

# **CITIZEN**

## **Label Printer Utility**

### **User's Manual**

**Version 2.0.14.0**

**CITIZEN SYSTEMS JAPAN CO., LTD.**

## Copyrights

CITIZEN is a registered trademark of Citizen Watch Co., Ltd.

Windows® is a registered trade mark of Microsoft Corporation.

All other trademarks are the property of their respective owners.

Specifications subject to change without notice.

Copyright © 2024, CITIZEN SYSTEMS JAPAN CO., LTD. All rights reserved.

## Revision History

Date	Note
July 2011	First publication
July 2011	Increased the version number with the release of 1.0.0.1
Nov. 2011	Increased the version number with the release of 1.0.1.0
June 2013	Increased the version number with the release of 1.1.0.0 •Add the CL-S66xx to a supporting printer model. •Add a function to receive configuration. •Function to save of the configuration at the time of the end, and reflection of the configuration at the time of the start are added by "Filename.ini" file.
Oct. 2014	Increased the version number with the release of 1.2.0.0 •Add the CL-E720 to supporting printer models. •Add a choice of receive data type as "Information".
Oct. 2015	Increased the version number with the release of 1.2.0.1 •Fixed the bug which fails to receive configuration via USB in some cases.
Nov. 2015	Increased the version number with the release of 1.2.0.2
July 2016	The program name is changed from "BarcodePrinterUtility" to "LabelPrinterUtility". The program version number is increased to 2.0.0.0 and this was applied to this document accordingly.  The main features and differences are: -The operating language is now selectable from English, Japanese, Simplified Chinese or Korean -The window size becomes adjustable. -"Easy" tab is added. -Minor bugs are fixed.
Oct. 2016	Increased the version number with the release of 2.0.1.0
Sept. 2017	Increased the version number with the release of 2.0.2.0
Jan. 2018	Increased the version number with the release of 2.0.3.0
Aug. 2018	Increased the version number with the release of 2.0.4.0
Oct. 2018	Increased the version number with the release of 2.0.5.0
Apr. 2019	Increased the version number with the release of 2.0.6.0
Oct. 2019	Increased the version number with the release of 2.0.7.0
Dec. 2019	Increased the version number with the release of 2.0.8.0 •"Sensor Adjustment" tab is added.
May. 2020	Increased the version number with the release of 2.0.9.0 •Change image of "Sensor Adjustment" tab.
Aug. 2020	Increased the version number with the release of 2.0.10.0
Dec. 2020	Increased the version number with the release of 2.0.11.0 •"Print Test" tab is added.
Dec. 2022	Increased the version number with the release of 2.0.12.0 •Windows 11 x64 is added to tested OS. •CL-H printer series is added to as supported printer model.
Aug. 2024	Increased the version number with the release of 2.0.13.0 •'Receiving behavior on [Information] tab' is added.

Oct. 2025	<p>The version number has been updated with the release of 2.0.14.0.</p> <ul style="list-style-type: none"><li>•Added CL-S400DTII, CL-S400DTIIz, and CL-S400DTIIe.</li><li>•Improved the behavior for sending and exporting the "USB Serial Number" setting.</li><li>•Fixed the default setting of "Receive" as "ALL."</li></ul>
-----------	--

# CONTENTS

<b>1. Getting Started .....</b>	<b>6</b>
Utility Features Overview .....	6
System Requirements and Languages .....	7
Installing the Utility .....	8
Quick Start.....	8
<b>2. Interface .....</b>	<b>9</b>
Printer Driver .....	9
Serial (COM/VCOM) .....	10
Parallel (LPT).....	10
USB .....	10
LAN .....	10
<b>3. Sending Configuration .....</b>	<b>11</b>
Send Configuration feature.....	11
[Standard] and [Advanced] tab .....	11
[Easy] tab .....	12
<b>4. Receiving Configuration .....</b>	<b>13</b>
Receive Configuration feature.....	13
Receiving behavior on [Information] tab .....	14
<b>5. Importing and Exporting settings .....</b>	<b>15</b>
Export.....	15
Import .....	16
Configuration File .....	17
<b>6. Media sensor adjustment.....</b>	<b>18</b>
Sensor adjustment feature .....	18
Exporting a configuration file.....	18
<b>7. Print Test .....</b>	<b>19</b>
Print test feature .....	19
<b>8. Restoring Default Settings &amp; Exiting.....</b>	<b>20</b>
Restore Defaults .....	20
Exit.....	20
<b>9. Additional Information.....</b>	<b>21</b>
Supplement regarding the 'USB Serial Number' in the Advanced tab .....	21

# 1. Getting Started

## Utility Features Overview

This utility is to configure the Citizen CL-S /CL-E/CL-H printer series from Windows computer. Main features are: "Send Configuration" is to send new settings to a printer, "Receive" is to inquire the current settings of the printer, "Sensor Adjustment" is to adjust the media sensor of the printer, "Export..." is to save settings into a local file, "Import..." is to read settings from a local file.

The exporting/importing features allow you to keep certain settings and utilize them anytime.

LabelPrinterUtility 2.0.11.0

Printer Model: CL-S4xx English

Easy Standard **Advanced** Information Sensor Adjustment Print Test ☐ Check/Uncheck All Items

Global Config

Config Set ☐ CONFIG SET 1

Page Setup

Print Speed ☐ 6 IPS Auto Side Shift ☐ 0 DOTS

Print Darkness ☐ 10 Sensor Select ☐ REAR ADJ SENSOR

Darkness Adjust ☐ 0 Media Sensor ☐ SEE THROUGH

Print Method ☐ DT Top Form Sensor ☐ OFF

Ribbon Winding Direction ☐ OUTSIDE Top Form Length ☐ 1.38 INCH

Continuous Media Length ☐ 4.00 INCH Small Media Adjustment ☐ OFF

Vertical Position ☐ 0.00 INCH Small Media Length ☐ 1.00 INCH

Horizontal Shift ☐ 0.00 INCH Symbol Set ☐ PM

Vertical Image Shift ☐ 0.00 INCH

Vertical Image Shift ☐ DOTS

System Setup

Sensor Level ☐ 1.7 V Standby Mode ☐ OFF

Paper End Level ☐ 2.80 V Standby Timer ☐ 5 MIN

Error Reporting ☐ ON PRINTING PNE Status ☐ ON

Cover Open Sensor ☐ OFF PNE Alarm ☐ OFF

Control Code ☐ OFF

I/F:

☒ Driver Name  
Citizen CL-E300J USB003

☐ COM / VCOM:  
COM1: Detail...

☐ LPT:  
LPT1:

☐ USB:  
USB003

☐ IP Address  
192 . 168 . 234 . 100

Port Number: 9100

Send Configuration

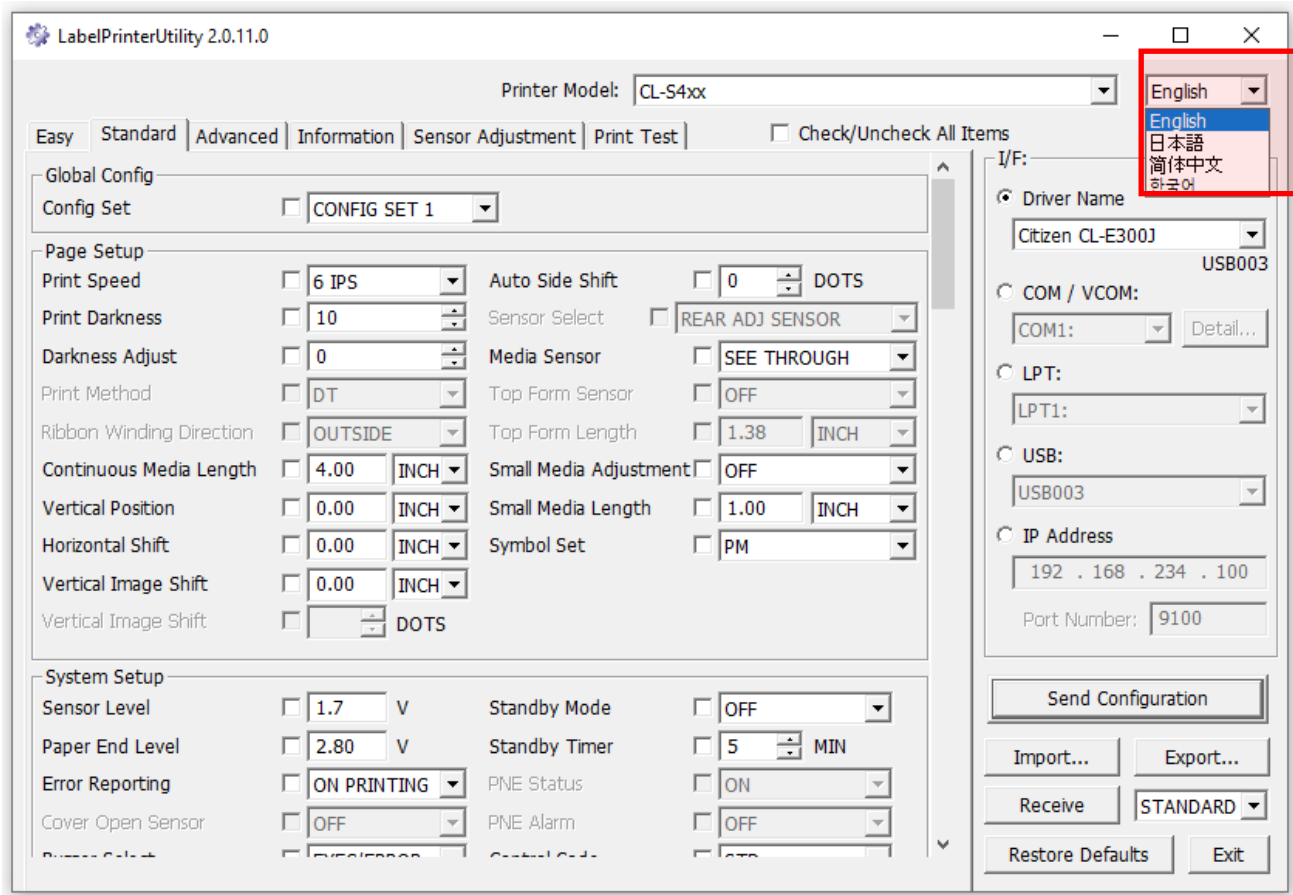
Import... Export...

Receive STANDARD

Restore Defaults Exit

## System Requirements and Languages

Windows 7 Professional SP1 or greater operating system required. This utility checks the current operation language and starts up either with Japanese, Simplified Chinese, Korean or English. You can also change the language manually.



This utility was tested with,

- Windows 11 x64
- Windows 10 x64
- Windows 8.1 x64
- Windows 8 x86
- Windows 7 Professional SP1 x86 Japanese
- Windows 7 Professional SP1 x64 English

## Installing the Utility



This utility is provided as "BarcodePrinterUtility.exe" file format. Simply place the exe file into your computer and run it. This utility generates two files when exiting: "LabelPrinterUtility.ini" which keeps the selected printer model name and interface, "Recent.dat" which keeps all setting values.

If the files exist when starting up, the saved values will be reflected to the utility UI.

If the files don't exist, default values will be set. This means it always starts up with default values when the utility is being started up in a non-writable media.

## Quick Start

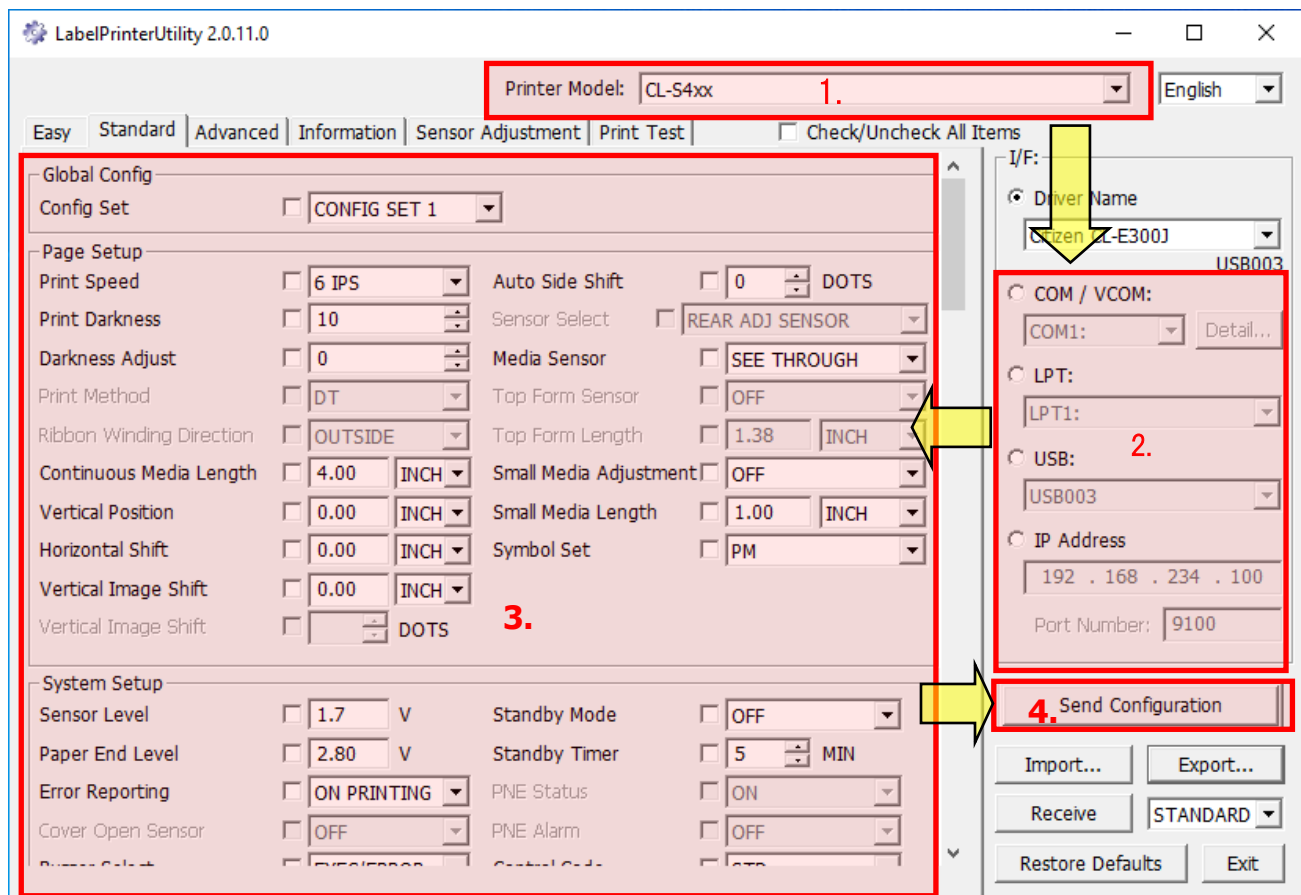
Start up the "LabelPrinterUtility.exe", then,

1. Select your printer model to configure.
2. Select the interface which you are using with the printer.
3. Select item(s) you wish to configure.

Note that the utility only configures the item(s) with the checkbox "checked".

4. Press [Send Configuration].

In most cases, the printer beeps and restarts when the configuration is successfully set.

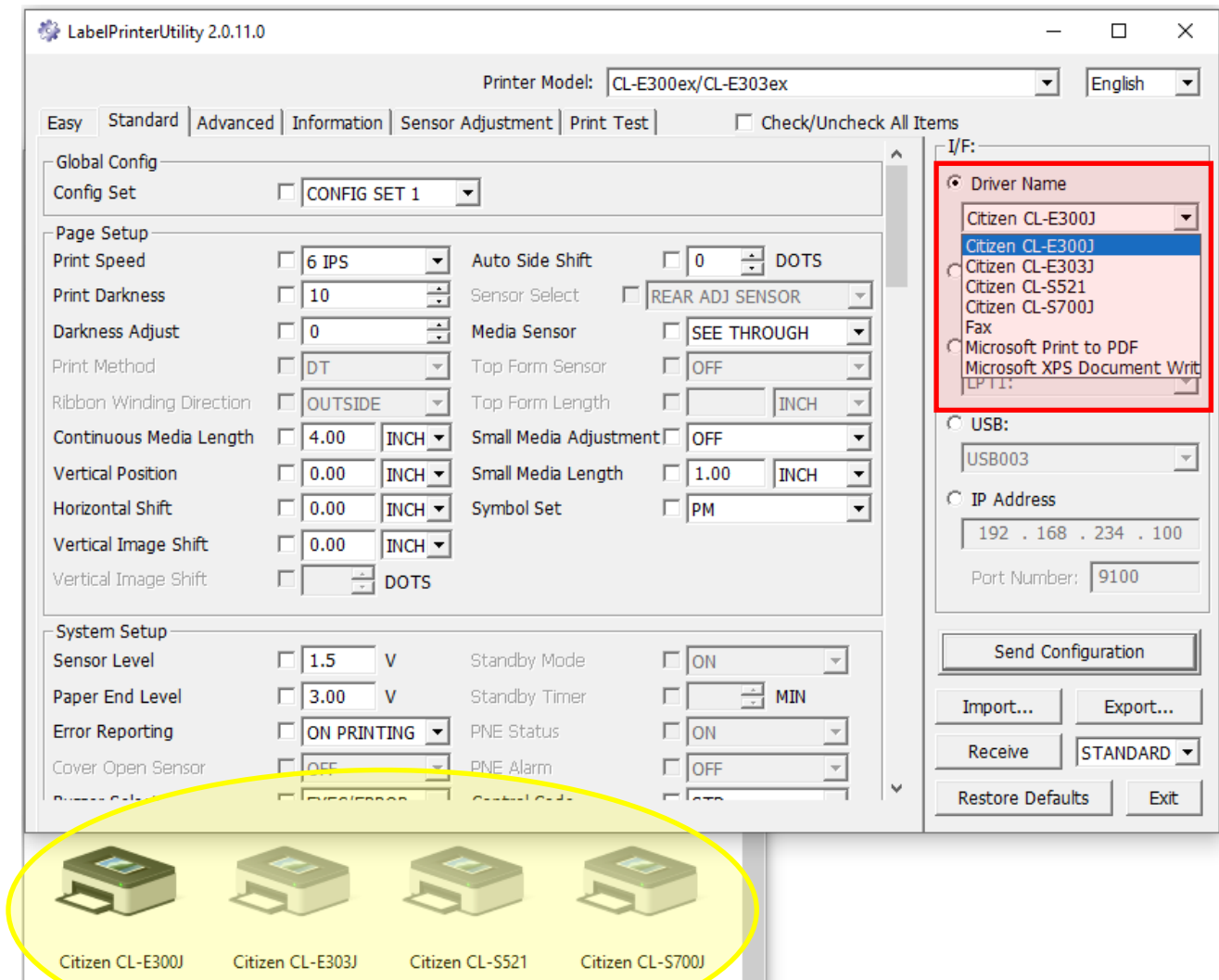




## 2. Interface

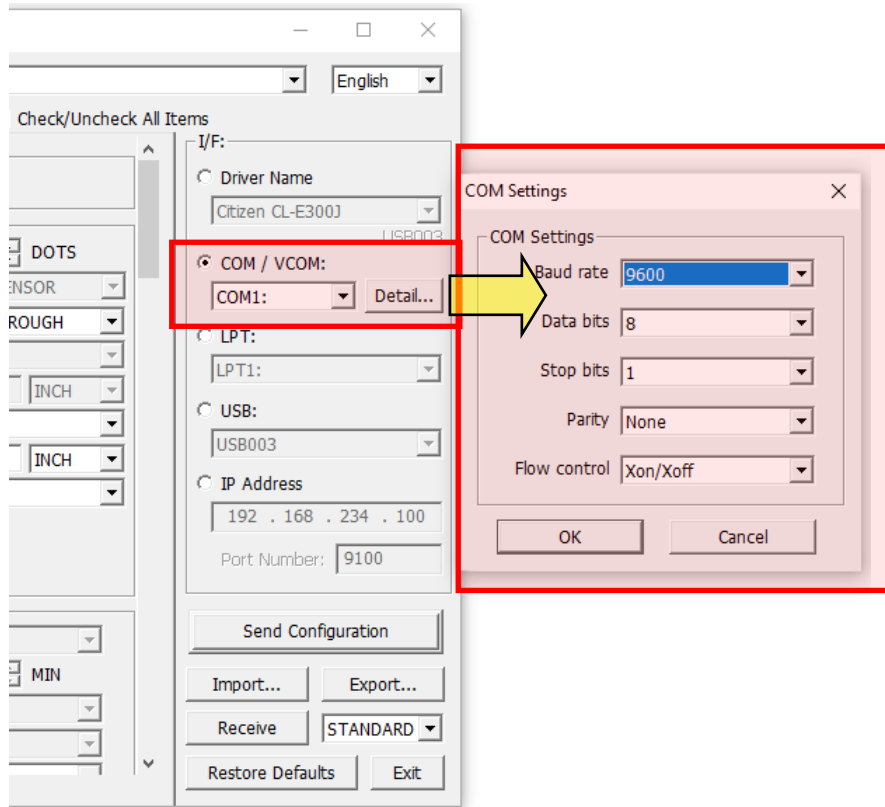
### Printer Driver

If you select a printer driver as interface, the utility uses the printer port of the printer driver. The drop down list shows the printer driver(s) you have in your Windows computer.



## Serial (COM/VCOM)

In case of Serial interface, select a correct COM port number, press [Detail...] to set up a correct COM port setting. The current COM port setting should be shown in the printer self-test. Please refer to the printer user's manual for details. If you are using the VCOM (Virtual COM) driver, the COM port number for the VCOM (e.g. COM8) should be shown in the drop down list.



## Parallel (LPT)

In case of Parallel interface, select a correct LPT port.

## USB

In most cases, a printer driver is installed with the use of USB connection. This selection also gives you an option to select a specific USB port.

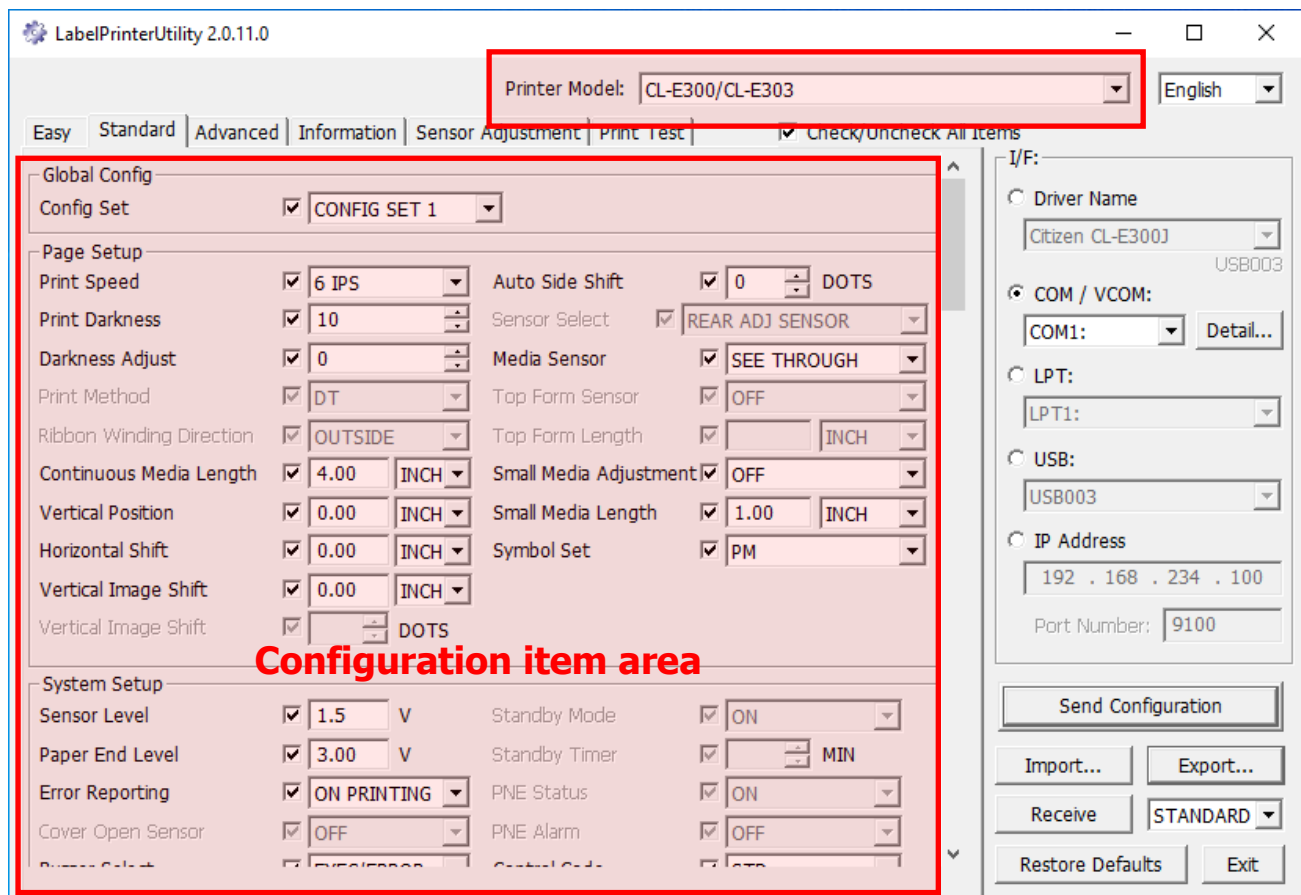
## LAN

In case of LAN, please type in a correct IP address and port. Citizen Barcode printer models usually use the port 9100

### 3. Sending Configuration

#### Send Configuration feature

The configuration item area shows the items which you can configure with the printer model you selected. Select an interface, tick items you wish to configure, adjust values and send values by pressing the Send Configuration button. The Check/Uncheck All Items button helps you to check and uncheck all items literally.



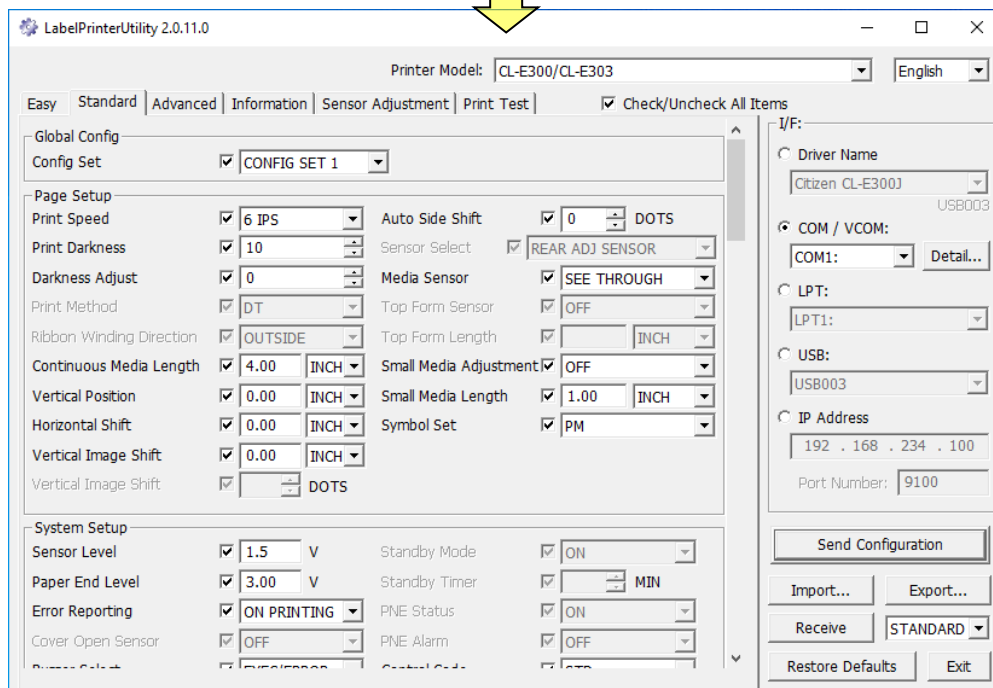
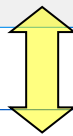
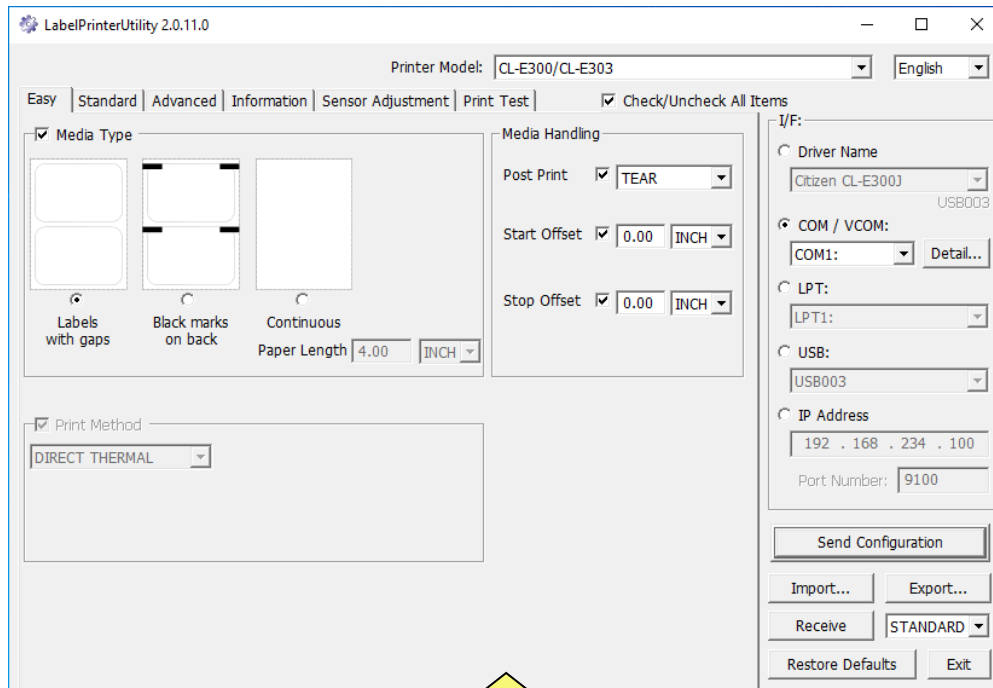
Selectable items, settable values and initial values are different depending on your region and printer model. Please refer to the user's manual or consult with your vendor.

#### [Standard] and [Advanced] tab

Not just standard items, but you can also set up advanced items by pressing the Advanced tab. It contains mechanically sensitive items and the printer may get fatal damage in some cases. Use at your own risk.

## [Easy] tab

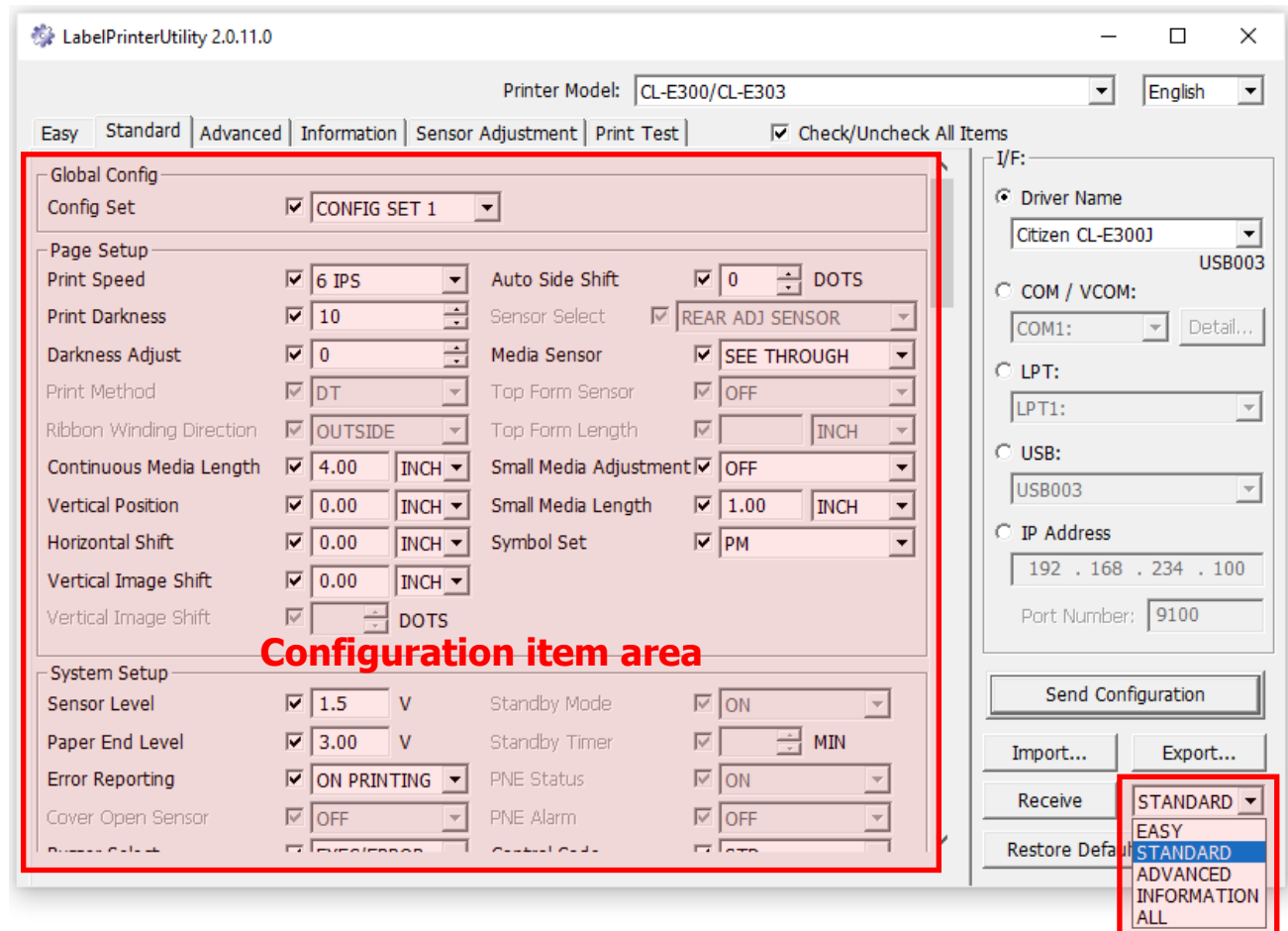
Using the Easy tab is a nice way to set up the printer quickly. Each item is connected to equivalent items in the Standard tab. Your setting in the Easy tab reflects to the Standard tab, and vice versa.



## 4. Receiving Configuration

### Receive Configuration feature

The Receive button is to inquire the current settings in the printer and to show the settings in the Configuration item area. You can select what kind of information to receive, "Easy",



## Receiving behavior on [Information] tab

If "Information" is selected as receiving target and "Receive" is executed, received Printer Information and Printer Status are displayed on the tab. Printer Information consists of Serial Number, Print Counter, Service Counter and Cut Counter. Printer Status indicates printer's current condition such as error information and so on.

When current Printer Model is Datamax or ZPL compatible, "DMX/ZPL Printer status" is enabled. And When current Printer Model is EPL compatible, "EPL Printer status" is enabled. If "Receive Printer Status only" checkbox is checked, only Printer Status is received when "Receive" is executed.

< When a Datamax or ZPL compatible Printer model is selected >

The screenshot shows the LabelPrinterUtility 2.0.13.0 window. The 'Printer Model' dropdown is set to 'CL-E321Z/CL-E331Z (Zebra® Emulation)'. The 'Information' tab is selected. The 'Printer Information' section displays: Serial Number : 111, Print Counter : 0000.1Km, Service Counter : 0000.1Km, and Cut Counter : 0. The 'DMX/ZPL Printer Status' section is visible, with a 'Receive Printer Status only' checkbox. The status indicators are: Paper Error : Yes, Ribbon Error : No, Printing : No, Pause : No, and Waiting for peeling : No. The 'EPL Printer Status' section is currently empty. On the right, the 'I/F:' section shows 'USB' selected as the interface, with 'USB\_AUTO' as the port. The 'Send Configuration' button is highlighted. Other buttons include 'Import...', 'Export...', 'Receive', 'INFORMATI' (dropdown), 'Restore Defaults', and 'Exit'.

< When a EPL compatible Printer model is selected >

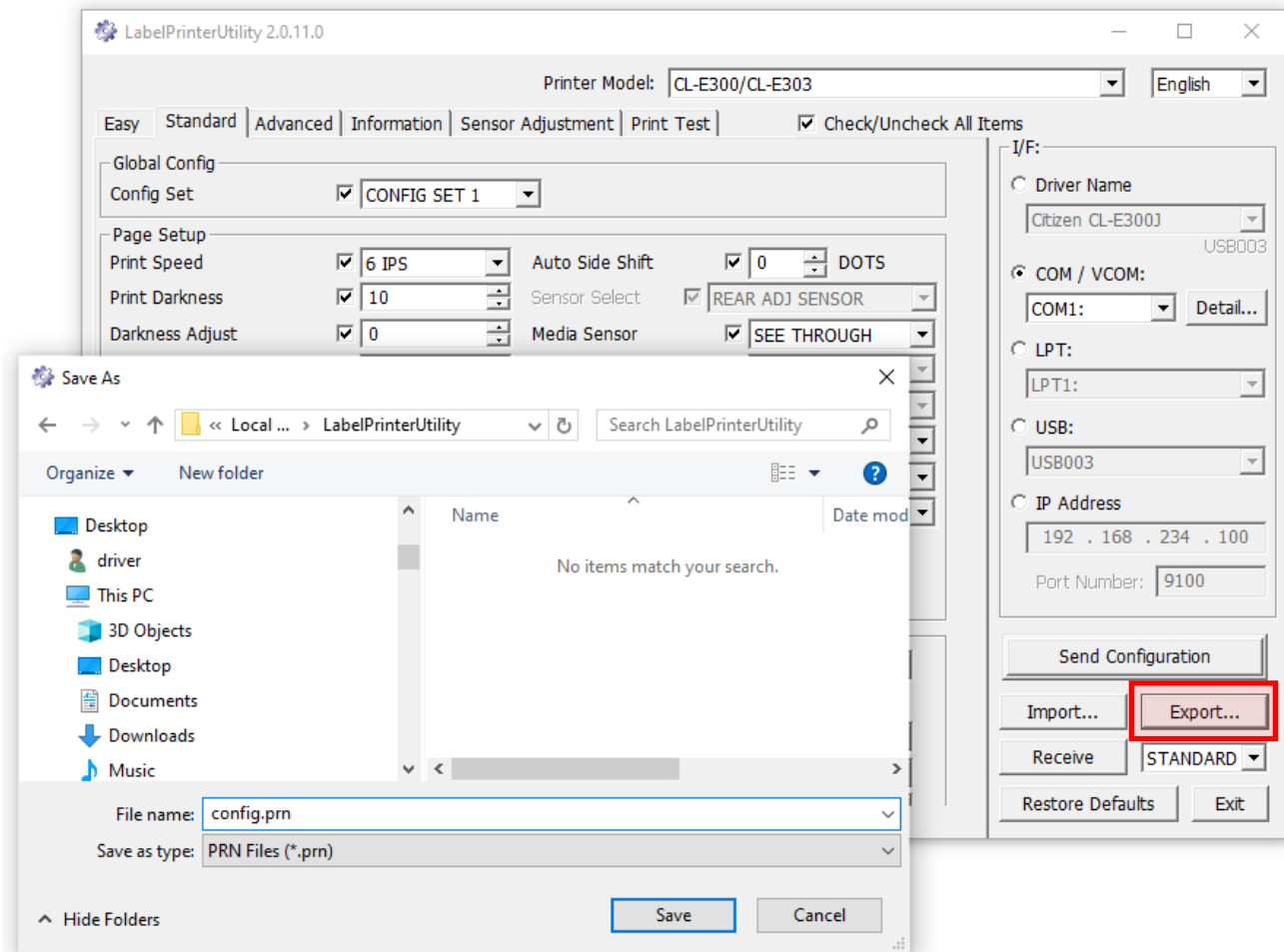
This screenshot focuses on the 'EPL Printer Status' section of the utility. It shows 'Error code : 11 Head up' in red text. The 'Receive' button and the 'INFORMATI' dropdown menu are visible in the control panel on the right.

## 5. Importing and Exporting settings

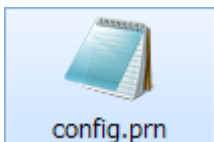
Import and Export features allow you to keep certain settings and utilize them later on. This also helps you to set up multiple printers with the same settings easily.

### Export

Tick items you wish to save and press Export, type in a file name and save a file.

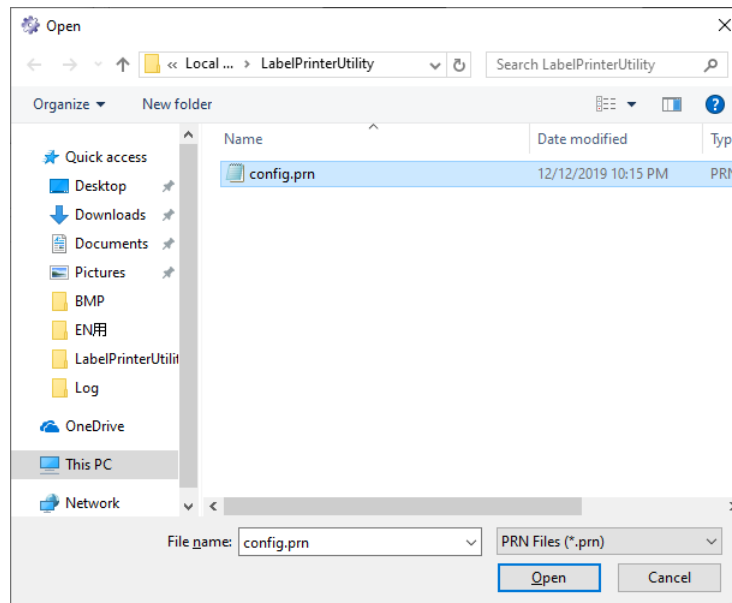


The configuration file will be saved as ".prn" file.

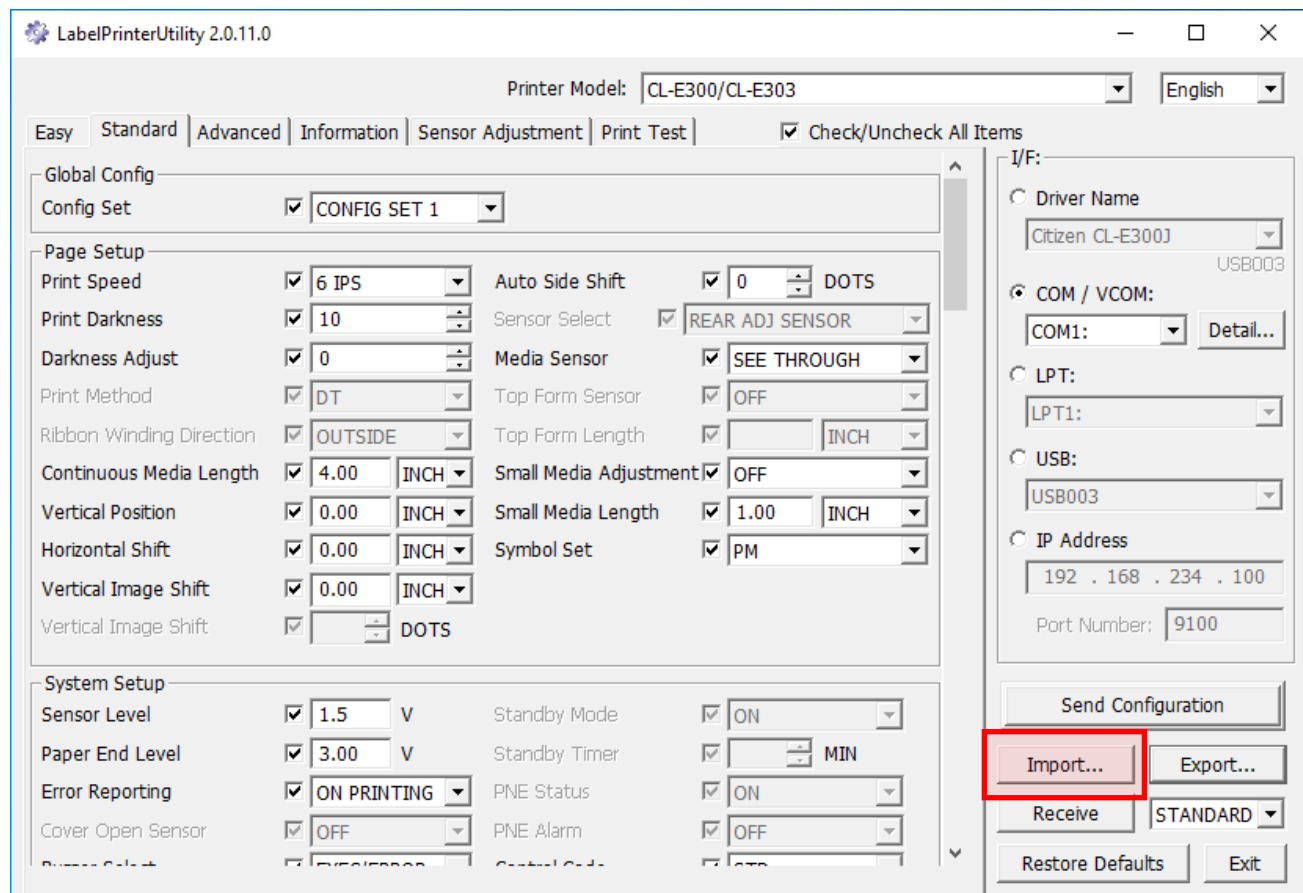


## Import

Press Import, select a configuration file stored in your local computer.



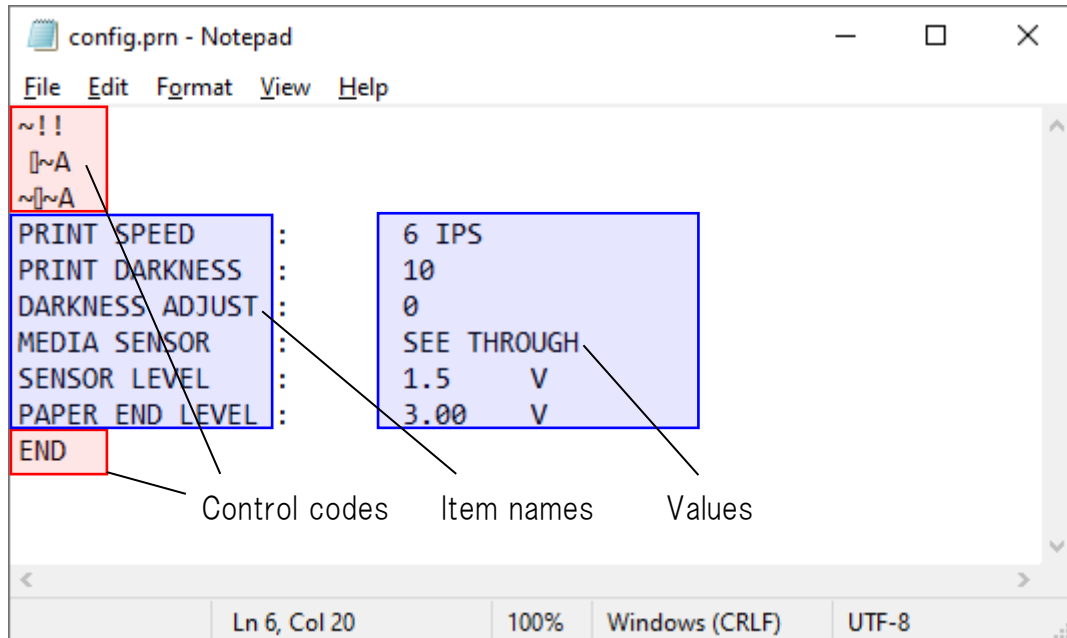
The setting(s) in the configuration file will be populated to the configuration item area (if the data is valid).



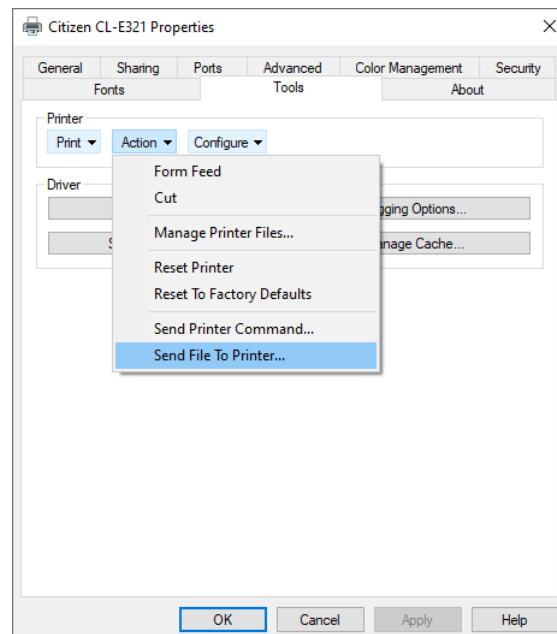


## Configuration File

The configuration file can be open and edited by Notepad. Make sure not to edit control codes. The configuration file could be corrupted otherwise.



The configuration file can be sent to the printer directly without importing to the utility. Use the [Print Test](#) tab, or open printer properties, go to [Tools>Action>Send File To Printer] and select a configuration file.



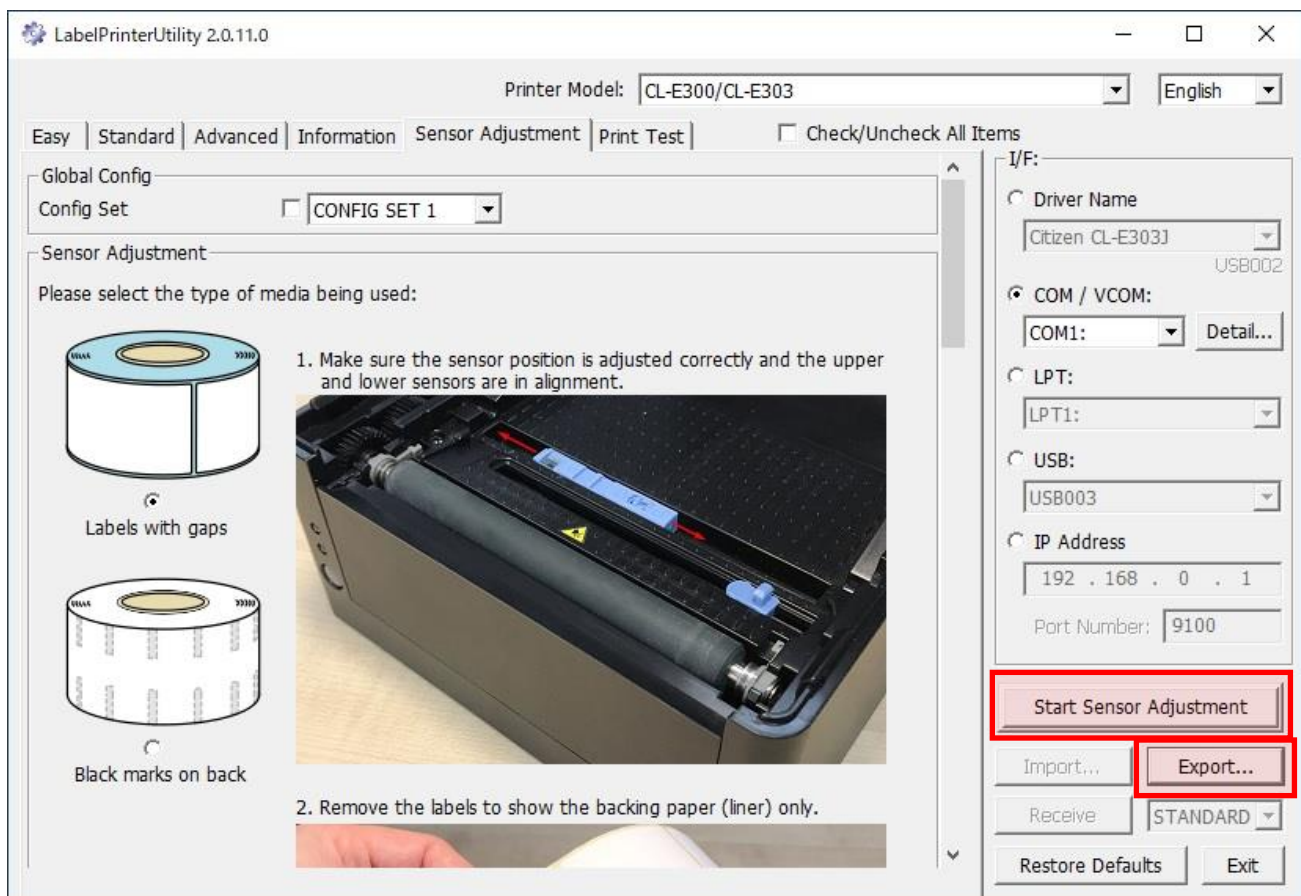
## 6. Media sensor adjustment

### Sensor adjustment feature

The Sensor Adjustment tab helps you to let the printer unit do the media sensor adjustment. Select "Config Set" (optional. The adjusted setting will be saved as the current setting when "Config Set" is not specified) and "type of media" and prepare the printer by following the instruction. "Start Sensor Adjustment" button starts the adjustment.

### Exporting a configuration file

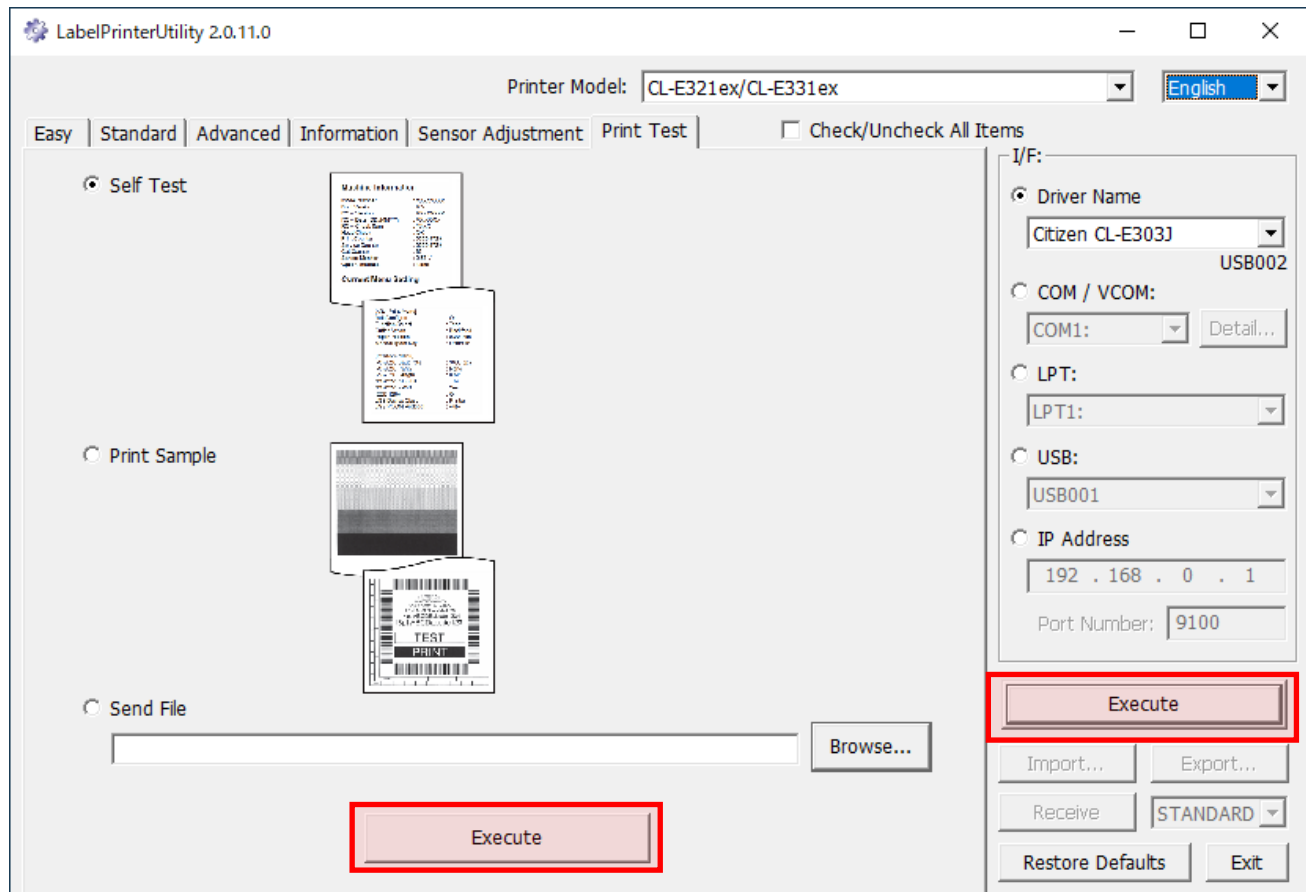
"Export" button saves the sensor adjustment command as a configuration file. By sending the file, you can let the printer unit do the sensor adjustment. See "[Configuration File](#)" how to send the file to the printer.



## 7. Print Test

### Print test feature

The Print Test tab allows you to self test, sample print, and send files. Select "Print Type" and press the [Execute] button to perform a test print.



## **8. Restoring Default Settings & Exiting**

### **Restore Defaults**

The initial values for the selected printer model will be set to the configuration item area. This button is not to initialize the printer directly.

### **Exit**

Exit button is to simply attempt to close the program (equivalent to the red "X" in the top right corner of the window).

## 9. Additional Information

### Supplement regarding the 'USB Serial Number' in the Advanced tab

To avoid issues where the printer's serial number may be unintentionally overwritten due to user error, starting from Ver. 2.0.14.0, the behavior has been improved as follows when performing the 'Send Configuration' and 'Export' operations for the 'USB Serial Number'.

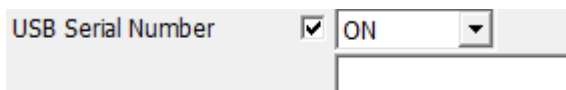
- 1) When the setting is ON and the serial number is **NOT** empty



Following 2 commands are sent to printer/exported.

'USB SERIAL NUMBER : ON'  
'SERIAL NUMBER : (\*Entered value)'

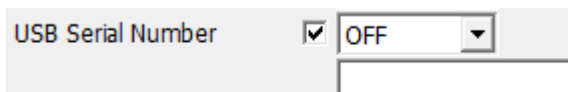
- 2) When the setting is ON and the serial number is empty



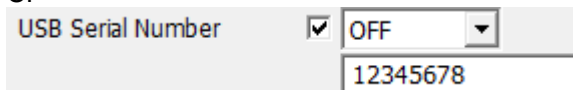
Following command is sent to printer/exported.

'USB SERIAL NUMBER : ON'

- 3) When the setting is OFF and the serial number is empty



Or



Regardless of whether the serial number is empty, following command is sent to printer/exported.

'USB SERIAL NUMBER : OFF'

Label Printer Utility – User's Manual

Oct 16, 2025 Version 2.0.14.0

CITIZEN SYSTEMS JAPAN CO., LTD.

<http://www.citizen-systems.co.jp/>