After-Sales Service

(1) This product comes with a one-year warranty. During the warranty period, you are entitled to various maintenance and repair services for the unit free of charge (print head: 6 months or a print length of 30,000 meters, whichever comes first; cutter: 6-month warranty).
(2) The following cases are not covered under warranty and will require a repair fee:

- Expiry of the warranty period.
- Damage caused by modifications or repairs performed by the user or unauthorized service centers.
- Damage resulting from failure to use, maintain, or service the product in accordance with the user manual.

(3) In case of product malfunction or damage, please fill out this warranty card correctly and in detail, and present it to the after-sales service staff during the warranty claim.
(4) If you encounter any issues during the service process, please contact our company promptly.

Product Warranty Card / Certificate

Customer Name	
Phone Number	
Purchase Date	
Product Model	
Specifications	
Malfunction Description	

Certificate

User Manual

Thermal Barcode Printer

- The images in this manual are for reference only. Please refer to the actual product included in the package.
- Please read this user manual carefully before using the product and keep it for future reference.
- Product Standards: GB 17625.1-2022, GB 4943.1-2022, GB/T 9254.1-2021 (Class A)

Resource Acquisition

Driver Download:
Scan the QR code below to download drivers. Alternatively, visit the official website and go to the "Download Center" to download the corresponding software.

Driver Download

Product specifications, accessories, parts, and program content are subject to the physical product. For detailed parameters, please visit the official website , go to the "Product Center", and search for the corresponding model. Note that specifications are subject to change without prior notice.
The product nameplate is planned to be attached to the bottom of the machine. Please pay attention to the real-time information!

Frequently Asked Questions

(1) The printer does not detect paper?
A: The print mechanism sensor may be dirty. Please clean the sensor with a soft brush. If the issue persists after cleaning, contact after-sales support.

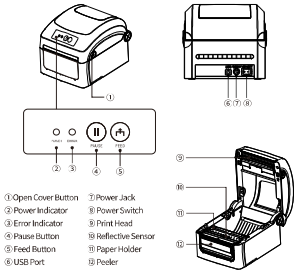
(2) The printout is unclear?
A: Determine if the entire print area is unclear or only a part. If the entire area is unclear, the thermal paper quality may not meet standards. If only a part is unclear, the print head may be dirty. Please clean the thermal element of the print head with a cotton cloth dipped in alcohol. If the print remains unclear after cleaning, contact after-sales support.

(3) Unable to connect via Bluetooth?
A: Restart your phone's Bluetooth and re-enter the application software to connect to the Bluetooth printer.

Product Introduction



The illustration uses a specific model as an example for demonstration purposes.

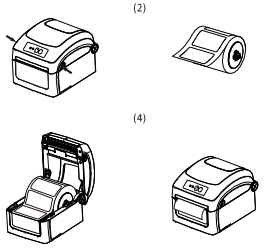


① Open Cover Button
② Power Indicator
③ Error Indicator
④ Pause Button
⑤ Feed Button
⑥ USB Port
⑦ Power Jack
⑧ Power Switch
⑨ Print Head
⑩ Reflective Sensor
⑪ Paper Holder
⑫ Peeler

Note:
The transmission interfaces and appearance of the printer shown in the picture may vary depending on the specific model you purchased. Please refer to the actual product for the correct interfaces and appearance.

Paper Roll Installation (Peel-Off)

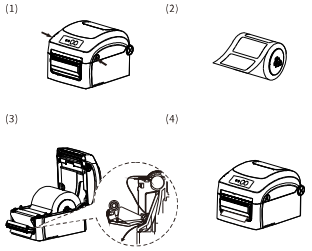
The illustration uses a specific model as an example for demonstration purposes.
(1) Press the open cover button in the direction indicated by the arrow and lift the upper cover. If there is a paper tube in the paper compartment, please remove it.
(2) Place the paper roll onto the label supply shaft. Use the paper roll fixing piece to secure the roll in the center of the shaft.
(3) Position the paper roll correctly on the paper roll holder. (If using a wider paper roll, you can remove the fixing piece and use the paper roll shaft directly.)
(4) Leave about 1 cm of paper extending outside the paper exit slot, then close the printer's upper cover.



This equipment contains radio transmission module(s) with the following model approval codes (respective):
CMIIT ID: 2021DP3225, CMIIT ID: 24J44F5XE679(M), CMIIT ID: 2024DP0988. The specific modules included vary by actual product.

Paper Roll Installation (Optional: Peeling)

The illustration uses a specific model as an example for demonstration purposes.
(1) Open the printer cover in the direction indicated by the arrow, then lift the upper cover. If there is a paper tube in the paper compartment, remove it.
(2) Place the paper roll onto the label supply shaft and use the paper roll fixing piece to secure the roll in the center of the shaft. Position the paper roll correctly on the paper roll holder. (If using a wider paper roll, you may remove the fixing piece and use the paper roll shaft directly.)
(3) Push the peeler upward firmly from the liner exit to open it. Load the consumables following the path shown in the illustration, then close the print head.
(4) Tighten the liner, press the peeler downward firmly into the slot at an angle to close it, leave about 1 cm of paper extending outside the paper exit slot, and close the printer cover.



Button and Indicator Functions

The illustration uses a specific model as an example for demonstration purposes.

• Button Functions

Feed
In the printer's normal state, press the Feed Button once. Each press will advance the paper by a specified distance.

Pause
During printing, briefly press the Pause Button to pause the print job. Press the Feed Button again to resume printing.

Print Self-Test Page
Turn off the printer power.
Confirm that paper is loaded and the printer cover is closed.
Press and hold the Feed Button, then turn on the printer power.
The printer will print a self-test page. You can then release the Feed Button.

Start Media Learning
In standby mode, press and hold the Feed Button for ⩾6 seconds. The Error (Red) indicator will light once, indicating that media learning has been activated.

Cancel Media Learning
In standby mode, press and hold the Feed Button for ⩾9 seconds. The Power (Blue) and Error (Red) indicators will flash together three times, and the printer will restore its pre-learning state.

Print Wi-Fi Configuration Page
In standby mode, press and hold the Pause Button for ⩾5 seconds. The Error (Red) indicator will light once, and the printer will print a separate Wi-Fi configuration information page.

Reset Wi-Fi Module
In standby mode, press and hold the Pause Button for ⩾8 seconds. The Error (Red) indicator will light twice, and the Wi-Fi module information will be reset.

Command Mode Switching (ESC/TSPL/CPCL)
With the printer powered off, press and hold the Pause Button, then turn on the power. Release the Pause Button after the Error (Red) indicator turns off. Upon successful switching, the corresponding mode information page will be printed automatically.

Printer Initialization
1) With the printer powered off, simultaneously press and hold both the Pause Button and the Feed Button.
2) Turn on the printer power.
3) Continue holding the buttons until the Power (Blue) indicator lights up and the Error (Red) indicator turns off, then release both buttons.
4) The printer will clear user data from its internal memory, restore all parameters to factory default settings, and the initialization process will be complete.

• Indicator Instructions

LED Indicator Status Description	Status
Power (Blue) indicator is steady on	Printer Normal
Power (Blue) indicator is flashing	Printer Paused
Error (Red) indicator flashes once	Printer Cover Open
Error (Red) indicator flashes twice	Printer Out of Paper
Error (Red) indicator flashes three times	Gap/Black Mark Mode Error
Power (Blue) and Error (Red) indicators flash alternately	Printer Overheating

Buzzer Indicator Instructions

The illustration uses a specific model as an example for demonstration purposes.

Buzzer Sound	Status
One beep	Power On
	Starting Media Learning
Two beeps	Restoring Factory Defaults (Printer Initialization)
	Command Mode Switching
	Canceling Media Learning
One beep, repeated in a cycle	Printer Cover Open
Two beeps, repeated in a cycle.	Printer Out of Paper
	Printer Overheating
Three beeps, repeated in a cycle.	Gap/Black Mark Mode Error

Important Notes

Precautions for Using the Printer

(1) Do not disassemble the printer by yourself. Please read this manual carefully before use.
(2) Do not open the paper compartment cover while the printer is printing, as this may lead to unpredictable situations or even damage the printer.
(3) After printing, the print head remains at a high temperature. Do not touch it to avoid burns.
(4) To ensure print quality and extend the product's service life, it is recommended to use the recommended or equivalent quality thermal paper.
(5) Prevent water or conductive substances (e.g., metal) from entering the printer interior. In case this occurs, immediately turn off the power.
(6) Always ensure the power is switched off during routine printer maintenance.
(7) Do not use tools like tweezers to scratch the surfaces of the print head, print platen roller, or sensors.
(8) Do not operate the printer without paper, as this can severely damage the print platen roller and the thermal print head.

Printer Cleaning

(1) Clean the print head promptly if the printer exhibits any of the following conditions:

- Unclear printing;
- Unclear printing in a specific vertical column on the page;
- Excessive noise during paper feeding.

(2) Print Head Cleaning Procedure:

- Turn off the printer power, open the upper cover, and remove any paper if present.
- If printing has just finished, wait for the print head to cool down completely.
- Use a cotton swab dipped in alcohol (concentration ⩾ 75%) to wipe away dust and stains from the surface of the print head's thermal element.
- After the alcohol has completely evaporated, close the upper cover and perform a test print.

Restriction of Hazardous Substances in Electrical and Electronic Products

1. Names and Contents of Hazardous Substances in the Product:

Component Name	Toxic or Hazardous Substance/Element					
	Pb	Hg	Cd	Cr6+	PBB	PBDE
Power Supply / Electrical Components	×	O	O	O	O	O
Print Head	×	O	O	O	O	O
Metal Parts	×	O	O	O	O	O
Mainboard	×	O	O	O	O	O
Cables	×	O	O	O	O	O
Packaging Materials & Accessories	O	O	O	O	O	O

This table is prepared in accordance with the provisions of SJ/T 11364.
O: Indicates that the content of the hazardous substance in all homogeneous materials of this component is below the limit specified in GB/T 26572-2011.
×: Indicates that the content of the hazardous substance exceeds the limit specified in GB/T 26572-2011 in at least one homogeneous material of this component.

2. Mark for Restriction of Hazardous Substances in Electrical and Electronic Products:

All electrical and electronic products sold within the People's Republic of China must bear this mark. The number inside the mark indicates the Environmental Protection Use Period of the product under normal operating conditions.

WARNING: This is a Class A product. In a residential environment, operation of this equipment may cause radio interference.

WARNING: Sharp edges. Do not touch.

WARNING: Hot components! Contact with these components may cause burns. Wait at least half an hour after turning off the power before touching components.

FCC Caution.

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.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

***RF warning for Mobile device:**
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.