

80mm Series Thermal Receipt Printer

Instruction Manual

Version

Feb,2016

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Statement

While every precaution has been taken in the preparation of this manual, but we can not guarantee the contents of this manual entirely correct, because our products have been continuously improved and updated, so it can not be amended at any time the company reserves the right to promptly notify the user if necessary with the product-related Further information can be linked with the dealer.

Safety Precautions

This section presents important information intended to ensure safe and effective use of this printer.

WARNING:



Scratch Warning: Never try to touch the auto cutter or jagged teeth.



Scald Warning: To avoid being burned, please do not touch the printer head.



Shock Warning: Please cut off the power before you Plug/Unplug the power cable from the printer.

Cautions:

- 1) Please apply the power adapter to a stable voltage (110-220V), please do not use other devices on the same power outlet to avoid voltage fluctuation.
- 2) Install the printer on a flat and stable surface to avoid the printer suffering from any vibration and shocks.
- 3) If water or other liquid spills into the printer, unplug the power cord immediately and contact your dealer or service center for advice.
- 4) Disconnect the power cord if the printer is idle for a long time.
- 5) Please ensure the switch button is "off" before you plug the power cord.
- 6) The printer should only be disassembled or repaired by a technician.
- 7) Please strictly follow the recommended use tips of this manual.

1.Product Information

Our Newly 80mm Thermal printer possesses following features:

- High-quality printing,High-speed and strong stability;
- Interface (Serial / RJ45 Ethernet / USB /WiFi)
- Android device support if connect with USB /WiFi method;
- IOS device support if connect with RJ45 Ethernet / WiFi method;

1.1 Technical Parameters and Features

Printer Method	Line Thermal
Print Speed	300mm/sec (80-III type) ;250mm/sec (80-II type)
Fonts	simplified Chinese 24x24 point. support 18030 font library,support Taiwan and HK traditional(complex font), Korean and Japanese
Character Size	576dot/line or 512dot/line ANK Character FontA:12*24dot,1.5(W)*3.0(H)mm FontB:9*17dot,1.1(W)*2.1(H)mm Simplified/Traditional:24*24dot,3.0(W)*3.0(H)mm
Extended Character Table	OEM437/Katakana/OEM850/OEM860/OEM863/OEM865 WestEurope/Greek/Hebrew/EastEurope/Iran/WPC1252/OE M866/OEM852/OEM858/IranII/Latvian/ Arabic/PT151,1251/ OEM747/WPC1257/Vietnam/OEM864/Hebrew/WPC1255/Th ai
Logo / Trademark	Download and printing support
Interface	Serial / USB / Ethernet /Bluetooth /WIFI (optional)
Print Command	ESC/POS Command
Roll Width	79.5±0.5mm(Print Width72mm)
Roll Diameter	80mm
Paper Thickness	0.06-0.08mm
Power Supply	DC24V/2.5A
Auto Cutter	Full / Partial Cut
Codes type	UPC-A / UPC-E / JAN13 (EAN13) / JAN8 (EAN8) / CODE39 / ITF / CODABAR / CODE93 / CODE128 /
2D Barcode	QR CODE
Temperature	0-45 °C
Contrast Humidity	10-80%
Driver	Win2000/Win2003/WinXP/WinVista/Win7 /win8/win8.1/wi n10 /Linux /Android

1.2 Application:

It can be used for all kinds of commercial in retail POS systems, Restaurant system, Industrial control systems in areas such as.

- Light weight and portable
- Beautiful shape
- Low cost and High-quality thermal printing
- Cash drawer drive supported
- Easy paper-roll installation, Easy maintenance and Rational structure
- Low-power waste, low-run cost (without the ribbons, ink cartridges)
- Built-in data buffers (be capable of receiving print data while printing)
- Characters can be amplified, printed in bold optionally, and line spacing printing can be adjusted;
- Support different density bitmap graphics printing
- Support NV image downloading and printing
- Support raster bitmap printing
- High-speed printing using embedded soft font for all interfaces.
- Compatible with ESC/POS print instruction set, optional columns and font (adjusted by DIP switch);

Advantage Characteristics

- Audible and visual alarm supported, best application for kitchen menu printing;

1.3 Packing and Accessories

- The body of printer
- USB Cable
- CD Driver
- Power Cable
- Thermal Roll

Noted: Each package can not ensure that all of the accessories listed above are always provided at any time, depending on different models (different interfaces) and different customer needs.

2.Communication Ports

2.1 Universal Serial Bus (USB Port)

Connect the printer with the standard usb cable(usb device types are automatically) , once printer is connected with the PC, install the driver , then choose the corresponding port accordingly.

2.2 RJ45 Ethernet Port (10M/100M) (suitable for 80-III type)

With this port, we can use the network cable and connect the computer directly, communication and the port number is 9100;

2.3 RS232 Serial Port

RS-232 is developed according to the EIA standard asynchronous transmission, the specification as following:

- Data transmission: serial interface
- Synchronization: asynchronous
- Signal Level: +5.4V Serial RS232 Level,logic 1:-5.4v, logic 0: +5.4V

- Hardware Flow Control: Hardware
- Baud Rate: 9600bps to 115200bps(Optional)
- Data Length: 8 Bits
- 1bit Stop Bit: 1Bit
- Parity: None

The wiring method of the serial interface printer following the standard rules of Serial Interface EIA standard. Consumer can get the current default baud rate from “ Print Test Page ”and also can adjust the baud rate via DIP switch (DIP switch is on the bottom of the printer)

3. Basic Function Operation

3.1 Indicator Light & Printer Status

The printer has 3 Led Indicators(Power / Error and Paper Out), Power indicator will lights on once power is plugged in. And Error Led will lights on when any error arose (Paper Out / Temperature is too high / mal-position of the carriage unit on the print head); We can press the “FEED” button to test the paper feeding function if the power indicator looks well.

3.2 Printer Operation

- **Switch on:** Ensure the adapter properly connected with the printer, press the switch on the “1” position, printer turns on.
- **Switch off:** Press the switch on the other side “0”.
- **Paper Feeding:** Press “ FEED ” button when powers on, paper will keep running & stop to run when loosen this button.
- **Self Printing Test :** Switch off the printer then press “FEED” button and do not release. Press the “POWER” button at the same time till the “ PAPER OUT ” indicator on, release the button then we can read the current setting from the test page.
- **Hexadecimal printing:** Power off the printer, press “FEED” button & do not release, press “POWER” button at the same time until the “ PAPER OUT ” indicator on, release the “FEED” button about 3 seconds after the “ PAPER OUT ” indicator off , then the printer run into Hexadecimal printing model. The way to quit Hexadecimal printing model is just restart the printer.

DIP Switches and Instruction

Item	Function	ON	OFF
1	Cutter	YES	NO
2	Buzzer	YES	NO
3	Print Density	YES	NO
4	CN/EN Convert	CH	EN
5	Empty		
6	Baud Rate Set	YES	NO
7	Baud Rate		
8	Baud Rate		
Baud Rate Selection Instruction			
No.6	No.7	No.8	Baud Rate
ON	ON	ON	115200
ON	ON	OFF	38400
ON	OFF	ON	19200
ON	OFF	OFF	9600

4.Cleaning Of the Printer

We need to clean the print head if problems as below.

- ① Printing is not clear, but thermal paper is ok;
- ② Some columns on the printed pages are not clear
- ③ Noisy paper feeding

Cleaning steps

1. Turn off the power, open the printer cover and take off the paper roll.
2. We have to wait for a while if we just finished the printing.
3. **Use a soft brush or wrung-out ethanol immerse cotton to clean the print head. Remember to turn on the gear while lubricating to ensure a completely lubricated;**
4. Close the cover once cleaning done and try it later.

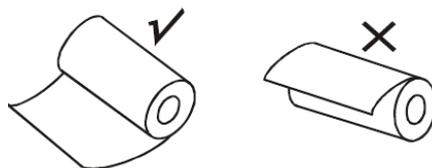
Cautions:

- Make sure the power of the printer is turned off during the maintenance.
- Hands or other metal tools away from the surface of the printer head, do not use tweezers to scratch the surface of the printer head and other sensitive parts.
- Do not use gasoline, acetone and other organic solvents for printer head cleaning.

5. Installation Wizard

5.1 Hardware Connection

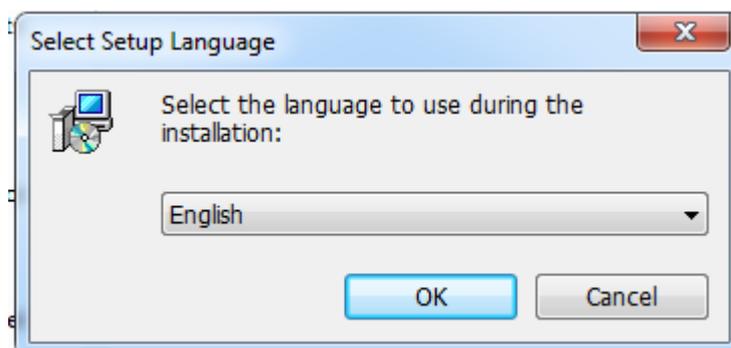
Ensure all the cables connected correctly(e.g. Adapter / Interface Cables / RJ-11 cable) . Open the cover and load the paper rolls and cartridge (Paper Loading Direction as below)



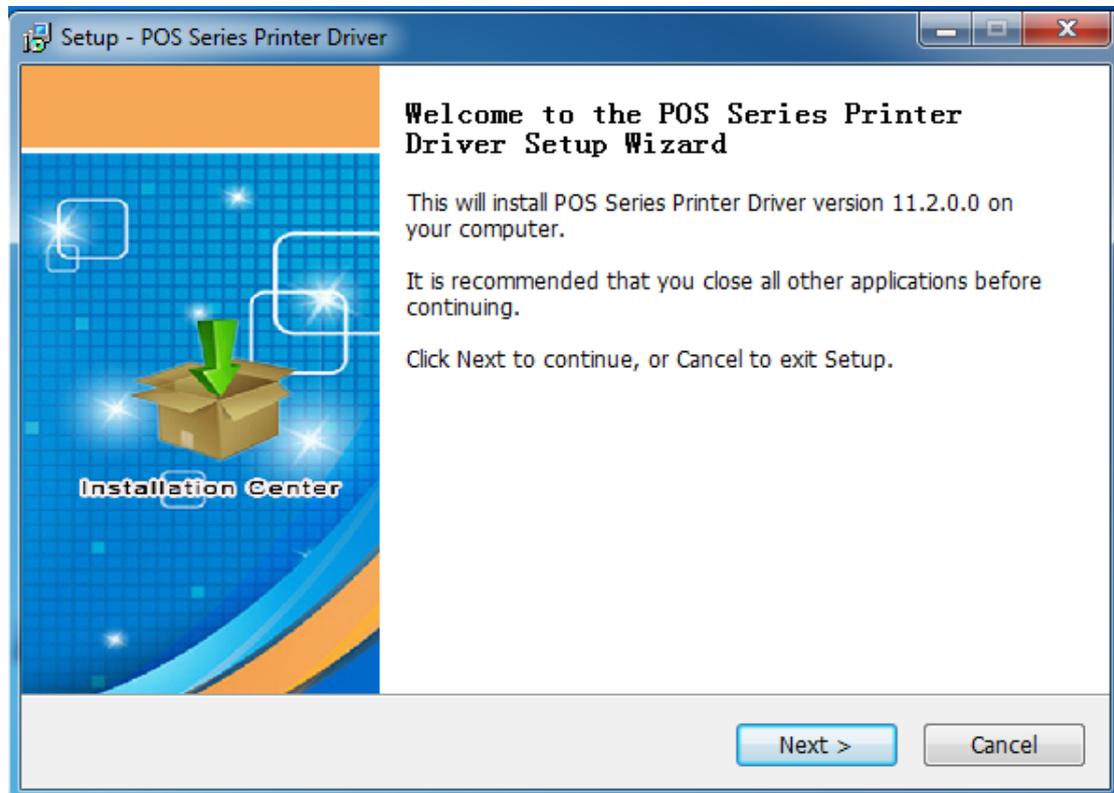
Jpg-1

5.2 Driver Installation

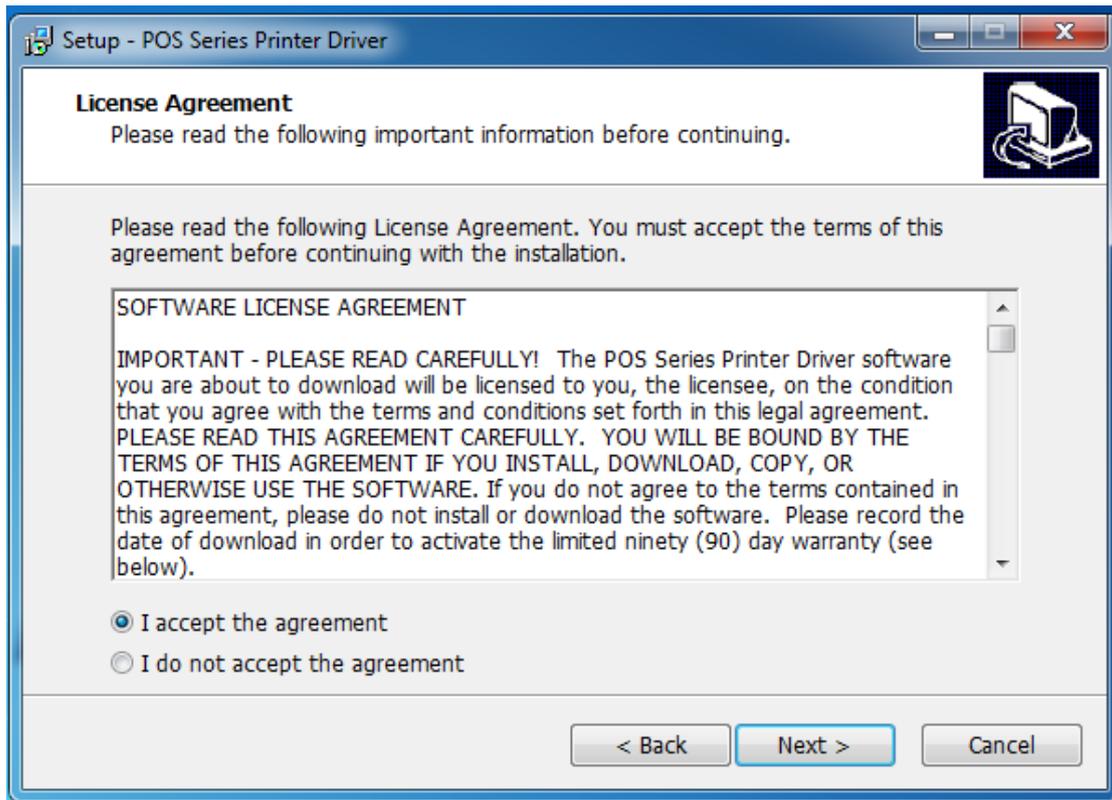
1, Enter the DC driver, click the related files (printer driver software of 58mm/80mm series) and install. The installation language will be shown as below:



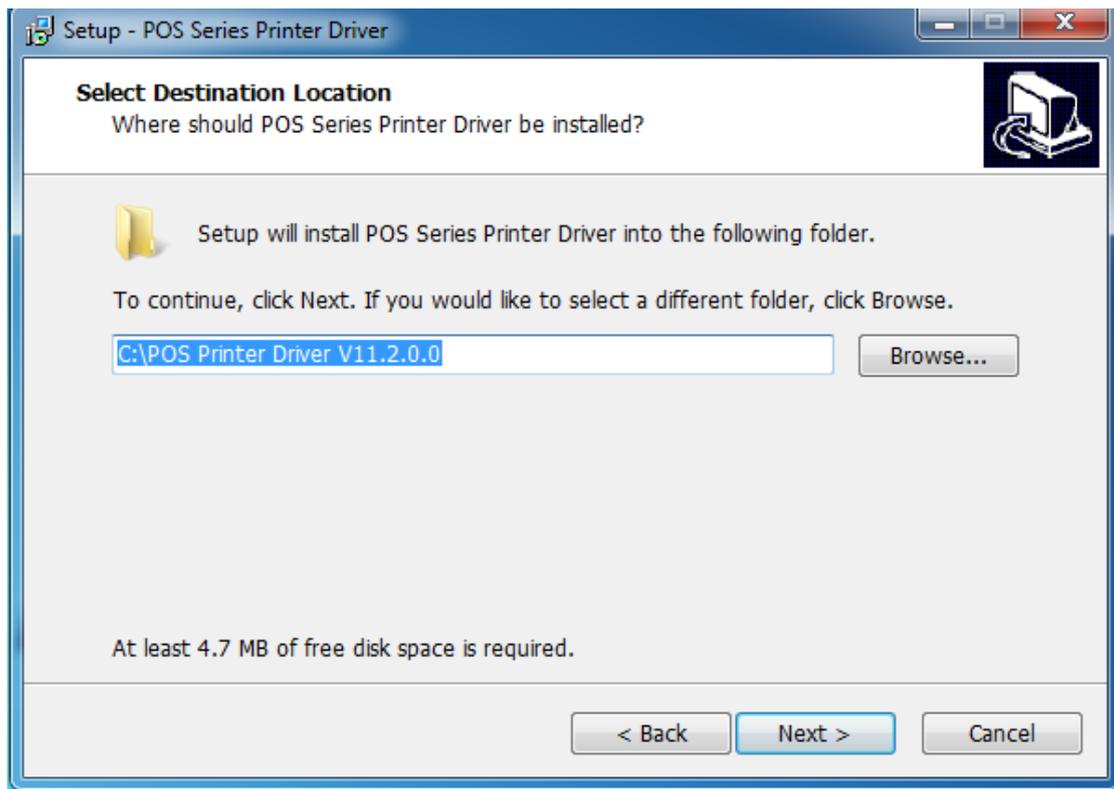
1、 Select the language you need and click the button”Confirm”,and show the imgae as below,then click the button”next step



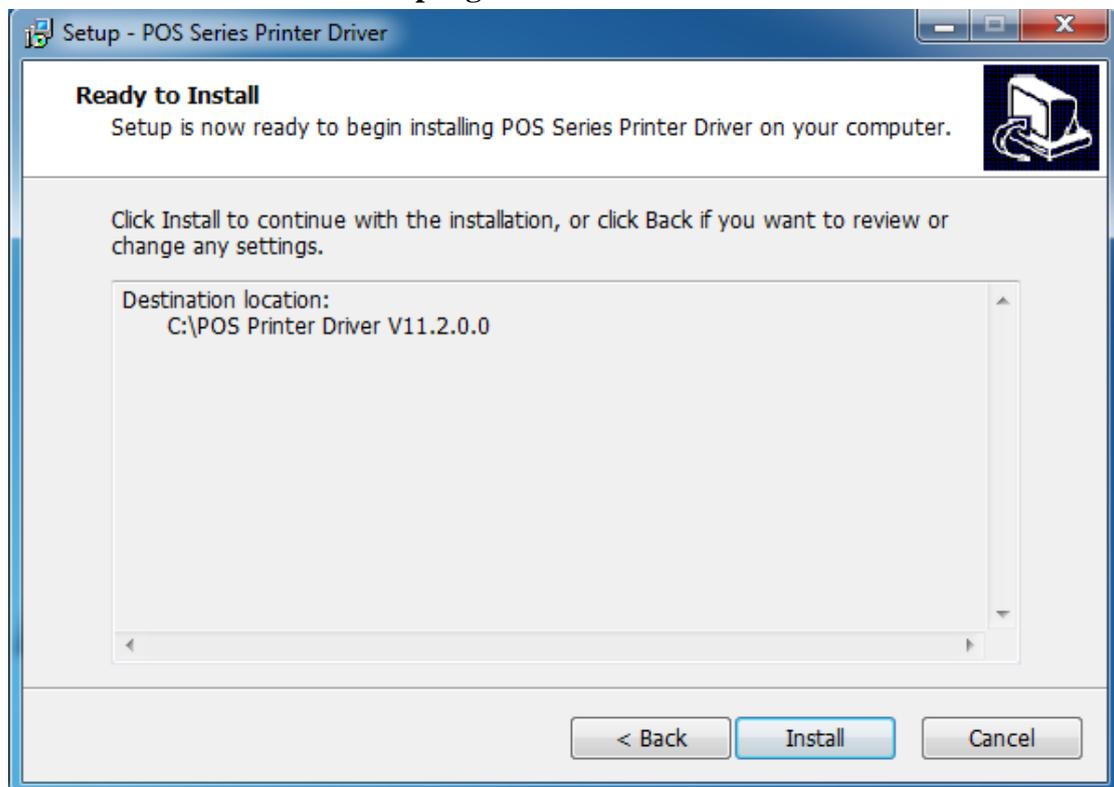
3 、 please read the related terms carefully,and install it as agreement as below



4、Click "next step" and show as below (customer is available for modifying channel of driver installation or default one)

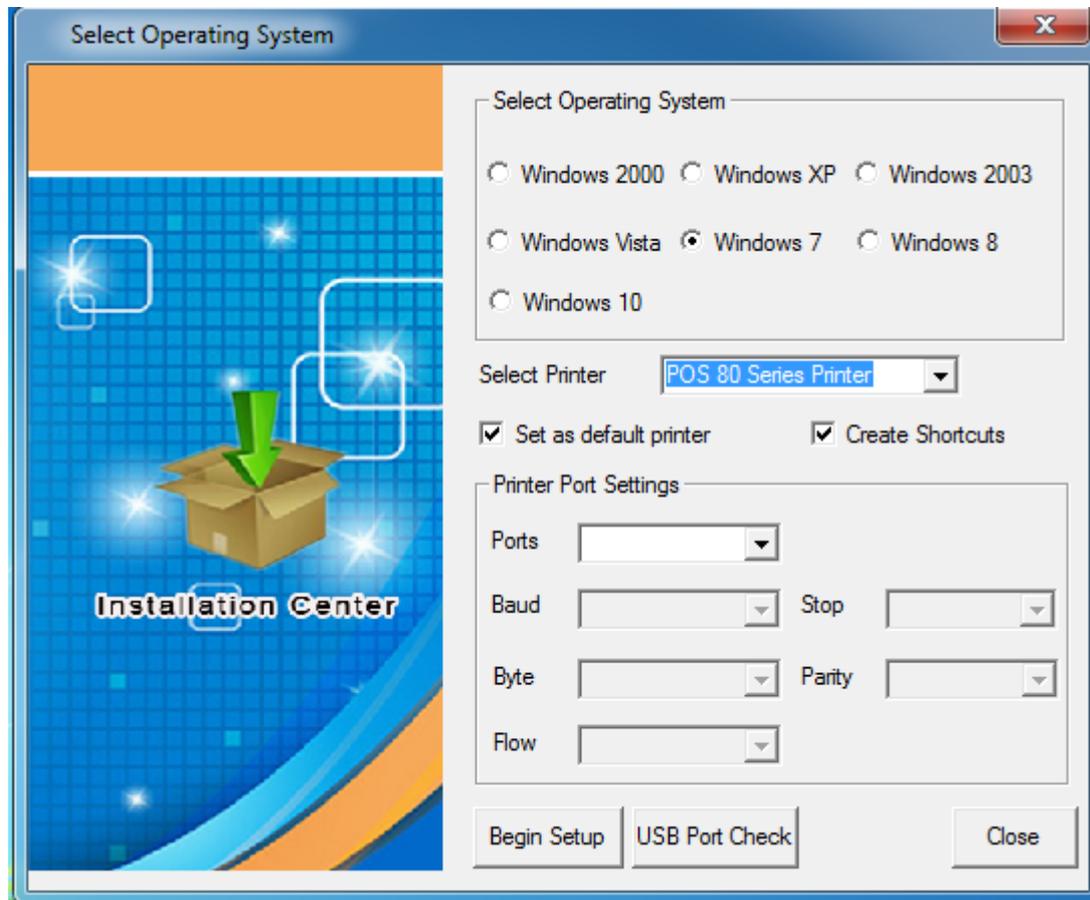


5 、 Click the button "next step" again and show as below and install it:

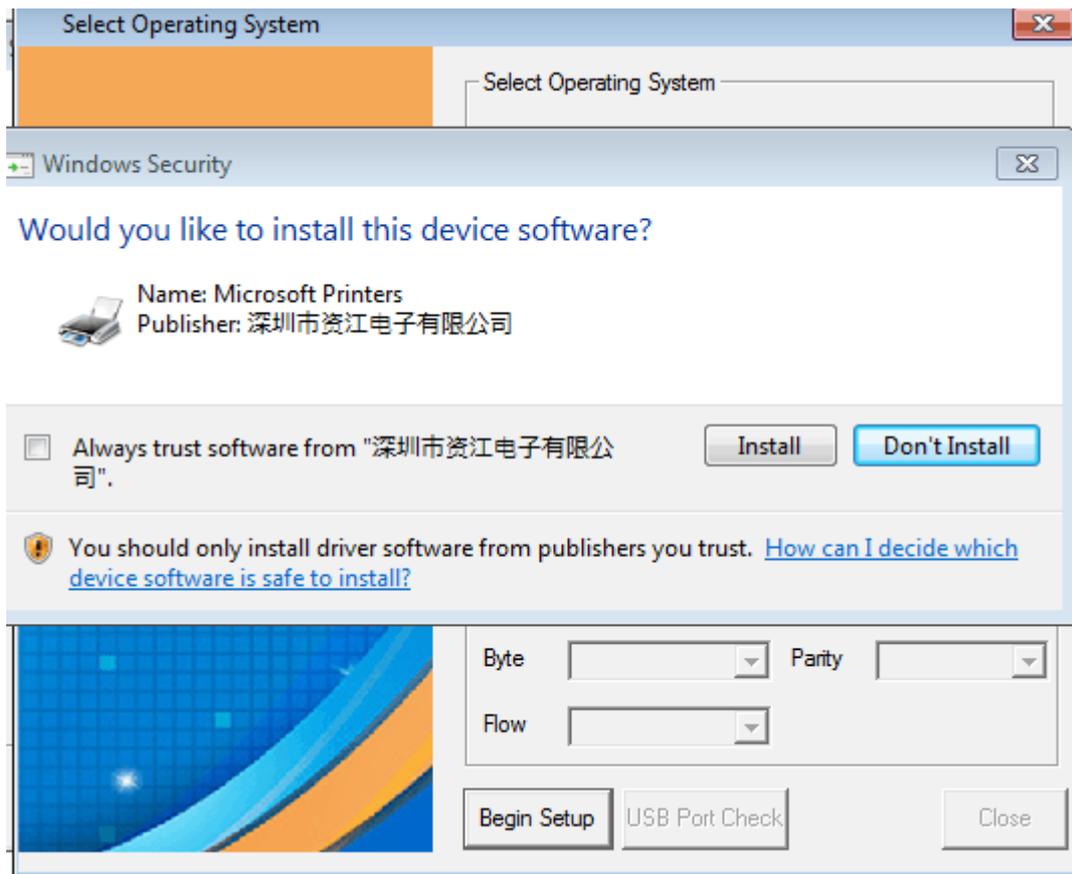


6、 After installation,the related interface will be shown as below,select operation

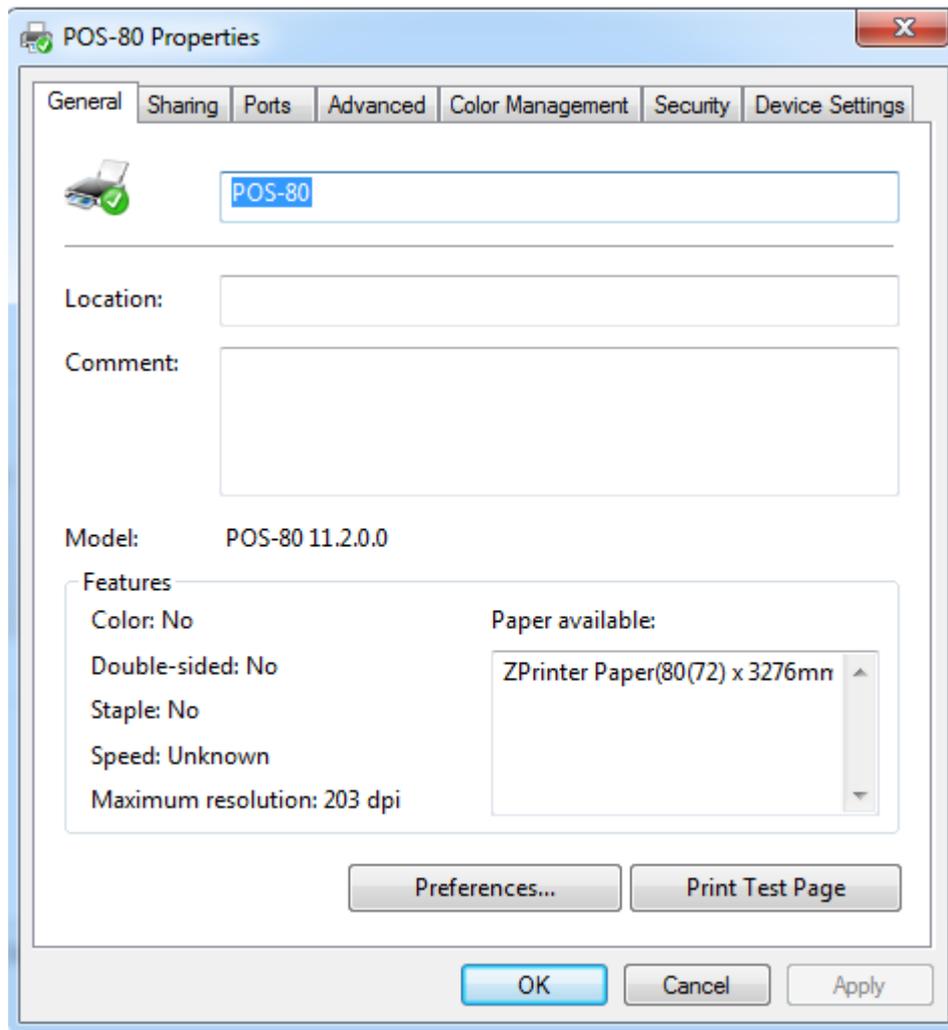
system of your computer and printer model,click”USB port for testing”, if you communication with USB port, USB port of computer will be identified automatically .Click he button”next step”and install continuously as below :



7、 Click the button”Start Installation” and shown as below. And select installation:

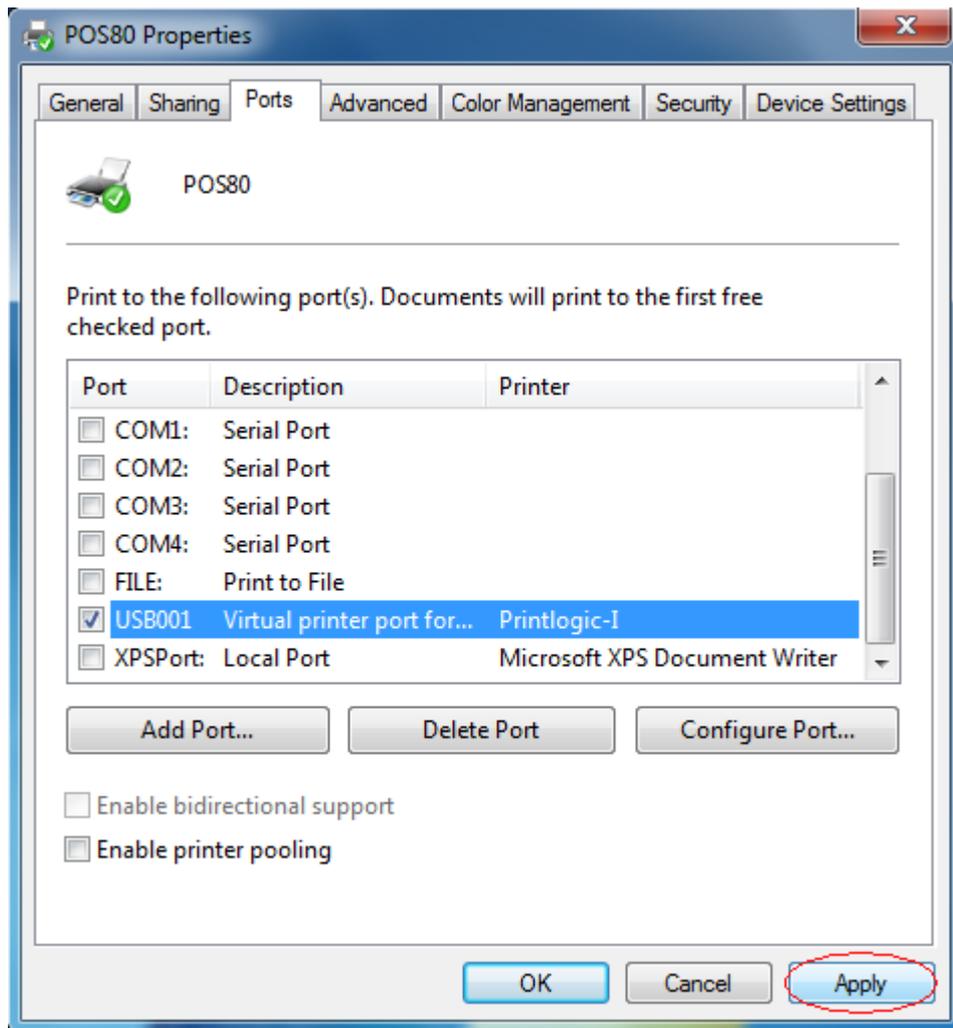


8.Finish the driver installation as below:



5.2.1 USB Port Connection (If your desired port is USB)

1: Open " Properties " then choose " Ports "

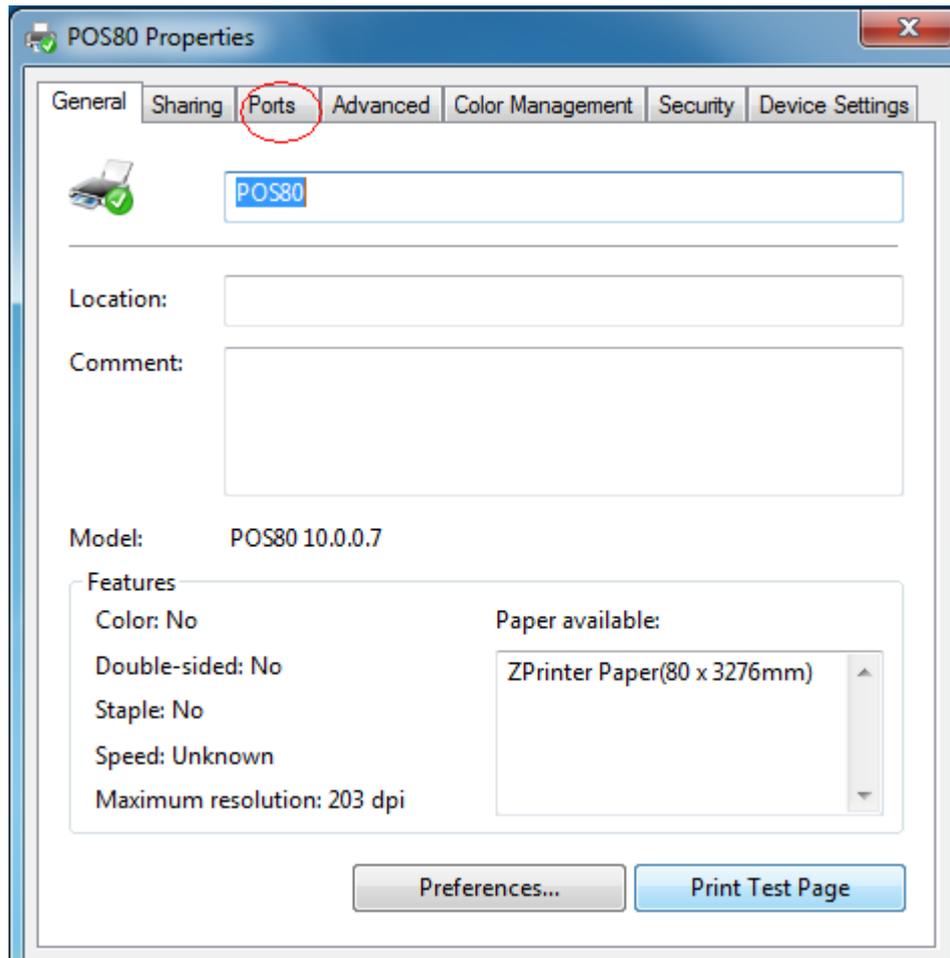


We can see many usb ports if there is other usb printer used in this PC. Select the unoccupied usb port and click "Apply"

Remarks: Ensure the printer is power on & cable connects to the computer for the 1st time use. Or we can not find " USB001" ; check if we can find " USB Print supporting "in below location :

Path: My Computer - Properties - Management - Devices Manager - Universal Serial Bus Controller), if not , please recheck the cable and printer connecting way.

2: Click " General "and let back to this step then " Print Test Page "



If the print test page works well, that mean all setting is ok.

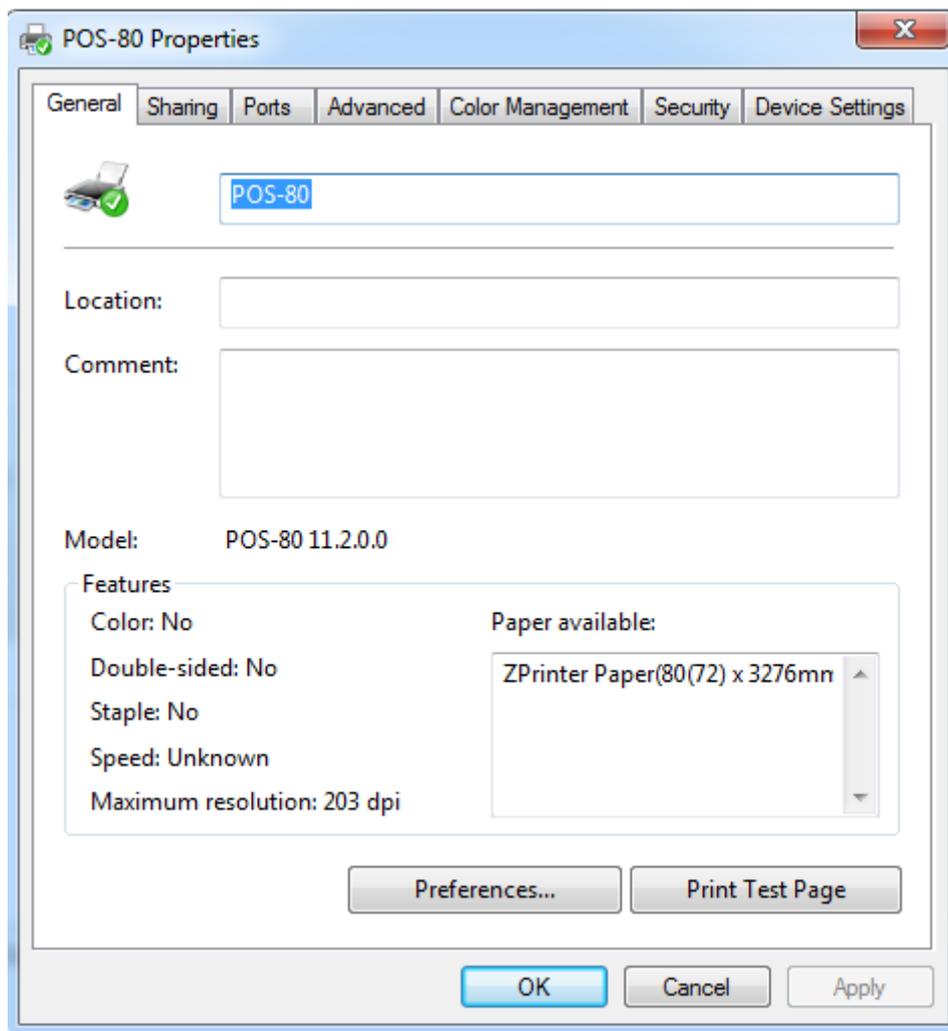
Remarks: If “ Printer Error “ , we should back to “ Ports” and try the USB ports one by one until it is ok.

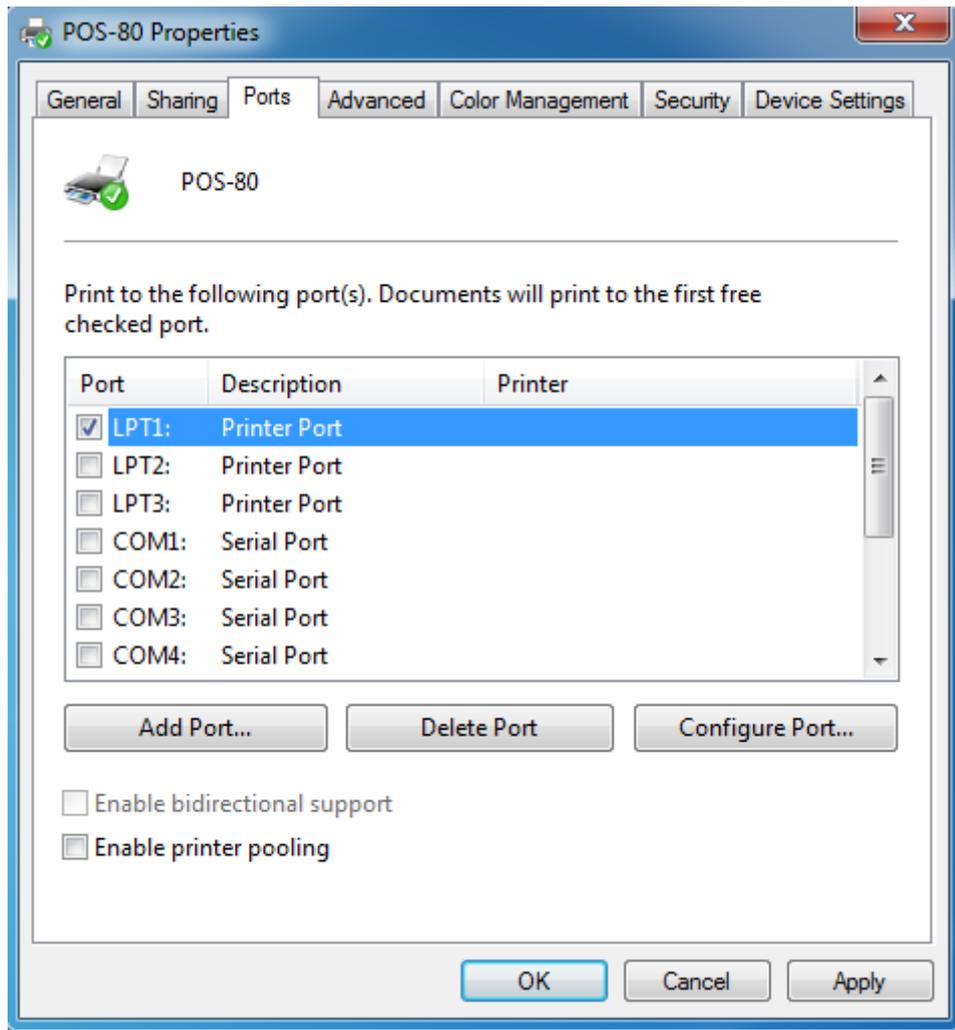
5.2.2 Ethernet Connection (If your desired port is Ethernet)

1: Get the IP address from a Self Printing Test Paper

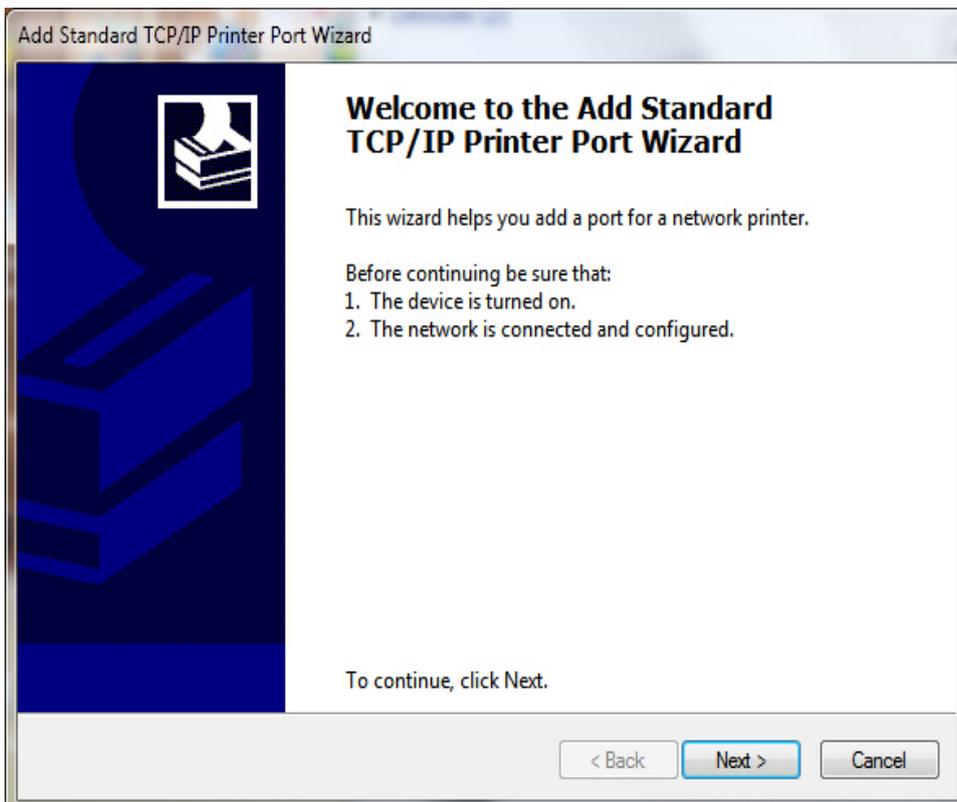
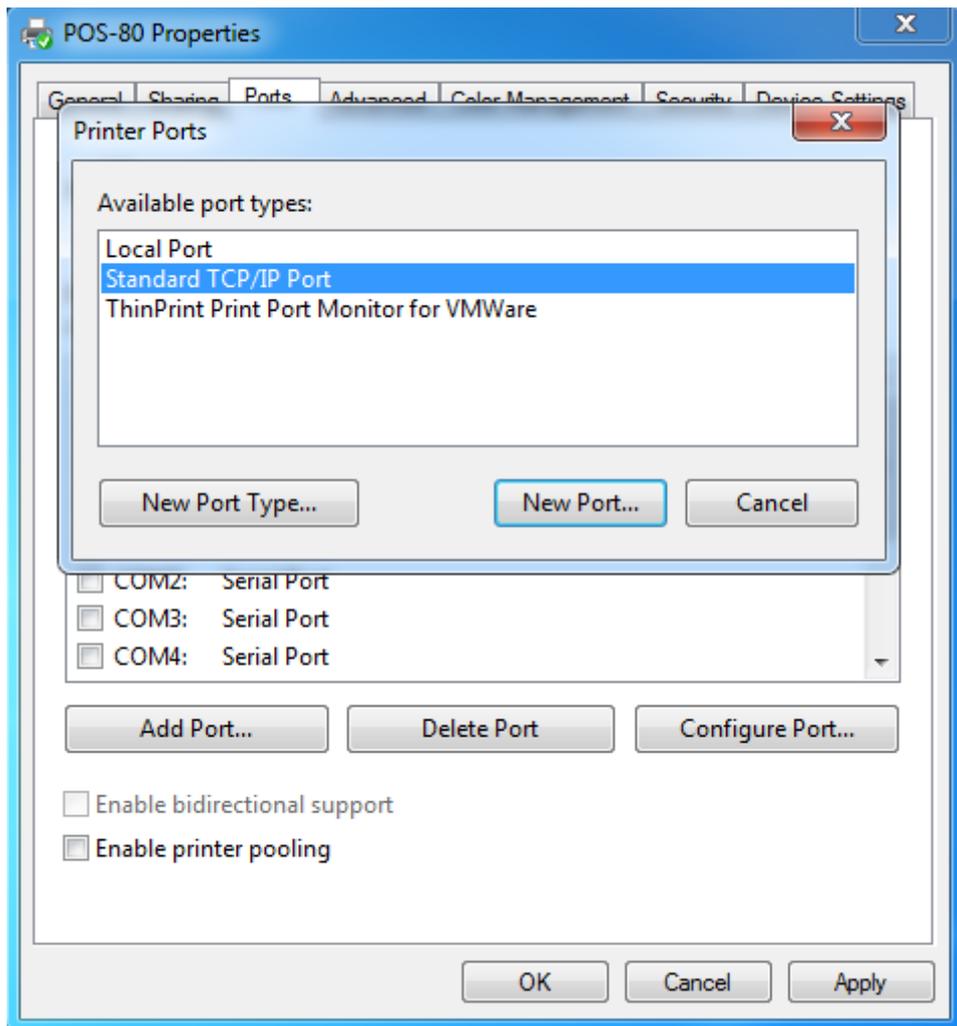
Switch off the printer then press “FEED” button and do not release. Press the “POWER” button at the same time till the “ ERROR” indicators on, release the button about 1 second after the “ERROR” indicators off. Then we can read the current setting from the self printing page. (Default IP Address is: 192.168.1.100)

Open “ Properties” then click “ Ports ”

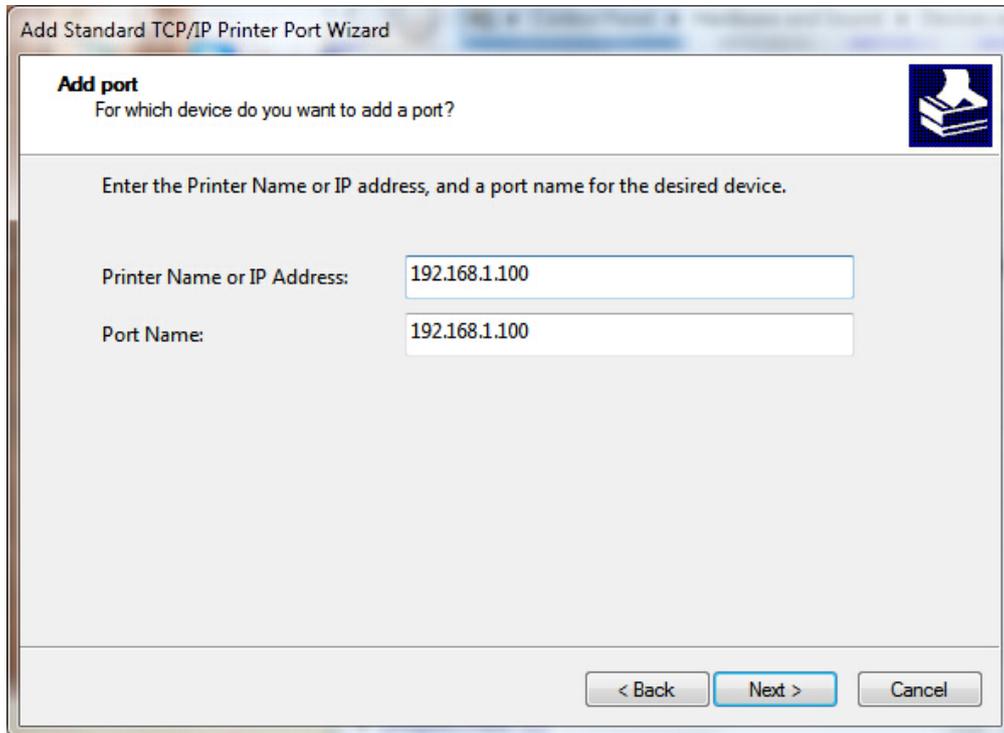




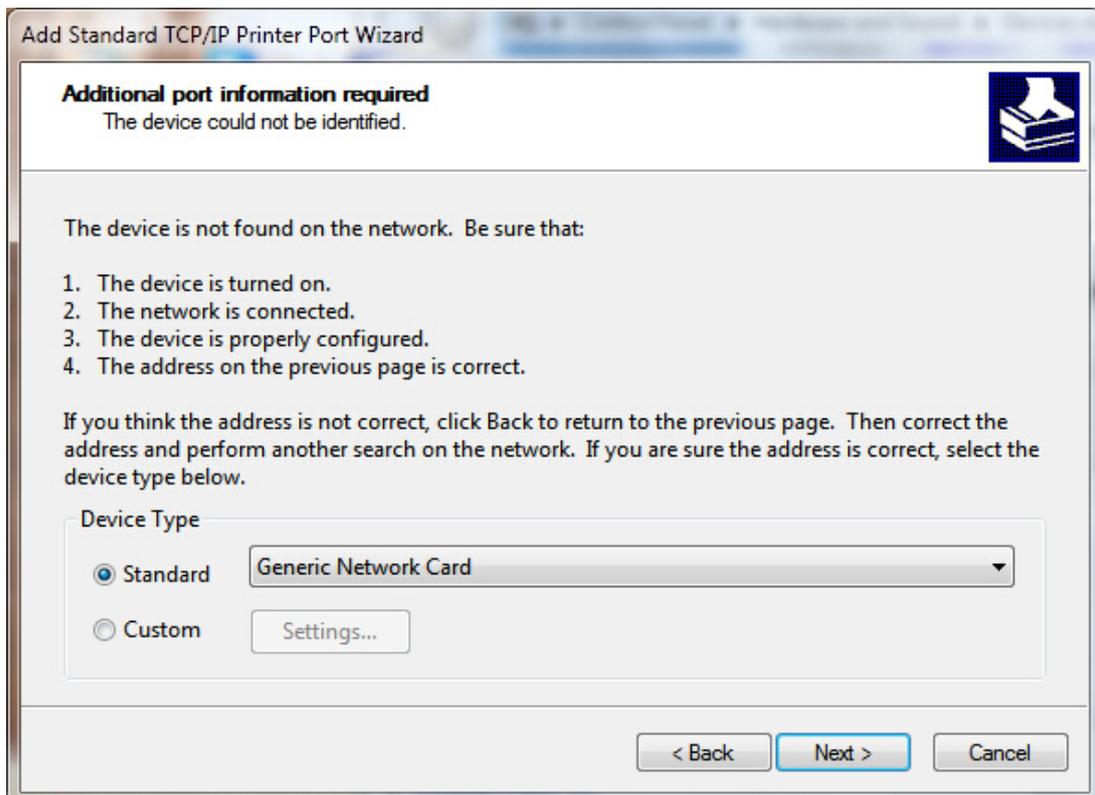
2: Select "Add Port" we can see below image:



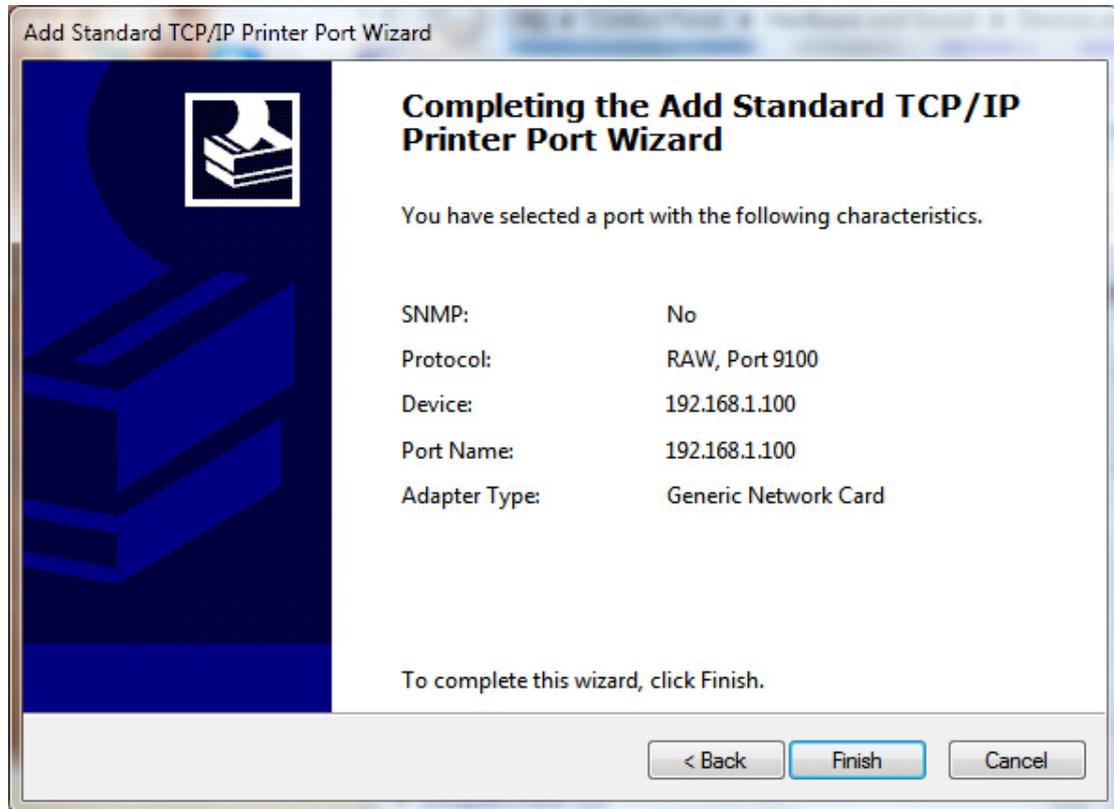
3: Click “ Next ”



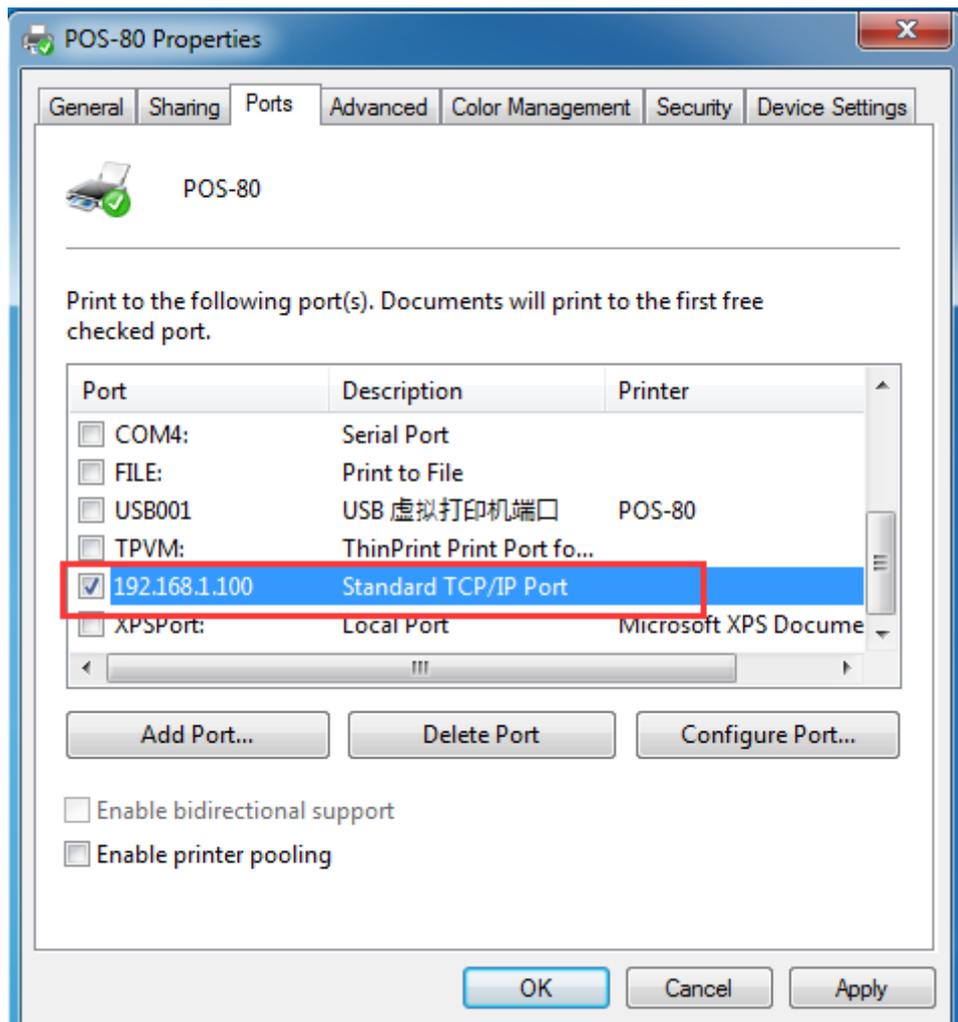
4: Next and choose “ Generic Network Card ” then click Next



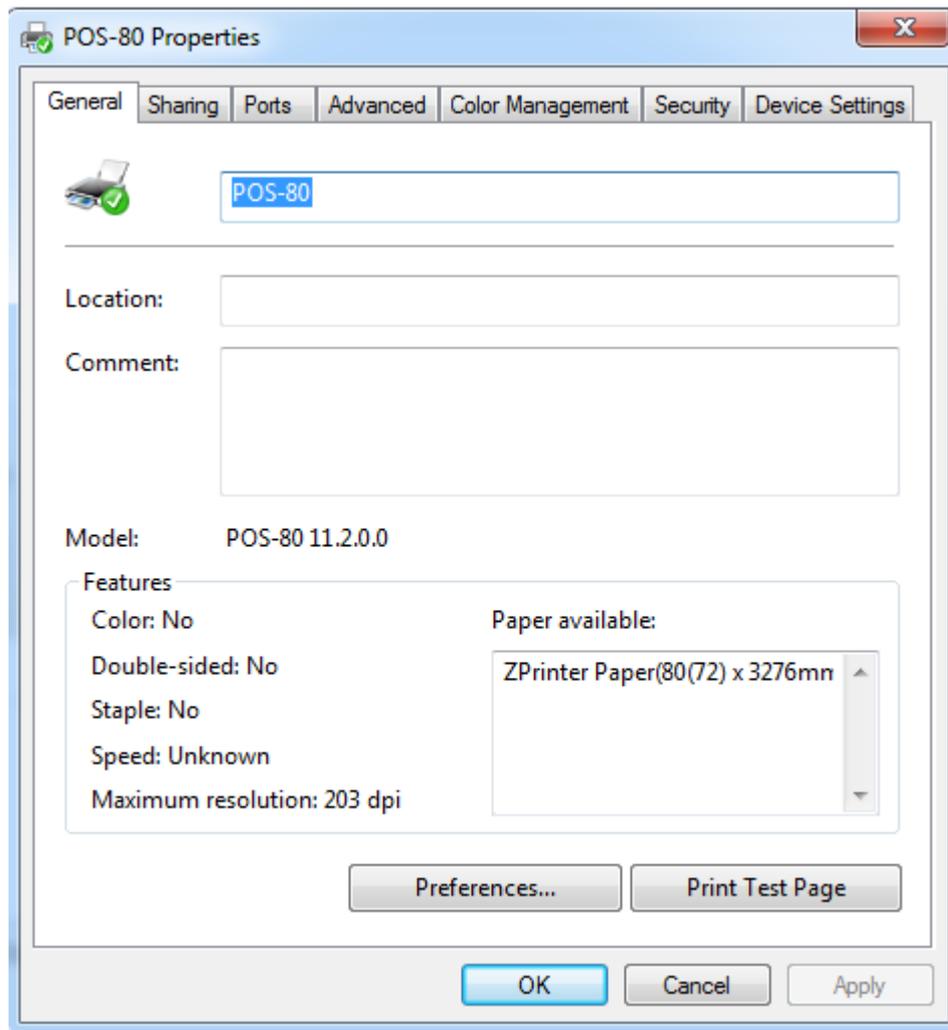
5: Next



6: Click Finished and we can check the added ports as below image:

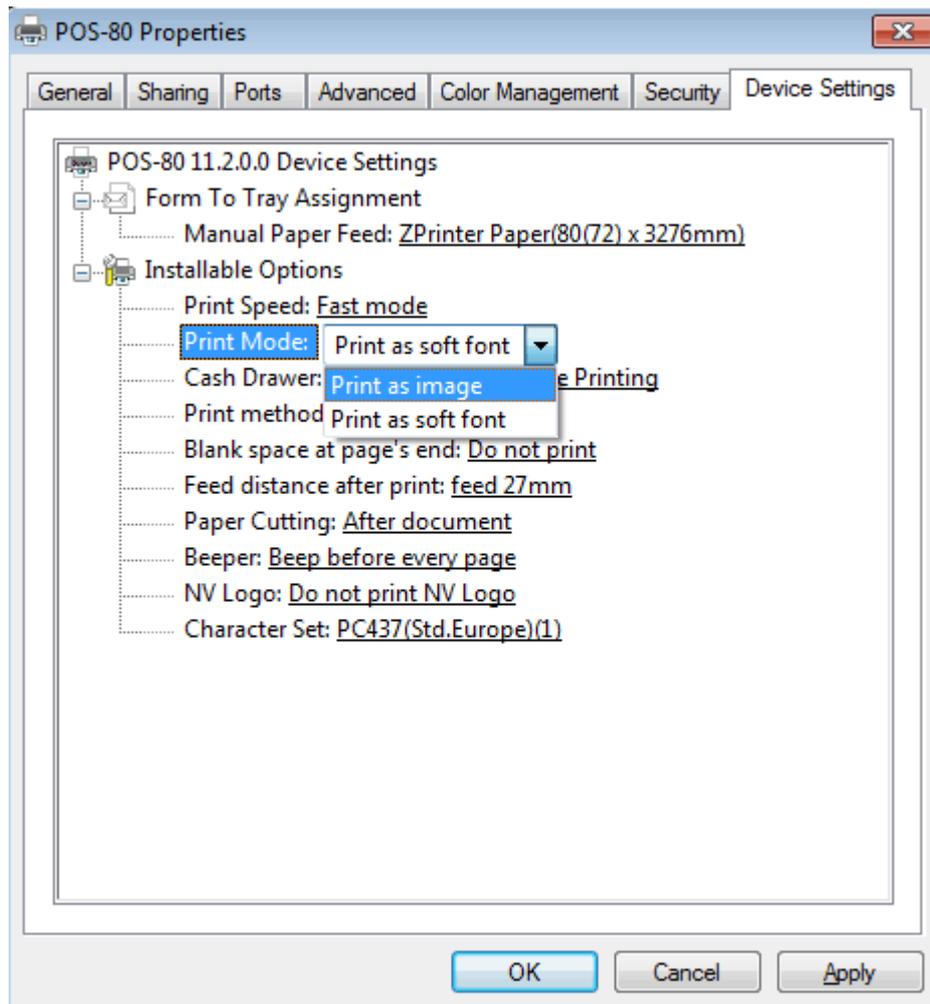


7: Let's back to "General" and click "Print Test Page "



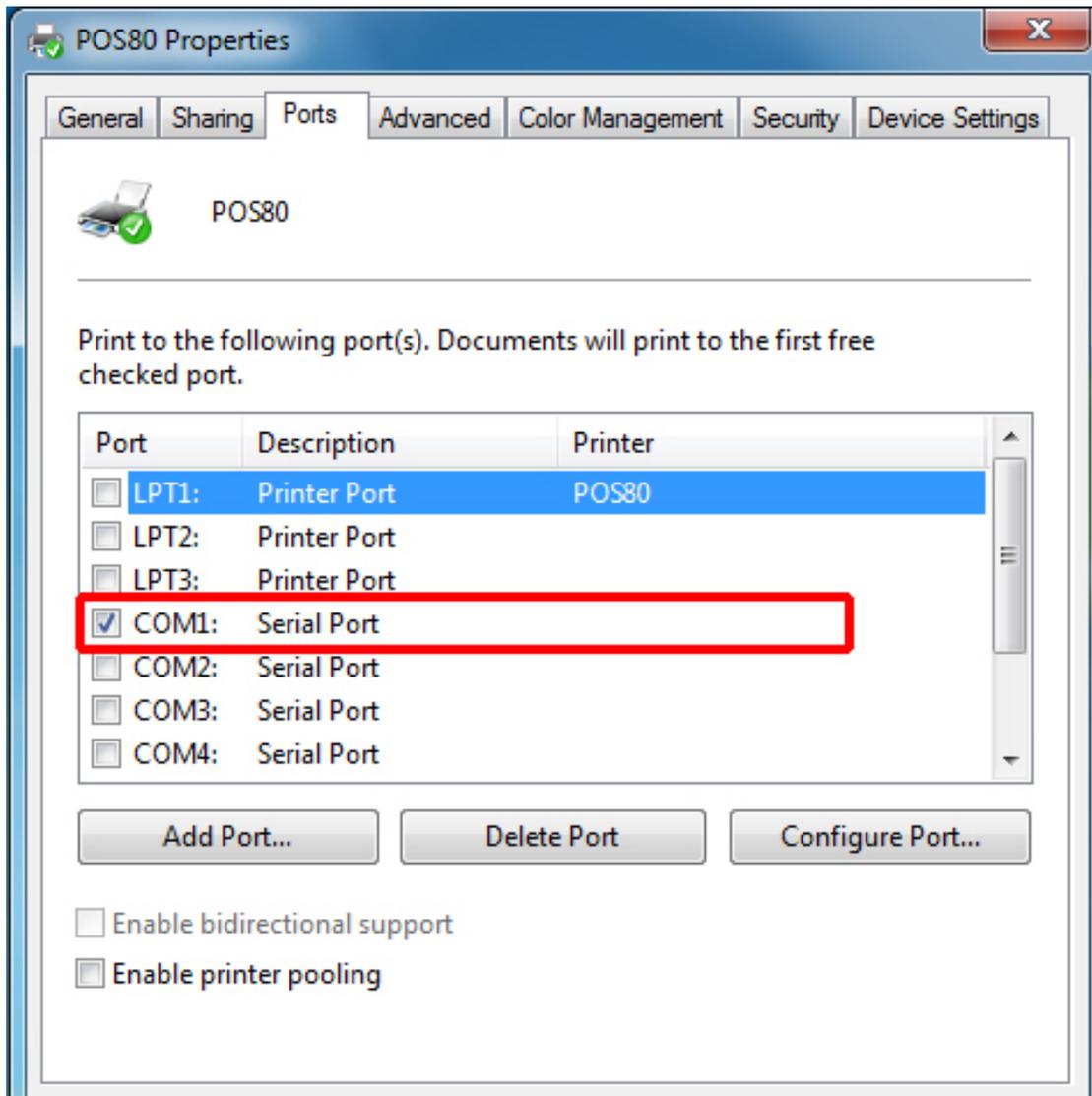
If the print test page works well, that mean all setting is ok.

We can also change the setting by clicking “ Device Settings ” (print method setting ,cash drawer setting, paper cutter setting etc) ;

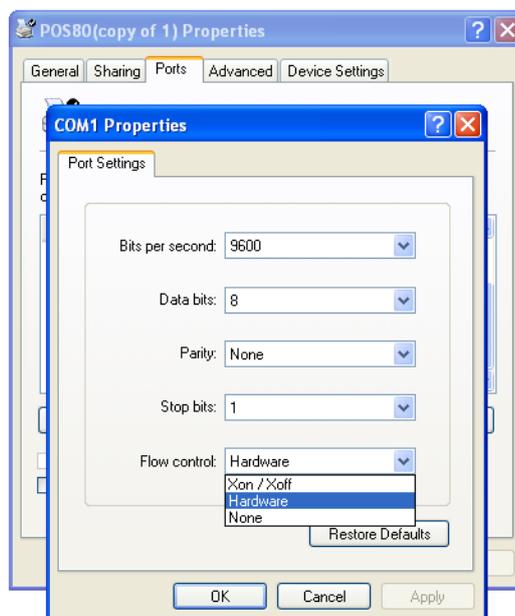


5.2.3 Serial Port Connecting (If your desired port is Serial)

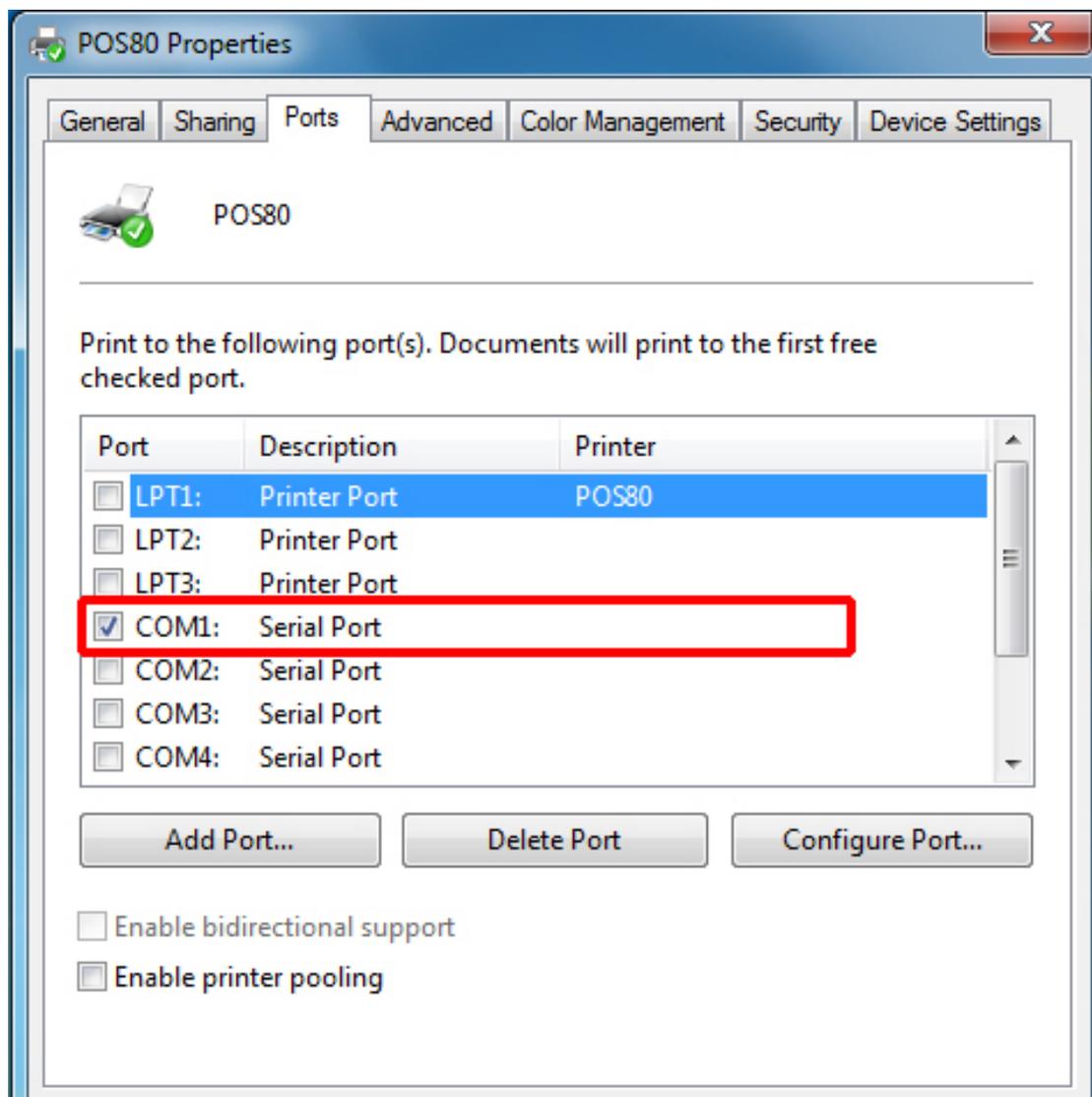
1: Following " Printer - Properties - Ports " as below



2: Select "COM1" - "Configure Port" - default setting as below jpg

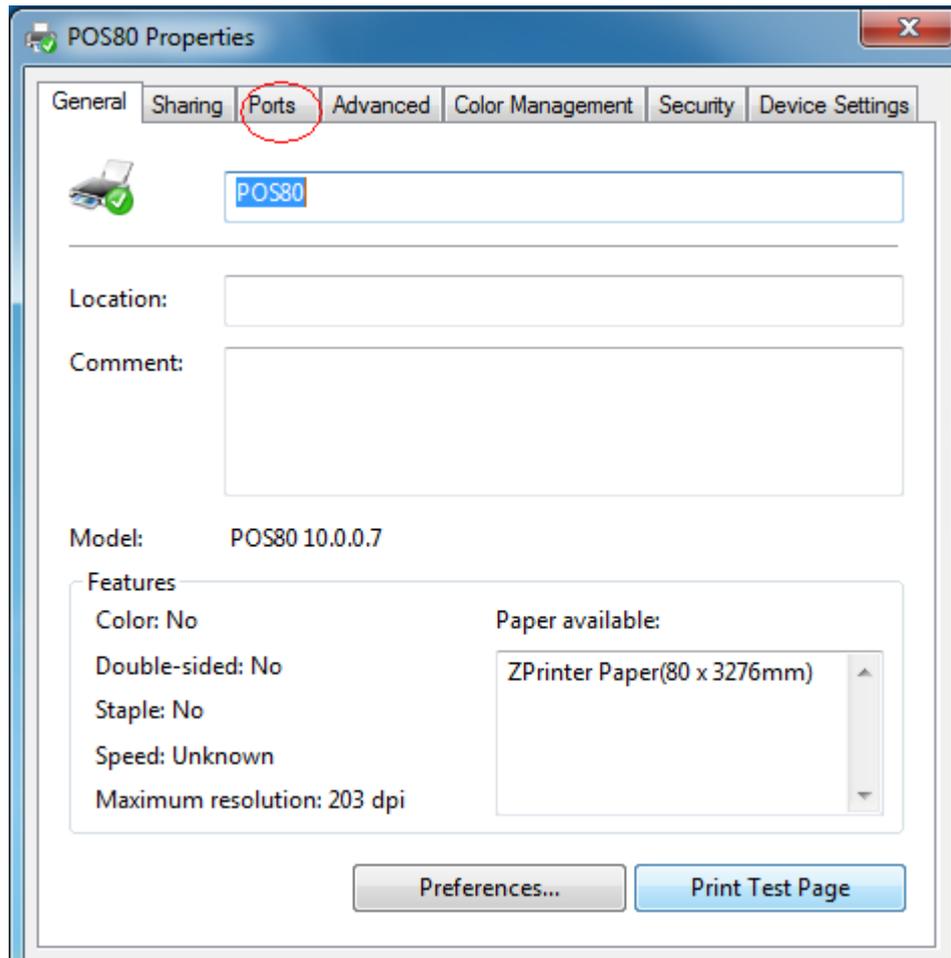


We should refer to the default baud rate from the self test page and input the same baud rate above or there will be error in the printing. Once setting parameters confirm, click “ Apply “ we come to below jpg;



Click “ Apply “

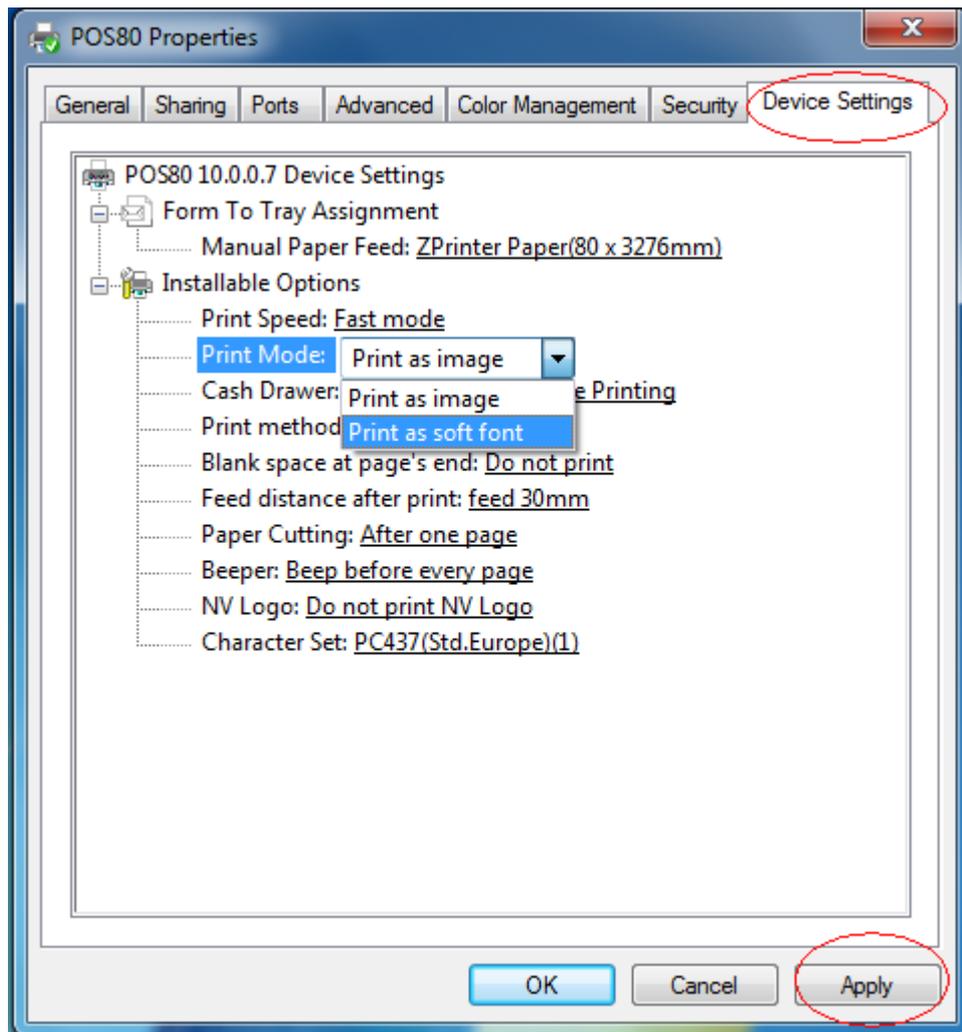
3: Back to “ General”and try “ Print Test Page”



If the print test page works well, that mean all setting is ok.

Try below setting if we the printing speed is too slow:

- Click " Device Settings " ---- "Print Mode" ---- select " Print as soft font "



5.2.4 Bluetooth port to be used (if you choose models support Bluetooth printing)

1: Make sure you are using the device (such as a laptop) is Bluetooth-enabled, then activate Bluetooth, Bluetooth started successfully, you can see the computer icon  on the bottom right of the display.



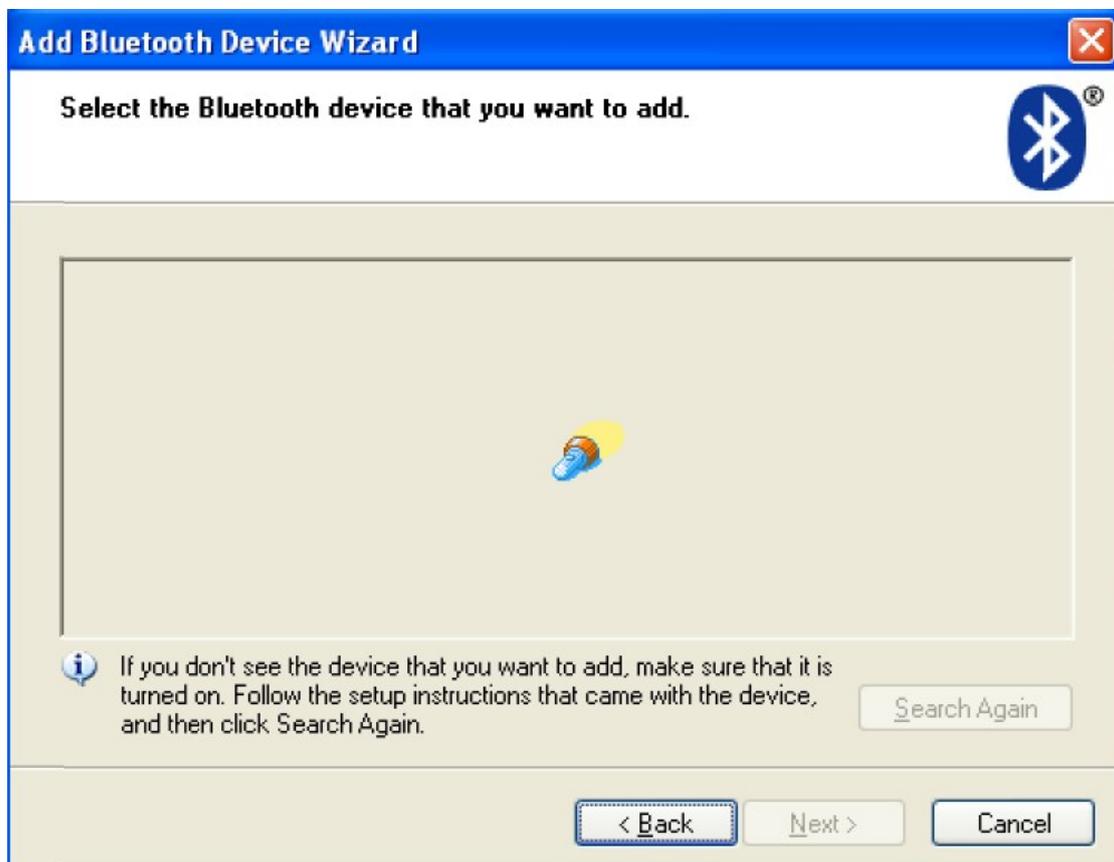
2:Power on the Bluetooth printer.

3:To add the Bluetooth printer, please left-click the  - click “Add a Bluetooth Device” ,then you will enter wizard screen , please choose “My device is set up according and ready to be found”click “Next”(showed as below).

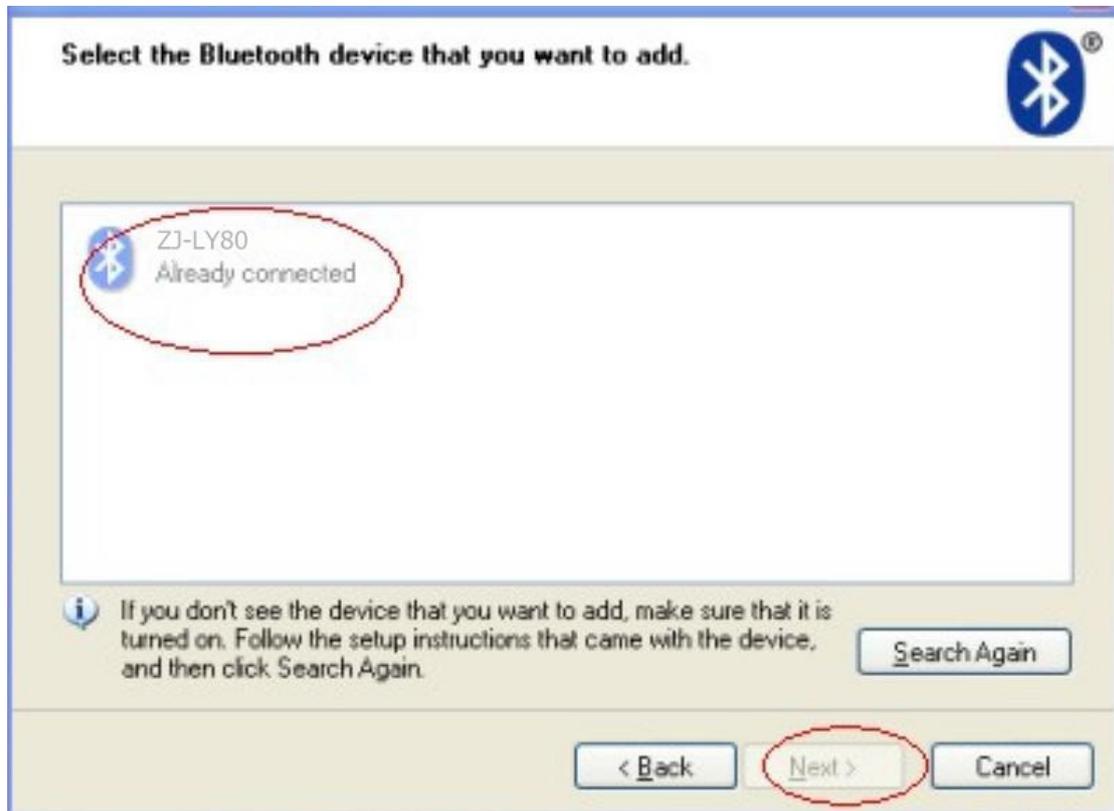




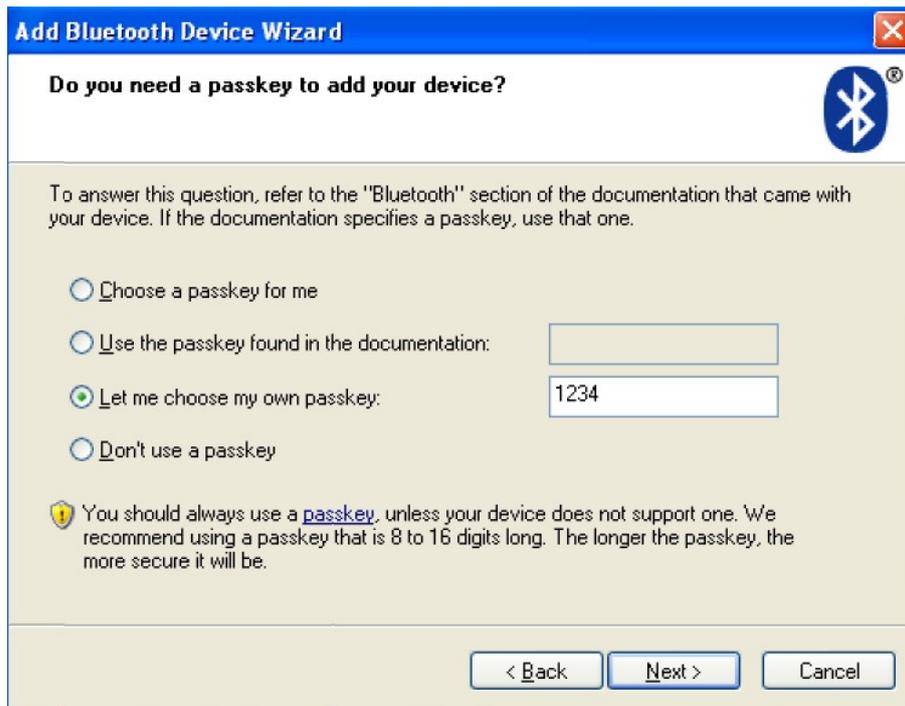
4:if you can see screen as below,then the device is searching the bluetooth printer,please wait.



5:Once the Bluetooth printer is found. You can see it listed on the screen, Here, for example,LY80 Bluetooth printer is successfully found. Please click “-LY80”, click “Next”



6:Choose “Let me choose my own passkey”, then enter “1234”(this is factory default passkey, if you want to change it, you have to inform us to set the new passkey for you in our factory before shipping),then click “Next”.



7:if you can see the screen as below, that means the Bluetooth printer is already connected. Please notice the assigned COM ports ,then Click”Finish”.



(Note: The Bluetooth device will automatically assign a COM port.)

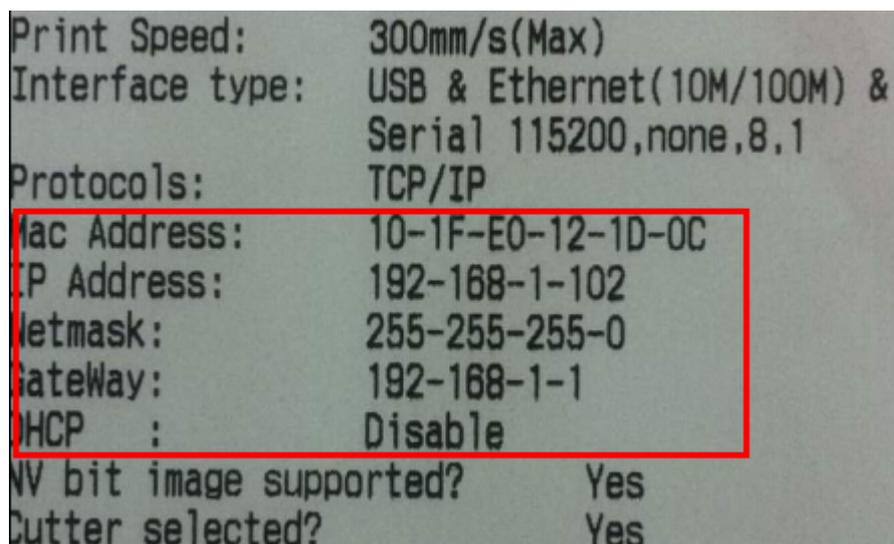
8: Now if you want to test if the printer is OK to print, you could use a com tool , and send printed data to Outgoing COM port(just as above image shown: COM5).

(Com tool setting is 9600,N,8,1.)

6. Ethernet IP Address Setting

When using the Ethernet to printing need to be modified Mac, IP, subnet mask, gateway, web printer function can be used to modify, the main changes as follows:

- 1, connect the power, using a crossover cable to connect your PC to the printer, such as a router connection, printer and computer are connected to the router.
- 2, hold down the "FEED" button while turning the printer power switch, and when "PAPER OUT" indicator light, release the "FEED" button, the printer prints a self-test page, get on the self-test page, such as "Image I" in the red box after restarting the printer within the relevant information, as shown below:



```
Print Speed:      300mm/s(Max)
Interface type:   USB & Ethernet(10M/100M) &
                  Serial 115200,none,8,1
Protocols:       TCP/IP
Mac Address:     10-1F-E0-12-1D-0C
IP Address:      192-168-1-102
Subnetmask:      255-255-255-0
Gateway:         192-168-1-1
DHCP :           Disable
NV bit image supported?  Yes
Cutter selected?      Yes
```

Image 6.1

3, modify the IP address of the computer and printer are in the same network segment, subnet mask and gateway set to the same printer. As shown in "image 6.2", and then press the "OK"

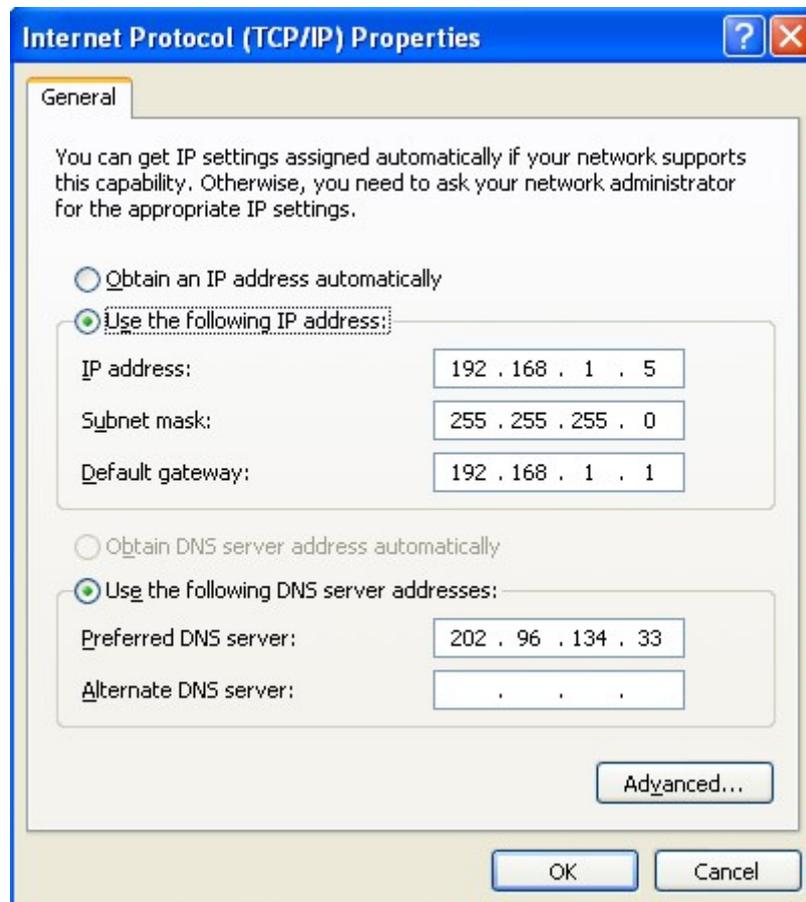


Image 6.2

4, open the PC browser, enter the IP address on the self-test page in the browser address bar, as shown in "image 6.3" Enter after entering the link. Enter into the interface shown in "image 6.4".



Image 6.3

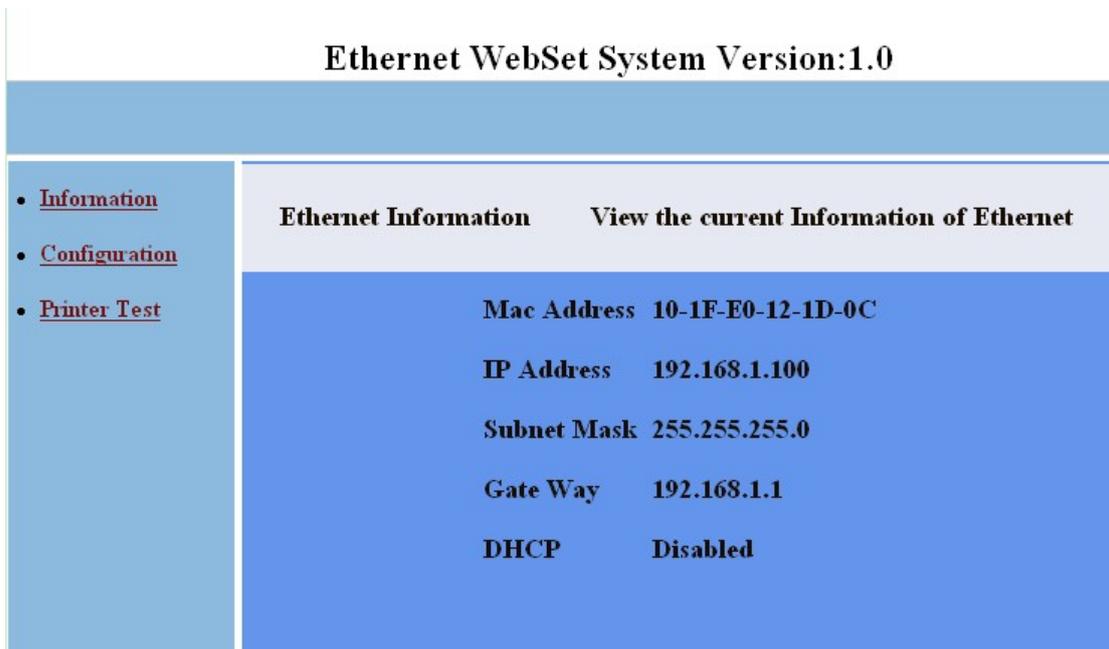


Image 6.4 Information

2, choose the left “Configuration” options into the Ethernet related information settings page, as shown in “Image 6.5”, according to the actual needs of the page printer network port settings related information, modify each one back after clicking "Save" button to save the settings.

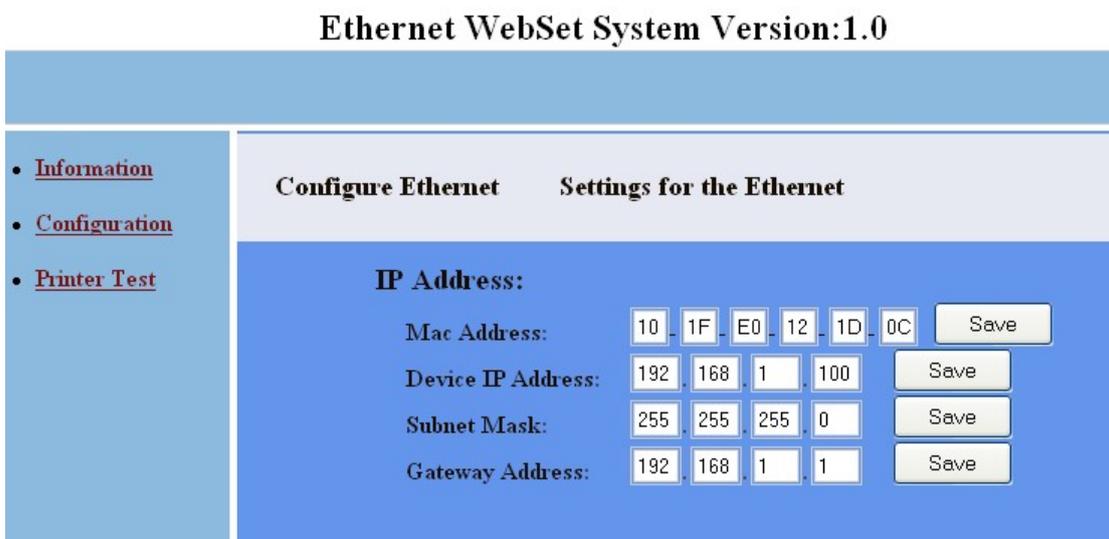


Image 6.5 Configuration

3, restart the printer, enter the IP address of the modified computer inside the browser address bar, enter the printer settings link.

4, re-enter the web will be displayed after the relevant Ethernet modify information on the new settings page after page, then you can enter the Printer Test option which test the printer can achieve normal correlation function, as shown in "Image 6.6". Its description of the relevant button:

Print: Print the contents of the text box inside

Feed: take the paper test

Cut: cutter test

BarCode: barcode printing test

OpenBox: Open the cash drawer test

Init Printer: printer initialization

Restore Factory Settings: Restore factory settings (with caution)

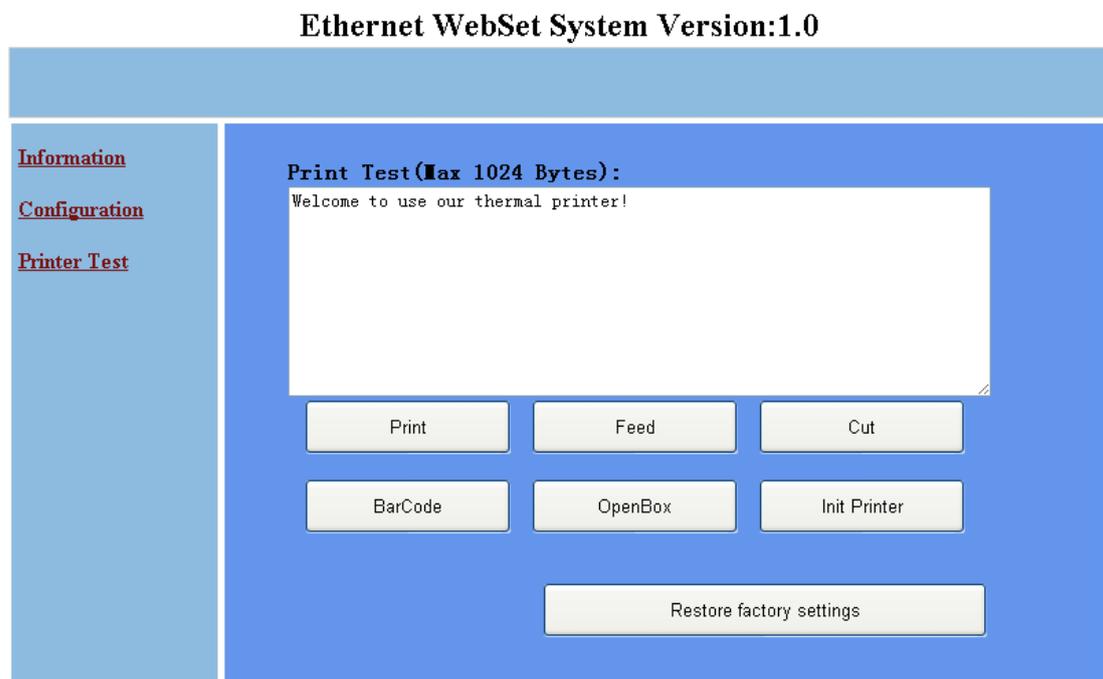


Image 6.6 Printer test

7,: normally we don't advise clients to modify the printer Mac address, as that "Mac Address" option "image 6.5" interface, because ARP cache problem router or computer can cause the system to wait after modifying the Mac automatically refresh or that manually refresh ARP after the cache in order to properly connect the printer to the computer, to achieve a normal Ethernet communication; under such special circumstances really need to modify the Mac address, and recommends the following actions to manually refresh the ARP cache to achieve the fastest speed of the printer connected to the computer, to achieve normal print. Modifying step is as follows:

1, on the "image 6.5" interface modification after pressing need of Mac "Save" button to save the Mac address to achieve, and then shut down.

2,After two runs, while holding down the WINKEY + "run" R key or click the Start menu and enter the following "image 6.6" interface as shown in "Image 6.7" dos cmd into the environment.

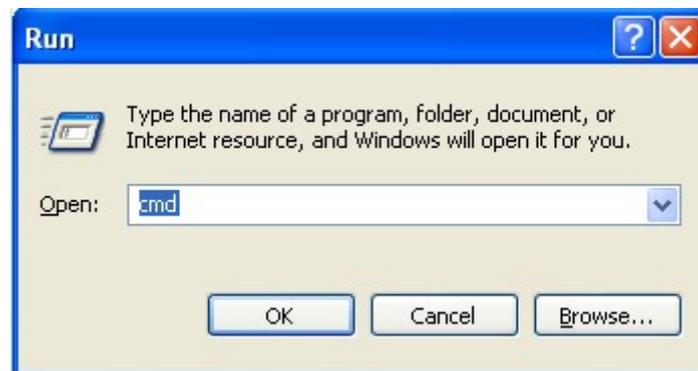


Image 6.7 Run "cmd"

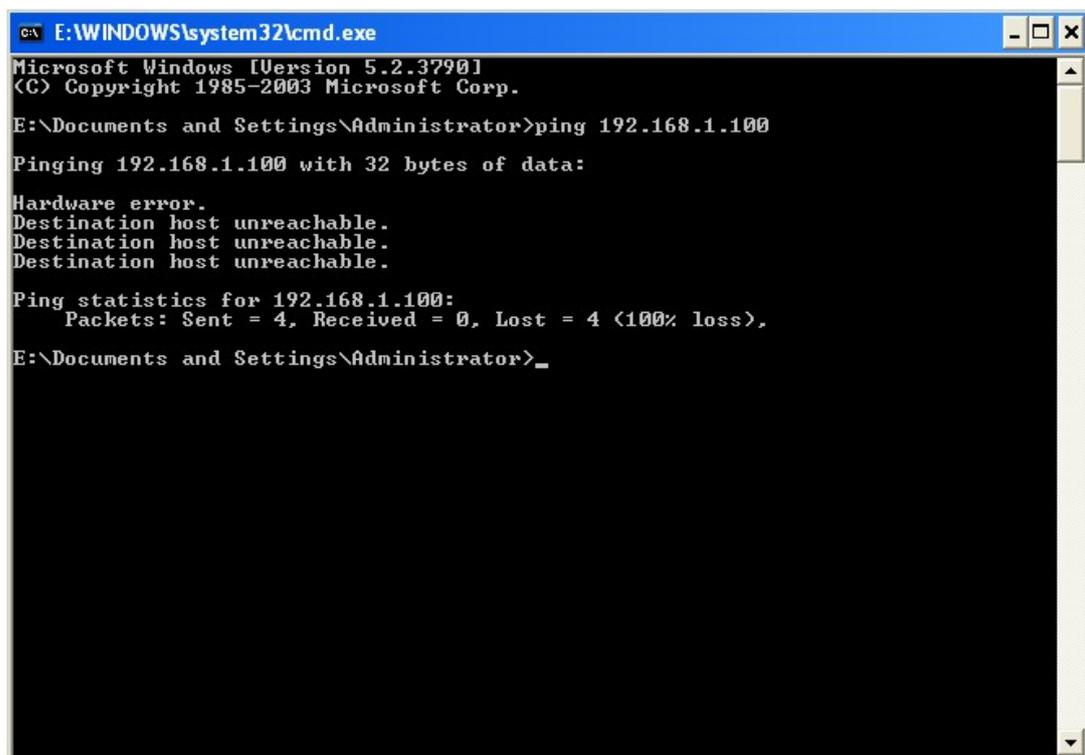
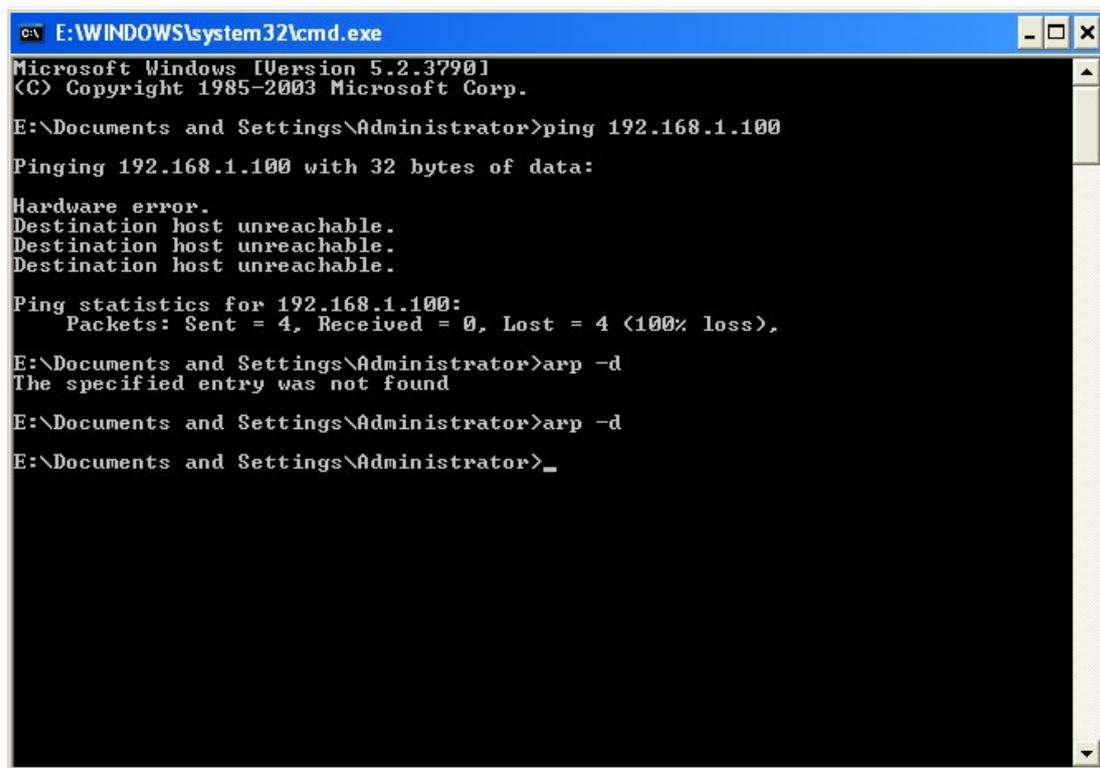


Image 6.8 DOS environment

3, type arp -d at the interface shown in “Image 6.7”, as shown in the drawings 6.8 Enter after running.



```

E:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

E:\Documents and Settings\Administrator>ping 192.168.1.100
Pinging 192.168.1.100 with 32 bytes of data:
Hardware error.
Destination host unreachable.
Destination host unreachable.
Destination host unreachable.

Ping statistics for 192.168.1.100:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

E:\Documents and Settings\Administrator>arp -d
The specified entry was not found

E:\Documents and Settings\Administrator>arp -d
E:\Documents and Settings\Administrator>_

```

Image 6.9 run “arp -d”

4, After the operation the operation to the printer on again, this time to go up the interface shown in “image 6.9” ping the printer, the format for ping ip address (eg ping 192.168.1.100), as shown in “Image 6.10”. As follows after the ping can reply to the white box shown in “Image 6.10” below, compared with the printer and the computer can be connected. You can now keep up with bit machine connection is normal for normal printing.

```
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

E:\Documents and Settings\Administrator>ping 192.168.1.100

Pinging 192.168.1.100 with 32 bytes of data:

Hardware error.
Destination host unreachable.
Destination host unreachable.
Destination host unreachable.

Ping statistics for 192.168.1.100:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

E:\Documents and Settings\Administrator>arp -d
The specified entry was not found

E:\Documents and Settings\Administrator>arp -d

E:\Documents and Settings\Administrator>ping 192.168.1.100

Pinging 192.168.1.100 with 32 bytes of data:

Reply from 192.168.1.100: bytes=32 time<1ms TTL=128

Ping statistics for 192.168.1.100:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

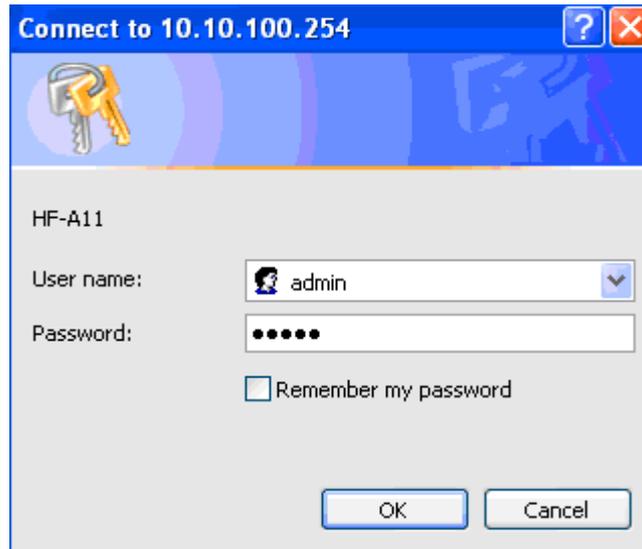
E:\Documents and Settings\Administrator>_
```

Image 6.10 Test connection

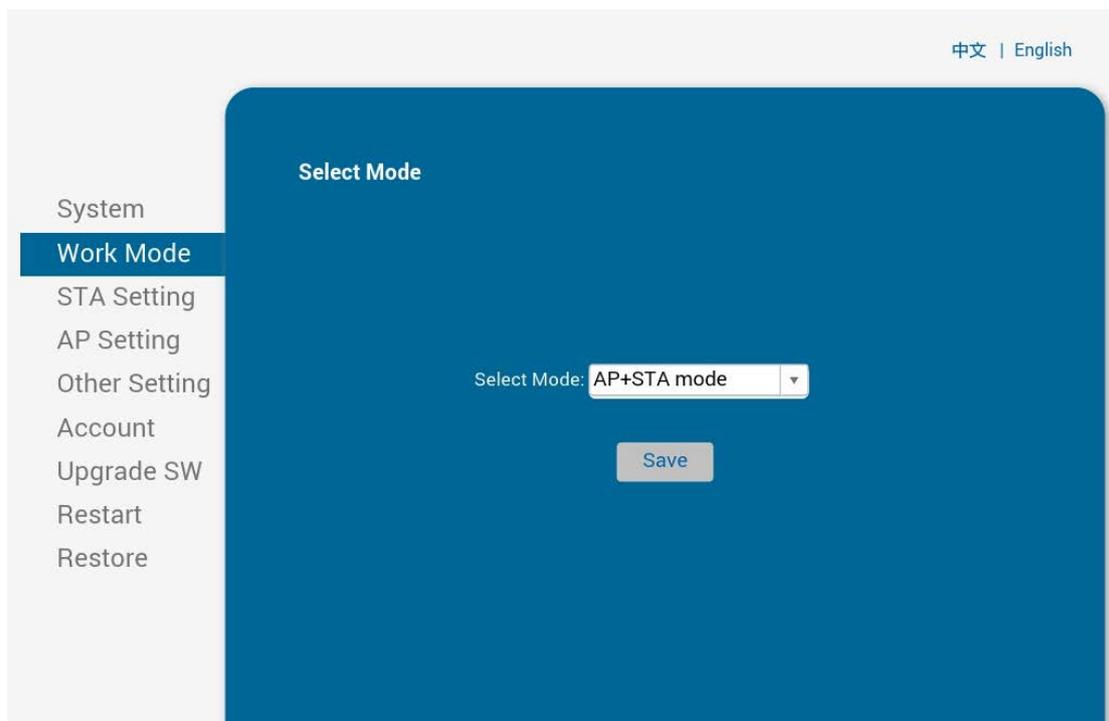
7. WIFI IP Address Setting

The setting parameters of 80 wifi thermal printer through the browser configured, the steps as below:

- 1, Plug and switch on the printer.
- 2, Find the wireless network and link it. Then find the file named “ HF-A11 ” and link it - after successful connection , go to next step.
- 3, Put the IP address (10.10.100.254) into the browser address bar, press enter we can see as below:



Enter “ admin” for the user name and default password is also “admin”. Press ok and then Next:



Select “AP+STA mode” , and save.

Note: When the module is selected to STA mode (NIC), then re-start the module, you can not reuse the wireless configuration, SSID number can not be found.

4, Select “ STA Setting ” as below;

中文 | English

System
Work Mode
STA Setting
AP Setting
Other Setting
Account
Upgrade SW
Restart
Restore

Network Name (SSID)
Note: case sensitive
HF-LPB100-AP **Scan**

Encryption Method
Disable

Obtain an IP address automatically
Enable

IP Address
0.0.0.0

Subnet Mask
0.0.0.0

Gateway Address
0.0.0.0

DNS Server Address
10.10.100.254

Save

5, Then click “Scan”, it will appear selection as below:

中文 | English

System
Work Mode
STA Setting
AP Setting
Other Setting
Account
Upgrade SW
Restart
Restore

Please select your current wireless network

Site Survey

	SSID	BSSID	RSSI	Channel
<input type="radio"/>	ChinaNet-iApS	D4:6E:5C:76:39:44	33	1
<input type="radio"/>	libo	C0:61:18:60:E5:64	0	1
<input type="radio"/>	WiFi-21	B0:D5:9D:2C:65:21	78	6
<input type="radio"/>		5C:63:BF:96:73:C	52	6
<input type="radio"/>	TP-LINK_E5977A	28:2C:B2:E5:97:7A	4	6
<input checked="" type="radio"/>	TP-LINK_F901D1	A8:57:4E:F9:1:D1	82	11
<input type="radio"/>	tianyuxin	EC:bC:9F:A:DE:C2	9	11
<input type="radio"/>	ChinaNet-Lb74	0:1E:40:F4:A2:78	11	11

OK Refresh

Above are all your current wireless network, select one of your wireless device available to be used, then click “ OK ”.

6, Input the correct configuration within the dialog, as below:

Network Name (SSID) TP-LINK_F901D1 Scan

Note: case sensitive

Encryption Method WPA2PSK

Encryption Algorithm AES

Password

Show passwords

Obtain an IP address automatically Disable

IP Address 192.168.1.105

Subnet Mask 255.255.255.0

Gateway Address 192.168.1.1

DNS Server Address 10.10.100.254

Save

IP should be set in the same network segment with the router, IP cannot be used by other devices.

STA setting is complete, click "save".

7, Select "Other Setting", setting as below:

Default Baud Rate

Serial Port Parameters Setting

Baud Rate 115200

Data Bit 8

Parity Bit None

Stop Bit 1

CTSRTS Disable

Save

Network Parameters setting

Protocol TCP-Server

Port ID 9100

Server Address 10.10.100.254

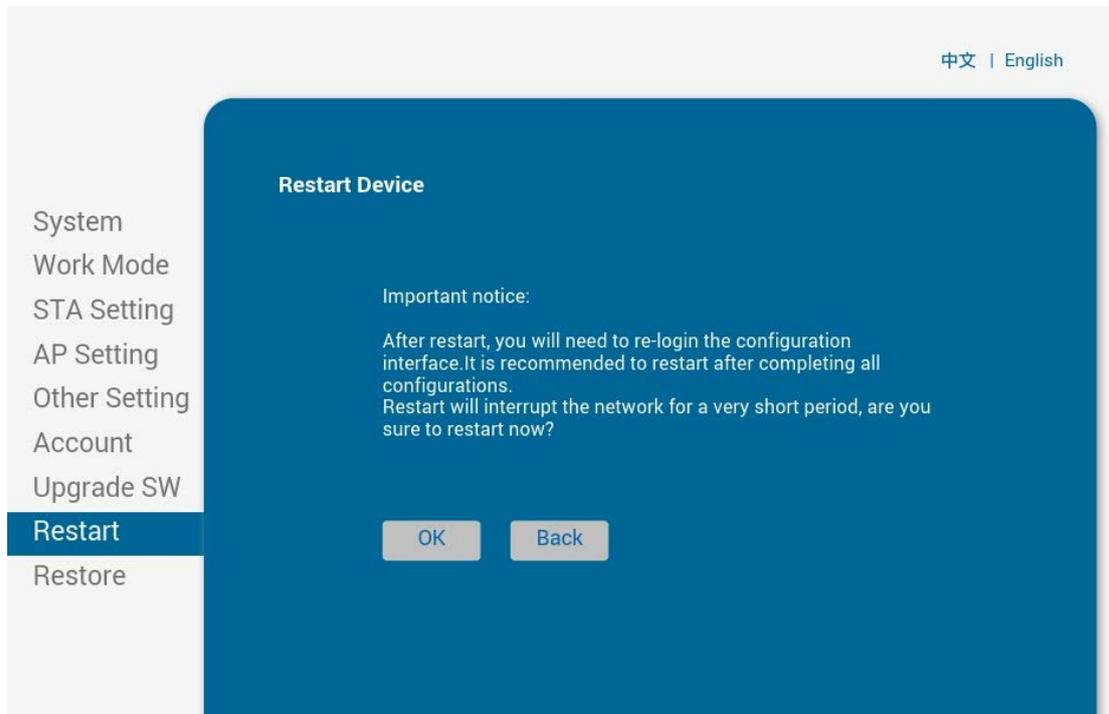
TCP Time Out Setting 300

Save

Web Ver:1.0.14

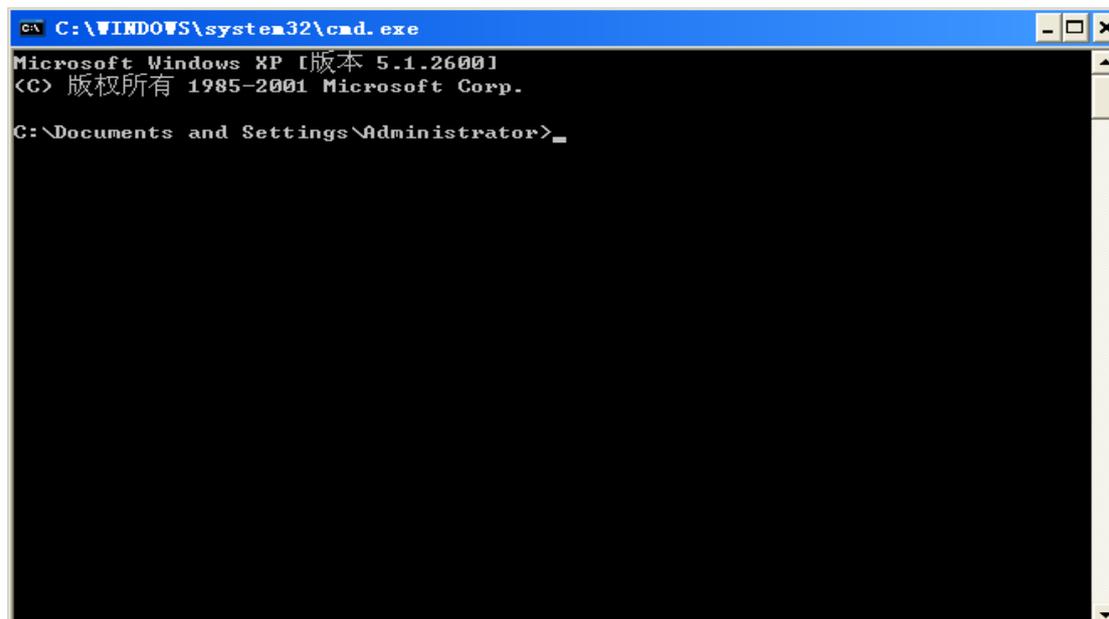
After finish the setting, click " Save".

8, Restart the module, as below:



Module configuration is complete

9, Click computer “Start” → “ Run” , Input word “CMD” , as below:



Input “ping 192.168.1.105 -t” as below

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [版本 5.1.2600]
(C) 版权所有 1985-2001 Microsoft Corp.

C:\Documents and Settings\Administrator>ping 192.168.1.105 -t
```

If details shows as below , means connection is Ok

```
C:\WINDOWS\system32\cmd.exe - ping 192.168.1.105 -t
Microsoft Windows XP [版本 5.1.2600]
(C) 版权所有 1985-2001 Microsoft Corp.

C:\Documents and Settings\Administrator>ping 192.168.1.105 -t

Pinging 192.168.1.105 with 32 bytes of data:

Reply from 192.168.1.105: bytes=32 time=61ms TTL=255
Reply from 192.168.1.105: bytes=32 time=1ms TTL=255
Reply from 192.168.1.105: bytes=32 time=3ms TTL=255
Reply from 192.168.1.105: bytes=32 time=2ms TTL=255
Reply from 192.168.1.105: bytes=32 time=86ms TTL=255
Reply from 192.168.1.105: bytes=32 time=1ms TTL=255
Reply from 192.168.1.105: bytes=32 time=2ms TTL=255
Reply from 192.168.1.105: bytes=32 time=1ms TTL=255
```

Return to the driver -" properties " - " port "-" add port ", consistent with the add ports:

8. Operating Manual for Android OS

This manual applies to all of our android OS compatible printers

(both 58mm & 80mm width printer)

Currently, the common communication ports we used for android OS are (USB、 Ethernet、 Bluetooth and WiFi)

If you want to use Android Device connected with our printer, first of all make sure that printers can be supported Android Operate System, proceed as follows (Bluetooth as example):

Step 1:

- Insert the CD driver disc into the CD-ROM, connect your cell phone with your computer;

Step 2:

- Find the File Named “ SDK” from the CD driver, Then follow the path :

“ BLUETOOTHDEMO ----bin----PrintDemo.APK “ , install it in your Android phone. *(Default pairing password for Bluetooth connection is " 1234")*

Step 3:

- Connect your cell phone with our printer once installation done .

Step 4:

- Find this icon  and open it. (Ethernet interface need to enter the IP, you can get it from the self-test page, WIFI need to enter your IP of own setting), click on the "Connect Printer" after the connection successfully, click on the "Print Test Page", the printer will work.

If you use the "Ethernet interface", "USB", "WIFI" communication, set "BluetoothDEMO" from "Step 2" into the corresponding "NETDEMO", "USBDEMO" and "WIFIDEMO".

Customer can get all the original code from below path if you need to develop your own APK (Path is:

src ▶ com ▶ zj ▶ printdemo)

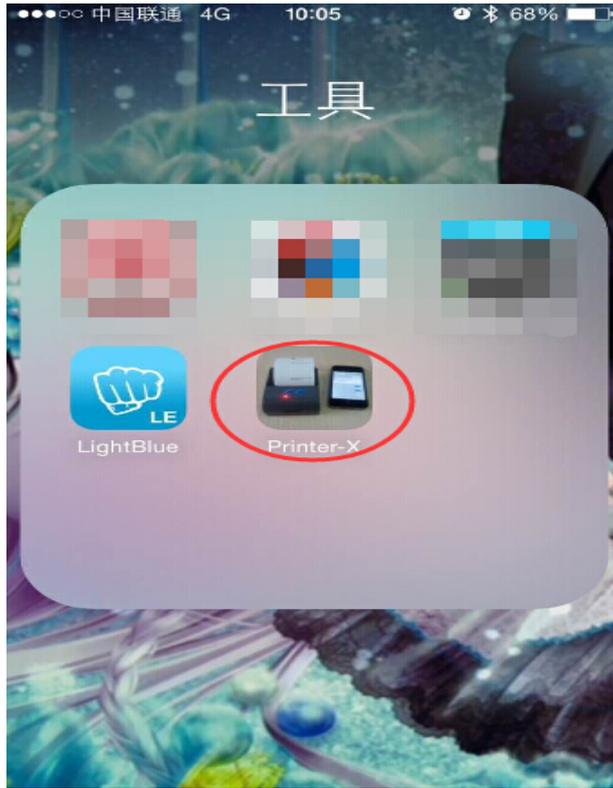
9. Operating Manual for IOS APP

1. Download the Test Tools “Printer-X” from App Store,as below:



(Image 1)

2. Turn on the Apple mobile Bluetooth , then click “Printer-X”:



(Image 2)

3. In "Printer-X" will search "Bluetooth Printer"



(Image 3)

4. Connect successful, put content into Edit Box to test printing.

Test: bold, underline, double width, double height, (minimum font)



(Image 4)



(Image 5)

10.General Troubleshooting

1: Why serial port printer printing messy code?

A: *Ensure the baud rate setting in the PC is same as the printer baud rate.
(we can see printer baud rate from self test page)*

2: Self printing test is ok, but printer does not work after driver installation.

A: *Recheck the installation according to above installation wizard and see if we selected the right port or ask service center for advice if needed.*

3: Cash drawer does not open?

A: *Please enable the cash drawer function from device settings and check the cable connecting way or contact service center for advice if needed.*

4: Malfunction of paper feeding?

A: *Use soft brush to clean the paper sensor and try again or send it to the service center for repair.*

5: Messy code printing after a period of time

A: *Interface board damaged , please replace or repair it.*

6: Malfunction of the indicator light

A: *Check the cable connecting way / adapter / power cord / switch on or off?
Or contact the service center for repair.*

7: Ethernet printer does not printer after linked with a router.

A: *Make sure the network cable and router port works well, does the printer IP and router IP are on the same network segment? Is the printer IP occupied by other device ? We can modify the ip with our ip setter software attached in the cd driver. Test once modify the ip : Start - Run - input the 8printer IP - see if any response; or contact our service center for repair.*

8: Messy code printing except Arabic numeral printing.

A: *language switching incorrectly, please turn on the SW-4 switch on the DIP switches.*

9: Fuzzy printing of Chinese character

A: *ON Please turn on the SW-3 switch (DIP switches on the bottom of the printer)*

10: Malfunction of the auto paper cutting

A: *See if the SW-1 is off and ensure the cutting function is Enabled or contact the service center for repair.*

11: Red indicator keep flashing during the printing.

A: *Usually it is due to the high temperature of the print head. If printing stopped, please contact the service center for repair.*

12: How to install a network shared printer driver?

A: *Find the driver file of the shared printer from network neighborhood and click it.*

13: Communication interrupts and can not print if multiple ethernet printers works simultaneously, How to solve this problem?

A: *First check if the network then get the printer ethernet ID, to see if any conflicts of the ethernet ID. Give a specified Ethernet ID to each printer to avoid this problem.*

14: Printing speed is very slow for serial printer

A: *follow this path and change the set accordingly : Driver -- Properties -- Device Settings -- Print Mode -- Print as soft font*

15: Water or other liquid spills into the printer

A: *Cut off the power, we can dry the main board or printer head with a hair dryer, careful of the temperature (average 50 degree is ok)*

16: Print page without any content (Blank)

A: *1. Connect printing is ok but self printing test is white*

2. Without any contents for both printing method

Solution for 1. Font damaged & replace the font chips.

Solution for 2. Please replace the printer head and try again. Contact service center for repair if same problem after replace the printer head.

17: How can we reset to default setting?

A: *Find the card slot on the bottom of the printer. Press the black key (just press and release ---Reset the IP to default Only)*

18: How to reset the WiFi default setting?

A: Find the card slot on the bottom of the printer. Press the black key & **Hold on** (about 10 seconds ---Reset the WiFi to default)