

USER MANUAL

MY PRINTER 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.

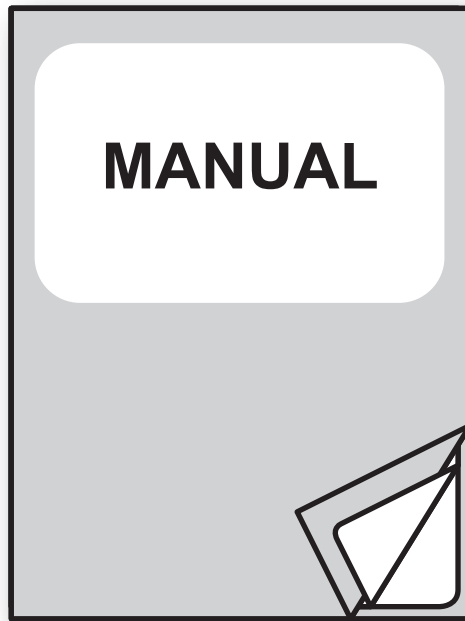
- Do not dispose of this equipment as miscellaneous solid municipal waste, but arrange to have it collected separately.
- The re-use or correct recycling of the electronic and electrical equipment (EEE) is important in order to protect the environment and the wellbeing of humans.
- In accordance with 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**

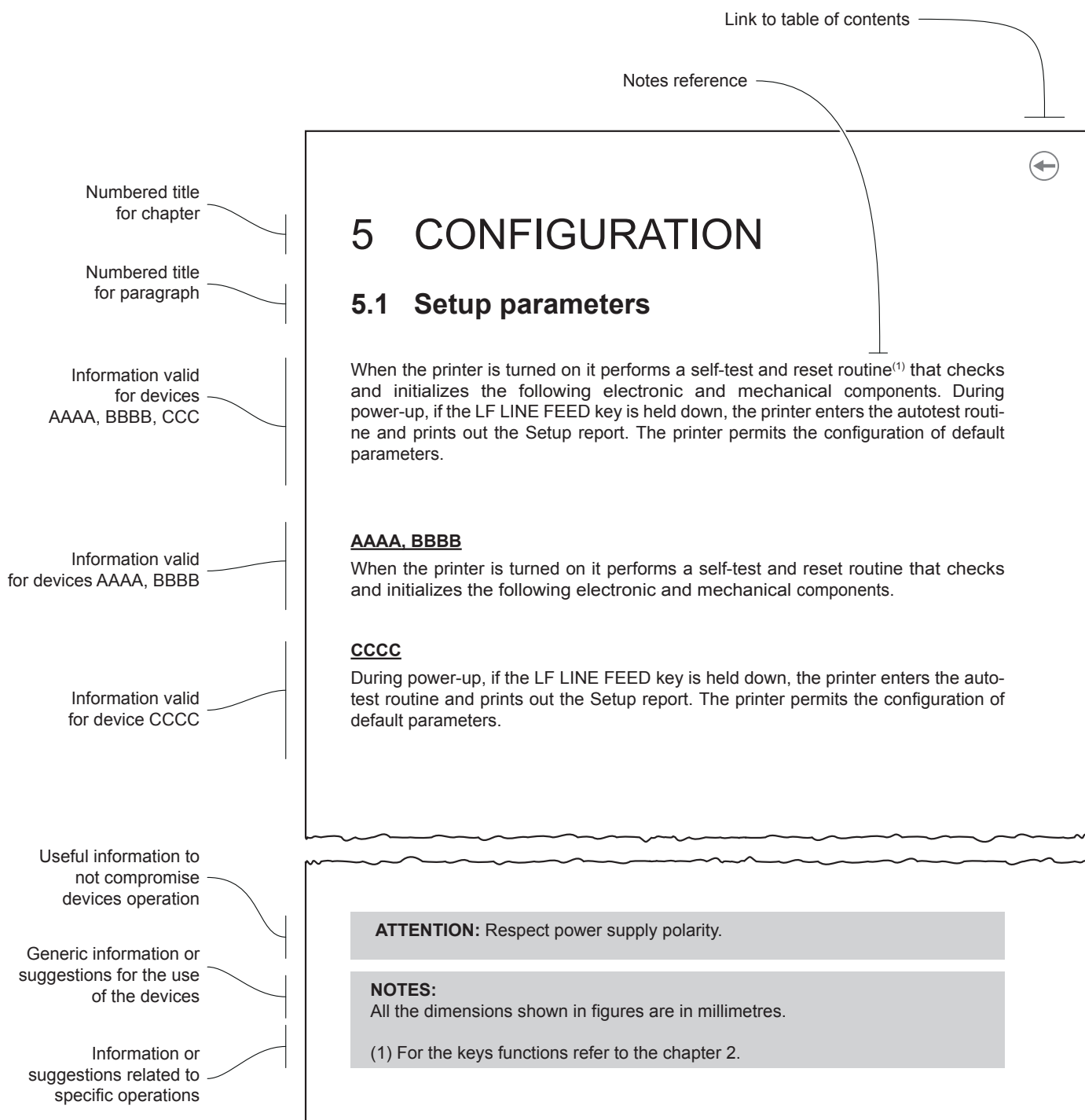
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1 INTRODUCTION

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.







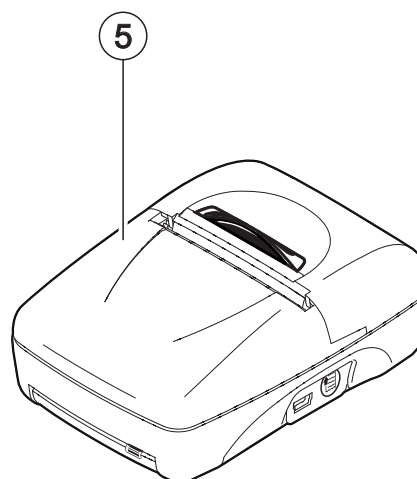
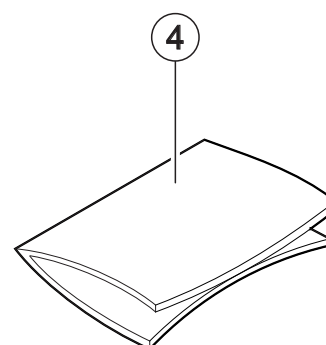
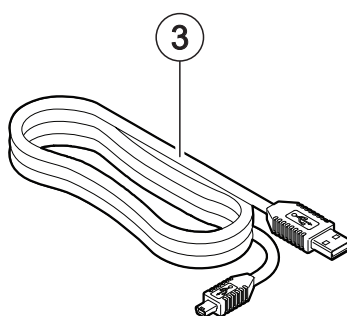
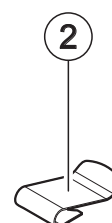
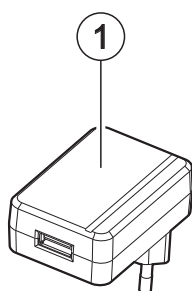
2 DESCRIPTION

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.

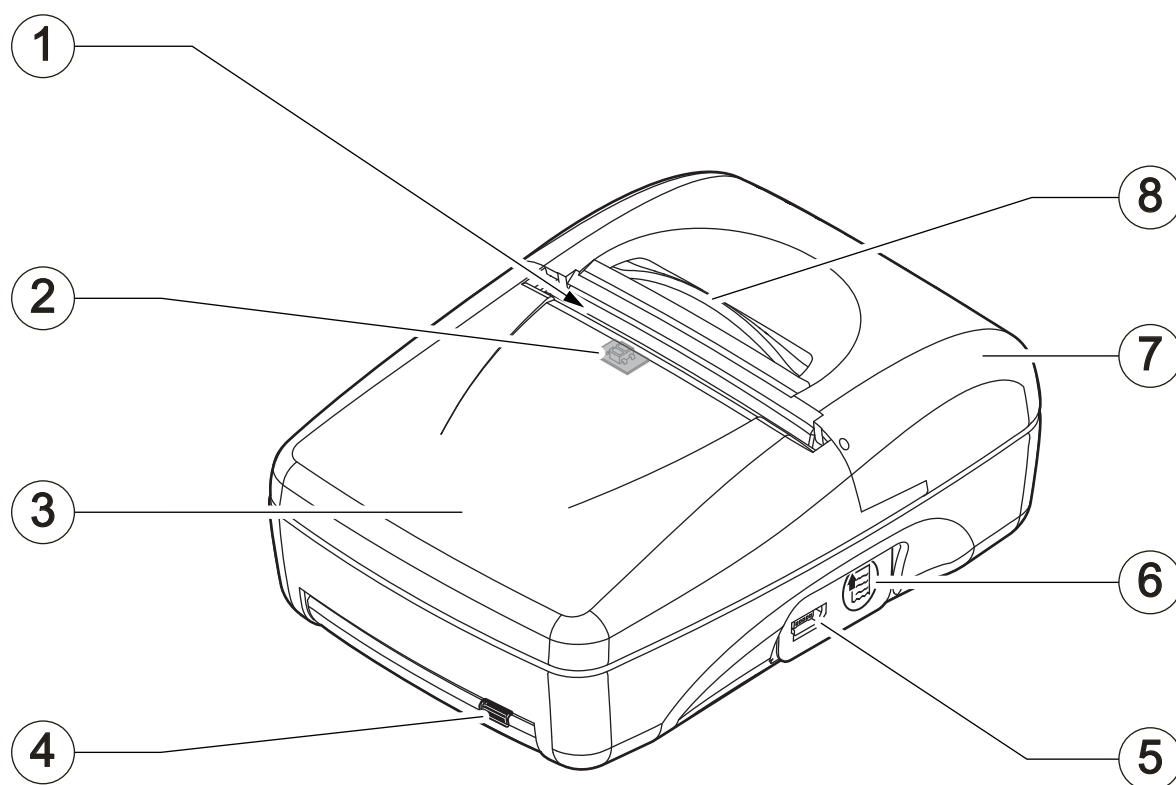
1. AC adapter
2. Belt clip
3. USB cable
4. Documentation(short guide)
5. Device





2.2 Device components

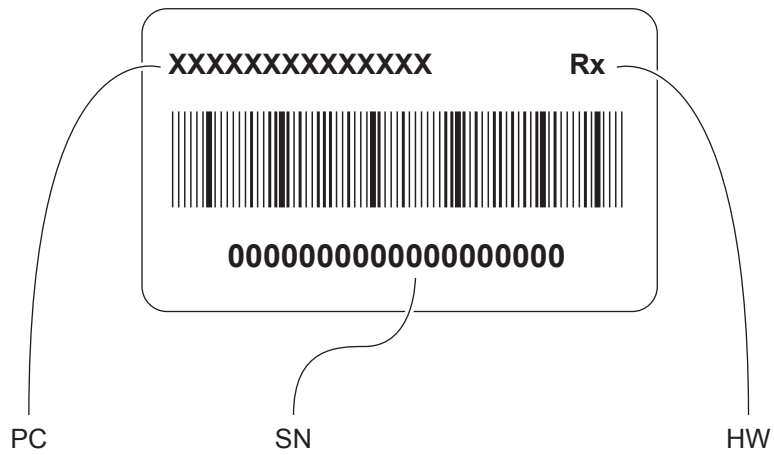
1. Paper out
2. Paper presence sensor
3. Battery compartment
4. Status LED
5. MiniUSB port (type B)
6. FEED key
7. Paper roll compartment
8. Paper compartment opening button



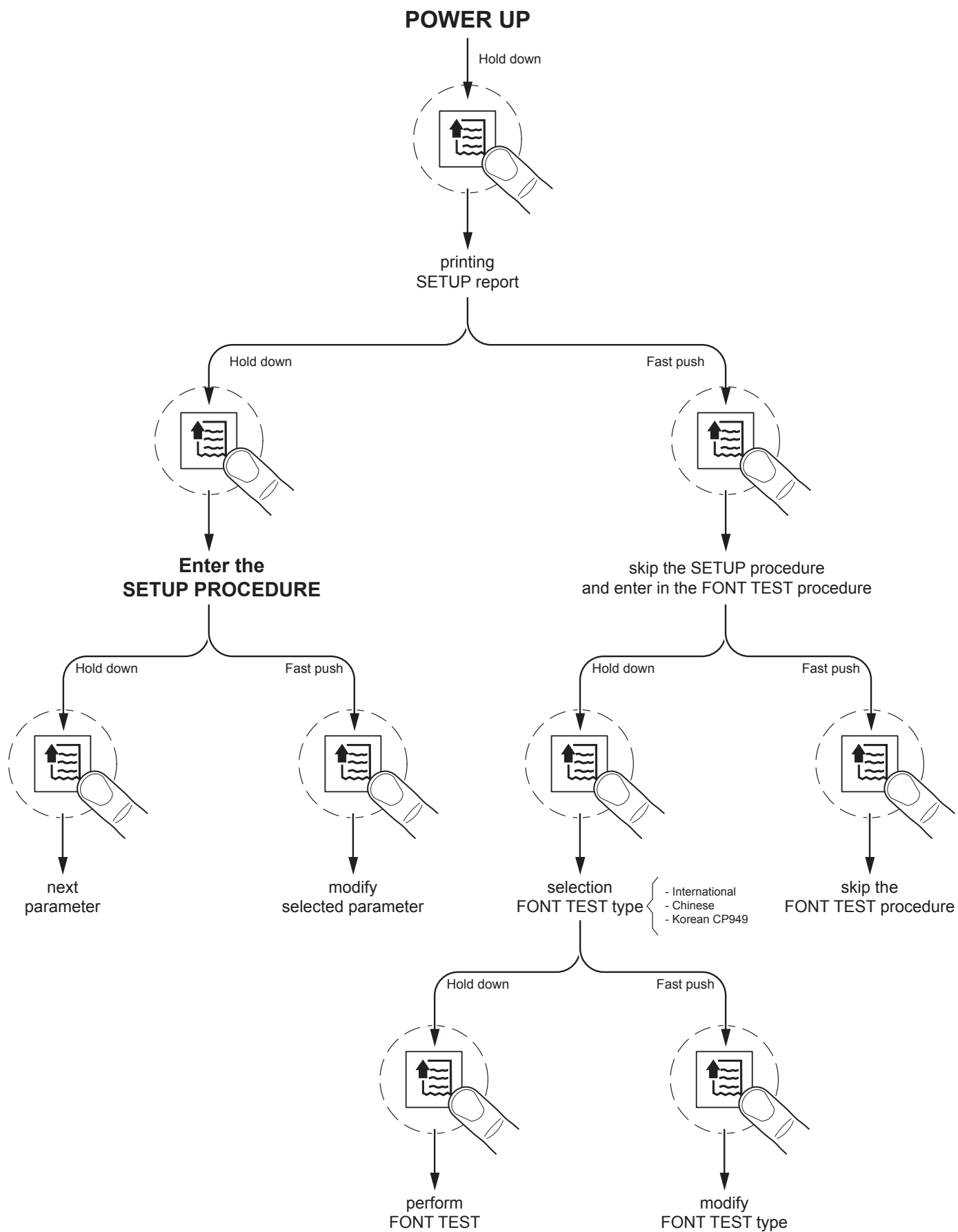


2.3 Product label

PC = Product code (14 digits)
SN = Serial number
HW = Hardware release

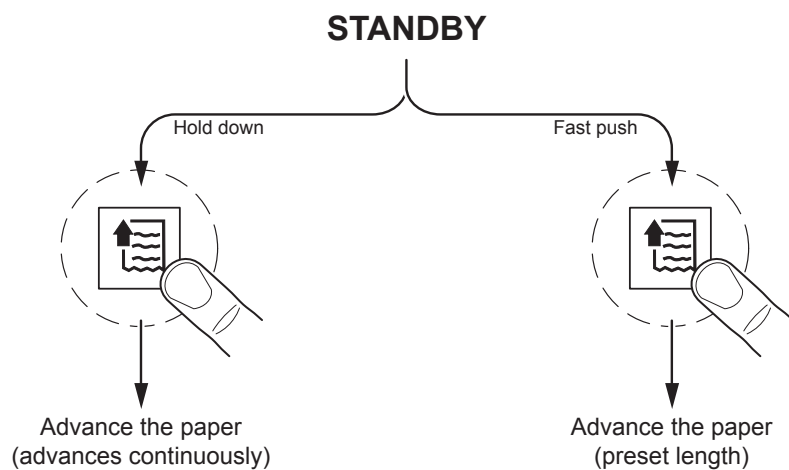


2.4 Key functions: power up





2.5 Key functions: standby



2.6 Status messages

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

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
VIOLET		ON	CHARGING BATTERIES, CHARGING IN PROGRESS

NOTE:

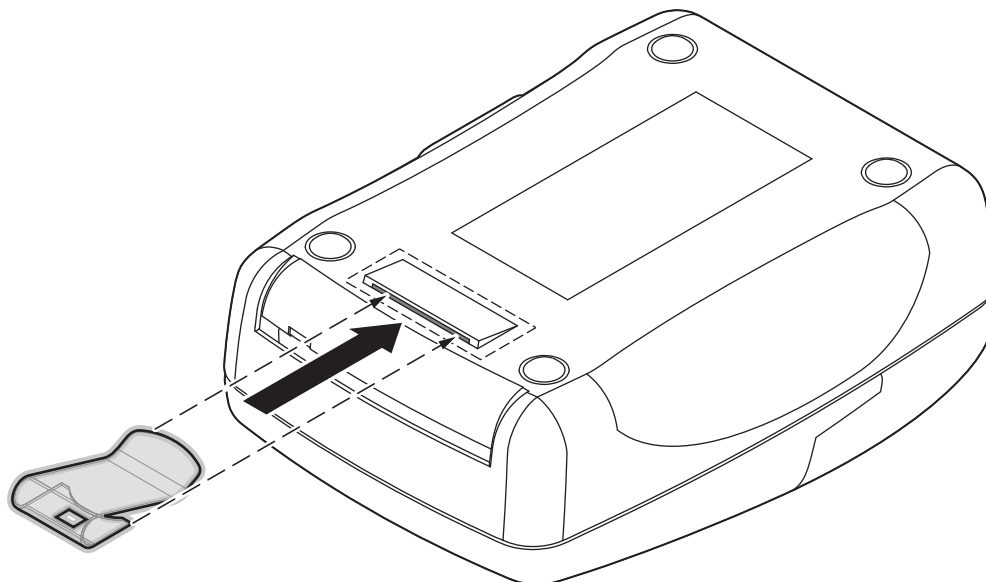
(1) : The selection of the active interface takes place automatically. When the USB communication cable is connected to the device, communication takes place via the USB port. If there is no cable connection or the cable is removed, the active communication becomes the Bluetooth one.



3 INSTALLATION

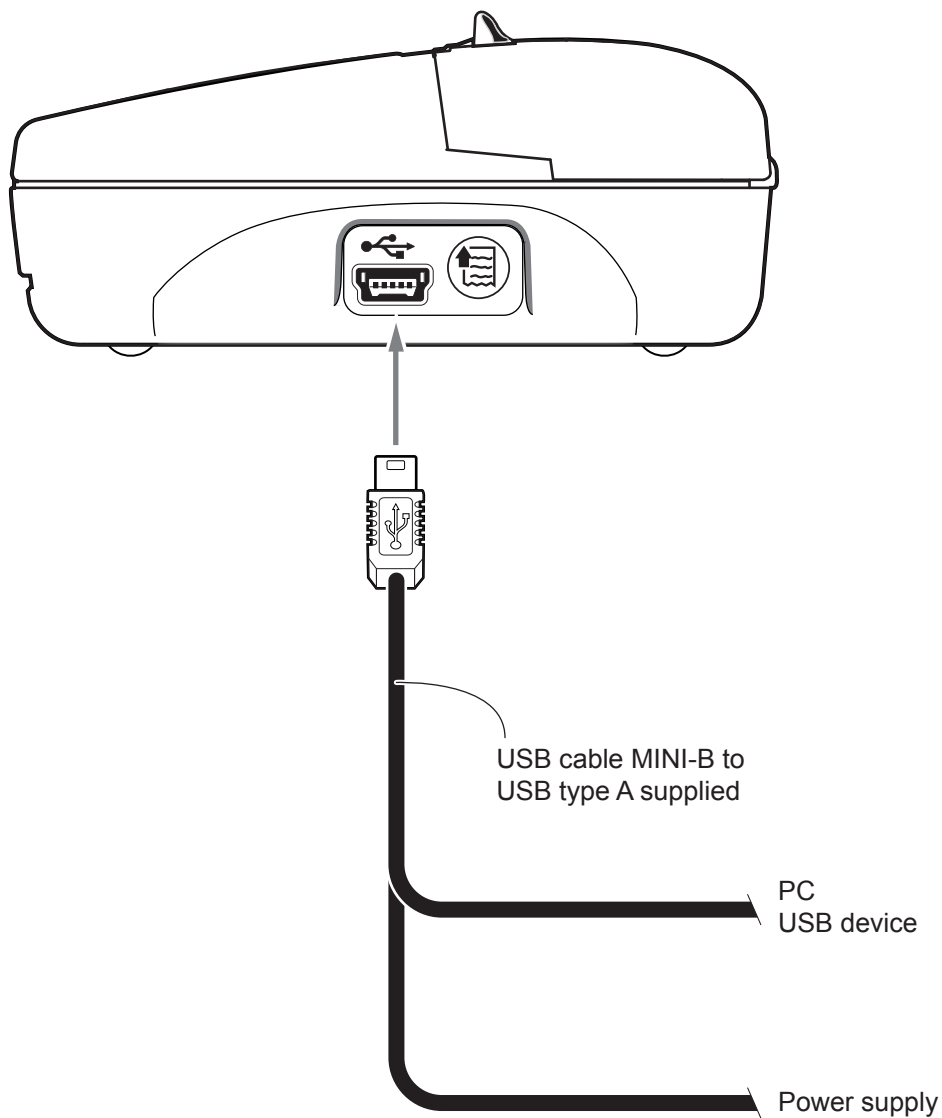
3.1 Belt clip assembly

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



3.2 Connections

The following figure shows the possible connections for the device.



ATTENTION: In some conditions, we recommend the installation of a ferrite core on the power supply cable.

3.3 Pinout



INTERFACCIA MINI USB
Female MINI USB type B connector

J10	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:

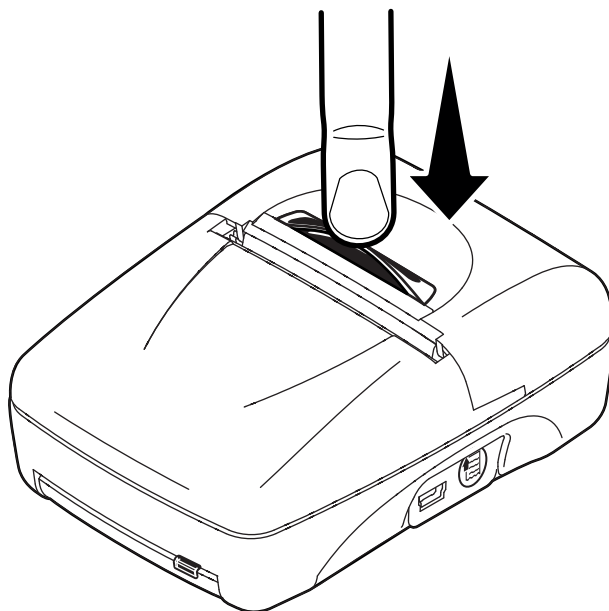
OPERATING SYSTEM	DESCRIPTION	INSTALLATION PROCEDURE
Windows	Driver for Windows XP	From the START menu, press Run and type-in the path where the SW was saved on your PC, then click OK. Follow the instructions that appear on the screen to install the driver.
	Driver for Windows VISTA (32/64 bit)	
	Driver 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 5.4)	
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

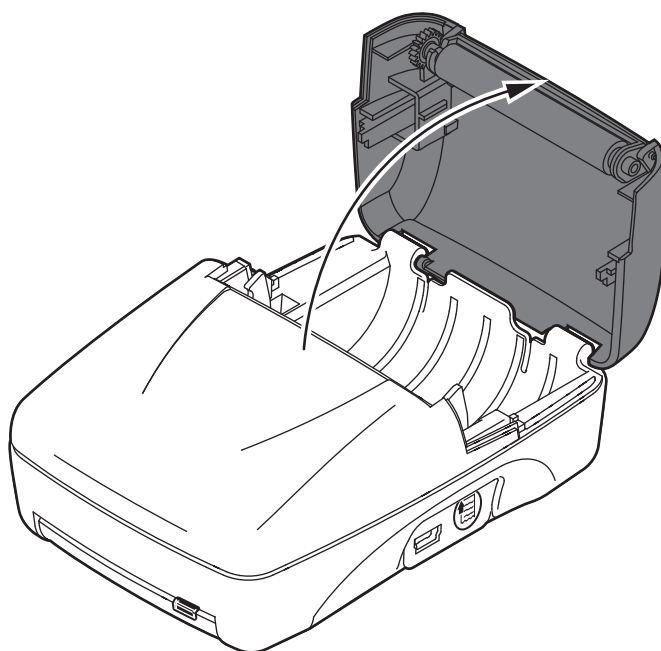
To open the device cover proceed as follows.

1



Press the cover opening button to open the device cover.

2



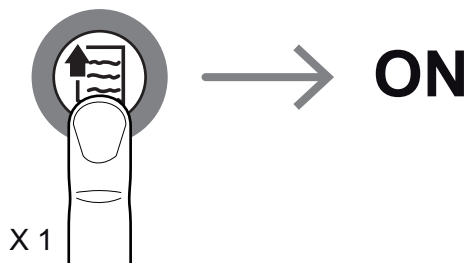
Open the device cover.



4.2 Switch the device ON/OFF

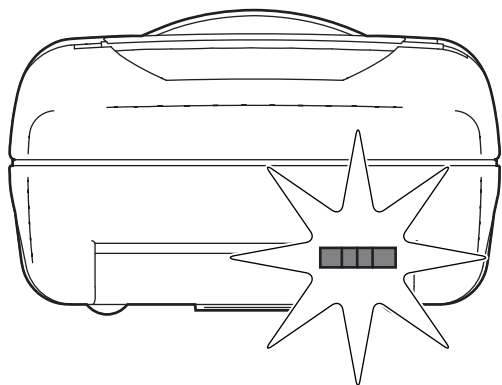
To switch the device ON proceed as follows.

1



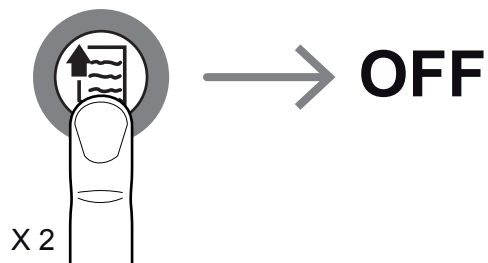
Turn on the device by pressing once the FEED key.

2



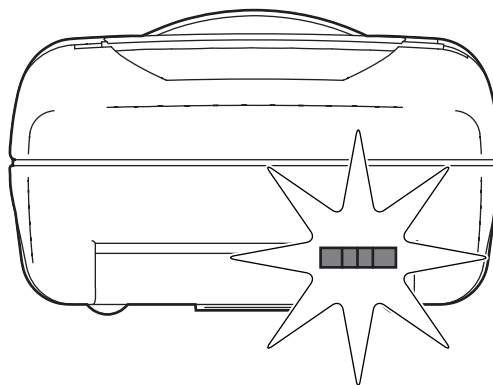
The status LED turn on (green/blue) and the device is ready.

3



Turn off the device by pressing twice the FEED key.

4



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

4.3 Recharge with power supply

To recharge with a power supply proceed as follows.

1

USB MINI-B to USB type A
(supplied cable)

Connect the power adapter supplied to the device and to the mains outlet.
Use the type of electrical power supply indicated on the label.

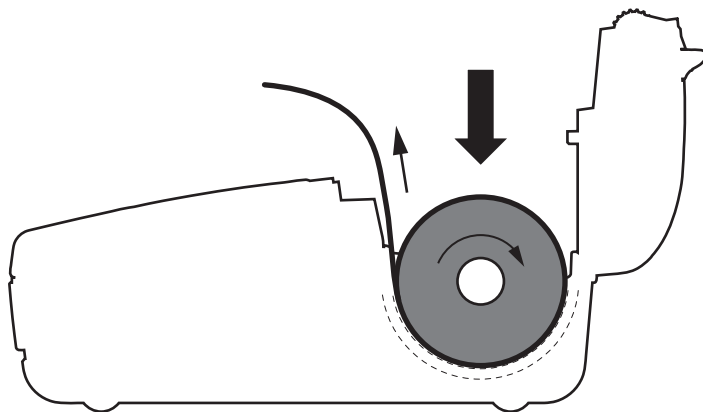
2

The status LED (violet) switch ON,
the device is charging.

4.4 Loading the paper roll

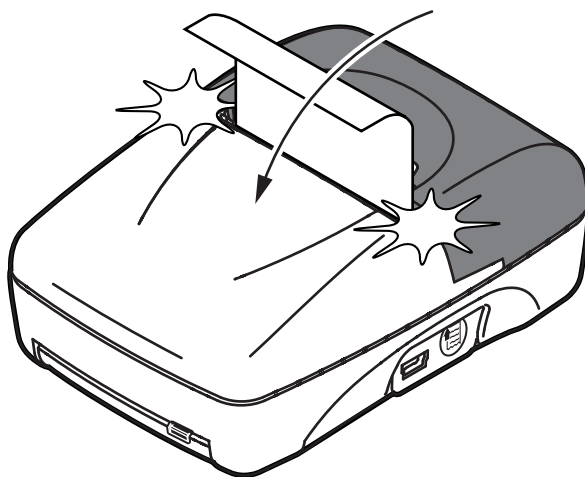
To change the paper proceed as follows. At every change of paper, check inside the device to locate and remove any scraps of paper.

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.

5 CONFIGURATION

5.1 Configuration by keys

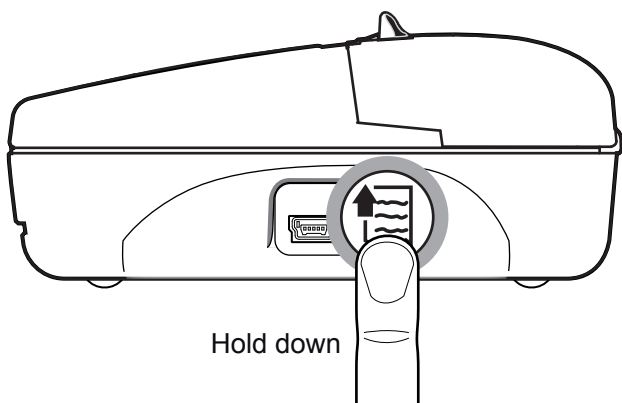
To enter the configuration mode and print a setup report with the operating parameters of the device, proceed as follows.

1



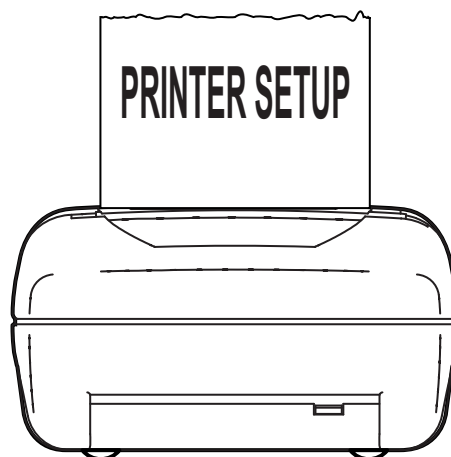
Turn off the device (see [paragraph 4.2](#)).

2



Hold down the FEED key.

3



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 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
    Code Table [num] .....: 00
    Font Type.....: International
    Speed / Quality.....: High Speed
    PaperEnd Buffer Clear .....: Disabled
    Power Off Time.....: 30 min
    USB Mode .....: Normal
    USB Recharge .....: Auto(500/1500 mA)
    Print Density.....: 0%
  
```

KEYS FUNCTIONS

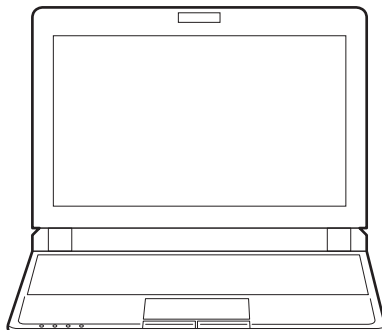
```

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

5.2 Configuration by software

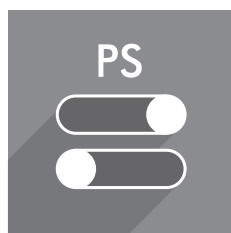
The setup parameters can be set by using the “PrinterSet” software tool available on www.custom4u.it. For a detailed description of the device operating parameters see the following paragraphs. To configure the device by software, proceed as follows.

1



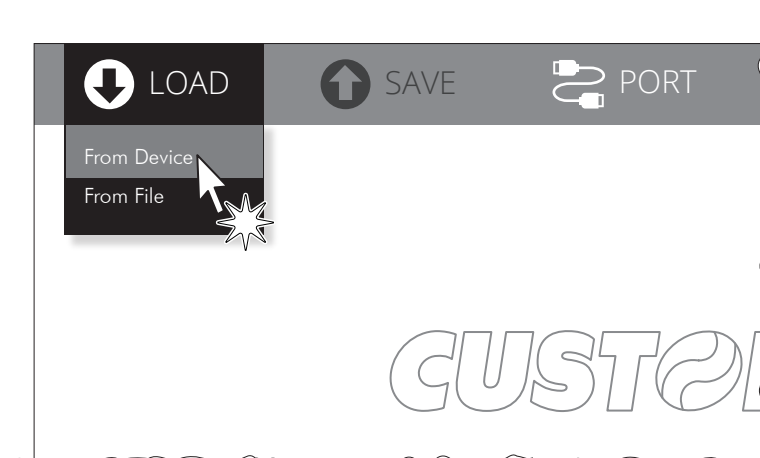
Connect the device to a PC directly (see [paragraph 3.2](#)), without using HUB devices.

2



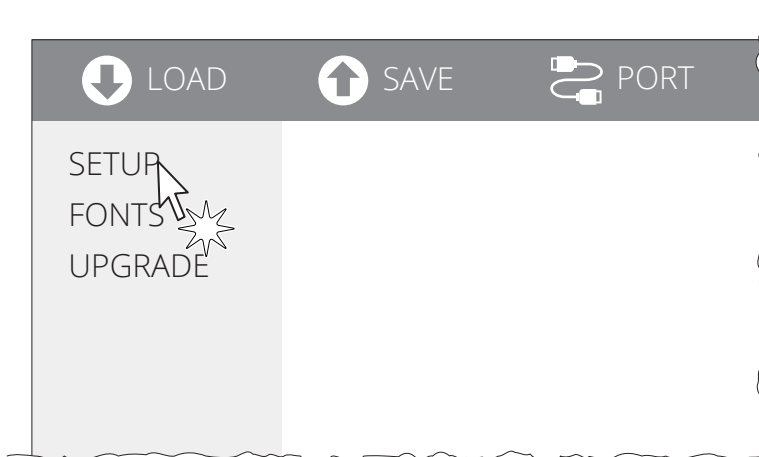
Start “PrinterSet” software tool.

3



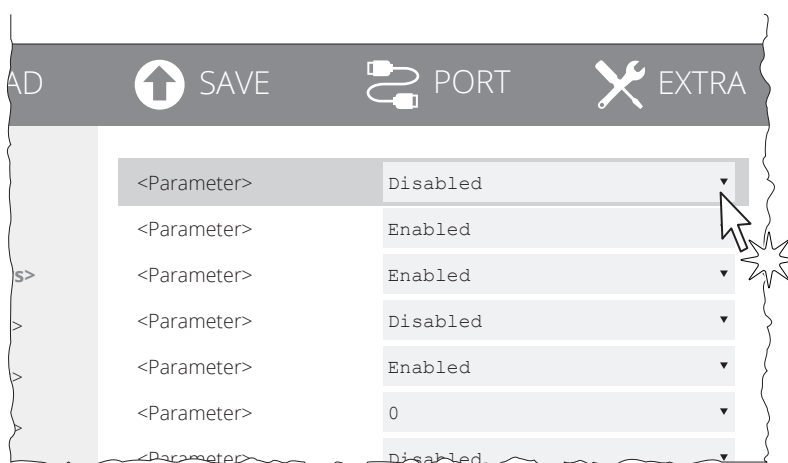
Click on LOAD > FROM DEVICE and select the device connected to the PC.

4



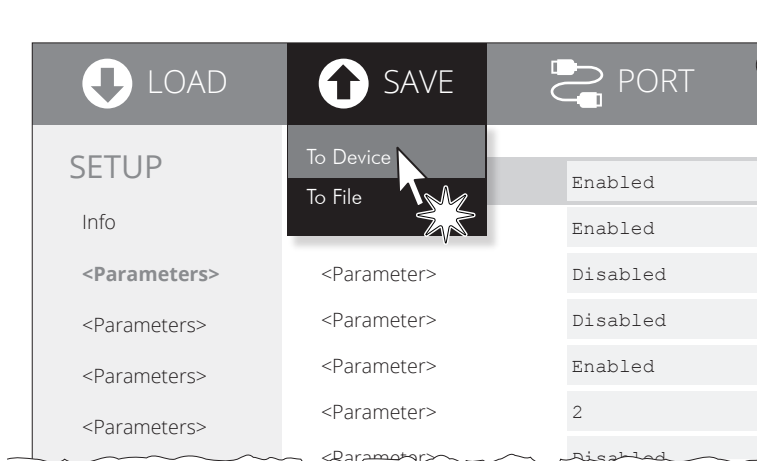
Click on SETUP to access the operating parameters of the device to be configured.

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 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	device identifier
BUILD VERSION	firmware release of the Bluetooth module



5.4 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 the 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.



5.5 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	<p>Printing mode:</p> <p>Normal ^D = enables printing in normal direction Reverse = enables printing rotated 180 degrees</p>																																				
AUTOFEED	<p>Setting of the Carriage Return character:</p> <p>CR disabled ^D = Carriage Return disabled CR enabled = Carriage Return enabled</p>																																				
CHARS / INCH	<p>Font selection:</p> <p>A = 13 cpi, B = 24 cpi ^D A = 17 cpi, B = 32 cpi A = 22 cpi, B = 40 cpi</p> <p>CPI = Characters Per Inch</p>																																				
CODE TABLE [NUM]	<p>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:</p> <hr/> <table style="margin-left: auto; margin-right: auto;"> <tr> <td colspan="2"></td> <td colspan="3" style="text-align: center;">Setting the digit for tens:</td> </tr> <tr> <td style="text-align: right;">Code Table [num x 10]</td> <td style="padding-right: 10px;">0 ^D</td> <td style="padding-right: 10px;">2</td> <td style="padding-right: 10px;">4</td> <td></td> </tr> <tr> <td></td> <td>1</td> <td>3</td> <td>5</td> <td></td> </tr> </table> <hr/> <table style="margin-left: auto; margin-right: auto;"> <tr> <td colspan="2"></td> <td colspan="5" style="text-align: center;">Setting the digit for units:</td> </tr> <tr> <td style="text-align: right;">Code Table [num x 1]</td> <td style="padding-right: 10px;">0 ^D</td> <td style="padding-right: 10px;">2</td> <td style="padding-right: 10px;">4</td> <td style="padding-right: 10px;">6</td> <td style="padding-right: 10px;">8</td> <td></td> </tr> <tr> <td></td> <td>1</td> <td>3</td> <td>5</td> <td>7</td> <td>9</td> <td></td> </tr> </table> <p>To know the character tables corresponding to the identification numbers set with this parameter see paragraph 8.5. The character tables set with this parameter are the same set with the command 0x1B 0x74 (refer to the commands manual of the device).</p>			Setting the digit for tens:			Code Table [num x 10]	0 ^D	2	4			1	3	5				Setting the digit for units:					Code Table [num x 1]	0 ^D	2	4	6	8			1	3	5	7	9	
		Setting the digit for tens:																																			
Code Table [num x 10]	0 ^D	2	4																																		
	1	3	5																																		
		Setting the digit for units:																																			
Code Table [num x 1]	0 ^D	2	4	6	8																																
	1	3	5	7	9																																
FONT TYPE	<p>Setting of the font type:</p> <p>International ^D = Enables the use of the 256 characters font tables Chinese GB18030 = Enables the use of the chinese extended font GB18030-2000 Korean PC949 = Enables the use of the korean font PC949</p> <p>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).</p>																																				



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 Low (100 mA) = Absorbs at most 100 mA Disabled = Recharge disabled
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.



5.6 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 ...      klsdf ...
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.

NOTE: 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.

6.1 Bluetooth pairing with Windows devices

1

XXXXXXXXXXXXXXXX Rx



<numero di serie>

Write down the 16-digits serial number indicated on the label of the printer (see [paragraph 2.3](#)).

2

→ **ON**

Turn on the printer (see [paragraph 4.2](#)).

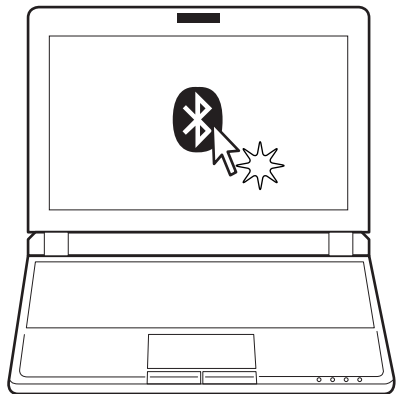
3

Pairing PIN: **1234**

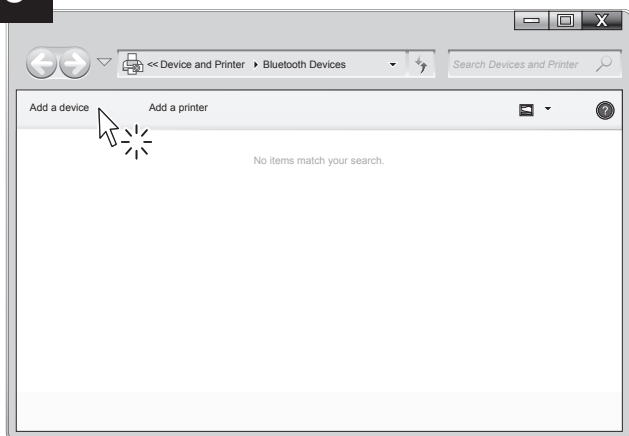
AutoReconnect: **Disabled**

Configure “AutoReconnect” parameter to “Disabled” in one of the modes described in the previous paragraphs (see [chapter 5](#)).

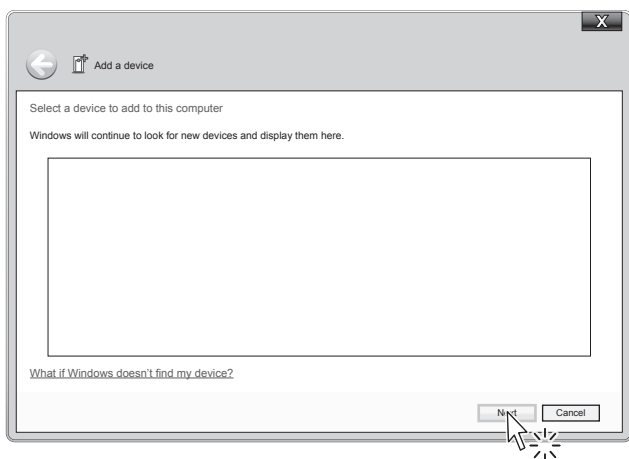
4



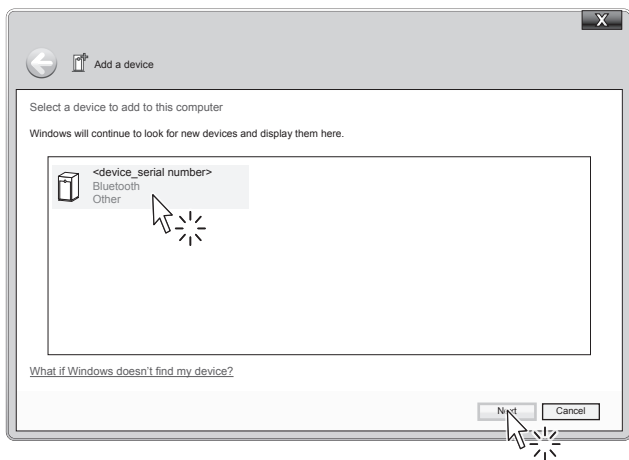
On the PC status bar click the Bluetooth icon.

5

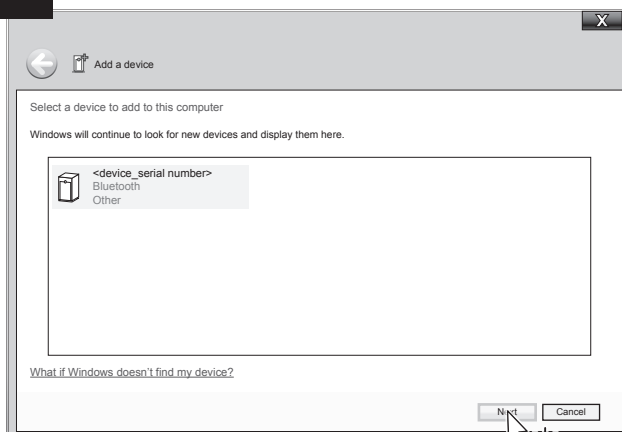
In the window that opens, click ADD DEVICE.

6

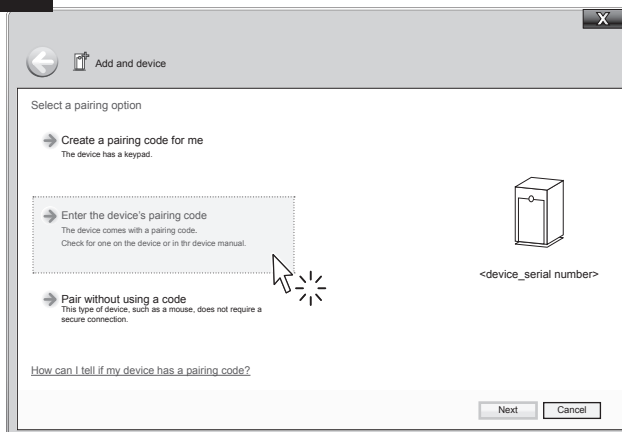
Click the NEXT key.

7

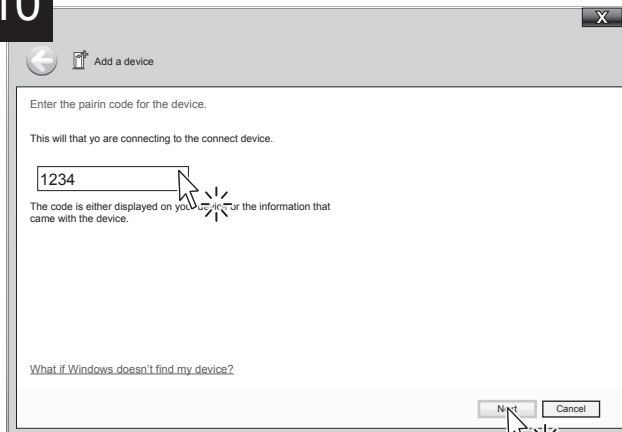
Locate your Bluetooth printer in the list of proposed devices (<device_serial number>) and select it with a click.

8**“PIN Request” = Disabled**

If “PIN Request” parameter of the printer is set to “Disabled” (see [paragraph 5.4](#)), click the NEXT key to confirm the pairing and skip to step 11.

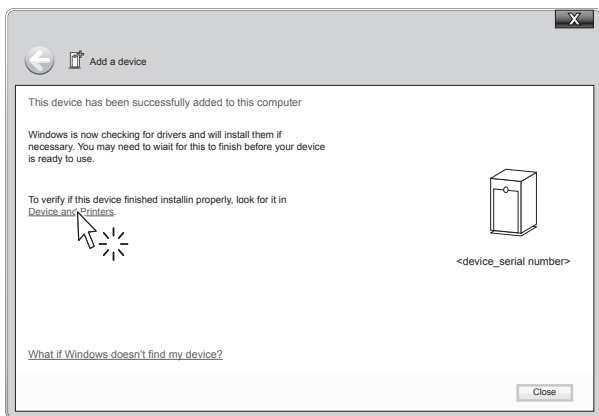
9**“PIN Request” = Enabled**

If “PIN Request” parameter of the printer is set to “Enabled” (see [paragraph 5.4](#)), click ENTER THE DEVICE'S PAIRING CODE.

10

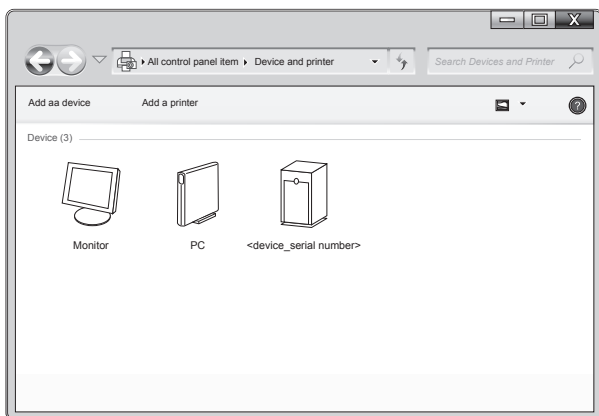
Enter the PIN (1234) and click the NEXT key.

11



In the confirmation message that appears, click **DEVICE AND PRINTERS**.

12

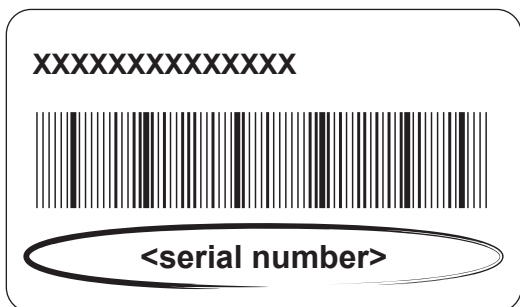


Check that your device appears in the list of paired devices.

NOTE: 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.

6.2 Bluetooth pairing with macOS devices

1



Write down the 16-digits serial number indicated on the label of the printer (see [paragraph 2.3](#)).

2



Turn on the printer (see [paragraph 4.2](#)).

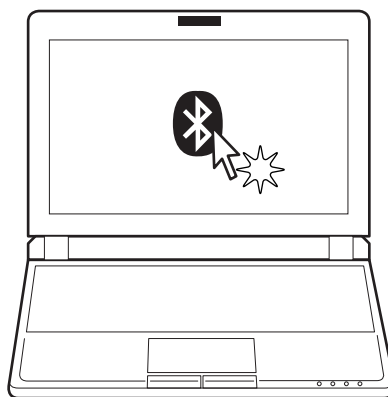
3

Pairing PIN: **1234**

AutoReconnect.....: **Disabled**

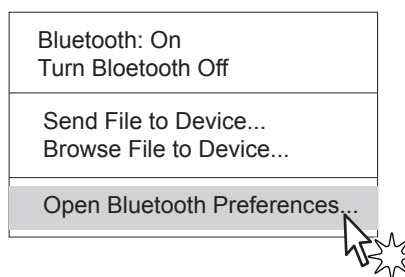
Configure “AutoReconnect” parameter to “Disabled” in one of the modes described in the previous paragraphs (see [chapter 5](#)).

4



On the PC status bar click the Bluetooth icon.

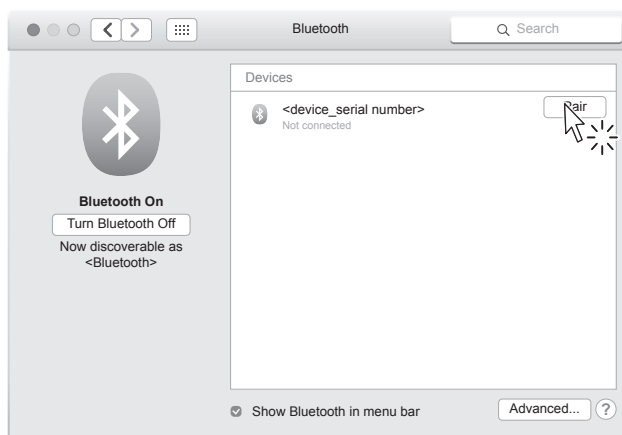
5



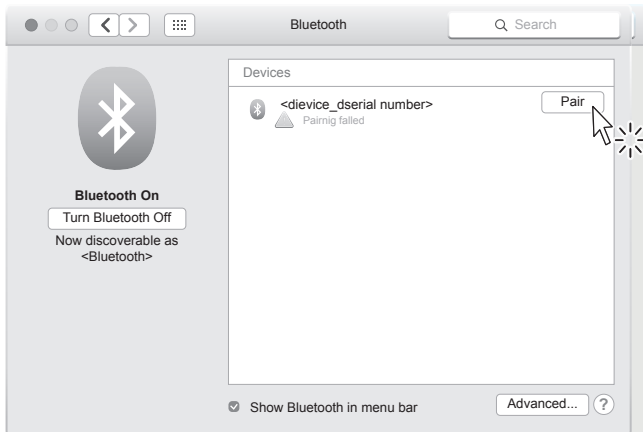
In the dropdown menu click OPEN BLUETOOTH PREFERENCES.

6

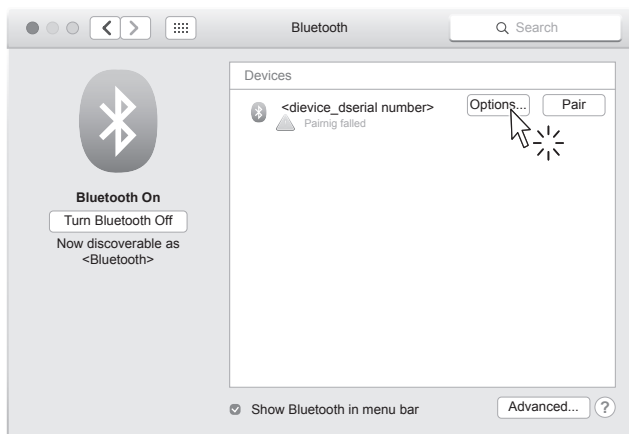
“PIN Request” = Disabled



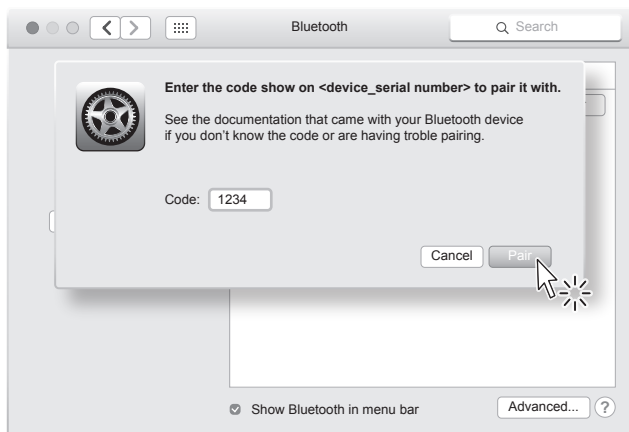
If “PIN Request” parameter of the printer is set to “Disabled” (see [paragraph 5.4](#)), locate your printer (<device_serial number>) and select it with a click. Click the NEXT key to confirm the pairing and skip to step 10.

7**“PIN Request” = Enabled**

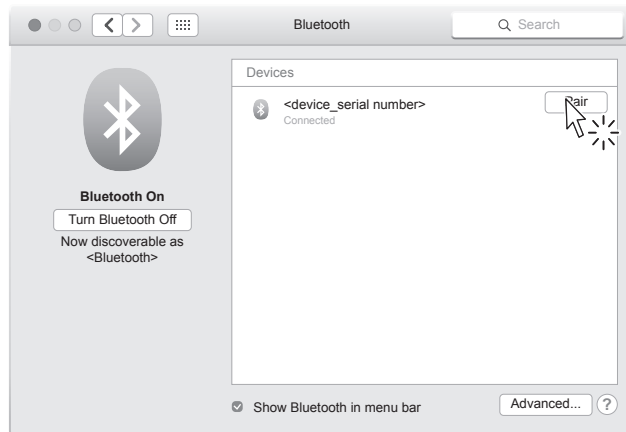
If “PIN Request” parameter of the printer is set to “Enabled” (see [paragraph 5.4](#)), click the PAIR key. An error message appears on the screen. Click the PAIR key again.

8

Click OPTIONS key.

9

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

10

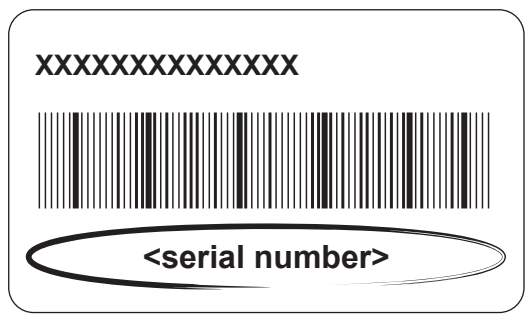
Check that your device appears in the list of paired devices.

NOTE: 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.



6.3 Bluetooth pairing with Linux devices

1



Write down the 16-digits serial number indicated on the label of the printer (see [paragraph 2.3](#)).

2



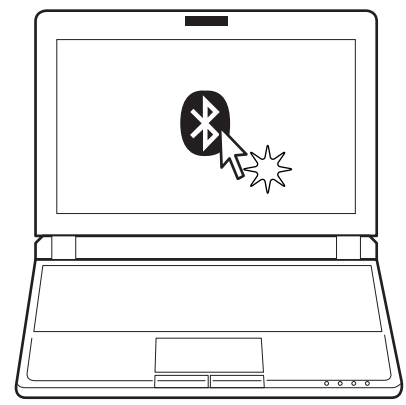
Turn on the printer (see [paragraph 4.2](#)).

3

Pairing PIN: **1234**
AutoReconnect.....: **Disabled**

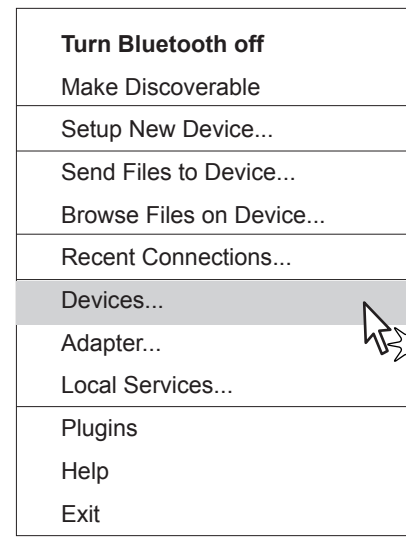
Configure "AutoReconnect" parameter to "Disabled" in one of the modes described in the previous paragraphs (see [chapter 5](#)).

4



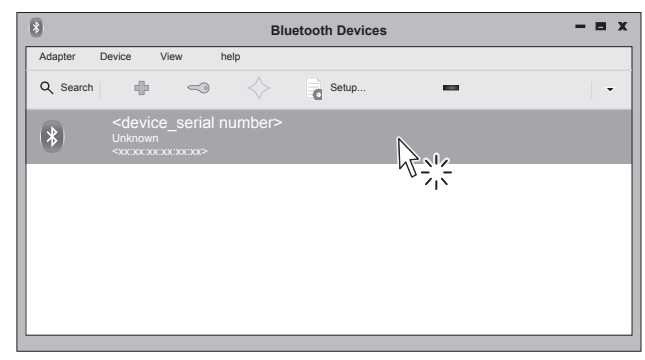
On the PC status bar click the Bluetooth icon.

5



In the dropdown menu click DEVICES.

6

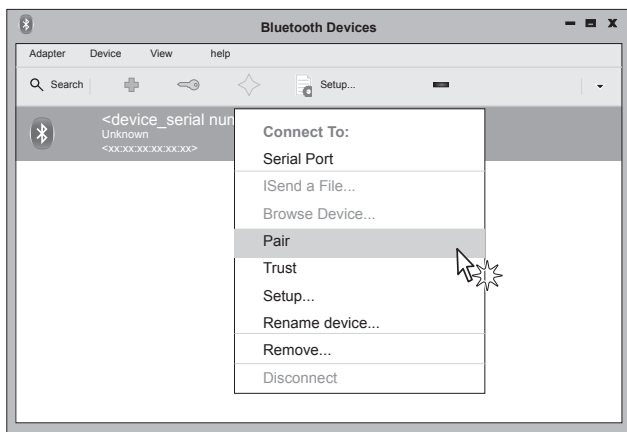


Locate your printer (<device_serial number>) and select it with a click.



7

“PIN Request” = Disabled

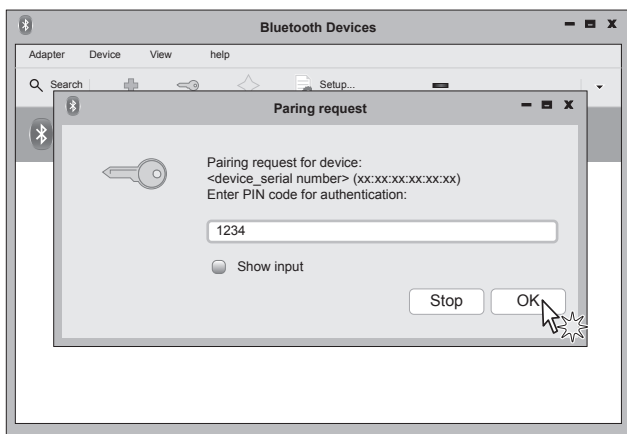


In the dropdown menu, click the PAIR key.
If “PIN Request” parameter of the printer is set to “Disabled” (see [paragraph 5.4](#)), skip to step 9.

NOTE: 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.

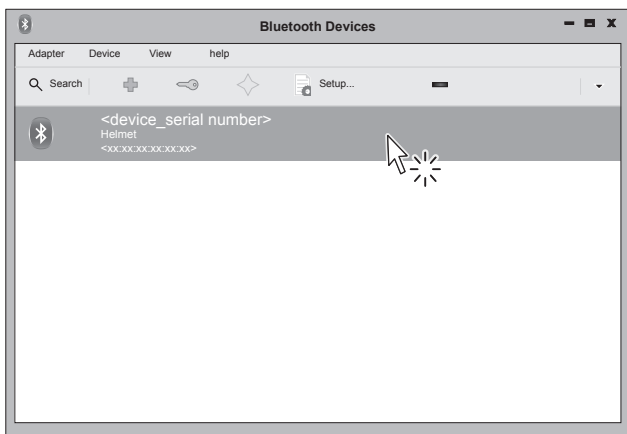
8

“PIN Request” = Enabled



If “PIN Request” parameter of the printer is set to “Enabled” (see [paragraph 5.4](#)), enter the PIN (1234) and click OK to confirm.

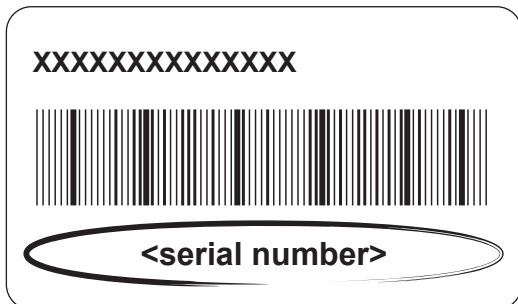
9



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

6.4 Bluetooth pairing with Android devices

1



Write down the 16-digits serial number indicated on the label of the printer (see [paragraph 2.3](#)).

2



Turn on the printer (see [paragraph 4.2](#)).

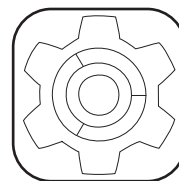
3

Pairing PIN: **1234**

AutoReconnect.....: **Disabled**

Configure “AutoReconnect” parameter to “Disabled” in one of the modes described in the previous paragraphs (see [chapter 5](#)).

4



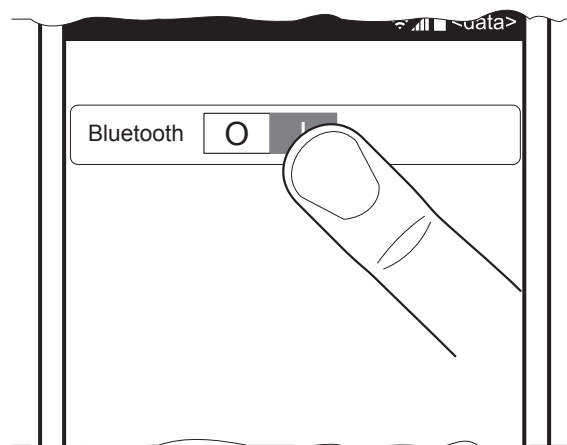
Press the SETTINGS icon on your Android device.

5

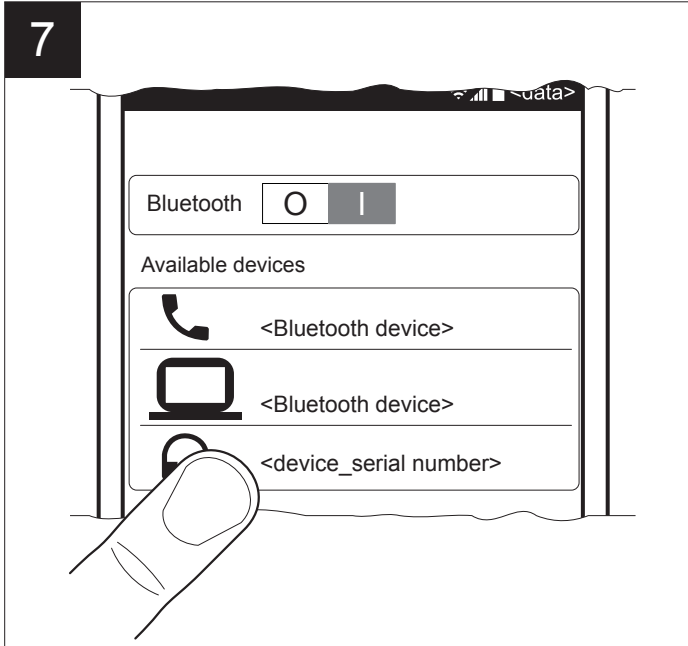


Press the Bluetooth icon.

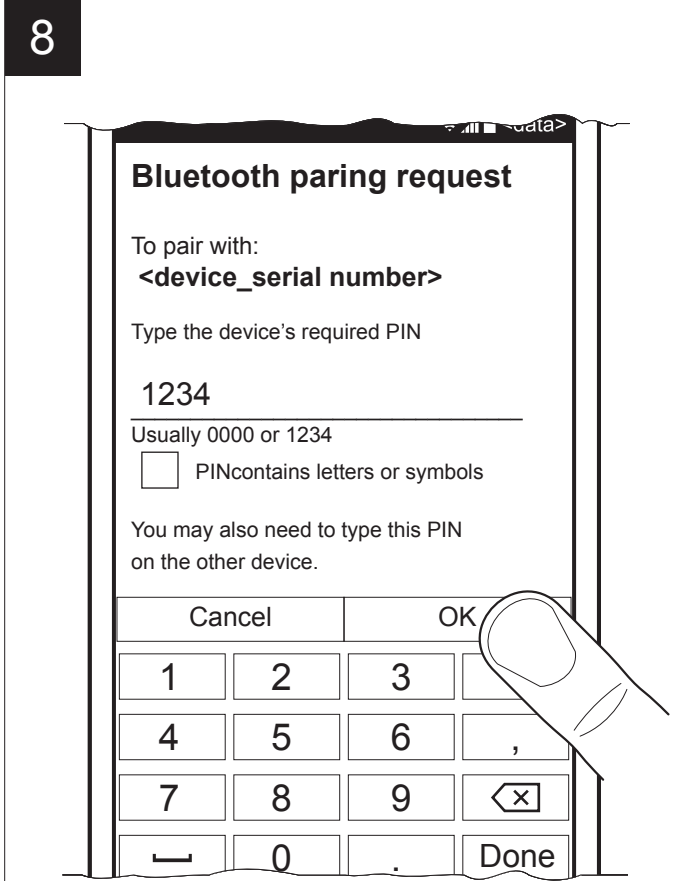
6



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

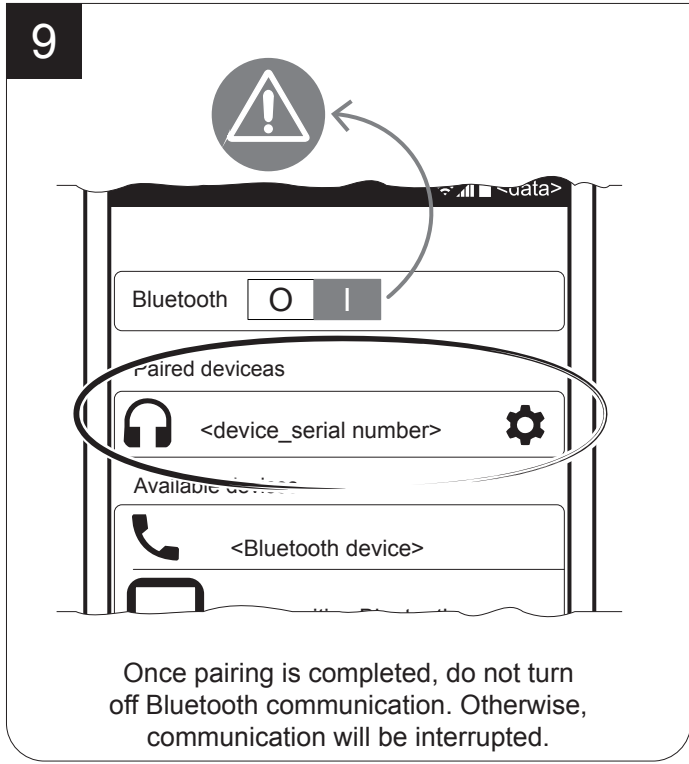


Locate your printer (<device_serial number>) and select it with a click.



If "PIN Request" parameter of the printer is set to "Enabled" (see [paragraph 5.4](#)), enter the PIN (1234) and click OK to confirm.

If "PIN Request" parameter of the printer is set to "Disabled" (see [paragraph 5.4](#)), pairing is automatically performed.

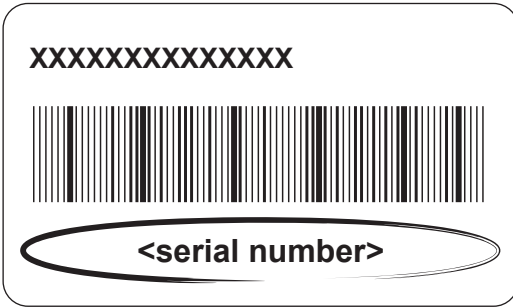


Once pairing is completed, do not turn off Bluetooth communication. Otherwise, communication will be interrupted.



6.5 Bluetooth pairing with iOS devices

1



Write down the 16-digits serial number indicated on the label of the printer (see [paragraph 2.3](#)).

2



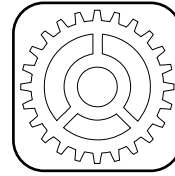
Turn on the printer (see [paragraph 4.2](#)).

3

Pairing PIN: **1234**
AutoReconnect.....: **Disabled**

Configure "AutoReconnect" parameter to "Disabled" in one of the modes described in the previous paragraphs (see [chapter 5](#)).

4



Press the SETTINGS icon, on your iOS device.

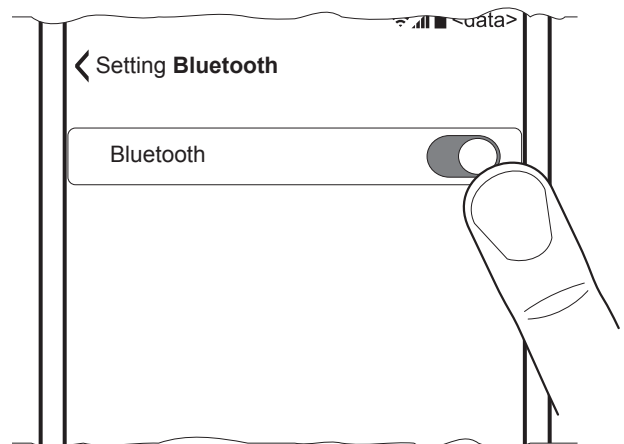
5



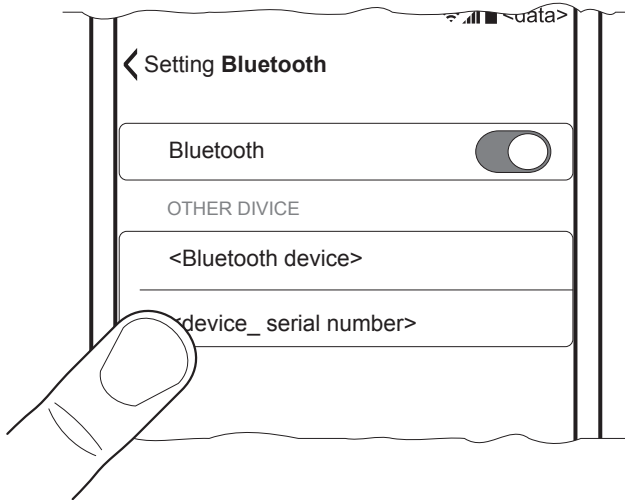
Bluetooth

Press the Bluetooth icon.

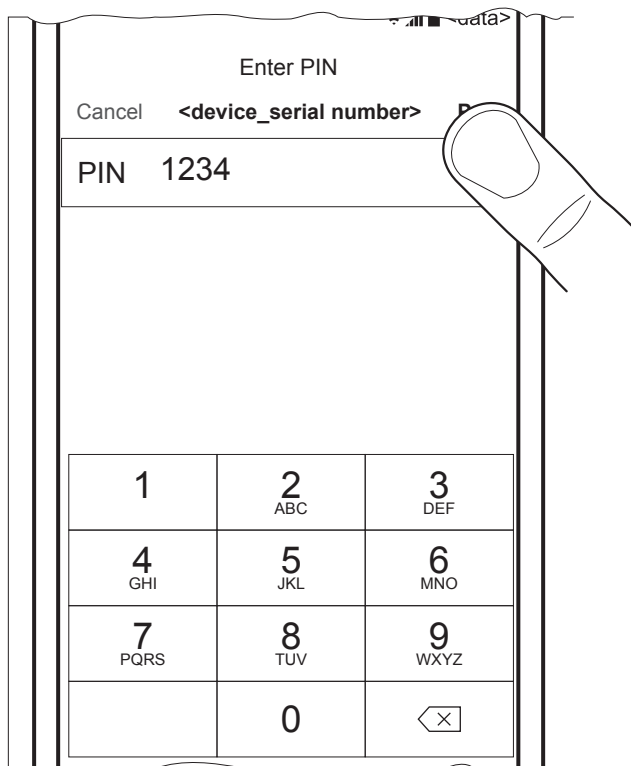
6



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

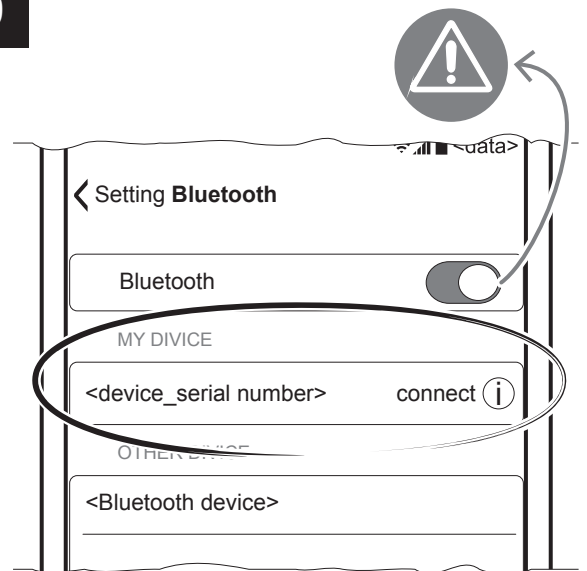
7

Locate your printer (<device_serial number>) and select it with a click.

8

If “PIN Request” parameter of the printer is set to “Enabled” (see [paragraph 5.4](#)), enter the PIN (1234) and click OK to confirm.

If “PIN Request” parameter of the printer is set to “Disabled” (see [paragraph 5.4](#)), pairing is automatically performed.

9

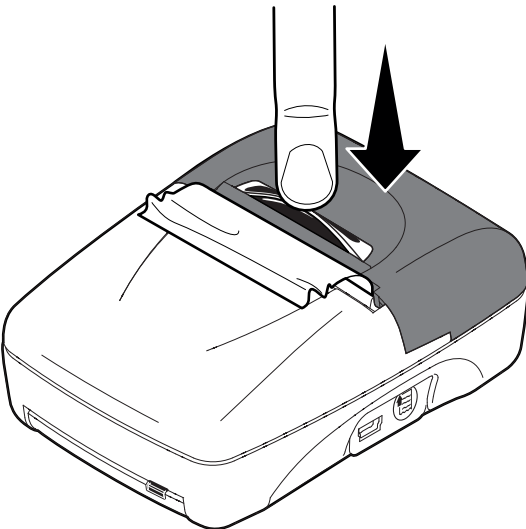
Once pairing is completed, do not turn off Bluetooth communication. Otherwise, communication will be interrupted.



7 MAINTENANCE

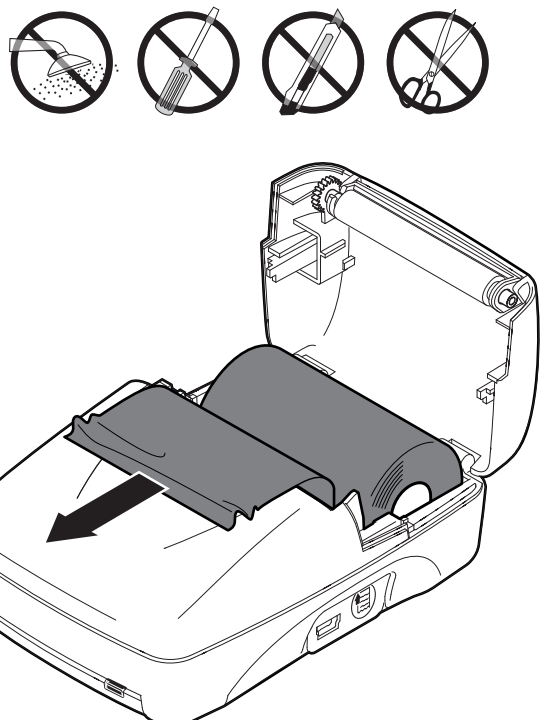
7.1 Paper jam

1



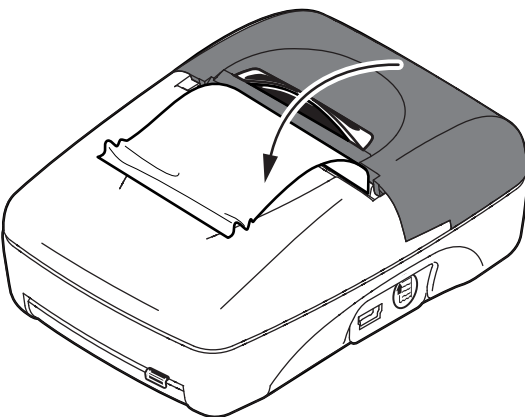
Opne the cover of the device
(see [paragraph 4.1](#)).

2



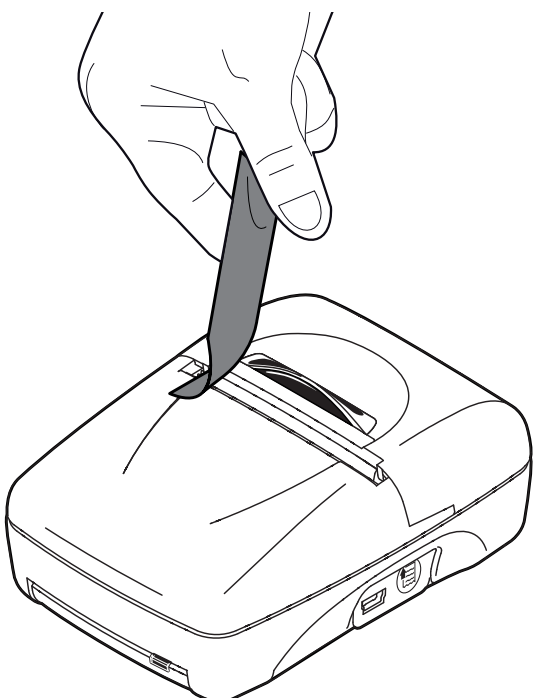
Pull the paper in order to have the damaged part
outside the device.

3



Close the cover of the device.

4



Tear off the excess paper.



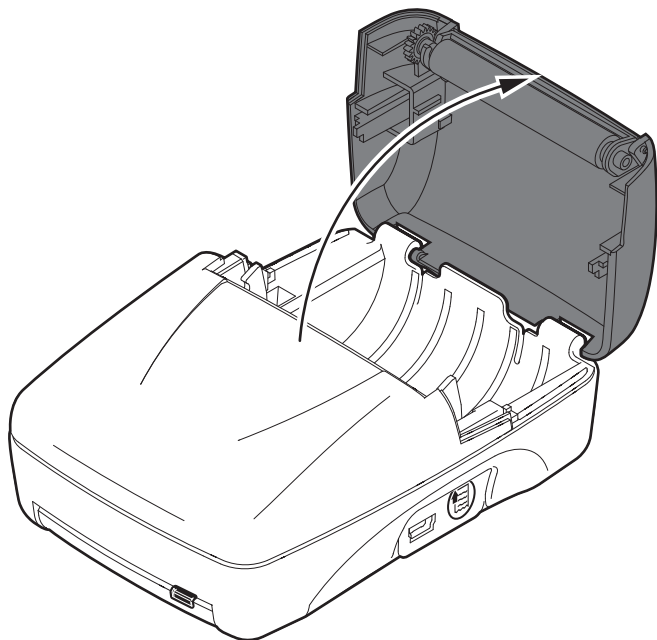
7.2 Replacing the battery

1

→ **OFF**

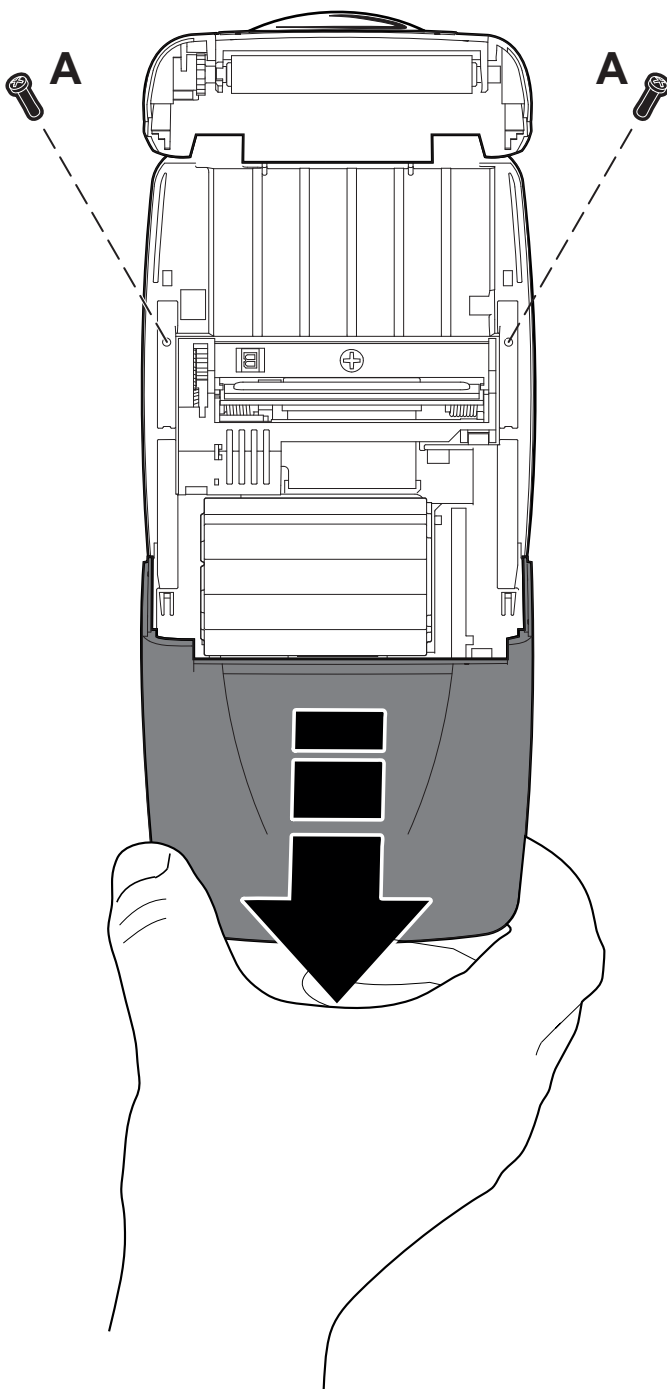
Turn off the device (see [paragraph 4.2](#)).

2



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

3

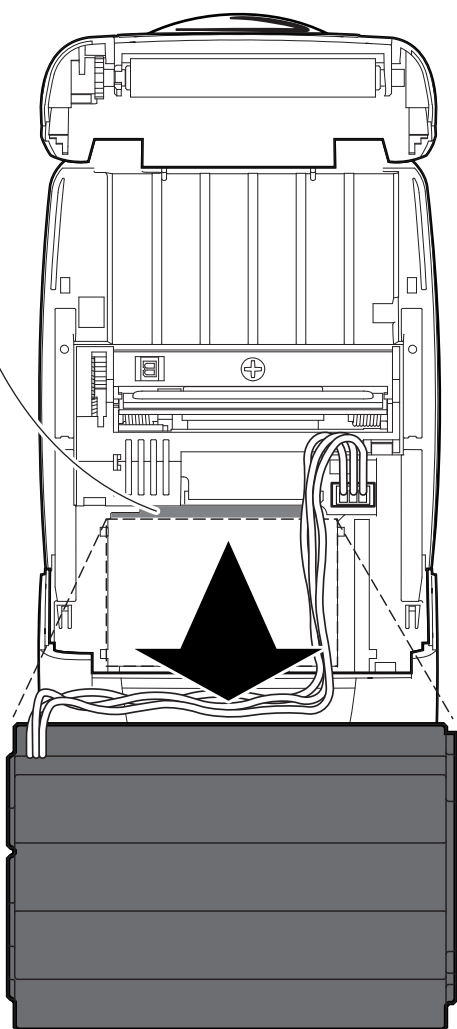


Unscrew the two screws A of the battery compartment cover and lower the cover as shown in the figure.

4

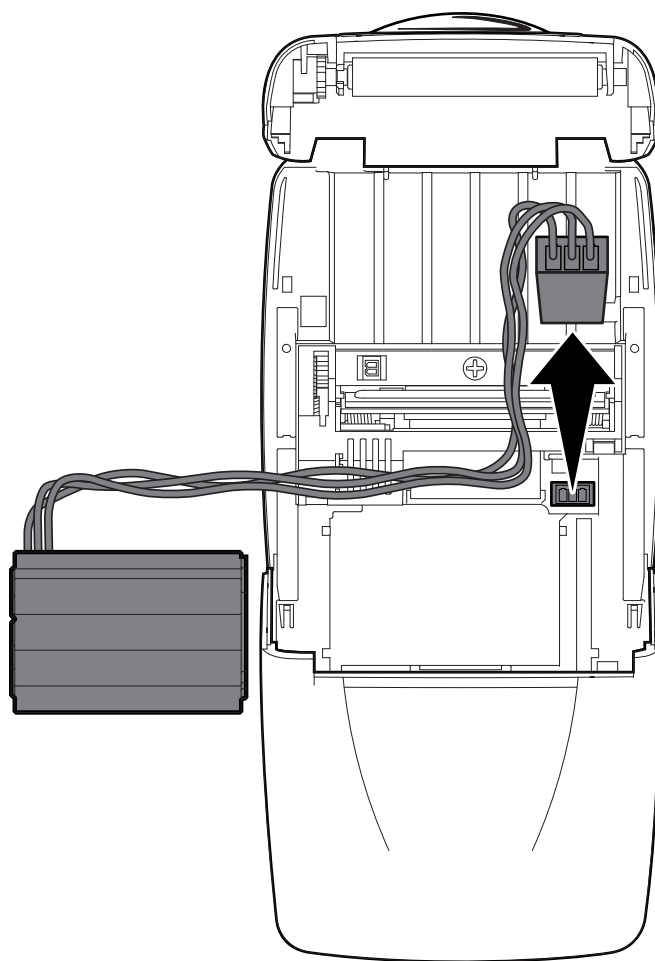


ATTENTION:
Do not damage the flat cable of the printing mechanism when lifting the battery pack.



Remove the battery pack from its seat lifting it upwards. Pay attention not to damage the flat cable of printing mechanism.

5



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



7.3 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

7.4 Cleaning

To periodic cleaning of the device, see the instructions below

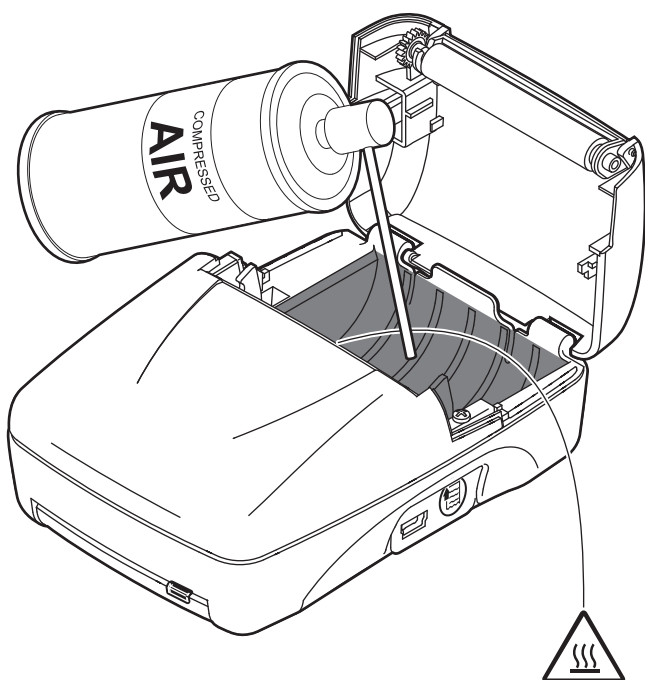
Paper path

1

→ OFF

Turn off the device (see [paragraph 4.2](#)) and close 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.

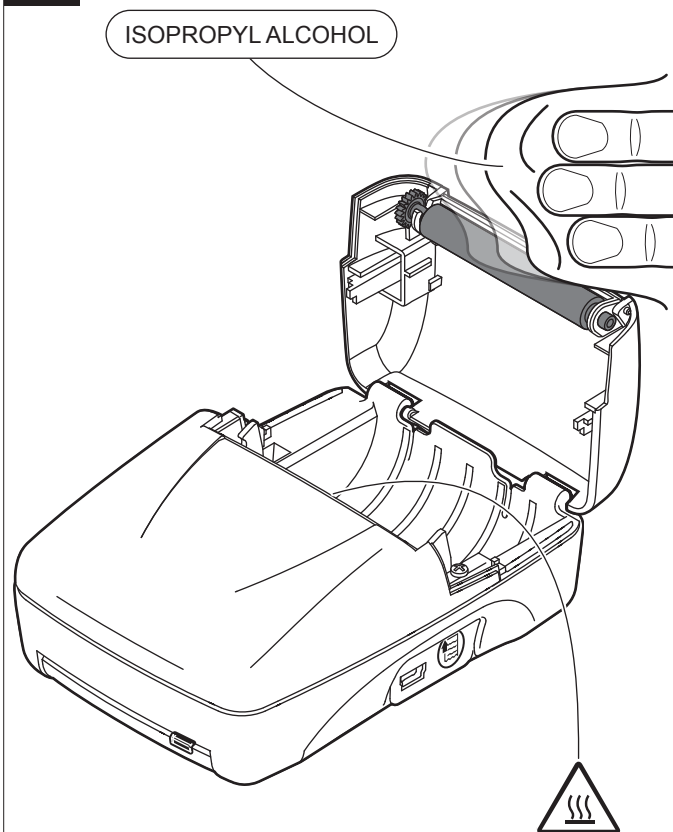
Printing roller

1

→ OFF

Turn off the device (see [paragraph 4.2](#)) and close 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.

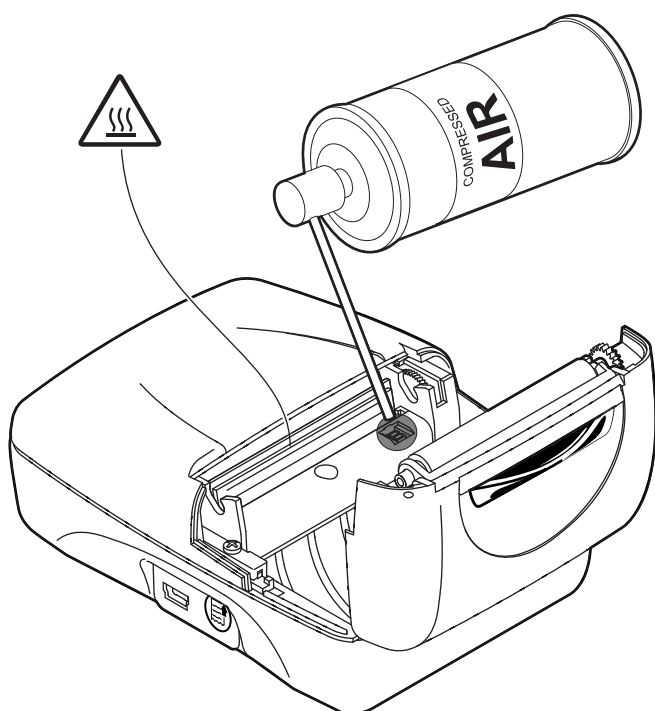
Sensor

1

→ OFF

Turn off the device (see [paragraph 4.2](#)) and close 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.

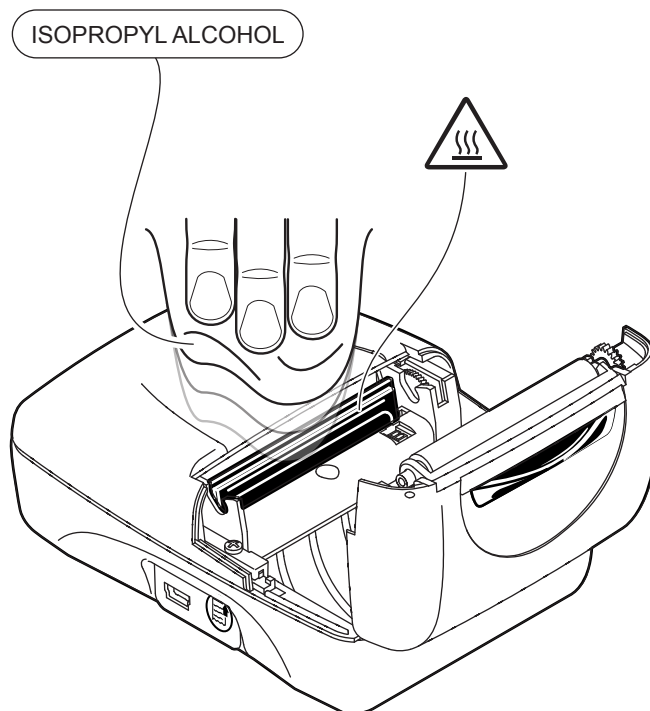
Print head

1

→ OFF

Turn off the device (see [paragraph 4.2](#)) and close 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.

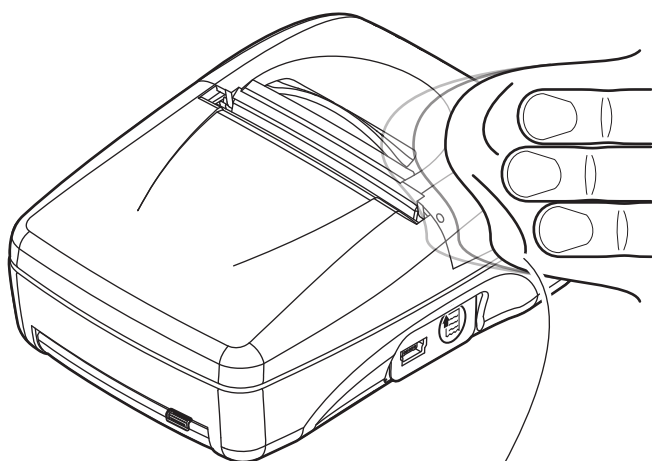
Case

1

→ **OFF**

Turn off the device (see [paragraph 4.2](#)).

2



ISOPROPYL ALCOHOL

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.



7.5 Firmware upgrade

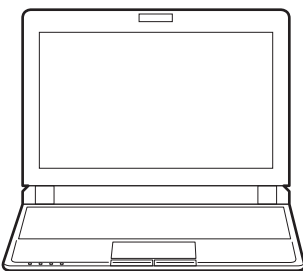
Firmware upgrade can be performed by using the “PrinterSet” software tool available on www.custom4u.it. To upgrade firmware, proceed as follows:

1



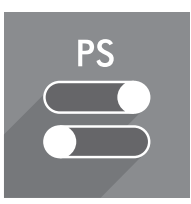
Login to the web site www.custom4u.it, type in the product code of the device and download the latest firmware release available.

2




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

3



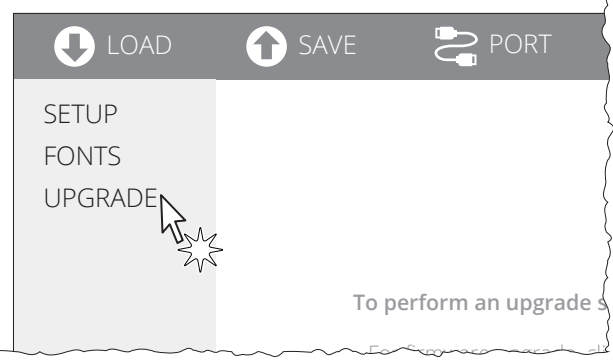
Start the “PrinterSet” software tool.

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.



8 SPECIFICATION

8.1 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) 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 (384 x 680 dot)
DEVICE	
Resolution	203 dpi (8 dot/mm)
Printing width	48 mm
Printing method	Thermal fixed head
Printing speed ^{(1) (2) (3)}	max. 60 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 8.5), 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	57 mm ± 0.5 mm
Paper weight	from 55 g/m ² to 60 g/m ²
Paper thickness	61 µm
Recommended types of paper	KANZAN KF50 MITSUBISHI PF5067
Paper end	Not attached to roll core
Roll outer diameter	max. 33 mm
Internal roll core diameter	12 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 5 V, 2 A (Fast charge)

ELECTRICAL SPECIFICATIONS POWER SUPPLY cod. 963GE020000056

Power supply voltage from 100 Vac to 240 Vac

Frequency from 50 Hz to 60 Hz

Output 5 V, 2 A

Power 10 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. 4.5 hours
Autonomy	
Print	8 hours x 750 ticket
Standby ⁽⁶⁾	36 hours

ENVIRONMENTAL CONDITIONS

Operating temperature ⁽⁷⁾	from -20 °C to +70 °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 Bluetooth mode.
- (7) : In charge from 0°C to +45°C.



8.2 Character specifications

Character set		3	
Character density	13 cpi	17 cpi	22 cpi
Number of columns	24	32	40/42
Chars / s	480	640	853
Lines / s	13	13	13
Characters (L x H mm)-Normal	2 x 3	1.5 x 3	1.1 x 3

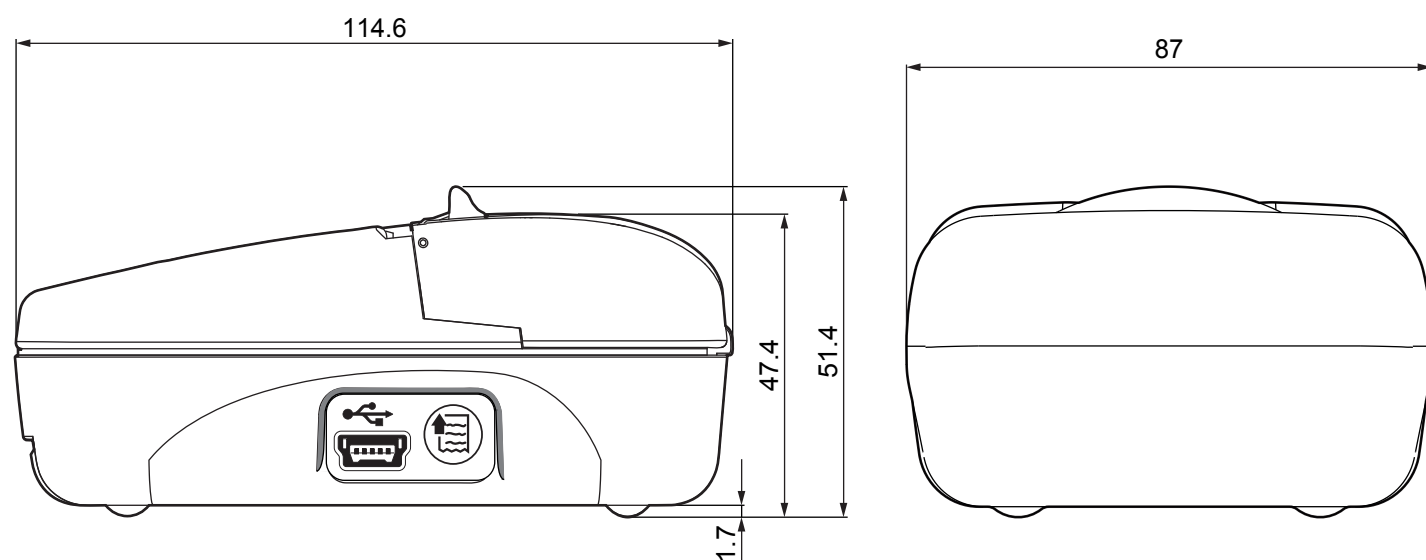
NOTE: Theoretical values.



8.3 Device dimensions

Length	114.6 mm
Height	51.4 mm
Width	87 mm
Weight	196 g (without paper)

All the dimensions shown in following figures are in millimetres and referred to device with cover closed.





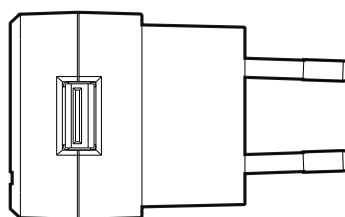
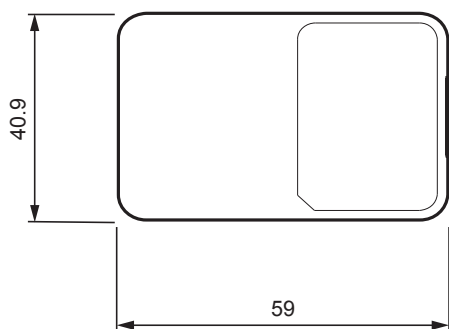
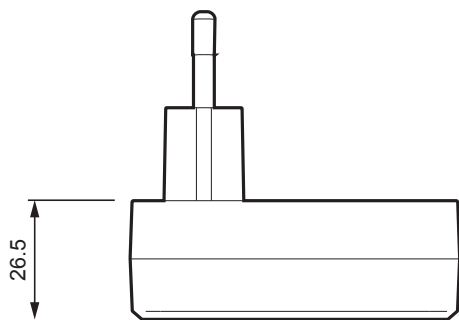
8.4 Power supply dimensions

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

POWER SUPPLY code 963GE020000056	
Length	59 mm
Height	26.5 mm
Width	40.9 mm

All the dimensions shown in following figures are in millimetres.

POWER SUPPLY code 963GE020000056





8.5 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 5.5](#)).

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	



<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	



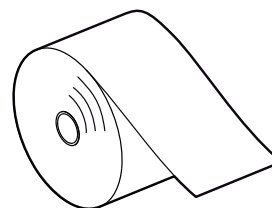
9 CONSUMABLES

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

67300000000343

THERMAL PAPER ROLL

weight = 55 g/m²
width = 57 mm
Ø external = 30 mm
Ø core = 12 mm



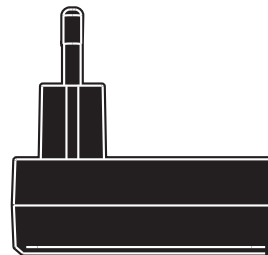


10 ACCESSORIES

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

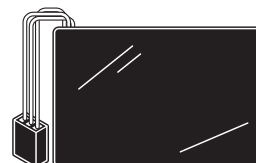
963GE020000056

10 W POWER ADAPTER
(For technical specifications, see the [paragraph 8.1](#))



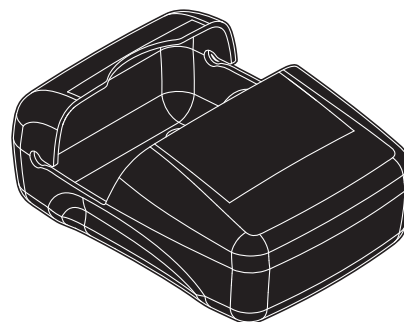
28D3000000005

BATTERY PACK
(For technical specifications, see the [paragraph 8.1](#))



970CP010000001

PROTECTIVE CASE







11 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 2.3](#)). 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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