Facility User's Guide

Read all of these instructions carefully before using the printer.

1. Unpacking & Checking

Printer   Power cord   Interface cable (Optional)   AC adapter

Roll paper guide (Optional)

Driver CD
(Including *User's Manual* and Driver)
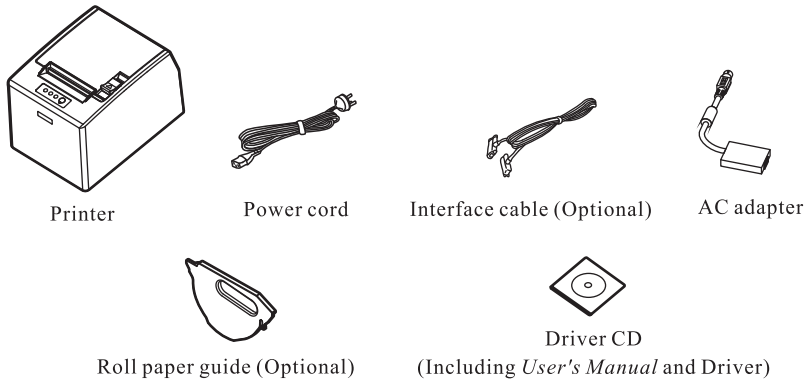
Note: 1. Models with Bluetooth and Wi-Fi are not equipped with interface cable.
2. Roll paper guide is equipped according to the necessity of the customers.

2. Removing the Protective Materials

1. Open the packing box, take out the printer.
2. Save all the original packing materials so that they can be used when transporting the printer in the future.

3. Main Parts of the Printer

Power LED

Error LED

Paper out LED

Cover

Case

Cover-open button

FEED button

①
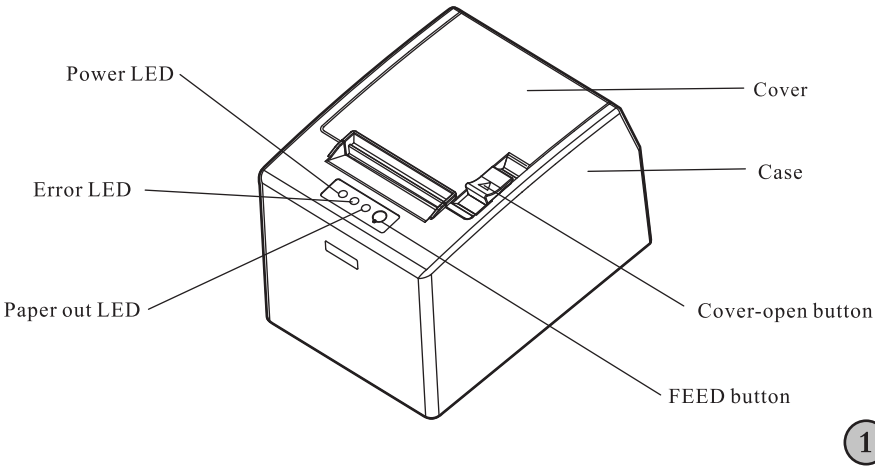
Connecting the USB Cable:

1. Plug the USB cable A end (flat shape) into the computer's USB interface.
2. Plug the USB cable B end (square shape) into the printer's USB interface.

USB cable   USB interface
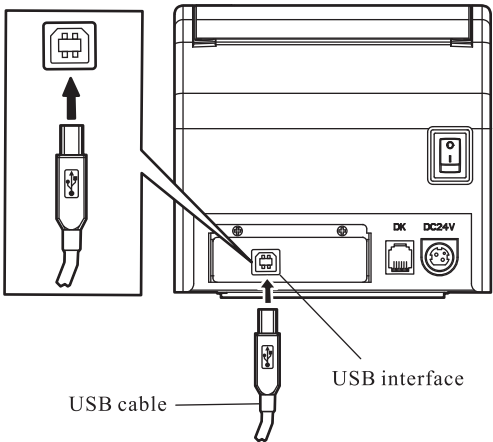
Note: Please don't impact the plug after connecting the USB cable.

Connecting the Serial Cable:

1. Make sure the computer and the printer are both turned off, connect one end of the serial cable to the serial interface of the printer. Tighten the screws and make the connector fixed.
2. Connect the other end of the cable to the computer's serial interface and tighten the screws to make the cable fixed.

Screw

Serial interface

Serial cable
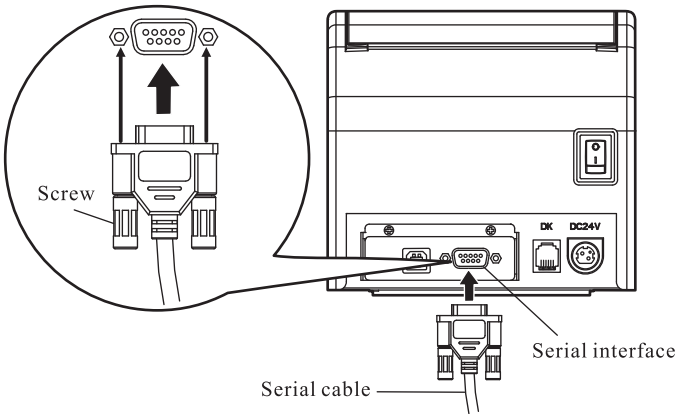
Connecting the Ethernet Cable:

Plug the crystal end of the Ethernet cable (RJ-45) into the printer's Ethernet interface. And plug the other end of the Ethernet cable into computer's LAN.

③

Power switch

Data interface

Power supply inlet

Cash drawer interface
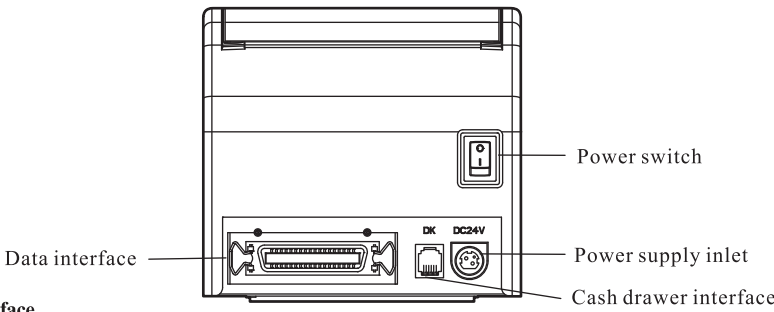
Interface

The products of this series are configured with the cash drawer interface, you can choose one of the following data interfaces when purchasing the printer.

● Parallel interface
● USB interface
● USB + Serial interface
● USB + Ethernet interface
● USB interface + Serial interface+ Ethernet interface
● USB interface + Bluetooth
● USB interface + Wi-Fi
● Wi-Fi interface

Note: 1. Please take the specific interface as standard.
2. Please contact the local dealer to change the interface if needed with added expense. Please refer to the *User's Manual* for detailed setting instructions of Ethernet interface, Bluetooth and Wi-Fi.

4. Connecting To Your Computer

Note: Before connecting the parallel cable, serial cable or cash drawer cable, make sure the power of the printer is off. Only after connecting the cable may you turn on the printer. Or else the printer may be damaged.

Connecting the Parallel Cable:

1. Make sure the computer and the printer are both turned off, connect one end of the parallel cable to the parallel interface of the printer, then squeeze the wire clips and make the connector fixed.
2. Connect the other end of the cable to the computer. Tighten the screws and make the cable fixed.

Wire clips

Parallel interface

Parallel cable   ②

Ethernet interface

Ethernet cable
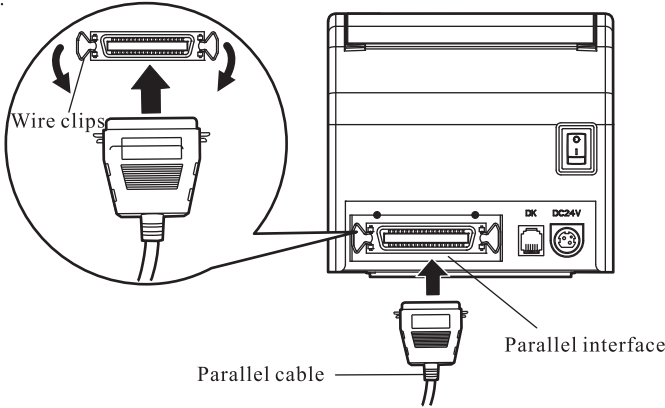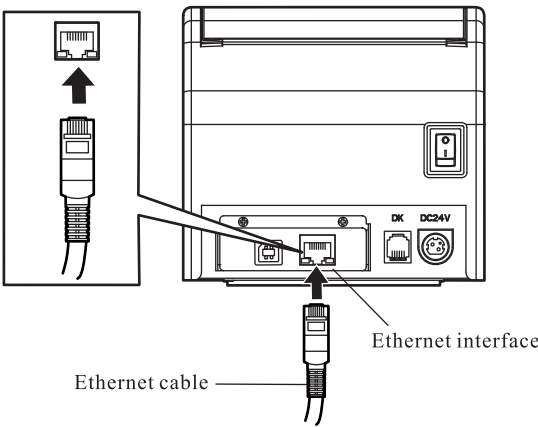
Connecting the Cash Drawer Cable:

Turn off the printer and plug one end of the cash drawer cable into the cash drawer interface of the printer and the other end to the cash drawer.

Cash drawer interface   Cash drawer cable
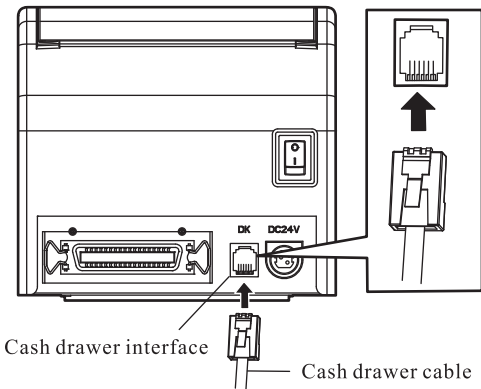
5. Cash Drawer Specification

Note: Please make sure the cash drawer meets the specification mentioned below. Manufacturer will not honor warranty when using unauthorized cash drawer.

Pin number	Signal	Direction
1	Frame GND	——
2	Drawer drive signal	OUT
3	Drawer open/closed signal	IN
4	24V(DC)	OUT
5	Drawer drive signal	OUT
6	Drawer open/closed signal GND	——
Drive Current ≤24V/1A		

6   1
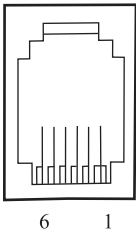
④

6. Connecting the Power Cord

1. Make sure the printer is turned off (The pressed down side of the power switch with "O" mark denotes the printer is off).
2. Make sure the voltage required by the printer matches that of the electrical outlet.
3. Plug the AC adapter into printer's power supply inlet.
4. Plug one end of power cord into the AC adapter, and then plug the other end of power cord into the grounding electrical outlet.

Power supply inlet

AC adapter
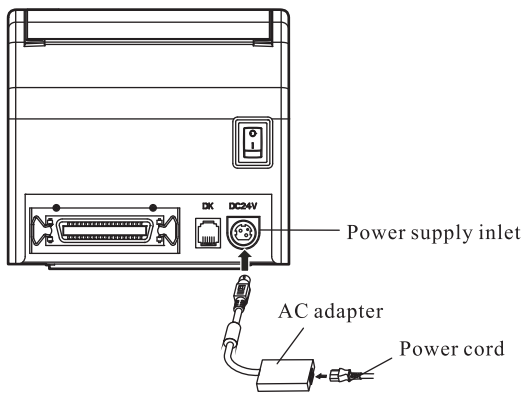
Power cord

> Caution: 1. If the rated voltage doesn't match the outlet voltage, contact your dealer for assistance. Do not plug in the power cord.
> 2. Use the electrical outlet connecting the ground properly.
> 3. Please use the original AC adapter only. Manufacturers have no responsibilities for the problems which are led by using unauthorized AC adapter.

7. Installing the Driver

Please use the interface cable to connect computer with printer, then turn on the computer and the printer, put the driver CD into the CD- ROM, install driver by the following way.

Auto-installing way

Double click the file "Setup.exe" in the driver disc, install driver by the following guide.

Hand operated installing way

The flow of hand operated parallel interface installing driver on Windows 2000/XP/Vista/Win7 system is as follows, please refer to the *User's Manual* about other systems.

1. Click "Start" → "Settings", select "Printers".
2. Click "Add Printer", then a window of "Add Printer Wizard" pops up, click "Next", then please read the select guide carefully, for instance, select "Local printer" in the "Local or Network Printer" window, then click "Next".
3. A window of "Select the Printer Port" pops up, select "LPT1: (the recommended printer port)", click "Next".

Roll paper
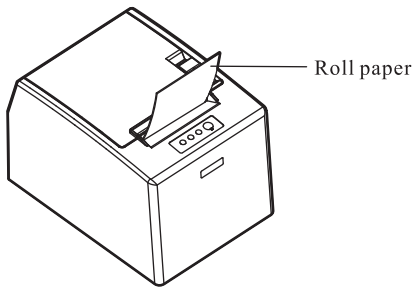
> Note:1. After finishing installing the paper, if PAPER OUT LED and ERROR LED are still on, or the printer makes strange noise when feeding paper, please open the cover and re-close it tightly.
> 2. To ensure the printer life, prohibit printing full line and full black continuously exceeding 2 cm.

9. Paper Specification

> Note: 1. To ensure the print quality, please make sure the printout are within the printable area.
> 2. Please refer to the *User's Manual* for the detailed information of paper specification.

10. Control Panel

There are three LEDs and one key on the control panel. (As figure on the below shown)

POWER   ERROR   PAPER OUT   FEED
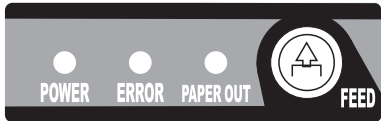
Button Function

Button	Description
【FEED】	This button controls paper feeding, you can enable or disable the button's function with a command. When enable, the paper will be fed continuously if you hold on pressing it, and paper will stop if you loosen it.

LED Description

| LED	Description
POWER	Indicate whether the printer's power is connected or not. The LED is on when the power is connected.
ERROR	Indicate printer's status. The LED is on when printer is out of work.
PAPER OUT	Indicate printer's paper status. The LED is on when paper out occurs.

4. A window of "Install Printer Software" pops up, click "Have Disk".
5. A window of "Install From Disk" pops up. Please according to the operating system environment and select the path as follows: CD-ROM→"Drivers"→"WIN2000(XP-Vista-Win7)", click "Open", then click "OK", go back to the window of "Install Printer Software", and then click "Next".
6. Follow the guide to click "Next" gradually till the installation is finished.

> Note: The installing ways for other Windows Systems, please refer to the *User's Manual*.

8. Installing the Roll Paper

The printer can use the paper with the width of 79.5±0.5mm and 57.5±0.5mm.

1. Push the cover-open button forward to open the cover. If you want to print with the 57.5mm paper, please install the roll paper guide firstly.

Cover

Roll paper guide (Optional)
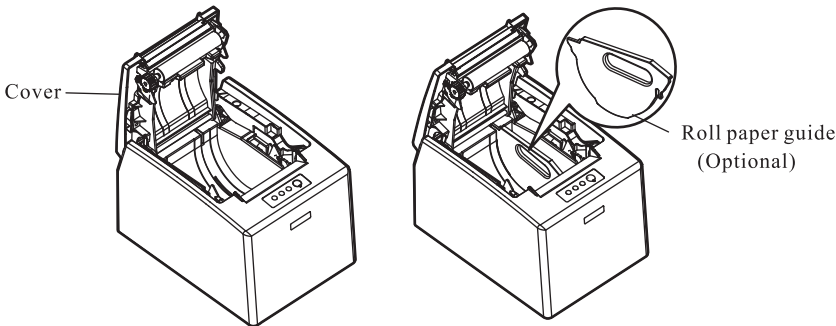
2. Put the roll paper in the paper holder.

Roll paper

Correct   Error
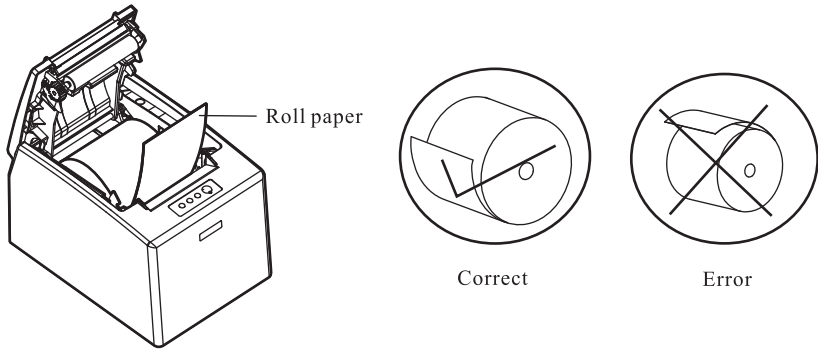
> Note: Paper edge should be placed down and pulled towards the paper-input slot, but not the opposite.

3. Put the paper edge on the printer as shown below, then close cover.

11. Troubleshooting

ERROR	PAPER OUT	Reason	Solution
Blink fast	Off	Auto cutter error	Restart the printer and the auto-cutter will return to the home position automatically. If the problem is still unsolved, please contact the Customer Service Center for maintenance.
On	Off	Cover is open	Close the cover and press it tightly.
On	On	Paper out	Load paper again.
Blink slowly	Off	Print head overheating	Resume to work automatically after it cools.

12. Printer Maintenance

Cleaning periodically and the cleaning tool

Periodical cleaning: every 3 months or every 300 working hours once

Cleaning tool: dry cloth (please use soft cloth to clean metal parts)

Cleaning the spare parts

Please clean the oil covered spare parts with a piece of dry cloth.

Cleaning the paper feed path

Wiping off wasted paper and cleaning dirt and dust.

Cleaning the photoelectric sensor part

As the paper feed sensor use a correlation photoelectric sensor. You should clean the parts periodically.

Clean the photoelectric sensor's shield every three months.

> Note: 1. Turn off the printer and pull out the power cord before cleaning.
> 2. Print head and the surrounding part may be high temperature after using. Please avoid cleaning it at the moment.
> 3. Please use a soft cloth for cleaning, do not use combustible solvent.