

CITIZEN

CITIZEN CMP-30 (LBTIU)

Setup Manual

For the Church Community Builder Check-In App

CITIZEN SYSTEMS AMERICA CORP.

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1. Introduction

This document is the setup manual for the Citizen CMP-30 LBTIU printer.

1.1. Document target range

This document is intended to be use by Church Community Builder customers to pair their Citizen CMP-30 LBTIU with their Check-In application.

1.2. Supported environment

This manual assumes that it is being applied in the following environment:

Operating System: iOS 9.3 or later

Interface: Bluetooth

Media: CCB app does not support blackmark labels!

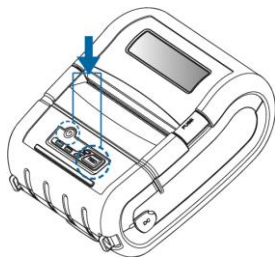
1.3. Firmware

The firmware version of the printer has to be v2.03 HLB or newer.

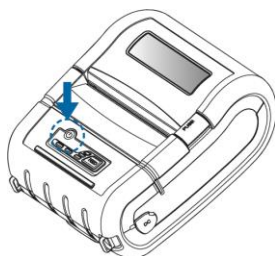
2. Printer Setup

This step is necessary to prepare the printer before connecting it to the app.

2.1. Printer self-test / configuration printout



Power off the printer by pressing the Power button for approximately 3 seconds.



While pressing and holding the paper FEED button, press the Power button until the printer beeps.



After the configuration prints, wait for another 3 seconds before performing any task to the printer.

2.2. Printer configuration checks



CITIZEN, CMP-30

Version: v2.03HLB.

Speed Mode: H

Emulation: CPCL [GAP]

ENGLISH

SENSOR info.

GAP SENSOR LEVEL: [2]

BM SENSOR LEVEL: [1]

GAP(Adj): 100(1) ToF:[24]

BAR(Adj): 100(27) Baf:[280]

BlackMark Sensor: lower

Battery: 8.1V[6] OK(1.0)

Timeout(Sleep): 1200 sec

MS Track: 1/2 + JIS

RTC Type : DS

Serial Interface

Baud: 19200

Data bit: 8bit

Parity Bit: none

Stop bit: 1bit

USB Interface

Version 2.0 Full speed

compliant

Product String: CMP-30

Bluetooth Interface

Bluetooth mode : SPP + IAP

Version : v14.02.28

Device Name : Mobile Printer

Bluetooth Auto connection : Enable

Address: 00:13:7b:59:86:e8



00137b5986e8

If your printer's firmware version is NOT v2.03HLB, please go to [section 2.3](#).

If your printer's emulation is NOT CPCL, please go to [section 2.4](#).

If your printer's sensor is NOT set to GAP or if this is not written in your printer configuration printout, please go to [section 2.4](#).

If your printer's Bluetooth mode does NOT include IAP, please contact your vendor and ask for a CMP-30 LBTIU model.

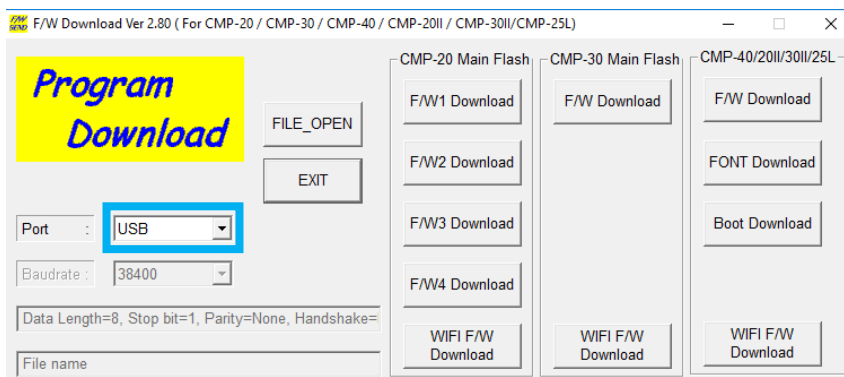
This is the name of the printer that will show up in a Bluetooth search.

2.3. Printer firmware update

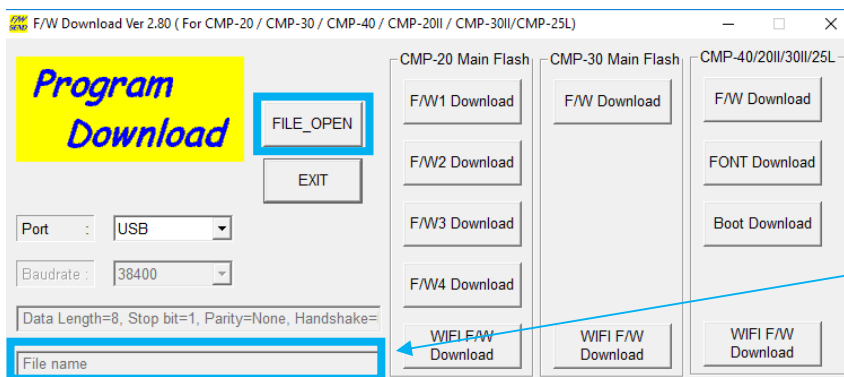
To complete this step, you will need:

1. Windows OS
2. Citizen CMP firmware uploader (CMP_UPLOADER_V280)
3. Citizen CMP-30 latest firmware (CMP30_ENG_v203HLB)
4. CMP-30 LBTIU
5. CMP-30 USB cable

Connect your CMP-30 printer to your Windows computer using a USB cable. Open CMP firmware uploader on your Windows computer.

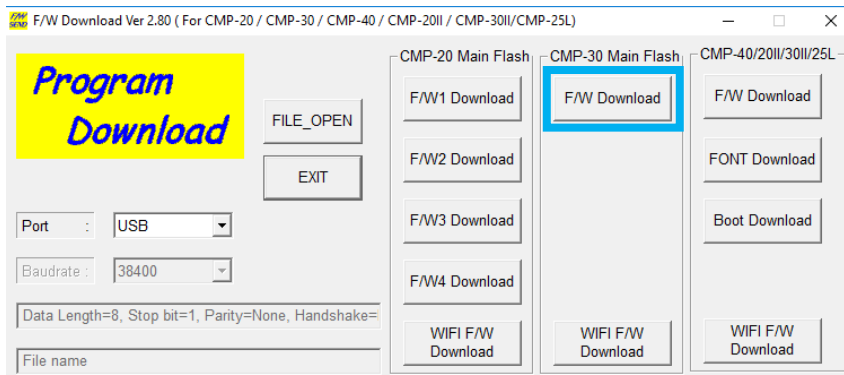


Make sure that the port is set to USB in the CMP firmware uploader.



Press FILE_OPEN button and locate the CMP30_ENG_v203HLB file on your computer.

If this step is done correctly, the file path should show up here.



With your CMP-30 printer connected to your computer, click on the F/W Download button.

After the firmware successfully downloaded, the printer will power off.

To check if the firmware has been successfully uploaded to your printer, we recommend performing a self-test from the printer as described in [section 2.1](#). The version should now indicate v2.03HLB on the configuration printout.

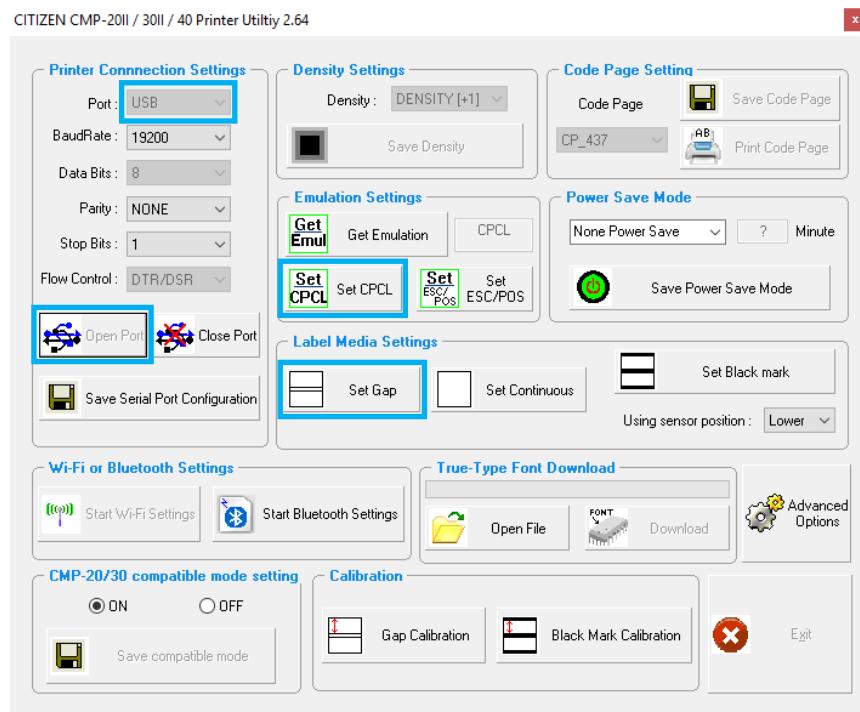
Note: To obtain item number 2 and/or 3 please contact Church Community Builder support or Citizen technical support (more information on Citizen technical support can be found in the last page of this document).

2.4. Printer emulation and gap setup

To complete this step, you will need:

1. Windows OS
2. Citizen CMP Printer Utility 2.64
3. CMP-30 LBTIU
4. CMP-30 USB cable

Connect your CMP-30 printer to your Windows computer using a USB cable. Open CMP Printer Utility on your Windows computer.



Under Printer Connection Settings, change the port to USB and click on Open Port button.

Click Set CPCL button. This should power off the printer.

Close the port, power on your printer and, open the port. Click Set Gap button to set the printer sensor to label mode. Wait until the battery LED light stop blinking.

To check if the emulation and/or the gap has been setup successfully, you may perform a self-test from the printer as described in [section 2.1](#). The emulation should now say CPCL.

Note: Item number 2 can be downloaded here:

<http://www.citizen-systems.com/sites/default/files/software/Ver%202.64%20-%20CMP40%2030%2030II%2020%2020II.zip>

If this link is broken, please contact Citizen technical support (more information on Citizen technical support can be found in the last page of this document).

3. Pairing Printer to Compatible iOS Device

This section assumes that you have went through and completed [section 2](#) and your CMP-30 is ready for pairing.

For a list of compatible iOS device, please contact Church Community Builder.

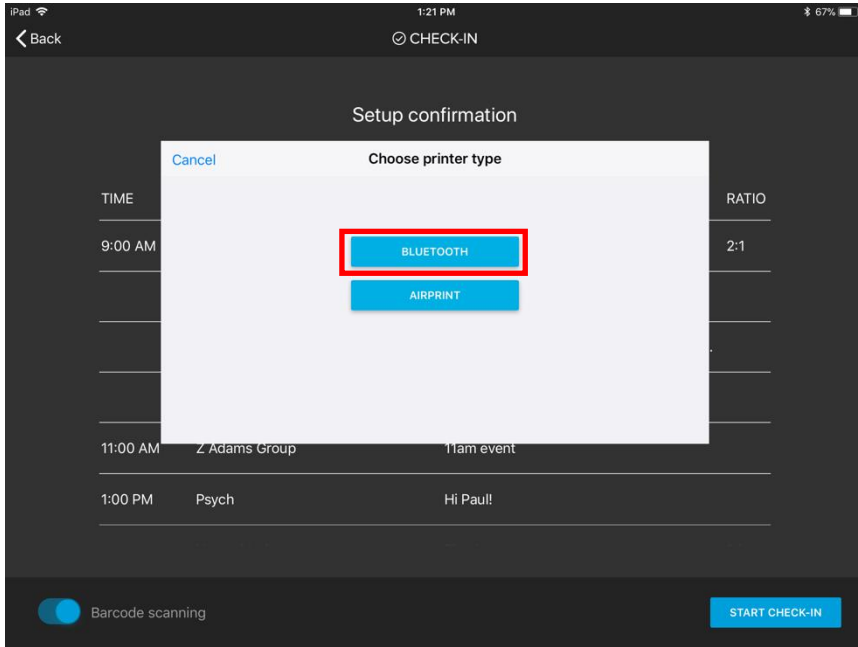
3.1. Connecting printer to iOS device with Bluetooth

In your iOS device go to Settings > Bluetooth. Turn on your iOS device's Bluetooth and find your printer. Once your printer has been found, tap your device name to connect to it.

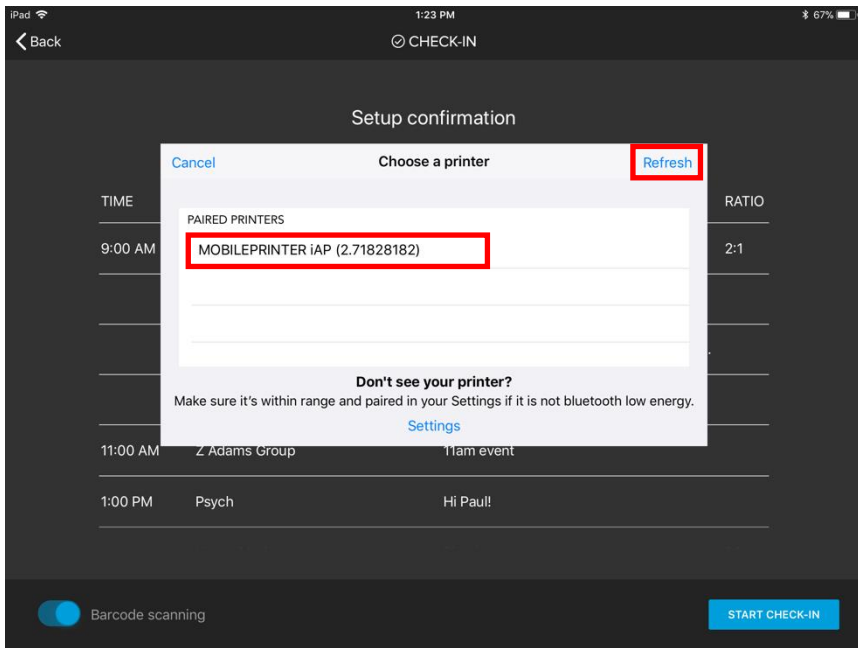


Note: Your device name can be found in your printer's configuration/self-test printout. Please refer to [section 2.1](#) on how to print a self-test.

3.2. Using printer with the Check-In application



Select Bluetooth for your printer type.

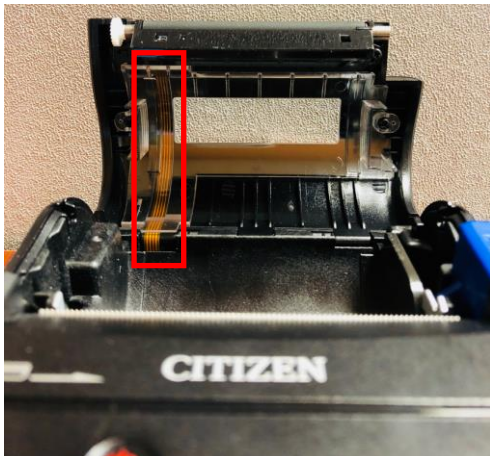


Your printer should show up on the list. If not, try refreshing the list.

Troubleshooting Tips

Printer is not detecting label gap – Gap Calibration

1. Check that the emulation and sensor settings are [correct](#) (CPCL and Gap).

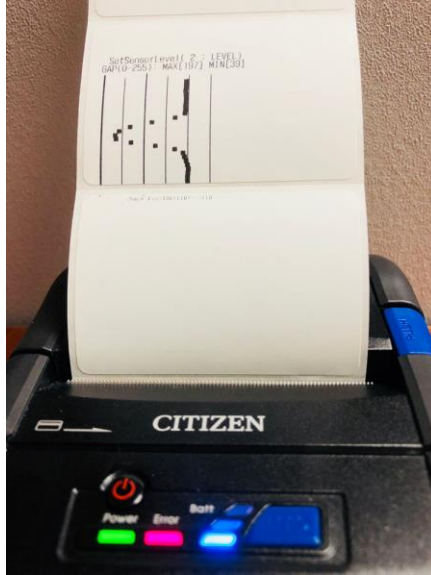


2. Make sure that the printer is the label model. This can be checked by opening the printer media cover. If the printer is a label printer, there should be a copper-colored ribbons running through the left side of the cover as shown on the left.

3. Make sure that you are using a regular 3-inch by 2-inch label media with NO blackmarks.
4. Assuming you have went through the above checks and the printer is still not detecting label gap properly, proceed to this step – Gap Calibration.



- Peel off the top label from your media roll, exposing the label liner. Keep the label liner intact with the rest of the media.
- Load the media back to the printer with half of the exposed label liner showing from the printer as shown above.
- Close the media cover and connect the printer to a Windows computer using a USB cable.
- Power on your printer. This will put the printer in Error mode with the Error LED blinking and the printer beeping.
- Open CMP Printer Utility in your Windows computer. Under Printer Connection Settings, set the port to USB and press Open Port.
- With the media loaded and the printer in Error mode, press Gap Calibration button under Calibration. This will generate the following printout.



- Turn off the printer by pressing down the Power button for approximately 3 seconds.
- Power on the printer.
- The Gap Calibration has been done successfully if the label advances one at a time when you press the FEED button.

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