



ReceiptNOW™ Elite USER MANUAL



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Safety Instruction

Before operating the printer, please read following notes carefully.

Safety warnings



Warning: Do not touch the cutter on the printer



Warning: Do not touch the print head and its surrounding parts during or just after printing as the print head is hot.

Attention

- 1) Printer should be placed on a flat and stable location.
- 2) Leave enough space for operation and maintenance around the printer.
- 3) Printer should be kept away from water. Avoid direct sunlight, strong lights and heat.
- 4) Avoid getting water or conductive material (such as metal) into the interior of the printer. If this happens, disconnect the printer power supply immediately.
- 5) Do not allow condensation to form on the surface of the printer. If condensation has formed, the printer should not be powered on until the condensation has been eliminated.
- 6) Do not use or store printer in conditions of high temperature, high humidity or serious pollution.
- 7) Avoid placing printer in a location that would subject it to vibration or impact.
- 8) Connect the printer power cable to a properly grounded socket. Avoid using the same socket with large motors or other devices which could cause power supply voltage fluctuations.
- 9) If the printer is not to be used for an extended period, unplug the power cord.
- 10) Do not attempt to print without paper. This will seriously damage the print rollers and thermal print head.
- 11) To ensure print quality and product life, use the recommended paper or the same quality of paper.
- 12) Turn off the printer power switch before plugging in or unplugging power or interface cables. Failure to do so may damage the printer.
- 13) To maximize the life of the printer, it is suggested that users use the lowest level print density that meets print quality requirements.
- 14) There are no user-serviceable parts inside the printer. Disassembling the printer will void the warranty.
- 15) Keep this manual for reference.
- 16) The DHCP function of network interface printer is enabled by default. The default timeout time of DHCP is 20 seconds (customers can set the time as required). If no IP address is obtained within 20 seconds, the default IP address is 192.168.1.251.
- 17) The network interface does not support disconnection detection.
- 18) Plugging and unplugging the network cable will not start DHCP to obtain an IP address.

1. Summary

1.1. Brief Introduction

ReceiptNOW Elite is high-performance thermal printer which can be integrated with the Digital Check SmartSource® Elite check scanner to save desk space. It can be used for a wide range of financial transactions to print receipts, notes, vouchers, financial slips and transaction list printing.

ReceiptNOW Elite uses front-end paper exit, drop-in paper replacement, and provides a custom support platform for SmartSource® Elite scanners. The *ReceiptNOW* Elite detects print-head-in-place, out of paper, paper low, and low supply voltage conditions. The standard data interface is USB 2.0. It supports Standard Font A (12 × 24), Font B (9 × 17), Kanji Font A (24 × 24), Thai, Simplified Chinese, Korean and other languages, supports multiple code pages to print, one-dimensional bar code : UPC-A, UPC-E, CODE 39, CODE 93, CODE 128, EAN8, EAN13, ITF, CODABAR; two-dimensional bar codes: PDF417, QR-CODE; using ESC / POS command set, automatic state return. With the user Custom Sample function, users can set print format and fix content of printing by firmware settings. Paper width can be set in a row, compatible with EPSON TM-88IV.

1.2. Main Features

- ◇ Quiet, high-speed printing
- ◇ Supports two-tone printing, watermark and gray level printing
- ◇ Easy, drop-in paper loading
- ◇ Easy to use and maintain
- ◇ Paper width can be adjusted from 56-82.5mm
- ◇ Supports full cut and partial cut
- ◇ USB 2.0 interface/Ethernet interface (optional)
- ◇ Compatible with ESC / POS commands or Windows Print
- ◇ Paper-saving
- ◇ Low power consumption design (minimum power consumption less than 1W). Automatically defaults to 'sleep' mode after 5 minutes of inactivity.

2. Technical Specifications

2.1. Printer Technical Specifications

Items	Parameter	
Print method	Thermal print by line	
Print resolution	203*180DPI	
Print speed	Maximum print speed is 250mm/sec, two-color printing speed 100mm/sec, gray print speed 100mm/sec. Depending on print content, the printer will automatically adjust print speed	
Print Span	Maximum is 80mm; paper width is from 56-82.5mm.	
Paper type	Paper thickness is 0.06~0.10mm, Maximum paper roll OD is 83mm Continuous thermal paper or thermal paper tags	
Support Bar code type	Barcode 1D: UPC-A, UPC-E, CODE 39, CODE 93, CODE 128, EAN8, EAN13, ITF, CODABAR Barcode 2D symbols: PDF417, QR-CODE, MAXICODE, GS1	
Character support	U.S.A., France, Germany, U.K., Denmark I, Denmark II, Italy, Sweden, Spain I, Spain II, Japan, Norway, Latin America, Korean etc. optional	
Enlarge character	All characters can be enlarged from level 1-6 both in the horizontal and vertical direction.	
Character rotation	Four selectable print orientations(0°, 90°, 180°, 270°)	
Paper detection	Photoelectric sensors (out of paper, paper low)	
Front cover position detection	Micro switch	
Print head temperature detection	Thermistor	
Graphics processing	Download bitmap	Print bitmap directly
	Download buffer size: RAM:128KB FLASH:512KB	Support bitmap mode, fast graphic printing
Communication interface	USB 2.0 interface/ Ethernet interface (optional)	
Memory	FLASH Memory Capacity: Maximum 4MB; SDRAM memory total capacity: Maximum 2MB; Data receive buffer size: 64K, 4KB, 45 bytes selectable; RAM bit map area: 128KB; Area available to the user FLASH: 512KB;	
Power	AC 110-240V 50/60 Hz, ~1.5A (Power supply) DC 24V ± 5% average current 2.0A Maximum instantaneous current 8A	
Print head lifetime	Print head lifetime, thermal single color print: 100 Kilometers Print head lifetime, thermal two color print: 50 Kilometers Print duty `cycle: 12.5%	
Operating temperature and humidity	5°C-40°C (41°F-113°F). When used with a scanner, specification of scanner may be different. Specification of scanner does not modify specification of this product and vice-versa. Relative humidity 20% -90% (40°C/104°F)	
Storage temperature and humidity	-40°C - 60°C (-40°F- 140°F), 10%~93% (40°C/104°F)	
Dimensions	241mm x 146mm x135mm (9.5in x5.7in x 5.3in) (LxWxH)	

2.2. Cutter Technical Specifications

Item	Parameter	Note
Cutting method	Sliding blade	
Cutting time	500ms	Cutter cuts for one time.
Cutting interval	2s	30 cuts / min (maximum)
Type of paper	0.06~0.1mm	Thermal paper or equivalent thickness paper
Operating voltage	24VDC	
Maximum operating current	1.2A	24VDC
Cutter lifetime	1.5 million times (0.06mm thick paper)	*Includes full-cut, partial cut

Full cut: Completely severs paper

Partial cut: Partially severs paper, leaves cut end attached with tear-off tab

2.3. Printing Consumable Material Technical Specifications

2.3.1 Thermal Paper Parameters

- Type of Paper: Continuous thermal paper
- Paper Feeding Method: Paper Roll
- Paper Width: Maximum 80mm, width can be adjusted between 56-82.5mm
- Paper Thickness: 0.06mm-0.1mm
- Thermal Layer: External
- Paper Roll Size: OD (Max): 83 mm
- Inside Diameter (Min) 12.5mm
- Recommended Paper:

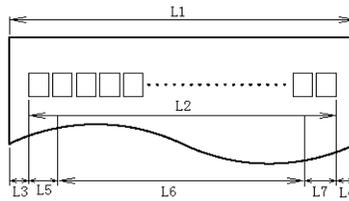
Part Number	Manufacturer
401095994	Digital Check
F240AC,F220-VP,FV230A1, PA220AG,HP220A	Mitsubishi Paper Mill CO., LTD
FD210,PD150R,PD160R	OJI Paper CO., LTD.
F70NA	FUJI PHOTO FILM CO., LTD

Attention:

- ✧ Please use recommended paper or equivalent quality paper. The use of other types of paper may affect print quality and print head life.
- ✧ If the paper is contaminated by chemicals or oil, the paper may become discolored or printing result may not be clear.
- ✧ Do not scratch the thermal paper with any sharp or hard object. This may cause the printing to be obscured or unclear.
- ✧ All thermal printer paper will degrade and produce poor quality printing if exposed to temperatures greater than 70°C (158°F), high humidity or strong light. Store thermal printer paper in a cool, dry place and in its original wrapping until ready for use.

2.4. Print Position

2.4.1 Print Location On The Paper



L1 Maximum Paper Width: 82.5 ± 0.5 mm

L2 Maximum Effective Print Width: 80mm

L3 Distance from print head to left side of paper pocket (fixed width): 1.75 ± 1 mm

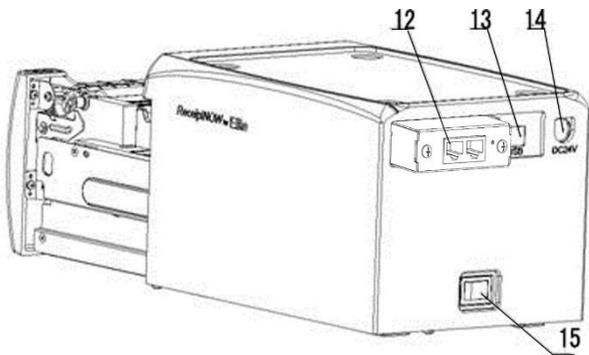
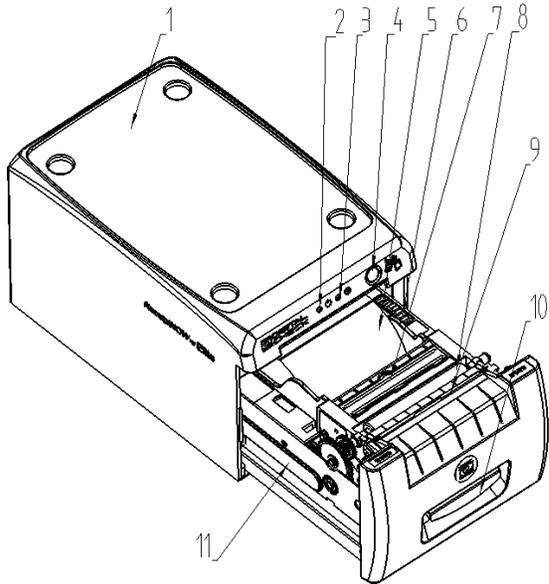
L4 Distance from print head to right side of paper pocket (fixed width): 1.75 ± 1 mm

L5 Left margin: Set by command (see Programming Manual), the printer default is 8mm

L6 Width of print area: Set by command (see Programming Manual), the printer default is 64mm

L7 Right margin: Set by command (see Programming Manual), the printer default is 8mm

3. Appearance and Components

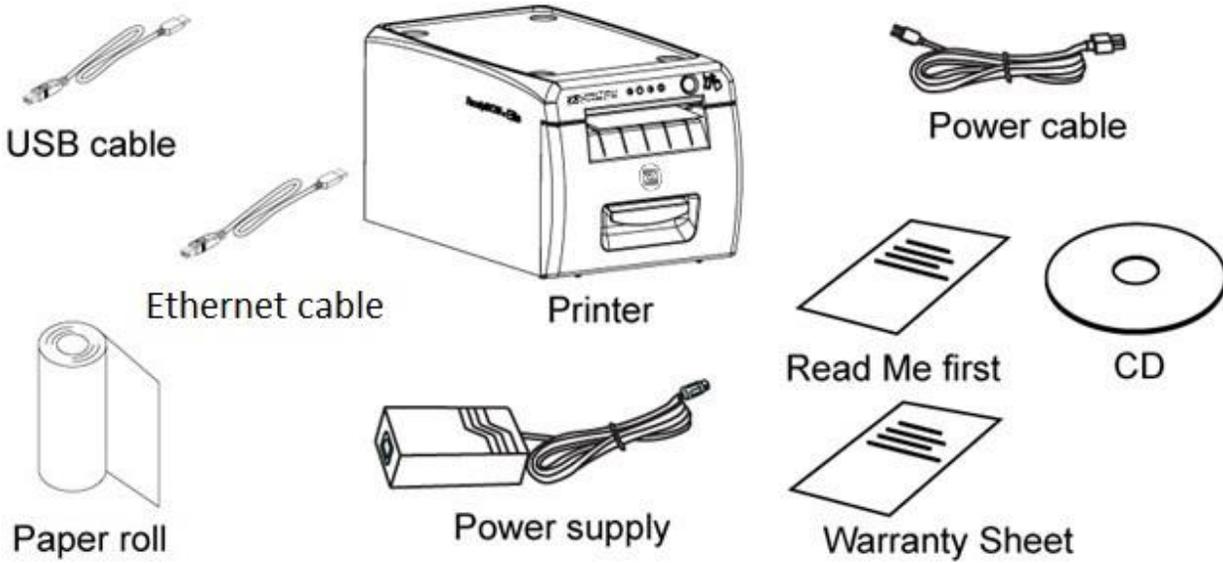


- 1—Top Cover
- 2—Power Indicator Light - Indicates power status.
- 3—Error Indicator Light - Reports warning or error status (such as out of paper, etc.).Indicator light flashes. Under normal conditions, the light remains off.

- 4—Paper Feed Button
Paper Feeder : If there are no errors or warnings, pressing this button will feed paper.
- Print Configuration Function: To review printer configuration settings - Hold down this button at the same time while turning on power. Printer will print the configuration settings (such as print length and width, print speed and other settings).
- 5—Paper Pocket
- 6—Paper pocket width adjustment - Roll thumbwheel to adjust the paper pocket width. The range of adjustment is 56 ~ 82.5mm
- 7—Out of paper sensor - continuously detects presence of paper roll.
- 8—Roller
- 9—Cutter
- 10—Handle
- 11—Paper low sensor (inside the printer) - Detects how much paper remains. Error indicator flashing rapidly means paper roll is low and needs to be replaced soon. The printer will continue to work until out of paper.
- 12—Ethernet Interface (optional)
- 13—USB Interface
- 14—Power Interface
- 15—Power Switch - Press "O" to turn off the power, press "-" to turn on the power

4. Printer Installation

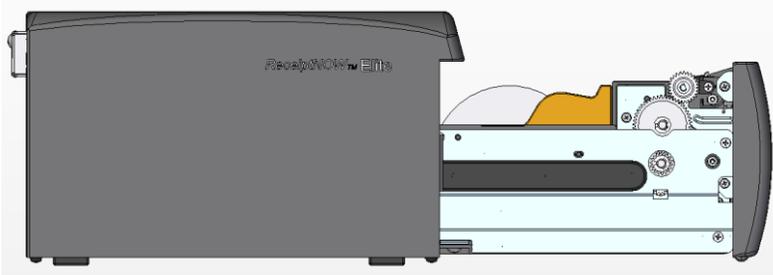
4.1. Unpacking the Printer



Please check the package contents when unpacking the printer. If something is missing or damaged, please contact Digital Check at 847-446-2285.

4.2. Printer Installation

- 1) Printer should be installed on a flat surface.
- 2) Printer should be kept away from water.
- 3) Avoid placing printer in a location that would subject it to vibration or impact.
- 4) The printer should only be plugged into an electrical outlet that has a safety ground.
- 5) Allow the proper clearance for printer operation and maintenance. Please see picture below showing the printer open, and ensure adequate clearance.



- 6) **Follow the Instructions on the ReadMe First! document to complete the installation and to print sample receipts.** For more detailed installation instructions and to print a test configuration printout, proceed with the next Installation section.

4.3. Printer Power Connection

- 1) Make sure that the printer power switch is turned off.
- 2) Connect power plug into power socket behind the printer.

Attention:

If the printer is not to be used for an extended period, unplug the power cord..



4.4. Connecting Interface Cable

- 1) Make sure printer power switch is turned off.
- 2) Plug USB cable into the USB socket on the printer.
- 3) Connect the other end of cable to the computer.



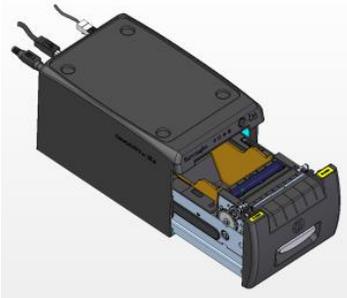
4.5. Paper Roll Installation and Print Check

4.5.1 Check Printing Paper

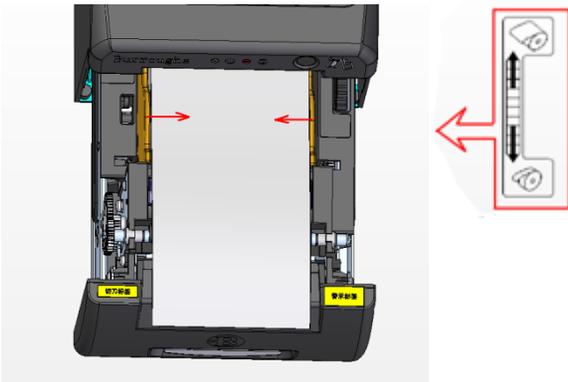
Paper may be installed while the power and interface cables are connected. Please check paper type before printing.

4.5.2 Install/Change Paper Roll

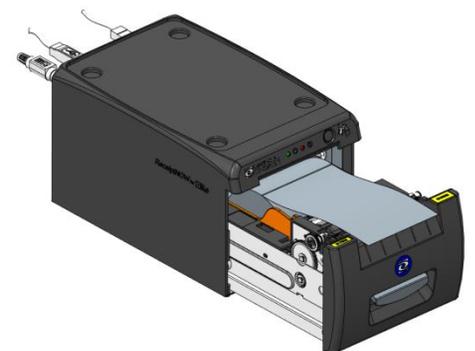
- 1) Pull the handle and open front cover.



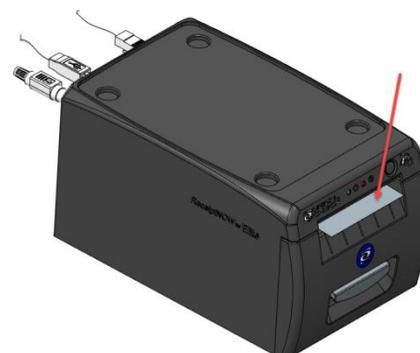
- 2) Using the paper width adjustment wheel, adjust to fit the width of the paper being installed, as shown below. Roll the adjustment wheel towards the rear of the unit to adjust for wider rolls. Roll the adjustment wheel towards the front of the unit to adjust for narrower rolls. After the paper roll is installed, it should rotate freely.



- 3) Put paper roll into printer according to directions shown on the label.



- 4) Pull out paper end and close front cover.



4.6. Printer power on and self test

- 1) Make sure power cable is connected to the printer and the paper roll is loaded.
- 2) Make sure POWER INDICATOR LIGHT is off and printer is powered off.
- 3) Hold down the feed key while turning the printer on. Keep on holding the button till 'Interface is configuring....' is printed out, which lasts around 2 seconds. After waiting for 15 seconds (old PCBA: JK-E02 around 10 seconds, new PCBA JK-W03 around 15 seconds), the printer will perform a self-test and then print 'Press and Release FEED key to print characters' and 'Press and Hold FEED key to configure the printer'. The printer will change to holding state and PAPER INDICATOR LIGHT blinks.
- 4) When the self-test page is finished, press the FEED key briefly to print test characters or hold the FEED key down to configure the printer. For specific function and operational approach for using the FEED button to configure the printer, please refer to Appendix A "Parameter Setting by FEED Button".

4.7. Ethernet IP Address Configuration

ReceiptNow printers that have an Ethernet interface are factory configured for a default turning-on DHCP mode. To turn off the unit for DHCP mode or changes to the unit's default IP address can be done by communicating with the unit via a web browser set to the default IP address as shown in the screen shot below. The web browser utility can also provide printer and interface status.

The current IP address of the printer can be determined by powering on the printer while holding the feed button down which will cause the printer to print out a test form which lists various hardware and communication interface parameters.

If the printer does not appear to respond to the proper IP address, the most likely cause is that the printer is not currently configured in a manner that is compatible with the network to which it is connected. Check with your network system administrator to insure that the settings for 'DHCP', 'Gate Way' and 'IP Address' are compatible with the network

5 JK-W03 and JK-E06 Ethernet board

This printer supports JK-W03 and JK-E06 Ethernet board.

Functions are as below:

Ethernet board	Function
JK-W03	Supports single network port communication and web page configuration. The web page configuration does not support the selection of "Run mode"
JK-E06	Support dual network port communication and web page configuration. The web page configuration does support the selection of "Run mode" (OPOS, web print ,etc.)

There are 2 method to distinguish JK-W03 or JK-E06: Ethernet board appearance and web page configuration interface.

(1) Appearance

Appearance description	Board picture
JK-W03 is single network port	
JK-E06 is dual network port	

(2) Web page configuration interface

JK-W03 web page configuration interface like below :

JK-W03 Ethernet Interface Module Configuration

[Interface Status](#)

[Printer Status](#)

[Firmware update](#)

[Wired TCP/IP](#)

Interface Status

View the current status of the interface module.

Printer Name	SRN ELITE
Firmware Version	FV1.060.05
Config Version	FV1.000
Mac Address	001341 112233
IP Address	192.168.1.251
Subnet Mask	255.255.255.0
Gate Way	192.168.1.1
DHCP	Enabled
DHCP Timeout	20s
DHCP Hostname	SRN_ELITE
IPv6 Address	fe80::213:41ff:fe11:2233/64
DHCPv6	Auto
Password	None
Print Port	9100
Inactivity Time	5 minute
Interface Type	Wired Interface

JK-E06 web page configuration interface like below :

Modify username and password | Network parameters | [Printer management](#) |Home

- Printer Configuration -

Printer type: ReceiptNOW Elite

Serial number: SRNE1234567892

Webserver version: V1.3.0.6

Middle layer version: V1.0.5.2

Network firmware version: FV1.004.03

Printer firmware version: FV1.060.04

Printer boot loader version: FV1.020.00

- Printer Status -

Open state: normal

Paper end: normal

Paper near out: normal

Error cutter state: normal

Online state: normal

- System Configuration -

Service name:

Run mode:

Inact time(m):

Print port:

Log level:

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Please refer to “[5.1JK-W03 Module HTTP Web](#)” and “[5.2JK-E06 Module Web](#)”.

5.1 JK-W03 Module HTTP Web

5.1.1 Overview

The interface module provides HTTP service. The status of printer and interface module can display based on WEB page at the host end through browser, and can also carry out the operation of configuring the interface module and printing the test page. This service adopts the TCP port of port 80.

When the user adopts this service:

Firstly, the user needs to get the IP address of interface module through self-test page or special configuration tool;

Secondly, enter IP address of interface module in location bar of browser. Then you can inquire the printer status and maintain the interface module through WEB page. The following is the detailed explanation of WEB page.

5.1.2 Interface Status

Start Internet browser, enter IP address of printer and you can see window of interface status. Then click “Refresh” button to refresh current status (see Figure 1):

JK-W03 Ethernet Interface Module Configuration

The screenshot displays the 'Interface Status' page of the JK-W03 Ethernet Interface Module Configuration. On the left, there is a blue sidebar with navigation links: 'Interface Status' (selected), 'Printer Status', 'Firmware update', and 'Wired TCP/IP'. Below these links is a 'Reboot' button. The main content area is titled 'Interface Status' and includes a subtitle 'View the current status of the interface module.' Below this, a list of configuration parameters is shown:

Printer Name	SRN ELITE
Firmware Version	FV1.060.05
Config Version	FV1.000
Mac Address	001341 112233
IP Address	192.168.1.251
Subnet Mask	255.255.255.0
Gate Way	192.168.1.1
DHCP	Enabled
DHCP Timeout	20s
DHCP Hostname	SRN_ELITE
IPv6 Address	fe80::213:41ff:fe11:2233/64
DHCPv6	Auto
Password	None
Print Port	9100
Inactivity Time	5 minute
Interface Type	Wired Interface

At the bottom of the configuration list, there is a 'Refresh' button.

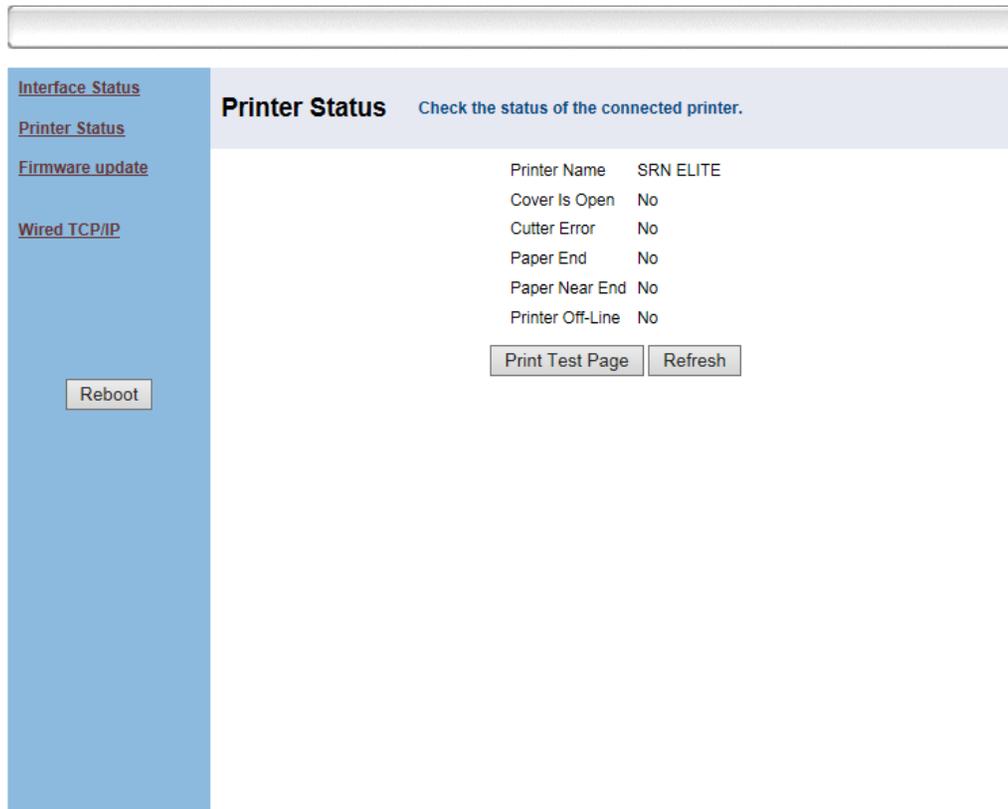
Figure 1 Interface status

5.1.3 Printer Status

Click “Printer Status” link to check status of printer connected to the interface. If there is abnormal status,

the letters in the page will show in red. Click “Refresh” button to refresh current status and click “Print Test Page” to print the self-test page through printer (see Figure 2):

JK-W03 Ethernet Interface Module Configuration



The screenshot displays the configuration interface for the JK-W03 Ethernet Interface Module. On the left, a blue sidebar contains navigation links: [Interface Status](#), [Printer Status](#), [Firmware update](#), and [Wired TCP/IP](#). A [Reboot](#) button is located at the bottom of this sidebar. The main content area is titled "Printer Status" with a sub-header "Check the status of the connected printer." Below this, a table lists printer status indicators:

Printer Name	SRN ELITE
Cover Is Open	No
Cutter Error	No
Paper End	No
Paper Near End	No
Printer Off-Line	No

At the bottom of the status section, there are two buttons: "Print Test Page" and "Refresh".

Figure 2 Printer status

Note: When printer is busy or there is error in the printer, then the printer cannot print the self-test page.

5.1.4 Firmware update

Press the “Firmware update” link to load the firmware update web page. If a password has been previously set, you must enter the password first, then you will be allowed to enter the firmware update web page (see Figure 3). Next, press the “Browse...” button to select the firmware update and press the “Update” to begin updating the firmware. When the update process is completed, a message box will appear indicating that the firmware is successfully updated, and the printer will restart automatically. (see Figure 4). If an invalid firmware file is loaded or the update fails, a message box will appear indicating that the file format is invalid or the update has failed.

JK-W03 Ethernet Interface Module Configuration

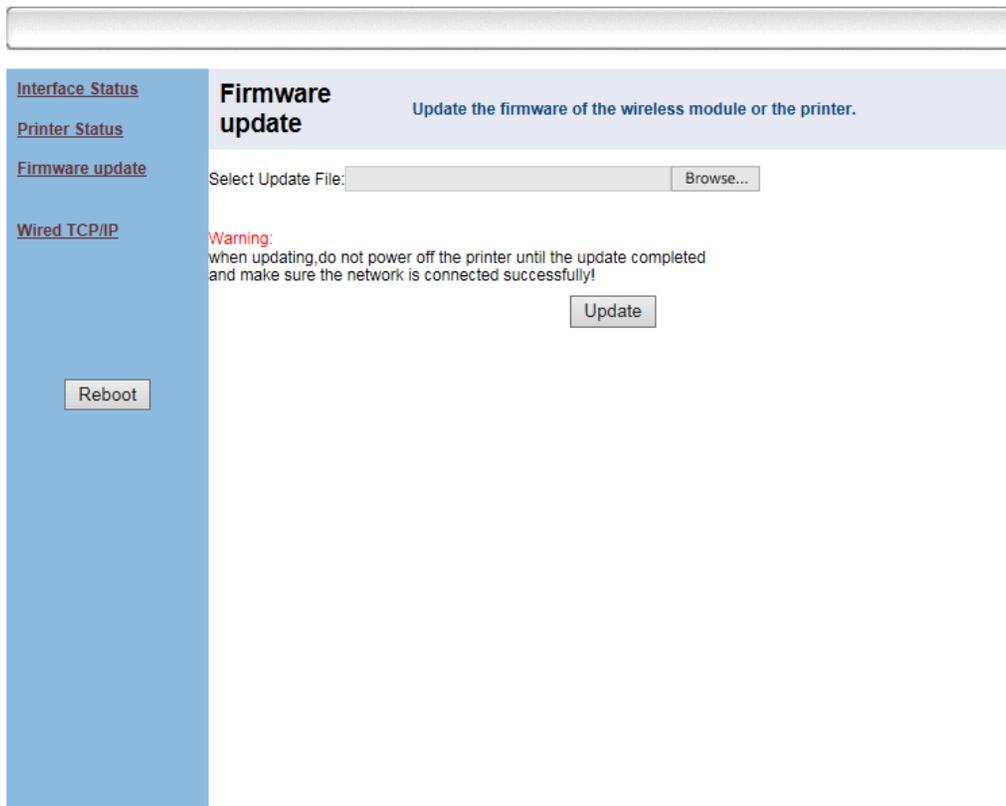


Figure 3 Firmware updating page

JK-W03 Ethernet Interface Module Configuration

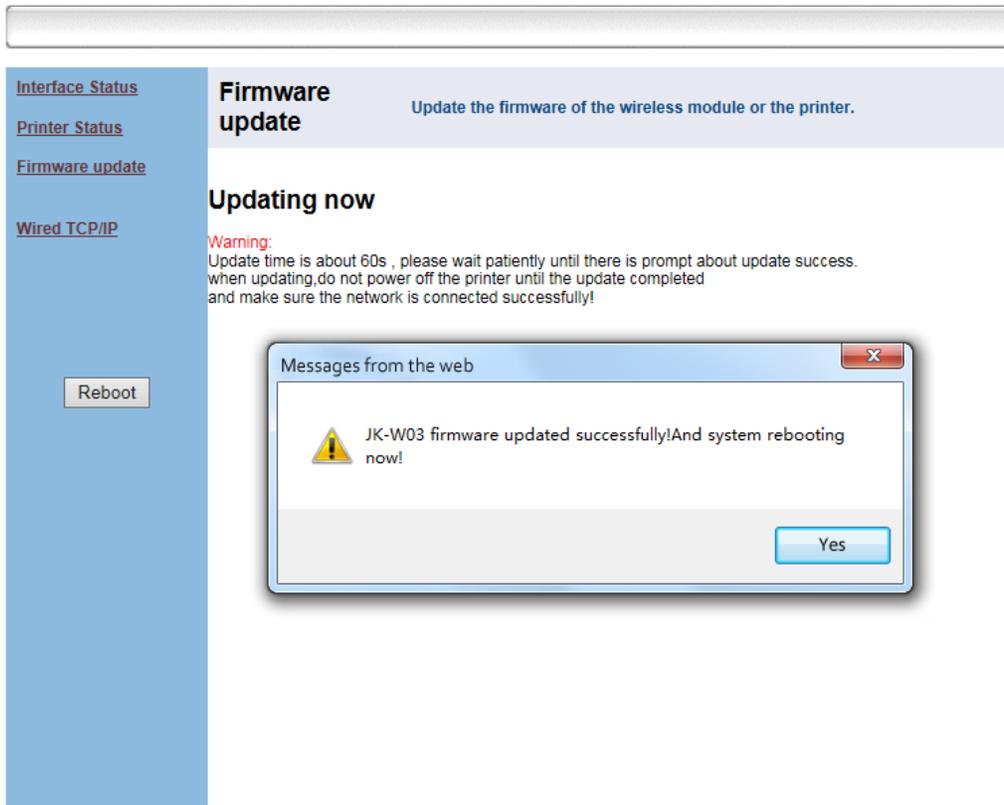


Figure 4 Firmware updating successfully

After clicking Yes, the printer will remind you to "Please wait for printer to reboot", as shown in Figure 5.

JK-W03 Ethernet Interface Module Configuration

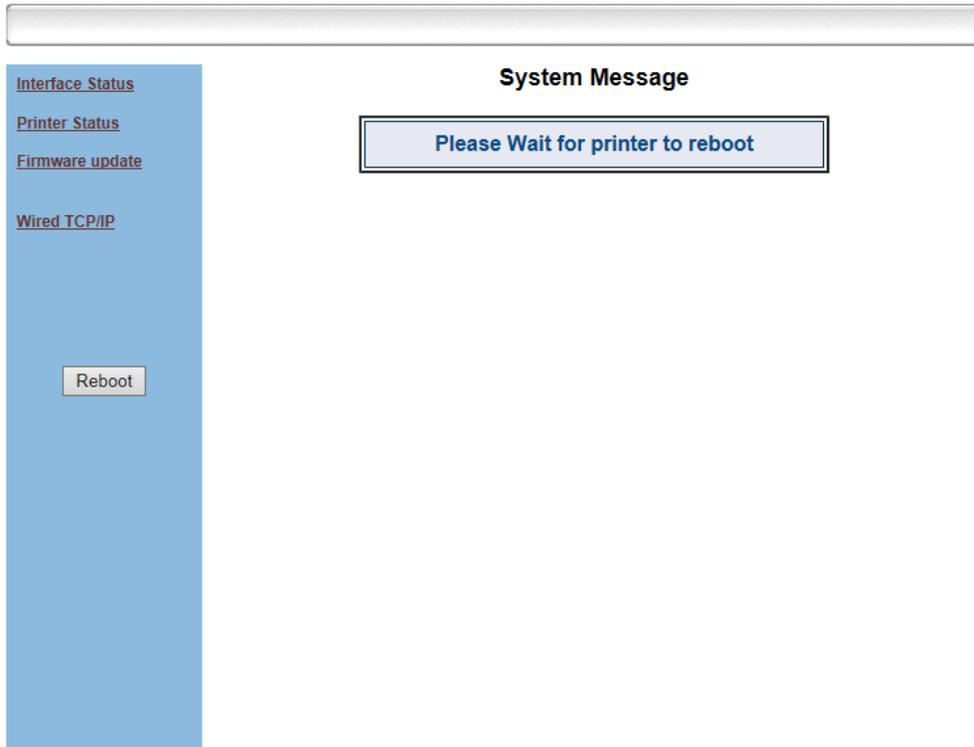


Figure 5 Wait for printer to reboot

Don't do anything to the web page until the page reminds you "Reset is complete", as shown in Figure 6.

JK-W03 Ethernet Interface Module Configuration

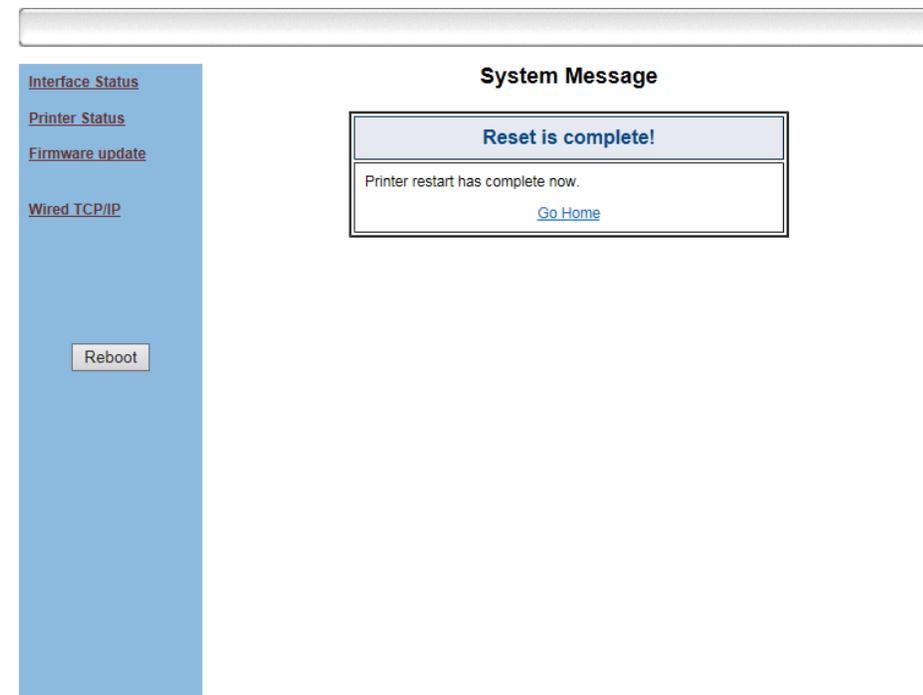


Figure 6 Reset is complete

After the firmware updated, JK-W03 PCBA needs to be restored to factory default settings before you can use some of the new features. If you want to return to the factory default setting, after the power is cut off, press the PCBA button and power up at the same time and hold it in the down state for 5 seconds before releasing the button. After that, you may use it normally.

JK-W03 Ethernet Interface Module Configuration

Figure 7 Password login

After setting the password in the configuration page, the login page will appear when visiting the upgrade page and the configuration page.

Note:

- a. During the update process, do not power off printer or disconnect from the network. Also, make sure not to refresh the web page until the update process is complete.
- b. When printer is busy or there is error in the printer, then the printer cannot update.
 - e.g.Cutter error, Print head lift-up, Input voltage is abnormal, Paper end, Print head is overheating, Cannot find mark or mark calibration error,etc.

5.1.5 Wired TCP/IP

Click “Wired TCP/IP” or “Wireless TCP/IP” link to enter page of wired interface or wireless interface (if you have set the safety password, you can enter only when you have entered correct password).

“Print Port” is used to set the print port number.

“Inactivity time” is used to set the overtime time of TCP connection, unit: min. If setting the “Inactivity time” to 0, it indicates that the connection is always on.

“New Password” is used to set the safety password of web page and configuration tool. After selecting this

item, the test box can be edited, and you can set the safety password (only digit and letter can be used as safety password, and the maximum length of password is 10 bits).

“IP Address” provides two methods to change the configuration. Method one: select “DHCP Client”, then you can get the IP address, subnet mask, and gateway address automatically through DHCP protocol. Select “DHCP Client:”, then the DHCP Timeout field can be modified to enter the new timeout value for DHCP (unit: s). If the IP address cannot be retrieved within the specified timeout, adopt the default IP address 192.168.1.251; Method two: Select “Fixed IP Address”, then the input box below can be edited and you can set the IP address, subnet mask and gateway address manually.

“IPv6 Assignment Method” is used to set the obtaining method of IPv6 address. It can display only when IPv6 function has been activated, and the methods that can be set: DHCPv6, Auto, Manual. When selecting Manual, then you can input the IPv6 address to be set in edit box of “IPv6 address”, and input the IPv6 subnet prefix length in the edit box behind “/”.

“Disable Web Server” is used to turn off the Web Server function of JK-W03. After closing the Web Server function, you will not be able to access the JK-W03 configuration page through the Web page. You need to restore this function by restoring the factory default settings.

After making the change, click “Save” to save the setting and you can also restore the factory settings through clicking “Restore Defaults” button.

After changing the configuration, restart the printer to make new configuration valid. The restarting of printer can be carried out through clicking the “Reboot” button on the left, or through turning off/on the printer power. The configuration page Figure 8 is as follows:

JK-W03 Ethernet Interface Module Configuration

The screenshot displays the configuration page for the JK-W03 Ethernet Interface Module. On the left, a blue sidebar contains navigation links: [Interface Status](#), [Printer Status](#), [Firmware update](#), and [Wired TCP/IP](#). A [Reboot](#) button is also present. The main content area is titled "Wired Interface TCP/IP" and includes the subtitle "Settings for the TCP/IP network protocol." The configuration options are as follows:

- Print Port: 9100
- Inactivity time: 5 minute
- New Password: []
- IP Address:
 - DHCP Client:
 - DHCP Timeout (s): 20
 - Host Name: SRN_ELITE
 - Fixed IP Address:

Device IP Address	192	.168	.1	.251
Subnet Mask	255	.255	.255	.0
Gateway Address	192	.168	.1	.1
- Disable Web Server PING
- IPv6 Assignment Method: AUTO
- IPv6 address: / []

At the bottom, there are three buttons: [Restore Default](#), [Save](#), and [Cancel](#).

Figure 8 TCP/IP configuration page

Note: Use only letters and numbers for the password and special characters or symbols are not allowed.”

5.2 JK-E06 Module Web

5.2.1 Overview

The interface module provides HTTP/HTTPS service. The status of the printer and interface module can be displayed, based on the web page at the host end, through the browser, and can also carry out the operation of configuring the interface module and printing the test page. This service adopts the TCP port of port 80/443. When the user adopts this service:

First, the user will need to get the IP address of interface module through the self-test page or special configuration tool.

Second, enter the IP address of the interface module in the address bar of the browser. Then you can inquire the printer status and maintain the interface module settings through the web page. The following is a detailed explanation of the web page.

5.2.2 Administrator information

Start the internet browser and enter the IP address of the printer to display the web page. (see Figure 1):



Figure 1

Click on the “Administrator information” link to set/Modify the username and password. Below is a screenshot of the “Modify username and password” page. Enter the new username and password, and click the “Save” button to save the settings. (see Figure 2):

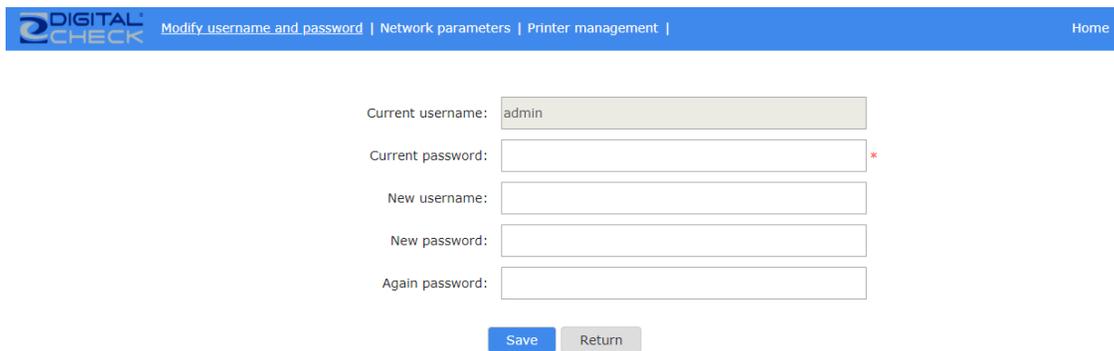


Figure 2

5.2.3 Network settings

Click the “Network settings” link to set the network parameters.

“Certificate and private key” is used to upload the user certificate file. Click the “Upload” button and then press the “Choose File” to select the file, and then press the “OK” button. (see Figure 3):

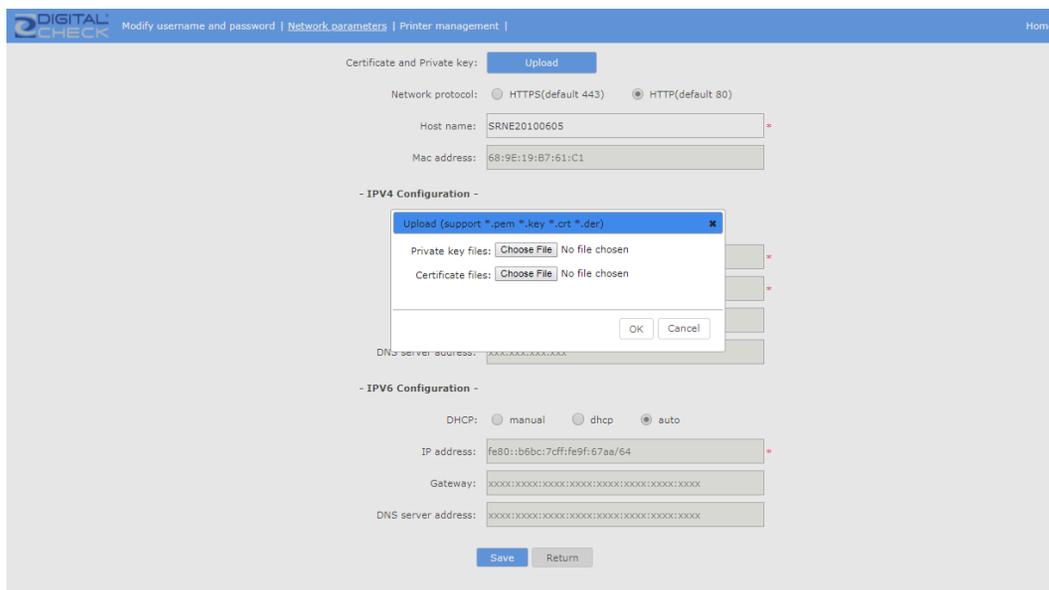


Figure 3

“Network protocol” is used to set the network protocol. includes HTTP and HTTPS.

“Host name” is used to set the host name.

“Mac address” is used to display the mac address.

“IPV4 Configuration” is used to set the ipv4 configuration. DHCP includes manual and dhcp. When selecting the “manual” option, the IP address, Subnet mask, Gateway, and Dns server address must be entered.

“IPV6 Configuration” is used to set the ipv6 configuration. DHCP includes manual, dhcp and auto. When selecting the “manual” option, the IP address, Gateway, and Dns server address must be entered.

Click the “Save” button to save the settings. (see Figure 4):

Figure 4

5.2.4 Printer management

Click the “Printer management” link to load the printer management web page. (see Figure 5):

“Run mode” is used to set run mode and includes OPOS and WEB.

Figure 5

Click the “Reboot printer” button to reboot the printer. (see Figure 6):

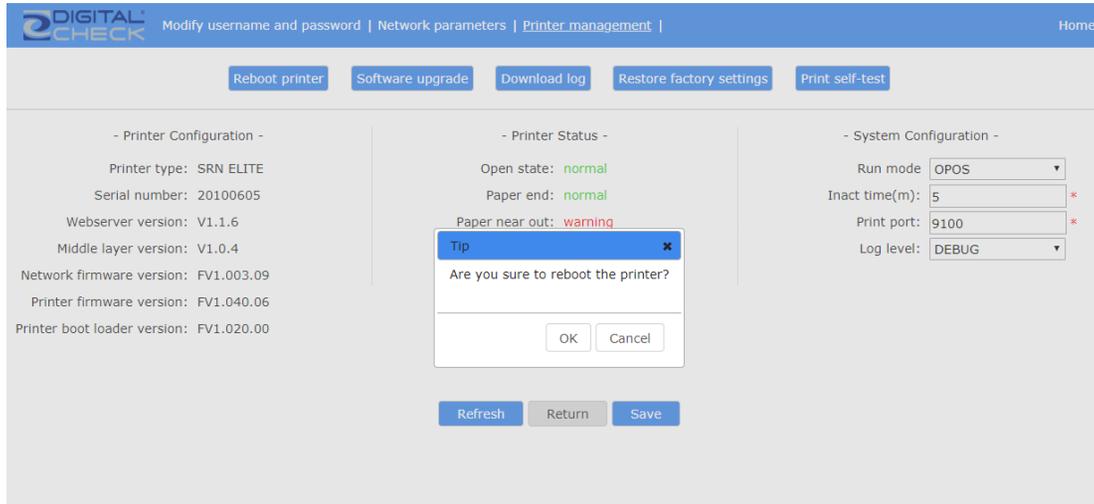


Figure 6

Click the “Software upgrade” button to load the software package. Press the “Choose File” button to select the update file, and then press the “OK” button to begin updating the firmware (see Figure 7). When the update process is complete, a message box will appear indicating that the firmware was successfully updated, and the printer will restart automatically.

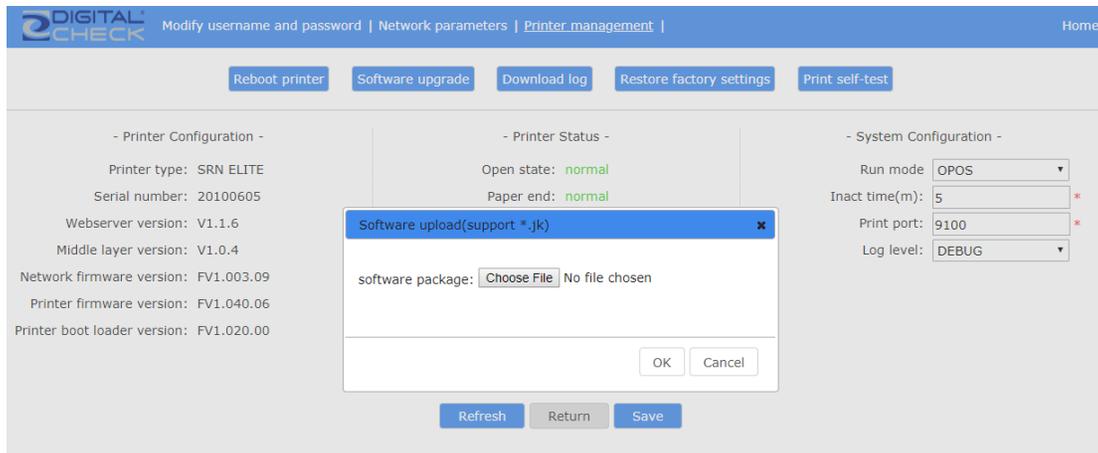


Figure 7

Note:

- During the update process, do not power off printer or disconnect from the network. Also, make sure not to refresh the web page until the update process is complete.
- When printer is busy or there is error in the printer, then the printer cannot update.
 - e.g.Cutter error, Print head lift-up, Input voltage is abnormal, Paper end, Print head is overheating, Cannot find mark or mark calibration error,etc.

Click the “Download log” button to download the log files. (see Figure 8):

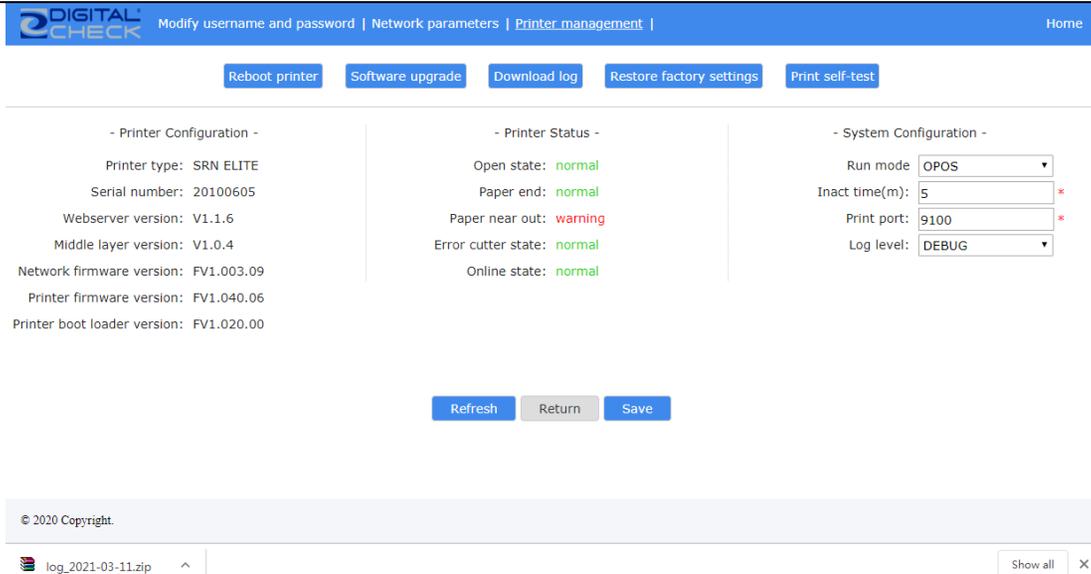


Figure 8

Click the “Restore factory settings” to restore factory settings (see Figure 9). Press the “OK” button and a message box will appear indicating that the printer is restoring factory settings (see Figure 10).

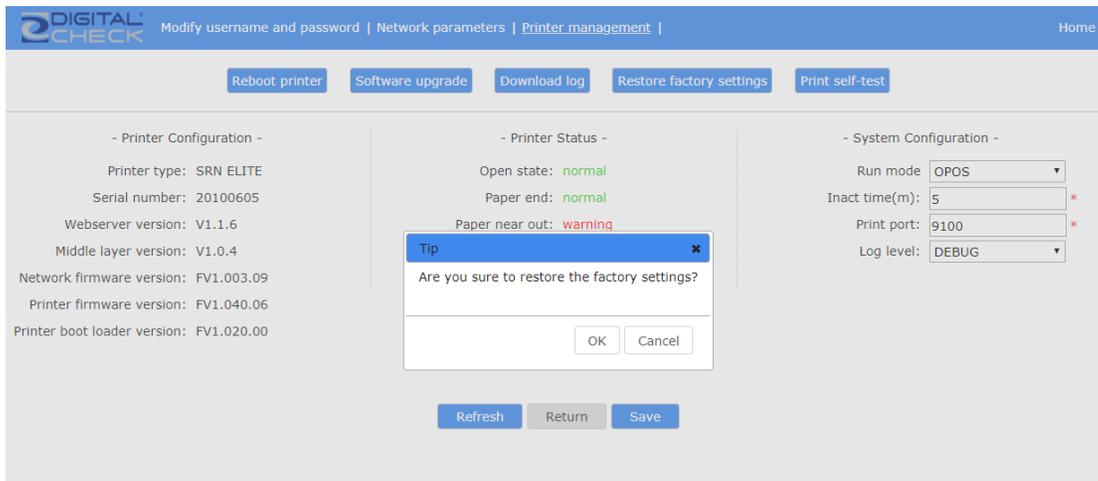


Figure 9

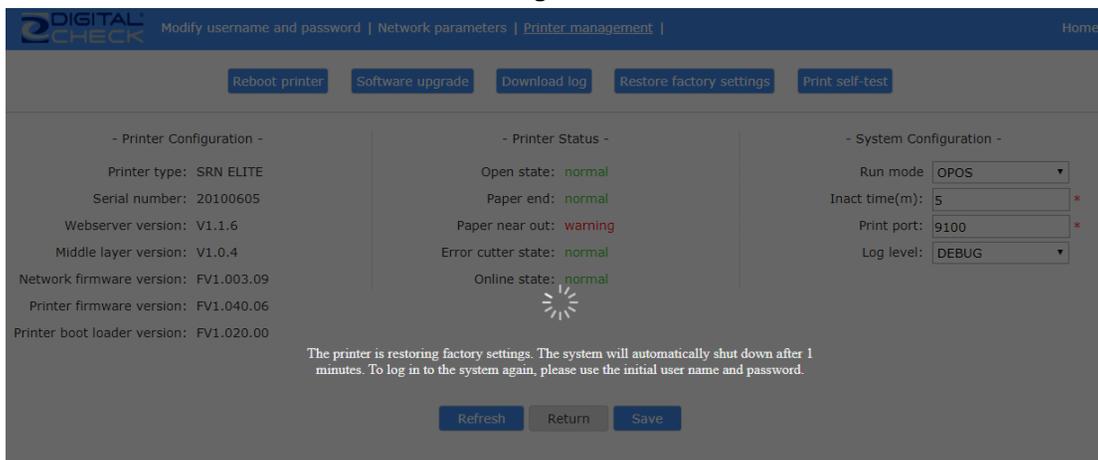


Figure 10

Click the “Print self-test” button to print a self-test page. Press the “OK” button to begin printing the self-test page. (see Figure 11)

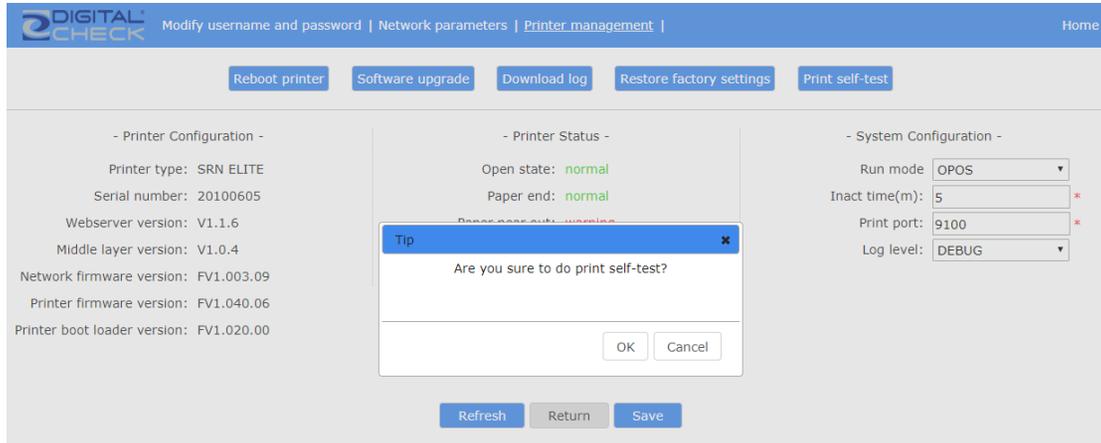


Figure 11

5. Printer Routine Maintenance

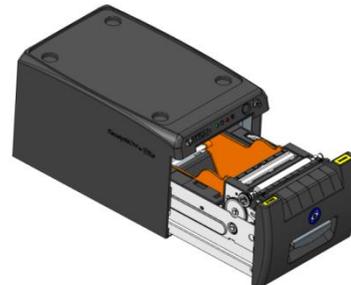
⚠ Attention:

- ✧ Use only Thermal Printer Cleaning Swabs (Digital Check part number 757300999 or 751920912), isopropyl alcohol or ethanol for cleaning print head, rollers and sensors. Do not use solvents such as gasoline, acetone, or any abrasive cleanser.
- ✧ When cleaning sensors, do not turn on printer until cleanser has totally evaporated.
- ✧ The printer should be cleaned as needed, indicated by degraded print quality. The cleaning interval depends on the environment in which the printer is operated, print usage, paper quality and other factors. A typical cleaning interval is one month.

5.1. Clearing Jammed Paper

Steps for clearing paper jam are as follows:

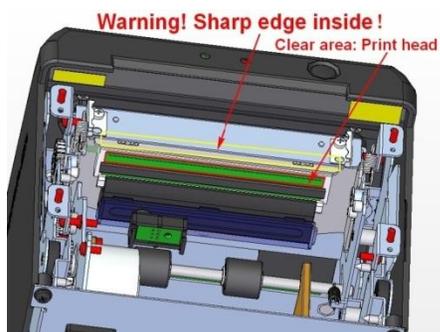
1. Open front cover.
2. Clear jammed paper and close front cover.



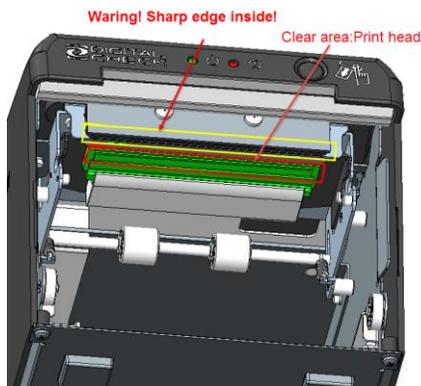
5.2. Clean Print Head and Roller

The printer should be cleaned as needed, indicated by degraded print quality. The cleaning interval depends on the environment in which the printer is operated, print usage, paper quality and other factors. A typical cleaning interval is one month. Steps for cleaning print head and rubber covered roller are as follows:

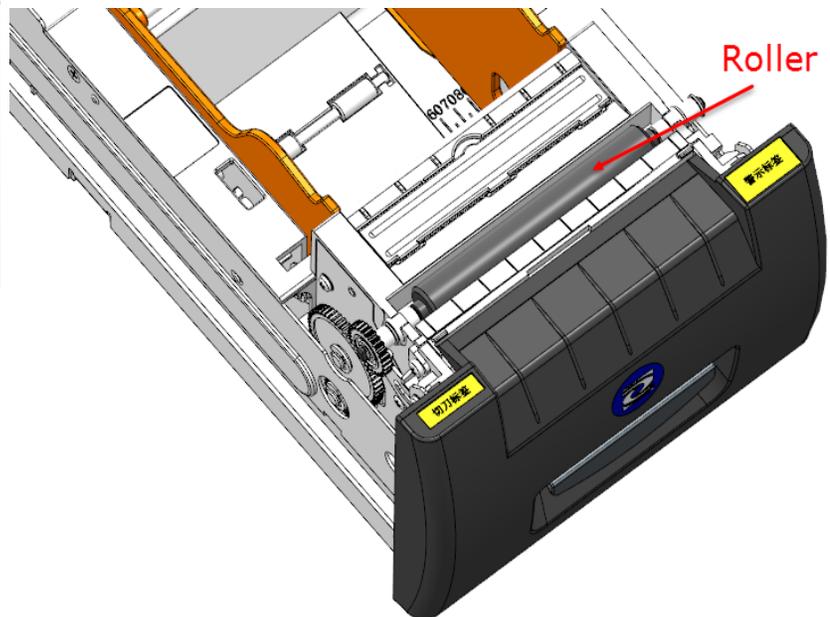
- 1) Turn off power. Open front cover.
- 2) Wait approximately 5 minutes until the print head is totally cooled down after printing.
- 3) Wipe out stains and dust on print head and rubber covered roller with Thermal Printer Cleaning Swab (Digital Check part number 757300999 or 751920912) or a soft cotton cloth moistened with isopropyl alcohol or ethanol.



Cutter 1



Cutter2



- 4) Do not close front cover until alcohol evaporates.

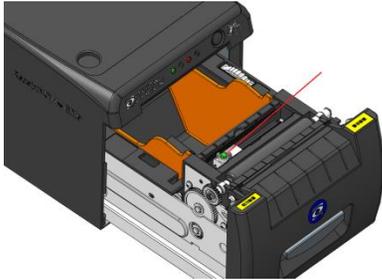
5.3. CleanPaper Sensor

If 'out of paper' errors are reported when there is still paper on the roll, the paper sensors may need to be cleaned. Cleaning steps are as follows:

- 1) Turn off power.
- 2) Open front cover. Remove transparent cover plate over sensors (shown in bright yellow below).



3) Use Thermal Printer Cleaning Swab (Digital Check part number 757300999 or 751920912) or a soft cotton cloth moistened with isopropyl alcohol or ethanol to wipe away dust and stains on the sensor surface;



4) Do not install transparent cover plate until cleanser has evaporated. Close front cover.

6. Interface Signals

6.1. USB Interface

1) Parameter

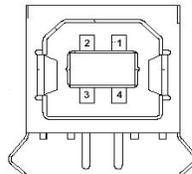
Data transmission: Supports USB2.0 high-speed protocol.

Connector (Printer End): USB B serial socket, support USB HUB

2) Interface signal definition and function description

Pin No.	Signal Name	Description
1	VBUS	+5V
2	DATA-	Printer data transmission negative phase side
3	DATA+	Printer data transmission normal phase side
4	GND	Ground

3) Interface Connector



Note:

a. During the update process, do not power off printer or disconnect from the network. Also, make sure not to refresh the web page until the update process is complete.

b. When printer is busy or there is error in the printer, then the printer cannot update.

e.g.Cutter error, Print head lift-up, Input voltage is abnormal, Paper end, Print head is overheating, Cannot find mark or mark calibration error,etc.

6.2. Ethernet Interface

1) Parameter

Support of 10/100M BASE-T communication

Compatible with Ethernet II standard frame type

Indicator shows network connecting status and data transmission status

Supports 9100 port print

Supports status back

Supports parameter configuration

Supports firmware update on-line

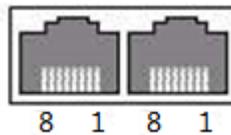
Supports printer status query and interface module maintenance based on HTTP

2) Interface signal definition and function description

Interface adopts 10/100M BASE-T standard in accordance with IEEE802.3. The interface signal is defined as below:

PIN	Signal Name	Instruction
1	TX+	Data transmission +
2	TX-	Data transmission -
3	RX+	Data receiving +
4	NC	Reserve
5	NC	Reserve
6	RX-	Data receiving -
7	NC	Reserve
8	NC	Reserve

3) Interface Connector

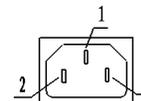


Socket figure of Interface module

6.3. Power Interface Definition

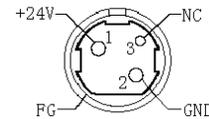
Power interface signal definition

Pin	Signal Name
1	E
2	L
3	N



24V power supply interface definition

Pin	Signal Name
1	+24V
2	GND
3	NC



⚠ Attention:

- ✧ The USB cable should not be plugged or unplugged with power on.
- ✧ Avoid running the USB cable with other electrical supply wiring.
- ✧ Use only a standard, shielded USB cable.

7. Recovering From Errors

If there is a printer error, you can refer to this chapter for appropriate handling. If problems persist, please contact Digital Check at 847-446-2285.

7.1. Printer does not work

Issues	Reasons	Solution
POWER INDICATOR LIGHT is off and printer does not work. (See 7.3 for description)	Printer has no power.	Connect to power supply
	Power switch is off.	Turn printer power switch on.
	PCBA or power supply is damaged.	Contact Digital Check at 847-446-2285

7.2. Error Indicator Light and Buzzer Alarm – See Section 7.3 for Descriptions

Issues	Reasons	Solution	Reference
ERROR INDICATOR LIGHT blinks and buzzer beeps	Paper Out	Adjust or replace paper roll	User Manual
ERROR INDICATOR LIGHT blinks and buzzer beeps	Front cover open	Close front cover	User Manual
ERROR INDICATOR LIGHT blinks and buzzer beeps	Paper Low	Replace paper roll	User Manual
ERROR INDICATOR LIGHT blinks and buzzer beeps	Cutter Default	Contact Digital Check at 847-446-2285	
ERROR INDICATOR LIGHT blinks and buzzer beeps	Printer has a serious fault – 4, 5 or 6 beeps	Contact Digital Check at 847-446-2285	

7.3. Indicator Light and Buzzer Information

Indicator Light Name	Status	Explanation
Power Indicator Light: Green	Bright	Printer is powered on
	Out	Printer is powered off
Error Indicator Red	Out	Normal Status
	Blink	Error Status or paper low status

1) Error Indicator Light and Information

Error Type	Error Indicator Light	Buzzer
Paper Low	Flash slowly	No beep
Out of Paper	Flash 2 times then repeat	Beep 2 times
Front cover open	Flash 3 times then repeat	Beep 3 times
Cutter Error	Flash 4 times then repeat	Beep 4 times

Input Voltage Abnormal	Flash 5 times then repeat	Beep 5 times
Overheated Print Head	Flash 6 times then repeat	Beep 6 times

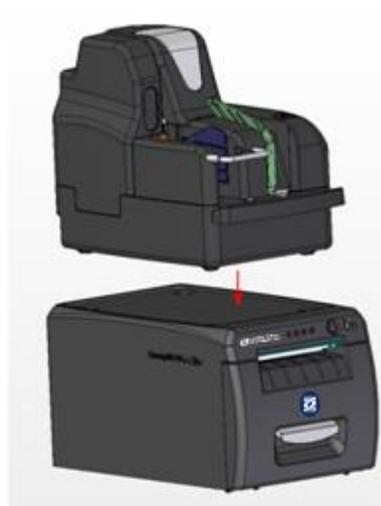
 **Attention:**

- ✧ The *ReceiptNOW* printer detects print head temperature. If the print head is overheated, a protection circuit will cut off print head power and stop printing. The print head will stop printing at 65° C (149°F). Normal operation will resume when the print head cools down.

7.4. Troubleshooting printing problems

Issues	Reasons	Solution	Reference
Paper output is crumpled or bent	Paper Jam	Open front cover. Check paper track and cutter. Clear jammed paper.	
Stops printing	Paper Jam	Open front cover. Check cutter. Clear jammed paper.	
Paper is not cut	Paper Jam	Open front cover. Check cutter. Clear jammed paper.	
No printing, light printing or smeared print	Incorrect installation of paper roll	Check if paper is installed properly and that thermal coated side of paper is 'up'.	
	Wrong paper type	Use recommended thermal paper.	
	Dirty print head or rubber covered roller	Clean print head or rubber covered roller.	
	Low print density	Increase print density to meet requirements	Appendix A:Parameter Setting by Feed Button
Lengthwise printing missing or streaks	Dirty print head or rubber covered roller.	Clean print head or rubber covered roller	User Manual
	Print head failure	Contact Digital Check at 847-446-2285	

8. Installation of SmartSource® Elite



9. Power Management

Power management for *ReceiptNOW* Elite has four work modes: off, ready, active, and suspend.

- When power is turned on, or directly after a print task, the printer will be in ready mode.
- After 5 minutes in ready mode without a print task, the printer will change to suspend mode.
- When there is a print task, the printer will automatically wake up and change to active mode. After completion of print task, the printer will change to ready mode.

Appendix A: Parameter Setting by Feed Button

Parameter setting by Feed button				
MAIN MENU				
Exit	->1			
Print Self Test	->2			
Configuration	->3	CONFIGURATION		
	Exit Without Save	->1		
	Exit With Save	->2		
	Communication	->3	Back To Last Menu	->1
		Usb Interface	->2	USB MODE:API
			Back To Last Menu	->1
			WinDriver Mode	->2
			API Mode	->3
		Ethernet Interface	->3	No parameters to be set for Ethernet
		Rx Buff Size	->4	RX BUFFER SIZE:4K Bytes
			Back To Last Menu	->1
			4k Bytes	->2
			45 Bytes	->3
			64K Bytes	->4
	Mechanism & Hardware	->4	HARDWARE SETTINGS	
		Back To Last Menu	->1	
		Mark Sensor	->2	MARK SENSOR: Disable
			Back To Last Menu	->1
			Enable	->2
			Disable	->3
		Cutter	->3	CUTTER: Enable
			Back To Last Menu	->1
			Enable	->2
			Disable	->3
		Buzzer	->4	BUZZER: Normal Volume
			Back To Last Menu	->1
			Low Volume	->2
			Normal Volume	->3
			High Volume	->4
			Higher Volume	->5
			Highest Volume	->6
			Disabled	->7
		Power Supply	->5	POWER SUPPLY:

			Normal
		Back To Last Menu	->1
		Normal	->2
		Low Power Mode	->3
Print Settings	->5	PRINT SETTINGS	
		Back To Last Menu	->1
		Darkness Settings	->2
			DARKNESS SETTING: Normal
		Back To Last Menu	->1
		Low	->2
		Normal	->3
		High	->4
		Extra High	->5
		Paper Roll Width	->3
			PAPER ROLL WIDTH:80.0mm
		Back To Last Menu	->1
		57.5mm	->2
		69.5mm	->3
		76.5mm	->4
		80.0mm	->5
		82.5mm	->6
		Left Margin	->4
			LEFT MARGIN: 7mm
		Back To Last Menu	->1
		0mm	->2
		1mm	->3
		3mm	->4
		5mm	->5
		7mm	->6
		9mm	->7
		Right Margin	->5
			RIGHT MARGIN: 9mm
		Back To Last Menu	->1
		0mm	->2
		1mm	->3
		3mm	->4
		5mm	->5
		7mm	->6
		9mm	->7
		CR Command	->6
			CR COMMAND: Disable
		Back To Last Menu	->1
		Enable	->2
		Disable	->3
		Code Page	->7
			CODE PAGE SETTING
		Back To Last Menu	->1
		Print all codepages	->2

			Select codepage a	->3	
		Save Paper Level	->8	SAVE PAPER LEVEL	
			Back To Last Menu	->1	
			Disable	->2	
			25%	->3	
			50%	->4	
			75%	->5	
			100%	->6	
		Two-color Mode	->9	TWO-COLOR SETTINGS	
			Back To Last Menu	->1	
			Max Two-color Power	->2	Two-color Power: Normal
				Back To Last Menu	->1
				High	->2
				Normal	->3
				Low	->4
				Disable	->5
			Power Proportion	->3	Power Proportion: 50%
				Back To Last Menu	->1
				60%	->2
				55%	->3
				50%	->4
				45%	->5
				40%	->6
				35%	->7
				30%	->8
		Gray Scale Mode	->10	Gray Scale Mode:Mode3	
			Back To Last Menu	->1	
			Mode 0	->2	
			Mode 1	->3	
			Mode 2	->4	
			Mode 3	->5	
			Mode 4	->6	
			Mode 5	->7	
			Mode 6	->8	
			Mode 7	->9	
	Paper Settings	Sensor	->6	PAPER NEAR END SETTINGS	
			Back To Last Menu	->1	
			Paper Low Alarm	->2	PAPER LOW ALARM: Enable
			Back To Last Menu	->1	
			Enable	->2	
			Disable	->3	

			Stop Print When PAPER Low	->3	STOP PRINTING WHEN PAPER LOW: Disable	
					Back To Last Menu	->1
					Enable	->2
					Disable	->3
			Paper Near End Sensor	->4	PAPER NEAR END SENSER: Enabled	
					Back To Last Menu	->1
					Enable	->2
					Disable	->3
Set Config	Default	->7	SET CONFIGURATION			
			Back To Last Menu	->1		
			Set Printer To Default Configuration	->2		
FONTA/FONTB Settings		->8	Current Font: FONTA			
			Back To Last Menu	->1		
			Select FONTA	->2		
			Select FONTB	->3		
			Select UDFONTA	->4		
			Select UDFONTB	->5		
Beep settings		->9	Beep settings: Disabled			
			Back To Last Menu	->1		
			Enable External Herald	->2		
			Enable Internal buzzer	->3	BEEP MODE	
					Back To Last Menu	->1
					Mode 1	->2
					Mode 2	->3
					Mode 3	->4
					Mode 4	->5
					Mode 5	->6
			All Beep disabled	->4		
Set Printer Mode		->10	Printer Mode: Default Mode			
			Back To Last Menu	->1		
			Default Mode	->2		
			BTP-2002NP Mode	->3		

		Enter code, then hold Button Down at least 1 second to validate			
Cutter Test	->4				
Sensor Test	->5	Sensor Test Mode: ERROR LED state will change according to sensor state To EXIT, hold button down at least 1 second			
Print Statistics	->6	SRN 2PTR STATISTICS			
		TCUT	:0		
		TLFS	:0		
		ONTIME	:0		
Calibration	->7				