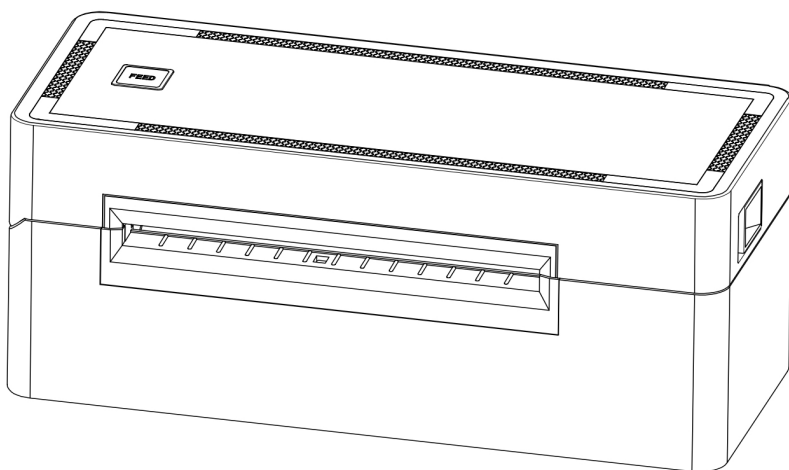


LABEL PRINTER

User Manual



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I. Product Introduction

Thank you for purchasing the label printer produced by our company.

This label printer provides you with safe, reliable and efficient printing quality at a reasonable economic price. At the same time, Printer is widely used in supermarkets, Catering industry, clothing industry, warehousing industry, etc.due to its super functions and easy operation.



1.1 Main Features

- ☐ High printing quality
- ☐ Low noise
- ☐ The attractive appearance
- ☐ Reasonable structure, simple use and maintenance
- ☐ Intelligent detection and positioning
- ☐ Auto feed and retreat paper
- ☐ Simple operation
- ☐ Label off intelligent handling function
- ☐ Fast printing, saving time
- ☐ Superior heat dissipation, can handle heavy printing workload

II. Safety Instructions

Before operating and using the printer, please carefully read the following items and strictly observe the use rules.

2.1 Safety warning

-  The print head will become very hot during printing, please do not touch the printhead and peripheral parts during printing and printing just finished.
-  Please do not touch the printhead and connectors, in case that static damages the printer head.

2.2 Instructions

 **Warnings: Violating following instructions may cause serious injury or death.**

- 1) Do not plug several products in one porous power outlet.
 - This may cause over-heat and a fire
 - If the plug is wet or dirty, dry or wipe it before using.
 - If the plug does not fit perfectly to outlet, do not plug in.
 - Be sure to use only standardized porous power outlet
- 2) You must use the supplied adapter.
 - It is dangerous to use other adapters.
- 3) Do not pull the cable by pulling.
 - This may damage the cable or cause a fire.
- 4) Do not plug in or unplug with your wet hands.
 - You may be electrocuted.
- 5) Do not bend the cable by force or leave it under any heavy object.
 - A damaged cable may cause a fire.

 **Note: Violating following instructions may cause slight damage of the appliance.**

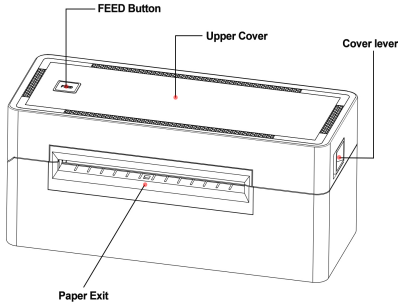
- 1) If you observe a strange smoke, odour or noise from the printer, unplug it before taking following measures.
 - Switch off the printer and unplug the set from the mains.
 - After the disappearance of the smoke, call your dealer to repair it.
- 2) Install the printer on the stable surface.
 - If the printer falls down, it may be broken and you may hurt yourself.
- 3) Use the approved accessories only and do not try to disassemble, repair or remodel it by yourself.
 - Call your dealer when you need these services.
 - Do not touch the blade of auto cutter.

- 4) Do not let water or other foreign objects drop into the printer.
 - If this happened, switch off and unplug the printer before calling your dealer.
- 5) Do not use the printer when it is out of order. This can cause a fire or an electrocution.
 - Switch off and unplug the printer before calling your dealer.
- 6) Other considerations:
 - Place the printer on a solid and even base so that it cannot fall.
 - Leave enough space around printer for operation and maintenance.
 - Keep all liquids away from the printer.
 - Do not expose the printer to high temperatures, direct sunlight or dust.
 - Ensure the printer is connected to a socket with the correct mains voltage.
 - Switch off the printer POWER supply when it's not in use for a long time.
 - To ensure the printing quality and reliability, suggest use the same quality or recommend paper supplier.
 - Pls. switch off the POWER supply when connect/disconnect all the ports or it will cause damage to the printer control circuit.
 - Never carry out maintenance or repair work yourself. Always contact a qualified service Technician.
 - Keep this User Manual in a place which is easily accessible at all times.

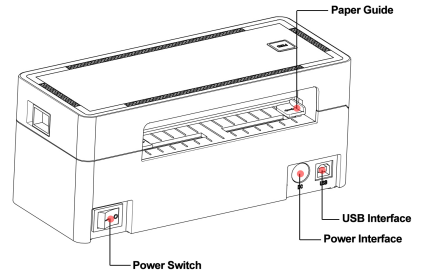
2.3 Other Precautions

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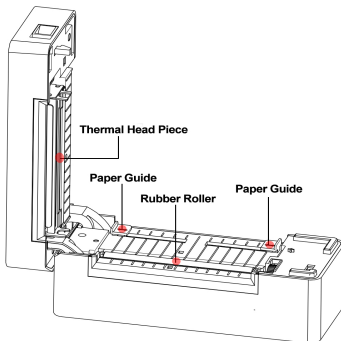
□ Front View



□ Rear View



□ Inside View



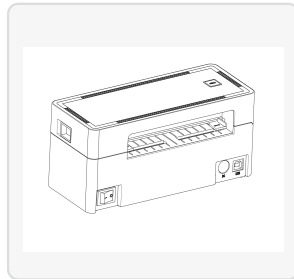
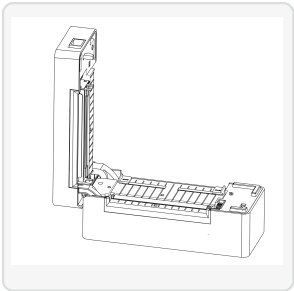
Application Field


- Cashier system of supermarkets
- Cashier system of Catering industry,
- Cashier system of clothing industry
- Cashier system of warehousing industry


IV. Technical Parameters

4.1 Printing Parameters

| | |
|-----------------------------------|--|
| Printing method | Thermal line printer |
| Paper loading method | Easy paper loading/auto paper feeding |
| Printing speed | 6i nch/s (4-8i nch/s) |
| Printing paper width | 40mm-120mm |
| Effective resolution | 203dpi (300dpi optional) |
| Paper type | Continuous paper, label paper, black label paper, and folded paper |
| Thickness of printing paper | 0.06-0.18mm |
| Effective printing width | Min 38mm Max 112mm |
| Character size | ASCII Font A: 12x24 ASCII Font B: 9x17 Chinese character 24x24 |
| Interface type | USB Bluetooth (optional) Wireless WIFI (optional) |
| Print character | |
| Type of bar code | One-dimensional code: Code 39、39C、I25、Code 93、ITF25、EAN128、Code 128、Codabar、EAN-8、EAN8+2、EAN8+5、EAN-13、EAN13+2、EAN13+5、UPC-A、UPCA+2、UPCA+5、UPC-E、UPCE+2、UPCE+5 MSIC、ITF14、EAN14、CODE11、POST QR code: PDF417(optional) |
| Extended character table | CP437、CP850、CP852、CP860、CP863、CP865、CP866 WPC1250、WPC1251、WPC1252、WPC1253、WPC1254 |
| Power supply | |
| Power adapter | DC 24V 2.5A |
| Environmental requirements | |
| Working environment | Operating temperature:-10~50℃, Operating humidity:10~80% |
| Storage environment | Storage temperature :-20~60℃, Storage humidity:10~90% |
| Environmental conditions | |
| Drive | WINXP/WIN7/WIN8/WIN10/Mac/Linux |
| Print command | TSPL/CPCL(optional)/ZPL(optional) |
| Character printing | It supports double width and double height printing of AN K characters, custom characters and Chinese characters; adjusts dot patterns of character spacing for printing; |



 The pictures are for reference only, please subject to practicality

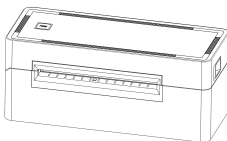
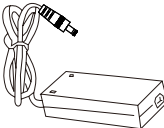



 Remark: The interface is optional or customized, and the specific interface is subject to the actual object.

V. Installation and Operation of Printer

5.1 Printer Unpacking

Check the parts:

Before use, make sure the accessories are included in the package(the following picture is an example). If any thing is missing, contact the supplier or manufacturer. The specific accessories may not be included depending on the printer model.

| | | |
|---|---|---|
|  <p>Main machine</p> |  <p>Power adapter</p> |  <p>Power cord</p> |
|  <p>USB cable</p> |  <p>Quick Installation Guide</p> | |

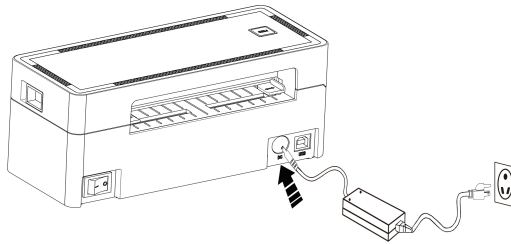
☺ The pictures are for reference only, please subject to practicality.

5.2 Connecting the Printer

Connect the power line

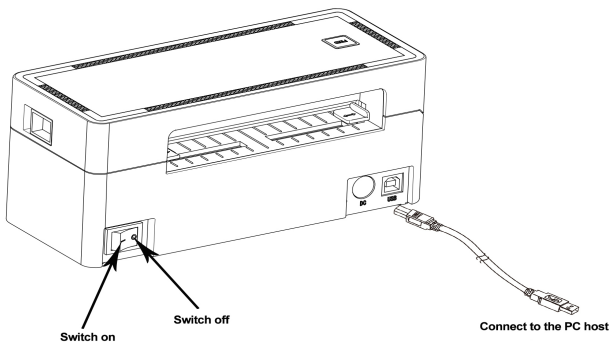
- (1) Confirm that the power switch is in off (O) state.
- (2) Connect the power adapter to the printer.
- (3) Connect the power line to the power adapter.
- (4) Connect the other end of the power line to a nearby socket.

Use the special power adapter for the printer.
The connection diagram is as follows:



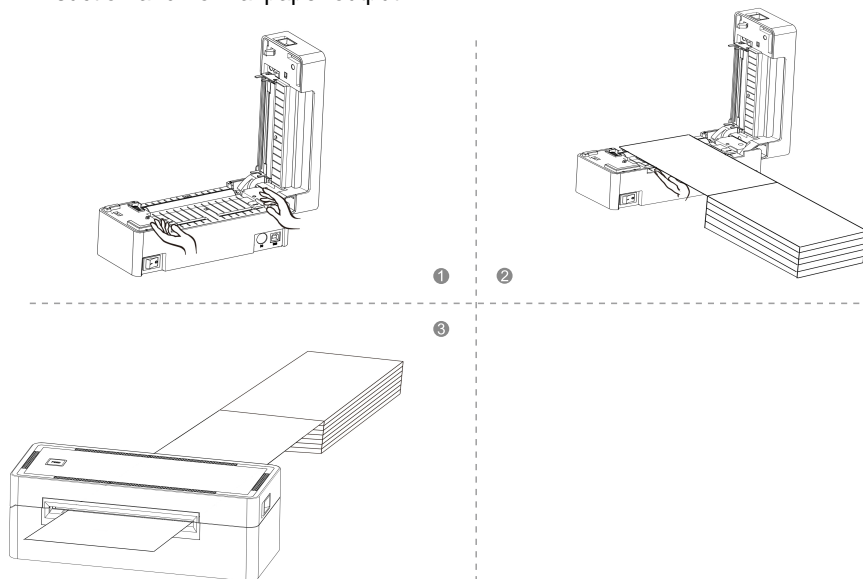
Connect the USB cable

- (1) Connect the USB cable to the printer.
- (2) Connect the USB cable to the PC host.
- (3) Turn the power switch to on (I) state.



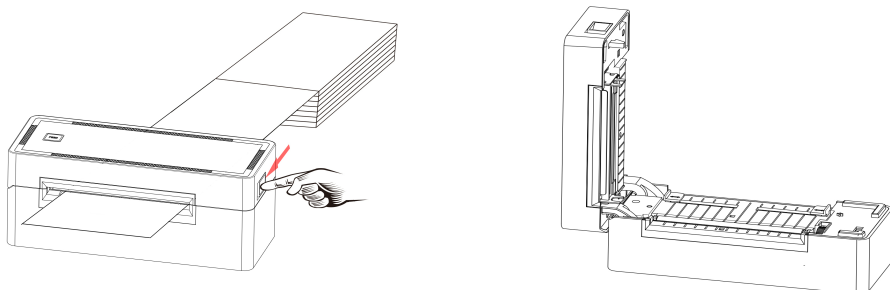
5.3 Folded Paper Loading

- (1) Open the top cover of the machine, press the inlet paper guide rail at the same time, According to the size of the folded paper, adjust the guide rail spacing.
- (2) Put the folded paper into the inlet paper guide rail, and cover the top cover.
- (3) Confirm that the printer has detected the paper feeding, and move the paper suction and normal paper output.



5.4 Handling of Paper Jam

- (1) Facing the front of the machine, pull the upper cap lever forward and lift the upper cap.
- (2) Remove the jammed paper from the feeding channel, and check whether the print head has adhesive or carbon deposition. If yes, clean it with an alcohol cloth, remove the wrinkled paper and replace it with new paper.




5.5 Bluetooth Pairing and Printing (only valid for printers with Bluetooth)

Bluetooth printer needs to be paired with the main device driving the printer before working, and the pairing process is initiated by the main device.

The general pairing method is as follows:

- (1) Turn on the printer.
- (2) The main device searches for external Bluetooth device.
- (3) If there are multiple external Bluetooth device, select the printer corresponding to MAC address. (see self-test page for details.)
- (4) Enter the initial password "0000" or "1234".
- (5) Complete the pairing.

Please refer to the Bluetooth function description of the main device for the specific pairing method. When pairing, the label printer with Bluetooth interface must be on.

 **Note: During pairing, please do not turn on multiple printers at the same time, otherwise you may not be able to judge which printer was successfully paired.**

After successful pairing, other host computers can still be paired with the printer, and each printer can be paired with up to 8 host computers. If more upper computers are paired with printers, the host computer paired with the printer at the earliest will be automatically removed from the pairing list by the printer. At this time, if this host computer needs to drive the printer for printing, it needs to be paired again.

(For multi-connected Bluetooth only.)

5.6 Use Bluetooth Interface for Printing (only valid for the printers with Bluetooth)

For host computers with virtual Bluetooth serial ports (such as mobile phones using SMARTPHONE, POCKET PC, PALM, notebook computer, etc.), after successful pairing, printing data can be sent to the printer via the virtual Bluetooth serial port for printing. If the host computer does not have a virtual Bluetooth serial port, when you want to drive the printer for printing, please consult the supplier of the host computer.

VI. The Switch, Key and Indicator Light of Printer

6.1 Description of the function of the indicator lamp

| | |
|-------------------------------|--|
| The LED indicator light color | explain |
| Blue (fixed) | Power start, printer on standby to perform printing |
| Blue (flashing) | The printer is downloading data or the printer is paused |
| Purple | The printer is clearing the data |
| Red (fixed) | Open the upper cover |
| Red (flashing) | Printing produces errors such as paper depletion, cardboard, or memory errors... etc |

6.2 General key function

1. Into the paper
When the printer is ready (LED blue fixed), click the button, the label goes to the front of the next label paper.
2. Print job is suspended
Printer In Print, clicking a key pathe print.The power indicator light is flashing blue.Just click the button again, and the print job goes back to normal.

6.3 Power-on function

This printer has four power-up functions available to set up or test the hardware of the printer.These functions can be started by pressing the button at the same time and then releasing the light number button.

- Follow the following steps to start the boot function:
1. Power off the printer.
 2. Press and power the printer without pressing.
 3. Release the button in the case as shown in the following table.

| Boot function | Indicator lamp color cycle mode: | | | | | |
|--|----------------------------------|------|-----------------|-----------------|-----------------|-----------------|
| Indicator lamp number function | purple | blue | red | purple | blue | blue |
| | | | (Flash 5 times) | (Flash 5 times) | (Flash 5 times) | (Fixed blue) |
| 1. Gap / black mark sensor detection | | | Open the button | | | |
| 2. Gap / black mark sensor detection, print the self-test value and enter the error removal mode | | | | Open the button | | |
| 3. Printer initialization (restore factory defaults) | | | | | Open the button | |
| 4. Skip the AUTO.BAS program | | | | | | Open the button |

Ask the sensor to correct the label paper as described below:

1. Please confirm that the label paper is properly installed
 2. Power the printer off
 3. Press and hold down the paper button to power on the printer
 4. When the indicator light flashes purple after the first purple, release the paper button
- Indicator light color cycle mode:
Purple, blue、 red (flashing 5 times)、 purple (flashing 5 times)、 blue (flashing 5 times)、 blue (fixed)
5. The sensor will correct the label paper and print the self-test value, and finally enter the error mode and print the value
 6. Please switch the machine and let the printer return to the normal print

VII. Printer Test

7.1 Printer initialization

The printer initialization function is to clear the download files in the memory (DRAM) and restore the print parameters to the factory settings.

Follow these steps to initialize the functions:

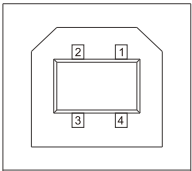
1. Turn off the power supply
2. Press and hold down the feed paper key and power it on. The power indicator lamp will cycle in the following square color
Indicator lamp color cycle mode:
Purple、 blue、 red (flashing 5 times)、 purple (flashing 5 times)、 blue (flashing 5 times)、 blue (fixed)
3. When the power indicator flashes blue, then the printer will reset, then the power indicator will flash purple, and finally the power indicator is blue ready.

7.2 Print with the Window Driver

- (1) To install Windows driver, please refer to "Driver Installation Instruction".
- (2) Set the "port" of the Windows driver as the appropriate interface to use.
Print the test page with the "Print test page" function of Windows driver.

VIII. USB Interface

The printer's USB interface socket is standard USB type-B



| PIN | SIGNAL NAME |
|-----|-------------|
| 1 | VBUS |
| 2 | D- |
| 3 | D+ |
| 4 | GND |

IX.Cleaning the Printer

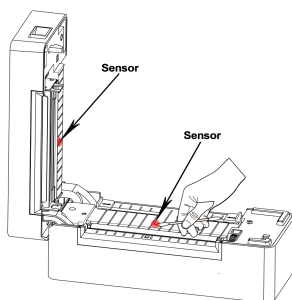
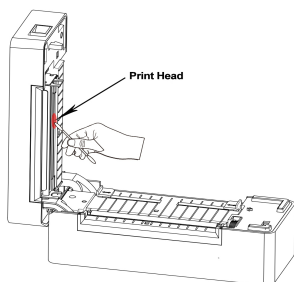
9.1 Cleaning the Printer Head

Clean the print head when one of the following conditions occurs to the printer:

- (1) Printing is not clear.
- (2) A vertical column of the printed page is not clear.
- (3) The paper feeding noise is high.

The print head cleaning steps are as follows:

- (1) Turn off the power supply of the printer, , open the upper cover and remove the paper if exists.
- (2) If printing has just been completed, wait for the print head to cool completely.
- (3) Clean the printer head with a soft cotton moistened with ethyl alcohol.
- (4) After waiting for absolute ethyl alcohol to volatilize completely, close the upper cover and try printing again.



9.2 Cleaning the Sensor

Clean the paper shortage sensor when one of the following conditions occurs to the printer:

- (1) In the printing process, the printer occasionally stops printing and alarms for paper shortage.
- (2) No alarm for paper shortage.

The paper shortage sensor cleaning steps are as follows:

- (1) Turn off the power supply of the printer, open the upper cover, and remove the paper if there is any.
- (2) Wipe off the dust and stain on the sensor surface with soft cotton cloth (which should be dried) dipped in absolute ethyl alcohol.
- (3) After waiting for absolute ethyl alcohol to volatilize completely, close the upper cover and try to start the machine again.

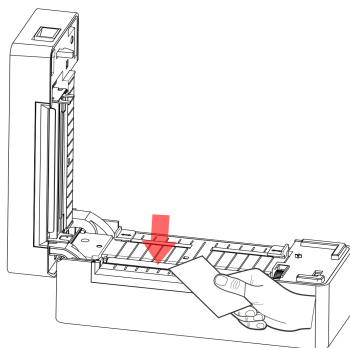
9.3 Cleaning the Printing Rubber Roller

When one of the following conditions occurs to the printer, the printing rubber roller should be cleaned:

- (1) Printing is not clear.
- (2) A vertical column of the printed page is not clear.
- (3) The paper feeding noise is high.

The printing Rubber Rollers cleaning steps are as follows:

- (1) Turn off the power of the printer and open the upper cover.
- (2) Use a soft cotton cloth (which should be dried) dipped in a neutral detergent to wipe off dust and stains on the surface of the printing rubber roller.
- (3) Close the upper cover after the cleaning agent is completely volatilized.



Attention:

- (1) The power supply must be turned off during the daily maintenance of the printer.
- (2) Do not touch the surface of the print head with hands and metal objects, and do not scratch the surface of the print head, printing rubber roller and sensor with tweezers and other tools.
- (3) The organic solvents such as gasoline and acetone shall not be used.
- (4) Wait until absolute ethyl alcohol is completely volatilized, then turn on the power supply to continue printing.

X. Troubleshooting

The table below shows common problems and solutions for operators.

If you have followed the simple troubleshooting methods but the printer is still not functioning properly, please contact the customer service department of your dealer for assistance.

| Question | Possible factors | Resolvent |
|---|--|--|
| Unable to print | <ul style="list-style-type: none">* Transmission line connection is not in place | <ul style="list-style-type: none">* Reconnect the transmission lines* Replace the new transmission lines* Clean the print head* Printer concentration is not set correctly* The connection of the print head is poorly connected. Please turn off the printer and reconnect the connection once* Verify that the connecting line of the stepping motor is correctly connected |
| Poor print quality | <ul style="list-style-type: none">* Dust or adhesive accumulation on the printing head* Print concentration was set improperly* Print head damage* Print head pressure setting is not appropriate | <ul style="list-style-type: none">* Reinstall the consumables* Clean the print head* Clean the rubber rollers* Adjust the printer print concentration and print speed* Print out the self-test value to see whether the print head is damaged. If the print head is damaged, please replace the print head |
| Paper skipping occurs when printing | <ul style="list-style-type: none">* Set label or incomplete* The replacement tag did not reset the sensor* The bel sensor is covered with dust causing incorrect detection | <ul style="list-style-type: none">* Verify that the label dimensions is correct* Please reset the label sensor* Use the air brush to remove the dust from the sensor |
| The print position is not correct when printing small volumes | <ul style="list-style-type: none">* Label sensor is set correctly* The label dimension setting is incorrect* Vertical displacement in volume label style in printer drive (vertical) | <ul style="list-style-type: none">* Recorrect the label sensor* Set the correct roll size and roll gap size |
| Left and right prints are lost | <ul style="list-style-type: none">* The bel dimension is incorrect | <ul style="list-style-type: none">* Set the correct label size |
| Wrinkle problem | <ul style="list-style-type: none">* Label paper is not installed correctly* Incorrect printing concentration* The label paper is not entered correctly | <ul style="list-style-type: none">* Please install the label paper correctly* Please set the appropriate label printing concentration* Adjust the label width regulator to the label width |