

## Unpacking

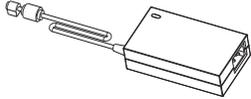
The items illustrated below are included in a standard package.



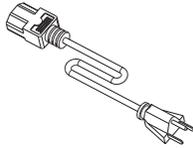
Printer



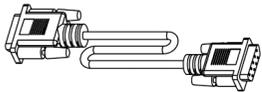
Paper Roll



AC Adapter



Power Cord

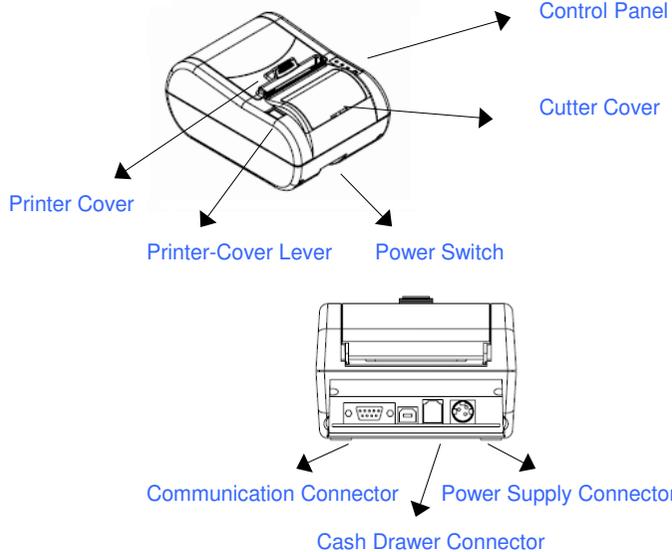


Communication Cable



Windows Driver & Utility

## Printer parts



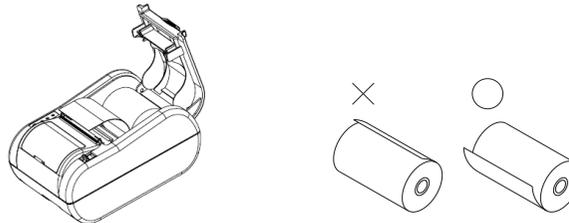
1.

## Specifications

Printer method	Direct Thermal Printing
Print speed	250mm/sec
Print resolution	203 dpi
Print font	9(W) × 17(H) / 12(W) × 24(H)
Column capacity	34 characters in Font A, 46 characters in Font B
Character set	95 Alphanumeric 32 International 128 × 5 graphics
Bar code	UPC-A、UPC-E、EAN-13、EAN-8 Code 39、Codabar、Code 93、 Code 128、ITF-25
Interface	RS-232 and USB / Parallel
Cash drawer port	RJ-11
Paper dimensions	57 mm ± 0.5 mm × dia 50 mm
Paper thickness	0.06 to 0.12 mm
Power	24V
Overall dimension	120(W) × 170(D) × 85 (H) mm
Weight	850 g

## Installing the Paper Roll

1. Open the printer cover.
2. Insert the paper roll and pull out a small amount of paper, as shown below.



2.

## Connecting the cables

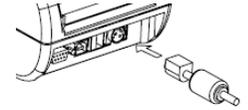
Power supply cable, communication cable, and cash drawer cable.

*Note:*

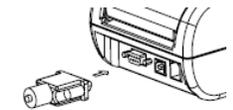
Make sure that you use +24V power supply or equivalent for your printer. Using an incorrect power supply may cause fire or electrical shock.

1. Turn off the printer and the host computer.

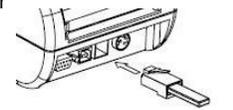
2. Plug the power cord into the adaptor, then plug the adaptor into the power connector of the printer.



3. Plug the communication cable into the communication connector.



4. Plug the drawer cable into the drawer kick-out connector, if needed.



## Control Panel

The control panel has three LEDs and one button.

### POWER light---green light

Light on when the power is on  
Light off when the power is off.

### ERROR light---red light

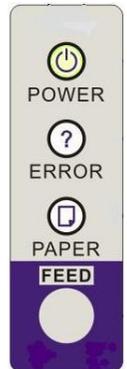
Light on when an error occurs.

### PAPER light---red light

Light when the paper roll is nearly end.

### FEED button

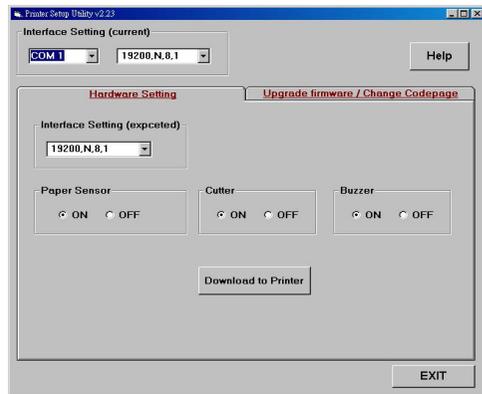
Feed the paper.



3.

## Setup Utility

In the AP, you can set up baud rate and upgrade firmware.



## Self-Test

The self-test is independent of any other equipment or software.  
It checks the printer mechanisms, setting, and firmware version.

1. Make sure the paper roll has been installed properly.
2. Turn off the printer and close the printer cover
3. Turn on the power while holding FEED button till print feeds paper and then release FEED button. The self-test begins
4. The self-test prints the current printer setting and provides the control firmware version
5. After printing the current printer setting, self-test printing will print the following, and pause.

*If you want to continue self-test, please press FEED button.*

6. Press the FEED button to continue printing. The printer prints a pattern using the built-in character set.
7. The self-test automatically ends and cuts the paper after printing the following.

*\*\*\* completed \*\*\**

8. Please re-start to exit self-test.

## Troubleshooting

### PAPER red light is "On"

Paper roll is nearly end. Install a new paper roll.

### ERROR red light is "On"

Make sure that the printer cover is properly closed.

Or turn off the printer and check if the cutter was seized.

### ERROR light is "Off", but noting is printed.

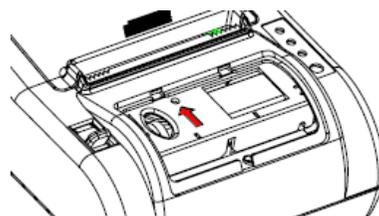
Try to run the self-test to check that the printer works properly.

### Printer can not feed paper

1. Turn off the power and open the printer cover. If there is a paper jam, remove the jammed paper.

*Caution: Do not touch the print head, because it could be very hot after continuously printing.*

2. If the jammed paper is caught in the cutter, open the cutter cover by a coin. Then turn the knob in the direction indicated by the arrow as shown below. After the cutter blade draws back to the lowest position, remove the jammed paper.



## Quick Manual

## S320

## Thermal Receipt Printer

