges	Total
Map To Label	Other 1	Other 2	Other 3	Other 4	Other 5
1	A	10	35	68	103
2	B	11	45	90	135
3	C	12	33	74	107
4	D	13	20	103	123
5	E	14	43	88	131
6	F	15	100	316	416

Buttons: Print, Import, Import and Print, Cancel, Select Categories...

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Click Select Categories if you wish to save to if you are importing the data to the SLP software.
A screen will appear to select a category to save to.
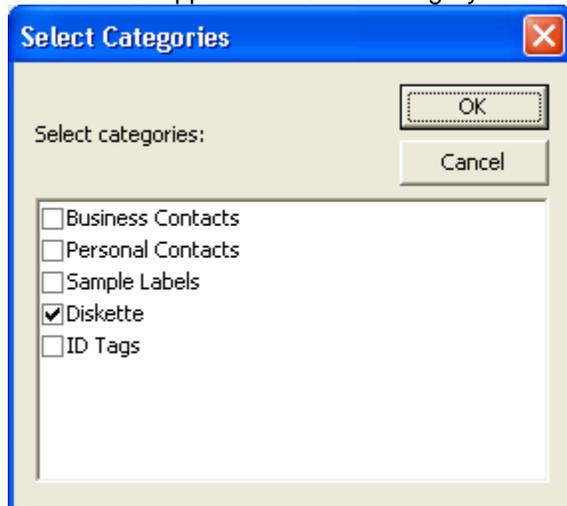
Click OK.

Labels

Q: My labels that were shipped to me do not mention that they work with the SLP 410, 420 and 430 printers, can I still use them?
A: Yes as long as they are Seiko branded labels. We are transitioning to a new box design but the labels themselves remain unchanged. During this transition period, it is possible to receive labels that do not reference the new product names.

Q: Can I use non Seiko branded labels?
A: We strongly recommend you use Seiko branded labels with our printers. Due to our stringent manufacturing specifications, our labels are specifically designed to work with our hardware to ensure each label is printed to our standards. We cannot guarantee other manufacturers production standards and in fact, using non-Seiko branded labels may cause damage to your printer and could void your warranty.

Q: My Non-Seiko brand labels will not print correctly and they stop in the middle or sometimes they will keep feeding through the printer and won't stop. What's wrong?
A: Our printers are designed for use with Seiko brand labels. These labels are specifically manufactured to work primarily on Seiko Label Printers. Off brand labels may not be designed correctly to Seiko specifications and may not work correctly.

Q: Why does SmartCapture not work?
A: Sorry, but this feature is only designed for US Operating Systems only. For US OS users: Select the text you would like to capture and click the smart capture icon on the toolbar.

Q: Why doesn't the SLP software recognize the addresses I enter into a Smart Text object?
A: Sorry, but this feature is only designed for US Operating Systems only. For US OS users: Select the text you would like to capture and click the smart capture icon on the toolbar.

Networking

Q: How do I print from a different computer on the network?

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A: First you must install the printer on 1 computer (host) usually Windows detects the new printer once connected via USB. If not, or if you are connecting via serial cable add the printer through the Add Printer feature in Windows Control Panel. After installing the printer go to your printers and faxes folder and locate your SLP printer. From there right click the printer and go to properties. Select the Sharing tab and check Share This Printer. You may want to create a name to identify the printer on the network. Once complete, Click OK.

Now for the remote computer or Client Computer, you have to manually add the printer. Please go to Control Panel and into your Printers and Faxes folder. Choose Add a Printer on the left panel and click next. On the following screen select Network printer and click NEXT. On this screen select the second option and type in \\(computer name)\(printer name) and click next. It will search for the network printer. Click Next when done. follow the remaining instructions on the following screens. You may now print a test label to test connectivity.

Q: Why are networked Smart Label Printers not found in the SLP application, version 6.x.x?
A: The software and drivers have been updated and are now easier to use and connect through a network in version 6.3 and higher. Please download and upgrade to version 6.7. Once installed please plug in your printer and power it on. Windows will automatically detect the printer and install it in your Printers and Faxes folder. You may now share this printer. To connect it on a client computer please manually add the printer. The printer should now be available in the SLP software under Network.

Q: My hardware network print server doesn't work with my SLP. Why?
A: The SII SLP printers are compatible with some hardware printer servers. However many of these hardware printer servers don't work very well. The SII SLP printers are called "Bidirectional Printers". The computer talks to the printer, and the printer talks to the computer. Some hardware print servers do not support bidirectional printing. However, there is a work-around. You can make the SII SLP talk in one direction only. To do this, do the following:

1. Follow the instructions that came with your server to install your hardware print server on your system, and create a printer instance in Printers and Faxes for the SII SLP Printer.
2. Get properties on the printer.
3. Select "Ports".
4. Select the port the printer is currently connected to and turn OFF "Bidirectional printing support".
5. Warning: Your system will not know when the printer is out of paper or when there is a paper jam. If this is important to you, you should purchase a hardware print server that supports bidirectional printing.

Q: What print servers are currently supported?
A: Currently the following printers have been tested with our SLP 400 generation printers:

DLink:	**NetGear:**
D-Link DP-301U	Model PS121
Linksys	**Silex**
PSUS4	SX-1000
WPS54G	SX-2000WG

Q: I am trying to connect my SLP printer across a domain, any suggestions?
A: Try using the net use command. This command connects a computer to or disconnects a computer from a shared resource, or displays information about computer connections. The command also controls persistent net connections. Used without parameters, net use retrieves a list of network connections. To use this command follow the steps below:

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1. From the Start Menu, select "Run"
2. Type the following: Net use /LPT:1*
3. On the client PC, go to Start Menu, select "Run"
4. To create a virtual printer, type in the following path:
   net use lpt1 \\computername\sharename
5. Open the SLP software on the client PC, go to "Label", "Printer Set-up", "Add Printer", "Network" and choose path to the computername\sharename.

*_Please note the mandatory spaces for in the path:_
   • _Between net and use_
   • _Between use and lpt 1_
   • _Between lpt 1 and _

Q: I am operating in a VPN environment and trying to connect my SLP printer across the network. Any suggestion on how to get the SLP working?
A: Check the NetCrawler settings. NetCrawler is on by default when you install Windows XP Home Edition and on Windows XP Professional when your computer is in a workgroup-mode and not logged on to a domain. NetCrawler checks for new resources whenever you log on to a network, and whenever you open or refresh your Printers and My Net Places folders. It doesn't "crawl" in the following situations: when a Remote Access Server (RAS) or Virtual Private Network (VPN) connection is active; when you are logged on to a Terminal Server session; if your computer is a member of a domain; or if the shell restriction "NonetCrawling" is set.

Q: How do I configure my Seiko Instruments SLP printer for use with the Perle Trueport for Windows?
A: Four Easy Steps:
1. Install and configure TruePort as described in the TruePort User's Guide for Windows (http://www.perle.com/downloads/trueport.shtml) Select **Enable Read/Write Delay** and set the **Additional Read Delay to 100** and **Additional Write Delay to 50**. You can tailor these values for your environment; if the printer is 'jerky,' decrease the Additional Write Delay, but if the labels are not printing correctly, you should increase the **Additional Write Delay**.
2. Configure the IOLAN Device Server. Add the TruePort host to the **Host** table and set and configure the **Line Service to Silent Raw**.
3. Once TruePort negotiates the TCP connection initiated by the IOLAN Device Server, it will start the New Hardware wizard to create the TruePort COM port. Windows will allocate the next available COM port number to this device.
4. You can now run the Seiko Instruments SLP printer software to add the printer to this new COM port. Note: The Seiko Instruments driver recognizes COM ports 1 through 9. If necessary, the local COM ports can be changed to port numbers above 9 to free them up. For more information refer to the Perle knowledge base (www.help.perle.com/index.asp) and type in Seiko.

Q: Will the SLP printer work through Jet Direct print server software?
A: The SLP must be used in a peer to peer communication, and is not supported through Jet Direct print server software. The problem here is that the SLP software uses a communications and print protocol specific to the SLP firmware and the Jet Direct printer server software can not emulate what the SLP needs for spooled printing.

SDK

Q: I received an error 16 when installing the SDK
A: The SDK is not compatible with version 6.x software. When using the SDK you must have version 4.61 installed. If installation is halted and you receive error 16, uninstall version 6.x software and reinstall version 4.61. Your saved label files should remain intact.

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Service

Q: Where can my SLP printer be serviced?
A: Below is a list of our repair centers:

United Sates:	Canada:

United Sates:

Seiko Instruments
BHD Division
2990 Lomita Blvd
Torrance, CA 90505
(310) 517-7700

Canada:

JL Computer Services
8 Huntsmill Blvd,
Toronto, Ontario
M1W 3S8
Tel: 416.806.8868
Email: jltechnicalservices@rogers.com

Europe:

Germany:
Papyrus Software-Entwicklung GmbH
Hainbuchenweg 14-18
21224 Rosengarten b.
Hamburg Germany

tel: +49 4105 55 67 0
fax: +49 4105 55 67 50
mail: repair@papyrus-gmbh.de

Finland:
Paricad OY
Yläportti 1 A
02210 ESPOO
FINLAND

tel: +358-9-4523 577
fax: +358-9-4125 475

Switzerland:

Lab Plus AG
Hombrechtikerstraße 10
Schweiz CH-8645 Jona

tel: +41-55 214 2565
fax: +41-55 214 2566
mail: labplus@bluewin.ch

Sweden:

Memstore AB
Hagängsvägen 32
S-194 45 Upplands Väsby
Sweden

tel: +46-8-59410340
fax: +46-8-59410341

United Kingdom (DE, UK, FR, Italy, Scandinavia:

For SLP Printer Service ONLY:
Seiko U.K. Ltd.
Hattori House Vanwall Road
Maidenhead, Berkshire SL6 4UW
United Kingdom

tel: +44-1628-770988
fax: +44-1628-770655

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Australia/New Zealand:	**Middle East and South Africa:**
Smart Products	E-Pos
Unit 15, 35 Birch Street	
Condell Park NSW 2200	
Australia	
Tel: 67-2-8709-8200	

MAC

Q: Mac Compatibility:
A: The printer supports Mac OS X 10.2.x or later. Mac OS 9.x and Classic Mode are not supported.

Q: Where to I find instructions on how to install and uninstall the SLP software?
A: The README file describes about HOW TO INSTALL/UNINSTALL, HOW TO OPERATE SLP v1.7 and SLP LIBRARY CONVERSION.

Q: Does the software and drivers support the Intel Core Processor?
A: Yes, our software and drivers were engineered and tested for Universal compatibility, meaning our software runs natively on both Intel and PowerPC-based Macintosh computers.

Q: How do I import files from another application into the Smart label Program?
A: You must first be sure your files are prepared properly prior to importing. Follow the below steps for preparing and importing your files:
1. A user will have data in a database or spreadsheet. The user should export this data as "Tab Delimited Text".
2. The exported file name should end in ".txt".
3. Column headers: The first row of the text file should contain the names of each column, separated by tabs, just like the data.
3a. **FROM DATABASE:** If the database program (like FileMaker) did not put the names of each column at the top of the file, the user can open the file with TextEdit.app or other text editor and add the names manually. Names for columns need to be separated by tabs so they align correctly with the data in the columns. (ASCII is fine)
3b. **FROM SPREADSHEET:** The user may insert a row at the top of the spreadsheet and put the names of each column into cells at the top of each column. The user should export or "Save As" the data as Tab Delimited text. (ASCII is fine)
      1. In the Smart Label Printer Program the user should have and/or create tags in fields that MATCH EXACTLY with the names at the top of each column.
      Example:
      For the file data:
      BananaCount CoconutCount
      1 7
      2 6
      3 4
      2 6

The label should contain the following in a field:

Caribbean Fruit Products
<<BananaCount>> <<CoconutCount>>

* Notice that there are single tabs between the data in the file, but because they're just tabs, they might not actually line up in your text editor. It all depends how the user's editor spaces out tabs.

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2. Click "Advanced" in the Smart Label Printer software.
3. Click "Import File" at the bottom.
4. The user should select the ".txt" file they created above.
5. If the file has "extra" tabs at the ends of lines, this can confuse the software. The user should delete these extra tabs with TextEdit.app or other text editor. (NOTE: Microsoft Word documents are NOT text files.) The software will show a warning if spurious tabs are detected.
6. When the software successfully opens a file the user will see ONE ROW at a time. The user can scroll back and forth to see the data for all rows using the left and right arrows at the bottom.
7. Push OK.
8. The imported records should appear on the side of the window, and the user will be able to click through them to preview what they'll look like before printing.

Q: I can't print through the network. How do I set it up?
A: 10.5 the instructions have changed.

A. On the server where the printer is connected:

1. Open the System Settings and click on "Print & Fax".
2. Right click (or Control-click) on the "Printers" list and select "Reset Printing System..."
3. Push the "+" button and add the SLP that is connected to the computer's USB port. (This may take a few minutes. OS X is basically trying every single driver until it finds one that matches our hardware ID.) 4. In System Settings click "Sharing".
5. Turn on Printer Sharing.

B. On the client where you want to print from:

1. Open the System Settings and click on "Print & Fax".
2. Right click (or Control-click) on the "Printers" list and select "Reset Printing System..."
3. Push the "+" button. The SLP connected to the server will show up under the "Default" list. It will readsomething like "SII SLP450 @ address.of.your.server".
4. Add this printer.

C. Printing through the system driver from our Smart Label software.

1. Run Smart Label.app. This can be found in the Applications folder.
2. In preferences select "Print through Mac OS X".
3. Select a label and push print.
4. Push the Page Setup button and select your label size.
5. After pushing "OK", push "Print" again.
6. Select your shared printer from the menu of printers.

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