User Manual

ZKP8011

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English

Thank you for choosing our product. Please read the instructions carefully before operation. Follow these instructions to ensure that the product is functioning properly. The images shown in this manual are for illustrative purposes only.

For further details, please visit our Company's website www.zkteco.com.

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The product will be updated from time to time without prior notice. The latest operation procedures and relevant documents are available on http://www.zkteco.com

If there is any issue related to the product, please contact us.

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About the Company

ZKTeco is one of the world's largest manufacturers of RFID and Biometric (Fingerprint, Facial, Finger-vein) readers. Product offerings include Access Control readers and panels, Near & Far-range Facial Recognition Cameras, Elevator/floor access controllers, Turnstiles, License Plate Recognition (LPR) gate controllers and Consumer products including battery-operated fingerprint and face-reader Door Locks. Our security solutions are multi-lingual and localized in over 18 different languages. At the ZKTeco state-of-the-art 700,000 square foot ISO9001-certified manufacturing facility, we control manufacturing, product design, component assembly, and logistics/shipping, all under one roof.

The founders of ZKTeco have been determined for independent research and development of biometric verification procedures and the productization of biometric verification SDK, which was initially widely applied in PC security and identity authentication fields. With the continuous enhancement of the development and plenty of market applications, the team has gradually constructed an identity authentication ecosystem and smart security ecosystem, which are based on biometric verification techniques. With years of experience in the industrialization of biometric verifications, ZKTeco was officially established in 2007 and now has been one of the globally leading enterprises in the biometric verification industry owning various patents and being selected as the National High-tech Enterprise for 6 consecutive years. Its products are protected by intellectual property rights.

About the Manual

This manual introduces the operations of **ZKP8011** product.

Thank you for your purchase of our company's 80MM thermal printer.

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

Document Conventions

Conventions used in this manual are listed below:

GUI Conventions

For Software	
Convention	**Description**
Bold font	Used to identify software interface names e.g. **OK**, **Confirm**, **Cancel**.
>	Multi-level menus are separated by these brackets. For example, File > Create > Folder.
For Device	
Convention	**Description**
< >	Button or key names for devices. For example, press <OK>.
[ ]	Window names, menu items, data table, and field names are inside square brackets. For example, pop up the [New User] window.
/	Multi-level menus are separated by forwarding slashes. For example, File/Create/Folder.

Symbols

Convention	Description
	This represents a note that needs to pay more attention to.
	The general information which helps in performing the operations faster.
	The information which is significant.
	Care taken to avoid danger or mistakes.
	The statement or event that warns of something or that serves as a cautionary example.

Table of Contents

1   <u>Cautions</u>

1. Install your printer on a stable surface and prevent if from any form of vibration and impact.

2. Do not use or store it in areas with high temperatures, humidity, or pollution levels.

3. Connect the power adapter to a grounded outlet. Do not share the same plug socket with a large-scale electrical motor or other motors, which may cause voltage fluctuations in the power supply.

4. Avoid getting water or other conducive materials such as metal, to get into the interface of the printer. If it occurs, unplug the AC power cord immediately.

5. Do not print it without paper, or it will damage the rubber roller and the thermal print head.

6. Unplug your printer before leaving it unused for an extended period of time.

7. Never disassemble or modify the printer for repair or reconstruction.

8. Make sure that you use the original specified power source.

9. Quality roll paper is recommended for premium printing and product maintenance.

10. Be sure to turn "OFF" the product of while plugging and unplugging.

11. For convenience, place the plug socket around the product.

12. This product is only used upto 5000 metres above sea level in tropical climate conditions.

2   <u>Application Area</u>

1. Kitchen ticket printing system.

2. Takeaway ticket printing system.

3. Shopping mall receipt printing system.

4. Hospital receipt printing system.

5. Supermarket receipt printing system.

6. Sports lottery printing system.

7. Bank bill printing system.

8. Telecommunication bill printing system.

3   What is in the Box

80mm Thermal Receipt Printer	1PC
AC Adapter (with one AC cable Power Cord)	1SET
Data Cable except for Ethernet port	1PC
User's Manual	1PC
80mm Roll Paper	1ROLL
Software Disc (optional)	1PC

4   Printer Features

1. Simplified/traditional characters can be freely converted through the instructions, and it supports a variety of one-dimensional barcode printing.

2. Support for cash drawer drivers, with automatic paper cutting.

3. To avoid the knife jamming, programme an anti-jamming knife design.

4. Support the overheating protection of the print head, so as to extend the life of the print head.

5. Support kitchen printing, network printing, and to support the function to prevent lost order

6. Printing pictures with NVLOGO support and downloading them (picture format is BMP).

7. Support for an incoming order prompt and error alarm function (built-in loudspeaker, high-pitched reminder when incoming order is out of the paper).

8. A built-in speaker and an LED light with a sound alarm lamp post provide a single response.

9. Added detection and reminder functions to alert the users of the printed receipts that have not been taken away.

10. The network port interface supports printer authentication, computer software binding, and high-speed printing mode which has a network speed of 100M.

11. Support Linux system driver and an advanced OPOS driver.

12. Printing commands with powerful graphics customization and character customization can produce clear and beautiful printing.

13. Easy-to-load paper structure, waterproof, oil-proof, dust-proof design, easy to load paper, with out-of-paper detection.

14. Support black mark for detection function.

5   Printer Parameters

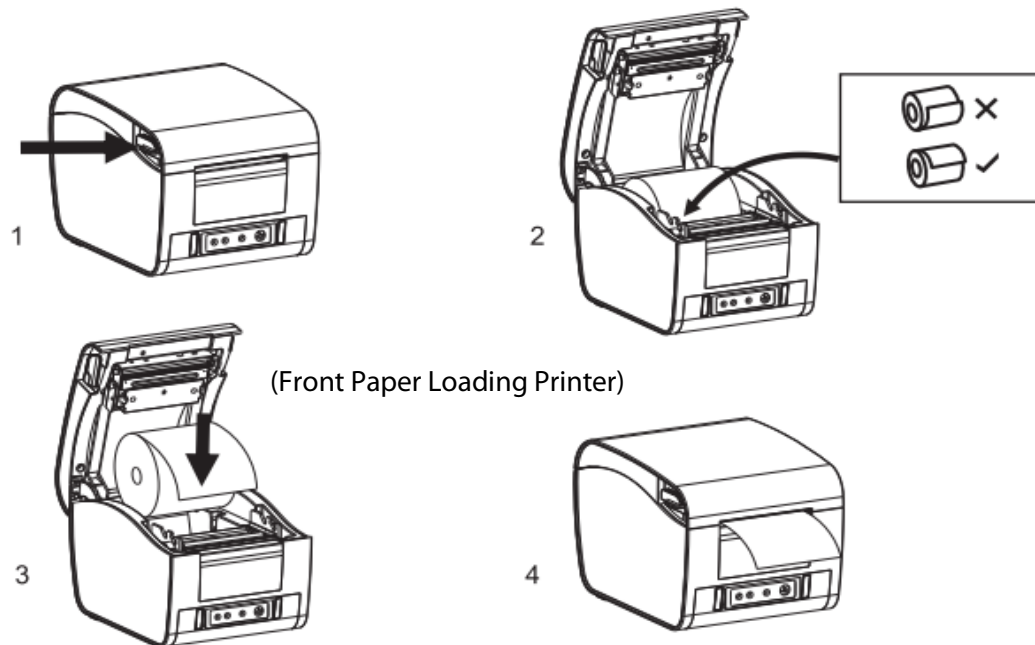| Item	Parameter
Paper Width	79.5±0.5mm
Print Width	72mm
Interface	USB+LAN+RS232
Line Spacing	3.75mm (Adjusted by command)
Column Number	Font A-48 columns
Character Size	ANK, Font A: 1.5*3.0mm Font B: 1.1*2.1mm Chinese: 3.0*3.0mm
Extension Character Sheet	PC347 (Standard Europe)/ Katakana/ PC850 (Multilingual)/ PC860 (Portuguese)/ PC863 (Canadian-French)/ PC865 (Nordic)/West Europe/ Greek/ Hebrew/ East Europe/ Iran/ WPC1252/ PC866 (Cyrillic#2)/ PC852 (Latin2)/ PC858/ IranII/ Latvian/ Arabic/ PT151 (1251)
Barcode Types	UPC-A/ UPC-E/ JAN13 (EAN13)/ JAN8 (EAN8)/ CODE39/ ITF/ CODABAR/ CODE93/ CODE128
Input Buffer	64 Kbytes
NV Flash	256 Kbytes
Power Adapter	Input: AC100V to 240V/50 to 60 Hz Output: DC24V/2.5A
Cash Drawer	DC 24V/1A
Operation Environment	Temperature (0 to 45℃) humidity (10 to 80%)
Storage Environment	Temperature (-10 to 60℃) humidity (10 to 90%)

6   Printer Connection

1. Connect the adopter cable to the printer power interface.

2. Connect the data cable to the printer port.

3. Connect the cash drawer to the printer.

7   Paper Roll Installation

To install the roll paper, follow the steps below:

1. Open the roll paper cover.

2. Insert the roll paper as the following illustration shows.

3. Pull out a small roll of paper, and then close the roll paper cover.

4. Tear up the extra roll of paper.

(Front Paper Loading Printer)

8   Setting Printing Mode (DIP Switches)

DIP switches allow you to change settings such as the cutter, languages, beeper, print density, baud rate, and so on.

8.1   DIP Switch Functions (Several Models Only)

No.	Function	ON	OFF
SW-1	Select cutter	NO	YES
SW-2	Select beeper	YES	NO
SW-3	80mm	NO	YES
SW-4	Language	CHS	EN
SW-5	Character per line	42	48
SW-6	Cutter with drawer	YES	NO
No.	Function		
SW-7	ON	OFF	ON	OFF
SW-8	ON	ON	OFF	OFF
Transmission speed (bps)-bit/s	38400	115200	9600	19200

9   Button Name, Indicator LED Light and Function

● **FEED Button**

Press to FEED paper manually.

● **Paper Indicator (LED light)**

Blue and red lights are on means a lack of paper, no alarm means all goes well.

● **Power Indicator**

The presence of light indicates that it is connected properly

● **Error Indicator**

The ALARM indicator twinkles when there is a paper shortage, a cutter error, or a printing head overheating.

10 Self-test

When the printer is powered on, turn it off, press the FEED button, and then turn it back on. After 2 seconds, the completed self-test will be printed out to show the printer settings.

11 Method to Enter Hexadecimal Mode

When the printer is connected to power, press the **FEED** button and turn it on at the same time for about 10 seconds, and then release the **FEED** button to enter data hex dump mode. it will print "Hexadecimal Dump" on the paper.

12 Reset

When the printer is connected to power, press the **FEED** button and turn it on at the same time for about 20 seconds, reset succeeds if the beeper peals.

13 How to Solve Paper Jam

● **Method 1**

Re-start printer.

● **Method 2**

Open the battery cover near the paper exit. Turn the white gear on the cutter. Only if the cutter gets back to its initial position, the cover can be opened

Caution: Do not damage the print head and the auto-cutter by opening the cover forcibly.

14 Clearance

Timely clean the print head if one of the below conditions occurred:

1. Unclear printing.

2. Unclear vertical column in printing paper.

3. Noisy feeding.

15 Cleaning

Clean the printer as follow:

1. Turn off the printer and open the roll paper cover. Remove the roll paper if any.

2. The thermal head may become extremely hot after printing. Allow it to cool before cleaning.

3. The thermal elements of the thermal head should be cleaned with wrung-out cotton that has been moistened with an alcohol solvent.

4. Close the cover after the ethanol has been completely volatilized. After that, print the self-test page.

16 Printer Driver

● **Driver Software**

POSPrinterSimple80DriveSetup V1.23R

● **Installation Steps**

1. First make sure whether it is set as the default printer.

2. Select the printer port to use (if it is an USB interface, ignore this step directly).

3. Click to start the installation, as shown below.

17 Notice

1. Please make sure power is turned off while maintaining the printer.

2. Don't touch or scratch the printing head surface, roller and sensors.

3. Avoid gas, acetone or other organic solvents.

4. Close top cover and reconnect power after the alcohol has been completely volatilized. To ensure that it works properly, run the print self-test.

18 <u>Failure Analysis</u>

Failure Phenomenon	Solution
The printer command light is off	1. Replace the power adapter. 2. Check the power outlet.
Print no content	1. Check that the paper is installed in the correct orientation. 2. Check whether the power supply uses the original power supply. 3. After confirming the above, if there is no content on the printed self-check page, the machine has a hardware failure.