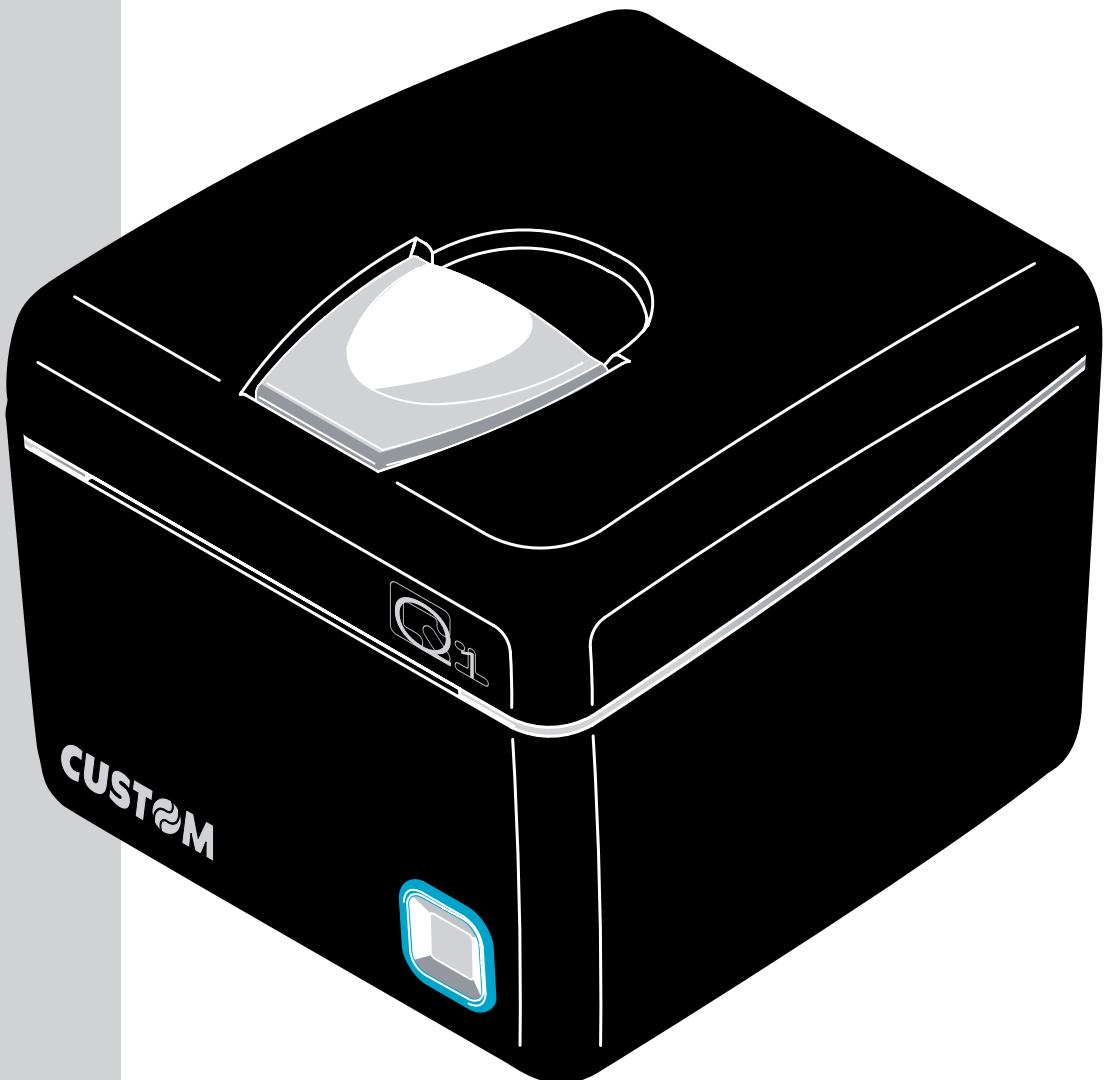




**USER'S GUIDE  
GUIDA OPERATIVA  
GUIDE D'UTILISATION  
BEDIENUNGSANLEITUNG  
GUIA OPERATIVA**

**POS**





**GB**

The CE mark affixed to the product certify that the product satisfies the basic safety requirements.

**I**

Il marchio CE applicato al prodotto certifica che il prodotto stesso soddisfa i requisiti base di sicurezza.

**F**

Le label CE appliqu  sur le produit certifie que le produit m me satisfait les qualit s requises de securit 

**D**

Die sicherheit dieses Produkts werden durch die CE Kennzeichnung bescheinigt,die am Produkt angebracht ist.

**E**

La marca CE applicada al producto certifica que el mismo producto tiene los requisitos de seguridad.

**GB**

Your attention is drawn to the following actions that could compromise the characteristics of the product:

- Read and retain the instructions which follow;
- Follow all indications and instructions given on the printer;
- Make sure that the surface on which the printer rests is stable. If it is not, the printer could fall, seriously damaging it;
- Make sure that the printer rests on a hard (non-padded) surface and that there is sufficient ventilation;
- When positioning the printer, make sure its cables will not be damaged;
- Use the type of electrical power supply indicated on the printer label. If uncertain, contact your dealer;
- Make sure the electrical system that supplies power to the printer is equipped with a ground wire and is protected by a differential switch;
- If power is supplied to the printer using an extension cord, make sure that the total electrical input of the connected devices does not exceed the maximum current permitted by the type of extension in use;
- Do not block the ventilation openings;
- Do not insert objects inside the printer as this could cause short-circuiting or damage components that could jeopardize printer functioning;
- Do not carry out repairs on the machine yourself, except for the normal maintenance operations given in the user manual;
- Make sure that there is an easily-accessible outlet with a capacity of no less than 15A in the vicinity of where the printer is to be installed;
- Periodically perform scheduled maintenance on the printer to avoid dirt build-up that could compromise the correct, safe operation of the unit;
- Using a serial cable it's better to install a ferrite at the end of the same cable.

**I**

Si richiama l'attenzione sulle seguenti azioni che possono compromettere la conformit  sopra attestata, oltre, naturalmente, le caratteristiche del prodotto:

- Leggete e conservate le istruzioni seguenti;
- Seguite tutti gli avvisi e le istruzioni indicate sulla stampante;
- Non collocate la stampante su una superficie instabile. Essa potrebbe cadere e danneggiarsi seriamente;
- Non collocate la stampante su superfici morbide o in ambienti che non garantiscono la necessaria ventilazione;
- Collocate la stampante in modo da evitare che i cavi ad essa collegati possano essere danneggiati;
- Utilizzate il tipo di alimentazione elettrica indicato sull'etichetta della stampante;
- Assicuratevi che l'impianto elettrico che alimenta la stampante sia provvisto del conduttore di terra e che sia protetto da interruttore differenziale;
- Se la stampante 茅 alimentata tramite una prolunga, assicuratevi che l'assorbimento totale degli apparecchi collegati non superi la corrente massima ammessa dal tipo di prolunga;
- Non ostruire le aperture per la ventilazione;
- Non introducevi oggetti all'interno della stampante in quanto essi possono cortocircuittare o danneggiare parti che potrebbero compromettere il funzionamento della stampante;
- Non intervenire personalmente sulla stampante, eccetto che per le operazioni di ordinaria manutenzione, espresamente riportate nel manuale utente;
- Assicurarsi che nel luogo in cui si vuole installare la stampante, vi sia una presa di corrente facilmente accessibile e di capacit  non inferiore ai 15A;
- Eseguire periodicamente la manutenzione ordinaria della stampante al fine di evitare che accumuli di sporcizia possano compromettere il corretto e sicuro funzionamento dell'unit .
- Nel caso di utilizzo di cavo seriale, si consiglia il montaggio di una ferrite sulla parte terminale dello stesso cavo.

**F**

Nous attirons l'attention sur certaines op rations qui pourraient compromettre la conformit  attest e ci-dessus et le caract ristiques du produit m me:

- Lire et conserver les instructions suivantes;
- Suivre tous les avertissements et les instructions indiqu s sur l'imprimante;
- Ne pas positionner l'imprimante sur une surface instable. Elle pourrait tomber et s'endommager s rieusement;
- Ne pas positionner l'imprimante sur des surfaces molles ou dans des atmosph res o u la ventilation n'est pas assur e ;
- Mettre en place l'imprimante de mani re 脂 避免 que les c bles qui y sont raccord s puissent 脺re endommag s;
- Utiliser le type d'alimentation ´lectrique indiqu  sur l'etiquette de l'imprimante;
- V rifier que le circuit ´lectrique qui alimente l'imprimante est muni d'un c ble de terre et qu'il est prot g  par un interrupteur diff rentiel;
- Si l'imprimante est aliment e par une rallonge, v rifier que l'absorption totale des appareils raccord s ne d passe pas le courant maximal admis pour ce type de rallonge;
- Ne pas obstruer les ouvertures servant 脺 la ventilation;
- Ne pas introduire d'objets 脺 l'int rieur de l'imprimante car ils peuvent court-circuiter ou endommager des pi ces qui pourraient compromettre le fonctionnement de l'imprimante;
- Ne pas intervenir personnellement sur l'imprimante, except  pour les op rations d'entretien ordinaire express mement indiqu es dans le manuel utilisateur;
- V rifier que le lieu d'installa on de l'imprimante est 脺quip  d'une prise de courant facilement accessible et d'une capacit  non inf rieure 脺 15A;
- Proc der r gulierement 脺 l'entretien ordinaire de l'imprimante afin d'eviter qu'un exc s de salet  ne compromette le bon fonctionnement et la s curit  de l'appareil.
- On utilis  un c ble s riel il vaut mieux monter une ferrite sur le c te terminal du m me c ble.

**D**

Wir m chten Sie darauf hinweisen, da  folgende Aktionen die oben bescheinigte Konformit  und die Eigenschaften des Produkts beeintr chtigen k nnen:

- Lesen Sie die nachstehenden Anleitungen und bewahren Sie diese gut auf;
- Beachten Sie alle am Drucker angebrachten Hinweise und Anleitungen;
- Den Drucker nicht auf eine wenig stabile Unterlage stellen, denn er k nnte herunterfallen und stark besch digt werden;
- Den Drucker nicht auf wenige Unterlagen stellen und nicht in R umen aufstellen, in denen die erforderliche Bel ftung nicht gew hrleistet ist;
- Den Drucker derart aufzustellen, dass die verschiedenen Kabel derselben nicht besch digt werden;
- Den Drucker an eine Stromleitung mit den auf dem Druckeretikette angegebenen Eigenschaften anschlie en;
- Es ist sicherzustellen, dass die den Drucker speisende Stromleitung 脺ber einen Erdleiter verf gt und durch einen Differenzialschalter abgesichert ist;
- Wenn ein Verl ngerungskabel verwendet wird ist sicherzustellen, dass die Gesamtaufnahme der angeschlossenen Ger te nicht den zul ssigen H chststrom der Verl ngerung;
- Die Bel ftungsschl tze nicht abdecken;
- Keine Gegenst nde in den Drucker einf hren, da diese einen Kurzschluss ausl sen oder zu Besch digungen f hren k nnen, die den einwandfreien Druckerbetrieb beeintr chtigen;
- Keine eigenm chtigen Eingriffe am Drucker vornehmen, ausgenommen die ausdr cklich im Anwenderhandbuch aufgef hrten Wartungseingriffe;
- Sicherstellen, dass am Aufstellort des Druckers eine leicht zug ngliche Steckdose vorhanden ist, deren Leistung nicht unter 15 Ampere liegen darf;
- Den Drucker regelm  ig warten und reinigen, damit keine Schmutzablagerungen den einwandfreien und sicheren Betrieb der Einheit beeintr chtigen.
- Im falle da s jebrauch von seriel kable, zusammenbau wird empfahlen von das ferrite 脺ber die endesite der dasselbe kable.

**E**

Le rogamos que preste mucha atenci n a las siguientes acciones que pueden comprometer la conformidad arriba certificada, y obviamente las carater sticas del producto:

- Lea y conserve las siguientes instrucciones;
- Respete los avisos e instrucciones indicadas en la impresora;
- No coloque la impresora sobre una superficie inestable; podr a caerse o averiarse seriamente;
- No coloque la impresora sobre superficies blandas o ambientes que no garanticen la ventilaci n necesaria;
- Coloque la impresora de manera tal que los cables a ella conectados no se averien;
- Utilice el tipo de alimentaci n el\'ctrica indicada en la etiqueta de la impresora;
- Asegurarse que la instalaci n el\'ctrica que alimenta la impresora posea un conductor de tierra y que est  protegida por un interruptor diferencial;
- Si para la alimentaci n de la impresora se utiliza una extensi n, asegurarse que la absorci n total de los aparatos conectados no sea mayor a la corriente m xima admitida por el tipo de extensi n y que;
- No obstruya las aberturas de ventilaci n;
- No introduzca objetos dentro de la impresora, pueden causar cortocircuitos o da ar partes que podr an comprometer el buen funcionamiento de la impresora;
- No efectue personalmente operaciones de reparaci n a la impresora, excepto aquellas de mantenimiento ordinario indicadas expresamente en el manual del usuario;
- Asegurarse que en el sitio de trabajo en el cual se quiere instalar la impresora exista una toma de corriente de f cil acceso y de capacidad no inferior a los 15A;
- Efectuar peri dicamente el mantenimiento ordinario de la impresora con el prop sito de evitar acumulaciones de suciedad que puedan comprometer el correcto y seguro funcionamiento.
- Si se utiliza lo serial cable, se necesita el montaje de una ferrite sobre la parte terminal del mismo cable.



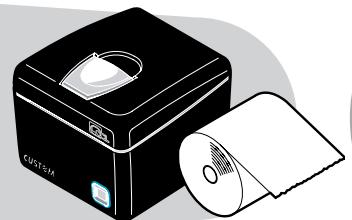
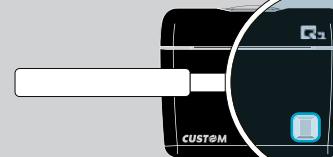
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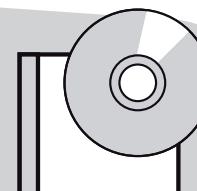


## SETUP

PRINTER SETUP	
PRINTER TYPE	KPM300
PRINTING HEAD TYPE	KHM300
INTERFACE	RS232
PROGRAM MEMORY TEST	OK
DYNAMIC RAM TEST	OK
EPSON TEST	OK
CUTTER TEST	OK
PRINTER HEAD Rev.	624
HEAD VOLTAGE (V)	= 24.20
HEAD TEMPERATURE (°C)	= 28
POWER ON COUNTER	= 40
PAPER PRINTED (cm)	= 573
CUT COUNTER	

## Installation for drivers

Windows / Linux



## Appendix

- A.1 Technical specifications
- A.2 Accessories and spare parts

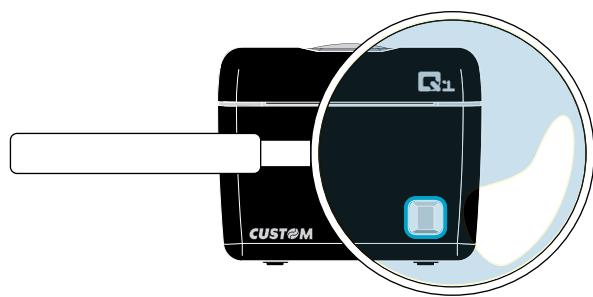


## Appendix

- B.1 Cleaning



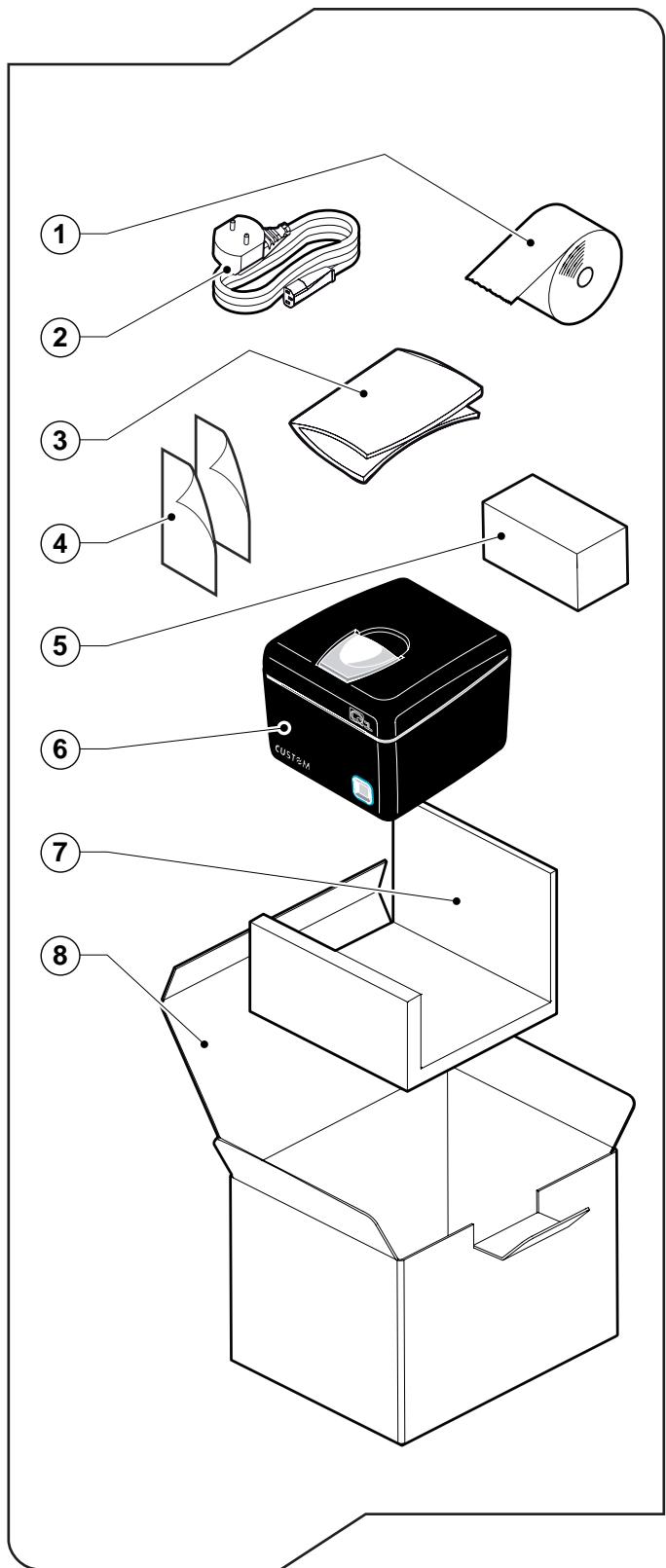
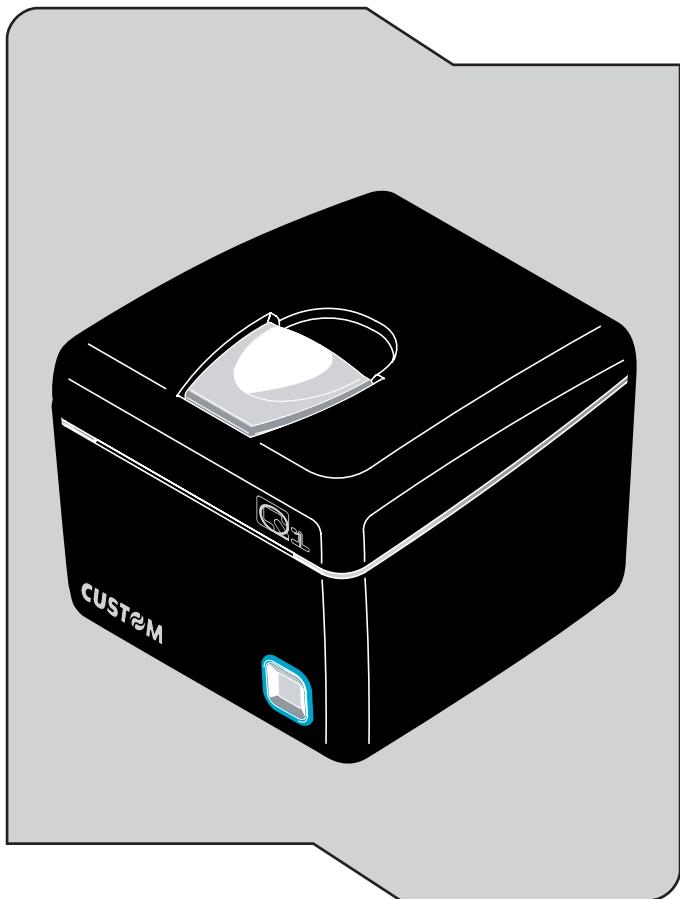
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**GB****UNPACKING THE PRINTER**

1. Paper roll
2. Power supply cable
3. User manual
4. Guarantee sheet
5. Power supply
6. Printer
7. Bottom foam packing shell
8. Carton

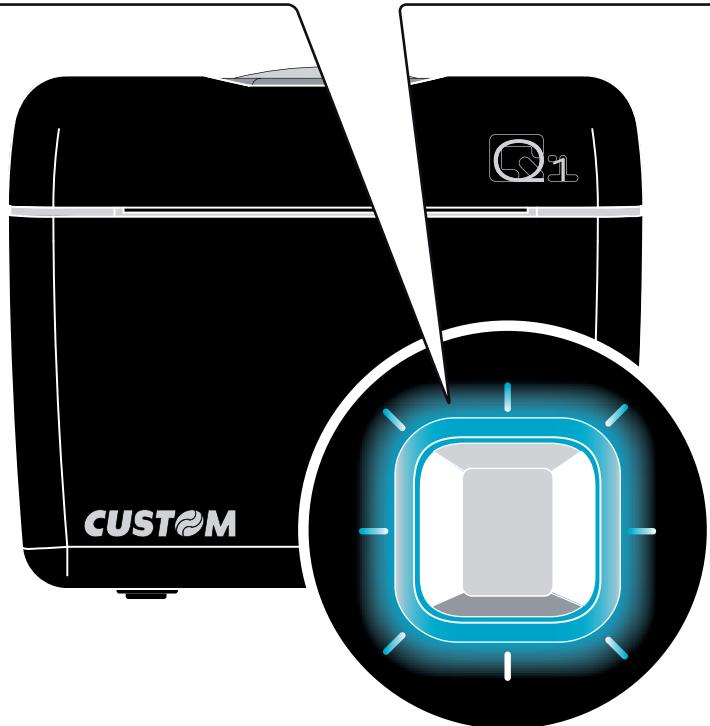
**I****DISIMBALLO DELLA STAMPANTE**

1. Rotolo carta
2. Cavo per alimentatore
3. Manuale utente
4. Foglio garanzia
5. Alimentatore
6. Stampante
7. Vassoio di protezione inferiore
8. Scatola

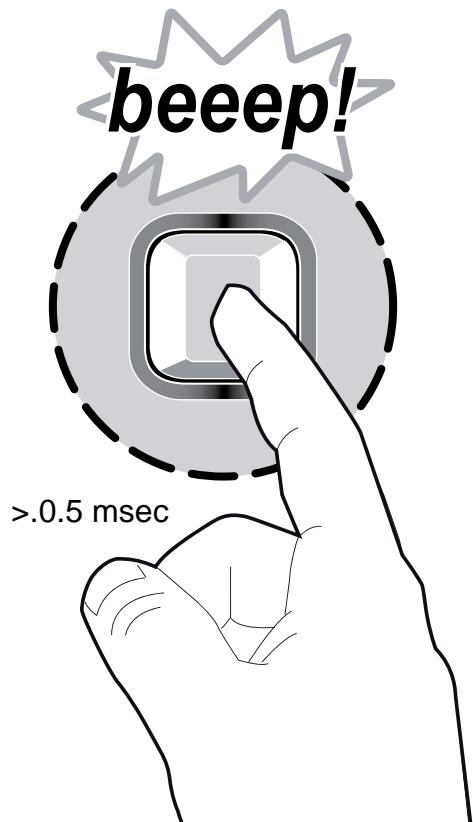
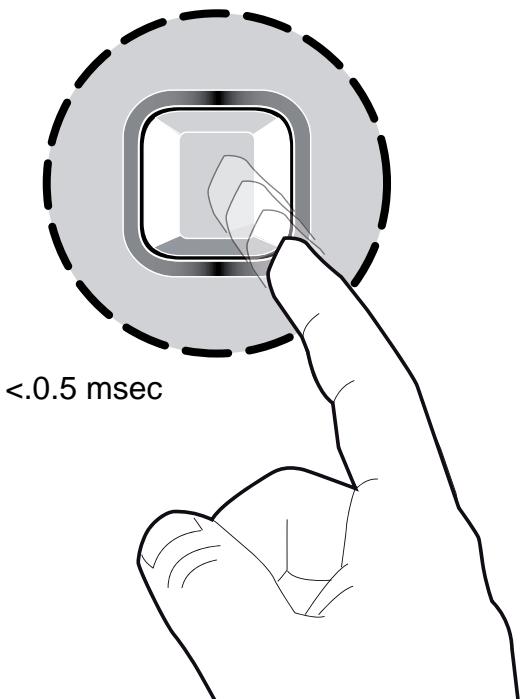


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STATUS LED	COLOUR	DESCRIPTION
○	NONE	Printer OFF
●	BLUE	Printer ON: no error
	PLAY B/G/R	Printer ON: Stanby
		COMMUNICATION STATUS
		Nr flashing   Description
		1   Data receive
		2   Reception errors (parity, frame error, overrun error)
		3   Misinterpret command
		4   Command reception time out
		5   Near paper end
		RECOVERING ERROR
		Nr flashing   Description
		2   Heading over temperature
		3   Paper end
		5   Power supply voltage incorrect
		6   Cover opened
		UNCOVERING ERROR
		Nr flashing   Description
		3   RAM error
		4   EEPROM error
		5   Cutter error



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**FAST PUSH**

**PUSH**

<b>POWER ON</b>	-	<i>ENTER SET-UP (few seconds)</i> <i>ENTRA NEL SETUP (alcuni secondi)</i> <i>ACCÈS AU SETUP (quelques secondes)</i> <i>SETUP STARTEN (für einige Sekunden)</i> <i>ENTRAR EN EL SETUP (para algunos segundos)</i>
<b>SET-UP</b>	<i>NEXT PARAMETER</i> <i>PARAMETRO SUCCESSIVO</i> <i>PARAMÈTRE SUIVANT</i> <i>NAECHSTER PARAMETER</i> <i>PARÁMETRO SIGUIENTE</i>	<i>MODIFY PARAMETER</i> <i>MODIFICA PARAMETRO</i> <i>MODIFIE PARAMÈTRE</i> <i>PARAMETER ANPASSEN</i> <i>MODIFICA PARÁMETRO</i>
<b>STANDBY</b>	<i>FEED</i>	<i>FEED</i>

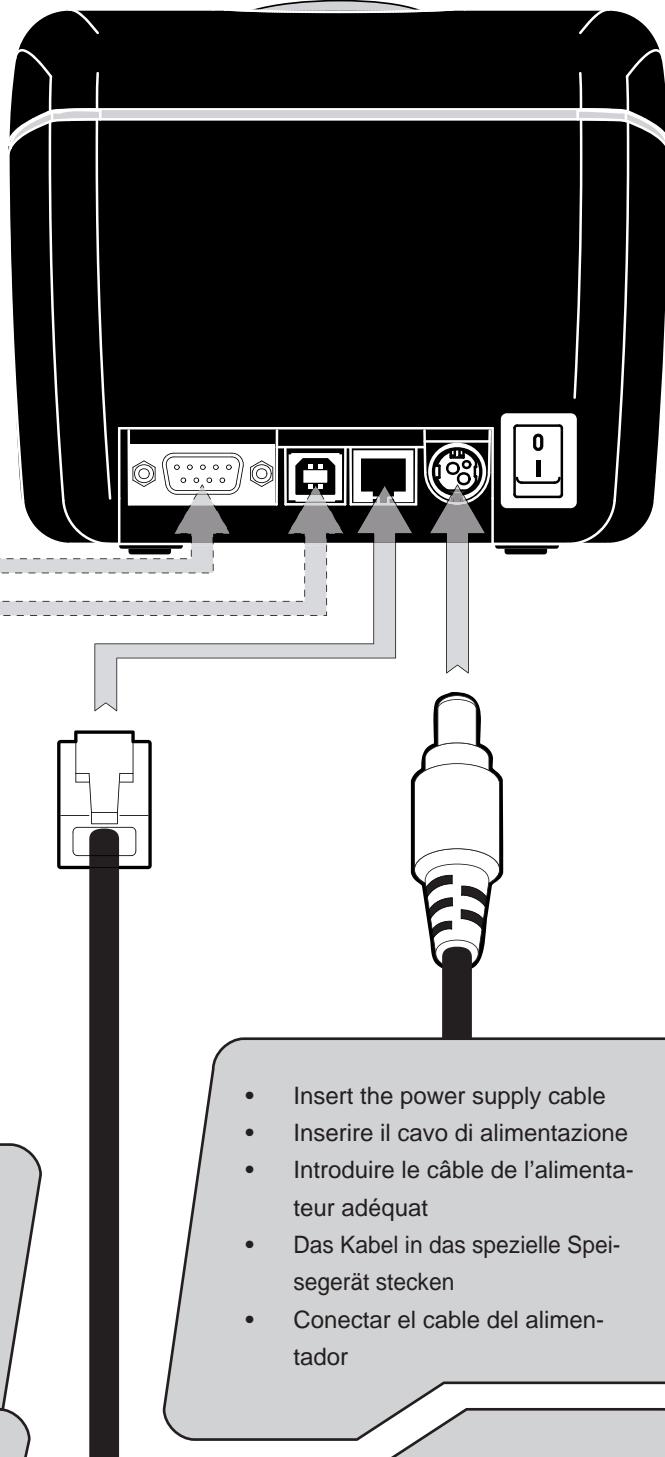
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**NOTE:**

If serial and USB connectors are inserted, communication port is USB

**GB****NOTA:**

Se i connettori seriale e USB sono inseriti, la porta di comunicazione è la USB.

**I**

- Insert USB connector
- Inserire il connettore USB
- Introduire le connecteur USB
- Den USB Verbinder in die Buchse stecken
- Introducir el conectador USB

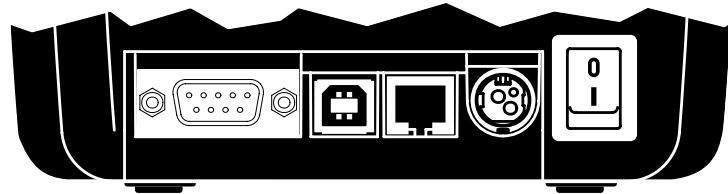
**OR**

- Insert serial interface connector
- Inserire il connettore di interfaccia seriale
- Introduire le connecteur d'interface en série
- Den seriellen Schnittstellenverbinder einsetzen
- Introducir el conectador de interfaz serial

- Insert the power supply cable
- Inserire il cavo di alimentazione
- Introduire le câble de l'alimentateur adéquat
- Das Kabel in das spezielle Speisegeärt stecken
- Conectar el cable del alimentador

- Insert drawer connector
- Inserire il connettore del cassetto
- Introduire le connecteur dans le tiroir
- Den Verbinder des Kastens in die Buchse stecken
- Introducir el conectador en la gaveta

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- Connector.
- Connettore.
- Connecteur.
- Schnittstellen.
- Conectador.

### J2 - USB Connector

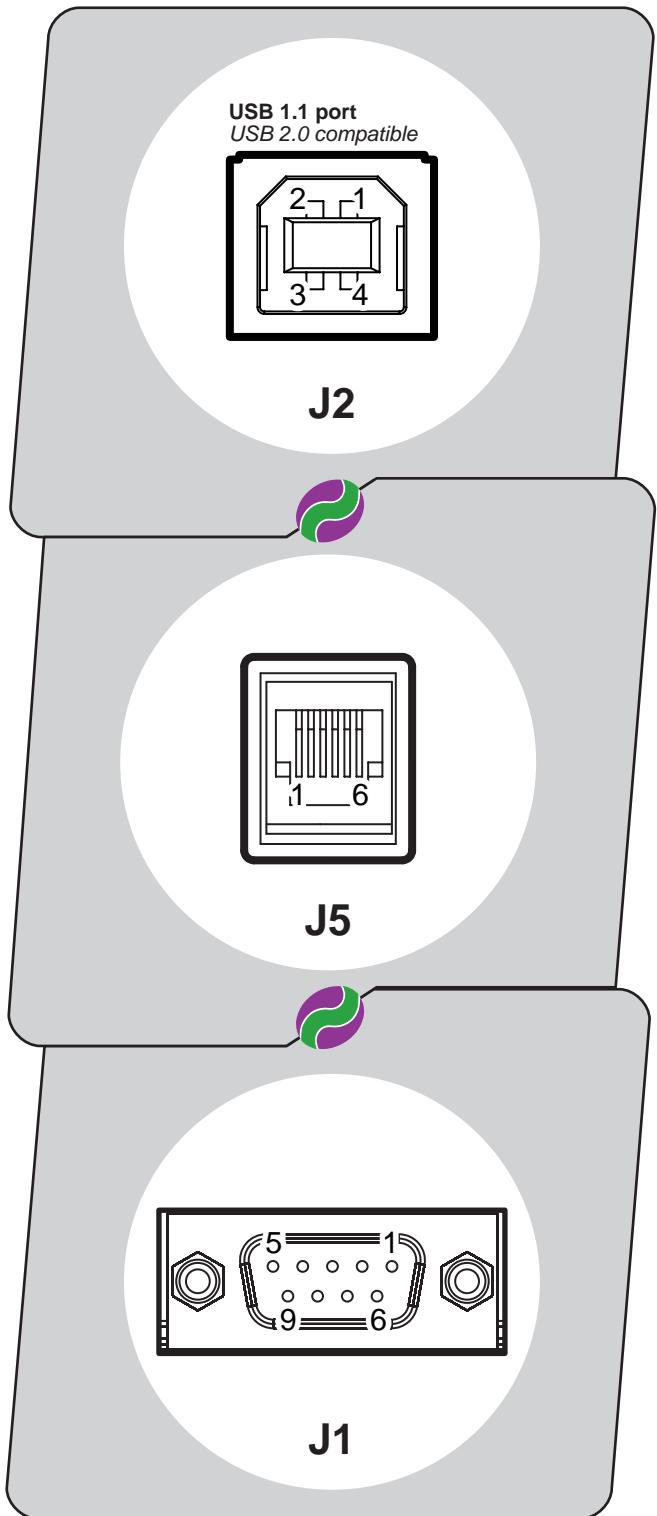
PIN	SIGNAL	DESCRIPTION
1	VBUS (in)	VBUS (in)
2	D-	Data -
3	D+	Data +
4	GND	Ground signal

### J5 - Drawer Connector (RJ11)

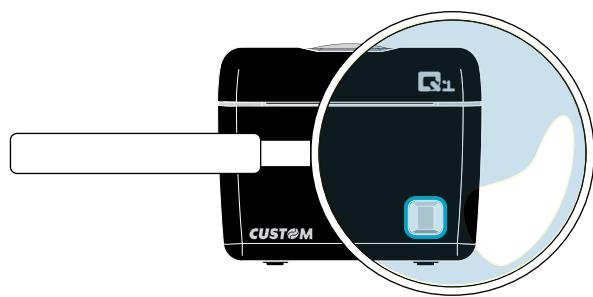
PIN	SIGNAL	DESCRIPTION
1	GND	Ground Signal
2	SOL-EN	First Solenoid
3	IN - CLASS	Drawer in
4	+24 VC	Power Supply
5	N.C.	Not connected
6	GND	Ground Signal

### J1 - RS232 Serial Connector (DB9F)

PIN	SIGNAL	DESCRIPTION
1	DTR	Data terminal ready
2	TX	Data transmission
3	RX	Data reception
4	N.C.	Not connected
5	GND	Ground signal
6	DTR	Data terminal ready
7	CTS	Clear to send. Ready to receive data
8	RTS	Ready to send
9	N.C.	Not connected



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- **Switch printer ON/OFF**
- **Accendere/Speggere la stampante**
- **Brancher/Éteindre l'imprimante**
- **Den Drucker einwieden/ausschalten**
- **Encender/Apagar la impresora**

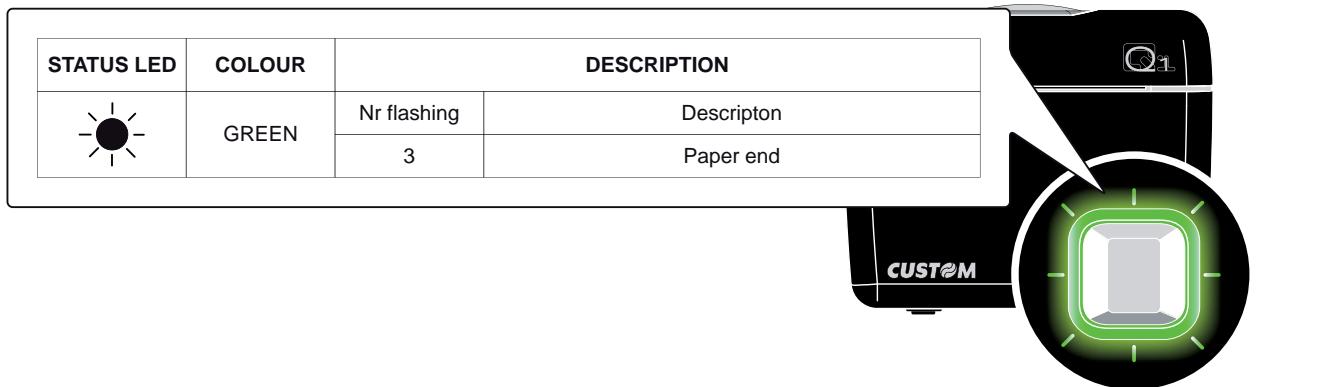
**Switch printer On:**

- Switch printer On pressing key On/Off. The status led turn on.
- Accendere la stampante premendo il tasto On/Off. Il led di stato si accende.
- Brancher l'imprimante en appuyant sur la touche On/Off.
- Schalten sie den Drucker ein drücken sie das taste On/Off.
- Conectar la impresora en apretando la tecla On/Off.

**Switch printer Off:**

- Switch printer Off pressing key On/Off. The status led turn off.
- Speggere la stampante premendo il tasto On/Off. Il led di stato di spegne.
- Eteindre l'imprimante en appuyant sur la touche On/Off.
- Schalten sie den Drucker aus drücken sie das taste On/Off. Die Status LED erlischt.
- Apagar la impresora en apretando la tecla On/Off. El led de estado se apaga.

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- Paper roll insertion
- Inserimento del rotolo carta
- Introduire le rouleau de papier
- Einsetzen der Papierrolle
- Introducir el rollo de papel

**NOTE:**

Inspect inside the printer every paper change, and verify that there aren't paper off-cuts on the cutter compartment; if this event happens remove the paper off-cuts before execute any other operation with tweezers.

**NOTE:**

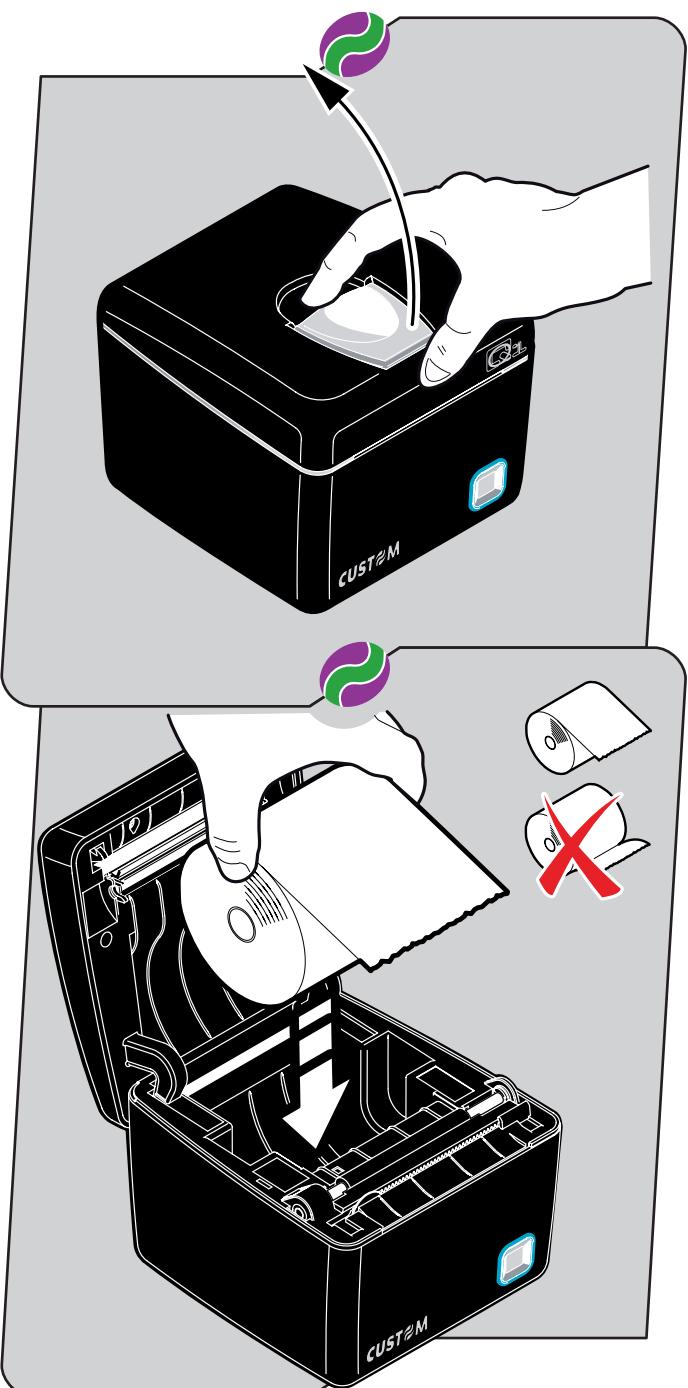
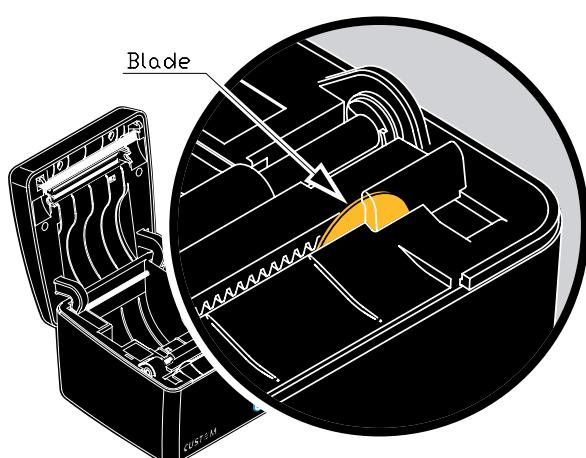
Ad ogni cambio carta ispezionare l'interno della stampante e verificare che non vi siano ritagli di carta nel vano cutter; nel caso si verifichi questa condizione rimuoverli, utilizzando una pinzetta, prima di effettuare qualsiasi altra operazione.

**ATTENTION!!!**

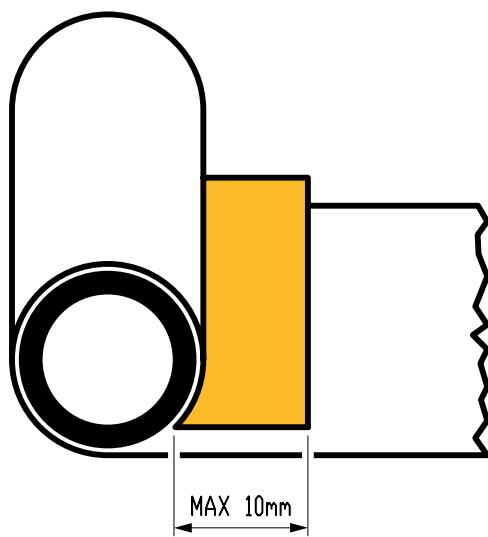
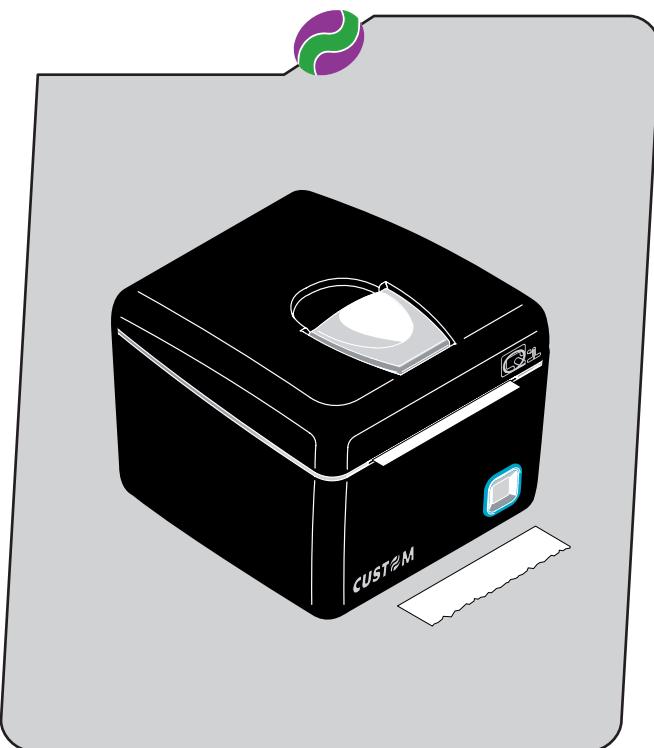
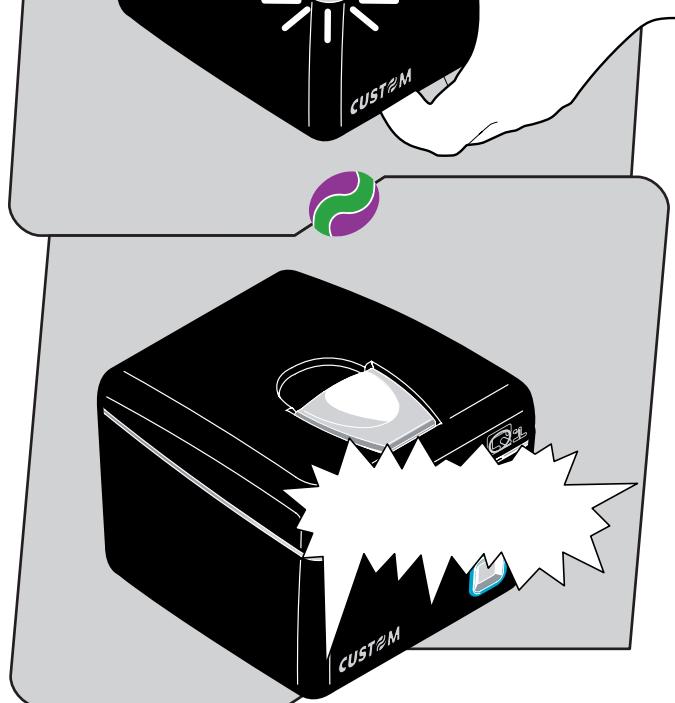
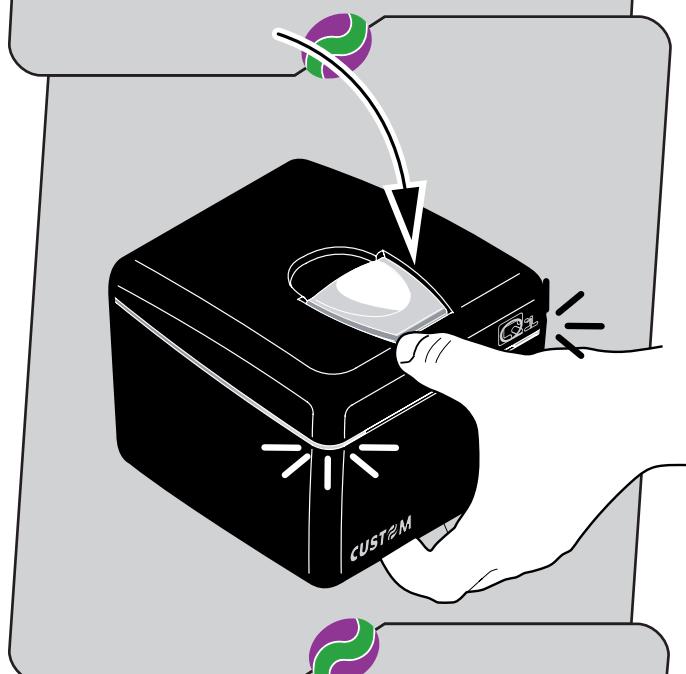
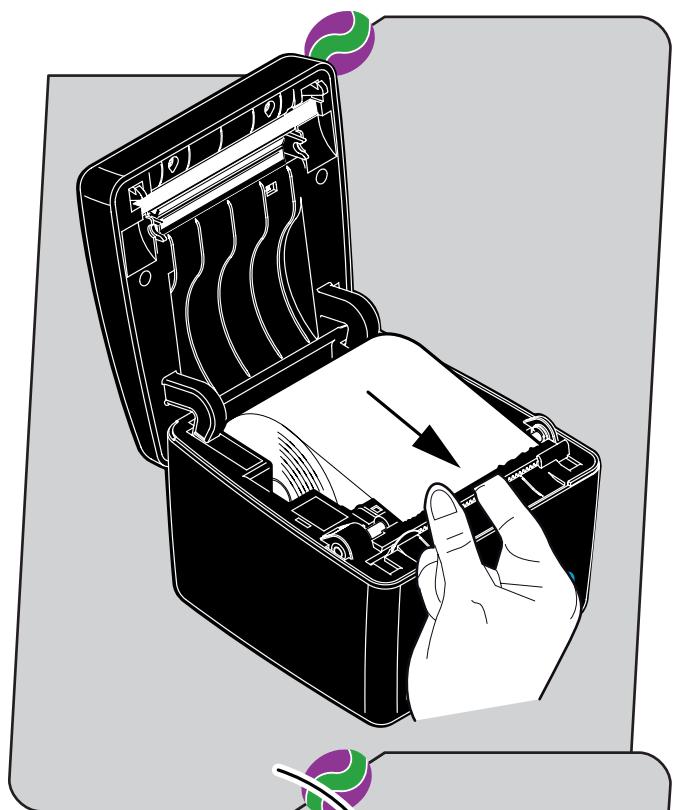
During maintenance operations of paper change pay attention to not work near the cutter blade with the finger, (see the enlargement view below) because the rotary cutter blade exposes its sharp part.

**ATTENZIONE!!!**

Durante l'operazione di ordinaria manutenzione del cambio carta fare attenzione a non avvicinare le dita alla lama del cutter esposta e nei pressi della lama stessa in quanto elemento affilato.



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**GB**

**NOTE:**

Use paper rolls in accordance with the measure for the double roll up of the paper at the roll core.

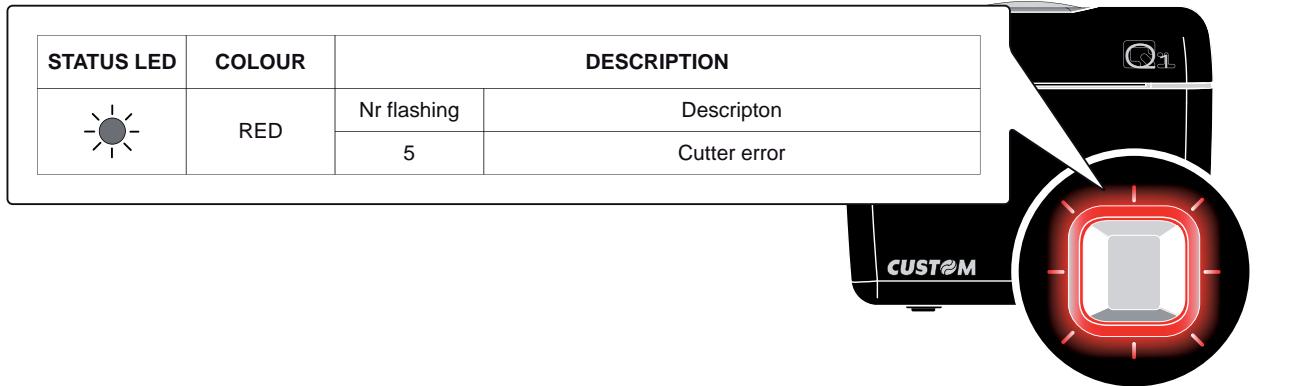


**I**

**NOTE:**

Utilizzare rotoli carta che rispettano la misura per il doppio avvolgimento della carta all'anima.

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- Paper jam
- Inceppamento carta
- Bourrage de papier
- Papierstau
- Atasco de papel



GB

**B E W A R E:**

In case of paper jam do not operate over the printer with any kind of instruments, like scissors, screwdriver, cutter, etc. etc., on any account.



I

**A T T E N Z I O N E:**

In caso di inceppamento, non agire assolutamente sulla stampante con nessun tipo di strumento, come forbici, cacciaviti, cutter, ecc. ecc.



F

**A T T E N T I O N :**

Au cas où le massicot s'entraîne, ne pas agir absolument sur l'imprimante avec n'importe quel type d'instrument, comme ciseaux, tournevis, cutter, etc. etc.



D

**A C H T U N G :**

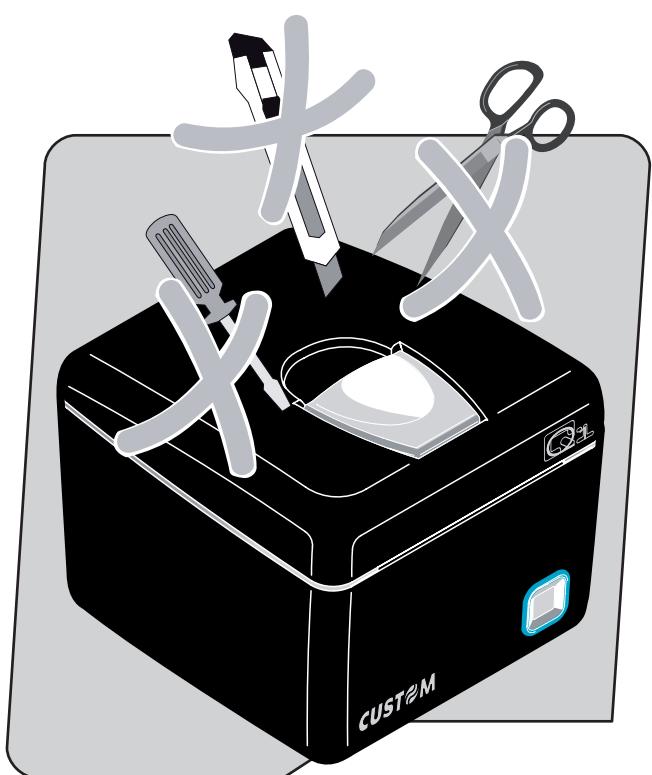
Für den Fall, der automatische Schneidemaschine klemmt (LED rot blinkt), nicht handeln völlig, über das Drucker mit keiner Art von Schere, Schraubenzieher, cutter, etc. etc.



E

**A T E N C I Ó N :**

En el caso de atasco, no actuar en absoluto sobre la impresora con ningún tipo de herramientas, como tijeras, destornillador, cutter, etc.



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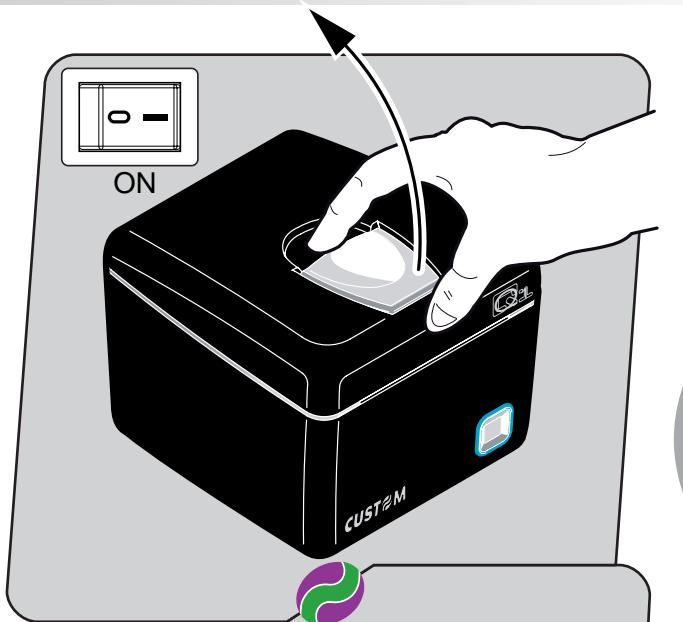


GB

**B E W A R E:**

In case of cutter jam: lift the cover with printer on ; lift the damaged paper; check and remove possible scraps of paper along the cutter path; pull the paper in order to have the damaged part outside the printer; close the cover.

If the problem persists, please contact the customer service.

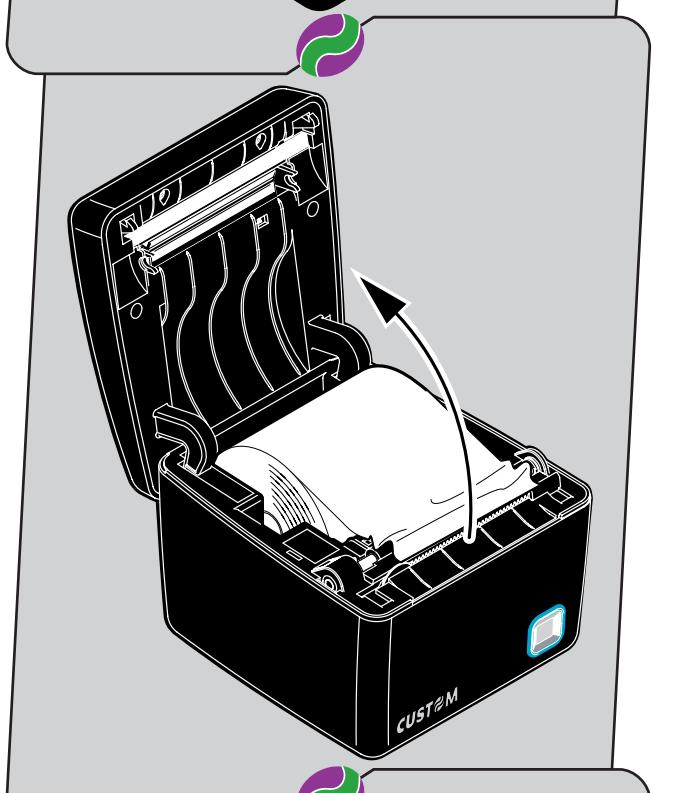


I

**A T T E N Z I O N E:**

In caso di inceppamento della taglierina: alzare il coperchio a stampante accesa; sollevare la carta danneggiata; verificare ed eliminare eventuali residui di carta lungo il percorso della taglierina; tirare la carta in modo che la parte danneggiata rimanga all'esterno della stampante; abbassare il coperchio.

Se il problema non si risolve contattare il servizio assistenza tecnica.

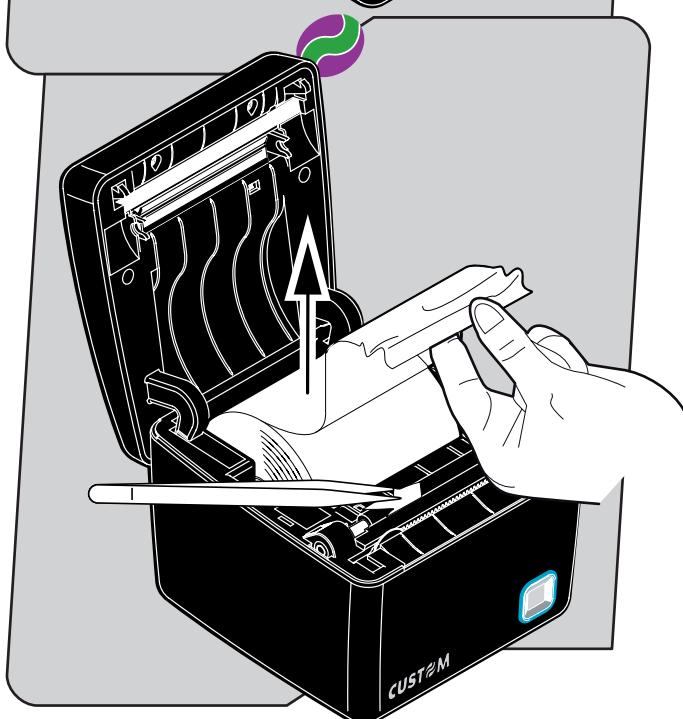


F

**A T T E N T I O N :**

En cas du blocage du massicot: ouvrir le couvercle de l'imprimante allumée; soulever le papier endommagée; vérifier et éliminer le restes du papier (en cas ou il y en a) en proximité du massicot; tirer le papier de façon que la partie endommagée reste à l'extérieur de l'imprimante; fermer le couvercle.

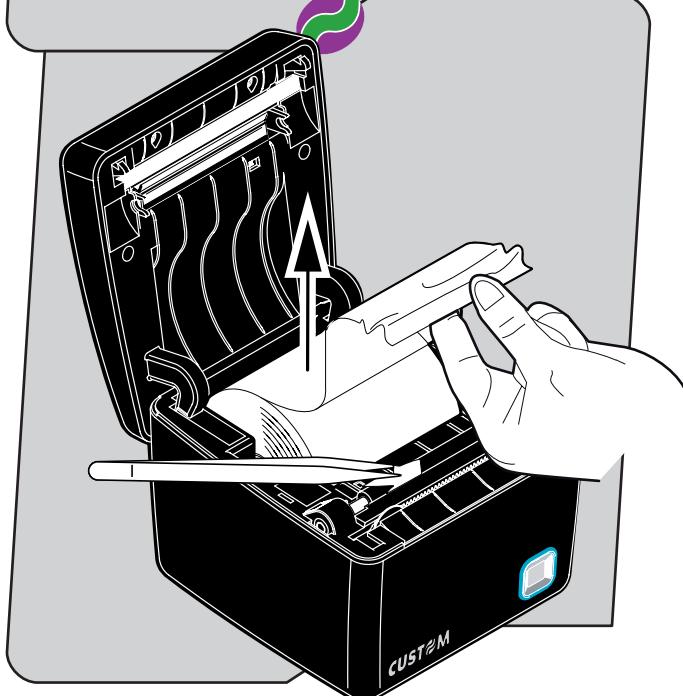
Sei le problème persiste, contacter le service assistance clients.



D

**A C H T U N G:**

Im Fall eines Papierstaus im Cutterbereich: Öffnen Sie den Deckel bei eingeschaltetem Drucker; ziehen Sie das zerknitterte Papier heraus; entfernen Sie eventuell vorhandene Papierschnipsel im Cutterbereich; ziehen Sie das Papier so weit aus dem Drucker, bis glattes, unbeschädigtes Papier im Pfad liegt.; schließen Sie den Deckel. Sollte das Problem weiterhin bestehen, wenden Sie sich bitte an den Customer Service.

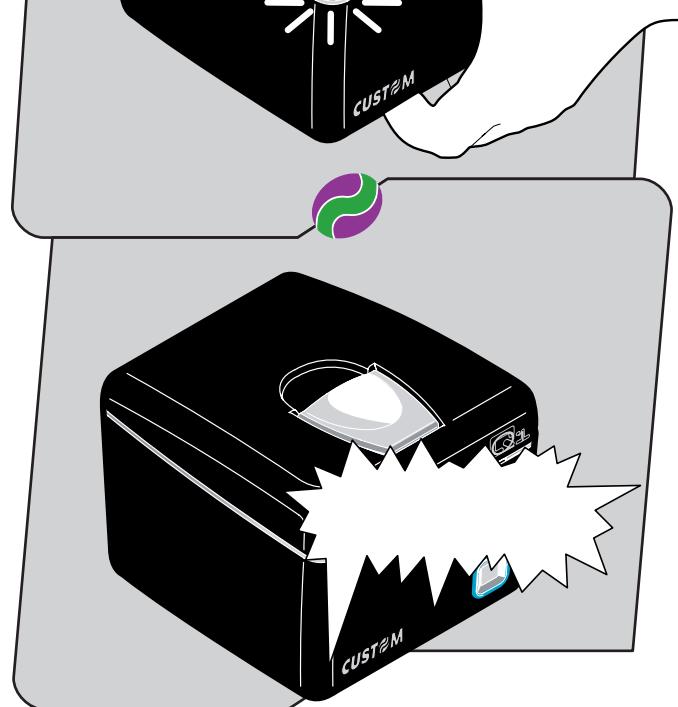
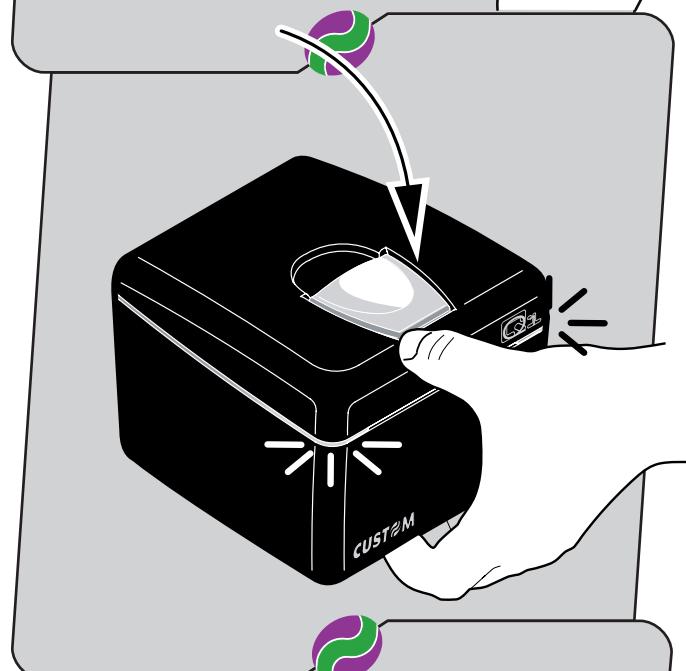
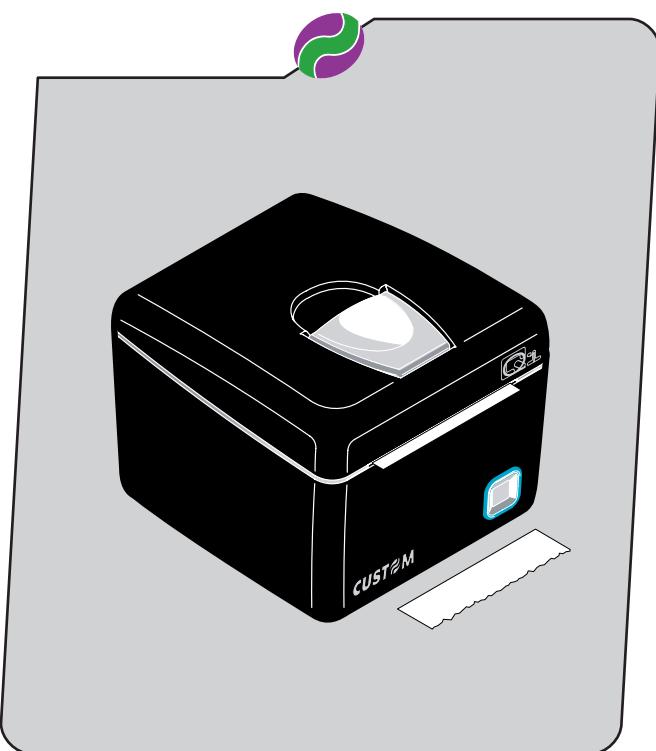
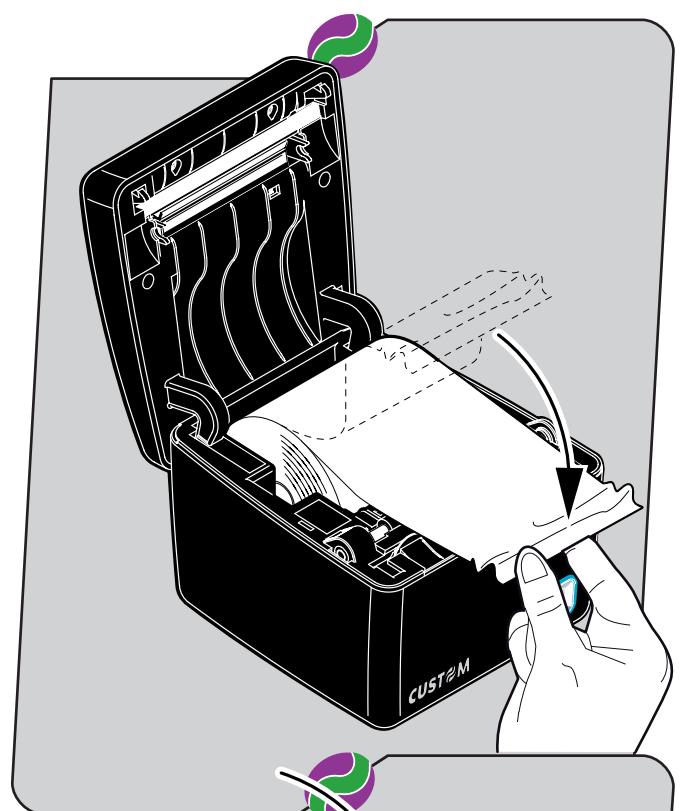


E

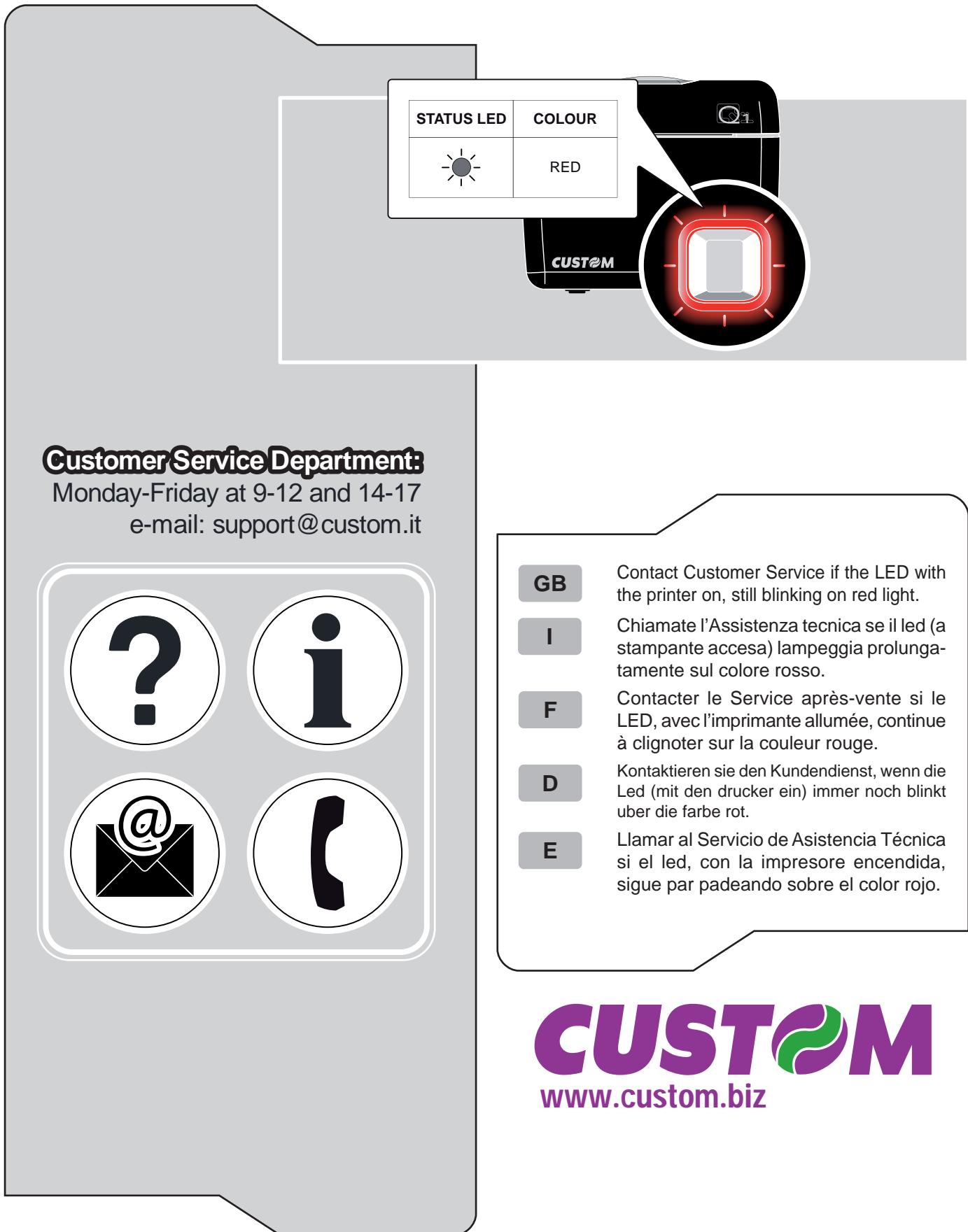
**A T E N C I Ó N:**

En caso de atasco de la cortadora: abrir la tapa de la impresora sin apagarla; subir el papel que se ha dañado; averiguar y quitar los eventuales residuos de papel que se encuentran en el entero percurso de la cortadora; tirar el papel de manera que la parte que se ha dañado se quede al exterior de la impresora; bajar la tapa. Si el problema no se soluciona, contactar el servicio de asistencia técnica

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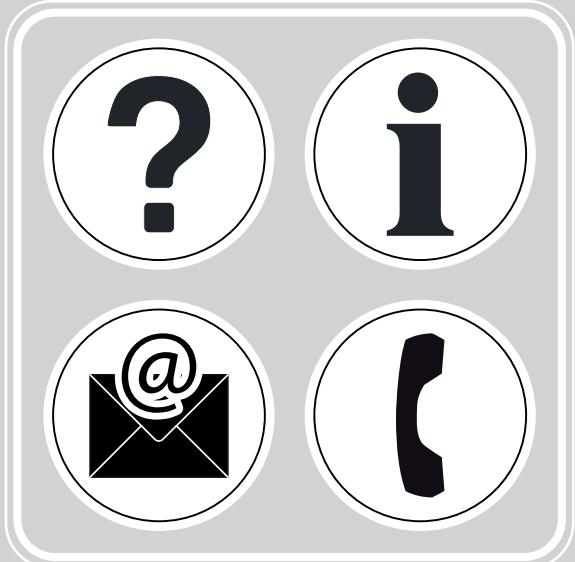
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### **Customer Service Department:**

Monday-Friday at 9-12 and 14-17

e-mail: support@custom.it



**GB**

Contact Customer Service if the LED with the printer on, still blinking on red light.

**I**

Chiamate l'Assistenza tecnica se il led (a stampante accesa) lampeggia prolungatamente sul colore rosso.

**F**

Contacter le Service après-vente si le LED, avec l'imprimante allumée, continue à clignoter sur la couleur rouge.

**D**

Kontaktieren sie den Kundendienst, wenn die Led (mit den drucker ein) immer noch blinkt über die farbe rot.

**E**

Llamar al Servicio de Asistencia Técnica si el led, con la impresora encendida, sigue par padeando sobre el color rojo.

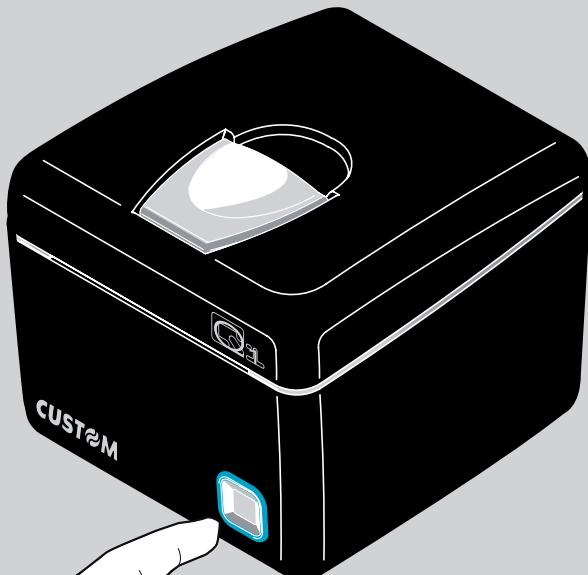
**CUSTOM**  
www.custom.biz

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# SETUP:


**NOTE:**

See chapter 1 for FEED key functions.



## PRINTER SETUP

PRINTER TYPE .....	Q1
PRINTING HEAD TYPE .....	C72
INTERFACE .....	RS232
PROGRAM MEMORY TEST.....	OK
STATIC RAM TEST .....	OK
EEPROM TEST.....	OK
CUTTER TEST.....	OK
HEAD VOLTAGE [V] =	24,29
HEAD TEMPERATURE [°C] =	26
POWER ON COUNTER =	28
PAPER PRINTED [cm] =	40
CUT COUNTER =	573
RS232 Baud Rate .....	19200 bps
RS232 Data Length.....	8 bits/chr
RS232 Parity .....	None
RS232 Handshaking .....	Xon/Xoff
Busy Condition .....	RxFull
USB Address Number .....	0
Autofeed .....	CR Disabled
Print Mode .....	Normal
Chars / inch .....	A=15 B=20 cpi
Speed / Quality.....	Normal
PaperEnd Buffer Clear .....	Disabled
Print Density.....	0%

[PUSH] key to enter setup

[FAST PUSH] key to skip setup

**GB**

- 1 Go into **SETUP** mode by starting to press the FEED Key before switch on the printer and going on to press it for a few seconds after the printer power up.

- 2 The printer should print all list of the parameters:

- **RS232 Baud Rate<sup>(1)</sup>:** 115200, 57600, 38400, 19200<sup>D</sup>, 9600, 4800, 2400, 1200.
- **RS232 Data length<sup>(1)</sup>:** 7, 8<sup>D</sup> bits/char.
- **RS232 Parity<sup>(1)</sup>:** None<sup>D</sup>, even or odd.
- **RS232 Handshaking<sup>(1)</sup>:** XON/XOFF<sup>D</sup> or Hardware.
- **Busy condition<sup>(1)</sup>:** OffLine/RxFull or RxFull<sup>D</sup>.
- **USB Address Number<sup>(2)</sup>:** 0.
- **Autofeed:** CR disabled<sup>D</sup> or CR enabled.
- **Print mode:** Normal<sup>D</sup> or reverse.
- **Chars/inch:** A=11 B=15 cpi, A=15 B=20 cpi<sup>D</sup>.
- **Speed/Quality:** Normal<sup>D</sup> or High Quality.
- **PaperEnd Buffer Clear:** Disabled, Enabled<sup>D</sup>.
- **Print Density:** -50%, -37%, -25%, -12%, 0<sup>D</sup>, +12%, +25%, +37%, +50%.

**Notes:** The parameters indicates with a D symbol are the default values.

**Note<sup>(1)</sup>:** Parameter valid only on serial printer.

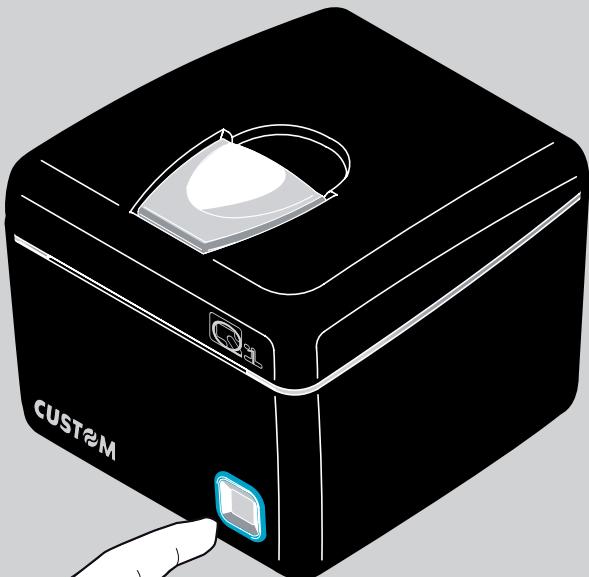
**Note<sup>(2)</sup>:** This parameter is used to identify univocally the USB printer by a numerical address code, if on the PC are connected two printers that are the same models, for example two Q1.

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# SETUP:


**NOTA:**

Vedere capitolo1 per le funzioni del tasto FEED.



## PRINTER SETUP

PRINTER TYPE .....	Q1
PRINTING HEAD TYPE .....	C72
INTERFACE .....	RS232
PROGRAM MEMORY TEST.....	OK
STATIC RAM TEST .....	OK
EEPROM TEST.....	OK
CUTTER TEST.....	OK
HEAD VOLTAGE [V] =	24,29
HEAD TEMPERATURE [°C] =	26
POWER ON COUNTER =	28
PAPER PRINTED [cm] =	40
CUT COUNTER =	573
RS232 Baud Rate .....	<b>19200 bps</b>
RS232 Data Length.....	<b>8 bits/chr</b>
RS232 Parity .....	<b>None</b>
RS232 Handshaking .....	<b>Xon/Xoff</b>
Busy Condition .....	<b>RxFull</b>
USB Address Number .....	<b>0</b>
Autofeed .....	<b>CR Disabled</b>
Print Mode .....	<b>Normal</b>
Chars / inch .....	<b>A=15 B=20 cpi</b>
Speed / Quality.....	<b>Normal</b>
PaperEnd Buffer Clear .....	<b>Disabled</b>
Print Density.....	<b>0%</b>

[PUSH] key to enter setup

[FAST PUSH] key to skip setup

**I**

- 1 Entrare nel **SETUP** tenendo premuto il tasto FEED prima dell'accensione della stampante e mantenendo la pressione per qualche secondo dopo l'accensione stessa.
- 2 La stampante stamperà la lista di tutti i parametri:

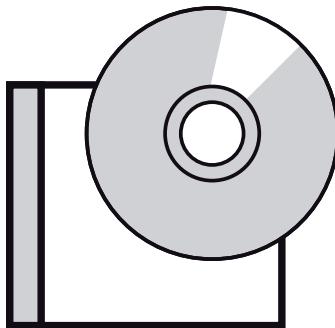
- **RS232 Baud Rate<sup>(1)</sup>:** 115200, 57600, 38400, 19200<sup>D</sup>, 9600, 4800, 2400, 1200.
- **RS232 Data length<sup>(1)</sup>:** 7, 8<sup>D</sup> bits/char.
- **RS232 Parity<sup>(1)</sup>:** None<sup>D</sup>, even or odd.
- **RS232 Handshaking<sup>(1)</sup>:** XON/XOFF<sup>D</sup> or Hardware.
- **Busy condition<sup>(1)</sup>:** OffLine/RxFull or RxFull<sup>D</sup>.
- **USB Address Number<sup>(2)</sup>:** 0.
- **Autofeed:** CR disabled<sup>D</sup> or CR enabled.
- **Print mode:** Normal<sup>D</sup> or reverse.
- **Chars/inch:** A=11 B=15 cpi, A=15 B=20 cpi<sup>D</sup>.
- **Speed/Quality:** Normal<sup>D</sup> or High Quality.
- **PaperEnd Buffer Clear:** Disabled, Enabled<sup>D</sup>.
- **Print Density:** -50%, -37%, -25%, -12%, 0<sup>D</sup>, +12%, +25%, +37%, +50%.

**Note:** I parametri contrassegnati con il simbolo D costituiscono i valori di default.

**Nota<sup>(1)</sup>:** Parametri validi per la versione seriale.

**Nota<sup>(2)</sup>:** Questo parametro serve per identificare univocamente la stampante USB attraverso un indirizzo numerico, nel caso in cui il PC sia connesso a due stampanti dello stesso modello, per esempio due Q1.

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GB

- 1 Download the SW from the web site:  
[www.custom.biz](http://www.custom.biz)

- 2 Use the following procedure to install the printer SW:

- *From the START menu, press Enter and key-in the path where the SW was saved on your PC, then click OK.*
- *Follow the instructions that appear on the screen to install the driver.*

I

- 1 Prelevare il SW dal sito Internet: [www.custom.biz](http://www.custom.biz)

- 2 Installare il software della stampante come indicato nella seguente procedura:

- *Nel menù Avvio selezionate Esegui e digitate il percorso del SW, precedentemente salvato sul vostro PC, fate click su OK.*
- *Lasciatevi poi guidare dalle istruzioni che compaiono sullo schermo per installare il driver.*

F

- 1 Télécharger le logiciel à partir du site Internet:  
[www.custom.biz](http://www.custom.biz)

- 2 Installer le logiciel de l'imprimante selon la procédure suivante :

- *Dans le menu Démarrer, sélectionner Effectuer et taper le parcours du logiciel, précédemment sauvegardé sur votre PC, puis cliquer sur OK.*
- *Laissez-vous ensuite guider par les instructions qui apparaissent sur l'écran afin d'installer le driver.*

D

- 1 Die SW von der Internet-Seite downloaden:  
[www.custom.biz](http://www.custom.biz)

- 2 Die Drucker-Software wie nach dem folgenden Verfahren installieren:

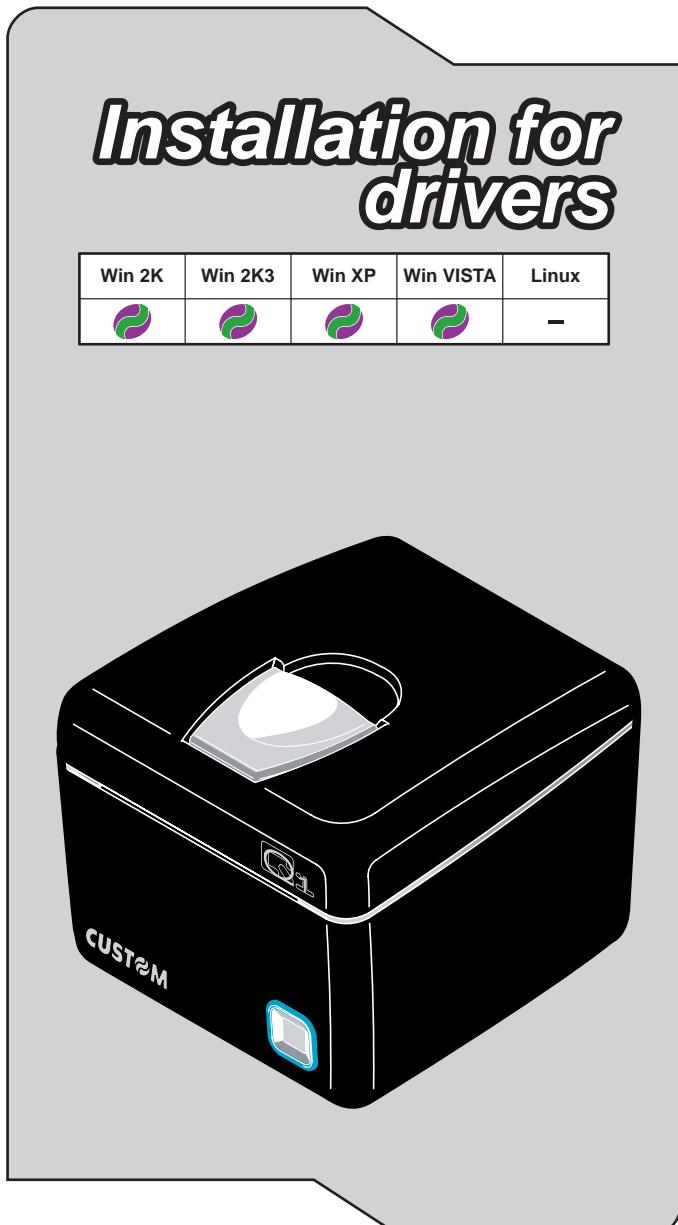
- *Im START-Menü Ausführen anklicken und den Verlauf der SW eingeben, die zuvor in Ihrem PC gespeichert wurde. OK anklicken.*
- *Nun die auf dem Monitor angezeigten Anleitungen befolgen, um den Driver zu installieren.*

E

- 1 Descargar el SW del sitio Internet: [www.custom.biz](http://www.custom.biz)

- 2 Instalar el software de la impresora siguiendo las indicaciones como sigue:

- *En el menú Start seleccionar Enter y digitar el recorrido del SW, precedentemente almacenado en vuestro PC, hacer clic sobre OK.*
- *Seguir las instrucciones que aparecen en pantalla para instalar el driver.*



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## A.1 TECHNICAL SPECIFICATIONS

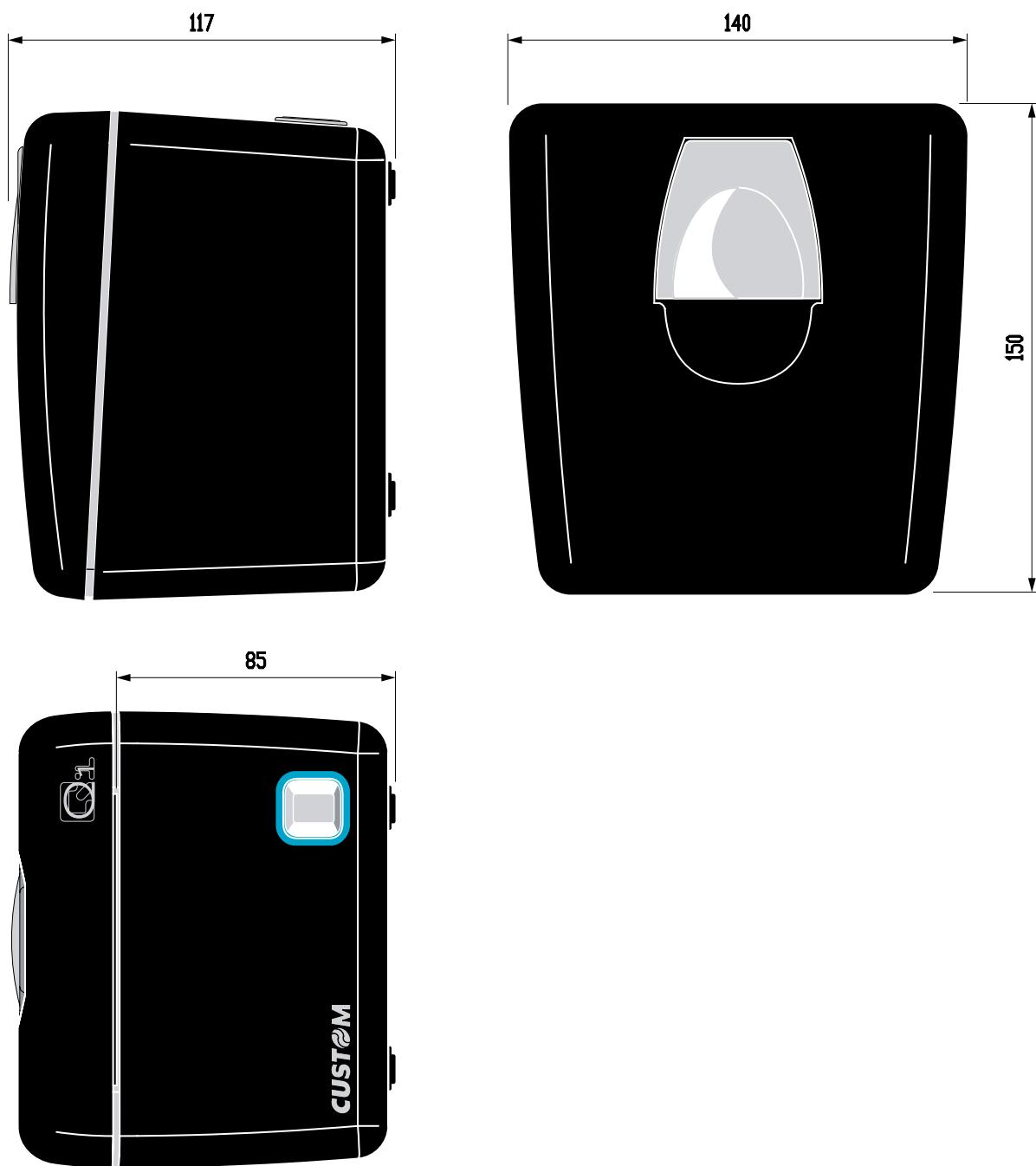
### A.1.1 TECHNICAL SPECIFICATIONS

<b>STANDARD INTERFACES</b>	USB	RS232	
<b>BAUD RATE</b>	None	1200 ÷ 115.200 bps	
<b>SENSORS</b>	Print paper presence, head temperature, paper input, near paper end, cover open		
<b>BUFFER</b>	4 Kbytes		
<b>RAM MEMORY</b>	2 Mb		
<b>FLASH MEMORY</b>	384 Kbytes		
<b>EMULATION</b>	ESC/POS™		
<b>PRINTER SPECIFICATION</b>			
Resolution	204 DPI (8 dot/mm)		
Print method	Thermal fixed head (8 dot/mm)		
Print direction	Normal, 90°, 180°, 270°		
Print format	Height/width from 1 to 8, expanded, negative, underlined, script		
Character fonts	PC437, PC850, PC860, PC 863, PC865, PC858 (euro)		
Graphic memory	1 logo of 576 x 910 dots		
Printing Speed	160 mm/sec.		
Printing width	72 mm		
Print head reliability	100 Km		
Character set	3		
Character density	<b>11 cpi</b>	<b>15 cpi</b>	<b>20 cpi</b>
Number of columns	14	18	25
Character (L x H mm)	2,25 x 3	1,75 x 3	1,25 x 3
<b>CUTTER SPECIFICATION</b>			
Paper cutting	Full		
Life	1.000.000 cuts		
<b>PAPER SPECIFICATIONS</b>			
Type of paper	Thermal paper ( <i>heat-sensitive side on outside of roll</i> )		
Recommended types of paper	55 g/m² – 90 g/m² ( <i>KANZAN KF50 or KP460, MITSUBISCHI PG5075 or TL4000</i> )		
Paper thickness	61 µmm - 95 µmm		
Paper roll size	80 ± 0,5 mm		
External roll diameter	Max Ø80 mm		
Paper end	Not attached to roll core		
Internal roll core diameter	12 or 25 mm (± 1 mm)		
Core type	Cardboard or plastic		
<b>ELECTRIC SPECIFICATIONS</b>			
Power supply	24 Vdc ±10%		
<b>ELECTRICAL INPUT</b>			
Medium consumption (50% Dot ON)	2 A		
Stand-by consumption	100 mA		

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<b>ENVIRONMENTAL CONDITIONS</b>	
Operating temperature	0-50°C
Operating humidity	10-80% Rh w/o condensation
Storage temperature/humidity (w/o paper)	-20 °C – 70 °C / 10% - 90% Rh
<b>DIMENSIONS</b>	Length [mm] = 150
	Width [mm] = 140
	Height [mm] = 117 (cover closed)
<b>WEIGHT [gr]</b>	920

#### A.1.2 DIMENSIONS

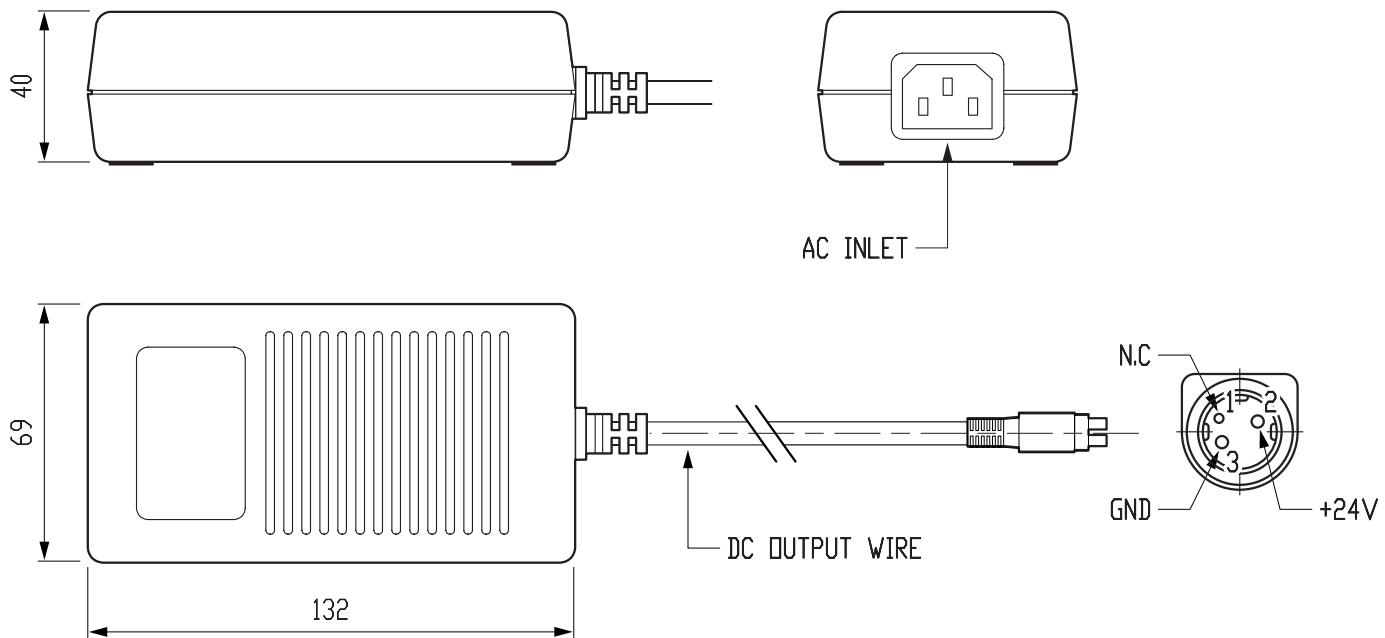


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## A.2 ACCESSORIES AND SPARE PARTS

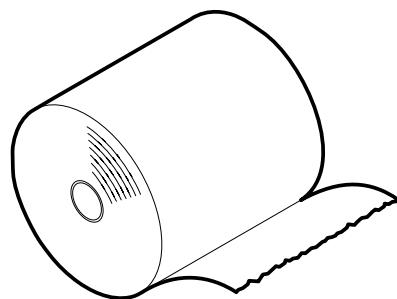
### A.2.1 POWER SUPPLY

PDPS-060-24-01	Power supply 24V 2.5A
<b>Input specifications</b>	
Input voltage	90Vac ÷ 264Vac
Input frequency	47Hz ÷ 63Hz
<b>Output specifications</b>	
Output voltage	24V
<b>Power specifications</b>	
Maximum power	60 W



### A.2.2 SPARE PARTS

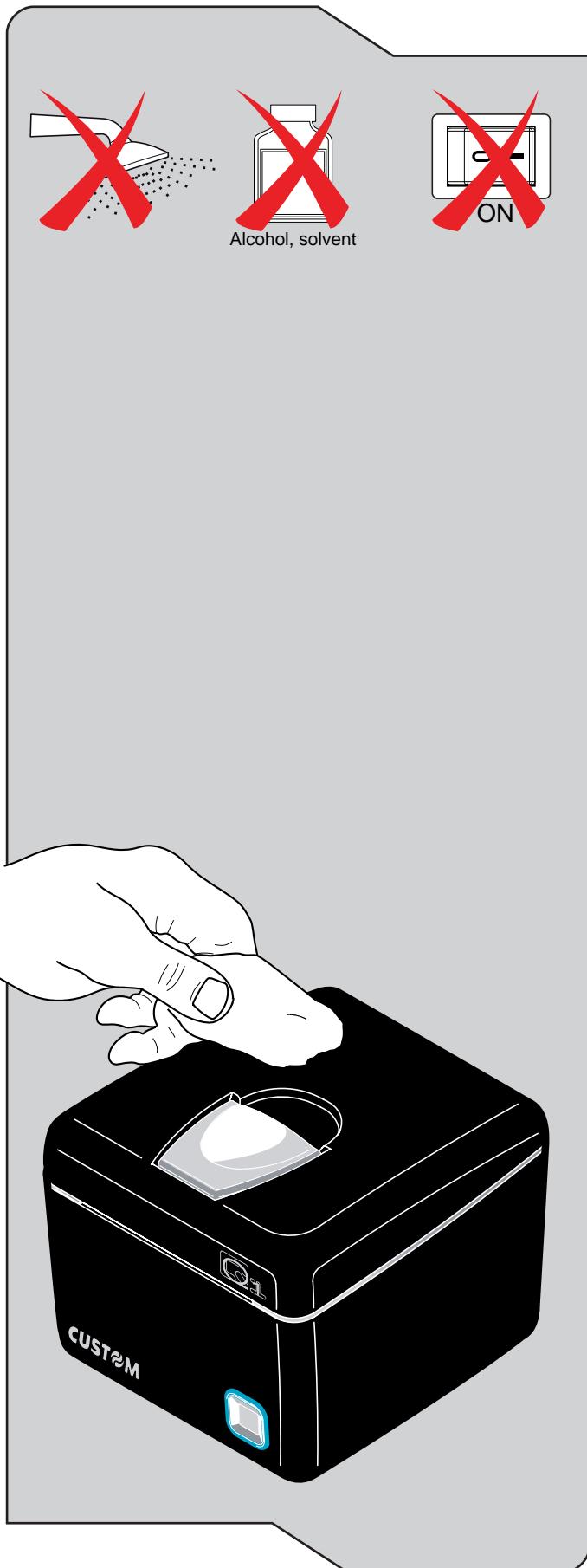
RCT80x48-25mm
Thermal paper roll 80 mm d=48 core 25 mm



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## A.3 CLEANING

### A.3.1 OUTSIDE CLEANING



GB

**To clean the machine**, use a pneumatics air or soft cloth.

First remove the mains plug from the wall socket. Do not use alcohol, solvents, or hard brushes. Do not let water or other liquids get inside the machine.

I

**Per pulire la macchina**, utilizzare aria compressa o un panno morbido..

Prima di ogni operazione, scollegare il cavo di alimentazione elettrica dalla presa di rete. Non utilizzare alcol, solventi o spazzole dure. Assicurarsi che acqua o altri liquidi non penetrino all'interno della stampante.

F

**Pour nettoyer la machine**, utiliser un système pneumatique ou un chiffon souple.

Avant d'effectuer toute opération, débrancher la câble de l'alimentation électrique de la prise de réseau.

Ne pas utiliser de l'alcool, des solvants, ni des brosses dures.

Vous assurer que ni l'eau ni aucun autre liquide ne pénètrent dans l'imprimante.

D

**Zum Reinigen der Maschine** einen Pressluft oder einen weichen Lappen benutzen.

Zuerst den Hauptstecker aus der Netzteckdose ziehen.

Keinen Alkohol, Lösungsmittel oder harte Bürsten verwenden.

Darauf achten, dass kein Wasser oder andere Flüssigkeiten in die Maschine eindringen.

E

**Para limpiar la máquina**, utilíce una neumática o un paño suave.

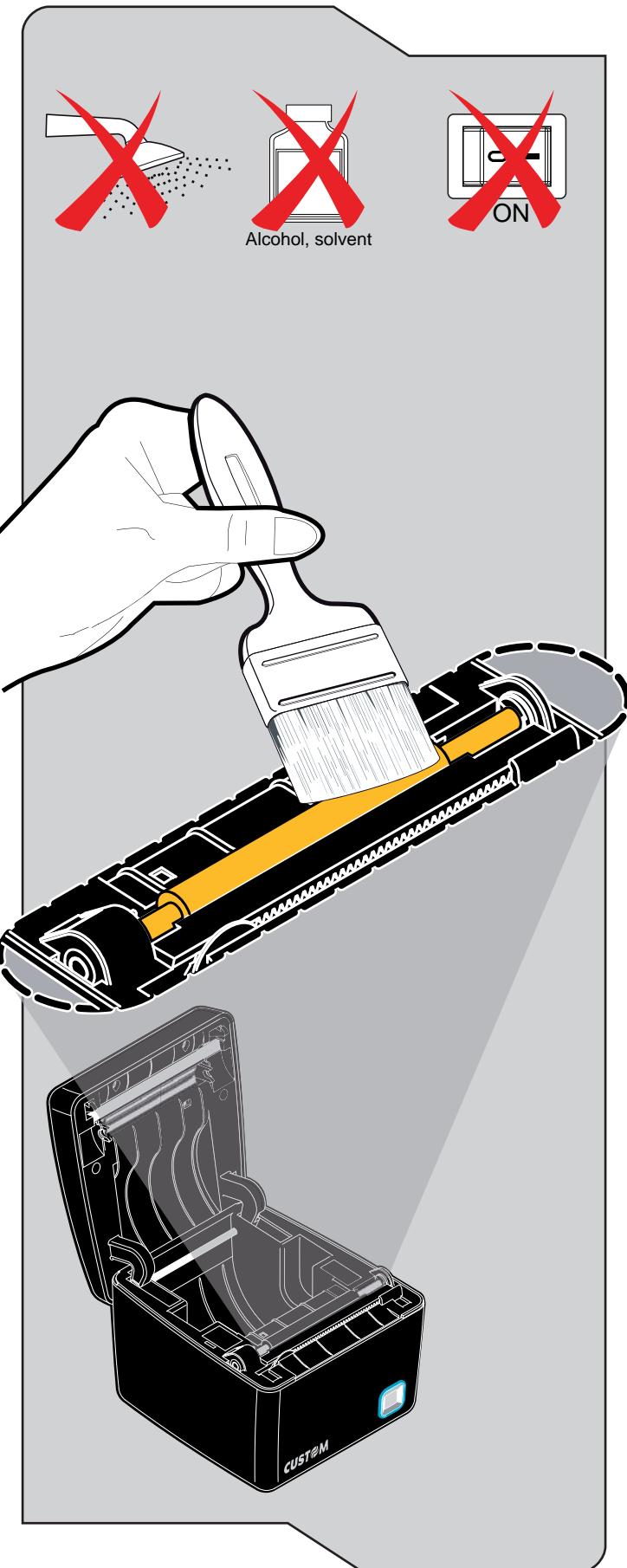
Antes de cualquier operación, desconécte el cable de alimentación eléctrica de la toma de red.

No utilíce alcohol, solventes o cepillos duros.

Asegúrese de que agua u otros líquidos no penetren dentro de la impresora.

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### A.3.2 CLEANING THE ROLLERS (DRAGGING+PRINTING ROLLERS)



GB

**To clean the roller**, use a medium-stiff brush to avoid them being scratched. First remove the mains plug from the wall socket. Do not use alcohol or solvents. Do not let water or other liquids get inside the machine.

I

**Per pulire i rulli**, utilizzare una spazzola con setole semi-rigide in modo da non segnare la loro superficie. Prima di ogni operazione, scollegare il cavo di alimentazione elettrica dalla presa di rete. Non utilizzare alcol o solventi. Assicurarsi che acqua o altri liquidi non penetrino all'interno della stampante.

F

**Pour nettoyer le rouleaux**, utiliser une brosse avec soie semi-rigide pour ne pas abîmer la surface. Avant chaque opération, déconnecter le câble d'alimentation du réseau. Ne pas utiliser alcool ou dissolvant. S'assurer que ni de l'eau ni d'autres liquides ne s'introduisent dans l'imprimante.

D

**Zur Reinigung der Andruckrolle** benutzen Sie bitte nur eine mittelharte Buerste, um ein Zerkratzen zu vermeiden. Zunächst den Stecker aus der Steckdose entfernen. Keinen Alkohol oder Lösungsmittel verwenden. Es ist zu verhindern, dass Wasser oder andere Flüssigkeiten in die Maschine geraten.

E

**Para limpiar los rollo** utilizar un cepillo de limpieza de manera que no se dañe su superficie. Ante todo, desconectar la fuente de alimentación desde el enchufe en la pared . No se utilize alcohol u solventes. Estar seguro que ni agua ni otros líquidos penetran dentro de la impresora.

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### A.3.3 CLEANING THE PRINTING HEAD (VOID)

**GB**

Clean the printing head heating line using a non-abrasive cloth moistened with denatured alcohol.

**I**

Pulire la linea di riscaldamento della testina di stampa con un panno anti-graffio imbevuto di alcool denaturato.

**F**

Nétoyer la ligne de chauffage de la tête d'impression avec un chiffon anti-égratignure imbibé d'alcool dénaturé.

**D**

Reinigung der Druckkopf-Thermozeile unter Verwendung eines nicht kratzenden mit denaturiertem Alkohol befeuchteten Tuches.

**E**

Debe limpiarse la cabeza de impresión con un pañuelo anti-rasguño imbebido de alcohol etílico.

# CUSTOM



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Ministry University  
Research Scientific  
Technology  
Authorized laboratory  
n o . 5 0 8 4 6 Z Y Z

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