



Receipt Printer

FAQ

1.00

Document Name:

FAQ-1.00.docx



Contents

Version History	1
1.0.Printing Problem	3
1.1 Q: Why does it print blank	3
2.0. Connection Problems	3
2.1 Q:Why there is an exclamation mark with printer after printing the receipt?.....	3
2.2 Q:Why the computer indicate “Connection fails” when I get start with Lan port connection?.....	3
2.3 Q:How to connect printer by serial port?.....	5
3.0. General Setting	6
3.1 Q:Printer can not cut paper after printing the receipt.....	6
3.2 Q:How to print Chinese characters?.....	7
3.3 Q:How to print Euro character €.....	8
3.4 Q:Cash drawer setting.....	9
3.5 Q:Alarm setting.....	10
3.6 Q:How to add my “LOGO” in the printed receipt?.....	11
3.7 Q:How to set up code page according to my language?.....	12
3.8 Q:How to reset the printer when the setting gets messed.....	14
3.9 Q:How to print hexadecimal characters?.....	14
3.10 Q:How to turn on/off the DHCP.....	14
3.11 Q:How to customize the paper's specifications?.....	15
3.12 Queuing function setting.....	19

1.0. Printing problem

1.1 Q:Why does it print blank?

A:For newly-purchased printers, it is usually caused by loading the front and back of the paper upside down. Please make sure that the printing side of paper is facing down (you can scratch the paper with your fingernail, the black scratched side is the printing side)

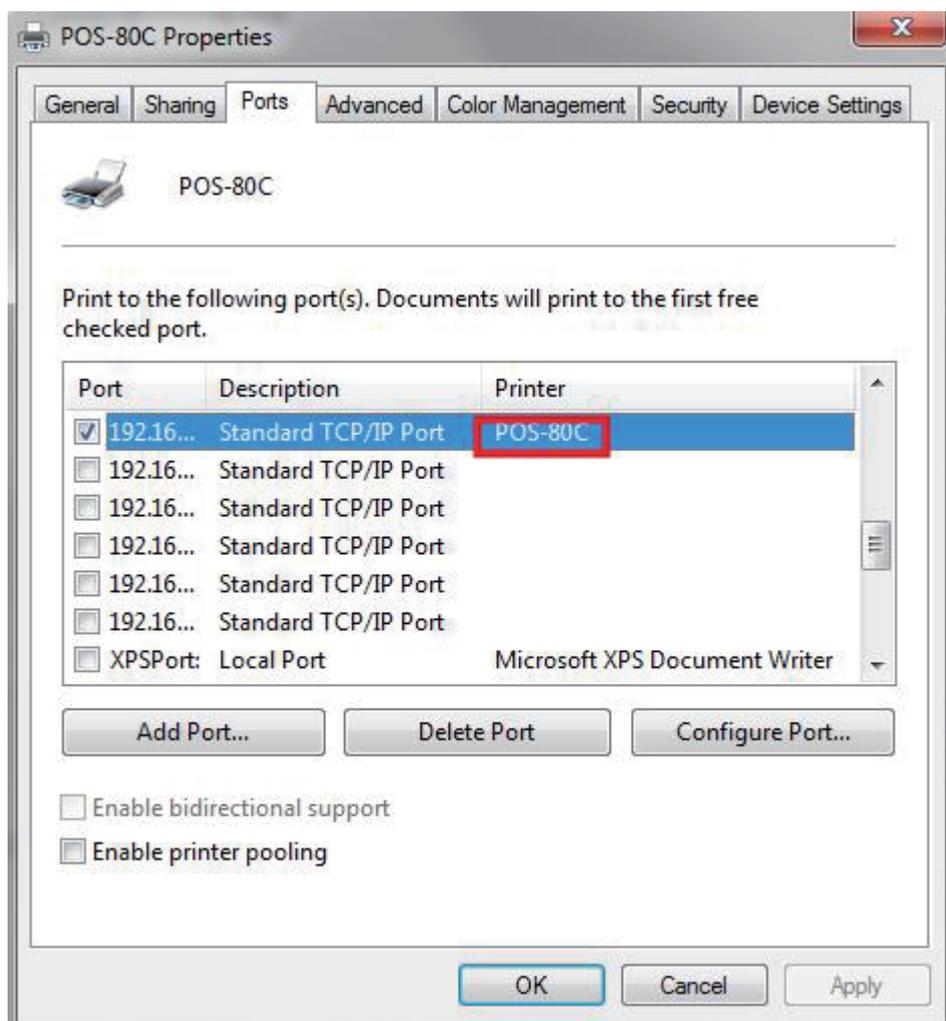
For printers that have been used for a long time, it is recommended to check if the print head is broken.

2.0. Connection Problem

2.1 Q:Why there is an exclamation mark with printer after printing the receipt?

A :

Method 1:Please check if the printing port is right, if not, return the port to the state when the driver was first installed.

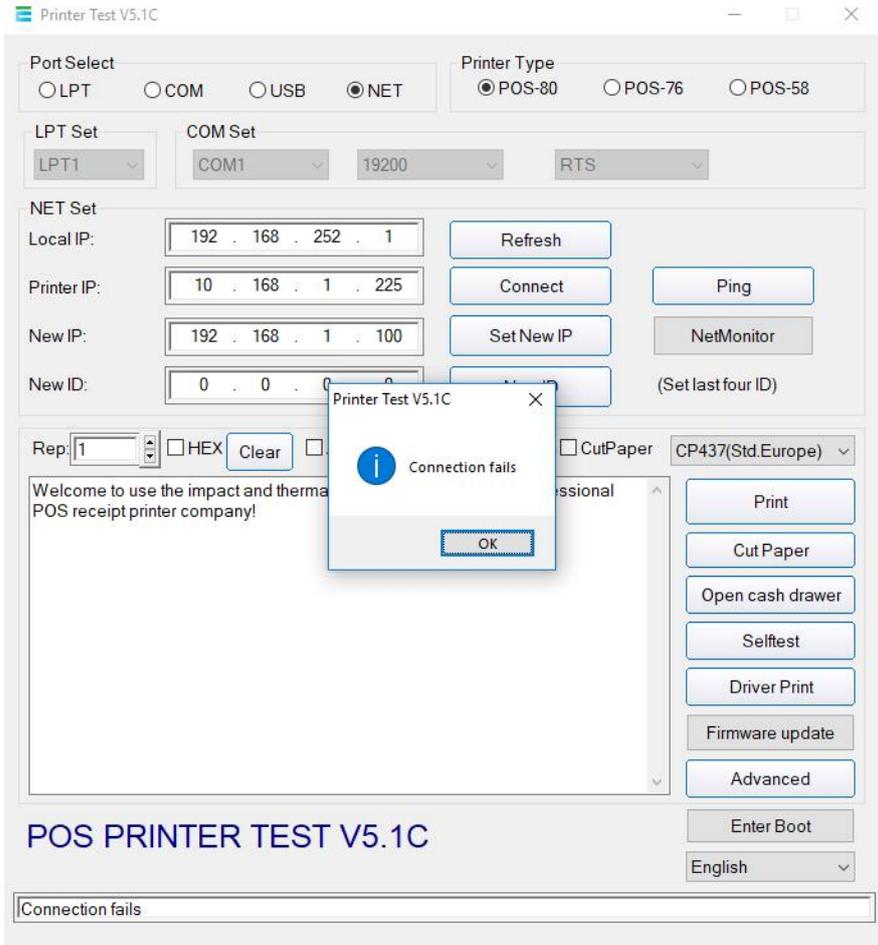


Method 2 : Remove the printer driver and reinstall.

2.2 Q:Why the computer indicate “Connection fails” when I get start with Lan port connection?

Printer Test V5.1C:

Find and open the setting tool in folder as below:



A:

- 1) Ensure that your printer and computer are connected in the same router via Lan cable

(Same router= Same as computer's ← Printer IP: 10 . 168 . 1 . 225 → 1~254 and different from the last number of the computer IP)

- 2) Ensure the inputted Printer IP is right, you can print a self-test to check as following :)



2.3 Q:How to connect printer by serial port?

A:

1) Connect the serial cable with the serial port, as below:



Serial Port

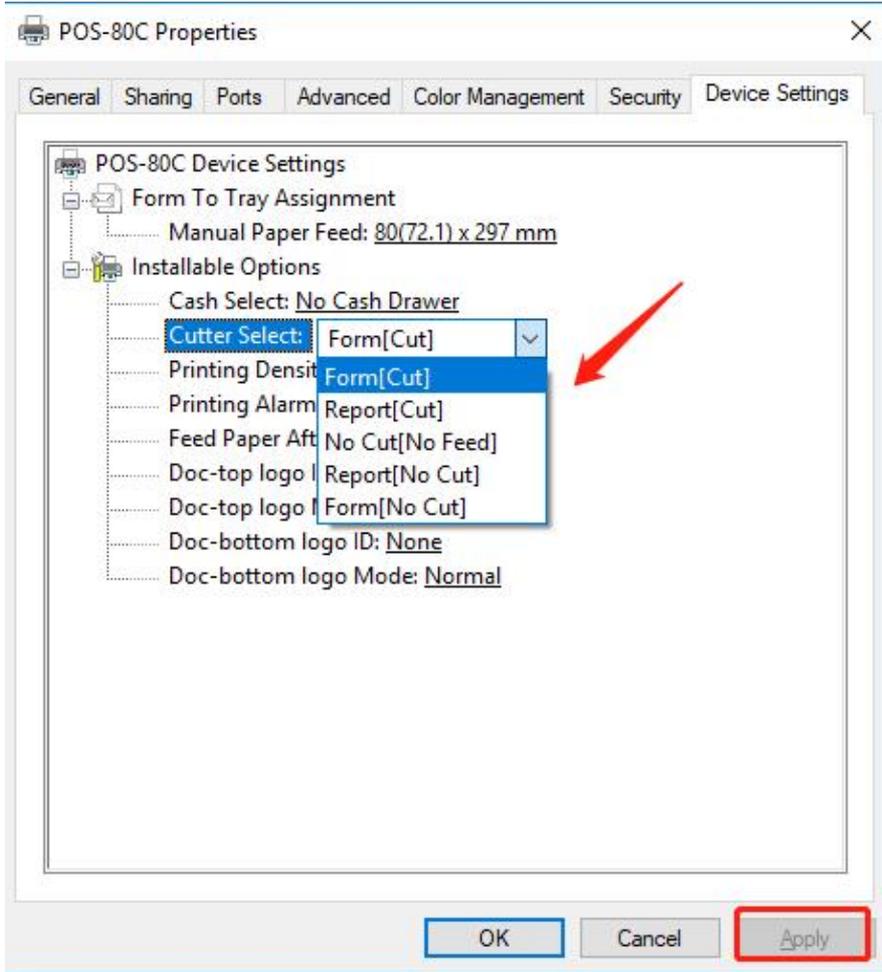
2) Then turn on the printer, open the V5.1C test tool and adjust the baud rate according to your software, Usually the baud rate is 19200.

The screenshot displays the 'Printer Test V5.1C' application window. In the 'Port Select' section, the 'USB' radio button is selected and highlighted with a red box labeled '1'. In the 'Printer Type' section, the 'POS-80' radio button is selected and highlighted with a red box labeled '2'. The 'Advanced' button at the bottom right of the main window is highlighted with a red box labeled '3'. A 'P80 DIP Setting' dialog box is open, showing the 'P80 Set DIP' option selected and highlighted with a red box labeled '4'. The 'Serial baudrate' dropdown menu is set to '19200' and highlighted with a red box labeled '5'. The 'Setting' button in the dialog is highlighted with a red box labeled '6'. The main window also shows various configuration options for LPT, COM, and NET ports, as well as a status bar at the bottom.

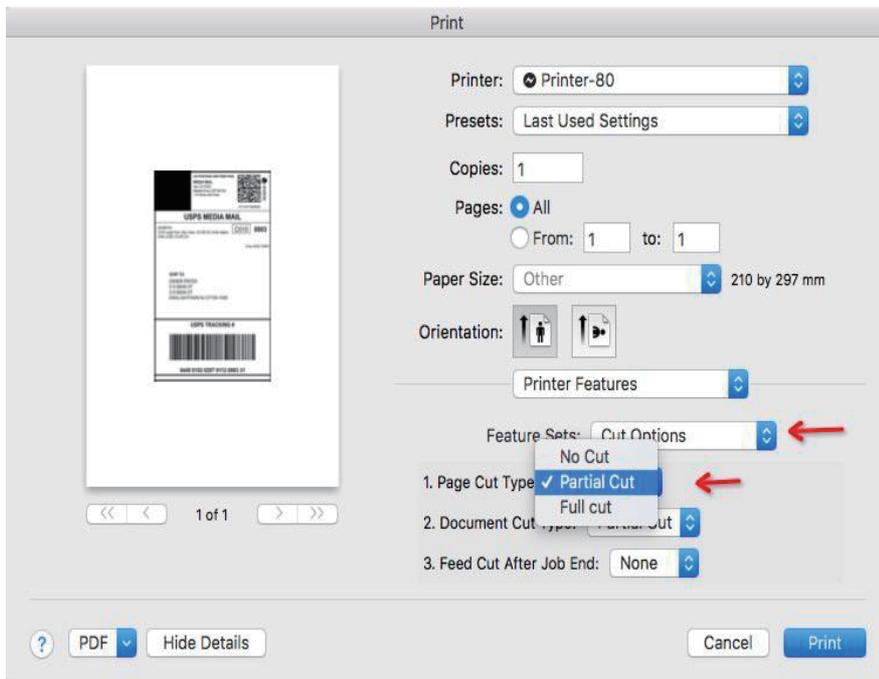
3.0. General Setting

3.1 Q:Printer can not cut paper after printing the receipt.

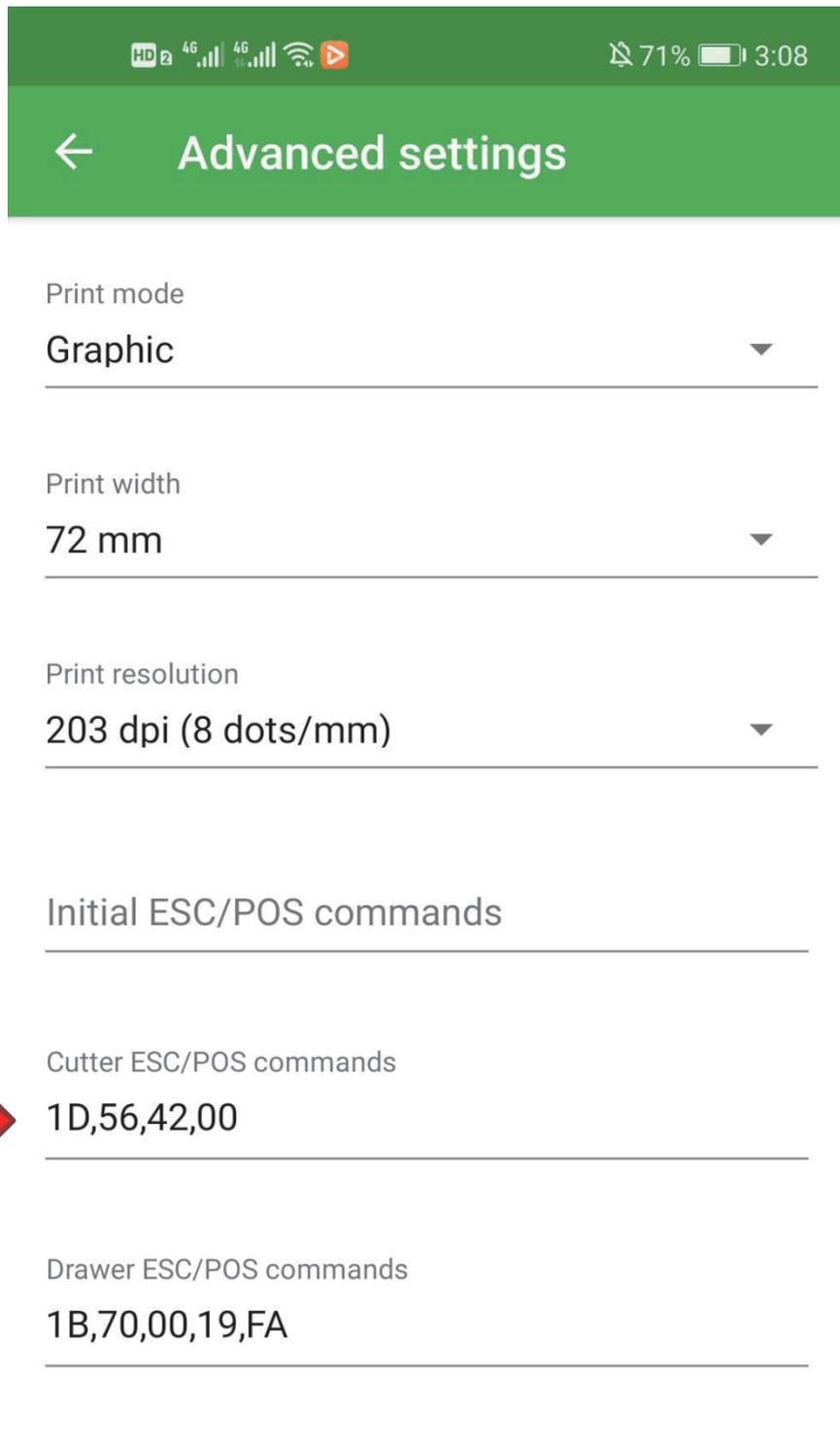
A:Windows:Please check if the cutter is enabled in the printer properties.



Mac:In the Printer features,choose Cut options,select Partial cut and print.



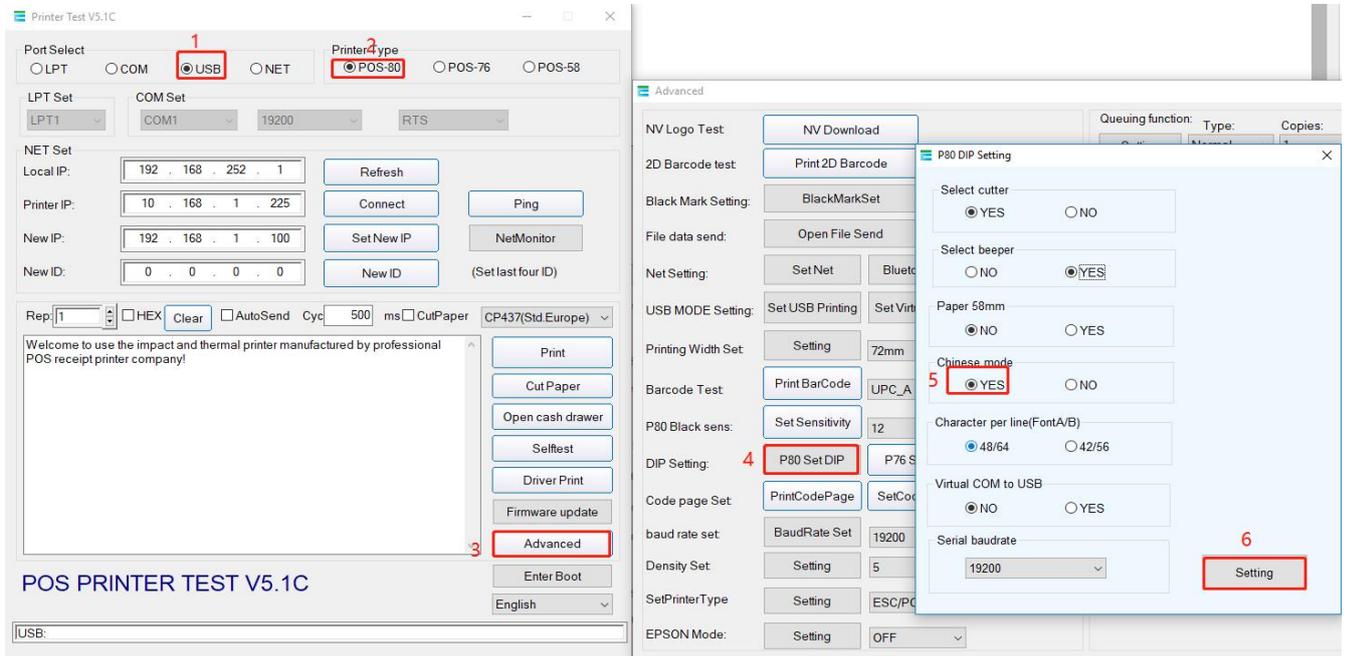
For Software: check the cutter commands in the software--1D,56,42,00
Such as Loyverse.



3.2 Q:How to print Chinese characters?

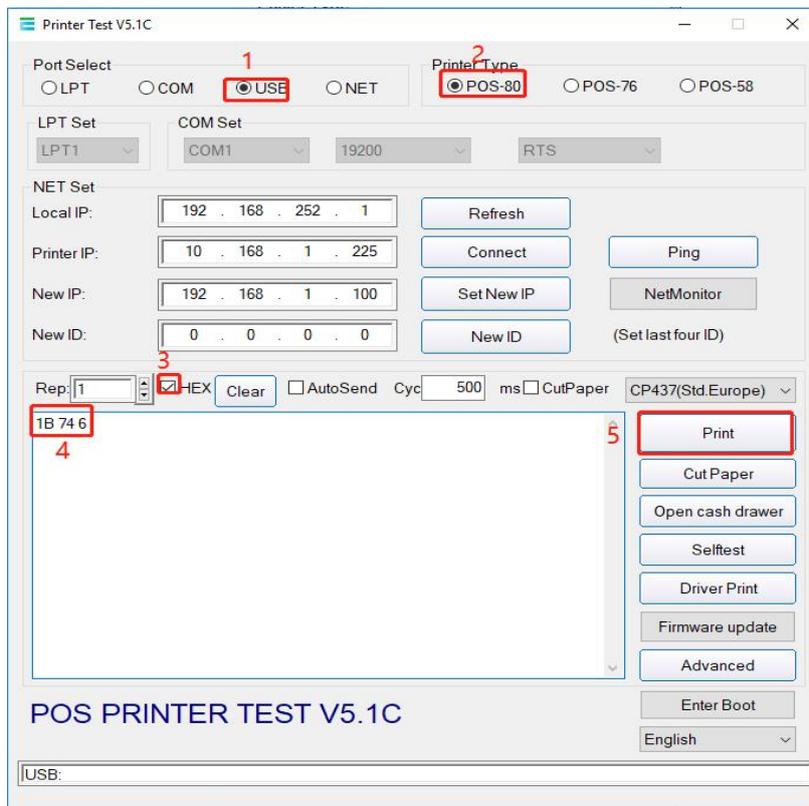
A:

- ①Open the Printer Test V5.1C tool.
- ②Connect printer with windows computer via USB cable
- ③Set up as below.



3.3 Q:How to print Euro character€

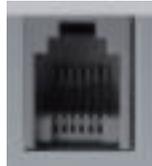
A:Open the setting tool and set up as below.



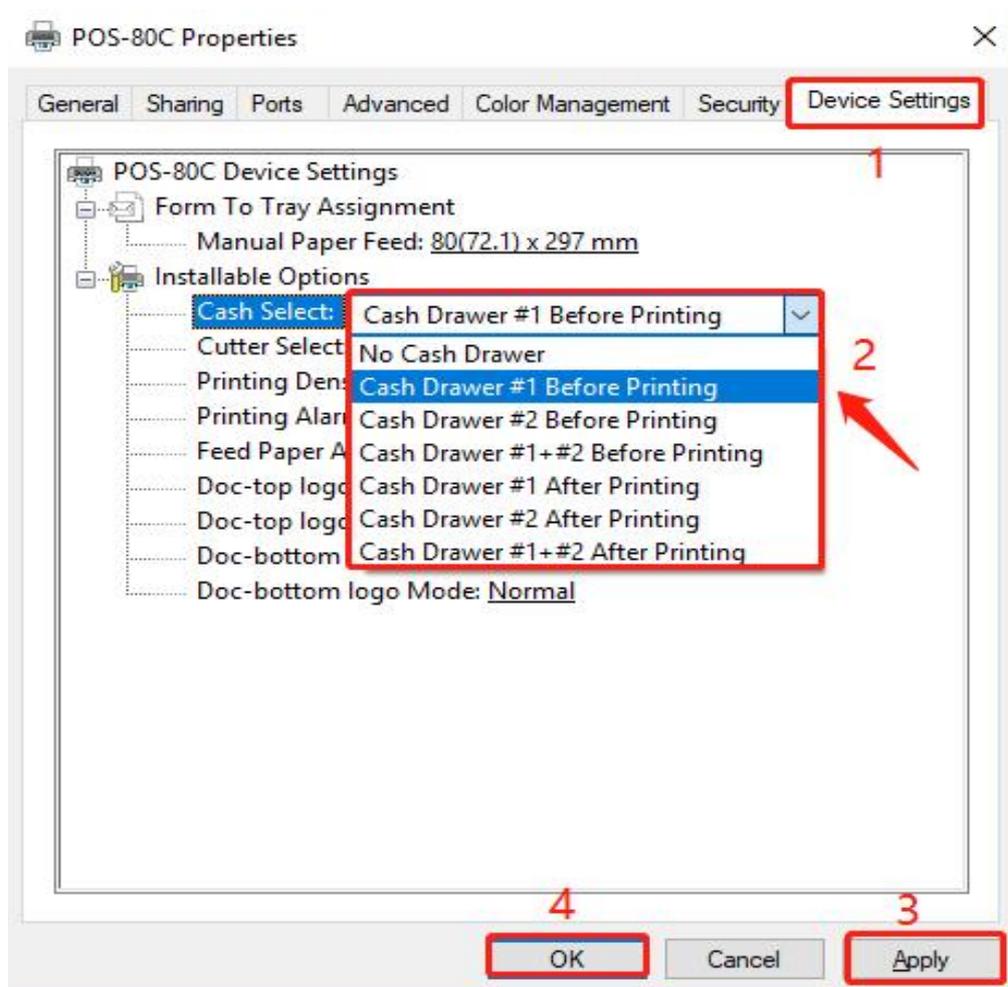
3.4 Q:Cash drawer setting

A:

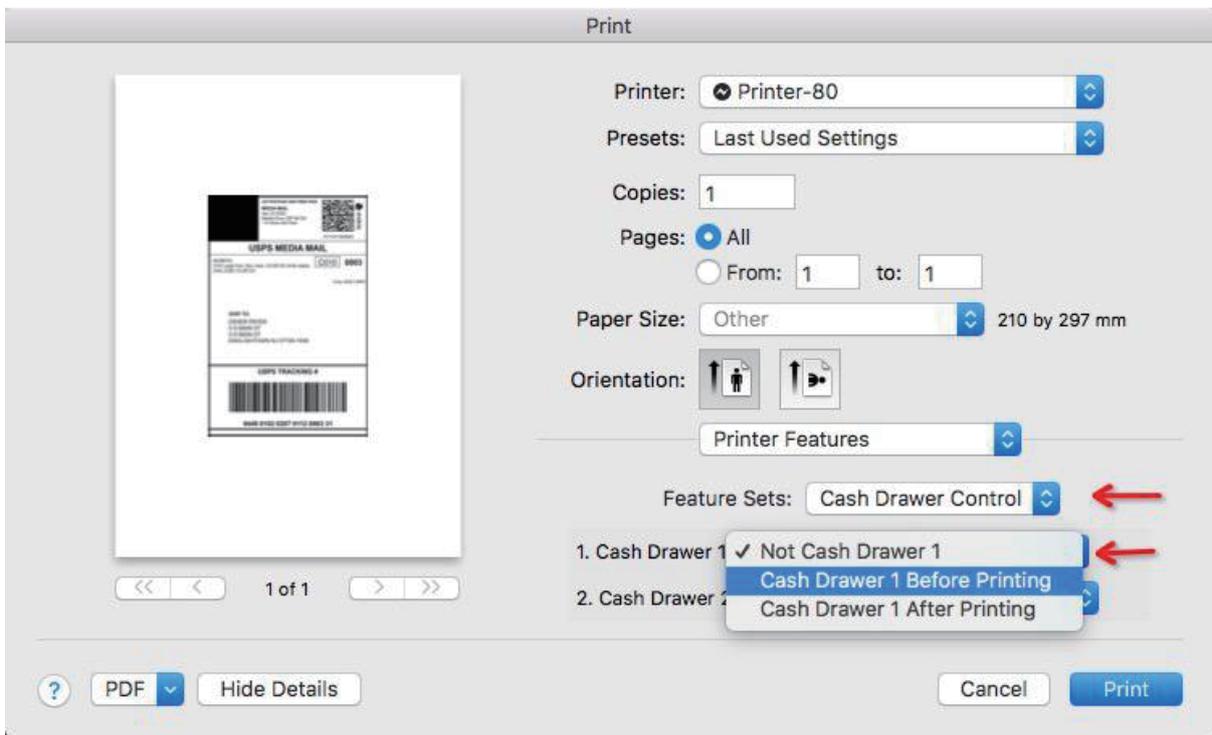
①Connect printer with cash drawer port, as below :



②Windows: Change the option in the Printer Properties -Device Settings ,click"Apply",then click"OK".

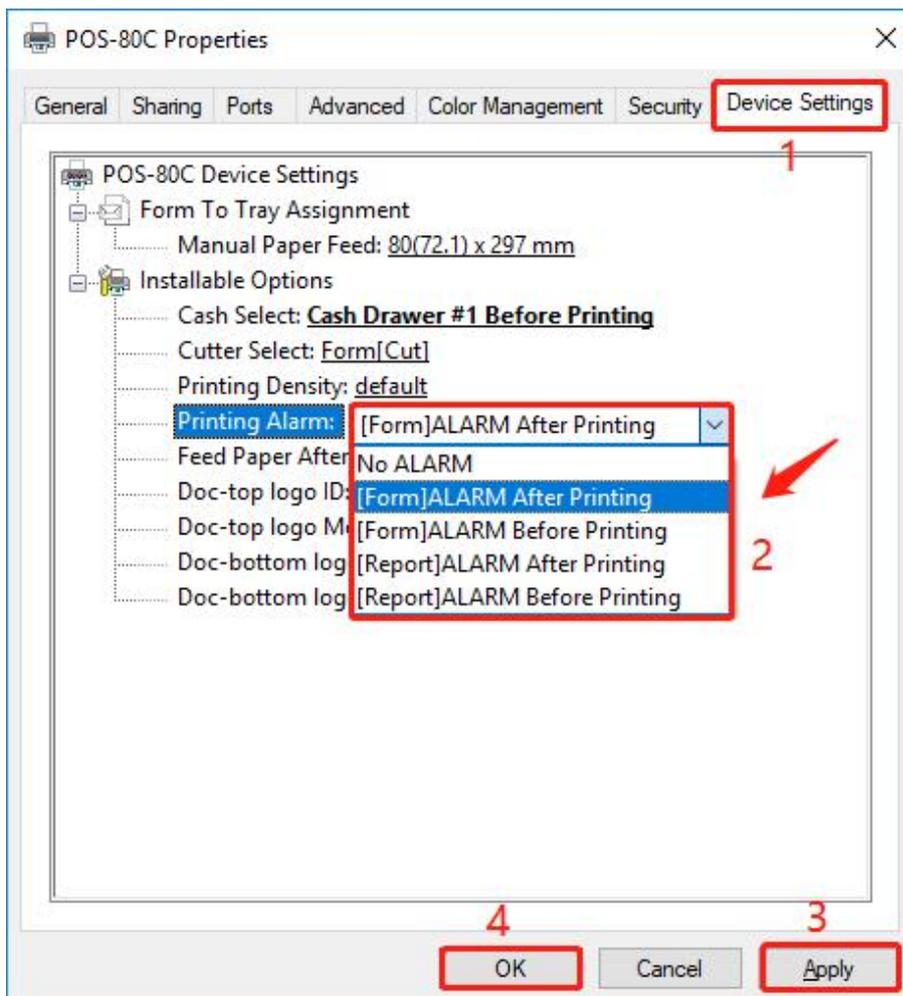


Mac: In the printer features, choose “Cash Drawer Control”, select “Cash Drawer 1 Before Printing or After Printing”.

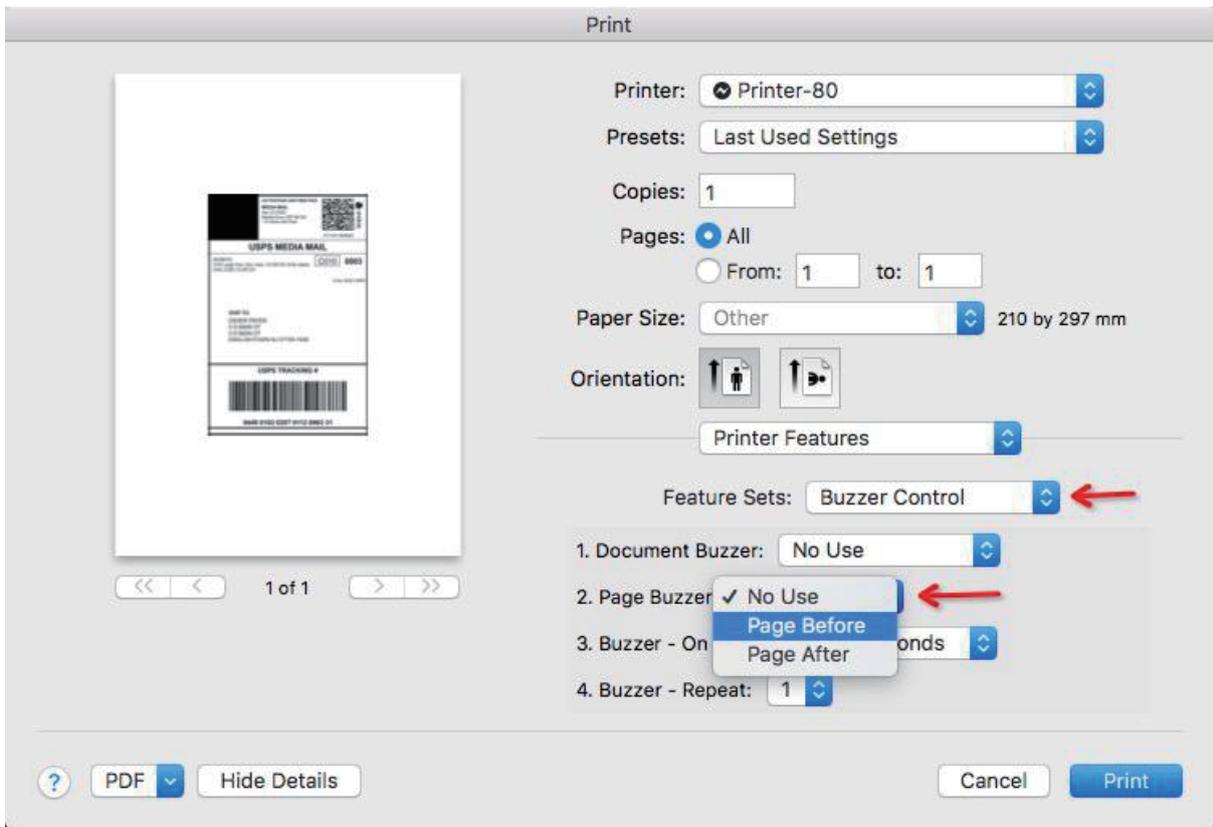


3.5 Q:Alarm setting

A: Windows:Change the Printing Alarm option in the Printer Properties -Device Settings ,click"Apply", then click"OK".



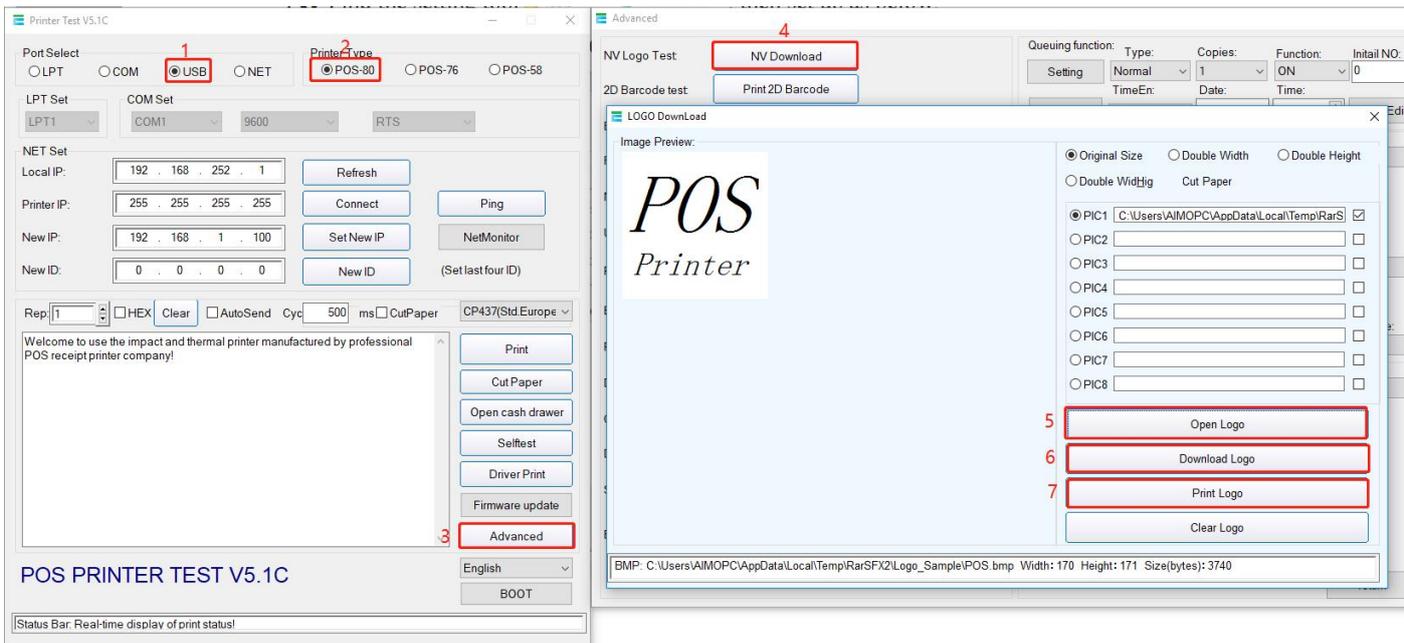
Mac: In the printer features, choose “Buzzer Control”, select “Page Before or Page After”.



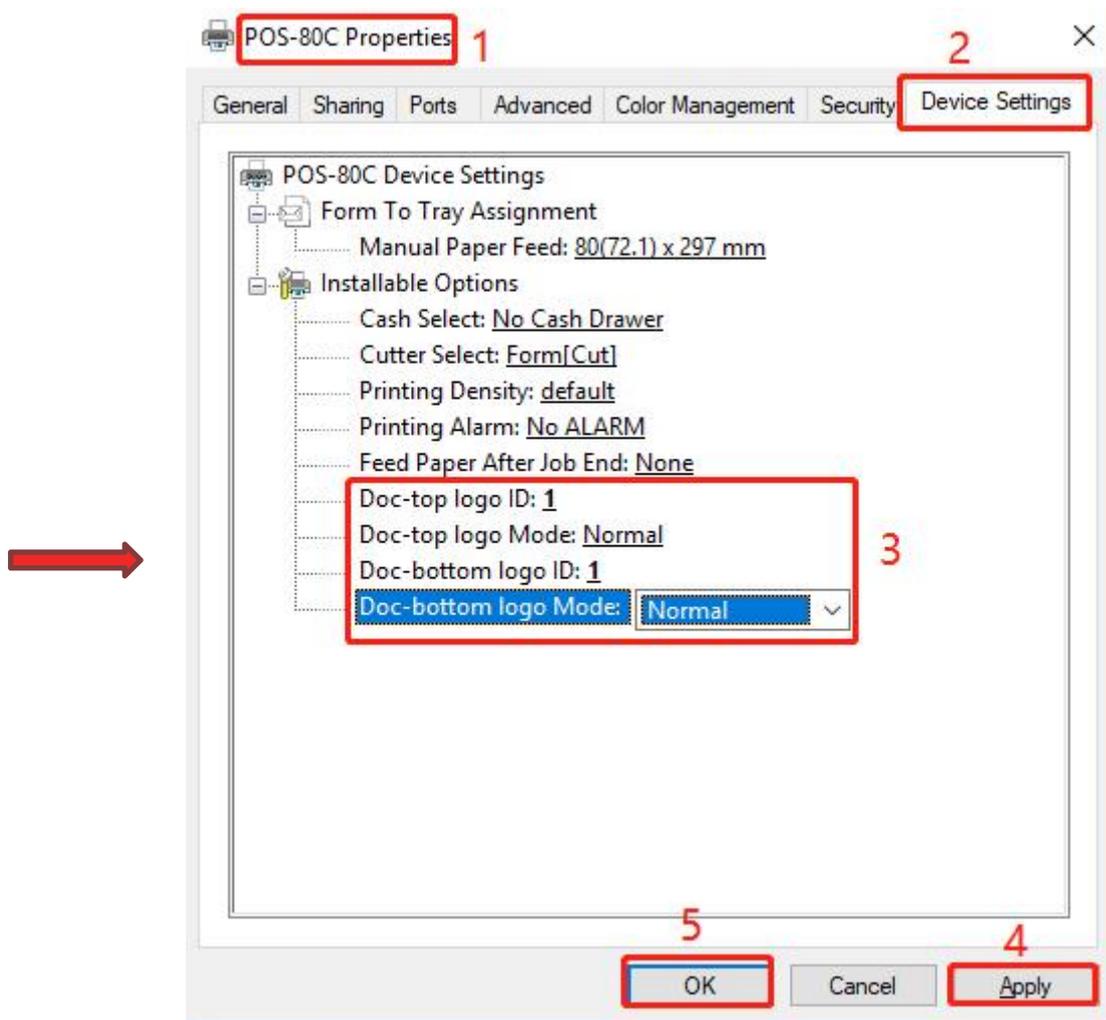
3.6 Q:How to add my “LOGO” in the printed receipt?

A: Find the setup tool -> , then set up as below.

①Open and download your “LOGO” to the printer. (Note: The logo file only supports bmp. format)



②Set up the “LOGO” in printer properties.



3.7 Q:How to set up code page according to my language?

A:

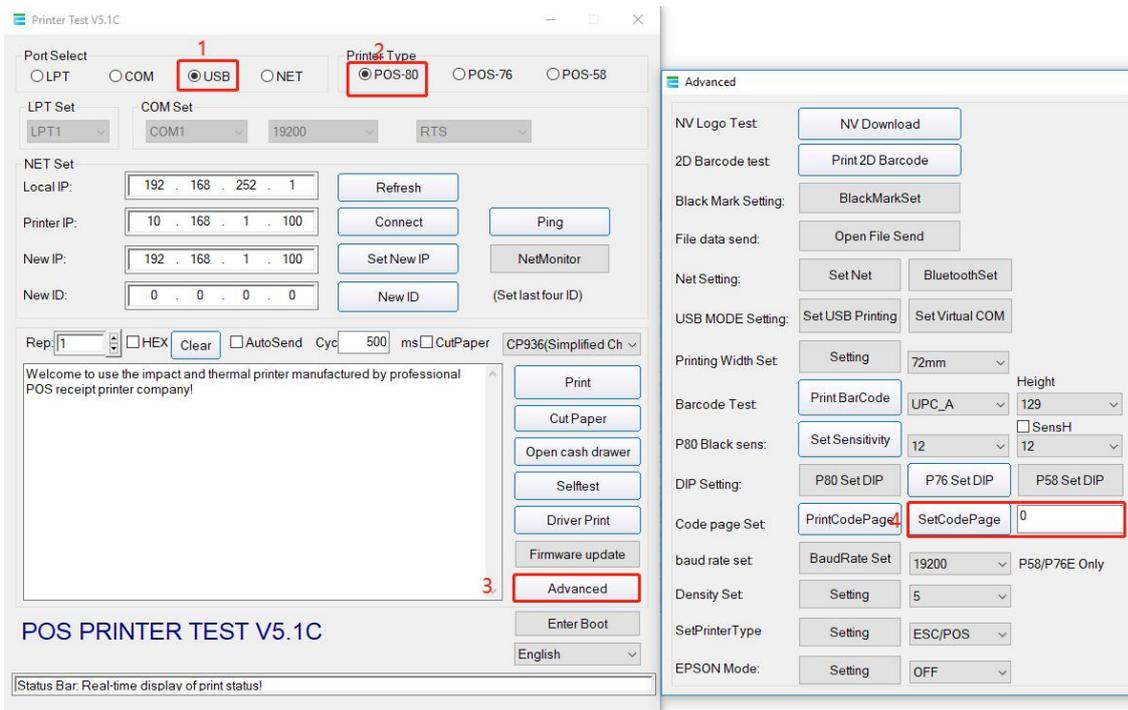
- ① Check the corresponding code page in self-test page.

```

Code Page:
0:PC437(Std.Europe) 1:(Katakana)
2:PC850(Multilingual) 3:PC860(Portugal)
4:PC863(Canadian) 5:PC865(Nordic)
6:(West Europe) 7:(Greek)
8:(Hebrew) 9:(East Europe)
10:(Iran) 11:(WPC1252)
12:PC866(Cyrillic#2) 13:PC852(Latin2)
14:(PC858) 15:(IranII)
16:(Latvian) 17:(Arabic)
18:(PT1511251) 19:(PC747)
20:(WPC1257) 21:(Thai)
22:(Vietnam) 23:(PC864)
24:(PC1001) 25:(Uigur)
26:(Hebrew) 27:WPC1255(Israel)
28:PC437(Std.Europe) 29:(Katakana)
30:PC437(Std.Europe) 31:PC858(Mult)
32:PC852(Latin-2) 33:PC860(Portugu)
34:PC861(Icelandic) 35:PC863(Canadian)
36:PC865(Nordic) 37:PC866(Russian)
38:PC855(Bulgarian) 39:PC857(Turkey)
40:PC862(Hebrew) 41:PC864(Arabic)
42:PC737(Greek) 43:PC851(Greek)
44:PC869(Greek) 45:PC928(Greek)
46:PC772(Lithuanian) 47:PC774(Lithuan)
48:PC874(Thai) 49:WPC1252(Latin1)
50:WPC1250(Latin-2) 51:WPC1251(Cyrl)
52:PC3840(IBM-Russian) 53:PC3841(Gost)
54:PC3843(Polish) 55:PC3844(CS2)
56:PC3845(Hungarian) 57:PC3846(Turkish)
58:PC3847(Brazil-ABNT) 59:PC3848(Brazil)
60:PC1001(Arabic) 61:PC2001(Lithuan)
62:PC3001(Estonian-1) 63:PC3002(Eston-2)
64:PC3011(Latvian-1) 65:PC3012(Latv-2)
66:PC3021(Bulgarian) 67:PC3041(Maltese)

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② Then open the setting tool and setup as below.



3.8 Q:How to reset the printer when the setting gets messed.

A:Make sure the printer is connected with the power and turn it off.

- ① Press the “FEED” button and simultaneously turn on the power.
- ② Hold on pressing the “FEED” button for about 20 seconds, when "ERROR" and " PAPER " LED flash , release the “FEED” button ,then you will hear two beeps, indicating that the printer has been restored to factory settings.

3.9 Q:How to print hexadecimal characters?

A:Make sure the printer is connected with the power and turn it off.

- ① Press the “FEED” button and simultaneously turn on the power.
- ② Hold on pressing the "FEED" button for about 10 seconds.
- ③ Wait for the "PAPER" LED on then release the “FEED” button.

Now the printer enters the hexadecimal mode. Press FEED button twice, and it will print automatically with “Hexadecimal Dump” on the first line of the paper showing its hexadecimal mode.

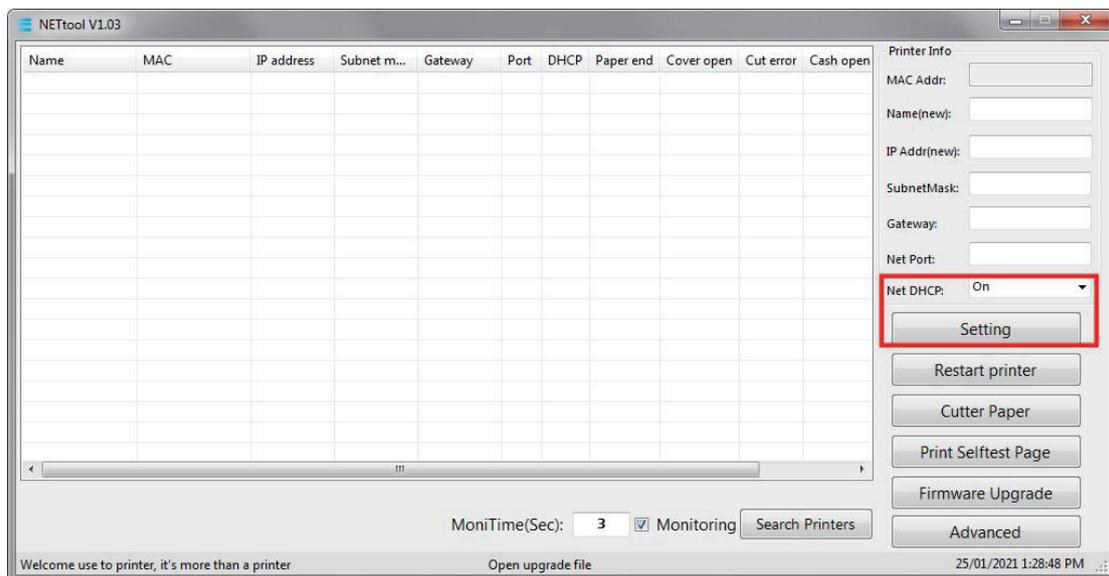
3.10 Q:How to turn on/off the DHCP

A:

- ①: Ensure your printer is connected with computer by network cable.
- ②: Find the Net tool in the driver file as below :



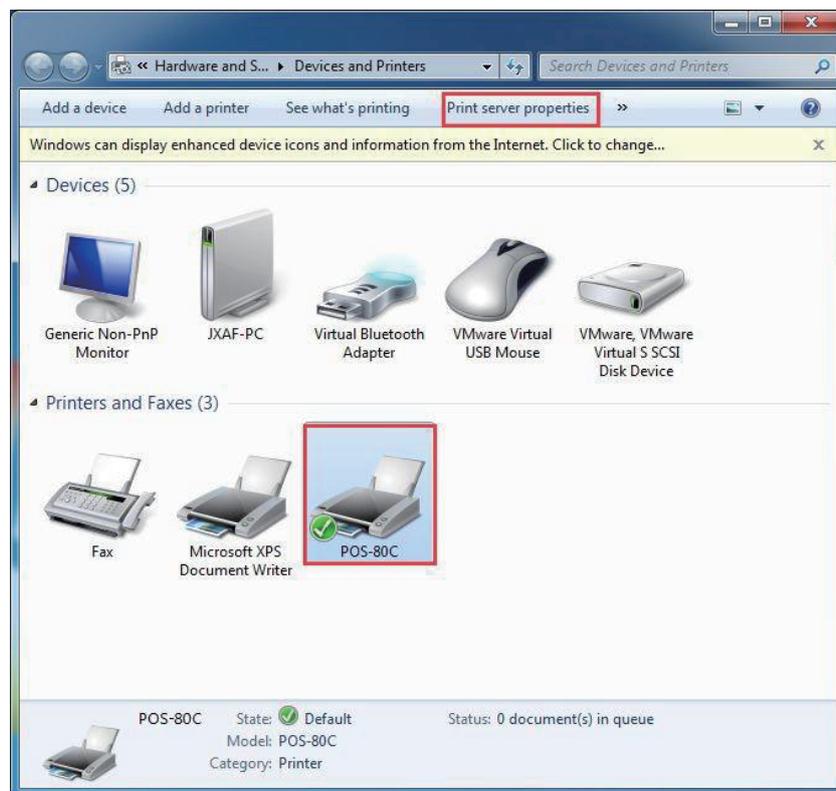
- ③:Find the DHCP option and click setting to turn on/off.



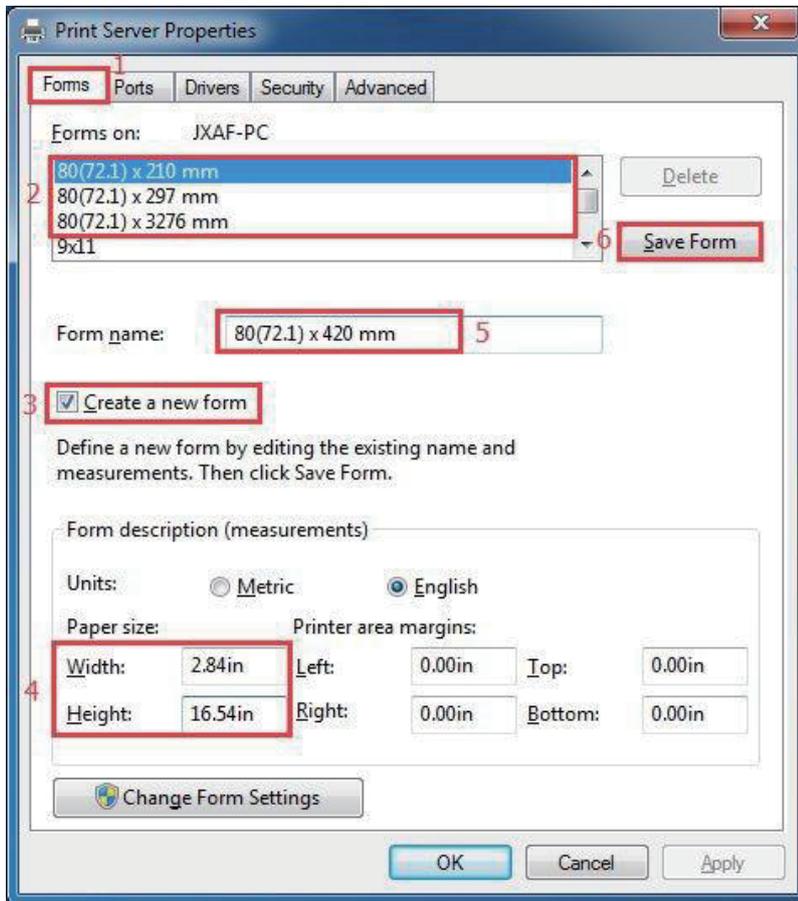
3.11 Q:How to customize the paper's specifications?

According to personal needs, clients can add paper's size by their own. Take WIN7 operating system for an example. The specific operations are as follows.

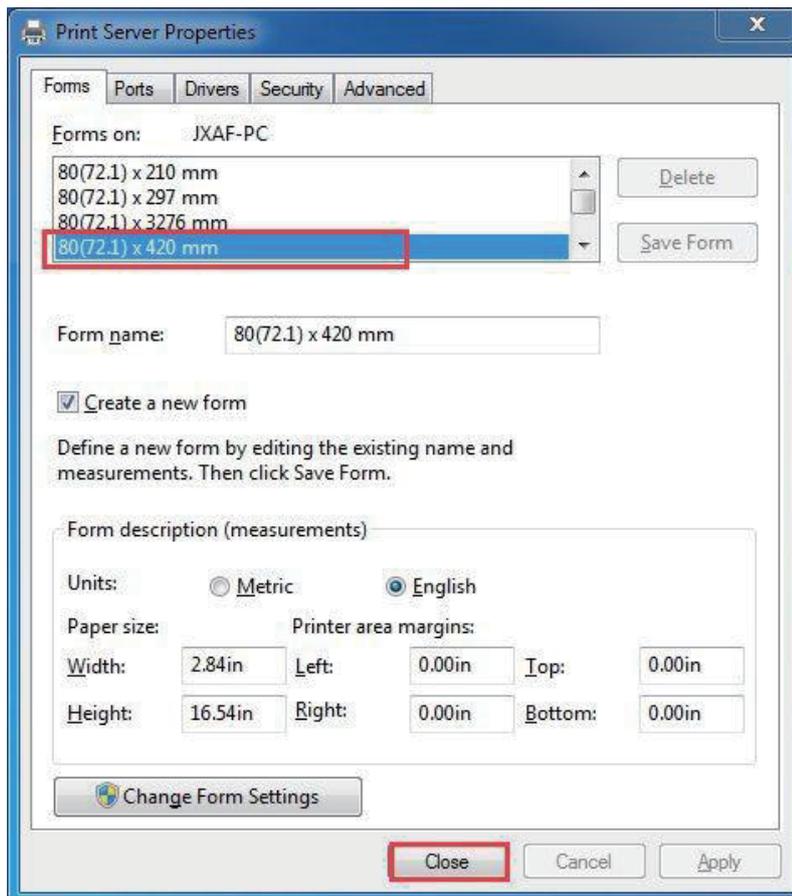
1.Open"Control panel"and click "Devices and Printers",then choose the "Printer Service Properties".



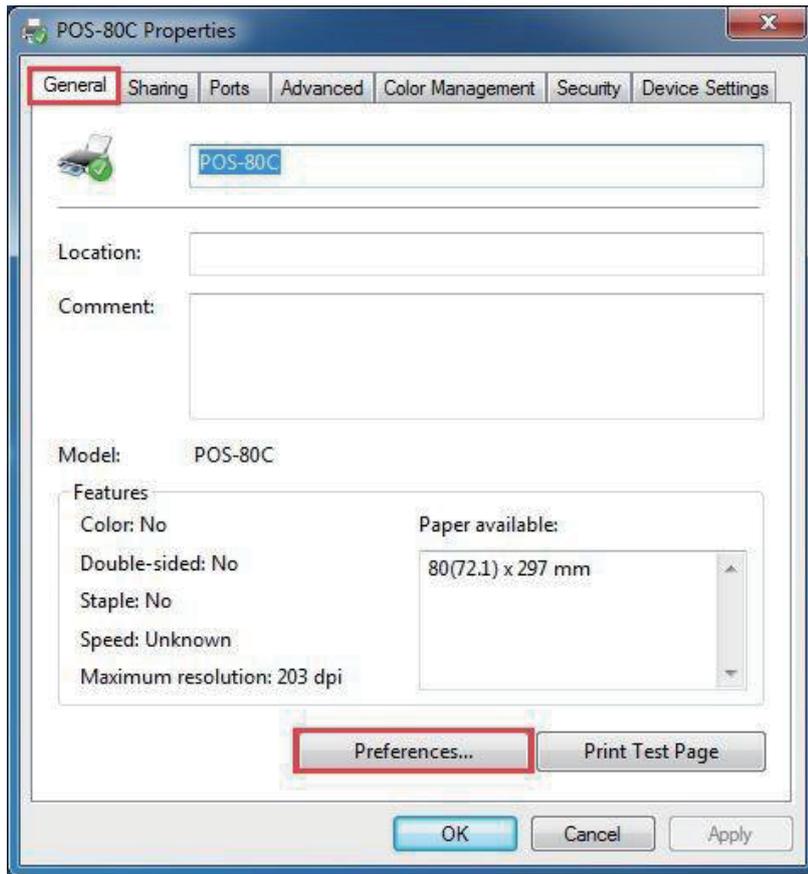
2. After the menu popping up, firstly find the format of the paper's specifications which has been installed through the printer driver. Then, please follow the steps in the figure below :



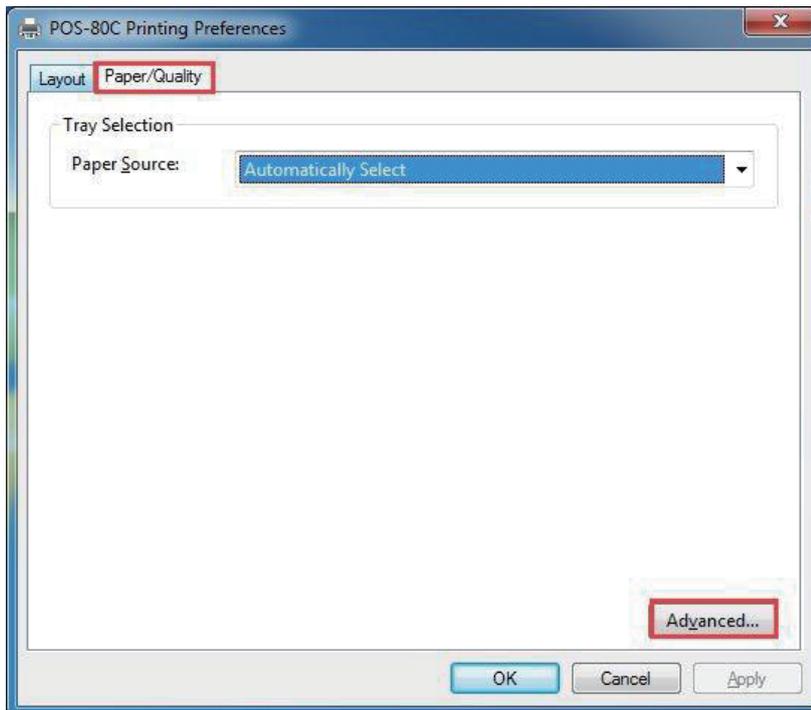
3. After finishing the above settings, click “Save Menu”, The Form name which has already been set up, then click “Close”.



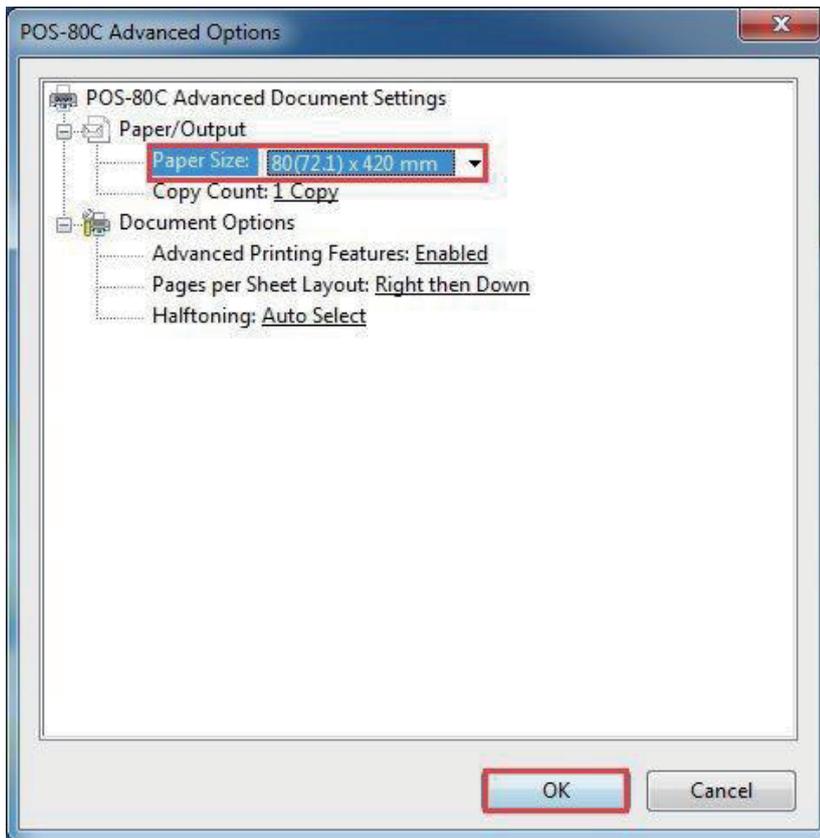
4. Click “Devices and Printers”, and click “Printer Properties”, then click “Preferences”.



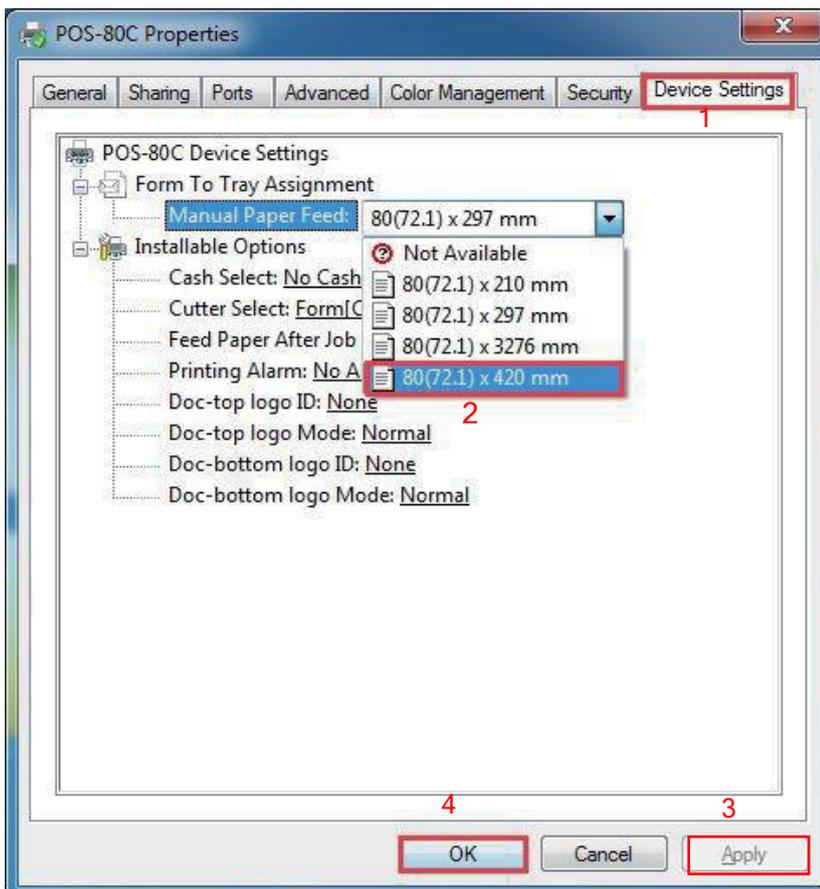
5. Click “Paper/Quality”—“Advanced”.



6. Find the new paper size which was set in the “Paper Specifications”. Press the “OK” button and close the dialog box.



7. Return to “Device Settings” and select “Paper Specifications”, then click “Apply”.

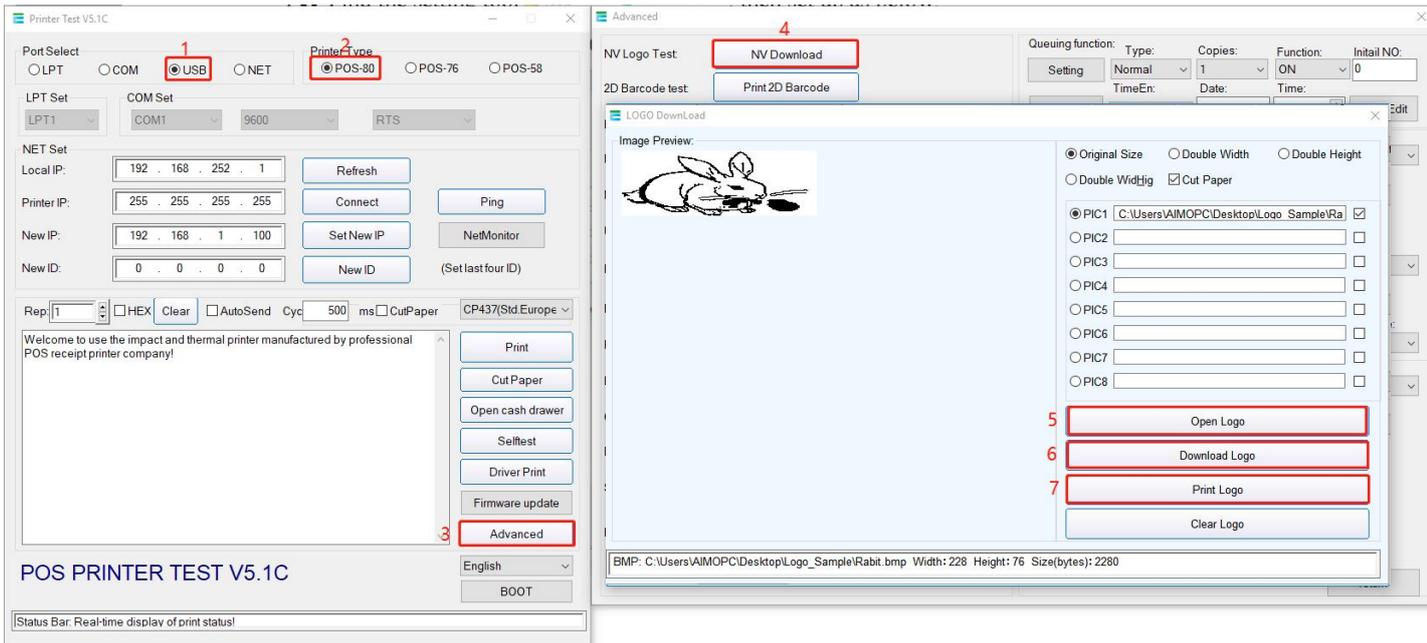


3.12 Queuing function setting

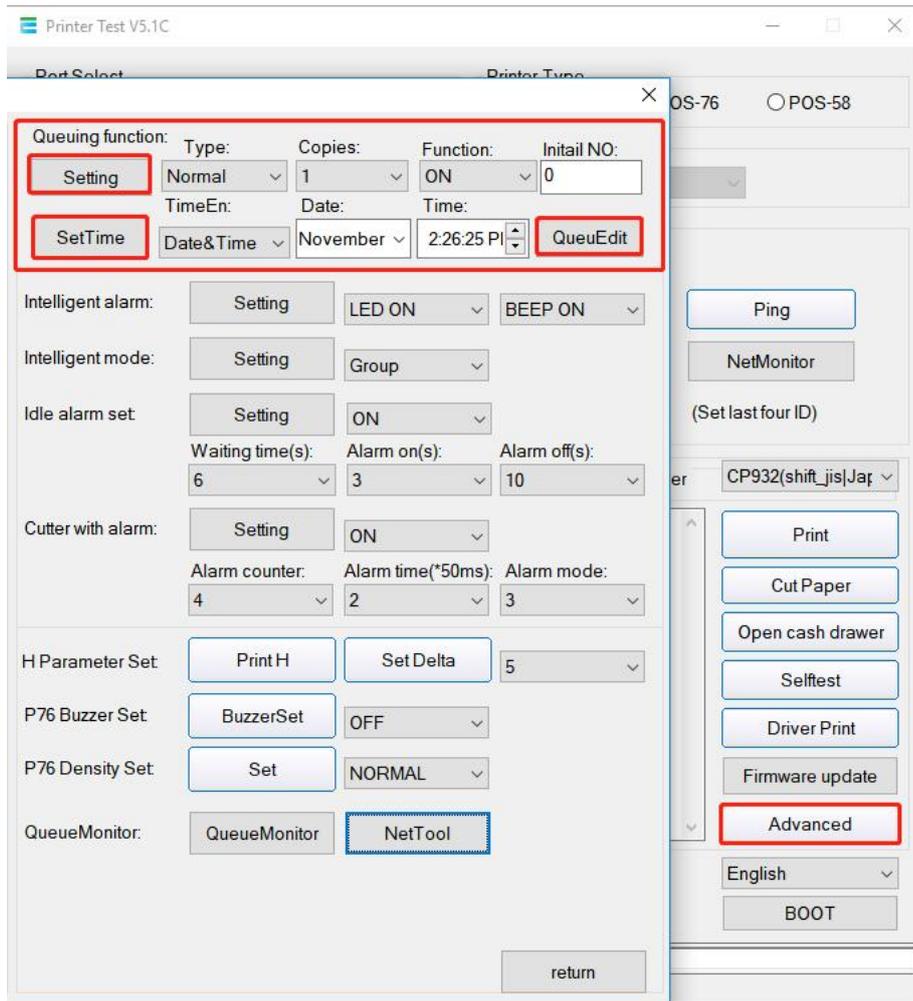
1. Add NV LOGO

Find the setup tool  -> , then set up as below.

Open and download your "LOGO" to the printer. (Note: The logo file only supports bmp. format)



2. Set queuing function



Copies: Set the print copies

Function: ON

Initial NO: Set initial number,

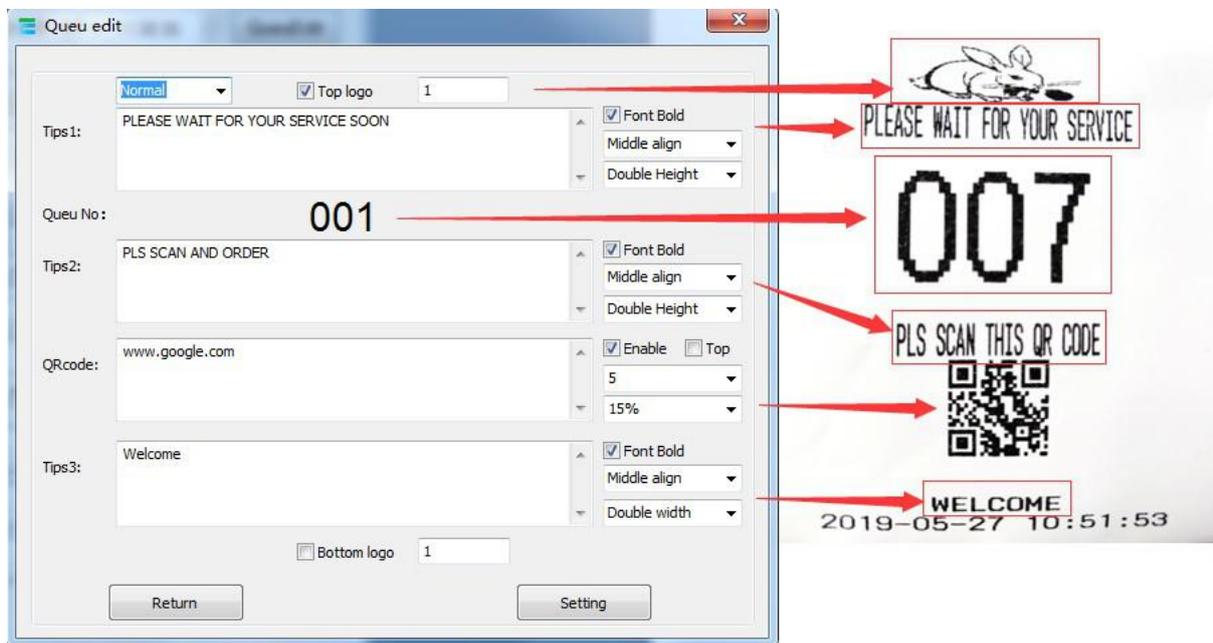
After selecting the above, Click"setting".

TimeEn: Set print Date or Time(Default follow system time),

After selecting the above, click "SetTime"

QueueEdit: Edit queuing receipt content

3. Queue edit



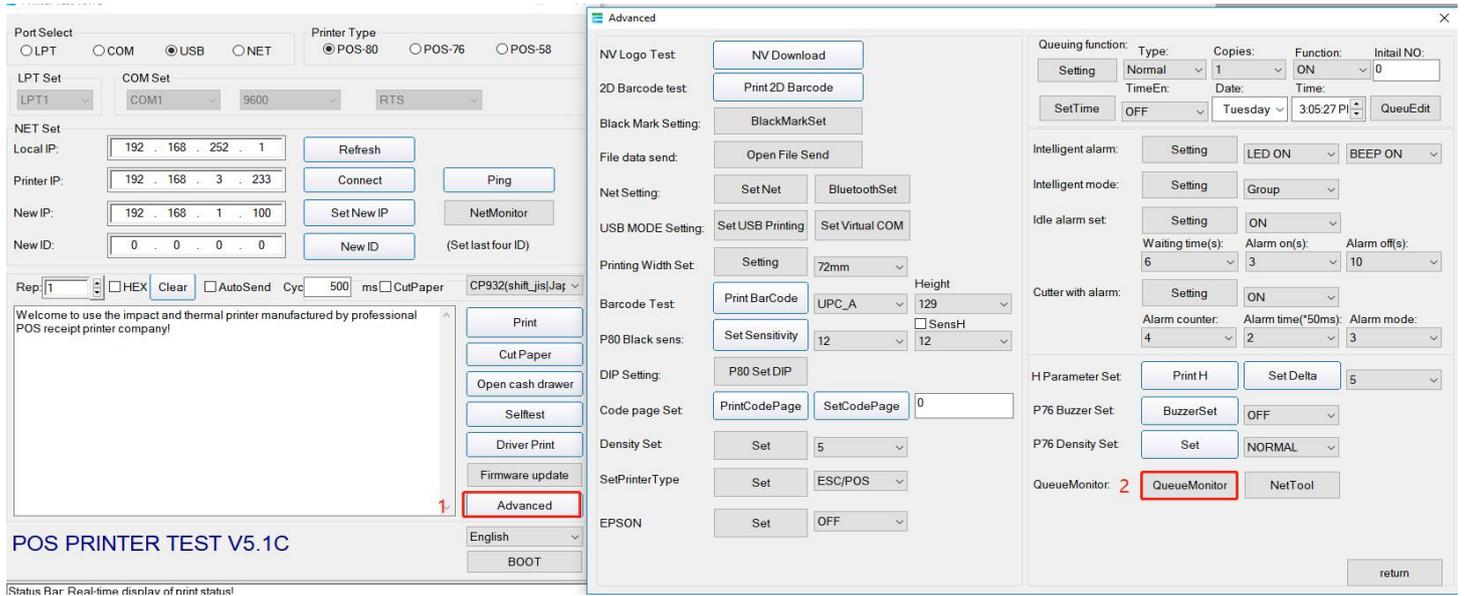
Edit the content of the queuing ticket,As shown in the picture above, you can refer to the printing effect.,

Click "Setting" to complete the setup.

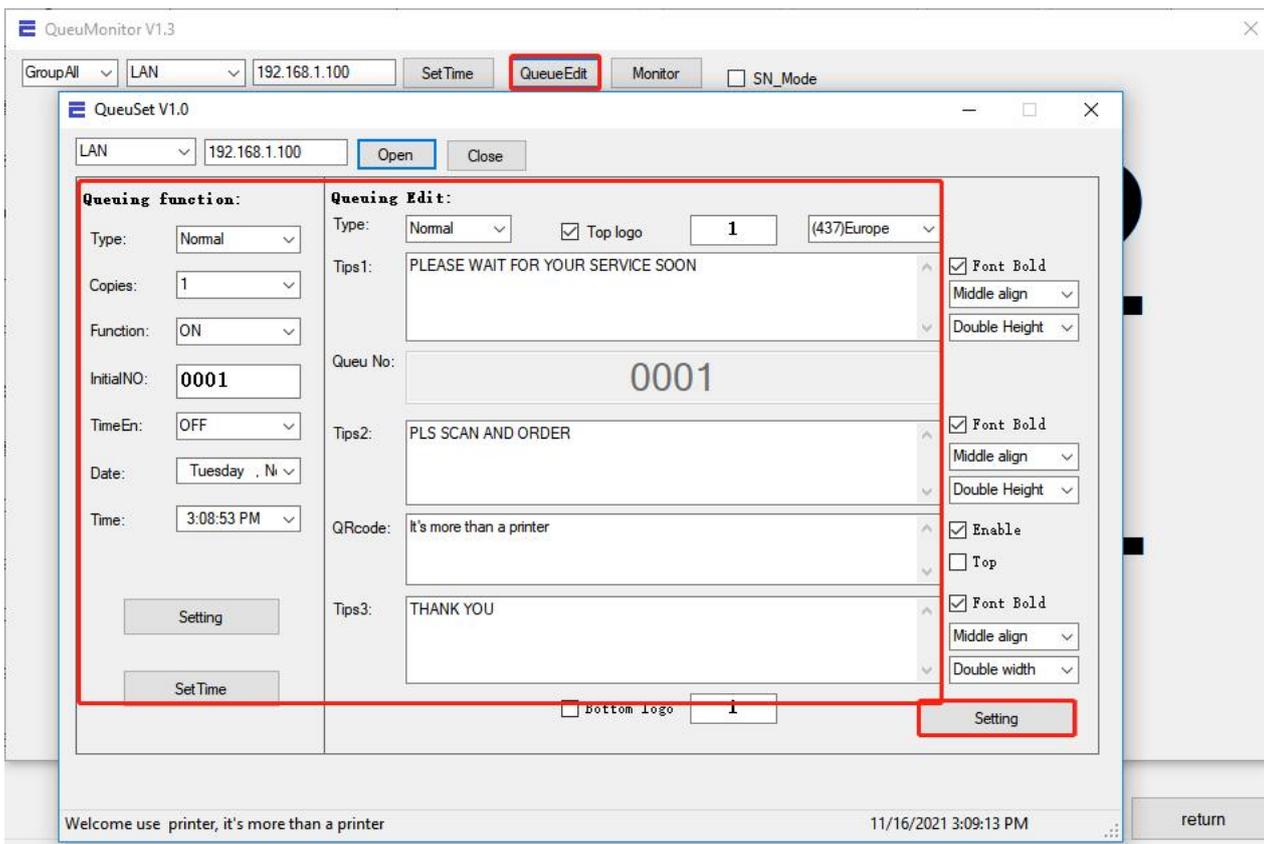
After printer reboot, press Feed button to see the queuing ticket.



If the printer connected by LAN port, you can enter QueueMonitor to set queuing ticket.



Edit the content of the queuing ticket, click “Setting” to complete the setup.



Notes:

If restart the printer, the Date and Time will invalid.

It does not affect normal printing except by pressing feed button.



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