

POS Thermal Receipt Printer

A400 PRIME

[Network Manual](#)

POSBANK®

This user manual contains information on how to use and operate the product.

Read the user carefully before using the product.

The performance of the product is subject to change without prior notice.

Warranty and Support

- The link to the company website is <https://www.posbank.com/>
- Resources such as the latest drivers, firmware, and user manuals can be downloaded on the website.
- POSBANK Co., Ltd. does not provide any warranties, including implied warranties regarding unauthorized forms of sales activities or suitability issues beyond those explicitly permitted.

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Certificate Mark

기호	의미
	CE MARK This device complies with the requirements of the EEC directive 2004/108/EC with regard to “Electromagnetic compatibility” and 2006/95/EC “Low Voltage Directive”.
	FCC 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.
	KC Korea Certification mark.
	WEEE Recycling and disposal of electric and electronic devices and their components This product should not be mixed with other commercial wastes for disposal.

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I. Revision Record

Version	Date	Remarks
V1.0	2025.05.09	1 st Released

II. Precautions for Safety

The following information is for the user's safety and to prevent property damage. Be sure to understand the content and properly use the product fully.

Cautions

Power

- Only use genuine power cables provided by POSBANK Co, Ltd. Do not use damaged or modified cables as they could be the cause of fire and safety accidents which could damage the product and cause injury.
- Do not use the product with voltages other than the rated voltage as it could be the cause of fire, electrocution, or other safety accidents which could damage the product and cause injury.
- Do not use the provided power cable to other devices arbitrarily as it may cause fire or malfunction.
- Use the provided power adaptor. Not using the provided power adaptor may hinder the performance or explosion.
- Do not unplug the power cord with wet hands as it may cause electrocution.
- Do not forcefully bend or tug the power cord as cable damage may be the cause of electrocution or fire.
- Do not plug in and operate multiple products in one power outlet as overheating may be the cause of fire.
- Do not install or operate the product during thunder strikes as it may expose the user to overcurrent.

Installation

- Install the device in a well-ventilated area. A rise in internal temperature has the potential to cause fire.
- Do not install the product in or near the kitchen or cooking counter. Substances such as oil or steam have the potential to cause damage or deformation to the product.
- When moving the product, power off and unplug all cables including power and accessories. Cable damage has the potential to cause electrocution or fire.
- Do not place or install the power cable or the main product where heat is generated. There is a risk of fire when installed near candles, heating appliances, or places exposed to direct sunlight.
- Keep away the packing material such as plastic packaging from children's reach. There is a risk that a child may choke on the plastic packaging.
- Do not install the product or store it in an inclined position. Damage may occur due to the impact of the product falling.
- Do not install the product on unstable moving devices, stands, tables, etc. Damage may occur due to the impact of the product falling.
- Do not install the product in places prone to static electricity generation.
- Consult the place of purchase or professional before moving the product by car or installing it in an unusual place.
- Do not operate the product where there is water or high humidity.
- Keep a distance between the product and the sewing machine, welding equipment, electric stove, audio equipment, and any other equipment generating radio frequency.
- Do not place the product near or place it in heat sources such as heated floors, electric blankets, heated cookers, high-pressure containers, stoves, or microwave ovens. Doing so may damage the battery, causing overheating or injury.
- Do not connect the negative and positive terminals of the battery directly, and do not allow metal objects to touch them. The battery may malfunction.
- Do not place the product next to strongly magnetic objects. Charging may not occur or overheating may occur.

Operation

- Do not block or cover the ventilation, bottom, and rear sides for stable operation of the product. It may cause fire or malfunction.
- If a strange sound, burning smell, or smoke comes from the device, unplug the power cord and call the service center. It may cause electrocution or fire.

- Do not block or cover the ventilation with objects such as bedding, carpet, or fabric. A rise in internal temperature may cause a fire.
- Do not push any objects into the product (through vents, input ports, etc.). If any foreign substance enters the product, power off the product, pull out the power cord and contact the service center. Malfunction, electrocution, and fire could be caused by such substances.
- When using the external ports, be sure to use the right specification. Connecting a device that does not meet the specification may cause damage or malfunction of the ports.
- Do not cause an impact on the product. The screen may become damaged and may cause fire or electrocution.
- Do not attempt to take apart, repair, or modify the product as high voltage flows inside the product, which could cause electrocution or fire.
- Do not place any object above the product. It could be the cause of the malfunction.
- Keep the product out of the reach of children. Actions such as hanging on to the product could lead to injury or death by the falling of the product.
- Do not move the product in any way by holding onto just the cables. Damage to the cable could lead to malfunction, electrocution, or fire.
- The Operating System and software installed in the product have weak security, so it is recommended for the user to install separate security software.
- Beware of using unnecessary shared folders, PC firewall settings, illegal software installations, illegal Operating Systems, and software use, accessing unknown websites, etc. Hacking or abnormal behavior could result from improper use of the product, and for such cases, POSBANK Co., LTD. is not responsible.
- Storing the product at too high or too low a temperature may cause the product to malfunction or shorten battery life.
- If you notice damage to the battery, such as swelling, dents, or leakage, stop using it immediately.
- When exposed to heat or shock, the battery may leak or malfunction.
- If battery fluid leaks, never touch it with your hands.
- If battery fluid gets into your eyes or mouth, immediately go to the nearest hospital.
- Be careful not to allow conductive foreign substances (liquid, dust, metal powder, pencil lead, etc.) to enter the power cable and battery connections. Also, do not stab the connection with a sharp object or apply excessive force. Corrosion or temporary short circuit of the power terminal may cause an explosion or fire.
- Do not store the product in a closed space for long periods or repeatedly while the power is on. It may cause a fire due to battery overheating.
- Do not modify, remove, replace, or otherwise modify the built-in battery at your discretion. It may cause electric shock, fire, or product malfunction.
- Do not attach any stickers, tags, etc. to the battery. Battery and device performance, such as dust/water resistance and shock protection, may be reduced.

Cleaning

- Do not spray water or cleaning solution directly on the product as it may damage the appearance or cause fire.
- Do not use chemical-based cleaning solutions to clean the product. It may cause damage to the product's exterior.
- When cleaning the LCD, use a soft cloth and lightly wipe.
- Do not clean the product when it is in operation. Static electricity or humidity may cause electrocution or fire.

Warning

Power

- When the device is not in use, power off the device, separate the power supply and then unplug the wall power plug.
- When connecting the power plug socket, make sure to fully assemble it. There is a risk of safety accidents due to overcurrent or the possibility of it easily coming off.

- Lay flat AC/DC power supply on the floor or table when in use. Hanging it midair or placing the connection point upwards when in use could cause malfunction by debris or humidity absorption.
- Take all packaging off the power supply before use.

Operation

- When adjusting the product angle or height of the stand, be careful not to get body parts stuck, which may cause injury. Also, extreme angle adjustment may cause the product to fall and cause injury.
- Do not place heavy objects on the product. It may be the cause of malfunction or injury.
- If the device is not in use for a prolonged period, pull out the power plug from the wall outlet. Dust builds could cause overheating, fire, electrocution, and electricity leakage.
- While the device is operating, do not lift or move it.
- Do not take apart or modify the device arbitrarily. Consult a professional for inspection and repairs as doing so could cause damage and data loss.
- When using the device for a prolonged period, be careful as the surface may become hot.
- Do not subject the product to shock. Doing so may damage the product or screen and result in data loss.
- When dealing with the PCB of the system, equip anti-static equipment. Failure to do so could hinder the performance or shorten the lifespan of the device.
- Since this is an electronic device that uses electromagnetic waves, it may cause problems in other electronic devices.
- Do not use the product near cars, hospitals, or medical devices that are affected by radio frequency waves (RF waves). If you must use the product, maintain a distance of at least 15cm.
- When exposed to severe smoke or steam, the exterior of the product may be damaged or malfunction.
- Some hearing aids may not operate properly due to the product's electromagnetic waves. Please check with the hearing aid manufacturer before use.
- Do not use the product near strong radio waves, such as speakers, large motors, strong magnets, high-voltage lines, or radio towers. Malfunctions may occur due to electromagnetic waves.
- In areas with a risk of explosion, do not disconnect the product's battery and turn off the product.
- Observe regulations, instructions, and signs in explosion hazard areas.
- Do not store or transport flammable liquids, gases, or explosive objects with the product.
- Since the battery is a consumable item, the usable time of the battery gradually decreases when used for a long time.

Cleaning

- When cleaning the device, pull out the power plug and gently wipe it with a soft cloth.
- As the exterior and the display are prone to scratches, make sure to use a soft cloth.

Others

- Installation, maintenance, and repair must be done through the official service center or official branch offices. POSBANK will not be responsible or provide any compensation for malfunction or system errors caused by inspection and repair through unofficial service centers.
- This product complies with CE, FCC, and KC regulations and has received electromagnetic wave certification.
- This device may be affected when placed near a radiofrequency-generating device. POSBANK is not responsible for such system errors or malfunctions.
- It is recommended to place this device far away from devices that could interfere with or disturb normal operation such as heaters, motors, fluorescent lamps, TVs, etc.
- For optimal performance, maintain the environment in which the product is installed.
- Store the device in a place where the humidity is lower than 65%, the temperature is between 10°C~30°C and avoid direct sunlight.
- Usage of this device for purposes other than POS operations is strictly prohibited. This device does not support interface operations of regular PCs, and it is intended for business purposes rather than home use.

- Do not place the product and peripheral devices near pets. Pet debris entering the product may cause malfunction.
- Do not place the product in magnetic locations or areas subject to magnetic influences. Product malfunction or battery discharge due to magnetism may affect use.
- Be careful when using functions that generate strong light, such as games or videos. Use in a brightly lit area while maintaining a certain distance from your eyes. Additionally, if you experience symptoms such as seizures, fainting, eye or muscle twitching, loss of perception, disorientation, or involuntary movements, discontinue use immediately and consult a doctor.
- When using the product, be careful not to repeat the same actions for a long time. Pain may occur in the hands, neck, and shoulders. If you have to repeat the same actions for a long time, such as playing games or typing text messages, take breaks now and then to avoid putting too much strain on your body.
- Ensure the life of your battery and charger. If the battery is left unused for a long time, it may malfunction.
- Products that have not been used for a long time will be discharged, so charge them before use.
- When storing an external battery for a long period, remove it from all devices or the main body and store it separately.
- When the product is not in use, disconnect the charger from the outlet.
- Do not use the battery for purposes other than its intended purpose.
- Dispose of batteries properly according to local disposal guidelines.

- **FCC warning:**

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.

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 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 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.

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

Radiation Exposure Statement:

1. This equipment complies with FCC/IC 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
2. The device has been evaluated to meet general RF exposure requirement

III. Pre-use Information

1. Manual Information

This Network manual provides information on the connection of network with the printer.

We at POSBANK maintain ongoing efforts to enhance and upgrade the functions and quality of all our products. In following, product specifications and/or user manual content may be changed without prior notice.

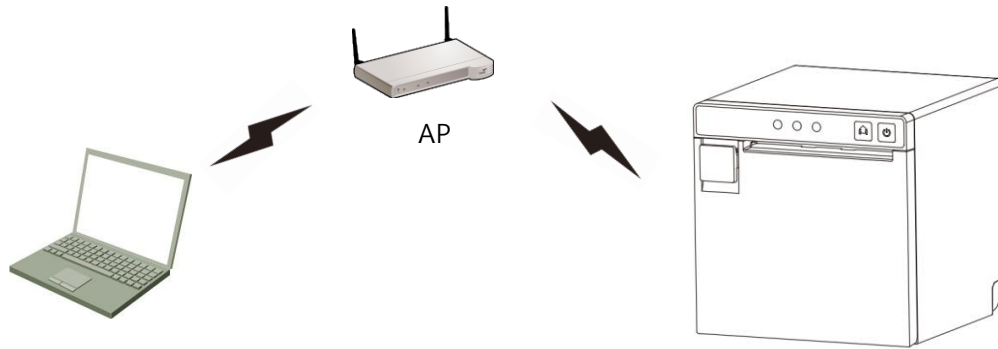
2. Precautions

- 1) The printer has to be within 100m (Outdoor) from AP (Access point) to connect WLAN. Although 35m is able to communicate in door, WLAN could be affected by environment to be shorten.
- 2) The maximum separating distance may be shortened if transmission obstacles, such as cement walls, are present.
- 3) If a device (such as a microwave oven, wireless LAN, etc.) that uses the same frequency is present, transmission may be interrupted. Separate the printer and Bluetooth-enabled device from such interrupting devices by a distance of at least 5m.

IV. How to Connect

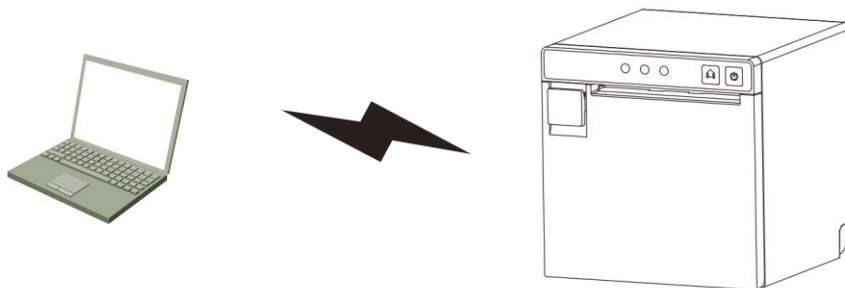
1. Connecting WLAN Printer

Connect to the AP (Access Point) configured in Infrastructure mode in order to connect to the wireless network.



Infrastructure mode

In order to configure the network between wireless terminals, connect to the terminal in Wi-Fi AP Mode.

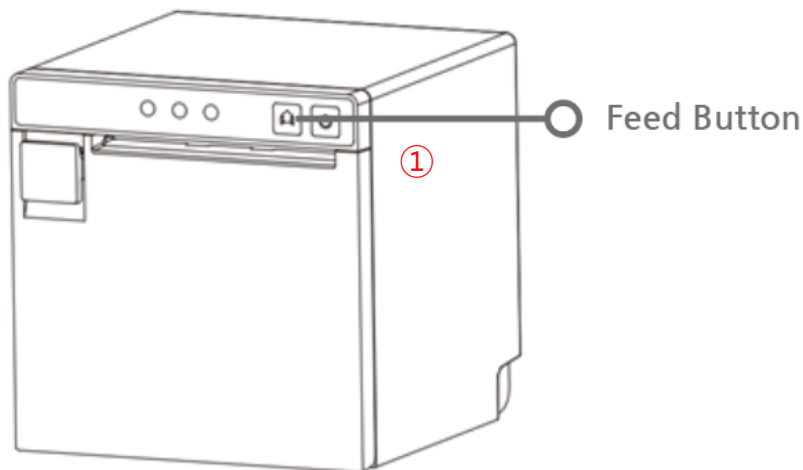


Wi-Fi AP mode

2. Checking Network Setting

1) WLAN

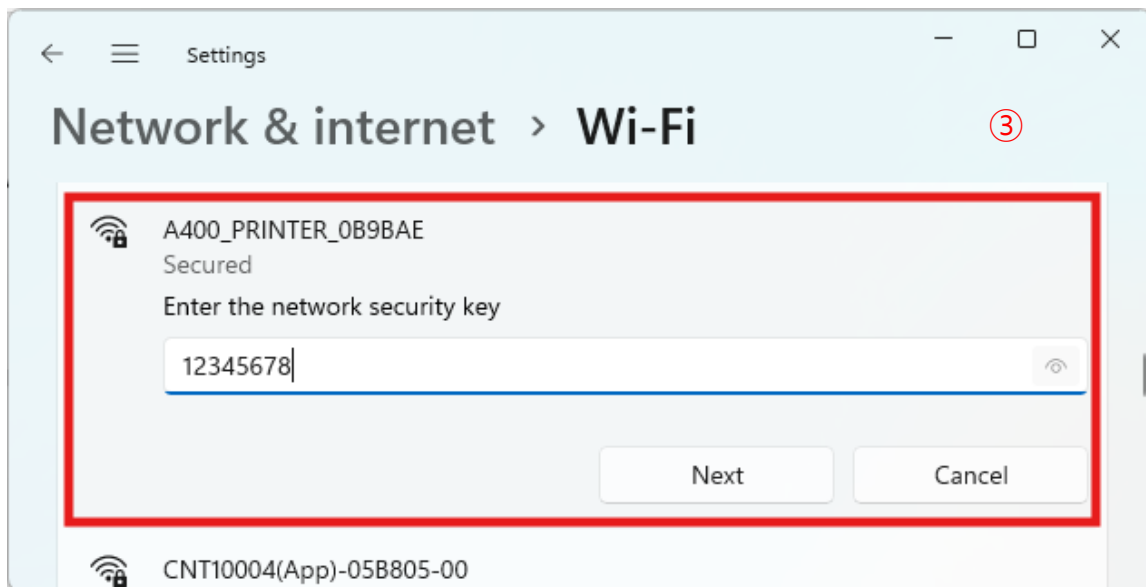
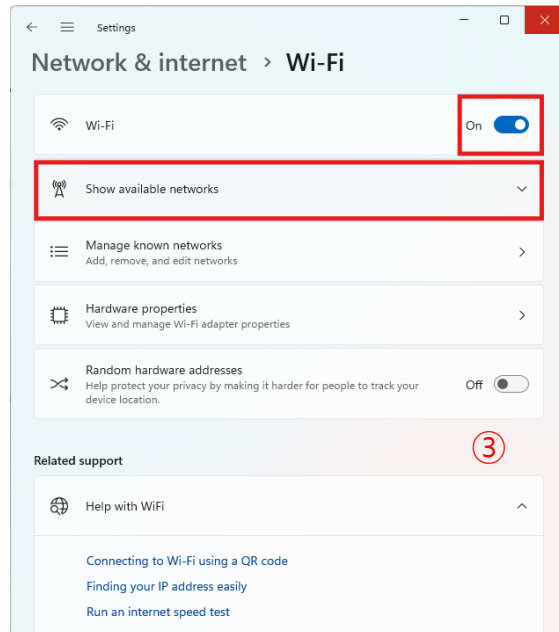
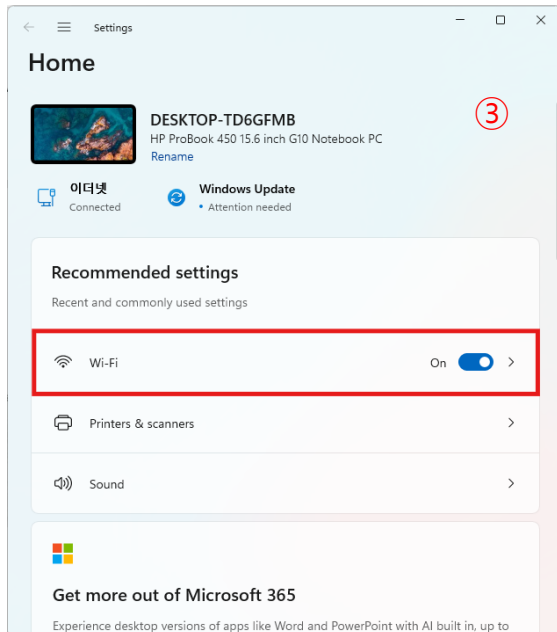
- ① Hold the feed button while turning on the printer To print a self-test page.
- ② The self-test page includes wireless configuration details and a guide to the Wi-Fi Web Configuration page.



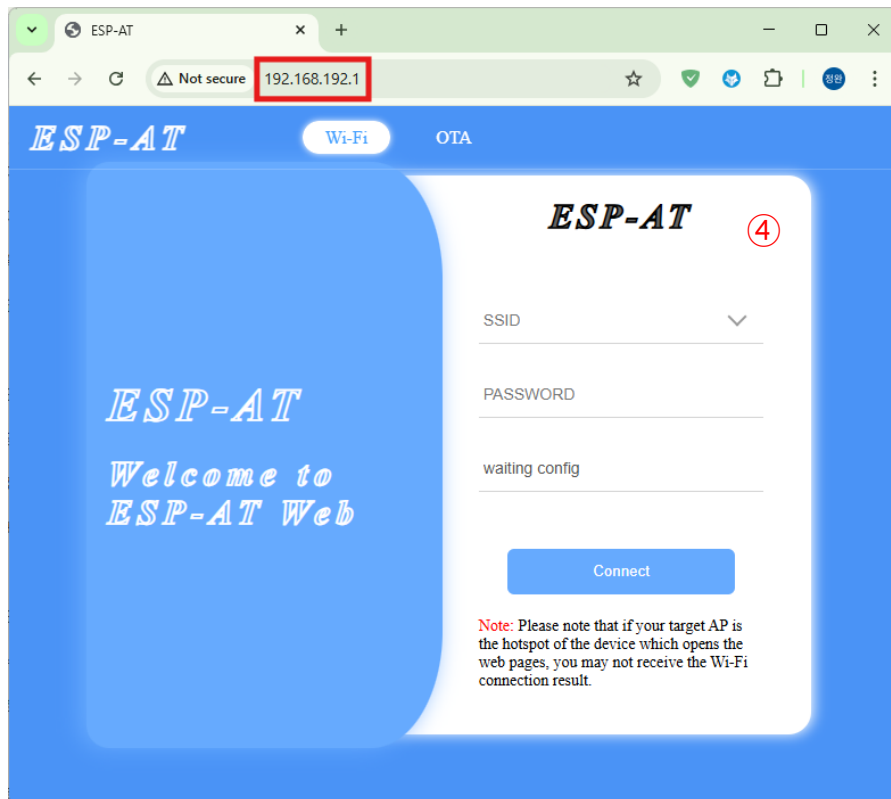
```
Web AP      :A400_PRINTER_0B9BAE
Web PassWord:12345678
Web IP      :192.168.192.1
Web Server :Wifi Config/OTA ...
Wifi Version:2.1.0
>> Web Configure WIFI <<
1: Use mobile phone or computer connect
2: Open the browser and enter the address:
   192.168.192.1
3: On the browser configuration page, enter
   the SSID and password of the target WIFI
4: Click "Connect" and wait for the
   success result.
```

```
----- Wireless Configuration -----
[ F/W Version ] ...2.1.0
[ Mode        ] ...WIFI SoftAP
[ SSID        ] ...A400_PRINTER_0B9BAE
[ Password    ] ...12345678
[ DHCP mode   ] ...Disable (Static IP)
[ IP address  ] ...192.168.192.1
[ Gateway IP  ] ...192.168.192.1
[ Subnet Mask ] ...255.255.255.0
[ Auth.       ] ...WPA2PSK
[ MAC Address ] ...A8-01-57-0B-9B-AE
```

- ③ Connect the PC to the printer via Wi-Fi. The default password is 12345678.



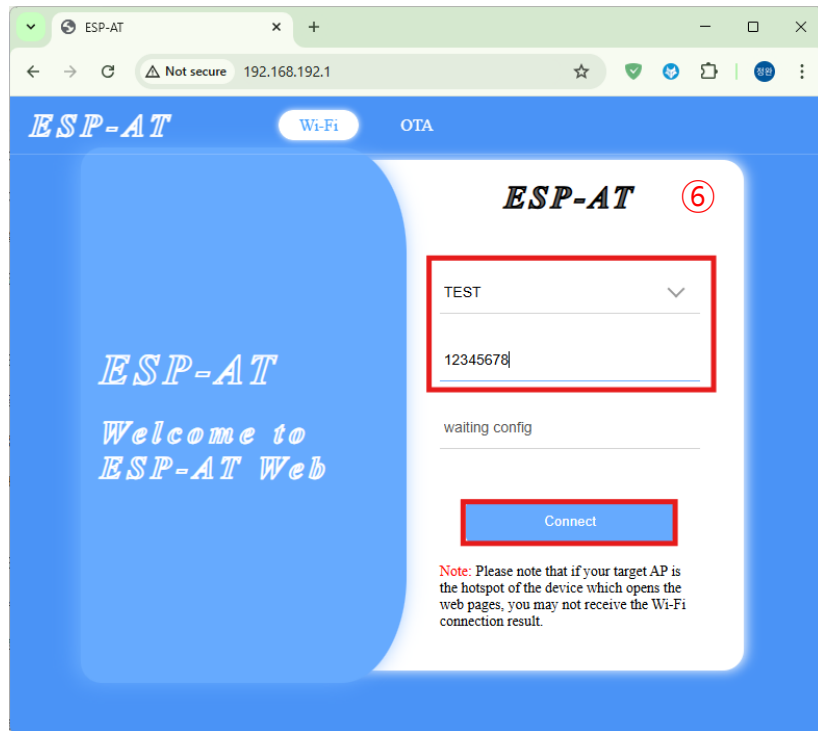
- ④ After the connection is established, open a web browser and enter '192.168.192.1' in the address bar to access the Wi-Fi Web Configuration page.



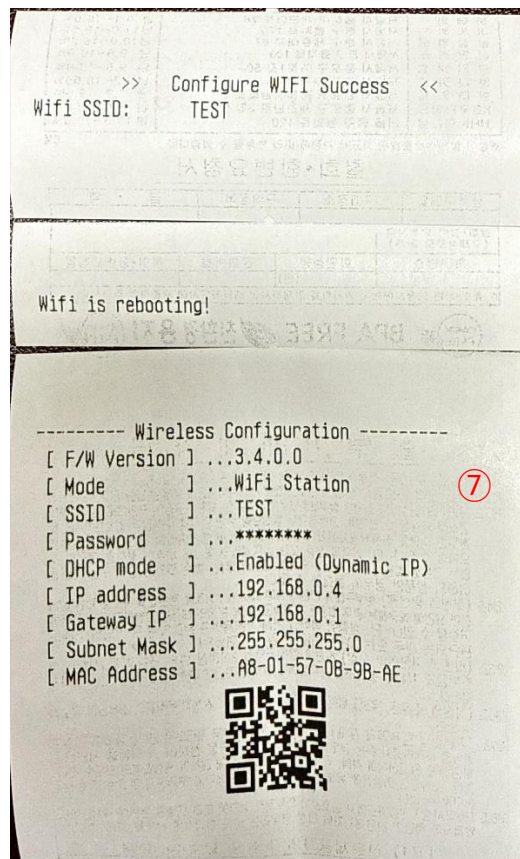
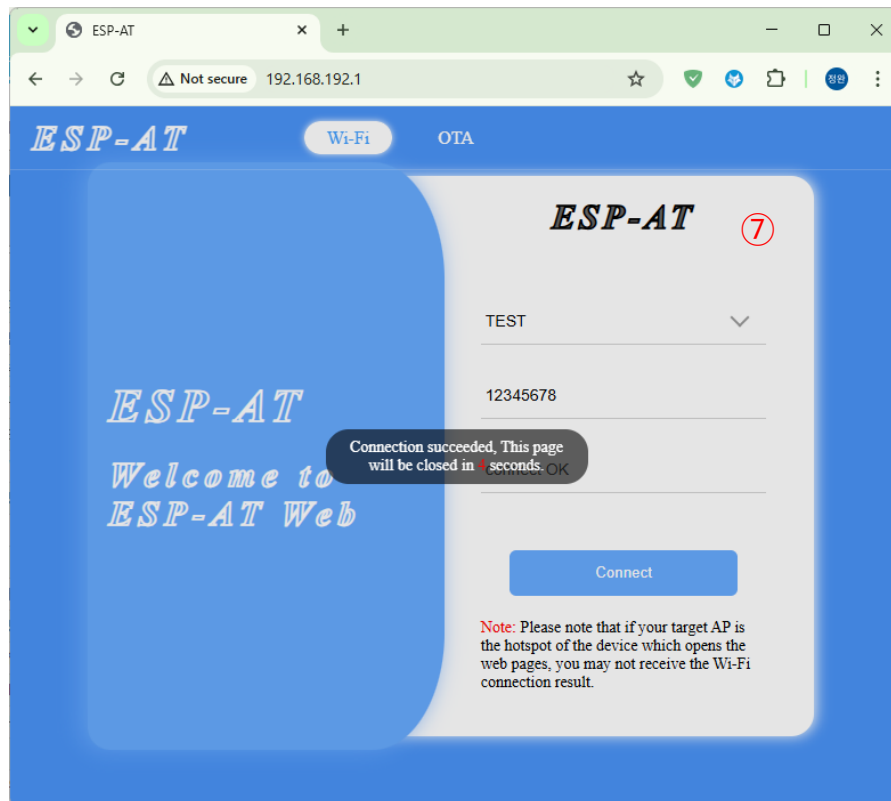
- ⑤ Pressing the button will scan for nearby access points.



- ⑥ Select the access point (AP) you wish to connect to, enter the AP's password, and then click the Connect button.



- ⑦ Once the 'Connection Success' message appears and the printer prints the IP configuration page, the connection setup is complete.

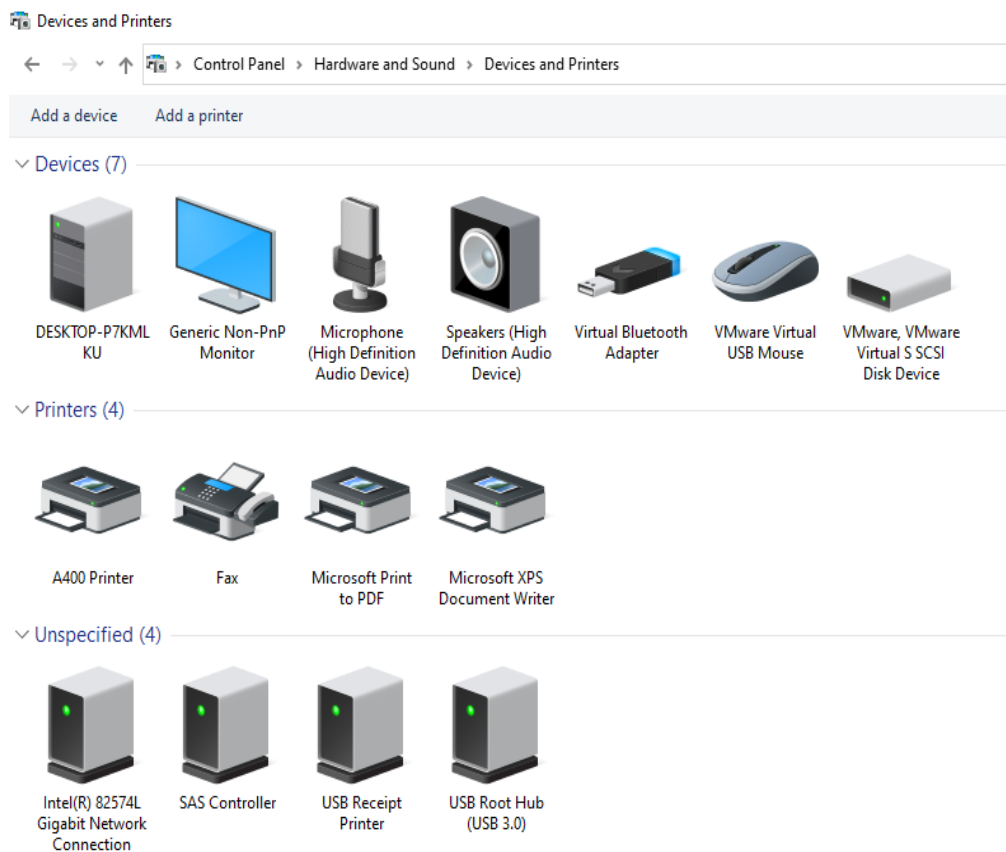


- 1) Install the Windows printer driver.

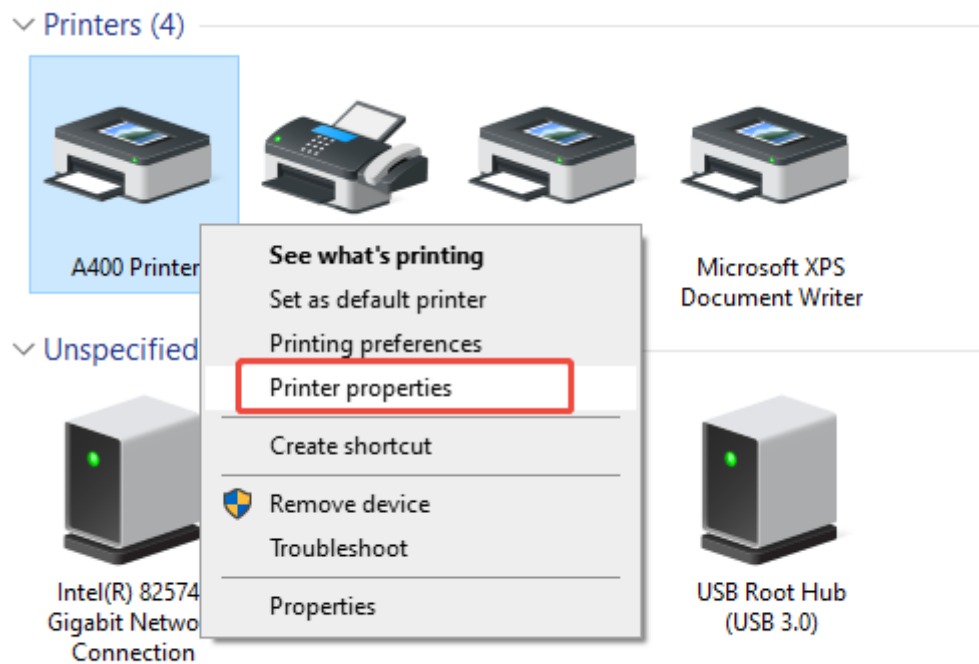
[Note]

-The Windows driver is included in the CD, and you can download the latest version from our home page.
(www.posbank.com)

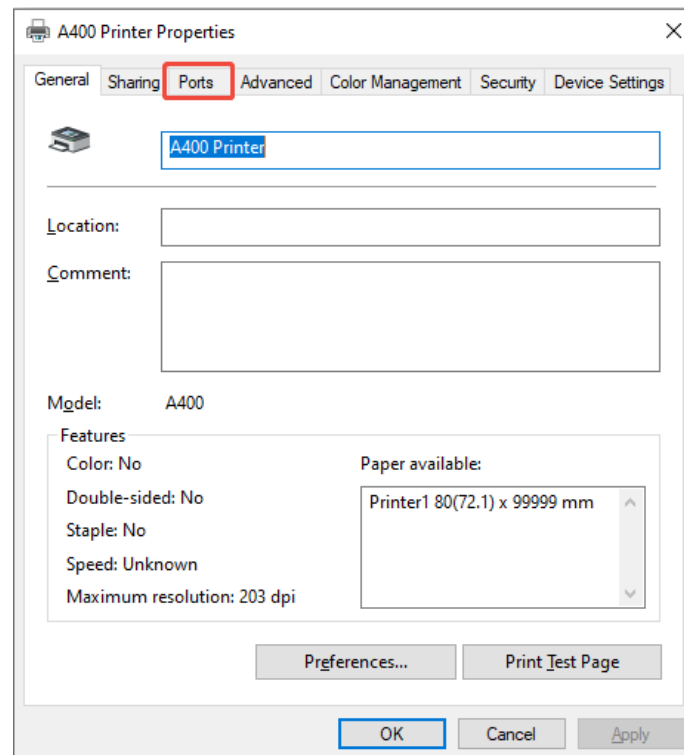
- 2) Click the Control Panel -> Hardware and Sound -> Devices and Printers.



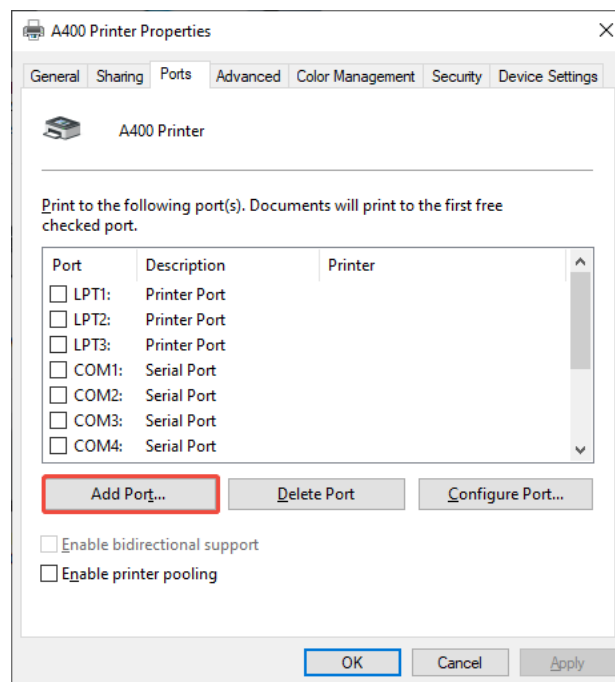
- 3) Select and right click on the corresponding model, and then select "Printer Properties."



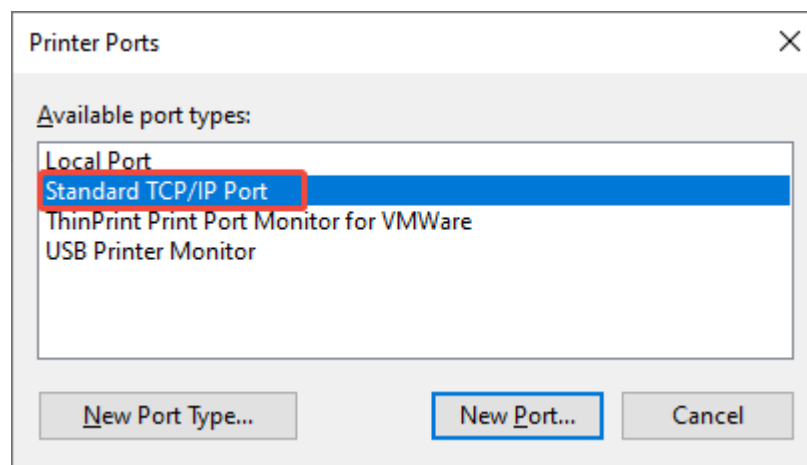
- 4) Select the "Ports" tab from the "Properties" window.



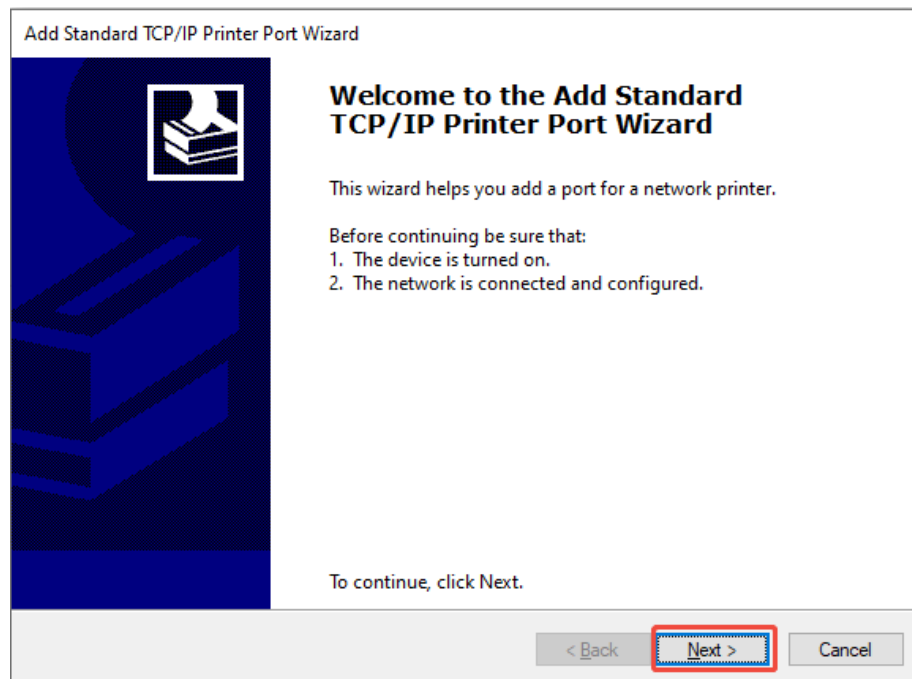
5) Click "Add Port..."



6) Select "Standard TCP/IP Port" and click "New Port..."



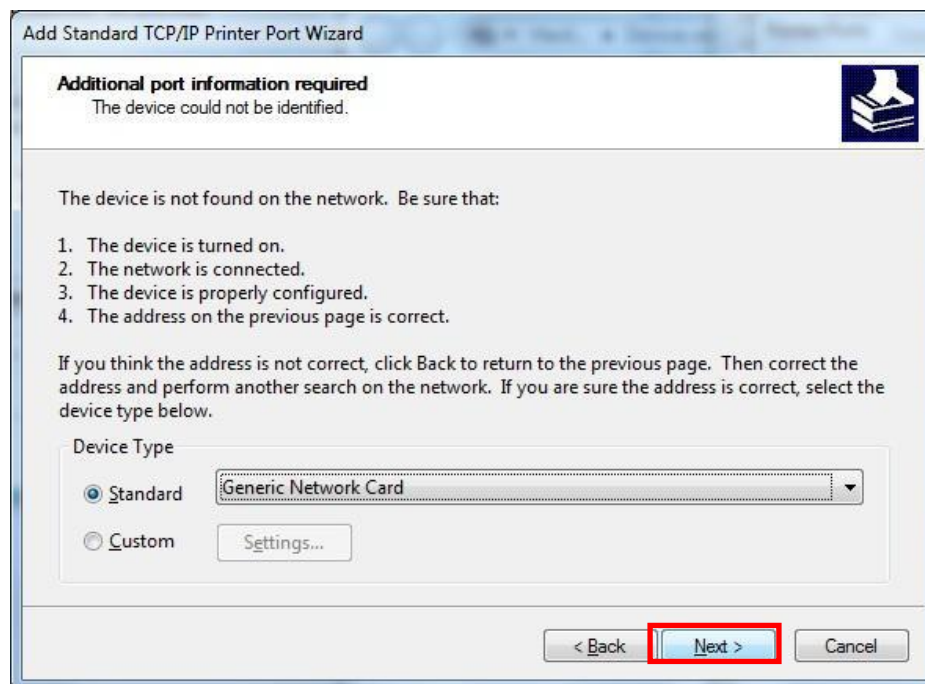
- 7) Click the [Next] button in the "Add Standard TCP/IP Printer Port Wizard" window.



- 8) Enter the IP address assigned to the printer in the "Printer Name or IP Address" field in the "Add Port" pop up window, and then click the [Next] button.

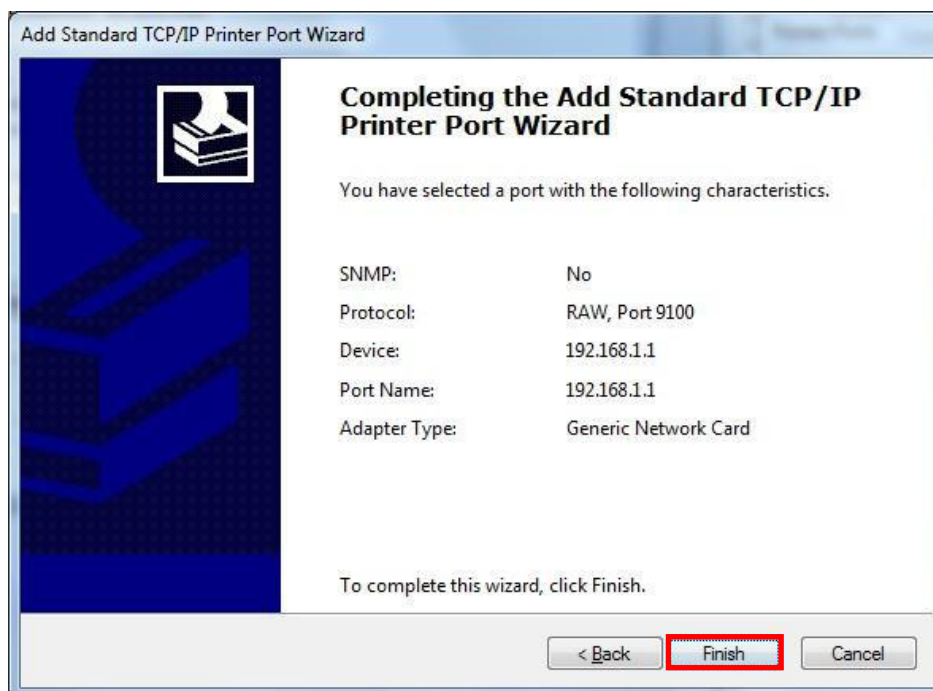
- ※ Enter the same IP address entered during the installation of the interface card.
Only enter the "Printer name or IP address."

- 9) Click the [Next] button in the "Additional Port Information Required" window.

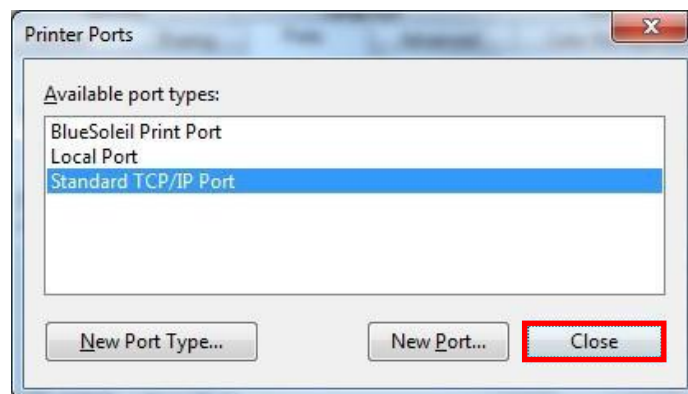


- ※ Click the [Next] button to proceed without any changes.

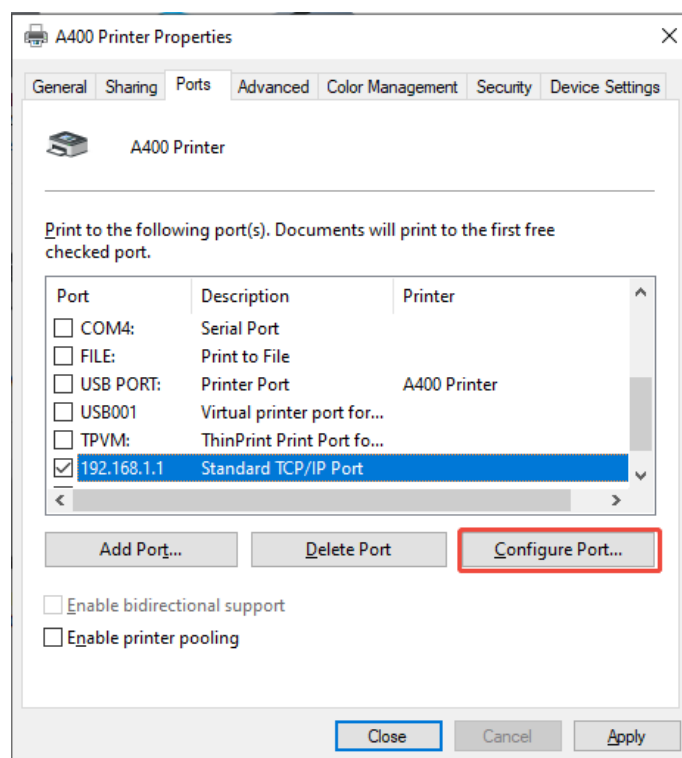
- 10) Click the [Finish] button at the "Completing the Add Standard TCP/IP Printer Port Wizard" window.



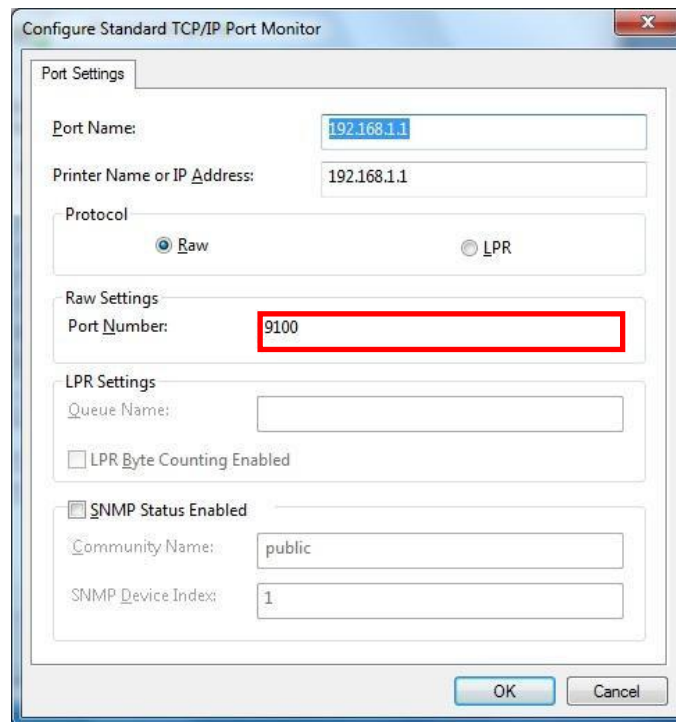
11) Click the "Cancel" button in the Printer Port window, closing the window.



12) Click the "Configure Port..." button in the "Properties" window.

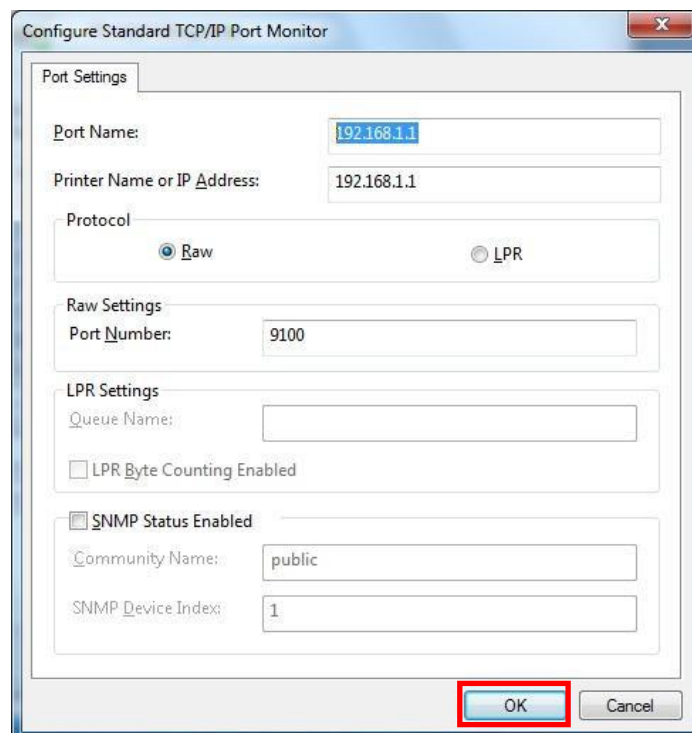


- 13) Enter the same number as the local port number set during the installation of the interface card in the "Port Number" field in the Raw Settings.

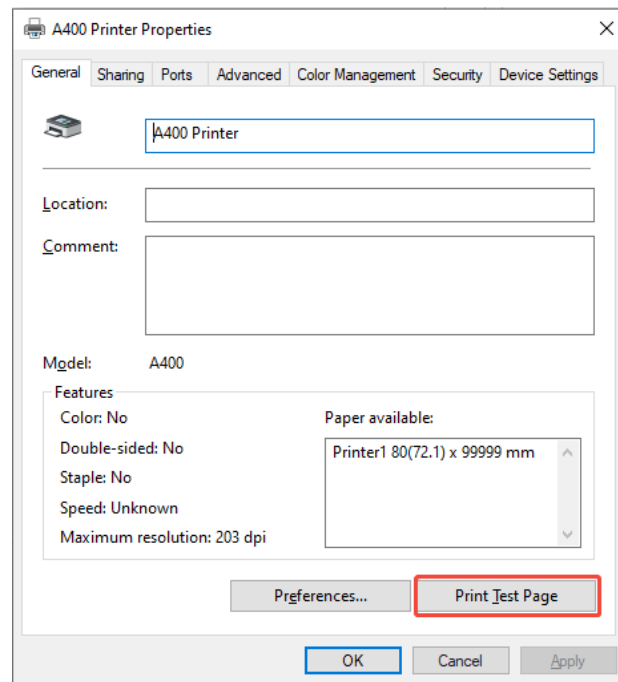


※ Do not change any other items except the RAW Settings

- 14) Click [OK] when you finish entering the required values, and then click the [Apply] button.



- 15) Select the "General" tab in the Properties window, and then select the "Print Test Page" to check the printing status.



VII. Factory Reset

This function changes the WLAN settings of the printer to the initial factory settings.

Follow the instructions shown below to perform the Factory Reset.

1) Initializing LAN Settings

① Default Printer Settings

- Dynamic IP mode (DHCP mode is Disabled.)
- Local Port: 9100

② Procedure

※ Dynamic IP network environment

IP address is assigned to the printer and it can connect to web-server using the assigned IP address.

Newly assigned IP address can be checked with the Function key.

※ Fixed IP network environment

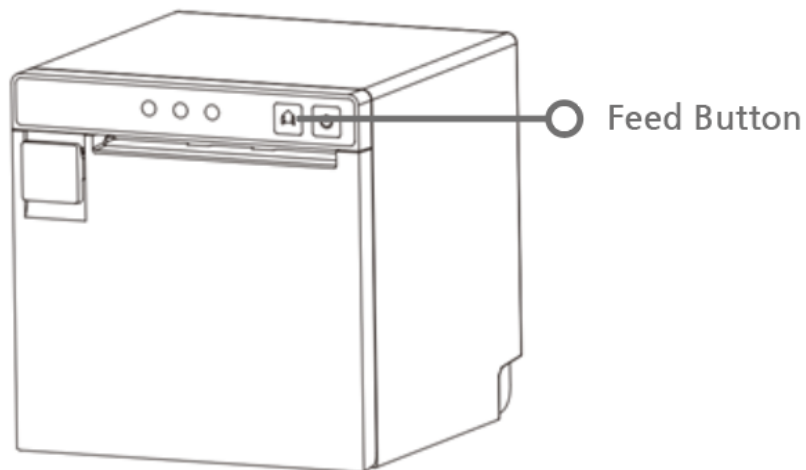
IP address is not automatically assigned to the printer.

Enable DHCP, press and hold the Feed key to turn on the printer, print out the Self-Test page. And then briefly press the FEED button once, printer will display its assigned IP address within 10 seconds, if no IP appears, configure manually using Tools configuration software.

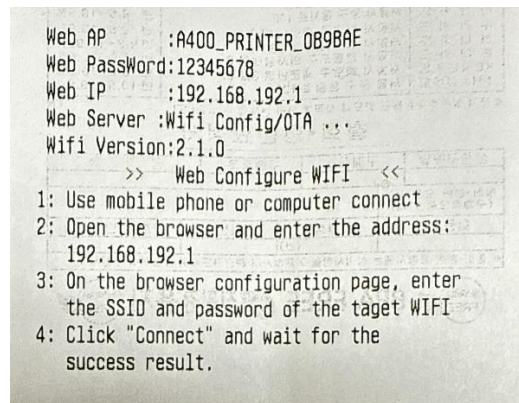
- ※ Open the printer cover, hold down the FEED key while powering on, continue holding for 10 seconds until you hear a long beep tone, all LAN settings will be restored to factory defaults.
- ※ Use the Feed key to enable DHCP. While printer is on, press the FEED key 3 times consecutively.

2) Initializing WLAN Settings

- ① Press and hold the FEED key while turning it on, printer will print a self-test page. Press and hold the FEED key for 1 second to enter menu mode, press the FEED key 7 times quickly, select "Wireless Reset" to perform a printer Wifi reset.



- ② The printer will begin resetting WiFi settings, upon wifi re-set completion, it will



Web AP :A400_PRINTER_0B9BAE
Web PassWord:12345678
Web IP :192.168.192.1
Web Server :Wifi Config/OTA ...
Wifi Version:2.1.0
Web Configure WIFI
1: Use mobile phone or computer connect
2: Open the browser and enter the address:
192.168.192.1
3: On the browser configuration page, enter
the SSID and password of the target WIFI
4: Click "Connect" and wait for the
success result.

- ③ Finally, the following message and a self-test will be printed, and the Wifi reset is complete.

Wireless Module factory reset completed.

After this message is printed, WLAN settings will be set to factory defaults.

① Factory Reset Values

WLAN	Printer Name	Printer Name	A400
		Printer Port Num	9100
	Network	Network Mode	Soft AP
		SSID	A400_PRINTER_XXXXXX
		Password	12345678
		IP Assignment Method	manual
		IP, Subnet, Gateway	IP : 192.168.192.1 Subnet : 255.255.255.0 Gateway : 192.168. 192.1
		IP Assignment Method	Static

VIII. Troubleshooting

1. When printing doesn't work Check network setting

Check the wireless network setting of the AP and the printer. (Refer to Configuration for checking/changing the printer settings)

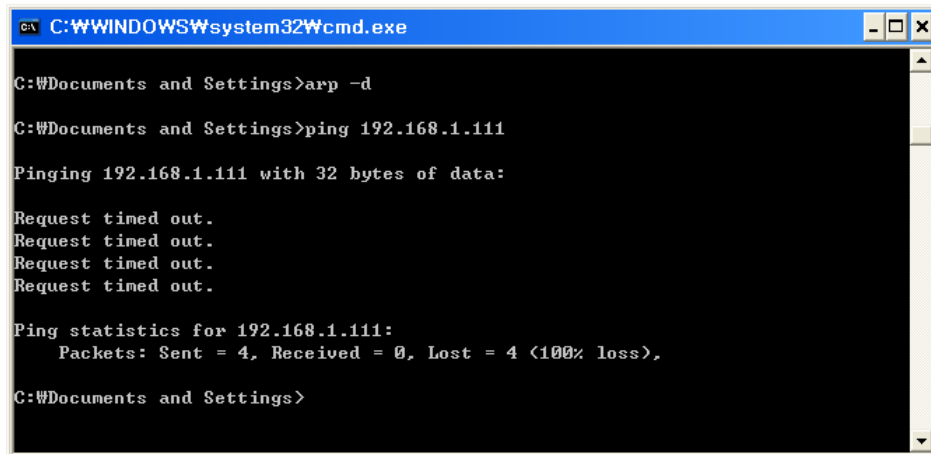
- SSID(WLAN only)
Check whether the SSID of the printer matches with the one in AP (or wireless terminal)
- 802.11 mode(WLAN only)
Check whether AP supports 802.11b/g/n.
POSBANK printer supports 802.11b/g/n, and 802.11a is not supported.
- Network Mode(WLAN only)
Check the network mode of the printer.
To communicate through a router, the device must be connected to the Access Point (AP) in STA (Station) mode.
To enable direct communication between wireless devices, they must be connected in AP mode.
- Authentication / Encryption(WLAN only)
Check the authentication/encryption setting status.
Check whether the settings of the printer and the AP (wireless terminals) are the same.
- IP Address
Check the band of the IP Address.
Check whether the bands of the printer and the AP (or wireless terminals) are the same.
The first three digits of the four digit value of the IP address must be the same.
- Subnet Mask
Check whether the subnet mask of the printer matches the one in AP (or wireless terminal).
- Port
Check whether the port configured in the printer and the host (PC, PDA) are the same.

2. PING Check Checking IP collision

- When entering IP address manually without using DHCP, you must check whether the corresponding IP address is used by other equipment. The printer may not work normally when there is a collision in the IP address.
- When the printer is turned off, carry out the Ping Test to the printer IP.

3. Ping TEST

- Turn off the printer.
- Select "Run" from the Windows Start menu, and then enter "cmd".
- Enter "ARP -d" and delete ARP table.
- Enter "ping {printer IP}".
- ARP -d, ping {IP address}



```
C:\WINDOWS\system32\cmd.exe

C:\Documents and Settings>arp -d

C:\Documents and Settings>ping 192.168.1.111

Pinging 192.168.1.111 with 32 bytes of data:

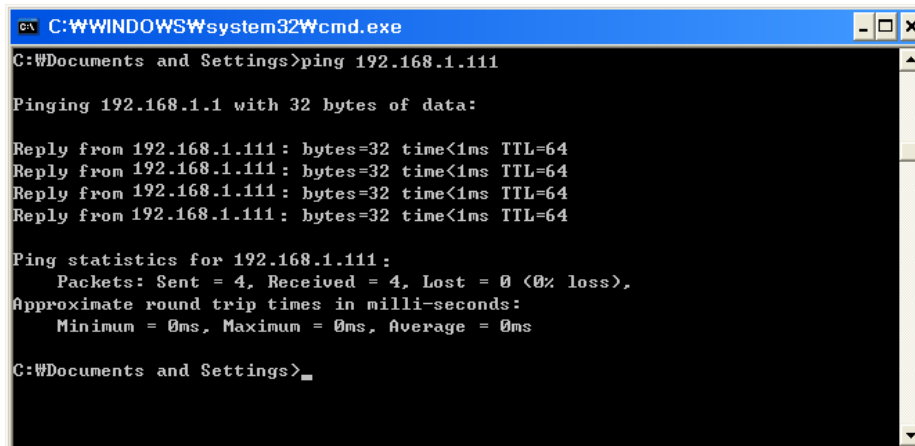
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 192.168.1.111:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\Documents and Settings>
```

When you see "Request timed out." as shown below, it means that there is no collision. The corresponding IP can be used.

On the other hand, if there is a reply as shown below, then the corresponding IP is used by another network terminal and it cannot be used for the printer IP.



```
C:\WINDOWS\system32\cmd.exe

C:\Documents and Settings>ping 192.168.1.111

Pinging 192.168.1.1 with 32 bytes of data:

Reply from 192.168.1.111: bytes=32 time<1ms TTL=64
Reply from 192.168.1.111: bytes=32 time<1ms TTL=64
Reply from 192.168.1.111: bytes=32 time<1ms TTL=64
Reply from 192.168.1.111: bytes=32 time<1ms TTL=64

Ping statistics for 192.168.1.111:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\Documents and Settings>
```

IX. Specifications

CATEGORIES	FEATURE	IMPLEMENTATION
WLAN Specification	Standard	IEEE802.11b, IEEE802.11g, IEEE802.11n
	Frequency Range	2.412~2.484GHz
	Channels	1 ~ 13 channels
	Range	Up to 100m free space (Outdoor)
	Connection Modes	Soft AP / STA
	Security	Open Connection
		Shared Key (WEP encryption 64 and 128 bit options)
		WPA-PSK, WPA2-PSK
		WPA1/2 Enterprise (EAP-TLS, EAP-TTLS, PEAP, LEAP, FAST)
		SSL2 / SSL3 / TLS1
	Protocol	DHCP Client, HTTP, HTTPS, TELNET, FTP, ARP, ICMP, SNMP, IPv4, TCP, UDP
LAN Specification	Interface	10/100 Base-T All in one (Auto detection)
	Protocol	DHCP Client, HTTP, ARP, ICMP, IPv4 ,TCP, UDP

※ Specifications is subject to change depending on model, specifications, and options.

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