# 58mm Thermal Receipt Printer

# -Operating Manual

**Version**

**Jul, 2016**

**All Rights Reserved**

This manual is the Company's intellectual property rights, copyright protection of the manual contains proprietary information, without prior written permission is strictly prohibited in any form or by any machine, electronic or other means to copy any part of this manual.

## Statement

Thank you for purchasing our series of printer paper, this manual applicable Series 58 thermal receipt printer, use the hand this manual will help you understand the most comprehensive series of machine functions and operations, we are very careful preparation of this manual, although the manual strive to be accurate , but we are the contents of this manual can not be guaranteed to be completely correct, because our products have been continuous improvement and updating, so my company the right to modify without notice reservations If users need further information about our products, contact your local dealer.

## Safety Precautions

Please be sure to read this manual carefully before using the printer operation to ensure correct and safe use of the printer.

### Security Warning

⚠ Warning：Don't touch the printer paper cutter and tear serrated avoid scratching

⚠ Warning: Print head for the heat-generating components, just after the end of the printing process and print can not touch the print head and the surrounding parts, in order to avoid burns.

⚠ Warning：Don't plug the interface cable in the charged state, in order to avoid damage to the printer and personal electric shock.

### Precautions

1. Don't use and storage of the printer on the high temperature, high humidity and pollution.
2. The printer's power adapter is connected to a properly grounded outlet, avoid large motors or other power supply voltage fluctuations can cause the device to use the same socket.
3. Avoid water or conductive material (such as: metal) into the inside of the printer, in the event, immediately turn off the power.
4. The printer can not print without paper state, otherwise it will seriously damage the platen and the thermal print head.
5. Users are not allowed to disassemble the printer for repair or renovation.
6. Power adapter Use only the designed with the power adapter or 12V-3A standard power adapter.
7. In order to ensure the print product quality and life, we recommend using equivalent quality thermal paper.
8. Keep manual for future use reference。

## 1.Application Area

- Cash register and POS System receipt printing
- EPT and POS System receipt printing
- Sports, postal services, aviation receipt printing
- Inquiry, bill printing service system
- Measuring Instruments Data Printing
- Tax receipt printing

## 2.Technical Parameters

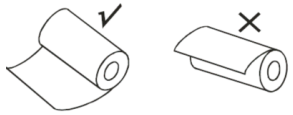
Print Method: Thermal Line Printing
Print Character: 384dot/Line ; ANK Character
Font A:12*24dots,1.5(W)*3.0(H)mm
Simplified / Traditional:12*24dots,1.5(W)*3.0(H)mm
Print parameters: Support Download Logo trademark Print
(Support bar-code types: UPC-A / UPC-E / JAN 13 (EAN13) / JAN8 (EAN8) / CODE39 / ITF / CODABAR / CODE93 / CODE128 ; Two-dimensional code: QR CODE)
Chinese characters: GB Store a two-point support 18030 24x24 large font support Taiwan, Hong Kong Traditional
Spanish: ASC11 12 × 24 points
Extended Character Table:
OEM437/Katakana/OEM850/OEM860/OEM863/OEM865/West Europe/ Greek/Hebrew/East Europe/Iran/WPC1252/OEM866/OEM852/ OEM858/IranII/Latvian/ Arabic/PT151,1251/OEM747/ WPC1257/Vietnam/OEM864/Hebrew/WPC1255/Thai
Print Speed: 90mm/sec
Interface: USB / COM /LTP / LAN
Print Command: Compatible with ESC/POS
Print Width：57.5±0.5mm
Roll Diameter: 50 mm
Print Thickness: 0.06-0.08mm
Power: DC 12V/3A
Cash Drawer Control: DC 12V/1A
Reliability Print:100km
Temperature:0-45℃
Contrast Humidity:10-80%
Drivers: Win 9X/ Win 2000/ Win2003/ Win XP/ Win Vista/ Win 7/ Win 8/Win 10/ Linux
Compatible with EPSON, SAMSUNG





## 3.Installation Roll Paper

58 thermal printer using thermal 58mm paper roll, using easy paper loading mechanism, very convenient paper loading.
Thermal printer maximum outer diameter of 75mm.
Thermal paper installation method is as follows:
（1） Open the printer cover.
（2） Thermal paper roll as shown in the following figure into the paper loading position.

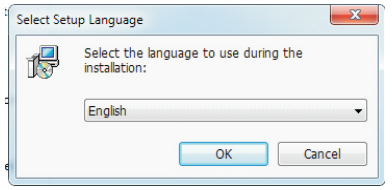


（3）Pull out the paper short to box outside, close the top cover.
（4）Remove the excess with a knife-edge machine rolls.
Button Instruction

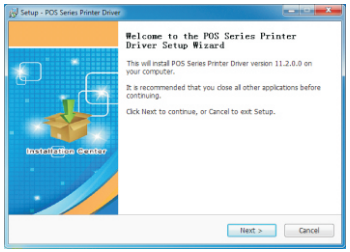
| POWER（Green Light） | FEED（Red Light） | Printer Status |
|---|---|---|
| OFF | OFF | Turn Off |
| ON | Flash | Turned on and no paper |
| ON | ON | Have Paper |
| In the case of a power, holding the FEED button, | | Paper Feed |
| In the off state and the FEED button while holding down the POWER button, and then release the POWER button for two seconds and then release the FEED button | | The printer self-test |

## 4.Driver Installation (for USB Port)

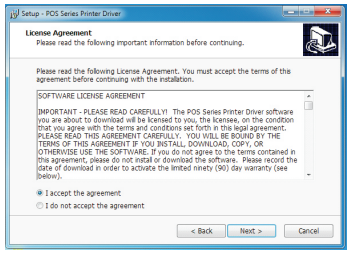
Note: Please make sure the printer is turn on, and the paper is in right direction before this step.
1：Insert the CD driver, and find the driver in the menu (58, 80 series printer driver software), then click it to start the installation, you will see the pictures as below which need to choose the language:



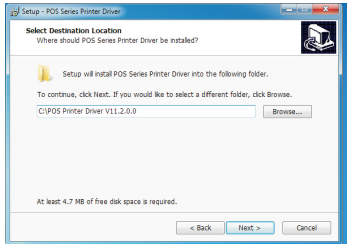
2：Choose the language you will use, and click" OK", you will see following picture. Click "Next":



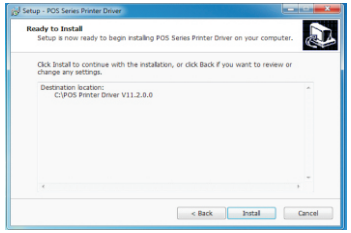

3：Then you will find following picture, just click " I accept", then "Next":




4. You will see following picture, you can choose the default path, also can save the driver to anywhere you want :



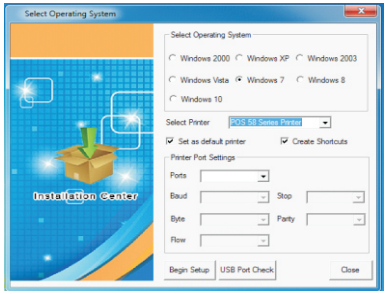

5. Click "Next", then you will find following picture, here choose "Install". If your PC have any anti virus software, please allow this install.



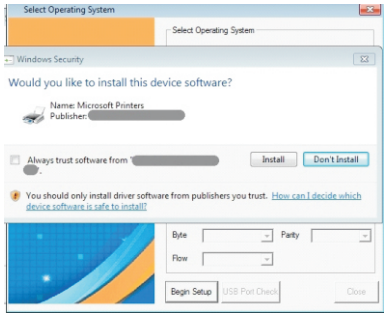




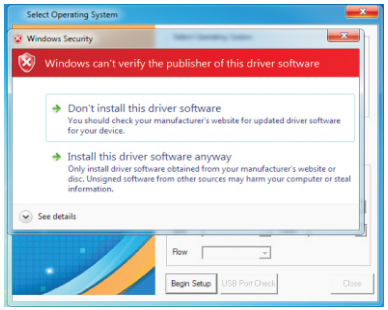

6. After the installation, you will see the following picture, choose the system of the PC you using and the the model of printer you using(POS 58Series Printer). Then click "USB Port Check". If the installation is successful , the printer will print some words to show the installation is ok.



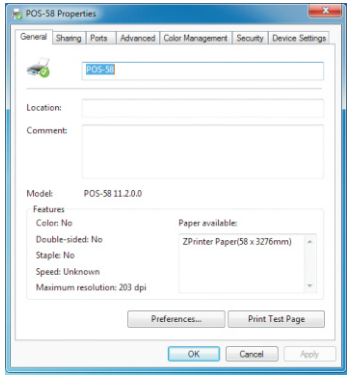

7.Click "Begin Setup",You will see following picture, choose "Install",




Then "install this driver anyway"



8：When finish, please find the printer driver"pos 58" in the control panel of your PC,then right click the " Printer Property", you will find the following picture




Select your printer port that matches the "port" option, select the printer you want to feature in the "device settings". In conventional option "Print Test Page" to verify that OK.

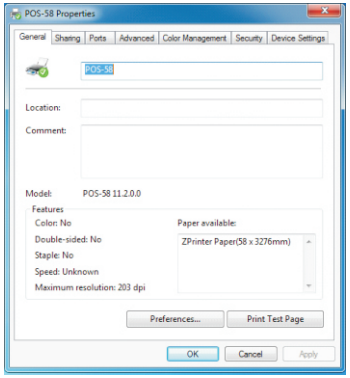
If the Test print is ok, then the printer can working now. If it shows: Error, Please click "Ports' again, choose: USB001, or USB002 , or USB003.

## 5.Lan Port Settings Operating Instructions

1、Obtain the IP address of the machine through a self-test

Press and hold the printer "paper feed button (Feed)", at the same time turn on the printer, release the FEED button after 1.5 seconds (Feed),then the printer will begin to print a self-test, IP address of the machine to print a self-test will be listed on a single.

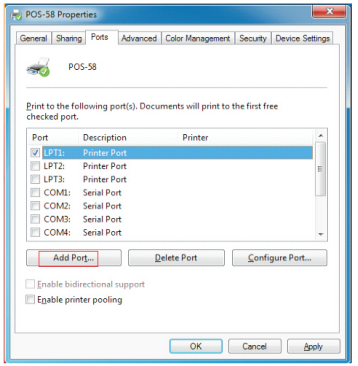
（ The factory default setting is：192.168.1.100）



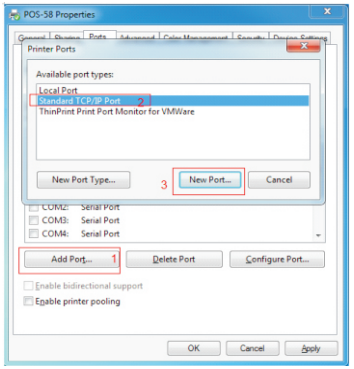




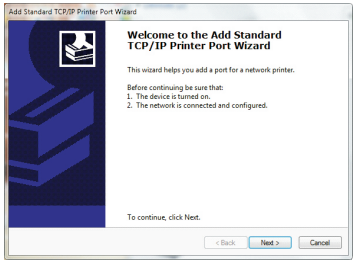

2、Set network port shown as following: Choose "Port", then click "Add port"



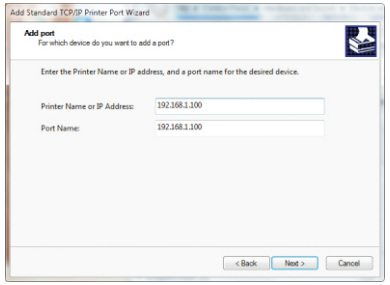

3.Choose the "standard TCP / IP port", and then click the New Port, as shown below.



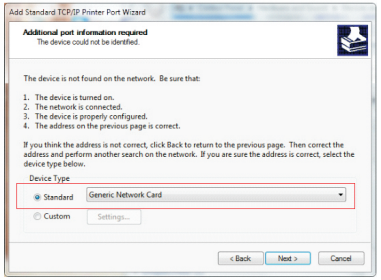

4. According Add Standard TCP / IP Printer Port Wizard, click Next continued following the installation, as shown below:



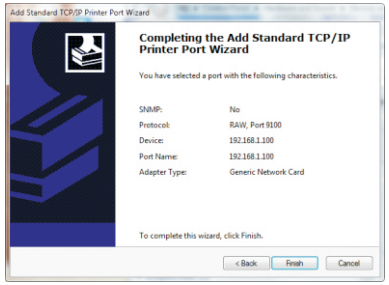
5..Input IP address which you can find on the self-test page, as shown below:




6.Click next, and then you will see following picture, select the type of device --- the standard way, and then click Next to continue the installation, as shown below:



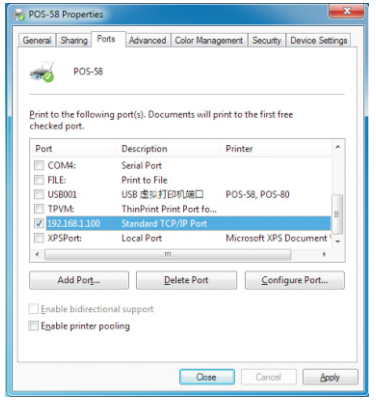

7.According Add Standard TCP / IP Printer Port Wizard, click “Finish “to complete the installation, as shown in the following figure:



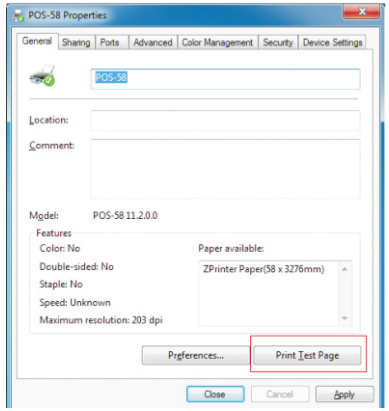

8. Find the printer driver-pos58 , Click the “Printer property”, and choose the “Ports”, select the correct IP port, click "Apply", as shown below:







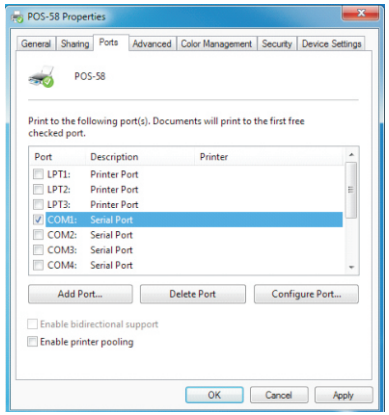

9.Return to the "General", click "Print Test Page", as shown below:



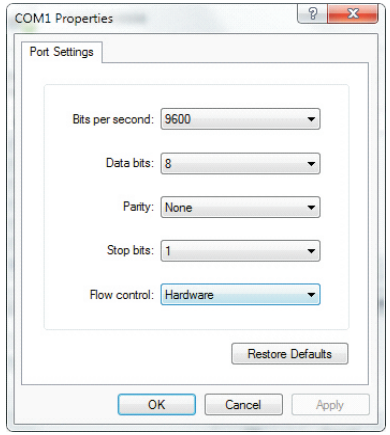

## 6.The operate instruction of RS232/Parallel port

6.1 For RS232 (COM)port (If you printer is rs232 port)

1.Open the Printer Properties screen, and then select the "Port" item, as shown below:



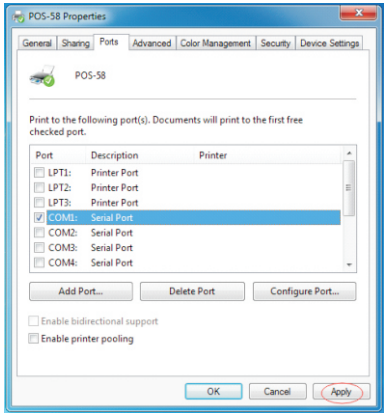

2.Select the list of ports "COM1" → "Configure Port", choose the right option. Here are our default parameter, you can see the parameters of serial port from self-test page



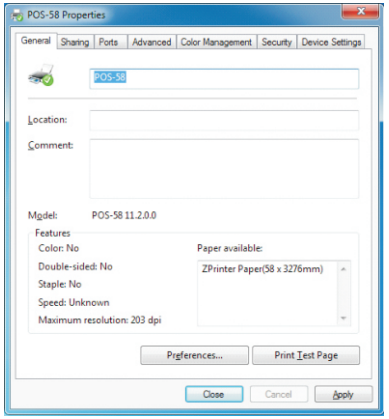

Click "Apply", then click "OK", you will see the following picture:
(Note: This setting must consistent with the setting parameters of serial port from the self-test page, otherwise it may print garbled words will be garbled words)



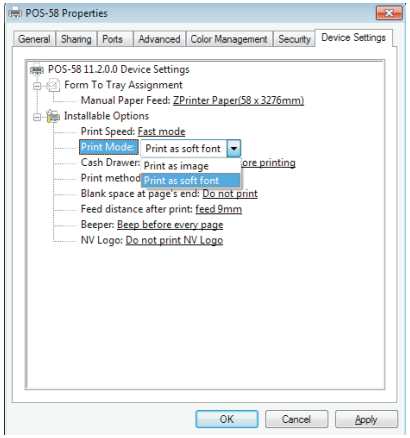





Click "Apply" again.
Return to the "General" tab, click "Print Test Page" as shown below:

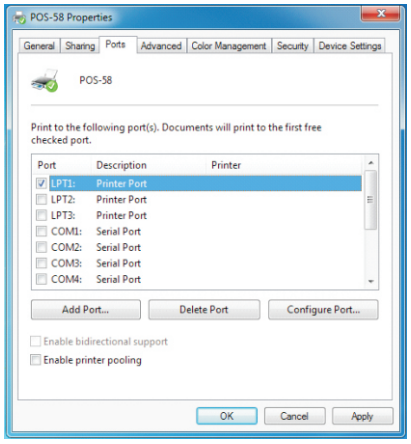



If the printer prints a normal page, then it shows that the connection is successful.
If you feel the print speed is slow, please click on the "Device Settings" → "Print Mode" → Choose "soft font" button as shown below, then “Apply”:




## 6.2 Connection of Parallel port (if your choose to use parallel port)

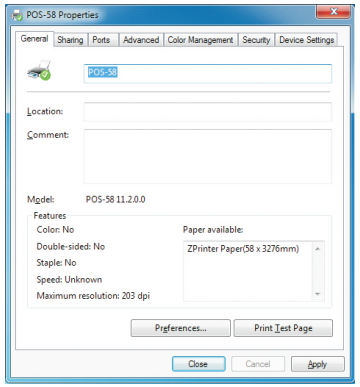
1. Open the Printer Properties screen, and then select the "Port" item, then choose the “LTP1”, then “Apply”, just as shown below:




Return to the "General" tab, click "Print Test Page" as shown below:








If the printer prints a normal page, then it shows that the work was successful.

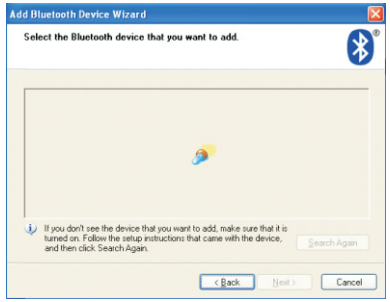
## 6.3 Bluetooth port to be used (if your printer can support bluetooth function )

1: Make sure you are using the device (such as a laptop) is Bluetooth-enabled, then activate Bluetooth, Bluetooth started successfully, you can see the computer icon on the bottom right of the display.

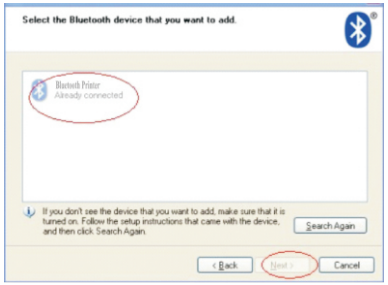
2:Power on the Bluetooth printer.

3:To add the Bluetooth printer, please left-click the - click “Add a Bluetooth Device” , then you will enter wizard screen , please choose “My device is set up according and ready to be found”click “Next”(showed as below).

4:if you can see screen as below,then the device is searching the bluetooth printer,please wait.



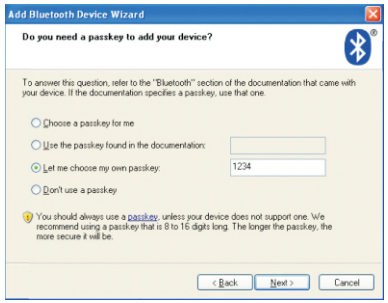

5:Once the Bluetooth printer is found. You can see it listed on the screen, Here, for example, Bluetooth printer is successfully found. Please click “Bluetooth printer”, click “Next”



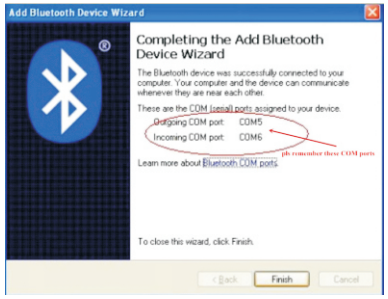

6:Choose “Let me choose my own passkey”, then enter “1234”(this is factory default passkey, if you want to change it, you have to inform us to set the new passkey for you in our factory before shipping),then click “Next”.








7:if you can see the screen as below, that means the Bluetooth printer is already connected. Please notice the assigned COM ports ,then Click”Finish”.




（Note: The Bluetooth device will automatically assign a COM port.）

8: Now if you want to test if the printer is OK to print, you could use a com tool , and send printed data to Outgoing COM port( just as above image shown: COM5).

(Com tool setting is 9600,N,8,1.)

## 7.Operating Manual for Android OS

This manual applies to all of our android OS compatible printers ( both 58mm & 80mm width printer) Currently, the common communication ports we used for android OS are ( USB 、Ethernet、Bluetooth and WiFi )

If you want to use Android Device connected with our printer, first of all make sure that printers can be supported Android Operate System, proceed as follows ( Bluetooth as example):

Step 1:

- Insert the CD driver disc into the CD-ROM, connect your Android device with your computer;

Step 2:

- Find the File Named “ SDK” from the CD driver, Then follow the path :

“ BLUETOOTHDEMO ----bin----BT-POSPrinter.APK “ , and install it into your Android device.

Step 3:

- Connect your Android device with our printer once the installation done .

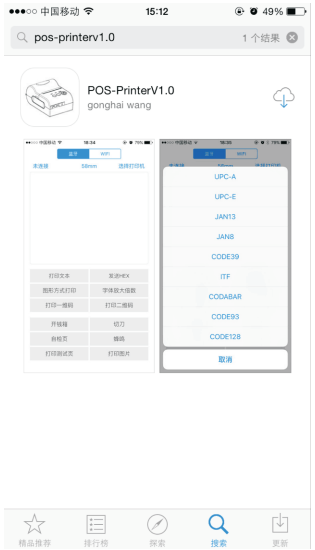
Step 4:

- Find this icon on the Android device, and click “Connect Printer” to search the Bluetooth printer, (Default pairing password for Bluetooth connection is “ 1234” ) . After the connection successfully, click on the "Print Test Page", the printer will work.

If you use the "Ethernet interface", "USB", "WIFI" communication, replace " BLUETOOTHDEMO" from "Step 2" into the corresponding "NETDEMO", "USBDEMO" and "WIFIDEMO".Please noted, the customers can get all the original code from below path if you need to develop your own APK ( Path is: src ‣ com ‣ zj ‣ printdemo )

## 8.Operating Manual for IOS APP

1. Download the Test Tools “POS-PrinterV1.0” from App Store,as below:




（Image 1)

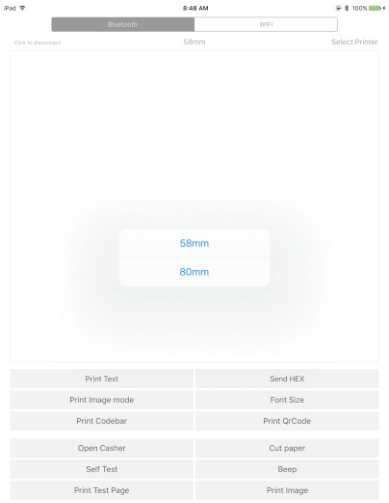




2. Turn on the Bluetooth setting of IOS device , then click “POS-Printer”:

（Image 2)

3. Into the App of “POS-Printer”, select the paper width as below:

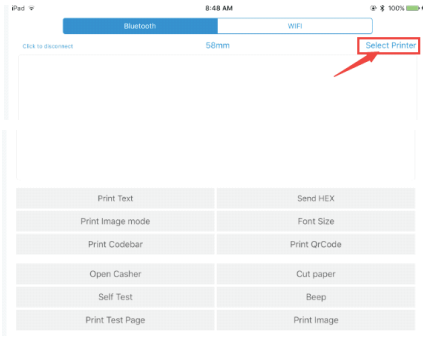


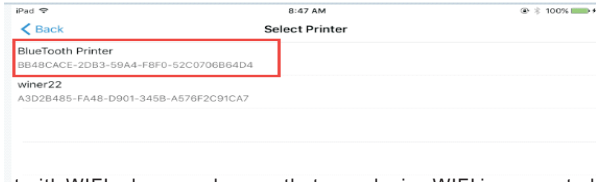

（Image 3)

4. Select the way of communication of printers, “Bluetooth” or “WIFI”:

（Image 4）

5, If connect with Bluetooth, then you can click “ Select Printer” first, you will search the “Bluetooth Printer” (the default name of printer is Bluetooth Printer), click it to be connected.

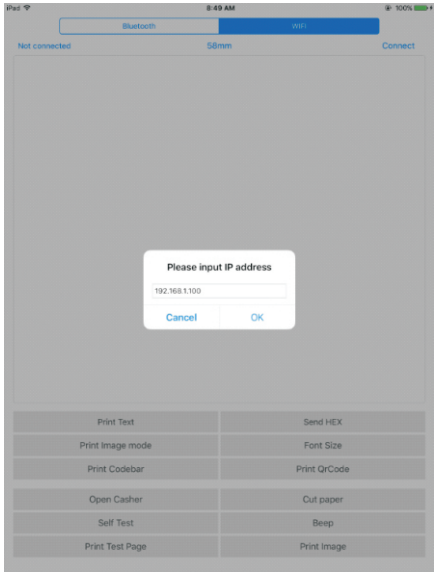


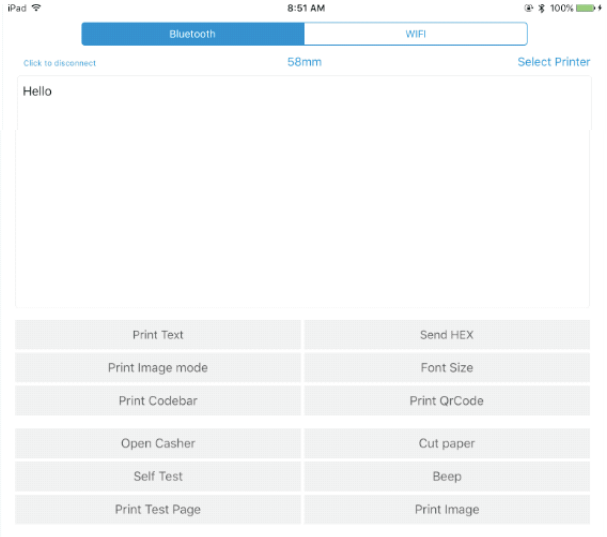

6, If connect with WIFI, please make sure that your device WIFI is connected with printer (both of them in the same Network segment). And then click the “ Connect”, enter into the printer IP :








7, If above steps are successful, then you can print text to have a test:



8, Other features of this APP:

① Send HEX: In the text box, enter the hexadecimal data, click “Send HEX”, then can send text box hexadecimal data to the printer.

② Print Image mode: input data in the text box, click "Print Image mode", you will be able to convert the contents of the text box into a image printed

③ Open Casher: If your printer is connected with the cash drawer, click "open casher", the drawer will be opened (portable printers without drawer interface, this feature does not work).

④ Cut paper: After click on it, the paper will be feed out and cut (portable printers, 58 series of printers without cutter, this feature does not work).

⑤ Self Test: Click the "self-test", the printer will print out a self-test page (because the Bluetooth printer has been connected to the device, then the Bluetooth name or MAC address will be not displayed in the self-test page ).

⑥ Beep: Click the "Beep", the printer will beep sound (portable printers, 58 series of printers without buzzer, this feature does not work).

⑦ Print test page: Click the "Print Test Page", the text will print a section of the test, to confirm that the printer is connected and normal print successfully.

9.The applicable version: can be compatible with IOS6.0 or above versions.

## 9.How to clean the print head

Cleaning the printer

When one of these cases occurred in the printer, you should clean the print head;

① Printing not clear：

② Some columns on the printed page is not clear;

③ Feed paper the big noise.

**Print head cleaning procedure is as follows:**

1. Turn off the printer, open the cover, if you have the paper, remove the paper;
2. If you have just finished printing, you should wait for the print head to cool completely;
3. With a soft cloth dipped in ethanol (should be wrung) thermal printhead chip erase surface dust \ stain;
4. Wait ethanol completely evaporated after closing the cover, re-test machine printing.

Note:

- Must ensure that the power is turned off when the printer routine maintenance.
- Do not touch metal objects by hand and print head surface, tweezers and other tools should not be used to scratch the print head and the platen sensor surface.
- Shall not use gasoline, acetone and other organic solvents.





## 10.Common problems and solutions

1. Series port printer connect device whether print garbled ?

Answer： The PC device set baud rate is same with printer,will not print garbled.

2. The printer self-test is normal, installed the driver does not print?

A：Please check the driver is installed correctly.If the driver is installed correctly, check the printer port selection is correct, if you are normal, please send designated repair maintenance.

3. The printer does not check the paper?

A：Movement sensor is dirty, use a soft brush to clean the sensor, If you still can not check the paper after cleaning; please send designated repair maintenance.

4. Indicator light on the control panel does not ?

A：Check that the power cable is properly inserted into the printer,Power adapter and a power outlet,Check the printer power switch is turned on,If these are normal, please send the designated repair point of repair.

5. Arabic numerals printed correctly, print other text garbled?

A：English conversion caused by incorrect,In the off state to hold down the FEED button and then turn the printer power switch, wait until the red lights went out and then release the FEED button.

6. After the printer for some time, the red light flashes appear (there have paper)?

A：Maybe overheating of the print head,If the print does not print after a period of time, it is the print head temperature is too high,Otherwise send designated repair maintenance.

7. How to install a network shared printer driver?

A：Enter the Network Neighborhood,There is a shared printer on the computer to find the shared printer, double-click the printer driver is installed to a local print can be.

8. Serial Print speed is very slow, I feel like a jam, like, stop and go?

A：Please printer's print mode is set to "soft fonts", the printer driver - Properties - Device Settings - Print Mode - "soft fonts"

9. The printer does not accidentally flooded, how to deal?

A：Should immediately turn off the power, use hair dryer, the motherboard and other components dry movement,Notice that the temperature is not too high, the normal temperature is about 50 ℃.

10. Print blank how to solve?

A：Print blank have two situation：

1.Self-test page blank, connect PC printing normal。

2.Connect PC printing blank。

Solutions 1. Font is broken, replace the font.

Solutions 2. Replace the print head tests (to ensure the replacement print head is good), If you still have problems, indicating a problem with the motherboard, please send designated service locations maintenance.