

USER MANUAL

MY3 X

CUSTOM[®]

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UNLESS OTHERWISE SPECIFIED, THE INFORMATION GIVEN IN THIS MANUAL ARE REFERRED TO ALL MODELS IN PRODUCTION AT THE ISSUE DATE OF THIS DOCUMENT.

GENERAL INSTRUCTIONS

CUSTOM S.p.A. declines all responsibility for accidents or damage to persons or property occurring as a result of tampering, structural or functional modifications, unsuitable or incorrect installations, environments not in keeping with the equipment's protection degree or with the required temperature and humidity conditions, failure to carry out maintenance and periodical inspections and poor repair work.

GENERAL SAFETY INFORMATION

Your attention is drawn to the following actions that could compromise the characteristics of the product:

- Read and retain the instructions which follow.
- Follow all indications and instructions given on the device.
- Make sure that the surface on which the device rests is stable. If it is not, the device could fall, seriously damaging it.
- Make sure that the device rests on a hard (non-padded) surface and that there is sufficient ventilation.
- Do not fix indissolubly the device or its accessories such as power supplies unless specifically provided in this manual.
- When positioning the device, make sure cables do not get damaged.
- [Only OEM equipment] The equipment must be installed in a kiosk or system that provides mechanical, electrical and fire protection.
- The mains power supply must comply with the rules in force in the Country where you intend to install the equipment.
- Make sure that there is an easily-accessible outlet with a capacity of no less than 10A closely to where the device is to be installed.
- Make sure the power cable provided with the appliance, or that you intend to use is suitable with the wall socket available in the system.
- Make sure the electrical system that supplies power to the device is equipped with a ground wire and is protected by a differential switch.
- Before any type of work is done on the machine, disconnect the power supply.
- Use the type of electrical power supply indicated on the device label.
- These devices are intended to be powered by a separately certified power module having an SELV, non-energy hazardous output. (IEC60950-1 second edition).
- [Only POS equipment] The energy to the equipment must be provided by power supply approved by CUSTOM S.p.A.
- Take care the operating temperature range of equipment and its ancillary components.
- Do not block the ventilation openings.
- Do not insert objects inside the device as this could cause short-circuiting or damage components that could jeopardize printer functioning.
- Do not carry out repairs on the device yourself, except for the normal maintenance operations given in the user manual.
- The equipment must be accessible on these components only to trained, authorized personnel.
- Periodically perform scheduled maintenance on the device to avoid dirt build-up that could compromise the correct, safe operation of the unit.
- Do not touch the head heating line with bare hands or metal objects. Do not perform any operation inside the printer immediately after printing because the head and motor tend to become very hot.
- Use consumables approved by CUSTOM S.p.A.



THE CE MARK AFFIXED TO THE PRODUCT CERTIFY THAT THE PRODUCT SATISFIES THE BASIC SAFETY REQUIREMENTS.

The device is in conformity with the essential Electromagnetic Compatibility and Electric Safety requirements laid down in Directives 2014/30/EU and 2014/35/EU inasmuch as it was designed in conformity with the provisions laid down in the following Standards:

- EN 55032 (*Limits and methods of measurements of radio disturbance characteristics of Information Technology Equipment*)
- EN 55024 (*Information Technology Equipment – Immunity characteristics – Limits and methods of measurement*)
- EN 60950-1 (*Safety of information equipment including electrical business equipment*)

The device is in conformity with the essential requirements laid down in Directives 2014/53/EU about devices equipped with intentional radiators. The Declaration of Conformity and other available certifications can be downloaded from the site www.custom4u.it.



GUIDELINES FOR THE DISPOSAL OF THE PRODUCT

The crossed-out rubbish bin logo means that used electrical and electronic products shall NOT be mixed with unsorted municipal waste. For more detailed information about recycling of this product, refer to the instructions of your country for the disposal of these products.

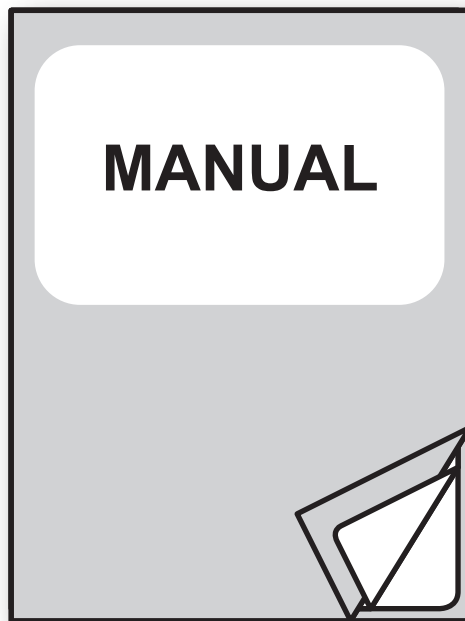
- Do not dispose of this equipment as miscellaneous solid municipal waste, but arrange to have it collected separately.
- The re-use or correct recycling of the electronic and electrical equipment (EEE) is important in order to protect the environment and the wellbeing of humans.
- In accordance with European Directive WEEE 2012/19/EU, special collection points are available to which to deliver waste electrical and electronic equipment and the equipment can also be handed over to a distributor at the moment of purchasing a new equivalent type.
- The public administration and producers of electrical and electronic equipment are involved in facilitating the processes of the re-use and recovery of waste electrical and electronic equipment through the organisation of collection activities and the use of appropriate planning arrangements.
- Unauthorised disposal of waste electrical and electronic equipment is punishable by law with the appropriate penalties.



The format used for this manual improves use of natural resources reducing the quantity of necessary paper to print this copy.

Notes for battery pack

- Do not throw batteries into open flame!
- Do not attempt to disassemble the battery pack, do not make cuts or holes.
- Never use battery re-chargers and/or batteries that are damaged or worn.
- Autonomy of battery varies considerably based on various factors, for example, on print intensity, the text to be printed and environmental temperature.
- Use only battery packs original Custom S.P.A.
- Preferably use battery chargers original CUSTOM S.P.A.
- When the battery re-charger is not in use, unplug it from the electrical mains.
- If not used, even a completely-charged battery will automatically discharge over time.
- Extreme temperatures can affect battery charge levels leave them to cool or warm as required.
- We recommend to recharge the battery at a temperature between +15°C and +30°C.
- Dispose of the battery packs correctly using the appropriate collection centers provided by the Local Authority.



For details on the commands,
refer to the manual with code **0577200M000054**

For further information about the use of “PrinterSet” tool
refer to the manual with code **78200000001800**

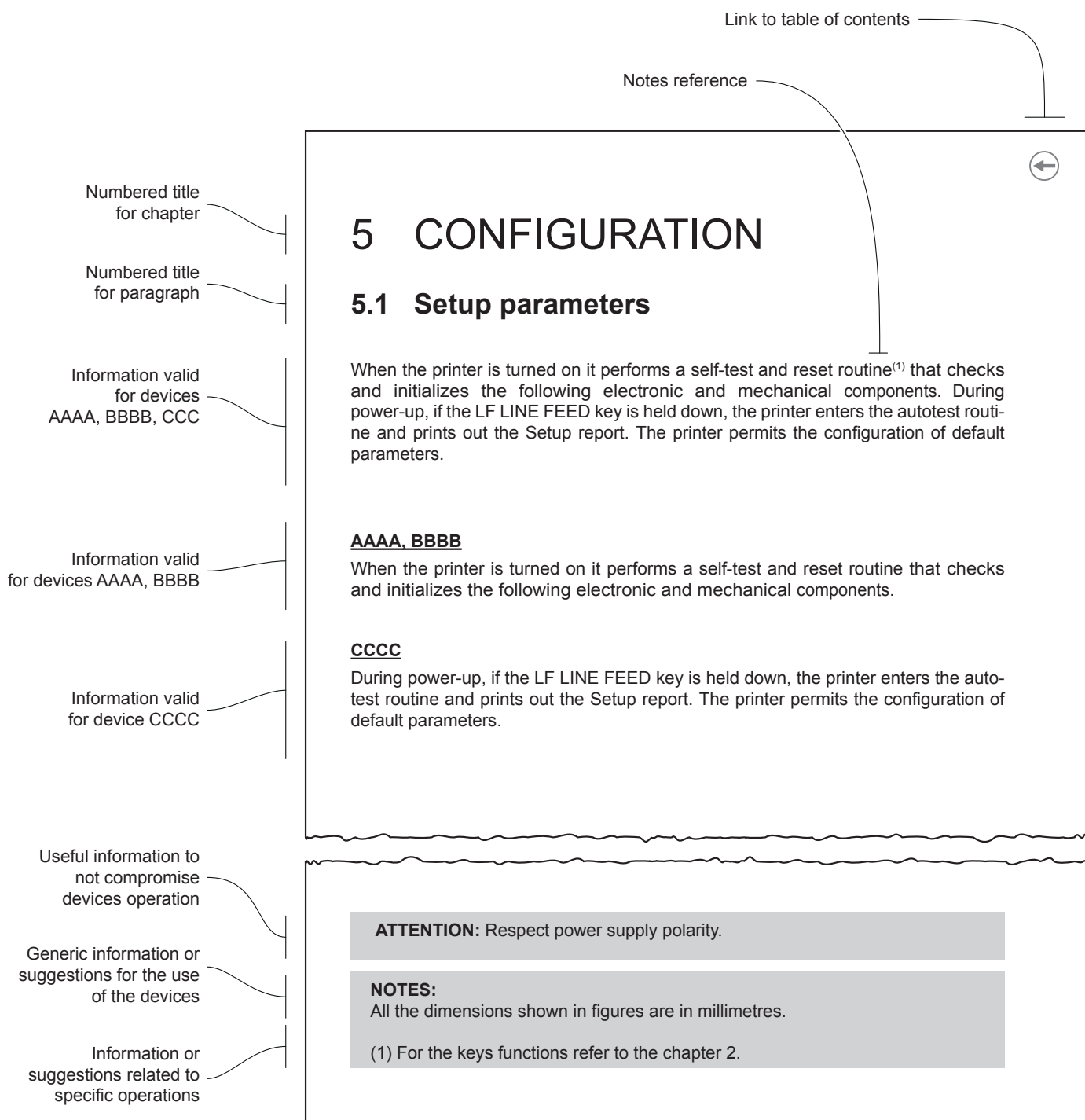
TABLE OF CONTENTS

1	INTRODUCTION	9
2	DESCRIPTION	11
2.1	Box contents	11
2.2	Device components: external views	12
2.3	Device components: internal view	13
2.4	Product label	14
2.5	Key functions: power up	15
2.6	Key functions: standby	16
2.7	Status messages	17
3	INSTALLATION	19
3.1	Belt clip disassembly	19
3.2	Connections	20
3.3	Pinout	21
3.4	Driver and SDK	22
4	OPERATION	23
4.1	Opening cover	23
4.2	Opening connectors compartment	24
4.3	Switch the device ON/OFF	25
4.4	Recharge with power supply	26
4.5	Recharge with docking station (optional)	28
4.6	Loading the paper roll	29
4.7	Low-power mode (only Bluetooth mode)	30
5	CONFIGURATION	31
5.1	Configuration by keys	31
5.2	Configuration by software	33
5.3	Printhead status	35
5.4	Device status	36
5.5	Communication parameters	37
5.6	Operating parameters	38
5.7	Alignment parameters	40
5.8	Hexadecimal dump	41

6	WIRELESS COMMUNICATION	43
6.1	Bluetooth pairing with Windows devices	43
6.2	Bluetooth pairing with macOS devices	46
6.3	Bluetooth pairing with Linux devices	48
6.4	Bluetooth pairing with Android devices	50
6.5	Bluetooth pairing with iOS devices	52
7	ALIGNMENT	55
7.1	Enable alignment	56
7.2	Alignment parameters	58
7.3	Printing area	61
8	MAINTENANCE	63
8.1	Paper jam	63
8.2	Replacing the battery	65
8.3	Planning of cleaning operations	66
8.4	Cleaning	67
8.5	Firmware upgrade	70
9	SPECIFICATION	71
9.1	Hardware specifications	71
9.2	Character specifications	74
9.3	Device dimensions	75
9.4	Power supply dimensions	76
9.5	Paper specification	77
9.6	Character sets in CUSTOM/POS emulation	80
10	CONSUMABLES	83
11	ACCESSORIES	85
12	TROUBLESHOOTING GUIDE	87
13	TECHNICAL SERVICE	89

1 INTRODUCTION

This document is divided into sections and chapters. Each chapter can be reached by the index at the beginning of this document. The index can be reached by the button on each page as shown in the diagram below.





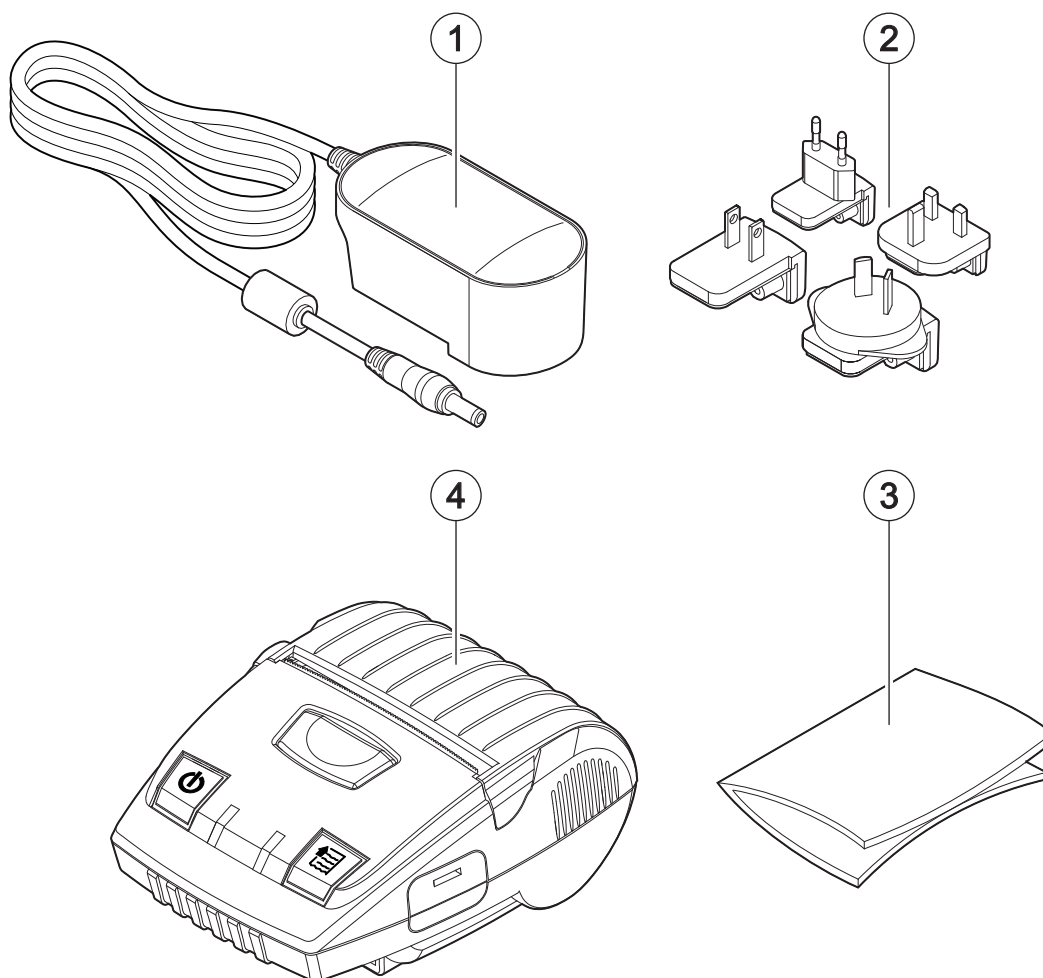
2 DESCRIPTION

2.1 Box contents

Remove the device from its carton being careful not to damage the packing material so that it may be re-used if the device is to be transported in the future.

Make sure that all the components illustrated below are present and that there are no signs of damage. If there are, contact Customer Service.

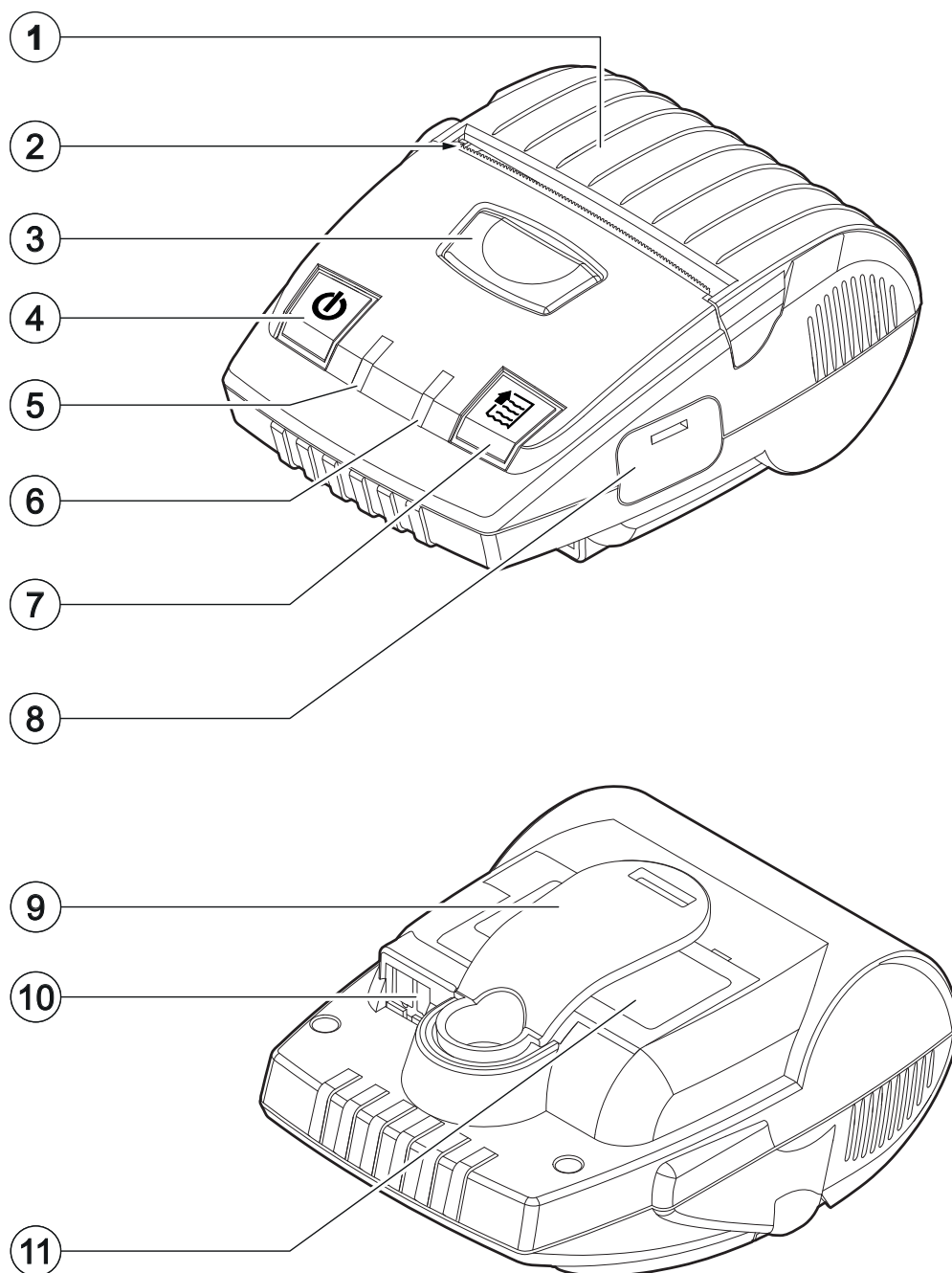
1. AC adapter
2. Adapter plugs
3. Documentation(short guide)
4. Device





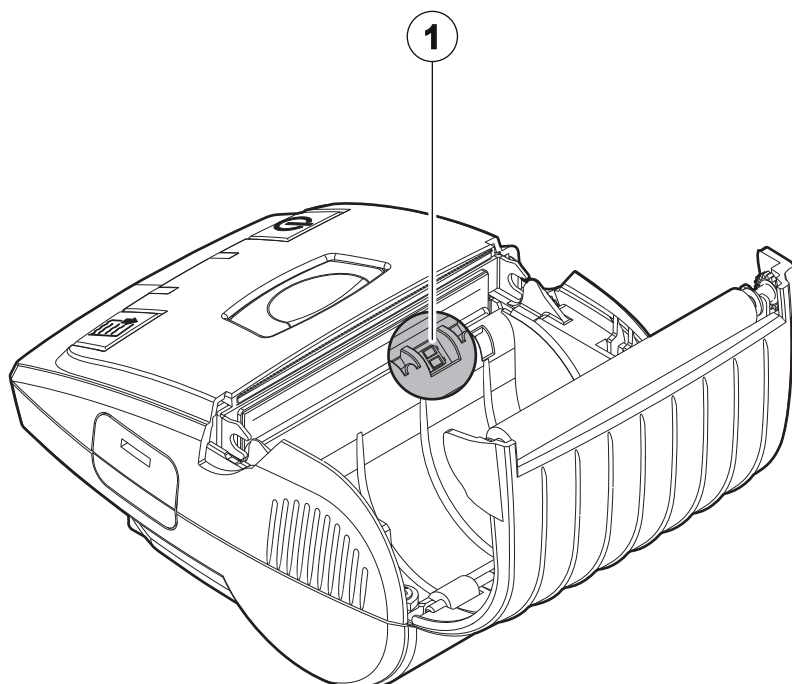
2.2 Device components: external views

1. Paper compartment cover
2. Paper out with serrated blade
3. Opening key of paper compartment
4. ON/OFF key
5. Status LED
6. Recharge LED
7. FEED key
8. Connectors compartment
9. Clip belt
10. Contacts for docking station
11. Battery compartment



2.3 Device components: internal view

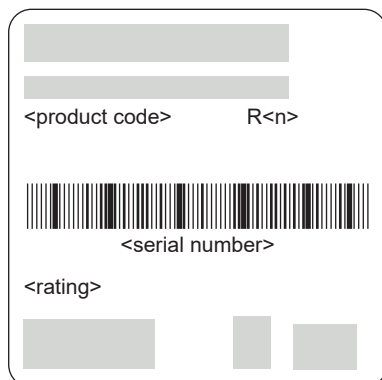
1. Paper input presence sensor



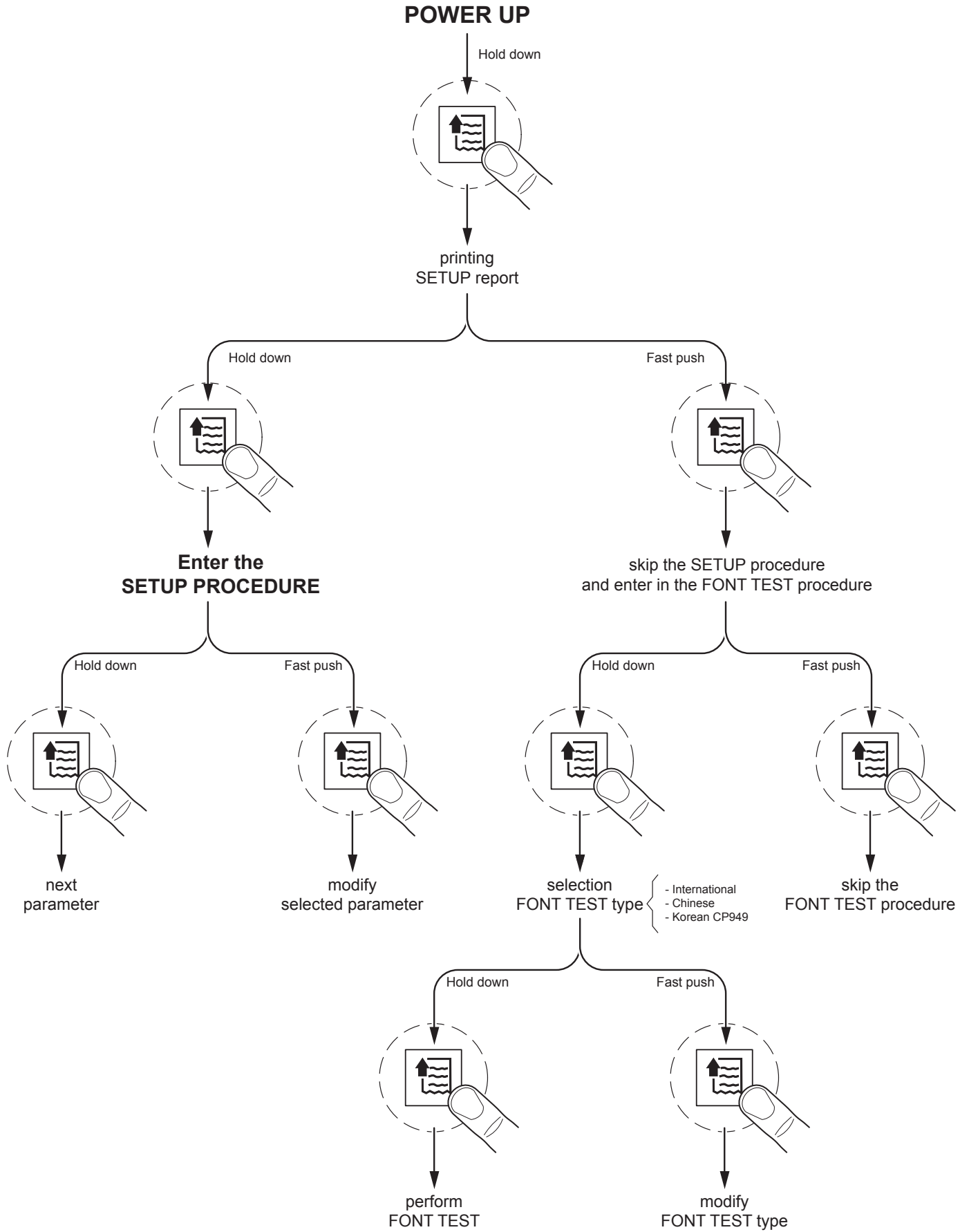


2.4 Product label

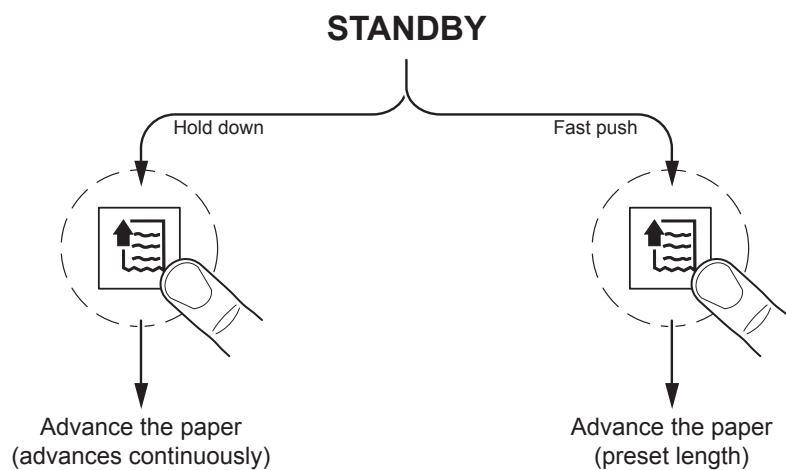
The main data used to identify the machine are shown on the label attached to the bottom of the device. In particular, it shows the electrical data for the connection to a power source. It also shows the product code, the serial number and the hardware revision (R).



2.5 Key functions: power up



2.6 Key functions: standby







2.7 Status messages

The two status LED indicate hardware status of device. Given in the table below are the various LED signals and the corresponding device status.

Status LED flashes

STATUS LED		DESCRIPTION
-	OFF	DEVICE OFF
BLUE BLUETOOTH STATUS		POWER ON PHASE BLUETOOTH INITIALIZATION
		DEVICE ON: STANDBY BLUETOOTH CONNECTION ACTIVE ⁽¹⁾
GREEN USB STATUS	x 1	DEVICE ON: STANDBY USB CONNECTION ACTIVE ⁽¹⁾
YELLOW RECOVERABLE ERROR	x 2	PRINT HEAD OVERHEATED
	x 3	PAPER END
	x 4	POWER SUPPLY VOLTAGE INCORRECT
GREEN RECOVERABLE ERROR	x 2	RECEPTION ERROR (PARITY, FRAME ERROR, OVERRUN ERROR)
	x 3	COMMAND NOT RECOGNIZED
	x 4	COMMAND RECEPTION TIME OUT

NOTE:

(1) : The selection of the active interface takes place automatically. When the USB communication cable is connected to the device, communication takes place via the USB port. If there is no cable connection or the cable is removed, the active communication becomes the Bluetooth one.



Recharge LED flashes

RECHARGE LED		DESCRIPTION
-	OFF	BATTERY OK
RED UNRECOVERABLE ERROR	x1	BATTERY FAULT
RED BATTERY IN CHARGE	-	RECHARGE
GREEN BATTERY IN CHARGE	-	RECHARGE COMPLETE

3 INSTALLATION

3.1 Belt clip disassembly

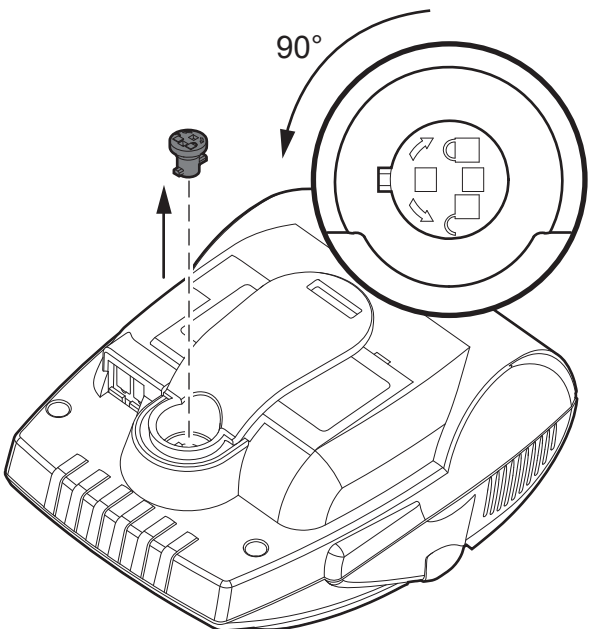
It is possible to remove the supplied belt clip under the device as shown in the figure.

1

→ **OFF**

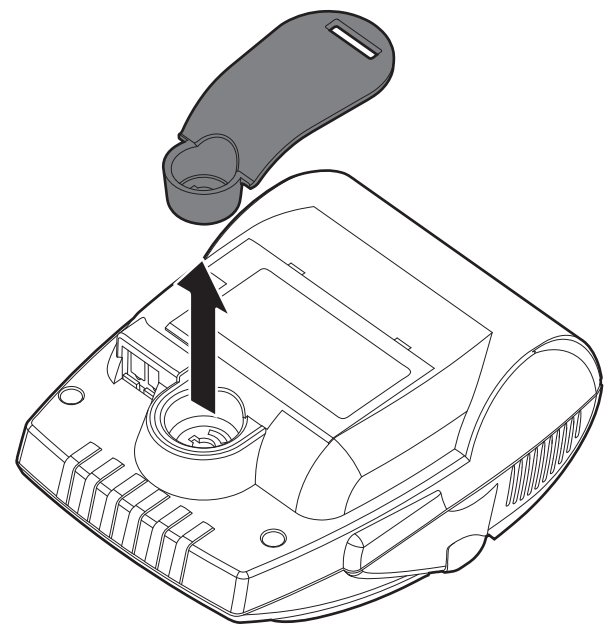
Turn off the device (see [paragraph 4.3](#)).

2



Rotate the screw 90° anticlockwise and remove it.

3

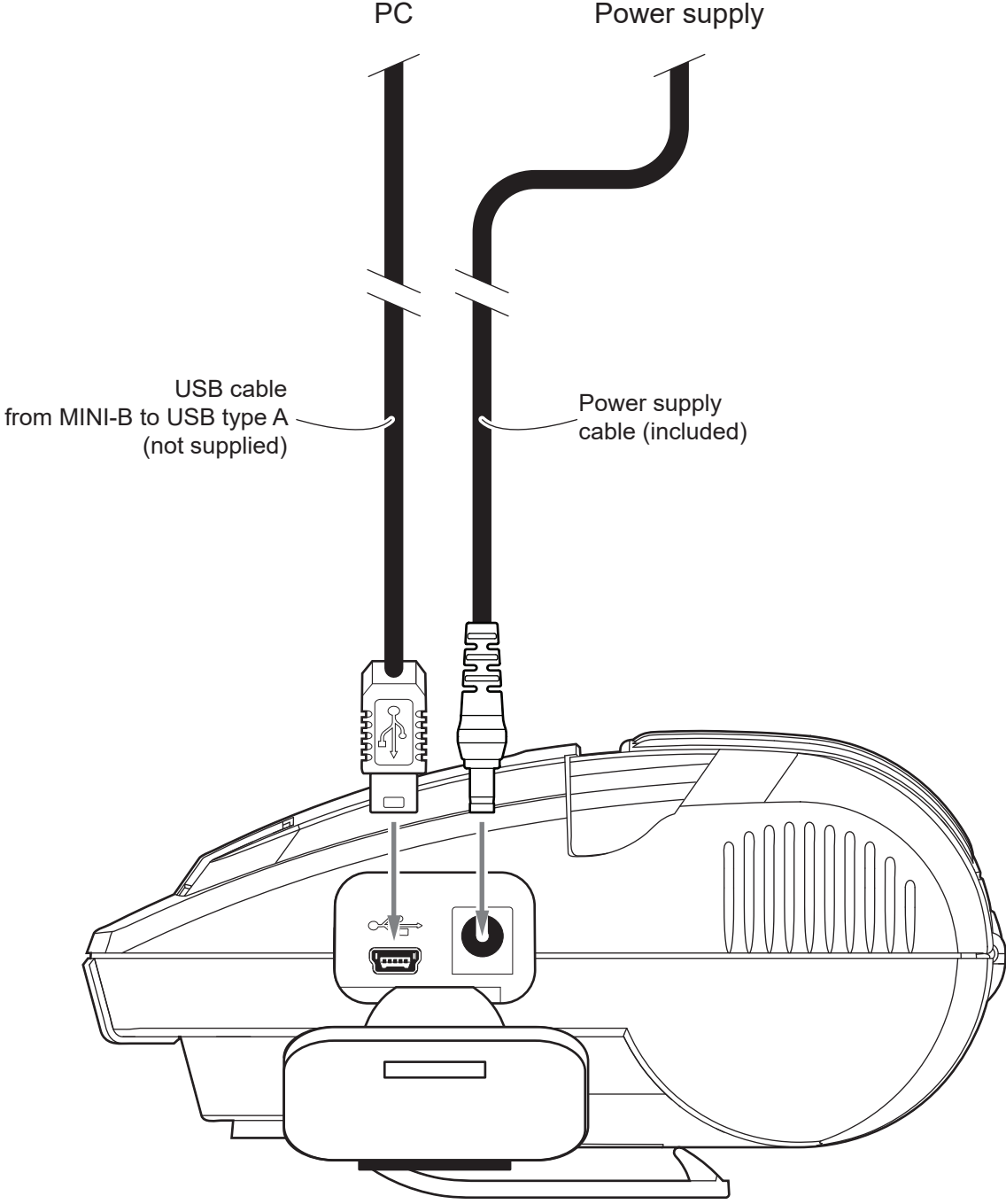


Remove the belt clip as shown in figure.

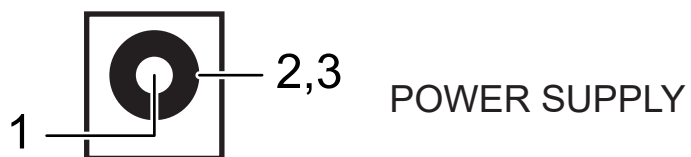


3.2 Connections

The following figure shows the possible connections for the device.



3.3 Pinout



J6	1	+24 Vdc
	2	GND
	3	GND

ATTENTION: Respect power supply polarity.



J2	1	USB0-VBUS (in)
	2	USB0-D- (in/out)
	3	USB0-D+ (in/out)
	4	n.c.
	5	GND
	SH1	SHIELD
	SH2	SHIELD
	SH3	SHIELD
	SH4	SHIELD



3.4 Driver and SDK

In the website www.custom4u.it are available the drivers for the following operating system:

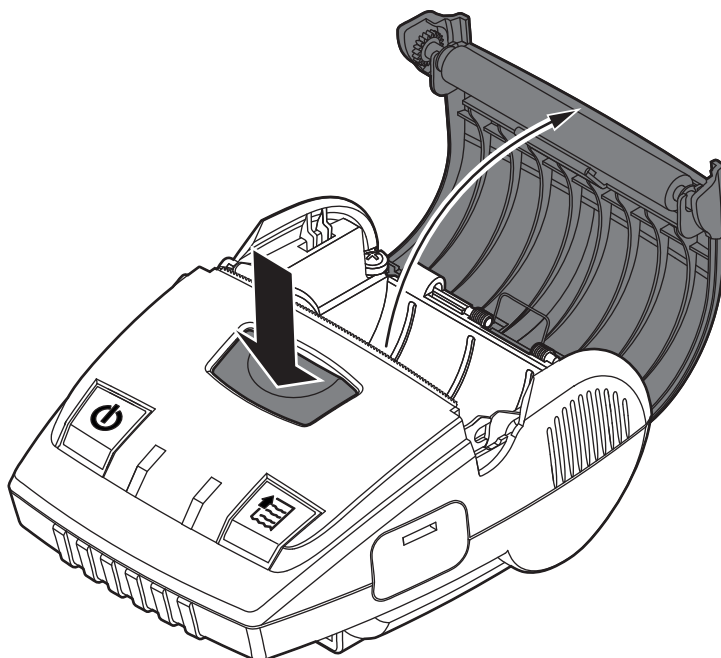
OPERATING SYSTEM	DESCRIPTION	INSTALLATION PROCEDURE
Windows	Driver for Windows XP	From the START menu, press Run and type-in the path where the SW was saved on your PC, then click OK. Follow the instructions that appear on the screen to install the driver.
	Driver for Windows VISTA (32/64 bit)	
	Driver for Windows 7 (32/64 bit)	
	Driver for Windows 8 (32/64 bit)	
	Driver for Windows 8.1 (32/64 bit)	
	Driver for Windows10 (32/64 bit)	
	Self-installing driver for Virtual COM (32/64 bit) (see paragraph 5.5)	
Linux	32/64 bit	Follow the instruction get back on the "README.txt" file. You can find it in the software package downloaded in advance.
Android	Library for CustomAndroidAPI	Extract the zipped folder to the the destination path desired. Follow the instructions present in the software package that you downloaded on how to install and use the library.
iOS	Library for CustomiOSApi	Extract the zipped folder to the the destination path desired. Follow the instructions present in the software package that you downloaded on how to install and use the library.

4 OPERATION

4.1 Opening cover

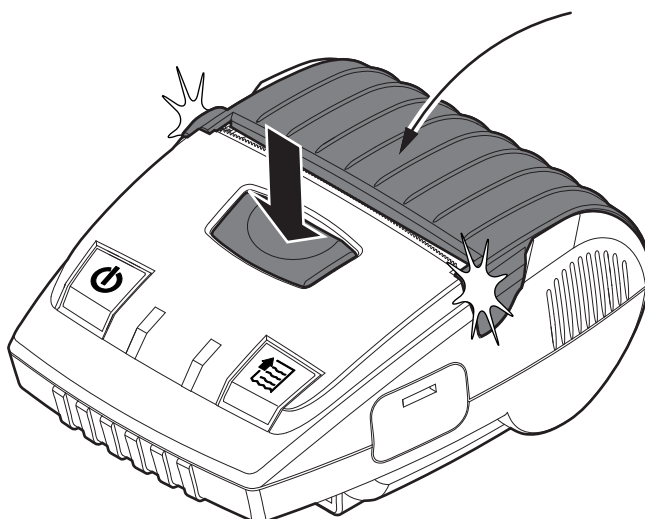
To open the device cover proceed as follows.

1



Press the opening button of the paper compartment to lift the device cover.

2



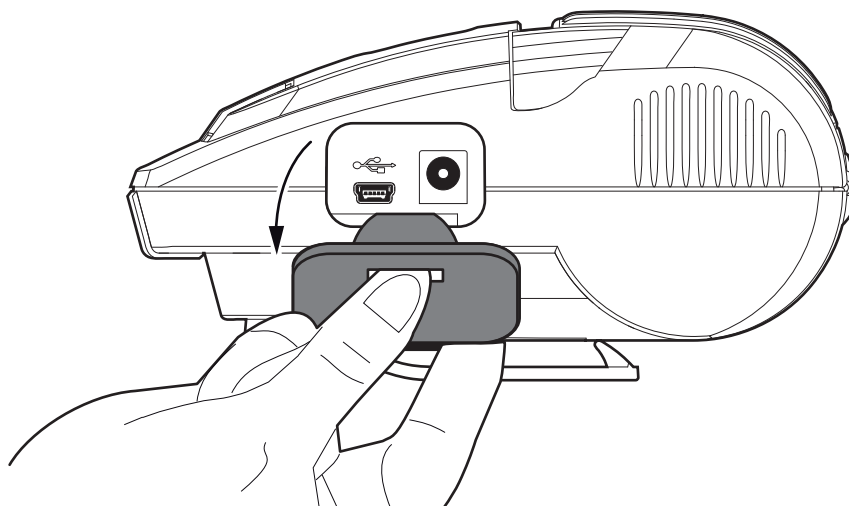
Press the opening button of the paper compartment and close the device cover.



4.2 Opening connectors compartment

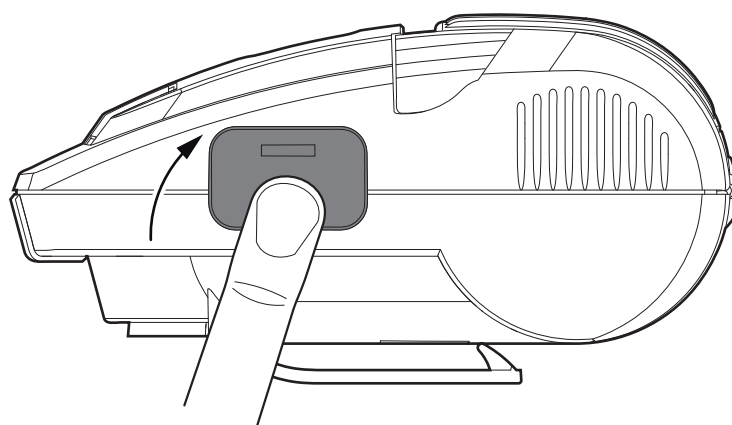
To access to the connectors compartment of the device proceed as follows.

1



Access the connectors compartment by removing the rubber plug.

2

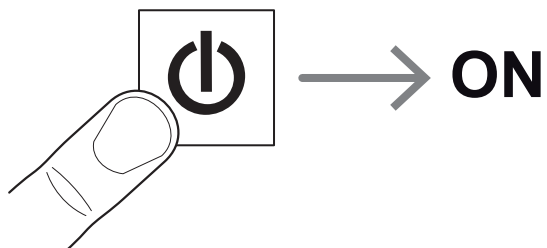


If the connectors are not used, protect the compartment by inserting the rubber plug with light pressure.

4.3 Switch the device ON/OFF

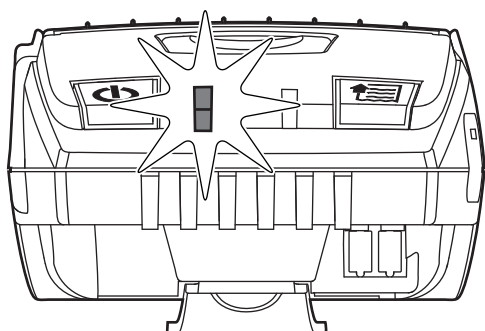
To switch the device ON proceed as follows.

1



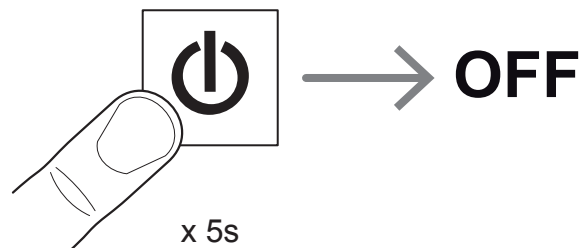
Turn on the device by holding down the ON/OFF key.

2



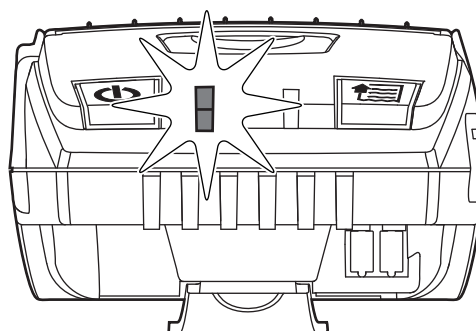
The status LED turn on (green/blue) and the device is ready.

3



Turn off the device by holding down the ON/OFF key.

4

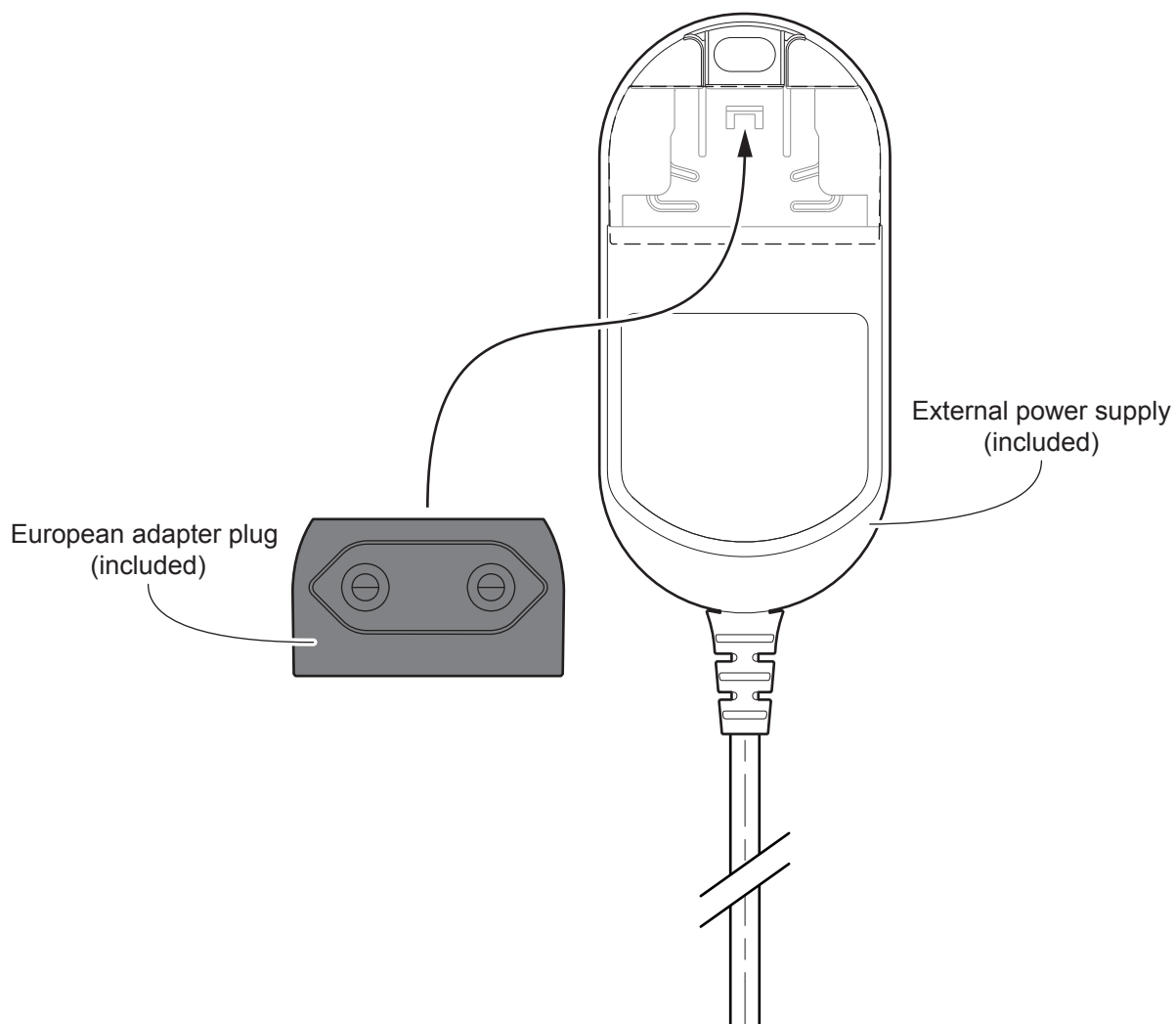


The status LED (red) indicates that the device is powering down.

4.4 Recharge with power supply

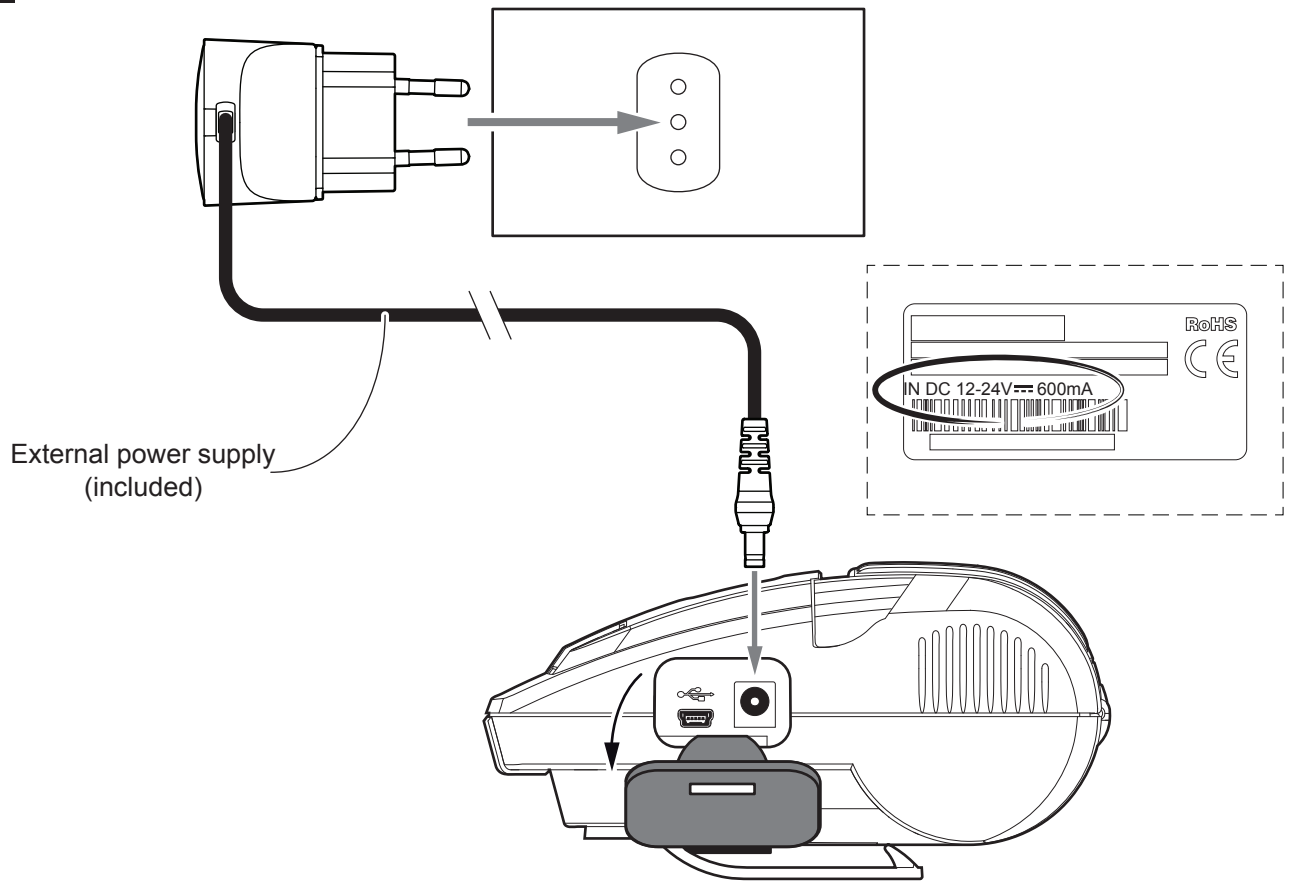
To recharge with a power supply proceed as follows.

1



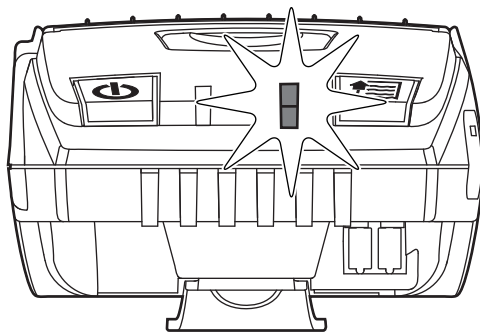
Insert the mains plug under the AC adapter in the specific compartment, pushing it inside the hook until it is completely locked in the direction shown in figure.

2



Open the connectors compartment (see [paragraph 4.2](#)).
Connect the power adapter supplied to the device and to the mains outlet.
Use the type of electrical power supply indicated on the label.

3



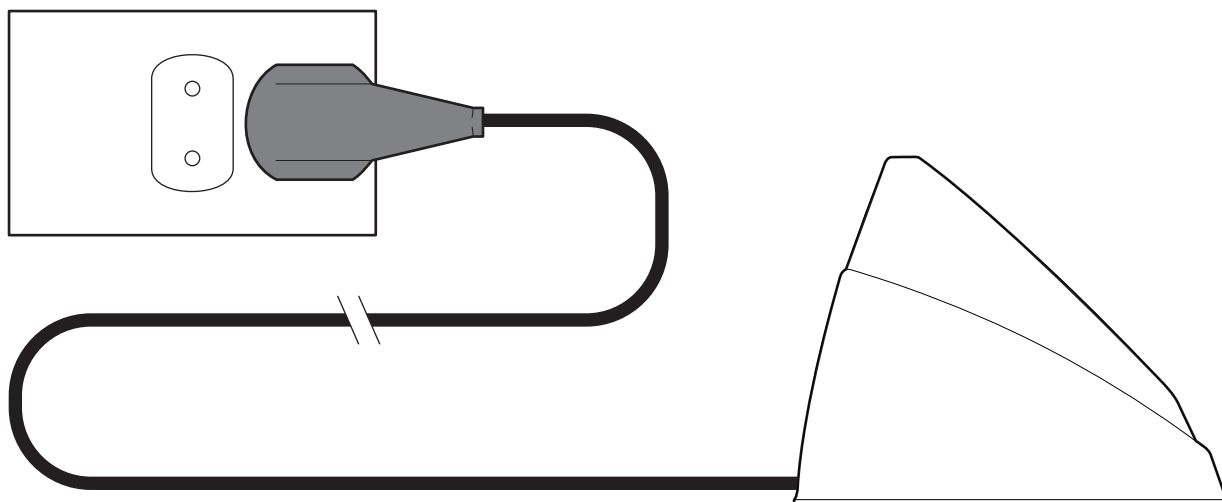
The recharge LED (red) switch ON,
the device is charging.

4.5 Recharge with docking station (optional)

If you are using the shoulder strap, remove it before inserting the printer in the docking station.

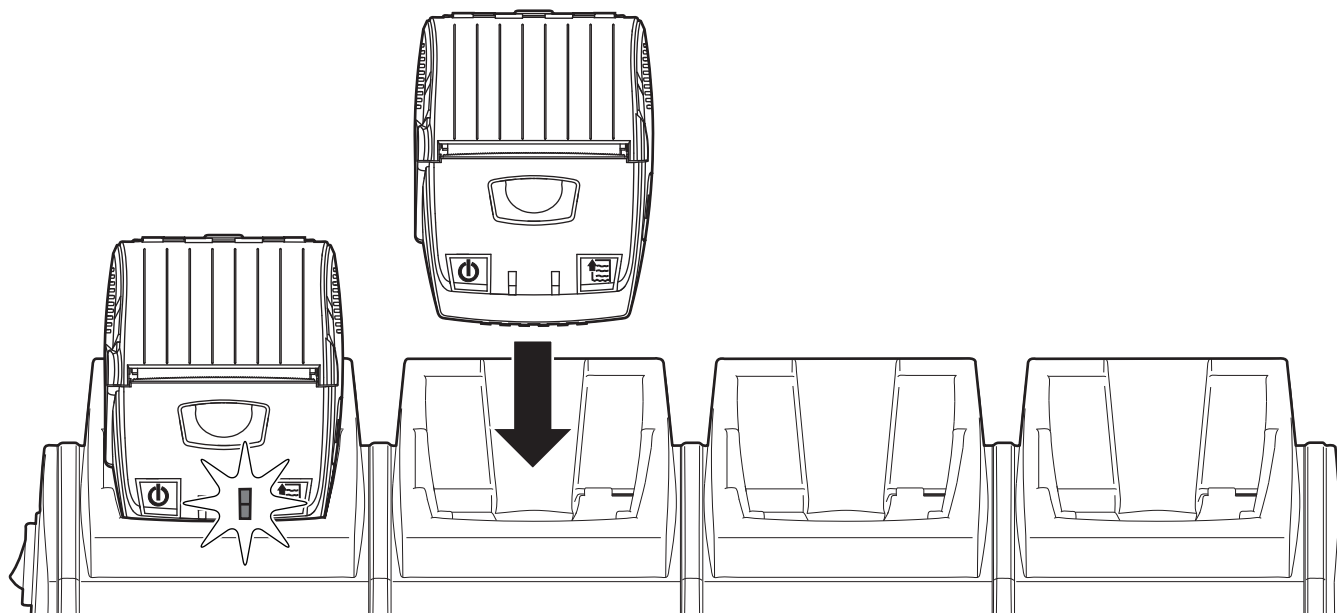
To recharge with a docking station (optional) proceed as follows.

1



Collegare la stazione di ricarica alla presa di rete.
Utilizzate il tipo di alimentazione elettrica indicato sull'etichetta del dispositivo.

2

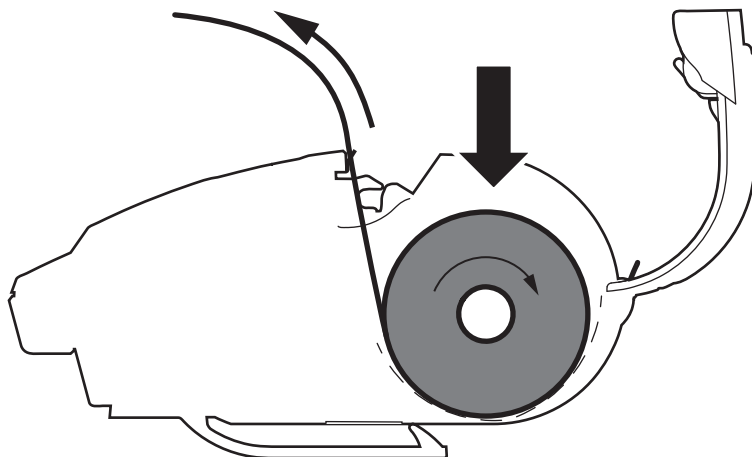


Inserire il dispositivo nell'alloggiamento.
Il LED di ricarica (rosso) si accende, il dispositivo è in carica.

4.6 Loading the paper roll

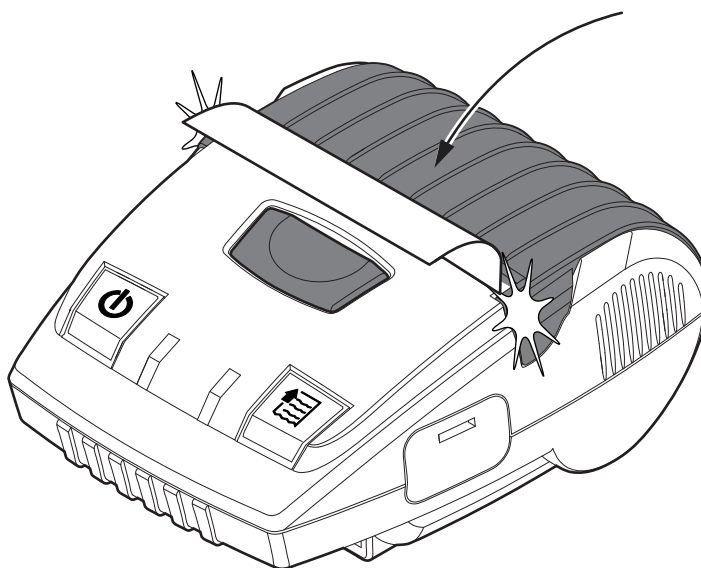
To change the paper proceed as follows. At every change of paper, check inside the device to locate and remove any scraps of paper.

1



Open the device cover (see [paragraph 4.1](#)).
Place the roll in the paper compartment respecting the correct direction of rotation shown in figure and pull out the paper for a few centimetres.

2

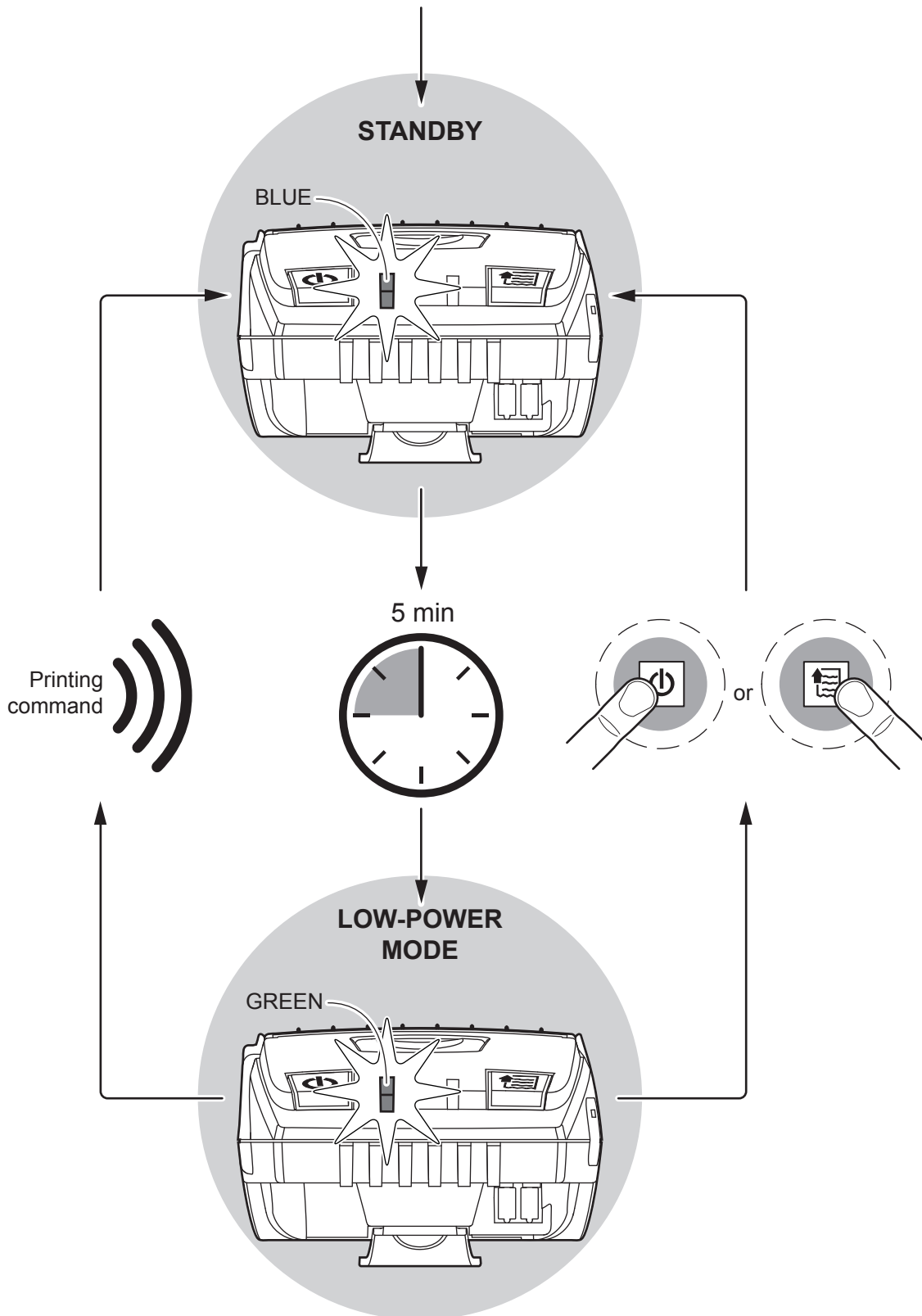


Close the device cover
(see [paragraph 4.1](#)).



4.7 Low-power mode (only Bluetooth mode)

The low-power mode allows the device to save energy and increase the battery life when operating in Bluetooth. The low-power mode is automatically enabled after 5 minutes of device inactivity. To terminate the low-power mode and return to operative mode press the FEED or ON / OFF key.





5 CONFIGURATION

5.1 Configuration by keys

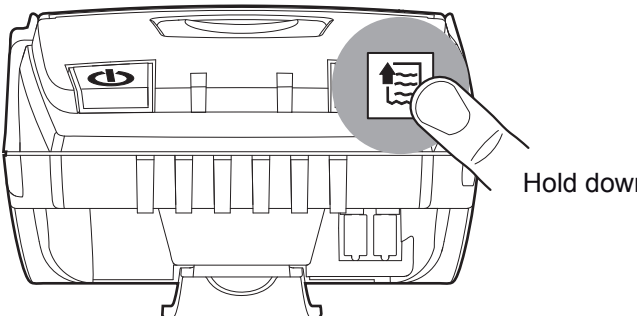
To enter the configuration mode and print a setup report with the operating parameters of the device, proceed as follows.

1

→ **OFF**

Turn off the device (see [paragraph 4.3](#)).

2



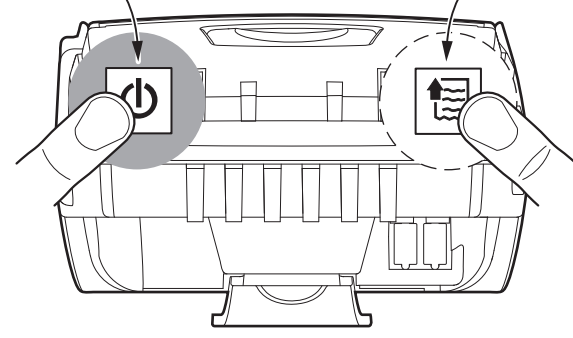
Hold down

Hold down the FEED key.

3

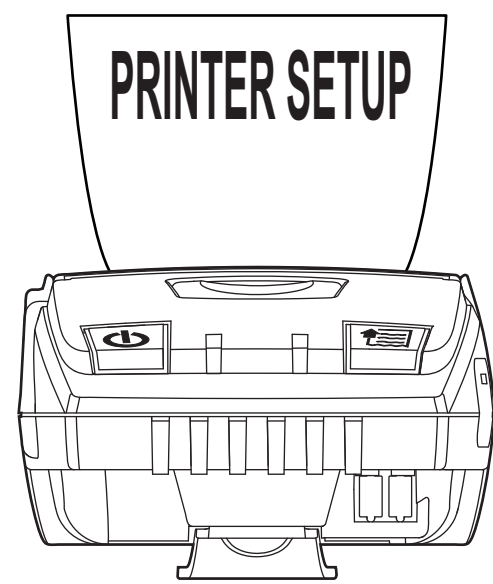
X 1

Hold down



Turn on the device by pressing once the ON/OFF key.

4



The device prints the report with the settings parameters. Follow the instruction printed on the paper to proceed with configuration procedure.



The following figure show the setup reports of the device. The shown values for parameters are sample values; for the list and the description of device parameters see the following paragraphs.

DEVICE NAME and
FIRMWARE MODULE
RELEASE

```

<device name>
SCODE. <code>           - rel 1.00
FCODE. <code>           - rel 1.00
  
```

DEVICE
STATUS

PRINTER SETTINGS

PRINthead WORKING GOOD!

```

PRINTER TYPE .....<device model>
PRINTING HEAD TYPE.....<head model>
INTERFACE .....BLUETOOTH
PROGRAM MEMORY TEST.....OK
DYNAMIC RAM TEST.....OK
EEPROM TEST.....OK
HEAD VOLTAGE           [V] = 07.92
HEAD TEMPERATURE      [°C] = 28
POWER ON COUNTER      = 7
PAPER PRINTED         [cm] = 220
  
```

PARAMETERS
FOR DEVICE
COMMUNICATION

```

[Usb]
USB Address Number ..... : 0
USB Virtual COM..... : Disabled

[Bluetooth]
Printer ID ..... : <BT address>
Build Version ..... : <release>
PIN Request ..... : Disabled
Pairing PIN ..... : 1234
AutoReconnect..... : Disabled
  
```

BT ADDRESS
BARCODE



PARAMETERS
FOR DEVICE
CONFIGURATION

```

Print Mode ..... : Normal
Autofeed ..... : CR Disabled
Chars / inch ..... : A=13 B=17 cpi
Columns 22 cpi..... : 60 columns
Code Table [num] ..... : 00
Font Type..... : International
Speed / Quality..... : High Speed
PaperEnd Buffer Clear ..... : Disabled
Power Off Time..... : 30 min
USB Recharge ..... : Auto(500/1500 mA)
PrintHead Test PowerOn..... : Disabled
Notch / B.Mark Position..... : Disabled
Print Density..... : 0%
  
```

KEYS FUNCTIONS

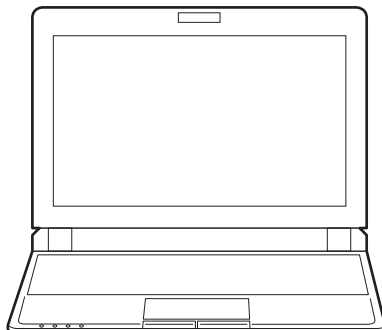
```

[PUSH]           key to enter setup
[FAST PUSH]     key to skip setup
  
```


5.2 Configuration by software

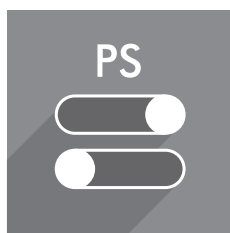
The setup parameters can be set by using the “PrinterSet” software tool available on www.custom4u.it. For a detailed description of the device operating parameters see the following paragraphs. To configure the device by software, proceed as follows.

1



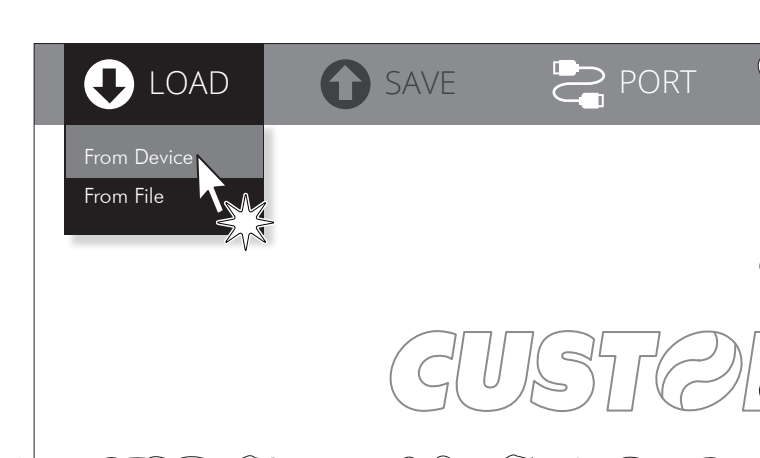
Connect the device to a PC directly (see [paragraph 3.2](#)), without using HUB devices.

2



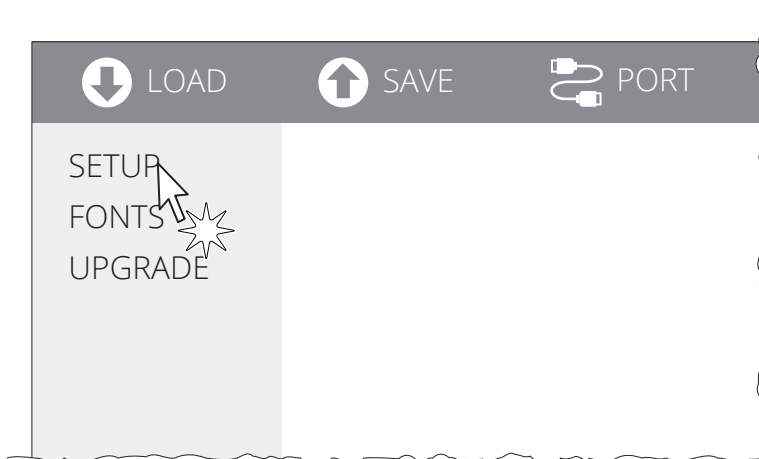
Start “PrinterSet” software tool.

3



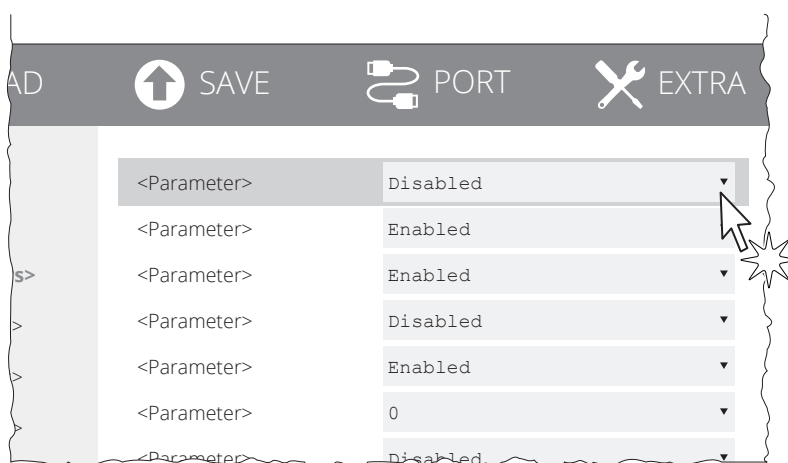
Click on LOAD > FROM DEVICE and select the device connected to the PC.

4



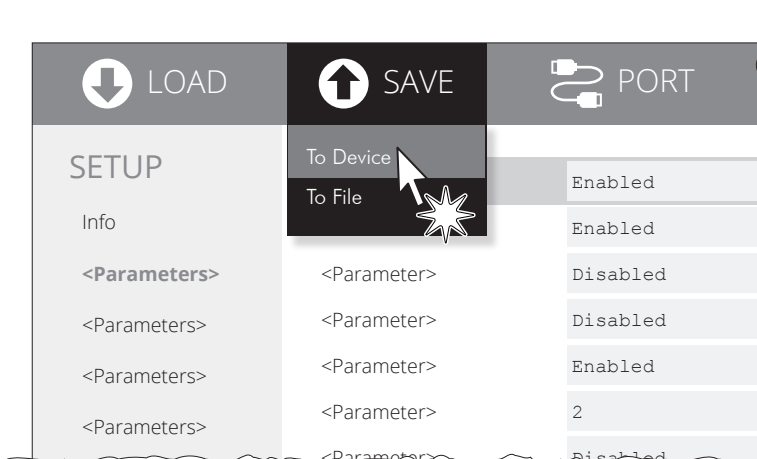
Click on SETUP to access the operating parameters of the device to be configured.

5



Make the desired changes to the device operating parameters.

6



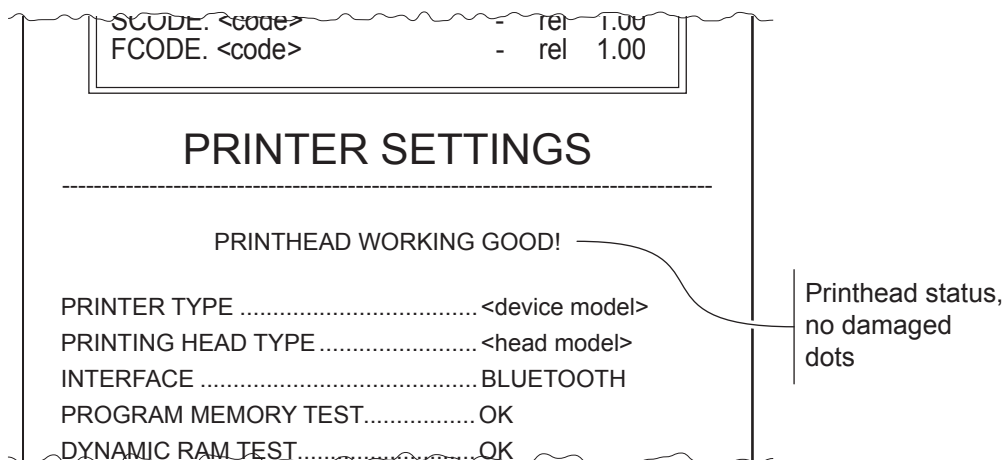
Click on SAVE > TO DEVICE to make the changes made effective.

ATTENTION:

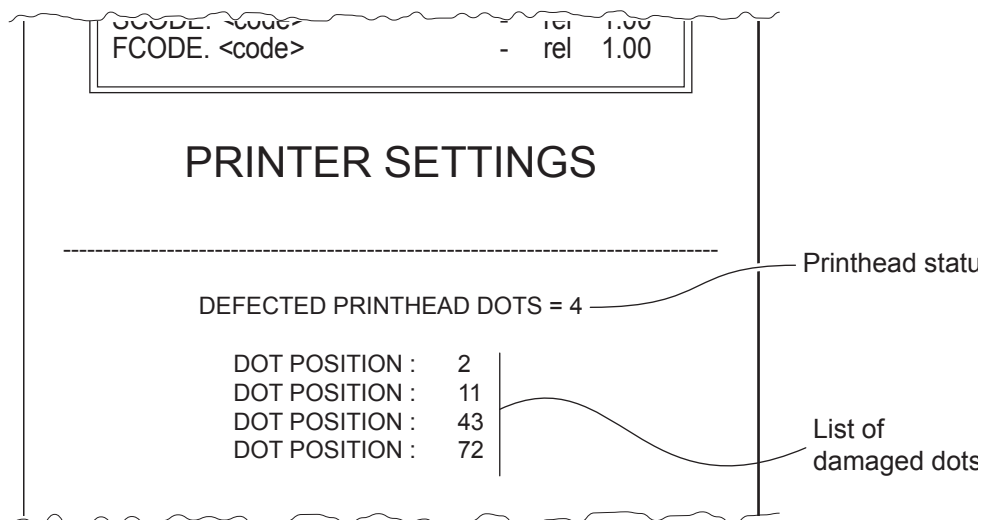
During saving, it is strongly discouraged to disconnect the communication cable or to remove the power supply of the PC or the device.

5.3 Printhead status

The device performs the printhead operating status when printing the setup report. The total number of dots is reported. Are indicated the total dots number of the printhead and their status (see figure below).



In case of damaged dots, these are listed in the print out in according to their position on the heating line (see figure below).





5.4 Device status

The device operating status is indicated in the configuration print-out in which, next to the name of the components displayed, the following information is given:

PRINTER TYPE	device model
PRINTING HEAD TYPE	print head model
INTERFACE	interface present
PROGRAM MEMORY TEST	OK appears if functioning and NOT OK if faulty
DYNAMIC RAM TEST	OK appears if functioning and NOT OK if faulty
EEPROM TEST	OK appears if functioning and NOT OK if faulty
HEAD VOLTAGE	voltage of the head
HEAD TEMPERATURE	temperature of the head
POWER ON COUNTER	number of power-ups made
PAPER PRINTED	centimetres of paper printed
PRINTER ID	Bluetooth identification number of the device supplied by the manufacturer, this number is univocal.
BUILD VERSION	firmware release of the Bluetooth module



5.5 Communication parameters

This device allows the configuration of the parameters listed in the following table.

The parameters marked with the symbol ^D are the default values.

Settings remain active even after the device has been turned off and they are stored in non-volatile memory.

USB ADDRESS NUMBER	Numerical address code for the univocal identification of the USB device (in case of more than a USB device connected with the same PC): 0 ^D 2 4 6 8 1 3 5 7 9
USB VIRTUAL COM	Setting the USB port as a virtual serial port: Disabled ^D = virtual COM disabled Enabled = virtual COM enabled To use this configuration it is necessary to install an additional driver (see paragraph 3.4).
PIN REQUEST	Setting the pairing function for the Bluetooth devices: Disabled ^D = pairing function disabled. No passkey is requested to make association Enabled = pairing function enabled. To set it entering the pincode/passkey indicated on the setup report "Pairing PIN" (1234). To communicate with Bluetooth devices Apple set the parameter to DISABLED. If you want to use the AUTORECONNECT > ENABLED parameter on Apple devices, set the PIN REQUEST printer parameter to ENABLED.
PAIRING PIN	Setting the passkey. 0000 ^D
AUTORECONNECT	Setting the automatically connection function (only for Apple devices): Disabled ^D = AutoReconnect function disabled. To communicate with the printer must perform the pairing between the Apple device and the printer when communication is interrupted (power off, stand by, etc.). Enabled = AutoReconnect function enabled. The printer automatically attempts to restore the connection with the last device connected Apple whenever communication is interrupted (power off, stand by, etc.). Before enabling this function, you must perform the pairing between the Apple device and printer.



5.6 Operating parameters

This device allows the configuration of the parameters listed in the following table.

The parameters marked with the symbol ^D are the default values.

Settings remain active even after the device has been turned off and they are stored in non-volatile memory.

PRINT MODE	Printing mode: Normal ^D = enables printing in normal direction Reverse = enables printing rotated 180 degrees										
AUTOFEED	Setting of the Carriage Return character: CR disabled ^D = Carriage Return disabled CR enabled = Carriage Return enabled										
CHARS / INCH	Font selection: A = 13 cpi, B = 17 cpi ^D A = 17 cpi, B = 22 cpi A = 22 cpi, B = 17 cpi CPI = Characters Per Inch										
COLUMNS 22 CPI	Select the number of columns: 60 col ^D 64 col The parameter is printed on setup report only if the parameter "Chars/Inch" is set on "A=17 B=22 cpi".										
CODE TABLE [NUM]	Identifier number of the character code table to use. The numeric value of the identifier is made up with the following two parameters for the setting of two digits for the tens and the units:										
	Setting the digit for tens:										
Code Table [num x 10]	<table style="margin-left: auto; margin-right: auto;"> <tr> <td>0 ^D</td> <td>2</td> <td>4</td> </tr> <tr> <td>1</td> <td>3</td> <td>5</td> </tr> </table>	0 ^D	2	4	1	3	5				
0 ^D	2	4									
1	3	5									
	Setting the digit for units:										
Code Table [num x 1]	<table style="margin-left: auto; margin-right: auto;"> <tr> <td>0 ^D</td> <td>2</td> <td>4</td> <td>6</td> <td>8</td> </tr> <tr> <td>1</td> <td>3</td> <td>5</td> <td>7</td> <td>9</td> </tr> </table>	0 ^D	2	4	6	8	1	3	5	7	9
0 ^D	2	4	6	8							
1	3	5	7	9							
	To know the character tables corresponding to the identification numbers set with this parameter see paragraph 9.6 . The character tables set with this parameter are the same set with the command 0x1B 0x74 (refer to the commands manual of the device).										



FONT TYPE	Setting of the font type: International ^D = Enables the use of the 256 characters font tables Chinese = Enables the use of the chinese extended font GB18030-2000 Korean PC949 = Enables the use of the korean font PC949 When the “International” font is enabled, you need to choose the character code table (parameter “Code Table”). When the Chinese or Korean fonts is enabled, the selection of the character code table is suspended (“Code Table” parameter).
SPEED / QUALITY	Setting of printing speed and printing quality: High quality ^D High speed
PAPEREND BUFFER CLEAR	Cleaning mode of the data in receive buffer, if the printing is stopped due to lack of paper: Disabled ^D = the data remain in the receive buffer. When the paper runs out, the device keeps the remaining data in the receive buffer and prints the remaining portion of the ticket after that the new paper is loaded. Enabled = when the paper runs out, all data in the receive buffer are deleted.
POWER OFF TIME	Setting the inactivity period after which the device turns off automatically: None 4 hours 30 min ^D 6 hours 1 hour 8 hours 2 hours
USB MODE	Setting the mode of operation of the USB port Normal ^D = enables USB port operation in the normal way Charge Only = enables USB port operation only as a recharge. in this mode, if you connect the device to the PC, it is not identified by the USB port and only works in Bluetooth
USB RECHARGE	Set the type of USB port recharge: Auto (500/1500 mA) ^D = Automatically recognizes the power source (if 500 mA or 1500 mA) Normal (500 mA) = Absorbs at most 500 mA Disabled = Recharge disabled
PRINTHEAD TEST POWERON	Setting of the performing of the print head test: Disabled ^D = the test is performed only during the printing of the setup report Enabled = the test is performed at each power on
PRINT DENSITY	Adjusting the printing density: -25% 0% ^D +25% -12% +12% The print quality is strongly influenced by the type of chemical treatment and the type of storage to which the thermal paper has been subjected, as well as by the weight of the same. It may therefore necessary to act on this parameter to obtain the desired print quality.



5.7 Alignment parameters

The device allows the configuration of the parameters listed in the following table.

The parameters marked with the symbol [Ⓓ] are the default values.

Settings remain active even after the device has been turned off and they are stored in non-volatile memory.

BLACK MARK POSITION Alignment management (see [chapter 7](#)):

Disabled [Ⓓ] = the black mark alignment is not performed

Enabled = the black mark alignment is performed

PAPER THRESHOLD Threshold value (in percent) for the recognition of the presence of paper by the paper presence sensor:

30% 70%

40% [Ⓓ] 80%

50% 90%

60%

If the “Black mark position” parameter is set to “Disabled”, this parameter has no effect on the device configuration and is not printed on the setup report.

BLACK MARK DISTANCE “Black mark distance” is the minimum distance (in millimetres) between the upper edge of ticket and the black mark (see [chapter 7](#)).

The numeric value of the distance is made up with the following four parameters for the setting of three digits (two for the integer part of the number, one for the decimal part and of the sign):

BLACK MARK DISTANCE SIGN Sign setting:
+ [Ⓓ] = positive distance
- = negative distance

BLACK MARK DISTANCE [mm x 10] Setting the digit for tens:
0 [Ⓓ] 2 4 6 8
1 3 5 7 9

BLACK MARK DISTANCE [mm x 1] Setting the digit for units:
0 [Ⓓ] 2 4 6 8
1 3 5 7 9

BLACK MARK DISTANCE [mm x .1] Setting the digit for decimals:
0 [Ⓓ] 2 4 6 8
1 3 5 7 9



5.8 Hexadecimal dump

This function is used for the diagnosis of the characters received from the communications port. Characters are printed as hexadecimal code and the corresponding ASCII code (see below). Each line is preceded by a counter in hexadecimal that indicates the number of bytes received.

During the startup, if you hold down the FEED key, the printer enters the self-test routine and print the setup report. The printer remains in standby until a key is pressed or characters are received through the communication port (Hexadecimal Dump mode). For each character sent, the receipt contain an indication of the hexadecimal and ASCII values (if the characters are underlined, the receive buffer is full). Shown below is an example of a Hexadecimal Dump:

HEXADECIMAL DUMP									
31	32	33	34	35	...	12345	...		
39	30	31	32	33	...	90123	...		
37	38	39	75	69	...	789ui	...		
68	6B	6A	73	64	...	hkjsd	...		
73	64	66	6B	6A	...	sdfkj	...		
66	73	64	66	6B	...	fsdfk	...		
65	69	6F	79	75	...	eioyu	...		
6F	72	69	75	77	...	oriuw	...		
6F	75	77	65	72	...	ouwer	...		
77	65	72	69	6F	...	werio	...		
72	69	6F	75	77	...	riouw	...		
6B	6C	73	64	66	...	kl sdf	...		
64	66	6B	73	64	...	dfksd	...		
73	64	66	6B	6A	...	sdfkj	...		
66	6B	F2	6A	73	...	fk>j	...		
6A	6B	6C	68			jklh			



6 WIRELESS COMMUNICATION

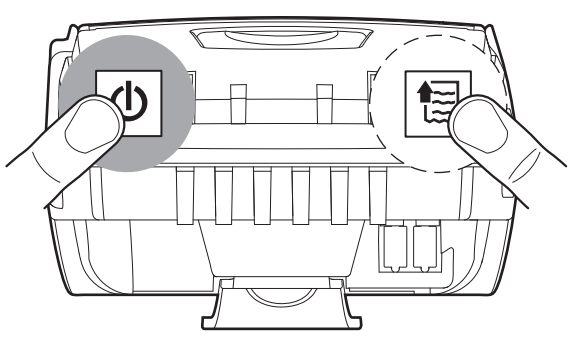
The Bluetooth connectivity of the printer allows the wireless printing from a PC (e.g. using a text editor or third-part software) or from a mobile device Android, iOS and Windows Phone after installing the application “CustomPrint”, downloadable from the web site www.custom.biz.

To perform the wireless printing with a printer equipped with Bluetooth connectivity is needed to pair with device.

NOTES: The windows used in this paragraph may be different from the screens that appear on the device used for printing and may vary depending on the version of the operating system.
Once that has occurred the association (pairing) between the host and printer, this remains active even in the event of switching off, interruption of communication, etc.

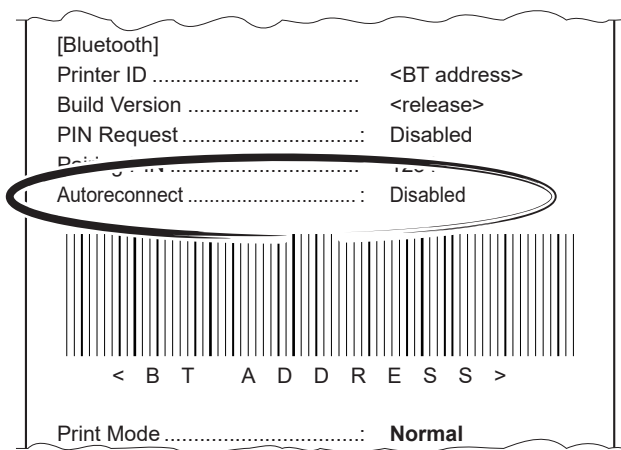
6.1 Bluetooth pairing with Windows devices

1



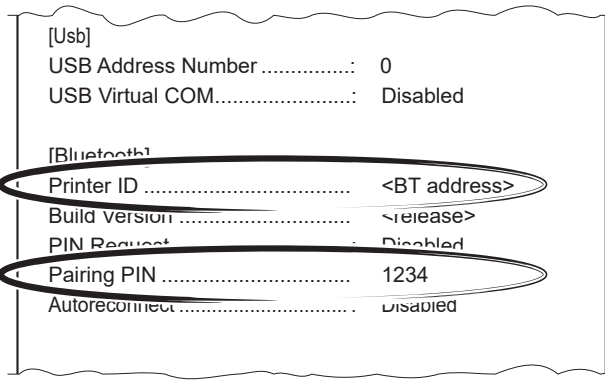
Turn on the printer and print a setup report (see paragraph 5.1).

2



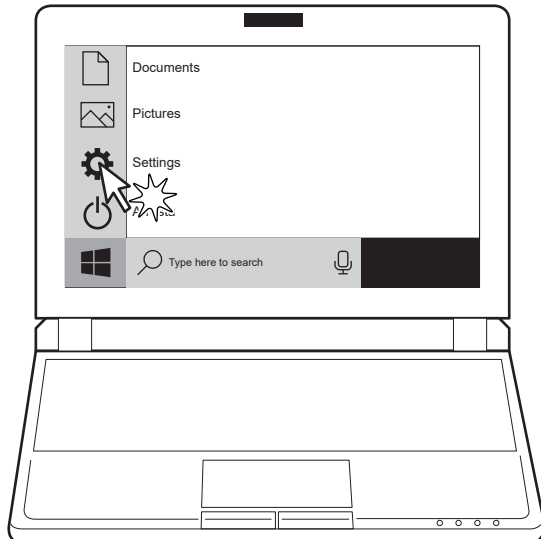
Make sure the “AutoReconnect” parameter is set to “Disabled” (see chapter 5).

3



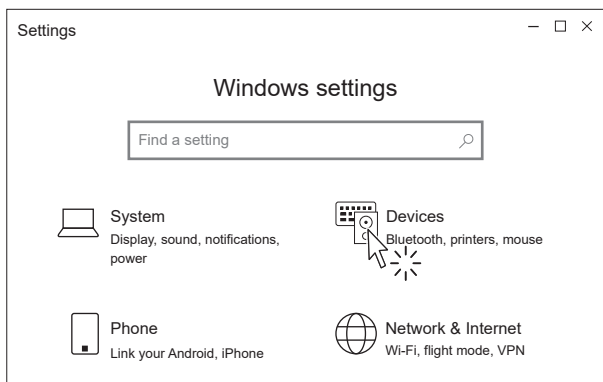
Write down the “Printer ID” and “Pairing PIN” parameters.

4



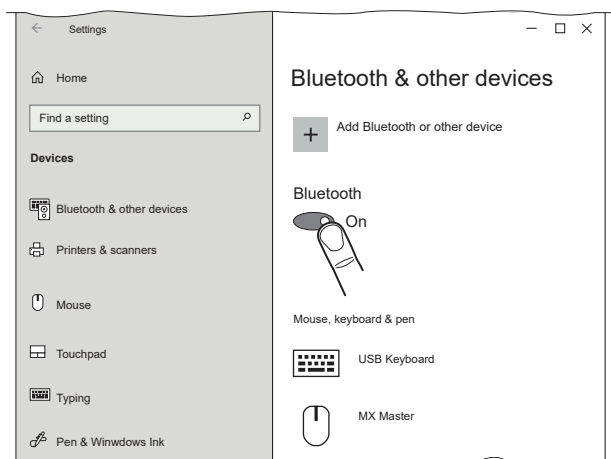
On the PC applications bar click on Start > Settings.

5



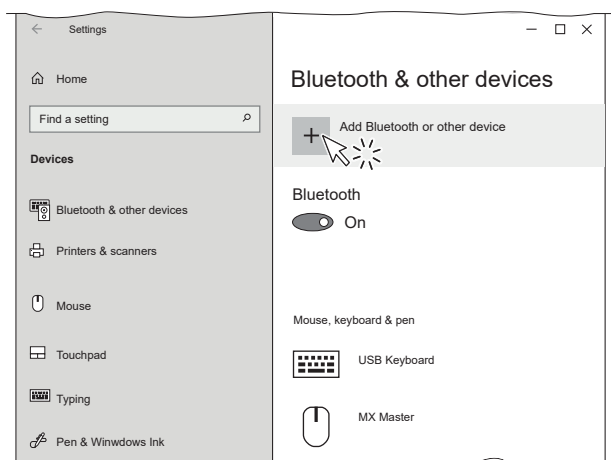
In the window that opens, click on DEVICES.

6



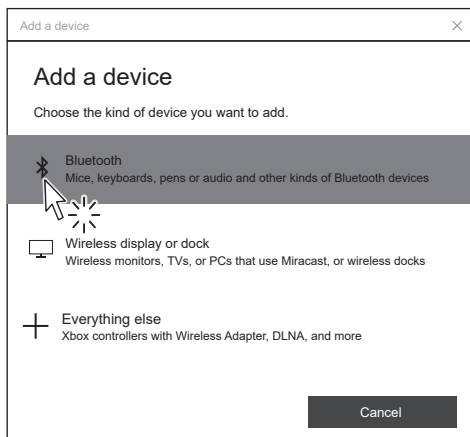
Move the switch to ON to activate the Bluetooth communication.

7



Click on "ADD BLUETOOTH OR OTHER DEVICE" button and start searching for available devices.

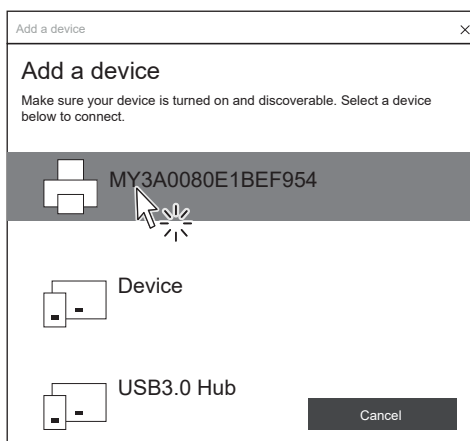
8



Click on the Bluetooth button.

9

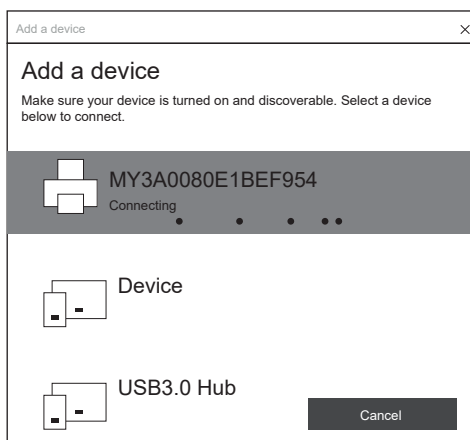
Make sure your device is turned on and discoverable. Select a device below to connect.



Locate your Bluetooth printer in the list of proposed devices (<device><BT ADDRESS>) and select it with a click.

10

"PIN Request" = Disabled

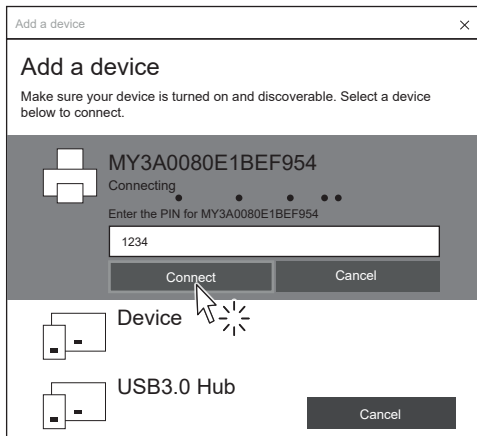


If the "PIN Request" parameter of the printer is set to "Disabled" (see [paragraph 5.5](#)) wait for that the connection device is made and skip to step 12.



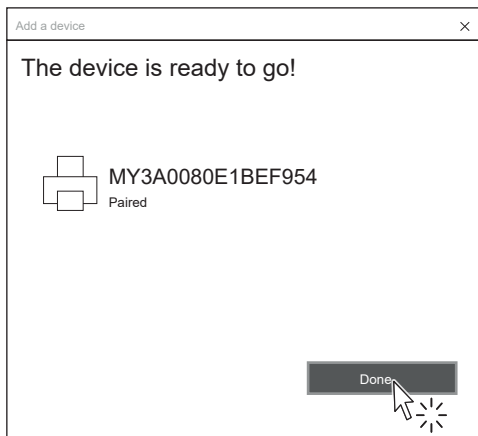
11

“PIN Request” = Enabled



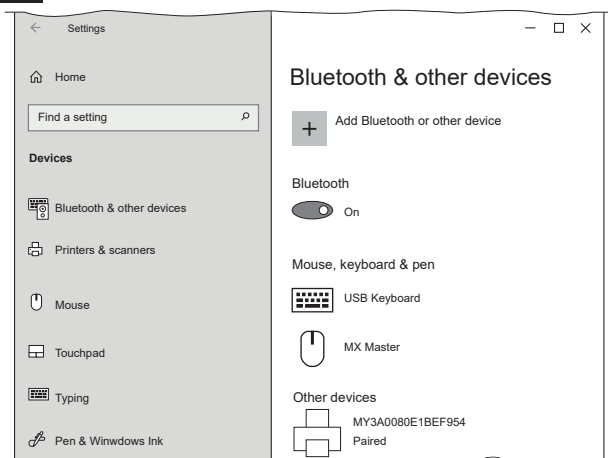
If the “PIN Request” parameter of the printer is set to “Enabled” (see [paragraph 5.5](#)) enter the PIN (1234) and click the **CONNECT** key to confirm the pairing.

12



In the confirmation message that appears, click **DONE**.

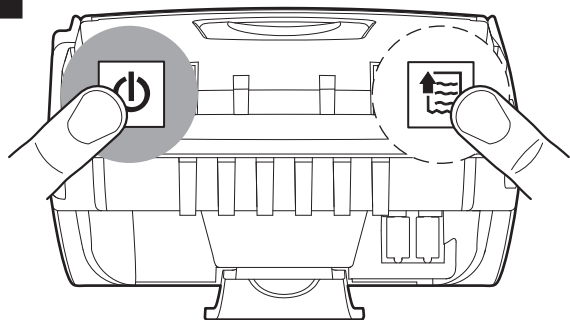
13



Check that your device appears in the list of paired devices.

6.2 Bluetooth pairing with macOS devices

1



Turn on the printer and print a setup report (see [paragraph 5.1](#)).

2

```

PRINTER TYPE ..... <device model>
PRINTER HEAD TYPE ..... <model>
INTERFACE ..... BLUETOOTH
PROGRAM MEMORY TEST..... OK
DYNAMIC RAM TEST..... OK
EEPROM TEST..... OK
HEAD VOLTAGE [V] = 07.18
HEAD TEMPERATURE [°C] = 20
POWER ON COUNTER = 5
PAPER PRINTED [cm] = 210

[Usb]
USB Address Number .....: 0
USB Virtual COM.....: Disabled

[Bluetooth]
Printer ID ..... <BT address>
Build Version ..... <release>
PIN Request .....: Disabled
Autoreconnect .....: Disabled

```

Make sure that the “INTERFACE” parameter is set to BLUETOOTH and the “AutoReconnect” parameter is set to “Disabled” (see [chapter 5](#)).

3

```

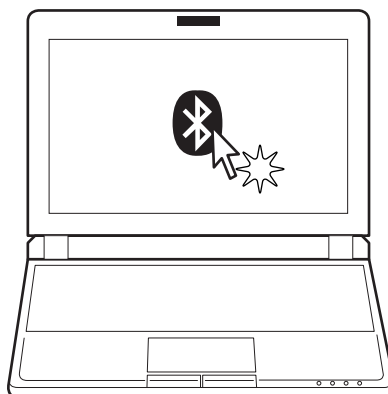
[Usb]
USB Address Number .....: 0
USB Virtual COM.....: Disabled

[Bluetooth]
Printer ID ..... <BT address>
Build version ..... <release>
PIN Request .....: Disabled
Pairing PIN ..... 1234
Autoreconnect .....: Disabled

```

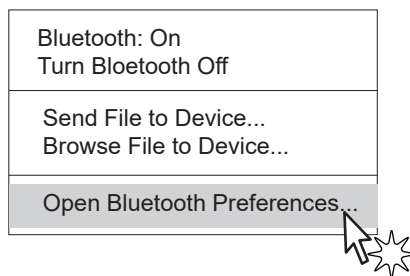
Write down the “Printer ID” and “Pairing PIN” parameters.

4



On the PC status bar click the Bluetooth icon.

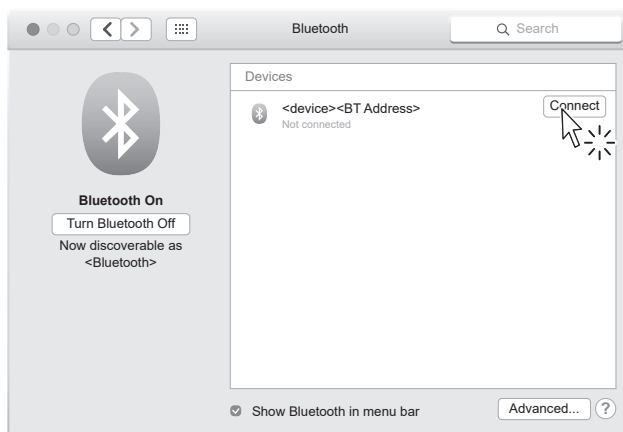
5



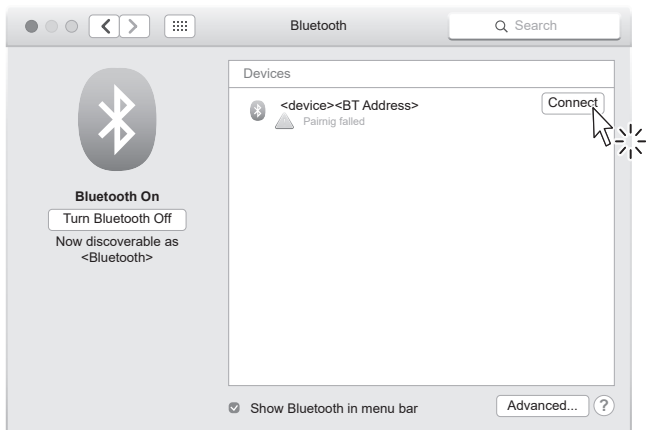
In the dropdown menu click OPEN BLUETOOTH PREFERENCES.

6

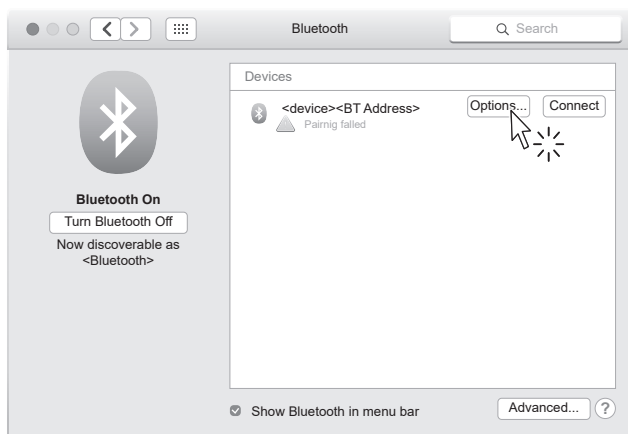
“PIN Request” = Disabled



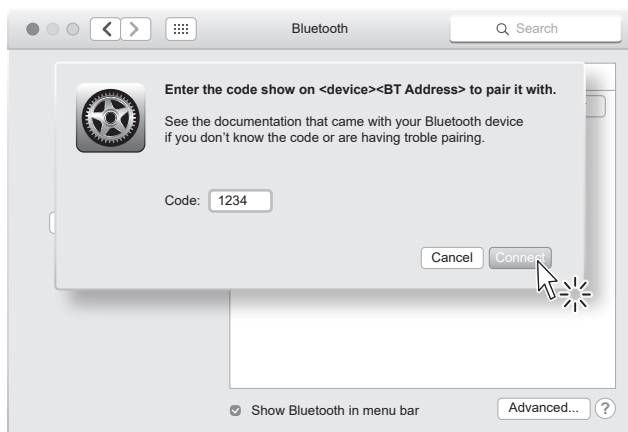
If the “PIN Request” parameter of the printer is set to “Disabled” (see [paragraph 5.5](#)) locate your printer (<device><BT ADDRESS>) and click the CONNECT key to confirm the pairing and skip to step 10.

7**“PIN Request” = Enabled**

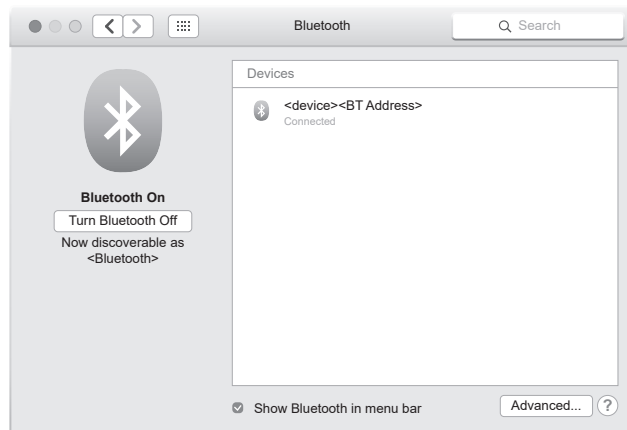
If the “PIN Request” parameter of the printer is set to “Enabled” (see [paragraph 5.5](#)) click the CONNECT key. An error message appears on the screen. Click the CONNECT key again.

8

Click OPTIONS key.

9

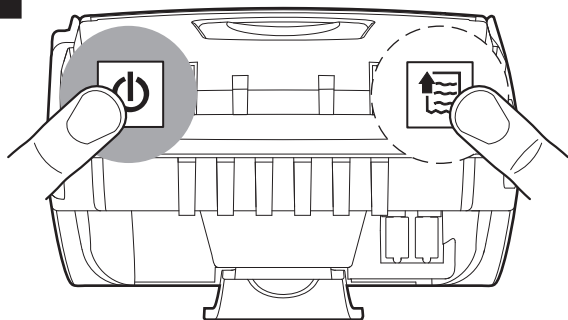
Enter the PIN (1234) and click CONNECT key to confirm.

10

Check that your device appears in the list of paired devices.

6.3 Bluetooth pairing with Linux devices

1



Turn on the printer and print a setup report (see [paragraph 5.1](#)).

2

```

PRINTER TYPE ..... <device model>
PRINTER HEAD LIFE ..... <release>
INTERFACE ..... BLUETOOTH
PROGRAM MEMORY TEST... OK
DYNAMIC RAM TEST..... OK
EEPROM TEST..... OK
HEAD VOLTAGE [V] = 07.18
HEAD TEMPERATURE [°C] = 20
POWER ON COUNTER = 5
PAPER PRINTED [cm] = 210

```

```

[Usb]
USB Address Number .....: 0
USB Virtual COM.....: Disabled

```

```

[Bluetooth]
Printer ID ..... <BT address>
Build Version ..... <release>
PIN Request ..... Disabled
Pairing PIN ..... 1234
Autoreconnect ..... Disabled

```

Make sure that the “INTERFACE” parameter is set to BLUETOOTH and the “AutoReconnect” parameter is set to “Disabled” (see [chapter 5](#)).

3

```

[Usb]
USB Address Number .....: 0
USB Virtual COM.....: Disabled

```

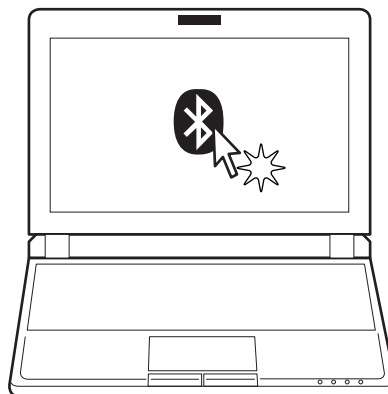
```

[Bluetooth]
Printer ID ..... <BT address>
Build version ..... <release>
PIN Request ..... Disabled
Pairing PIN ..... 1234
Autoreconnect ..... Disabled

```

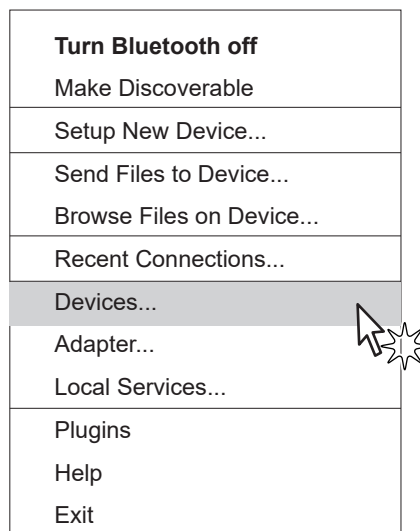
Write down the “Printer ID” and “Pairing PIN” parameters.

4



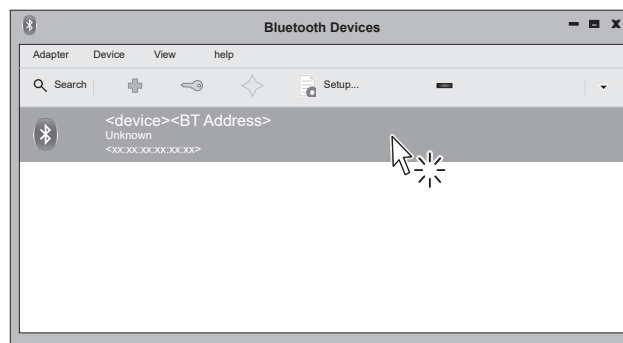
On the PC status bar click the Bluetooth icon.

5



In the dropdown menu click DEVICES.

6

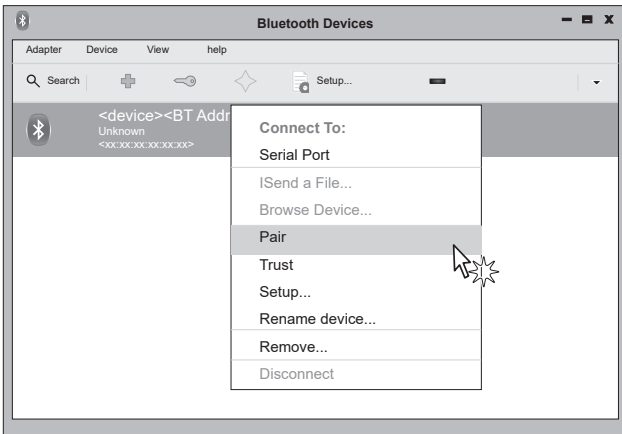


Locate your printer (<device><BT Address>) and select it with a click.



7

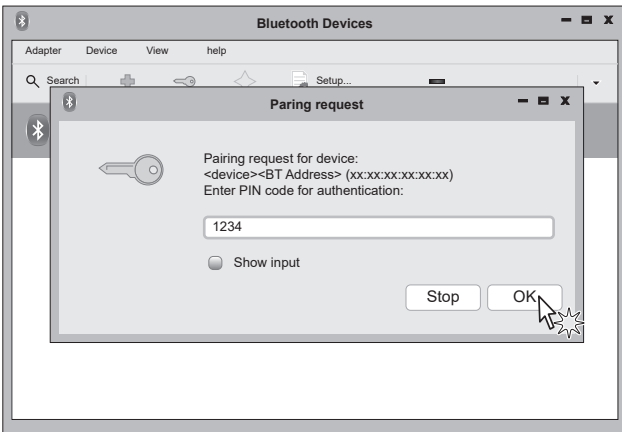
“PIN Request” = Disabled



In the dropdown menu, click the PAIR key.
If the “PIN Request” parameter of the printer is set to “Disabled” (see [paragraph 5.5](#)) skip to step 9.

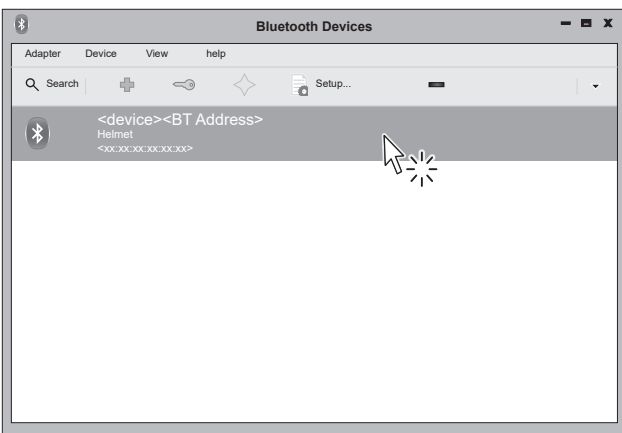
8

“PIN Request” = Enabled



If the “PIN Request” parameter of the printer is set to “Enabled” (see [paragraph 5.5](#)) enter the PIN (1234) and click the OK key to confirm the pairing.

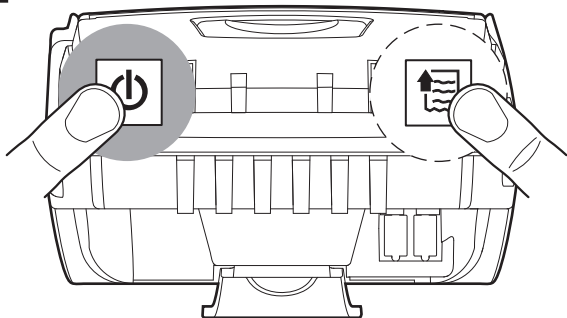
9



Check that your device appears in the list of paired devices.

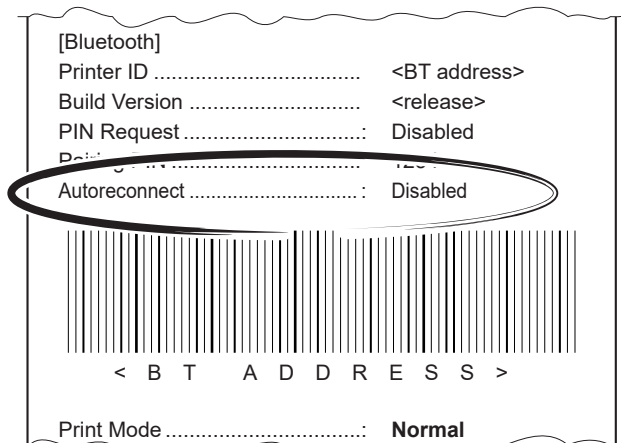
6.4 Bluetooth pairing with Android devices

1



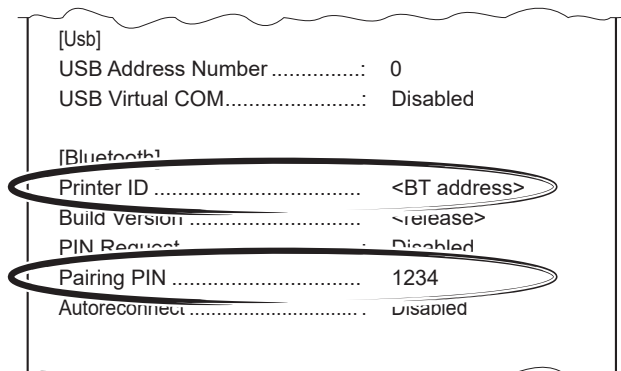
Turn on the printer and print a setup report (see [paragraph 5.1](#)).

2



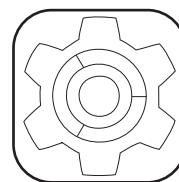
Make sure that the “AutoReconnect” parameter is set to “Disabled” (see [chapter 5](#)).

3



Write down the “Printer ID” and “Pairing PIN” parameters.

4



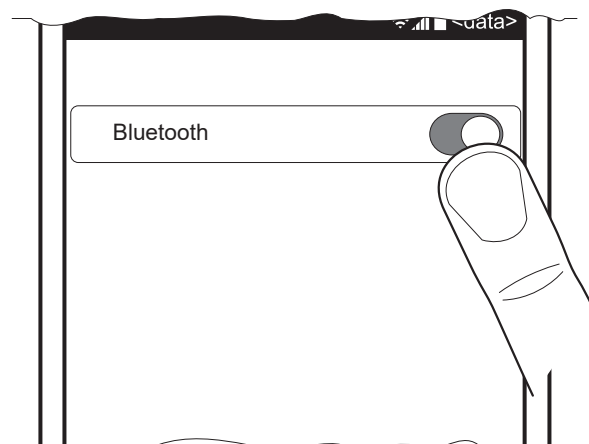
Press the SETTINGS icon on your Android device.

5

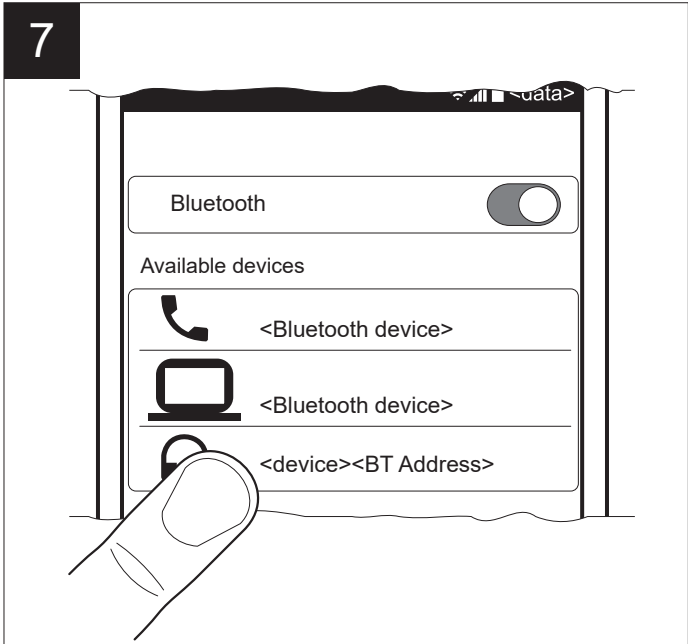


Press the Bluetooth icon.

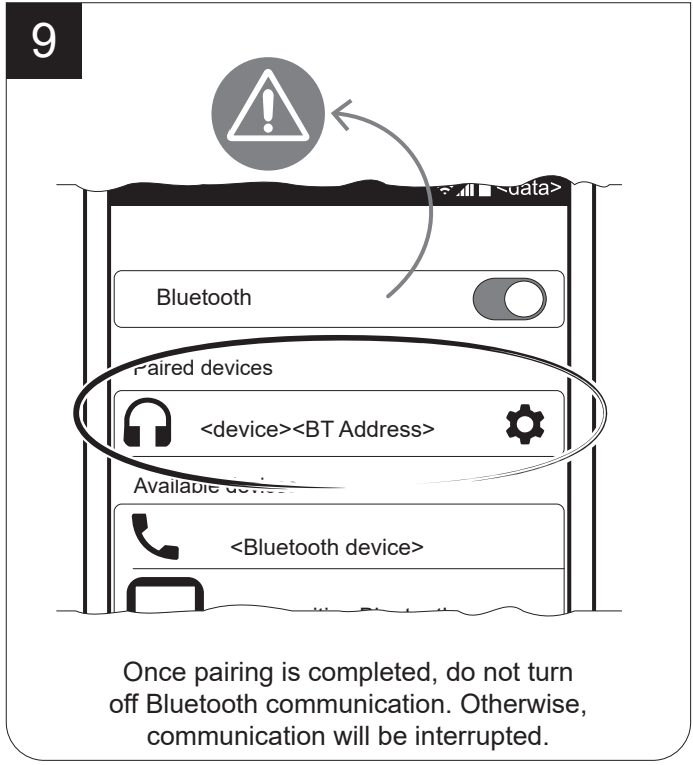
6



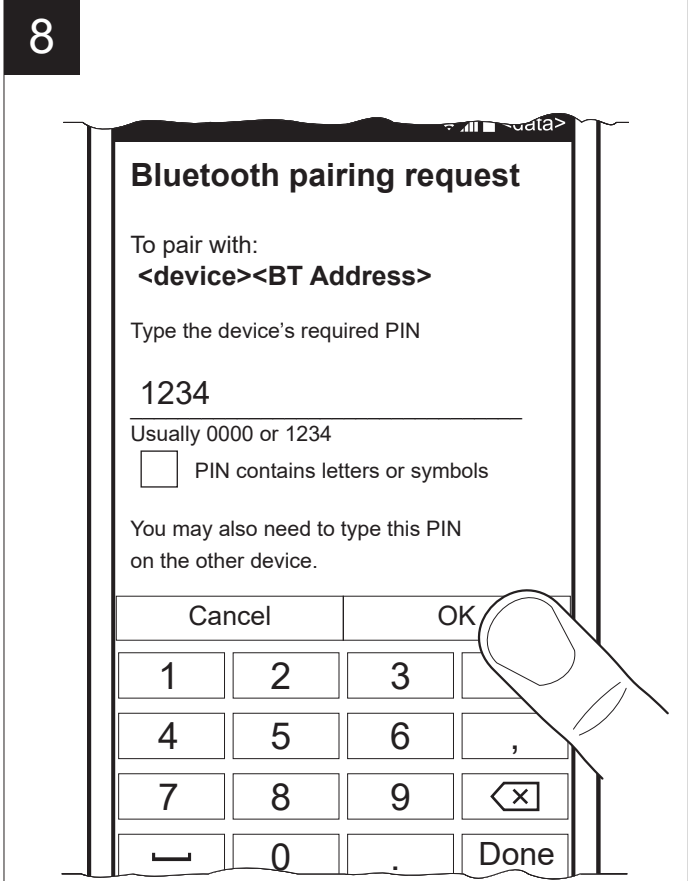
Move the switch to ON to enable the Bluetooth communication and start searching for available devices.



Locate your Bluetooth printer in the list of proposed devices (<device><BT ADDRESS>) and select it with a click.



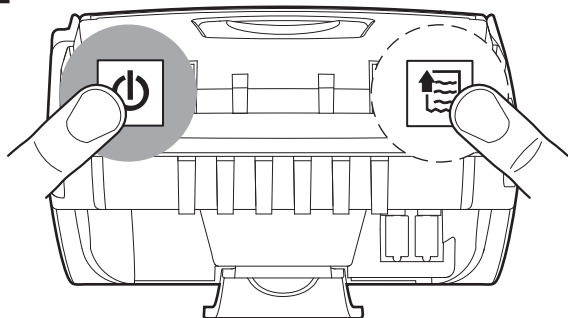
Once pairing is completed, do not turn off Bluetooth communication. Otherwise, communication will be interrupted.



If "PIN Request" parameter of the printer is set to "Enabled" (see [paragraph 5.5](#)), enter the PIN (1234) and click OK to confirm.
If "PIN Request" parameter of the printer is set to "Disabled" (see [paragraph 5.5](#)), pairing is automatically performed.

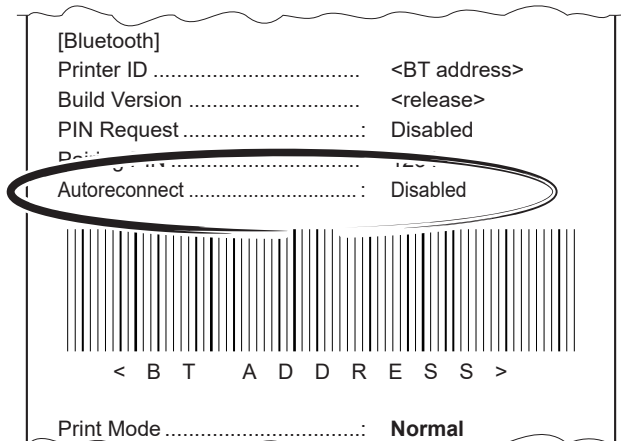
6.5 Bluetooth pairing with iOS devices

1



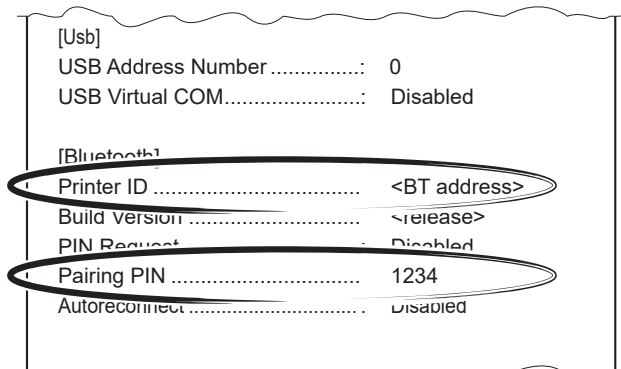
Turn on the printer and print a setup report (see [paragraph 5.1](#)).

2



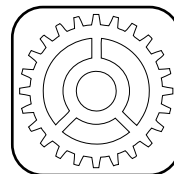
Make sure that the “AutoReconnect” parameter is set to “Disabled” (see [chapter 5](#)).

3



Write down the “Printer ID” and “Pairing PIN” parameters.

4



Press the SETTINGS icon, on your iOS device.

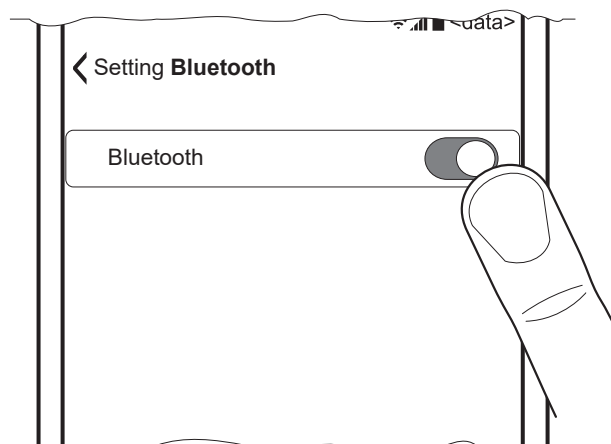
5



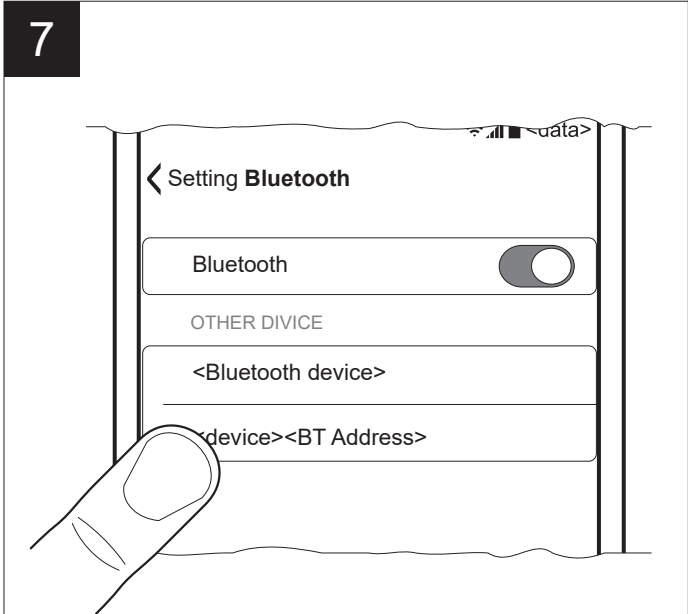
Bluetooth

Press the Bluetooth icon.

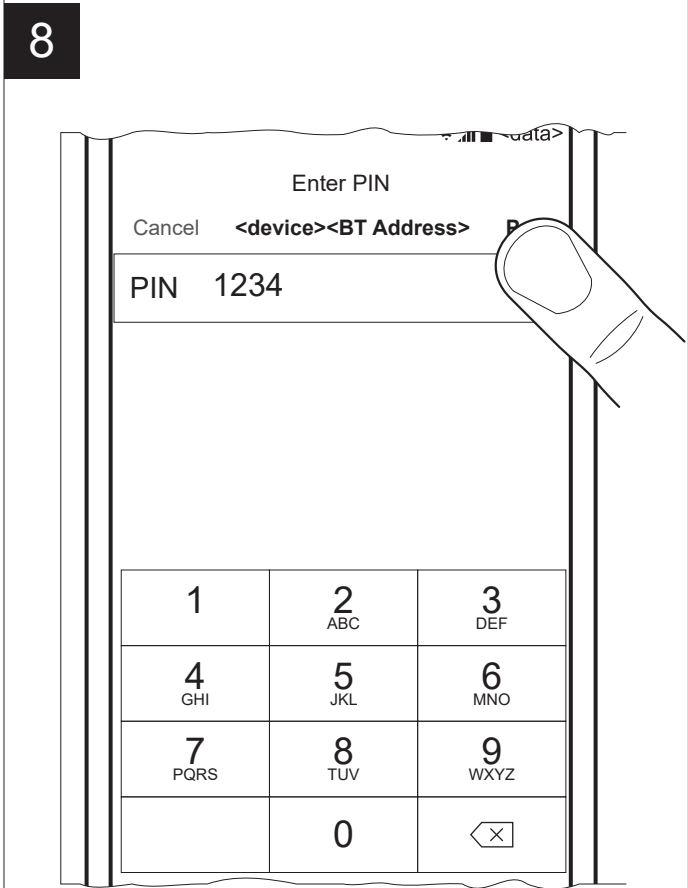
6



Move the switch to ON to enable the Bluetooth communication and start searching for available devices.

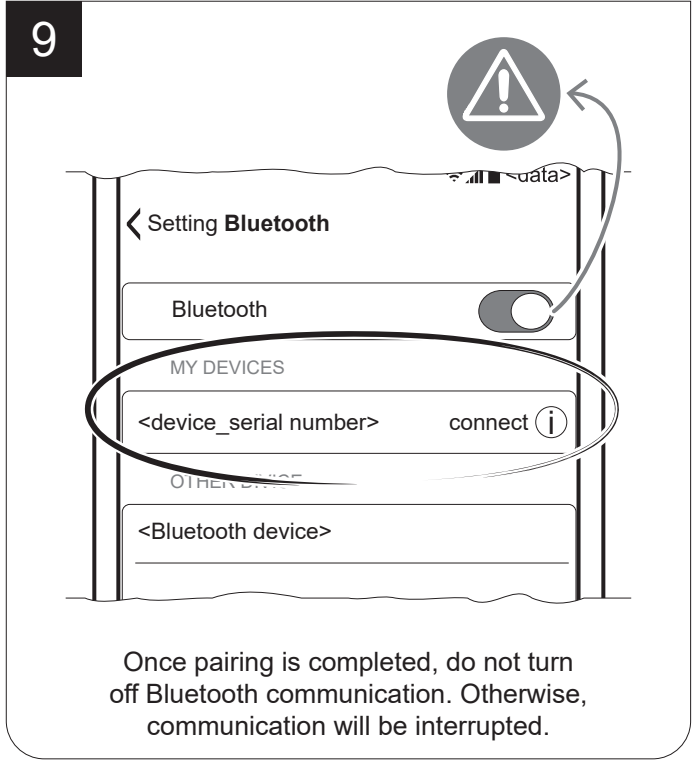


Locate your Bluetooth printer in the list of proposed devices (<device><BT ADDRESS>) and select it with a click.



If "PIN Request" parameter of the printer is set to "Enabled" (see [paragraph 5.5](#)), enter the PIN (1234) and click PAIR to confirm.

If "PIN Request" parameter of the printer is set to "Disabled" (see [paragraph 5.5](#)), pairing is automatically performed.



Once pairing is completed, do not turn off Bluetooth communication. Otherwise, communication will be interrupted.





7 ALIGNMENT

The device is provided with a sensor that allows the use of black mark and holes to manage:

- rolls of tickets with pre-printed fields and fixed length
- paper rolls of labels of fixed length.

The alignment black mark may be formed by:

- black mark printed on paper:(see [paragraph 9.5](#))
- hole or black mark between a label and subsequent (see [paragraph 9.5](#)).

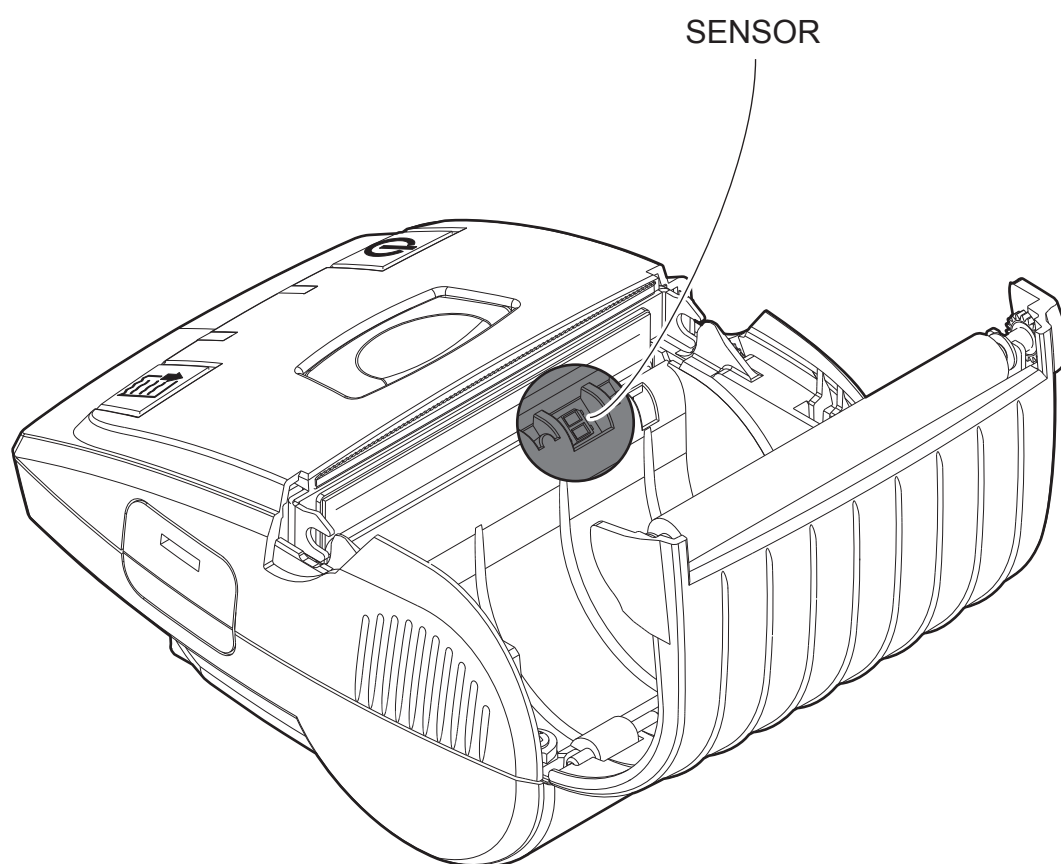
The alignment sensor assembled on the device is “reflection” sensor: this kind of sensor emits a band of light and detects the quantity of light reflected to it. The presence of the black mark is therefore detected by the amount of light that returns to the sensor, considering that the light is reflected by the white paper and absorbed by the black mark.

The following paragraphs show how to correctly set the configuration parameters of device in order to assure the alignment.

7.1 Enable alignment

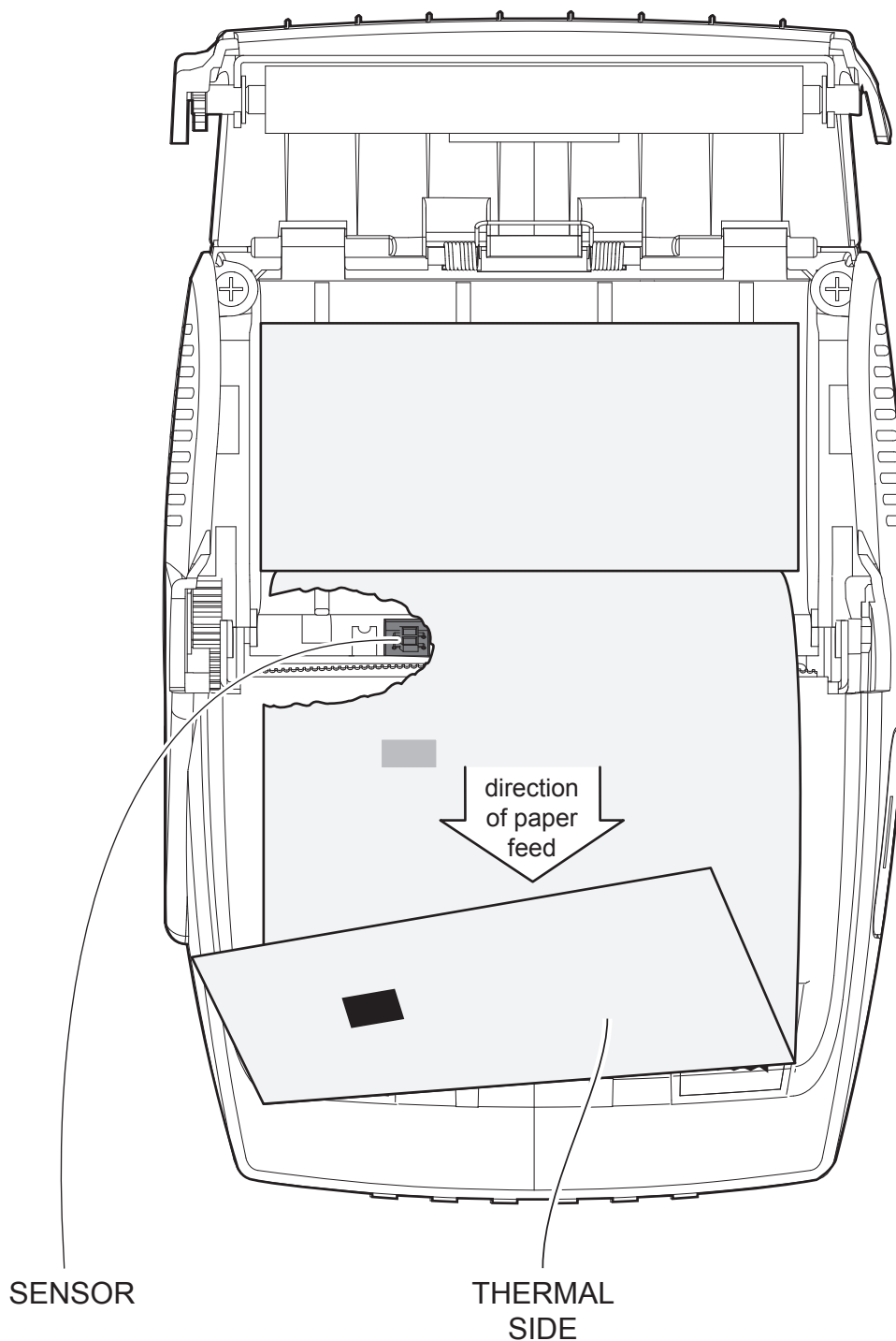
Device is provided with one fixed sensor for alignment, placed on the upper flat of device.

To guarantee proper alignment is necessary to enable the BLACK MARK POSITION parameter during the setup procedure (see [chapter 5](#)).





The following image shows the size of paper used and the sensor used for the alignment.

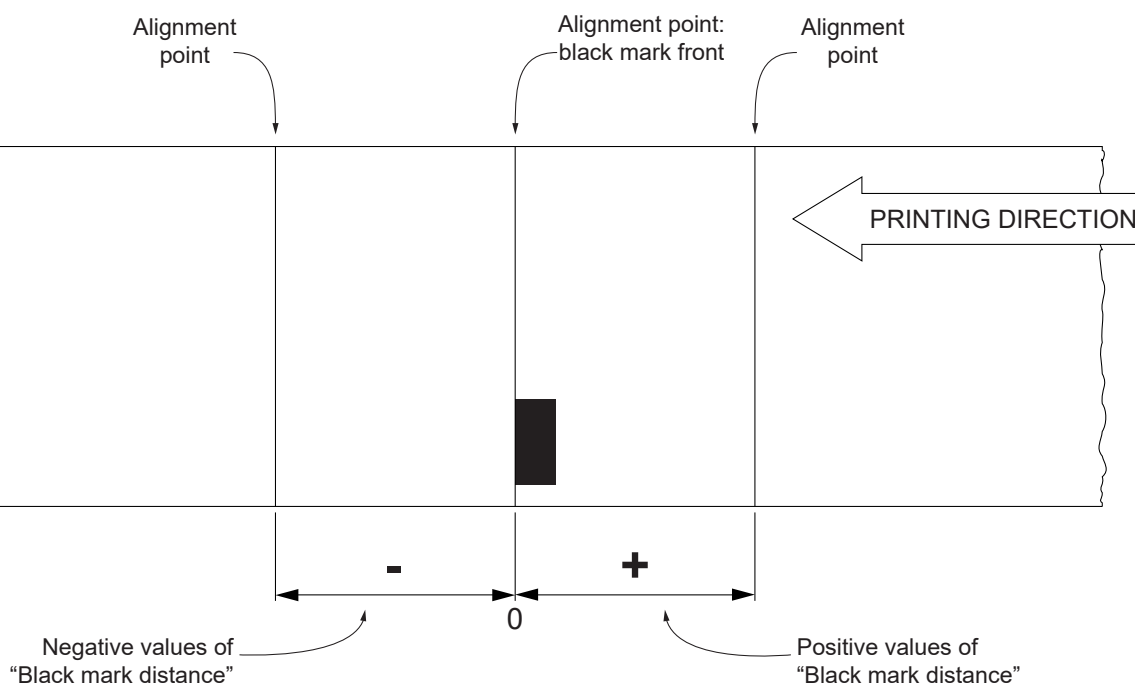


7.2 Alignment parameters

The “alignment point” is defined as the position inside the ticket to use for the black mark alignment. The distance between the black mark edge and the alignment point is defined as “Black mark distance”.

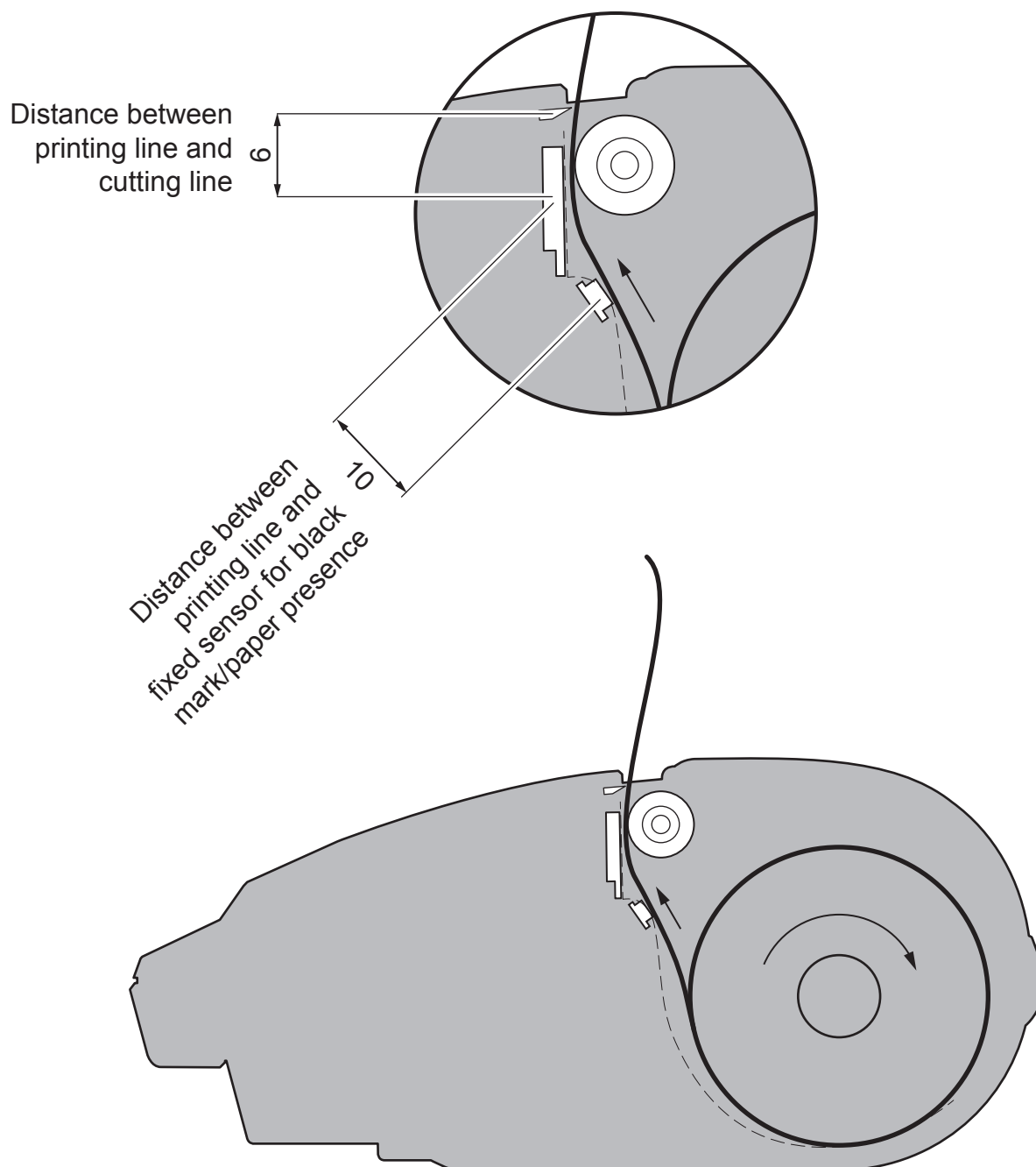
Referring to the front of the black mark, the value of “Black mark distance” value varies from -10 mm minimum and 99.9 mm. maximum.

If the “Black mark distance” value is set to 0, the alignment point is set at the beginning of the black mark.



The following figure shows a simplified section of the device with the paper path and the distances (in mm) between the alignment sensor, the print head, serrated blade (cutting line).

All the dimensions shown in following figures are in millimetres.





CUSTOM/POS EMULATION

To define the alignment point you need to set the device parameters that compose the numerical value of the “Black mark distance” parameter. (see [paragraph 5.7](#)).

For example, to set a black mark distance of 15 mm between the black mark and the alignment point, the parameters must be set on the following values:

Black mark distance Signum	: +
Black mark distance [mm x 10]	: 1
Black mark distance [mm x 1]	: 5
Black mark distance [mm x .1]	: 0

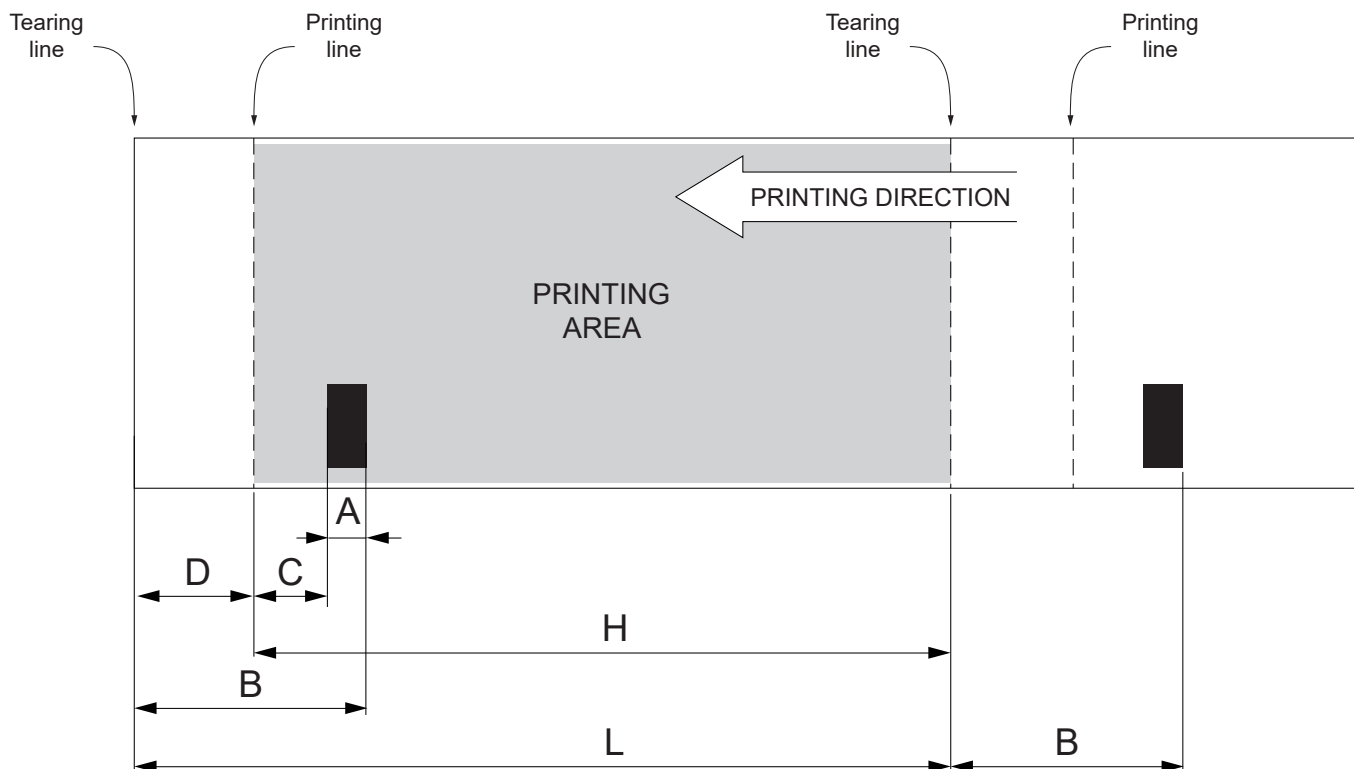
The BLACK MARK DISTANCE parameter, may be modified as follows:

- during the setup procedure of the device (see [paragraph 5.1](#));
- by using the 0x1D 0xE7 command (for more details, refer to the commands manual);
- by software (see [paragraph 5.2](#)).

7.3 Printing area

In order to print ticket containing only one black mark and to not overlay printing to a black mark (that will make it useless for the next alignment), it is important to well calibrate the height of the printing area of ticket according to the inter-black mark distance.

The following figure shows an example of tickets.



- A "width black mark" = from 4 to 12 mm
- B "Distance between black mark front/Tearing line" = 19 mm (fixed distance)
- C "Distance between black mark front/Printing line" = 10 mm (fixed distance)
- D "Distance between Printing line/Tearing line" = 9 mm (fixed distance)
- H Distance between the first and the last print line, called "Height of the printing area"
- L Ticket length.

To use all the black marks on the card, you must comply with the following equation::

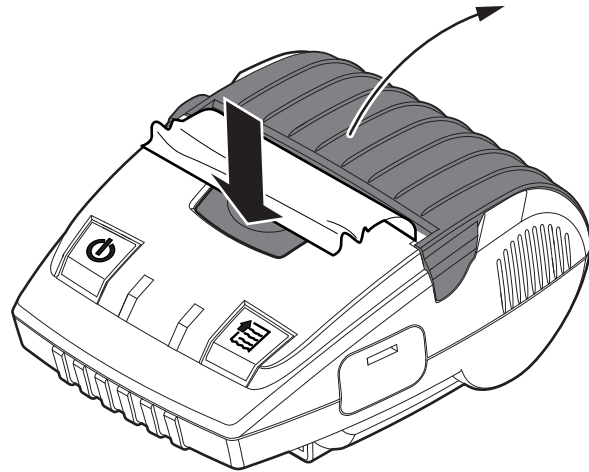
$$H + D \leq L$$



8 MAINTENANCE

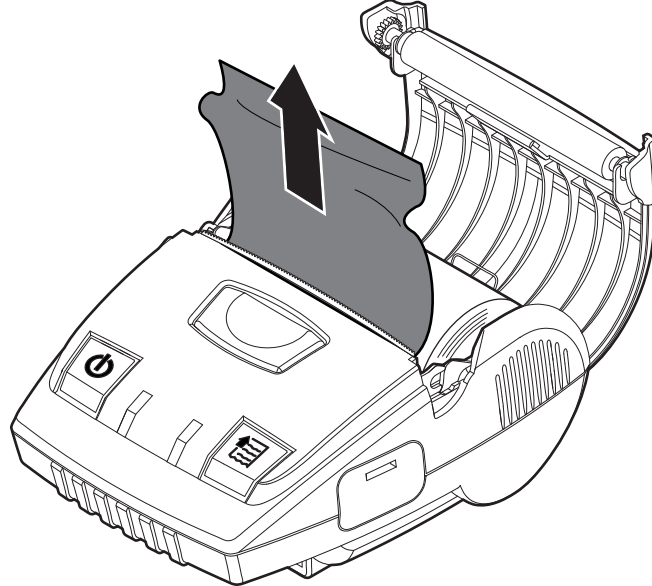
8.1 Paper jam

1

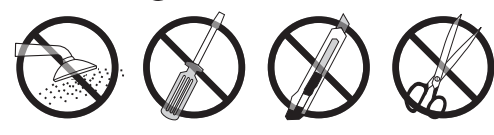


Open the cover of the device
(see [paragraph 4.1](#)).

2

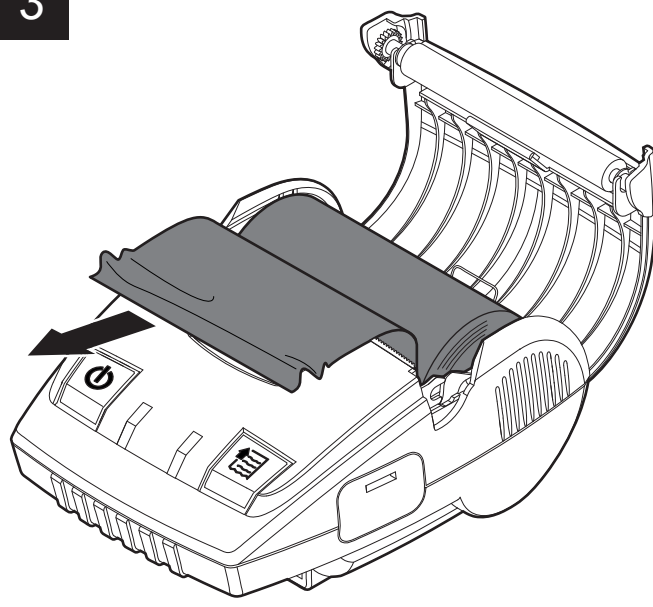


Pull the paper in order to have the damaged part
outside the device.



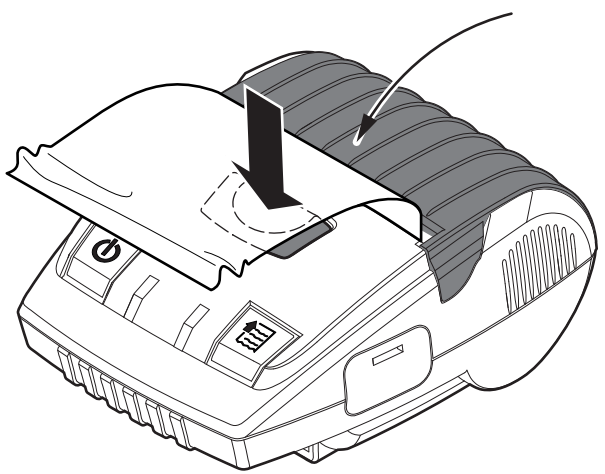
Pull the paper in order to have the damaged part
outside the device.

3



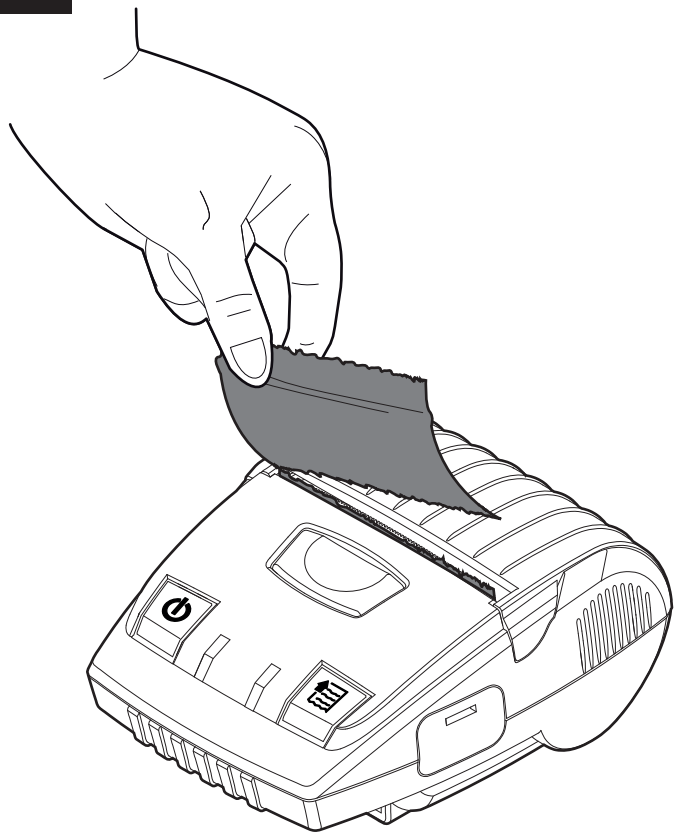
Pull the paper in order to have the damaged part
outside the device.

4



Close the cover of the device
(see [paragraph 4.1](#)).

5



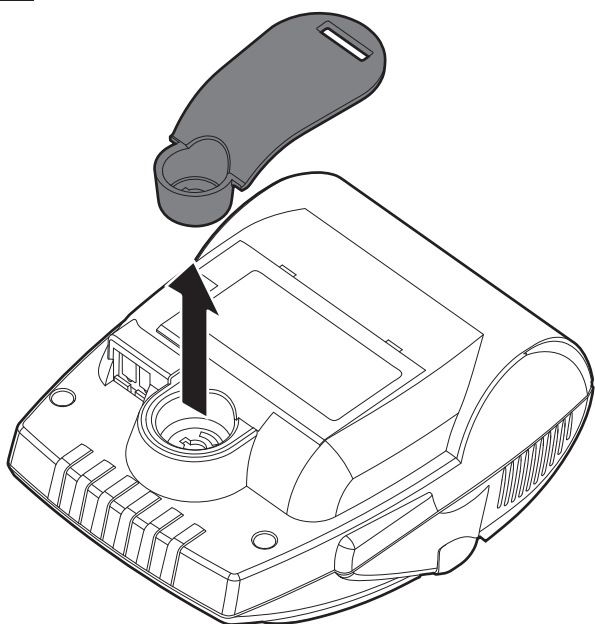
Tear off the excess paper.



8.2 Replacing the battery

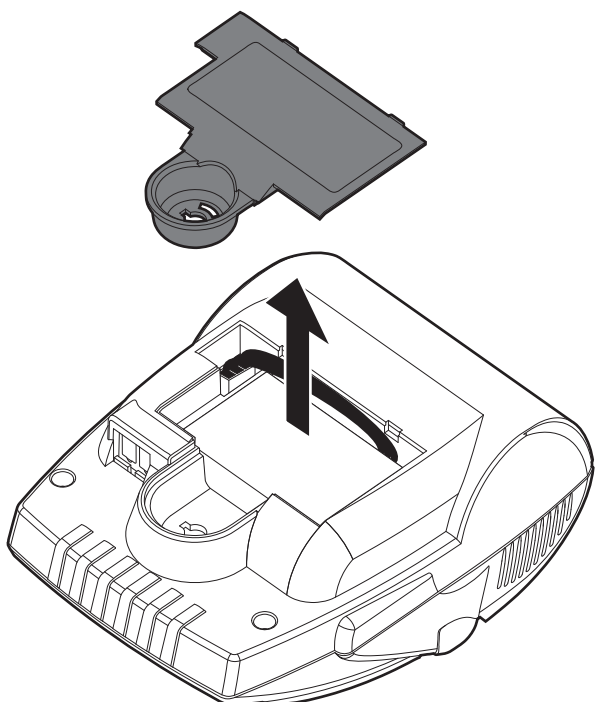
To replace the battery of the device proceed following the instructions provided below.

1



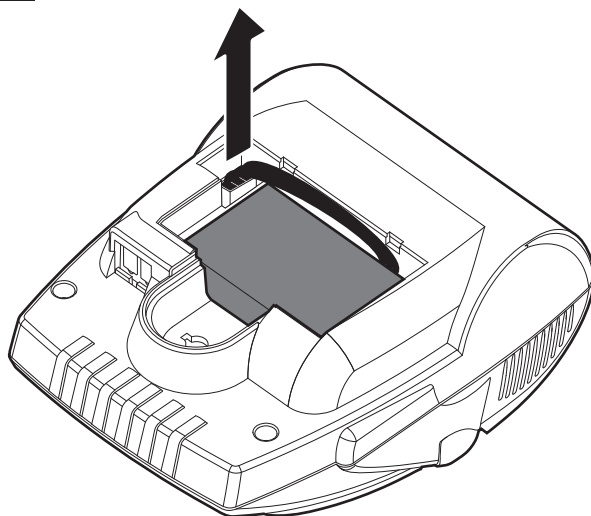
Remove the belt clip
(see [paragraph 3.1](#)).

2



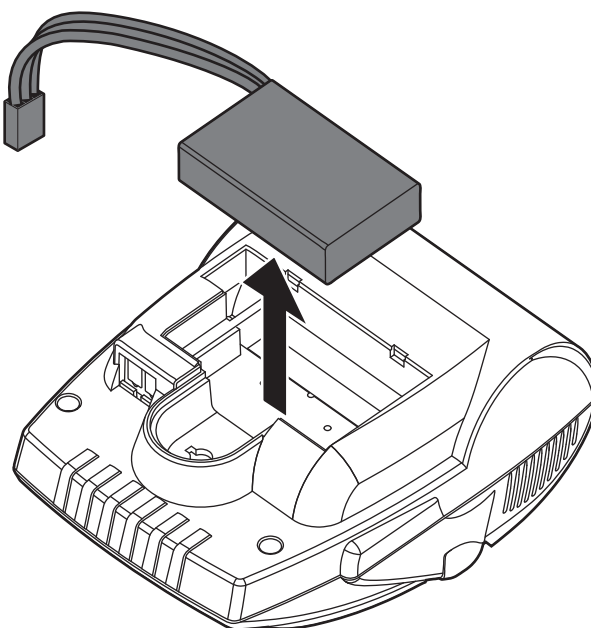
Remove the battery cover
as shown in figure.

3



Disconnect the battery wiring
from the connector on the control board.

4



Remove the battery pack
from its seat lifting it upwards.



8.3 Planning of cleaning operations

The regular cleaning of the device keeps the print quality and extends its life. The following table shows the recommended planning for the cleaning operations. If you use the device in dusty environments, you must reduce the intervals between the cleaning operations.

For specific procedures, see the following pages.

EVERY PAPER CHANGE

Printhead	Use isopropyl alcohol
-----------	-----------------------

Roller	Use isopropyl alcohol
--------	-----------------------

EVERY 5 PAPER CHANGES

Paper path	Use compressed air or tweezers
------------	--------------------------------

Sensor	Use compressed air
--------	--------------------

EVERY 6 MONTHS OR AS NEEDED

Printer case	Use compressed air or a soft cloth
--------------	------------------------------------

8.4 Cleaning

To periodic cleaning of the device, see the instructions below

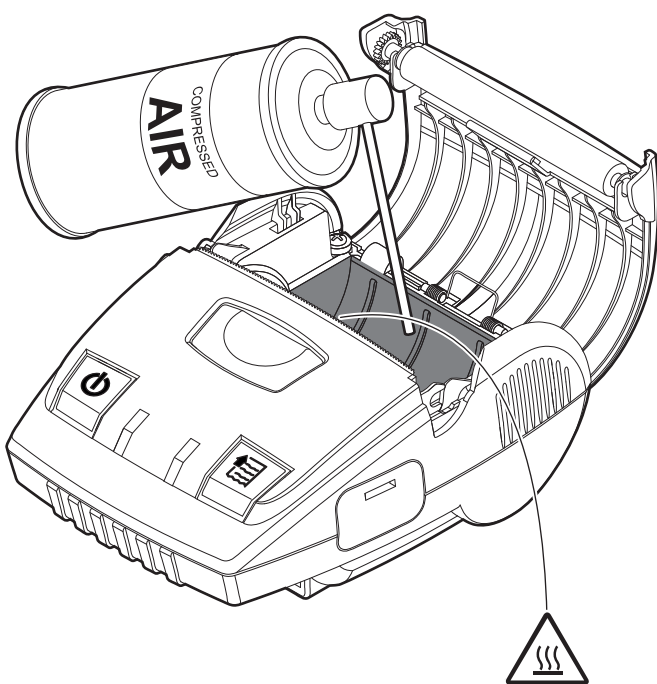
Paper path

1

→ OFF

Turn off the device (see [paragraph 4.3](#)) and open the cover (see [paragraph 4.1](#)).

2



ATTENTION:

Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.



Clean the area involved in the passage of paper by using compressed air.

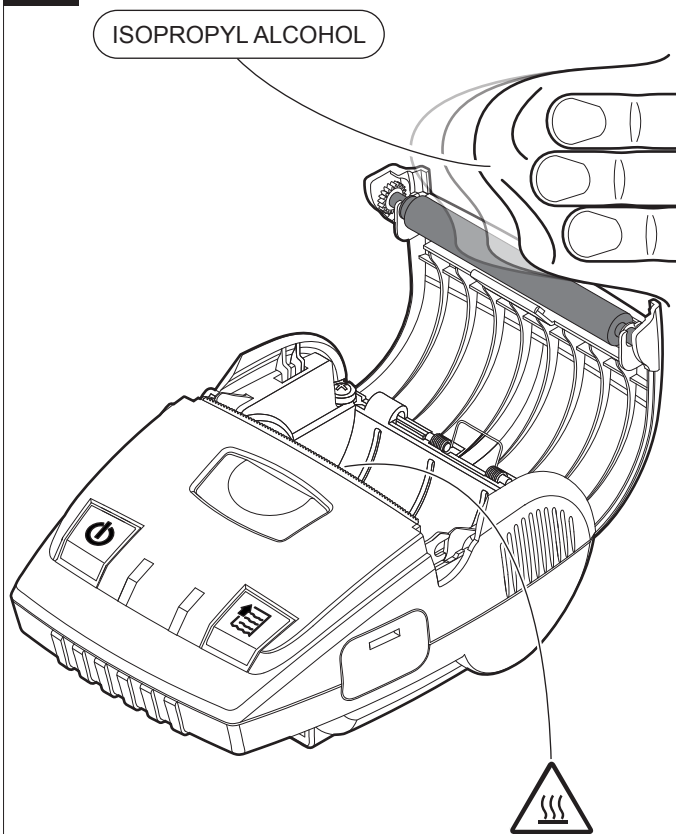
Printing roller

1

→ OFF

Turn off the device (see [paragraph 4.3](#)) and open the cover (see [paragraph 4.1](#)).

2



ATTENTION:

Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.



Clean the printing roller by using a non-abrasive cloth moistened with isopropyl.

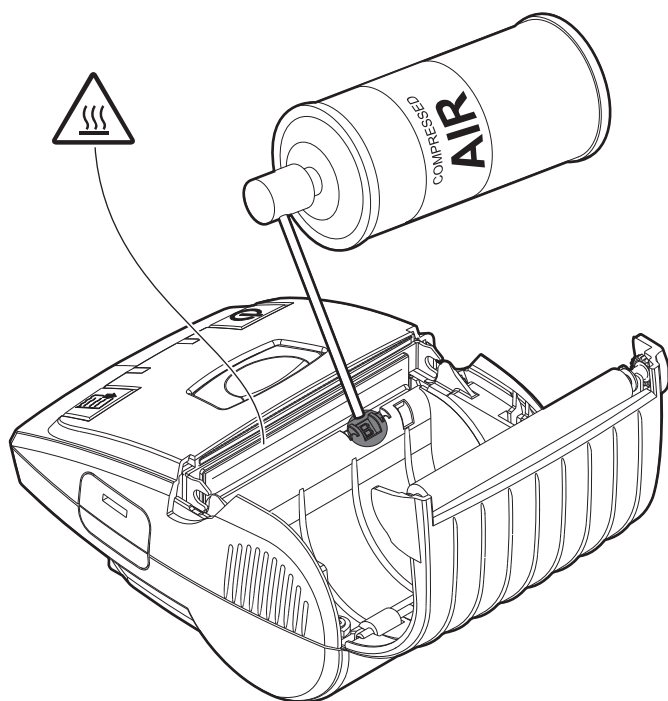
Sensor

1

→ OFF

Turn off the device (see [paragraph 4.3](#)) and open the cover (see [paragraph 4.1](#)).

2



ATTENTION:

Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.



Clean the device sensor by using compressed air.

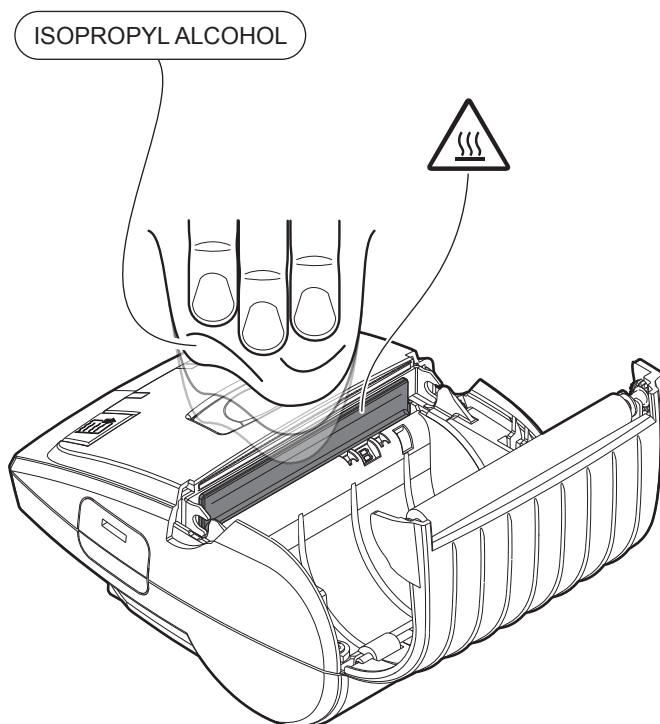
Print head

1

→ OFF

Turn off the device (see [paragraph 4.3](#)) and open the cover (see [paragraph 4.1](#)).

2



ATTENTION:

Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.



Clean the printing head by using a non-abrasive cloth moistened with isopropyl.

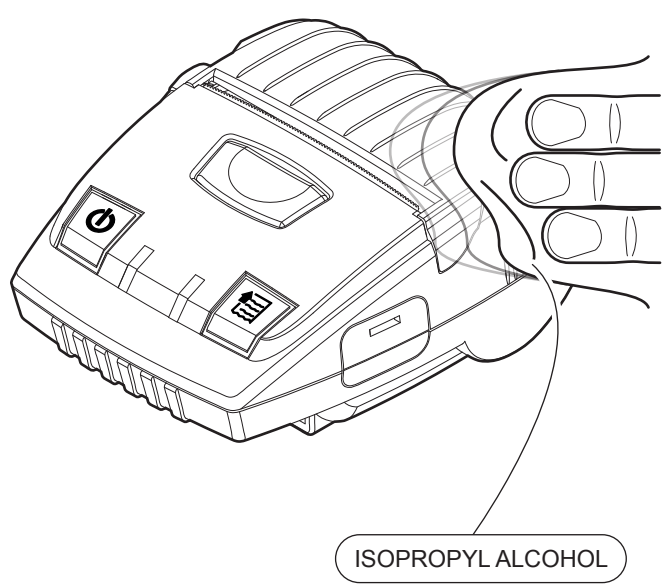
Case

1

→ **OFF**

Turn off the device (see [paragraph 4.3](#)).

2



ATTENTION:
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.



To clean the device,
use compressed air or a soft cloth.

8.5 Firmware upgrade

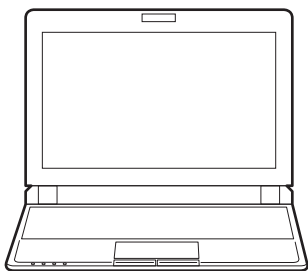
Firmware upgrade can be performed by using the “PrinterSet” software tool available on www.custom4u.it. To upgrade firmware, proceed as follows:

1



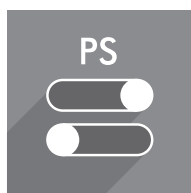
Login to the web site www.custom4u.it, type in the product code of the device and download the latest firmware release available.

2



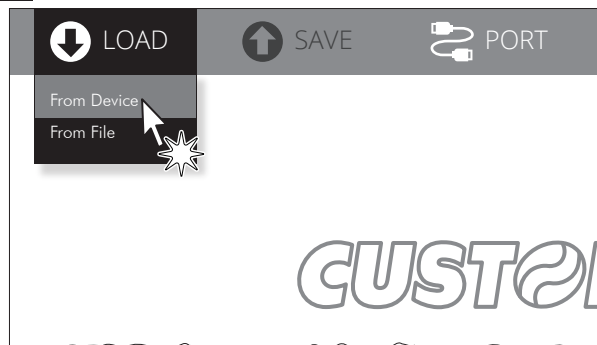
Connect the device to a PC directly (see [paragraph 3.2](#)), without using HUB devices.

3



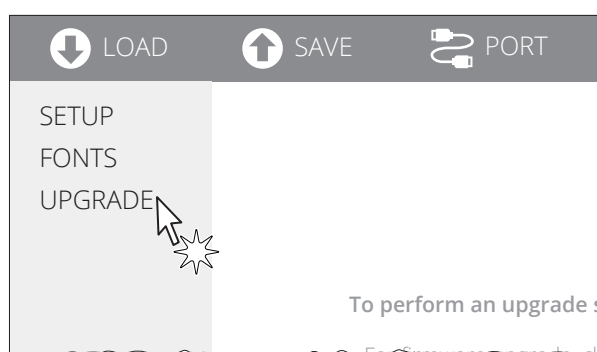
Start the “PrinterSet” software tool.

4



Click on LOAD > FROM DEVICE and select the device connected to the PC.

5



Click on UPGRADE and follow the instructions shown on the screen.

ATTENTION:

During saving, it is strongly discouraged to disconnect the communication cable or to remove the power supply of the PC or the device.



9 SPECIFICATION

9.1 Hardware specifications

GENERALS	
Sensors	Head temperature, paper presence
Emulations	CUSTOM/POS
Printing driver	Windows XP Windows VISTA (32/64bit) Windows 7 (32/64bit) Windows 8 (32/64bit) Windows 8.1 (32/64bit) Windows 10 (32/64bit) Self-installing driver for Virtual COM (32/64 bit) Linux (32/64 bit) Android iOS
INTERFACES	
USB connector	USB = 2.0 Full Speed
Bluetooth	Bluetooth = 3.0
MEMORIES	
Receive buffer	2 kB
Flash memory	512 kB
RAM memory	128 kB
Graphic memory	2 logos (576 x 450 dot)
DEVICE	
Resolution	203 dpi (8 dot/mm)
Printing width	72 mm
Printing method	Thermal fixed head
Printing speed ^{(1) (2) (3)}	max. 80 mm/s
Head life ⁽²⁾	
Abrasion resistance ⁽⁴⁾	50 Km (with recommended paper)
Pulse durability	100 M (12.5% duty cycle)



Printing mode	Normal, 90°, 180°, 270°
Printing format	Height/Width from 1 to 8, bold, reverse, underlined, italic
Character fonts	54 character code tables (see paragraph 9.6), extended chinese GB18030-2000, korean PC949
Printable barcode	UPCA, UPCE, EAN13, EAN8, CODE39, ITF, CODABAR, CODE93, CODE128, CODE32, QRCODE

PAPER

Type of paper	Thermal rolls, heat-sensitive side on outside of roll
Paper width	76.2 ± 0.5 mm
Paper weight	from 55 g/m ² to 100 g/m ²
Paper thickness	from 61 µm to 100 µm
Recommended types of paper	KANZAN KF50 and KP460 MITSUBISHI PF5067 and TL4000
Paper end	Not attached to roll core
Roll outer diameter	max. 45 mm
Internal roll core diameter	12 mm ± 1 mm 25 mm ± 1 mm
Core type	Cardboard or plastic

CONNECTABLE DEVICES

PC

Bluetooth device

DEVICE ELECTRICAL SPECIFICATIONS

Power supply from USB

Standard USB PC port	5 V, 0.5 A (Slow charge)
CUSTOM Power supply supplied	18 V, 1 A (Fast charge)

ELECTRICAL SPECIFICATIONS POWER SUPPLY cod. 963GE020000051

Power supply voltage	from 100 Vac to 240 Vac
Frequency	from 50 Hz to 60 Hz
Output	18 V, 1 A
Power	18 W



BATTERIES SPECIFICATIONS cod. 28D30000000005

Battery pack	Li-ion 7.4 V 1500 mAh
Recharge with power supply	from 12 Vdc to 24 Vdc (300 mA)
Charging cycle ⁽⁵⁾	max. 3 hours
Autonomy	
Print	8 hours x 750 ticket
Standby ⁽⁶⁾	USB = 1000 min Bluetooth = 1000 min

ENVIRONMENTAL CONDITIONS

Operating temperature ⁽⁶⁾	from -15 °C to +55 °C
Relative humidity (RH)	from 10% to 85% (w/o condensation)
Storage temperature	
1 week	from -20 °C to + 60 °C
Up to 3 months	from -20 °C to + 40 °C
Up to 1 year	from -20 °C to + 25 °C
Storage relative humidity (RH)	from 10% to 90% (w/o condensation)

NOTES:

- (1) : It depends by the battery status, the printing typology and the environmental temperature.
- (2) : Respecting the regular schedule of cleaning for the device components.
- (3) : Standard CUSTOM receipt (L = 10 cm, Density = 12.5% dots on).
- (4) : Damages caused by scratches, ESD and electromigration are excluded.
- (5) : With completely discharged batteries.
- (6) : In charge from 0°C to +45°C.



9.2 Character specifications

Character set		3	
Character density	13 cpi	17 cpi	22 cpi
Number of columns	36	48	60/64
Chars / s	960	1280	1707
Lines / s	26	26	26
Characters (L x H mm)-Normal	2 x 3	1.5 x 3	1 x 3

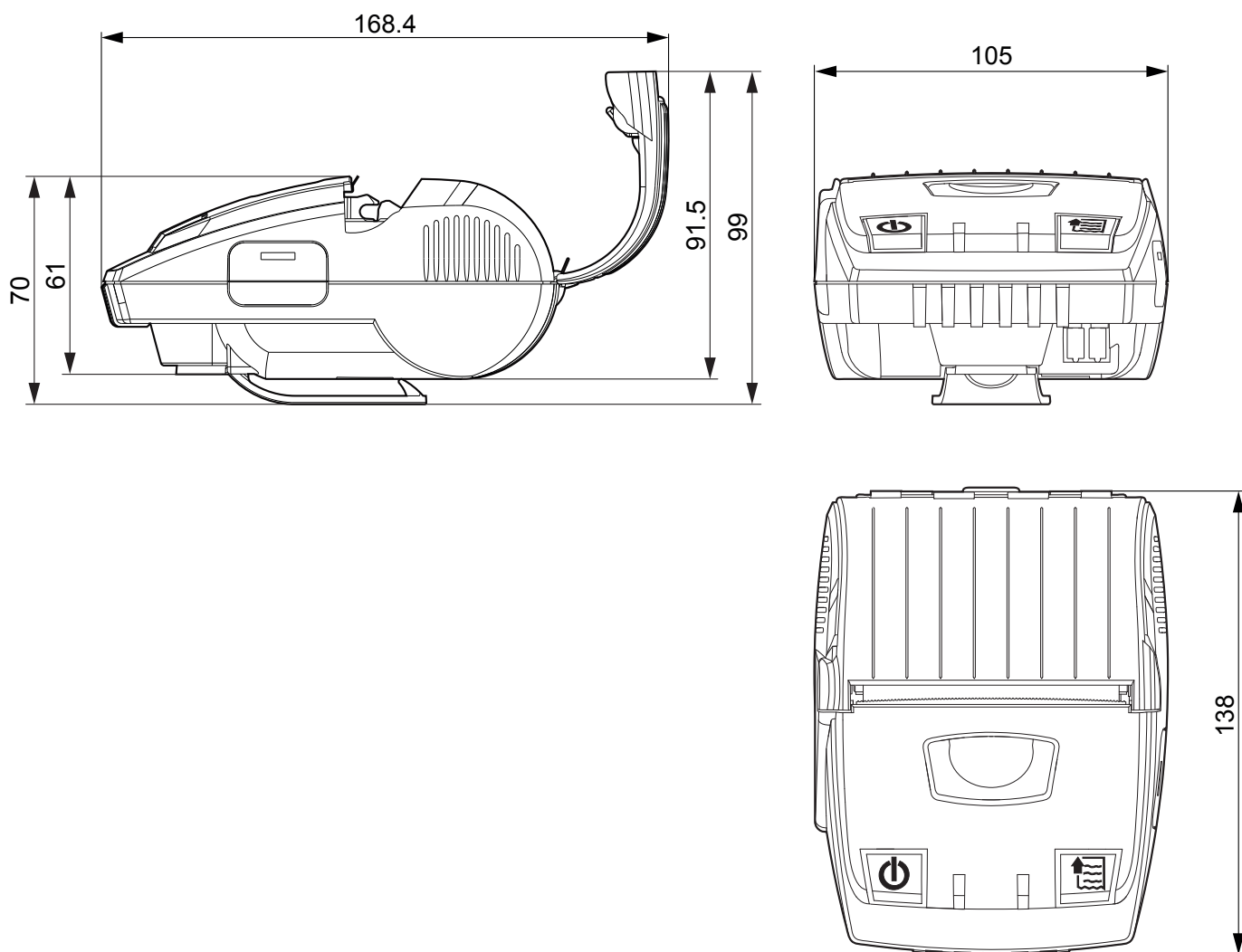
NOTE: Theoretical values.



9.3 Device dimensions

Length	with cover closed 138 mm with cover opened 168.4 mm
Height	with cover closed 70 mm with cover opened 99 mm
Width	105 mm
Weight	330 g

All the dimensions shown in following figures are in millimetres and referred to device without paper roll.



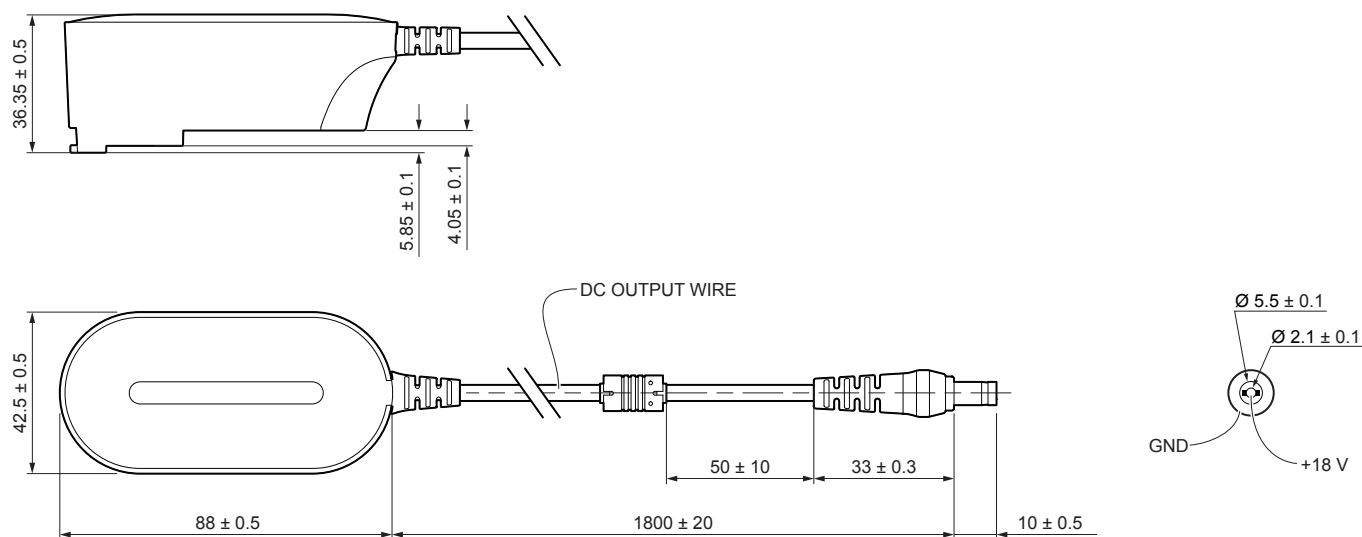


9.4 Power supply dimensions

The following table shows the dimensions of power supply available for the device.

POWER SUPPLY code 963GE020000051	
Length	88 mm \pm 0.5mm
Width	42.5 mm \pm 0.5mm
Height	36.35 mm \pm 0.5mm

All the dimensions shown in following figures are in millimetres.

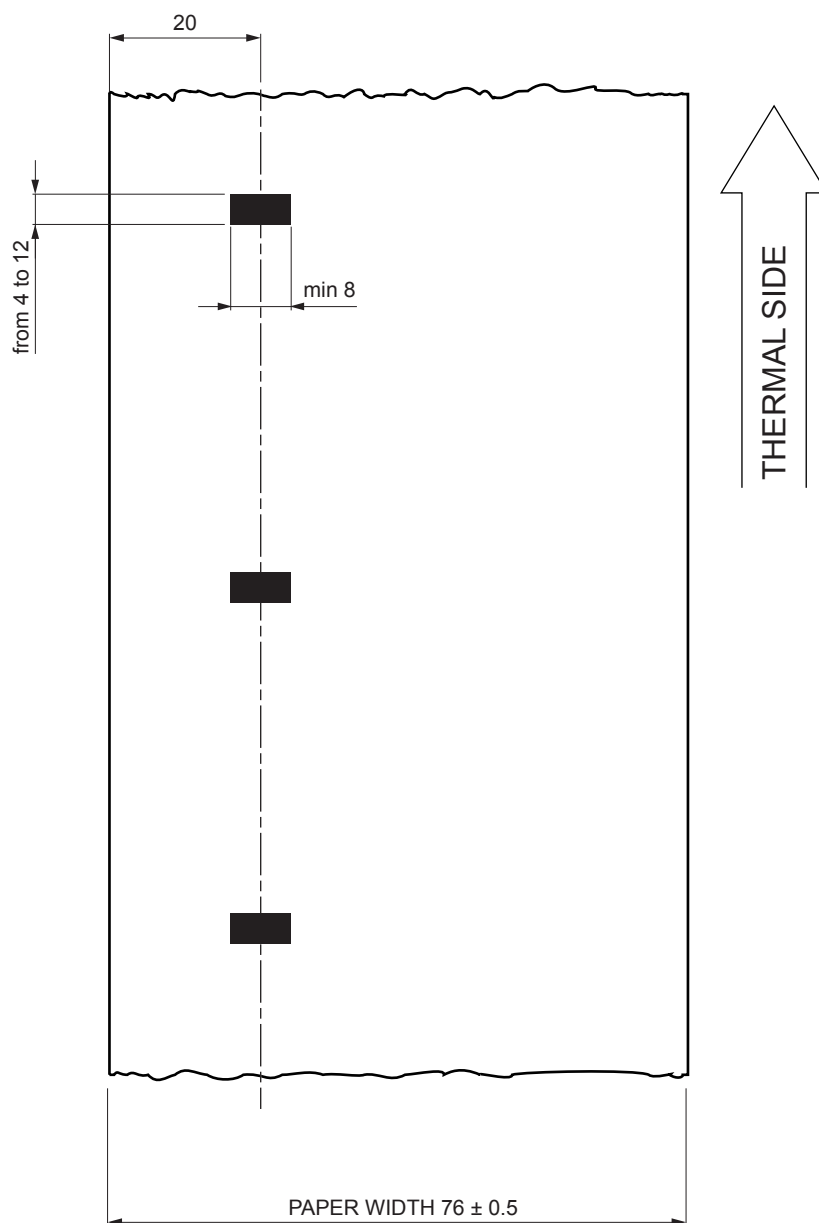


9.5 Paper specification

All the dimensions shown in following figures are in millimetres.

Paper with black mark on the thermal side

The following image shows an example of black mark placement on the thermal side of the paper. For more information about the use of paper with black mark see [chapter 7](#).

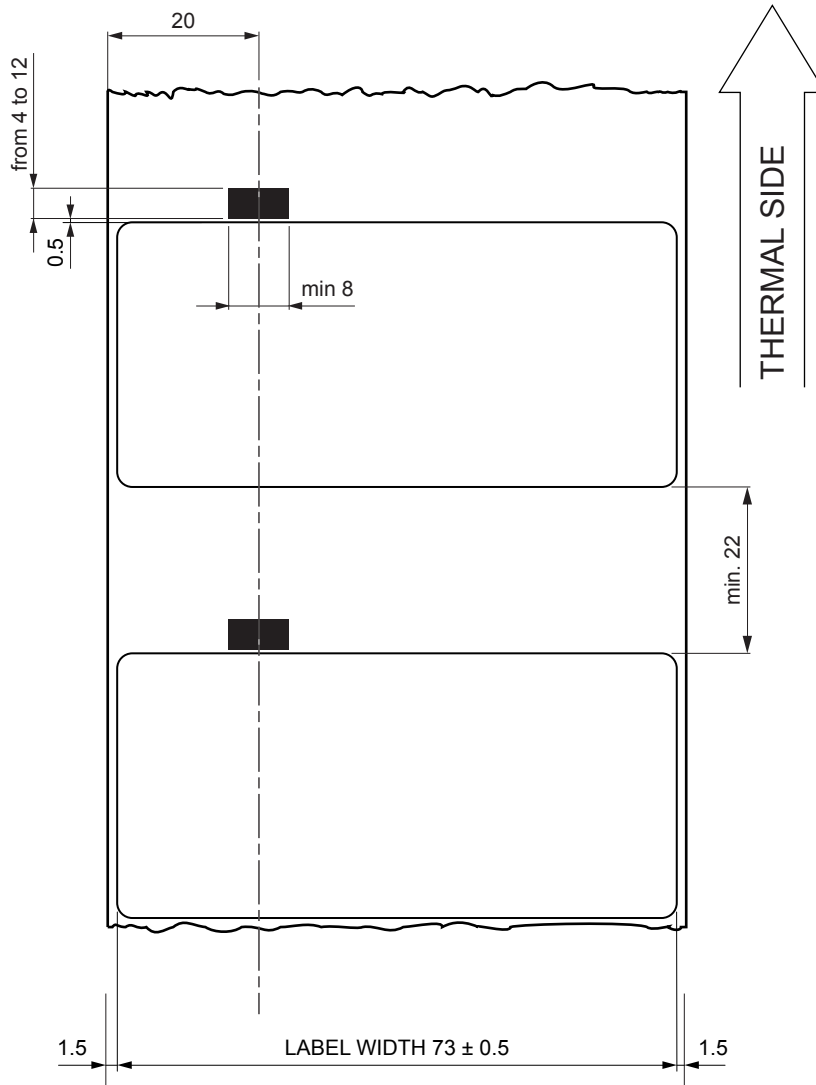




Paper with black mark and labels

The following image shows a portion of paper with labels placement of the black mark on the thermal side of the paper. To properly use the alignment commands, you need to use paper with labels that comply with the dimensions shown in the following figure.

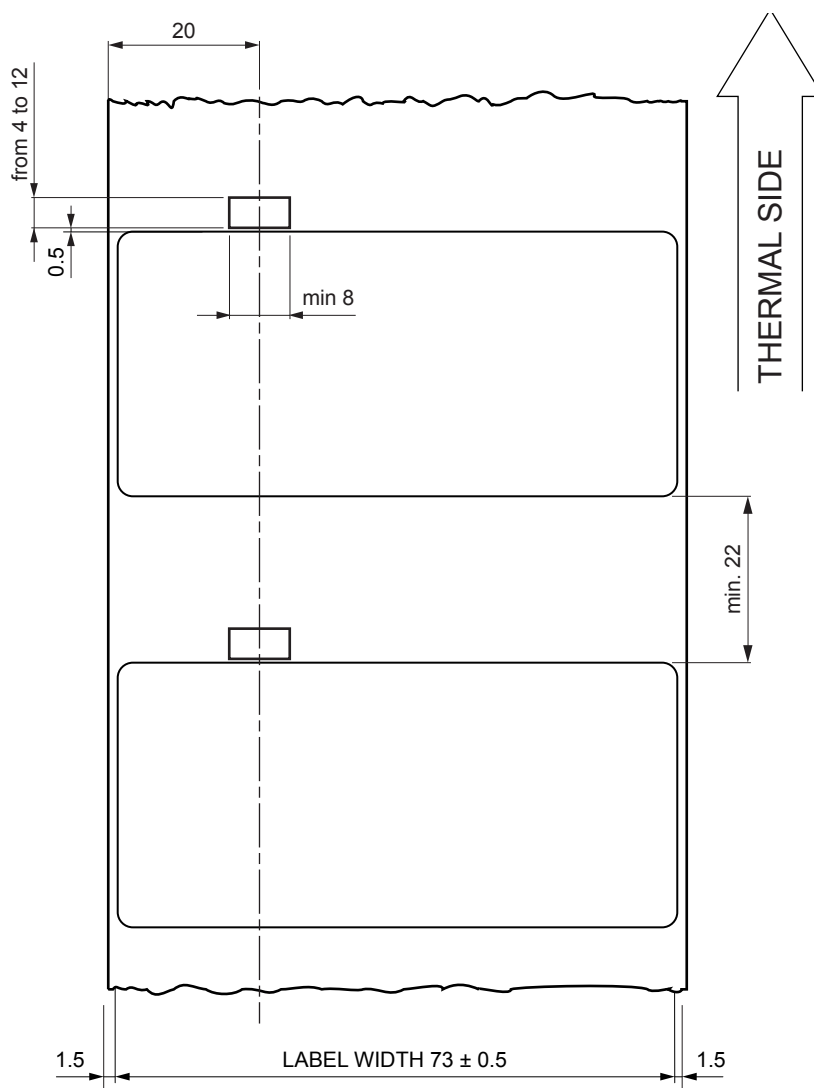
For more information about the use of paper with labels see [chapter 7](#).



Paper with hole and labels

The following image shows a portion of paper with labels placement of the black mark on the thermal side of the paper. To properly use the alignment commands, you need to use paper with labels that comply with the dimensions shown in the following figure.

For more information about the use of paper with hole see [chapter 7](#).





9.6 Character sets in CUSTOM/POS emulation

The device has 3 fonts of varying width (13, 17 and 22 cpi) which may be related one of the coding tables provided on the device.

You can set font and coding table by using the commands (see the commands manual of the device) or using the “Code Table” and the “Chars/Inch” parameters during the setup procedure (see [paragraph 5.6](#)).

The following is the full list of coding tables that can be installed on the device.

<CodeTable>	Coding table	
0	PC437 - U.S.A., Standard Europe	
1	Katakana	
2	PC850 - Multilingual	
3	PC860 - Portuguese	
4	PC863 - Canadian/French	
5	PC865 - Nordic	
6	VISCII - Vietnamese Standard Code	on request
11	PC851 - Greek	on request
12	PC853 - Turkish	on request
13	PC857 - Turkish	on request
14	PC737 - Greek	on request
15	ISO8859-7 - Greek	on request
16	WPC1252 - Scandinavian	
17	PC866 - Cyrillic 2	
18	PC852 - Latin 2	
19	PC858 per simbolo Euro in posizione 0xD5	
20	KU42 - Thai	on request
21	TIS11 - Thai	on request
26	TIS18 - Thai	on request
30	TCVN_3 - Vietnamese	on request
31	TCVN_3 - Vietnamese	on request
32	PC720 - Arabic	on request
33	WPC775 - Baltic Rim	on request
34	PC855 - Cyrillic	on request



<CodeTable>	Coding table	
35	PC861 - Icelandic	on request
36	PC862 - Hebrew	
37	PC864 - Arabic	
38	PC869 - Greek	on request
39	ISO8859-2 - Latin 2	on request
40	ISO8859-15 - Latin 9	
41	PC1098 - Farsi	
42	PC1118 - Lithuanian	on request
43	PC1119 - Lithuanian	on request
44	PC1125 - Ukrainian	on request
45	WPC1250 - Latin 2	
46	WPC1251 - Cyrillic	
47	WPC1253 - Greek	
48	WPC1254 - Turkish	
49	WPC1255 - Hebrew	
50	WPC1256 - Arabic	
51	WPC1257 - Baltic Rim	
52	WPC1258 - Vietnamese	
53	KZ1048 - Kazakh	on request
255	Space page	





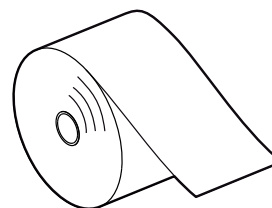
10 CONSUMABLES

The following table shows the list of available consumables for device.

67300000000007

THERMAL PAPER ROLL

weight = 58 g/m²
width = 76.2 mm
Ø external = 45 mm
Ø core = 12 mm





11 ACCESSORIES

The following table shows the list of available accessories for device:

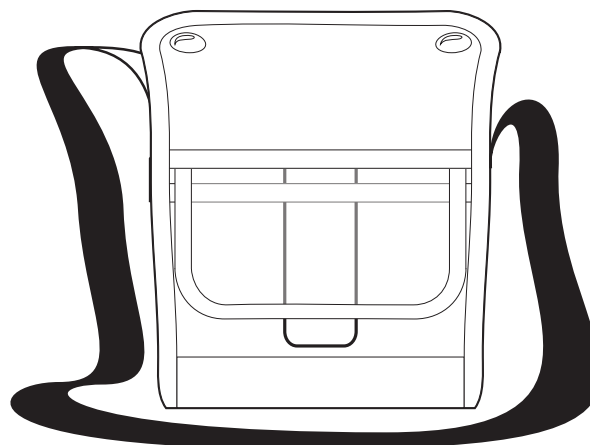
963GE020000051

18 W POWER ADAPTER
(For technical specifications, see [paragraph 9.1](#))



97000000000327

PROTECTIVE CASE WITH SHOULDER STRAP



970CP010000002

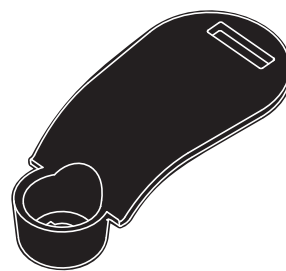
PROTECTIVE RUBBER CASE





2140000001225

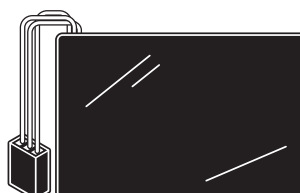
BELT CLIP



28D3000000005

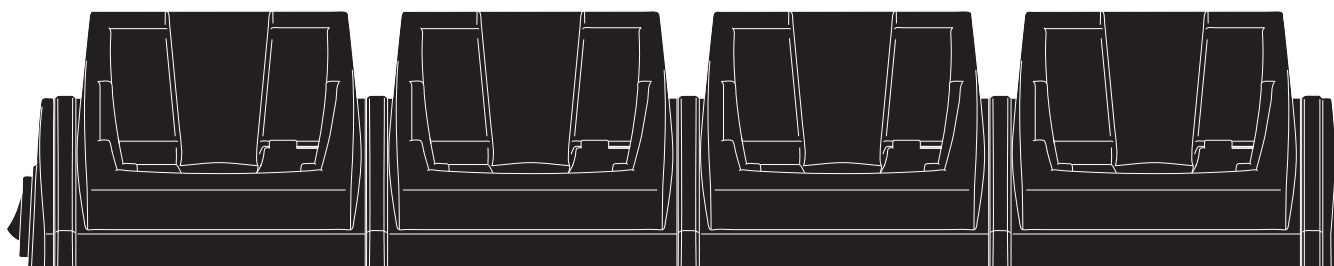
BATTERY PACK

(For technical specifications, see [paragraph 9.1](#))



977CR01000302

4 POSITIONS RECHARGE UNIT





12 TROUBLESHOOTING GUIDE

TROUBLE	PAGE
DEVICE DOES NOT TURN ON	
Briefly press the ON / OFF. The status LED flashes green.	15
Recharge the battery and retry.	26
Disconnect the battery pack and reconnect.	26
Replace the battery pack.	65
PAPER DOES NOT FEED	
Check that the paper roll follows the rotation direction indicated and be sure the paper compartment cover is correctly closed.	29
Clean the rubber roller.	67
Recharge the battery and retry.	26
WRONG SIGNAL OF PAPER END	
Check that the paper roll follows the rotation direction indicated.	29
If the parameter BLACK MARK POSITION is enabled, but using paper without black mark, the printer is unable to recognize the end of the paper. Disable the parameter.	40
If the parameter BLACK MARK POSITION is disabled, but using paper with black mark, the device may recognize the black mark as the end of the paper. Enable parameter.	40
POOR PRINT	
Check the paper specifications.	71
Set the parameter PRINT DENSITY with a higher value. To print labels set the parameter PRINT DENSITY with value LABEL.	38
Set in the parameter SPEED / QUALITY the NORMAL value.	38
Clean print head.	67
Recharge the battery and retry to device.	26
Replace the battery pack.	65

**TROUBLE****PAGE****COMMUNICATION ERROR**

If you use the USB port, verify that the connection is correct.	20
If you are using Bluetooth technology, verify the Bluetooth setting on the device.	37
Turn the device off and on again.	25
Recharge the battery and retry.	26
Enter the Hexadecimal Dump mode and send a command.	41



13 TECHNICAL SERVICE

In case of failure, contact the technical service accessing the website www.custom4u.it and using the support tools on the homepage. It is advisable to keep the identification data of the product at hand.

The product code, the serial number and the hardware release number can be found on the product label (see [paragraph 2.4](#)). The firmware release number (SCODE) can be found:

- on the setup report (see [paragraph 5.1](#))
- connecting the device to a PC and starting the “PrinterSet” tool (see [paragraph 5.2](#))



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