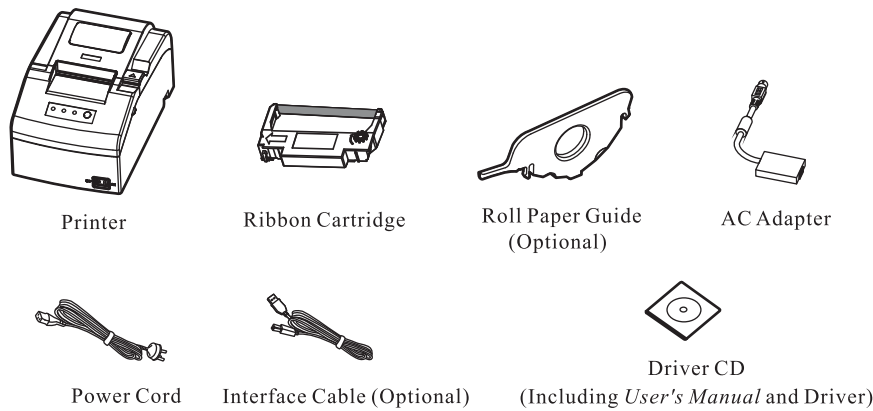


# Facility User's Guide

Read all of these instructions carefully before using the printer.

Refer to the *User's Manual* in the disc for more detailed operating instructions and application information.

## 1. Unpacking & Checking

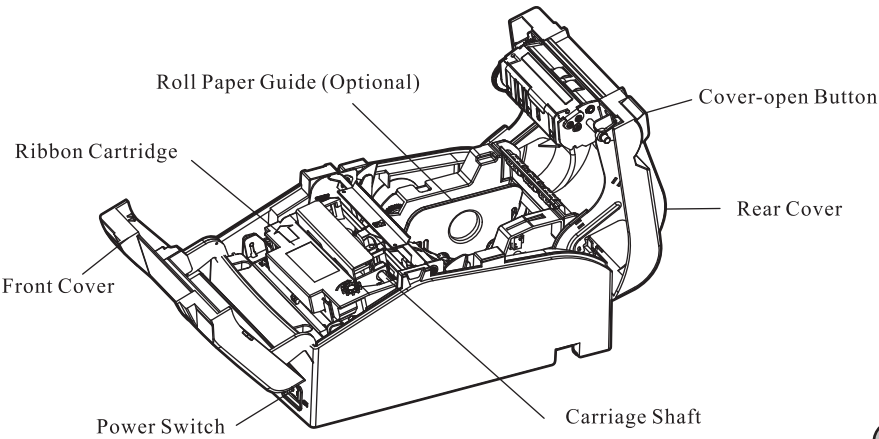


**Note:** Models with Bluetooth and Wi-Fi are not equipped with data interface cable.

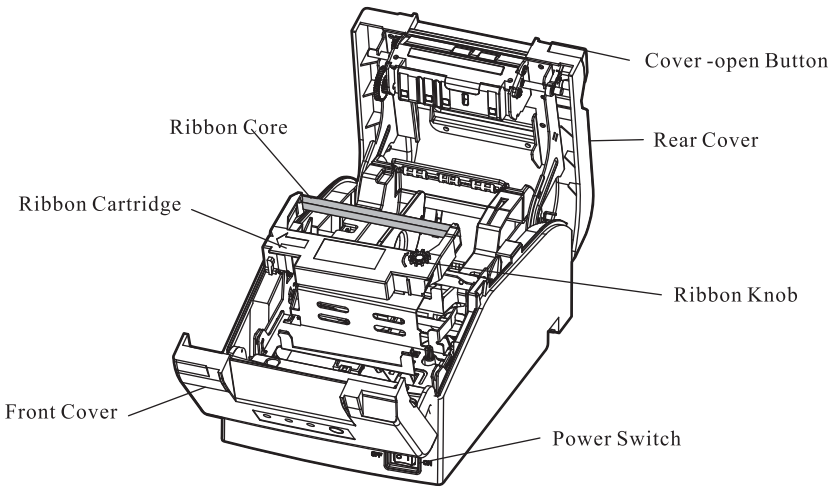
## 2. Removing the Protective Materials

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.

## 3. Main Parts of the Printer



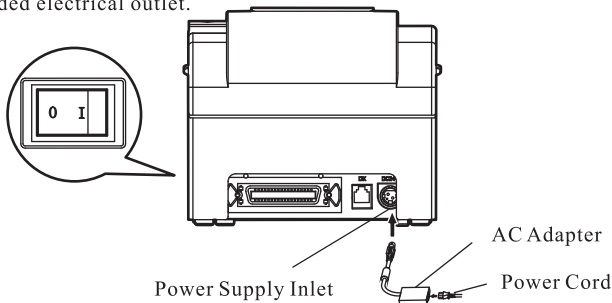
1



- Note:**
1. When your print becomes faint, you need to replace the ribbon cartridge. Otherwise, the print quality will be affected and the print head may be damaged.
  2. To remove the old ribbon cartridge, first make sure the power is turned off, then as the upper figure shown, hold the ribbon cartridge with your thumb and middle finger, and then lift up the left side of the ribbon cartridge, and then take out the ribbon cartridge. Install a new one as the above steps.
  3. Please use the original ribbon cartridge only. Manufacturer will not honor warranty when using unauthorized ribbon cartridge.
  4. Please turn the ribbon knob in the direction as the arrow shown.

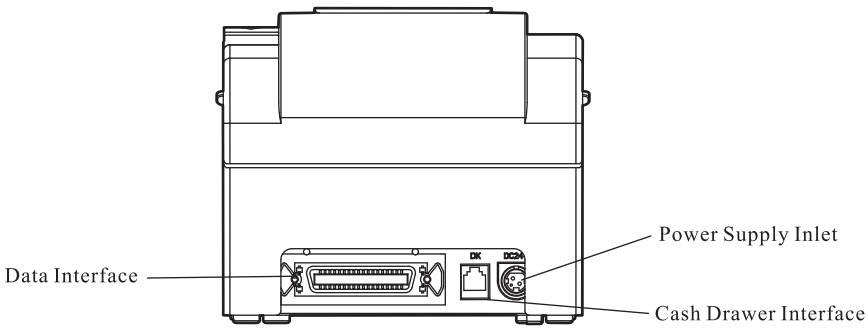
## 5. Connecting the Power Cord

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



- Note:**
1. If the rated voltage and your outlet voltage do not match, do not plug the power cord to electrical outlet, and contact your dealer for assistance.
  2. Use the electrical outlet which 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.

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## Interface

This series products are configured with cash drawer interface, you can choose one of the following data interfaces when purchasing this product:

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

**Note:** 1. Please take the specific interface as standard.

2. Please contact the local dealer to change the interface with added expense if needed. The detailed information of Ethernet interface, Bluetooth and Wi-Fi, please refer to the *User's Manual*.

## 4. Installing the Ribbon Cartridge

1. Make sure the printer is turned off.

**Note:** Don't replace the ribbon cartridge when the power is on, or else, the printer may start to work suddenly and you may get hurt.

2. Open the rear cover firstly, and then pull the projections on both sides of the front cover upwards to open the front cover forcibly.
3. Take out the ribbon cartridge, turn the ribbon knob in the direction shown by the arrow to tighten the ribbon.
4. Insert one side of the ribbon cartridge with the ribbon knob on the right, and then press down another side until the ribbon core is locked in place.
5. Turn the ribbon knob in the direction shown by the arrow again to tighten the ribbon.
6. Close the rear cover and front cover and the installation is finished.

**Caution:** Don't move the print head when the printer is turned on, or else, it may damage the printer. Moreover, don't touch the print head if the printer has just been used as the print head may be hot.

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## 6. Connecting to the Computer

This printer can be equipped with one cash drawer interface and one data interface (you can select parallel interface, USB interface, USB interface + serial interface, USB interface + Ethernet interface, USB interface + serial interface + Ethernet interface, USB interface + Bluetooth, Wi-Fi interface, or USB interface + Wi-Fi). Connect the printer to the computer with correct cables.

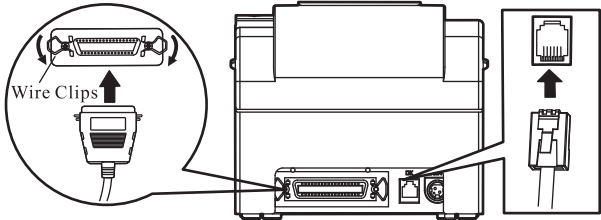
### Connecting the Cash Drawer Cable

Make sure the printer is turned off. Plug one end of the cable into the cash drawer interface of the printer and the other end to cash drawer.

**Note:** You must use the proper cash drawer. Manufacturer will not honor warranty when using improper cash drawer. See details in *User's Manual*.

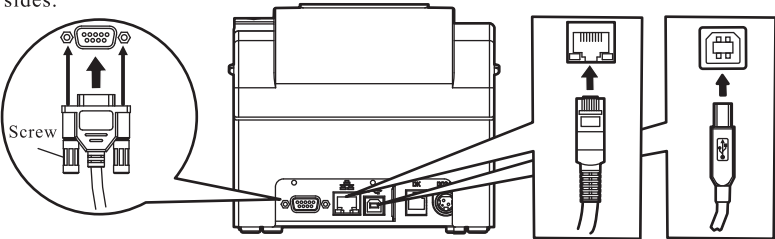
### Connecting the Parallel Cable

1. Make sure that the computer and the printer are both turned off, connect the parallel cable to the parallel interface of the printer, and then fasten the wire clips.
2. Connect the other end of the cable to the computer's parallel interface, tighten the screws on both sides.



### Connecting the Serial Cable

1. Make sure the computer and the printer are both turned off, connect the serial cable to the serial interface of the printer and tighten the screws.
2. Connect the other end of the cable to the computer's serial interface and tighten the screws on both sides.



### 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.

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

### Connecting the Ethernet Cable

Plug the crystal end of the Ethernet cable (RJ-45) into the printer's Ethernet interface, and then, plug the other end into the LAN's entrance.

**Note:** Before connecting the cash drawer cable, parallel cable or serial cable, make sure that the power of the printer is turned off. Only after tightening the cable could you turn on the printer, or else, it may damage the printer.

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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 installation guide of the setup.exe file.

Hand operated installing way

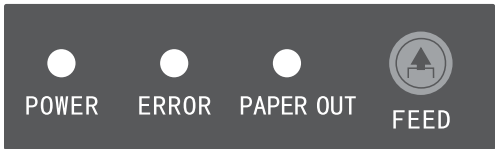
The hand-operated installing steps of parallel interface cable on windows 2000/XP/Vista/Win7 system are as follows, please refer to the *User's Manual* about other systems.

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

**Note:** Please refer to the *User's Manual* for the installation ways of the other Windows systems.

8. Control Panel

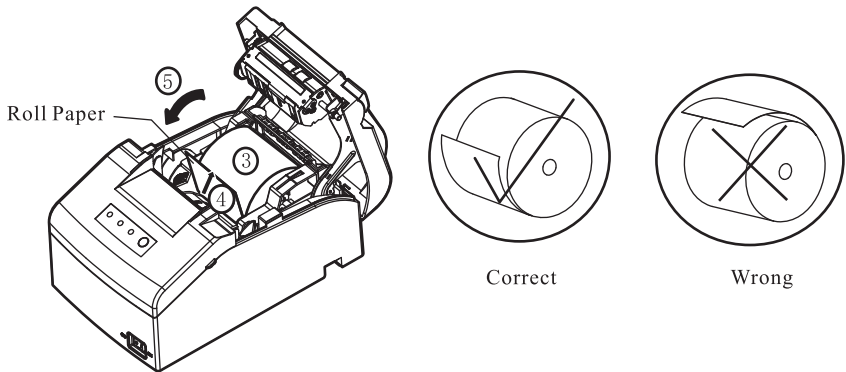
There are one key and three LED lights on the control panel. (As the figure shows.)



LED State

LED	Off	On	Blink
POWER	Power off	Power on	---
ERROR	Normal status	Error occurs	Print head is too hot and protected
PAPER OUT	Paper in	Paper out	---

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- 3.Pull out a small amount of paper and then close the rear cover.

10. Paper Specification

**Note:** 1. To guarantee the print quality, please ensure the contents are all within printable area.  
2. Please read the *User's Manual* for details about the paper specifications.

11. Problems and Solutions

- (1) Turn on the printer, all LEDs are off, and printer has no action  
Make sure that the printer is connected to the power, and check whether the two ends of the power cord are connected properly. If it still can not work, plug another electrical device into the outlet to check whether the outlet works properly.
- (2) Self-test is normal, but online printing is disabled.
  - ①Please make sure that the printer is connected with the computer correctly and the paper is already loaded.
  - ②If it still can't print in online mode, please replace the interface cable with a new one.
- (3) Paper out  
Phenomenon: PAPER OUT LED is on and printer cannot print. Or when the printer stops working while printing, and paper out LED is on.  
Reason: Paper out  
Solution: Install the roll paper again.
- (4) Print head overheating protection.  
Phenomenon: The print head moves, but does not print, ERROR LED blinks.  
Reason: The temperature of the print head is too hot, and it enters the protection state.  
Solution: Please wait patiently; the printer will recover printing automatically after the print head cools down.

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Key Function

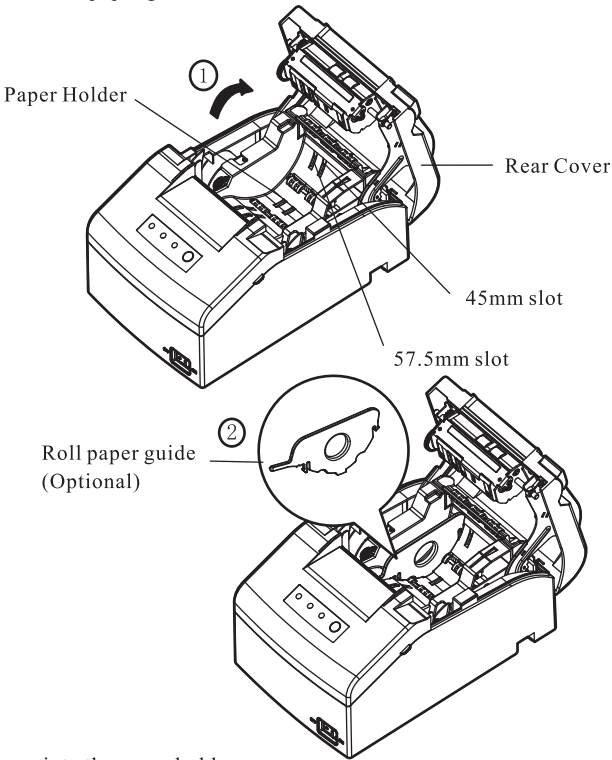
While pressing the FEED key and holding on, turn on the printer at the same time. Loosen the FEED key according to beeping times, and the printer will perform the following functions correspondingly.

Beeping times	Function Description
One beep	Self-test
Two beeps	Pin test
Three beeps	Alignment adjustment
Four beeps	Hex dump mode
Five beeps	Initialize the printer
Six beeps	Aging test

9. Paper Loading

The printer can use the paper with the width 76±0.5mm or 45/57.5±0.5mm.

- 1.Press the cover-open button to open the rear cover. If you want to use 45/57.5mm paper to print, you must install the Roll paper guide.



- 2.Place the roll paper into the paper holder.

**Note:** Paper head should be placed above and pulled out upwards, but not the opposite.

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- (5) Print quality
  - ①Phenomenon: The printer can't print at all.  
Solution: 1. Check whether the ribbon cartridge is installed or not.  
2. Make sure that the interface cable is connected correctly.
  - ②Phenomenon: The printed characters are faint  
Solution: Remove the ribbon cartridge and turn the ribbon knob, then install it again. If the printed characters are still faint, please replace a new one.
  - ③Phenomenon: Only one character is printed in one line, or the spacing between characters is too large.  
Solution: Initialize the printer and make it restore to factory default setting. Pressing the FEED key, and turn on the printer at the same time, when you hear it sound 5 beeps, loosen the FEED key, the printer is initialized automatically.
- (6) Print character  
Phenomenon: The printer can't print the appropriate characters.  
Solution: Make sure the driver is installed correctly, and the character font you select in the application is the appropriate font.

12. Printer Maintenance

Cleaning periodically and the cleaning tool

Periodically cleaning: every three months or every 300 working hours once.  
Cleaning tool: dry cloth (please use soft cloth to clean metal parts.)

Cleaning the paper feed path and spare parts under carriage

Wipe off wasted paper and clean dirt and dust.

Cleaning the carriage shaft

There is a layer of oil covered on the carriage shaft which guarantees the carriage runs smoothly. But the oil is easy to absorb dust, please clean the dust with soft cloth first, and then add proper lube, move print head back and forth to make lube scattered evenly.

**Note:** 1. Turn off printer and pull out the power cord before cleaning.  
2. Being used under dust circumstance, the carriage shaft may stack much dust and affect the print quality. Therefore, please shorten the cleaning period.  
3. The temperature of print head and the surrounding part may be high after using. Please avoid cleaning it at the moment.  
4. Don't use hard cloth or combustible solvent to clean the printer.

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The information of this product is subject to change without notice. Except for the ordain of law or statute, our company assumes no responsibility for damages resulting from the use of the information contained herein, and our company reserves the right of final explanation.