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Bixolon SRP-350PLUSIIICOSG Thermal Receipt Printer User Manual

Model: SRP-350PLUSIIICOSG | Brand: Bixolon

1. PRODUCT OVERVIEW

The Bixolon SRP-350PLUSIIICOSG is a high-performance thermal receipt printer designed for various point-of-sale (POS) environments. It offers reliable and fast printing at 180dpi resolution, with versatile connectivity options including LAN, USB, and RS232. This manual provides essential information for setting up, operating, and maintaining your printer.



Figure 1: Bixolon SRP-350PLUSIIICOSG Thermal Receipt Printer (Dark Grey)

2. SETUP

2.1 Unpacking and Initial Setup

Carefully remove the printer and all accessories from the packaging. Ensure all components, including the power supply unit (PSU), power cord, and a paper roll, are present.

2.2 Loading Paper

1. Open the printer cover by pushing the lever on the side.
2. Insert the thermal paper roll into the compartment, ensuring the paper feeds from the bottom and the leading edge is straight.
3. Pull a small amount of paper past the cutter.
4. Close the printer cover firmly until it clicks into place.

Video 1: Demonstrates the process of loading paper into a thermal receipt printer, including opening the cover, inserting the paper

roll, and closing the cover.

2.3 Connecting the Printer

Connect the power cord to the printer and a power outlet. Connect the printer to your computer or network using the appropriate cable (USB, LAN, or RS232) based on your setup requirements.

Video 2: Provides instructions on how to set up the printer via an Ethernet port and general installation steps.

2.4 Driver Installation

Install the printer drivers from the provided CD or download them from the Bixolon support website. Follow the on-screen instructions to complete the installation. For network connections, ensure the printer's IP address is correctly configured.

Video 3: Demonstrates the driver installation process for the EOM-200 printer, which is similar for many thermal receipt printers.

3. OPERATING INSTRUCTIONS

3.1 Printing a Test Page

After driver installation, it is recommended to print a test page to confirm proper setup. This can usually be done through your operating system's printer settings (e.g., Control Panel > Devices and Printers on Windows).

3.2 Using the Feed Button

The **FEED** button on the printer allows you to manually advance the paper. Press it once to feed a small amount of paper, or press and hold to continuously feed paper.

4. MAINTENANCE

4.1 General Cleaning

- Regularly clean the printer's exterior with a soft, damp cloth.
- Use a soft brush or compressed air to remove dust and paper debris from the paper path and print head area.
- For optimal print quality, clean the thermal print head with an alcohol-based cleaning pen or swab.

4.2 Paper Replacement

Replace the paper roll as described in Section 2.2 when the paper low sensor indicates a need for a new roll or when the print quality deteriorates.

5. TROUBLESHOOTING

5.1 Common Issues

- **Printer Not Responding:** Check power connections, data cables, and ensure the printer is turned on. Verify driver installation and port settings.
- **Poor Print Quality:** Ensure you are using thermal paper. Clean the print head and check for any obstructions in the paper path.
- **Paper Jams:** Open the printer cover, carefully remove any jammed paper, and ensure the new paper roll is loaded correctly.
- **Error Lights:** Refer to the printer's LED indicators for specific error codes or patterns. Consult the full product

manual for detailed explanations.

6. SPECIFICATIONS

Feature	Detail
Brand	Bixolon
Model Name	SRP-350PLUSIIICOSG
Voltage	120 Volts
Item Weight	1560 Grams (3.44 pounds)
Wattage	60.00
Product Dimensions	5.71 x 5.75 x 7.87 inches
Resolution	180 dpi
Connectivity	LAN, USB, RS232

7. WARRANTY AND SUPPORT

7.1 Warranty Information

This Bixolon printer comes with a standard manufacturer's warranty. Please refer to the warranty card included in your product packaging for specific terms and conditions, including coverage duration and claim procedures. Keep your proof of purchase for warranty validation.

7.2 Technical Support

For technical assistance, troubleshooting, or service inquiries, please contact Bixolon customer support. You can find contact details on the official Bixolon website or in your product documentation. When contacting support, please have your printer model and serial number ready.