USER MANUAL

# VKP60

CUSTOM®

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**THE IMAGES USED IN THIS MANUAL ARE USED AS AN ILLUSTRATIVE EXAMPLES. THEY COULDN'T REPRODUCE THE DESCRIBED MODEL FAITHFULLY.**

**UNLESS OTHERWISE SPECIFIED, THE INFORMATION GIVEN IN THIS MANUAL ARE REFERRED TO ALL MODELS IN PRODUCTION AT THE ISSUE DATE OF THIS DOCUMENT.**

GENERAL INSTRUCTIONS

CUSTOM S.p.A. declines all responsibility for accidents or damage to persons or property occurring as a result of tampering, structural or functional modifications, unsuitable or incorrect installations, environments not in keeping with the equipment's protection degree or with the required temperature and humidity conditions, failure to carry out maintenance and periodical inspections and poor repair work.

GENERAL SAFETY INFORMATION

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 device.
- Make sure that the surface on which the device rests is stable. If it is not, the device could fall, seriously damaging it.
- Make sure that the device rests on a hard (non-padded) surface and that there is sufficient ventilation.
- Do not fix indissolubly the device or its accessories such as power supplies unless specifically provided in this manual.
- When positioning the device, make sure cables do not get damaged.
- [Only OEM equipment] The equipment must be installed in a kiosk or system that provides mechanical, electrical and fire protection.
- The mains power supply must comply with the rules in force in the Country where you intend to install the equipment.
- Make sure that there is an easily-accessible outlet with a capacity of no less than 10A closely to where the device is to be installed.
- Make sure the power cable provided with the appliance, or that you intend to use is suitable with the wall socket available in the system.
- Make sure the electrical system that supplies power to the device is equipped with a ground wire and is protected by a differential switch.
- Before any type of work is done on the machine, disconnect the power supply.
- Use the type of electrical power supply indicated on the device label.
- These devices are intended to be powered by a separately certified power module having an SELV, non-energy hazardous output. (IEC60950-1 second edition).
- [Only POS equipment] The energy to the equipment must be provided by power supply approved by CUSTOM S.p.A.
- Take care the operating temperature range of equipment and its ancillary components.
- Do not block the ventilation openings.
- Do not insert objects inside the device as this could cause short-circuiting or damage components that could jeopardize printer functioning.
- Do not carry out repairs on the device yourself, except for the normal maintenance operations given in the user manual.
- The equipment must be accessible on these components only to trained, authorized personnel.
- Periodically perform scheduled maintenance on the device to avoid dirt build-up that could compromise the correct, safe operation of the unit.
- Do not touch the head heating line with bare hands or metal objects. Do not perform any operation inside the printer immediately after printing because the head and motor tend to become very hot.
- Use consumables approved by CUSTOM S.p.A.

CE THE CE MARK AFFIXED TO THE PRODUCT CERTIFY THAT THE PRODUCT SATISFIES THE BASIC SAFETY REQUIREMENTS.

The device is in conformity with the essential Electromagnetic Compatibility and Electric Safety requirements laid down in Directives 2014/30/EU and 2014/35/EU inasmuch as it was designed in conformity with the provisions laid down in the following Standards:

- EN 55032 *(Electromagnetic compatibility of multimedia equipment - Emission Requirements)*
- EN EN55024/EN55035 *(Electromagnetic compatibility of multimedia equipment - Immunity requirements)*
- EN IEC/EN62368-1 *(Audio/video, information and communication technology equipment)*

The device is in conformity with the essential requirements laid down in Directives 2014/53/EU about devices equipped with intentional radiators. The Declaration of Conformity and other available certifications can be downloaded from the site www.custom4u.it.



GUIDELINES FOR THE DISPOSAL OF THE PRODUCT

The crossed-out rubbish bin logo means that used electrical and electronic products shall NOT be mixed with unsorted municipal waste. For more detailed information about recycling of this product, refer to the instructions of your country for the disposal of these products.

- Do not dispose of this equipment as miscellaneous solid municipal waste, but arrange to have it collected separately.
- The re-use or correct recycling of the electronic and electrical equipment (EEE) is important in order to protect the environment and the wellbeing of humans.
- In accordance with European Directive WEEE 2012/19/EU, special collection points are available to which to deliver waste electrical and electronic equipment and the equipment can also be handed over to a distributor at the moment of purchasing a new equivalent type.
- The public administration and producers of electrical and electronic equipment are involved in facilitating the processes of the re-use and recovery of waste electrical and electronic equipment through the organisation of collection activities and the use of appropriate planning arrangements.
- Unauthorised disposal of waste electrical and electronic equipment is punishable by law with the appropriate penalties.
- For the waste sorting of the packaging materials, please check the local waste disposal laws.



The format used for this manual improves use of natural resources reducing the quantity of necessary paper to print this copy.

FCC STATEMENT
(FEDERAL COMMUNICATIONS COMMISSIONS).

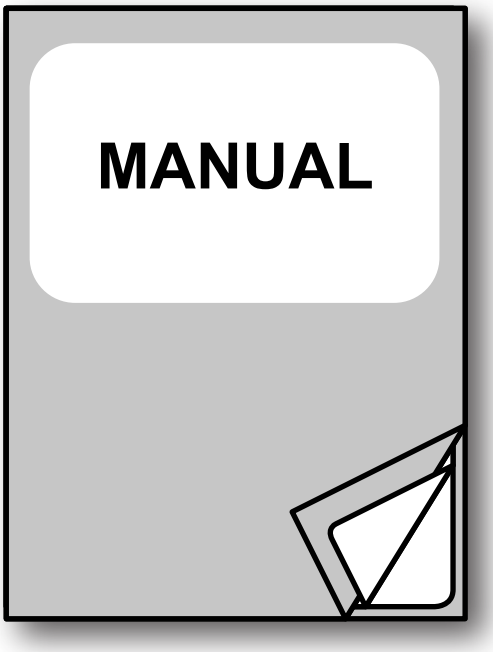
This note is valid only for device bringing FCC trademark.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:
The devices may not cause harmful interference.
The devices must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:
Reorient or relocate the receiving antenna.
Increase the separation between the equipment and receiver.
Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
Consult the dealer or an experienced radio/TV technician for help.

Modifications to this product not authorized by CUSTOM S.p.A. could void the FCC & Industry Canada regulations and negate your authority to operate the product.

This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.




For details on the commands,
refer to the manual with code **0577200M000090**

For further information about the use of "PrinterSet" tool
refer to the manual with code **78200000001800**

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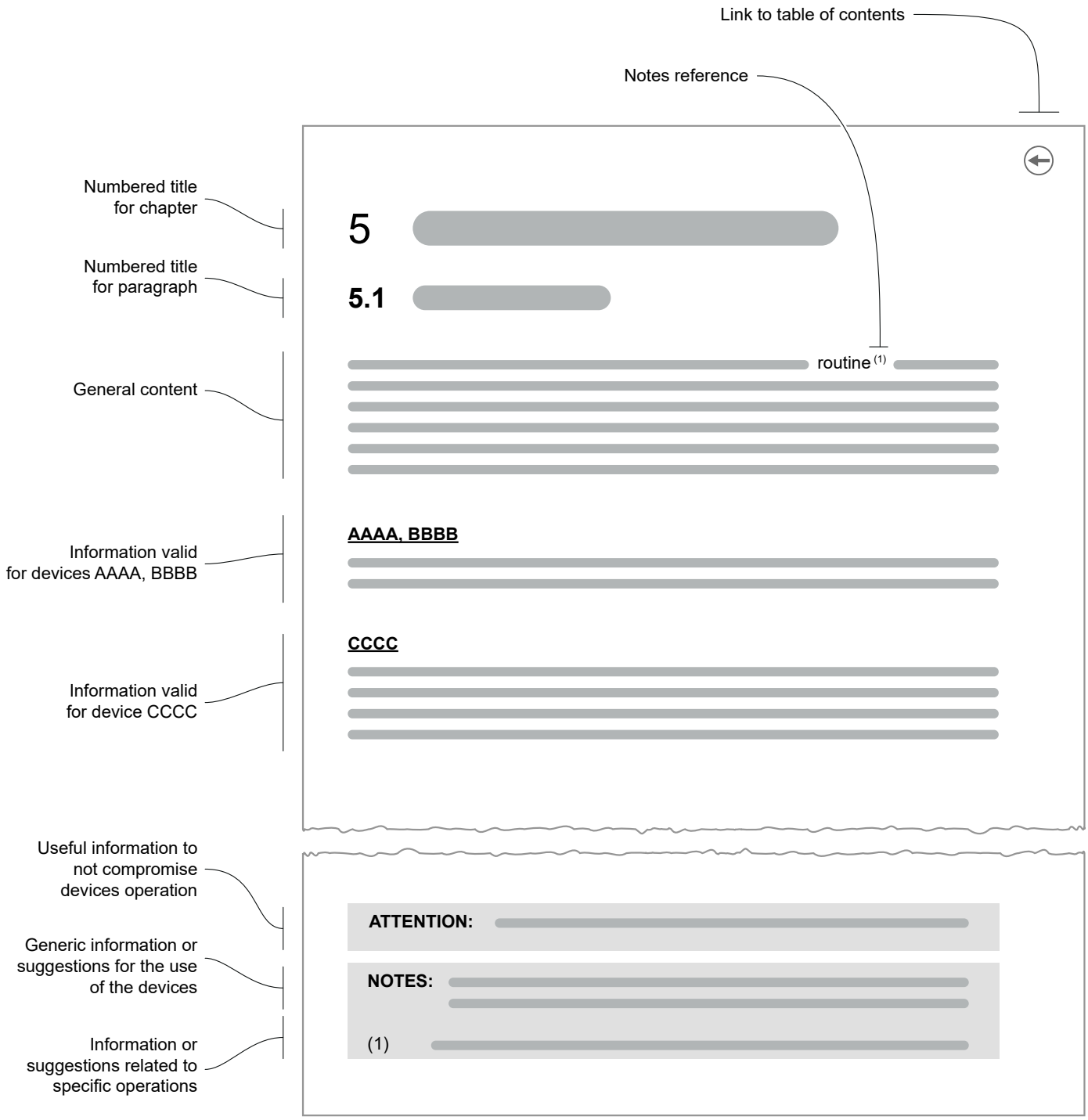
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# 1 INTRODUCTION

This document is divided into sections and chapters. Each chapter can be reached by the index at the beginning of this document. The index can be reached by the button on each page as shown in the diagram below.



# 2 IDENTIFICATION OF THE MODELS

| NOMENCLATURE | DESCRIPTION |
|---|---|
| VKP60 Compact | VKP60 base configuration with 200 dpi printhead |
| VKP60 Paper Mouth | VKP60 with illuminated bezel and with 200 dpi printhead |
| VKP60 Presenter | VKP60 with presenter group and with 200 dpi printhead |
| VKP60 Presenter LP | VKP60 with presenter group with configuration loop / present |
| VKP60 Presenter PR | VKP60 with presenter group with configuration present / retract |

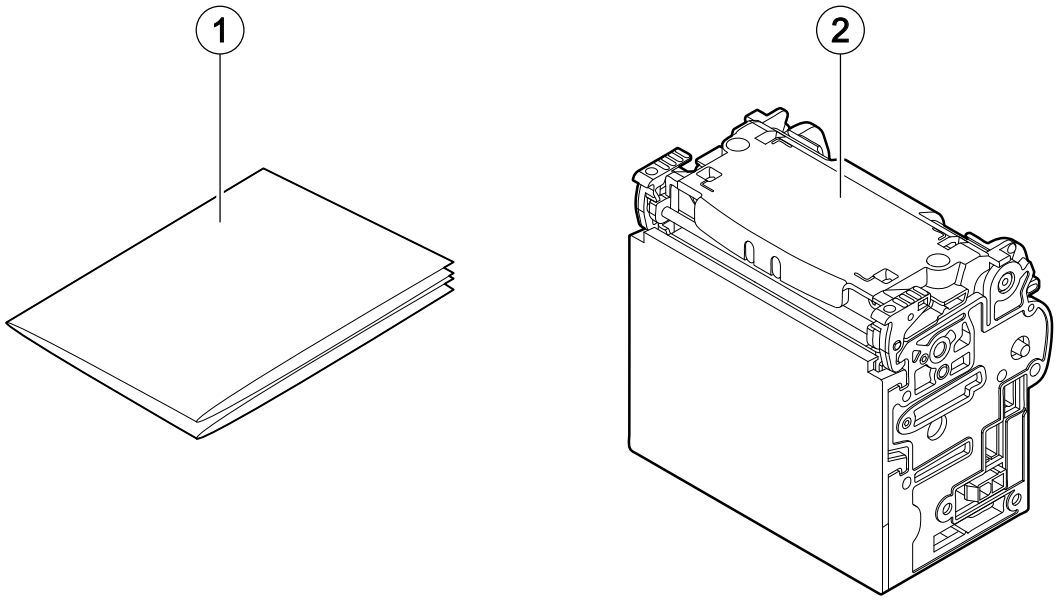
# 3 DESCRIPTION

## 3.1 Box contents

Remove all the box contents (see following figures) being careful not to damage the packing material so that it may be re-used if the device is to be transported in the future.
Make sure that all the components illustrated below are present and that there are no signs of damage. If there are, contact customer service.

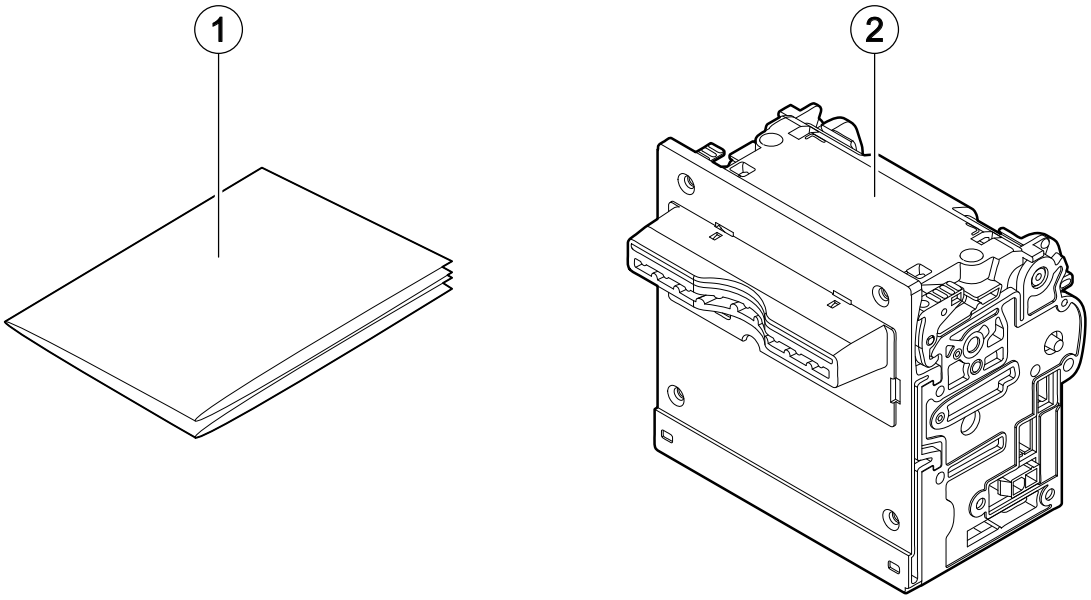
**VKP60 Compact**

1. Installation instruction sheet
2. Device



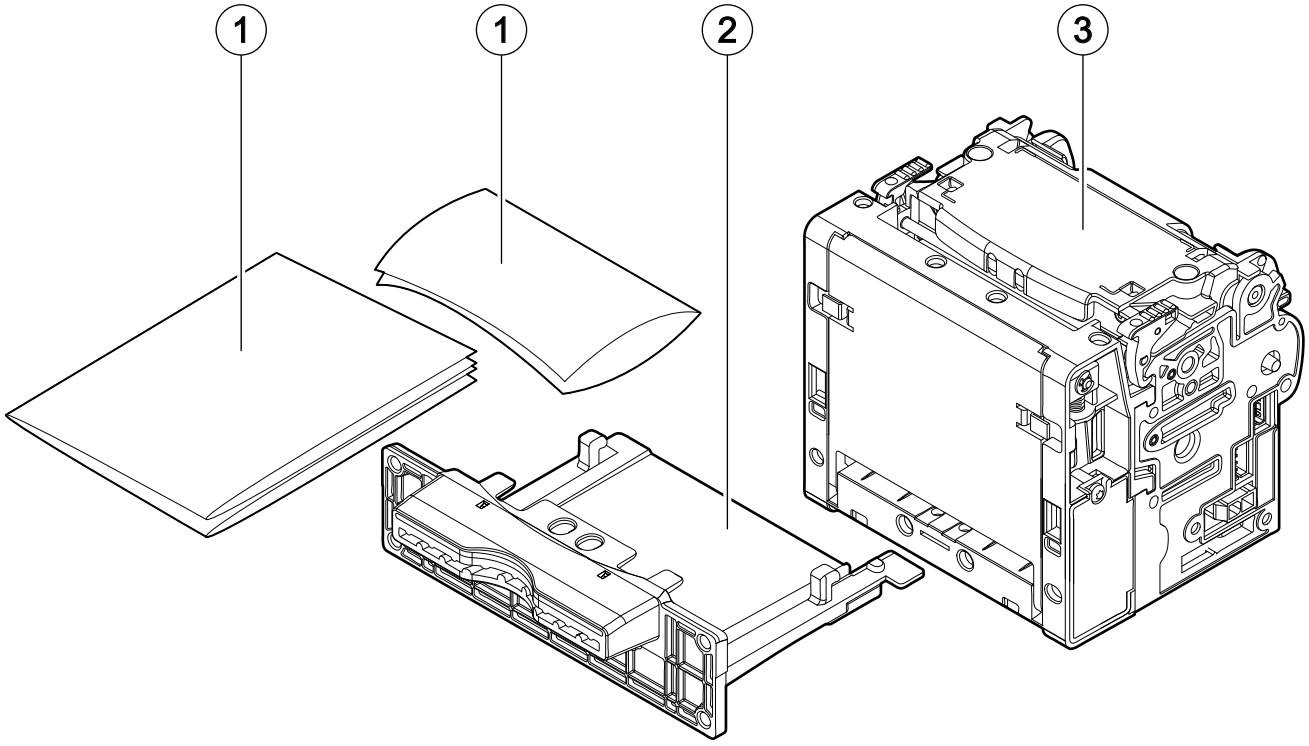

**VKP60 Paper Mouth**

1. Installation instruction sheet
2. Device



**VKP60 Presenter**

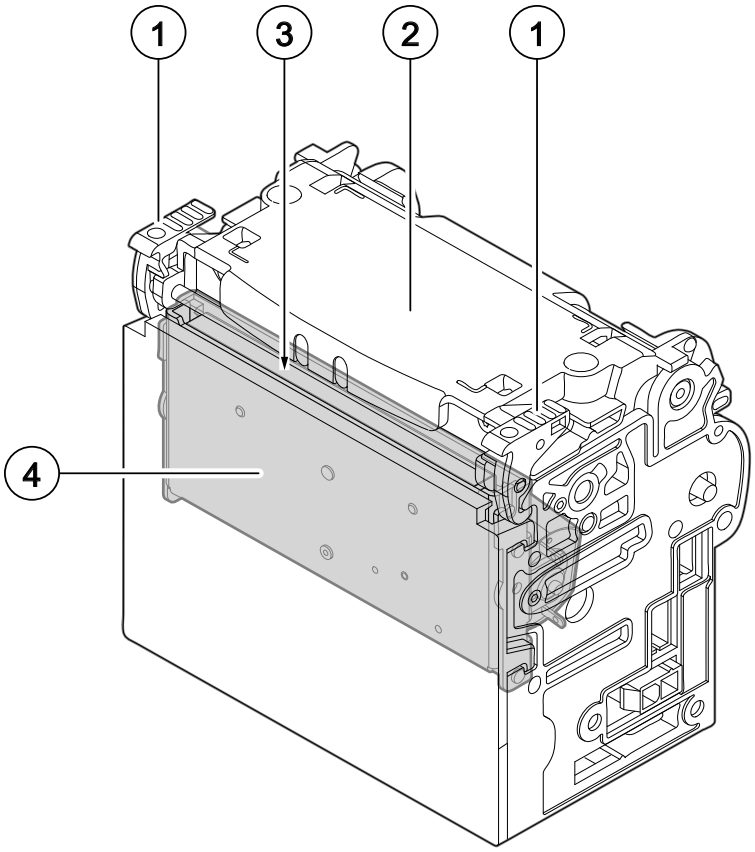
1. Documentation (warning sheet, installation instruction sheet)
2. Paper mouth
3. Device

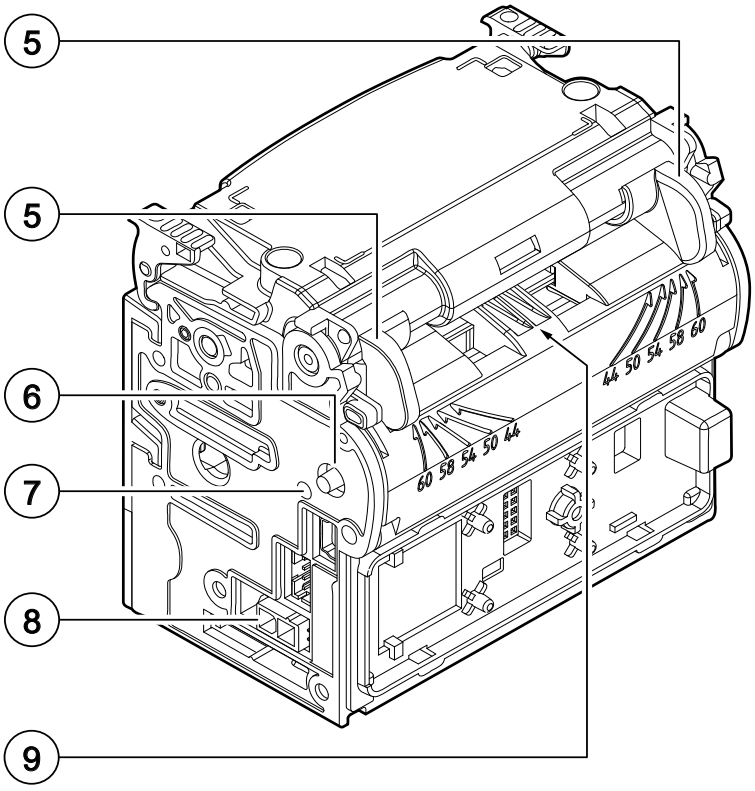


## 3.2 Device components: external views

**VKP60 Compact**

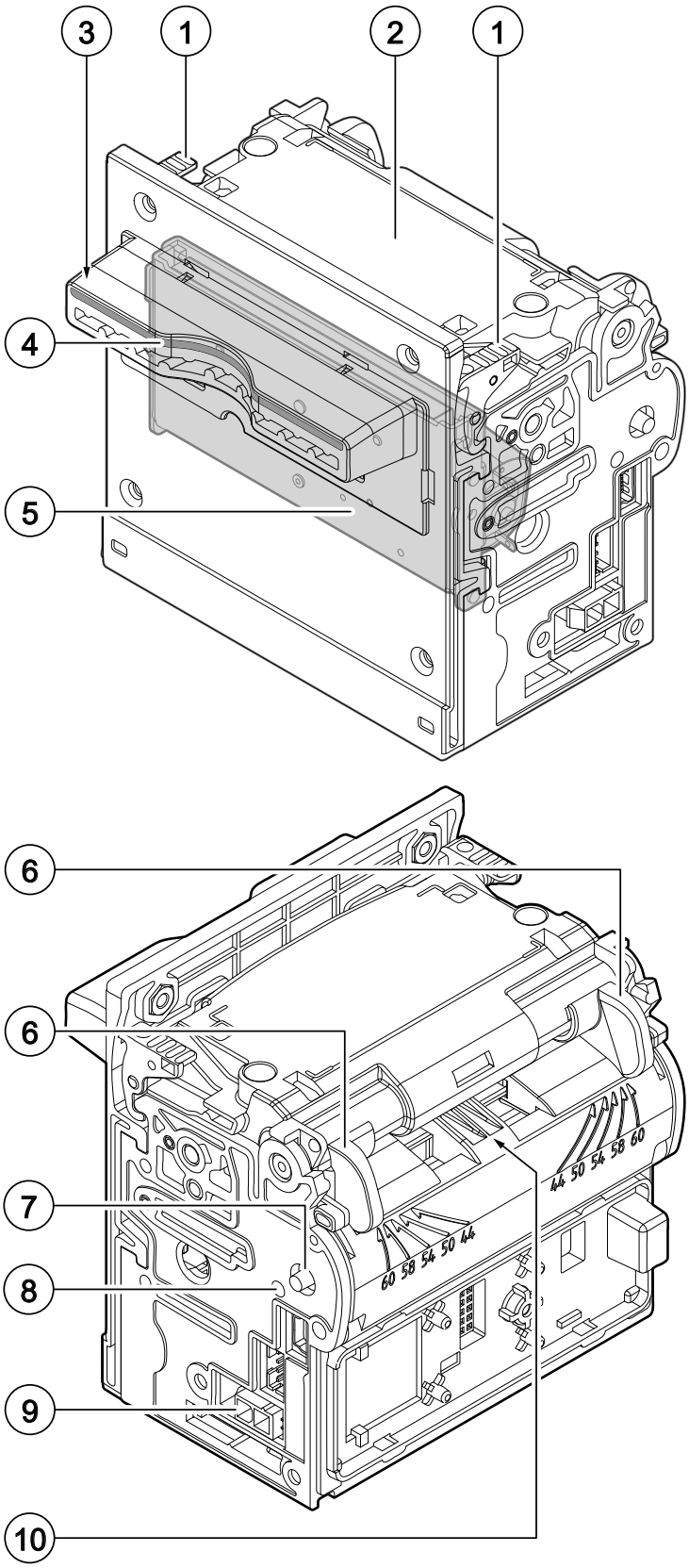
1. Opening lever for device cover
2. Device cover
3. Paper out
4. Autocutter
5. Adjustable cursor for paper in
6. FEED key
7. Status LED
8. Connectors panel
   (see paragraph 3.4)
9. Paper input



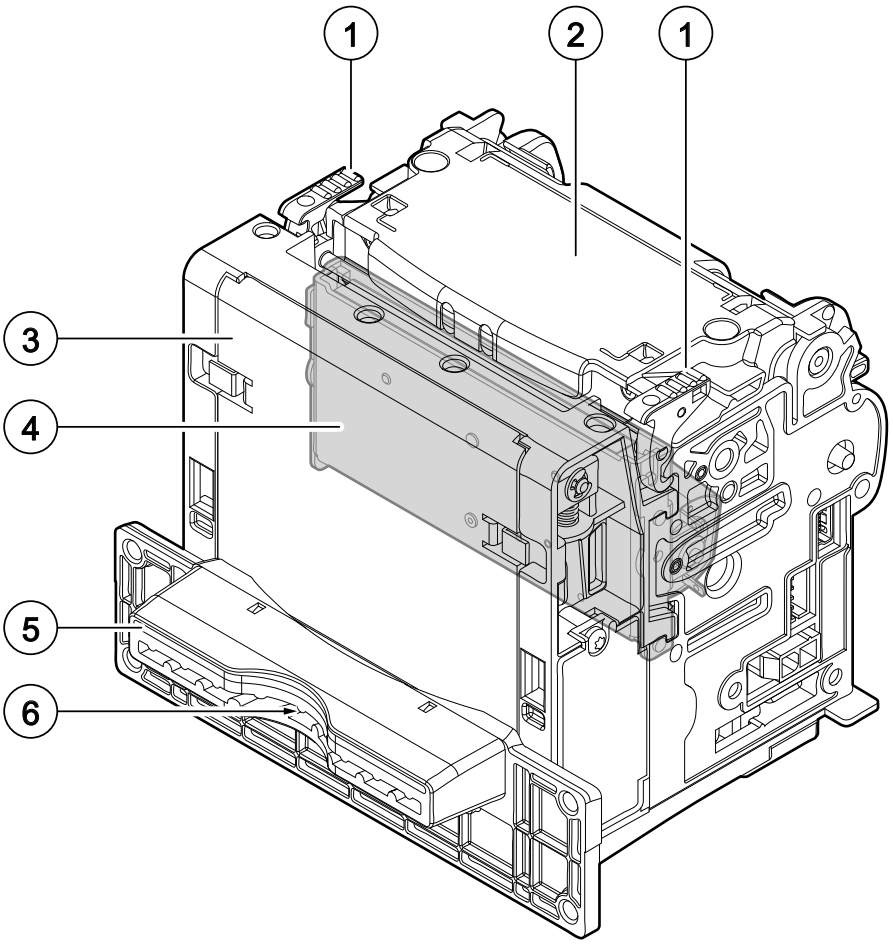
**VKP60 Paper Mouth**

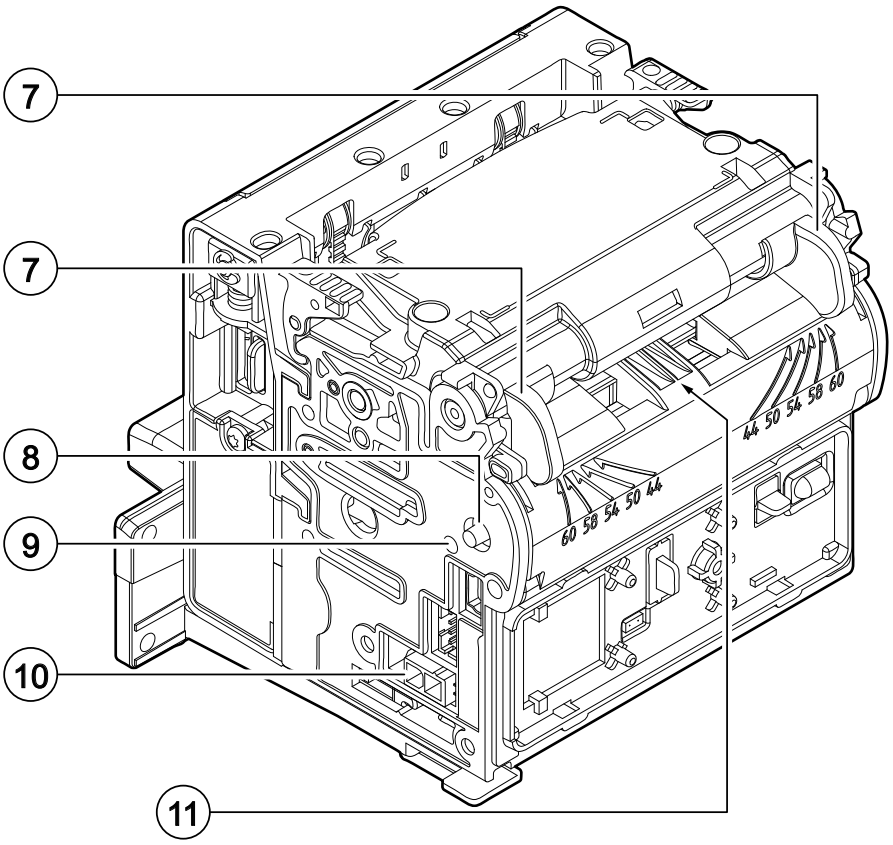
1. Opening lever for device cover
2. Device cover
3. Paper out
4. LED bar
5. Autocutter
6. Adjustable cursor for paper in
7. FEED key
8. Status LED
9. Connectors panel
   (see paragraph 3.4)
10. Paper input



**VKP60 Presenter LP**

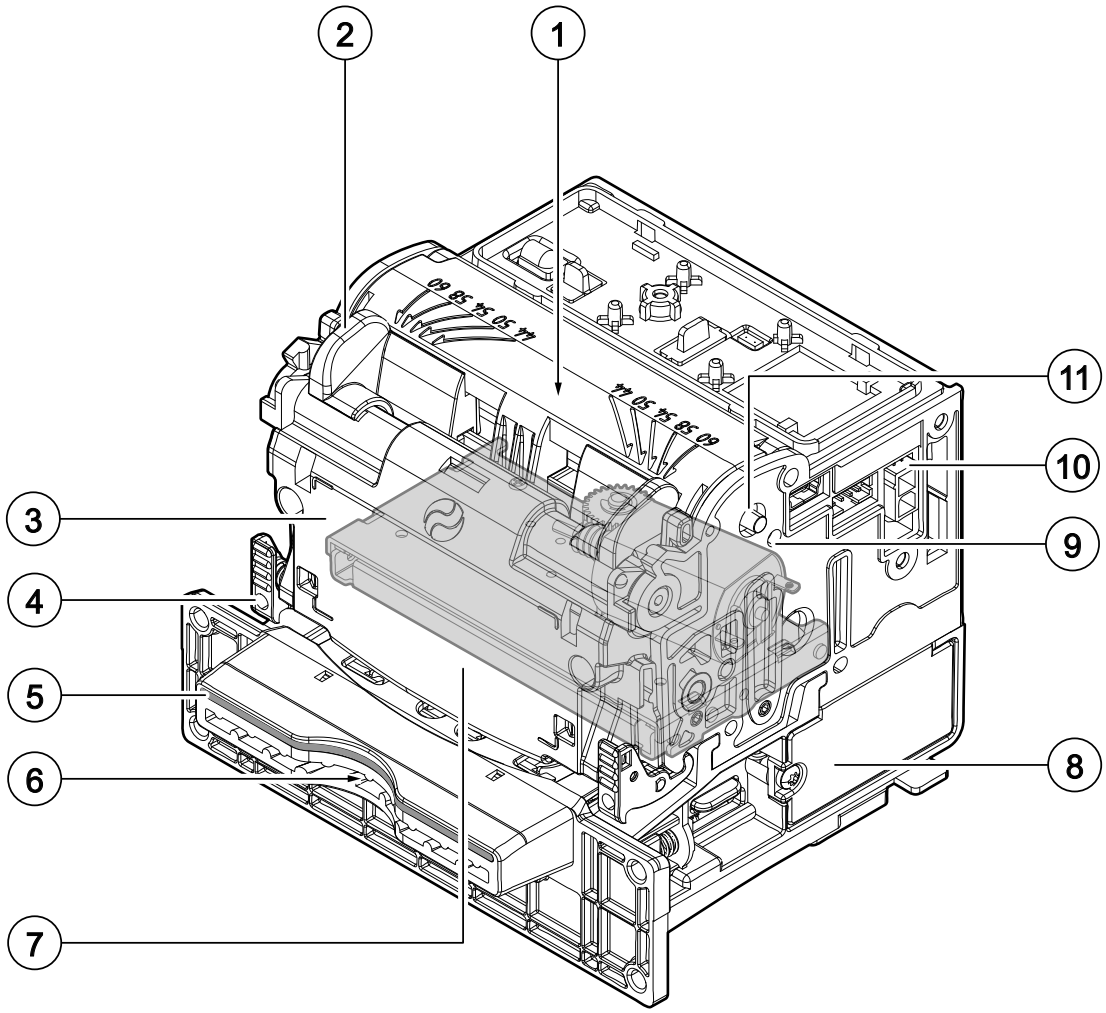
1. Opening lever for device cover
2. Device cover
3. Presenter group
4. Autocutter
5. LED bar
6. Paper out
7. Adjustable cursor for paper in
8. FEED key
9. Status LED
10. Connectors panel
    (see paragraph 3.4)
11. Paper input



**VKP60 Presenter PR**

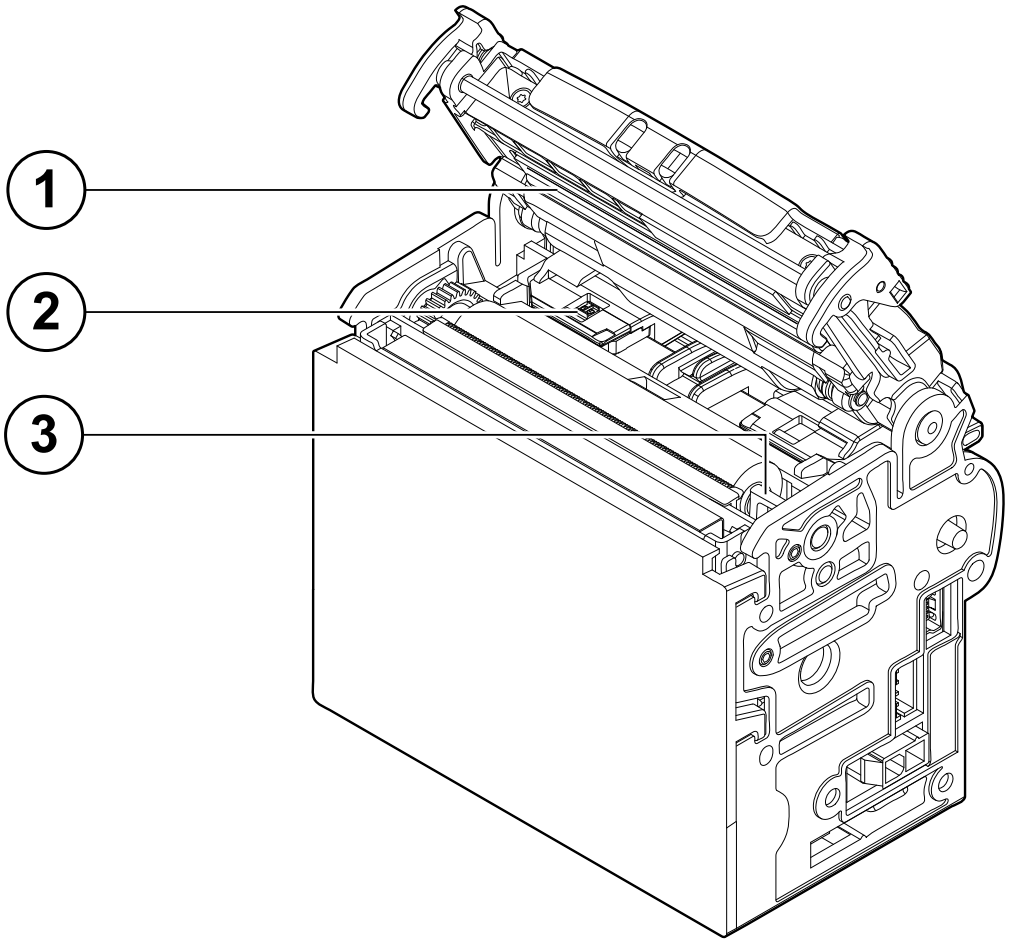
1. Paper input
2. Adjustable cursor for paper in
3. Device cover
4. Opening lever for device cover
5. LED bar
6. Paper out
7. Autocutter
8. Presenter group
9. Status LED
10. Connectors panel
    (see paragraph 3.4)
11. FEED key



## 3.3 Device components: internal views

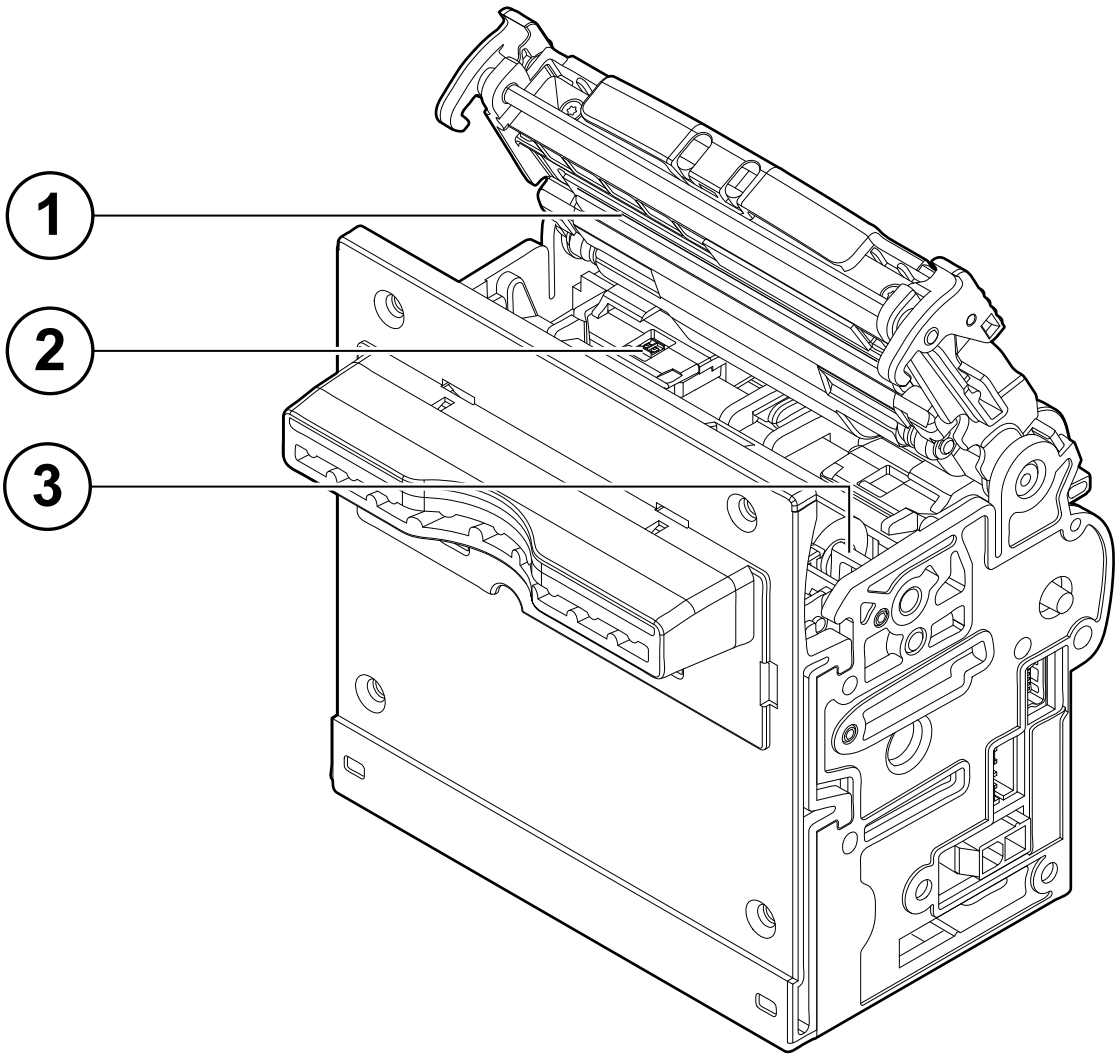
**VKP60 Compact**

1. Printhead with temperature sensor
2. Sensor for detecting paper in presence
3. Sensor for cover opening detection



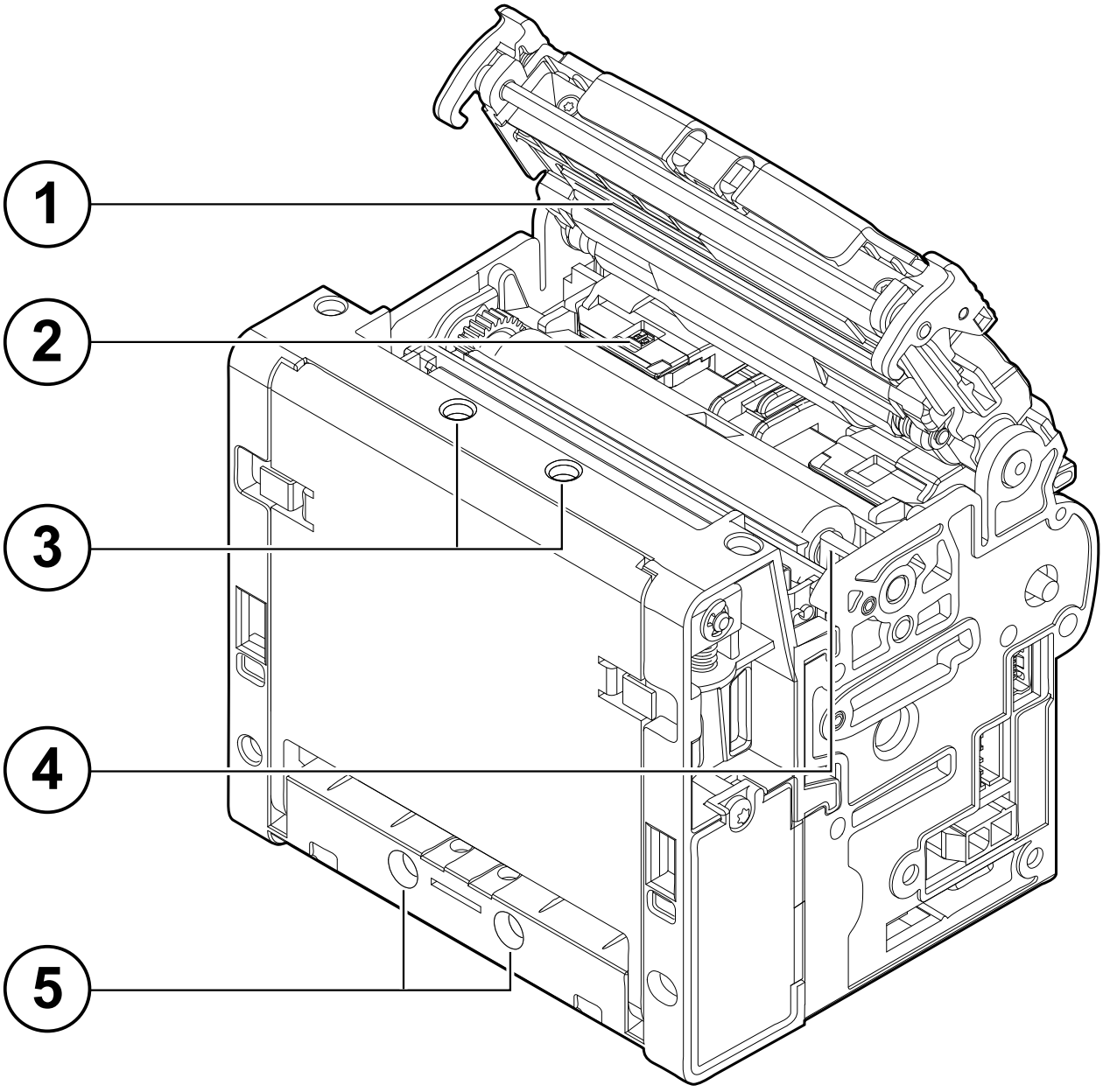
**VKP60 Paper Mouth**

1. Printhead with temperature sensor
2. Sensor for detecting paper in presence
3. Sensor for cover opening detection



**VKP60 Presenter**

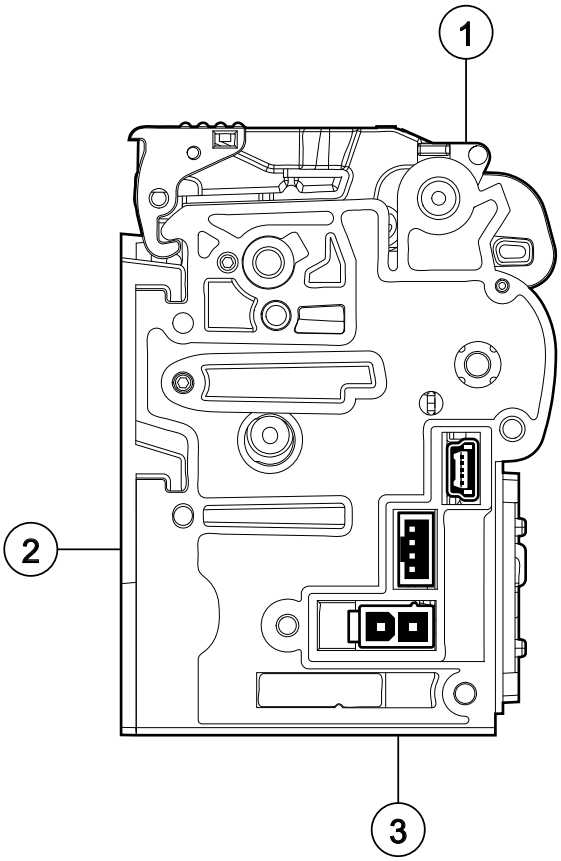
1. Printhead with temperature sensor
2. Sensor for detecting paper in presence and the black mark on the non thermal side of paper
3. Sensors for detecting loop/ticket in the presenter (VKP60 Presenter LP)
3. Sensors for detecting paper presence in output (VKP60 Presenter PR)
4. Sensor for cover opening detection
5. Sensors for detecting paper presence in output (VKP60 Presenter LP)
5. Sensors for detecting paper presence in the presenter (VKP60 Presenter PR)



# 3.4 Device components: connectors panel

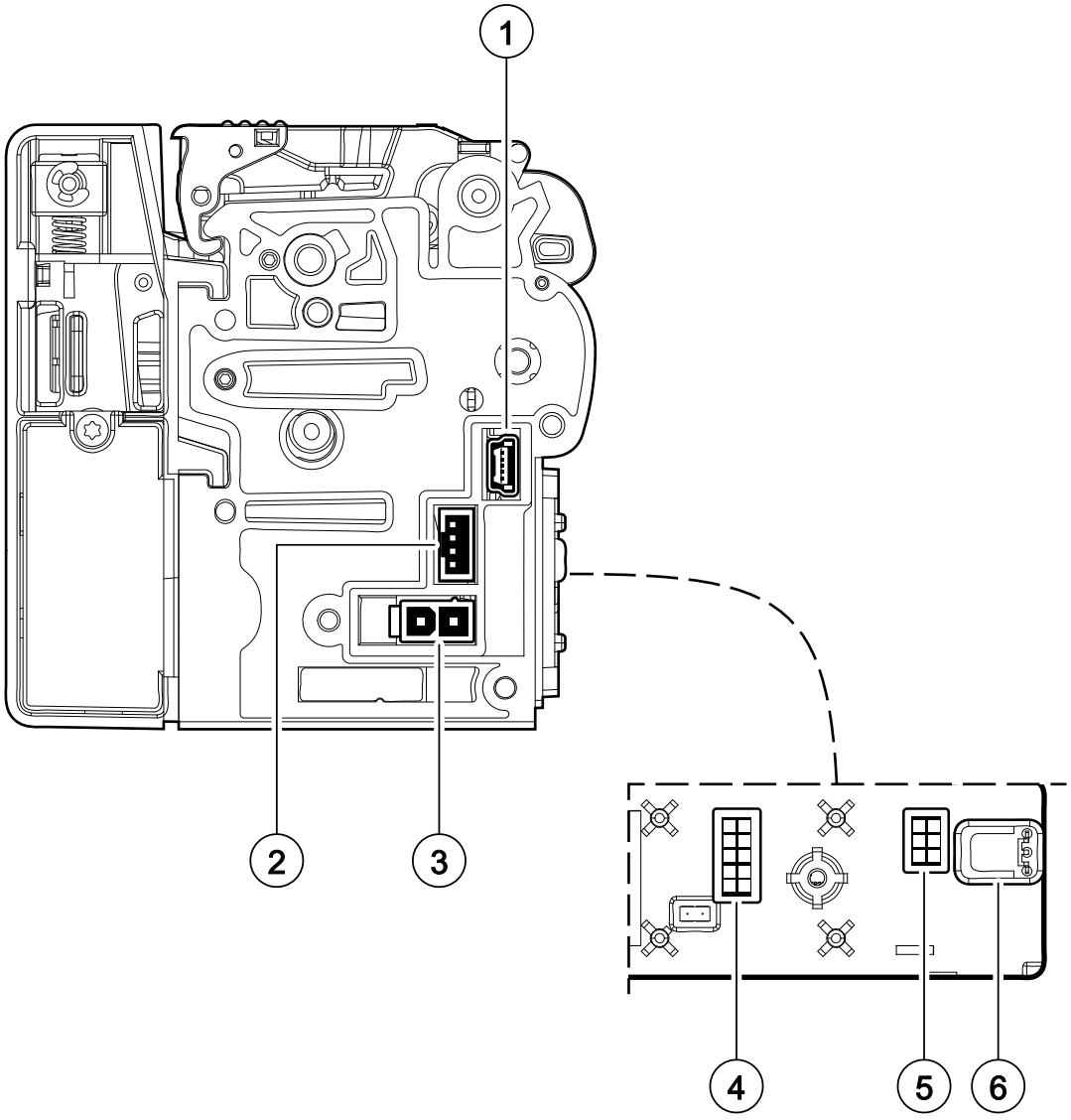
**VKP60 Compact, VKP60 Paper Mouth**

1. MINI-USB port (type B)
2. External low paper connector
3. Power supply port



**VKP60 Presenter**

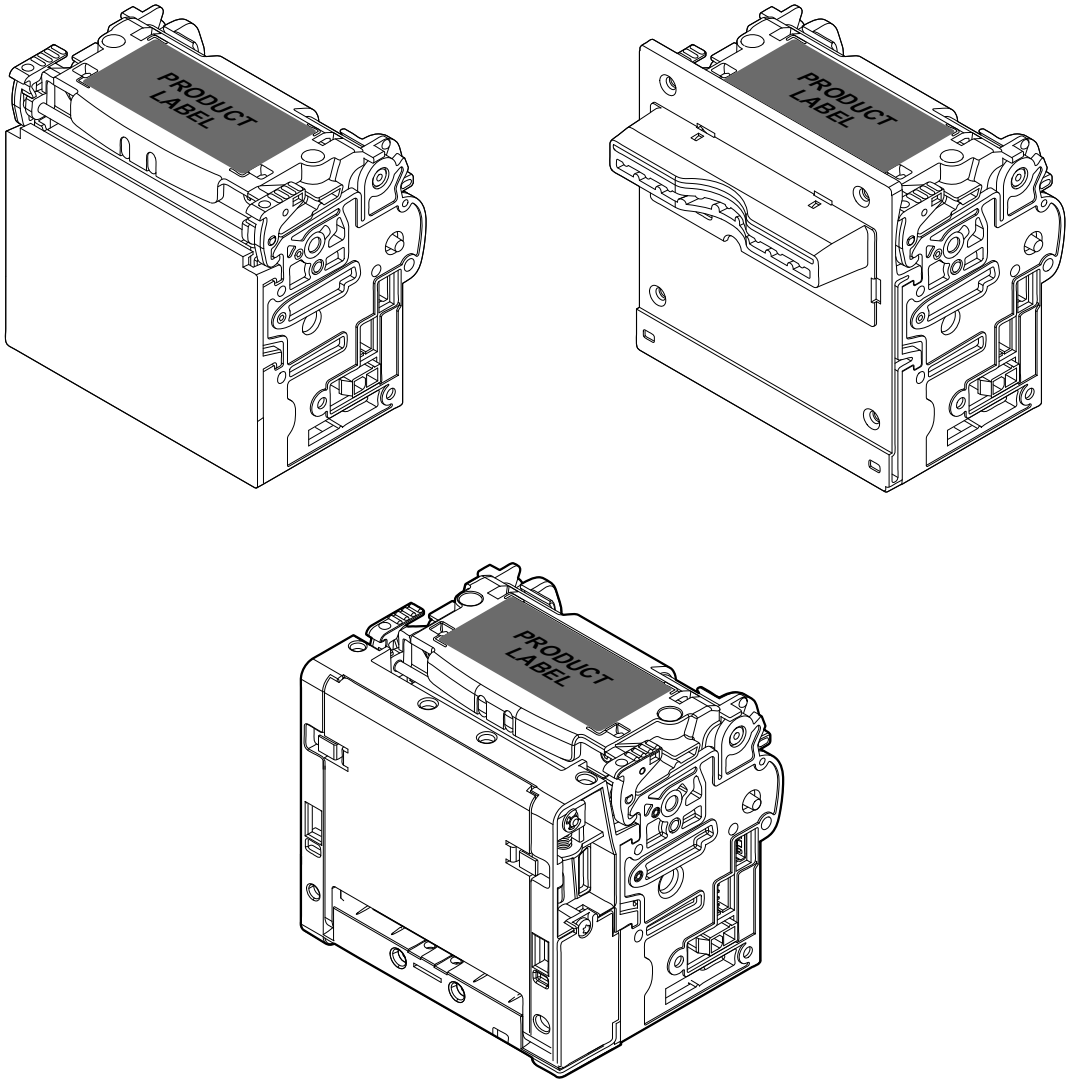
1. MINI-USB port (type B)
2. External low paper connector
3. Power supply port
4. Port for RS232 dongle and Ethernet dongle (optional)
5. Port for power adapter VIN 12 V dongle (optional)
6. Infrared receiver for wireless roll holder (optional)



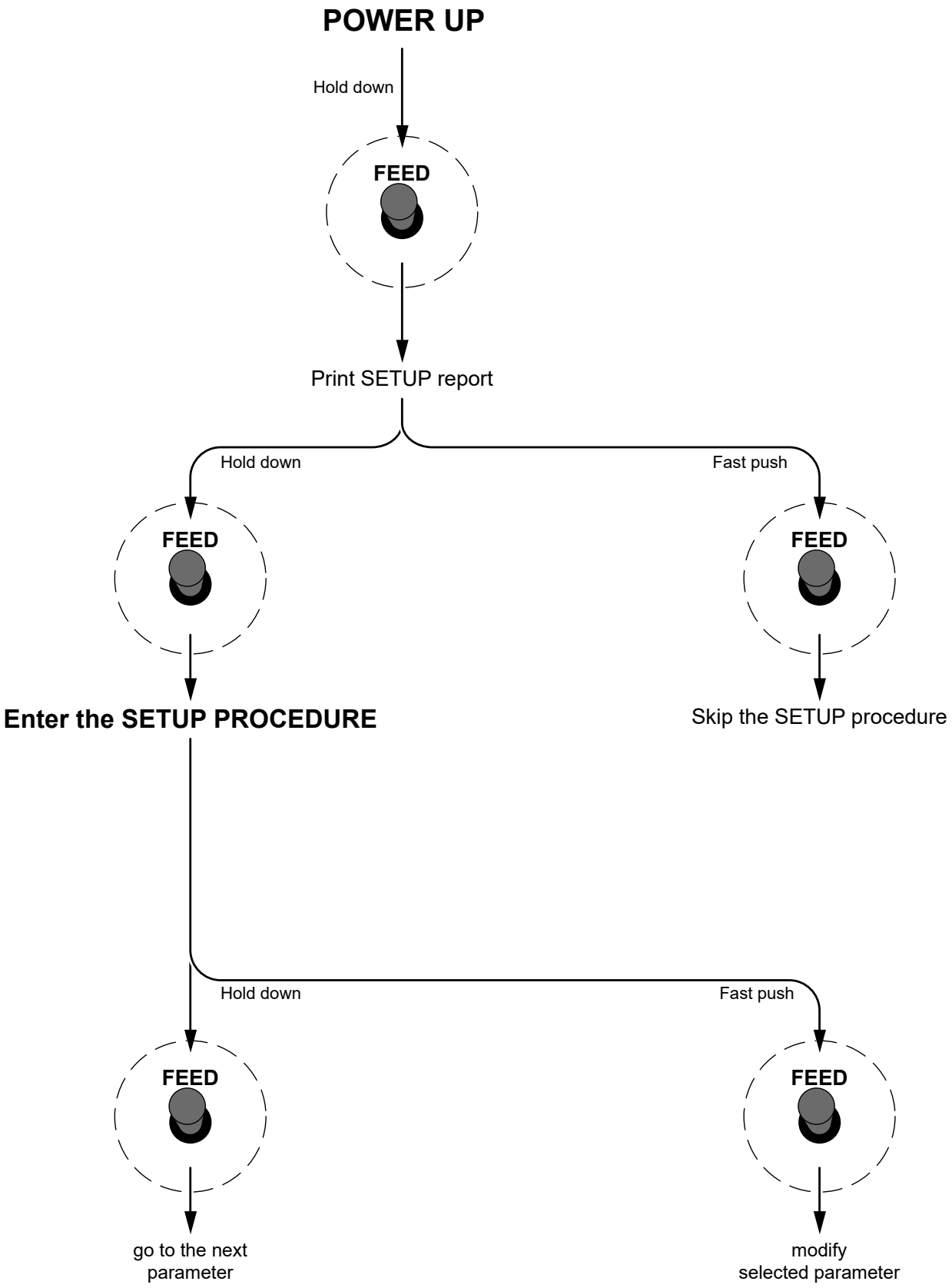
# 3.5 Product label

The main data used to identify the machine are shown on the label attached to the bottom of the device.
In particular, it shows the electrical data for the connection to a power source. It also shows the product code, the serial number and the hardware revision (R).

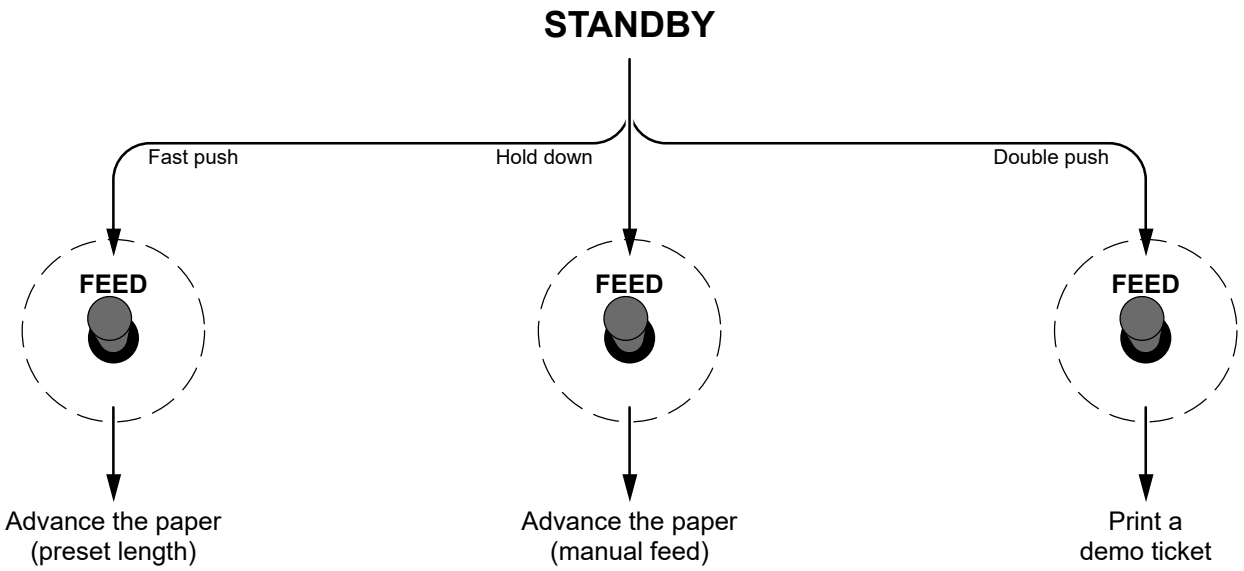


## 3.6 Key functions: power up



## 3.7 Key functions: standby



## 3.8 Status messages

The status LED indicates hardware status of device. Given in the table below are the various LED signals and the corresponding device status.

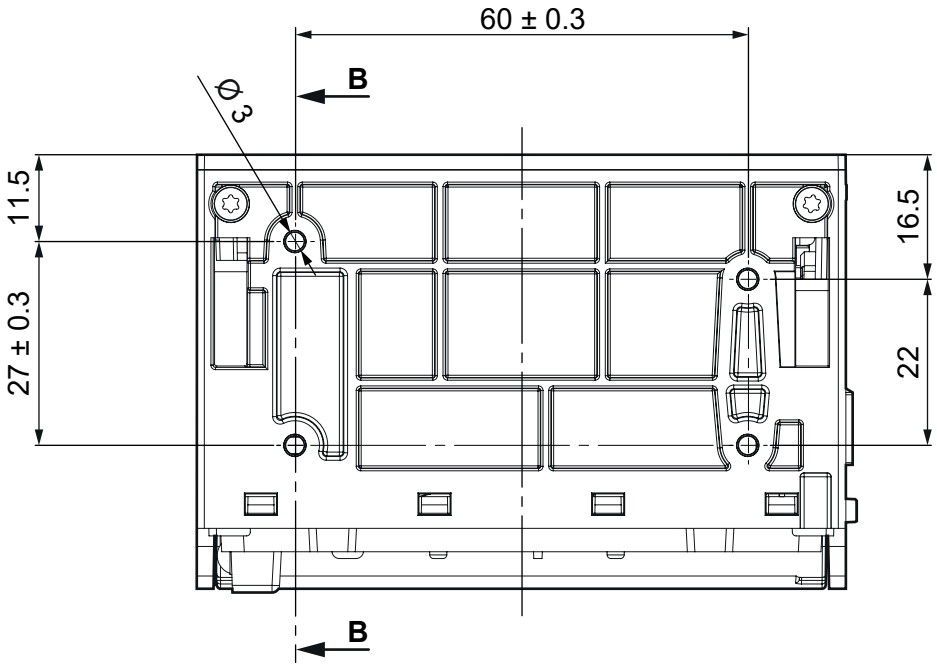
| STATUS LED | | DESCRIPTION |
|---|---|---|
| - | OFF | DEVICE OFF |
| GREEN | ON | DEVICE ON: NO ERROR |
| GREEN<br>COMMUNICATION<br>STATUS | x 1 | RECEIVE DATA |
| | x 2 | RECEPTION ERRORS<br>(PARITY, FRAME ERROR, OVERRUN ERROR) |
| | x 3 | COMMAND NOT RECOGNIZED |
| | x 4 | COMMAND RECEPTION TIME OUT |
| YELLOW<br>RECOVERABLE<br>ERROR | x 2 | PRINTHEAD OVERHEATED |
| | x 3 | PAPER END |
| | x 4 | PAPER JAM |
| | x 5 | POWER SUPPLY VOLTAGE INCORRECT |
| | x 6 | COVER OPEN |
| RED<br>UNRECOVERABLE<br>ERROR | x 3 | RAM ERROR |
| | x 4 | EEPROM ERROR |
| | x 5 | AUTOCUTTER ERROR |

# 4 INSTALLATION

## 4.1 Fastening

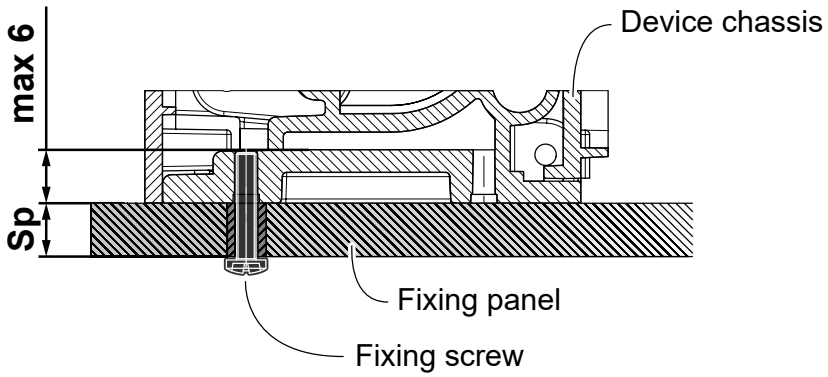
**VKP60 Compact**

The device is provided with four fixing holes on the bottom of device (see following figure).
All the dimensions shown in following figures are in millimetres.
To fasten the device on a panel, use four M3 screws.




It's very important to consider the screws length not to damage the internal components placed near the fixing holes (see following figure).

### Section B-B

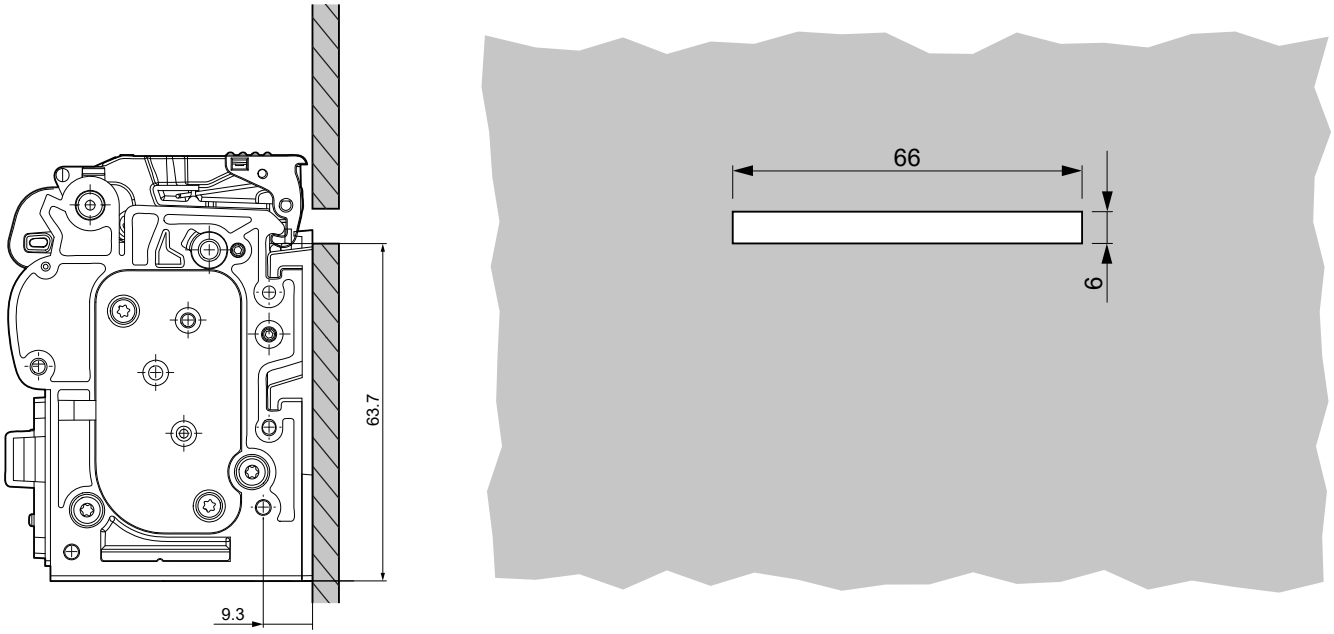



The screw length (L) will be calculated according to the thickness of the panel (Sp) on which the device is fixed, as follows:

$$L \leq 6 \text{ mm} + Sp$$

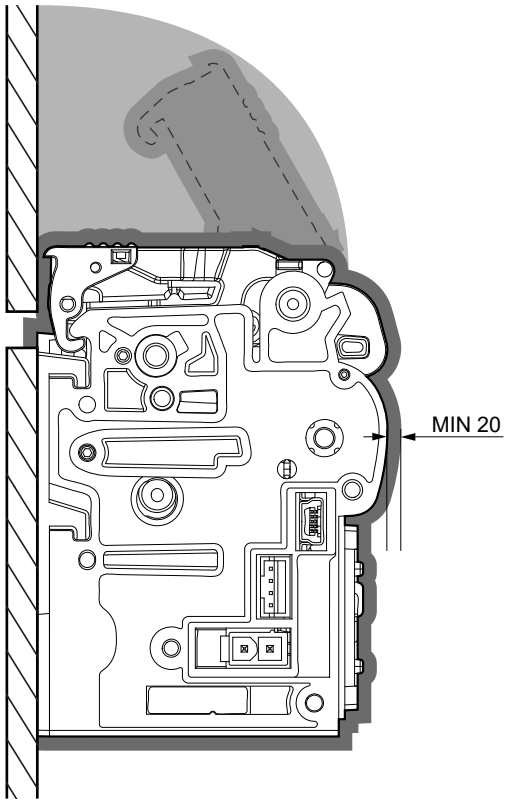
For example, if panel thickness is 10 mm (Sp = 10 mm), the maximum length for screws will be 16 mm.

Additionally, the front panel must provide an opening for the paper output that meets the following measures (in millimetres).



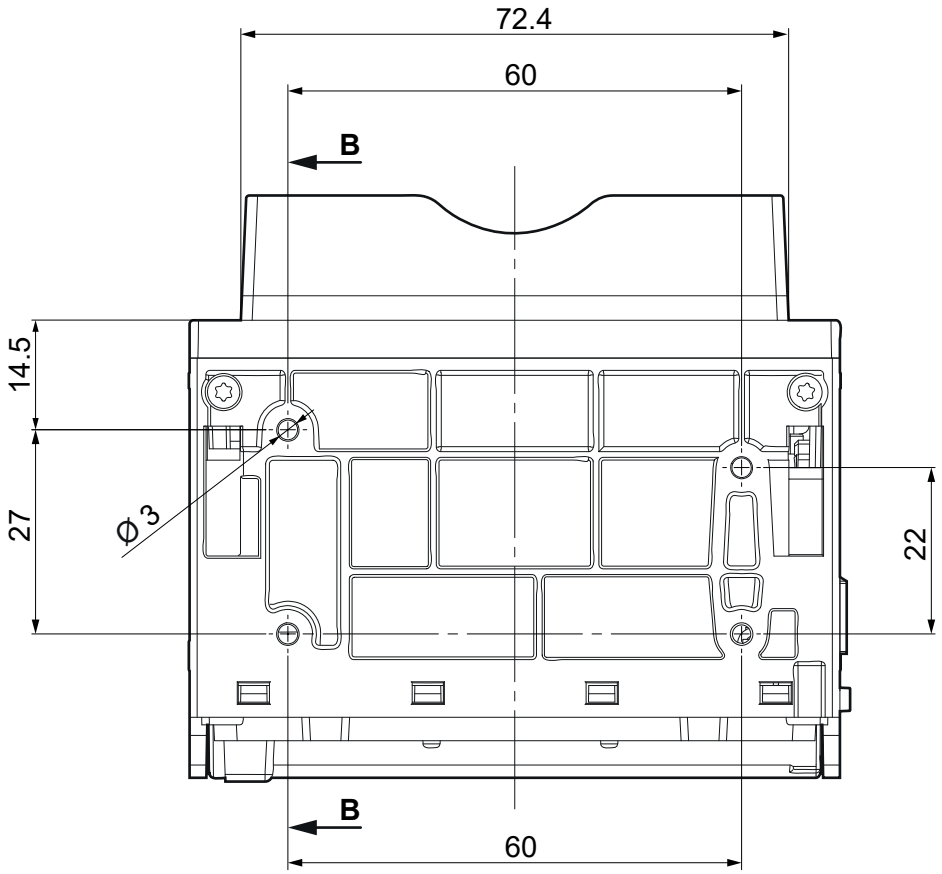

ATTENTION: Correctly prepare the fixing holes for screws and the drilling for the paper mouth in order to avoid deformation and torsion of the device or its components which could compromise its operation.

When you place the device in the operating position, make sure to leave the proper free space around the device of at least 20 mm, also considering the space for opening the device cover so to not compromise operation and maintenance. Refer to paragraph 9.3 for models dimensions.



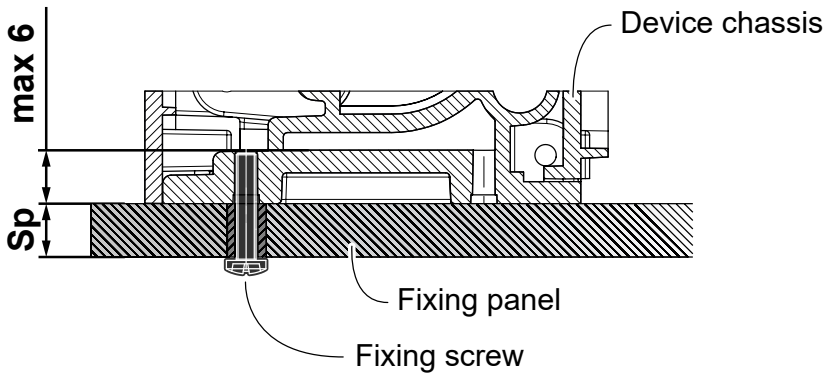
**VKP60 Paper Mouth**

The device is provided with four fixing holes on the bottom of device (see following figure).
All the dimensions shown in following figures are in millimetres.
To fasten the device on a panel, use four M3 screws.




It's very important to consider the screws length not to damage the internal components placed near the fixing holes (see following figure).

## Section B-B



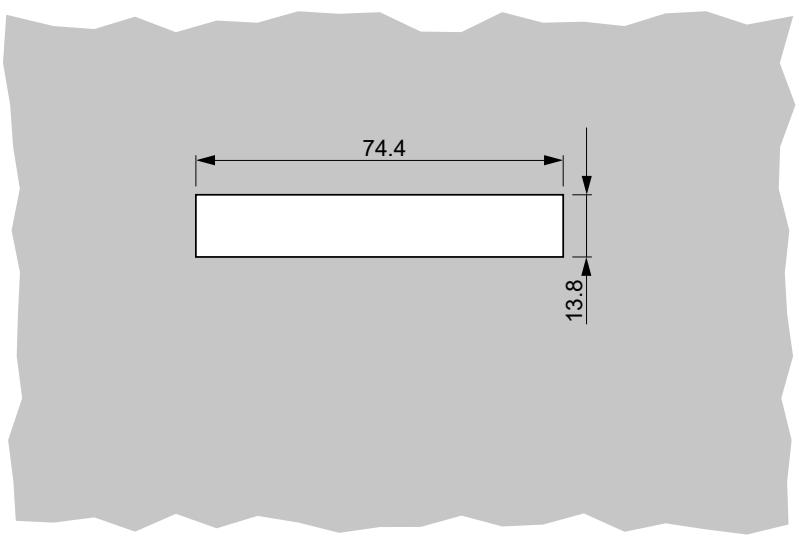

The screw length (L) will be calculated according to the thickness of the panel (Sp) on which the device is fixed, as follows:

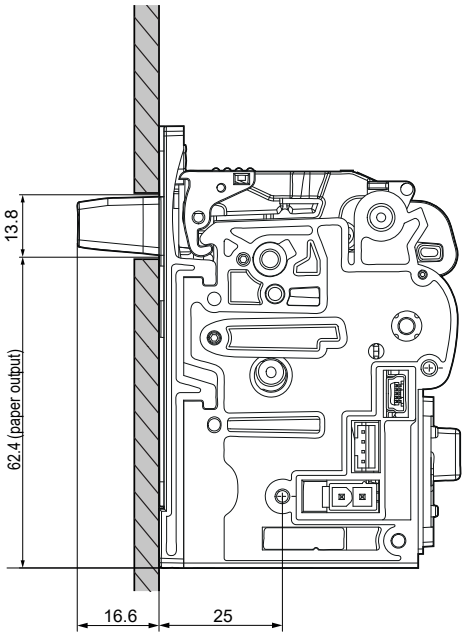
$$L \leq 6 \text{ mm} + Sp$$

For example, if panel thickness is 10 mm (Sp = 10 mm), the maximum length for screws will be 16 mm.

To fix the device to a front panel it is necessary to use the TG2460HIII compatibility plate code 976NA010000004 supplied as an accessory (see paragraph 9.9).

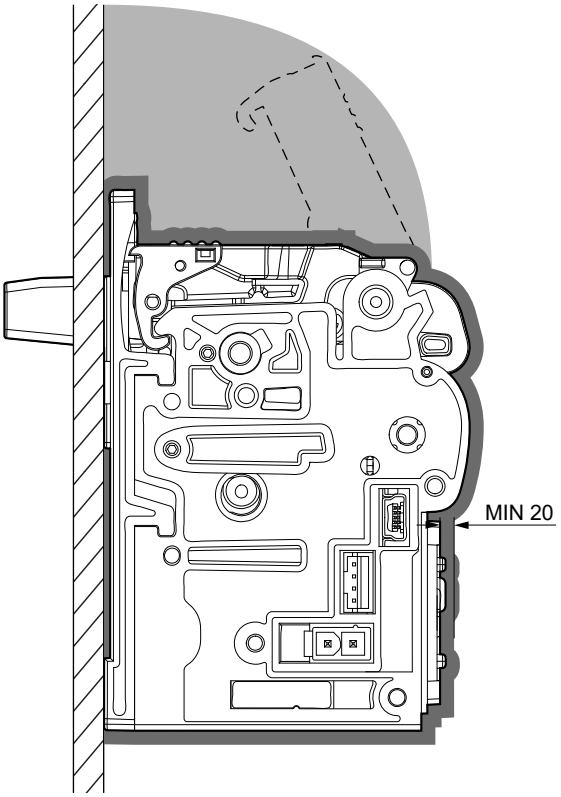
Additionally, the front panel must provide an opening for the paper output that meets the following measures (in millimetres).



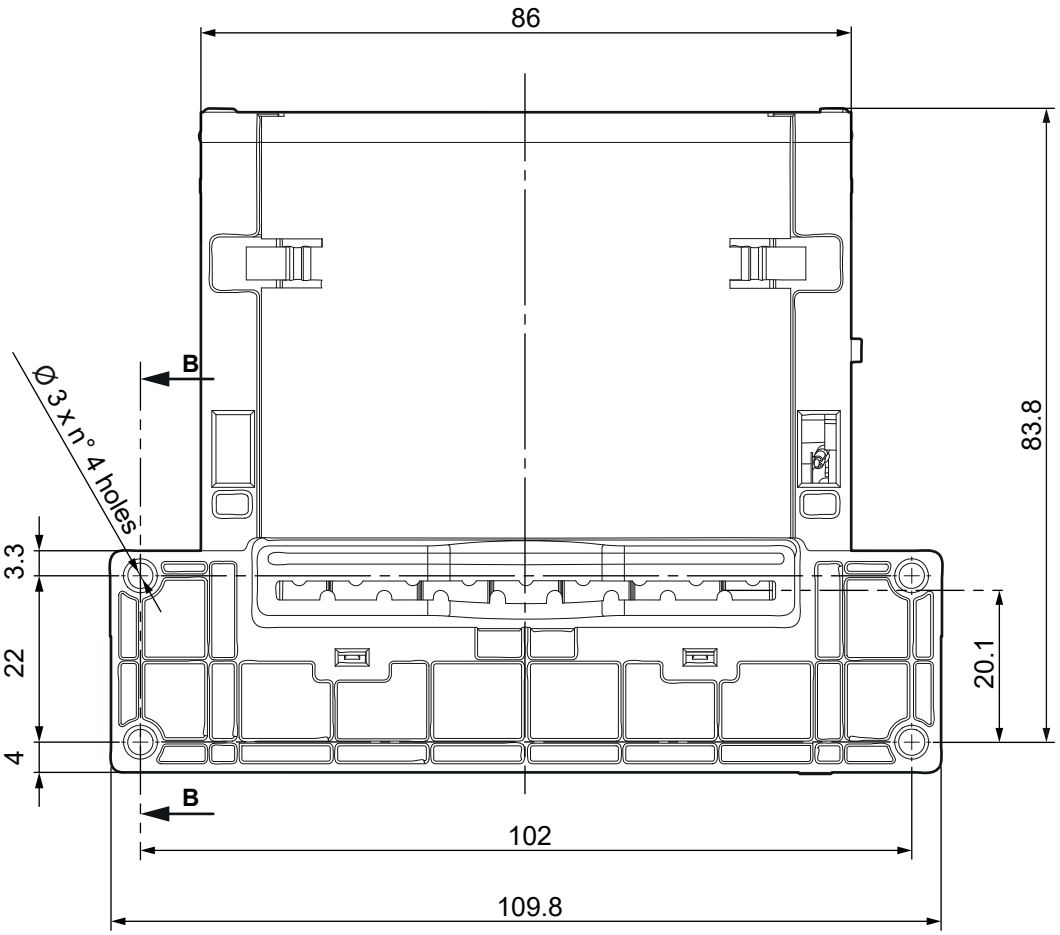

ATTENTION: Correctly prepare the fixing holes for screws and the drilling for the paper mouth in order to avoid deformation and torsion of the device or its components which could compromise its operation.

When you place the device in the operating position, make sure to leave the proper free space around the device of at least 20 mm, also considering the space for opening the device cover so to not compromise operation and maintenance. Refer to paragraph 9.3 for models dimensions.



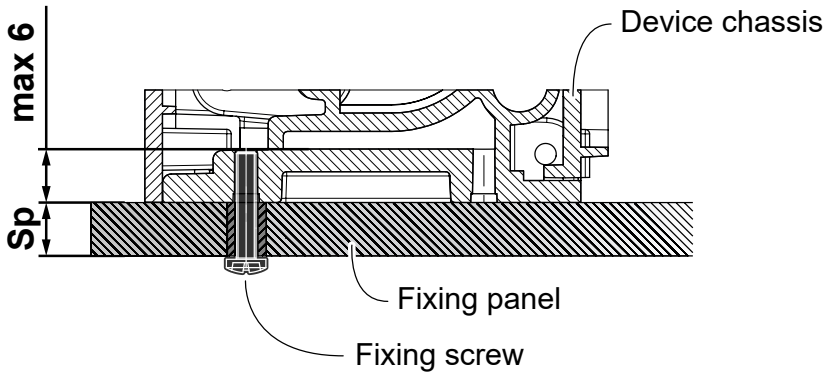
**VKP60 Presenter LP**

The device is provided with four fixing holes on the paper feed slide at the bottom (see following figure).
All the dimensions shown in following figures are in millimetres.
To fasten the device on a panel, use four M3 screws.




It's very important to consider the screws length not to damage the internal components placed near the fixing holes (see following figure).

## Section B-B

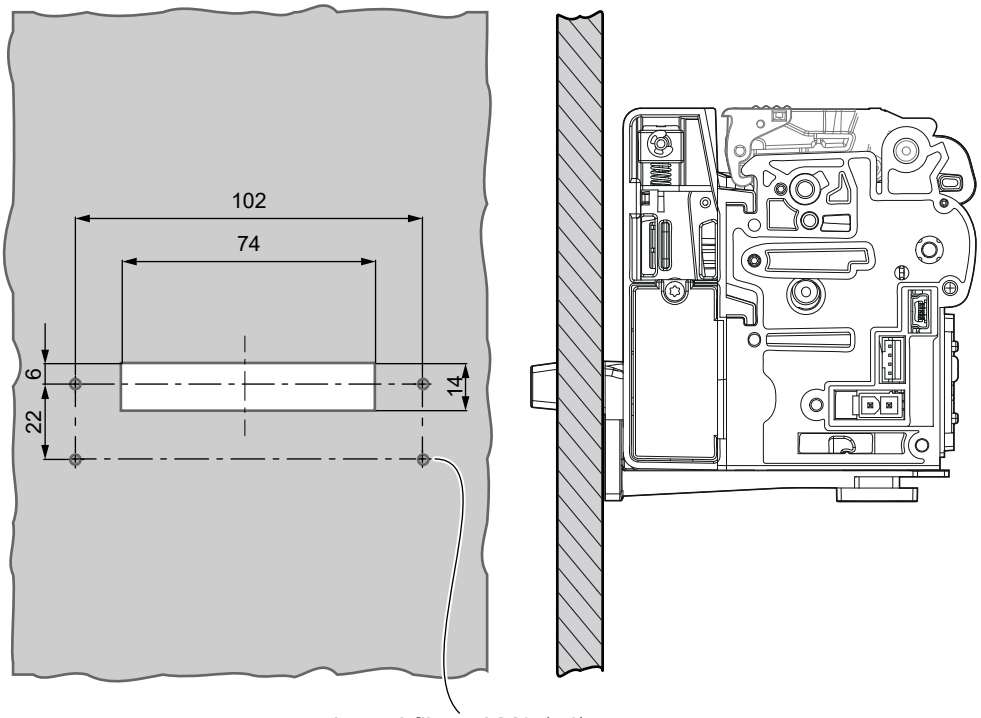



The screw length (L) will be calculated according to the thickness of the panel (Sp) on which the device is fixed, as follows:

$$L \leq 6 \text{ mm} + Sp$$

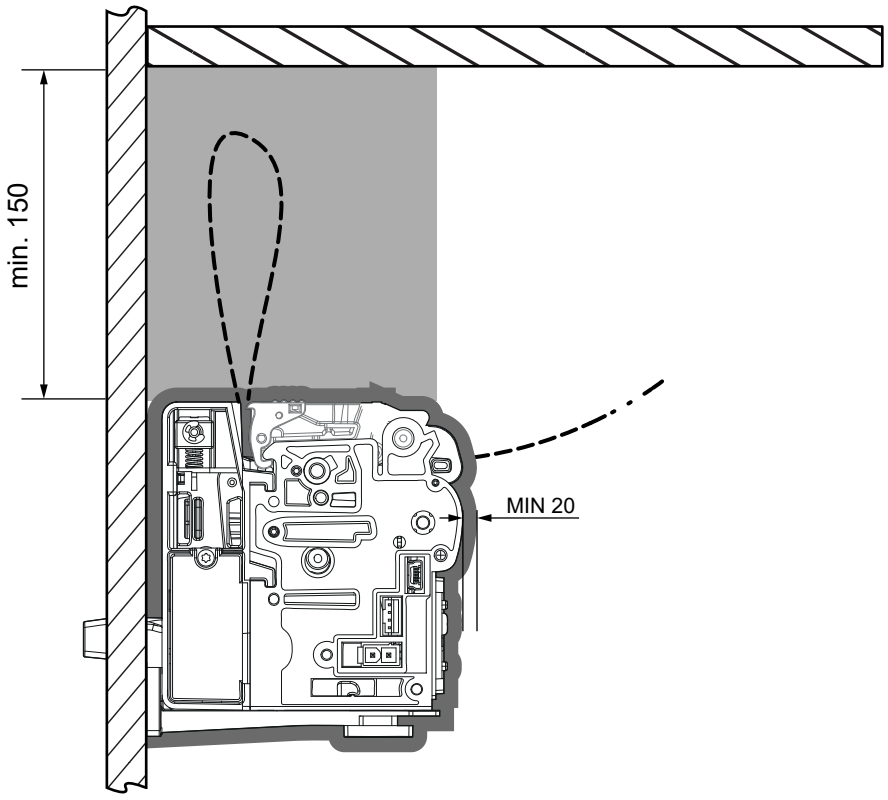
For example, if panel thickness is 10 mm (Sp = 10 mm), the maximum length for screws will be 16 mm.

Additionally, the front panel must provide an opening for the paper output that meets the following measures (in millimetres).



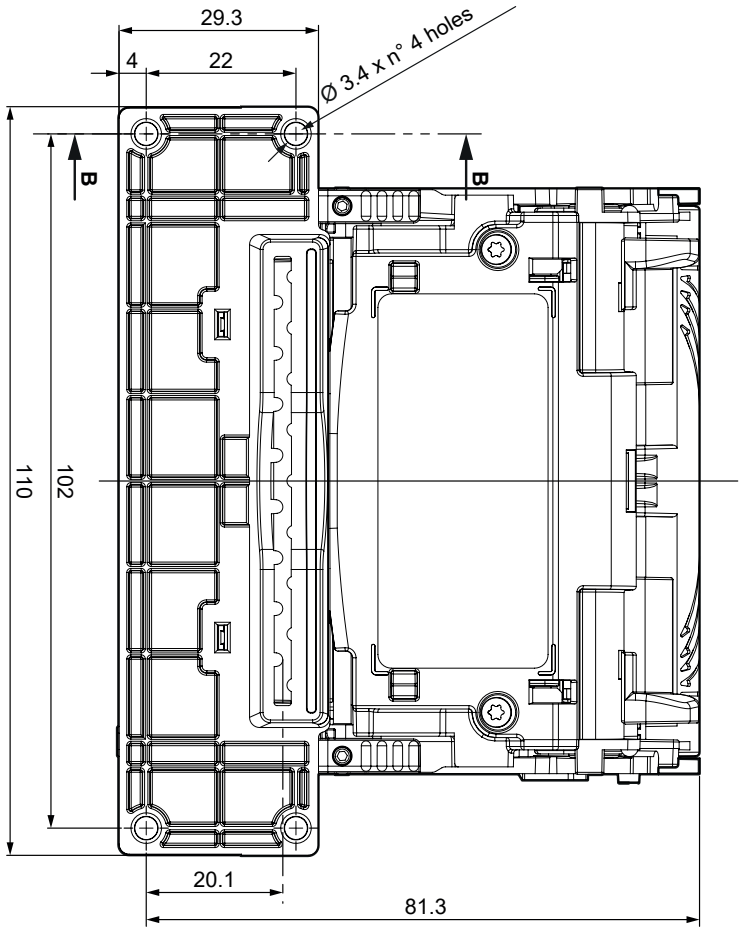

ATTENTION: Correctly prepare the fixing holes for screws and the drilling for the paper mouth in order to avoid deformation and torsion of the device or its components which could compromise its operation.

When you place the device in the operating position, make sure to leave the proper free space around the device of at least 20 mm, also considering the space for opening the device cover so to not compromise operation and maintenance. Refer to paragraph 9.3 for models dimensions.



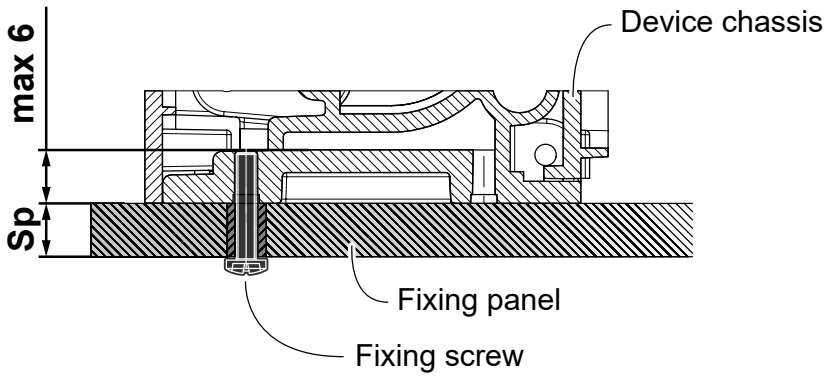
**VKP60 Presenter PR**

The device is provided with four fixing holes on the paper feed slide at the bottom (see following figure).
All the dimensions shown in following figures are in millimetres.
To fasten the device on a panel, use four M3 screws.




It's very important to consider the screws length not to damage the internal components placed near the fixing holes (see following figure).

## Section B-B

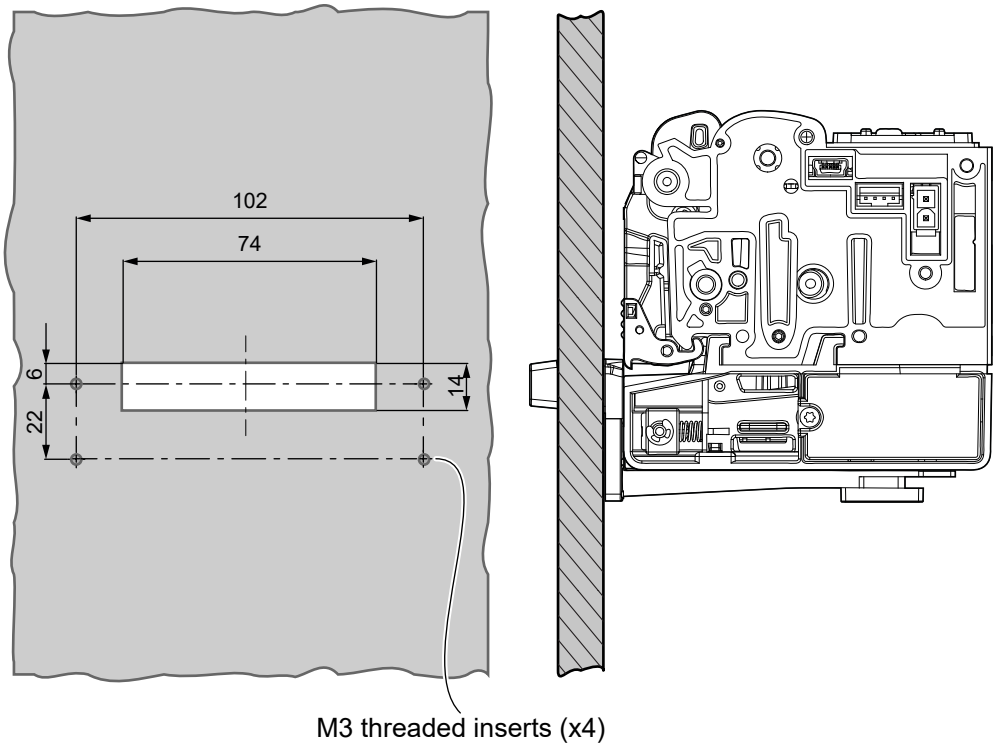



The screw length (L) will be calculated according to the thickness of the panel (Sp) on which the device is fixed, as follows:

$$L \leq 6 \text{ mm} + Sp$$

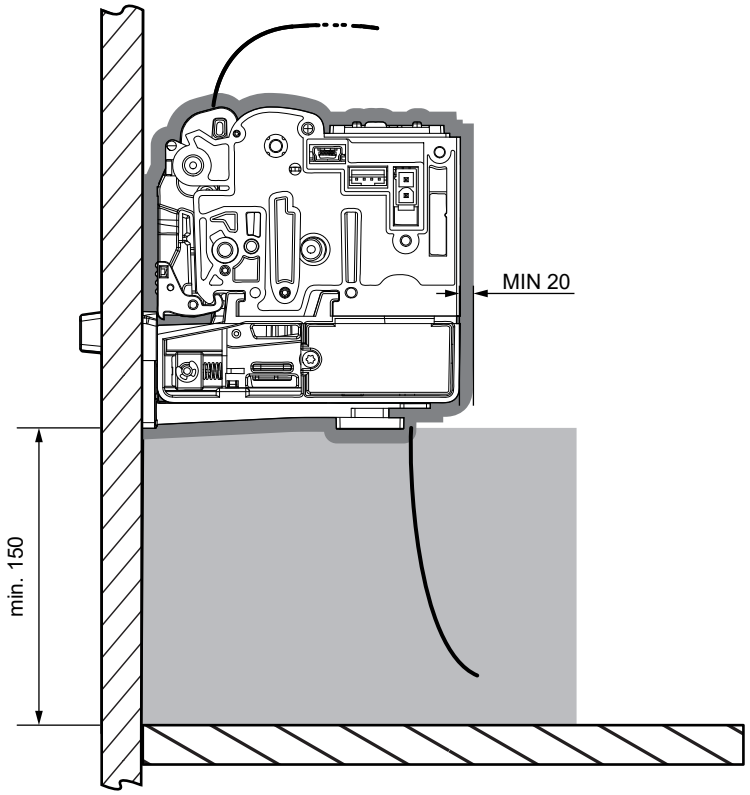
For example, if panel thickness is 10 mm (Sp = 10 mm), the maximum length for screws will be 16 mm.

Additionally, the front panel must provide an opening for the paper output that meets the following measures (in millimetres).



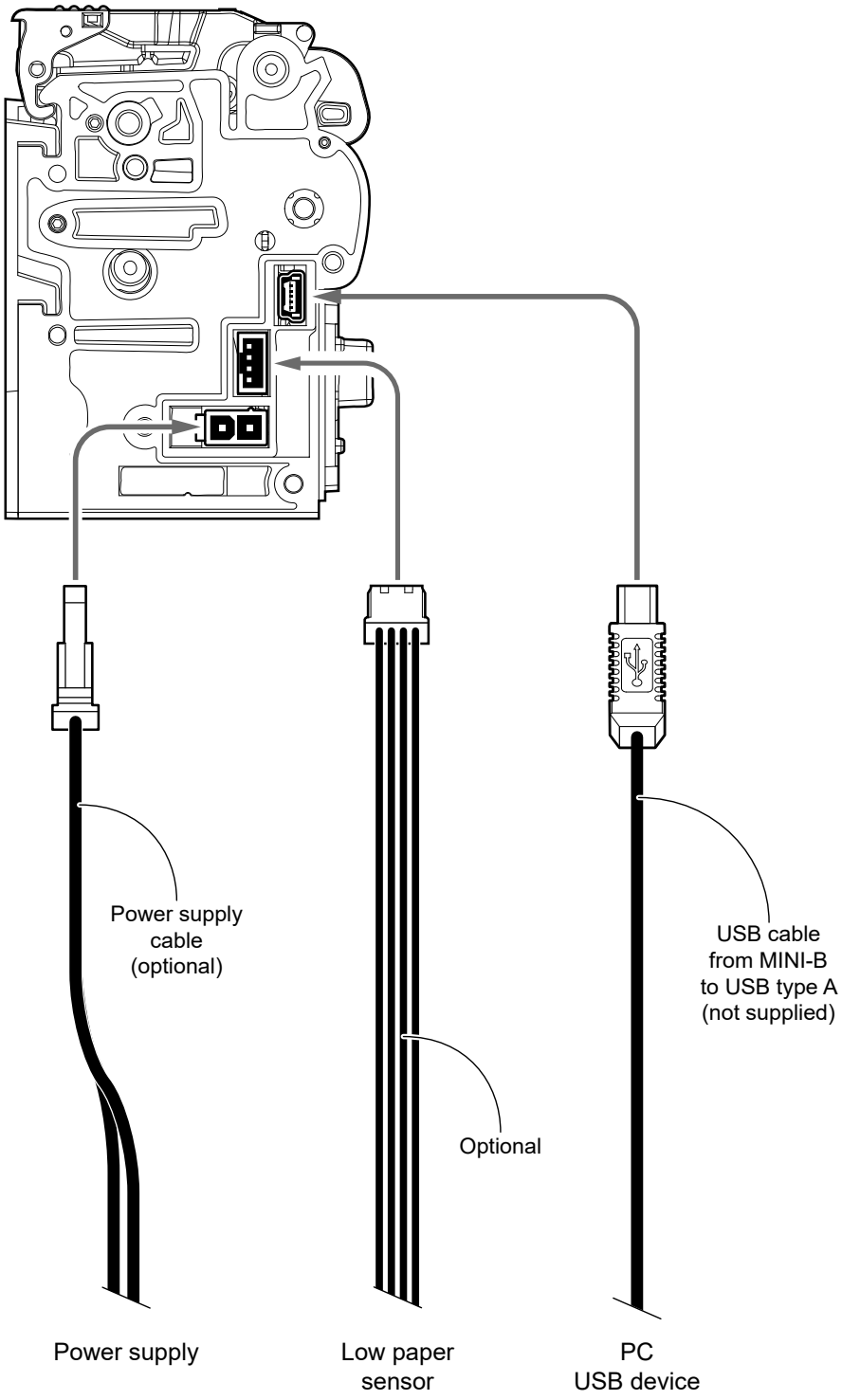

ATTENTION: Correctly prepare the fixing holes for screws and the drilling for the paper mouth in order to avoid deformation and torsion of the device or its components which could compromise its operation.

When you place the device in the operating position, make sure to leave the proper free space around the device of at least 20 mm, also considering the space for opening the device cover so to not compromise operation and maintenance. Refer to paragraph 9.3 for models dimensions.



## 4.2 Connections

The following figure shows the possible connections for the device.




ATTENTION: In some conditions, we recommend the installation of a ferrite core on the power supply cable.

## 4.3 Pinout

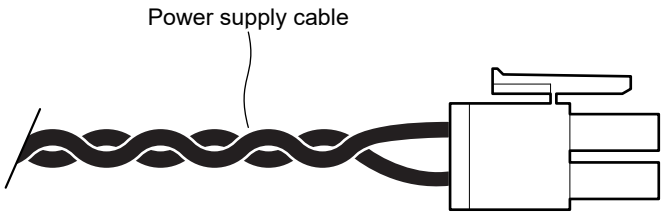


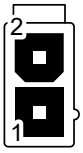

### POWER SUPPLY

Male Molex connector series 5569 vertical (n° 39-30-1020)

| | | |
|---|---|---|
| J16 | 1 | +24 Vdc |
| | 2 | GND |

The following figure shows the connector pinout of the power supply cable for the device:




Female Molex connector series 5557 (n° 39-01-3022)

| PIN | Cable color | Signal |
|---|---|---|
| 1 | Red | +24 V |
| 2 | Black | GND |

ATTENTION:
Respect power supply polarity.

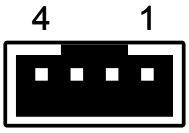
NOTE:
The device can be powered at 12 V using the 12 Vdc power adapter supplied as an accessory (see chapter 11).




### MINI-USB INTERFACE

Female Mini-USB type B connector

| | | | |
|---|---|---|---|
| J2 | 1 | USB0_VBUS | (in) |
| | 2 | USB0_D- | (in/out) |
| | 3 | USB0_D+ | (in/out) |
| | 4 | n.c. | |
| | 5 | GND | |

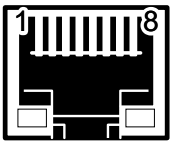



## EXTERNAL LOW PAPER

Male JST-4pin connector series PH 90° (S4B-PH-K-S)

| | | | |
|---|---|---|---|
| J1 | 1 | +3.3V | |
| | 2 | NPE | (in) |
| | 3 | GND | |
| | 4 | VLED-SENS | (out) |

**Only for models with Ethernet dongle supplied as an accessory (see chapter 11)**




## ETHERNET INTERFACE

Female RJ45 connector

| | | |
|---|---|---|
| J23 | 1 | RX+ |
| | 2 | RX- |
| | 3 | TX+ |
| | 4 | n.c. |
| | 5 | n.c. |
| | 6 | TX- |
| | 7 | n.c. |
| | 8 | n.c. |

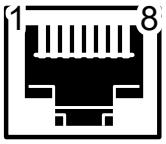
The functionality of two LED are specified in the following table:

For 10/100Base-TX connection:

| LED | FUNCTION |
|---|---|
| LED YELLOW | The LED of yellow color light on when a connection is active and flashes when occurs a data reception or transmission |
| LED GREEN | The LED of green color light on when occurs a 100 Mbit connection and off when occurs a 10 Mbit connection |

The device automatically recognizes the type of connection (cross or pin-to-pin).

**Only for models with RS232 dongle supplied as an accessory (see chapter 11)**



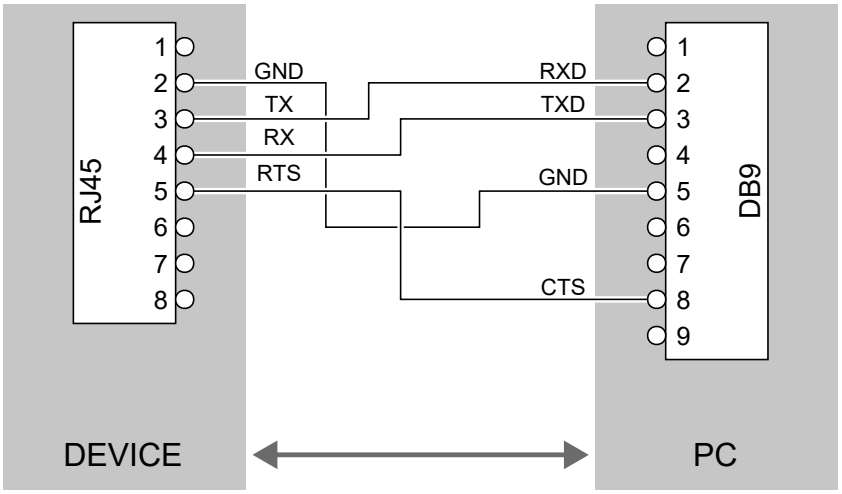

## RS232 SERIAL INTERFACE

Female RJ45 connector

| | | | | |
|---|---|---|---|---|
| J1 | 1 | n.c. | | |
| | 2 | GND | | |
| | 3 | TX | (out) | During transmission, takes the values -VRS232 and +VRS232 depending on data |
| | 4 | RX | (in) | During reception, takes the values -VRS232 and +VRS232 depending on data |
| | 5 | RTS | (out) | When +VRS232, device is ready to receive data |
| | 6 | n.c. | | |
| | 7 | n.c. | | |
| | 8 | n.c. | | |

Given the presence of the RS232 standard, logic value “0” corresponds to the voltage value +VRS232 (voltage value between +3 Vdc and +15 Vdc) and logic value “1” corresponds to the voltage value -VRS232 (voltage value between -3 Vdc and -15 Vdc.

DEVICE > PC connection
The following picture shows an example of connection between the device and a personal computer using an 8 pin RJ45 male and a 9 pin RS232 serial connector:




When use a serial cable, we recommend the installation of a ferrite core at the end of the same cable.

## 4.4 Driver and SDK

The drivers and SDK for the following operating system are available in the website www.custom4u.it:

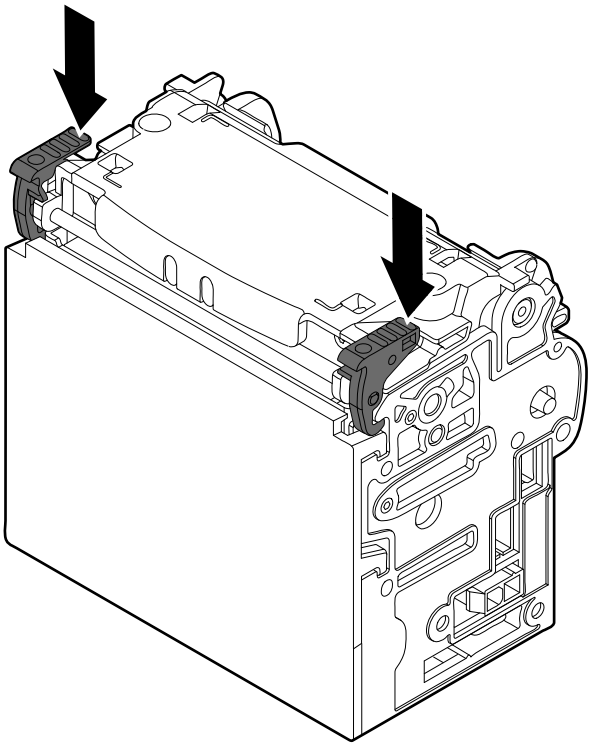
| OPERATING SYSTEM | DESCRIPTION | INSTALLATION PROCEDURE |
|---|---|---|
| Windows | Driver for Windows 7 (32/64 bit) | From the Start menu, press Run and type-in the path where the SW was saved on your PC, then click OK. Follow the instructions that appear on the screen to install the driver. |
| | Driver for Windows 10 (32/64 bit) | |
| | Driver for Windows 11 (64 bit) | |
| | Self-installing driver for VIRTUAL COM (32/64 bit) (see paragraph 6.5) | |
| | OPOS SDK | Extract the zipped folder to the destination path desired. Follow the instructions present in the software package that you downloaded on how to install and use the SDK. |
| | JavaPOS SDK | |
| | Windows API SDK | |
| Linux | Driver CUPS (32/64 bit) | Follow the instruction get back on the “Readme.txt” file. You can find it in the software package downloaded in advance. |
| | Driver for VIRTUAL COM (32/64 bit) (see paragraph 6.5) | |
| | JavaPOS SDK | Extract the zipped folder to the destination path desired. Follow the instructions present in the software package that you downloaded on how to install and use the SDK. |
| Android | ANDROID API SDK | |
| iOS (1) | iOS API SDK | |

NOTE:
(1) : Only for models with Ethernet dongle supplied as an accessory (see chapter 11).

# 5 OPERATION

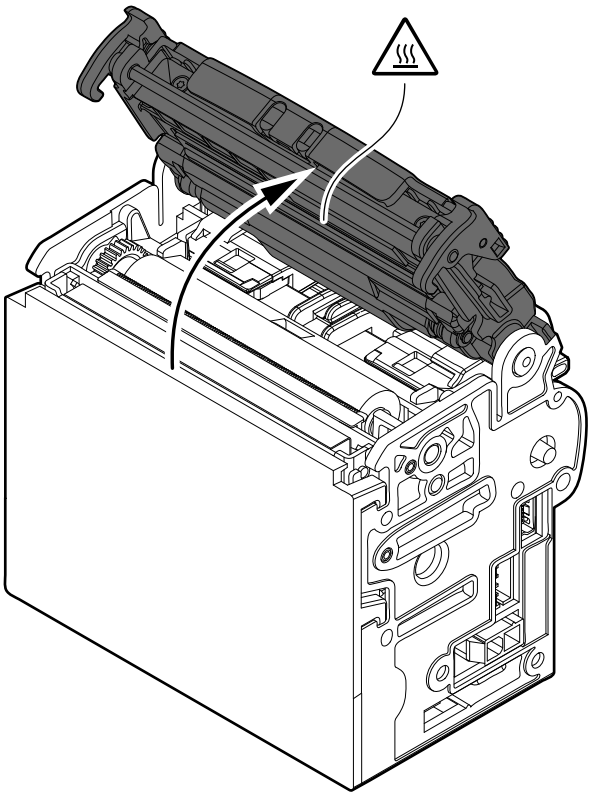
## 5.1 Opening device cover

1



Unlock the device cover by using the two opening lever shown in the figure.

2

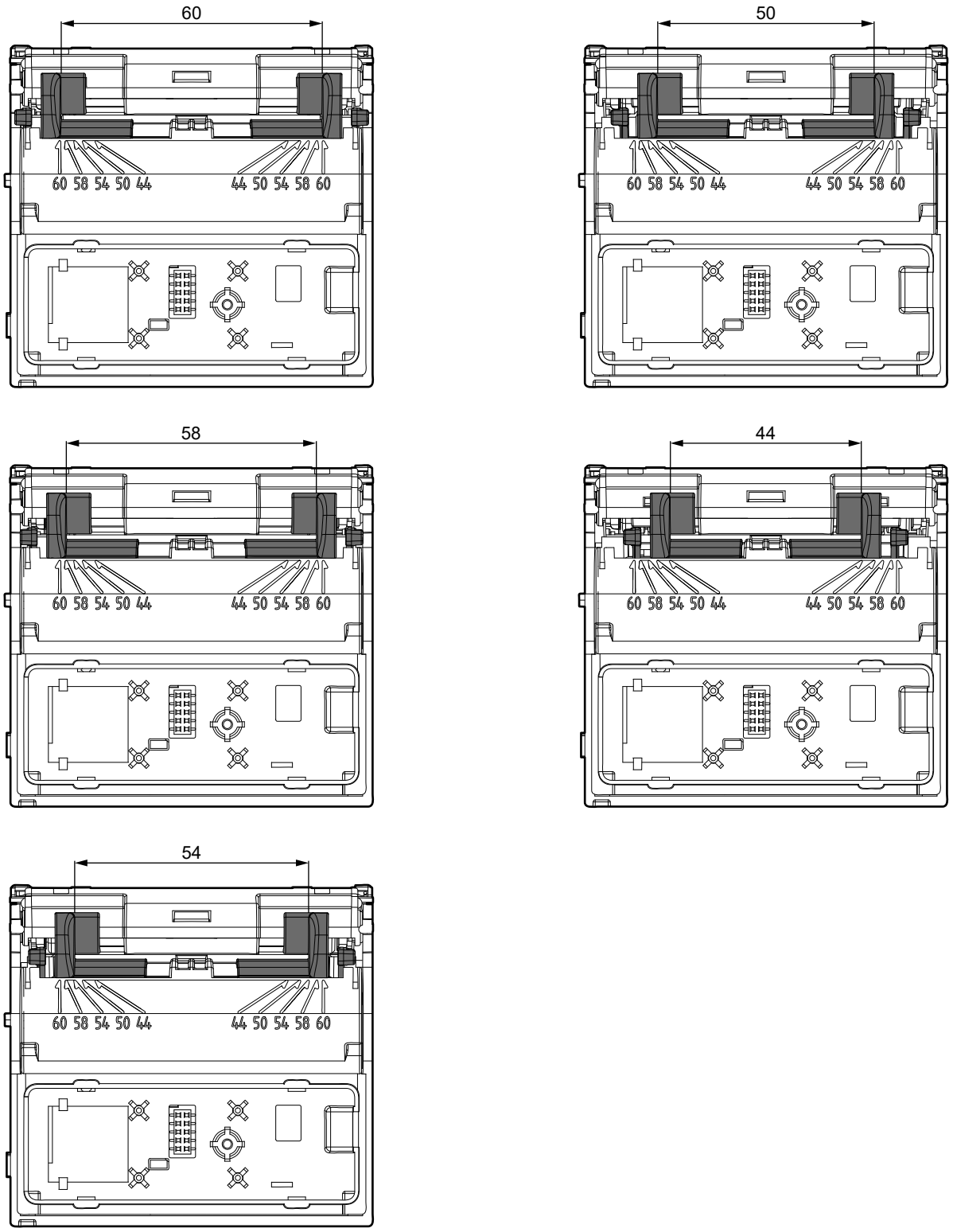


Open the device cover to the lock position.

## 5.2 Adjusting paper width

Paper width may be adjusted from 44 mm to 60 mm by moving the paper guides as shown in the following figure.
The minimum width that allows the black mark sensor to detect the black mark on the non-thermal side of the paper is 12 mm.

1

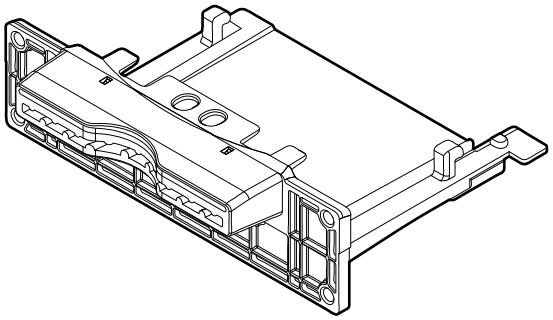



Adjust the paper guides according to the desired width...

## 5.3 Paper mouth assembly

**VKP60 Presenter LP, VKP60 Presenter PR**

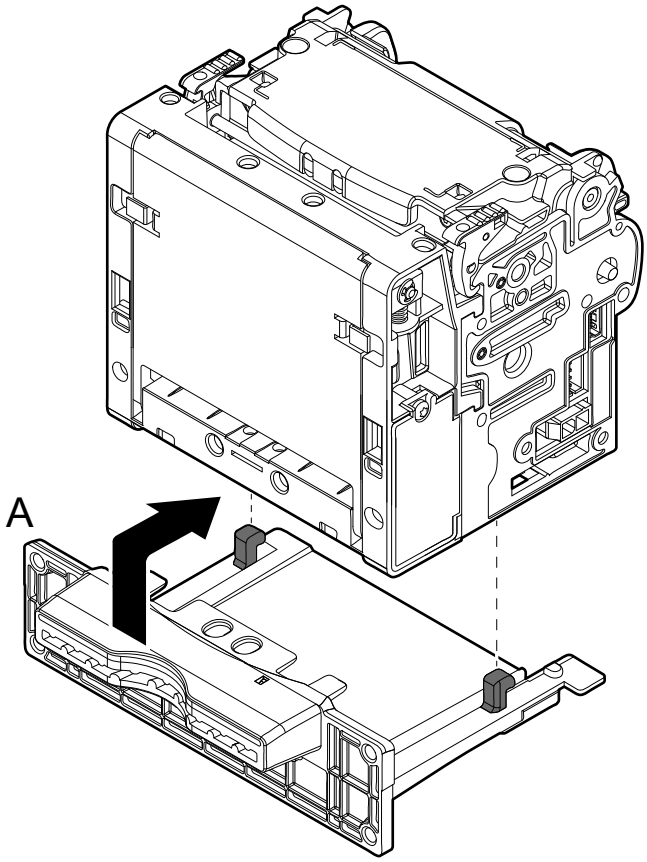
The paper mouth is supplied with the device (see following figure)



For the assembly procedure, proceed as follows:

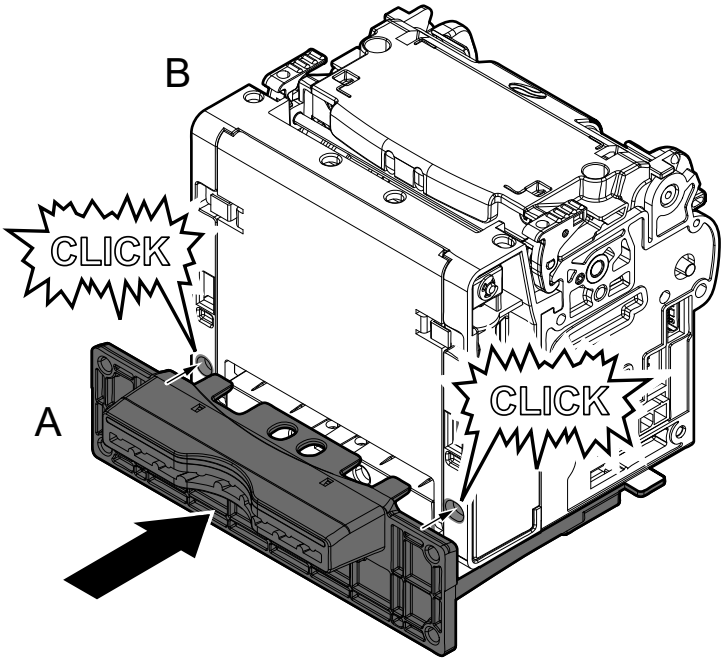
**VKP60 Presenter LP,**

1



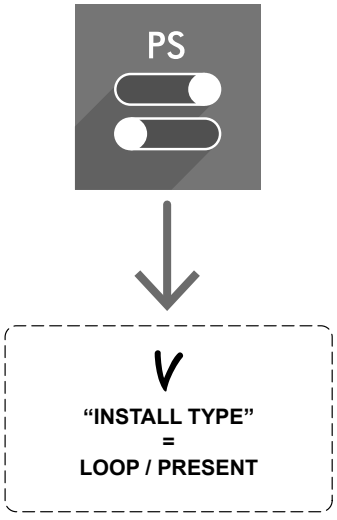

Mount the paper mouth A as shown in figure.

2



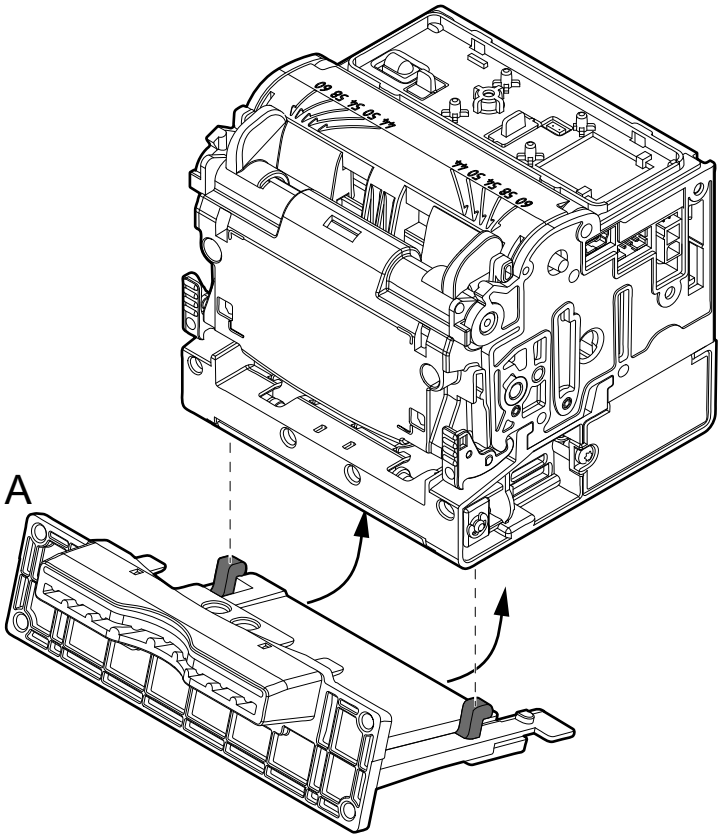

Push the paper mouth A forward towards the front side of the device B
in the direction shown in the figure until the locking posiotion is reached.

3



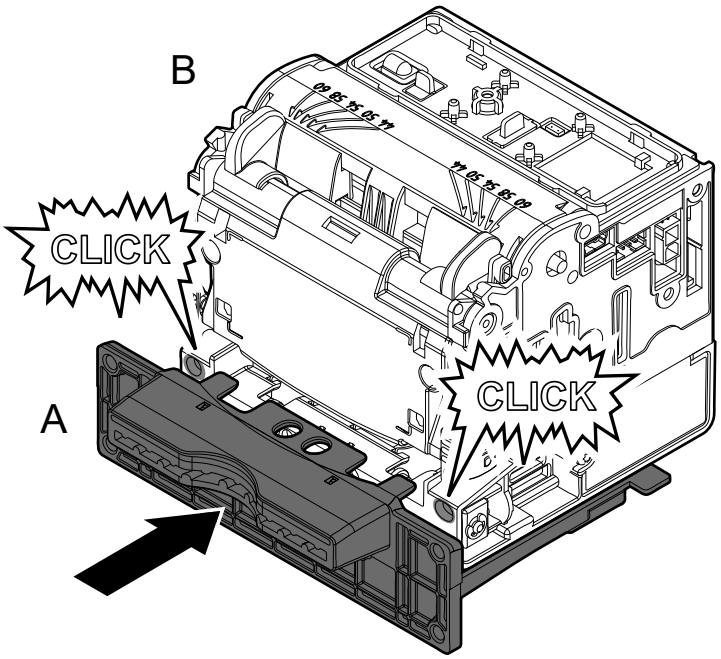

Set the “INSTALL TYPE” operating parameter correctly
using the “PrinterSet” tool available at www.custom4u.it.

1



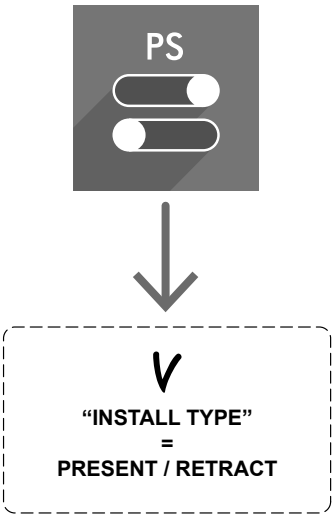

Mount the paper mouth A as shown in figure.

2




Push the paper mouth A forward towards the front side of the device B
in the direction shown in the figure until the locking posiotion is reached.

3



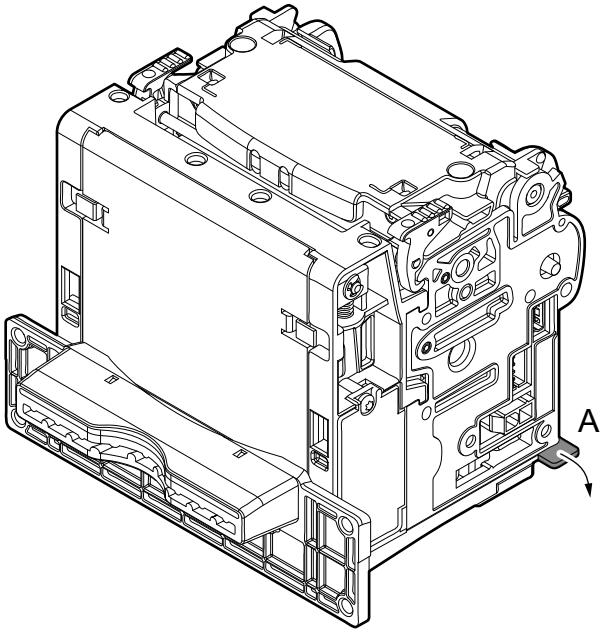

Set the “INSTALL TYPE” operating parameter correctly
using the “PrinterSet” tool available at www.custom4u.it.

## 5.4 Paper mouth disassembly

For the diassembly procedure, proceed as follows:

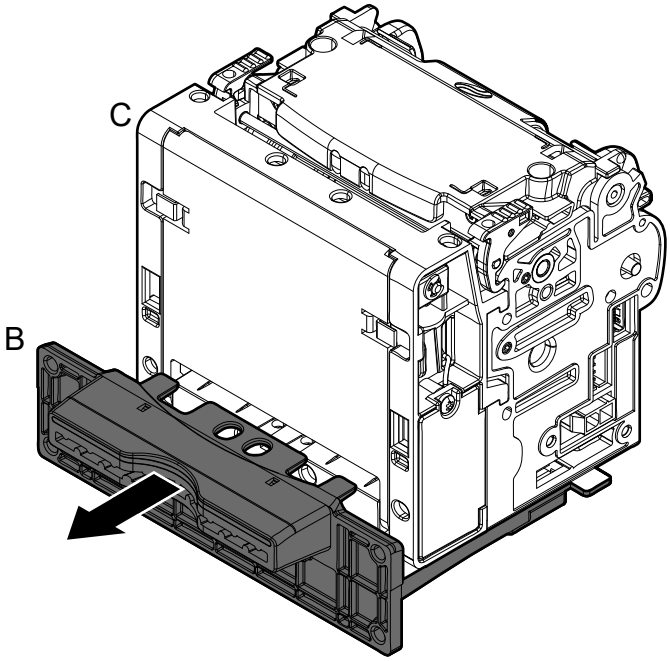
**VKP60 Presenter LP,**

1



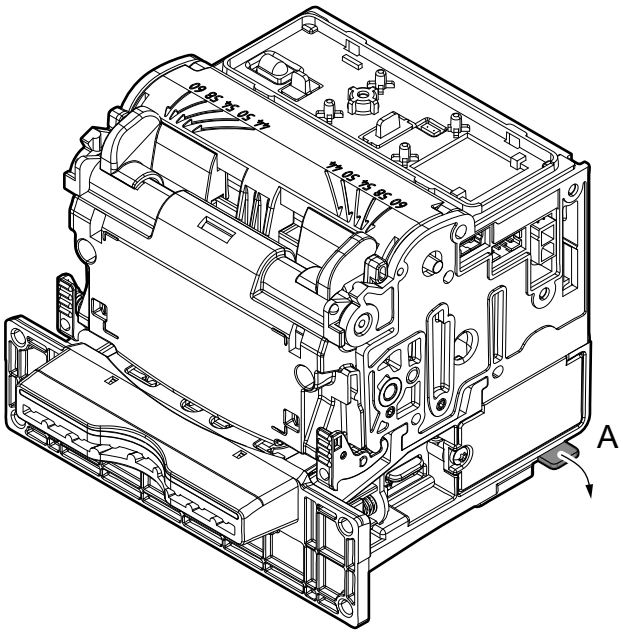

Slightly lower the tab A of paper mouth.

2



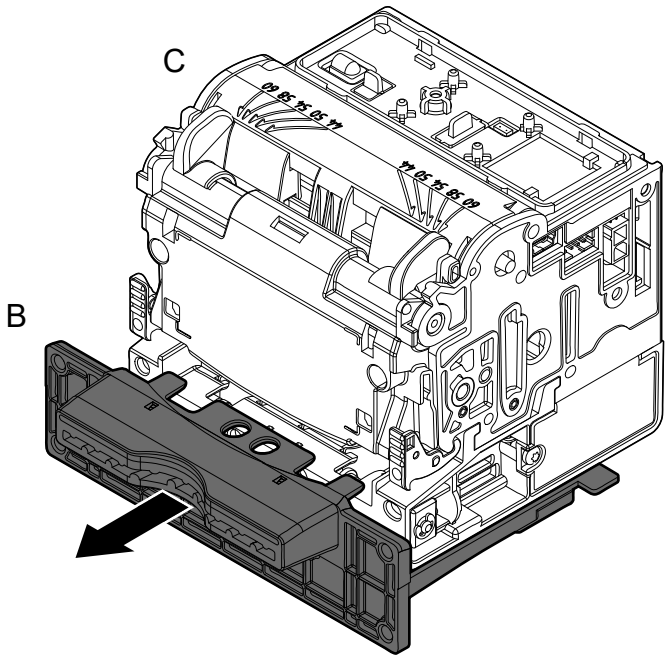

Remove the paper mouth B from the bottom of device C as shown.

1




Slightly lower the tab A of paper mouth.

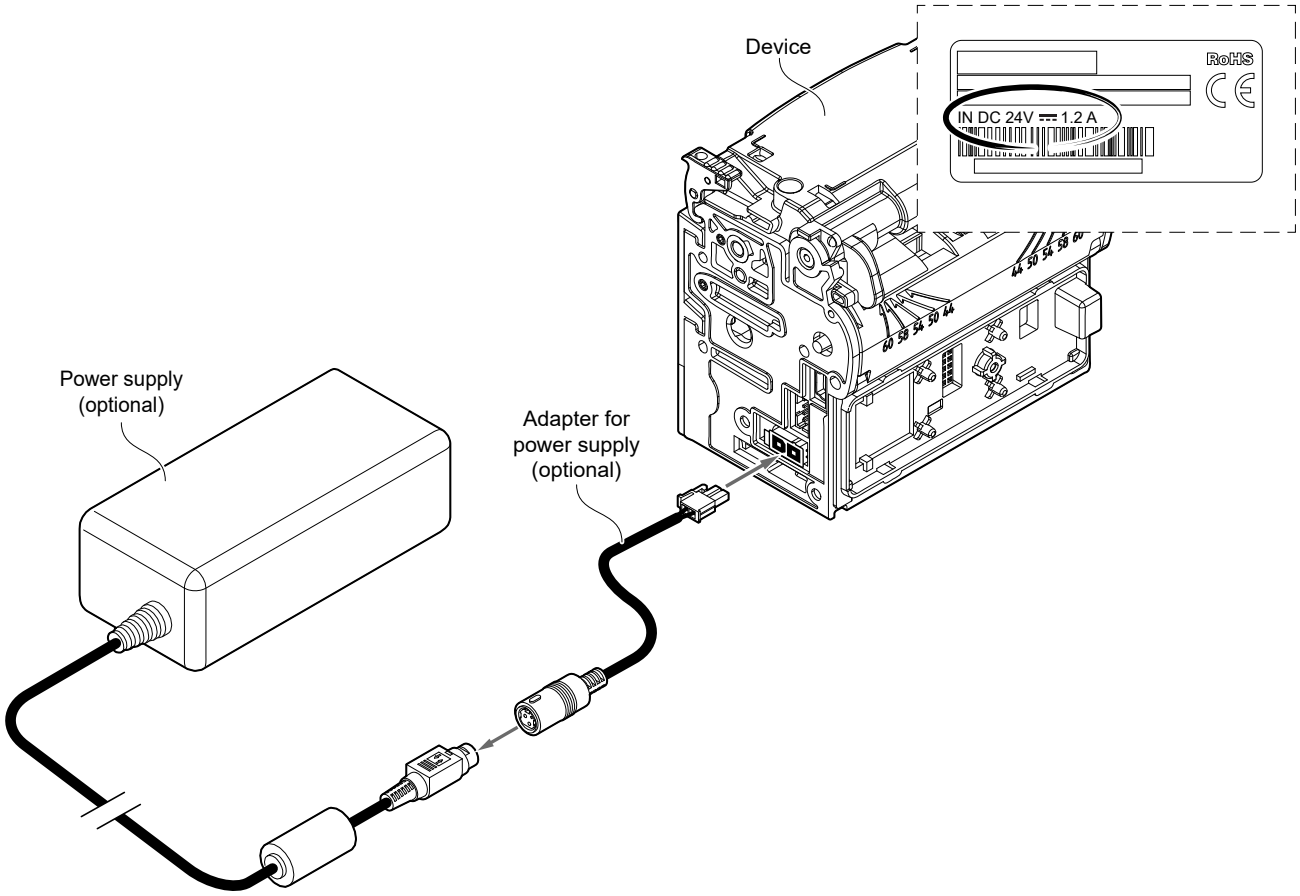
2




Remove the paper mouth B from the bottom of device C as shown.

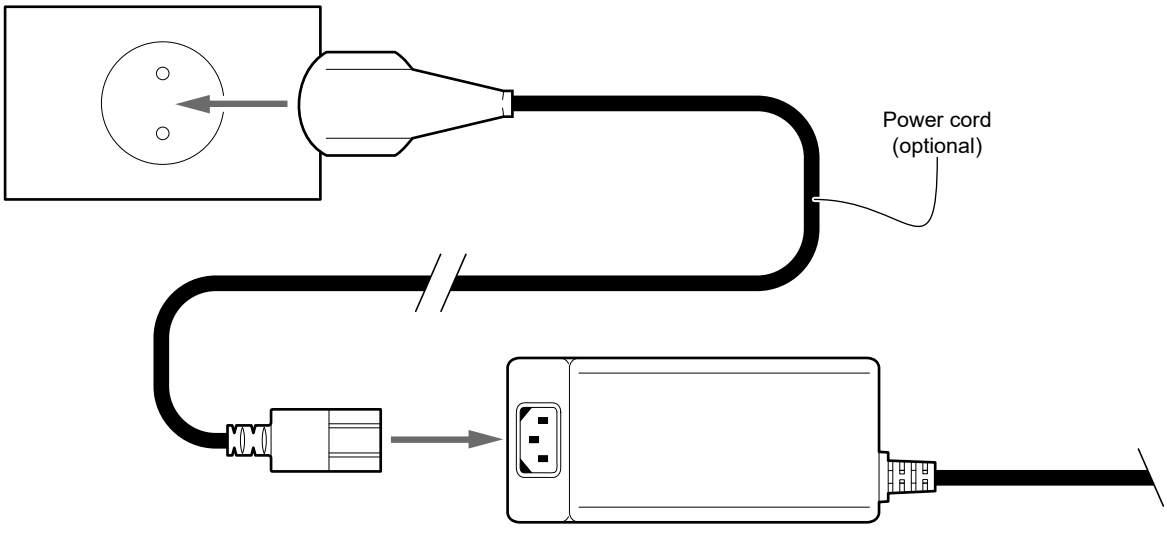
## 5.5 Switch the device on

1




Connect the power adapter (optional) to the power supply and connect the power supply (optional) to the device.
Use the type of electrical power supply indicated on the label.

2



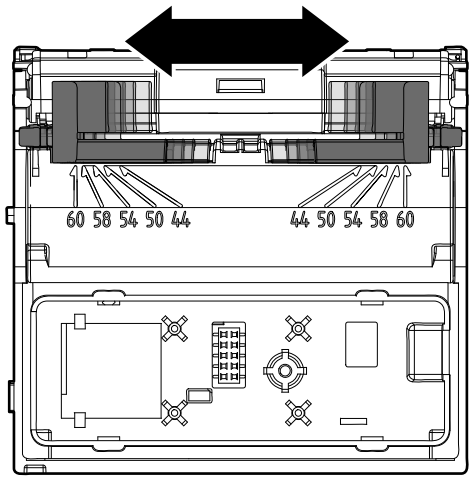

Connect the power cord (optional) to the
power supply and to the mains outlet.

# 5.6 Loading the paper roll

**VKP60 Compact, VKP60 Paper Mouth**

To change the paper proceed as follows. At every change of paper, check inside the device to locate and remove any scraps of paper.

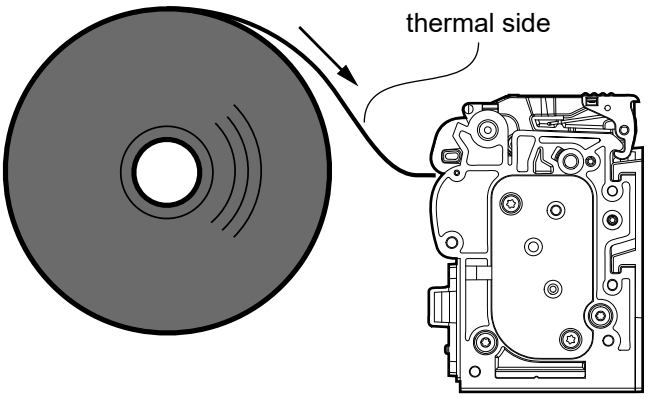
1




Adjust the paper width
(see paragraph 5.2).

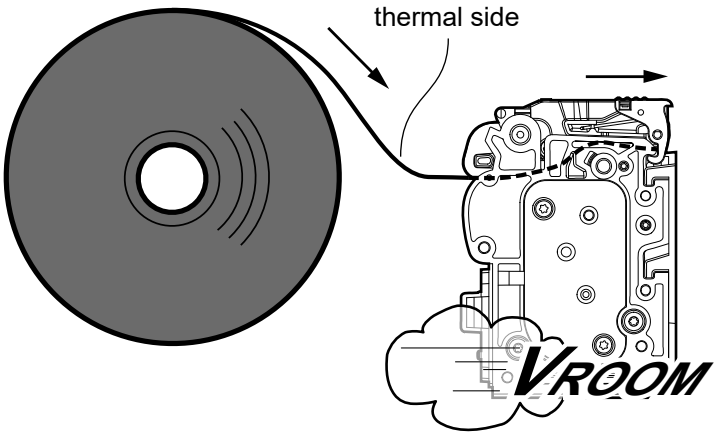
2






Insert the paper into the input mouth.
Be sure that the paper is correctly positioned into paper guides.

3

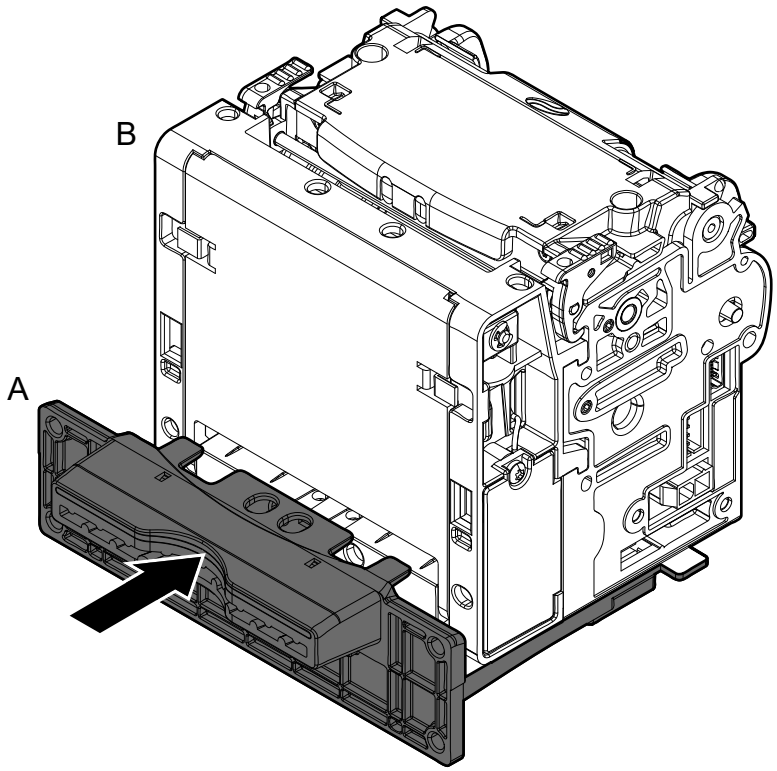



Wait until the paper is loaded and automatically cut off.

**VKP60 Presenter LP**

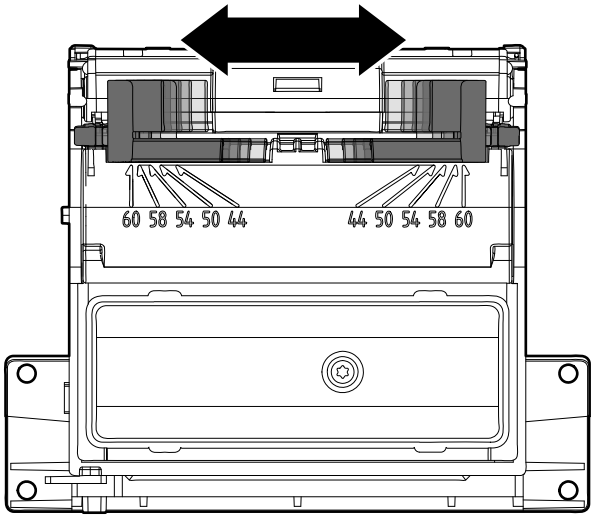
To change the paper proceed as follows. At every change of paper, check inside the device to locate and remove any scraps of paper.

1



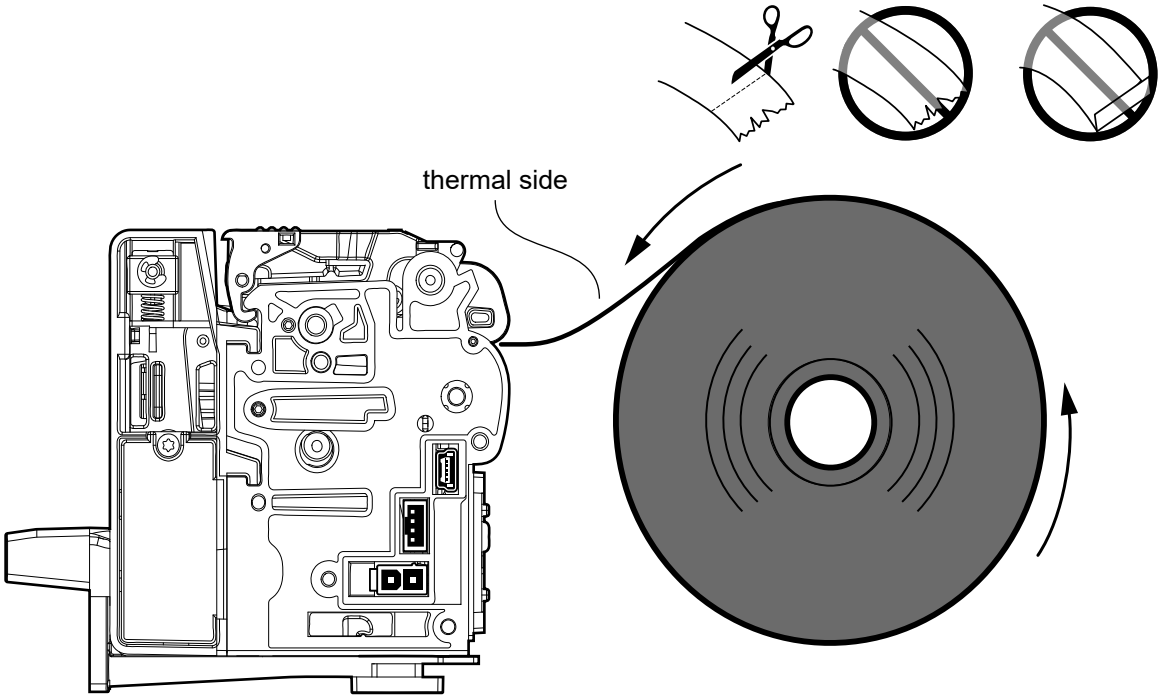

Assembly the paper mouth of the device
(see paragraph 5.3).

2



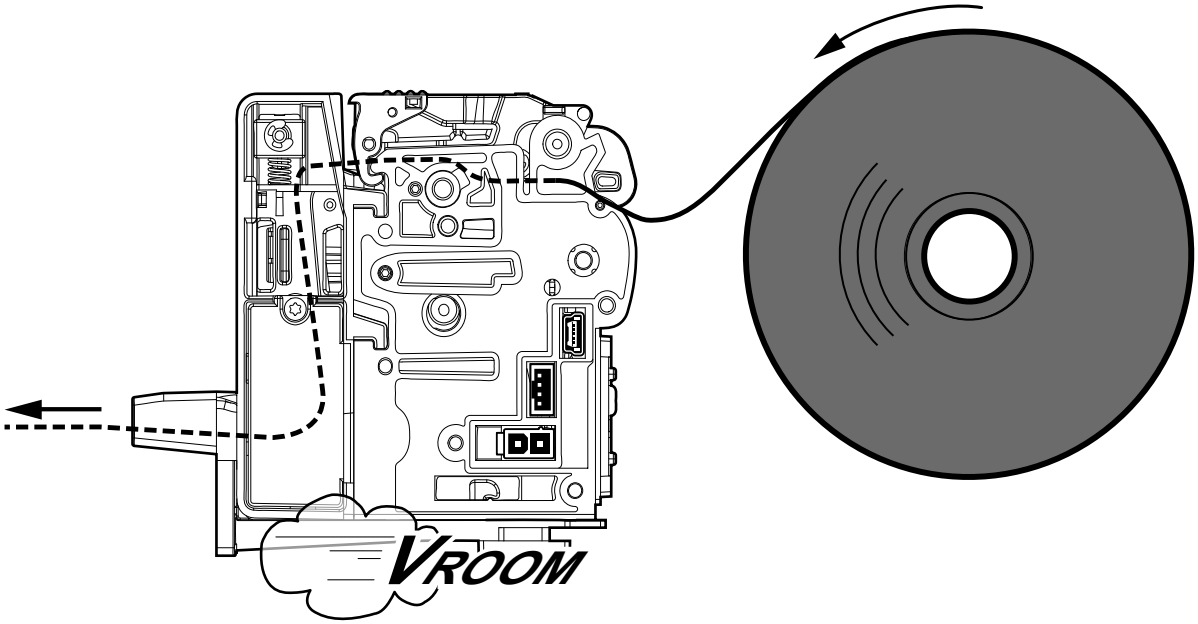

Adjust the paper width
(see paragraph 5.2).

3




Insert the paper into the input mouth so that it unrolls correctly.
Be sure that the paper is correctly positioned into paper guides.

4

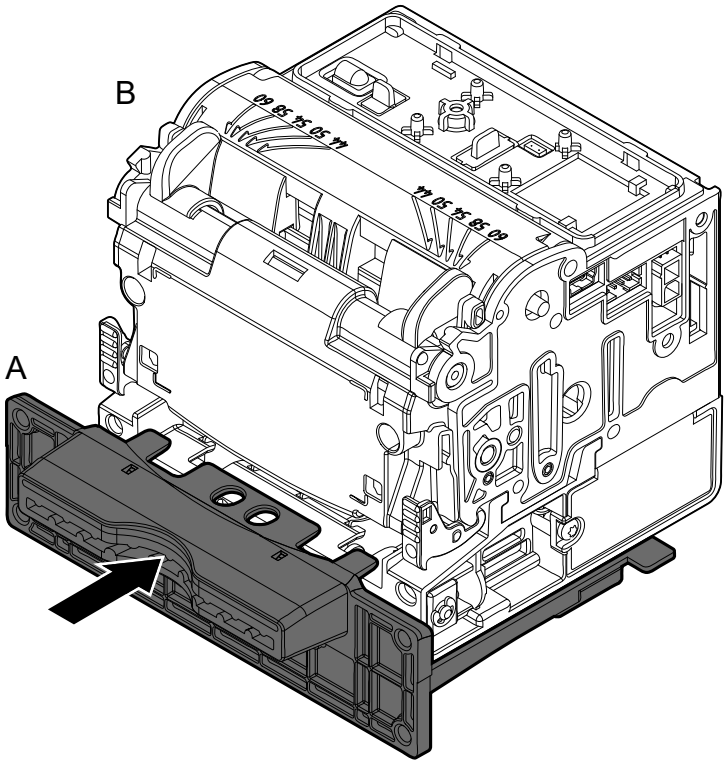



Wait until the paper is loaded and automatically cut off .

**VKP60 Presenter PR**

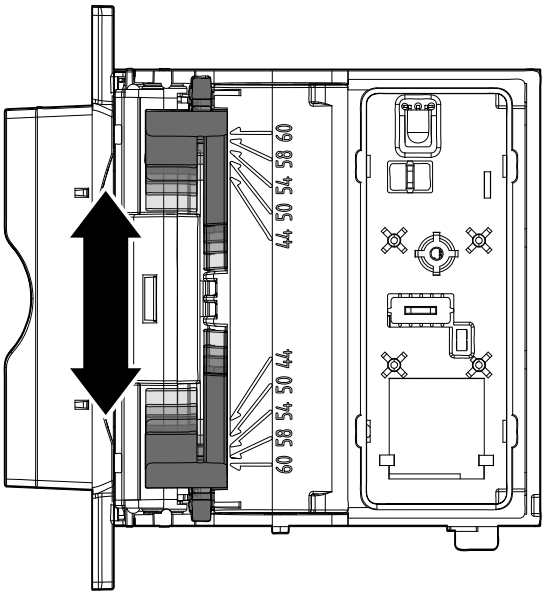
To change the paper proceed as follows. At every change of paper, check inside the device to locate and remove any scraps of paper.

1



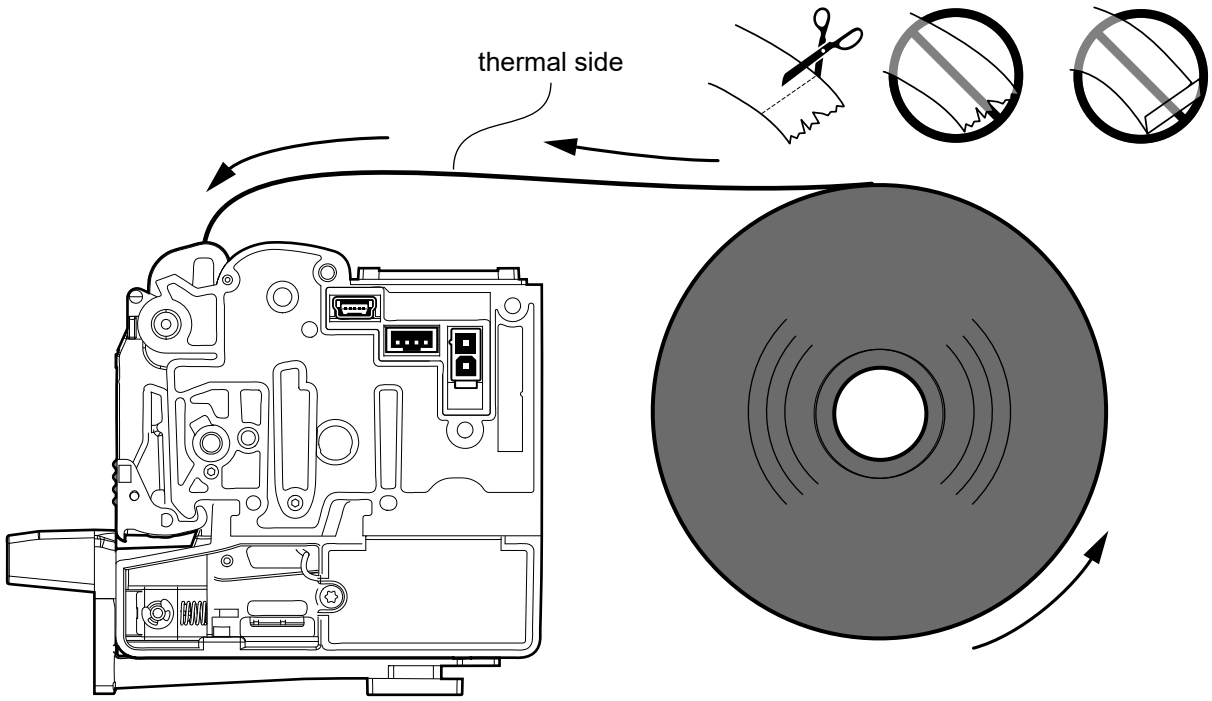

Assembly the paper mouth of the device
(see paragraph 5.3).

2



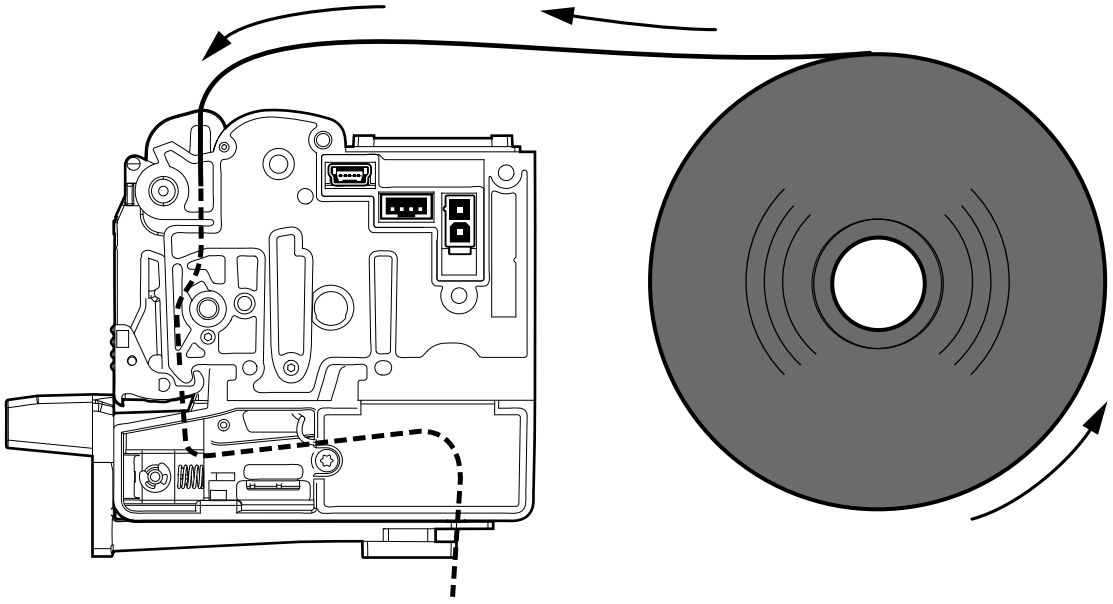

Adjust the paper width
(see paragraph 5.2).

3



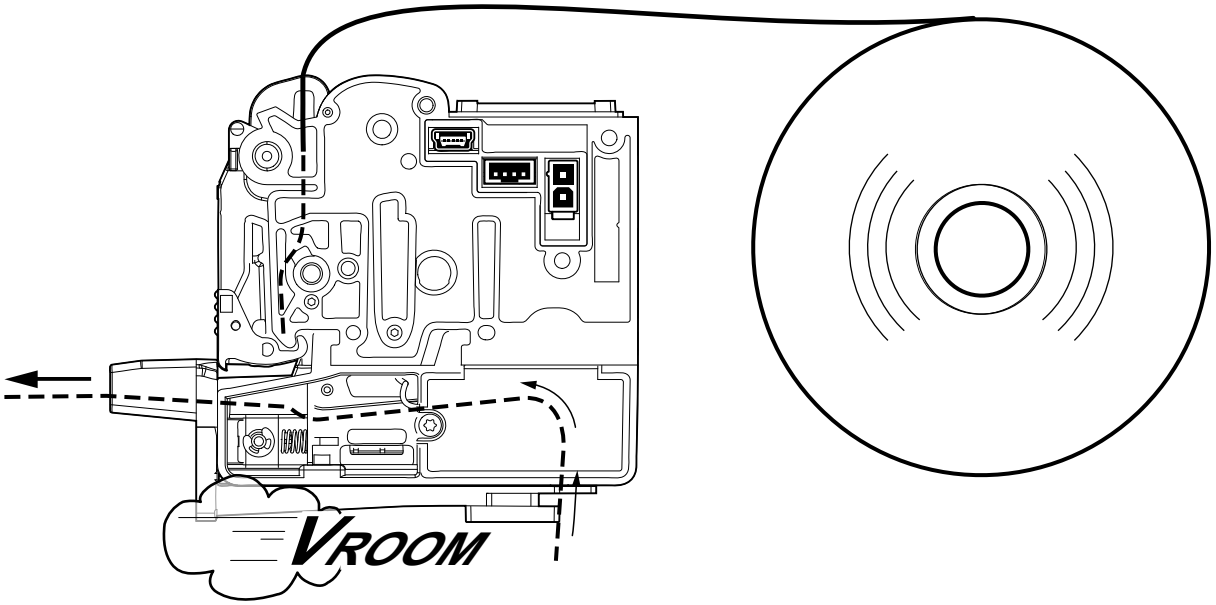

Insert the paper into the input mouth so that it unrolls correctly.
Be sure that the paper is correctly positioned into paper guides.

4



Wait until the paper is loaded and automatically cut off .

5

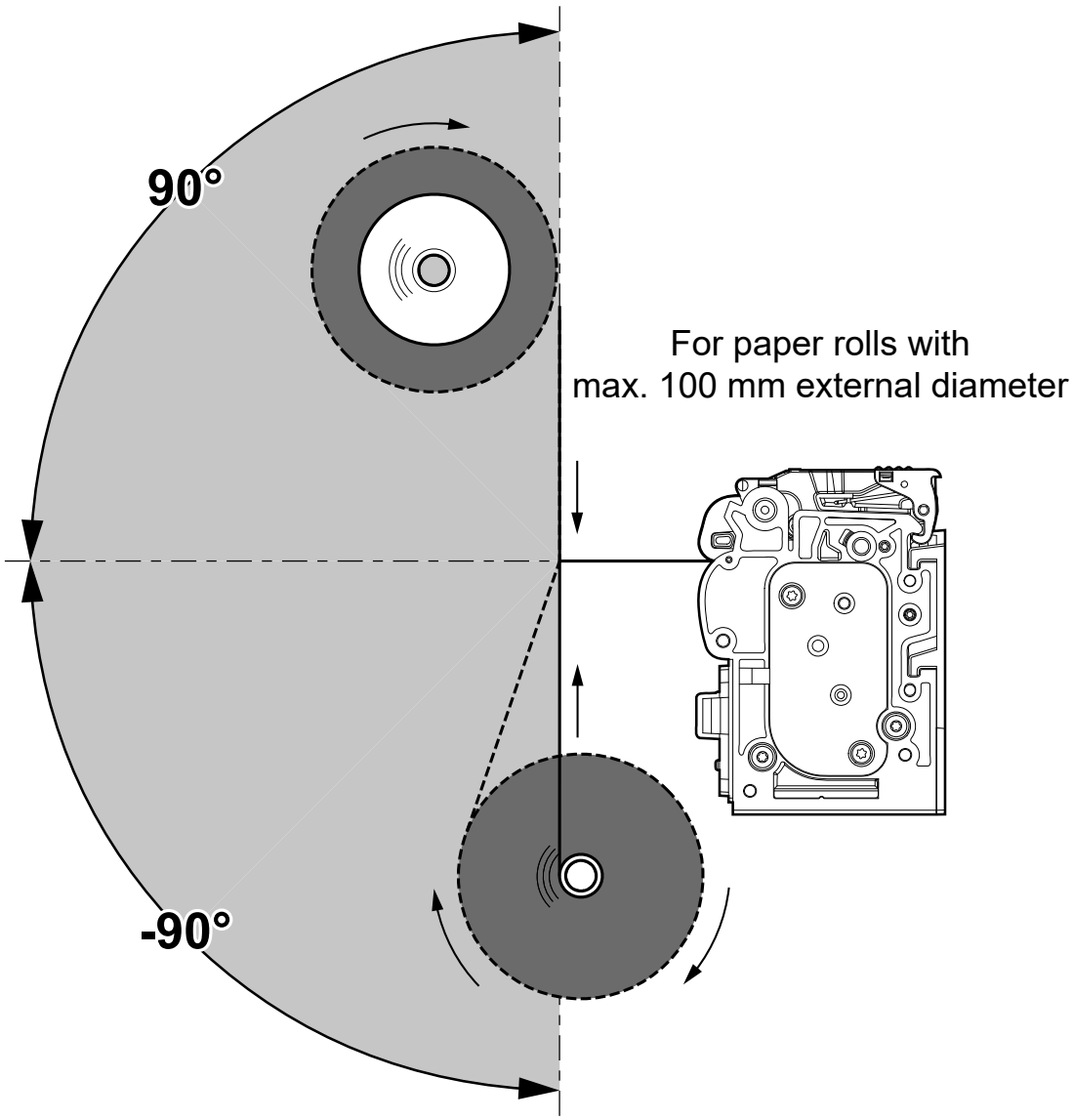



The device directly ejects the ticket and
presents the ticket printed on the paper mouth.

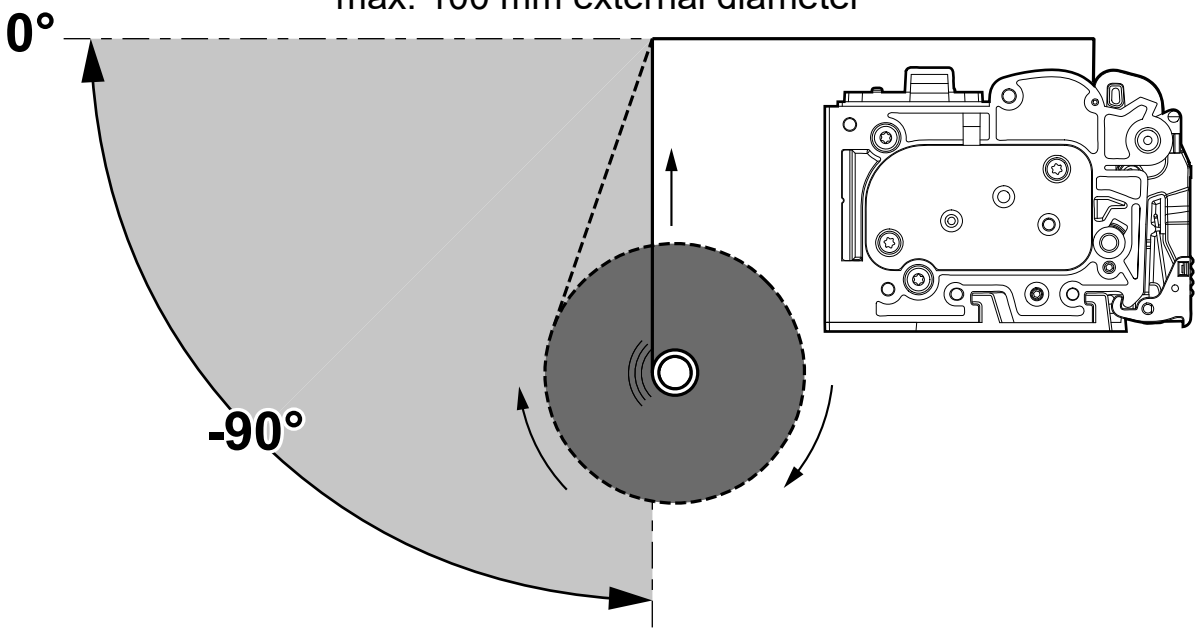
## 5.7 Admitted paper roll positions

The following figure gives the limit positions of the paper roll related to the device for a correct paper loading without a paper roll holder support.

**VKP60 Compact, VKP60 Paper Mouth, VKP60 Presenter LP**



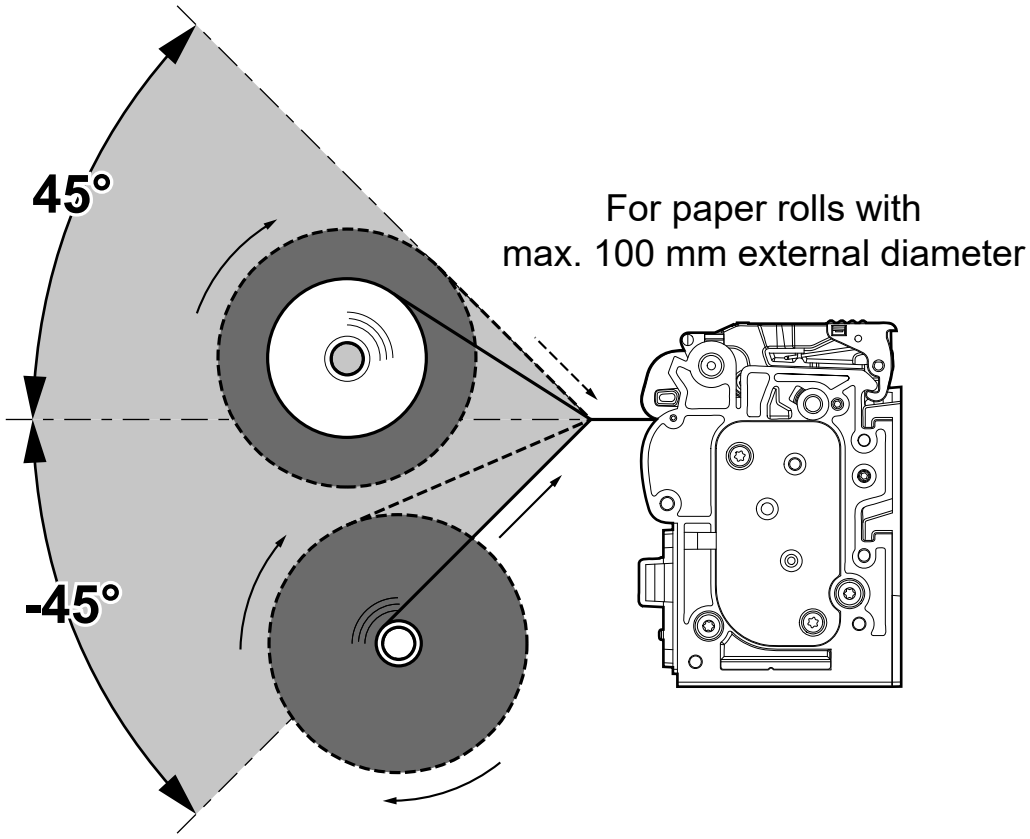
For paper rolls with
max. 100 mm external diameter



## 5.8 Admitted paper roll positions using wireless roll holder

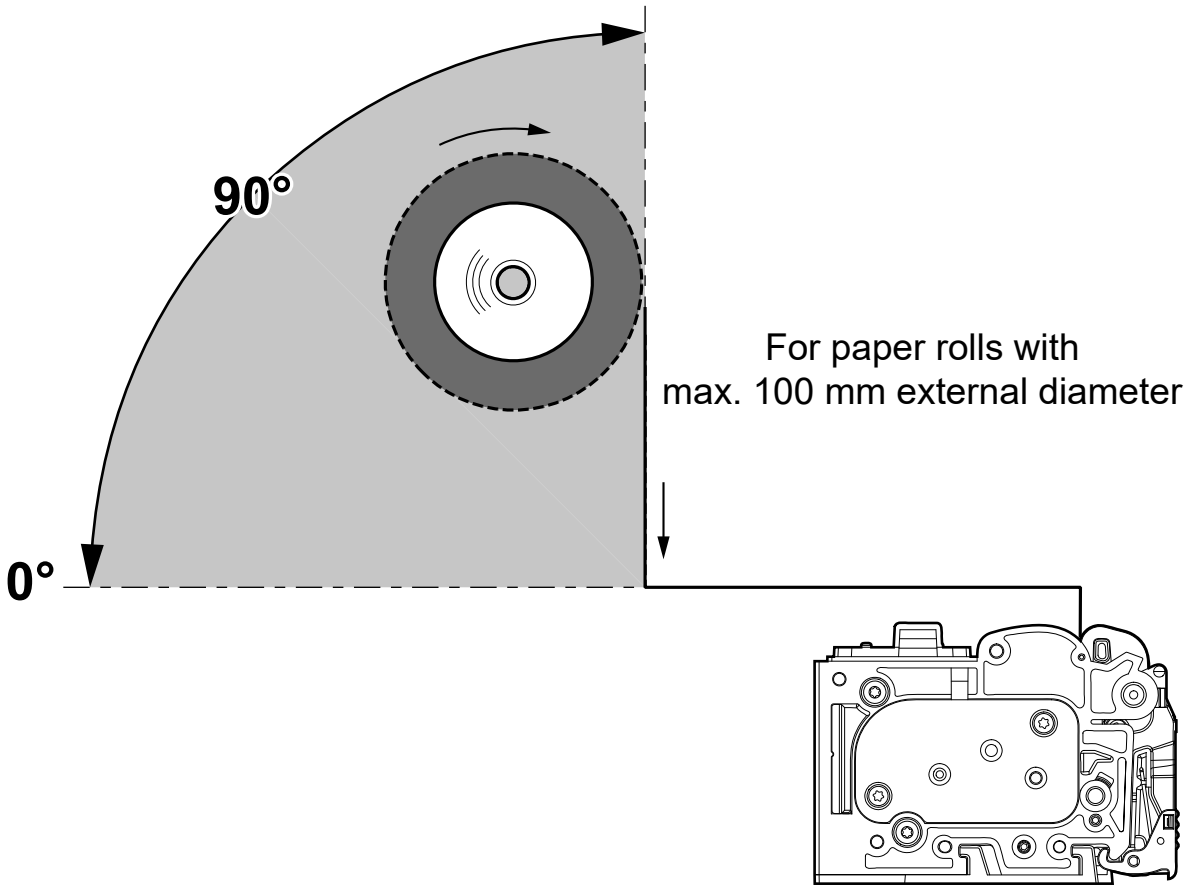
The following figures show the limiting positions of the paper roll in relation to the device for correct paper alignment when using the wireless paper roll holder code 974NA0100003 supplied as an accessory (see chapter 11).

**VKP60 Compact, VKP60 Paper Mouth, VKP60 Presenter LP**




ATTENTION: When using the wireless roll holder code 974NA010000003 it's important to respect the distance of 250 mm from the centre of the roll holder to the device.

**VKP60 Presenter PR**




ATTENTION: When using the wireless roll holder code 974NA010000003 it's important to respect the distance of 250 mm from the centre of the roll holder to the device.

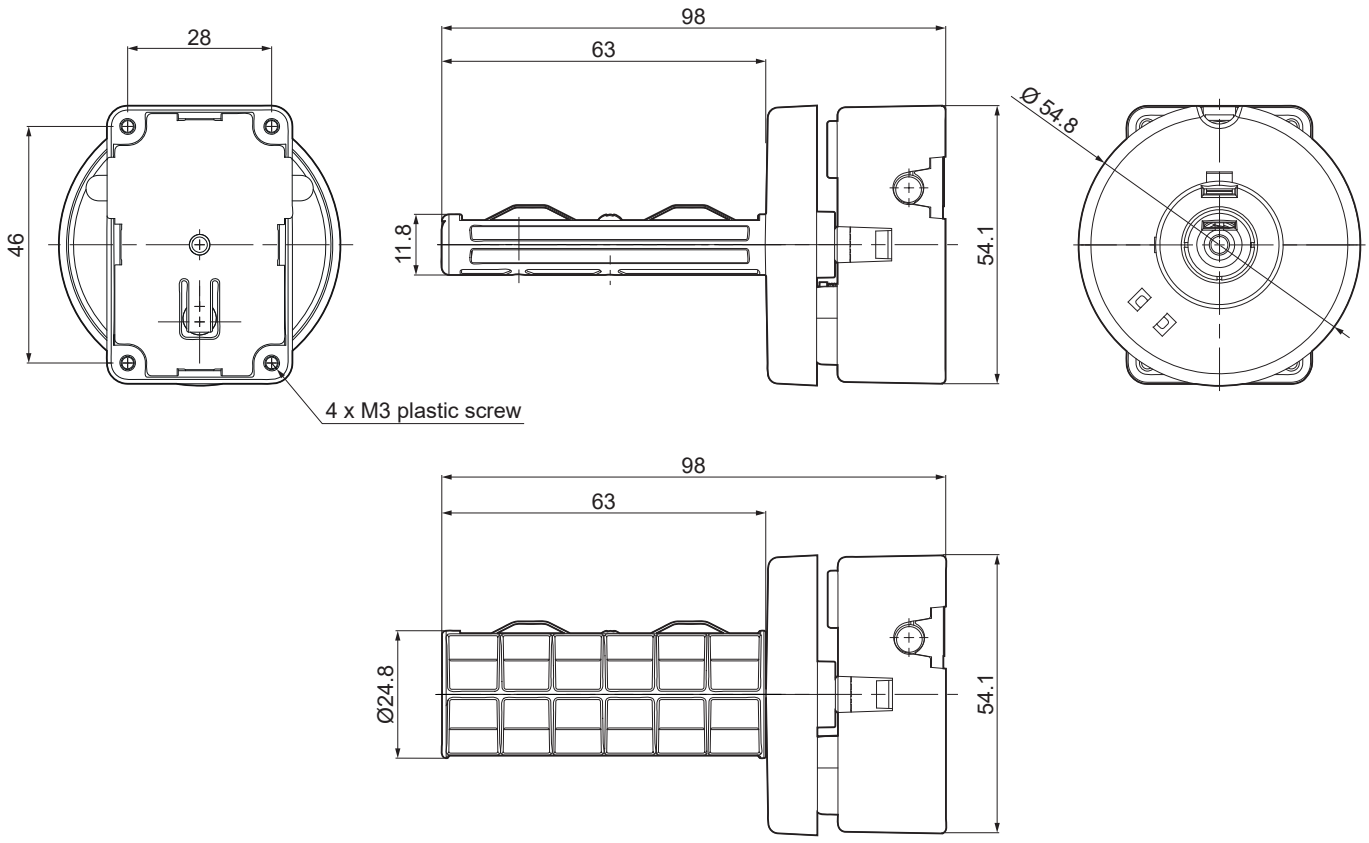
# 5.9 Low paper sensor wireless

The device provides as an accessory (see chapter 11) a low paper sensor wireless code 974NA0100003. To fix the sensor, use four M3 plastic screws not supplied.

All the dimensions shown in following figures are in millimetres.

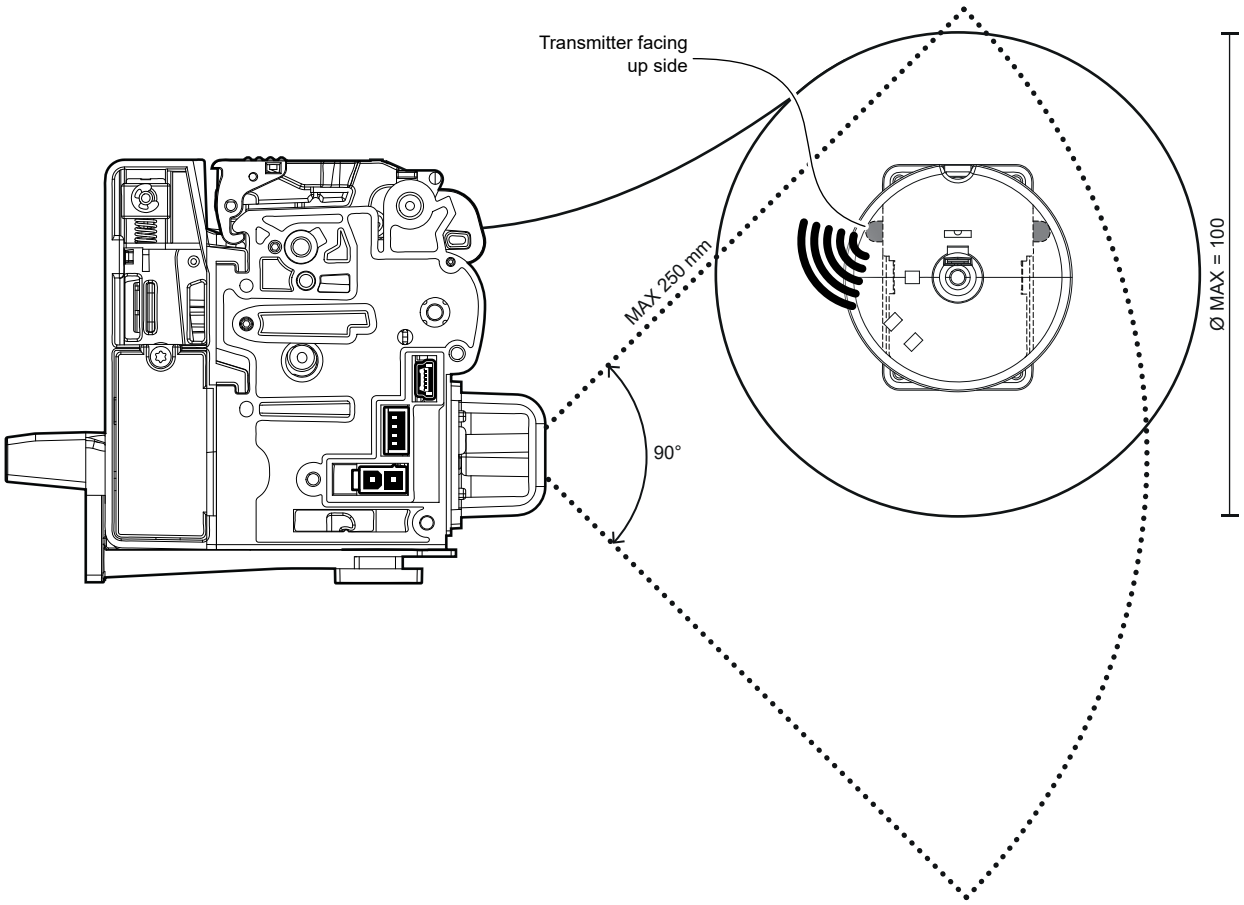
**Fastening**

The drilling template must comply with the following dimensions.



In case of self-made bracket, please observe the following indicated mounting positions.

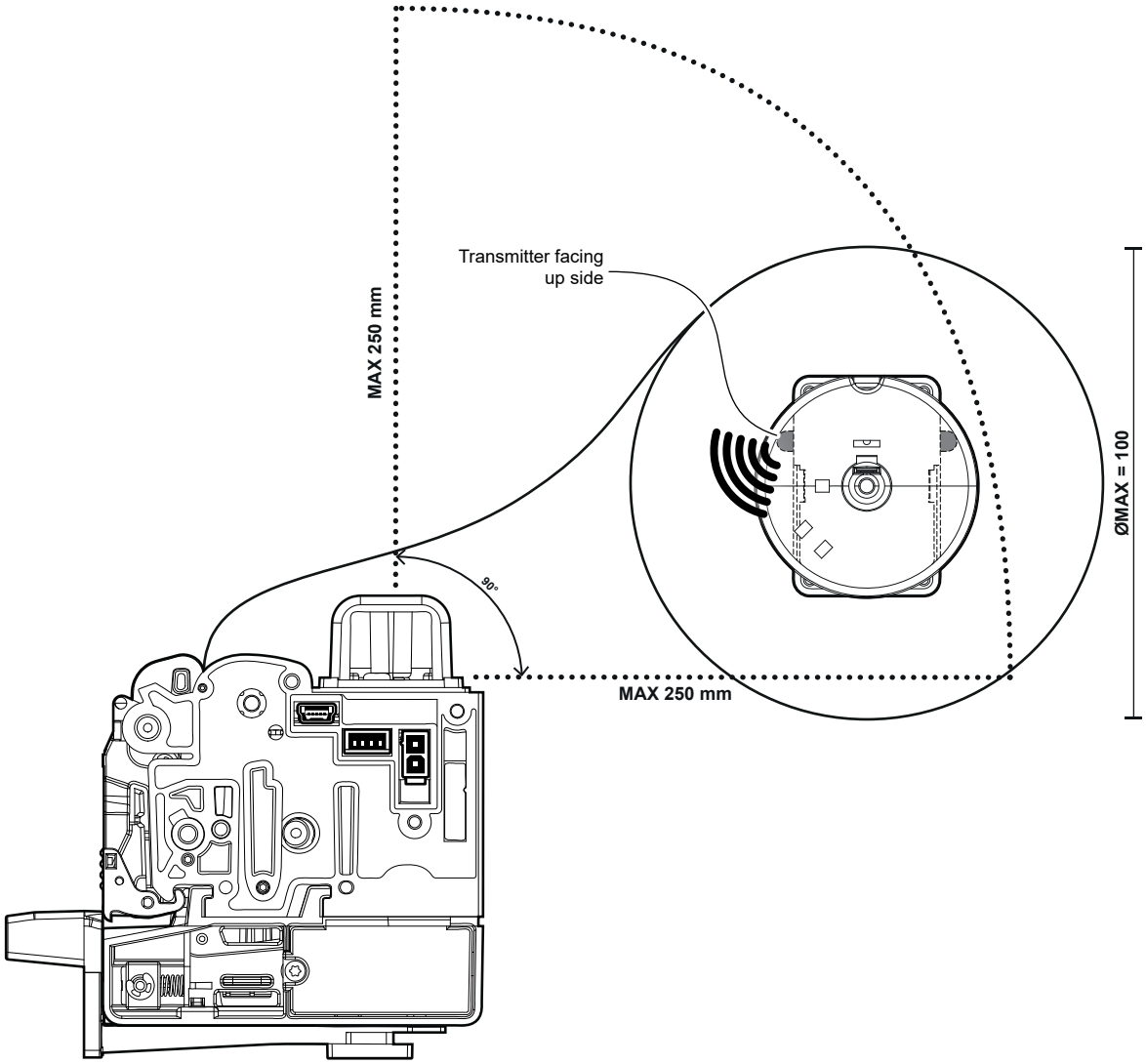
**Horizontal mounting**




ATTENTION: The transmitters of the wireless roll holder code 974NA010000003 must always face upwards.

ATTENTION: When using the wireless roll holder code 974NA010000003 it's important to respect the distance of 250 mm from the centre of the roll holder to the device.

**Vertical mounting**




ATTENTION: The transmitters of the wireless roll holder code 974NA010000003 must always face upwards.

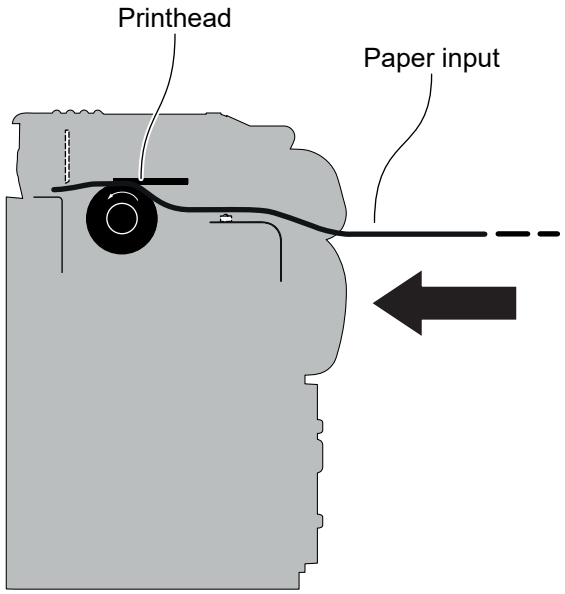
ATTENTION: When using the wireless roll holder code 974NA010000003 it's important to respect the distance of 250 mm from the centre of the roll holder to the device.

# 5.10 Issuing ticket

**VKP60 Compact**

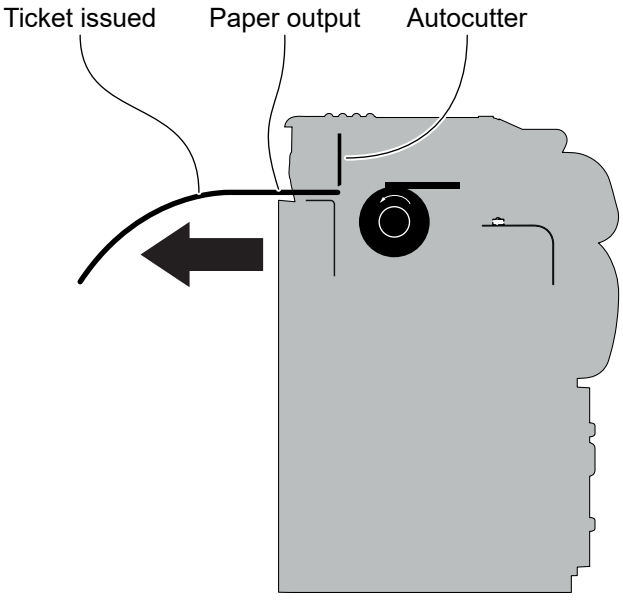
The operating modes shown in following images, depend on the settings of configuration parameters and commands sent to the device.

1




The device starts the ticket printing.

2

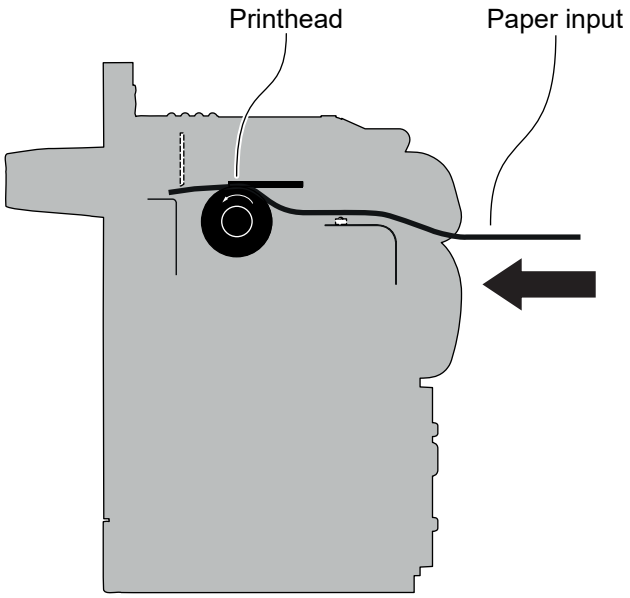



When printing ends, the device cuts the ticket printed that is issued from the paper output.

**VKP60 Paper Mouth**

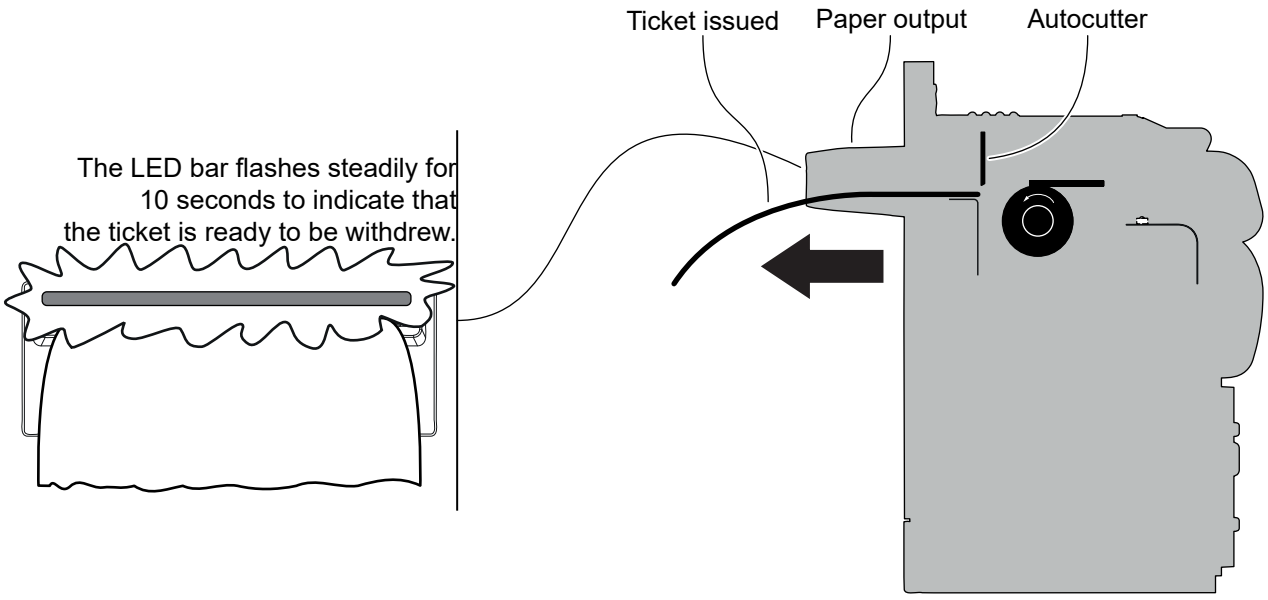
The operating modes shown in following images, depend on the settings of configuration parameters and commands sent to the device.

1



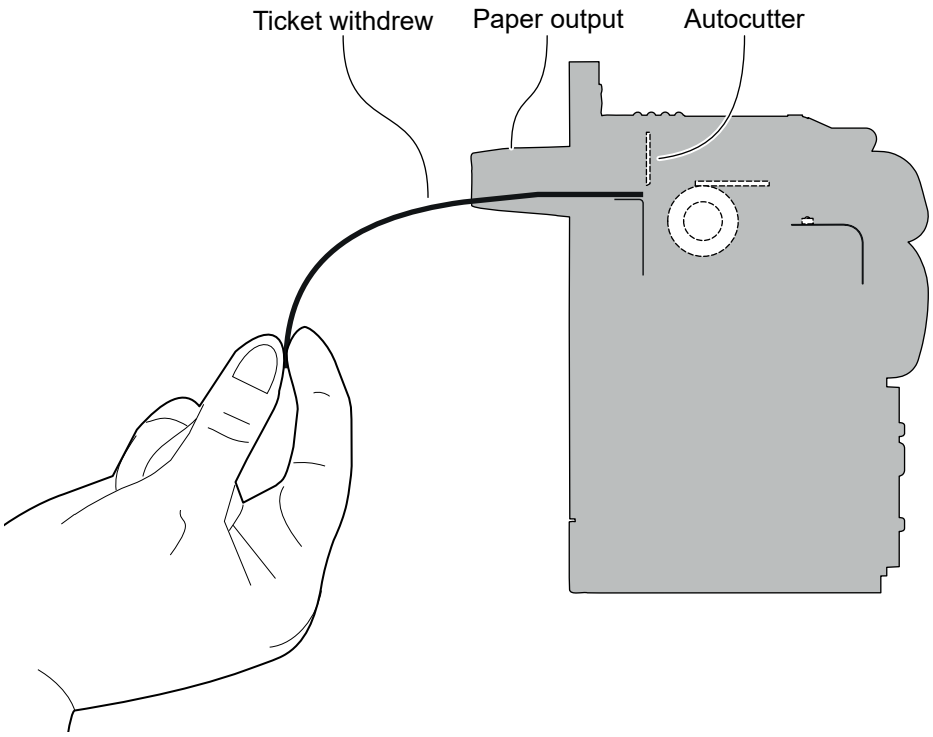

The device starts the ticket printing.

2



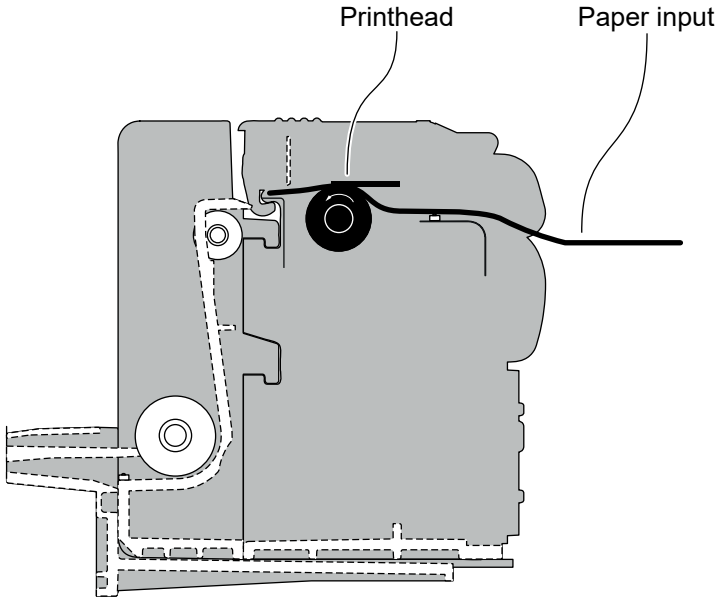

When printing ends, the device cuts the ticket printed
and then eject it from paper outlet. The LED bar blinking for 10 seconds.

3



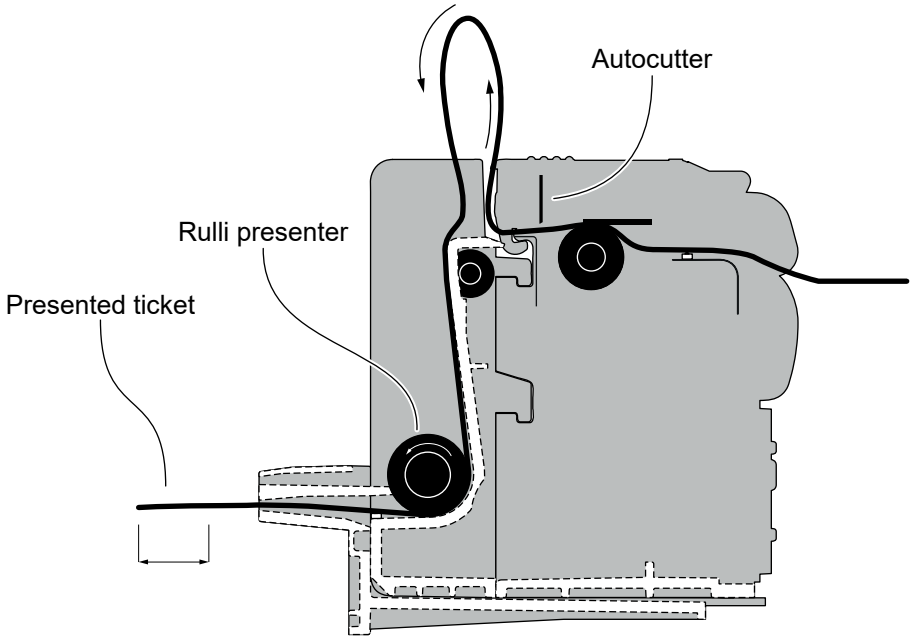

The user withdraw the ticket from the bezel.

1



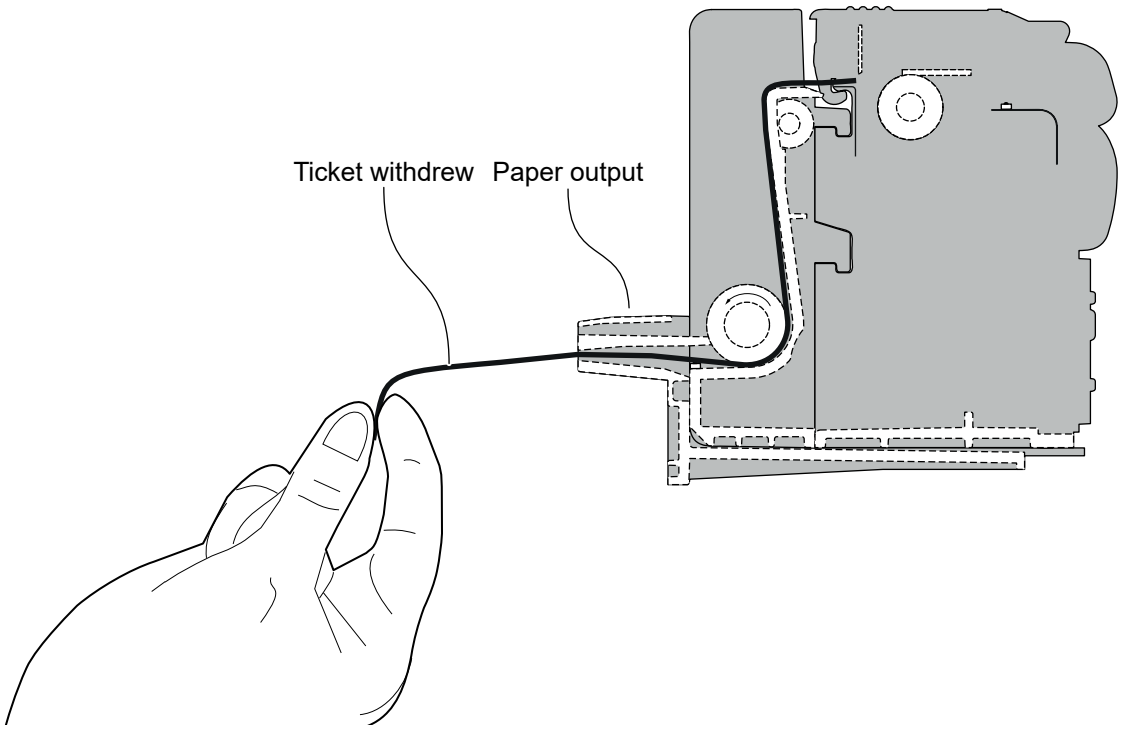

The device starts the ticket printing.

2




The ticket advances ahead to the presenter and is caught between the presenter rollers.
While the device continues printing, the portion of the ticket already printed is collected on top of the device.

3



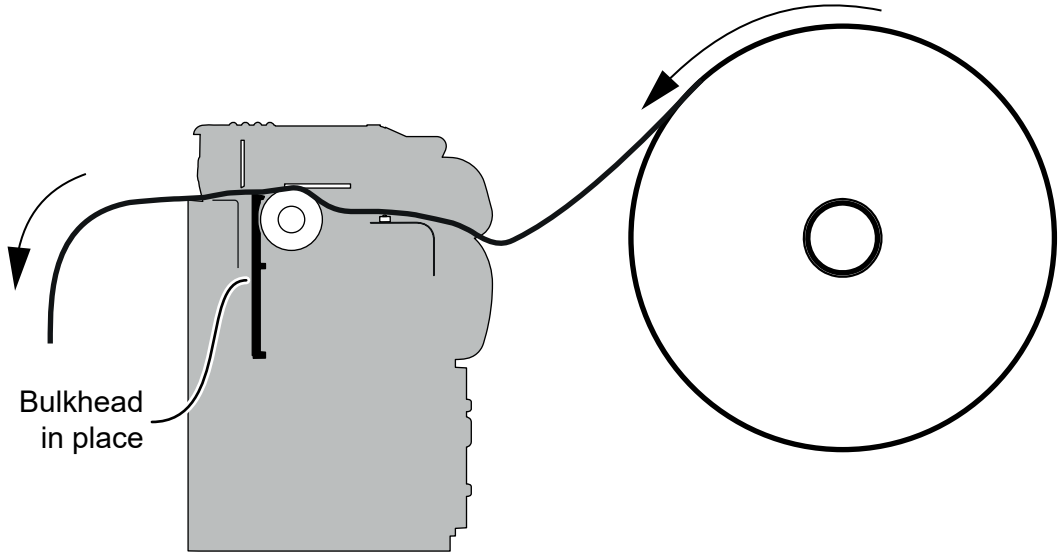

When printing ends, the device cuts the ticket printed
that is issued from the paper output. The user withdraw the ticket from the bezel.

## 5.11 Active Anti-jam function

The active anti-jam function starts operating when the user block the the ticket while printing is still in progress by placing a finger in front of the paper mouth. This causes the anti-jam system to activate, the paper lowers slightly and the resulting belly lowers the internal bulkhead which stops printing until the paper mouth is not released.

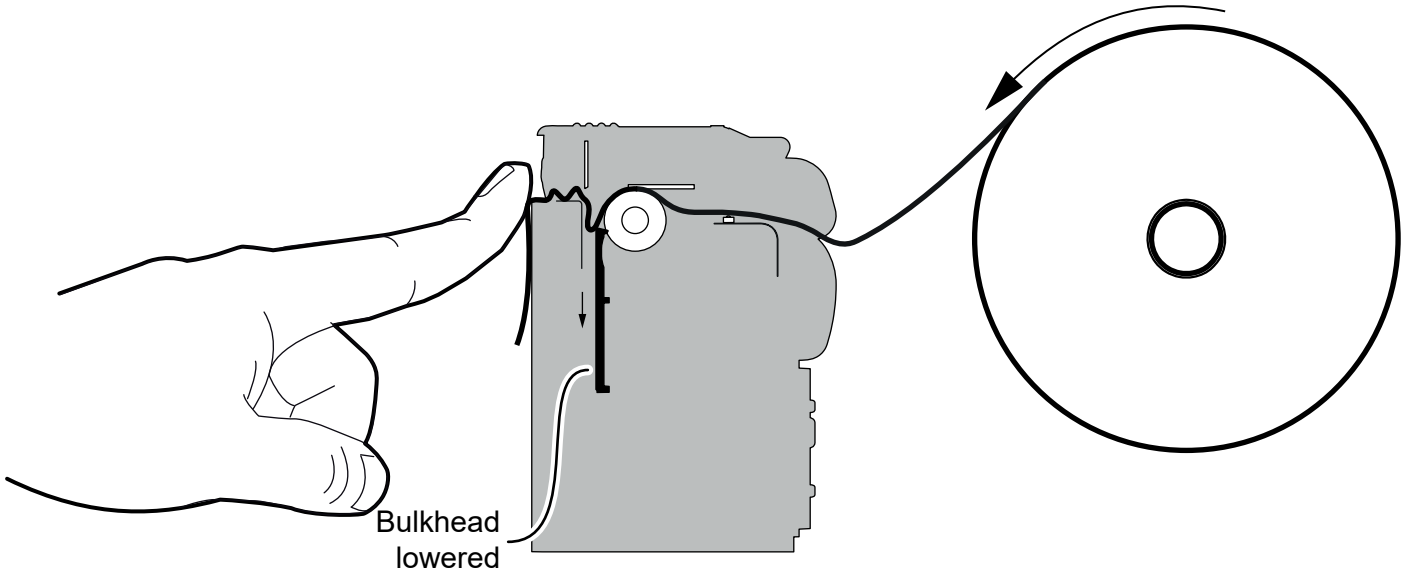
**VKP60 Compact**

1




The device starts the ticket printing.

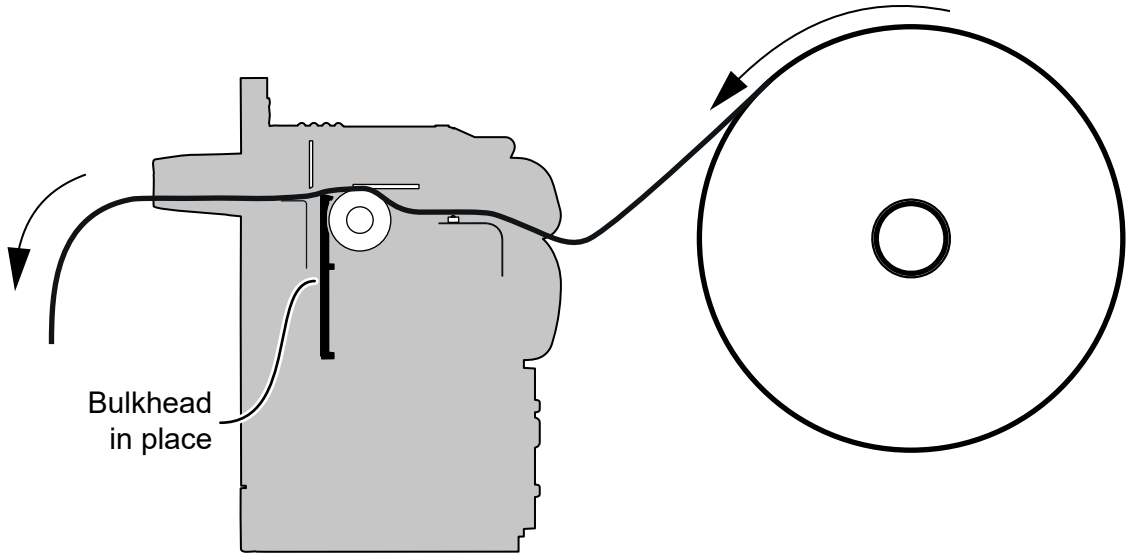
2




During ticket printing, the obstruction of the paper bezel causes the lowering of the bulkhead inside the device. The sensor is engaged generating the status of 'paper jam'.

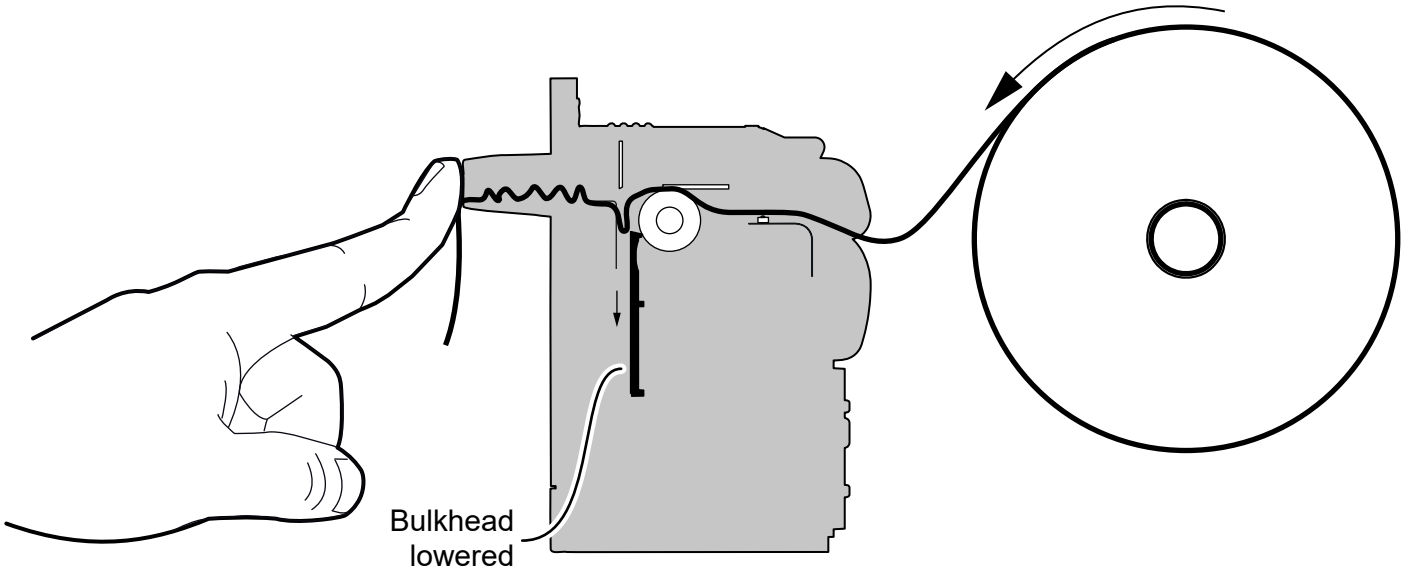
**VKP60 Paper Mouth**

1




The device starts the ticket printing.

2



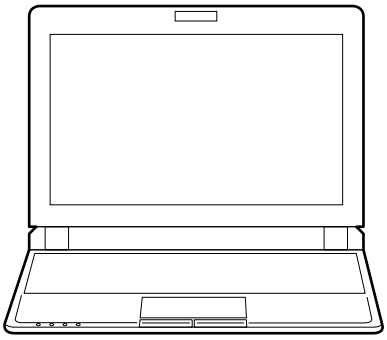

During ticket printing, the obstruction of the paper bezel causes the lowering of the bulkhead inside the device.
The sensor is engaged generating the status of 'paper jam'.

# 6 CONFIGURATION

## 6.1 Configuration by software

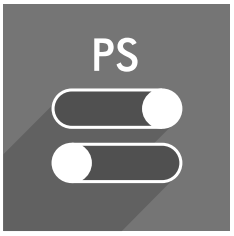
The setup parameters can be set by using the “PrinterSet” software tool available on www.custom4u.it.
For a detailed description of the device operating parameters see the following paragraphs.
To configure the device by software, proceed as follows:

1



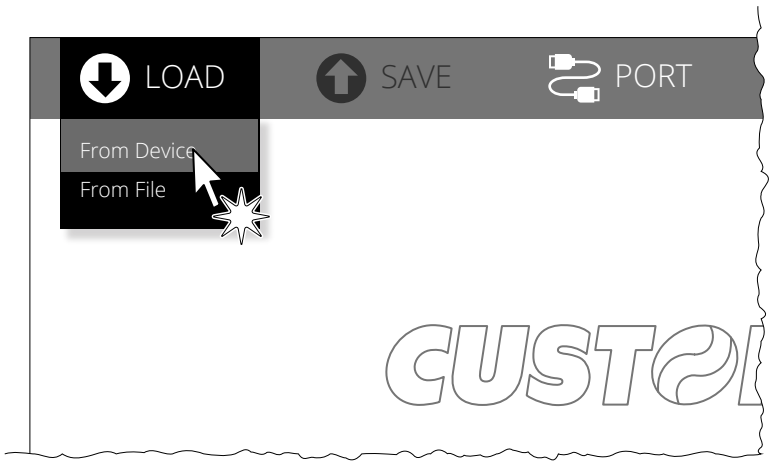
Connect the device to a PC directly (see paragraph 4.2),
without using HUB devices.

2



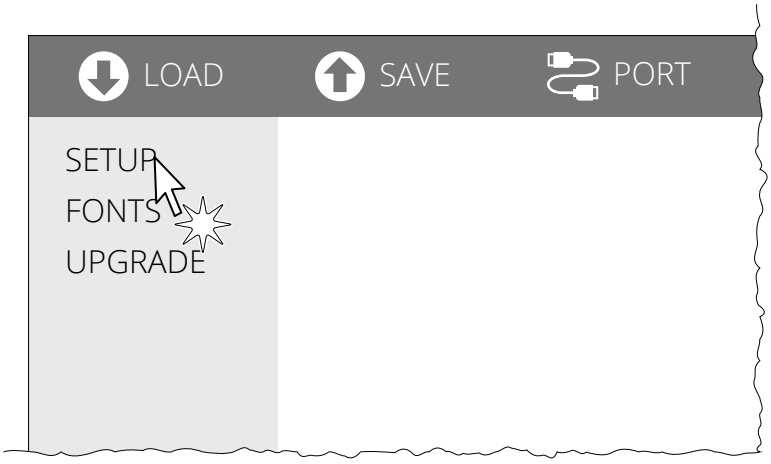

Start “PrinterSet” software tool.

3



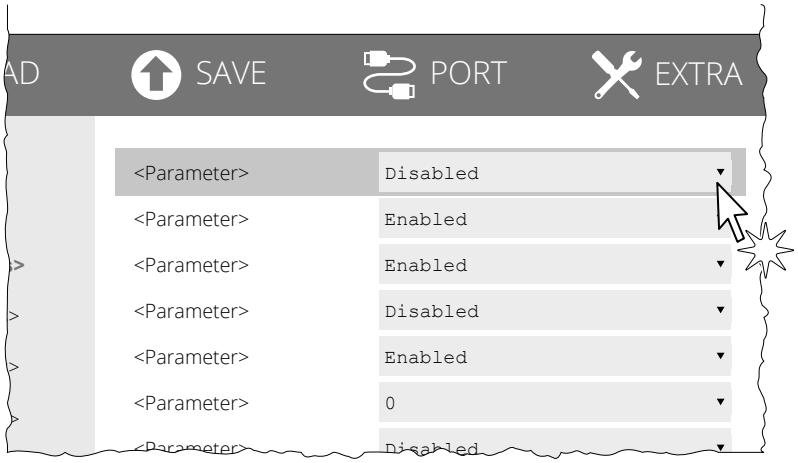

Click on LOAD > FROM DEVICE and select
the device connected to the PC.

4



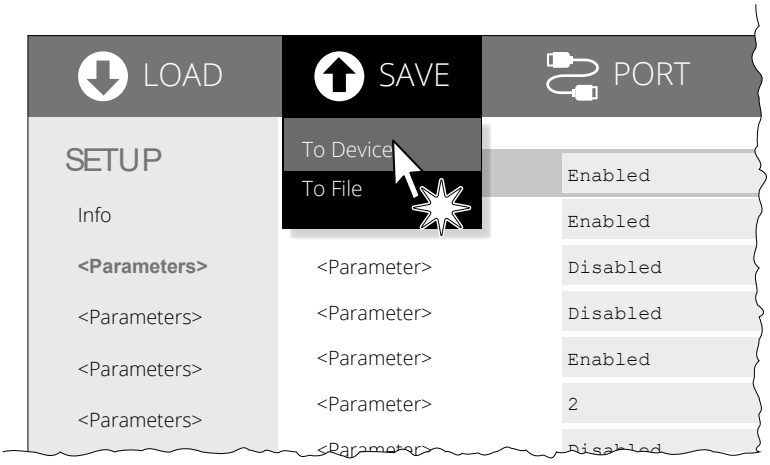

Click on SETUP to access the operating parameteres of the device to be configured.

5




Make the desired changes to the
device operating parameters.

6




Click on SAVE > TO DEVICE
to make the changes made effective.

ATTENTION:
During saving, it is strongly discouraged to disconnect the communication cable or to remove the power supply of the PC or the device.

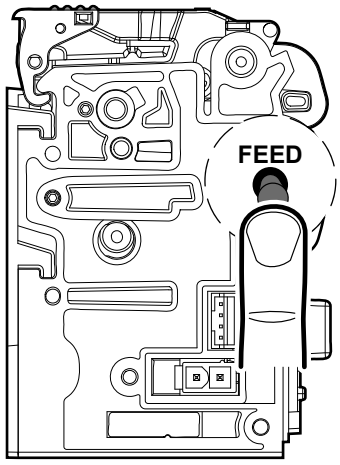
## 6.2 Configuration by keys

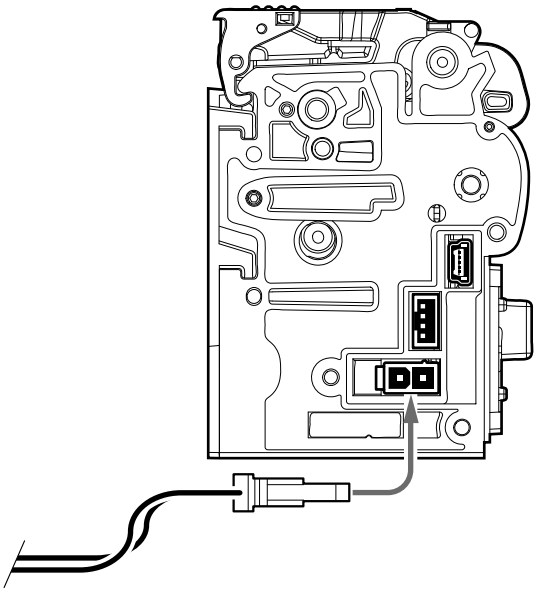
To enter the configuration mode and print a setup report with the operating parameters of the device, proceed as follows.

**VKP60 Compact**

To have the functions indicated in the following figure, use the power adapter cable to connected to the power port supplied as an accessory (see chapter 11).

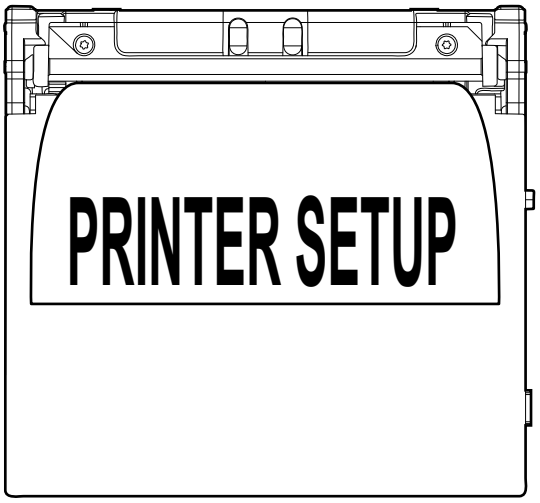
1



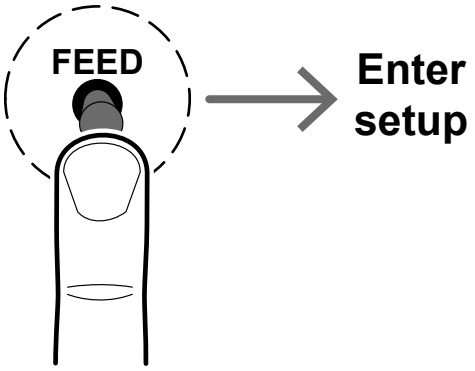
While pressing the FEED key, switch on the device by inserting the optional power supply cable (see paragraph 5.5).

2




The device prints the report with the settings parameters.

3

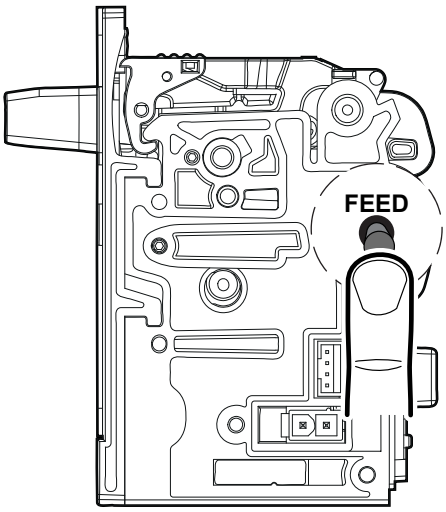


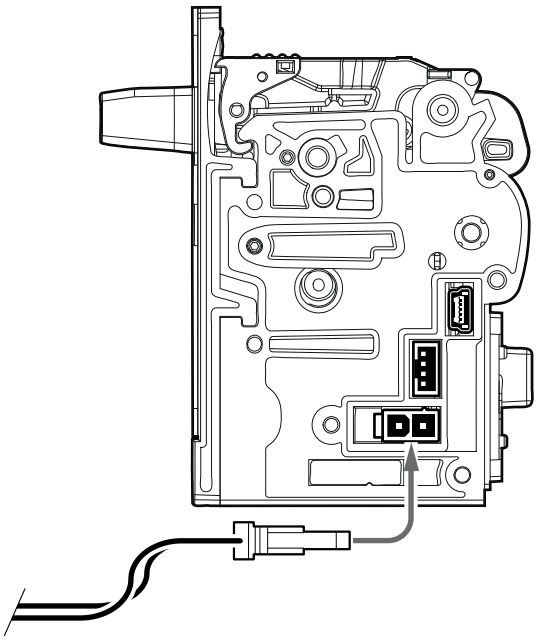

Pressing the FEED key to enter the configuration mode (see paragraph 3.6).

**VKP60 Paper Mouth**

To have the functions indicated in the following figure, use the power adapter cable to connected to the power port supplied as an accessory (see chapter 11).

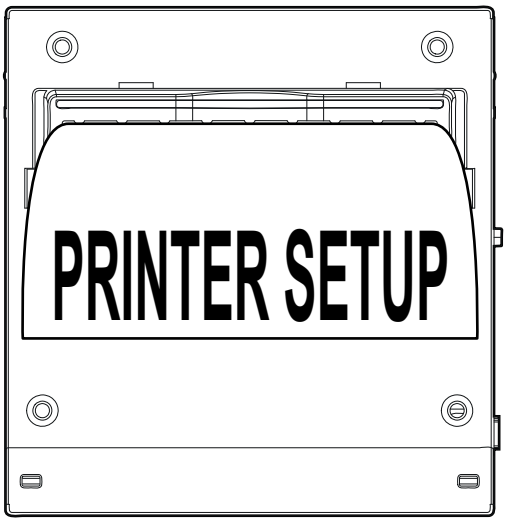
1



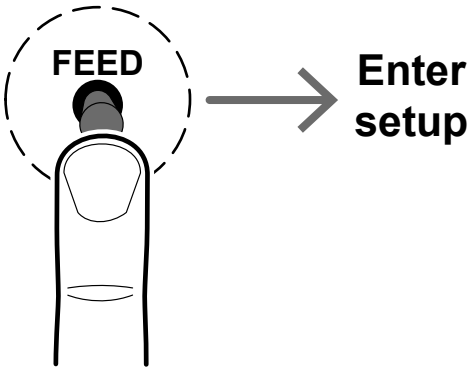
While pressing the FEED key, switch on the device by inserting the optional power supply cable (see paragraph 5.5).

2



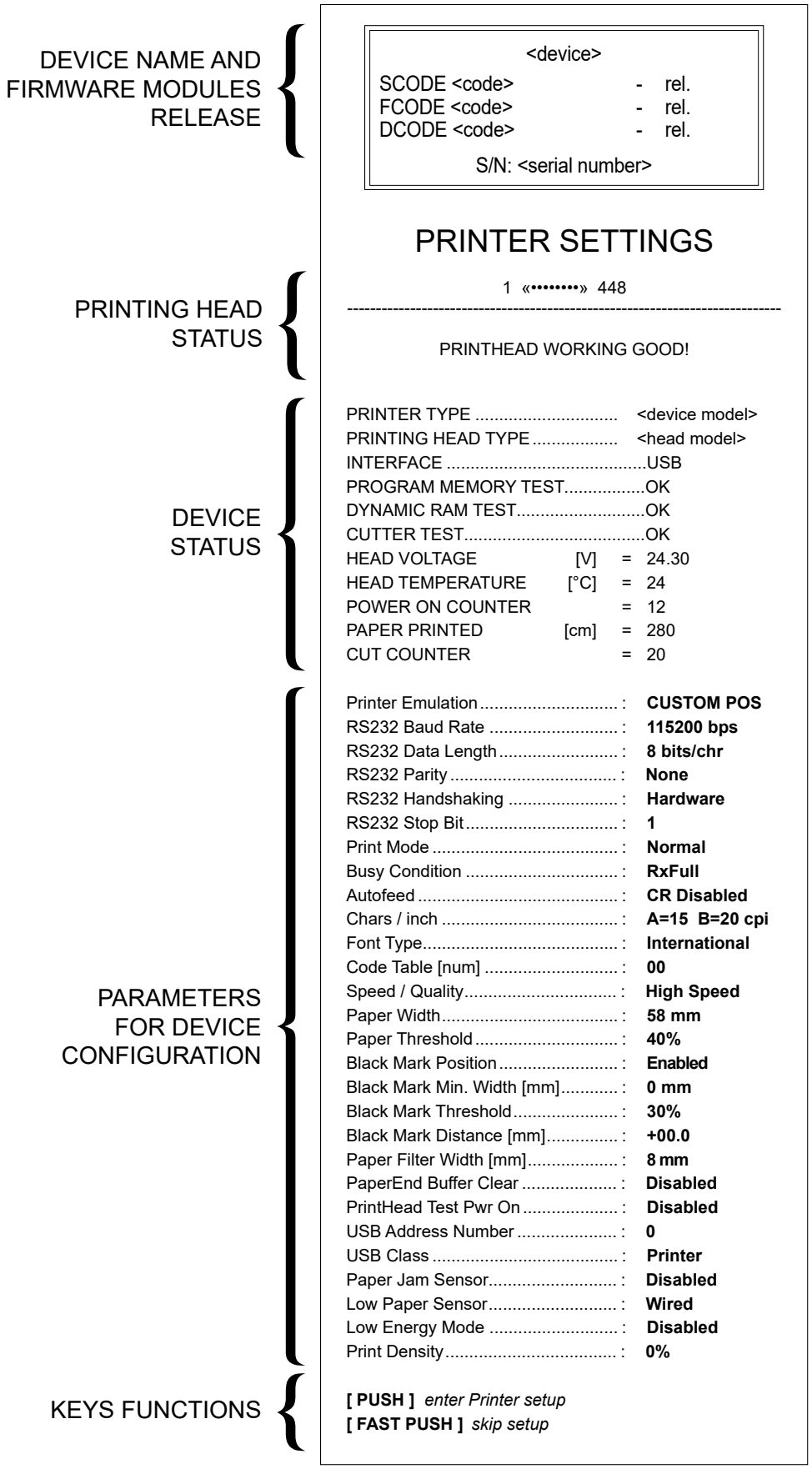

The device prints the report with the settings parameters.

3



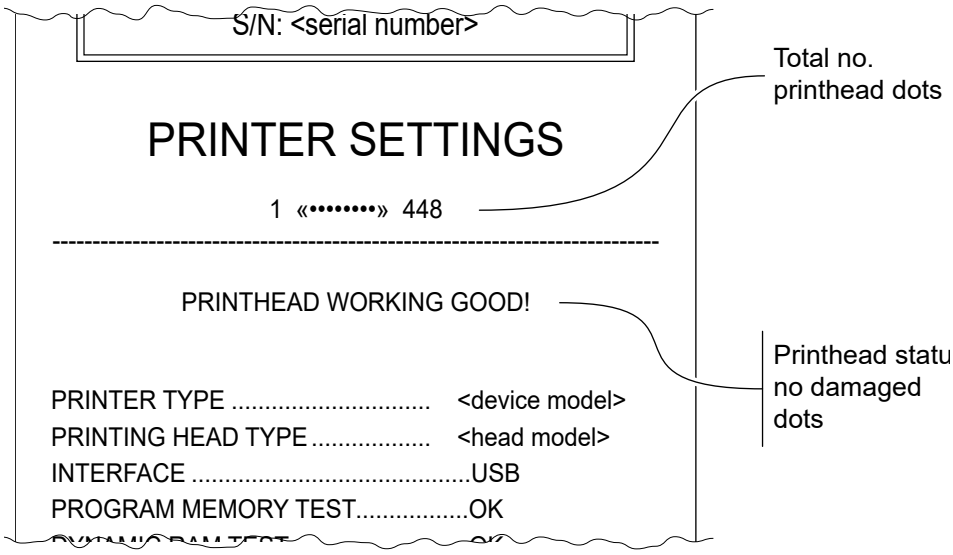

Pressing the FEED key to enter the configuration mode (see paragraph 3.6).

The following figure shows the setup report of the device. The shown values for parameters are sample values; for the list and the description of device parameters see the following paragraphs.

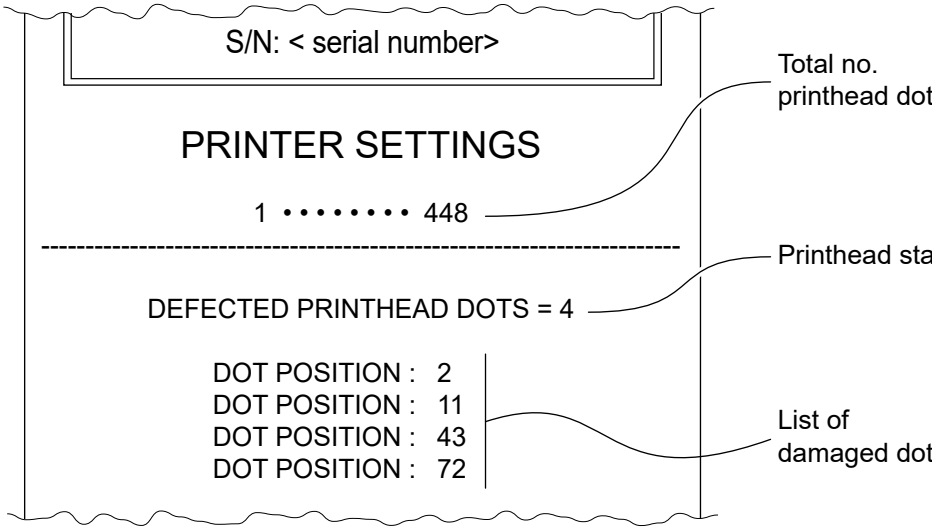


## 6.3 Printhead status

The device performs the printhead operating status when printing the setup report. The total number of dots is reported Are indicated the total dots number of the printhead and their status (see figure below).




In case of damaged dots, these are listed in the print out in according to their position on the heating line (see figure below).



## 6.4 Device status

The device operating status is indicated in the configuration print-out in which, next to the name of the components displayed, the following information is given:

| | |
|---|---|
| **PRINTER TYPE** | device model |
| **PRINTING HEAD TYPE** | printhead model |
| **INTERFACE** | interface present |
| **PROGRAM MEMORY TEST** | OK appears if functioning and NOT OK if faulty |
| **DYNAMIC RAM TEST** | OK appears if functioning and NOT OK if faulty |
| **CUTTER TEST** | OK appears if functioning and NOT OK if faulty |
| **HEAD VOLTAGE** | voltage of the head |
| **HEAD TEMPERATURE** | temperature of the head |
| **POWER ON COUNTER** | number of power-ups made |
| **PAPER PRINTED** | centimetres of paper printed |
| **CUT COUNTER** | number of cuts made |

# 6.5 Communication parameters

This device allows the configuration of the parameters listed in the following table.
The parameters marked with the symbol [D] are the default values.
Settings remain active even after the device has been turned off

| | |
|---|---|
| **RS232 BAUD RATE** | Communication speed of the serial interface:<br><br>9600 57600<br>19200 115200 [D]<br>38400<br><br>This parameter is valid only with serial interface. |
| **RS232 DATA LENGTH** | Number of bit used for characters encoding:<br><br>7 bits/char<br>8 bits/char [D]<br><br>This parameter is valid only with serial interface. |
| **RS232 PARITY** | Bit for the parity control of the serial interface:<br><br>None [D] = parity bit omitted<br>Even = even value for parity bit<br>Odd = odd value for parity bit<br><br>This parameter is valid only with serial interface. |
| **RS232 STOP BIT** | Setting of the stop bit:<br><br>1 [D] 2 |
| **RS232 HANDSHAKING** | Handshaking:<br><br>XON/XOFF = software handshaking<br>Hardware [D] = hardware handshaking (CTS/RTS)<br><br>This parameter is valid only with serial interface. When the receive buffer is full, if handshaking is set to XON/XOFF, the device sends the XOFF (0x13) on the serial port. When the receive buffer has cleared once again, if handshaking is set to XON/XOFF, the device sends the XON (0x11) on the serial port. |
| **BUSY CONDITION** | Activation mode for Busy signal:<br><br>OffLine/ RXFull = busy signal is activated when the device is both in OffLine status and the buffer is full<br>RXFull [D] = busy signal is activated when the buffer is full<br><br>This parameter is valid only with serial interface. |

| | |
|---|---|
| **USB ADDRESS NUMBER** | Numerical address code for the univocal identification of the USB device (in case of more than a USB device connected with the same PC):<br><br>0 [D] 2 4 6 8 None<br>1 3 5 7 9 |
| **USB CLASS** | USB communication class definition:<br><br>Printer [D] = setting the printer function<br>Virtual COM = setting the USB port as a virtual serial port<br><br>To use the value "Virtual COM", it is necessary to install an addictional driver (see paragraph 4.4). |
| **DHCP CLIENT** | Setting of the DHCP protocol:<br><br>Disabled [D] = protocol disabled<br>Enabled = protocol enabled<br><br>This parameter is valid only for models with dongle Ethernet supplied as an accessory (see chapter 11). |
| **IP ADDRESS** | IP address of device; this parameter is assigned by the network administrator.<br><br>This parameter is valid only for models with dongle Ethernet supplied as an accessory (see chapter 11) and it can be modified by software (see paragraph 6.1). |
| **SUBNET MASK** | This parameter identifies the local network address.<br><br>This parameter is valid only for models with dongle Ethernet supplied as an accessory (see chapter 11) and it can be modified by software (see paragraph 6.1). |
| **DEFAULT GATEWAY** | This parameter identifies the Gateway IP address used to send applications to the external network.<br><br>This parameter is valid only for models with dongle Ethernet supplied as an accessory (see chapter 11) and it can be modified by software (see paragraph 6.1). |
| **TCP PRINTER PORT** | This parameter sets the TCP port number.<br><br>This parameter is valid only for models with dongle Ethernet supplied as an accessory (see chapter 11) and it can be modified by software (see paragraph 6.1). |
| **MAC ADDRESS** | This is the number, provided by the constructor, that identifies the device; this number is univocal.<br><br>This parameter is valid only for models with dongle Ethernet supplied as an accessory (see chapter 11) and it can't be modified. |

# 6.6 Operation parameters

This device allows the configuration of the parameters listed in the following table.
The parameters marked with the symbol [D] are the default values.
Settings remain active even after the device has been turned off and they are stored in non-volatile memory.

**PRINT MODE**

Printing mode:

Normal [D] = enables printing in normal writing way
Reverse = enables printing rotated 180 degrees

**AUTOFEED**

Setting of the Carriage Return character:

CR disabled [D] = carriage Return disabled
CR enabled = carriage Return enabled

**CHARS / INCH**

Font selection:

A = 11 cpi, B = 15 cpi
A = 15 cpi, B = 20 cpi [D]
A = 20 cpi, B = 25 cpi

CPI = Characters Per Inch

**CODE TABLE [NUM]**

Identifier number of the character code table to use.
See the paragraph 9.12 to learn about the character tables corresponding to the identification numbers set with this parameter.
The character tables set with this parameter are the same set with the command 0x1B 0x74 (refer to the commands manual of the device).
The numeric value of the identifier is made up with the following two parameters for the setting of two digits for the tens and the units:

| | |
|---|---|
| Code Table [num x 10] | Setting the digit for tens:<br>0 [D] 2 4<br>1 3 5 |
| Code Table [num x 1] | Setting the digit for units:<br>0 [D] 2 4 6 8<br>1 3 5 7 9 |

**FONT TYPE**

Setting of the font type:

| | | |
|---|---|---|
| International [D] | = | Enables the use of the 256 characters font tables |
| Chinese GB18030 | = | Enables the use of the chinese extended font GB18030-2000 |
| Korean CP949 | = | Enables the use of the korean font CP949 |

When the “International” font is enabled, you need to choose the character code table (“Code Table” parameter). When the Chinese or Korean fonts is enabled, the selection of the character code table is suspended (“Code Table” parameter).

| | |
|---|---|
| **SPEED / QUALITY** | Setting of printing speed and printing quality:<br><br>High Quality<br>Normal<br>High Speed [D]<br><br>ATTENTION: This parameter is not available in models with power adapter Vin 12Vdc supplied as an accessory (see chapter 11) and is not modifiable by setup. |
| **PRINT WIDTH** | Printing area width:<br><br>44 mm 54 mm 60 mm<br>50 mm 58 mm [D] |
| **PAPER THRESHOLD** | Threshold value (in percent) for the recognition of the presence of paper by the paper presence sensor.<br><br>30% 70%<br>40% [D] 80%<br>50% 90%<br>60% |
| **PAPEREND BUFFER CLEAR** | Cleaning mode of the data in receive buffer, if the printing is stopped due to lack of paper:<br><br>Disabled [D] = the data remain in the receive buffer. When the paper runs out, the device keeps the remaining data in the receive buffer and prints the remaining portion of the ticket after that the new paper is loaded.<br>Enabled = when the paper runs out, all data in the receive buffer are deleted. |
| **PRINTHEAD TEST POWERON** | Setting of the performing of the print head test:<br><br>Disabled [D] = the test is performed only during the printing of the setup report<br>Enabled = the test is performed at each power on |
| **PAPER JAM SENSOR** | Setting the paper jam sensor:<br><br>Disabled [D] = set this value to disable the paper jam sensor.<br>Enabled = set this value to disable the paper jam sensor.<br><br>The parameter is printed on setup report only for VKP60 Compact and VKP60 Paper Mouth models |
| **LOW PAPER SENSOR** | Definition of the low paper sensor type:<br><br>None = set this value if the sensor is not present on the device.<br>Wired [D] = set this value when the sensor is present on the device and it's the one with the external cable.<br>Wireless = set this value when the sensor is present on the device and it's not the one with the external cable. |

**LOW PAPER DIAM. [mm]**

Value (expressed in millimetres) of minimum threshold of the diameter of the paper roll for the recognition of low paper:

| | | | | |
|---|---|---|---|---|
| 17 | 21 | 28 | 33 | 38 |
| 18 | 22 | 29 | 34 | 39 |
| 19 D | 23 | 30 | 35 | 40 |
| 20 | 24 | 31 | 36 | |
| 21 | 27 | 32 | 37 | |

This parameter is printed on setup report only if the "LOW PAPER SENSOR" parameter set on "Wireless".

**LOW ENERGY MODE**

Setting the inactivity period in seconds after which the device enters in sleep mode:

Disabled D
15 s
30 s
60 s

**INSTALL TYPE**

Setting the device installation mode:

Horizontal D = the device is used with Loop /Present configuration
Vertical = the device is used with Present/Retract configuration

The parameter is printed on setup report only for VKP60 Presenter LP and VKP60 Presenter PR models

**PRINT DENSITY**

Adjusting the printing density:

| | | |
|---|---|---|
| -25% | 0% D | +25% |
| -12% | +12% | |

The print quality is strongly influenced by the type of chemical treatment and the type of storage to which the thermal paper has been subjected, as well as by the weight of the same. It may therefore necessary to act on this parameter to obtain the desired print quality.

# 6.7 Alignment parameters

This device allows the configuration of the parameters listed in the following table.
The parameters marked with the symbol [D] are the default values.
Settings remain active even after the device has been turned off and they are stored in non-volatile memory.

**BLACK MARK POSITION**

Alignment management:

Disabled [D] = the black mark alignment is not performed
Enabled = the black mark alignment is performed

**BLACK MARK THRESHOLD**

Threshold value (in percent) for the recognition of the presence of black mark by the black mark sensor:

| | |
|---|---|
| 30% [D] | 70% |
| 40% | 80% |
| 50% | 90% |
| 60% | |

If “Black Mark Position” parameter is set on "Disabled", this parameter has not effect on device configuration and it is not printed on setup report.

**BLACK MARK DISTANCE**

“Black Mark Distance” is the minimum distance (in millimeters) between the upper edge of ticket and the black mark (see chapter 7).
If “Black Mark Position” parameter is set on "Disabled", the parameters for the “Black Mark Distance” are not printed.
The numeric value of the distance is made up with the following four parameters (available only with the configuration by keys) for the setting of three digits (two for the integer part of the number, one for the decimal part and of the sign):

BLACK MARK DISTANCE SIGN

Sign setting:

+ [D] = positive distance
- = negative distance

BLACK MARK DISTANCE [mm x 10]

Setting the digit for tens:

| | | | | |
|---|---|---|---|---|
| 0 [D] | 2 | 4 | 6 | 8 |
| 1 | 3 | 5 | 7 | 9 |

BLACK MARK DISTANCE [mm x 1]

Setting the digit for units:

| | | | | |
|---|---|---|---|---|
| 0 [D] | 2 | 4 | 6 | 8 |
| 1 | 3 | 5 | 7 | 9 |

BLACK MARK DISTANCE [mm x .1]

Setting the digit for decimals:

| | | | | |
|---|---|---|---|---|
| 0 [D] | 2 | 4 | 6 | 8 |
| 1 | 3 | 5 | 7 | 9 |

**BLACK MARK MIN. WIDTH**

Minimum length for the alignment black mark. This parameter describes the dimensions of the alignment black mark in order to avoid that other graphics on the ticket is detected erroneously as black mark.
If “Black Mark Position” parameter is set on "Disabled", the parameter is not printed.

| | | | | | |
|---|---|---|---|---|---|
| 0 mm [D] | 4 mm | 8 mm | 12 mm | 16 mm | 20 mm |
| 1 mm | 5 mm | 9 mm | 13 mm | 17 mm | |
| 2 mm | 6 mm | 10 mm | 14 mm | 18 mm | |
| 3 mm | 7 mm | 11 mm | 15 mm | 19 mm | |

**PAPER FILTER WIDTH [MM]**

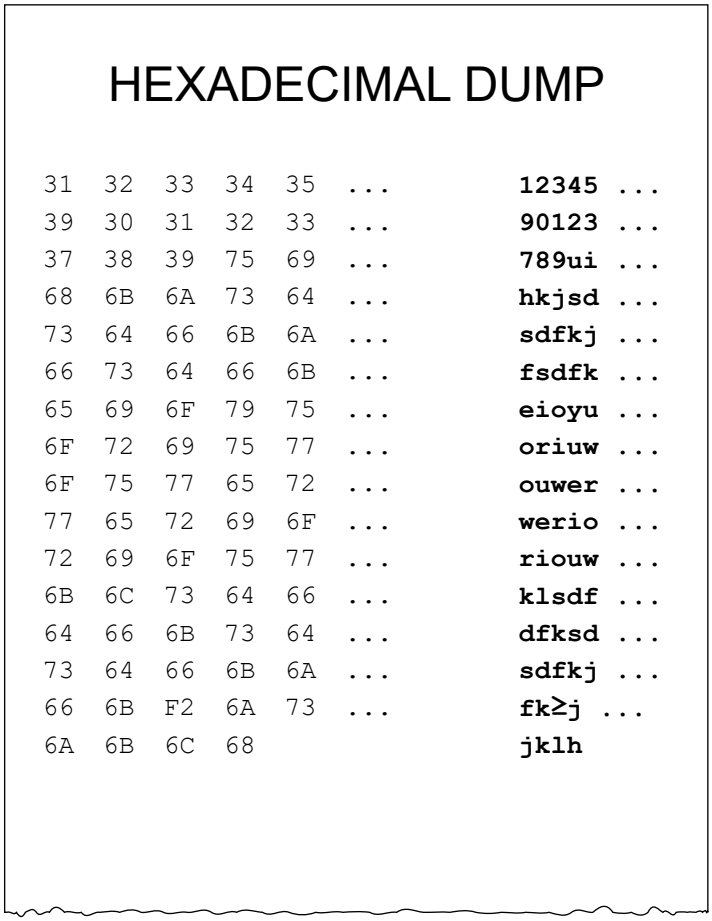
Set the length of black area detected by the sensor to be not considered as paper end. This is to not to confuse black mark and other graphics printed on the ticket as paper end.

| | | | | |
|---|---|---|---|---|
| 2 mm | 5 mm [D] | 8 mm | 11 mm | 14 mm |
| 3 mm | 6 mm | 9 mm | 12 mm | 15 mm |
| 4 mm | 7 mm | 10 mm | 13 mm | |

## 6.8 Hexadecimal dump

This function is used for the diagnosis of the characters received from the communications port. Characters are printed as hexadecimal code and the corresponding ASCII code (see below). Each line is preceded by a counter in hexadecimal that indicates the number of bytes received.

During the startup, if you hold down the FEED key, the device enters the self-test routine and print the setup report.
The device remains in standby until a key is pressed or characters are received through the communication port (Hexadecimal dump mode). For each character sent, the ticket shows the hexadecimal value and the ASCII codes (if the characters are underlined, the receive buffer is full). Shown below is an example of a Hexadecimal dump:



# 7 ALIGNMENT

Device is provided with a sensor for the use of alignment black mark in order to handle rolls of tickets with pre-printed fields and a fixed length.

The alignment sensor is a “reflection” sensor: this kind of sensor emits a band of light and detects the quantity of light reflected to it. The presence of the black mark is therefore detected by the amount of light that returns to the sensor, considering that the light is reflected by the white paper and absorbed by the black mark.

The following paragraphs show how to correctly set the configuration parameters of device in order to assure the alignment.

# 7.1 Calibration

The sensor calibration occurs automatically and consists in adjusting the quantity of light emitted to match the degree of whiteness of the paper used and the degree of black of the mark printed on paper.

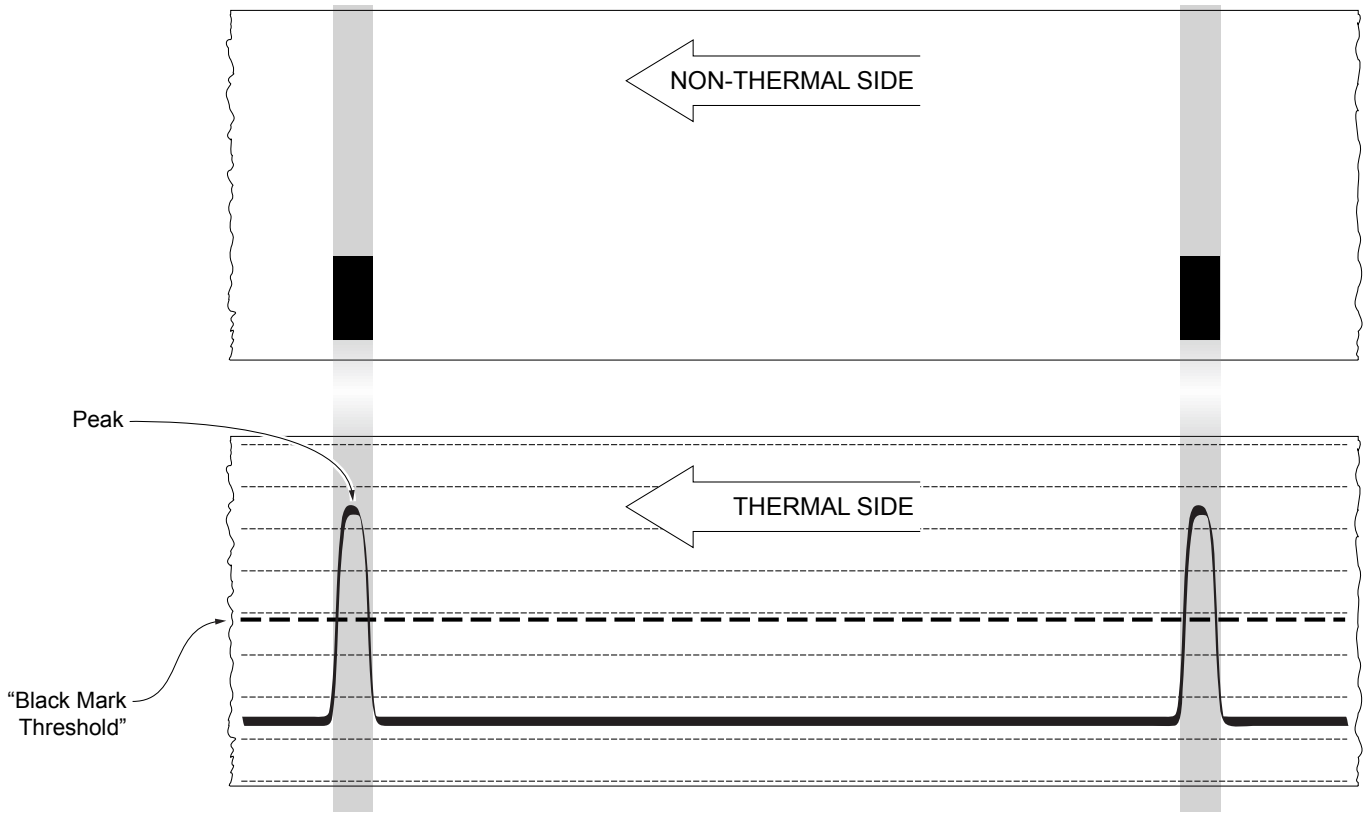
The device automatically performs the self-calibration during the setup procedure only if the “Black Mark Position” parameter is set to a value other than “Disabled” (see chapter 6).

When self-calibration starts, the device performs some paper feeds and then it prints the calibration result and the value of the PWM duty-cicle of the alignment sensor driver so that it can be perform an optimal black mark detection:

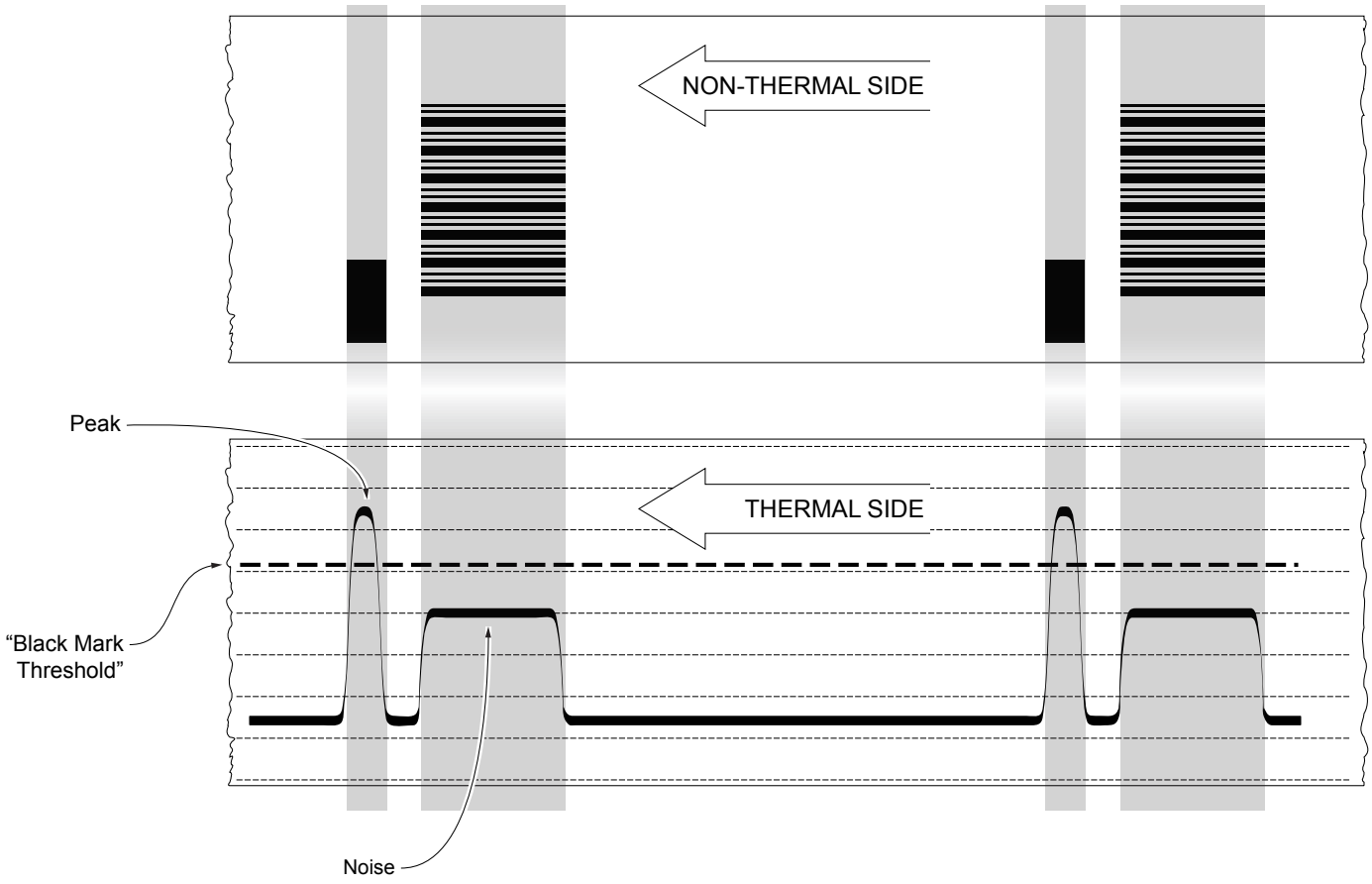
Autosetting black mark : OK
PWM Duty Cycle : 85.3%

The “Autosetting black mark” parameter indicates the result of the self-calibration procedure; OK will appear if it has been successful, NOT OK will appear if the procedure has failed.

After the printing of the procedure result, the device offers the execution of the function of paper characterization “Characterize Paper” and the change of the “Black Mark Threshold” parameter which represents the detection threshold of the black mark.
Choosing the “Yes” value for the “Characterize Paper” parameter, the device prints a graphic representation (see following figures) of the outgoing voltage of the alignment sensor (expressed as a percentage) and the “Black Mark Threshold” value. This graphic representation is useful to set the most suitable value to assign to the “Black Mark Threshold” parameter and then to better identify the optimal threshold value which takes into account the variations of the signal and the small oscillations around zero.
The following figure shows an example of paper with the non-thermal paper printed with black marks: the outgoing voltage is constant while passing the white paper between two black marks and presents a peak at each black mark.
In this case, the optimal value for the “Black Mark Threshold” parameter is placed about half of the peak.



The following figure shows an example of paper with the non-thermal paper printed with black marks and other graphics (for example, a barcode): the outgoing voltage is constant while passing the white paper between two black marks, presents a peak at each black mark and presents some “noise” at each barcode. In this case, the optimal value for the “Black Mark Threshold” parameter is located about halfway between the peak value and the maximum value of the “noise”.



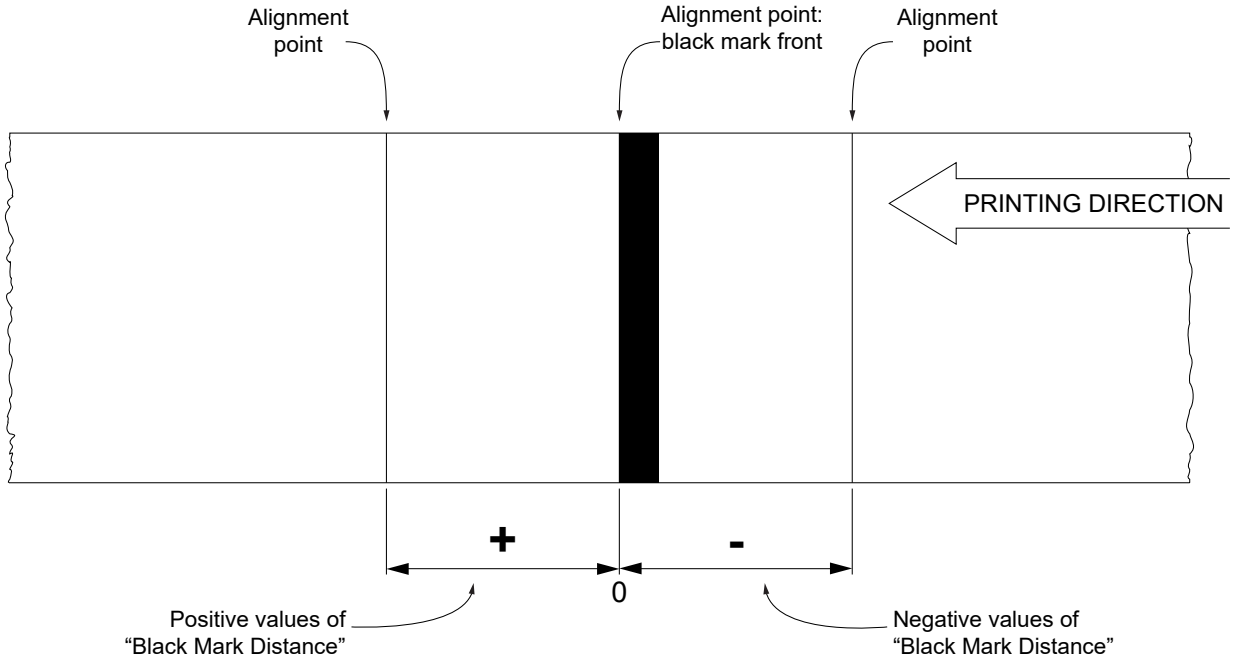

If the maximum value of “noise” read by the sensor is very close to the peak value, it might be difficult to place the value of the “Black Mark Threshold” at an intermediate point. In these cases, it is mandatory that the portion of paper between the point of printing end and the front of black mark is completely white (no graphics). In this way, the only next graphic detected by the sensor for alignment after the printing end will be the black mark.

# 7.2 Alignment parameters

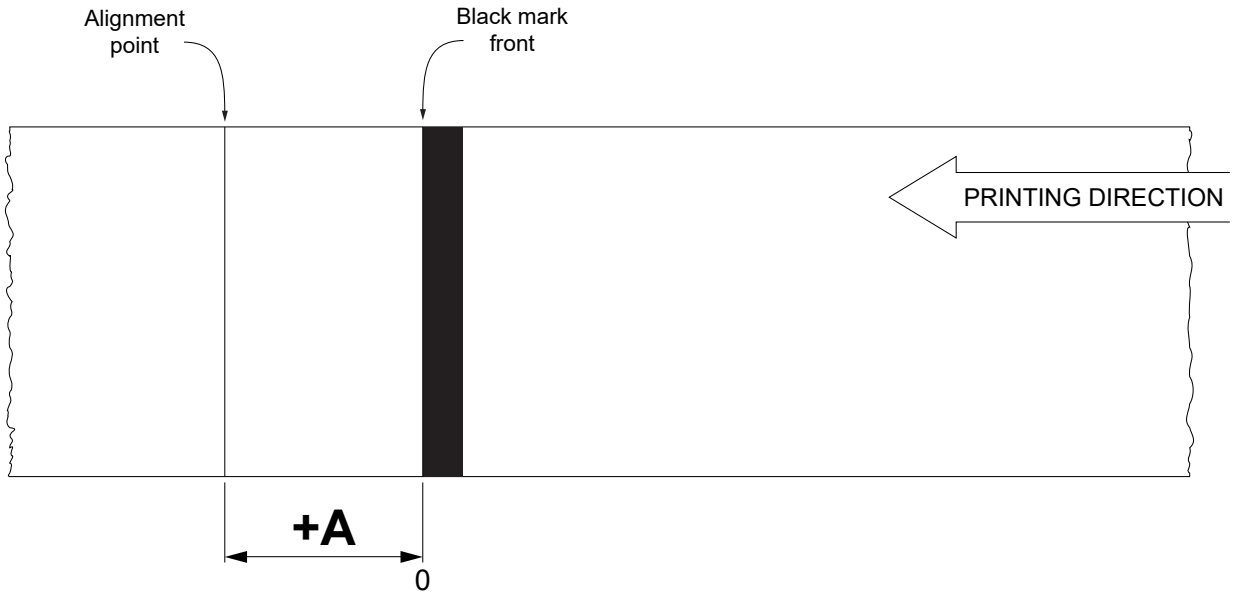
The “alignment point” is defined as the position inside the ticket to use for the black mark alignment.
The distance between the black mark edge and the alignment point is defined as “Black Mark Distance”.

Referring to the front of the black mark, the value of “Black Mark Distance” value varies from -5 mm minimum and 99.9 mm maximum.

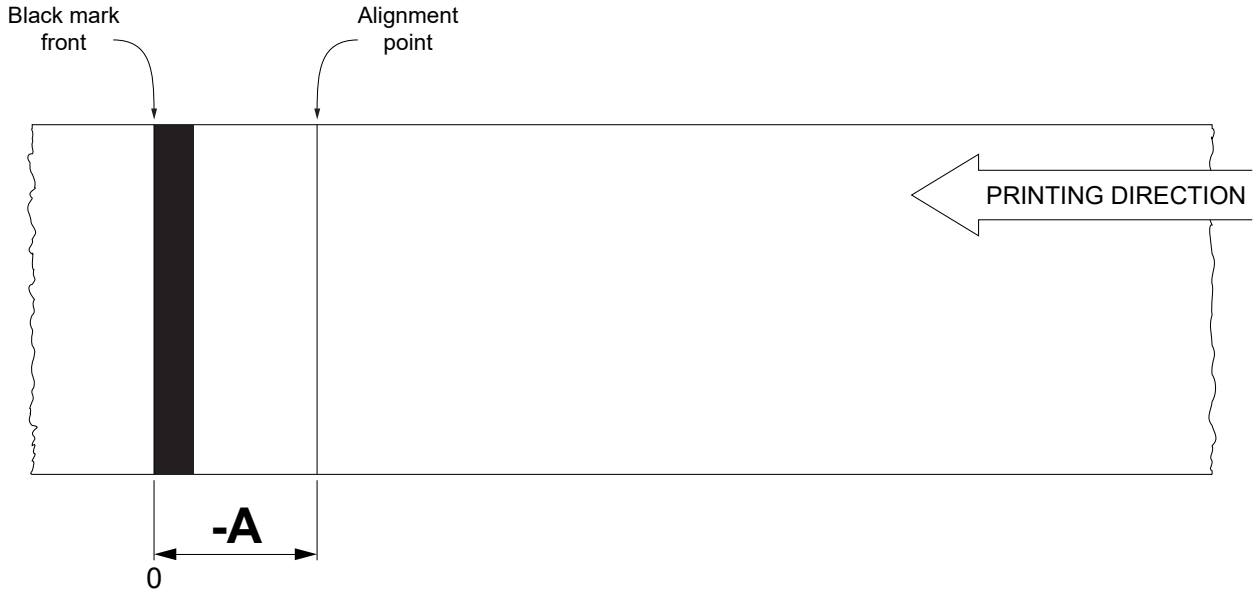
If the “Black Mark Distance” value is set to 0, the alignment point is set at the beginning of the black mark.




The following figure shows an example of paper with alignment point set by a positive value of “Black Mark Distance” (“Black Mark Distance” = + A):

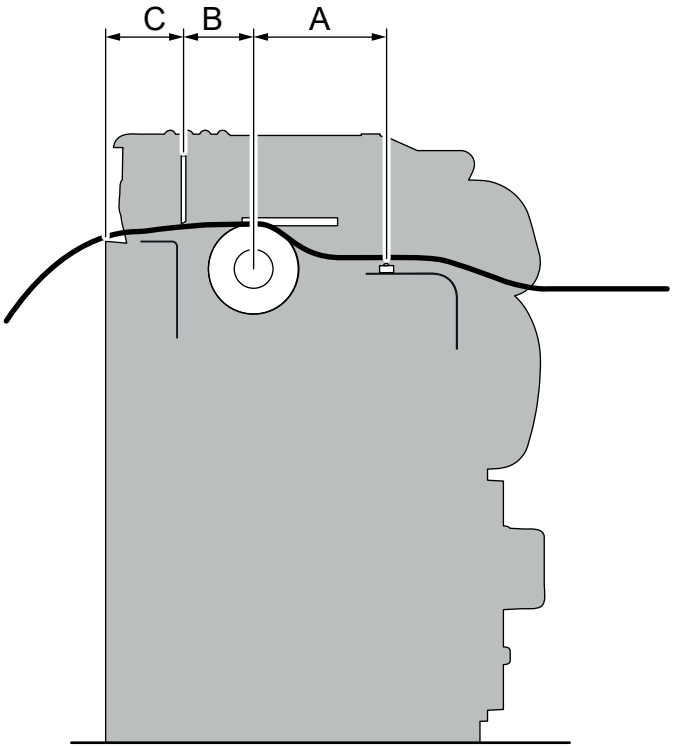


To set a negative value of the “Black Mark Distance” parameter is useful in cases where the alignment point refers to the black mark printed on the previous ticket or where the desired cutting line is placed in the middle of the alignment black mark. In the following images, the value of “Black Mark Distance” parameter is set to -A.



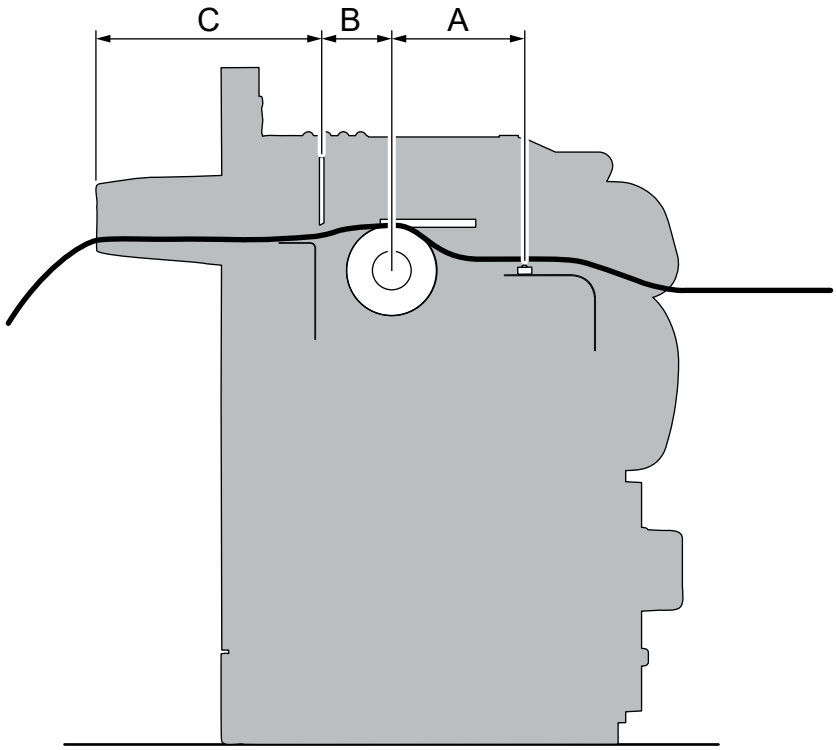
The following figures shows a simplified sections of the device with the paper path and the distance (expressed in millimetres) between the paper presence sensor, the printhead, the autocutter and the paper out.

**VKP60 Compact**



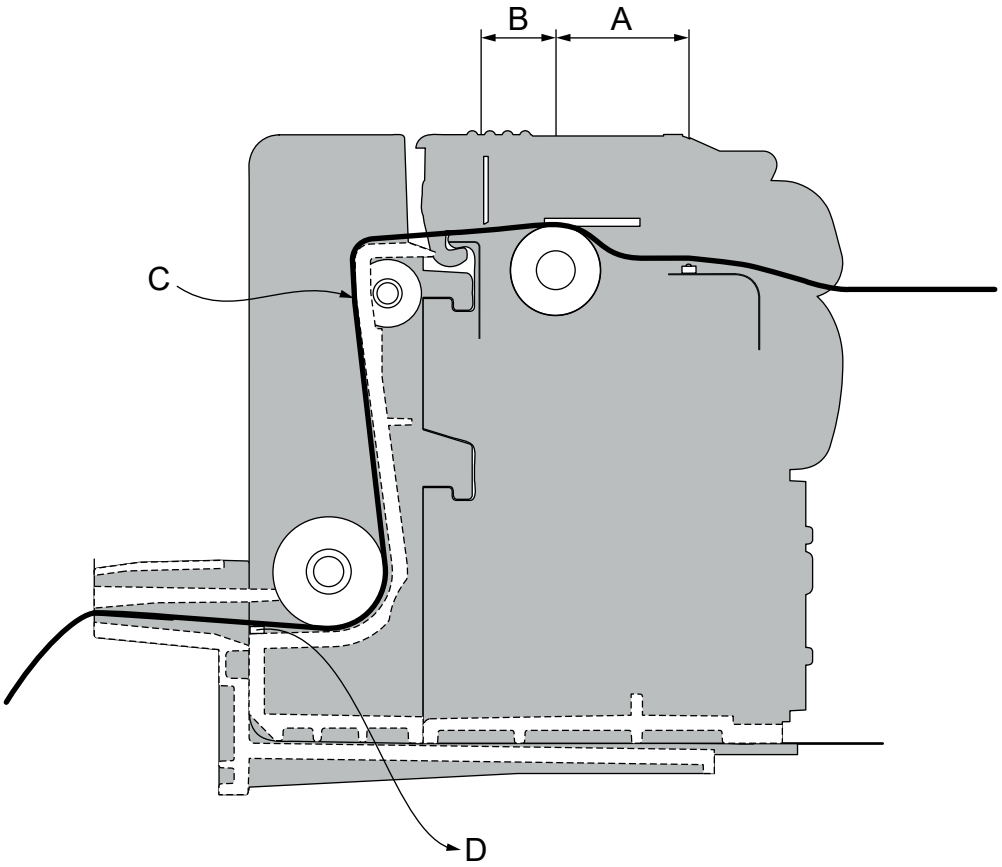

A = distance between alignment sensor and printhead = 18.5 mm
B = distance between printhead and autocutter = 10 mm
C = distance between autocutter and paper out = 10 mm

**VKP60 Paper Mouth**




A = distance between alignment sensor and printhead = 18.5 mm
B = distance between printhead and autocutter = 10 mm
C = distance between autocutter and paper out = 29 mm

**VKP60 Presenter LP**




A = distance between alignment sensor and printhead = 18.5 mm
B = distance between printhead and autocutter = 10 mm
C = distance between cut and paper out = 103 mm
D = distance between printhead and sensors paper presence in output = 77 mm

**CUSTOM/POS emulation**

To define the alignment point you need to set the printer parameters that compose the numerical value of the “Black Mark Distance” parameter. (see paragraph 6.7).
For example, to set a black mark distance of 15 mm between the black mark and the alignment point, the parameters must be set on the following values:

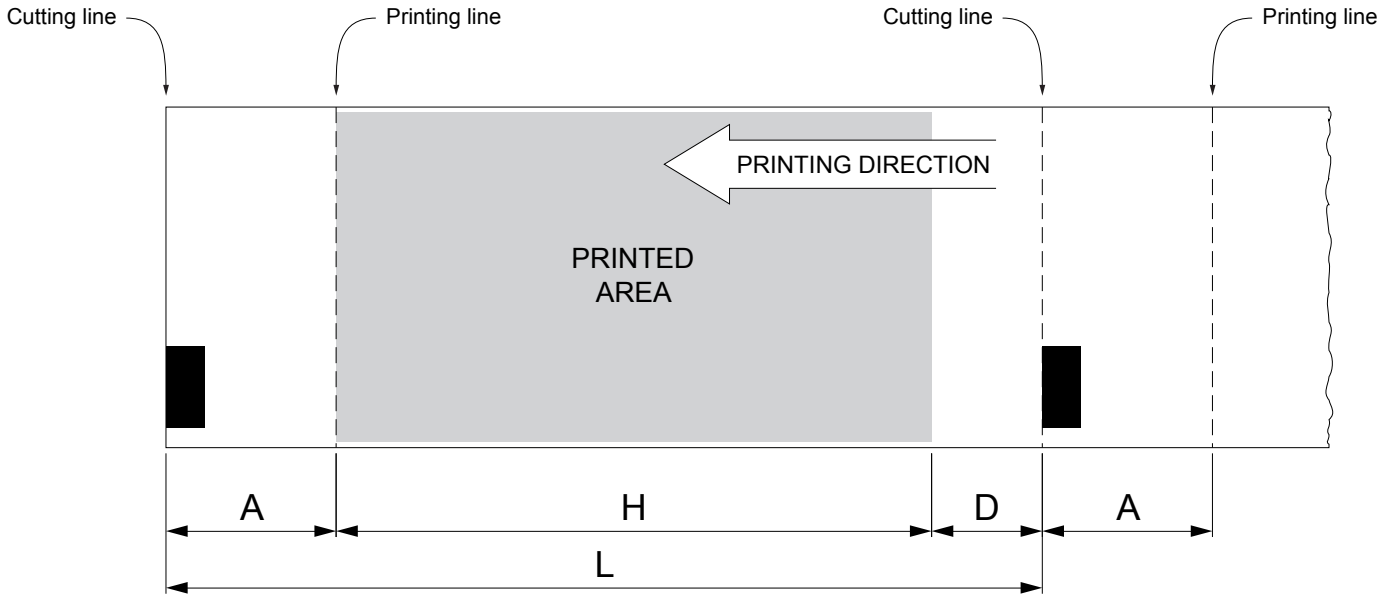
Black Mark Distance sign : +
Black Mark Distance [mm x 10] : 1
Black Mark Distance [mm x 1] : 5
Black Mark Distance [mm x .1] : 0

The “Black Mark Distance” parameter, may be modified as described in chapter 7.

# 7.3 Printing area

In order to print ticket containing only one black mark and to not overlay printing to a black mark (that will make it useless for the next alignment), it is important to well calibrate the length of the printing area of ticket according to the inter-black mark distance.

The following figure shows an example of tickets with “Black Mark Distance” set to 0:




A “Non-printable area” = “Distance between autocutter/printhead”

where:

“Distance between autocutter/printhead” = 10 mm (fixed distance)

H Distance between the first and the last print line, called “Height of the printing area”.

L Distance between an edge of the black mark and the next one, called “Inter-black mark distance”.

D Automatic feed for alignment at the next black mark.

To use all the black marks on paper, you must comply with the following equation:

$H + A \leq L$

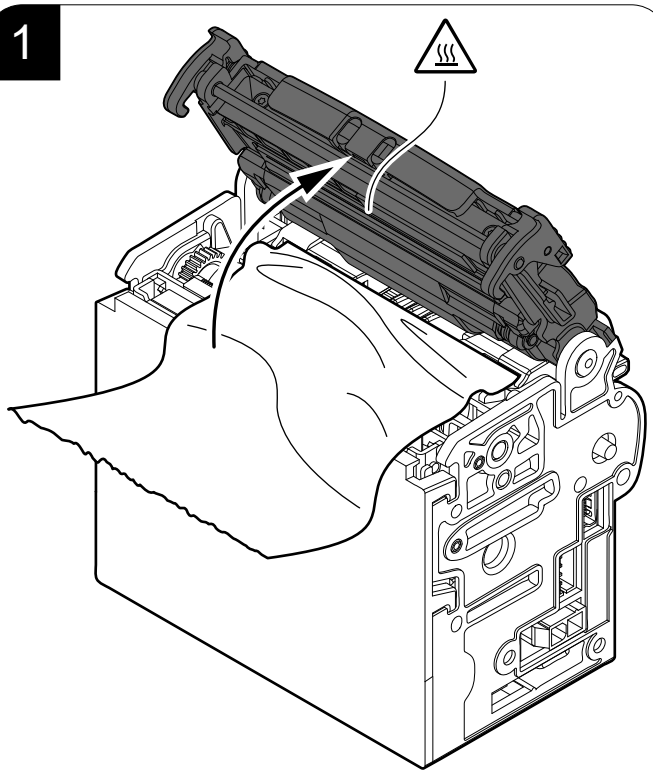
The height of the printing area (H) can be increased to make no progress on alignment (D) but no further.

# 8 MAINTENANCE

## 8.1 Paper jam

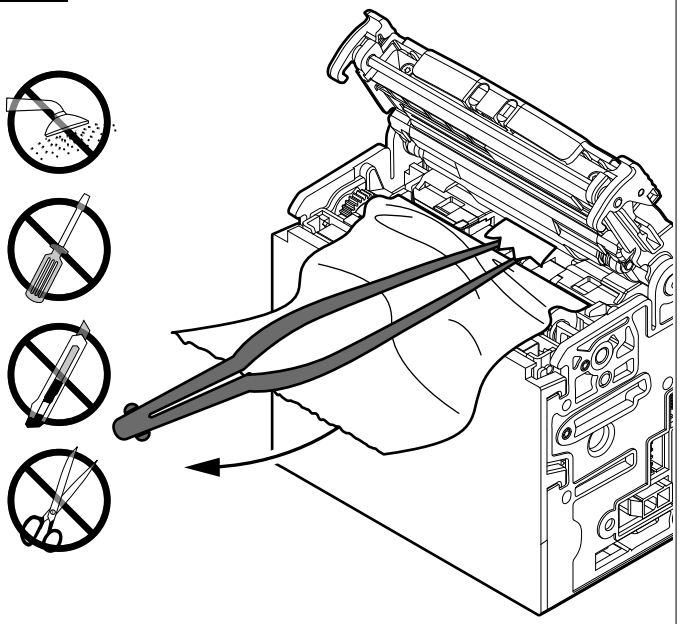
**VKP60 Compact**

1



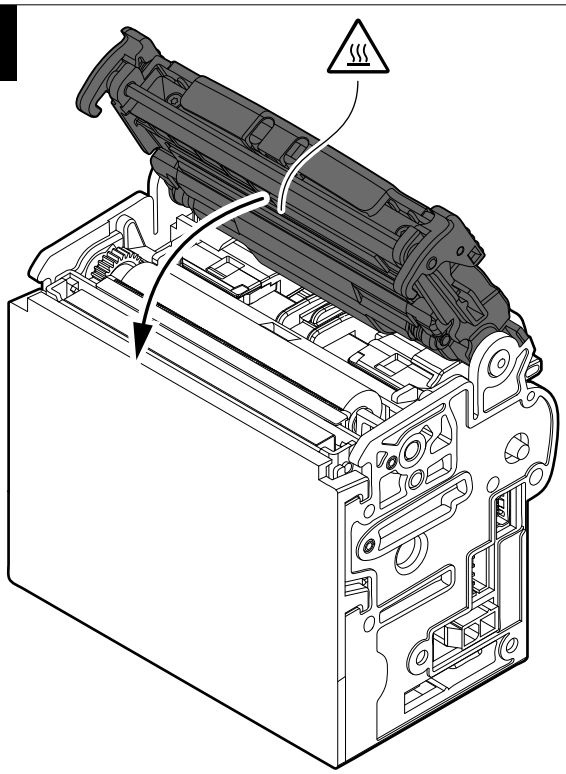
Open the device cover
(see paragraph 5.1).

2



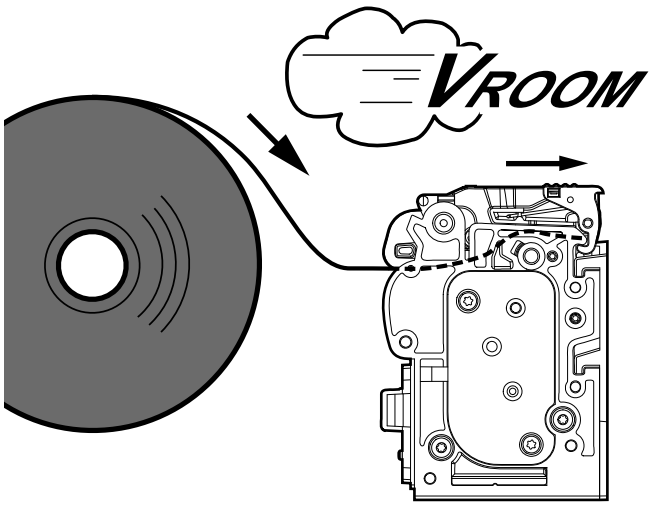
Remove the damaged paper and check the presence for paper scraps inside the device. Carefully remove all paper scraps. If necessary use tweezers.

3



Close the
device cover.

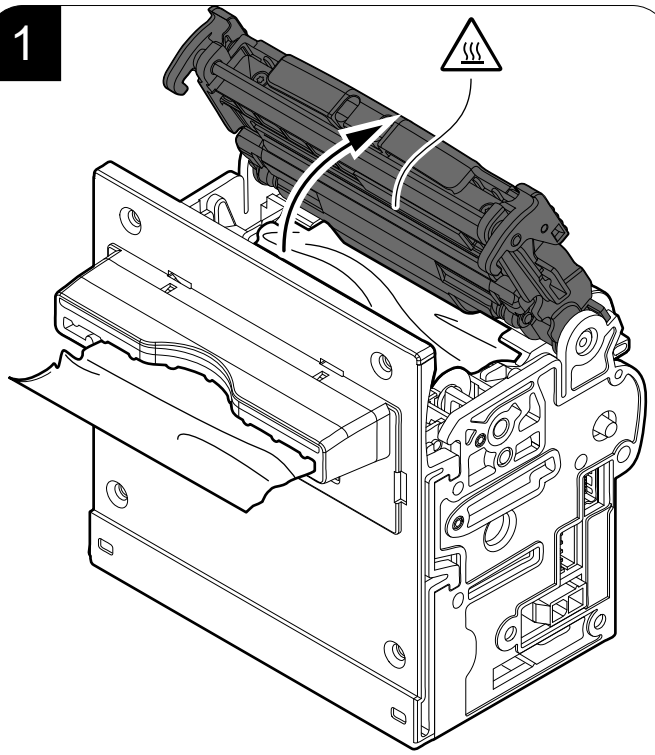
4




Insert the paper
(see paragraph 5.6).

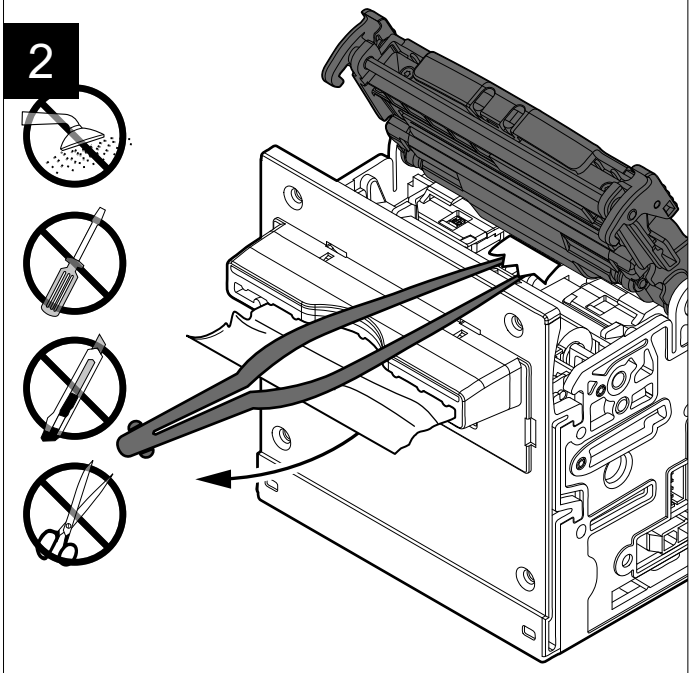
**VKP60 Paper Mouth**

1



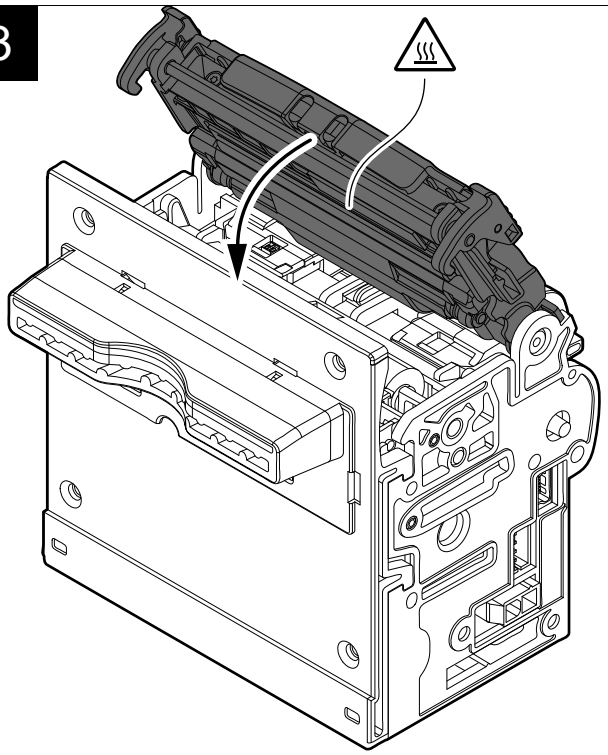
Open the device cover
(see paragraph 5.1).

2



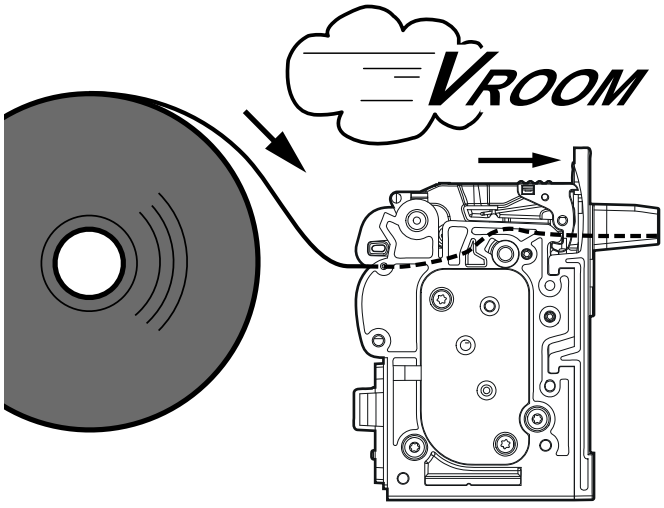
Remove the damaged paper and check the presence for paper scraps inside the device. Carefully remove all paper scraps. If necessary use tweezers.

3



Close the
device cover.

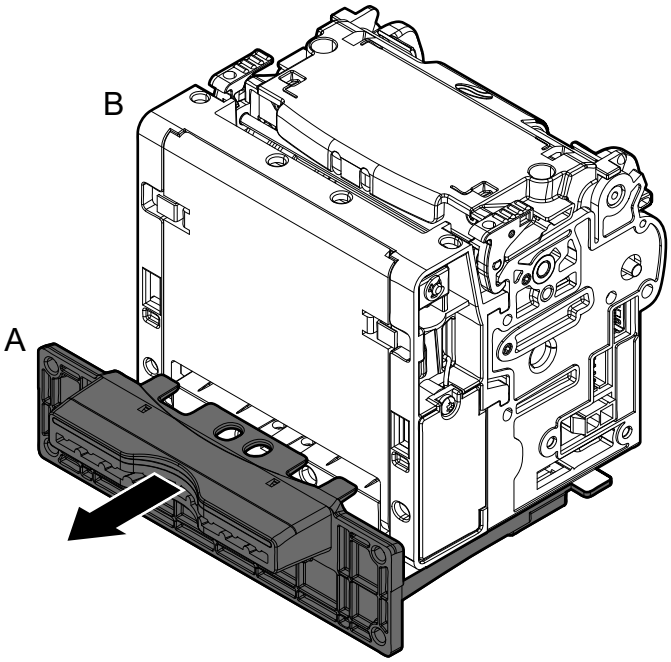
4



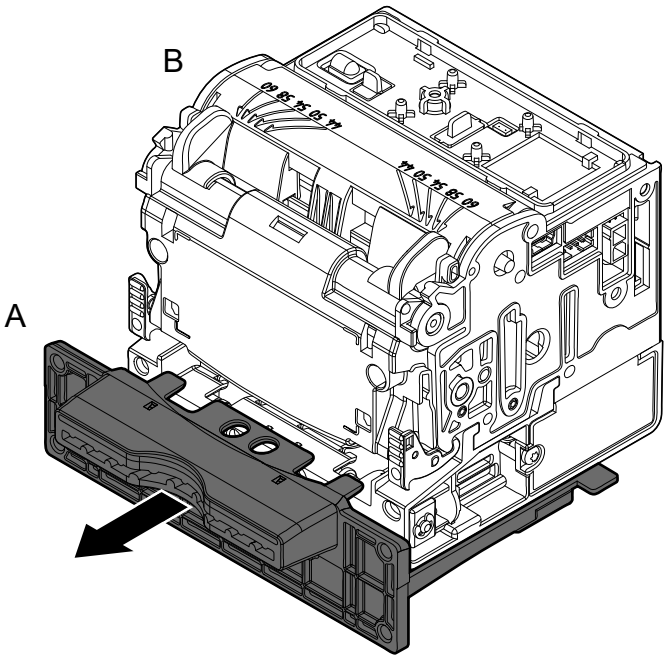

Insert the paper
(see paragraph 5.6).

1

VKP60 PRESENTER LP

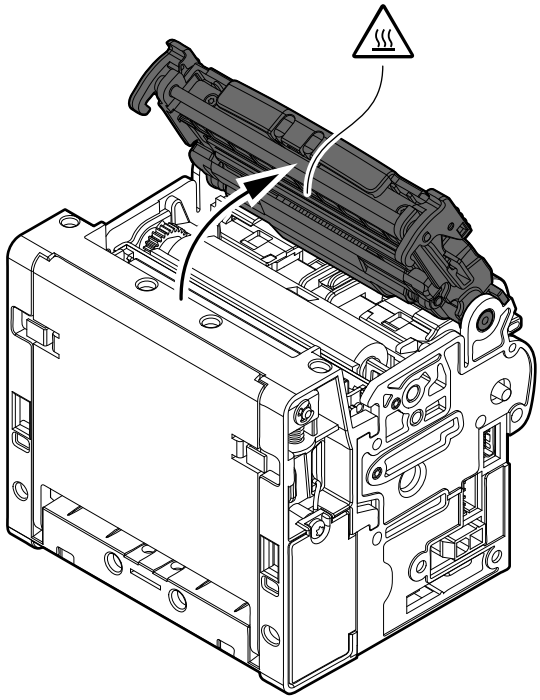



VKP60 PRESENTER PR



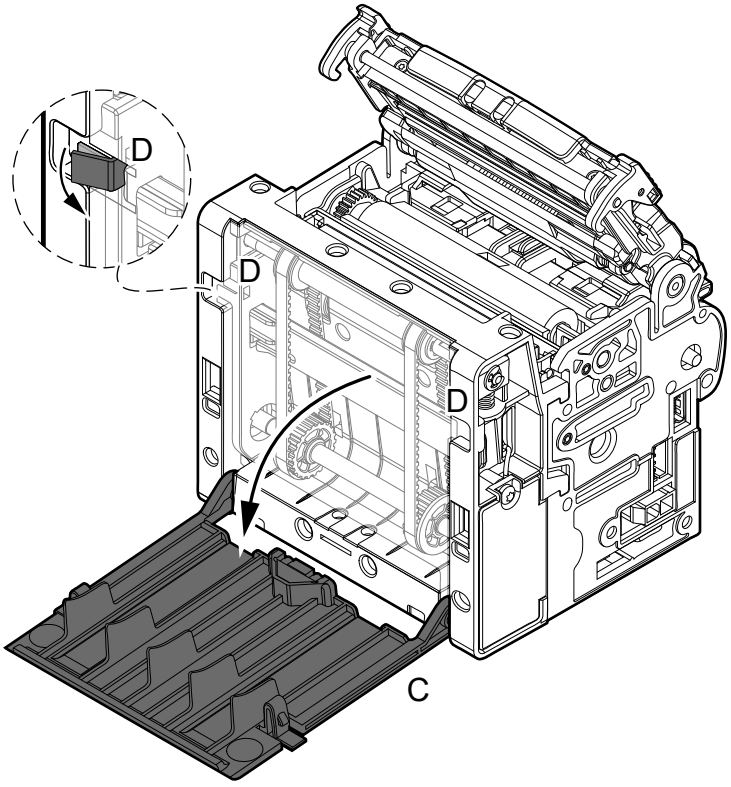

Remove the paper mouth of the device
(see paragraph 5.4).

2



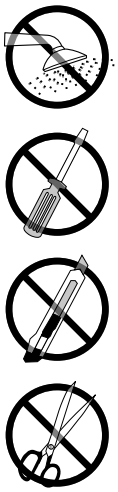
Open the device cover
(see paragraph 5.1).

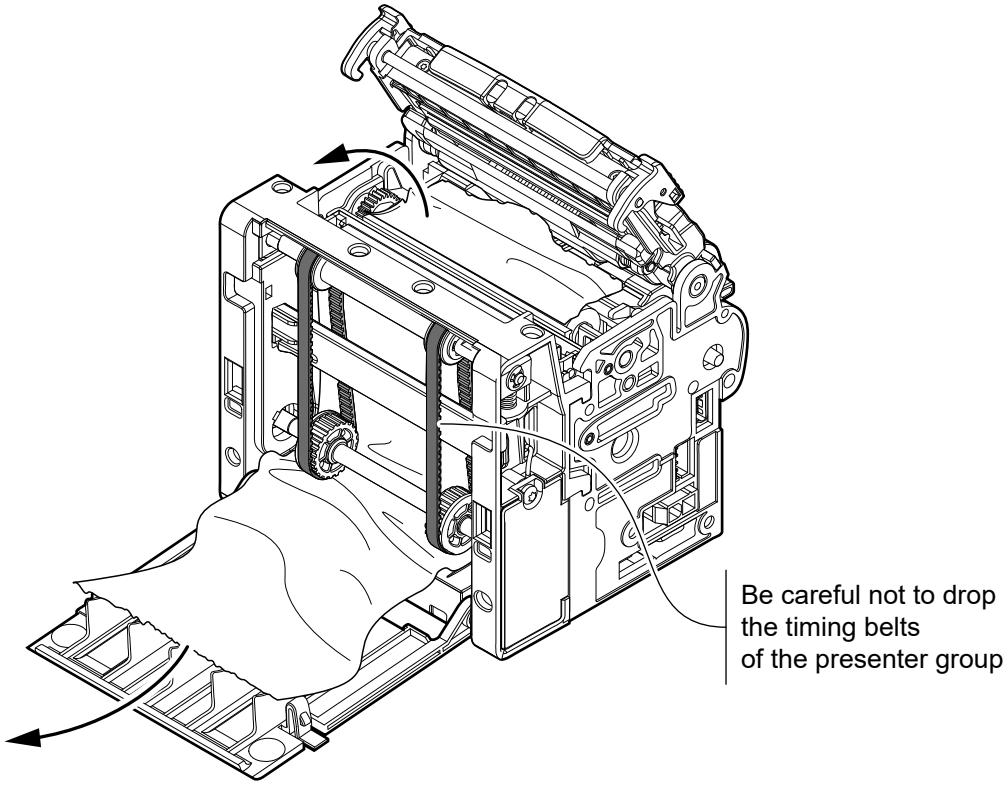
3




Open the presenter cover C, pulling the two tabs D inwards.

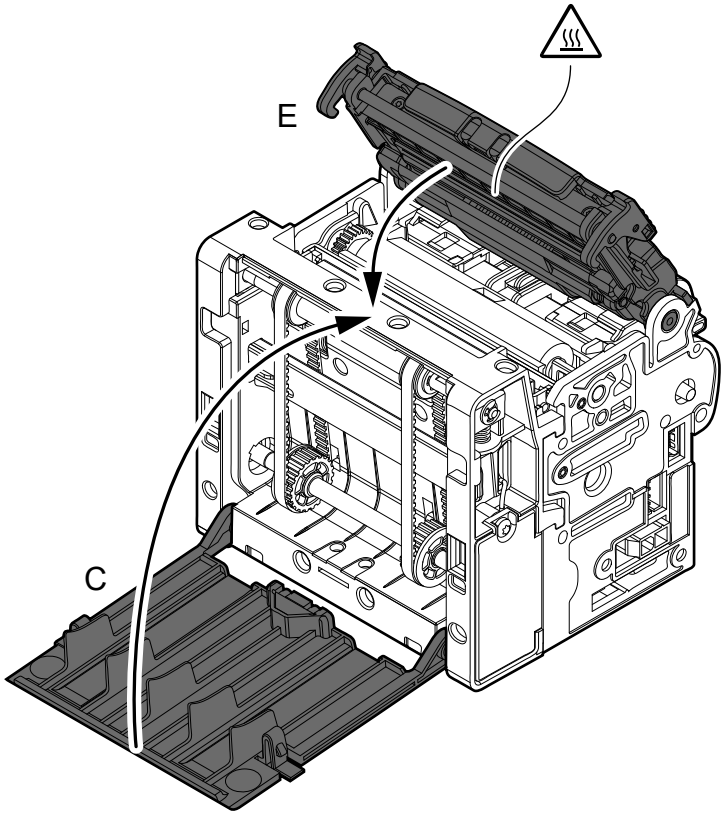
4






Remove damaged paper and any scraps of paper inside the device.
Use tweezers gently if necessary.

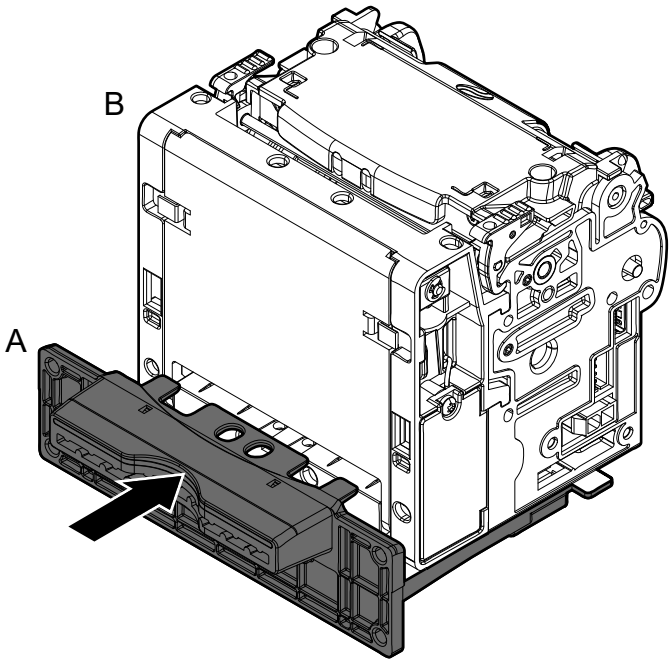
5



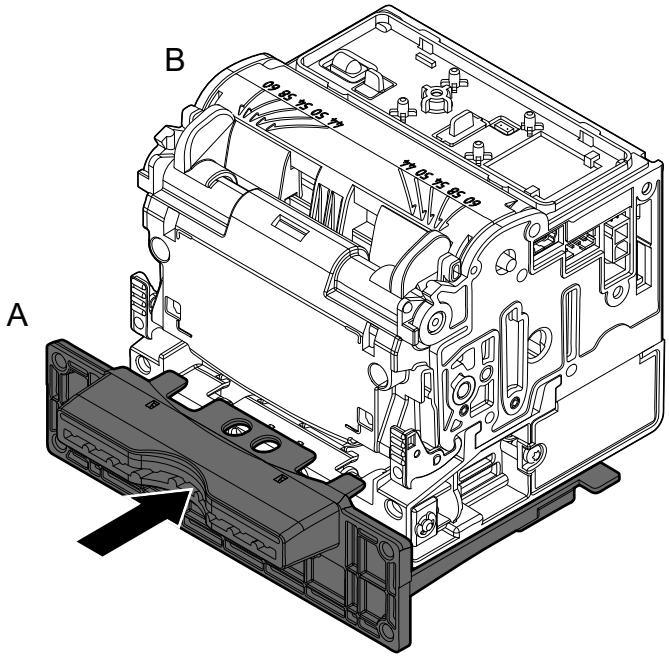

Close the presenter cover C and the device cover E.

6

VKP60 PRESENTER LP



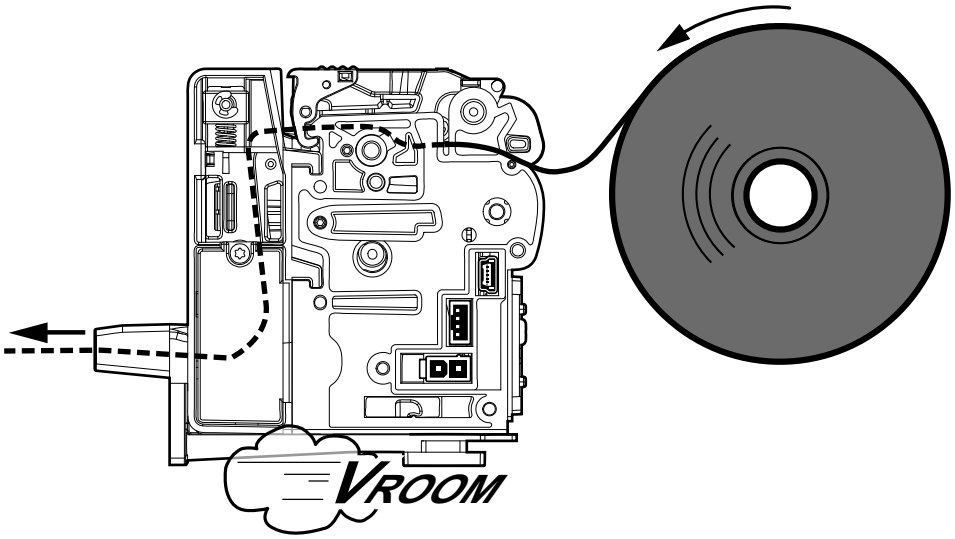

VKP60 PRESENTER PR



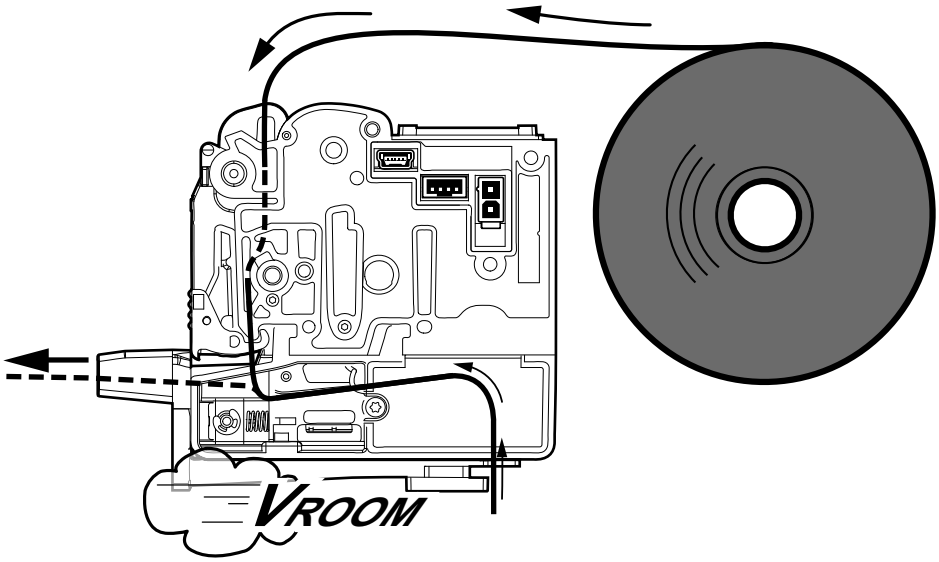

Re-assembly the paper mouth of the device
(see paragraph 5.3).

7

VKP60 PRESENTER LP




VKP60 PRESENTER PR




Insert the paper
(see paragraph 5.6).

## 8.2 Planning of cleaning operations

The regular cleaning of the device keeps the print quality and extends its life. The following table shows the recommended planning for the cleaning operations.
If you use the device in dusty environments, you must reduce the intervals between the cleaning operations.

For specific procedures, see paragraph 8.3.

| | |
|---|---|
| EVERY PAPER CHANGE | |
| Printhead | Use isopropyl alcohol |
| Rollers | Use isopropyl alcohol |
| EVERY 5 PAPER CHANGES | |
| Autocutter | Use compressed air |
| Paper path | Use compressed air or tweezers |
| Sensors | Use compressed air |
| EVERY 6 MONTHS OR AS NEEDED | |
| Case | Use compressed air or a soft cloth |

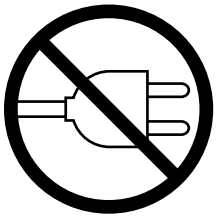
## 8.3 Cleaning

For periodic cleaning of the device, see the instructions below

**VKP60 Compact**

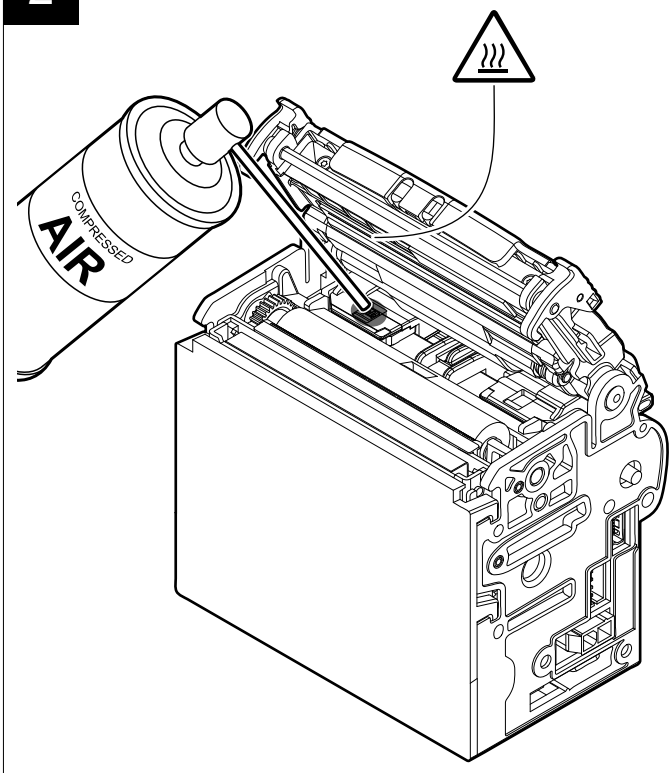
SENSORS

1

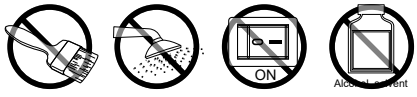


Disconnect the power supply cable and lift the device cover (see paragraph 5.1).

2



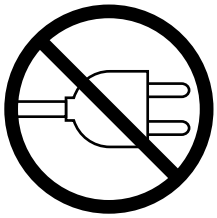

ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.




Clean the device sensor by using compressed air.

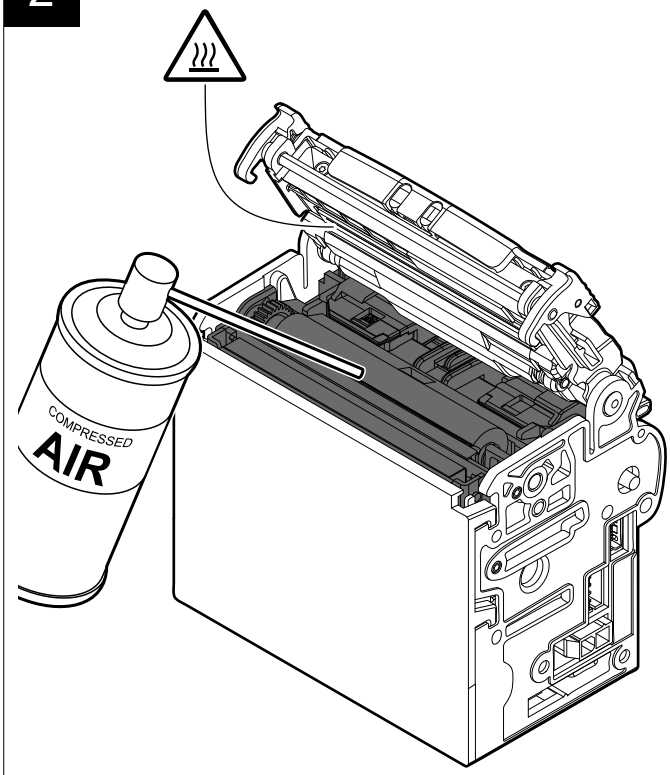
PAPER PATH

1

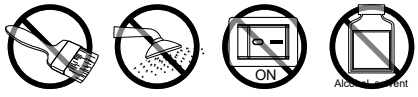


Disconnect the power supply cable and lift the device cover (see paragraph 5.1).

2



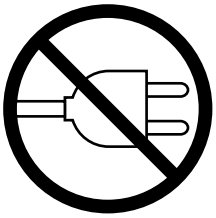

ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.




Clean the area involved in the passage of paper by using compressed air.

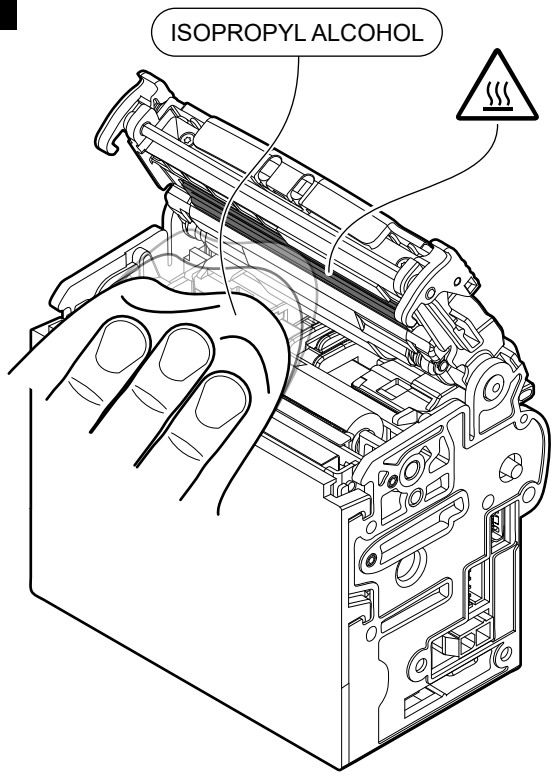
## PRINTHEAD

1



Disconnect the power supply cable and lift the device cover (see paragraph 5.1).

2



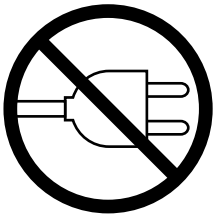

ATTENTION:
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.




Clean the printhead by using a non-abrasive cloth moistened with isopropyl.

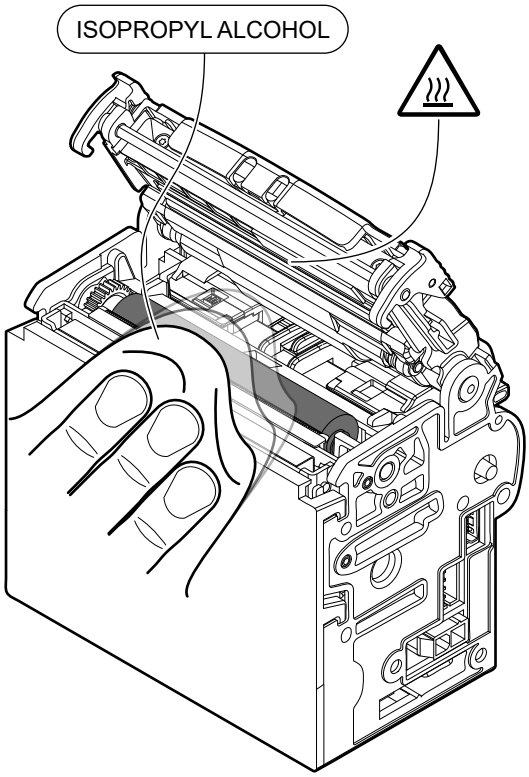
## PLATEN ROLLER

1



Disconnect the power supply cable and lift the device cover (see paragraph 5.1).

2



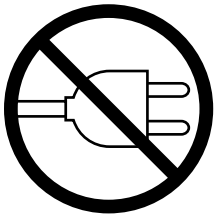

ATTENTION:
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.




Clean the platen roller by using a non-abrasive cloth moistened with isopropyl.

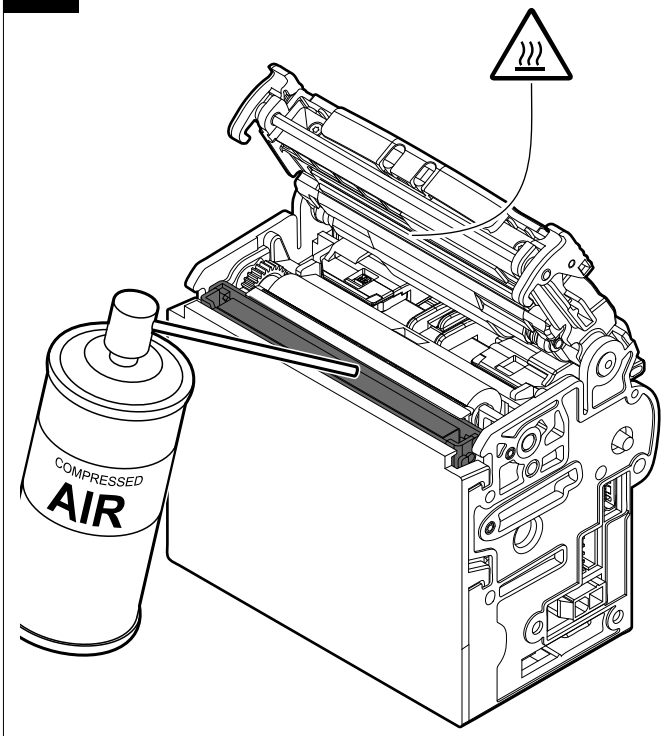
## AUTOCUTTER

1

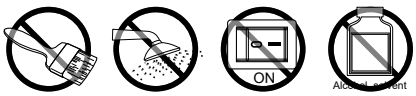


Disconnect the power supply cable and lift the device cover (see paragraph 5.1).

2



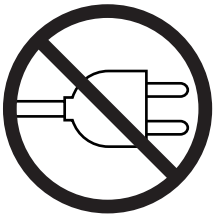

ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.




Clean the autocutter by using compressed air.

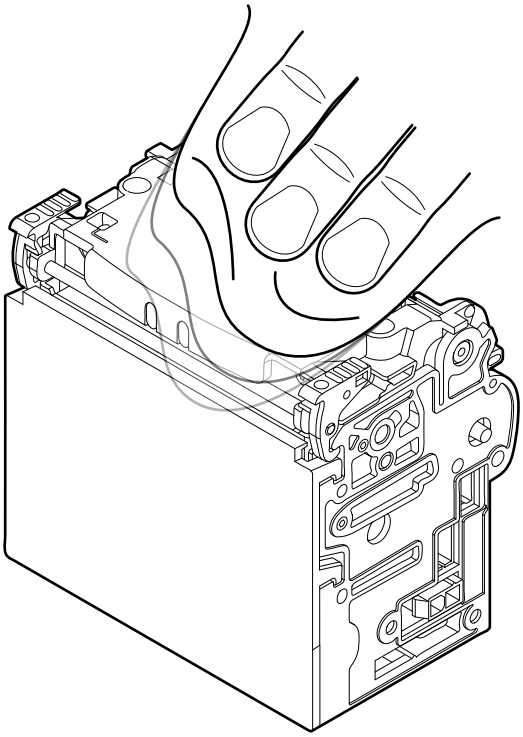
## CASE

1

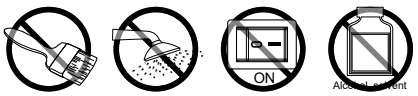


Disconnect the power supply cable.

2



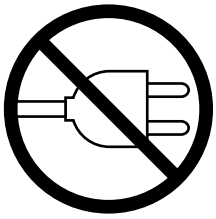
ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.




To clean the device, use compressed air or a soft cloth.

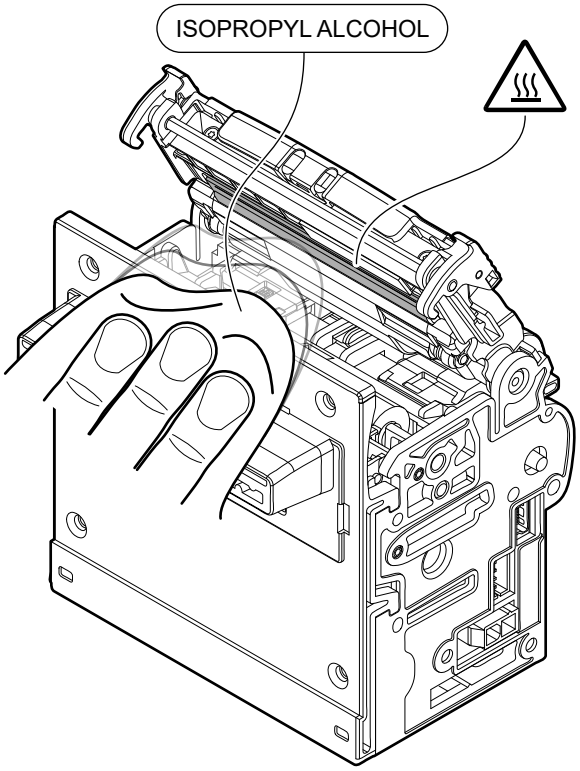
## SENSORS

1



Disconnect the power supply cable and
lift the device cover (see paragraph 5.1)

2



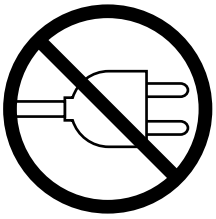

ATTENTION:
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.




Clean the printhead by using
a non-abrasive cloth moistened with isopropyl.

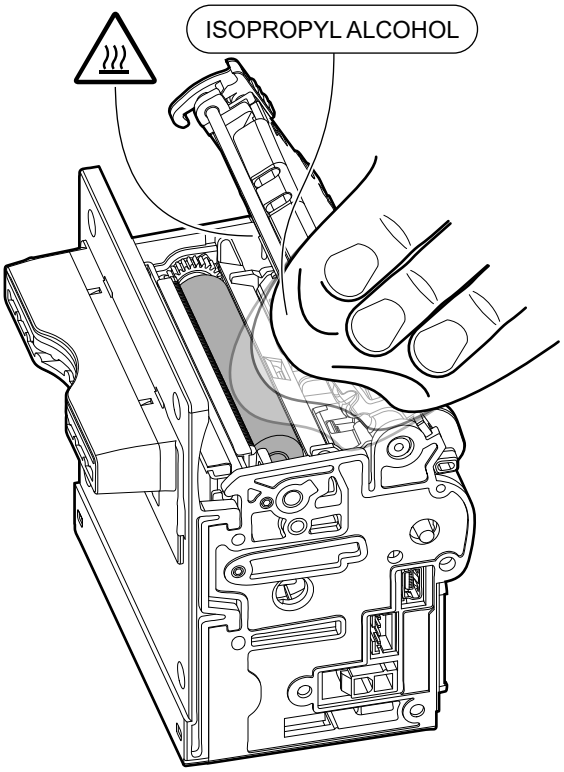
## PAPER PATH

1



Disconnect the power supply cable and
lift the device cover (see paragraph 5.1)

2



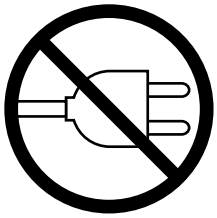

ATTENTION:
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.




Clean the platen roller by using
a non-abrasive cloth moistened with isopropyl.

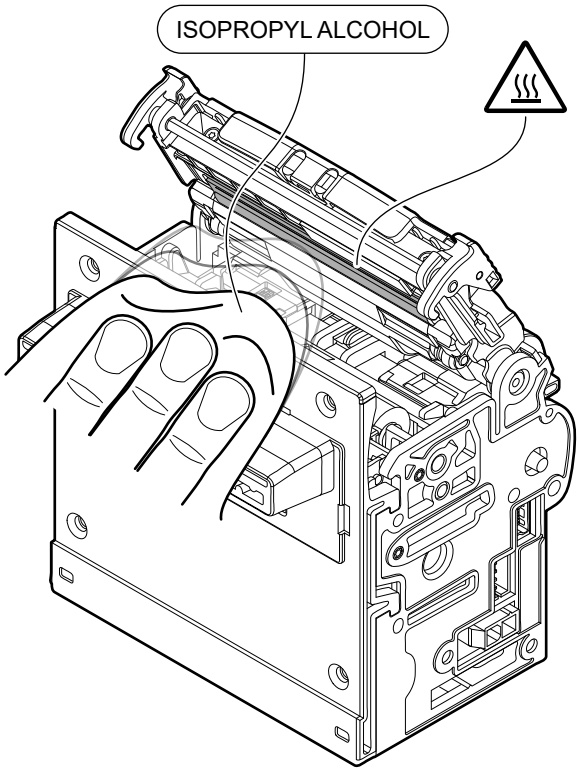
## PRINTHEAD

1



Disconnect the power supply cable and lift the device cover (see paragraph 5.1).

2



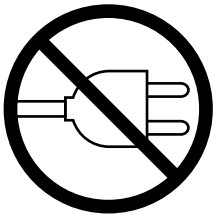

ATTENTION:
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.




Clean the printhead by using a non-abrasive cloth moistened with isopropyl.

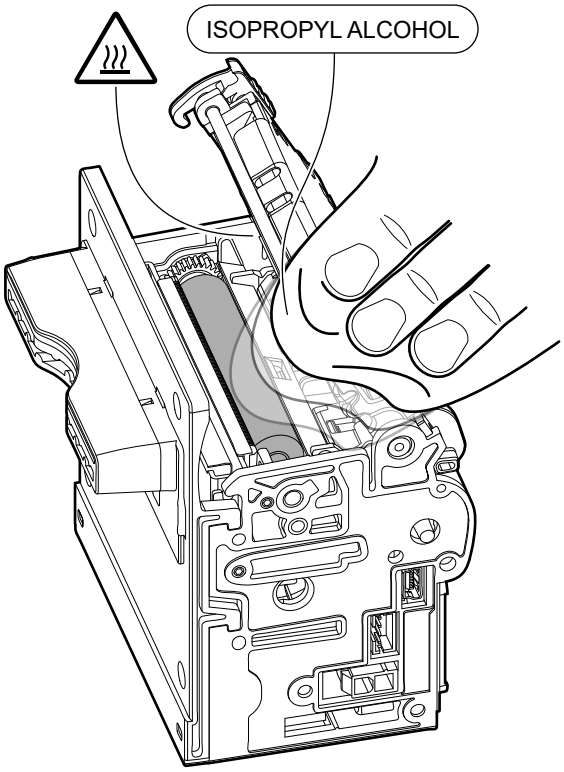
## PLATEN ROLLER

1



Disconnect the power supply cable and lift the device cover (see paragraph 5.1).

2



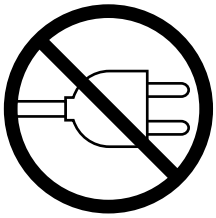

ATTENTION:
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.




Clean the platen roller by using a non-abrasive cloth moistened with isopropyl.

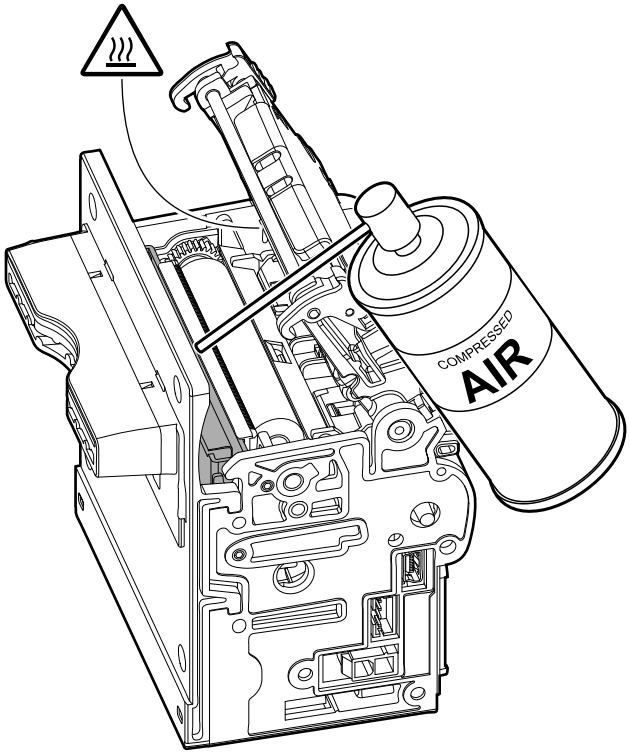
## AUTOCUTTER

1

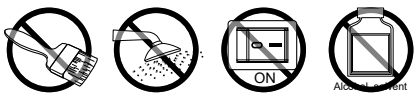


Disconnect the power supply cable and lift the device cover (see paragraph 5.1).

2



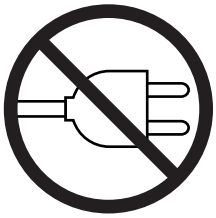

ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.




Clean the autocutter compartment from the inside by using compressed air.

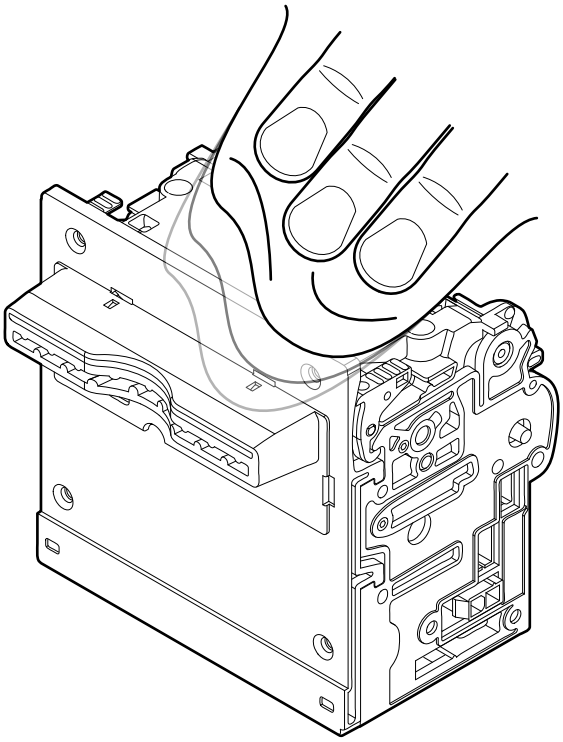
## CASE

1

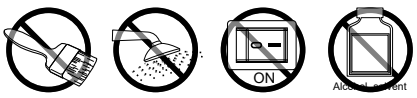


Disconnect the power supply cable.

2



ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.



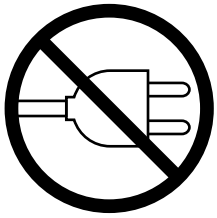

To clean the device, use compressed air or a soft cloth.

**VKP60 Presenter LP, VKP60 Presenter PR**

Remove the paper mouth from the device before carrying out the following instructions (see paragraph 5.4)

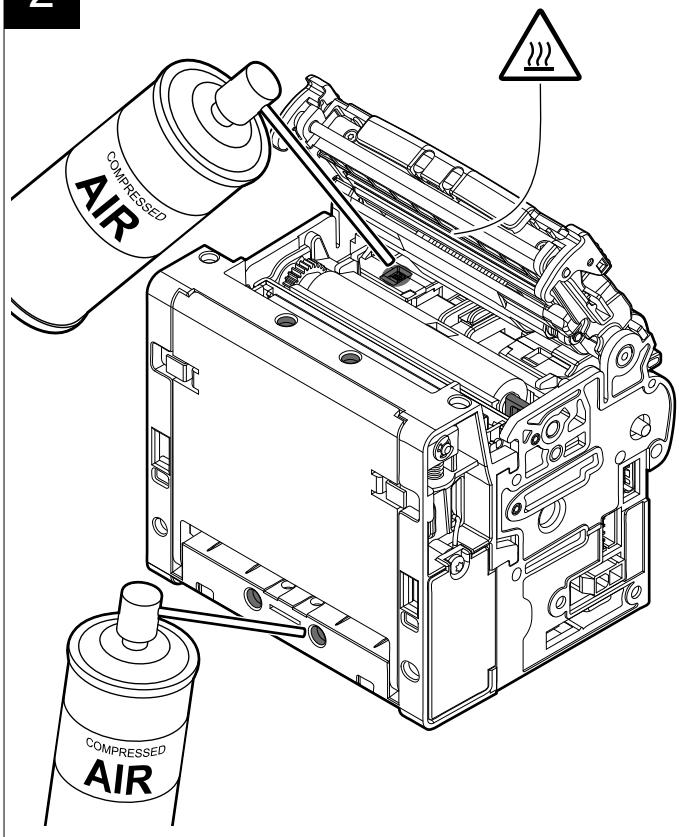
SENSORS

1

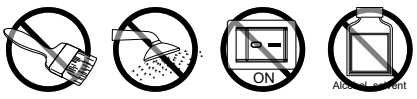


Disconnect the power supply cable and lift the device cover (see paragraph 5.1).

2



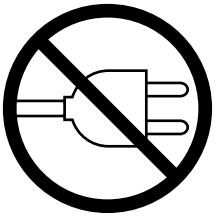

ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.




Clean the device sensors by using compressed air.

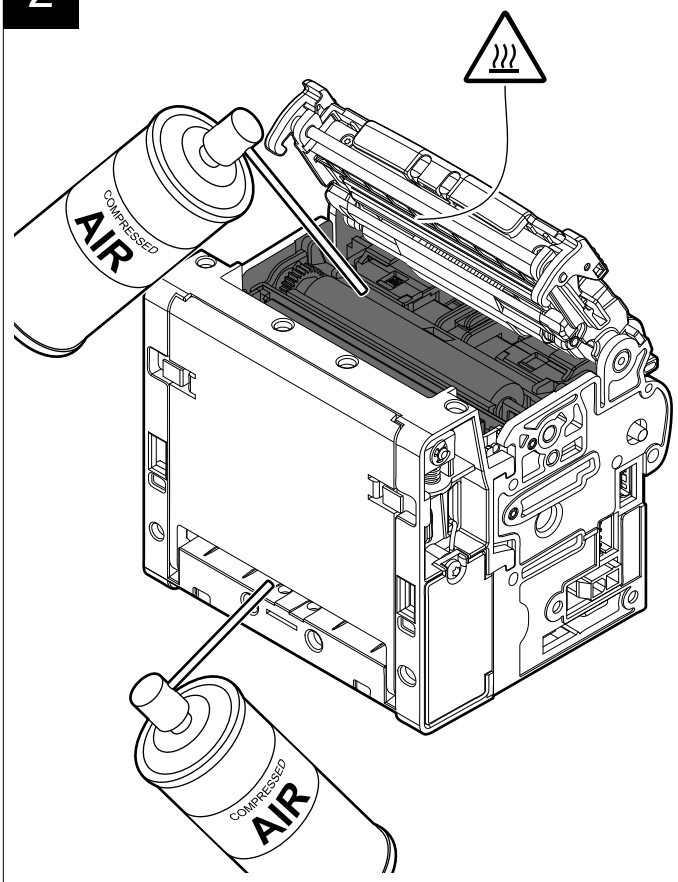
PAPER PATH

1

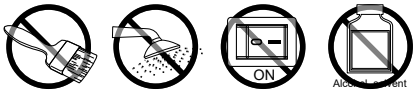


Disconnect the power supply cable and lift the device cover (see paragraph 5.1).

2

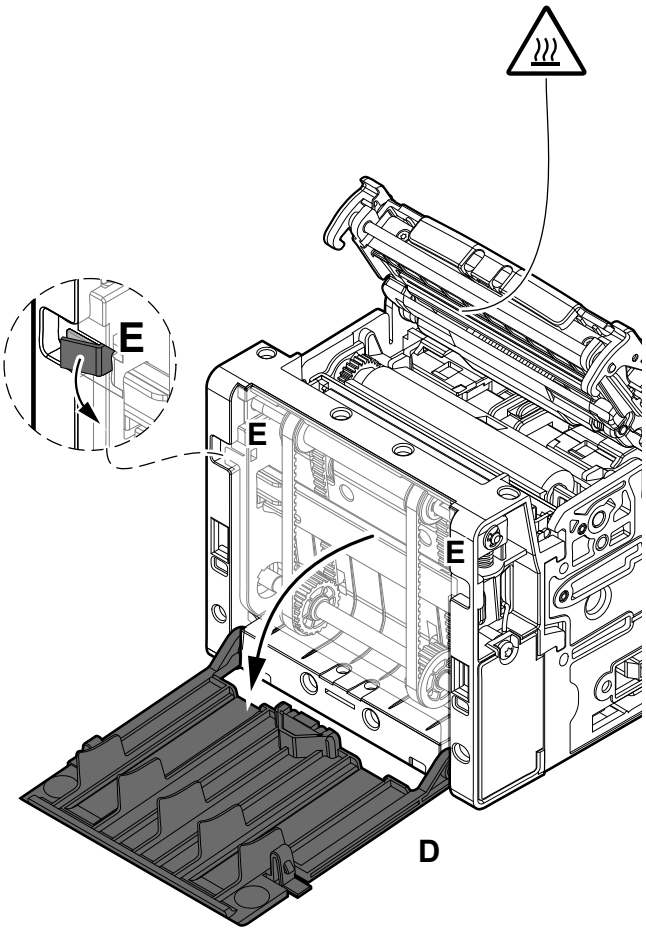



ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.



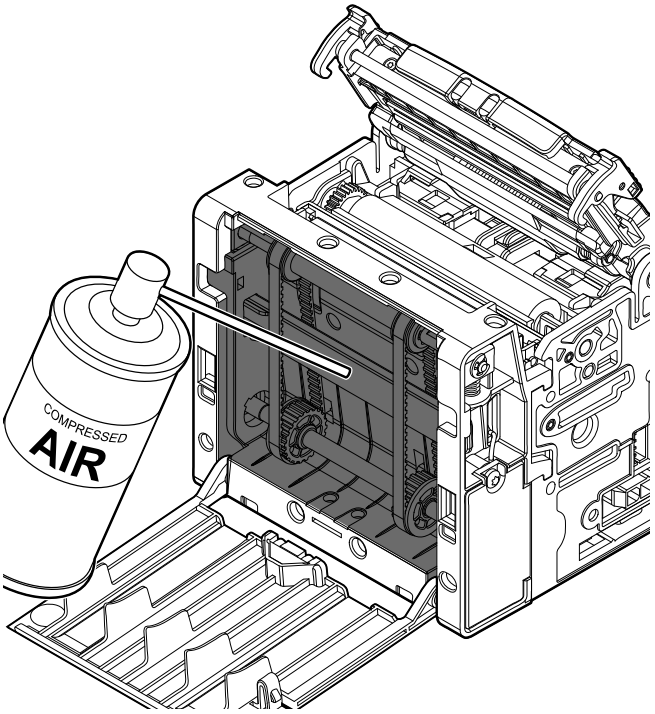

Clean the area involved in the passage of paper by using compressed air.

## 3

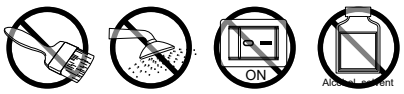



Open the presenter cover D by pulling the two tabs E inwards.

## 4



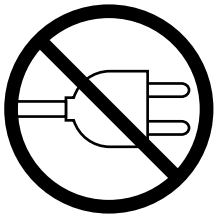

ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.




Clean the presenter's area involved in the passage of paper by using compressed air.

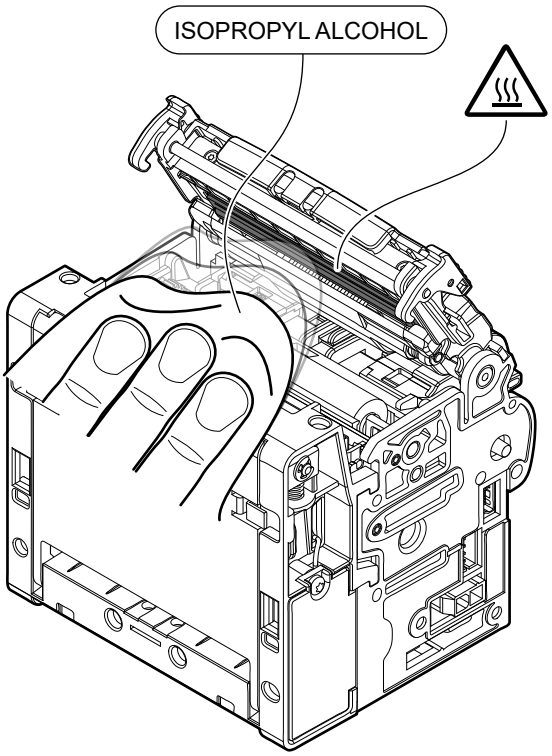
## PRINTHEAD

1



Disconnect the power supply cable and lift the device cover (see paragraph 5.1).

2



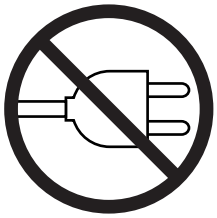

ATTENTION:
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.




Clean the printhead by using a non-abrasive cloth moistened with isopropyl.

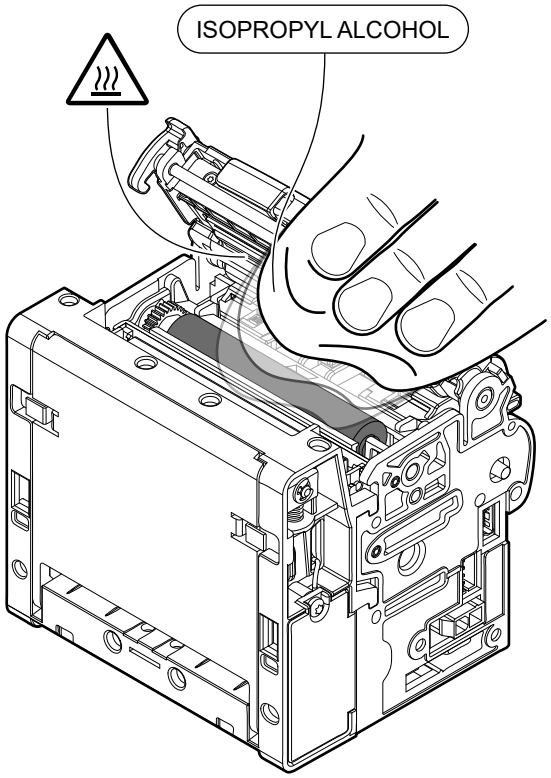
## PLATEN ROLLER

1



Disconnect the power supply cable and lift the device cover (see paragraph 5.1).

2



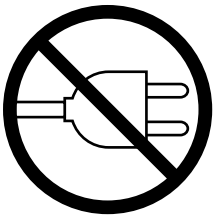

ATTENTION:
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.




Clean the platen roller by using a non-abrasive cloth moistened with isopropyl.

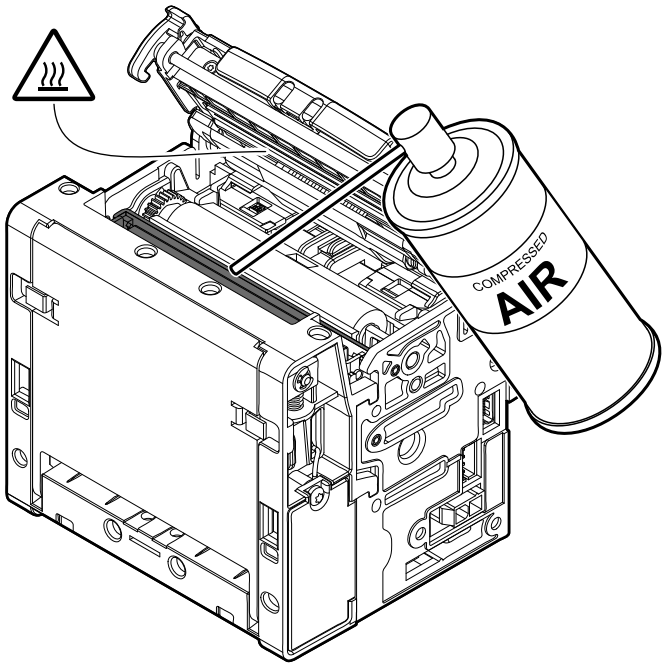
## AUTOCUTTER

1

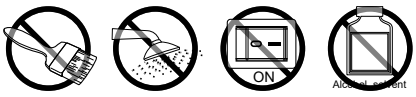


Disconnect the power supply cable and lift the device cover (see paragraph 5.1).

2



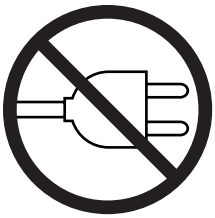

ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.




Clean the autocutter compartment from the inside by using compressed air.

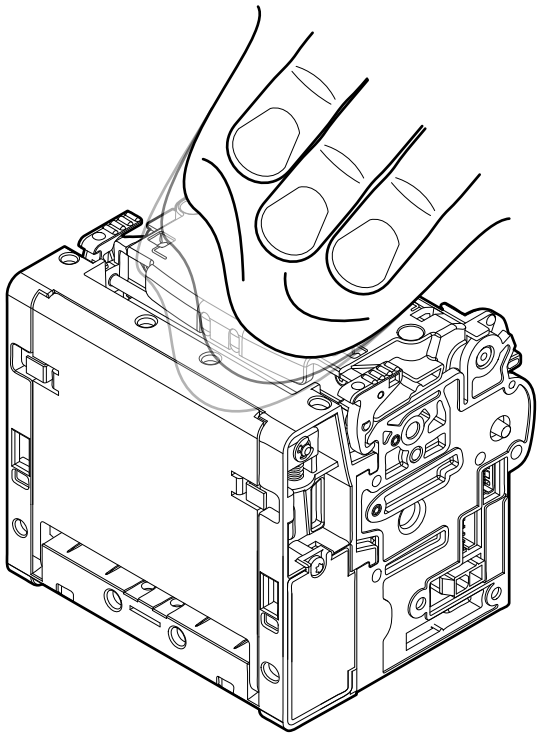
## CASE

1

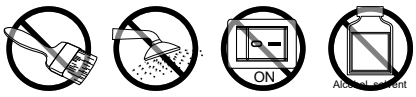


Disconnect the power supply cable.

2



ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.




To clean the device, use compressed air or a soft cloth.

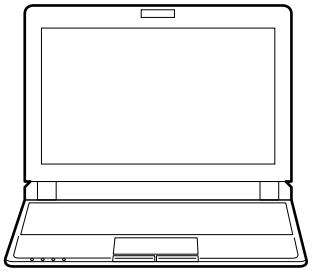
## 8.4 Firmware upgrade

Firmware upgrade can be performed by using the “PrinterSet” software tool available on www.custom4u.it.
To upgrade firmware, proceed as follows:

1

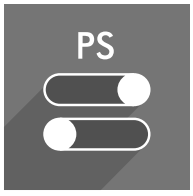
Login to the website www.custom4u.it, type in the product code of the device and download the latest firmware release available.

2



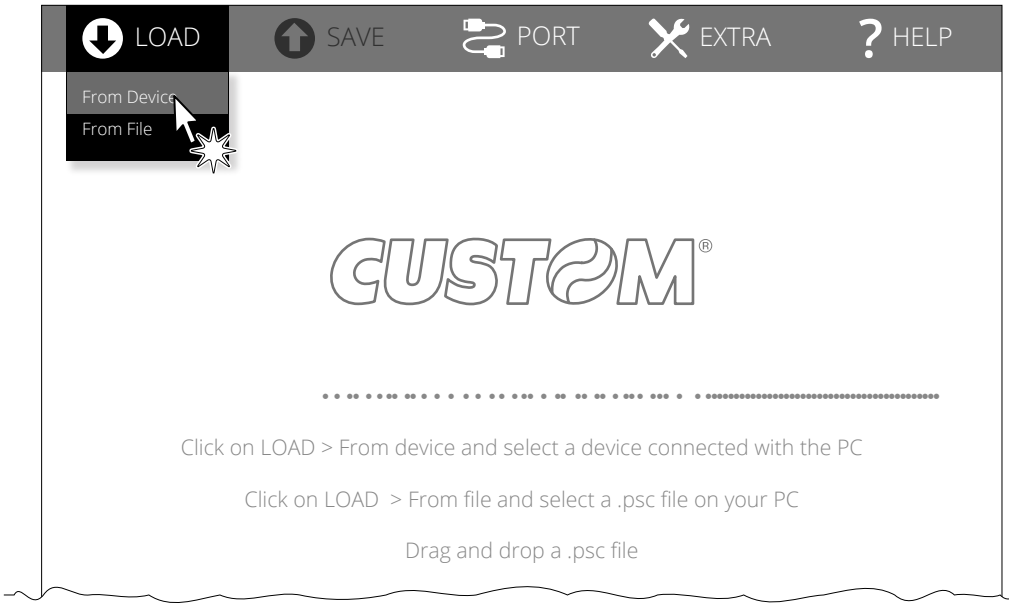
Connect the device to a PC directly (see paragraph 4.2), without using HUB devices.

3




Start the “PrinterSet” software tool.

4




Click on LOAD > FROM DEVICE and select the device connected to the PC.

5




Click on UPGRADE and follow the instructions shown on the screen.

ATTENTION:
During saving, it is strongly discouraged to disconnect the communication cable or to remove the power supply of the PC or the device.

# 9 SPECIFICATION

## 9.1 Hardware specifications

| GENERAL | |
|---|---|
| Sensors | |
| VKP60 Compact<br>VKP60 Paper Mouth | Head temperature, paper presence, black mark, cover open, anty-jam, external low paper (included with roll holder) |
| VKP60 Presenter LP | Head temperature, paper presence in output, loop/ticket presence, black mark, cover open, external low paper (included with roll holder) |
| VKP60 Presenter PR | Head temperature, paper presence in output, black mark, cover open, external low paper (included with roll holder |
| Emulations | CUSTOM/POS |
| Printing driver<br>(see paragraph 4.4) | Windows 7 (32/64 bit)<br>Windows 10 (32/64 bit)<br>Windows 11 (64 bit)<br>Self-installing driver for Virtual COM (32/64 bit)<br>OPOS SDK for Windows<br>JavaPOS SDK for Windows<br>Windows API SDK<br>Driver CUPS Linux (32/64 bit)<br>Linux Driver for VIRTUAL COM (32/64 bit)<br>JavaPOS SDK for Linux<br>SDK Android API<br>iOS (only for models with Ethernet dongle supplied as an accessory see chapter 11) |
| **INTERFACES** | |
| MINI-USB port | 12 Mbit/s (USB 2.0 full speed) |
| RS232 serial port<br>(only for models with RS232 Dongle supplied as an accessory see chapter 11) | from 9600 bps to 115200 bps |
| Ethernet port<br>(only for models with Ethernet Dongle supplied as an accessory see chapter 11) | 10 Mbit/s, 100 Mbit/s |

| MEMORIES | |
|---|---|
| Receive buffer | 16 kB |
| Flash memory | 2 MB internal |
| RAM memory | 640 kB internal |
| **PRINTER** | |
| Resolution | 203 dpi (8 dot/mm) |
| Printing method | Thermal, fixed head |
| Head life [1] | |
| Abrasion resistance [2] | 200 km (with recommended paper, 12.5% duty cycle) |
| Pulse durability | 100 M (referred to each dot) |
| Printing width | 56 mm |
| Printing mode | Normal, 90°, 180°, 270° |
| Printing format | Height/Width from 1 to 8,<br>bold, reverse, underlined, italic |
| Character fonts | 54 character code tables (see paragraph 9.12),<br>extended chinese GB18030-2000,<br>korean PC949 |
| Printable barcode | UPCA, UPCE, EAN13, EAN8,<br>CODE39, ITF, CODABAR, CODE93, CODE128, CODE32,<br>GS1 DataBar Omnidirectional, GS1 DataBar Truncated,<br>GS1 DataBar Limited, GS1 DataBar Stacked,<br>GS1 DataBar Stacked Omnidirectional,<br>QRCode, Micro QRCode,<br>PDF417, DATAMATRIX, AZTEC |
| Printing speed [1] [3] [5] | |
| VKP60 Compact<br>VKP60 Paper Mouth | High Speed = 200 mm/s<br>Normal = 150 mm/s<br>High Quality = 100 mm/s |
| only for models with power adapter Vin 12Vdc (see chapter 11) | 50 mm/s |

| | |
|---|---|
| **PAPER** | |
| Type of paper | Thermal rolls, heat-sensitive side on outside of roll |
| Paper width | 44 mm, 50 mm, 54 mm, 58 mm, 60 mm ± 0.5 mm |
| Paper weight | |
| VKP60 Compact<br>VKP60 Paper Mouth | from 50 g/m² to 116 g/m² |
| VKP60 Presenter LP<br>VKP60 Presenter PR | from 50 g/m² to 90 g/m² |
| Paper thickness | |
| VKP60 Compact<br>VKP60 Paper Mouth | min. 50 µm , max 130 µm |
| VKP60 Presenter LP<br>VKP60 Presenter PR | min. 50 µm , max 100 µm |
| Minimum ticket length | |
| VKP60 Compact<br>VKP60 Paper Mouth | 40 mm |
| VKP60 Presenter LP<br>VKP60 Presenter PR | 86 mm |
| Recommended types of paper | KANZAN KF50 and KP460,<br>MITSUBISHI TL3000 |
| External roll diameter | max. 100 mm (see paragraph 5.6) |
| External roll core diameter | 12 mm (+ 1 mm)<br>25 mm (+ 1 mm) |
| Paper end | Not attached to roll core |
| Core type | Cardboard or plastic |
| **AUTOCUTTER** | |
| Paper cut | Total cut or partial cut |
| Estimated life (1) | 1000000 cuts (with paper thickness 100 µm, ambient temperature) |

| DEVICE ELECTRICAL SPECIFICATIONS | |
|---|---|
| Power supply | |
| Standard | 24 Vdc ± 10% (optional external power supply) |
| 12 Vdc optional | 12 Vdc ± 10% (only for models with power adapter Vin 12Vdc see chapter 11) |
| Typical consumption (3) | 1.2 A |
| Standby consumption | 0.02 A |
| Consumption in low-power mode (4) | 0.7 mA |
| **ELECTRICAL SPECIFICATIONS POWER SUPPLY code 963GE020000071 (optional)** | |
| Power supply voltage | from 90 Vac to 264 Vac |
| Frequency | from 47 Hz to 63 Hz |
| Output | 24 V, 2.5 A |
| Power | 60 W |
| **ENVIRONMENTAL CONDITIONS** | |
| Operating temperature | from -20 °C to +70 °C (6) |
| Relative humidity (RH) | from 10% to 90% (w/o condensation) |
| Storage temperature | from -20 °C to +70 °C |
| Storage relative humidity (RH) | from 10% to 90% (w/o condensation) |

NOTES:
(1) : Respecting the regular schedule of cleaning for the device components.
(2) : Damages caused by scratches, ESD and electromigration are excluded.
(3) : Referred to a standard CUSTOM receipt (L = 10 cm, Density = 12.5% dots on).
(4) : To set the low-power mode, enable the “LOW ENERGY MODE“ parameter during the setup procedure (see paragraph 6.6).
(5) : If the printhead temperature is higher than 65 °C the device reduces the speed to 100 mm/s.
(6) : If you use the device with the power supply code 963GE020000071, supplied as an accessory, the operating temperature range is from 0 °C to +40 °C.

## 9.2 Character specifications

| Character set | 4 | | | |
|---|---|---|---|---|
| Character density | 11 cpi | 15 cpi | 20 cpi | 25 cpi |
| Number of columns | 35 | 49 | 64 | 80 |
| Chars / s | 2370 | 3282 | 4266 | 5333 |
| Lines / s | 66 | 66 | 66 | 66 |
| Characters (L x H mm) - Normal | 2.25 x 3 | 1.625 x 3 | 1.25 x 3 | 1 x 3 |

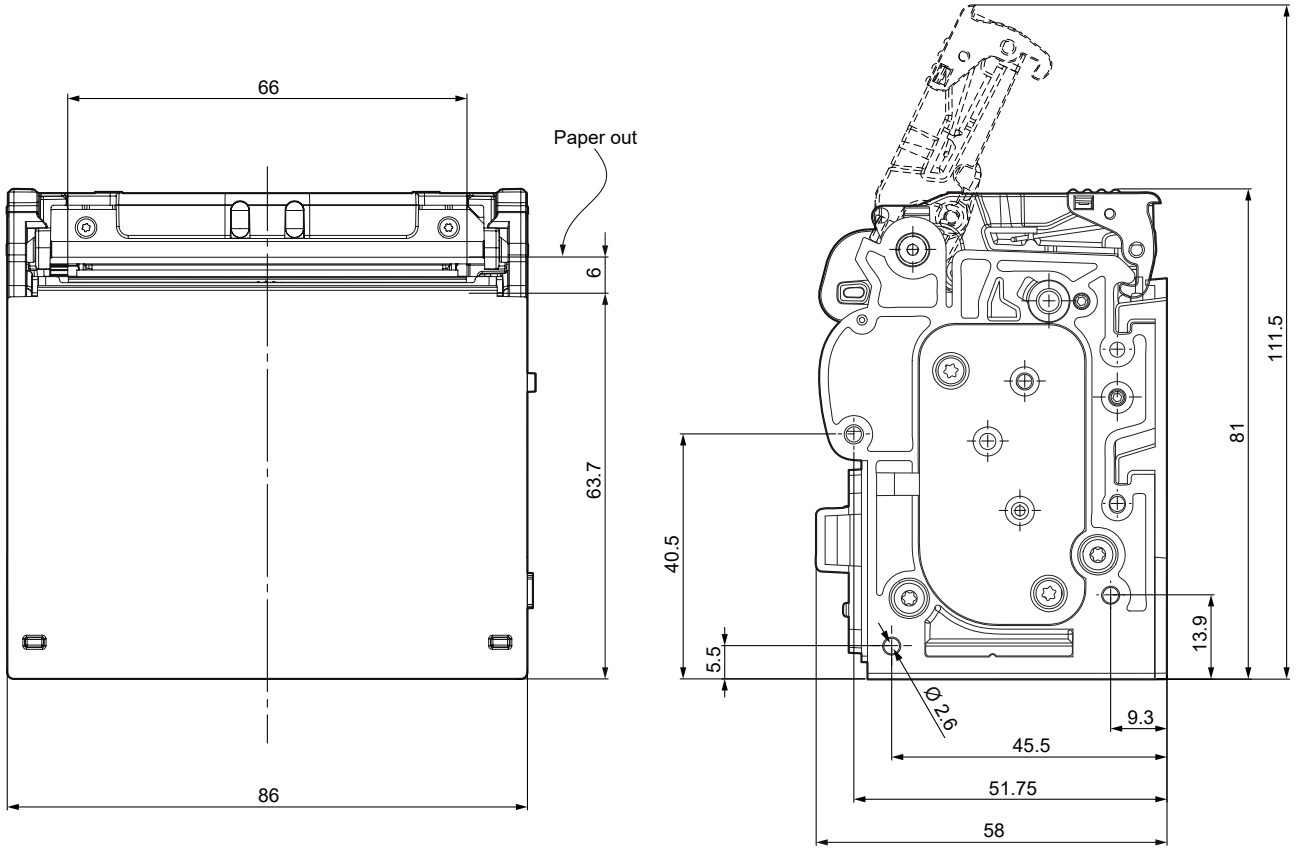
NOTE: Theoretical values.

# 9.3 Device dimensions

**VKP60 Compact**

| | |
|---|---|
| Length | 58 mm |
| Height | 81 mm (with cover closed)<br>111.5 mm (with cover open) |
| Width | 86 mm |
| Weight | 330 g |

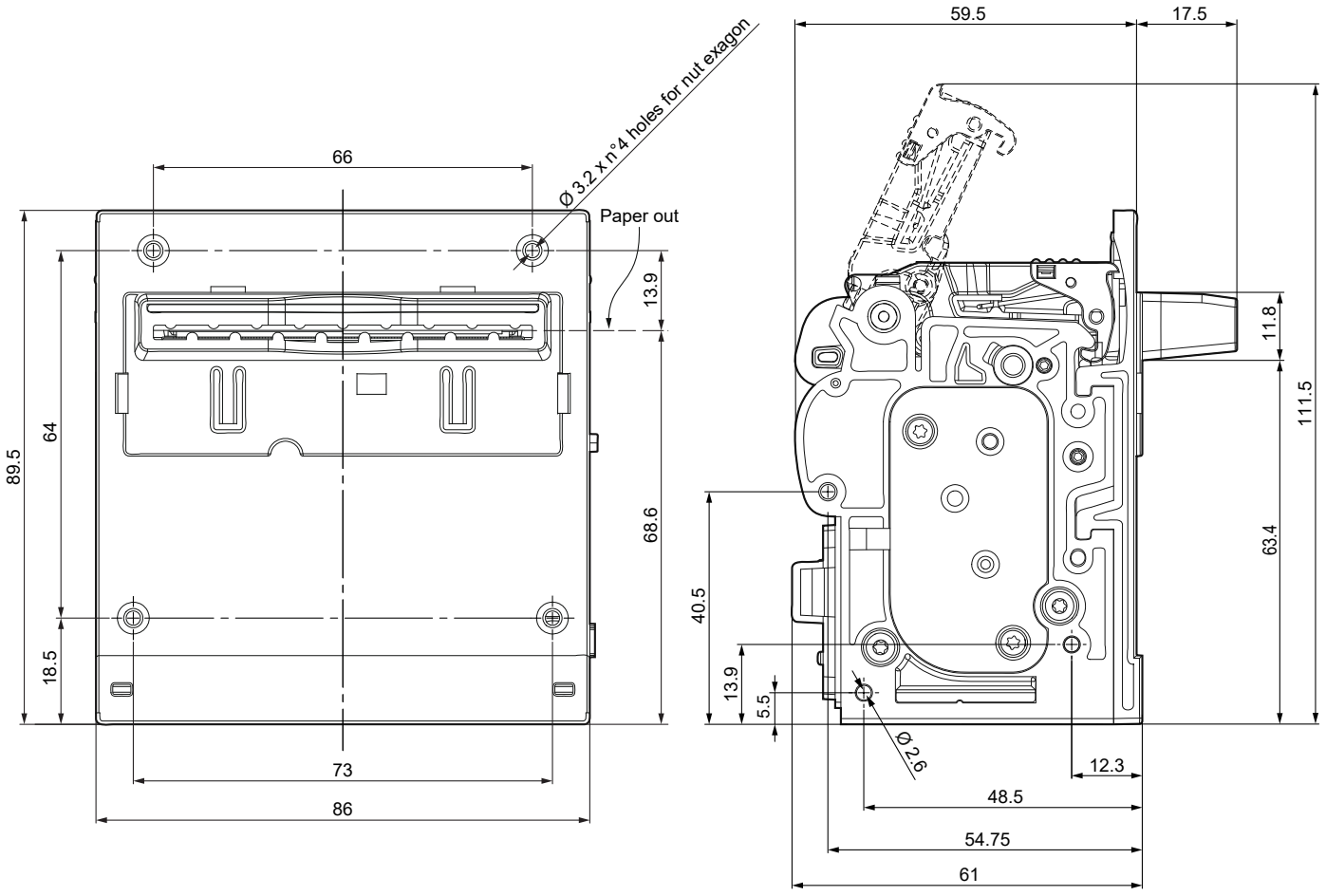
All the dimensions shown in following figures are in millimetres and referred to device without paper roll.



**VKP60 Paper Mouth**

| | |
|---|---|
| Length | 78.5 mm |
| Height | 89.5 mm (with cover closed)<br>111.5 mm (with cover open) |
| Width | 86 mm |
| Weight | 340 g |

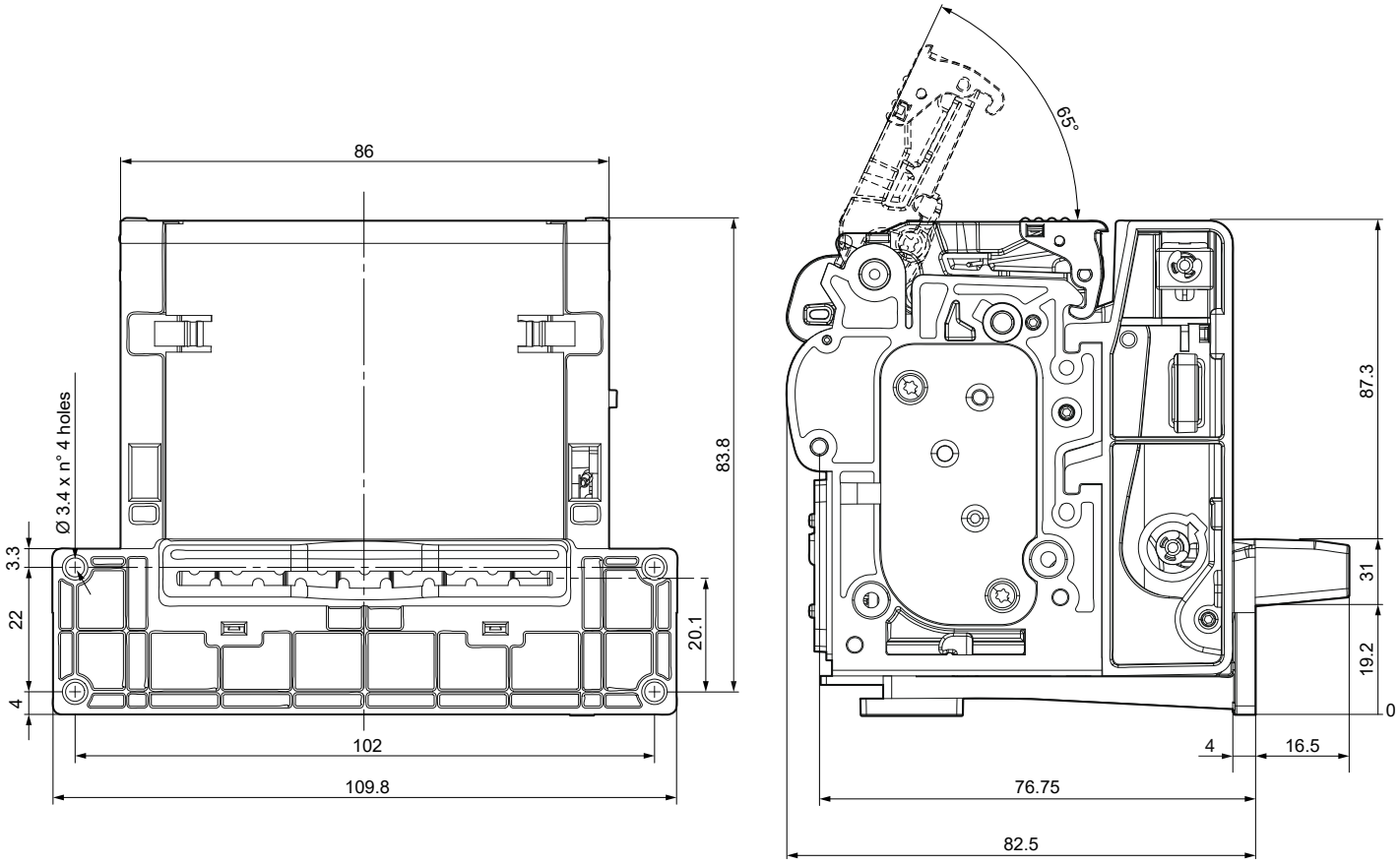
All the dimensions shown in following figures are in millimetres and referred to device without paper roll.



**VKP60 Presenter LP**

| | |
|---|---|
| Length | 99 mm |
| Height | 87.3 mm (with cover closed) |
| Width | 109.8 mm |
| Weight | 453 g |

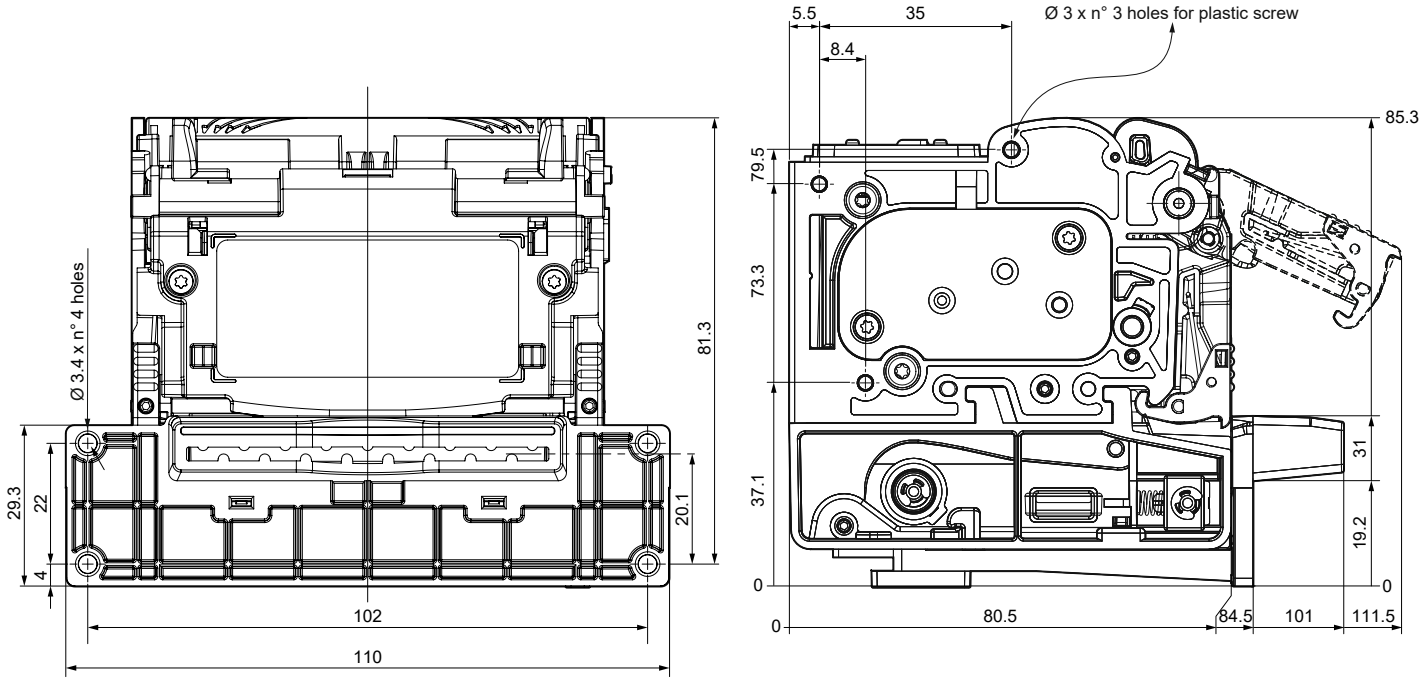
All the dimensions shown in following figures are in millimetres and referred to device without paper roll.



**VKP60 Presenter PR**

| | |
|---|---|
| Length | 101 mm (with cover closed)<br>111.5 (with cover open) |
| Height | 85.3 mm (with cover closed) |
| Width | 110 mm |
| Weight | 453 g |

All the dimensions shown in following figures are in millimetres and referred to device without paper roll.

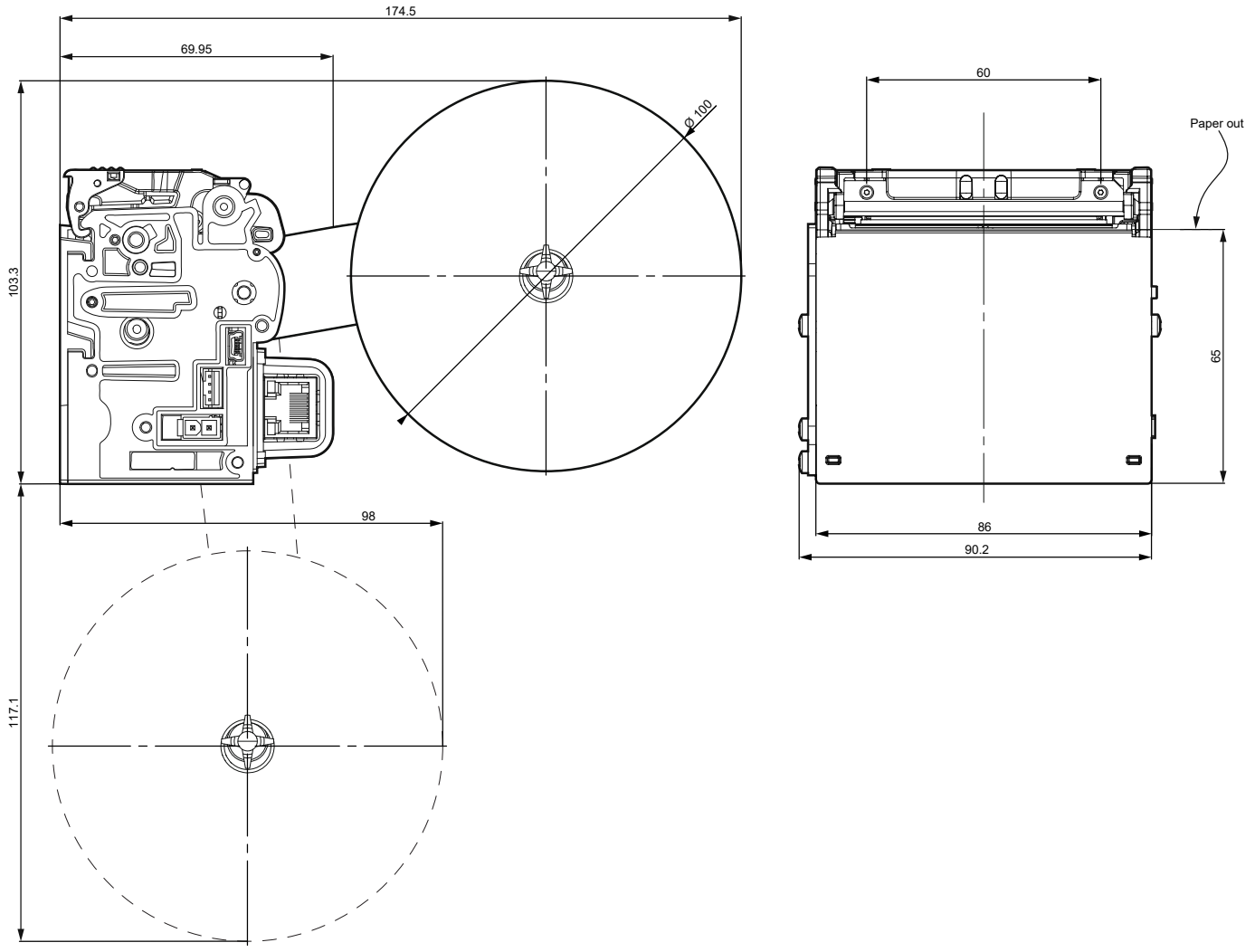


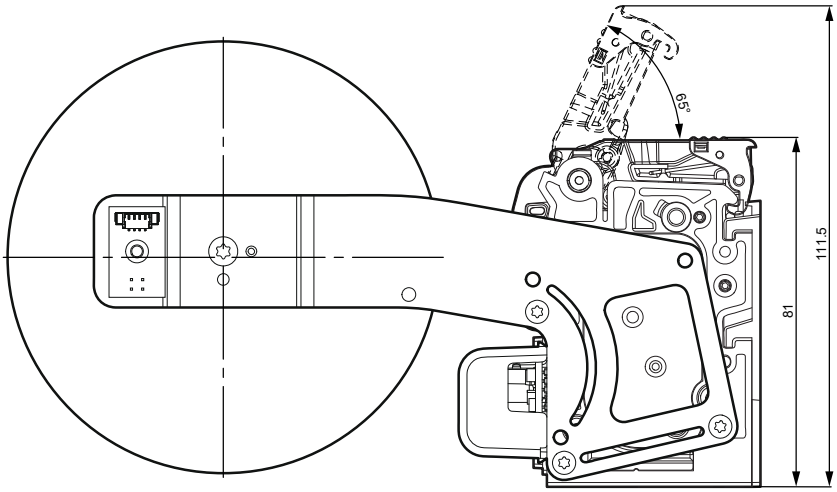
# 9.4 Device dimensions with paper roll holder code 976NA010000008 (optional)

**VKP60 Compact**

| | |
|---|---|
| Length | |
| Position A | 174.5 mm |
| Position B | 98 mm |
| Height | |
| Position A | 103.3 mm |
| Position B | 392.1 mm |
| Width | 90.2 mm |

All the dimensions shown in following figures are in millimetres.

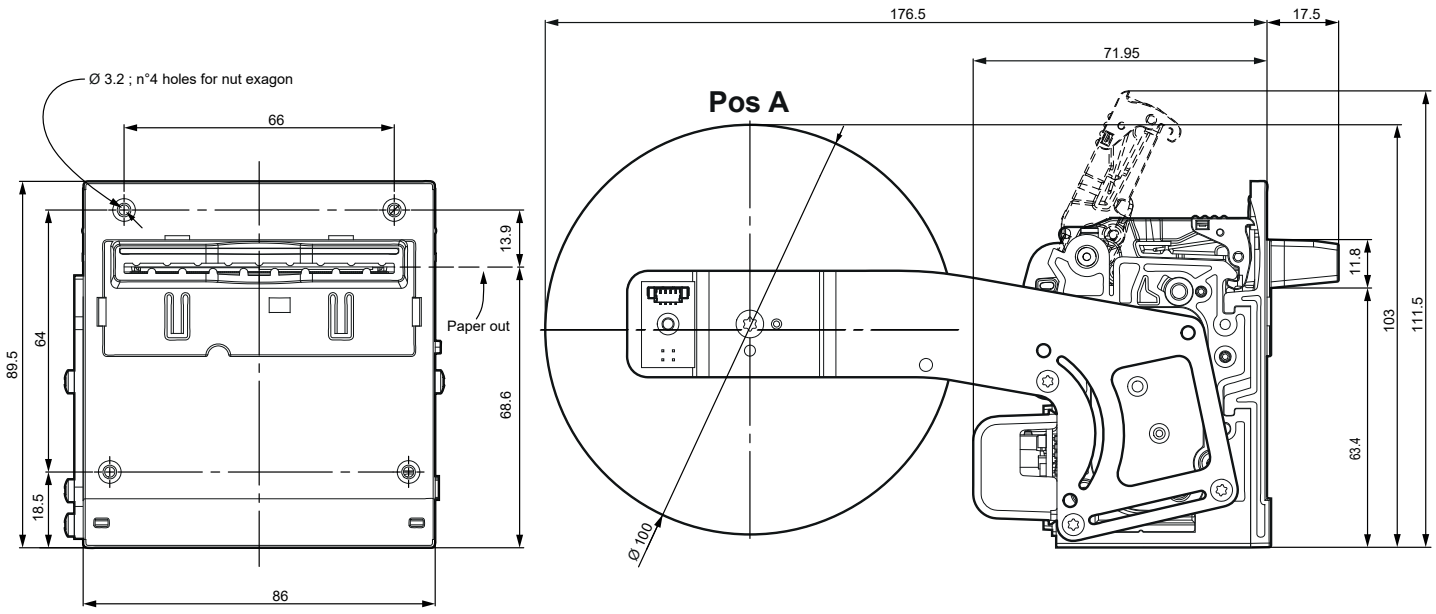


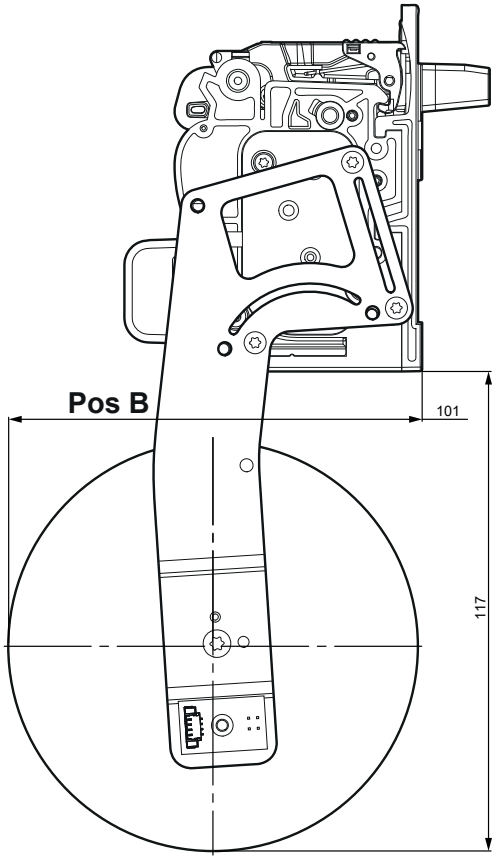

65°
111.5
81

**VKP60 Paper Mouth**

| | |
|---|---|
| Length | |
| Position A | 194 mm |
| Position B | 118.5 mm |
| Height | |
| Position A | 103 mm |
| Position B | 206.5 mm |
| Width | 92.5 mm |

All the dimensions shown in following figures are in millimetres.



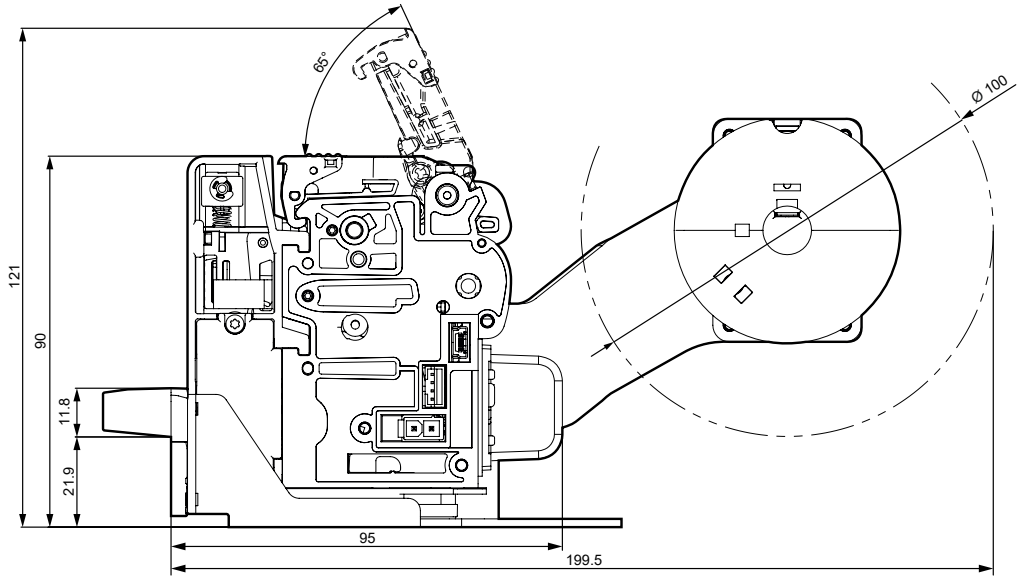

Pos B
101
117

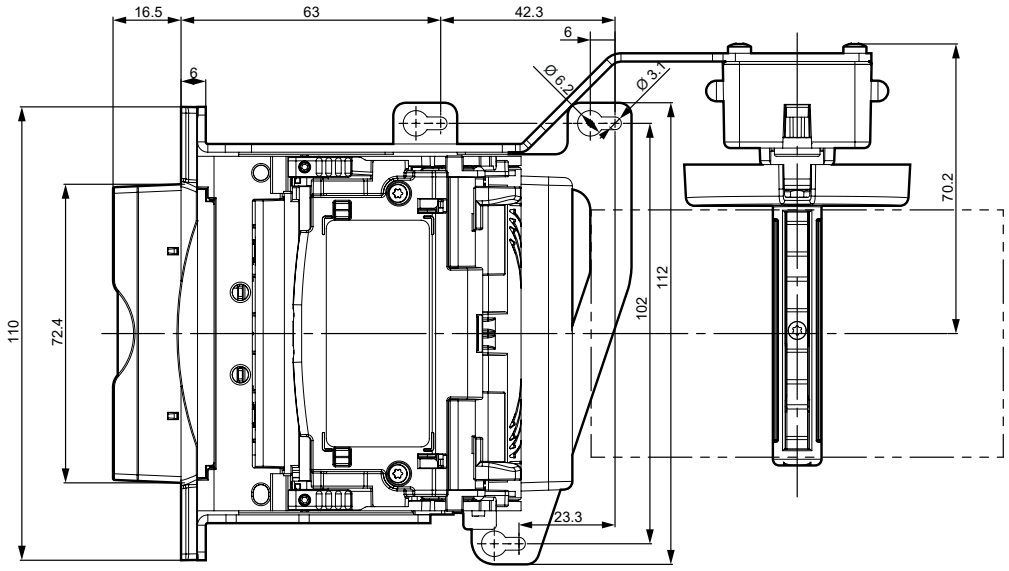
# 9.5 Device dimensions with paper roll holder code 974NA010000001 (optional)

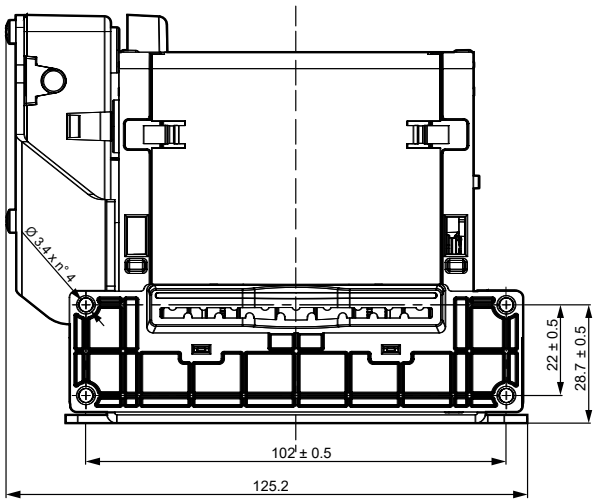
**VKP60 Presenter LP**

| | |
|---|---|
| Length | 216 mm |
| Height | 90 mm (with cover closed)<br>121 (with cover open) |
| Width | 125.2 mm |

All the dimensions shown in following figures are in millimetres and referred to device without paper roll.



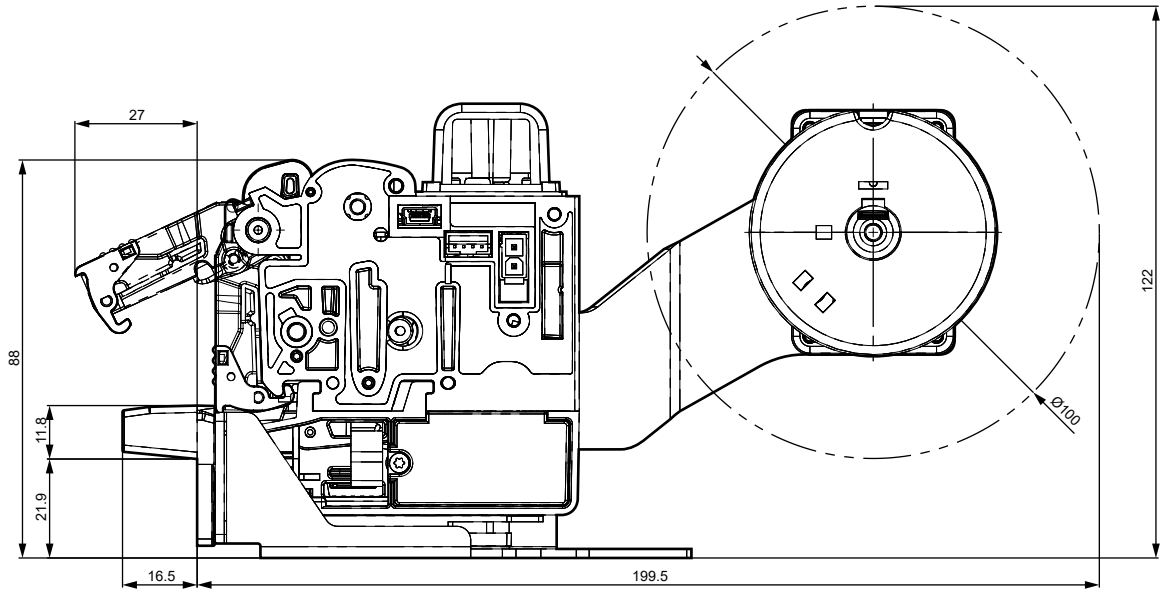



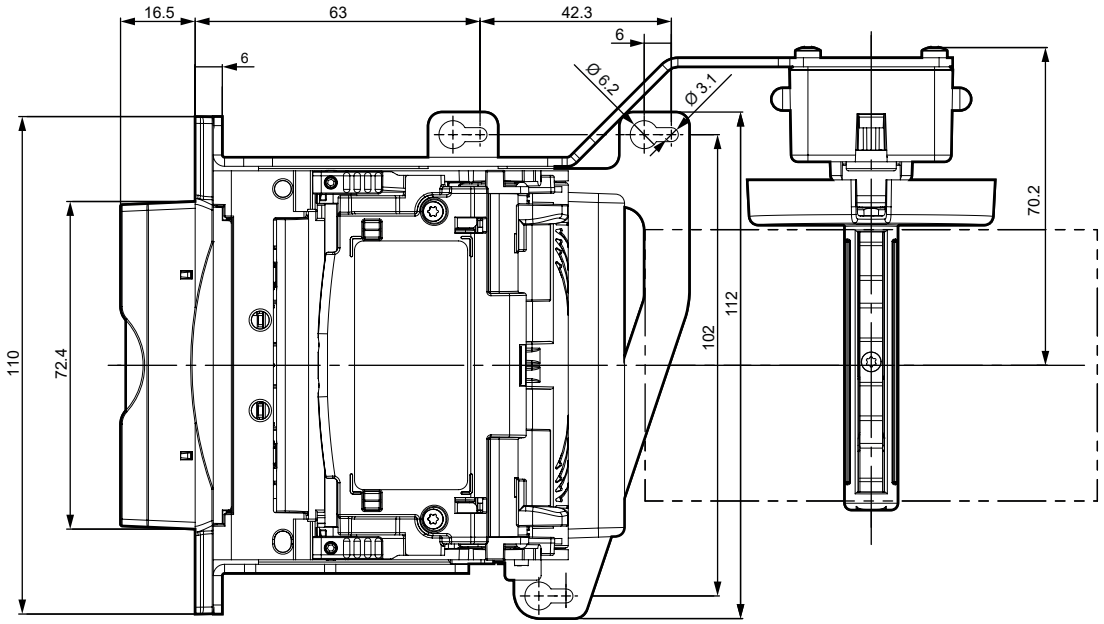

Ø 3.4 x n° 4
22 ± 0.5
28.7 ± 0.5
102 ± 0.5
125.2

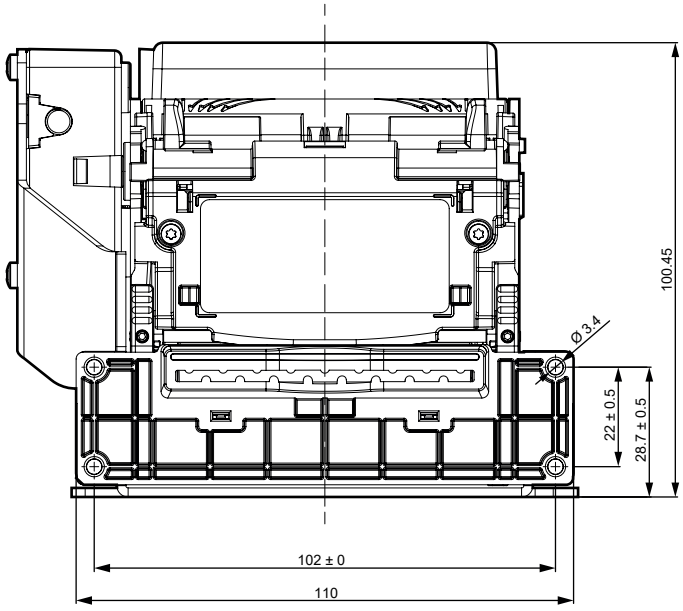
**VKP60 Presenter PR**

| | |
|---|---|
| Length | 216 mm |
| Height | 100.45 mm |
| Width | 125.2 mm |

All the dimensions shown in following figures are in millimetres and referred to device without paper roll.



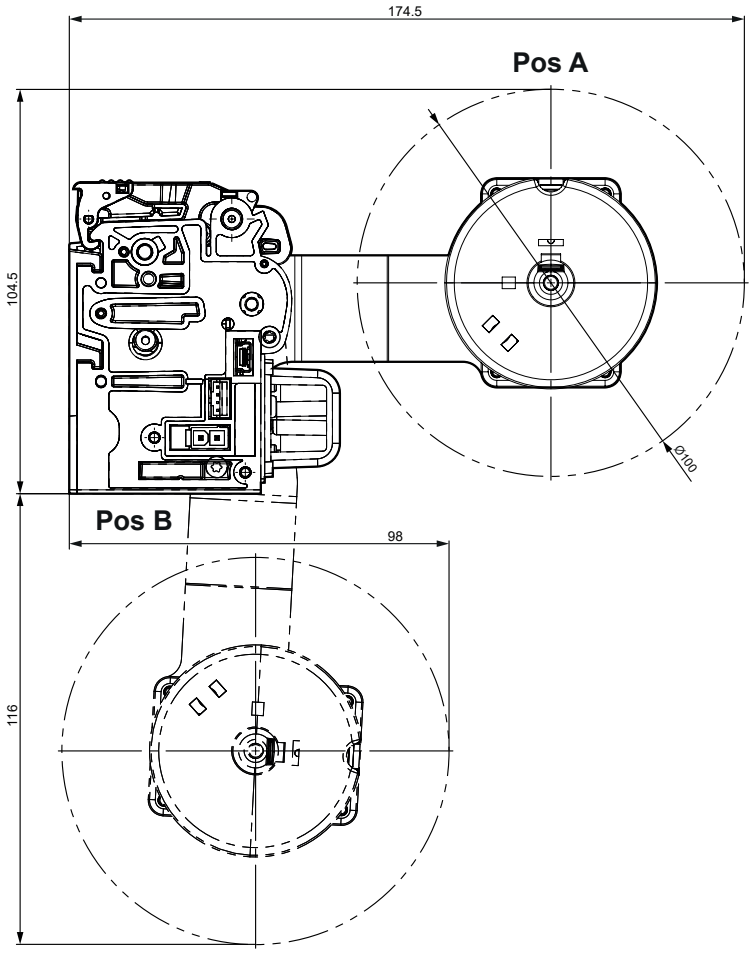

100.45
Ø 3.4
22 ± 0.5
28.7 ± 0.5
102 ± 0
110

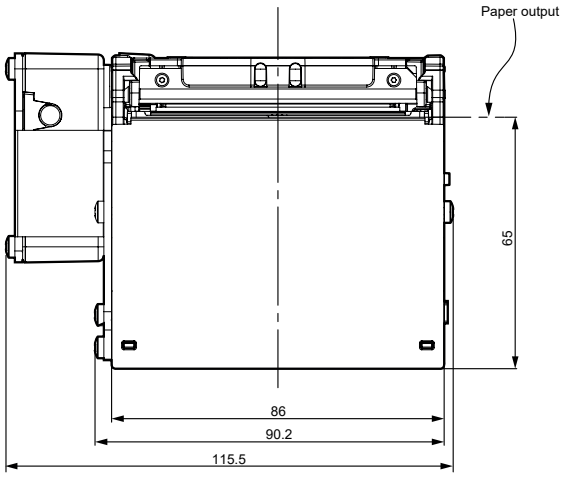
# 9.6 Device dimensions with paper roll holder code 974NA010000002 (optional)

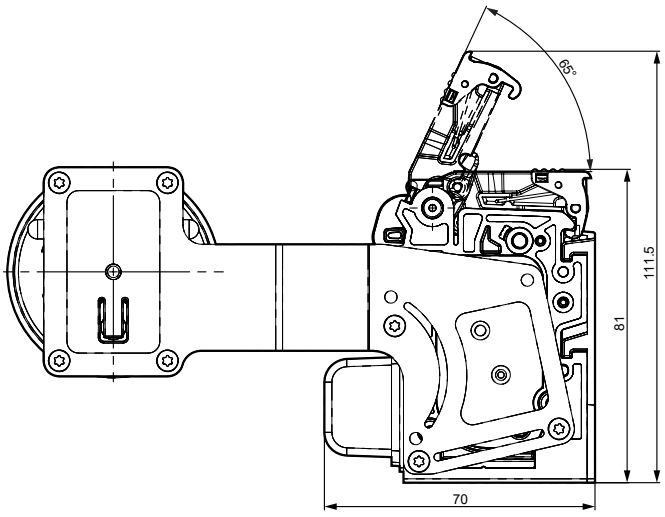
**VKP60 Compact**

| | |
|---|---|
| Length | |
| Position A | 174.5 mm |
| Position B | 98 mm |
| Height | |
| Position A | 104.5 mm |
| Position B | 197 mm |
| Width | 115.5 mm |

All the dimensions shown in following figures are in millimetres.



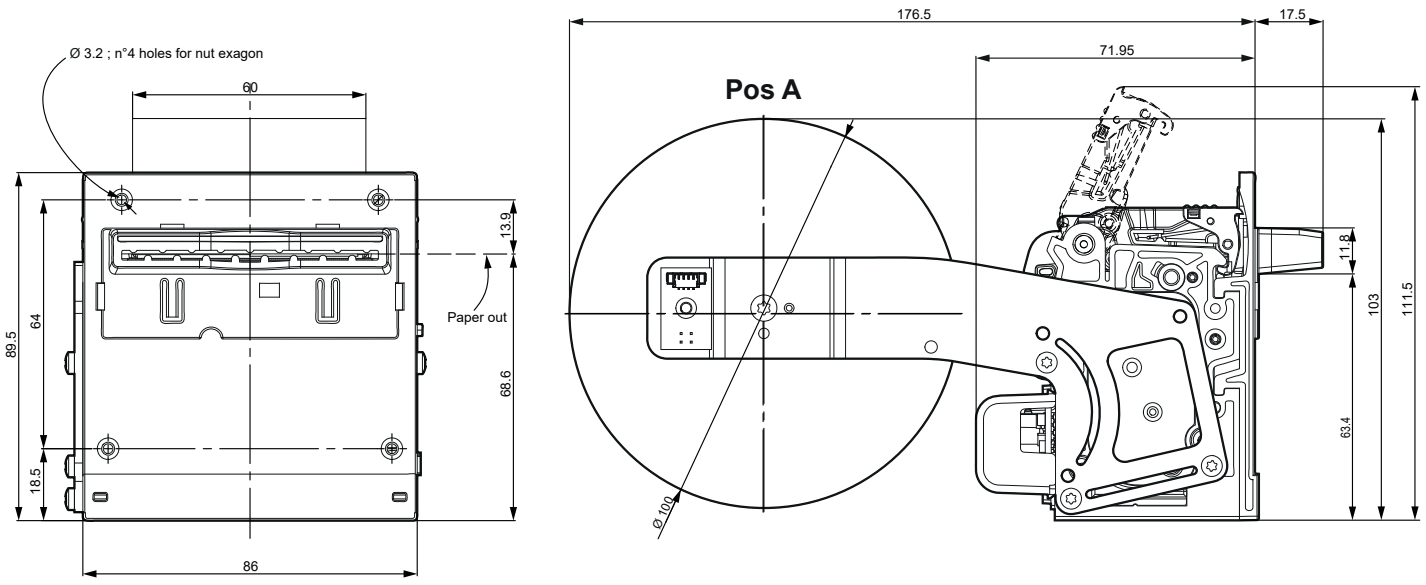



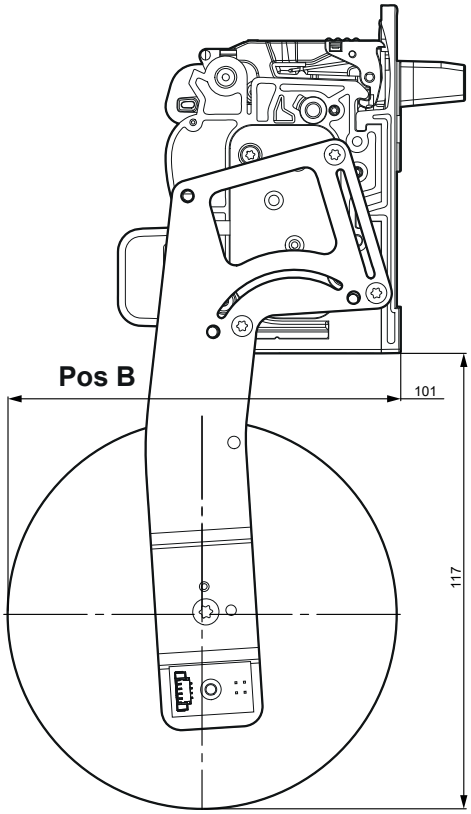

65°
111.5
81
70

**VKP60 Paper Mouth**

| | |
|---|---|
| Length | |
| Position A | 194 mm |
| Position B | 118.5 mm |
| Height | |
| Position A | 104.5-mm |
| Position B | 205.5 mm |
| Width | 115.5 mm |

All the dimensions shown in following figures are in millimetres.

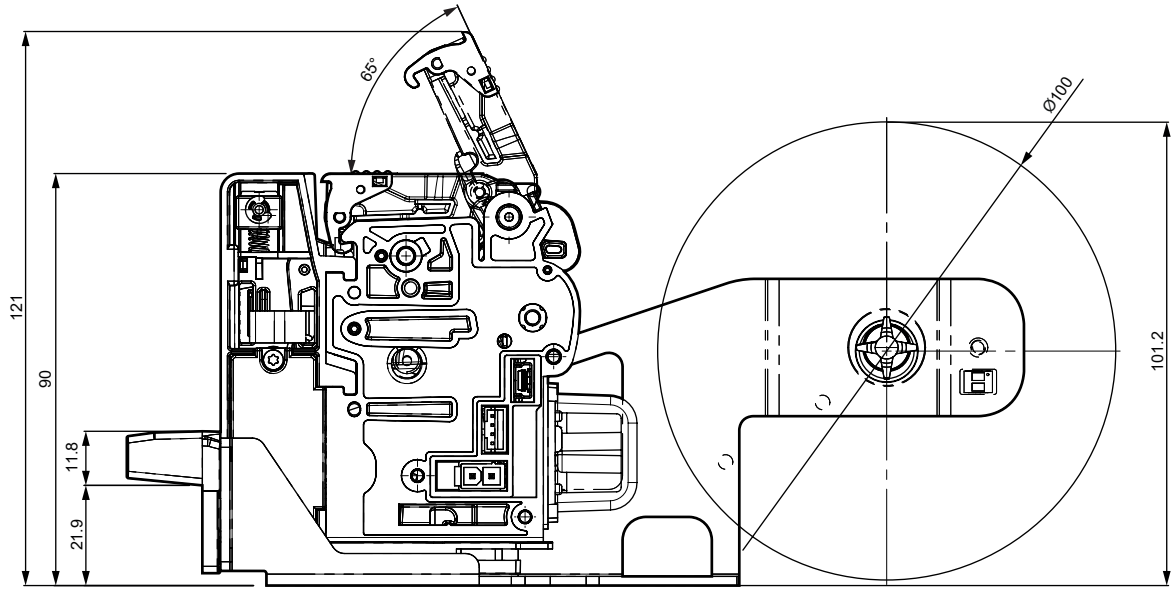


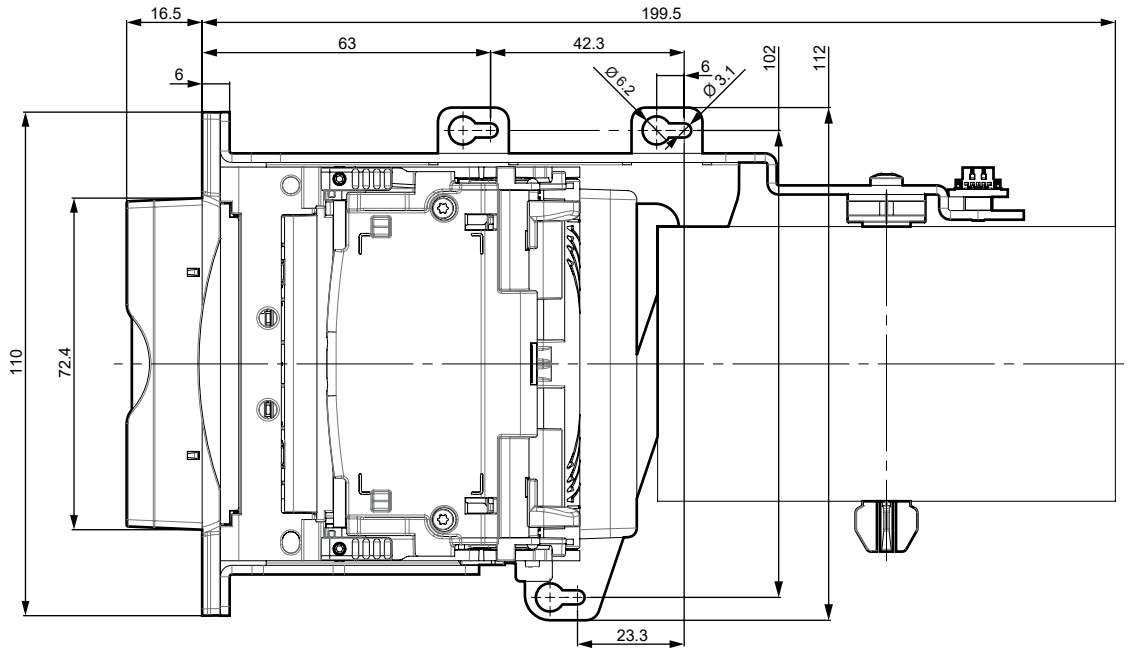

Pos B
101
117

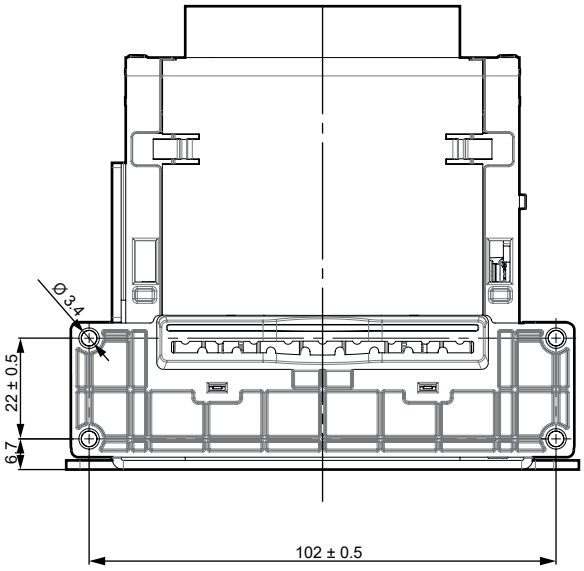
# 9.7 Device dimensions with paper roll holder code 974NA010000009 (optional)

**VKP60 Presenter LP**

| | |
|---|---|
| Length | 216 mm |
| Height | 90 mm (with cover closed)<br>121 (with cover open) |
| Width | 110 mm |

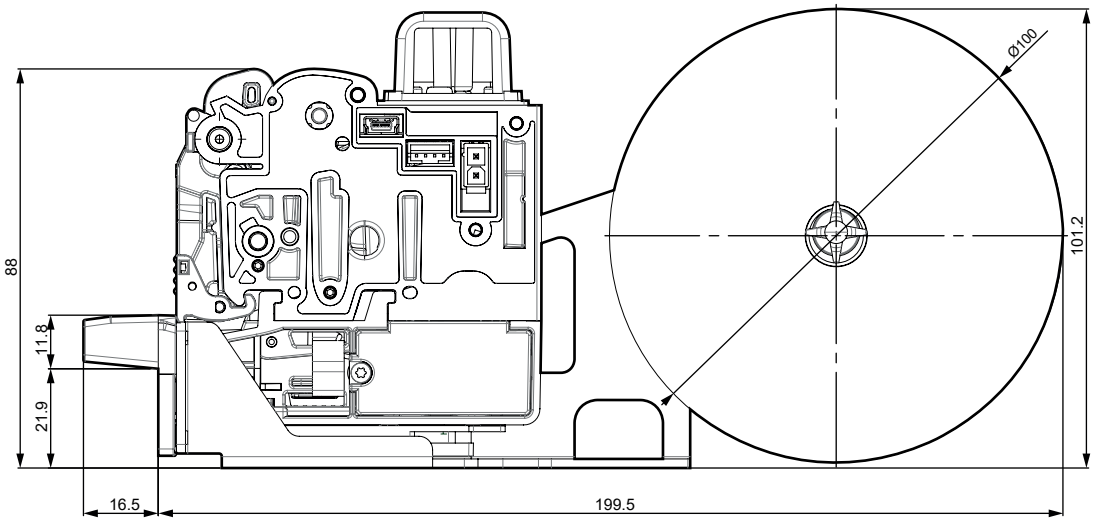


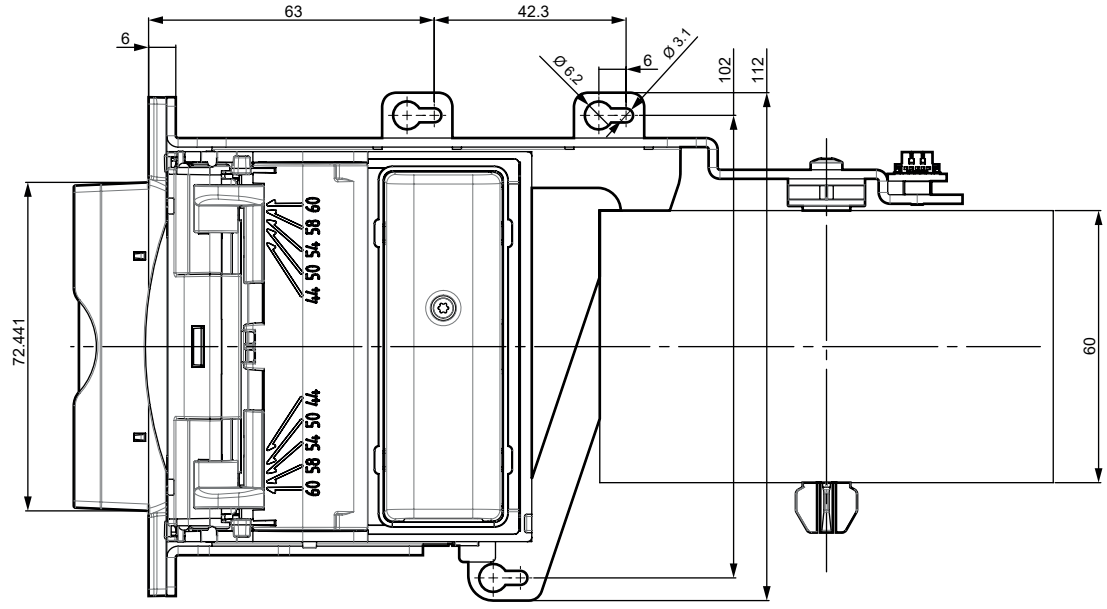



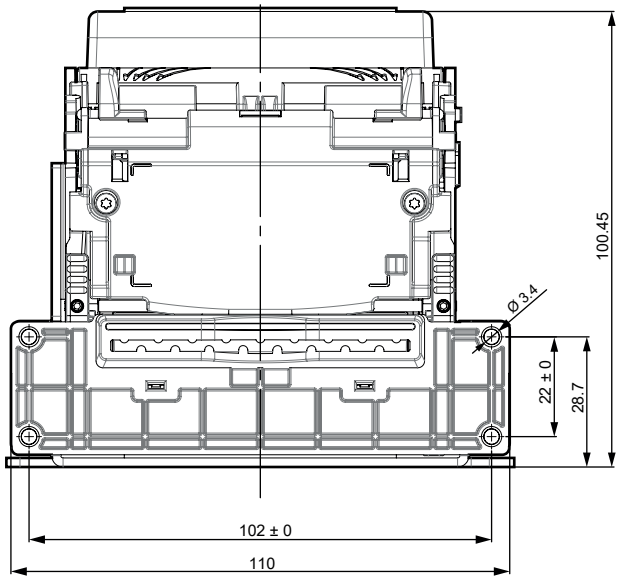

Ø 3.4
22 ± 0.5
6.7
102 ± 0.5

**VKP60 Presenter PR**

| | |
|---|---|
| Length | 216 mm |
| Height | 101.2 mm |
| Width | 110 mm |



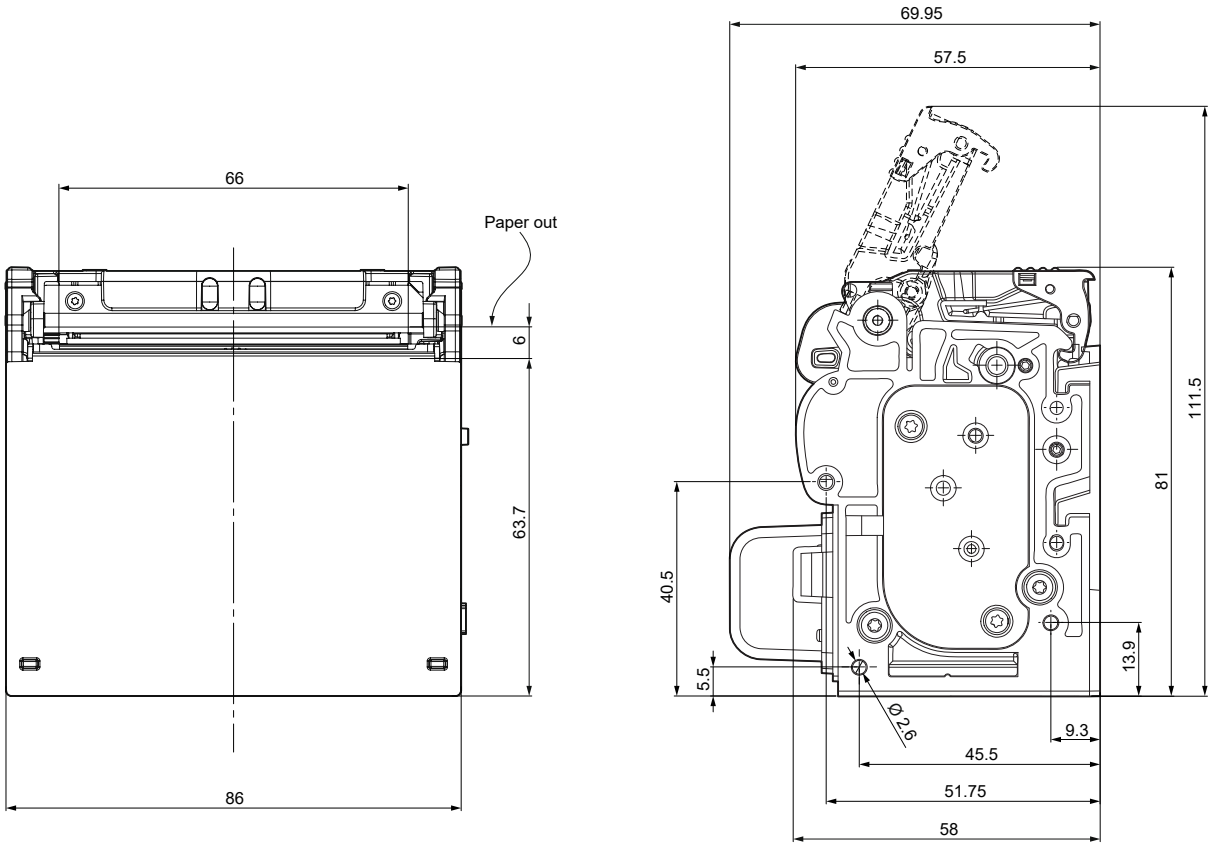

100.45
Ø 3.4
22 ± 0
28.7
102 ± 0
110

# 9.8 Device dimensions with dongle (optional) code 976NA010000003, code 976NA010000006, code 976NA010000007

**VKP60 Compact**

| | |
|---|---|
| Length | 69.95 mm |
| Height | 81 mm (with cover closed)<br>111.5 mm (with cover open) |
| Width | 86 mm |
| Weight | 350 g |

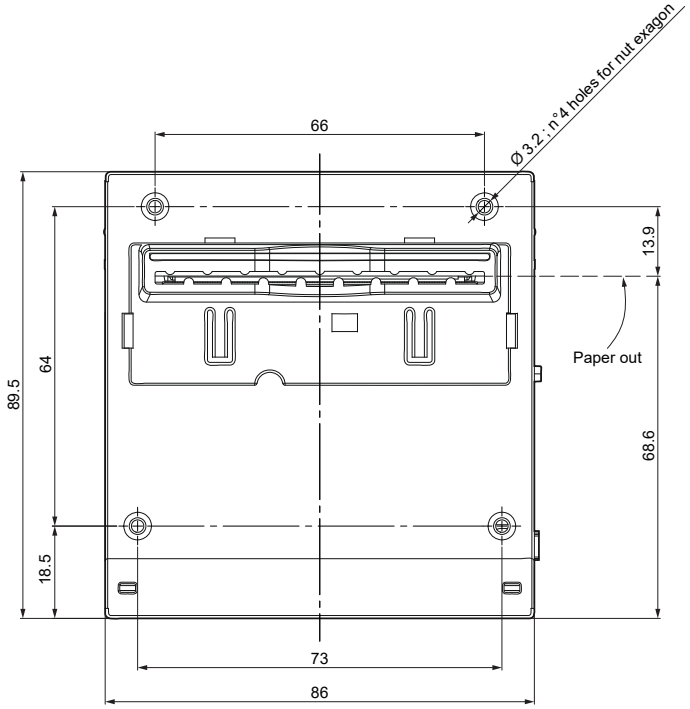
All the dimensions shown in following figures are in millimetres and referred to device without paper roll.

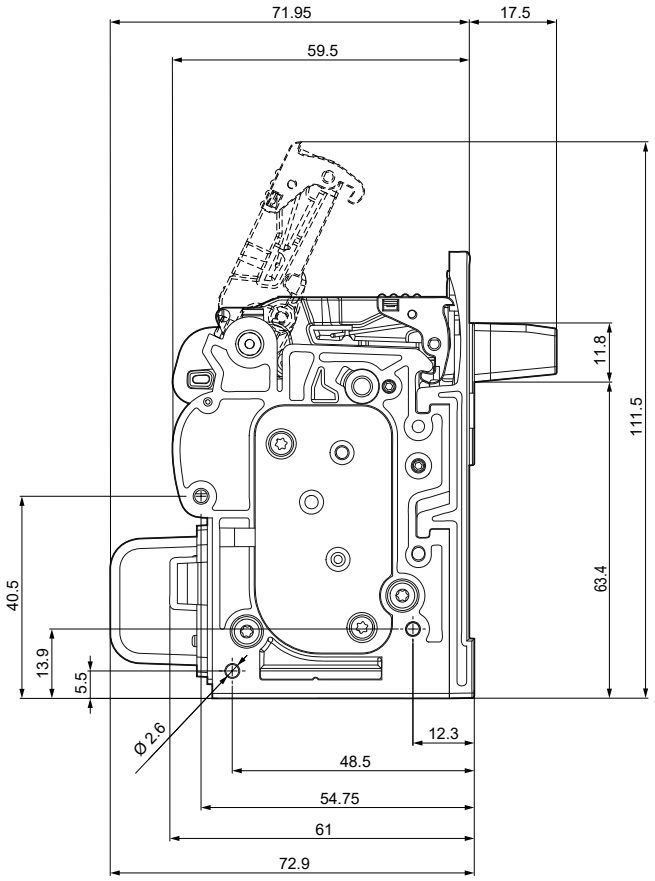


**VKP60 Paper Mouth**

| | |
|---|---|
| Length | 99.1 mm |
| Height | 67.5 mm |
| Width | 116.3 mm |
| Weight | 360 g |

All the dimensions shown in following figures are in millimetres and referred to device without paper roll.



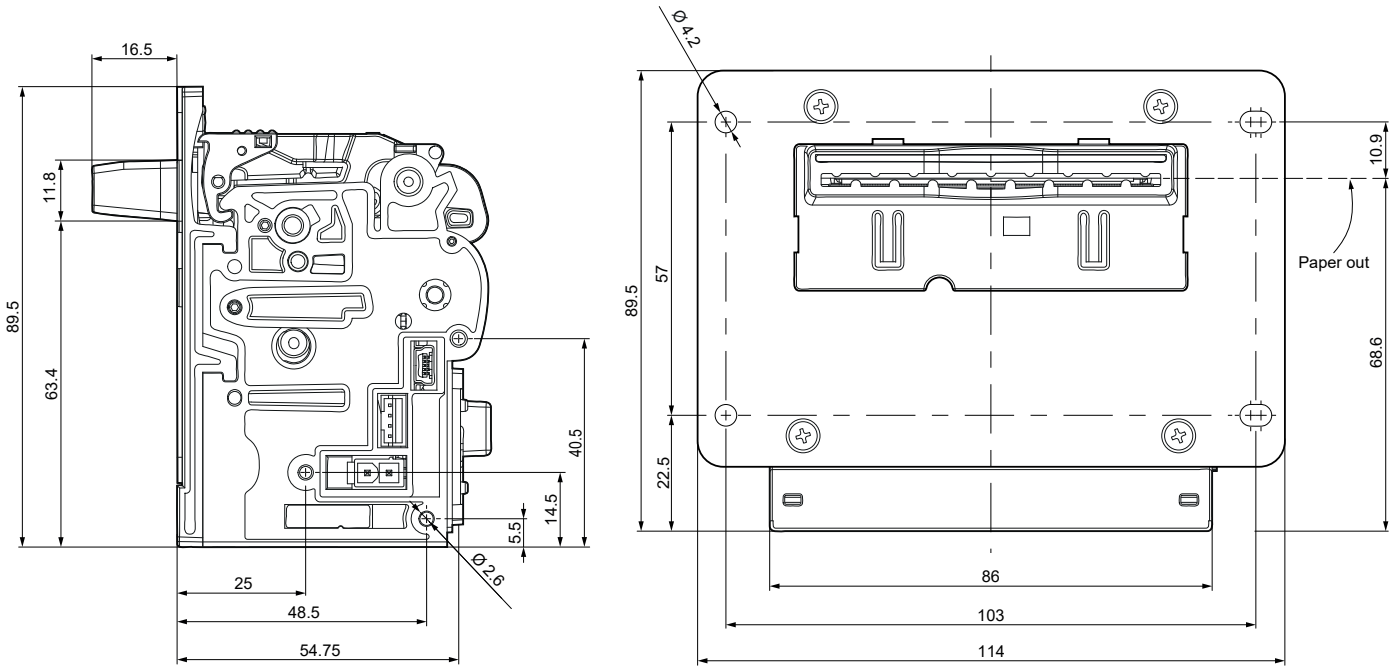



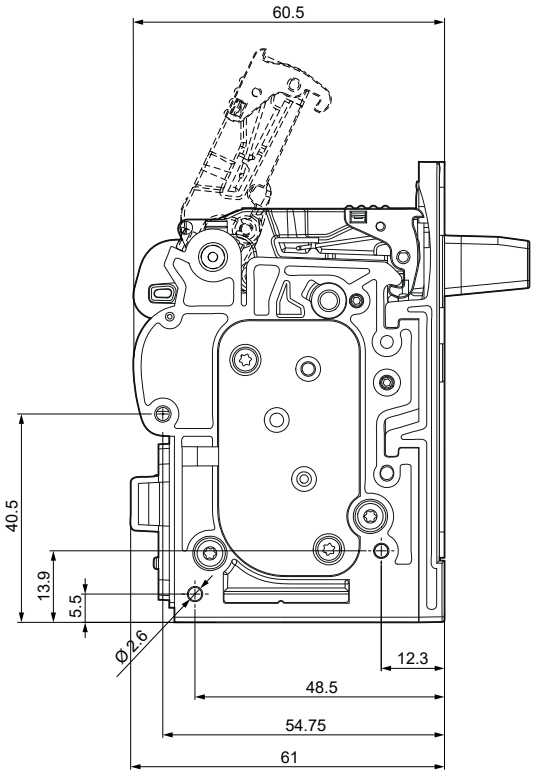
# 9.9 Device dimensions with compatibility plate for TG2460HIII code 976NA010000004 (optional)

**VKP60 Paper Mouth**

| | |
|---|---|
| Length | 62 mm |
| Height | 62.6 mm |
| Width | 116.3 mm |
| Weight | 360 g |

All the dimensions shown in following figures are in millimetres and referred to device without paper roll.




60.5
40.5
13.9
5.5
Ø2.6
12.3
48.5
54.75
61

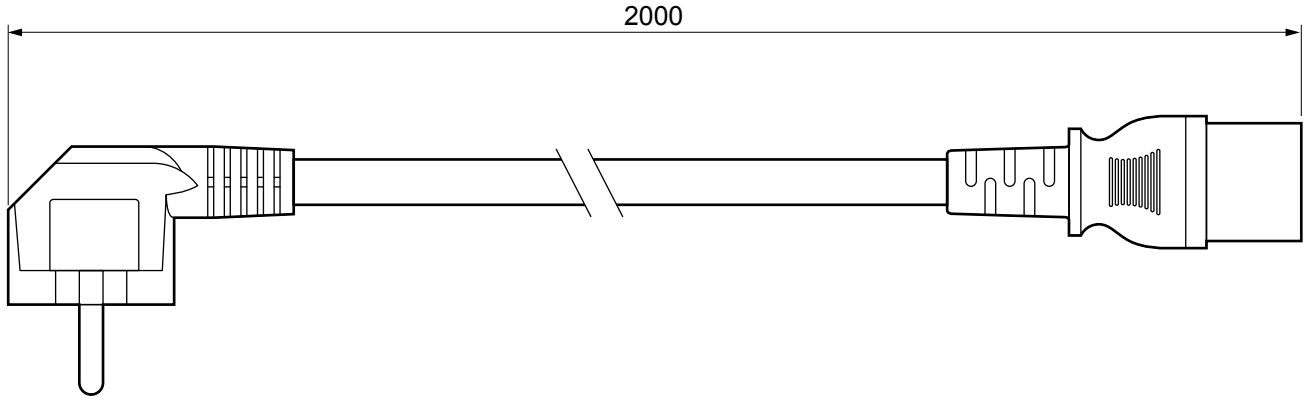
# 9.10 Dimension of power supply, power cord and adapter cable (optionals)

The following table shows the dimensions of the power supply, the power cord and the adapter for power supply optionals for the device:

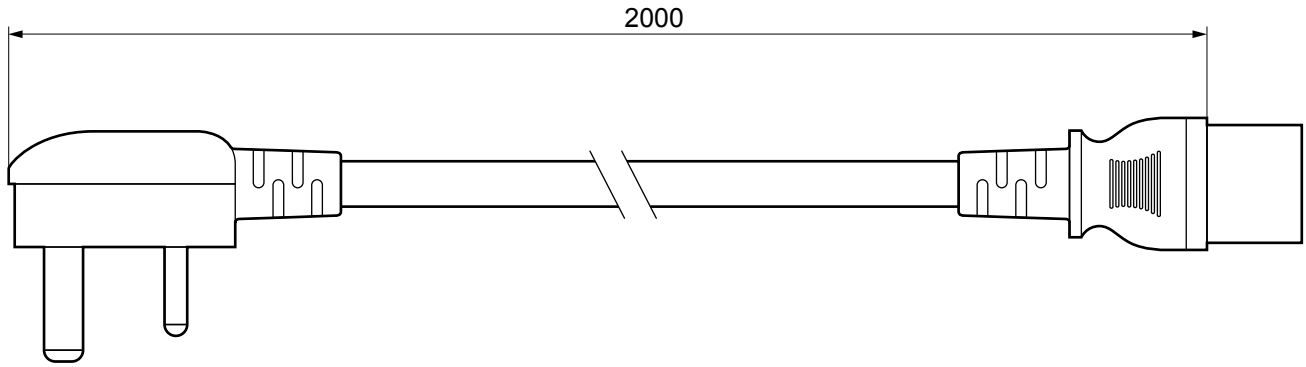
| | |
|---|---|
| POWER CORD code 26100000000311 and code 26100000000313 | |
| Length | 2000 mm |
| ADAPTER CABLE FOR POWER SUPPLY code 26900000000005 | |
| Length | 200 mm |
| POWER SUPPLY code 963GE020000071 | |
| Length | 130 ± 1 mm |
| Height | 36 ± 1 mm |
| Width | 57 ± 1 mm |

All the dimensions shown in following figures are in millimetres.

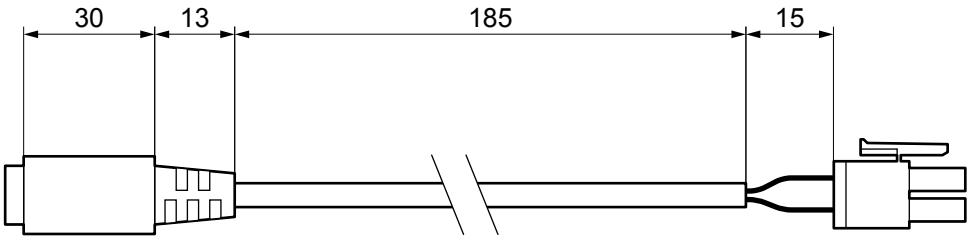
**POWER CORD code 26100000000311**



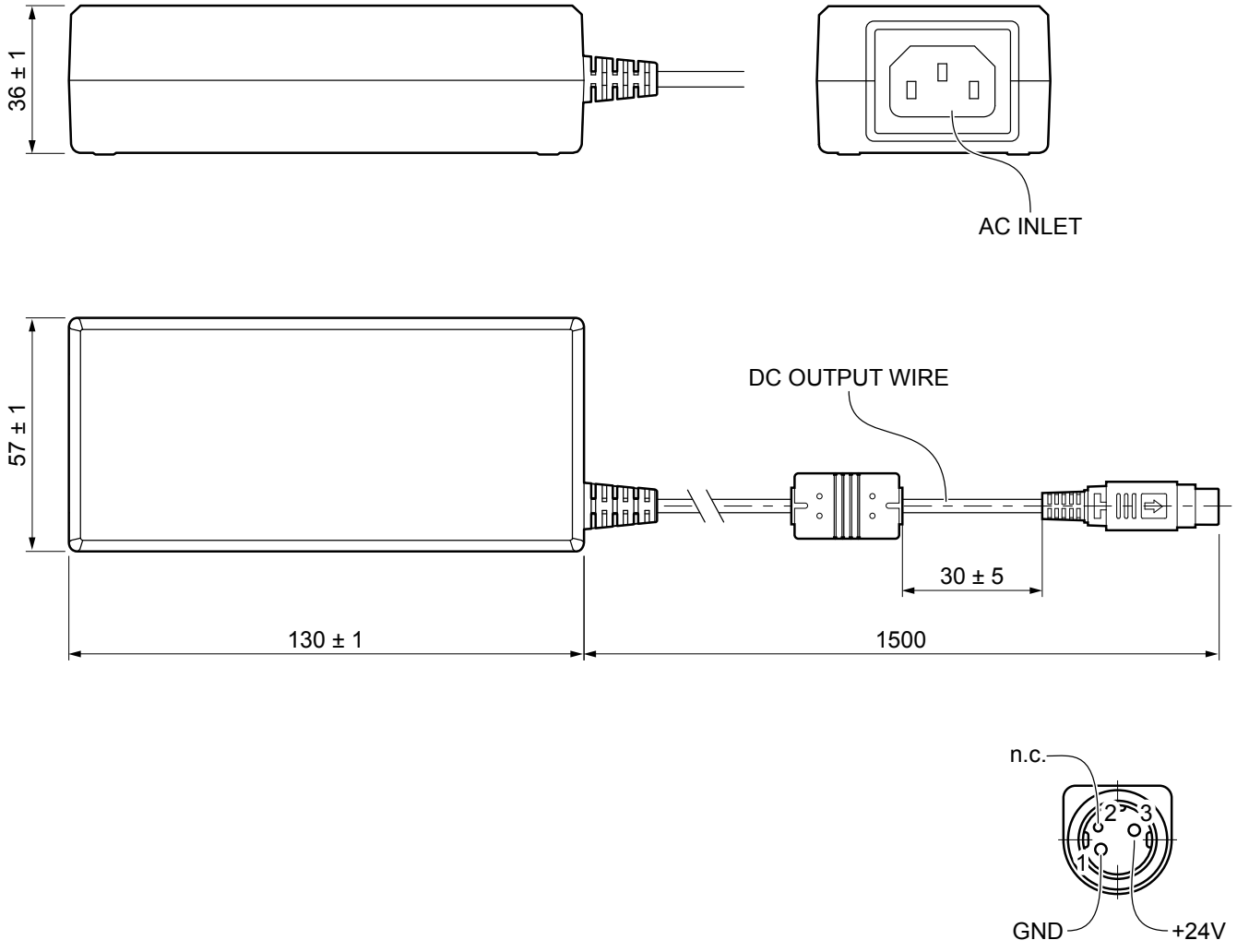
**POWER CORD code 26100000000313**




**ADAPTER CABLE FOR POWER SUPPLY code 26900000000005**



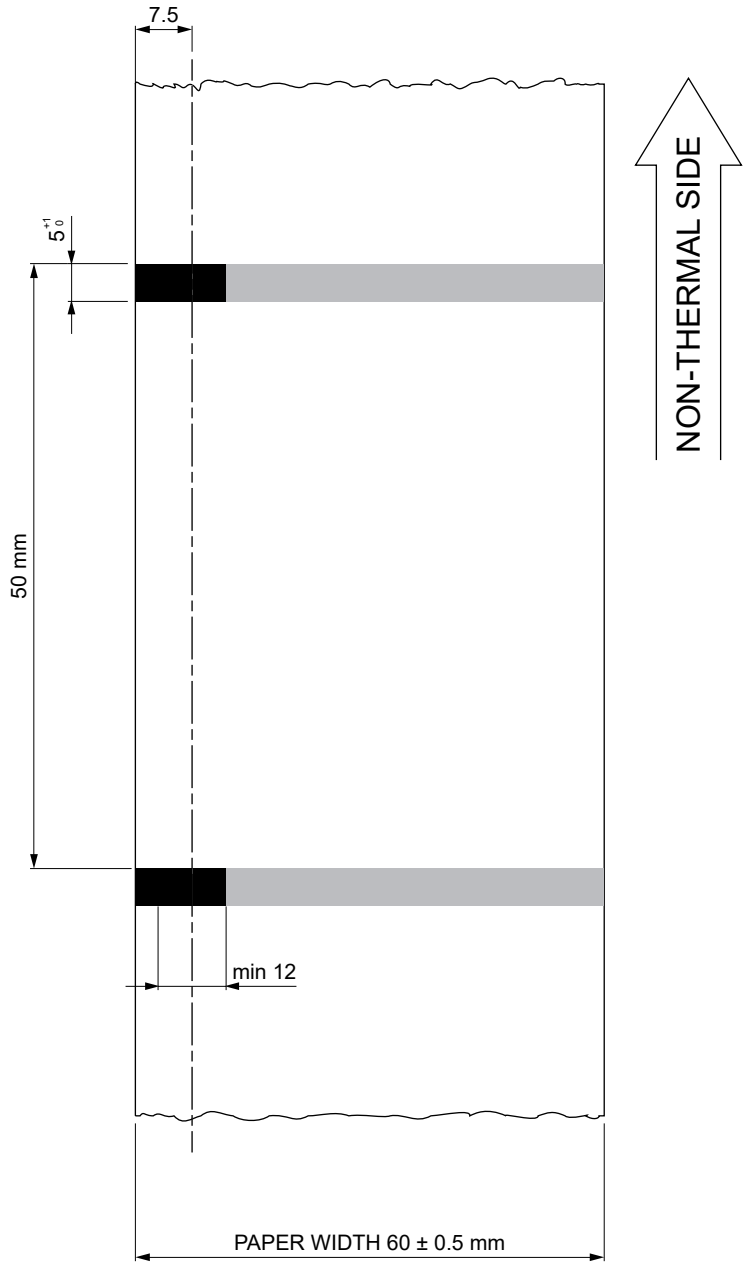
**POWER SUPPLY code 963GE020000071**



# 9.11 Paper specification

The following image shows an example of black mark placement on the non-thermal side of paper.
For more information about the use of paper with black mark see chapter 7.

All the dimensions shown in following figures are in millimetres.



## 9.12 Character sets in CUSTOM/POS emulation

The device has 4 fonts of varying width (11, 15, 20 and 25 cpi) which may be related one of the coding tables provided on the device.

To know the coding tables actually present on the device, you need to print the font test (see paragraph 3.6).

You can set font and coding table by using the commands (see the commands manual of the device) or using the “Code Table” and the "Chars / Inch" parameters during the setup procedure (see paragraph 6.6).

The following is the full list of coding tables that can be installed on the device.

| <CodeTable> | Coding table | |
|---|---|---|
| 0 | PC437 - U.S.A., Standard Europe | |
| 1 | Katakana | |
| 2 | PC850 - Multilingual | |
| 3 | PC860 - Portuguese | |
| 4 | PC863 - Canadian/French | |
| 5 | PC865 - Nordic | |
| 11 | PC851 - Greek | on request |
| 12 | PC853 - Turkish | on request |
| 13 | PC857 - Turkish | on request |
| 14 | PC737 - Greek | on request |
| 15 | ISO8859-7 - Greek | on request |
| 16 | WPC1252 - Scandinavian | |
| 17 | PC866 - Cyrillic 2 | |
| 18 | PC852 - Latin 2 | on request |
| 19 | PC858 for Euro symbol in position 213 | |
| 20 | KU42 - Thai | on request |
| 21 | TIS11 - Thai | on request |
| 26 | TIS18 - Thai | on request |
| 30 | TCVN_3 - Vietnamese | on request |
| 31 | TCVN_3 - Vietnamese | on request |
| 32 | PC720 - Arabic | on request |

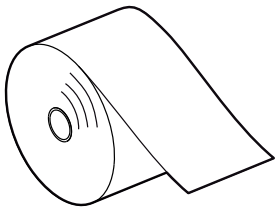
| <CodeTable> | Coding table | |
|---|---|---|
| 33 | WPC775 - Baltic Rim | on request |
| 34 | PC855 - Cyrillic | on request |
| 35 | PC861 - Icelandic | on request |
| 36 | PC862 - Hebrew | |
| 37 | PC864 - Arabic | |
| 38 | PC869 - Greek | on request |
| 39 | ISO8859-2 - Latin 2 | on request |
| 40 | ISO8859-15 - Latin 9 | on request |
| 41 | PC1098 - Farsi | on request |
| 42 | PC1118 - Lithuanian | on request |
| 43 | PC1119 - Lithuanian | on request |
| 44 | PC1125 - Ukrainian | on request |
| 45 | WPC1250 - Latin 2 | |
| 46 | WPC1251 - Cyrillic | |
| 47 | WPC1253 - Greek | |
| 48 | WPC1254 - Turkish | |
| 49 | WPC1255 - Hebrew | |
| 50 | WPC1256 - Arabic | |
| 51 | WPC1257 - Baltic Rim | |
| 52 | WPC1258 - Vietnamese | |
| 53 | KZ1048 - Kazakh | on request |
| 255 | Space page | |

# 10 CONSUMABLES

The following table shows the list of available consumables for device:

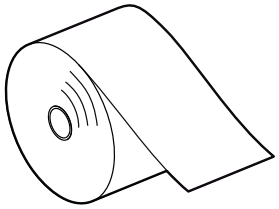
**67300000000362**

THERMAL PAPER ROLL
weight = 58 g/m$^2$
width = 60 mm
Ø external = 80 mm
Ø core = 13 mm



**67300000000349**

THERMAL PAPER ROLL
BACK PRINTED WITH “CUSTOM” LOGO
weight = 58 g/m$^2$
width = 57 mm
Ø external = 70 mm
Ø core = 13 mm



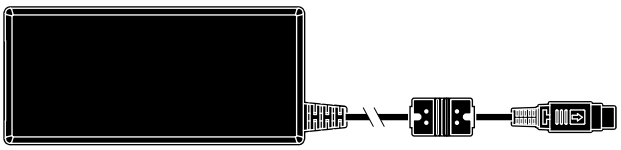
# 11 ACCESSORIES

The following table shows the list of available accessories for device:

**VKP60 Compact**

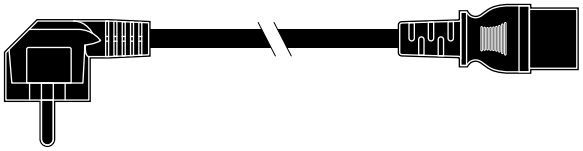
**963GE020000071**

POWER SUPPLY
(for technical specifications, see paragraph 9.1)



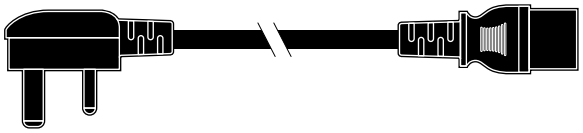
**26100000000311**

POWER CORD SCHUKO PLUG
length = 2 m
(see paragraph 9.10)



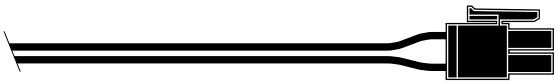
**26100000000313**

MAINS CABLE UK PLUG
length = 2 m



**26300000000579**

POWER SUPPLY CABLE
Length = 1 m



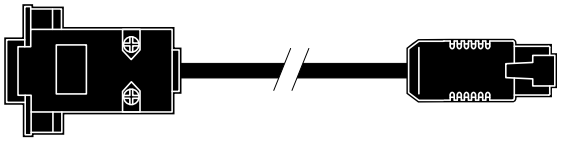
**26900000000005**

ADAPTER CABLE FOR POWER SUPPLY
length = 200 mm
(see paragraph 9.10)



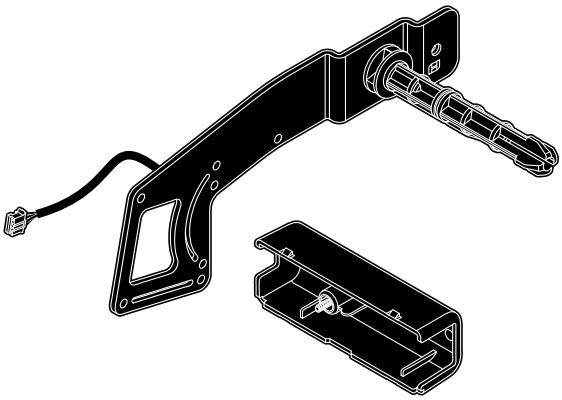
**26500000000311**

SERIAL CABLE RJ45M-DB9F
Length = 1.5 m



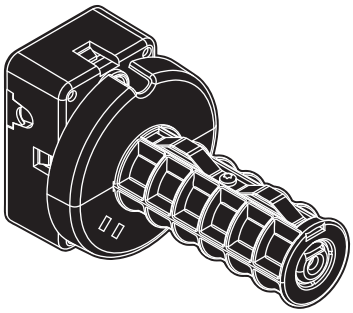
**976NA010000008**

PAPER ROLL HOLDER WITH
LOW PAPER SENSOR



**974NA010000003**

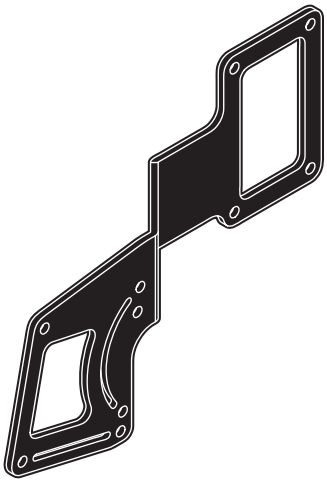
ROLL HOLDER WITH WIRELESS LOW PAPER SENSOR
(External roll core diameter 12.5 mm and 25 mm)



**974NA010000002**

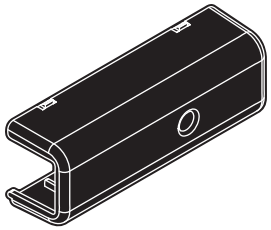
PAPER ROLL HOLDER FOR
WIRELESS LOW PAPER SENSOR

to be mounted only with roll holder with Wireless low paper sensor code 974NA010000003



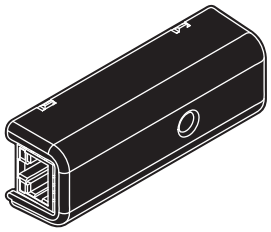
**976NA010000003**

POWER ADAPTER VIN 12 VDC
(for technical specifications, see paragraph 9.8)



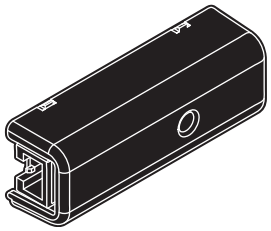
**976NA010000006**

DONGLE ETH
(for technical specifications, see paragraph 9.8)



**976NA010000007**

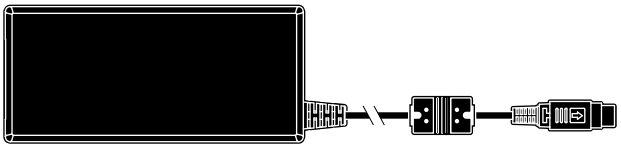
DONGLE RS232
(for technical specifications, see paragraph 9.8)



**VKP60 Paper Mouth**

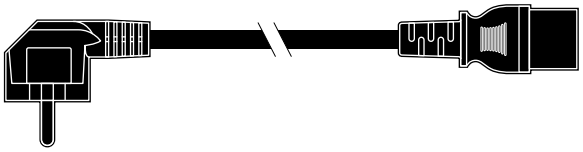
**963GE020000071**

POWER SUPPLY
(for technical specifications, see paragraph 9.1)



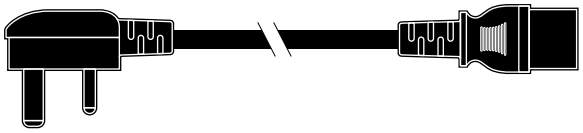
**26100000000311**

POWER CORD SCHUKO PLUG
length = 2 m
(see paragraph 9.10)



**26100000000313**

MAINS CABLE UK PLUG
length = 2 m



**26300000000579**

POWER SUPPLY CABLE
Length = 1 m



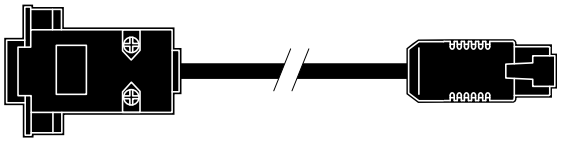
**26900000000005**

ADAPTER CABLE FOR POWER SUPPLY
length = 200 mm
(see paragraph 9.10)



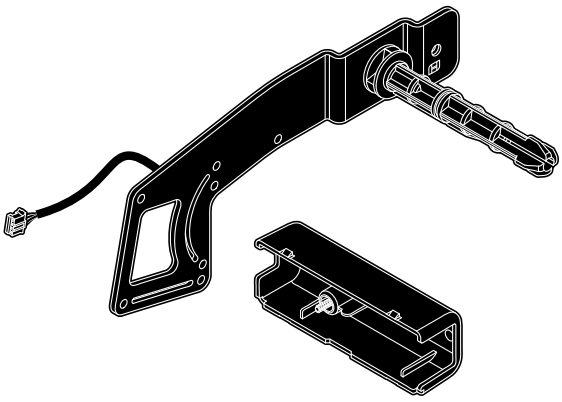
**26500000000311**

SERIAL CABLE RJ45M-DB9F
Length = 1.5 m



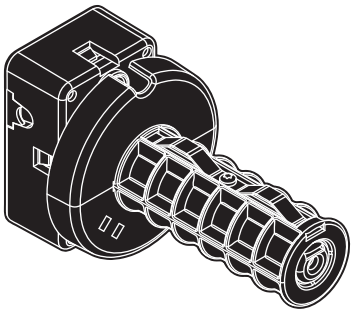
**976NA010000008**

PAPER ROLL HOLDER WITH
LOW PAPER SENSOR



**974NA010000003**

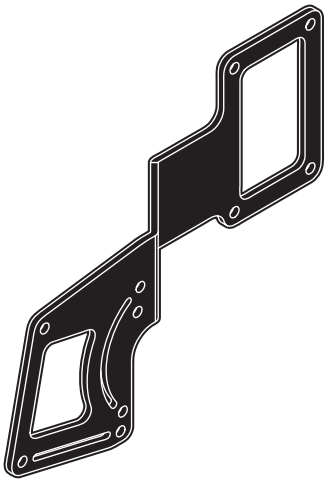
ROLL HOLDER WITH WIRELESS LOW PAPER SENSOR
(External roll core diameter 12.5 mm and 25 mm)



**974NA010000002**

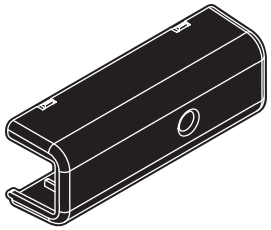
PAPER ROLL HOLDER FOR
WIRELESS LOW PAPER SENSOR

to be mounted only with roll holder with Wireless low paper sensor code 974NA010000003



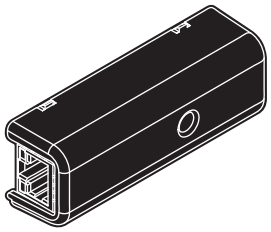
**976NA010000003**

POWER ADAPTER VIN 12 VDC
(for technical specifications, see paragraph 9.8)



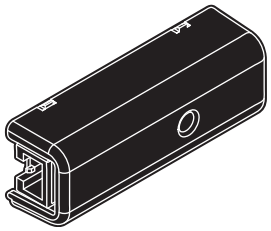
**976NA010000006**

DONGLE ETH
(for technical specifications, see paragraph 9.8)



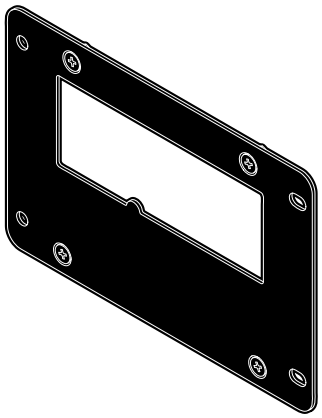
**976NA010000007**

DONGLE RS232
(for technical specifications, see paragraph 9.8)



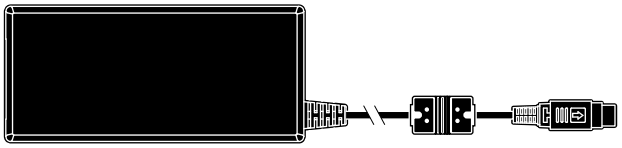
**976NA010000004**

KIT BACKWARD COMPATIBLE TG2460HIII VKP60
(for technical specifications, see paragraph 9.9)



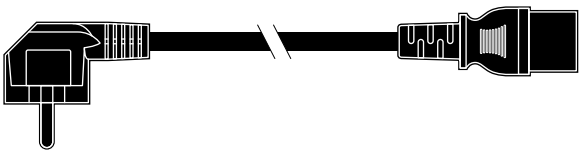
**963GE020000071**

POWER SUPPLY
(for technical specifications, see paragraph 9.1)



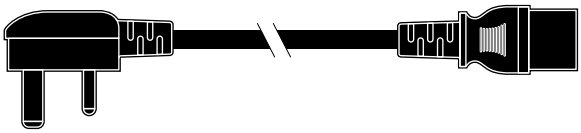
**26100000000311**

POWER CORD SCHUKO PLUG
length = 2 m
(see paragraph 9.10)



**26100000000313**

MAINS CABLE UK PLUG
length = 2 m



**26300000000579**

POWER SUPPLY CABLE
Length = 1 m



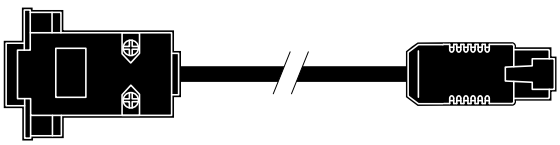
**26900000000005**

ADAPTER CABLE FOR POWER SUPPLY
length = 200 mm
(see paragraph 9.10)



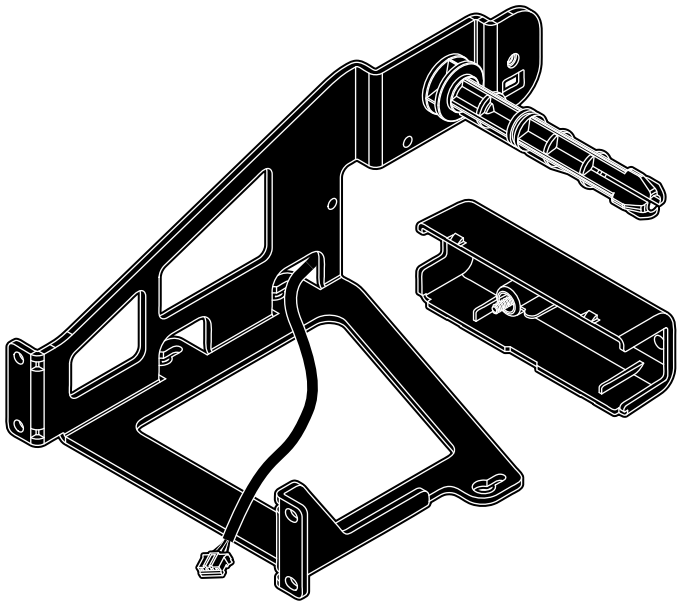
**26500000000311**

SERIAL CABLE RJ45M-DB9F
Length = 1.5 m



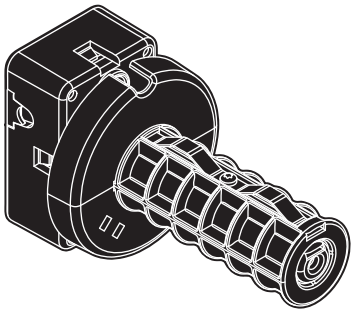
**976NA010000009**

PAPER ROLL HOLDER WITH
LOW PAPER SENSOR



**974NA010000003**

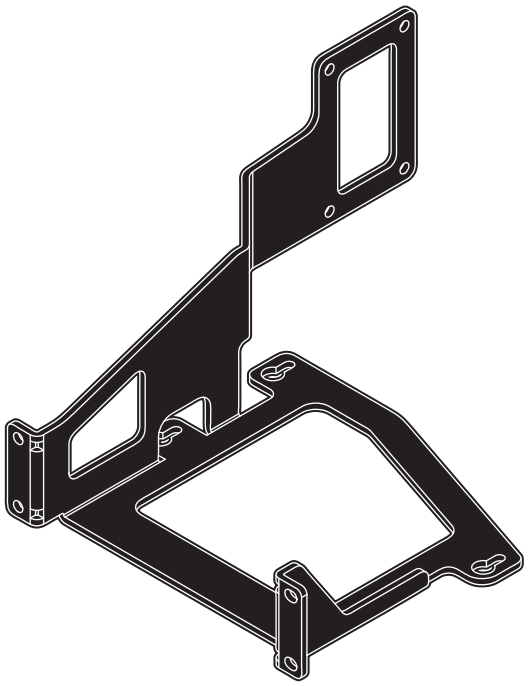
ROLL HOLDER WITH WIRELESS LOW PAPER SENSOR
(External roll core diameter 12.5 mm and 25 mm)



**974NA010000001**

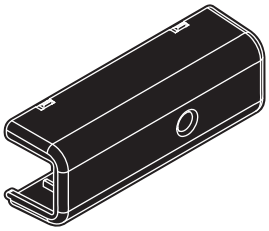
PAPER ROLL HOLDER FOR
WIRELESS LOW PAPER SENSOR

to be mounted only with roll holder with Wireless low paper sensor code 974NA010000003



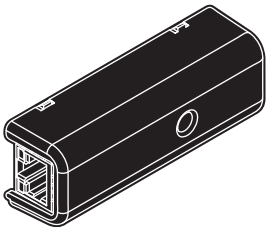
**976NA010000003**

POWER ADAPTER VIN 12 VDC
(for technical specifications, see paragraph 9.8)



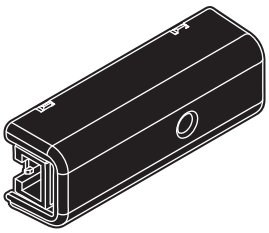
**976NA010000006**

DONGLE ETH
(for technical specifications, see paragraph 9.8)



**976NA010000007**

DONGLE RS232
(for technical specifications, see paragraph 9.8)



# 12 TECHNICAL SERVICE

In case of failure, contact the technical service accessing the website www.custom4u.it and using the support tools on the homepage. It is advisable to keep the identification data of the product at hand.

The product code, the serial number and the hardware release number can be found on the product label (see paragraph 3.5). The firmware release number (SCODE) can be found:

- on the setup report (see paragraph 6.2)
- connecting the device to a PC and starting the “PrinterSet” tool (see paragraph 6.1)

Code : 0576200M000153 Rev.1.20

**CUSTOM S.p.A.**
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