

80mm Series Thermal Receipt Printer
-Instruction Manual

Version Number

June, 2022

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Statement

While every precaution has been taken in the preparation of this manual, but we can not guarantee the contents of this manual entirely correct, because our products have been continuously improved and updated, so it can not be amended at any time the company reserves the right to promptly notify the user if necessary with the product-related Further information can be linked with the dealer.

Safety Precautions

This section presents important information intended to ensure safe and effective use of this printer.

WARNING:

- ▲ Scratch Warning: Never try to touch the auto cutter or jagged teeth.
- ▲ Scald Warning: To avoid being burned, please do not touch the printer head.
- ▲ Shock Warning: Please cut off the power before you Plug/Unplug the power cable from the printer.

Cautions:

- 1) Please apply the power adapter to a stable voltage (110-220V), please do not use other devices on the same power outlet to avoid voltage fluctuation.
- 2) Install the printer on a flat and stable surface to avoid printer suffering from any vibration and shocks.
- 3) If water or other liquid spills into the printer, unplug the power cord immediately and contact your dealer or service center for advice.
- 4) Disconnect the power cord if the printer is idle for a long time.
- 5) Please ensure the switch button is "off" before you plug the power cord.
- 6) The printer should only be disassembled or repaired by a technician.
- 7) Please strictly follow the recommended use tips of this manual.

1.Product Information

The main features of our Newly 80mm Thermal printers:

- High-quality printing,High-speed and strong stability;
- Interface (Serial RS232 / RJ45 Ethernet / USB / Bluetooth/ WiFi)
- Android device can be supported if connect with USB /Bluetooth/WiFi methods;
- IOS device can be supported if connect with RJ45 Ethernet / Bluetooth/WiFi method;

1.1 Technical Parameters and Features

Printer Method	Line Thermal
Print Speed	220-300mm/s
Fonts	simplified Chinese 24x24 point. support GB18030 font library,support Taiwan and HK traditional(complex font), Korean and Japanese
Character Size	576dot/line or 512dot/line ANK Character Font A:12*24dot,1.5(W)*3.0(H)mm Font B:9*17dot,1.1(W)*2.1(H)mm FontC:9*24dot, 1.1(W)*3.0(H)mm Simplified/Traditional:24*24dot,3.0(W)*3.0(H)mm
Extended Character Table	OEM437/Katakana/OEM850/OEM860/OEM863/OEM865 WestEurope/Greek/Hebrew/EastEurope/Iran/WPC1252/OEM866/ OEM852/OEM858/IranII/Latvian/ Arabic/PT151,1251/OEM747 /WPC1257/Vietnam/OEM864/Hebrew/WPC1255/Thai
Logo / Trademark	Download and printing support
Interface	Serial / USB / Ethernet / Bluetooth / WIFI(option)
Print Command	ESC/POS Command
Roll Width	79.5±0.5mm(Print Width72mm)
Roll Diameter	80mm
Paper Thickness	0.06-0.08mm
Power Supply	DC24V/2.5A
Auto Cutter	Full / Partial Cut
Codes type	UPC-A / UPC-E / JAN13(EAN13) / JAN8(EAN8) / CODE39 / ITF / CODABAR / CODE93 / CODE128 /
2D Barcode	QR CODE
Temperature	0-45℃
Contrast Humidity	10-80%
Driver	Win2000/Win2003/Win XP/Win Vista/Win7 /win8/win10/Linux

2.Communication Ports

2.1 Universal Serial Bus (USB Port)

Connect the printer with the standard usb cable(usb device types are automatically) , once printer is connected with the PC, install the driver , then choose the corresponding port accordingly.

2.2 RJ45 Ethernet Port (10M/100M)

With this port, we can use the network cable and connect the computer directly, communication and the port number is 9100;

2.3 RS232 Serial Port

RS-232 is developed according to the EIA standard asynchronous transmission, the specification as following:

- Data transmission: serial interface
- Synchronization: asynchronous
- Signal Level: +5.4V Serial RS232 Level,logic 1:-5.4v, logic 0: +5.4V
- Hardware Flow Control: Hardware
- Baud Rate:9600bps to 115200bps(Optional)
- Data Length: 8 Bits
- 1bit Stop Bit: 1Bit
- Parity: None

The wiring method of the serial interface printer following the standard rules of Serial Interface EIA standard. Consumer can get the current default baud rate from " Selt- Test Page "

3.Basic Function Operation

3.1 Indicator Light & Printer Status

The printer has 3 Led Indicators(Power / Error and Paper Out),Power indicator will lights on once power is plugged in. And Error Led will lights on when any error arose (Paper Out / Temperature is too high / mal-position of the carriage unit on the print head); We can press the "FEED" button to test the paper feeding function if the power indicator looks well.

3.2 Printer Operation

- Switch on: Ensure the adapter properly connected with the printer, press the switch on the "1"position, printer turns on.
- Switch off: Press the switch on the other side "O".
- Paper Feeding: Press " FEED" button when powers on, paper will keep running & stop to run when release this button.
- Selt- Test Page : Switch off the printer then press "FEED" button and do not release. Press the "POWER" button at the same time till the " PAPER OUT" indicator on, release the button then we can read the current setting from the test page.
- Hexadecimal printing:Power off the printer, press "FEED" button & do not release, press "POWER" button at the same time until the " PAPER OUT" indicator on, release the "FEED" button about 3 seconds after the " PAPER OUT" indicator off , then the printer run into Hexadecimal printing model. The way to quit Hexadecimal printing model is just restart the printer.

4. Clean the Print Head

We need to clean the print head if problems as below.

- ① Printing is not clear, but thermal paper is ok;
- ② Some columns on the printed pages are not clear
- ③ The paper feeding is noisy

Cleaning steps

1. Power off ,open the printer cover and take away the paper roll.
2. Wait for a while if the printer is just finished printing.
3. Use a soft brush or wrung-out ethanol immersed cotton to clean the print head. Remember to turn on the gear while lubricating to ensure a completely lubricated;

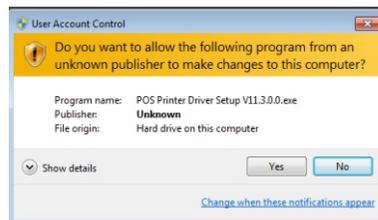
Notice:

- Make sure the printer is power off during the maintenance.
- Hands or other metal tools away from the surface of the printer head, do not use tweezers to scratch the surface of the printer head and other sensitive parts.
- Do not use gasoline, acetone and other organic solvents for printer head cleaning.

5. Driver Installation and Communication Methods

5.1 Driver Installation

1. Go to our official website click the related files (printer driver software of 58mm/80mm series) and install.
The installation language will be shown as below



3

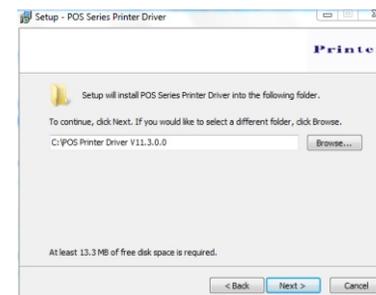
2. Select the language you need and click the button "ok", and show the image as below, then click "Next"



3. please read the related terms carefully, and install it as agreement as below

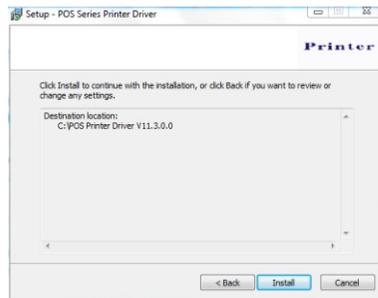


4. Click "Next" and show as below:

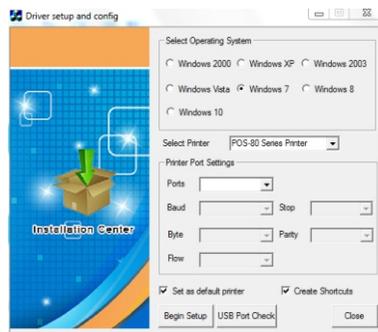


4

5. Click "Next" again and show as below and install it. If your computer has antivirus software installed, please allow this operation if the installation is blocked:



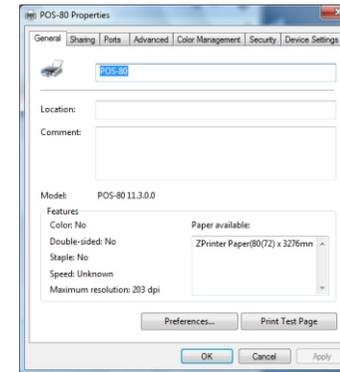
6. After installation, the related interface will be shown as below, select operation system of your computer and printer model. click "USB port check", if you communicate with USB port, USB port can be identified automatically. Click "Begin setup" and install continuously:



7. Click the button "Install" and select "Install this driver software anyway":

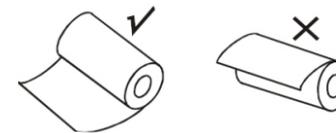


8. Finish the driver installation as below:



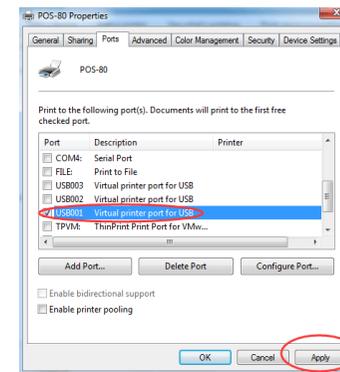
5.2 Communication Methods

Ensure all the cables connected correctly (e.g. USB cable / Ethernet cable / Serial cable). Open the cover and load the paper rolls (Paper Loading Direction as below)

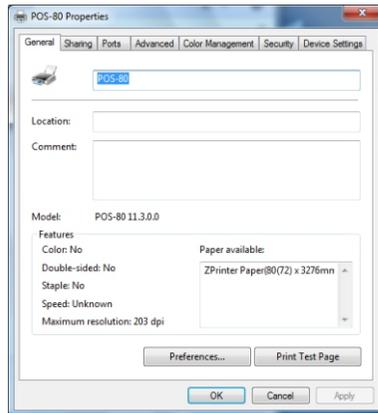


5.2.1 USB Port Connection

1: Open " Properties " then choose " Ports ", Select the unoccupied USB port and click "Apply".



2: Click "General" and let back to this step then "Print Test Page"



If the print test page works well, that mean all setting is ok.

Remarks: If "Print Error", back to "Ports" and try another USB ports one by one until it is ok.

5.2.2 Ethernet Port Connection.

1: Get the IP address from the Self -Test Page.

Switch off the printer then press "FEED" button and do not release. Press the "POWER" button at the same time till the "ERROR" indicators on, then release the button and the self-test page will be printed out .

The Default IP Address of our printer is : 192.168.1.100

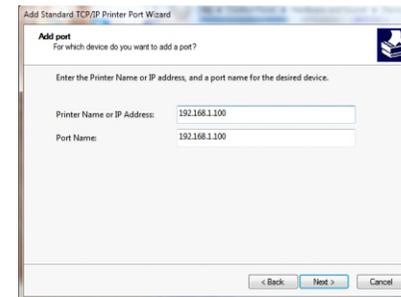
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Print Speed: 300mm/s(Max)
Interface type: USB & Ethernet(10M/100M) &
Serial 115200,none,8,1
Protocols: TCP/IP
Mac Address: 10-1F-E0-12-1D-0C
IP Address: 192-168-1-102
Netmask: 255-255-255-0
Gateway: 192-168-1-1
DHCP : Disable
NV bit image supported? Yes
Cutter selected? Yes
    
```

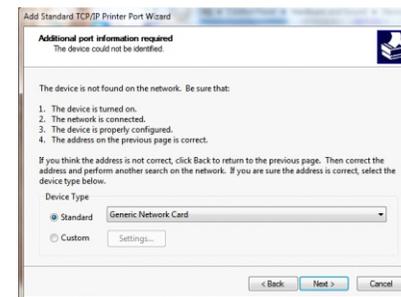
2: Open Printer Driver " Properties" and click " Ports ", Select " Add Port"we can see below image:



3: Click " Next ", and enter into the printer IP address :



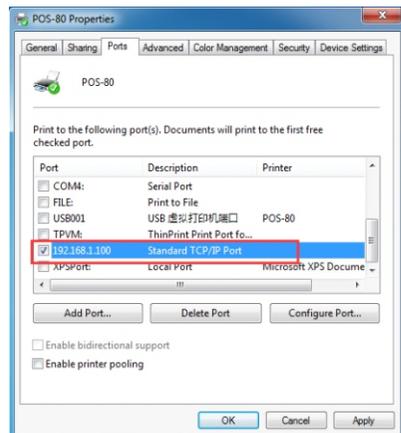
4: Next and choose " Generic Network Card " then click Next



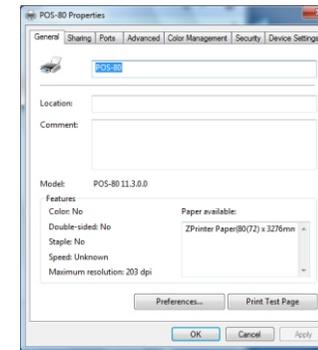
5: Then you can check the image as below:



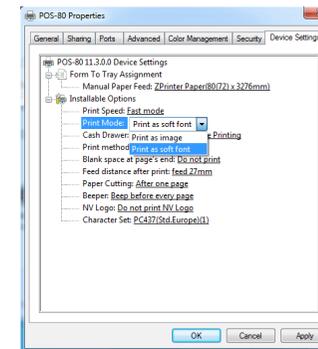
6: Click Finished and we can check the added ports as below image



7: Let's back to "General" and click "Print Test Page ", If the print test page works well, that mean all setting is ok.

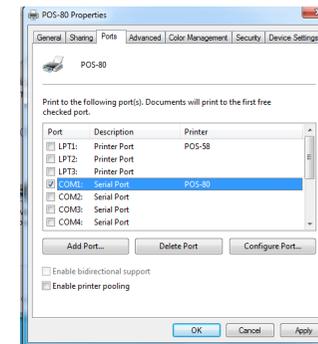


8. We can also change the setting by " Device Settings " (print method setting ,cash drawer setting, paper cutter setting etc) - As below image shown ;

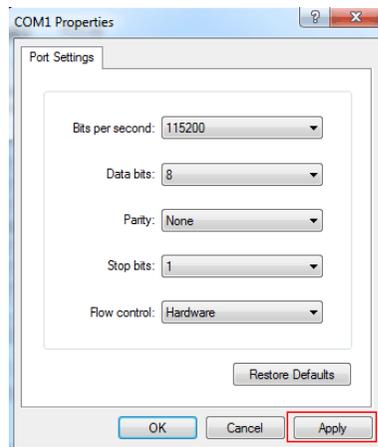
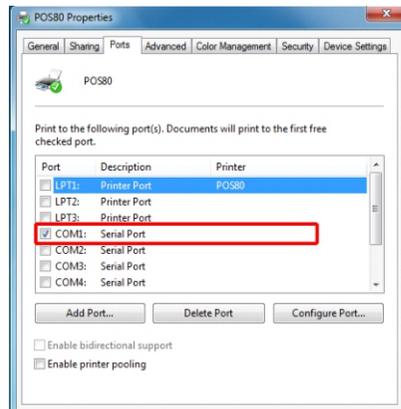


5.2.3 Serial Port Connection

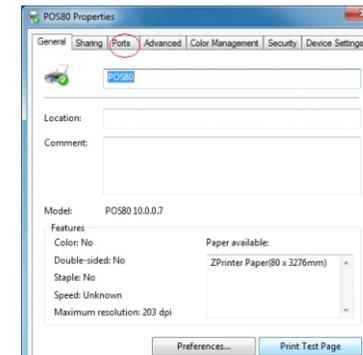
1: Check the Printer driver Properties "Ports " as below:



2: Select "COM1" - "Configure Port", We can check the default baud rate from the self test page ,(Make sure the setting are the same parameters as the self-test page shown). Once setting parameters are confirmed and click "Apply" :

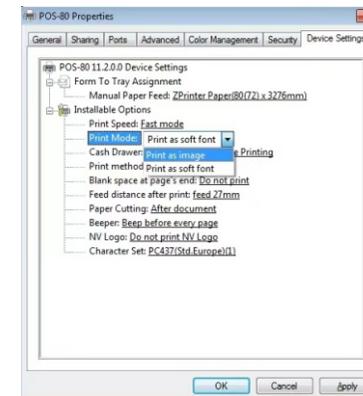


3: Back to " General"and try " Print Test Page".If the print test page works well, that mean all setting is ok.



Try below setting if the print speed is too slow:

- " Device Settings" → "Print Mode" → select " Print as soft font",as below:



6. DHCP Instructions

(DHCP means "Dynamic Host Configuration Protocol".)

On and Off - DHCP operation:

1. Obtain the network address:

Operation: In the power-on state, open the paper warehouse cover, press the FEED button (press about 1s), and then close the paper warehouse cover.
Effect: The printer will be printed out the current network parameters.

Note: Make sure that the machine is connected to the network normally during operation, and the printer is with paper. After obtaining the IP, the printer defaults to static IP.

2. DHCP is OFF :

Operation: In the power-off state, open the paper warehouse cover, press the FEED button and turn on the printer till to the light flashes alternately , release the FEED button and then press the FEED button 4 times in a row, and then close the paper warehouse cover.

Effect: The printer will be turned OFF the DHCP function.

Note: Make sure the printer is with paper when closing the paper warehouse cover.

3. DHCP is ON :

Operation: In the power-off state, open the paper warehouse cover, press the FEED button and turn on the printer till to the light flashes alternately , release the FEED button and then press the FEED button 3 times in a row, and then close the paper warehouse cover.

Effect: The printer will be turned ON the DHCP function.

Note: Make sure the printer is with paper when closing the paper warehouse cover.

7. WIFI IP Address Setting.

The setting parameters of 80 WIFI thermal printer can be modified through the web page , the steps as below:

- 1, Power on the printer.
- 2, Find " HF-LPB100" and link it.
- 3, Enter the IP address (10.10.100.254) into the PC browser, and can see as below:



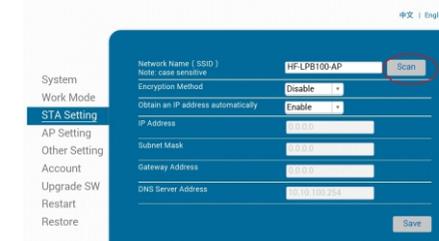
User name: admin

Password: admin

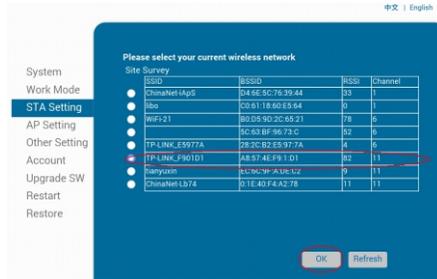
Press ok and then Select "AP+STA mode" , and save.



4, Select " STA Setting " as below:



5, Then click "Scan", it will appear selection as below:



Above are all your current wireless network, select one of your wireless device available to be used, then click "OK"

6, Input the correct configuration within the dialog, as below:



STA setting is complete, click "save".

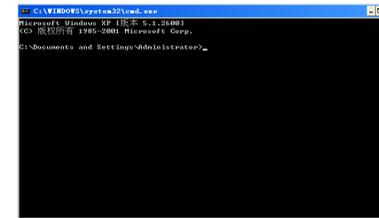
7, Select "Other Setting", setting as below:



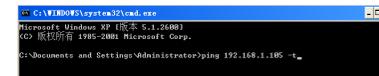
8,Restart the module. Click ok, then the WIFI configuration is done



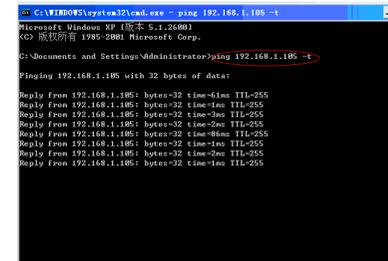
9, Click computer "Start" -> " Run", Input word "CMD", as below :



Input "ping 192.168.1.105 -t" as below (192.168.1.105 is the IP Address what made in STA setting)



If details shows as below , means the printer is successfully connected to the wireless network device.



8. General Troubleshooting

1: Why serial port printer printing messy code?

A: Ensure the baud rate setting in the PC is same as the printer baud rate. (we can see printer baud rate from self test page)

2: Self test page is ok, but printer does not work after driver installation.

A: Recheck the installation according to above installation steps and see if we selected the right port or not.

3: Cash drawer does not open?

A: Please enable the cash drawer function from device settings of printer driver.

4: Malfunction of paper feeding?

A: Use soft brush to clean the paper sensor and try again or send it to the service center for repair.

5: Messy code printing after a period of time

A: Interface board damaged , please replace or repair it.

6: Malfunction of the indicator light

A: Check the cable connecting way / adapter / power cord / switch on or off? Or contact the service center for repair.

7: Ethernet printer does not printer after linked with a router.

A : Make sure the network cable and router port works well, does the printer IP and router IP are on the same network segment? Is the printer IP occupied by other device ? We can modify the ip with the printer tools attached in the cd disc. Or contact our service center for help.

8: Messy code printing except Arabic numeral printing.

A: language switching incorrectly, please use the printer tools attached in the CD disc. Then change the language to "ASCII".

9: Malfunction of the auto paper cutting

A: if the cutter doesn't work, please check the printer tools -Function Set - Cutter Set, and make sure the option is ON . Or contact the service center for help.

10: Red indicator keep flashing during the printing.

A: Usually it is due to the high temperature of the print head. Just close printer for a while and let it cold down. Or contact the service center for help.

11: Communication interrupts and can not print if many printers work by Ethernet port at the same time.

A: First check the network to get the printer Ethernet ID, to see if any conflicts of the Ethernet ID. Give a specified Ethernet ID to each printer to avoid this problem.

12: Printing speed is very slow for serial printer

A: follow this path and change the set accordingly : Driver -- Properties -- Device Settings -- Print Mode -- Print as soft font.

13: Water or other liquid spills into the printer

A: Cut off the power, we can dry the main board or printer head with a hair dryer, careful of the temperature (average 50 degree is ok)

14: Print paper without any content (Blank)

A: 1.If the normal print is ok but self test page is blank (no content), that mean the font is damaged, need to replace the font chips. 2.If without any contents for both normal print and self-test. Please replace head and try again. Or contact with service center for help.

15: Reset the printer to factory default setting.

A: Please use the printer tools to reset. "Printer tools"- "Factory Reset"