Facility User's Guide

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

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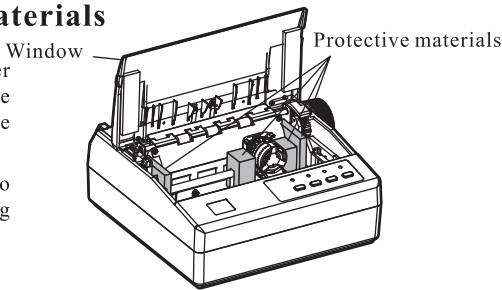Read all of these instructions carefully before using the printer.

1. Unpacking & Checking

Printer

Ribbon cartridge

Paper stopper−Holder (Roll paper model)

Roll paper shaft (Roll paper model)

Interface cable (Optional)

Driver CD (Including *user's manual* and driver)

Facility user's guide

Note: This printer can be divided into tractor paper model and roll paper model (F type). The printer type can not be changed when they leave the factory. The paper stopper−holder and roll paper shaft will be equipped for the corresponding model.
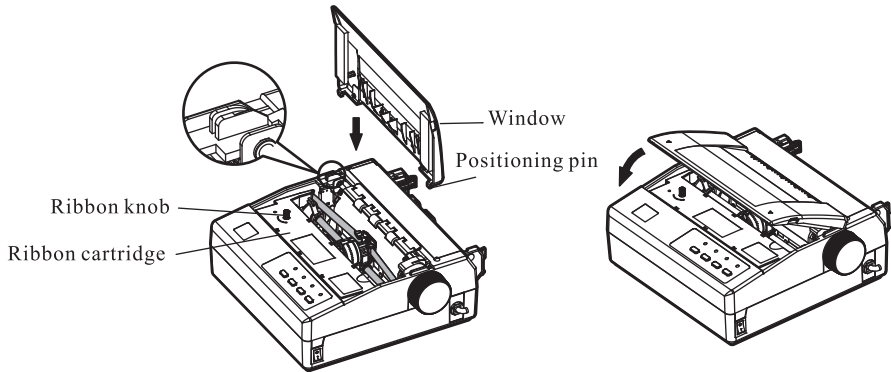
2. Removing the Protective Materials

1. Open the packing box, take the printer out, then lift the window and remove the protective materials as the figure on the right shown.
2. Save all the original packing materials so that they can be used when transporting the printer in the future.

Window

Protective materials

3. Installing the Printer

Installing the window

Aim the positioning pins of the window at the mounting slots of the printer, then close the window. Press the window and make its edges inosculate the printer upper cover.
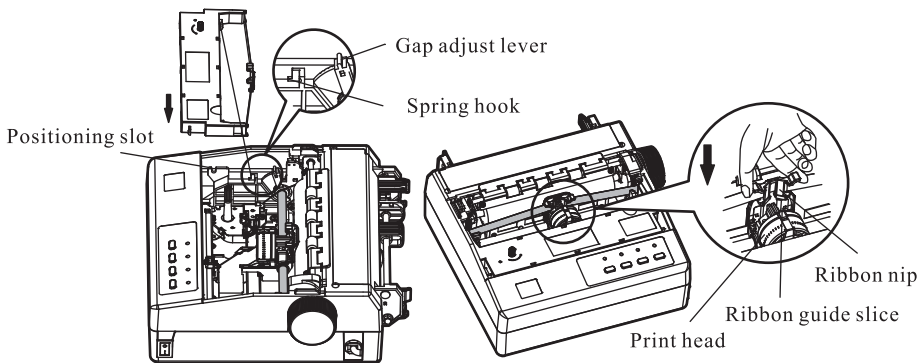
Window

Positioning pin

Ribbon knob

Ribbon cartridge

Removing the window

Hold the convexity of window on both sides, open the window, and then lift it out vertically.

①

4. Hold the ribbon cartridge with the ribbon knob facing upwards. Pull the gap adjust lever to the proper position then insert the locked arm of the ribbon cartridge into the hooks. Press gently to aim the positioning pins on both sides of the ribbon cartridge at the positioning slots of the printer to make sure the ribbon is in the right place. Turn the ribbon knob in the direction of the arrow and put the ribbon nip and ribbon into the place between the front side of print head and the ribbon guide slice, and press it until it locks into place. Adjust the gap adjust lever according to the paper type. (Get reference in the *Facility User's Guide*)

Gap adjust lever

Spring hook

Positioning slot

Ribbon nip

Ribbon guide slice

Print head

5. If the ribbon core between the print head and platen is crinkled or twisted, it should be adjusted in time. Turn the ribbon knob in the direction shown by the arrow on the ribbon cartridge to tighten the ribbon.
6. Move the print head left and right to ensure the print head move smoothly.
7. Install the window.

Note: Don't replace the ribbon cartridge when the power is on, or else, you may get hurt when it suddenly starts to work.
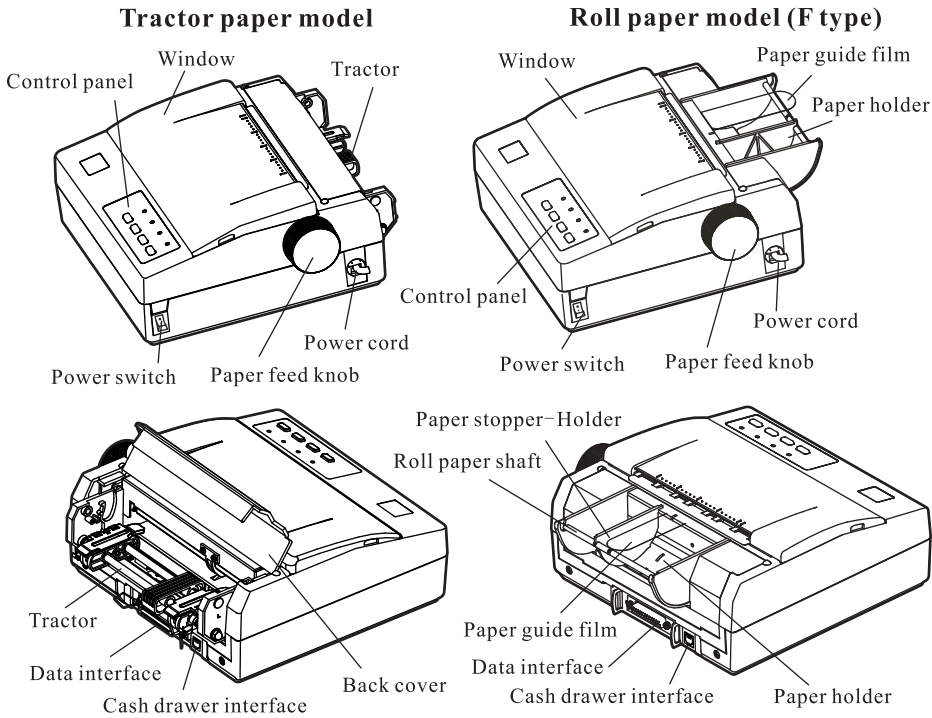
Note:1. When the print becomes faint, please replace the ribbon cartridge in time. Otherwise, the print quality will be affected and the print head may be damaged.
  2. Make sure the printer is off before removing the ribbon. Move the print head to the middle of the printer and take out the ribbon nip, then hold both sides of the ribbon and pull it out upwards to take it out. Install the new ribbon cartridge as the above steps.
  3. Please use the original ribbon cartridge only. Manufacturer will not honor warranty when using unauthorized ribbon cartridge.
  4. Turn the ribbon knob as the arrow shown.

6. Connecting the Power Cord

1. Make sure the power switch is in the OFF position (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 your electrical outlet.
3. Plug the power cord into a electrical outlet which connecting the ground properly.
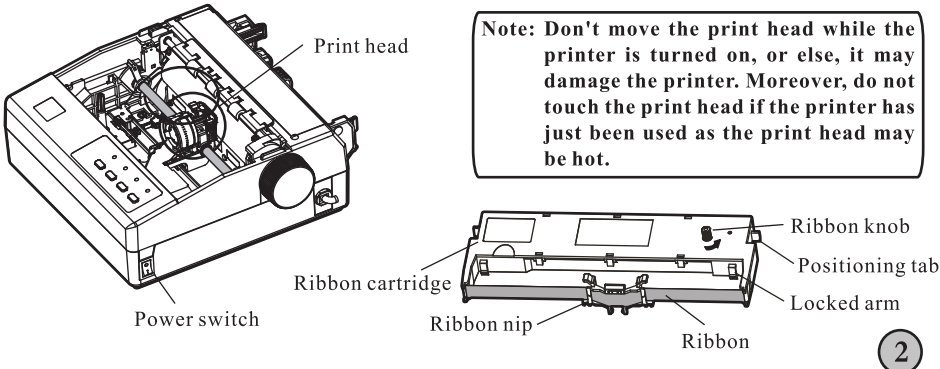
③

4. Main Parts of the Printer

Tractor paper model

Control panel

Window

Tractor

Power cord

Power switch

Paper feed knob

Tractor

Data interface

Cash drawer interface

Back cover

Roll paper model (F type)

Window

Paper guide film

Paper holder

Control panel

Power cord

Power switch

Paper feed knob

Paper stopper−Holder

Roll paper shaft

Paper guide film

Data interface

Cash drawer interface

Paper holder

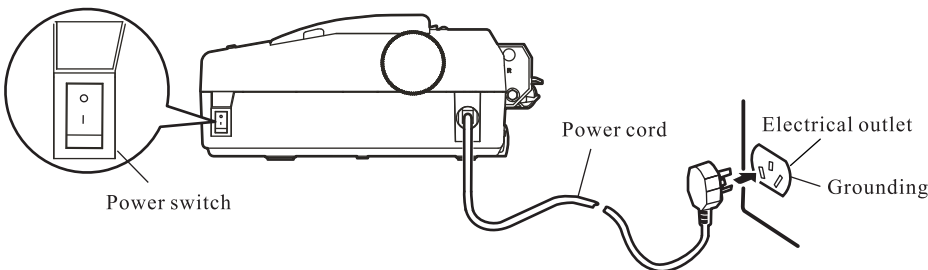**Note: Please take the specific interface as standard.**

5. Installing the Ribbon Cartridge

1. Make sure the printer is turned off.
2. Remove the window and move the print head to the middle of the printer.
3. Take out the new ribbon cartridge and turn the ribbon knob in the direction shown as the arrow to take up any slack in the ribbon for easy installing.

Print head

Note: Don't move the print head while the printer is turned on, or else, it may damage the printer. Moreover, do not touch the print head if the printer has just been used as the print head may be hot.

Ribbon cartridge

Power switch

Ribbon knob

Positioning tab

Locked arm

Ribbon nip

Ribbon

②

Power cord

Electrical outlet

Grounding

Power switch

Caution:1. If the rated voltage and your outlet voltage do not match, do not plug in the power cable, and contact your dealer for assistance.
  2. Use the electrical outlet which connecting the ground properly.

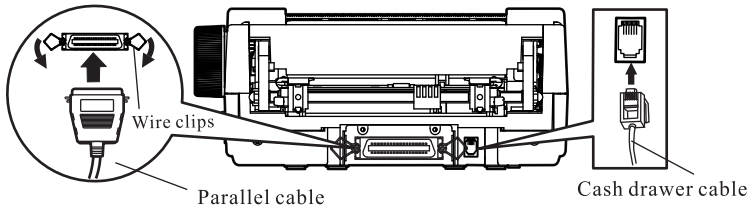## 7. Connecting the Printer to Your Computer

This printer is equipped with one cash drawer interface and one data interface (you can select parallel interface, USB interface, serial interface, USB interface + Ethernet interface, USB interface + Bluetooth or USB interface + Wi−Fi). If you want to change the interface, please buy it additionally. Make sure that you have selected the proper cable for the interface type, then connect the printer and the computer with the suitable interface cable.

Connecting the Cash drawer Cable

Make sure the printer is turned off. Plug the cash drawer cable into the cash drawer interface on the printer and the other end to the cash drawer.
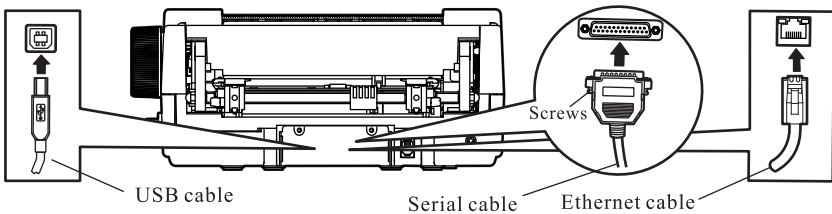
Connecting the Parallel Cable

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

Wire clips

Parallel cable

Cash drawer cable

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: Don't impact the plug after connecting to the USB cable.

Screws

USB cable

Serial cable

Ethernet cable

④

Connecting the Serial Cable

1.Make sure that the computer and the printer are both turned off, connect the serial interface cable to the printer's serial interface and tighten the screws on both sides of the printer to make the serial cable fixed.

2.Connect the other end of the cable to the computer's serial interface and tighten the screws on both sides of the printer to make the serial cable fixed.

Connecting the Ethernet Cable

Plug the crystal end of the Ethernet cable (RJ-45) into the printer's Ethernet interface while another end into the local LAN connector.

> Note: The detail information of Ethernet interface, Bluetooth and Wi-Fi, please refer to the *User's Manual*.

> Caution: Before connecting the cash drawer cable，parallel interface cable，or the serial interface cable, please make sure the power of the printer is shut down. Only tighten the cable may you turn on the printer, or it will damage the printer.

8. 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.
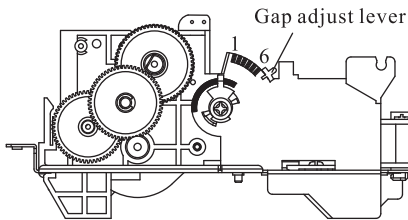
Hand operated installing way

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".

4.A window of "Manufacturers/Printers" 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 "Manufacturers/Printers", 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* for details.

9. Control Panel

The control panel consists of four LEDs and four buttons as shown below.

Indicator LED

LED	OFF	ON	BLINK
ONLINE	OFFLINE mode	ONLINE mode	——
POWER	The printer is turned off	The printer is turned on	——
PAPER OUT	Paper in	Paper out	——
SPEED	Normal speed	High speed	Super high speed

Key function description

Key	Description
ONLINE	Press the **ONLINE** button, the printer switches between ONLINE and OFFLINE modes.
LOAD/ EJECT	Press the **LOAD/EJECT** button when the printer is paper out, then the paper will be fed, and it will be fed to the print position when the printer detects the paper. In the offline mode, if the printer is paper in, press the **LOAD/EJECT** button, the paper will be reversely fed to the paper rack (stop when it exceeds the setting length). In the online mode, hold on pressing the button for about 3 seconds, the printer will enter the menu setup mode.
LF/FF	In the offline mode, press the **LF/FF** button to feed the paper line by line. Hold on pressing the button for more than 1 second, the printer will feed the paper one page. In the online mode, hold on pressing the button for about 3 seconds, the printer will enter the alignment adjust mode.
TEAR	In the online mode, press the **TEAR** button to advance the paper bottom (paper perforation) to the tear-off position. And press the **TEAR** button again or after the printer receives a new instruction, the top-of-form position of the next page will be reversely fed to the print position. In the online mode, hold on pressing the button for about 5 seconds, the printer will be initialized (Menu setup and print speed).

Other function of control panel

(Hold the corresponding buttons on the control panel while turning on the printer)	
TEAR + Power Switch	Printer moves without printing
LF/FF + Power Switch	Auto pin test
LOAD/EJECT+Power Switch	Chinese self-test
ONLINE + Power Switch	ASCII self-test
ONLINE + **LF/FF** + Power Switch	H print mode
LF/FF + **TEAR** + Power Switch	Hex dump mode
LOAD/EJECT + **LF/FF** + Power Switch	Print the current menu setting

10. Gap Adjust Lever Position

Gap adjust lever

Paper Type		Lever Position
Standard Paper (Single sheet tractor paper)		1
Multi-ply Paper	2 copies	2
	4 copies	3 or 4
Reserved		5 or 6

> Note: To obtain good print quality and avoid paper jam, adjust the gap adjust lever to the suitable position according to the paper thickness.

11. Paper Specification

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

12. Troubleshooting

(1) Print head overheating protection
Phenomenon: PAPER OUT LED is on, ONLINE LED blinks, and the print head moves but prints nothing.
Reason: The temperature of the print head is too high, so it enters the protection state.
Solution: Wait patiently, and the printer will work automatically after the cooling state of the print head.

(2) Fault check of the home position sensor
Phenomenon: PAPER OUT LED and ONLINE LED blink alternately
Reason: Fault check of home position sensor.
Solution: Restart the printer.

(3) Printer is paper out
Phenomenon: ONLINE LED is off and PAPER OUT LED is on.
Reason: Printer is paper out.
Solution: Load paper again.

(4) Electrical source
Phenomenon: Turn on the printer, all LEDs are off
Solution: 1. Check whether the power cord is connected to the power outlet or not.
2. Check the lights and other devices on the power connector.

(5) During period of printing
Phenomenon: Print head doesn't move.
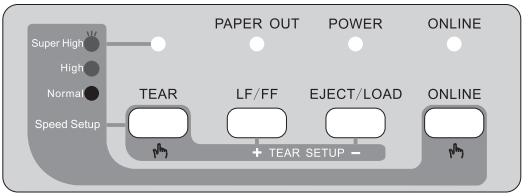Solution:1. Turn the ribbon knob. If the ribbon is blocked, replace a new one.
2. Check whether there is much dust or sundries that stop the print head moving.

(6) Paper feed
Phenomenon: Paper jammed when feeding paper continuously

Solution: 1. Make sure that the tractor is locked. 2. Make sure that the gap adjust lever matches the paper. 3. Make sure the paper is smooth. 4. Check whether there is sundries on the paper feed path. 5. Check whether the paper is twisted with power cord or computer cable. 6. Check whether there are labels or other papers under the platen.
Phenomenon: Paper are not fed
Solution: Check whether the continuous paper is installed correctly.

(7) Print quality
Phenomenon: The printer can not print at all
Solution:1. Check whether the ribbon cartridge is installed correctly. The ribbon core should be between the print head and the ribbon guide slice，but not between the ribbon guide slice and the platen .
2. Make sure that the interface cable is connected correctly.
Phenomenon: The print is faint.
Solution: Take the ribbon cartridge out and turn the ribbon knob. If the ribbon core is printed faint, please replace a new one.
Phenomenon: Printing ink pollutes the paper.
Solution: Check the gap adjust lever. Enlarge the clearance of the print head when you are printing with thick paper or multilayer paper.

(8) Print character
Phenomenon: The printer can't print appropriate characters.
Solution: Make sure the driver is installed correctly, and the character format you set in the application is the character you need.

13. 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
Use dry cloth to clean the oil on the spare parts of the printer.

Clean the paper feed platform and the area under the ribbon cartridge
Remove the waste paper and clean the 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.

> Note:1. Turn off the 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.Print head and the surrounding part may be high temperature after using. Please avoid cleaning it at the moment.
> 4.Do not use hard cloth for cleaning, do not use combustible solvent.