

PRINTER DRIVER GUIDE Ver.2.00

(For Macintosh® CP-W5000 series)

The driver guide only describes the changes of Ver.2.00.

Please refer to CPW5000DriverGuide(M)E_V100.pdf for other details.

Macintosh, Apple, Mac OS, macOS and Rosetta are trademarks of Apple Inc.

The various software packages mentioned in this manual are the registered trademarks of their respective companies.

Refer to the following web site to check the latest version of the printer driver.

https://www.mitsubishielectric.co.jp/ldg/ja/visual/products/printer/photo/download_01_english.html

You can not use different versions of the driver at the same time.

When the driver is already installed, uninstall it and then install this driver.

System requirements

Operating system : Only Mac OS 10.14, 10.15, 11.4

USB*1 cable : Be sure to use a cable 2m or shorter.

* Use a main storage memory or hard disk with enough empty capacity in an environment that your operating system works properly.

*1: CP-W5000 series printer supports USB 2.0 (Hi-Speed USB) interface.

Installation/Uninstallation

Please refer to CPW5000DriverGuide(M)E_V100.pdf for installation and uninstallation procedures.

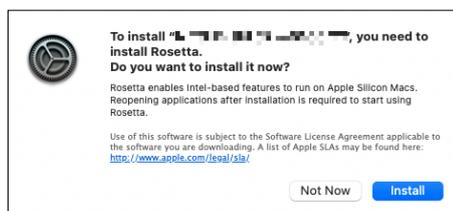
The follow procedures can be used for the target operating system.

1), 2), 3), 4), 5), 6) => 8)=> 7)=> 9), 10), 11), 12) *The procedures in 7) and 8) are reversed.

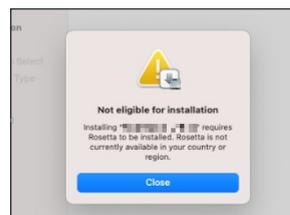
<<When installing this driver to the mac with Apple Silicon (M1)>>

When installing this driver to the mac with Apple Silicon (M1), installing the “Rosetta” is required (Fig. 1). At the time, click the “Install” button to install it through the internet. After installing the “Rosetta”, please install this driver again.

*If Fig.2 is shown, please check the connection of the internet and try again.



<Fig.1>



<Fig.2>

Function explanation

Please refer to 1. Print Settings on the CPW5000DriverGuide(M)E_V100.pdf .

1.1 .Preview menu

3) Scale

Enlargement scale is set. (Range : 1 - 100000%)

*This is the standard setting function of the operation system.

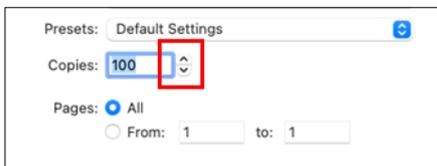
4) Copies

The printer prints the number of printouts which is shown in dialog. (Range: 1 – 9999)

*This is the standard setting function of the operation system.

*In macOS 11.4, the spin button is appeared and its range is 1 to 100.

When printing more than 101 copies, please input the number of printouts directly.



2.Error Indication

When an error occurs, print processing is stopped.

Please resolve the error and resume the held job from the job menu.

(1)The error dialog messages are displayed in the Print Queue screen

No.	Error dialog message	Operation
1	Printer is not connected. ※macOS10.14	After resolving the error, resume printing / processing from the job menu.
	Offline ※macOS10.15、 macOS11.4	
2	Something is wrong with the printer.	The print job operations of the Print Queue screen are equipped as standard in the operating system.
3	Ink Ribbon Empty (xxxx)	The Job menu are "Delete Job", "Hold Job", "Resume Job" and "Resume Job on Page".
4	Ink Ribbon End (xxxx)	* Numeric characters are indicated in (xxxx).
5	Ink Ribbon Error (xxxx)	
6	Front Cover Bin is not detected. (xxxx)	
7	Paper Empty (xxxx)	
8	Top Cover is Open (xxxx)	
9	Slide Door is Open (xxxx)	
10	Cleaning Roller Cover is not detected. (xxxx)	
11	Paper End (xxxx)	
12	Paper remaining (xxxx)	
13	Paper JAM (xxxx)	
14	Mechanical Error (xxxx)	
15	Fan Lock Error (xxxx)	
16	Thermal Print Head temperature is too high. (xxxx)	
17	Thermal Print Head temperature is too low. (xxxx)	
18	Operating temperature is too high. (xxxx)	
19	Operating temperature is too low. (xxxx)	
20	Operating humidity is too high. (xxxx)	
21	Sensor Error (xxxx)	
22	EEPROM Error (xxxx)	
23	LCD Access Error (xxxx)	
24	FLASH Access Error (xxxx)	
25	MDA Error	
26	Power voltage Error (xxxx)	
27	Transponder Access Error (xxxx)	
28	Printer is in menu mode.	
29	Preheat Error(xxxx)	
30	Thermal Protect Error(xxxx)	

No.	Error dialog message	Operation
31	Printer data transfer Error(xxxx)	After resolving the error, resume printing / processing from the job menu.
32	Humidity sensor Error(xxxx)	The print job operations of the Print Queue screen are equipped as standard in the operating system. The Job menu are "Delete Job", "Hold Job", "Resume Job" and "Resume Job on Page".
33	Waste remaining(xxxx)	* Numeric characters are indicated in (xxxx).

* The error dialog messages are displayed in the Print Queue screen which is displayed by clicking the "Open Print Queue" button in "Printers & Scanners".

* When the error message is long, "..." is displayed in the middle of a sentence and the whole sentence may not be displayed. In such cases, please clicks [i] mark of right of the error dialog, the whole sentence is displayed.

(2) Error displayed in job list on the Print Queue screen

The following errors are displayed in job list on the Print Queue screen.

No.	Error Log message	Operation
1	pagesize-inkribbon-unmuch 0x****	Paper size of printer driver and Ink Ribbon type do not match. After resolving the error, resume printing processing from the job menu.
2	driver-setting-unmuch 0x****	Printer driver settings is incorrect. After resolving the error, resume printing processing from the job menu.
3	out-of-range 0xFFFF	Transfer image size is out of range. After resolving the error, resume printing processing from the job menu.
4	protocol-error 0x****	Communication error. After resolving the error, resume printing processing from the job menu.
5	memory-timeout	It takes time to start printing. After checking and resolving the error, resume printing processing from the job menu.

* Numeric characters are indicated in "****".

* When no error message and printing is not carried out, check the indicators on the front of the printer.

* For the details of the indicators on the printer, see the operation manual of CP-W5000 series printer.

3. Supply Levels

The ink sheet type and the remaining can be shown on the “Supply Levels” dialog by the following operations.

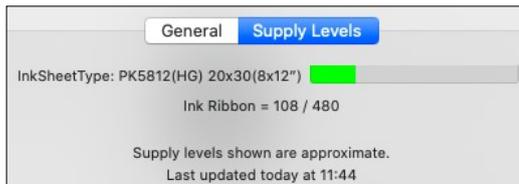
1) Click the “Options & Supplies” button on “Printer & Scanner” and select the “Supply Levels” tab.

2) Select the “Supply Levels” menu on the print settings.

InkSheetType: Ink sheet type and ink sheet size

Ink Ribbon : Remain / maximum number of prints

1) Supply Levels (Options & Supplies)



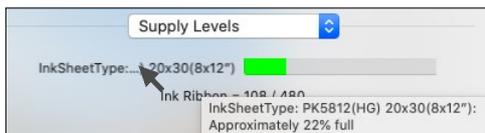
<macOS10.14, macOS10.15>



<macOS11.4>

*Some characters are displayed in small letter.

2) Supply Levels (Supply Levels menu on the print settings)



<macOS10.14, macOS10.15>



<macOS11.4>

*In macOS10.14 and macOS10.15, “InkSheetType”

on Supply Levels menu is displayed partially.

In this case, the full message can be shown by

placing the mouse cursor over.

*During printing or an error is occurred in the printer, the supply level may not be displayed correctly.

*For the latest supply level information, please redisplay the Supply Levels dialog.

Notes

Please refer to CPW5000DriverGuide(M)E_V100.pdf for notes except item 4) and 12), 14) and 17).

4) System requirements for USB interface

Use a personal computer that are USB-guaranteed by the manufacturer.

CP-W5000 series printer supports USB 2.0 (Hi-Speed USB) interface.

12) In this target OS, when an error job is deleted without resolving the error, the error indication in the Print Queue may not be cancelled even if the error is resolved.

After resolving the error, the error indication disappears in the next printing.

Or delete the printer from the printer list, and then add it again to cancel the error indication.

14) This note is not applied in this target OS.

17) This note is not applied in this target OS.

19) About adding a printer after installing the printer driver (Refer to "CPW5000DriverGuide(M)E_V100.pdf, Installation, 12) ")

After installing the printer driver, the printer may not be added when you turn on the printer and connect it to your personal computer. In this case, please restart your personal computer again.

20) Depending on applications to print, blank pages might be printed because of their image size.

In this case, reduce the image size by following the instruction

"CPW5000DriverGuide(M)J_V100.pdf, P5, 1) Paper Size, Print dots" and print them again.

21) Open Print Queue => Printer => Print Test Page : Test page size is 8x12"(203x305mm) .

Prohibition matter

We prohibit Reverse Engineering, decompiling or reverse assembling of this driver software.

Exemption from responsibility

Occasionally, this software does not operate normally depending on operating environment.

Moreover, Mitsubishi Electric Co. will not assume any responsibility for damage (including, but not limited to, lost profit or damage caused from special circumstances etc.) occurring during the use of this driver.