



# ***Afinia Label CP950 Quick Start Guide***

Powered by  
**memjet**®



Ver. 1.2

Please visit our website for videos detailing setup, installation  
and product overview.

<https://afinialabel.com/product-support/cp950/>



*Technical Support Contact Information*

Email: [support@afinialabel.com](mailto:support@afinialabel.com)

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## Step 1

### Remove Printer and Accessories from packaging

Items included:

Printer	Network cable
USB cable	Power cable
One ink set (CMYKK)	Print head
Quick Start Guide	Ink Drip Tray assembly
Media Guides	Media Support

Download the driver installer file from our website:

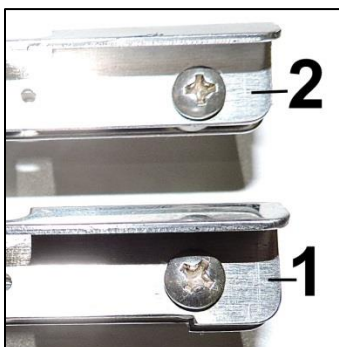
<https://afinialabel.com/product-support/cp950/>

Place Printer on a level, stable surface. Make sure Printer is level.

## Step 2

### Assemble Ink Drip Tray

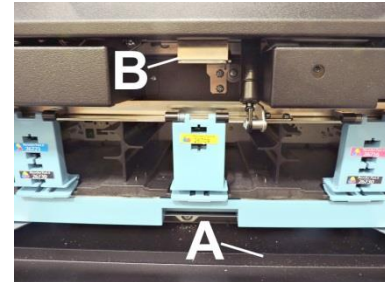
1. Select the **High** or **Low** grate and install it as shown [A]..
  - a. High grate is for thinner media (paper or envelopes)
  - b. Low grate is for thicker media (cardboard or cardstock)



## Step 3

### Install Ink Drip Tray

1. Open Ink Tank Door [A].
2. Release Latch [B] to raise Top Assembly.



3. Insert tabs on Ink Drip Tray into frame slots [C] as shown.

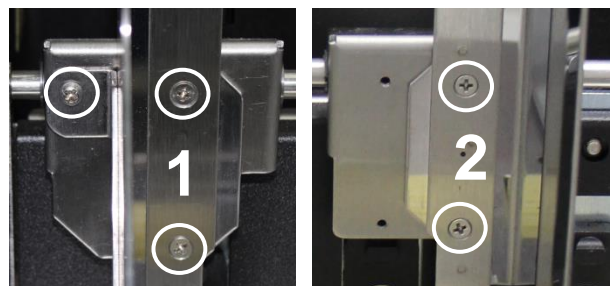


4. Close Top Assembly.

## Step 4

### Assemble Media Guides

1. Install Left and Right Adjustable Media Guides as shown below (1 & 2).



2. Install Media Support and Guide (3 & 4).



## Step 6

### Print Driver Installation

#### Minimum System Requirements:

- **Operating System:** Windows 8/8.1, Windows 10 (*Desktop Mode only*). Windows 7. Supports 32 and 64 bit systems.  
**Must have administrative privileges on system.**  
**NOTE:** Windows 8, 8.1 and 10 will only work in desktop mode. No Windows 8 or 10 metro apps (*applications that work in Windows 8 or 10 environments only*) are supported.
- **Microprocessor:** Pentium II, 2 GHz minimum (*Pentium Dual Core, 2.5 GHz or better, is optimal*).
- **System memory:** 2 GB minimum; or as recommended for your operating system.
- **Free hard drive space:** At least 10 GB.
- **Browsers:** Firefox recommended; Chrome, Safari, and Opera also supported.
- CD/DVD drive.
- **USB port (2.0/3.0):** (*Ports are identified as "USB" or "Enhanced" in Device Manager*).
- Microsoft .Net Framework version 3.5 (*for 32 bit systems*) or Microsoft .Net Framework version 4 (*for 64 bit systems*) must be installed.

**NOTE:** Even if a higher .NET Framework version is installed; version 3.5 or 4 must also be installed, or **Toolbox** will not open.

## Step 5

### Connect Power to Printer

1. Main Power Switch [1] is turned OFF.
2. Plug power cord into receptacle [1] located below the Main Power Switch. Internal power supply in Printer is rated 115 to 240VAC, 50/60 Hz.

### Connect Printer to Computer

**USB port [2]** for direct computer connection.

**Network Port [3]** for operating in a network environment.

**DO NOT CONNECT USB CABLE OR NETWORK CABLE YET.**

**DO NOT TURN PRINTER POWER SWITCH [1] ON YET.**



**IMPORTANT:** Before installing Printer software, temporarily disable all antivirus programs and firewalls. In addition, you must be logged onto system with full administrative privileges (*admin rights*).

1. Check that Printer is plugged in and turned OFF. **Disconnect USB connection if already plugged in.** Unzip the file from the website. Run **WinSetup.exe** to start installation.

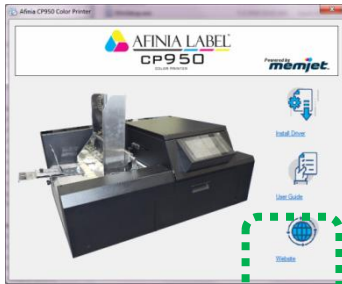


2. **Install Printer Software.**

Make sure computer system meets **minimum requirements** and you followed other instructions listed on screen.

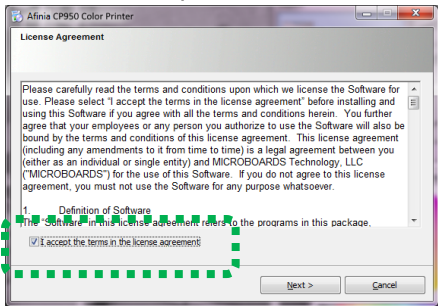


### 3. Click “Install Driver”.



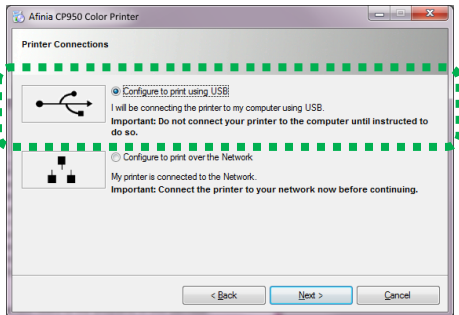
### 4. License Agreement.

Check “I accept...” then click “Next>”.



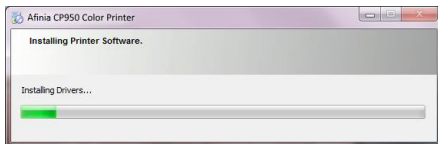
### 5. Printer Connections.

Click “Configure to print using USB”. Then click “Next>”.



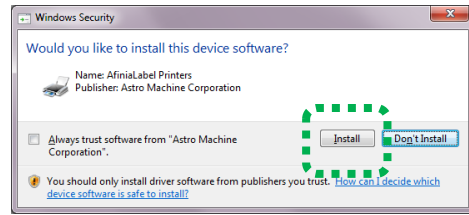
### 6. Installing Printer Software.

Driver pre-installation begins.



### 7. Would You Like to Install This Device Software?

Click “Install”.

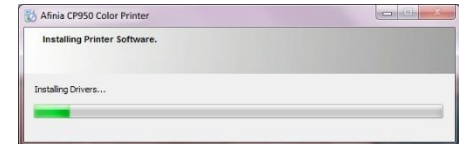
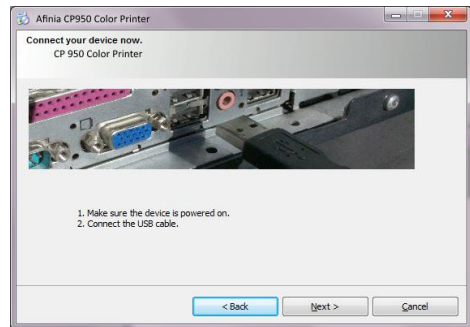


### 8. Connect Device Now.

Turn Printer ON:

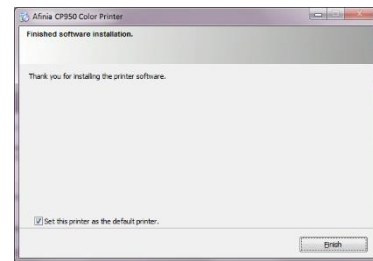
1. Press Main Power Switch on Rear Panel.
2. Press Power Button on Control Panel.

Connect USB cable. **Do not click either button.** Software will finish installing.



### 9. Finished software installation.

You can check “Set this printer as the default printer” at this time. Click “Finish”.



### 10. Close Installer.



### 11. Restart computer to complete installation.

# Step 7

## Install Ink Tanks

Printer uses (1) Printhead and (5) Ink Tanks (*two Black, one Cyan, one Magenta, and one Yellow*).

**WARNING!**

**INK IN INK TANKS MAY BE HARMFUL IF SWALLOWED. KEEP NEW AND USED INK TANKS OUT OF REACH OF CHILDREN. DISCARD EMPTY INK TANKS IMMEDIATELY.**

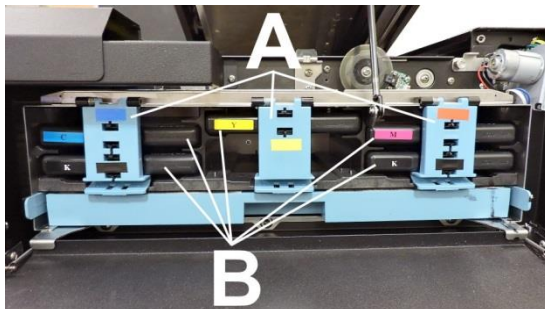
1. Look at the Control Panel Touchscreen. Ink Tank status information appears in right side of the Touchscreen. Note that the **Ink Tank** indicator boxes are empty.

**NOTE:** The question marks indicate that no Ink Tanks are detected by the Printer.

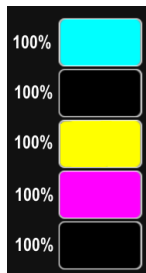


2. Open the Ink Tank Door (*hinged at bottom*). (*Disconnects Printer communication with Ink Tanks and allows safe installation and replacement*) Open Ink Tank Latches **[A]**.
3. Remove new Ink Tank(s) from packaging.
4. Insert Ink Tanks (*labels up*) into appropriate color slots **[B]**. Close Ink Tank Latches.

**INSTALLATION TIP:** Make sure Ink Tanks seat properly. Insert Ink Tank into appropriate Ink Station, then pull Ink Tank back about an inch and push forward firmly to insure that Ink Nozzles penetrate seals on Ink Tanks.



5. Close Ink Tank Door. Ink colors fill in as Ink Tanks are installed. If ink colors do not fill in after a few seconds, open Ink Tank Door again and reinstall Ink Tank(s).



# Step 8

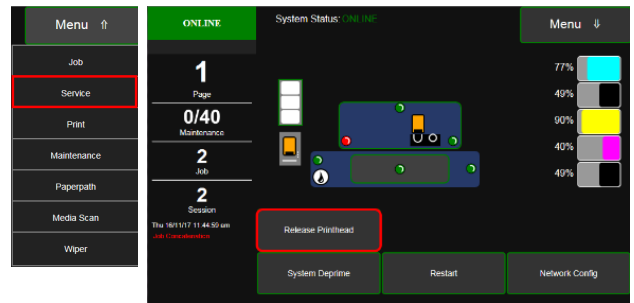
## Install Printhead

Handle Printhead with extreme care to avoid damage.

**CAUTION**

- Use electrostatic discharge (ESD) protection when handling Printhead.
- Hold Printhead by handles **ONLY**.
- **DO NOT** touch ink couplings, nozzle surface or electrical contacts.
- **DO NOT** unpack Printhead until Printer is ready for installation. Once unwrapped, delay in installing Printhead can compromise print quality.
- **DO NOT** place an unwrapped Printhead on any surface before installing. Protect Printhead from scratches, dust, fibers, dirt and other contaminants at all times.

1. Open the Top Cover. Print head latch should be in the open position. If not, on the Touchscreen open the **Service** dropdown from **Menu**. Press **Release Printhead**. Printer runs, then Latch **[1]** pops open.



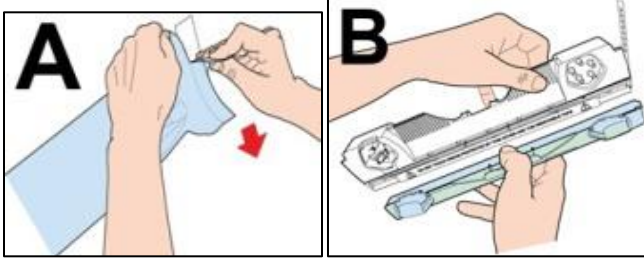
**CAUTION**

**DO NOT PRY OR MANUALLY LIFT PRINTHEAD LATCH OR LATCH MAY BREAK. ONLY OPEN LATCH USING THE RELEASE PRINTHEAD BUTTON ON THE TOUCHSCREEN OR IN THE PRINTER TOOLBOX.**

**NOTE: Remove Cap Protectors [2] on Ink Nozzles. Be sure to open Latch fully to retract Ink Nozzles.**

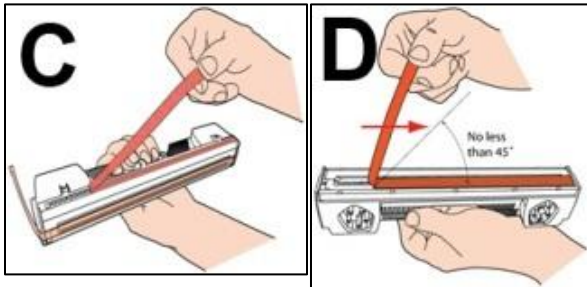


- Carefully remove Printhead from foil packaging (A) and orange cover (B)



- Remove protective tapes

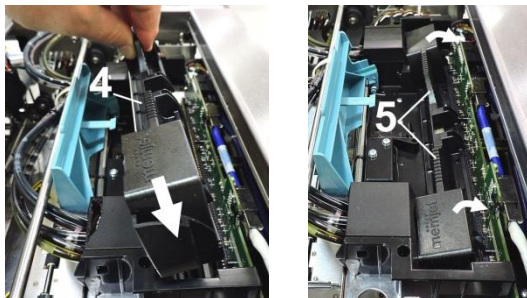
Remove the protective tapes covering the contacts (C) and print nozzles (D). Do not lift the tape from the nozzles at less than a 45° angle.



**Take care not to damage copper contacts, metal plate, or gold Printhead surface.**

- Carefully insert Printhead into compartment at an angle (as shown) [4]. Once seated, gently tilt Printhead back until it snaps into position [5].

**DO NOT FORCE** Printhead into position.



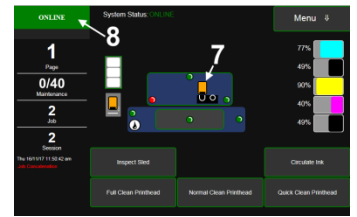
- Close Printhead Latch [6].

- Close the Top Cover. Confirm the missing printhead message is cleared from the touchscreen Status area. Select Clear Error if an Ink Cartridge error message appears



- Printer starts up and primes ink into Printhead (this may take a few minutes.)

- Watch the Control Panel Touchscreen. Check that the Printhead icon [7] in Printer image is primed (solid color).



- After priming completes, open the top door and verify that the ink hoses are filled. Close the door.

- When **ONLINE** [8] appears, the Printer is ready for use.

**NOTE:** If the Printhead icon continues to display an outline or a question mark (?) try the following procedures:

**[1] Printhead icon shows an outline (Printhead unprimed):** Click “Circulate Ink” under “Maintenance” drop-down in Printer Toolbox. If issue persists, try the “Install Printhead” procedure again. If this does not clear up the issue, please contact technical support.

**[2] Printhead icon displays a question mark (Printhead not recognized):** Try the “Install Printhead” procedure again. If the issue continues, please contact technical support.

**NOTE:** Printer may take up to 12 minutes to set itself up during initial startup. This is normal.

## Step 9

For more instructions on installing Accessories and Printer set-up or operation, please refer to “Afinia CP950 Operator Manual”.