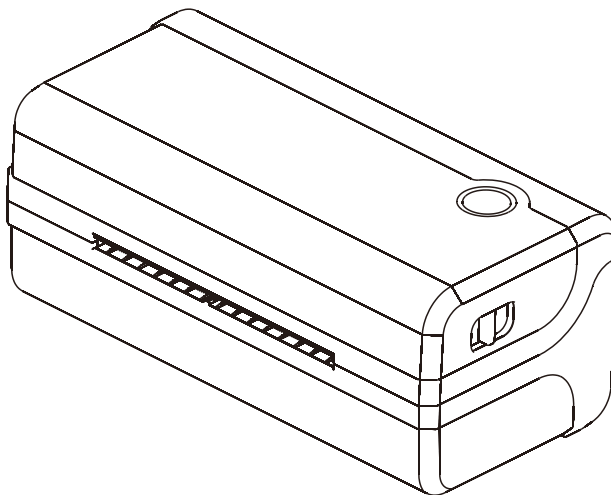


# **LABEL PRINTER**

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## **User Manual**



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# I. Product Introduction

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Thank you for purchasing the label printer produced by our company.

This label printer provides you with safe, reliable and efficient printing quality at a reasonable economic price. At the same time, Printer is widely used in supermarkets, Catering industry, clothing industry, warehousing industry, etc.due to its super functions and easy operation.

## 1.1 Main Features

- ☐ High printing quality
- ☐ Low noise
- ☐ The attractive appearance
- ☐ Reasonable structure, simple use and maintenance
- ☐ Intelligent detection and positioning
- ☐ Auto feed and retreat paper
- ☐ Simple operation
- ☐ Label off intelligent handling function
- ☐ Fast printing, saving time
- ☐ Superior heat dissipation, can handle heavy printing workload

## II. Safety Instructions

---

**Before operating and using the printer, please carefully read the following items and strictly observe the use rules.**

### 2.1 Safety warning

-  The print head will become very hot during printing, please do not touch the printhead and peripheral parts during printing and printing just finished.
-  Please do not touch the printhead and connectors, in case that static damages the printer head.

### 2.2 Instructions

 **Warnings: Violating following instructions may cause serious injury or death.**

- 1) Do not plug several products in one porous power outlet.
  - This may cause over-heat and a fire
  - If the plug is wet or dirty, dry or wipe it before using.
  - If the plug does not fit perfectly to outlet, do not plug in.
  - Be sure to use only standardized porous power outlet
- 2) You must use the supplied adapter.
  - It is dangerous to use other adapters.
- 3) Do not pull the cable by pulling.
  - This may damage the cable or cause a fire.
- 4) Do not plug in or unplug with your wet hands.
  - You may be electrocuted.
- 5) Do not bend the cable by force or leave it under any heavy object.
  - A damaged cable may cause a fire.

 **Note: Violating following instructions may cause slight damage of the appliance.**

- 1) If you observe a strange smoke, odour 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.
- 2) Install the printer on the stable surface.
  - If the printer falls down, it may be broken and you may hurt yourself.
- 3) Use the approved accessories only and do not try to disassemble, repair or remodel it by yourself.
  - Call your dealer when you need these services.
  - Do not touch the blade of auto cutter.

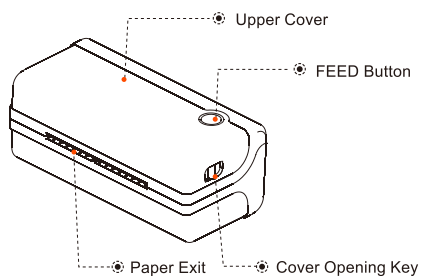
- 4) Do not let water or other foreign objects drop into the printer.
  - If this happened, switch off and unplug the printer before calling your dealer.
- 5) Do not use the printer when it is out of order. This can cause a fire or an electrocution.
  - Switch off and unplug the printer before calling your dealer.
- 6) Other considerations:
  - Place the printer on a solid and even base so that it cannot fall.
  - Leave enough space around printer for operation and maintenance.
  - Keep all liquids away from the printer.
  - Do not expose the printer to high temperatures, direct sunlight or dust.
  - Ensure the printer is connected to a socket with the correct mains voltage.
  - Switch off the printer POWER supply when it's not in use for a long time.
  - To ensure the printing quality and reliability, suggest use the same quality or recommend paper supplier.
  - Pls. switch off the POWER supply when connect/disconnect all the ports or it will cause damage to the printer control circuit.
  - Never carry out maintenance or repair work yourself. Always contact a qualified service Technician.
  - Keep this User Manual in a place which is easily accessible at all times.

## 2.3 Other Precautions

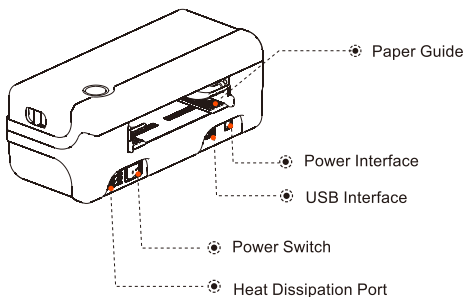
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### III. Appearance and Components

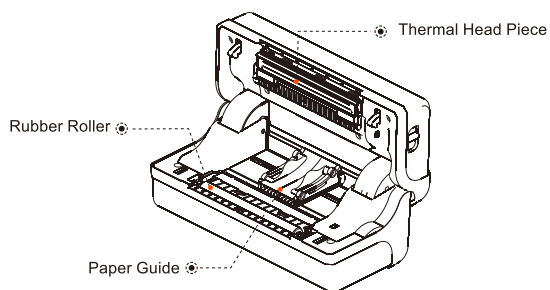
#### Front View



#### Rear View



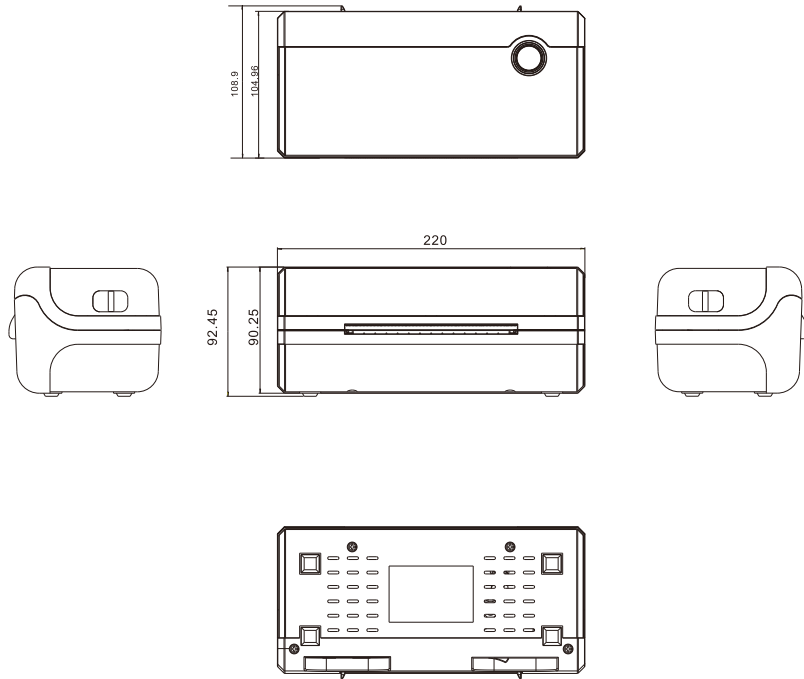
#### Inside View



### Application Field

- Cashier system of supermarkets
- Cashier system of clothing industry
- Cashier system of Catering industry
- Cashier system of warehousing industry

 **Dimension**



# IV. Technical Parameters

## 4.1 Printing Parameters

|                             |                                                                |
|-----------------------------|----------------------------------------------------------------|
| Printing method             | Thermal line printer                                           |
| Paper loading method        | Easy paper loading/auto paper feeding                          |
| Printing speed              | Actual speed detection: 127.38mm/s                             |
| Printing paper width        | 104mm                                                          |
| Effective resolution        | 203dpi                                                         |
| Paper type                  | Continuous paper, label paper, and black label paper           |
| Thickness of printing paper | 0.06-0.18mm                                                    |
| Effective printing width    | Min 38mm Max 112mm                                             |
| Character size              | ASCII Font A: 12x24 ASCII Font B: 9x17 Chinese character 24x24 |
| Interface type              | USB                                                            |

### Print character

|                          |                                                                                                                                                                                                                               |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type of bar code         | One-dimensional code: Code 39、39C、I25、Code 93、ITF25、EAN128、Code 128、Codabar、EAN-8、EAN8+2、EAN8+5、EAN-13、EAN13+2、EAN13+5、UPC-A、UPCA+2、UPCA+5、UPC-E、UPCE+2、UPCE+5 MSIC、ITF14、EAN14、CODE11、POST<br>QRcode:QRCODE、PDF417(optional) |
| Extended character table | CP437、CP850、CP852、CP860、CP863、CP865、CP866<br>WPC1250、WPC1251、WPC1252、WPC1253、WPC1254                                                                                                                                          |

### Power supply

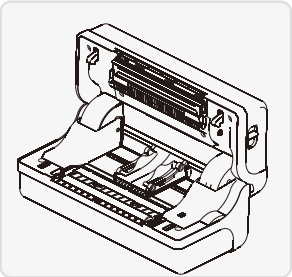
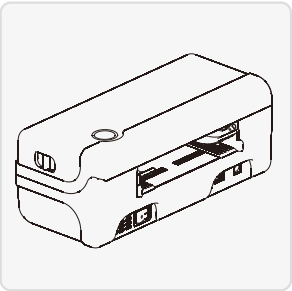
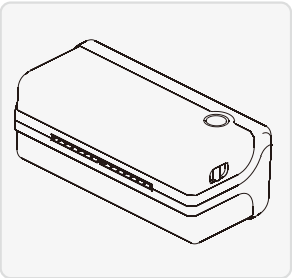
|               |             |
|---------------|-------------|
| Power adapter | DC 24V 2.5A |
|---------------|-------------|

### Environmental requirements

|                     |                                                                                  |
|---------------------|----------------------------------------------------------------------------------|
| Working environment | Operating temperature: 0~ 45°C, Operating humidity: 20~90%                       |
| Storage environment | Storage temperature:-10 ~ 60°C,<br>Storage humidity: 10~90%(Except paper rolls ) |

### Environmental conditions

|                       |                                                                                                                                                                              |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Drive                 | WINXP/WIN7/WIN8/WIN10/Mac/Linux                                                                                                                                              |
| Label design software | BarTender / NiceLabel                                                                                                                                                        |
| Print command         | TSPL/CPCL(optional)/ZPL(optional)                                                                                                                                            |
| Character printing    | It supports double width and double height printing of AN K characters, custom characters and Chinese characters;<br>adjusts dot patterns of character spacing for printing; |



☺ Remark: The interface is optional or customized, and the specific interface is subject to the actual object.

☐ The pictures are for reference only, please subject to practicality

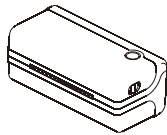
# V. Installation and Operation of Printer

## 5.1 Printer Unpacking

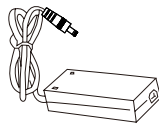
### Check the parts:

Before use, make sure the accessories are included in the package(the following picture is an example). If any thing is missing, contact the supplier or manufacturer. The specific accessories may not be included depending on the printer model.

#### Standard Accessories



Main machine



Power adapter



Power cord



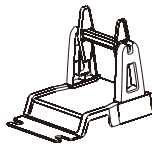
USB cable



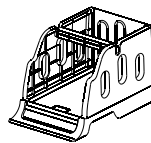
Quick Installation Guide

|                                 |                      |
|---------------------------------|----------------------|
| Label printer: 1 set            | Power adapter: 1 pcs |
| Power cord: 1 pcs               | USB cable: 1 pcs     |
| Quick installation guide: 1 pcs |                      |

#### Optional Accessories



External paper support A



External paper support B

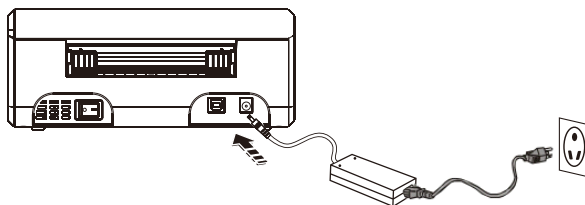
☺ The pictures are for reference only, please subject to practicality

## 5.2 Connecting the Printer

### Connect the power line

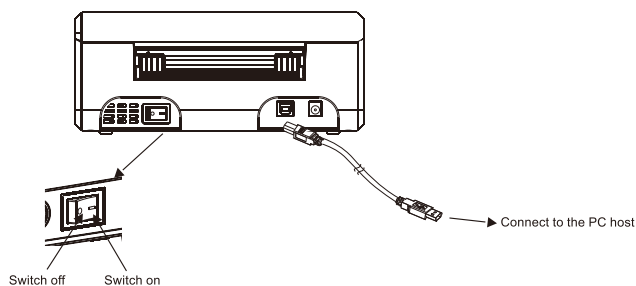
- (1) Confirm that the power switch is in off (0) state.
- (2) Connect the power adapter to the printer.
- (3) Connect the power line to the power adapter.
- (4) Connect the other end of the power line to a nearby socket.

**Use the special power adapter for the printer.**  
**The connection diagram is as follows:**



### Connect the USB cable

- (1) Connect the USB cable to the printer.
- (2) Connect the USB cable to the PC host.
- (3) Turn the power switch to on (I) state.



## 5.3 Paper Sensor

When printing, the paper needs to be detected by a label detector. Using different kinds of paper, the detector is located in a different position. If the detector is in an incorrect position that will cause the printer to fail to detect properly, resulting in an abnormal phenomenon of jumping paper. In order to avoid the above situation, the following is a description of different kinds of paper and the location of printer.

### Label

When using label paper (figure 1), the detector should be aligned to the triangle below (figure 2), where the detector is in its initial position.

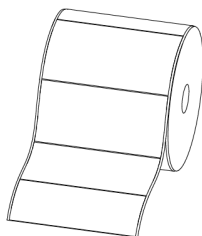


Figure1

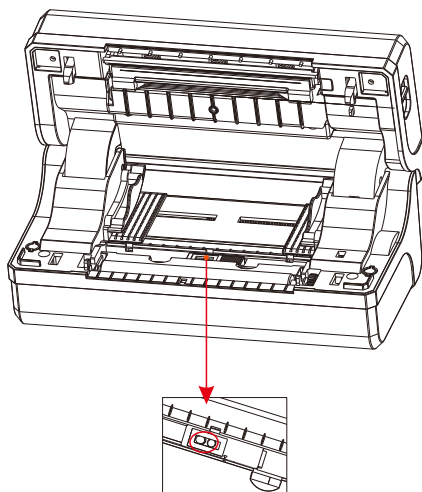


Figure2

## **Black label**

When using Black Label paper (figure 3), move the detector to detect the black label paper until it is positioned at the location of the Black label (figure 4).

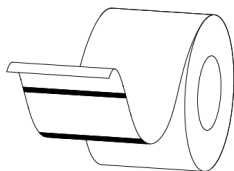


Figure 3

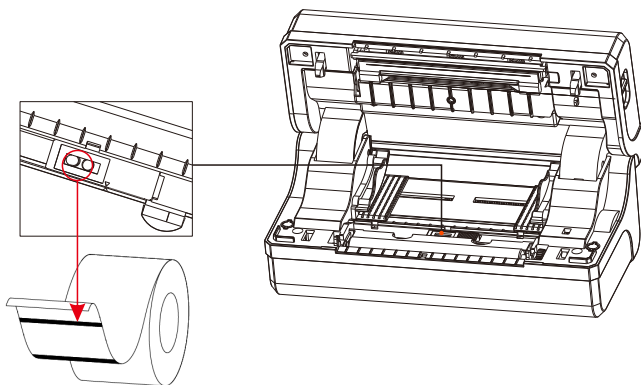
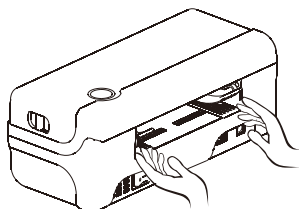


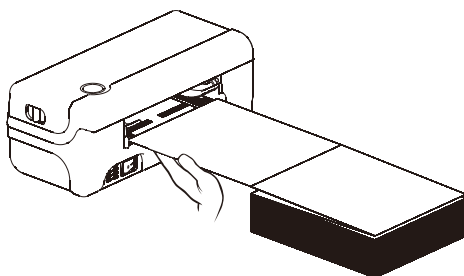
Figure 4

## 5.4 Folded Paper Loading

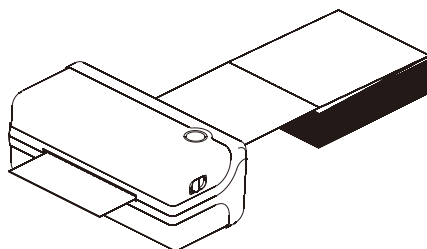
- (1) Facing the back of the machine, hold the paper guide with both hands, and adjust the distance between the left and right guides according to the folded paper size.



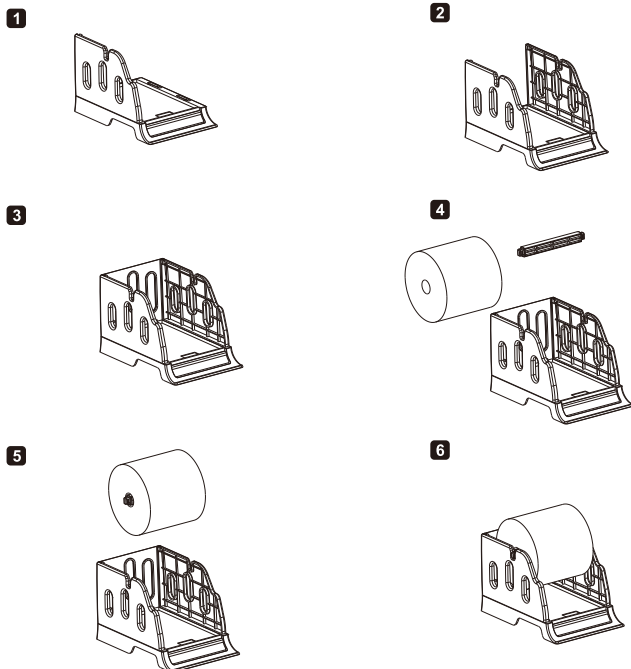
- (2) Insert the folded paper into the paper guide



- (3) Confirm that the printer has detected paper feeding, automatically feeds paper and delivers paper normally

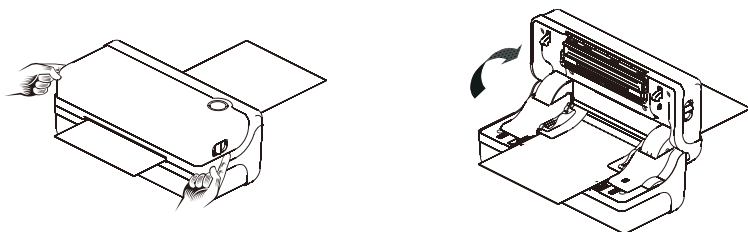


## 5.5 Loading the external paper roll



## 5.6 Handling of Paper Jam

- (1) Move the top cover lever forward with both hands and lift the top cover.
- (2) Remove the jammed paper from the feeding channel, and check whether the print head has adhesive or carbon deposition. If yes, clean it with an alcohol cloth, remove the wrinkled paper and replace it with new paper.



# VI. The Switch, Key and Indicator Light of Printer

## 6.1 Precautions for power switch/use

- (1) Turn the printer power switch to on (1) state, and the printer will be turned on.
- (2) Turn the printer power switch to on (O) state, and the printer will be turned off.
- (3) Turn off the printer with power switch. If you pull the power plug directly, it is easy to damage the internal circuit of the printer and cause print data loss.
- (4) After power-off, wait for a while (not more than 5 seconds) before turning on the printer again□ otherwise it is likely to cause a failure.
- (5) Please use the original battery of this machine, otherwise it may lead low print quality or damage to the printer.



**Attention:**

**Make sure the power supply is connected before turning on the printer.**

## 6.2 Keys and Indicators



**Function description of buttons**

| Scenarios                   | Button operation                     | Corresponding functions                  |
|-----------------------------|--------------------------------------|------------------------------------------|
| Power Off                   | Press and hold + turn on the printer | Print self-test page                     |
| Standby                     | Press and hold 3S                    | Enter label specification learning mode  |
| Open the cover              | Press and hold10 S                   | Restore factory settings                 |
| Standby                     | Press                                | Automatically feed one blank label sheet |
| Continuous printing process | Press                                | Pause printing                           |
| Pause printing              | Press                                | Continue printing                        |



**Indicator description**

| Indicator status           | Status description |                         |
|----------------------------|--------------------|-------------------------|
| Indicator always lights up | Normal standby     |                         |
| Indicator flashes          | Buzzer alarm       |                         |
| Buzzer alarm (common)      | 2 Sounds           | Printer mechanism error |
|                            | 3 Sounds           | Paper shortage error    |
|                            | 5 Sounds           | Overheating error       |
|                            | 6 Sounds           | Cover opening error     |
|                            | 7 Sounds           | Seam label error        |

## VII. Printer Test

---

### 7.1 Print Self-Test Page

When the printer is initially installed or there are any problems with the printer, you can run self-test program to confirm the following status: firmware version, printer parameter setting status, print quality, and related setting information of external devices, etc. After confirming that there is no problem with the printer after the self-test, please check other devices or software. This function runs independently of other devices or software.

**The self-test method is as follows:**

- (1) Confirm that the printer is connected to power supply and the paper roll is loaded correctly.
- (2) Confirm that the printer is turned off and the top cover is closed in place.
- (3) Press and hold the FEED button, then press the POWER button to turn on the printer; release the button after the printer is turned on.

### 7.2 Print with the Window Driver

- (1) To install Windows driver, please refer to "Driver Installation Instruction".
- (2) Set the "port" of the Windows driver as the appropriate interface to use.  
Print the test page with the "Print test page" function of Windows driver.

## 7.3 Label Learning



**Note:** In the following cases, the user can perform label positioning learning so that the printer can better position the label:

- Install and use the printer for the first time.
- First use of printer after sensor cleaning.
- Reuse the printer after it is not used for a long time.
- Replace with a new type of paper roll.
- The printer cannot recognize the mark effectively during printing.

When the printer is ready, press and hold the FEED button for 3s until the standby status indicator flashes twice, release the button, and the printer will start learning and feed paper. If the printer learns under continuous paper mode, the learning is invalid.

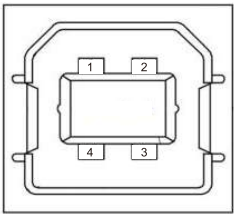
Users can also complete the learning through the printer tool software. (refer to "Instruction for Printer Setting Tool".)



**Note:** After learning, you can re-open the top cover and place the blank label paper just fed during learning back for printing to avoid paper waste.

# VIII. USB Interface

---



| PIN | SIGNAL NAME |
|-----|-------------|
| 1   | VBUS        |
| 2   | D-          |
| 3   | D+          |
| 4   | GND         |