



## User Guide    DT-330 Thermal Receipt Printer



## Important Safety Instructions (English)

Read the following instructions thoroughly before starting up your printer.

- The device and mains-socket must all times be easily accessible.
  - Never carry out maintenance or repair work yourself. Always contact a qualified service technician.
  - Keep this user guide in a place which is easily accessible at all times.
  - Place the printer on a solid and even base so that it cannot fall.
  - Never place the printer in the vicinity of inflammable gas or explosive substances.
  - Ensure the printer is connected to a socket with the correct voltage.
  - Always disconnect the printer from the power before opening the device to perform maintenance work or remedy errors.
  - Do not expose the printer to high temperatures, direct sunlight or dust.
  - Keep all liquids away from the printer.
  - Protect the printer from shock, impact and vibration.
  - Make sure that both the printer and the computer are switched off before connecting the data cable.
  - The print head will become very hot during printing; avoid contact with the print head after printing has finished.
  - Do not perform any operation or action in any way other than those provided in this manual.
- When in doubt, contact your dealer or your customer support.
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## Wichtige Sicherheitshinweise (German)

Lesen Sie bitte diese Sicherheitshinweise durch, bevor Sie den Drucker in Betrieb nehmen.

- Das Gerät und die Netzsteckdose müssen jeder Zeit leicht zugänglich sein.
  - Führen Sie Wartungsarbeiten und Reparaturen keinesfalls selbst aus, sondern verständigen Sie immer einen qualifizierten Servicetechniker.
  - Bewahren Sie diese Dokumentation an einem jederzeit zugänglichen Ort auf.
  - Den Drucker auf stabilem und ebenem Untergrund so aufstellen, dass er nicht zu Boden fallen kann.
  - Stellen Sie den Drucker keinesfalls in der Nähe von leicht entzündlichen Gasen oder explosiven Stoffen auf.
  - Den Drucker nur an eine Steckdose mit der richtigen Spannung anschließen.
  - Wenn Sie den Drucker vom Netz trennen wollen, den Drucker ausschalten und immer den Netzstecker an der Steckdose ziehen.
  - Den Drucker weder hohen Temperaturen noch direktem Sonnenlicht und Staub aussetzen.
  - Keine Flüssigkeiten mit dem Drucker in Berührung bringen.
  - Den Drucker keinen Erschütterungen, Stößen oder Vibrationen aussetzen.
  - Sicherstellen, dass der Drucker und der Computer ausgeschaltet sind, bevor das Datenkabel angeschlossen wird.
  - Der Druckkopf wird während des Druckens heiß. Vor dem Berühren deshalb einige Zeit abkühlen lassen.
  - Weichen Sie bei der Bedienung des Druckers nicht von den Anweisungen in der Dokumentation ab. Bei Unklarheiten wenden Sie sich bitte an Ihren Händler oder Ihren Kundendienst.
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## Consignes importantes de sécurité (French)

Lire attentivement les instructions suivantes avant de mettre l'imprimante en service.

- Le dispositif et la prise principale doivent toujours être accessibles facilement.
  - Ne jamais effectuer soi-même les travaux d'entretien et de réparations. Contacter toujours un dépanneur qualifié.
  - Placer l'imprimante sur un support stable de façon à ce qu'elle ne puisse pas tomber.
  - Ne jamais placer l'imprimante à proximité de sources de gaz aisément inflammables ou de substances explosives.
  - Ne connecter l'imprimante à une prise que lorsque la tension est correcte.
  - Pour déconnecter l'imprimante de l'alimentation principale, mettre l'imprimante hors tension et toujours débrancher le connecteur secteur de la prise murale.
  - Ne pas exposer l'imprimante à des températures élevées, à la lumière directe du soleil ou à la poussière.
  - Ne pas mettre l'imprimante en contact avec des liquides.
  - Ne pas exposer l'imprimante à des chocs, impacts ou vibrations.
  - S'assurer que l'imprimante et l'ordinateur sont hors tension avant de connecter le câble de données.
  - La tête d'impression est brûlante pendant l'impression. C'est pourquoi laissez-la refroidir quelques instants avant d'y toucher.
  - N'exécutez aucune opération ni action d'une autre manière que celle indiquée dans ce manuel. En cas de doute, veuillez contacter votre distributeur ou service après-vente.
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## Indicazioni di sicurezza importanti (Italian)

Prima di mettere in funzione la stampante, leggere attentamente le seguenti indicazioni.

- Il dispositivo e la presa di corrente devono essere sempre facilmente accessibili.
  - Non eseguire mai da sé gli interventi di manutenzione e riparazione, ma rivolgersi sempre a un tecnico di assistenza qualificato.
  - Conservare le presenti istruzioni per l'uso in un luogo sempre accessibile.
  - Collocare la stampante su una superficie stabile, per evitare che cada a terra.
  - Non collocare la stampante in prossimità di gas facilmente infiammabili o di sostanze esplosive.
  - Collegare la stampante a una presa di corrente con tensione adeguata.
  - Per scollegare la stampante dalla rete di alimentazione, spegnere la stampante e disinserire sempre il connettore di rete dalla presa.
  - Non esporre la stampante ad elevate temperature né alla luce solare diretta e alla polvere.
  - Evitare il contatto della stampante con liquidi.
  - Non esporre la stampante a colpi, scosse o vibrazioni.
  - Verificare che la stampante e il computer siano spenti prima di collegare il cavo di trasmissione dati.
  - Durante la stampa, la testina si surriscalda notevolmente. Prima di toccarla, se necessario opportuno quindi lasciarla raffreddare qualche istante.
  - Non eseguire alcuna operazione o azione se non nella maniera descritta nel presente manuale. In caso di dubbio, contattare il rivenditore o dalla società incaricata dell'assistenza.
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## Instrucciones de seguridad importantes (Spanish)

Lea las siguientes instrucciones con esmero antes de poner la impresora en servicio.

- El dispositivo y la toma de corriente deben estar ubicados de forma que sea fácil acceder a ellos.
  - Nunca lleve a cabo trabajos de mantenimiento o reparación Ud. mismo, sino consulte a un técnico de servicio calificado.
  - Guarde las presentes instrucciones de servicio en un lugar de fácil acceso en cualquier momento.
  - Ponga la impresora sobre un base estable de manera que no pueda caer al suelo.
  - Nunca coloque la impresora en la vecindad de gases de fácil inflamabilidad o sustancias explosivas.
  - Asegure conectar la impresora sólo a un enchufe con un voltaje correcto.
  - Cuando quiera desconectar la impresora de la red, apague la impresora y siempre tire la clavija de alimentación del enchufe.
  - No exponga la impresora a temperaturas altas, a la luz solar directa y al polvo.
  - No ponga la impresora en contacto con fluidos.
  - Nunca exponga la impresora a sacudidas, choques o vibraciones.
  - Asegúrese de que la impresora y el ordenador estén apagados antes de conectar el cable de datos.
  - La cabeza de impresión se pone muy caliente durante la impresión. Por lo tanto, deje enfriarla algún tiempo antes de tocarla.
  - No permita que se realice cualquier operación o acción de una forma diferente a lo que se señala en este manual. En caso de duda, póngase en contacto con su comerciante o con su servicio post-venta.
-

## Правила по технике безопасности. (Russian)

Прочитайте, пожалуйста, инструкцию по технике безопасности перед включением в работу принтера.

- Устройство и розетка должны быть всегда легко доступны.
  - Не выполняйте технические работы и ремонт техники самостоятельно, но сообщайте о неисправностях квалифицированным сервисным техникам.
  - Данная инструкция должна быть всегда доступна каждому пользователю.
  - Установите принтер на ровном и стабильном месте так, чтобы он не смог упасть на пол.
  - Ни в коем случае не ставьте принтер вблизи легко воспламеняющихся газов и взрывчатых веществ.
  - Включайте принтер в розетку только с соответствующим напряжением.
  - Если Вы хотите отключить принтер от напряжения, сначала выключите принтер сам и затем выньте штекер из розетки.
  - Берегите принтер от нагревания, от попадания на него прямых солнечных лучей и пыли.
  - Не допускайте попадания жидкости на принтер.
  - Нельзя подвергать принтер тряске, ударам и вибрации.
  - Убедитесь, что принтер и компьютер выключены, только после этого соедините принтер с компьютером.
  - Печатающая головка нагревается во время работы принтера. Поэтому подождите какое-то время, прежде чем дотронуться до нее.
  - Пользуйтесь принтером так, как это написано в документации. Если у Вас возникают неясности, обращайтесь с вопросами к Вашим продавцам или в сервисный центр.
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## Instruções Importantes sobre Segurança (Portuguese)

Leia as instruções de segurança antes de usar a impressora.

- A impressora e a tomada devem ser facilmente em todos os momentos acessíveis.
  - Consulte sempre um técnico qualificado para executar uma reparação .
  - Coloque a impressora sobre uma base sólida e nivelada, para que ela não sofra quedas.
  - Jamais instale a impressora nas proximidades de lugares onde haja gás inflamável ou substâncias explosivas.
  - Assegure-se de conectar a impressora à tomada elétrica com a voltagem apropriada.
  - Quando desligar a impressora da rede, desligue sempre a impressora e retire o cabo da tomada.
  - Não exponha a impressora a temperaturas altas ou luz solar direta.
  - Não aproxime substâncias líquidas da impressora.
  - Proteja a impressora de choques, impactos e vibrações.
  - Desligue a impressora e o computador antes de conectar o cabo da rede.
  - A cabeça da impressora pode ficar muito quente . Portanto, espere algum tempo antes de tocá-la.
  - Não faça nenhuma operação ou ação além das recomendadas neste manual. Em caso de dúvida, contate seu revendedor ou companhia de serviço.
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## Önemli Güvenlik Talimatları (Turkish)

Lütfen, yazıcıyı işleme geçirmeden önce bu güvenlik talimatlarını bütünüyle dikkatle okuyun.

- Cihaz ve elektrik prizinin her zaman kolayca erişilebilir olması gerekir.
  - Bakım ve tamir çalışmalarını kesinlikle ve hiçbir surette kendi başınıza yapmayın; her zaman kalifiye bir uzman servis-teknisyenine haber verin.
  - Yazıcıyı, üzerinden yere düşmesi mümkün olmayacak sabit ve düz bir zemine yerleştirin.
  - Yazıcıyı kesinlikle ve hiçbir surette kolayca yanabilecek gaz veya patlayıcı maddeler içeren nesnelerin yakınına koymayın.
  - Yazıcı akım kablosunu sadece doğru gerilime sahip bir prize takın.
  - Yazıcıyı şebeke ağından ayırmak istediğinizde, yazıcıyı kapatın ve ağ-fişini her zaman prizden çıkartın.
  - Yazıcıyı ne yüksek ısı ne de doğrudan güneş ışığına ve toza mâruz kalan mekânlarda bulundurun.
  - Yazıcı hiçbir sıvı maddeyle temasta olmamalıdır.
  - Yazıcı hiçbir sarsıntıya, darbeye veya titreşime mâruz kalmamalıdır.
  - Veri kablosu bağlanmadan önce hem yazıcının hem de bilgisayarın kapalı olduklarından emin olmalısınız.
  - Yazıcının başı basma esnasında yüksek ısıya ulaşıyor. Bu yüzden lütfen dokunmadan önce kısa süre soğumasını bekleyin.
  - Yazıcının işletimi ve kullanımında bu dokümantasyondaki talimatların hiç dışına çıkmayın. Sorunlu görünen hususlarda lütfen imâlatçınıza veya müşteri hizmetleri servisimize başvurun.
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## About This Manual

This manual provides information to operators of the DT-330 to describe basic operations to enable safe and correct use of the printer.

## Symbols Description

The symbols in this manual are identified by their level of importance, as defined below. Read the following carefully before handling the product.



**CAUTION:** Provides information that must be observed to prevent damage to the equipment or loss of data.



**NOTE:** Advises you of information that is essential to complete a task.

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# 1 PRODUCT OVERVIEW

Tally Dascom DT-330 offers high-speed receipt printing for a wide range of terminal equipment including data, POS, and kitchen terminals. With extensive features, it can be used in a wide range of applications such as food service, retail and grocery.

DT-330 can be desktop or wall-mounted and comes with USB, RS-232 serial, Centronics parallel, Ethernet, Wi-Fi or Cash drawer interfaces. Printer drivers included are: Windows XP, Windows 7, Windows 8, Windows10 (32 and 64 bit).

## 1.1 Features

- High speed printing (300 mm/s maximum).
- Drop-in paper roll mechanism facilitating easy paper handling and head cleaning.
- Wide range of connectivity. The USB interface is standard interface. Serial/parallel/Ethernet/Wi-Fi/cash drawer are optional interfaces. Various interface choices suit all needs.
- Versatile roll capacity with ability to use 83mm, 80mm, 76mm, 70mm and 58mm wide paper rolls.
- Command protocol is based on the ESC/POS Proprietary Command System.

## 1.2 Printer Specification

<b>Print Parameter</b>	Print method	Direct thermal line printing
	Resolution	203DPI, 8dots/mm
	Print width	Max. 80mm(640dots)
	Interface	Standard: USB interface Optional: RS232, Parallel, Ethernet, Wi-Fi, Cash drawer interface
	Print density	The density can be adjusted to 4 levels, matching different print speeds.
<b>Page Mode</b>		Supported
<b>Memory</b>	RAM	8Mbytes
	Flash	16Mbytes
<b>Receive Buffer</b>		256Kbytes
<b>Fonts</b>	Characters per line	Special Font A: 53 cpl Special Font B: 71 cpl
	Chinese Character	GB18030 24×24
<b>Barcode</b>	1D	UPC-A, UPC-E, EAN8, EAN13, CODE39, ITF, CODEBAR, CODE128, CODE32
	2D	PDR417, QR code
<b>Graphics</b>		Supports several bitmap densities and download image printing. (Maximum size of each bitmap is 64kB. The total size of memory is 256K.)
<b>Detect Function</b>	Sensors	Paper End, Paper Near End, Paper Jam and Cover Open sensors.
<b>Power Consumption</b>		36W (operation) 7W (standby)
<b>Power Supply</b>		External power adapter
	Input	AC 100V-240V, 1.8A, 50-60Hz
	Output	DC 24V±5%, 3.0A, A-1009-3P interface
<b>Emulation</b>		ESC/POS compatible command set
<b>Physical Spec.</b>	Operating condition	5~40℃/10~90%RH
	Storage condition	-20~60℃/10~95%RH
	Dimension	142×192×150 (W×D×H mm)
	Colour	Black
	Weight	Approx. 1.47kg

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<b>Optional Kit</b>		Splash cover, Mounting plate
<b>Standard Kit</b>		Interface cover
<b>Reliability</b>	Print head lifetime	150km
	MTBF	360, 000 hours
	Cutter lifetime	2,000,000 times
	MCBF	52,000,000 lines
<b>Driver</b>		Windows XP/7/8/10 (32& 64bit)
<b>Certification</b>		UL, FCC, CE



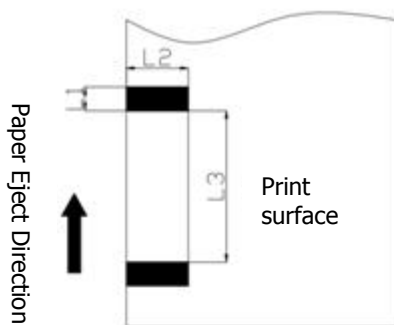
## 1.3 Paper Specification

### 1.3.1 Roll Paper

Paper type		Specified thermal paper
Form		Roll paper
Size	Roll paper diameter	83mm maximum
	Core diameter	13mm minimum
	Take-up roll paper width	82.5±0.5mm
	Paper width	82.5 ±0.5mm, 80±0.5 mm, 76±0.5mm, 69.5±0.5 mm, 58±0.5 mm
	Paper thickness	0.065mm ~ 0.090mm
<b>CAUTION</b> • The remaining amount of the roll paper when a roll paper near-end is detected differs depending on the spool type.		

### 1.3.2 Black Mark Paper

When black mark paper is used, the printing position of the black mark paper must be located on the front surface. The reflectivity of the black mark should be less than 15%, while the reflectivity of the rest of the printing paper should be greater than 85%. The area between 2 black marks should be blank. The size of the black mark shall meet the requirements as shown below.



5mm<L1 (the width of the black mark) <10mm  
 L2(the length of the black mark) >12mm  
 20mm<L3(the distance between 2 black marks) <500mm

### 1.3.3 Notes

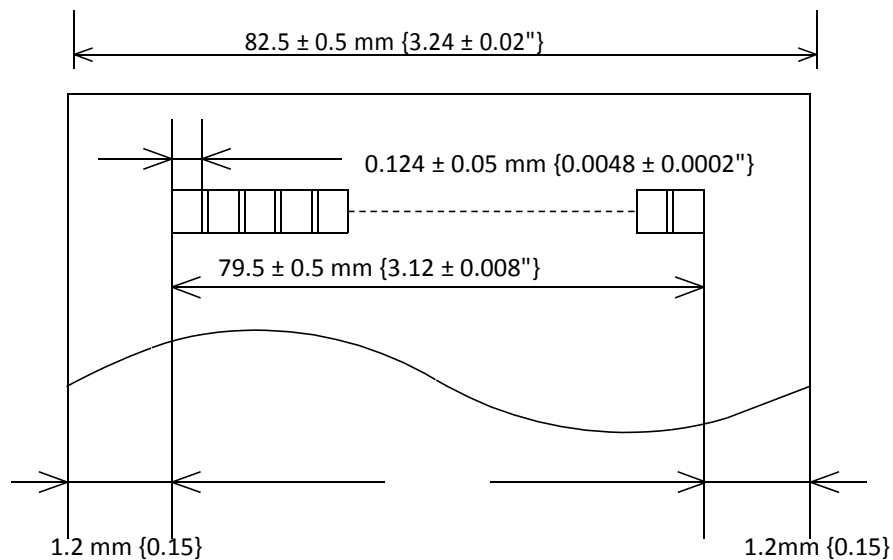
- Please use the recommended thermal paper or same quality paper, otherwise it will influence the printing quality and decrease the thermal printer head life.
- Don't stick the paper on the roll paper core.
- If the thermal paper is polluted by chemical or oil, the thermal paper heat sensibility decreases, which will influence the printing quality.
- Don't use finger nail or hard articles to touch the surface of thermal paper, otherwise it will cause color fading.
- When the environment temperature is higher than 70°C, the thermal paper color will fade, so pay attention to the influence of temperature, humidity and sunlight.

## 1.4 Printing and Cutting Positions

### 1.4.1 Printable Area

#### 83 mm paper width printing

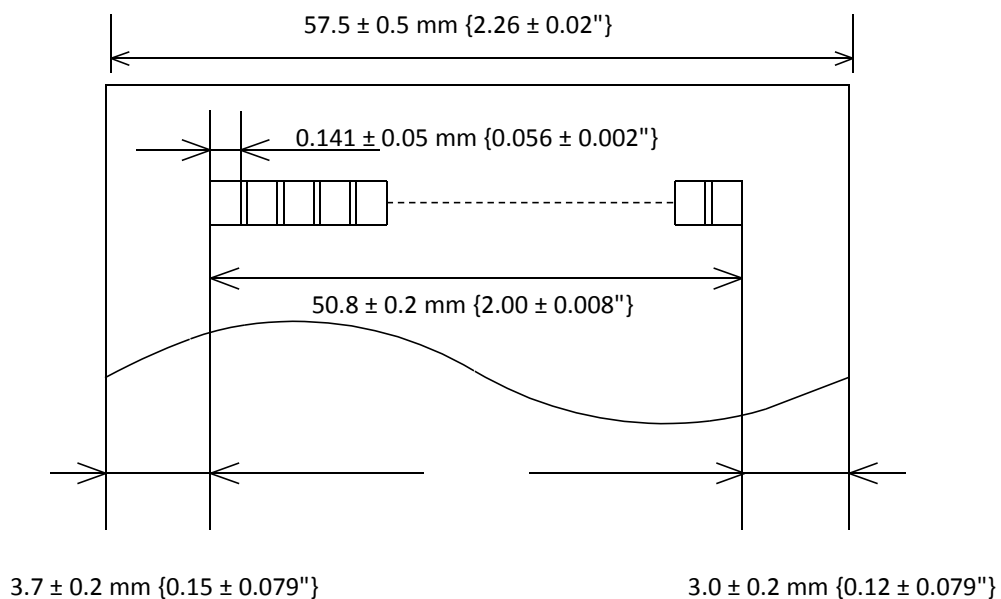
The printable area of a paper with width of  $82.5 \pm 0.5$  mm is  $79.5 \pm 0.5$  mm (640 dots) and the spaces on the right and left sides are approximately 1.2 mm.



All the numeric values are typical.

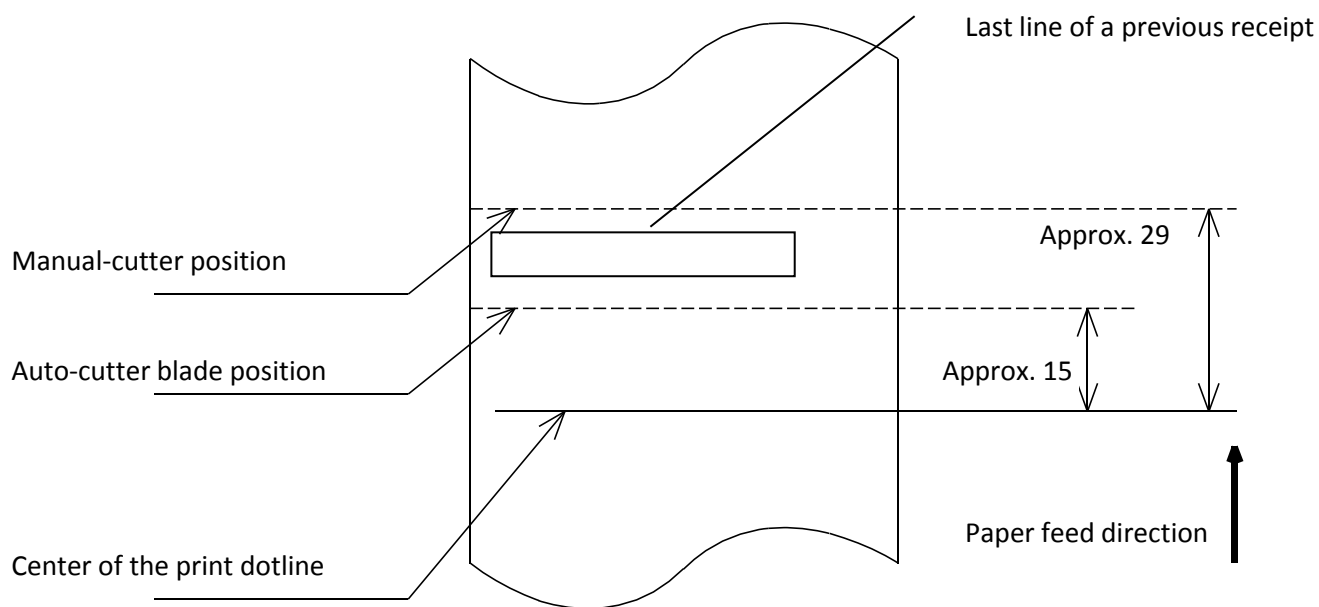
#### 58 mm paper width printing

The printable area of a paper with width of  $57.5 \pm 0.5$  mm is  $50.8 \pm 0.2$  mm (576 dots) and the spaces on the right and left sides are approximately 3.7 mm.



All the numeric values are typical.

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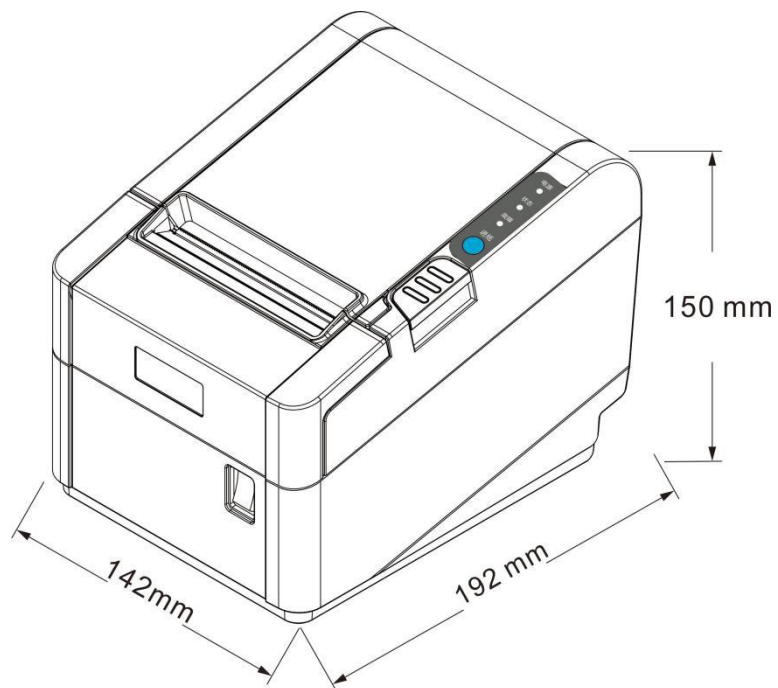
**1.4.2 Cutting Positions**

[Units: mm (All the numeric values are typical.)]

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## 1.5 External Dimension and Weight

- Width: Approximately 142 mm
- Depth: Approximately 192 mm
- Height: Approximately 150 mm
- Weight: Approx. 1.47kg (excluding power adapter)



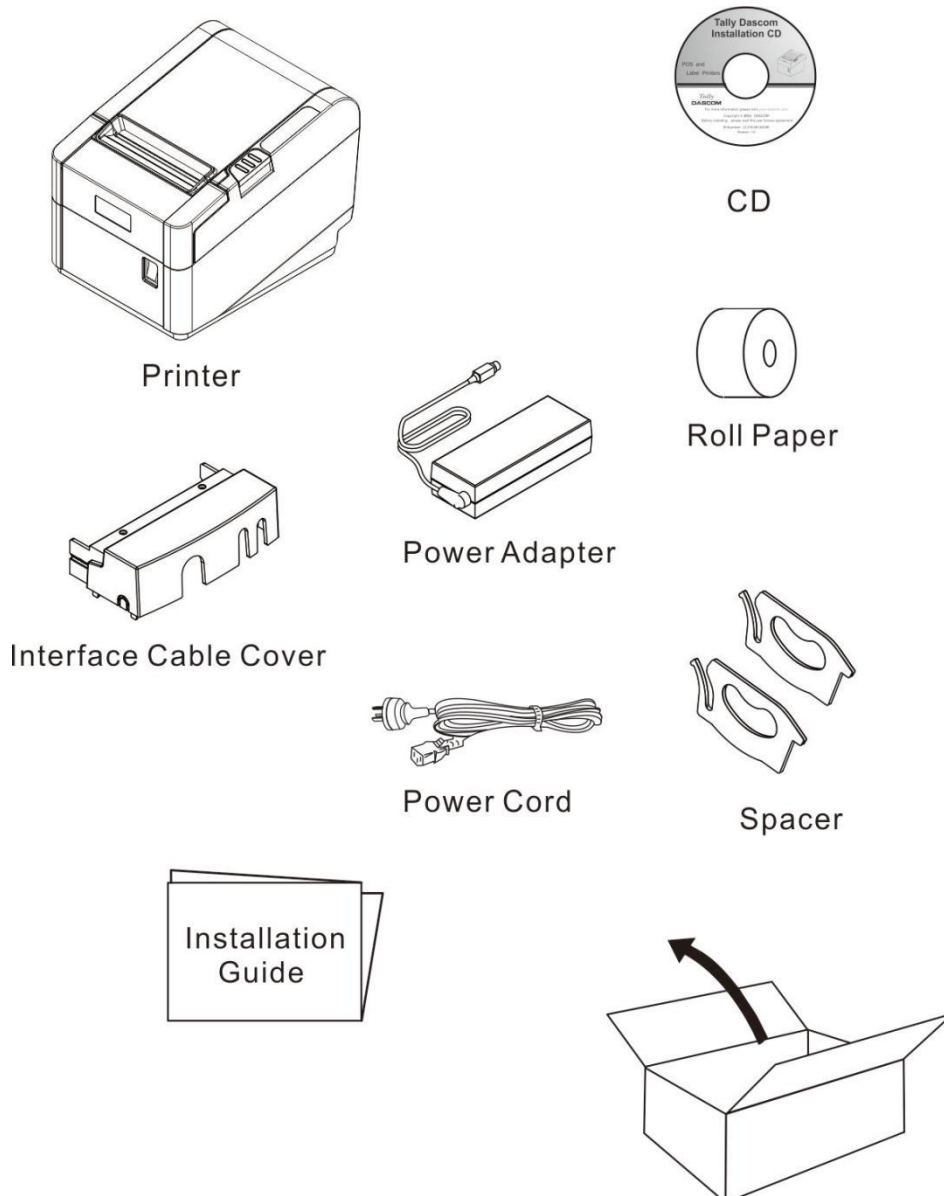
## 1.6 Unpacking

When you receive the printer, please check for possible shipping damage:

1. Inspect the outside of both the carton box and the printer for possible damage.
2. Open the top cover of the printer to see if the media compartments are in order.

If you discover shipping damage upon inspection:

- Immediately notify the shipping company and file a damage report.
- Keep all packaging material for shipping company inspection.
- Notify your authorized dealer.



The package contents vary with different customized order requirements.

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## Shipping List

Item	QTY.	Remark
Printer	1 unit	
Interface Cable Cover	1 piece	
Power Adapter	1 piece	
Power Cord	1 piece	
Roll Paper - Test	1 piece	
Graphic Installation Guide	1 piece	
CD	1 piece	including User Guide, Graphic Installation Guide and Driver
Spacer	2 piece	

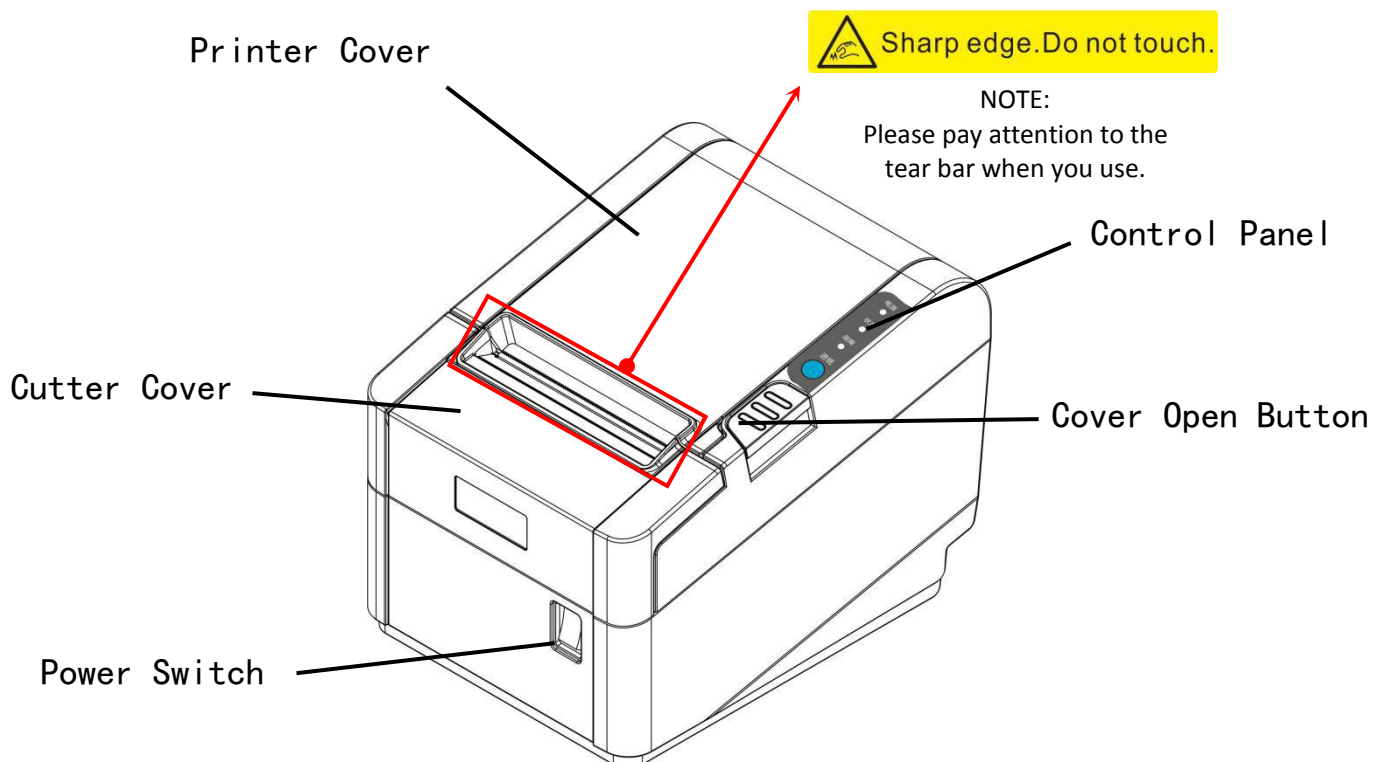
## 1.7 Product Configurations

Product	Interfaces						Cutting		Sensor
	USB	Serial	Parallel	Ethernet	Wi-Fi	Cash drawer	Tear	Cutter	Black Mark
DT-330	√	O	O	O	O	O	√	√	O

Remarks: “√” denotes standard component.

“O” denotes optional component.

## 1.8 Part Names and Functions



Component	Function
Printer Cover	Open the cover when loading roll paper.
Control Panel	Shows printer status.
Power Switch	To power printer ON or OFF.
Cutter Cover	To protect the auto-cutter and to clear paper jam at the cutter.
Cover Open Button	Press down to open the Printer Cover.

### 1.8.1 Power Switch

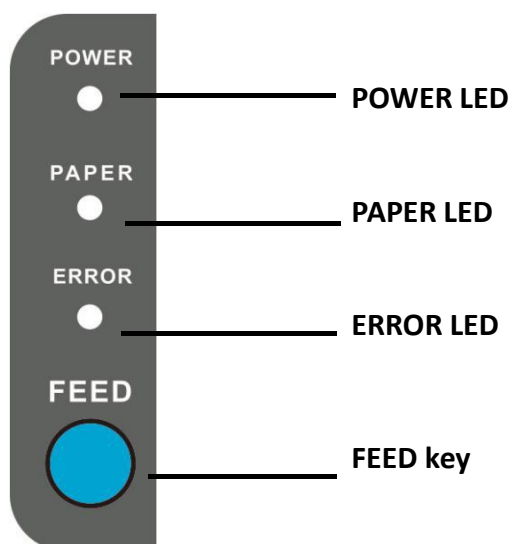
Turn the printer on or off. The marks on the switch: (O: OFF / | : ON)



Before turning on the printer, be sure to check that the AC adapter is connected to the power supply.

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### 1.8.2 Control Panel



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#### LED

##### Power LED

- Lights when the power supply is on.
- Goes out when the power supply is turned off.

##### Paper LED

- Lights or Flashes when there is no more roll paper or there is little remaining.
- Off when there is a sufficient amount of roll paper remaining.

##### Error LED

Lights or Flashes when an error occurs. Please power off the printer and refer to Chapter 5.1 “Error Status”.

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#### Feed Key

Pressing this key once feeds the roll paper by one line. Holding this button down feeds the roll paper continuously.



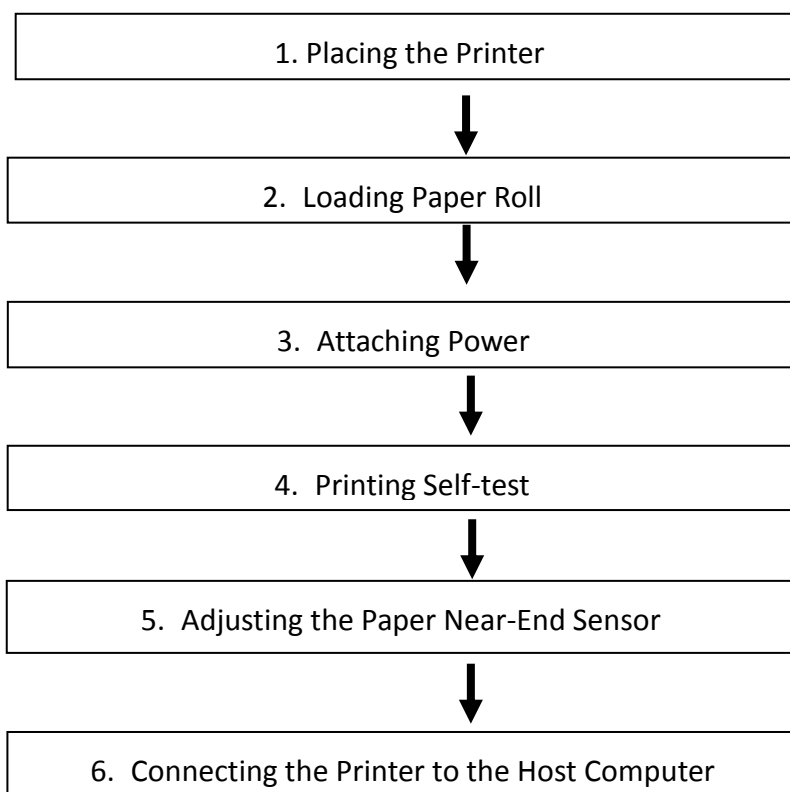
**1.8.3 LED Indications**

Description	POWER	PAPER	ERROR	BEEPER
Printer Cover is open	On	On	Off	No beep
Roll paper is sufficient	On	Off	Off	No beep
Roll paper end	On	On	Off	No beep
Roll paper near end	On	Flash	Off	No beep
Black mark is not detected	On	Off	Flash	No beep
Cutter jam	On	Off	On	No beep
Print head overheated	Flash	Off	Flash	No beep

---

## 2 SETUP

### 2.1 Flow of Setup



### 2.2 Placing the Printer

You can install this printer horizontally. With an optional mounting plate, you can also attach the printer to a wall. It's recommended that the printer should be installed at a horizontal surface.

---

#### Horizontal Installation

You can install this printer horizontally. Place the printer on a solid, flat, stable surface; ensure the printer is placed in a stable position and there is easy access for users to the control panel and roll paper holder. Also ensure there is enough space for sufficient ventilation and for the printout.

#### Important Notes on Horizontal Installation:

- The printer should be installed at a flat and steady place. The angle of inclination should not exceed  $\pm 10^\circ$  (paper feed direction) if tilt install printer, it does not allow to tilt by other direction.
- Keep printer far away from water sources.
- Avoid placing the printer near vibration sources.

- Ensure the grounding connect of the printer is safe.
- When the printer is at operation and maintenance, it is recommended to retain the enough space to ensure the printer can work in reliability and ease of operation.

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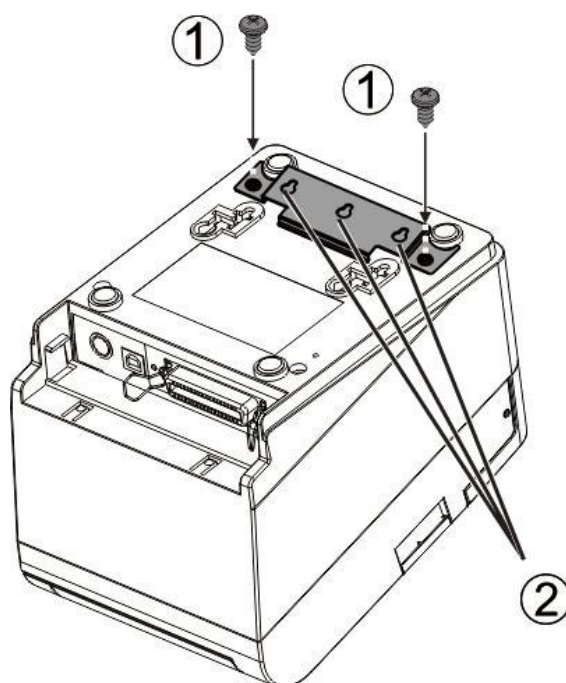
## Vertical Installation

### Vertical Installation Steps:

You need to perform the follow tasks to install the printer on a wall.

1. Mount the plate on the lower housing of the printer with screws.
2. Align the positioning holes of the mounting plate and plug into the fixed screws on the wall.

Please set Paper Near-End Sensor to 4~6 when the printer is vertically installed.



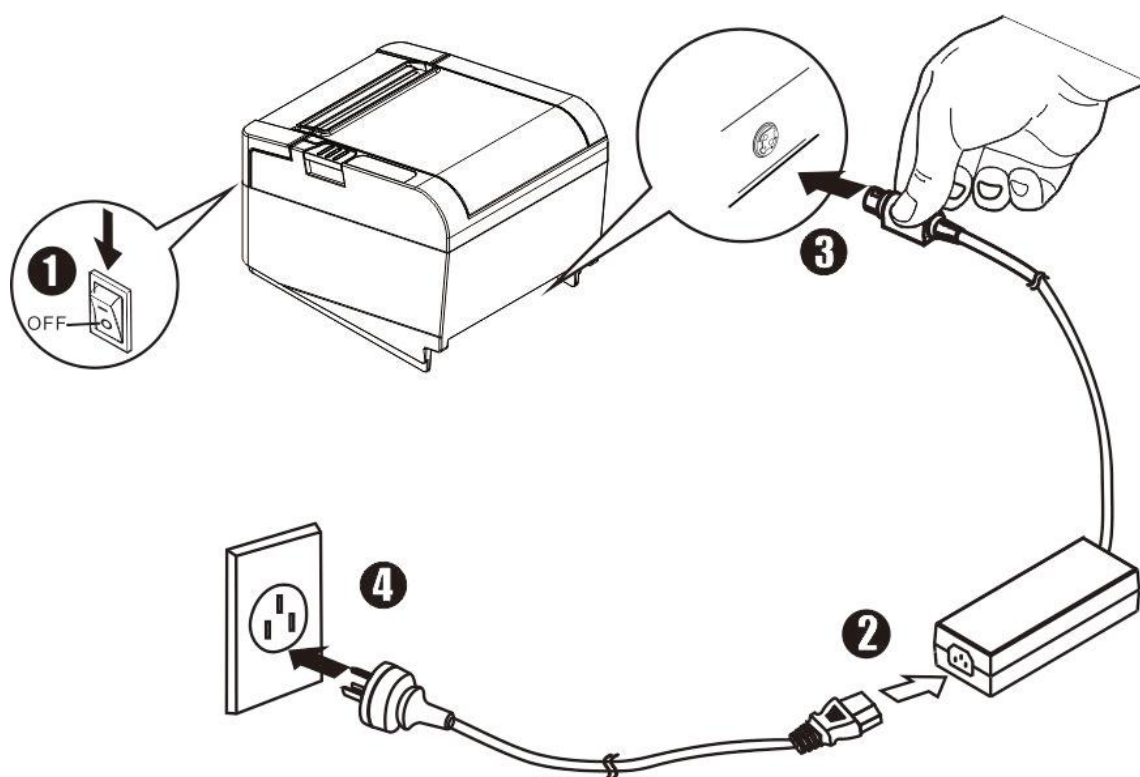
## 2.3 Attaching Power

### Checking the voltage of the power adapter



Before you connect the power adapter to the power socket, check if the voltage is correct. If you connect the power adapter to power with incorrect voltage this may result in electrical damage to adapter and printer.

1. Make sure the printer and the computer are powered off.
2. Connect the power cord to the power adapter.
3. Connect the power adapter to the power socket at the rear of the printer.
4. Ensure the power cord is securely connected. Connect the power cord plug to a main socket.



- 1) Please use the recommended power adapter or equivalent products.
- 2) When disconnecting the AC adapter plug, hand-held plug connector housing, to avoid the pulling on the cable with force.
- 3) Avoid pulling the power adapter cable, otherwise it will damage the cables, causing fire and shock.
- 4) Avoid placing the power adapter around a heating device, otherwise the cable may melt, causing fire and shock.
- 5) If you do not use the printer over a long time, disconnect the power supply of the printer power adapter.

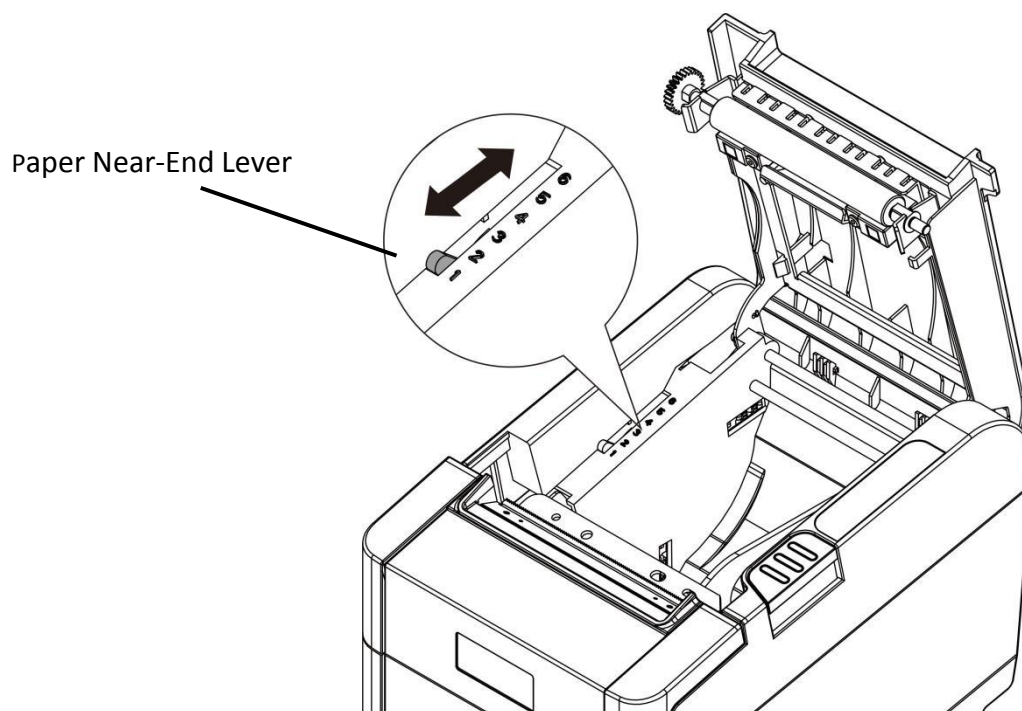


## 2.4 Adjusting the Paper Near-End Sensor

Adjust the Paper Near-End Sensor to suit the diameter of the roll paper used and the placing direction the printer is installed.

Follow the steps below to adjust the paper roll near-end detector.

1. Open the paper roll cover, and remove the paper roll.
2. You will see a lever inside as shown below.



3. Adjust the lever according to your need.

Adjustments position	Remaining amount of paper (outer diameter: mm)
1 (Minimum)	Approx. 26
2	Approx. 27
3	Approx. 28
4	Approx. 30
5	Approx. 32
6 (Maximum)	Approx. 33

## 2.5 Loading Paper Roll

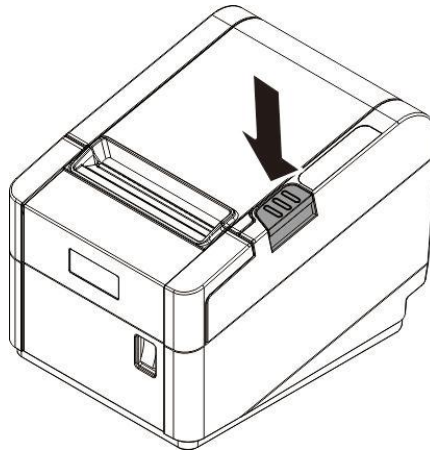


Confirm the type of paper used by the printer before printing. The default paper type is specified thermal paper.

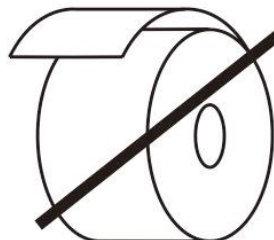
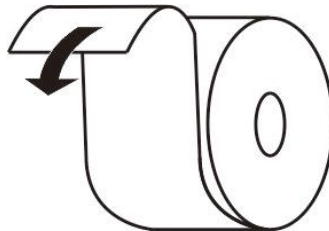
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### 2.5.1 Loading 83mm Media

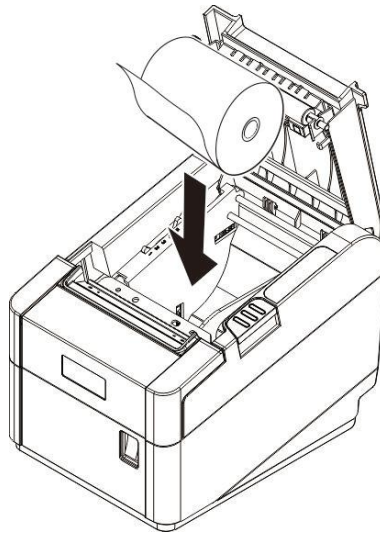
1. Press the cover open button to open the cover.



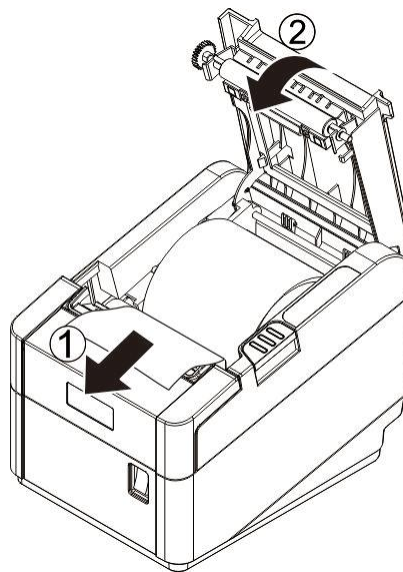
2. Remove the used roll paper core, if any.
3. Insert the paper roll with its print area facing down as shown below.



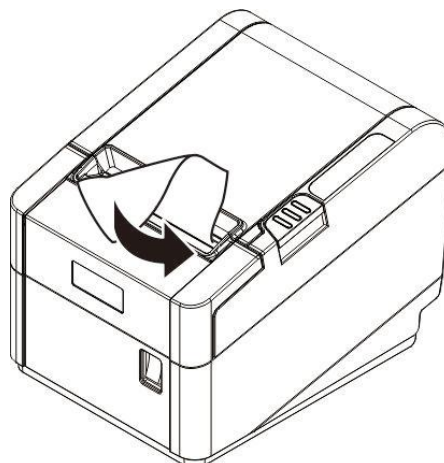
4. Install the media in the correct direction.



5. Pull out some roll paper, and close the cover. Make sure the paper inside is tight enough, otherwise it will jam the paper.



6. Tear off the paper with the manual cutter.

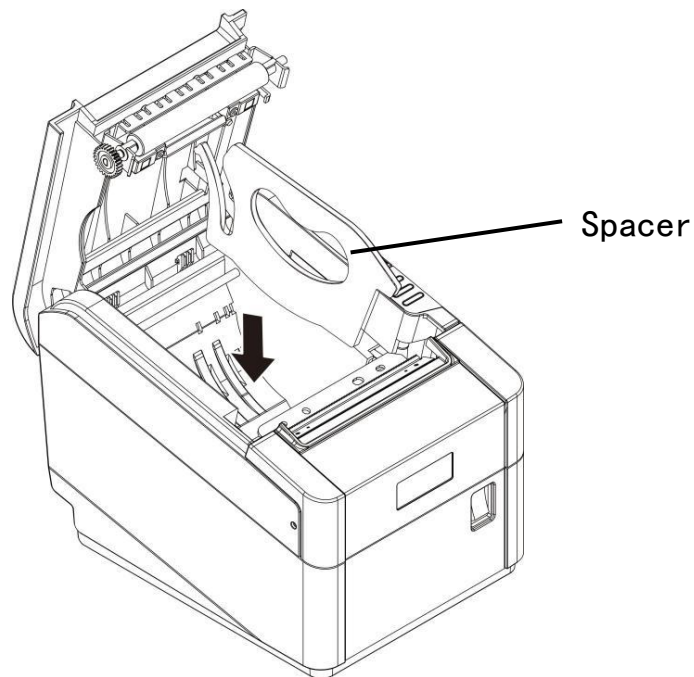


### 2.5.2 Loading 80mm/76mm/70mm/58mm Media

The printer is initially set to print on 83 mm width paper and you can change the printer to print on different width paper (80mm/76mm/70mm/58mm) by installing the roll paper spacer and changing the paper width setting with customized value.

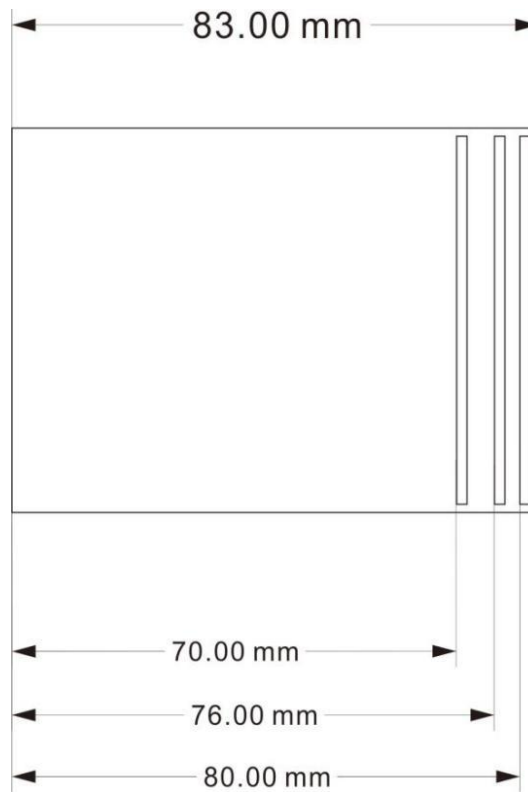
Follow the steps below to install the roll paper spacer.

1. Open the paper roll cover.
2. Hold the spacer and carefully insert it into the specified position as shown below.

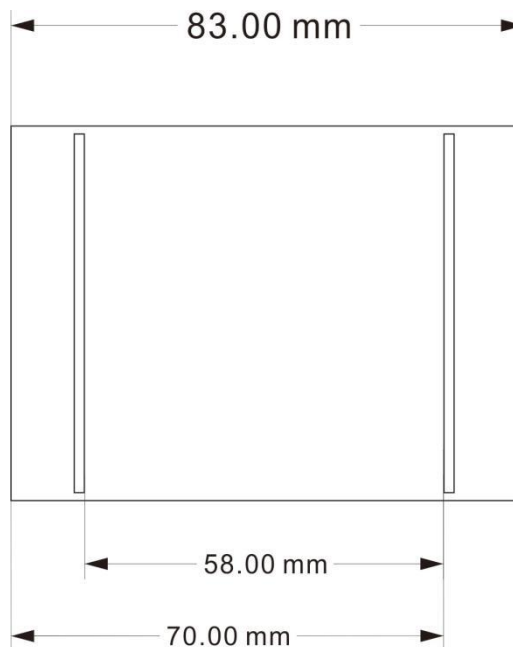




When loading 80mm/76mm/70mm media, 1 spacer is required.



When loading 58mm media, 2 spacers are required.



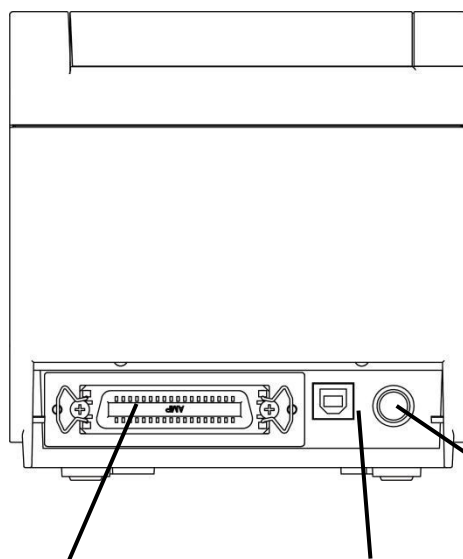
## 2.6 Connecting to Computer



### NOTE!

Be sure to install the driver before connecting the printer to the host computer.

Before installing, disconnect the power from the printer. Even when the power switch is off, voltage is still present at some points on the circuit board. Changing components while the power is connected can cause damage to the interface board and the printer.



Modular Interfaces

(Parallel/Serial/Ethernet/WIFI/Cash drawer)

USB Interface

Power Socket

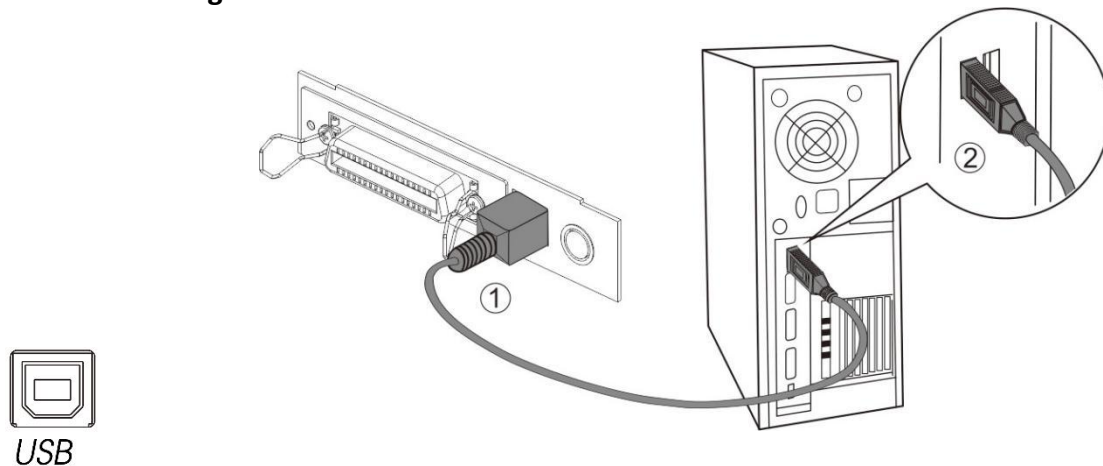
Component	Function
Modular Interface (optional)	Connects optional interface (Serial I/F, Parallel I/F, Ethernet I/F, Wi-Fi I/F or Cash drawer I/F) to the host.
USB Interface (standard)	Connects USB interface cable to the host.
Power Socket	Connects power supply to the printer.

### 2.6.1 Connection Cable Requirement

Connection cable must be shielded and comply with the following requirements:

Connection Type	Specifications
USB	USB 1.1/2.0 compatible
Serial	RS232
Parallel	IEEE 1284.4
Ethernet	10 Base-T/100 Base-TX compatible

### 2.6.2 Connecting USB Interface



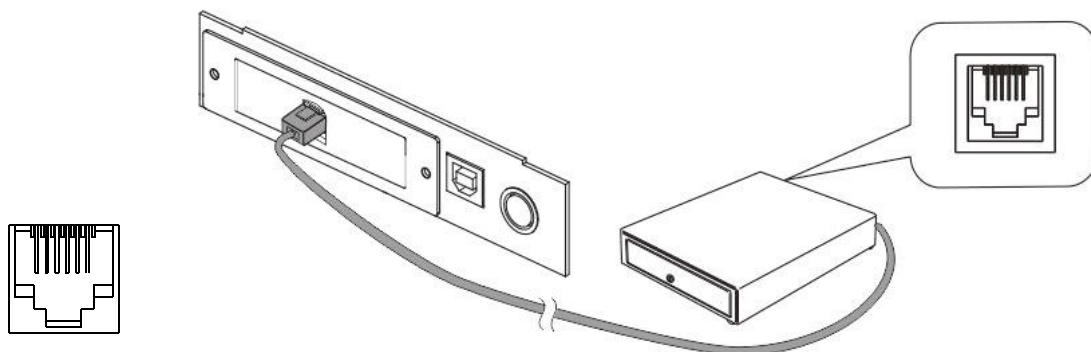
USB

#### CAUTION!



Be careful not to insert the USB interface cable into the cash drawer kick-out connector.

### 2.6.3 Connecting Cash Drawer Interface (Option)



1. Confirm that the power switch is OFF.
2. Confirm the top and button of the cash drawer cable connector and insert it into the cash drawer kick-out connector at the back of the printer.
3. Connect the ground wire of the cash drawer to the body of the printer and screw it.

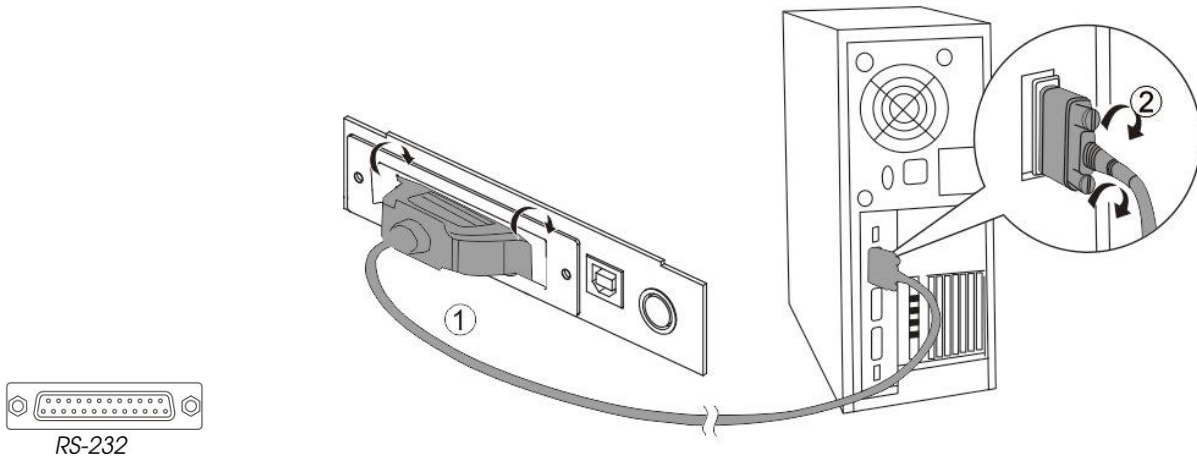
#### CAUTION!



DO NOT connect any other device than the specified cash drawer to the cash drawer kick-out connector. (Do NOT connect a telephone line either.)

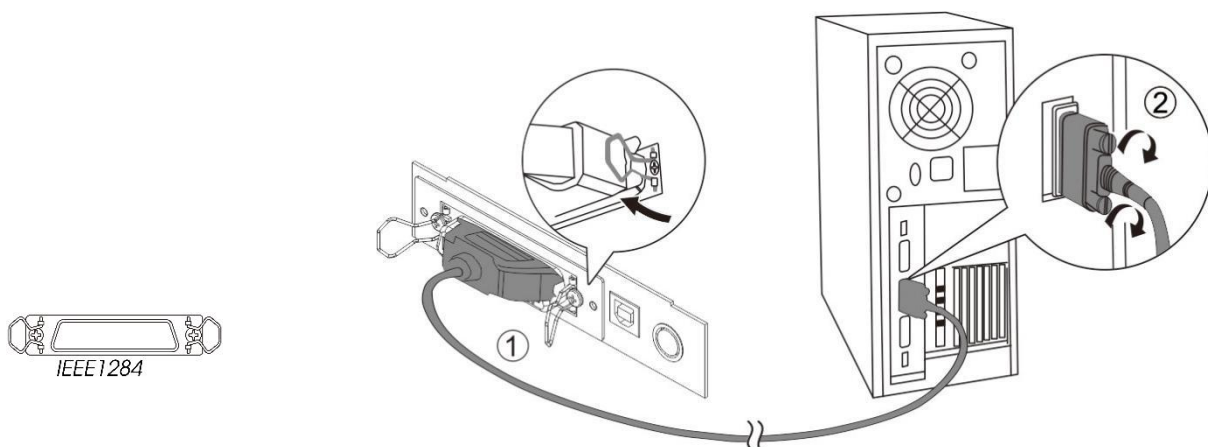
### 2.6.4 Connecting Serial Interface (Option)

1. Insert the interface cable connector firmly into the interface connector on the connector panel.
2. When using the connectors equipped with screws, tighten them to secure the connectors firmly.
3. Connect the other end of the interface cable to the host computer.

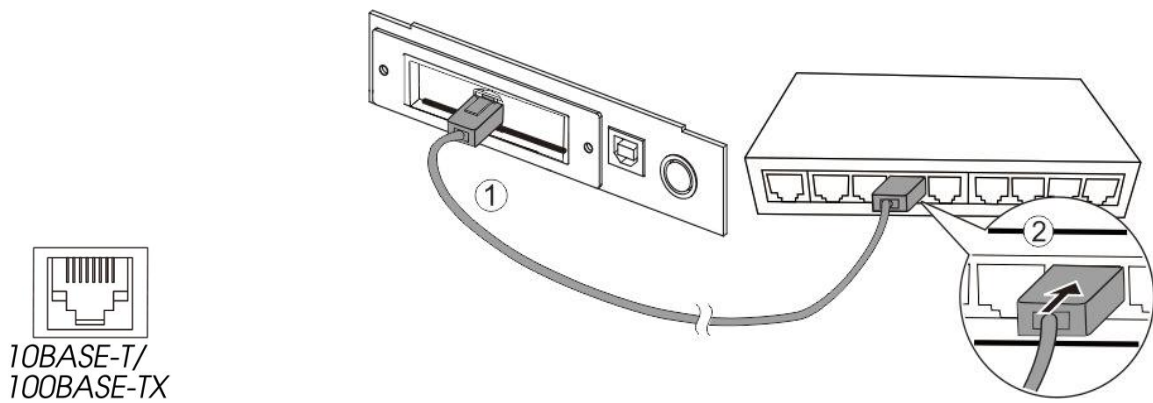


### 2.6.5 Connecting Parallel Interface (Option)

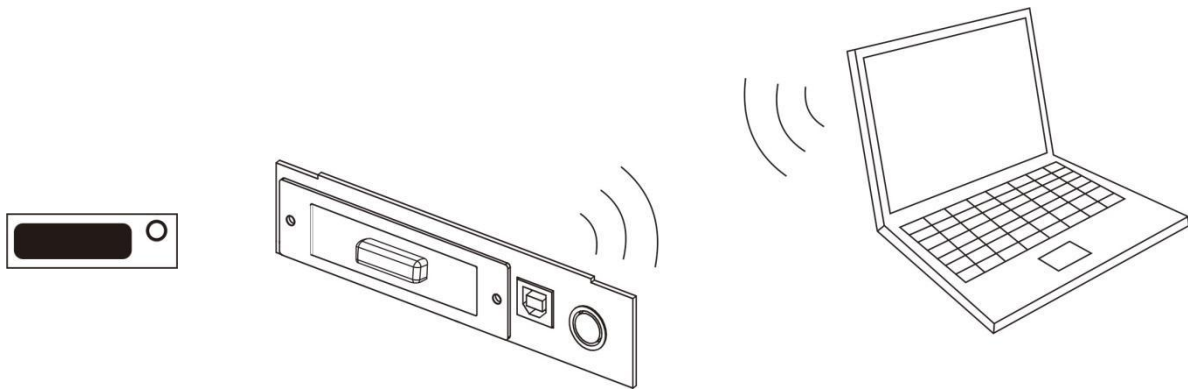
1. Insert the interface cable connector firmly into the interface connector on the connector panel.
2. Press down the clips on either side of the connector to lock it in place.
3. Connect the other end of the interface cable to the host computer.



### 2.6.6 Connecting Ethernet Interface (Option)



### 2.6.7 Connecting Wi-Fi Interface (Option)

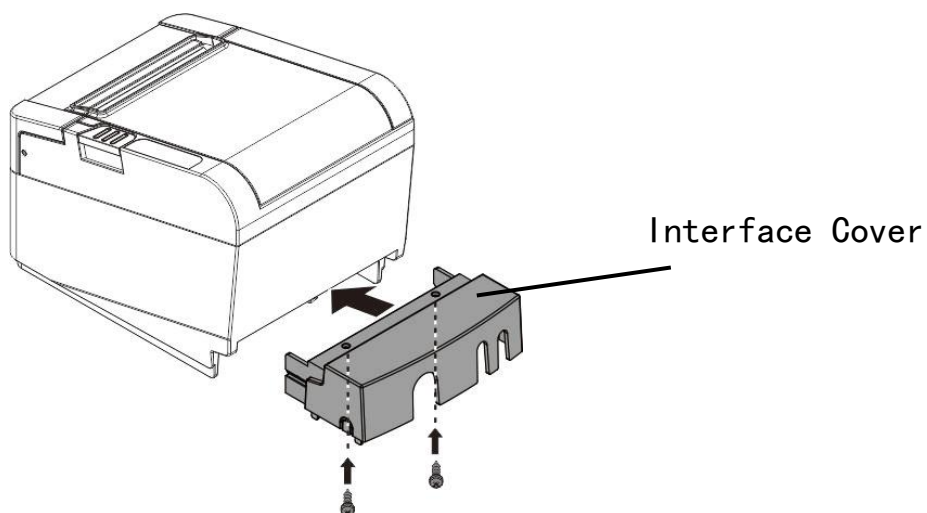


Please refer to APPENDIX I for more instructions.

## 2.7 Installing Kits

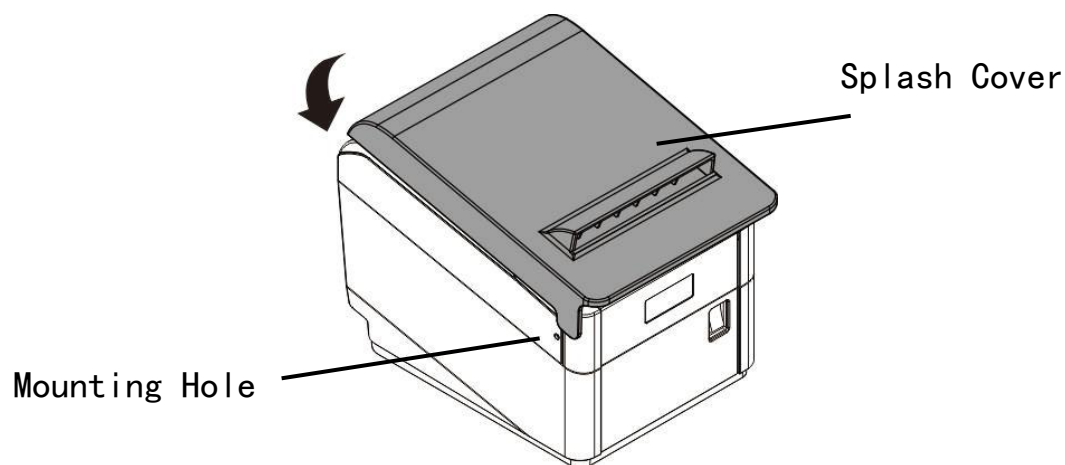
### ■ Interface Cover (standard Kit)

Adjust the relative positions between interface cover and the printer, and push the interface cover as the arrow shows below. Fix it by screwing.



### ■ Splash Cover (optional kit)

Slip the fixed hooks on both sides of splash cover into the mounting hole on the printer, and close the splash cover.



## 3 SOFTWARE SETUP

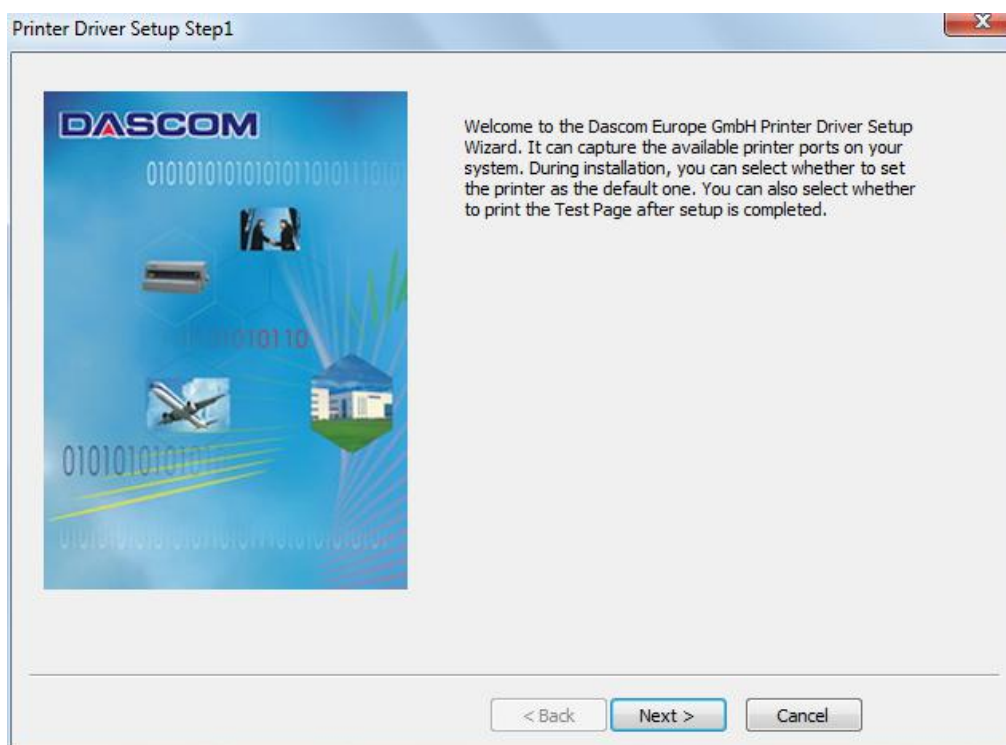
### 3.1 Installing Windows Driver



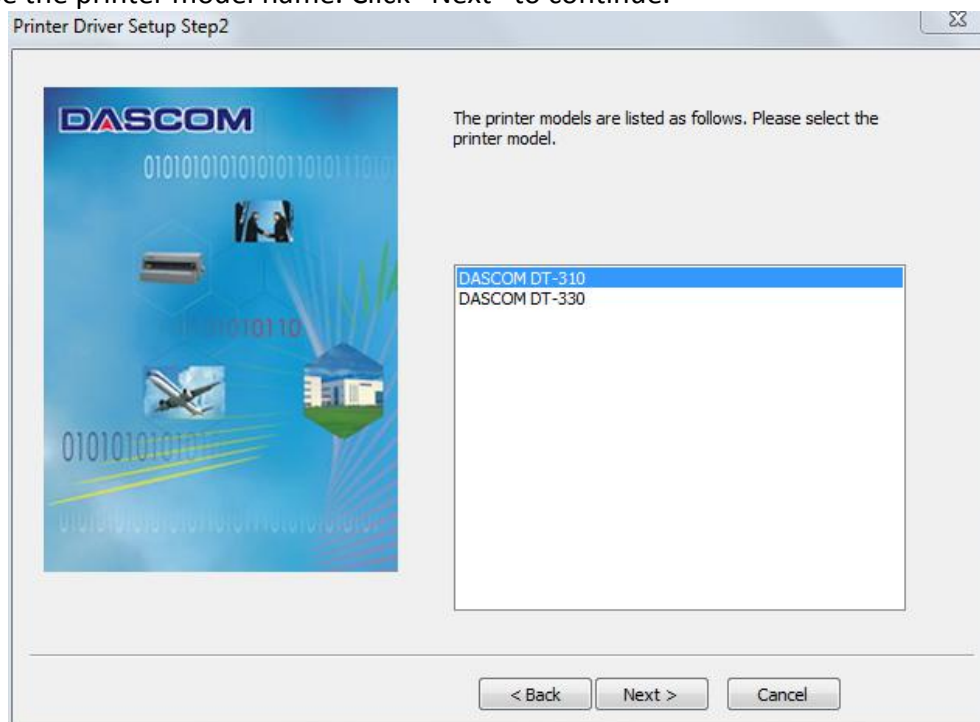
Switch off the printer before running the printer driver setup.

Your printer CD-ROM comes with Windows drivers. Go to the related folder and run the driver setup installer. If the Software Pack CD-ROM is not available, you can download the latest driver from the Tally Dascom Web Site: <http://www.dascom.com>

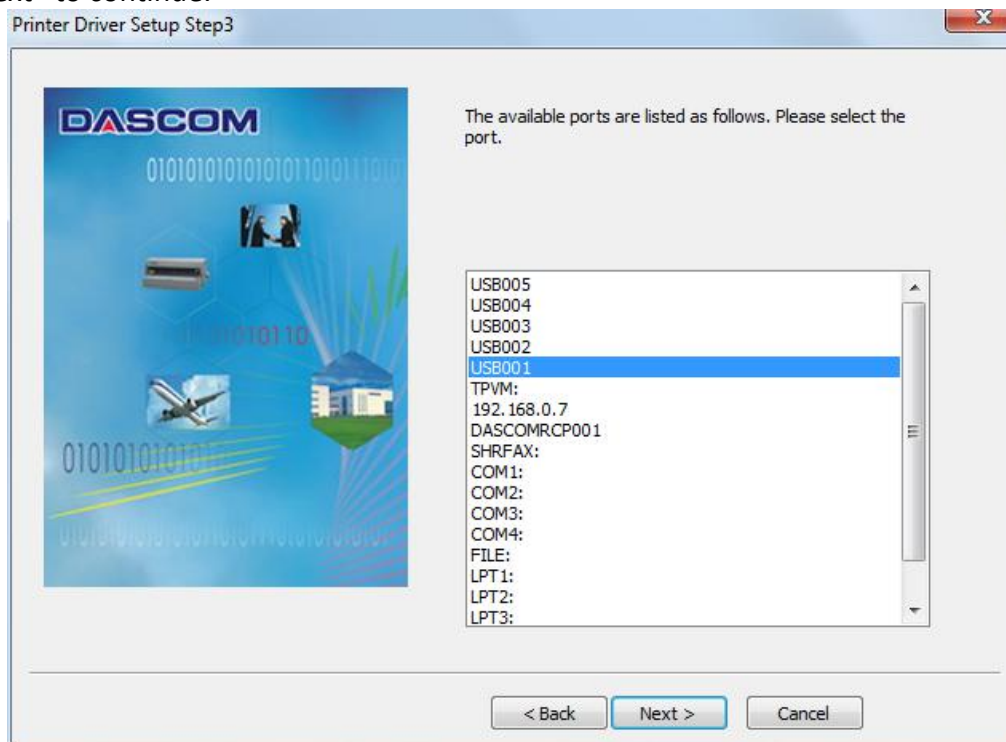
1. Double click the driver. You will see the screen as below. Click “Next” to continue.



2. Choose the printer model name. Click “Next” to continue.

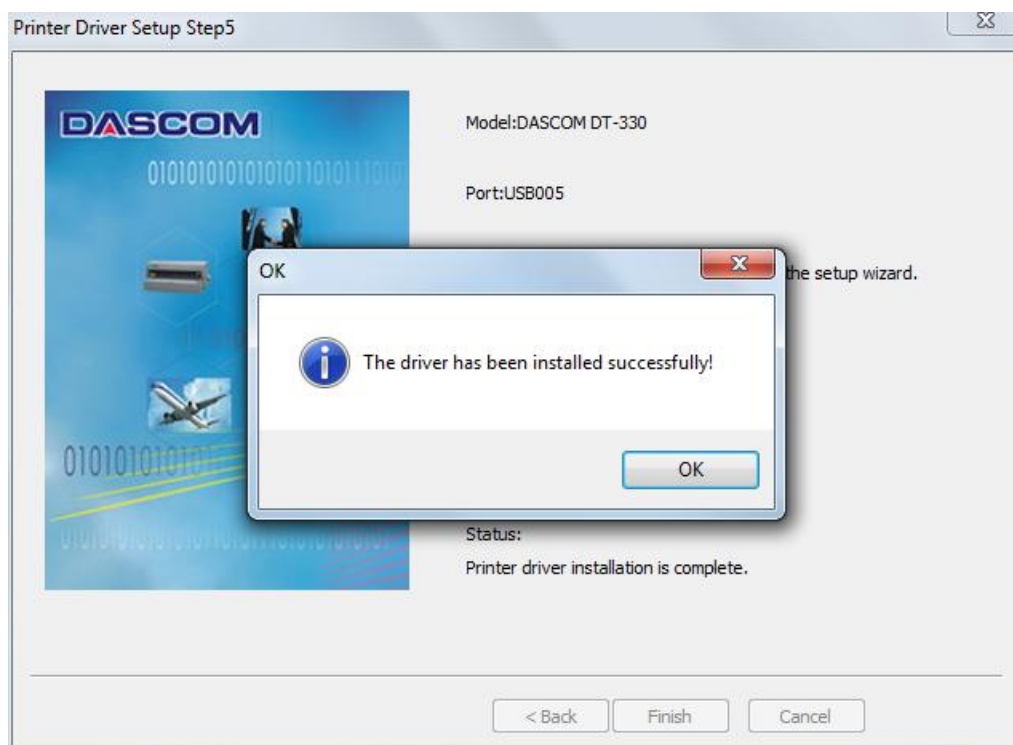
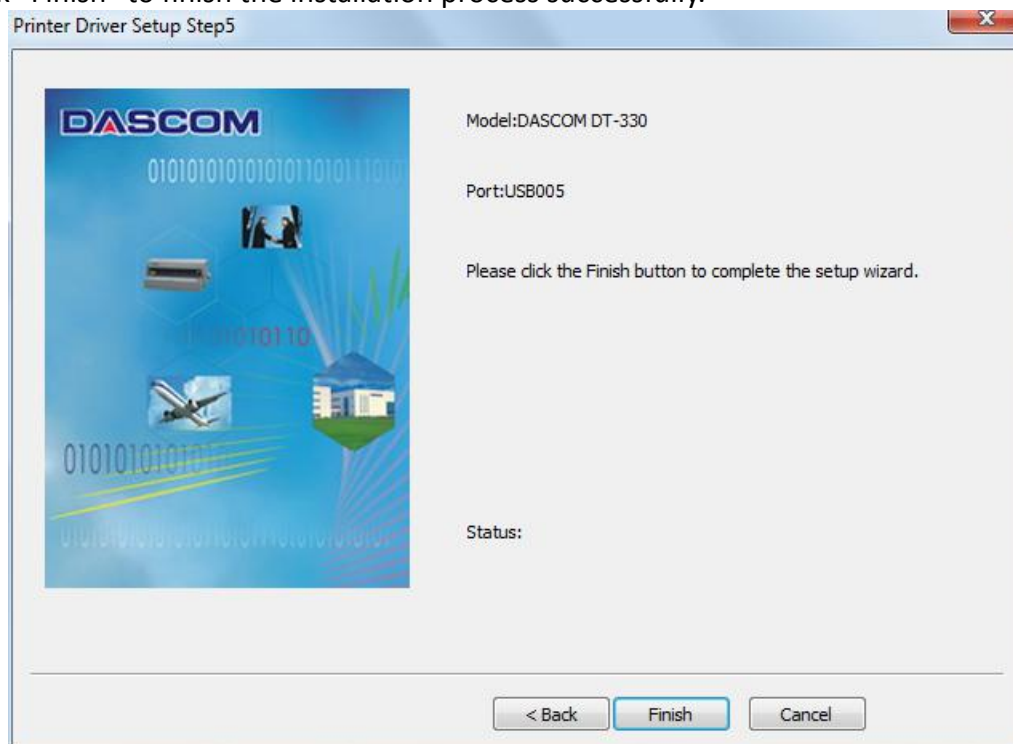


3. Choose the desired port (USB001 for USB port, com1 for serial port and LPT1 for parallel port). Click “Next” to continue.





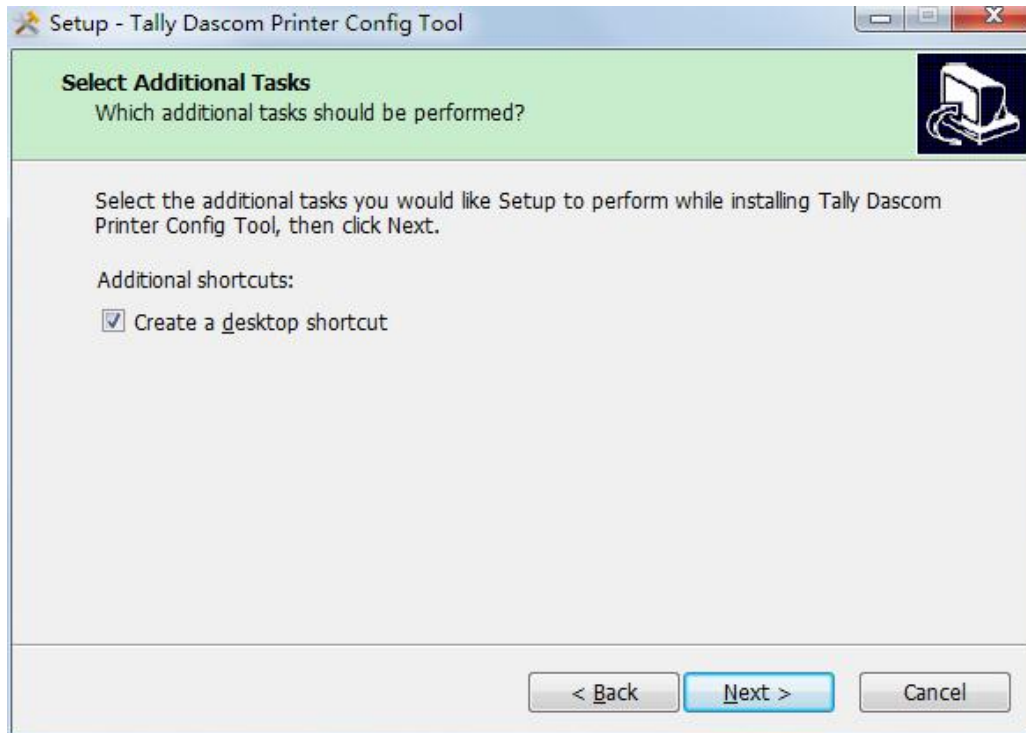
4. Click “Finish” to finish the installation process successfully.



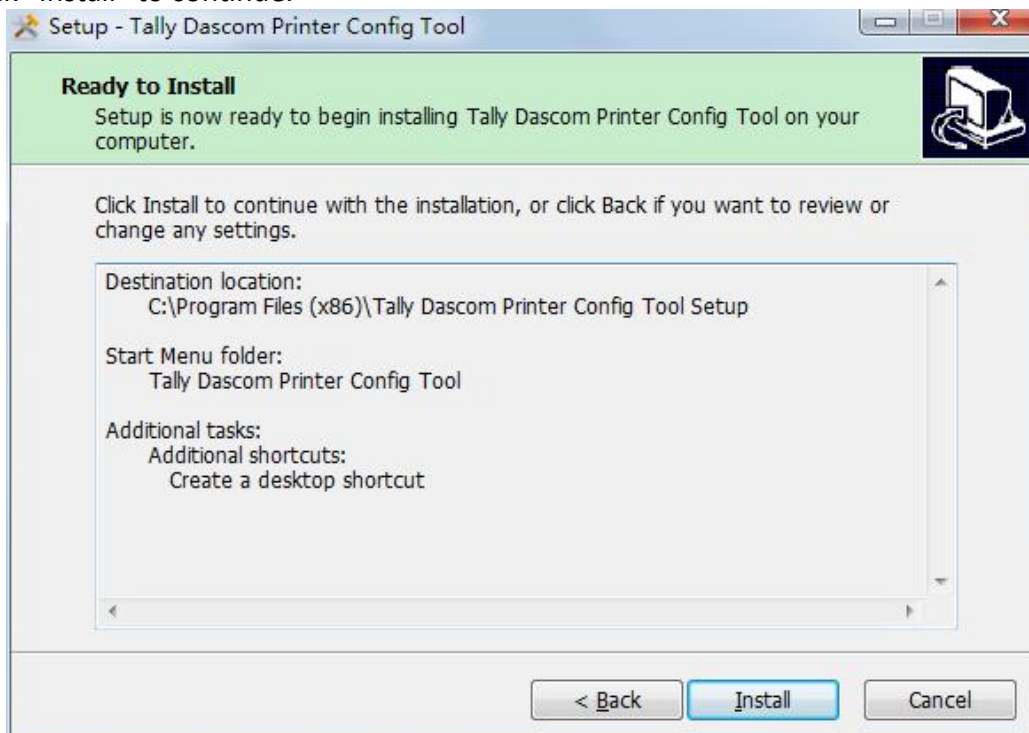
### 3.2 Installing Config Tool

Your printer CD-ROM comes with Tally Dascom Setup Tool. Go to the related folder and run the setup installer.

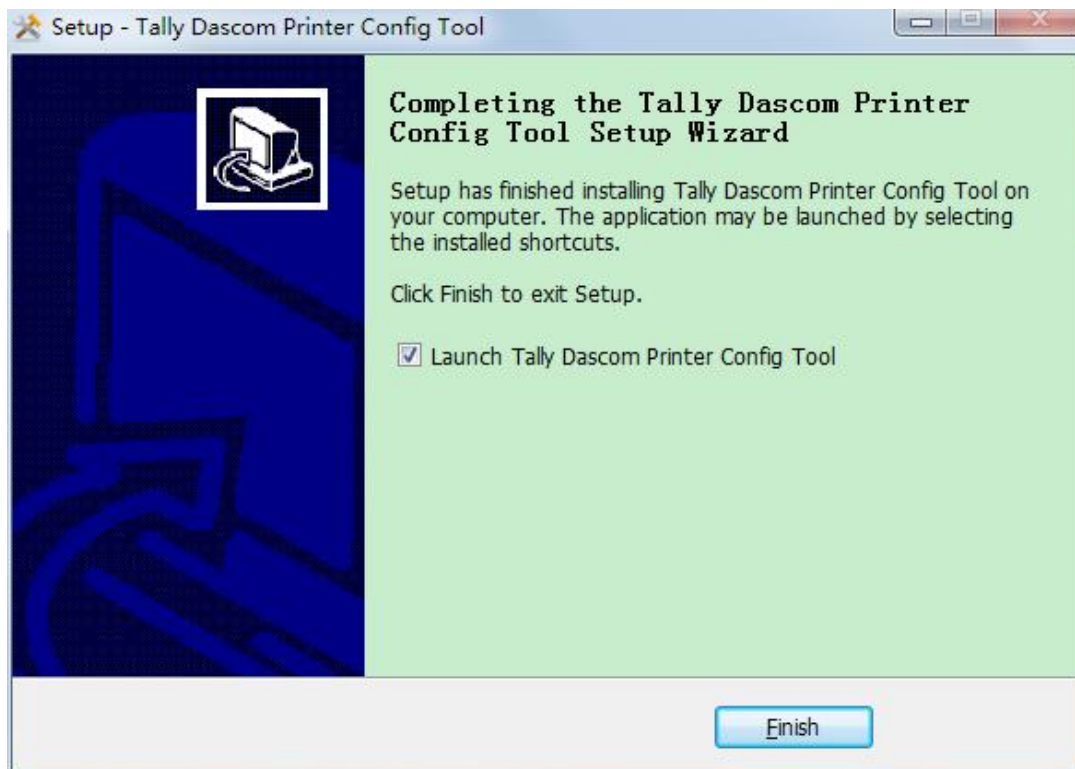
1. Select whether to create a shortcut. Click “Next” to continue.



2. Click “Install” to continue.

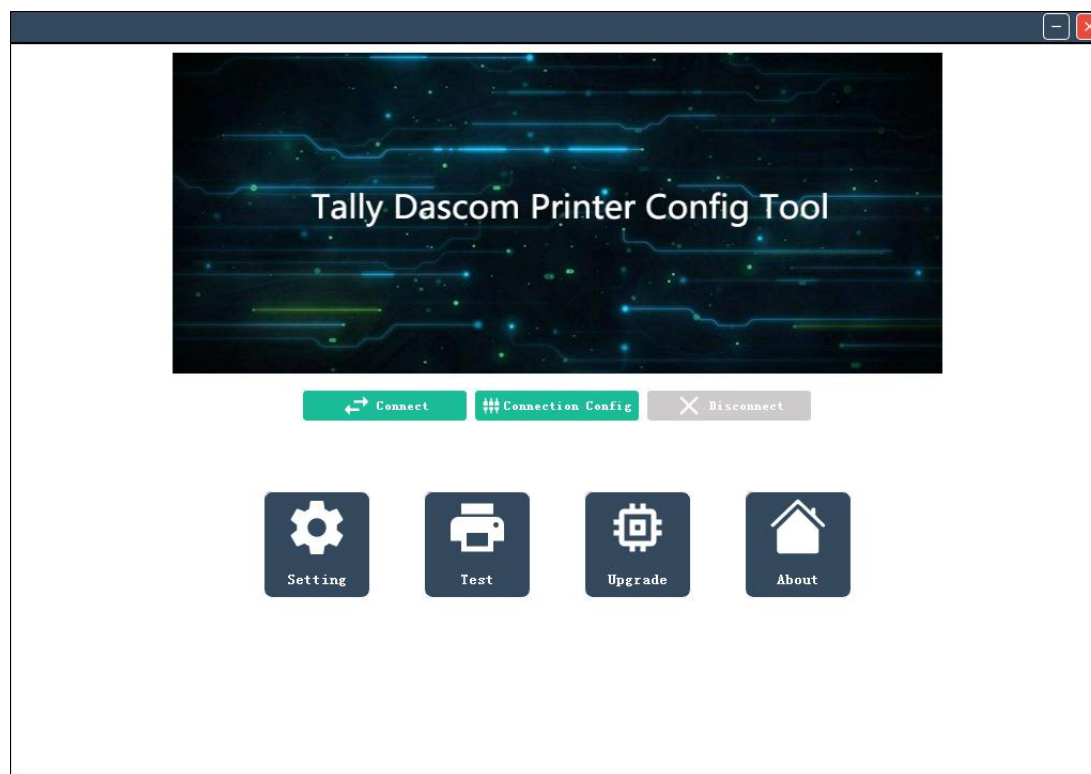


3. Click "Finish" to finish the installation process successfully.

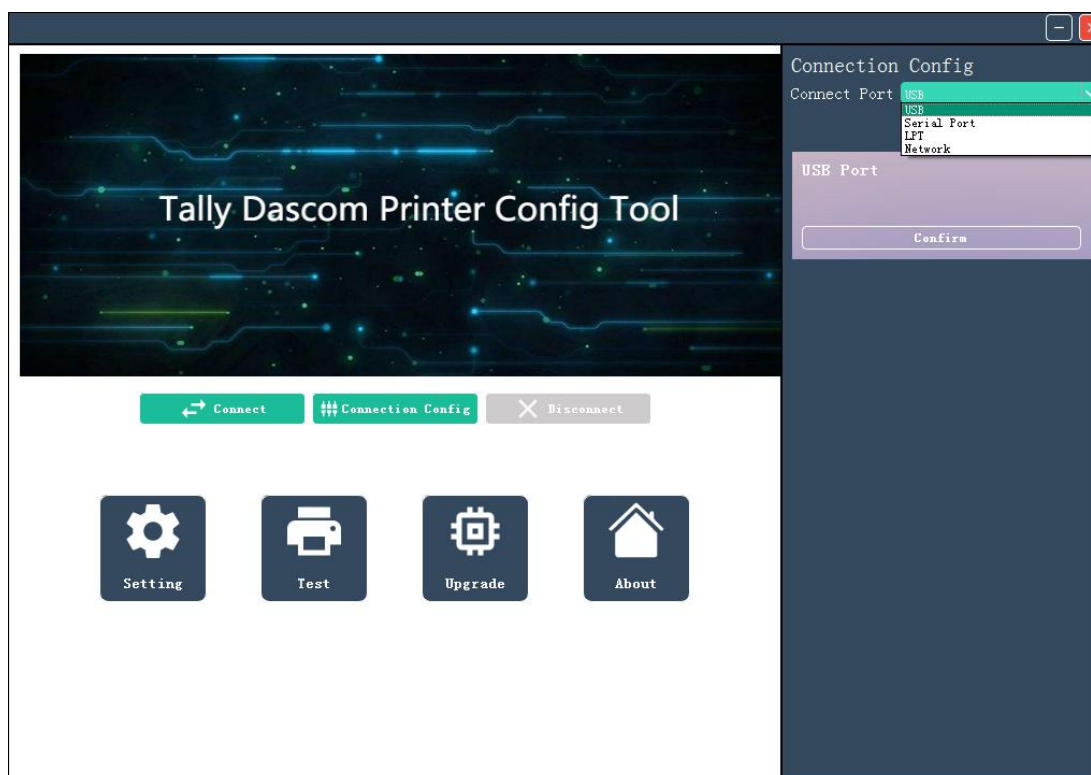


### 3.3 Setting the printer parameters via Config tool

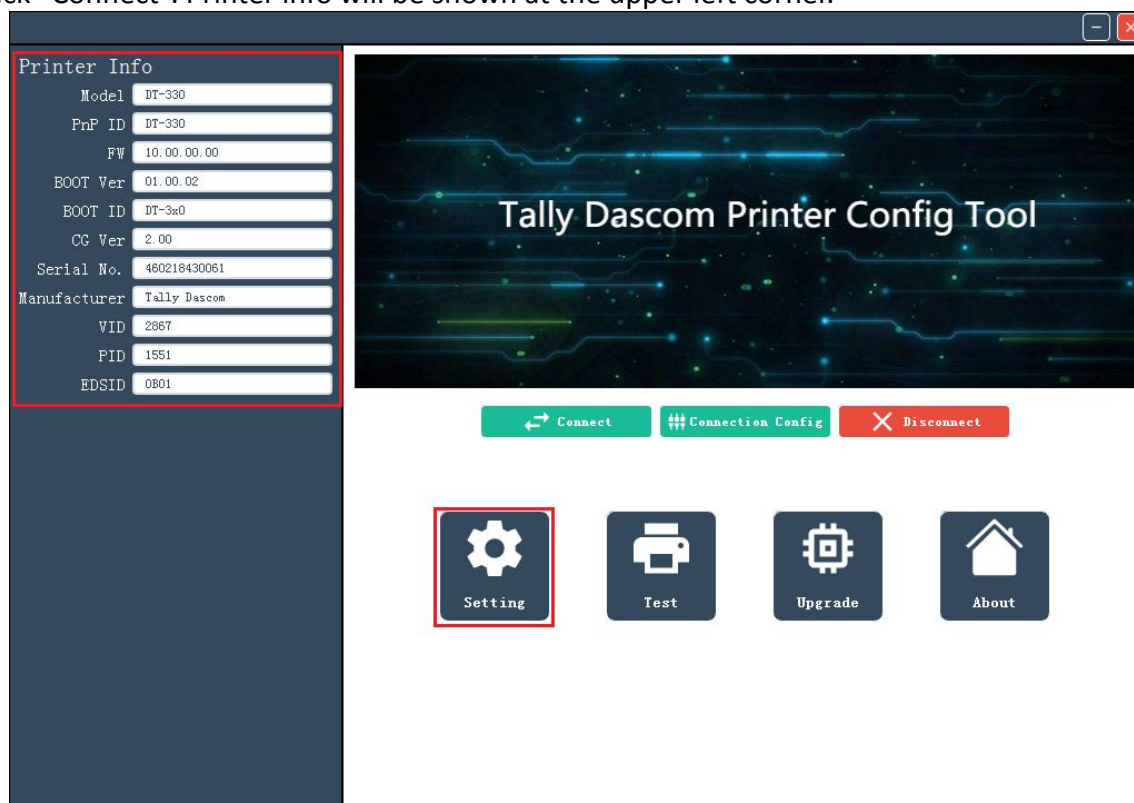
(1) Run “Tally Dascom Printer Config Tool”.



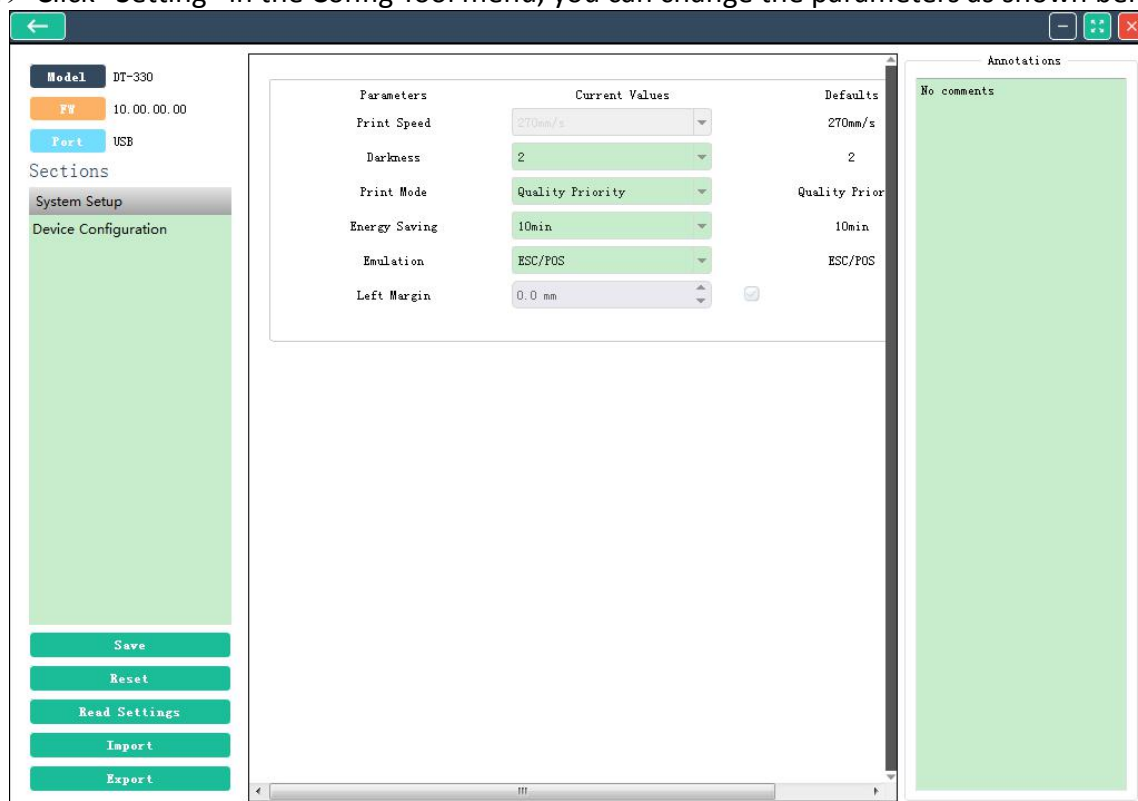
(2) Click “Connection Config”. Select the port at the upper right corner. Please note that only USB Port is available for DT-330.



(3) Click “Connect”. Printer info will be shown at the upper left corner.

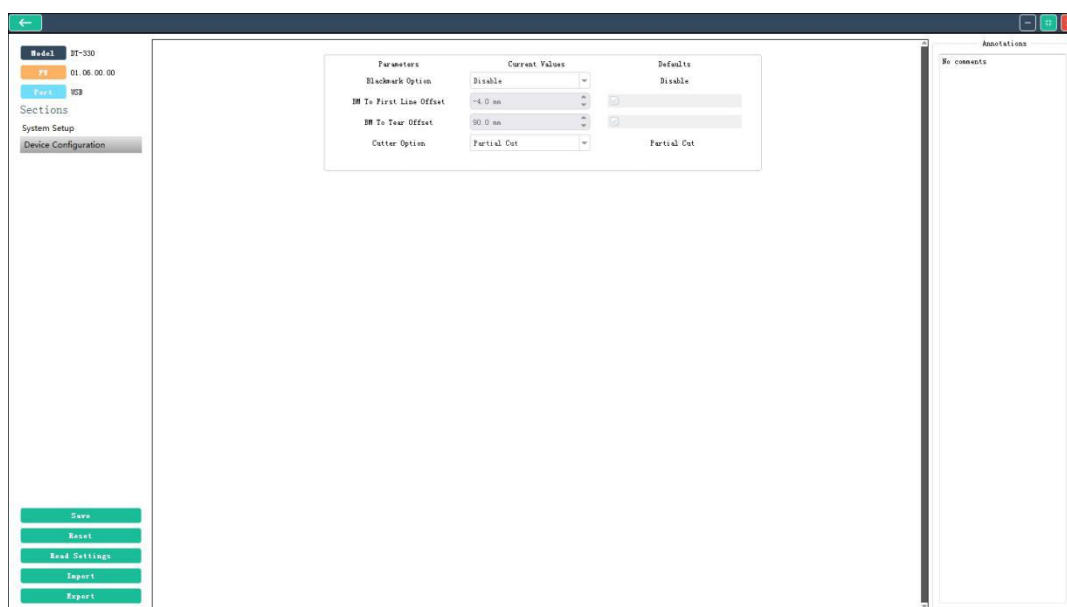


(4) Click “Setting” in the Config Tool menu, you can change the parameters as shown below.



## System Setup

Parameter	Default	Selectable parameters and Annotation
Energy Saving	10min	Select the time before entering energy-saving mode without any data communication and button action, or directly cancel the energy-saving mode. ◆ Off ◆ 1 min ◆ 2 min ◆ 5 min ◆ 10 min
Darkness	2	Selectable range is 1~4.
Print Mode	Quality Priority	◆ Quality Priority: The print quality is best, while the print speed will be lowered. ◆ Speed Priority: The print speed is fastest, while the print quality will be decreased.
Emulation	ESC/POS	◆ ESC/POS
Left Margin	0.0mm	Selectable range is 0 ~ 80mm.



## Device Configuration

Parameter	Default	Selectable parameters and Annotation
Black mark Option	Disable	◆ Disable ◆ Enable
BM To First Line Offset	-4.0mm	Selectable range is -4 ~ 50mm.
BM To Tear Offset	90.0mm	Selectable range is -18 ~ 150mm.
Cutter Option	Partial Cut	◆ Disable ◆ Full Cut ◆ Partial Cut

( 5 ) Save the parameters and click “←” at the upper right corner to return to the menu. Click “Disconnect”, the printer will restart to execute the new parameters.

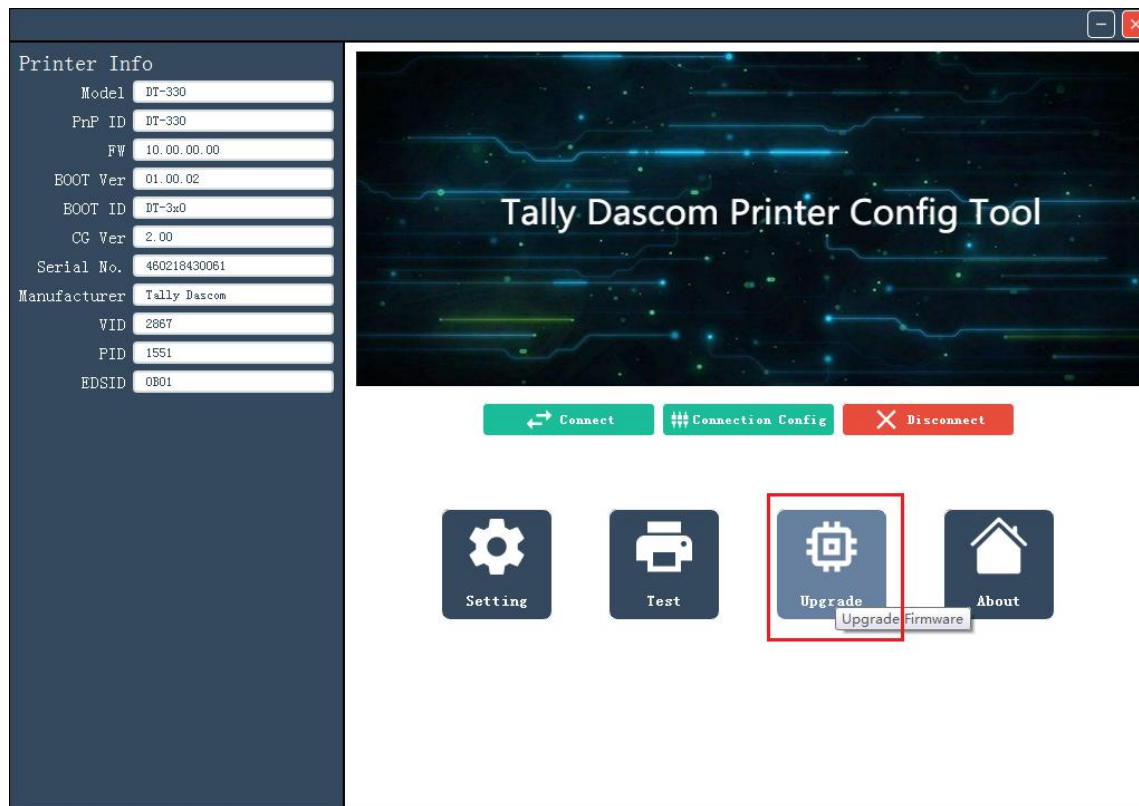
### Button ( Save, Reset, Read Settings, Import and Export) function

Save	This stores the changed parameter values to the printer memory. The printer notifies with a sound.
Reset	This restores the printer with factory parameter settings. A message box will pop up for re-confirm. The printer notifies with a sound after your confirmation.
Read Settings	This retrieves the parameter values from the printer memory. If you have changed some values without saving, a warning message will pop up to notify some values have been changed but not saved. The <b>Confirm (O)</b> button saves the changes. The <b>Cancel (C)</b> button ignores the new changes and proceeds to retrieve parameter values from the printer memory.
Import	<p>This imports an external .cfg file to simplify the parameter setting process.</p> <p>( 1 ) A click on this <b>Import</b> button pops up the <b>Open</b> dialog box. Browse the folder to locate the desired .cfg file. Click the <b>Open</b> button on the lower right corner to import this .cfg file.</p> <p>( 2 ) The import of parameters fails if “Printer mis-match” message is displayed. The parameter imported cannot be applied to your printer, because the .cfg file is not applicable to DT-330.</p>
Export	This exports all the parameter values on this printer to a .cfg file. Saving this .cfg file to a flash-drive ease the work of setting multiple printers with identical parameter values. A click on this <b>Export</b> button pops up the <b>Save</b> dialog box. Browse to locate the desired folder then input a name with .cfg extension. Click the <b>Save</b> button on the lower right corner to store this .cfg file. When “ <b>Export successfully!</b> ” is displayed, click the <b>Confirm(O)</b> button.

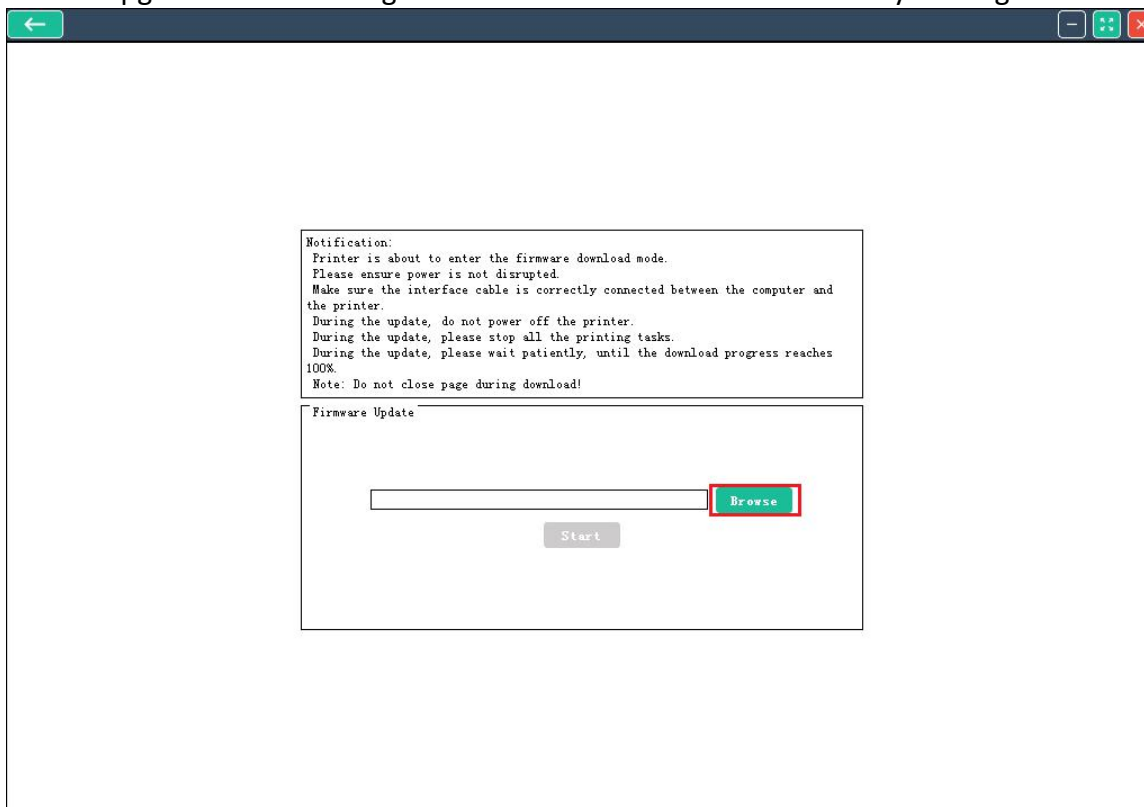


### 3.4 Upgrading the Firmware via Config tool

( 1 ) Run “Tally Dascom Printer Config Tool”. Below will be shown when the connection is successful.

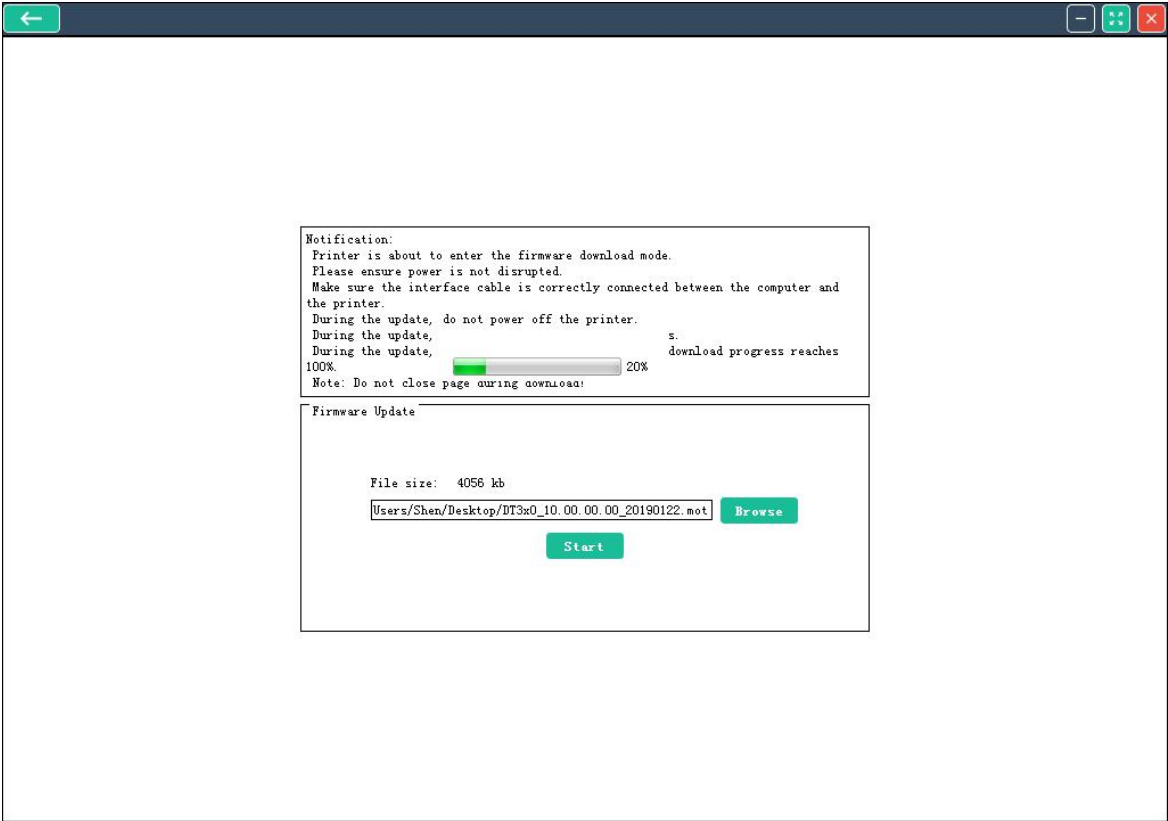


( 2 ) Click “Upgrade” in the Config Tool menu. Locate the Firmware file by clicking “Browse”.

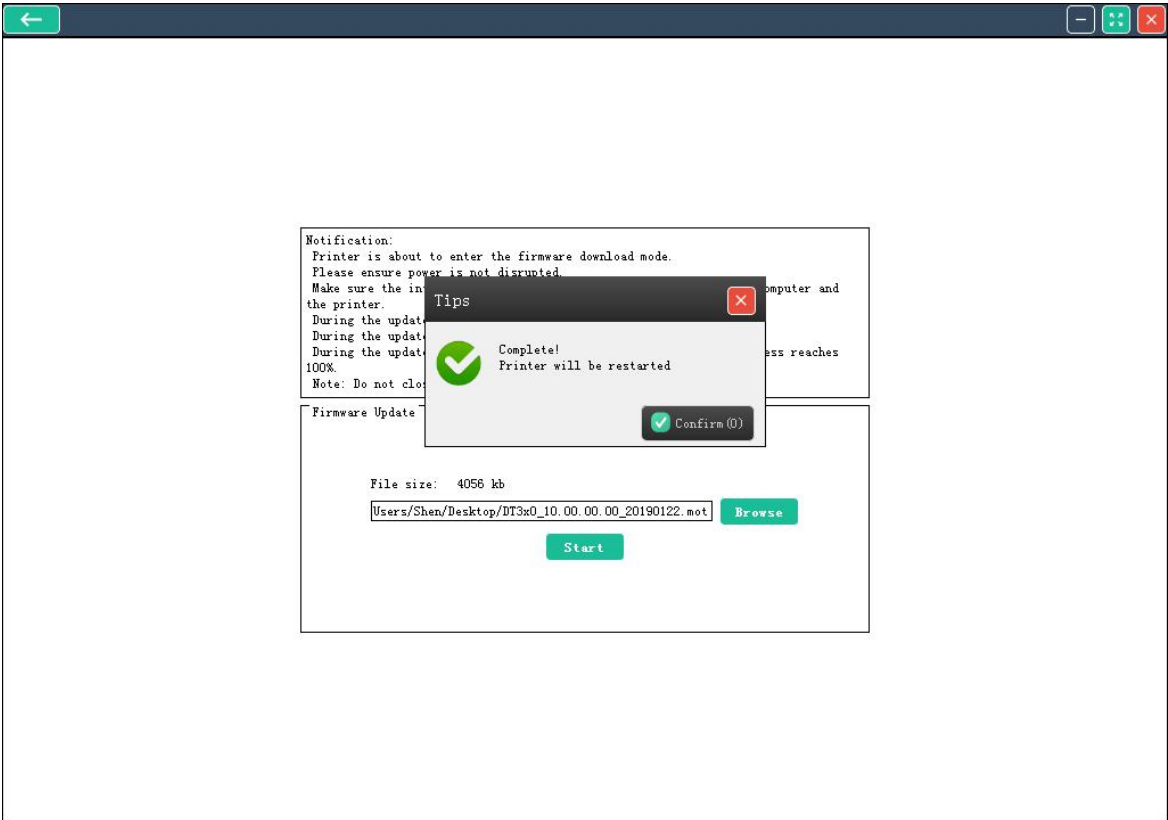




( 3 ) Click “Start”. A message box pops up to ask for confirmation. Click “Confirm” to start the upgrade process.



( 4 ) When the progress bar reaches 100%, the upgrade process is completed and the printer will be restarted.



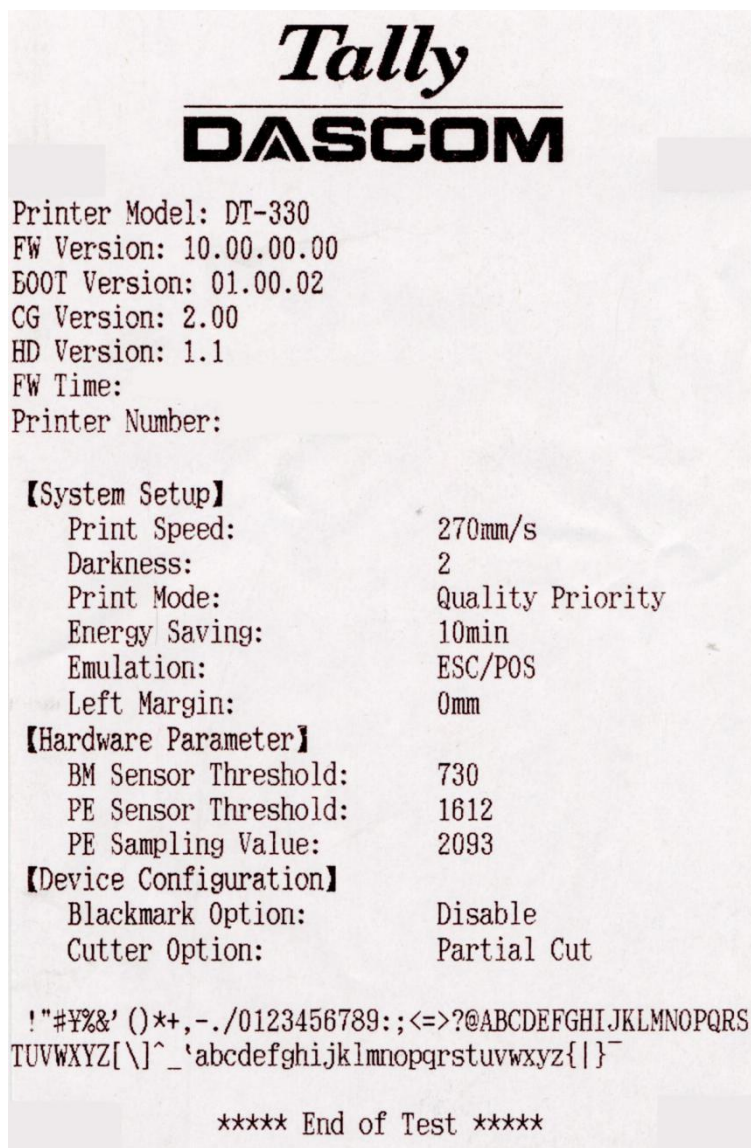
## 4 SETTING/CHECKING MODES

### 4.1 Print a Parameter Setting Page (Self-test Page)

Before you connect the printer to the computer, make sure that the printer is in proper working order.

Follow the steps below to run Self-test mode.

1. Make sure the media is properly loaded, the top cover of the printer is closed and the printer is power off.
2. Turn on the printer.
3. Keep pressing the FEED button for 4 sec, the printer starts printing a self-test page.



## 5 TROUBLESHOOTING

Your printer is extremely reliable, but occasionally problems may occur. This chapter provides information on some of the common problems you may encounter and how you may solve them. If you encounter problems that you cannot resolve, contact your dealer for assistance.

Read the following instructions before maintenance and avoid incorrect operation, so as to prevent injury to you and damage to the printer.

### 5.1 Error Status

#### ■ LED indications

Problem	Error LED	Paper LED	Solution
Print head is overheated.	flash	off	Turn the printer off and wait some minutes before you resume.
Print head is lifted.	off	on	Press the print head down.
Paper end	off	on	Reload the paper roll.
Paper near end	off	flash	The roll paper is near end, the printer can work normally, procure new paper and load it when paper is used up.
Cutter jam	on	off	Reload the roll paper.
Printer cover is open.	off	on	Close the Printer Cover.
Incorrect power connection	off	off	Check the power supply cable connections and the power outlet, and correct them.
Power switch is OFF.	off	off	Turn on the power switch.
PCB board is damaged.	off	off	Contact your dealer for assistance.

## 5.2 Possible Issues While Printing

Trouble	Potential Problem	Solution
Colored stripe in the paper	Paper near end	Install a new roll of paper.
Blurred or spot printing	Incorrect roll paper installation	Install the paper roll correctly.
	Poor paper quality	Use recommended thermal roll paper.
	Dirty thermal head or print roller	Clean the thermal head or print roller.
	Low Print density	Increase the print density level.
Paper Jam	Paper stuck	Open the printer cover, check the paper path and remove jammed paper.
Vertical dot line missing	Dirty thermal head or print roller	Clean the thermal head or print roller.
	Thermal head damaged	Contact your dealer for assistance.

## 5.3 Possible Issues While Cutting

Trouble	Potential Problem	Solution
Cutter jam, the movable cutter cannot move back	Cutter abrasion, insufficient cutting	Replace the cutter
	Worn gear and worn wheel abrasion	Replace the worn gear and worn wheel
	Motor burnt	Replace the motor
	Paper scraps	Clean the paper scraps on the transmission system
Insufficient cutting	Cutter edge abrasion, paper too thick	Replace the cutter
Paper Jam	Thermal printer head over heat	Reduce the density of printing
	Driving too fast	Reduce the printer speed to the limit of thermal printer head
	Wrong paper feeding position	Put the paper parallel with paper mount and insert into the space between the platen roller and the thermal print head

## 5.4 Removing Jammed Paper



Print head may be hot, please do not touch!

- Turn off the printer. Press the cover open button to open the printer cover.
- Remove the jammed paper, and close the printer cover.
- If the paper is jammed at the cutter, please do not open the printer cover. Lift up the cutter cover instead. (As shown in Picture 1)
- Turn the knob until the cutter blade returns to the normal position. (As shown in Picture 2)
- Close the cutter cover.



Picture 1

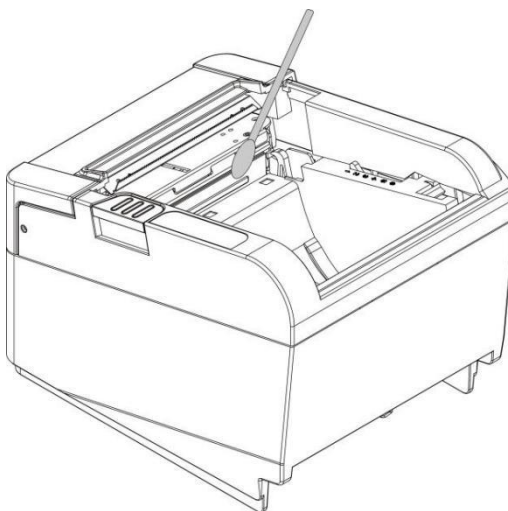


Picture 2

## 5.5 Cleaning Thermal Head



- After printing, the thermal print head becomes very hot. Be careful not to touch it and to let it cool before you clean it.
  - Prevent the damage to the thermal print head by touching it with your fingers or any hard object.
- 
- Turn off the printer, open the printer cover, and clean the thermal elements of the print head with a cotton swab moistened with an alcohol solvent (ethanol, methanol, or isopropyl alcohol).
  - It is recommended to clean the print head every 3 months to ensure the print quality.



## 5.6 Maintenance

This printer is toughly built to meet heavy load without regular maintenance. However regular cleaning can extend the operating life of the printer. It is recommended to clean the printer every 6 months or 300 operating hours.

Turn off the power and unplug the power cord before cleaning.

- Pick up paper debris by a pair of tweezers.
- Clean up the dust inside by a brush or compact vacuum cleaner.
- Clean up the dirt inside with a clean cloth.
- Clean the platen with a soft cloth.
- Avoid damages to or loosening the cable winding and components inside. Avoid metallic objects falling into the electric areas to cause short-circuit.

## 6 COMMUNICATION INTERFACES SPECIFICATIONS

Power socket and USB interface are standard interfaces for the printer.

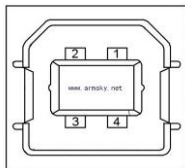
Serial interface, Parallel interface, Ethernet interface, Wi-Fi interface and Cash drawer interface are optional interfaces for the printer.

### 6.1 USB Interface

#### USB interface pin assignment

PIN No.	Description	Classic wire color
1	VBUS	Red
2	D-	White
3	D+	Green
4	GND	Black

#### USB interface connector diagram



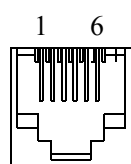
### 6.2 Cash Drawer Interface

#### Cash Drawer interface pin assignment

Cash drawer interface supports DC24V, RJ-11 6P type socket.

Pin. No.	Description	Direction
1	Frame Ground	-
2	Drawer kick-out drive signal 1	Output
3	Drawer open/close signal	Input
4	+24V	-
5	Drawer kick-out drive signal 2	Output
6	GND	-

#### Cash Drawer interface connector diagram



## 6.3 Wi-Fi Interface

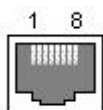
Wi-Fi interface supports 2.4 GHz, IEEE Std. 802.11b/g standard.

## 6.4 Ethernet Interface

### Ethernet interface pin assignment

Pin. No.	Name	Description
1	TX+	Tranceive Data+
2	TX-	Data-
3	RX+	Receive Data+
4	n/c	Not connected
5	n/c	Not connected
6	RX-	Receive Data-
7	n/c	Not connected
8	n/c	Not connected

### Ethernet interface connector diagram



## 6.5 Serial Interface

### Serial interface pin assignment

Serial interface compatible with RS-232 standard, with 25 pin (D hole type) socket.

PIN No.	Description
PIN 1	Frame Ground
PIN 2	TXD
PIN 3	RXD
PIN 4	RTS
PIN 5	Unconnected
PIN 6	DSR
PIN 7	Signal Ground



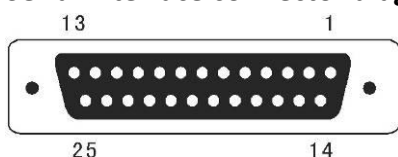
PIN 8~19	Unconnected
PIN 20	DTR
PIN 21~25	Unconnected



User can view the setting of interface via printing configuration sample.

The default setting of serial interface is as follow, 38400 bps (baud rates), 8 bit (data bit), 1 bit (stop bit), no parity, support DTR/DSR handshaking protocol.

### Serial interface connector diagram



## 6.6 Parallel Interface

### Parallel interface pin assignment

Parallel interface with 36 pin CENTRONICS socket.

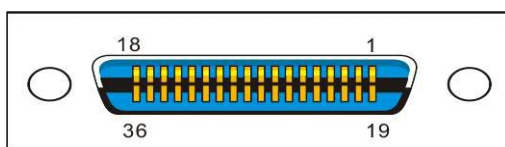
Pin No.	Signal From	Description
1	H	Strobe Signal; Data latch pulse, latch the data to the printer at the rising edge of the negative pulse.
2	H	Data 0 (The lowest bit)
3	H	Data 1
4	H	Data 2
5	H	Data 3
6	H	Data 4
7	H	Data 5
8	H	Data 6
9	H	Data 7 (The highest bit)
10	P	ACK Signal; Printer response signal, indicates that the printer has received a Data byte.
11	P	Busy Signal; The printer is busy; High level indicates that the printer can't receive data.
12	P	PE Signal; Paper end signal; High level indicates that the printer is out of paper.
13	—	Unconnected
14	—	Unconnected

15	—	Unconnected
16	Logic Ground	
17	Frame Ground, separated from logic ground.	
18	—	Unconnected
19~30	Logic Ground	
31	—	Unconnected
32	P	Printer error signal. Low level indicates that an error occurs in the printer. It will come with paper end.
33	Logic Ground	
34~35	—	Unconnected
36	Unconnected	



H indicates that signal comes from Host computer; P indicates that signal comes from Printer.

### Parallel interface connector diagram



## 6.7 Power Socket

External Power Adapter:

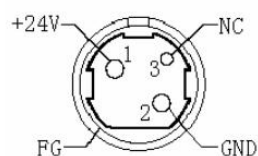
Input: AC 100V-240V, 1.8A, 50-60Hz

Output: DC 24V±5%, 3.0A, A-1009-3P interface

### Power Socket pin assignment

Pin Number	Signal Name
1	+24 V
2	GND
3	Not Connected
SHELL	Frame Ground

### Power Socket connector diagram



## 7 PRINTING CONTROL COMMAND SETS

- Compatible with ESC/POS command set
- Support NV image and page mode printing

### List of Commands

Command	Function
HT	Horizontal tab
LF	Print and line feed
FF	Print and return to standard mode (in page mode)
CR	Print and carriage return
ESC FF	Print data in page mode
ESC SP	Set right-side character spacing
ESC !	Select print mode(s)
ESC \$	Set absolute print position
ESC *	Select bit-image mode
ESC –	Turn underline mode on/off
ESC 2	Select default line spacing
ESC 3	Set line spacing
ESC @	Initialize printer
ESC D	Set horizontal tab positions
ESC E	Turn emphasized mode on/off
ESC G	Turn double-strike mode on/off
ESC J	Print and feed paper
ESC L	Select page mode
ESC M	Select character font
ESC S	Select standard mode
ESC V	Turn 90 degrees clockwise rotation mode on/off
ESC W	Set print area in page mode
ESC \	Set relative print position
ESC a	Select justification
ESC d	Print and feed <i>n</i> lines
GS !	Select character size
GS \$	Set absolute vertical print position in page mode

GS ( k	Set up and print symbol
	<Function 065> PDF417: Set the number of columns in the data region.
	<Function 066> PDF417: Set the number of rows.
	<Function 067> PDF417: Set the width of the module.
	<Function 068> PDF417: Set the row height.
	<Function 069> PDF417: Set the error correction level.
	<Function 070> PDF417: Select the options.
	<Function 080> PDF417: Store the data in the symbol storage area.
	<Function 081> PDF417: Print the symbol data in the symbol storage area.
	<Function 082> PDF417: Transmit the size information of the symbol data in the symbol storage area.
	<Function 167> QR Code: Set the size of module.
	<Function 169> QR Code: Select the error correction level.
	<Function 180> QR Code: Store the data in the symbol storage area.
	<Function 181> QR Code: Print the symbol data in the symbol storage area.
	<Function 182> QR Code: Transmit the size information of the symbol data in the symbol storage area.
GS *	Define downloaded bit image
GS B	Turn white/black reverse print mode on/off
GS H	Select print position of HRI characters
GS L	Set left margin
GS P x y	Set unit for horizontal and vertical movement
GS W	Set print area width
GS \	Set relative vertical print position in page mode
GS f	Select font for HRI characters
GS h	Set bar code height
GS k	Print bar code
GS w	Set bar code width
GS v 0	Print raster bit image

## APPENDIX I Wi-Fi CONNECTION (OPTION)

If your printer connected to the computer with Wireless Ethernet, there are two kinds of modes: AP mode and STA mode.

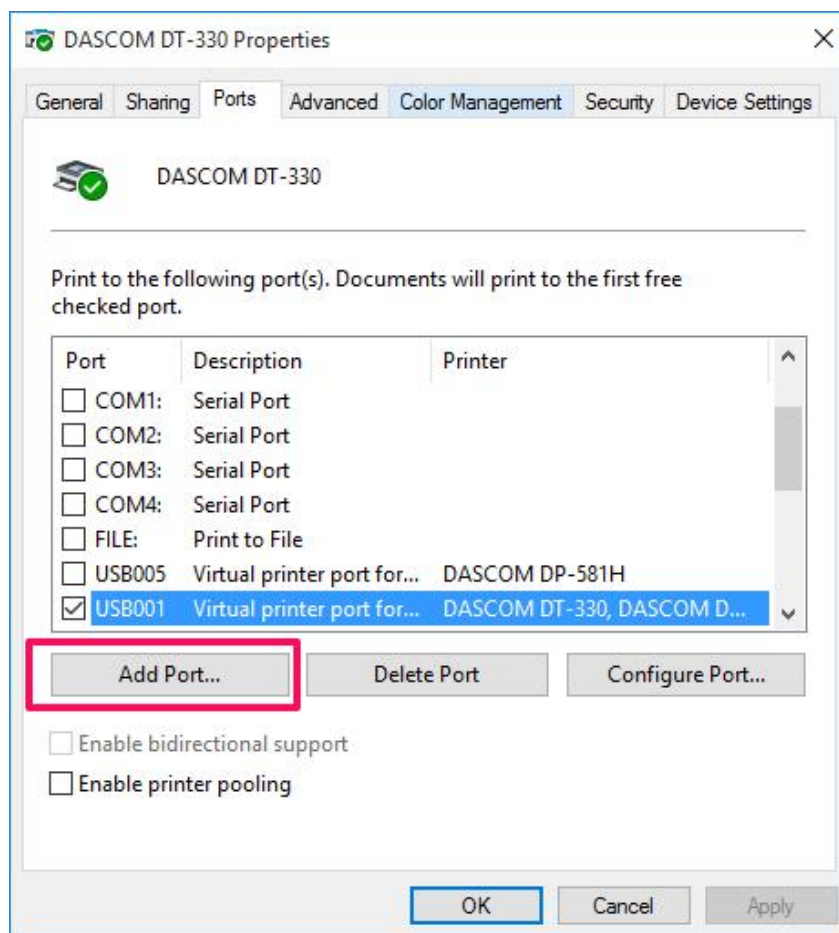
AP mode

- AP means Access Point. When the printer is working under AP mode, it works as an access point to the network.

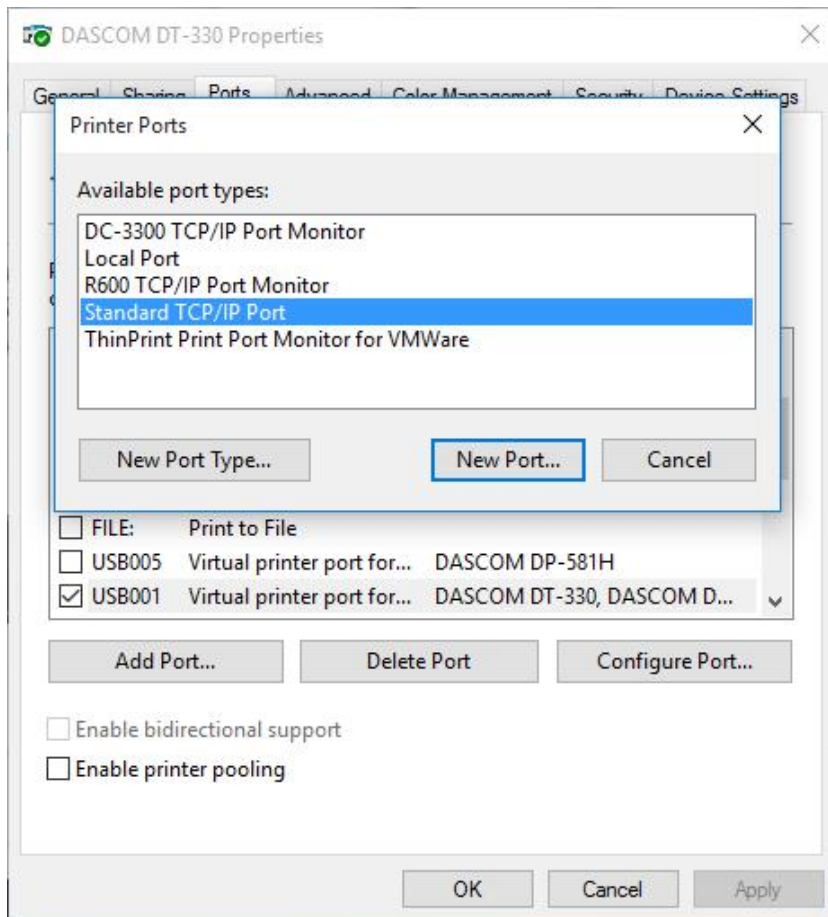
How to setup before printing:

- (1) The PC should be installed with WiFi adapter.
- (2) Search for "WiFiPrinter" and connect it.
- (3) Add the new port in the driver.

Click "Start" → "Devices and Printers", right click on the DT-330 Printer Driver, and then click "Printer Properties". You will see the screen as below. Click "Ports" → "Add Port".



Select “Standard TCP/IP Port”, and click “New Port”, then click “Next” to continue.



Enter IP address and port name (Default:192.168.0.7). Then click “Next” to continue.

Add Standard TCP/IP Printer Port Wizard

**Add port**

For which device do you want to add a port?

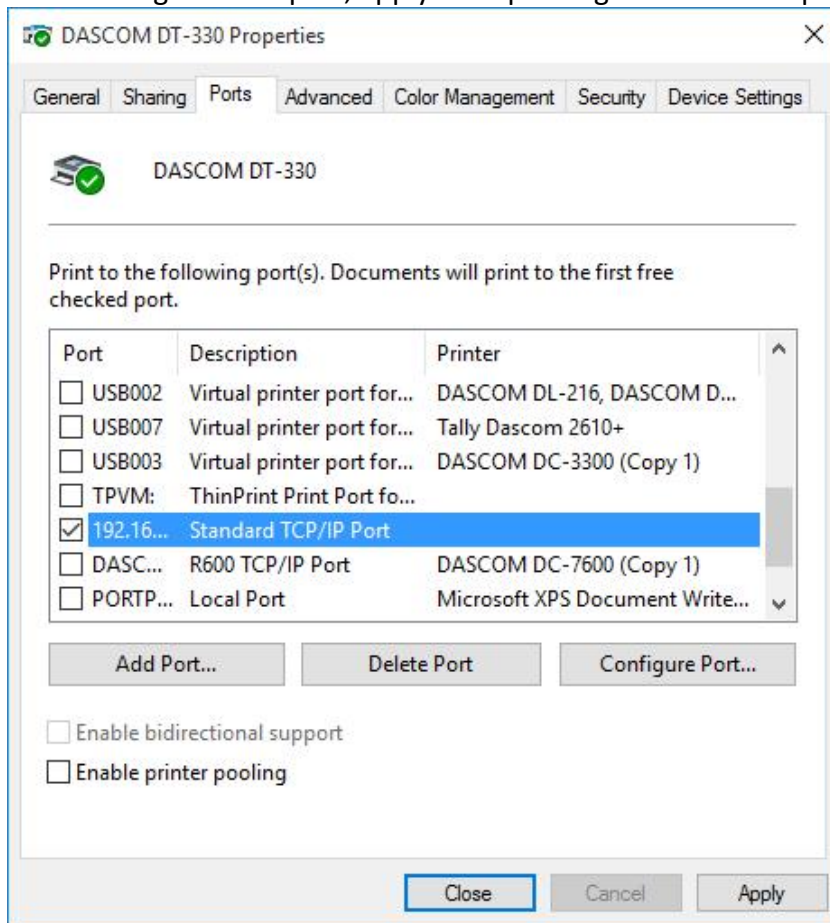
Enter the Printer Name or IP address, and a port name for the desired device.

Printer Name or IP Address: 192.168.0.7

Port Name: 192.168.0.7

< Back Next > Cancel

After adding the new port, apply it for printing and finish the process.



### STA mode

- STA means Station mode. When the printer is working under STA mode, it works as a wireless terminal device.

How to setup before printing:

- (1) The PC should be installed with WiFi adapter.
- (2) Connect the printer with the router, and obtain the IP address assigned by the router.

Run "cmd" command→enter "ipconfig" in the Virtual DOS window. IP address will be shown.

```

C:\Windows\system32\cmd.exe
Microsoft Windows [Version 10.0.10240]
(c) 2015 Microsoft Corporation. All rights reserved.

C:\Users\John>ipconfig

Windows IP Configuration

Ethernet adapter Ethernet0:

    Connection-specific DNS Suffix  . : 
    Link-local IPv6 Address . . . . . : fe80::8ab:1a19:80c8:6e47%3
    IPv4 Address. . . . . : 192.168.1.147
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1

Tunnel adapter isatap.{AC3FC444-CFE9-45A4-A50A-FCE69A3193C0}:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . : 

C:\Users\John>
  
```

(3) Run “Tally Dascom Printer Config Tool”. Enter the IP address under WiFi setup section.

The screenshot shows the 'WiFi Setup' section of the Tally Dascom Printer Config Tool. The interface includes a left sidebar with navigation options: 'Model' (DT-330), 'Firmware' (01.06.00.00), 'Facts' (1028), 'Sections', 'System Setup', 'Device Configuration', and 'Wifi Setup' (selected). The main area displays a table of parameters for WiFi configuration. The table has three columns: 'Parameters', 'Current Values', and 'Defaults'. The parameters listed are: Net Type (STA), Channel (CH11), DMCF (On), Encryption Mode (Open), SSID (WiFi Printer), MAC Address (78:83:89:10:80:84), IP Address (192.168.0.7), Netmask (255.255.255.0), Gateway (192.168.0.1), DNS (192.168.0.100), and Network Port (9100). Below the table are three buttons: 'Restore Default', 'Reset', and 'Write'. A 'Read Settings' button is located at the bottom left of the main area. The right sidebar shows 'Annotations' with 'Network Type' listed.

Parameters	Current Values	Defaults
Net Type	STA	AP
Channel	CH11	CH11
DMCF	On	On
Encryption Mode	Open	Open
SSID	WiFi Printer	
MAC Address	78:83:89:10:80:84	
IP Address	192.168.0.7	
Netmask	255.255.255.0	
Gateway	192.168.0.1	
DNS	192.168.0.100	
Network Port	9100	

Buttons: Restore Default, Reset, Write

Read Settings

(4) After setting, click “Disconnect” to restart the printer.

(5) Add the new port in the driver (same process as AP mode, IP address should be the same one obtained in step 2 ).



---

## APPENDIX II 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.
- 2) This device must accept any interference received, including interference that may cause undesired operation.

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



---

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:

- Re-orientate 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.

### 3. 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.

# APPENDIX III DASCOM REPRESENTATIVES

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www.dascom.com

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