SMS - R1
User Manual

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Printer location environment & supply storage instructions

The recommended printer location environment is in an office environment with controlled room temperature.

Avoid exposing the printer and the supplies (tape rolls & ribbon cassettes) to direct sunlight. Store the supplies in their original packaging (plastic bag & carton box) in a dark cabinet.

System requirements

The minimum computer specifications are:

- CPU: Intel or compatible x86 family processor
- Memory: 2 GB or more RAM
- Hard drive: 1 GB of available disk space
- 32-bit or 64-bit Windows operating systems: Windows 8.1, Windows Server 2012, Windows Server 2012 R2, Windows 10, Windows Server 2016 or Windows Server 2019
- Microsoft .NET Framework Version 4.6
- Display: 1920×1080 or higher resolution monitor with Windows (text font) scaling set to 100%
- Connection: USB port or ethernet LAN port.

Package contents - what is in the box

SMS-R1 Printer

Power & USB cable

Squeegee

Dust cover

Spare cutting plotter knives

QuickStart Guide

Setup & Installation

Turning the printer on

Use a **grounded** wall socket.

Place the SMS-R1 on a steady surface

Connect the power cable

Turn the printer ON

Loading ribbon cassette & tape roll

In order to start using your SMS-R1 you will need to insert two types of supplies:

Ink ribbon cassette
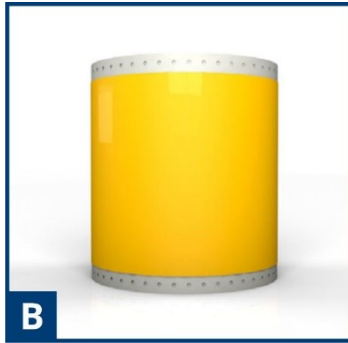
Printable tape roll

Loading the ribbon cassette:

1. Make sure the black closed caps of the cassette are facing towards you and the open caps are pointing towards the printer.
2. Make sure the flat side of the cassette is faced upwards. The arrow labels should be on top with the arrows pointing towards the printer.
3. Insert the ribbon cassette from the side of the printer. If you notice any friction please take the cassette out and check if it is correctly positioned.
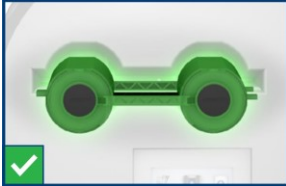
Loading the tape roll:

Attention: Before placing the tape make sure the printer is turned ON and a ribbon cassette is loaded.

1. Open the back lid and place the tape roll inside with the printable side up.
2. The printer will now detect a tape roll is placed.
3. Manually feed the first part of the tape until the printer detects it and starts to automatically feed the rest of the material.
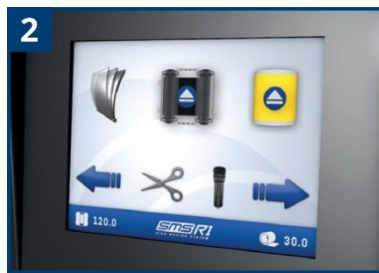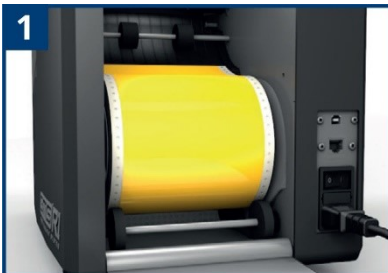
Printer controls (touchscreen)

With the built-in touch screen you can control the printer and adjust cutting & network settings.

Open / Close tape collector

Eject ribbon cassette

Eject tape roll

Cut tape

Edit cutting settings

Feed tape forward

Feed tape backward

120.0   *SMS R1*   30.0

Ribbon quantity (meters)

Device information & network configuration (hold logo for 3 seconds)

Tape quantity (meters)

Cutting settings

Increase / Decrease cutting depth

54

5

Increase / Decrease cutting depth (including laminate)

120.0   *SMS R1*   30.0

Cancel settings

Perform test cut

Confirm settings

Our tape materials are pre-programmed with the recommended cutting depth settings.
You should only change the settings if you notice that the current settings are insufficient.

On the main interface, hold the SMS-R1 logo on the bottom for 3 seconds to access the device information & network configuration.

**Device information &
network configuration**

Configure fixed IP

Information:

```
     IP address:    192.168.16.138 (DHCP ready)
        Gateway:    192.168.16.254
    MAC address:    d8:80:39:54:01:e1
     FW Version     1.0
   Jobs printed:    15
     Tape moved:    125.37 m
   Tape printed:    32.16 m
```

DHCP IP   FIXED IP

IP address   192 168 1   10

Subnet
mask   255 255 255 0

Gateway   192 168 1   1

1 2 3 4 5 ✓

6 7 8 9 0 ✗

Set device to
automatic IP address
from DHCP server

Set device to
fixed IP address

Enter numbers

Confirm / Cancel settings

Installation of Windows printer driver

Using USB connection

Printer setup:

1. Connect the power cable but **do not connect the USB cable yet**, turn on the printer.
2. Insert a ribbon cassette and a tape roll.

Printer driver installation:

3. Close all open applications.
4. Download the **SMS-R1 Printer Driver** from our website: https://www.rebo.nl/en/downloads
5. Extract the zip file.
6. Open the extracted folder and start **Setup.exe**.
7. Follow the on-screen instructions and when prompted: **Printer or driver?** Choose option: **Recommended for USB setup: install driver only**.
8. Click **Next**, and click **Done** when successfully completed.
9. **Connect** the printer **USB cable** to the computer and printer and the printer will be automatically installed as a printer in Windows.
10. Finished!

[Troubleshooting in case USB Plug & Play installation fails: login as a user with local administrator rights. Then try again, or manually **right mouse click > Remove** the SMS-R1 device in hardware category "Unspecified". Then unplug and plug back in the device or press scan for hardware changes button for good automatic conversion to printer object.]

Using LAN connection

For 1 user/computer to 1 printer: you can use a direct TCP/IP port or configure a shared printer.

For more than 1 users/computers to 1 printer: we recommend to configure a shared printer (queue) in order to make sure the print jobs are correctly processed (applies to driver version 18 released in May 2021 and newer).

Printer setup:

1. Connect the power and LAN cable, turn the printer **ON**.
2. Insert a ribbon cassette and a tape roll.

View printer IP:

3. **Hold** the **SMS-R1 logo** in the bottom center of the printer touchscreen **for 3 seconds** to display the printer IP address and optionally configure the network settings.

Printer IP configuration:

4. By default an automatic IP from your DHCP server is enabled. You can use this IP, or **optionally**:
   a. If you want to set a fixed IP, press the **FIXED IP** button. Set the IP address, subnet mask and gateway and press Finish. The device will restart and chosen fixed IP will be applied.
   b. If you want to create a DHCP IP address reservation based on printer MAC address, you can see the printer MAC address in this window. Restart the printer after you have added the address reservation to your DHCP server. After doing so, view the new IP and continue the driver installation below.

Printer driver installation:

5. Download the **SMS-R1 Printer Driver** from our website: https://www.rebo.nl/en/downloads
6. Extract the zip file.
7. Open the extracted folder and start **Setup.exe**.
8. Follow the on-screen instructions and when prompted: **Printer or driver?** Choose option: **Recommended for LAN setup: install printer driver and printer**.
9. The default printer name is SMS - R1, you can change printer name here.
10. Click button **Create TCP/IP port**.
11. Click **Allow** at the Windows firewall question to let the installer **search** for SMS-R1 printers in the LAN network.
12. **Select** your printer, the IP address will be copied to the IP address field.
    Or you can manually enter the **IP address of the printer**, click **Add**.
13. Click **Next**, and click **Done** when successfully completed.
14. Finished!

Upgrading software for existing installations

Upgrading Windows printer driver

Message for server administrators: we recommend to use our printer driver installer instead of Windows GUI to upgrade the printer driver. This provides a seamless upgrade process which does not require a restart of the Windows printer spooler service after upgrading the driver.

1. Download the **SMS-R1 Printer Driver** from our website: https://www.rebo.nl/en/downloads
2. Extract the zip file.
3. Open the extracted folder and start **Setup.exe**.
4. When prompted: Driver or Printer? Choose option:
   Update (keep current printer port and settings) driver.
5. Optional step: only necessary in case of upgrading a shared printer (queue), after upgrading server, on the client computers: right click the shared printer's queue and choose option **Update driver**.
   Otherwise the first print job will fail because driver on client is outdated and needs to be upgraded first before proceeding.
6. Finished!

[Troubleshooting in case **USB Plug & Play** installation fails: log off all users and logon as a user with **local administrator rights**. Then try again, or manually **right mouse click > Remove** the SMS-R1 device in hardware category "**Unspecified**". Then **unplug** and **plug back in the device** or press **scan for hardware changes** button for good automatic conversion to printer object.]

Upgrading printer firmware

1. Turn the printer power **OFF**, wait a few seconds and then turn it **ON** again.
2. Download the latest **SMS-R1 Firmware** from our website: https://www.rebo.nl/en/downloads
3. Extract the contents of the zip file.
4. Start your label designer application and print 1 label to the printer so the SMS-R1 Manager application will open.
5. Click the **Advanced** button, click **Upgrade firmware** button.
6. Browse to the extracted folder of the zip file, select the firmware file: **softwareUpdate.zpl** and click **Open**.
7. It can take up to 30 seconds before firmware upgrade starts. Do not send the file twice.
   Look at the printer display and verify the printer has started the firmware upgrade.

   Warning! Do **not** turn off the printer in stage 1 and 2 of firmware upgrade!
   Stage 1: red screen. Stage 2: black screen (approximately for 30 seconds).

   When both Stage 1 and 2 of upgrade process are completed, the printer will ask you to manually turn the printer **OFF** and **ON** by using the power switch to complete the process.
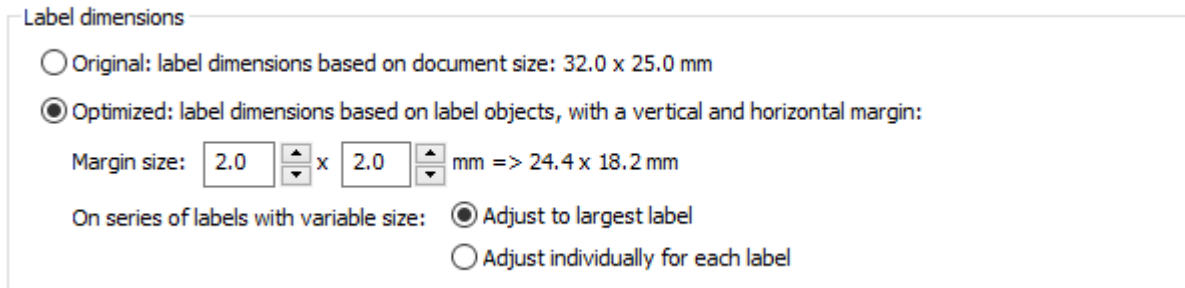8. After restarting, you can view verify the firmware version by **holding the SMS-R1 logo** in the bottom center of the touchscreen for **3 seconds**.
9. Finished!

   After upgrading the **printer firmware** we strongly recommend to upgrade the **printer driver** too.

Manager application controls & print process logic

Label dimensions

Label dimension settings in Manager application:

The label dimensions can be dynamically set based on the label data objects in your design (selected by default), or based on the original document size of the label design.

You could also set a specific label size by inserting your own custom cut shape and set a specific size.

The orientation of the labels (portrait or landscape) is derived from design document settings. If you want to rotate the labels 90°: change Landscape to Portrait or the other way around in your label design application.

Setting Original

Uses the **document size** received from the print application as the label dimensions.
Use this option if you need a very specific label size.

Setting Optimized

Automatically sets the dimensions based on the **label objects** as the new label dimensions. It ignores the label design application's document size. White space outside the label objects is trimmed, and a horizontal and vertical margin are added. The margin sizes are automatically scaled based on the size of the label objects. You can change the margins to your preference.

An advantage of this method is time saving as you don't have to set a specific document size: all the surrounding white space in the label is trimmed so you don't have to be too cautious about the label edges and margins. When previewing the labels in the manager, you can change the margins to fit as many labels across the width of the tape as possible to optimize the use of the ribbon and tape.

Adaptive size for variable label object sizes in label set

When using Optimized dimensions, you can use option adaptive size for variable label sizes in the same label set / job. When the use of variable data results in different label object sizes (for example when printing a list of names, the text fields will have different lengths) you also have the option to set the optimized size for each label individually (default option is set to largest label in the label set).

Cutting the labels

There are two options to cut out your labels: let the Manager generate a rounded rectangle shape automatically for which you can make small adjustments before sending the final print job to the printer, or place a custom cut shape image on the label design yourself.

Automatic cut shape: (rounded) rectangle

If you don't provide a custom cut shape, the manager will automatically generate it.
You can change the generated cut shape by changing the optimized dimension's horizontal and vertical margins, and the corner radius.

Custom cut shape

If you have the NiceLabel label designer application installed, you could also place a **rectangle** or **circle/ellipse** object to create a custom cut shape.

Another option is to add a cut shape image from the Shapes/Cut folders of the Graphical Symbol Library V4 for SMS label printers.

You can also design your own custom cut shape in a vector art drawing application like **Adobe Illustrator**, **CorelDRAW** or **Inkscape**.

No matter which application you use, the cut shape color must be set to **RGB Magenta** (RGB values of: **R:255 G:0 B:255**) and the thickness of the line must be 0,09 mm or smaller.

If you want to import your custom label shapes into NiceLabel, export your design as a **SVG** image file (.SVG extension) with setting: high quality. See next page for application specific settings.

If you place a custom cut shape on your label design, the Manager detects it and the Manager's own automatic rounded rectangle cut shape will be automatically disabled.
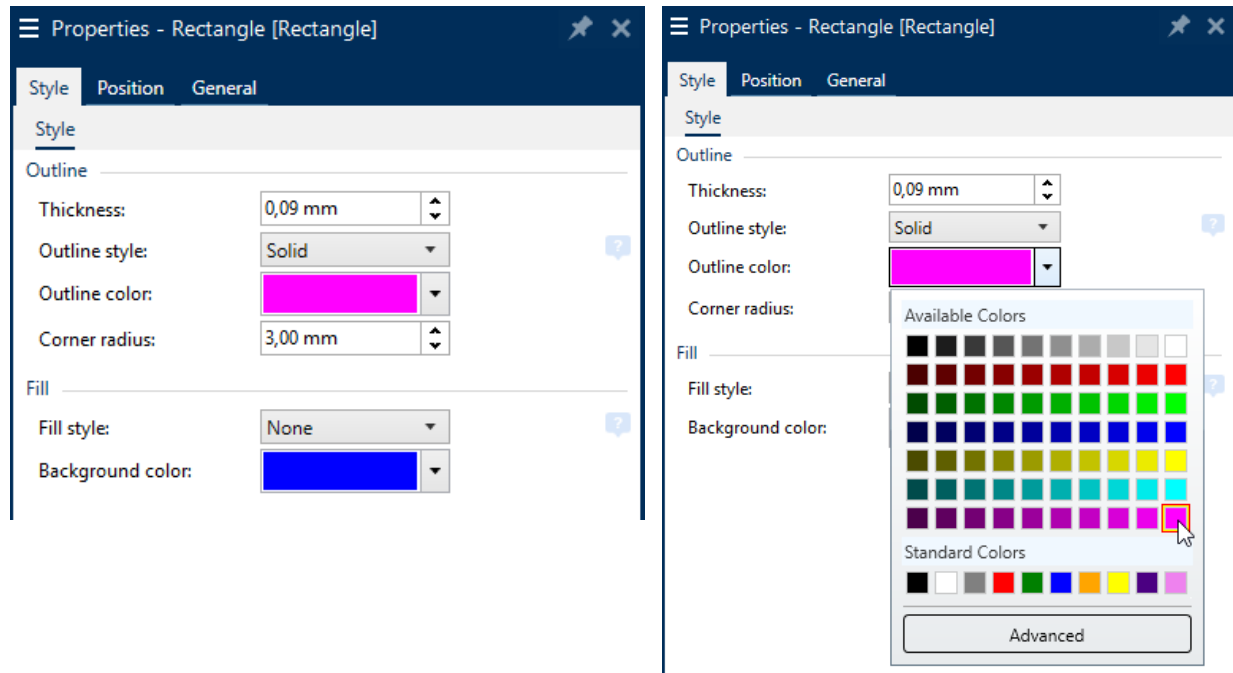
Examples of custom cut shapes:
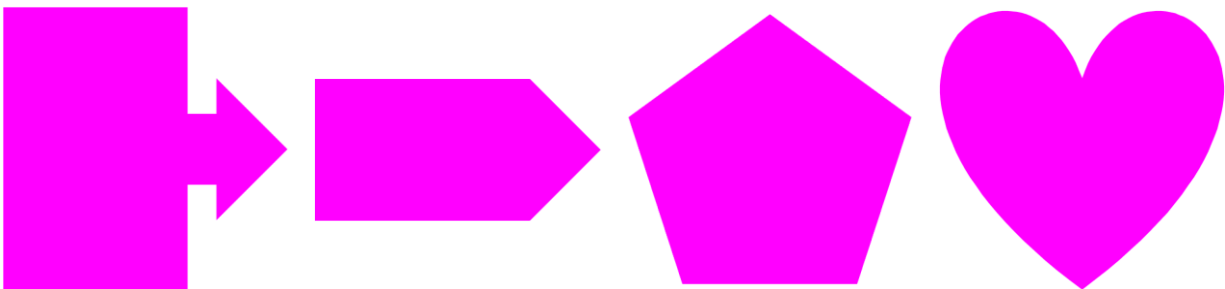
How to set a NiceLabel rectangle or ellipse object as a cut shape

Set the object properties to: Thickness: 0,09 mm, Outline style: Solid and Fill style: None.

When selecting the outline color RGB Magenta, choose the bottom right color as shown:

Select a cut shape from the Graphical Symbol Library V4 for SMS label printers

This requires the Graphical Symbol Library V4 for SMS label printers to be installed on your computer (if you don't have it please download it from our Getting Started webpage or contact our support team).

In NiceLabel, insert a **new image object** and browse to the Graphical Symbol Library, select the **Shapes** directory. These directories each contain a **Cut** directory with various cut shape images.

Create a custom cut shape with other design or label software (5 examples)

See the Appendix section at the end of the user manual document for specific custom cut shape instructions per software application:

Appendix A: How to set an **Adobe Illustrator** path as a cut shape

Appendix B: How to set a **CorelDRAW** path as a cut shape
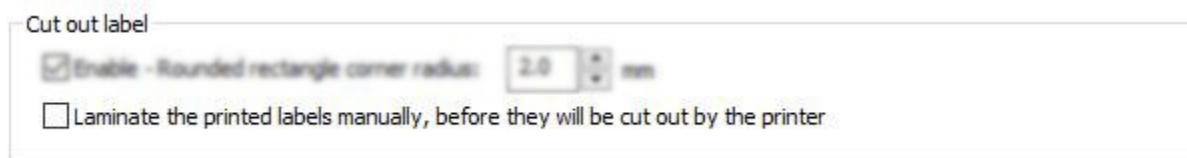
Appendix C: How to set an **Inkscape** path as a cut shape

Appendix D: How to set an **AutoCAD** path as a cut shape & general AutoCAD settings

Appendix E: How to set a **Bartender** path as a cut shape

Laminating your labels for ultimate protection

Laminate option in Manager application:

Enable the **Laminate** option to manually laminate your labels before they will be cut out by the printer.

After printing the labels the printer will feed the labels out of the front of the printer, allowing you to laminate the printed labels by hand. Watch the instruction video about laminating for detailed instructions. After applying the laminate press the Confirm button on the printer touchscreen display to confirm you are finished laminating the labels. The printer will feed back the labels and will cut out the label shapes.
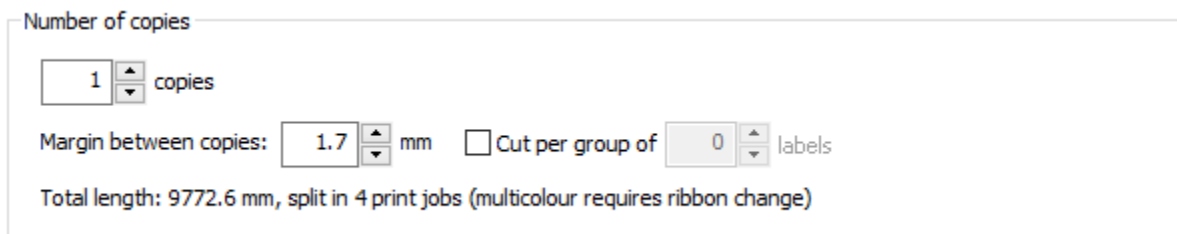
The printer applies extra knife pressure to handle the added laminate layer. You can set the added knife pressure level on the printer touchscreen display **Cutter settings**.

We recommend you to do a short laminating test job to verify cutting depth is OK before sending a large print job.

Link to YouTube instruction video: SMS-R1 | Laminating function

Label quantity / number of copies

Label quantity options in Manager application:

In the number of copies field you can set the number of labels that will be printed. The total length is displayed so you exactly know how much ribbon and tape you will need for the job.

Enable option **Cut per group of # labels** to group labels and cut off the tape after each group.

Detailed explanation about the **Number of label copies** field in NiceLabel vs the **Number of copies** field in the Manager:

Identical copies of a single label

If the label data is **fixed** and there is no variable data detected between the labels themselves then the requested label quantity in NiceLabel is **transferred** to the Manager's Number of copies field. In the Manager, you are able to change that same number of identical label copies before sending the final print command.

Variable data label set

When you are using a counter variable or a database connection in your label, the print job will consist of a set of individual labels. The complete print job will be collected, then the Manager will open. When using variable data, the value of the requested number of labels in NiceLabel is **not transferred** to the Manager's Number of copies field. The number of copies field can now be used to print multiple **sets** of the **variable label data** that was received.

Margin between copies

The offset between the labels. We recommend to use a minimum of 1 mm so the excess tape can be easily peeled from between the labels without breaking.

Total length and maximum length of a print job

The total length of the print job is displayed, and in case of a large print job it also shows the amount of jobs it is split into.

The limit of a print job you can send to the printer is 120 meter. It will be split into multiple sub-jobs depending on data type:

- When you are printing identical copies of a single label: it will be split into 12 meter jobs.
  Example: a total print job of 20 meter will be split into 2 jobs: one 12 meter + one 8 meter job.

- When you are printing variable data (a set of unique labels): it will be split into 2.5 meter jobs.
  Example: a total print job of 20 meter will be split into 8 jobs of each 2.5 meter.

Colors in your label job

Color job options in Manager application:

Print job	Original Color	Switch color	On / Off	Primer paint
Yellow	Yellow	Original	On	☐ White
Black	Black	Original	On	☐ White
Cutting			On	

Every color which has been detected in your label design will be listed in the job list. For each color job, you can: change to another color, disable the color or add a white primer paint layer.

Switch a color

You can switch a color to another color by choosing a color from the dropdown list that appears when you click **Original**. The label preview will then update and show the new print preview.

Disable a color

You can disable a color by clicking **On** to switch it to **Off**. The label preview will then update and show the new print preview.

Enable white primer paint

You can enable printing a white primer paint for a specific color if you enable the Primer paint checkbox. You can use this function if you want to print a lighter ribbon color onto a darker colored tape, in order to get a proper ink color print. If you don't enable white undercoat color, certain color combinations will mix, and the end result will not look like what you expect.
If enabled, the printer will ask for the white ribbon cassette before printing the respective color job.

Material supply information

The Materials box displays the color and remaining length of the ribbon cassette and tape roll which are loaded in the printer. If you eject and insert another ribbon cassette or tape roll in the printer, the information will be updated automatically.

It shows the color and the remaining length. This helps you to decide in sending the appropriate label quantity or replace the supply before sending the print job.

Ribbon Saving feature and remaining ribbon length

If the remaining length of the ribbon cassette is less than the length of the print job, it can be the case you can still print and complete your print job with the ribbon because the Ribbon Saving feature will shorten the amount of ribbon used.
This requires Ribbon Saving to be enabled (default setting is On) and the color-specific length optimalization depends on the label design: important is the distance (+ offset required to activate and deactivate ribbon saving) of the specific color objects in between each other when printing multiple labels.

Handling empty supplies

If you are printing print a large print job a ribbon cassette or tape roll can run empty during the printing process.

To prevent any unnecessary material waste we show the remaining length of the supplies in the Manager window. Besides that we have optimized the printer for handling empty supply situations:

What happens when ribbon cassette runs empty?

If the ribbon cassette runs empty during the print job, the tape will automatically feed backwards and you can replace the ribbon cartridge by a new one of the same color, it will then print the same color again on the same location on the tape.

What happens when tape roll length is not enough?

The required tape length is checked at the start of each print job. In case there is not enough length of tape on the tape roll, the printer will automatically feed the tape backwards back onto the tape roll core. Eject the tape roll and insert a new tape roll and confirm on the touch screen. The print job will continue.

This way you can finish any large job without wasting any supplies and prevent missing labels in the total print job.

Print button
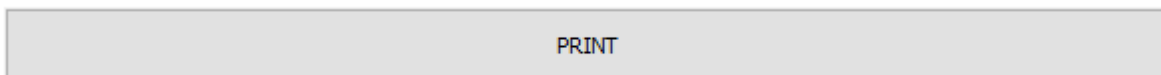
<div style="border:1px solid #000; padding:10px; text-align:center">PRINT</div>

If you have reviewed all print options and the print preview, click the PRINT button to send the jobs to the printer. From this moment on, just insert the requested ribbon cassettes in the printer.

After you have clicked the PRINT button the text changes from **PRINT** to **Reset all print jobs**:

<div style="border:1px solid #000; padding:10px; text-align:center">Reset all print jobs</div>

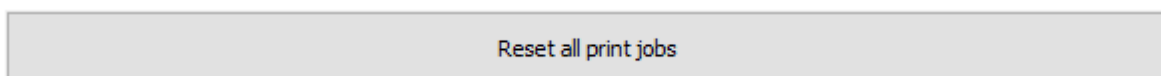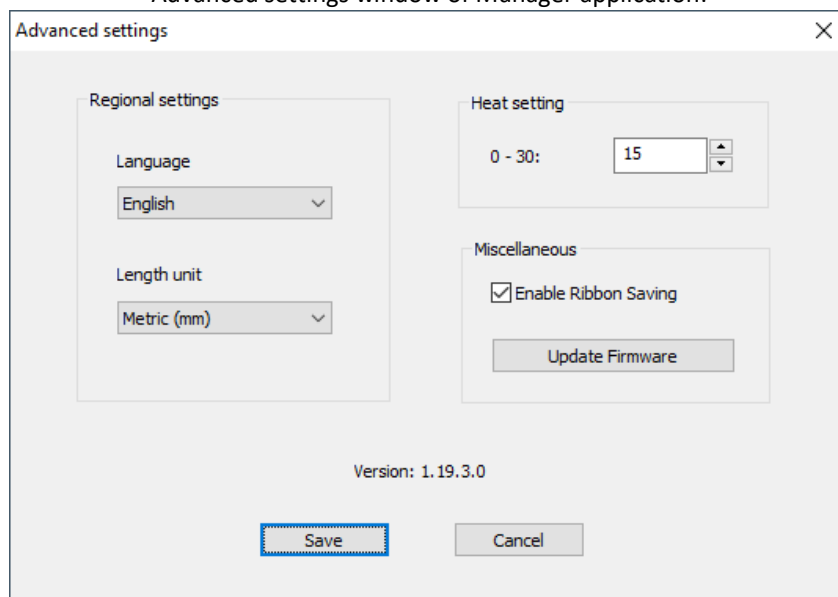You can click this button to reset all jobs. It resets the values to the point just before you clicked PRINT, preserving/restoring all other print job options you have set as well.

Advanced settings

Advanced settings window of Manager application:

Click the **Advanced** button in the **Control** area to open the Advanced settings window.

Language and **length units**: choose your preferred language and set length units to Metric (mm) or Imperial (inch). When re-opening the Manager it will load your personal preference (these preferences are saved individually for each Windows user account).

Heat setting and Ribbon Saving: you can choose to one-time override the default Windows printer preference setting or the pre-set value in the label document's printer properties. The one-time manual override in the Manager is only applied to the loaded print job and is not saved for any future print jobs. In order to make an adjustment to Heat setting and Ribbon Saving persistent: adjust either the default Windows printer preference settings or pre-set the settings in the label document's printer properties. To do this read chapter: *Automate label printing process: pre-set Manager settings in a label document*.

Update Firmware: upload a firmware upgrade file or printer settings file to the printer.

Automate label printing process: pre-set Manager settings in a label document

You can pre-set many of the settings in the SMS-R1 Manager window in the label document's printer properties if your label design software supports this. Please read **Support for saving printer preferences** at the end of this chapter.

If you regularly print the same label document this will save you a lot of time as you don't have to manually set the print parameters in the Manager each time.

How to pre-set Manager settings in label document's printer properties in NiceLabel:

1. Open your label design document
2. Open the document properties
3. Set option **Use printer properties saved in** to **Label** (default is Printer Driver).
   Note: we recommend to change this default option when creating a new label, go to:
   Menu **File** > **Options** > **Designer** > and set **Printer Settings Source** to: **Use printer settings saved in the label**.
4. Open the printer properties and choose any specific setting you like for this label document.
5. Click OK and save the label.

These settings can be saved:

- **Manager settings**.
  Contains options like: original or optimized dimensions, margins, cut shape yes/no to automatic or custom, cut through tape per group of # labels, etc.
- **Show SMS-R1 Manager**: Yes/No.
  Yes = show Manager window to manually change options before sending print job.
  No = hide Manager window and directly send output to printer.
- **Black overprint**: On/Off.
  If set to On: other colors are not punched under black color objects.
  If set to Off: other colors are also punched under black color objects.
  Notes about Black overprint:
  It is always automatically disabled in case a black tape is placed in the printer.
  After punch is applied, it cannot be undone while Manager window is open. If by mistake a black tape is in device when printing job to Manager, while it is supposed to be any other tape color, then later on inserting the non-black tape roll is not going to undo the undesired punch under black. In order to get it right, you should close the Manager, insert black tape roll in printer, then click "Print" in NiceLabel once more so Manager opens again.
  The other way around too: if a non-black tape roll is in printer, automatic punch under black will not happen when user inserts black tape roll when Manager is already open. In order to correct, close Manager and Print in NiceLabel again (make sure black tape is loaded on forehand).
- **Enable Ribbon Saving**: On/Off.
- **Disable color**: you can choose 1 specific color which will always be disabled in Manager.
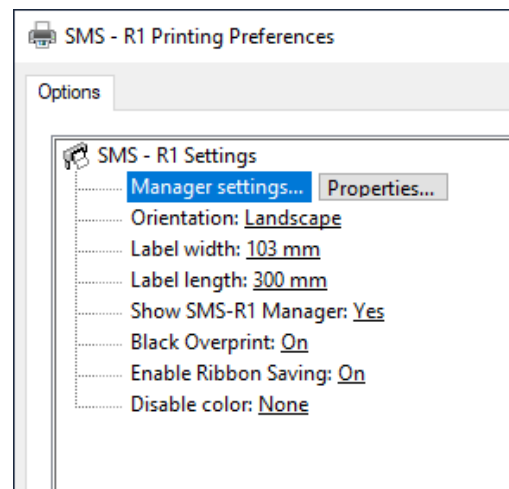
Note: the Number of copies and any switched/disabled colors and primer paint on/off cannot be saved.

Note: previously saved label files (made with driver version 17 or older)
This functionality has been added in driver version 18, it was not available in version 17.

If you create a **new** label with printer driver version 18 or newer installed it will work without any issue.

If you however open an **older** label document which has been created while driver version 17 or older was installed at that time, you need to clear the old printer preferences cache of the document before the chosen settings will really be saved:

1. Open NiceLabel.
2. Open the label document file.
3. Open the label document properties.
4. Set option **Use printer properties saved in** to **Printer Driver**.
5. Click OK.
6. Save the label.
7. Then open the label document properties again.
8. Set option **Use printer properties saved in** to **Label**.
9. Click OK.
10. Save the label again.

Now the new functionality will be properly saved in the label file.

We have reserved enough memory in the Windows registry for this new functionality so this will not have to been done ever again, even if we add more options to the printer properties in the future.

Note: software support for saving printer preferences

Generally all software products which are designed for label production (like NiceLabel) support saving the printer preferences: you have the freedom to save specific Manager settings per individual document.

For example MS Word does not support saving the printer preferences. Any choices made in the Print dialog window (including printer preferences) are not saved in the document.

In this case you can only choose 1 set of specific Manager settings by setting them in the printer's default printing preferences in Windows:

1. Type CTRL + I to open Windows Settings
2. Select Devices.
3. Search for an option called Devices and printers and select it.
4. Right click your printer and click Printing preferences.
5. The settings you set here will be the default settings when printing any document.

Automate label printing process: hide Manager window

You can choose to hide the Manager window by setting printer preference option **Show SMS-R1 Manager** to **No**.

When **Show SMS-R1 Manager** is set to **Yes** the Manager will open so user can manually set options before sending print job.

When **Show SMS-R1 Manager** is set to **No** the Manager window will be hidden and it will directly send the print job to the printer.

If you combine this feature with pre-setting Manager settings inside label documents, you can fully automate the label printing process.

Besides these SMS-R1 specific settings, you can further automate your label print process with:
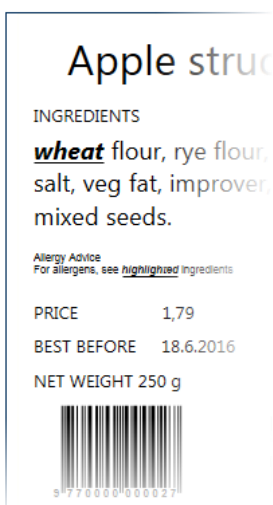
NiceLabel PowerForms: build a customized print application for your users to prevent printing errors by simplifying the print process for nonskilled workers. Streamline complex printing processes and maintain label integrity.
(requires a NiceLabel PowerForms license)
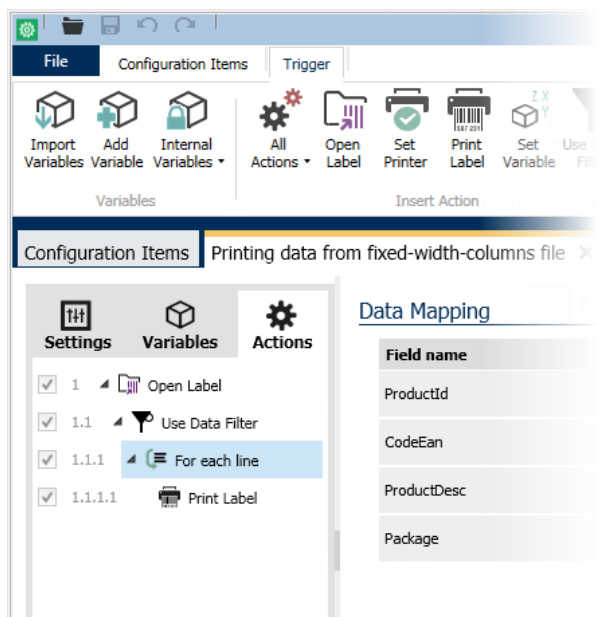
NiceLabel Automation: create an integration system for fully automatic printing without having to do any coding. After configuring it runs as a service without user intervention. It is based on incoming print data from for example ERP systems. You can easily setup your data mapping. The incoming data is automatically processed. It can monitor file folders/file drop, databases and TCP/IP connections.
(requires a NiceLabel PowerForms Suite license)

Supplies

Please contact us for detailed specifications, article numbers, prices and our recommendation for your specific use case.

Tape rolls

A wide range of vinyl and polyester tape rolls are available:

- ST700 Series - Premium Vinyl (16 colors available)
- HT700 Series - High Tack Vinyl (16 colors available)
- E300 Series - Standard Vinyl (15 colors available)
- PT300/500/700 Series - Industrial Polyester (15 colors available)
- PV500 Safety - VOID Polyester (1 color available)
- H250 - High Temperature Polyester (1 color available)
- RT500 - Reflective Vinyl (3 colors available)
- FL200 - Fluorescent Vinyl (4 colors available)
- RG200 - Reglo Photoluminescent (1 color available)

Ribbon cassettes

The ink ribbon cassettes are available in 13 spot colors:
Black, Blue Cyan, Blue Dark, Blue Signal, Brown Pipe Marking, Green, Grey, Orange, Pink, Purple, Red, White, Yellow.

Laminate tape rolls

You can manually apply a laminate roll onto your labels after printing, just before the printer will cut out the label shapes.
The laminate is a thin see-through transparent layer that will add extra protection to your label against hard scratching, the use of extreme (cleaning) chemicals and UV/sunlight.

Troubleshooting

Various

No Supply information is shown in SMS-R1 Manager

The Manager application continuously queries the printer to show the loaded supplies in real-time. When printer is connected with a LAN connection and Manager does not show supply information, make sure your computer is in the same LAN as the printer, and check with IT if port 9101 is open.

Printer Driver Installer wizard: no networked printers found

Make sure your computer is in the same LAN as the printer, and check with IT if a UDP broadcast on port 50020 is allowed.

When starting a print job the printer reports the tape or ribbon is (almost) empty, but there are still some meters left in the ribbon cassette or on the tape roll

When you are sure there is enough supply remaining for the required length of the print job, you can override by clicking on the touchscreen display. This forces the printer to use the loaded supply.

Cut through tape per group of # labels does not work

Upgrade your printer driver to v19d or newer, and/or your printer firmware to v3010 or newer.

An error code is shown on the printer touchscreen display
If something goes wrong during printing, printer can show an error code.

Error code: 1000 / While homing the plotter, the home position was not reached within the timeout. Action to resolve the issue: Turn printer off, then manually move plotter knife holder to the center of the axis. Turn printer on.

If you receive any of the codes below, please contact our support team to troubleshoot the issue:

Error code: 1001 / While homing the cutter, the home position was not reached within the timeout.
Error code: 1002 / While homing the print head lift, the home position was not reached within the timeout.
Error code: 1003 / While homing the tape, the home position was not reached within the timeout
Error code: 1004 / While ejecting the tape, the tape sensor was not deactivated
Error code: 1005 / The temperature of the TPH has risen above the maximum value
Error code: 1006 / The total motor current is too high
Error code: 1007 / Power supply too high
Error code: 1008 / Power supply too low
Error code: 1009 / Printhead is not connected (and/or temperature sensor is out of range)
Error code: 1010 / Fault signal of one of the motor drivers (driver board)
Error code: 1011 / Ribbon cassette detect/lift detect
Error code: 1012 / The print head is short circuited
Error code: 1013 / No SPI communication between control board and driver board
Error code: 1014 / RFID hardware is not present or defect
Error code: 1015 / Fault signal of one of the motor drivers (control board)

Maintenance

Cleaning the print head

Link to YouTube instruction video: [SMS-R1 | Cleaning the print head](#)

Follow this procedure to clean the print head of the SMS-R1:

1. Power on the printer
2. Eject and remove the ribbon cassette
3. Power off the printer
4. Fully open the rear transparent door to get access to the tape roll bay
5. Unpack and unfold a 3M cleaning cloth/wipe
6. Move your hand inside the printer and use the cleaning cloth to wipe the printhead a few times from left to right
7. Check if cloth is dirty with ink residue or not so you know if the cleaning will have had a positive effect on the print quality of future print jobs

Warning: do not use sharp objects (e.g. screw driver or your nails), only your fingers/hands and the soft cleaning cloth. Physically damaging the print head will void the print head warranty.

Technical support

Contact us if you have any questions or experience an issue:

Support e-mail address: support@rebo.nl

Please send a detailed support request, including:

- Printer serial number.
- Label design software (+ version) and operating system (+ version) you use.
- Label design files you are printing when the issue occurs. If you have linked any images or database files in your label please send these as well.
- Steps you perform when the issue occurs, so we can try to reproduce your issue.

Appendix

Appendix A: How to set an Adobe Illustrator path as a cut shape

Create a new document, set **document color mode** to **RGB** and set the **Raster Effects** to **High (300 ppi)**. Or open an existing document and set color mode via menu File > Document Color mode > RGB Color.

Design your shape. The cut path must be a closed path with no open endings.

In case you want to use Adobe Illustrator to design an image file that will not (only) contain a magenta cut shape but also other colors: give those objects a basic RGB color value for optimal color recognition, and don't use color gradients.

For a cut shape, set the **stroke weight** (line thickness) to **0,09 mm** or 0,283 pt:

Disable the **fill color** and set the **stroke color** to **RGB Magenta** (R: 255 G: 0 B: 255):
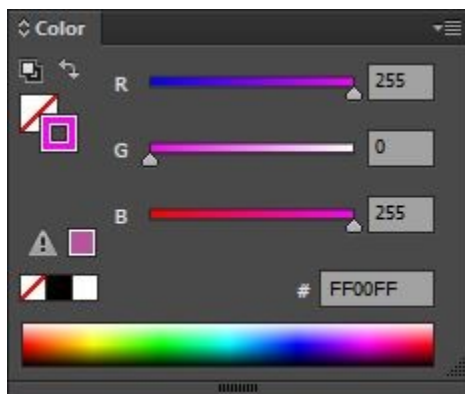
Print directly from Illustrator or export your design as a **SVG** image file and import it into your label design application.
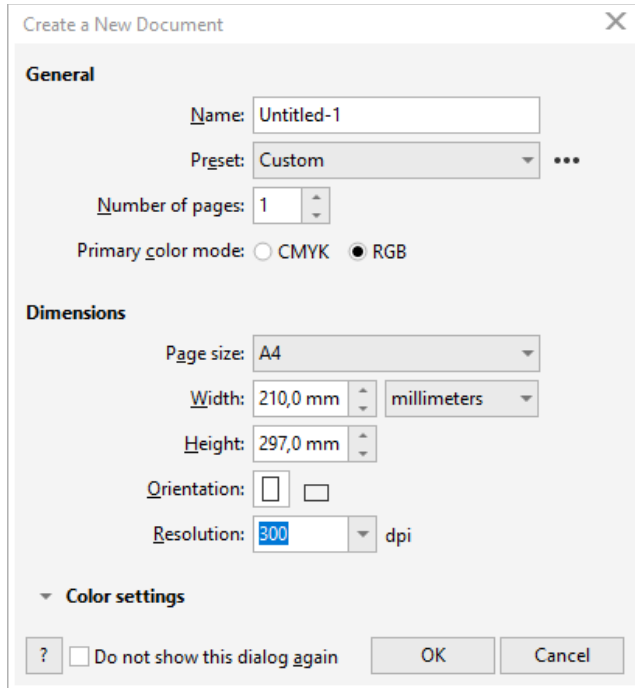
How to save as a high quality SVG file:

1) Do not use **bitmap images** in the design, all artwork must be **vector** outlines.
2) Make sure to convert any text in the design to **outlines**.
3) Adjust **document dimensions** to **fit artwork**: select the Artboard Tool (SHIFT + O) and select preset: Fit to Artwork Bounds.
4) Save as SVG, and in the SVG Options choose **More Options**, then set the **Decimal Places** to **7** for maximum line quality. If you don't, it will use default value and the cut path will look jagged in the print/cut output result from printer.

Appendix B: How to set a CorelDRAW path as a cut shape

Create a new document, set document **Primary Color Mode** to **RGB**.
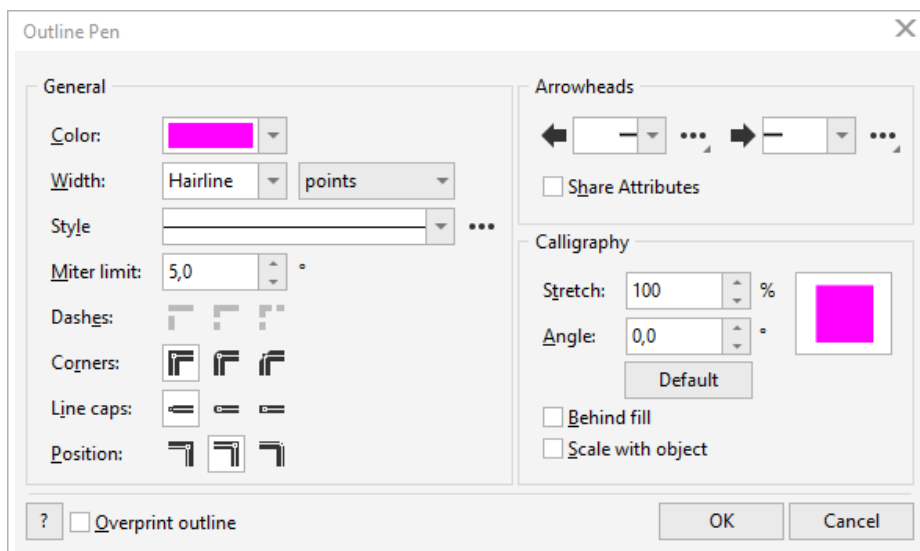Or open an existing document and set color mode via menu Tools > Color Management: set Primary Color Mode to RGB.

Design your shape. It must be a closed path with no open endings.
Open the color properties of the object and set the color to **RGB Magenta** (**R: 255 G: 0 B: 255**).
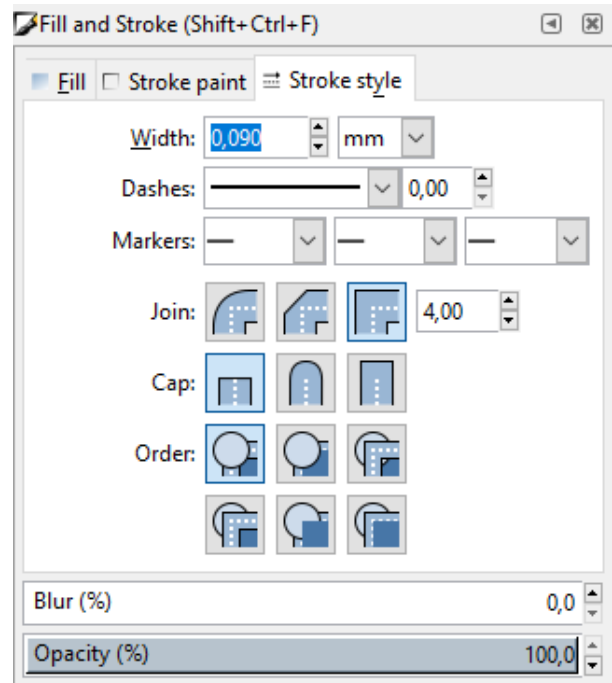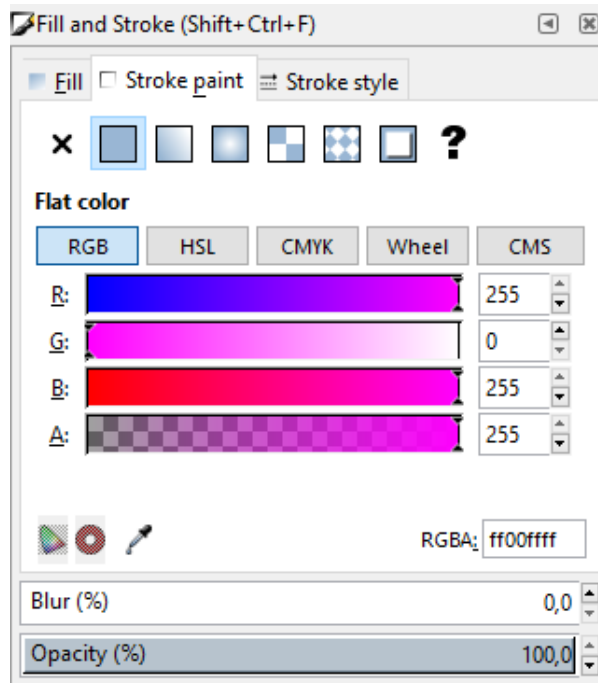Set the **Width** to **Hairline**:

Export your design as a high quality **SVG** file and import it into your label design application.

Appendix C: How to set an Inkscape path as a cut shape

Open the color properties of the object and set the color to **RGB Magenta** (R: 255 G: 0 B: 255):

Set the **Width** (line thickness) to **0,09 mm**:

Export your design as a **SVG** file and import it into your label design application.

Appendix D: How to set an AutoCAD path as a cut shape & general AutoCAD settings

Document dimensions
Maximum document dimension you can send to the printer is 103 x 2500 mm (10 cm x 2.5 meters).

Print object color properties
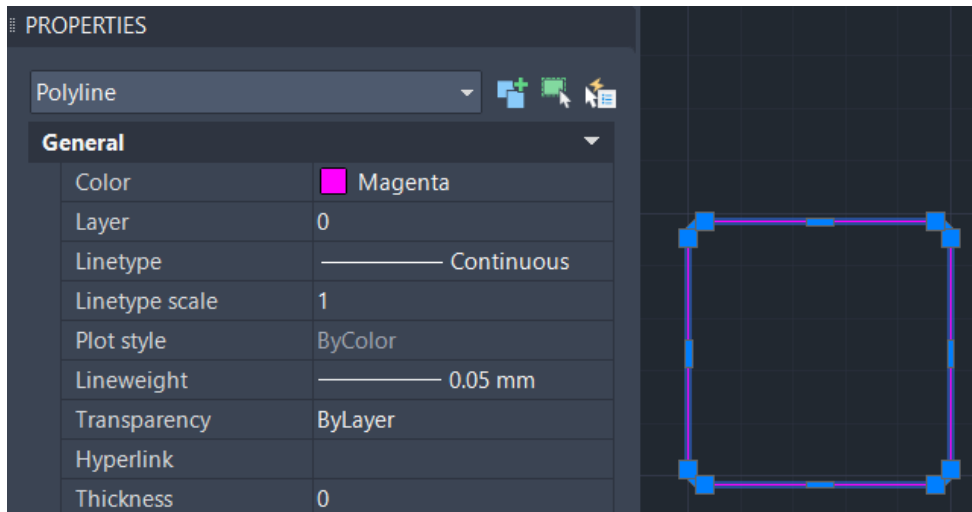Set fill color to a RGB value for optimal color recognition in the SMS-R1 Manager.
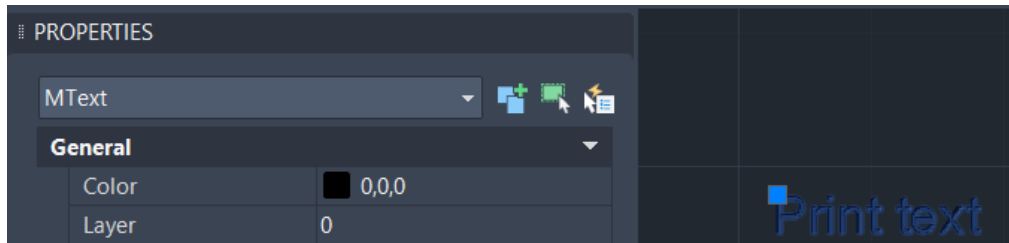
Custom cut shape properties
The custom cut shape path must be a closed path, no open endings.
Object properties:

1. Color: **Magenta** (RGB value: 255-0-255)
2. Line type: **Continuous**
3. Line weight: **0.05 mm**

We have tested cutting: (rounded) rectangle, circle and (rounded) triangle shapes in AutoCAD.
Cutting your own custom shape/path is possible, but we cannot guarantee all shapes.

Create a plotter profile and adjust custom settings

1. Open the AutoCAD document you want to print.
2. Open the print/plot window (**CTRL+P**).
3. If your design is larger than the default 103 x 300mm, you will get this warning message:
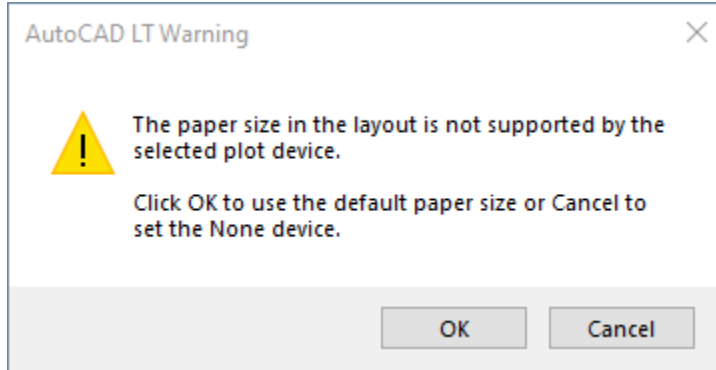
   Click **OK** and make sure to verify the dimensions of your design.

   In case your design is larger than default 103 x 300mm: the SMS-R1 has printing and cutting capability of 103mm wide (across tape direction) and up to 2.5 meter long.

   You can set the desired label length in Windows: go to **Windows Control Panel** > **Devices and Printers** > Right click **SMS - R1** printer > **Printing preferences** > set the **Label length** value higher, then restart AutoCAD (this requires driver version 19d or newer).

   You can safely set a high length value, any **excess** (unused) space will be **trimmed** by the SMS-R1 Manager application.

4. Select your SMS-R1 printer in the list of printer names.
5. Right of the printer/plotter name, click the **Properties** button.
6. Select **Custom Properties**, then click button: **Custom Properties**.
7. Note: at Custom Properties, label length is ignored: Windows printer default is used (see step 3).
8. Depending on your design, set **Orientation** to **Portrait** or **Landscape**. Click **OK** button.
9. Click **Modify Standard Paper Sizes (Printable Area)**, select paper size: **Custom Size** and click the **Modify** button.
10. Set all margins to **0** and click **Next**, **Next**, **Finish**.
    This enables you to use the complete printing width of the printer (103 mm).
11. Click **OK**.

A question will pop up regarding **Changes to a Printer Configuration File**:

12. Preferably **choose the second option** to save your custom settings to a PC3 config file.
    Choosing option 1 results in having to set these settings each time again before each print job as the settings will be lost after sending the print job to the printer.
    During our testing we have made 2 profiles: 1 for Portrait and 1 for Landscape so it is easy to switch without having to keep adjusting settings.
13. Click **OK** button again.

Main Plot window settings

1. Paper size must be set to **Custom Size**
2. Plot area: set **What to plot** to **Window**, and click **Window** button to make a selection. While dragging the rectangle window: make sure to keep a **margin** around the edges of the objects so they will not be clipped.
3. Plot offset (left): enable option **Center the plot**.
4. Plot scale (center bottom): **disable Fit to paper** and set scale **1:1** (equivalent of 1 mm = 1 unit).
5. Drawing orientation (bottom right): set similar to what you have chosen in **Create a plotter profile and adjust custom settings** step 7.
6. Click **Apply to Layout** button and click **OK** to send the print job.

Appendix E: How to set a Bartender path as a cut shape

Double click a shape to open its properties window.

Set the **Line Thickness** to **0.1 pt** and the **Color** to ▮ **Pink** (Magenta).
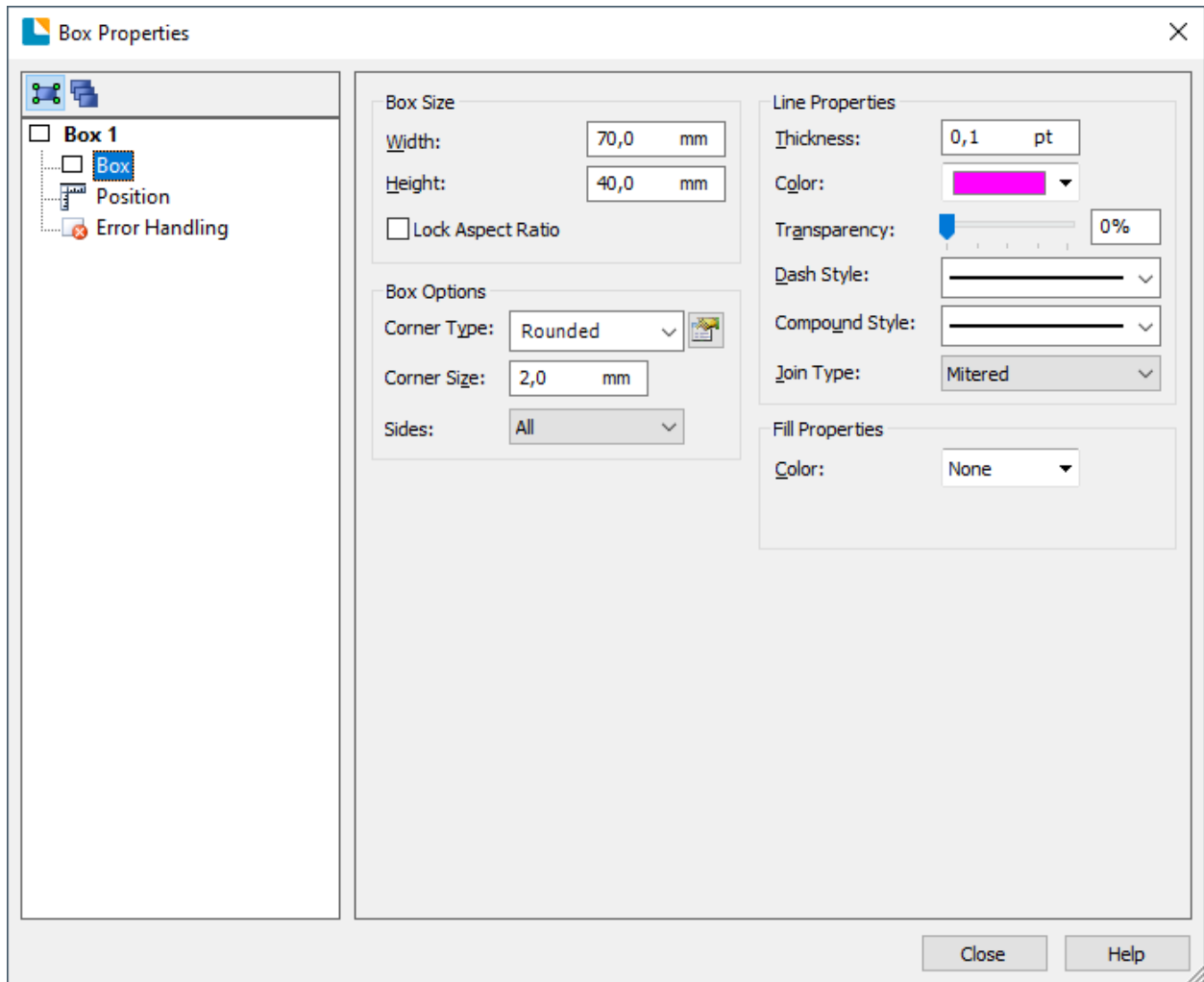
Alternatively, you could design a custom cut shape with **Adobe Illustrator**, **CorelDRAW** or **Inkskape** and import the image file into your Bartender label design.