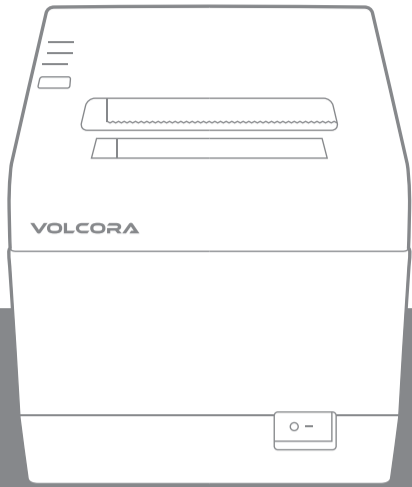


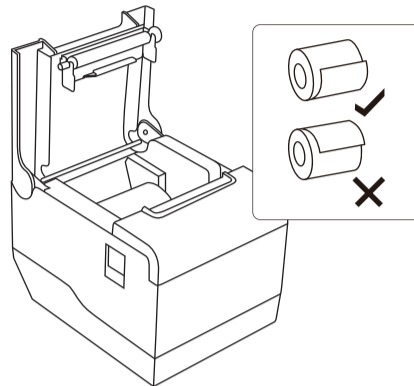
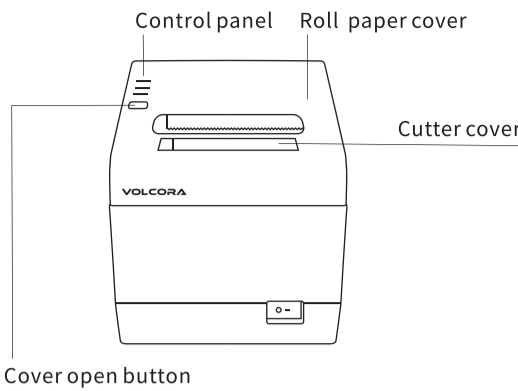
**Receipt Printer
User's Manual**



Tips: Product design and specifications are subject to change without prior notice.

volcora.com/support
> Scan to get the driver files.

OUTLOOK AND INSTALL PAPER ROLL



Remove the used roll paper core if any, and insert the roll paper. The correct direction of the paper is shown in the illustration below.

STEP 1 - CONNECT PRINTER

Button name, indicator LED light and function

Power Indicator:

Light is on means connected properly.

Error Indicator:

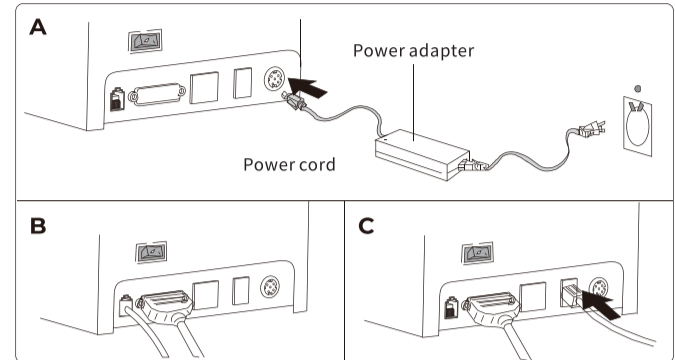
When out of paper, cutter or printing head overheated occurred, the ALARM indicator twinkles.

Paper Indicator(LED Light):

Blue and red lights are on means lack of paper, no alarm means all goes well.

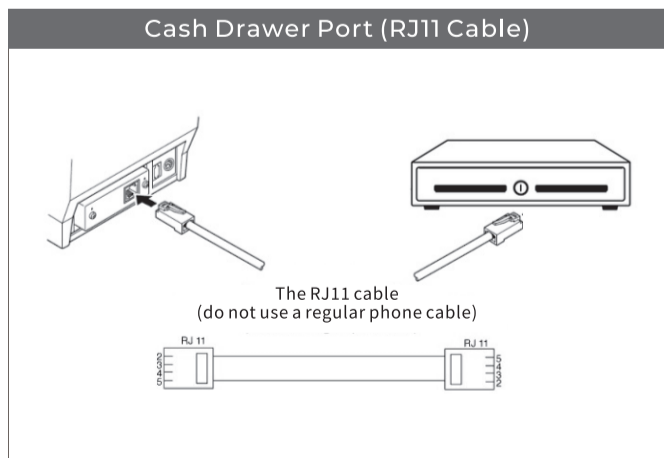
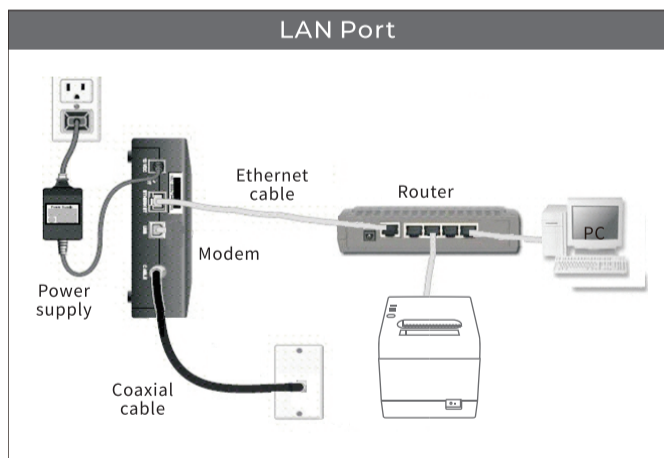
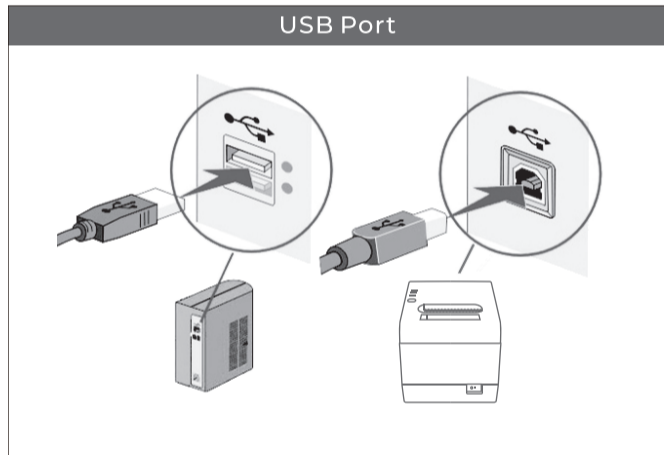
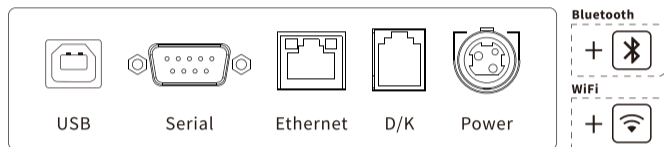
Feed Button

Press to feed paper manually.



A. Connect AC power cord power, DC power cord to printer.
B. Connect printer and computer/tablet.
C. Connect cash drawer.

CONNECT PRINTER



CONNECT PRINTER

TIPS

SELF TEST

Printer connected power and keep off status, then press the "FEED" button and turn on the power, after hear the beeper sounds, release "FEED button", first page will be printed, the second press in 2s for code page printing

SELFTEST

Firmware Version: 2.20GR_hww10
Print Speed: 260mm/s
Command mode: EPSON(ESC/POS)
Firmware modify: 2021/07/28
Cutter enable: Yes
Beeper enable: Yes
Black mark mode: No
Density Level: 5(Max=8)
Char line FontA/B: 48/64
Default ASCII Font: FONTA
Default code page: Page0
Chinese character: No

USB & SERIAL & LAN & WIFI INTERFACE

USB port fixed: Yes
USB Port mode: USB Printing
Serial config: 19200bps,n,8,1
Ethernet: TCP/IP,10M/100M
MAC address 00-CA-D6-CD-33-25
IP address: 192.168.1.100
Subnet Mask: 255.255.255.0
Gate Way: 192.168.1.1

CODE PAGE:

0: PC437 (Std. Europe)	1: (Katakana)
2: PC850 (Multilingual)	3: PC860(Portugal)
4: PC863 (Canadian)	5: PC865(Nordic)
6: (West Europe)	7: (Greek)
8: (Hebrew)	9: (East Europe)
10: (Iran)	11: (WPC1252)
12: PC866 (Cyrillic#2)	13: PC852 (Latin2)
14: (PC858)	15: (IranII)
16: (Latvian)	17: (Arabic)
18: (PT1511251)	19: (PC747)
20: (WPC1257)	21: (Thai)
22: (Vietnam)	23: (PC864)
24: (PC1001)	25: (Uigur)
26: (Hebrew)	27: WPC1255 (Israel)
28: PC437 (Std. Europe)	29: (Katakana)
30: PC437 (Std. Europe)	31: PC858 (Mult)
32: PC 852 (Latin-2)	33: PC860 (Portugu)
34: PC861 (Icelandic)	35: PC863 (Canadian)
36: PC865 (Nordic)	37: PC866 (Russian)
38: PC855 (Bulgarian)	39: PC857 (Turkey)
40: PC862 (Hebrew)	41: PC864 (Arabic)
42: PC737 (Greek)	43: PC851 (Greek)
44: PC869 (Greek)	45: PC928 (Greek)
46: PC772 (Lithuanian)	47: PC774 (Lithuan)
48: PC874 (Thai)	49: WPC1252 (Latin1)
50: WPC1250 (Latin-2)	51: WPC1251 (Cyril)
52: PC3840 (IBM-Russian)	53: PC3841 (Gost)
54: PC3843 (Polish)	55: PC3844 (CS2)
56: PC3845 (Hungarian)	57: PC3846 (Turkish)
58: PC3847 (Brazil-ABNT)	59: PC3848 (Brazil)
60: PC1001 (Arabic)	61: PC2001 (Lithuan)
62: PC3001 (Estonian-1)	63: PC3002 (Eston-2)
64: PC3011 (Latvian-1)	65: PC3012 (Latv-2)
66: PC3021 (Bulgarian)	67: PC3041 (Maltese)
68: PC852 (Croatia)	69: VISCI
70: WPC1256 (Arabic)	

Codepage:page0
Ostandsfor
PC437(Std.Europe)

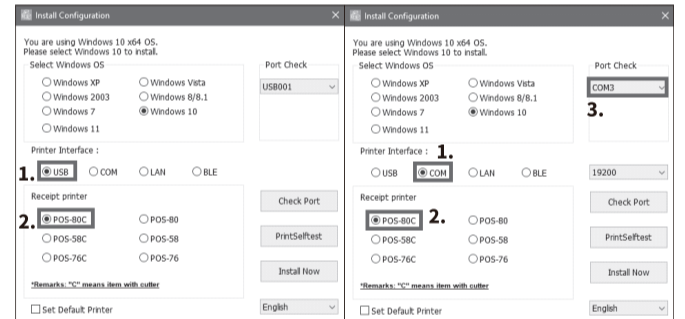
STEP 2 - INSTALL DRIVER

USB +Serial port driver installation

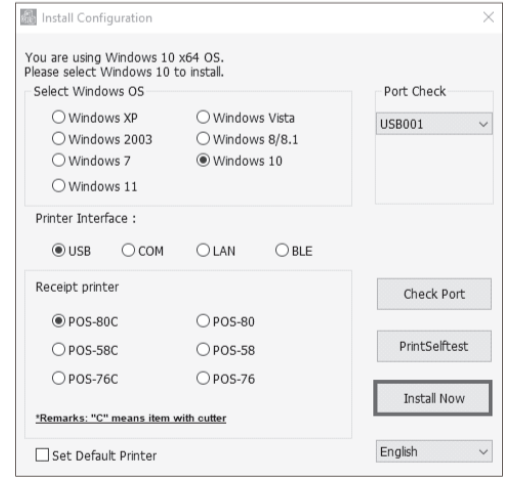


1. Double-click "POS Printer Driver V8.11"
2. USB driver installation or serial port driver installation

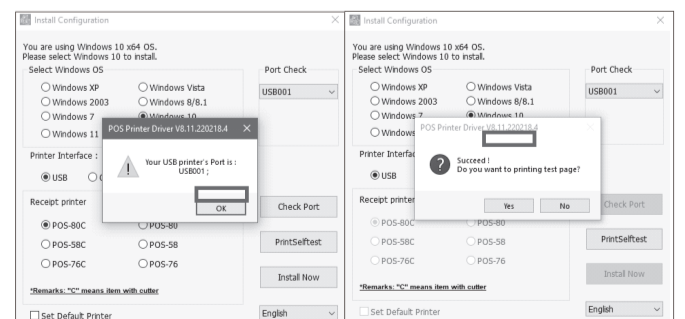
1. Select USB port and printer type
1. Select serial port, printer type and port number



2. Click Start Installation.



3. Select OK
4. Select YES to print the test page and check the printer driver name

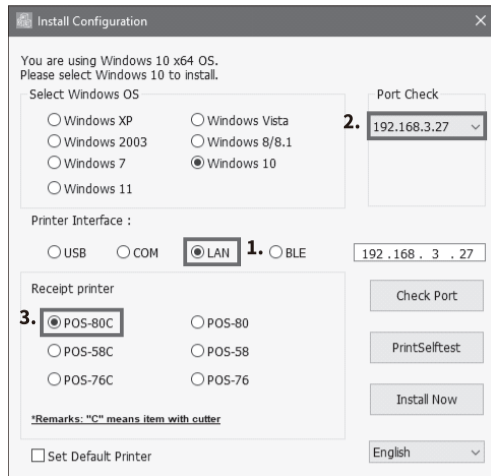


5. Installation is completed.

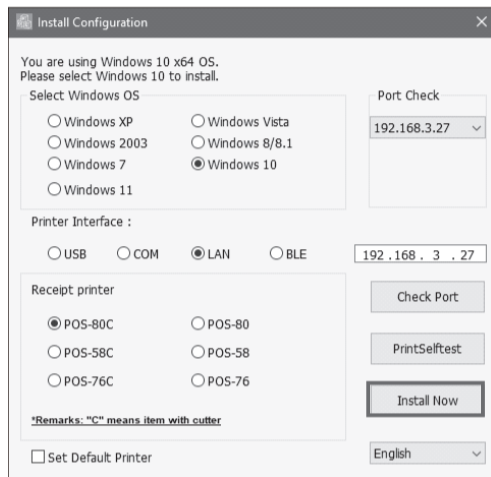
LAN port driver installation

1. Double-click "POS Printer Driver V8.11"
2. LAN driver installation

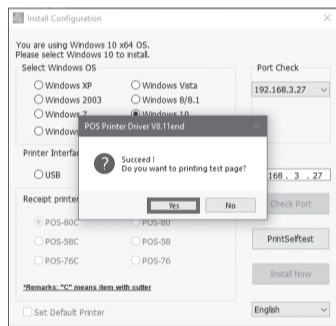
1. Select LAN port and printer type



2. Click Start Installation.



3. Select YES to print the test page and check the printer driver name

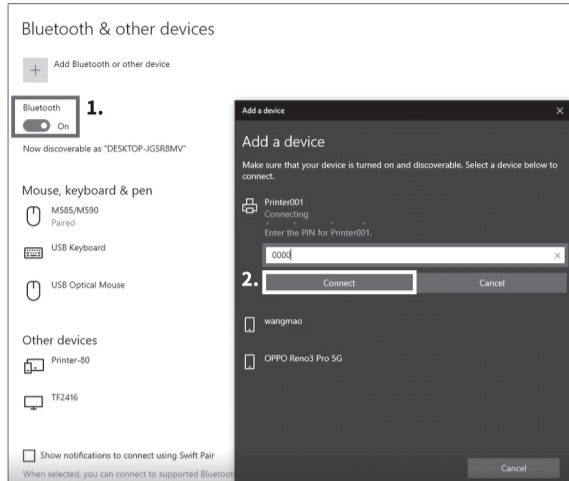


4. Installation is completed.

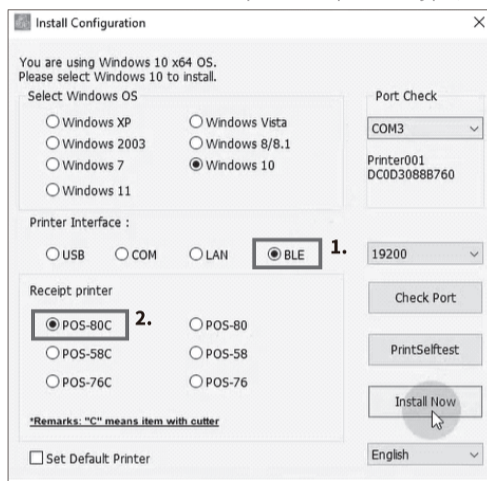
Bluetooth driver installation

1. Double-click "POS Printer Driver V8.11"
2. Bluetooth driver installation

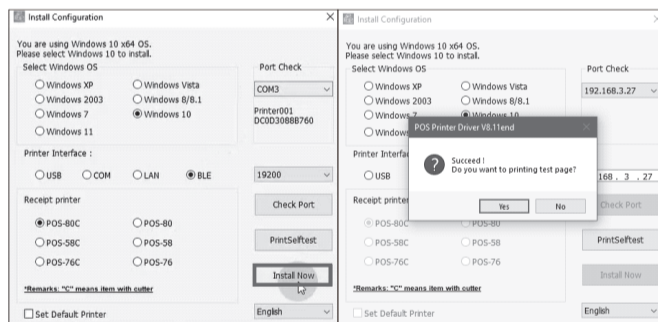
1. The computer is connected to the printer Bluetooth, Bluetooth name: Printer001 / key: 0000



2. Select the Bluetooth port and printer type;



3. Click Start Installation. 4. Select YES to print the test page and check the printer driver name

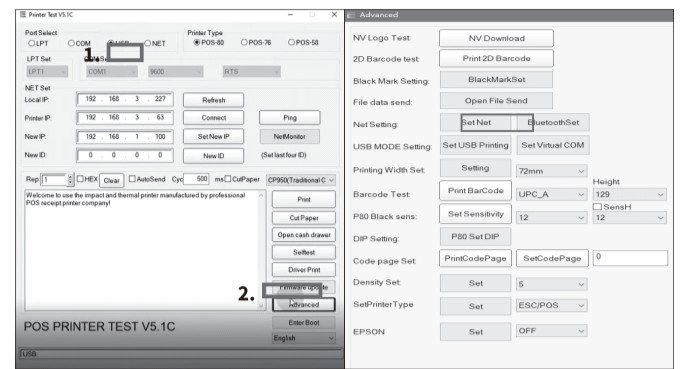


5. Installation is completed.

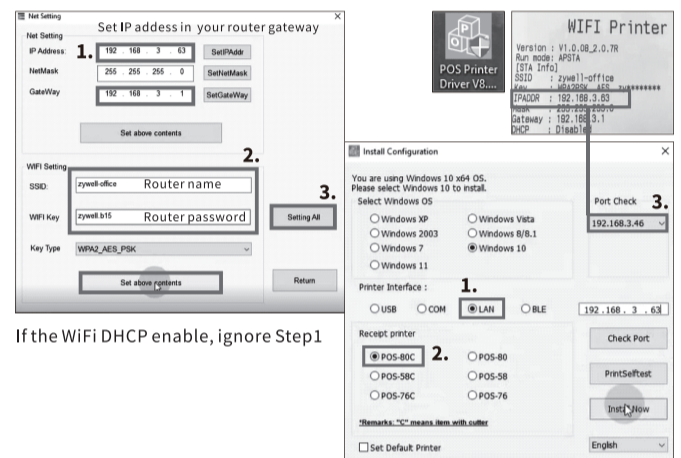
WiFi driver installation

1. Double-click "Printer Test"
2. WIFI driver installation

1. Insert USB cable, select USB connection, and select "advanced"

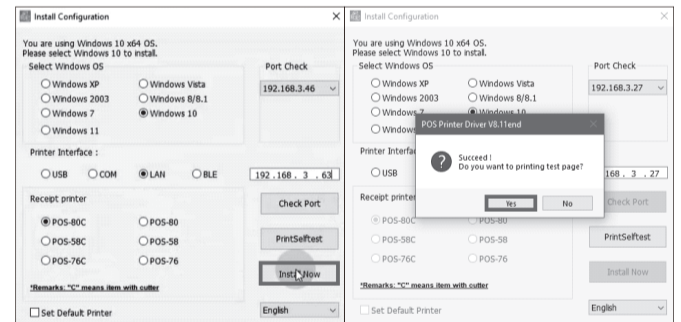


3. Set the IP of the printer WiFi (note that the IP needs to be set in the same gateway as the home network), and the printer is connected to the home network



If the WiFi DHCP enable, ignore Step1

5. Click Start Installation. 6. Select YES to print the test page and check the printer driver name



7. Installation is completed.

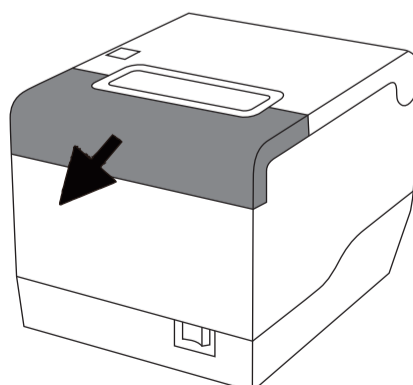
TROUBLESHOOTING

Problem	Possible Reasons	Solution & Suggestion
Print random code	Character mismatch in font library, text printing garbled.	Non-Chinese printing 1. Confirm whether the Chinese mode is turned on, if so, please use the tool to turn off the Chinese mode. Operating instructions: (1) use "PrinterTest" to set up and connect the printer; (2) Enter the advanced mode > P 80 set DIP > Chinese mode > no > setting 2. When the Chinese mode is turned off, please select and set the correct language code page. Guidelines for page printing: print the self-check page > once the self-check page is printed, press the "FEED" key to print the code page; Setup guidelines: (1) use "PrinterTest" to set up and connect the printer; (2) Enter the advanced mode > set the default code page > enter the serial number of the code page characters (please see the code page) > click set code page.
	Serial baud rate mismatch	Keep the baud rate of the device consistent with that of the printer: 1. Print the self-check page to confirm the baud rate of the printer. please check "serial config". 2. Change the baud rate of computer serial port: control panel > view devices and printers > right click printers > printer properties > ports > configure ports > modify baud rate > apply > OK
Print font blur	1. Low printing density 2. Poor quality of paper roll 3. The life of the print head is near	1. Replace the paper roll 2. Modify the printing density: use "PrinterTest" to set, connect the printer > advanced > Density set > enter the density value (the higher the value, the higher the density value) > click set; 3. Replace the print head
The printer doesn't work properly.	Printer setup error	Restore factory settings Instructions: Turn off the power of the printer press the "FEED" key-turn on the power at the same time > when the ERROR LED and the PAPER LED flash twice at the same time, release the "FEED" key, and the factory is successfully restored with a click
The network connection cannot be printed.	IP address conflict	Modify the printer IP address: use "PrinterTest" to set, connect the printer > NEW IP > input IP > set New IP
ERROR LED and PAPER LED are always on, and buzzer sounds.	1. The upper cover of the printer is not covered properly 2. Running out of printing paper	1. Check whether the upper cover is covered properly; 2. Replace the printing paper;
Bluetooth can't print	Other Bluetooth devices occupy the serial number of printer Bluetooth.	Uninstalling bluetooth device
Incomplete printing	Paper setting is incorrect.	Check the paper setting size

CUTTER STUCK MAINTENANCE

Method 1
Turn off the power and then restart

Method 2
Turn the gear on printing head, cutter can be returned to its original position.



Notice: To avoid the damage of the printing head and automatic paper cutter, please do not open cutter and mechanism violently.

CLEARANCE AND MAINTENANCE

Clearance

One of the following occurred, please clean printing head.
1. Printing is not clear.
2. Any vertical is not clear.
3. aper feed noisily.

Printing head cleaning steps:

Parts to be cleaned	Step	Recommend cleaning frequency
Print head	1. Turn off the printer. 2. Allow the print head to cool for at least 1 minute 3. Use a cotton swap and 100% ethanol to clean the print head surface	When change new paper
Rubber roller	1. Turn off the printer. 2. Rotate the printer roller and use a cotton swap to clean with 100% ethanol	When change new paer
Paper tear bar	Use a cotton swap and 100% ethanol to clean	When necessary
Sensor	Use air brush or vacuum to clean dust of sensor	Monthly
Inner side of printer	Use air brush or vacuum to clean the dust	When necessary

Notice
1. Please make sure power off when maintaining printer. / 2. Don't touch or scratch printing head surface, roller and sensor. / 3. Avoid gas, acetone or other organic solvent. / 4. Wait till alcohol completely volatilized, close top cover and connect power again. Try print self test to make sure it works properly.

Warning
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