

USER MANUAL

KPM862

KPM863

TK862

CUSTOM[®]

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THE IMAGES USED IN THIS MANUAL ARE USED AS AN ILLUSTRATIVE EXAMPLES. THEY COULDN'T REPRODUCE THE DESCRIBED MODEL FAITHFULLY.

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 (*Electromagnetic compatibility of multimedia equipment - Emission Requirements*)
- EN 55024/EN55035 (*Electromagnetic compatibility of multimedia equipment - Immunity requirements*)
- EN IEC/EN62368-1 (*Audio/video, information and communication technology 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.
- For the waste sorting of the packaging materials, please check the local waste disposal laws.



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



FCC STATEMENT
(FEDERAL COMMUNICATIONS
COMMISSIONS).

This note is valid only for device bringing FCC
trademark.

This device complies with Part 15 of the FCC
Rules. Operation is subject to the following
conditions:

The devices may not cause harmful interference.
The devices must accept any interference
received, including interference that may cause
undesired operation.

NOTE: This equipment has been tested and
found to comply with the limits for a Class B digital
device, pursuant to Part 15 of the FCC Rules.
These limits are designed to provide reasonable
protection against harmful interference in a
residential installation. This equipment generates,
uses and can radiate radio frequency energy
and, if not installed and used in accordance with
the instructions, may cause harmful interference
to radio communications. However, there is no
guarantee that interference will not occur in a
particular installation. If this equipment does
cause harmful interference to radio or television
reception, which can be determined by turning the
equipment off and on, the user is encouraged to
try and correct the interference by one or more
of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment
and receiver.

Connect the equipment into an outlet on a
circuit different from that to which the receiver
is connected.

Consult the dealer or an experienced radio/TV
technician for help.

Modifications to this product not authorized by
CUSTOM S.p.A. could void the FCC & Industry
Canada regulations and negate your authority to
operate the product.



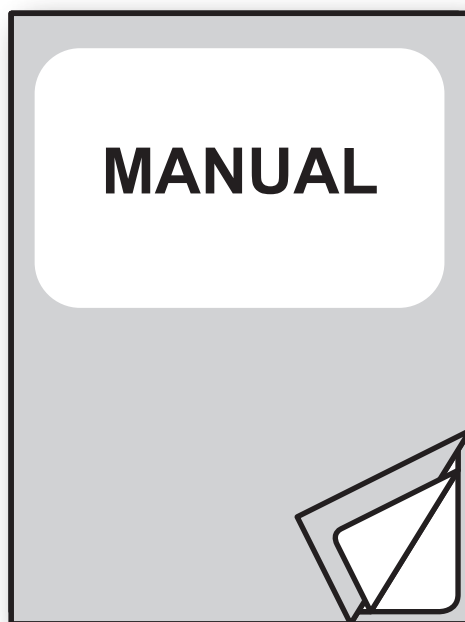
This product meets the ENERGY STAR®
guidelines for energy efficiency.

For more information about ENERGY STAR®,
visit www.energystar.gov.

This note is valid only for device bringing
ENERGY STAR® trademark.

This Class B digital apparatus complies with
Canadian ICES-003.

Cet appareil numérique de la classe B est
conforme à la norme NMB-003 du Canada.



For details on the commands,
refer to the manual with code **77200000004700**

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

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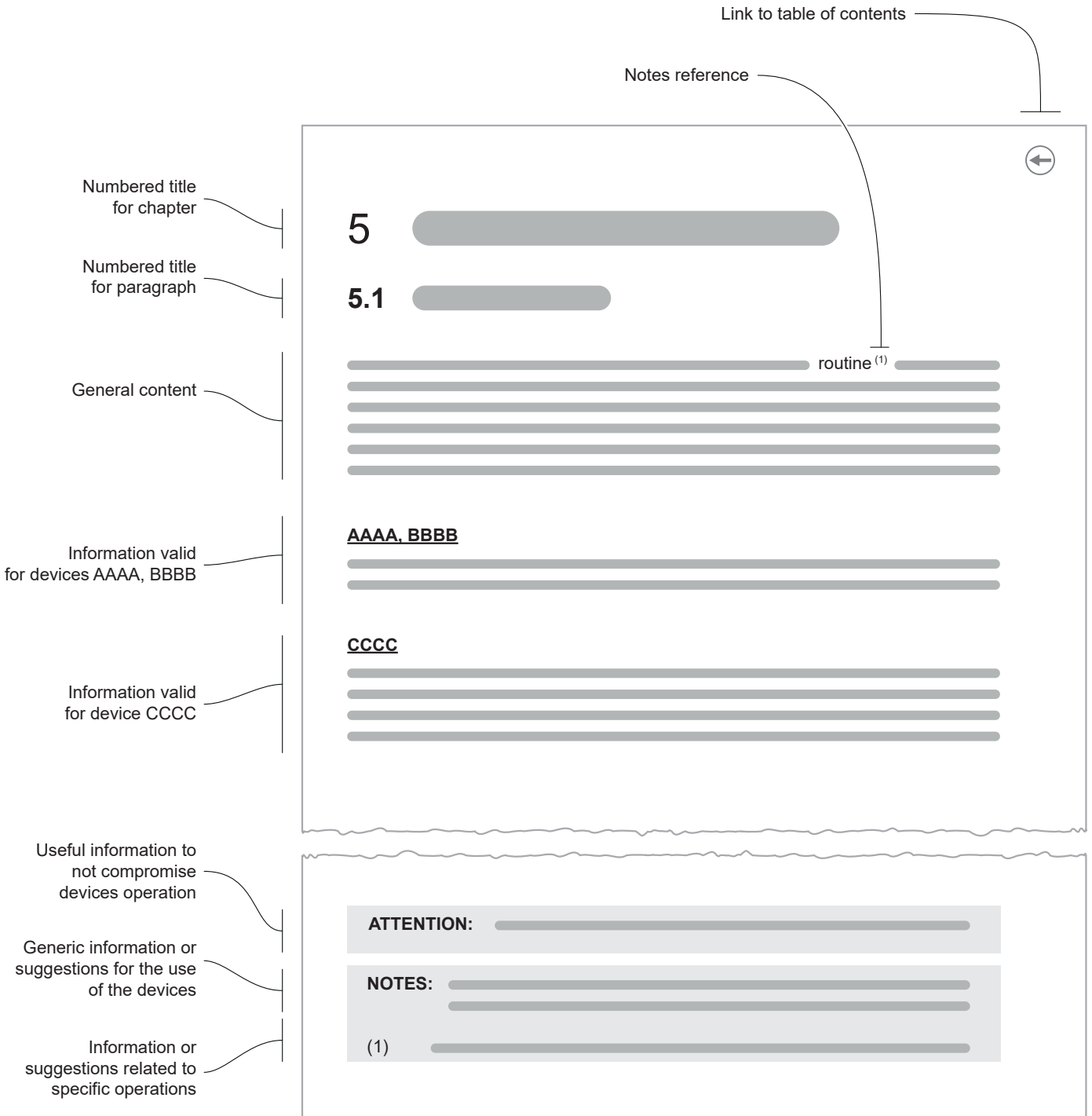
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1 INTRODUCTION

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 IDENTIFICATION OF THE MODELS

NOMENCLATURE	DESCRIPTION	NOTES
KPM862 1	KPM862 base configuration with 203 dpi printhead	-
KPM862 2	KPM862 with ejector group	Accessory required
KPM862 3	KPM862 with selector group for vertical fixing	Accessory required
KPM862 4	KPM862 with selector group for horizontal fixing	Accessory required
KPM862 5	KPM862 with integrated RFID antenna	-
KPM862 6	KPM862 with VeriPrint® system	-
KPM862 DF 1	KPM862 with dual feeder	-
KPM862 DF 2	KPM862 DF with ejector group	Accessory required
KPM862 DF 3	KPM862 DF with selector group for vertical fixing	Accessory required
KPM862 DF 4	KPM862 DF with selector group for horizontal fixing	Accessory required
TK862 1	TK862 base configuration with 203 dpi printhead	-
TK862 2	TK862 with ejector group	-
TK862 3	TK862 with VeriPrint® system	-
TK862 4	TK862 with integrated RFID antenna	-
TK862 DF 1	TK862 with dual feeder	-
TK862 DF 2	TK862 DF with ejector group	Accessory required
TK862 DF 3	TK862 DF with VeriPrint® system	-
KPM863 1	KPM863 base configuration with 304 dpi printhead	304 dpi version only on project
KPM863 2	KPM863 with ejector group	304 dpi version only on project
KPM863 3	KPM863 with selector group for vertical fixing	304 dpi version only on project
KPM863 4	KPM863 with selector group for horizontal fixing	304 dpi version only on project
KPM863 DF 1	KPM863 with dual feeder	304 dpi version only on project
KPM863 DF 2	KPM863 DF with ejector group	304 dpi version only on project
KPM863 DF 3	KPM863 DF with selector group for vertical fixing	304 dpi version only on project
KPM863 DF 4	KPM863 DF with selector group for horizontal fixing	304 dpi version only on project



3 DESCRIPTION

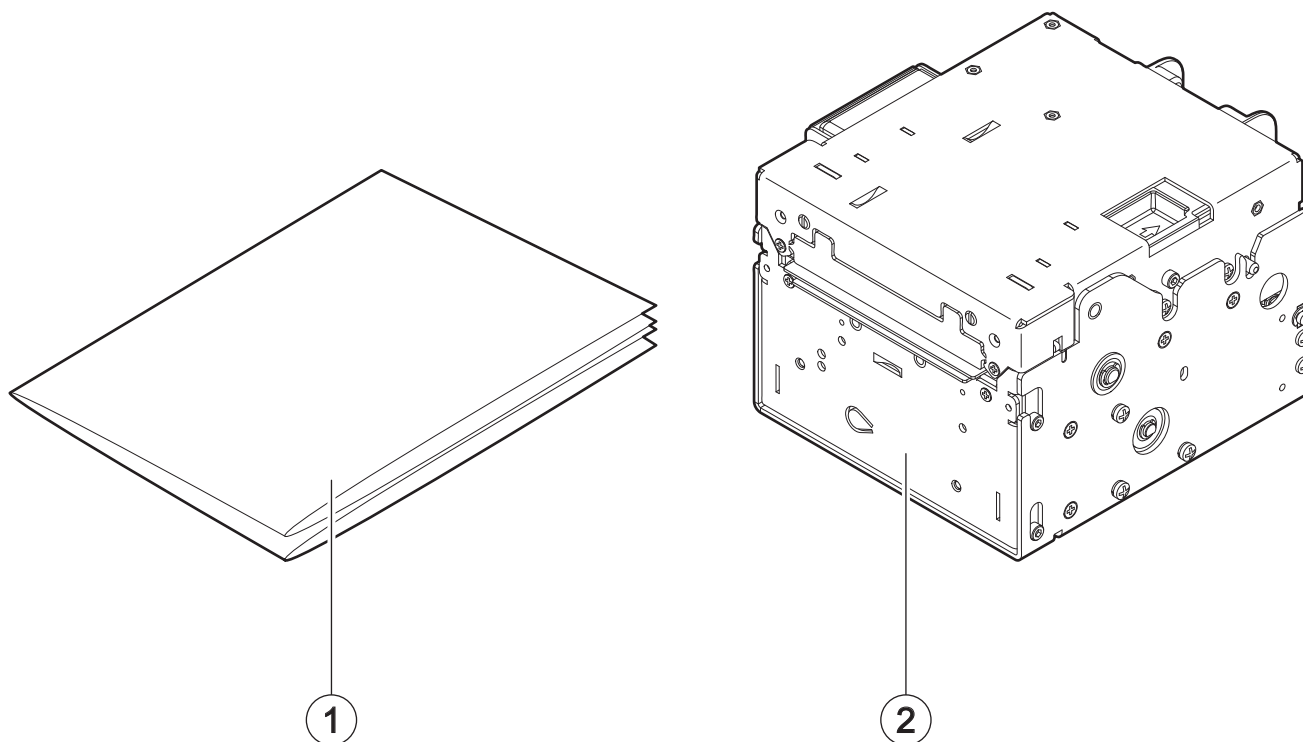
3.1 Box contents

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.

KPM862 1, KPM862 2, KPM862 3, KPM862 4, KPM862 5, KPM862 6
KPM863 1, KPM863 2, KPM863 3, KPM863 4

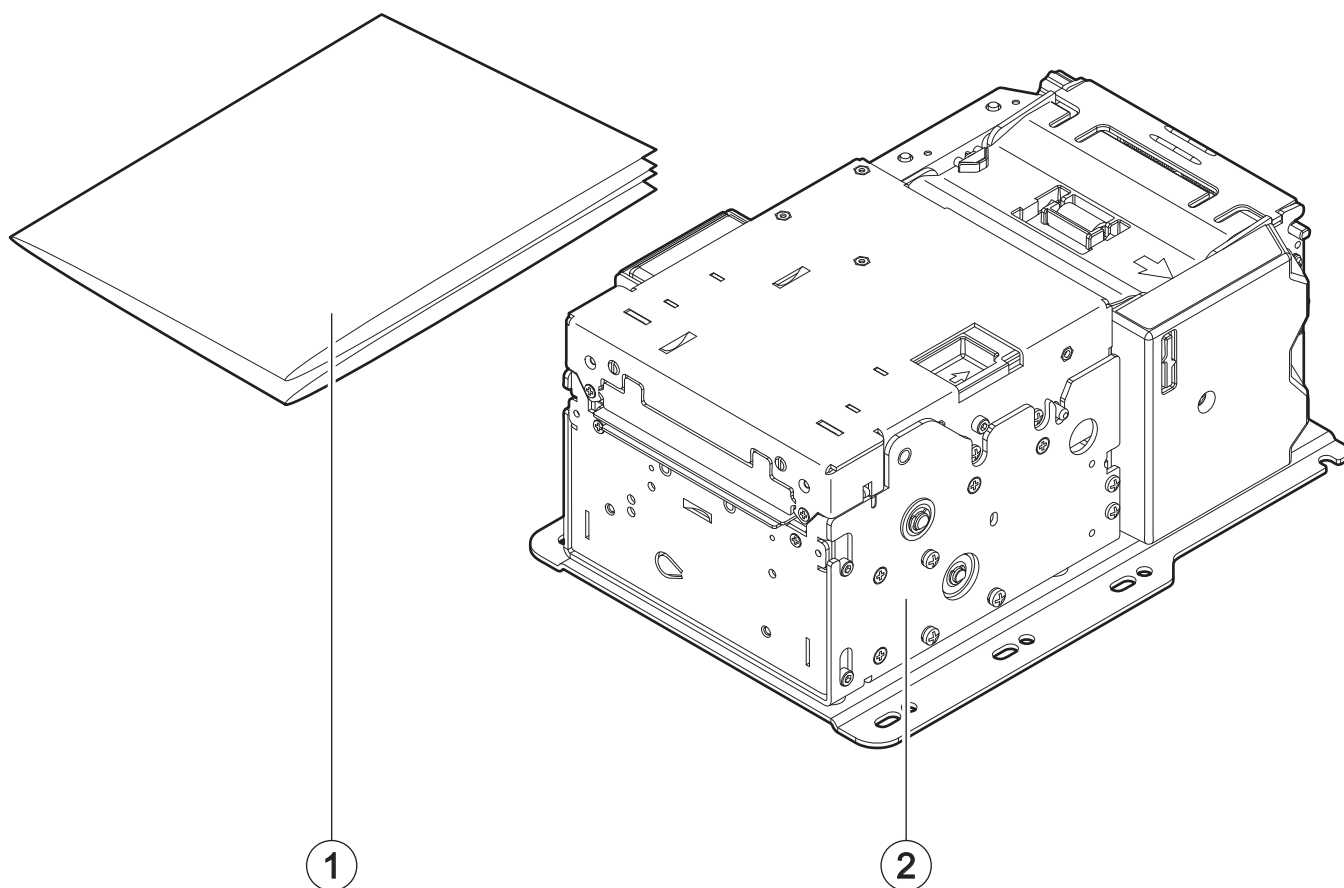
1. Documentation (installation instruction sheet)
2. Device





KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4
KPM863 DF 1, KPM863 DF 2, KPM863 DF 3, KPM863 DF 4

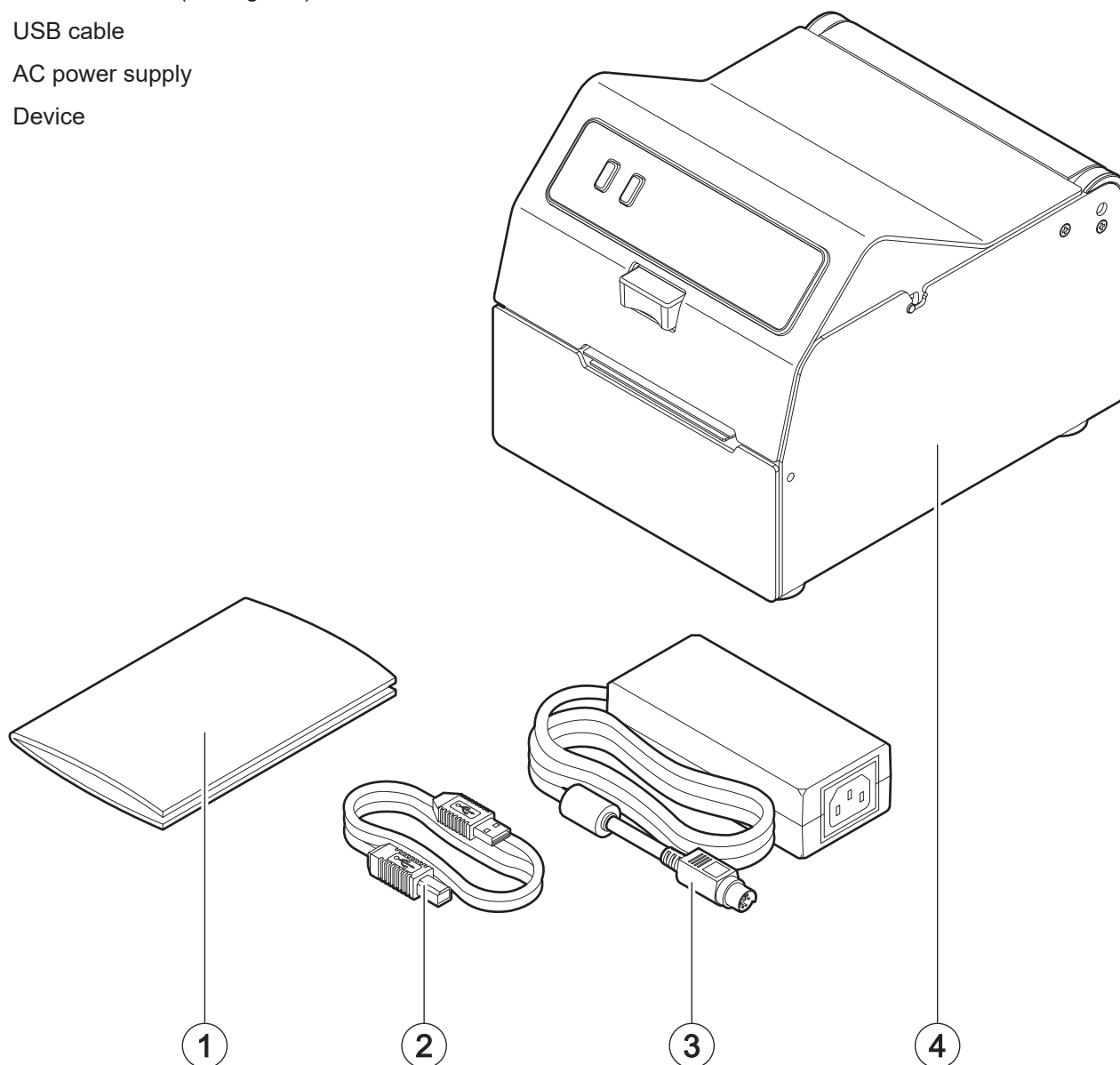
1. Documentation (installation instruction sheet)
2. Device





TK862 1, TK862 2, TK862 3, TK862 4

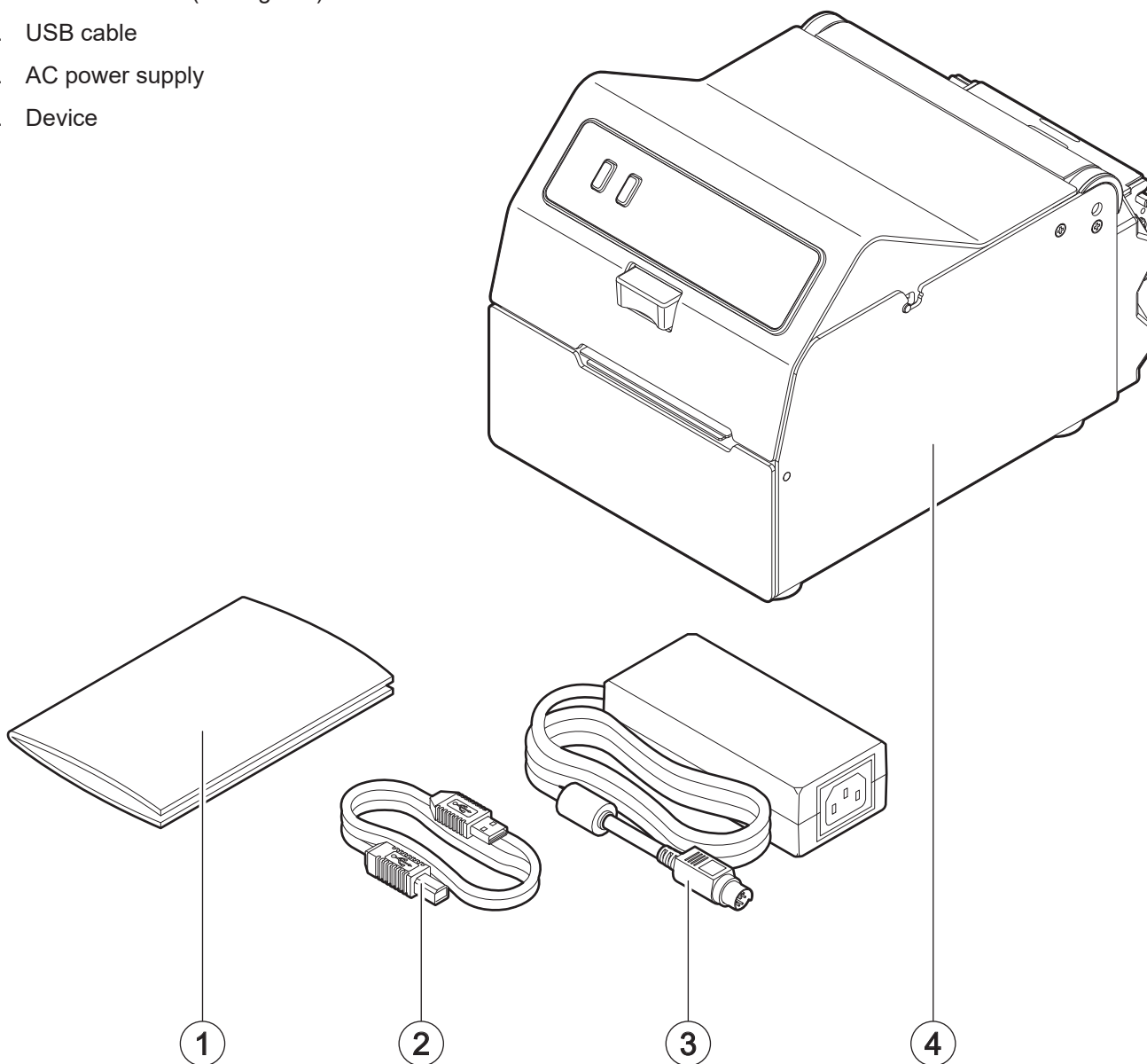
1. Documentation (short guide)
2. USB cable
3. AC power supply
4. Device





TK862 DF 1, TK862 DF 2, TK862 DF 3

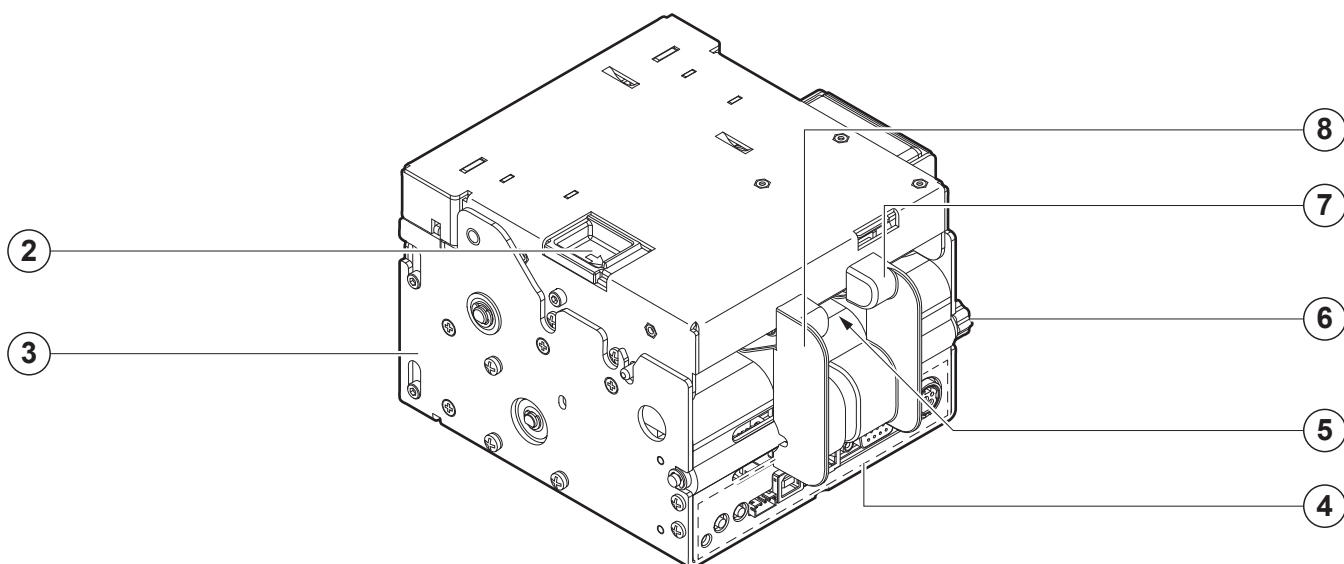
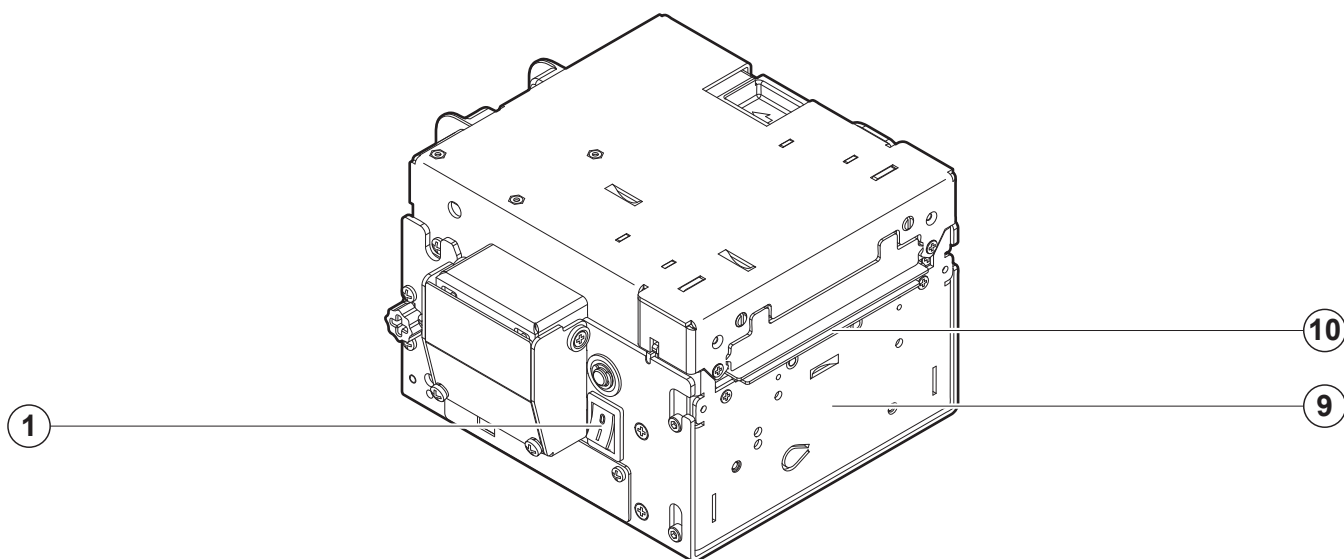
1. Documentation (short guide)
2. USB cable
3. AC power supply
4. Device



3.2 Device components: external views

KPM862 1, KPM862 5, KPM862 6
KPM863 1

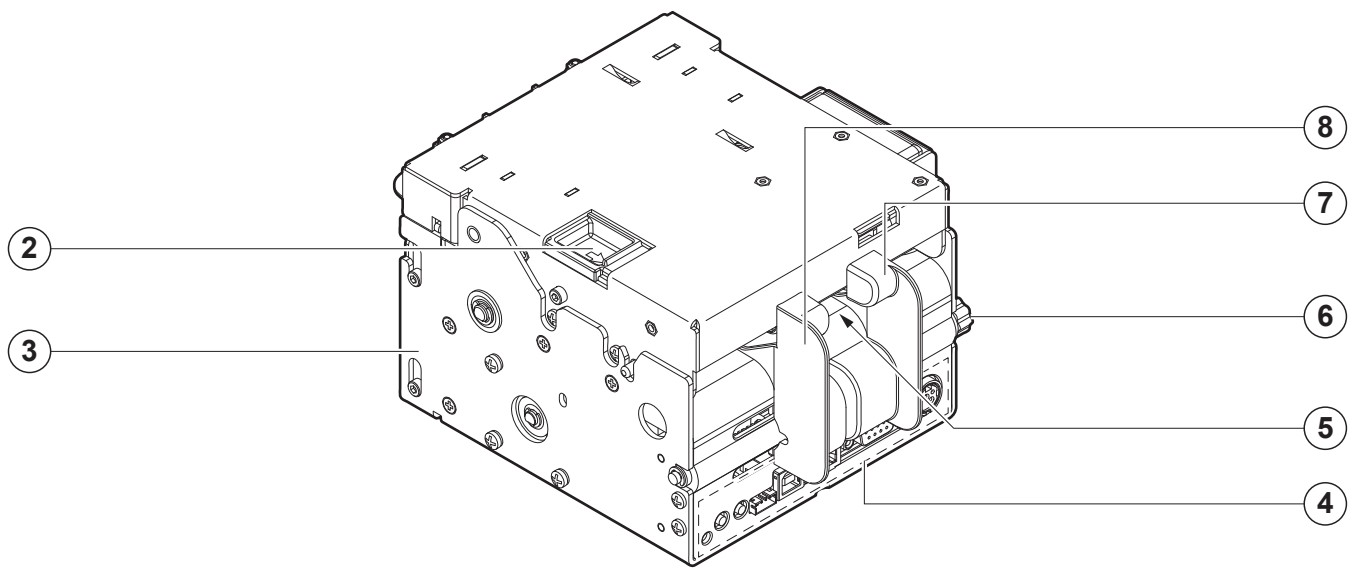
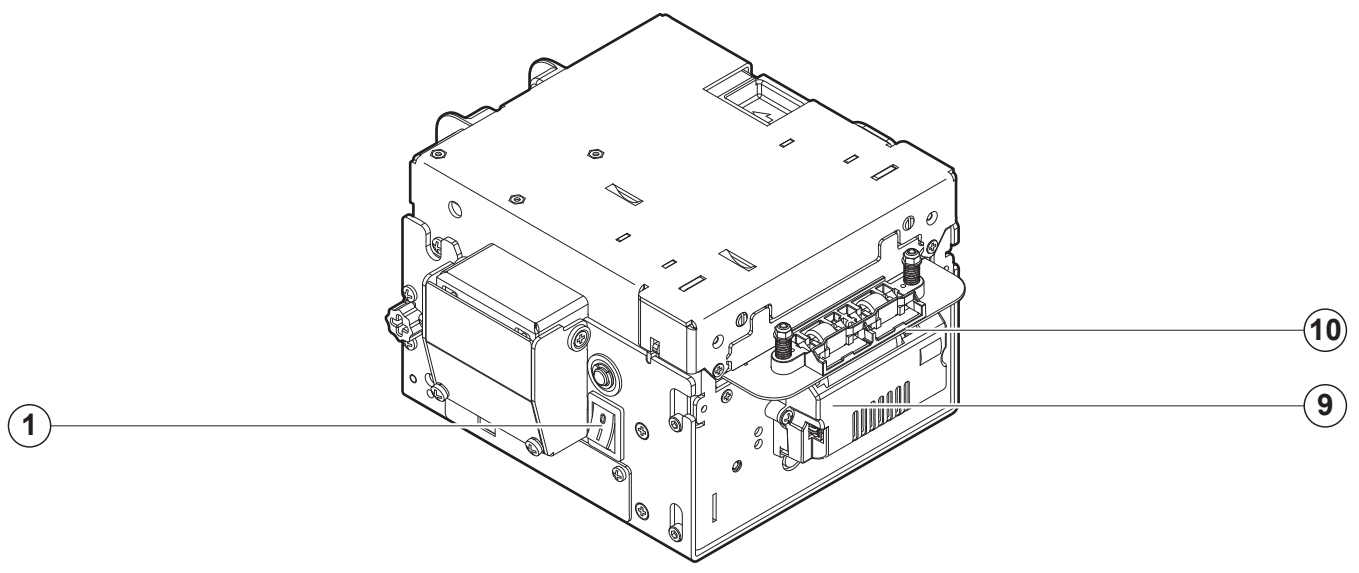
- | | |
|---|--|
| 1. ON/OFF key | 6. Adjustment knob for paper input width |
| 2. Opening lever for upper cover | 7. Left paper guide |
| 3. Device chassis | 8. Right paper guide |
| 4. Keys and connectors panel (see paragraph 3.3) | 9. Front cover |
| 5. Paper input | 10. Paper out |





KPM862 2
KPM863 2

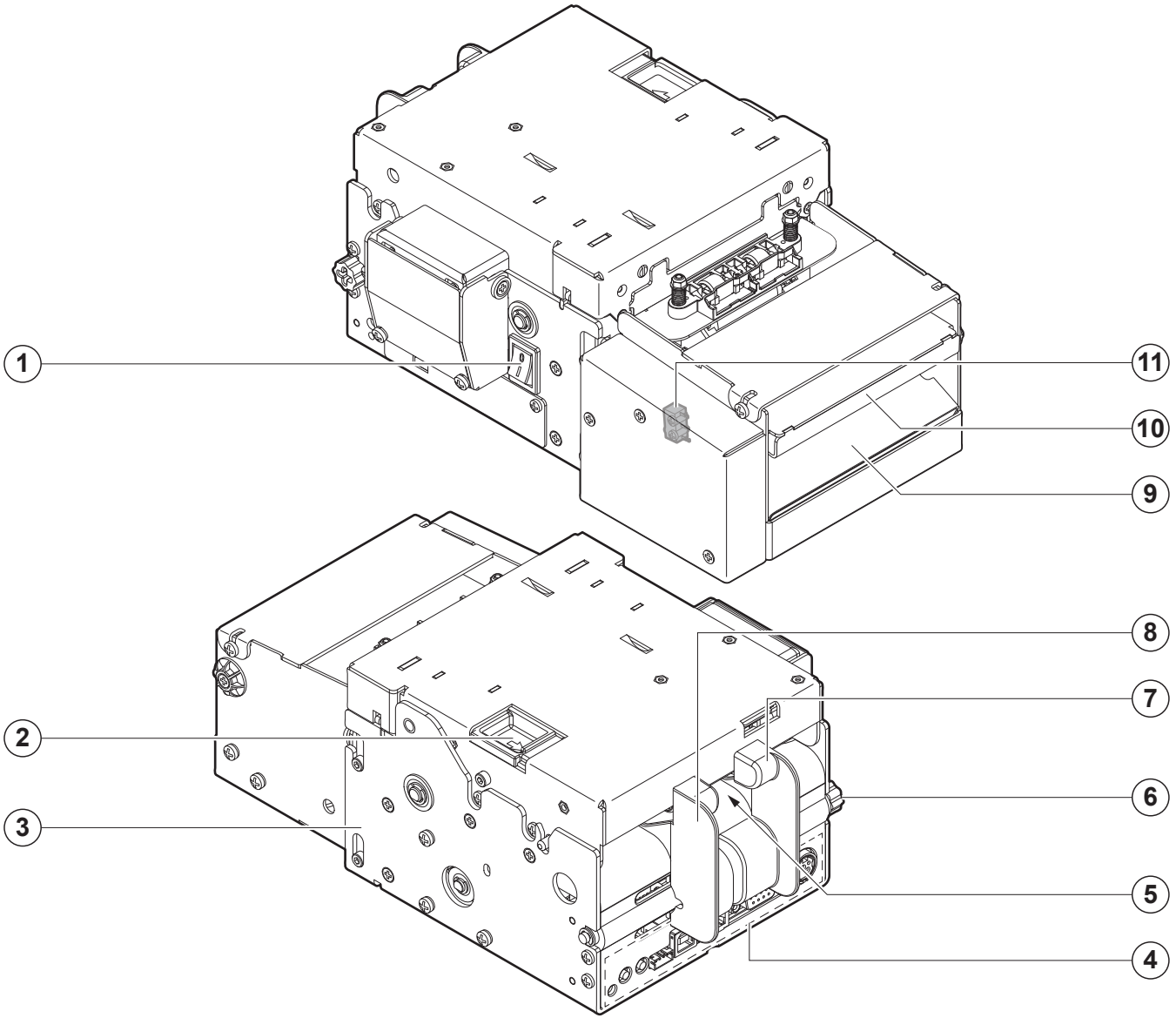
- 1. ON/OFF key
- 2. Opening lever for upper cover
- 3. Device chassis
- 4. Keys and connectors panel (see [paragraph 3.3](#))
- 5. Paper input
- 6. Adjustment knob for paper input width
- 7. Left paper guide
- 8. Right paper guide
- 9. Front cover with ejector group
- 10. Paper out





KPM862 3
KPM863 3

- 1. ON/OFF key
- 2. Opening lever for upper cover
- 3. Device chassis
- 4. Keys and connectors panel (see [paragraph 3.3](#))
- 5. Paper input
- 6. Adjustment knob for paper input width
- 7. Left paper guide
- 8. Right paper guide
- 9. Paper out (see [paragraph 5.5](#))
- 10. Tilting slide
- 11. Sensor for tilting slide position

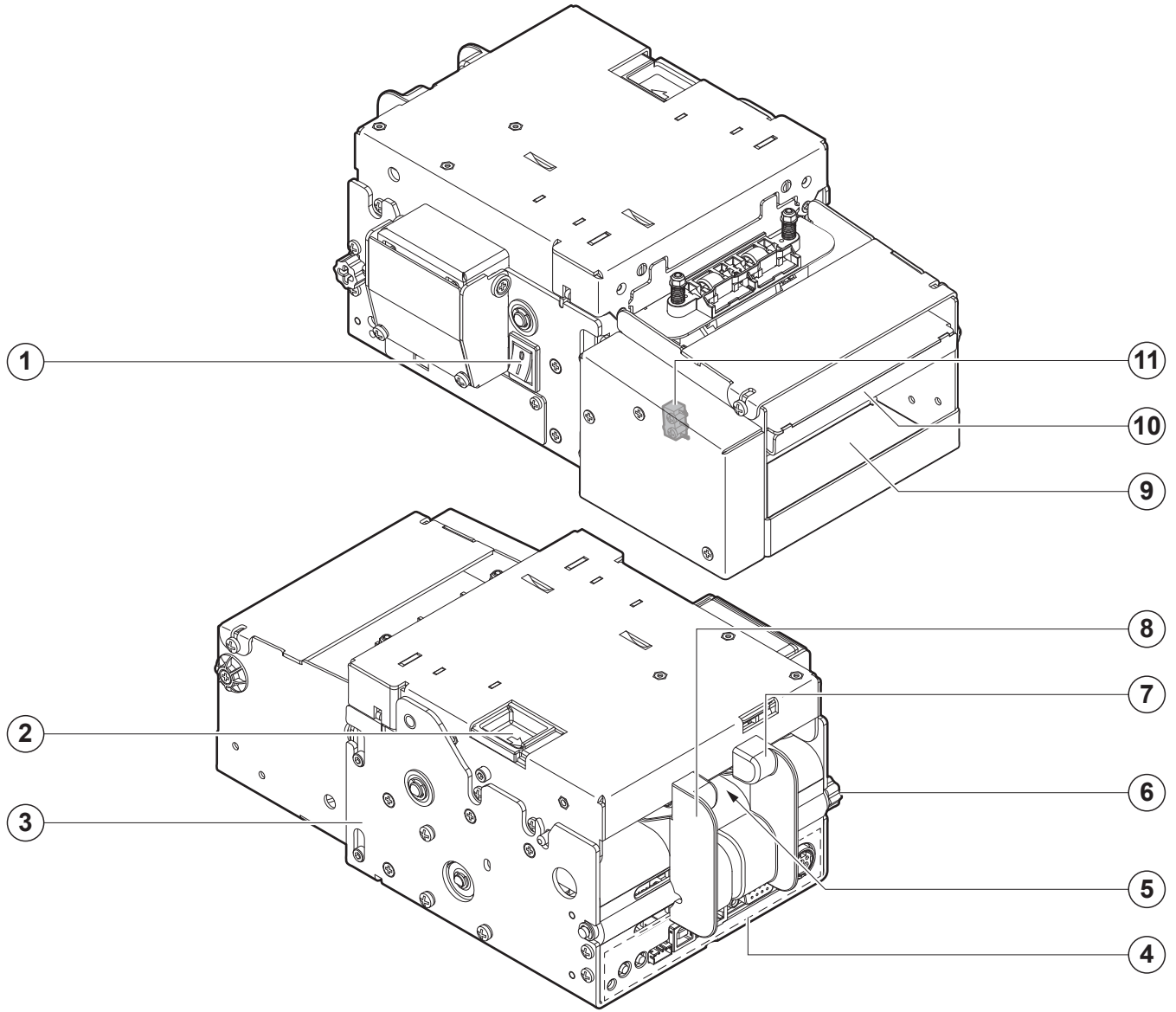




KPM862 4

KPM863 4

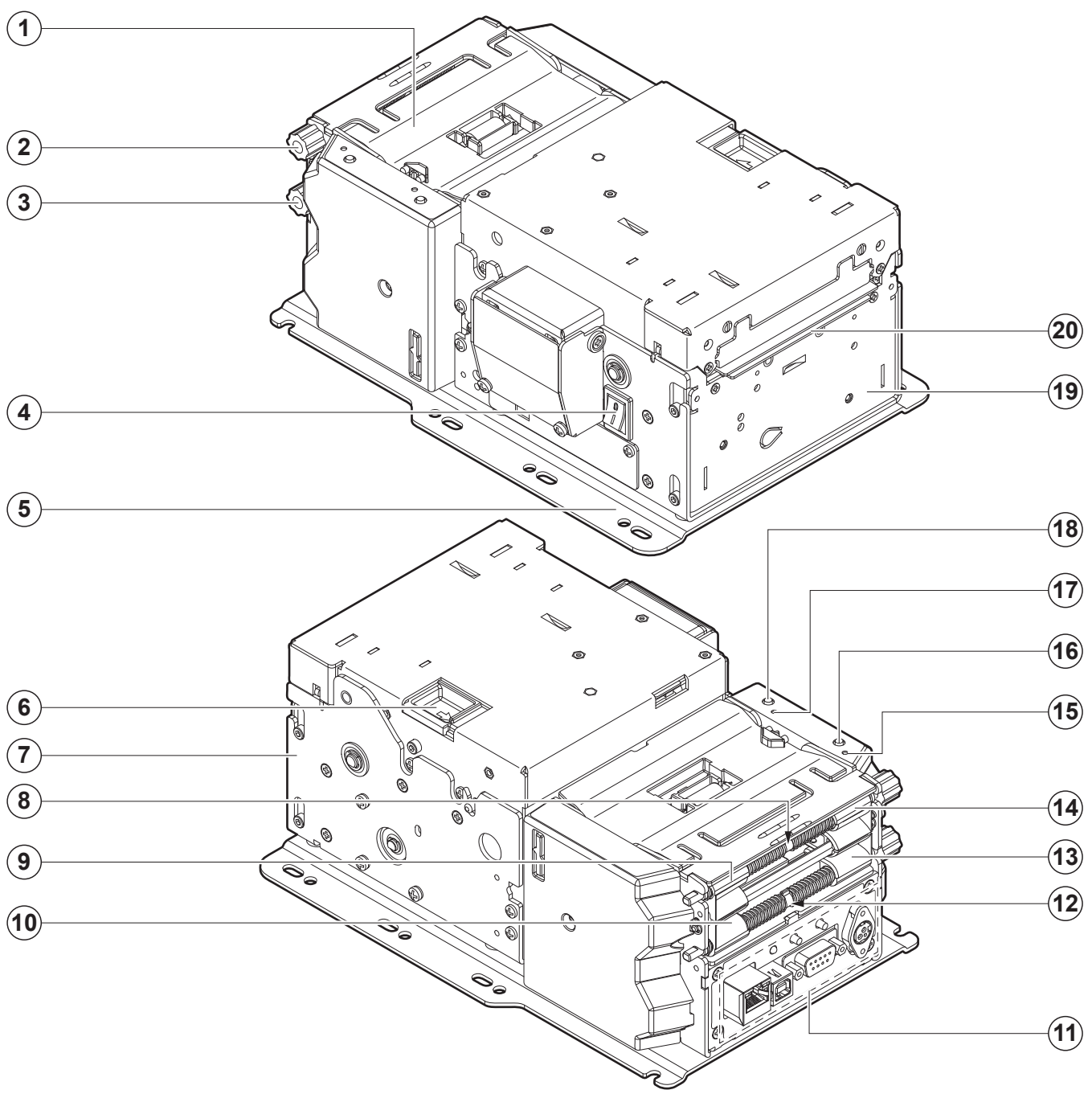
- 1. ON/OFF key
- 2. Opening lever for upper cover
- 3. Device chassis
- 4. Keys and connectors panel (see [paragraph 3.3](#))
- 5. Paper input
- 6. Adjustment knob for paper input width
- 7. Left paper guide
- 8. Right paper guide
- 9. Paper out (see [paragraph 5.5](#))
- 10. Tilting slide
- 11. Sensor for tilting slide position





KPM862 DF 1
KPM863 DF 1

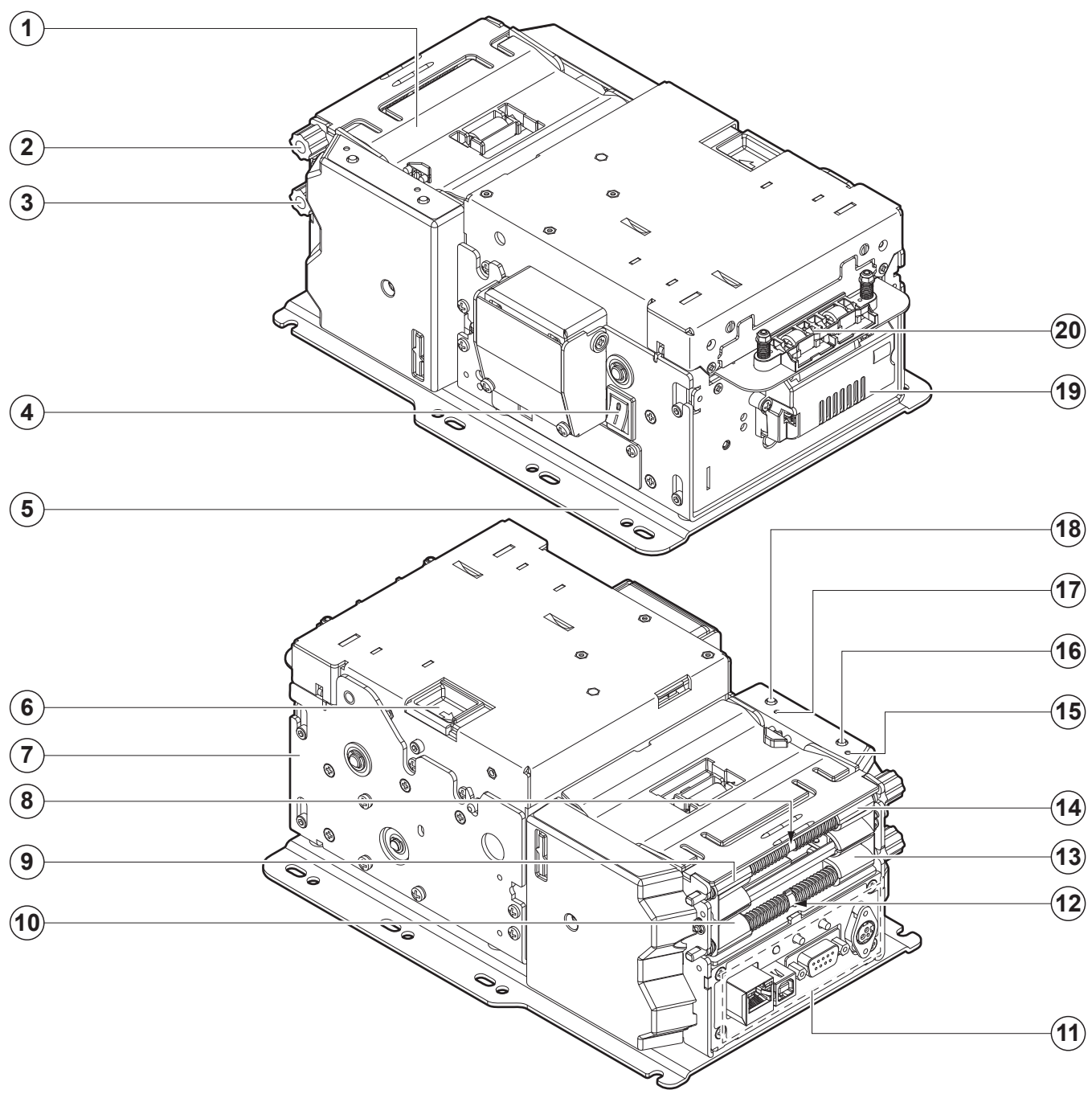
- | | |
|--|--|
| 1. Dual feeder | 11. Keys and connectors panel (see paragraph 3.3) |
| 2. Adjustment knob for paper input 1 width | 12. Paper input 2 |
| 3. Adjustment knob for paper input 2 width | 13. Paper input 2 left guide |
| 4. ON/OFF key | 14. Paper input 1 left guide |
| 5. Fixing plate | 15. F1 status LED |
| 6. Opening lever for upper cover | 16. F1 key |
| 7. Device chassis | 17. F2 status LED |
| 8. Paper input 1 | 18. F2 key |
| 9. Paper input 1 right guide | 19. Front cover |
| 10. Paper input 2 right guide | 20. Paper out |





KPM862 DF 2
KPM863 DF 2

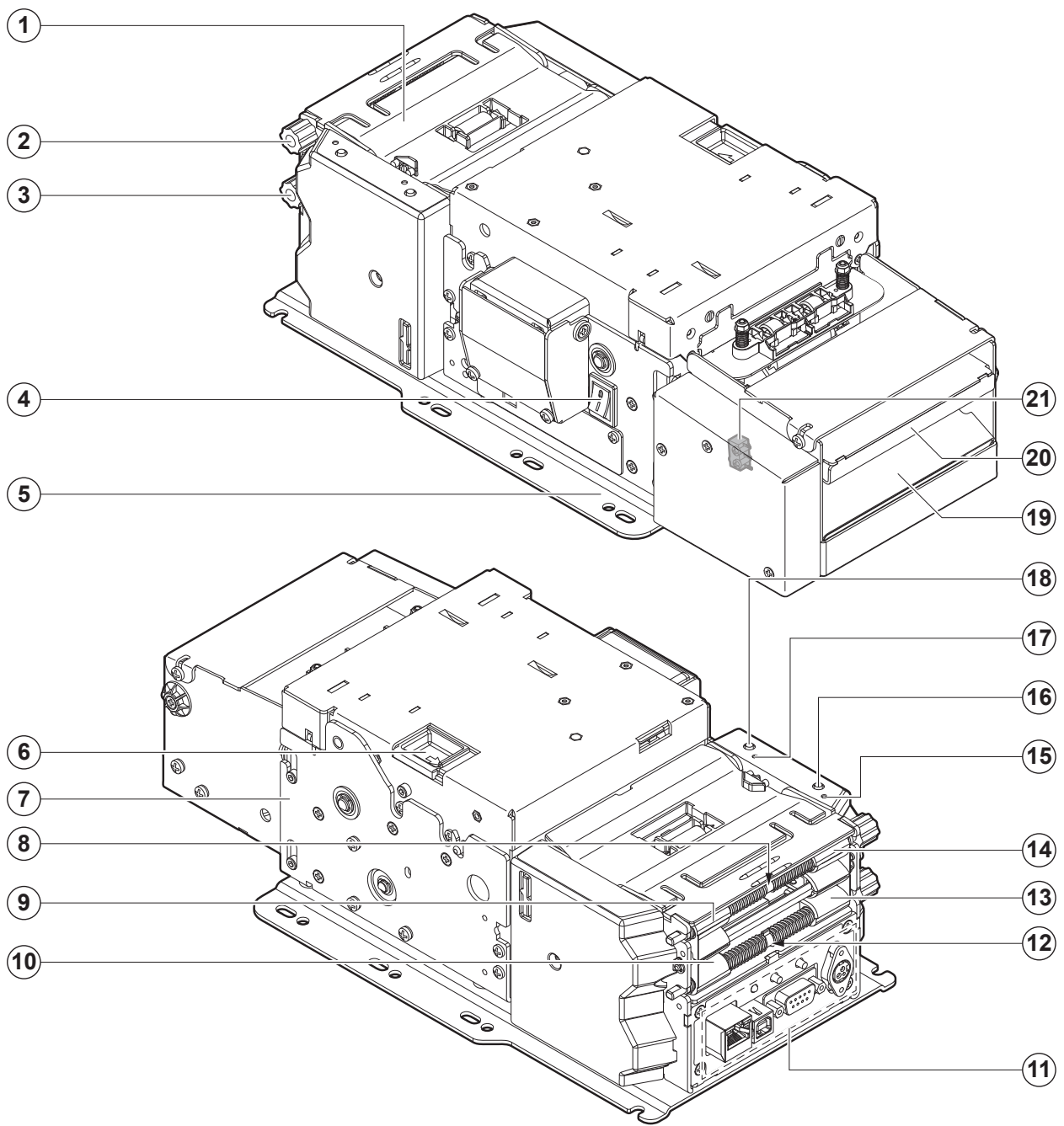
- | | |
|--|--|
| 1. Dual feeder | 11. Keys and connectors panel (see paragraph 3.3) |
| 2. Adjustment knob for paper input 1 width | 12. Paper input 2 |
| 3. Adjustment knob for paper input 2 width | 13. Paper input 2 left guide |
| 4. ON/OFF key | 14. Paper input 1 left guide |
| 5. Fixing plate | 15. F1 status LED |
| 6. Opening lever for upper cover | 16. F1 key |
| 7. Device chassis | 17. F2 status LED |
| 8. Paper input 1 | 18. F2 key |
| 9. Paper input 1 right guide | 19. Front cover with ejector group |
| 10. Paper input 2 right guide | 20. Paper out |





KPM862 DF 3
KPM863 DF 3

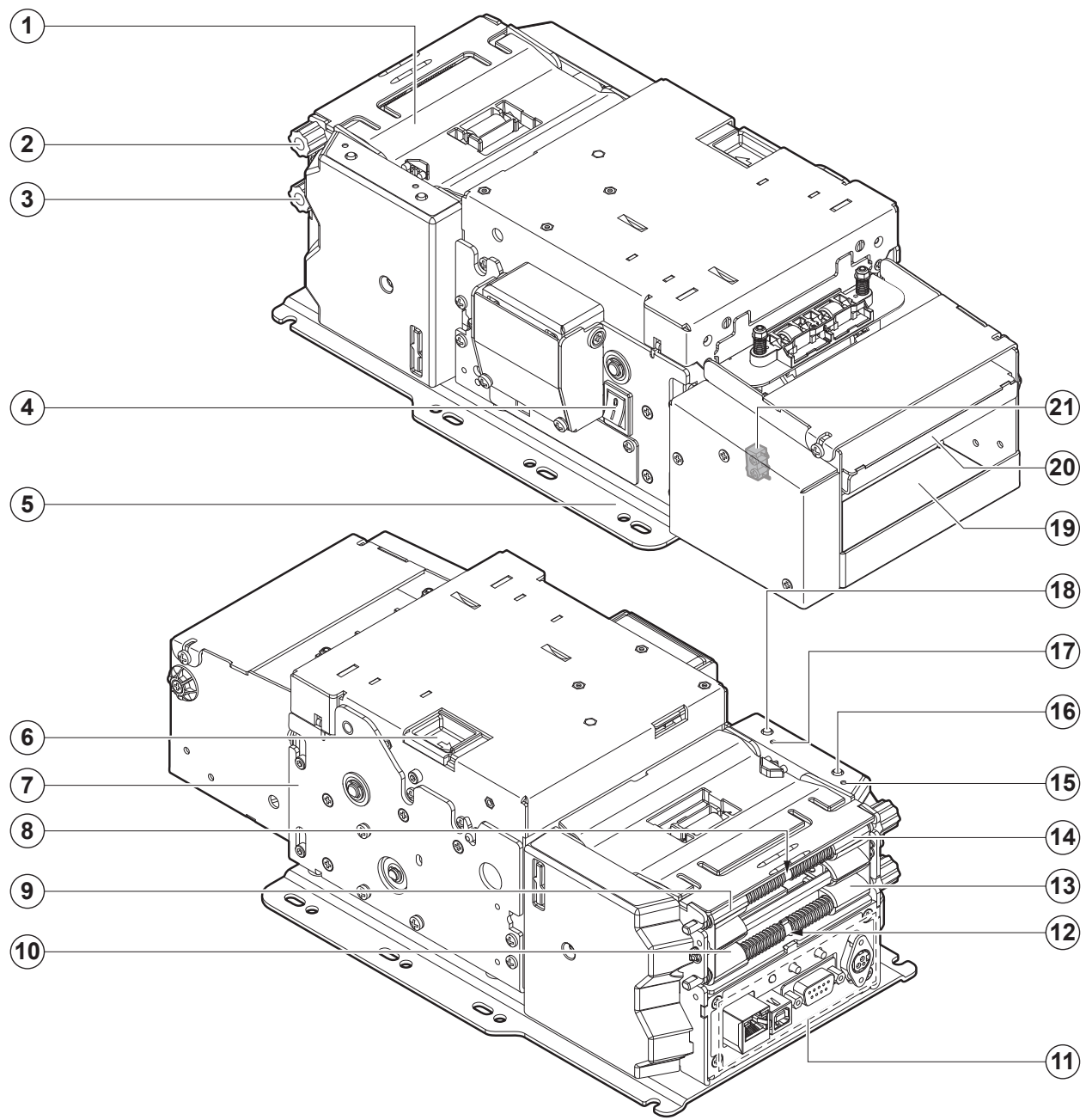
- 1. Dual feeder
- 2. Adjustment knob for paper input 1 width
- 3. Adjustment knob for paper input 2 width
- 4. ON/OFF key
- 5. Fixing plate
- 6. Opening lever for upper cover
- 7. Device chassis
- 8. Paper input 1
- 9. Paper input 1 right guide
- 10. Paper input 2 right guide
- 11. Keys and connectors panel (see [paragraph 3.3](#))
- 12. Paper input 2
- 13. Paper input 2 left guide
- 14. Paper input 1 left guide
- 15. F1 status LED
- 16. F1 key
- 17. F2 status LED
- 18. F2 key
- 19. Paper out (see [paragraph 5.5](#))
- 20. Tilting slide
- 21. Sensor for tilting slide position





KPM862 DF 4
KPM863 DF 4

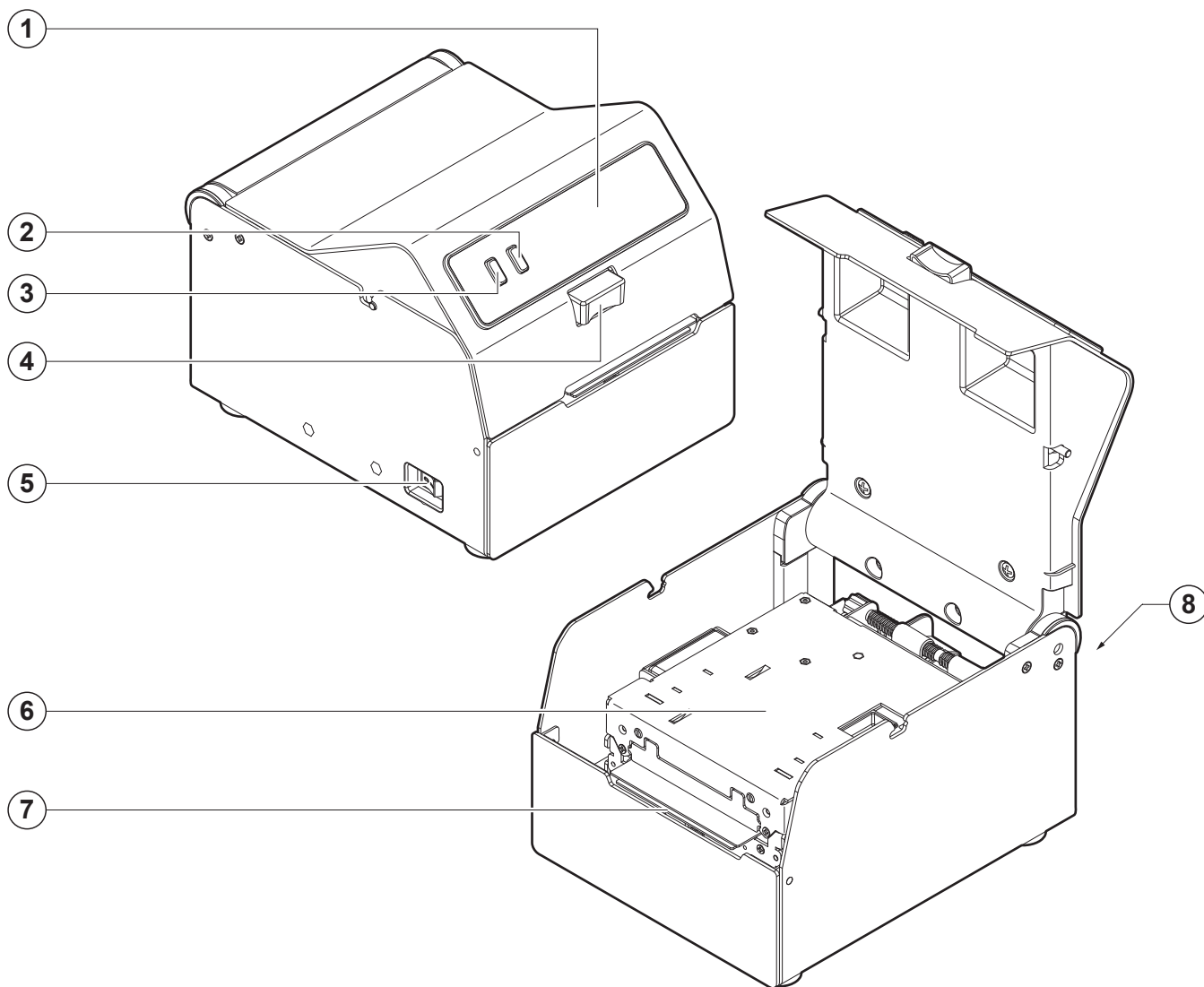
1. Dual feeder
2. Adjustment knob for paper input 1 width
3. Adjustment knob for paper input 2 width
4. ON/OFF key
5. Fixing plate
6. Opening lever for upper cover
7. Device chassis
8. Paper input 1
9. Paper input 1 right guide
10. Paper input 2 right guide
11. Keys and connectors panel (see [paragraph 3.3](#))
12. Paper input 2
13. Paper input 2 left guide
14. Paper input 1 left guide
15. F1 status LED
16. F1 key
17. F2 status LED
18. F2 key
19. Paper out (see [paragraph 5.5](#))
20. Tilting slide
21. Sensor for tilting slide position





TK862 1, TK862 3, TK862 4

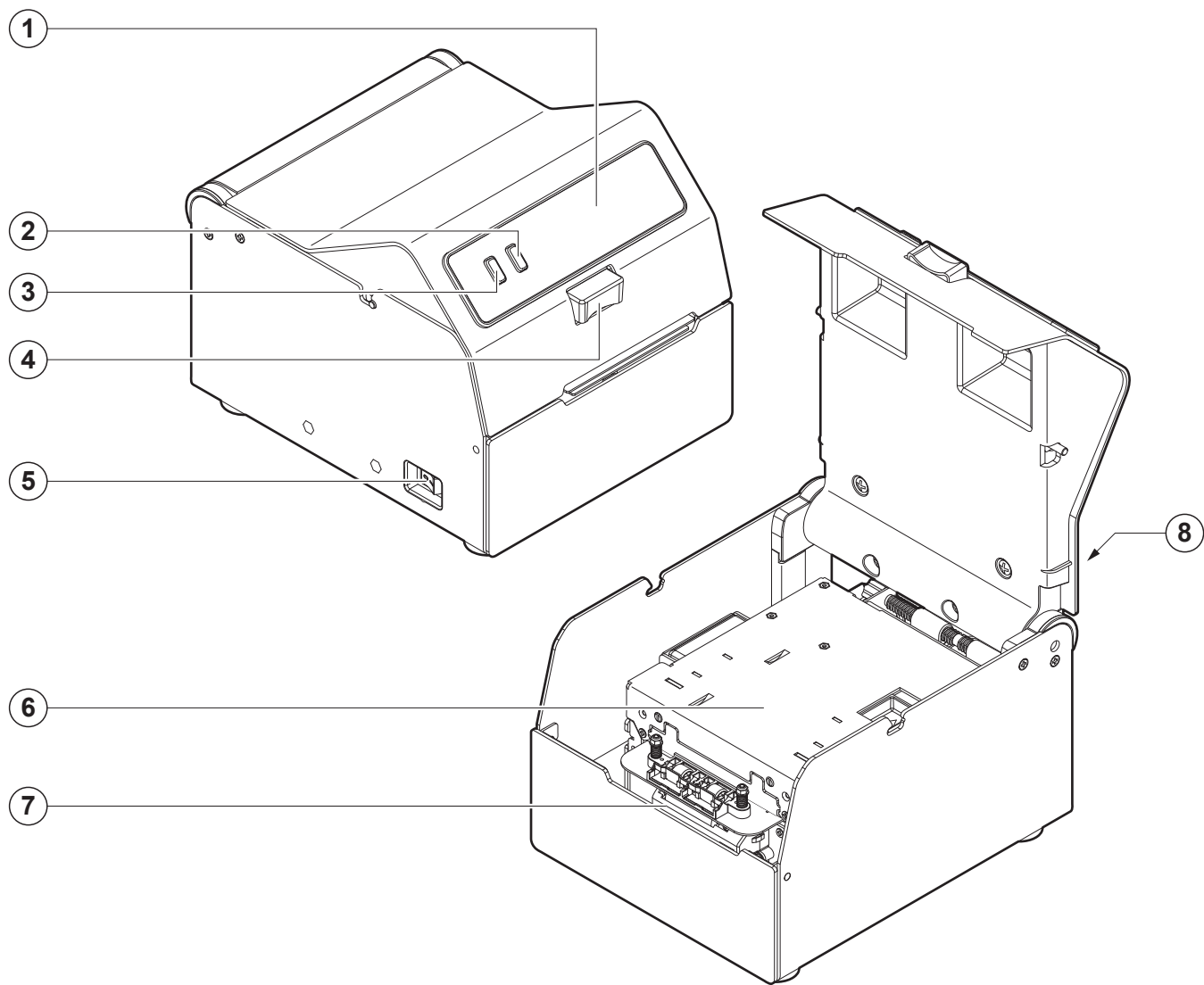
- | | |
|----------------------------------|--|
| 1. Display | 5. ON/OFF key |
| 2. LINE FEED key | 6. Internal printer (see previous pages) |
| 3. FORM FEED key | 7. Paper out |
| 4. Opening lever for upper cover | 8. Paper input |





TK862 2

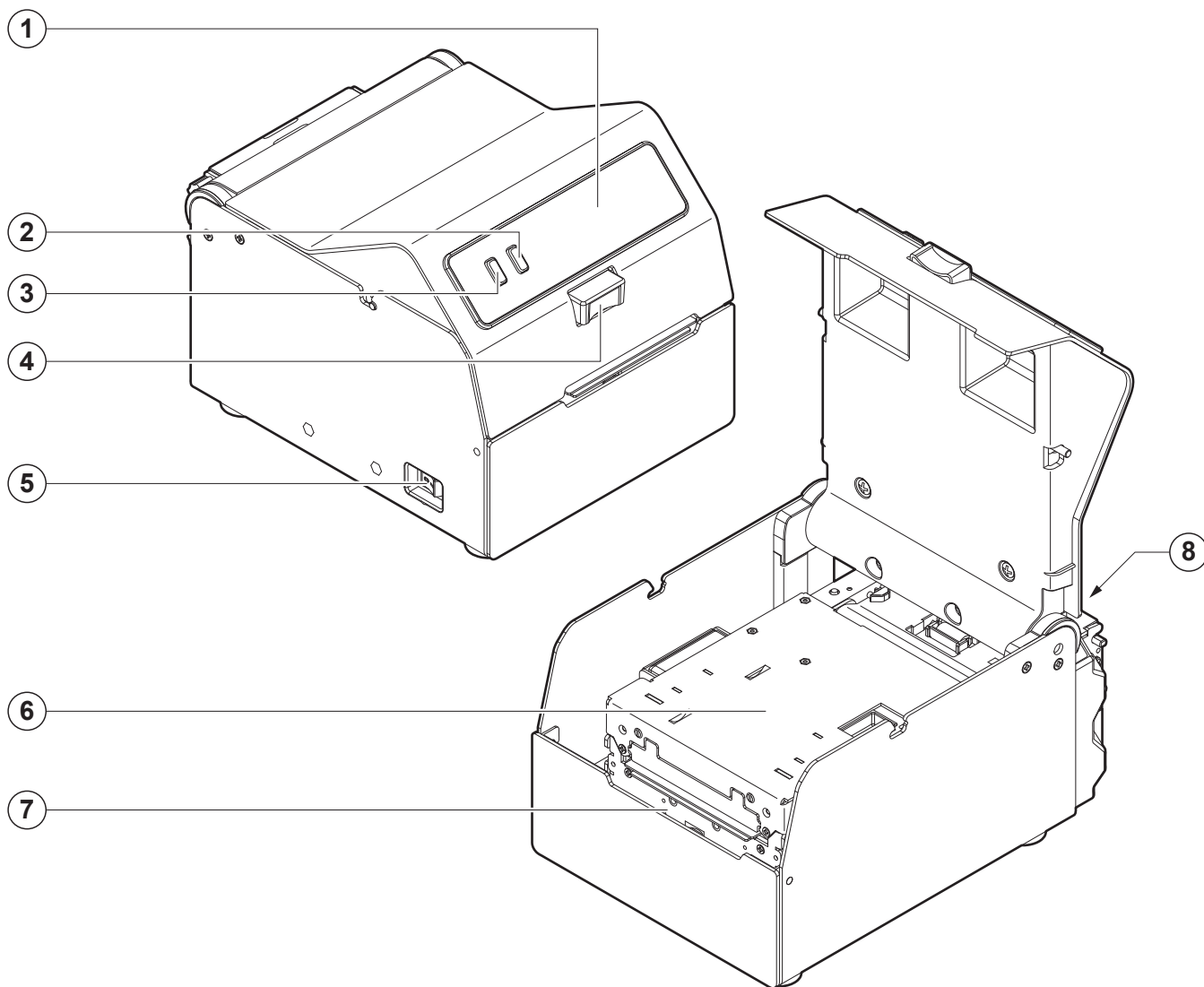
1. Display
2. LINE FEED key
3. FORM FEED key
4. Opening lever for upper cover
5. ON/OFF key
6. Internal printer with ejector group (see previous pages)
7. Paper out
8. Paper input





TK862 DF 1, TK862 DF 3

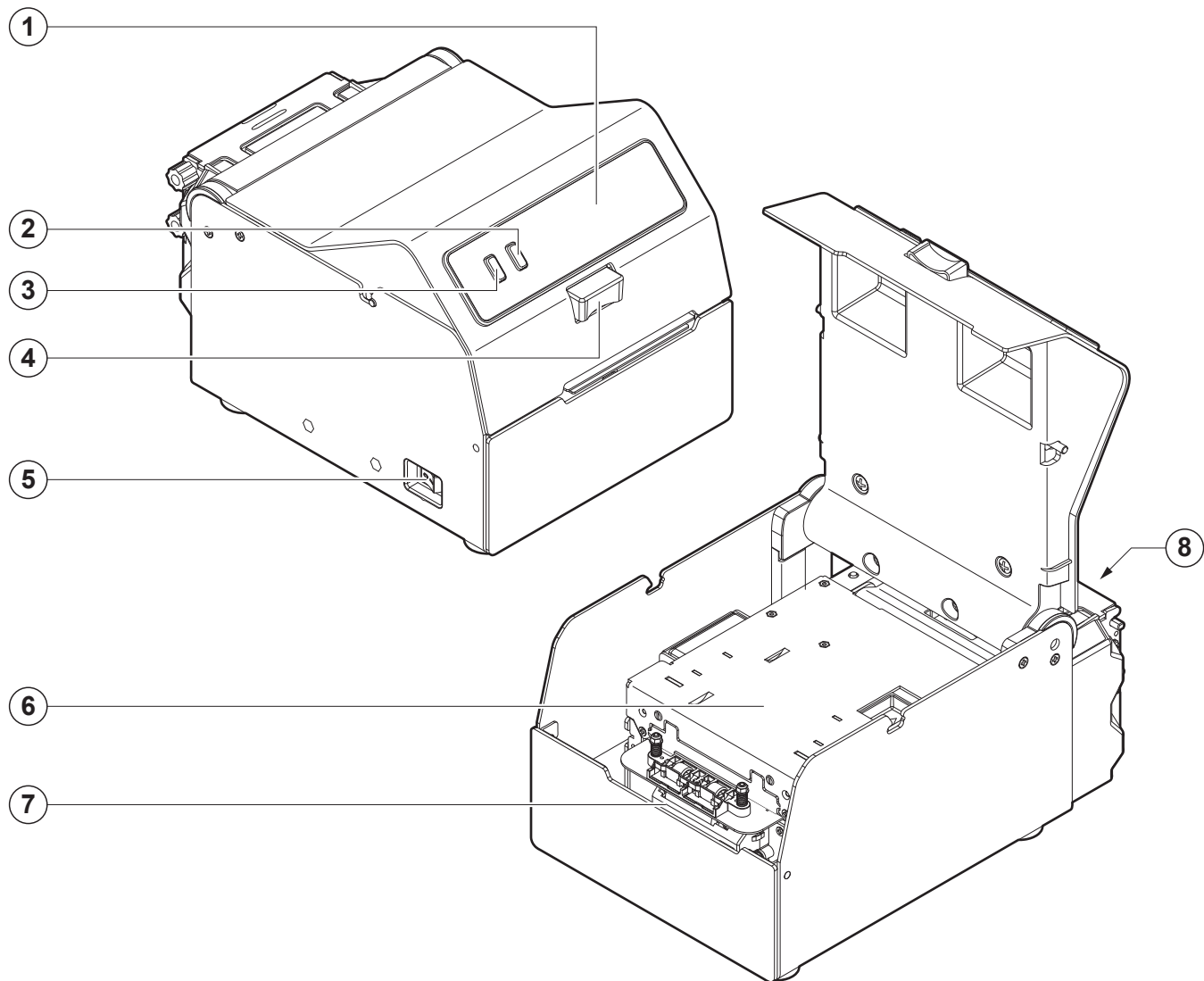
- | | |
|----------------------------------|---|
| 1. Display | 5. ON/OFF key |
| 2. LINE FEED key | 6. Internal printer with dual feeder (see previous pages) |
| 3. FORM FEED key | 7. Paper out |
| 4. Opening lever for upper cover | 8. Paper input |





TK862 DF 2

1. Display
2. LINE FEED key
3. FORM FEED key
4. Opening lever for upper cover
5. ON/OFF key
6. Internal printer with dual feeder and ejector group (see previous pages)
7. Paper out
8. Paper input





3.3 Device components: keys and connectors view

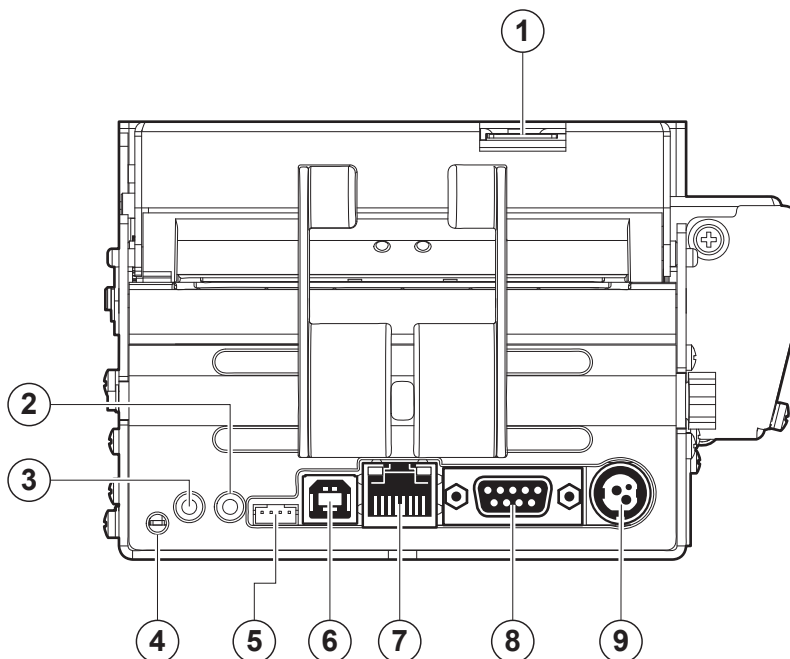
For ease of reference, for some models is represented only the internal printer group.

KPM862 1, KPM862 2, KPM862 3, KPM862 4, KPM862 5, KPM862 6

TK862 1, TK862 2, TK862 3, TK862 4

KPM863 1, KPM863 2, KPM863 3, KPM863 4

1. SAM module port
(only for KPM862 5 and TK862 4)
2. FORM FEED key
3. LINE FEED key
4. Status LED
5. External low paper sensor connector
6. USB port
7. Ethernet port
8. RS232 serial port
9. Power supply port

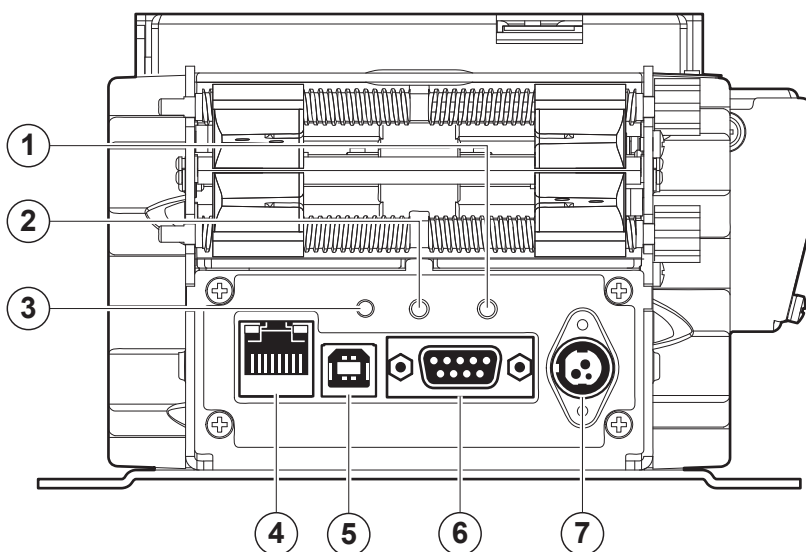


KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4

TK862 DF 1, TK862 DF 2, TK862 DF 3

KPM863 DF 1, KPM863 DF 2, KPM863 DF 3, KPM863 DF 4

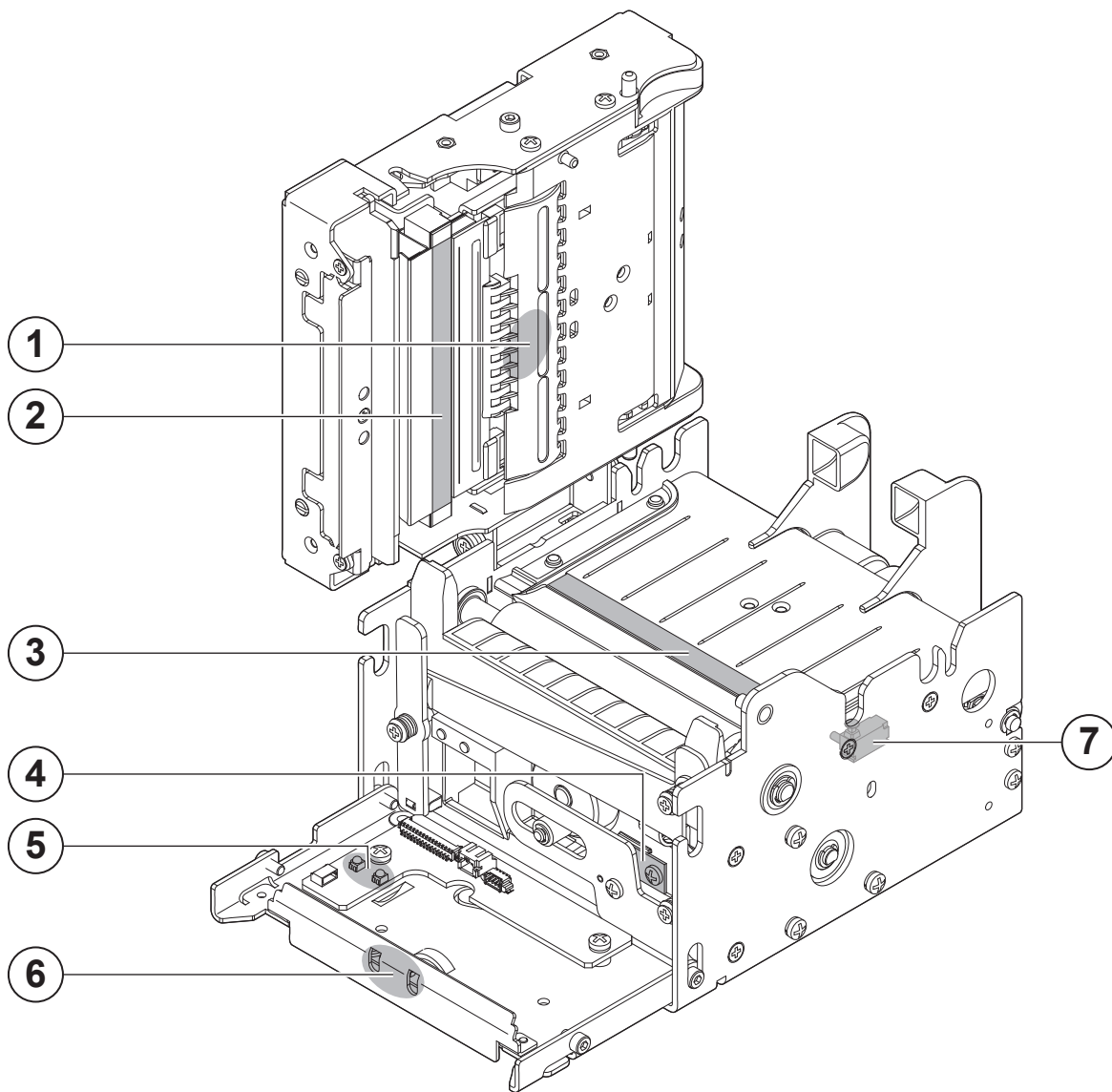
1. FORM FEED key
2. LINE FEED key
3. Status LED
4. Ethernet port
5. USB port
6. RS232 serial port
7. Power supply port





3.4 Device components: internal view

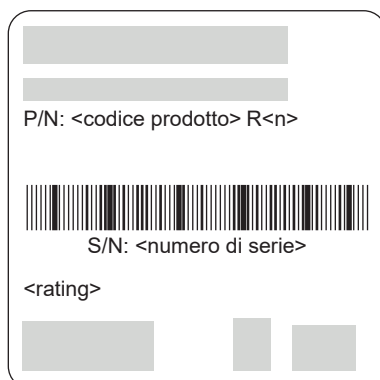
1. Head temperature sensor
2. Upper CIS reader (only for KPM862 6, TK862 3 and TK862 DF 3)
3. Lower CIS reader
4. Autocutter position sensor
5. Opening/closing front cover sensor
6. Paper out presence sensors
7. Opening/closing upper cover sensor



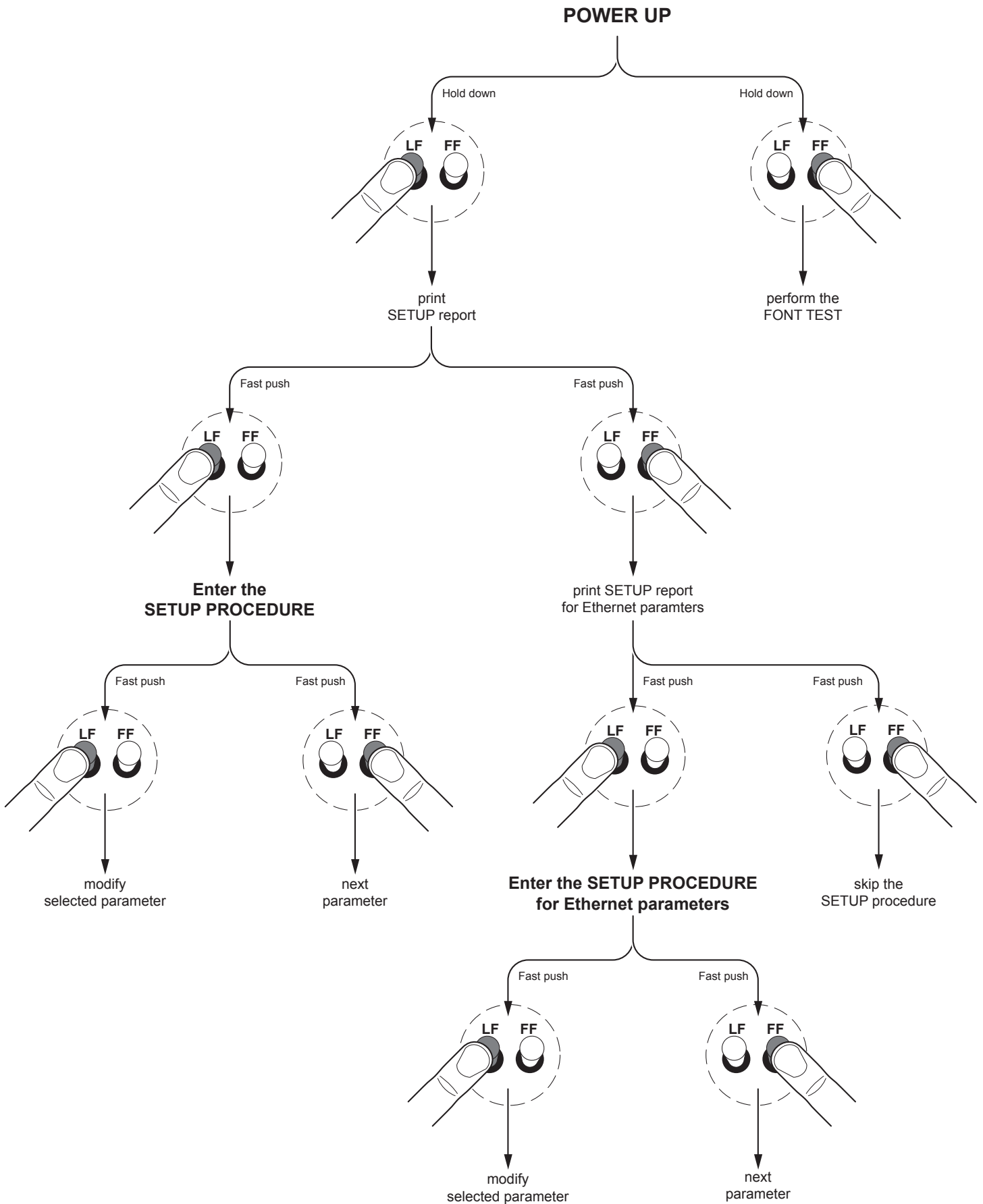


3.5 Device label

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).

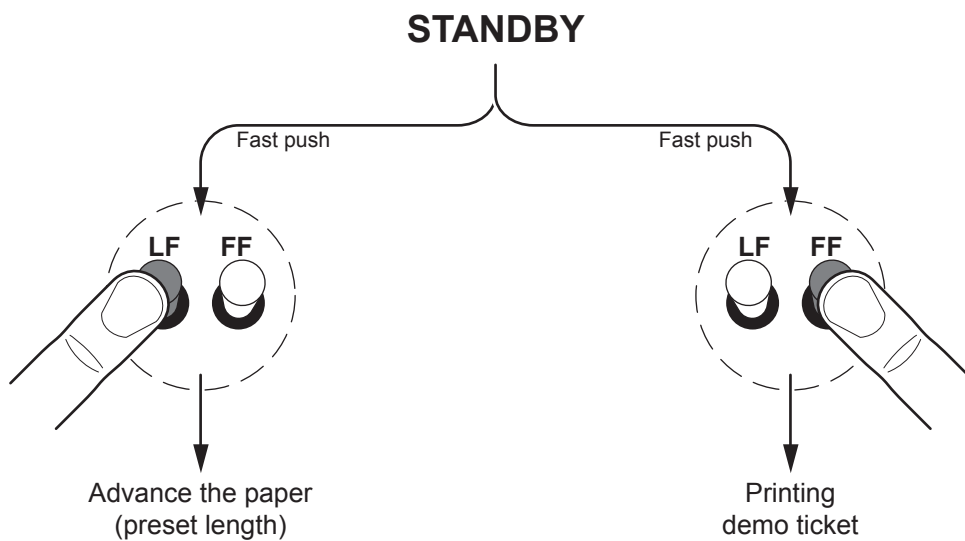


3.6 Key functions: power up

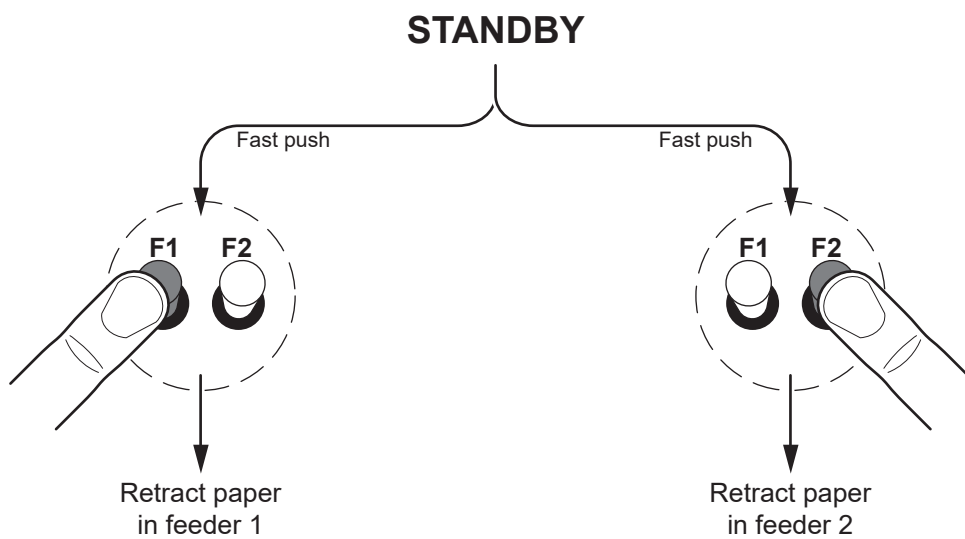




3.7 Key functions: standby



KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4
TK862 DF 1, TK862 DF 2, TK862 DF 3
KPM863 DF 1, KPM863 DF 2, KPM863 DF 3, KPM863 DF 4





3.8 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
GREEN	ON	DEVICE ON: NO ERROR
GREEN COMMUNICATION STATUS	x 1	RECEIVE DATA
	x 2	RECEPTION ERRORS (PARITY, FRAME ERROR, OVERRUN ERROR)
	x 3	COMMAND NOT RECOGNIZED
	x 4	COMMAND RECEPTION TIME OUT
YELLOW RECOVERABLE ERROR	x 2	PRINthead OVERHEATED
	x 3	PAPER END
	x 4	PAPER JAM
	x 5	POWER SUPPLY VOLTAGE INCORRECT
	x 6	COVER OPEN
RED UNRECOVERABLE ERROR	x 2	FPGA ERROR
	x 3	RAM ERROR
	x 4	EXTERNAL FLASH ERROR
	x 5	CUTTER ERROR
	x 6	FRONT COVER OPEN

3.9 Dual feeder status messages

KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4
TK862 DF 1, TK862 DF 2, TK862 DF 3
KPM863 DF 1, KPM863 DF 2, KPM863 DF 3, KPM863 DF 4

The LED panel of dual feeder is comprised of two LED (one of green colour and one of red colour). The LED indicate the dual feeder status and the paper status. Given in the table below are the various LED signals and the corresponding dual feeder status.

STATUS LED		DESCRIPTION
RED	ON	FEEDER COVER OPEN
		ERROR (PAPER JAM, COMMAND RECEPTION TIMEOUT)
GREEN	ON	PAPER PRESENCE
ORANGE ⁽¹⁾		FEEDER PAPER END

NOTE:

(1) : The orange paper end status message is present only when the setup parameter "Paper End Management" is set to the "Retract" value.



3.10 Messages on display

TK862 1, TK862 2, TK862 3, TK862 4
TK862 DF 1, TK862 DF 2, TK862 DF 3

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

```
PRINTER READY
01/01/21 12:00:00
```

Device ON: no error

```
RECEIVING DATA
SPOOLING.....
```

Receive data

```
RS232 RX ERROR
CHECK RS232 SETTINGS
```

Reception errors
(parity, frame error, overrun error)

```
COMMAND ERROR
COMMAND NOT FOUND
```

Command not recognized

```
COMMAND ERROR
COMMAND NOT FINISH
```

Command reception time out

```
PRINthead OVERTEMP
WAIT COOLING.....
```

Heading over temperature

```
END PAPER
PLEASE INSERT PAPER
```

Paper end

```
PAPER JAM
CLEAR PAPER PATH
```

Paper jam

```
POWER VOLTAGE ERROR
CHECK POWER SUPPLIER
```

Power supply voltage incorrect

```
COVER ERROR
CLOSE COVERS
```

Cover open

```
RAM ERROR
POWER ON AGAIN
```

RAM error

```
EEPROM ERROR
POWER ON AGAIN
```

EEPROM error

```
CUTTER ERROR
OPEN COVER AND CLEAR
```

Cutter error

```
CUTTER ERROR
CUTTER COVER OPEN!
```

Cutter cover open

```
PRINT TICKET ERROR!
CHECK TICKETS PATH
```

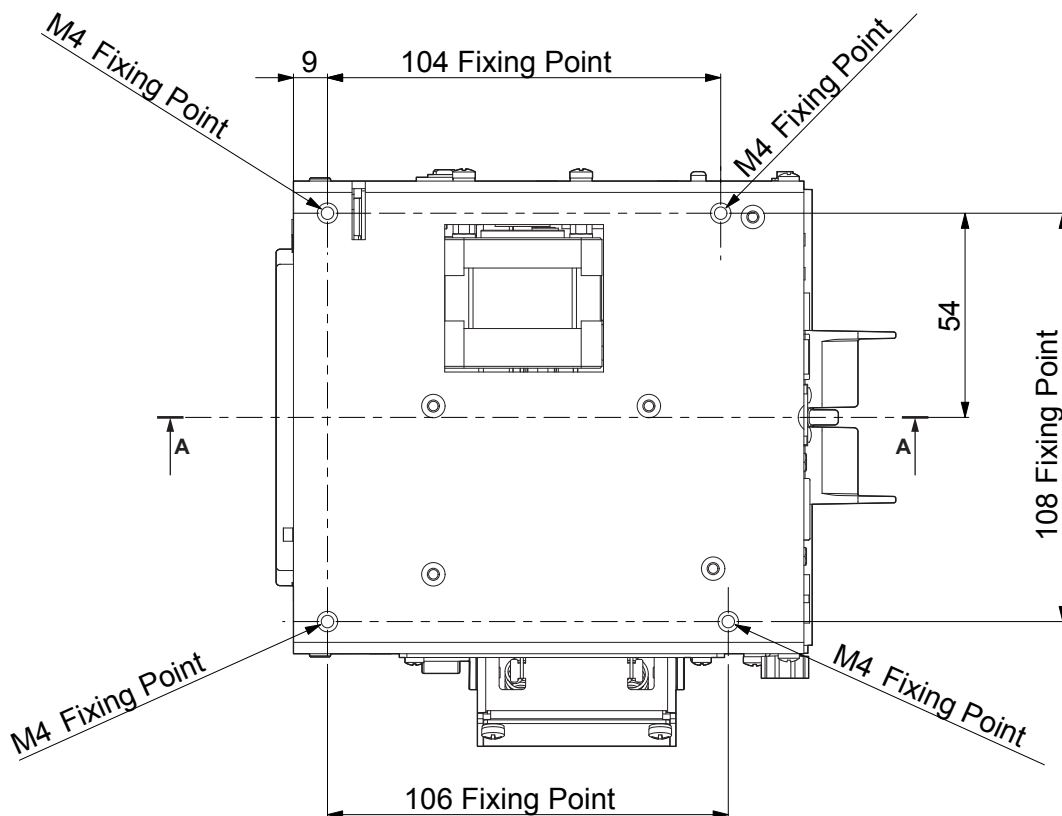
Black mark alignment error

4 INSTALLATION

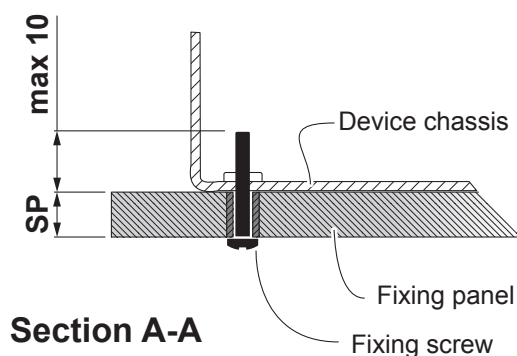
4.1 Fastening

KPM862 1, KPM862 2, KPM862 3, KPM862 4, KPM862 5, KPM862 6
KPM863 1, KPM863 2, KPM863 3, KPM863 4

The device is provided with four fixing holes on the bottom of device (see following figure, dimensions in millimetres). To fasten the device on a panel, use four M4 screws.



It's very important to consider the screws length not to damage the internal components placed near the fixing holes (see following figure).



The screw length (L) will be calculated according to the thickness of the panel (Sp) on which the device is fixed, as follows:

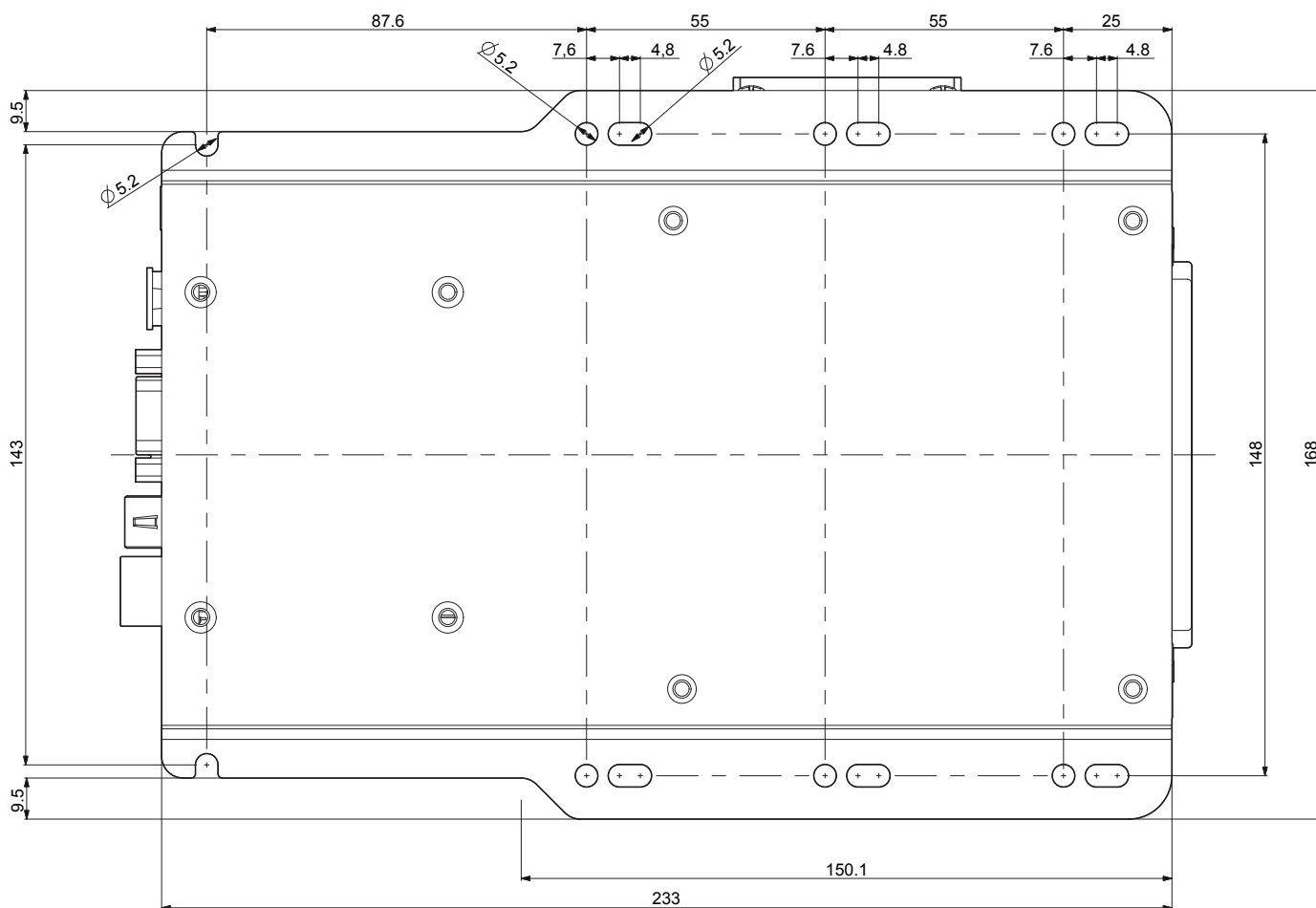
$$L \leq 10 \text{ mm} + Sp$$

For example, if panel thickness is 10 mm (Sp = 10 mm), the maximum length for screws will be 20 mm.



KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4
KPM863 DF 1, KPM863 DF 2, KPM863 DF 3, KPM863 DF 4

The device is provided with six fixing holes and six slots on the bottom of device (see following figure, dimensions in millimetres).



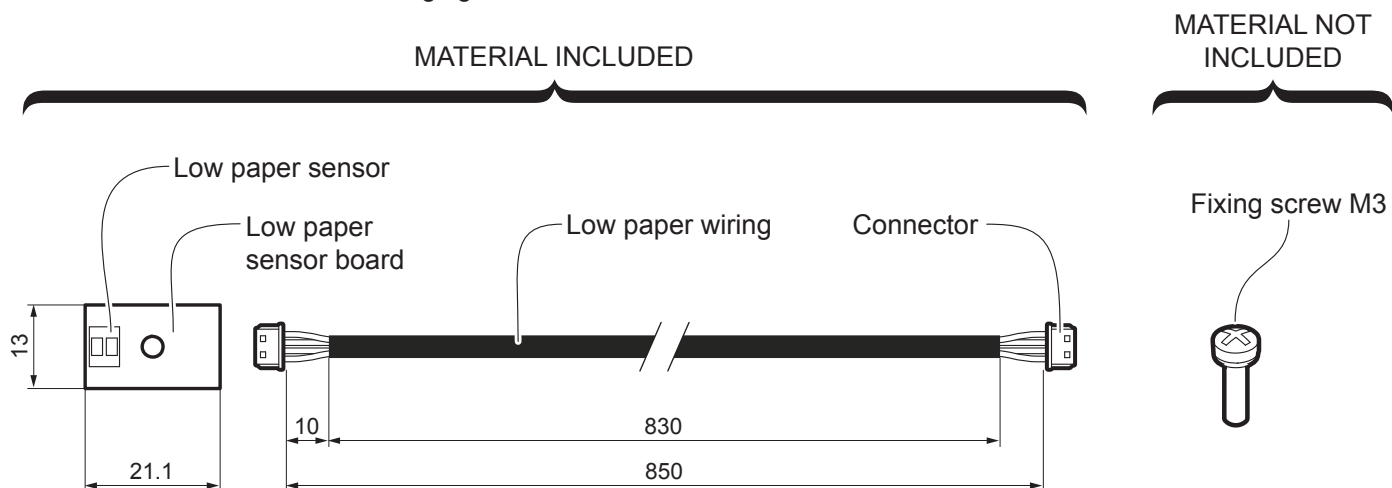


4.2 Low paper sensor

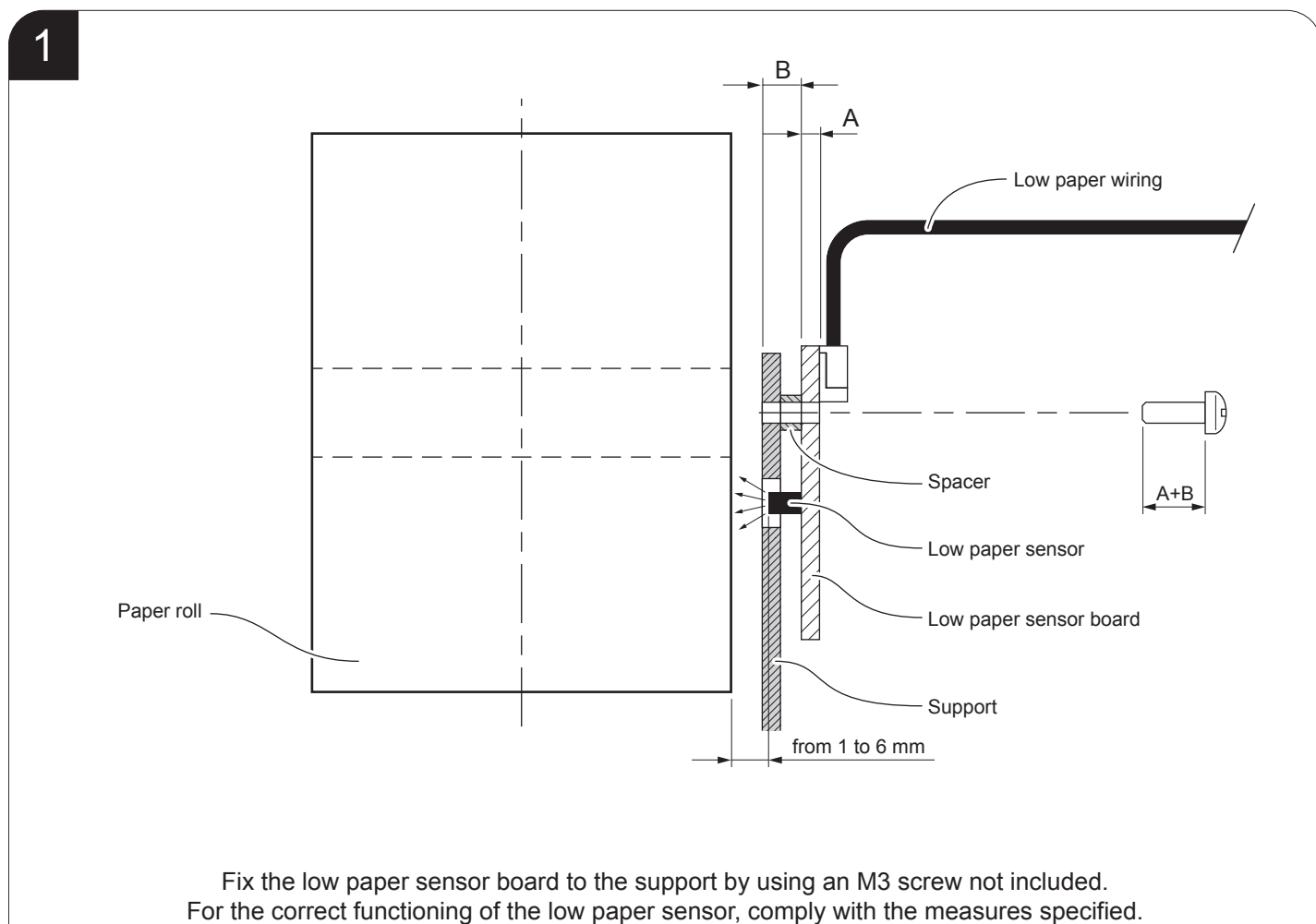
KPM862 1, KPM862 2, KPM862 3, KPM862 4, KPM862 5, KPM862 6
KPM863 1, KPM863 2, KPM863 3, KPM863 4

The device provides as an accessory (see [chapter 11](#)) a low paper sensor with the cable (see following figure). To fix the sensor, use an M3 screw not supplied.

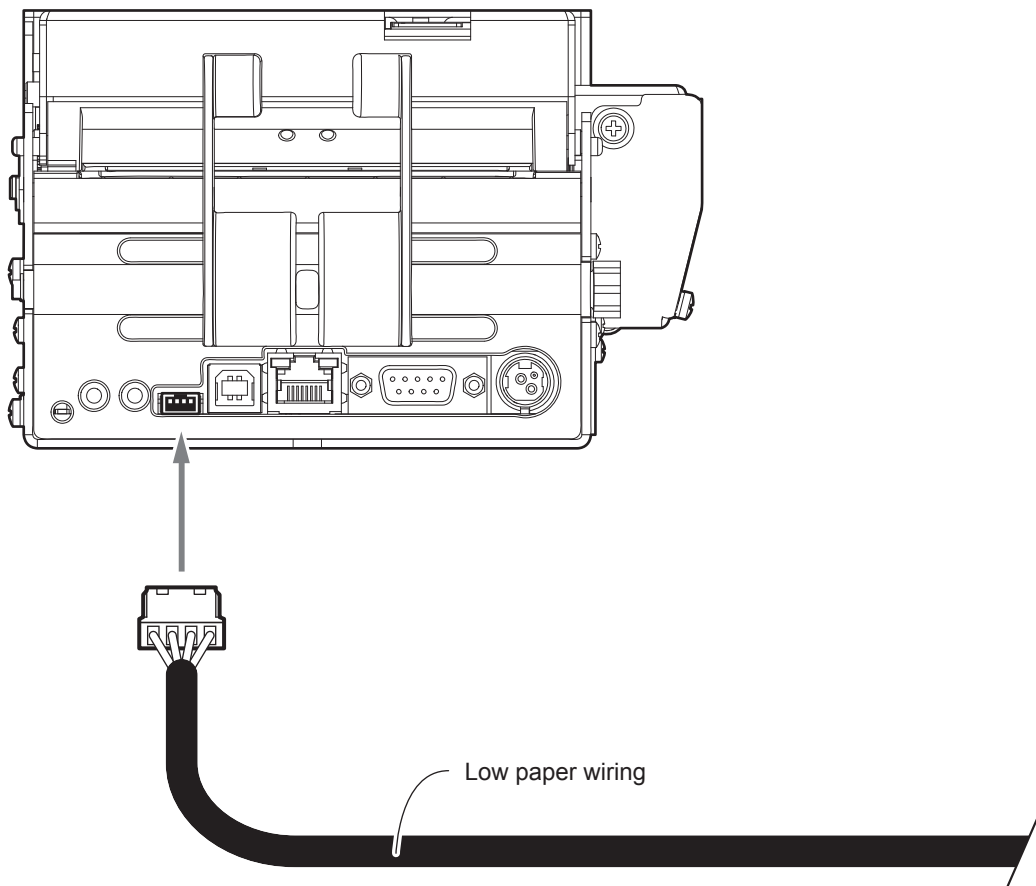
All the dimensions shown in following figures are in millimetres.



For the assembly procedure, proceed as follows:



2



Connect the wiring coming from the low paper sensor board at the connector shown in figure.



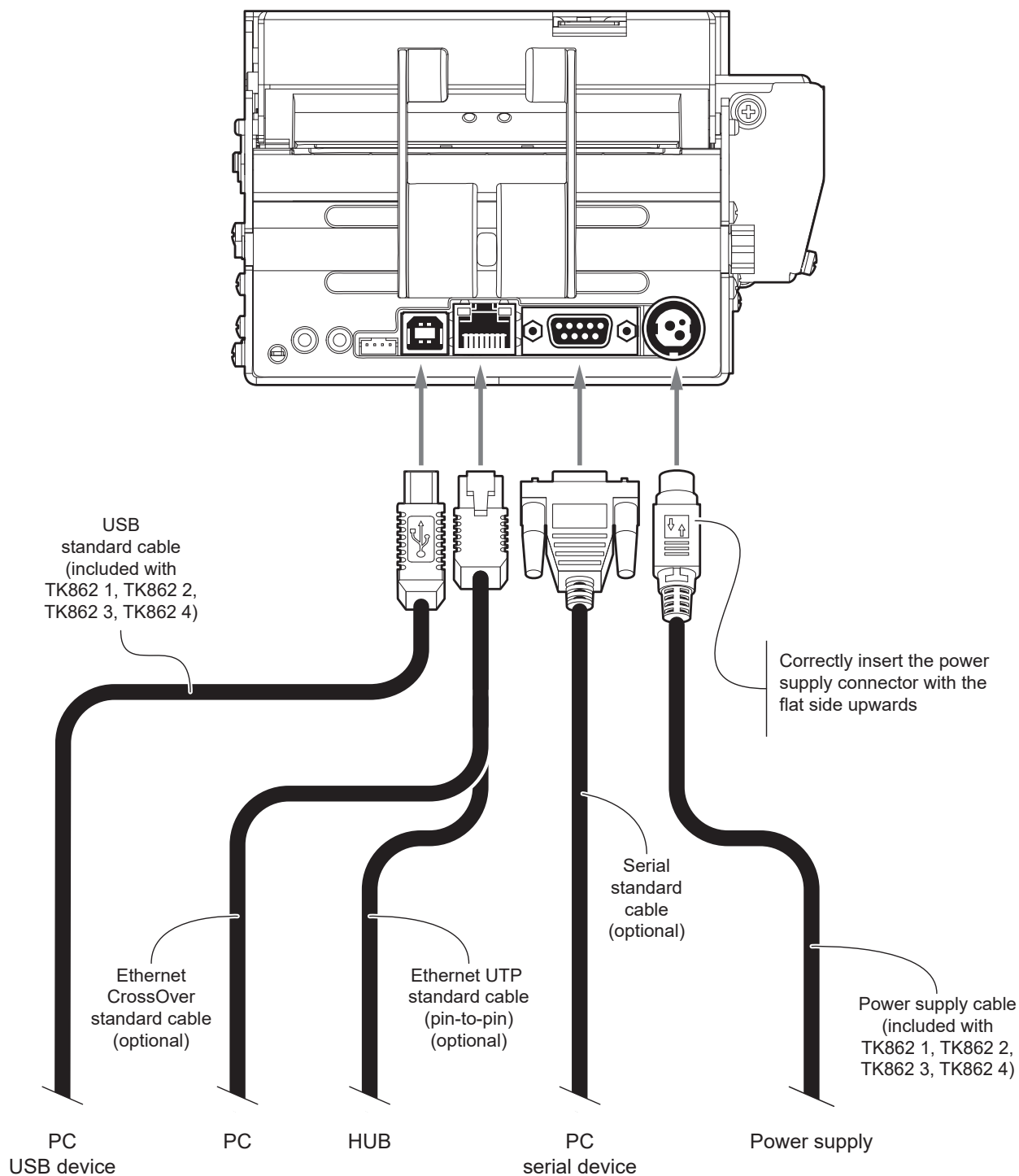
4.3 Connections

The following figure shows the possible connections for the device. When the RS232 and USB communication cables are connected to the device at the same time, communication takes place via the USB port. For ease of reference, for some models is represented only the internal printer group.

KPM862 1, KPM862 2, KPM862 3, KPM862 4, KPM862 5, KPM862 6

TK862 1, TK862 2, TK862 3, TK862 4

KPM863 1, KPM863 2, KPM863 3, KPM863 4

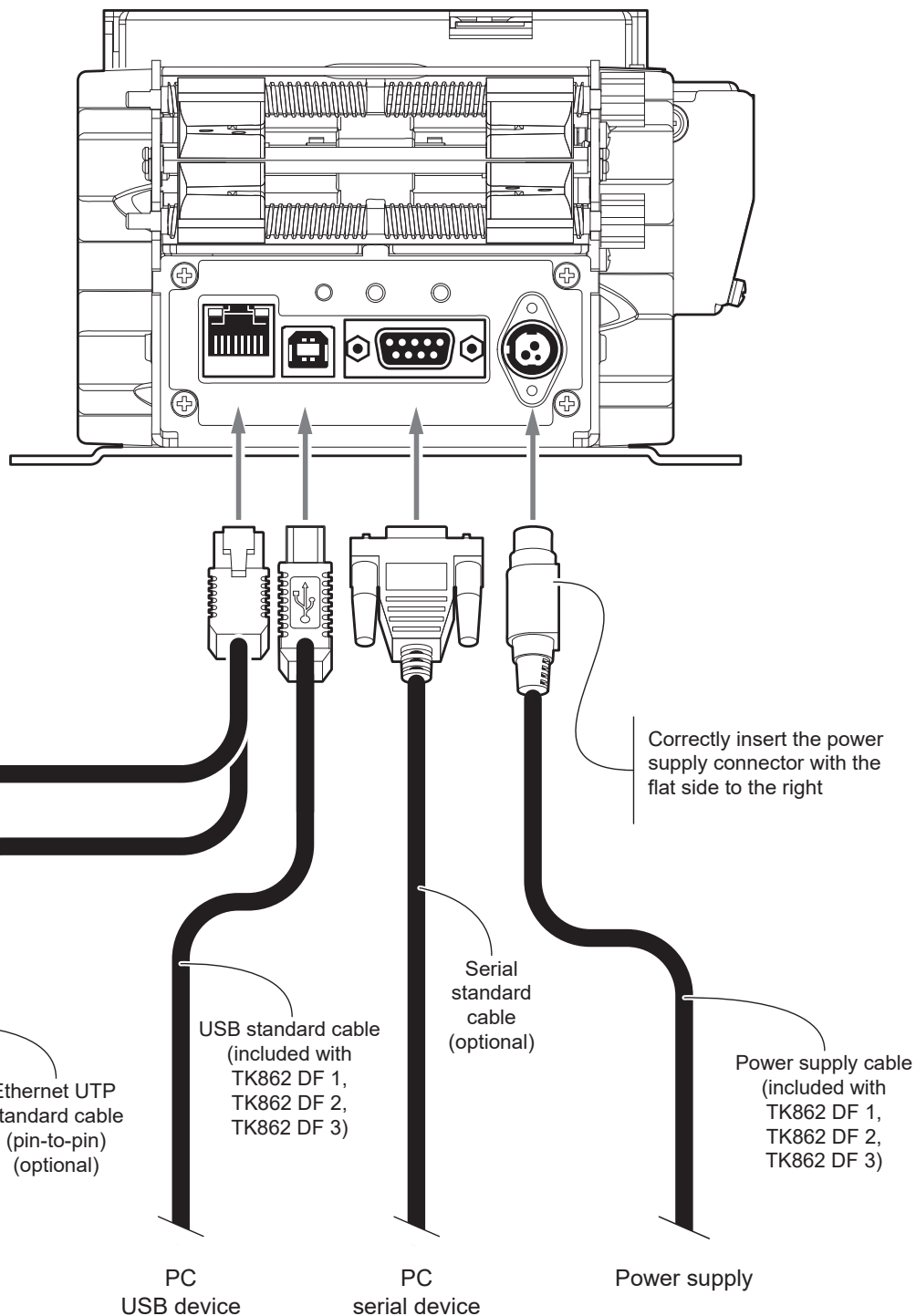


ATTENTION: In some using conditions, we recommend the installation of a ferrite core on the power supply cable.

KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4

TK862 DF 1, TK862 DF 2, TK862 DF 3

KPM863 DF 1, KPM863 DF 2, KPM863 DF 3, KPM863 DF 4



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



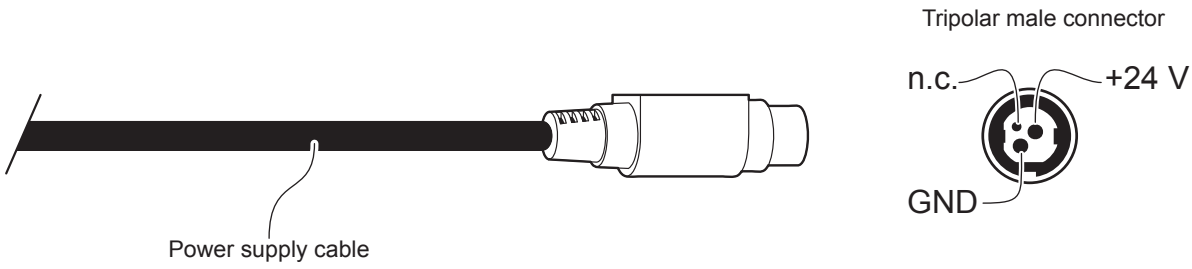
4.4 Pinout



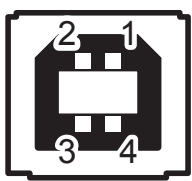
POWER SUPPLY
Tripolar female connector

J20	1	GND
	2	+24 Vdc
	3	GND
	4	Frame GND

The following figure shows the connector pinout of power supply cable:



ATTENTION:
Respect power supply polarity.



USB INTERFACE
Female USB type B connector

J4	1	USBHS_VBUS (out)
	2	USBHS_D-
	3	USBHS_D+
	4	GND
	SH1	SHIELD
	SH2	SHIELD



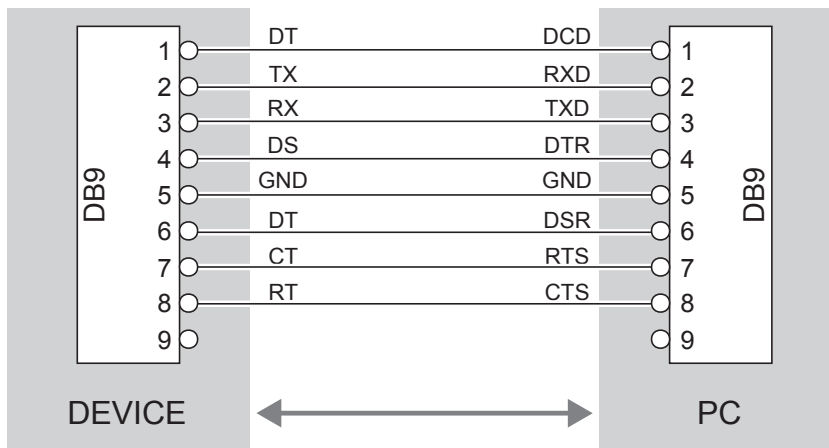
RS232 SERIAL INTERFACE

Female DB9 connector

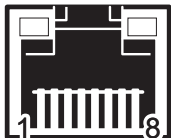
J3	1	DT	
	2	TX	During transmission, takes the values -VRS232 and + VRS232 depending on data
	3	RX	During reception, takes the values -VRS232 and +VRS232 depending on data
	4	DS	
	5	GND	
	6	DT	When +VRS232, device is power on
	7	CT	
	8	RT	When +VRS232, device is ready to receive data
	9	+5V	
	SH1	SHIELD	
	SH2	SHIELD	

Given the presence of the RS232 standard, logic value "0" corresponds to the voltage value +VRS232 (voltage value between +3Vdc and +15Vdc) and logic value "1" corresponds to the voltage value -VRS232 (voltage value between -3Vdc and -15Vdc).

The following picture shows an example of connection between the device and a personal computer using a 9 pin RS232 serial connector:



When use a serial cable, we recommend the installation of a ferrite core on the power supply cable.



ETHERNET INTERFACE

Female RJ45 connector

J1	1	ETX+
	2	ETX-
	3	ERX+
	4	+V
	5	+V
	6	ERX-
	7	GND
	8	GND
	9	+3.3 V
	10	LED-LNK
	11	+3.3 V
	12	LED-LAN
	13	SH1
	14	SH2
	15	FIX1
	16	FIX2

The functionality of two LEDs are specified in following tables:

- For 10Base-T connection:

LED	FUNCTION
LED-LNK	Link (yellow color): the LED lights up when a connection is active.
LED-LAN	Rx/Tx: (green color): the LED lights up when occurs a data reception or transmission.

- For 10/100Base-TX connection:

LED	FUNCTION
LED-LNK	The LED light (yellow color) on when a connection is active and flashes when occurs a data reception or transmission.
LED-LAN	The LED light (green color) on when occurs a 100 Mbit connection and off when occurs a 10 Mbit connection.

The device automatically recognizes the type of connection (cross or pin-to-pin).

The pinout shown in table represents the input signals to component J1 before the isolation voltage transformer (through-hole pin).



4.5 Driver and SDK

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

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 Windows 10 (32/64 bit)	
	Self-installing driver for Virtual COM (32/64 bit) (see paragraph 6.6)	
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	SDK for Custom Android API	Extract the zipped folder to the destination path desired. Follow the instructions present in the software package that you downloaded on how to install and use the SDK.

5 OPERATION

5.1 Opening device cover

For ease of reference, for some models is represented only the standard model of internal printer group without dual feeder.

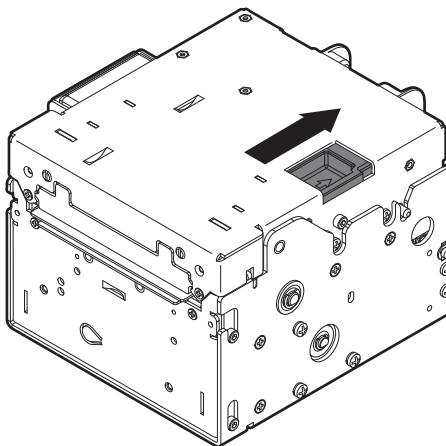
KPM862 1, KPM862 2, KPM862 3, KPM862 4, KPM862 5, KPM862 6

KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4

KPM863 1, KPM863 2, KPM863 3, KPM863 4

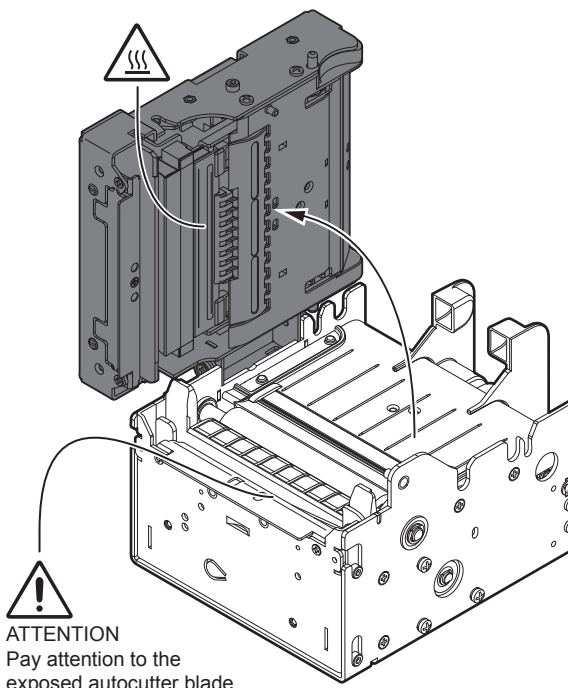
KPM863 DF 1, KPM863 DF 2, KPM863 DF 3, KPM863 DF 4

1



Push the opening lever
in the direction shown in figure.

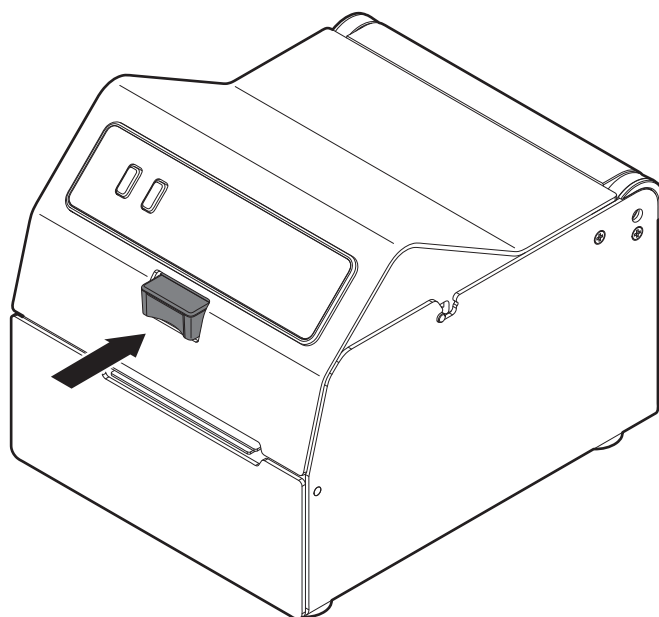
2



ATTENTION
Pay attention to the
exposed autocutter blade

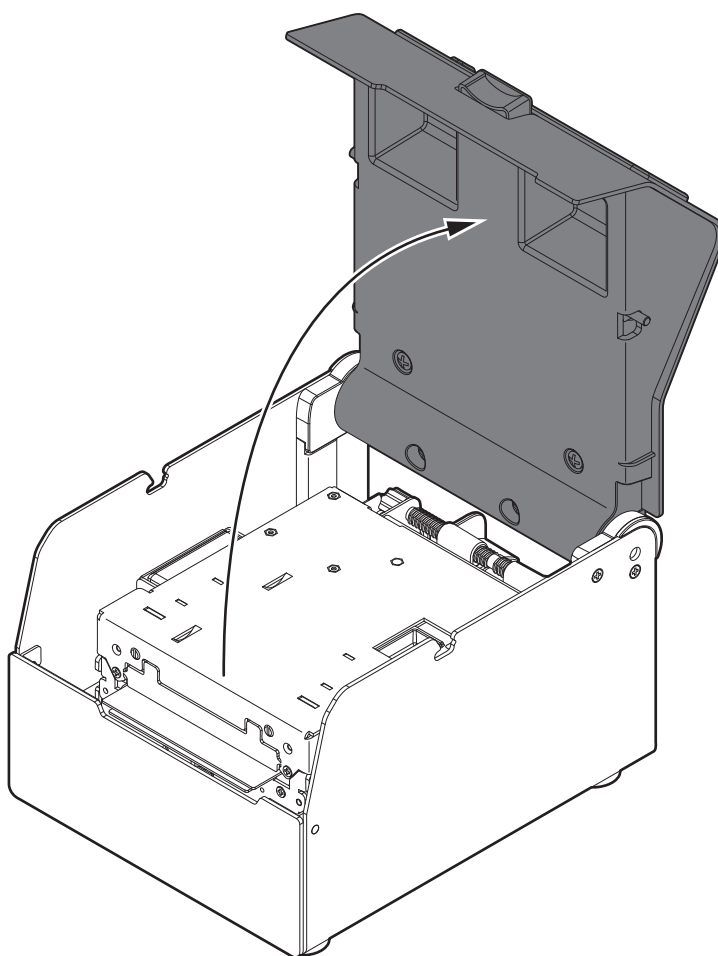
Open the device upper cover.

1



Push the opening lever
in the direction shown in figure.

2

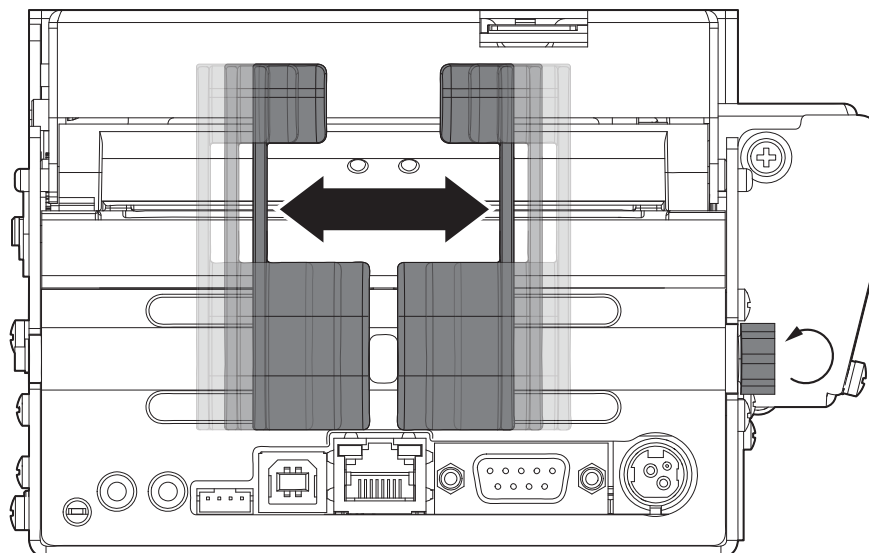


Open the device upper cover.

5.2 Adjusting paper width

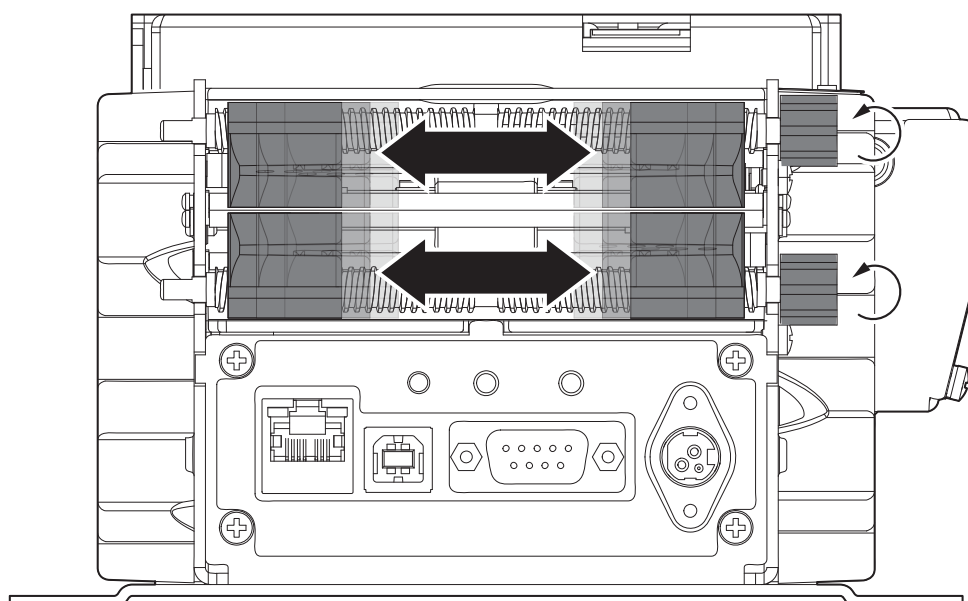
KPM862 1, KPM862 2, KPM862 3, KPM862 4, KPM862 5, KPM862 6
KPM863 1, KPM863 2, KPM863 3, KPM863 4

Paper width may be adjusted from 40 mm to 86 mm turning the adjustment knob for paper input.



KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4
TK862 DF 1, TK862 DF 2, TK862 DF 3
KPM863 DF 1, KPM863 DF 2, KPM863 DF 3, KPM863 DF 4

Paper width may be adjusted from 40 mm to 86 mm turning the adjustment knobs for dual feeder paper input.

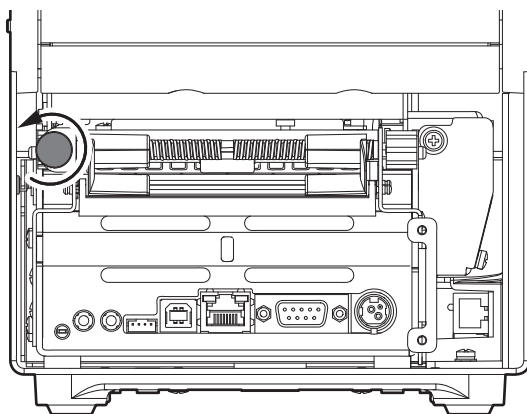




TK862 1, TK862 2, TK862 3, TK862 4

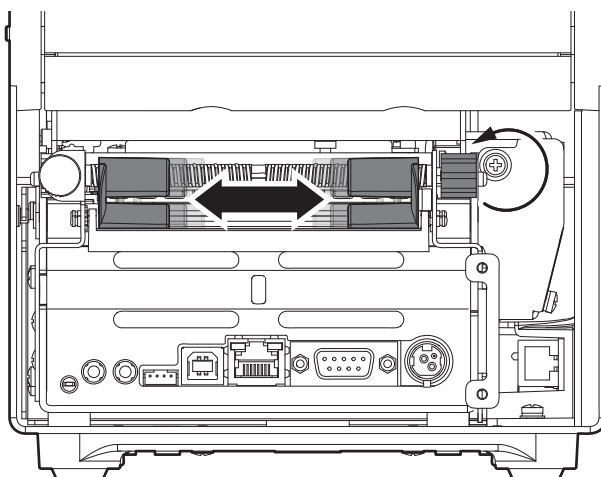
Paper width may be adjusted from 40 mm to 86 mm turning the adjustment knob for paper input.

1



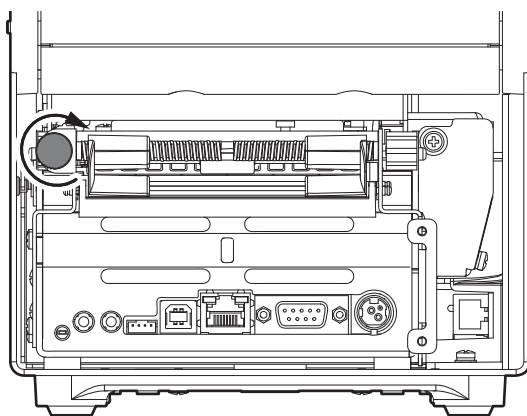
Loosen the knob shown in figure.

2



Adjust the paper width.

3



Tighten the knob.

5.3 Switch the device on/off

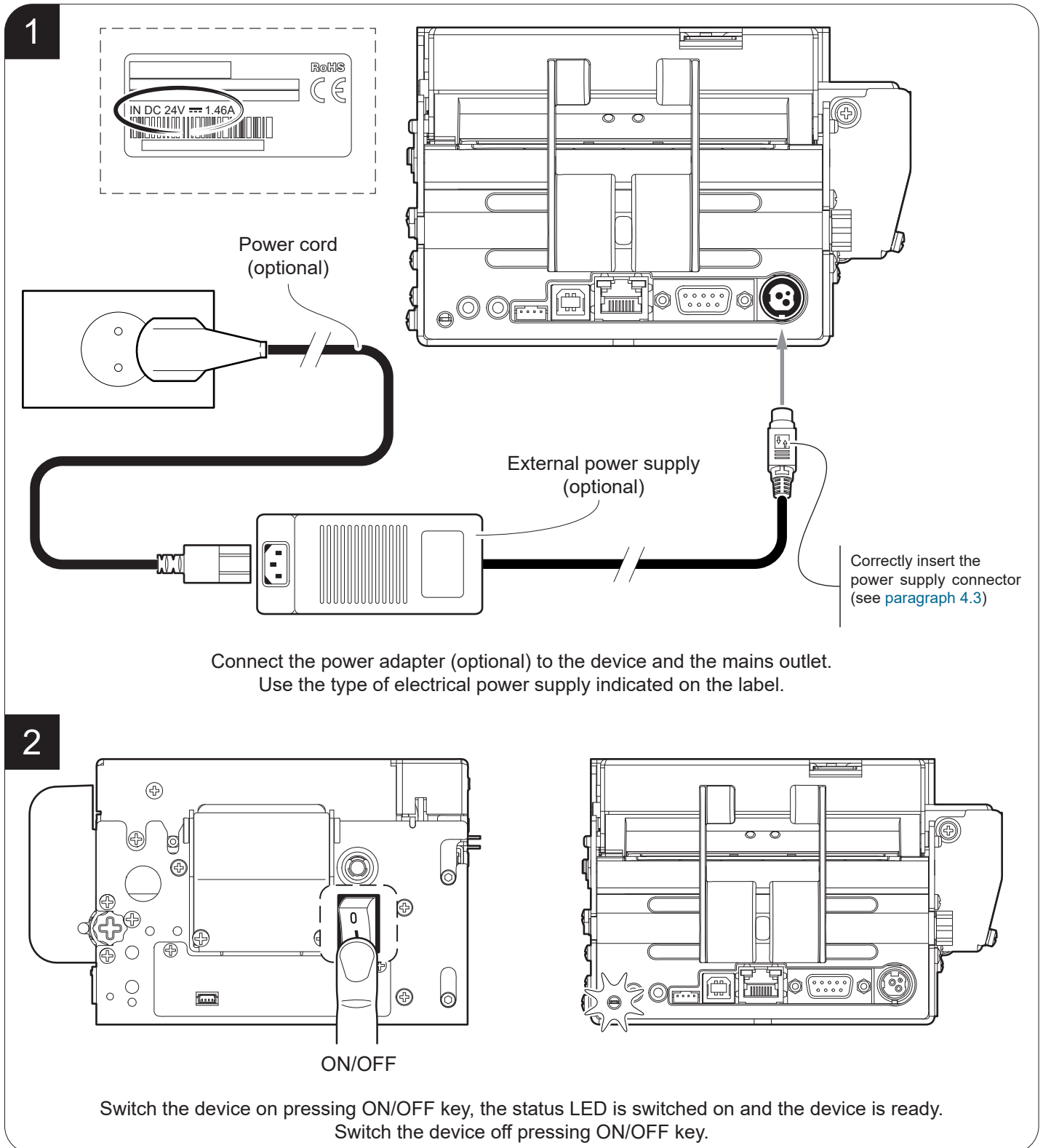
For ease of reference, for some models is represented only the standard model of internal printer group without dual feeder.

KPM862 1, KPM862 2, KPM862 3, KPM862 4, KPM862 5, KPM862 6

KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4

KPM863 1, KPM863 2, KPM863 3, KPM863 4

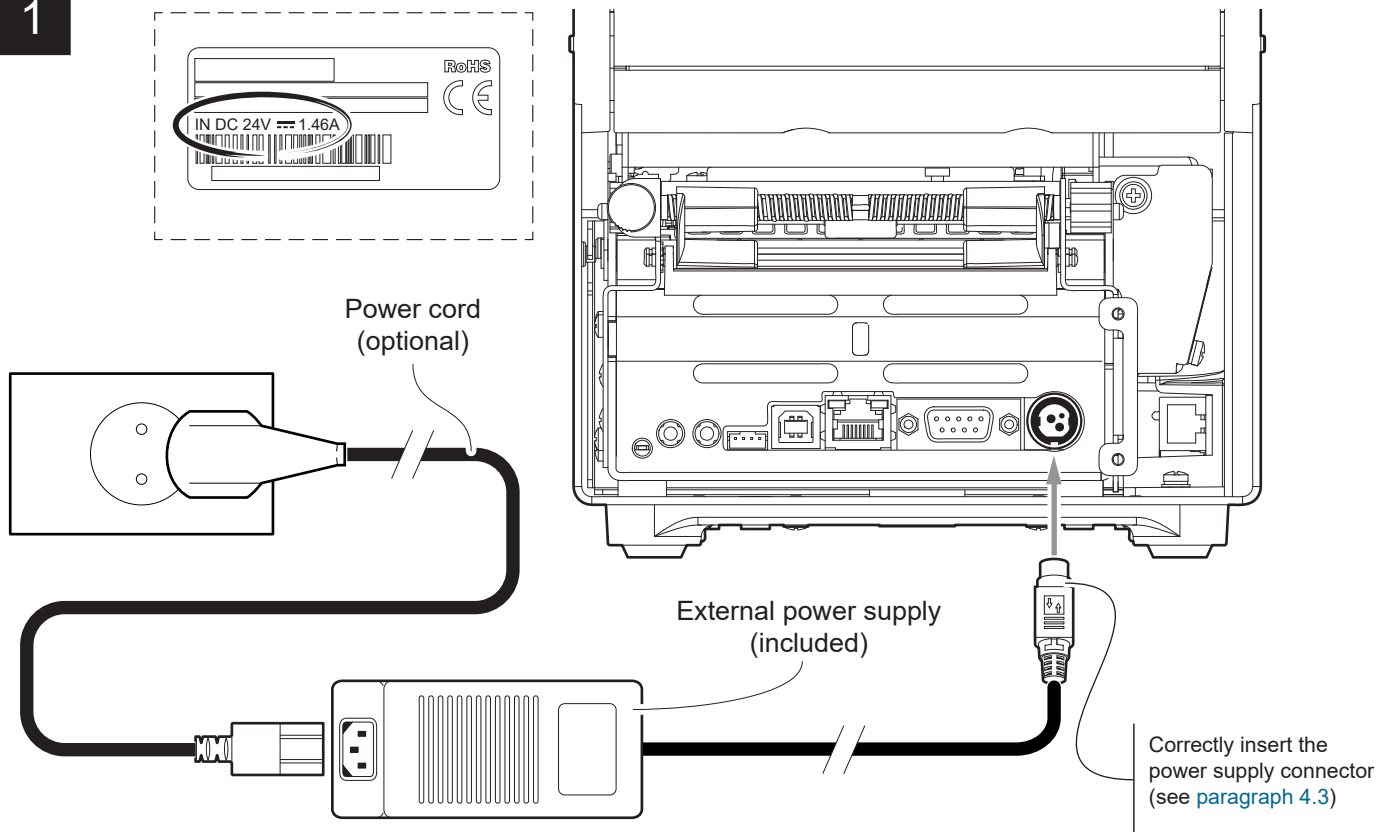
KPM863 DF 1, KPM863 DF 2, KPM863 DF 3, KPM863 DF 4





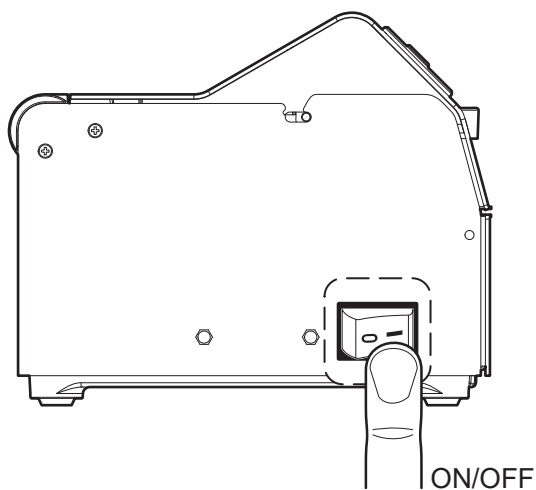
TK862 1, TK862 2, TK862 3, TK862 4
TK862 DF 1, TK862 DF 2, TK862 DF 3

1



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

2



PRINTER READY
01/01/21 12:00:00

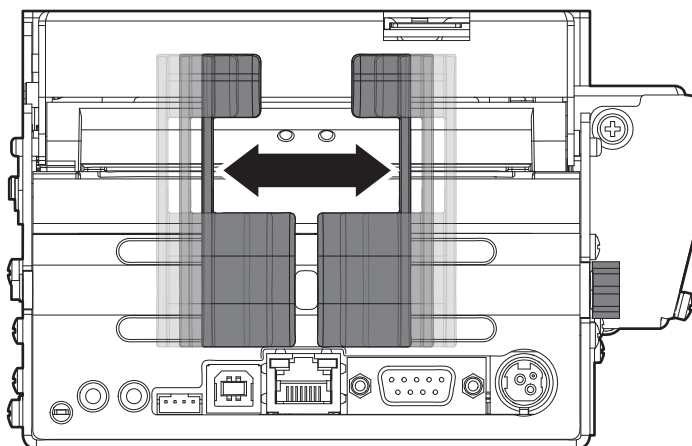
Switch the device on pressing ON/OFF key, the display is switched on and the device is ready.
Switch the device off pressing ON/OFF key.

5.4 Loading the paper roll

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

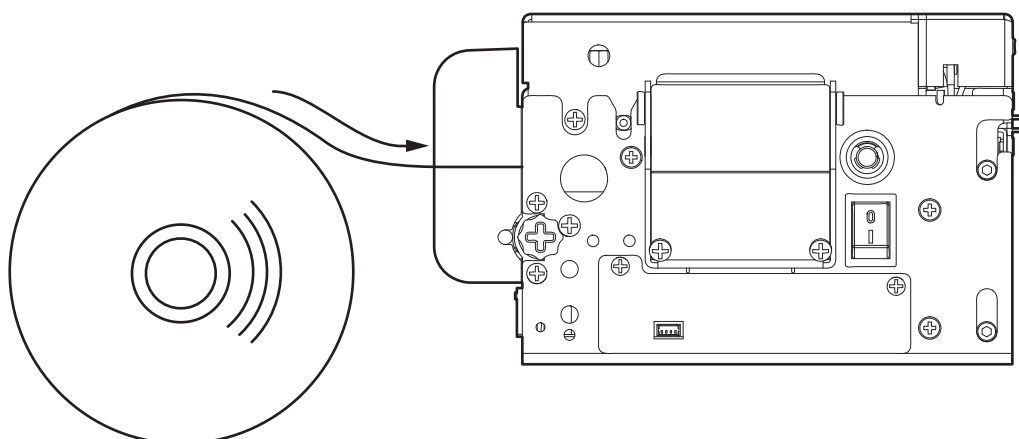
KPM862 1, KPM862 2, KPM862 5, KPM862 6
KPM863 1, KPM863 2

1



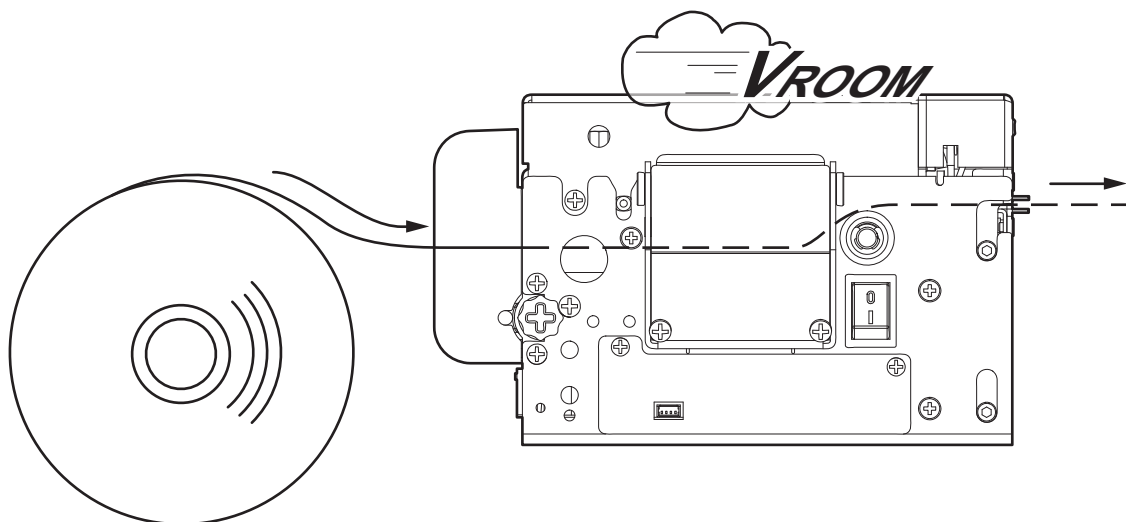
Adjust the paper width
(see [paragraph 5.2](#)).

2



Insert the paper into the input mouth so that it unrolls correctly.
Be sure that the paper is correctly positioned into paper guides.

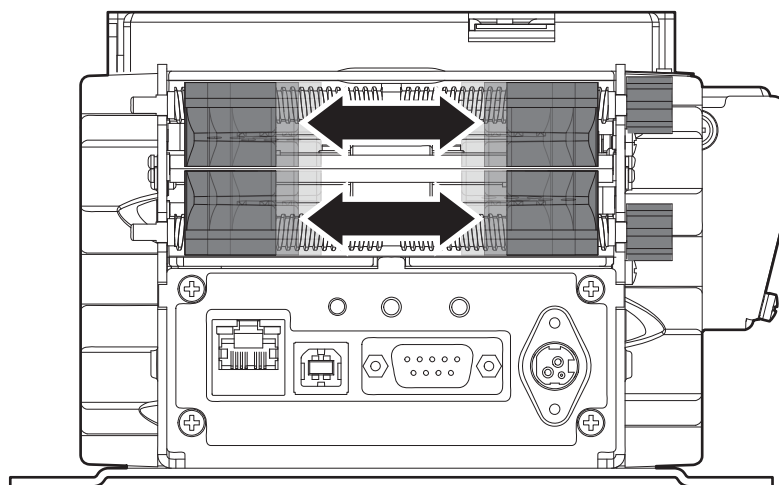
3



Wait until the paper is automatically loaded.

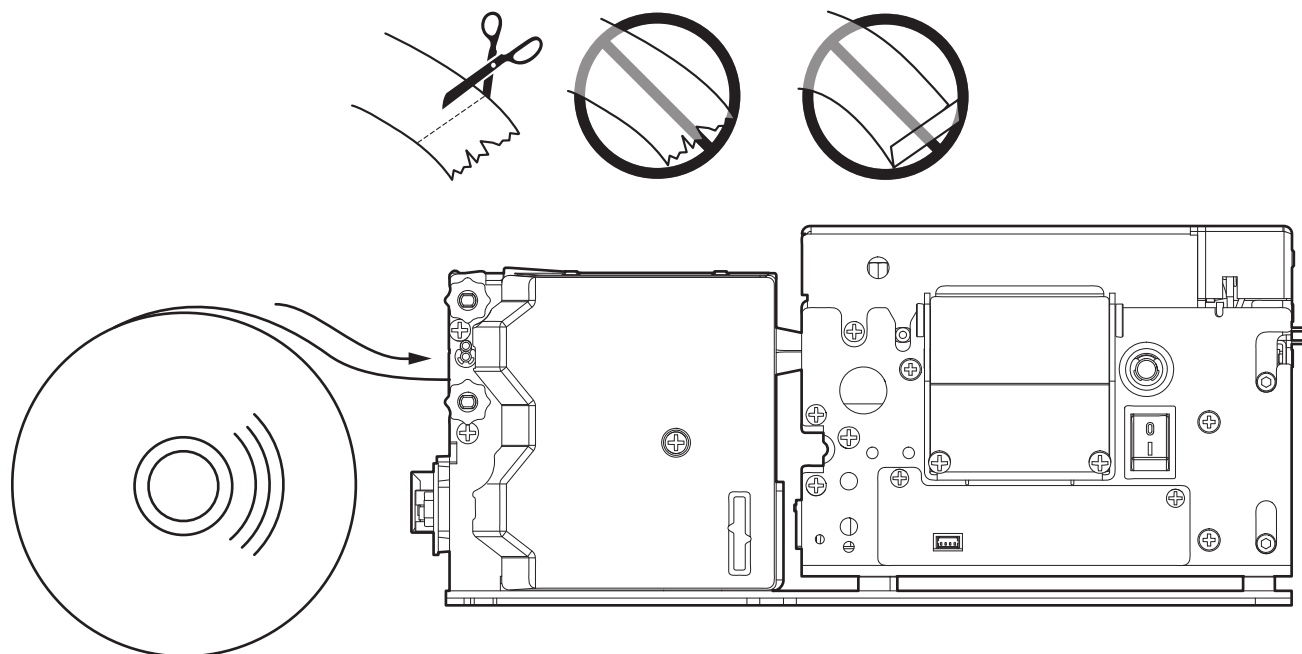
KPM862 DF 1, KPM862 DF 2
KPM863 DF 1, KPM863 DF 2

1



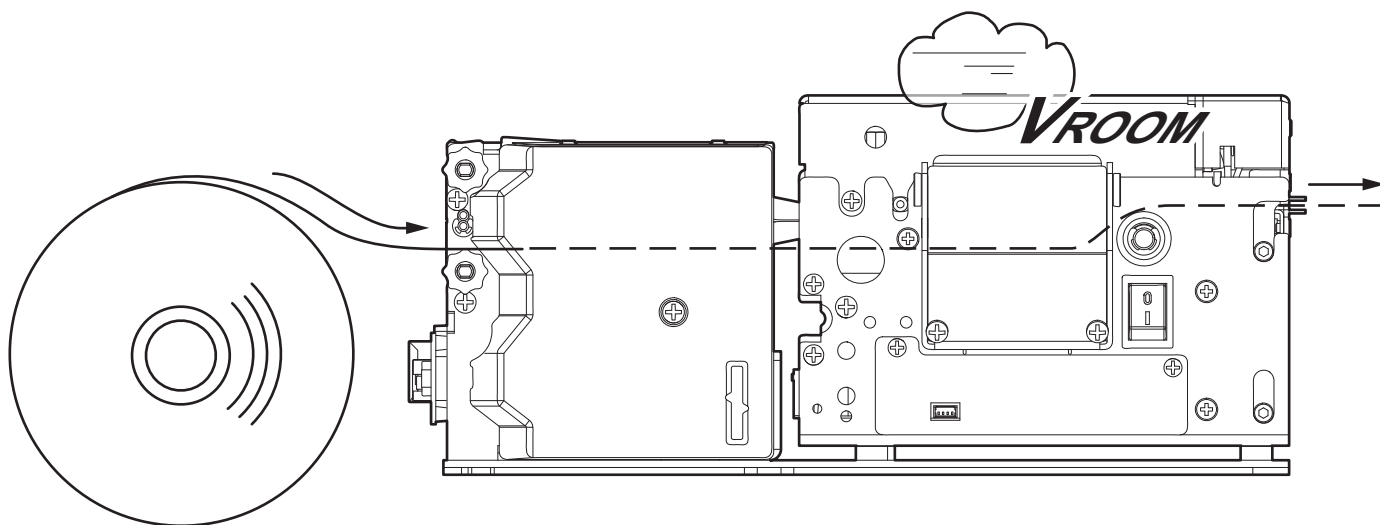
Adjust the paper width
(see [paragraph 5.2](#)).

2



Insert the paper into one of the input feeder so that it unrolls correctly.
Be sure that the paper is correctly positioned into paper guides.

3

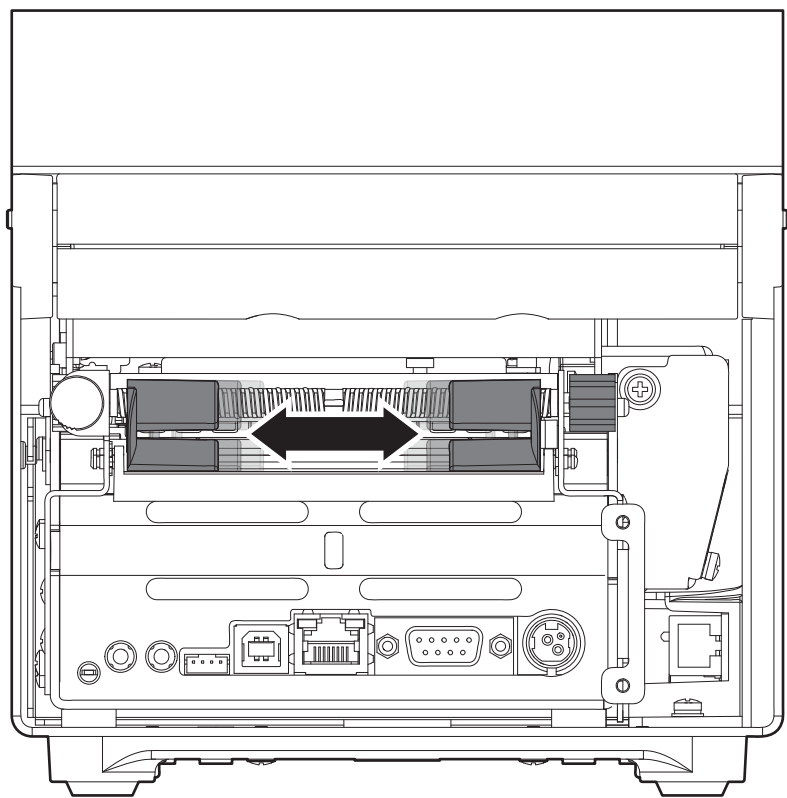


Wait until the paper is automatically loaded.



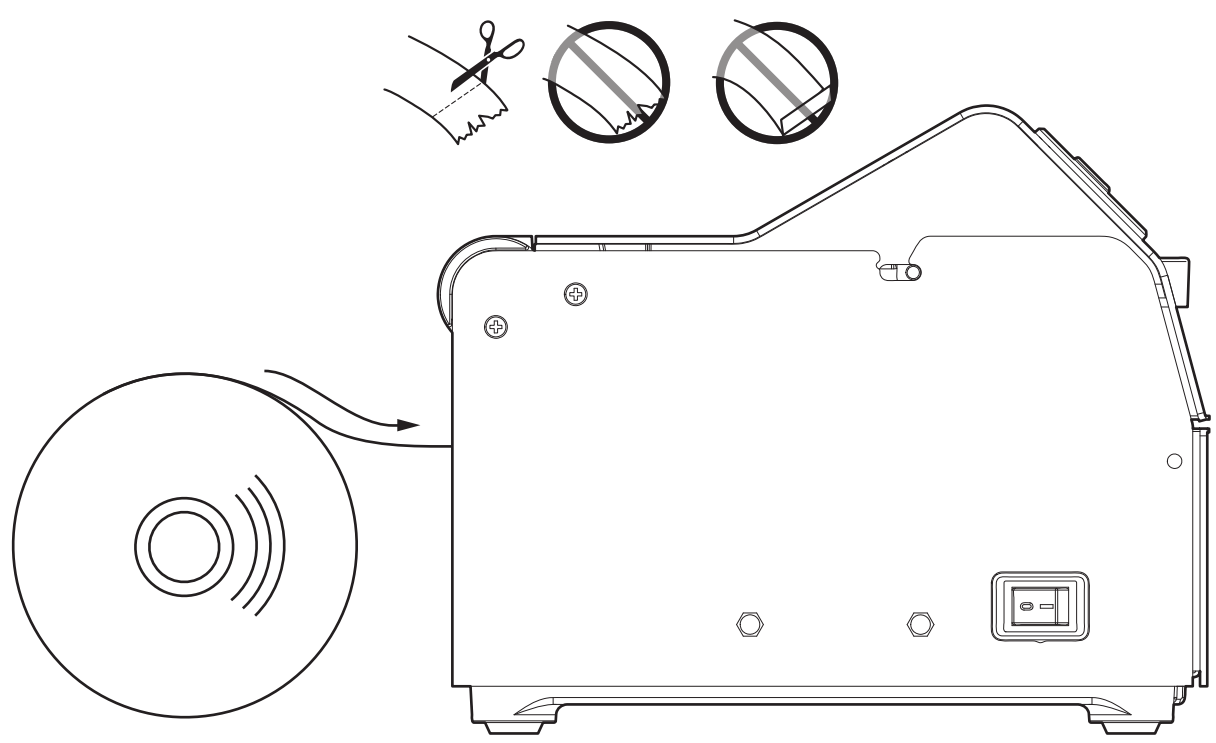
TK862 1, TK862 2, TK862 3, TK862 4
TK862 DF 1, TK862 DF 2, TK862 DF 3

1



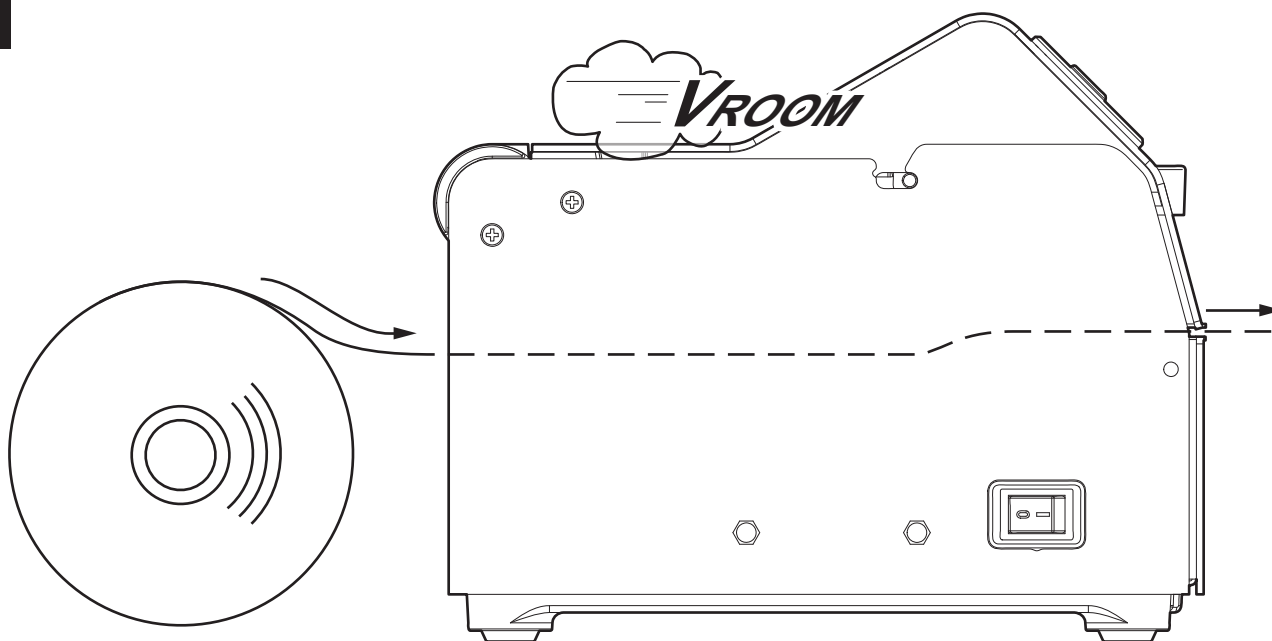
Adjust the paper width
(see [paragraph 5.2](#)).

2



Insert the paper into the input mouth so that it unrolls correctly.
Be sure that the paper is correctly positioned into paper guides.

3



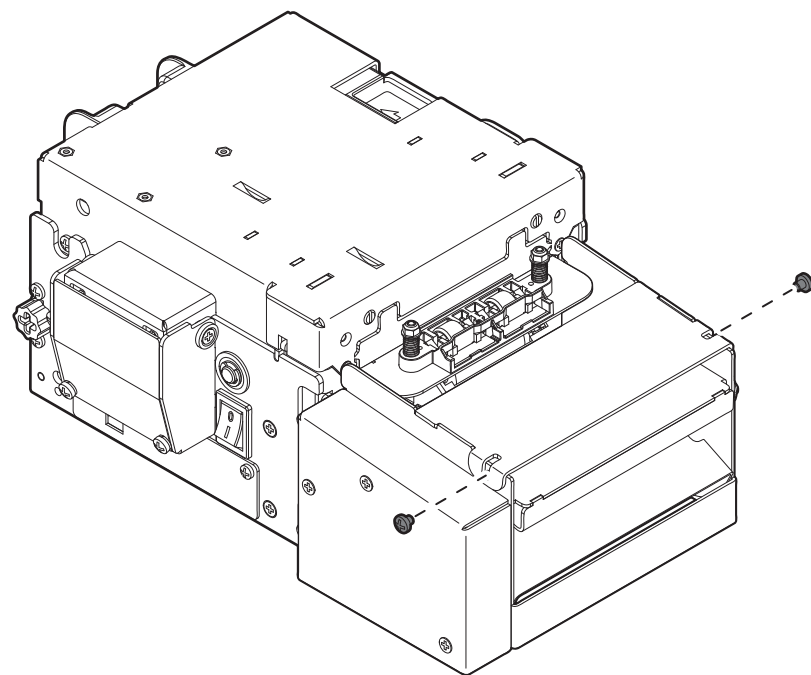
Wait until the paper is automatically loaded.



KPM862 3, KPM862 4, KPM862 DF 3, KPM862 DF 4
KPM863 3, KPM863 4, KPM863 DF 3, KPM863 DF 4

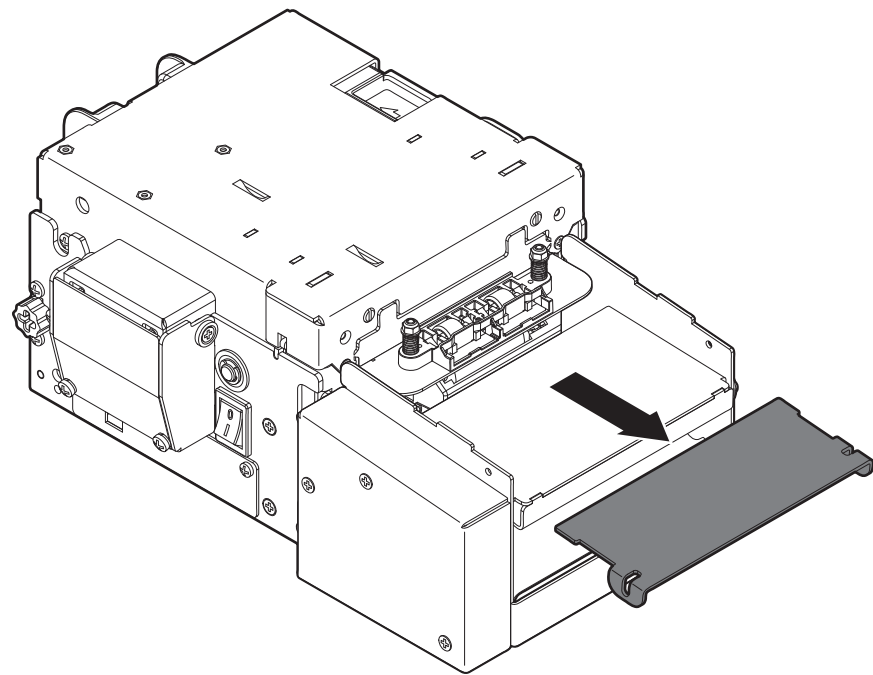
1

PAPER ROLL CORE EXTERNAL DIAMETER < 48 mm



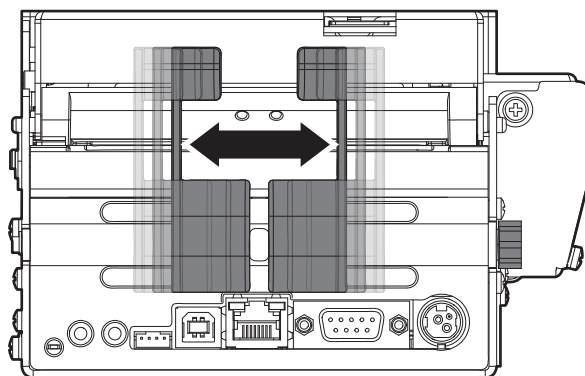
If the external diameter of the paper roll core is less than 48 mm, unscrew the two fixing screws shown in figure.
If the external diameter of the paper roll core is greater than 48 mm, go directly to step 3.

2



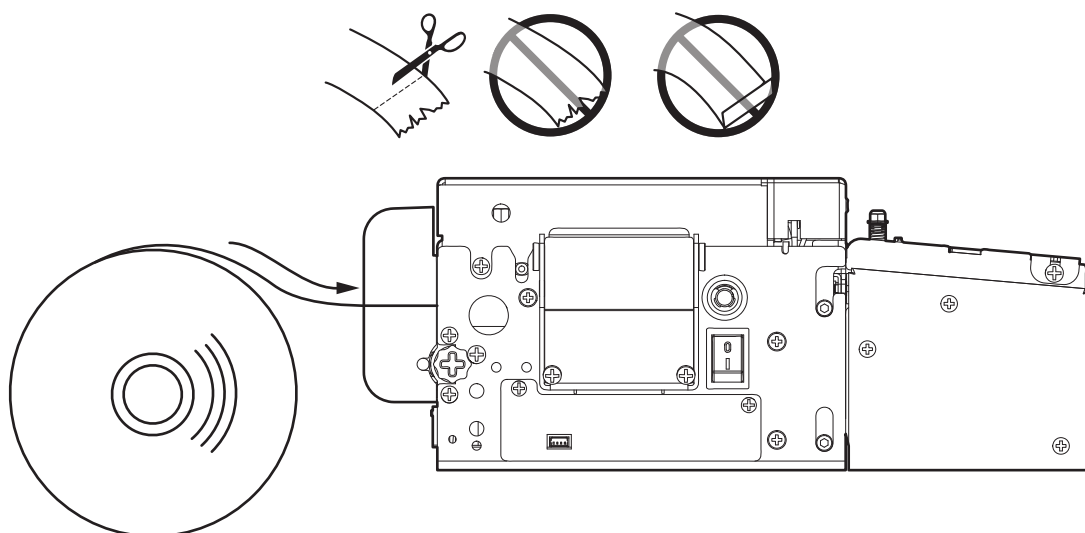
Remove the selector top cover.

3



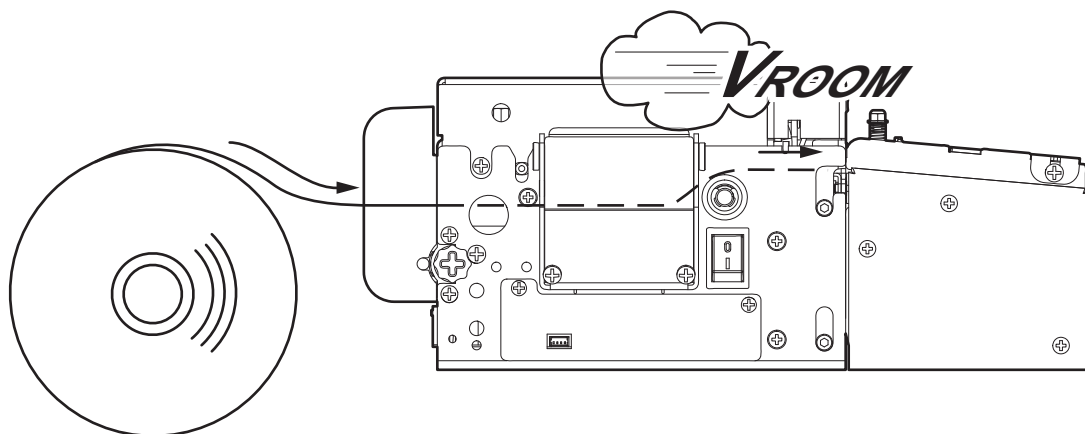
Adjust the paper width
(see [paragraph 5.2](#)).

4



Insert the paper into the input mouth so that it unrolls correctly.
Be sure that the paper is correctly positioned into paper guides.

5



Wait until the paper is automatically loaded.

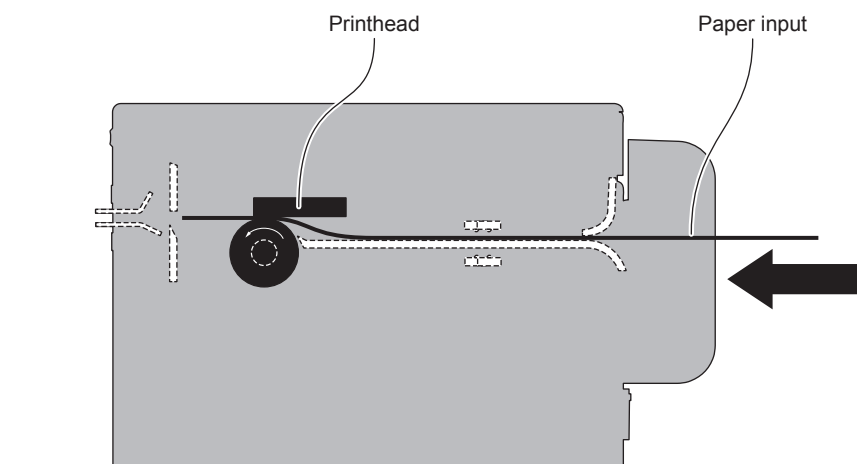
5.5 Issuing ticket

The device allows you to choose between different operating modes for the issuance of printed tickets. The operating modes shown in following images, depend on the settings of configuration parameters and commands sent to the device.

For ease of reference, for some models is represented only the internal printer group without dual feeder.

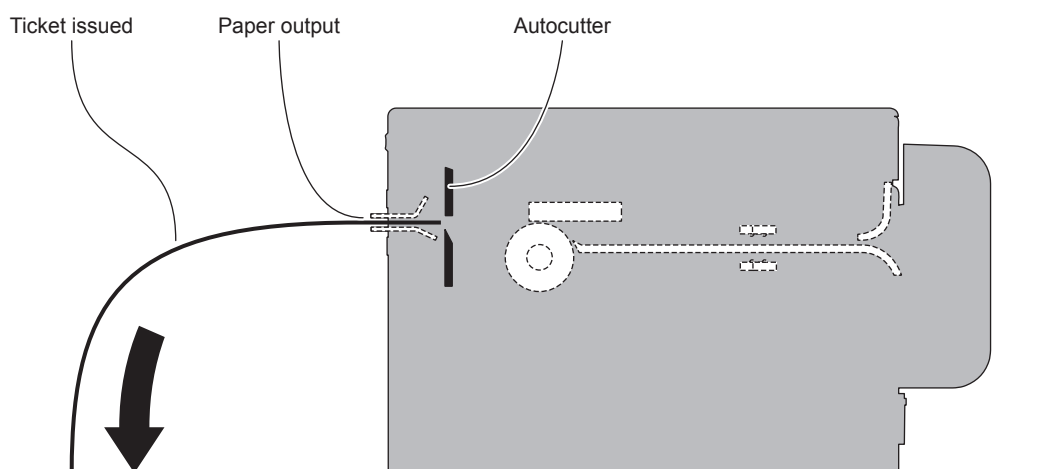
Standard mode

1



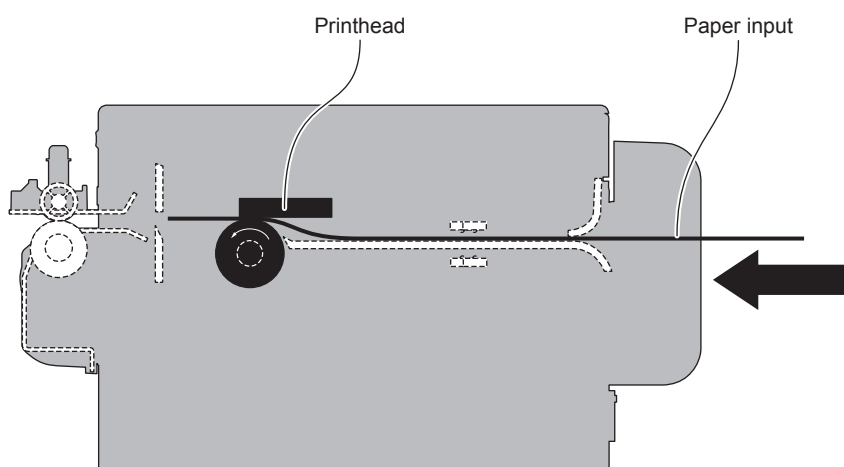
The device starts the ticket printing.

2



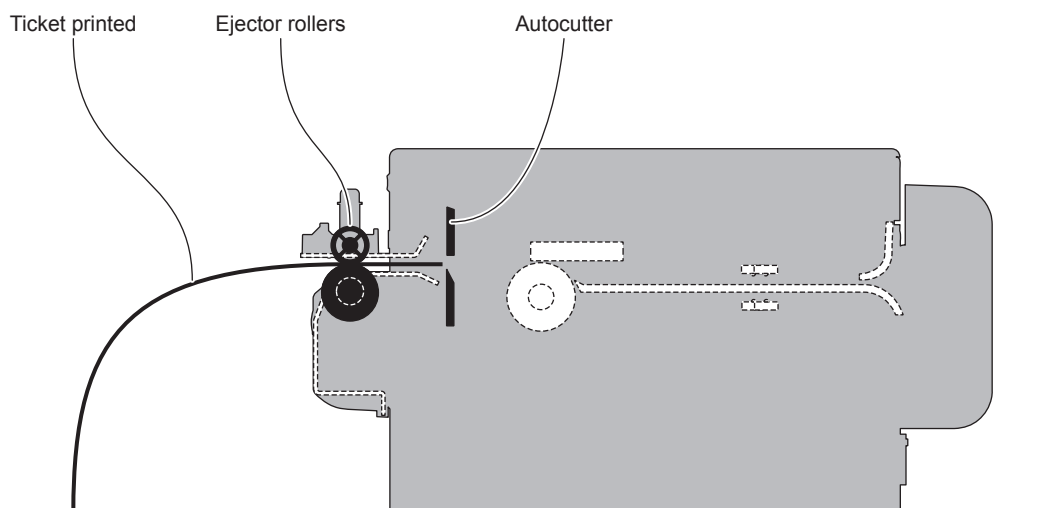
When printing ends, the device cuts the ticket printed that is issued from the paper output.

1



The device starts the ticket printing.

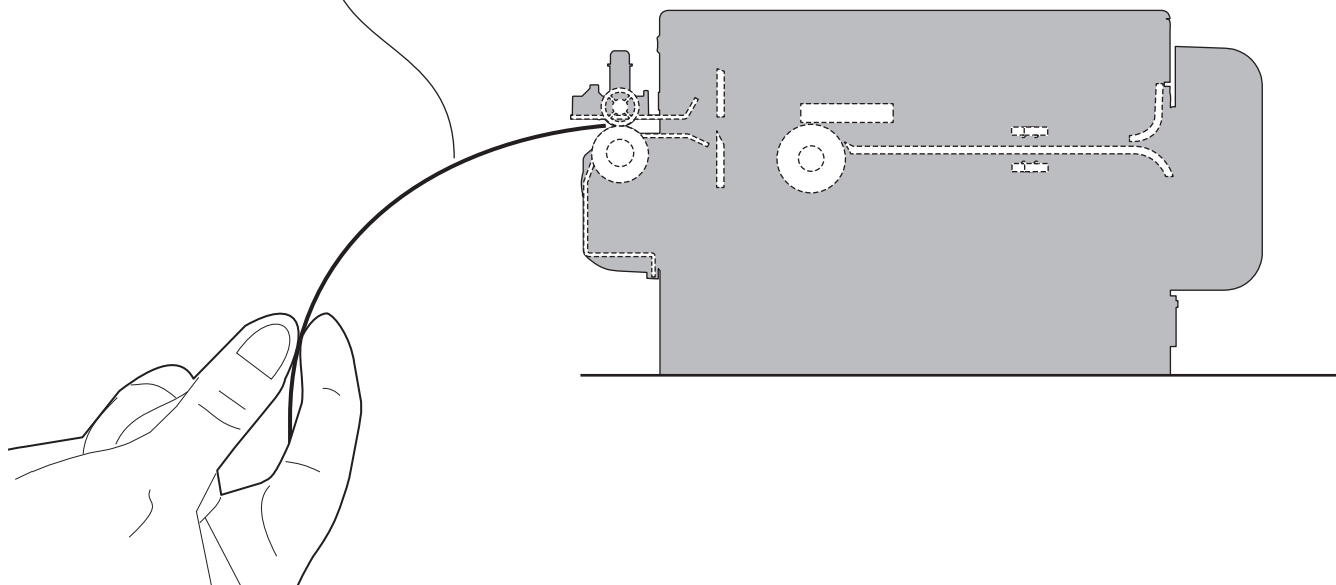
2



When printing ends, the device cuts the ticket printed and hold it between the ejector rollers.

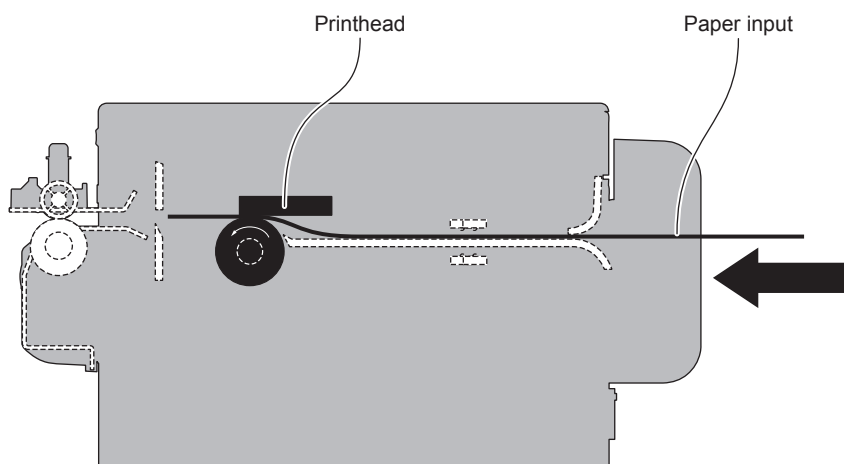
3

Ticket withdrew



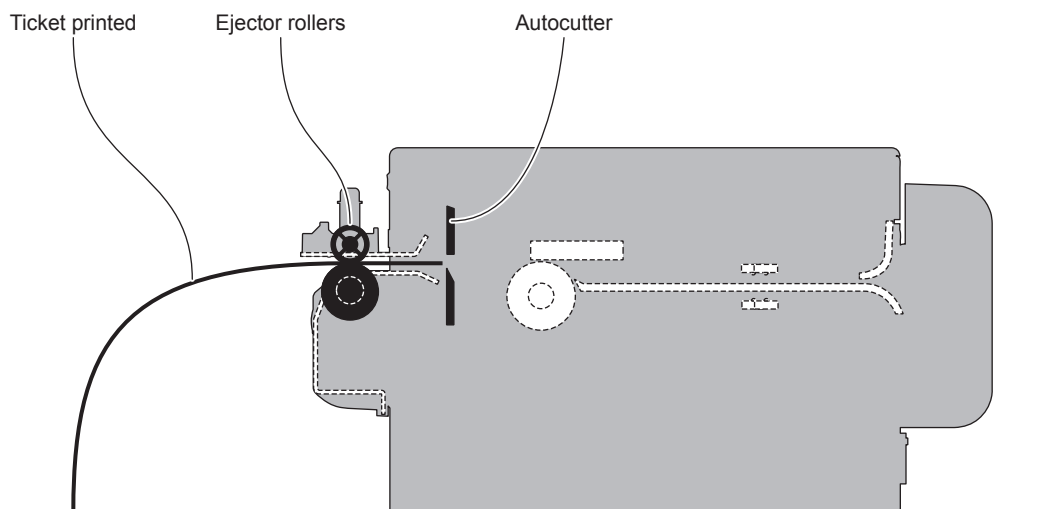
The user withdraws the ticket printed.

1



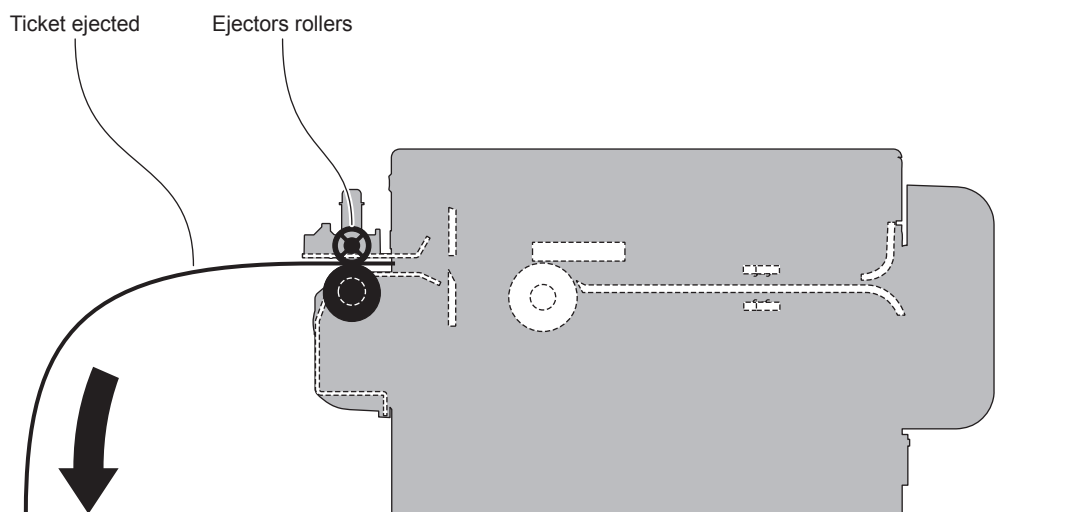
The device starts the ticket printing.

2



When printing ends, the device cuts the ticket printed and hold it between the ejector rollers.

3



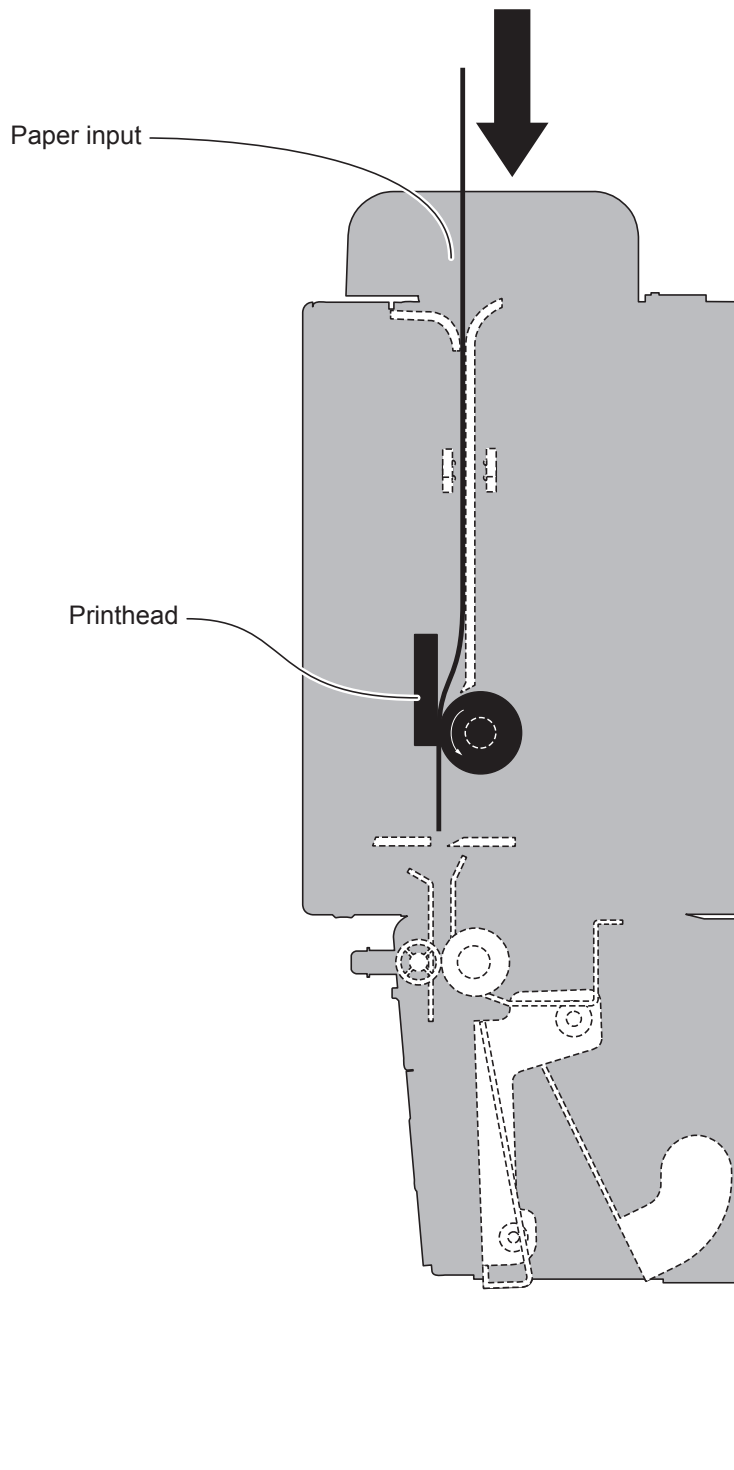
The device ejects the ticket printed.

NOTE:

To enable this issuing method, you need to correctly set the operation mode of the ejector device with the command `0x1D 0x65 0x31` (see the device commands manual).

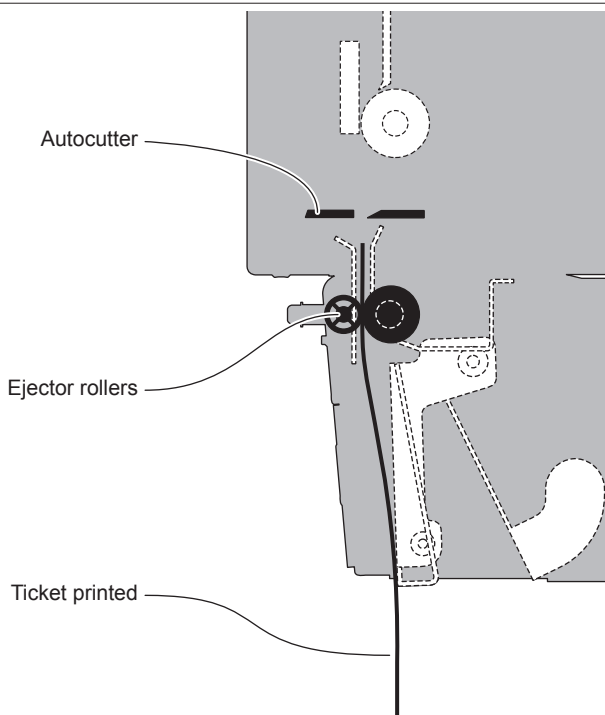


1



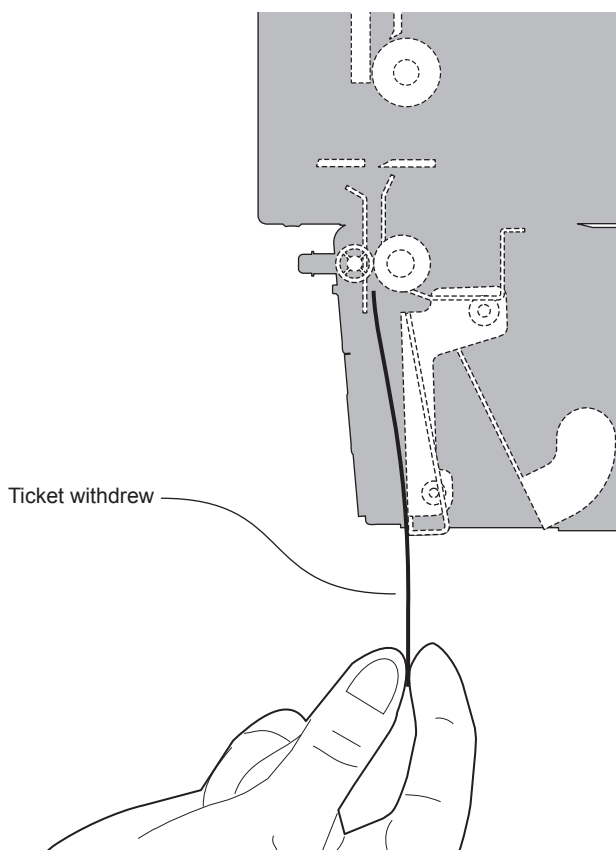
The device starts the ticket printing.

2



When printing ends, the device cuts the ticket printed and hold it between the ejector rollers.

3



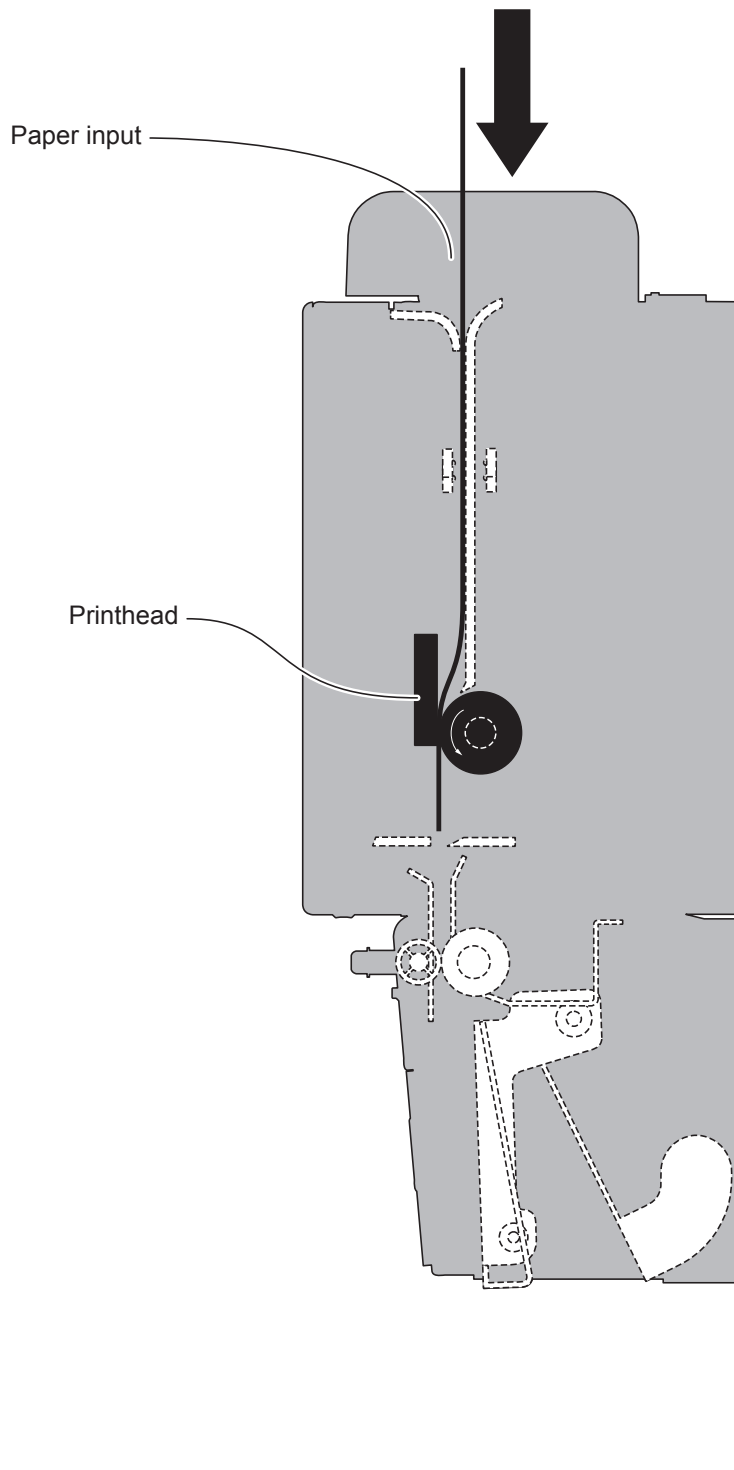
The user withdraws the ticket printed.

NOTE: To enable this issuing method, you need to correctly set the operation mode of the selector device with the command `0x1D 0x70 0x6F` (see the device commands manual).



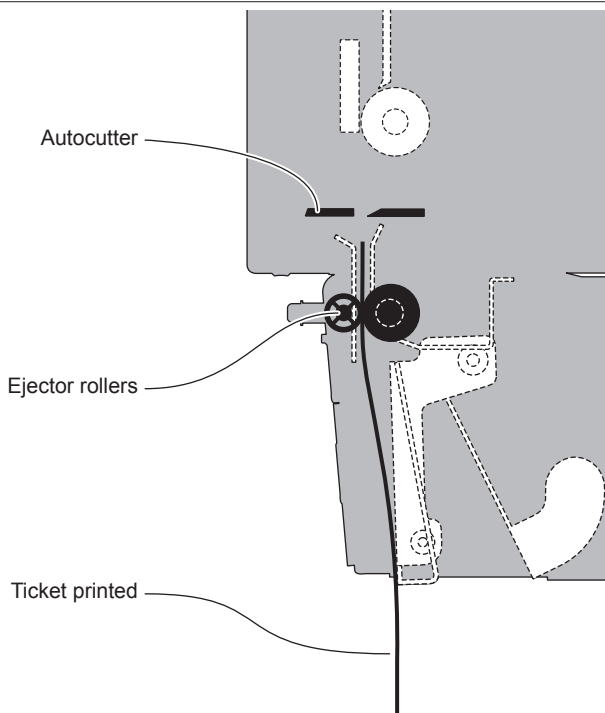
“EJECT” mode (KPM862 3, KPM862 DF 3, KPM863 3, KPM863 DF 3)

1



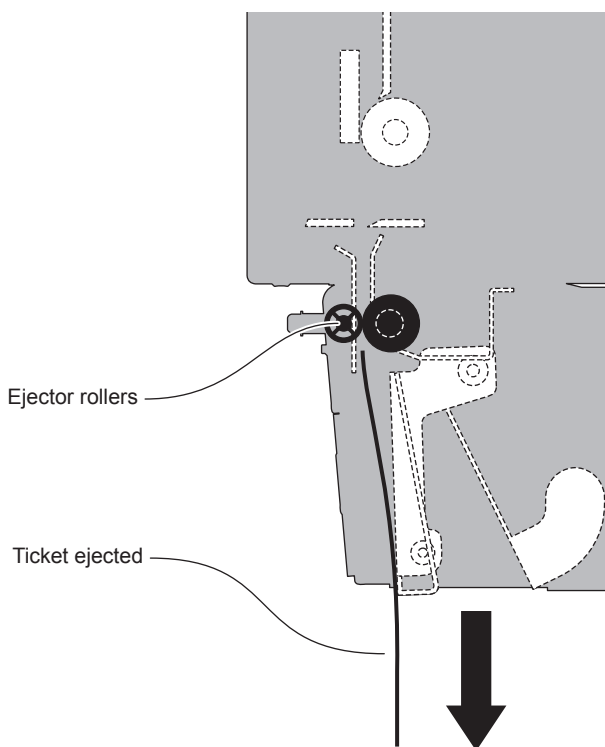
The device starts the ticket printing.

2



When printing ends, the device cuts the ticket printed and hold it between the ejector rollers.

3

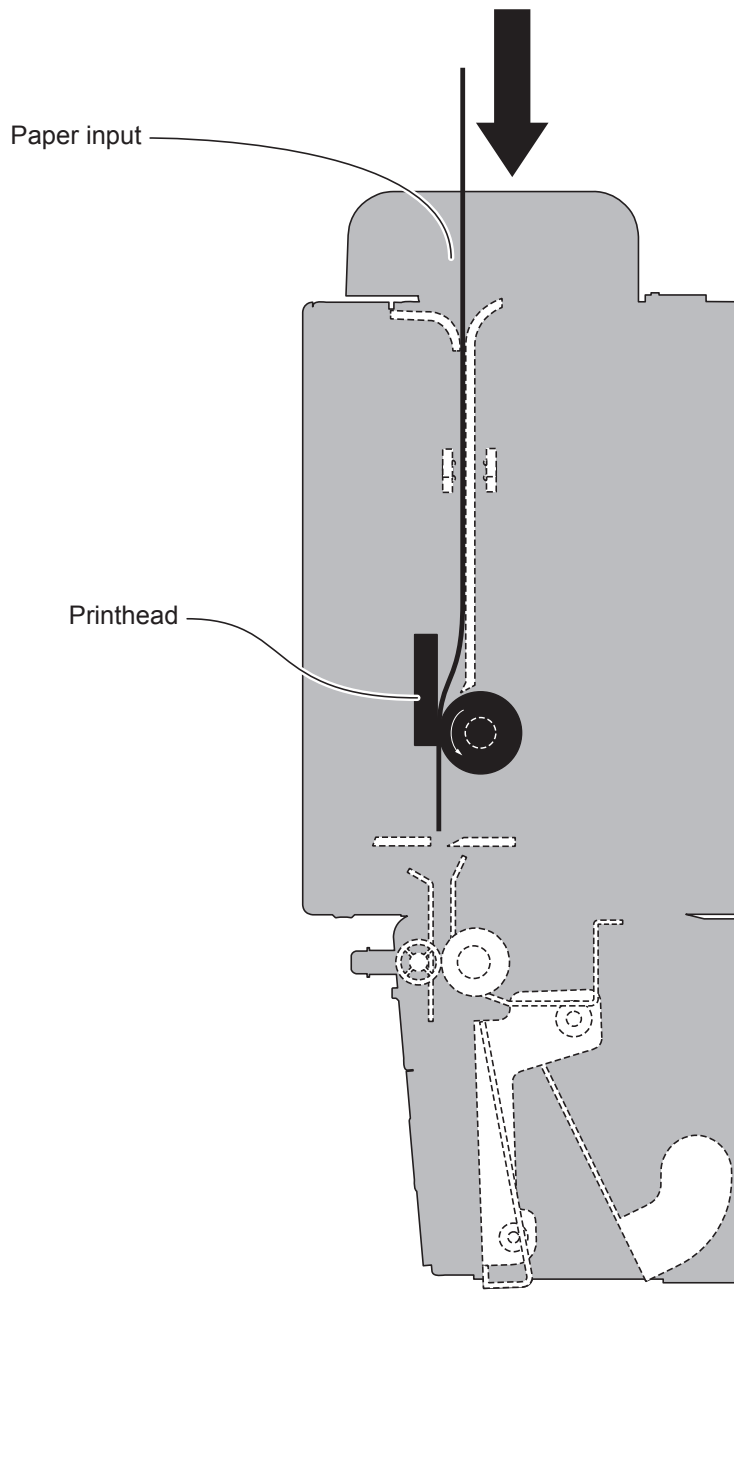


The device ejects the ticket printed.

NOTE: To enable this issuing method, you need to correctly set the operation mode of the selector device with the commands 0x1D 0x70 0x6F and 0x1D 0x65 0x31 (see the device commands manual).

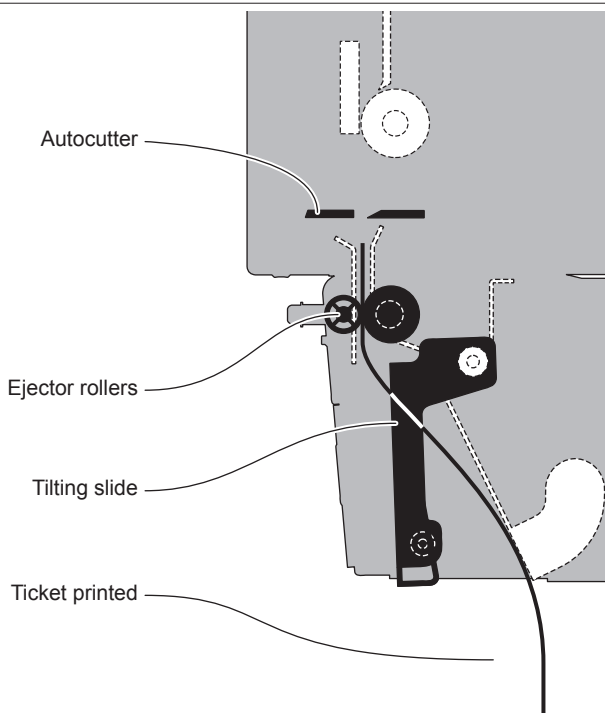


1



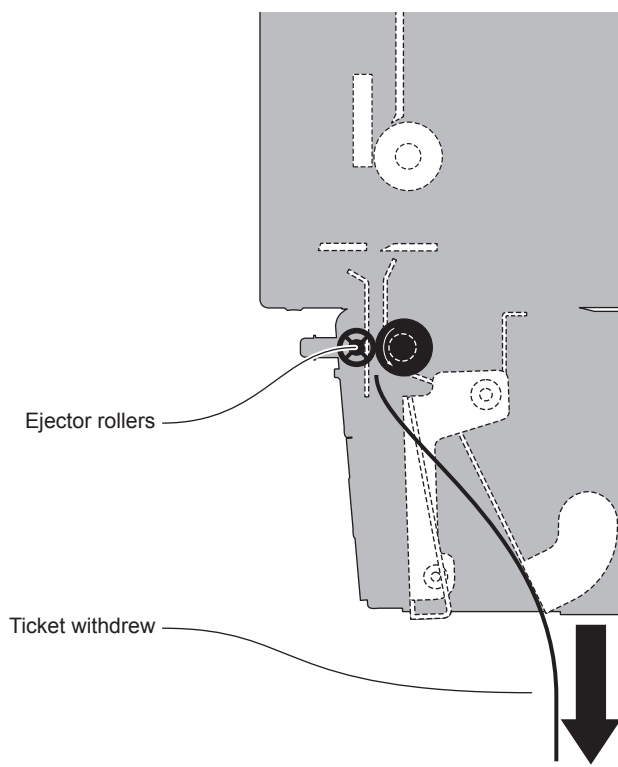
The device starts the ticket printing.

2



When printing ends, the device cuts the ticket printed and hold it between the ejector rollers. The ticket printed is driven into the ejection canal.

3

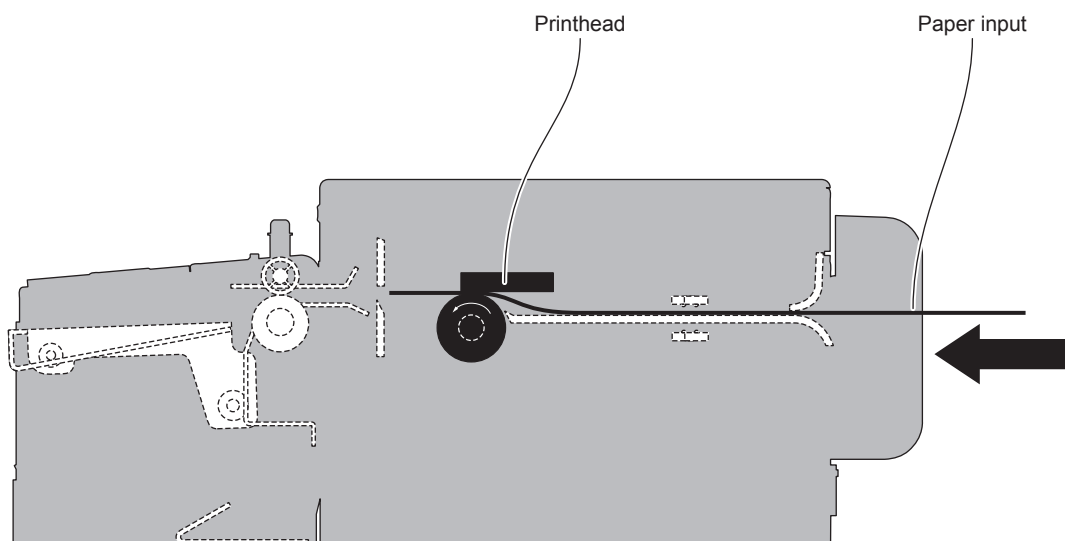


The device collects the ticket printed.

NOTE: To enable this issuing method, you need to correctly set the operation mode of the selector device with the commands 0x1D 0x70 0x73 and 0x1D 0x65 0x31 (see the device commands manual).

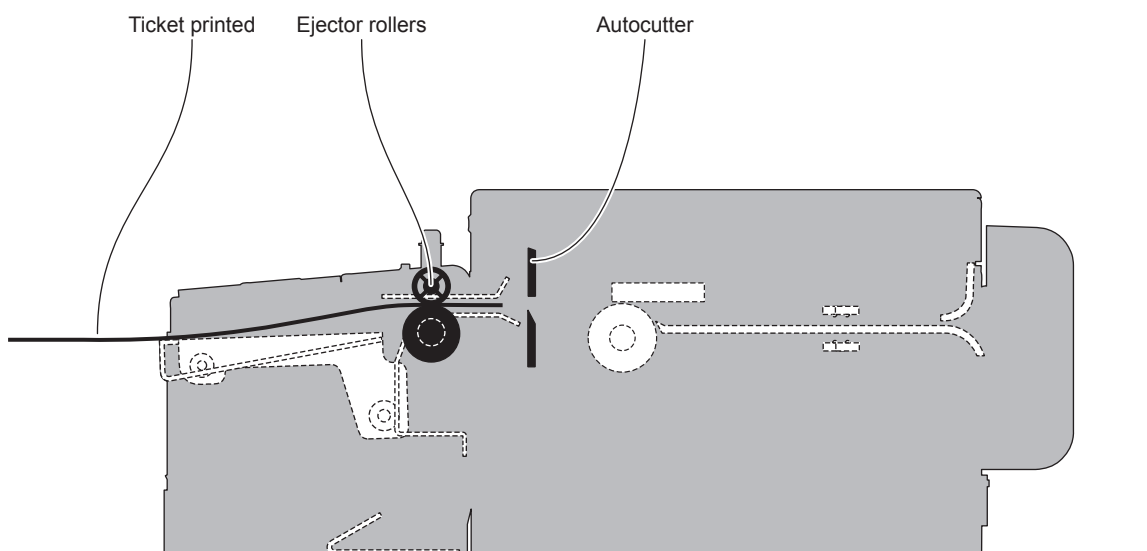
“PRESENT” mode (KPM862 4, KPM862 DF 4, KPM863 4, KPM863 DF 4)

1



The device starts the ticket printing.

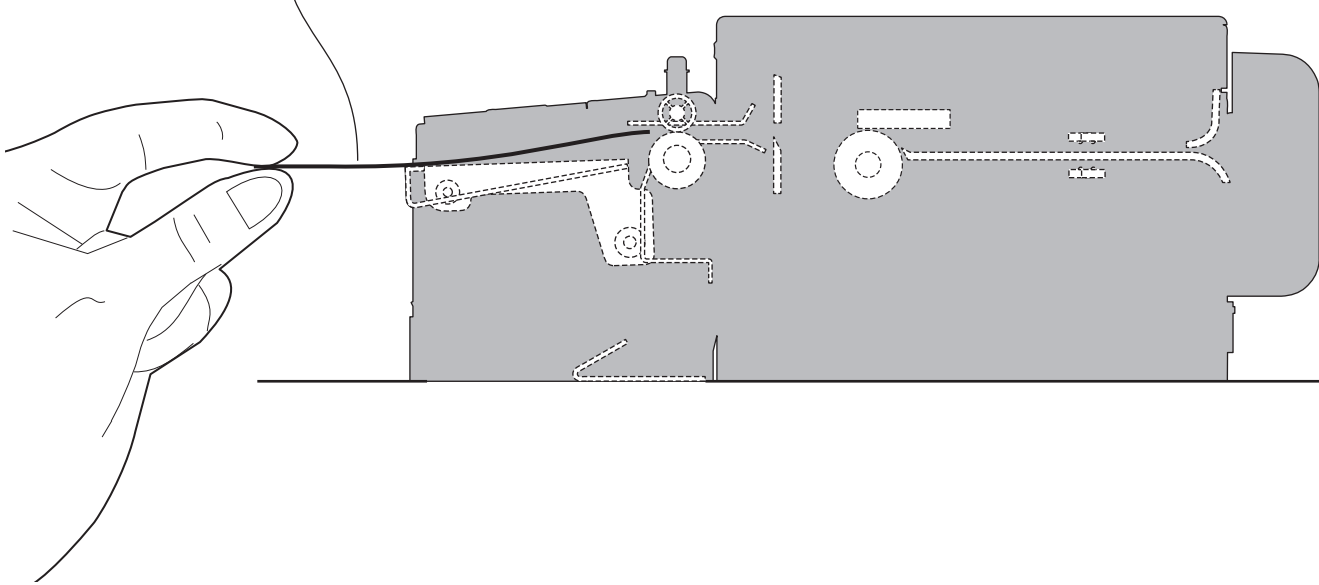
2



When printing ends, the device cuts the ticket printed and hold it between the ejector rollers.

3

Ticket withdrew

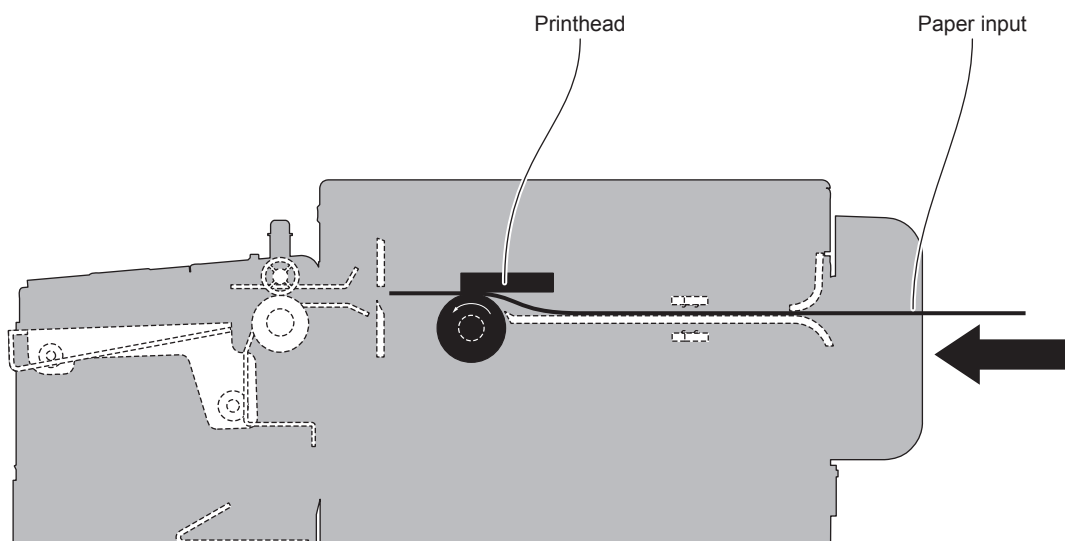


The user withdraws the ticket printed.

NOTE: To enable this issuing method, you need to correctly set the operation mode of the selector device with the command 0x1D 0x70 0x6F (see the device commands manual).

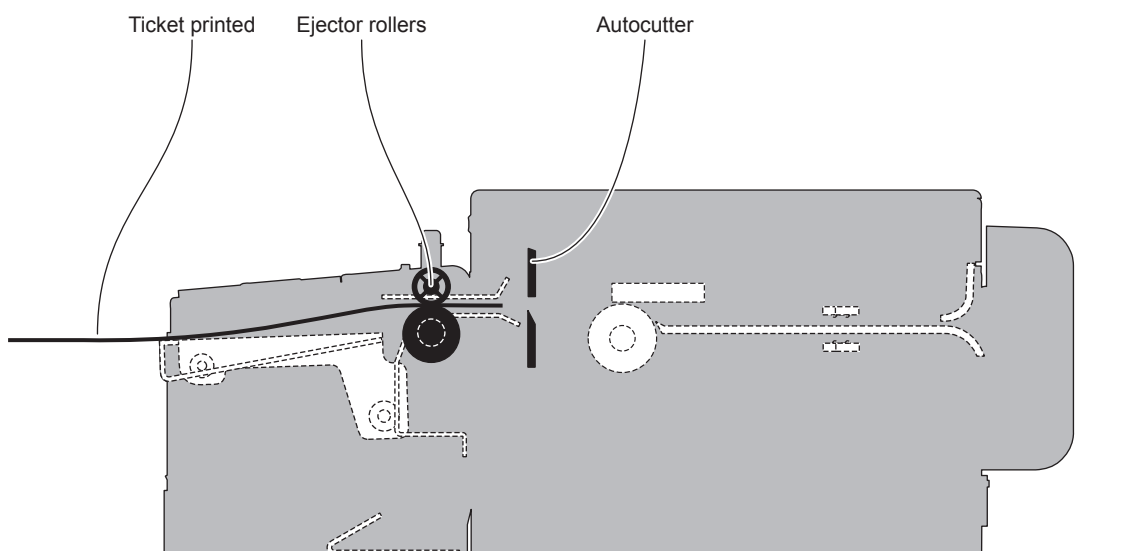
“EJECT” mode (KPM862 4, KPM862 DF 4, KPM863 4, KPM863 DF 4)

1



The device starts the ticket printing.

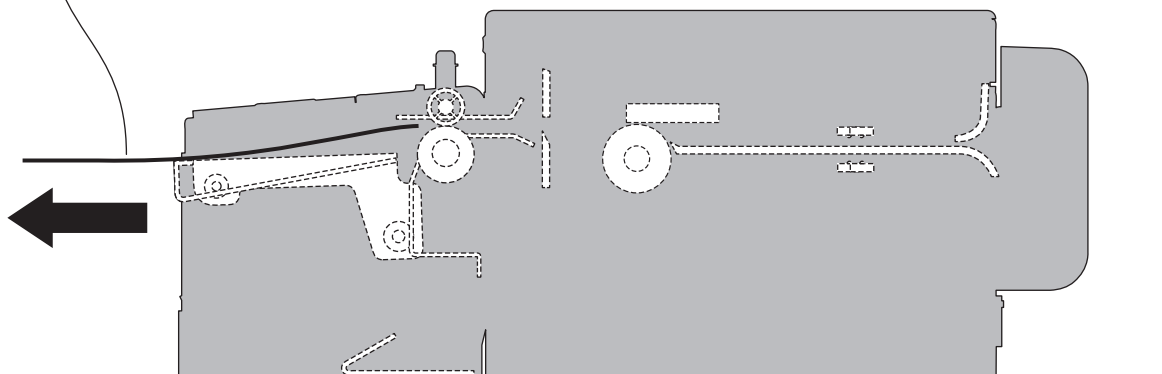
2



When printing ends, the device cuts the ticket printed and hold it between the ejector rollers.

3

Ticket ejected

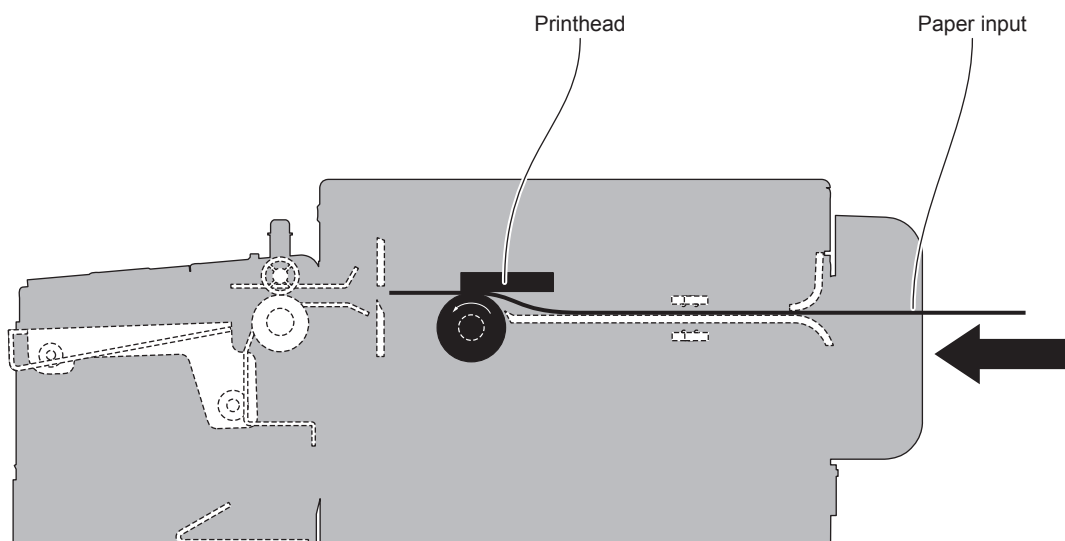


The device ejects the ticket printed.

NOTE: To enable this issuing method, you need to correctly set the operation mode of the selector device with the commands 0x1D 0x70 0x6F and 0x1D 0x65 0x31 (see the device commands manual).

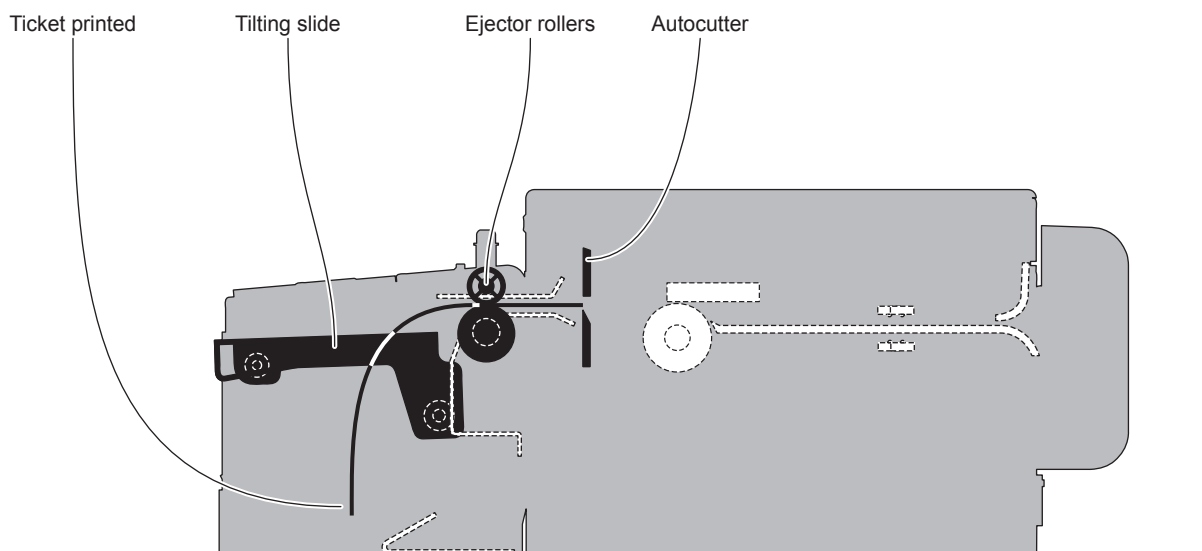
“COLLECT” mode (KPM862 4, KPM862 DF 4, KPM863 4, KPM863 DF 4)

1



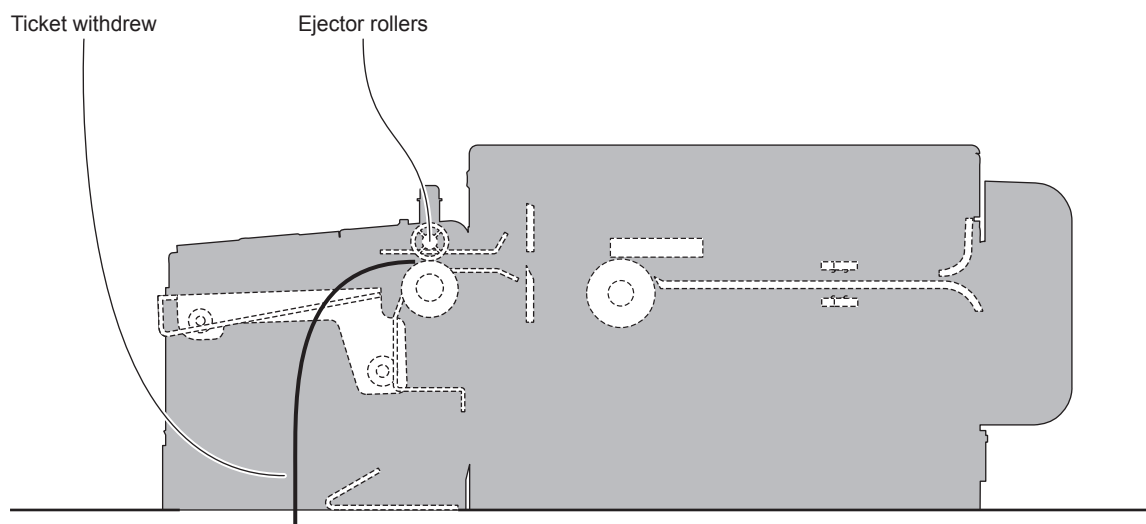
The device starts the ticket printing.

2



When printing ends, the device cuts the ticket printed and hold it between the ejector rollers. The tilting slide is lifted and the ticket printed is driven into the ejection canal.

3



The device ejects the ticket printed.

NOTE: To enable this issuing method, you need to correctly set the operation mode of the selector device with the commands 0x1D 0x70 0x6F and 0x1D 0x65 0x31 (see the device commands manual).

5.6 VeriPrint® system

KPM862 6, TK862 3, TK862 DF 3

VeriPrint® is a system designed by CUSTOM S.p.A. thanks to which the functions of an image scanner and those of a thermal printing head can be integrated in a single component to be included in systems and terminals for POS, betting/lottery and ticketing application automation. Solutions and benefits with VeriPrint®:

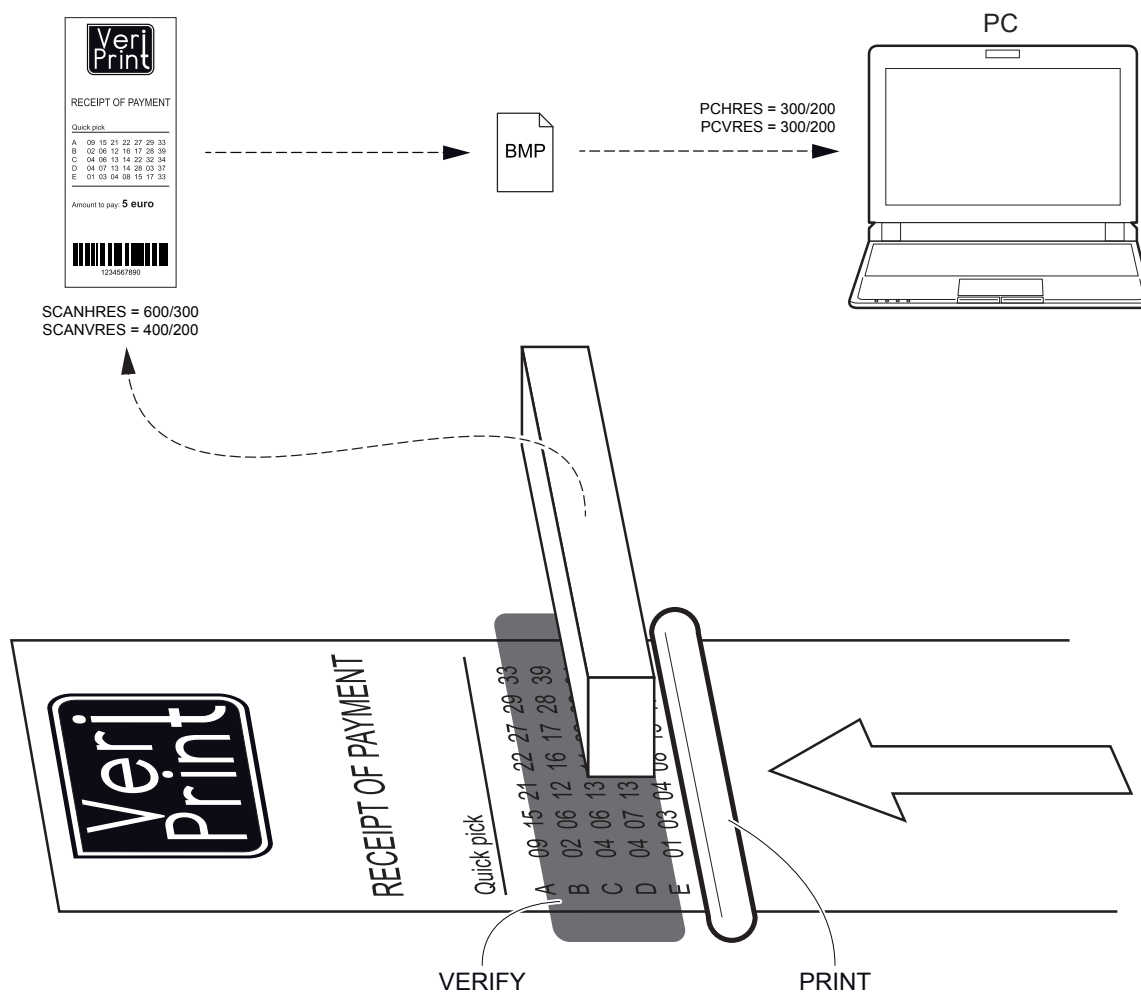
- Automatic scan of the images of all tickets.
- Protection against manipulated tickets.
- In case of doubts on the originality of a ticket presented, possibility of retrieval of the original image.
- Maximum safety, resulting in claim and cost reductions.



How VeriPrint® works

While printing a receipt, an integrated scanning element captures the image of the receipt automatically and reads any barcode printed (for readable formats see [paragraph 9.1](#)). The image can be sent to a remote host in real time through commands (see the device commands manual). The captured image represents the actual and “true” look of the receipt as the customer receives it from the operator or a self-service kiosk.

The operating parameters for the scanner unit and VeriPrint® system can be set by using the “PrinterSet” software tool available on www.custom4u.it.



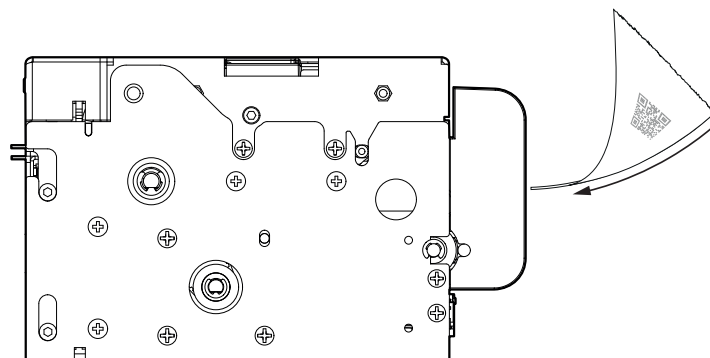
5.7 Stock control

Stock control is a system that allows you to check the print media used during printing and to guarantee protection against the risk of manipulated tickets.

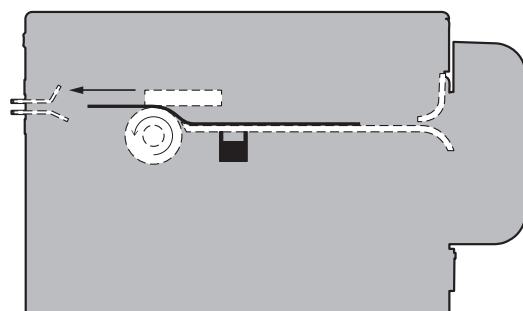
How stock control works

When handling the paper, the sensor placed inside the device automatically reads the pre-printed barcode on the back of the ticket to verify its originality. The application can verify its veracity and, in case of validation, the device proceeds with the printing of the ticket.

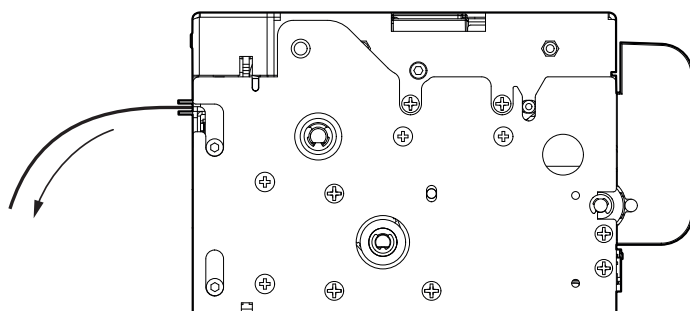
In order to use the stock control it is necessary to purchase a specific license. Contact technical assistance or your dealer.



STEP 1:
Pre-printed barcode
on the back (1D or 2D)



STEP 2:
Data acquisition
and validation



STEP 3:
If validation is OK then ticket printing



6 CONFIGURATION

6.1 Configuration by keys

To enter the configuration mode and print a setup report with the operating parameters of the device, proceed as follows. For ease of reference, for some models is represented only the standard model of internal printer group without dual feeder.

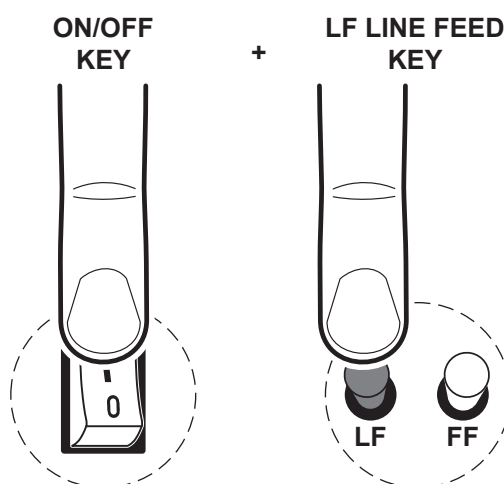
KPM862 1, KPM862 2, KPM862 3, KPM862 4, KPM862 5, KPM862 6

KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4

KPM863 1, KPM863 2, KPM863 3, KPM863 4

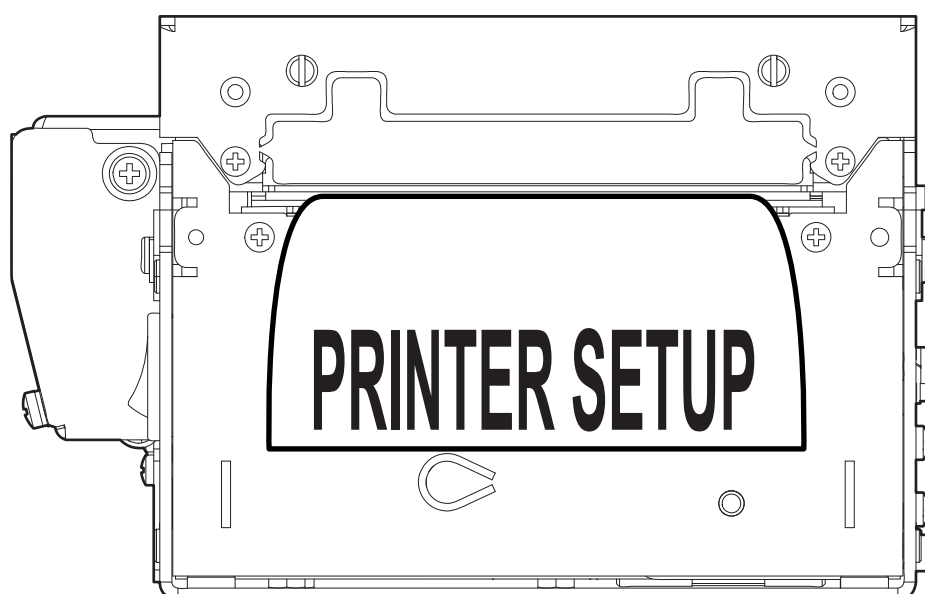
KPM863 DF 1, KPM863 DF 2, KPM863 DF 3, KPM863 DF 4

1



While pressing the LF LINE FEED key, switch on the device by pressing the ON/OFF key.

2

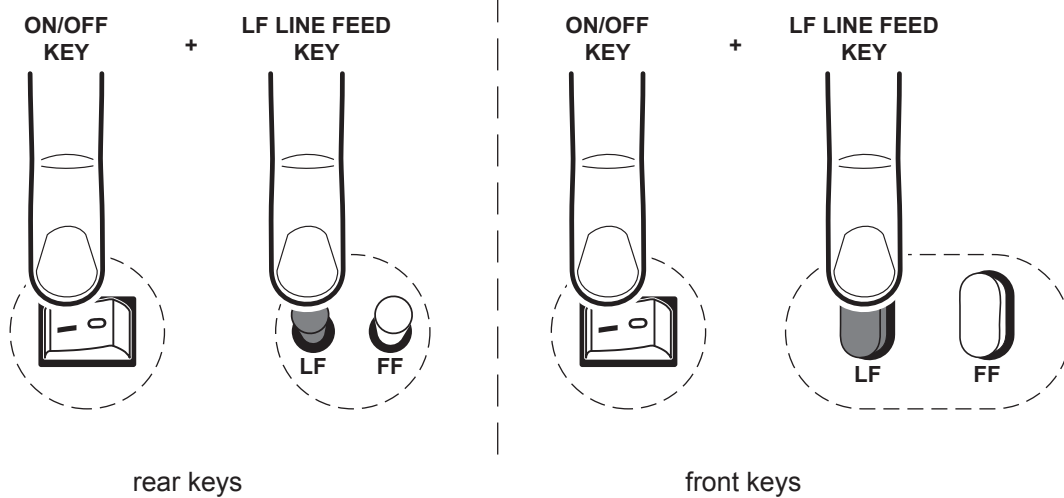


The device prints the report with the settings parameters. Follow the instruction printed on the paper to proceed with configuration procedure.



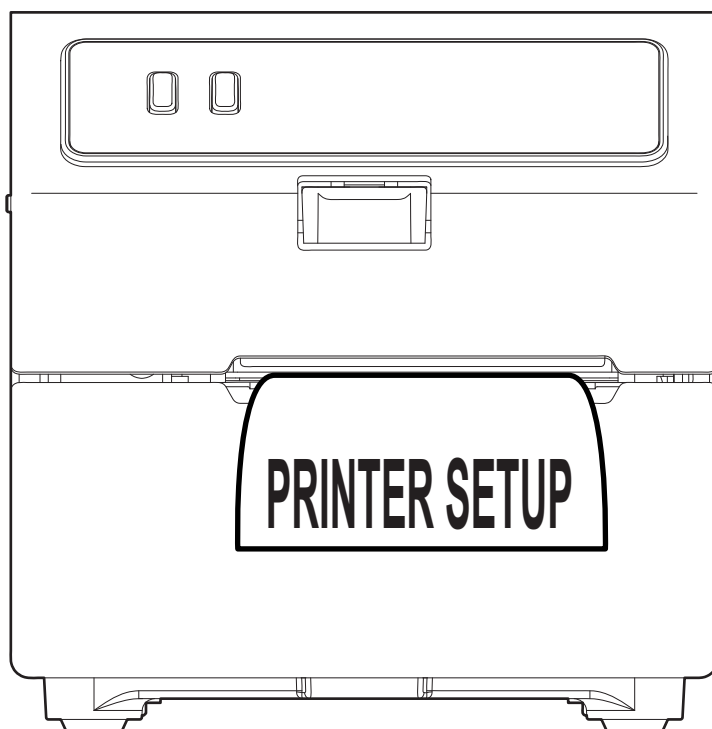
TK862 1, TK862 2, TK862 3, TK862 4
TK862 DF 1, TK862 DF 2, TK862 DF 3

1



While pressing the LF LINE FEED key,
switch on the device by pressing the ON/OFF key.

2



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



The following figures shows the device setup reports. The shown values for parameters are sample values; for a detailed description of the device operating parameters see the following paragraphs.

DEVICE NAME AND
FIRMWARE MODULES
RELEASE

```

<device name>
SCODE. <code>      - rel 1.00
FCODE. <code>      - rel 1.00
DCODE. <code>      - rel 1.00
S/N: <number>
  
```

PRINTING HEAD
STATUS

PRINTER SETTINGS

1 640

PRINthead WORKING GOOD!

DEVICE
STATUS

```

PRINTER TYPE ..... <device model>
RFID Module ..... <RFID>
RFID Module Release ..... <RFID rel.>
PRINTING HEAD TYPE ..... <head model>
INTERFACE ..... USB
PROGRAM MEMORY TEST..... OK
DYNAMIC RAM TEST..... OK
CUTTER TEST..... OK
HEAD VOLTAGE          [V] = 24.17
HEAD TEMPERATURE     [°C] = 24
POWER ON COUNTER      = 10
PAPER PRINTED        [cm] = 160
CUT COUNTER           = 3
  
```

PARAMETERS
FOR DEVICE
CONFIGURATION

```

Printer Emulation ..... : CUSTOM POS
RS232 Baud Rate ..... : 115200 bps
RS232 Data Length ..... : 8 bits/chr
RS232 Parity ..... : None
RS232 Handshaking ..... : Hardware
Print Mode ..... : Normal
Busy Condition ..... : RxFull
Autofeed ..... : CR Disabled
Chars / Inch ..... : A=15 B=20 cpi
Font Type..... : International
Speed / Quality..... : High Speed
Print Width..... : 80 mm
Paper End Management ..... : Print All
RFID Module Baud Rate ..... : 115200 bps
Paper Threshold..... : 40%
Notch/B.Mark Pos. F1 ..... : Bottom
Notch/B.Mark Pos. F2 ..... : Bottom
PaperEnd Buffer Clear ..... : Disabled
PrintHead Test PowerOn..... : Disabled
USB Address Number ..... : 0
USB Class ..... : Printer
Ejector Speed..... : 75%
Cutter..... : Enabled
Ejector Type..... : Ejecter
Print Density..... : 0%
  
```

KEYS FUNCTIONS

[LF] enter Printer Setup
[FF] enter Ethernet Setup

ETHERNET
PARAMETERS

```

ETH. SPEED = 100Mb/s Half-Duplex MDIX

DHCP Client ..... : Disabled

IP Address ..... : 192.168. 0. 1
Subnet Mask ..... : 255.255.255. 0
Default Gateway..... : 192.168. 0. 5

MAC Address ..... : 00-0E-E2-02-00-00
  
```

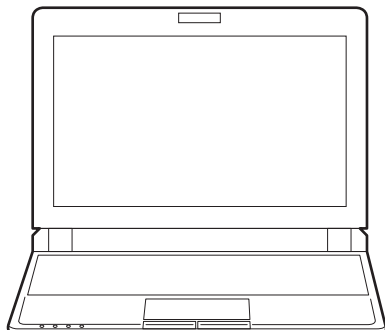
KEYS FUNCTIONS

[LF] enter Ethernet Setup
[FF] skip Setup

6.2 Configuration by software

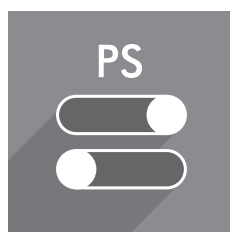
The setup parameters can be set by using the “PrinterSet” software tool available on www.custom4u.it. For a detailed description of the device operating parameters see the following paragraphs. To configure the device by software, proceed as follows:

1



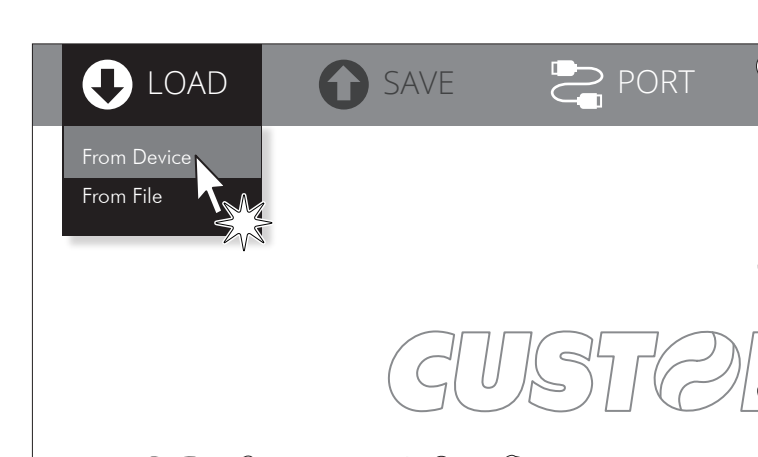
Connect the device to a PC directly (see [paragraph 4.3](#)), without using HUB devices.

2



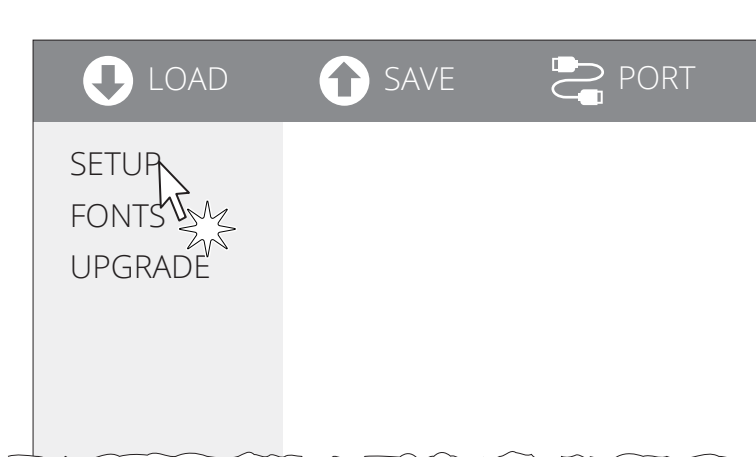
Start “PrinterSet” software tool.

3



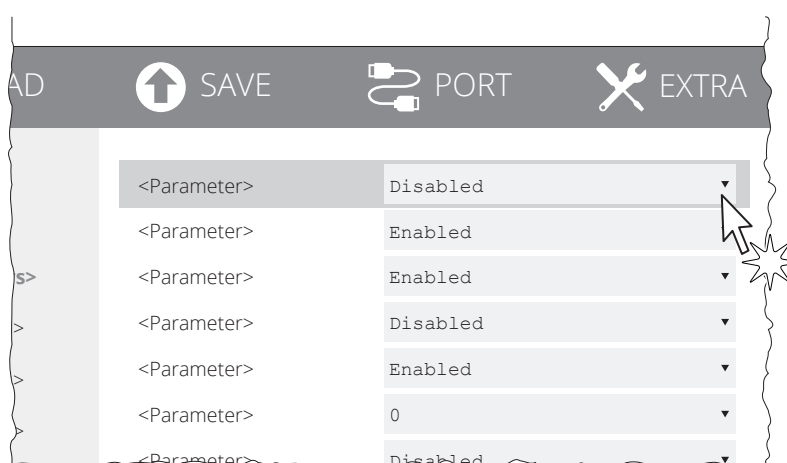
Click on LOAD > FROM DEVICE and select the device connected to the PC.

4



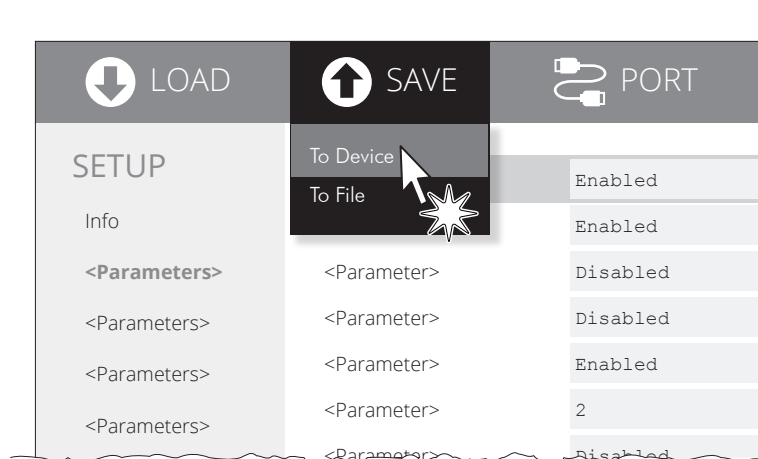
Click on SETUP to access the operating parameters of the device to be configured.

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.

6.3 Configuration by file

The setup parameters can be set by editing the "Setup.ini" file stored on the Flash Drive of the device.
Proceed as follows:

1



**Enter
setup**

Enter the configuration procedure
by keys (see [paragraph 6.1](#))
or by software (see [paragraph 6.2](#)).

2

```
<parameter> ..... : <value>
<parameter> ..... : <value>
<parameter> ..... : <value>
<parameter> ..... : <value>
```

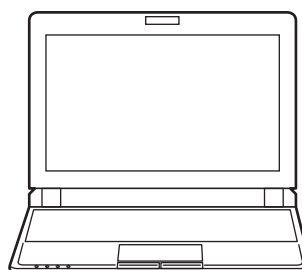
```
USB Class ..... : Mass Storage
```

```
<parameter> ..... : <value>
<parameter> ..... : <value>
<parameter> ..... : <value>
<parameter> ..... : <value>
```

Check that the "USB Class" parameter
is set to "Mass Storage".
Otherwise, this configuration mode
is not available.

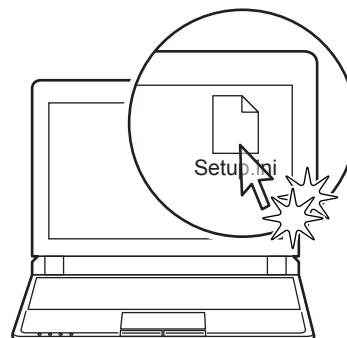
3

USB



Plug the device to a Personal Computer
via USB.

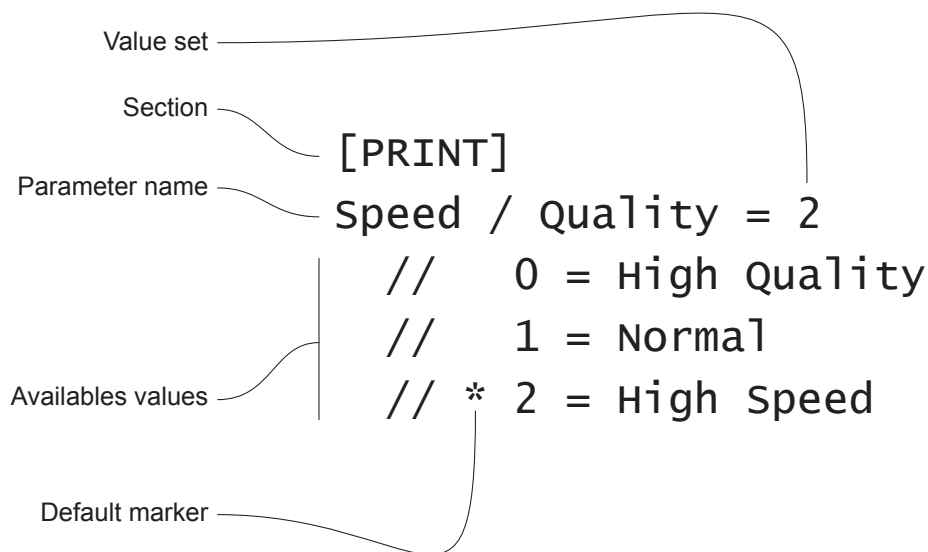
4



Enter the Flash drive of the device
and edit the "Setup.ini" file.



The “Setup.ini” file is a configuration file that contains all the configurable parameters listed in text format and divided into some sections (indicated between square brackets). For each parameter, you find the parameter name followed by the value currently set and then the available values listed with a reference number. The reference number marked with the symbol ‘ * ’ is the default one (see figure).



To modify the parameter, change the numeric value after the parameter name or use the default value by typing “D”. After editing device’s parameter, simply save the “Setup.ini” file to make the modifies activated. For a detailed description of the device operating parameters see the following paragraphs.

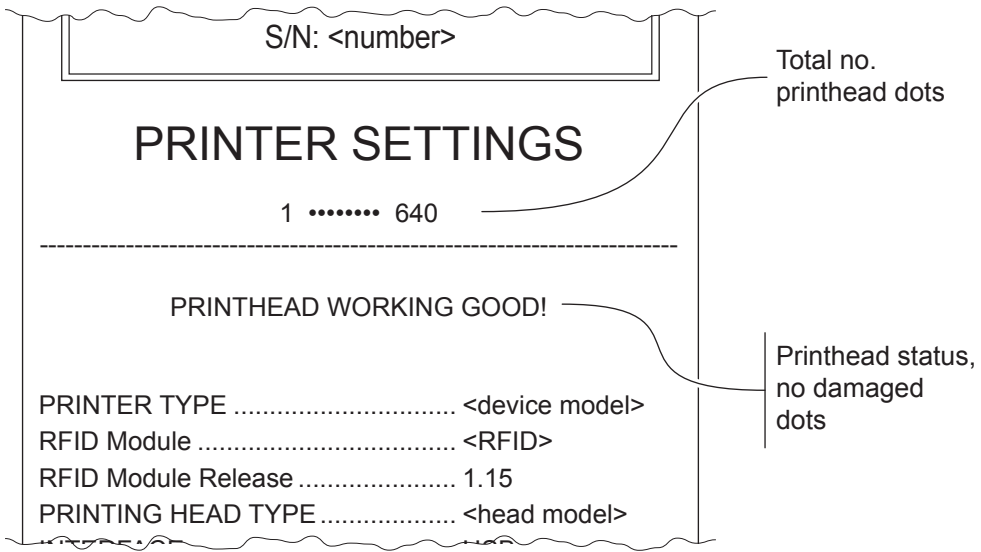
ATTENTION:

The change of value for the “USB Class” parameter may compromise the access to the Setup.ini file. Be careful to keep the “Mass Storage” value to allow a new access to the Flash Drive.

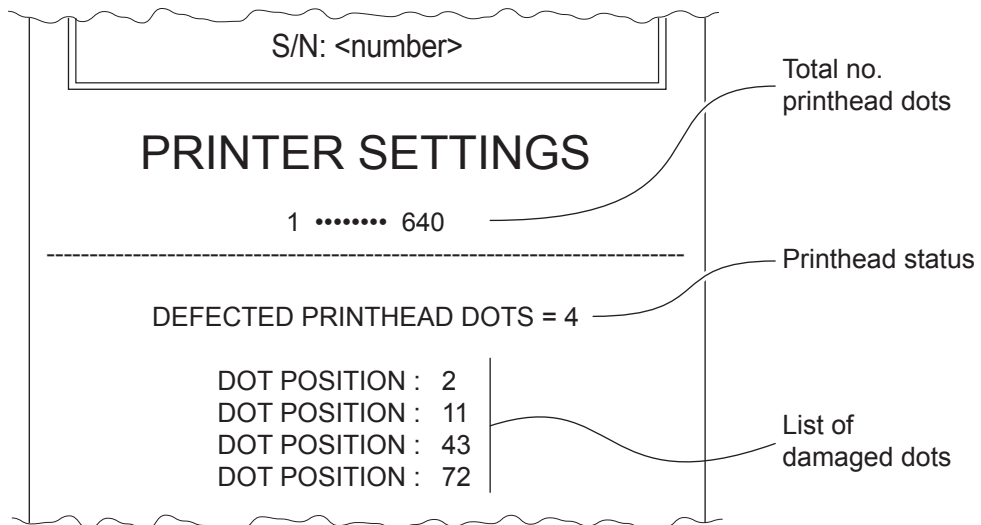


6.4 Printhead status

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).





6.5 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
RFID MODULE	presence of RFID module
RFID MODULE RELEASE	RFID module firmware release
PRINTING HEAD TYPE	printing 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
CUTTER 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
CUT COUNTER	number of cuts made



6.6 Communication 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.

RS232 BAUD RATE

Communication speed of the serial interface:

9600 57600
19200 115200 [Ⓓ]
38400

Parameter valid only with serial interface.

RS232 DATA LENGTH

Number of bit used for characters encoding:

7 bits/car
8 bits/car [Ⓓ]

Parameter valid only with serial interface.

RS232 PARITY

Bit for the parity control of the serial interface:

None [Ⓓ] = parity bit omitted
Even = even value for parity bit
Odd = odd value for parity bit

Parameter valid only with serial interface.

RS232 HANDSHAKING

Handshaking:

Xon/Xoff = software handshaking
Hardware [Ⓓ] = hardware handshaking (CTS/RTS)

Parameter valid only with serial interface.

BUSY CONDITION

Activation mode for the Busy signal:

OffLine/ RxFull = Busy signal is activated when the device is both in OffLine status and the buffer is full
RxFull [Ⓓ] = Busy signal is activated when the buffer is full

Parameter valid only with serial interface.

USB CLASS

USB communication class definition.

Printer [Ⓓ] = setting the printer function
Mass Storage = setting the sharing mode from Mass Storage
Virtual COM = setting the USB port as a serial port



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
NETWORK PRINTER NAME	Identification name of the device within a network. This parameter is not printed on setup report and it is modifiable only during setup procedure by software (see paragraph 6.2).
DHCP CLIENT	Setting of the DHCP protocol: Disabled ^D = protocol disabled Enabled = protocol enabled Press FORM FEED key to modify the value of highlighted digit. Pressing LINE FEED key to move cursor on next digit (if cursor is on the latest digit, proceed to next parameter by pressing LINE FEED key).
IP ADDRESS	IP address of the device. Press FORM FEED key to modify the value of highlighted digit. Pressing LINE FEED key to move cursor on next digit (if cursor is on the latest digit, proceed to next parameter by pressing LINE FEED key).
SUBNET MASK	This parameter identifies the local network address. Press FORM FEED key to modify the value of highlighted digit. Pressing LINE FEED key to move cursor on next digit (if cursor is on the latest digit, proceed to next parameter by pressing LINE FEED key).
DEFAULT GATEWAY	This parameter identifies the gateway IP address used to send applications to the external network. Press FORM FEED key to modify the value of highlighted digit. Pressing LINE FEED key to move cursor on next digit (if cursor is on the latest digit, proceed to next parameter by pressing LINE FEED key).
PRIMARY DNS SERVER	This parameter identifies the Domain Name System (DNS). This parameter is not printed on setup report and it is modifiable only during setup procedure by file (see paragraph 6.3).
SECONDARY DNS SERVER	This parameter identifies the Domain Name System (DNS). This parameter is not printed on setup report and it is modifiable only during setup procedure by file (see paragraph 6.3).
TCP PRINTER PORT	This parameter sets the TCP port number. This parameter is not printed on setup report and it is modifiable only during setup procedure by file (see paragraph 6.3).



MAC ADDRESS

This is the number, provided by the constructor, that identifies the device; this number is univocal.

This parameter is not modifiable by setup.

RFID BAUD RATE

Communication speed of the RFID module:

1200	9600	57600
2400	19200	115200 ^D
4800	38400	



6.7 Operation parameters

The 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.

PRINTER EMULATION	Available emulations for the device:					
	CUSTOM/POS ^D SVELTA					
PRINT MODE	Printing mode:					
	Normal ^D = enables printing in normal writing way 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 = 11 cpi, B = 15 cpi A = 15 cpi, B = 20 cpi ^D A = 20 cpi, B = 25 cpi					
	CPI = Characters Per Inch					
FONT TYPE	Setting of the font type:					
	International ^D	= enables the use of the 256 characters font tables				
	Chinese GB18030	= enables the use of the chinese extended font GB18030				
	Korean CP949	= enables the use of the korean font CP949				
PRINT WIDTH	Width of printing area:					
	38 mm	46 mm	54 mm	62 mm	70 mm	78 mm
	40 mm	48 mm	56 mm	64 mm	72 mm	80 mm ^D
	42 mm	50 mm	58 mm	66 mm	74 mm	
	44 mm	52 mm	60 mm	68 mm	76 mm	
SPEED / QUALITY	Setting of printing speed and printing quality:					
	High Quality Normal High Speed ^D					
PAPER THRESHOLD	Threshold value (in percent) for the recognition of paper presence by the paper presence sensor:					
	30%	60%	90%			
	40% ^D	70%				
	50%	80%				



PAPER END MANAGEMENT Management of the paper end sensors of dual feeder:

Print All ^D = when the paper end sensor of a feed line of the dual feeder detects the paper end, it is not possible to change the feed line until all tickets remaining in that feed line are printed (so that the paper sensors of the printer will have detected the end of paper)

Eject = when the paper end sensor of a feed line of the dual feeder detects the paper end, the device automatically ejects the paper remaining on that feed line and prints diagonal voiding lines on the remaining tickets

Retract = when the paper end sensor of a feed line of the dual feeder detects the paper end, the device performs a paper retracting up to the parking position

This parameter is valid only for KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4, KPM863 DF 1, KPM863 DF 2, KPM863 DF 3, KPM863 DF 4, TK862 DF 1, TK862 DF 2, TK862 DF 3.

PAPEREND BUFFER CLEAR

Cleaning mode of data in receive buffer, if the printing is stopped due to lack of paper:

Disabled ^D = Data remain in the receive buffer. When the paper runs out, the device keeps the remaining data in receive buffer and prints the remaining portion of ticket after that the new paper is loaded.

Enabled = When the paper runs out, all data in the receive buffer are deleted.

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.

EJECTOR SPEED

Adjusting the ejector speed:

100% 75% ^D 50% +25%

CUTTER

Enable or disable the autocutter at the hardware level:

Disabled = autocutter disabled

Enabled ^D = autocutter enabled

For the device described in this document, keep this parameter set on "Enabled", as the default value.



EJECTER TYPE Management of the ejector device:

Presenter = after the printing end, the device cuts the ticket and holds it between the ejector rollers in a "cut & hold" mode waiting for the user withdrawal

Ejecter ^D = after the printing end, the device cut the ticket and eject it

This parameter is valid only for KPM862 2, KPM862 DF 2, TK862 2, TK862 DF 2.

SELECTOR OPTION Selector management:

Not Present ^D = Selector not present

Present = Selector present

BARCODE STOCK CONTROL Barcode search function:

Disabled ^D = the search is not performed

Enabled = the search is performed

STOCK CONTROL TIMEOUT Search timeout value (expressed in milliseconds) for the barcodes selected in the "STOCK CONTROL BARCODE LIST" parameter:

100	400	700	1000
200	500 ^D	800	
300	600	900	

This parameter is not printed on setup report and it is modifiable only during setup procedure by file (see [paragraph 6.3](#)).

STOCK CONTROL BARCODE LIST List of barcodes to be read and checked during the stock control procedure.

This parameter is not printed on setup report and it is modifiable only during setup procedure by file (see [paragraph 6.3](#)).

VeriPrint TIMEOUT Search timeout value (expressed in milliseconds) for the barcodes selected in the "VeriPrint BARCODE LIST" parameter:

100	400	700	1000
200	500 ^D	800	
300	600	900	

This parameter is valid only for KPM862 6, TK862 3 e TK862 DF 3.

This parameter is not printed on setup report and it is modifiable only during setup procedure by file (see [paragraph 6.3](#)).

VeriPrint BARCODE LIST List of barcodes to be read during the VeriPrint® procedure.

This parameter is valid only for KPM862 6, TK862 3 e TK862 DF 3.

This parameter is not printed on setup report and it is modifiable only during setup procedure by file (see [paragraph 6.3](#)).



6.8 Alignment parameters

The 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.

BLACKMARK POS. F1	Position of the black mark alignment and choice of appropriate black mark sensor:
Disabled =	the black mark alignment is not performed
Bottom ^D =	the black mark position is detected by the lower sensor (reflection)
Transparent =	the black mark position is detected by both the sensors (transparence)

BLACKMARK POS. F2	Position of the black mark alignment and choice of appropriate black mark sensor:
Disabled =	the black mark alignment is not performed
Bottom ^D =	the black mark position is detected by the lower sensor (reflection)
Transparent =	the black mark position is detected by both the sensors (transparence)

This parameter is valid only for KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4, KPM863 DF 1, KPM863 DF 2, KPM863 DF 3, KPM863 DF 4, TK862 DF 1, TK862 DF 2, TK862 DF 3.

BLACKMARK	<p>“Blackmark” defines the values necessary to customize the positioning of the sensor for detecting the black mark, the positioning of the cutting line with respect to the alignment black mark and the correct management of the parameters for the “Stock Control” barcode search.</p> <p>For more information on alignment see chapter 7.</p> <p>This parameter is not printed on setup report and it is modifiable only during setup procedure by software.</p>
------------------	---

BLACK PERCENT (%)	Percentage of black points within the alignment black mark area necessary for it to be retained:
	from 0 to 100

RIGHT MARGIN (1/10 mm)	Distance between the right edge of the ticket and the right edge of the alignment black mark:
	from 0 to 853

HEIGHT (1/10 mm)	Alignment black mark height:
	from 0 to 200

WIDTH (1/10 mm)	Alignment black mark width:
	from 0 to 853

CUT DISTANCE (1/10 mm)	Distance between alignment black mark edge and the alignment point:
	from -998 to +998



STOCK CONTROL CUT DISTANCE (1/10 mm)	Distance between stock control barcode height and alignment point: from 270 to 5998
STOCK CONTROL HEIGHT (1/10 mm)	Stock control barcode height: from 50 to 439
THRESHOLD B/W	Value of the conversion threshold from grayscale to B/W of the scanned image: from 0 to 255



7 ALIGNMENT

Device is provided with a CIS sensor for the use of alignment black mark in order to handle:

- roll of tickets with pre-printed fields and a fixed length;
- fan-fold module of tickets with pre-printed fields and a fixed length.

The alignment black mark may be formed by (see [paragraph 9.10](#)):

- black mark printed on paper;
- hole between two tickets;

A CIS (Contact Image Sensor) sensor consists of a linear array of RGB LEDs (red, green and blue) that turn on and off in rapid sequence illuminating the original image to be scanned and of a row of CIS sensors for record the changes in reflecting brightness, without using mirrors and lenses.

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.

To use tickets with holes, it is possible to use the same sensors as “transparence” sensors. The presence of the hole is detected as if it were a black mark printed on the paper.

To guarantee the alignment, it is necessary to correctly choose how to use the CIS sensor to use for the notch/b.mark detection depending on the type of paper.

To do this, you must enable the parameter “Notch/B.Mark Pos. F1” during the setup procedure (see [chapter 6](#)) and set the correct value of this parameter as described in the following table:

VALUE OF THE “NOTCH/B.MARK POS. F1” PARAMETER	BLACK MARK TYPE
Disabled	Alignment disabled
Bottom	Black mark printed on the non-thermal side of paper
Transparent	Hole between tickets

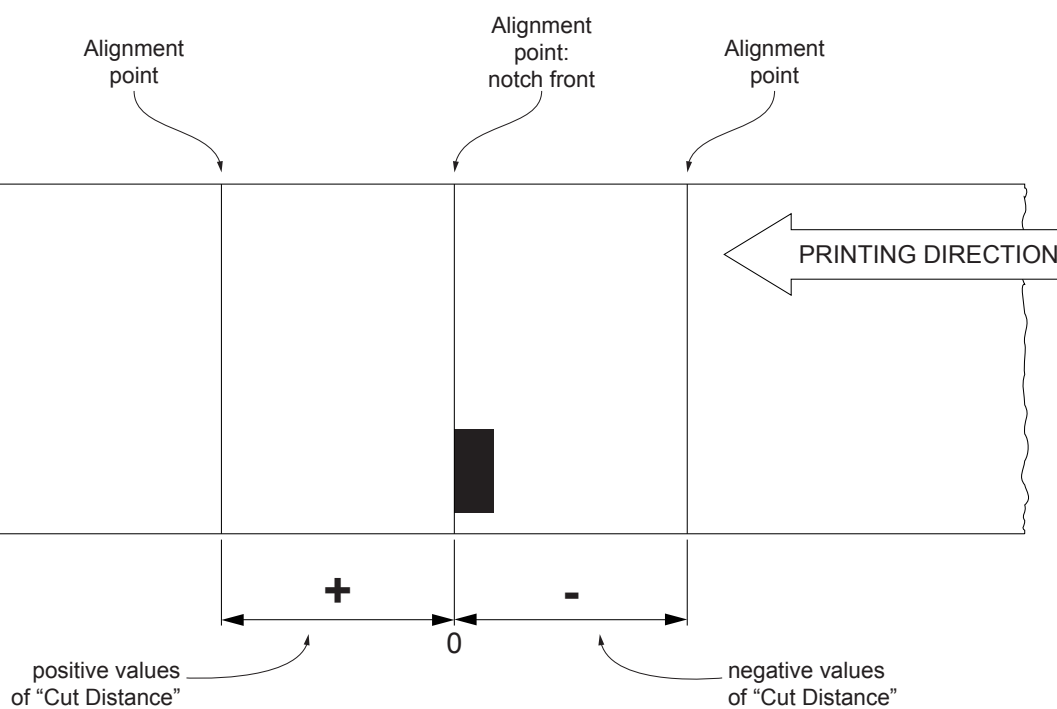
The following paragraphs show how to correctly set the configuration parameters of device in order to assure the alignment.

7.1 Alignment parameters

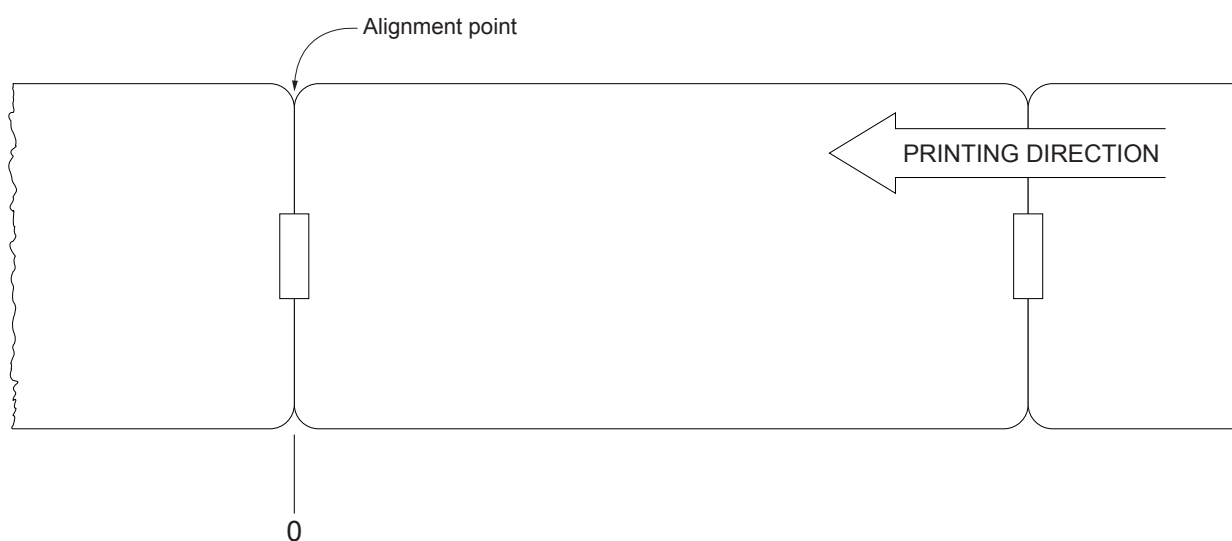
The “alignment point” is defined as the position inside the ticket to use for the notch/b.mark alignment. The distance between the notch/b.mark edge and the alignment point is defined as “Cut Distance”.

The value of “Cut Distance” varies from a minimum value of -99.8 mm to a maximum value of 99.8 mm.

If the “Cut Distance” value is set to 0, the alignment point is set at the beginning of the notch/b.mark:

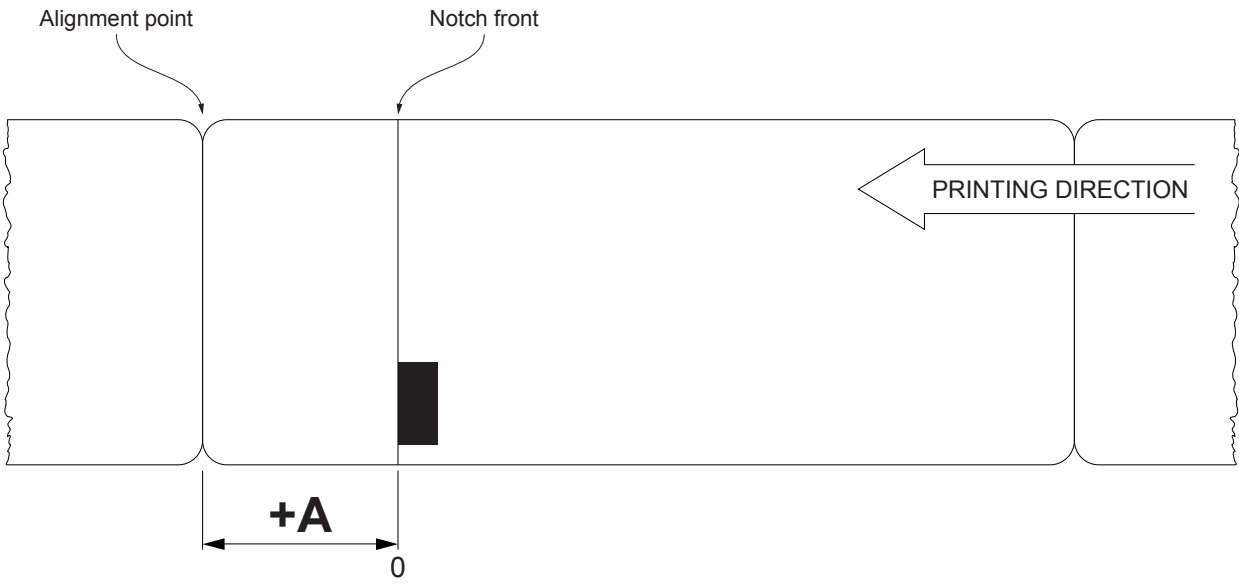


For paper with holes, if the “Cut Distance” value is set to 0, the alignment point is set at the center line of the hole:

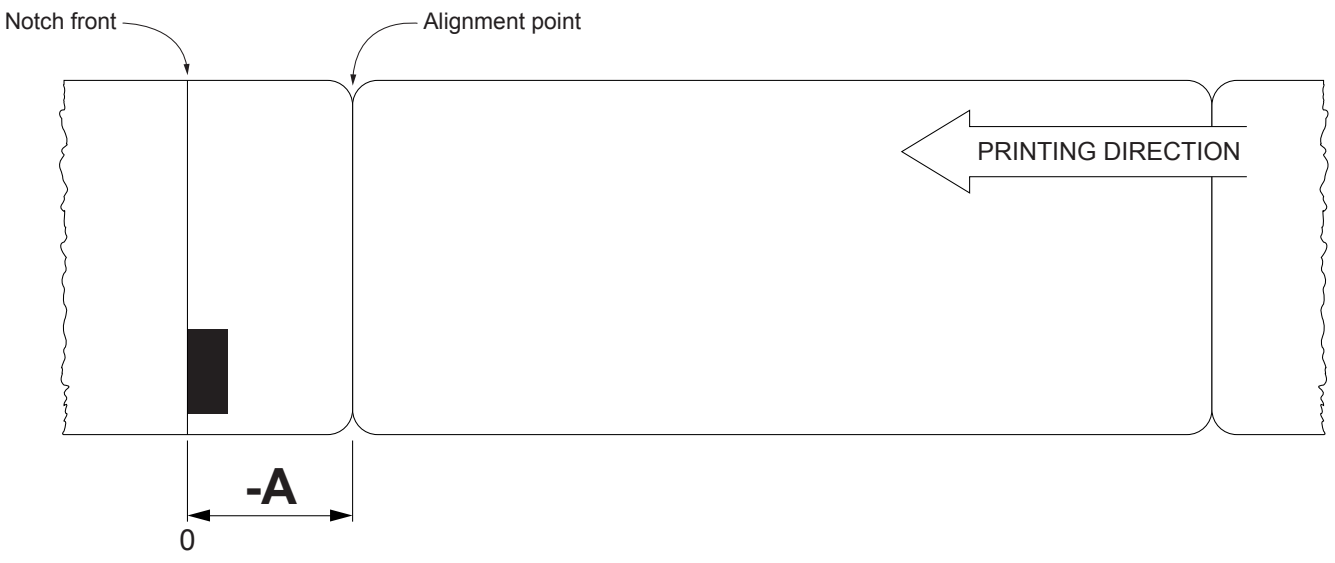




The following figure shows an example of paper with alignment point set by a positive value of “Cut Distance” (“Cut Distance” = + A):

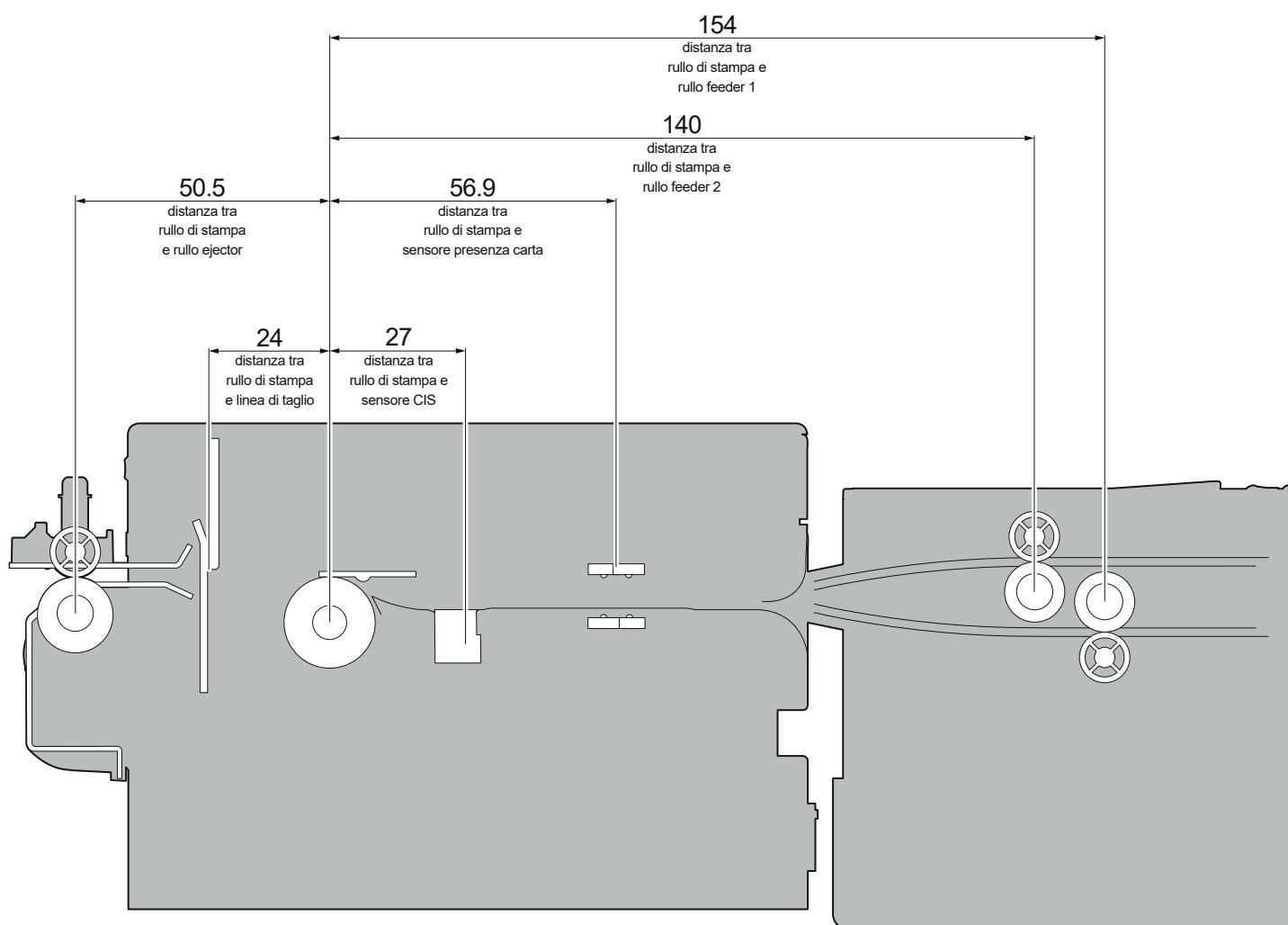


To set a negative value of the “Cut Distance” parameter is useful in cases where the alignment point refers to the notch/b.mark on the previous ticket or where the desired cutting line is placed in the middle of the alignment notch/b.mark. In the following images, the value of “Cut Distance” parameter is set to -A.





The following figure shows a simplified section of the device with the paper path and the distances (in millimetres) between the alignment sensors, the printing head and the autocutter (cutting line).

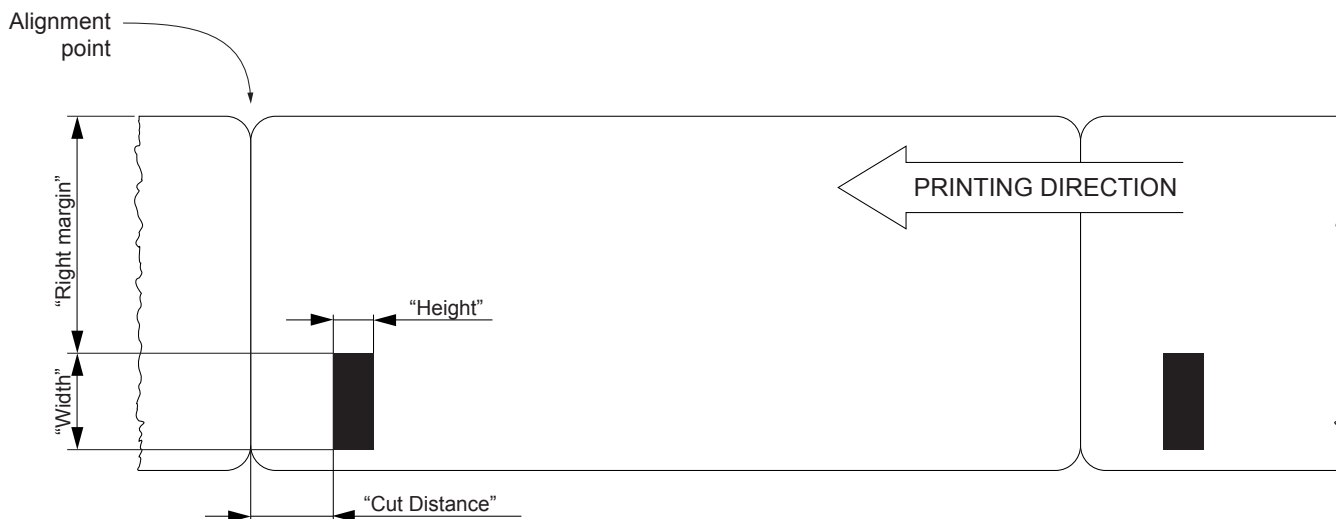


CUSTOM/POS emulation

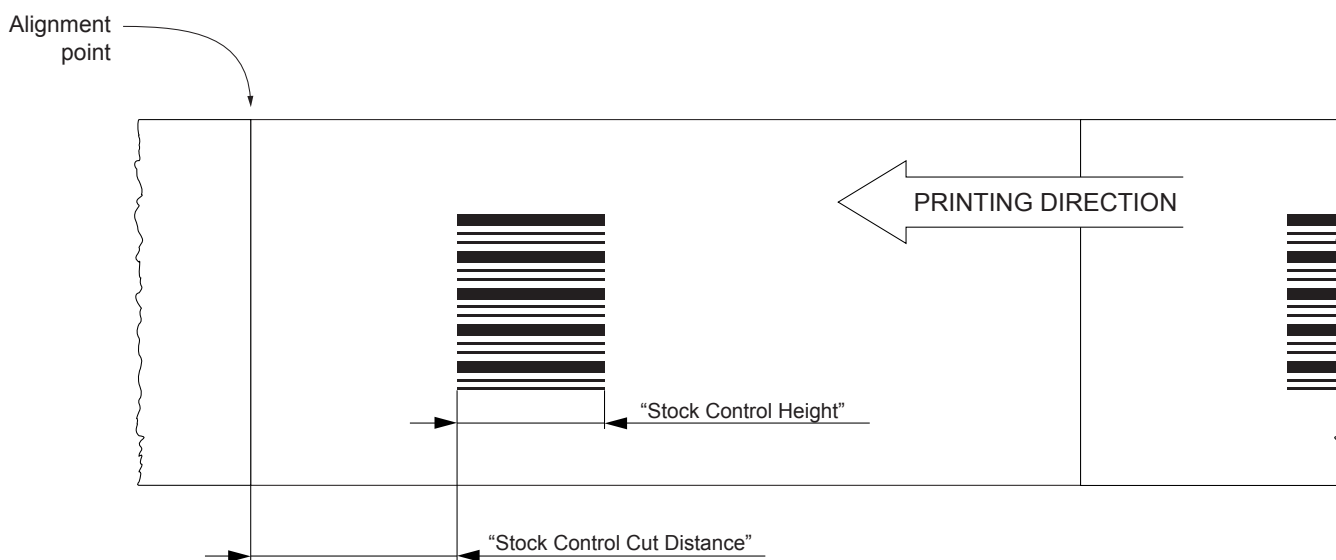
To define the alignment point you need to set the values that compose the setup parameter “Blackmark”. The “Blackmark” parameter can be modified as described in [paragraph 6.8](#).

The following figures shows some of the values of the “Blackmark” parameter to be modified to define the alignment point:

- “Right Margin”
- “Height”
- “Width”
- “Cut Distance”



- “Stock Control Cut Distance”
- “Stock Control Height”



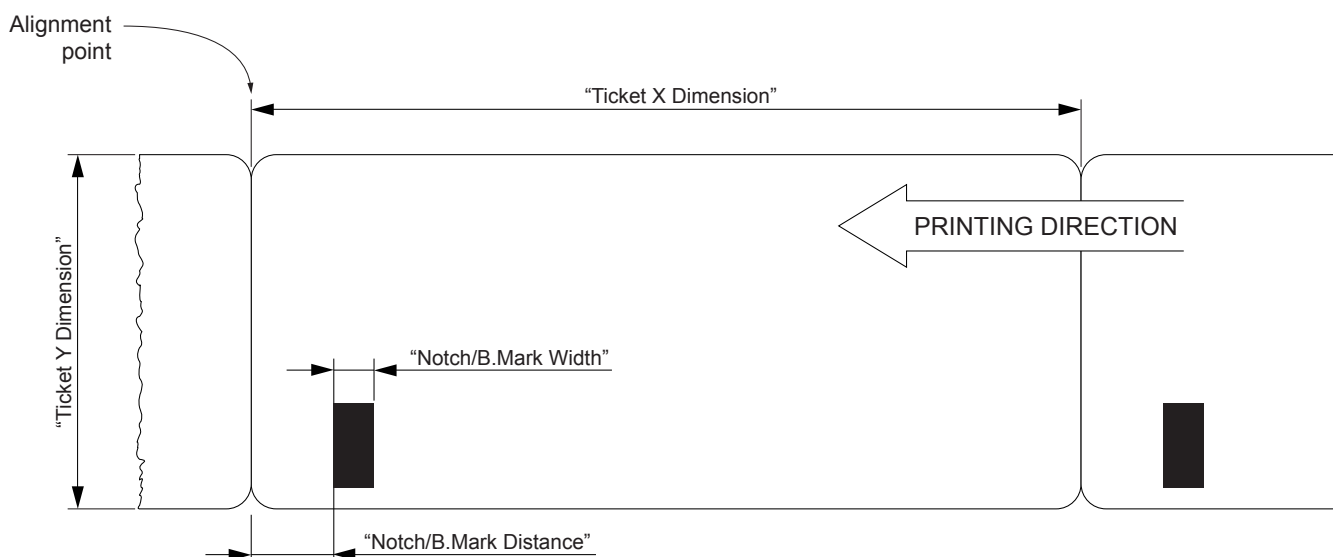
SVELTA emulation

The ticket features and the alignment parameters, may be modified as follows:

- by using the parameters of the <LHT> command (for more details, refer to the commands manual)
- by modifying the Setup.ini file (see [paragraph 6.3](#))
- by driver

The following figure shows some of the parameters for alignment of the Setup.ini file:

- "Ticket X Dimension"
- "Ticket Y Dimension"
- "Notch Width"
- "Notch Distance"

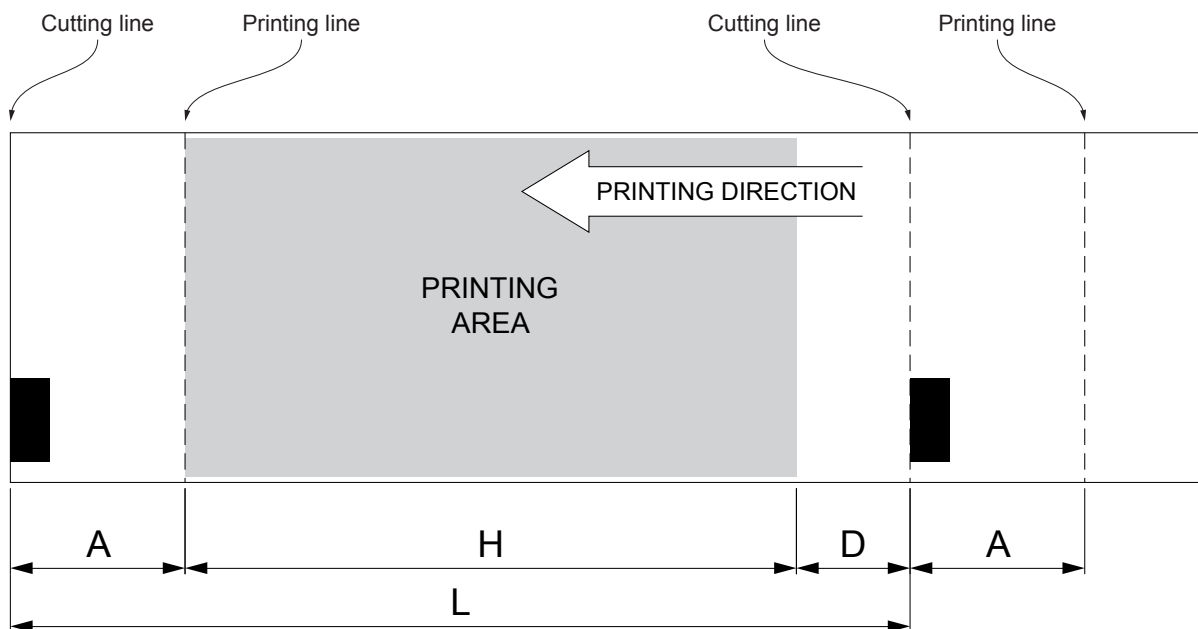


7.2 Printing area

In order to print ticket containing only one notch or black mark and to not overlay printing to a notch or black mark (that will make it useless for the next alignment), it is important to well calibrate:

- the length of the printing area of ticket according to the inter-black mark distance;
- the value for the paper recovery after a cut.

The following figure shows an example of tickets with “Cut Distance” set to 0:



A “Non-printable area” generated from:

“Distance between autocutter/printing head”- “Value for the paper recovery after a cut”

In CUSTOM/POS emulation, after a performed cut, the paper is not completely recovered (in order to avoid jamming when using of thin paper). Otherwise, in this emulation you can use the command 0x1C 0xC1 to modify the “Value for the paper recovery after a cut” (see commands manual).

The SVELTA emulation, instead, it is designed specifically for ticketing and then for using with heavy paper, which avoids the risk of paper jams. After performing a cut, the device completely recovers the paper

H Distance between the first and the last print line, called “Hieght of the printing area”.

L Distance between an edge of the black mark and the next one, called “Inter-black mark distance”.

D Automatic feed for alignment at the next black mark.

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

$$H + A \leq L$$

The height of the printing area (H) can be increased to make no progress on alignment (D) but no further.

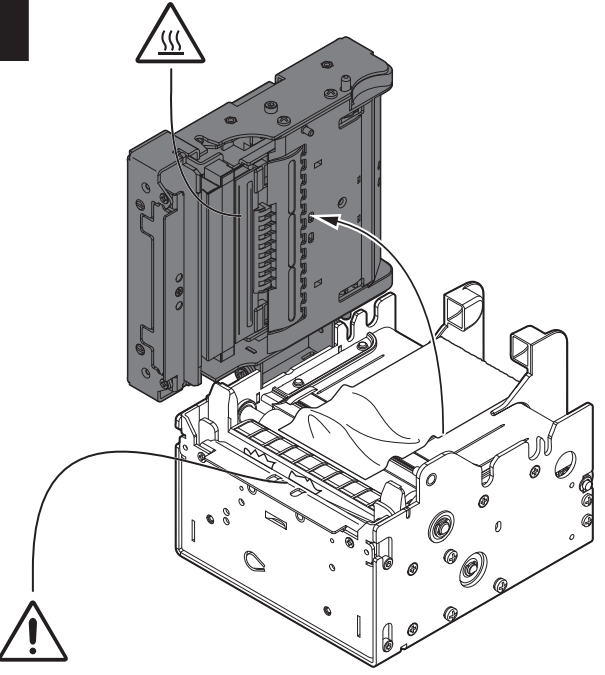




8 MAINTENANCE

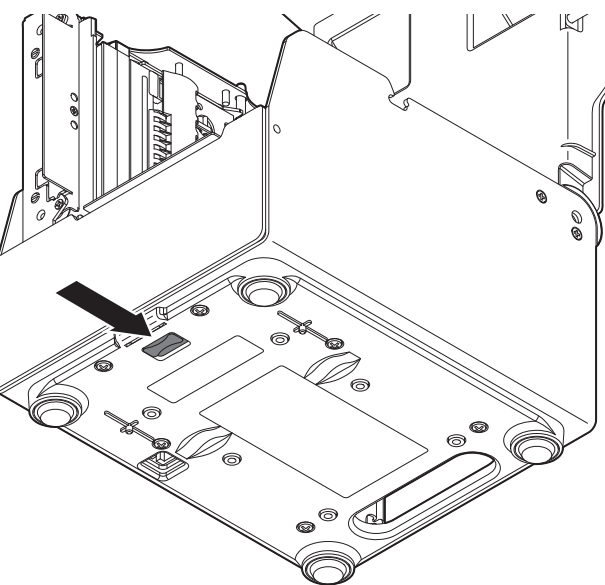
8.1 Device paper jam

For ease of reference, for some models is represented only the standard model of internal printer group without dual feeder.

1 

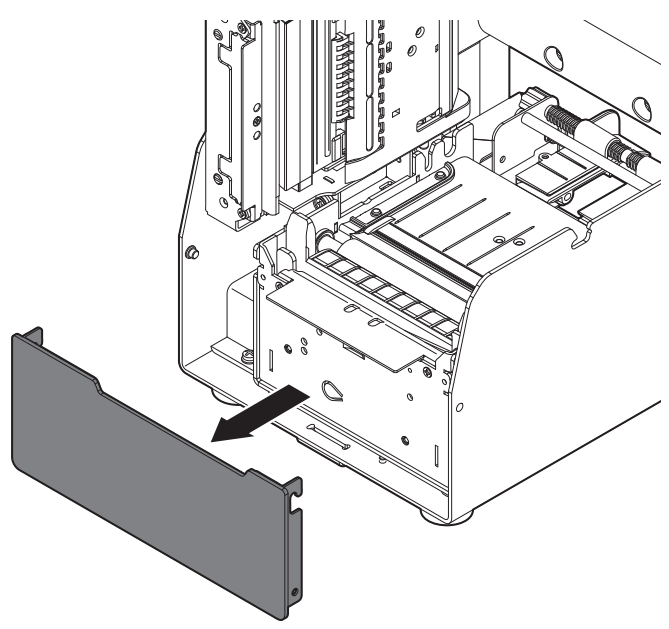
Open the upper covers of the device (see [paragraph 5.1](#)).

2 TK862 1, TK862 2, TK862 3, TK862 4, TK862 DF 1, TK862 DF 2, TK862 DF 3

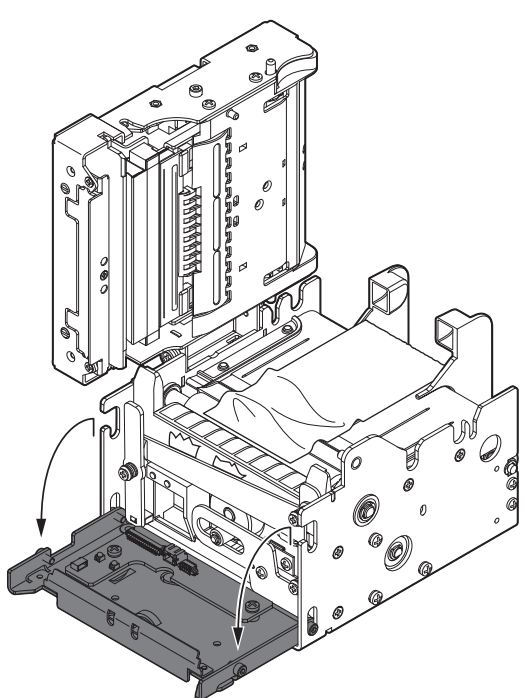


Unlock the front panel pushing the opening lever in the direction shown in figure.

3 TK862 1, TK862 2, TK862 3, TK862 4, TK862 DF 1, TK862 DF 2, TK862 DF 3

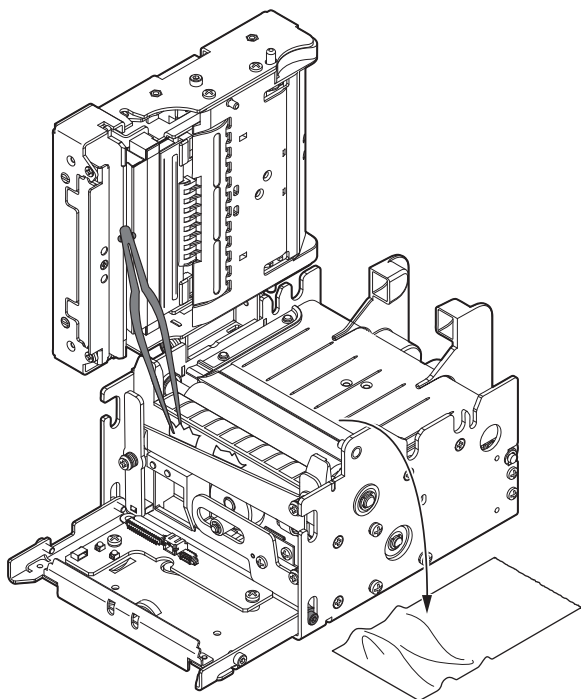


Move the front panel.

4 

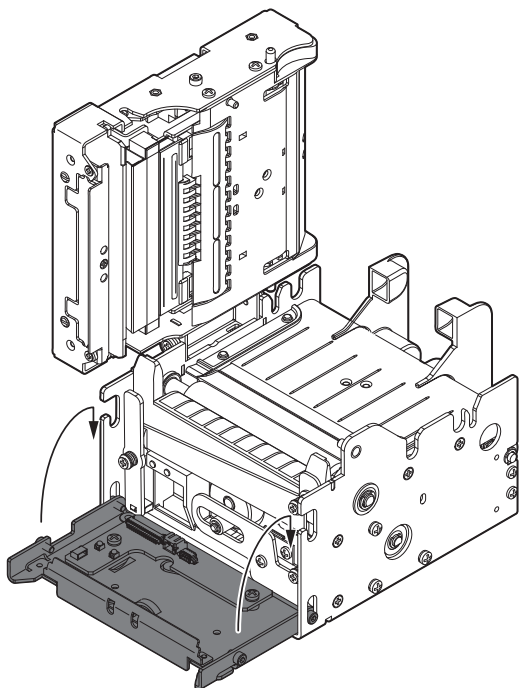
Open the device front cover.

5



Remove the damaged paper and check the presence for paper scraps inside the device. Carefully remove all paper scraps. If necessary use tweezers.

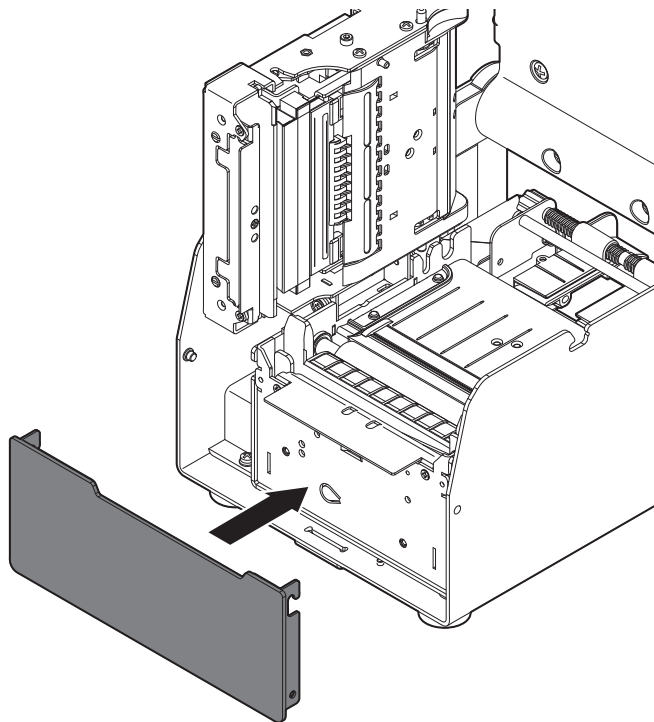
6



Close the device front cover.

7

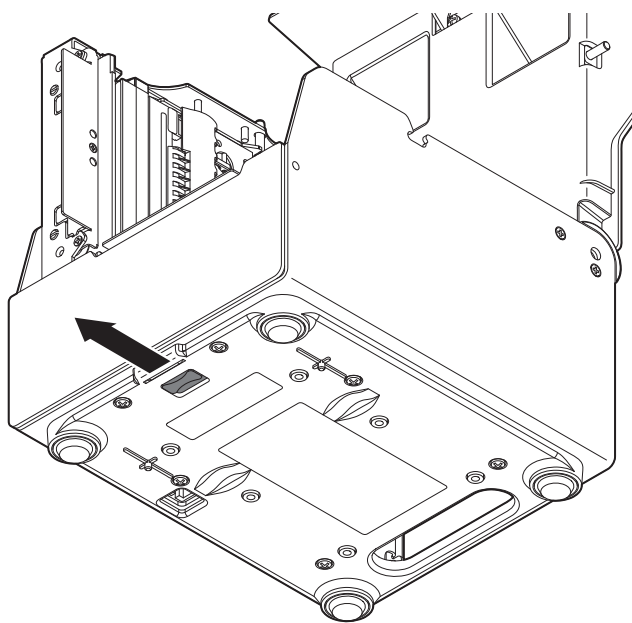
TK862 1, TK862 2, TK862 3, TK862 4,
TK862 DF 1, TK862 DF 2, TK862 DF 3



Insert the front panel.

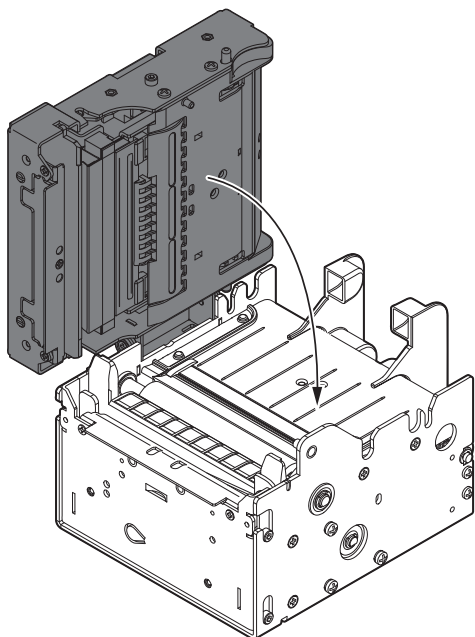
8

TK862 1, TK862 2, TK862 3, TK862 4,
TK862 DF 1, TK862 DF 2, TK862 DF 3



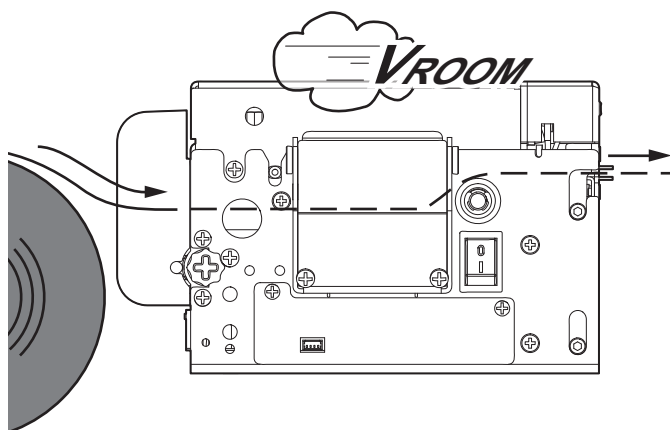
Lock the front panel pushing the opening lever in the direction shown in figure.

9



Close the upper covers of the device.

10



Insert the paper
(see [paragraph 5.4](#)).



8.2 Dual feeder paper jam

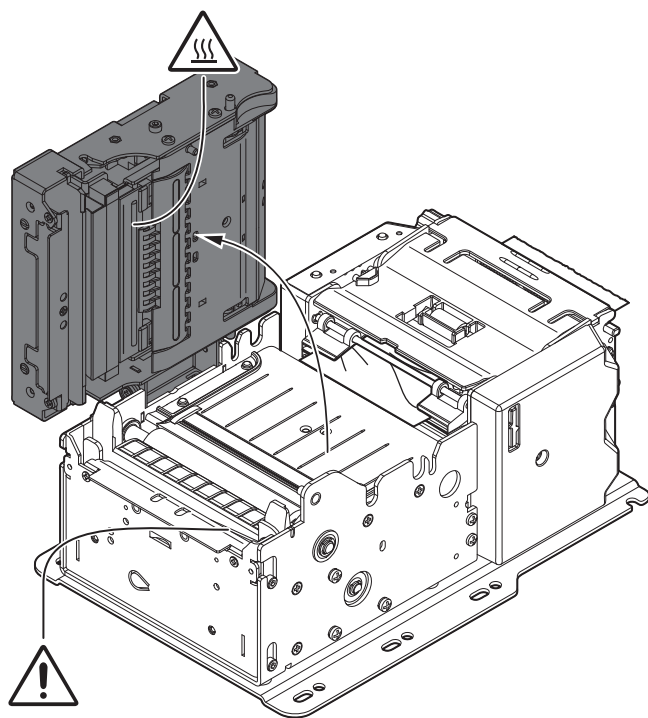
For ease of reference, for some models is represented only the internal printer group.

KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4

TK862 DF 1, TK862 DF 2, TK862 DF 3

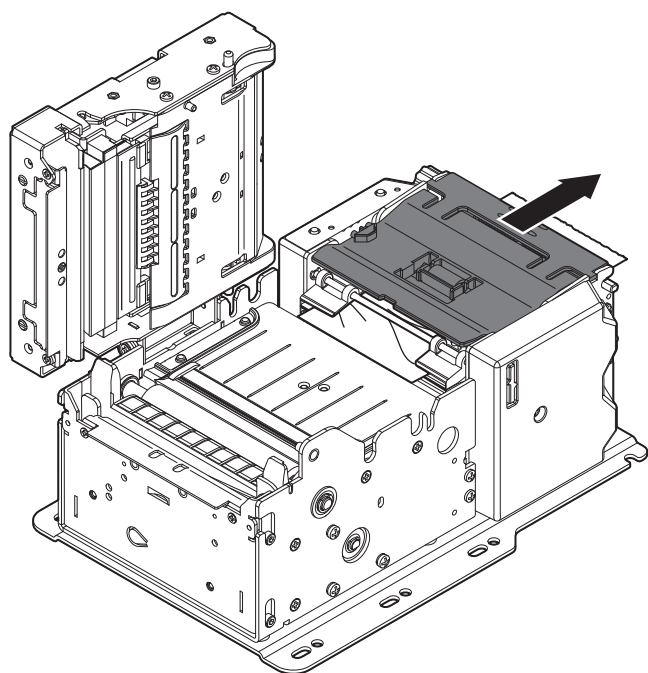
KPM863 DF 1, KPM863 DF 2, KPM863 DF 4, KPM863 DF 3

1



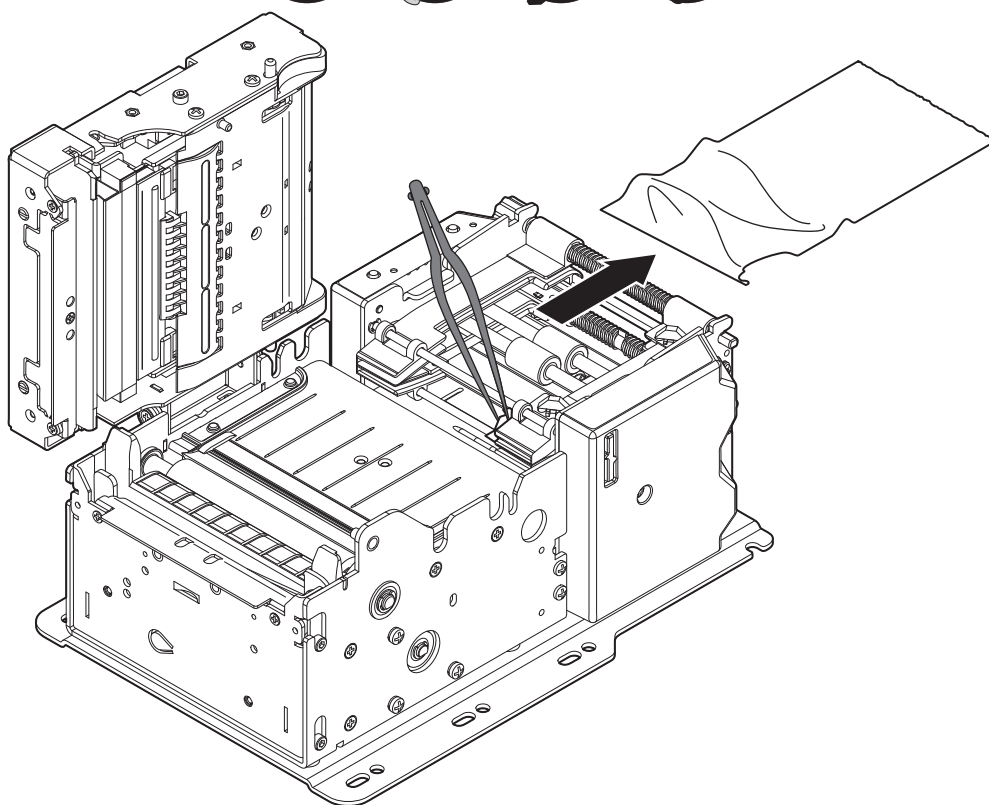
Open the upper covers of the device
(see [paragraph 5.1](#)).

2



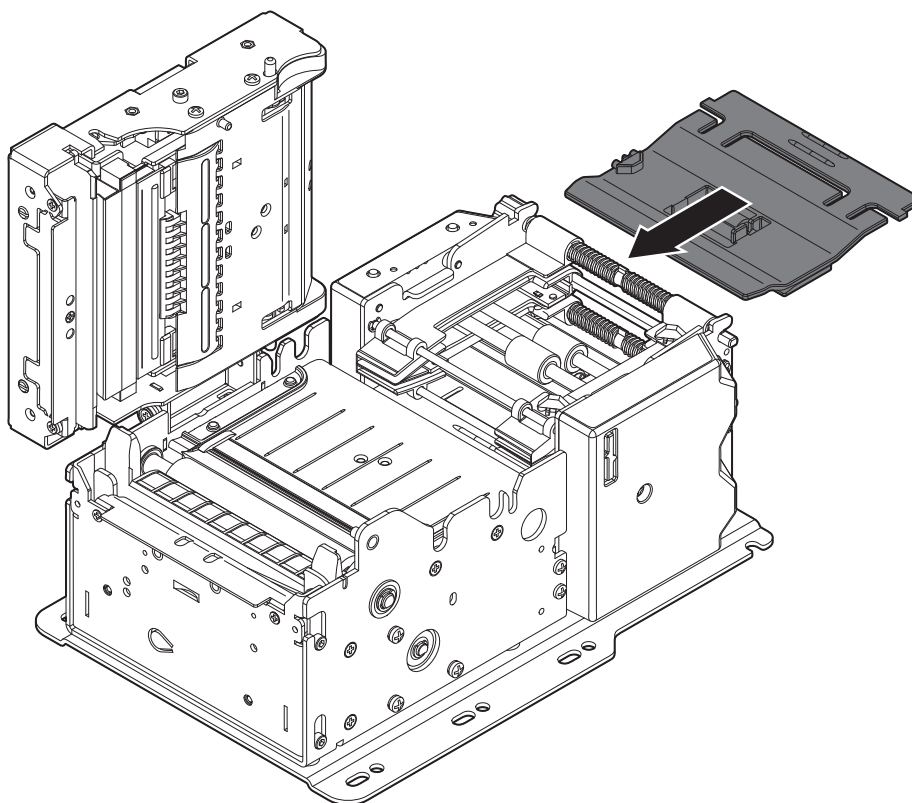
Lift up and pull the dual feeder upper cover.

3



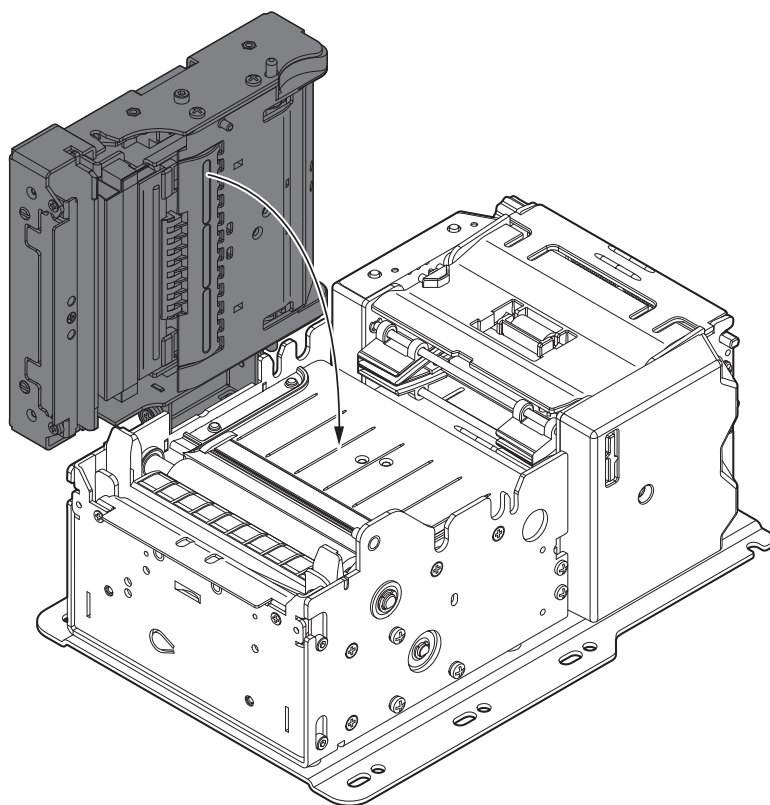
Remove the damaged paper and check the presence for paper scraps inside the device.
Carefully remove all paper scraps. If necessary use tweezers.

4



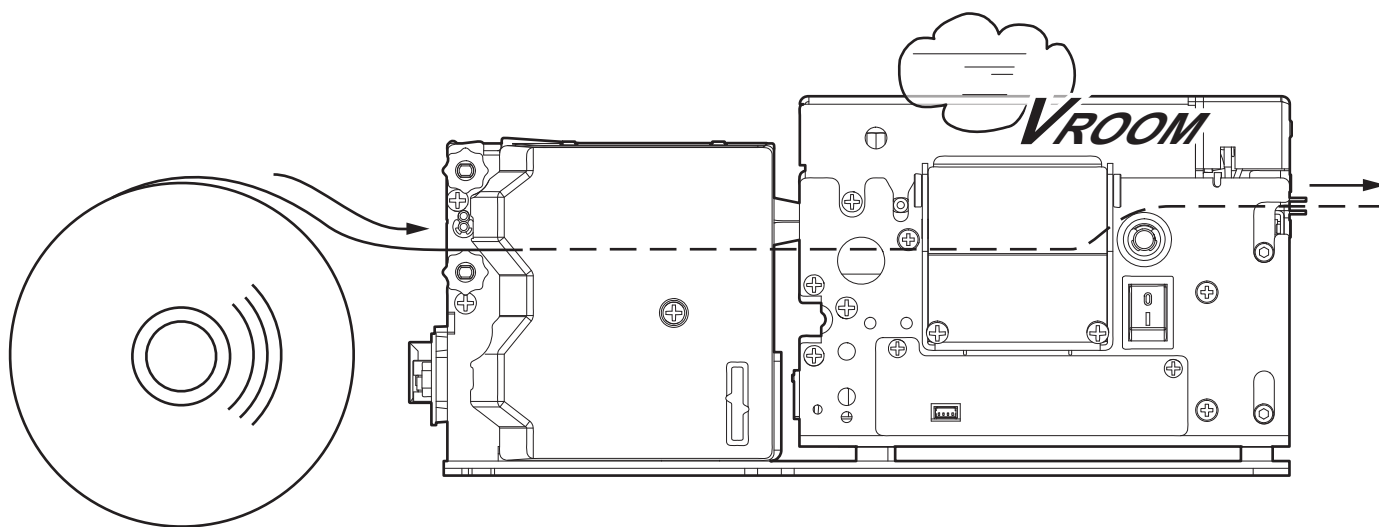
Insert the dual feeder upper cover.

5



Close the device upper covers.

6



Insert the paper
(see [paragraph 5.4](#)).



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 intervals between cleaning operations.

For specific procedures, see [paragraph 8.4](#).

EVERY PAPER CHANGE	
Printhead	Use isopropyl alcohol
Platen roller	Use isopropyl alcohol
CIS reader	Use a soft cloth
EVERY 5 PAPER CHANGES	
Autocutter	Use compressed air
Paper path	Use compressed air or tweezers
Sensors	Use compressed air
Dual feeder ⁽¹⁾	Use compressed air
EVERY 6 MONTHS OR AS NEEDED	
Case	Use compressed air or a soft cloth
Display ⁽²⁾	Use compressed air or a soft cloth Do not use ammonia-based products

NOTES:

(1) : Only for KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4, TK862 DF 1, TK862 DF 2, TK862 DF 3, KPM863 DF 1, KPM863 DF 2, KPM863 DF 3 and KPM863 DF 4.

(2) : Only for TK862 1, TK862 2, TK862 3, TK862 4, TK862 DF 1, TK862 DF 2 and TK862 DF 3.



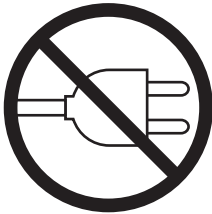
8.4 Cleaning

For periodic cleaning of the device, see instructions below.

For ease of reference, for some models is represented only the standard model of internal printer group without dual feeder.

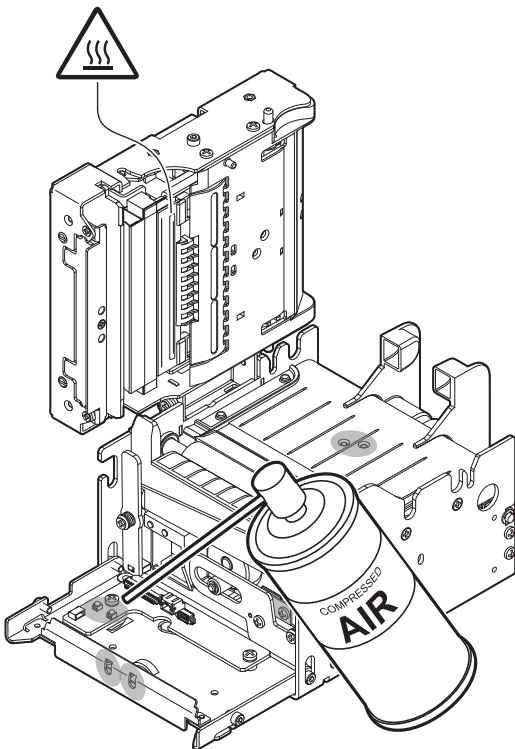
Sensors

1



Disconnect the power supply cable and open the device covers (see [paragraph 8.1](#)).

2



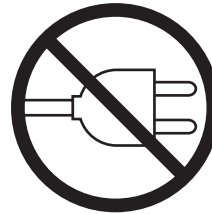
ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



Clean all the device sensors by using compressed air.

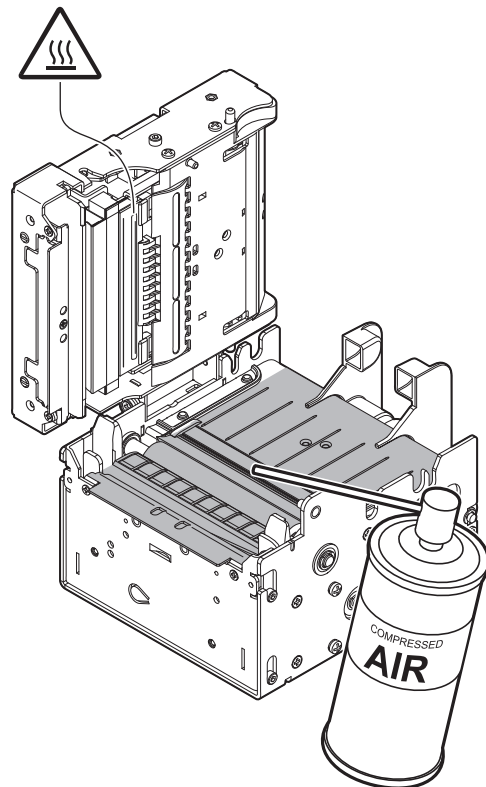
Paper path

1

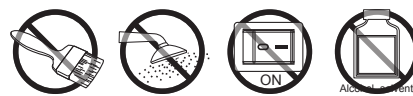


Disconnect the power supply cable and open the upper device cover (see [paragraph 5.1](#)).

2



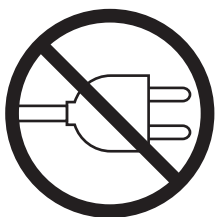
ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



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

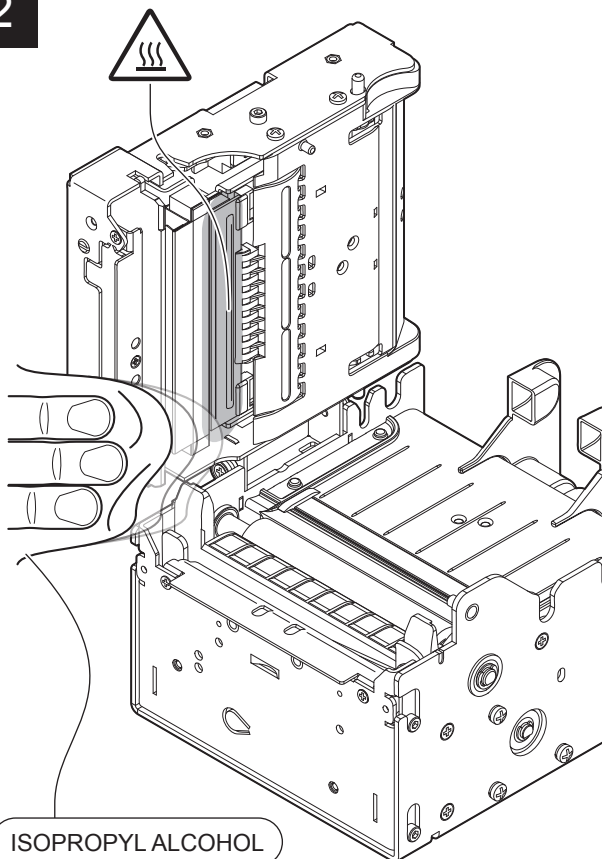
Printhead

1



Disconnect the power supply cable and open the upper device cover (see [paragraph 5.1](#)).

2



ATTENTION:

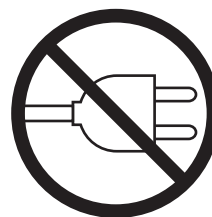
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



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

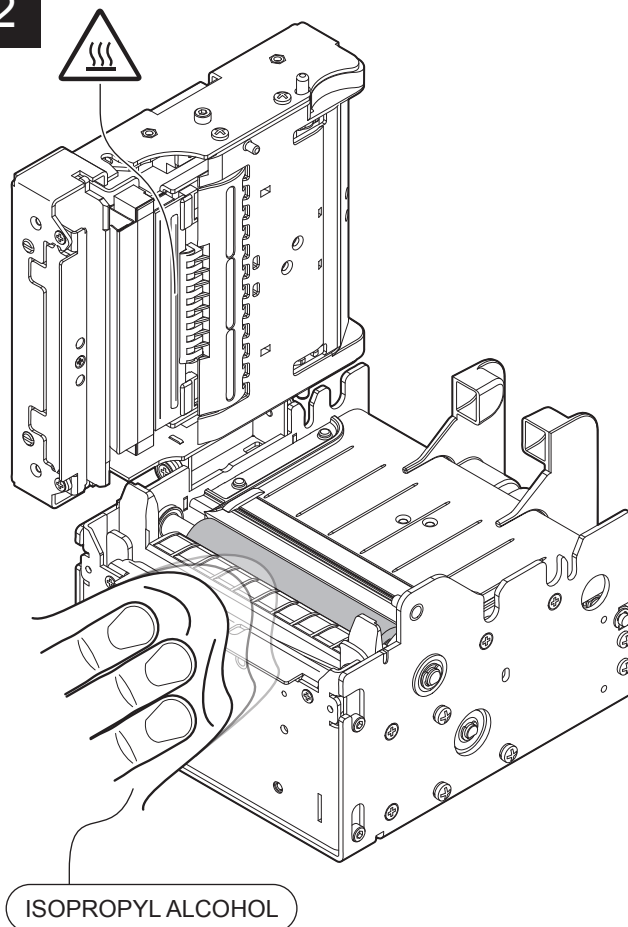
Platen roller

1



Disconnect the power supply cable and open the upper device cover (see [paragraph 5.1](#)).

2



ATTENTION:

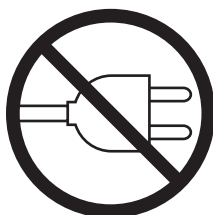
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



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

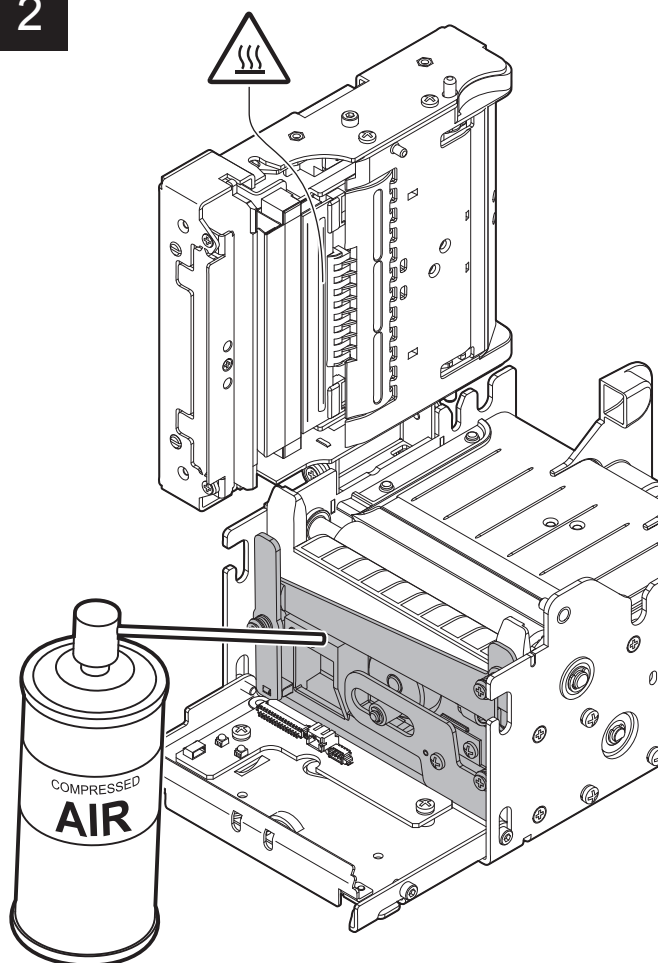
Autocutter

1



Disconnect the power supply cable and open the device covers (see [paragraph 8.1](#)).

2



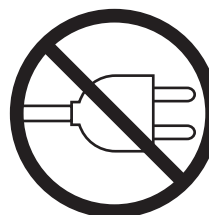
ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



Clean the autocutter by using compressed air.

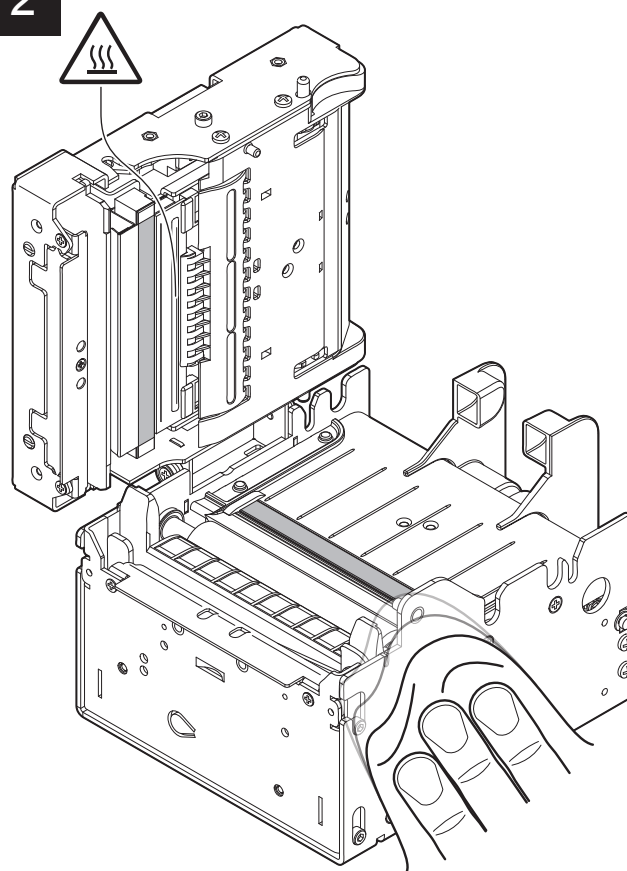
CIS reader

1



Disconnect the power supply cable and open the upper device cover (see [paragraph 5.1](#)).

2



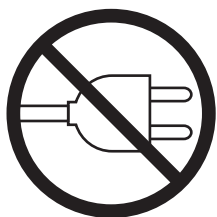
ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.



Clean the windows for barcode reading by using a soft cloth.

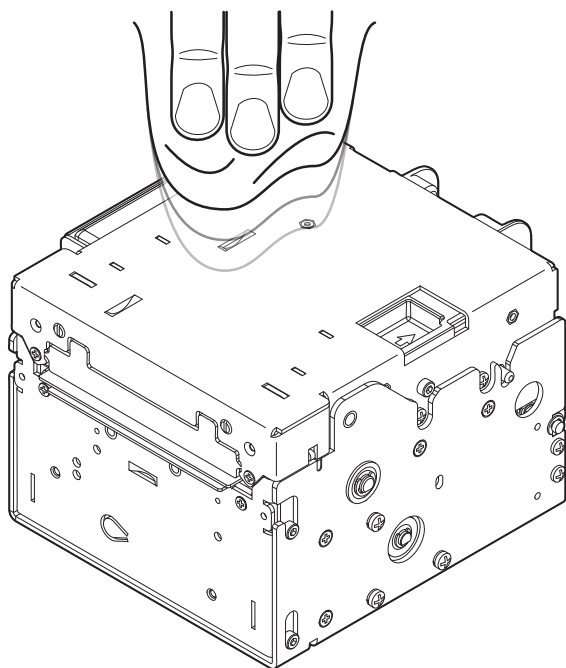
Case

1



Disconnect the power supply cable.

2



ATTENTION:

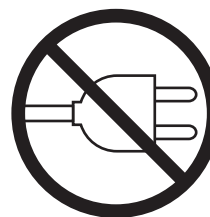
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.



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

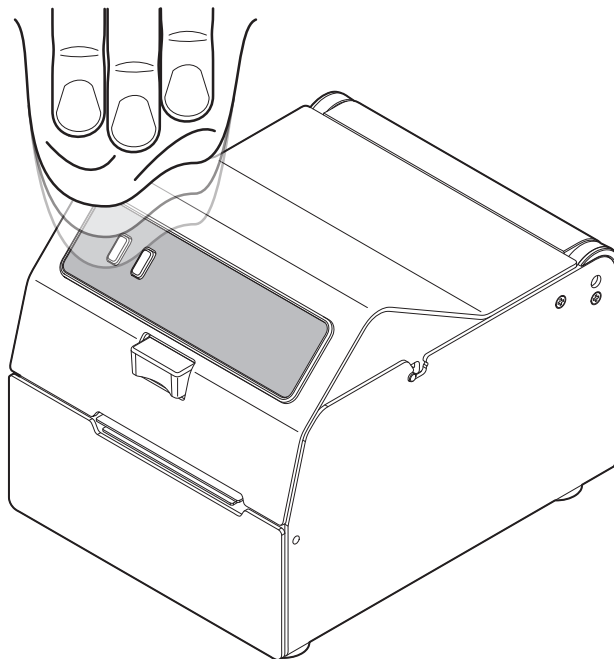
Display

1



Disconnect the power supply cable.

2



ATTENTION:

Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
Do not use ammonia-based products.

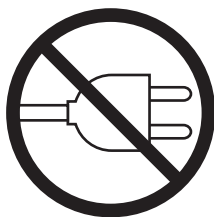


To clean the display,
use compressed air or a soft cloth.



Dual feeder

1



Disconnect the power supply cable and open the upper cover of the device and dual feeder (see [paragraph 8.2](#)).

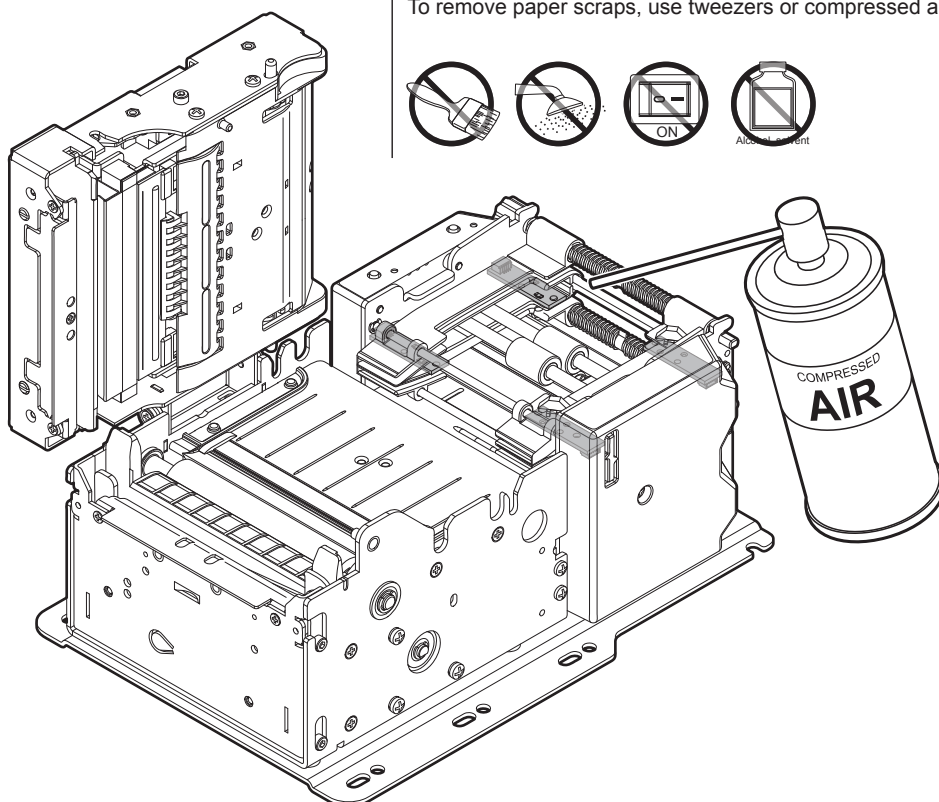
2

ATTENTION:

Do not use alcohol, solvents, or hard brushes.

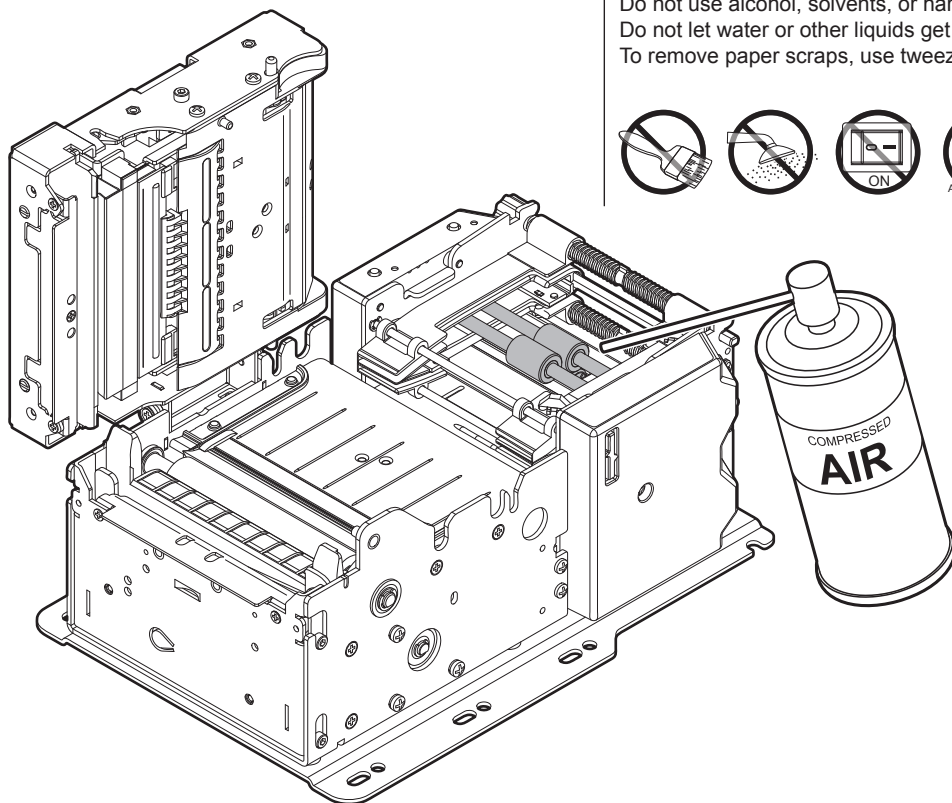
Do not let water or other liquids get inside the machine.

To remove paper scraps, use tweezers or compressed air.



Clean all the sensors by using compressed air.

3

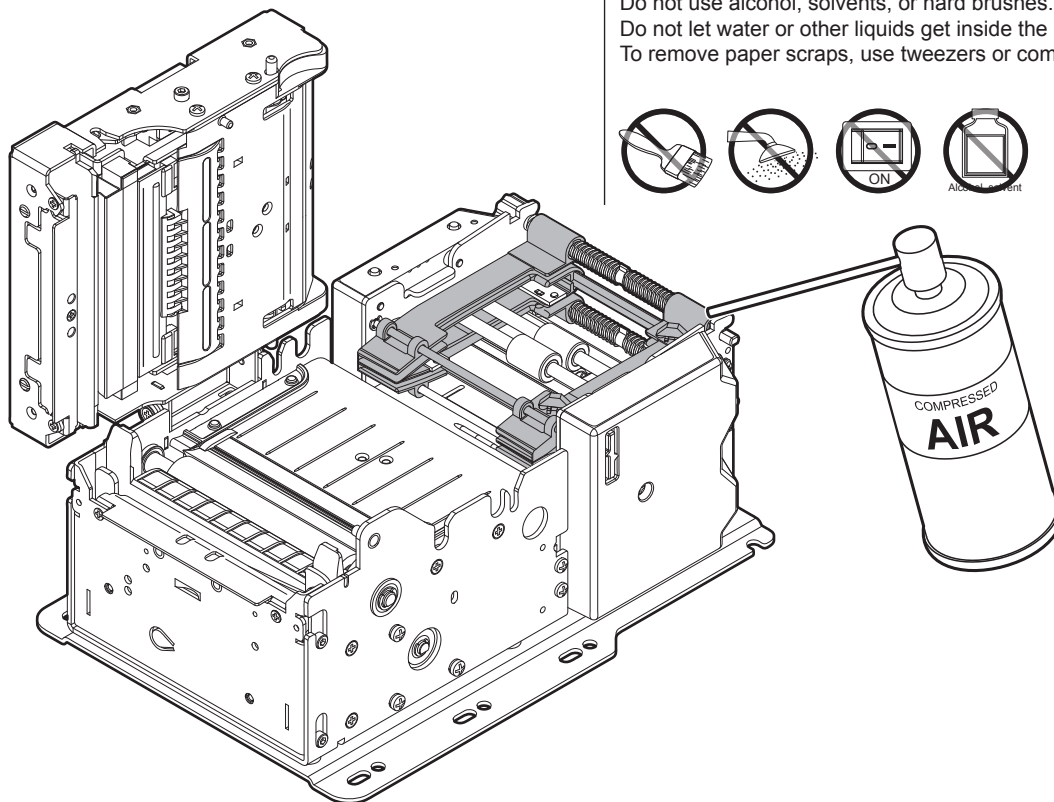


ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



Clean the paper feed rollers by using compressed air.

4



ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the machine.
To remove paper scraps, use tweezers or compressed air.



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

8.5 Firmware upgrade

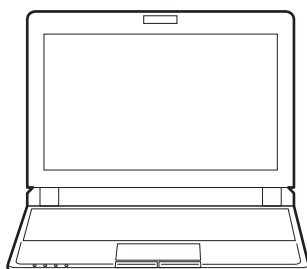
Firmware upgrade can be performed by using the “PrinterSet” software tool available on www.custom4u.it.
To upgrade firmware, proceed as follows:

1

www.CUSTOM4U.it

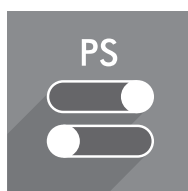
Login to the website www.custom4u.it, type in the product code of the device and download the latest firmware release available.

2



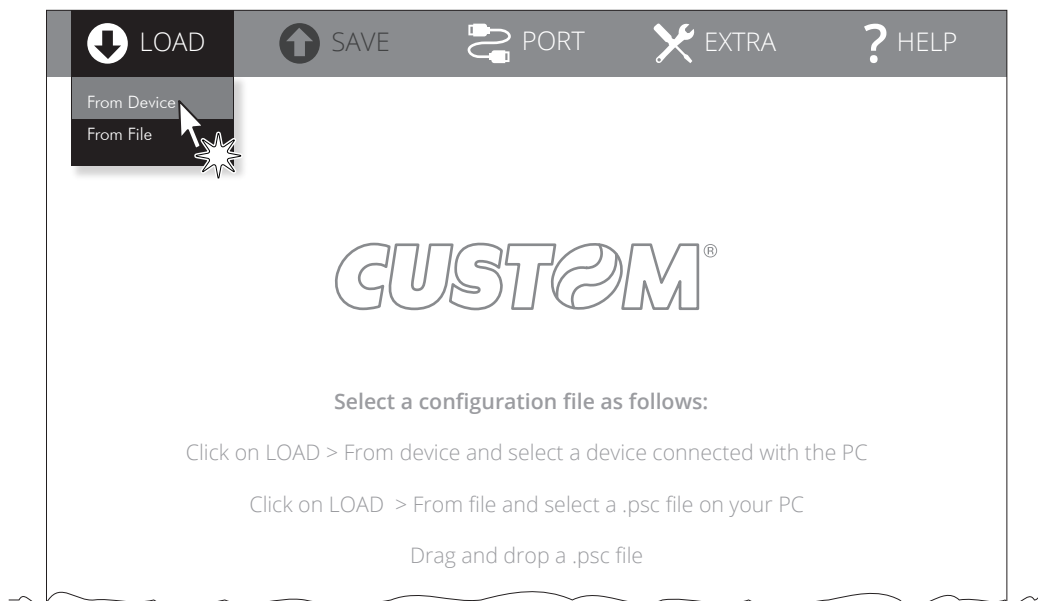
Connect the device to a PC directly (see [paragraph 4.3](#)), without using HUB devices.

3



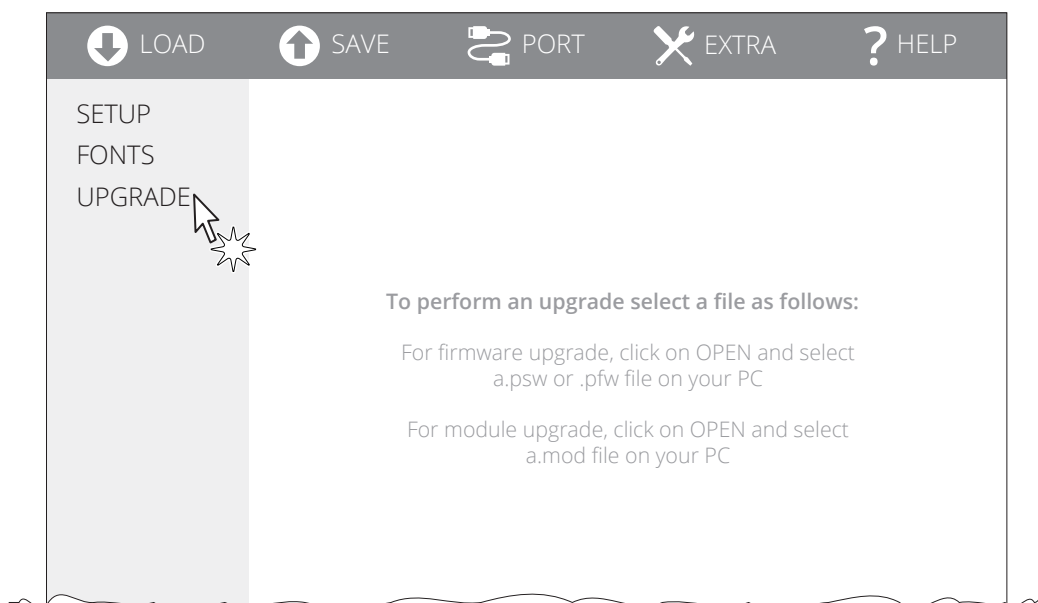
Start the “PrinterSet” software tool.

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 SPECIFICATIONS

9.1 Hardware specifications

GENERAL	
Sensors	Head temperature, input paper presence, output paper presence, CIS reader, front and upper cover open, external low paper, tilting slide position (only for models with selector), dual feeder paper input (only for models with dual feeder)
Emulations	CUSTOM/POS, SVELTA
Printing driver	Windows XP VISTA (32/64 bit) Windows 7 (32/64 bit) Windows 8 (32/64 bit) Windows 8.1 (32/64 bit) Windows 10 (32/64 bit) Self-installing driver for Virtual COM (32/64 bit) Linux (32/64 bit) Android
INTERFACES	
USB port	12 Mbit/s
RS232 serial port	from 9600 bps to 115200 bps
Ethernet port	10 Mbit/s, 100 Mbit/s
MEMORIES	
Flash memory	internal 2 MB + external 8 MB
RAM memory	internal 640 kB + external 8 MB



PRINTER

Resolution

KPM862 1	
KPM862 2	
KPM862 3	
KPM862 4	
KPM862 5	
KPM862 6	
KPM862 DF 1	
KPM862 DF 2	
KPM862 DF 3	203 dpi (8 dot/mm)
KPM862 DF 4	
TK862 1	
TK862 2	
TK862 3	
TK862 4	
TK862 DF 1	
TK862 DF 2	
TK862 DF 3	

KPM863 1	
KPM863 2	
KPM863 3	
KPM863 4	
KPM863 DF 1	304 dpi (12 dot/mm)
KPM863 DF 2	
KPM863 DF 3	
KPM863 DF 4	

Printing method	Thermal, fixed head
-----------------	---------------------

Head life ⁽¹⁾

Abrasion resistance ⁽²⁾	150 km (with recommended paper, 12.5% duty cycle)
------------------------------------	---

Pulse durability	100 M (referred to each dot)
------------------	------------------------------

Printing method	Normal, 90°, 180°, 270°
-----------------	-------------------------

Printing format	Height/Width from 1 to 8, bold, reverse, underlined, italic
-----------------	---

Character font

CUSTOM/POS emulation	54 character code tables (see paragraph 9.11), extended chinese GB18030-2000, korean PC949
----------------------	--

SVELTA emulation	18 internal fonts (see paragraph 9.12)
------------------	---



Printable barcodes
 Codabar, Code 32, Code 39, Code 93, Code 128, EAN-8, EAN-13,
 GS1 DataBar Stacked, GS1 DataBar Stacked Omnidirectional,
 GS1 DataBar Expanded Stacked, ITF, UPC-A, UPC-E,
 Aztec, Aztec Rune, Data Matrix, PDF417, QRCode, Micro QRCode

Readable barcodes ⁽³⁾
 Codabar, Code 39, Code 93, Code 128, EAN-8, EAN-13,
 DataBar Omnidirectional, DataBar Stacked, DataBar Limited,
 DataBar Expanded, DataBar Expanded Stacked, ITF,
 UPC-A, UPC-E, Aztec, CC-A, CC-B, CC-C, Data Matrix, Go Gode II,
 Han Xin Barcode, Maxi Code, PDF417, Micro PDF417, QRCode,
 Micro QRCode, Micro QRCode Extended

Printing speed ⁽¹⁾⁽⁴⁾
 High Quality = 148 mm/s
 Normal = 200 mm/s
 High Speed = 220 mm/s

PAPER

Type of paper
 Thermal rolls, heat-sensitive side on outside of roll,
 Thermal Fan-fold module,
 Thermal paper in ISO 7810 ID-1 format
 (both longitudinally and transversely)

Paper width
 from 40 mm to 86 mm

Paper weight

KPM862 1
 KPM862 2
 KPM862 3
 KPM862 4
 KPM862 5
 KPM862 6
 KPM863 1
 KPM863 2
 KPM863 3
 KPM863 4
 TK862 1
 TK862 2
 TK862 3
 TK862 4

from 70 g/m² to 255 g/m²

KPM862 DF 1
 KPM862 DF 2
 KPM862 DF 3
 KPM862 DF 4
 KPM863 DF 1
 KPM863 DF 2
 KPM863 DF 3
 KPM863 DF 4
 TK862 DF 1
 TK862 DF 2
 TK862 DF 3

from 100 g/m² to 250 g/m²



Paper thickness max 280 µm

Minimum ticket length

KPM862 1
KPM862 3
KPM862 4
KPM862 5
KPM862 6
KPM862 DF 1
KPM862 DF 3
KPM862 DF 4
KPM863 1 50 mm
KPM863 3
KPM863 4
KPM863 DF 1
KPM863 DF 3
KPM863 DF 4
TK862 1
TK862 3
TK862 4
TK862 DF 1

KPM862 2
KPM862 DF 2
KPM863 2 30 mm
KPM863 DF 2
TK862 2
TK862 DF 2
TK862 DF 3

KPM862 3
KPM862 4
KPM862 DF 3 70 mm ⁽⁵⁾
KPM862 DF 4 130 mm ⁽⁶⁾
KPM863 3
KPM863 4
KPM863 DF 3
KPM863 DF 4

External roll diameter ⁽⁷⁾

KPM862 DF 1
KPM862 DF 2
KPM862 DF 3
KPM862 DF 4
KPM863 DF 1 max. 150 mm
KPM863 DF 2
KPM863 DF 3
KPM863 DF 4
TK862 DF 1
TK862 DF 2
TK862 DF 3



KPM862 1
 KPM862 2
 KPM862 3
 KPM862 4
 KPM862 5
 KPM862 6
 KPM863 1
 KPM863 2
 KPM863 3
 KPM863 4
 TK862 1
 TK862 2
 TK862 3
 TK862 4

max. 300 mm

Internal roll core diameter 25 mm (+ 1 mm)

Core thickness 2 mm (+ 1 mm)

Paper end Not attached to roll core

Core type Cardboard or plastic

AUTOCUTTER

Paper cut Total cut

Estimated life ⁽¹⁾ 1500000 cuts (with paper thickness 260 µm, ambient temperature)

TRANSPONDER SPECIFICATIONS HF RFID CUSTOM (KPM862 5, TK862 4)

Supported transponders
 (HF high frequency RFID - 13.5 MHz)

ISO 14443-A:
 Mifare UltraLight, Mifare 1K/4K, Mifare UltraLight EV1,
 Mifare UltraLight C, Mifare UltraLight C + SAM,
 Mifare DESFire, Mifare Plus, NTAG 203 (NFC), NTAG 213 (NFC)

ISO 14443-B:
 SRx / SRt / SRi, Calypso

ISO 15693:
 iCode SLI, iCode Texas

Supported SAM modules Compatible with ISO/IEC 7816

DEVICES ELECTRICAL SPECIFICATIONS

Power supply 24 Vdc ± 10%

Typical consumption ⁽⁴⁾ 1.46 A

Standby consumption 0.08 A



POWER SUPPLY ELECTRICAL SPECIFICATIONS code 963GE020000106

(optional for KPM862 1, KPM862 2, KPM862 3, KPM862 4, KPM862 5, KPM862 DF 1, KPM862 DF 2, KPM862 3, KPM862 DF 4, KPM862 6, KPM863 1, KPM863 2, KPM863 3, KPM863 4, KPM863 DF 1, KPM863 DF 2, KPM863 DF 3 and KPM863 DF 4, included with TK862 1, TK862 2, TK862 4, TK862 DF 1, TK862 DF 2, TK862 3 and TK862 DF 3)

Power supply voltage Auto Range, 90-264 Vac

Frequency from 47 Hz to 63 Hz

Output 24 V, 4.17 A

Power 100 W

ENVIRONMENTAL CONDITIONS

Operating temperature

KPM862 1
KPM862 2
KPM862 3
KPM862 4
KPM862 5
KPM862 6
KPM862 DF 1
KPM862 DF 2
KPM862 DF 3
KPM862 DF 4
KPM863 1
KPM863 2
KPM863 3
KPM863 4
KPM863 DF 1
KPM863 DF 2
KPM863 DF 3
KPM863 DF 4

from -20 °C to +60 °C ⁽⁸⁾

TK862 1
TK862 2
TK862 3
TK862 4
TK862 DF 1
TK862 DF 2
TK862 DF 3

from 0 °C to +40 °C

Relative humidity (RH) from 10% to 95% (w/o condensation)

Storage temperature from -20 °C to +70 °C

Storage relative humidity (RH) from 10% to 95% (w/o condensation)



NOTES:

- (1) : Respecting the regular schedule of cleaning for the device components.
- (2) : Damages caused by scratches, ESD and electromigration are excluded.
- (3) : Purchase the specific license. Contact technical assistance or your dealer.
- (4) : Referred to a standard CUSTOM receipt (L = 10 cm, Density = 12.5% dots on).
- (5) : With paper weight greater than 170 g/m² and internal roll core diameter 50 mm.
- (6) : With paper weight greater than 170 g/m² and internal roll core diameter 25 mm.
- (7) : For external rolls diameter higher to Ø150 mm it's recommended to use a paper pretensioning device.
- (8) : If you use the device with the power supply code 963GE020000106, supplied as an accessory, the operating temperature range is from 0 °C to +40 °C.



9.2 Character specifications

KPM862 1, KPM862 2, KPM862 3, KPM862 4, KPM862 5, KPM862 6

KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4

TK862 1, TK862 2, TK862 3, TK862 4

TK862 DF 1, TK862 DF 2, TK862 DF 3

Character set	3		
Character density	11 cpi	15 cpi	20 cpi
Number of columns	35	49	64
Chars / second	2566	3593	4693
Lines / second	73	73	73
Characters (L x H mm)-Normal	2.25 x 3	1.625 x 3	1.25 x 3

KPM863 1, KPM863 2, KPM863 3, KPM863 4

KPM863 DF 1, KPM863 DF 2, KPM863 DF 3, KPM863 DF 4

Character set	3		
Character density	15 cpi	20 cpi	25 cpi
Number of columns	50	64	80
Chars / second	5500	7040	8800
Lines / second	110	110	110
Characters (L x H mm)-Normal	1.6 x 2	1.25 x 2	1 x 2

NOTE: Theoretical values.

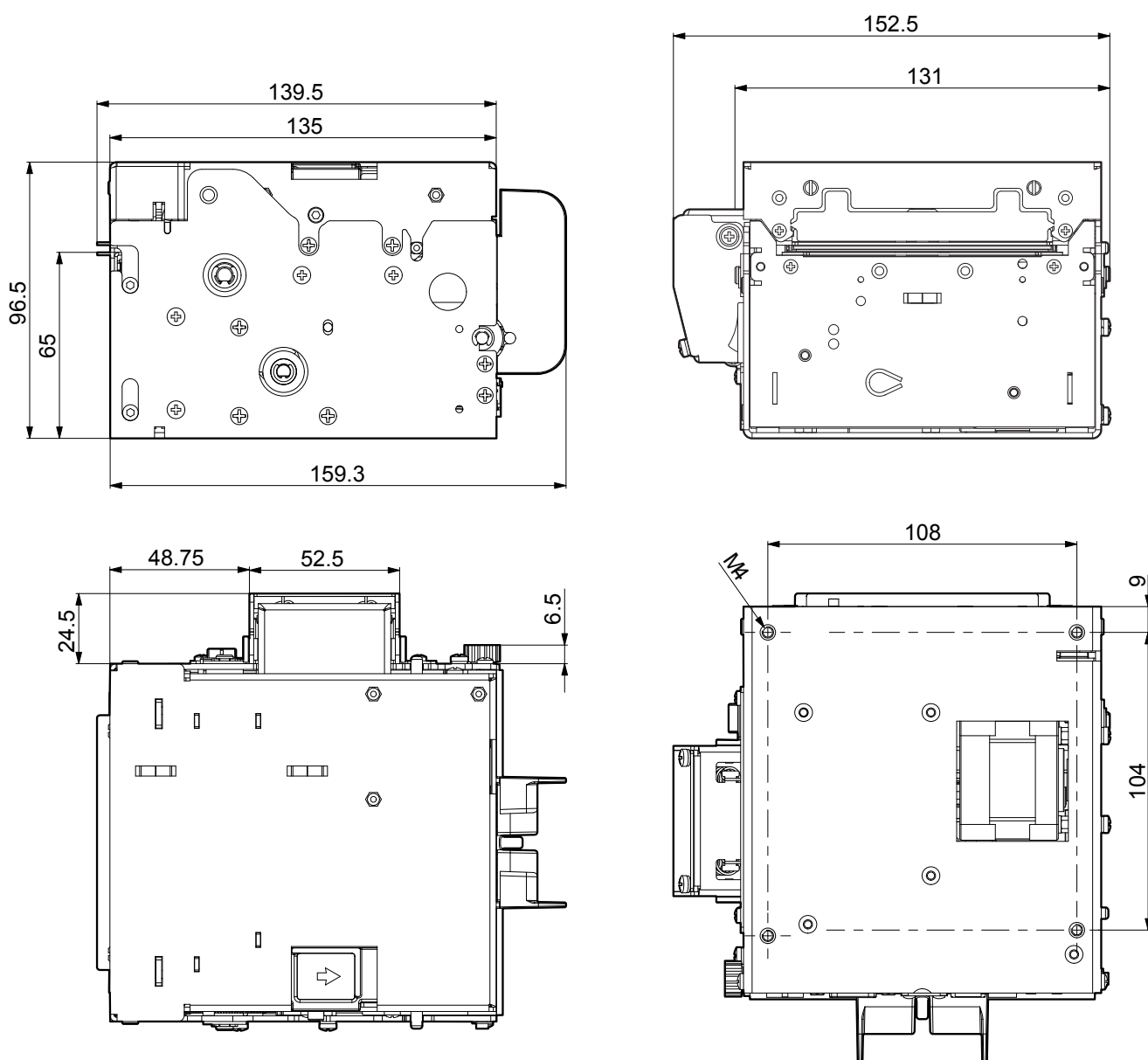


9.3 Device dimensions

KPM862 1, KPM862 5, KPM862 6
KPM863 1

Length	163.8 mm
Height	96.5 mm
Width	152.5 mm
Weight	2150 g

All the dimensions shown in following figure are in millimetres and referred to devices with cover closed.

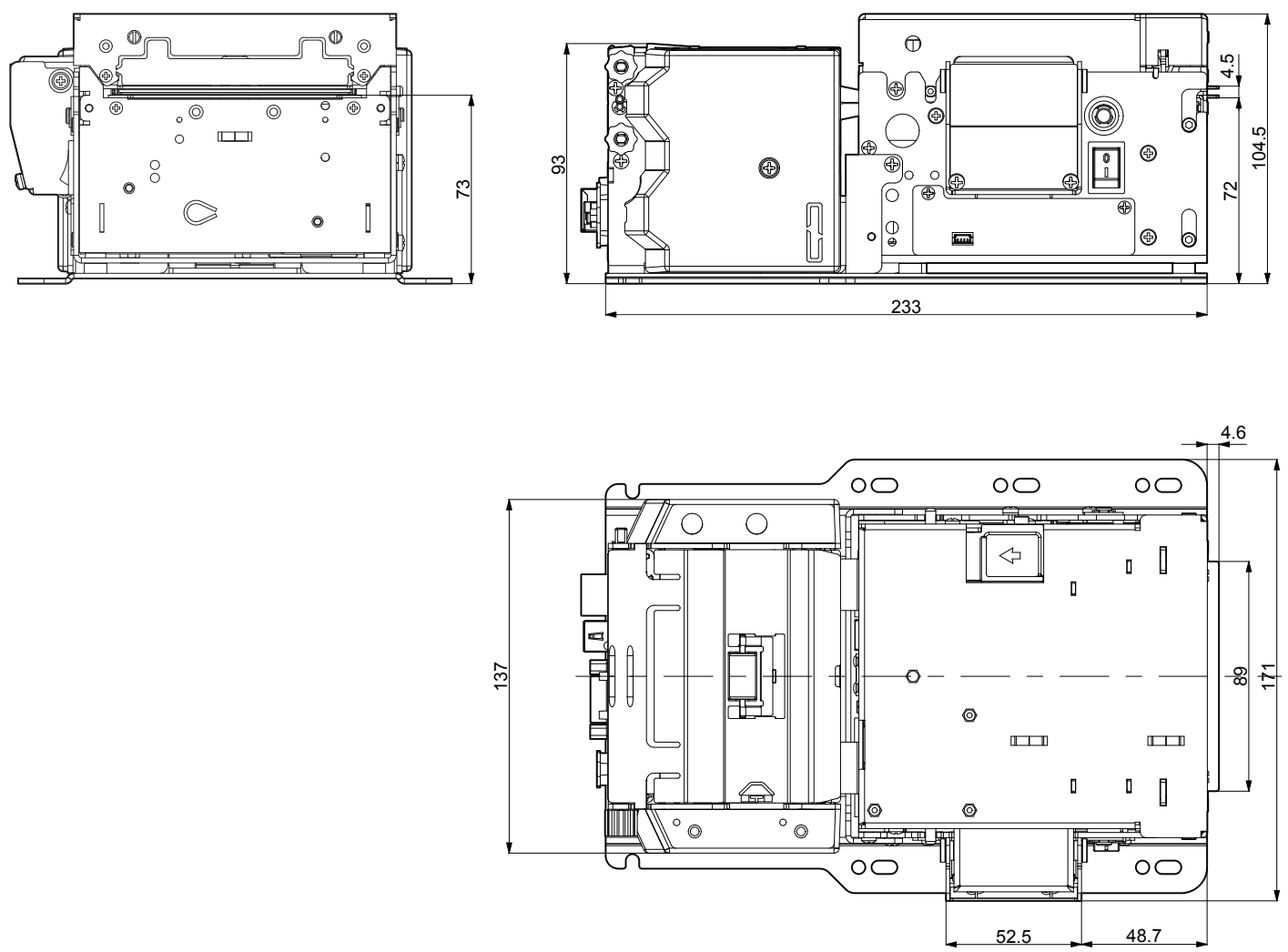




KPM862 DF 1
KPM863 DF 1

Length	237.6 mm
Height	104.5 mm
Width	171 mm
Weight	3400 g

All the dimensions shown in following figure are in millimetres and referred to devices with cover closed.

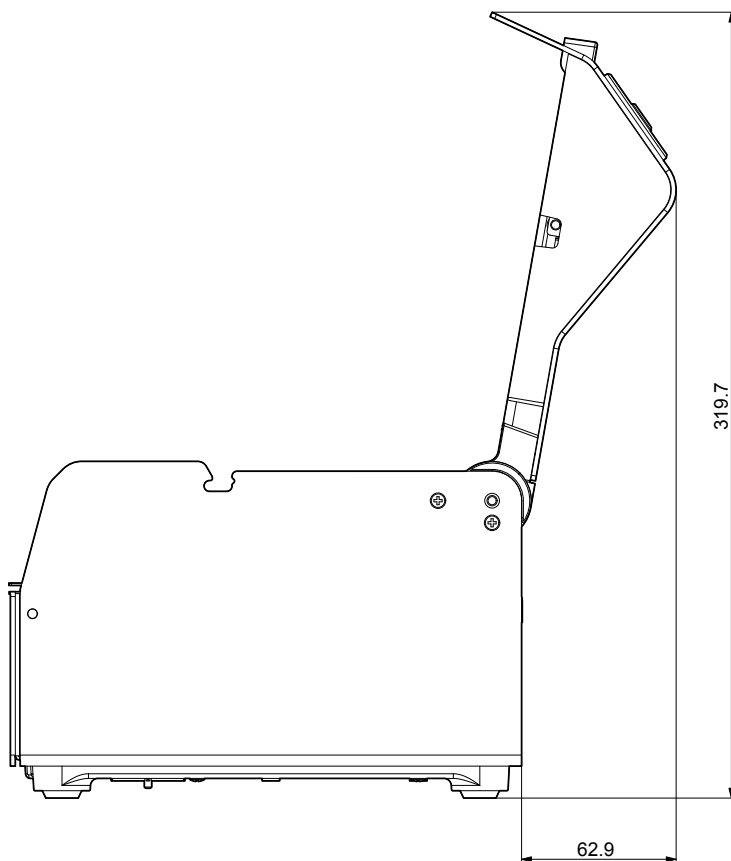
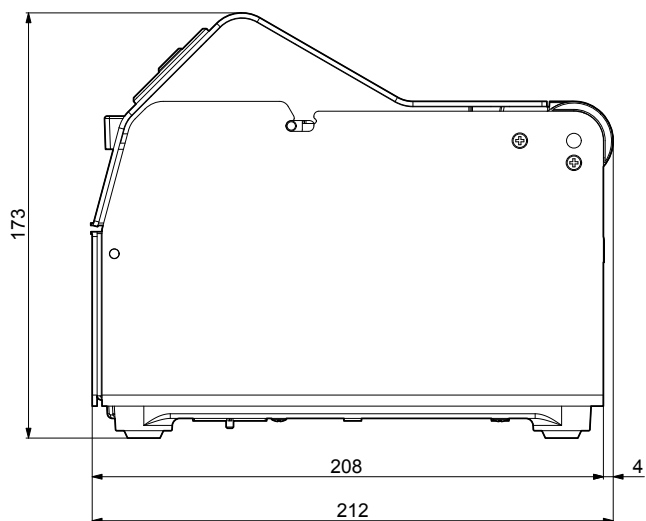
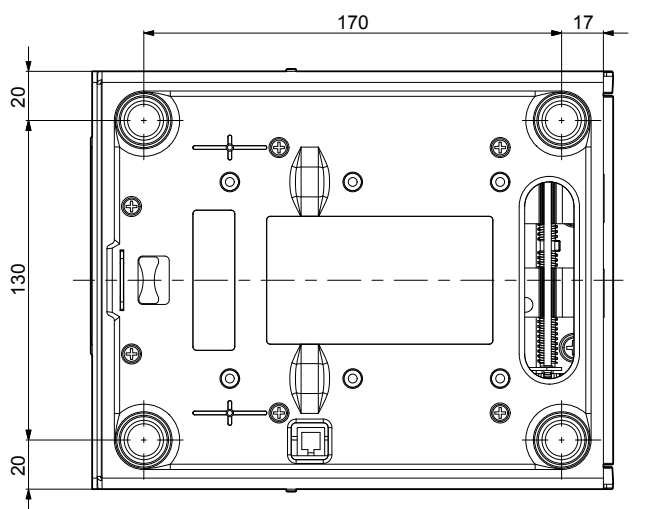




TK862 1, TK862 3, TK862 4

Length	212 mm (with cover closed) 274.9 mm (with cover open)
Height	173 mm (with cover closed) 319.7 mm (with cover open)
Width	170 mm
Weight	4850 g

All the dimensions shown in following figure are in millimetres.

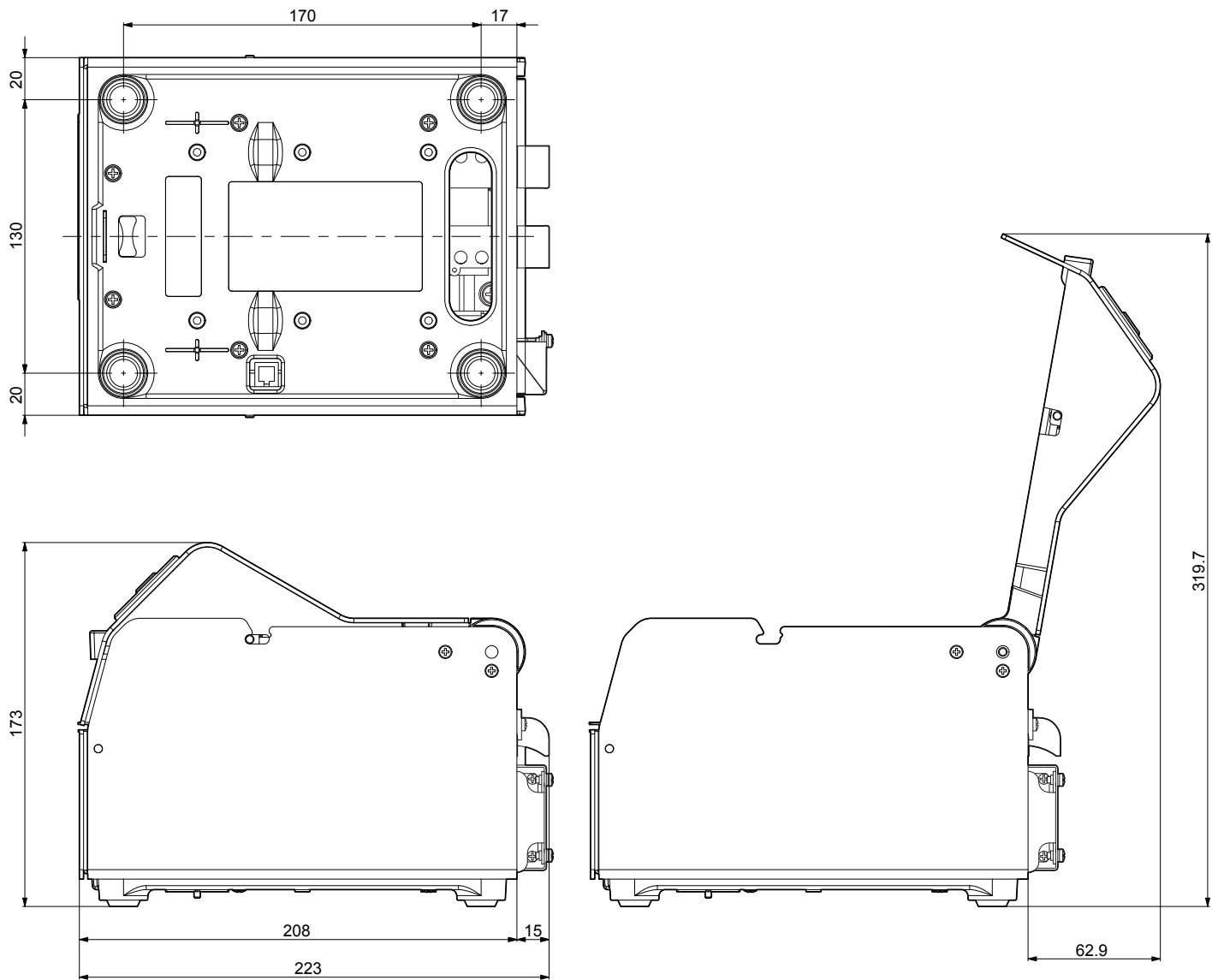




TK862 2

Length	223 mm (with cover closed) 274.9 mm (with cover open)
Height	173 mm (with cover closed) 319.7 mm (with cover open)
Width	170 mm
Weight	5000 g

All the dimensions shown in following figure are in millimetres.

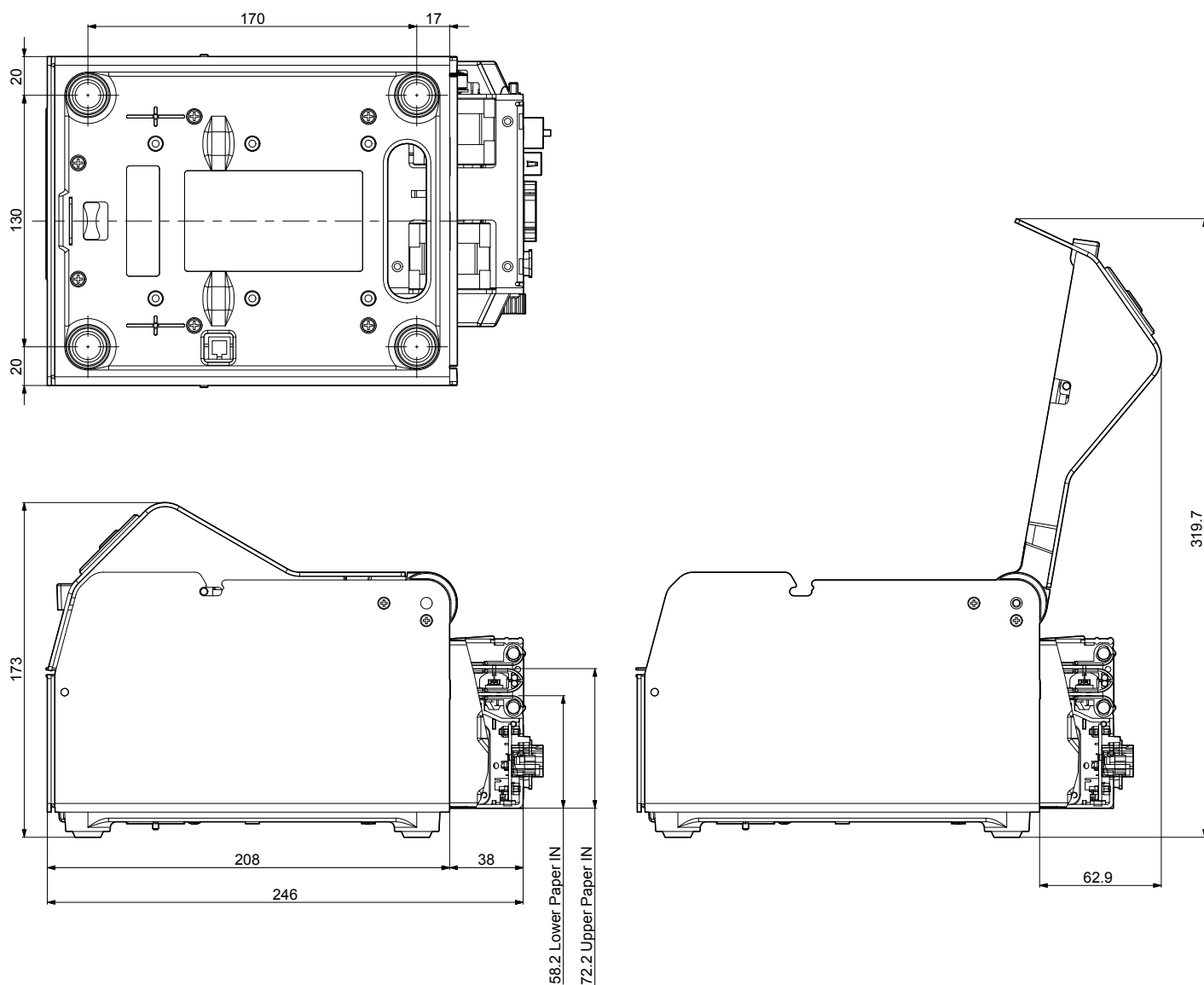




TK862 DF 1, TK862 DF 3

Length	246 mm (with cover closed) 274.9 mm (with cover open)
Height	173 mm (with cover closed) 319.7 mm (with cover open)
Width	170 mm
Weight	6100 g

All the dimensions shown in following figure are in millimetres.



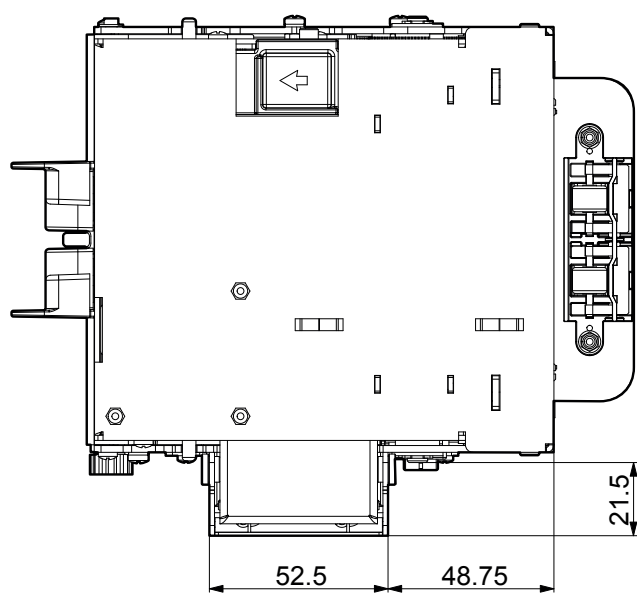
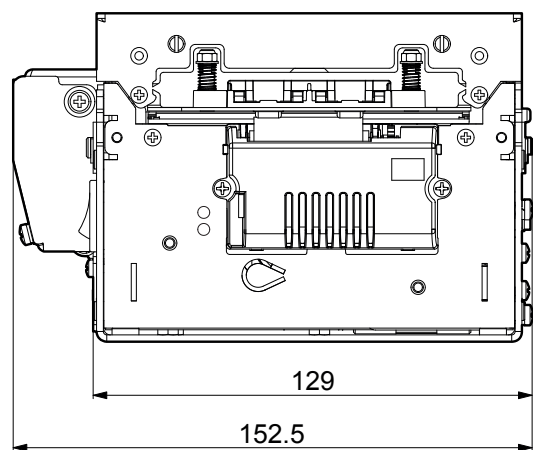
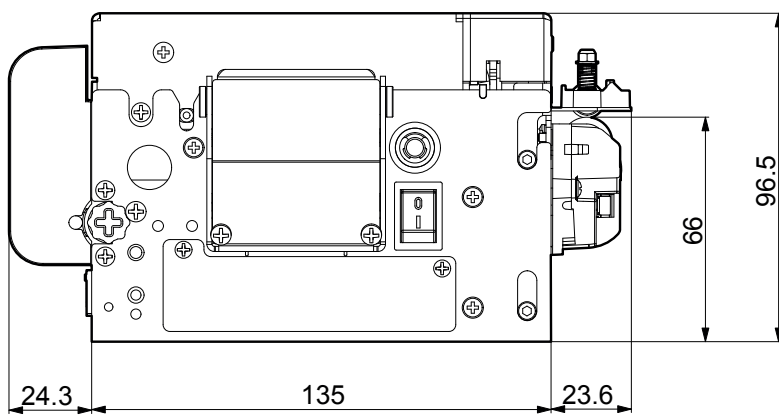


9.4 Device dimensions with ejector group code 976LK01000001 (optional)

KPM862 2
KPM863 2

Length	182.9 mm
Height	96.5 mm
Width	152.5 mm
Weight	2300 g

All the dimensions shown in following figure are in millimetres and referred to devices with covers closed.

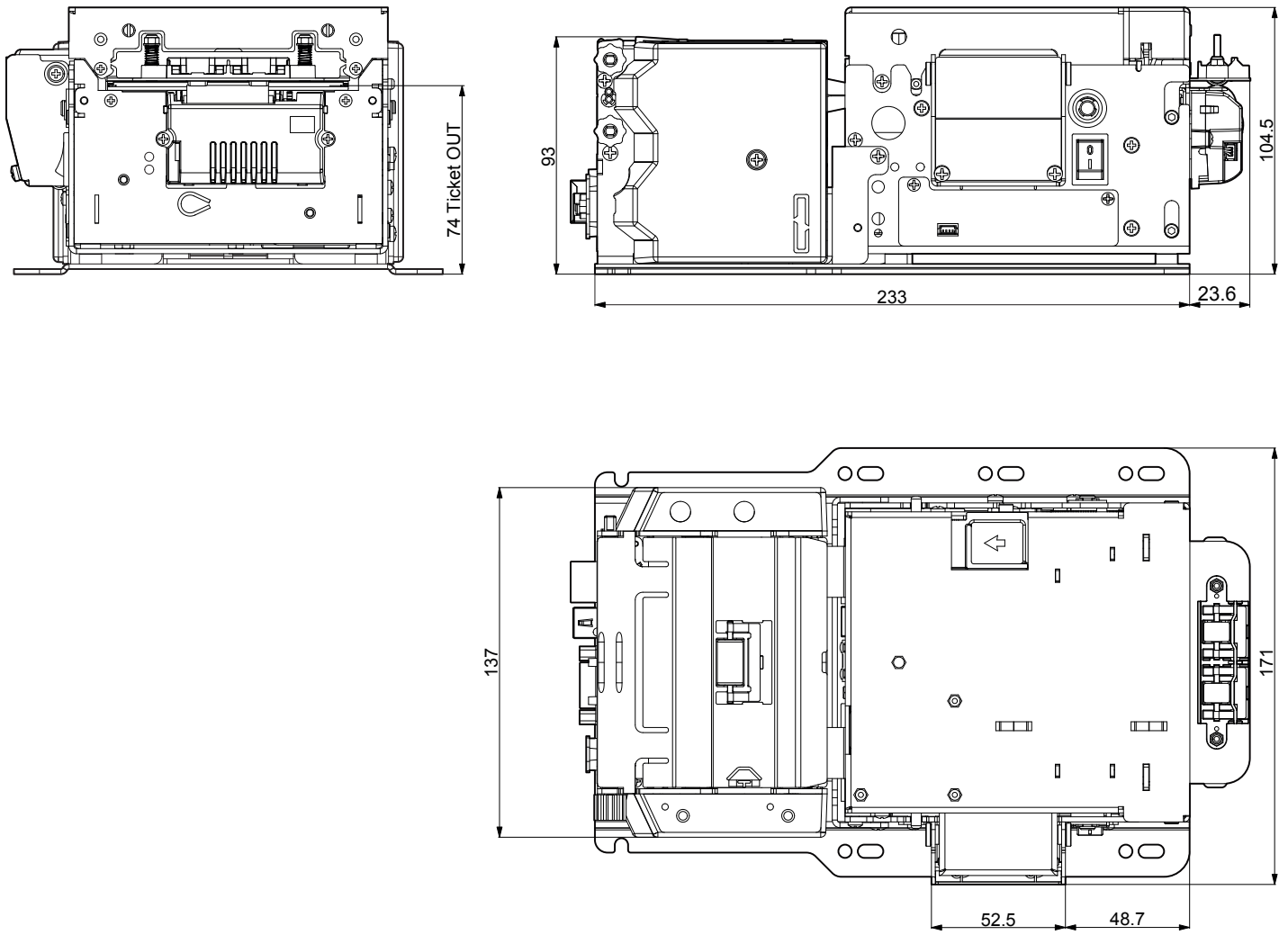




KPM862 DF 2
KPM863 DF 2

Length	256.6 mm
Height	104.5 mm
Width	171 mm
Weight	3550 g

All the dimensions shown in following figure are in millimetres and referred to devices with covers closed.

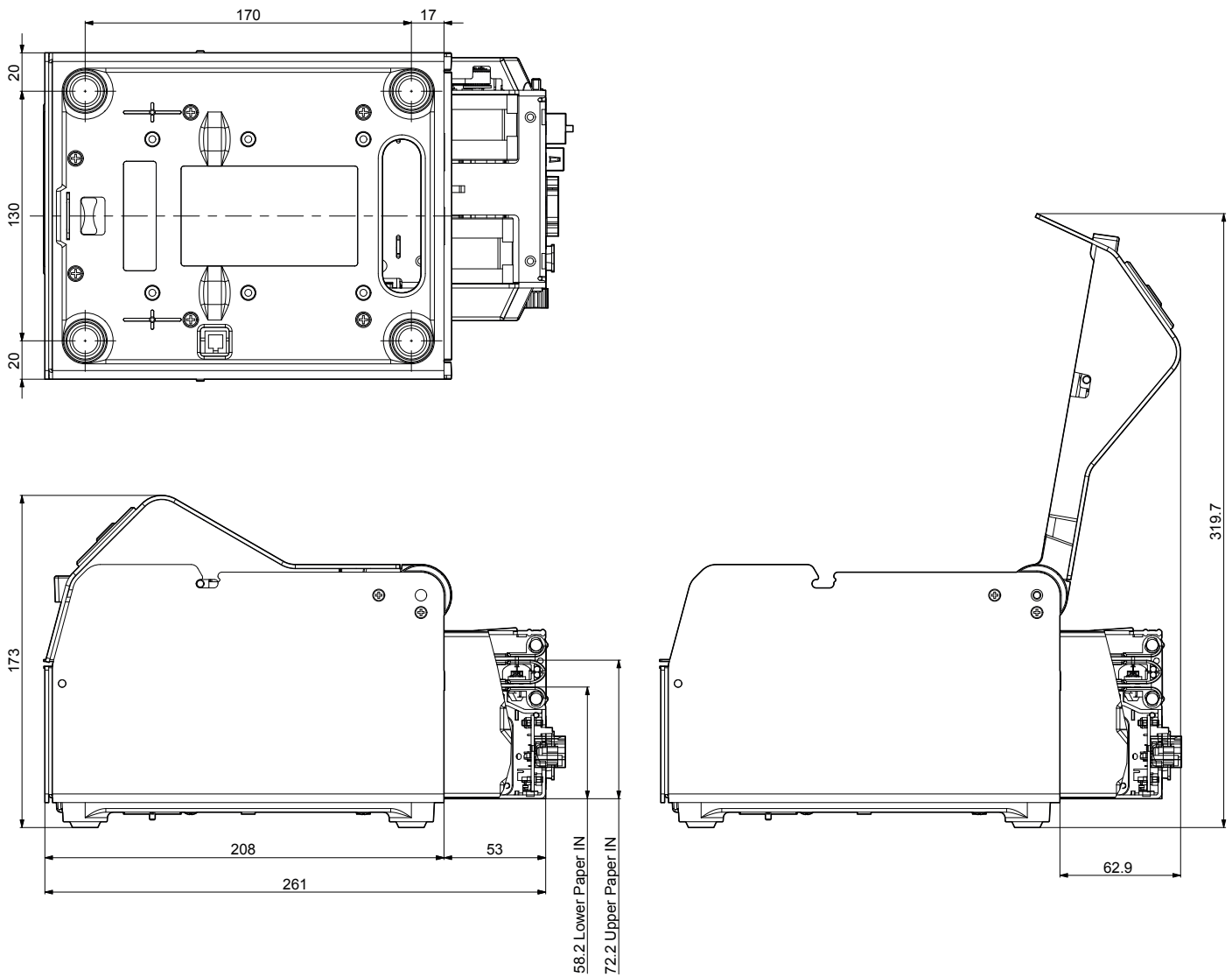




TK862 DF 2

Length	261 mm (with cover closed) 274.9 mm (with cover open)
Height	173 mm (with cover closed) 319.7 mm (with cover open)
Width	170 mm
Weight	6250 g

All the dimensions shown in following figure are in millimetres.



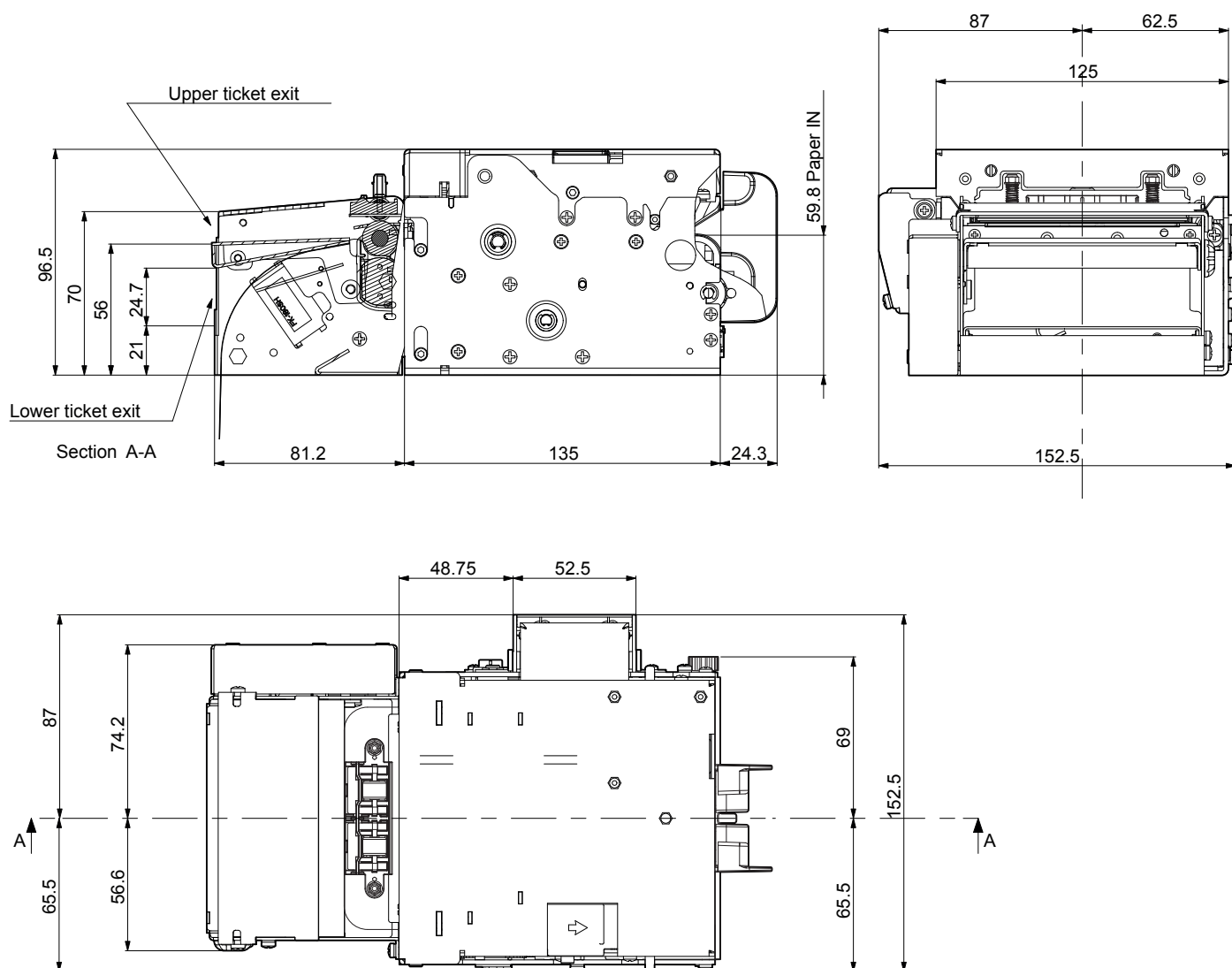


9.5 Device dimensions with selector group for horizontal fixing code 976LK01000002 (optional)

KPM862 4
KPM863 4

Length	240.5 mm
Height	96.5 mm
Width	152.5 mm
Weight	2750 g

All the dimensions shown in following figure are in millimetres and referred to devices with covers closed.

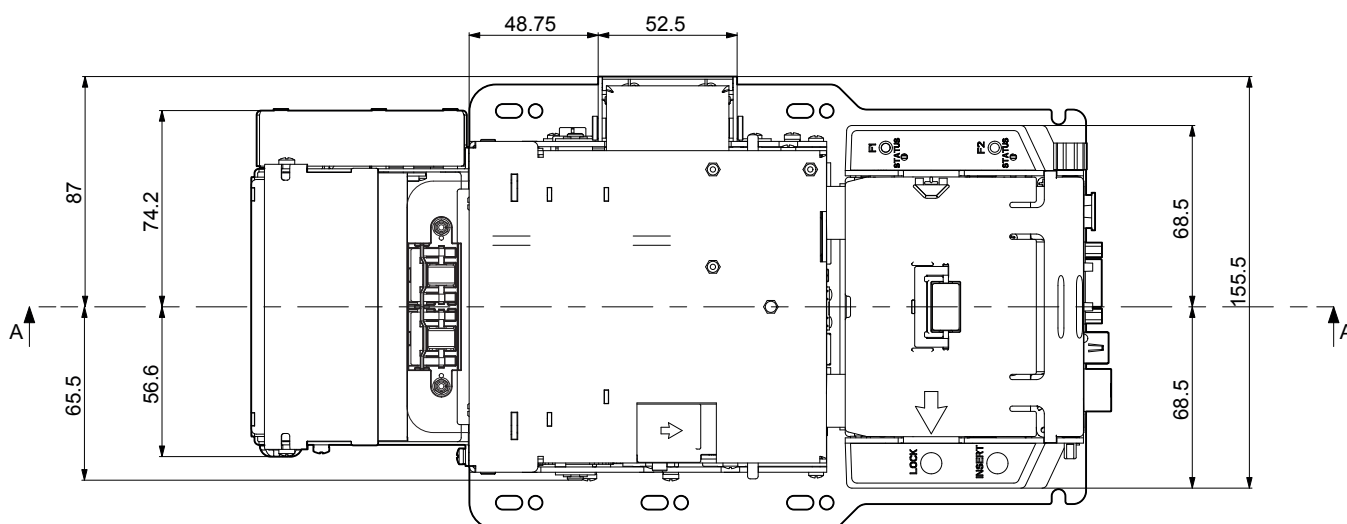
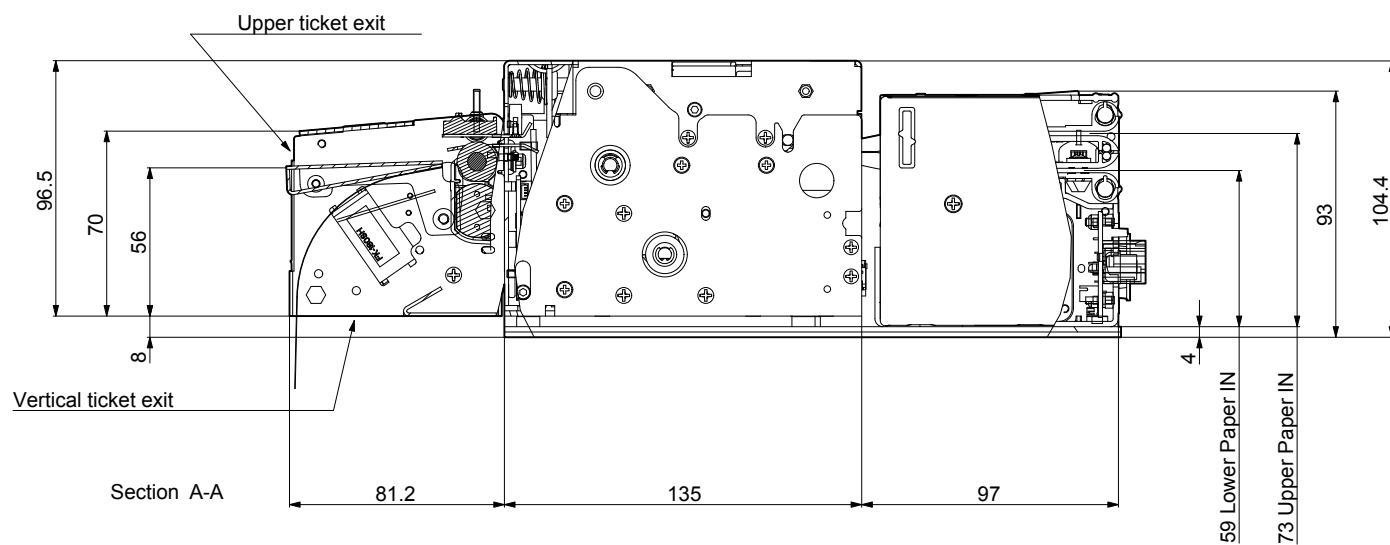




KPM862 DF 4
KPM863 DF 4

Length	313.2 mm
Height	104.4 mm
Width	155.5 mm
Weight	4000 g

All the dimensions shown in following figure are in millimetres and referred to devices with covers closed.



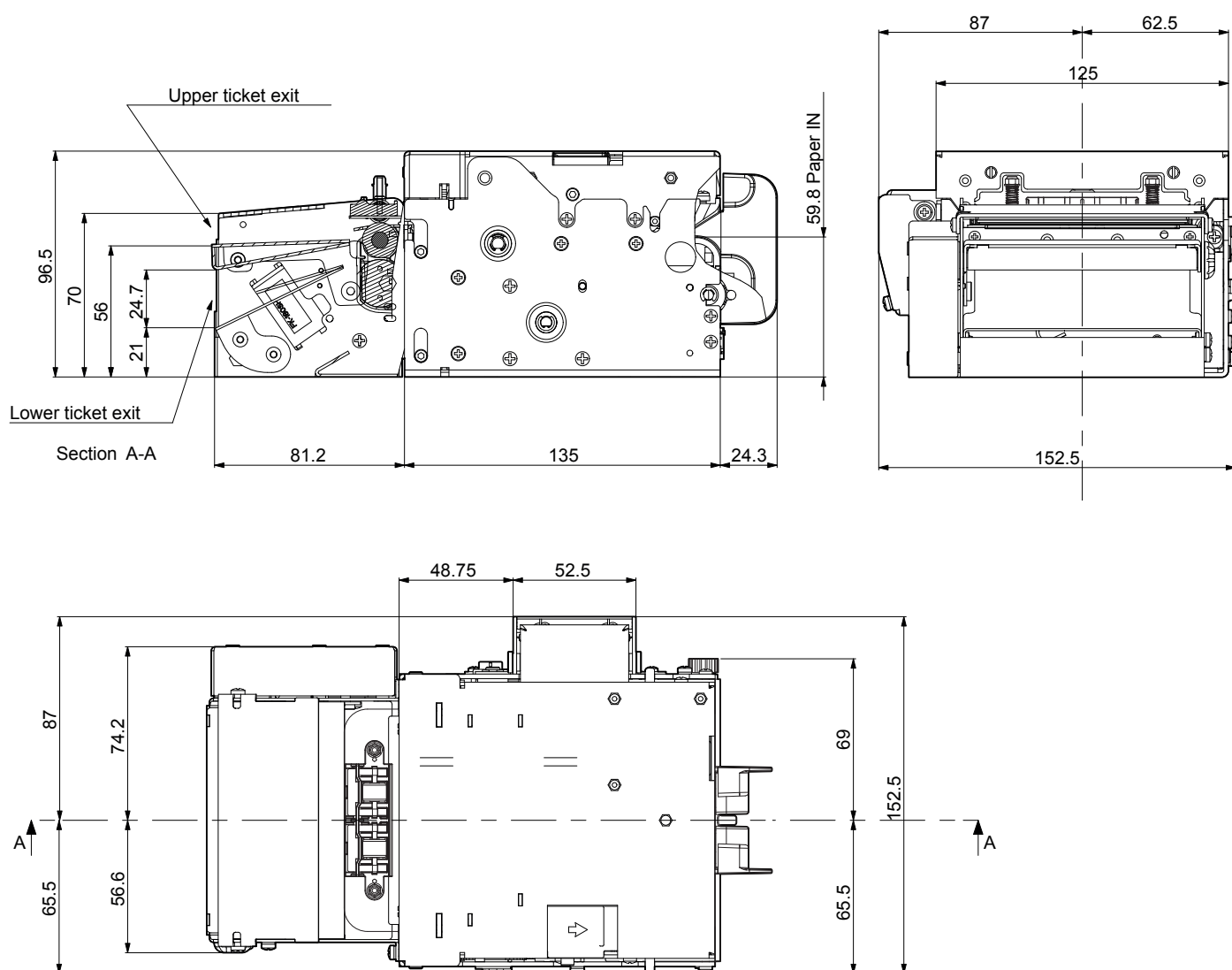


9.6 Device dimensions with selector group for vertical fixing code 976LK01000003 (optional)

KPM862 3
KPM863 3

Length	240.5 mm
Height	96.5 mm
Width	152.5 mm
Weight	2750 g

All the dimensions shown in following figure are in millimetres and referred to devices with covers closed.

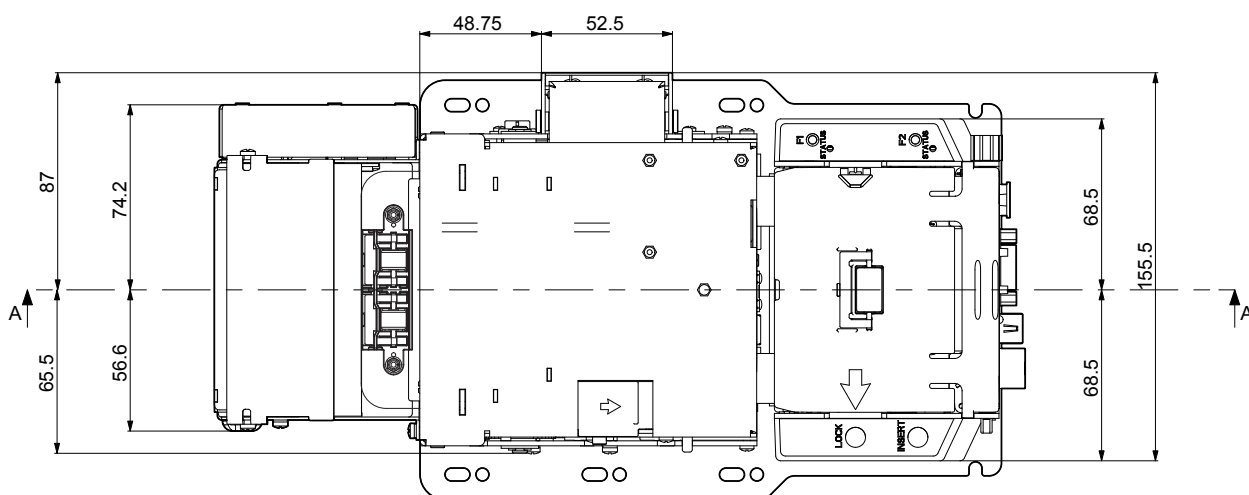
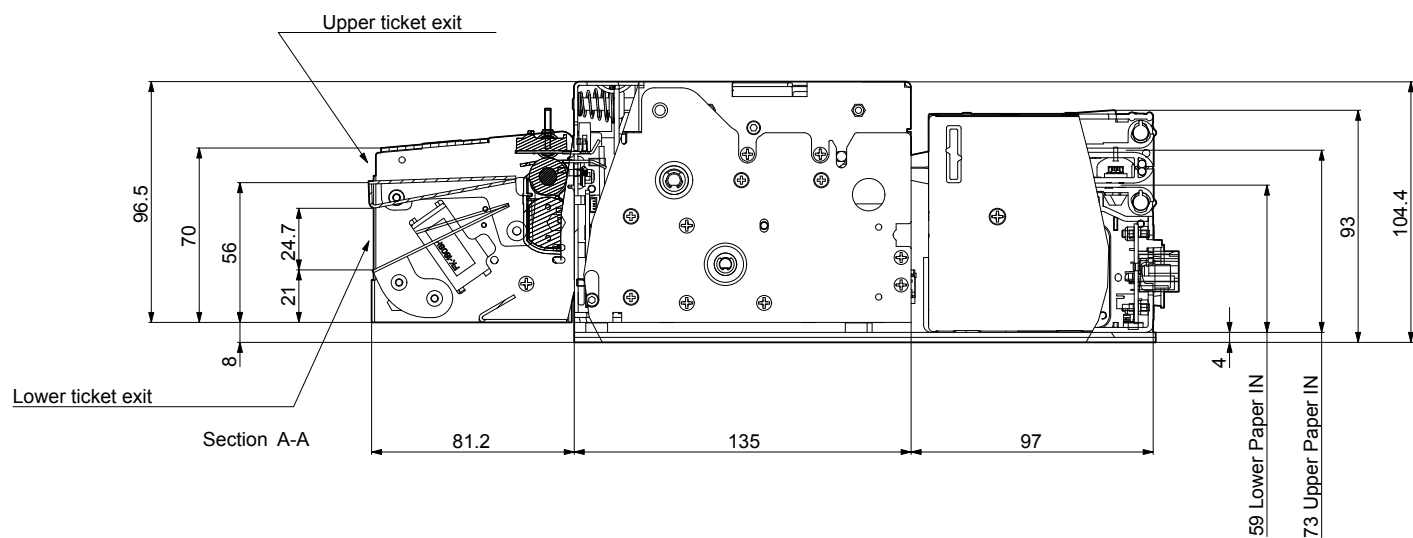




KPM862 DF 3
KPM863 DF 3

Length	313.2 mm
Height	104.4 mm
Width	155.5 mm
Weight	4000 g

All the dimensions shown in following figure are in millimetres and referred to devices with covers closed.



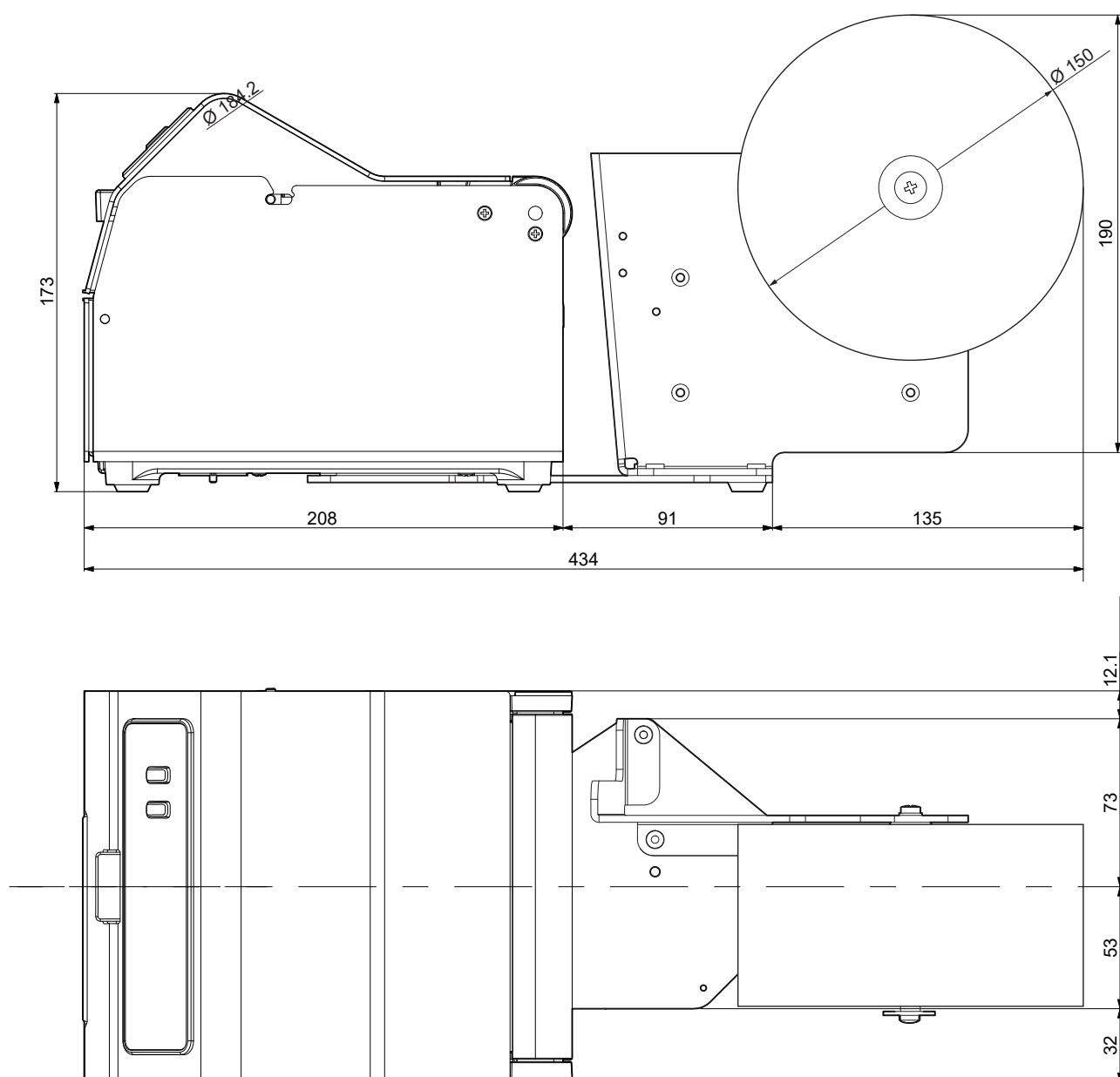


9.7 Device dimensions with paper roll holder code 974LU01000001 (optional)

TK862 1, TK862 3, TK862 4

Length	434.8 mm
Height	max. 207 mm
Width	194 mm
Supported paper rolls	Width from 54 mm to 82.5 mm, 25 mm inner core, 150 mm external diameter

All the dimensions shown in following figure are in millimetres and referred to devices with covers closed.



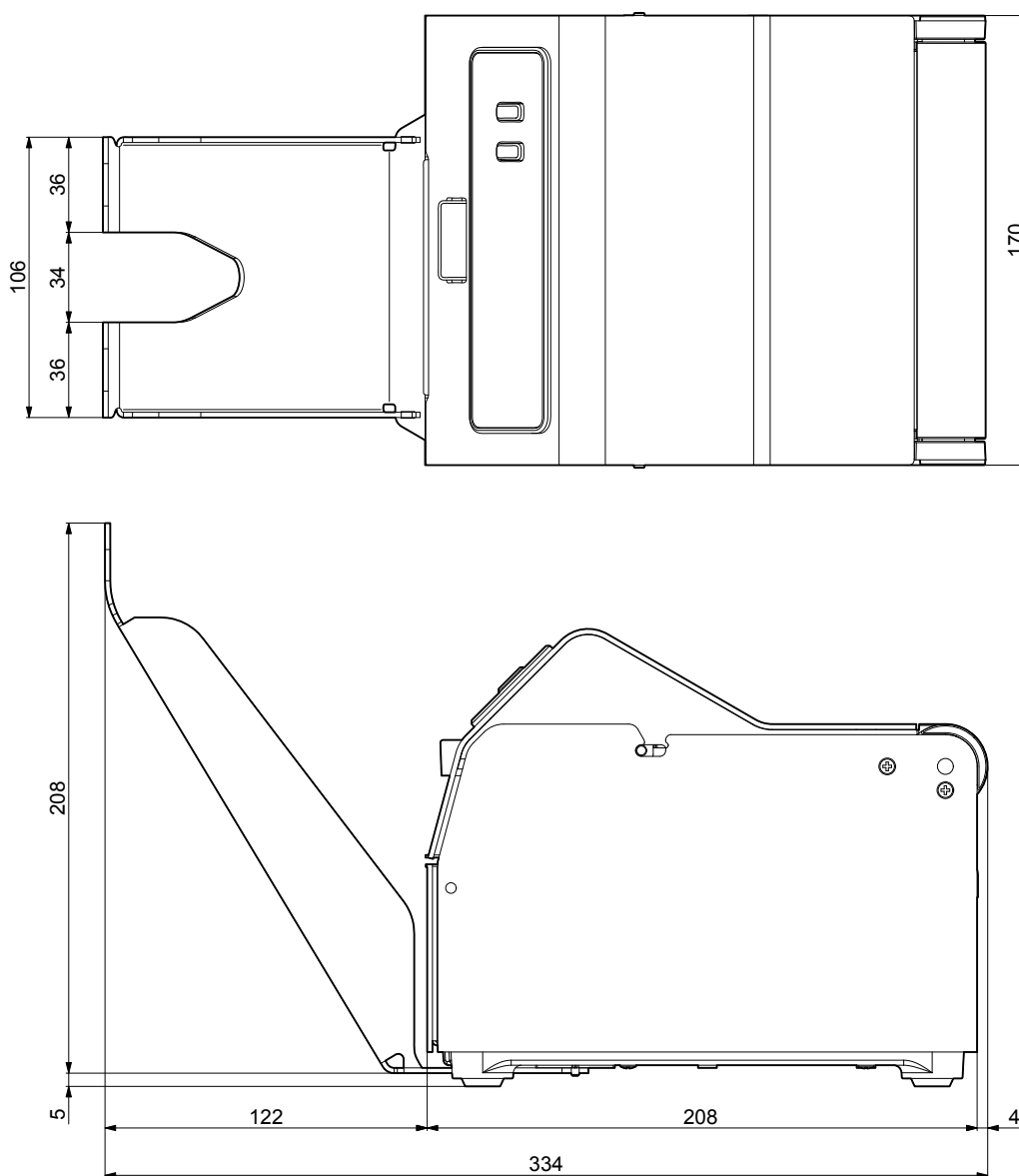


9.8 Device dimensions with vertical ticket tray code 974LU01000003 (optional)

TK862 1, TK862 3, TK862 4

Length	334 mm
Height	213 mm
Width	170 mm

All the dimensions shown in following figure are in millimetres and referred to devices with covers closed.



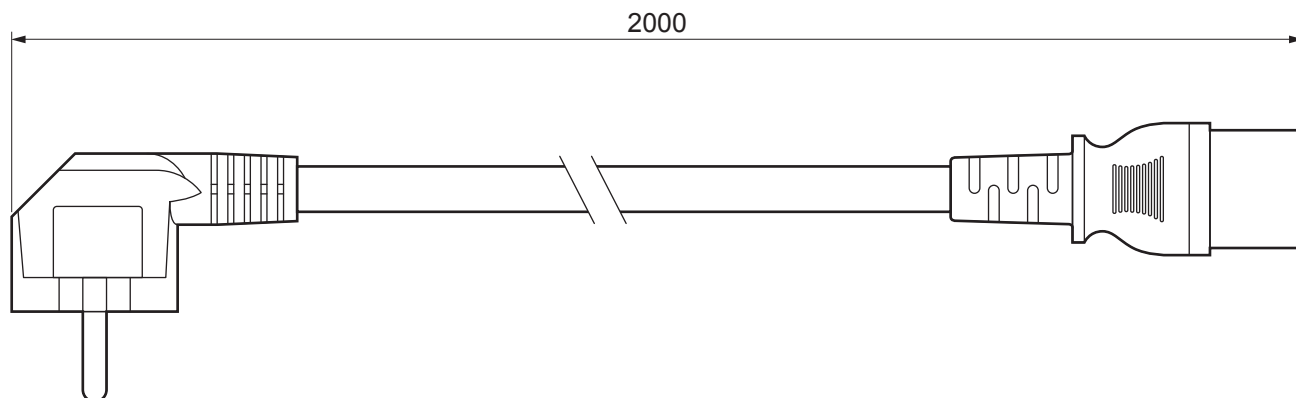
9.9 Power supply and power cord dimensions

The following table shows the dimensions of the power supply, the power cord and the adapter for power supply optionals for the device.

POWER CORD code 2610000000311 and code 2610000000313 (optional)	
Length	2000 mm
POWER SUPPLY code 963GE020000106 (optional for KPM862 1, KPM862 2, KPM862 3, KPM862 4, KPM862 5, KPM862 6, KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4, KPM863 1, KPM863 2, KPM863 3, KPM863 4, KPM863 DF 1, KPM863 DF 2, KPM863 DF 3, KPM863 DF 4)	
Length	146.2 mm
Height	39 mm
Width	75.2 mm

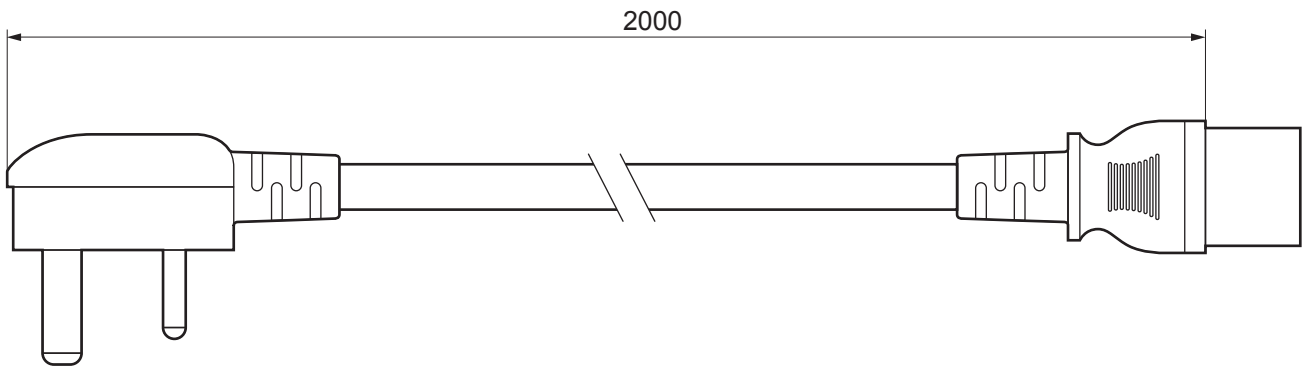
All the dimensions shown in following figures are in millimetres.

POWER CORD code 2610000000311

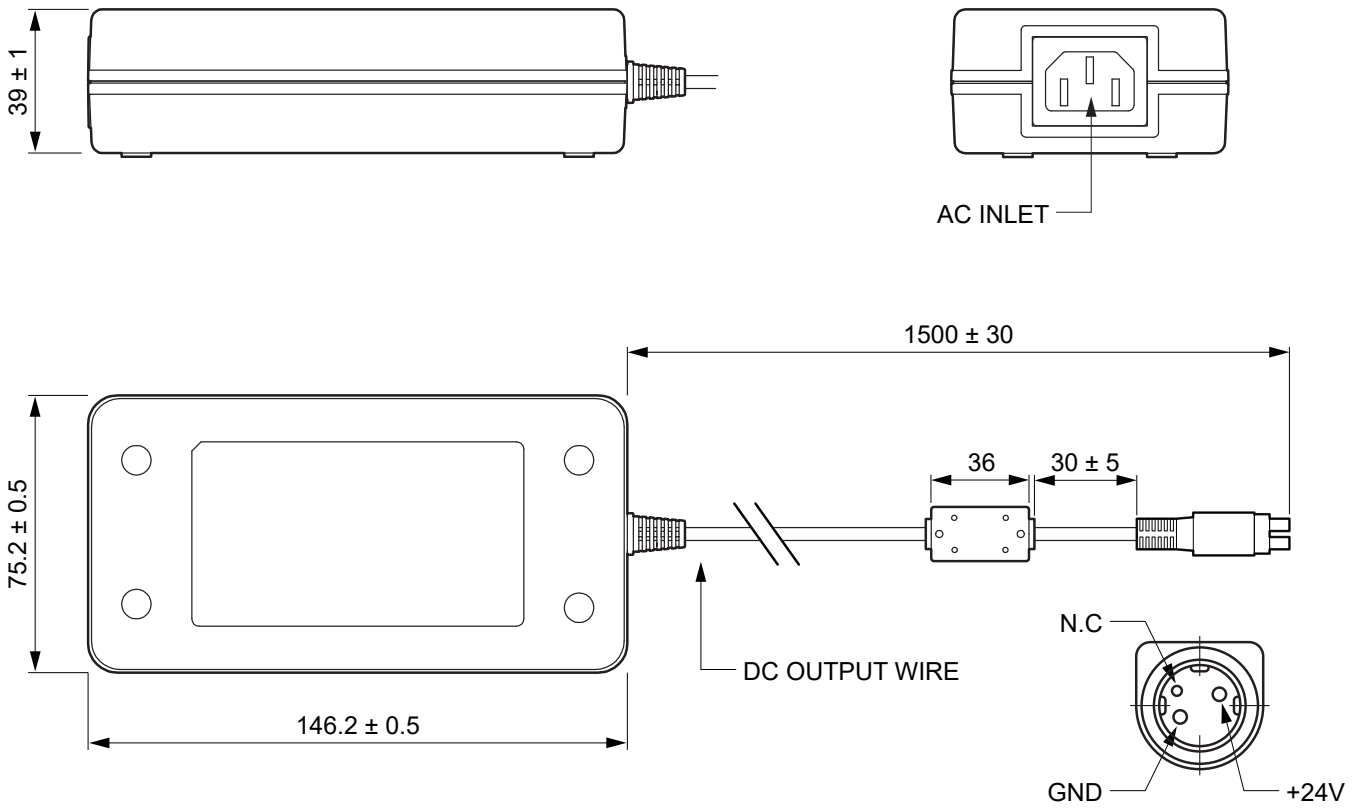




POWER CORD code 2610000000313



POWER SUPPLY code 963GE020000106



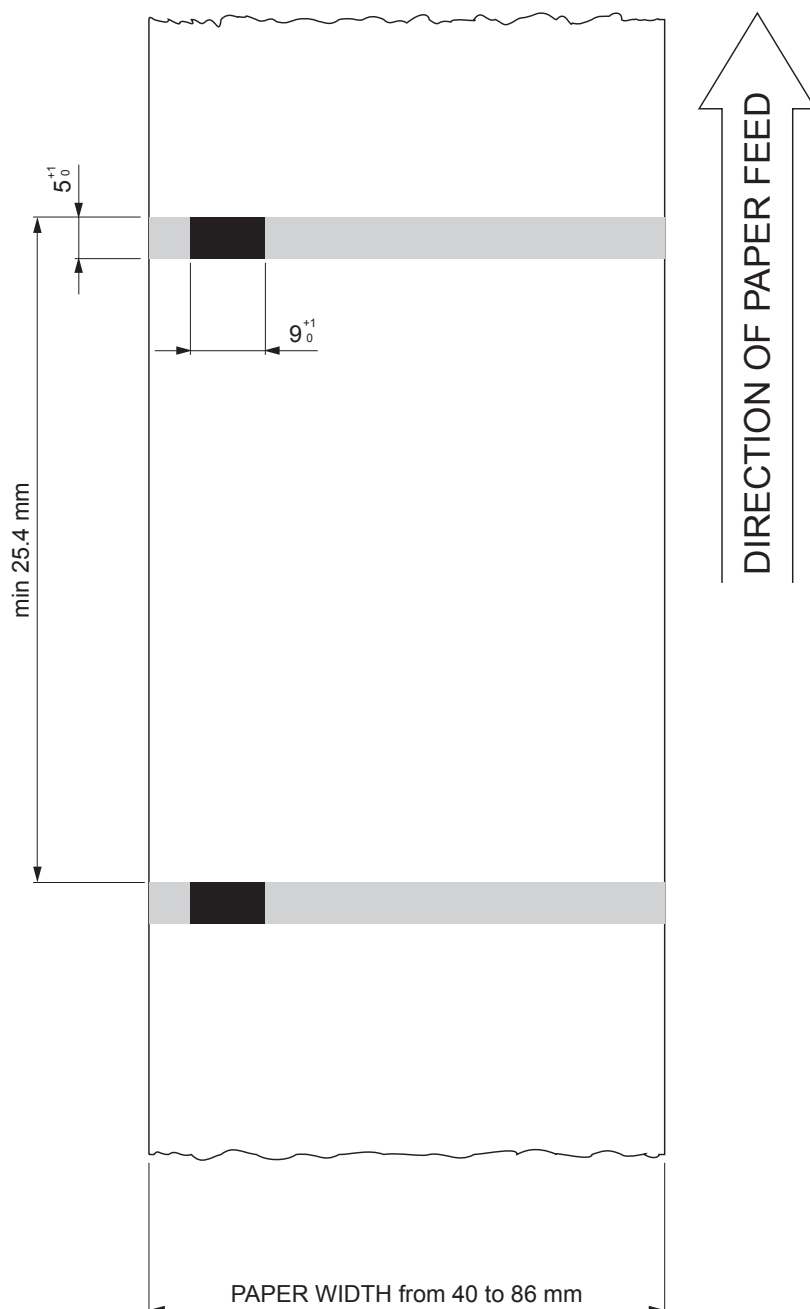
9.10 Paper specification

All the dimensions shown in following figures are in millimetres.

Paper with black mark on the non-thermal side

The following image shows the placement of the black mark on the non-thermal side of the paper. The black mark can be placed anywhere on the whole width of the paper.

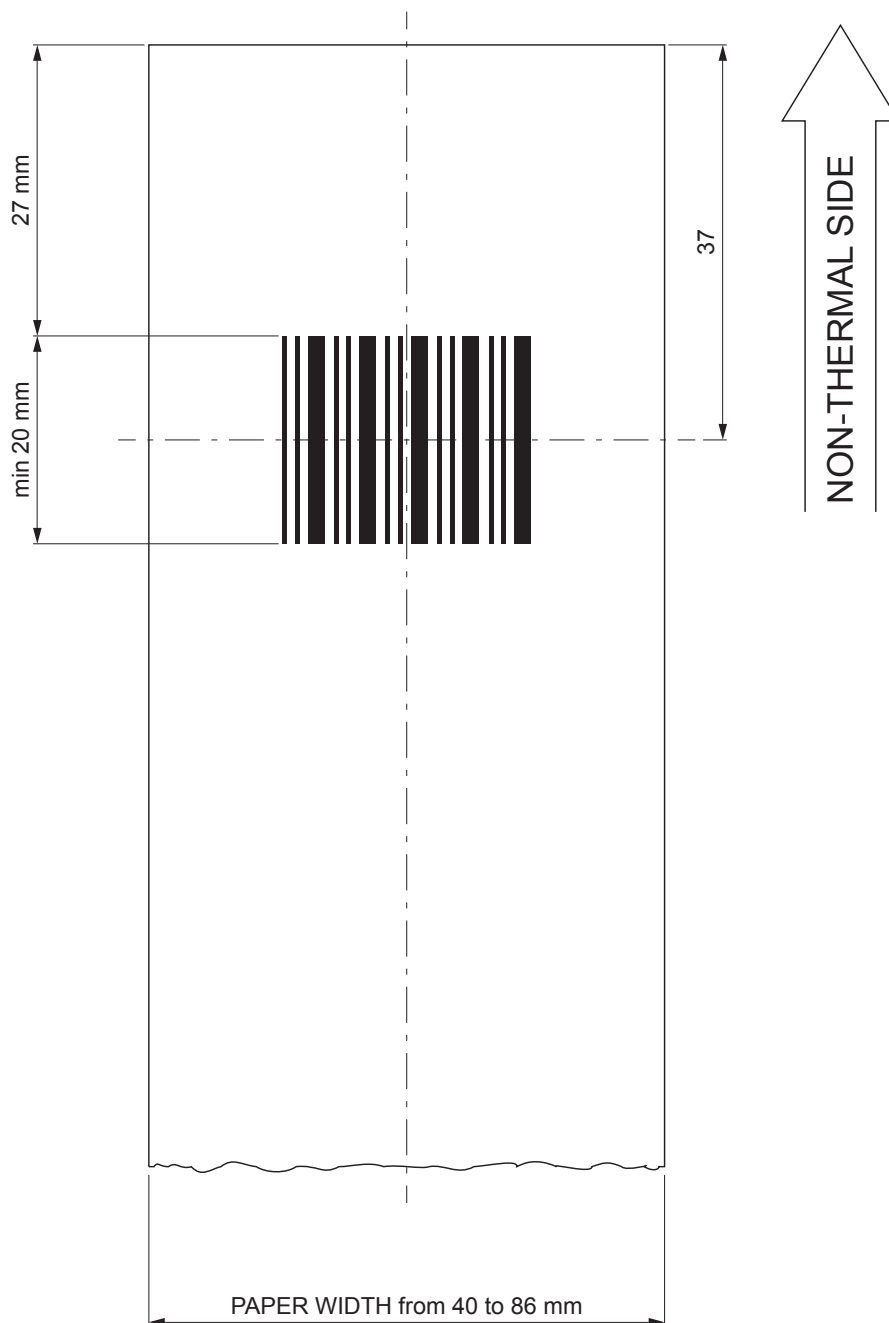
For more information about the use of paper with black mark see [chapter 7](#).



Paper with barcode

The following image shows the placement of the barcode on the ticket. The barcode must be printed on the non-thermal side of the paper and at 27 mm from the edge of the ticket to ensure the correct barcode reading when ticket alignment is performed.

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

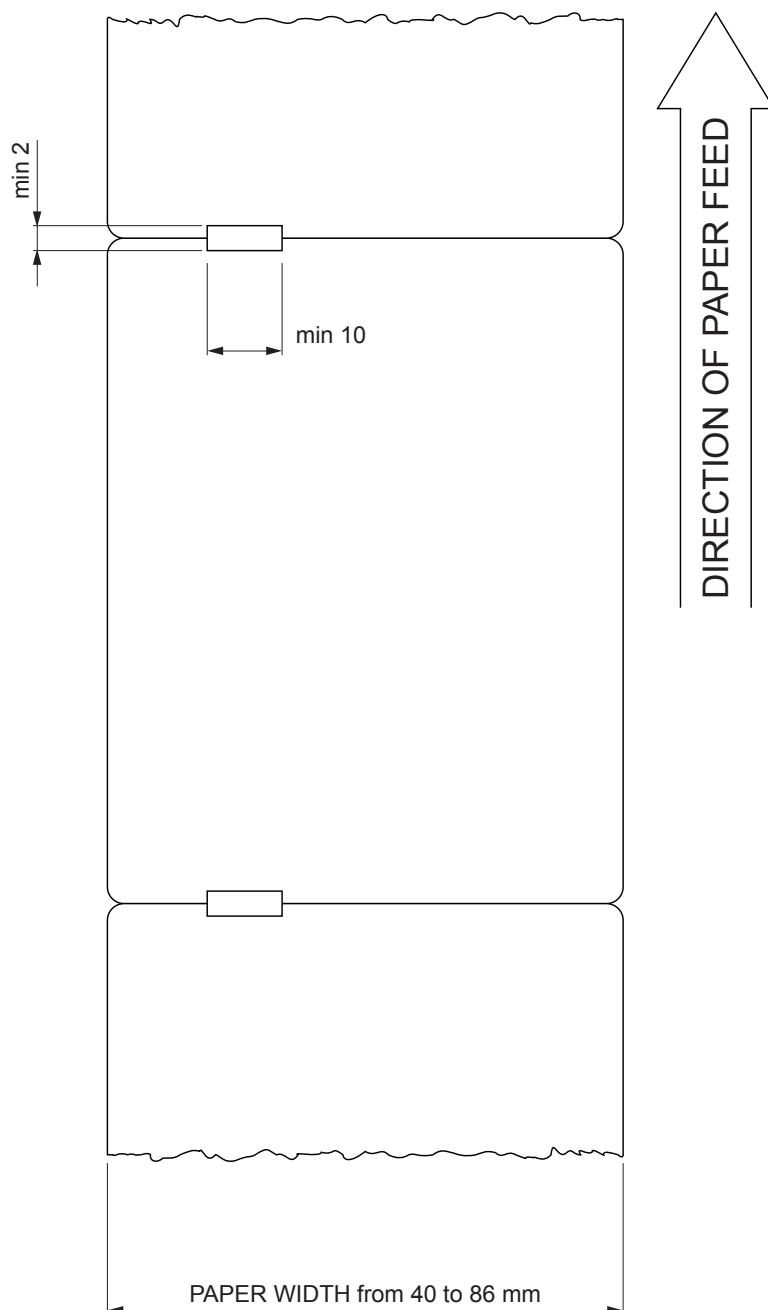




Fan-fold paper with hole

The following image shows the placement of the hole on the paper. The hole can be positioned across the width of the ticket. To manage tickets with hole, set the parameters “Blackmark Pos. F1” and “Blackmark Pos. F2” (for models with dual feeder) to “Transparent”.

For more information about the use of paper with hole see user manual.



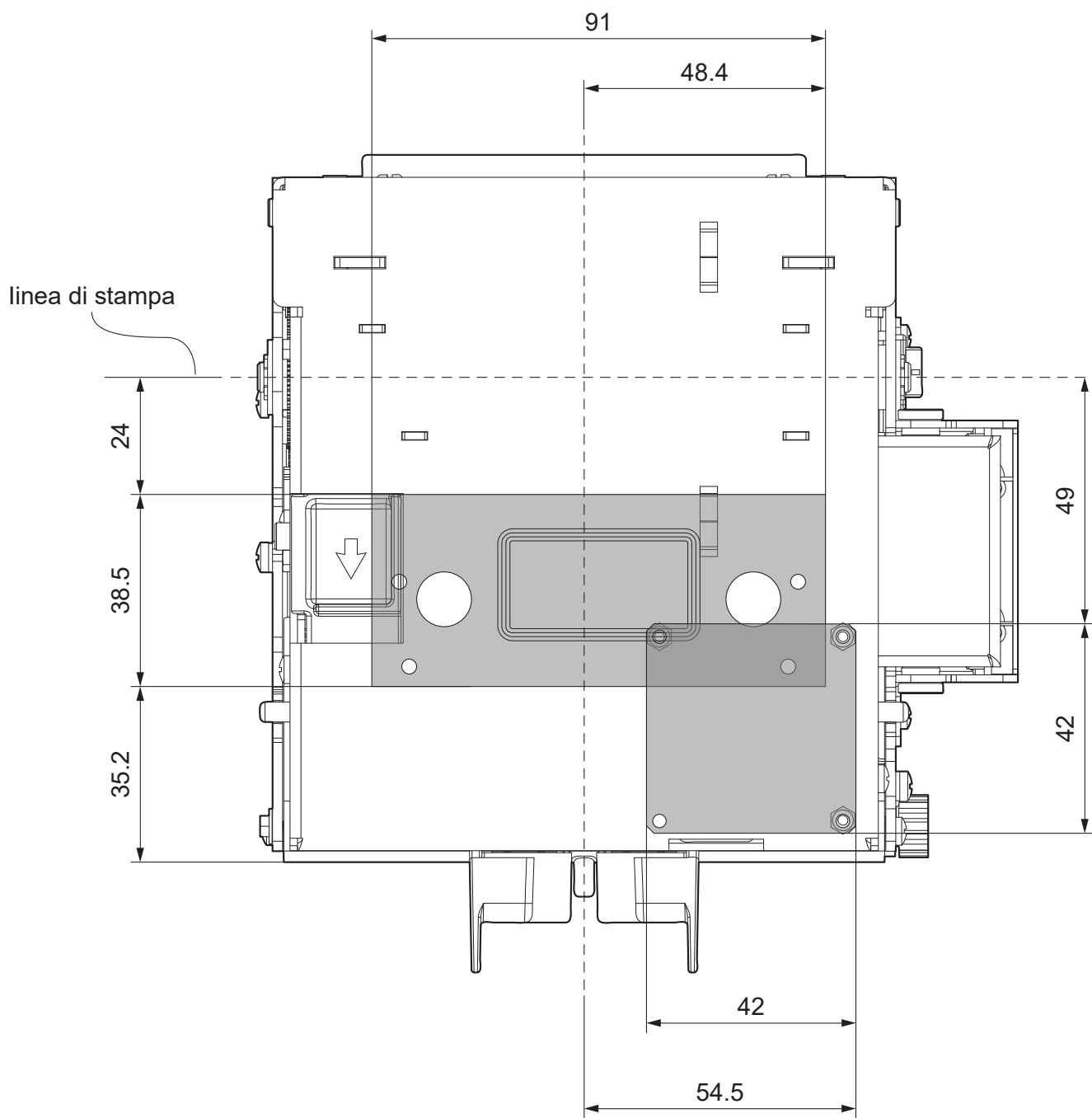
Ticket with RFID tag (KPM862 5, TK862 4)

RFID (acronym for Radio Frequency Identification) is a technology to identify automatically items using radio waves; this system is based on wireless data capture from RFID tag using appropriate readers. The RFID tag, or transponder, is made up of :

- the microchip that stores the data (including also a unique serial number written);
- an RFID antenna.

The device models are equipped with an RFID transceiver, provided with antenna, that allows to send and receive RF data to and from the tag. For this application the ticket dimensions are not binding but for good reading is important that the tag inside the ticket, after alignment, intersects the antenna area.

The following figures show the positions of antenna RFID inside the device.





9.11 Character set in CUSTOM/POS emulation

The device has 3 fonts of varying width (11, 15 and 20 cpi) which may be related one of the coding tables provided on the device.

To know the coding tables actually present on the device, you need to print the font test (see [paragraph 3.6](#)).

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 6.7](#)).

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	
11	PC851 - Greek	on request
12	PC853 - Turkish	on request
13	PC857 - Turkish	
14	PC737 - Greek	
15	ISO8859-7 - Greek	on request
16	WPC1252 - Scandinavian	on request
17	PC866 - Cyrillic 2	
18	PC852 - Latin 2	
19	PC858 per simbolo Euro in posizione 0xD5	
20	KU42 - Thai	
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



<CodeTable>	Coding table	
33	WPC775 - Baltic Rim	on request
34	PC855 - Cyrillic	
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	on request
41	PC1098 - Farsi	
42	PC1118 - Lithuanian	on request
43	PC1119 - Lithuanian	on request
44	PC1125 - Ukrainian	
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	

In CUSTOM/POS emulation, it is possible to use TrueType fonts. To be used, a TrueType font must be monospace type (every character of the font must have the same dimension). The check is made by the device when the font is selected. TrueType fonts will be automatically scaled by the device in order to obtain the same available width for the embedded fonts (11, 15 and 20 cpi for the 200dpi models and 16, 23 and 30 cpi for the 300dpi models).

The quality of TrueType fonts and the correct positioning into the printable area will result from the font producers and the font implementation.

For the correct printing of the code tables, it is necessary that the selected TrueType font contains all the characters in the tables. Otherwise, the '□' symbol will be printed instead the missing character.

All commands for printing configuration are usable both with TrueType fonts and with embedded fonts.

It is possible to address the TrueType font respects the UNICODE standard (see www.unicode.org), by using UTF-8 or UTF-16 encoding.



9.12 Character sets in SVELTA emulation

In SVELTA emulation the device has 18 embedded fonts of varying width which may be accessed through control characters (see commands description in SVELTA emulation of command manual). The following list shows the font available and relative dimensions in dot:

- Font HEL8PT8 ^(A) Proportional font with fixed height (H = 28 dot)
- Font HEL10PT8 ^(A) Proportional font with fixed height (H = 34 dot)
- Font HEL14PT8 ^(A) Proportional font with fixed height (H = 50 dot)
- Font HEL16PT8 ^(A) Proportional font with fixed height (H = 55 dot)
- Font 8x12 ^(B) Fixed font
- Font 8x12_2 ^(B) Fixed font
- Font 12x12 ^(B) Fixed font
- Font 14x11 ^(B) Fixed font
- Font 16x24 ^(B) Fixed font
- Font 16x24_2 ^{(B) (C)} Fixed font
- Font 16x24_3 ^{(B) (C)} Fixed font
- Font 20x15 ^(B) Fixed font
- Font 28x20 ^(B) Fixed font
- Font 14x24 ^{(B) (C)} Fixed font
- Font 16x24CUR ^{(B) (C)} Fixed font
- Font OCRB (20x32) ^(C) Fixed font
- Font GB18030 Fixed font
- Font CP949 Fixed font

For further information to characters representations print directly the font test ^(D).

In SVELTA emulation, it is possible to use TrueType fonts. True Type fonts are printable with every angle of rotation and in bold, reverse, italic and underlined mode.

It is possible to address the TrueType font respects the UNICODE standard (see www.unicode.org), by using UTF-8 or UTF-16 encoding.

For the correct printing of the code tables, it is necessary that the selected TrueType font contains all the characters in the tables. Otherwise, the '□' symbol will be printed instead the missing character.

NOTES:

(A) : A proportional font is a font in which different characters have different pitches (width).

(B) : A fixed font is the opposite of a proportional font and is a fixed-pitch font.

(C) : The fonts with the same name and dimension contain different characters in different positions from theirs.

(D) : During power-up, if the FORM FEED (FF) key is held down, the device executes the FONT TEST.



10 CONSUMABLES

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

KPM862 1, KPM862 2, KPM862 3, KPM862 4, KPM862 5, KPM862 6

KPM862 DF 1, KPM862 DF 2, KPM862 DF 3, KPM862 DF 4

KPM863 1, KPM863 2, KPM863 3, KPM863 4

KPM863 DF 1, KPM863 DF 2, KPM863 DF 3, KPM863 DF 4

67300000000386

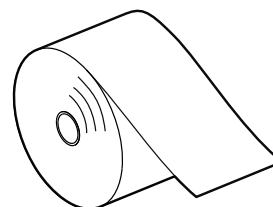
THERMAL PAPER ROLL

weight = 180 g/m²

width = 80 mm

Ø external = 180 mm

Ø core = 25 mm

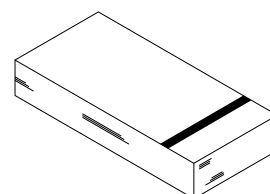


67A00000000304

FAN-FOLD (100 ticket)

weight = 140 g/m²

dimensions = 152 mm x 80 mm



TK862 1, TK862 2, TK862 3, TK862 4

TK862 DF 1, TK862 DF 2, TK862 DF 3

67300000000386

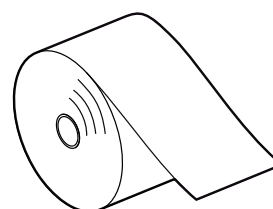
THERMAL PAPER ROLL

weight = 180 g/m²

width = 80 mm

Ø external = 180 mm

Ø core = 25 mm





11 ACCESSORIES

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

KPM862 1, KPM862 5, KPM862 6

KPM862 DF 1

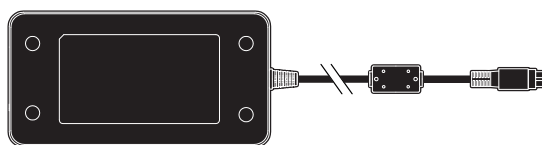
KPM863 1

KPM863 DF 1

963GE020000106

POWER SUPPLY

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



26100000000311

POWER CORD SCHUKO PLUG

length = 2 m

(see [paragraph 9.9](#))



26100000000313

POWER CORD UK PLUG

length = 2 m

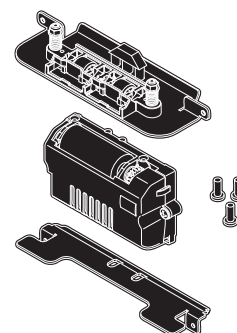
(see [paragraph 9.9](#))



976LK010000001

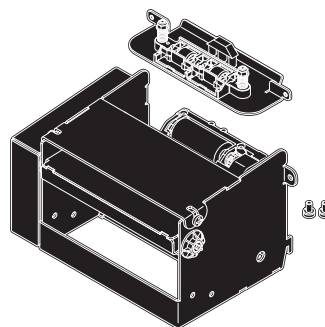
EJECTOR DEVICE

To use this accessory it is necessary to set, via PrinterSet, the setup parameter "Ejecter Type" to the value "Ejecter" (see [chapter 6](#))



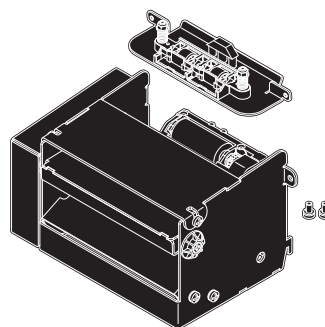
976LK01000002**SELECTOR DEVICE
FOR HORIZONTAL FIXING**

To use this accessory it is necessary to set, via PrinterSet, the setup parameter "Selector Option" to the value "Enabled" (see [chapter 6](#))



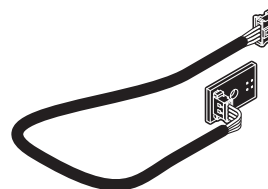
976LK01000003**SELECTOR DEVICE
FOR VERTICAL FIXING**

To use this accessory it is necessary to set, via PrinterSet, the setup parameter "Selector Option" to the value "Enabled" (see [chapter 6](#))



976LN01000001**EXTERNAL LOW PAPER SENSOR
board with cable 850 mm long**

(only for KPM862 1, KPM862 6, KPM863 1)

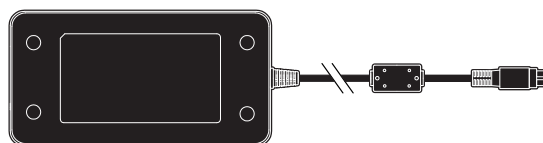




KPM862 2, KPM862 3, KPM862 4
KPM862 DF 2, KPM862 DF 3, KPM862 DF 4
KPM863 2, KPM863 3, KPM863 4
KPM863 DF 2, KPM863 DF 3, KPM863 DF 4

963GE020000106

POWER SUPPLY
(for technical specifications, see [paragraph 9.1](#))



26100000000311

POWER CORD SCHUKO PLUG
length = 2 m
(see [paragraph 9.9](#))



26100000000313

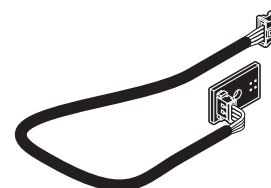
POWER CORD UK PLUG
length = 2 m
(see [paragraph 9.9](#))



976LN010000001

EXTERNAL LOW PAPER SENSOR
board with cable 850 mm long

(only for KPM862 2, KPM862 3, KPM862 4,
KPM863 2, KPM863 3, KPM863 4)

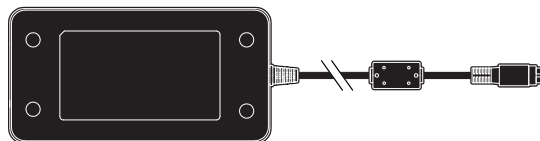




TK862 1, TK862 2, TK862 3, TK862 4
TK862 DF 1, TK862 DF 2, TK862 DF 3

963GE020000106

POWER SUPPLY
(for technical specifications, see [paragraph 9.1](#))



26100000000311

POWER CORD SCHUKO PLUG
length = 2 m
(see [paragraph 9.9](#))



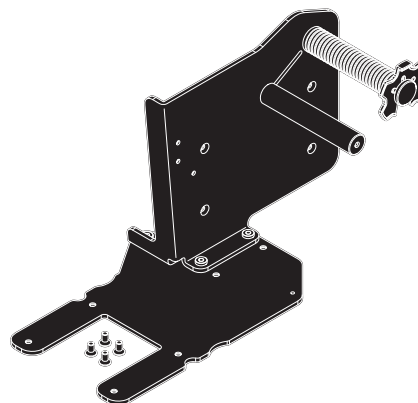
26100000000313

POWER CORD UK PLUG
length = 2 m
(see [paragraph 9.9](#))



974LU010000001

PAPER ROLL HOLDER
(see [paragraph 9.7](#))



974LU010000003

VERTICAL TICKET TRAY

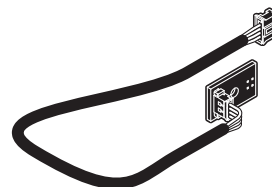




976LN010000001

EXTERNAL LOW PAPER SENSOR
board with cable 850 mm long

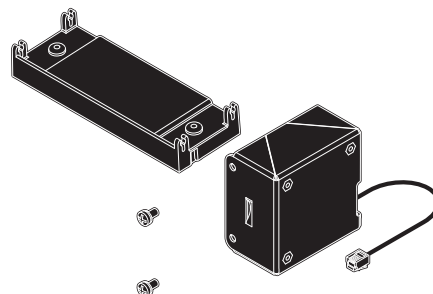
(only for TK862 1, TK862 2, TK862 3)



918LU010100000

RFID UHF KIT

(only for TK862 1, TK862 2, TK862 3)







12 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 3.5](#)).

The firmware release number (SCODE) can be found:

- on the setup report (see [paragraph 6.1](#))
- connecting the device to a PC and starting the "PrinterSet" tool (see [paragraph 6.2](#))
- by consulting the "setup.ini" file (see [paragraph 6.3](#))

CUSTOM[®]

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