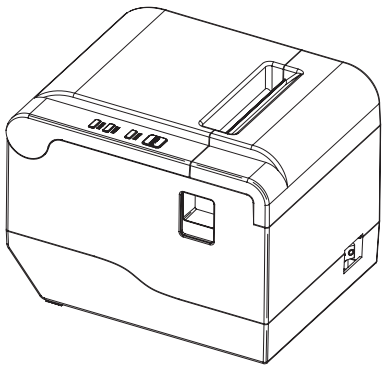
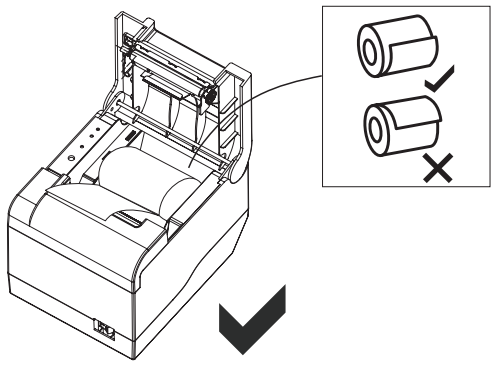
Thermal Barcode Printer User's manual

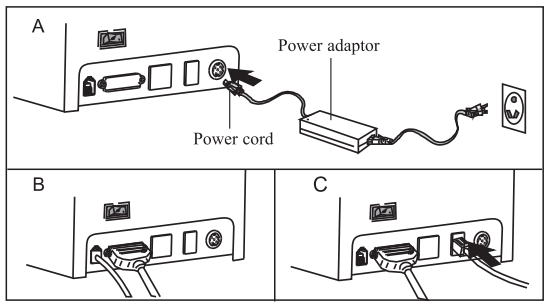


Tips: Product design and specifications are subject to change without prior notice.

OUTLOOK AND INSTALL PAPER ROLL

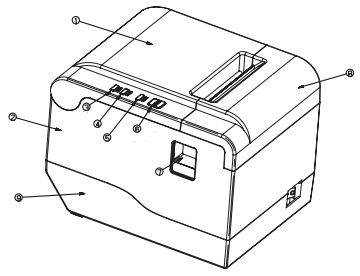


Remove the used roll paper core if any,and insert the roll paper.
The correct direction of the paper is shown in the illustration below.

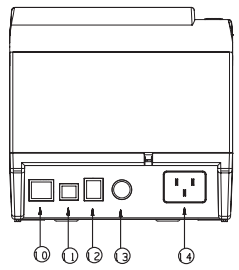


A.Connect AC power cord power,DC power cord to printer.
B.Connect printer and computer/tablet.
C.Connect cash drawer.

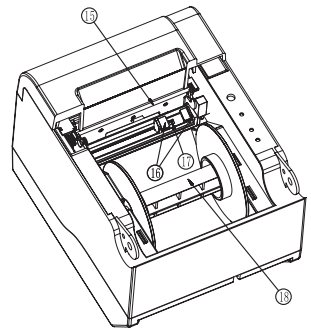
STEP 1 - CONNECT PRINTER

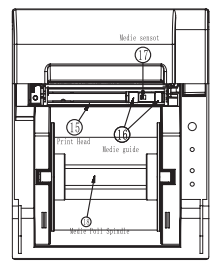


1- Top Cover
2- Body
3- Power Indicator
4- Error Indicator
5- Online Indicator
6- Printing Button
7- Top Cover Open Button
8- Front Cover
9- Base Housing

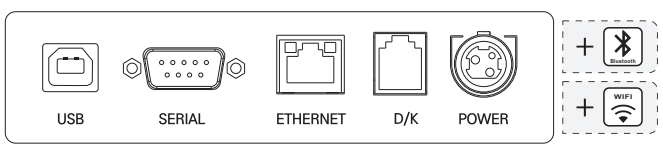


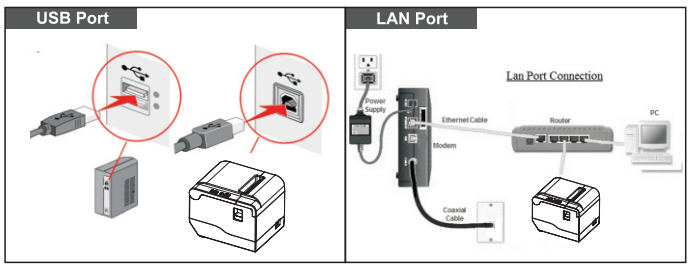
10- Network Port
11- USB Port
12- Cash Drawer
13- External power port
14- Power
15- Print Head
16- Media Guide
17- Media sensor
18- Media Roll Spindle





CONNECT PRINTER





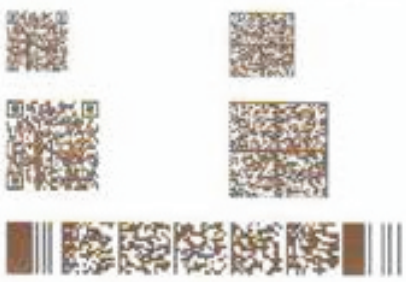
● TIPS **Self Test**

Printer connected power and keep off status, then press the "FEED"button and turn on the power, after hear the beeper sounds, release "FEED button", acompleted self test paper will be printed and show printer settings.

Self-test Page Sample:

SELFTEST

```
VERSION    :  V2.00ZG (2019-05-29)
INTERFACE  :  USB &
              Ethernet (10M/100M)
PROTOCOLS  :  TCP/IP
IP ADDR    :  192.168.3.153
MAC ADDR   :  00-FC-FC-FC-27-DF
NETMASK    :  255.255.255.0
GATE WAY   :  192.168.1.1
SPEED      :  5
DENSITY    :  7
SIZE       :  76.00 mm, 30.00 mm
GAP        :  2.00 mm, 0.00 mm
CODE PAGE  :  437
MILAGE(m)  :  35.599377 m
REFERENCE  :  0.00 mm, 0.00 mm
DIRECTION  :  0.0
SHIFT      :  0
OFFSET     :  0
SET PEEL   :  OFF
SET TEAR   :  ON
SET HEAD   :  ON
SET PRINTKEY      :  OFF
SET PEPRINT       :  OFF
SET KEY1(FEED)    :  ON
SET KEY2(PAUSE)   :  ON
TAIWANESE BIG5    :  TST24.BF2
CHINESE GB18030   :  TSS24.BF2
KOREAN KSC5601    :  K
USB NUMBER FIX    :  YES
PRINT MODE        :  LABLE
BARCODE 2D        :  QRCODE,PDF417,DMATRIX
```



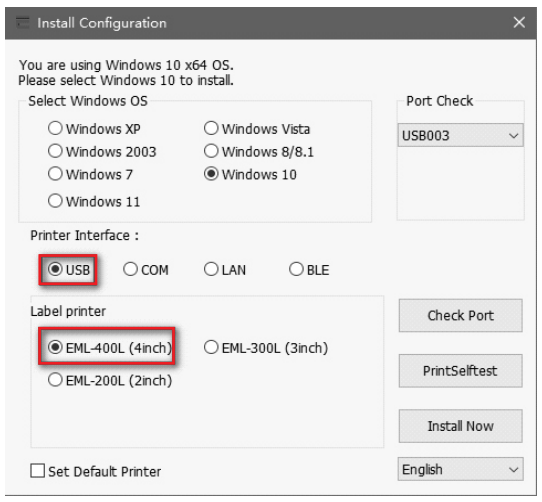
```
****************************************
SERCTOR SIZE     :      4    KBYTES

PHYSICA   DRAM:    4096    KBYTES
AVAILABLE DRAM:    2048    KBYTES FREE

PHYSICAL  FLASH:   4096    KBYTES
AVAILABLE FLASH:   1024    KBYTES FREE

DRAM FILE        :     0    FILE(S)

FLASH FILE       :     0    FILE(S)

****************************************
END
```

STEP 2 - INSTALL DRIVER

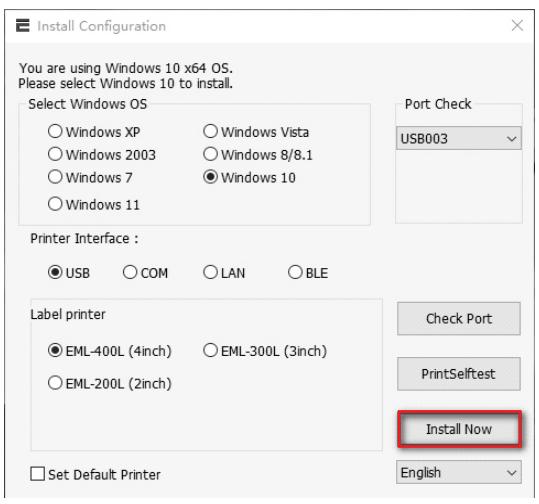
USB port driver installation

1. 1. Double-click "EMLabelDriver"
2. USB driver installation
driver installation

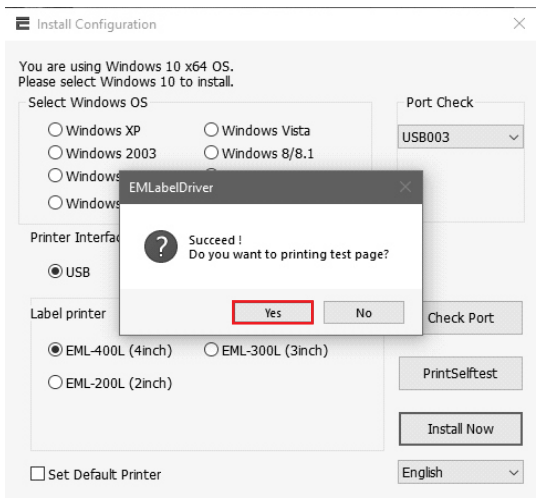
1) Select USB port and printer type;
2) Choose the size according to the labeling machine model;



3) Click Start Installation.



4) Select YES to print the test page and check the printer driver name;



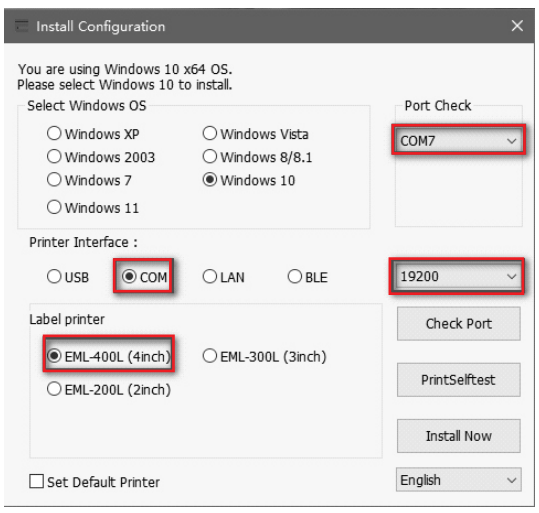
5) Installation is complete.

INSTALL DRIVER

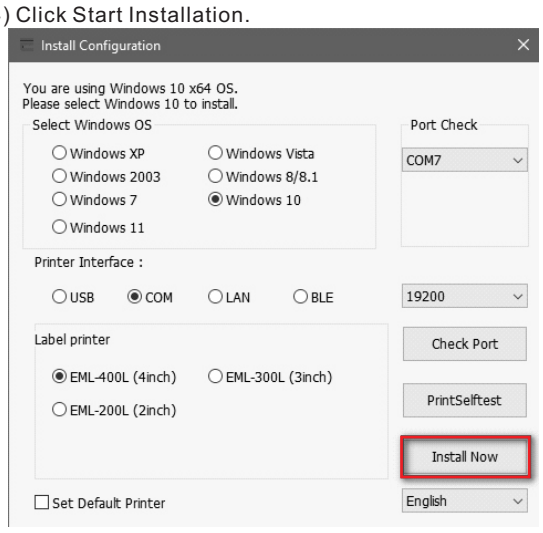
Serial port driver installation

1. 1. Double-click "EMLabelDriver"
2. Serial port installation
driver installation

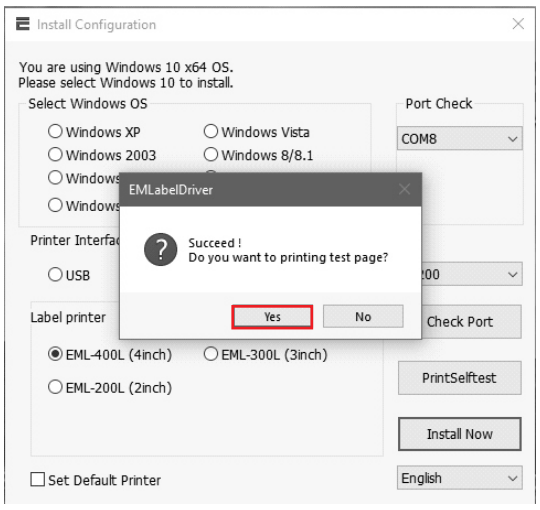
1) Select serial port, printer type and port number;
2) Choose the size according to the labeling machine model;
3) Select the baud rate (default is 19200, check the printer baud rate: self-test page-serial config);



4) Click Start Installation.



5) Select YES to print the test page and check the printer driver name;

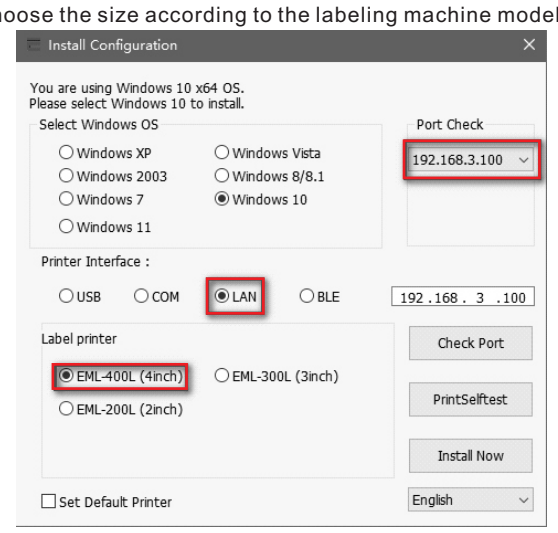


6) Installation is complete.

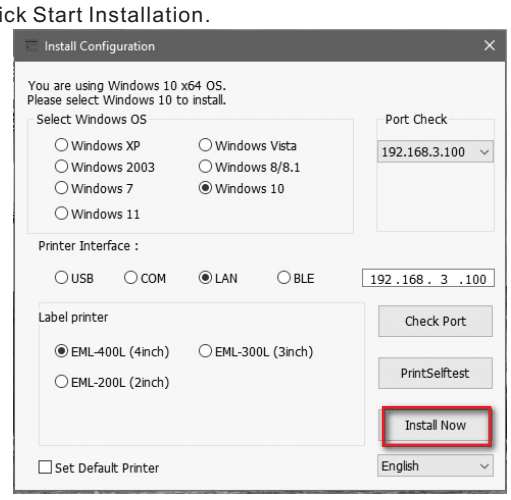
LAN port driver installation

1. Double-click "EMLabelDriver"
2. LAN driver installation

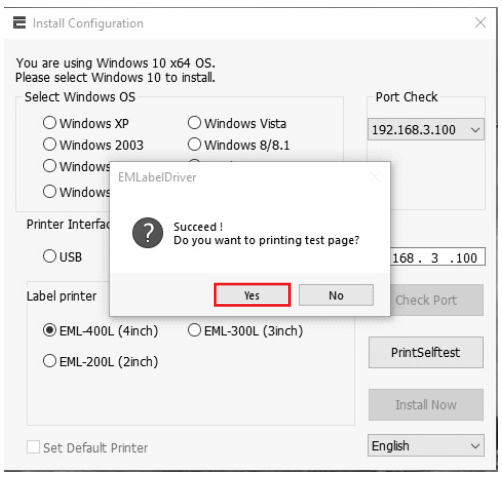
1) Select the network port and IP port number;
2) Choose the size according to the labeling machine model;



3) Click Start Installation.



4) Select YES to print the test page and check the printer driver name;

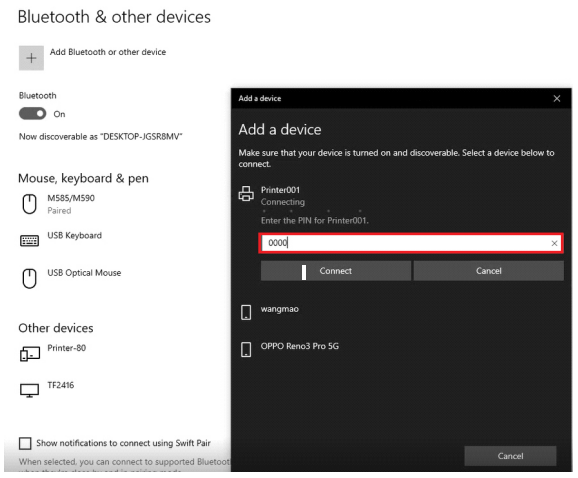


5) Installation is complete.

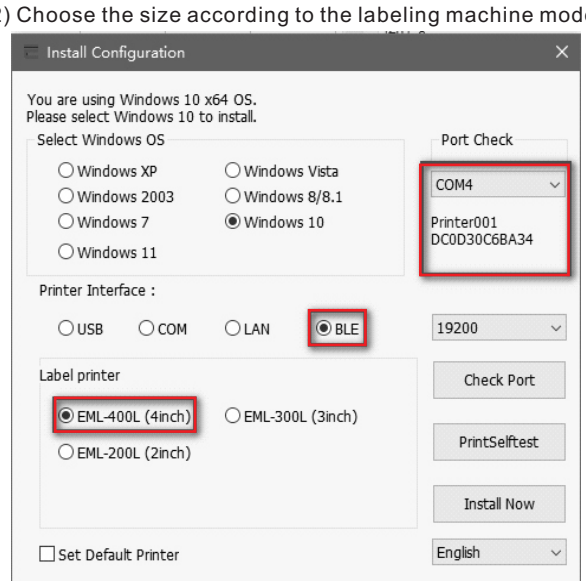
Bluetooth driver installation

1. Double-click "EMLabelDriver"
2. Bluetooth driver installation

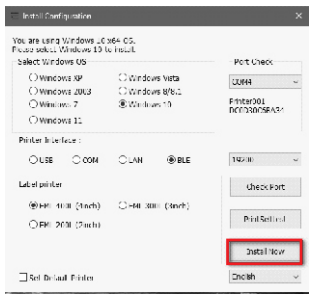
1. The computer is connected to the printer Bluetooth.
Bluetooth name: Printer001 key: 0000.



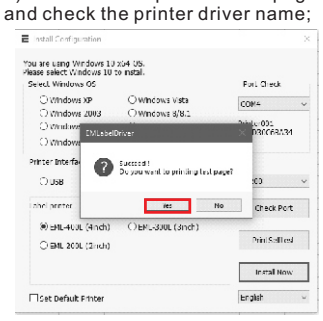
1) Select the Bluetooth port and IP port number;
2) Choose the size according to the labeling machine model;



3) Click Start Installation.



4) Select YES to print the test page and check the printer driver name;

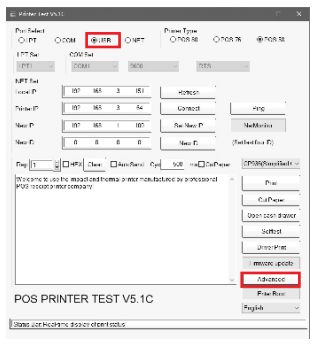


5) Installation is complete.

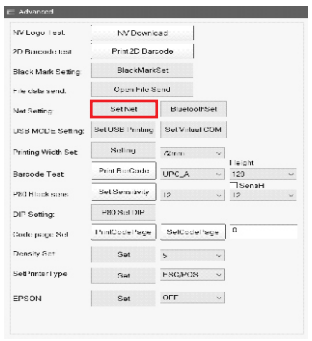
WIFI driver installation

1. Double-click "EMLabelDriver"
2.WIFI driver installation

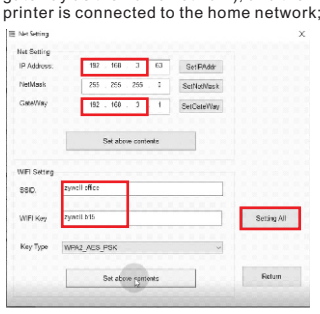
1. Use "Printer Test V5.1C", plug in USB cable, select USB connection, and select "advanced"



2. Select network settings.

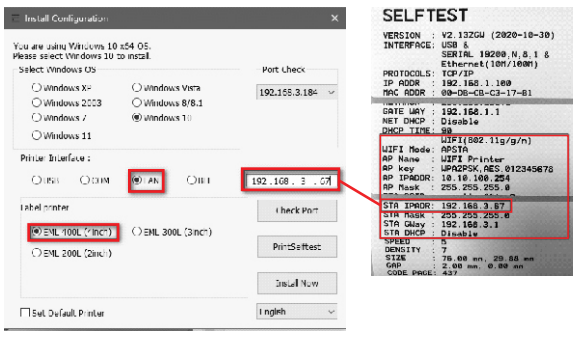


3. Set the IP of the printer WiFi (note that the IP needs to be set at the same gateway as the home network), and the printer is connected to the home network;

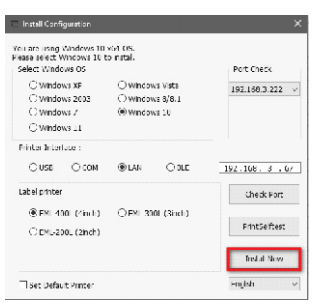


4. Double-click "EMLabelDriver"

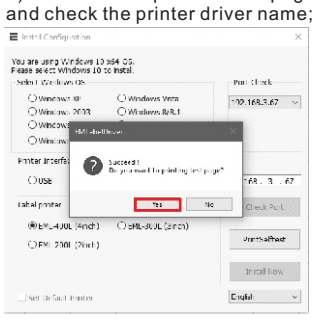
5. Use "EMLabelDriver" for driver installation;
1) select the network port and IP port number;
2) Choose the size according to the labeling machine model;



6)Click Start Installation.



7)Select YES to print the test page and check the printer driver name;



8) Installation is complete.

The printer has two indicators (POWER indicator in blue light and ERROR indicator in red light) and two buttons (PAUSE and FEED).

Item	Indicators Status	Descriptions
1	POWER indicator is ON ERROR indicator is OFF	Printer is powered on and in normal print mode.
2	POWER indicator flashes slowly (640ms) ERROR indicator is OFF	Printer is paused.
3	POWER indicator flashes fast (160ms) ERROR indicator is OFF	Printed label is peel-off but not taken off.
4	POWER indicator is OFF ERROR indicator flashes fast (160ms)	Printer cover is opened.
5	POWER indicator is OFF ERROR indicator flashes slowly (640ms)	Paper shortage or gap sensor calibrated error.
6	POWER indicator flashes fast (160ms) ERROR indicator flashes fast (160ms)	Printer overheated protection is activated. After 1 minute, the printer will check again the temperature of print head. If the temperature gets right, printer resumes working.

Buttons

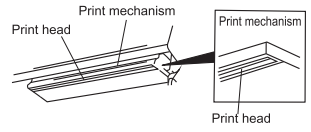
Item	Functions	Descriptions
1	**Feed**	Press the FEED button when POWER indicator is on and ERROR indicator is off. It feeds the label to the beginning of the next label
2	**Pause**	Press the feed button during printing and the printing job is suspended.
3	**Self-test**	1. Turn off the printer power. 2. Make sure the paper roll is installed correctly and the printer top cover is closed. 3. Press the Feed button and turn on the power, When the beeper sounds, release your hand the selftest paper will come out
4	**Gap sensor calibration**	Set label specification in driver property or by sending commands, then print a label, printer will automatically calibrate the label paper.
5	**Receipt&Label switch**	1. Turn off the printer power. 2. Make sure the label roll is installed correctly and the printer top cover is closed. 3. Press the paper feed button and turn on the printer POWER. When the power indicator (blue light) and the error indicator (red light) are on at the same time, release the button. Then follow the tips to switch.

Problems	Possible Reasons	Solution and Suggestion
The power indicator is not on.	1. The plug of the AC socket and the plug of the power adapter are not properly connected with the printer socket; 2. The printer power switch is not turned on;	1. Check whether the power plug is connected correctly; 2. Turn on the printer power switch;
The indicator light flashes and the buzzer sounds.	1. The clearance sensor does not detect correctly; 2. The upper cover of the shell is not closed in place; 3. The printing label paper is exhausted;	1. Re-adjust the label specification and print it; 2. Check the closure of the upper cover of the shell; 3. Replace the printing label paper;
Paper jumping occurs when printing.	The label sensor is covered with dust, resulting in inaccurate detection.	Clean the dust of the sensor with an air brush;
The printer can't work properly.	Printer setup error	Restore factory settings; Turn off the printer power-press the "FEED" key-turn on the power at the same time-when ERROR LED and POWER LED are flashing at the same time (single indicator lights are flashing red and blue), release the "FEED" key, and the factory will be successfully restored with a drop;
The network port connection cannot be printed.	IP address conflict	To modify the printer IP address: use "PrinterTestV5.1C" for setting, and connect the printer -NEW IP-input IP-set New IP;
Bluetooth can't print	Other Bluetooth devices occupy the serial number of the printer Bluetooth.	Uninstall occupied Bluetooth device
Poor print quality	1. The label paper is not installed correctly; 2. Dust or adhesive accumulates in the print head. 3. The printing density is set incorrectly; 4. The print head is damaged;	1. Reinstall the label paper; 2. Clean the print head and rubber roller; 3. Adjust the printing density and printing speed of the print head; 4. Print the self-test page to determine whether the print head is damaged, and if so, please replace the print head;
The left and right printing contents are missing;	Paper settings are incorrect;	Set the correct print label size;

Clearance

One of the following occurred, please clean printing head.
(1) Printing is not clear.
(2) Any vertical is not clear.
(3) Paper feed noisily.

Printing head cleaning steps:

Parts to be cleaned	Step	Recommend cleaning frequency
Print head	1.Turn off the printer. 2.Allow the print head to cool for at least one minute. 3.Use a cotton swap and 100% ethanol to clean the print head surface.	When change new label paper
		
Rubber roller	1.Turn off the printer. 2.Rotate the platen roller and use a cotton swap to clean with 100% ethanol.	When Change new label paper
Paper tear bar	Use a cotton swap and 100% ethanol to clean.	When necessary.
Sensor	Use air brush or vacuum to clean dust of sensor.	Monthly.
Inner side of printer	Use air brush or vacuum to clean the dust.	When necessary.

Notice
1)Please make sure power off when maintaining printer.
2)Don't touch or scratch printing head surface,roller and sensor.
3)Avoid gas,acetone or other organic solvent.
4)Wait till alcohol completely volatilized,close top cover and connect power again.Try print self test to make sure it works properly.

Warning
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