P1200 Thermal Printer

User Manual

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1 Manufacturer's Declaration and Approval

Interference suppression and electrical safety

9	NOTE
	Note concerning radio interference suppression
	This is a Class A configuration. This configuration may cause radio interference in resi-
	dential areas. If this is the case, then the operator may be required to implement suit-
	able remedial measures

All other devices connected to this product must comply with the EMC Directive 2014/30/EU and the Low Voltage Directive 2014/35/EU.

FCC-Class A Declaration

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. Modifications not authorized by the manufacturer may void users authority to operate this device.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

CAN ICES-3 (A)/NMB-3 (A)



The device complies with the requirements of the EEC directive 2014/30/EU with regard to 'Electro-magnetic compatibility" and 2014/35/EU "Low Voltage Directive" and RoHS directive 2011/65/EU.

Therefore, you will find the CE mark on the device or packaging.



In addition, the P1200 has received the cTUVus symbol.

The following information is for EU-member states only:

Disposal of products

(based on EU-Directive 2012/19/EU)

Directive on Waste electrical and electronic equipment – WEEE)

The use of the symbol indicates that this product may not be disposed as unsorted municipal waste and has to be collected separately. Integrated batteries and accumulators can be disposed of with the product. They will be separated at the recycling centers.
The black bar indicates that the product was placed on the market after August 13, 2005. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environmental and human health, which could otherwise be caused by inappropriate waste handling of this product.
For more detailed information about the take-back and recycling of this product, please contact your supplier where you purchased this product.

Changes or modifications not expressly approved by the manufacturer for compliance could void the User's authority to operate the equipment.

2 Supplier's Declaration of Conformity

Product Description: Thermal Printer

Model: P1200

Party issuing Supplier's Declaration of Conformity

Diebold Nixdorf Singapore PTE. LTD.

30A Kallang Place

#04-01

Singapore 339213

Phone: +65 6747 3828

Responsible Party – U.S. Contact Information

Diebold Nixdorf

5995 Mayfair Road

N. Canton, OH 44720 / USA

Phone: +1 330 490 5049

FCC Compliance Statement (for products subject to Part 15)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

3 Signs, Markings and Symbols

Table 3-1: Warning signs used

Warning signs				
	Marring of	Varian of		
General warning sign	electrical voltage	hot surface	hand injuries	
Warning of	Warning of	Warning of	Warning of	
Warning of counter-rotating rollers	Warning of sharp object	Warning of laser radiation	Warning of obstacles in the head area	

Table 3-2: Mandatory signs used

Mandatory signs			
Observe	Wear	Wear	Wear
the manual	eve protection	foot protection	hand protection
Pull	Wear	Ground	
main plug	ear protection	before use	

4 Section-Specific Warning Notes

This warning note describes a hazard with a high degree of risk which, if not avoided,

▲ DANGER

will result in death or grave bodily injury.



⚠ WARNING

This warning note describes a hazard with a medium degree of risk which, if not avoided, could result in death or grave bodily injury.



▲ CAUTION

This warning note describes a hazard with a low degree of risk which, if not avoided, could result in slight or minor bodily injury.



NOTE

This note provides application tips and information that help prevent errors and material damage.

5 Safety Summary

Personal safety in handling or maintaining the equipment is extremely important. Warnings and Cautions necessary for safe handling are included in this manual. All warnings and cautions contained in this manual should be read and understood before handling or maintaining the equipment.

Do not attempt to effect repairs or modifications to this equipment. If a fault occurs that cannot be rectified using the procedures described in this manual, turn off the power supply, unplug the machine, and then contact your authorized Diebold Nixdorf representative for assistance.





Precautions

The following precautions will help to ensure that this machine will continue to function correctly.

- Try to avoid locations that have the following adverse conditions
 - Temperatures out of the specification
 - Direct sunlight
 - High humidity
 - Shared power source
 - Excessive vibration
 - Dust/Gas
- The cover should be cleaned by wiping with a dry cloth or a cloth slightly dampened with a mild detergent solution. NEVER USE THINNER OR ANY OTHER VOLATILE SOLVENT on the plastic covers.
- USE ONLY DIEBOLD NIXDORF SPECIFIED paper.
- DO NOT STORE the paper where they might be exposed to direct sunlight, high temperatures, high humidity, dust, or gas.
- Ensure the printer is operated on a level surface or vertical wall.
- Any data stored in the memory of the printer could be lost during a printer fault.
- Try to avoid using this equipment on the same power supply as high voltage equipment or equipment likely to cause mains interference.
- Unplug the machine whenever you are working inside it or cleaning it.
- Keep your work environment static free.
- Do not place heavy objects on top of the machines, as these items may become unbalanced and fall causing injury.
- Do not lean against the machine. It may fall on you and could cause injury.
- Care must be taken not to injure yourself with the printer paper cutter.
- Unplug the machine when it is not used for a long period of time.

6 Important Information to the User

In order to ensure compliance with the Product Safety, FCC marking requirements, you must use the power supply, power cord, and interface cable which were shipped with this product or which meet the following parameters:

Power Adapter

The power adapter is required to comply with the safety and/or EMC requirements depending on the county where the equipment is used, and to have the following electrical characteristics, Class 1 power adapter with SELV (Secondary Extra Low Voltage), input rated 100-240 Vac, 2.0A Max, 50/60 Hz, output rated 24 Vdc, 2.6A.

Interface Cable

You are advised to use a shielded (360 degree) interface cable with this product. The shield must be connected to the frame or earth ground connection or earth ground reference at BOTH ends of the cable. If another cable is used than described above you will need to test this cable with the Diebold Nixdorf printer and your system for local EMC requirements where the equipment is used.

Power Cord

For this product a UL listed, detachable power cord is required. When the power supply is mounted on the floor, a power cord with Type SJT marking is required. If a power cord is used different from described above, you might violate safety certifications which are in force in the country of use. The socketoutlet needs to be installed near the equipment and must be easily accessible.

Power Cord

As the power cord is not supplied with this printer, locally purchase the power cord that meets the following standard.

For USA and Canada:

Power Cord – UL and CSA approved, type SVT, 18/3AWG, rated min. 125V, 10A

Attached Plug and Appliance Coupler – UL and CSA approved, molded on type.

The plug is parallel-blade grounding type, NEMA 5-15P configuration. The appliance coupler is Female configuration.

Both attachment plug and appliance coupler are rated minimum 125V, 10A.

For European countries:

Power Supply Cord – HAR or domestic approved where the equipment is used,

Type H05VV-F, rated minimum 250V, 10A.

Attachment Plug and Appliance Coupler – Domestic approved where the equipment is used, molded on type, having grounding terminal rated minimum 250V, 10A. The appliance coupler is Female configuration.

7 Unpacking

- 1. Open the carton.
- 2. Remove the printer from the carton.
- 3. Check the content and make sure no missing parts.
- 4. Place the printer on a level surface and make sure no physical damage.



NOTICE! Keep the original carton and protector pack for future transportation of the printer.

8 Product Overview

8.1 Introduction

This product consists a thermal head for one side printing. Base model includes a 32bit CPU architecture with Flash ROM, Cash Drawer Connector, Mini-DIN Power, USB Type B connector and expansion connector. The expansion connector is compatible with Power USB I/F, and RS232 I/F or Ethernet I/F as option.

This manual contains general set-up and maintenance information and should be read carefully to help gain the maximum performance and life from your printer. For most queries please refer to this manual and keep it safe for future reference.

8.2 Features

- Drop-in paper loading
- Paper out sensor
- Paper jam sensor (detecting initial jam of paper at platen roller)
- Knife: Cut paper in full cut or partial cut (Partial cut knife leaves 2mm uncut at center).
- It supports both detection at horizontal and vertical mount / wall mount orientation.

8.3 Applicable Model

Model name description



Figure 8-1: Applicable model P1200

8.4 Accessories

The following accessories are packed in the shipping carton box as shown below:

- 1 unit of printer enclosed in a plastic bag and protector pack
- Starter roll (1pc)
- Quick reference (1 copy)

9 Specifications

9.1 General

Resolution	203 dpi model: 203 dpi x 203 dpi (8 dots/mm)
Interface (USB Type-B)	USB 2.0 High Speed Printer Class
Emulation Mode	TH230 and ESP/POS
Character set	437 (US), 720 (Arabic), 737 (Greek), 775 (Baltic), 850 (Multilingual), 852 (Latin II), 857 (Turkish), 858 (with Eu- rosymbol), 860 (Portuguese), 862 (Hebrew), 863 (French Canadian), 864 (Arabic), 865 (Nordic), 866 (Cyrillic), 874 (Thai), 1250 (Windows Central Europe), 1251 (Windows Cyrillic), 1252 (Windows Latin I), 1253 (Windows Greek), 1254 (Windows Turkish), 1255 (Windows Hebrew), 1256 (Windows Arabic), 1257 (Windows Baltic), 28591 (Win- dows Latin 1), 28592 (Windows Latin 2), 28594 (Windows Baltic), 28596 (Windows Arabic), 28599 (Windows Turk- ish), 28605 (Windows Latin 9), Katakana and KZ_1048(Kazakh)
	Asian character set:
	932 (Kanji), 949 (Korean), 936 (Simplified Chinese) and 950 (Traditional Chinese with HKSCS extension) and GB18030
Receipt Printing Speed	203 dpi model: Max. 355 mm/Sec (14 IPS)
	Printing speed is varied according to print density.
Character attribute	Double width, Double high, rotate, underline, bold
Bar code	UPC-A, UPC-E, EAN8, EAN13, Code 39, Code 93, Inter- leaved 2 of 5, Codabar, Code 128, EAN 128, GS1 Databar, Datamatrix, QR, and PDF-417
Gray scale printing	Print Speed 4ips max (101.6 mm/sec), 16 level gray scale
2 color printing	Print Speed 5ips max (127 mm/sec)
Line Spacing	7.52 LPI (default)
Resident Font - (It support two font types	5.)
Character Cell Size**	
- Font A*	13(H) X 24(V) dots
- Font B	10(H) X 24(V) dots
- Kanji	24(H) X 24(V) dots



*MF module supports only font A 80 mm paper mode

** MF module supports big852 font with different character sizes

9.2 Environmental Usage Conditions

Table 9-1: Normal operation

Temperature range	0 - 50°C*
Temperature change	Max. 10°C /hour
Humidity range (no condensation)	5% - 90%
Temperature at dew point	Max. 26°C
Humidity change	Max.10% /hour (at 26°C)

*with MF module 0-40°C

Table 9-2: Idle mode

Temperature range	0 - 55°C
Temperature change	Max. 10°C /hour
Humidity range (no condensation)	5 - 95%
Temperature at dew point	Max. 26°C

Table 9-3: Extreme operating range

Temperature range	0 to + 55°C
Temperature change	Max. 10°C /hour
Humidity range (no condensation)	10 - 90%
Temperature at dew point	Max. 45°C

Table 9-4: Storage

Temperature range (Dry Bulb)	-10 to + 55°C
Max. Temperature Change	15°C/hour
Humidity range (no condensation)	5% - 90%

Table 9-5: Transit

Temperature range (Dry Bulb)	-40 to +60°C
Max. Temperature Change	20°C/hour
Humidity range (no condensation)	5% - 95%

9.3 Internal Buffers

- RAM (Total Size: IRAM 1.25MB, DRAM 8MB)
- Interface Receive Data buffer 64 KB
- Interface Send Data buffer 1 KB
- User-defined Logo buffer 256 KB
- Macro buffer 2 KB
- Flash Memory (Total Size: 8MB)
- User-defined Logo area 256 KB
- User-defined Character area 64 KB
- User-defined Data area 64 KB
- Macro area 2 KB

9.4 Thermal Head Basic Performance

- Type: Line thermal
- Number of heating elements: 640 dots
- Dot density: 8 dots/mm
- Effective recording width: 80.00 mm
- Data transmission method: 2 serial I/O inputs.
- Number of strobes: 2

9.5 Main Card

- CPU: SH7267 (SH2A)
- Operation Clock (CPU Internal): 144 MHz
- Program ROM: 64M bits Serial Flash ROM (W25Q64JVSSIQ/TRAY or equivalent)
- RAM: 64M bits SDRAM (W9864G6KH-6 or equivalent)
- I/F circuit: USB I/F (Type B)
- Other I/F Connector: Cash Drawer Connector
- Input: DC 24V Input
- Indicator and SW: LED (Green, Red and Amber), Feed Button & Power Button

9.6 Option Interface Card

- Option Interface board 1: Serial RS232 I/F
- Option Interface board 2: Ethernet 10Base-t, 100Base-TX I/F
- Option Interface board 3: Power USB

* Only one optional interface card is available to integrate into the printer.

9.7 Reliability

Life

Thermal print head: 200 km (based on specified paper NPI TF50KS-EY) Cutter: 3 million cuts (based on specified paper NPI TF50KS-EY)

Life MTBF (MCBF)

Printer: 70,000,000 Lines at 7.52 lines/inch (MCBF)

MAIN PCB: 1,650,000 hours (Telcordia RPP, formerly Bellcore)

Interface PCB, RS232 I/F: 43,450,000 hours (Telcordia RPP, formerly Bellcore)

Interface PCB, Ethernet I/F: 26,300,000 hours (Telcordia RPP, formerly Bellcore)

Interface PCB, Power USB: 89,400,000 hours (Telcordia RPP, formerly Bellcore) Condition:

Above MTBF and MCBF has been confirmed under normal environment (at 25° C)

The default line spacing is 7.52 LPI.

9.8 Options

Option	Description
58 mm Paper Guide	A side guide which to support 58 mm paper width.
Serial Interface	Serial Interface is used to transmit data from the network to your computer by using RS232 cable.
Power USB Interface	Power USB Interface is used to transmit data from the network to your computer by using Power USB cable.
Ethernet Interface	Ethernet Interface is used to transmit data from the network to your computer by using Ethernet cable.

9.9 Paper Specifications

9	NOTE
	Using specified paper
	Use only paper which meets the specified requirements.
	The use of non-specified paper can shorten the service life of the print head. This can have a negative effect on print quality and cause a malfunction of the paper feed or a shortening of the lifetime of the cutter.
	Handle the paper carefully so that it does not become damaged.

General Operating Instructions

- Do not store the paper for longer than the shelf life recommended by the manufacturer.
- Store the paper in a cool, dry place.
- Avoid areas where the paper would be exposed to direct sunlight, high temperature, high humidity, dust or gas.
- Contact with chemicals or oil may discolor or erase the printed data record.
- Rubbing the paper with a hard object may discolor the paper.
- The end of paper should not be pasted to the core.
- For further information, please contact to authorized paper manufacturer.



Figure 9-1: Paper specifications

Paper type	Thermal paper rolled with the print side facing outward
Width (W1)	80 +0 / -1.0 mm
Width (W2) *	58 +0 / -1.0 mm (With optional 58 mm paper guide)
Outer diameter (D)	90 mm max
Outer core diameter (D)	15 mm min
Paper thickness (T)	0.050 ~ 0.01 mm
Weight	48 ~ 80 g/m2
Recommended paper mode	Paper roll with interior diameter of 12 mm is recommended. The end of paper should not be pasted to the core. Use the corresponding paper mode for each paper type.
	Paper Mode 0 Paper type: NPI TF50KS-EY Manufacturer: Nippon Paper Industries Energy required to achieve OD 1.1: 0.25 mJ/dot (information from paper specification) BPA Free: No
	Paper Mode 1 Paper type: KT 48 FA Manufacturer: Koehler Energy required to achieve OD 1.1: 14.9 mJ/mm (information from paper specification) BPA Free: Yes
	Paper Mode 2 Paper type: KT 48 PF Manufacturer: Koehler Energy required to achieve OD 1.1: 0.28 mJ/dot (information from paper specification BPA Free: Yes
	Paper Mode 3 Paper type: Blue4est Manufacturer: Koehler Energy required to achieve OD 1.1: 0.27 mJ/dot (information from paper specification) BPA Free: Yes

Specifications

Table 9-6: Paper specifications (continued)



*no MF support

10 Description

The P1200 thermal printer uses the application of heat to create a picture on a special, heat-sensitive thermal receipt paper.

10.1 Overall view



Figure 10-1: Overall view of P1200 printer

1	Unlocking lever	Pull the unlocking lever to open the lower printer cover.
2	Lower cover	Open the cover to insert printer paper or to clear a paper jam.
3	On/Off switch	Press this key briefly to switch on the printer.
		Press this button more than 5 seconds to turn off the printer.
4	Printer Status LED /	Indicates status and error of printer (red, green and yellow)
	Paper feed key	Press this button to feed paper or to change printer settings.
5	Top cover	Open this cover for troubleshooting (paper jam or cutter blade).

10.2 LED and paper feed key



Figure 10-2: LED and feed key

1	Power LED (yellow/green)	Yellow: The power supply is switched on.
		Green: The printer is ready to print.
2	Error LED (Red)	The Error LED indicates an error by showing various flashing patterns.
3	Paper feed key	Press this button to feed paper or to change printer settings.

10.3 ON/OFF switch



Figure 10-3: ON/OFF switch

Switching the printer on	Pressing the key
Switching the printer off	Pressing the key for more than 5 seconds

10.4 Connectors

NOTICE! The drawer interface connector is exclusively for connecting the drawer. Do not connect a phone line or any other cables than the drawer to this connector. Doing so may cause a failure of the phone line and this printer.



Figure 10-4: Connectors

1	Power supply connector	2	USB Type-B interface connector
3	Drawer interface connector	4	Optional interface connector (RS232, Pow- ered USB, Ethernet)

11 Set Up Procedure

11.1 Requirements for Operation

This printer needs the following requirements for communication and power:

Serial Interface Type

The POS terminal to be connected must have a serial port.

To communicate with the POS terminal, an RS232 interface cable is required.

USB Interface Type

The POS terminal to be connected must have an USB port.

To communicate with the POS terminal, a USB cable is required.

Power Supply

Supply power to printer with power adapter (Option) or use Y cable (Option) to supply power from POS terminal to printer through power connector or USB connector.

To prevent the emission and receipt of electrical noise, the interface cable must meet the following requirements:

- Fully shielded and fitted with metal or metalized connector housings.
- Kept as short as possible.
- Should not be tightly bundled with the power cord.
- Should not be tied to power line conduits.

Power Mode

The printer supports 5 power modes as below:

Resistance Value on Power ID Pin	Power
1250 ~ 2125	48 W
2126 ~ 2625	55 W
2626 ~ 3415	75 W
3416 ~ 4165	90 W
4166 ~ 8333	110 W
<1250 or >8333	75 W

The printer power setting will be adjusted automatically via the power ID resistance measurement. For PUSB, the maximum power available is 75 W.

The P1200 printer will both be set to the "Auto" power setting. The firmware will measure the resistor and set the power setting according to the table above.

Limiting of power consumption can also be adjusted via firmware setting.



The mode should be adjusted accordingly basing on the source of power.

11.2 Setting up the Printer

Notes Concerning Installation

- Place the printer on a flat, stable surface.
- Do not place the printer close to a heater or where it may be exposed to direct sunlight.
- Avoid locations where the printer may be exposed to high temperature, high humidity or dust.
- Care must be taken that no condensation occurs in the printer. If it should, however, do not turn ON the power supply until the condensation is dried.
- Use a grounded electrical outlet. Do not use an adapter plug.
- Be sure that there is adequate room around the printer for easy operation and maintenance.
- Keep your work environment static free.

Setting Up Procedure

- 1. Make sure that the printer does not connect to power supply.
- 2. Connect the adapter cable to the printer.
- 3. Insert the power cord into the AC inlet.
- 4. Connect the interface cable to a POS terminal, and plug in the power cord to the AC outlet.
- 5. If a drawer is desired to be connected, connect the drawer interface cable to the printer.
- 6. Secure the drawer ground wire to the ground terminal on the rear of the printer.
- 7. Turn the printer power ON by switching on the power supply.
- 8. Open the printer cover.
- 9. Load the paper roll into the printer.
- 10. Close the printer cover.
- 11. Check the print quality by performing an Offline Diagnostic.
- 12. Install the printer driver given into POS terminal.
- 13. Connect the interface cable to the printer and the POS terminal.
 - \Rightarrow Now the printer is ready for printing.

11.3 Turning off the Printer

- 1. Press and hold the power button for 5 seconds.
- 2. LED light will turn off indicates the printer is turned off.
- 3. To turn on the printer, press the power button again and the LED will light up.
- 4. Power can be switched off by sending command. Please refer to P1200 programming guide.

12 Installation Procedure

Since the power cord and the interface cable are not provided with this unit, please lo- cally purchase ones that meet the specifications. For detail specifications, please con- tact the nearest authorized seller representative.
Before connecting the power cord and cables to the printer, please turn off the power supply of the POS terminal and the printer.
Do not pull the power cord hard. Doing this may damage the power cord, causing fire, electric shock, or broken wire.
When it thunders, unplug the power cord. Lightning stroke may cause fire or electric shock.
Keep the power cord away from a heater. The cover of the power cord may be melted, causing fire or electric shock.
Do not connect the power cord to the AC outlet provided on the POS terminal.



The recommended power adapter is exclusively for this printer. Do not use it for any other machines.

The power adapter can be used indoors only. Never use it outdoors.

Be sure to unplug the printer when it is not used for a long time.

Do not share the power source with other electric appliances which generate noise.

12.1 Connecting the Power Cord and Interface Cable

▲ **CAUTION!** Be sure to hold the connector when plugging in or unplugging the power adapter cable. Insert the power cable and the power cord firmly.

12.1.1 Connect to Power Adapter



1. Insert the power cable into the power connector.

Figure 12-1: Inserting the power cable

12.1.2 Connect via standard USB Type-B Cable



1. Connect USB Type-B is to link the printer to the POS Terminal.

Figure 12-2: Connecting USB Type B cable

12.1.3 Connect via Option Card (RS232 & LAN)



- 1. Remove the screw (2) to detach the optional metal cover (1) in order to install the option cards.
- 2. Remove the other screw (2) also as this will be used to secure the option assembly.

Figure 12-3: Detach optional metal cover

12.1.3.1 Serial Interface (RS232) Option

1. Detach optional metal cover (*Section 12.1.3*).



2. Insert the serial interface.

Figure 12-4: Serial interface 1


3. Secure by stopper (1).

4. Secure with screw (2).

Figure 12-5: Serial interface 2



5. Connect the cable (1).

Figure 12-6: Serial interface 3

12.1.3.2 Ethernet (LAN) Option

1. Detach optional metal cover (Section 12.1.3).



Figure 12-7: Ethernet interface 1



- 3. Secure by stopper (1).
- 4. Secure by screw (2).

Figure 12-8: Ethernet interface 2

2. Insert the Ethernet interface (1).



Figure 12-9: Ethernet interface 3

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5. Connect the cable (1).

12.1.3.3 Power USB Option

1. Detach optional metal cover (*Section 12.1.3*).



Figure 12-10: USB interface 1



2. Insert the power USB option.

- 3. Secure by stopper (1).
- 4. Secure with screw (2).

Figure 12-11: USB interface 2



Figure 12-12: USB interface 3

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5. Connect the cable (1).

12.1.3.4 Disconnect Option Card (All Option Cards)

1. Detach optional metal cover (*Section 12.1.3*).



Figure 12-13: Disconnect option card 1



Figure 12-14: Disconnect option card 2

2. Remove the screw (1).

- 3. Press and hold the stopper (1).
- 4. Remove the option card (2).



Figure 12-15: Connecting the Y-cable

12.1.5 Connecting via Cash Drawer

A drawer cable which connects the printer to a drawer is connected to this connector. To this connector, a Diebold Nixdorf drawer can be connected.



- 1. Make sure that the printer does not connect to any power supply.
- 2. Connect the drawer cable (2) to the drawer interface connector (1) in the correct orientation.

Figure 12-16: Connecting via cash drawer

12.1.6 Interface cable to POS terminal connection position

1. Connect the interface cable to the POS terminal, and then plug in the power cord to the AC outlet.

The Y-cable is an option to connect power connector (1) and USB Type-B connector (2) to POS terminal (3).

12.2 Choosing a Location

12.2.1 Table Top, Horizontal Orientation



The POS printer takes up relatively little counter space and may be set on or near the POS terminal. Make sure that there is enough room to open the receipt cover for changing the paper roll. The paper will be presented in the top exit direction.

Figure 12-17: Horizontal orientation

12.2.2 Wall Mounted, Vertical Orientation

The wall mounting printer must be installed by a qualified and professional installer who is familiar with building construction methods, building materials, building codes, electrical codes, fire codes, and local laws governing public access areas.
There is a wide variety of types of wall construction, age and condition. After reviewing the conditions onsite, the installer must make the final judgment as to the suitability of the existing wall material to determine if additional bracing or supports are required. Attaching the screws involve making minor modifications to the building construction. Be sure to observe proper safety precautions to prevent injury. Unforeseen hazards, for example, natural gas and power lines, can exist when drilling and cutting into walls.
Screws are not included with the printer and must be supplied by the installer. The type of screws required are flat head metallic screws. Screw sizes can be referred at the figure below.
Mount the printer to a flat, sturdy, structurally sound column or wall surface. Before in- stalling the wall mounting printer, ensure that all applicable building and electrical codes and accessibility requirements and guidelines are followed. Compliance with local build- ing codes, electrical codes, and governing laws should take precedence over this set of instructions.

The POS printer may be mounted on vertical wall. Make sure there is enough room to open the receipt cover to change the paper. Mount the screws on the wall using the following recommended mount dimensions. To fix the printer securely, install the screws on the wall made of **wood**, **concrete**, **or metal**. The thickness of the wall should be **10 mm (0.4**") or more. Be sure to use **flat head metallic tapping screws**. Make sure that the POS printer fix on the mounting heights of **2 meters and below**.



Figure 12-18: Wall mounted, vertical orientation



Figure 12-19: Guide for wall mount

*This guide can be printed out in A4 size as a reference for the wall mount. Since printing A4 paper settings may vary across different printers, please measure and ensure the distances are the same as the dimensions stated before drilling the wall.

12.3 Replacing the paper roll

General Operating Instructions

- Use only the paper specified. The use of non-specified paper can shorten the service life of the print head. This can have a negative effect on print quality and cause a malfunction of the paper feed or a shortening of the lifetime of the cutter.
- Do not subject the thermal paper roll to water, oil, or heat sources as this will darken the paper.
- Load the paper roll in the correct orientation. If this is not observed, a paper jam may ensue.
- Take care to ensure that the print head and the platen are not damaged when the printer cover is opened, as this may cause poor printing or a printer failure.
- Do not open the printer cover while the printer is printing.
- Do not hold the receipt while the printer is printing. If this is not observed, a paper jam may ensue.
- When closing the printer cover, do not press it down too hard.
- Do not place any objects on the printer cover and do not press too heavily on the printer cover, as this could cause a print error.

Warning Messages



Hot thermal array

 \wedge

Touching the thermal array can cause burns.

• Wait a few minutes after the printing has finished.

Figure 12-20: Hot thermal array



Armed cutting edge
Touching the cutter could cause cuts.
 Do not touch the cutter.

Figure 12-21: Armed cutting edge

Replacing the paper roll



Figure 12-22: Pulling the unlocking lever



Figure 12-23: Opening the lower printer cover

- 1. Switch the printer on.
- 2. Pull the unlocking lever (1) of the printer cover upwards (2).

3. Open the lower printer cover (1).



Figure 12-24: Inserting the paper roll



Figure 12-25: Pulling the document forwards

- 4. Insert the paper roll into the paper holder (2).
- 5. Take care to ensure that the paper is aligned correctly and that the thermo-coated side faces the print head.

6. Pull the document until it protrudes approx. 5 cm over the paper outlet



7. Make sure that the paper lies within the paper guide before the lower printer cover is closed.

Figure 12-26: Checking the paper guide



Figure 12-27: Printer cuts automatically

- 8. Carefully close the lower printer cover.
- 9. The printer cuts the paper automatically (1).

13 Diagnostics

13.1 Offline Diagnostic

To configure the software or hardware, follow these steps:

- 1. Open the Top Cover/Printer Door, and then check if the printer has paper.
- 2. Insert a paper roll if no paper is found.
- 3. Restart the printer while pressing the Paper Feed button.
- 4. The printer beeps, prints the service menu, and then waits for you to make a selection from the Main Menu on the printout.
- 5. The service menu can also be printed by pressing and holding the paper feed button while closing the top cover.
- P1200 Printer
- *** Service Menu ***
- Exit/save -> No Click
- Print Self test -> 1 Click
- Diagnostic -> 2 Click
- Configuration -> 3 Click
- Information -> 4 Click
- 6. Press or click the Paper Feed button based on the number of clicks associated to your desired option as stated on the Main Menu, then hold the button down for at least one second (2 tone beep sound) to validate.

Service Menu Structure – Main Menu

Once it enters offline diagnostic mode, it prints main menu as follow

	Main Menu			
1	Exit/save		-	Exit menu
2	Print Self test	_		
				Printout Selftest,
3	Diagnostic			Return to Main Menu
Ļ			_	
4	Configuration	 _		Diagnostic
			1	Exit
5	Information		2	Rolling Pattern Test
			3	Sensor Test
			4	Black Mark Test
			5	Cutter Test (Full Cut)
			6	Cutter Test (Partial Cut)
				Configuration
			1	Configuration Exit/Save
			1 2	Configuration Exit/Save Hardware
		L	1 2 3	Configuration Exit/Save Hardware Software
		L	1 2 3 4	Configuration Exit/Save Hardware Software Print Options
		L	1 2 3 4 5	Configuration Exit/Save Hardware Software Print Options Configuration & Counters
			1 2 3 4 5 6	Configuration Exit/Save Hardware Software Print Options Configuration & Counters RS232 Communication /
			1 2 3 4 5 6	Configuration Exit/Save Hardware Software Print Options Configuration & Counters RS232 Communication / Ethernet Settings
			1 2 3 4 5 6	Configuration Exit/Save Hardware Software Print Options Configuration & Counters RS232 Communication / Ethernet Settings
			1 2 3 4 5 6	Configuration Exit/Save Hardware Software Print Options Configuration & Counters RS232 Communication / Ethernet Settings
			1 2 3 4 5 6	Configuration Exit/Save Hardware Software Print Options Configuration & Counters RS232 Communication / Ethernet Settings
			1 2 3 4 5 6	Configuration Exit/Save Hardware Software Print Options Configuration & Counters RS232 Communication / Ethernet Settings Information Exit Print Installed Code page
			1 2 3 4 5 6 1 2 3	Configuration Exit/Save Hardware Software Print Options Configuration & Counters RS232 Communication / Ethernet Settings Information Exit Print Installed Code page Print Code Pages
			1 2 3 4 5 6 1 2 3 4	Configuration Exit/Save Hardware Software Print Options Configuration & Counters RS232 Communication / Ethernet Settings Information Exit Print Installed Code page Print Code Pages Print Statistic Report

Main Menu / Diagnostic

	Diagnostic			
1	Exit			
2	Rolling Pattern Test			Rolling Pattern Test
			1	Exit
3	Sensor Test		2	Print Pattern Once
			3	Print Pattern Unlimited
4	Black Mark Test		4	Print Pattern 10 Times
			5	Print Pattern 50 Times
5	Cutter Test(Full Cut)		6	Print Pattern 100 Times
			7	Print Pattern 500 Times
6	Cutter Test(Partial			
	Cut)			Start Sensor Test
		L		Start Black Mark Test
				Cutter Test Full Cut
			 1	Cutter Test Full Cut Exit
			 1	Cutter Test Full Cut Exit Perform Single Cut
			 1 2 3	Cutter Test Full Cut Exit Perform Single Cut Perform Unlimited Cuts
			 1 2 3 4	Cutter Test Full Cut Exit Perform Single Cut Perform Unlimited Cuts Perform 10 Cuts
			 1 2 3 4 5	Cutter Test Full Cut Exit Perform Single Cut Perform Unlimited Cuts Perform 10 Cuts Perform 50 Cuts
			1 2 3 4 5 6	Cutter Test Full Cut Exit Perform Single Cut Perform Unlimited Cuts Perform 10 Cuts Perform 50 Cuts Perform 100 Cuts
			1 2 3 4 5 6 7	Cutter Test Full Cut Exit Perform Single Cut Perform Unlimited Cuts Perform 10 Cuts Perform 50 Cuts Perform 100 Cuts Perform 500 Cuts
			1 2 3 4 5 6 7	Cutter Test Full Cut Exit Perform Single Cut Perform Unlimited Cuts Perform 10 Cuts Perform 50 Cuts Perform 100 Cuts Perform 500 Cuts
			1 2 3 4 5 6 7	Cutter Test Full Cut Exit Perform Single Cut Perform Unlimited Cuts Perform 10 Cuts Perform 50 Cuts Perform 100 Cuts Perform 500 Cuts Cutter Test Partial Cut
			1 2 3 4 5 6 7	Cutter Test Full Cut Exit Perform Single Cut Perform Unlimited Cuts Perform 10 Cuts Perform 50 Cuts Perform 500 Cuts Cutter Test Partial Cut Exit
			1 2 3 4 5 6 7	Cutter Test Full Cut Exit Perform Single Cut Perform Unlimited Cuts Perform 10 Cuts Perform 50 Cuts Perform 100 Cuts Perform 500 Cuts Cutter Test Partial Cut Exit Perform Single Cut
			1 3 4 5 6 7	Cutter Test Full Cut Exit Perform Single Cut Perform Unlimited Cuts Perform 10 Cuts Perform 50 Cuts Perform 100 Cuts Perform 500 Cuts Cutter Test Partial Cut Exit Perform Single Cut Perform Unlimited Cuts
			1 2 3 4 5 6 7 7	Cutter Test Full Cut Exit Perform Single Cut Perform Unlimited Cuts Perform 10 Cuts Perform 50 Cuts Perform 100 Cuts Perform 500 Cuts Cutter Test Partial Cut Exit Perform Single Cut Perform Unlimited Cuts Perform 10 Cuts
			1 2 3 4 5 6 7 7 1 2 3 4 5 5	Cutter Test Full Cut Exit Perform Single Cut Perform Unlimited Cuts Perform 10 Cuts Perform 50 Cuts Perform 100 Cuts Perform 500 Cuts Cutter Test Partial Cut Exit Perform Single Cut Perform Single Cut Perform Unlimited Cuts Perform 10 Cuts
			1 2 3 4 5 6 7 7 1 2 3 4 5 6	Cutter Test Full Cut Exit Perform Single Cut Perform Unlimited Cuts Perform 10 Cuts Perform 50 Cuts Perform 500 Cuts Cutter Test Partial Cut Exit Perform Single Cut Perform Unlimited Cuts Perform 10 Cuts Perform 10 Cuts

Main Menu / Configuration / Hardware



Main Menu / Configuration / Software

	Diagnostic						
1	Exit]					_
2	Power-ON				Power-ON notice		
	Notice			1	Exit		
3	Paper-NE				2	Transmit]
	Notice				3	Don't Transmit	**
4	Automatic Line						_
	Feed					Paper-NE Notice	
5	Legacy Printer				1	Exit	
	Support				2	Enable Paper-NE Notice	
6	Listen To				3	Disable Paper-NE Notice	**
	RT-Cmds						
7	Asian font					Automatic Line Feed	
					1	Exit	
					2	Enable Automatic Line Feed	**
					3	Disable Automatic Line Feed]
						-	_
						Legacy Printer Support	
					1	Exit	
					2	Enable Legacy Printer Support	
					3	Disable Legacy Printer Support	**
						Listen To RT-Cmds	
					1	Exit	4
					2	Listen To RT-Cmds-Always	**
					3	Listen To RT-Cmds-BufNotFull	
		L				Asian font	
					1	Exit	4
					2	Japanese	**
					3	Chinoso	
					4	Koroan	-
					6		-
					7	GR18030	-
					<i>'</i>	0010000	1

Main Menu / Configuration / Print Options



Main Menu / Configuration / Print Options

	Configuration & Counters
1	Exit
2	Set Configuration to Default



Main Menu / Configuration / Ethernet Settings



14 Cleaning

DANGER! Be sure to disconnect the power cord prior to performing any maintenance.

DANGER! Do not pour water directly onto the printer, as this may cause electric shock or fire.

CAUTION! The print head becomes very hot while printing. To avoid getting burned, never touch the print head during the maintenance.

NOTICE! Do not use any sharp object to clean the print head and platen. Doing so may damage them, causing poor print or missing dots.

NOTICE! Never use an organic solvent like thinners or benzene for cleaning. Using such solvents may discolor the covers.

NOTICE! Do not touch the print head element as static built-up may damage the print head.

To help retain the high quality and performance of your printer it should be cleaned regularly. The greater the usage on the printer, the more frequent the cleaning. (i. e. low usage = weekly, high usage = daily)

14.1 Cleaning the Covers

Wipe the covers with a soft dry cloth or soft cloth slightly moistened with mild detergent. After using detergent for cleaning, be sure to wipe it off with a slightly moistened cloth.

14.2 Cleaning the Thermal Print Head

NOTICE! Do not spray or try to clean the thermal print head or the inside of the printer with any kind of cleaner as this may damage the thermal print head and electronics. If the thermal print head appears dirty, wipe it with cotton swabs and isopropyl alcohol.



The thermal print head does not normally require cleaning if the recommended paper grades be used. If non–recommended paper has been used for an extended period, cleaning the print head with cotton swabs and rubbing alcohol will not be of much benefit.

Figure 14-1: Thermal print head

15 Troubleshooting



NOTE

If you are unable to eliminate a problem with the described solutions, do not attempt to perform repairs on your own.

Contact your authorized Diebold Nixdorf representative.

15.1 Clearing a paper jam



When printer is jammed, the LED will blink yellow five times, followed by a pause of 5 seconds.

Figure 15-1: Clearing a paper jam 1



- 1. Open the lower printer cover
- 2. Remove the jammed paper.
- 3. Do not use any sharp objects or tools, as these could damage the printer.

Figure 15-2: Clearing a paper jam 2

15.2 Resetting cutter failure or jam



When the cutter is jammed, the LED will blink yellow three times, followed by a pause of 5 seconds.

1. Open the printer by pulling on both sides of the upper cover.

Figure 15-3: Cutter is jammed



Figure 15-4: Opening the upper printer cover completely



Figure 15-5: Removing jammed paper

2. Open the upper printer cover completely (1).

- 3. Swing open the lower printer cover (1).
- 4. Remove the jammed paper and remove the paper roll from the printer (2).
- 5. Do not use any sharp-edged objects or tools, as these could damage the printer.



Figure 15-6: Closing the lower printer cover



Figure 15-7: Closing the printer cover

- 6. Insert the paper roll once again.
- 7. Swing the lower printer cover downward (1).

- 8. Close the lower printer cover.
- 9. Close the upper printer cover.
- 10. The printer cutter will reset to the original position.
- The printer is ready for use again.

15.3 Common Problems and Solutions

Printing Failure

Malfunction	Reason	Check method	Solution
Paper is not fed or is fed irregularly	The paper roll is not loaded properly	Check the paper roll if it is inserted prop- erly.	Insert the paper roll properly (see <i>Section 12.3</i>).
	The top or bottom printer cover is not closed properly	Check the LED sta- tus and the covers (see <i>Section 15.4</i>).	Close the upper and lower cover properly.
	The paper is jammed	Check the LED sta- tus and whether the paper is jammed or twisted and caught in the paper path (see <i>Section 15.4</i>).	Remove jammed paper from the paper path and insert the paper properly.
No Printing when print job is sent from POS terminal.	Interface cable is not connected properly	Check if the offline diagnostic printing work correctly. If yes, check the inter- face cable connec- tion.	Connect the interface cable properly.
Void Printing	Wrong type of media in- serted	Check if the media is thermal.	Use the specified media.
but no characters are printed on the paper)	Paper Roll inserted wrongly	Thermal coating should be in contact with printer head.	Insert the paper roll correctly (see <i>Section 12.3</i>)
Blurred or uneven print	Foreign object is at- tached to the print head	Check whether any foreign objects are attached to the print head.	Clean print head with cotton swab or soft cloth slightly moist- ened with ethyl alcohol.
	Non recommended type of media loaded	Check if the media is of recommended type.	Contact the Diebold Nixdorf's dealer for the recommended paper.
	Faulty print head	Check print head health if it is show- ing any warning dots.	Contact Diebold Nixdorf's dealer for service.

Cash Drawer Failure

Malfunction	Reason	Check method	Solution
Cash drawer cannot be opened	The cash drawer ca- ble is not connected properly	Check if the cash drawer cable is con- nected properly to the printer and cash drawer	Connect the cable properly.
	Incorrect cable is used	Check if the cable specification is meet- ing the requirement.	Use a cable which meets the specification.
	Cash drawer open function is not en- abled in POS terminal	Check the setting in the POS terminal	Make sure the function is enabled in the POS terminal.



NOTE

For all other problems, please contact your authorized Diebold Nixdorf representative.

15.4 LED Indication Table

Printer Status	Color	Control	Procedure
Boot Up	ALL	RED	
		-> YELLOW	
		-> GREEN	
Idle	GREEN	ON	
Printing	GREEN	ON	
Standby mode	GREEN	ON	
Unrecoverable cus- tomer error: in PCB block	RED	1x blink, pause 5 sec- onds	Contact your Diebold Nixdorf Service partner
Unrecoverable cus- tomer error: in thermal head	RED	2x blink, pause 5 sec- onds	Contact your Diebold Nixdorf Service partner
Thermal head (over- heated, disconnected)	YEL- LOW	2x blink, pause 5 sec- onds	Wait for 10 seconds and the printer will resume printing
Recoverable customer error: Cover open	YEL- LOW	3x blink, pause 5 sec- onds	Close the cover. The printer cannot be operated with the cover open.
End of paper	YEL- LOW	4x blink, pause 5 sec- onds	Change the paper now. Do not run a transaction without paper as the data may be lost.
Paper jam	YEL- LOW	5x blink, pause 5 sec- onds	Open the printer cover and clear any jammed paper. Insert the paper properly and restart the printer.
Cutter jam	YEL- LOW	6x blink, pause 5 sec- onds	Open the lower printer cover, then up- per printer cover, and check the cutter. Tear off any jammed paper against the tear-off blade.
Warning: Paper Low	GREEN	Constant Blink	Change the paper soon to avoid run- ning out of paper part way through a transaction.



NOTE

If an LED status occurs which is different from the one listed above:

- Switch off the power supply to the entire system and then switch it back on.
- If no valid LED status continues to be displayed, contact your Diebold Nixdorf representative.

16 Appendix

16.1 Ethernet

Ethernet interface is available when Ethernet option card is connected to printer.

16.2 Web Setting Page

Printer supports setting change via web page.

It requires "User name" and "Password" to login web setting page.

[₽]		
IP Address	192 168 1 99	Value(0–255): Valid address
Subnet Mask	255 255 255 0	Value(0–255): Valid Mask
Default Gateway	0 0 0 0	Value(0–255): Valid address
DHCP	Enabled 🗸	Select option
DHCP Request IP Address	0 0 0 0	Value(0–255): Valid address
Host Name		Maximum 16 character

IP Address : IP address for DHCP "Disable"

Subnet mask : Subnet mask setting

Default gateway : default gateway setting

DHCP : DHCP enable/disable option

DHCP request IP : IP address request for DHCP

Host name : Printer host name.

TCP/UDP]					
Number of TCP Connections	6	Value(1-6)			
Time of Time-out (for Link Down)	120	Value(1–120 minutes) : 0=No timeout			
Time of Time-out (for Idle)	2	Value(1–120 minutes) : 0=No timeout			

TCP port	9100	Value(1024-65535)
UDP port	3000	Value(1024-65535)

Number of TCP connection : Maximum number of TCP connection

Time out. (link down) : Time out for TCP port close by Link down. (1-120 minutes)

Time out. (Idle) : Time out for TCP port close by idle. (1-120 minutes)

TCP port : Port number for TCP communication.

UDP port : Port number for UDP communication.

[Ethernet]		
MAC Address	00-80-91-e1-00-00	Unchangeable
Physical Layer	Auto	Select option

MAC address : MAC address.

Physical layer : Auto / 100Mbps full / 100Mbps Half / 10Mbps full / 10Mbps Half

[User/Password]		
User	admin	Maximum 16 character
Password	••••	Maximum 16 character

User : User name to login web setting page.

Password : Password to login web setting page.

SNMP - Configuration

[Community]		
SNMP	Enabled 🗸	Select option
Read Only	public	Unchangeable
Read/Write		Maximum 16 character

[SNMP Trap1]		
TRAP	Disabled 🗸	Select option
IP Address	0 0 0 0	Value(0–255): Valid address
Community Name		Maximum 16 character

[SNMP Trap2]		
TRAP	Disabled 🗸	Select option
IP Address	0 0 0 0	Value(0-255): Valid address
Community Name		Maximum 16 character

SNMP : "Enable", "Disable" SNMP functionality.

Read/Write : Community name for SNMP.

TRAP 1 : "Enable" "Disable" for TRAP 1.

IP address : IP address for Trap 1

Community name : Community name for Trap1

TRAP 1 : Enable" "Disable" for TRAP 2.

IP address : IP address for Trap 2

Community name : Community name for Trap2

16.3 Paper Length

Printer will feed 1-inch paper length when the printer cover open and close to check the paper near end status.

16.4 Sensor Calibration Value

Sensor Level from the Self Test print out shows the sensor value during sensor calibration.



Figure 16-1: Sensor Calibration Value

16.5 Tested Paper

Table 16-1: Tested Paper

Manufacturer	P1200/P1300 (receipt)	Grade	Paper Mode
Kanzaki	-	P30023	
	Х	P30521	
	Х	P30523	
	-	P35024	
	Х	P35524	
Koehler	Х	KT90 FA	1
	Х	KT55 FA	
	XX	KT48 FA	
	XX	KT44 FA	
	Х	KT48 F20	
	XX	KT48 PF	2
	XX	KT44 PF	
	XX	Blue4est® Lite	3
Nippon Paper Industries	XX	TF50KS-EY	0
Jujo Thermal	Х	AF50KS-E	
Oji Paper	Х	JFD210	

X	Papers tested for print quality
XX	Papers tested for print quality and re- liability

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