# Xprinter®
# Desktop Thermal Printer
# User Guide


Xprinter® 芯烨

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# FCC Compliance Statement

This device complies with Part 15 rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for Class B Digital Devices, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used

in accordance with the product manuals, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, the user is encouraged to do one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced RF service technician for help.

The user is cautioned that any changes or modifications not expressly approved by Zhuhai Hengsheng Barcode Equipment Corporation could void the user's authority to operate the equipment. To ensure compliance, this printer must be used with fully shielded communication cables.

Caution • The optional RTC assembly has a three volt lithium battery. Battery replacement must be performed by a qualified service technician. Only use a Xprinter approved replacement battery.

Important • Recycle batteries according to local your guidelines and regulations. Wrap the battery when disposing (or storing) to avoid a short circuit.

**DO NOT** short circuit the battery. Short circuiting the battery may result in heat generation, fire or bursting.

**DO NOT** heat, disassemble or dispose of battery in fire.

# Environmental Management

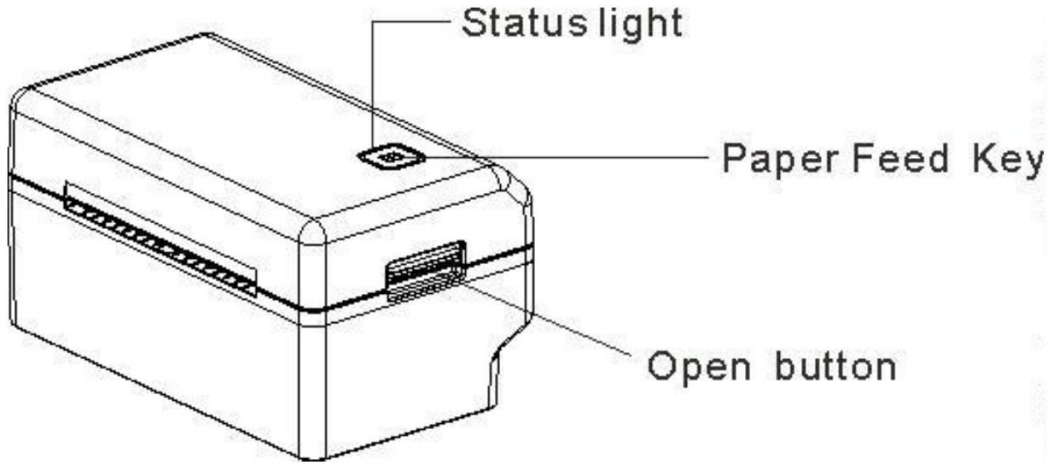
**Do not** dispose of this product in unsorted municipal waste. This product is recyclable, and should be recycled according to your local standards.

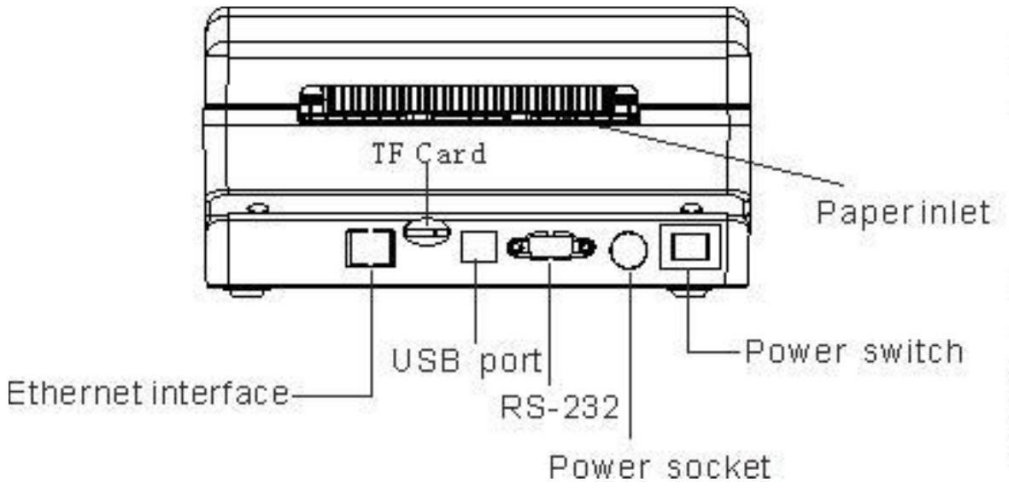
For more information, please see our website at:

**Web address:** www.xprinter.net

# 1. Introduction

XP-D462B is a small, high efficient and safe desktop printer. It has 203dpi direct thermal head. It can handle up to 108mm (4.25") wide media. The default speed is set to 152 mm/s. It has a smart feature - media size detection, so you needn't to manually set the media size when you loading a different media.




## 1.1. Printer Accessories

After unpacking, please check the accessories that come with the package and store appropriately.

- Barcode Printer
- Power Adapter with Cord
- Printer Cable (USB)
- CD
- Quick Start Guide with Warranty Card

## 1.2. General Specifications

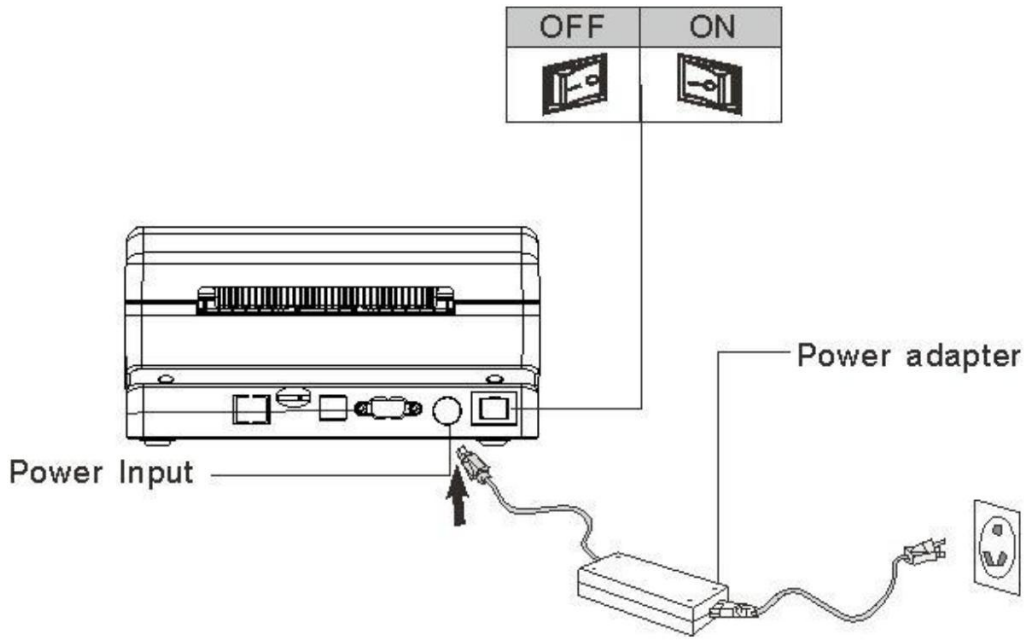
| Printer Model | XP-D462B |
|---|---|
| Printing Features | |
| Resolution | 203 DPI |
| Printing method | Direct Thermal |
| Max.print speed | 152 mm (6") / s |
| Max.print width | 108mm (4.25") |
| Max.print length | 1778 mm (70") |
| Media | |
| Media type | Continuous, gap, black mark, fan-fold and punched hole |
| Media width | 25.4 mm ~ 118 mm |
| Media thickness | 0.06 mm ~0.25 mm |
| Label length | 10 ~ 1778 mm (0.39 " ~ 70 ") |
| Label roll capacity | External paper roll holder |
| Performance Features | |
| Processor | 32-bit CPU |
| Memory | 8MB Flash Memory/8MB SDRAM |
| Interface | Standard:USB Optional:WIFI/Bluetooth |
| Sensors | Gap sensor<br>Cover opening sensor<br>Black mark sensor<br>Paper exit sensor |
| Fonts/Graphics/Symbologies | |
| Internal fonts | 8 alpha-numeric bitmap fonts, Windows fonts are downloadable from software. |
| 1D barcode | Code 39, Code 93, Code 128UCC, Code 128 ， subsets A, B, C, Codabar, Interleaved 2 of 5, EAN-8,EAN-13, EAN-128, UPC-A, |

| | |
|---|---|
| | UPC-E, EAN and UPC 2(5) digits add-on,<br>MSI, PLESSEY, POSTNET, China POST |
| 2D barcode | PDF-417, Maxicode, DataMatrix, QR code |
| Rotation | 0°、90°、180°、270° |
| Emulaion | TSPL、EPL、ZPL、DPL |
| Physical Features | |
| Dimension | 150 mm (W) x 95 mm (H) x 86.5 mm (D) |
| Weight | 0.913kg |
| Reliability | |
| Print head life | 30 km |
| Software | |
| Driver | Windows/Linux/Mac |
| SDK | Windows/Linux/iOS |
| Power supply | |
| Input：AC 100-240V,1.8A, 50-60Hz | |
| Output：DC 24V, 2.5A, 60W | |
| Options | |
| Factory Options | ①WIFI<br>②Bluetooth<br>③Ethernet interface<br>④RS-232<br>⑤Cloud WiFi<br>⑥TF Card |
| Dealer Options | ①External paper roll holder and 1 "paper roll<br>②Extension board for external paper roll holder<br>③Shipment waybill box |
| Environmental Conditions | |
| Operation | 5 ~ 40°C（41~104°F），Humidity: 25 ~ 85% non-condensing |
| Storage environment | -40 ~ 60°C（-40~140°F），Humidity:10 ~ 90% non-condensing |

# 2. Installation

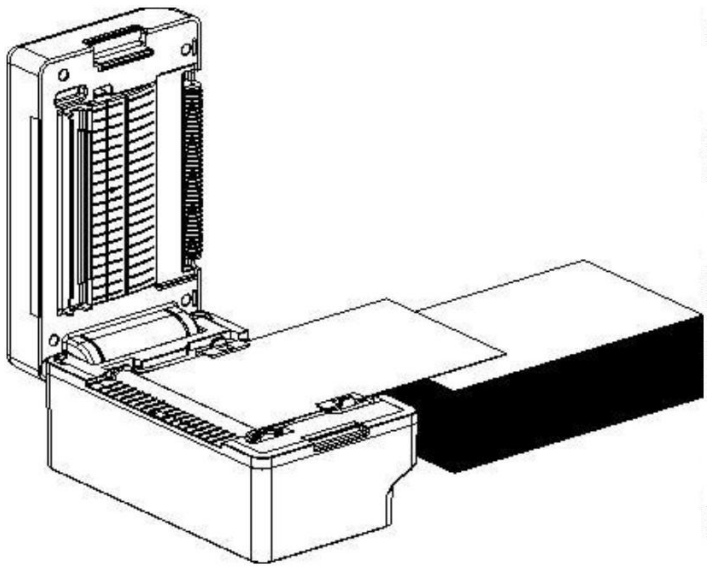
## 2.1 Setup the printer

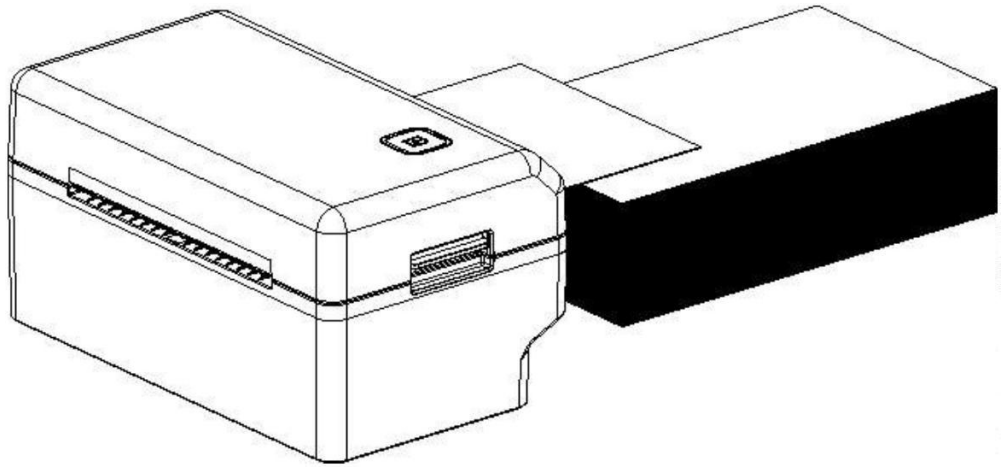
1. Please ensure the printer is powered off. Put it on a stable place.
2. Please first plug the power corp into the printer, then plug it into the outlet.




## 2.2 Loading paper

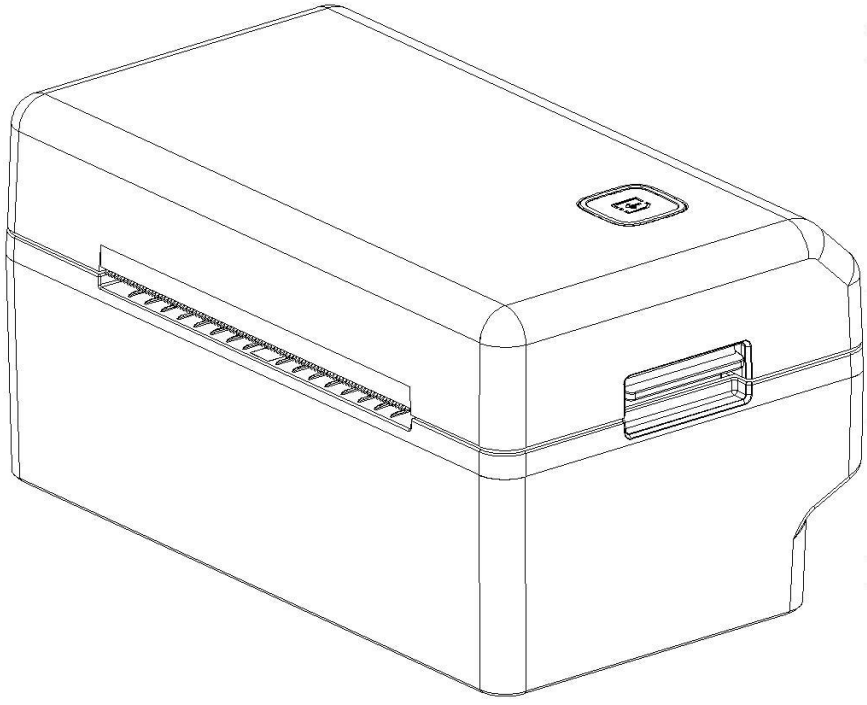
1. Press the opening button, then pull the top cover.
2. Guide the paper through the paper guide, pull it over the roll.
3. Close the cover.





## 2.3 Single paper loading

In ready status, put a single paper into the paper in(back of the printer), the paper will be auto-loading.



# 3. LED and FEED key

## 3.1 LED status indicate light

| Color | Description |
|---|---|
| Blue | Ready for printing |
| Blue flickering | Downloading data or printing paused. |
| purple | Cleaning data |
| Red | Cover is opened |
| Red flickering | Error happened. No Paper, jam or other errors. |

## 3.2 functions of the FEED key

### 1. Feeding paper

To press the FEED key when the printer is ready(LED color is blue), the printer will load the next label.

### 2. Pause the printing job.

To press the FEED key when the printer is printing(LED color is blue flickering), the printing job will be suspended. Press it again, the printing job will be resume.

Note: please do NOT turn off the power when the printing job is suspended, or the data will be lost.

# 3.3 Boot options

There are four boot options while turning on the printer.

| Light color / Function | purple | blue | purple | Red flickering | Purple flickering | Blue flickering | blue |
|---|---|---|---|---|---|---|---|
| 1.run paper gap detection | Keep pressing FEED key while turning on the power | | | release | | | |
| 2 run paper gap detection then print self test and go to dump mode. | Keep pressing FEED key while turning on the power | | | | release | | |
| 3.revert to the default setting | Keep pressing FEED key while turning on the power | | | | | release | |
| 4.skip to load AUTO.BAS | Keep pressing FEED key while turning on the power | | | | | | release |

## 3.3.1 Paper gap detection

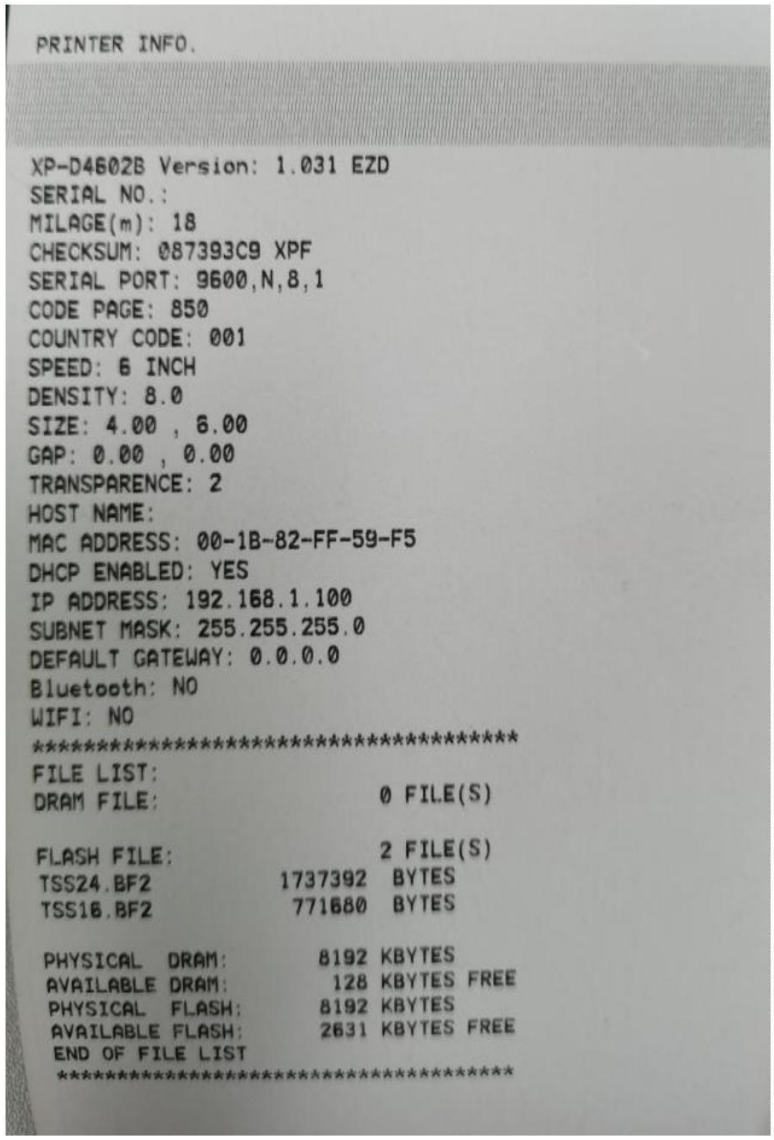
When loading a different paper, or recover the default setting of the printer, we need to run the paper gap detection for correction size of the new paper. Some modules of our printer have the ability auto-detection paper gap, so we needn't run it manually.

Follow the steps below to run paper gap detection.

1. Turn off the printer.
2. loading the paper into the printer.
3. press down the FEED key (don't release) then turn on the printer.
4. release the button while the light color is red flickering.

## 3.3.2 Self-testing and dump mode.

Self-testing is used for verifying the print quality and settings.




## Dump mode

After the self-test is printed, the printer system enters the debugging mode. In the debugging mode, all the volume labels will be printed as machine code. The ASCII strings on the left are the data received by the system. The data on the right are printed from the strings on the left, in hexadecimal values. This function is provided for users or engineers to debug programs. You only need to restart the printer to leave the debugging mode and return to the normal printing mode.

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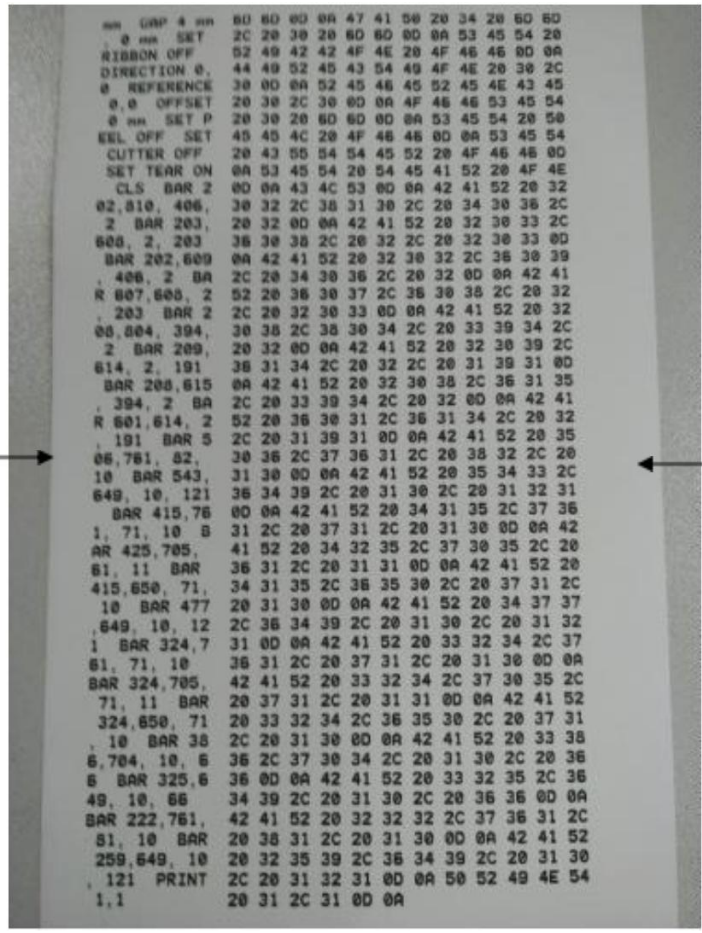
ASCII string



| ASCII string | Hexadecimal value |
|---|---|
| nn GAP 4 nn | 6D 6D 0D 0A 47 41 50 20 34 20 6D 6D |
| , 0 nn SET | 2C 20 30 20 6D 6D 0D 0A 53 45 54 20 |
| RIBBON OFF | 52 49 42 42 4F 4E 20 4F 46 46 0D 0A |
| DIRECTION 0, | 44 49 52 45 43 54 49 4F 4E 20 30 2C |
| 0 REFERENCE | 30 0D 0A 52 45 46 45 52 45 4E 43 45 |
| 0,0 OFFSET | 20 30 2C 30 0D 0A 4F 46 46 53 45 54 |
| 0 nn SET P | 20 30 20 6D 6D 0D 0A 53 45 54 20 50 |
| EEL OFF SET | 45 45 4C 20 4F 46 46 0D 0A 53 45 54 |
| CUTTER OFF | 20 43 55 54 54 45 52 20 4F 46 46 0D |
| SET TEAR ON | 0A 53 45 54 20 54 45 41 52 20 4F 4E |
| CLS BAR 2 | 0D 0A 43 4C 53 0D 0A 42 41 52 20 32 |
| 02,810, 406, | 30 32 2C 38 31 30 2C 20 34 30 36 2C |
| 2 BAR 203, | 20 32 0D 0A 42 41 52 20 32 30 33 2C |
| 608, 2, 203 | 36 30 38 2C 20 32 2C 20 32 30 33 0D |
| BAR 202,609 | 0A 42 41 52 20 32 30 32 2C 36 30 39 |
| , 406, 2 BA | 2C 20 34 30 36 2C 20 32 0D 0A 42 41 |
| R 807,608, 2 | 52 20 36 30 37 2C 36 30 38 2C 20 32 |
| , 203 BAR 2 | 2C 20 32 30 33 0D 0A 42 41 52 20 32 |
| 00,804, 394, | 30 38 2C 38 30 34 2C 20 33 39 34 2C |
| 2 BAR 209, | 20 32 0D 0A 42 41 52 20 32 30 39 2C |
| 614, 2, 191 | 36 31 34 2C 20 32 2C 20 31 39 31 0D |
| BAR 208,615 | 0A 42 41 52 20 32 30 38 2C 36 31 35 |
| , 394, 2 BA | 2C 20 33 39 34 2C 20 32 0D 0A 42 41 |
| R 601,614, 2 | 52 20 36 30 31 2C 36 31 34 2C 20 32 |
| , 191 BAR 5 | 2C 20 31 39 31 0D 0A 42 41 52 20 35 |
| 06,761, 82, | 30 36 2C 37 36 31 2C 20 38 32 2C 20 |
| 10 BAR 543, | 31 30 0D 0A 42 41 52 20 35 34 33 2C |
| 649, 10, 121 | 36 34 39 2C 20 31 30 2C 20 31 32 31 |
| BAR 415,76 | 0D 0A 42 41 52 20 34 31 35 2C 37 36 |
| 1, 71, 10 B | 31 2C 20 37 31 2C 20 31 30 0D 0A 42 |
| AR 425,705, | 41 52 20 34 32 35 2C 37 30 35 2C 20 |
| 61, 11 BAR | 36 31 2C 20 31 31 0D 0A 42 41 52 20 |
| 415,650, 71, | 34 31 35 2C 36 35 30 2C 20 37 31 2C |
| 10 BAR 477 | 20 31 30 0D 0A 42 41 52 20 34 37 37 |
| ,649, 10, 12 | 2C 36 34 39 2C 20 31 30 2C 20 31 32 |
| 1 BAR 324,7 | 31 0D 0A 42 41 52 20 33 32 34 2C 37 |
| 61, 71, 10 | 36 31 2C 20 37 31 2C 20 31 30 0D 0A |
| BAR 324,705, | 42 41 52 20 33 32 34 2C 37 30 35 2C |
| 71, 11 BAR | 20 37 31 2C 20 31 31 0D 0A 42 41 52 |
| 324,650, 71 | 20 33 32 34 2C 36 35 30 2C 20 37 31 |
| , 10 BAR 38 | 2C 20 31 30 0D 0A 42 41 52 20 33 38 |
| 6,704, 10, 6 | 36 2C 37 30 34 2C 20 31 30 2C 20 36 |
| 6 BAR 325,6 | 36 0D 0A 42 41 52 20 33 32 35 2C 36 |
| 49, 10, 66 | 34 39 2C 20 31 30 2C 20 36 36 0D 0A |
| BAR 222,761, | 42 41 52 20 32 32 32 2C 37 36 31 2C |
| 81, 10 BAR | 20 38 31 2C 20 31 30 0D 0A 42 41 52 |
| 259,649, 10 | 20 32 35 39 2C 36 34 39 2C 20 31 30 |
| , 121 PRINT | 2C 20 31 32 31 0D 0A 50 52 49 4E 54 |
| 1,1 | 20 31 2C 31 0D 0A |

Hexadecimal value data corresponding to the ASCII string listed on the left

### 3.3.3 Initialize the printer.

Initialize will recover the default settings and remove user files in DRAM. Please run it carefully. Below table is the default settings.

| setting | Default value |
|---|---|
| speed | 152.0 mm/sec (6 ips) (203DPI) |
| density | 8 |
| Paper width | 3” (76 mm) |
| Paper high | 5.11” (130 mm) |
| Sensor kind | Gap sensor |
| Gap | 0.16” (4.0 mm) |
| Direction | 0 |
| Start point | 0,0 (upper left corner) |
| Offset | 0 |
| Tear-off mode | On |
| Character set | 850 |
| Country code | 001 |
| Clean flash | No |

### 3.3.4 Skip to load AUTO.BAS

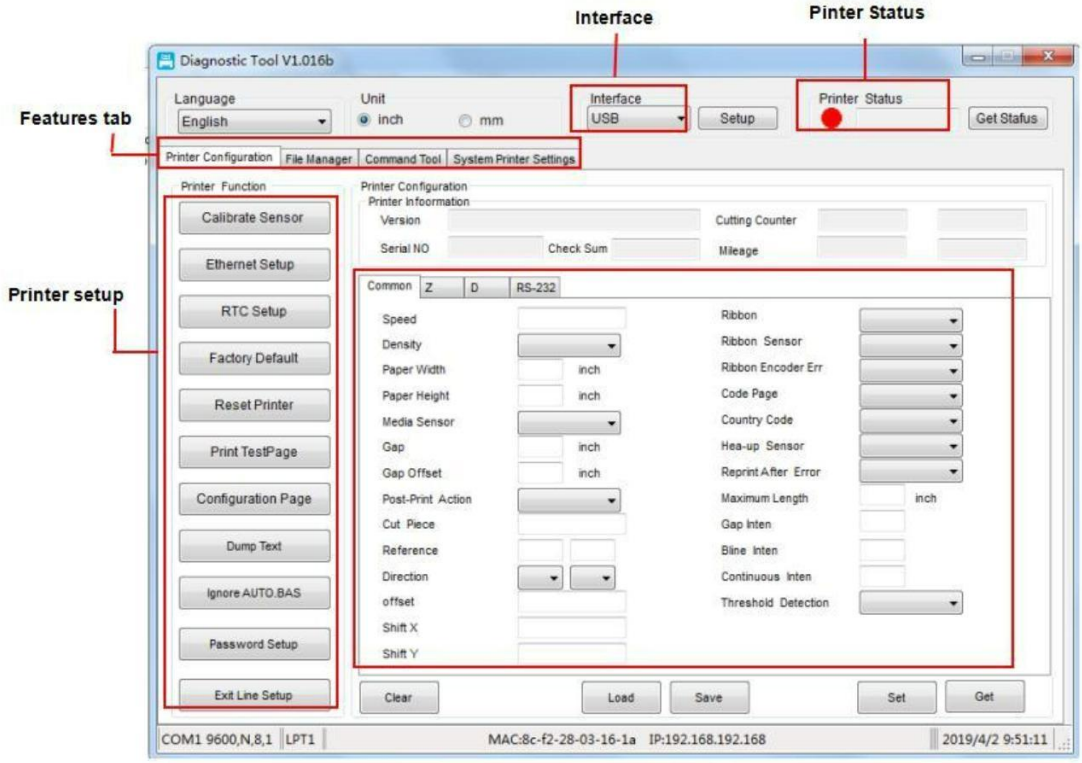
When turn on the printer, the AUTO.BAS file in the flash will be loaded and the commands in this file will be automatically executed. To skip this process, please keep pressing down the FEED key until the LED color become blue while turn on the printer.

# 4. Printer Diagnostic Tool

Diagnostic Tool is an easy-to-use window-type utility program that allows you to check the current status and settings of the printer, download graphic files, programs, font files, etc., and complete firmware updates according to the actual need. Moreover, it supports creation and download of dot-matrix fonts, transmission of commands or files and so on. By using it, you can complete the printer setup, check the printer status and troubleshoot the printer usage problems more easily.

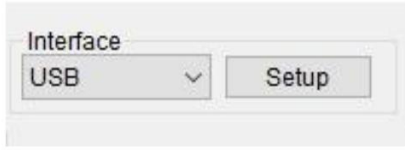
## Enable the Diagnostic Tool program

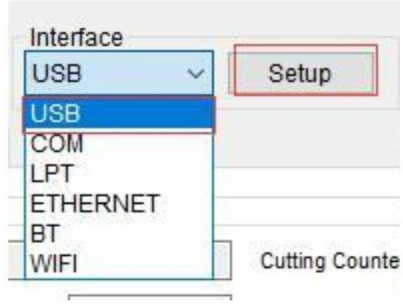
1. Move the mouse cursor to the Diagnostic Tool image and double click the left mouse button.
2. After it is started, the main screen shows 4 management pages (printer settings, file management, communication tools, system printer settings).



# Printer settings

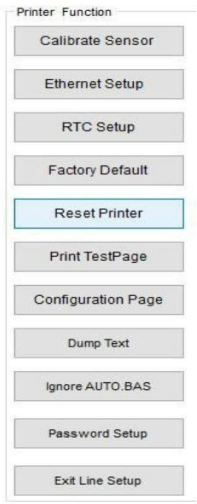
1. Select the connection interface between your computer and the printer.

<table>
<tr>
<td> 

The default communication interface of this printer diagnostic tool program is USB, so if the computer is connected through USB cable for transmission, no changes need to be made to the settings</td>
<td> 
</td>
</tr>
</table>

2. Click on a function you intend to set in the "Printer Settings".

3. The printer functions in the Printer Settings management page are described as below.

|  | Description |
|---|---|
| Calibrate Sensor | Sensor Calibration |
| Ethernet Setup | Set Ethernet network |
| RTC Setup | Set Printer RTC Time Parameters |
| Factory Default | Restore Factory Defaults and Reboot |
| Reset Printer | Restart the Printer |
| Print TestPage | Print Test Page |
| Configuration Page | Print Self-test Page |
| Dump Text | Enter Printer Debugging Mode |
| Ignore AUTO.BAS | Ignore the AUTO.BAS File |
| Password Setup | Set the Diagnostic Tool Password |
| Exit Line Setup | |

# 5. Maintenance and Adjustment

Thermal Print Head Cleaning Unclear printouts may be caused by dusty print head or label liner glue. Therefore when printing, it's necessary to keep the top cover closed. Also, check and prevent paper/label from being stained or dusty to ensure print quality and to prolong the print head life. Print head cleaning instructions are as follows:

1 . Power-off the printer.

2. Open the top cover.

3. If on the print head (see blue arrow) there's label pieces or other stain, please use a soft cloth with 75% alcohol to wipe away the stain.

Note1 : Weekly cleaning on the print head is recommended.

Note2: When cleaning the print head with soft cloth, make sure there is no any metal or hard particle attached on it.

Note3: You can also clean the print head with the cleaning card that comes with the printer.

# 6. Troubleshooting

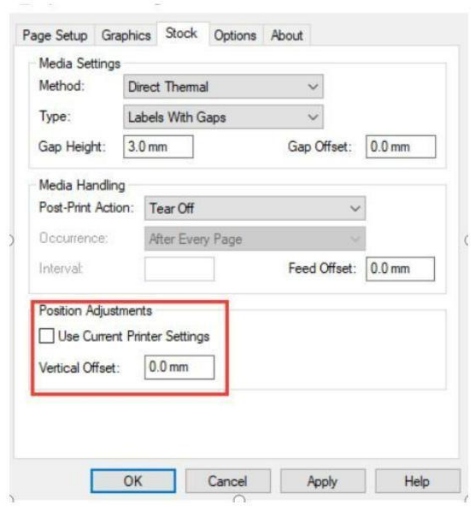
| Problem | Possible cause | Solution |
|---|---|---|
| - The power indicator is off | * The AC socket plug and the power supply plug are not properly connected to the socket of the printer<br><br>* The printer power is not switched on | * Check the power connector, and make sure that the AC socket and the power supply plug are properly connected to the printer<br><br>* Turn on the power switch |
| - The printer Diagnostic Tool displays "Printer On" | * The print head holder is not closed | * Close the print head holder |
| - The printer Diagnostic Tool displays "Out of Paper" | * The label paper is used up<br><br>* The roll label installation path is incorrect<br><br>* The gap/black mark sensor detection is incorrect | * Install new label paper<br><br>* Refer to the steps of label installation and re-install it<br><br>* Re-calibrate the label sensor |
| - The printer Diagnostic Tool displays "Paper Jam" | * The gap/black mark sensor detection is incorrect<br><br>* The roll label paper size setting is incorrect<br><br>* There may be roll label paper stuck inside the printer mechanism | * Re-calibrate the roll label sensor<br><br>* Set the correct label size<br><br>* Clean the inside of the mechanism |

| Problem | Possible cause | Solution |
|---|---|---|
| - Unable to print | * The pin of the serial cable in the transmission line slot of the machine is not a 1 to 1 type | * Re-connect the transmission line<br><br>* If you are using a serial port cable<br><br>- Replace the serial port cable. The pin of the cable must be a 1 to 1 type<br>- Make sure the transmission rate of the printer is set to 9600,n,8,1<br><br>* If you are using an Ethernet cable<br>- Make sure the Ethernet RJ-45 blue/purple light is on<br>- Make sure it is the purple light that flashes when transferring data via the Ethernet RJ-45 transmission line<br>- Make sure the printer gets an IP address when it is in the DHCP mode<br>- Make sure the IP address setting is correct when it uses a fixed IP address<br>- Wait a few seconds for the printer to contact the server and then check the IP address again<br><br>* Replace it with a new transmission line<br>* Clean the print head<br>* The printing density setting for the printer is incorrect<br>* The connection line of the print head is not well connected. Please turn off the printer and reconnect the print head cable<br>* Make sure the stepper motor cable is connected correctly<br>* Make sure the PRINT program has PRINT commands at the end of the file, and CRLF at the end of each line of the commands |
| - The memory space is full ( FLASH / DRAM ) | *The FLASH/DRAM memory space is full | * Clear unnecessary files inside FLASH/DRAM<br>* The DRAM can store up to 256 files<br>* User can store up to 256KB in DRAM<br>* The FLASH can store up to 256 files<br>* The maximum a user can store in FLASH is 2560KB |

| Problem | Possible cause | Solution |
|---|---|---|
| - Poor printing quality | * There is dust or adhesive buildup on the print head<br>* The printing density is not set properly | * Reinstall the consumables<br>* Clean the print head<br>* Clean the rubber roller<br>* Adjust the printing density and printing |

| | | |
|---|---|---|
| | * The print head is damaged<br>* The print head pressure setting is inappropriate | speed of the printer<br>* Print out the self-test value to check if the print head is damaged. If yes, replace it<br><br>* Adjust the print head pressure adjusting knob<br>- If it is too light on the left of the printed label, adjust and increase the value of the pressure adjusting knob on the left side. If the value is already "5", but it is still too light, adjust the value of the pressure adjusting knob back to "1" and then adjust the Z-axis adjuster to find the best pressure setting<br>- If it is too light on the right of the printed label, adjust and increase the value of the pressure adjusting button on the right side to improve the printing quality<br><br>* If the thickness of the label exceeds 0.22 mm, the printing quality may not be good enough. Please increase the print head pressure first<br>* Make sure the print head mount is fully closed |
| - Paper skip occurs while printing | * The label size setting is incorrect or incomplete<br>* The label has been changed without re-calibrating the sensor<br>* The label sensor is covered by dust, causing incorrect detection | * Make sure the label size setting is correct<br>* Re-calibrate the label sensor<br>* Remove dust from the sensor with an air brush |

| Problem | Possible cause | Solution |
|---|---|---|

| | | |
|---|---|---|
| - The print position is not correct when printing small roll labels | * The label sensor setting is incorrect<br>* The label size setting is incorrect<br>* The vertical offset setting of the roll label style in the printer driver is incorrect | * Re-calibrate the label sensor<br>* Set the correct roll label size and roll label gap size<br>* If the BarTender software is used, set<br>  |
| - Print missing on both left and right | * The label size setting is incorrect | * Set the correct label size |
| - The RTC time is not correct after restarting the printer | * The battery is dead | * Check the battery on the mainboard |
| - Wrinkle problem | * The print head pressure is uneven<br>* The label paper is installed incorrectly<br>* The printing density is incorrect<br>* The label paper feeding is incorrect | * For uneven print head pressure, refer to the next section for adjustment<br>* Set the appropriate label printing density<br>* Adjust the label width adjuster to adapt it to the label width |
| - Gray lines appear on black label paper | * There is dirt on the print head<br>* There is dirt on the rubber roller | * Clean the print head<br>* Clean the rubber roller |
| - Unstable printing | * The printer is in the Hex Dump mode | * Turn the printer off and on again to jump out of the Dump mode |