

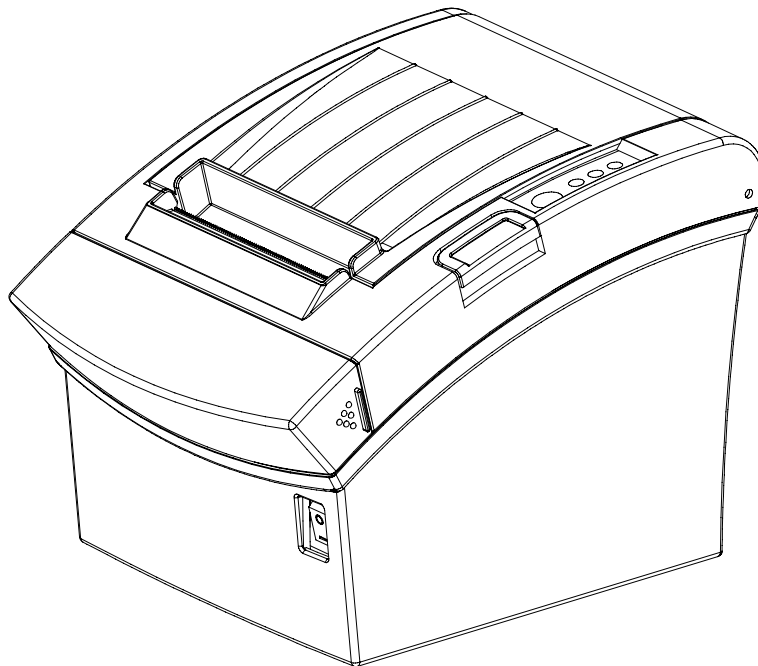


# User's Manual

## **BGT-100P/102P**

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**mPOS Thermal Printer**  
**Rev. 1.00**



<http://www.bixolon.com>

## ■ Safety Precautions

In using the present appliance, please keep the following safety regulations in order to prevent any hazard or material damage.



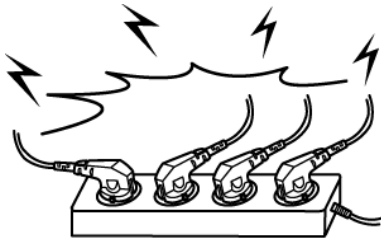
### WARNING

Violating following instructions can cause serious injury or death.

#### Do not plug several products in one multi-outlet.

- This can provoke over-heating and a fire.
- If the plug is wet or dirty, dry or wipe it before usage.
- If the plug does not fit perfectly with the outlet, do not plug in.
- Be sure to use only standardized multi-outlets.

PROHIBITED



#### You must use only the supplied adapter.

- It is dangerous to use other adapters.

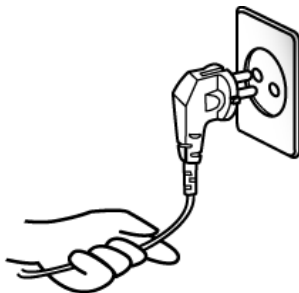
PROHIBITED



#### Do not pull the cable to unplug.

- This can damage the cable, which is the origin of a fire or a breakdown of the printer.

PROHIBITED



#### Keep the plastic bag out of children's reach.

- If not, a child may put the bag on his head.

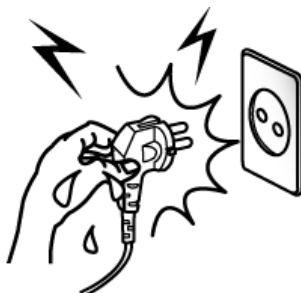
PROHIBITED



#### Do not plug in or unplug with your hands wet.

- You can be electrocuted.

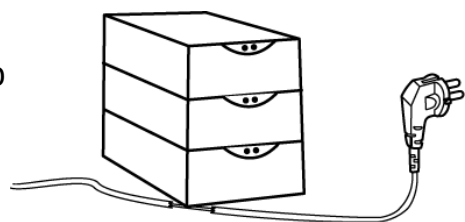
PROHIBITED



#### Do not bend the cable by force or leave it under any heavy object.

- A damaged cable can cause a fire.

PROHIBITED



**CAUTION**

Violating following instructions can cause slight wound or damage the appliance.

**If you observe a strange smoke, odor 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.

**TO UNPLUG**



**Keep the desiccant out of children's reach.**

- If not, they may eat it.

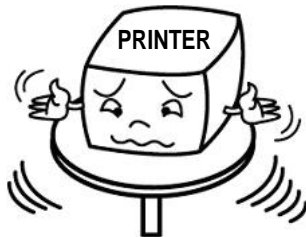
**PROHIBITED**



**Install the printer on the stable surface.**

- If the printer falls down, it can be broken and you can hurt yourself.

**PROHIBITED**



**Use only approved accessories and do not try to disassemble, repair or remodel it for yourself.**

- Call your dealer when you need these services.
- Do not touch the blade of auto cutter.

**DISASSEMBLING  
PROHIBITED**



**Do not let water or other foreign objects in the printer.**

- If this happened, switch off and unplug the printer before calling your dealer.

**PROHIBITED**



**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.

**TO UNPLUG**



## ■ Warning - U.S.A

### i) Class A Digital Device : Wired Device

This equipment has been tested and found to comply with the limits for a Class A digital device 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 commercial environment. This equipment generates uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

### ii) Class B Digital Device : Wireless Device

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, 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, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by 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 radio/TV technician for help.

iii) Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

### iv) Caution: Exposure to Radio Frequency Radiation.

To comply with FCC RF exposure compliance requirements, a separation distance of at least 20 cm must be maintained between the antenna of this device and all persons.

## ■ Notice - Canada

### i) Class A Digital Device : Wired Device

This Apparatus complies with class "A" limits for radio interference as specified in the Canadian department of communications radio interference regulations.

Get appareil est conforme aux normes class "A" d'interference radio tel que specifier par ministre canadien des communications dans les reglements d'interference radio.

### ii) Class B Digital Device : Wireless Device

This Apparatus complies with class "B" limits for radio interference as specified in the Canadian department of communications radio interference regulations.

Get appareil est conforme aux normes class "B" d'interference radio tel que specifier par ministre canadien des communications dans les reglements d'interference radio.

## ■ Caution

Some semiconductor devices are easily damaged by static electricity. You should turn the printer “OFF”, before you connect or remove the cables on the rear side, in order to guard the printer against the static electricity. If the printer is damaged by the static electricity, you should turn the printer “OFF”.

## ■ Waste Electrical and Electric Equipment (WEEE)



This marking shown on the product or its literature, indicates that it should not be disposed with other household wastes at the end of its working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take this item for environmentally safe recycling. Business users should contact their supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.

## ■ Rating Label Symbol Information



DC (Direct current)

## ■ Notice

This device complies with Part 15 of the FCC 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 device does not support Adaptivity of the CE Rules.

## ■ Label Material

- \* Control Label: PC
- \* Other Labels: PET

## ■ Introduction to Product

BGT-100P/102P have been designed to be connected to various types of electronic devices such as ECR (Electronic Cash Register), POS (Point Of Sales), and computer peripheral devices.

Major features of the printer are as follows.

1. Print at a max. speed of 300mm/s(180 dpi)
2. Low noise thermal printing
3. Support of USB, Ethernet, Bluetooth, WLAN(Dongle Type)
4. Built-in data buffer (data can be received and buffered while printing)
5. Control of external devices like cash registers through peripheral device drive circuit
6. Barcode
7. Support of various print density settings (by changing DIP switch settings)

It is advisable to read the contents of this manual carefully before using the printer for the first time.

**※ Use only authorized supplies that can be trusted!**

- We are not responsible for quality and service for damage caused by the use of unauthorized products (or recycled ones).
- The following Bluetooth mark and QD ID B021701 is only applicable to models with the Bluetooth SIG qualification.



We at Bixelon Co., Ltd. constantly strive to improve product functions and quality. To do this, the specifications of our product and the contents of the manual may change without prior notice.

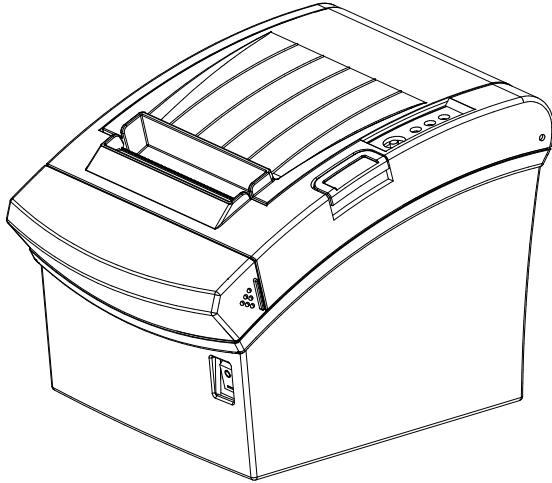
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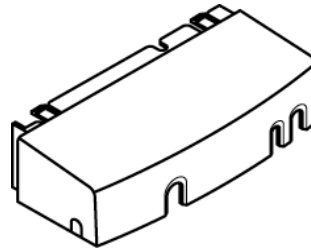
## **1. Installing Printer and Getting Started**

### **1-1 Unpacking**

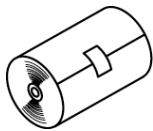
Check the following contents list, and contact your dealer for assistance if any item is missing or incorrect.



**BGT-100P/102P**



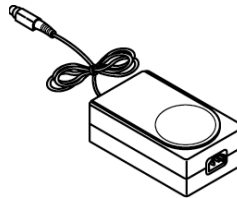
**Cable Cover**



**Paper**



**Installation Guide**



**AC/DC Adapter**



**Power Cord**



## 1-2 Interface

Connect the printer to the host computer using the right interface cable that complies with the specifications of the interface. The drawer to be used with the printer should meet the specifications of the printer.

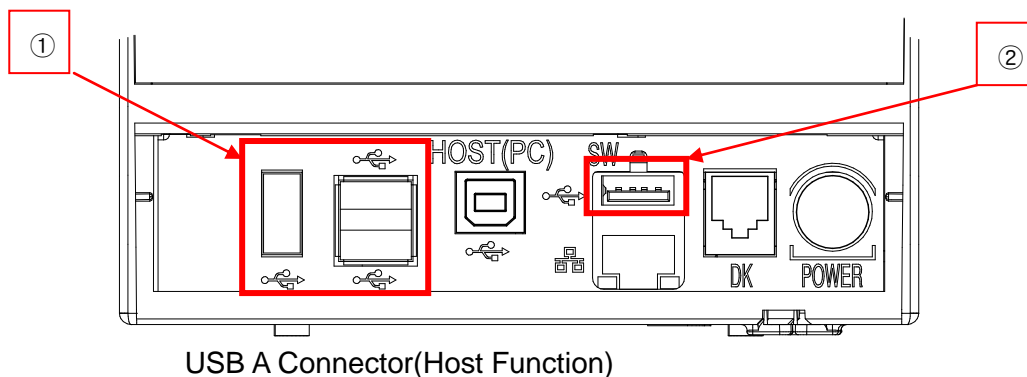
### ※ CAUTIONS

Before connecting any cables, make sure that both the printer and the host are turned off.

#### 1-2-1 USB Interface(Host Function USB A type connector)

USB Interface can connect to the peripheral devices.

(ie. the barcode reader, customer display and WLAN Dongle that is supported by the printer.)



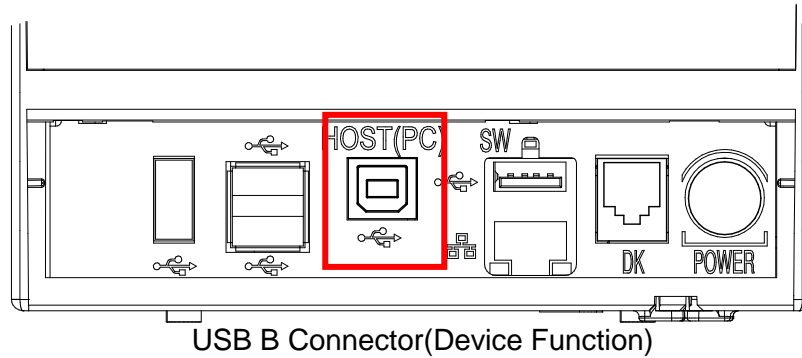
Pint No.	Signal Name	Designation (Color)	Function
Shell	Shield	Drain Cable	Frame Ground
1	VBUS	RED	Host Power (+5VDC)
2	D-	WHITE	Data Line (D-)
3	D+	GREEN	Data Line (D+)
4	GND	BLACK	Signal Ground

\* Do not connect the USB A-A type cable with the Printer and HOST(ex. PC)

\* ② USB A-type connector and “HOST (PC)” USB B-type connector cannot be used at the same time. Make sure you use only one of them

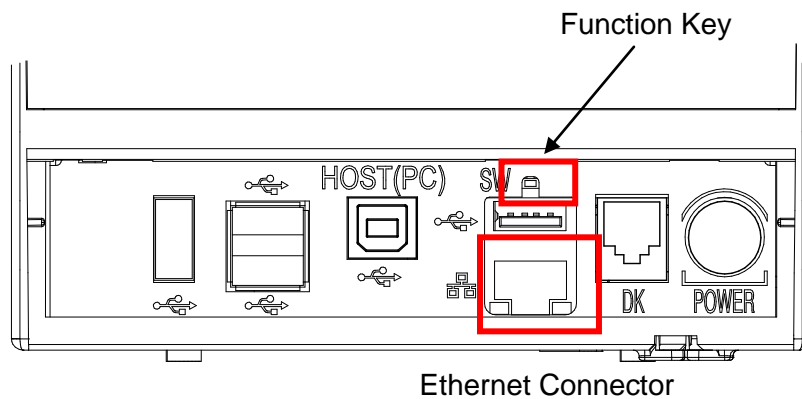
### 1-2-2 USB Interface(Device Function USB B type connector)

USB Interface can connect to the Host System



Pint No.	Signal Name	Designation (Color)	Function
Shell	Shield	Drain Cable	Frame Ground
1	VBUS	RED	Host Power
2	D-	WHITE	Data Line (D-)
3	D+	GREEN	Data Line (D+)
4	GND	BLACK	Signal Ground

### 1-2-3 Ethernet Interface



Pint No.	Signal Name	Color	Function
1	TD+	WHITE ORANGE	Transmit +
2	TD-	ORANGE	Transmit -
3	RD+	WHITE GREEN	Receive +
4	NC	BLUE	Reserved
5	NC	WHITE BLUE	Reserved
6	RD-	GREEN	Receive -
7	NC	WHITE BROWN	Reserved
8	NC	BROWN	Reserved

\* If you push the function key, IP and MAC information can be obtained.

\* Refer to the Network Manual that is available from the BIXOLON website for more detailed information.

## 1-2-4 Bluetooth Interface

### 1) Bluetooth Communication Specifications

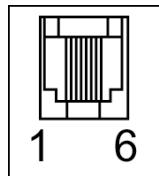
Item	Specifications
Frequency	2.402 ~ 2.480 GHz
Version	2.1 + EDR
Module Type	Class 1

### 2) Bluetooth Connection

Printer can be connected to terminal devices with Bluetooth communication capability (PDA, PC, smartphone, tablet PC, etc.)

\* Refer to the Bluetooth Connection Manual for more detailed instructions about how to establish the connection.

## 1-3 Drawer Cable



Connect the cash drawer connecting cable to the cash drawer connector located in the back of the printer.

### ※ WARNING

Use a cash drawer that meets the printer specifications.

Using an improper cash drawer may cause faults in the cash drawer and the printer.

### ※ CAUTIONS

Do not connect a telephone line to the drawer kick-out connector.

Otherwise, the telephone line and the computer may be damaged.

Pin No.	Signal Name	Direction
1	Frame Ground	-
2	Drawer Kick-out Drive Signal 1	Output
3	Drawer Open/Close Signal	Input
4	+24VDC	-
5	Drawer Kick-out Drive Signal 2	Output
6	Signal Ground	-

**1-4 Setting Dip Switches**

Switch (SW1)	Function	ON	OFF	Default
1-1	None			OFF
1-2	None			OFF
1-3	Print Density	Refer to the following table <sup>*1)</sup>		OFF
1-4				OFF
1-5	Bluetooth Mode	iOS	Normal	OFF
1-6	None			OFF
1-7	Emergency Download	Deactivated	Activated	ON
1-8	None			OFF

<sup>\*1)</sup> Print Density(DIP Switch) <sup>\*2)</sup>

Print Density	1-3	1-4	Default
Level 1 (Low)	OFF	OFF	Level 1
Level 2	OFF	ON	
Level 3	ON	OFF	
Level 4 (High)	ON	ON	

※ Print density can be adjusted to 16 levels using the virtual memory switch.

Changing print density will affect the printing speed. Please refer to the following table for details.

<sup>\*2)</sup> Print Density(Virtual Memory Switch)

Speed	Print Density				Print Density (DIP Switch)
	Low		High		
4 (High)	1	2	3	4 <sup>*)</sup>	Level 1
3	5	6	7	8 <sup>*)</sup>	Level 2
2	9	10	11	12 <sup>*)</sup>	Level 3
1 (Low)	12	13	14	16 <sup>*)</sup>	Level 4

The items indicated with "\*" refers to the density when DIP Switch is set.

※ It is recommended to select Unified Utility or Self-Test mode to change print density using the virtual memory switch.

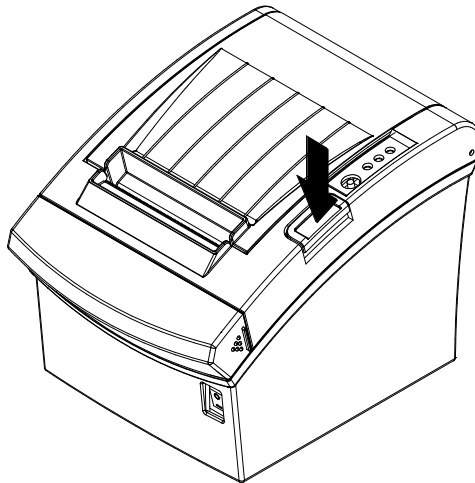
## **1-5 Installing & Replacing Paper**

### **※ CAUTIONS**

Only use paper that meets the specifications otherwise the printer cannot recognize that paper is not loaded.

1-5-1 Make sure that the printer is not receiving data; otherwise, data may be lost.

1-5-2 Open the paper roll cover by pressing the Cover-Open button.

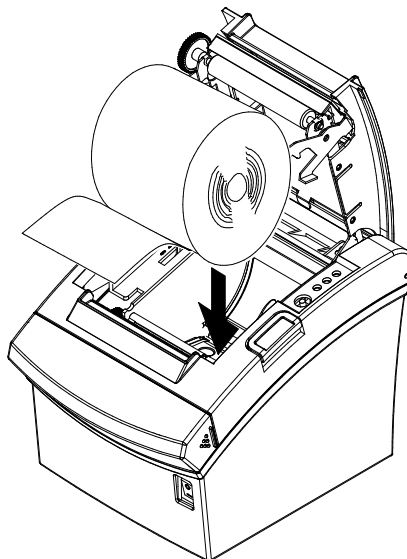


### **※ CAUTIONS**

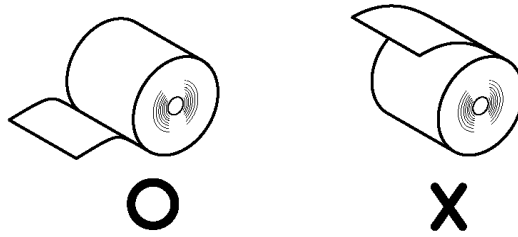
Do not open the print cover while the printer is operating, otherwise the printer may be damaged.

1-5-3 Remove any existing used paper roll core when replacing the paper roll

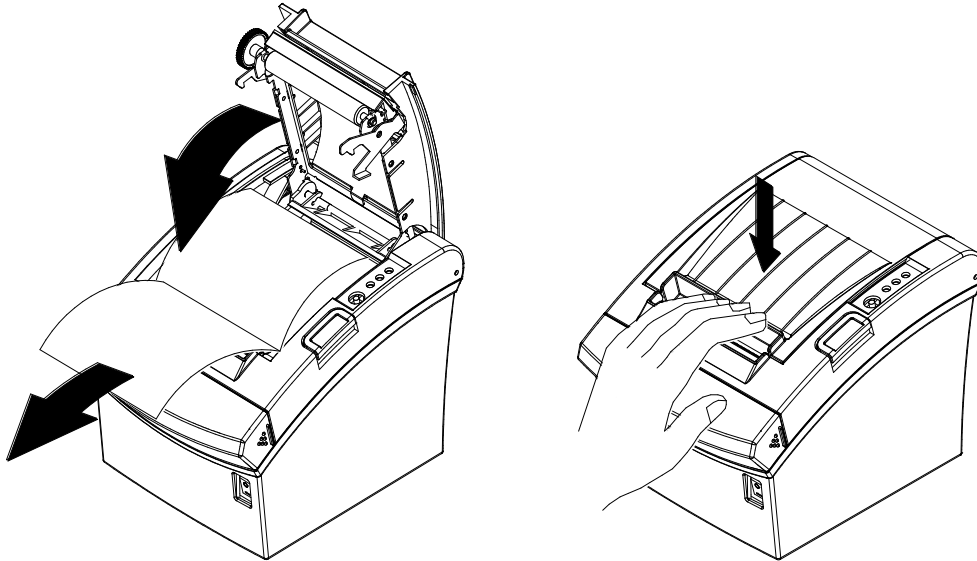
1-5-4 Insert the paper roll as shown in the following picture.



1-5-5 Check the orientation of the roll paper when inserting it into the printer.



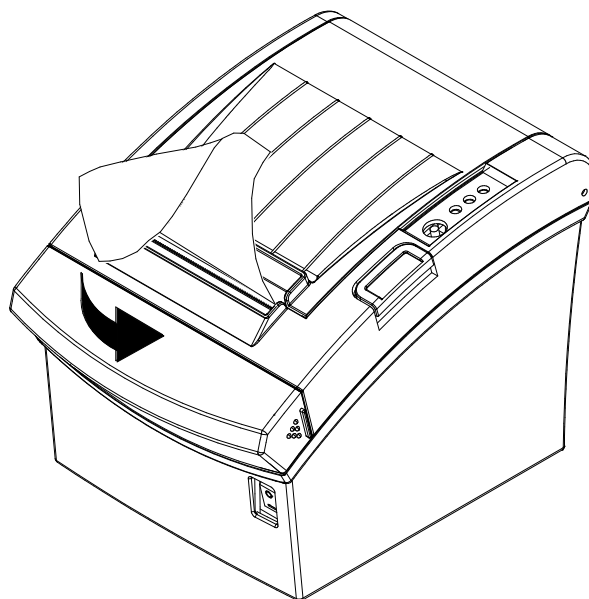
1-5-6 Pull out a small amount of paper as shown in the picture, and close the cover.



**※ CAUTIONS**

When closing the cover, hold down the center of printer cover firmly so that paper roll is loaded correctly.

1-5-7 Cut the paper as shown in the following picture.



**1-6 Recommended Papers**

- TF50KS-E (Paper Thickness: 65µm): Nippon Paper Industries Co., Ltd.
- PD 160R (Paper Thickness: 75µm): New Oji Paper Mfg. Co., Ltd.
- P350 (Paper Thickness: 62µm): Kansaki Specialty Paper, Inc. (USA)

**※ CAUTIONS**

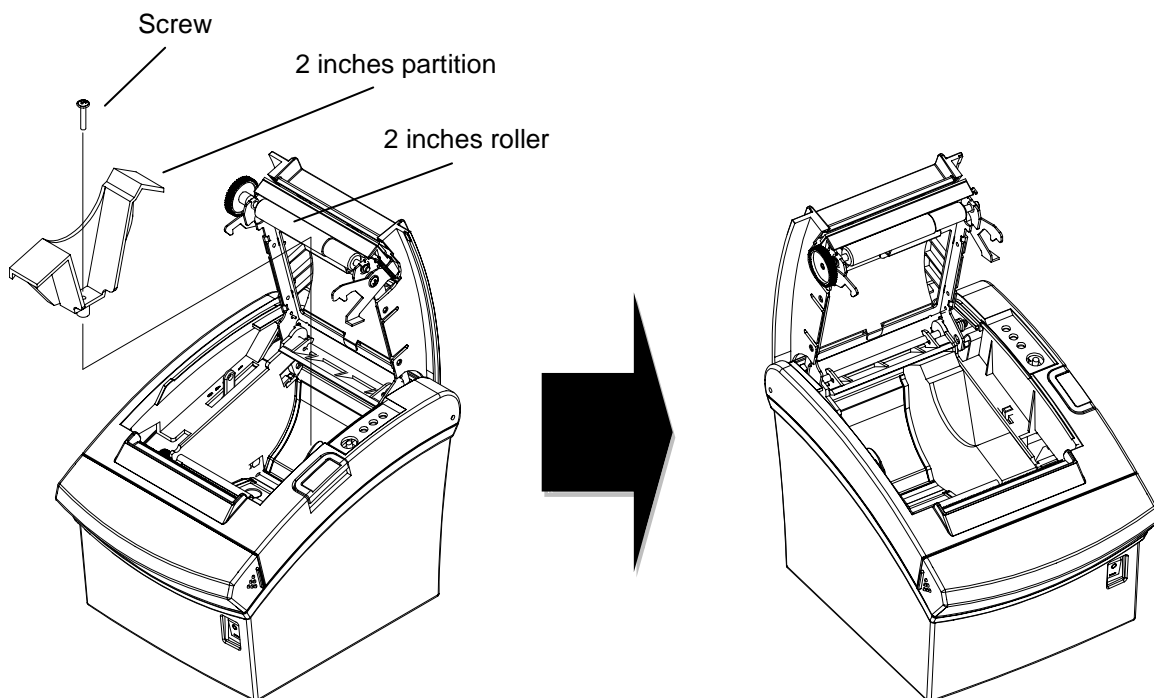
Use of papers other than those recommended above may damage TPH or degrade the printing quality and our company is not responsible for the damage caused by non-recommended papers. If you have to use other products, we recommend that you use papers with a similar level of quality to the recommended ones.

**1-7 Structure of 2 inches specification.****※ NOTE**

This setting can be changed from VMSM Utility.

**※ CAUTIONS**

The changes for 2 inches specification should be applied to the following components as well.



## **1-8 Removing Paper Jam**

1-8-1 When a paper jam occurs, turn the printer OFF and then back ON, open the cover, and remove the jammed paper.

※ In case of a minor jam, it may be possible that the operating blade returns to the original position and cover can be opened simply by turning the printer OFF and then back ON.

Follow the steps shown below if the cover does not open after power cycling.

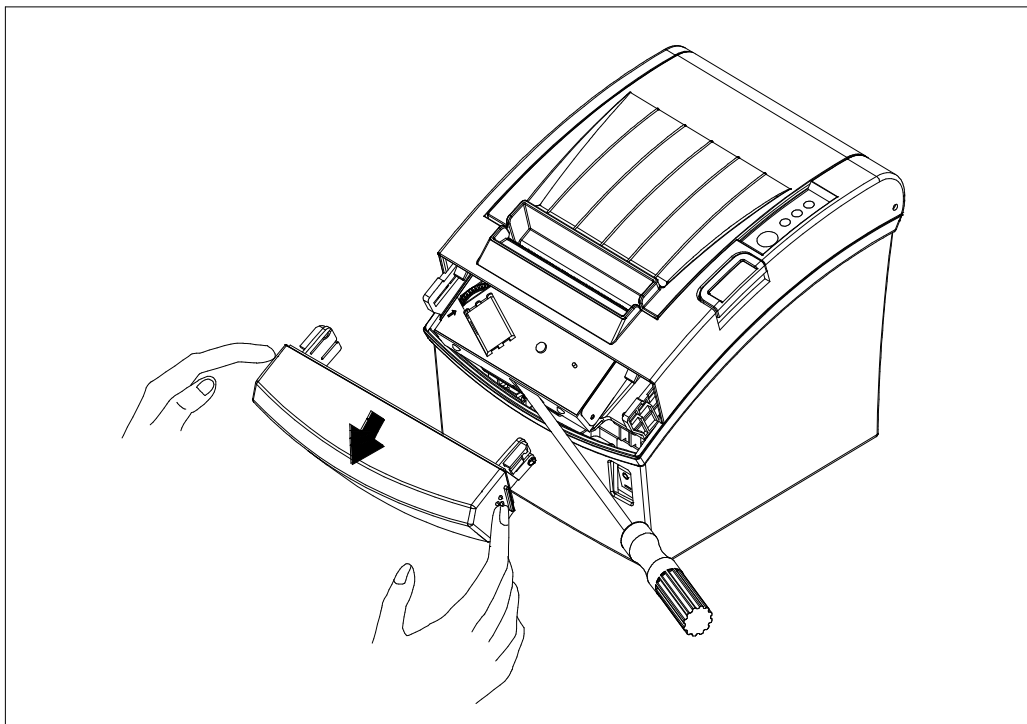
1-8-2 Turn the printer OFF.

1-8-3 Separate the cover-cutter while pressing down both sides as shown in the following picture.

1-8-4 Turn the knob and insert the blade that sticks out using a cross-head screwdriver as shown below.

1-8-5 Press the Cover-Open button, open the cover, remove the jammed paper, and assemble the separated COVER-CUTTER.

1-8-6 Turn the printer ON and use it.

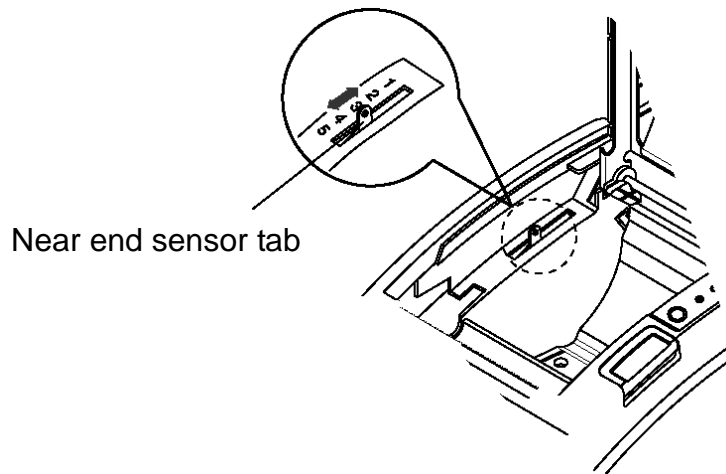




### 1-9 Adjusting Paper Near-end Sensor Setting

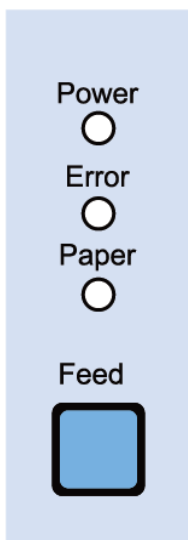
BGT-100P/102P printer has built-in near-end sensors that provides an alarm signal when the paper has run almost to the end. BGT-100P/102P can be configured as wall mounted or desktop operation and the settings of the paper near-end sensor should be adjusted accordingly.

Adjust the near end sensor tab to either side so that the near end sensor is set properly for wall mounted or desktop operation.



### 1-10 Using Printer Functions

#### Control Panel



#### ☐ POWER

Green light will be on when the power is supplied to printer after 10 seconds.

#### ☐ ERROR

Red light will be on in various error conditions (e.g. no paper, cover open, etc.)

#### ☐ PAPER

Red LED will be lit when the paper roll is running low. The LED keeps blinking when the printer is in self-test standby mode or macro execution standby mode.

#### ☐ FEED

Press the FEED button once to feed out extra paper. Hold down the FEED button to feed the paper continuously until the button is released...

## **1-11 Connecting a Computer**

Use the cable that comes with the printer to connect the printer to computers.

- 1-11-1 Plug the cable connector securely into the printer's interface connector located in the back of the printer.

## **1-12 Connecting Power Supply**

### **※ CAUTIONS**

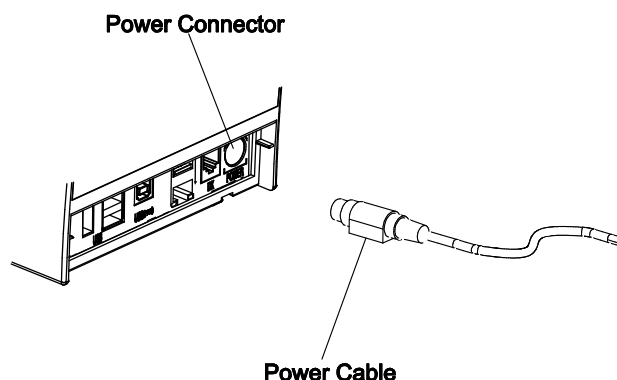
When connecting or disconnecting the power supply to and from the printer, make sure that the power supply adapter is unplugged from the electrical outlet. Otherwise you may damage the power supply or the printer.

If the power supply's rated voltage and your outlet's voltage do not match, do not plug in the power cord and contact your dealer for assistance. Otherwise, you may damage the power supply or the printer.

- 1-12-1 Make sure that the printer's power switch is turned off, and the power supply's power cord is unplugged from the electrical outlet.

- 1-12-2 Check the label on the power supply to make sure that the voltage required by the power supply matches that of your electrical outlet.

- 1-12-3 Plug in the power supply's cable as shown below. Notice that the flat side of the plug faces down.



### **※ NOTE**

If you want to remove the power cord, grab the arrow part of the connector securely and pull it straight out.

## **2. Self-Test**

The self-test checks whether the printer has any problems. If the printer does not function properly, contact your dealer. The self-test procedure is as follows:

2-1 Make sure paper roll has been installed properly.

2-2 Turn on the power while holding down the FEED button and the self-test begins.

2-3 The self-test prints the current status of the printer including control ROM version and the DIP switch settings.

2-4 After printing the current printer status, the printer wait for the next step after printing the following lines. (The paper signal light keeps blinking.)

**SELF-TEST PRINTING.**  
**PLEASE PRESS THE FEED BUTTON.**  
**Continuous SELF-TEST : Less than 1 second**  
**VMSM Selection : 1 second or more**

2-5 Press the FEED button to resume printing or hold down the FEED button for 1 second to set the virtual switch.

2-5-1 Self-Test

2-5-1-1 If you press the FEED button for less than 1 second, the printer will print in the preset character type.

2-5-1-2 The self-test completes automatically and cuts the paper after printing the following line.

**\*\*\* COMPLETED \*\*\***

2-5-1-3 The printer goes into standby mode when the self-test is complete.

2-5-2 Virtual Switch Setting Mode

2-5-2-1 When the printer goes into virtual switch-setting mode, the following lines will be printed:

**\*\* VMSM Selection \*\***  
**0: Exit and reboot printer**  
**1: Print current settings**  
**2: Set Print Density**  
**3: Set Print Speed**  
**4: Set Cutting mode**  
**5: Set External Buzzer after cutting**  
**6: Set Internal Buzzer after cutting**  
**7 or more: None**

2-5-2-2 Make sure to press the FEED button to perform the above functions.

2-5-2-2-1 Step 1: Press the button to make a selection.

2-5-2-2-2 Step 2: Hold down the button for at least 1 second to apply the selection.  
If no selection is made in Step 1, the mode setting will be canceled.

2-5-3 After making changes, make sure to hold down the FEED button for at least 1 second to save the changes. The paper will be cut after printing the following line:  
("0: Exit and reboot printer" must be executed to save the settings on the printer.)

**\*\*\* COMPLETED \*\*\***

2-6 The settings will take effect after the printer reboots.

### 3. Hexadecimal Dumping

This function allows experienced users to see exactly what data is coming to the printer. This can be useful in finding software problems. When you turn on the hexadecimal dump function, the printer prints all commands and data in hexadecimal format along with a guide section to help you find specific commands.

To use the hexadecimal dump function, follow these steps.

3-1 After making sure that the printer is off, open the cover.

3-2 Turn the printer on, while holding down the FEED button.

3-3 Close the cover, and then the printer enters the hexadecimal dump mode.

3-4 Select the hexadecimal printing function in the mode selection menu to move to the hexadecimal printing mode.

3-5 Run any software program that sends data to the printer.

The printer will print all the codes it receives in a two-column format.

The first column contains the hexadecimal codes and the second column gives the ASCII characters that correspond to the codes.

```

1B 21 00 1B 26 02 40 40 40 40    . ! . . & . @ @ @ @
02 0D 1B 44 0A 14 1E 28 28 28    . . . D . . . . ( ( (
00 01 0A 41 0D 42 0A 43 43 43    . . . A . B . C C C

```

- A period (.) is printed for each code that has no ASCII equivalent.
- During the hex dump, all commands are disabled.

3-6 When the printing finishes, turn off the printer.

3-7 Turn on the printer and then the hexadecimal mode is off.

## 4. Specifications

Printing Method	mPOS Thermal transfer printing	
Dot Density	BGT-100P: 180 dpi (7 dots/mm)	
	BGT-102P: 203 dpi (8 dots/mm)	
Printing Width	3 inches	72 mm
	2 inches	48 mm
Roll Width	3 inches	79.5±0.5 mm
	2 inches	57.5±0.5 mm
No. of Characters per Line (Default Value)	BGT-100P: 42 (Font A), 56 (Font B), 56 (Font C) BGT-102P: 48 (Font A), 64 (Font B), 64 (Font C)	
Printing Speed	BGT-100P: Max. 300 mm/sec	
	BGT-102P: Max. 270 mm/sec	
Receiving Buffer Size	4K bytes	
※ <b>NOTE</b> Printing speed may become slightly slower depending on the data transmission speed and the combination of commands.		
Supply Voltage	SMPS Input Voltage	100~240 VAC
	Frequency	50/60 Hz
	SMPS Output Voltage	24 VDC
Environment Condition	Temperature	Operating: 0 ~ 40 °C Storage: -20 ~ 60 °C
	Humidity	Operating: 10 ~ 80 % RH Storage: 10 ~ 90 % RH Paper excluded
Life Span	Printer Head *)	150 Km
	Auto Cutter	1,800,000 cuts
MCBF	Printer Mechanism *)	70,000,000 lines

\*) The specifications were determined based on operation at normal temperature using designated paper on default settings. They are subject to change depending on temperature or printing level.

\*) The specifications were tested according to standard reliability. If you want to test the product to determine its life cycle, please contact us for more details and comply with the standard reliability for testing.

## **5. Appendix**

### **5-1 Cleaning Printer**

Paper dust inside the printer may lower the print quality. In this case clean the printer as follows:

5-1-1 Open the printer cover and remove any paper.

5-1-2 Clean the print head with a cotton swab moistened with alcohol solvent.

5-1-3 Clean the paper sensor and paper roller with a cotton swab and a dry cloth.

5-1-4 Insert a paper roll and close the printer cover.

The remaining amount of paper detected by paper near-end sensor varies with the diameter of the paper core. To set the paper near-end sensor, contact your dealer.