Thermal Printer User Guide
Getting Started

This set up guide includes full instructions to not only set up your printer for the very first time but also to replace your Citizen CLP521, Citizen CLS521 and TSC DA200 printer.

Included within this package -

- Printer
- Power Cable
- USB Cable
- CD (Printer Driver) excluding TSC DA200
- Spindle for labels
Installing a printer for the first time

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>CLS521</th>
<th>TSC DA200</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Connect the printer to the PC with the USB Cable supplied</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Windows will install the following driver</td>
<td>Citizen CLS521</td>
<td>Citizen CLS521</td>
</tr>
<tr>
<td>3.</td>
<td>Further action required</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>
Installing CLS521 Printer

To connect a Citizen CLS521 / CLPS21 printer if the Citizen printer drivers are already installed follow these steps:

1. Firstly ensure the printer is switched OFF and open the printer by lifting the printer lid.
2. Push the blue lever down on the right hand side to release the print head.
3. Insert the roll of labels onto the print spooler and ensure the large black plate is on the right hand side of the roll of labels.
4. The labels should be aligned to the left hand side of the printer and the black media guide should be flush to the right hand side of the label.
5. Lower the print head and CLICK firmly into position.
6. To ensure the print quality is at its maximum the Top dial on the right hand side of the print head is set to 9 and the side dial set to 0.
7. Replace the printer lid and ensure the USB and power cables are plugged into the back of the printer and the USB cable connected to your PC or Laptop.
8. Switch the printer ON (button located at the back of the printer).
9. Press the FEED button to align the labels.
10. Ensure the printer is set up in MyOPD > My Account Details > Printing Settings

The printer is now ready to use!
Installing TSC DA200 Printer

The TSC DA200 printer identifies itself as a Citizen CLS521 for installation purposes so if the Citizen CLS521 printer drivers are already installed follow these steps:

1. Firstly ensure the printer is switched OFF and pull up the green buttons found on either side of the printer lid to open the printer.

2. Click the green button DOWN on the label holder; this will release them allowing a roll of labels to be inserted.

3. Pull the labels to the edge of the printer, click the green button UP to secure the label roll and then replace the printer lid.

4. Ensure the printer is plugged in and switch the printer ON (the power button can be found on the back of the printer) and the USB cable is connected to the printer and PC or Laptop > Press the FEED button to align the labels.

5. Ensure the printer is set up in MyDPD > My Account Details > Printing Settings

The printer is now ready to use!
Installing the **Printer Drivers**

1. Within your browser navigate to:
   
   [https://www.seagullscientific.com/drivers/printer-driver-features/?p=citizencl5521](https://www.seagullscientific.com/drivers/printer-driver-features/?p=citizencl5521)

2. Click on the blue Download Icon

3. The Citizen Printer Drivers will now download automatically

4. If presented with a warning message click KEEP

5. Double click on the .exe file to commence the install

6. If presented with a Security Warning click Run

7. Click I Accept the terms in the License Agreement and click Next

8. Click Next to keep the default installation Directory path
Installing the **Printer Drivers**

9. Uncheck Read installation instructions (contained in 'Installation Instructions.html') and Click Finish

10. If presented with User Account Control message Click Yes

11. Select Install Printer Drivers and Click Next

12. Select Install a driver for a Plug and Play printer and click Next

13. If the label printer is to be the default printer tick Use this printer as the default printer if not leave unticked and click Next

14. Click Finish to install the printer drivers

15. If presented with a Windows Security message click Install

16. Click Close

The printer drivers have now been installed! Your printer should now operate with the DPD App.
# Replacing a faulty printer CLP521

<table>
<thead>
<tr>
<th>Faulty Printer</th>
<th>CLP521</th>
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</tr>
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<tbody>
<tr>
<td><img src="image1" alt="Faulty Printer Image" /></td>
<td><img src="image2" alt="CLP521 Image" /></td>
<td><img src="image3" alt="CLP521 Image" /></td>
<td><img src="image4" alt="CLP521 Image" /></td>
</tr>
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<th>CLS521</th>
<th>TSC DA200</th>
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<tr>
<td><img src="image5" alt="Replacement Printer Image" /></td>
<td><img src="image6" alt="CLS521 Image" /></td>
<td><img src="image7" alt="TSC DA200 Image" /></td>
<td></td>
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1. Connect the printer to the PC with the USB Cable
2. Windows will install the following driver: Will use existing CLP521 driver
   - Citizen CLS521
   - Citizen CLS521
3. Further action required: None

User must change Desktop Printer Name in “Thermal Printer Settings”
# Replacing a Faulty Printer CLS521

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<td><img src="image1.jpg" alt="CLS521 Printer" /></td>
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<td><img src="image4.jpg" alt="CLP521 Printer" /></td>
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1. Connect the printer to the PC with the USB cable.
2. Windows will install the following driver:
   - Citizen CLP521
   - Will use existing CLS521 driver
   - Citizen CLS521 (Copy 1)
3. Further action required:
   - User must change Desktop Printer Name in “Thermal Printer Settings”
   - None
   - User must change Desktop Printer Name in “Thermal Printer Settings”
Installing the MyDPD App for Microsoft Windows

1. Ensure the printer and the computer are connected and powered ON
2. Download the MyDPD App from www.dpd.co.uk/lp/mydpd or www.dpdlocal.com/lp/mydpd
3. Click on Download for Windows to start the download for your appropriate operating system
4. Open the installer once it has finished downloading
5. If you are using Windows and are presented with a dialogue box to make changes to this computer, click Yes and if instructed restart the computer
6. Once installed MyDPD will open automatically - Login with your current username and password
7. Ensure the printer is set up in MyDPD > My Account Details > Printing Settings
8. Tick Printing to a Thermal Printer select the Thermal Printer Type and Thermal Printer Name from the drop down list and click SAVE once completed
9. Open MyDPD from your desktop. Our icon looks like this:

That's it! MyDPD is now ready to use!
Installing the MyDPD App for MacOS

1. Connect the label printer cable from your Apple Mac Computer and ensure it is powered ON
2. Download the MyDPD App from www.dpd.co.uk/lp/mydpd or www.dpdlocal.com/lp/mydpd
3. OPEN the installer once it has finished downloading
4. Drag the MyDPD icon across to the Applications folder
5. OPEN the MyDPD browser from Launchpad - Do this by clicking the Launchpad icon from the Dock

6. Once MyDPD is open Login with your current username and password
7. Ensure the printer is set up in MyDPD > My Account Details > Printing Settings
8. Tick Printing to a Thermal Printer select the Thermal Printer Type and Thermal Printer Name from the drop down list and click SAVE once completed
9. Click Configure USB Printer to complete the setup

That's it. MyDPD is now ready to use!