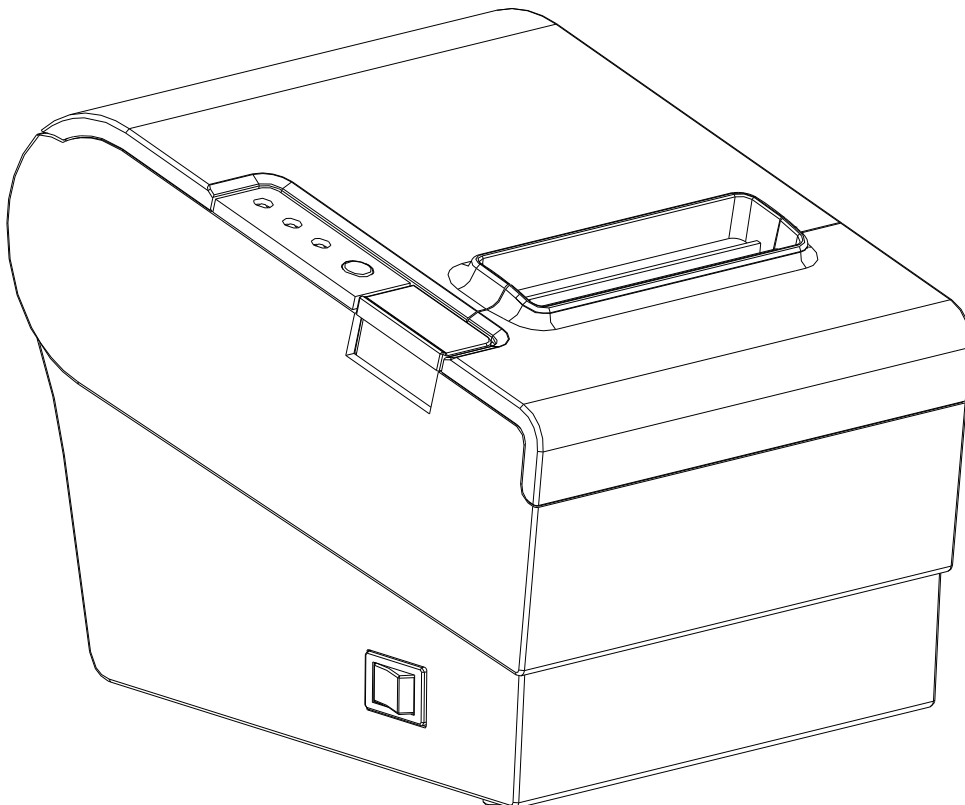


# ARKSCAN AS80



## 80MM Thermal Printer Series USER MANUAL




















Use only approved consumables.

Any problems or faults caused by the use of similar products will void the warranty.

## Safety Warning:

In order to operate our printer correctly and prevent any danger or damage, please make sure to follow the following instructions while operating the printer:

 <b>Warning</b> Infringing the instructions below may cause severe injury or death.	
<p>Do not simultaneously connect power plugs of different products on one power outlet.</p> <ul style="list-style-type: none"> <li>● May cause heat or fire (Dangerous)</li> <li>● Once the power plug is stained with foreign body or water, please use it after cleaning.</li> <li>● When the ports of power socket is loose, please don't continue to use the device.</li> <li>● Use standard products for multiple ports socket.</li> </ul> <p><b>Forbiddance</b> </p> 	<p>When detected suspicious smell, smokes or sound, please shut off the power at once and then take the following measures:</p> <ol style="list-style-type: none"> <li>1. Be sure to unplug the power from the socket.</li> <li>2. Confirming no smoke and contact Arkscan for service.</li> </ol> <p><b>Forbiddance</b> </p> 
<p>Do not pull the power cord when unplug</p> <ul style="list-style-type: none"> <li>● Pulling the wire may cause wire broken, fire or other accidents.</li> <li>● Hold the power adapter to unplug</li> </ul> <p><b>Forbiddance</b> </p> 	<p>Do not plug or unplug the power cord when hand is wet.</p> <ul style="list-style-type: none"> <li>● Danger of electric shock</li> </ul> <p><b>Forbiddance</b> </p> 
<p>Keep the drying agent out of the reach of children.</p> <ul style="list-style-type: none"> <li>● Children may be poisoned if intake the drying agent.</li> </ul> <p><b>Forbiddance</b> </p> 	<p>Keep the poly bag out of reach of children.</p> <ul style="list-style-type: none"> <li>● Children may be suffocated if misplaced the poly bag on their head.</li> </ul> <p><b>Forbiddance</b> </p> 
<p>Do not overly bend or place heavy object on the power cord that causes fire or other accidents.</p> <p><b>Forbiddance</b> </p> 	<p>Use only supplied products for adaptor.</p> <ul style="list-style-type: none"> <li>● It may damage the printer to use none original adaptors, or cause fire.</li> </ul> <div style="border: 1px solid black; padding: 5px; display: inline-block;"> Use only supplied adaptors. </div> <p></p> 



## Warning

Infringing the instructions below may cause severe injury or death.

Do not take apart, repair or transform the printer.

- Use only approved accessories or it may cause damage of the printer. Please consult with Arkscan if you have any concern about this.

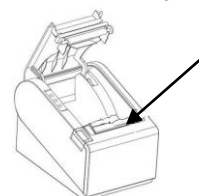
## Forbiddance



Don't touch the thermal head by hand or other object.

- It may damage the printer, and reduce quality of printing.

Thermal head



## Forbiddance



Do not let water or any object get inside the printer.

- If happens, switch off the printer immediately, and unplug the power and then contact Arkscan for assistance.

## Forbiddance



Place the product on a stable place

- Falling may make breakage and cause injury.

## Forbiddance



Do not operate the printer when it's broken, as it may cause fire or electric shock.

- Unplug the power cord, then contact Arkscan.

## Notice

Electronic products such as printers are susceptible to static damage.

To avoid damage of the product, please power off the printer before connecting or switching off the printer. Once a printer is damaged by statics, please contact Arkscan for further assistance.

## Product Introduction

AE80 printer is compatible with electronic instrument, such as ECR、POS、cash register、receipt bill、computer peripheral equipment etc.

## Main Features of the Printer:

1. High Speed: 250mm/sec.
2. Low noise printing, and auto cutting.
3. User friendly, drop-and-print paper installation.
4. Data buffer built-in (Able to receive printer data while printing).
5. Support cash drawer kick-back, RJ-11 port.
6. Command support ESC/POS.
7. Choose of different printing density (i.e. adjust dial switch and more).
8. Support NV bitmap download and printing.

**\*\*Read the manual carefully before usage.**

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## **Chapter 1. Printer Setup and Operating**

### **Contents in the Package**

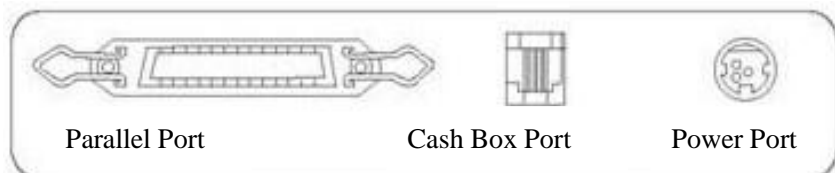
Please verify if you receive the following items, and contact the dealer for any broken or missing item.

 <p>AE80</p>	 <p>Power Adaptor</p>	 <p>Power Cable</p>
 <p>Paper Roll</p>	 <p>CD</p>	 <p>Communication Cable</p>

Note: The packing style above is subject to change without notice. If you have any questions please contact your local dealer.

### **Connect Cable**

AE80 printer comes with the USB cable in addition to the selected interface cable upon purchasing.



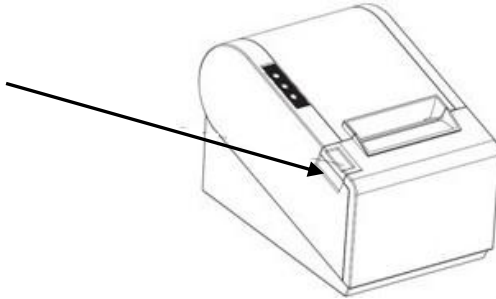
If connecting to ECR, POS or computer is preferred, then please use the cable provided with this printer or request it from the local dealer.

## Load and Unload Paper Roll

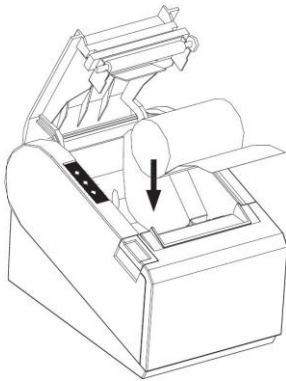
### Press the Button to Open Paper Roll Cover

Remove the used paper roll to replace with a new roll

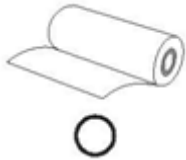
Press the Button



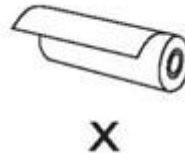
### 1. Load the paper roll as shown in the image below:



### 2. Make sure the paper roll is loaded in the correct direction.



**Correct Direction**

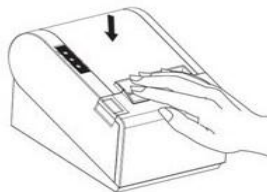


**Wrong Direction**

### 3. Pull out the roll paper to the bottom front of the printer and then close the cover as shown in image below.



Press



### 4. Tear off extra paper roll as showed in below image Use Auto-cutter or cutter point of machine



## Thermal Receipt Paper Roll

The printer is compatible with most of the thermal receipt paper roll of 80MM in the market, there is a big different between the good and bad paper, therefore we highly recommend to use the following suggested thermal receipt papers for printer lasting longer life span.

Paper Roll Specification	Manufacturer
AP8080	Arkscan, LLC
HPK-110	Hansol patech Co.,Ltd
AF50KS-E	JUJO Paper Co.,Ltd
TF-50KS-E	Nippon Paper Industries Co.,Ltd
PD-160R	New Oji Paper Mfg,Co.,Ltd
F380	Kansaki Specialty Papers,Inc.

Improper paper roll may lead to critical fault on printer head and shortened the printer life span. Thus be sure to use the recommended paper roll. Any issue caused by using other branded paper roll will void the warranty, even during the warranty period.

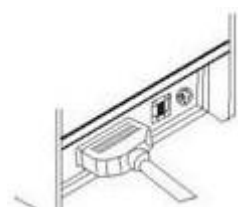
## Connect to Computer (PC-POS)

Depends on which model of the printer, and which interface you want to integrate with your printer, a proper cable should be used; the AE80 80MM thermal printer series supports one or more of the following interface: USB, Serial, Parallel, Ethernet and WIFI. A cable of USB, Serial Cord or Parallel cord is provided for any of the interface, you need to connect the cable as the following demonstration. If the Ethernet or WIF interface is used, you may need a router or WIFI router to setup the connect between the computer and the printer.

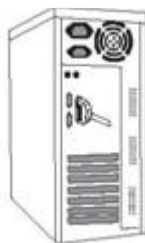
A sample demonstration for setting a parallel interface:

1 Connect the other end of parallel cable to printer port on the computer.

2 Connect the other end of parallel cable to the printer port of computer.



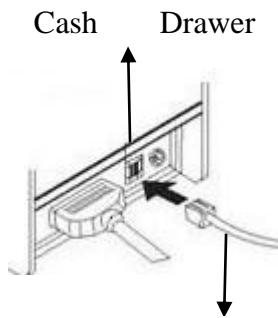
Connect to AE80 Printer



Connect to Computer

## Connect to Cash Drawer

Connect cash drawer cable to cash drawer port which is behind the printer



Cash drawer cable connection.

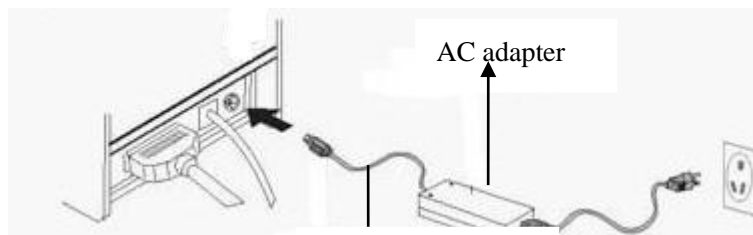
The AE80 series printer is compatible with 12-24V/1A cash drawer. The improper cash drawer will cause damage both to the cash drawer and the printer.

**\*DO NOT** connect cash drawer port to the telephone line. It may cause failure condition on telephone line and printer.

## Connect to Power for Printer

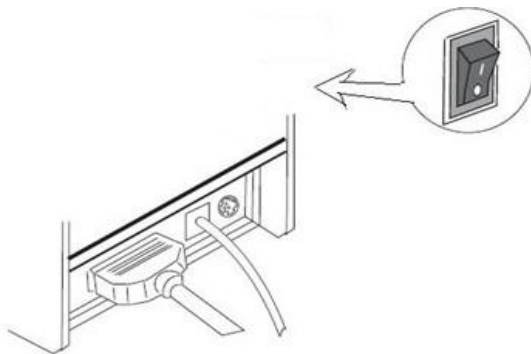
1. Make sure the power is unplugged and the printer is powered off before connecting the power cord.

2. Connect to power



Power Cable

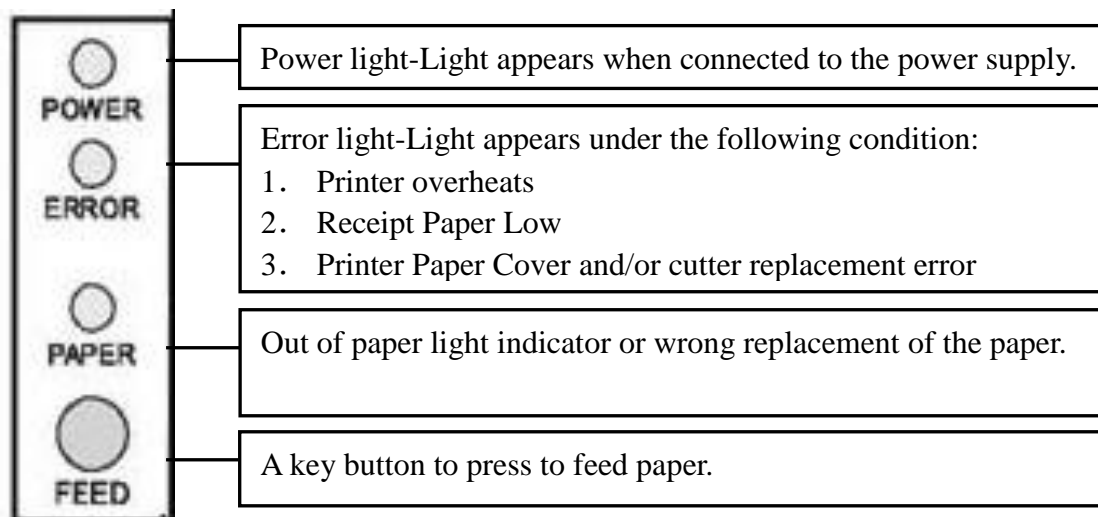
3. Switch the power button to turn on the printer.





## Printer Control Panel

### Control Board



## Setting Printer Mode

AE80 thermal printer series is initially setup with default value. However, the default printer mode can be reconfigured as the customer's needs through the DIP switch, which is located at the bottom of the printer. It needs a screw driver to open a tiny cover which it's below the label.

**The function of DIP switch setting as follows:**

Switch	Function	(ON)	(OFF)	Default Setting
1	cutter	No cutter	With cutter	OFF
2	Buzzing prompt	Open buzzing prompt	Close buzzing prompt	ON
3	Printing density	High density	Regular density	OFF
4	24 bytes mode	No Chinese Character	With Chinese Character	OFF
5	Character per line	42	48	OFF
6	Select cash box	Open cash box	Close cash box	ON
7-8	Transmission rate for serial interface only (refer to below information)			19200
Transmission rate (bps) -bytes/s		SW-7	SW-8	
38400		ON	ON	
115200		OFF	ON	
9600		ON	OFF	
19200		OFF	OFF	

## **Chapter 2. Printer Management**

### **Self-Checking Function**

**The Self-Checking Function allows the user to identify if the printer is operating normally. If the printer is detected with failure condition, please contact the distributor.**

#### **Self-Checking Steps:**

- Self-checking Procedure:
  1. Make sure the printer is powered off
  2. Press FEED button and switch on the power supply while the FEED button still pressed.
  3. The Self-Checking list should be printing the printer is brought to power.
- Self-Checking function prints out bytes, part of Chinese character set, command mode, interface type, local printer dial-up switch setting printer setting and so on. For Ethernet or WIFI printer, it also prints the IP setting as well.
- For the printer is with auto-cutter, the auto-cutter spontaneously cuts the receipt paper immediately after finish printing.
- The printer automatically goes into data receipt mode after finish self-checking process.

### **Printer Maintenance**

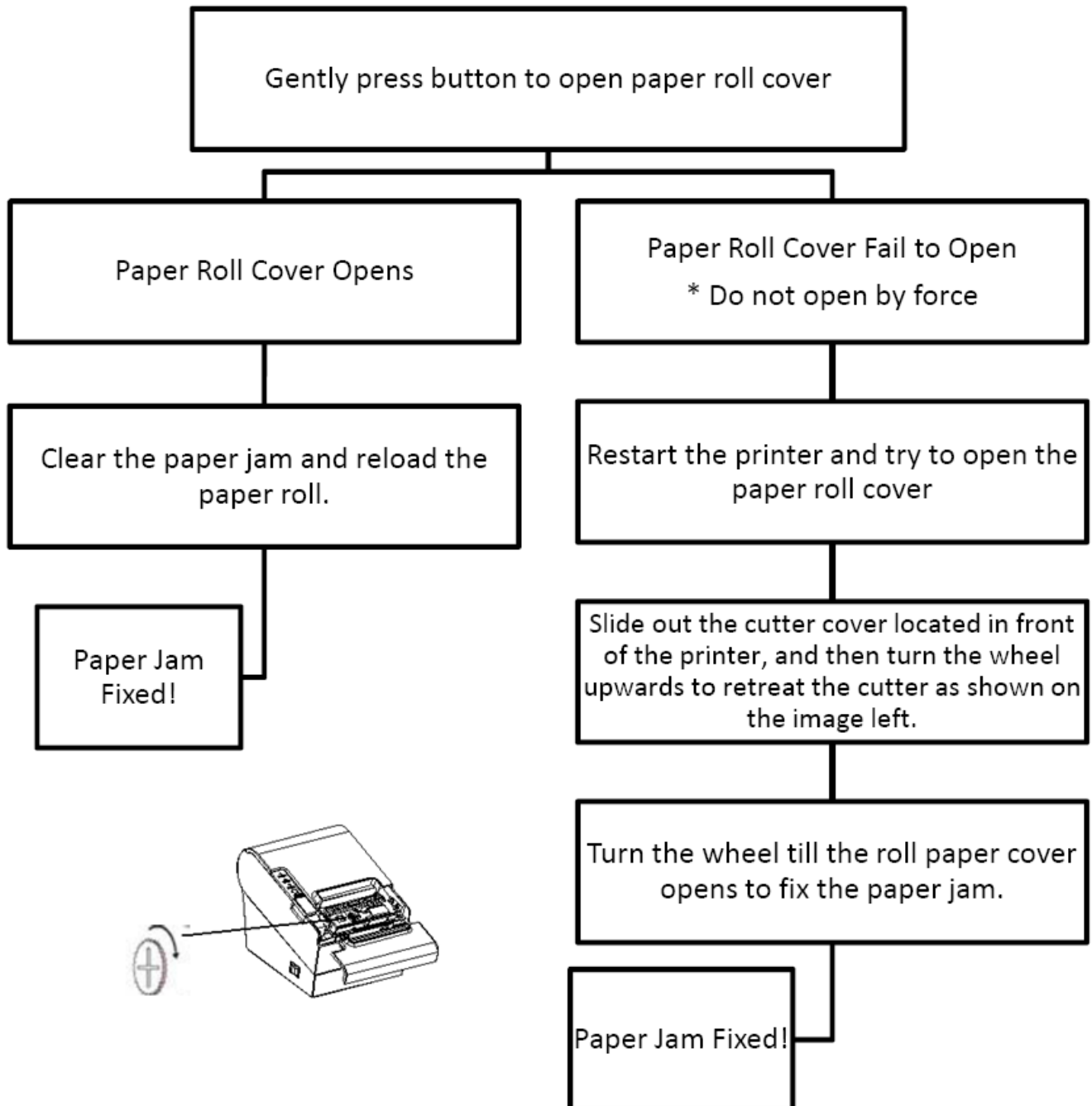
Maintaining the printer regularly is a necessary step to sustain the printer quality as the residual paper wool got collected through the thermal slice.

Maintaining the Printer with the following steps:

1. Open the paper roll cover and remove the receipt paper roll if necessary.
2. Use a Q-tips cotton swab slightly wet with alcohol to rub the thermal printer head very gently.
3. Do the same to rub through the roller and the paper sensor.
4. Reload the paper roll into the printer and closed the paper roll cover.

## Fix Paper Jam

The error light indicator lights up and flashes when paper jam happens.



## **Chapter 3. Appendix and Product Specification**

### **Specification**

Printing Property	Printing Method	Thermal Line
	Resolution	203X203dpi(8dots/mm)
	Paper Width	79.5±0.5mm
	Printing Width	72mm
	Printing Character	ASCII Font A: 12X24 ASCII Font A: 9X24 Character 12X24
	Printer Density	512dot/line or 576dot/line
	Printing Speed	250mm/s
	NV bitmap Flash	64kb
	Receipt Buffer	8kb
Note: Printer speed changes as the as the combination of the data transmission speed and control command varies.		
Power Adaptor	Input Voltage	AC 100~240V
	Rate	50/60Hz
	Output Voltage	DC 24V, 2.5A
Environment	Operating Temperature	0~45°C
	Storage Temperature	-10~50°C
	Operating Humidity	10-80%
	Storage Humidity	10-90%
Life Span	Thermal Mechanism	15, 000, 000 lines 10X105 (~ 100km)
	Auto-cutter	1, 000, 000cuts
	MCBF	60, 000, 000 line

**Run into any technical issue or  
having an issue to setup the  
printer?**

**Please visit our website for help**

**[www.arkscan.com](http://www.arkscan.com)**

**or email us at**

**[support@arkscan.com](mailto:support@arkscan.com)**