

PP-8900 Thermal Printer User Manual

POSIFLEX



Package Contents

- ✓ PP-8900 thermal printer (x 1)
- ✓ Thermal paper roll (x 1)
- ✓ Interface cable
(USB cable, or RS-232 cable) (x 1)
- ✓ Paper separator for 2" thermal paper roll (x 1)
- ✓ Power Adaptor (x 1)
- ✓ Power Cord (x 1)
- ✓ User manual (x 1)

Product Feature

- 3" high-speed thermal printer with auto cutter
- Up to 250 mm/sec in low-noise printing
- High-resolution printing up to 8 dots/mm and 576 dots/line
- 80 mm or 58 mm paper width support
- QR code and PDF417 printing support
- Wall-mount ready for flexible deployment
- Drop-and-load action for easy paper roll replacement
- Control over 2 cash drawers through 1 CR port
- Interface : USB (True USB & Virtual COM selectable) + Serial + LAN



Using poor-quality thermal papers which contain impurity particles, for instance, sands, or metals, will scratch the thermal paper head, and such a damage is not covered under the warranty.

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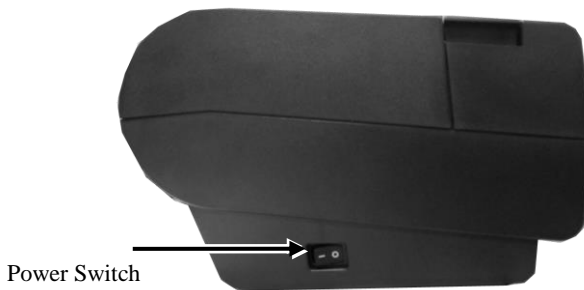
<http://www.posiflex.com>

Views of PP-8900

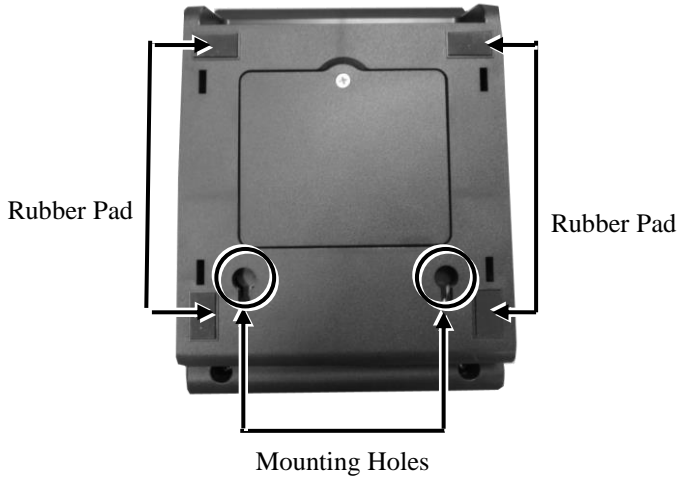
Top View



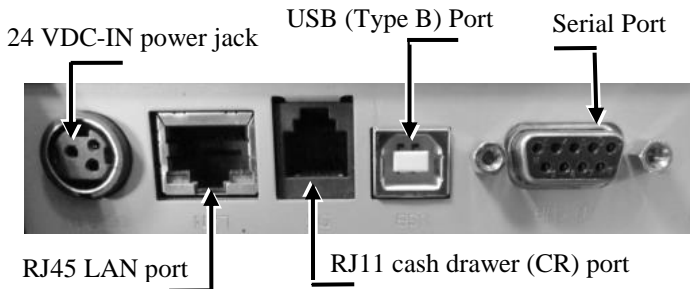
Left-side View



Bottom View



Views of I/O Interface of PP-8900



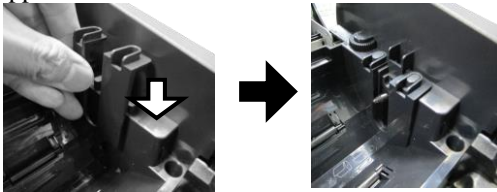
Loading 2” or 3” Paper Rolls

Before operating the printer, please follow the below steps to load a paper roll.

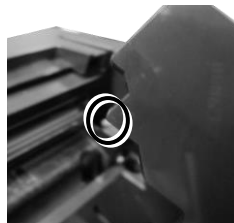
1. Press down the hood release button to open the top cover.



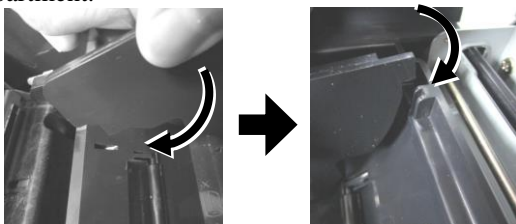
2. Before installing **2-inch paper roll** in the thermal printer, follow the instructions below to properly install plastic pad spacer and the separator. If you are using 3” paper roll for the printer, please skip to next step.
 - 2.1. To install plastic pad spacer, first find two bosses located on the right side of the printer compartment. Then, push down the plastic pad spacer until it is well hanged onto the bosses. If you need to remove it from printer compartment, pull it in the opposite direction.



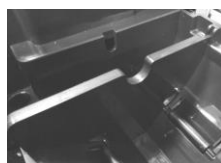
- 2.2. Since the separator has to be installed in the correct direction, please first hold the separator in as shown in the figure.



- 2.3. Push the right-angled part of paper separator into the slot on the top side of the paper roll compartment. Then, Slide another side of paper separator into the slot on the bottom of the paper roll compartment.



- 2.4. Make sure the paper separator is well inserted.



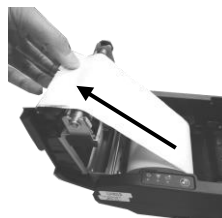
- 2.5. Carefully drop 2-inch paper roll inside the paper roll compartment.



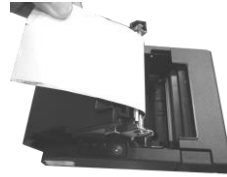
3. To load the thermal printer with **the 3-inch paper roll**, make sure the plastic pad is removed from the printer compartment. Then, carefully drop the thermal paper roll inside the paper roll compartment of the printer as illustrated in the figure.



4. Unroll the thermal paper and drag the loose end of the paper till it extends towards the paper cutter.



5. Make sure the loose end sticks out of the opening of the paper roll compartment. Then, close the top cover by gently pushing it back at the center of the top side of the cover with a click sound.



6. Make sure the paper roll is well loaded with the end of the paper sticking out as shown in the figure.



To avoid paper jam occurring, do NOT press Cover Release Button during printing.

Connecting Power Adapter and I/O Cables

Please follow the steps described below to connect power adapter and I/O cables before powering on the printer.

1. Well attach power adapter to DC-IN power connector on the I/O plate.
2. Connect PP-8900 to the POS system with either USB or RS-232 cable, or to the wired network with Ethernet cable.
 - 2.1. If you are installing **USB interface cable**, plug Type-B connector into Type-B USB port of PP-8900. Then, properly attach Type-A connector to your POS terminal.
 - 2.2. If the interface cable you are using is **RS-232 cable**, attach the male connector of RS-232 cable to PP-8900 and the other end to the POS terminal.
 - 2.3. If you are using an **Ethernet cable**, insert each end of the LAN cable to the LAN port of PP-8900 and the available Ethernet port of the router.

In order to allow PP-8900 to successfully determine what interface you are using to transmit data, make sure **ONLY ONE** type of interface cable is connected to avoid confusion. Also, **reboot PP-8900 after you change the interface cable for the printer**, which enables the printer to automatically re-detect the type of interface which is currently used.

Restore Software Switch to Factory Default via Software Switch Reset

Software Switch Reset is the specially-designed function aimed to facilitate the factory reset process. Please go through the following instructions to reset your printer to factory settings using **Software Switch Reset**.

1. **Power OFF** printer.
2. Open the cover of the printer.
3. Press **Feed** button three times after powering on the printer.
4. Close the cover of the printer.
5. The printer will emit one long beep sound and then print a test page displaying software switch setting
6. Afterwards, the printer will restart by itself.
7. Ensure that all the software switches are correctly set to factory default as follows:

| Software switch number | Pin Number |
|------------------------|-----------------|
| SW1 | Pin 1 ~ 8 = OFF |
| SW2 | Pin 1 ~ 8 = OFF |
| SW3 | Pin 1 ~ 8 = OFF |
| SW4 | Pin 1 ~ 8 = OFF |

Restore LAN Information to Factory Default via LAN Info Reset

Among multiple built-in functions, **LAN Info Reset** mainly allows you to reset LAN information to factory default. The following steps are provided to help you complete the reset process.

1. **Power OFF** printer.
2. Open the cover of the printer.
3. Press **Feed** button five times after powering on the printer.
4. Close the cover of the printer.
5. The printer will emit one long beep sound and then print a test page displaying LAN interface information.
6. Afterwards, the printer will restart by itself.
7. Ensure that LAN information is correctly set to factory default as follows:

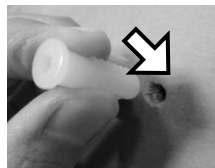
| LAN Interface Information for Factory Default | |
|---|-------------------|
| IP Address | 192.168.192.168 |
| MAC Address (*) | 00.19.17.00.02.03 |
| NETMASK | 255.255.255.0 |
| GATEWAY | 192.168.192.1 |
| LINK STATUS(*) | DISCONNECT |
| FIRMWARE VERSION(*) | 1.1.2 |

Note: Values of the Items marked with an asterisk (*) are reserved and not allowed to be changed.

Mounting PP-8900 onto a Wall (Optional)

Please follow the steps described below to mount POS printer on the wall using wall-mount kits.

1. Define where the printer is mounted. Drill 2 holes about 3.15" or 80 mm apart. Each hole has to be at least 1/4" or 6.35 mm diameter and at least 1 and 3/16" or 30 mm in depth.
2. After inserting two plastic anchors into the holes you drilled in Step 1, slightly tap the plastic anchors with a hammer until they are fully inserted into the drilled holes.



3. Insert the screws into the plastic anchor, screw them in but leave them sticking out from the wall surface to mount the printer.



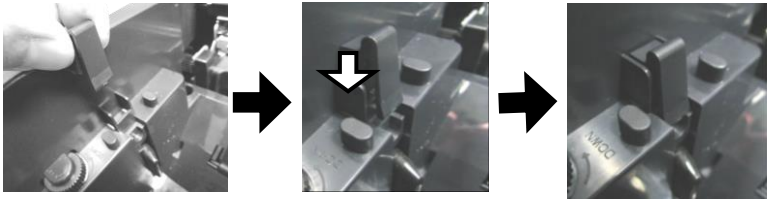
4. As shown in the figure, locate two holes on bottom of PP-8900. Then, carefully hang the printer onto the wall using the plastic anchors with screws.



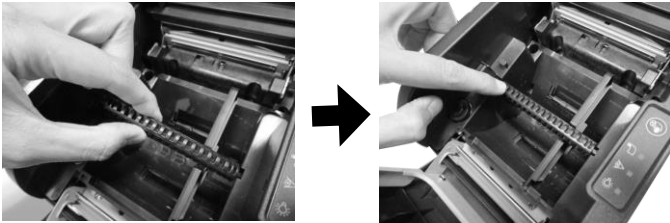
5. Push down the hood release button to open the printer hood.



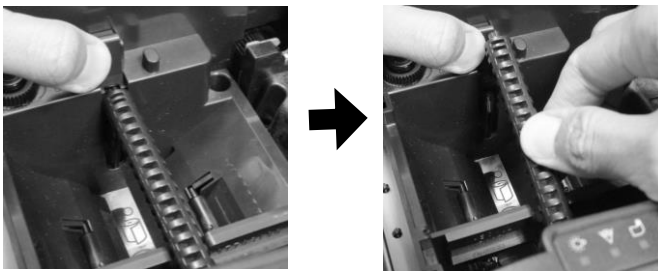
6. Take the plastic clip out of the wall-mount kits. Squeeze both side of the clip as illustrated in the figure, and then snap into the slot which you can locate inside of the left side of printer compartment. Push the clip down until it is well inserted into the slot with a click sound.



7. Slide the paper roll shaft through the paper roll. To put the whole paper roll into place inside the printer compartment, first rest one end of the shaft to the left-side roll holder and then the other end to the right-side roll holder.



8. To remove the paper roll shaft from the printer compartment, gently press down the plastic clip and then pull the shaft out of the compartment.



9. After ensuring that paper roll with the shaft is well installed, close the hood. At this point, the printer with an auto cutter will automatically cut the excess paper.

Troubleshooting Paper Jams

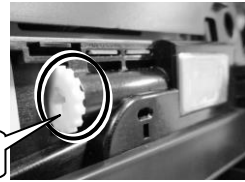
When it comes to the common printing problems, it is inevitable that you might encounter the issue of paper jams at some point. The following steps are provided to assist you in fixing the problem. Before proceeding, make sure that your POS terminal is properly shut down.

1. To open the paper jams rescue compartment, place your thumbs toward the center of the compartment and then push the cover up in the direction shown by the arrow.



2. In the paper jams rescue compartment, find the adjustment wheel, which mainly allows you to manually adjust the cutting position of the cutter.

Adjustment wheel



3. Keep turning the wheel in a clockwise direction until the cutter is completely moved back to its start position. You may observe the cutter position through the gap between paper jams rescue compartment and the printer compartment.



4. Push down cover release button to test whether the cover can be open. If the cover is still stuck, please repeat step 3 until the cutter position is set to the proper position and you are able to open the cover.



5. Remove the jammed paper, reinstall the paper roll, and then push back the cover to close the paper jams rescue compartment.



Status LED Indicator

The below chart is provided to enumerate all the possible indicator lights with their meanings for your reference.

| LED | Status | Description |
|---------------|--------------|--------------|
| POWER LED | Solid green | System ON |
| Error LED | Solid red | Cover open |
| | Flashing red | Printer busy |
| Paper-out LED | Solid red | Out of Paper |

Setting up Ethernet Printer

To configure POS printer for a network, please follow the below steps to install and configure **Posiflex LAN Printer Manager**, the utility which allows you to easily set up the LAN printer.

1. Before powering on PP-8900, well connect POS printer to your POS terminal via USB interface cable. Meanwhile, make sure that PP-8900 is also connected to the wired network with LAN cable.
2. Visit Posiflex official website to download and install the utility, **Posiflex LAN Wi-Fi Printer Manager** :
<http://www.posiflex.com/en-global/Download/download>
In order to properly adjust the related settings for PP-8900, it is suggested to seek assistance from professional technicians. To do more advanced settings on the printer, contact directly the Posiflex' technical service team
3. Once the configuration is completed, disconnect USB cable and reboot the printer.

Cleaning

➤ Cleaning the Printer Case

Before cleaning the printer case, be sure to power off the printer, and wipe the dirt off the printer case with a soft wiping cloth we provide.



Do NOT clean the product with alcohol, benzene, thinner, or other such solvents. Doing so may damage or break the parts made of plastic and rubber.

➤ Cleaning the Thermal Head and the Platen Roller

In most cases, it is strongly recommended to regularly cleaning the thermal head to maintain receipt print quality (about once every 3 months). While using the printer, always ensure that dust particles are removed from paper rolls and the gear by using the platen roller with a cotton swab moistened with

water. Then, power on the printer only after water has dried.



- ✓ After printing, the thermal head and its surroundings can be overheated. Make sure that it is completely cooled down before cleaning it.
- ✓ Do not damage the thermal head with your fingers or any other hard object.

Troubleshooting Common Printer Problems

➤ The printer cannot print

Perform a self-test to check if printing is possible by following the steps described below:

1. Close the paper cover.
2. While pressing the feed button, power on the printer. (Hold down the feed button until printing starts.) The current printer status is printed.
3. Briefly press the feed button (less than one second) to continue the self-test. The printer prints using the built-in character set. After the self-test printing, the printer is reset and switches to standard mode.

➤ LED Indicators are On/Flashing/Off

No lights is given by the LED indicators

Check whether the power supply cable is correctly connected to the printer and the socket.

Error LED is on

- ✓ Check whether the paper cover is closed.
- ✓ Check if paper jam occurs or foreign substance enters the paper cutter. When paper jams occur, refer to **Troubleshooting Paper Jams** section to solve the problem.
- ✓ The thermal head and its surroundings can be overheated, which may cause printer malfunction. Printing starts again automatically when the thermal head temperature falls.

Paper-out LED indicator is on

- ✓ Check whether the paper roll is correctly installed.

Error LED indicator is flashing

- ✓ Power off the printer; after 10 seconds, power it back on. If the error LED indicator turns on again even after turning the power back on, malfunction may occur. Contact your dealer or Posiflex' technical service team.

Specifications

| PP-8900 | |
|----------------------------|---|
| General | |
| Printer Reliability | 150 Km print length |
| Auto Cutter Reliability | 2 million cuts or more |
| NV Bit Image Memory | 12KB (max) |
| NV Graphics | 384KB (max) |
| Receive Buffer | 6KB |
| Printer Driver | Windows Driver (APD), OPOS, JavaPOS (Win), JavaPOS (Linux), Virtual Port Driver, CUPS |
| Software | Posiflex Utility (Android), PP-8900 Utility (Windows Desktop), Development Tool, Monitoring Tool |
| LED Indicators | Green LED - On= Power Red LED - Error and/or Paper Out |
| Sensors | Cover Open (head position sensor) Out-of-paper Paper Near End (for option) |
| Cash Drawer Port (CR port) | 2 drivers (CR port x1) |
| Power Consumption | Approx. 1.5A (mean) |
| Power Source | AC adapter (24V DC) |
| Power Saving | Yes |
| Temperature | Print quality assured: +5°C ~ +40°C Operating: 0°C ~ +40°C Non-operating: 0°C ~ +50°C (storage) |
| Relative Humidity | Operating: 20 ~ 85%, non-condensing 35% Non-operating: 5% ~ 90%, non-condensing (thermal paper excluded) |
| Acoustic Noise Level | 55db |
| Standards and Approvals | CE, FCC |
| Dimensions (W x D x H) | 141.5 mm(H) x 146 mm(W) x 210.5 mm(D) |
| Weight | 1,340g |
| Color | Black / White |
| Options | Wall Mounting Kits |

| Printing | |
|--|--|
| Printing Method | Thermal dot line printing |
| Printing Speed | 250 mm/second (max) |
| Printing Resolution | 576 dots (W 8 dots/mm x H 8 dots/mm) |
| Printing Direction | Vertical and Horizontal |
| Printing Fonts | |
| Fonts/Column capacity | Font A: 12 x 24 48 cpl (default); Font B: 10 x24 57 cpl |
| Character Size | Font A: 1.25 x 3.00 mm; Font B: 1.13 x 3.00 mm |
| Character Set | 95 Alphanumeric, 18 International, 128 x 43 |
| 1D Barcode Support | UPC-A/E, EAN13/8, ITF, CODE39/93/128, CODABAR, One Dimensional GS1 DataBar |
| 2D Symbol Support | PDF417, QR code |
| Media Handling | |
| Type | Thermal roll paper |
| Paper Feed Method | Friction feed |
| Print Width | 72 mm |
| Paper Width | 80 +0/-1 mm |
| Paper Loading | Drop-in |
| Roll Diameter (Max) | ϕ 83 (or 58) +0 / -1 mm |
| Core Diameter (Min) | ϕ 18 mm |
| Paper Thickness | 60 ~ 80 um |
| Paper Guide | Yes |
| Auto Cutter | Yes |
| Connectivity | |
| Serial Interface | RS-232 |
| USB Interface | Built-in USB |
| Ethernet Interface | Ethernet 10/100Base-T |
| OS support | Android, Linux, Windows |
| Notice: PP-8900 model does not support across-network segments | |

※ The product information and specifications are subject to change without prior notice. To get the detailed information on the PP-8900, please check this model from Posiflex Global Website

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