

USER MANUAL

---

# KUBE III

## Lottery

*CUSTOM*<sup>®</sup>



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**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.



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 55024/EN 55035 (*Electromagnetic compatibility of multimedia equipment - Immunity requirements*)
- EN IEC/EN 62368-1 (*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](http://www.custom4u.it).



GUIDELINES FOR  
THE DISPOSAL OF  
THE PRODUCT

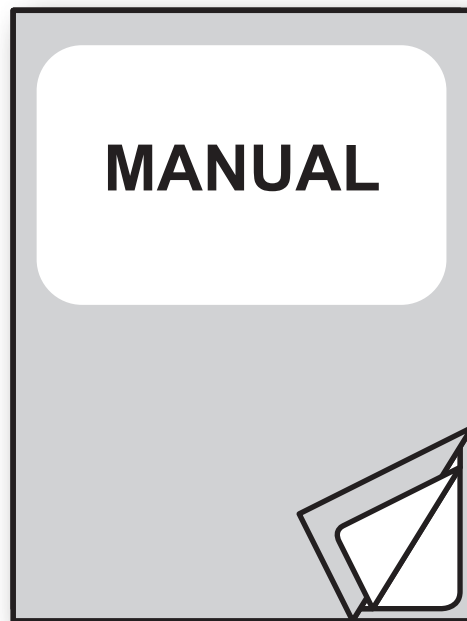
The crossed-out rubbish bin logo means that used electrical and electronic products shall NOT be mixed with unsorted municipal waste. For more detailed information about recycling of this product, refer to the instructions of your country for the disposal of these products.

- 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.





For details on the commands,  
refer to the manual with code **77200000001000**

For details about using of tool “PrinterSet”,  
refer to the manual with code **78200000001800**



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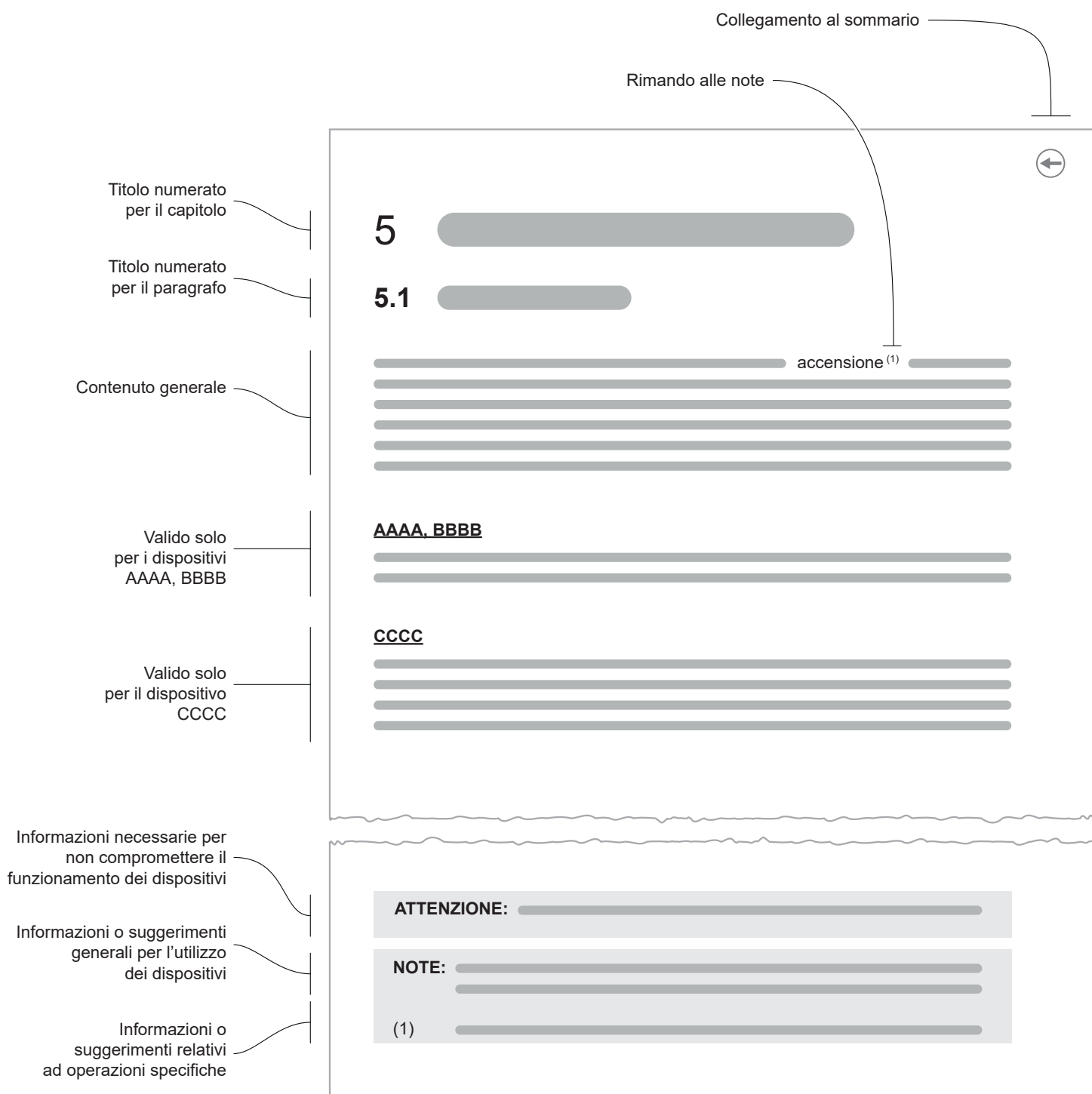
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# 1 INTRODUCTION

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.





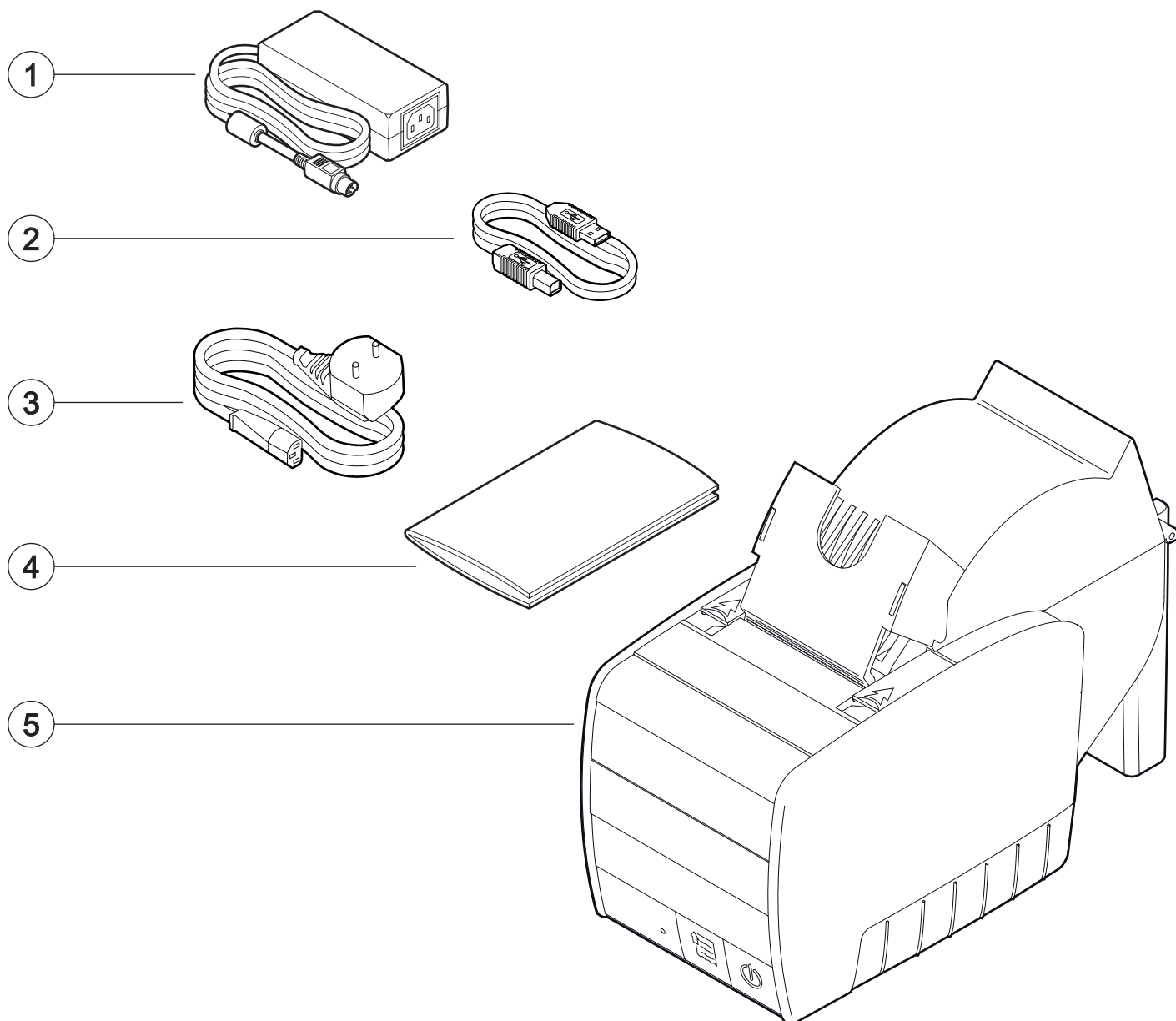
## 2 DESCRIPTION

### 2.1 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.

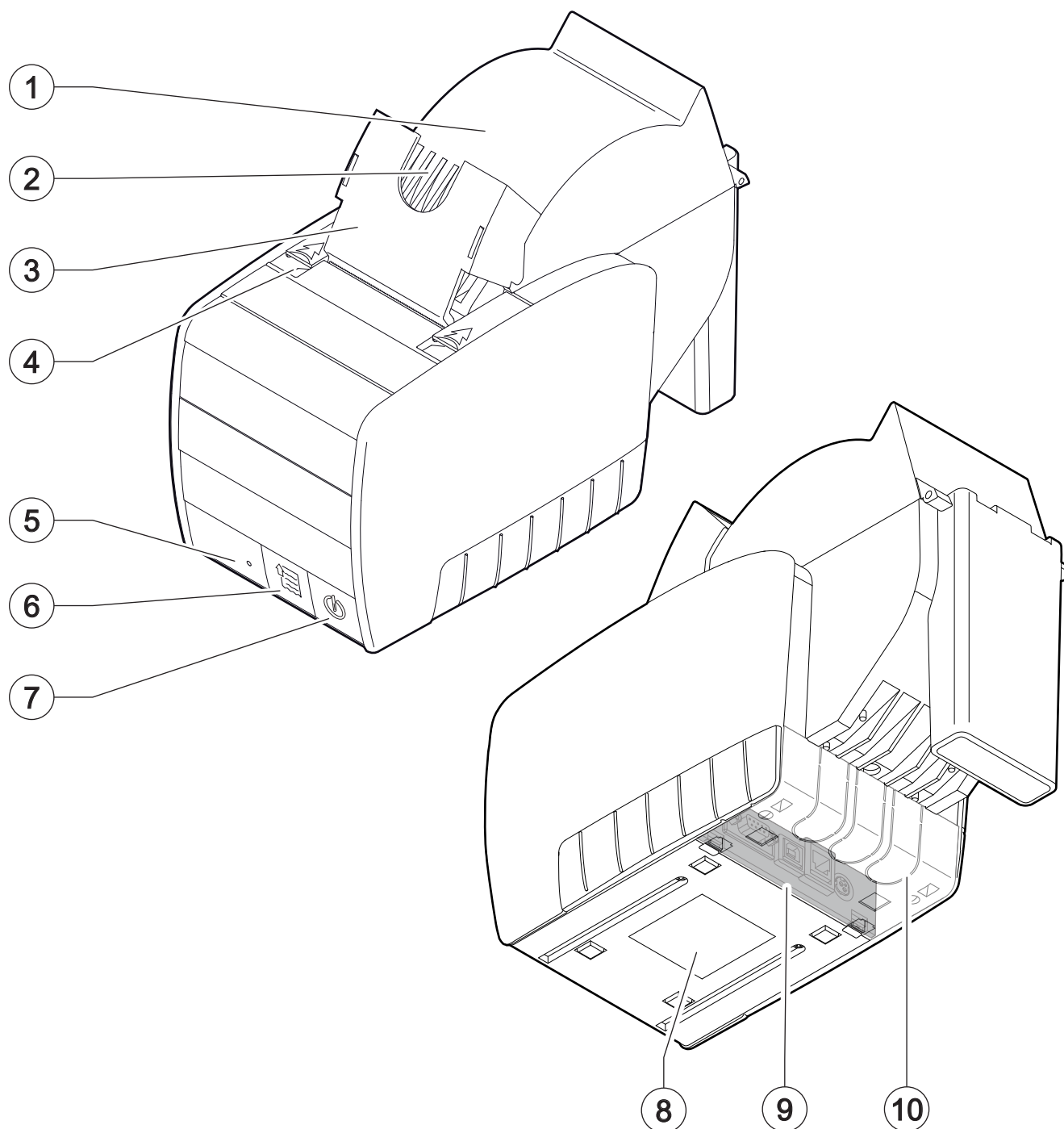
Make sure that all the components illustrated below are present and that there are no signs of damage. If there are, contact customer service.

1. AC adapter
2. USB cable
3. AC power cable
4. Documentation (Short guide, warranty sheet)
5. Device



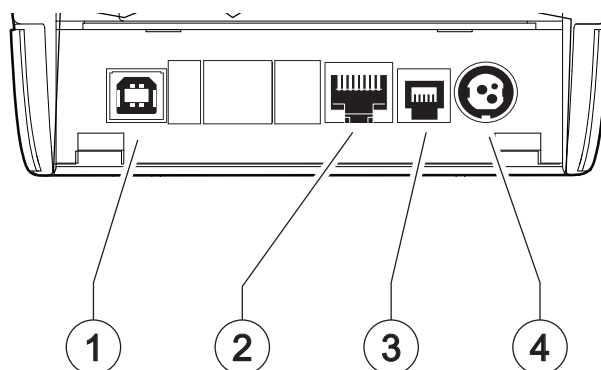
## 2.2 Device components: external views

- |                      |                                                          |
|----------------------|----------------------------------------------------------|
| 1. Paper compartment | 6. FEED key                                              |
| 2. Paper out         | 7. ON/OFF key                                            |
| 3. Stacker           | 8. Product label ( <a href="#">paragraph 2.5</a> )       |
| 4. Opening lever     | 9. Connectors panel (see <a href="#">paragraph 2.3</a> ) |
| 5. Status LED        | 10. Connectors compartment cover                         |



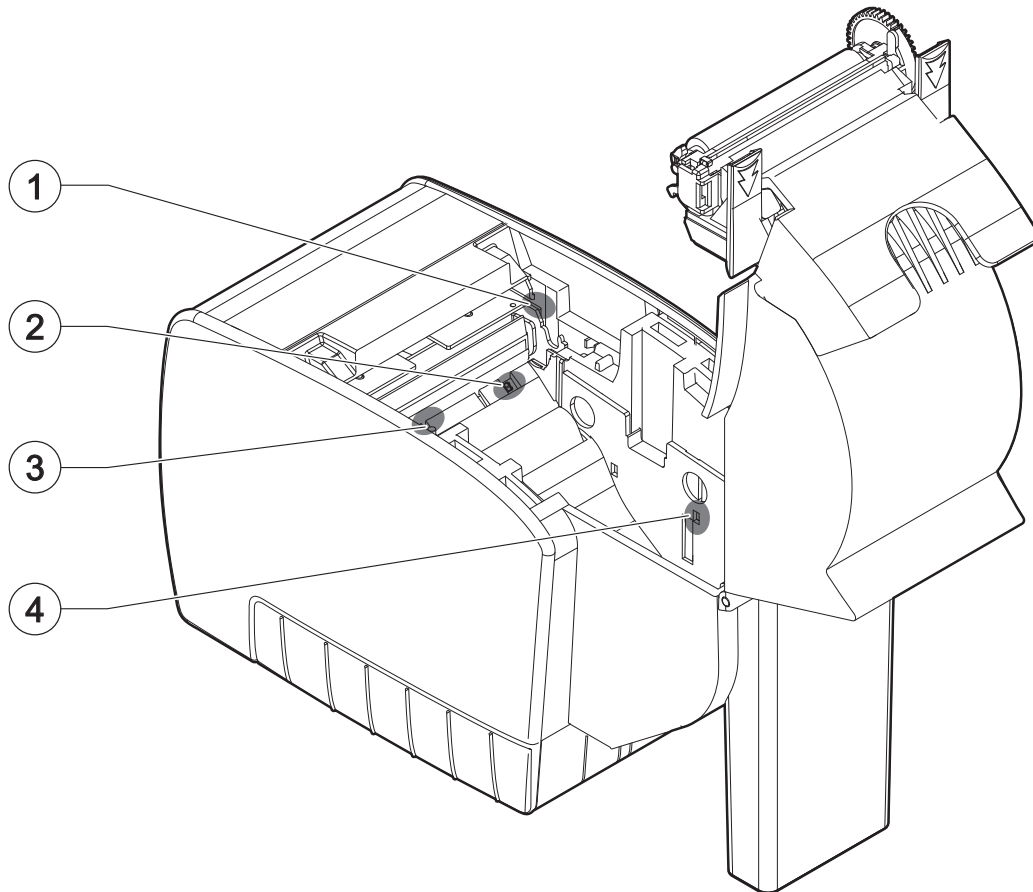
## 2.3 Device components: connectors panel

1. RS232 serial port
2. USB port
3. Drawer port
4. Power supply port



## 2.4 Device components: internal views

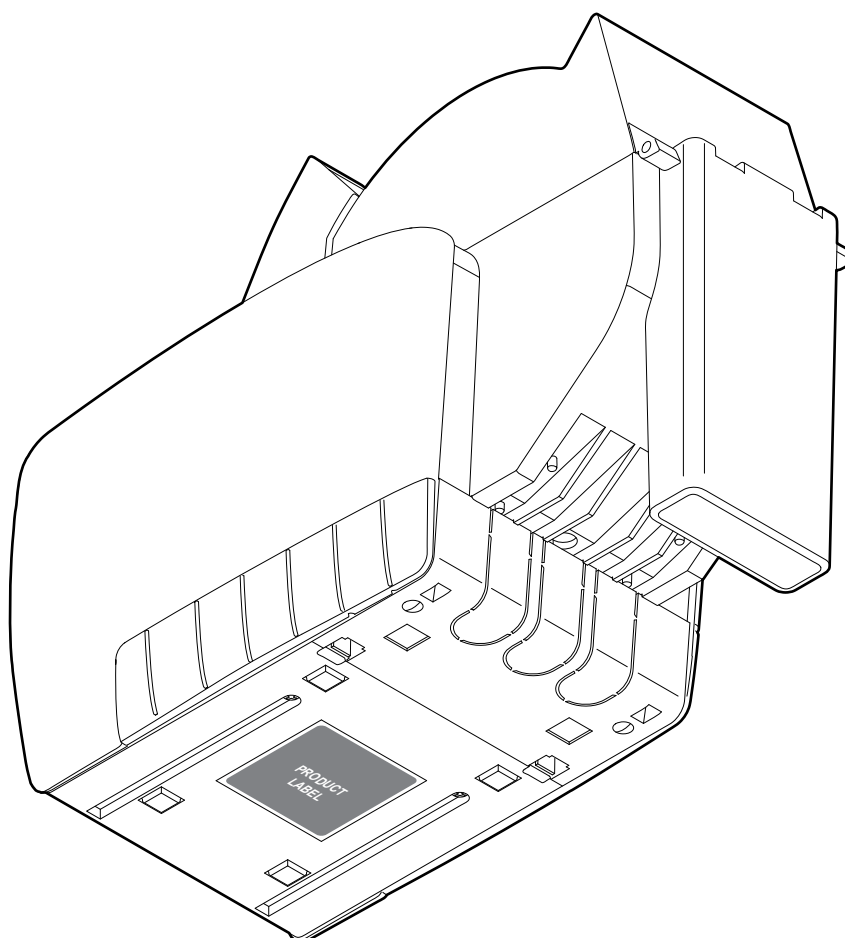
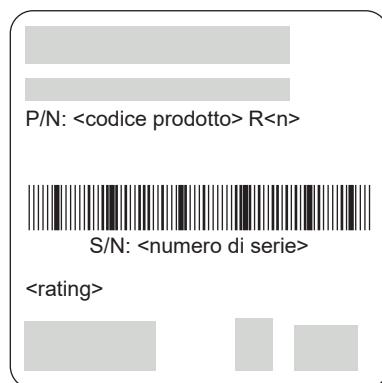
1. Sensor for cover opening
2. Sensor for paper in presence / Sensor for black mark
3. Temperature sensor for the printhead
4. Sensor for detecting low paper



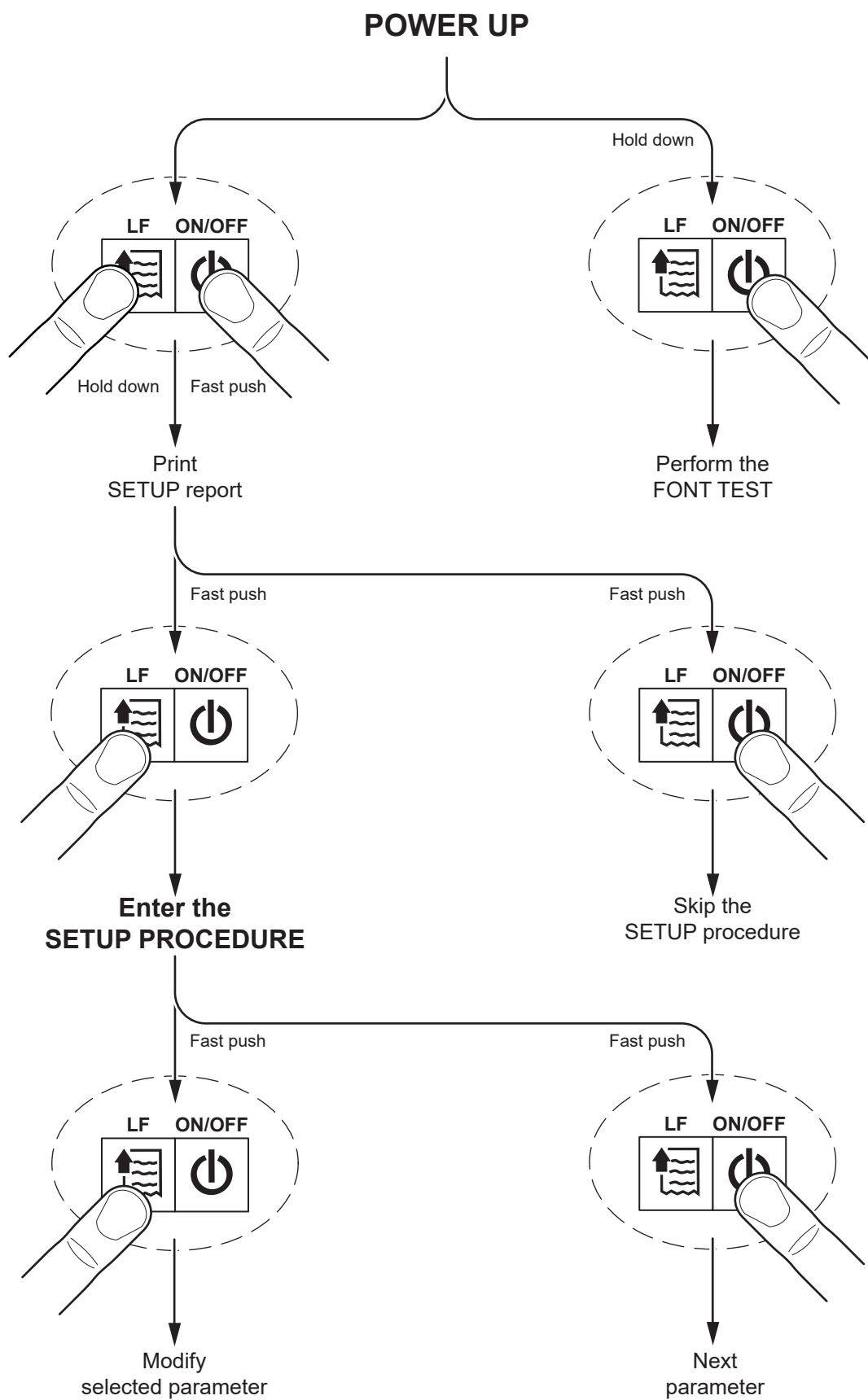
## 2.5 Device labels

The main data used to identify the machine are shown on the two labels attached to the upper cover or to the bottom of the device.

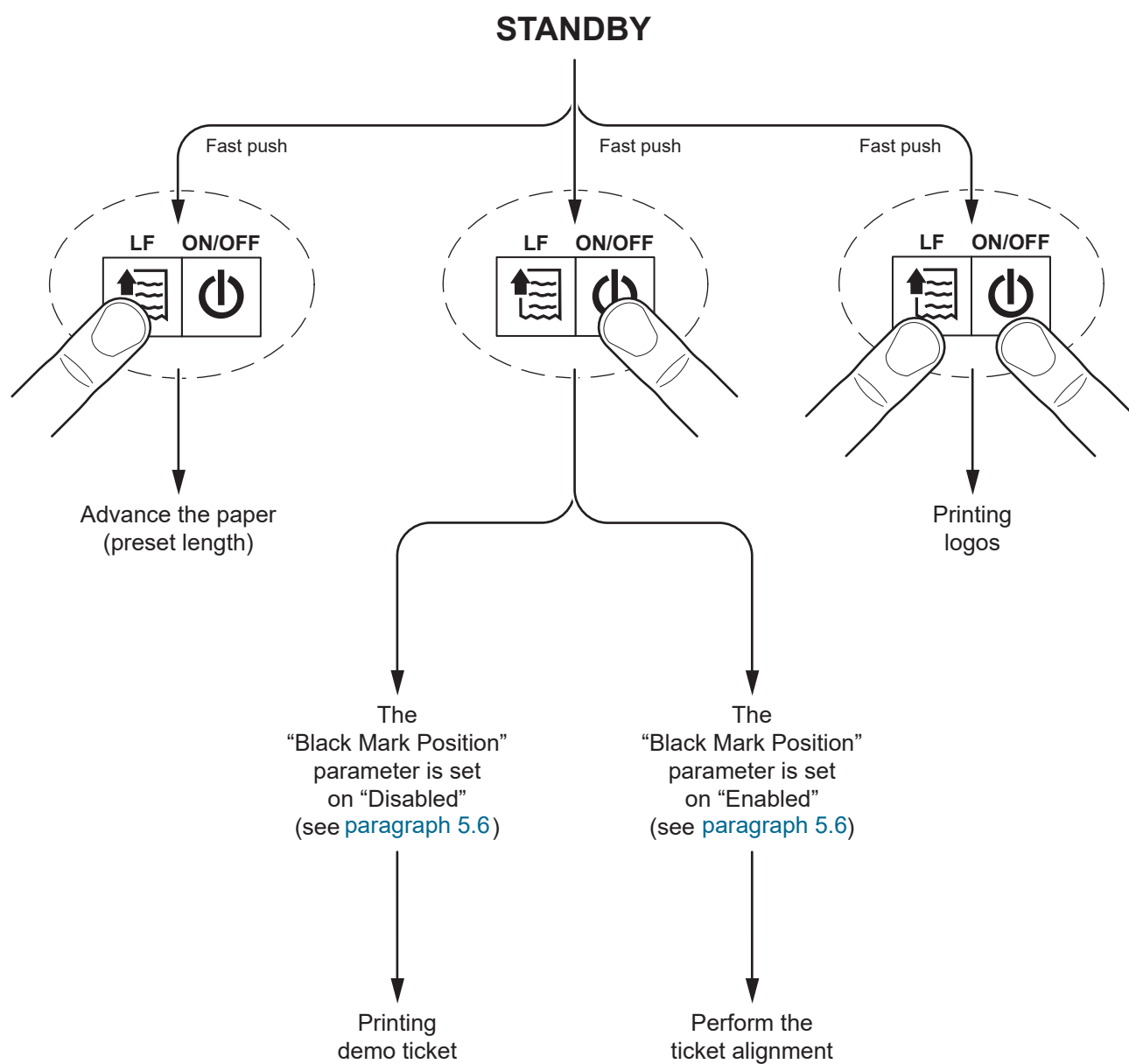
In particular, the product label shows the electrical data for the connection to a power source and the product code. The additional product label shows the serial number and the hardware revision (R).



## 2.6 Key functions: power up



## 2.7 Key functions: standby





## 2.8 Status messages

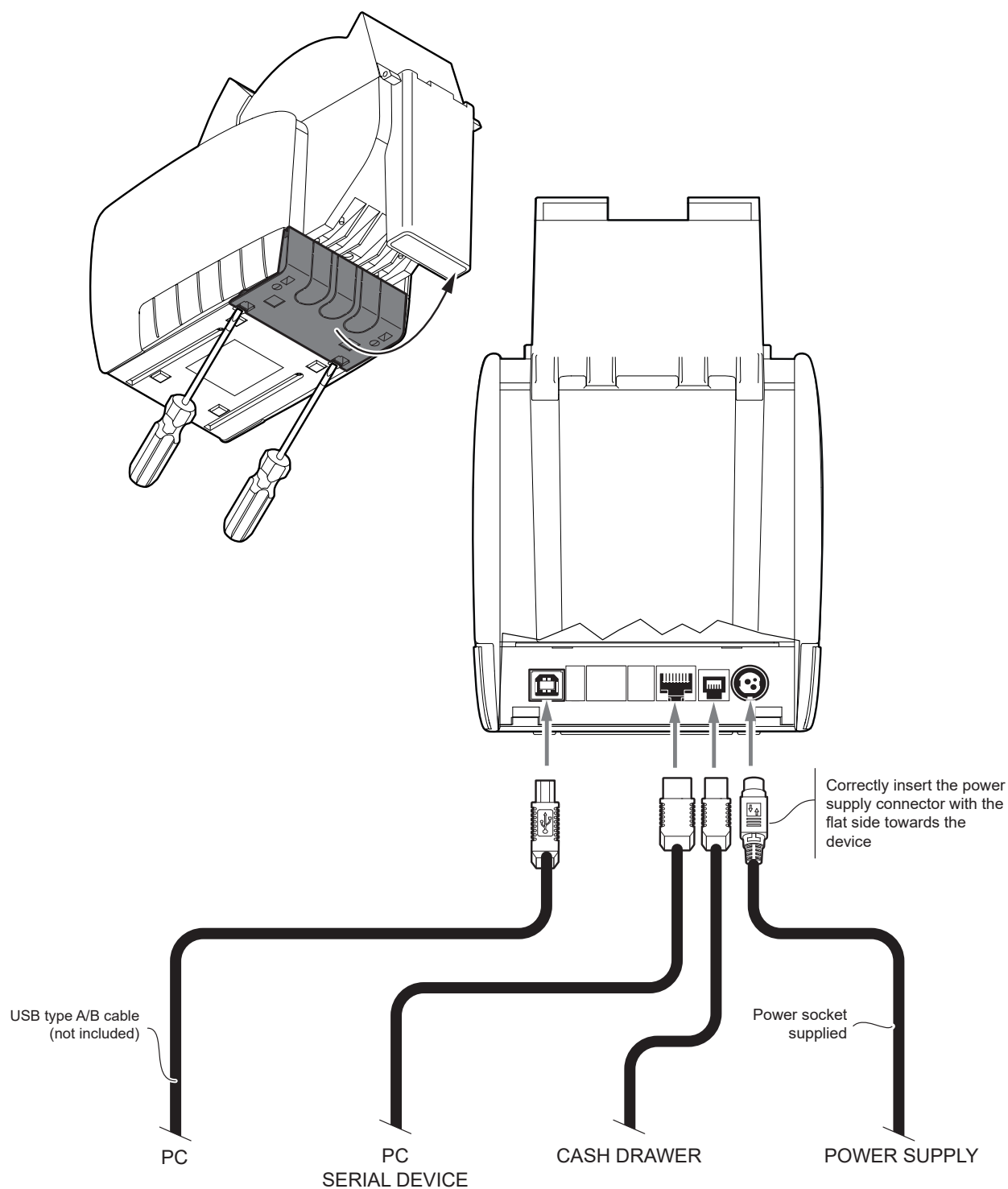
The status LED indicates hardware status of device. Given in the table below are the various LED signals and the corresponding device status.

| STATUS LED                       |     | DESCRIPTION                                              |
|----------------------------------|-----|----------------------------------------------------------|
| -                                | OFF | PRINTER OFF                                              |
| GREEN                            | ON  | PRINTER 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                               |
|                                  | x 5 | LOW PAPER                                                |
| YELLOW<br>RECOVERABLE<br>ERROR   | x 2 | PRINthead OVERHEATED                                     |
|                                  | x 3 | PAPER END                                                |
|                                  | 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 | CUTTER ERROR                                             |

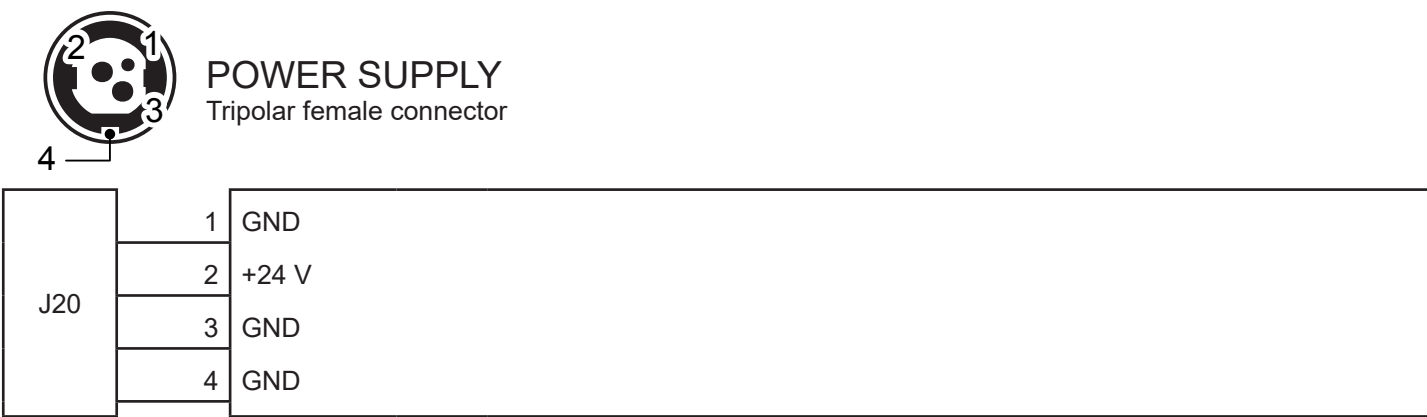
# 3 INSTALLATION

## 3.1 Connections

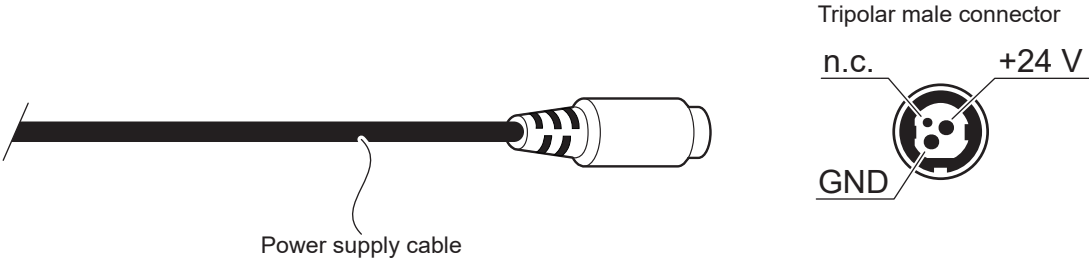
The following figure shows the possible connections for the device. When the RS232 and USB communication cables are connected to the printer at the same time, communication takes place via the USB port.



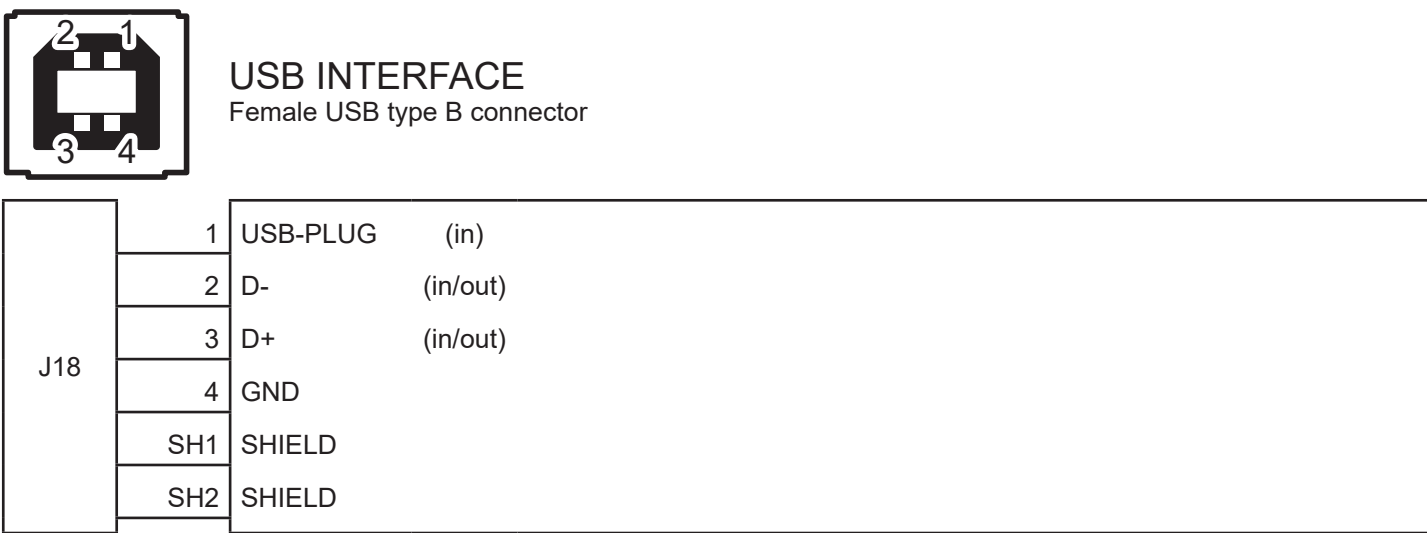
### 3.2 Pinout

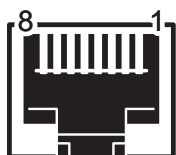


The following figure shows the connector pinout of the power supply cable for the device:



**ATTENTION:**  
Respect power supply polarity.





## RS232 SERIAL INTERFACE

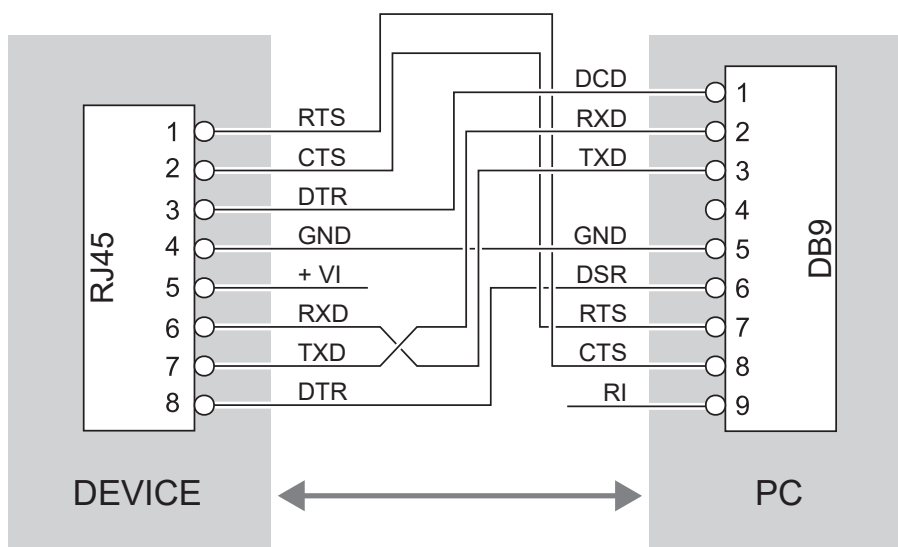
Female RJ45 connector

|     |   |      |                                                                               |
|-----|---|------|-------------------------------------------------------------------------------|
| J13 | 1 | RTS  | When it is "1", the device is ready to receive.                               |
|     | 2 | CTS  |                                                                               |
|     | 3 | DT   |                                                                               |
|     | 4 | GND  |                                                                               |
|     | 5 | n.c. |                                                                               |
|     | 6 | RXD  | During reception it takes on the values "0" and "1" depending on the data.    |
|     | 7 | TXD  | During transmission it takes on the values "0" and "1" depending on the data. |
|     | 8 | DT   |                                                                               |

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.

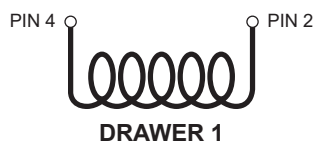


## DRAWER CONNECTOR

Female RJ12 connector

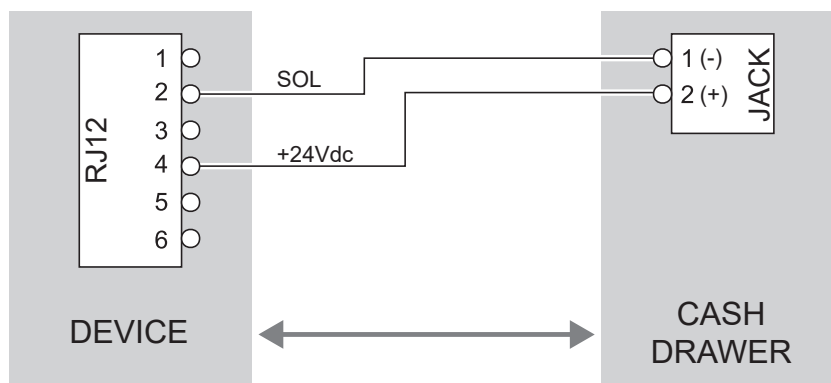
|     |   |         |                                         |
|-----|---|---------|-----------------------------------------|
| J16 | 1 | GND     |                                         |
|     | 2 | SOL1    | (out) Drawer 1 command (open collector) |
|     | 3 | CASS    | (in) Drawer status                      |
|     | 4 | +24 Vdc |                                         |
|     | 5 | n.c.    |                                         |
|     | 6 | GND     |                                         |

The solenoid of the drawer 1 must be connected from Pin 2 to Pin 4 on the drawer connector



### DEVICE > CASH CASH DRAWER (optional) connection

Use an optional adapter cable RJ12-Jack to connect the device to a cash drawer. Refer to the picture below for the connector pin signals:





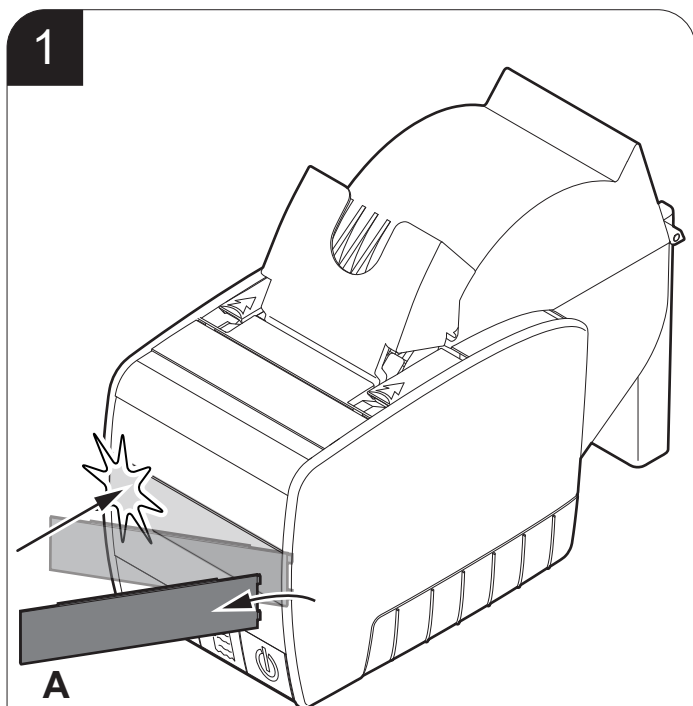
### 3.3 Driver and SDK

The drivers for the following operating system are available in the website [www.custom4u.it](http://www.custom4u.it).

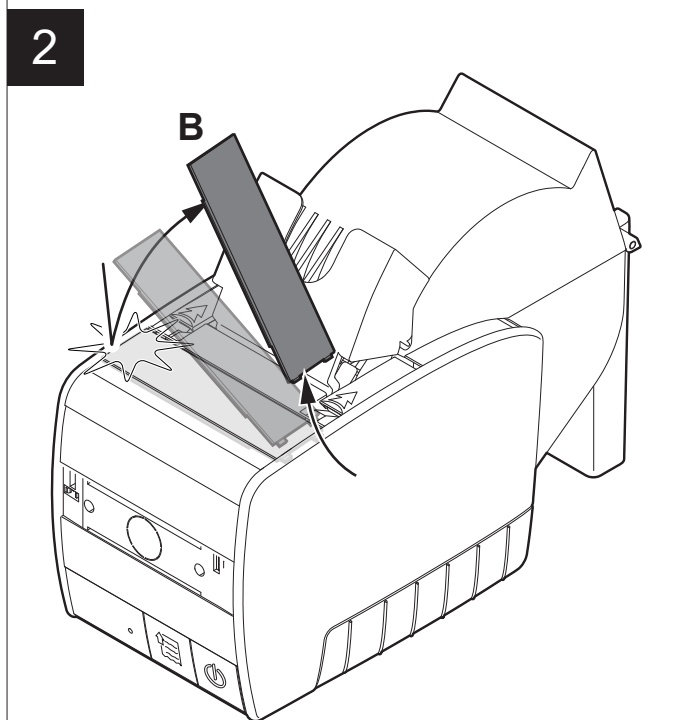
| OPERATING SYSTEM | DESCRIPTION                          | INSTALLATION PROCEDURE                                                                                                                                                         |
|------------------|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Windows          | Driver for Windows XP                | 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 VISTA (32/64 bit) |                                                                                                                                                                                |
|                  | Driver for Windows 7 (32/64 bit)     |                                                                                                                                                                                |
|                  | Driver for Windows 8 (32/64 bit)     |                                                                                                                                                                                |
|                  | Driver for Windows 8.1 (32/64 bit)   |                                                                                                                                                                                |
|                  | Driver for Windows 10 (32/64 bit)    |                                                                                                                                                                                |
|                  | Driver for OPOS                      |                                                                                                                                                                                |
| Linux            | 32/64 bit                            | Follow the instruction get back on the "Readme.txt" file. You can find it in the software package downloaded in advance.                                                       |
| Windows / Linux  | Driver forJavaPOS                    | Extract the zipped folder to the destination path desired.                                                                                                                     |
| Android          | Library for CustomAndroidAPI         | 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.      |
| iOS              | Library for CustomiOSApi             | 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.      |

### 3.4 Sides replacement (optional)

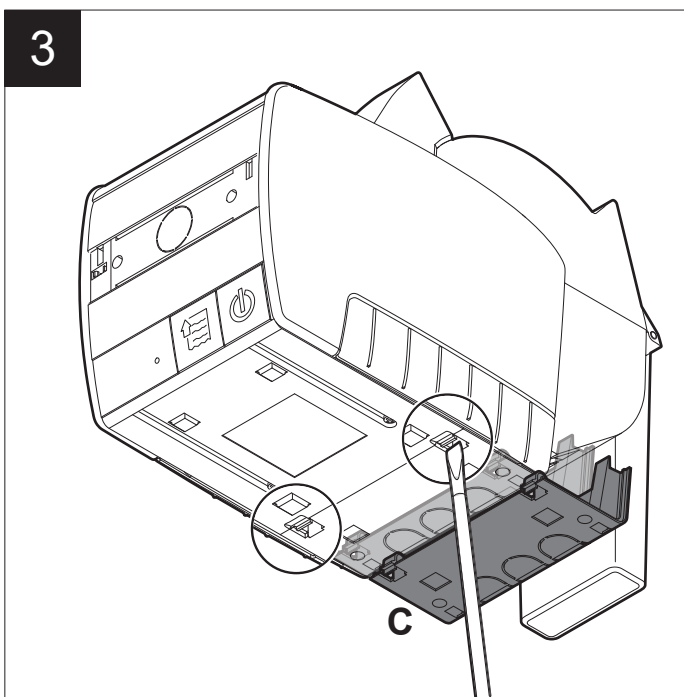
To replace the printer side (right or left), proceed as follows.



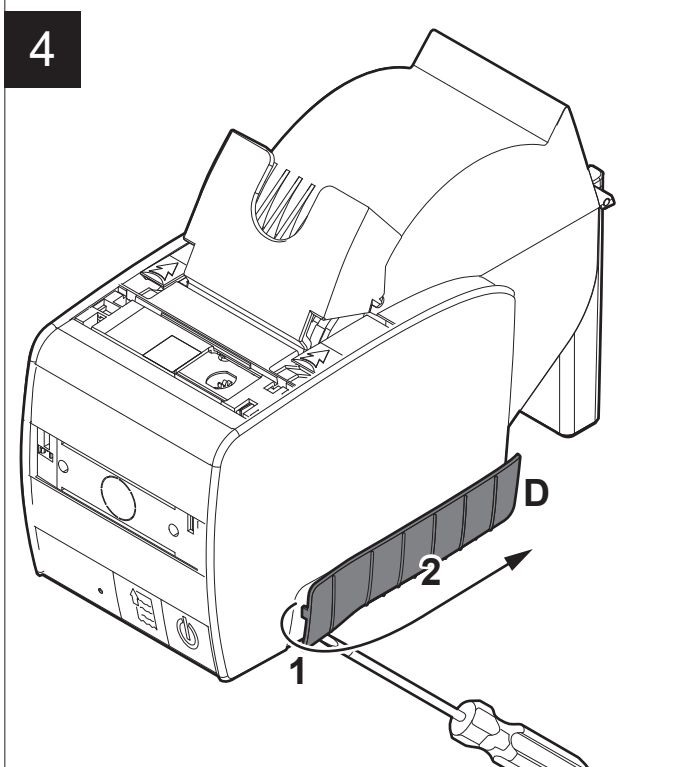
Remove the frontal cover A by pushing on the point shown in figure.



Remove the upper cover B by pushing on the point shown in figure.

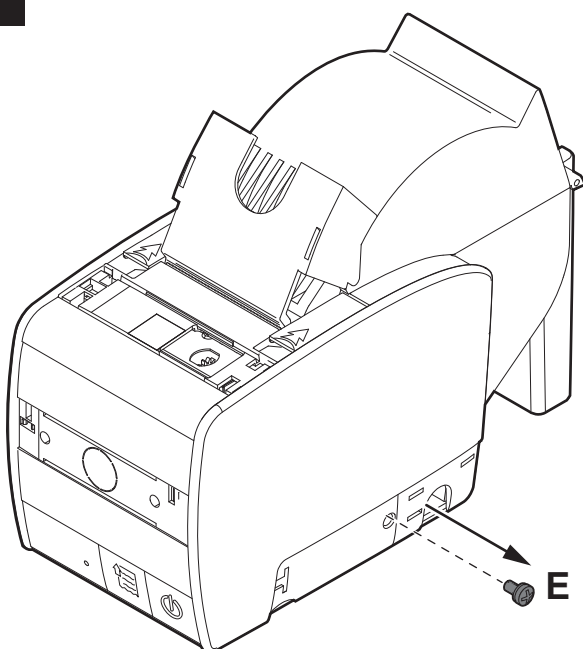


Remove the cover C for the connectors compartment by levering with a screwdriver in the points shown in figure.



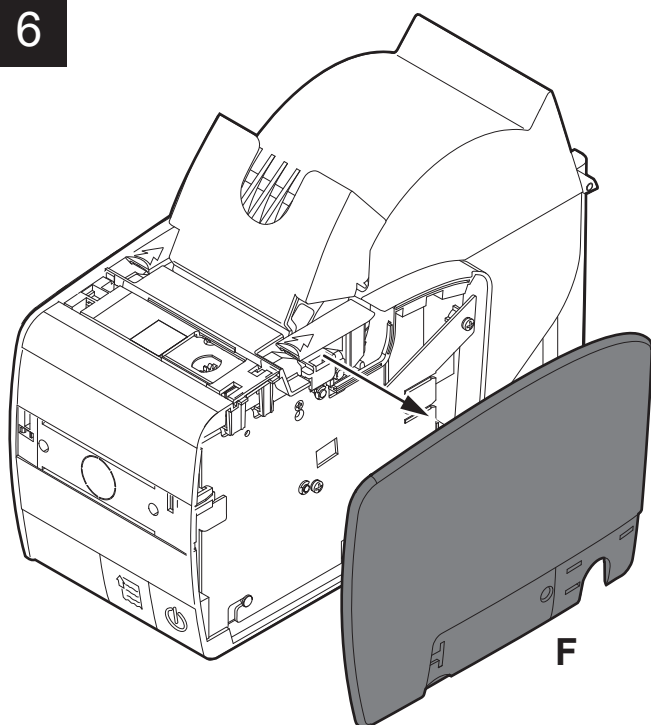
While lifting the point 1, press on the point 2 and push the side panel D in the shown direction.

5



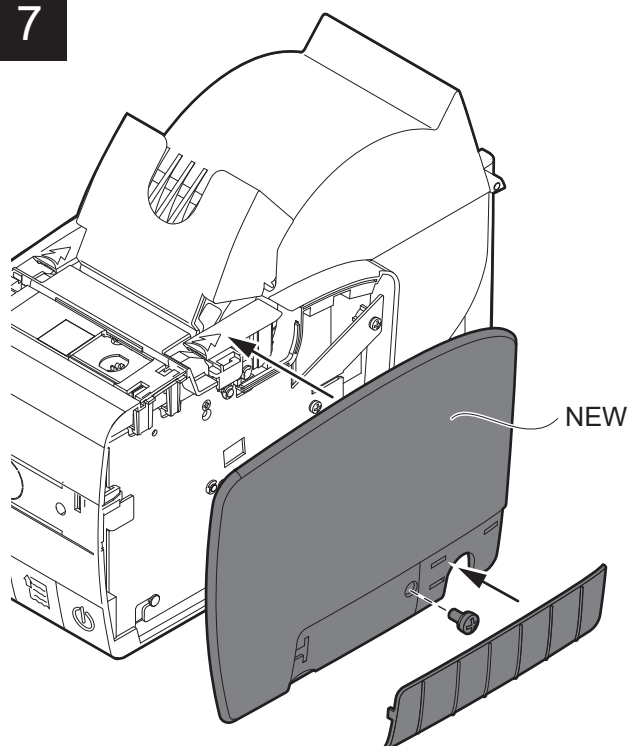
Unscrew the fixing screw E.

6



Remove device side F.

7



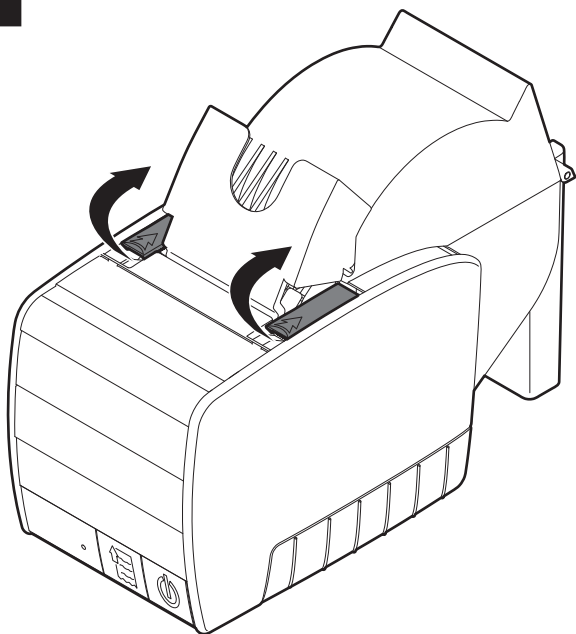
Assemble the new side performing the previous operations in reverse order.



# 4 OPERATION

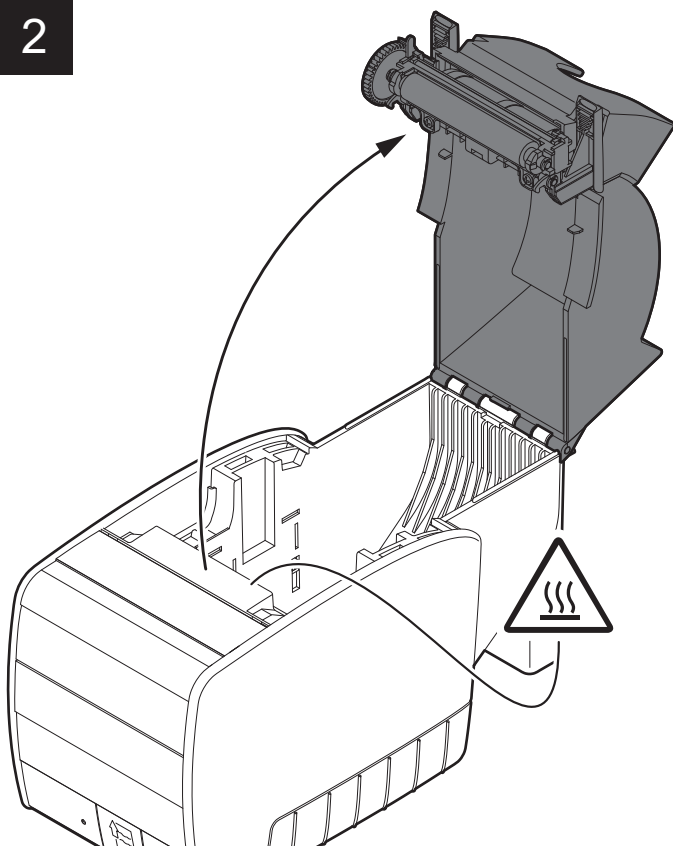
## 4.1 Opening the device cover

1



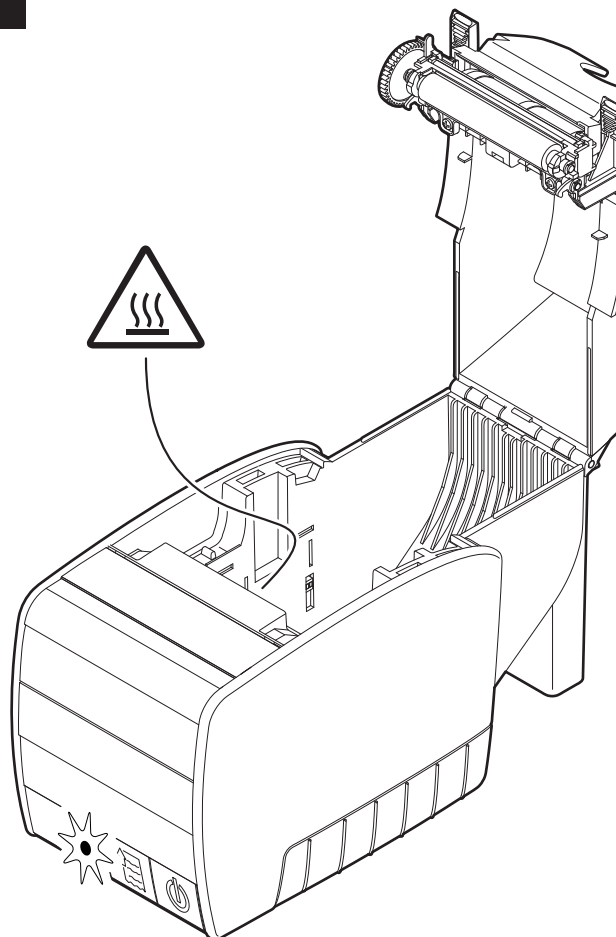
Lift the opening levers.

2



Open the device cover.

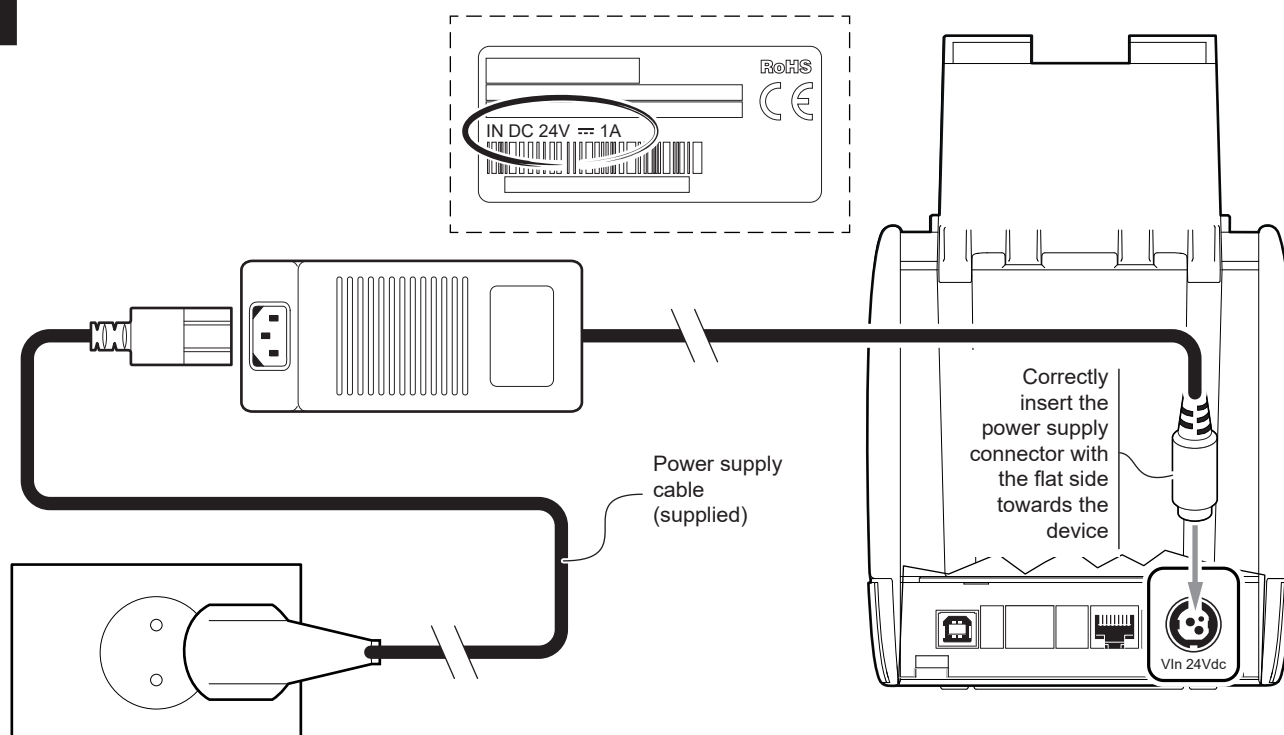
3



The indicator shows the state "Cover Open"

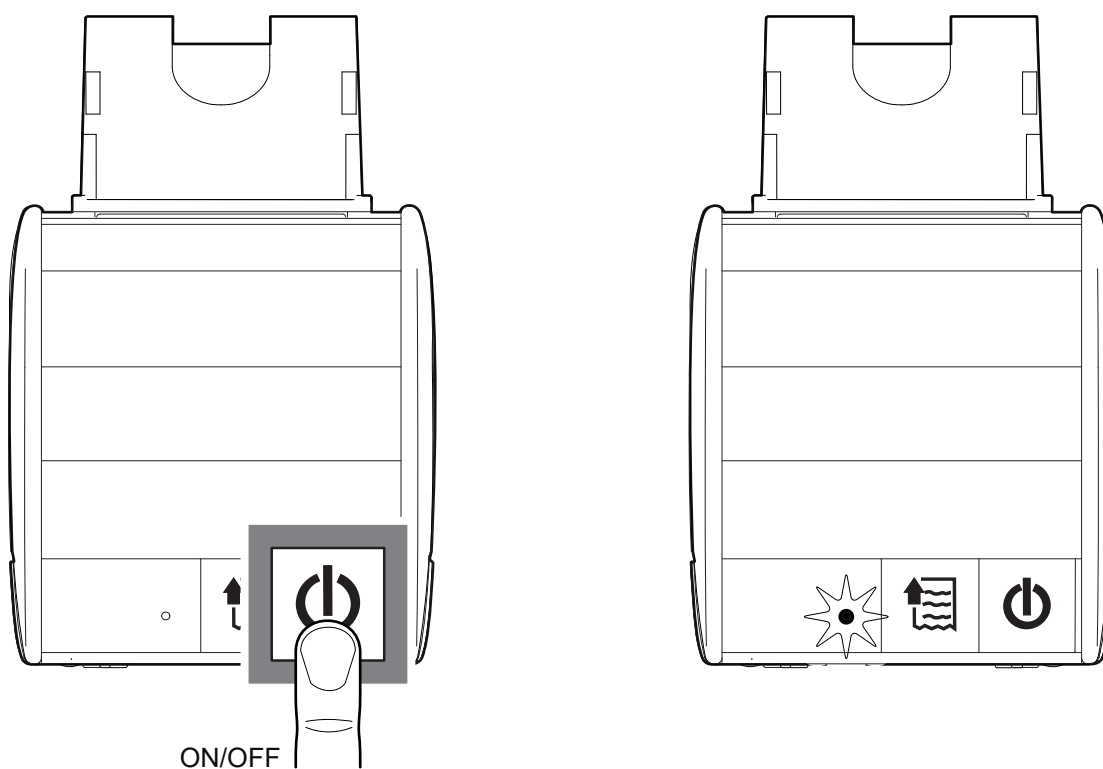
## 4.2 Switch the device on/off

1



Connect the power adapter (supplied) to the device and to the mains outlet.  
Use the type of electrical power supply indicated on the label.

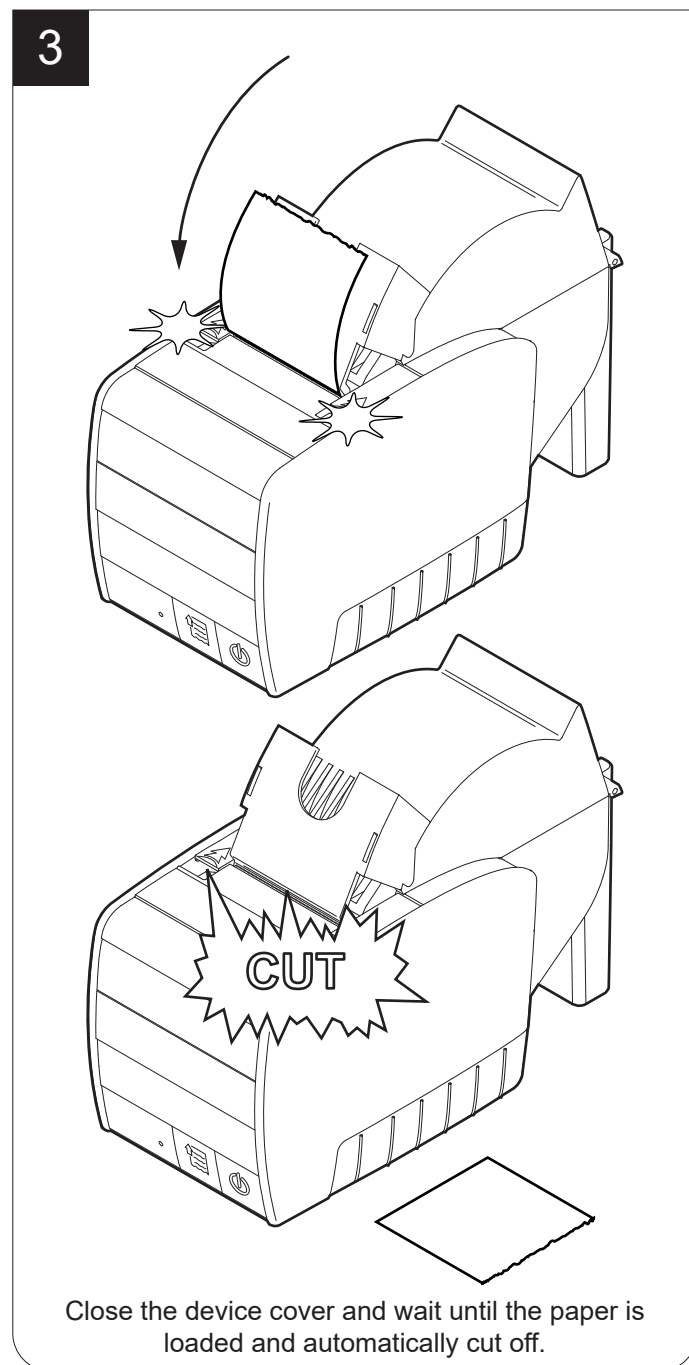
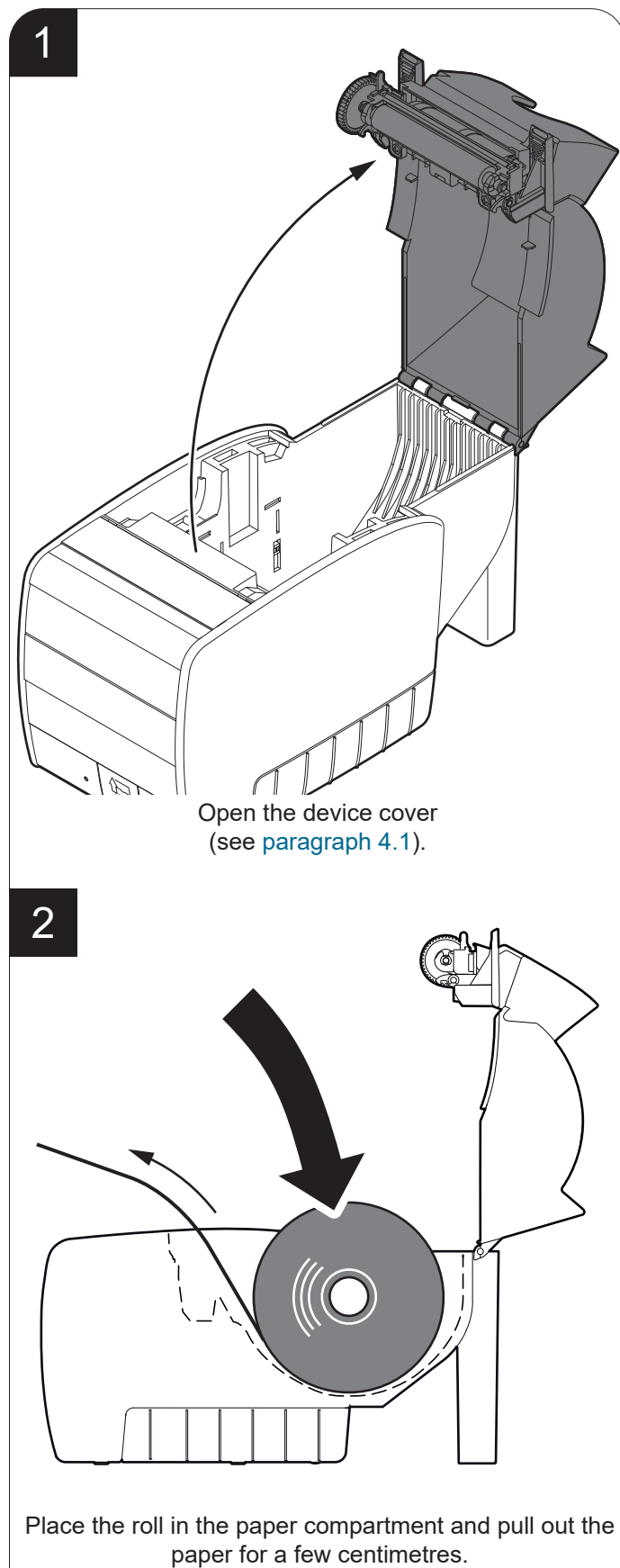
2



Switch device on pressing key ON/OFF, the indicator light is switched on and the device is ready.  
Switch device off pressing key ON/OFF for at least 3 seconds.

## 4.3 Loading the paper roll

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



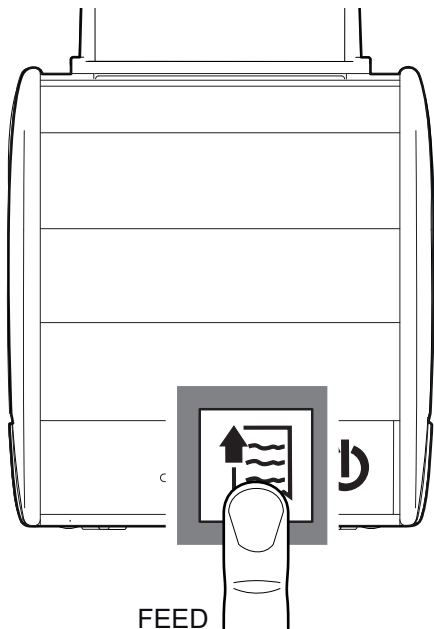


# 5 CONFIGURATION

## 5.1 Configuration by keys

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

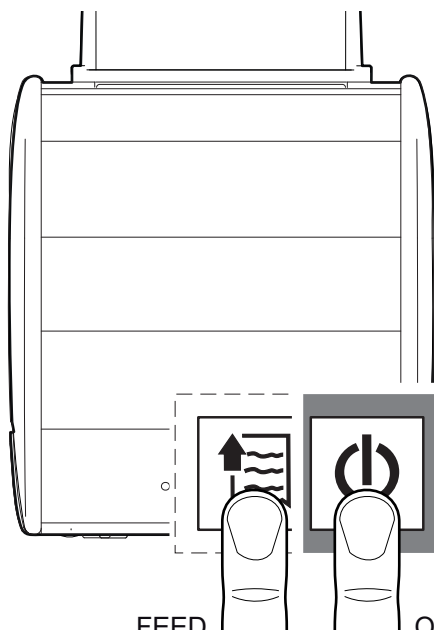
1



FEED

Press the FEED key.

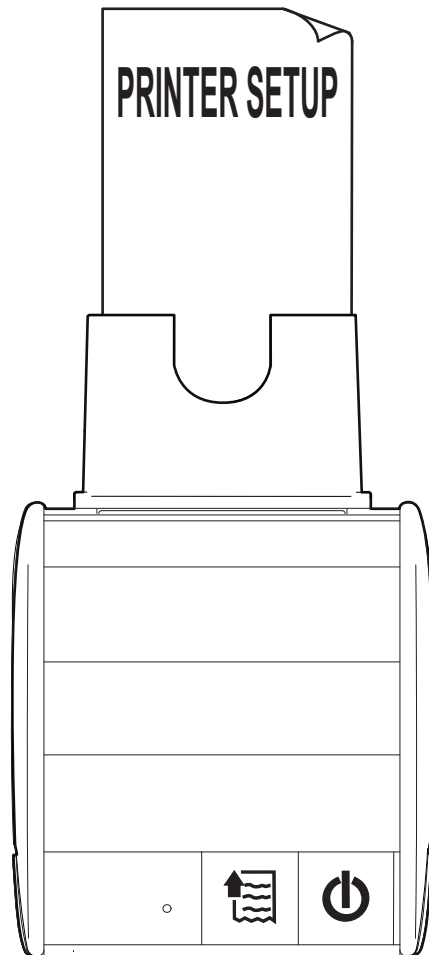
2



FEED      ON/OFF

While pressing the FEED key, switch on the device by pressing the ON/OFF key.

3



PRINTER SETUP

The device prints the report with the settings parameters. Follow the instruction printed on the paper to proceed with configuration procedure.



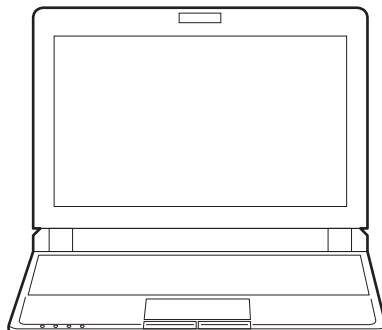
The following figure shows the setup report of the device. The shown values for parameters are sample values; for the list and the description of device parameters see the following paragraphs.

|                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DEVICE NAME and<br>FIRMWARE MODULES<br>RELEASE | <div>&lt;device name&gt;<br/>SCODE &lt;code&gt; - rel 1.00<br/>FCODE &lt;code&gt; - rel 1.00</div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| DEVICE<br>STATUS                               | <div>PRINTER SETUP<br/><br/>PRINTER TYPE .....&lt;device&gt;<br/>PRINTING HEAD TYPE .....&lt;type&gt;<br/>INTERFACE .....USB/RS232<br/>PROGRAM MEMORY TEST.....OK<br/>DYNAMIC RAM TEST.....OK<br/>EEPROM TEST.....OK<br/>CUTTER TEST.....OK<br/>HEAD VOLTAGE [V] = 24.34<br/>HEAD TEMPERATURE [°C] = 28<br/>POWER ON COUNTER = 4<br/>PAPER PRINTED [cm] = 40<br/>CUT COUNTER = 1</div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| PRINTER<br>PARAMETERS                          | <div>RS232 Baud Rate ..... : <b>115200 bps</b><br/>RS232 Data Length ..... : <b>8 bits/chr</b><br/>RS232 Parity ..... : <b>None</b><br/>RS232 Handshaking ..... : <b>Hardware</b><br/>Busy Condition ..... : <b>RxFull</b><br/>USB Address Number ..... : <b>0</b><br/>Autofeed ..... : <b>CR Disabled</b><br/>Print Mode ..... : <b>Normal</b><br/>Chars / inch ..... : <b>A=15 B=20 cpi</b><br/>Speed / Quality..... : <b>Normal</b><br/>Printing Width ..... : <b>80mm[82.5 PaperW]</b><br/>Notch Alignment ..... : <b>Enable</b><br/>Notch Threshold ..... : <b>2.00V</b><br/>Notch Distance ..... : <b>0.00</b><br/>Total cut (ESC i) ..... : <b>Enabled</b><br/>PaperEnd Buffer Clear ..... : <b>Disabled</b><br/>PowerFail WakeUp Mode..... : <b>LAST PWR State</b><br/>Font Type..... : <b>International</b><br/>Code Table [num] ..... : <b>00</b><br/>Print Density ..... : <b>0%</b></div> |
| KEYS FUNCTIONS                                 | <div>[ LF ] Key to <i>enter setup</i><br/>[ ON/OFF ] Key to <i>skip Setup</i></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

## 5.2 Configuration by software

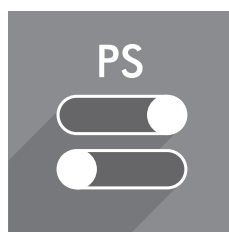
The configuration parameters can be set by the “PrinterSet” software tool available on [www.custom4u.it](http://www.custom4u.it). For a detailed description of operating parameters for the device, see the following paragraphs.  
To set the device by software, proceed as follows.

1



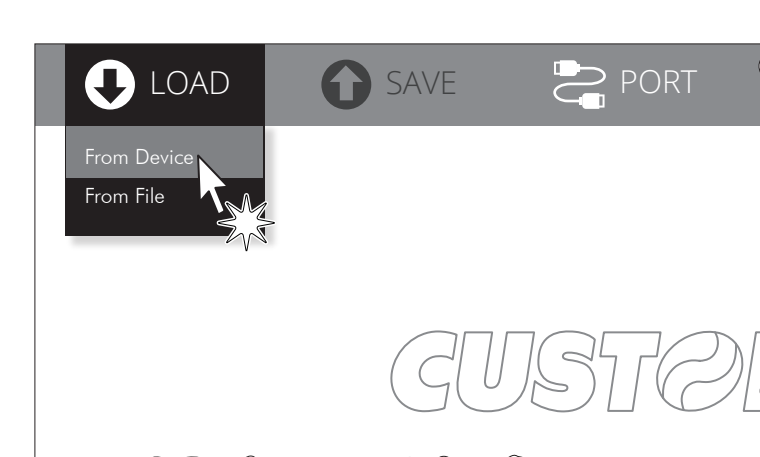
Connect the device to a PC directly (see [paragraph 3.1](#)),  
without using HUB devices.

2



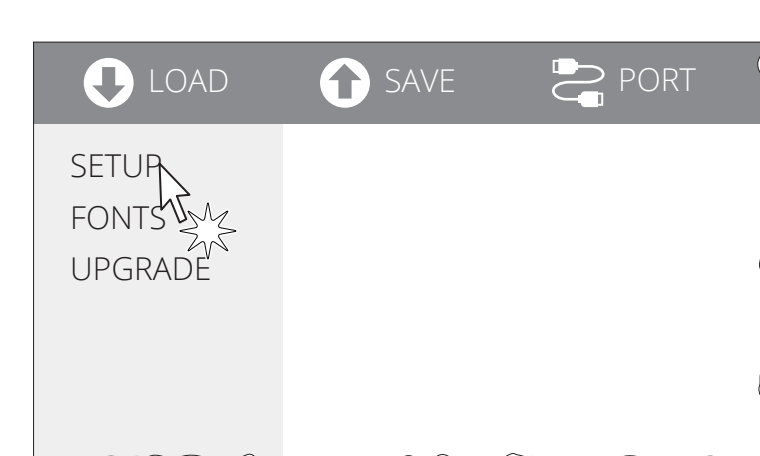
Start “PrinterSet” software tool.

3



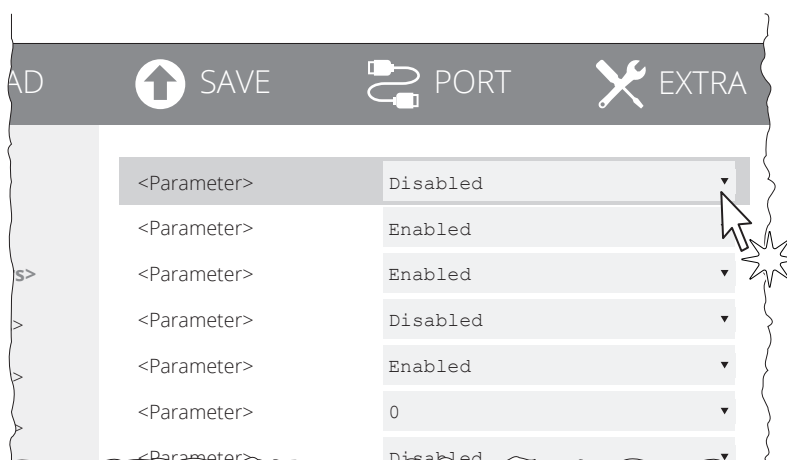
Click on LOAD > FROM DEVICE and select  
the device connected to the PC.

4



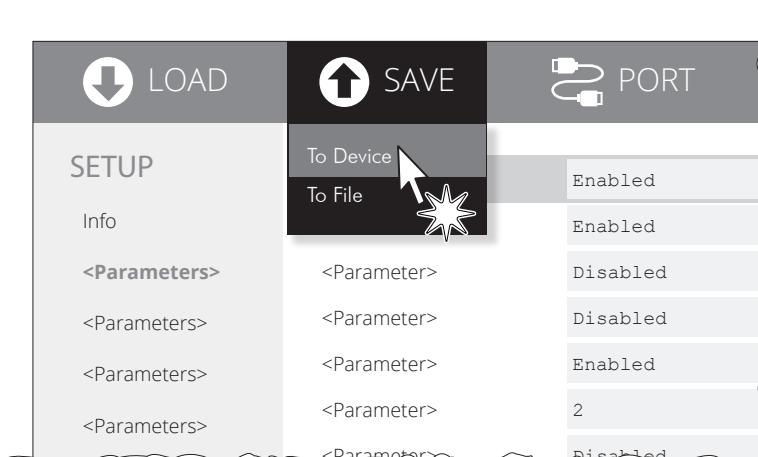
Click on SETUP to access the operating parameters of the device to be configured.

5



Make the desired changes to the device operating parameters.

6



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

**ATTENZIONE:**

During the configuration saving, it is strongly advised against disconnecting the communication cable or to remove the power supply of PC or device.



## 5.3 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:

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



## 5.4 Communication parameters

The parameters marked with the symbol <sup>D</sup> are the default values.

Settings remain active even after the device has been turned off and they are stored in non-volatile memory.

|                                                     |                                                                                                                                                                                                                                                                 |                     |   |   |   |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---|---|---|
| RS232 BAUD RATE                                     | Communication speed of the serial interface.                                                                                                                                                                                                                    |                     |   |   |   |
|                                                     | 1200                                                                                                                                                                                                                                                            | 19200               |   |   |   |
|                                                     | 2400                                                                                                                                                                                                                                                            | 38400               |   |   |   |
|                                                     | 4800                                                                                                                                                                                                                                                            | 57600               |   |   |   |
|                                                     | 9600                                                                                                                                                                                                                                                            | 115200 <sup>D</sup> |   |   |   |
| This parameter is valid only with serial interface. |                                                                                                                                                                                                                                                                 |                     |   |   |   |
| RS232 DATA LENGTH                                   | Number of bit used for characters encoding.                                                                                                                                                                                                                     |                     |   |   |   |
|                                                     | 7 bits/car                                                                                                                                                                                                                                                      |                     |   |   |   |
|                                                     | 8 bits/car <sup>D</sup>                                                                                                                                                                                                                                         |                     |   |   |   |
| This parameter is valid only with serial interface. |                                                                                                                                                                                                                                                                 |                     |   |   |   |
| RS232 PARITY                                        | Bit for the parity control of the serial interface.                                                                                                                                                                                                             |                     |   |   |   |
|                                                     | None <sup>D</sup> = parity bit omitted                                                                                                                                                                                                                          |                     |   |   |   |
|                                                     | Even = even value for parity bit                                                                                                                                                                                                                                |                     |   |   |   |
|                                                     | Odd = odd value for parity bit                                                                                                                                                                                                                                  |                     |   |   |   |
|                                                     | This parameter is valid only with serial interface.                                                                                                                                                                                                             |                     |   |   |   |
| RS232 HANDSHAKING                                   | Handshaking.                                                                                                                                                                                                                                                    |                     |   |   |   |
|                                                     | XON/XOFF = software handshaking                                                                                                                                                                                                                                 |                     |   |   |   |
|                                                     | Hardware <sup>D</sup> = hardware handshaking (CTS/RTS)                                                                                                                                                                                                          |                     |   |   |   |
|                                                     | 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:                                                                                                                                                                                                                                |                     |   |   |   |
|                                                     | Offline/RXFull = busy signal is activated when the device is both in Offline status and the buffer is full                                                                                                                                                      |                     |   |   |   |
|                                                     | RXFull <sup>D</sup> = busy signal is activated when the buffer is full                                                                                                                                                                                          |                     |   |   |   |
| 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).                                                                                                                        |                     |   |   |   |
|                                                     | 0 <sup>D</sup>                                                                                                                                                                                                                                                  | 2                   | 4 | 6 | 8 |
|                                                     | 1                                                                                                                                                                                                                                                               | 3                   | 5 | 7 | 9 |



## 5.5 Operation parameters

The parameters marked with the symbol <sup>D</sup> are the default values.

Settings remain active even after the device has been turned off and they are stored in non-volatile memory.

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>AUTOFEED</b>              | Setting of the Carriage Return character:<br><br>CR disabled <sup>D</sup> = Carriage Return disabled<br>CR enabled = Carriage Return enabled                                                                                                                                                                                                                                                                                |
| <b>PRINT MODE</b>            | Printing mode.<br><br>Normal <sup>D</sup> = enables printing in normal writing way<br>Reverse = enables printing rotated 180 degrees                                                                                                                                                                                                                                                                                        |
| <b>CHARS / INCH</b>          | Font selection (CPI = Characters Per Inch):<br><br>A = 11 cpi, B = 15 cpi<br>A = 15 cpi, B = 20 cpi <sup>D</sup>                                                                                                                                                                                                                                                                                                            |
| <b>SPEED / QUALITY</b>       | Setting of speed and printing quality.<br><br>Normal <sup>D</sup><br>High Quality<br>High Speed                                                                                                                                                                                                                                                                                                                             |
| <b>PRINTING WIDTH</b>        | Width of printing area:<br><br>76 mm (80 PaperW)<br>80 mm <sup>D</sup> (82.5 PaperW)                                                                                                                                                                                                                                                                                                                                        |
| <b>TOTAL CUT</b>             | Sets the behavior of the cutter when the total cut command 0x1B 0x69 (ESC i) is sent:<br><br>Disabled = The total cut command 0x1B 0x69 (ESC i) will be ignored<br>Enabled <sup>D</sup> = The total cut command 0x1B 0x69 (ESC i) will be executed.                                                                                                                                                                         |
| <b>PAPEREND BUFFER CLEAR</b> | Cleaning mode of the data in receive buffer, if the printing is stopped due to lack of paper:<br><br>Disabled <sup>D</sup> = 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. |



## POWERFAIL WAKEUP MODE

This parameter set the printer state (ON or OFF) that will be automatically restored after a power fail:

LAST PWR State <sup>D</sup> = the printer returns in the previous state (ON or OFF) before the power fail.  
Always ON = the printer always switches on automatically, after a power fail.  
Always OFF = the printer switches on only by pressing the ON/OFF key after a power fail.

## FONT TYPE

Setting of the Font Type:

International <sup>D</sup> = Enables the use of font tables to 256 characters  
Chinese GB18030 = Enables the use of the Chinese extended font GB18030-2000  
Korean PC949 = Enables the use of the Korean extended font PC949

When the Chinese font is enabled, the selection of the character code table is suspended (parameter "Code table"). When the Chinese fonts is disabled, it returns the character code table previously in use (parameter "Code table").

## CODE TABLE

Identifier number of the character code table to use.

See [paragraph 8.6](#) 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:

Setting the digit for tens:

CODE TABLE [num x 10]

|                |   |   |
|----------------|---|---|
| 0 <sup>D</sup> | 2 | 4 |
| 1              | 3 | 5 |

Setting the digit for units:

CODE TABLE [num x 1]

|                |   |   |   |   |
|----------------|---|---|---|---|
| 0 <sup>D</sup> | 2 | 4 | 6 | 8 |
| 1              | 3 | 5 | 7 | 9 |

## PRINT DENSITY

Adjusting the printing density:

|      |                |      |
|------|----------------|------|
| -50% | -12%           | +25% |
| -37% | 0 <sup>D</sup> | +37% |
| -25% | +12%           | +50% |

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.



## 5.6 Alignment parameters

The parameters marked with the symbol <sup>D</sup> are the default values.

Settings remain active even after the device has been turned off and they are stored in non-volatile me.

---

**BLACK MARK ALIGNMENT** Position of the alignment black mark and choice of appropriate black mark sensor (see [chapter 6](#)):

Disabled <sup>D</sup> = l'allineamento alla tacca non viene eseguito  
 Enabled = l'allineamento alla tacca viene eseguito

---

**BLACK MARK THRESHOLD** Threshold value for the recognition of the presence of black mark by the black mark sensor:

0.75 V    2.00 V <sup>D</sup>  
 1.00 V    2.25 V  
 1.25 V    2.50 V  
 1.50 V    2.75 V  
 1.75 V

If the "Black Mark Alignment" parameter is disabled, this parameter is not printed.

---

**BLACK MARK DISTANCE** "Black mark distance" is the minimum distance (in millimetres) between the upper edge of ticket and the black mark (see [chapter 6](#)).

The numeric value of the distance is made up with the following four parameters for the setting of three digits (two for the integer part of the number, one for the decimal part and of the sign):

---

Setting the digit for tens:

|                               |                |   |   |   |   |
|-------------------------------|----------------|---|---|---|---|
| BLACK MARK DISTANCE [mm x 10] | 0 <sup>D</sup> | 2 | 4 | 6 | 8 |
|                               | 1              | 3 | 5 | 7 | 9 |

---

Setting the digit for units:

|                              |                |   |   |   |   |
|------------------------------|----------------|---|---|---|---|
| BLACK MARK DISTANCE [mm x 1] | 0 <sup>D</sup> | 2 | 4 | 6 | 8 |
|                              | 1              | 3 | 5 | 7 | 9 |

---

Setting the digit for decimals:

|                               |                |   |   |   |   |
|-------------------------------|----------------|---|---|---|---|
| BLACK MARK DISTANCE [mm x .1] | 0 <sup>D</sup> | 2 | 4 | 6 | 8 |
|                               | 1              | 3 | 5 | 7 | 9 |

---

For example, to set the black mark distance to 15 mm, modify the parameters as follows:

|                      |     |
|----------------------|-----|
| Black Mark [mm x 10] | = 1 |
| Black Mark [mm x 1]  | = 5 |
| Black Mark [mm x .1] | = 0 |

If the "Black Mark Alignment" parameter is disabled, this parameter is not printed.

---



## 5.7 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:

| HEXADECIMAL DUMP |    |    |    |    |     |        |     |  |  |
|------------------|----|----|----|----|-----|--------|-----|--|--|
| 31               | 32 | 33 | 34 | 35 | ... | 12345  | ... |  |  |
| 39               | 30 | 31 | 32 | 33 | ... | 90123  | ... |  |  |
| 37               | 38 | 39 | 75 | 69 | ... | 789ui  | ... |  |  |
| 68               | 6B | 6A | 73 | 64 | ... | hkjsd  | ... |  |  |
| 73               | 64 | 66 | 6B | 6A | ... | sdfkj  | ... |  |  |
| 66               | 73 | 64 | 66 | 6B | ... | fsdfk  | ... |  |  |
| 65               | 69 | 6F | 79 | 75 | ... | eioyu  | ... |  |  |
| 6F               | 72 | 69 | 75 | 77 | ... | oriuw  | ... |  |  |
| 6F               | 75 | 77 | 65 | 72 | ... | ouwer  | ... |  |  |
| 77               | 65 | 72 | 69 | 6F | ... | werio  | ... |  |  |
| 72               | 69 | 6F | 75 | 77 | ... | riouw  | ... |  |  |
| 6B               | 6C | 73 | 64 | 66 | ... | kl sdf | ... |  |  |
| 64               | 66 | 6B | 73 | 64 | ... | dfksd  | ... |  |  |
| 73               | 64 | 66 | 6B | 6A | ... | sdfkj  | ... |  |  |
| 66               | 6B | F2 | 6A | 73 | ... | fk≥j   | ... |  |  |
| 6A               | 6B | 6C | 68 |    |     | jklh   |     |  |  |



## 6 ALIGNMENT

The 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. k.

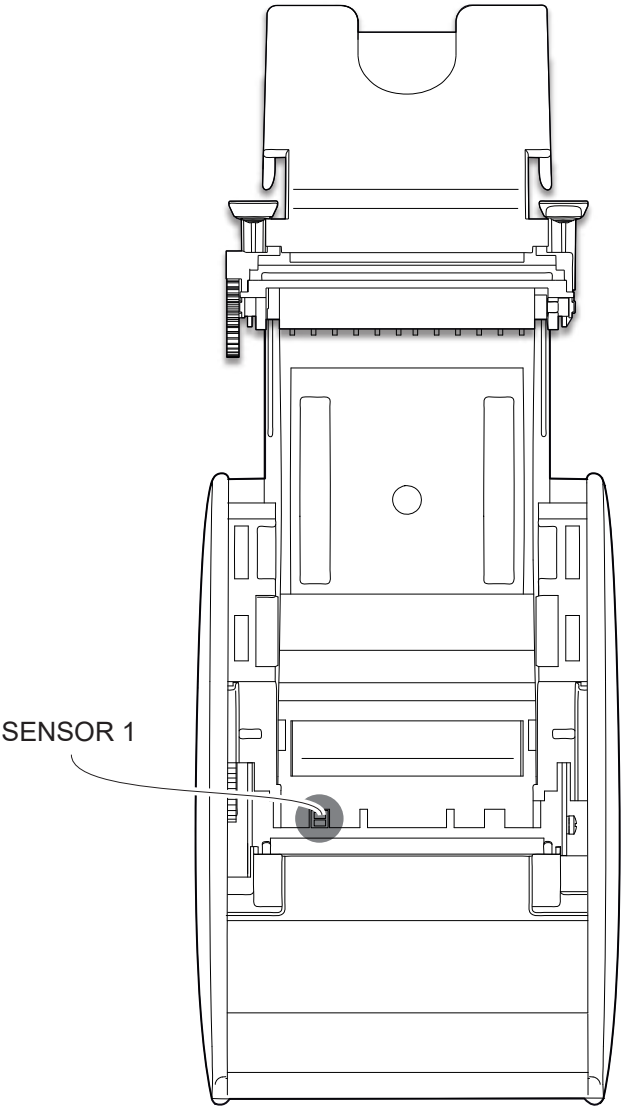
The following paragraphs show how to correctly set the configuration parameters of device in order to assure the alignment.

# 6.1 Enable alignment

Device is provided with one mobile sensor facing the thermal side of paper.

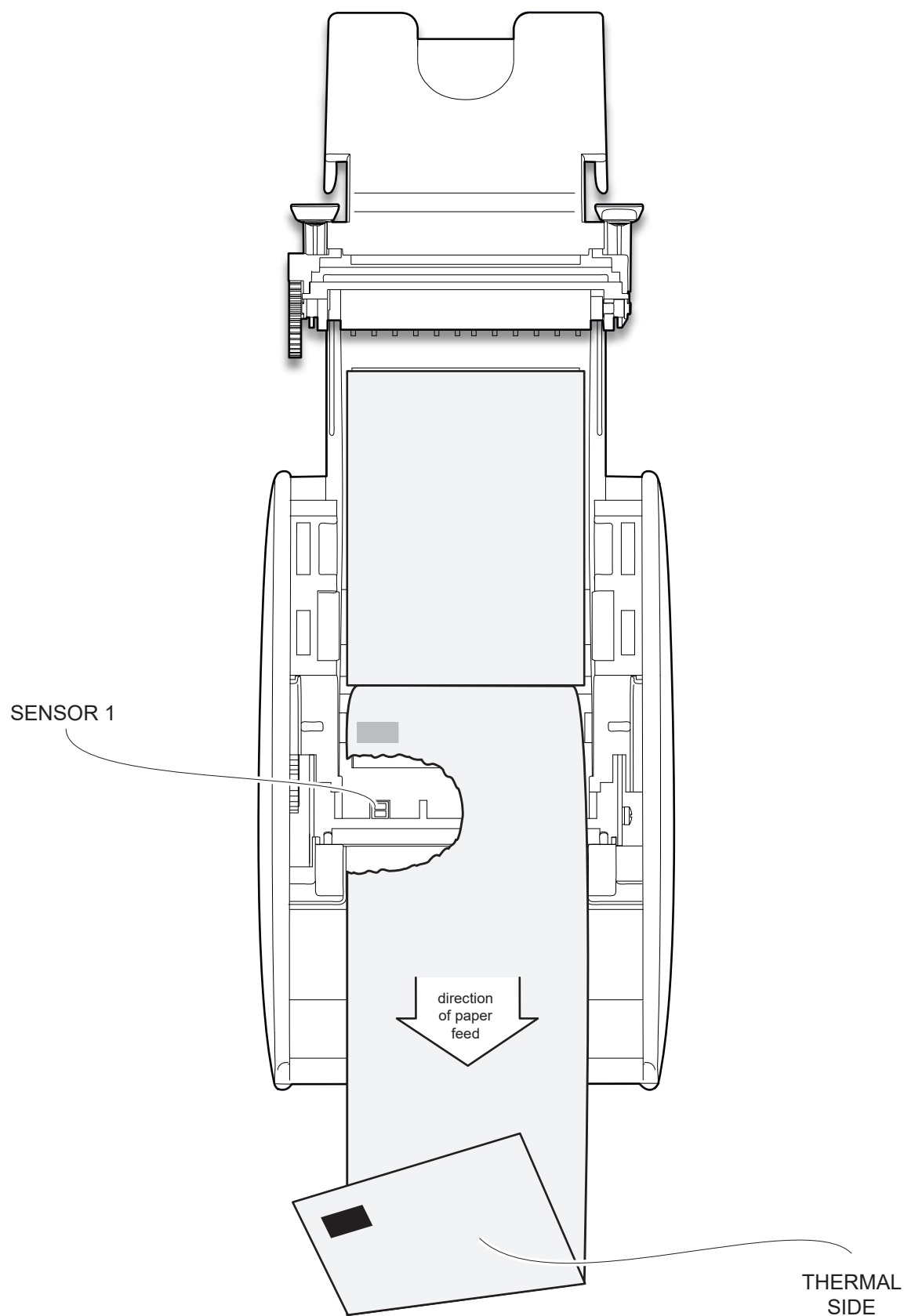
To guarantee the alignment, you must enable the parameter “Black Mark Alignment” during the Setup procedure (see [paragraph 6.3](#)).

| SENSOR USED<br>(see following figures) | VALUE OF THE “BLACK MARK ALIGNMENT” PARAMETER | USING MODE OF SENSOR | BLACK MARK TYPE                                 |
|----------------------------------------|-----------------------------------------------|----------------------|-------------------------------------------------|
| -                                      | Disabled                                      | -                    | Alignment disabled                              |
| 1                                      | Enabled                                       | Reflection           | Black mark printed on the thermal side of paper |



# Paper with black mark on the thermal side

The detection of black mark and paper presence is performed by the fixed sensor.



## 6.2 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 Alignment” parameter is set to a value other than “Disabled” (see [paragraph 5.6](#)).

When self-calibration starts, the device performs some paper feeds and then it prints the calibration result and the value (numeric and as a percentage) of the “Threshold White” parameter that indicates the power-up level of the sensor emitting side (the value ranges from 0 V to 5 V):

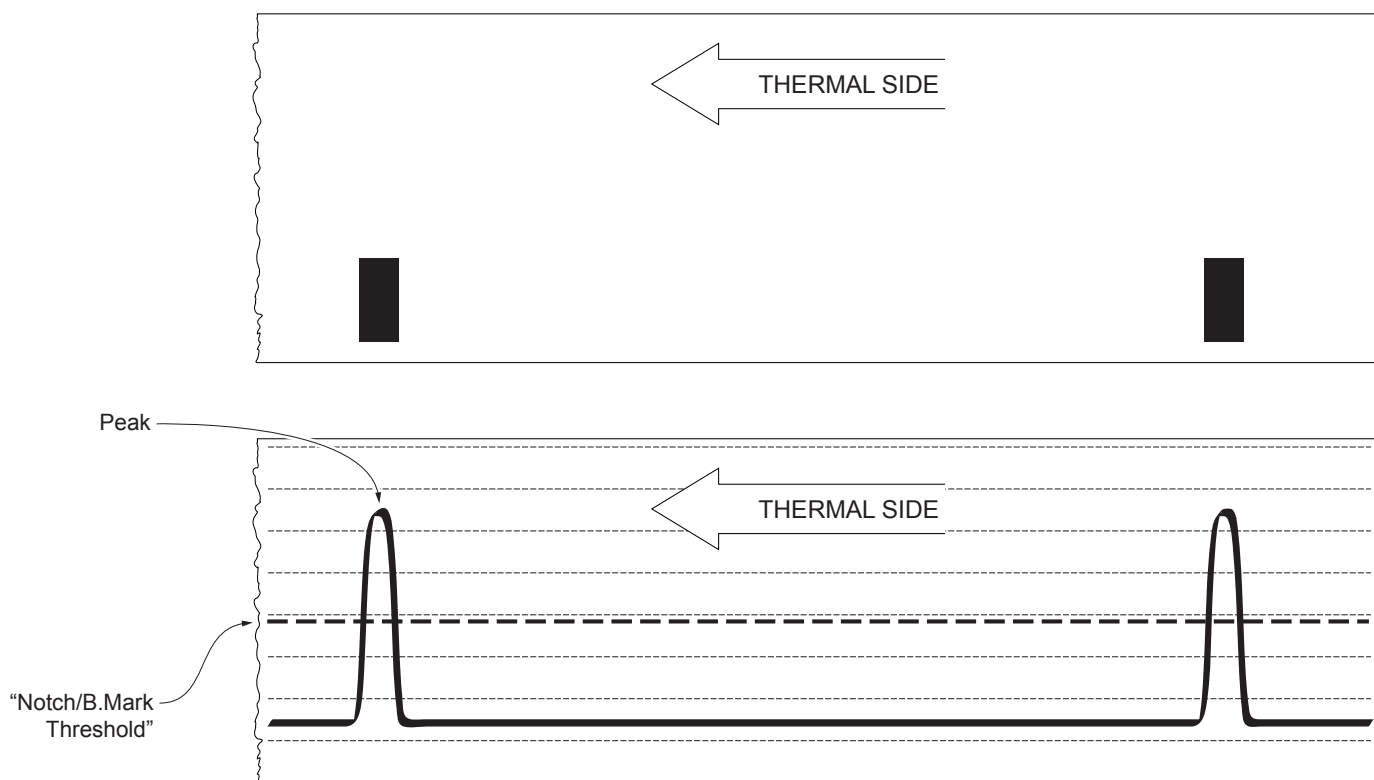
```
Autosetting Black Mark: OK
Threshold White:      2.00 V [39%]
```

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.

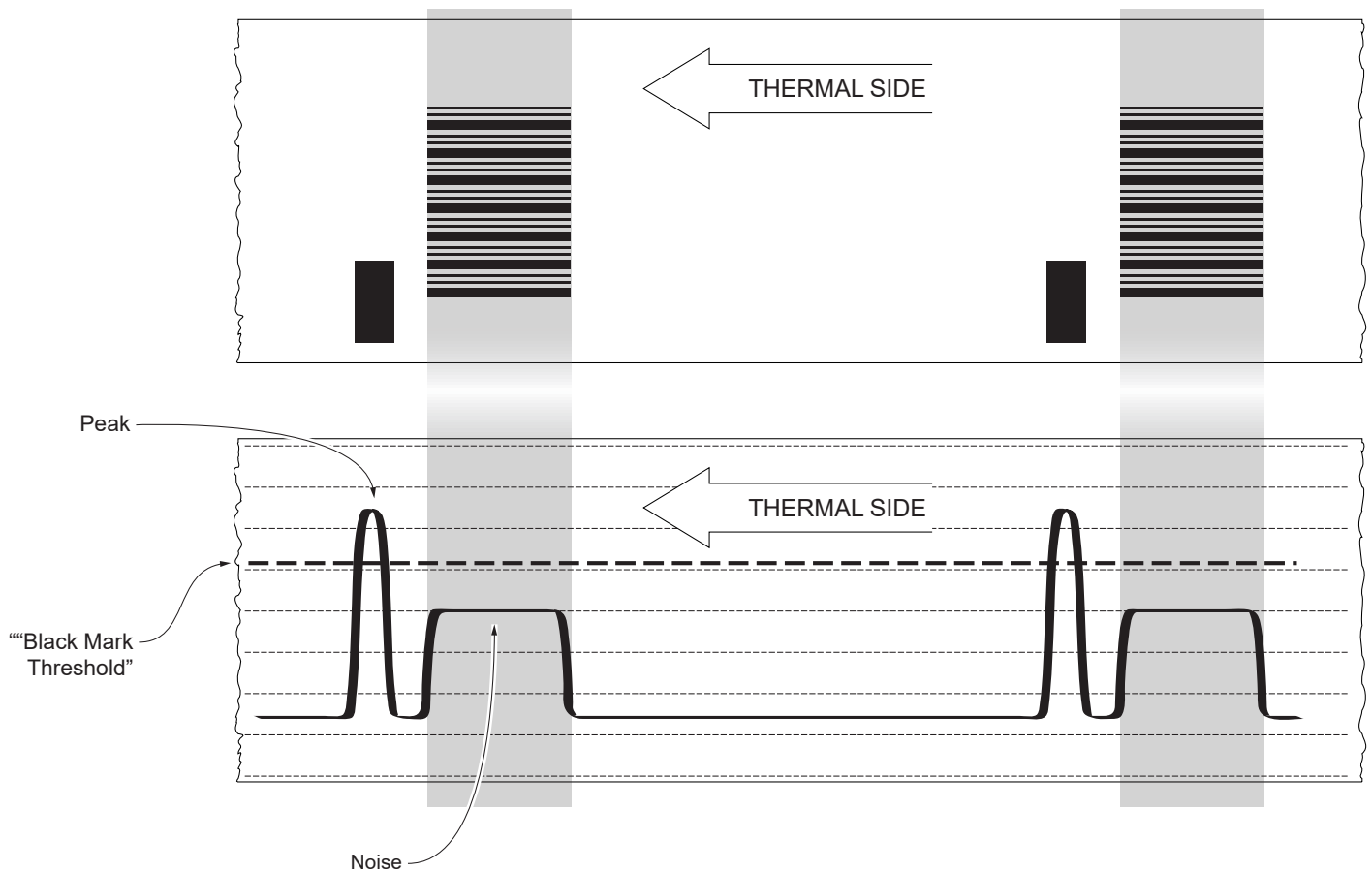
After the printing of the procedure result, the device offers the execution of the function of paper characterization “Characterize Paper” and the change of the “Black Mark Threshold” parameter which represents the detection threshold of the black mark.

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 MarkThreshold” parameter is located about halfway between the peak value and the maximum value of the “noise”.



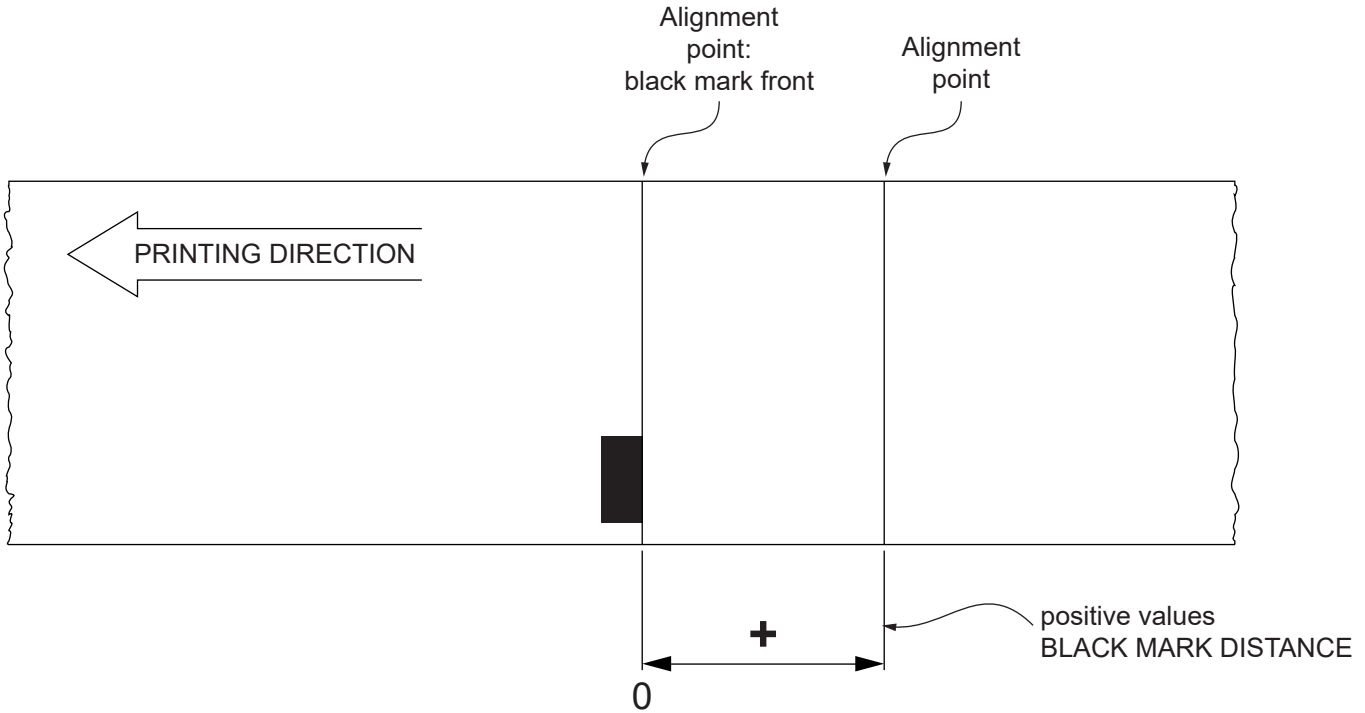
If the maximum value of “noise” read by the sensor is very close to the peak value, it might be difficult to place the value of the “Black Mark Threshold” at an intermediate point. In these cases, it is mandatory that the portion of paper between the point of printing end and the front black mark is 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.

## 6.3 Alignment parameters

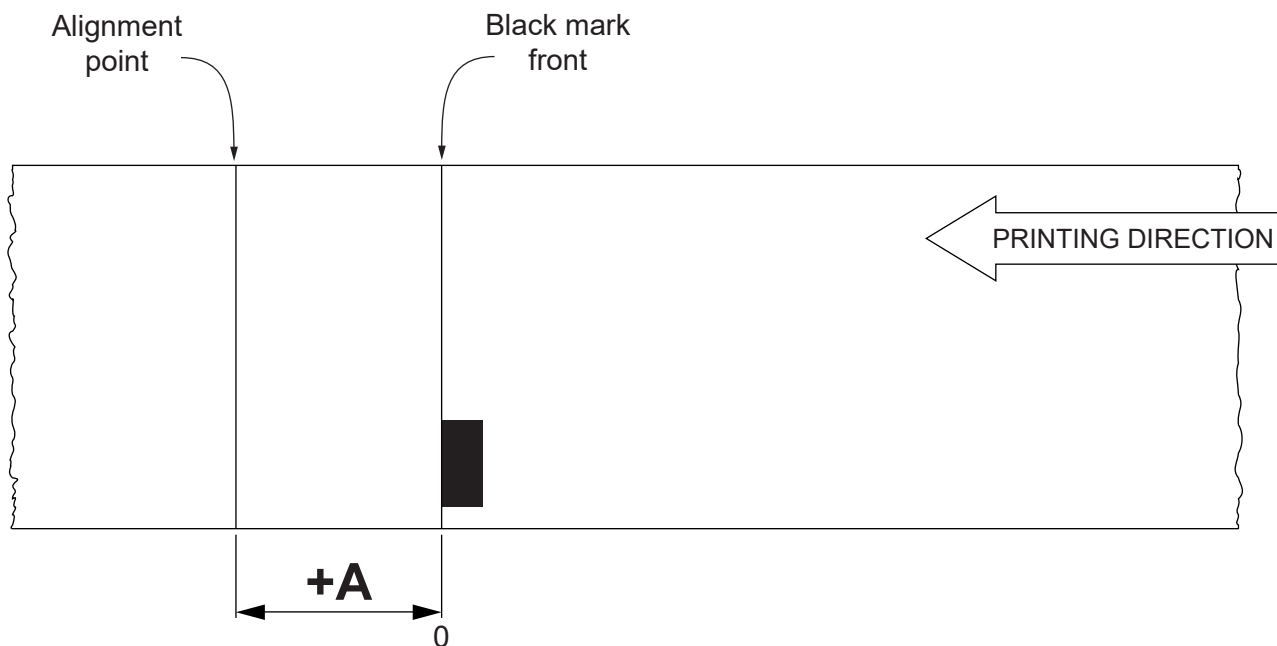
The “alignment point” is defined as the position inside the ticket to use for the black mark alignment. The distance between the black mark edge and the alignment point is defined as “Black Mark Distance”.

The value of “Black Mark Distance” varies from a minimum value 0 mm to a maximum value 99.9 mm.

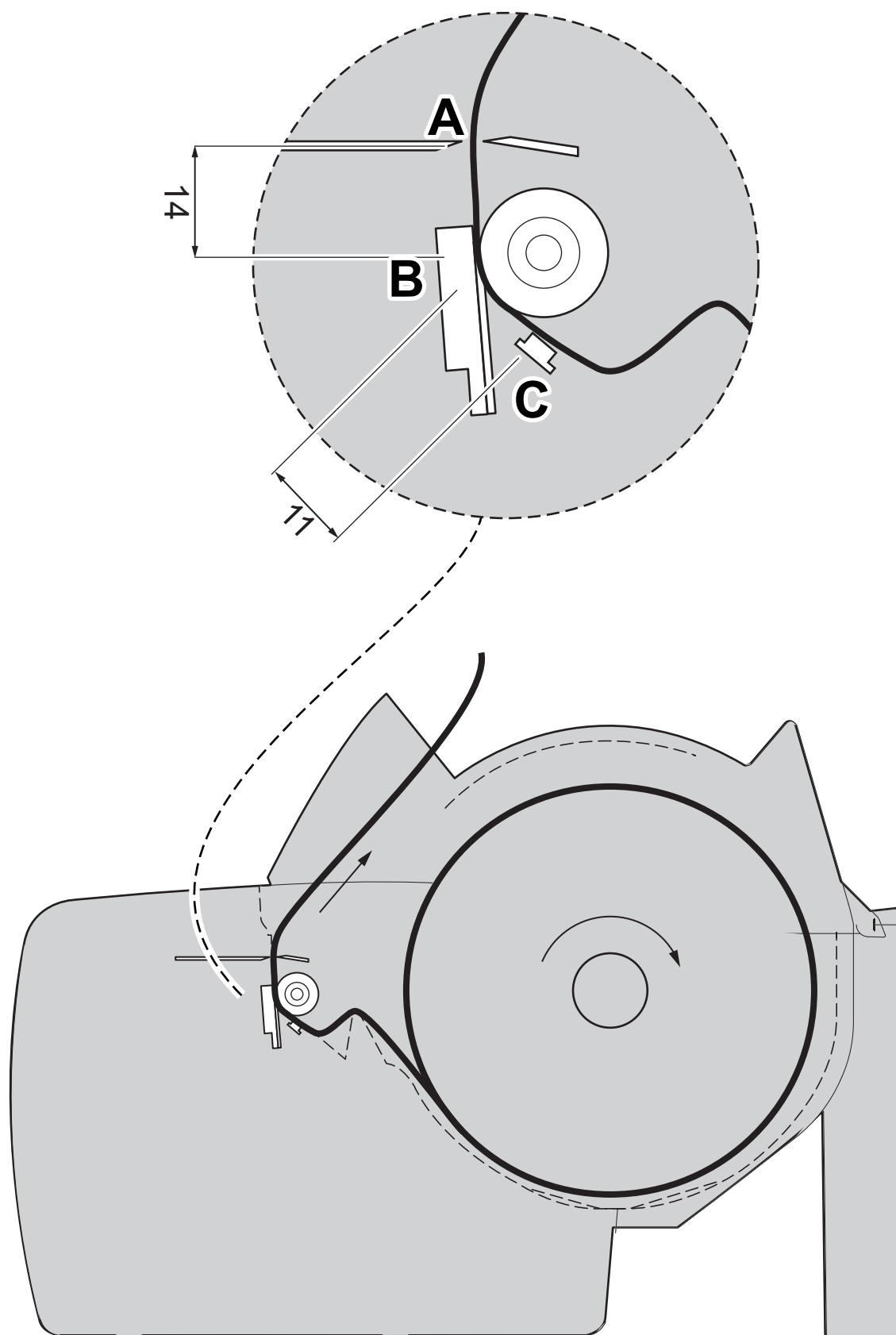
If the setup parameter “Black Mark Distance” value is set to 0, the alignment point is set at the beginning of the black mark.



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



The following figure shows a simplified section of the device with the paper path and the distances between the alignment sensors C, the print head B and the cutter A (cutting line).  
All the dimensions shown in the figure are expressed in millimeters.





## **CUSTOM/POS EMULATION**

To define the alignment point you need to set the device parameters that compose the numerical value of the “Black Mark Distance” parameter (see [paragraph 5.6](#)).

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:

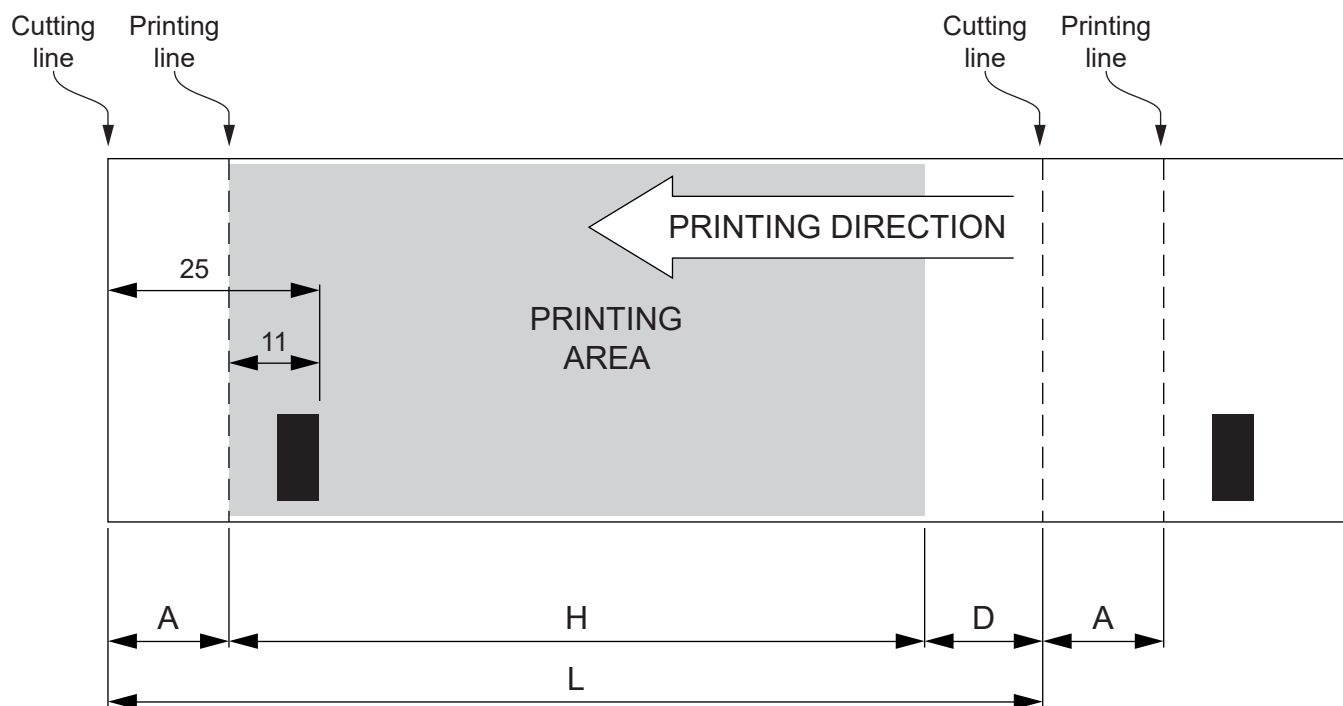
|                                |   |
|--------------------------------|---|
| Black Mark Distance [mm x 10]: | 1 |
| Black Mark Distance [mm x 1]:  | 5 |
| Black Mark Distance [mm x .1]: | 0 |

The “Black Mark Distance” parameter can be modified in the ways described in [chapter 5](#).

## 6.4 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 height of the printing area of ticket according to the inter-black mark distance

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



A “Non-printable area” of 14 mm generated from:

“Distance between cutter/printing head” - “Value for the paper recovery after a cut”

where:

“Distance between printhead and cutter” = 25 mm (fixed distance)

“Value for the paper recovery after a cut” = 11 mm,

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-blak mark distance”.

D Automatic feed for alignment at the next black mark.

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

$$H + A \leq L$$

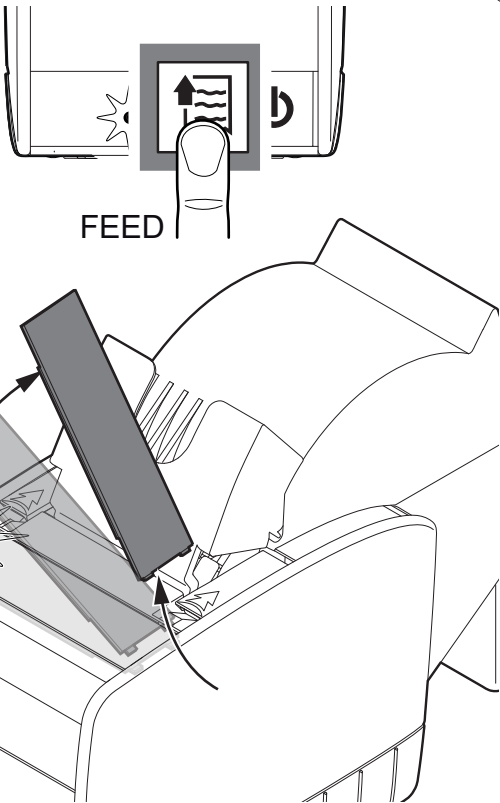
The height of the printing area H can be increased to make no progress on alignment D but no further.



# 7 MAINTENANCE

## 7.1 Autocutter jam

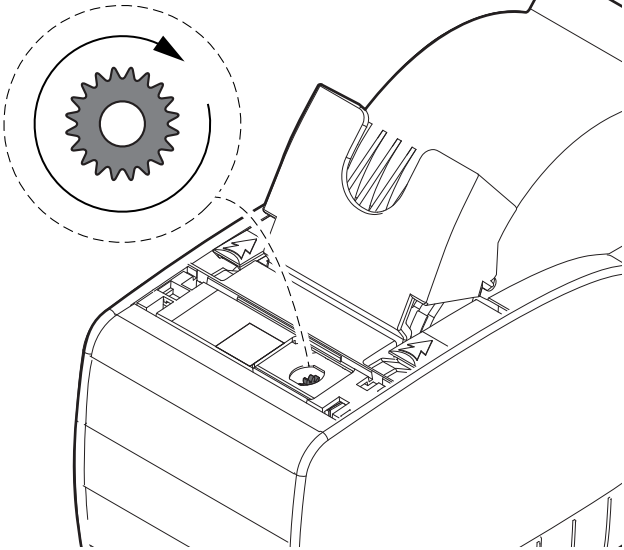
**1**



FEED

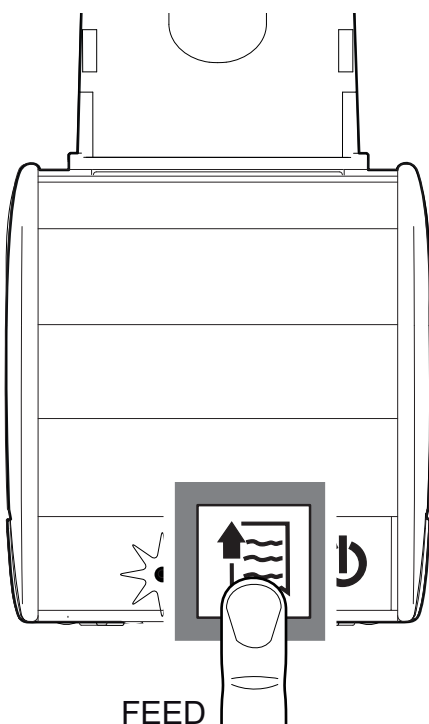
Press the FEED key to try to unlock the cutter.  
If the cutter did not unlock press slightly the left side of the cutter cover, so that it opens.

**2**



Rotate the mechanism in the direction that oppose less resistance, as shown in the label.

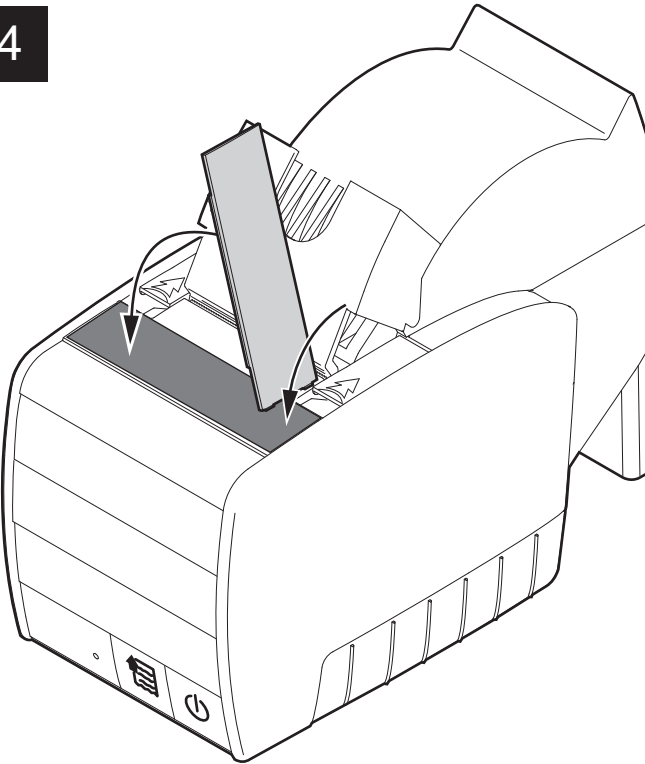
**3**



FEED

Press the FEED key.

**4**



If the problem persists, please contact the customer service.  
Reassemble the cover removed previously.



## 7.2 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.  
For specific procedures, see the following pages.

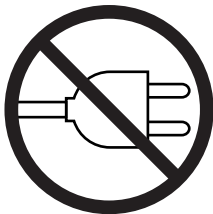
|                             |                                    |
|-----------------------------|------------------------------------|
| EVERY PAPER CHANGE          |                                    |
| Printhead                   | Use isopropyl alcohol              |
| Rollers                     | Use isopropyl alcohol              |
| EVERY 5 PAPER CHANGES       |                                    |
| Cutter                      | 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 |

## 7.3 Cleaning

For periodic cleaning of the device, see the instructions below

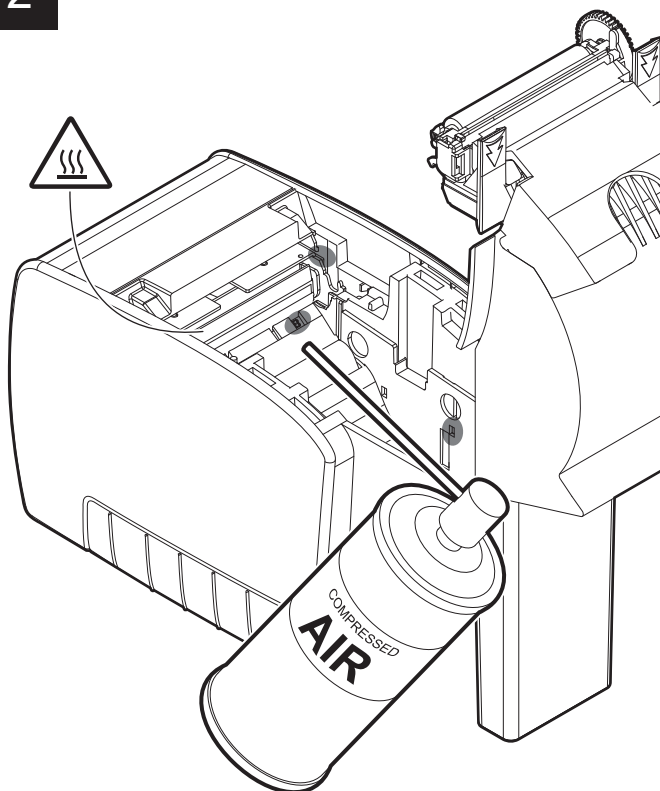
### Sensors

1



Disconnect the power supply cable and open the device covers (see [paragraph 4.1](#)).

2



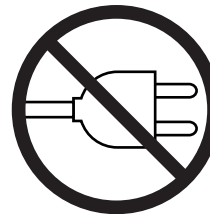
**ATTENTION:**  
Do not use alcohol, solvents, or hard brushes.  
Do not let water or other liquids get inside the device.



Clean the device sensors by using compressed air.

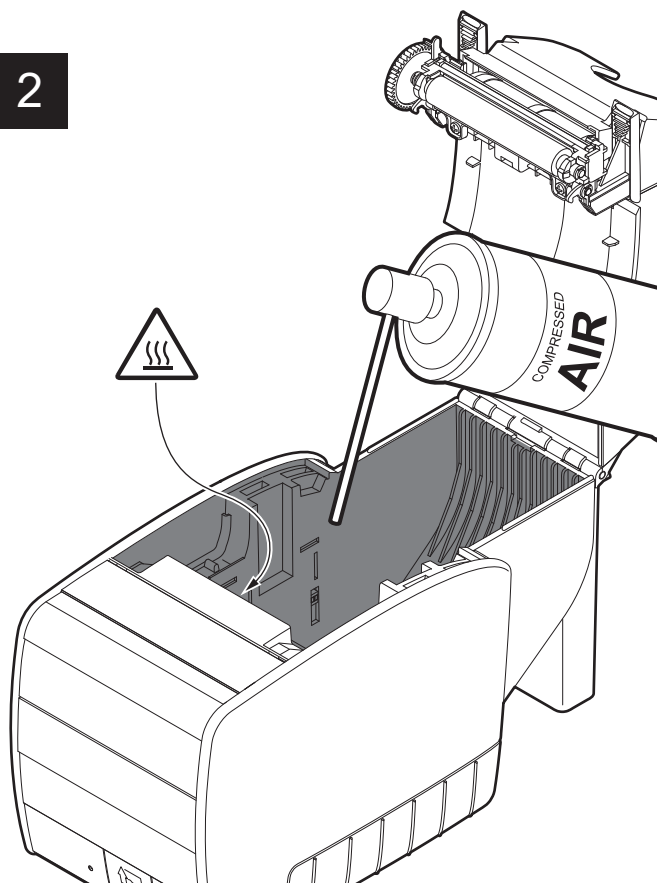
### Paper path

1



Disconnect the power supply cable and open the device covers (see [paragraph 4.1](#)).

2



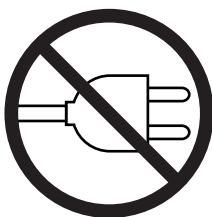
**ATTENTION:**  
Do not use alcohol, solvents, or hard brushes.  
Do not let water or other liquids get inside the device.



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

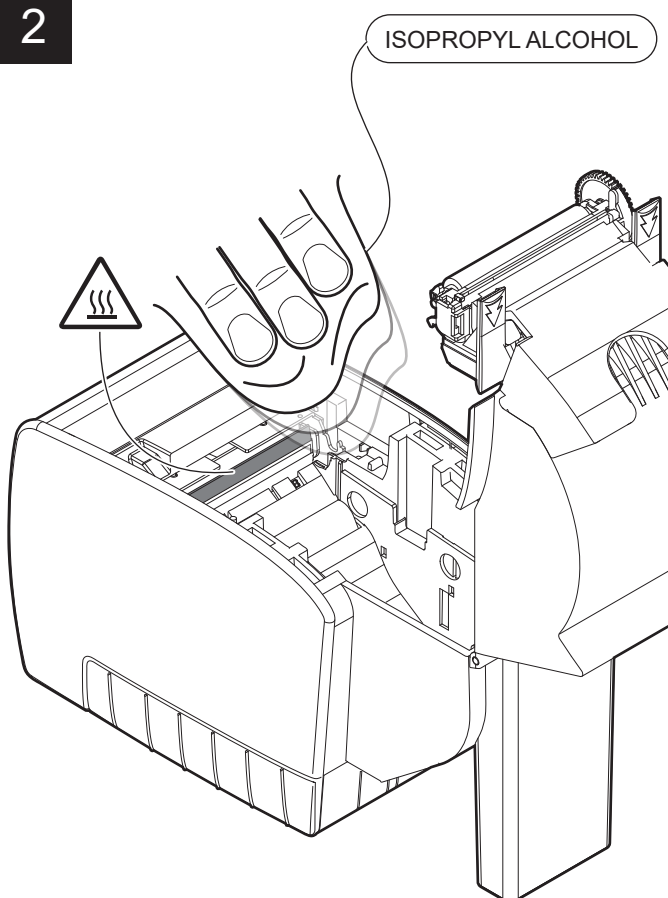
## Printhead

1



Disconnect the power supply cable and open the device covers (see [paragraph 4.1](#)).

2



### ATTENTION:

Do not use solvents, or hard brushes.

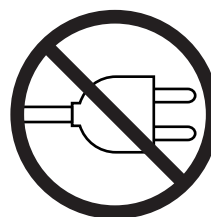
Do not let water or other liquids get inside the machine.



Clean the printing head and the scanner unit by using a non-abrasive cloth moistened with isopropyl.

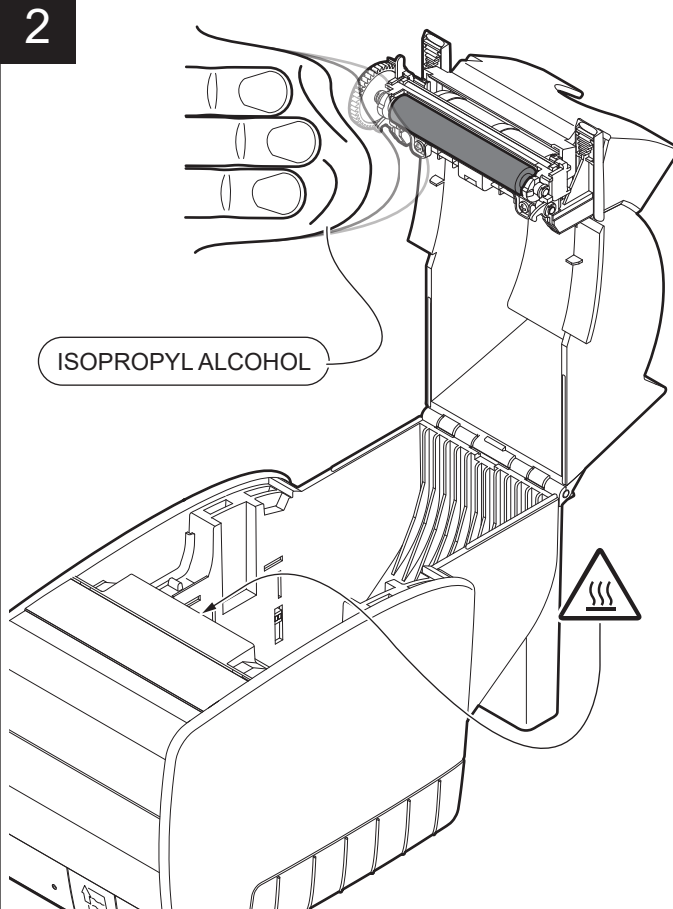
## Platen roller

1



Disconnect the power supply cable and open the device covers (see [paragraph 4.1](#)).

2



### ATTENTION:

Do not use solvents, or hard brushes.

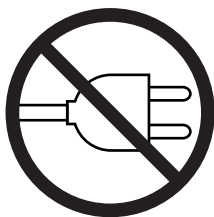
Do not let water or other liquids get inside the machine.



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

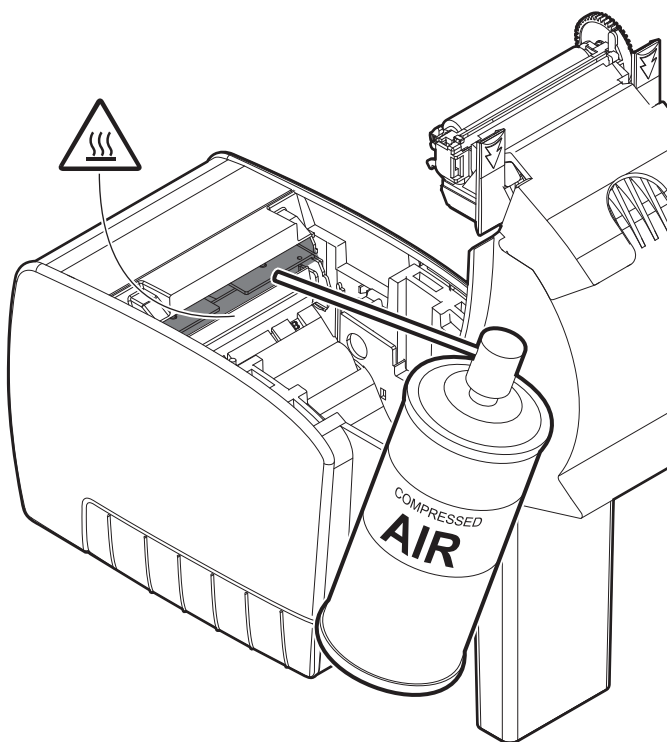
## Testina di stampa

1



Disconnect the power supply cable and open the device covers (see [paragraph 4.1](#)).

2



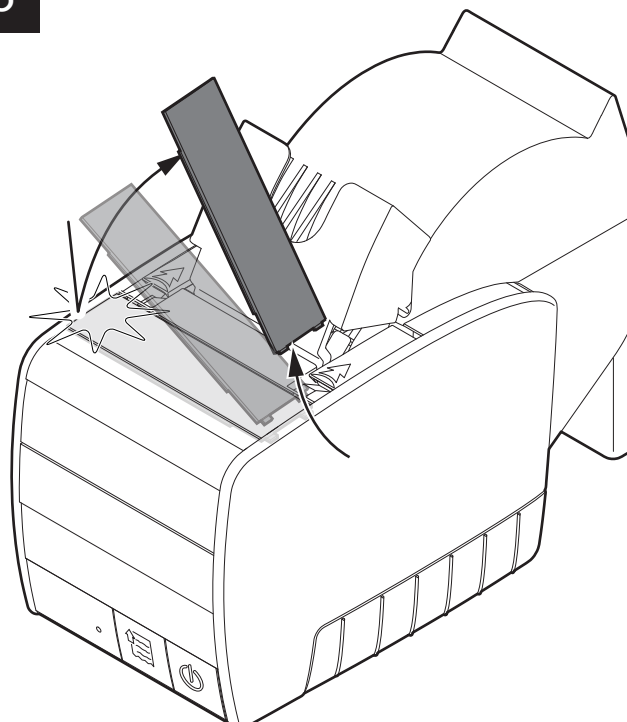
### ATTENTION:

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



Clean the cutter compartment from the inside using compressed air.

3



Press slightly the left side of the cutter cover, so that it opens.

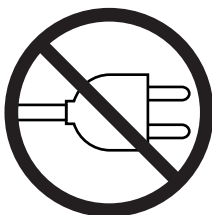
4



Clean the cutter compartment using compressed air.  
To reassemble the cover removed previously see [paragraph 7.1](#).

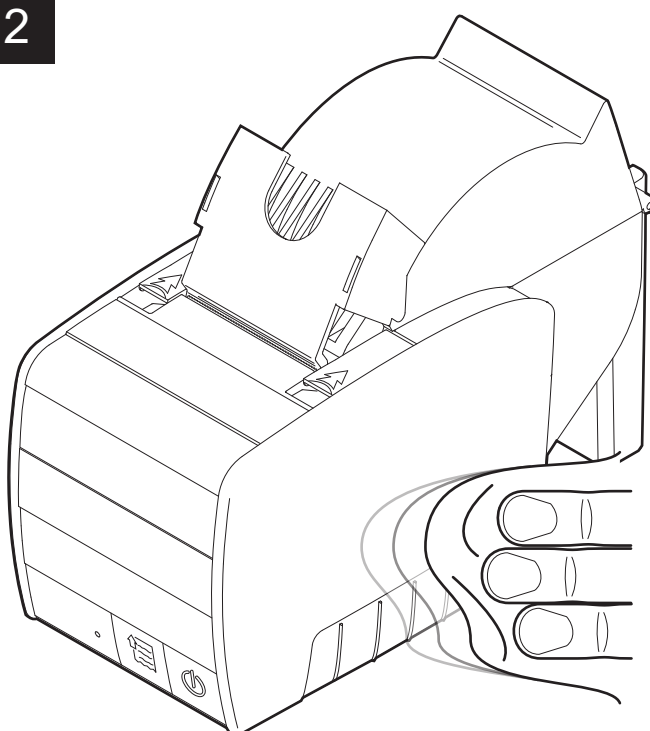
## Case

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.

## 7.4 Firmware upgrade

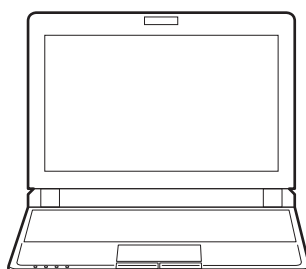
Firmware upgrade can be performed by using the “PrinterSet” software tool available on [www.custom4u.it](http://www.custom4u.it). To upgrade firmware, proceed as follows:

1



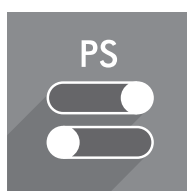
Login to the website [www.custom4u.it](http://www.custom4u.it), type in the product code of the device and download the latest firmware release available.

2



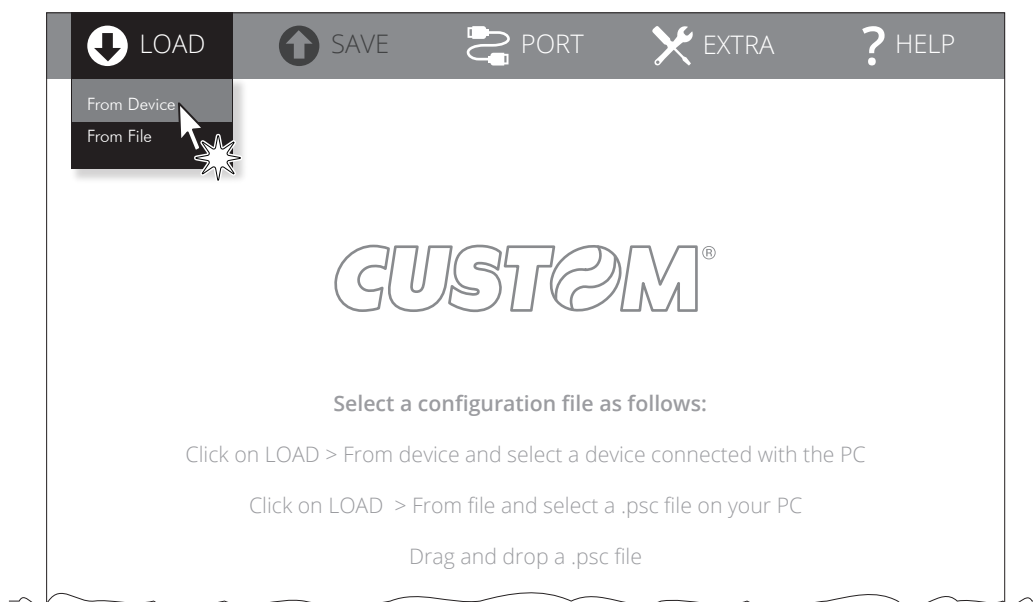
Connect the device to a PC directly (see [paragraph 3.1](#)), without using HUB devices.

3



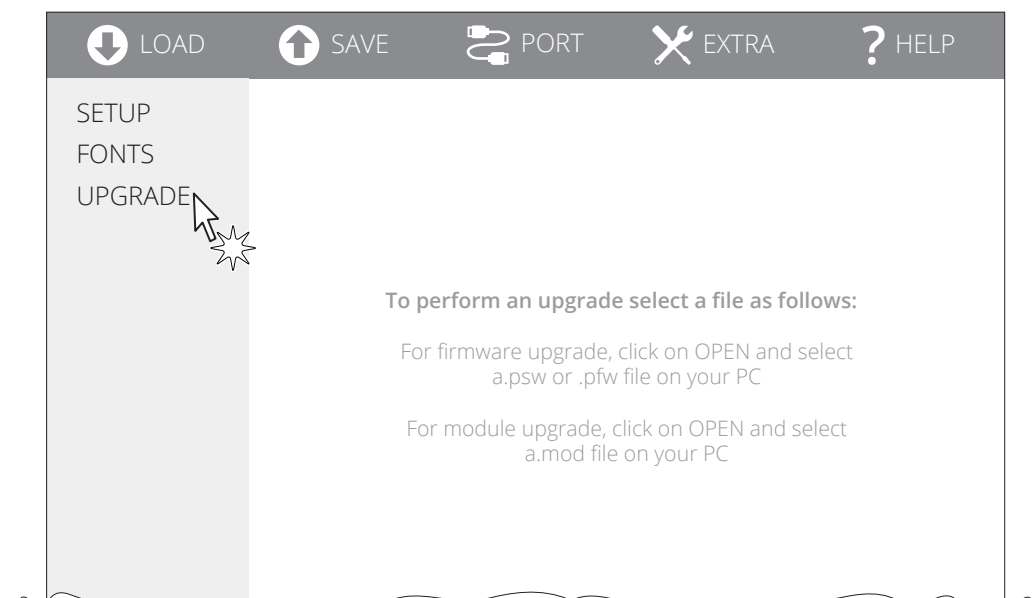
Start the “PrinterSet” software tool.

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.



## 8 SPECIFICATIONS

### 8.1 Hardware specifications

|                       |                                                                                                                                                        |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operating temperature |                                                                                                                                                        |
| Sensors               | Paper presence, head temperature, black mark presence, cover open, low paper                                                                           |
| Emulations            | CUSTOM/POS                                                                                                                                             |
| Printing driver       | Windows XP<br>VISTA (32/64bit)<br>Windows 7 (32/64bit)<br>Windows 8 (32/64bit)<br>Windows 8.1 (32/64bit)<br>Opos<br>Linux<br>JavaPOS<br>Android<br>iOS |
| INTERFACES            |                                                                                                                                                        |
| RS232 serial port     | da 1200 bps a 115200 bps                                                                                                                               |
| USB port              | 12 Mbit/s (USB 1.1 full speed)                                                                                                                         |
| MEMORIES              |                                                                                                                                                        |
| Receive buffer        | 20 kB                                                                                                                                                  |
| Flash memory          | 512 kB                                                                                                                                                 |
| RAM memory            | 2 MB                                                                                                                                                   |
| Graphic memory        | 1 logo (608 x 862 dots)                                                                                                                                |
| PRINTER               |                                                                                                                                                        |
| Resolution            | 203 dpi (8 dot/mm)                                                                                                                                     |
| Printing method       | Thermal, fixed head                                                                                                                                    |



#### Head life <sup>(1)</sup>

Abrasion resistance <sup>(2)</sup> 100 km (with recommended paper, 12.5% duty cycle)

Pulse durability 100 M (referred to each dot)

Printing width 76 mm, 80 mm

Printing mode Normal, 90°, 180°, 270°

Printing format Height/Width from 1 to 8, bold, reverse, underlined, italic

Character fonts 54 character code tables (see [paragraph 8.6](#))  
extended chinese GB18030-2000

Printable barcode UPCA, UPCE, EAN13, EAN8,  
CODE39, ITF, CODABAR, CODE93,  
CODE128, CODE32, PDF417

Printing speed <sup>(1) (3)</sup> High quality = 100 mm/s  
Normal = 150 mm/s  
High speed = 180 mm/s <sup>(4)</sup>

#### PAPER

Type of paper Thermal rolls, heat-sensitive side on outside of roll

Paper width 82.5 ± 0.5 mm

Paper weight da 70 g/m<sup>2</sup> a 90 g/m<sup>2</sup>

Paper thickness da 75 µm a 85 µm

Recommended paper KANZAN KP460, KANZAKI LOTTO 500  
MITSUBISHI TL4000, TL3000, TF7067,  
APPVION ALPHA PLUS 600  
RICOH 140GA

External roll diameter max 150 mm

External roll core diameter 25 mm

Paper end Not attached to roll core

Core type Cardboard or plastic



## CUTTER

|                               |                  |
|-------------------------------|------------------|
| Paper cut                     | Total            |
| Estimated life <sup>(2)</sup> | > 1 000 000 cuts |

## PRINTER ELECTRICAL SPECIFICATIONS

|                                   |                                          |
|-----------------------------------|------------------------------------------|
| Power supply                      | 24 Vdc $\pm$ 10% (external power supply) |
| Medium consumption <sup>(4)</sup> | 1 A                                      |
| Standby consumption               | 0.1 A                                    |

## ELECTRICAL SPECIFICATIONS POWER SUPPLY code 963GE020000071

|                      |                         |
|----------------------|-------------------------|
| Power supply voltage | from 100 Vac to 240 Vac |
| Frequency            | from 50 Hz to 60 Hz     |
| Current (output)     | 2.5 A                   |
| Power                | 60 W                    |

## ENVIRONMENTAL CONDITIONS

|                                |                                    |
|--------------------------------|------------------------------------|
| Operating temperature          | from 0 °C to +50 °C                |
| Relative humidity (RH)         | from 10% a 85% (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) : This speed is achieved in the following test conditions: parameter "Speed / Quality" = High Speed, Print Density = 0%, Ambient Temperature = 25 °C, Power Supply 24 Vdc.



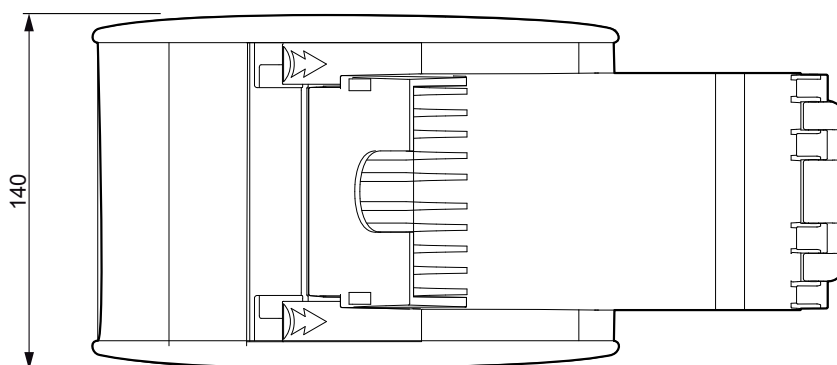
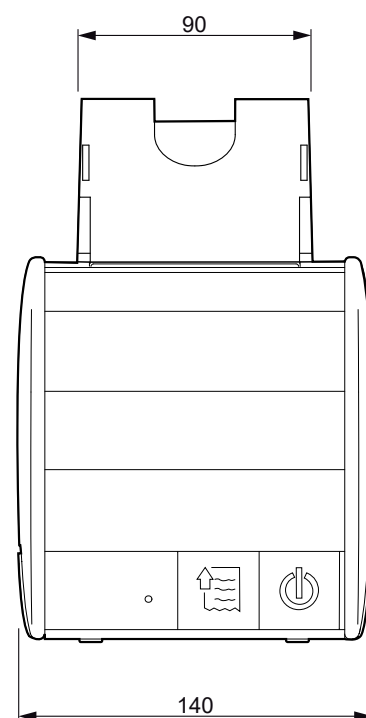
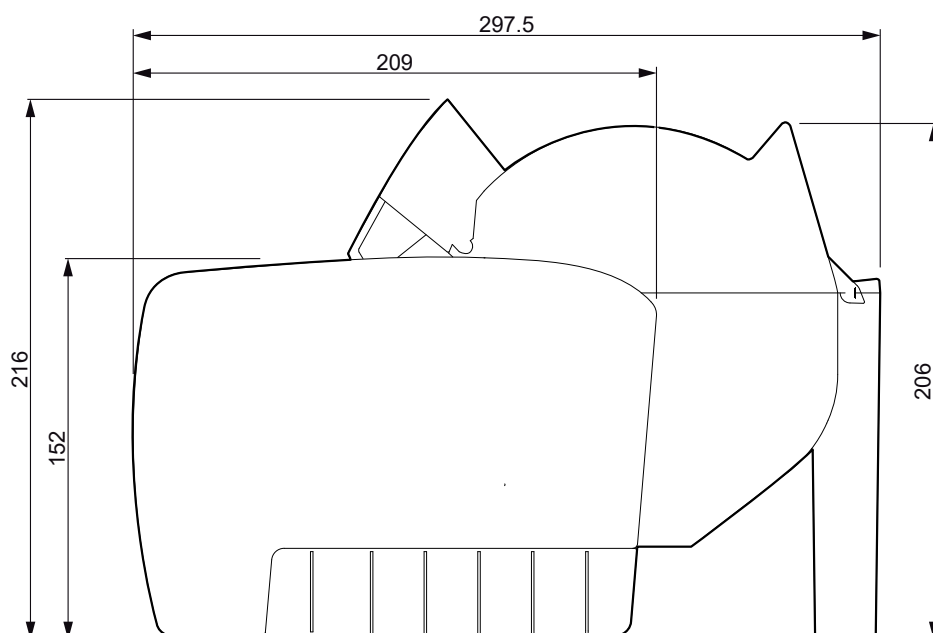
## 8.2 Character specifications

|                              |          |          |          |
|------------------------------|----------|----------|----------|
| Character set                | 3        |          |          |
| Character density            | 11 cpi   | 15 cpi   | 20 cpi   |
| Number of columns            | 35       | 45       | 64       |
| Chars / s                    | 2600     | 3352     | 4700     |
| Lines / s                    | 73       | 73       | 73       |
| Characters (L x H mm)-Normal | 2.25 x 3 | 1.75 x 3 | 1,25 x 3 |

## 8.3 Device dimensions

All the dimensions shown in following figures are in millimetres and referred to devices with closed covers.

|        |                                                          |
|--------|----------------------------------------------------------|
| Length | 297.5 mm (with cover closed)<br>390 mm (with cover open) |
| Height | 216 mm (with cover closed)<br>345 mm (with cover open)   |
| Width  | 140 mm                                                   |
| Weight | 2495 g                                                   |



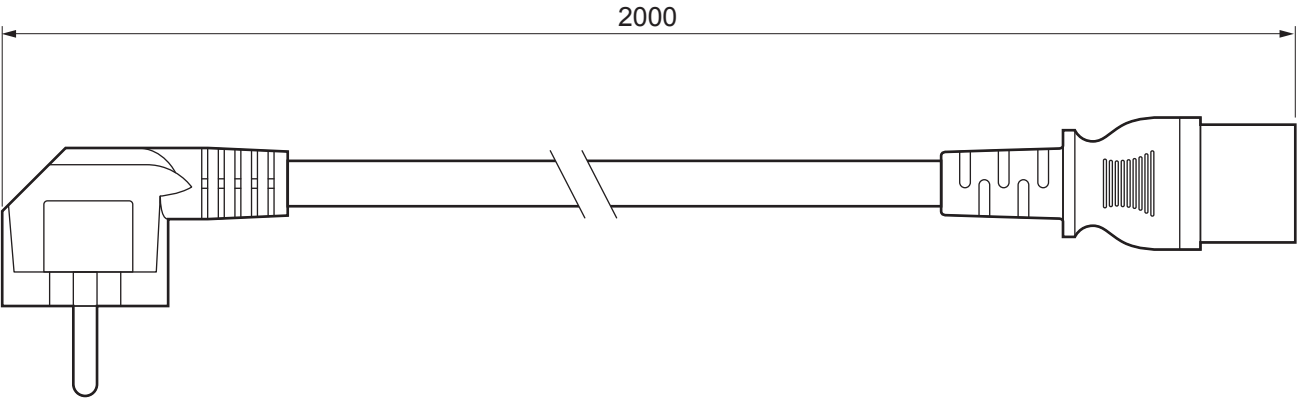
# 8.4 Power supply and power cord dimensions

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   |         |
| Length                           | 2000 mm |
| POWER SUPPLY code 963GE020000071 |         |
| Length                           | 130 mm  |
| Height                           | 36 mm   |
| Width                            | 57 mm   |

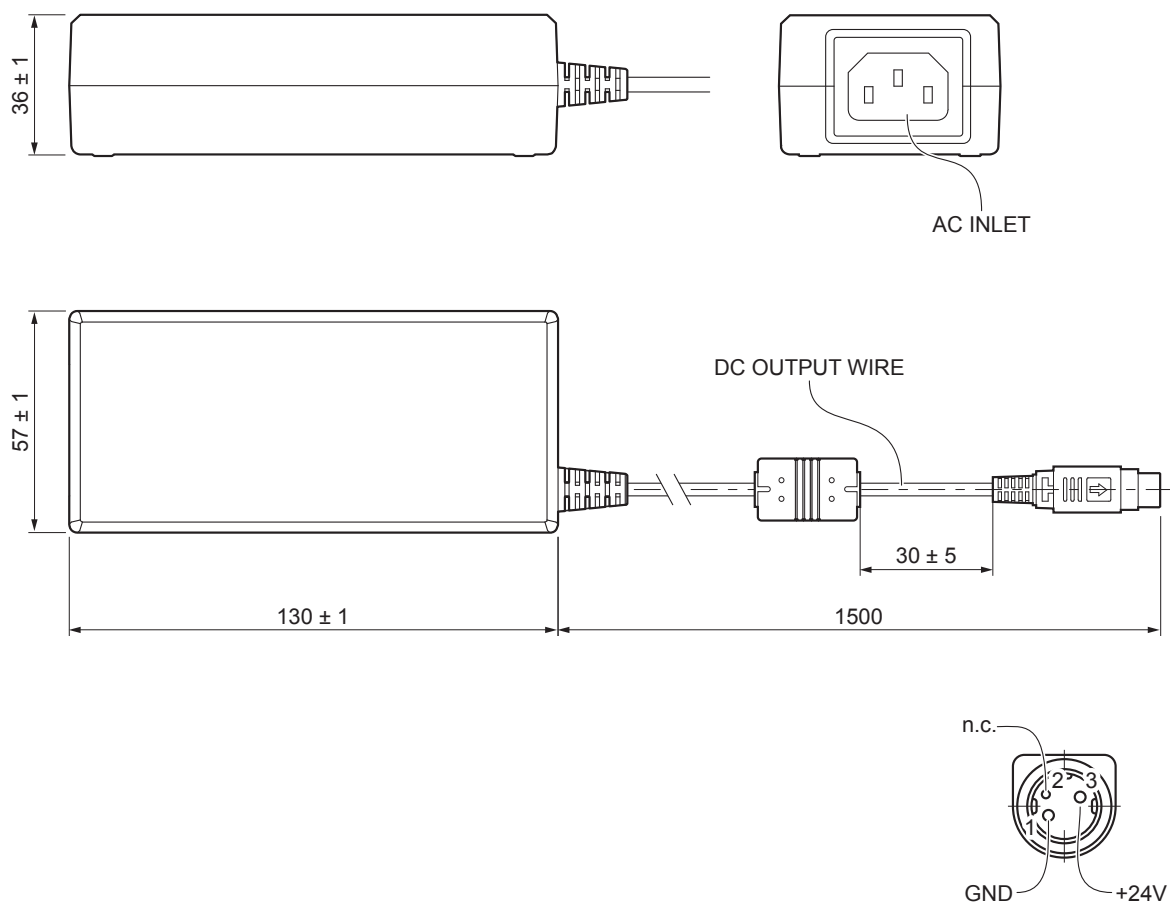
All the dimensions shown in following figures are in millimetres.

## POWER CORD code 26100000000311





**POWER SUPPLY code 963GE020000071**

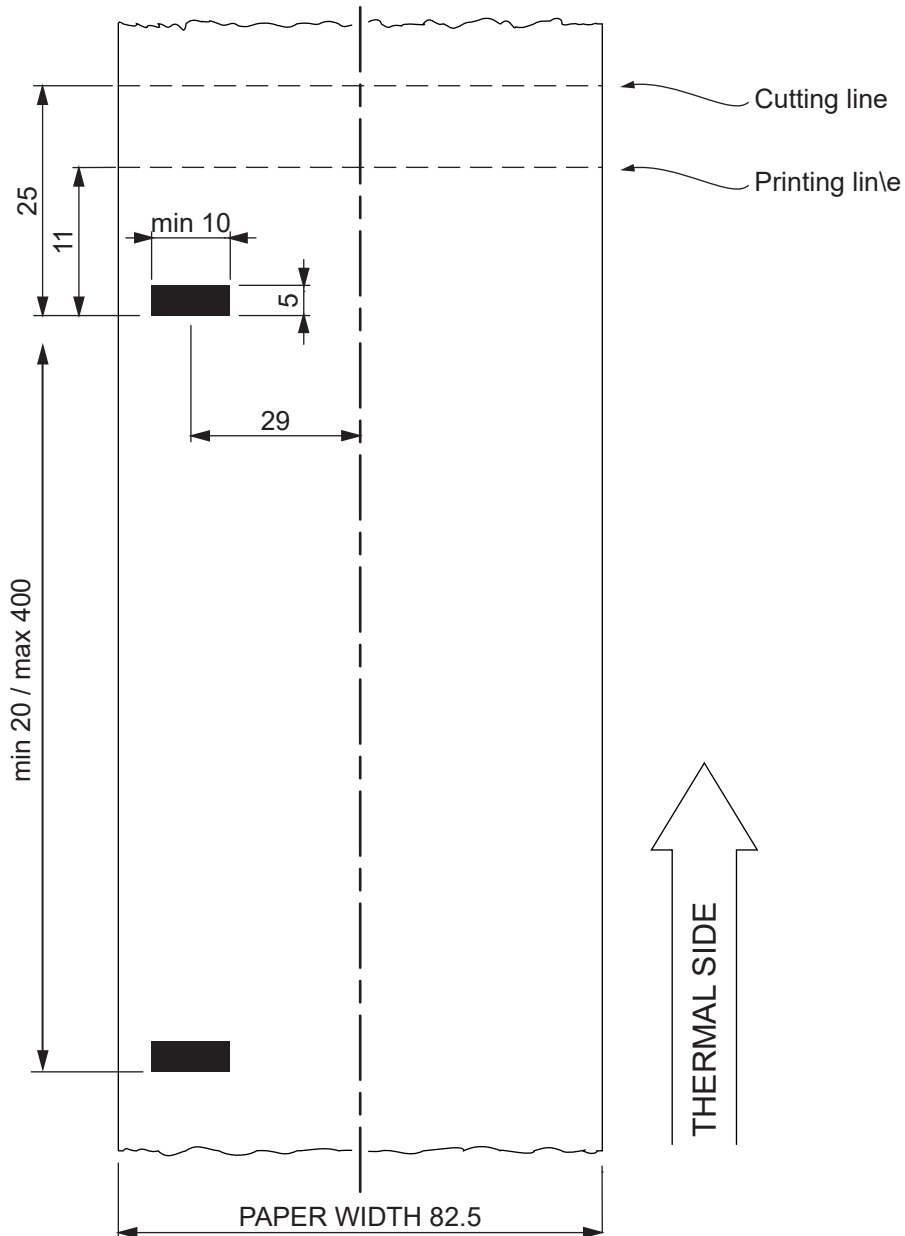


## 8.5 Paper specification

All the dimensions shown in following figures are in millimetres.

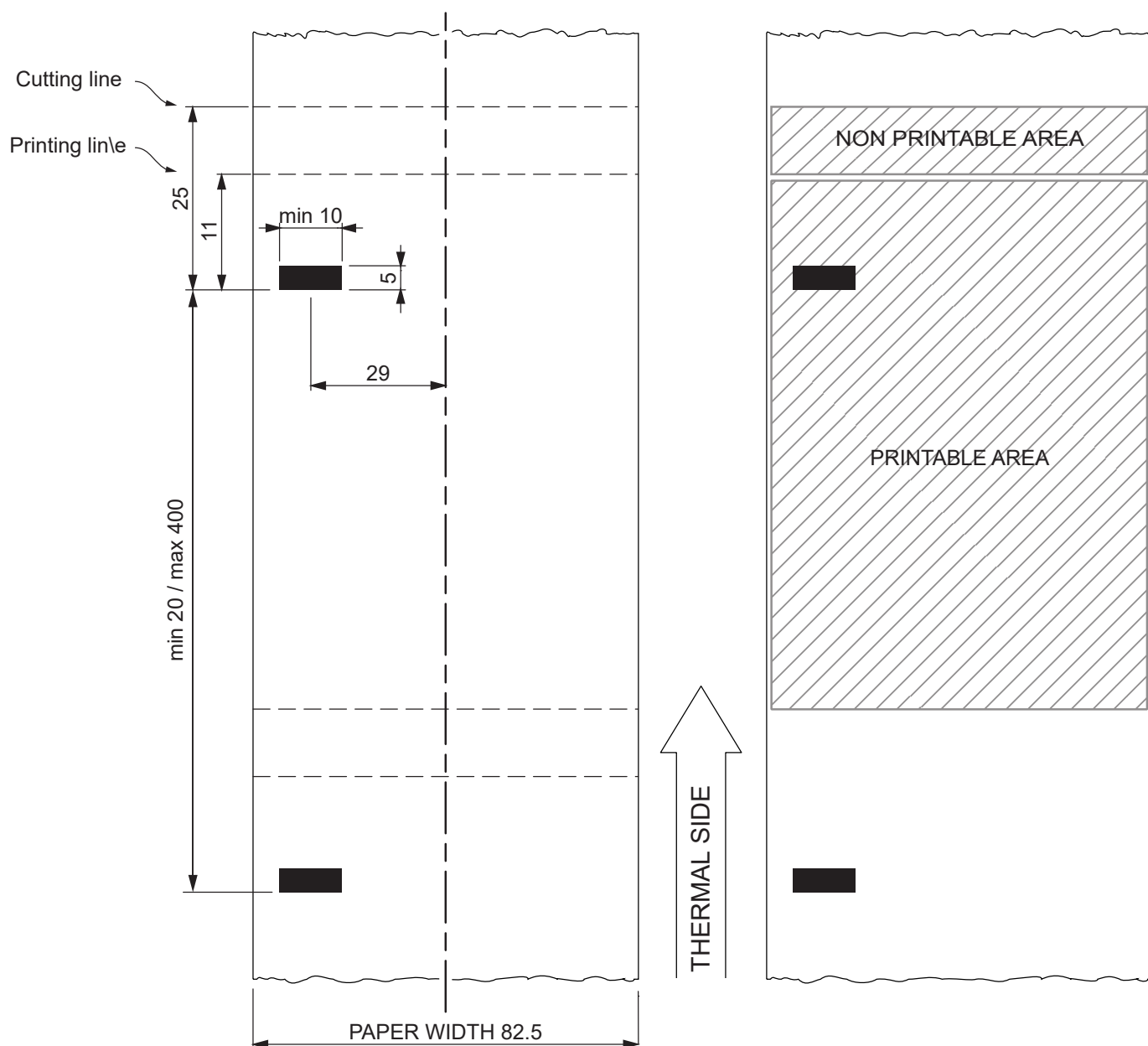
### Paper with black mark alignment for fixed sensor

The following image shows the placement of the black mark on the non-thermal side of paper. For more information about the use of paper with black mark see [chapter 6](#).



## Features receipt paper

The following figure shows an example of roll paper receipts with alignment black mark on the thermal side.





## 8.6 Character sets

The device has 3 fonts of varying width (11, 15 and 20 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 2.6](#)).

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 5.5](#)).

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                                 |            |
| 17          | PC866 - Cyrillic 2                      |            |
| 18          | PC852 - Latin 2                         | on request |
| 19          | PC858 per simbolo Euro in posizione 213 |            |
| 20          | KU42 - Thai                             | on request |
| 21          | TIS11 - Thai                            | on request |
| 26          | TIS18 - Thai                            | on request |
| 30          | TCVN_3 - Vientamese                     | on request |
| 31          | TCVN_3 - Vientamese                     | 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 - Farci       | on request   |
| 42          | PC1118 - Lithuanian  | on request   |
| 43          | PC1119 - Lithuanian  | on request   |
| 44          | PC1125 - Ukranian    | 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 - Vientamese |              |
| 53          | KZ1048 - Kazakhstan  | on request   |
| 255         | Space page           |              |



## 9 CONSUMABLES

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

---

**67300000000415**

THERMAL PAPER ROLL

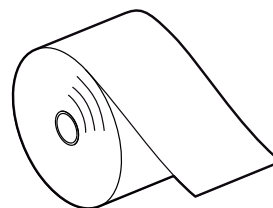
weight = 78 g/m<sup>2</sup>

width = 82.5 mm

Ø external = 150 mm

Ø core = 25 mm

---





# 10 ACCESSORIES

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

**963GE020000071**

POWER SUPPLY  
(for technical specifications, see [paragraph 8.1](#))



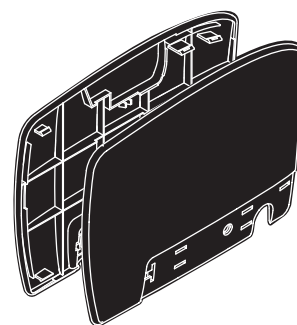
**26100000000311**

MAINS CABLE SHUKO PLUG  
length = 2 m  
(see [paragraph 8.4](#))



**976BG010000002**

RIGHT AND LEFT SIDES KUBE KIT  
color: black







# 11 TECHNICAL SERVICE

In case of failure, contact the technical service accessing the website [www.custom4u.it](http://www.custom4u.it) and using the support tools on the home page. 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 two product labels (see [paragraph 2.5](#)).

The firmware release number (SCODE) can be found:

- on the setup report (see [paragraph 5.1](#))
- connecting the device to a PC and starting the “PrinterSet” tool (see [paragraph 5.2](#))



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