EPSON
EXCEED YOUR VISION

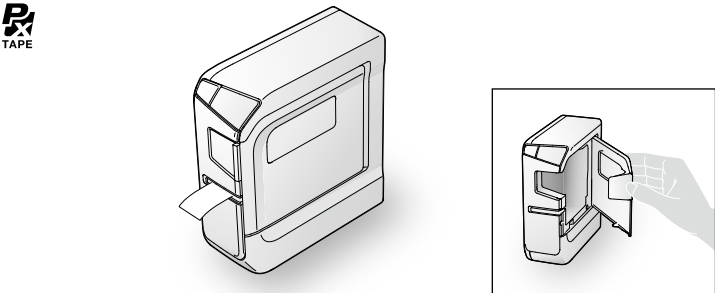*413408100* ①

LABELWORKS PX
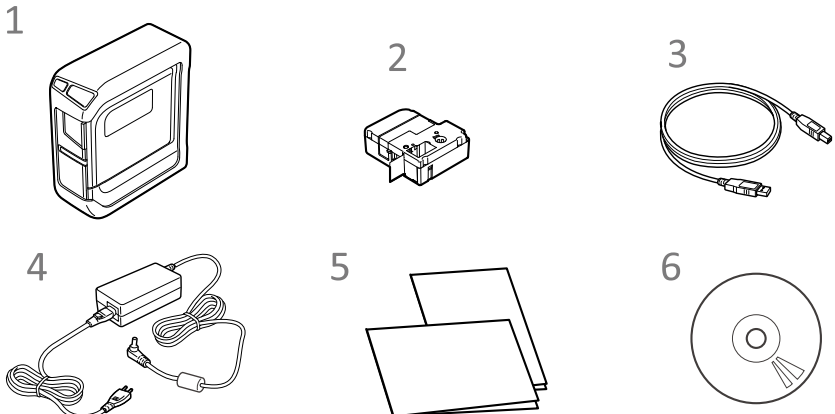### LW-PX400

Installation Manual

PX TAPE

Read this document carefully to use this product safely and correctly.
If your product is faulty, please read the included warranty card and contact the store you purchased it from. If you require further assistance, contact the K-Sun customer support center.
Please also visit us at http://labelworks.epson.com for help and support. You can download the latest version of this Installation Manual from the website.

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IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.
Android and Google Play are trademarks of Google, Inc..

International ENERGY STAR® Compliance Statement
The purpose of the International ENERGY STAR® Program is to promote the development and popularization of energy-efficient office equipment.
As an ENERGY STAR® Partner; Seiko Epson Corporation has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

ENERGY STAR

Checking Package Contents

Before using the printer, check that you have all the items below.
Contact your place of purchase if anything is missing or damaged.

1   2   3
4   5   6

1 LW-PX400 (state with rubber guard attached)
2 Tape cartridge
3 USB cable
4 AC adapter (AST1116Z2-1)
5 Documents
6 Label Editor Professional CD-ROM

How to Obtain the Printer Driver and Software

Prepare the software necessary to create labels on your computer or mobile device, and to print them from the printer.

Mobile Device

Where to download the software

Download on the App Store   GET IT ON Google Play

Install any one of the following applications.
• Epson iLabel
• Epson Datacom

You can access the Fluke Networks LinkWare™ Live cloud software service from Epson Datacom and print the information of the acquired project data.

Computer

The following pieces of software are necessary to use the printer from your computer.
• Printer driver
• Label editing software
• User's Guide of the label editing software (as needed)

Windows
Install the software from the Label Editor Professional CD-ROM that was supplied with the product. The software can also be downloaded from the following website.
Search the software by its name "Label Editor Professional".
☞ http://labelworks.epson.com

macOS
• Printer driver/User's Guide of the label editing software
  Download them from the K-Sun website.
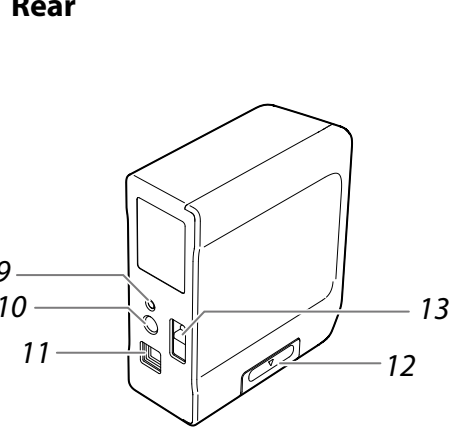 Search the software by its name "Label Editor Lite".
  ☞ http://labelworks.epson.com

• Label editing software
  Available on the App Store.
  Search the software by its name "Label Editor Lite", then install it.

Names and Functions of Parts

■ Front

1, 2, 3, 4, 5, 6, 7, 8

■ Rear

9, 10, 11, 13, 12
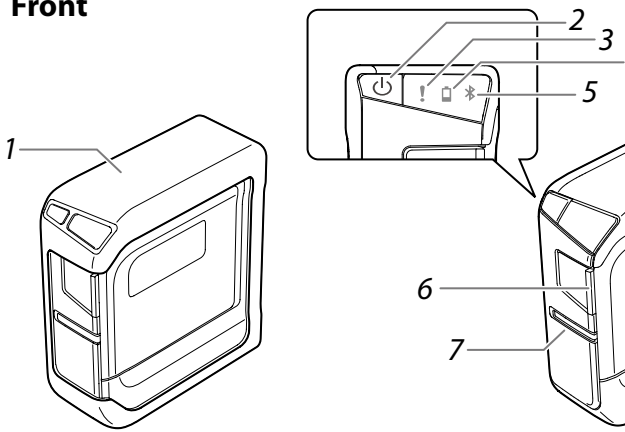
1.	Rubber guard	Protects the printer.
2.	⏻ button	Turns the printer power ON/OFF.
3.	! lamp	Indicates the printer's error status.
4.	🗎 lamp	Indicates the printer battery's remaining charge (approximate).
5.	✳ lamp	Indicates the printer's status.
6.	Printer cover tab	Pull this tab to open the printer cover.
7.	Tape outlet	Printed labels come out here.
8.	Printer cover	Can be opened to insert a tape cartridge, or for print head cleaning.
9.	Bluetooth button	Press this button and the ⏻ button at the same time to enable/disable Bluetooth.
10.	Power jack	Connects the included AC adapter.
11.	USB port	Connects the included USB cable.
12.	Battery cover	Opened when inserting or replacing batteries.
13.	Security hole	Lets you secure the printer to a desk or post with a commercial security cable lock or similar device.

Specifications

■ Printer

Dimensions		Approx. 60 (W) x 137.4 (D) x 151 (H) (mm) (including rubber guard)
Weight		Approx. 590 g (excluding batteries and tape cartridge but including rubber guard)
Supported tape width		4 mm, 6 mm, 9 mm, 12 mm, 18 mm, 24 mm
Interface		USB 1.1 Full-speed, Bluetooth
Temperature		
	Operating	5 to 35 degrees C
	Storage	-10 to 55 degrees C
Bluetooth Communication		
	Method	Bluetooth® 2.1
	Output	Bluetooth® Power Class 2
	Max. distance	About 10 m*
	Frequency band	2.4 GHz band (2.4000 to 2.4835 GHz)
	Profile	SPP

*The communication distance may vary depending on the operating environment.

■ Power Supply

AC adapter	Type	AST1116Z2-1
	Manufacturer	Seiko Epson Corp.
	Input	AC100-240V, 0.4A, 50-60Hz (dedicated adapter, power cable only)
	Output	DC11V, 1.64A
	Total output power	18.04 W
Battery		AA alkaline battery x 6

■ Software System Requirements

Software	Label Editor Professional	Label Editor Lite	Epson apps[1]	
OS	Windows	macOS	iOS, Android	
Hard drive space	About 300 MB	About 40 MB	-	
Display	1,024 × 768 (XGA) or higher resolution	-		
Interface	• USB 1.1 Full-speed • Bluetooth[2]	USB 1.1 Full-speed	Bluetooth	

[1]: Epson apps for mobile devices such as Epson iLabel.
[2]: Bluetooth communication is available with an Windows 8 or later computer.

For the latest information about the application software and the compatible operating systems, visit the K-Sun website.
☞ http://labelworks.epson.com

Safety Instructions

For your safety, read the attached documents carefully to use this product correctly. After you have read all instructions, keep this manual handy for future reference and to make your concerns clear.

Items below indicate safety precautions to protect users, their surroundings and their property from possible injury or damage.

Precautionary notations are categorized as follows according to personal injury and damage to the equipment if the instructions are ignored or the equipment is misused.

⚠ DANGER
This symbol indicates information that, if ignored, could possibly result in serious or fatal personal injury. Take extra caution in performing procedures with DANGER headings.

⚠ WARNING
This symbol indicates information that, if ignored, could possibly result in serious personal injury or even death due to incorrect handling.

⚠ CAUTION
This symbol indicates information that, if ignored, could possibly result in personal injury, physical damage, or damage to equipment due to incorrect handling.

The following describes the meaning of each symbol used in the precautions.

⚠ This indicates an important reminder.
🚫 This indicates a prohibited item.
❗ This indicates a mandatory procedure.

⚠ DANGER

When handling batteries

❗ If liquid leaking from an alkaline battery gets into your eyes, do not rub your eyes but immediately wash them well with clean water and contact a doctor. Otherwise, it may cause blindness.

⚠ WARNING

When using the AC adapter and power cable

❗ The cords included with this product contain chemicals, including lead, known to the State of California to cause birth defects or other reproductive harm. **Wash hands after handling.** (This notice is provided in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 and following.)

🚫 Do not use any AC adapter or power cable other than the dedicated AC adapter and power cable. Do not use the AC adapter with other than the specified voltage also. Otherwise, damage, overheating, fire or electric shock may occur.

❗ Take the following precautions when handling the AC adapter and power cable.
• Make sure to avoid using multi-socket adapters.
• Make sure the plug is not dusty before inserting it into an outlet.
• Insert the plug firmly into the outlet.
• Do not hold the AC adapter or the plug with wet hands.
• Do not pull the power cable when disconnecting the plug. Be sure to hold the plug when disconnecting it.
• Do not make any modification to the AC adapter or power cable.
• Do not apply strong shocks to or put a heavy object on the AC adapter or power cable.
• Do not bend or twist the AC adapter or power cable forcibly.
• Do not place the AC adapter or power cable near a heater.

🚫 Do not use any damaged AC adapter or power cable. Otherwise, damage, overheating or smoking may occur, which may result in fire or electric shock.

🚫 Do not touch the plug during thunderstorms.

When handling batteries

❗ Keep batteries out of reach of children. They are extremely dangerous if swallowed.

When using this product

🚫 Do not apply any strong force or shocks to the product such as standing on, dropping or hitting it. Otherwise, the product may be broken, which may result in fire or electric shock. If it is damaged, turn off the power immediately, unplug the AC adapter and remove the batteries, and then contact the K-Sun customer support center. Continuous use may result in fire or electric shock.

⚠ Take care not to spill any beverage such as tea, coffee or juice onto the product, or to spray aerosol insecticide. It may cause malfunction, fire or electric shock. If any liquid has been spilled on the product, turn off the power, unplug the AC adapter and remove the batteries immediately, and then contact the K-Sun customer support center. Continuous use may result in fire or electric shock.

⚠ Do not touch the printhead because it becomes very hot. Otherwise, there is a risk of burns.

🚫 Do not open any covers other than the printer cover and the battery cover. Doing so may result in fire or electric shock. Always use the product as instructed in this manual. Otherwise, damage or injury may occur.

❗ Never modify or disassemble this product. Doing so may cause fire or electric shock. Do not carry out any operations not described in this manual, or the product may break or cause injury.

❗ If any of the following abnormalities is observed, turn off the power immediately, unplug the AC adapter and remove the batteries, and then contact the K-Sun customer support center.
• If smoke, strange odours or unexpected noises come from the product
• If liquid or foreign objects get inside the product
• If the product has been dropped or damaged

⚠ Do not touch the tape eject slot, during printing or when the auto cutter is in operation. Otherwise there is a risk of injury.

❗ May exert electromagnetic interference on, and cause malfunction of, cardiac pacemakers. Before using this product, check that there is no one in the vicinity using a cardiac pacemaker.

❗ May exert electromagnetic interference on, and cause malfunction of, sensitive medical equipment. Before using this product, check that there is no sensitive medical equipment in the vicinity.

❗ Use of this product on aircraft may be restricted in some countries. Before using this product, check that use of this product is not restricted on the aircraft.

When handling the auto cutter

⚠ Do not touch the tape outlet slot (where the labels come out) during printing or when the auto cutter is in operation. Otherwise, there is a risk of injury.

Others

🚫 Do not use or store the product, batteries, AC adapter, power cable, or tape cartridges in the following places.
• In direct sunlight.
• Where it may become extremely hot such as in a vehicle with the windows closed.
• Where it may become extremely hot such as near a heater or the temperature becomes very unstable such as near the exhaust duct of an air conditioner.
• Where the product may get wet due to a shower or rain such as in a bathroom or outdoors.
• In a dusty place or where the product may be exposed to smoke or steam such as near the kitchen or a humidifier.
• On an unstable place such as on a shaky table or on an inclined place.
• Where it might be subjected to vibration or shock.
• Near high-voltage power lines or something that generates a magnetic field.

❗ Keep the plastic bags used to contain the product or this manual out of reach of children. Children may suffocate if they swallow them or put their heads into the bags.

⚠ CAUTION

When handling batteries

⚠ If liquid leaks from a battery, wipe it off with a cloth and replace it with a new one. If the liquid comes in contact with your skin, wash it away with water immediately.

❗ If the batteries are used incorrectly, they may cause leakage, heating, explosion, erosion, or damage to the product, which may result in fire or injury.
• Do not use new ones and old batteries together, or mix different types of batteries.
• Use AA alkaline batteries.
• Use batteries in the correct directions.
• Take the batteries out immediately when they have no power remaining.
• Take the batteries out if you do not use the product for a long time.
• Do not heat batteries or throw them in fire or water.
• Do not pinch the batteries with metal tweezers or use any pointed sharp metal object such as the tip of a mechanical pen or ball-point pen when taking the batteries out.

❗ When disposing of used batteries, make sure to follow the regulations.

When using the AC adapter and power cable

🚫 Do not unplug the AC adapter while the product is in operation, otherwise printing may not be successful.

🚫 Do not use the AC adapter in a small, confined space, or cover it with a cloth. Otherwise, the AC adapter may overheat and deteriorate.

When using this product

🚫 Do not stand or put anything heavy on the product or place it on an unstable place such as on a shaky table or on an incline. Otherwise, the product may fall and cause injury.

⚠ To ensure safety, unplug this product before leaving it unused.

❗ Before cleaning, make sure to unplug the AC adapter from the outlet, and remove the batteries.

🚫 Do not use a moistened cloth or solvents such as alcohol, thinner or benzine.

🚫 Do not block or insert objects into the included AC adapter socket or the tape eject slot.

⚠ To comply with RF exposure compliance requirements, a distance of at least 22 cm must be maintained at all times between the antenna of this product and people in the vicinity.

Others

⚠ Be careful of continuous use of which may cause eye fatigue.

When handling tape cartridges
• Make sure to use a dedicated PX Tape.
• Some types of tape cannot be cut by the cutter. For the details, refer to the tape's manual.
• Do not drop it or disassemble it. Doing so may cause damage.
• Do not pull out the tape forcibly by hand. But make sure to feed the tape. Otherwise, the tape cartridge may be broken and unusable.
• Avoid using a tape cartridge without remaining tape. Doing so may cause overheating of the printhead, which may result in damage or malfunction.

MEMO
Tape cartridges contain ink ribbons in them. When disposing of tape cartridges, make sure to follow the local regulations for disposal.

Frequency Precautions
The frequency band for this product is 2.4 GHz. This frequency range is the same frequency bandwidth as industrial, scientific, and medical devices such as microwave ovens and mobile unit identification (RF-ID) systems (licensed premises radio stations and unlicensed specified low-power radio stations) used in factory production lines. Before using this product, check that there are no radio stations for mobile unit identification or specified low-power radio station premises nearby. In the event that this product should interfere electromagnetically with the premises of a radio station used for mobile unit recognition, cease use immediately and stop generating the electromagnetic field. Contact the K-Sun customer support center if this product interferes electromagnetically with a special low-power radio station used for mobile unit identification or causes similar problems.

International Travel Precautions
Wireless devices are designed to conform to the channel and frequency limits of the country they are intended to be used in. This product is based on the specifications of the country of sale. If this product is used outside the country of sale, check with the K-Sun customer support center for more information.

Other cautions
• Take care not to cut your fingers when cutting the label with scissors.
• Do not attach a label on human bodies, living things, public facilities ore other people's belongings.
• Be sure to turn the power off after use.

Cleaning

⚠ CAUTION
Always turn the printer OFF before cleaning.
Always use dedicated tape cartridge having the PX symbol.
Always perform the tape feed operation after inserting a tape cartridge.
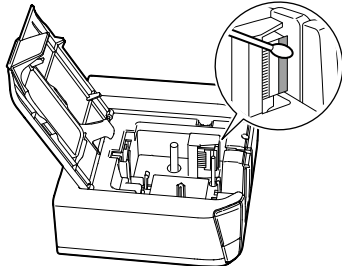
■ Printer
Wipe the printer with a soft, dry cloth.
Never use solvents or chemicals such as benzine, paint thinner or alcohol. Never use a chemical cloth.

■ Print head
If streaks or smears appear on printouts, use a cotton swab or similar materials to wipe dirt off the print head.
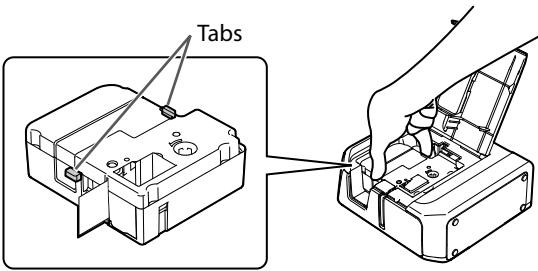
1. Pull the tab to open the printer cover.
2. Clean the print head.
3. Close the printer cover.

■ Replacing the tape cartridge

1. Pull the tab to open the printer cover.
2. Hold the tape cartridge by the tabs, and lift it straight up.

   Tabs

3. Place a new tape cartridge in the printer.
4. Close the printer cover.

Using the Printer

This section describes all the procedures from printer setup to printing and attaching a label.
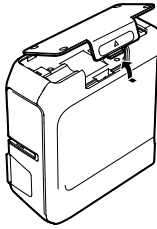
Printer Setup

1. Prepare the power supply.

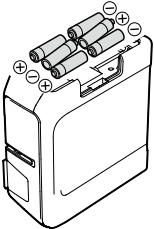You can use the printer by one of the two methods below.

Using batteries

⚠ **CAUTION**
Always use AA-size alkaline dry cell batteries.

1. Remove the rubber guard.
2. Open the battery cover at the bottom of the printer.
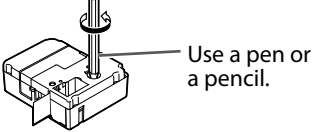3. Insert batteries.
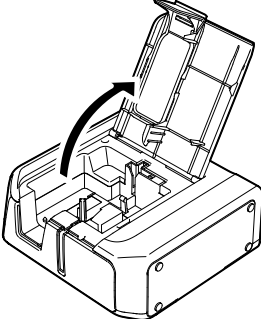   Batteries: AA alkaline battery x 6
4. Close the battery cover.
5. Attach the rubber guard.

Using the AC adapter

⚠ **CAUTION**
Always use the included AC adapter.

1. Connect the included AC adapter (AST1116Z2-1) to the printer, and plug the power plug into a power outlet.

2. Inserting the tape cartridge in the printer

⚠ **CAUTION**
Always use dedicated tape cartridge having the 🅿 TAPE symbol. Always perform the tape feed operation after inserting a tape cartridge.

1. Remove any slack in the tape inside the tape cartridge.
   Use a pen or a pencil.
2. Pull the tab to open the printer cover.
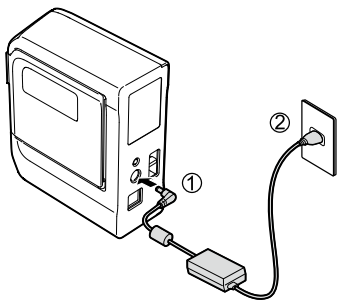
3. Place a tape cartridge in the printer as shown.
   Pass the end of the tape through the gap.
4. Close the printer cover.
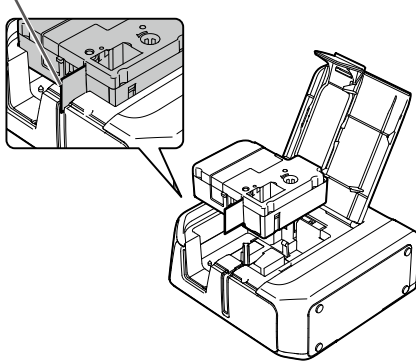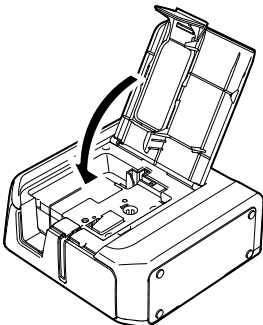
Connecting a Mobile Device

1. Install the Epson software such as "Epson iLabel"

See "How to Obtain the Printer Driver and Software" on the front side.

2. Bluetooth connection setup (pairing)

⚠ **CAUTION**
Place your mobile device no more than one meter away from the printer when making the settings.

MEMO
For Bluetooth pairing instructions, consult the documentation for your mobile device.

1. Press the ⏻ button to turn the printer power ON.
   If the Bluetooth function of the printer is disabled, enable it.
   See "Enabling and Disabling the Bluetooth Function".
2. On your mobile device, turn on the Bluetooth feature and pair the printer.
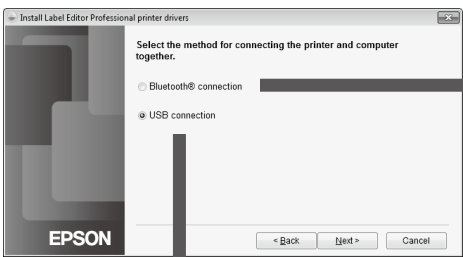   When pairing is complete, start he Epson software on the mobile device to create labels.

Connecting a Computer

1. Prepare necessary software and manuals

See "How to Obtain the Printer Driver and Software" on the front side.

2 Install "Label Editor Professional" and printer driver

Follow the on-screen instructions to install Label Editor Professional. When the printer driver installation screen appears, select "LW-PX400". Select the connection method on the screen shown below.

⚠ **CAUTION**
Do not connect the printer and computer before installing the software. Connect the printer as directed in the installation screen.

MEMO
• The procedure given here is for Windows computers. For instructions for macOS computers, see the Label Editor Lite User's Guide. USB connection is supported for macOS computers.
• For information on how to turn on the Bluetooth feature of the computer, consult the documentation for the computer.
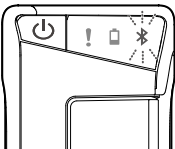
USB
Connect the printer and the computer with a USB cable following the instructions.
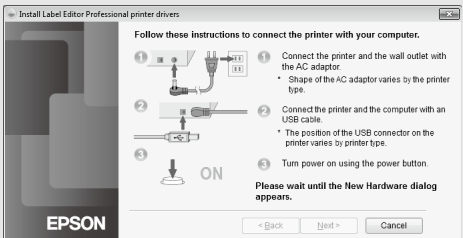
The printer driver for USB connection is installed.

Bluetooth

1. Turn on the printer.
   If the Bluetooth function of the printer is disabled, enable it.
   See "Enabling and Disabling the Bluetooth Function".
2. Turn on the Bluetooth feature of your computer.
3. Select the checkbox as shown below.
4. Select the printer as shown below.

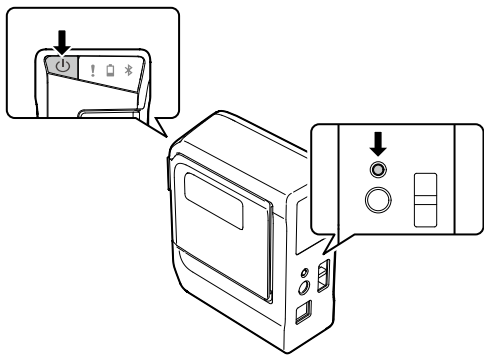The printer driver for Bluetooth connection is installed.

Enabling and Disabling the Bluetooth Function

At the time of purchase, the Bluetooth function is set to be enabled when you turn on the power of the printer. This can be switched between enable and disable by button operation.
You can check the state of the Bluetooth function with the ✳ lamp.
See "Meanings of lamps".

1. If the power of the printer is on, press the ⏻ button to turn off the power.
2. Press the ⏻ button and Bluetooth button at the same time to turn on the power of the printer.

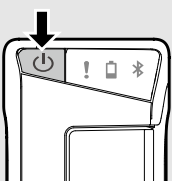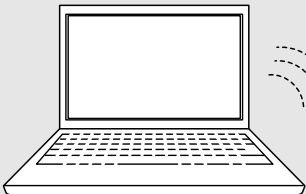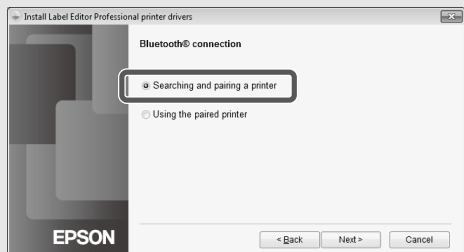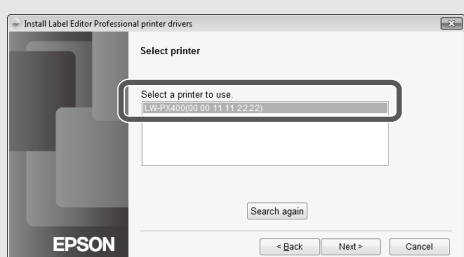You can switch alternately between enable and disable by repeating the operations of steps 1 and 2.

Creating a label

1. Creating and printing a label

Using mobile device
Use the Epson application to create and print labels.
See the K-Sun website for more information.
☞ http://labelworks.epson.com

Using computer
Create labels with the label editing software "Label Editor Professional"* and print.
See the following manual for the procedure:
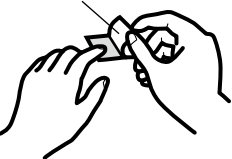Label Editor Professional User's Guide*.

* The software name for macOS is "Label Editor Lite".

2. Attaching a label

Peel off the backing paper of the printed label to stick it onto an object.

1. Peel off the backing paper.
   Backing paper
2. Attach the label and rub it firmly.

The shortest label you can create with this printer is approximately 22 mm long.
When creating a label shorter than 22 mm long, cut the margins with scissors.

When Finished Using Printer

When connecting the printer using Bluetooth

1. Press the ⏻ button to turn the printer power OFF.
2. Turn off Bluetooth on your device.
3. When using the AC adapter, unplug the power cable from the outlet and disconnect the AC adapter plug from the printer.

When connecting the printer using a USB cable

1. Press the ⏻ button to turn the printer power OFF.
2. Disconnect the USB cable.
3. When using the AC adapter, unplug the power cable from the outlet and disconnect the AC adapter plug from the printer.

Auto power Off
The printer turns off automatically if it is not used within these time periods:
• 8 hours on AC power
• 20 minutes on battery power

Troubleshooting

■ Meanings of lamps

The lamps indicate printer statuses.

Lamp's condition *: Depends on printer operation status --: Unlit			Printer status
!	🗎	✳	
--	*	Fading in and out	Bluetooth enabled. Or connected to an Android device or Windows computer.
*	*	Lit	Bluetooth connection completed. (when connecting to an iOS device)
--	*	Flashing quickly	Performing operation such as printing or label cutting.
--	*	Flashing (once every 5 seconds)	Bluetooth disabled.
--	--	--	Power OFF.
*	Lit	*	Low batteries and need to be replaced. Have replacement batteries ready.
*	Flashing quickly	*	Replace batteries.
Flashing quickly	*	*	Printer error. Check the message displayed on the connected computer or the mobile device.

■ Problems not indicated by lamps

Printer power does not turn ON.
• Check that the power cable is connected properly, or that batteries have been properly inserted. If the power still does not turn ON, contact your place of purchase or the K-Sun Customer Support Center.
• If a message is displayed on your computer or mobile device screen, check the message information.

Unable to perform Bluetooth connection (pairing) with the printer
• Check to see if the printer's ✳ lamp is fading in and out. If not, enable Bluetooth on the printer and then try performing the operation. See "Enabling and Disabling the Bluetooth Function".
• Check that the printer communicating with another device. If the printer is already communicating with one device, it is unable to communicate with another device.
• If a message is displayed on your device screen, check the message information.

Connection was interrupted during connection (pairing) with the printer.
• Check to see if the printer's ✳ lamp is fading in and out. If not, enable Bluetooth on the printer and then try performing the operation. See "Enabling and Disabling the Bluetooth Function".
• If the printer is connected to a computer with a USB cable while the printer is communicating with a mobile device, the communication with the mobile device is terminated. Terminate the printer's connection to the computer, then redo the pairing setting.
• If a message is displayed on your computer or mobile device screen, check the message information.

Printer does not print when print operation is directed.
• If a message is displayed on your computer or mobile device screen, check the message information.
• Check that connection cables are connected properly, that the tape cartridge is mounted properly, and that the cover is closed properly.
• Have you selected the printer to be used? Printing will not be done properly if another printer is selected.
• Did you restart the computer after installing the printer driver? The printer driver may not be installed correctly if the computer was not restarted. Reinstall the printer driver.

Text is not printed properly.
Check that the tape cartridge is properly mounted.

Lines appear on printed labels.
The print head is dirty. Clean the print head. See "Cleaning" on the front side.

Canceling a print job
Check the printer's power in ON, then press ⏻ button on the front of the printer briefly once.

Labels are not cut automatically
Is the cutter blade worn? Prolonged use of the cutter can wear down and dull the blade. Contact the K-Sun Customer Support Center.