

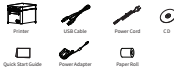


Thermal Receipt Printer Quick Start Guide SP900



Manufacturer: Xiamen Haini Electronic Technology Co., Ltd.
ADD: No.16, Hongzean Road, Tong'an District, Xiamen, China 361100
WEB: www.prt.com
Customer Service e-mail: info@prt.com

Packing List



Notes:
1. The items in the package depend on the actual order.
2. The power card varies by country or region.

Appearance and Components

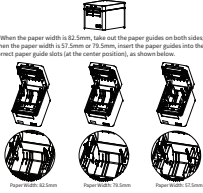


1. Printer Cover
2. Error LED indicator
3. Cash Drawer Indicator
4. Feed Status
5. Power Button
6. Ethernet Interface
7. Cash Drawer Interface
8. USB Interface
9. Power Supply Interface

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Paper Loading

1. Open the printer cover.



2. When the paper width is 82.5mm, take out the paper guides on both sides; when the paper width is 57.5mm or 75.5mm, insert the paper guides into the correct paper guide slots (at the center position), as shown below.

3. Load the paper roll in the correct direction as shown below. Pull out some paper, and close the printer cover.
4. Tear off the extra paper in the direction as shown below.



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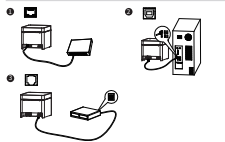
Power Supply

1. Connect power adapter with printer.
2. Connect power adapter with power cord.
3. Plug the other side of power cord into the socket outlet.

Note: the power card varies by country or region.

Caution:
This is a Class A product. In a domestic environment this product may cause radio interference in which the user may be required to take adequate measures.

Interface



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Button Function

- **Turn on/off the printer**
Press the power button and hold for 2-3 seconds to turn on/off the printer.
- **Feed the paper**
When the printer is power on, press the feed button once to feed one line of paper; press and hold the feed button to feed a long distance of paper. The maximum paper feeding distance is about 25cm each time.
- **Print the self test page**
When the printer is power off, press the paper feed and power button simultaneously to turn on the printer, and the printer would print out the self test page.

Windows Driver Instruction

- **Driver Preparation for windows**
Download the Windows Driver application program from the enclosed CD, or <http://www.prt.com/downloads.html>.
- **Driver installation for windows**
(Take Windows 7 as an example.)
1. Double click Windows Driver, and choose the language.
2. Choose "I accept the agreement" and click "Next" -> "Next".
3. Choose the matched type and port (USB or LPT for USB port, COMs is for serial port, LPT is for parallel port). Choose the printer model (such as SP900), and click "Next".

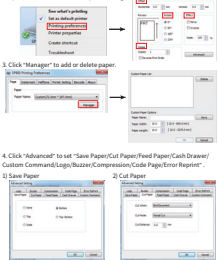


Notes: If printer is already connected with computer by USB port, it only needs to click "Install", then it will be installed automatically. Otherwise, proceed to the next step.
4. Click "Finish". POS printer driver is installed successfully.
5. After installation, the icon will be found in "Start" -> "Devices and Printers".

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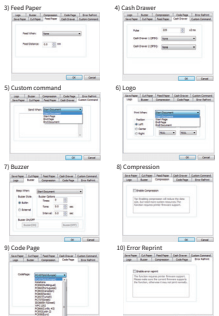
Windows Driver Setting

Printing Preference
1. Right click the icon "SP900" and choose "Printing Preference".
2. According to the different needs, choose "Paper/Offset/Status/Effect/Custom" in "Page".



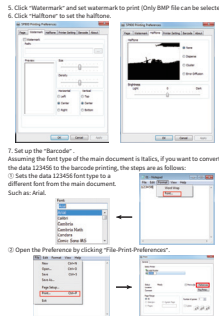
4. Click "Advanced" to set "Save Paper/Cut Paper/Feed Paper/Cash Drawer/Custom Command/Logo/Buzzer/Compression/Code Page/Error Reprint".
1) Save Paper
2) Cut Paper

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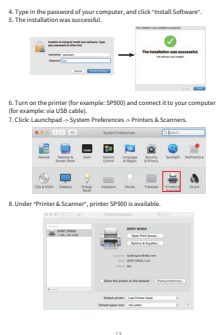
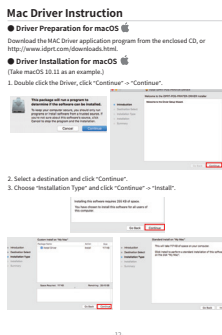
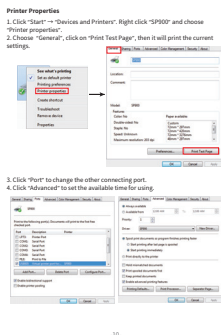
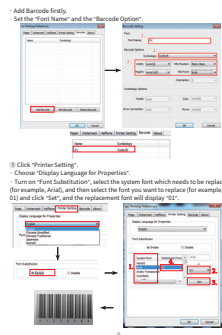
5) Custom command
6) Logo
7) Buzzer
8) Compression
9) Code Page
10) Error Reprint

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7. Set up the "Barcode".
Assuming the font type of the main document is Italian, if you want to convert the data 123456 to the barcode printing, the steps are as follows:
① Set the data 123456 font type for a different font from the main document. Such as Arial.
② Open the Preference by clicking "File-Print Preference".
③ Set the font type.

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TROUBLESHOOTING

Your printer is very reliable, but occasionally problems may occur. This part provides information on some common problems you may encounter and how to solve them. If you encounter problems that you can not resolve, contact your dealer for assistance.

1. Printer Does Not Work

Problem Description		Probable Reason	Solution
Power	LED indicator is off; printer is not working	Printer has no power Printer is not turned on Cables have not been plugged	Connect to the power supply Turn on the printer Connect with the device

2. LED Indicator and Beeper

Problem Description		Probable Reason	Solution
Power	LED	Beeper	Solution
On	On	Open error	Close the printer cover
On	On	Low paper level	Load a new paper roll
On	Flashing interval 1s	Low paper level	Load a new paper roll
On	Flashing interval 1s	Cutter error	Restart the printer. If problem persists, contact your distributor
On	Flashing interval 1s	Cutter error	The printer indicates a problem when the thermal head costs
Flashing interval 1s	Off	Glitch	Restart head temperature
On	Flashing interval 1s	Glitch	Restart paper size normally
On	Flashing interval 1s	Glitch	Restart paper size normally
On	Flashing interval 1s	Glitch	Restart with specified voltage

Problem Description	Possible Reason	Solution
Incorrect printing or blurred	Incorrect paper roll loading	Check the paper roll loading
	Unqualified paper	Use recommended thermal paper
	Dirty thermal head or print roll	Clean the thermal head or print roll
	Low print density	Increase the print density
Paper is not feeding normally	Paper jam	Open the printer cover, check the paper path and remove jammed paper
Vertical print words are missing	Dirty thermal head or print roll	Clean the thermal head or print roll
	Thermal head is damaged	Contact your dealer for a replacement

Problem Description	Probable Reason	Solution
Cutter (jane) the movable cutter cannot get back to place	- Blade abrasion, insufficient cutting - Warm paper and worn wheel abrasion - Motor is burnt - Paper scraps	- Replace the cutter - Replace the worn-gear and worn wheel - Replace the motor - Remove paper scraps on the transmission disk
Insufficient cutting	- Cutter edge abrasion, paper is too thick - Thermal point head is over heated	Replace the cutter
Vertical print wires too missing	- Printing is too fast - Wrong paper feeding position	- Reduce the density of printing - Reduce the printer speed to the limit of thermal printer head - Put the paper parallel with the paper roller and insert into the space between guide roller and the thermal printer head

FCC WARNING

This device complies with parts 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 it receives, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance may void the user's authority to operate the equipment under FCC. 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 to other licensed operations in the 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 interference to other licensed operations. It is important that 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.

To maintain compliance with FCC's self-supplied guidelines, this equipment should be installed and operated with minimum distance between 20cm and the radiator your body. Use only the specified antenna.