Use this guide as a reference for your CTP direct thermal printer.

**IMPORTANT**—Make sure that the UPS OnLine® Worldship® application is installed on your computer before setting up the printer.
**Unpack Your Printer**  
Remove the printer and its components from the shipping container.

- Printer
- Label Starter Roll
- Cleaning Pen
- Diskette
- Interface Cable (Parallel)
- Interface Cable (Universal Serial Bus)
- Power Supply & Cord (vary by model & voltage option)

**Know Your Printer**

- **Feed Button**
- **Indicator Light**
- **Cover Release**  
  *(Pull towards front to open)*
Know Your Printer

Tear Bar
Print Head
Roll Holders
Media Guides
Knob
Media Guides
Label Taken
Sensor
Dispenser
Door
**Install Your Printer**

Turn power OFF before attaching the power module or interface cable.

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**Power OFF**

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**Check Voltage on Module**

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**Plug Into Printer**

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**Plug Into Outlet**

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**Warning - Shock Hazard**

See page 16 for important information on handling, setup and installation of your printer.
Before Loading Media

You must remove the outside length of media (that is, one, full revolution of labels and any liner). When you remove this part of the media, you remove the oils, dust, and adhesives that contaminate it. Tape or adhesive holds the loose end and the outside length of media becomes contaminated when handled or stored.

Labels

Remove all labels that are held by adhesives or tape

Tag Stock

Detach both ends of the bottom tag

You must avoid dragging adhesive or dirty media between the print head and platen. Such an occurrence damages the print head and is not covered under your warranty. Using clean media prevents damage and reduces wear on the print head and platen.
Load Media  Use approved media for best results.

Open Cover

Insert Media

Thread Media Through Guides

Adjust Guides

Close Cover and Tap Feed Button
**AutoSense Adjustment** Perform the AutoSense adjustment when loading a new roll of media.

1. **Hold Feed Button**
2. **Switch Power ON**
3. **When Indicator Flashes, Release Feed Button**
4. **Wait as Printer Advances Labels and Prints a Status Summary**
5. **Tap Feed Button to Begin Normal Operation**
Fan Fold Media

Insert Between Top Cover and Body

Adjust Guides and Holders Then Tighten Screw

Use a small (#1) Phillips screwdriver.

Adjust Holders

Tighten Screw

Use Knob to Adjust Guides
**Dispenser** Printers with a label taken sensor can dispense a single label. You must remove the label before the printer prints the next label.

**Open Door and Push Switch**

- **I = Dispense**
- **O = Batch**

**Remove Several Labels**

- Push Liner Through Slot
- Close Door

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1. **Pull Out**

2. **Press In**

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**LINER**

**LABEL**
**Connect the Interface Cable**

Turn power OFF before attaching the interface cable.

If you use a USB cable, the **New Hardware** and **Printer Wizards** help you. Attach the USB cable between the printer and the computer. Turn on the printer. The computer detects a USB device, installs USB printer support; then installs the printer driver.

If the computer prompts you to browse to file locations, select the USBPRINT.INF file under the UPS folder:

```
c:\UPS\Common\Foss\Drivers
```

Select the UPS Thermal 2844 printer
The printer’s serial port interface (RS-232) default setting is 9600 baud, no parity, 8 data bits and 1 stop bit.

Instructions for installing the serial/parallel driver are on the following pages.

Serial Interface

Parallel Interface

Windows NT v4.0 does not support the USB to Parallel interface cable.
Parallel and Serial Printer Driver Installation

To set up your system, follow these procedures.

1. Insert the "Windows® Drivers for UPS® Thermal Printers" disk into drive.
2. In the Start menu, go to "Settings>Printer."
3. Double-click on "Add Printer."
4. Click on "Have Disk."
5. At the driver prompt, click "OK" for "A:"
6. Select the OEMSETUP.INF file.
7. Choose the driver for the UPS Thermal 2844.
8. Follow the system prompts to complete the installation

Second, In the WorldShip® application, set up the label printer as described on the following page.
Using UPS Online® WorldShip® to Set Up the Printer

1. On the menu bar, select Tools, System Preferences, then the Printing Setup tab.

2. Choose Label Printer Setup, then choose Change Label Printer.

3. Select the UPS Thermal printer model or Select UPS Thermal 2844.

4. In the Label Printer Setup window, choose Apply.

5. Make sure the thermal label printer is turned on.

6. On the UPS OnLine WorldShip Printing Setup tab, choose Print Test Label to test the printer.

7. If an error message appears and a test label does not print, turn off the printer, then repeat Steps 2 through 6.

The steps for setting up a thermal label printer vary depending on your Windows® operating system. If you need assistance, see Install a Thermal Label Printer Driver in UPS OnLine WorldShip Help, then choose Display.

If you have any questions, call the UPS OnLine WorldShip support desk at 888-553-1118.
Using UPS Internet Shipping to Install the Printer

1. Select Help from the UPS Internet Shipping banner.

2. Select Setting Up My UPS Thermal Printer from the pop-up box.

3. Follow the instructions to install the printer driver and plug-in.

4. Now you are able to print via UPS Internet Shipping using your UPS 2844 Thermal Label Printer.

If the 2844 is absent from the list, you can select 2543 as a substitute.

If you have questions, call the UPS Internet Shipping support desk at 877-289-6418
Cleaning the Print Head

When you load a new roll of media, clean the print head.

Rub Cleaning Pen Across Dark Area of the Print Head

Wait One Minute Before Closing Printer

Do Not Clean the Platen
Warning - Shock Hazard

Never operate the printer in a location where it can get wet. Personal injury could result.

Caution - Printer Setup & Handling

When installing or modifying the printer setup or configuration, **ALWAYS TURN POWER OFF Before**:

A) Connecting any cables.

B) Performing any cleaning or maintenance operations.

C) Moving the printer.

Warning - Static Discharge

The discharge of electrostatic energy that accumulates on the surface of the human body or other surfaces can damage or destroy the print head or electronic components used in this device. **DO NOT TOUCH** the print head or the electronic components under the top cover.

Eltron LP OnLine Thermal Printer

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FCC - DECLARATION OF CONFORMITY:

Model: 2844 conform to the following specification: FCC Part 15, Subpart B, Section 15.107(a) and Section 15.109(a) Class B digital device

Supplemental Information: This device complies with Part 15 of the FCC Rules. Operation is subject to the following Two Conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

INDUSTRY CANADA NOTICE:

This device complies with Industry Canada ICS-003 class B requirements.

Cet équipement est conforme a l’ICS-003 classe B de la norm Industrielle Canadian

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