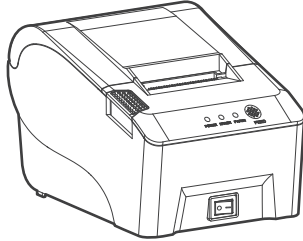


# THERMAL RECEIPT PRINTER

## Quick Installation Guide



V1.0.58

### Safety Instructions

- ❶ Please install the printer on a stable surface to avoid printer suffered from any vibration and shocks.
- ❷ Do not use or store the product in any case of unusual circumstances such as the presence of high temperature, high humidity and serious pollution.
- ❸ Connect the printer's power adapter to an appropriate grounding socket. Avoid using the same socket with large motors or other equipment that may cause voltage fluctuation of power supply.
- ❹ Do not let water or conductive material get inside of printer. Turn off immediately if happen.
- ❺ Never use the printer without paper, otherwise it will seriously damage the printing rubber roller and thermal head.
- ❻ Unplug the product from the power outlet if the printer is idle for a long time.
- ❼ Do not disassemble or modify the product personally.
- ❽ Use only the power adapter specified in this instruction.
- ❾ Do not plug/unplug the product while the product is powered on.
- ❿ In order to ensure the printing quality and prolong the service life of the product, please use the recommended or equivalent thermal printing paper.
- ⓫ When plug and unplug, please hold the arrow position of the printer power connector with your hand, not the cord
- ⓬ Please keep this manual for the future use and reference.

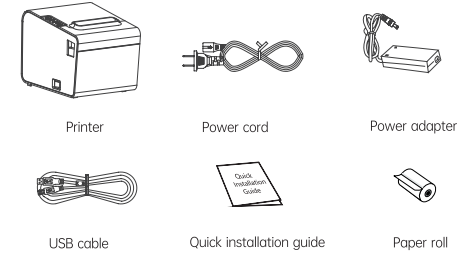
### Safety Warnings

- ⚠ **Note:** The tearing blade has a sharp edge, please be careful and not to touch it to prevent cuts.
- ⚠ **Warning:** The print head is a hot part. Do not touch the print head and surrounding parts during the printing process or just after the printing. Children must use it under adult supervision.
- ⚠ **Warning:** Do not touch the thermal print head surface and connector. Avoid electrostatic damaging the print head.
- ⚠ **Warning:** In the residential environment, running this device may cause radio interference.

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### Printer Unpacking

Once you receive the printer, please check if printer was damaged during shipping firstly. You can check the packing box, The appearance of the printer and whether the accessories are damaged. In case of damaging during shipping, make a written claim for compensation to carrier immediately. Please check the product accessories, if any accessories are missing, please contact the customer service team immediately.



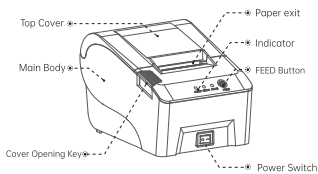
Thermal printer: 1 set	USB cable: 1 pcs
Power cord: 1 pcs	Quick installation guide: 1 pcs
Power adapter: 1 pcs	Paper roll: 1 roll

Ⓞ The pictures are for reference only, please subject to practicality

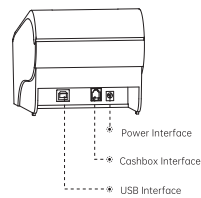
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### Appearance and Components

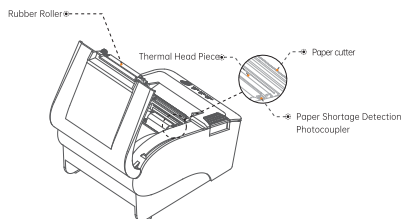
#### □ Front View



#### □ Rear View



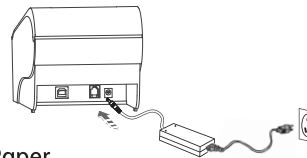
#### □ Inside View



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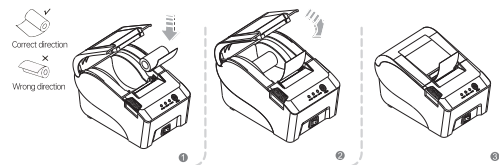
### Connecting the Printer

- (1) Make sure that both the printer and the PC host are turned off, plug the matching data communication cable into the printer's data interface, and plug the other part into the serial port/parallel port /USB/ network port of PC host.
- (2) If equipped with an electrically openable cashbox, insert the RJ-11 connector of the cashbox into the cashbox interface of the printer (the specifications of the cashbox must conform to the printer cashbox drive specifications).
- (3) Connect to the special power adapter of the printer.



### Loading Paper

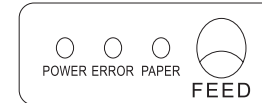
- (1) Open the printer cover.
- (2) Put the thermal paper roll into the loading bin as shown in Figure 1 below, and mind the direction of the paper roll.
- (3) Pull out a small section of the printer paper and close the upper cover as shown in Figure 2 and 3.
- (4) Remove the excess roll with a paper knife.



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### Buttons and indicators

■ The button and indicator panel as shown in the following figure:



■ Button and indicator function description:

FEED Button: Paper Button

In the standby state, press the [FEED] button to continuously feed paper. The FEED key is not available during the printing process. Press and hold this button and then powering on the printer to perform printer self-check.

Tri-color indicator	Bi-color indicator	Indicator	Status
POWER Light (Green)	POWER Light (Green)	POWER Indicator	It is always on when connected to the power supply
ERROR Light (Red)	STATUS Light (Red)	ERROR Indicator	The ERROR indicator will flash in case of printer error, such as paper shortage, paper jam, overheating of print head, print head error or other abnormalities.
PAPER Light (Red)		PAPER Indicator	PAPER indicator flash means paper shortage, and will stop flash after paper detected.

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## Driver Installation

There are two ways to drive the thermal receipt printer, one is to install the driver directly under Windows WIN2003/WINXP/WIN7/WIN8/WIN10/LINUX/Mac, the other is to use the port for direct driving.

### Installation for Windows

Add the printer to Windows and assign the driver files in the driver disk to Windows. You can start printing only by calling the print command in the program. In this way, the printer driver of Windows actually converts characters into graphic dot matrix for printing.

### The Port direct drive

In this way, there is no need to use a driver, only the characters will be directly output to the port, and the built-in and cartridge font inside the printer is used to realize the conversion and printing of the characters. Using the port direct drive way, the printing mode is also changed from page printing mode to line printing mode, making printing control more convenient. Under the port direct drive mode, the instruction set will control the printing of the printer, and the ESC/POS command set has been integrated inside the 80mm thermal receipt printer.

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### ⚠ Attention:

1. Printer daily maintenance must ensure that the power is turned off;
2. Do not touch the print head surface with hands and metal objects, do not use tweezers and other tools to scratch the print head, print roller and sensor group optocoupler;
3. Do not use gasoline, acetone and other organic solvents;
4. Wait until the alcohol is completely volatilized, and then turn on the power to continue printing.

⚠ It is recommended to clean the print head and roller regularly every week.

## Troubleshooting

When the printer fails, it can be handled according to the method in this section. If the problem cannot be solved, please contact the distributor or manufacturer.

### The indicator on the control panel is not on

Check whether the power cord is properly plugged into the printer, power adapter, and power outlet or not. Check if the printer's power switch is on.

The indicator is normal, while the printer does not work

Run the self-test to check whether the printer can work properly. If you cannot perform self-test, please contact your distributor or the technical service personnel.

### If the self-test can be performed normally, check the following:

- (1) Check the interfaces at both ends of the connection line between the printer and the computer. At the same time, confirm whether the connection meets the specifications of printer and computer.
- (2) The data transfer settings between the printer and the computer may be different. You can use self-test to print out the printer's interface settings. If the printer cannot print, please contact your distributor or the technical service personnel.

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## Self-test of Printer

The self-test can detect whether the printer is working properly. If the self-test list sample can be printed correctly, it indicates that everything is normal except for the connection interface with the host, otherwise it needs to be repaired. The self-test will print out the software version number, printing density, interface form, English characters and some Chinese characters in sequence.

Operation method of self-test: After the printer is connected, press and hold the [FEED] button and then turn on the printer power. First, the printer reset test is conducted. After the reset is completed, release the [FEED] button less than 5 seconds, and then the printer will self-test and print out the self-test list sample.

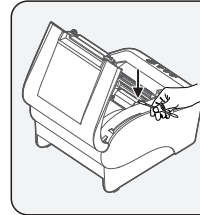
## Common troubleshooting methods

### 1. When the following problems occur, the sensor optocoupler should be cleaned:

- (1) Paper identification error
- (2) There is paper to report lack of paper
- (3) Jump white paper, roll more paper
- (4) The paper is offset

#### Clean the sensor optocoupler as follows:

- (1) Turn off the power of the printer, open the cover, and remove the paper if there is any;
- (2) Use a soft dust-free cloth dipped in alcohol to wipe the dust and stains on the sensor optocoupler surface;
- (3) Wait until the alcohol is completely volatilized, close the upper cover, and re-test the machine.



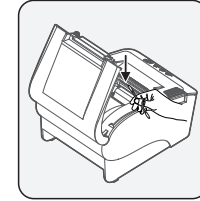
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### 2. When the following problems occur, the print head should be cleaned:

- (1) The printing is fuzzy and unclear
- (2) A vertical column of the printed page is not clear
- (3) Large paper noise
- (4) Print head is black, carbon accumulation serious

#### The steps to clean the print head are as follows:

- (1) Turn off the power of the printer, open the cover, if there is any, remove it
- (2) If just finished printing, should wait for the print head to cool completely;
- (3) Use a soft dust-free cloth dipped in alcohol to wipe the dust and stains on the surface of the print head;
- (4) Wait for the alcohol to completely volatilize, close the upper cover, re-test the machine printing.

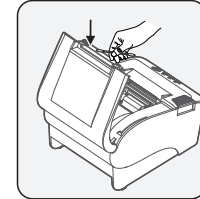


### 3. When the following problems occur, the rubber roller should be cleaned:

- (1) The printing is fuzzy and unclear
- (2) A vertical column of the printed page is not clear
- (3) Large paper noise
- (4) Print hair black, carbon accumulation serious

#### The steps to clean the roller are as follows:

- (1) Turn off the power of the printer and open the top cover;
- (2) Use a soft dust-free cloth dipped in neutral alcohol to wipe the dust and stains on the surface of the printing roller;
- (3) Wait for the alcohol to completely volatilize, close the top cover.



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