SMS - R1
User Manual

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Printer location environment & supply storage instructions

The recommended printer location environment is in an office environment with controlled room temperature.

Avoid exposing the printer and the supplies (tape rolls & ribbon cassettes) to direct sunlight.
Store the supplies in their original packaging (plastic bag & carton box) in a dark cabinet.

System requirements

The minimum computer specifications are:

- CPU: Intel or compatible x86 family processor
- Memory: 2 GB or more RAM
- Hard drive: 1 GB of available disk space
- 32-bit or 64-bit Windows operating systems: Windows Server 2008 R2, Windows 7, Windows 8, Windows 8.1, Windows Server 2012, Windows Server 2012 R2, Windows 10, Windows Server 2016 or Windows Server 2019
- Microsoft .NET Framework Version 4.6
- Display: 1366×768 or higher resolution monitor
- Connection: USB port or ethernet LAN port.

Package contents - what is in the box

SMS-R1 Printer

Power & USB cable

Squeegee

Dust cover

Spare cutting plotter knives

QuickStart Guide

Setup & Installation

Turning the printer on

Use a **grounded** wall socket.

Place the SMS-R1 on
a steady surface

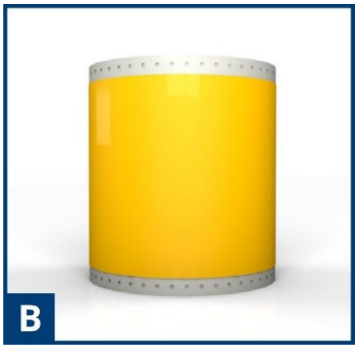
Connect the power cable

Turn the printer ON

Loading ribbon cassette & tape roll

In order to start using your SMS-R1 you will need to insert two types of supplies:

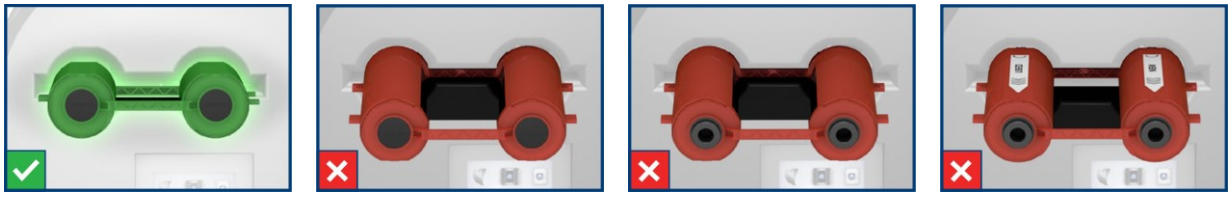
Ink ribbon cassette



Printable tape roll

Loading the ribbon cassette:

1. Make sure the black closed caps of the cassette are facing towards you and the open caps are pointing towards the printer.
2. Make sure the flat side of the cassette is faced upwards. The arrow labels should be on top with the arrows pointing towards the printer.
3. Insert the ribbon cassette from the side of the printer. If you notice any friction please take the cassette out and check if it is correctly positioned.



Loading the tape roll:

Attention: Before placing the tape make sure the printer is turned ON and a ribbon cassette is loaded.

1. Open the back lid and place the tape roll inside with the printable side up.
2. The printer will now detect a tape roll is placed.
3. Manually feed the first part of the tape until the printer detects it and starts to automatically feed the rest of the material.

Printer controls (touchscreen)

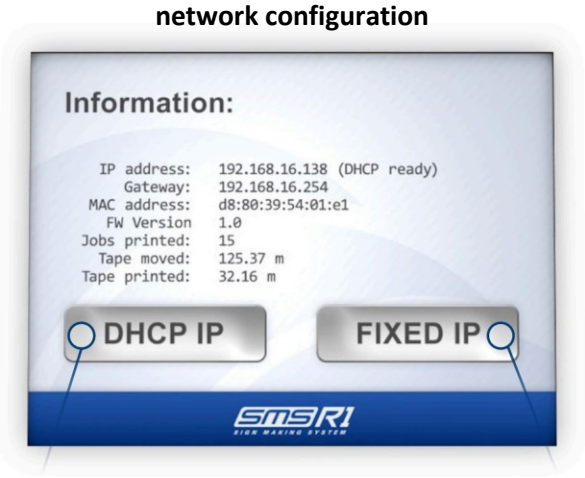
With the built-in touch screen you can control the printer and adjust cutting & network settings.

Cutting settings

Our tape materials are pre-programmed with the recommended cutting depth settings.
You should only change the settings if you notice that the current settings are insufficient.

On the main interface, hold the SMS-R1 logo on the bottom for 3 seconds to access the device information & network configuration.

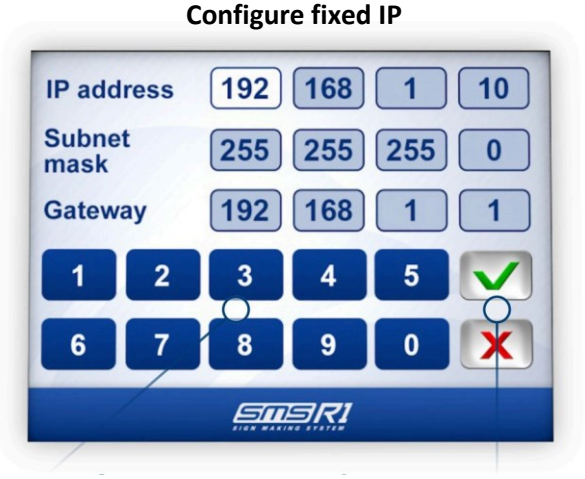
Device information & network configuration



Set device to automatic IP address from DHCP server

Set device to fixed IP address

Configure fixed IP



Enter numbers

Confirm / Cancel settings

Installation of printer driver

Using USB connection

Printer setup:

1. Connect the power cable but **do not connect the USB cable yet**, turn on the printer.
2. Insert a ribbon cassette and a tape roll.

Printer driver installation:

3. Download the **SMS-R1 Printer Driver** from our website: https://www.rebo.nl/en/downloads
4. Extract the zip file.
5. Open the extracted folder and start **Setup.exe**.
6. Follow the on-screen instructions and when prompted: **Printer or driver?** Choose option: **Recommended for USB setup: install driver only**.
7. Click **Next**, and click **Done** when successfully completed.
8. Connect the printer USB cable to the computer and printer and the printer will be automatically installed as printer object in Windows.

Using LAN connection

Printer setup:

1. Connect the power and LAN cable, turn on the printer.
2. Insert a ribbon cassette and a tape roll.

View printer IP:

3. **Hold** the **SMS-R1 logo** in the bottom center of the printer touchscreen **for 3 seconds** to display the printer IP address and optionally configure the network settings.

Printer IP configuration:

4. By default an automatic IP from your DHCP server is enabled. You can use this IP, or **optionally**:
    a. If you want to set a fixed IP, press the **FIXED IP** button. Set the IP address, subnet mask and gateway and press Finish. The device will restart and chosen fixed IP will be applied.
    b. If you want to create a DHCP IP address reservation based on printer MAC address, you can see the printer MAC address in this window. Restart the printer after you have added the address reservation to your DHCP server. After doing so, view the new IP and continue the driver installation below.

Printer driver installation:

5. Download the **SMS-R1 Printer Driver** from our website: https://www.rebo.nl/en/downloads
6. Extract the zip file.
7. Open the extracted folder and start **Setup.exe**.
8. Follow the on-screen instructions and when prompted: **Printer or driver?** Choose option: **Recommended for LAN setup: install printer driver and printer**.
9. The default printer name is SMS - R1, you can change printer name here.
10. Click button **Create TCP/IP port**.

11. Click **Allow** at the Windows firewall question to let the installer **search** for SMS-R1 printers in the LAN network.
12. **Select** your printer, the IP address will be copied to the IP address field.
    Or you can manually enter the **IP address of the printer**, click **Add**.
13. Click **Next**, and click **Done** when successfully completed.

Updating software for existing installations

Updating printer firmware

1. Turn the printer power **OFF**, wait a few seconds and then turn it **ON** again.
2. Download the **SMS-R1 Firmware** from our website: https://www.rebo.nl/en/downloads
3. Extract the zip file.
4. Start your label designer program and print a random label to the printer so the Manager will open.
5. Click the **Advanced** button, click **Upgrade firmware** button.
6. Browse to the extracted folder of the zip file, select the firmware file and click **Open**.
7. It can take up to half a minute before printer firmware upgrade will start. Don't send the file twice.
   Look at the printer display and verify the printer is successfully upgrading the firmware.

   Warning! Do not turn off the printer while it is upgrading firmware!

   The printer will restart automatically when finished.
8. After restarting, you can view the firmware version by **holding the SMS-R1 logo** in the bottom center of the touchscreen for **3 seconds**.

   After successfully upgrading the **printer firmware** we strongly recommend to upgrade the **printer driver** too.

Updating printer driver

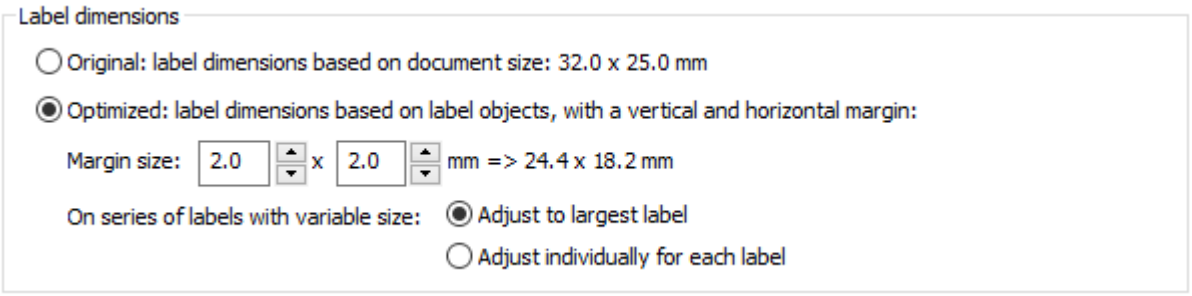
When updating the printer driver we recommend to upgrade the printer firmware first, then upgrade the printer driver.

1. Download the **SMS-R1 Printer Driver** from our website: https://www.rebo.nl/en/downloads
2. Extract the zip file.
3. Open the extracted folder and start **Setup.exe**.
4. When prompted: Driver or Printer? Choose option:
   Update (keep current printer port and settings) driver.

Manager application controls & label design options

Label dimensions

Label dimension settings in Manager application:



The label dimensions can be dynamically set based on the label data objects in your design (selected by default), or based on the original document size of the label design.

You could also set a specific label size by inserting your own custom cut shape and set a specific size.

The orientation of the labels (portrait or landscape) is derived from design document settings. If you want to rotate the labels 90°: change Landscape to Portrait or the other way around in your label design application.

Setting Original

Uses the **document size** received from the print application as the label dimensions.
Use this option if you need a very specific label size.

Setting Optimized

Automatically sets the dimensions based on the **label objects** as the new label dimensions. It ignores the label design application's document size. White space outside the label objects is trimmed, and a horizontal and vertical margin are added. The margin sizes are automatically scaled based on the size of the label objects. You can change the margins to your preference.

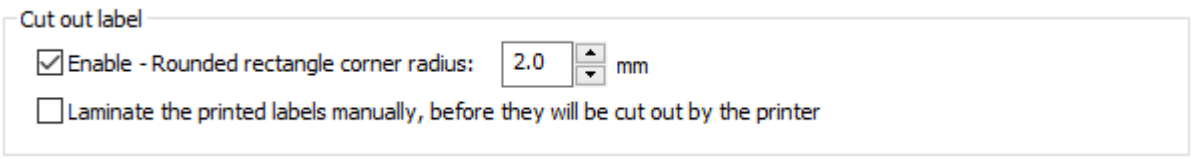
An advantage of this method is time saving as you don't have to set a specific document size: all the surrounding white space in the label is trimmed so you don't have to be too cautious about the label edges and margins. When previewing the labels in the manager, you can change the margins to fit as many labels across the width of the tape as possible to optimize the use of the ribbon and tape.

Adaptive size for variable label object sizes in label set

When using Optimized dimensions, you can use option adaptive size for variable label sizes in the same label set / job. When the use of variable data results in different label object sizes (for example when printing a list of names, the text fields will have different lengths) you also have the option to set the optimized size for each label individually (default option is set to largest label in the label set).

Cutting the labels

Automatic cut shape function in Manager application:



There are two options to cut out your labels: let the Manager generate a rounded rectangle shape automatically for which you can make small adjustments before sending the final print job to the printer, or place a custom cut shape image on the label design yourself.

Automatic cut shape: (rounded) rectangle

If you don't provide a custom cut shape, the manager will automatically generate it.
You can change the generated cut shape by changing the optimized dimension horizontal and vertical margins, and the corner radius of the cut shape.

Custom cut shape created by you

If you have the NiceLabel label designer application installed, you can place a **rectangle** or **circle/ellipse** object to create a custom cut shape.

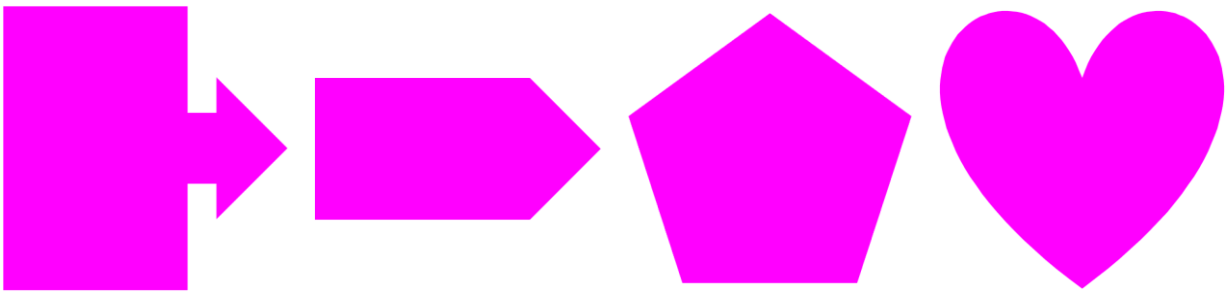
If you need a more detailed shape, or if you don't use NiceLabel, you can design your own custom cut shape in a vector art drawing application like Adobe Illustrator, CorelDRAW or Inkscape.

No matter which application you use, the cut shape color must be set to **RGB Magenta** (RGB values of: **R:255 G:0 B:255**) and the thickness of the line must be 0,09mm or smaller.

If you want to import your custom label shapes into NiceLabel, export your design as a **SVG** or **WMF** image file.

If you place a correctly designed cut object on your label design, the automatic rounded rectangle cut shape *Enable – Rounded rectangle corner radius* will be automatically disabled.

Samples of custom cut shapes:

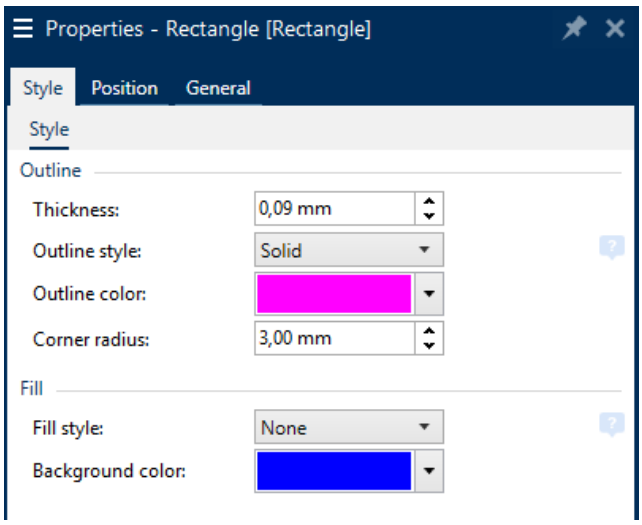


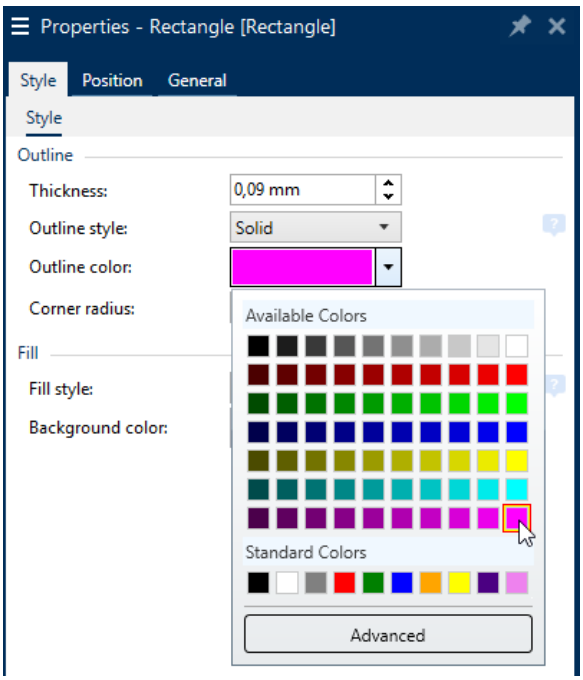
Specific instructions per vector design application:

How to set a NiceLabel rectangle or ellipse object as a cut shape

Set the object properties to: thickness 0,09 mm, Outline style: Solid and Fill style: None.

When selecting the outline color RGB Magenta, choose the bottom right color as shown:





How to set an Adobe Illustrator path as a cut shape

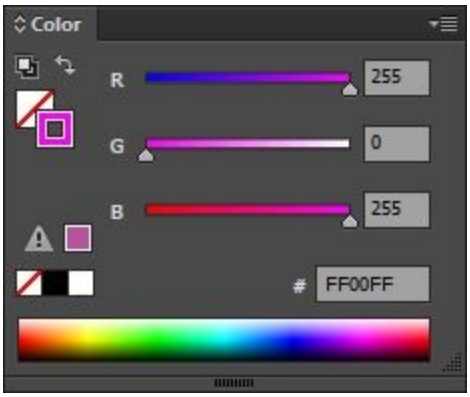
Create a new document, set **document color mode** to **RGB**.

Or open an existing document and set color mode via menu File > Document Color mode > RGB Color.

Design your shape. It must be a closed path with no open endings.

Set the **stroke weight** (line thickness) to **0,09 mm** or 0,283 pt:

Disable the **fill color** and set the **stroke color** to **RGB Magenta** (R: 255 G: 0 B: 255):

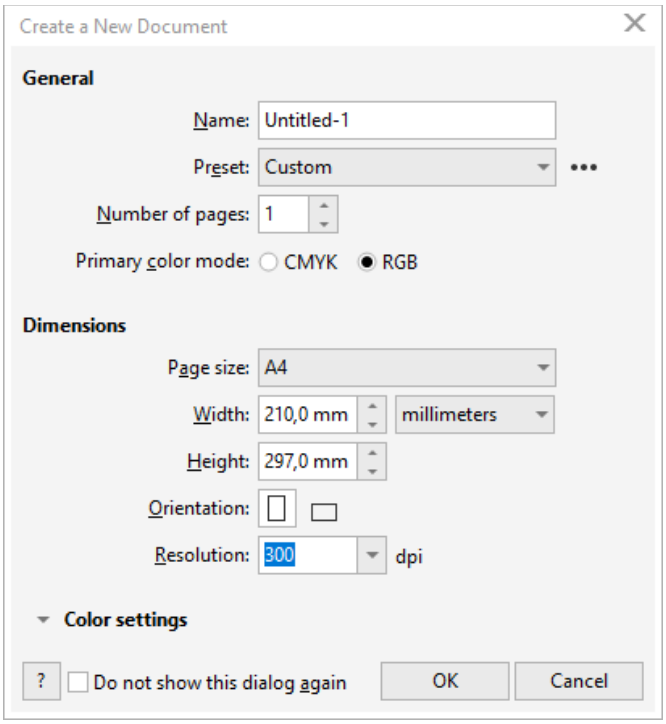


Export your design as a **SVG** or **WMF** file and import it into your label design application.

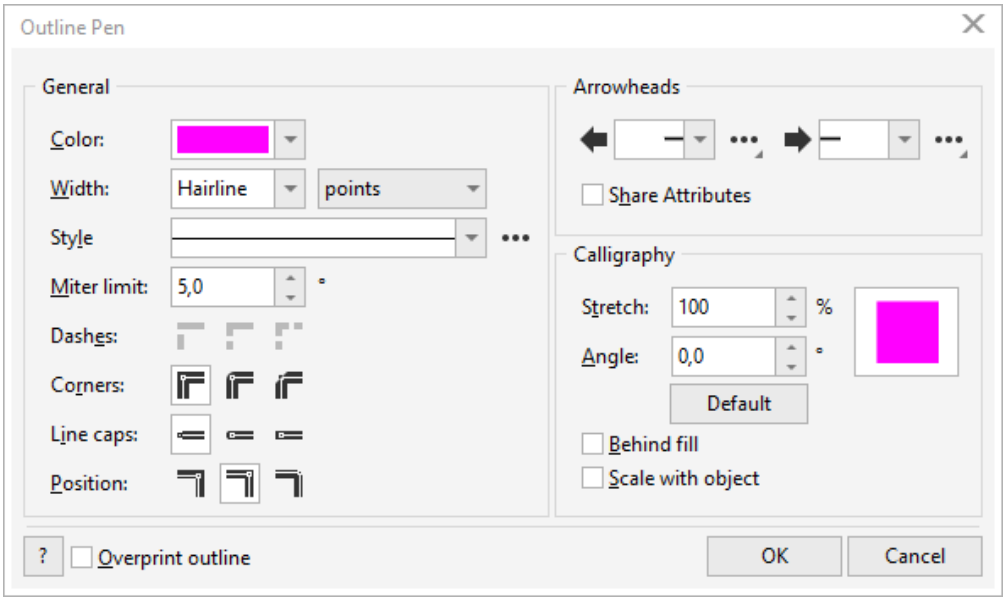
Important note: when exporting to **WMF** file from Adobe Illustrator: enlarge your cut shape object to **3000px width** before exporting to ensure the quality of the curves in the path stays as designed.

How to set a CorelDRAW path as a cut shape

Create a new document, set document **Primary Color Mode** to **RGB**.
Or open an existing document and set color mode via menu Tools > Color Management: set Primary Color Mode to RGB.



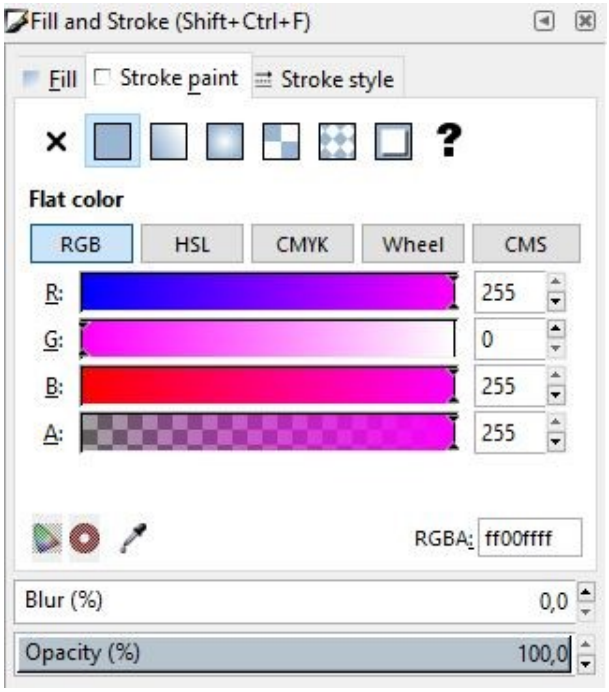
Design your shape. It must be a closed path with no open endings.
Open the color properties of the object and set the color to **RGB Magenta** (**R: 255 G: 0 B: 255**).
Set the **Width** to **Hairline**:



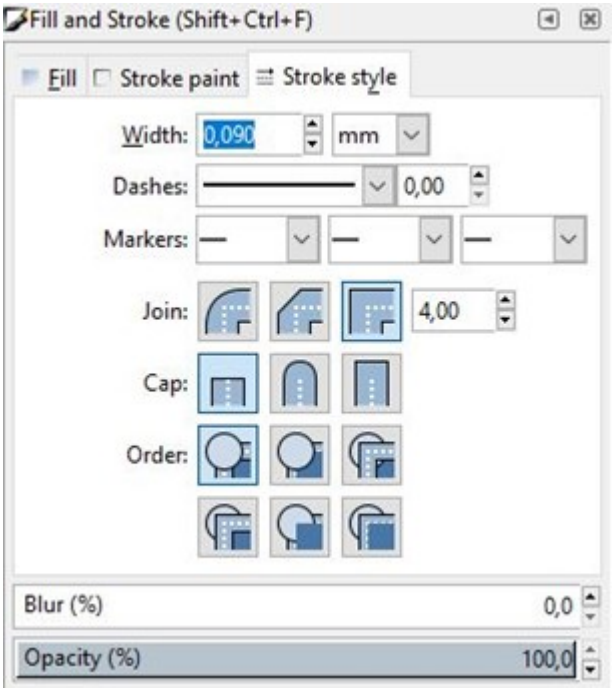
Export your design as a **SVG** or **WMF** file and import it into your label design application.

How to set an Inkscape path as a cut shape

Open the color properties of the object and set the color to **RGB Magenta** (**R: 255 G: 0 B: 255**):



Set the **Width** (line thickness) to **0,09 mm**:

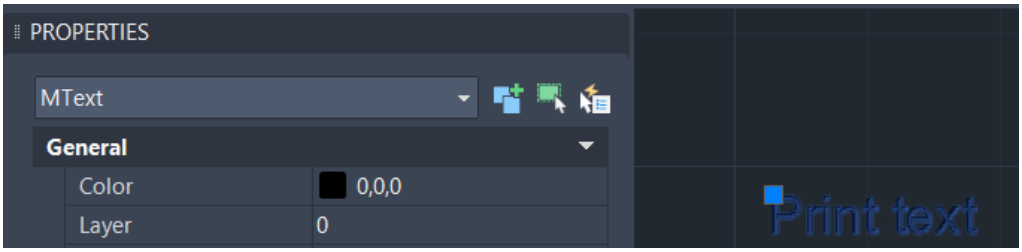


Export your design as a **SVG** or **WMF** file and import it into your label design application.
Important note: when exporting to **WMF** file from Inkscape: enlarge your cut shape object to **3000px width** before exporting to ensure the quality of the curves in the path stays as designed.

How to set an AutoCAD path as a cut shape & general AutoCAD settings

Print object color properties

Set fill color to a RGB value for optimal color recognition in the SMS-R1 Manager.

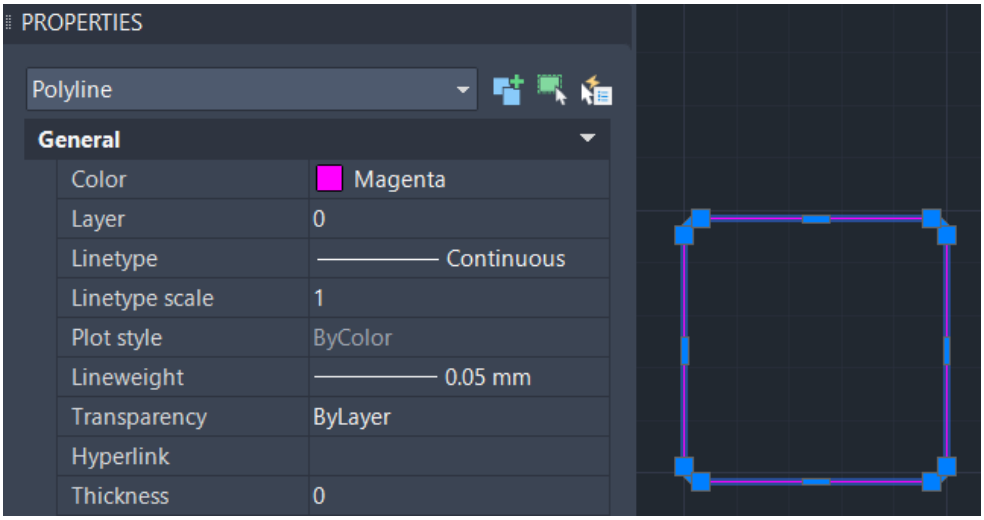


Custom cut shape properties

The custom cut shape path must be a closed path, no open endings.

Object properties:

1. Color: **Magenta** (RGB value: 255-0-255)
2. Line type: **Continuous**
3. Line weight: **0.05 mm**



We have tested and support cutting: (rounded) rectangle, circle and (rounded) triangle shapes in AutoCAD.

Create a plotter profile and adjust custom settings

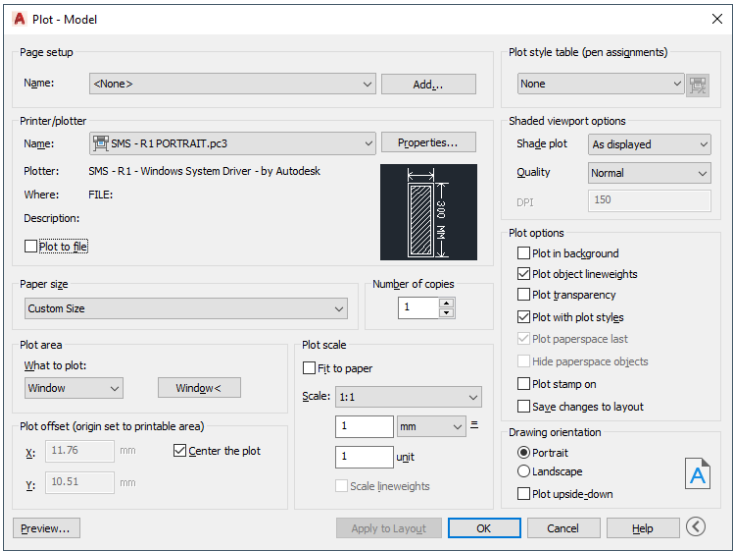
1. Open the AutoCAD document you want to print.
2. Open the print/plot window (**CTRL+P**).
3. Select your SMS-R1 printer in the list of printer names.
4. Right of the printer/plotter name, click the **Properties** button.
5. Select **Custom Properties**, then click button: **Custom Properties**.
6. Depending on your design, set **Orientation** to **Portrait** or **Landscape**. Click **OK** button.
7. Click **Modify Standard Paper Sizes (Printable Area)**, select paper size: **Custom Size** and click the **Modify** button.
8. Set all margins to **0** and click **Next**, **Next**, **Finish**.
   This enables you to use the complete printing width of the printer (103mm).
9. Click **OK**.

A question will pop up regarding **Changes to a Printer Configuration File**:

10. Preferably **choose the second option** to save your custom settings to a PC3 config file.
    Choosing option 1 results in having to set these settings each time again before each print job as the settings will be lost after sending the print job to the printer.
    During our testing we have made 2 profiles: 1 for Portrait and 1 for Landscape so it is easy to switch without having to keep adjusting settings.
11. Click **OK** button again.

Main Plot window settings

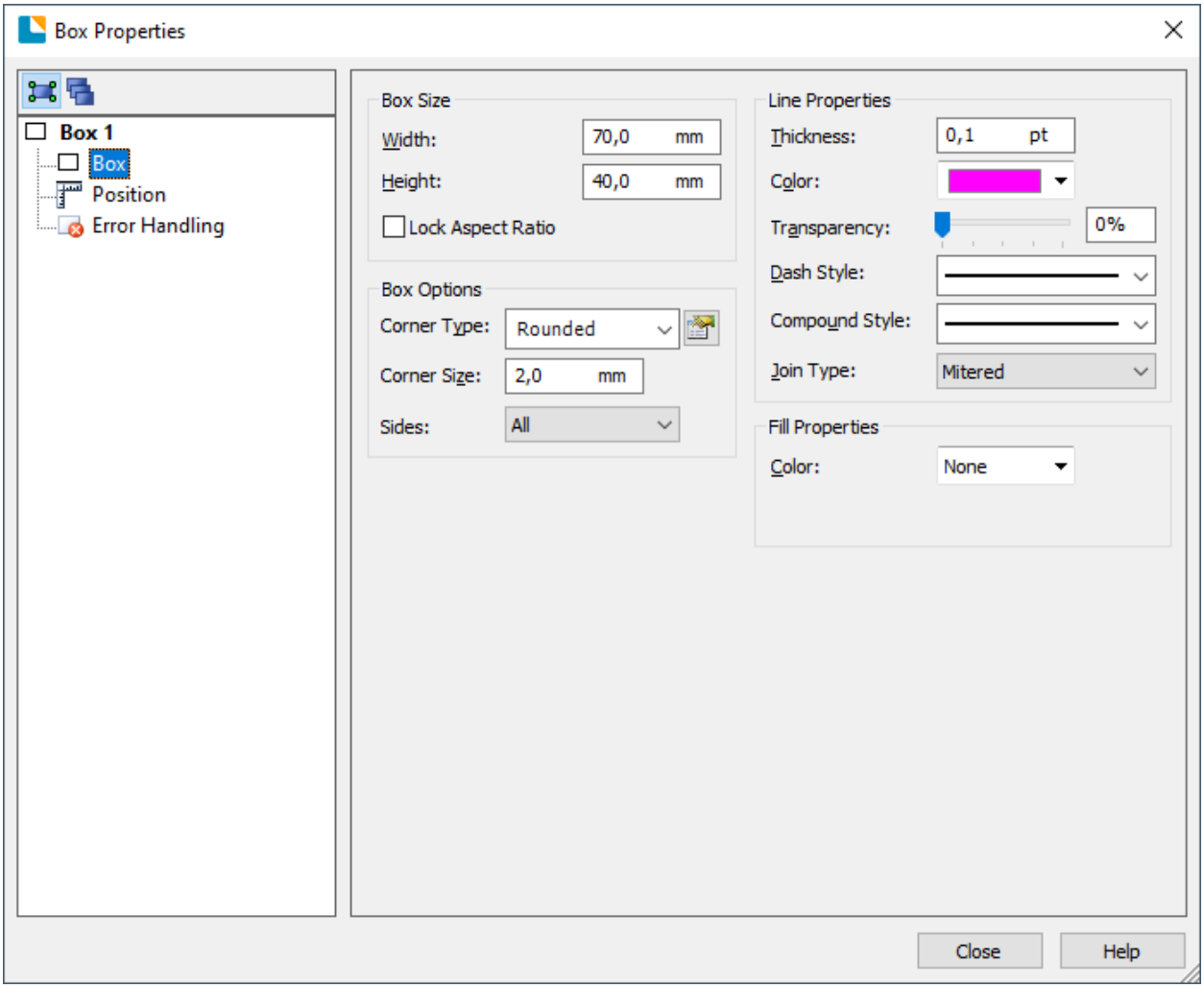
1. Paper size must be set to **Custom Size**
2. Plot area: set **What to plot** to **Window**, and click **Window** button to make a selection. While dragging the rectangle window: make sure to keep a **margin** around the edges of the objects so they will not be clipped.
3. Plot offset (left): enable option **Center the plot**.
4. Plot scale (center bottom): **disable Fit to paper** and set scale **1:1** (equivalent of 1mm = 1 unit).
5. Click **Apply to Layout** button and click **OK** to send the print job.



How to set a Bartender path as a cut shape

Double click a shape to open its properties window.

Set the **Line Thickness** to **0.1 pt** and the **Color** to **Pink** (Magenta).



Alternatively, you could design a custom cut shape with Inkskape, CorelDRAW or Adobe Illustrator and import the image file into your Bartender label design.

Laminating your labels for ultimate protection

Laminate option in Manager application:

Enable the **Laminate** option to manually laminate your labels before they will be cut out by the printer.

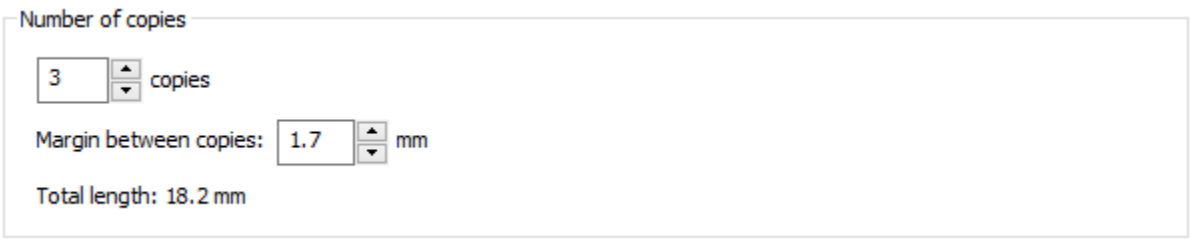
After printing the labels the printer will feed the labels out of the front of the printer, allowing you to laminate the printed labels by hand. Watch the instruction video about laminating for detailed instructions. After applying the laminate press the Confirm button on the printer touchscreen display to confirm you are finished laminating the labels. The printer will feed back the labels and will cut out the label shapes.

The printer applies extra knife pressure to handle the added laminate layer. You can set the added knife pressure level on the printer touchscreen display **Cutter settings**.

We recommend you to do a short laminating test job to verify cutting depth is OK before sending a large print job.

Label quantity / number of copies

Label quantity options in Manager application:



In the number of copies field you can set the number of labels that will be printed. The total length is displayed so you exactly know how much ribbon and tape you will need for the job.

Detailed explanation about the **Number of label copies** field in NiceLabel vs the **Number of copies** field in the Manager:

Identical copies of a single label

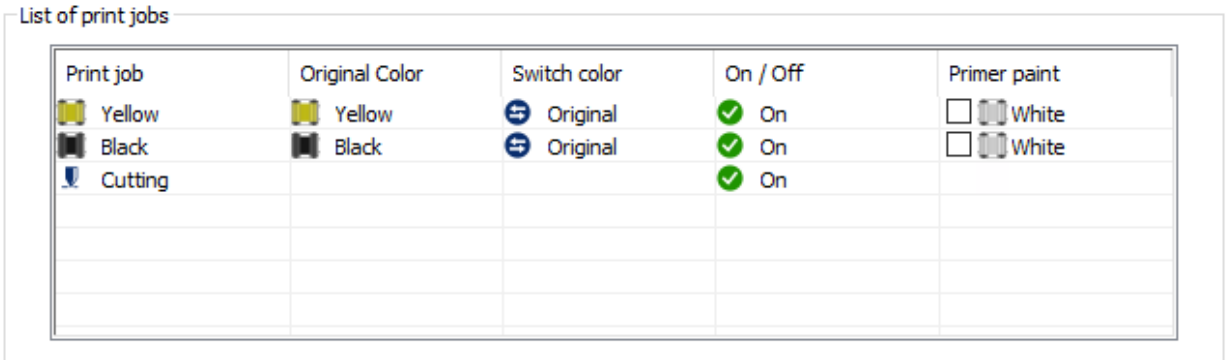
If the label data is **fixed** and there is no variable data detected between the labels themselves then the requested label quantity in NiceLabel is **transferred** to the Manager's Number of copies field. In the Manager, you are able to change that same number of identical label copies before sending the final print command.

Variable data label set

When you are using a counter variable or a database connection in your label, the print job will consist of a set of individual labels. The complete print job will be collected, then the Manager will open. When using variable data, the value of the requested number of labels in NiceLabel is **not transferred** to the Manager's Number of copies field. The number of copies field can now be used to print multiple **sets** of the **variable label data** that was received.

Colors in your label job

Color job options in Manager application:



Every color which has been detected in your label design will be listed in the job list. For each color job, you can: change to another color, disable the color or add a white primer paint layer.

Switch a color

You can switch a color to another color by choosing a color from the dropdown list that appears when you click **Original**. The label preview will then update and show the new print preview.

Disable a color

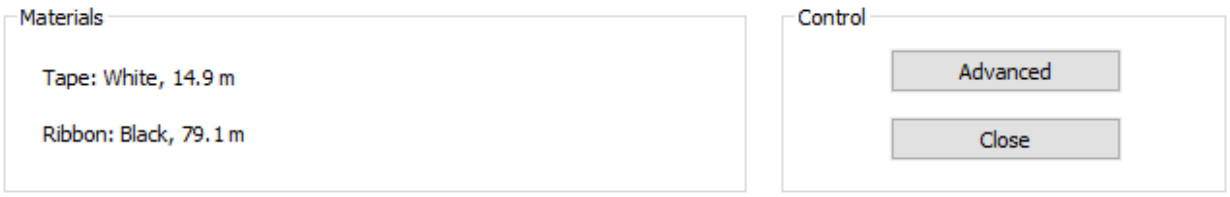
You can disable a color by clicking **On**. The label preview will then update and show the new print preview.

Enable white primer paint

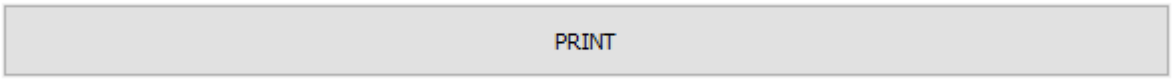
You can enable printing a white primer paint for a specific color if you enable the Primer paint checkbox. You can use this function if you want to print a lighter ribbon color onto a darker coloured tape, in order to get a proper ink color print. If you don't enable white undercoat color, certain color combinations will mix, and the end result will not look like what you expect.
If enabled, the printer will ask for the white ribbon cassette before printing the respective color.

Material supply information

The Materials box displays the details of the ribbon cassette and the tape roll which are loaded in the printer. It shows the type and the remaining length. This will help you to send adequate label quantity.

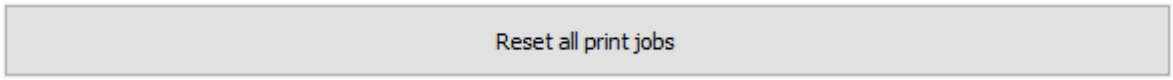


Print button

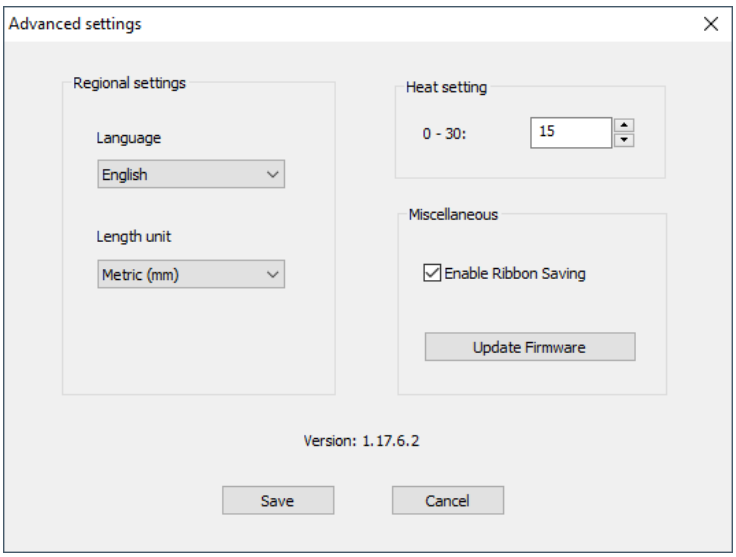


If you have reviewed all the print options and the print preview, click the Print button to send the listed color and cutting jobs to the printer. From this moment on, just insert the requested ribbon cassettes in the printer.

When the jobs have been sent to the printer you can click the same button again to reset all jobs. It resets the values to the point just before you clicked print, preserving all print job options you have set. Now you are able to print the exact same print job again.



Advanced options



You can choose your preferred SMS-R1 Manager language and length units.
You can also adjust the darkness/heat of the print head, enable/disable ribbon saving and send a firmware upgrade or printer settings file to the printer.

Supplies

Please contact us for detailed specifications, article numbers, prices and our recommendation for your specific use case.

Tape rolls

A wide range of vinyl and polyester tapes can be used in the printer:

- ST700 Series - Premium Vinyl (16 colors available)
- HT700 Series - High Tack Vinyl (16 colors available)
- E300 Series - Standard Vinyl (15 colors available)
- PT300/500/700 Series - Industrial Polyester (15 colors available)
- PV500 Safety - VOID Polyester (1 color available)
- H250 - High Temperature Polyester (1 color available)
- RT500 - Reflective Vinyl (3 colors available)
- FL200 - Fluorescent Vinyl (4 colors available)
- RG200 - Reglo Photoluminescent (1 color available)

Ribbon cassettes

The ink ribbon cassettes are available in 13 colors:
Black, Blue Cyan, Blue Dark, Blue Signal, Brown Pipe Marking, Green, Grey, Orange, Pink, Purple, Red, White, Yellow.

Laminate tape rolls

You can manually laminate your labels after printing, just before the printer will cut out the label shapes. The laminate is a thin see-through transparent layer that will protect your label in extreme conditions.

Technical support

Contact us if you have any questions or experience an issue:

Support e-mail address: support@rebo.nl

Please send a detailed support request, including:

- Printer serial number.
- Label design software (+ version) and operating system (+ version) you use.
- Label design files you are printing when the issue occurs.
- Steps you perform when the issue occurs, so we can try to reproduce your issue.