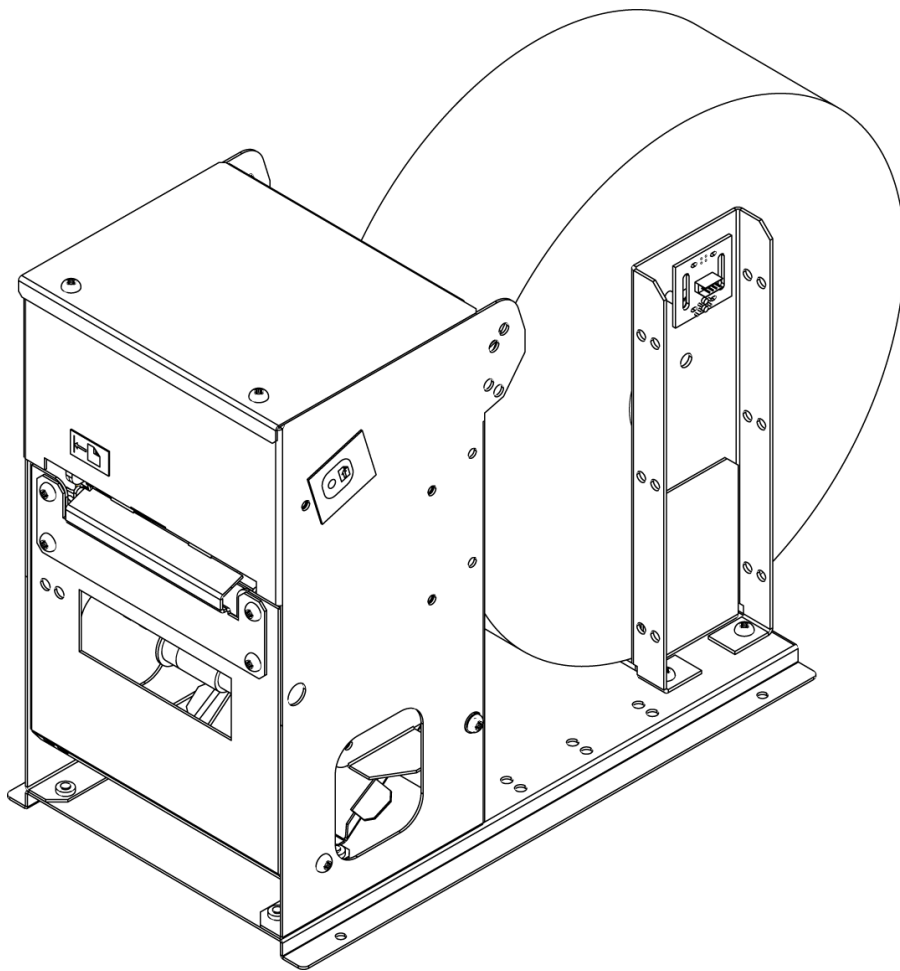


# NANOPTIX

## Heavy Duty Kiosk Thermal Printer *Owner's Manual*



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## Legal Notices

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### Federal Communications Commission (FCC) Radio Frequency Interference Statement

#### Warning

Changes or modifications to this unit 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 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.

#### Information to the User

This equipment must be installed and used in strict accordance with the manufacturer's instructions. However, there is no guarantee that interference to radio communications will not occur in a particular commercial installation. If this equipment does cause interference, which can be determined by turning the equipment off and on, the user is encouraged to contact Nanoptix Inc. immediately.

Nanoptix Inc. is not responsible for any radio or television interference caused by unauthorized modification of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by Nanoptix Inc. The correction of interferences caused by such unauthorized modification, substitution or attachment will be the responsibility of the user.

In order to ensure compliance with the Product Safety, FCC and CE 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 Supply**

UL Listed power supply with standard 60Hz-50Hz, 100-240VAC input and 24VDC output equipped with AC line filtering, over-current and short-circuit protection.

Use of this product with a power supply other than the Nanoptix Inc. power supply will require you to test the power supply and Nanoptix Inc. printer for FCC and CE mark certification.

### **Communication Interface Cable**

An approved Nanoptix interface cable must be used with this product. Use of a cable other than Nanoptix approved product will require that you test the cable with the Nanoptix Inc. printer and your system for FCC and CE mark certification.

### **Power Cord**

A UL listed, detachable power cord must be used. A power cord with Type SVT marking must be used. For applications outside the North America, power cords that meet the particular country's certification and application requirements should be used.

Use of a power cord other than described here may result in a violation of safety certifications that is in force in the country of use.

### **Industry Canada (IC)**

#### **Radio Frequency Interference Statement**

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

*Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.*

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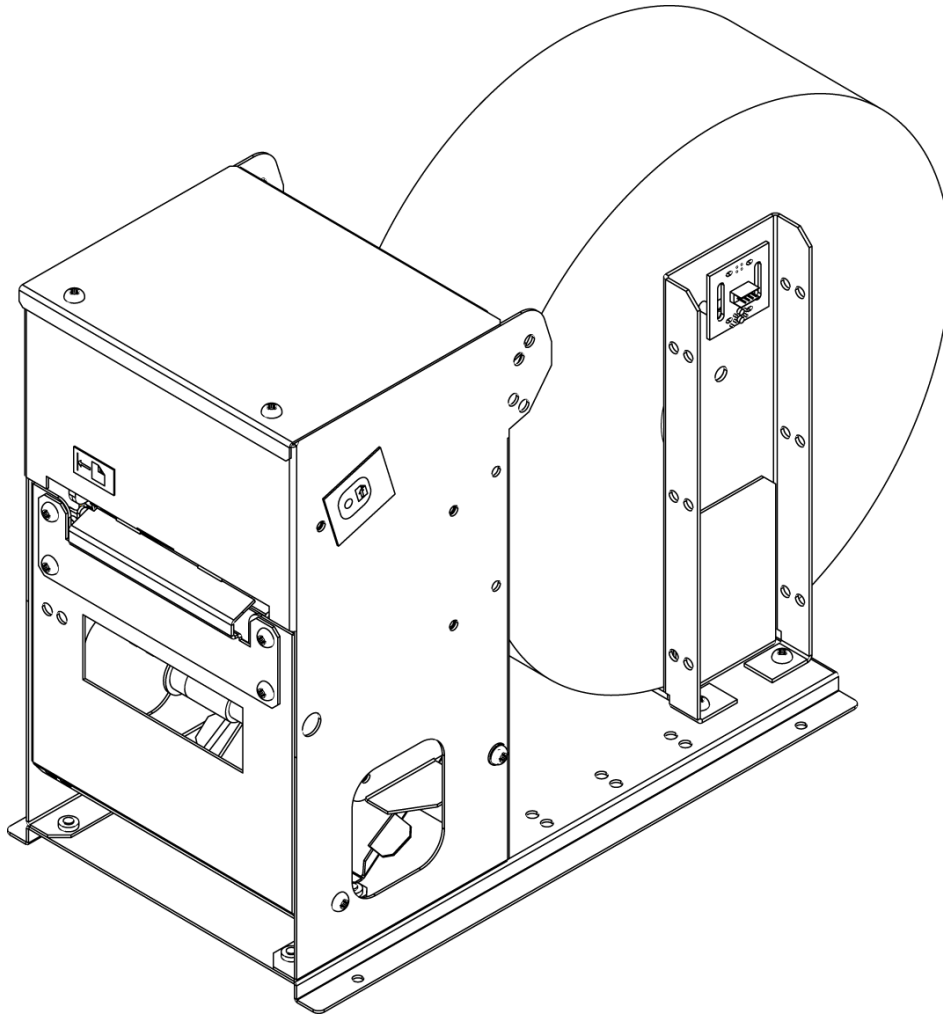
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## 1. About the Printer

### 1.1 Description of Printer

The Nanoptix Heavy Duty Kiosk printer is extremely fast, quiet, and very reliable. With thermal printing technology, there is no ribbon cassette to change, and paper loading is extremely simple. The paper roll mounting bracket is designed to be mounted on the left side or on the right side. Upon request, the bottom plate can be customized to fit your need.



**Figure 1: Nanoptix Heavy Duty Kiosk Printer**

### 1.2 Options Available

There are several options available for the Nanoptix Heavy Duty Kiosk. Please call your representative for the most recent information at 1-888-983-3030 (Toll-free North America) or 506-384-3388 or by e-mail at info@nanoptix.com.

### 1.3 General specifications

<b>Print Method</b>	Direct Thermal
<b>Resolution</b>	8 dot/mm (203 dpi)
<b>Print Width</b>	80mm
<b>Paper Width</b>	82.5 mm
<b>Max Roll Diameter</b>	250 mm, recommended core size is 52mm inner diameter, plastic or cardboard, paper must not glued or taped
<b>Operating Temperature</b>	0 to 50 C
<b>Storage Temperature</b>	-40 C to +65 C
<b>Operating Relative Humidity</b>	20% to 85% RH at 50C (non-condensing)
<b>Communication Interface Options</b>	USB, RS-232C, RS-485, IEEE1284
<b>Memory/Firmware</b>	1 Mbit of SRAM, 2 Mbit of flash and 16Kbit of EEPROM
<b>Resident Character Sets</b>	Arial Bold (6 sizes) Note: Other Character sets can be programmed quickly
<b>Integrated Bar Codes</b>	UPC-A, UPC-E, interleaved 2 of 5, 3 of 9, Code 128, EAN 8, EAN 13. Note: Other Bar Codes can be programmed quickly
<b>Speed</b>	Up to 130 mm/second
<b>Sensors</b>	<ul style="list-style-type: none"> <li>• Paper out</li> <li>• Door open</li> <li>• Paper low</li> <li>• Cutter not homed</li> <li>• Top of form (optional)</li> </ul>
<b>Human Interface</b>	Drop-in paper loading, status LED, paper feed button
<b>Dimensions</b>	170mm width x 265mm height x 295mm depth
<b>Weight</b>	3.7 Kg
<b>Emission Standards</b>	United States - FCC Part 15 Subpart B Canada - Industry Canada ICES-003 Europe – EN 55022 Class A emissions

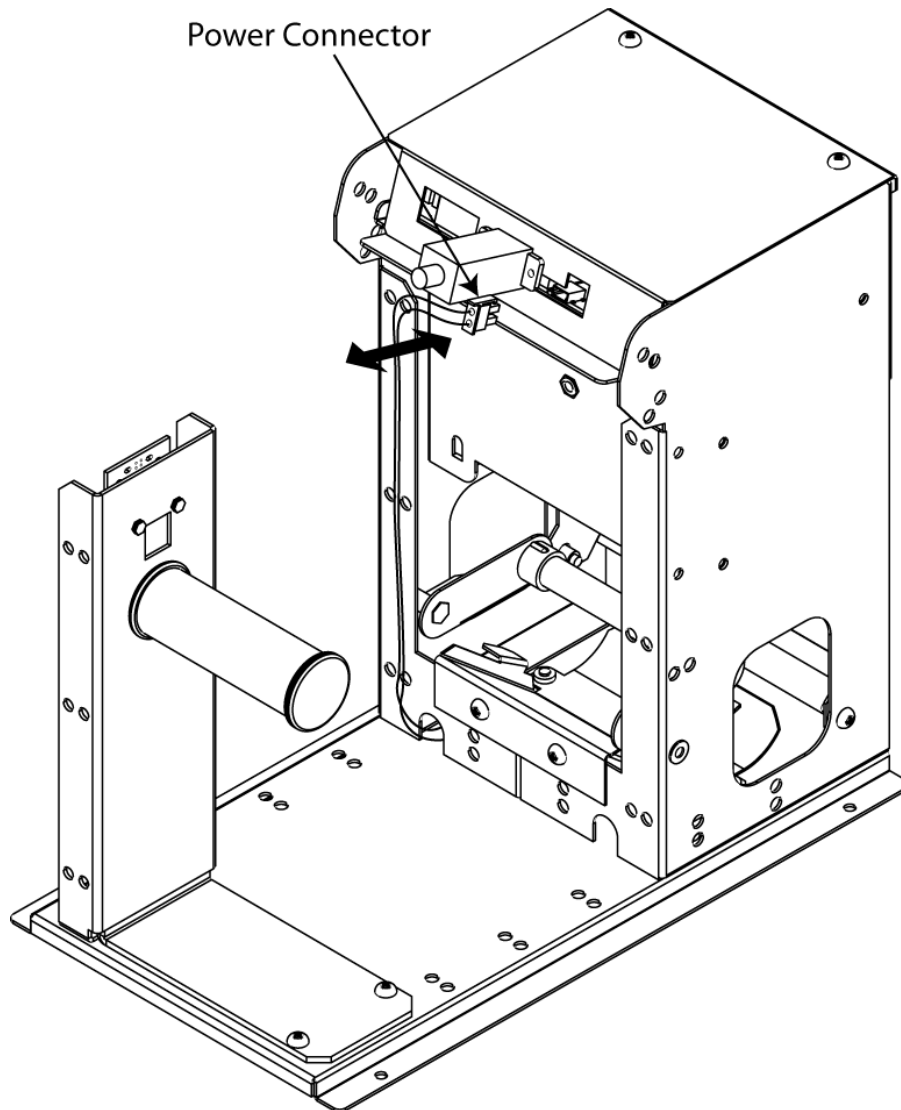
**Table 1: Specification**



### 1.4 Printer Controls

#### To reset Printer

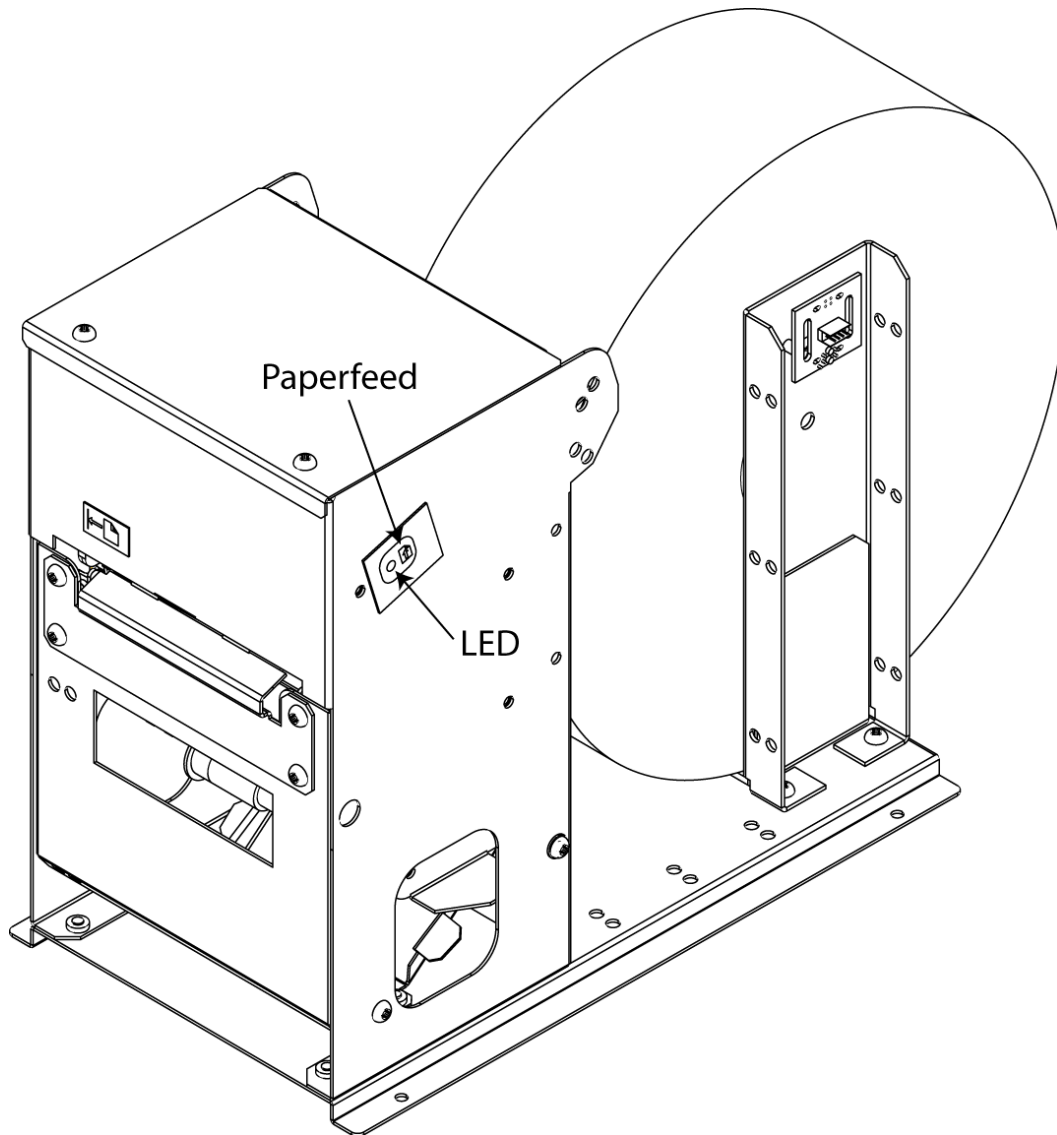
Simply plug and unplug the printer to reset the printer in case of a fault condition. Once the printer is re-plugged, the printer goes through a startup routine and resets itself.



**Figure 2: Resetting Printer**

### Paper Feed Button

Use the Paper Feed Button to advance the paper.

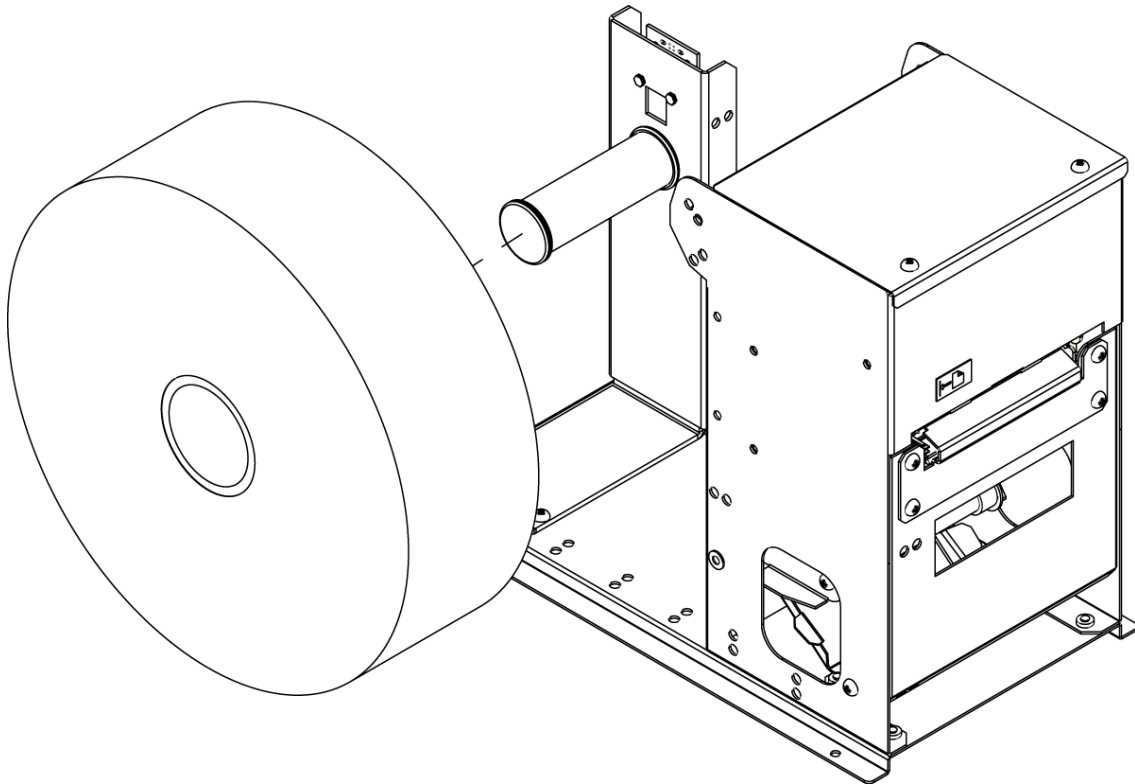


**Figure 3: Paper Feed Button**

## 1.5 Changing Paper

**Caution:** Do not operate the printer if the printer runs out of paper. The printer will not operate without paper, but it may continue to accept data from the host computer. Because the printer cannot print any transactions, the data may be lost.

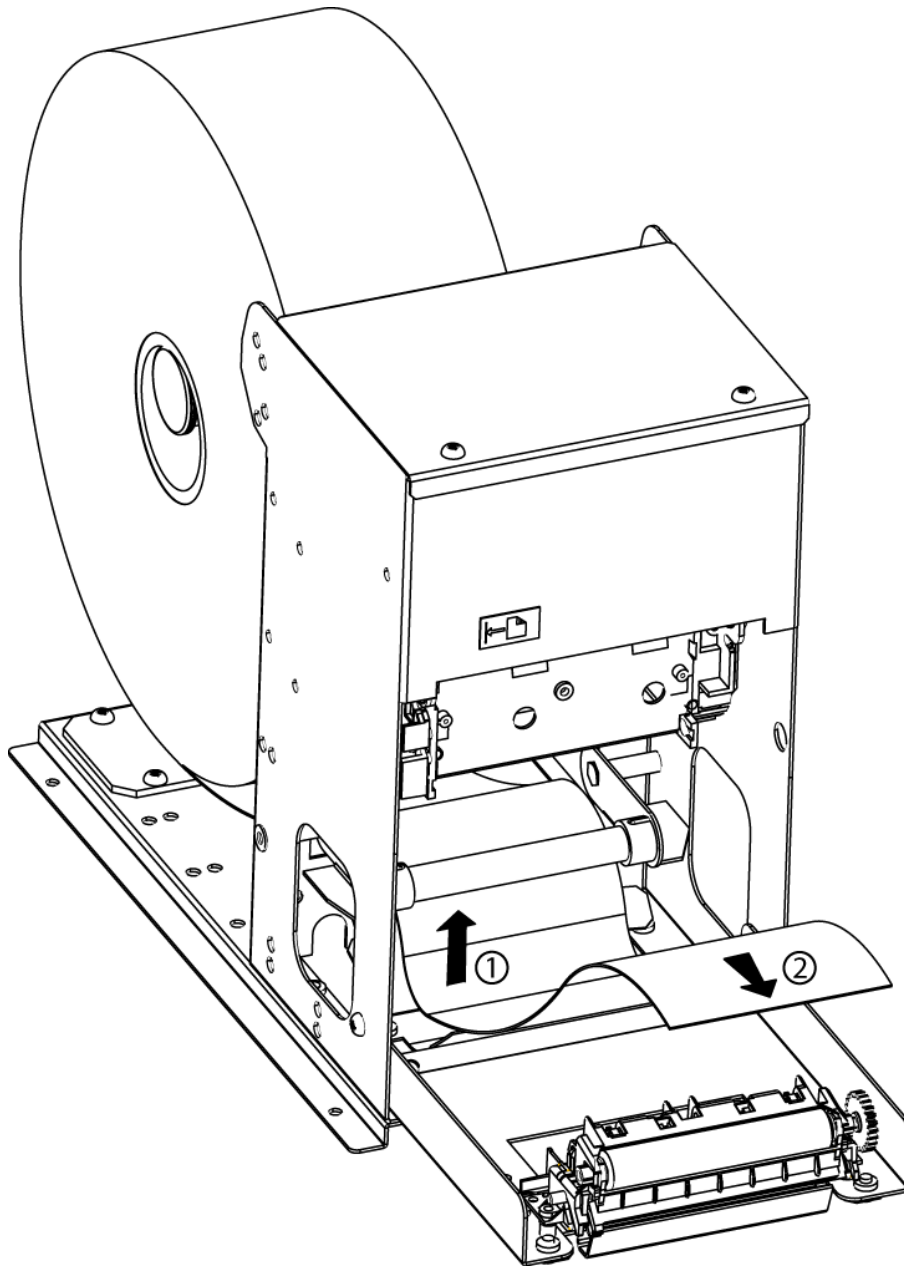
1. Remove the used roll.
2. Tear off the end of the new roll so that the edge is loose and place the new roll onto the spindle at the back of the printer. Make sure that the paper unrolls from the top of the roll.



**Figure 4: Loading Paper**

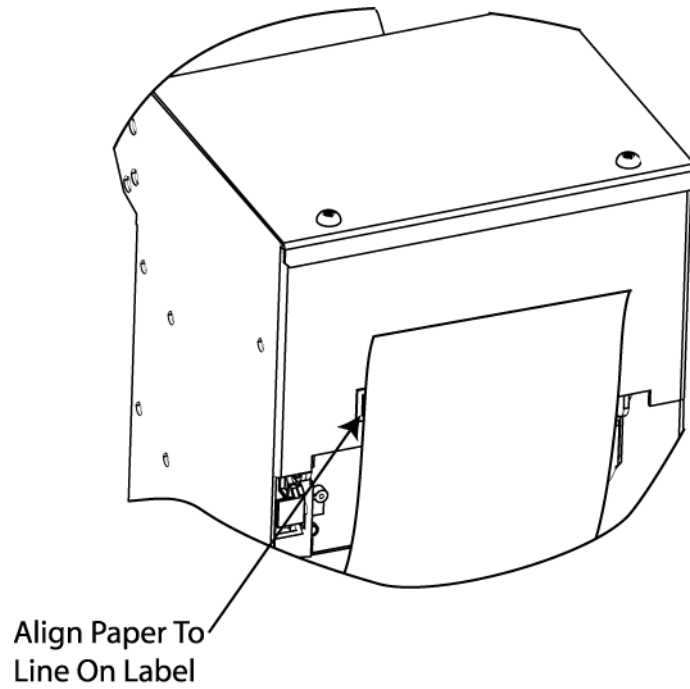
**Caution:** Be sure the paper unrolls from the top of the roll. Otherwise, the printer will not print or the paper will jam.

3. Open the front door of the printer by pulling on the handle.
4. Pull up on the paper tensioner (arrow 1 in figure below). Then pull the paper underneath the tensioner then up (arrow 2 in figure below).



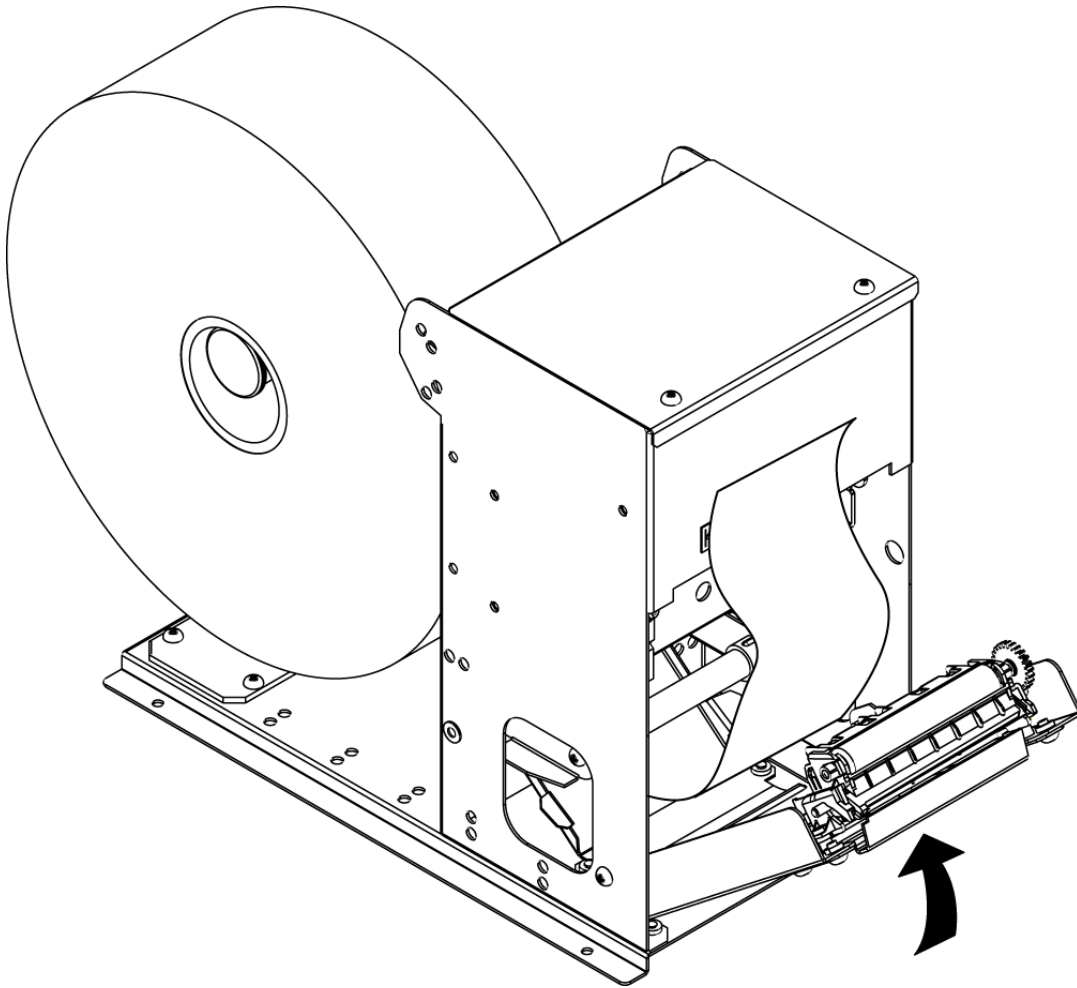
**Figure 5: Inserting the paper**

5. Align the left edge of the paper to the line on the label as shown in figure below.



**Figure 6: Aligning the paper**

6. Close the door as illustrated.



**Figure 7: Closing door**

7. Press the paper feed button. The paper will advance and the paper will be cut, leaving a clean edge for the next printed ticket.

**Note:** In the event of a paper jam, open the door, pull paper past the crumpled part, tear a new edge, and follow above instructions on inserting and aligning the paper.

### 1.6 Testing the Printer

Run this test to check the printer. The test prints and cuts a resident test ticket. Verify this ticket to judge the printing quality.

Model:	TITANIA
Firmware:	TIT-2.41G-61UCS
<b>COMMUNICATION</b>	
Interface:	IEEE1284 (0) or Serial
Baud:	9600
Data Bits:	8
Parity:	NONE
Handshaking:	NONE
Print Mode:	NTL
Aux Port:	Disabled
<b>PRINT CONTROL</b>	
Darkness Control:	-1%
Voltage:	24.2 Volts
Temperature:	26 Celcius
Speed:	4 IPS
Black Bar Index:	Disabled
<b>SYSTEM RESOURCES</b>	
FLASH	-Used: 0
	-Free: 24576
<b>LIBRARY INVENTORY</b>	
Templates:	0,1,2
Print Regions:	1,2,3,4,5,6,7,8, h,9,A,B,C,D,E,F,G, I,J,K,L,N,O,P,Q,R, S,T,U,Z,X,a,b,c,d, e,f,g,i,j,k,l,m,n, o,p,q,
Graphics:	None
Fonts:	0,3,5,7,8
<b>MANUFACTURING INFORMATION</b>	
Printer ID:	5465789
Date Code:	20184
PWM Setting:	7F7F7F7FFFFFFF
A to D:	DE7AA400FD000000
Resets:	9
Tickets:	00001336
Status:	TIT-2.41G-40-40-40-40-P

**Figure 8: Test Ticket**

To print the test ticket, power-on the printer while pressing and holding the Paper Feed Button for approximately 3 seconds. A test ticket similar to above will be printed approximately 5 seconds after. Press the paper feed button once more and the ticket will feed. Pressing the button again will result in blank tickets.

### 1.7 Troubleshooting the Printer

The printer is simple and generally trouble-free, but from time to time minor problems may occur. Follow these procedures to determine the cause and resolution of any problems the printer may be having. If the procedures in this section do not correct the problem, contact a service representative.

#### Printer LED

Condition	LED Status
Unit ready	ON
Unit is in Reset or Booting	OFF
Unit in standby (powered off)	OFF
Paper Out	Slow Blink
Door Open	Fast Blink
Paper Jam	Fast Blink
Missing Black Index Mark	Fast Blink
Temperature Error	Med Blink
Voltage Error	Med Blink
Print Head Error	Med Blink

**Table 2: Troubleshooting with the status LED**

#### Printing Problems

Problem	Possible Causes	What to Do
Receipt does not come out all the way.	Paper is jammed.	Open the printer door, inspect the cutter, and clear any jammed paper.
Printer starts to print, but stops while the receipt is being printed.	Paper is jammed.	Open the printer door, inspect the cutter, and clear any jammed paper.
Receipt is not cut.	Paper is jammed.	Open the printer door, inspect the cutter, and clear any jammed paper.
	The printer is not configured for a cutter.	Contact your authorized service representative.
Print is light or spotty.	Paper roll loaded incorrectly.	Check that the paper is loaded properly.
	Thermal printhead is dirty.	Use recommended thermal receipt paper.
Vertical column of print is missing.	This indicates a serious problem with the printer electronics.	Contact your authorized service representative.
One side of receipt is missing.	This indicates a serious problem with the printer electronics.	Contact your authorized service representative.

**Table 3: Troubleshooting Printing Problems**



### Printer Does Not Work

Problem	Possible Causes	What to Do
Printer Does Not Function When Turned On.	Printer not plugged in.	Check that printer cables are properly connected on both ends. Check that the host or power supply is getting power.
	Door not fully closed.	Close the door.

**Table 4: Printer Does Not Work**

## 2. Media and Supplies Guide

### 2.1 Thermal Paper Specifications

The printer requires qualified thermal paper with the following dimensions:

Width	Diameter	Recommended Inside Core Diameter
82.5 mm ± .2 mm (3.25 in. ± .008 in.)	250 mm max. (10 in.)	50mm (2 inches) - Plastic

**Table 5: Thermal Paper Dimensions**

The paper should not be attached to the core. If Top of Form Option is installed, paper with a colored stripe at the end can be used to indicate that the paper is running low.

### 2.2 Ordering Thermal Paper

We recommend the following paper grades produced by their respective manufacturers. There are a number of paper converters qualified to supply this paper, provided the POS rolls are from these recommended grades.

Manufacturer	Paper Grade	Paper Thickness
<b>Kanzaki Specialty Papers (USA)</b>	P-350	61 µm / 2.4mil
	F380	60 µm / 2.4 mil
	Lotto 480	83 µm/ 3.3 mil
	KT300 (thick cutter only)	183 µm/7.2 mil
	TO381N (thick cutter only)	115 µm/ 4.5mil
<b>Kanzan Spezialpapiere GMBH (Germany)</b>	KLS 36	80 µm / 3.2 mil
	KLS 46	80 µm / 3.2 mil
	KT415s+ (thick cutter only)	183 µm / 7.2 mil
<b>Appleton Papers, Inc. (USA)</b>	Optima T-886 B	82 µm / 3.2 mil
	Royale 4.5 or 5.3 (thick cutter only)	135µm / 5.3 mil
<b>Blumberg GMBH</b>	T49-32	88 µm/ 3.4 mil
<b>Mitsubishi</b>	TP8065	80 µm/ 3.2 mil

**Table 6: Thermal Paper Part Numbers**

Additional grades can be qualified and made available. Contact your sales representative for more information.

### 2.3 Ordering Miscellaneous Supplies

#### Power Supply and Power Cords

Contact your sales representative to order the power supply and power cords listed in the table. The numbers are for reference only. Suppliers may use other numbers.

Part	Part Number
Power Supply (24VDC, 2.5A max., 60W)	102048
Power Cord – North American	102080
Power Cord – Continental Europe	102086

**Table 7: Power Supply and Power Cord Part Numbers**

#### Ordering Communication Cables

Contact your sales representative to order the communication cables listed in the table. The numbers are for reference only. Suppliers may use other numbers.

Part	Part Number
Standard RS232 communication cable (Host Cable) <i>(DB9 male plug, DB9 female receptacle)</i>	102082
Standard RS232 communication cable (Host Cable) <i>(DB9 female receptacle, DB25 male plug)</i>	102106
Serial RS232 communication harness (Adapter Harness) <i>(DB9 male plug to DB25 female receptacle)</i>	102042
Parallel communication cable (Host Cable) <i>(IEEE 1284 Type A to B - Large Centronics to DB25)</i>	102083
USB communication cable (Host Cable) <i>(Type A to mini B)</i>	102085

**Table 8: Communication Cables Part Numbers**

### Communication Cables Pin-Out

The tables below detail the connection pin-out for the RS-232 interface (Female DB-9).

Pin	Signal Name	Printer I/O	Host I/O	Printer Function
1	n/a	51R pull up to 5V	Input	Aux Power (low current)
2	PRT_RS232_TXD	Output	Input	Data transmit
3	PRT_RS232_RXD	Input	Output	Data receive
4	n/a	No connect	Output	None
5	Signal Ground	Signal Ground	Signal Ground	Signal Ground
6	RS232_DSR	4K7 pull up to 5V	Input	Printer Ready
7	PRT_RS232_CTS (host RTS)	Input	Output	Handshake
8	PRT_RS232_RTS (host CTS)	Output	Input	Handshake
9	n/a	100k pull up to 5V	Input	None
Shell	Frame Ground	Frame Ground	Frame Ground	Shield

**Table 9: RS-232 Interface Pin-Out**

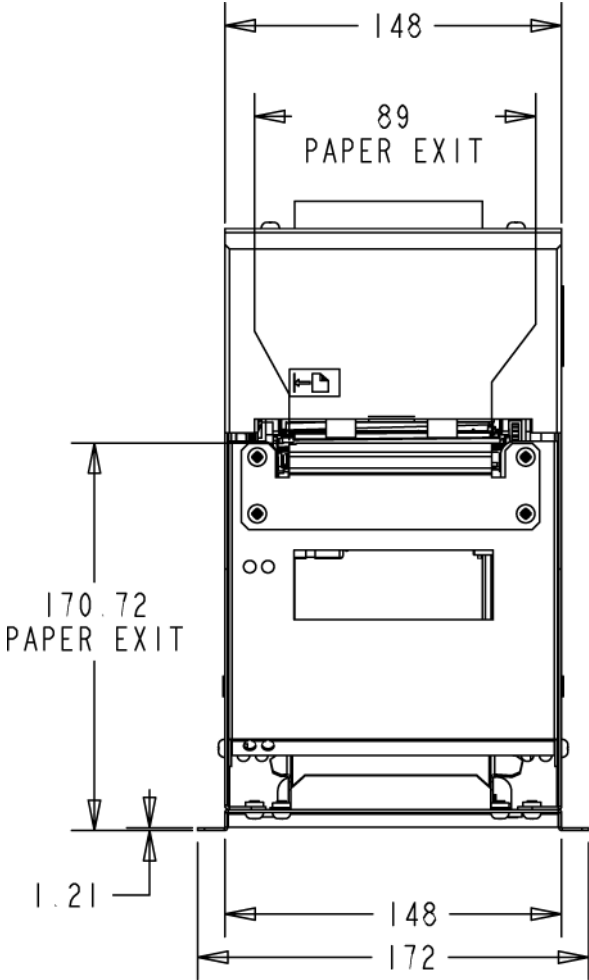
### 3. Communicating with the Printer

Over the years, Nanoptix has developed emulations for compatibility with the most popular printers in the market. At the time of printing this manual, the following emulations are available:

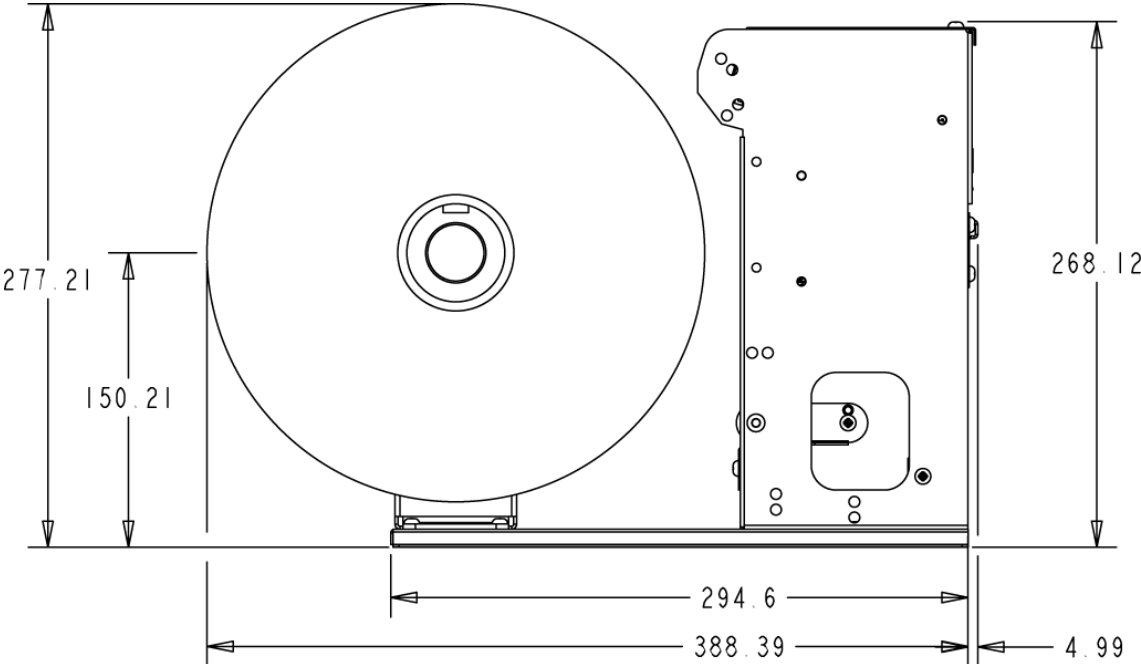
- i. Epson LQ570+ / Nanoptix Command set (default from factory)
- ii. Epson TM-T88III
- iii. Star TUP-400
- iv. Axiohm A722
- v. Ithaca P70
- vi. Ithaca P170
- vii. Citizen 3551

Please contact your sales representative if you require other emulations. If we do not have the emulation you need, we can provide most emulations in a short timeframe. If you are not required to emulate other printer, please ask your sales representative for the latest Nanoptix Windows Driver or the "Nanoptix Programming Guide" which will list the Nanoptix ESC/P commands.

**APPENDIX A: Mechanical Drawings**



**Figure 9: Mechanical Dimensions Front**



**Figure 10: Mechanical Dimensions Side**

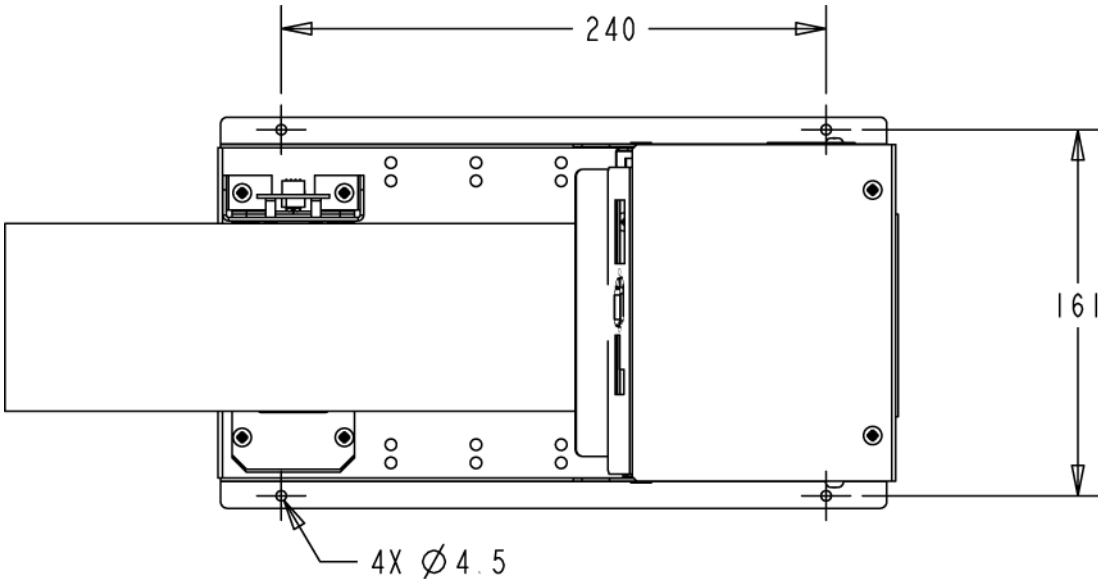


Figure 11: Mechanical Dimensions Top