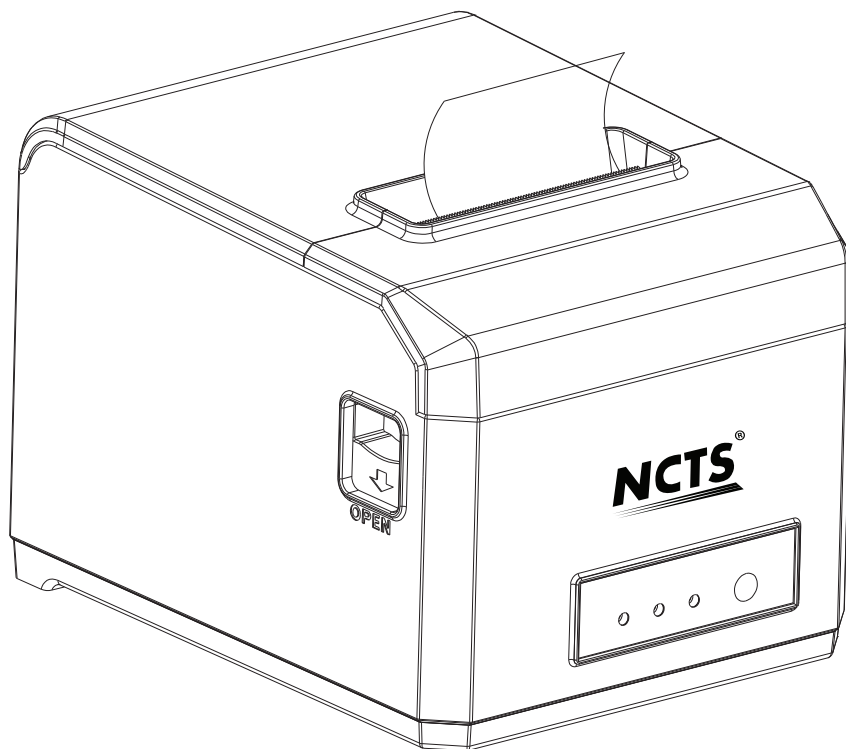




**NCTS-RP1/ RP1W**

# **80MM Thermal Receipt Printer User Manual**



**Please read this manual carefully before using it, and keep it for future reference**

[www.ncts.co](http://www.ncts.co)

# 80MM Thermal Receipt Printer User Manual

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## **About this manual**

Thanks for choosing NCTS 80MM thermal printer.

This manual can help you to use this product. Please read this manual before use, and safekeeping, so that all the user of this product can read it.

## **Note**

Due to our constant efforts to improve and upgrade the product's function and performance, our company reserves the right to change the hardware and software specifications of the manual without prior notice.

If you find any errors or missions in the contents of this manual, please tell us or our agent, thank you very much.

Without the prior written permission of our company, the contents of the relevant manual attached to the product shall not be reproduced, transmitted, transcribed, stored, etc.

## **Statement**

This product is type A product, may cause the wireless radio interference in the living environment , in this case, the user need to protect the interference with effective protection measures.

## **Safety tips**

- Do not disassemble the printer personally, pls read this manual before use.
- The printer should be installed in a stable place to avoid damage to the printer due to vibration or shock.
- Do not store and use the printer in the environment of high temperature, high humidity, and heavy pollution.

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- The power adapter of the printer should be connected to the grounding socket. Avoid to use the same socket with other large motor or other equipment can lead to voltage fluctuation. Otherwise, it may lead abnormal to printer and even damage to the printer.
- Pls use the standard power adapter to the printer.
- When connect to printer, please make sure the printer is in power off status.
- When the printer is printing, please do not open the paper cover, otherwise it may cause unexpected situation, and even damage the printer.
- After printing, print head is still in high temperature, pls do not touch, to avoid burn.
- Pls do not use dissolved substances, such as: benzene, thinner or alcohol wipe to clean the printer casing. At the same time, please do not use corrosive chemicals and detergent to contact printer. To avoid damage to the printer.
- Pls use our company approved or regular factory produced printing paper, otherwise it may lead to poor print quality, and even damage the printer core.
- How long the letters can stay on the receipt is related to thermal paper quality, if you want to print the long-term preservation bills, please choose a high quality thermal paper.
- The printer is only suitable for using in the altitude below 2000M.
- The printer is only suitable for use in non tropical climates.

## **Application Area:**

- Electronic cash register POS system printing
- Electronic transfer POS system printing
- Sports, postal, civil aviation bill printing
- Query, service system bill printing

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- Catering industry bill printing
- Tax bill printing

## **Package:**

- Printer 1PC
- Standard power adapter (including power line) 1SET
- Paper roll 1ROLL
- Data line 1PC
- User manual 1PC
- Driver CD 1PC

## **Printer Features:**

- 300 mm / second ultra high-speed printing, improve the printing efficiency
- Excellent waterproof, anti - oil, anti-dust structure design
- Support wall hanging function, meet the special environment printing
- Movable baffle design, support 80MM, 58MM different width of the paper roll printing
- Support 80MM large diameter roll
- Support kitchen printing and Internet printing
- Support printer monitoring function,to avoid losing bills
- Using 100M Ethernet, connect printer faster, to avoid losing bills
- Recover printing after network disconnection,to avoid losing bills
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## Printer Parameters:

Item		Parameters
Print parameters	Printing Method	Thermal Line
	Printing width	72mm
	Resolution	576 Dots/Line or 512 Dots/Line (8dots/mm,203dpi)
	Print speed	300mm/Second(Max)
	Interface	USB,COM,Ethernet(100M),WIFI,Bluetooth( Interface combination, pls contact manufacture to confirm)
	Line Spacing	3.75mm ( Can adjust line spacing by command )
	Line No.	FontA-48Lines/FontB-64Lines/Simple, traditional Chinese-24 lines
	Character	Standard GB18030 simplified / traditional Chinese Fonts

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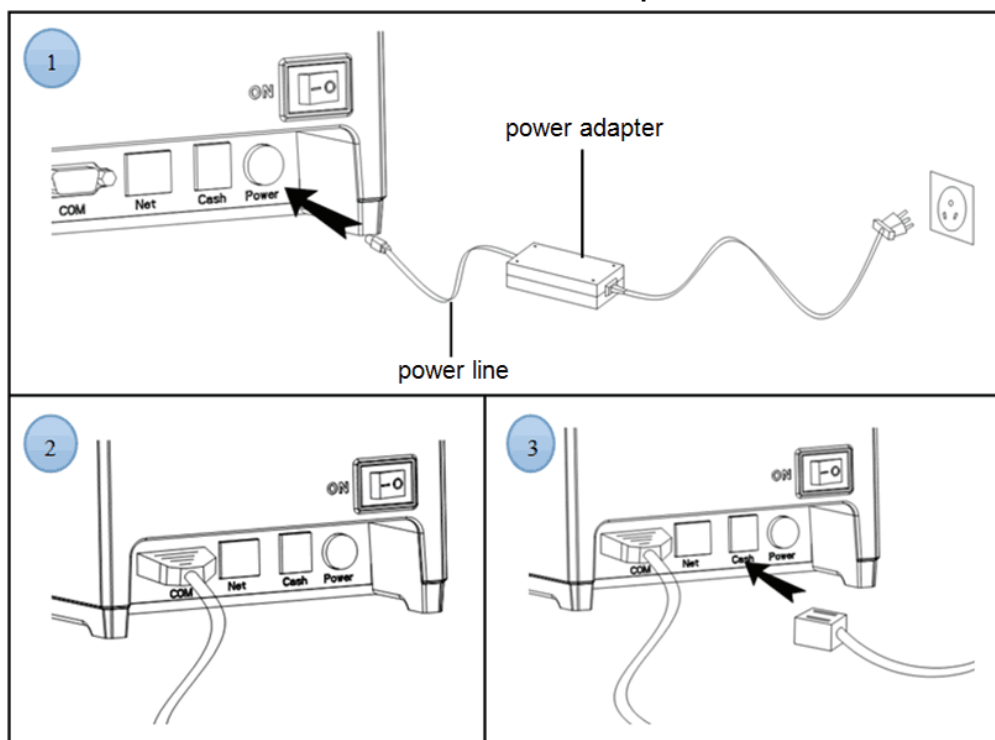
	Character Size	ANK character,Font A:1.5×3.0mm (12×24 dots) ;Font B:1.1×2.1mm (9×17 dots) Simplified/Traditional Chinese3.0×3.0mm(24×24 dots)
Bar code Character	Extended Character Set	PC437/Katakana/PC850/PC860/PC863/PC865/WestEurope/Greek/Hebrew/EastEurope/Iran/WPC1252/PC866/PC852/PC858/IranII/Latvian/Arabic/PT151,1251/PC737/WPC/1257/ThaiVietnam/PC864/PC1001/(Latvian)/(PC1001)/(PT151,1251)/(WPC1257)/(PC864)/(Vietnam)/(Thai)
	Bar Code	1D bar code: UPC-A/UPC-E/JAN13(EAN13)/JAN8(EAN8)/CODE39/ITF/CODABAR/CODE93/CODE128 2D barcode: QRCODE
Graphics printing	Graphics printing	Supports bitmap download and print
Cutter	Cutter Function	Full cut/Half cut
Paper	Type	Thermal
	Width	79.5±0.5mm
	Diameter	≤80mm
	Feed method	Easy feed(Clameshell feed)
Print Commands	Commands	ESC/POS
Power	Power Adaptor	Input: AC 100V-240V,50 ~ 60Hz Output: DC 24V/2.5A

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	Cash Drawer output	DC 24V/1A
Physical Characteristics	Weight	1.2KG
	Dimension	186*145*133(MM)
Environment	Working	Temp: 5 ~ 45°C, Humidity: 10 ~ 80%
	Storage	Temp: -10 ~ 50°C , Humidity: 10 ~ 90% (No dew)
Reliability parameter	Print Head Life	100KM (print density≤12.5)
	Cutter Life	1000,000times
Software	Driver	Android,IOS,Linux,Windows

## Printer connection:

- 1 connect the power adapter cable to the printer power supply interface.
- 2 connect the data cable to the printer's interface.
- 3 the cashier drawer cable connected with printer interface .



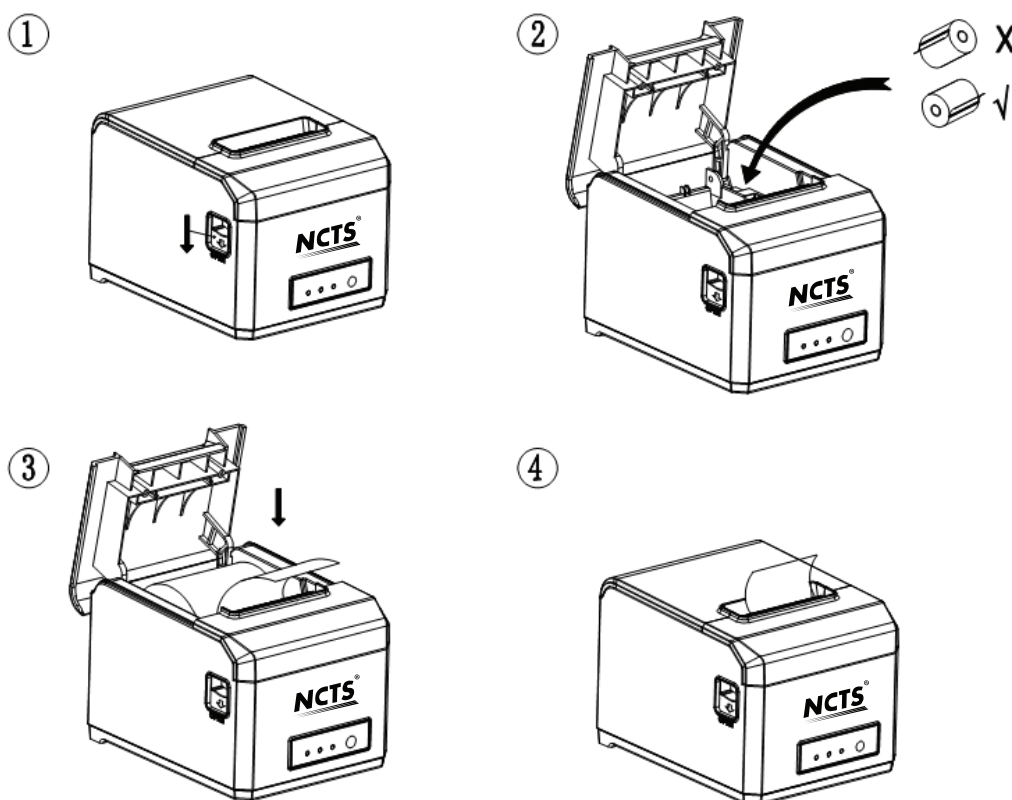
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## Install the print paper

80MM series thermal printer using 80MM thermal paper, using easy paper structure, convenient to install paper.

- 1 Pressing down the cover open button, open the printer cover
- 2 Put thermal print paper in the paper holder according to the pic below
- 3 Pull a little paper out of the warehouse
- 4 tear excess printing paper



Note: take care of the roll direction, if reverse direction, the content won't be print out.

## Switch, key name, indicator and function

### 1 power switch

The switch can turned on and off the printer power supply.

### 2 (Feed) key (FEED)

Press the button can feed, if keep on press this button will continued to feed.



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## **3 (short paper) light (Paper)**

This indicator and the Error lamp flashing at the same time indicates that the printer is short of paper, this indicator and the Error lamp off means the printer has paper.

## **4 (power) lamp (power)**

The indicator light on indicates that the printer is connected to the power supply, this light off indicates that the printer power is off.

## **5 (error) light (Error)**

When the printer is missing paper, print head overheating, the lid is not closed well etc., the indicator lights will flashing.

## **How to print a self test page**

Connect printer with the power adapter,press feed button and turn on power bottom at the same time, keep pressing the feed button until the paper light turn off and then release the feed button, you will see a self test page printed. In self test page, it shows the current printer status and setting details.

## **How to Set the beeper or WIFI**

Connect printer with the power adapter,press feed button and turn on power bottom at the same time, keep pressing the feed button until the paper light and error light all turn off ,then release the feed button,if your printer have Wifi port,then it come into the WIFI setting mode. Or it will come to beeper sound close or open function if your printer don't include the WIFI port.

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## **How to set printing density**

Connect printer to the power adapter, press feed button and turn on power bottom at the same time, keep pressing the feed button until the paper light and error light all turn off, and paper light turn on, then release the feed button, then you set density successfully. From Level 1 to Level 4, the density is getting darker. Level 4 is the darkest Level.

## **How to back to factory setting**

Connect printer to the power adapter, press feed button and turn on power bottom at the same time, keep pressing the feed button until the paper light and error light all turn off, and paper light and error light turn on again, then you will see printer print "Factory mode set success, Please restart the printer." Now you can release button, and restart the printer, then you back to factory setting.

## **Hex number system**

When the printer connected to the power adapter, press (feed) key and open the printer power at the same time, released the button after approximately 6 seconds. The printer print out the words "Dump Hexadecimal".

## **Printer parameter setting**

You can set cutter function, beeper function, print density, language change, font size, print width, print speed and other functions from "Printer Setting" software in the CD. The setting software screenshot is as follows.

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The screenshot shows a software window titled "Printer" with standard Windows window controls (minimize, maximize, close). The interface is organized into several sections:

- Setting Port :** A dropdown menu showing "USB001".
- Series Baudrate:** A dropdown menu showing "9600".
- LAN port IP address:** A text field containing "192 . 168 . 1 . 100".
- Default Codepage:** A dropdown menu showing "PC437(Std.Europe)(1)".
- Buttons:** "Setting Codepage", "DownLoad LOGO", "ASCII Mode En/Disable", "Print Codepage Char", "BEEP En/Disable", "Cutter En/Disable", "Width 72/64mm", "Setting Baudrata", "Setting Density", "Setting Default Font", "Setting Alarm", "Setting Times", "Setting Warning", "RUN", "Print Test", "Cutter Test", and "Cancel".
- Set Baudrate to :** A dropdown menu showing "19200".
- Printing Density:** A dropdown menu showing "Level-4".
- Default Font:** A dropdown menu showing "12x24".
- Alarm Enable:** A dropdown menu showing "0-Disable".
- Alarm Times:** A text field containing "10".
- Warning Function:** A dropdown menu showing "0-Disable".
- Hex Commad:** An empty text field.
- Footer:** A status bar at the bottom showing the date "2021-07-14" and the time "22:19:27".

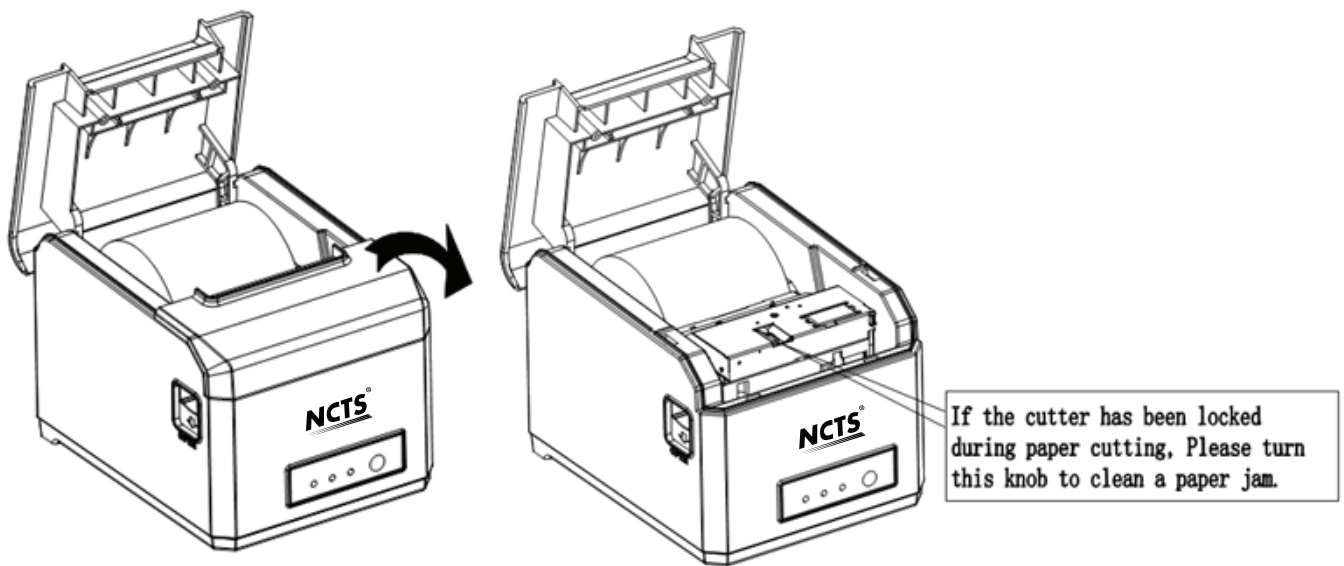
## Cutter stuck maintenance

Solution 1: Press the power switch to turn off the printer power, restart, let the cutter back.

Solution 2: Open the printer cover, rotating the printing head cutting knife gear, let the cutter return to its initial position, open the cover and install paper roll then can print normally.

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Note: do not force open the cover, as to avoid unrecoverable damage to the print head and the cutter

## Printer driver

80MM series thermal printer driver mode has two kinds, one is using the port for directly drive printing, one is in stall driver in Windows system to print.

### 1.port direct drive

In this way, do not need to install the driver, only need to output the character (instructions and data) directly to a port, and to achieve character conversion of print by internal printer hard character library , using port directly drive, make the print control more convenient.

If you use port direct drive mode, you need to use the print command set to control the printer's printing, 58MM series thermal printer has been integrated within the ESC/POS instruction set.

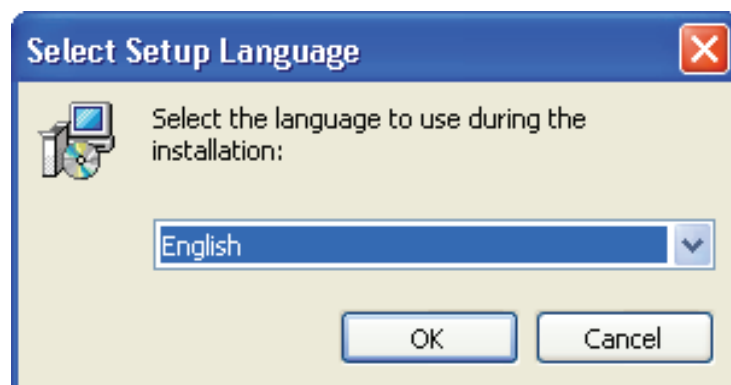
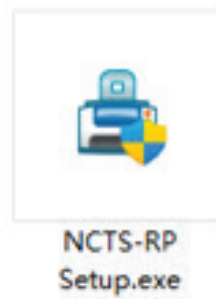
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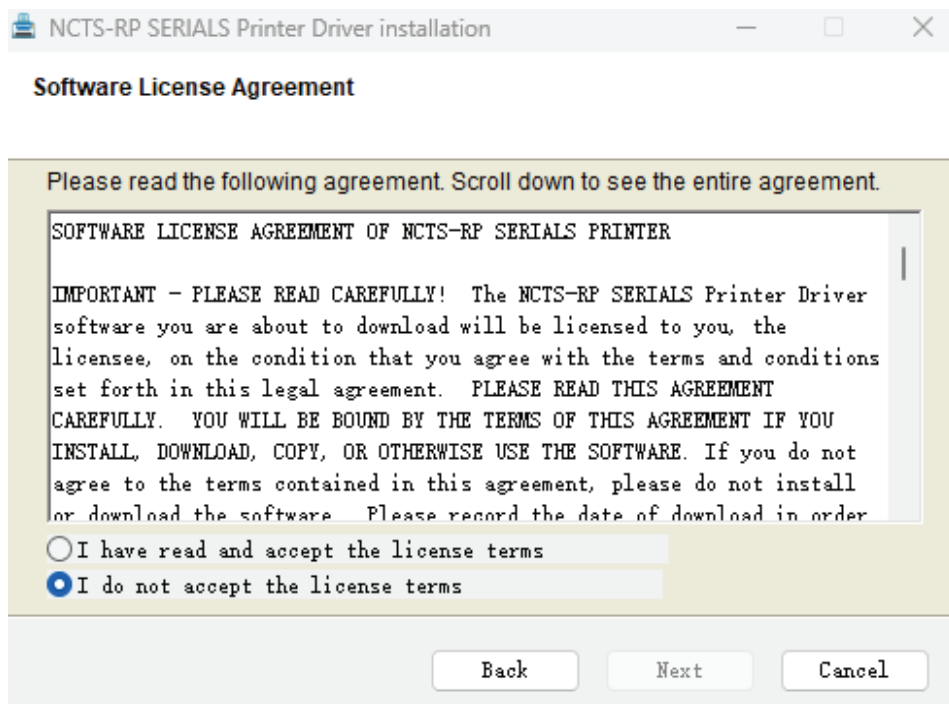
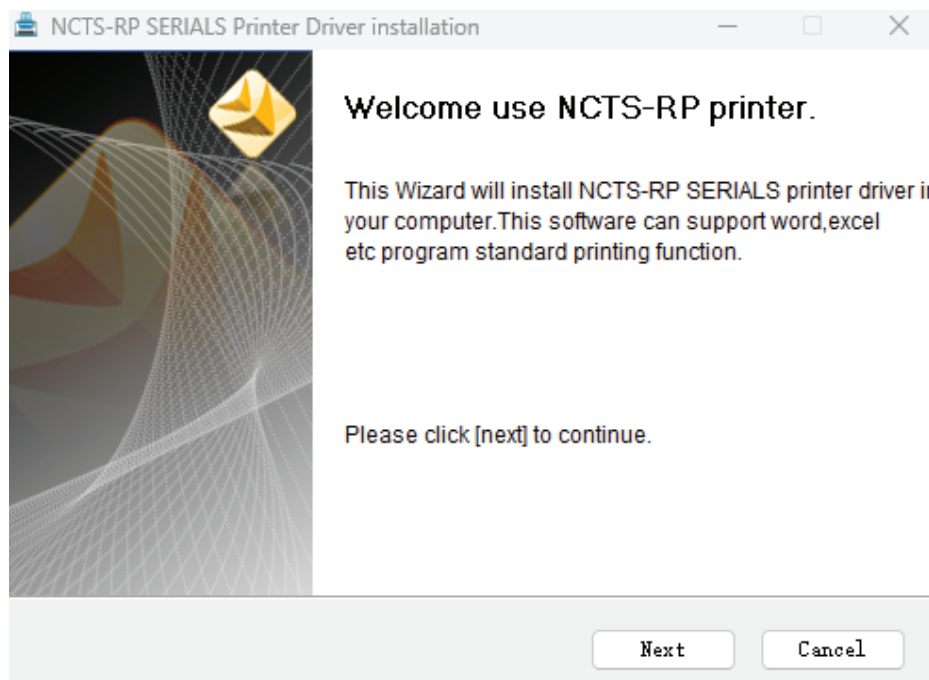
## 2. Install driver in windows system

Install driver stored on our website [www.ncts.co](http://www.ncts.co) under windows system, you use the driver under the program and realize printing. In this way, it is driver Windows that turn the character into a graphic dot and realize printing.

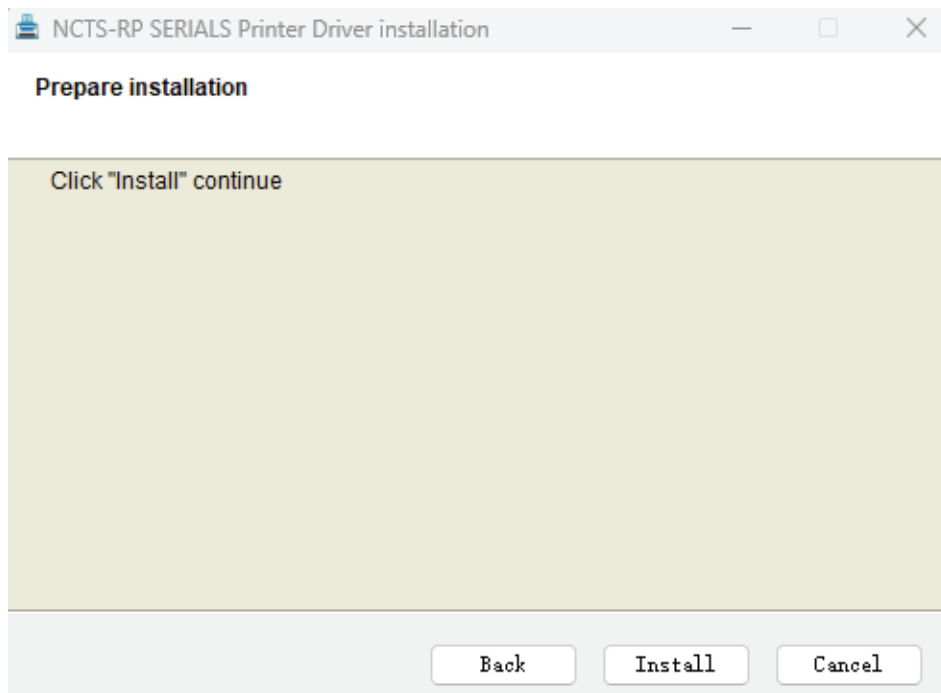
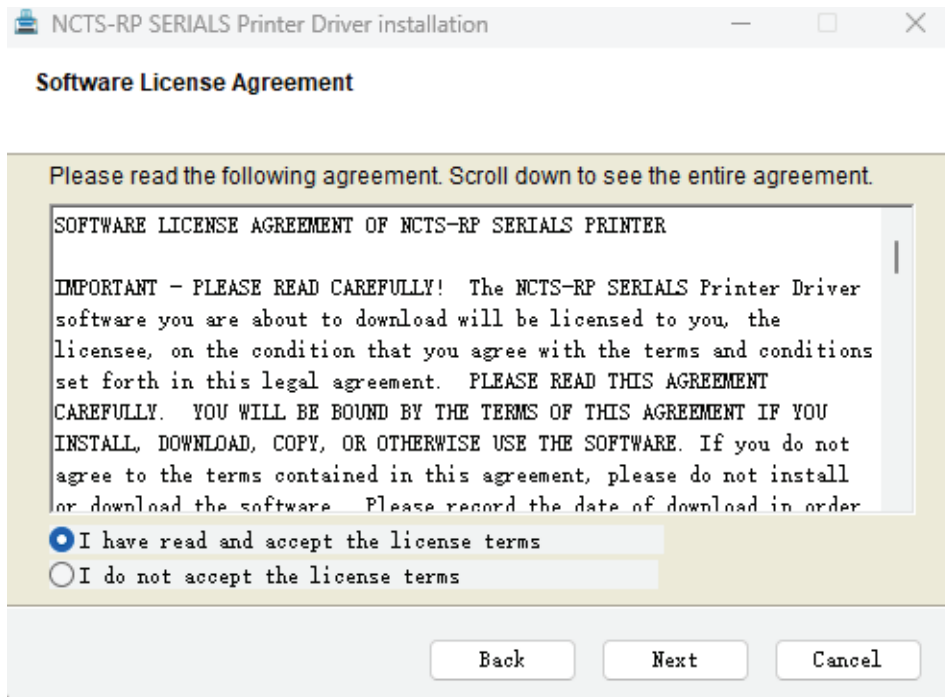
Windows driver installation instructions, pls see Step (1)-(6):



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NCTS-RP SERIALS Printer Driver installation

**Printer Settings**

Printer Model: NCTS-RP SERIALS

**Printer Settings**

☒ Set Default Printer

Printer Name: NCTS-RP SERIALS

**Printer Port Settings**

Port: NCTS-RP PORT:

Baud rate: 19200 Stop bit: 1 Flow control: 硬件

Data bits: 8 Even-odd check: 无

Back Next>> Cancel

NCTS-RP SERIALS Printer Driver installation

**Setup Complete**

FSetup has successfully installed NCTS-RP SERIALS printer driver.

Close the window please click [finish].

Finish



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## Printer Repair and maintenance

1. printer external and warehouse cleaning: please use a wet cloth gently wipe the printer surface and internal paper warehouse.
2. Printer core clean: printer core must be clean on time, especially the quality of printing is decline, cleaning methods are as follows: put cotton dipped in anhydrous alcohol and gently wipe the printer core ceramic parts as shown in the picture below until clean enough.
- 3.If find water inside printer, pls immediately cut off power, and dry the printer naturally.

## Failure Analysis:

Failure phenomenon	Failure cause	Solution
Printer paper light and Error light flashing at same time,and make a Di Di... beep sound	Printer lack of paper	Install paper correctly
Printer error light flashing and make a Di Di...beep sound	1,The printer cutter problem. 2.The printer head is overheated 3. The cover not closed well	1,Pls follow the “Cutter stuck maintenance” schedule above to solve. 2,Open the cover and dissipate heat fully then go on printing. 3. Confirm Cover Closed well
When printing, only paper running but no print	Thermal paper install reverse	Pls install the paper in a opposite direction

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The printer print fuzzy	The print head not clean for a long time	Put cotton dipped in anhydrous alcohol and gently wipe the printer core ceramic parts until clean enough
	The thermal paper is not good	Pls choose high quality thermal paper
There is no response on printer	The power adaptor not connected	Pls check power adaptor is connected well and power switch is on.
Printer can self test, but can not print online	Driver port selection error	Pls select the correct print driver port based on the actual connection port
Printer serial port does not print or print garbled	Bit rate selection error	Pls set COM baud rate according to the COM info on self test page

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