Facility User's Guide
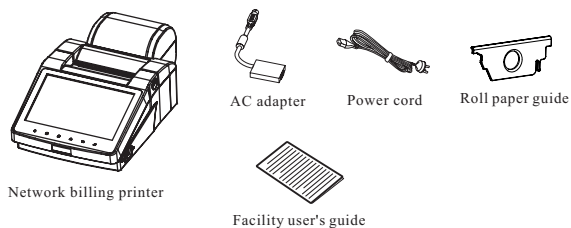
Read all of these instructions carefully before using the printer.

1. Unpacking & Checking

Network billing printer

AC adapter   Power cord   Roll paper guide
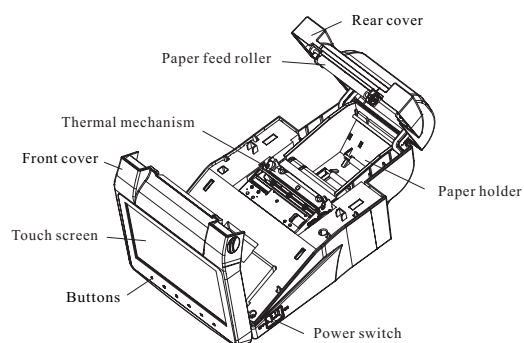
Facility user's guide

> **Caution:** This touch screen is the glass type and is fragile. Please be more careful when using and avoid hitting. Manufacturer will not honor warranty for the screen damage which lead by improper usage.

2. Removing the Protective Materials

1. Open the packing box and take out the network billing printer.
2. Save all the packing materials so that they can be used when transporting the printer in the future.
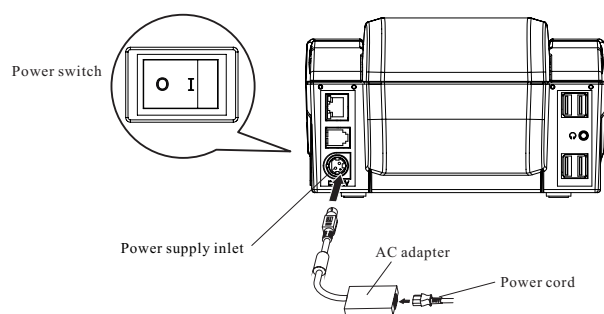
3. Main Parts of the Printer

Rear cover
Paper feed roller
Thermal mechanism
Front cover
Touch screen
Buttons
Paper holder
Power switch

①

SIM card socket

TF card socket

Ethernet interface
Cash drawer interface
Power supply inlet
USB interface
Audio interface
USB interface

> **Note:** This printer is series model type and different model may be equipped with different network communication module and interfaces. Different model may be equipped with different interface. Please take the specific interface as standard.

4. Inserting and Removing the SIM card and TF card

1. When inserting, please insert the cards properly to the SIM card socket and TF card socket in the direction of the arrow shown on the socket.
2. When removing, press down the card once then the card will pop up a part, then take out the SIM card and TF card from the sockets.

②

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5. Connecting the Power Cord

1. Make sure the printer is turned off (The pressed down side of the power switch with "O" mark denotes the power is off).
2. Make sure the voltage of the electrical outlet matches that of AC adapter.
3. Plug the AC adapter into printer's power supply inlet.
4. Plug one end of the power cord into the AC adapter, and then plug the other end of the power cord into the electrical outlet connecting the ground properly.

Power switch

Power supply inlet
AC adapter
Power cord

> **Caution: 1.** If the rated voltage doesn't match the outlet voltage, do not plug in the power cord. Or else the printer may be damaged or work improperly.
> **2.** Please use the electrical outlet connecting the ground properly.
> **3.** Please use the original AC adapter only. Manufacturer has no responsibilities for the problems which are led by using unauthorized AC adapter.
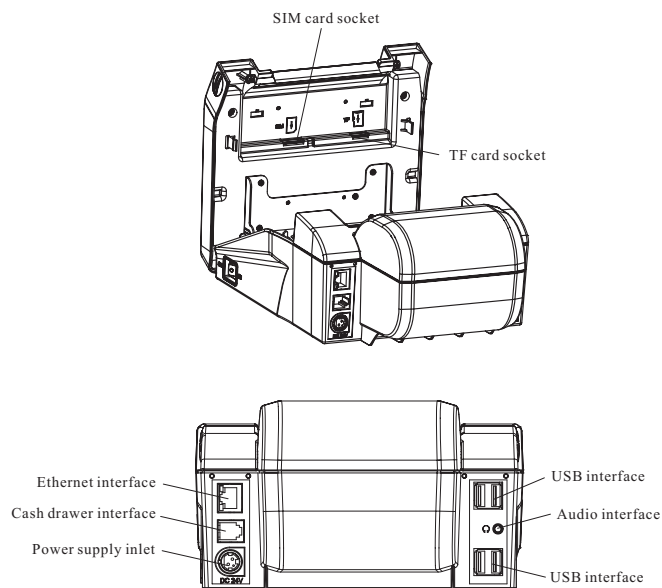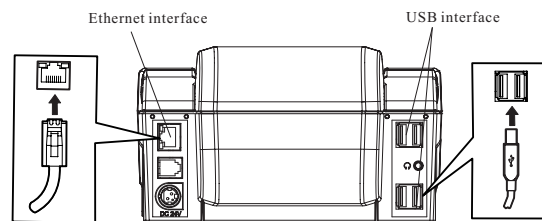
6. Connecting Other Equipments

Connecting the USB interface:

Can be connected with the following type: keyboard, mouse, USB, bar code scanner, receipt printer etc.

Connecting method: Plug the A end of the USB cable into the printer's USB interface connector.

③

Connecting the Ethernet interface:

Plug the crystal end of the Ethernet interface (RJ-45) into the printer's Ethernet interface, and plug the other end into the LAN's entrance.

Ethernet interface   USB interface
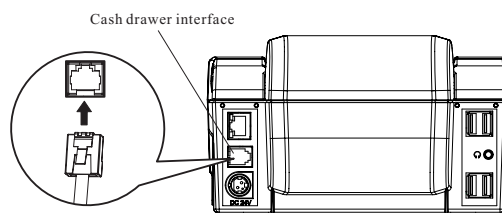
Connecting the earphone or sound box:

Connector type of the connecting wire:3.5mm TRS.

Connecting method: Turn off the printer. Plug the connector of the earphone or sound box connecting wire to the printer's audio interface.

Connecting the cash drawer interface:

Cash drawer specification: interface type RJ-11, drive voltage 24V (DC), current<1.0 A.

Connecting method: Make sure the power of the printer is off then plug the cash drawer cable into the cash drawer interface.

Cash drawer interface

> **Note: 1.** Please use the cash drawer that meets the requirement of the specification. Manufacturer will not honor warranty when using unauthorized cash drawer.
> **2.** Make sure the printer is off before connecting the cash drawer. Only after tightening the cable may you turn on the printer, or the printer may be damaged.

④

7. Buttons

There are six touch buttons on the bottom of the touch screen.

Buttons	Description
⏻	HIBERNATE, press the button and switch the printer between on status and hibernate status.
▤↓	EJECT, this model disenable eject support. The button has no function.
▤↑	FEED, press the button once and paper feed one line.
⌂	HOME, press this button to return to the desktop of the system.
▤	MENU, press the button to open or close the item of the application.
↰	RETURN, press the button to return to the upper application. When it is on the main interface of the application, press the button to exit the current application.

8. Paper Specification

Type	Thermal roll paper
Width	79.5mm ±0.5mm/57.5mm ±0.5mm
Max. Diameter	83mm
Weight	53 ~ 80g/m^2
Thickness	0.065 ~ 0.15mm
Plies	One ply

9. Installing the Paper

This network billing printer can use the paper with the width of 79.5mm ± 0.5mm and 57.5mm ± 0.5mm.

1. Turn on the printer, open the rear cover with the rear cover-open function in the application software.

2. Check the paper holder. It's no need to install the roll paper guide when using the 80mm roll paper. Please install the roll paper guide in the position of 58mm slot when using the 58 mm roll paper.

3. Put the roll paper in the paper holder and pull out a small amount of paper.

Note: Must not install the paper in the opposite direction.

4. Put the small amount of paper on the printer and close the rear cover.

Note: 1. Close the rear cover with one hand, you need to put your hand on the middle of the cover. If you put your hand on the side of the cover, the paper head may not be pressed tightly.

2. To ensure the printer's life, strictly prohibit printing full line and full black exceeding 2cm continuously.

10. Troubleshooting

(1) Turn on the printer, the LED indicators are not on and the printer doesn't work.

Reason: ① The electrical outlet is disconnected.

② The voltage of the electrical outlet doesn't match that of the AC adapter.

③ The plug of the AC adapter is disconnected.

④ Do not use the original AC adapter.

Solution: Check the electrical outlet and AC adapter. Make sure the voltage is suitable and the plug is connected properly.

(2) After the printing task is sent, printer works normally but prints out nothing.

Reason: Paper is installed in the error way or the paper is not the thermal paper.

Solution: Make sure the paper is the thermal paper and is installed correctly.

(3) The printout is faint or dots are missing in the printed characters.

Reason: The thermal head may be burnt.

Solution: Replace the thermal head.

(4) The printed characters are uneven.

Reason: The rear cover isn't closed properly.

Solution: Open the rear cover and close it tightly.
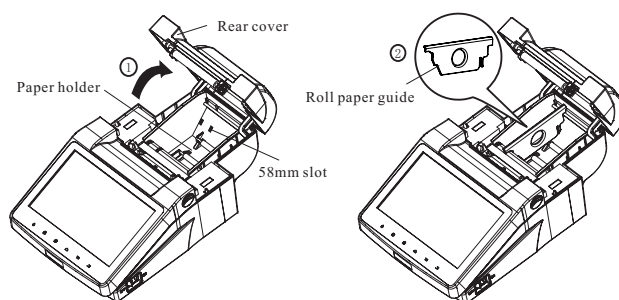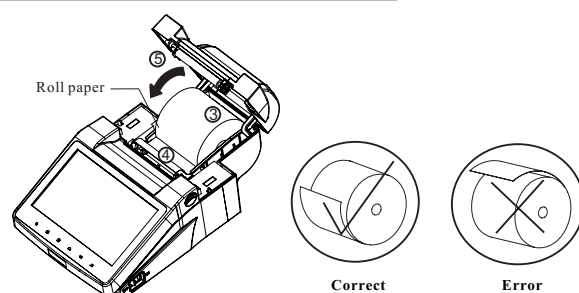
(5) The rear cover can not be open.

Reason: Protect the invoice in the printer with the electric cipher lock and it needs the corresponding operation to unlock.

Solution: Open the rear cover with the cover-open function in the application after turning on the printer. In some circumstance, when the printer is off, you can use the steel needle in the diameter of 1mm or some similar instrument to open the rear cover in the way of inserting the needle in the small hole which is in the middle of the bottom part, far away from the paper holder.

11. Printer Maintenance

Cleaning periodically and the cleaning tool

Periodical cleaning: every 3 months or 300 working hours once.

Cleaning tool: dry cloth (Use soft cloth to clean metal parts).

Cleaning the touch screen surface

Clean the fingerprint and dust on the surface of the touch screen with soft cloth periodically.

Cleaning the spare parts

Clean the oily spare parts of the printer with dry cloth.

Cleaning the paper feed path

Remove the wasted paper, clean the dust and dirt.

Cleaning the photoelectric sensor part

As the paper sensor is the correlation photoelectric sensor. You should clean the parts periodically.

Clean the shield of the sensor every three months.

Note:1. Turn off the printer and pull out the power cord before cleaning.

2. Being used under dust circumstance, the printer may stack much dust and affect the daily use. Please shorten the cleaning period.

3. Print head and the surrounding parts may be high temperature after using. Please avoid cleaning it at the moment.

4. Do not use hard cloth and combustible solvent to clean the printer.

FCC STATEMENT

1. 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.

2. any Changes or modifications not expressly approved by the party responsible for compliance could void th`e user's authority to operate the equipment.

NOTE: 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.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.