![SATO DCS & Labelling Worldwide]

FREQUENTLY ASKED QUESTIONS

1. **What are the interfaces available on the new CG2?**
   The New CG2 printer comes with 2 types of standard built-in interface combinations (Type 1 and Type 2) as shown below. For Type 1, it is also possible to connect an optional External Wireless LAN Module to the USB interface

Standard Built-in Interface	Type1: USB 2.0 + RS232C
	Type2: USB 2.0 + LAN
Optional Interface (Type1 only)	External WLAN (IEEE802.11g) – connects to the existing USB interface

2. **Which of the 2 built-in interfaces is set as default on the CG2 printer?**
   USB is set as the default interface at the factory. To switch from USB to RS232C, LAN or WLAN, please refer to the procedure described in the Operator Manual or Operation setting mode.

3. **Is there any utility available to configure the internal LAN interface on the new CG2?**
   The internal built-in LAN interface on the new CG2 (USB + LAN) can be configured using the SATO All-In-One Tool or via Web browser.

4. **The CG2 printer does not have any dip-switches. What is the method to change the printer settings?**
   The printer settings can be changed by using the SATO All-In-One Tool or by using printer commands.

5. **What is the memory of the new CG2?**
   The new CG2 comes with 4MB Flash ROM and 8MB RAM.

6. **Will the CG2 support any emulation?**
   ZPL and EPL emulations will be supported by the CG2.

7. **What are the options available on the new CG2?**
   Cutter, Dispenser, RFID (HF 13.56 MHz) Kit, SATO Keypad

8. Can the CG2 print in Standalone mode?

Using the SATO Keypad, the CG2 printer can print in standalone mode. Label formats with variable fields can be stored in the SATO Keypad memory or SD card thus eliminating the need to have a permanent connection to a PC

9. What are the print resolutions available on the CG2?

The CG2 print has 2 printing resolutions – CG208: 203 dpi and CG212: 305 dpi. At a higher resolution of 305dpi, the user can print better graphics or small 2D barcodes.

10. Are there any Demo applications which can be used when promoting the new CG2 to business partners and customers?

Yes. Demo applications have been developed to help the GMCs promote the CG2 printer to customers. These Demo applications can be downloaded from the Intranet and allows the user to print sample wristbands, Healthcare labels, Asset ID Labels, Price Markdown labels and Ingredient Labels.

11. Is the CG2 chassis anti-microbial?

Yes. The CG2 chassis contains an antibacterial agent which is tested according to JISZ2801: Antimicrobial products Standard.

12. Is there any variation in specifications for CG2 printers shipped to different regions? What is the difference between EX1, EX2, EX4 and EX6 model types?

CG2 printers shipped to different regions (America, Europe and Asia-Pacific) are the same except for the power cord and the safety approvals. The printers can be differentiated as follows:

Model Type	Regions	Details
EX1	Americas	US Power Cord
EX2	Europe and Asia Pacific	2 pins EU Power Cord
EX4	China	CCC Safety Approval China Power Cord
EX6	Korea	MIC Safety Approval Korea Power Cord