



**P50**  
**Thermal Printer**  
**Owner's Manual**

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## FCC COMPLIANCE STATEMENT

This equipment generates uses and can radiate radio frequency and if not installed and used in accordance with the instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area may cause interference in which case the user will be responsible to take whatever measures necessary to correct the interference.

You may find the booklet "How to Identify and Resolve Radio TV Interference Problems" prepared by the Federal Communications Commission helpful. It is available from the U.S. Government Printing Office, Washington, D.C. 20402. Request stock No. 001-000-00315-4.

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## DISCLAIMER

While every precaution has been taken in the preparation of this manual, the Seller assumes no responsibility for errors or omissions. Neither is any liability assumed for damages resulting from use of the information contained herein. All instructions and diagrams have been checked for accuracy and ease of application; however, success and safety in working with tools depend to a great extent upon the individual accuracy, skill and caution. For this reason the Seller is not able to guarantee the result of any procedure contained herein. Nor can they assume responsibility for any damage to property or injury to persons occasioned from the procedures. Persons engaging the procedures do so entirely at their own risk.

# INTRODUCTION

The P50 Thermal Printer is designed and manufactured in a facility certified in ISO 9001 Quality, ISO 14001 Environment, OHSAS 18001 Health and Safety Management Systems and ISO 13485 Medical Devices Quality Management.

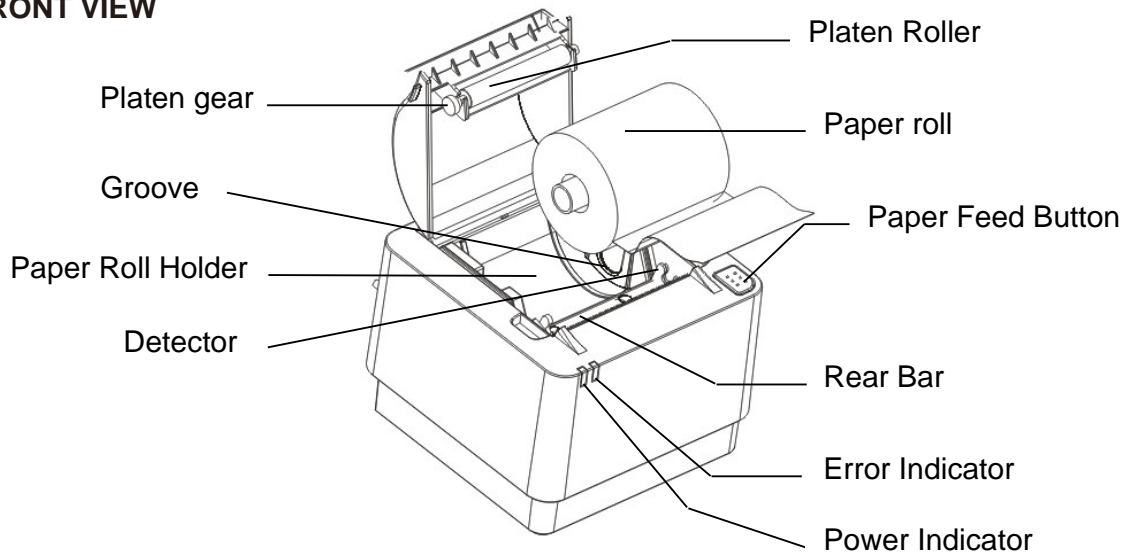
**NOTE: Please read this manual carefully and keep it handy for future reference.**

## FEATURES

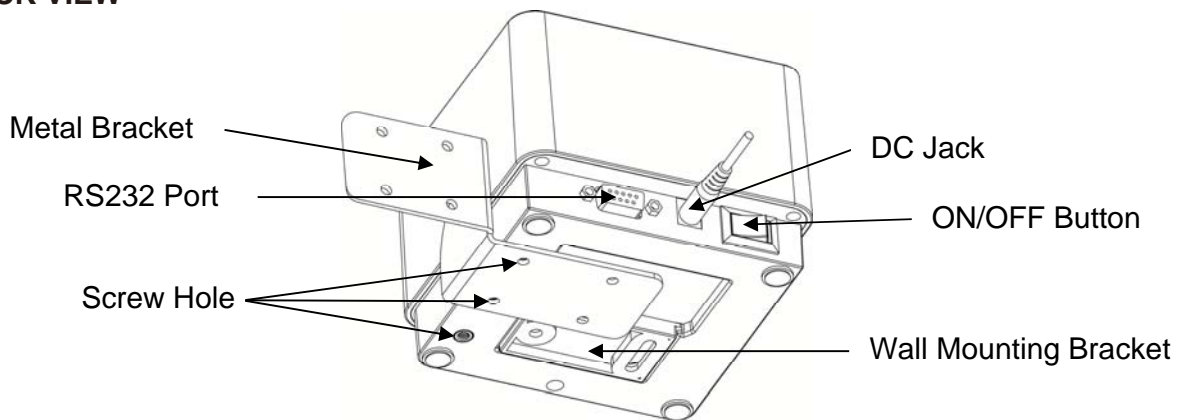
1. Direct thermal printing
2. Compact design
3. Two-button operation
4. Thermal dot line printing
5. Number of dots/line: 384dots
6. Resolution: W 8dots/mm x H 16dots/mm
7. Max. printing speed: 40mm/sec
8. Max. paper roll diameter: 50mm
9. Printing width: 48mm
10. Wall mounting
11. Error and power indicators
12. Operating temperature: 20 to 50 °C.
13. Operating humidity: 0-50%
14. Power Supply: AC adaptor: 100-240VAC input, 12VDC (2A) output
15. RS-232 communication with scale (RS-232 cable included)
16. Product dimension: 110 x 110 x 107 mm
17. Box dimension: 175 x 157 x 158 mm (approx.)
18. Product weight: 0.275kg (approx.)
19. Total weight (product & box): 0.75kg (approx.)

# PRODUCT DESCRIPTION

## FRONT VIEW

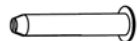


## BACK VIEW



## ITEMS INCLUDED IN THE PACKAGE

1. Printer unit
2. Wall mounting bracket for printer
3. Power adaptor
4. RS-232 connection cable
5. Plastic wall plugs
6. M3x25 screws
7. Metal bracket
8. M4x12 screws
9. Lock Washers
10. Instruction manual



# PREPARATION BEFORE USE

## Host Device Connection

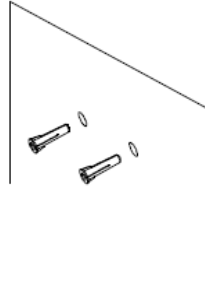
Connect the printer to the host device using the supplied RS232 cable.

## Power Connection

Insert power adaptor plug into receptacle at rear of printer.

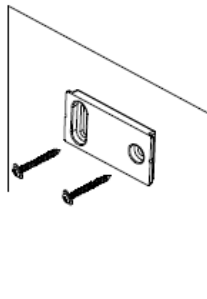
## Wall Mounting

- A. Drill two appropriate screw holes in the wall, and insert a plastic wall plug in each of the two holes. Refer to (Fig.1).



(Fig.1)

- B. Fasten the bracket securely to the wall with a screw in each of the two holes. Refer to (Fig.2).

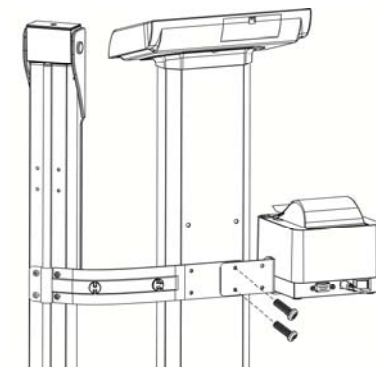


(Fig.2)

- C. Slide the slot at the bottom of printer to bracket.

## Metal Bracket

Align the metal bracket with the holes near the display in the back of the column and install two (2) M4x12 screws with lock washers to secure the bracket to the column. Refer to (Fig.3).



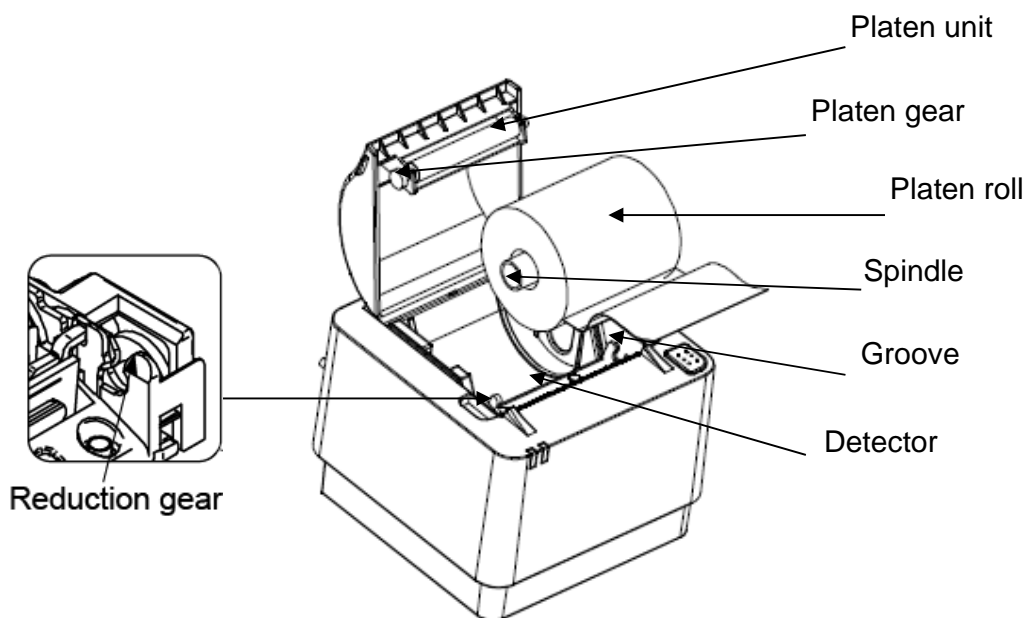
(Fig.3)

## Paper Installation

### PRECAUTIONS FOR INSTALLING PAPER

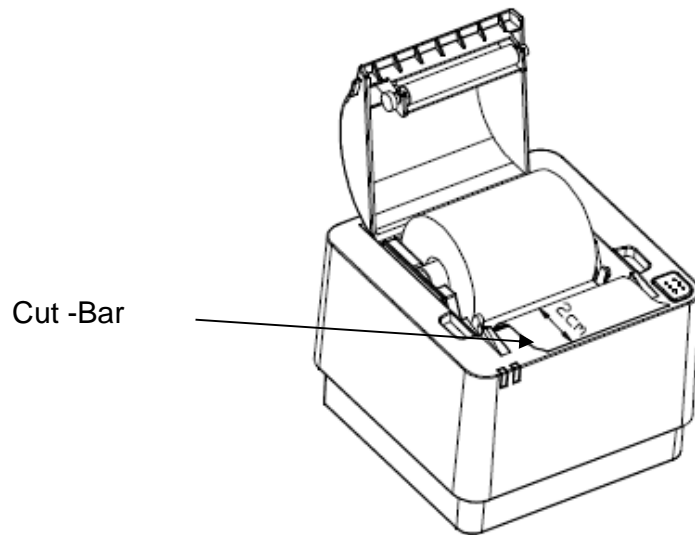
- Do not touch the thermal print head and the detector directly when handling the printer or replacing paper. Touching the print head may cause damage to the print head and/or cause faulty printing.
- Install the paper with the platen unit released. The printer will not auto load.
- Be sure paper is aligned straight in printer. Leave minimum 2 cm of the paper past the cut-bar.
- When setting the platen unit, the reduction gear may interfere with the platen gear and may cause the platen unit not to engage properly. In such a case, release the platen unit and set it again.
- If the paper is skewed, feed the paper until the paper straightens or open the printer and re-install the paper roll.
- Remove jammed paper with the platen unit released. Do not pull the paper by force – severe damage may occur.

- A. Open the transparent cover.
- B. Use the paper included in the package. Insert the paper spindle into the paper roll and feed it in the groove. Refer to (Fig. 4).



(Fig. 4)

- C. Set the paper straight to the printer and leave at least 2 cm of the paper out from the cut-bar. Refer to (Fig.5). If the paper is skewed, feed the paper until the paper becomes straight or install the paper again.



(Fig.5)

- D. Turn the paper roll to tighten the paper and close the cover. Refer to (Fig.6).



(Fig.6)

**TIPS!**

Be sure the thermal side of the paper faces down when installing the paper into the printer.

Refer to (Fig.6)

## PRECAUTIONS FOR THERMAL PRINT HEAD

### PRECAUTIONS FOR MAINTAINING PRINT QUALITY AND LIFE OF THE THERMAL PRINT HEAD

- Using anything other than the specified paper may reduce print quality and life of the thermal print head. The followings are examples of incorrect paper:
  - Poor printing quality due to low thermal sensitivity
  - Abrasion of the thermal print head due to paper surface roughness
  - Paper jams and unusual noise due to the thermal layer of the thermal paper sticking to the thermal print head
  - Printing fade due to low preservability of the thermal paper
  - Electrolytic corrosion of the thermal print head due to inferior paper
- Do not open the paper packaging until ready to use.
- Do not use a paper roll with glued end or folded end. In case of using such roll papers, replace with a new one before the end of the paper roll to prevent damage to thermal print head.
- Do not print without paper; otherwise, the thermal print head may be damage.
- Do not hit or scratch the surface of the thermal print head with any sharp or hard object. This could damage the thermal print head.
- Do not release the platen unit during printing; otherwise this may reduce the efficiency of the printer and may cause damage.
- If the platen is exposed to dirt, use a cotton swab soaked in alcohol to clean the platen.



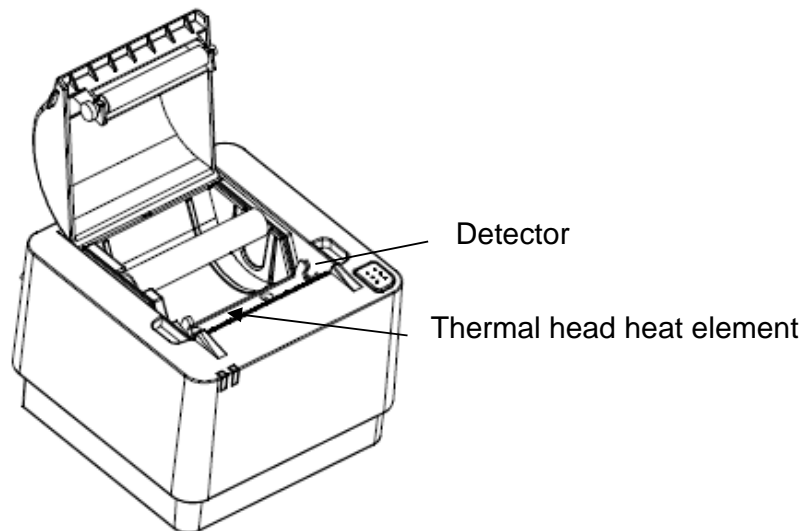
# CLEANING THE THERMAL PRINT HEAD

## PRECAUTIONS FOR CLEANING THE THERMAL PRINT HEAD

- Do not clean the thermal print head immediately after printing. Allow the thermal print head to cool before cleaning.
- Clean the thermal head with printer cover open.
- Do not use sandpaper, box cutter or knife etc. for cleaning. These items will damage the heat element.
- If the surface of the thermal print head is exposed to dirt, clean the thermal print head to avoid poor print quality and damage to print head.

## Procedures for Cleaning the Thermal Print Head

- Turn off the power before cleaning.
- Open the printer cover.
- Clean the thermal print head heat element and printer detector using a cotton swab soaked in ethyl or isopropyl alcohol.
- Close the cover after the alcohol has dried completely.



(Fig.7)

## OPERATION

1. Connect power adaptor to printer, and turn printer on using the **[ON/OFF]** button located at the rear of printer. The Power Indicator will light green.
2. In print mode of the scale, the report will be printed.
3. Press **[ON/OFF]** button to turn off printer.

### TROUBLESHOOTING

1. Why is the printing quality deteriorated?
  - If the printer has not been used for a prolonged period of time, the platen could be deformed and may cause print quality to deteriorate. In this case, feed paper for a while to recover deformation of the platen.
2. Why can't I feed in the paper?
  - The platen and the thermal head may be stuck together and cause paper feed difficulty. You may need to release the platen unit and set it back again.
3. Paper Jam
  - Do not pull the paper and change angle of the paper coming out while printing.
  - If the printer main body and the platen unit are not placed in proper position, the paper jam may occur. If the platen is exposed to dirt, the paper jam may occur.
  - Remove jammed paper with the platen unit released. Do not pull the paper by force – severe damage may occur.
4. Why can't I print the results in the paper?
  - Check whether the paper is installed properly. Only the thermal side (shiny side) can be printed. Be sure the thermal side of the paper faces down when installing the paper into the printer. Refer to (Fig.5).
5. Printing stuck or stopped
  - Check whether the thermal print head or platen is dirty and clean it. Refer to Cleaning the Thermal Print Head.

## CARE AND MAINTENANCE

- Avoid excessive impact or vibration to the printer.
- Unplug the power supply before cleaning the printer.
- Clean the outside of the printer with a soft dampened cloth. Do not use solvents or immerse the unit in water.
- Do not disassemble the printer; it contains no user serviceable parts. Damage to the printer may occur as a result of improper handling.
- Do not open the print paper packaging until ready to use.
- Clean the thermal print head and printer sensor using a cotton swab soaked in ethyl or isopropyl alcohol.
- Do not touch the thermal print head directly when handling the printer.
- Do not touch the platen and prevent any objects from getting caught in paper winder.
- Do not apply stress to the platen unit while printing.
- The printer is not water resistant. Prevent contact with water and do not operate with wet hands as it may damage the printer or cause personal injury.
- The printer is not dust proof. Never use the printer in a dusty place, as it may damage the thermal print head and paper drive system.
- Do not use the printer in corrosive environment as it may cause contact failure.